



**REGIONAL CONFERENCE
ON
"IMPROVING PUBLIC SERVICES DELIVERY - ROLE
OF GOVERNMENTS"**

JOINTLY ORGANIZED BY

**DEPARTMENT OF ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES, MINISTRY OF PERSONNEL,
PUBLIC GRIEVANCES & PENSIONS
GOVERNMENT OF INDIA**

GOVERNMENT OF MAHARASHTRA

**MAHARASHTRA STATE COMMISSION FOR RIGHT
TO PUBLIC SERVICES**

NAGPUR RESOLUTION

A HOLISTIC APPROACH FOR EMPOWERING CITIZENS

**DECEMBER 21- 22, 2019
NAGPUR**

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A HOLISTIC APPROACH FOR EMPOWERING CITIZENS

Dated December 22, 2019

The Department of Administrative Reforms & Public Grievances (DARPG), Ministry of Personnel, Public Grievances & Pensions and the Government of Maharashtra and Maharashtra State Commission for Right to Public Services organized the Regional Conference on “Improving Public Services Delivery – Role of Governments” at Nagpur during December 21 - 22, 2019.

The Conference has unanimously adopted the Nagpur Resolution: A Holistic Approach for Empowering Citizens outlined below after intensive deliberations during the sessions held over two days.

The Conference resolved that Government of India, the Government of Maharashtra, the Maharashtra State Commission for Right to Public Services and the participating State Governments shall collaborate to:

- 1. To empower the citizens by policy interventions for better service delivery through timely updation of citizens charters, implementation of enactments and benchmarking standards for continuous improvement;**
- 2. To empower citizens by adopting a bottom-up approach to bring massive improvements in quality of grievance redressal and reduction in timelines of grievance redressal;**

3. To adopt a holistic approach of systemic public grievance reforms through improved mapping, formulation of monitoring matrix, data collection and evaluation in quality of grievance redressal;
4. To provide an enabling environment for States and Ministries/ Departments of the Government of India for creating web portals and to adopt a holistic approach for improved service delivery through digital platforms;
5. To focus on dynamic policy making and strategic decisions, monitoring of implementation, appointment of key personnel, coordination and evaluation;
6. To achieve a sense of common identity by exchange of technical expertise in the areas of Improved Service Delivery between the paired States under the Ek Bharat - Shresht Bharat Program;
7. To work towards long-term engagements in the areas of Improved Service Delivery for Empowering Citizens through greater cooperation between the DARPG and the participating States and,
8. To ensure timely publication of Good Governance Index to identify the quality of governance in 10 sectors especially those pertaining to welfare and infrastructure at the Union, State and District levels.