

# **Government of India**

## **Department of Administrative Reforms & Public Grievances**

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of December, 2019 are listed below:

### **1. Launch of Good Governance Index:**

The Hon'ble Minister of State for Personnel launched the Good Governance Index on the occasion of Good Governance Day on 25th December, 2019 in New Delhi. The Good Governance Index provides quantifiable data to compare the State on Governance on 51 indicators across 10 key sectors. The Good Governance Index has received overwhelming response from the States and the media.

### **2. Launch of Manual Central Secretariat manual on office procedure:**

The Hon'ble Minister of State for Personnel also launched CSMoP-2019 on the occasion of Good Governance Day on 25th December, 2019 in New Delhi. The manual has incorporated significant features of electronic office procedure aligned with the advances made in the e office systems.

### **3. International Exchange & Cooperation**

#### **(i) Gambia**

The 2<sup>nd</sup> Batch of Capacity Building Programme of 11 Member delegation led by the Vice Chairman, Public Services Commission of Gambia, Mrs. Awa Auber, was organized from 2-6 December, 2019 in New Delhi by National Centre for Good Governance (NCGG). The programme focused on the best practices in Public Management with specific reference to Performance Management System, Recruitment Management System, Civil Services Pension Scheme and Public Grievance Redressal Systems.

#### **(ii) Maldives**

Capacity Building Programme for 15 Permanent Secretaries and Secretary Generals of Maldives on Public Policy & Governance, E-governance, and Public Grievance Redressal etc. was also organized from 6-13 December, 2019 in New Delhi. The programme was in pursuance with the MoU signed by National Center for Good Governance (NCGG) and the Civil Service Commission of Maldives during the visit of the Hon'ble Prime Minister to Maldives on June 8, 2019.

#### **(iii) Cambodia**

Training Programme on Leadership and e-Governance for Cambodian Civil Servants from 02-06 December, 2019 organized by NCGG.

### **4. Regional Conferences**

**4.1 Regional Conference on "Ek Bharat Shresht Bharat at Jammu on 31<sup>st</sup> Nov - 01<sup>st</sup> December 2019:** Two-day Regional Conference on "Ek Bharat Shresht Bharat with focus on Jal Shakti and Disaster Management Practices" was organized in Jammu on

30 Nov - 1 December 2019 in collaboration with the Governments of Tamil Nadu, the paired State of J&K under Ek Bharat Shresht Bharat. The Conference in the concluding session adopted the "Sahyog Sankalp" for cooperation and support between Tamilnadu and J&K. The Regional Conference was attended by and 386 delegates from Jammu & Kashmir, 31 delegates from Government of India and 17 delegates from Government of Tamil Nadu. The Hon'ble Minister of State for Personnel was the Chief Guest in the Conferences.

**4.2 Regional Conference on Public Services Delivery at Nagpur:** A two-day Regional Conference on the theme: "Improving Public Services Delivery- Role of Governments" was organized on December 21-22, 2019 at Nagpur in collaboration with Government of Maharashtra and Maharashtra State Commission for Right to Public Services. The Conference was attended by about 250 delegates from 22 States and UTs. The Conference concluded with adoption of Nagpur Resolution: A Holistic Approach for Empowering Citizens" in presence of Shri Nitin Gadkari, Hon'ble Minister for Road Transport & Highways and Dr. Jitendra Singh, The Hon'ble Minister of State for Personnel.

#### **5. E-office implementation:**

57 Central Ministries/Departments have achieved the target of e-Office implementation that is more than 80% of their work in e office platform. The Ministry of Culture is the latest to achieve 80% of e-file percentage. 75 Ministries / Departments are now actively using the e-office platform.