

Achievements During the month of November, 2023

(i) Special Campaign 3.0 for Swachhata and Disposal of Pending Matters

Special Campaign 3.0 conducted from 2nd October to 31st October, 2023 with a focus on Swachhata and Reducing Pendency in Government. The campaign concluded on 31st October, 2023. It witnessed widespread participation across Ministries/Departments and their field/outstation offices and significant outcomes have been achieved. As Ministries/ Departments sought time to collate information from their field/ subordinate offices, the online entry regarding updation of achievements on the portal (<https://scdpm.nic.in>) was closed on 11th November, 2023. The following are the key outcomes of the campaign:

- **No of Offices covered under Swachhata Campaign – 2.58 lakh**
- **Space Freed – 164 lakh square feet**
- **Files Reviewed (Physical + e-Files)– 49.55 lakh files**
- **Revenue earned from sale of office scrap - Rs. 556.35 crore**

The achievement under various parameters is as follows:

| S.No. | Parameter | Target | Outcome | % Achievement |
|-------|---|-----------|---------|---------------|
| 1 | References from MPs | 4887 | 4164 | 85.2 |
| 2 | Parliamentary Assurances | 1049 | 424 | 40.4 |
| 3 | IMC References | 211 | 152 | 72.0 |
| 4 | State Govt References | 505 | 418 | 82.8 |
| 5 | Public Grievances | 502949 | 501296 | 99.7 |
| 6 | Public Grievance Appeals | 22178 | 20662 | 93.2 |
| 7 | PMO References | 975 | 908 | 93.1 |
| 8 | Easing of Rules | 727 | 703 | 96.7 |
| 9 | Review of Physical Files | 4544426 | 4528561 | 99.7 |
| 10 | Physical Files Weeded out - out of identified for weeding | 2474449 | 2407363 | 97.3 |
| 11 | Review of e-Files | 453803 | 426410 | 94.0 |
| 12 | e-Files closed | No Target | 227667 | 100.0 |
| 13 | No. of Cleanliness Campaigns | 259044 | 258673 | 99.9 |

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|----|--------------------------------|-----|--------|-------|
| 14 | Space Freed (In Lakh Sq. feet) | 100 | 164 | 164.0 |
| 15 | Revenue earned (In Rs. Crore) | 400 | 556.35 | 139.1 |

The Special Campaign 3.0 gained significant traction on social media with over 1 lakh social media posts by Ministries/ Departments, 900 tweets from the DARPG twitter handle, 1200 infographics on #specialcampaign3 and issue of 282 PIB Statements. Two films on the best practices on special campaign 3.0 have been prepared by DARPG. 6 panel discussions on DD NEWS/ SANSAD TV/ AIR were held on Special Campaign 3.0. MOS PP addressed 2 media conferences at National Media Centre on 14 September 2023 and 25 October 2023. Interview of MOSPP and Secretary, DARPG on achievements of Special campaign 3.0 were published in major national dailies.

(ii) 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 8th November, 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 October 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.

(iii) National Good Governance Webinar

The 19th Webinar under the National Good Governance Webinar Series was organised on 28th November 2023 with the theme 'Innovation at District Level'. District Collector, Purnea, Bihar made presentation on the initiative Navpravartan Startup Zone in Chanpatia, West Champaran District, Bihar and Mission Director, National Health Mission, Assam made presentation on the initiative 'Sampoorna' in Bongaigaon District, Assam. In addition, Ms. Pauline Martin, Deputy to the Head of the Department for European & International Cooperation, Partnerships and Forecasting and Ms. Sandra Senichault, International Project Manager, Department in charge of European and International Cooperation, Partnerships and Forecasting, Ministry of Public Sector Transformation and Civil Service, Government of Republic of France made a Presentation on Administrative Reforms in France.

(iv) National e-Governance Services Delivery Assessment (NeSDA) – 2023

The 7th review meeting with the SPoCs to review the progress of the Stage 3 entries of NeSDA 2023 was held on 16th November, 2023 to monitor the status and ensure that report is prepared and submitted well within the stipulated time.

(v) National Awards for e-Governance 2024 Scheme

The portal for National Awards for e-Governance Scheme 2024 and the online forms have been developed and the Scheme was launched on 8th December, 2023.

(vi) International Exchange and Cooperation

Letter of Intent (LoI) on cooperation in the field of Public Administration and Administrative reforms was signed between the Department of Administrative Reforms and Public Grievances and the Ministry of Public Sector Transformation and the Civil Service of French Republic on 2nd November 2023. The LoI was signed by Shri V. Srinivas, Secretary, on behalf of the Department of Administrative Reforms and Public Grievances and H.E. Mr. Thierry Mathou, Ambassador on behalf of the Ministry of Public Sector Transformation and the Civil Service of French Republic. The LoI is valid for 3 years.

The 3rd Joint Working Group meeting between DARPG and Public Service Commission of The Republic of The Gambia under the aegis of the MoU signed on 08.07.2021 was held on 09.11.2023 through VC. The meeting was attended by officials of DARPG, NCGG, O/o the Public Service Commission of The Gambia E/I Dakar and MEA.

A meeting between DARPG and IIAS was held virtually on 20th November, 2023 between DARPG and IIAS to discuss publication of a new book on public governance and public administration in India .The meeting was co-chaired by Mr. V. Srinivas, Secretary, DARPG, Government of India and Mr. Paul Joyce, Director, Publications, IIAS.

Other activities

विभाग में दिनांक 8.11.2023 को माननीय निदेशक (प्रशासन)की अध्यक्षता में राजभाषा कार्यान्वयन समिति की बैठक आयोजित की गई ।

The Constitution Day was celebrated in the Department of Administrative Reforms and Public Grievances (DARPG). Secretary, DARPG administered the reading of

'the Preamble of the Constitution of India' to all the Officers and Officials of the DARPG and highlighted the ideals and principles of the Constitution of India. On this occasion, a Webinar on "Indian Constitution and Fundamentals Duties" was also organized wherein Professor Rajinder Kaur, Dean Faculty of Law, Punjab University was the speaker. The celebration of Constitution Day was also published through Twitter account of DARPG.

Further a delegation of DARPG under the leadership of Secretary (AR &PG) attended the National level transformative Colloquium organized by Ministry of Law & Justice at Vigyan Bhawan on 26 November, 2023. Vice President of India was the Chief Guest on this Occasion. During the 3rd Technical Session which was chaired by Hon'ble Mr. Justice Vipin Sanghi, Secretary (AR&PG) made a presentation on 'Law, Innovation & Technological Transformation'. Secretary has emphasized the following innovations and technologies that make reforms in Administration and Public Grievances:

- Adoption of e-Office in all Ministries/ Departments, a move towards complete digitalization in Secretariat
- Clear Office Space and generate revenue through Special Campaign 3.0
- PM's Awards for excellence in Public Administration

Universalization of CPGRAMS 7.0 for auto-routing of grievances to the last mile