

Achievements During the month of April, 2022

(i) National Awards for e-Governance

(a) Award Scheme for National Awards for e-Governance 2022 to be presented during the 25th National Conference on e-Governance has been approved by Hon'ble MoS (PP).

(b) The web-portal for inviting nominations under the Scheme of National Awards for e-Governance 2021-22 was launched by Secretary, DARPG on 30th June, 2022 through Video Conferencing. The nominations can be submitted from 01.07.2022 to 31.07.2022 on the portal www.nceg.gov.in.

(c) The second edition of the National e-Governance Service Delivery Assessment 2021 (NeSDA) was released on 13th June 2022 by Dr. Jitendra Singh, Minister of State of Personnel, Public Grievances & Pensions. The NeSDA 2021 report has been prepared covering the assessment of State, UTs, and focus Central Ministers on their effectiveness in delivering online service to citizens. The report also provides suggestions for governments to further enhance their e-Governance service delivery systems. The NeSDA Report 2021 is available on the Public Domain at www.darpg.gov.in and NeSDA Portal (www.nesda.gov.in).

(d) Improvement in the country's e-Governance landscape may be summarized in the following key takeaways:

- Increase in e-Service Delivery
- Rise use of integrated/Centralized Portals for delivery of e-Services
- Improvement across assessment parameter scores

(ii) International Exchange & Cooperation

A 12- member's Nigerian delegation led by Dr. Folasade Yemi-Esan, Head of Civil Service of Federation of Nigeria met Secretary (DARPG) on 17.6.2022. The meeting was held at the request of the Nigerian Mission in New Delhi received through the Ministry of External Affairs. During the meeting the High Commissioner of Nigeria conveyed their interests in signing an MoU with the Department of Administrative Reforms & Public Grievances for cooperation in the areas which include capacity building, sharing of e-governance practices and Grievance redressal mechanism.

(iii) Vision India@2047

(a) A meeting of the Advisory Committee chaired by Hon'ble MOS (PP) was held on 03.06.2022 in a hybrid mode to discuss draft document 'Vision India@2047-DARPG'

(b) An Interaction of Sectoral Group of Secretaries (SGoS) -9 on Governance under chairmanship of Secretary, I&B with 35 Young officers on 'Imagining India @ 2047 through Innovation' was held on 10th June, 2022 through VC.

(c) A meeting of the Working Committee to formulate "Vision India@2047" roadmap for Governance was held under the Chairmanship of Secretary, DAR&PG on June 24, 2022 in a hybrid mode. Since Hon'ble MoS(PP) in the Meeting of Advisory Committee on the subject held on 3rd June, 2022, had emphasized that the possibility of Indian Solutions to the Indian Problems may be explored, four start-ups

associated with IIT Madras and IIT Kanpur were also invited and they presented their projects in the Meeting of Working Committee.

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

(a) The 3rd National Good Governance Webinar on “PM’s Award Winning Initiatives under Aspirational District Programme (ADP)” was held on 24.6.2022 from 12.00 PM to 01.30 PM. The Inaugural Address of the Webinar was delivered by Shri Amitabh Kant, CEO, NITI Aayog. Addressing the participants, NITI Aayog CEO said, ‘ADP has emerged as a unique platform for development partners to work with the government at the grassroots levels. Their active engagement has led to significant progress. He highlighted how the partnership between the district teams and the development partners has been instrumental in improving the impact of schemes while improving the understanding of critical requirements of the districts.

(b) The initiatives showcased during the Webinar were ‘Holistic Development through One District One Product Scheme (ODOP)’ by Lead Speaker Shri Deepak Meena, DC, Meerut, Govt. of UP and “Peoples’ Participation in Poshan Abhiyan” by Lead Speaker Shri Rahul Raj, DC, Asifabad, Telangana.

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

(a) A Meeting under the Chairmanship of Secretary, DARPG held on 23.06.2022 at CSOI, Chanakya Puri, New Delhi with all the Nodal Appellate Authorities of CPGRAMS. The agenda for the meeting was to review the monthly progress of Appellate Authorities (Disposal of appeals and its pendency). During the meeting the Nodal Appellate Authorities were also sensitised towards (i) On-going 10 major reforms steps in CPGRAMS (ii) Appeal Status review of all Ministries/Departments (iii) Establishment of Permanent Call Centre for CPGRAMS and (iv) CPGRAMS Reforms 7.0 (status and its universalization).

(b) BSNL was awarded for the project of setting up of Feedback Call Centre for CPGRAMS

(vi) **Way forward on Special Campaign on Disposal of Pending Matters (SCDPM)**

Secretary (DARPG) held a review meeting Nodal Officers of all Ministries/Departments on 2nd June, 2022. Key highlights of analysis and suggestions for improvements are as follows:

(a) The data sets for the month of June, 2022 on the SCDPM version 2.0 have been reported by 63 Ministries/ Departments.

(b) The cleanliness campaign has been undertaken in 326 sites.

(c) In review meeting, Secretary, DARPG requested all Ministries/ Departments to reduce the pendency and take innovative measures for Swachhta initiatives.

(d) All Ministries/Departments were requested to dedicate three hours every week for speedy disposal of pendency.

(e) Quality Council of India (QCI) has submitted their second 3rd party evaluation report on Swachhta initiatives.

(vii) **NATIONAL WORKSHOP ON eOFFICE HELD ON 13.06.2022**

(a) A National Workshop on e-Office was organized by the Department on 13th June, 2022 at CSOI, Chanakyapuri, New Delhi. The Chief Guest for the event was the Honourable Minister of State, Dr. Jitendra Singh.

(b) This National Workshop brought together Central Ministries/Attached/Subordinate/ of Government of India with the objective of creating Digital Secretariats. During the event, a presentation on e-office 7.0 was given by the NIC team, and queries related to the functioning of e-office were addressed and resolved.

(c) As on dated 28 (twenty seven Ministries / Departments have migrated to eOffice version 7.0

(viii) **Workshop on "Information Technology and Hindi "**

In order to overcome the difficulties being faced by various officers in working in Hindi, Hindi Section of the Department organized a workshop on 'Information Technology and Hindi' on 07.06.2022.