

Government of India

Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of June, 2020 are listed below:

(i) Public Grievances:

(a) DARPG had started special drive to dispose of public grievances arising out from COVID 19 pandemic within three days. To assess the impact of the above exercise and to evaluate citizen satisfaction on quality of disposal, DARPG had engaged BSNL Call Centres to get feedback from the citizens on 1.28 lac Public Grievances filed between 30.03.2020 to 30.05.2020. The Feedback Call Center was launched by MoS (PP) on 15th June, 2020. On this occasion MoS (PP) also had live interaction with 4 citizens through video conferencing, whose grievances were redressed successfully.

(b) Secretary, DARPG in his capacity as Chairman EG-10 on Public Grievances & Suggestions made a presentation before the Group of Ministers on 27.06.2020 on response of EG 10 to handle COVID 19 related grievances. Secretary DARPG also made a presentation on the progress made by EG 10 in the meeting taken by Cabinet Secretary on 09.06.2020. Success stories were also shared with I&B ministry for wider dissemination.

(c) 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 members on a daily basis. Over 100,000 COVID 19 PG cases have been successfully redressed in this period.

(ii) International Cooperation

- a. An MoU on co-operation in the field of Public Administration and Governance Reforms was signed by DARPG with Australian Public Service Commission during India-Australia Virtual Summit between the Prime Ministers of India and Australia held on 4.6.2020. The areas of cooperation include promoting transparency and accountability in delivery of public services; building effective service delivery in the public service; developing a framework for values and competencies; training and capacity building of the public service; public sector management and reform and public grievance redress mechanism.
- b. DARPG in association with Ministry of External Affairs, and National Centre for Good Governance (NCGG) organized a two-day virtual workshop on 18-19th June, 2020 on COVID-19 – Good Governance Practices in a Pandemic with the objective of disseminating India's good governance practices in fighting the COVID-19 pandemic to ITEC countries. Workshop witnessed participation from 18 countries and 162 international civil servants from India,

Sri Lanka, Bangladesh, Myanmar, Bhutan, Bosnia & Herzegovina, Austria, Kenya, Morocco, Nepal, Oman, Somalia, Thailand, Tunisia, Tonga, Sudan and Uzbekistan. The Workshop was inaugurated by MOS (PP) on 18th June 2020.

- c. The Senior Officials of DARPG attended the annual meeting of the Council of Administration of the International Institute of Administrative Sciences, Brussels through an interactive video conference on June 22, 2020. They also attended the 4 day IAS 2020 e-Conference on Public Governance and Climate Action after COVID 19.

iii. **Webinar with NE States on Implementation of e office**

- a. A webinar with North Eastern States on implementation of e-Office was organized on 12 June, 2020 under the Chairmanship of MOS (PP). Chief Ministers of Arunachal Pradesh, Nagaland, Meghalaya and Sikkim, IT Ministers and senior officials of Assam, Mizoram, Manipur and Tripura attended the meeting. Secretary DoNER and Member Secretary NEC also participated in the webinar.
- b. It was decided in the meeting that by 2022 e-Office would be fully implemented right from Civil Secretariat to District level in NE. An Inter-Ministerial Steering Committee under the Chairmanship of Secretary, DoNER and comprising members from DARPG, Meity, Dept of Telecom, Member Secretary NEC, DG NIC and concerned NE State has been constituted to achieve this mission.

iv. **Observance of International Yoga Day**

A lecture by Sister B. K. Sangeeta from Brahma Kumaris Rajyoga Meditation Centre, New Delhi was organized for officers/officials of DARPG on the occasion of International Day of Yoga, 2020

v. Secretary, DARPG chaired the 6th Meeting of the Management Committee of National Center for Good Governance. The meeting was attended by Secretary Coordination, Secretary Rural Development and other senior Members of the Management Committee. The Management Committee approved the annual work plan 2020-21 of NCGG.

vi. Broad-basing of the Scheme of PM Awards for Excellence in Public Administration: The DARPG formulated the revamped scheme for PM Awards for Excellence in Public Administration in accordance with the SGOS-9 recommendations and vision statement of the Department for recognizing the exemplary work done by Civil Servants. The revamped scheme is expected to be operationalised after getting the required approvals of the competent authority.

vii. Senior officials of DARPG attended 2 rounds of meeting chaired by the CVC on June 4-5, 2020 on Preventive Vigilance.