

<https://darpq.gov.in/en/relatedlinks/monthly-major-achievements>**Achievements During the month of April, 2022**

(i) **National Awards for e-Governance**

- a. The Screening Committee and the Jury for shortlisting and finalization of National Awards for e-Governance (NAeG) 2022 have been constituted on 07.07.2022.
- b. Outreach meetings were held with Principal Secretaries (AR)/ Principal Secretaries (IT) of State/UT Governments and District Collectors/Magistrates on 20.07.2022 & 21.07.2022; with Central Ministries/Departments on 25.07.2022; and with Academic/Research Institutions/Public Sector Undertakings on 26.07.2022 in connection with National Awards for e-Governance 2021-22.
- c. 1500 registrations have been received on the portal under the Award Scheme of NAeG 2021-22.
- d. The last date for submission of nominations under the Award Scheme of NAeG 2021-22 has been extended till 08.08.2022 for registered applicants.

(ii) **International Exchange & Cooperation**

Bilateral meetings were held by Secretary (DARPG) with the Vice President H.E. Mr. Badara A. Joof and Mr. Baboucarr O. Joof, Minister of Public Service Administrative Reforms, Policy Coordination and Delivery of The Gambia on 21.07.2022 to discuss the ongoing collaboration between the DARPG and the Public Service Commission of The Gambia under the aegis of the MoU signed by DARPG with the Public Service Commission of The Gambia on 8.7.2021. Both the Vice President and the Minister of Public Service Administrative Reforms, Policy Coordination and Delivery of the Gambia were in India to participate in the 17<sup>th</sup> CII-EXIM Bank Conclave on 'India-Africa Project Partnership' organised by MEA in collaboration with the Ministry of Commerce and Industry from 19-20 July, 2022. The meeting was held at the request of the Gambia mission in New Delhi.

(iii) **“Bringing Citizens, Entrepreneurs And Government Closer For Good Governance” -- Regional Conference**

Department of Administrative Reforms & Public Grievances in collaboration with Government of Karnataka organized a 2 day Regional Conference on the theme “Bringing Citizens, Entrepreneurs And Government Closer For Good Governance” involving 14 States (Rajasthan, Maharashtra, Gujarat, Dadra & Nagar Haveli, Daman & Diu, Kerala, T.N., A.P., Telangana, Karnataka, Puducherry,

Lakshadeep, Andaman & Nicobar, Goa) at Bengaluru on July 11-12, 2022. More than 300 delegates from Pan - India participated physically in the Conference. During the 2-day event, presentations were made in six sessions: (i) Administrative Reforms; (ii) The Outside in View; Private Sector & Good Governance; (iii) Replication of Best Practices; (iv) Administrative Reforms in States; (v) Benchmarking Governance and (vi) Start-ups and Experiments in Good Governance. Dr. Jitendra Singh, Hon'ble Minister of State (PP) addressed the valedictory session of the two-day event.

(iv) **Vision India@2047**

A meeting of the Working Committee for "Vision India@2047" was held under the Chairmanship of Shri V. Srinivas, Secretary, (DARPG) on 20.07.2022. The main agenda of discussion of the meeting was formulation of a Law of Ethics.

(v) **National Centre for Good Governance (NCGG)**

- a. The 4th Webinar on "Redressal of Public Grievances" was held on 29.07.2022. The lead speaker Shri D Krishna Bhaskar, the then DC, Rajanna Sircilla, Telengana and Shri Sang Phuntsok, the then DC Tawang Arunachal Pradesh presented the best practices adopted by them to redress public grievances. The webinar was attended by 637 participants.
- b. The 14th Capacity Building Programme in Field Administration for the Senior Civil Servants of Republic of Maldives was held from 5th to 29th July, 2022 and was attended by 25 participants.

(vi) **Centralised Public Grievance Redress & Monitoring System (CPGRAMS)**

- i. A Meeting under the Chairmanship of Secretary, DARPG was held on 04.07.2022 at CSOI, Chanakya Puri, New Delhi with all the Nodal Appellate Authorities and Nodal Officers of CPGRAMS. The agenda for the meeting was to review the progress on implementation of CPGRAMS.
- ii. A meeting under the Chairmanship of Additional Secretary, DARPG held on 14.07.2022 with nodal officers of all states/UTs for two way integration of state government public grievances portal with CPGRAMS.
- iii. The instruction on Strengthening of Machinery for redressal of Public Grievances, were issued vide OM dated 27.7.2022 which contain:-

- (a) Revision of Time limit for disposal of grievances from 45 days to 30 days.
  - (b) Instruction on developing of mechanism to deal with the feedback received through Call Centre.
  - (c) Instruction to Ministry/Department for conducting regular root cause analysis.
  - (d) Review of PG cases in SOM etc.
- iv. CGG Hyderabad has been engaged for assisting and as knowledge partner for formation of Grievance Redressal Index (GRI).
- v. Operationalization of CPGRAMS in 20 Regional Languages including Hindi and English.

(vii) **Way forward on Special Campaign on Disposal of Pending Matters (SCPDM)**

Secretary (DARPG) held a review meeting on 1st July, 2022. The Key highlights of analysis and suggestions for improvements in expediting pendency disposal and Swachhta initiative are as under:

- a. It was observed that many Ministries/Departments are making lot of efforts for timely disposal of pending matters in various identified categories. However, Some Ministries/Departments are required to improve in some categories like disposal of PG Appeals, record review, record weeding, Parliament Assurances.
- b. Ministries/ Departments where the disposal percentage is less than 35% in identified categories have been requested to improve in their performance.

(viii) **Implementation of eOffice**

Addl. Secretary, DARPG chaired two meetings on 30th June and 1st July, 2022 with all the remaining ministries / departments which have not migrated to the eoffice version 7.0