

Government of India  
**Department of Administrative Reforms & Public Grievances**

Monthly summary for the month of June, 2021

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

1. DARPG on 22.06.2021 issued an O.M. regarding reduction of stipulated time limit for disposal of Public Grievances in CPGRAMS from existing 60 days to 45 days. The grievances under COVID 19 category shall continue to be taken up on high priority and resolved maximum within 3 days.
2. A meeting regarding implementation of CPGRAMS Reforms version 7.0 in the remaining 6 Ministries / Department of the Top 20 most grievance receiving Ministries / Department was held under Chairmanship of Additional Secretary DARPG on 29<sup>th</sup> June, 2021 to expedite the process of the Reforms by 31<sup>st</sup> July, 2021.
3. Implementation of the project Anusandhan a National Public Policy & Governance Laboratory at the National Centre of Good Governance has been approved In – Principle by the Competent Authority A webinar was organized by National Centre for Good Governance (NCGS) on “Principles of Good Governance – Role of Institutions to Achieving Sustainable Development” on 29.06.2021
4. A webinar on rollout of version 7.0 of eOffice was organized on 3<sup>rd</sup> June, 2021. The representatives from all Ministries / Departments attended the webinar and discussed the switching over road map to version 7.0 from the existing versions, adoption of two factor authentications adoption of bi-lingual software of eOffice and use of Digital Signature Certificate (DSC) in details.
5. A meeting to review the action taken by Ministries / Department on increasing efficiency in decision making in the Governments was held on 17.06.2020 under the Chairperson of Secretary (DARPG).