

Government of India

Department of Administrative Reforms & Public Grievances

**Monthly Summary for the month of February, 2019**

1. The Award Ceremony for conferring the National Awards for Excellence in e-Governance 2019 was held on February 27, 2019 at Dr. Ambedkar International Centre, New Delhi. The Minister of State for Personnel, Public Grievances & Pensions conferred 14 National Awards for Excellence in e-Governance in six categories. The Award Ceremony was followed by a technical session in which the awardees made presentations. An exhibition to mark the occasion displaying the award winning projects was also held. The event was attended by approximately 500 participants.
2. The Minister of State for Personnel, Public Grievances & Pensions conferred Appreciation Certificates to 9 Ministries/Departments which have moved to complete e-Office platform on February 12, 2019. The total number of Ministries/Departments which have moved to complete e-Office platform stands at 43. Further, 75 Ministries/Departments are now actively using the e-office platform.
3. Under the scheme for "Prime Minister's Excellence Awards for Public Administration 2019", Screening Committee meetings for Priority Programmes and Innovation categories were held in February 2019. Meetings were also held with BSNL for improving the quality of call center responses. Senior Officials of the Department visited BSNL call centers to oversee quality of service delivery and robustness of questionnaires and beneficiary responses. Based on Screening Committee evaluation and call center responses projects have been shortlisted for Spot Study evaluation. The training program for Spot Study teams was held in which 105 officials participated and Spot Study teams have been deployed to study 40 projects. The Expert Committee meetings have been scheduled for March 25-26, 2019.
4. The Central Secretariat Manual of Office Procedure 2015 has been updated. The new edition of Central Secretariat Manual of Office Procedure (CSMOP) 2019 incorporates the provisions of Central Secretariat Manual of Electronic Office Procedure (CSMEOP) 2012 and the key features of record retention schedule of Public Records Act 1993. The draft CSMOP 2019 has been circulated to all the Ministries/Departments for comments which are due by end March 2019. This culminates a 4 year effort of the Department to update the CSMOP and bring synergy between the CSMEOP, Public Records Act and CSMOP.
5. The Secretary, DARPG held an Inter-Ministerial meeting with Ministry of Railways, Department of Posts, CBIT, Department of Telecommunications, Ministry of Health & Family Welfare, CGHS, BSNL and MTNL on updation of Citizens Charters on 04.02.2019.
6. A 20 Member delegation from Egypt visited this Department to understand the process of Citizen's Charter process in India on 26.02.2019.
7. The Draft Report on National e-Service Delivery Assessment 2019 of Central Ministries and State Government has been received by the department from

NASSCOM and is under examination.

8. An interactive session through video conference to review the status of Public Grievances and Citizens Charters was held on February 20, 2019 under the chairmanship of Additional Secretary, DARPG with 48 Ministries. The status of disposal of public grievances and updation of Citizens Charters in the Ministries/ Departments was discussed during the interactive session.
9. An MOU was signed between the National Center for Good Governance (NCGG) and the Ministry of Public Administration, Government of the People's Republic of Bangladesh on February 8, 2019 during the visit of the Foreign Minister of Bangladesh with the objective to train 1800 Bangladesh Civil Servants at the NCGG.
10. The 7th Operational Trainings on CPGRAMS during this financial year was held on 28.02.2019. The training was attended by 92 participants from the different Ministries/ Deptt/ Organizations, namely- M/o Finance [including DFS (Banking), DFS (Insurance) (including New India Assurance, D/o Revenue, CBDT], M/o P&NG (including IOCL,, HPCL, B&L Ltd., BPCL & Narayana Energy Ltd.), D/o Post, M/o HRD, D/o SE&L, D/o HE, M/o Health (including Safdarjung Hospital, RML Hospital, CGHS), D/o S&T, D/o OL, M/o RD, M/o SRTH, M/o IT, Ministry of Railways (Railway Board, S.Rly, DLW, NF Rly, C.Rly, SEC Rly, N.Rly, SE Rly, SW Rly, EC Rly). All the improvements in the New Version of CPGRAMS (6.0) were discussed during the course of the Training.