

Achievements during the month of September, 2024

I. 27TH National Conference on e-Governance

- a. The Department of Administrative Reforms & Public Grievances (DARPG), in association with Ministry of Electronics & Information Technology (MeitY), Government of India and the Government of Maharashtra organized the 27th National Conference on e-Governance (NCeG) at Jio World Convention Centre, Mumbai, Maharashtra on 3rd - 4th September, 2024. The theme of the Conference was 'Viksit Bharat: Secure and Sustainable e-Service Delivery'.
- b. Hon'ble Minister of State for Personnel, Public Grievances and Pensions delivered the keynote address by a video conferencing during the valedictory session. Hon'ble Chief Minister and Deputy Chief Minister Government of Maharashtra also graced the Conference with their presence. The Conference was attended by about 1000 delegates from Government of India, State/UT Governments, Industry, Academia, and Private Sector.
- c. Hon'ble Deputy Chief Minister of State Government of Maharashtra presented the National Awards for e-Governance 2024 to recognize the implementation of e-Governance initiatives. Total 16 awards: 9 Gold, 6 Silver and 01 Jury Award were presented.
- d. An Exhibition showcasing the awarded and other best practices of the country was also organized during the Conference. A film of 5 minutes' duration on e-Governance was released during the event. Four books were also released, viz. (i) Citations for National Award of e-Governance Award Winners 2024, (ii) Excellence in e-Governance-National Award for e- Governance Winners of the Year 2023, (iii) Background Papers and (iv) Viksit Bharat- Secure and Sustainable e-Service delivery- Compendium of e-Governance Initiatives 2024.
- e. Around 64 distinguished speakers shared their papers along with 16 awardees in Plenary Sessions and Breakout Sessions.
- f. NeGW 2023-24 - The Eighth Webinar of the NeGW 2023-24 on the theme "Excellence in Providing Citizen Centric Delivery at State/ UT Level" was convened on 20.09.2024.

The Webinar was attended by 366 officers across India and was also streamed live on YouTube.

- g. NeSDA Way Forward -The 16th monthly report of NeSDA Way Forward (August Report) for States/UTs was released.

II. Joint Working Group Meeting between DARPG & Public Service Division, Singapore

India – Singapore Joint Working Group meeting was held on 10.09.2024. Secretary DARPG, Gol and Permanent Secretary, Public Service Division (PSD) Singapore formulated the contours of the future India-Singapore cooperation in the field of Administrative Reforms and technology induction. Both sides shared the developments and practices in good governance and administrative reforms. From Indian side Additional Secretary, DARPG, made a presentation on best practice covering CPGRAMS, NeSDA, PM Awards, NCGG, Bhavishya and e-Office. The Singapore side shared Life SG, Service SG, Wellness Ambassadors and work of Civil Services College.

III. 23rd Webinar of the National Good Governance Webinar Series

DARPG organised the 23rd Webinar of the National Good Governance Webinar Series on 27.09.2024 for dissemination and replication of best practices in which two initiatives, under the theme "Innovation (General) - District" were presented. The Webinar was attended from 313 locations across India with senior officials of Administrative Reforms Departments of States/UTs, District Collectors, Officers of Central and State Administrative Training Institutes attended the Webinar.

IV. “Swachhata Hi Seva” Campaign

The oath-taking ceremony for all DARPG officials was conducted under the scheme “Swachhata Hi Seva” in the presence of Secretary (DARPG). This was followed by a photo session where saplings were distributed to all the officials of DARPG as part of the Plant4Mother campaign to promote environmental sustainability and encourage eco-friendly practices.

As part of our commitment to the 'Swachhata Hi Seva' campaign, a comprehensive health check-up for housekeeping staff members of DARPG was organised by the Ministry of Health. This initiative aimed to promote overall well-being of the staff and reinforce the critical link between health and cleanliness.

V. Special Campaign for Disposal of Pending Matters (SCDPM 4.0)

DARPG is the nodal department for Special Campaign 4.0 on Swachhata and Reducing Pendency in Government by all Ministries/Departments. The preparatory phase of the Special Campaign 4.0 was launched virtually by Hon'ble Minister of State for Personnel, Public Grievances and Pensions on September 13, 2024 and was from September 16th-30th, 2024. Secretary, DARPG held three meetings with all Nodal Officers of Special Campaign 4.0 on 27.08.2024, 06.09.2024 and 26.09.2024 to review progress of the campaign. Secretary, MoHUA and DG, NAI also addressed the Nodal Officers. Secretary DARPG also had a meeting with DG, NAI. In all 81 Ministries/Departments have reported a target of 3,09,912 Cleanliness Campaign Sites, 4,028 References from MPs, 1,187 Parliamentary Assurances, 77 IMC References, 559 State Govt. References, 4,60,950 Public Grievances, 11,943 Public Grievances Appeals, 812 PMO References, 26,70,997 Physical Files for Review, 3,49,260 eFiles

for review 588 Rules for easing. Secretary DARPG had separate meetings with Chief of Defence Staff, Chairman, Railway Board and Secretary MDONER for soliciting their cooperation and support in successful implementation of Special Campaign 4.0 in their field offices across the country. Media Coverage on Special campaign 4.0 was organized in AIR, DD News and Sansad TV. More than 2000 tweets with Hashtag-#SpecialCampaign4 and 94 PIB Statements were issued by all Ministries/ Departments.

VI. Centralized Public Grievance Redress & Monitoring System (CPGRAMS)

Meetings under the Chairmanship of Secretary, D/o Administrative Reforms and Public Grievances (DARPG) with the Nodal Public Grievance Officers of Central Ministries and Departments of the Government of India to review CPGRAMS and with the Nodal Public Grievance Officers of States/UTs and ATIs to review the pendency and disposal of public grievances on CPGRAMS were held on 13th September, 2024 and 23rd September, 2024 respectively through video conference.

CPGRAMS Monthly Report for the month of August, 2024 in respect of Central Ministries/Departments and States & UTs has been brought out. The same were circulated to all Secretaries of Government of India/ Chief Secretaries of States/ UTs respectively.

VII. Hindi Pakhwada Celebration

Various Competitions were organized during the Hindi Pakhwada Celebration in DARPG. Officials of the Department participated enthusiastically