

## **Achievements During the month of June, 2023**

### **1. Release of Grievance Redressal Assessment and Index (GRAI)**

**2022:** DARPG has introduced the comprehensive Grievance Redressal Assessment Index (GRAI) comprising of 04 dimensions and 12 indicators. The 04 dimensions include - Efficiency, Feedback, Domain and Organizational Commitment. The Ministries are grouped in 3 categories A B & C based on the number of Grievances received by them. Large grievance receiving Ministries are in group A. The first GRAI was released by the Honble MoS on 21 June 2023. Department of Posts tops the ranking, closely followed by UIDAI in Group A. In Group B, Department of Financial Services (Pension Reforms) is at No.1 rank followed by the Department of Legal Affairs. Department of Land Resources and Department of Pharmaceuticals secured First and Second positions respectively in Group C.

**2. Review of Public Grievances by MoS(PP)** MoS(PP) reviewed the status of Public Grievances and progress on 10 steps reforms on CPGRAMS on 21 June 2023. Adoption of the 10-Step CPGRAMS reforms resulted in a significant decrease in the average disposal time from 35 days in 2021 to 18 days in 2023 and enhanced the efficiency, accountability, and accessibility of the grievance redressal process, benefiting citizens and improving public service delivery. Progress in May, 2023 alone showed 1,16,734 grievances redressed by Central Ministries/ Departments, with an average disposal time of 16 days per grievance. The number of disposed Public Grievance cases has consistently increased, crossing 1 lakh cases per month multiple times.

### **3. Review meetings with Nodal public grievance officers in States and Central Ministries**

: A meeting through VC under the Chairmanship of Secretary, DARPG was held on 16th June, 2023 with the Nodal Public Grievance Officers of States/ UTs to review the disposal/pendency position of public grievances received in CPGRAMS and progress of integration State/UT portals with CPGRAMS. On the same day i.e. on 16<sup>th</sup> June, 23, other meetings of Nodal Public Grievance Officers/Nodal Appellate Authorities of Central Ministries/ Departments of Government of India to review the disposal/pendency position of public grievances received in CPGRAMS in all Ministries/Departments and way forward was convened.

**4. Monthly Report on PG analytics:** CPGRAMS Monthly Report for the month of May, 2023 in respect of Central Ministries/Departments and States/UTs has been brought out and circulated to all Secretaries of GoI and Chief Secretaries of States/UTs respectively.

## **5. Prime Minister's Awards for Excellence in Public Administration 2023**

Cabinet Secretary chaired a meeting for finalization of the Scheme for Prime Minister's Awards for Excellence in Public Administration 2023 on 26<sup>th</sup> June, 2023. In pursuance of the decisions taken in the meeting by Cabinet Secretary on 26<sup>th</sup> June, 2023, Secretary DARPG also chaired a meeting with nodal Ministries / Departments for furnishing their inputs regarding finalization of the Scheme on 28 June, 2023. The PMA 2023 Scheme is under formulation in consultation with nodal Ministries/Departments.

## **6. International Exchange and Cooperation**

India would be hosting the annual conference of IIAS ( International Institute of Administrative Sciences ) at Kochi, Kerala, in February, 2025. Secretary, DARPG virtually attended the IIAS Council of Administration meeting held on 14.06.2023 at Brussels, Belgium and made a statement on India's willingness to host the 2025 IIAS Conference at Kochi.

## **7. eGovernance- Release of 3rd edition of NeSDA**

Department has released the third edition of NeSDA - Way forward Monthly Report for States/UTs to monitor the status of implementation of recommendations given in the (NeSDA) 2021 report. The monthly report focused on tourism sector. As per report, a total of 11,902 e-services are provided across States/UTs and 55% i.e., 20 out of 36 States/UTs have achieved saturation of mandatory e-services in tourism sector. 183 e-services are mapped under tourism sector. Madhya Pradesh provides the maximum e-services in tourism sector followed by Himachal Pradesh, Goa and Mizoram.

1<sup>st</sup> Consultative Meeting was held with States/UTs under the Chairmanship of Secretary, DARPG with regard to NeSDA 2023 on 13.6.2023 through VC.

**8. Review Meeting with Right to Services Commission:** A meeting was held under the chairmanship of Secretary, DARPG on 16.06.2023 with Right to Service Chief Commissioners from States/UTs through VC to work out ways for improving service in States/UTs across the nation under NeSDA Way Forward.

**9. National e-Gov Award:** Portal for inviting nominations under the Scheme of National Awards for e-Governance 2023 made live w.e.f 04.05.2023 has been closed on 15.06.2023. 425 nominations have been received under the 5 categories of the National Award for e-Governance Scheme, 2023.

### **10. Release of first District Good Governance Index of Arunachal Pradesh**

District Good Governance Index (DGGI) of Arunachal Pradesh was released on 8th June 2023 by Secretary, DARPG and Chief Secretary, Arunachal Pradesh . DGGI Arunachal Pradesh benchmarks governance in all 25 districts of Arunachal Pradesh on 136 data points under 65 indicators spread across 8 sectors . It is expected to provide guidance to the State Government and the District administration in their efforts to address existing gaps, plan to bridge these gaps and aid as decision making tool.

### **11. National Good Governance Webinar Series**

The 15th Webinar under the National Good Governance Webinar Series was successfully organized on 30th June 2023. The theme of the 15th Webinar was 'Samagra Shiksha'. The Prime Minister's Awardees for the year 2022 (i) DC, Chitrakoot, Uttar Pradesh; and (ii) DC, Mahesana, Gujarat were invited as Lead- speakers in the Webinar. DCs and DMs of all Districts, Secretaries of Administrative Reforms in States, Trainees at Lal Bahadur Shastri National Academy of Administration, Trainees at ISTM, IIPA and State Training Institutes participated in the webinar.

### **12. Secretariat Reforms**

Secretariat Reforms Report May, 2023 and flyer on Secretariat Reforms were published and circulated to all Ministries. A meeting with nodal officers of all Ministries/Departments was held under the Chairmanship of Secretary on 21.06.2023 to review the progress on reducing pendency and Swachhata and discuss the status of implementation of 4 key measures- delayering/ delegation/ Desk Officer and digitization identified to increase efficiency in decision making. The Draft on Third-Party Evaluation report on "Increasing Efficiency in Decision Making" was also discussed with nodal officers.

### **13. Monitoring of Implementation of eOffice**

DARPG was persistently following up with the Ministries/Departments for digital secretariat which includes digitization of CRUs, promoting e-receipts and uniformity in adoption of eOffice version (currently e-Office 7.0).

Number of Active eFiles increased from 2837895 in April, 2023 to 2593223 in May, 2023. Following the same trend generation of eReceipts increased from 329658 of April, 2023 to 414757 in May, 2023.

In accordance with the provisions of CSMOP for work in eOffice, Ministries / Departments have been requested to ensure the mandatory use of Digital Signature Certificates (DSC)/eSigns, discontinuation of physical receipts and increase in inter-ministerial file movements on 21st June, 2023.

#### **14. Celebration of 9 years of Seva and Sushashan :**

The honble Minister of State, (PP) chaired a webinar on 9 Years of Seva 2014-2023 on 2<sup>nd</sup> June 2023 in DARPG. On the occasion, he also released two booklets and one flyer on 9 Years of Administrative Reforms (2014-2023).