

Achievements During the month of February, 2024

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

The registration and submission of online nominations under Prime Minister's Awards for Excellence in Public Administration, 2023 commenced on 3rd January, 2024. The last date for registration and submission of nominations was extended from 31.01.2024 to 12.02.2024.

Total 1216 online nominations were received for the Prime Minister's Awards 2023 for the two categories of 'Holistic Development of Districts' and 'Innovation General'. The meetings of the Screening Committees for evaluation of applications of the shortlisted districts/organizations are being held.

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

Performance of all stakeholders on CPGRAMS- Central Ministries/ Departments, States/ UTs and Knowledge Partners, along-with progress achieved in Sevottam during January, 2024 were reviewed by Secretary, DARPG on 19th February, 2024. 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 January, 2024 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.

A training session for GROs of CPGRAMS from Manipur was organised BY DARPG on February 26, 2024.

(iii) NeSDA Way Forward Annual Report for 2023

After having published 09 monthly reports of the NeSDA Way Forward, the 10th issue of the monthly report was published as the NeSDA Way Forward Annual Report for 2023 which presents the overview of

initiatives undertaken in Government for improving e-service delivery in 2023.

The key highlights of the NeSDA Way Forward Annual Report are as follows:

- 16,487 Total e-services are provided across States/UTs. Jammu and Kashmir provides the maximum (1117) number of e-Services, across States/UTs.
- 76% Mandatory e-services are available i.e., 1,528 out of 2,016 (56*36 States/UTs), an increase from 69% under NeSDA 2021.
- Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e.-UNNAT, e-Sevanam, Sewa Setu and Odisha One, respectively.

(iv) National e-Governance Webinar Series (NeGW 2023-24)

DARPG convened the fifth Webinar on 16.02.2024 on the theme "Excellence in Government Process Re-engineering for Digital Transformation at State/ UT level", in which the following initiatives were presented:

- "Mine Mitra" presented by Shri Amit Kaushik, Joint Director, Directorate of Geology and Mining, Government of Uttar Pradesh.
- "Kutumba- An Entitlement Management System" presented by Smt. Annapurna K. the then Project Director and presently Additional Secretary, 5th State Finance Commission, Government of Karnataka.

The Webinar was well received and was attended by 315 participants across the country. The webinar was also telecasted on YouTube and Facebook.

(v) National Awards for e-Governance 2024 Scheme

The Department presents the National Award for e-Governance (NAeG) every year with a view to recognize and promote excellence in e-Governance initiatives. Nomination process for NAeG, 2024 started on 08th December, 2023 and completed on 15th January, 2024. A total of 375 nominations have been received for the NAeG, 2024. The shortlisting process of NAeG, 2024 has been completed by the

Screening Committee in February, 2024 and teams for Spot Study / Physical verification have been deployed.

(vi) International Exchange and Cooperation

A Brazilian delegation consisting of Mr. Gaetini and Mrs. Chaves along with Ms. Carolina Oliveira, representative of the Embassy of Brazil in India, had a meeting with Secretary (DARPG) on 15th February, 2024 at Sardar Patel Bhavan, New Delhi.

A four-member delegation led by Shri Puneet Yadav, JS (IE&C) and including Shri NBS Rajput, JS (AR), Shri Sardendu K. Pandey, Director, (IE&C) and Shri Parthasarathy Bhaskar, DS (PG) attended the IAS-KSG conference held in Mombasa, Kenya from 26th to 29th February, 2024.

The Delegation participated in the various Committee meetings such as IAS Scientific Committee, IAS Finance Committee and IAS Council of Administration and the General Assembly meeting. Further, the members of the delegation attended events like the Opening Ceremony, Plenary Session, Braibant Lecture, Parallel Sessions, Gala Dinner and Closing Ceremony.

The head of the delegation addressed the Conference during the closing ceremony and invited the delegates to attend the IAS 2025 conference at New Delhi. The movie giving a brief background of the DARPG, the DARPG-IAS 2025 Conference and the venue Bharat Mandapam were well appreciated by the gathering.

(vii) Secretarial Reforms

Meetings were held with Nodal Officers of Special campaign for disposal of pending matters on 7th February, 2024 and 26th February, 2024 to review the progress of Special Campaign and Increasing Efficiency in Decision Making.

‘Secretariat Reforms’ Monthly Report for the month of January, 2024 was released.

Other Activities

प्रशासनिक सुधार और लोक शिकायत विभाग में राजभाषा हिंदी के प्रगामी प्रयोग को बढ़ावा देने के क्रम में, दिनांक 28.02.2024 को "अनुवाद और वॉइस टाइपिंग टूल्स" पर हिंदी कार्यशाला का आयोजन किया गया। कार्यशाला में विभाग के अधिकारियों और कर्मचारियों ने उत्साहपूर्वक हिस्सा लिया।