

Government of India
Department of Administrative Reforms & Public Grievances

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

i. **COVID related Public Grievances**

a. Department has designated Smt. Jaya Dubey, JS to function as Nodal Authority to whom complaints against the orders/decisions of this Department can be made or put in place vide order No. H-11013/03/2020-O/o DS(PG)-DARPG dated 29.05.2020.

b. Guidelines for giving reply to public grievances in HINDI were issued vide O.M. No. K-11022/8/2020-PG(Policy) dated 29.05.2020.

c. The following Video Conferences (VCs) were held during the month of May, 2020:

(i) Hon'ble Minister of State for Personnel, Public Grievance & Pensions addressed the Additional Chief Secretaries/Principal Secretaries/Secretaries and Nodal Grievance Officers of States and UTs regarding review of COVID-19 public grievances for the period from 30.03.2020 to 03.05.2020 on May 5th, 2020 through VC.

(ii) **The Empowered Group - 10 meetings:**

A number of EG-10 meetings were held to ensure timely and quality of grievance redressal in COVID 19 PG cases. The EG-10 took several decisions to improve the quality of grievance redressal. These include (a) Empowered Group wise classification of COVID 19 PG cases to be sent to other Empowered Groups, (b) Top Source Departments/ states/ Districts to be identified and informed to ensure effective and time bound resolution, (c) Adequate publicity about grievance redressal to be ensured with assistance of Ministry of Information and Broadcasting, (d) Measures to improve Feed Back for seeking feedback from citizens on quality of grievance redressal. These efforts resulted in COVID 19 PG case redressal rising to above 80 percent. To implement the EG-10 recommendation on Feed Back, a meeting under the chairmanship of AS, DARPG was held with Sh. Kartikeya Sinha, GM, BSNL on 26.05.2020. The Feed Back Call Center will be launched by MOS Personnel, PG and Pensions on June 15, 2020.

(iii) **Publication on Best Practices of COVID 19 Grievance Redressal:**

Secretary DARPG chaired a meeting on May 19, 2020 on publication of a special edition of Best Practices of COVID 19 Grievance Redressal. The document will be published soon.

Secretary DARPG attended a meeting of conveners/ members of Empowered Groups constituted under the Disaster Management Act 2005 chaired by Cabinet Secretary on May 26, 2020.

d. Ministry/Department-wise and State/UT-wise daily reports on public grievances pertaining to COVID-19 are being compiled on the basis of the data generated through CPGRAMS and the same along with the daily report in the prescribed format is being furnished to the PMO and Empowered Committee Group-10 on a daily basis.

ii. **Prime Minister's Awards for Excellence in Public Administration 2020:**

DARPG restructured its flagship scheme - "The Prime Minister's Awards for Excellence in Public Administration 2020", and a number of consultative meetings were held in this regard. Secretary DARPG chaired meetings with DFS, NITI, RBI & NABARD on May 6 and May 15, 2020. Additional Secretary DARPG chaired 2 meetings with 55 District Collectors on the subject.

The restructured scheme was presented to Cabinet Secretary on May 22, 2020.

iii. **Good Governance Index 2020:**

A series of VCs were held on 6th, 14th, 15th, 19th, 21st and 22nd May, 2020 under the chairmanship of Additional Secretary, DARPG with NCGG and CGG, Hyderabad to firm up the chapterization / indicators of Good Governance Index-2020 with a chapter on India's progress on World Governance Indicators.

iv. **National e-Services Delivery Assessment 2020:**

Additional Secretary DARPG chaired a meeting with NASSCOM to firm up the scope of the work and consultancy proposal for National e-Services Delivery Assessment.

v. **Work from Home Guidelines for Central Secretariat:**

DARPG circulated the draft "Work from Home Guidelines for Central Secretariat" on May 14, 2020. Additional Secretary DARPG chaired 2 rounds of inter-ministerial meetings with think tanks and all Central Ministries/ Departments to seek timely responses on the "Work from Home" policy guidelines.

The guidelines will be firmed up once responses from key ministries/ departments are received.

vi. **Review of NCGG by Cabinet Secretary:**

Cabinet Secretary reviewed the work of National Center of Good Governance on May 28, 2020.

vi. In pursuance of Ministry of Home Affairs' letter dated 16th May, 2020 and on-going COVID-19 pandemic for maintaining social distancing and to avoid public gatherings, anti-terrorism Pledge on 'Anti-terrorism Day' on 21st May, 2020 was taken by all officers/officials solemnly from their rooms/offices itself.

vii. **One Year Achievements of Government:**

The Department published an e-book on the key achievements of 100 days agenda of DARPG for the period May 30, 2019 to May 30, 2020 and released by Hon'ble MoS (PP) on 30.05.2020 on the occasion of 1st year of Modi Government 2.0.

viii. In the matter relating to monitoring of e-Office implementation in all central Ministries / Departments in a time bound manner, I would like to inform you that as on date, 59 Central Ministries/Departments have achieved the target of e-Office implementation. The Department of Telecommunications and Department of Social Justice & Empowerment are the latest to achieve 80% of e-file percentage recently. 75 Ministries/Departments are now actively using the e-office platform.