

Achievements During the month of March, 2023

(i) **Prime Minister's Awards for Excellence in Public Administration 2022**

The Empowered Committee under the chairmanship of Cabinet Secretary was constituted for making recommendations to the Prime Minister for selection of Awards under the Prime Minister's Awards for Excellence in Public Administration 2022 on the following identified categories for Awards:

- a. Promoting *Swachh Jal* (Clean Jal) through *Har Ghar Jal Yojana*
- b. Promoting *Swasth Bharat* (Healthy Bharat) through Health & Wellness Centres
- c. Promoting quality education with an equitable and inclusive classroom environment through *Samagra Shiksha*.
- d. Holistic Development through Aspirational District Program – overall progress with special focus on saturation approach.
- e. Innovations.

The Empowered Committee interacted with the officers of the 32 shortlisted initiatives on 16th and 18th March, 2023. The Committee after taking into consideration various aspects of the initiatives and after detailed deliberations recommended the 15 Districts/Organizations under the identified categories for Prime Minister's Awards for Excellence in Public Administration, 2022.

ii. **e Governance**

Department has released the first edition of NeSDA — Way forward Monthly Report for States/UTs to monitor the status of implementation of recommendations given in the (NeSDA) 2021 Report. The monthly report aims to institutionalize the nation's endeavours for improved delivery of e-Services.

Key highlights of the Report for the month of March, 2023 are as follows: e-Services:

- Departments across States/UTs provide 15,601 services
- 12,561 out of 15,601 services are provided online i.e. 12,561 e-services are provided across States/UTs
- 80.5% of the services are digitised across States/UTs
- 1,400 out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at 69.4%

The Report sets a baseline for number of mandatory online services and other e-services provided by States/UTs so that they may focus on saturation of all e-services provided by them.

NASSCOM/PWC has been on boarded for the work of NeSDA, 2023. First meeting was held on 23rd March, 2023 under the chairmanship of Secretary, DARPG to formulate the roadmap

Case Studies on the following 7 selected projects awarded with National e-Governance Award 2022 have been prepared for dissemination to State/UT Governments for adaptation and replication and to Central and State Training Institutes for training purpose :-

- I. **Mine Mitra** - Directorate of Geology & Mining, Government of Uttar Pradesh.
 - II. **Kutumba - An Entitlement Management System** - DPAR (e-Governance), Government of Karnataka.
 - III. **OTP and Feedback Based Public Grievance Redressal System** -Rajkot Municipal Corporation, District Rajkot, Government of Gujarat.
 - IV. **North Eastern Spatial Data Repository (NeSDR)** - North Eastern Space Applications Centre, Department of Space, Govt. of India.
 - V. **Analysing Public Grievances using Artificial Intelligence** - Indian Institute of Technology, Kanpur.
 - VI. **Video Analytics for Safety and Compliance Applications** - Indian Institute of Technology, Bombay.
 - VII. **Trinetra: Integrated Command and Control Center (i3C)**- Police Department, Government of Gujarat”
- iii. **Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

Meetings held under the chairmanship of Additional Secretary, DARPG:

- 10th March, 2023: Quality and Pendency of grievances in CPGRAMS with all the Ministries/Departments including corruption related grievances reviewed.
- 16th March, 2023: Comprehensive GRAI discussed with Centre for Good Governance, Hyderabad and 8 Ministries/Departments.
- 17th March, 2023: Root Cause Analysis Dashboard developed by IIT - Kanpur presented.
- 21st March, 2023: Training Modules for Capacity Building of Grievance Redressal Officers with ISTM.
- On 28th March, 2023, Secretary, DARPG chaired a meeting with Nodal Officers of all the Central Ministries/Departments.
- To enable a seamless integration of PMOPG portal on CPGRAMS 7.0, all the Nodal Officers have been requested to review the grievance categorization, defunct accounts of GROs, and the mapping of GROs on the portal

PG Cases

- In March, 2023, 124823 PG cases were received on the CPGRAMS portal, 119706 PG cases were redressed and there exists a pendency of 71743 PG cases, as of 25th March, 2023. The pendency in the Central Secretariat has

increased from 66622 PG cases at the end of February, 2023 to 71743 PG cases at the end of March, 2023.

- For the 8th month in a row, the monthly disposal crossed 1 lac cases in Central Ministries/Departments

PG Appeals: In March, 2023, 15691 appeals were received and 14395 appeals were disposed. The Central Secretariat has a pendency of 28042 PG Appeals at the end of March, 2023.

Grievance Redressal Index

- Unique Identification Authority of India and Ministry of Labour & Employment are the top performers in the Grievance Redressal Index within the Group A for March, 2023.
 - Department of Financial Services (Pension Reforms) and NITI Aayog are the top performers in the Grievance Redressal Index within the Group B for March, 2023.

Pendency: 17 Ministries/Departments have more than 1000 pending grievances as on 25th March, 2023.

Feedback received from BSNL Call Centre: For Central Ministries / Departments, 3964 grievances have received the rating of Excellent & Very Good, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1st March to 25th March, 2023.

iv. **National Good Governance Webinar Series**

One year of National Good Governance Webinar Series successfully completed. The 12th Webinar under the National Good Governance Webinar Series was successfully organized on 31st March, 2023. The theme of the 12th Webinar was '*Namami Gange*'. Smt. Swati S. Bhadauria, the then District Collector, Chamoli presented the initiatives in Chamoli District, Uttarakhand which was awarded with Prime Minister's Award for the year 2020 under the *Namami Gange* category. Shri Mayur Dixit the then District Collector Uttarkashi District presented the initiatives in Uttarkashi District under '*Namami Gange*' which reached upto the stage of Empowered Committee under the Chairmanship of Cabinet Secretary.

v. **Secretariat Reforms**

Secretariat Reforms Monthly Report - February, 2023 was released, which includes the data on the following parameters:

- a. Swachhata Campaign & Reducing Pendency .
- b. Increasing Efficiency in Decision Making.
- c. e-Office implementation.

vi. **eOffice**

DARPG was persistently following up with the Ministries /Departments for digital secretariat which includes digitization of CRUs, promoting e-receipts and uniformity in adoption of eOffice version (currently e-Office 7.0).

This migration has helped inter-Ministerial movement of efiles in seamless environment. In last 10 months from March, 2022 to February, 2023 inter- Ministerial file movements have recorded about 100% increase.

Use of receipts have also seen significant jump with more than 55% growth in e-receipts in last one year. The 10 ministries have achieved the level of 100% share of e-receipts.

Other Activities

दिनांक 23.03.2023 को निदेशक (प्रशासन) की अध्यक्षता में विभाग की विभागीय राजभाषा कार्यान्वयन समिति की बैठन संपन्न हुई।