

GOVERNMENT OF INDIA
Department of Administrative Reforms & Public Grievances

Major achievements for the month of July, 2020

COVID related issues and Public Grievances

- (i) A VC was held with BSNL on 03/07/2020 regarding the feedback call center on disposed COVID-19 public grievances received in CPGRAMS. The Department also interacted with some of the call centers of BSNL while live calls were made.
- (ii) A couple of VCs were held regarding implementation of CPGRAMS version 7.0 with M/o of Labour & Employment on 07.07.2020 and M/o Housing & Urban Affairs on 20.07.2020 in which a demo of CPGRAMS version 7.0 was given by NIC with reference to D/o Posts.
- (iii) On 08.07.2020, a team of IIT Kanpur's Professors, through VC, presented the mathematical model they are working on of Deptt. of Defence PG cases which would lead to the development of predictive model for systemic redressal of Public Grievances.
- (iv) 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 is being furnished to the PMO and Empowered Group - 10 member on a daily basis. Grievances received and disposed of from 30 March, 2020 to 31 July, 2020 is placed at Annexure. A total of 114571 COVID 19 PG cases have been successfully redressed in this period.

2. Good Governance Practices and Good Governance Index 2020:

- (i) A VC meeting was held on 8th July, 2020, with NCGG and CGG, Hyderabad regarding Good Governance Index-2020.
- (ii) Work for National e-Governance Service Delivery Assessment (NeSDA) 2020 has been awarded and the study will be initiated shortly.

PM award Scheme 2020

- (i) The portal for applying to the PM Awards for excellence in Public Administration was launched on 17th July, 2020 by Hon'ble MoS (PP). The awards are proposed to be conferred on 31st October, 2020 by the Hon'ble Prime Minister on the Occasion of Rashtriya Ekta Diwas.
- (ii) The scheme of the Prime Ministers awards 2020 has been restructured to make it broad based by including awards for contribution of Districts in economic outcomes, to reward the Aspirational District with best overall progress, to recognize innovations at

centre, State and District level, and to recognize efforts of the District level officials in Namami Gange Programme.

Publication

January-June 2020 issue of e-Magazine Minimum Government and Maximum Governance (based on select initiatives shortlisted /awarded for National e-Governance Awards 2020) has been published and uploaded on the Departments website.