

Achievements During the month of August, 2024

i. 100 Days Action Plan of the Govt. - Achievements of the Department

The achievements of the Department may kindly be perused at **(Annexure – II)**

ii. Special Campaign 4.0 – 02.10.2024 to 31.10.2024

The Government of India has announced a Special Campaign 4.0 from 2nd October to 31st October, 2024 with a focus on Swachhata and Reducing Pendency in Government. Cabinet Secretary has addressed all Secretaries of Government of India on 21st August 2024 and DARPG has issued detailed Guidelines on 22nd August 2024. The DARPG will oversee implementation of the Special Campaign 4.0. The first meeting with nodal Officers of Special Campaign of all Ministries/Departments through VC was chaired by Secretary DARPG on 27th August 2024.

iii. 22nd Webinar of the National Good Governance

DARPG organised the 22nd Webinar of the National Good Governance Webinar Series on 30.08.2024 for dissemination and replication of best practices in which two initiatives, shortlisted by the Expert Committee for the PM's Award for the year 2022, under the theme "Aspirational District Programme" were presented. The two initiatives presented were (i) Chamba Initiative, Himachal Pradesh by Shri Duni Chand Rana, Director-cum-Ex Officio Special Secretary (Disaster Management) and Director Environment, Science, Technology and Climate Change, and (ii) Baksa Initiative, Assam by Smt. Krishna Baruah, District Commissioner, Baksa Assam. The Webinar was attended from 417 locations across India in which senior officials of Administrative Reforms Departments of States/UTs, District Collectors, Officers of Central and State Administrative Training Institutes attended.

iv. **International Exchange and Cooperation**

MoUs between DARPG & Republic of Maldives and DARPG & Government of Malaysia

A protocol document for extension of the MoU between National Center for Good Governance (NCGG), DARPG and Maldives Civil Service Commission, Republic of Maldives was signed on 9th August, 2024 during the Hon'ble External Affairs Minister's recent visit to Male, Maldives. The MoU was signed on Training and Capacity Building Program.

An MoU between DARPG, Govt. of India and Public Service Department, Prime Minister's Department, Government of Malaysia has been signed on Cooperation in the field of Public Administration and Governance Reforms' for a period of five (05) years. The MoU was signed on 20 August, 2024 during the visit of Prime Minister of Malaysia to India.

v. **NeSDA Way Forward Monthly Report for July,2024**

The 15th monthly report of NeSDA Way Forward (July 2024 Report) for States/UTs has been released. The key features of the Report are as under:

Status of Implementation

- 16,963-services are provided across States/UTs Jammu & Kashmir provides maximum e-services (1164)
- Maximum e-services (5,404) lie in the sector – Local Governance & Utility Services
- 1,553 out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at ~77%
- Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu, Uttar Pradesh, Uttarakhand and Kerala have achieved 100% saturation of 56 mandatory e-services

Unified Service Delivery Portal

- Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1164), e-Sevanam (916), Sewa Setu (472) and Odisha One (404), respectively

Improvement in Quality-of-Service Delivery

This edition of Monthly Report delves into the critical dimensions of the parameters – ‘Accessibility’ and ‘Content Availability’ within the NeSDA biennial assessment framework

vi. National e-Governance Webinar Series (NeGW-2023-24)

The seventh webinar in the NeGW 2023-24 Series was conducted on 23.08.2024 on the theme "Outstanding research on Citizen Centric Services by Academic/ Research Institution " wherein the following two initiatives were showcased:

- Video Analytics for Safety and Compliance Applications by IIT Bombay presented by Prof. Ganesh Ramakrishnan
- Analysing Public Grievances using Artificial Intelligence by IIT Kanpur presented by Prof Shalabh

The webinar was attended by over 400 Officers across India.

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

In accordance with the directions issued by the Hon'ble Prime Minister during his interaction with the Secretaries to the Government of India on 29th June, 2024, the DARPG has undertaken a review of the

existing process in consultation with various Ministries/ Departments to make CPGRAMS more sensitive, accessible, and meaningful to citizens and issued new policy guidelines of CPGRAMS i.e. “Comprehensive Guidelines for Handling Public Grievances on 23.08.2024”.

Performance of all stakeholders on CPGRAMS – Central Ministries/Departments, States/UTs and ATIs during June, 2024 were reviewed by Secretary, DARPG on 9th August, 2024. Disposal of grievances both in terms of pendency and disposal time have seen improvement due to regular reviews undertaken by DARPG with States / UTs and Central Ministries.

CPGRAMS Monthly Reports for the month of July, 2024 in respect of Central Ministries/Departments and States & UTs were released and circulated to all Secretaries to the Government of India / Chief Secretaries of States/ UTs respectively.

viii. Other Activities

To create a safe and supportive environment that empowers female staff and promotes gender equality in the workplace, the Department has installed automated sanitary pad vending machines in the female washrooms, which are now fully operational,

National Sports Day was celebrated during which a chess tournament organised. The event was a huge success, with many participants showcasing their chess skills and competing against each other, promoting teamwork and healthy competition among team members.

In *Har Ghar Tiranga* Campaign, we distributed the National flags to each employee and encouraged them to hoist it with pride. Everyone enthusiastically participated in this initiative, took selfies with the flag and uploaded them on the departmental website.




राजभाषा हिंदी में श्रेष्ठ कार्य निष्पादन के लिए प्रशासनिक सुधार और लोक शिकायत विभाग को तीन सौ से कम कार्मिकों वाले मंत्रालयों/विभागों की श्रेणी में, राजभाषा विभाग, गृह मंत्रालय द्वारा वर्ष 2023-24 के लिए **राजभाषा कीर्ति पुरस्कार (प्रथम)** के लिए चयनित किया गया है।

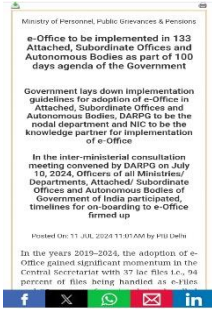

14 सितंबर को हिंदी दिवस के अवसर पर भारत मण्डपम नई दिल्ली में आयोजित किए जाने वाले हिंदी दिवस समारोह में यह पुरस्कार माननीय गृह मंत्री और सहकारिता मंत्री के कर कमलों से सचिव, प्रशासनिक सुधार और लोक शिकायत महोदय को प्रदान किया जाएगा।

Annexure -II

Sl no	Initiative Title	Launch Date	Details of Scheme/Initiative	Impact/Outcme <i>(No of beneficiaries/economic impact etc.)</i>	Visuals/Pictures
1	Each Ministry/ Department to effect qualitative improvements in their grievance redressal systems to make them more sensitive, accessible and meaningful	Effective Redressal of Public Grievances policy circular dated 23.8.2024	Whole of the Government approach” in redressal of grievances, Setting up a dedicated grievance Cell in Ministries, Reduction in timelines of redressal of grievance from 30 days to 21 days.	New Policy Guidelines will improve quality of grievance redressal and reduce timelines of grievance redressal for 26 lakh Citizens registered on CPGRAMS and will be implemented by 1.01 lac Grievance Redressal Officers	<p>‘Public grievance redressal period slashed to 21 days’</p> <p>NEW DELHI: The Centre has reduced redressal time of public grievances, raised on a dedicated portal, to 21 days from the existing 30 days.</p> <p>In an order announcing revised guidelines, it has mandated government of dedicated officers to handle complaints besides emphasising “whole of the government approach”.</p> <p>“This means that in one case grievance shall be closed by ministry/department officer or its equivalent language. Efforts should be made to transfer the same to the right authority if the subject of the grievance does not pertain to the receiving ministry”, said the order issued by the Department of Administrative Reforms and</p> <p>Public Grievances (DARPG): In the ministerial department where a large number of public grievances are received, it is advised to appoint a dedicated nodal officer with independent charge on sufficient staff so as to ensure timely and qualitative disposal of public grievances, it said. The order mentioning revised guidelines was issued following the directives of PM Modi given during his interaction with the secretaries to the government of India on June 28.</p> <p>In cases where the redressal concerns impact given on certain right, the time and process to be followed and expected timeline when the grievance could be resolved, said the order dated August 23, 2024.</p> <p>989</p>
2	Prime Minister’s Awards for Excellence in Public Administration, 2023 Empowered Committee Meetings	08 January, 2024 Jury Committee Meetings were held on 19-20 July 2024 under chairmanship of Cabinet Secretary	16 Awards under 2 categories- The recommendations of Empowered Committee chaired by Cabinet Secretary submitted for approval of Hon’ble PM.	Recognition of Meritocracy, Awarded to Civil Servants for outstanding performance in implementation of Priority Programs and for showcasing Innovation in any area of public Administration. Encourages constructive competition among Districts, States and Ministries/ Departments. Encourages replication and dissemination of initiatives	
3	Prime Minister’s Awards for Excellence in Public Administration, 2024 Guidelines	October 2, 2024 (proposed)	PMA 2024 scheme guidelines formulated by DARPG duly approved by Cabinet Secretary and the draft scheme submitted for approval of the Hon’ble PM. 16 awards proposed to be conferred under the PMA 2024	Recognition of Meritocracy, Awarded to Civil Servants for outstanding performance in implementation of Priority Programs and for showcasing Innovation in any area of public Administration. Encourages constructive competition among Districts, States and Ministries/ Departments. Encourages replication and dissemination of initiatives	

			scheme in select priority sector programs and innovations		
4	27 th National e-Governance Conference 2024 at Mumbai	03-04 September, 2024 (scheduled)	The 27 th National e-Governance Conference will be attended by 1000 delegates, with 6 Plenary and 6 Breakout Sessions, will be held on 3-4 September 2024 at Mumbai. The roadmap for e-Governance of India for 2024-2025 will be deliberated.	The theme for this year's conference is “Viksit Bharat: Secure and Sustainable e-Service Delivery” . This theme underscores the importance of advancing India's e-governance initiatives to ensure robust and sustainable e-service delivery. Senior officials from DARPG, MeitY, Government of Maharashtra, NeGD, MyGov, NIC, Industry Captains from NASSCOM, Start-Ups, thought leaders in e-Governance domain will be participating in the 2-day conference.	
5	27 th National e-Governance Awards 2024	Awards to be conferred on 3 September 2024	16 Awards in 5 categories will be conferred from 375 nominations. The Jury Committee completed the selection for National e-Governance Awards	The National e-Governance Awards encourage constructive competition in the field of e-Governance and enable widespread dissemination.	 
6	MoU with Gambia	18th June, 2024	Extension of MoU on 'Refurbishing Personnel Administration and Government Reforms' between Department of Administrative Reforms and Public Grievances, Govt. of India and Public Service Commission, Office of the President, The Republic of	The MoU aims to strengthen the partnership between the two countries through sharing and replication of best practices focused on administrative reforms, good governance webinars, research publication and capacity building programmes.	

			Gambia has been signed and exchanged in New Delhi on 18 June, 2024		
7	MoU with Maldives	09 August, 2024	A protocol document for extension of the MoU between National Center for Good Governance (NCGG), DARPG and Maldives Civil Services Commission, Republic of Maldives was signed on 09th August, 2024 during the Hon'ble External Affairs Minister recent visit to Male, Maldives. The MoU was signed on Training and Capacity Building Program.	The purpose of the MoU is to define the operational framework for cooperation between the two countries for training and capacity building programmes in India and Maldives for Maldivian Civil Servants. 1000 civil servants will be trained.	
8	MoU with Malaysia	20 August, 2024	MoU between Department of Administrative Reforms and Public Grievances, Govt. of India and Public Service Department, Prime Minister's Department, Government of Malaysia has been signed on 'Co-operation in the field of Public Administration and Governance Reforms' for a period of five (05) years.	The MoU aims that the two countries endeavor to take necessary steps to encourage and promote co-operation in the areas like citizen centric services through digital platform; Government process simplification and Re-engineering for effective delivery of public services through digital platform; promoting transparency and accountability in delivery of public services; human resource management/leadership development; public sector management and reforms; public grievance redress mechanisms; and e-governance / digital	

				government.	
9	E-office adoption in Attached/Subordinate/Autonomous bodies	24.06.2024	After successful implementation of e-Office at the level of Ministries/ Departments of Government of India (with the exception of Ministry of Defence) and its contribution as one of the pillar in achieving the objective of Government for 'Increasing Efficiency in Decision Making', it has been decided to implement e-Office in all attached and subordinate offices and autonomous bodies of Government of India (with the exception of attached and subordinate offices and autonomous bodies of Ministry of Defence).	It is expected that implementation of e-Office in attached and subordinate offices and autonomous bodies will improve efficiency and transparency in decision making at all levels of governance and will help in reduction of decision making levels and save time and other resources. Detailed Guidelines have been issued by DARPG vide OM dated 24.06.2024 to all Ministries/ Departments and NIC for implementation of e-Office in 133 Attached/ Subordinate Offices and Autonomous Bodies identified by all Ministries / Departments of Govt. of India.	 <p>Ministry of Personnel, Public Grievances & Pensions e-Office to be implemented in 133 Attached, Subordinate Offices and Autonomous Bodies as part of 100 days agenda of the Government</p> <p>Government lays down implementation guidelines for adoption of e-Office in Attached, Subordinate Offices and Autonomous Bodies. DARPG to be the nodal department and NIC to be the knowledge partner for implementation of e-Office</p> <p>In the inter-ministerial consultation meeting convened by DARPG on July 10, 2024, Officers of all Ministries/ Departments, Attached/ Subordinate Offices and Autonomous Bodies of Government of India participated, timeliness for on-boarding to e-Office firmed up</p> <p>Posted On: 11 Jul, 2024 13:01:00 by HSI Delhi</p> <p>In the years 2019-2024, the adoption of e-Office gained significant momentum as the Central Secretariat with 37 lac files i.e. 94 percent of files being handled as e-files</p> <p></p>
10	Issue of Guidelines for Special Campaign 4.0 for Institutionalizing Swachhata and Reducing Pendency in Government	23.8.2024	The Special Campaign 4.0 will be held from October 2-31, 2024 in all Offices of Government of India, Overseas Missions and Posts, Banks, PSU's, and offices with citizen centricity	The Special Campaign is an annual exercise for institutionalizing swachhata and reducing pendency in central secretariat with significant benefits in office spaces freed, files weeded preservation of records with historical value, and revenue generation from scrap disposal.	