

Government of India

Department of Administrative Reforms & Public Grievances

Monthly Summary for the month of January, 2019

An updated important events pertaining to the Department of Administrative Reforms & Public Grievances (DAR&PG) during the month of January, 2019 is indicated below.

- i. On January 17, 2019, DARPG made a detailed presentation to Cabinet Secretary on the departmental activities covering Good Governance Index, PM's Awards for Excellence in Public Administration, National Centre for Good Governance (NCGG), 22nd National Conference on e-Governance and a proposed plan of action for observing "India@75 Good Governance Initiative". DARPG has initiated follow-up action on each of the points as advised by the Cabinet Secretary. The COS Note on Good Governance Index has been submitted for consideration of the SGOS-9 convenor Secretary, DOPT. The Memorandum of Association for the National Centre for Good Governance (NCGG) has been duly approved by the MOS (Personnel). Action on a revised plan of action for "India@75 Good Governance Initiative" has also been initiated.
- ii. The period of submission of online applications for PM's Awards was opened between 1-31 January, 2019. Sustained efforts were made through Video Conferences, letters to Chief Secretaries/Administrators from Secretary, DARPG, telephonic follow-up etc., throughout this period. A record of 687 districts have submitted 1726 applications in Priority Programmes and 751 applications in Innovation (General) category.
- iii. Department of Administrative Reforms and Public Grievances will be distributing the National Awards for e-Governance 2018-19 at an Award Ceremony at New Delhi on February 27, 2019. The process for organizing the event has been initiated. The Second meeting (s) of the Screening Committee for shortlisting of National Awards for e-Governance 2018-19 was held on 14th and January, 2019 and the Jury Committee meeting(s) were held on 22nd , 24th and 30th January, 2019 and the final selection of nominations for the National Awards for e-Governance 2018-19 duly completed.
- iv. On January 17, 2019, Secretary, DARPG chaired a meeting for International collaborations of NCGG which was attended by 5 divisions of Ministry of External Affairs, the Department of North East Region, NE Hill Council, Shillong and the Indian Institute of Public Administration. The Ministry of External Affairs has proposed a collaboration between NCGG and the Ministry of Personnel, Government of Bangladesh through an MOU which will be signed on February 7, 2019 in a bilateral meeting between the Foreign Ministers at Hyderabad House for training of 1800 Bangladesh Civil Servants. The NCGG would be pursuing collaborations with NE Hill Council and the Indian Institute of Corporate Affairs in February. 2019.
- v. A Foreign Training Programme for a group comprising 12 officers of Government of India and States/UTs including recipients of PM/National e-Gov Award winners was organized at the Duke University, Duke Center for International Development, Durham, USA during 14-18 January, 2019. A nine Member delegation of officers of Deputy Secretary level for Bangladesh visited this Department on 22nd January, 2019. The delegation was briefed on (a) Public Grievances Redressal System & CPGRAMS and (b) Pension provisions and reforms under Government of India. Department of Pension and Pensioners' Welfare also participated in the meeting.
- vi. The DARPG has instituted the Award Scheme for recognizing meritorious performance by the Ministries/Departments for effective redress of public grievances received on CPGRAMS. Under the Scheme, Certificate of Recognition is to be awarded to three Ministries/Departments which are found to have done outstanding work during a quarter as per the prescribed criteria. As per the evaluation criteria, the Hon'ble Minister of State (PP) awarded 'Certificate of Recognition' to three Ministries/Departments namely Department of Investment & Public Asset Management; Ministry of Textiles and Unique Identification Authority of India for the quarter ending September, 2018 on 08.01 .2019.
- vii. The 7th Meeting to Review Status of Pending Public Grievances of 40 Ministries/ Departments was held on 21.01.2019 through Video Conference under the Chairmanship of Additional

Secretary, DARPG. Thirty-seven (37) Ministries/Departments/Organisations attended the Meeting. Department/Ministries requested for improved mapping of public grievances and said that the average time for disposal of grievances has come down and the percentage of disposal was above 90 per cent. The interactive session on the status of review of Citizen's Charters was also taken up. The Citizen's Charter represents an important aspect of improved service. Delivery and holding public servants accountable is being taken up. As a focus area in 5 selected Departments/ Ministries namely Ministry of Railways, Central Board of Indirect Taxes and Excise, Department of Telecommunications including BSNL and MTNL, Ministry of Health and Family Welfare including CGHS and the UIDAI. A separate meeting with the above listed Departments/Ministries has been scheduled in February, 2019.

- viii. The 6th Operational Trainings on CPGRAMS during this financial year was held on 31.01.2019. The training was attended by 9 (nine) Ministries/Departments namely Department of Atomic Energy, Ministry of Chemicals & Fertiliser, Ministry of Coal. Ministry of Defence, Ministry of Drinking Water & Sanitation, Ministry of Finance, Ministry of Heavy Industries & Public Enterprises, Ministry of Power, Ministry of Social Justice and Empowerment. All the improvements in the New Version of CPGRAMS (6.0) were discussed during the course of the Training.
- ix. In the matter relating to monitoring of e-Office implementation in all central Ministries/Departments in a time bound manner, 43 Central Ministries/Departments have moved to e-Office platform as on date. Department of Health Research is the latest to achieve 80% of e-file percentage recently. 75 Ministries/Departments are now actively using the e-office platform.
