

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of February, 2020 are listed below:

1. 23rd National Conference on e-Governance

The 23rd National Conference on e-Governance was organized in Mumbai on 7th-8th February, 2020. The theme of the Conference was “India 2020: Digital Transformation. The conference was attended by about 800 participants from Central and State Governments, academia and industry. The Conference deliberated on the topics of contemporary relevance such as Digital Platform, Block Chain for Effective Governance and Service Delivery, Digital Payments and Fintech, Building Digital Trust and Transparency and skilling and capacity building. The Conference was concluded with adoption of Mumbai declaration which inter alia proposed to promote use of digital platforms, participatory governance and personalized service delivery to common citizens in rural areas by leveraging MyGov, Digital Village and API Based Architecture, paper-less governance through Digital Secretariat etc.

2. National Awards for excellence in e-Governance

The National Awards for e-Governance for the year 2019-20 were presented by Hon’ble Minister of State for personnel, Pension and Public Grievances during 23rd National Conference on e-Governance in Mumbai. A total of twenty (20) awards were given to the major e- gov. initiatives of Central and State Governments in the following six categories:

- Excellence in Government Process Re-engineering for Digital Transformation.
- Excellence in providing Citizen-Centric Delivery.
- Excellence in District Level Initiative in e-Governance
- Outstanding research on Citizen Centric Services by Academic/Research Institutions.
- Innovative Use of ICT in e-Governance solutions by Startups [Start up as defined by Department of Industrial Policy and Promotion (DIPP) Government of India]
- Excellence in Adopting Emerging Technologies.

3. Release of National e-Governance Service Delivery Assessment (NeSDA) Report, 2019

India for the first time reached among the top 100 countries in UN e-Government Survey report published by the United Nations Department of Economic and Social Affairs (UNDESA). In order to give further fillip to

India's ranking in the UN e-Government Index, DARPG developed an assessment frame-work for e-Governance service delivery focused on six core sectors - Finance, Labour & Employment, Education, Social Welfare (including Health & Agriculture), Local Governance & Utility Services and Environment. In each sector Web portals and Services portals of the State/UT/Central Ministry/ Department were assessed on Parameters such as accessibility, content accuracy, ease of use, integrated service delivery, status and request tracking, information security, and End-Service Delivery. 1st National e-Governance Service Delivery Assessment (NeSDA) report 2019 was released by MOS (PP) on 8th February 2020 during National e-Gov. Conference 2020.

4. National Workshop on e-Office

A National Workshop on implementation of e office was organized on 12th February 2020 in Delhi. The Conference was attended by State Governments, Central Ministries and attached/ subordinate/autonomous organizations of GOI. Objective of the workshop was to expedite implementation of e- office in State Secretariats and also in the attached/ subordinate and autonomous organizations of GOI. The workshop also discussed future course of action to make e -office more user-friendly and complete solution for paperless office by integrating e- office with PFMS and GeM applications. The workshop also suggested audit module & file archival module for electronic files and language integration facility in e-office platform.

5. CPGRAMS reforms

CPGRAMS 7.0 was launched in five more Ministries/Departments namely Ministry of External Affairs, M/o Health & Family Welfare, M/o Petroleum & Natural Gas, M/o Road Transport & Highways and D/o School Education & Literacy on 12.02.2020 by the Hon'ble Minister of State for Ministry of Personnel, Pension and Public Grievances. Thus making a total 9 Ministries on CPGRAM 7.0 which ensure faster redressal of grievances by their direct mapping with concerned field officers responsible for resolution and automatic escalation to the next higher level if grievances are not resolved within the stipulated time.