PRIME MINISTER'S
AWARDS
FOR EXCELLENCE
IN PUBLIC
ADMINISTRATION
2024

AWARDEES CITATION

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INNOVATION (CENTRE) CATEGORY

This award seeks to recognize innovations at Central level from Central Government Organizations/Ministries for various innovations in any field of administration.

Under Innovation Category, there are Two Awards for Central level initiatives:

01
PM Vishwakarma
Ministry of Micro, Small & Medium Enterprises

02
Poshan Tracker
Ministry of Women & Child Development

AWARD 1 - INNOVATION (CENTRE) CATEGORY

PM VISHWAKARMA
Ministry of Micro, Small & Medium Enterprises (MSME)

The PM Vishwakarma Scheme is a fully digital, paperless initiative by the Ministry of MSME to support India's traditional artisans. It ensures transparency and efficiency through Aadhaar-based biometric authentication, real-time monitoring, and e-voucher-based toolkit delivery. With seamless coordination across multiple agencies, the scheme has empowered over 26 lakh artisans within 15 months, revitalizing micro-enterprises and setting a scalable model for future welfare programs. It redefines public service delivery, fostering inclusive and accountable governance.

KEY ASPECTS

- Aadhaar-enabled biometric authentication of applicants and Gram Pradhans ensures transparency; over 2 lakh Gram Pradhans verified and 1.3 lakh records corrected.

- PM Vishwakarma Portal & App streamline the entire process seamless, paperless from application to credit disbursement, minimizing human intervention, ensuring faster approvals, real-time tracking, and improved accountability.

- Beneficiaries receive ₹15,000 e-vouchers, with toolkits delivered by India Post through automated redemption.

- The scheme is digitally integrated with 15+ stakeholders, including Mo/MSME, SIDBI, NPCI, NSDC, UIDAI, CSC, India Post, GeM, and Banks for coordinated execution.

IMPACT OF THE INITIATIVE

- Over 26.38 lakh beneficiaries registered with 3-stage online verification, ensuring diverse representation from OBC (55%), SC (19%), ST (8%), Gen (18%), Women (34%), and Divyangjan (1%).

- Implemented across 34 States/UTs, covering nearly all districts, 2.5 lakh Gram Panchayats, and 4,500 ULBs, excluding West Bengal and Tamil Nadu.

- The model is easily replicable for other schemes involving beneficiary selection and asset distribution, ensuring long-term applicability.

HON'BLE PM EMPOWERS SCHEME
BENEFITS TO BENEFICIARIES

ARTISAN SHOWCASING
HIS HANDICRAFTS

BENEFICIARY BRINGS
NATURAL FIBERS TO LIFE

HON'BLE PM ADMIRES
TEXTILES ARTISAN

AWARD 2 - INNOVATION (CENTRE) CATEGORY

POSHAN TRACKER
Ministry of Women and Child Development

The Poshan Tracker is a digital ecosystem developed under the Mission Saksham Anganwadi & Poshan 2.0. It modernizes Anganwadi Centre operations by replacing paper-based systems with a real-time, cloud-enabled solution. Launched during the COVID-19 pandemic, it enables real-time monitoring of nutrition services, promotes beneficiary engagement, supports data-driven governance, and streamlines grievance redressal. With nationwide implementation, the Poshan Tracker sets new standards in digital governance, ensuring transparency, efficiency, and timely interventions in public health service delivery.

KEY ASPECTS

- End-to-end digitization of Anganwadi services, replacing 11 manual registers with real-time Aadhaar-authenticated data, Face Recognition System (FRS) for Take-Home Ration (THR) distribution, and integration with RCH (Reproductive Child Health) and ABDM (Ayushman Bharat Digital Mission).

- Empowerment through training with SMS alerts for beneficiaries, digital learning modules for Anganwadi Workers (AWWs), and daily usage by 13.4 lakh AWWs across 14 lakh centers.

- Community engagement is strengthened through initiatives like Poshan Pakhwada and Poshan Maah, aided by beneficiary platforms, feedback systems, social media, and helpline 14408 for real-time awareness and interaction.

IMPACT OF THE INITIATIVE

- Impacted 100 million beneficiaries (Pregnant Women, Lactating Mothers, Children 0-6 years, Adolescent Girls).

- Implemented across all 36 States/UTs, covering 14 lakh Anganwadi Centres in urban, rural, and tribal areas.

- Transactions increased from 10 million in 2021 to 400 million in 2024, enabling faster service delivery and instant decision-making.

- Awarded multiple recognitions, including the National Awards for e-Governance 2024 (Gold), Gems of Digital India Award, and MeitY Award 2024.

NURTURING YOUNG MINDS,
ENSURING NUTRITION & CARE

INTERACTIVE AWARENESS
UNDER POSHAN ABHIYAAN

SMART NUTRITION MONITORING
THROUGH POSHAN TRACKER

ANGANWADI WORKERS CREATING
CHILD-FRIENDLY CENTRE

INNOVATION (STATE) CATEGORY

This award seeks to recognize innovations at State level from State Government Organizations for various innovations in any field of administration.

Under Innovation Category, there are Two Awards for State level initiatives:

01

Uttarakhand Government Assets Management System (UK-GAMS)
Uttarakhand

02

Shiksha Setu, Axom
Assam

AWARD 1 - INNOVATION (STATE) CATEGORY

Uttarakhand Government Assets Management System (UK-GAMS)
Uttarakhand

The *Uttarakhand Government Assets Management System (UK-GAMS)* is a state-wide digital innovation developed to safeguard and monitor government land across Uttarakhand. Institutionalized through a government order, UK-GAMS integrates AI/ML-powered change detection using high-resolution satellite imagery with real-time mobile field validation. It offers an end-to-end platform that enables departments to proactively track asset use, prevent encroachments, and ensure timely interventions. With over 66,000 assets mapped and 60+ departments onboarded, the initiative represents a transformative leap toward transparent, data-driven governance. Its unified web-mobile interface ensures seamless collaboration, faster decision-making, and reduced manual errors, making it the first state-level geospatial asset protection system to be fully integrated into departmental operations.

KEY ASPECTS

- Enables real-time detection of unauthorized land-use changes and encroachments.
- Fully digitized workflows replace manual records, promoting efficiency and transparency.
- Build a low-cost, scalable, and open-source system that is easily replicable, compatible with existing technologies, and integrated with national platforms like PM Gati Shakti to fast-track infrastructure development using validated geospatial data.

IMPACT OF THE INITIATIVE

- 66,000+ government assets mapped; 52,000+ geofenced across the state.
- ₹14,000 Cr worth of public land monitored; ₹53 Cr worth of encroachments detected.
- ~220 assets mapped per day, with 188 alerts generated for quick redressal.
- Enhanced coordination among 60+ departments, 7 directorates, and 25 boards.
- Reduced grievance resolution time from months to weeks via real-time field reporting.
- Improved land governance benefits over 1 crore residents across 53,000+ sq. km of varied terrain.

CHANGE ANALYSIS DETECTED IN
HIGH PRIORITY AREA
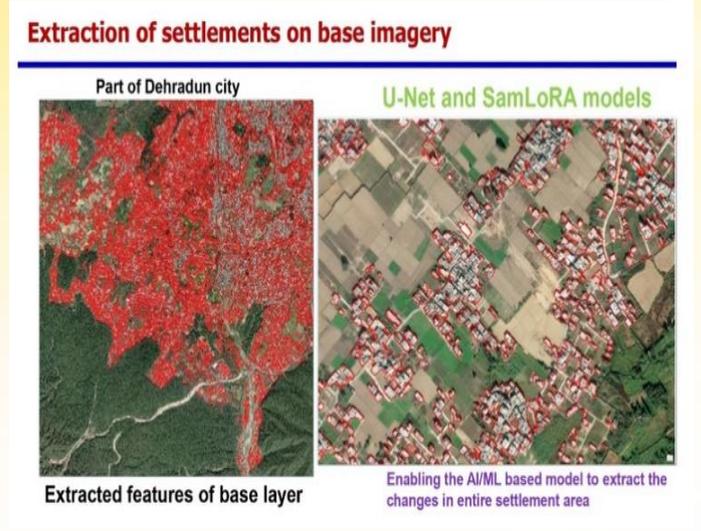
EXTRACTION OF SETTLEMENTS
ON BASE IMAGERY

LOCAL SITE EVALUATION
BY FIELD OFFICERS
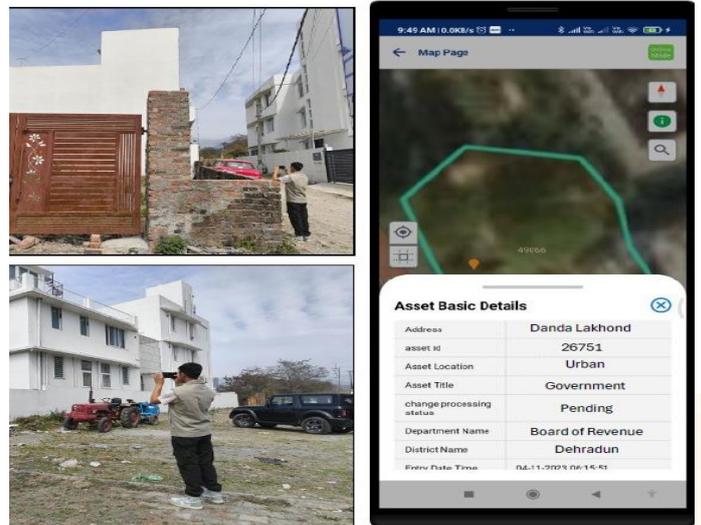
REAL TIME FIELD REVIEW

AWARD 2 - INNOVATION (STATE) CATEGORY

SHIKSHA SETU, AXOM
Assam

Shiksha Setu, Axom is an AI-driven initiative implemented through Samagra Shiksha Assam, Department of School Education. It leverages advanced facial recognition technology that maps over 70 facial feature points to ensure accurate, geo-tagged attendance of both students and teachers, effectively eliminating proxy attendance and ghost students. With statewide implementation, this initiative ensures transparent, efficient, and responsive education governance. It also facilitates digital teacher leave management, seamless student transfers without the need for transfer certificates, predictive analytics for dropout prevention, and resource planning. Designed to function even in low-connectivity or disaster-affected areas via cloud and offline sync features, Shiksha Setu, Axom is setting a new benchmark for real-time, data-driven decision-making and inclusive service delivery in the public education sector.

KEY ASPECTS

- Automated digital DropBox system allows student transfers without transfer certificates.

- Online leave application and approval system for teachers, replacing manual processes.

- Predictive analytics help identify likely dropouts and support resource planning.

- Over 2.07 lakh teachers and officials trained; 51,000+ tablets distributed to schools.

- Active engagement with teachers, school committees, and parent bodies for smooth adoption.

IMPACT OF THE INITIATIVE

- Impacted over 48 lakh students and 2.06 lakh teachers and tracked across 44,866 government and aided schools in Assam.

- Removal of 4 lakh ghost students leads to savings of Rs 100 Cr/year to the Government.

- 67% of head teachers report improved teacher attendance (UNICEF Study).

- Enhanced trust among teachers and school management through effective grievance redressal.

- Received the National Awards for e-Governance 2024 (Gold).
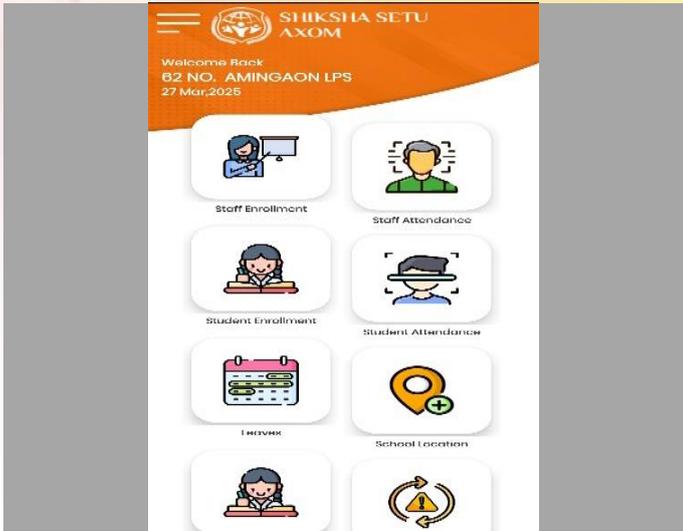
SHIKSHA SETU APP
DASHBOARD

TEACHER ATTENDANCE
WITH GEO-TAGGING

ATTENDANCE MARKING
THROUGH APP

REAL-TIME GROUP
ATTENDANCE TRACKING

INNOVATION (DISTRICT) CATEGORY

This award seeks to recognize innovations at District level from District Collector/District Magistrate/Deputy Commissioner level for various innovations in any field of administration.

Under Innovation Category, there are Two Awards for District level initiatives:

01

Sugamya Pustakalya
Moradabad, Uttar Pradesh

02

Project DigiKaksha
An Integrated Educative Ecosystem Igniting Foundational Growth in Koloriang – A Vision For A Vibrant Village On The Indo-China Border,
Kurung Kumey, Arunachal Pradesh

AWARD 1- INNOVATION (DISTRICT) CATEGORY

SUGAMYA PUSTAKALYA
Moradabad, Uttar Pradesh

Sugamya Pustakalya is an inclusive physical library specially designed for differently-abled students. This initiative caters to the blind, hearing impaired, intellectually disabled, and those with locomotor challenges. Tailored to address service delivery gaps in accessibility, it integrates Braille books, audiobooks, tactile maps, and assistive technologies, ensuring inclusive pedagogy. With 32 specially trained educators deployed across four libraries, the initiative emphasizes personalized learning, community involvement, and digital tools to enhance educational outcomes. Sugamya Pustakalaya has not only transformed access to education but also set a replicable model for inclusive infrastructure and service delivery.

KEY ASPECTS

- First-of-its-kind accessible library initiative in Moradabad district with four centers across sub-divisions i.e., Moradabad, Kanth, Bilari, and Thakurdwara.

- Initiative is a part of the Accessible India Campaign (Sugamya Bharat Abhiyan).

- Infrastructure was developed using CSR, Nagar Panchayat, and Zila Panchayat funds for long-term sustainability, while technical support from institutions like NIVH (National Institute for the Visually Handicapped) and NAB (National Association for the Blind) ensured the use of best practices.

- Assistive tech includes Braille books, audiobooks, tactile maps, and speech synthesis tools.

- Regular community workshops, reading sessions, and media outreach to raise awareness.

IMPACT OF THE INITIATIVE

- Benefited over 4,500 differently-abled students across the district.

- Improved Braille literacy and sign language skills within 3 months of implementation

- Enabled educational continuity through digital tools even during emergencies.

- Fostered a culture of accessibility and inclusion through active community engagement.

- Established a scalable, feedback-driven model with responsive service delivery mechanisms.

INCLUSIVE LIBRARY FOR ALL
PROMOTING JOYFUL LEARNING

CHILD WITH VISUAL IMPAIRMENT
ENGAGED IN GUIDED LEARNING

STUDENT ENGAGED IN A
COGNITIVE LEARNING ACTIVITY

TEACHER ASSISTING STUDENT
WITH BRAILLE WRITING

AWARD 2- INNOVATION (DISTRICT) CATEGORY

PROJECT DIGIKAKSHA

An Integrated Educative Ecosystem Igniting Foundational Growth in Koloriang
A Vision for A Vibrant Village on The Indo-China Border
Kurung Kumey, Arunachal Pradesh

PROJECT DIGIKAKSHA is a transformative digital education initiative designed to deliver foundational literacy, numeracy, and skill development to students from Pre-Primary to Senior Secondary, Self-Help Groups (SHGs), school dropouts, and marginalized youth in some of the most inaccessible and underserved border regions of Arunachal Pradesh.

DIGIKAKSHA is a pioneering educational initiative implemented in remote, network-deprived Indo-China and Indo-Myanmar border areas of Arunachal Pradesh. It creates a blended learning ecosystem through customized digital infrastructure, preloaded interactive content, and community-driven pedagogy, aimed at empowering tribal children, SHGs, and unemployed youth.

KEY ASPECTS

- Led by local village chiefs, PRI (Panchayati Raj Institutions) members, SHGs, and youth groups, fostering a social movement.

- Training for teachers, Gaon Boras, SHGs; collaboration with EduTech partners for ongoing tech support.

- Over 3000 beneficiaries including children, youth, women, and dropouts; operational across Tirap and Kurung Kumey districts.

- Implemented on government land, governed by a local board, convergence with schemes like PM Swavlamban Yojana and ASRLM (Assam State Rural Livelihoods Mission).

IMPACT OF THE INITIATIVE

- Enhanced school and teacher attendance, improved CBSE pass rates, and record-breaking selections in APSC (Assam Public Service Commission) exams.

- Operational within 50 km from Indo-China border and replicated in Indo-Myanmar border regions, the initiative significantly enhanced community engagement in the learning process.

- Disaster-resilient infrastructure, evaluated for sustainability, and adopted in multiple districts.

INTERACTIVE LEARNING SESSION
WITH DIGITAL TOOLS

PLAY-BASED FOUNDATIONAL LITERACY

MODERN LIBRARY WITH
INTERACTIVE SETUP

INTERACTIVE EARLY LEARNING SPACE

HOLISTIC DEVELOPMENT OF THE DISTRICTS

- For the year 2024, the scheme for Prime Minister's Awards for Excellence in Public Administration aims to recognize the contribution of civil servants in Holistic Development of the Districts for 11 flagship schemes.

  o Promoting Swachh Jal (Clean Jal) through Har Ghar Jal Yojana

  o Promoting Rural housing through Pradhan Mantri Awas Yojana (Gramin)

  o Promoting Urban housing through Pradhan Mantri Awas Yojana (Urban)

  o Promoting Immunization drive through Mission Indradhanush

  o Promoting Healthcare through Pradhan Mantri - Jan Arogya Yojana (AB PM-JAY)

  o Promoting Financial Stability through PM SVANidhi

  o Promoting Maternal health and nutrition through Pradhan Mantri Matru Vandana Yojana (PMMVY)

  o Promoting Skill Development through PM Vishvakarma Yojana

  o Promoting Agricultural credit through Kisan Credit Card Scheme

  o Promoting Renewable Energy through PM Surya Ghar Muft Bijli Yojana.

  o Promoting child development through Saksham Anganwadi & Poshan 2.0.

- The performance of the districts has been evaluated in a cumulative manner. The Scheme encouraged last mile delivery, saturation approach and citizen centricity.

District Collectors presented a comprehensive picture of the progress achieved across 11 schemes and their leadership role over the implementation period in the nomination form.

Holistic Development of Districts – Evaluation Parameters

Quantitative (50%)	Governance (30%)	Qualitative (20%)
• Achievement Percentage from 01.04.2022 to 31.12.2024 • Cumulative aggregate of Achievement achieved across 11 Schemes	• Convergence of schemes • Enhancing transparency and checking corruption. • Effectiveness of administration and regulatory quality • Accountability • Inclusiveness & community participation • Grievance Redressal mechanism and feedback system • Quality and Capability of Human Resource and mechanism of capacity building • Replicability and Sustainability	• Holistic implementation of the 11 schemes covering Jan Bhagidari • Capacity Building and Skilling • Quality Control Aspects • Feedback from Beneficiaries • Progress achieved in Achievement of Schemes.

AWARD 1 - HOLISTIC CATEGORY

RAJKOT, GUJARAT

KEY ASPECTS OF THE DISTRICT

Rajkot is located in the Saurashtra region of Gujarat has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 recognizing its exceptional performance in the 'Holistic Development of Districts' Category. Its geographical dimensions spans in an area of 11,203 sq. km. The district has emerged as a model of integrated and sustainable development, blending urban progress with rural empowerment.

Known for its leadership in renewable energy adoption, financial inclusion, housing innovation, and citizen-centric service delivery, Rajkot has shown exemplary performance in implementing 11 key government schemes. It has adopted a technology-driven approach for public service delivery while ensuring inclusivity, transparency, and environmental sustainability.

The district has made significant strides in the implementation of flagship schemes under the Holistic Development of Distrcits category. The District has achieved more than 80 marks in *Mission Indradhanush, Pradhan Mantri Matru Vandana Yojana & Pradhan Mantri Awas Yojana Urban.* These data points reflect better governance initiatives aimed at improving immunization coverage, providing financial support to women for maternal health, and ensuring dignified housing for urban populations.

Inclusive Welfare through Specialized Initiatives - Programs like Balika Panchayat, Khasangabhut Anganwadi, and CSR-led Anganwadi upgrades have fostered inclusive growth, particularly for girls and differently-abled children. Focused interventions have targeted underserved communities, leading to measurable progress in health services, social welfare, and urban infrastructure development.

IMPACT OF THE INITIATIVE:

- Widespread Solar Adoption & Sustainability - Rajkot leads the nation under PMSGMBY with the highest number of rooftop solar installations, achieved 111.14 MW capacity, reduced approx. 1.39 lakh metric tonnes of GHG emissions annually—equivalent to planting 43 lakh trees.

- Empowerment Through PM Vishwakarma & Poshan 2.0 - Over 62,400 artisans registered under PM Vishwakarma and 13 dedicated training centers established, alongside 80 centers under Poshan 2.0, enhancing skills and employability for thousands.

- Robust Financial Security for Farmers - Ranks 2nd in Gujarat in Kisan Credit Card (KCC) distribution with 2.32 lakh beneficiaries, supported by ₹10 lakh accidental insurance and ₹15,000 medical aid per farmer via Rajkot DCCB.

- Strengthening Health Infrastructure under PM-JAY - Over 15.3 lakh beneficiaries have availed PM-JAY benefits with 3.76 lakh claims settled, saving ₹1,165 Cr in out-of-pocket expenses. Two SNCUs (Special Newborn Care Units) were also established in SDHs (Sub District Hospitals), benefiting over 1,670 neonates annually.

- Innovation in Housing & Urban Development- Under the Light House Project, 1,144 EWS dwellings were constructed in under 22 months using in-situ tunnel formwork tech. 12 out of 14 PMAY-Urban projects received the IGBC Green Building Certification.

- Street Vendor Empowerment under PM SVANidhi - A total of 32,935 street vendors received micro-loans, boosting self-employment and livelihoods. Additionally, 365 registered vendors under solar schemes are employing 3,000 people.

- Nutrition and Child Welfare through Saksham Anganwadi & POSHAN 2.0 - Nutritious supplements like Bal Rasayan & Chikkis improved the nutritional status of 42% of 1,777 malnourished children. Over 394 Poshan Vatikas and 330 Anganwadis were enriched with local support and CSR funding.

- Technology-Driven Water Management - Adoption of SCADA and Real-Time Bulk Water Audit Systems in Har Ghar Jal enhanced water distribution and monitoring. Tap connections are now delivered within 20 days under the citizen charter.

- Strong Focus on Capacity Building & Transparency - Over 11,000+ people trained across schemes. Regular social audits, centralized grievance redressal, and statutory third-party audits ensure transparency, efficiency, and beneficiary trust.

HAR GHAR JAL YOJANA
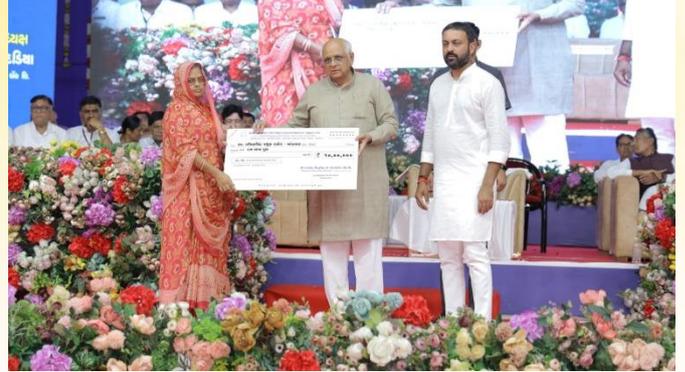
KCC

MISSION INDRADHANUSH

PM SURYA GHAR MUFT BIJLI YOJANA

PM SVANidhi

PM VISHWAKARMA

PM AWAS YOJANA (GRAMIN)

PM AWAS YOJANA (URBAN)

PRADHAN MANTRI JAN
AROGYA YOJANA

PRADHAN MANTRI MATRU
VANDANA YOJANA

SAKSHAM ANGANWADI AND POSHAN 2.0

AWARD 2 - HOLISTIC CATEGORY

GOMATI, TRIPURA

KEY ASPECTS OF THE DISTRICT

Gomati district, located in Tripura, is emerging as a model of balanced development—blending cultural heritage with modern governance. The region spans in an area of approx 1523 square km. The district has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 recognizing its exceptional performance in the 'Holistic Development of Districts' Category. It showcased excellence across 11 government schemes through robust social audit mechanisms, quality control processes, and community engagement initiatives.

The district implemented effective capacity-building programs, empowered citizens through Jan Bhagidari, and encouraged behavioral change towards sanitation, gender sensitization, and environmental conservation. The district is actively promoting local identity through GI-tagged products like Matabari Peda and traditional crafts like Risha and Pachra, supporting artisans and boosting the rural economy. Governance initiatives such as the Tripura CM Helpline (1905) and extensive field visits by the District Magistrate have strengthened transparency and public engagement.

The district has shown remarkable progress in implementing flagship schemes under the Holistic Development of Districts category. The District has achieved more than 80 marks in major schemes including *Mission Indradhanush, Pradhan Mantri Matru Vandana Yojana & Pradhan Mantri Awas Yojana Urban,* showcasing strong governance efforts.

These accomplishments highlight focused initiatives to improve immunization rates, provide financial support for maternal health, and promote dignified urban housing. Moreover,The promotion of traditional products such as Matabari Peda, Risha, and Pachra reflects the district's emphasis on cultural preservation, tourism, and sustainable livelihood generation. Gomati's Focused efforts in underserved areas have resulted in significant progress in health services, social welfare, and urban infrastructure.

IMPACT OF THE INITIATIVE:

- Skill Development Under PM Vishwakarma & SANKALP - 7,086 beneficiaries enrolled; 2,239 completed pre-basic and 2,219 completed basic training under PM Vishwakarma, while 150 candidates finished entrepreneurship trained under SANKALP Phase-II initiative of the district, fostering self-employment and skilled workforce.

- Employment through Capacity Building Initiatives - Youths were trained in key sectors: 100 as Plumber Generals, 42 in Geriatric Care, and 28 as Jal Vitaran Sanchalak, directly boosting employability and infrastructure development at the grassroots.

- Green Drive for Environmental Sustainability- A remarkable 7 lakh saplings were planted in 2024, including 1.2 lakh in just 5 minutes on World Environment Day, reinforcing the district's commitment to afforestation and climate action.

- Gender Equality and Social Awareness - Gender sensitization workshops were conducted, encouraging community-level awareness, reducing discrimination, and promoting social equity and inclusion.

- Transparency via Technology - The Tripura CM Helpline (1905) has strengthened governance transparency, enabling anonymous corruption reporting, with 51 cases resolved via CPGRAMS and 19 through the CM helpline.

- Field Visits and Grassroots Engagement -The District Magistrate conducted 852 field visits, including 780 inspections and 72 community programs, ensuring accountability, feedback collection, and citizen-centric administration.

- Promotion of Local Handicrafts and GI-Tagged Products - With district-level intervention, Matabari Peda was granted a GI tag, while local handicrafts like Risha and art forms like Pachra were promoted, uplifting artisans and bolstering the regional economy

- Outreach via Viksit Bharat Yatra - 16 camps were organized under the Viksit Bharat Yatra, enhancing awareness, delivery, and saturation of welfare schemes to underserved sections of the population.

HAR GHAR JAL YOJANA

KCC

MISSION INDRADHANUSH

PM SURYA GHAR MUFT BIJLI YOJANA

PM SVANidhi

PM VISHWAKARMA

PM AWAS YOJANA (GRAMIN)

PM AWAS YOJANA (URBAN)

PRADHAN MANTRI JAN
AROGYA YOJANA

PRADHAN MANTRI MATRU
VANDANA YOJANA

SAKSHAM ANGANWADI AND POSHAN 2.0

AWARD 3 - HOLISTIC CATEGORY

TINSUKIA, ASSAM

KEY ASPECTS OF THE DISTRICT

Tinsukia, Assam's easternmost district and economic capital spans approximately 3,790 sq. km and features a diverse terrain of fertile plains, wetlands, and forested areas. The district has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 recognizing its exceptional performance in the 'Holistic Development of Districts' Category.

Emerging as a model of holistic development in Northeast India through its impactful initiatives and exemplary governance model. Tinsukia has demonstrated remarkable progress across all aspects scoring over 80 marks in major schemes, including PM Matru Vandana Yojana, PM Svanidhi, PM Jan Aarogya Yojana, and PM Awas Yojana (Urban).

The district has a significant economic upliftment for farmers and street vendors through credit schemes like KCC and PM Svanidhi and strengthened maternal health and nutrition, ensuring comprehensive care for women and children. Initiatives like the "100 Days Challenge" and mass inaugurations under "Griha Pravesh" has made rapid construction progress.

The combination of industrial significance, cultural diversity, natural resources, and effective governance initiatives positions this region as a key district in India's northeastern development landscapeThe district is the first northeastern district to achieve the Legacy Waste Free status, despite having challenges like annual flood and infrastructure challenges in remote areas.

The district received accolades such as the "Assam CM Excellence Award" for Dibru Saikhowa National Park rehabilitation and the "Indian Express Excellence in Governance Award" for waste management.

IMPACT OF THE INITIATIVE:

- Skill Development: 8,000+ beneficiaries were trained in essential life and livelihood skills such as digital literacy, financial inclusion, and basic entrepreneurship enhancing local employability.

- Community Awareness: 2,200+ water management specialists have been created for quality testing and monitoring practices establishing a robust community support system.

- Governance and Outreach: Engagement with 150 field visits by District Magistrate in 2024, promoting accountability and field level issue resolution.

- Advancing in Gender Inclusion: 71.53% female participation in PM Vishwakarma scheme, significantly above national average reflects strong gender inclusion in traditional trades and skills.

- Effective health preparedness and community hygiene initiatives: Public health interventions reduced waterborne disease cases by 54% despite facing the worst floods in 7 years.

- Accelerated Housing Access: Enabled property ownership for 358 landless families, with 71.8% homes completed, while registrations under PMAY surged 119.22% in rural and 48.02% in urban under the vision of secured housing for all efficiently.

- Empowering Farmers through Financial Access: 35,987 Kisan Credit Cards disbursing ₹396 crore facilitated agricultural resilience further expanding PM Kisan beneficiaries by 262.67%.

- Strengthened Maternal & Child Health: Achieved 56% reduction in maternal mortality through nutrition support under PMMVY and ensured 99% immunization coverage under Mission Indradhanush, safeguarding over 59,000 children and 58,000 pregnant women from preventable diseases.

- Boosting Early Education & Attendance: Upgraded 410 Anganwadis to Saksham standards, enhancing early learning and nutrition, while improving school attendance from 48% to 76% through awareness drives and support initiatives.

HAR GHAR JAL YOJANA

KCC

MISSION INDRADHANUSH

PM SURYA GHAR MUFT BIJLI YOJANA

PM SVANidhi

PM VISHWAKARMA

PM AWAS YOJANA (GRAMIN)

PM AWAS YOJANA (URBAN)

PRADHAN MANTRI JAN
AROGYA YOJANA

PRADHAN MANTRI MATRU
VANDANA YOJANA

SAKSHAM ANGANWADI AND POSHAN 2.0

AWARD 4 - HOLISTIC CATEGORY

KUPWARA, JAMMU & KASHMIR

KEY ASPECTS OF THE DISTRICT

Kupwara, the northernmost district of Jammu & Kashmir, spans at an area of approximately 2,379 sq. km (around 25.6 million sq. ft) is surrounded by the Pir Panjal and Shams Bari ranges. The District has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 recognizing its exceptional performance in the 'Holistic Development of Districts' Category.

It's economy is rooted in agriculture, producing 50,000 tonnes of walnuts annually (earning it the title "Walnut District") and 3 lakh tonnes of apples.

Kupwara's development has been challenged by tough terrain, harsh climate, restricted access to clean drinking water, and limited market opportunities. However, despite facing challenges the district has made remarkable progress through strategic interventions. This progress is evidenced by significant increases in scheme coverages including beneficiary numbers being increased. The district had scored more than 80 marks in four schemes i.e. PM MVY, Mission Indradhanush & Saksham Aanganwadi & Poshan 2.0 respectively

The district administration has implemented a six-point strategy focusing on community participation, accountability, private sector engagement, online services, youth involvement, and scheme convergence, transforming Kupwara into an emerging model of development.

The district's commitment to community participation and stakeholder engagement has been pivotal in bridging gaps between governance and citizens while fostering sustainable development across sectors.

IMPACT OF THE INITIATIVE:

- **Livelihood Generation through Local Industries:** Set up first-of-its-kind industrial units like plywood manufacturing and waste tire processing, creating 20+ direct jobs per unit and promoting local enterprise.

- **Enhancing Market Access via Digital Platforms:** Expanded digital marketing infrastructure, boosting visibility and sales of local produce such as walnuts and apples.

- **Tourism Development in Offbeat Destinations:** Transformed Lolab Valley into a nationally recognized offbeat tourism spot (featured in Outlook Magazine), increasing tourist footfall and local income.

- **Inclusive Skilling Initiatives:** Trained 7,500+ individuals through polytechnics and launched focused vocational programs for SC/ST and PwD communities, fostering inclusive capacity building.

- **Commendable Boost in Housing:** Completed 9,618 PMAY-G houses highest in Kashmir region and delivered 1,191 PMAY-U units, ensuring dignified housing for the underserved.

- **Agro-Economic Diversification:** Established farming clusters for fish (Mawer), tomatoes (Hatchmarg), beekeeping (Gulgam), and apple/kiwi (Handwara), alongside alternative cropping and Krishi-preneurs to boost agri-entrepreneurship.

- **Strengthening Public Health Infrastructure:** Constructed Ayushman Arogya Mandir buildings and operationalized new OTs, expanding rural healthcare reach and access.

- **Empowering Women & Advancing Education For Children:** Supported 5,200 women under PMMVY with ₹3.26 crore for maternal care, while enhancing education through 300+ smart classrooms, STEM labs, and FLN programs in partnership with Pratham Foundation.

- **Widening Scheme Reach & Inclusion:** Flagship schemes saw major expansion such as Har Ghar Jal up by 46%, PMAY-G by 591%, AB-PMJAY by 70%, and Saksham Anganwadi enrollment surged 279%, benefitting over 9 lakh citizens.

- **Last-Mile Governance & Outreach:** Conducted 350+ field visits and organized 424 Viksit Bharat Yatra camps, reaching all panchayats and ensuring door-to-door awareness and service delivery.

HAR GHAR JAL YOJANA

KCC

MISSION INDRADHANUSH

PM SURYA GHAR MUFT BIJLI YOJANA

PM SVANidhi

PM VISHWAKARMA

PM AWAS YOJANA (GRAMIN)

PM AWAS YOJANA (URBAN)

PRADHAN MANTRI JAN AROGYA YOJANA

PRADHAN MANTRI MATRU VANDANA YOJANA

SAKSHAM ANGANWADI AND POSHAN 2.0

AWARD 5 - HOLISTIC CATEGORY

KORAPUT, ODISHA

KEY ASPECTS OF THE DISTRICT

Koraput, located in the southern belt of Odisha, covers an area of approximately 8,807 sq. km (around 94.8 million sq. ft). The District has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 recognizing its exceptional performance in the 'Holistic Development of Districts' Category.

It is a predominant tribal district enriched with dense forests, rolling hills, and and a home to several indigenous communities like the Paraja, Kondh, Gadaba, and Bhumia, who largely depend on agriculture, minor forest produce, and traditional crafts for their livelihood.

Koraput has emerged as a high-focus district under multiple flagship government initiatives aimed at inclusive growth. With an exemplary governance model that emphasizes convergence of schemes, tribal empowerment, and grassroots participation, the district is witnessing a transformative shift in positioning it as a model for development in tribal-dominated regions.

The district has implemented strong monitoring and evaluation mechanisms through regular audits by NCoE (National Centre for Excellence), WHO (World Health Organisation), and DUDA (District Urban Development Agency), along with social audits in all 240 Gram Panchayats and regular stakeholder engagement.

The district has also implemented multiple Innovative projects including the establishment of Millet Processing Units (with a turnover of Rs. 65 Lakhs), Rural Industrial Parks, Maa Gruhas, and Coffee Plantation initiatives, highlighting inclusive and sustainable development.

IMPACT OF THE INITIATIVE:

- Integrated Health & Nutrition Outreach: Identified and treated 869 malnourished children at NRCs, strengthening early intervention and improving affordable healthcare access by enrolling 2.46 lakh individuals to smart health cards.

- Digital Inclusion & Rural Connectivity: Enabled digital access for 12,500+ people via Wi-Fi hotspots in 53 Gram panchayats and creation of 3,144 CSC bridging the rural-urban digital gap.

- Safe Drinking Water Supply: Installed 87,672 Functional Household Tap Connections, ensuring clean water access in remote villages.

- Sustainable Livelihoods through Forest Resources: Generated ₹49.3 crore from 2.29 lakh quintals of forest produce; secured land rights for 6,274 forest dwellers through FRA titles over 13,837 acres.

- Youth Development & Academic Support: Provided free coaching to 1,262 students for competitive exams like NEET, JEE, CUET, fostering academic equity.

- Tourism & Cultural Economy: Boosted local economy by developing tourist circuits and organizing Koraput Festival 2023, promoting heritage and footfall.

- Women-Led Economic Progress: Mission Shakti federations earned ₹11.89 crore via service contracts and enterprises, enhancing women's financial independence.

- Green Infrastructure & Community Engagement: Improved rural infrastructure through PNG network and LED streetlights in 161 villages, while promoting sustainable practices via solar model villages and grassroots awareness campaigns.

- Agri Innovation & Nutrition Integration: Enabled high-value farming through technical training, crop clusters (floriculture, strawberry, coffee), and farmer-bank linkages; promoted millet-based diets, Poshan Vatikas, and strengthened AWC infrastructure with monitoring tools and WSHG-driven services.

HAR GHAR JAL YOJANA

KCC

MISSION INDRADHANUSH

PM SURYA GHAR MUFT BIJLI YOJANA

PM SVANidhi

PM VISHWAKARMA

PM AWAS YOJANA (GRAMIN)

PM AWAS YOJANA (URBAN)

PRADHAN MANTRI JAN AROGYA YOJANA

PRADHAN MANTRI MATRU VANDANA

SAKSHAM ANGANWADI AND POSHAN 2.0

ASPIRATIONAL BLOCKS PROGRAMME

For the year 2024, the Prime Minister's Awards for Excellence in Public Administration focuses on deepening reforms by recognizing the contributions of civil servants for the totality of the performance under the Aspirational Blocks Programme.

The Aspirational Blocks Programme (ABP) was launched on January 7, 2023, during the 2nd National Conference of Chief Secretaries. This aims to transform 500 blocks across 329 districts from 27 States & 4 Union Territories.

The ABP focuses on improving governance to enhance the quality of life of citizens in most difficult and underdeveloped blocks of India by converging existing schemes, defining outcomes, and monitoring them.

Evaluation Parameters:

Quantitative (50%)	Governance (30%)	Qualitative (20%)
• Target Achievement from March 2023 to December 2024. • Target Achievement with respect to 38 Key Performance Indicators (KPIs) across 5 themes. • Themes: Health & Nutrition, Education, Agriculture & Allied Activities, Social Development and Basic Infrastructure.	• Activities undertaken by the Block to ensure different stakeholders are involved in Planning, Strategizing, and implementation of the programme. • Steps taken by the Block to ensure every citizen has access to basic services covered under the programme across 5 themes.	• Theme wise interventions undertaken to meet Critical Gap(s) of the Block in respective themes. • To include details like Objectives achieved, Strategy used, Target Group, No of Beneficiaries, Implementation design, Project Implementation Site, Implementing Department & Partners, Duration of the project/initiative, Project Implementation Site, Source of Fund/Funding Support.

AWARD 1 – ASPIRATIONAL BLOCKS PROGRAMME

GAMHARIA, SERAIKELA-KHARSAWAN, JHARKHAND

KEY ASPECTS OF THE BLOCKS

Gamharia Block, located in the Seraikela-Kharsawan district in the southern region of Jharkhand. The total geographical area of the Gamharia block is approximately 104.66 square kilometers. It comprises several panchayats and villages, with a mix of rural and semi-urban settlements. The block holds a strategic importance in terms of industrial and infrastructural growth due to it's proximity to Jamshedpur.

Demonstrating outstanding performance across all five key themes— Gamharia Block has set a benchmark in grassroots governance. The block scored over 90% in four themes in qualitative assessment, reflecting its consistent focus on improving public service delivery and community well-being. Notably, it secured a flawless 100% in the Basic Infrastructure theme, underscoring its relentless drive to close infrastructure gaps, uplift living standards, and foster inclusive rural development.

IMPACT OF THE INITIATIVE:

- Health & Nutrition: Block significantly improved health and nutrition, reducing SAM from 1.61% to 0.06% and MAM from 3.63% to 0.86%. Anganwadi centres with toilets rose to 95.16%, and drinking water access reached 95.56%. These achievements were enabled by awareness campaigns, capacity building, real-time monitoring, and effective implementation of NHM, PMSMA, and Poshan Abhiyan, supported by CSR funding and Jan Bhagidari.

- Education: Block has demonstrated impactful educational transformation through an inclusive, well-coordinated strategy aligned with Samagra Shiksha Abhiyan and Beti Bachao Beti Padhao. From March 2023 to December 2024, Class X pass rates (60%+) rose from 57.86% to 67.26% for boys and 59.52% to 70.67% for girls. In Class XII, boys improved from 60.75% to 63.46%, and girls from 75.00% to 89.00%.

- Agriculture & Allied Activities: Irrigation was improved through check dams, rainwater harvesting, and PMKSY, enabling year-round farming. FMD vaccination covered 79% of bovines, boosting livestock health. PM-Kisan Aadhaar seeding reached 100%, and over 1,500 SHGs were formed with full Revolving Fund coverage, enhancing women's incomes.

- Social Development: Harmful practices like Dayan Pratha were tackled through awareness and legal action. SHG-linked households rose from 16,882 to 18,270, and Revolving Fund coverage reached 100%, boosting women's financial empowerment.

- Basic Infrastructure: Functional Household Tap Connections rose from 34.41% to nearly 45% under Jal Jeevan Mission. All villages achieved ODF+ status with solid and liquid waste management in place. BharatNet ensured 100% digital connectivity across gram panchayats, boosting access to e-services, education, and financial inclusion.

AGRICULTURE & ALLIED ACTIVITIES

BASIC INFRASTRUCTURE

EDUCATION

HEALTH & NUTRITION

SOCIAL DEVELOPMENT

AWARD 2 – ASPIRATIONAL BLOCKS PROGRAMME

PARAPPA, KASARGOD, KERALA

KEY ASPECTS OF THE BLOCKS

Parappa Block, situated in Kerala's northernmost Kasaragod district has been honoured with the prestigious Prime Minister's Award for Excellence in Public Administration 2024, recognizing its outstanding achievements across "Aspirational Block Programme" category.

The total geographical area of the block is approximately 40.22 square kilometers. The Block Panchayat comprises 7 Grama Panchayats: Balal, East Eleri, Kallar, Kinanoor-Karindalam, Kodom-Belur, Panathady, and West Eleri.

Parappa Block's journey under the Aspirational Blocks Programme exemplifies dedication, innovation, and people-centric governance. With a clear development roadmap and strong administrative will, the block has implemented impactful solutions tailored to local needs. Strategic convergence of schemes, active stakeholder involvement, and consistent ground-level engagement have accelerated progress across all thematic areas.

By achieving a score of 90% in qualitative aspect in all five core themes— Parappa Block has not only demonstrated balanced and inclusive growth but also set a benchmark for other regions.

IMPACT OF THE INITIATIVE:

- Health & Nutrition: ANC registrations in the first trimester rose to 98.29%, and Non-Communicable Diseases screening for the 30+ population achieved 100% coverage. SNP coverage for pregnant women increased from 26.8% to 100% and for children from 8.2% to 95.3%, aided by Poshan Tracker monitoring. All 219 Anganwadi Centres were upgraded, and 5 of 9 PHCs earned NQAS accreditation.

- Education: Learning outcomes improved through remedial classes, teacher training, and career guidance across 102 schools. Over 94% schools now have girls' toilets. The Special Breakfast Scheme reduced dropouts. Free transport is provided to ST students under GODHRASARATHI.

- Agriculture & Allied activities: To tackle water scarcity, 12 Artificial Recharge Structures were built, with 14 more proposed in schools. Krishi Mahotsav, SWOT analysis, and ₹5.4 crore funding from NITI Aayog and LSGDs are driving sustainable agricultural development.

- Social Development: 35,312 households were empowered through 2,198 SHGs under Kudumbashree. Social initiatives like paddy cultivation, seed distribution to 1,235 farmers, and elderly care boosted livelihoods and inclusion. ₹1.16 Cr from LSGDs is driving financial and social development.

- Basic Infrastructure: All 15 villages have achieved ODF status, and all 7 Gram Panchayats are connected to Bharat Net and Live Net. PMAY housing projects, monitored by Village Extension Officers, are backed by ₹12 crore from LSGDs and integrated with the LIFE Programme. Jal Jeevan Mission targets full saturation by 2026, with current FHTC coverage at 40.5%.

AGRICULTURE & ALLIED ACTIVITIES

BASIC INFRASTRUCTURE

EDUCATION

HEALTH & NUTRITION

SOCIAL DEVELOPMENT

AWARD 3 – ASPIRATIONAL BLOCKS PROGRAMME

NARNOOR, ADILABAD, TELANGANA

KEY ASPECTS OF THE BLOCKS

Narnoor block is situated in Adilabad district in the northern part of Telangana, India. It is a tribal-dominated area located near the Maharashtra border, known for its hilly terrain and forest cover. Geographical area of the block is approximately 451 square kilometres comprises of 23 Gram Panchayats under its jurisdiction. The block has been awarded with Prime Minister's Award for Excellence in Public Administration 2024 under "Aspirational Block Programme" category.

Narnoor block has grappled with several development challenges, such as poor health outcomes marked by a high prevalence of SAM cases, inadequate water and soil management, low participation in SHGs, limited financial inclusion, and significant infrastructure gaps. To tackle these complex issues, the block administration implemented a range of focused, community-led initiatives. This integrated and inclusive approach drove overall development and transformation in the region, ultimately positioning Narnoor as a model for tribal upliftment.

The block achieved over 80% in qualitative assessments for four themes, and an impressive 90% score in the Health theme highlighting its strong commitment to improving healthcare and nutrition for its population.

IMPACT OF THE INITIATIVE:

- Health & Nutrition: Block achieved 100% ANC registration and institutional deliveries, with 13,300+ screened for diabetes. Focused nutrition efforts reduced SAM/MAM cases, supported by special nutrition drives.Health infrastructure improved with 2 NQAS-compliant sub-centers, water and toilets in 17 centers, and 10 revamped Anganwadi Centers.

- Education: Education infrastructure was upgraded across all government schools, benefiting 3,000+ students with improved classrooms, 100% access to toilets, water, electricity, and RO plants. Digital classrooms and libraries were set up in 4 schools, and an ICT lab established at Jamada School. Programs like Leapforword and Young Orators boosted English skills for 800+ students.

- Agriculture & Allied activities: Sustainable agriculture efforts have benefited 5,000+ farmers across 12,037 hectares of cultivable land. With 100% PM-Kisan coverage and two active FPOs, projects supported by PMKSY, NABARD, RAD, NHM, CSR, and local funds are strengthening rural livelihoods.

- Social Development: Women-led initiatives like Mahua Laddoo production under Local for Vocal have boosted livelihoods. Schemes like PMEGP, PMFME, and upcoming EDII training are promoting entrepreneurship. Digital access is expanding through model CSCs, Mee Seva centers.

- Basic Infrastructure: Block achieved 100% household tap water coverage, ensuring clean drinking water for all. Over 5 RO plants set up in schools, PHCs, and key villages. All villages are ODF Plus, with ongoing toilet repairs. Jal Utsav campaign drives water conservation and community awareness for sustainable resource use.

AGRICULTURE & ALLIED ACTIVITIES

BASIC INFRASTRUCTURE

EDUCATION

HEALTH & NUTRITION

SOCIAL DEVELOPMENT

AWARD 4 – ASPIRATIONAL BLOCKS PROGRAMME

GANGANAGAR, DHALAI, TRIPURA

KEY ASPECTS OF THE BLOCKS

Ganganagar Block, located in the remote, hilly region of Dhalai district in eastern Tripura near the Tripura–Mizoram border, is home to a predominantly tribal population and several tribal villages. The geographical area of the block is approximately 11,154.66 square kilometres comprises of 53 Gram Panchayats under its jurisdiction.

The Block has been honoured with the Prime Minister's Award for Excellence in Public Administration 2024, recognizing its outstanding achievements across key themes of the Aspirational Blocks Programme.

The Block has rolled out several key initiatives to ensure access to essential services for all citizens, especially marginalized communities. These efforts led the Block to score over 80% in the qualitative assessment across four themes, and an impressive 90% in the agriculture theme, reflecting its focused approach in bridging critical gaps and boosting agricultural productivity through targeted interventions.

IMPACT OF THE INITIATIVE:

- Health & Nutrition: The block achieved 100% ANC registrations, 100% supplementary nutrition coverage, and completed 5,128 Non-Communicable Disease screenings, up from just 2,600. Interventions like Seva Camps, Night Camps, and the Lucky Draw rapidly boosted outreach in remote tribal areas. Service integration, local partnerships, and data-driven planning improved access to health services and on-ground infrastructure within a month.

- Education: Block identified 14 school dropouts through a detailed household survey and successfully achieved 100% reintegration through counselling, parent outreach, and provision of textbooks, uniforms, and midday meals. Continuous tracking and community involvement played a key role in improving access to quality education, especially for children from Scheduled Tribe communities.

- Agriculture: Between July–Sept 2024, 845 pending farmers received soil health cards, achieving 100% saturation. The block tackled delays through manual tracking, fixed monthly targets, and improved coordination with KVK—ensuring timely distribution and strengthening agri-infra for better soil and crop management.

- Social Development: 2402 rural households were mobilized into SHGs under NRLM/TRLM, enhancing livelihoods, financial access, and women's empowerment. The initiative focused on building community infrastructure through capacity-building programs, credit linkages, and skill development—strengthening grassroots social and economic resilience.

- Infrastructure: Under PMAY-G, 1,644 houses were sanctioned and 1,641 completed, providing safe, amenity-rich homes to economically weaker households. Percentage of households with tap water connection increased from 53% to 84.5%. Strong coordination and phased execution ensured timely delivery and improved rural infrastructure.

AGRICULTURE & ALLIED ACTIVITIES

BASIC INFRASTRUCTURE

EDUCATION

HEALTH & NUTRITION

SOCIAL DEVELOPMENT

AWARD 5 – ASPIRATIONAL BLOCKS PROGRAMME

RAMA, JHABUA, MADHYA PRADESH

KEY ASPECTS OF THE BLOCKS

Rama Block, situated in the western part of Madhya Pradesh within Jhabua district, is home to a predominantly tribal population—over 85% belonging to the Bhil and Bhilala communities. The geographical area spans across an area of approx. 670.97 square kilometers.

The block has been honored with the Prime Minister's Award for Excellence in Public Administration 2024 under the "Aspirational Block Programme" category recognizing its focused interventions to ensure inclusive and equitable access to essential services such as healthcare, education, water supply, and sanitation.

The block achieved an 80% score in the qualitative assessment across four themes, and a remarkable 90% score in health and nutrition theme—reflecting significant strides in tackling issues such as limited access to quality healthcare, high malnutrition rates, maternal and child health concerns, and the dual burden of communicable and non-communicable diseases.

IMPACT OF THE INITIATIVE:

- Health & Nutrition: Immunization drives, ANC checkups, institutional deliveries, and VHSNDs have strengthened maternal and child health in the block, achieving 92.76% first trimester ANC registrations. The innovative 'Moti Aai' initiative and weekly camps significantly reduced malnutrition in under-5 children, with SAM cases dropping from 3.59% to 0.55%.

- Education: Over 450 students were selected for residential coaching under the 'Aakanksha' initiative. Infrastructure was strengthened with smart classrooms, labs, and gender-segregated toilets. Dropout rates declined due to smooth student transitions and personalized academic support. The percentage of schools having trained teachers for children with special needs rising from 7.63% to 17.43%

- Agriculture: Block has improved agriculture through soil health initiatives, organic farming, livestock vaccinations, and micro-irrigation. Tomato production is boosted with processing units. Digital tools aid decision-making, while diversification into dairy, horticulture, and mushroom farming increases incomes, resulting in higher productivity and farmer profits.

- Social Development: Block has improved social welfare through mass weddings for 250+ girls, disability identity cards for better healthcare, and financial inclusion via SHG linkages and banking kiosks. Women were empowered through vocational training and Pithora art promotion. The PESA Act strengthened self-governance, preserving tribal traditions and resource management.

- Basic Infrastructure: Infrastructure improved with tap water connection rising from 51.21% to 86.52%, and 100% villages achieving ODF+ status. Bharat Net enhanced digital access, while Jal Jeevan Mission expanded water supply. Upgraded roads and electricity boosted connectivity and livelihoods.

AGRICULTURE & ALLIED ACTIVITIES

BASIC INFRASTRUCTURE

EDUCATION

HEALTH & NUTRITION

SOCIAL DEVELOPMENT

DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS
GOVERNMENT OF INDIA