

Government of India
Department of Administrative Reforms & Public Grievances

Monthly summary for the month of May, 2019

DARPG extended a warm welcome to Dr. Jitendra Singh who assumed Office of MOS (PP) on May 31, 2019. The Department formulated the first 100 days agenda identifying 7 major tasks to be accomplished & briefed the MOS (PP). These include the following:

- Highest priority to be accorded to Citizen Centric Administration by undertaking CPGRAMS Reforms in order to optimize the grievance redressal time and improve quality of disposal.
- Convening the National Conference on e-Governance at Shillong, Meghalaya in August 2019 for dissemination of the success stories and Nation's strides in e-Governance
- An overhaul of the Office Procedures of Central Secretariat to enable the Central Secretariat to meet the demands of the digital age with the publication of the comprehensively revamped Central Secretariat Manual of Office Procedure 2019.
- Publication of India's 1st National e-Services Delivery Assessment to serve as a benchmark assessment on the quality of e-Services being provides in the country.
- Activities of the National Center for Good Governance - Special Training Program for Permanent Secretaries/ Deputy Secretaries of Gambia from June 10, 2019.
- Extension of e-Office to Attached Offices and Subordinate Offices of Government of India.
- Consultations with State Governments for formulation of a scheme for State Secretariat Reforms by implementation of e-Office in State Secretariats.

2. Prime Minister's Awards for Excellence in Public Administration Scheme:

Following shortlisting of nominations in all categories, by the 3 Expert Committees, the file has been submitted for convening the Empowered Committee for final selection of award winners under the PM's Awards for Excellence in Public Administration Scheme. The progress made under the scheme was reviewed at Secretary, AR&PG level on May 26, 2019.

3. Swachhta Pakhwada

Department observed the *Swachhta Pakhwada* from 16.05.2019 to 31.05.2019. All officers/officials were addressed to implement the *Pakhwada*. Daily cleanliness activities were planned and carried out for effective implementation of *Pakhwada* in the Department. This Department as part of its dissemination activities presented 10 success stories in the pursuit of Swachh Bharat on its web page, twitter handle and facebook page during the *Swachhta Pakhwada*.

4. Secretariat Reforms

The DARPG has proposed extension of e-Office to Attached and Subordinate offices of Government of India and to the State Secretariats. In this regard, Additional Secretary, DAR&PG held a video conference on 29.05.2019 with the IT Secretaries of States/UTs to discuss the implementation of e-Office in States/UTs Secretariats. A broad consensus was reached that State Secretariats need reforms and implementation of e-Office would be a welcome initiative. The Government of Tripura requested that a senior delegation from DARPG be sent to Agartala for discussions with Chief Secretary for implementation of e-Office in Tripura Secretariat. A consultation meeting with State Governments would be held in June, 2019 to identify the specific areas for collaboration.

5. CPGRAMS Reforms

Inter-ministerial meetings were held on 01.05.2019 and 06.05.2019 with Department of Posts and Ministry of Railways respectively. The reforms sought to improve grievance redressal time viz-a-viz CPGRAMS by development of a comprehensive mapping of the line-end offices with drop down menus on the CPGRAMS portal. The plan of action entails revamping of CPGRAMS in a phased manner with emphasis on maximum impact. Department of Posts stated that they do not have a separate portal to manage employee related grievances. Ministry of Railway intimated that they have separate employees related grievance portal called NIVARAN. A bifurcation between Citizen Grievances and Employee Related Grievances in the CPGRAMS itself provides enhanced trust for complainants in addition to intensified monitoring. Both the Departments have agreed to this.

5.2 Another inter-ministerial meeting was also held on 31.05.2019 under the Chairmanship of Joint Secretary with officials of Ministry of Railways and Department of Posts regarding the issues identified. It was decided that NIC will need to increase the number of subordinate offices of both the D/o Posts and the M/o Railways in consultation with the officials of both M/o Railways and the D/o Posts.

5.3 A Training Programme was organized for the participants of Ministry of Finance, Departments of Science & Technology, Ministry of Defence on 30.05.2019 in the DARPG. On a specific request of Central Board of Indirect Taxes and Customs (CBIC), operational trainings on CPGRAMS was also organized on 27.05.2019 wherein about 60 participants attended.

6. Other activities

In the matter relating to monitoring of e-Office implementation in all central Ministries/Departments in a time bound manner, as on date, 48 Central Ministries/Departments have achieved the target of e-Office implementation. The Ministry of Information & Broadcasting, Department of Biotechnology, Ministry of External Affairs and Ministry of Tourism are the latest to achieve 80% of e-file percentage recently. 75 Ministries/Departments are now actively using the e-office platform.

6.2 A meeting was held with Director General, National Archives of India and Deputy Director General, NIC on Records Management Practices under e-Office on May 6, 2019.

6.3 Considerable progress has been achieved under the National e-Services Delivery Assessment. A meeting with States through an interactive video conferencing was held on May 28, 2019.