

## **Achievements During the month of December 2021**

### **(i) Celebration of Good Governance Week**

Government of India celebrated Good Governance Week (GGW) under the auspices of Azadi Ka Amrit Mahotsav (AKAM) during December 20-25, 2021. DARPG as the lead Department had conceived, conceptualized and implemented the programme in collaboration with all Central Ministries and all State Governments /UTs.

Hallmark event of GGW was a weeklong Nationwide campaign on “Prashashan Gaon ki Aur” aiming at resolving public grievances and deliver services to the people at their door step. All Districts in the country participated in the campaign by holding camps at tehsils and panchayats. During the campaign from 20-25 December 2021 total 380 citizen charters were updated, 621 new services have been added in Citizen Charters, 6.67 lakh public grievances were attended to and 2.89 cr applications under service delivery were disposed of. The campaign was monitored centrally on a real time basis through a dashboard created for this purpose. All District collectors and State nodal officers were given access to this portal through login credentials to input the information on daily basis.

Besides this nationwide flagship campaign, other events were also organized in parallel at Ambedkar Bhawan, New Delhi in collaboration with MEA, DPIIT and DoPT to discuss major governance initiatives. Union Minister for External Affairs Sh S. Jaishankar, Minister of Industry & Commerce Sh Piyush Goyal, MoS for Ministry of Personnel PG and Pensions Dr Jitendra Singh and the Cabinet Secretary attended these events. An exhibition on the theme “Shasan ki Badalti Tasveer” was also organized to show case achievements of the Government in promoting good governance including achievements made during Special Campaign on the side-lines of events at Ambedkar Bhawan.

The week long celebrations started with the launch of “Prashashan Gaon ki Aur” by MOS(PP) on 20 December 2021 and concluded with valedictory function presided over by the Hon’ble Union Minister of Home and Cooperation Shri Amit Shah at Vigyan Bhawan on 25<sup>th</sup> December 2021.

### **(ii) PM Awards 2021**

The revised Scheme for Prime Minister's Award for Excellence in Public Administration, 2021 has been approved by the PMO vide ID Note dated 27 December, 2021. The Scheme was notified to all Ministries/ Departments of Government of India and all States/ UTs vide DO letter dated 30th December, 2021 of Secretary, DARPG.

### **(iii) e-Governance**

The booklet 'Compendium of Selected Papers 2021' will be published and released during the 24th National Conference on e-Governance scheduled to be held on 7th and 8th January, 2022 in Hyderabad, Telangana. Against the Notice inviting Papers on the theme/sub-themes of the Conference, total 83 papers were received from

various Ministries/Departments, State/UT Governments, Academic & Research Institutions and Industry from all across the country. For selection of papers, the Compendium Committee, constituted for the purpose, in its two meetings held on 16.12.2021 and 23.12.2021 selected 11 Papers/Articles for the 'Compendium of Selected Papers 2021.

(iv) Public Grievances

Public interface of CPGRAMS has been made available in three regional languages- Marathi, Bengali and Gujarati. Towards the goal to make the CPGRAMS available in all regional languages, this is the achievements of the 1<sup>st</sup> phase.

An MoU has been signed with IIT, Kanpur for upgrading technology of CPGRAMS with Artificial Intelligence (AI)/Machine Learning (ML) to create analytical capability in CPGRAMS.

The work with regard to CPGRAMS reforms 7.0 in next 20 most grievances receiving Ministries/Departments/Organizations has been awarded to QCI.

(v) Other activities

(i) A two-week Mid-Career Training Programme for Jammu Kashmir Administrative Services' officers was conducted by NCGG that concluded on 24.12.2021.

**(ii) A two-day Regional Conference** on the theme of "Replication of Good Governance Practices" was organized by DARPG in association with the State Government of Odisha in Bhubaneswar on 3-4 December 2021. About 450 delegates from 15 states of Eastern and North- Eastern region attended the conference physically /virtually. Chief Minister of Orissa, Shri Naveen Patnaik, MOS(PP) Dr Jitendra Singh, Minister Planning & Convergence, Government of Odisha Shri Padmanabh Behera also addressed the conference.