प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

Department of Administrative Reforms and Public Governance

An Overview

June 10th , 2024

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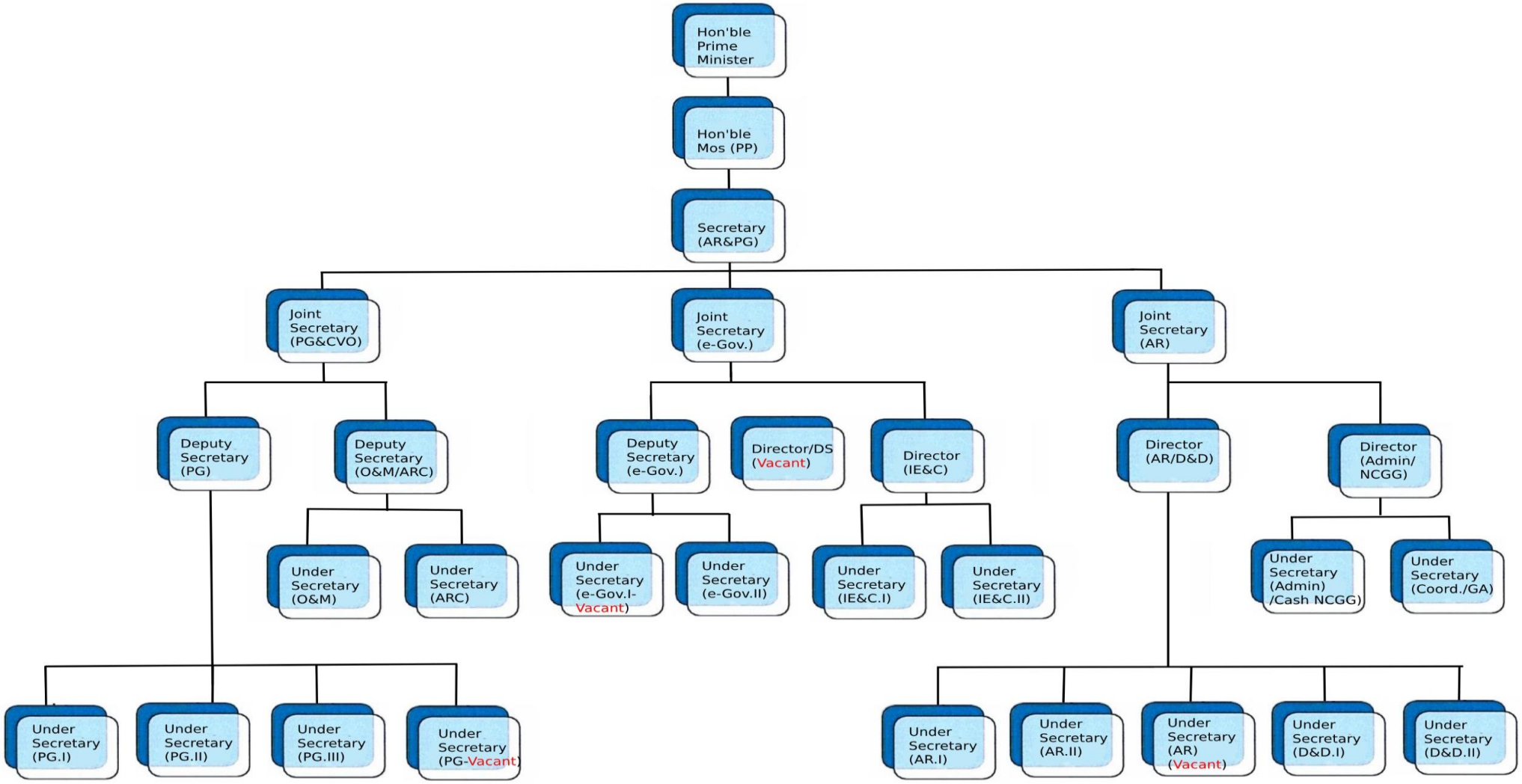
Vision and Mission

Vision: The Department of Administrative Reforms and Public Grievances defines its vision as driving administrative reforms throughout government as well as redressal of all public grievances about public services

Mission: The Mission of the Department of Administrative Reforms and Public Grievances is excellence in governance and pursuit of administrative reforms, promoting citizen centric governance with emphasis on grievance redressal, e-Governance, Awards and Documentation & Dissemination of Best Practices

Organization Chart of DARPG



Employees working in DARPG (As on 01.06.2024)

Posts	Sanctioned	In position	Vacancy
Secretary (on strength of DOPPW)			
Additional Secretary *	1	0	0
Joint Secretary*	1	3	0
Director/DS (Central Staffing Scheme)*	6	4	1
Director/DS (Central Secretariat Service)	2	2	0
PSO/Sr. PPS	1	1	0
Under Secretary	17	14	3
PPS#	2	4#	0
DD (OL)	1	1	0
*One post of AS temporarily downgraded to JS and one post of Dir/DS (CStS) temporarily upgraded to JS # Two PS are recently promoted to PPS Grade			
AD (OL)	1	1	0
Section Officer	10	8	2
Private Secretary	6	5	1
Assistant Lib & IO	1	1	0
Assistant Section Officer	16	11	5
Personal Assistant	9	3	6
Accountant	1	1	0
Research Assistant	1	1	0
Assistant Editor	1	1	0
Sr.Translation Officer (OL)	1	1	0
Jr.Translation Officer (OL)	1	1	0
Steno D	6	3	3
SSA/JSA	3	1	2
MTS	33	4	29
Senior Gestener Operator	1	0	1
Despatch Rider	1	1	0
Staff Car Driver	2	1	1
Grand Total	125	73	54

DIVISION- WISE ALLOCATION OF WORK

1. **ADMINISTRATION DIVISION:**

   - All establishment and Service matter, Cash, Court Cases, Vigilance, Procurements, Parliament, Advances

2. **ADMINISTRATIVE REFORMS (AR) DIVISION:**

   - Organisation of Civil Service Day and Conferring of PM Awards

3. **ADMINISTRATIVE REFORMS COMMISSION (ARC) DIVISION:**

   - Implementation of e-Office in Ministries/Departments, Implementation of the accepted recommendations of the 2nd ARC

4. **DOCUMENTATION AND DISSEMINATION (D&D) DIVISION:**

   - Organisation of Regional Conference on implantation of Good Governance Practices, Identification, documentation and dissemination of Best Practices

DIVISION- WISE ALLOCATION OF WORK (Cont'd)

5. e-GOVERNANCE (e-Gov) DIVISION:

- National Conference on e-Governance, National Awards for e-Governance, National e-Governance Services Delivery Assessment (NeSDA), vision India @ 2047

6. INTERNATIONAL EXCHANGE & COOPERATION (IE&C) DIVISION:

- International exchange and cooperation in the field of Civil Services, Personnel Management, Public Administration

7. ORGANIZATION & METHOD (O&M) DIVISION:

- Publication and updation of the CSMOP and implementation of its provisions

8. PUBLIC GRIEVANCES (PG) DIVISION:

- Improvement of redressal mechanism, Updation and review of Citizen's Charter of all Ministries/Departments of GOI, SEVOTTAM, CPGRAM

BUDGET ALLOCATION FOR SCHEME OF ADMINISTRATIVE REFORMS

Outlay for 2024-25 and 2025-26

Sl. No.	Component	2024-25	2025-26	Total
1.	Administrative Reforms (AR) Component	**57**	**50**	**107**
2.	Comprehensive system for redressal of Public Grievances component	**51**	**76**	**128**
	Total	**108**	**126**	**235**

Budget allocated under vote on account for 2024-25 under Scheme

Sl. No.	Component	Demanded	Allocated
1.	Administrative Reforms (AR) Component	**57**	**5**
2.	Comprehensive system for **redressal** of Public Grievances component	**51**	**5**
	Total	**108**	**10**

Chintan Shivir

The Ho'nble Prime Minister interacted with DARPG Officials during the Chintan Shivir of Ministry of Personnel, Public Grievances and Pensions from 17th to 18th February, 2023, DARPG ideated on Redressal of Public Grievances.

Excerpts from 127th Report of Parliamentary Standing Committee of Ministry of Personnel, Public Grievances and Pensions

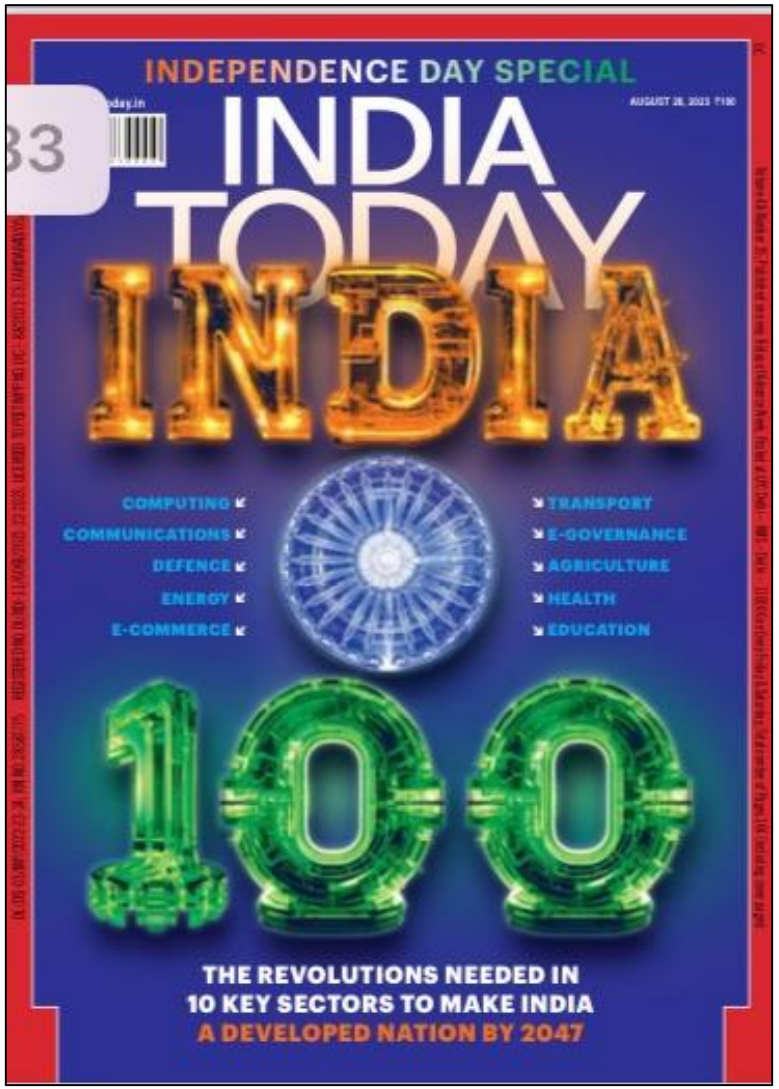
- The Parliamentary Standing Committee (PSC) of Ministry of Personnel, Public Grievances and Pensions in its 127th Report submitted to Parliament on 20 March 2023 appreciates the 10-Step reform process that was adopted by DARPG for improving quality of disposal of grievances and reducing the timelines. The PSC also commends the DARPG for the faster rate of disposal of grievances by the Department which is over one lakh per month.
- The Parliamentary Standing Committee was pleased to note that the DARPG has implemented most of its recommendations like One Nation-One Portal, CPGRAMS portal in all Regional Languages, to develop Grievance Redressal Index, Reduction in Redressal Period from 60 days to 45 days and 45 days to 30 days, introduction of appellate mechanism, revamping of Sevottam Scheme, operationalizing of Feedback Mechanism, and CPGRAMS Dashboard. The Committee therefore appreciates and commends the efforts of DARPG for continuously improving and bringing about thoughtful changes in the grievance redressal system.
- On the Special Campaign on Swachhta and Reducing Pendency in Government Offices, the Parliamentary Standing Committee applauds the DARPG in bringing out such innovative ideas for cleanliness campaign. On e-Office – Mission Mode Project, the Parliamentary Standing Committee appreciates the efforts of the Department in making e-Office Project a success.

Effective Redressal of Public Grievances

CPGRAMS

- CPGRAMS is a **24x7 online grievance porta giving access** to the citizen to the highest authorities in the government to raise their grievances
- Every Ministry and States have role-based access to this system for their Government Officers across all levels
- CPGRAMS is also integrated with Other Grievance portals of Central Government/State Governments
- Millions of Citizen use CPGRAMS as a one stop solution for their grievances
- DARPG has over the last couple of years tried to integrate CPGRAMS with use of AI/ML for better understanding of citizen grievances

CPGRAMS FEATURED IN IT's 100 BIG TECH IDEAS



INDIA@100 | E-GOVERNANCE | AI SOLUTIONS

GOODBYE TO PAPERWORK

FOR GOVERNMENTS AND CITIZENRY ALIKE, DATA-DRIVEN INITIATIVES WILL ENSURE INFORMED DECISION-MAKING AND EASE OF ACCESS

Important papers stolen? Or, worse, destroyed in a fire? Soon, such events will be things of the past. Artificial Intelligence, with its ability to archive and analyse vast amounts of data, will 'dematerialise' documentation, and thus, revolutionise policymaking and service delivery. Whether it's a record of your land or health, your Aadhaar identity or your driving licence, everything will soon have a digital footprint, sans fear of destruction. Data privacy/security remains an area that needs urgent attention: this must harness the auto-corrective features that the technology itself contains so as to minimise or eliminate the scope of corruption or theft.

WHY IT IS A GAME CHANGER

In India, every state must mandatorily provide 56 digital services to the citizens. Though the implementation rate has been 67 per cent, the success of these and other offline services depends on the grievance redressal mechanism. Most governments do have online platforms allowing aggrieved citizens to file their complaints. But in a country with a population of 1.4 billion, scanning the large volume of complaints and acting on them is an exercise in futility, given the time it consumes and the lack of manpower. However, the use of AI is not only making the grievance redressal system faster and more accountable, it's also helping government agencies detect systemic flaws and map socio-economic issues in various geographic locations. The most shining example has been the Integrated Grievance Management System (IGMS) developed by the Department of Administrative Reforms and Public Grievances (DARPG), which Prime Minister Narendra Modi handles directly.

The use of AI facilitates instant categorisation of complaints, communication, and routing to the departments concerned. It can easily do keyword and semantic searches, point out oversight whenever required and display complaints in a dashboard in real time. The IGMS uses the same technology that powers ChatGPT. "The categorisation helps us identify and analyse the policy interventions required if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer. Prime Minister Modi is very serious about the effective implementation of this mechanism and often checks the dashboard," says V. Srinivas, Secretary, DARPG.

WHAT INDIA NEEDS TO MASTER

The AI-powered IGMS has been in use for all central government ministries and departments since February 2023. Such initiatives should now spread to all states as well. Digital infrastructure and services are not uniformly spread across all states in India. For instance, if Kerala offers 466 e-services, Rajasthan extends only 248, Bihar 234 and Gujarat 228. Smaller states such as Manipur, Nagaland and Sikkim don't even offer 50 such services. If states such as Andhra Pradesh are using blockchain to map land records, many states have not rolled out even the mandatory 56 digital services. Only 13 states have all 25 mandatory financial services online, while 13 others have the 13 mandatory services related to local governance and utility.

To ensure uniform and efficient services across the country, the government must first strengthen the digital infrastructure. On August 6, the Union cabinet approved Rs 1.39 lakh crore for BharatNet Project, its flagship project to enhance rural internet connectivity. The next important step will be to ensure that all Common Services Centres (CSC) remain functional throughout the year. In most remote areas, people cannot access these facilities because of lack of manpower and poor infrastructure.

Another key component in the efficient functioning of e-government services is trained manpower to handle these utilities. In several states, government officials are either not trained to use these digital innovations effectively or the frequency of training does not keep up with the speed of technological evolutions impacting these services. That's why the government built a trained human resource for last-mile delivery of digital services. The Centre has made it mandatory that every officer must undergo 50 hours of training on emerging technologies. States also must follow suit.

"The IGMS helps us identify the required policy interventions if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer"
– V. SRINIVAS
Secretary, DARPG

Illustration by NILANJAN DAS.N

THE CHANGE-MAKERS

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Directly under PM Modi, it has been spearheading the use of new emerging technologies in e-governance applications all government agencies use

56

No. of digital services states have to mandatorily provide to the people. These include financial services as well as those related to local government and utility

CPGRAMS RECOGNISED AS A STATE OF THE ART GRIEVANCE REDRESSAL SYSTEM FOR REPLICATION IN THE COMMONWEALTH

The Commonwealth

25 April 2024

Dear Mr. Srinivas,

It was a great pleasure to welcome you and your distinguished delegation to Marlborough House this week for the Third Biennial Pan-Commonwealth Meeting of Heads of Public Service, on the theme of 'Institutionalisation of Smart Government to enhance public service delivery'. I reiterate the sincere gratitude of the Secretary-General, the Rt Hon Patricia Scotland KC, and the whole Secretariat team for your exceptional contributions to this meeting.

The presentation you delivered during the meeting on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) highlighted how this state-of-the-art grievance redressal system has engaged and empowered citizens across India. We learnt from your presentation about its transformative impact on the transparency and accountability of government. We eagerly look forward to the evolution of India's vision to use AI for further policy, process and people-related changes, to operationalise the CPGRAMS mobile app and adopt the CPGRAMS 7.0 version in all states and Union Territories.

As the *Vishwa Mitra*, India has given the world confidence to achieve our common and collective goals. We look forward to working with the Government of India to advance ideas we discussed on how India's success story can help to bridge the gaps experienced by the other 1.2 billion people in the Commonwealth. As you heard this week from many other Commonwealth member states, they are eager to learn and benefit from India's remarkable journey in the use of technology to deliver smart governance. Your presentation was appreciated by representatives from across the Commonwealth, including from Kenya, Tanzania, Zambia, Botswana, Uganda, the Maldives, and Grenada amongst others. As our Secretary-General stated, India's CPGRAMS grievance redressal system is a best practice for member states to learn from.

In this spirit, we would like to collaborate with you on two key aspects of smart governance. First, the Commonwealth seeks your support in advancing the digital transformation of our member countries, particularly in improving the delivery of public services. Many of our members are in the early stages of digitisation and face significant challenges. We deeply value India's leadership and experience and would like to leverage your expertise to guide our members towards "maximum governance, minimum government" as espoused by Prime Minister Modi. Much like India, our member states would benefit from harnessing technology that should be open, interoperable, scalable, and secure within a framework that prioritises people, policy and processes.

Towards this end, we propose to begin by taking stock of the level of public service digitisation across Commonwealth countries. This survey will help us understand each member state's progress in their digital transformation journey, identify existing gaps, and determine which areas need additional

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support. Based on demand and existing capabilities, governance technologies such as CPGRAMS, e-Office, and e-Courts, may be adapted to meet the needs of our members in a phased approach. If India is interested in supporting Digital transformation of the Commonwealth, we can create a concept note, followed by a comprehensive proposal detailing the next steps. In this regard it is worth noting that the Secretariat, in collaboration with the Management Development Institute (MDI) Gurgaon, is setting up the Commonwealth Hub for the Business of Government (CHBOG) based at MDI, and which would be ready to act as an intermediary and as a facilitator should you prefer that option.

Second, we would appreciate your leadership and extensive expertise in accelerating the efforts of the Commonwealth AI Consortium, to support countries that are ready to make the AI leap. As you are aware, the Consortium has produced an analysis for each country's digital position from which we can craft the heat map, and it is ready to focus on policy, governance, capacity-building, research, innovation, data and infrastructure. We greatly value your appreciation and support of this initiative. We would be delighted to arrange a more detailed presentation for your team that outlines each working group's goals and would welcome your feedback on areas where India could offer assistance.

I thank you again for sharing the inspiring story of India's public governance journey and look forward to our deepened collaboration. It was a real pleasure meeting you.

With my very best wishes,

Prof. Luis G. Franceschi, LLB, LLM, LLD
Assistant Secretary-General

Mr V. Srinivas IAS
Secretary to Government of India
Department of Administrative Reforms and Public Grievances
Department of Pensions and Pensioners Welfare and
Director General – National Centre for Good Governance

c/c **HE Vikram Doraiswami, IFS**
High Commissioner of India to the United Kingdom

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CPGRAMS COLLABORATION WITH IBM CENTRE OF BUSINESS OF GOVERNMENT

IBM Center for The Business of Government

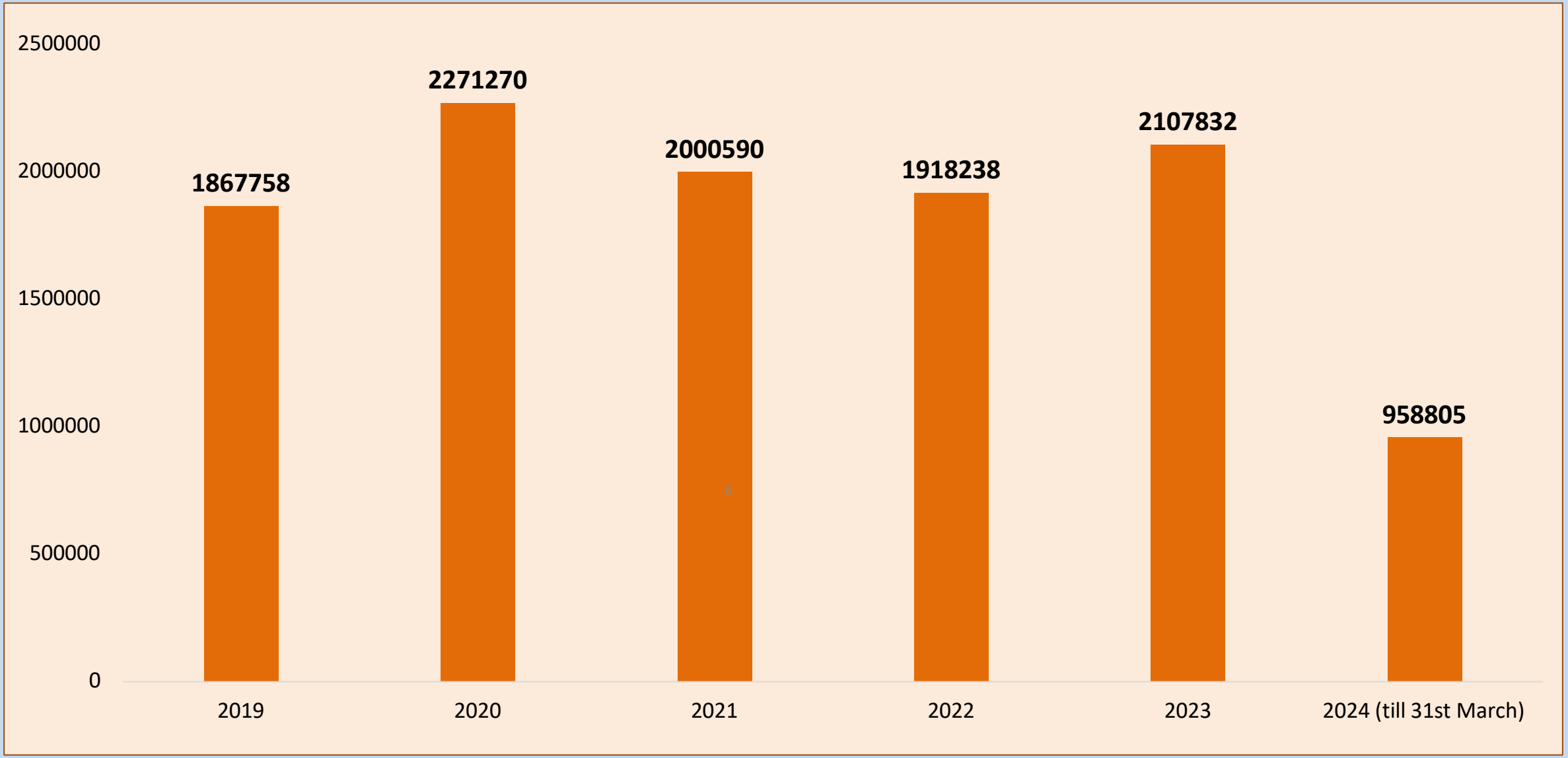
Mr. V.Srinivas, IAS
Secretary to Government of India
Department of Administrative Reforms & Public Grievances and
Department of Pension & Pensioners' Welfare
Director General National Centre for Good Governance
Ministry of Personnel, Public Grievances & Pensions

Dear Mr. Srinivas,
Following on our discussions about your excellent presentation on the CPGRAMS initiative at the recent meeting of the Commonwealth Heads of Civil Service meeting in London, I would like to invite you and your team to give this presentation at a meeting hosted by the IBM Center for The Business of Government to representatives from the US Government, as well as stakeholders who work with the IBM Center and the US government, who work on similar issues. We will also invite representatives from the Commonwealth Hub for The Business of Government, which partners with our Center and is based out of the Management Development Institute.
This meeting will take place via video meeting on June 3, at 9 AM US Eastern time, 6:30 Delhi time.
Please let me know if you have questions or would like to discuss further. Otherwise we look forward to meeting with you on June 3.

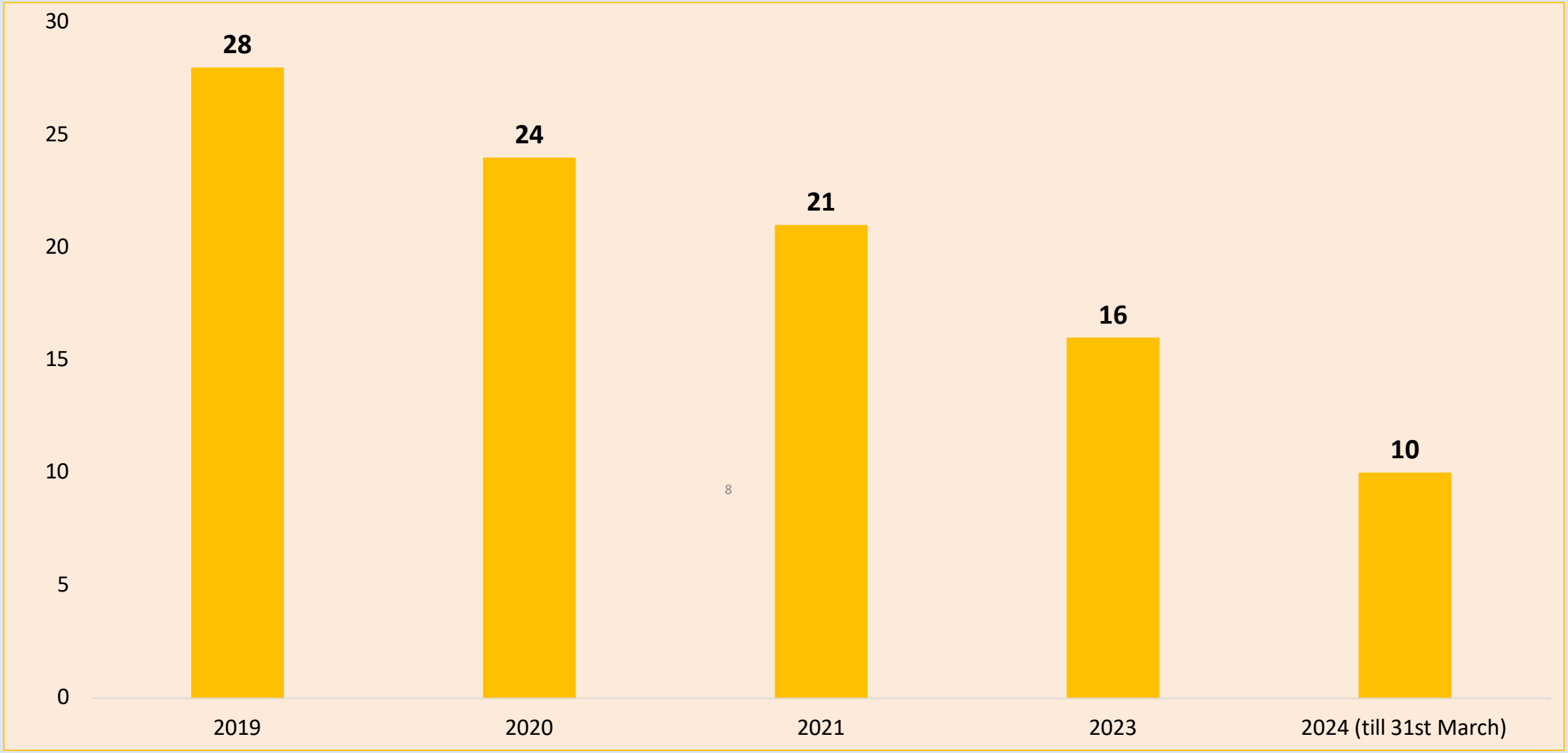
Very best regards,

Dan Chenok
Executive Director
IBM Center for The Business of Government

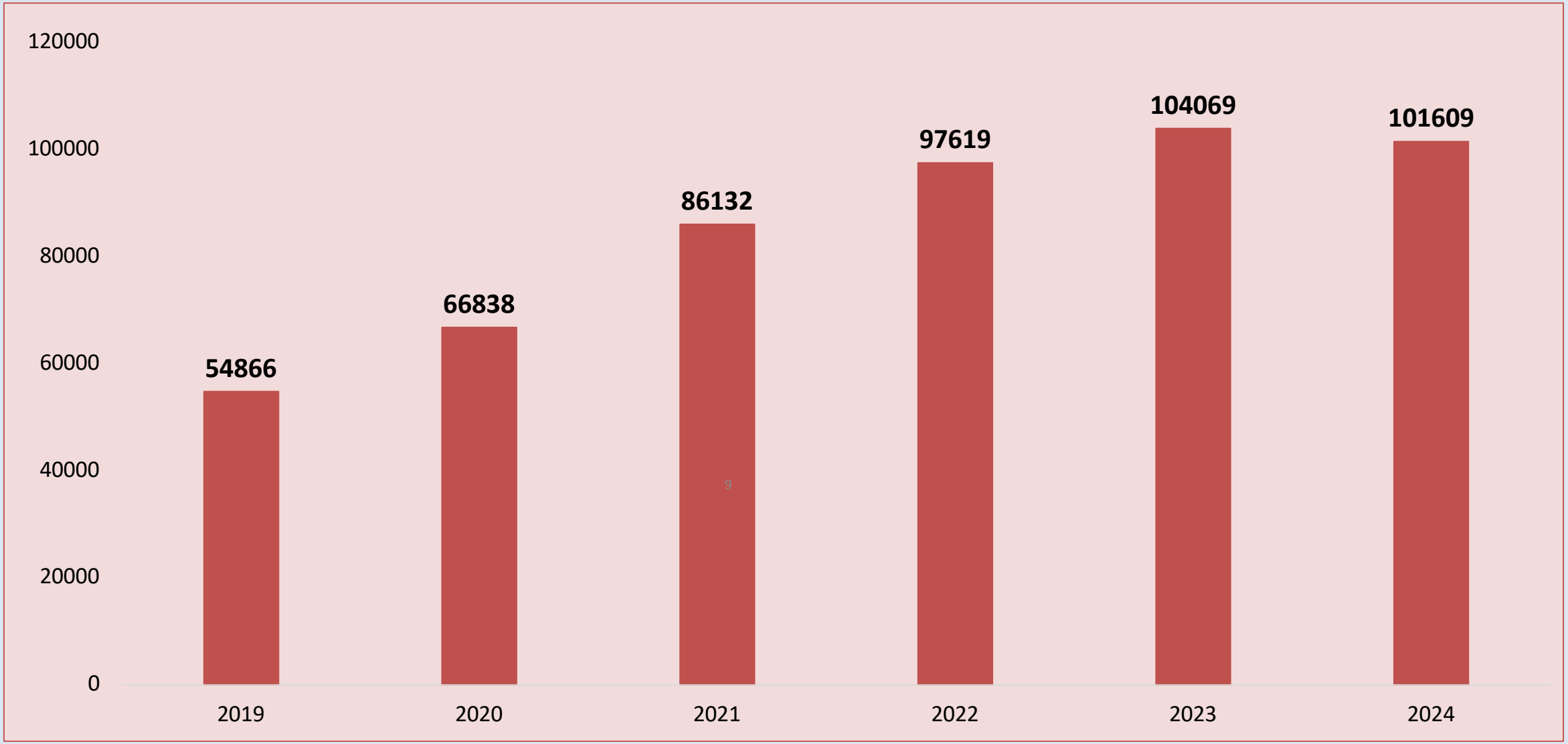
GRIEVANCES RECEIVED ON CPGRAMS



AVERAGE CLOSING TIME OF CENTRAL SECTRETARIAT ON CPGRAMS



GRIEVANCE REDRESSAL OFFICERS ON CPGRAMS



MEDIA OUTREACH OF CPGRAMS

Prime Minister's Office

PM attends Chintan Shivir organized by DoPT

Posted On: 18 FEB 2023 10:09PM by PIB Delhi

The Prime Minister, Shri Narendra Modi today attended the Chintan Shivir organized by the Department of Personnel and Training.

The Prime Minister tweeted :

"Attended the Chintan Shivir organised by @DoPTGoI. Attended the Chintan Shivir organised by @DoPTGoI. Interacted with officers and highlighted ways to further improve synergy and efficiency in the department."

Ministry of Home Affairs

Under the leadership of Prime Minister Shri Narendra Modi and guidance of Home Minister Shri Amit Shah MHA is committed to ensure timely redressal of public grievances on Centralized Public Grievance redressal and Monitoring System (CPGRAMS)

13

MHA consistently ranked amongst top 10 Ministries during 2023-24 in Grievance redressal Assessment Index (GRAI) performing well in all 15 indicators

During 2023-24 MHA performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days

Citizen satisfaction also stands at 40%, DARPG observed that performance of MHA would serve as benchmark for other Ministries/Departments

Posted On: 15 MAR 2024 7:20PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

For the first time the average disposal time of public grievances by Central Ministries & Departments has reduced to 16 days, as recorded in May 2023, says Dr Jitendra Singh

"PM Modi has repeatedly flagged Grievance Redressal is important for accountability of the Government and also for the Citizen-centric Governance"

Dr Jitendra Singh launches Grievance Redressal Assessment and Index (GRAI) 2022

Department of Posts tops the ranking, closely followed by UIDAI in Group A

In Group B, Department of Financial Services (Pension Reforms) grabs the No.1 rank followed by the Department of Legal Affairs

Department of Land Resources and Department of Pharmaceuticals secured First and Second positions respectively in Group C

Posted On: 21 JUN 2023 5:46PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Dr. Jitendra Singh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard

DARPG under takes up Special Campaign 3.0 in a big way during the First week under the theme "Digital DARPG"

Major Thrust given to pan-India Unified Service Portals, Adoption of AI/ Emerging Technologies for Effective Redressal of Public Grievances

Posted On: 11 OCT 2023 10:19AM by PIB Delhi

10 -STEP CPGRAMS REFORMS

Universalisation of CPGRAMS 7.0

Auto-routing of grievances to the last mile officer and review of categorization

Technological Enhancements

Launch of IGMS 2.0 for categorical, spatial, and root cause analysis

Language Translation

Portal in 22 scheduled languages along with English, and integration of Bhashini with CPGRAMS

Grievance Redressal Index

Comprehensive Grievance Redressal Assessment & Index for ranking of Central Ministries/Departments

Feedback Call Centre

50 seater call centre collecting more than 1 lakh feedbacks directly from the citizens

One Nation - One Portal

Integration of State Portals and other GoI Portals with CPGRAMS

Inclusivity and Outreach

Empowering CSCs to reach to the remotest citizen

Training and Capacity Building

Conducted via iGot Platform and Sevottam Scheme

Monitoring Process

Monthly Reports for both the Central Ministries / Departments and States / UTs followed by review meetings

Data Strategy Unit

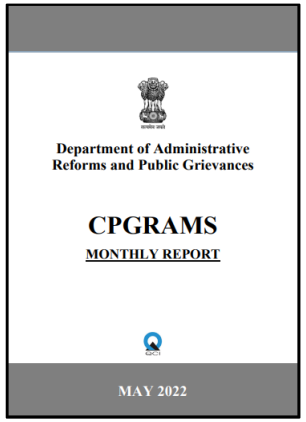
Automated analysis rolled out to all the Central Ministries / Departments

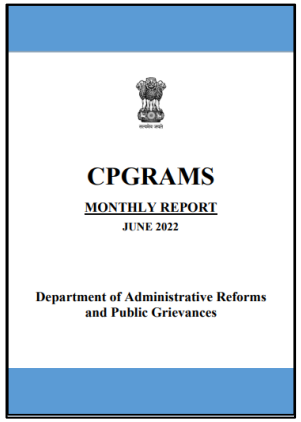
Knowledge Partners of DARPG

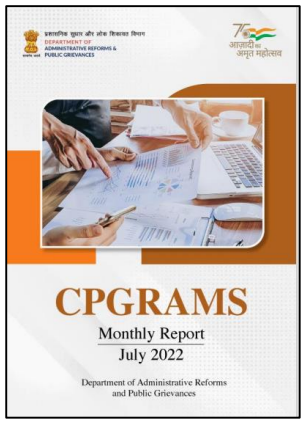
MONITORING PROCESS

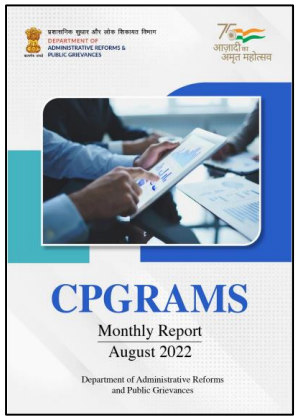
- **CPGRAMS Monthly Reports**, one for Central Ministries/Departments and the other for States/UTs, are published by DARPG.
- **CPGRAMS Annual Report** for the year 2022 and 2023 released at the inaugural function of the Good Governance Week 2022 and 2023
- **22 Monthly Reports** for the Central Ministries/Departments, from May 2022 to February 2024 published
- **19 Monthly Reports**, from August 2022 to February 2024, compiled for the States/UTs published

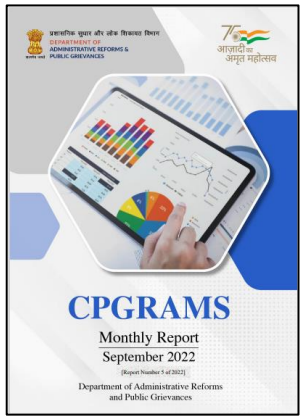
MONITORING PROCESS – CENTRAL MONTHLY REPORTS

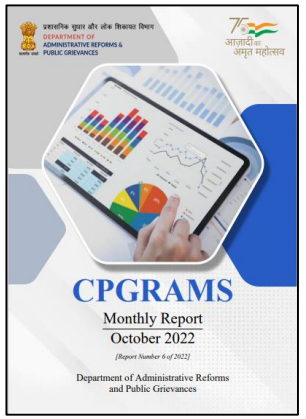


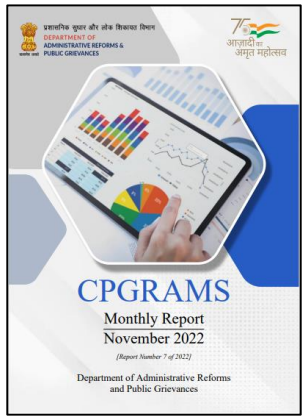


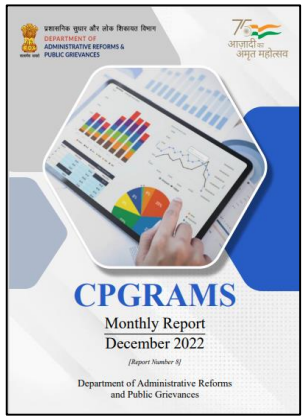


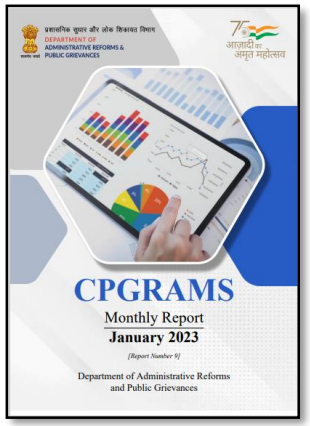


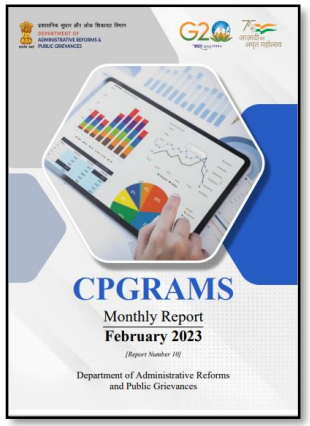


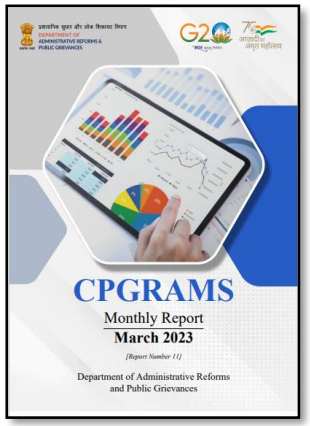


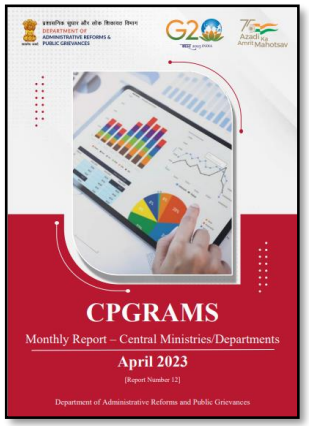


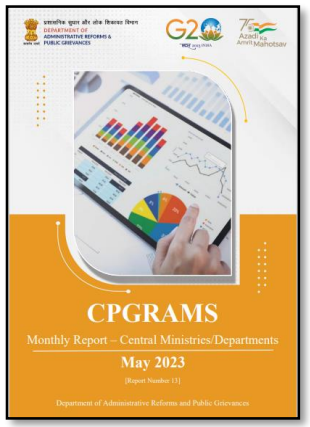


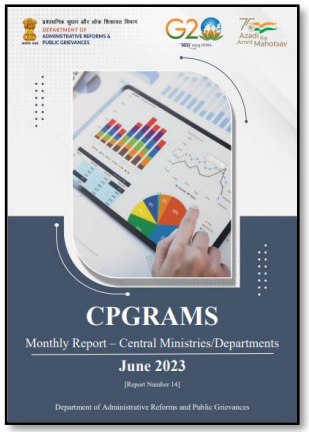


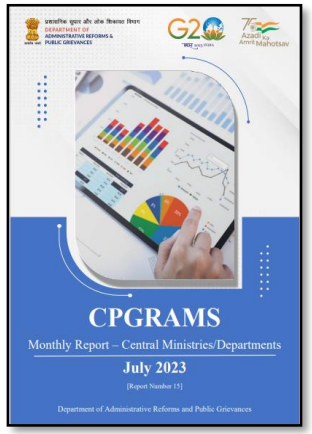


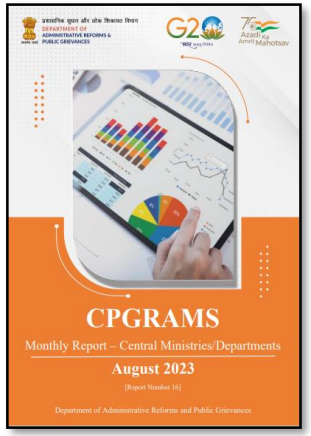


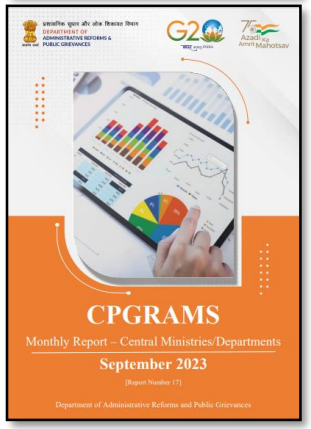


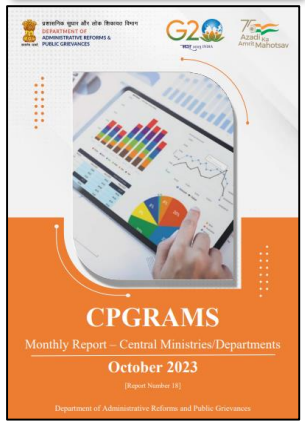


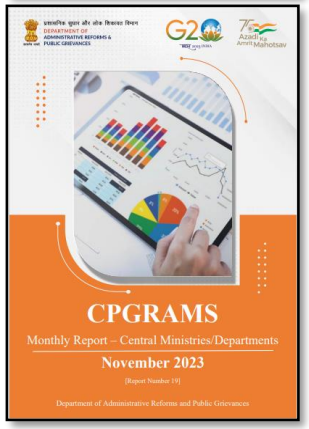


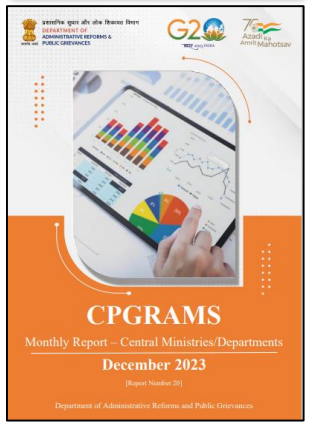


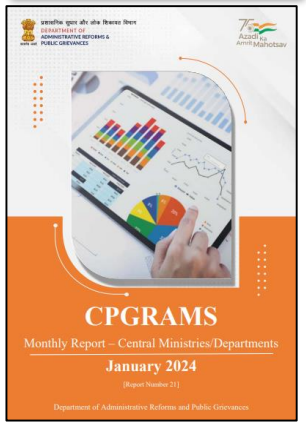


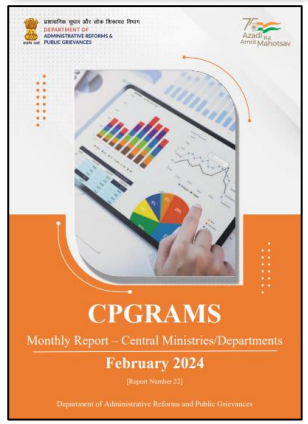




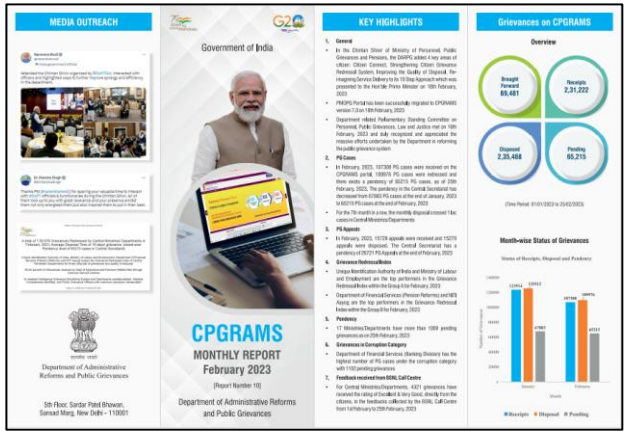


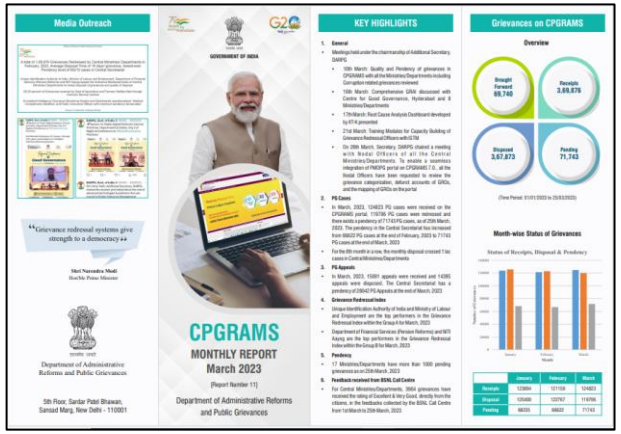


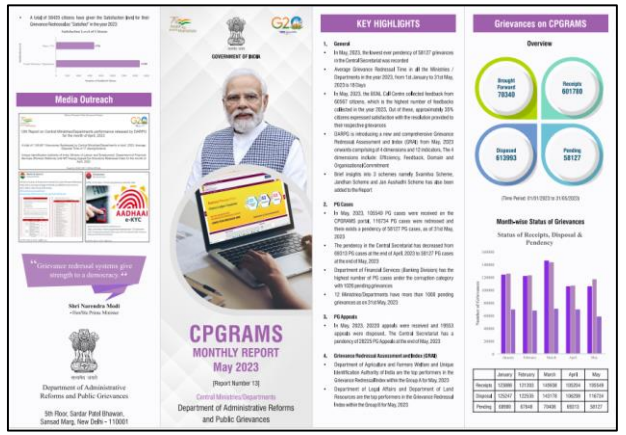


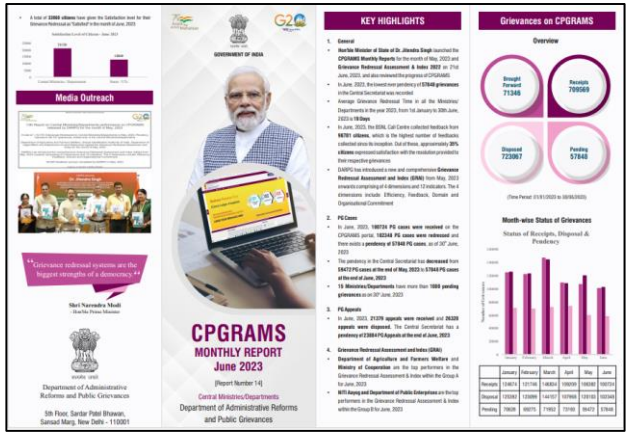


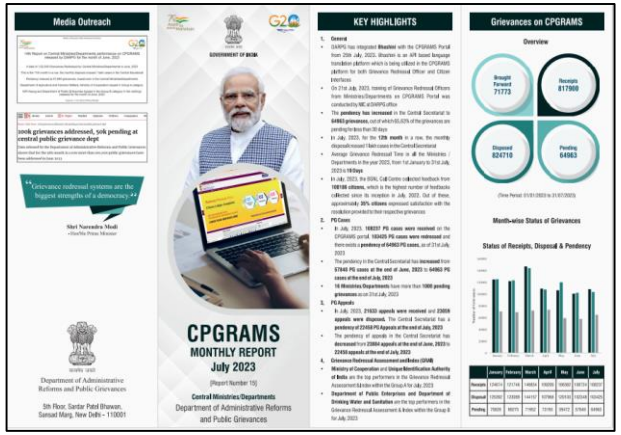
MONITORING PROCESS – FLYERS - CENTRAL

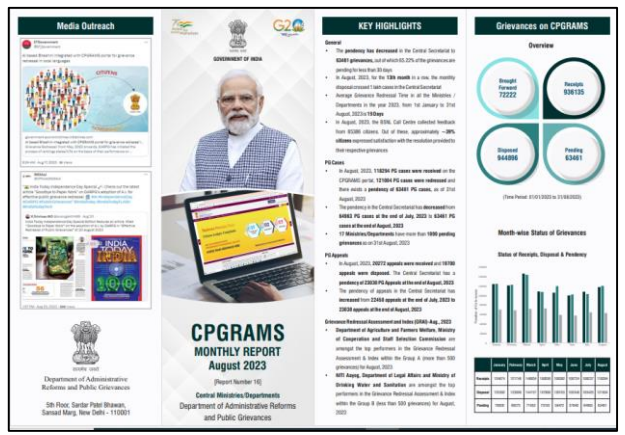


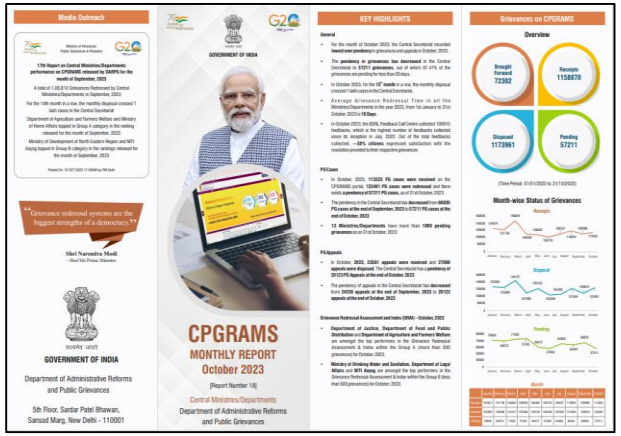


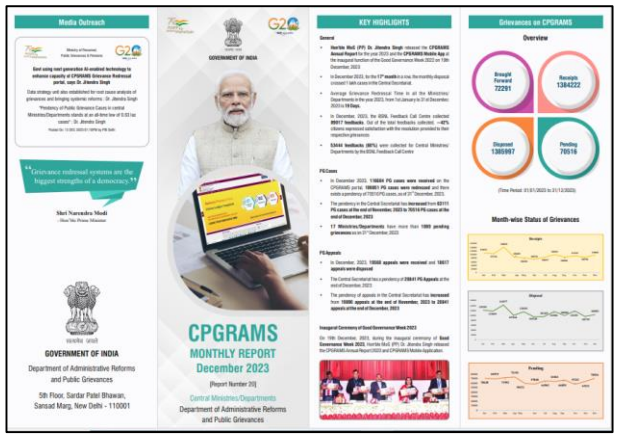




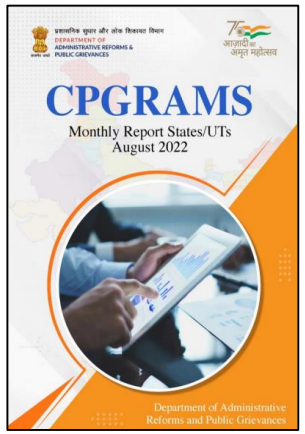


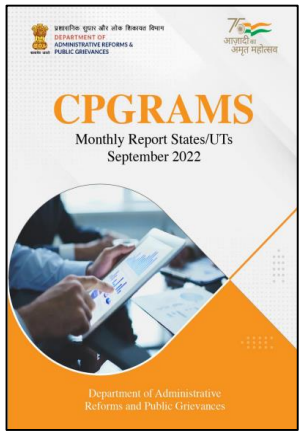


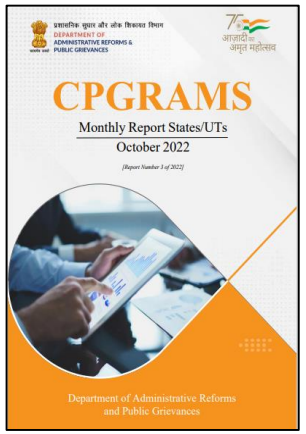


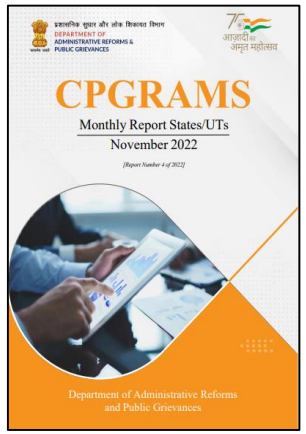


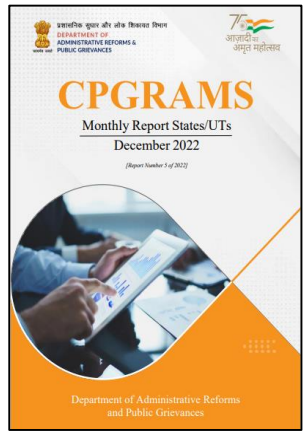
MONITORING PROCESS – STATES/UTs MONTHLY REPORTS

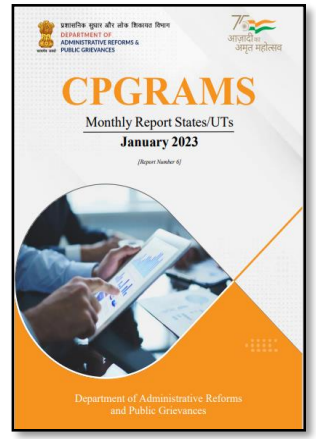


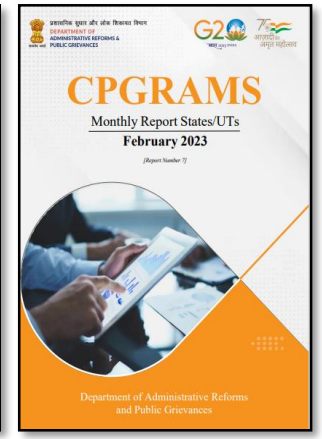


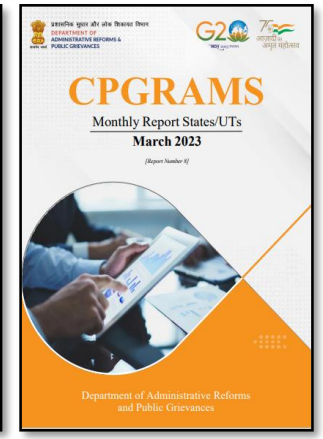


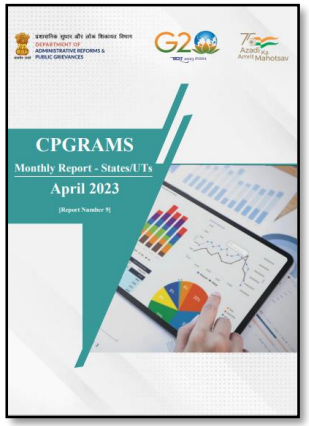


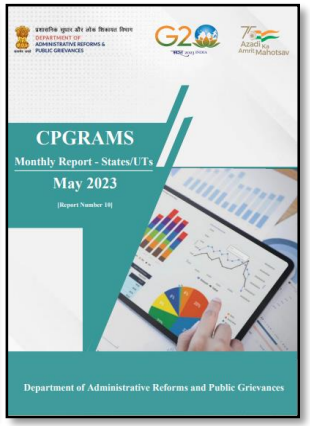


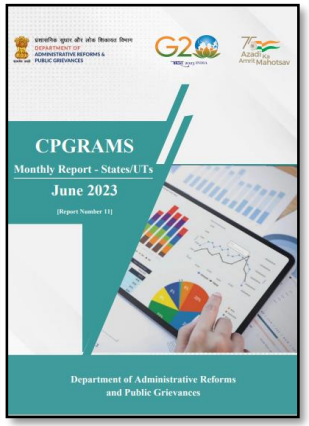


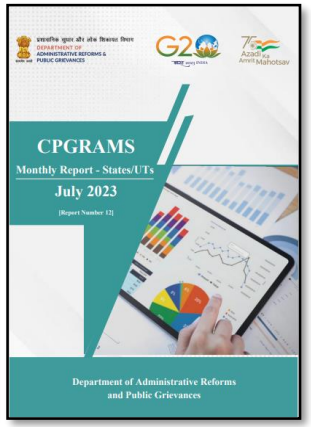


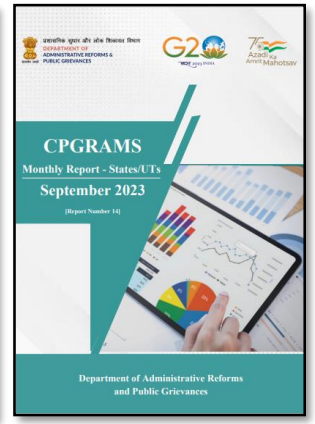


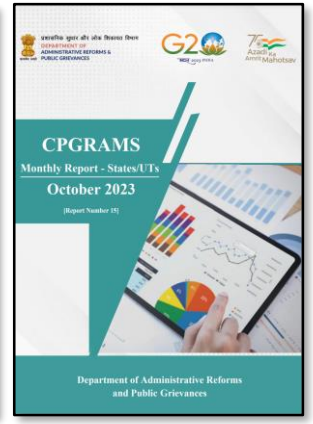


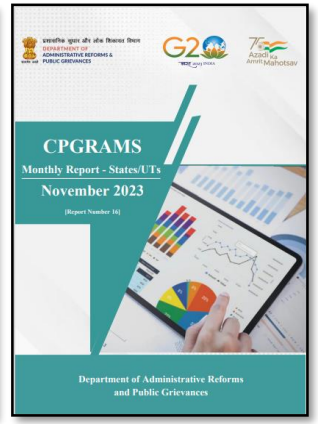


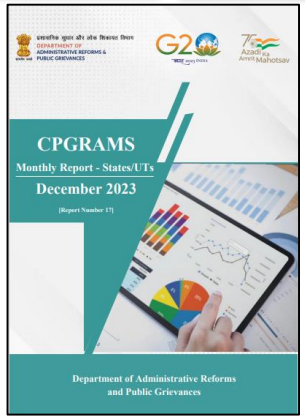


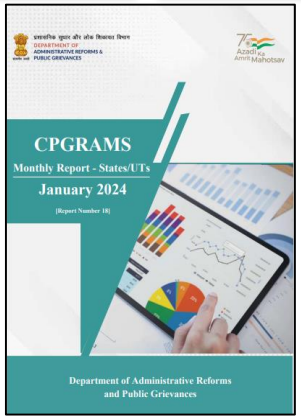


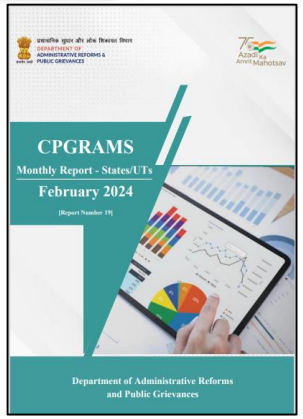




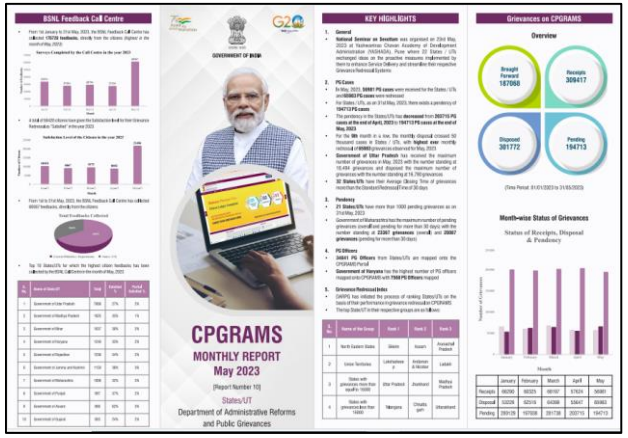


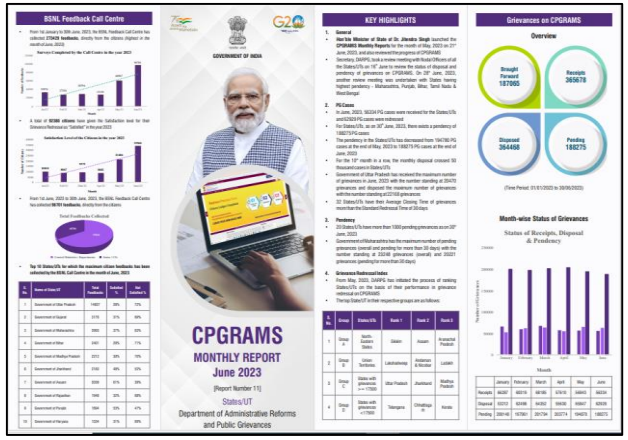


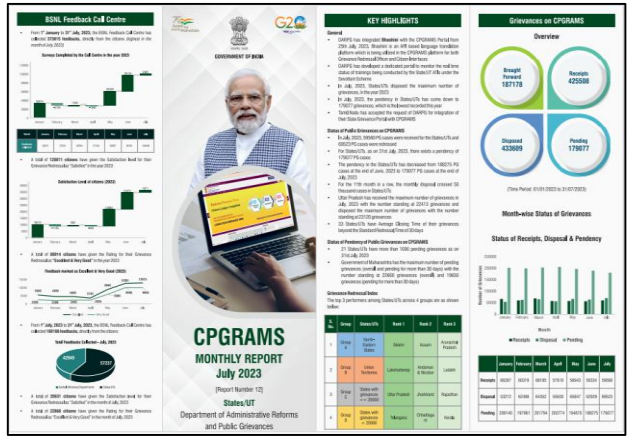


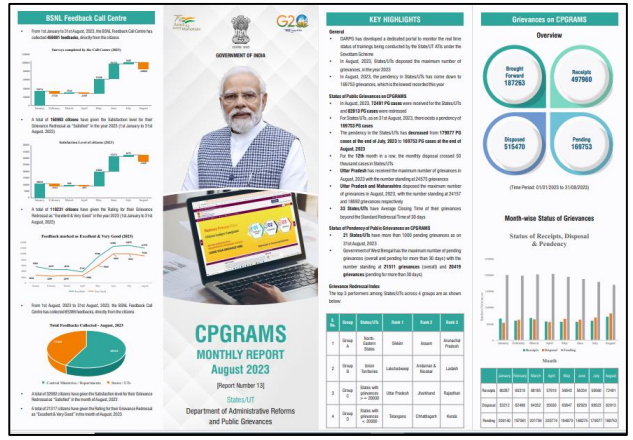


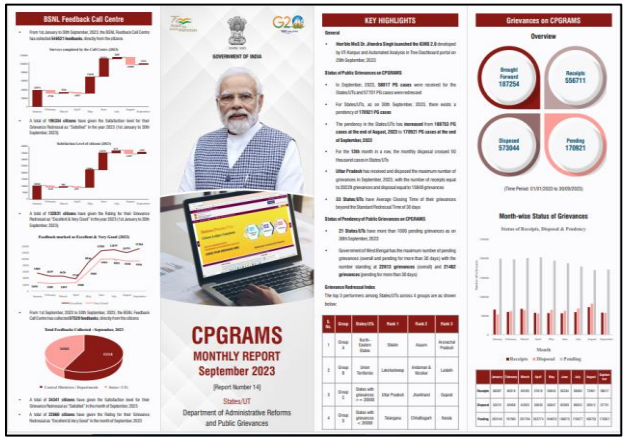
MONITORING PROCESS – FLYERS – STATES/UTs

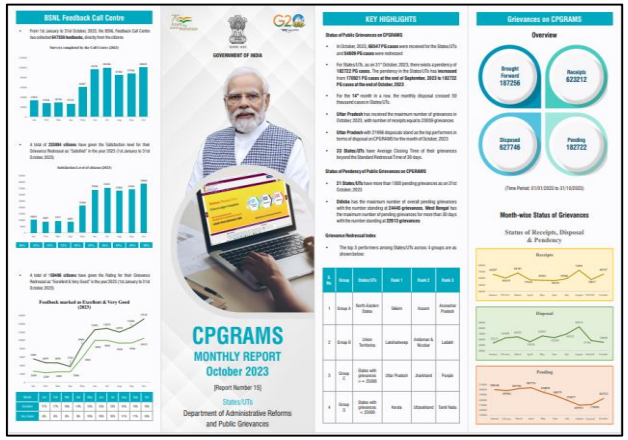


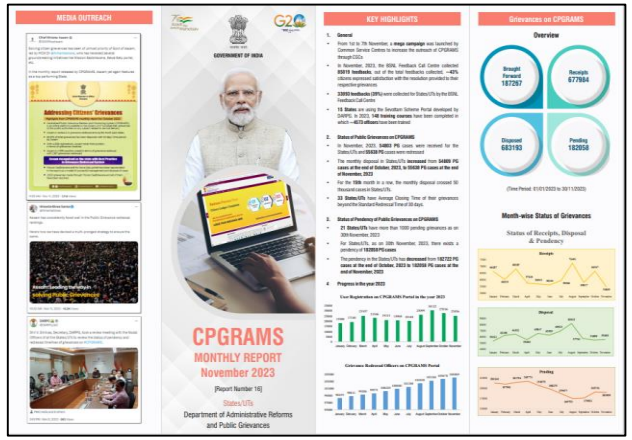


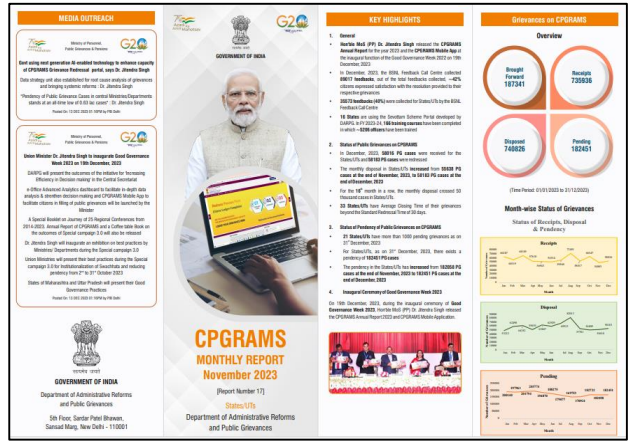












MONITORING PROCESS – MONTHLY REVIEW MEETINGS

DARPG
@DARPG_GoI

Good Governance: Insights for New Generation Administrative Reforms!

During the Review of CPGRAMS Progress Meeting, e-book was released by Hon'ble MoS (PP) Shri @DrJitendraSingh Ji , which can be accessed from the following link:

ati.darpg.in.net/ebook/

PMO India and 9 others

9:12 PM · Jun 21, 2023 · **1,133** Views

DARPG
@DARPG_GoI

Good Governance: Citizen First Approach!

Creative citizen centric solutions and in-depth root analysis was shared by officials to Hon'ble MoS (PP) Shri Jitendra Singh Ji, which gave primacy to the concerns of the Citizens during the Review of CPGRAMS Progress Meeting.

PMO India and 9 others

8:32 PM · Jun 21, 2023 · **1,427** Views

DARPG
@DARPG_GoI

Secretary, DARPG, Shri V. Srinivas chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and States/UTs. The focus of the meeting was to evaluate the status of pendency and quality of disposal of grievances on #CPGRAMS.

PMO India and 8 others

6:25 PM · Feb 19, 2024 · **3,073** Views

DARPG
@DARPG_GoI

Secretary, DARPG, Shri V. Srinivas chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and States/UTs to review the status of pendency and quality of redressal of grievances on #CPGRAMS.

PMO India and 8 others

6:44 PM · Jan 17, 2024 · **3,737** Views

DARPG
@DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, took a review meeting with the Nodal Officers of all the States/UTs to review the status of pendency and redressal timelines of grievances on #CPGRAMS.

PMO India and 8 others

9:18 PM · Nov 8, 2023 · **1,024** Views

DARPG
@DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, took a review meeting with the Nodal Officers of all the Central Ministries/Departments and assessed the status of pendency and quality of disposal of grievances on #CPGRAMS for the month of September 2023.

PMO India and 9 others

9:36 PM · Oct 12, 2023 · **2,733** Views

DARPG
@DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and assessed the status of pendency and quality of disposal of grievances on #CPGRAMS for the month of October 2023.

PMO India and 8 others

9:13 PM · Nov 8, 2023 · **3,849** Views

DARPG
@DARPG_GoI

Secretary, DARPG, Shri V. Srinivas took a review meeting with 6 States having high pendency on #CPGRAMS.

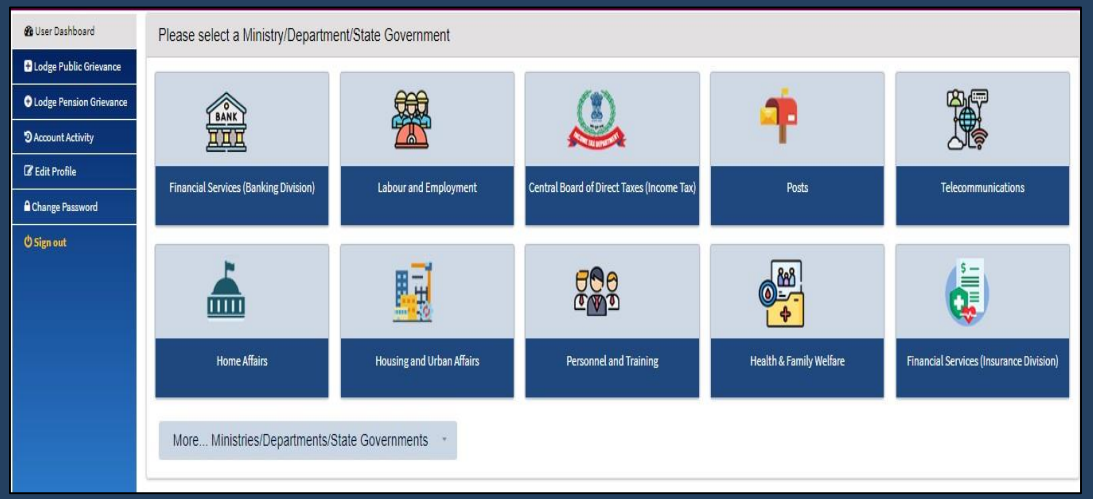
Officers from Maharashtra, West Bengal, Punjab, Odisha, Bihar and Haryana joined the meeting and updated about the status of disposal and pendency of grievances, and

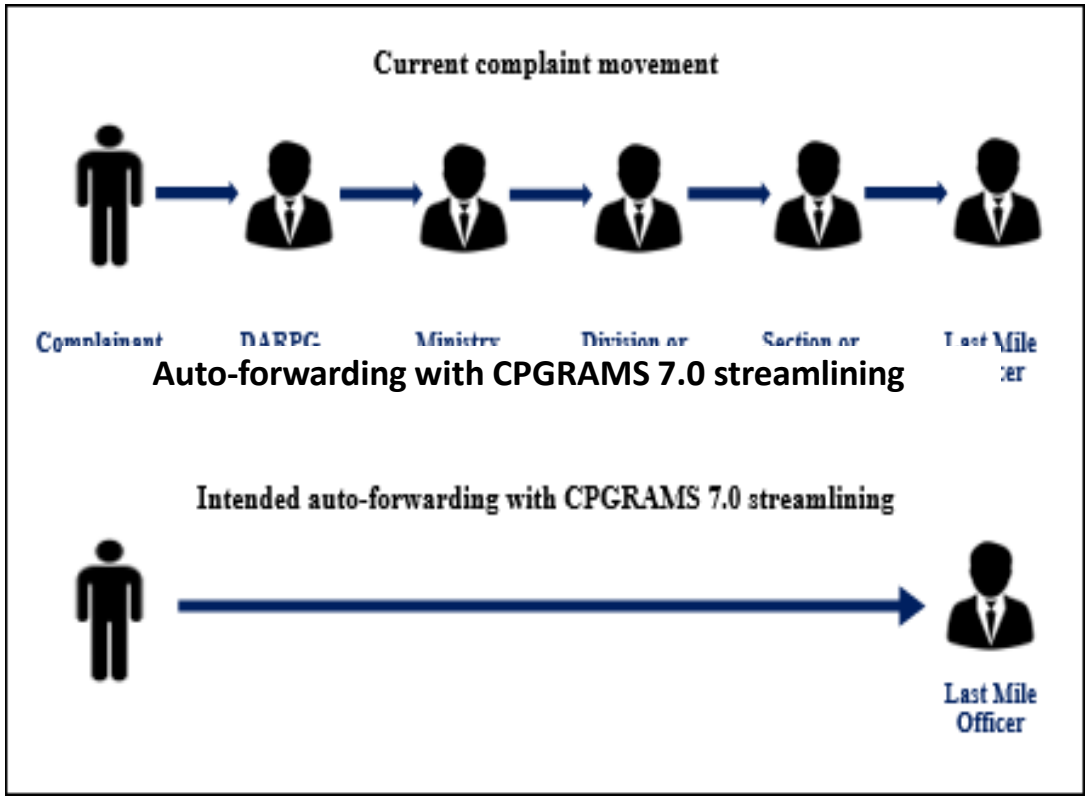
PMO India and 8 others

1:04 PM · Jul 25, 2023 · **785** Views

Universalization of CPGRAMS 7.0

Auto-forwarding of grievances by changing the method of data collection on CPGRAMS portal and **mapping of end-line officers**



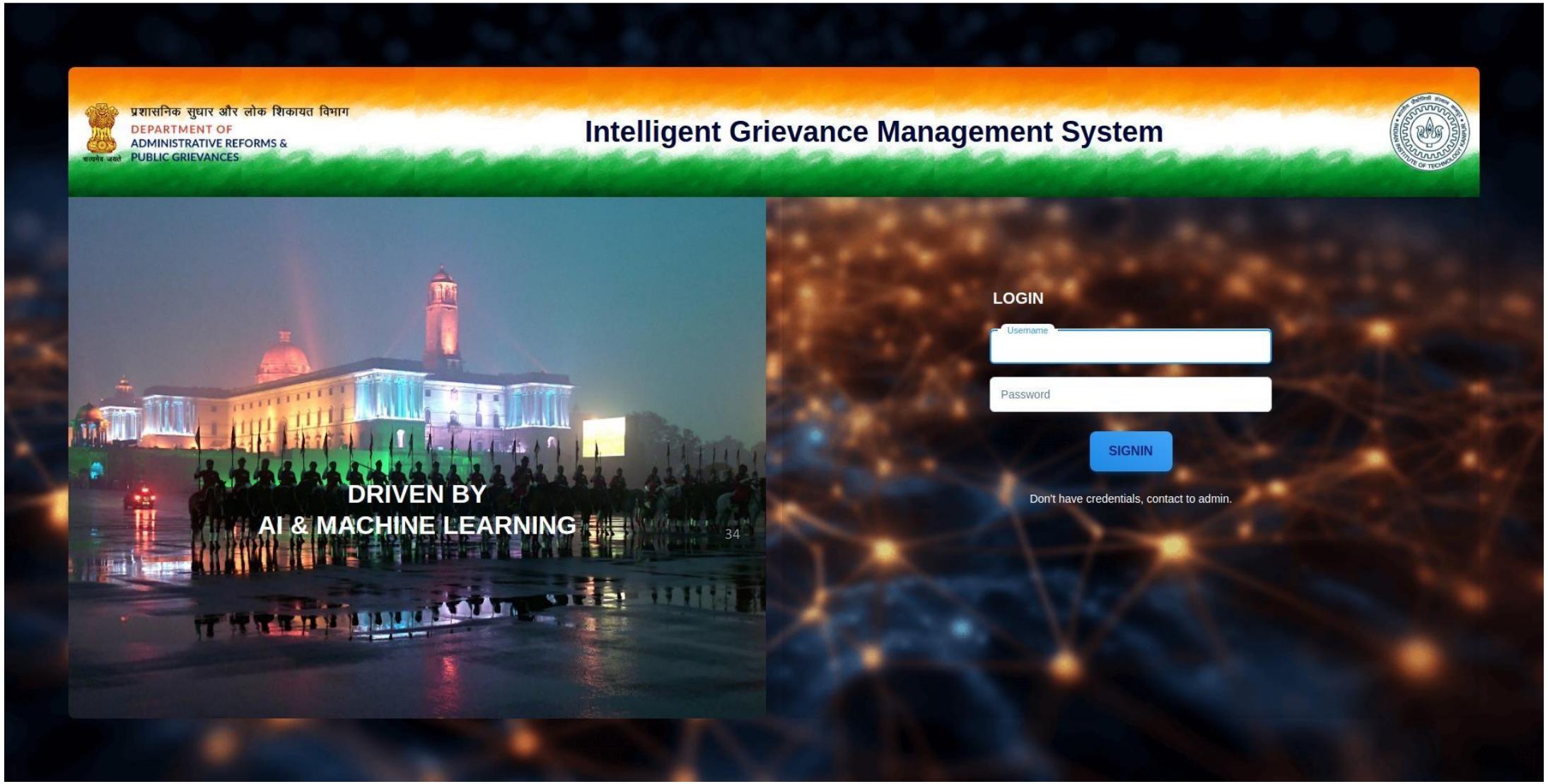


28

Preliminary Grievance Analysis → Categorisation of Grievances → Information Sought from Citizen → Mapping of Last Mile Officers

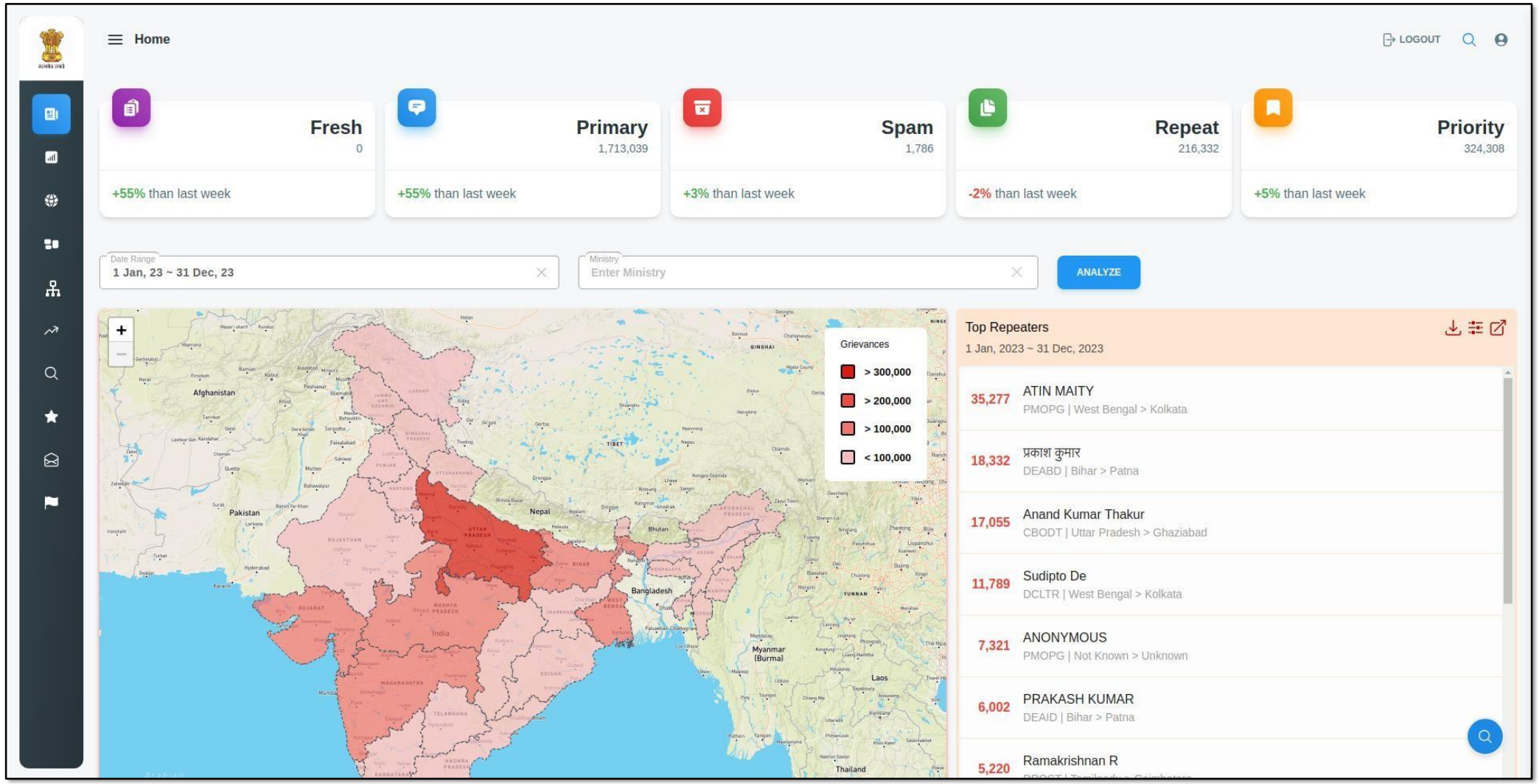
All the 90 Ministries/Departments on-boarded on CPGRAMS 7.0

TECHNOLOGICAL ENHANCEMENTS



IGMS 2.0 developed

TECHNOLOGICAL ENHANCEMENTS



Bifurcation of grievances into different categories like Spam, Repeat, Priority and highlighting Habitual Complainants

DATA STRATEGY UNIT

The **Data Strategy Unit**, setup by DARPG, has developed an analytical dashboard which enables drawing insights, that may be leveraged for strategic decision making and policy based reforms. The automated analysis tool has been rolled out to all the Central Ministries/Departments.

AI/ML journey of DARPG

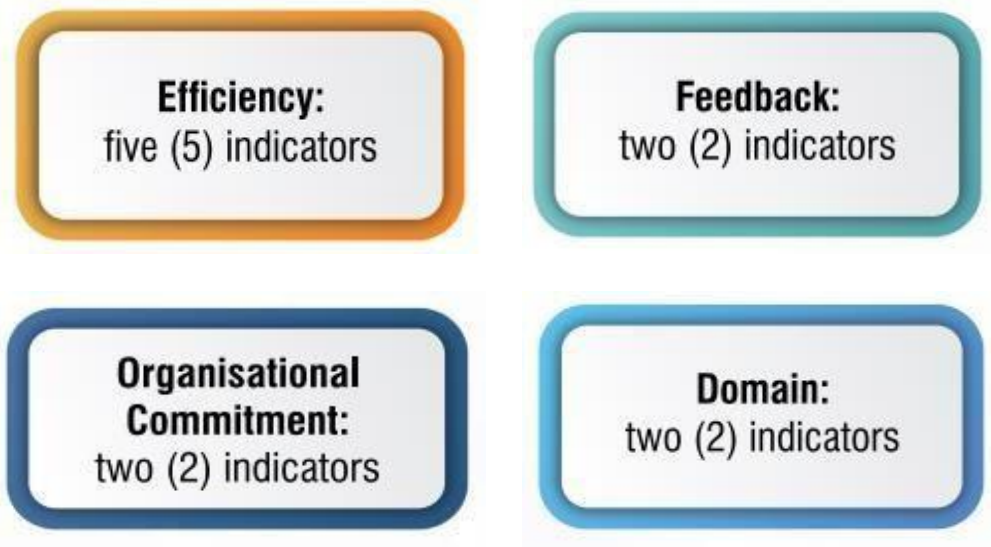
127th Parliamentary Standing Committee:

"The Committee recommends the Department to use Artificial Intelligence to develop a mechanism in which grievance can be lodged through voice recording which will help the people who are unable to file grievances using CPGRAMS portal. (3.10)"

- **MoU with IIT Kanpur- December, 2021**
- **Adoption of Tree Dashboard, IGMS 1.0- August, 2022**
- **Adoption of IGMS 2.0 - August, 2023**
- **Adoption of CPGRAMS App - November, 2023**
- **Launch of CPGRAMS Chat bot - April , 2024**
- **Launch of CPGRAMS Smart App - July, 2024**

GRIEVANCE REDRESSAL ASSESSMENT & INDEX (GRAI)

DARPG introduced a new and comprehensive **Grievance Redressal Assessment & Index (GRAI)** from May 2023 onwards with 4 dimensions and 11 indicators. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement. It presents a comparative assessment with other Ministries/Departments.



- The data used in preparing the GRAI is taken on a **monthly basis**
- The Ministries/Departments have been **categorised into two groups**, based on the number of grievances received during the period in consideration, to enable a fair comparison
- On monthly basis, GRAI is being published for Central Ministries/Departments in the **CPGRAMS Monthly Reports**

FEEDBACK CALL CENTRE

- DARPG in association with **Bharat Sanchar Nigam Limited (BSNL)** launched Feedback Call Centre in the month of July, 2022
- The establishment of the Feedback Call Centre aimed to **promote accountability and improve the quality of resolving grievances**
- Citizens provide direct feedback to the Call Centre, shedding light on the effectiveness of resolutions by Ministries/Departments and States/UTs in addressing their grievances
- The Call Centre operates in **4 cities: Noida, Vadodara, Zahirabad, and Marthandam**
- Feedback calls are conducted in **12 distinct languages**: English, Hindi, Gujarati, Marathi, Bengali, Telugu, Assamese, Odia, Tamil, Malayalam, Kannada, and Punjabi
- Citizens are provided with the choice to indicate their satisfaction level as either Satisfied, Partially Satisfied, or Not Satisfied with the resolution

Total Feedback Collected

13,40,947

Citizen Expressing Satisfaction

4,96,604

Excellent & Very Good Collected

3,34,844

Timeline: July 2022 to March 2024

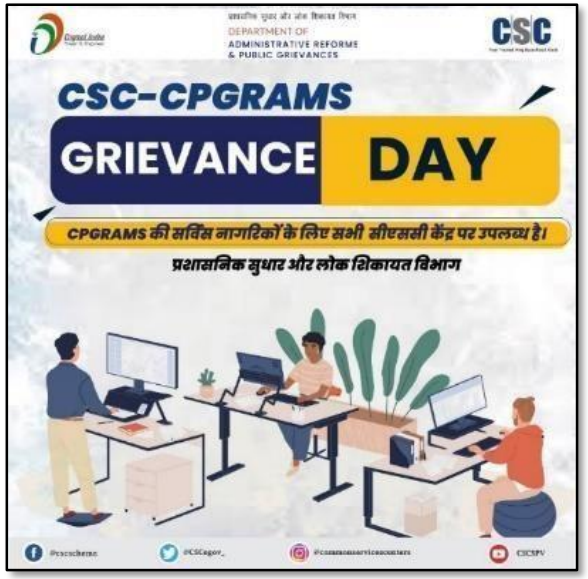
INCLUSIVITY AND OUTREACH

Leveraging the network of Common Service Centres (CSCs) for rural outreach

- CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than **5 lakh CSCs**, associating with **2.5 lakh Village Level Entrepreneurs (VLEs)**.
- Common Service Centers has started organizing **CSC-CPGRAMS Grievance Day** on the 20th of every month from October, 2023.

CPGRAMS Stall at Civil Services Day 2023

CPGRAMS Stall at GPAI Summit 2023



Sevottam

- The Sevottam Scheme envisages capacity building of officers for improving service delivery and redressal of public grievances.
- Under the scheme, DARPG releases funds to State ATIs/CTIs for setting up a Sevottam Training Cell in the ATI.
- The **National Seminar on Sevottam** for Effective Redressal of Public Grievances was held at YASHADA, Pune on 23rd May 2023.z

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8496
2	2023-24	265	8401

Data as on 31st March, 2024

Link: https://ati.darpg.in.net/login/

Recognising Meritocracy-PM Awards for excellence in Public Administration

Documentation & Dissemination of Best Practices

PRIME MINISTER'S AWARDS FOR EXCELLENCE IN PUBLIC ADMINISTRATION

- PM's Awards for Excellence in Public Administration are given to Civil Servants for outstanding performance

- Encourages replication of awarded best practices & innovations in States/UTs.

- **For 2023, the categories:-**
  - **10 Awards for Composite Scheme for Saturation of Flagship Missions/ Schemes**
  - **6 Awards for Innovations at Centre/ States & District levels**

  - For Replication of Best Practices –

  20 National Good Governance Webinars conducted

PM Conferring award at 16th Civil Services Day

REGIONAL CONFERENCE ON VARIOUS THEMES ACROSS THE COUNTRY

- **Regional Conference on the theme e- Governance at Guwahati on 9th-10th January, 2024.**

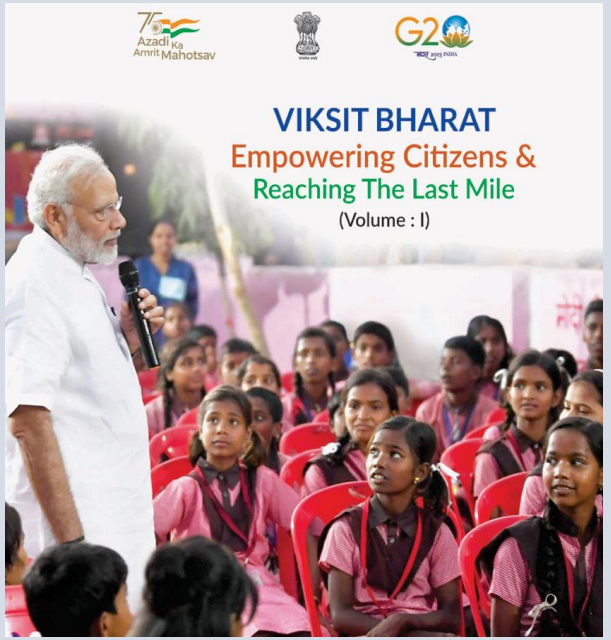
- **Regional Conference at Jaipur on the theme "Good Governance" on 04th-05th October, 2023.**

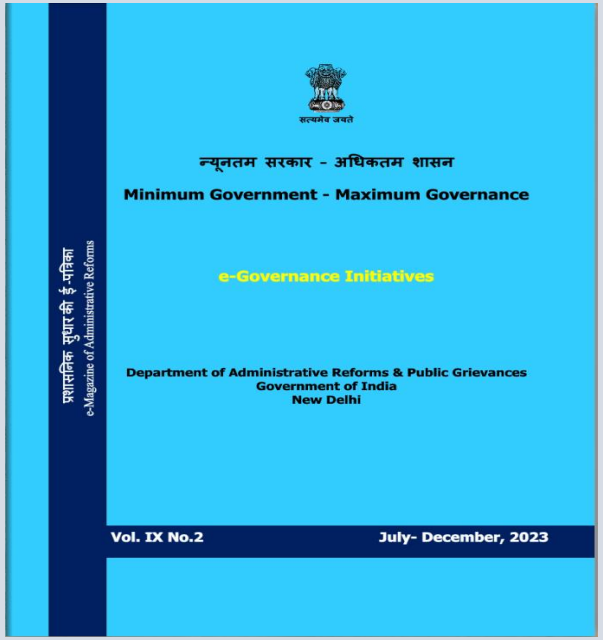
- **6 Regional Conferences** are proposed to be held on various themes across the country in the year 2024-25.

Regional Conference at Guwahati

PUBLICATION OF E-COFFEE TABLE BOOK/ DOCUMENTARY FILM FOR CIVIL SERVICES DAY

- **Two e-Coffee Table books** on Priority Programme and Innovation on select PM Award initiatives published
- Publication of **biennial e-journal on Minimum Government Maximum Governance.**
- **Documentary films on Civil Services Day**

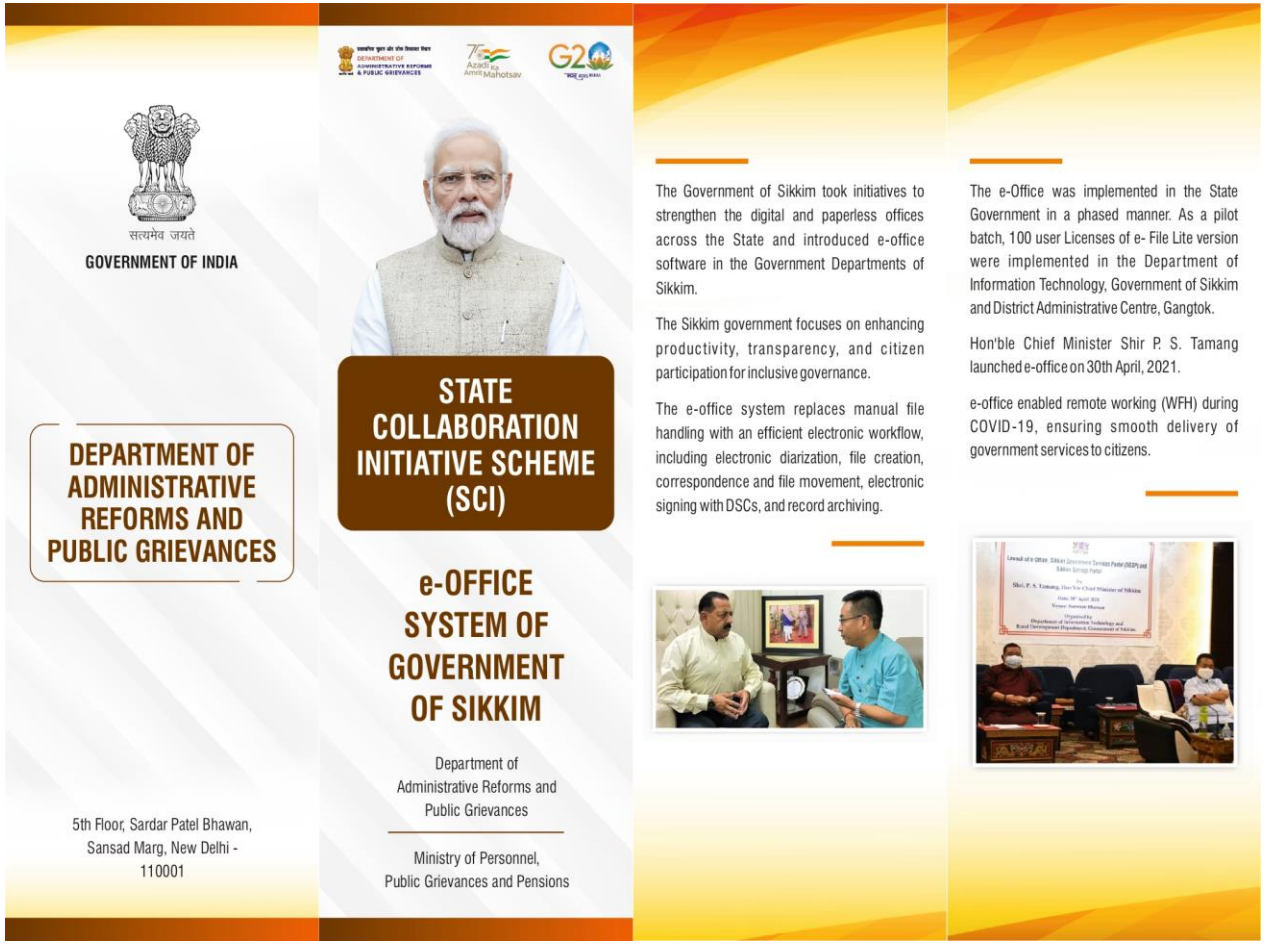




- **Documentary films on e-Gov Awarded Initiatives**
- **Film on Special Campaign and Good Governance Week & screened on the DD News/ Sansad TV.**

STATE COLLABORATION INITIATIVE(SCI)

- Collaboration with the State Governments for improving public service delivery.
- For the financial year 2023-24, ₹8,92,11,565/- was allocated to 18 projects.
- For the financial year 2024-25, the committed liability for 21 ongoing projects is ₹12,37,18,500/-.



Successfully Implemented STATE COLLABORATION INITIATIVE (SCI)

- **Collaboration with Govt. of J&K for implementation of e-Office and digitization of records** of Govt. of Jammu & Kashmir
- JK-IGRAMS (Jammu and Kashmir Integrated Grievance Redress and Monitoring System)
- **Implementation of e-Office in Meghalaya, Sikkim & Arunachal Pradesh**
- Administrative reforms through technology for village guard Services & other areas in Nagaland Police.
- Common Web Portal for strengthening and supporting handicraft &Handloom Ecosystem of **Mon District, Nagaland**
- e-LAARM-Digitization and Online Processing, Monitoring and Management of Land Acquisition, Rehabilitation and Resettlement Andhra Pradesh

GOOD GOVERNANCE INDEX (GGI)

Good Governance Index is a comprehensive and comparative framework to assess and rank the state on Good Governance.

Proposed course of action in upcoming months/years

- Release of Good Governance Index for State/UTs.
- Launch of GGI for Central Ministries/Department & Concept Note on GGI for Central Ministries/ Department.
- Launch of UDGGI & Concept Note on Universalization of District Good Governance Index (DGGI).

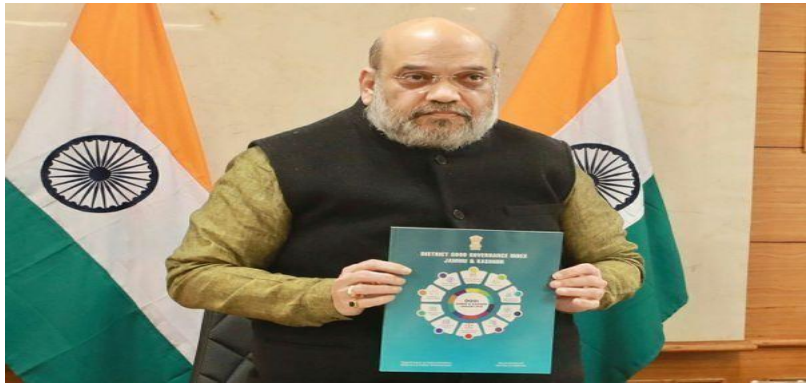
GOOD GOVERNANCE INDEX

The GGI 2019 **encompassed 10 Governance Sectors and 50 Governance Indicators**. For GGI 2020-21, same **10 Governance Sectors are retained while indicators have been revised to 58**. **DGGI for Arunachal Pradesh, Maharashtra, J&K & Gujarat have been released.**

DISTRICT GOOD GOVERNANCE INDEX

Dr. Jitendra Singh releasing the Good Governance Index 2019 on Good Governance Day on 25th December, 2019

Union Minister of Home and Cooperation **Shri Amit Shah** released India's first District Good Governance Index (DGGI) for **20 districts of Jammu and Kashmir on January 22, 2022.**



Gujarat CM **Shri Bhupendrabhai Patel** released the Gujarat's District Good Governance Index (DGGI) at valedictory session of 3-day 'Chintan Shivir' at Kevadia on **May 20, 2023**. DGGI Gujarat benchmarks governance in all the **33 Districts of Gujarat on 65 indicators under 10 sectors.**

GOOD GOVERNANCE WEEK

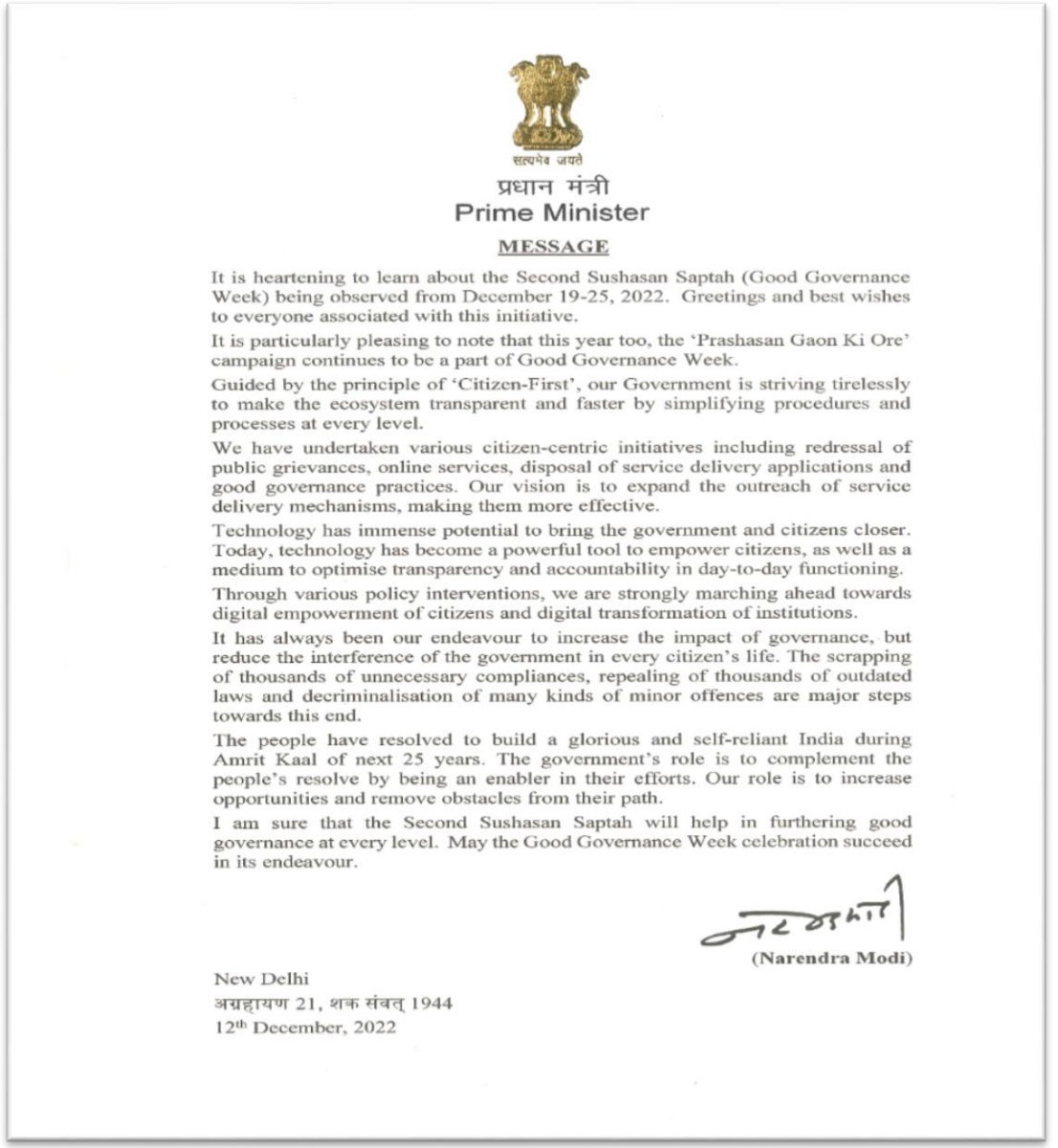
“ At the core of Good Governance is service delivery at the grassroots level. In Amrit kaal, we remain resolute in our efforts towards making a positive impact in people's lives and creating a developed India. ”

- Shri Narendra Modi, Hon’ble Prime Minister

Good Governance Week 2021

GOOD GOVERNANCE WEEK

"On the 2nd Sushsan Saptah (December 19-25, 2022), Hon'ble Prime Minister extended his greetings and best wishes for the initiative. He said, *"It is eartening to note that this year too, the "**Prashasan Gaon ki Ore"** campaign continues to be a part of the Good Governance Week."*



सत्यमेव जयते

प्रधान मंत्री
Prime Minister

MESSAGE

It is heartening to learn about the Second Sushasan Saptah (Good Governance Week) being observed from December 19-25, 2022. Greetings and best wishes to everyone associated with this initiative.

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.

Guided by the principle of 'Citizen-First', our Government is striving tirelessly to make the ecosystem transparent and faster by simplifying procedures and processes at every level.

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.

Technology has immense potential to bring the government and citizens closer. Today, technology has become a powerful tool to empower citizens, as well as a medium to optimise transparency and accountability in day-to-day functioning.

Through various policy interventions, we are strongly marching ahead towards digital empowerment of citizens and digital transformation of institutions.

It has always been our endeavour to increase the impact of governance, but reduce the interference of the government in every citizen's life. The scrapping of thousands of unnecessary compliances, repealing of thousands of outdated laws and decriminalisation of many kinds of minor offences are major steps towards this end.

The people have resolved to build a glorious and self-reliant India during Amrit Kaal of next 25 years. The government's role is to complement the people's resolve by being an enabler in their efforts. Our role is to increase opportunities and remove obstacles from their path.

I am sure that the Second Sushasan Saptah will help in furthering good governance at every level. May the Good Governance Week celebration succeed in its endeavour.

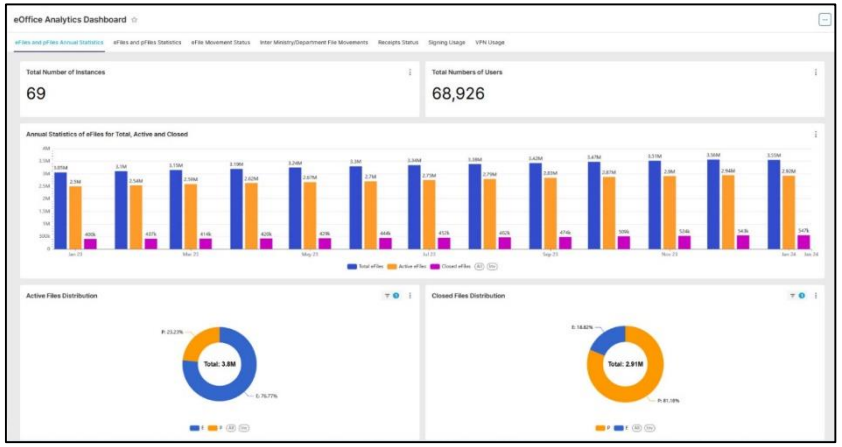
(Narendra Modi)

New Delhi
अग्रहायण 21, शक संवत् 1944
12th December, 2022

GOOD GOVERNANCE WEEK

- ✓ On 19th, December 2023, **Hon'ble MoS PP Dr. Jitendra Singh** inaugurated the a week long celebration for Good Governance Week 2023
- ✓ **Presentations by Secretaries to Government of India-** Secretary MoRTH, Chairman CBDT, Secretary MoEFCC, Secretary M/o Coal
- ✓ **Presentations by State Governments-** Additional Chief Secretary of Maharashtra & Uttar Pradesh; Presentation by Member Capacity Building Commission
- ✓ **Hon'ble MoS PP released-**
  - ✓ Journey of 25 Regional Conferences from 2014-2023
  - ✓ Annual Report of CPGRAMS 2023 and Launch of CPGRAMS Mobile App
  - ✓ Release of Coffee Table book on Special Campaign 3.0
  - ✓ Launch of e-Office Dashboard

Good Governance Week 2023



Launch of e-Office Analytics Dashboard

E-Governance

Benchmarking Governance, Saturation of eServices

Multipronged initiatives on e-Governance

- **Implementation of e-office in all Ministries/Departments in GOI**
- **Annual National e-Governance Conferences laying down the roadmap for e-Governance in India**
- **National e-Governance Awards for recognizing excellence**
- **NeSDA 2019, 2021, 2023**
- **NeSDA way forward monthly reports for improving service delivery**
- **Monthly National e-Governance Webinar Series for dissemination**
- **Workshop on use of AI in Governance**

NESDA | FRAMEWORK

DARPG formulated NeSDA to boost e-governance and digital government excellence.
The NeSDA Framework builds on the UNDESA framework and has been customized to the India federal structure
NeSDA 2019 and 2021 reports have been released, with the NeSDA 2023 report in the pipeline.

- ***State / UT / Ministry Portals Assessment Parameters***

  Accessibility

  Content Availability

  Ease of Use

  Information Security & Privacy

State / UT / Ministry Service Portals Assessment Parameters

Accessibility

Content Availability

Ease of Use

Information Security & Privacy

End Service Delivery

Status Request & Tracking

Integrated Service Delivery

56 Mandatory e-Services across 7 Focus Sectors

Finance

Labour & Employment

Education

Social Welfare (incl. Health & Home Security)

Local Governance & Utility services

Environment

Tourism

NESDA WAY FORWARD | OBJECTIVES

Saturation of e-Services

- Increase in delivery of **total e-Services**
- Provision of all **56 mandatory services**
- Rise in number of **services provided facelessly**

Rise in use of Integrated /Centralized Portals for delivery of e-Service

- **Adoption of integrated service delivery** provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust

Suo-moto entitlement-based delivery of services

- Timely provision of e-services to the citizens as per their requirement, based on their **lifecycle approach**

Improvement in scores of all seven assessment parameters

- **Improved scores** across all parameters reflects the standards for uniformity in governance. Especially, improved score of service portals at par with state portals (~0.6)

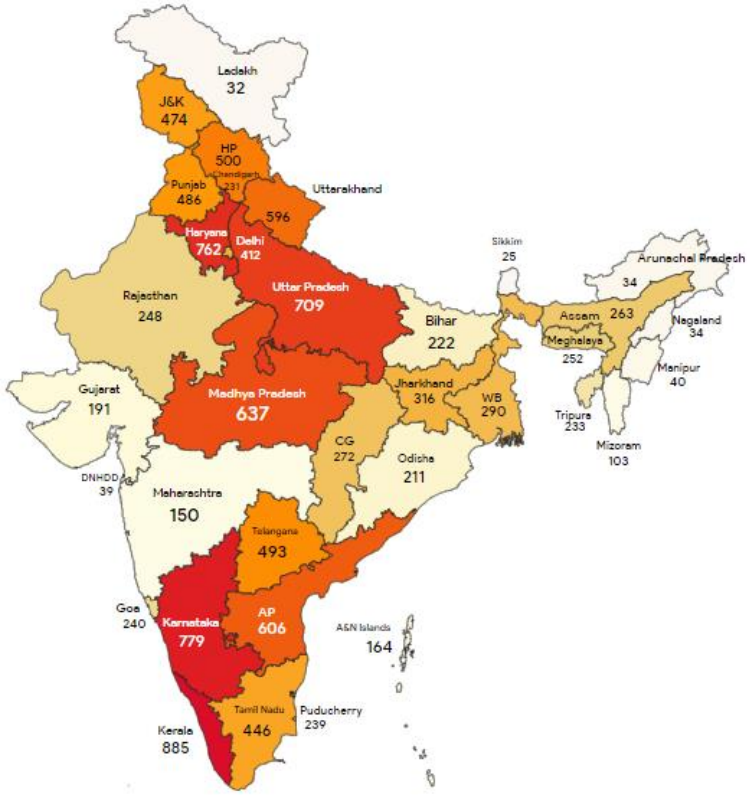
NESDA WAY FORWARD

In view of encouraging findings of NeSDA 2021, NeSDA Way Forward PMU was setup to monitor the monthly progress in e-service delivery, across States/UTs. DARPG has built NeSDA Way Forward Dashboard to collate timely data inputs from States/UTs.

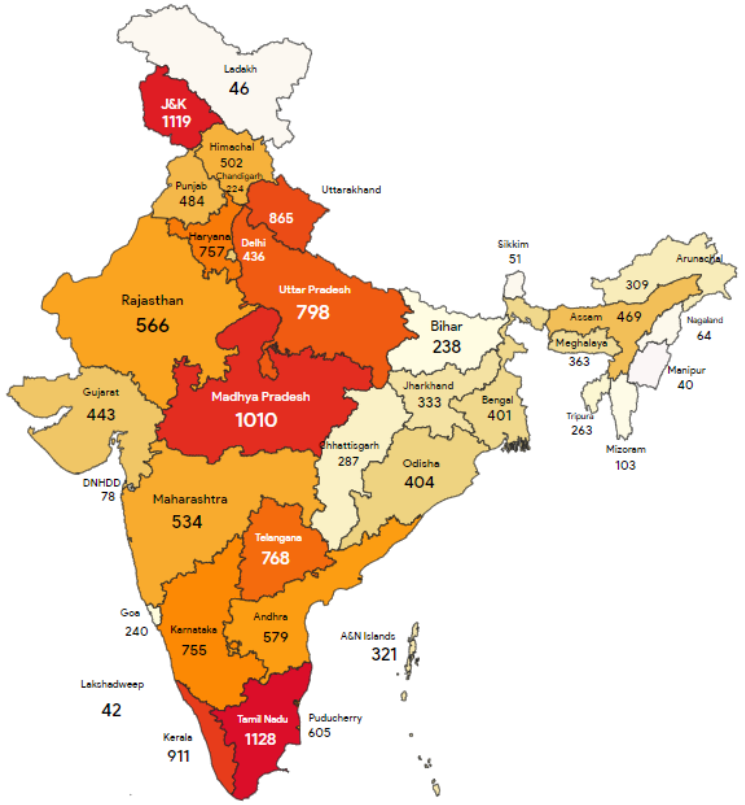
- **11** NeSDA Way Forward Monthly Reports and the Annual Report of 2023 released
- **16,536 Total e-services** are provided across States/UTs
- **76% Mandatory e-services** are available i.e., 1,529 out of 2,016 (56*36 States/UTs), an increase from 69% under NeSDA 2021
- **Jammu and Kashmir, Kerala, Assam** and **Odisha provide 100% of their services** through their identified Single Unified Service Delivery Portal i.e., **e-UNNAT**, **e-Sevanam**, **Sewa Setu** and **Odisha One**, respectively
- **40+ Best practices** in e-service delivery were featured in the monthly reports
- **230+ Tweets**, **14 PIBs** were issued by the department on e-Governance and NeSDA Way Forward

NESDA WAY FORWARD | EXPANDING E-SERVICES

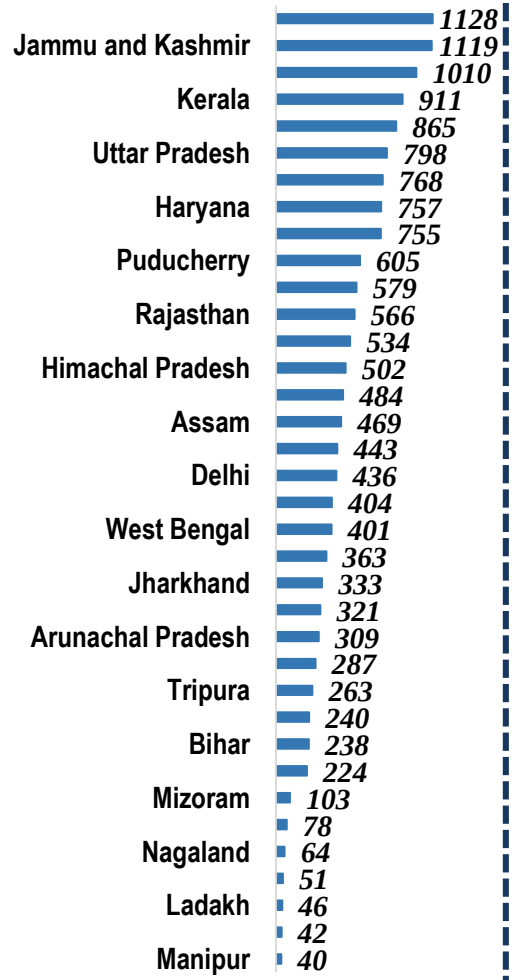
Rise in mapping of Total e-Services on NeSDA Way Forward Dashboard from April'23 - March'24



11,614 Total e-Services mapped on NeSDA Way Forward Dashboard, April 2023



16,536 Total e-Services mapped on NeSDA Way Forward Dashboard, March 2024



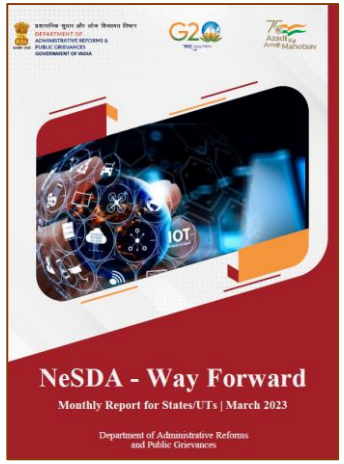
NESDA WAY FORWARD | UNIFIED SERVICE DELIVERY

A unified service delivery portal seamlessly integrates services across Departments to provide better governance and service availability. These help ensure that all citizen entitlements are available on the cloud, enhance the ease of doing business, and integrate a number of technologies for development activities.

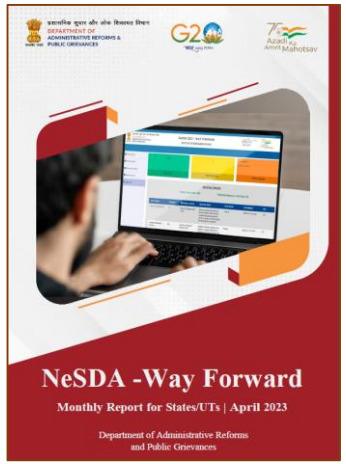
Top 10 States/UTs with Highest Share (%) of e-Services Available on the Identified Single Unified Service Delivery Portal

#	State/UT	Share (%)	Unified Service Delivery Portal
1	Jammu & Kashmir	100% (1119)	e-UNNAT
2	Kerala	100% (911)	e-Sevanam
3	Assam	100% (469)	Sewa Setu
4	Odisha	100% (404)	Odisha One
5	Delhi	98% (426)	e-District
6	Uttar Pradesh	97% (774)	Nivesh Mitra & e-District
7	Rajasthan	96% (529)	e-Mitra
8	Karnataka	95% (721)	Seva Sindhu
9	Andhra Pradesh	91% (524)	AP Seva
10	Goa	83% (199)	Goa Online

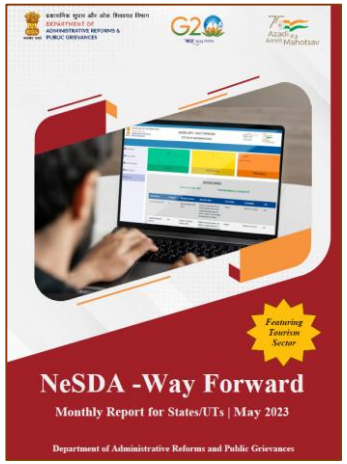
NeSDA – WF | Monthly Reports & Annual Report



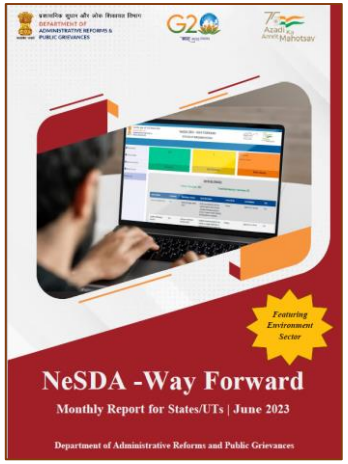
March 2023



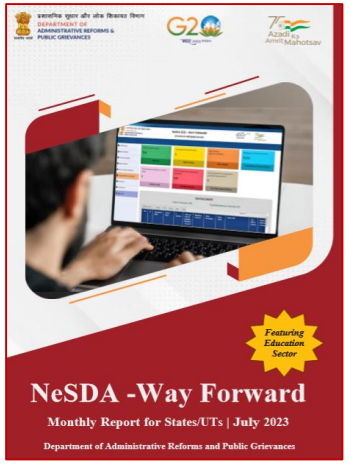
April 2023



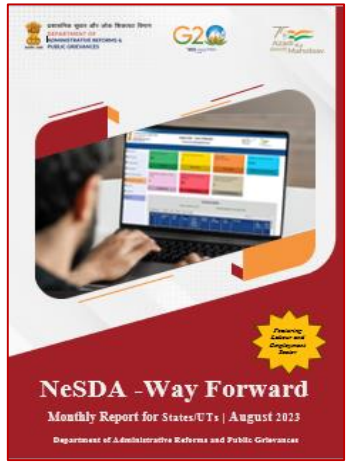
May 2023
Tourism



June 2023 –
Environment



July 2023 –
Education



August 2023 –
Labour &
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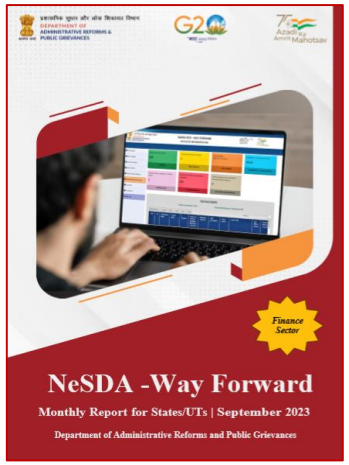
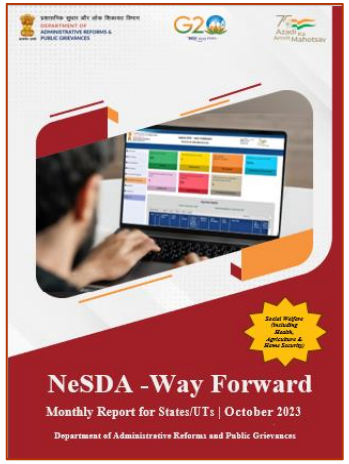
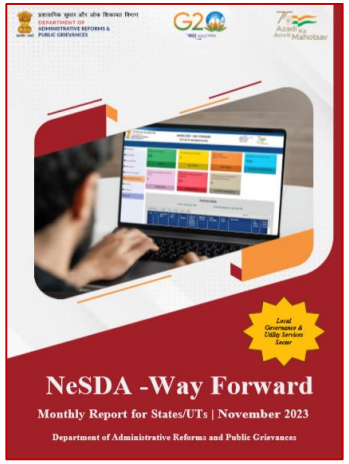


October 2023 – Social
Welfare
Incl. Agriculture, Health & Home Security



September 2023 –
Finance



November 2023 –
Local Governance & Utility
Services

Annual Report

NATIONAL e-GOVERNANCE WEBINAR SERIES 2023-24

- The Department of Administrative Reforms & Public Grievances (DARPG) institutionalized the National e-Governance Webinars (NeGW 2023-24)
- NeGW aims to inspire replication of award-winning e-governance projects through knowledge exchange and best practice dissemination
- The webinars provide a platform for public administrators to share initiatives recognized by the National Award for Excellence in e-Governance
- As of June 2024, six NeGW webinars have been conducted, fostering innovation and collaboration among administrators and stakeholders

NCeG | PREVIOUS CONFERENCES : HIGHLIGHTS

26th National Conference on e-Governance (NCeG)	
Date	24th - 25th August 2023
Theme	'Viksit Bharat, Empowering Citizens'
Venue	Brilliant Convention Centre, Indore (Madhya Pradesh)

NATIONAL CONFERENCE ON E- GOVERNANCE

- **The 27th National Conference on E-Governance to be convened in collaboration with MEITY, and State Government of Maharashtra and NASSCOM**
- **6 Plenary Sessions to be chaired by Secretaries of GOI, 14 Breakout Sessions to be chaired by State IT Ministers/ Secretaries, 50 Exhibitions, for 1200 delegates**
- **A date/ Venue for the National e-Governance Conference to be firmed up**

VISION INDIA@2047

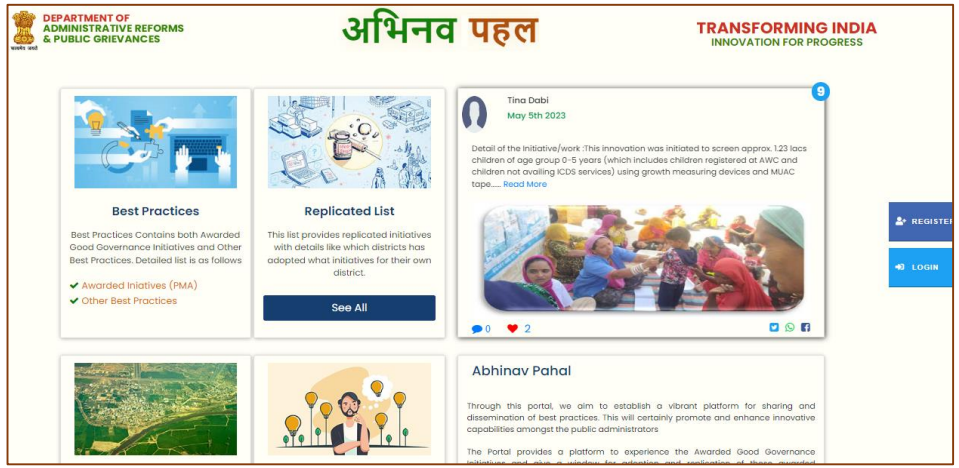
- DARPG **constituted an Advisory Group** under the chairmanship of MoS Jitendra Singh with **15 Sector Specialists** with National Experts from Senior Civil Servants, IIT's, IIM's Central and State Universities, and Public Policy Research Organizations.

- A **working group** under the chairmanship of Secretary DARPG was constituted for formulation of the Vision India@2047 under the overall supervision of the Advisory Group

- A **3-day workshop between young civil servants-academia-start-ups was held at IIT Madras** from 7th - 9th March' 2022 which was **attended by 400 delegates**

- The Working Group studied the gamut of **governance reforms undertaken from 2014-2022** in creating digital institutions and enabling infrastructure

- Launched **Abhinav Pahal portal** to share District's Vision in 100 years of Independence i.e. Vision @ 2047



Organization & Method

Secretariat Reforms-eOffice, CSMOP

Initiatives for Secretariat Reforms

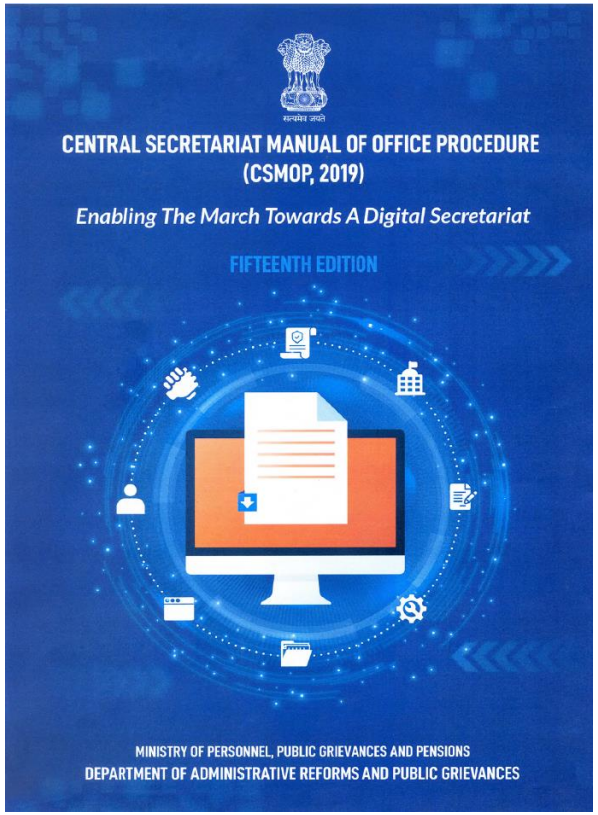
- **ENABLING THE MARCH TOWARDS A DIGITAL CENTRAL SECRETARIAT**

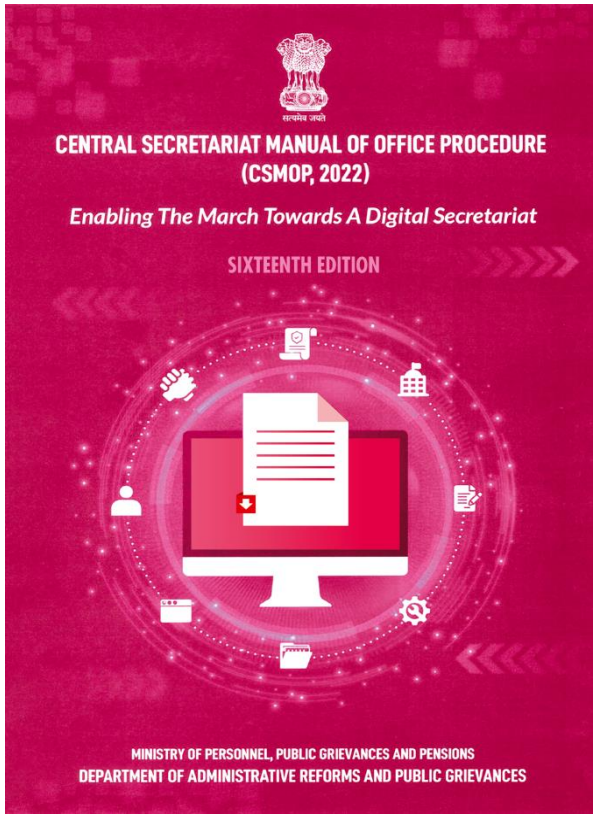
  - **CSMOP 2019 published by integration of CSMOP 2010 and CSMeOP 2012**
  - **CSMOP 2022 published incorporating key elements of initiative for increasing efficiency in decision making**

- **Conduct of Special Campaigns for Institutionalizing Swacchata and reducing pendency in 2021, 2022 and 2023**
- **Monthly Reports of Secretariat Reforms**
- **Digital India Award for e-Office implementation in Central Secretariat**

CSMOP

Enabling March of Central Secretariat towards a Digital Secretariat





- Assists in efficient decision making by balancing the conflicting consideration of speed, quality, transparency and propriety
- Enables paper-less environment by dovetailing with the new e-office application
- Provides a foundation for building a robust knowledge management system

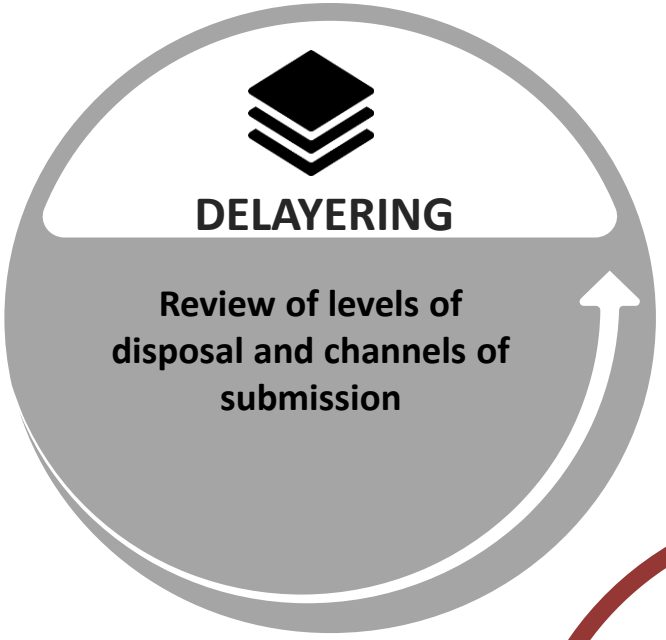
Secretariat Reforms

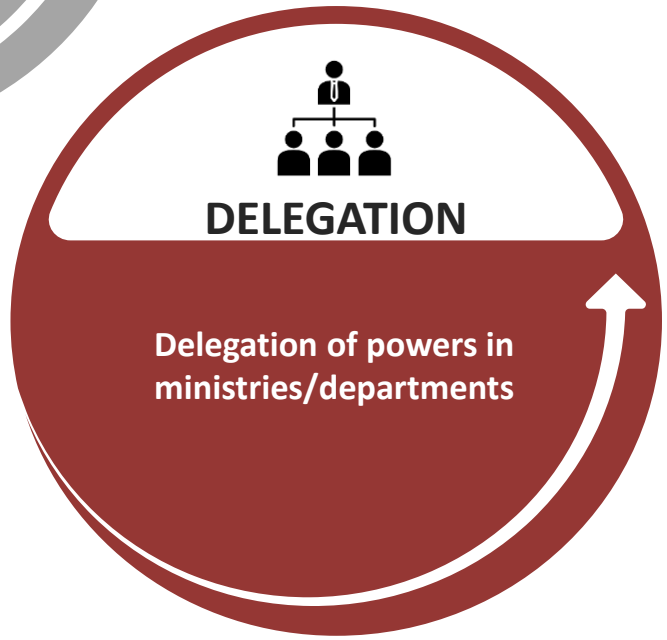
✓ Initiative for increasing efficiency in Decision Making- 4 pronged approach

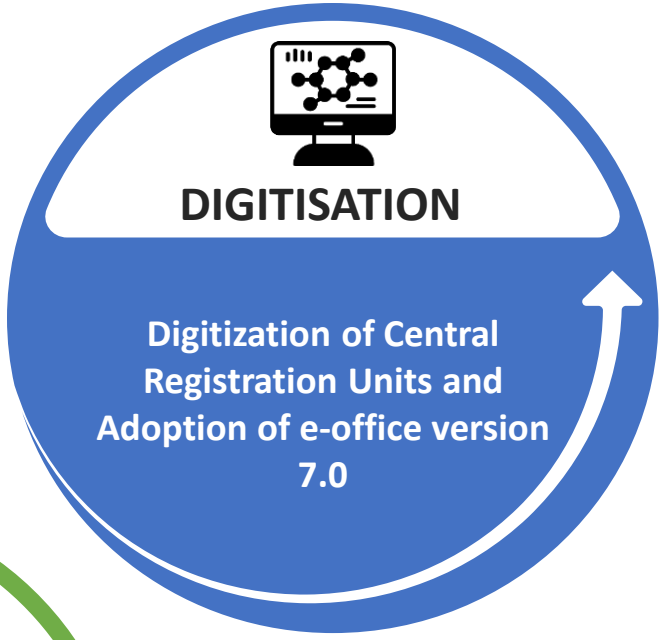
- Delayering – (to 4 levels)
- Delegation
- Digitization (e-Office adoption)
- Desk Officer System

✓ Decision making in Secretariat is now mostly within 4 levels
✓ Delegation of Financial and Administrative power for faster decision making
✓ Adoption of e office and other digital tools to aid decision making
✓ Encouraging Desk officer system

FOUR-PRONGED APPROACH

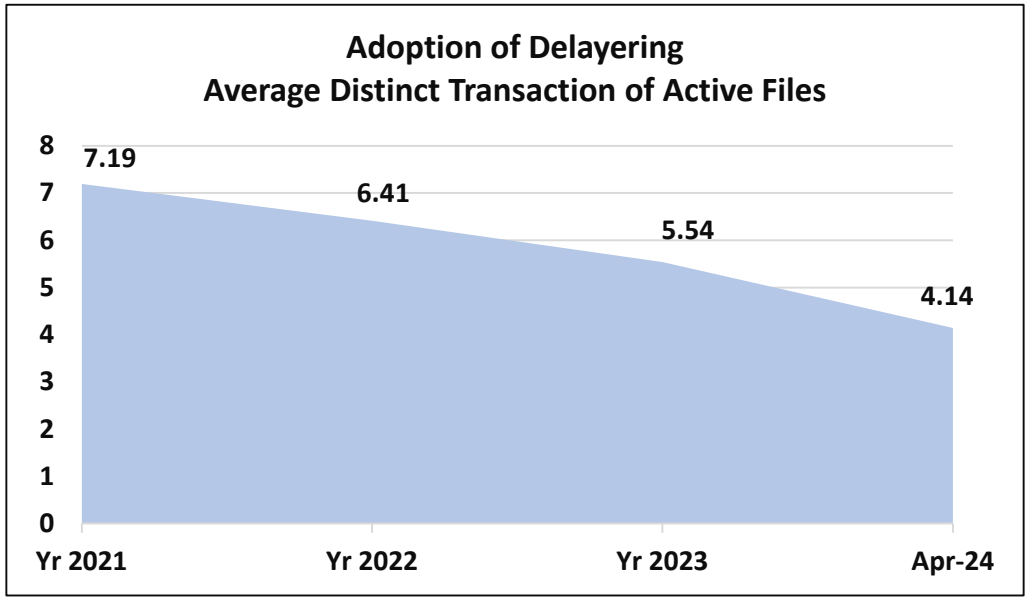


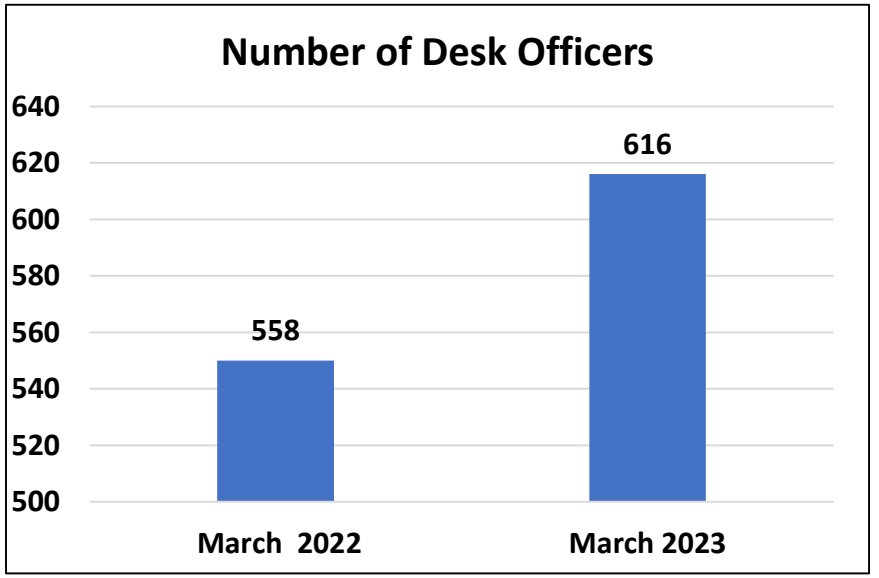


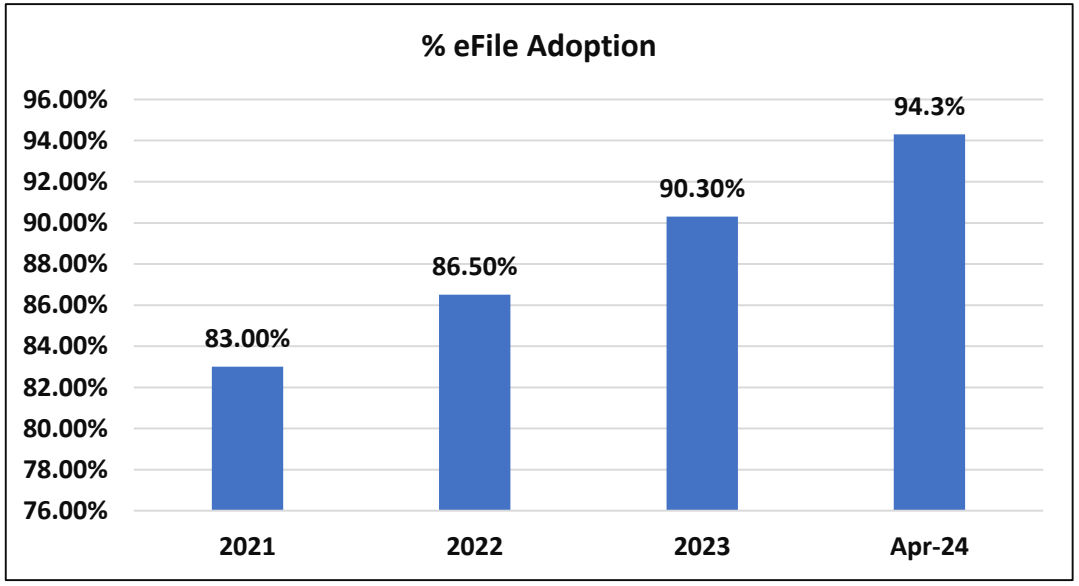


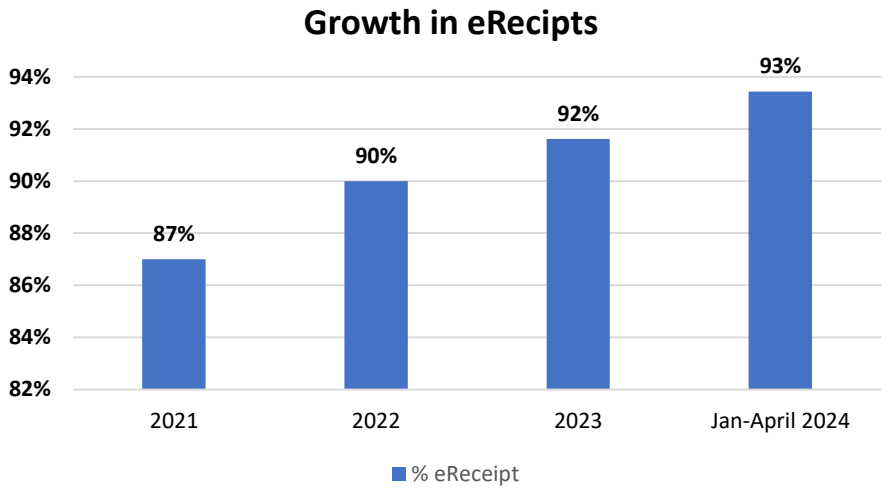
Link to the DARPG Report - https://darpg.gov.in/node/6753/

Secretariat Reforms- Progress In 3 years

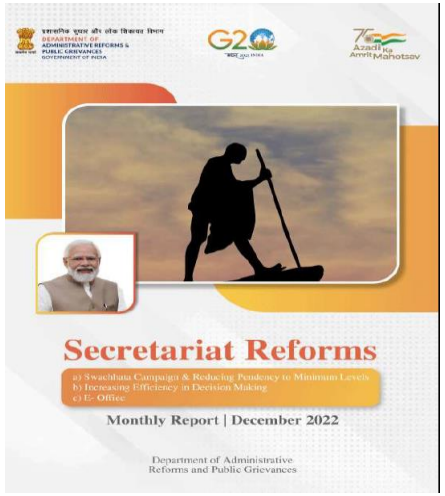




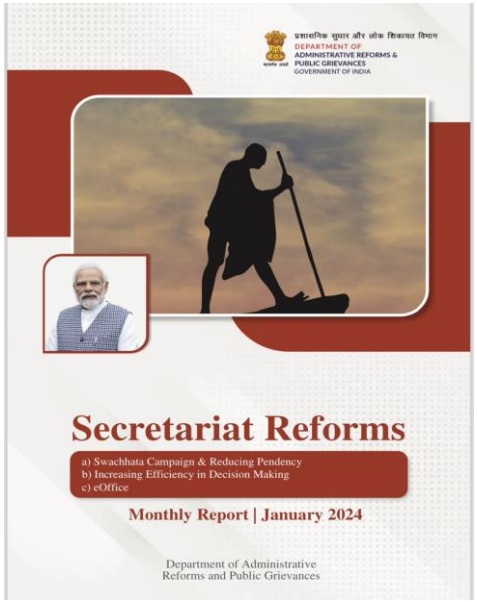




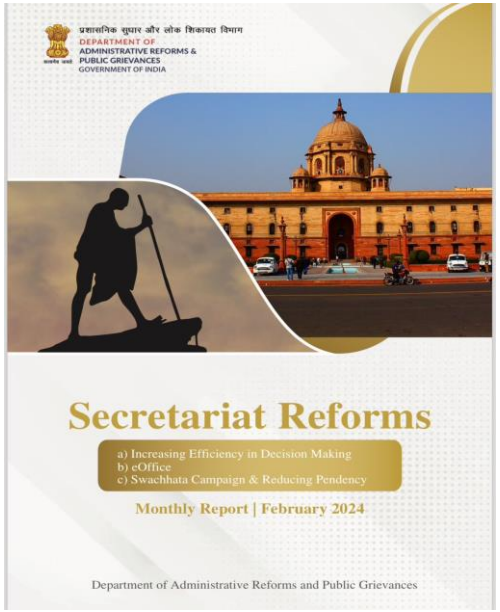
DARPG Publications – Monthly Secretariat Reforms Report



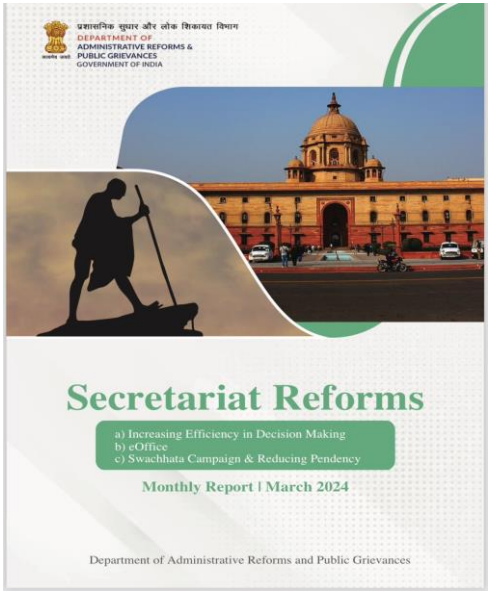
First edition of Secretariat Reforms– December 2022



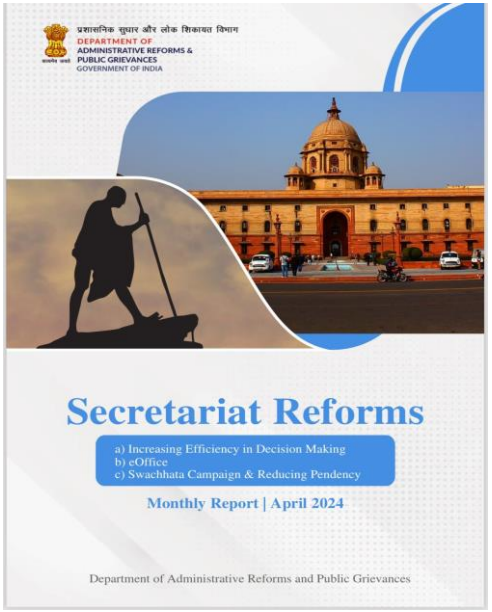
Jan 2024



Feb 2024



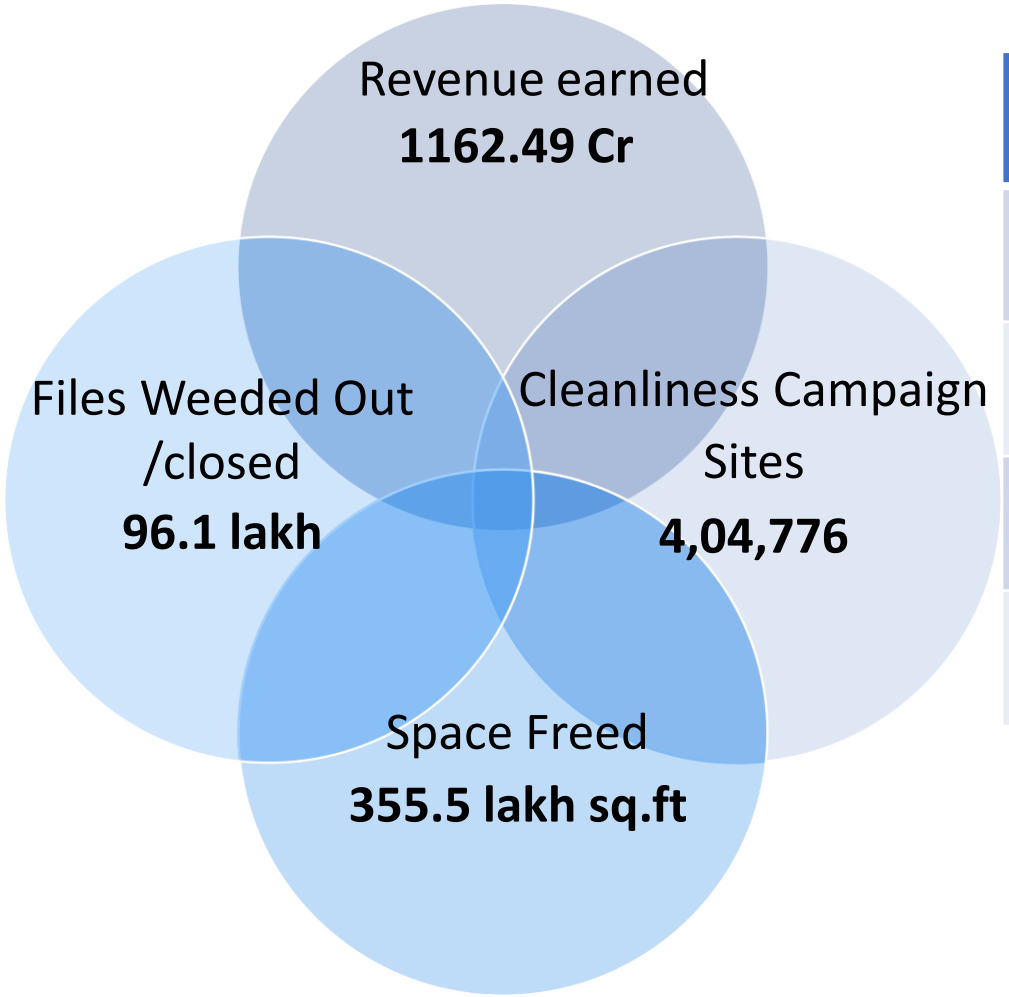
March 2024



April 2024

Special Campaign on institutionalizing Swachhata and Reducing Pendency

- ✓ A month long campaign started in 2021 from 2 Oct – 31 Oct.
- ✓ 3 Special Campaigns held so far - 2021, 2022, 2023



Parameter/Year	SC 1.0	SC 2.0	Dec'22-Aug'23	SC 3.0
Cleanliness Campaign Sites	6,154	1,01,582	38,367	2,58,673
Revenue Earned (In Rs. Crore)	82.54	372	151.6	556.35
Space Freed (In Lakh sq. Feet)	12	90	89.5	164
Files Weeded out (In Lakh)	21.9	37.35	10.5	26.35

Social Media Reach

Around 1,00,000 social media posts by All Ministries/ Department, 1200 infographics

1Billion Reach

14 lakh engagements

900 Tweets from DARPG Twitter handle

3% engagement rate

Hon'ble PM Modi encouraging Swachhata on 105th episode of Mann ki Baat (24.09.2023)

PMO India's tweet on scrap disposal during Special Campaign 3.0

PMO's Tweet on Special Campaign 3.0

Modi Govt Earned Rs 1,163 Crore, Same as the Budget of Two Chandrayaan-3 Missions, from Selling Scrap

NEWS 18 DECEMBER 28TH, 2023

India's successful Chandrayaan-3 mission to the moon cost around Rs 600 crore. The government earned more just by selling scraps. The latest government report says nearly Rs 1,163 crore have been earned by selling scrap since October 2021, including a whopping Rs 557 crore earned during a one-month-long campaign in October. An astounding number of 96 lakh physical files have been weeded out in central government offices since October 2021.

Leadership by Ministers

Defence Production India @DefProdnIndia

Raksha Mantri Shri Rajnath Singh inspected the cleanliness in the Ministry of Defence Secretariat in South Block, New Delhi, today, as part of the Government's continuous endeavour to inculcate Swachhata as a daily habit.
#SpecialCampaign3.0

Details pib.gov.in/PressReleasePa...

PMO India and 9 others

3:59 PM · Oct 26, 2023 · **709** Views

Canara Bank @canarabank · Oct 3

Our Hon'ble Union Finance **Minister**, Smt. Nirmala Sitharaman, graced #SwachhataHiSeva cleanliness drive alongside Secretary, DFS, Dr. Vivek Joshi and our MD & CEO, Shri K Satyanarayana Raju joining hands towards a cleaner & a greener future.

@DFS_India

#SpecialCampaign3

2 12 45 5K

Piyush Goyal @PiyushGoyal

Cash from Trash!

Here is how India recovered an amount equivalent to Chandrayaan-3 budget ♻️

10:58 AM · Sep 12, 2023 · **55K** Views

MORTHINDIA @MORTHIndia

Union RT&H Minister Shri @nitin_gadkari today said the Ministry is taking various initiatives to encourage the use of Green fuel, technology and practices in order to reduce Carbon footprint. He also spoke about the various activities being undertaken by the Ministry as part of the ongoing "Swachhata Pakhwada".

Addressing a Press conference, organized at the Transport Bhavan on Thursday, he highlighted the Green initiatives of the Ministry in line with the vision of Hon'ble Prime Minister Shri @narendramodi's to make India Carbon-neutral by 2070.

Minister of State RT&H and Civil Aviation @Gen_VKSingh, Secretary Shri Anurag Jain, Joint Secretary Shri Kamlesh Chaturvedi and ADG PIB Smt Mattu J.P. Singh were also present on the occasion.

Talking about the ongoing "Swachhata Pakhwada" being organized from 15 - 30 September, he said the Ministry and its agencies are carrying out a massive cleanliness drive at 13,000 locations across the country, which include toll plazas, way side amenities, road side dhabas etc.

Nitin Gadkari and 5 others

Dr Jitendra Singh @DrJitendraSingh

Economic Times: Scrap Sale Fetched Govt 1,162 cr
#SpecialCampaign3 #DARPG

Scrap Sale Fetched Govt ₹1,162 cr: Jitendra Singh

New Delhi: The Centre has earned ₹1,162 crore from scrap disposal during its special cleanliness drives and plans are afoot to further accelerate it with the help of the states, minister of state for personnel Jitendra Singh said on Monday. The cleanliness campaigns carried out at over four lakh sites have resulted in weeding out nearly 96.10 lakh files, including electronic files, besides freeing up 355.50 lakh square feet of space, which can house a huge shopping complex or a mall, he said.

"As much as ₹1,162.49 crore has been earned through disposal of office scrap, including e-waste such as old computers and other electronic items. The cleanliness drive has become India's largest campaign for institutionalising 'swachata'," Singh said.

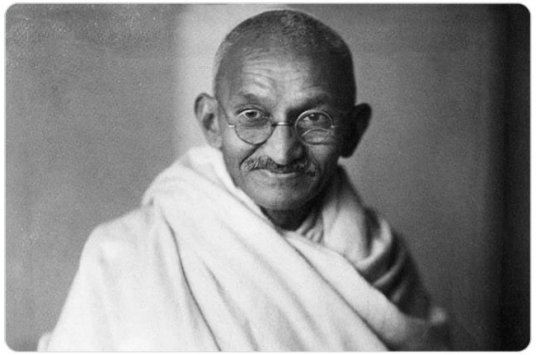
He said without spending a significant sum, the government has been able to earn so many crores through the cleanliness campaign, "which, in my opinion, is a huge success".

The revenue of ₹1,162.49 crore was earned in the three special campaigns carried out by the central government during 2021 to 2023, the minister said. Singh said PM Narendra Modi made a call for 'swachhta (cleanliness)' from the ramparts of Red Fort in his first Independence Day speech in 2014 and soon it turned into a mass movement. —PTI

Hardeep Singh Puri @HardeepSPuri

I pay homage to the apostle of non-violence & peace, Rashtrapita Mahatma Gandhi Ji on his 154th Jayanti. The importance he laid upon Swachhata has inspired one of world's largest Jan Andolans for cleanliness.

#GandhiJayanti2023
#GandhiJayanti #SwachataHiSeva
@SwachhBharatGov



Ministry of Housing and Urban Affairs and PIB India

6:42 AM · Oct 2, 2023 · **8,839** Views

Bhupender Yadav @byadavbjp

The preparatory phase of #SpecialCampaign3.0 of Swachhata and reducing pendency in government offices with a saturation approach is underway in @LabourMinistry offices.

12:41 PM · Sep 21, 2023 · **10.4K** Views

Pralhad Joshi @JoshiPralhad

Great initiative by @CoalindiaHQ and its subsidiaries.

Under #SpecialCampaign3.0, Coal India & Subsidiaries under Coal Ministry will clean up over 24 lakh sq ft area across 362 locations in the Country. Our Coal Warriors are proud to promote Swachha Bharat Abhiyan by setting an example.

@PMOIndia
@SwachhBharatGov
@swachhbharat

#SwachhBharat
#SwachhataHiSeva

Coal India Limited @CoalIndiaHQ · Sep 28
COAL INDIA AND ITS SUBSIDIARIES STEER TOWARDS SPECIAL CAMPAIGN 3.0
#CoalIndia #SpecialCampaign3 #SwachhBharat

1:06 PM · Sep 29, 2023 · **1,987** Views

Media Outreach

282 PIB Statements

6 Panel Discussions on DD News/AIR

2 Media Briefings/Press Conferences

Nation wide print media coverage

Govt offices in UT undergo thorough cleaning under Special Campaign 3.0 to enhance swachhata and efficiency

A.S. PRASHAR
PUNJAB EXPRESS BUREAU
Chandigarh, October 20

The Government of India has launched Special campaign 3.0 that commenced on 2nd October and will run until 31st October, 2023. Building on the remarkable successes of similar campaigns in 2021 and 2022, this year's campaign is dedicated to advancing Swachhata (cleanliness) and streamlining the resolution of pending references.

The Special Campaign held in 2022 achieved nationwide acclaim, encompassing over one lakh government offices, which collectively reclaimed approximately 89.8 lakh square feet of office space for productive use.

Special Campaign 2023 sets a formidable goal of attaining Swachhata saturation in all offices under every Ministry and Department. Its core objectives include elevating the overall cleanliness of government offices and enhancing the public's experience when interacting with these establishments.

The campaign's ambit is not limited to cleanliness alone; it also accentuates the importance of space management, optimizing available resources, and creating more conducive working environments, especially for field offices.

The Chandigarh Administration is in full alignment with these national guidelines and has already taken proactive steps. Government offices throughout the region are undergoing thorough cleaning, and actions have been initiated through the CPGrams portal to address grievances. Out of the 600 grievances received, an impressive 250 have already been successfully resolved.

Cash from Trash: Govt Earned Rs 600 Cr, Equal to Chandrayaan-3 Budget, Selling Scrap till Aug | Exclusive

• Reported By: Aman Sharma • Edited By: Pathikrit Sen Gupta • News18.com • Last Updated: SEPTEMBER 12, 2023, 07:41 IST • New Delhi, India

The government will hold its Special Campaign 3.0 from October 2 till October 31, with a further focus on cleanliness and reducing pendency in the administration. Representational pic/PTI

The amount may well cross Rs 1,000 crore by October. Nearly 31 lakh government files have been weeded out ever since the campaign first began around two years ago and the amount of space freed in government offices is a whopping 185 lakh square feet as of date, News18 has learnt

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दैनिक खबरों की दुनिया

जयपुर » मंगलवार » 17 अक्टूबर, 2023

सूचना एवं प्रसारण मंत्रालय के अतिरिक्त आर्थिक सलाहकर ने स्वच्छता अभियान 3.0 के तहत पीआईबी और सीबीसी का किया अवलोकन

खबरों की दुनिया

जयपुर। सूचना एवं प्रसारण मंत्रालय के अतिरिक्त आर्थिक सलाहकर एम एल मीना ने स्वच्छता अभियान 3.0 के तहत पीआईबी और सीबीसी कार्यालय जयपुर का सोमवार को अवलोकन किया। इस अवसर पर पत्र सूचना कार्यालय की अपर महानिदेशक ऋतु शुक्ला ने दोनों विभागों द्वारा चलाये गए स्वच्छता अभियान की जानकारी दी। इस अवसर पर सीबीसी और पीआईबी जयपुर द्वारा विद्याधर नगर व पीआईबी जोधपुर द्वारा, प्रसार भारती कॉलोनी में आउट डोर कैंपेन की जानकारी भी दी। केंद्रीय संचार ब्यूरो के संयुक्त निदेशक राम खिलाड़ी मीना ने ब्यूरो की विभिन्न इकाईयों द्वारा प्रदेश भर में चलाई जा रही स्वच्छता अभियान की गतिविधियों की जानकारी दी।

पत्रकार एसपी

खबरों की दु

अलवर। गत दिनों ल
के पत्रकार गिरज सोल
राजगढ़-लक्ष्मणगढ़
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प्रकार की ठोस कार्यवा
जाने पर अलवर जिले

प्रजಾವಾಣಿ

ಸುದ್ದಿ ಜಿಲ್ಲೆ ಸಿನಿಮಾ ಜಗತ್ತು ಅಭಿಮತ ಕ್ರಿ

ಹಿರಿಯೂರು | 15 ಭೂ ಪರಂಪರೆ ತಾಣಗಳಲ್ಲಿ 'ಪಿಲ್ಲೋ ಲಾವ' ಗುಡ್ಡಕ್ಕೆ ಸ್ಥಾನ

ಪ್ರಜಾವಾಣಿ ವಾರ್ತೆ

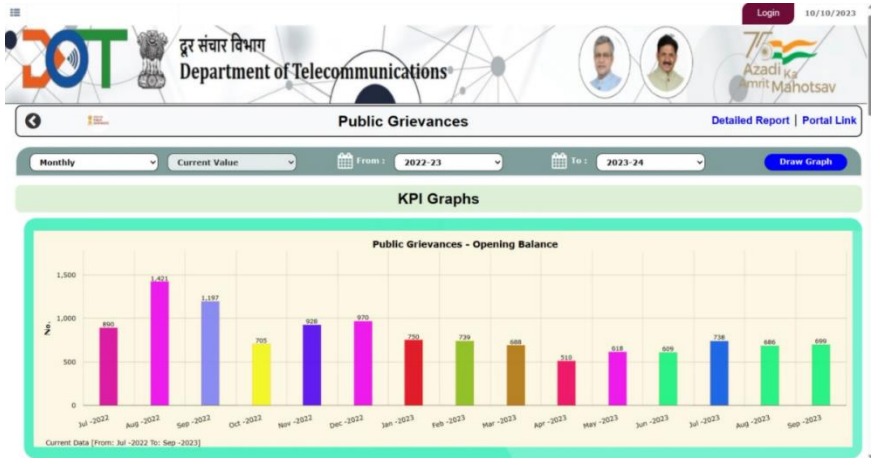
Published 5 ಅಕ್ಟೋಬರ್ 2023, 19:53 IST
Last Updated 5 ಅಕ್ಟೋಬರ್ 2023, 19:53 IST

ಅಕ್ಷರ ಗಾತ್ರ ಅ ಅ ಅ

ಹಿರಿಯೂರು ತಾಲ್ಲೂಕಿನ ಮರಡಿಹಳ್ಳಿಯಲ್ಲಿ ಚಿತ್ರದುರ್ಗದ ಭೂ ವಿಜ್ಞಾನ ಸಂಸ್ಥೆಯವರು ವಿಶ್ವ ಭೂ ವೈವಿಧ್ಯತೆ ದಿನಾಚರಣೆ ಪ್ರಯುಕ್ತ ಗುರುವಾರ ಆಯೋಜಿಸಿದ್ದ ಸ್ವಚ್ಛತಾ ಕಾರ್ಯಕ್ರಮಕ್ಕೆ ಭಾರತೀಯ ಭೂ ವಿಜ್ಞಾನ ಇಲಾಖೆಯ ಜಿಲ್ಲಾ ನಿರ್ದೇಶಕ ಡಾ. ಮಹಮದ್ ಪರೀಪ್ ಚಾಲನೆ ನೀಡಿದರು.

Best Practices- “Digitization”

Launch of I-Got on CPGRAMS by Hon’ble Finance Minister; CBDT



Independent PG dashboard; Department of Telecommunications

Digital DARPG & IGMS 2.0 launch by Hon’ble MOS PP; DARPG

“Vidyanjali” an initiative by Dept of School Ed. & Literacy

Best Practices- “Waste to Wealth”

ITI launches elephant statue made from 30K plastic bottles

POST NEWS NETWORK

Berhampur, Oct 1: The Government Industrial Training Institute (ITI) here has been making unique statues and sculptures going by its “Waste to Wealth” mantra. This time, however, its students have built a 23-foot elephant statue inspired by the Prime Minister’s call for “Swachhata Hi Seva” ahead of the Gandhi Jayanti. The statue has been built by using 30,000 used plastic bottles.

The statue was inaugurated Sunday in the presence of Berhampur MLA Bikram Kumar Panda, Mayor Sanghamitra Dalei, political secretary to CM Gopabandhu Dash, state planning board member Ramesh Chandra Chyau Pattnaik and OSCDC Ltd chairman Subash Moharana.

Students made this elephant statue after collecting plastic bottles from various place in the city, Principal Rajat Kumar Panigrahi said. First the structure of the elephant was made with scrapped iron rods and later the structure was filled with plastic bottles and covered with plastic net. Plastic bottles should be recycled as they do not decompose in the soil and are precarious for our environment.

Elephant statue from plastic bottles, ITI Berhampur; MSDE

“Plastic Danav”, Northen Coalfields’ Ministry of Coal

“Kabad se Kalakriti” at SECL Anuppur Ministry of Coal

Check Dams from Plastic Waste , VNIT; DHE

“Kachre se Azaadi”, benches made of waste plastic, CGST Vadodara; CBIC

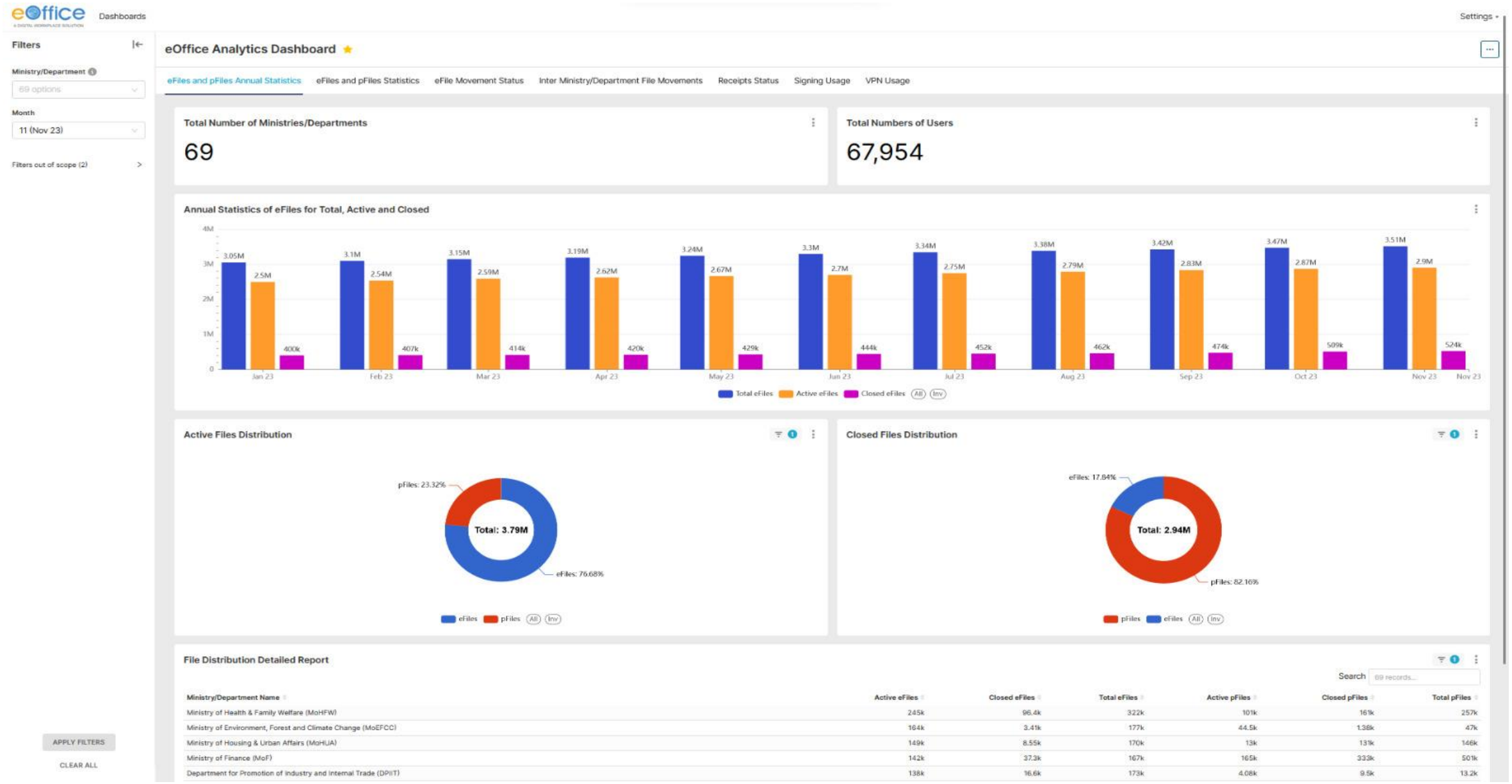
dia Award, 2020

- Digital India Awards, 2020- The ‘e-Office’ of the Department of AR&PG Conferred with ‘Jury Choice Award’ in recognition of its contribution to exemplary e-services during the pandemic
- The awards were conferred by Rashtrapati Ji on December 30, 2020 at a virtual function at Vigyan Bhawan, New Delhi.

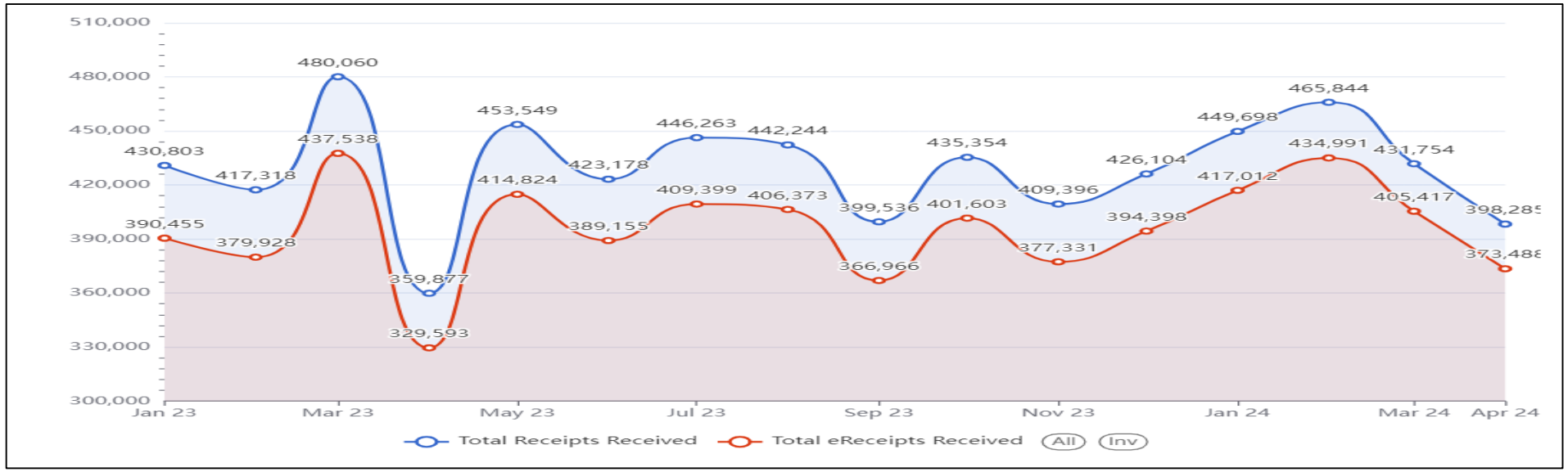
e-Office Advanced Analytics Dashboard

- Developed an advanced dashboard (https://vishleshan.eoffice.gov.in/)
- Dashboard gives a macro view on 6 broad parameters:
  - ✓ eFiles and pFiles Statistics (Number and %)
  - ✓ e-File Movement Status (Levels)
  - ✓ Inter-Ministry/ Department File movement (Time)
  - ✓ Receipt Status (Total and Digitised numbers)
  - ✓ Signing Usage (eSign/DSC/None Number)
  - ✓ VPN usage (User number and usage numbers)

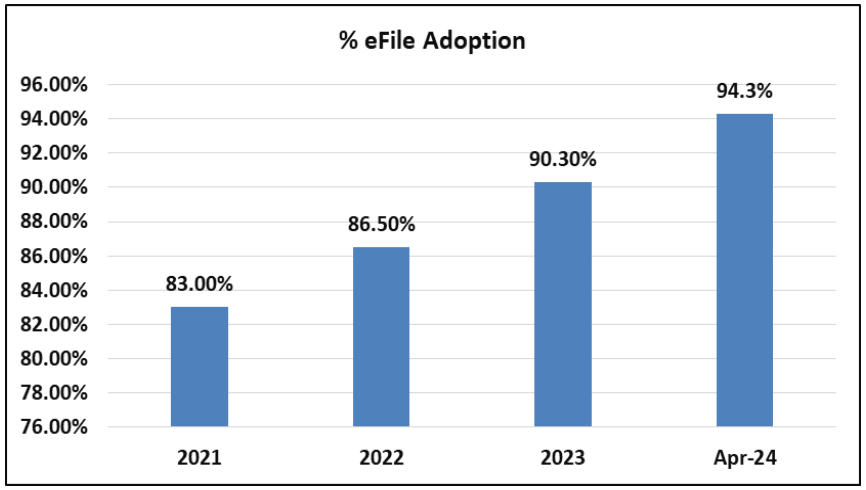
e-Office Advanced Analytics Dashboard



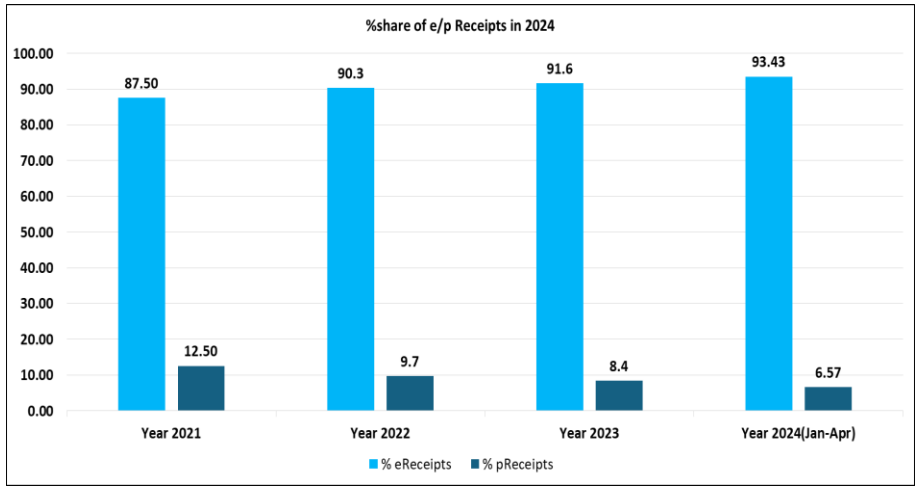
The Progress so far….. A shift to e-Receipts and e-Files



Over 90% of Receipts are getting digitized as e-Receipts

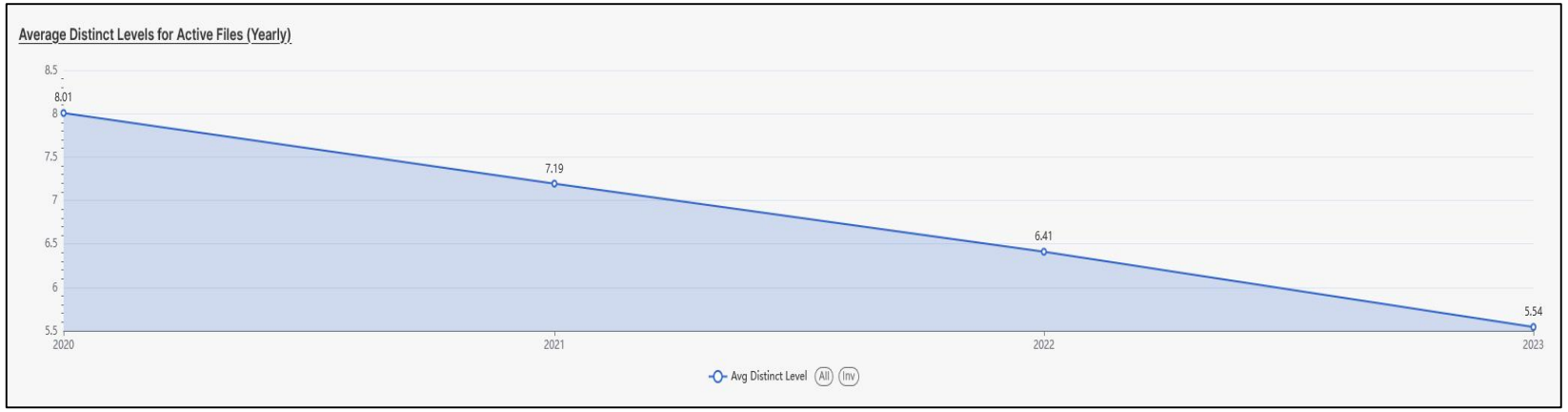


% share of e-Files has gone up from 83 % in 2021 to 94.3% in Apr, 2024

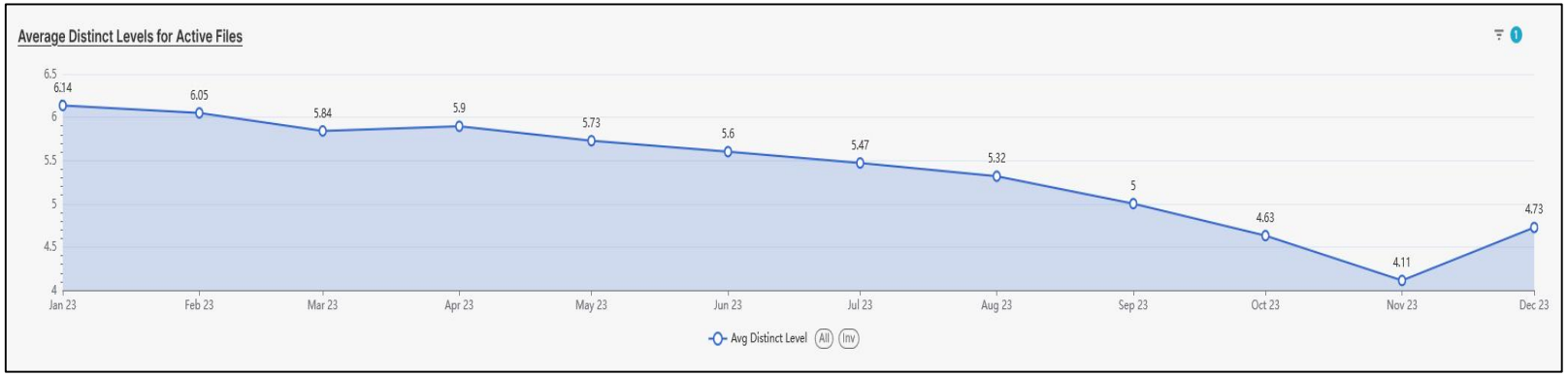


% share of e-Receipts has gone up from 87.50% in 2021 to 93.43% in April, 2024

E-Office – Digital Office and Flatter Organisations



2023



It is proposed to initiate implementation of e-Office in all attached/subordinate offices and Autonomous bodies of GOI

The distinct levels of file movement fell from an Average of 8.01 in 2020 to a minimum of 4.11 in Nov 2023. The Average was 4.14 levels in April 2024

Status of Recommendations of 2nd ARC

1. 2nd ARC – 15 Reports submitted in 2009
2. Total no of recommendations – 1514
3. Recommendations Accepted – 1183
4. Action Taken – 653
5. Under Implementation in 2014 – 530
6. Select Recommendations for further consideration – 19
7. **Recommendations shortlisted on 21.3.24 in meeting of Cabinet Secretary - 6**

Follow-Up Action on Recommendations of 2nd ARC in 2024

1. ***Follow-up action by DARPG on the focus recommendations:***
   - **Para 2.2.12, 1st Report-** Amendments to Official Secrets (Amendment) Bill
   - **Para 10.1.12, 3rd Report-** Model Public Health (Prevention, Control and Management of Epidemics) Bill
   - **Para 10.2.2, 3rd Report-** Handling of Disruption of Essential Services
   - **Para 4.6.2, 12th Report-** Right to Services Bill/ Citizen Charters
   - **Para 5.6.10, 13th Report-** Creation of Effective Executive Agencies
   - **13th Report** on Organizational Structure of Government of India

2. ***Follow-up action by DOPT on the focus recommendations:***
   - **10th Report** on Refurbishing Personnel Administration
   - Examination Reforms, Civil Service Reforms

International Exchange and Cooperation

International Exchange and Co-operation Division

The aim of international exchange and cooperation component is to share information, best practices and personnel across national governments in the field of Public Administration and Governance.

There are 8 MOUs in place with different countries as on date with Portugal, The Gambia, UK, France, Singapore, Cambodia, Australia & Maldives. Under the aegis of these MOUs, Joint Working Group meetings are held.

3 MOUs are in pipeline including Malaysia, Tanzania and Sri Lanka.

DARPG ASSOCIATION WITH IIAS

- The Department is an institutional member of the International Institute of Administrative Sciences (IIAS), Brussels, Belgium since 1998
- IIAS works for promoting the development of Administrative Sciences, better organization and operation of public administrative agencies, improvement of administrative matters and techniques and for the progress of International Administration. 98 Countries are associated with IIAS.
- Secretary (DARPG) is a member of Council of Administration, the highest body in IIAS which ensures the management and direct control of the affairs of the Institute. He is also a member of the Finance Committee of IIAS.

DARPG- lIAS Conference February, 2025

- IIAS-DARPG India Conference, 2025 shall be organized at Bharat Mandapam in New Delhi from February 10-14, 2025. The theme of the conference is “Next Generation Administrative Reforms – Empowering Citizens and Reaching the Last Mile.”
- This Conference will facilitate knowledge sharing with international scholars in the field of reforms and innovations in Public Administration and Governance in India. More than 500 domestic as well as international delegates from many countries are expected to participate in the conference.
- DARPG in association with IIAS, intends to bring out a book on Public Administration in India for the IIAS-DARPG Conference, 2025.It is expected that this publication shall serve as a benchmark for highest quality resource material on Indian Public Administration to the interested practitioners, academicians, policy makers and research scholars.

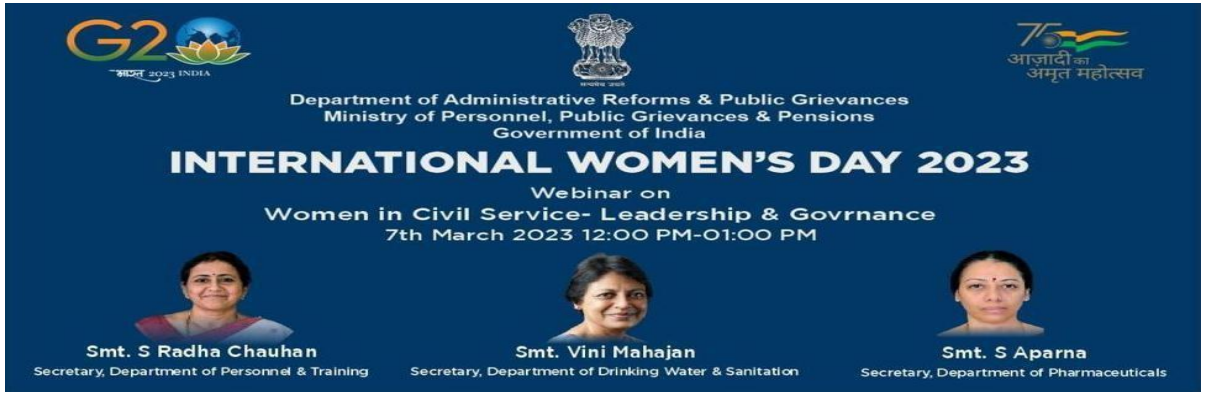
Exchange with Bangladesh and Maldives

National Center of Good Governance (NCGG) under Department of Administrative Reforms and Public Grievances (DARPG) conducted a Special Training Programme for Capacity Building of Civil Servants of Bangladesh and Maldives.

Administration & NCGG

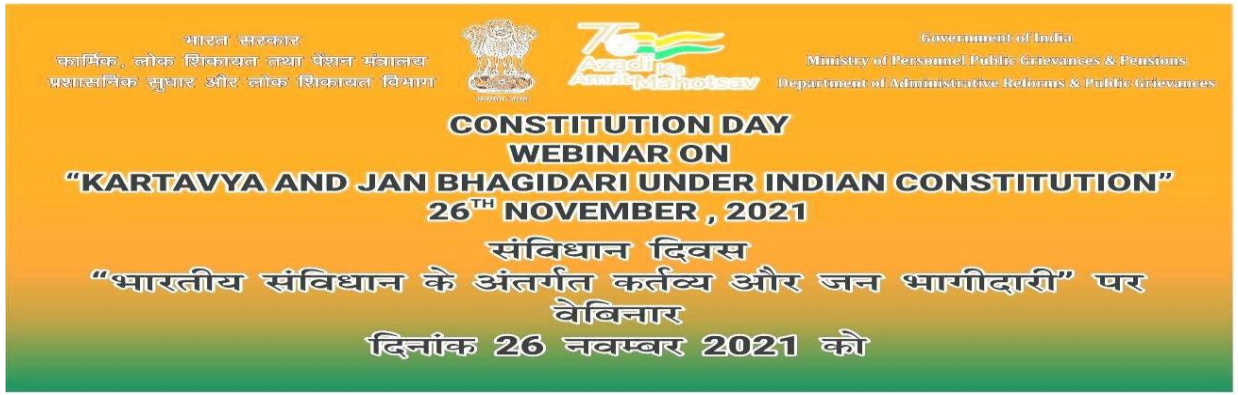
Celebration of International Women's Day 2023

International Women's Day is celebrated in India on March 8th every year. The day is observed to celebrate the social, economic, cultural, and political achievements of women and to call for gender equality.



Celebration of Constitution Day

DARPG celebrated the Constitution Day on 26.11.2021 and organized the Webinar on **"Kartavya and Jan Bhagidari under Indian Constitution"**. The Webinar was attended by 72 Ministries/Departments and 251 participants.

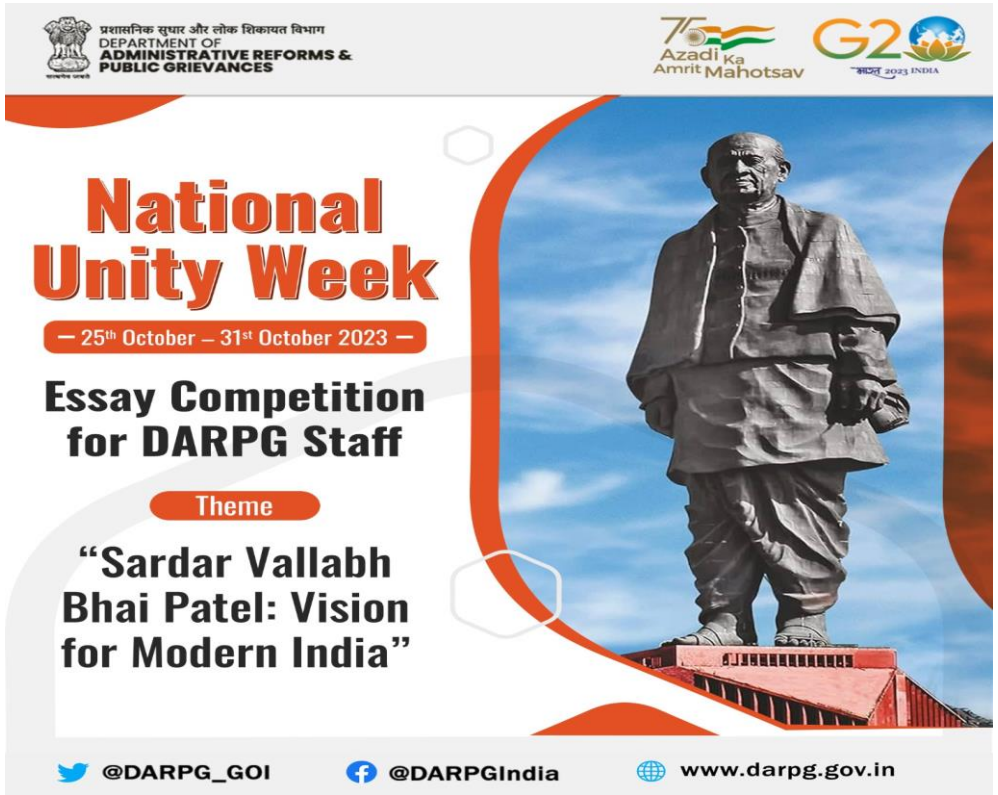


Ek Tareekh-ek Ghanta-Ek saath

As part of “Ek Tareekh-ek Ghanta-Ek saath” campaign, Plantation and Shramdaan event – whole Ministry participated in the leadership of MOS PP in Nehru Park, Chankyapuri.

Rashtriya Ekta Saptah

- Rashtriya Ekta Saptah from 25.10.23 to 31.10.23 was celebrated in DARPG.
- An Essay competition and Quiz was also held



National Centre for Good Governance (NCGG)

2014

The National Centre for Good Governance (NCGG) was established as an apex-level autonomous institution under the Department of Personneland Training (DoPT).

2017

The National Centre for Good Governance (NCGG) was transferred to the Department of Administrative Reforms and Public Grievances (DARPG).

2019

The National Centre for Good Governance (NCGG) registered as a society with head office in New Delhi

Conducting training/capacity building at both national and international level on Public Policy & Governance.

To serve as a think tank for governance and policy reform initiatives & Carrying out studies on issues relating to governance.

Organizing consultations, workshops, seminars, webinars, symposia to promote improved governance.

Undertaking initiatives for citizen centric governance & encourage the adoption and replication of innovative ideas and best practices.

Mandate to Promote Good Governance

Progress Achieved from 2019-2024

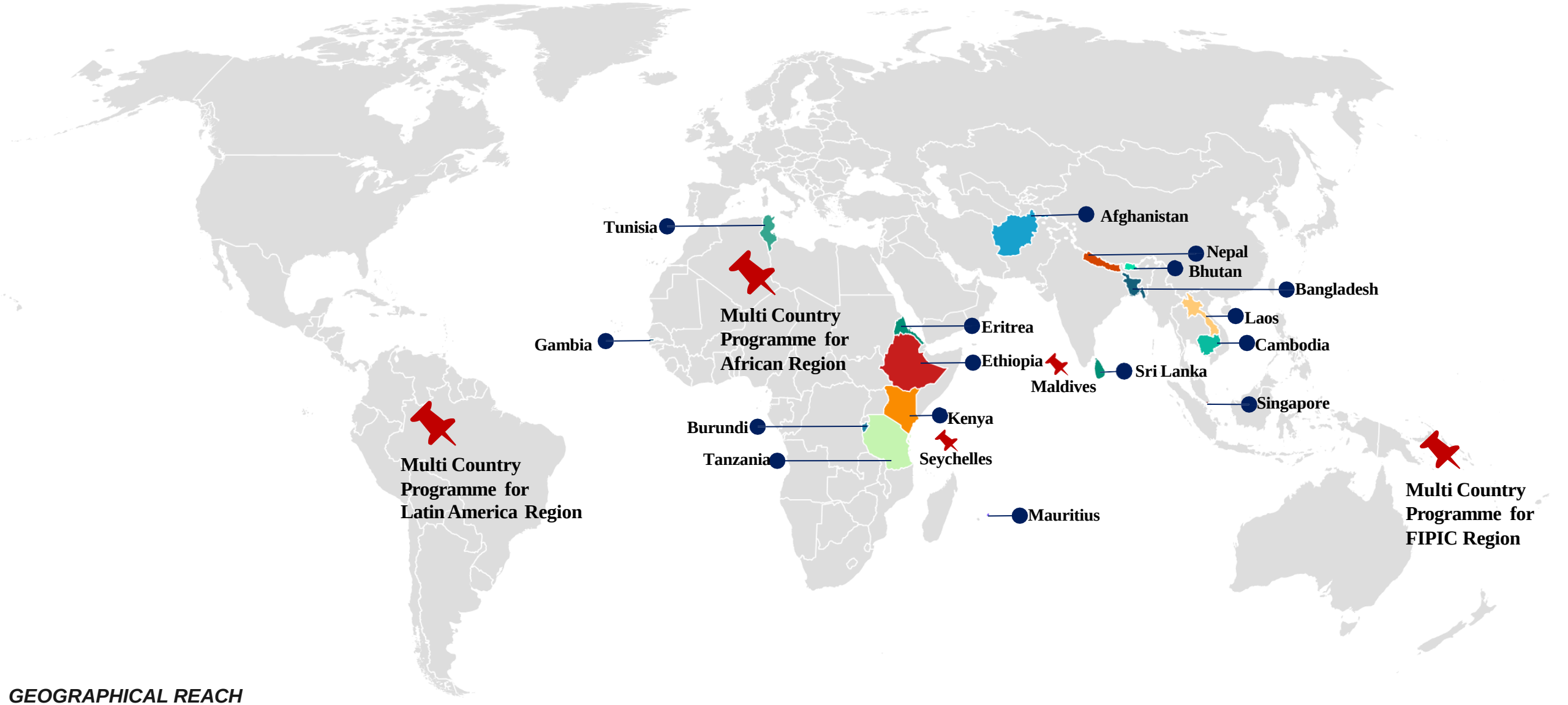
1. Emerged as one of India's largest capacity building institutions for International Civil Servants, scaled up from 5 programmes in 2018-19 for one country to 47 programmes in 2023-24 for 12 countries

2. NCGG has successfully created a global outreach and interest in India's Governance Model, with webinars covering 54 countries, National outreach through National Good Governance Webinars

3. NCGG has successfully established collaborations with a number of apex Public Policy Institutions in India, and capacity building programs for State Civil Services have been held

4. The NCGG has several requests for collaboration from ITEC countries (Maldives/ Gambia/ Sri Lanka/ Tanzania/ Iran/ Nepal) and ASCI/ IIMs for setting up Centers of Excellence for Scaling-up State Capacity

Capacity Building Programmes



GEOGRAPHICAL REACH

Capacity Building Programmes - International

1

Bangladesh (2014 - 2024)

- *MoU signed for training of 1500 + 1800 civil servants in two phases*
- *70 programmes held*
- *2557 civil servants trained*
- *Milestone achieved for training of 2500 civil servants*

2

Maldives (2019 - 2024)

- *MoU signed for training of 1000 civil servants*
- *32 programmes held*
- *1000 civil servants trained including 26 of Anti-Corruption Commission and 29 of Information Commission of Maldives.*
- *Milestone achieved for training of 1000 civil servants under the MoU with Maldives*

3

Gambia (2019 - 2024)

- *Implement DARPG's MoU for capacity building of 500 civil servants*
- *4 programmes conducted*
- *118 civil servants trained, including Permanent Secretaries.*

Capacity Building Programmes - International

1

Myanmar (2019-20)

- *4 programmes held*
- *97 District Collectors/Township Administrators.*

2

Cambodia (2023-24)

- *MoU for Capacity Building, 1000 Civil servants approved*
- *4 capacity building programmes for 147 civil servants conducted*

3

Sri Lanka (2023-24)

- *2 capacity building programme for 54 senior civil servants conducted*
- *SLIDA has proposed an MOU*

4

Multi-Country Programme (2024)

- *1st two-week Advanced Leadership Development Programme on Public Policy and Governance for civil servants of the African Nations, with 34 civil servants participated from six African countries - Eritrea, Kenya, Ethiopia, Tanzania, Burundi and Gambia*

Feedback

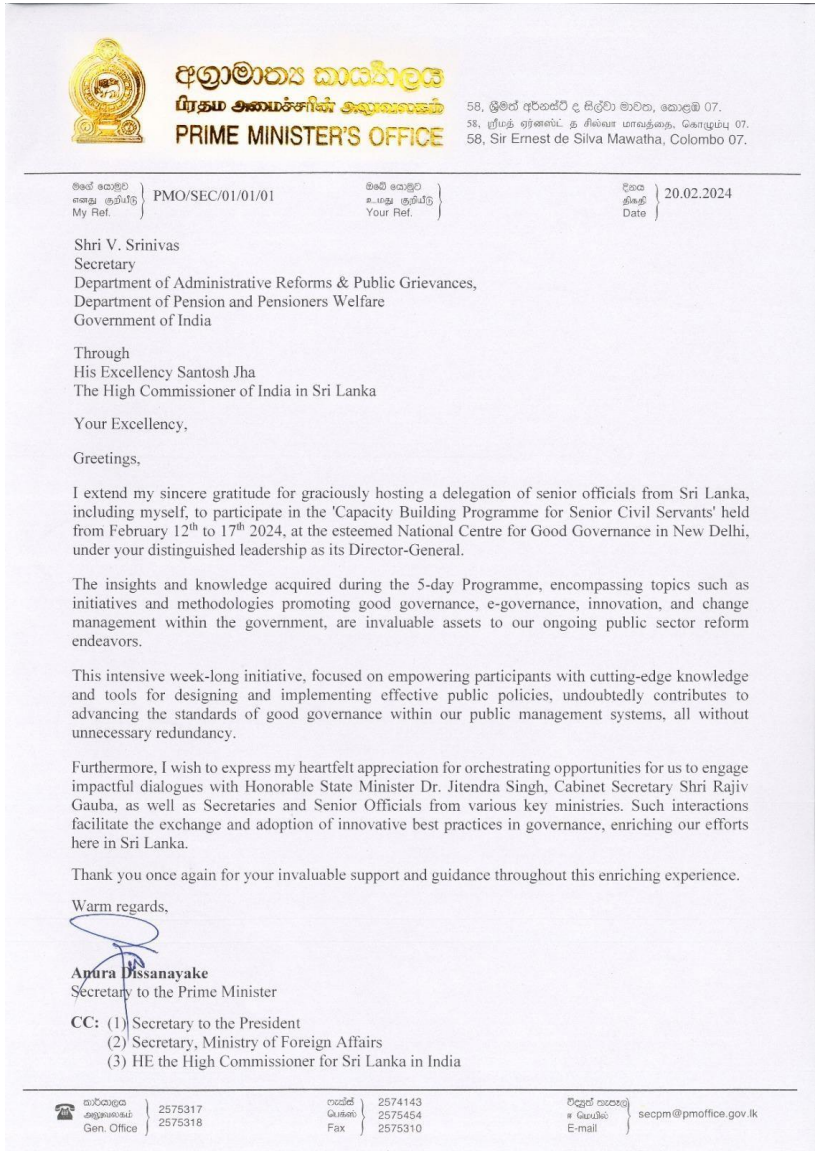
1. The Joint Declaration between Bangladesh and India during Visit of Prime Minister of India to Bangladesh- "NotunProjonmo – Nayi Disha". **Prime Minister Hasina** thanked India for the substantive strengthening of capacity building programme being undertaken for Bangladesh under the ITEC programme, especially the custom designed courses such as the mid-career training programme for Bangladesh civil servants. She sought continued support of India in training of Bangladesh officials. Prime Minister Modi reiterated India's commitment to training and capacity building of Bangladesh officials and technical personnel.

2. Each year, we receive young Gambians in India for education, for skilling and for navigating the digital world. Just last month, we hosted 25 Permanent Secretaries and senior civil servants at our National Centre for Good Governance in Mussoorie to share and learn from each other. We remain committed to strengthening your capacity to build institutions and help democracy deliver. – Address by the **Hon'ble President of India, Shri Ram Nath Kovind** at the National Assembly of Gambia at Banjul, July 31, 2019.

3. "We spoke about the role of Maldives - India partnership in increasing training programmes to boost the efficiency and professionalism of our civil service under the expertise provided by Indian institutions." – Statement of the **Foreign Minister of Maldives, Mr. Abdulla Shahid** during the official visit of NCGG's delegation to Maldives from 19th – 21st November, 2022.

4. India ready to share its success stories and experiences under technology driven good governance practices under Prime Minister Modi with neighbouring countries and globally – Statement of **Dr. Jitendra Singh, Minister of State for Personnel, Public Grievances & Pensions** dated 12th December, 2023

Letters of Appreciation from Secretary to Prime Minister of Sri Lanka Request of Extension of MOU from Ministry of Foreign Affairs, Maldives



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PRIME MINISTER'S OFFICE

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58, Sir Ernest de Silva Mawatha, Colombo 07.

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දිනය / திகதி / Date 20.02.2024

Shri V. Srinivas
Secretary
Department of Administrative Reforms & Public Grievances,
Department of Pension and Pensioners Welfare
Government of India

Through
His Excellency Santosh Jha
The High Commissioner of India in Sri Lanka

Your Excellency,

Greetings,

I extend my sincere gratitude for graciously hosting a delegation of senior officials from Sri Lanka, including myself, to participate in the 'Capacity Building Programme for Senior Civil Servants' held from February 12th to 17th 2024, at the esteemed National Centre for Good Governance in New Delhi, under your distinguished leadership as its Director-General.

The insights and knowledge acquired during the 5-day Programme, encompassing topics such as initiatives and methodologies promoting good governance, e-governance, innovation, and change management within the government, are invaluable assets to our ongoing public sector reform endeavors.

This intensive week-long initiative, focused on empowering participants with cutting-edge knowledge and tools for designing and implementing effective public policies, undoubtedly contributes to advancing the standards of good governance within our public management systems, all without unnecessary redundancy.

Furthermore, I wish to express my heartfelt appreciation for orchestrating opportunities for us to engage impactful dialogues with Honorable State Minister Dr. Jitendra Singh, Cabinet Secretary Shri Rajiv Gauba, as well as Secretaries and Senior Officials from various key ministries. Such interactions facilitate the exchange and adoption of innovative best practices in governance, enriching our efforts here in Sri Lanka.

Thank you once again for your invaluable support and guidance throughout this enriching experience.

Warm regards,

Anura Dissanayake
Secretary to the Prime Minister

CC: (1) Secretary to the President
(2) Secretary, Ministry of Foreign Affairs
(3) HE the High Commissioner for Sri Lanka in India

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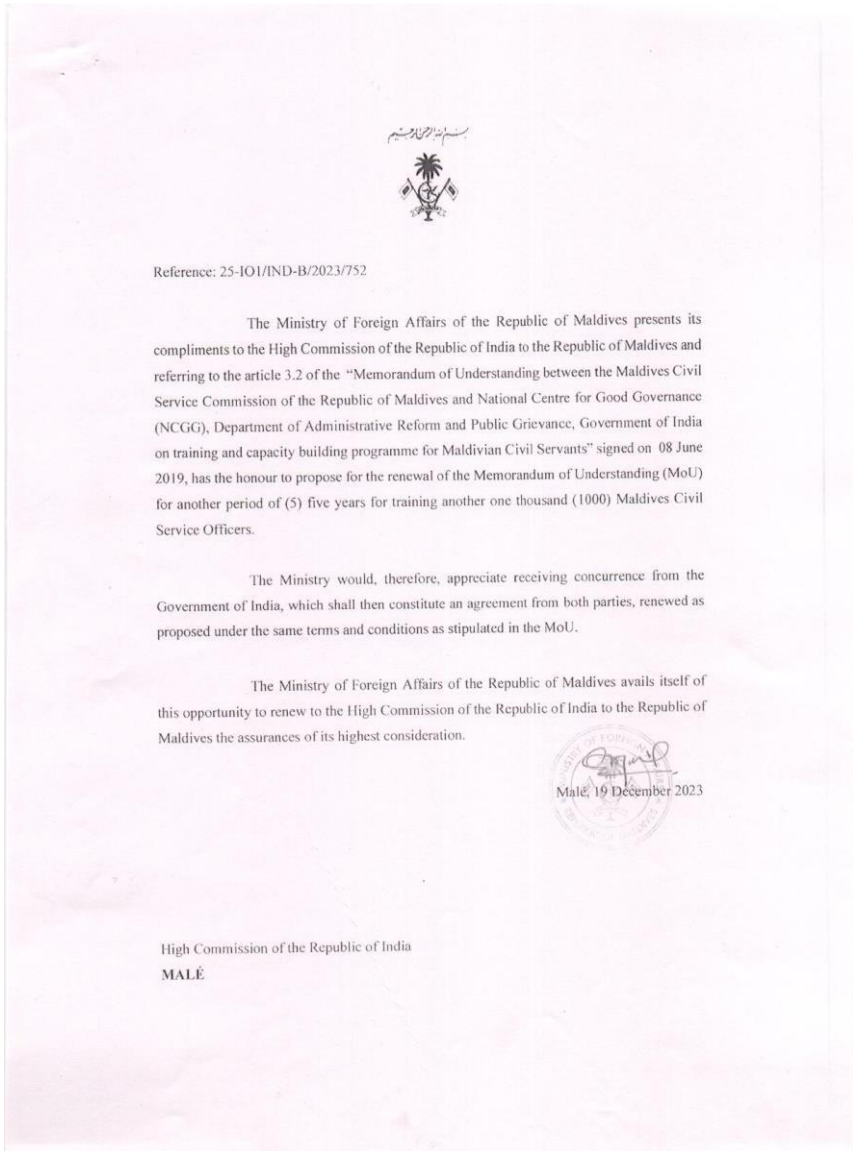

بسم الله الرحمن الرحيم

Reference: 25-IO1/IND-B/2023/752

The Ministry of Foreign Affairs of the Republic of Maldives presents its compliments to the High Commission of the Republic of India to the Republic of Maldives and referring to the article 3.2 of the "Memorandum of Understanding between the Maldives Civil Service Commission of the Republic of Maldives and National Centre for Good Governance (NCGG), Department of Administrative Reform and Public Grievance, Government of India on training and capacity building programme for Maldivian Civil Servants" signed on 08 June 2019, has the honour to propose for the renewal of the Memorandum of Understanding (MoU) for another period of (5) five years for training another one thousand (1000) Maldives Civil Service Officers.

The Ministry would, therefore, appreciate receiving concurrence from the Government of India, which shall then constitute an agreement from both parties, renewed as proposed under the same terms and conditions as stipulated in the MoU.

The Ministry of Foreign Affairs of the Republic of Maldives avails itself of this opportunity to renew to the High Commission of the Republic of India to the Republic of Maldives the assurances of its highest consideration.

Male, 19 December 2023

High Commission of the Republic of India
MALÉ

Letters of Appreciation
CSC, Maldives and High Commission of the Gambia

High Commission of the Republic of The Gambia
New Delhi, India

HCG/ND/029/(Part VII – 180)

The High Commission of Republic of The Gambia presents its compliments to the Ministry of External Affairs, Government of India in New Delhi, and has the honour to convey the appreciation and gratitude of the Government of The Gambia to the Government of India through the Ministry of External Affairs and in particular the Central and West Africa Division and the Development Partnership Administration II (DPA II) for organising the 2nd Special Training Programme on Public Policy and Governance for 25 Permanent Secretaries of the Government of The Gambia from 16th – 21st May 2022 in New Delhi.

A special appreciation goes to Shri V. Srinivas, Secretary, Department of Administrative Reforms and Public Grievances (DARPG) and Director General, National Centre for Good Governance and his entire team for their tireless efforts and support in organising the Special Training Programme and making it a huge success.

The Indian Embassy in Dakar is also commended for its support and smooth coordination of the visit.

The Special Training Programme will be of immense help to the Senior Government Officials as they work on the implementation of the National Development Plan of the new Government. Furthermore, the training programme which included hospitality and airfare for the entire delegation has further strengthened our excellent bilateral relations.

The High Commission of the Republic of The Gambia avails itself of this opportunity to renew to the Ministry of External Affairs, Government of India in New Delhi, the assurances of its highest consideration.

New Delhi, 27th May, 2022.

Joint Secretary – Central and West Africa Division
Ministry of External Affairs
Government of India
New Delhi

Cc: Secretary – DARPG
Ambassador – Indian Embassy, Dakar, Senegal

68, Poorvi Marg, Vasant Vihar, New Delhi - 110057.
Tel. : +91-11-46120472 E-Mail : gamembdel@hotmail.com

CIVIL SERVICE COMMISSION
Male'
Republic of Maldives

PREVENT DOMESTIC VIOLENCE

Reference No:

24 February 2021

Mr. V. Srinivas
Additional Secretary, Department of Administrative Reforms and Pubic Grievances;
Director General of the National Centre for Good Governance
India

Dear Mr. Srinivas,

I would like to thank you and your team most sincerely, for the excellent arrangements made for the India – Maldives virtual Workshop on Good Governance held from 23 – 24 February 2021. As I had mentioned in my remarks at the opening session, this was a very timely workshop which enabled our civil servants to learn from the experiences of India, on how to effectively deal with the new challenges that has arisen from the Covid-19 global pandemic.

We have received very good feedback from the participants of the workshop. They found the workshop to be very informative and the speakers to be very inspirational and shared valuable guidance pertinent to current times. There is no doubt that this workshop has provided our civil servants with vital knowledge that will help them in carrying out their duties in the 'new normal'. The participants also found it very inspiring to learn about the experiences of India and the extremely hard work done by the concerned authorities of India, to overcome this enormous challenge, under the able leadership of Prime Minister, His Excellency Narendra Modi.

Please accept my heartfelt appreciation for the excellent collaboration and co-operation extended from NCGG to CSC at all times, in connection with human resource capacity building of the Maldives Civil Service.

We look forward to having more training activities during the year.

With Warm Regards,

Mohamed Nasih
President of the Commission

Cc: High Commission of India to the Maldives, Male'

Hotline: 7799280
Website: www.csc.gov.mv

Phone: 3307306/3307307
Email: admin@csc.gov.mv

Civil Service Commission
Majeedhee magu, Male', 20040

Roadmap 2023-24: A Way Forward

01 **MEA has sanctioned 47 programmes for 2023-24 including 36 ITEC programmes – 30 held**

02 **New Collaboration with Cambodia**

03 **New Collaboration with Sri-Lanka, draft MOU exchanged with Sri Lanka**

04 **New collaboration with Maldives for 1000 civil servants received from CSC Male**

05 **New collaboration with Nepal for 1000 civil servants**

06 **New Collaboration with Iran (proposal received)**

07 **New Collaboration with INSA**

08 **Two batches of Internship Programmes conducted.**

Thank you