

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

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

During the month, Special campaign 3.0 for Swachhata and disposal of pending matters was conducted from 2<sup>nd</sup> October - 31<sup>st</sup> October, 2023. All Ministries / Departments participated in the Special campaign in a befitting manner.

Hon'ble MoS (PP) addressed two press conferences in National Media Centre, first on 14<sup>th</sup> September, 2023 on launch of portal and the preparatory phase and second on 25<sup>th</sup> October, 2023 on Mid-campaign progress. 6 panel discussions on DD News / Sansad TV and AIR were held on the Special campaign 3.0. The Special Campaign 3.0 was presented by Ministries / Departments in social media with over 75,000 social media posts (tweets/ Instagram/ facebook etc.) including 800 tweets from DARPG handle, 1100 infographics on #Special Campaign 3.0 hash tag and issue of 258 PIB statements.

Special Campaign 3.0 has concluded on 31st October, 2023 with outstanding results and after collating all the data, the external evaluation by QCI team will be done from November 15-30, 2023.

The campaign witnessed widespread participation across Ministries/Departments and their field/outstation offices and significant outcomes have been achieved. The following are the key outcomes of the campaign as per preliminary data reported by Ministries on the portal:

- **Revenue earned from sale of office scrap - Rs. 500 crore**
- **Space Freed – 154 lakh square feet**
- **No of Offices covered under Swachhata Campaign – 2.53 lakh**
- **Files Reviewed (Physical + e-Files) – 46.11 lakh files**

The achievements under various parameters are as follows:

<b>Sl. No.</b>	<b>Parameter</b>	<b>Target in SC 3.0</b>	<b>Outcome</b>	<b>% Achievement</b>
1.	References from MPs	4958	4017	81.02
2.	Parliamentary Assurances	994	399	40.14
3.	IMC References	190	120	63.16
4.	State Government References	497	384	77.26
5.	Public Grievances	458715	454564	99.10
6.	PMO References	907	821	90.52

Sl. No.	Parameter	Target in SC 3.0	Outcome	% Achievement
7.	Public Grievance Appeals	22380	20178	90.16
8.	Easing of Rules Processes	634	583	91.96
9.	Record Management (Physical Files to be reviewed)	4357933	4213679	96.69
10.	Record Management (e-Files to be reviewed)	427631	397438	92.94
11.	Cleanliness Campaigns	255345	253214	99.17
12.	Space freed (In Lakh Sq. feet)	100	154	154.00
13.	Revenue earned (In Rs. Crore)	400	500	125.00

**(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 12<sup>th</sup> October, 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 September 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 18<sup>th</sup> Webinar under the National Good Governance Webinar Series was organised with the Theme “Promoting Swasth Bharat- Ayushmaan Bharat through Health & Wellness Centres’. Shri Prithviraj B.P., CEO, Nagur Smart and Sustainable City Development Corporation Ltd., the then District Collector, Latur, Maharashtra and Shri Ravi Pattanshetti, District Collector, Ankapalli, Andhra presented the initiatives taken by them in the respective districts.

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

Review meetings with all Single Point of Contacts (SPOCs) were held on 12<sup>th</sup> October, 18<sup>th</sup> October and 30<sup>th</sup> October, 2023 to monitor the status and also to start the Stage-4, i.e. analysis of the answers to the questionnaire which have already been submitted.

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

DARPG convened the second webinar under the national e-Governance Webinar series with the theme “Excellence in Government Process Re-engineering for Digital Transformation at Central Level” on October 20, 2023. The awarded initiatives of (i) e-Panchayat Mission Mode Project (eGramSwaraj & Audit Online) and (ii) PM Street Vendors Atma Nirbhar Nidhi (PM SVANidhi), were presented by Shri Rahul Kapoor, Joint Secretary, Ministry of Housing & Urban Affairs and by Shri. Alok Prem Nagar, Joint Secretary, Ministry of Panchayati Raj respectively.

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

The Award Scheme for National Awards for e-Governance 2024 (NAeG 2024) has been approved by Hon'ble MoS (PP).

**(vii) International Exchange and Cooperation**

A two member delegation headed by Shri Puneet Yadav, JS along with Shri S.K. Pandey, Director (IE&C) visited Brussels from October 3-5, 2023 and attended the Extraordinary General Body meeting of IIAS for vote on the amendments in statutes of IIAS. Change in venue of IIAS Conference 2025 from Kochi to New Delhi was also discussed along with other issues.

**(viii) Documentation and Dissemination activities**

The Department of Administrative Reforms & Public Grievances successfully convened a two-day Regional Conference in collaboration with Government of Rajasthan on Good Governance at Jaipur on 4<sup>th</sup> -5<sup>th</sup> October, 2023. Regional Conference in collaboration with Government of Rajasthan was organized by the Department after 7 years. The main objective of the Conference was to generate awareness amongst the participants about the recent reforms for promotion of good governance. It also brought national and state level public administration organizations on the same platform to share experiences about innovations in public administration, transforming future public solution for improving quality of life, good governance, e-Governance, Digital Governance, etc. Dr. Jitendra Singh, Hon'ble MoS (PP) addressed the Conference on 4<sup>th</sup> October, 2023. The Conference featured 13 Award Winners in 7 categories from 2022 Awardees; the PM's Award winners/National e-Governance Award Winners from Rajasthan and also presented the best governance practices in Rajasthan. All States/UTs were participated in the two-day event through physical as well as VC mode. The event was extensively covered by National, local media and also on social media.

**Other activities**

Hon'ble MoS (PP) led the Ministry of Personnel, Public Grievances & Pensions in observing "Ek Tareekh - Ek Ghanta – Ek Saath" as part of the 'Swachhata Hi Sewa ' campaign on 1<sup>st</sup> October, 2023 from 10.00AM -11.00 AM at Nehru park, Chanakya Puri, New Delhi. The Ministry participated in plantation activities and Shramdaan- a 'Swachhanjali' to Bapu on the eve of Gandhi Jayanti.

प्रशासनिक सुधार और लोक शिकायत विभाग में दिनांक 30.10.2023 को माननीय संयुक्त सचिव (प्रशासन) की अध्यक्षता में हिंदी पखवाड़ा, 2023-पुरस्कार वितरण समारोह संपन्न हुआ। पखवाड़े के दौरान आयोजित विभिन्न प्रतियोगिताओं के पुरस्कार विजेताओं को माननीय संयुक्त सचिव (प्रशासन) द्वारा प्रशस्ति पत्र प्रदान किए गए।

माननीय संयुक्त सचिव(प्रशासन) ने अपने अध्यक्षीय उद्बोधन में विभाग के सभी अधिकारियों/कर्मचारियों को अधिक-से-अधिक कार्य हिंदी में करने के लिए प्रोत्साहित किया । अंत में, सहायक निदेशक (राजभाषा) द्वारा धन्यवाद ज्ञापन के साथ कार्यक्रम समाप्त हुआ ।

प्रशासनिक सुधार और लोक शिकायत विभाग में दिनांक 31.10.2023 को विभाग के सभी अधिकारियों/कर्मचारियों के लिए कंठस्थ 2.0 पर अनुवाद का प्रशिक्षण लेने के लिए एक कार्यशाला आयोजित की गई।

The Department has organized 'Vigilance Awareness Week 2023' under the theme "Say No to Corruption, Commit to the Nation". Secretary, DARPG administered "Integrity Pledge" on 30<sup>th</sup> October, 2023.

The Department also organized Rashtriya Ekta Diwas on 31.10.2023 wherein Essay on "Sardar Vallabh Bhai Patel –Vision of Modern India" along with Quiz competition was held. Secretary, DARPG administered Rashtriya Ekta Diwas Pledge on 31.10.2023.

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