

**Achievements During the month of April, 2024**

**(i) International Exchange and Cooperation**

- a. A three member delegation led by Secretary, DARPG attended the 3<sup>rd</sup> Biennial Pan-Commonwealth Heads of Public Service Meeting held from 22-24 April 2024 at London, UK. The meeting was attended by Heads of Public Services/ Secretaries to Cabinet of the Commonwealth countries. Secretary, DARPG addressed the meeting on 23<sup>rd</sup> April, 2024. Secretary, DARPG also held bilateral meetings with delegates of Kenya, Bangladesh, Maldives and Namibia.
- b. A meeting with High Commission of India in Malaysia and PSD Malaysia was held virtually on 5<sup>th</sup> April, 2024 to discuss the MoU shared with the Malaysian side. Based on the discussions with the Malaysian side, the final MoU was sent to MEA, which conveyed no objection to the signing of MoU with Malaysia.
- c. DARPG signed a Memorandum of Understanding with Ministry of Civil Service, Cambodia on cooperation in the field of Human Resource Development in Civil Service on 22<sup>nd</sup> April 2024 in a ceremonial function held in Phnom Penh. The MoU was signed by His Excellency Mr. Hun Many, Deputy Prime Minister and Minister of Civil Service on behalf of the Kingdom of Cambodia and Dr. Devyani Khobragade, Ambassador of India to the Kingdom of Cambodia on behalf of Government of India. Secretary, DARPG and two other officers of DARPG attended the ceremony virtually from High Commission of India in London.
- d. A four member delegation of NCGG, headed by Secretary, DARPG visited Bangladesh from 28-30 April 2024. Both sides agreed on renewal of the MoU, which envisages capacity building programs to be conducted by NCGG for 1500 officers of Bangladesh from 2025-2030. Secretary, DARPG held bilateral meetings with Senior Secretary of Ministry of Public Administration and the Rectors of the Bangladesh Civil Service Administration Academy and Bangladesh Public Administration Training Centre. Secretary, DARPG addressed the Officers of 131<sup>st</sup>, 132<sup>nd</sup>, 133<sup>rd</sup> and 134<sup>th</sup> Law & Administration courses at the Bangladesh Civil Service Administration Academy during the 3-day visit.

**(ii) Prime Minister's Awards for Excellence in Public Administration 2023**

Due to the on-going Lok Sabha General Elections, this year the Civil Services Day function was not held on 20-21 April, 2024. Tweets were issued by the dignitaries and Ministries/Departments on 21<sup>st</sup> April, 2024 to commemorate the Civil Services Day.

### **(iii) Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

A delegation led by Secretary, DARPG participated in the 3<sup>rd</sup> Biennial Pan-Commonwealth Heads of Public Services/ Secretaries to Cabinet Meeting (22<sup>nd</sup> - 24<sup>th</sup> April, 2024) at London on the theme “Institutionalization of SMART Government for Improving Service Delivery” with focus on adopting AI in governance. The meeting was attended by nearly 50 member countries of the Commonwealth. Member countries showcased the relevance of an Effective Grievance Redressal System in their countries. The Commonwealth Secretariat recognized CPGRAMS as a state-of-the-art grievance redressal system for SMART Government. They highlighted CPGRAMS as a monumental reform and an effective tool for transformational governance.

CPGRAMS Monthly Report for the month of April, 2024 in respect of Central Ministries/Departments was released and circulated to all the Nodal Public Grievance Officers of various Ministries/ Departments of Government of India.

### **(iv) NeSDA Way Forward Monthly Reports for March, 2024**

The March edition of the monthly NeSDA Way Forward Report was released on the website of the Department. The key highlights are as follows:

- 16,536 - Services are provided across States/UTs. Tamil Nadu provides maximum e-services (1128).
- Maximum e-services (5,297) lie in the sector – Local Governance & Utility Services.
- 1,529 out of 2,016 mandatory e-services (56\*36 States/UTs) are available, making saturation at 76%.
- Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu and Uttarakhand have achieved 100% saturation of 56 mandatory e-services.
- Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1119), e-Sevanam (911), Sewa Setu (469) and Odisha One (404), respectively.

- New Progressive Parameters tab has been introduced on NeSDA Way Forward dashboard to monitor the progress made under the three new assessment parameters i.e., Open Government Data, e-Participation, and Leveraging Emerging Technologies.

**(v) Secretarial Reforms**

DARPG released the 12<sup>th</sup> edition of the Monthly Report on “Secretariat Reforms” for March, 2024 with detailed analysis under 3 initiatives (i) Increasing Efficiency in Decision Making (ii) e-Office and (iii) Swachhata Campaign and Reducing Pendency to Minimum levels. In this edition 2 new chapters have been added-(i) Best Practices in the category of enhancement of office spaces. (ii) In Focus: Ministry of Environment Forest and Climate Change. The report was circulated to all Ministries/Department of Government of India.