

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of March, 2021 are listed below:

i. CPGRAMS version 7.0 was operationalized in the Ministry/Department of Civil Aviation, Labour & Employment, Higher Education and Department of Personnel & Training on 09.03.2021. CPGRAMS Version 7.0 enables a guided registration process for the citizens through drop-down menu / questionnaire and also direct transition of grievance to the concerned grievance redressal officer by skipping intermediate levels and thus reducing redressal time of a grievance. With this CPGRAM 7.0 has been implemented in 13 Ministries/Departments in GOI.

ii. Secretary DARPG attended a COS meeting chaired by Cabinet Secretary regarding National Mission for Promoting e-governance on March 19, 2021. Secretary DARPG attended an inter-ministerial meeting convened by Additional Secretary to Prime Minister regarding Universal Social Registry, Unified Data System for Government Projects and other projects of National Digital Governance Mission on March 1, 2021.

iii. A meeting under the Chairmanship of Dr. C. Chandramouli, Advisor to Hon'ble Lieutenant Governor, Puducherry was held with DARPG officials on 05.03.2021 to explore possibility of implementation of e-office in Puducherry and also extension of CPGRAMS up to the district level on the model of JK-IGRAMS.

iv. National Centre for Good Governance (NCGG) organized a webinar on 'Administrative Innovations in Jammu & Kashmir' on 26.03.2021 as a part of celebrations under *Azadi Ka Amrit Mahotsav*.

v. A workshop on "Increasing Efficiency in Decision Making in Government" was held on 26.03.2021 under the Chairmanship of Cabinet Secretary. The workshop was attended by 200 senior officials including Secretaries of various Ministries / Departments. The workshop presented a number of successful initiatives in reducing channels of submission, delegation of powers, use of Desk Officer System, adoption of e-Office in Attached Offices / Subordinate Offices / Autonomous Bodies / CPSE's, digitalization of CRU's and the benefits of leveraging technology. The record of proceedings of the workshop has since been issued for follow-up action by Ministries / Departments.

vi. Under the scheme of National Awards for e-Governance 2020-2021 total 611 applications were received under the 6 different categories. The Screening Committee and Jury Committee meetings are proposed to be held in April, 2021.

vii. हिंदी भाषा के प्रयोग को बढ़ावा देने के संबंध में दिनांक 24.03.2021 को विभाग की राजभाषा कार्यान्वयन समिति की वर्चुअल बैठक आयोजित की गई। इस बैठक की अध्यक्षता श्रीमती प्रिस्का मैथ्यू, उप सचिव (प्रशा.) ने की। बैठक में विभाग के सभी अवर सचिवों और निदेशक, एनआईसी ने भाग लिया।

viii. Secretary DARPG attended 2 meetings of the SGOS-9 chaired by Secretary DOPT on March 3, 2021 and March 23, 2021, DARPG stands in compliance of all the projected targets listed in the e-Samiksha.

ix. Secretary DARPG attended a meeting chaired by Home Secretary regarding Awards and Decorations.

x. A consultative workshop with all States / Union Territories and the concerned Ministries / Departments of Government of India was held on March 16, 2021 regarding the National e-Services Delivery Assessment 2021.

xi. Secretary DARPG made a presentation to Principal Secretary to PM and Cabinet Secretary on the DARPG's proposals for Civil Services Day 2021 on March 9, 2021.