

**Government of India**  
**Department of Administrative Reforms & Public Grievances**

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of August, 2020 are listed below:

(i) **Public Grievances**

- (a) Tripartite MoU was signed between D/o Defence, IIT Kanpur and DARPG on 04.08.2020 in presence of Hon'ble Raksha Mantri Shri Rajnath Singh and Hon'ble Minister of State for Personnel Dr. Jitendra Singh. Under this MoU IIT Kanpur develop Artificial Intelligence (AI) and Machine Learning (ML) techniques to conduct exploratory and predictive analysis on public grievances pertaining to Department of Defence to help the government in bringing about systemic changes and policy interventions.
- (b) J&K government has requested DARPG to enhance capacity of their grievance portal Awaaz-e-Aawam by further mapping it directly with district level grievance redressal machinery on similar line of CPGRAM reforms 7.0. A task force has already been constituted with the officials from DARPG and J&K government to assist J&K government for a time bound integration of Awaz-e-Aawam with their district grievance cell.
- (c) Ministry/Department-wise and State/UT-wise daily reports on public grievances pertaining to COVID-19 are being compiled on the basis of the data generated through CPGRAMS and the same is being furnished to the PMO and Empowered Committee Group-10 on a daily basis. Grievances received and disposed of from 30 March, 2020 to 31 August, 2020 is placed at **Annexure**. A total of 119721 COVID-19 PG cases have successfully redressed in this period.

(ii) **PM Award Scheme 2020:**

- (a) The last date for the submission of applications for PM's Awards for Excellence in Public Administration was 23.08.2020. A total of 702 Districts had registered on the portal [www.pmawards.gov.in](http://www.pmawards.gov.in). Total 1989 applications have been filed under various categories. Maximum applications - 958 have been filed in innovation category followed by 202 applications in credit flow to priority sector, 233 in SBM (Urban), 311 in SBM (Gramin), 139 in improving service delivery, 48 under Namami Gange and 98 under the Aspirational District Program. First stage evaluation of applications under District Performance Indicator programmes, Namami Gange Programme, ADP and Innovation by Screening Committees have been concluded.
- (b) **BSNL Feed Back Call Centres:** Trainings for 1404 BSNL call centre operators in 10 cities were held on 27th and 28th August, 2020 in all categories. Questionnaires

have been shared with the BSNL for translation to regional languages. In all 500,000 calls would be made from September 3-14, 2020 as part of the feedback process.

(c) **Spot Study Teams:** Letters have been sent to DOPT for deployment of 105 officers of Director / Deputy Secretary for undertaking virtual spot studies.

(d) The file for constitution of Empowered Committee has been submitted for kind consideration of Hon'ble Prime Minister through Hon'ble MoS (PP).

(iii) The Department observed *Sadbhavana Diwas* on 20<sup>th</sup> August, 2020 wherein all officers / officials participated in the Pledge taking ceremony maintaining social distancing and other safety measures on account of prevailing COVID-19 pandemic.