

## **Achievements During the month of April, 2023**

### **(i) Civil Services Day 2023 and PM Awards for Excellence in Public Administration 2022 by Hon'ble Prime Minister**

The Department organized the 16<sup>th</sup> Civil Services Day, on April 20-21, 2023 at Vigyan Bhawan, New Delhi. This year's theme was "VIKSIT BHARAT - Empowering Citizens & Reaching the Last Mile". The Hon'ble Prime Minister conferred 15 Awards under the scheme PM's Awards, for Excellence in Public Administration 2022 and delivered the Civil Services Day address. A film on Award winning nominations was screened on this occasion. The Hon'ble Prime Minister released 2 e-Coffee Table Books titled "Viksit Bharat - Empowering Citizens & Reaching the Last Mile" comprising successes stories of shortlist nominations on priority programmes and innovation under PM's Awards for Excellence in Public Administration 2022.

The Civil Services Day events were inaugurated by the Hon'ble Vice President of India on 20<sup>th</sup> April, 2023. A film on the journey of the Prime Minister's Awards was screened and a Compendium on "National Good Governance Webinar Series" featuring 24 Award winning nominations presented in 12 webinars was released in the inaugural session. An exhibition on the theme 'Good Governance Practices in India - Awarded Initiatives' was organized on the sidelines of the event. The Civil Services Day 2023 held 2 Plenary Sessions and 4 Breakaway Sessions. The following Plenary Sessions were held:

- a. Empowering Citizens - Leveraging Public Digital Platforms - chaired by Shri Ashwini Vaishnaw. Hon'ble Minister for MeitY.
- b. "Promoting Circular Economy for Sustainable Development" - chaired by Shri Bhupender Yadav, Hon'ble Minister for Environment, Forest and Climate Change.

The following Breakaway Sessions were held:

- a. Jal Jeevan Mission, Holistic Healthcare for All - chaired by Shri Gajendra Singh Shekhawat, Hon'ble Minister of Jal Shakti.
- b. Health & Wellness Centers - chaired by Shri S. Gopalakrishan, Special Secretary, Ministry of Health & Family Welfare.
- c. Improving Quality of Education and improving outcomes through Vidya Samiksha Kendras - chaired by Shri Sanjay Kumar, Secretary, Department of School Education & Literacy.
- d. Aspirational Blocks Program- Reaching the Last Mile - chaired by Shri B.V.R. Subrahmanyam, CEO, NITI Aayog.

The two day event was attended by over 26000 officers from All India Services, Central Services, State Government/UTs, District level officers in physical and virtual modes.

## **(ii) eGovernance**

Secretary, DAR&PG visited IIT, Madras on 05.04.2023 and discussed with Prof. Ashok Jhunjhunwala, the reports/Vision document of DARPG to be submitted by thematic group/cells formed during the symposium 'Imagining India@2047 through Innovation' held in IIT Madras in March, 2022.

Third meeting was held under the Chairmanship of Secretary, DARPG on 12.04.2023 with Principal Secretaries (AR)/Secretaries (AR)/SPoCS of all States/UTs through VC to review the progress achieved under 'NeSDA - Way Forward'. The Second Meeting of stakeholders on NeSDA, 2023 was held on 27.04.2023 under the chairmanship of Secretary, DARPG to review the status of progress of NeSDA 2023.

## **(iii) National Good Governance Webinar Series**

Hon'ble Vice President of India released, Compendium on National Good Governance Webinar Series (2022-23)' on 20<sup>th</sup> April, 2023, during Civil Services Day 2023 event in Vigyan Bhawan, New Delhi. The eCompendium was shared with all Districts Collectors / State Governments/Ministries/Departments.

The 13<sup>th</sup> Webinar under the National Good Governance Webinar Series was successfully organized on 27<sup>th</sup> April, 2023. The theme of this Webinar was 'Innovation-State'. Shri Ravinder Kumar, Secretary (PDD/Animal & Sheep/Coop./Youth & Sports), Govt. of Ladakh presented initiative of 'Building of efficient greenhouse to grow crops' in Ladakh and Dr. Vinod R. Rao, Secretary (Primary & Secondary Education) Government of Gujarat presented initiative of 'Data driven transformation of school education system in Gujarat through Vidya Samiksha Kendra' in Gujarat.

**(iv) International Exchange & Cooperation**

A 5 member delegation led by Ms. Beatrice C Darko, Permanent Secretary (Special Duties), Cabinet Office of the Republic of Zambia visited DARPG on 26<sup>th</sup> April, 2023 and interacted with a team of officials of DARPG led by Secretary. The delegation was on a study visit in New Delhi from 25-27<sup>th</sup> April 2023. During the meeting, the activities and functioning of the Department were discussed.

A webinar on 'Ethics in Governance' was jointly organized by DARPG and Australian Public Service Commission on 06.04.2023 under the aegis of MoU signed with APSC.

**(v) Documentation & Dissemination**

One Documentary film on PM Awarded initiatives, 2022 and 15 citation films (on PM Awarded initiatives, 2022 have been produced and screened before the Hon'ble Prime Minister on the occasion of Civil Services Day, 2023.

Two e-Coffee Table Books with 40 shortlisted initiatives on Priority Programmes and Innovations have been made and released by Hon'ble Prime Minister on the occasion of Civil Services Day, 2023.

**(vi) Secretariat Reforms**

Secretariat Reforms Monthly Report - March, 2023 was released, which includes the data on the following parameters:

**Swachhata Campaign & Reducing Pendency:** The cleanliness campaign was conducted at 1,282 campaign sites, 3.86 lakh sq. ft. of space was freed and Rs. 23.28 Crore of revenue earned, 3.89 lakh public grievances were redressed and 80 thousand physical files were weeded out.

**Increasing Efficiency in Decision Making in Central Secretariat:** 69 Ministries/ Departments have implemented delayering with 45 Ministries/ Departments being fully de-layered with levels of disposal of 4 or less.

**(vii) Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

The Parliamentary Standing Committee of Ministry of Personnel, Public Grievances and Pensions met DARPG on the subject 'Effective Redressal of Public Grievances' on 28<sup>th</sup> April, 2023. The department has implemented 36 recommendations of PSC, in 9 meetings in the period 2021-23.

On 26<sup>th</sup> April, 2023, Secretary, DARPG chaired a meeting with Nodal Officers of all the Ministries/Departments as well as the State Grievance Nodal Officers to review the Monthly progress reports of CPGRAMS in March, 2023.

**PG Cases** - In April, 2023, 105218 PG cases were received on the CPGRAMS portal, 106847 PG cases were redressed and there exists a pendency of 67932 PG cases, as of 30<sup>th</sup> April, 2023. The pendency in the Central Secretariat has decreased from 69561 PG cases at the end of March, 2023 to 67932 PG cases at the end of

April, 2023. For the 9<sup>th</sup> month in a row, the monthly disposal crossed 1 lac cases in Central Ministries / Departments.

**Grievance Redressal Index** - Unique Identification Authority of India (UIDAI) and Ministry of Labour & Employment are the top performers in the Grievance Redressal Index within the Group A for April, 2023. Department of Financial Services (Pension Reforms) and NITI Aayog are the top performers in the Grievance Redressal Index within the Group B for April, 2023.

**Pendency** - 17 Ministries/Departments have more than 1000 pending grievances as on 30<sup>th</sup> April, 2023.

**Grievances in Corruption Category** - Department of Financial Services (Banking Division) has the highest number of PG cases under the corruption category with 1227 pending grievances.

**Average Closing Time** - Average Grievance Redressal Closing Time in all the Ministries / Departments in the year 2023, from 1<sup>st</sup> January, 2023 to 30<sup>th</sup> April, 2023 is 17 Days.

**Feedback received from BSNL Call Centre** - For Central Ministries/Departments, 4386 grievances have received the rating of Excellent & Very Good, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1<sup>st</sup> April to 30<sup>th</sup> April, 2023.

(VII) **Eoffice**

Implementation of E-Office version 7: 9 Ministries/ Departments have 100% share of e-Receipts in the month of March, 2023. E-Receipts constituted 91.1% of the total receipts in March 2023 against 90.94% in February, 2023. As on date all 79 Ministries/Departments are using e-office version 7.0, out of these 52 Ministries/Departments' eoffice percentage is 80% or above.