

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of January, 2021 are listed below:

(i) Secretary, DARPG chaired the 2nd meeting of the Committee on proposed framework for Universal Transparent Tracking of Applications and Responses to Applications (UTTARA) on January 20, 2021.

(ii) Secretary (AR&PG) has launched the web-portal for inviting nominations under the Scheme of National Awards for e-Governance - 2020-21 on 28.01.2021.

(iii) A review meeting with the Nodal Appellate Authorities was held by this department on 4 January, 2021. The introduction of the functionality of the Appeal mechanism in CPGRAMS was explained and a presentation on the Appeal module was made.

(iv) A virtual review meeting was held by this department on January 5, 2021 with all the Nodal Grievance Officers to review the progress of disposal of PG cases. The issues of categorization of PG cases on Priority Sector Programs handled by Ministries/Departments, closure of defunct accounts of PG Officers in Ministries/Departments and habitual complainants were also discussed.

(v) The functionality of Nodal Appellate Authorities nominated in Ministries / Departments in compliance to the Recommendation No.38 made by the Department Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice in its One Hundredth Report on Demand for Grants (2020-21), was operationalized on 21.01.2021.

(vi) 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 along with the daily report in the prescribed format is being furnished to the PMO and Empowered Committee Group-5 on a daily basis.

(vii) A VC meeting was held by this department on 07.01.2021 with NCGG and CGG, Hyderabad on the issues of Good Governance Index-2020-21.

(viii) A VC meeting was held by this department on 12.01.2021 with NCGG and CGG, Hyderabad on the issues of Good Governance Index-2020-21.

(ix) A VC meeting was held by this department on 19.01.2021 with NCGG and CGG, Hyderabad on the issues-(i) Good Governance Index-2020-21 (ii) amendment in the Bye-Laws of NCGG.