

REGIONAL CONFERENCE ON  
“Good Governance and Replication of  
Best Practices”

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# Good Governance

- Good Governance is the key to a Nation's progress and an important step towards it is simplification of procedures and processes in the Government so as to make the entire system transparent and faster.
  - The push towards self-certification in place of affidavits and attestations is an indicator of the relationship of trust between the citizens and the Government.
  - Doing away with cumbersome and out-dated legislations which no longer have relevance is another focus area.
- Public grievances Redress is a very important component of a responsive administration.

## Good Governance Contd...

- Technology is an empowering tool for the citizens and a medium of accountability for the Government. Digital India is transformational in nature and would ensure that Government services are available to citizens electronically.
- The effort to usher in an era of Sushashan (सुशासन) has already begun on a very promising note. Governance is a vast canvas and yet each one of us has a specific role to play at a given point in our career.
- By popularizing and replicating successful initiatives, we all can save on valuable human and financial resources.

# DARPG

- DARPG serves as a repository to shared best practices.
- It tries to learn from the successful initiatives and disseminates across the Country.
- Since, India is a federal structure many subjects are within the purview of the State Governments, therefore, it is left to their wisdom to utilize the information as best as they can.
- We expect that the initiatives and best practices can be customized to local needs and variations, when being implemented.
- DAR&PG has been making use of various mediums such as publications, assistance to States/Union Territories to professionally document their best practices, organising various conferences for sharing ideas and producing documentary films.

# Prime Minister's Awards

- The PM's Awards for Excellence in Public Administration were instituted with a view to acknowledge, recognize and reward the extraordinary and innovative work done by officers of the Central and State Governments
- First time the award was given for the year 2005-06 on 2<sup>nd</sup> Civil Services Day organized on 21<sup>st</sup> April, 2007.
- This date is chosen to commemorate the day when first Home Minister of the independent India, Sardar Vallabhbhai Patel addressed the probationers Administrative Services Officers in 1947 at Metcalf House, Delhi.

## Prime Minister's Awards Contd..

- Till 2015, 67 Awards have been given.
- From 2016 onwards as per the advice of the Hon'ble PM, the scheme was revised to enhance its scope and provide a level playing field for similarly placed states/UTs thus making it more effective and participative.
- Now, there are three categories of contestants viz., N.E. and Hill States, UTs and Other States

# CPGRAMS

- Provision of Citizen-Centric Online Services is the foundation of an efficient public administration system.
  - It leads to transparency and accountability in governance and fosters equitable growth.
- Centralized Public Grievance and Monitoring System (CPGRAMS) is an effective web application which enables the citizen to lodge grievance against any government agencies—Ministries/ Departments at the Central level and at State level.
- While most of the states are using CPGRAMS, some states have their own local State Grievance Redress mechanism, being monitored by the State only.

## CPGRAMS Contd....

- In order to have one Pan India Public Grievance Redress System, and to ensure that the citizen's experience is satisfactorily uniform with any of the grievance systems, the State Public Grievance Redress systems need to be integrated with CPGRAMS so that , state related grievances lodged on CPGRAMS could also handled in an integrated and effective manner.
- Public grievance mechanism of PMO available on its website [www.pmindia.gov.in](http://www.pmindia.gov.in) and pensioners' portal has been duly integrated with the [pgportal.gov.in](http://pgportal.gov.in).



## CPGRAMS Contd....

- The grievances lodged to the PMO and pensioners' portal are being transferred to the Central Ministries/Departments and State Governments through the online CPGRAMS, which is a part of the PG portal.
- A new, revised, more citizen friendly updated version of the CPGRAMS software which has additional features like horizontal transfer of grievances among Ministries/Departments, bulk disposal of similar grievances, one time registration to avoid duplication of complaints, escalation of unresolved complaints to higher authority, multiple forwarding, local language interface, etc. is on offing.

# Disposal of Grievances

During last three years, the number of grievances has increased almost six times and so has the disposal rate. The % disposal rate (including pendency from the previous year) for the grievances relating to Central Govt. Organizations during the last three years and current year are:

Year	Receipts	Disposal	%age Disposal
2014	301398	285325	95
2015	1049751	797453	76
2016	1479862	1229428	83
2017	1728194	1601544	93
As on 30.11.2017			

# Reforms in CPGRAMS

- A person can lodge a grievance on the PG portal through the Common Service Centre located in his area by paying a nominal fee.
- PG Call Centre has been made operational for constantly reminding the officials in various Ministries/Departments and subordinate organizations registered on CPGRAMS for expeditious action on grievances.
- A toll free facility for receiving reminders regarding pending grievances is also being introduced.
- A Mobile App which allows lodging and tracking of public grievances on android based mobiles was launched on 21.10.2015 and it can be downloaded from PG portal.
- Dashboards have been created for all the Heads of the Ministries/ Departments for accessing the relevant information pertaining to pendency of grievances in the respective Ministries/Departments and sub-ordinate organizations affiliated to them on CPGRAMS.
- A Certificate of Appreciation is issued on quarterly basis to those Departments, whose performance in redress of Public Grievances is outstanding.
- During 2016-2017 certificates of appreciation have been issued to 12 Ministries/Departments.

## Good Governance and Replication of Best Practices in Governance

- The theme of the conference is of immense importance for Governance in Centre as well as States.
- This Year 2 Regional Conferences have already been organised :-
  - In July, 2017 45 Officers from 8 States/UTs & others participated in the RC at Nainital; and
  - In September, 2017 75 Officers from 17 States/UTs & others participated in the Regional Conference at Goa.

# Agenda of this Conference

- This is the first Regional Conference where we have invited participants from all the States/ UTs.
- 6 Sessions: Responsive Public Service Delivery, State Collaboration Initiatives in Administrative Reforms, PM Awarded Initiatives, Good Governance Index, Issues on Good Governance in NE States and Presentations from other NE States.
- Good Governance Index, formulated by Centre for Good Governance, Hyderabad our Knowledge Partner is common to all the three Conferences. This is developed on the recommendations of a Group of Secretaries to the Hon'ble Prime Minister.

# Civil Services Day

- In 2016 on 10<sup>th</sup> Civil Services Day, ten Awards to the best performing Districts in implementation of four identified priority programmes were presented on 21.04.2016.
- In 2017, 12 Awards were presented on 11<sup>th</sup> Civil Services Day (21.04.2017). Ten Awards for excellence in implementation of four identified priority programmes and two Awards for Innovative work.
- During CSD, 2017, pursuant to the directions of Hon'ble PM, comments from DCs/DMs across the country were invited on Optimum Utilization of Human Resources in Administration. Out of 710 Districts 525+ District Collectors/Magistrates submitted their inputs on portal.

# PM Awards and CSD, 2018

- On 21.04.2018, the 12<sup>th</sup> Civil Services Day, PM Awards in the following five programme will be given by the Hon'ble PM:-
  - Pradhan Mantri Fasal Bima Yojana;
  - Pradhan Mantri Awas Yojana (Rural and Urban);
  - Promoting Digital Payments; and
  - Deendayal Upadhyaya Gramin Kaushalya Yojana
- Two awards would be conferred for innovations.
- For Priority Programmes out of 718 districts in the Country, 677 have already registered and 654 have chosen priority programme at Department's website [darpg.gov.in](http://darpg.gov.in)
- The opening date for submission of applications is 1<sup>st</sup> January, 2018

# e-Governance

- To recognize and promote excellence in implementation of e-Governance initiatives, DARPG presents National Awards every year during the Conference in various categories.
- Awards are also given to PSUs and Non Governmental Institutions.
- This year we would also be recognizing Innovative use of ICT by Startups and replication of the awarded initiatives.



## e-Governance Contd...

- Beginning this year, DAR&PG has undertaken an exercise for providing a platform for facilitating all State/UT Governments in replication of the past National e-Governance Awarded initiatives in their own States/UTs.
- To link all the e-services of the Central and State Governments/UTs at one platform, National Government Service Portal has been launched. This will improve India's ranking on the UN e-Government Service Index.

**Thank You**