

Major achievement month of December 2024

(i) National Workshop on Good Governance Practices as part of Good Governance Week 2024

DARPG organised a National Workshop on Good Governance Practices on 23rd December 2024 at New Delhi with focus on Best Practices during Special Campaign 4.0 and the achievements under the initiative for Increasing Efficiency in Decision Making. Secretaries to Government of India presented their best practices.

Dr Jitendra Singh, Hon'ble MoS (PP) addressed more than 700 senior officials from Ministries/Departments besides 1200 Officials of State Governments and District Collectors who joined in virtual mode, in a "whole-of-government" approach for highlighting transformative initiatives that have shaped governance reforms. In the National Workshop, Secretaries to Government of India presented best practices under Special Campaign 4.0 and the Initiative for Increasing Efficiency in Decision Making in their respective Ministries/ Departments.

To consolidate on the gains made during the campaign and to institutionalize *Swachhata*, DARPG issued guidelines for continuing the activities of swachhata and disposal of pendency by dedicating 3 hours every week.

(ii) Sushasan Saptah and Prashasan Gaon Ki Ore Campaign 2024

The Fourth *Sushasan Saptah* and *Prashasan Gaon Ki Ore* Campaign 2024, a nationwide campaign for Redressal of Public Grievances and Improving Service Delivery was held in 700+ districts from December 19-24, 2024. Followings are the key achievements of the campaign:

- Applications disposed under service delivery – 2,99,64,200
- Public Grievances Redressed on State Portals – 14,84,990
- Public Grievances Redressed on CPGRAMS – 3,44,058
- Total Number of Camps held – 51,618
- PIB Statements issued - 1,720
- Innovations in Governance Reports – 1,167
- District Vision @ 100 documents prepared – 272

(iii) Meeting with International institute of administrative sciences (IIAS) and MoU with Sri Lanka

A meeting was held on 4th December 2024 with Deputy Chief of Mission, Brussels to discuss details of IIAS Election and India's candidature for the post of President for IIAS for the period 2025 to 2028.

A two member delegation led by Shri Puneet Yadav, Additional Secretary visited Brussels from 16 - 18 December to attend the CoA meeting to discuss India's candidature for the post of IAS President.

An MoU between National Centre for Good Governance (NCGG), India and the Sri Lanka Institute of Development Administration (SLIDA) on Training and Capacity Development Programme for Civil Servants was signed on 10th December, 2024 and was exchanged on 16th December, 2024 during the state visit of H.E. Mr. Aruna Kumara Disanayaka, President of the Democratic Socialist Republic of Sri Lanka to India from 15-17 December, 2024.

(iv) Centralized Public Grievance Redress and Monitoring System

Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Annual Report-2024 was launched by the Hon'ble MoS (PP) during the Good Governance Week event on 23-12-2024 which presents the work undertaken in Government for 'Effective Redressal of Public Grievances' in 2024.

Hon'ble MoS (PP) chaired the year-end review meeting on effective redressal of public grievances with Nodal Public Grievance Officers and Nodal Appellate Officers of all Ministries/ Departments was held on 30.12.2024 at IIPA Conference Hall, New Delhi.

Further the requisite information in respect of public grievance, in the Annexure as prescribed in the DO No.1/50/3/2024-Cab. Dated 29.11.2024 of Cabinet Secretariat, for the month of December, 2024 is also attached.