

Government of India
Department of Administrative Reforms & Public Grievances

Monthly major achievements for the month of May, 2021

Important achievements/activities during the month of May, 2021 are as under:

- i. Secretary, DARPG, held a virtual meeting with Nodal Grievance Officers of all Central Ministries/ Departments on 6th May, 2021 to review COVID 19 Grievances in the CPGRAMS filed during the 2nd wave. The Ministries were advised to address the grievances promptly and with utmost sensitivity. Cumulative report of COVID 19 grievances up to 31st May 2021 are given at Annexure.
- ii. Secretary also held a separate review with the State Governments on COVID-19 on the 6th May, 2021 through interactive video Conferencing. States were advised to update the redressal status simultaneously in CPGRAMS portal and also share success stories with DARPG for documentation and dissemination.
- iii. With a focus to improve quality of grievance disposal, DARPG had created a feedback linked appeal facility in CPGRAMS. 79 Ministries have appointed nodal appellate authorities. Secretary, DARPG held a virtual meeting with appellate authorities on 26th May, 2021 to review the performance of the system and bring appropriate improvement in application module.
- iv. A meeting was held on 19th May 2021 with the Additional Chief Secretary to CM, Government of Gujarat, BSNL and DoPPW to discuss their experience and work out modalities for feedback call center for CPGRAMS. It has been decided that NIC will explore possibility of creating separate categories for priority programmes of GOI in CPGRAMS and work out modalities and operations for proposed Feedback call center for CPGRAMS on the model of GoG.
- v. The First Screening Committee on National Awards for e-Governance 2020-21 met from 17th May - 21st May 2021. The Committee shortlisted 79 applications out of 611 applications across six Awards categories for further screening by the 2nd Screening Committee.
- vi. To review the progress of State Collaboration Initiative (SCI) Scheme, a meeting was held under the Chairmanship of Secretary, AR & PG on 13.05.2021 with the officers of DARPG, NCGG and IFD-MHA.
- vii. DARPG is monitoring implementation of eOffice in Central Secretariat. Almost all Ministries are using eOffice and majority of them have achieved more than 80% work in e office.