

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of March, 2020 are listed below:

i. COVID related Public Grievances

- a. Immediately after announcement of lockdown on 25th March 2020 DARPG has started special drive to ensure that the lockdown and COVID related grievances are resolved at the earliest. A separate category for COVID related grievances have been created in CPGRAMS. Guidelines to handle the Public Grievances received in CPGRAMS on COVID-19' were issued to all the Central Ministries /Departments on 30.03.2020 and to all States/UTs on 31.03.2020. Ministries/ Departments and the States governments were requested to nominate a dedicated officer to address the COVID related grievances maximum within 3 days.
- b. A National Monitoring Dashboard was developed and implemented at <https://darpg.gov.in> where COVID 19 related grievances received in CPGRAMS with all Ministries/ Departments and States/ Union Territories are monitored on priority basis by a technical team of DARPG. The National Monitoring Dashboard was developed by DARPG in pursuance of the recommendations of the Empowered Group of Officers 10 constituted under the Disaster Management Act 2005 on Public Grievances and Suggestions to ensure timely implementation of COVID 19 Response Activities.
- c. Standard reports on COVID related grievances are furnished to the Empowered Committee Group-10 on daily basis for further action and input for all other Empowered Groups.

ii. E office: VPN access to facilitate work from home:

DARPG provided VPN access to all its officers at the level of Section Officers and above to access e- files on secure network from their homes. This has facilitated uninterrupted and smooth work from home in DARPG during lockdown.

(iii) COVID preparedness survey:

The COVID -19 National Preparedness Survey 2020 was conducted in 410 Districts in the Country within 3 working days from March 25th 2020 to attain a bird's eye view of the governance challenges. The objectives of this preparedness survey are as follows:

- to develop a comparative analysis of COVID 19 preparedness across States;
- to highlight the main priorities and constraints of COVID 19 preparedness, as they are perceived by the civil servants working in the field;
- to access enabling factors in making institutional/ logistics/ hospital preparedness, etc.;
- to capture trends to identify systemic and process related deficiencies, in combating COVID 19 in the districts of India.