

Government of India
Department of Administrative Reforms & Public Grievances

Monthly summary for the month of July, 2021

Important achievements /activities during the month of July, 2021 are as under:

International Cooperation & Exchange

(i) A virtual Bi-lateral meeting between Department of Administrative Reforms and Public Grievances (DARPG) and Public Service Division (PSD) Govt. of Singapore on Cooperation in the field of Personnel Management and Public Administration was held on 06th July, 2021.

(ii) A Memorandum of Understanding (MoU) between DARPG and Public Service Commission, Office of the President, Gambia on Refurbishing Personnel Administration and Governance Reforms was signed on 08th July, 2021.

(iii) A Two Days DARPG-APSC virtual Conference on Public Administration and Governance Reforms was jointly organized on 13-14 July, 2021 by DARPG and the Australian Public Service Commission (APSC) under the aegis of the MoU signed by DARPG and APSC during 2020.

Replication of Good Governance Practices - Regional Conference in J&K

(iv) The Department successfully organized two-day Regional Conference in collaboration with Government of Jammu & Kashmir on “Replication of Good Governance Practices” at Srinagar, on 01-02nd July, 2021.

(v) The main objective of the Conference was to bring national and state level organizations on the same platform to share experiences in Administrative Innovations. During, the 7 technical sessions, focus was on Administrative innovations at Centre, State and District levels, innovations in Swachh Bharat Mission, Aspirational Districts Program, and Annual Credit Plan. A special session on Administrative Innovations in Jammu & Kashmir was also conducted in the Regional Conference to showcase the work done in Jammu & Kashmir. Delegates from 10 States/Union Territories participated in the Conference. The Regional Conference was attended by 750 officers through semi-virtual mode, including 250 officials, who attended the conference physically.

(vi) Dr. Jitendra Singh, Hon’ble Minister of State for Personnel, Public Grievances and Pensions inaugurated semi-virtual Regional Conference at Srinagar. Also present on the occasion were, Shri Manoj Sinha, Hon’ble Lieutenant Governor of J&K, Shri Arun Kumar Mehta, Chief Secretary J&K and senior officers of J&K Govt./IMPARD. Dr. Jitendra Singh released the DARPG’s e-Magazine titled ‘MINIMUM GOVERNMENT, MAXIMUM GOVERNANCE’ (MGMG), comprising of write-ups on Administrative Innovations during the Inaugural session.

(vii) In the Valedictory session, chaired by Shri R. R. Bhatnagar, Advisor to Lt. Governor, J&K, the Conference unanimously adopted the Behtar *Nizam-e-Hakumat – Kashmir Aelamia* after extensive deliberations during the sessions held over two days.

Award Scheme of the National Awards for e-Governance 2020-21

(viii) The Second Meeting of the Screening Committee was held virtually on 07.07.2021 under the Chairmanship of Joint Secretary (e-Governance), DARPG for second level of shortlisting the nominations received under the Award Scheme of the National Awards for e-Governance 2020-21. The Screening Committee shortlisted 56 nominations for the recommendations of the Jury for final selection of the National e-Governance Awards.

(ix) The Meeting(s) of the Jury were held virtually under the Chairmanship of Additional Secretary, DARPG on 15.07.2021, 16.07.2021 and 20.07.2021 for final selection of the National Awards for e-Governance 2020-21. The Jury decided to give a total number of 26 awards, 12 Gold, 13 Silver and 1 Jury Award under the 6 Categories of the Award Scheme.

Public Grievance Redressal

(xi) A delegation led by Secretary DARPG along with officers of the DARPG visited the State government of Gujarat on 15-16 July, 2021 to meet Hon'ble Chief Minister of Gujarat and other Sr. Officers to discuss the Grievance Redressal System in the state, status of the integration of portal with CPGRAMS portal and to study the operation and modalities of Feedback call centres of Govt. of Gujarat.

(xii) A meeting under the Chairmanship of Secretary, DARPG was held on 20.07.2021 with the state Government of Karnataka regarding review of their Public Grievance portal and Feedback call center.

(xiii) Further, the lists of (i) top five grievances receiving Ministries / Departments, (ii) five Ministries / Departments with best > 6 months disposal rate, and (iii) Ministries / Departments with worst > 6 months disposal rates are enclosed at **Annexure-II**. It may be seen therefrom that in so far as grievances of top five Ministries / Department is concerned, the maximum outstanding grievances as on 31.07.2021 are with CBDT (Income Tax) (9279). The maximum grievances disposed during the month of July, 2021 were by Department of Financial Services (12501). Ministry of Minority Affairs has not been able to dispose of 103 grievances which are pending with them for the last six months.

Increasing efficiency in decision making in the Government

(xiv) A VC meeting on increasing efficiency in decision making in the Government was held on 27.07.2021. In this meeting status of implementation of action taken by various Ministries / Departments on 'Increasing efficiency in decision making in Government' was reviewed.

Other activities

(xv) A meeting under the chairmanship of Additional Secretary, DARPG was held on 19th July, 2021 with the representatives of Govt. of J&K for development of District Good Governance Index.