

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of November, 2019 are listed below:

1. **CPGRAMS Reforms:** DARPG convened a National Workshop on CPGRAMS reforms on 5th November, 2019 at Vigyan Bhawan with all Central Ministries/Departments as well as all States and Union Territories. The National Workshop was attended by approximately 465 participants and 11 exhibition stalls were setup by Departments/Ministries/ PSE's on the best practices in redressal of public grievances. The new upgraded CPGRAMS version 7.0 was launched during the event. The CPGRAMS 7.0 facilitates quick disposal of grievances by mapping of grievances directly with concerned field functionaries. The upgraded CPGRAMS was first launched in Department of Posts when Grievance officers covering 1.5 lac Post Offices were mapped and provided user ID's and passwords for handling public grievances on the CPGRAMS portal. Upgraded CPGRAMS for Department of Telecom, Department of Financial Services (Banking Division and Insurance Division) were launched by the Hon'ble Minister of State for Personnel, PG and Pensions during the event. Online Hackathon on Data-Driven Innovation for Citizens Grievance Redressal and Ideas Box were also launched during the event.

2. Regional Conference on "Replication of Good Governance Practices" in the Union Territories of Jammu & Kashmir and Ladakh In a major push towards good governance initiatives in Jammu and Kashmir, a regional Conference on "Replication of Good Governance Practices" was organized in Jammu on 15-16 November 2019. This was the first regional conference in J&K after notification of J&K and Ladakh as UTs. The conference was attended by 450 delegates from 19 States and 4 Union Territories. The conference deliberated on diverse areas of Governance including Public Policy and Governance, Digital Governance, Citizen Centric Governance, Aspirational Districts Program, Select Initiatives on Replicable Innovations, Capacity Building and Personnel Administration. The conference concluded with adoption of "Sushasan Sankalp" which inter alia resolved to develop the Union Territories of Jammu & Kashmir and Ladakh as models of administrative excellence using digital technologies in implementation of welfare programmes.

3. Regional Conference on "Ek Bharat Shresht Bharat in Jammu with focus on Jal Shakti and Disaster Management Practices" A conference on Jal Shakti and Disaster Management Practices was organized with the partner states –State of Tamil Nadu and UTs of J&K and Ladakh under 'Ek Bharat Shreshta Bharat'. The Conference was attended by over 400 delegates from Jammu & Kashmir, Government of Tamil Nadu and Government of India. The session schedule included Rejuvenation of Rivers – Cauvery and Jhelum, Reducing Water Consumption in Agriculture, a discussion session titled Water Warriors, Urban Flooding including Management of Floods, NDRF Rescue Operations, Emergency Responses, Forecasting and Early Warning and a discussion session titled Collectors Speak. The Regional Conference in the concluding session adopted the "Sahyog Sankalp" where participating Governments of Tamil Nadu and the Union Territories of Jammu & Kashmir and Ladakh agreed to make concerted efforts to resolve mutually concerning issues in

the areas of Jal Shakti and Disaster Management through improved monitoring and a deep and structured engagement between the paired Governments.

Dr. Jitendra Singh, Hon'ble MOS (PP) also released the Special issue of e-Magazine, 'Minimum Government Maximum Governance' based on 11 successful Innovations in Governance in the Union Territories of Jammu & Kashmir and Ladakh. The Hon'ble Minister also launched Integration of CPGRAMS Public Grievance Portal with Awaz-e-Awam Grievance Redressal Portal of J&K.

4. Capacity Building Programme for delegation from Gambia: The 2nd Batch of Capacity Building Programme of 11 Member delegation led by the Vice Chairman, Public Services Commission of Gambia, Mrs. Awa Auber, was organised from 2-6 December, 2019 in New Delhi by the Department of Administrative Reforms & Public Grievances in collaboration with the National Centre for Good Governance (NCGG). The objective of the visit was to study best practices in Public Management relating to, Performance Management System, Recruitment Management System and Civil Services Pension Scheme. The training programme focussed on areas such as India's Public Grievance Redressal Systems. The delegation called on Minister of State for Personnel, PG and Pensions, Secretary DOPT & DARPG, Senior Officials of DARPG, UPSC, SSC and AIIMS. The 2 sides reached a consensus for an MOU for Refurbishing the Personnel Administration by replication of best practices of India in Gambia.

5. Capacity Building Programme for Permanent Secretaries from Maldives: Another Capacity Building Training Programme for 15 Permanent Secretaries and Secretary Generals of Maldives was also organised from 6-13 December, 2019 in New Delhi. The training programme focused on topics such as Public Policy & Governance, E-governance, and Public Grievance Redressal etc. The delegation met Secretary DOPT & DARPG, Foreign Secretary, Health Secretary, Director AIIMS, Director IIT Delhi, CEO Ayushman Bharat, Senior officials of NITI Aayog and senior officials of DARPG. The MOS Personnel, PG and Pensions chaired the valedictory session and distributed certificates to the delegates. The successful completion of the training program represents a land mark for NCGG as 105 officials of Maldives including middle and top management have visited NCGG under the MOU signed between the 2 countries in June 2019. 7 Training programs for training 210 officials are envisaged in 2020.

6. Implementation of e-office: In the matter relating to monitoring of e-office implementation in all central Ministries / Departments in a time bound manner, 56 Central Ministries/Departments have achieved the target of e-Office implementation. The Ministry of Culture is the latest to achieve 80% of e-file percentage recently. 75 Ministries / Departments are now actively using the e-office platform.

7. Communal Harmony Campaign Week was observed during 19-25 November, 2019 and Flag Day was observed on 25th November, 2019 in this Department. The DARPG also observed 'Constitution Day' on 26th November, 2019 and a pledge was administered to all officers/officials on this occasion.

8. Operational Training on CPGRAMS was organized in the Department on 28.11.2019. During the training all the improvements in the CPGRAMS (6.0) were imparted to the participants.