

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

### **i Launch of Special Campaign 3.0**

Dr. Jitendra Singh, Hon'ble MoS (PP) launched the portal for Special Campaign 3.0 with a focus on Swachhata and Reducing Pendency in Government and also held a Press Conference on 14<sup>th</sup> September, 2023 at National Media Centre, New Delhi.

The Special campaign 3.0 was launched by Hon'ble MOS(PP) on 29<sup>th</sup> September, 2023, in a VC meeting of all Nodal Officers held in DARPG Office at Jawahar Vyapar Bhawan, New Delhi. During his visit Hon'ble MoS (PP) administered the Swachhata Pledge to officers/officials, launched the Special Campaign 3.0 and released a Precedent Book (e-Book) prepared by the Department.

Hon'ble MoS (PP) along-with Secretary, DARPG visited North Block (DoPT, CBIC, CBDT and Department of Revenue) on 19<sup>th</sup> September and South Block on 25<sup>th</sup> September, 2023 to oversee the preparation of Special Campaign 3.0.

Cabinet Secretary chaired a meeting of Secretaries to the Government of India on 16<sup>th</sup> September, 2023, on Special Campaign 3.0.

Three Review Meetings were held under the Chairmanship of Secretary, DARPG with all Nodal Officers of Special Campaign 3.0, on 31<sup>st</sup> August, 12<sup>th</sup> September and 20<sup>th</sup> September. The review meeting on 20<sup>th</sup> September, 2023 was also addressed by Secretary, Ministry of Housing & Urban Affairs and DG, CPWD.

Wide Media coverage has been given to Special Campaign

3.0. An Interview of Secretary, DARPG was spotlighted in English and Hindi on All India Radio on 14<sup>th</sup> Sept., 2023. A Panel Discussion was held on 18<sup>th</sup> September, 2023 on DD News with Secretary (DARPG), Secretary (MoRTH), Additional Secretary (M/o Coal) and Commissioner, CBDT. Another Panel Discussion was held on 23<sup>rd</sup> September, 2023 on Sansad TV with Secretary (DARPG), DDG (Telecom) and Joint Secretary, M/o Mines.

ii. **Centralized Public Grievance Redress & Monitoring System (CPGRAMS)**

Dr. Jitendra Singh, Hon'ble MoS (PP) launched the Intelligent Grievance Monitoring System (IGMS) 2.0 developed by IIT-Kanpur and Automated Analysis in Tree Dashboard portal on 29<sup>th</sup> September, 2023. The IGMS 2.0 Dashboard has been implemented by IIT, for upgrading CPGRAMS with Artificial Intelligence capabilities. The Dashboard provides instant tabular analysis of grievances filed & disposed, State-wise & District-wise grievances filed & Ministry-wise data. Besides, the Dashboard will also help the officials identify the root cause of the grievance.

In September, 2023, for the 14<sup>th</sup> month in a row, the monthly disposal was more than 1 lakh cases in the Central Secretariat. Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 30th September, 2023 is 19 Days.

Performance of all stakeholders on CPGRAMS- Central Ministries/ Departments, States/UTs and Knowledge Partners were reviewed by Secretary, DARPG on 26<sup>th</sup> September, 2023. Disposal of grievances both in terms of average time taken and

quality of disposal have seen substantial progress due to regular review undertaken by DARPG with States/ UTs and Central Ministries.

iii. **National eGovernance Services Delivery Assessment (NeSDA) – 2023**

Review meeting was held under the Chairmanship of Joint Secretary, DARPG with all Single Point of Contacts (SPOCs) on 26 September, 2023 to review the status of data entry by States/ UTs and Central Ministries. During the meeting, the Citizen Survey which is an integral part of the report was also launched. The Report will be published in December, 2023.

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

On lines of the National Good Governance Webinar Series wherein the Awardees of PM Awards for excellence in Public Administration present their initiatives, a virtual e-Gov. Webinar Series on past Awarded Initiatives under the National Awards for e-Governance (NAeG) has been initiated. A Series of 12 virtual conferences/webinars is proposed to be conducted on awardees of NAeG from September, 2023 to August, 2024. The first webinar in the series on the theme "Excellence in District Level Initiatives in e-Governance for North East States + Hilly States" was held on 22.09.2023. The awarded initiatives of Parvarish (a step towards *Kuposhan Mukta Bharat*" and "Infrastructure Snapshot Kokrajhar", were presented during the Webinar by Ms. Keerti Jalli, DC, Kamrup, Assam and Ms. Varnali Dekka, DC, Nalbari, Assam respectively.

**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 Seva*’ Campaign on 1<sup>st</sup> October, 2023 from 10:00 – 11:00 am at Nehru Park, Chankyapuri, New Delhi. The Ministry participated in plantation activities and *Shramdaan - a ‘swachhanjali’ to Bapu* on the eve of *Gandhi Jayanti*.

दिनांक 14.09.2023 से 28.09.2023 तक हिंदी पखवाड़ा आयोजित किया गया। इस अवधि के दौरान विभिन्न प्रतियोगिताओं - जैसे हिन्दी कहानी विस्तार, अनुवाद, श्रुतलेख, प्रश्नोत्तरी (राजभाषा ज्ञान) तथा काव्य पाठ का आयोजन किया गया। इन प्रतियोगिताओं में विभाग के सभी अधिकारियों / कर्मचारियों ने उत्साहपूर्वक भाग लिया।