

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:

- i. A one-day National Workshop/Webinar on 'Technology Platforms in Public Grievance Redressal' was held on 18.02.2021. Hon'ble MOS (PP) Dr. Jitendra Singh was the Chief Guest. The 13 shortlisted best technology practices from Northern, Southern, Western and Eastern States were presented by the concerned District Collectors across 4 technical sessions. The Workshop was attended by more than 700 District Collectors, Grievance Officers from all the 75 Central Ministries and Grievance Officers from 33 States/Union Territories. The Department released the special edition of its magazine 'MGMG' on "Best Practices in Redressal of COVID-19 Grievances", on the occasion.
- ii. In pursuance to the meeting held with the Central Vigilance Commission on 29.01.2021, the following advisory was issued vide OM No.S-15/1/2021-PG(Policy) dt. 19.02.2021 for taking appropriate action by all concerned Ministries / Departments / Organizations: (a) All Ministries/Departments/Organizations to have in their websites the hyperlink of CPGRAMS namely, pgportal.gov.in (b) The websites of all Ministries / Departments / Organizations should give adequate publicity to CPGRAMs as a forum for complaint handling. (c) All Ministries/Departments/Organizations to update the respective Citizens Charters regularly at least once in a year indicating the date of review and date of next review.
- iii. Ministry/Department-wise and State/UT-wise daily reports on public grievances pertaining to COVID-19 are being compiled on the basis of the data generated through CPGRAMS and the same along with the daily report in the prescribed format is being furnished to the PMO and Empowered Committee Group-5 on a daily basis.
- iv. During the period Feb. 2021 National Centre for Good Governance (NCGG), Department of Administrative Reforms & Public Grievances in collaboration with Ministry of External Affairs (MEA), Civil Service Commission (CSC), Maldives & Local Government Authority (LGA), Maldives conducted Two-Day India – Maldives Virtual Workshop on "Good Governance Practices in a Pandemic" was held on 23rd – 24th February 2021. The Occasion was graced by the Hon'ble Foreign Minister of Maldives and Hon'ble MOS(PP) Dr. Jitendra Singh.
- v. A meeting was held through VC under the chairmanship of Cabinet Secretary on 15.02.2021 regarding 'Increasing Efficiency in Decision Making' in Government of India. Secretary, DARPG made a detailed presentation on the subject 'Driving Governance Impact through Efficient Decision making'.
- vi. An e-book "Minimum Government Maximum Governance" Special issue (July – December, 2020) on 'Success Stories in disposal of Covid-19 Public Grievances

and Best Practices in Handling of COVID – 19 Pandemic by Districts' was released on the occasion of National Workshop / Webinar on Technology Platforms in Public Grievance Redressal held on 18.02.2021.