



GOOD GOVERNANCE WEEK 2022

V.Srinivas, IAS, Secretary DARPG



DATED DECEMBER 19, 2022

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

Dated December 19, 2022

Address of Shri V. Srinivas, Secretary, DARPG at the Inaugural Ceremony of Good Governance Week and Launch of Nation-wide campaign for 'Prashasan Gaon Ki Aur' 2022 at Hall No. 6, Vigyan Bhawan on 19th December 2022 at 1200 hours

Respected Dr. Jitendra Singh ji Hon'ble MOS PP; Chief Secretary, Government of Arunachal Pradesh, Shri Dharmendra ji; Additional Chief Secretary, Government of Uttar Pradesh, Shri Devesh Chaturvedi ji; Principal Secretary, Administrative Reforms, Government of Karnataka, Dr Srivatsa Krishna ji; Secretaries to Government of India, DG IIPA, DG NCGG and other dignitaries, Chief Secretaries, Additional Chief Secretaries, Principal Secretaries and Secretaries of Administrative Reforms of the States and Union Territories, DG's of ATI's, District Collectors of all States/ UT's joining the event by VC, Senior officials of Ministries / Departments, Members of the Media and my colleagues from DARPG, DoPPW and DoPT,

A very warm welcome to each of you to the inaugural function of Sushasan Saptah (Good Governance Week) 2022.

The Hon'ble Prime Minister has extended his greetings and best wishes for the success of the Sushasan Saptah across all Districts and Tehsils of India. In his message the Hon'ble Prime Minister said *"It is particularly pleasing to note that this year too, the Prashasan Gaon ki Ore campaign continues to be a part of Good Governance Week. We have undertaken various citizen centric initiatives including redressal of public grievances, online services, disposal of service delivery applications and good governance practices. Our vision is to expand the outreach of service delivery mechanisms making them more effective."*

Dr. Jitendra Singh ji, Hon'ble Minister of State for Personnel, Public Grievances and Pensions has guided DARPG in formulating the events for Governance Week 2022 campaign from December 19-25, 2022. The Nation-wide campaign for Redressal of Public Grievances and Improving Service Delivery will be held in all Districts, States and Union Territories of India. Over 700 District Collectors will be participating in the Campaign and officials will be visiting Tehsils and Panchayat Samiti Headquarters.

Today's inaugural session will witness the launch of the Good Governance Week 2022 portal, www.pgportal.gov.in/GGW22 , a dedicated portal in which District Collectors will be uploading progress along with Good Governance Practices and video clips. The Sushasan Saptah will witness the Nation's Grievance Redressal Platforms functioning in unison – Grievances received on CPGRAMS will be redressed along with Grievances received on State portals.

This is the second time in Amrit Kaal Period, that the Government of India will be conducting a National Campaign at Tehsil level to address Public Grievances and Improving Service Delivery. *Prashasan Gaon ki Ore Abhiyaan* will create a national movement for good governance that will inspire future generations.

Traditionally District Collectors have had a strong governance model in implementing Special Campaigns at Tehsil/ Panchayat Samiti/ Panchayat level. Under Prashasan Gaon ki Ore Campaign 2022, a strong digital platform and social media outreach can enable the District Collectors to reach every citizen in India. Technology is a huge force multiplier. *District Collectors should leverage the momentum of the Prashasan Gaon ki Ore campaign for pushing forward “Digital Transformation of Institutions and Digital Empowerment of Citizens in our quest for a Digitally Empowered Nation”.*

In Good Governance Week 2021, 6 lac PG cases and 289 lac service delivery applications were disposed across India. The Preparatory Phase of the Good Governance Week 2022 was held from December 10-18, 2022. District Collectors have identified the significant targets that will be redressed in the period December 19-25, 2022.

Applications Disposed under Service Delivery	81,27,944
Grievances Redressed in State Grievance Portals	19,16,142
Grievances Redressed in CPGRAMS	31,980
Number of New Services added for Online Service Delivery	3120
Best Good Governance Practices	373
Success Stories in Public Grievances	43

In the category of Service Delivery applications - Madhya Pradesh Districts have identified a target of 55,72,862 and Punjab Districts have identified a target of 21,96,937. In the category Redressal of Public Grievances, Madhya Pradesh Districts have identified a target of 16,67,295 grievances and Tamil Nadu Districts have identified 1,38,621 grievances for redressal. *GGW 2022 promises to be one of the largest pan India campaigns focusing on improving service delivery and redressal of public grievances.*

A new event of GGW 2022 is the workshop on District Level Innovations to be conducted under the chairmanship of District Collector on December 23, 2022 in every District. The workshop will focus on District level innovations. 373 District Level Innovations have been identified for presentation in the District level workshops on December 23, 2022. The focus should be on innovations aimed at Digital Empowerment of Citizens. The Cabinet Secretary will be chairing a workshop on “Initiative for Increasing Efficiency in Government” and an experience sharing session on “Special Campaign 2.0” on December 23, 2022 in New Delhi. The Government’s focus is improved Central Secretariat functioning through adoption of delayering, e-Office 7.0, institutionalizing Swachhata and reducing pendency.

The Annual Report on CPGRAMS for 2022 being released today reflects the progress the Nation has made in Redressal Public Grievances in 2022. The Parliamentary Standing Committee of Ministry of Personnel, PG and Pensions in 121st Report submitted to Parliament in December 2022, has appreciated the DARPG for the 10 steps reform measures the Department has taken to bring accountability in disposal of public grievances, appeal facility, mandatory action taken report, feedback call centre. Further the Parliamentary Standing Committee has unfeignedly appreciated the efforts of the DARPG to ensure the availability of CPGRAMS portal in all scheduled languages. Ministries/ Departments have disposed 1.14 lac PG cases in August, 1.17 lac PG cases in September, 1.19 lac PG cases in October and 1.08 lac PG cases in November. This is the first time since inception of CPGRAMS that PG case redressal has crossed 1 lac cases/ month. The disposal in State PG cases

on CPGRAMS portal has crossed 50,000 cases/ month since September 2022. The total pendency in the Central Ministries is down to an all time low of 0.72 lac cases and in States to 1.75 lac cases. This has been a collective achievement of all Grievance Redressal officers and I place on record my appreciation to the deep commitment shown by each of the 80,000 PG officers of Ministries/ States mapped on CPGRAMS, NIC, BSNL, CSC, C-DAC officials, DG's of State ATI's and ISTM officials. *I am grateful for the leadership of Dr. Jitendra Singh ji, the Advisor to PM and the Cabinet Secretary in enabling this radical reform and transformation in CPGRAMS.*

To conclude, I quote the Hon'ble Prime Minister's message that the "*Second Sushasan Saptah will help in furthering Good Governance at every level in India*".

Jai Hind.