

Achievements During the month of August, 2023

i. National Awards for e-Governance and 26th National Conference on e-Governance

The DARPG, in association with Ministry of Electronics & Information Technology (MeitY), Government of India and the Government of Madhya Pradesh organized the 26th National Conference on e-Governance (NCeG), at the Brilliant Convention Centre, Indore on 24th and 25th August, 2023. The theme of this Conference was '**Viksit Bharat – Empowering Citizens**'.

Hon'ble MoS (PP) presented the 16 National Awards for e-Governance 2023 under the 5 categories/sub-categories of the Award Scheme. An Exhibition showcasing the awarded initiatives and other best practices of the country was also organized on the side-lines of Conference. About 1000 delegates from Government of India, State/UT Governments, Industry, Academia and Private Sector, Ministers and Members of the Parliament participated in the technical sessions on the following contemporary subjects/issues:

- Digital Transformation for India's Techade
- Emerging Technologies for providing Citizen Centric Services
- District level initiative in e-Governance
- Role of Research & Development in Citizen Centric Services
- Emerging Technologies in Governance by Start-ups
- Cyber Security and Good Governance
- Data Governance initiatives in Innovation & Research
- Digital Transformation for enhancing Ease of living
- UNDESA and NeSDA – 2023 Way forward
- Digital Transformation in Madhya Pradesh
- e-Governance Initiatives in Madhya Pradesh

ii. Centralized Public Grievance Redress & Monitoring System (CPGRAMS)

CPGRAMS Monthly Report for the month of July, 2023 in respect of Central Ministries/Departments and States & UTs was released. The

progress for July, 2023 indicates 1,03,425 grievances redressed by Central Ministries/ Departments.

DARPG has integrated BHASHINI with CPGRAMS. BHASHINI is an API based language translation platforms which is being utilized in CPGRAMS both for the grievance redressal officers and for the citizen interface. This integration has facilitated GROs to translate the grievances received in regional language to the English language. The final reply of GROs in the English language can also be translated into original language of the grievance text.

Performance of all Stakeholders on CPGRAMS - Central Ministries/ Departments , States/UTs and Knowledge partners were reviewed by the Secretary, DARPG on 21st August, 2023. Disposal of grievances both in terms of average time and quality of disposal have seen substantial progress due to regular review undertaken by DARPG with States / UTs and Central Ministries.

iii. **National e Governance Services Delivery Assessment (NeSDA) – 2023 Report**

NeSDA portal was launched on 6th July, 2023. Review meetings were as held on 27th July, 2023 and 17th August, 2023 under the Chairmanship of Secretary, DARPG with all the Single Point of Contacts (SPoCs) of States/ UTs/ and Central Ministries for NeSDA 2023 to review the status of data entry by States/ UTs and Central Ministries. The Report will be published in December, 2023.

iv. International Exchange and Cooperation

A Webinar on 'Best Innovation Practices in Governance' was held on 8th August, 2023. The webinar was organized jointly by DARPG and Australian Public Service Commission (APSC) under the aegis of the MoU signed by DARPG with the (APSC). Presentation on 'New Age Learning Centre' was made by Mr. Sunny Singh, DC, Changlang, Arunachal Pradesh for the Indian side and Presentation on 'The Survey of Trust in Australian Public Services'

was made by Shri Bradley Carron-Arthur, Director, Trust and Transparency, for the Australian side.

The 2nd Joint Working Group meeting between DARPG and Public Service Commission of the Republic of The Gambia under the aegis of the MoU signed on 08.07.2021 was held on 21.08.2023 through VC.

v. **National Good Governance Webinar Series**

The 17th Webinar under the National Good Governance Webinar Series was successfully organized on 31st August 2023. The theme of the Webinar was 'Aspirational Districts Programme'. The Prime Minister's Awardees for the year 2022 (i) DC, Baramulla, Jammu & Kashmir; and (ii) Director of Sports & Youth Affairs Jharkhand, (the then DC, Gumla, Jharkhand) were invited as Lead- speakers in the Webinar.

vi. **Special campaign 3.0 and Secretariat Reforms- Increasing Efficiency in Decision making**

The Secretariat Reforms report for the month of June-July, 2023, was published in August 2023 . The report shows substantial progress in de-layering at senior positions which was one of the key reforms for increasing efficiency in the decision making. The report has also highlighted saturation of e office in Central Secretariat.

Secretary, DARPG held meeting with the Nodal Officers of all Ministries/Departments on 8th and 10th August, 2023 to discuss the report and submission of data on the SCDPM Portal.

In follow up to the D.O. letter by Cabinet Secretary on 25.08.2023 on Special Campaign 3.0 , Secretary DARPG took a preparatory meeting with nodal officers on 31.08.2023 on the next Special Campaign to be started from 15 September 2023.

Other activities

कार्मिक, लोक शिकायत और पेंशन मंत्रालय द्वारा दिनांक 16.8.2023 को माननीय राज्य मंत्री (पीपी) डा. जितेंद्र सिंह की अध्यक्षता में कस्तूरबा गांधी मार्ग स्थित सीएसओआई में हिन्दी सलाहकार समिति की बैठक आयोजित की गई जिसमें विभाग की ओर से सचिव महोदय, संयुक्त सचिव (प्रशासन) और निदेशक (प्रशासन) ने सहभागिता की ।