

## **Achievements During the month of December, 2023**

### **(i) Good Governance Week 2023**

The Good Governance Week 2023 (GGW) inaugural event was successfully held in Dr. Ambedkar International Centre, New Delhi on 19.12.2023. Hon'ble MoS (PP) inaugurated the Exhibition on Best Practices of various Ministries / Departments during Special Campaign 3.0 in which 25 Ministries / Departments showcased their panels. The Message of Hon'ble Prime Minister for GGW 2023 was also displayed in the Exhibition. Hon. MoS (PP) released / launched the following documents/app during the event:

- a) Journey of 25 Regional Conferences from 2014 to 2023
- b) Annual Report of CPGRAMS 2023
- c) CPGRAMS Mobile App
- d) Coffee Table Book on Special Campaign 3.0
- e) e-office Advanced Analytics Dash Board
- f) Assessment Report on Special Campaign 3.0

The Special Campaign 3.0 outcomes were presented before the Ministries in the inaugural event of GGW. Secretary M/o Road Transport & Highways, Secretary M/o Environment, Forests & CC, Secretary, M/o Coal and Chairman, CBDT addressed and presented the work done during the Special Campaign 3.0 in their Ministries/Organisations. Addl. Chief Secretary, Govt. of Uttar Pradesh presented Govt. of UP's initiative on streamlining recruitment process focusing on transparency and Addl. Chief Secretary Govt. of Maharashtra presented Govt. of Maharashtra's good governance practices in the State Secretariat. Member, Capacity Building Commission presented the draft National Capacity Building Plan.

The event was attended by more than 1000 participants physically and by more than 1200 participants through web link. More than 15 Secretaries of the GOI attended the event. 35 States/UTs also attended the event, including at the level of Addl. Chief Secretaries.

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

The Scheme for Prime Minister's Awards for Excellence in Public Administration 2023 has been approved on 26.12.2023. For the year 2023, the Scheme aims to

recognize the contribution of civil servants in the holistic development of districts under the following categories:

Category 1 - Holistic Development of Districts under 12 priority sector Programs. 10 awards would be conferred under this category.

Category 2 - Innovations for Central Ministries / Departments, States, Districts. 6 awards would be conferred under this category.

**(iii) National Awards for e-Governance 2024 Scheme**

The National Awards for e-Governance Scheme 2024 was launched on 8<sup>th</sup> December, 2023 and the last date for registration and submission of nominations under the Scheme is 15<sup>th</sup> January, 2024. There are 16 awards in 5 categories including 10 Gold Awards and 6 Silver Awards.

**(iv) Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

Performance of all stakeholders on CPGRAMS- Central Ministries/ Departments, States/ UTs and Knowledge Partners were reviewed by Secretary, DARPG on 13<sup>th</sup> December, 2023. Disposal of grievances both in terms of average time taken and quality of disposal have seen improvement due to regular reviews undertaken by DARPG with States/ UTs and Central Ministries.

CPGRAMS monthly Reports for the month of November, 2023 in respect of Central Ministries and States/ UTs were released and circulated to all Secretaries to the Govt. of India and Chief Secretaries of States/ UTs respectively.

**(v) National e-Governance Services Delivery Assessment (NeSDA)-**

**Way forward Monthly Report**

The November NeSDA way forward monthly report presents the status of e-services, mandatory e-services (as per NeSDA 2021) and highlights the best practices across States/UTs. It also underlines the saturation of e-services provided through the States/UT's single unified service delivery portal. Moreover, the report also features deeper insights and key analysis of e-services in Local Governance & Utility Services Sector.

The key highlights entailed in NeSDA - Way Forward Report for November, 2023 are as follows:

- States/UTs provide 16,088 e-services, the maximum number of e-services (5,130) lie in sector - local governance & utility services.
- 1,574 out of 2,016 mandatory e-services (56% States/UTs) are available, making saturation at 78%.
- Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1097), e-Sevanam (911), Sewa Setu (469) and Odisha One (404), respectively.
- All States/UTs have mapped 5,130 e-services under Local Governance & Utility Services Sector on NeSDA Way Forward Dashboard. Out of 25 types of distinct themes of e-services identified under the Local Governance & Utility Services Sector, Jammu and Kashmir (24), Kerala (24), Haryana (22), and Madhya Pradesh (22) provide the maximum types of e-services.
- Best practices that facilitate seamless service delivery have been highlighted in the report for the states of Sikkim (Sikkim GO), Chhattisgarh (e-District), and Maharashtra (*Aaple Sarkar*).

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

DARPG convened the third webinar on 15.12.2023 on the theme "Excellence in District level initiative in e-Governance for UTs (including Delhi)" in which the following award winning initiatives were presented:

- "GAASH" by Shri Mohammad Aijaz, DC Srinagar
- "e-Suvidha" by Shri Mussrat Islam, ex-DC Ramban and presently MD, Kashmir Power Distribution Corporation Limited (KPDCL)

The webinar was well received and was attended by 371 participants across India. The webinar was also telecast live on YouTube.

**(vii) International Exchange and Cooperation**

The Second meeting of the Senior Consultative Body between the DARPG and the Administrative Modernization Agency of Portugal co-chaired by Secretary, DARPG and Ms. Silvia Esteves, Head of International Relations, AMA, Portugal, was successfully held on 12<sup>th</sup> December, 2023 through VC.

**(viii) Documentation and Dissemination**

One Documentary film on Achievements of Special Campaign, 2023 (duration 5 minutes in Hindi version) has been produced and screened during 19<sup>th</sup> December, 2023 on the occasion of Good Governance Week, 2023. It was also screened during two panel discussions on Sansad TV & Doordarshan on 21<sup>st</sup> & 25<sup>th</sup> December, 2023 respectively.

**(ix) e-office Analytics Implementation**

As per the up to date e-Office data made available through the e-Office Analytics Dashboard, launched in December 2023, the Ministries and Departments of the Central Government have achieved:

- 90 % adoption of e-Office in generation of e-Files out of total files.
- 90% digitization of all receipts into e-Receipts.
- Successful implementation of IEDM through effective achievement of delayering with the levels of decision making in e-Office file movement falling from 8.01 in Year 2020 to 4.11 in November 2023.

**Other activities**

DARPG organised a workshop on 'Prevention of Sexual Harassment of Women at Workplace' on 04.12.2023 through Video Conferencing as a part of "Sexual Harassment at Workplace Prevention Week. In the event, Shri Rajinder Tuteja, District and Session Judge, Dausa, Rajasthan delivered a lecture on "Prevention of Sexual Harassment at Workplace" and elaborated the provisions given in the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. The event was also disseminated through social media platforms. All officers of DARPG participated in the event.