

Government of India
Department of Administrative Reforms & Public Grievances

i. **Review of Public Grievances pertaining to States and UTs in the Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

A virtual meeting was held under the Chairmanship of Secretary, DARPG on 13th July, 2023 with States & UTs to review the status of public grievances received on CPGRAMS and progress on integration of public grievance portals of State/UT with CPGRAMS. The meeting helped in reconciliation of grievance data and brought down pendency pertaining to States significantly. A separate meeting with States with high pendency of Public grievances (Maharashtra, West Bengal, Punjab, Odisha, Bihar, and Haryana) was held by Secretary DARPG on July 25, 2023.

ii. **Monthly Report on PG Analytics**

CPGRAMS Monthly Report for the month of June, 2023 in respect of Central Ministries/Departments and States & UTs was released and circulated to all Secretaries to the Government of India. The progress for June, 2023 indicates 1,02,348 Grievances Redressed by Central Ministries/Departments. A steep reduction in the pendency of Public Grievances has been observed in the Central Secretariat. The pendency level has come down to 57,848 grievances, in the month of June, 2023, which is the lowest ever recorded in the Central Secretariat. The Average Grievance Disposal Time in the Central Ministries/Departments in the year 2023, from January to June is 19 days.

DARPG has also introduced the comprehensive Grievance Redressal Assessment Index (GRAI) from May, 2023. Ministries/ States are being ranked on the basis of their performance.

iii. **National Awards for e-Governance**

The Screening for the National Awards for e-Governance 2023 has been completed in the month of July, 2023 and Jury meeting is scheduled in August first week.

iv. **International Exchange and Cooperation**

The MoU in the field of Personnel Management and Public Administration between India and Singapore was extended for a period of five years from 1st June, 2023 to 31st May, 2028. The extension of MoU was signed by Secretary, DARPG, Govt. of India and High Commissioner of Republic of Singapore to India on behalf of Public Service Division (PSD) Singapore. Representatives of PSD, Singapore attended the signing in ceremony virtually.

v. **National Good Governance Webinar Series**

The 16th Webinar under the National Good Governance Webinar Series was organized on 28th July, 2023 on the theme "Innovation at District level'. The following two innovations awarded under the Prime Ministers Award for Excellence in Public Administration were presented by the respective awardees

- a. "Chandauli Black Rice" Initiative of Chandauli, Uttar Pradesh awarded Prime Minister's Award for the year 2020.
- b. "Operation *Parivartan*" Initiative of Solapur, Maharashtra, awarded Prime Minister's Award for the year 2022.

The event witnessed participation of 984 officials including District Collectors, Senior Police Officers and other important functionaries in Districts.

vi. **Secretariat Reforms- Increasing Efficiency in Decision making**

A presentation on the third-party evaluation report on "initiatives for Increasing Efficiency in Decision Making" was made to the Cabinet

Secretary on 18.07.2023. The external evaluation report was circulated to all Ministries/Departments for consideration.

vii. **NeSDA 2023 Report**

The NeSDA 2023 portal was launched on 6th July, 2023. AR/ IT Secretaries/ Senior Officers/ SPoCs of States/ UTs, senior officers/ SPoCs of Central Ministries participated in the virtual launch. A review meeting was held under the chairmanship of Secretary, DARPG on 27.07.2023 with the nominated Single Point of Contacts (SPoCs) of States/ UTs/ and Central Ministries for NeSDA 2023. The report will be published in December, 2023.

viii. **e-Office**

DARPG has been continuously following up with the Ministries / Departments for digital secretariat which includes digitization of CRUs, promoting e-receipts and uniformity in adoption of e-Office version (currently e-Office 7.0). Migration to e-Office 7.0 has helped inter-Ministerial movement of e-files in seamless environment. In last 16 months from March, 2022 to June, 2023 inter- Ministerial file movements have recorded more than 100% increase. In the month of June, 2023, a total of 11399 e-files were moved inter-ministerial.

e-File adoption increased from 89.47% in March, 2023 to 90.19% in June, 2023. Number of Active e-Files increased from 25,81,245 in March, 2023 to 27,43,697 in June, 2023.