

Special Campaign for Disposal of Pending Matters

- Special Campaign 2.0 was held from October, 2nd-31st 2022 with the objective of institutionalizing Swachhata and minimizing pendency. To institutionalize Swachhata and reduce pendency, Ministries/ Departments have been asked to assign three hours in a week to Swachhata initiatives throughout the year.
- Under Special Campaign 2.0, swachhata campaign was conducted in 1.01 lac office spaces, Rs. 370 crore was earned through scrap disposal, 90 lakh sq. feet of space was freed, 54.5 lakh files were reviewed 4.36 lakh Public Grievances were redressed. The Special campaign 2.0 was successful in realizing Prime Ministers Vision for institutionalizing Swachhata and minimizing pendency.



Sushasan Saptah (Good Governance Week)

- Sushasan Saptah /Good Governance Week was celebrated from 20th- 25th December, 2021. During the period nationwide campaign 'Prashashan Gaon Ki Ore' was conducted at Tehsil/ Block level for redressal of public grievances and disposal of service delivery applications. Under GGW 2021 6.68 lakh public grievances were redressed and 28.9 lakh service delivery applications were disposed by the districts.

- Second Sushasan Saptah /Good Governance Week was celebrated from 19 - 25 December, 2022 in the Amritkaal period. The campaign witnessed redressal of 54 lakh public grievances and disposal of 3.14 crore service delivery applications by the districts.



Regional Conferences

- 23 Regional Conferences were held by DARPG in collaboration with State Governments in the period 2014 to 2023.

International Exchange & Cooperation

Partnerships Agreements and MoUs on Cooperation in Public Administration and Governance Reforms signed between 2014 and 2022 are as under

- With United Kingdom on 11th November 2015
- With French Republic on 25th January, 2016
- With Portuguese Republic on 24th June 2017
- With the Public Service divisions of Singapore on 1st June 2018
- With the Australian Public Service Commission (APSC) on 4th June, 2020
- With the Public Service divisions of Gambia on 8th July, 2021

State Collaboration Initiative (SCI)

- To build collaboration with the State Governments for improving public service delivery State Collaboration Initiative (SCI) scheme instituted the Department of Administrative Reforms and Public Grievances was revamped in 2015-16 to include funding for replication of PM awarded initiative. So far 77 projects have been provided with financial assistance under SCI.

Vision India @2047 DARPG

- An Advisory Group has been constituted under the chairmanship of MoS PMO Personnel PG and Pensions with sector Specialists/ Experts to formulate DARPG's Vision India@2047.
- A working group under the Chairmanship of Secretary DARPG has also been constituted to assist the Advisory Group
- The Indian Institute of Public Administration served as the Knowledge Partner in formulating DARPGs Vision India@2047.

National Good Governance Webinar Series 2022-23

- On the direction of Hon'ble PM DARPG has been mandated to hold virtual conferences/ webinars with District Collectors and other officers over the next 12 months
- In 2022-23, 12 webinars have been held on the PM awarded winning initiatives each webinar was attended by over 1000 officials from States/ District



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DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

75 Azadi Ka Amrit Mahotsav

G20



9 years of

Achievements of DARPG

(May 2014 - March 2023)

Ministry of Personnel, Public Grievances and Pensions

The 127th Report of Parliamentary Standing Committee (PSC) of Ministry of Personnel, Public Grievances and Pensions

Key Observations

- The PSC appreciated the 10 step reform process that was adopted by DARPG for improving quality of disposal of grievances and reducing the times lines and for the faster rate of disposal of grievances by the department which is over one lakh per month
- The PSC commended the DARPG for implementing most of its recommendations like one nation one portal, CPGRAMS portal in all regional languages, developing Grievance Redressal Index, Reduction in Redressal Period, introduction of appellate mechanism, revamping of Sevottam scheme, operationalizing of feedback mechanism and CPGRAMS Dashboard.

Chintan Shivir

- Hon'ble Prime Minister addressed the Chintan Shivir of Ministry of Personnel, Public Grievances and Pensions on 18th February, 2023, DARPG ideated on Redressal of Public Grievances.



Civil Services Day & PM's Awards for Excellence in Public Administration



- Hon'ble Prime Minister addressed on Civil Services Day, 2023 and conferred 15 awards under the scheme- PM's award for Excellence in Public Administration, 2022.
- Over 26000 officers participated in Civil Services Day 2023 in physical/virtual mode.
- The PM's award scheme was restructured in 2019, 2020 and 2021.

National Conference on e-Governance (NCeG)



- 8 conferences have been held since 2014-15. The Conferences were held at Shillong, Mumbai, Hyderabad and Jammu in the 2019-2023 period.
- 75 National e-Governance Awards were conferred in the period 2019-23.
- In November 2022, 18 awards (9 Gold and 9 Silver) were presented under various categories

CPGRAMS Reforms

- 10 step CPGRAMS reforms adopted by DARPG for improving quality of disposal and reducing the timelines.
- The pendency in the Central Secretariat in February 2023 was 0.65 Lac PG cases with a reduced timeline of 19 days.
- 0.79 Lac PG cases are mapped in CPGRAMS.

Grievance Redressal Index

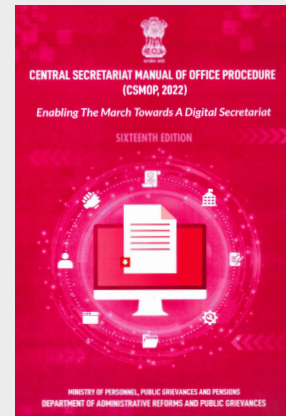
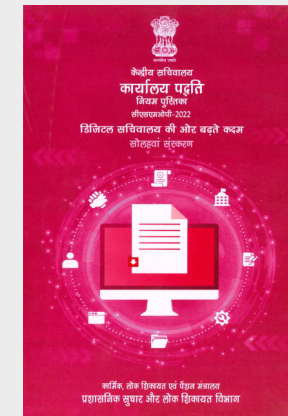
- DARPG has developed Grievance Redressal Index to have a comparative assessment between various Ministries/Departments.

Sevottam

- The SEVOTTAM scheme was revised in 2022.
- 22 State ATI's have been sanctioned grants for capacity building of GRO's, under the scheme.
- 514 programs conducted and 4000 officers trained.

Benchmarking Governance

- For benchmarking Governance, Good Governance Index (GGI) has been developed, which is a comprehensive and implementable framework to access the state of Governance across the states and UTs which enables ranking of States/UTs.
- The district Good Governance Index (DGGI) aims to assess the State of Governance in all 20 Districts of Jammu & Kashmir based on 10 factors and 58 indicators.



Central Secretariat Manual of Office Procedure (CSMOP), 2022

- The CSMOP, 2022 has been prepared to enable the march to a Digital Central Secretariat. The CSMOP 2022 has been published in Hindi also.
- The 16th Edition focuses on the 4-pronged approach of Delaying, delegation, operationalization of desk officer system, Digitization of Central Registration Unit and implementation of e-Office version 7.0 under the initiative for increasing efficiency in Decision Making in the Government.

National e-Governance Service Delivery Assessment (NeSDA)

- National e-Services delivery assessment 2019 represented an assessment of the State of e-services Delivery across the Nation.
- In 2021 the NeSDA framework covered G2C and G2B services across 7 sectors in NeSDA 2021 study, 1400 services across all States/UTs were evaluated.
- 68% of the total mandatory services are being provided as e-Services in NeSDA.