

Achievements During the month of June, 2024

(i) International Exchange and Cooperation

The MoU on 'Refurbishing Personnel Administration and Governance Reforms' between the Department of Administrative Reforms and Public Grievances and Public Service Commission, Office of the President, The Republic of Gambia has been extended for a further period of five (05) years up to 2029. The MoU was signed on 18th June, 2024 in New Delhi by Shri V. Srinivas, Secretary on behalf of DARPG and H.E. Mustapha Jawara, High Commissioner of The Gambia to India on behalf of the Gambian side.

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

The Expert Committee constituted for Prime Minister's Awards 2023 under the chairmanship of Secretary, DARPG, in its meeting held on 27th June, 2024 evaluated the Spot Study Reports submitted by the Spot Study Teams of two DS/Director level officers of Central Ministries/Departments for each shortlisted Project/Initiatives. The Expert Committee in its meeting on 27th June, 2024 after carefully going through the recommendations of the Screening Committee and the spot study reports, recommended the Initiatives for further consideration by the Empowered Committee chaired by the Cabinet Secretary.

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

Performance of all stakeholders on CPGRAMS – Central Ministries/Departments, States/UTs, ATIs and Knowledge Partners, along-with progress achieved in Sevottam during May, 2024 were reviewed by Secretary, DARPG on 12th June, 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 May, 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.

(iv) NeSDA Way Forward Monthly Reports for April-May, 2024 and National Awards for e-Governance (NAeG)

- a. The April-May Report of the NeSDA Way Forward was released. The key highlights of the report are as follows:
 - 16,581-services are provided across States/UTs. Jammu and Kashmir provides maximum e-services (1140)
 - Maximum e-services (5,312) lie in the sector – Local Governance & Utility Services
 - 1,530 out of 2,016 mandatory e-services (56*36 States/UTs) are available, making saturation at 76%
 - Himachal Pradesh, Madhya Pradesh, Punjab, Rajasthan, Tamil Nadu and Uttarakhand have achieved 100% saturation of 56 mandatory e-services
 - Jammu and Kashmir, Kerala, Assam and Odisha provide 100% of their services through their identified Single Unified Service Delivery Portal i.e., e-UNNAT (1140), e-Sevanam (911), Sewa Setu (461) and Odisha One (404), respectively
 - Overview of best practices of unified service delivery portals have been highlighted in the report for the States of Uttarakhand (e-Services Apuni Sarkar), Sikkim (Single Sign on) and Andhra Pradesh (AP Sewa Portal).
- b. “Meeting of Jury for selection of National Awards for e-Governance (NAeG) 2024 was held during 13th - 14th June, 2024 at CSOI, K.G. Marg, New Delhi”, which gave its recommendations for the awards.
- c. A meeting with the State’s RTS Chief Commissioners/ Commissioners was convened on 20th June 2024 to discuss the Time Bound Delivery of Services Bill, 2024 proposed by the Department.

(v) Secretariat Reforms

DARPG released the 14th edition of the Monthly Report on “Secretariat Reforms” for May, 2024 with detailed analysis under 3 initiatives (i) Increasing Efficiency in Decision Making (ii) e-Office and (iii) Swachhata Campaign and Reducing Pendency to Minimum levels. In this edition 2 new chapters have been added - (i) Best Practices in the category of scrap disposal. (ii) In Focus: Ministry of Electronics and Information Technology. The report was circulated to all Ministries/Departments of Government of India.