

# IAS-DARPG India Conference

# 2025

10-14th February



प्रशासनिक सुधार और लोक शिकायत विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

## NEXT GENERATION ADMINISTRATIVE REFORMS: THE INDIAN EXPERIENCE

Presentation by

**V. Srinivas, IAS**

Secretary

Department of Administrative Reforms and Public Grievances

Government of India

**11<sup>th</sup> February 2025**

# OVERVIEW



1. India's Policy for Good Governance
2. Recognizing Meritocracy
3. Effective Redressal of Public Grievances
4. Improving Service Delivery
5. Benchmarking Governance
6. Secretariat Reforms

# VISION

## NEXT GENERATION REFORMS



“In this decade of Amrit Kaal, we will give priority to Next Generation Reforms. We will ensure that all facilities like service delivery should reach citizens up to the last mile; it should reach the last person seamlessly, without hesitation or any kind of difficulty.

For the overall development of the country, unnecessary interference by the Government and Government processes in the lives of the people has to be ended”



**- Prime Minister Narendra Modi**

# VISION

## INDIA @ 2047



The **Department of Administrative Reforms and Public Grievances (DARPG)** is actively shaping India's governance roadmap for **Vision India@2047**.

**Advisory Group** – Chaired by the **Minister of State for PMO**, includes **15 sector specialists** (civil servants, IIT/IIM experts, university scholars, and public policy researchers)

**Working Group** – Led by the **Secretary, DARPG**, responsible for drafting the vision under Advisory Group supervision

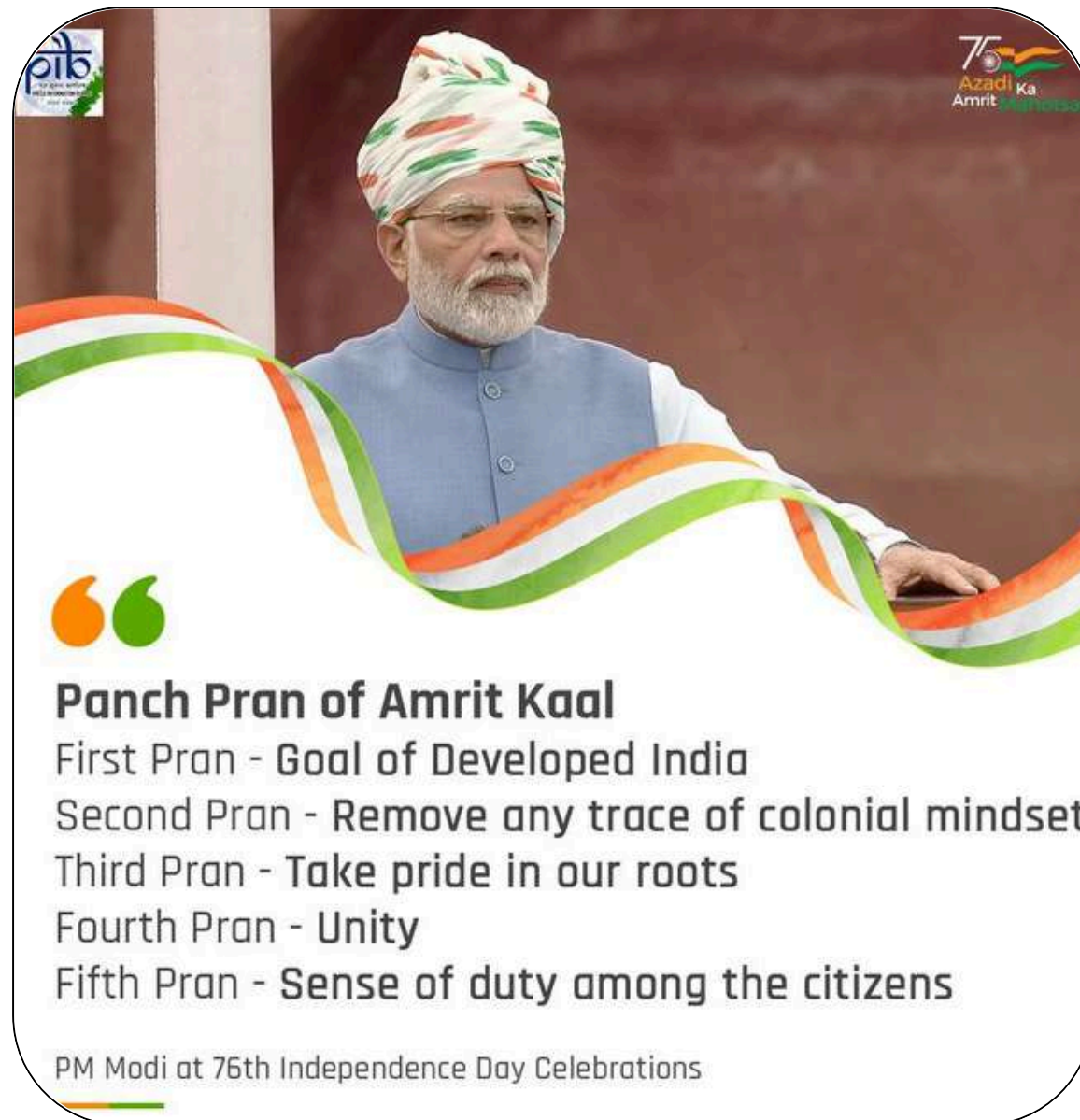
**Knowledge Partner** – Indian Institute of Public Administration (IIPA)



**Outcome:** *Vision India@2047* document on "**Bringing Citizens and Government Together**"

# AGENDA

## FOR GOVERNANCE



### Minimum Government Maximum Governance

- Ease of living for citizens
- Simplifications of Rules/Regulations and Processes
- Whole of the Government approach
- Qualitative improvement in Public Grievance Redressal System
- Capacity Building through **i-Got Karmayogi Portal**
- Development of comparative matrices - **GGI, NeSDA**
- Making IT System resilient and adherence to **Cyber Security** guidelines and protocols
- Regional Conferences with focus on **“Concept of Women Led Development”**
- **Special Campaign 4.0** for Institutionalizing Swachhata and Reducing Pendency

# RECOGNIZING MERITOCRACY



## Prime Minister's Awards for Excellence in Public Administration

To Acknowledge, Recognize and Reward the Extraordinary and Innovative work done by District Organizations of the Central and State Governments.

[DARPG](#)



# PM AWARDS

## OBJECTIVES

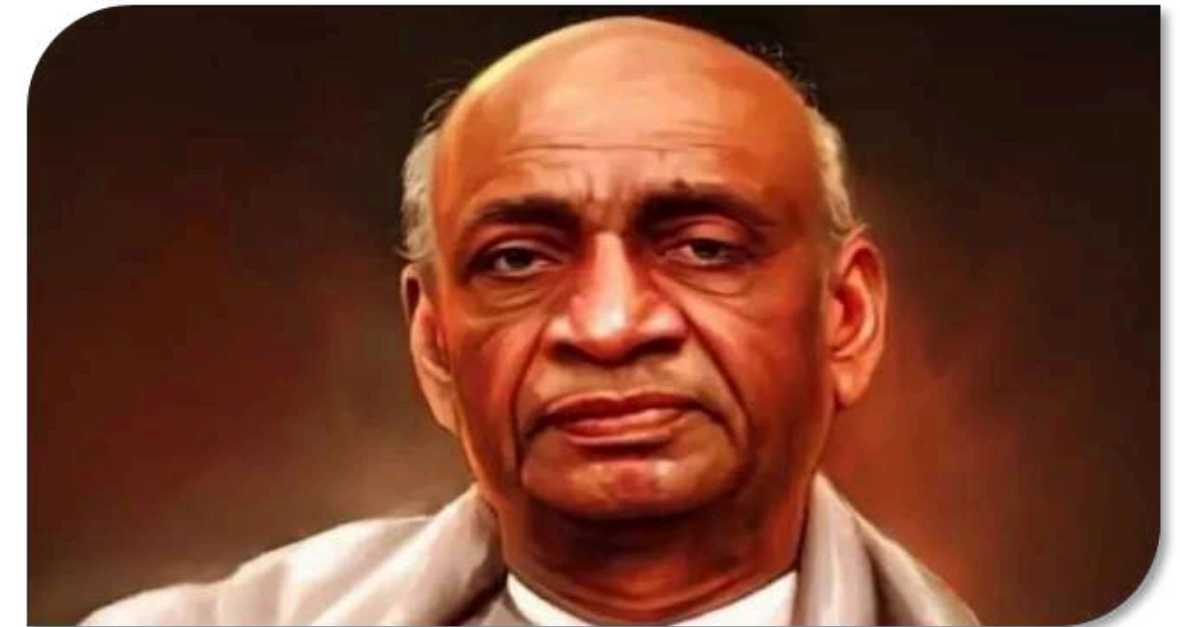


- Conferred to Civil Servants for outstanding performance
- Institutionalization of best practices
- Encourage constructive competition
- Emphasis on Good Governance
- Driving Innovations in Public Administration
- To Promote Jan Bhagidari

# CIVIL SERVICES DAY



- **21st April** is celebrated as '*Civil Services Day*,' where civil servants rededicate themselves to the cause of serving the nation
- Plenary Sessions and Break-away Sessions on *Good Governance* by eminent speakers
- Selected themes on contemporary issues deliberated and documented
- **Hon'ble Prime Minister of India** confers the PMA on 21<sup>st</sup> April
- The Civil Services Day is celebrated across all States, with around 26,000 civil servants attending the event





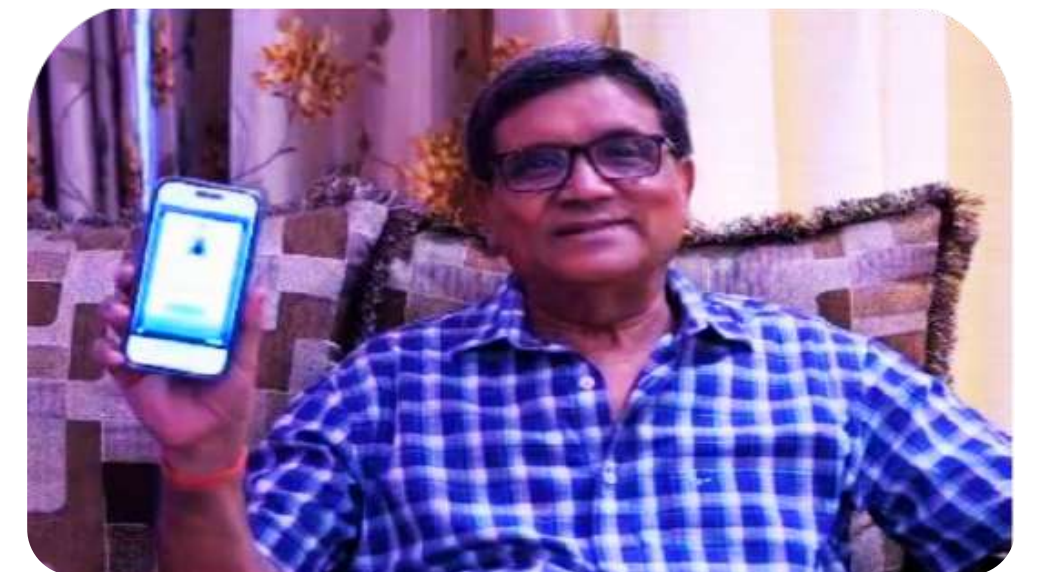
# AWARDED INITIATIVES



## Face Authentication

### *Unique Identification Authority of India*

- The **UIDAI Face Authentication System** offers a secure, contactless alternative for Aadhaar-based identity verification
- Ideal for individuals facing challenges with traditional biometric methods due to worn-out fingerprints, iris template aging, cataracts, or similar issues
- Over **2.35 million** Face Authentication transactions have been conducted, reducing fraud and ensuring resources reach intended recipients



# AWARDED INITIATIVES



## PM SVANidhi

*Ministry of Housing and Urban Affairs*

- Empowers *urban street vendors* with financial inclusion and digital integration, providing collateral-free loans
- Over **8 million** loans worth **106,000 million** have been disbursed to **6 million** street vendors nationwide
- **45%** of beneficiaries are women, with strong participation from marginalized groups, promoting equity and inclusivity



# AWARDED INITIATIVES



## National COVID-19 Vaccination Programme

*Ministry of Health & Family Welfare*

- Executed on a massive scale to vaccinate millions against **COVID-19** in a short period
- Over **2.2 billion** doses were administered with digital tracking, including **255 million doses** in a single day (17th September, 2021) across nearly 1 lakh CVCs
- The **Co-WIN platform** was used for registration, scheduling, and monitoring the vaccination process.



# AWARDED INITIATIVES



## PM GatiShakti

*Department for Promotion of Industry & Internal Trade*

- Facilitates mapping of social and economic infrastructure planning in India via a **GIS-enabled platform**
- Adopts a holistic planning approach to **develop world-class infrastructure**, including roads, highways, railways, airports, waterways, and pipelines, ensuring seamless movement of goods and people
- Aims to enhance **logistics efficiency** by reducing transportation time and costs, simplifying procedures, and creating a transparent, efficient logistics ecosystem



# AWARDED INITIATIVES



## Innovations for Defence Excellence (i-DEX)

### *Department of Defence Production*

- Provides a startup ecosystem to engage directly with defence, creating a platform for easier business with the Ministry of Defence, supporting the **Atmanirbhar Bharat Initiative**
- Activities are now **paperless**, managed in real-time through the Grant Management Portal
- Created a platform for the Armed Forces to present their technical challenges as problem statements



# AWARDED INITIATIVES



## National Generic Document Registration System

### *Department of Land Resources*

- Aims to offer document registration services using modern technology, within a specific timeframe and in a transparent manner
- Catering to all States and Union Territories, NGDRS offers flexibility for States to quickly analyze, understand, and implement solutions at the State and District levels
- The average transaction time has reduced from **45 minutes to 15 minutes**



# AWARDED INITIATIVES



## One Nation One Ration Card

### *Department of Food and Public Distribution*

- ONORC introduced national, inter-state, inter-district, and intra-district portability without the need to surrender the existing ration card, and **eliminated paperwork** for national portability
- Facilitated the **easy addition** of new members, issuance of new ration cards, and helped eliminate duplicate cards
- Benefited a **large number** of migrant workers, laborers, daily wagers, and others



# AWARDED INITIATIVES



## UDAN – UdeDeshKaAamNaagrik *Ministry of Civil Aviation*

- UDAN provides **affordable air connectivity** and offers airlines concessions for regional and remote routes
- A yearly bidding process allows airlines to bid for routes to unserved airports, with the government offering viability gap funding, financing support, and concessions
- UDAN has connected **23 unserved airports** and **10 water aerodromes**, with over **77,000 flights** and **70 new airports** added to the Indian aviation map





# REGIONAL CONFERENCES



## Dissemination of Best Practices

- Strengthening **public governance** across States
- Enhancing efficiency in **public grievance redressal** mechanisms
- Promoting **citizen-centric** administration
- Capacity building** for public servants
- Highlight key themes or topics discussed in recent conferences for e.g., Digital Governance, Public Service Delivery, etc.



# REGIONAL CONFERENCES



## Impact and Outcomes

- ★ Key takeaways from the conferences
- ★ Regional initiatives that were adopted as a result
- ★ Improvements in public grievance systems and administrative processes



**A total of 28 Regional Conferences have been held till date, with participation of 500 officers in every conference.**

# CPGRAMS



सत्यमेव जयते

# CPGRAMS

## Effective Redressal of Public Grievances

# CPGRAMS

24\*7 DIGITAL PLATFORM



## A Foundation for SMART Government

- **World's largest citizen interface platform**, adopted across all Central Ministries/Departments, attached, subordinate and autonomous bodies
- **2.8 million citizens** are registered on the CPGRAMS portal as on December 2024
- From 2019-2024, more than **12 million grievances** were resolved with more than 100,000 Grievance Redressal Officers mapped as on December 2024
- In 2024, an Average Redressal time of **13 days** and **55% citizen satisfaction** in the Central Ministries/Departments
- Accessible via the portal [www.pgportal.gov.in](http://www.pgportal.gov.in), My Grievance App, UMANG App, and Common Service Centres



# CPGRAMS

## 24\*7 DIGITAL PLATFORM

### Featured in IT's 100 Big Tech Ideas



INDEPENDENCE DAY SPECIAL  
AUGUST 28, 2023 | INR 33

# INDIA TODAY

# INDIA

COMPUTING ✦ TRANSPORT  
COMMUNICATIONS ✦ E-GOVERNANCE  
DEFENCE ✦ AGRICULTURE  
ENERGY ✦ HEALTH  
E-COMMERCE ✦ EDUCATION

# 100

**THE REVOLUTIONS NEEDED IN 10 KEY SECTORS TO MAKE INDIA A DEVELOPED NATION BY 2047**

INDIA@100 | E-GOVERNANCE AI SOLUTIONS

## GOODBYE TO PAPERWORK

FOR GOVERNMENTS AND CITIZENRY ALIKE, DATA-DRIVEN INITIATIVES WILL ENSURE INFORMED DECISION-MAKING AND EASE OF ACCESS

**Important papers stolen?** Or, worse, destroyed in a fire? Soon, such events will be things of the past. Artificial intelligence, with its ability to archive and analyse vast amounts of data, will 'dematerialise' documentation, and thus, revolutionise policymaking and service delivery. Whether it's a record of your land or health, your Aadhaar identity or your driving licence, everything will soon have a digital footprint, safe from destruction. Data privacy/security remains an area that needs urgent attention. This must harness the auto-corrective features that the technology itself contains so as to minimise or eliminate the scope of corruption or theft.

**WHY IT IS A GAME CHANGER**

In India, every state must mandatorily provide 56 digital services to the citizens. Though the implementation rate has been 67 per cent, the success of these and other offline services depends on the grievance redressal mechanisms. Most governments do have

online platforms allowing aggrieved citizens to file their complaints. But in a country with a population of 1.4 billion, scanning the large volume of complaints and acting on them is an exercise in futility, given the time it consumes and the lack of manpower. However, the use of AI is not only making the grievance redressal system faster and more accountable, it's also helping government agencies detect systemic flaws and map socio-economic issues in various geographic locations. The

**THE CHANGE-MAKERS**

**DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES**

Directly under PM Modi, it has been spearheading the use of new emerging technologies in e-governance applications across government agencies and

**56**

No. of digital services states have to mandatorily provide to the people. These include financial services as well as those related to local government and utility

**Illustration by NILANKAN DAS/W**

**“The IGMS helps us identify the required policy interventions if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer.”**

**- V. SHINWAR**  
Secretary, DARPG

most striking example has been the Integrated Grievance Management System (IGMS) developed by the Department of Administrative Reforms and Public Grievances (DARPG), which Prime Minister Narendra Modi handles directly. The use of AI facilitates instant categorisation of complaints, summarisation, and routing to the departments concerned. It can easily do keyword and semantic searches, point out oversight whenever required and display complaints in a dashboard in real time. The IGMS uses the same technology that powers ChatGPT. “The categorisation helps us identify and analyse the policy interventions required if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer. Prime Minister Modi is very serious about the effective implementation of this mechanism and often checks the dashboard,” says V. Shinwar, Secretary, DARPG.

**WHAT INDIA NEEDS TO MASTER**

The AI-powered IGMS has been in use for all central government ministries and departments since February 2022. Such initiatives should now spread to all states

as well. Digital infrastructure and services are not uniformly spread across all states in India. For instance, if Kerala offers 986 e-services, Rajasthan extends only 264, Bihar 234 and Gujarat 228. Smaller states such as Manipur, Nagaland and Sikkim don't even offer 20 such services. If states such as Andhra Pradesh are using Blockchain to map land records, many states have not rolled out even the mandatory 56 digital services. Only 13 states have all 56 mandatory financial services online, while 13 others have the 56 mandatory services related to local government and utility.

To ensure uniform and efficient services across the country, the government must first strengthen the digital infrastructure. On August 6, the Union cabinet approved Rs 1,39,166 crore for BharatNet Project, its flagship project to enhance rural internet connectivity. The most important step will be to ensure that all Common Service Centres (CSC) remain functional throughout the year. In most remote areas, people cannot access these facilities because of lack of manpower and poor infrastructure.

Another key component is the efficient functioning of e-government services. In several states, government officials are either not trained to use these digital innovations effectively or the frequency of training doesn't keep up with the speed of technological evolutions impacting these services. That's why the government built a trained human resource for last-mile delivery of digital services. The Centre has made it mandatory that every officer must undergo 50 hours of training on emerging technologies. States also must follow suit. ■

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# CPGRAMS

## 24\*7 DIGITAL PLATFORM

### A Model Grievance Redressal System for Commonwealth Adoption





25 April 2024

Dear Mr. Srinivas,

It was a great pleasure to welcome you and your distinguished delegation to Marlborough House this week for the Third Biennial Pan-Commonwealth Meeting of Heads of Public Service, on the theme of 'Institutionalisation of Smart Government to enhance public service delivery'. I reiterate the sincere gratitude of the Secretary-General, the Rt Hon Patricia Scotland KC, and the whole Secretariat team for your exceptional contributions to this meeting.

The presentation you delivered during the meeting on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) highlighted how this state-of-the-art grievance redressal system has engaged and empowered citizens across India. We learnt from your presentation about its transformative impact on the transparency and accountability of government. We eagerly look forward to the evolution of India's vision to use AI for further policy, process and people-related changes, to operationalise the CPGRAMS mobile app and adopt the CPGRAMS 7.0 version in all states and Union Territories.

As the Vishwa Mitra, India has given the world confidence to achieve our common and collective goals. We look forward to working with the Government of India to advance ideas we discussed on how India's success story can help to bridge the gaps experienced by the other 1.2 billion people in the Commonwealth. As you heard this week from many other Commonwealth member states, they are eager to learn and benefit from India's remarkable journey in the use of technology to deliver smart governance. Your presentation was appreciated by representatives from across the Commonwealth, including from Kenya, Tanzania, Zambia, Botswana, Uganda, the Maldives, and Grenada amongst others. As our Secretary-General stated, India's CPGRAMS grievance redressal system is a best practice for member states to learn from.

In this spirit, we would like to collaborate with you on two key aspects of smart governance. First, the Commonwealth seeks your support in advancing the digital transformation of our member countries, particularly in improving the delivery of public services. Many of our members are in the early stages of digitisation and face significant challenges. We deeply value India's leadership and experience and would like to leverage your expertise to guide our members towards "maximum governance, minimum government" as espoused by Prime Minister Modi. Much like India, our member states would benefit from harnessing technology that should be open, interoperable, scalable, and secure within a framework that prioritises people, policy and processes.

Towards this end, we propose to begin by taking stock of the level of public service digitisation across Commonwealth countries. This survey will help us understand each member state's progress in their digital transformation journey, identify existing gaps, and determine which areas need additional

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- 2 -

support. Based on demand and existing capabilities, governance technologies such as CPGRAMS, e-Office, and e-Courts, may be adapted to meet the needs of our members in a phased approach. If India is interested in supporting Digital transformation of the Commonwealth, we can create a concept note, followed by a comprehensive proposal detailing the next steps. In this regard it is worth noting that the Secretariat, in collaboration with the Management Development Institute (MDI) Gurgaon, is setting up the Commonwealth Hub for the Business of Government (CHBOG) based at MDI, and which would be ready to act as an intermediary and as a facilitator should you prefer that option.

Second, we would appreciate your leadership and extensive expertise in accelerating the efforts of the Commonwealth AI Consortium, to support countries that are ready to make the AI leap. As you are aware, the Consortium has produced an analysis for each country's digital position from which we can craft the heat map, and it is ready to focus on policy, governance, capacity-building, research, innovation, data and infrastructure. We greatly value your appreciation and support of this initiative. We would be delighted to arrange a more detailed presentation for your team that outlines each working group's goals and would welcome your feedback on areas where India could offer assistance.

I thank you again for sharing the inspiring story of India's public governance journey and look forward to our deepened collaboration. It was a real pleasure meeting you.

With my very best wishes,

  
Prof. Luis G. Franceschi, LLB, LLM, LLD  
Assistant Secretary-General

Mr V. Srinivas IAS  
Secretary to Government of India  
Department of Administrative Reforms and Public Grievances  
Department of Pensions and Pensioners Welfare and  
Director General – National Centre for Good Governance

c/c HE Vikram Doraiswami, IFS  
High Commissioner of India to the United Kingdom

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# CPGRAMS

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**CPGRAMS  
Knowledge Partners**



# CPGRAMS

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## 10 Steps CPGRAMS Reforms

*A comprehensive 10-step CPGRAMS reform program was adopted after several rounds of consultations with key stakeholders*

### Universalisation of CPGRAMS 7.0

Auto routing of grievances to the last mile officer and review of categorisation

### Technological Enhancements

Launch of IGMS 2.0 for categorical, spatial and root cause analysis

### Language translation

Portal in 22 scheduled languages along with English, and integration of Bhashini with CPGRAMS

### Grievance Redressal Index

Comprehensive Grievance Redressal and Index for ranking of Central Ministries / Departments

### Feedback Call Center

50-seater call center collecting more than 1 lakh feedbacks directly from the citizens

### One Nation – One Portal

Integration of State portals and other Gov portals with CPGRAMS

### Inclusivity and Outreach

Empowering CSCs to reach to the remotest citizen

### Training and Capacity Building

Conducted via iGot platform and Sevottam Scheme

### Monitoring Process

Monthly Reports for both the Central Ministries/Departments and States/UTs followed by review meetings. Appellate mechanism for unsatisfied citizen.

### Data Strategy Unit

Automated analysis rolled out to all Ministries/Departments



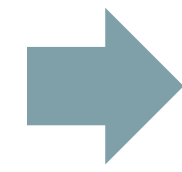
# CPGRAMS

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## Universalization of CPGRAMS 7.0

*Auto-forwarding of grievances by changing the method of data collection on CPGRAMS portal and mapping of end-line officers*

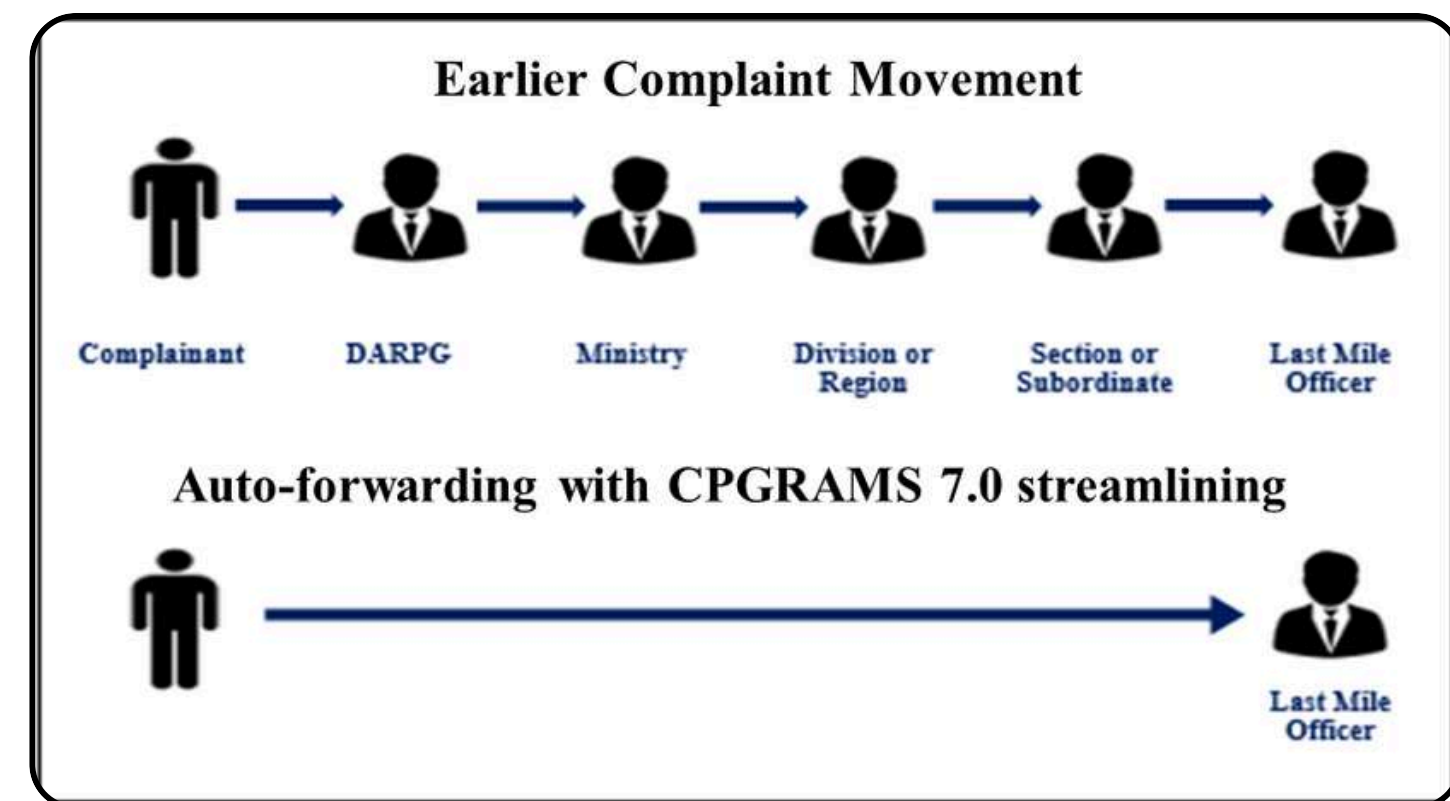
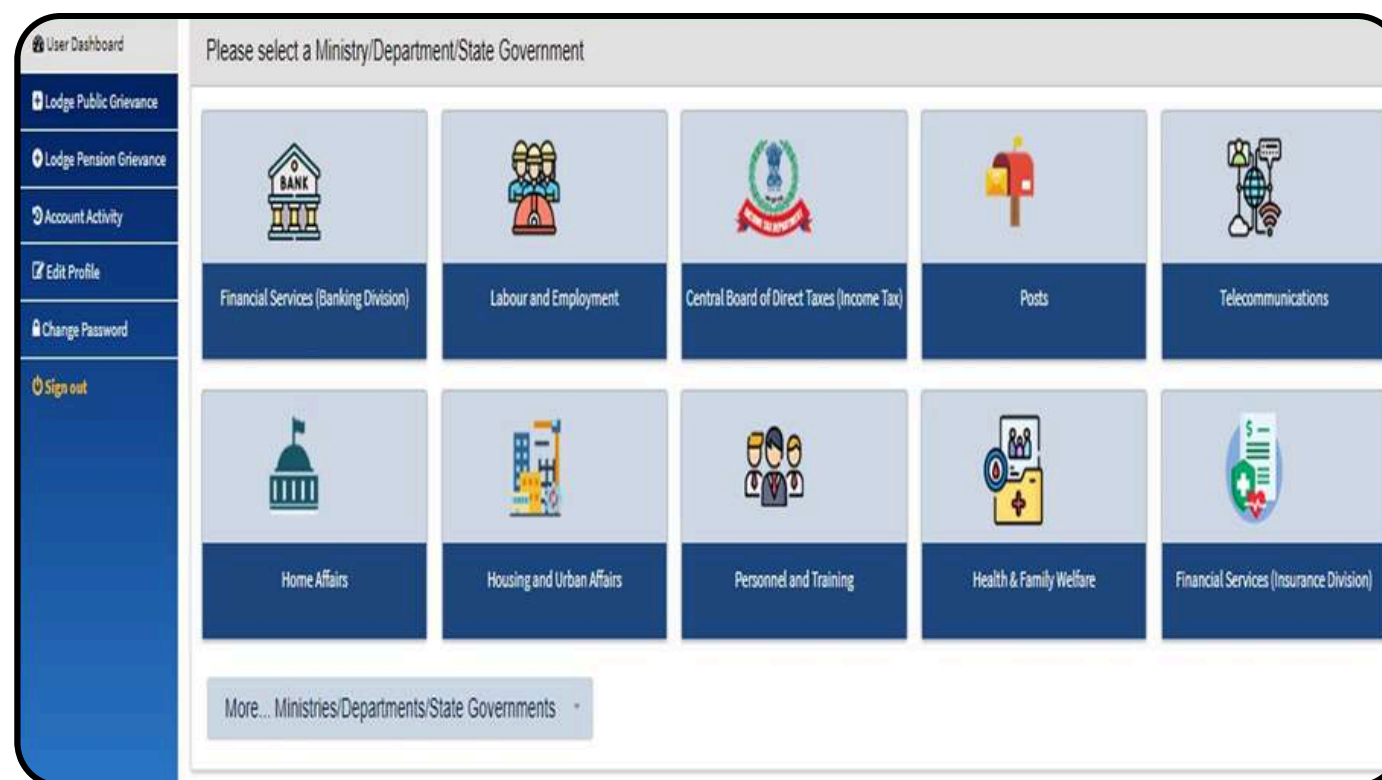


Preliminary Grievance Analysis

Categorisation of Grievances

Information Sought from Citizen

Mapping of Last Mile Officers

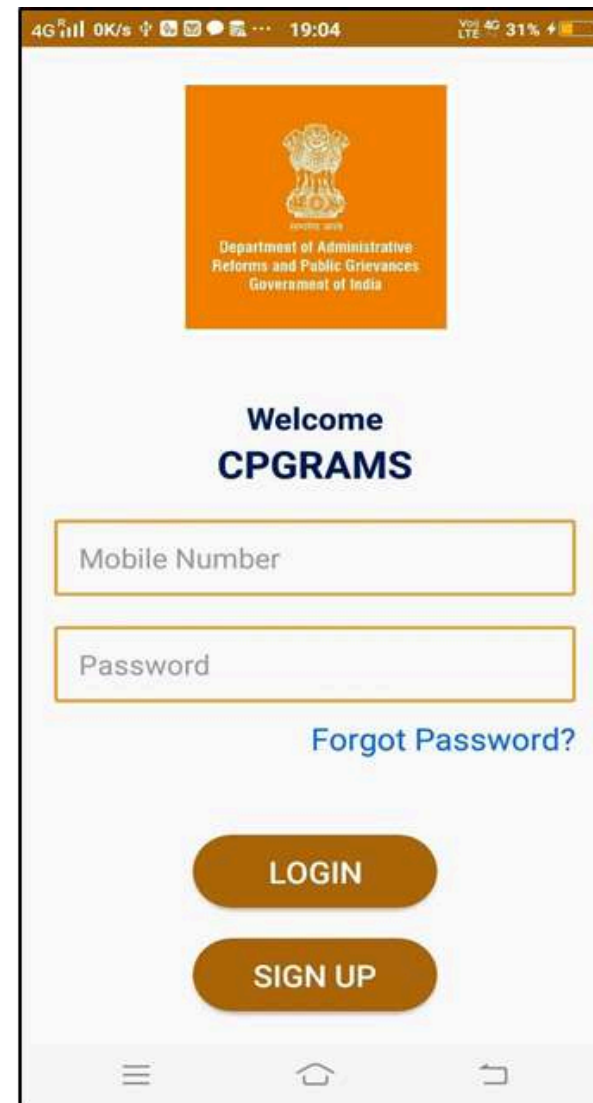
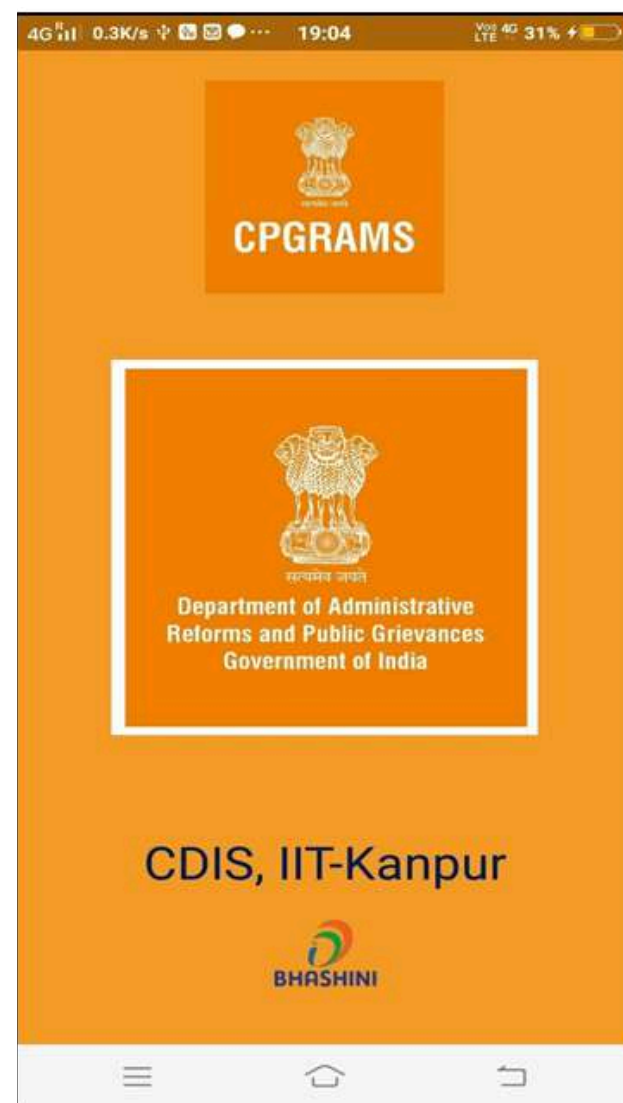


# CPGRAMS

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## Technological Enhancements



CPGRAMS App



DARPG has developed “**CPGRAMS App**” through which citizens can register their grievances using the mobile phones. The application enables users to express concerns, submit grievances, communicate with Central Ministries/Departments and States/UT governments in both English and Hindi, voice to text.

# CPGRAMS

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## Technological Enhancements

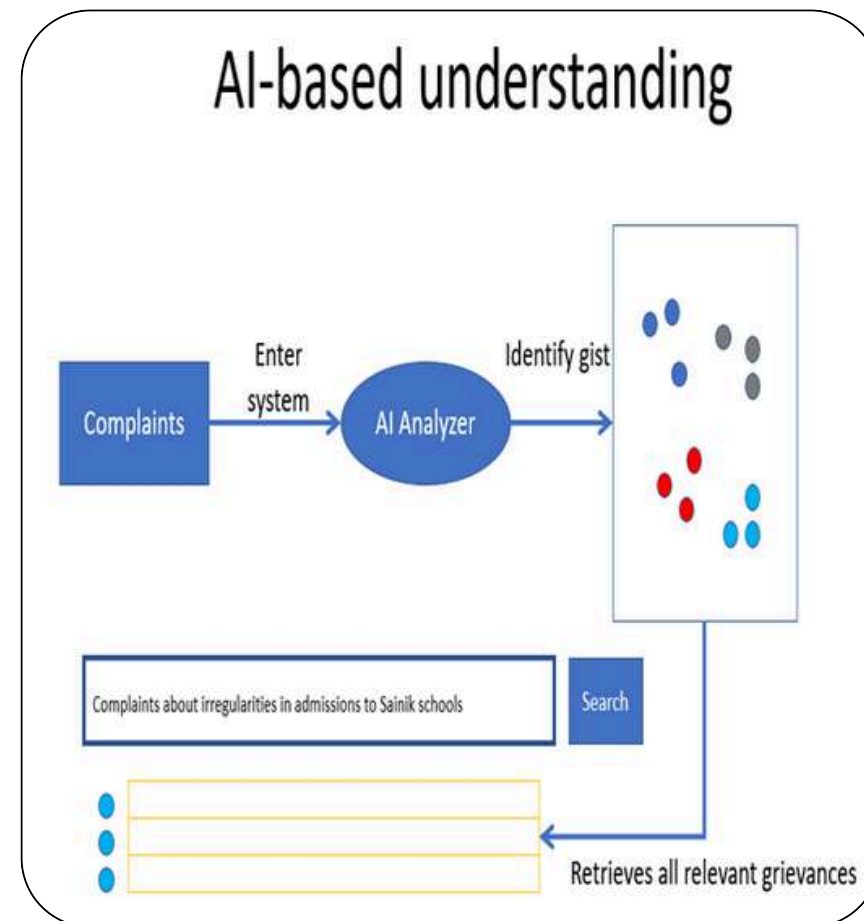
CPGRAMS



AI/ML



TRANSFORMATION



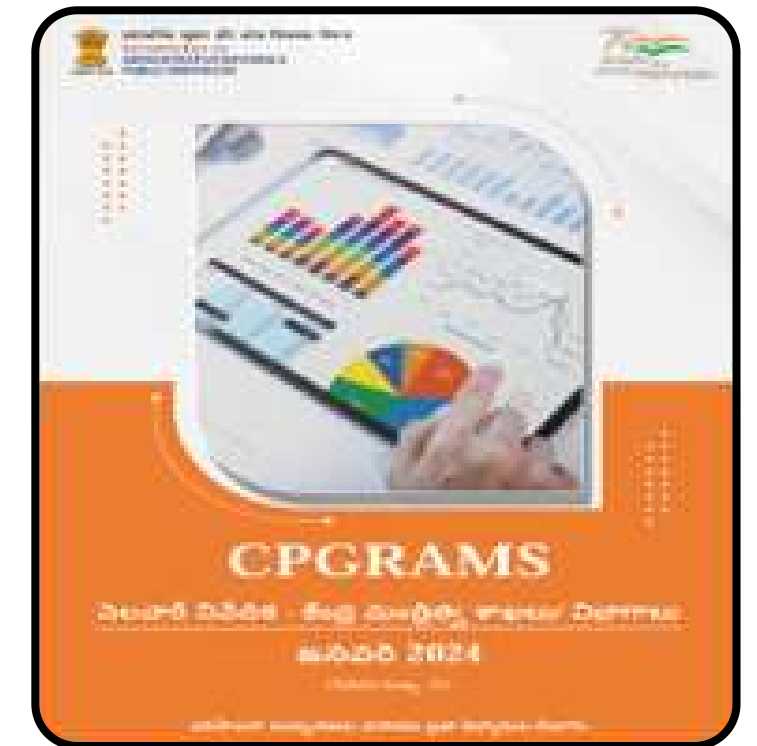
# CPGRAMS

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## Language Translation

- AI-based **BHASHINI platform** seamlessly integrated with the CPGRAMS Portal which is used to translate grievances to 15 languages
- **Anuvadini** being used to translate the Monthly Reports
- ~2200 pages of Monthly Reports translated using Anuvadini in local languages



# CPGRAMS

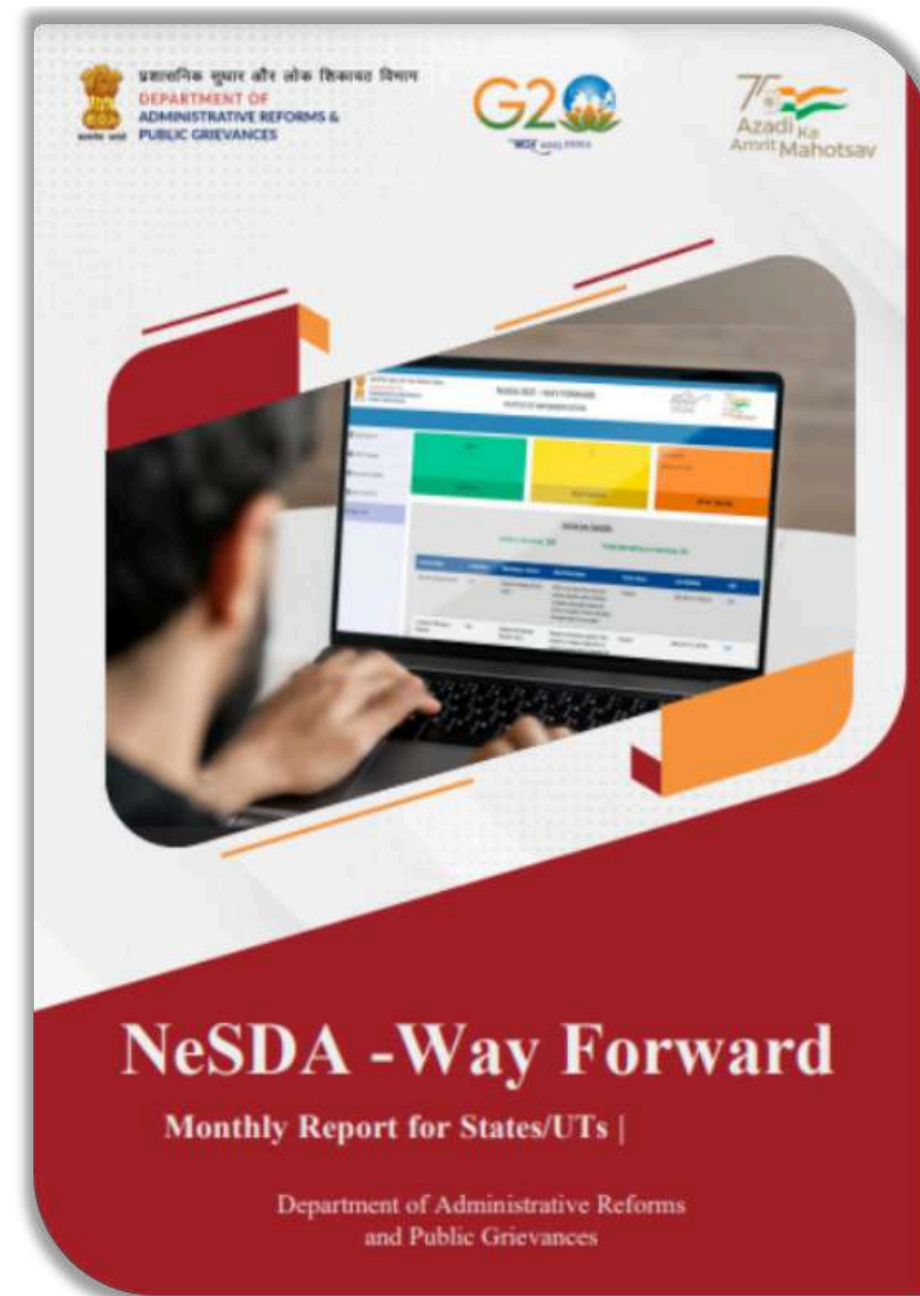
24\*7 DIGITAL PLATFORM



## Language Translation



AI based BHASHINI platform has now been seamlessly integrated with the CPGRAMS Portal



# Improving Service Delivery and **Benchmarking** **Governance**

# E-GOVERNANCE



## Enhancing Landscape



### Broadening Horizon

National Conference on e-Governance (NCeG)



### Innovation and Recognition

National Awards for e-Governance (NAeG)



### Dissemination for Replication

National e-Governance Webinar (NeGW)



### Benchmarking

National e-Governance Service Delivery Assessment (NeSDA)



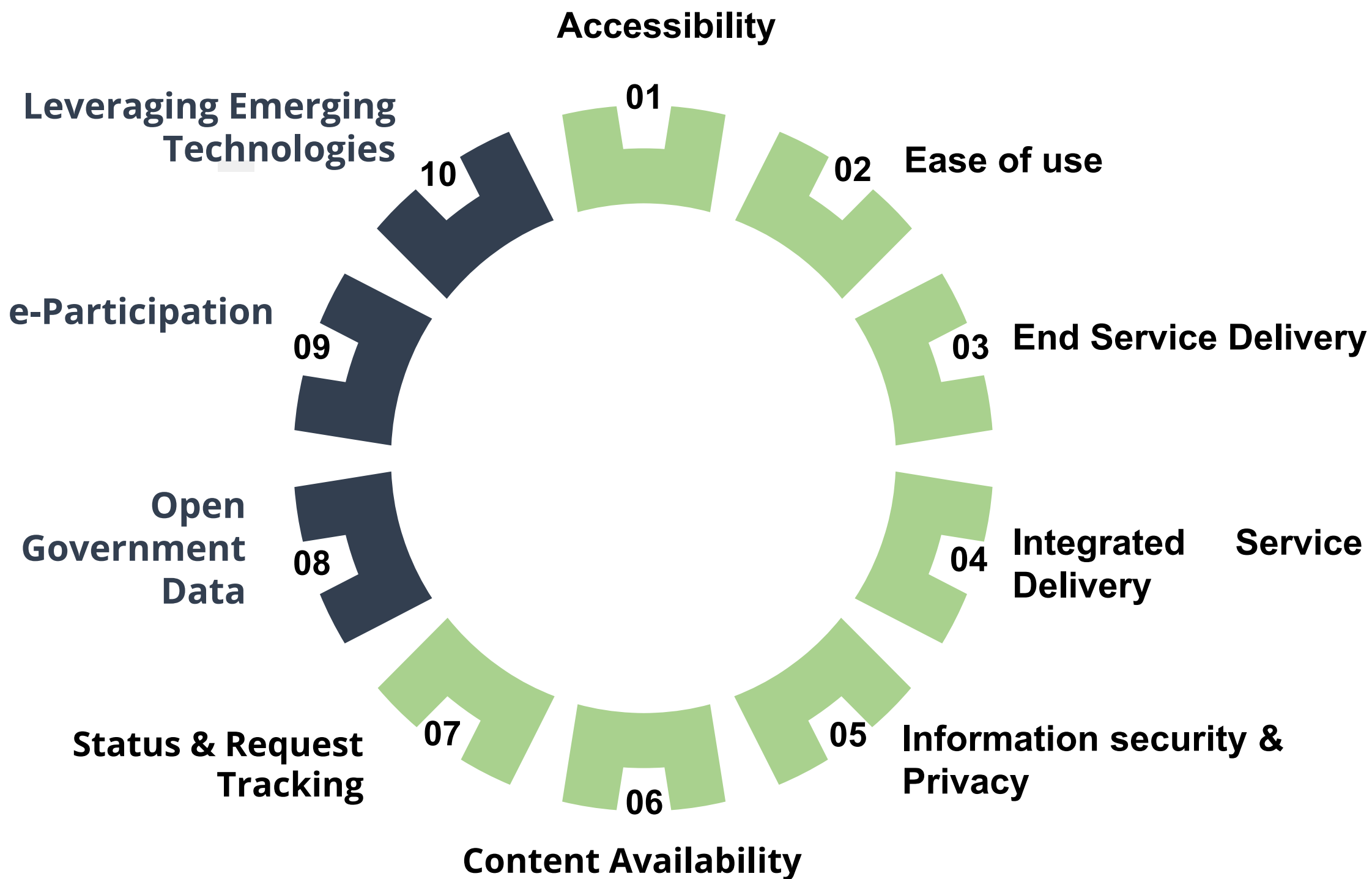
NeSDA Way Forward

**Benchmarking:** Benchmarking of e-services being done in the line of **UNDESA's** Online Service Index

# NESDA – WAY FORWARD



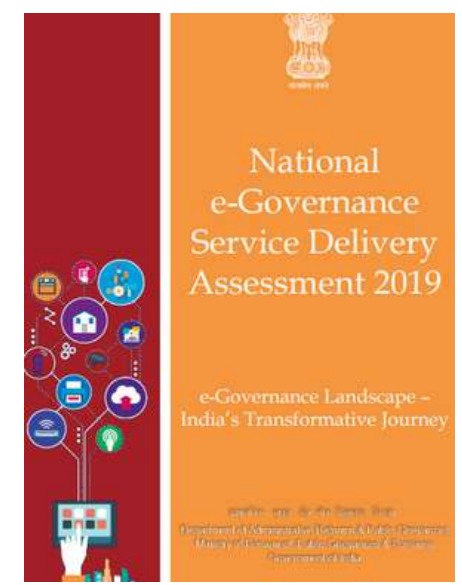
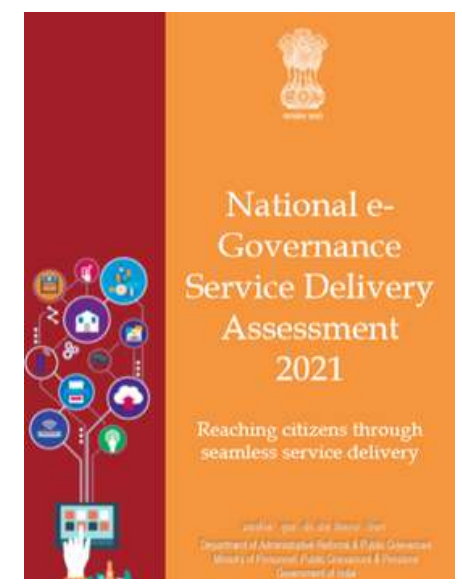
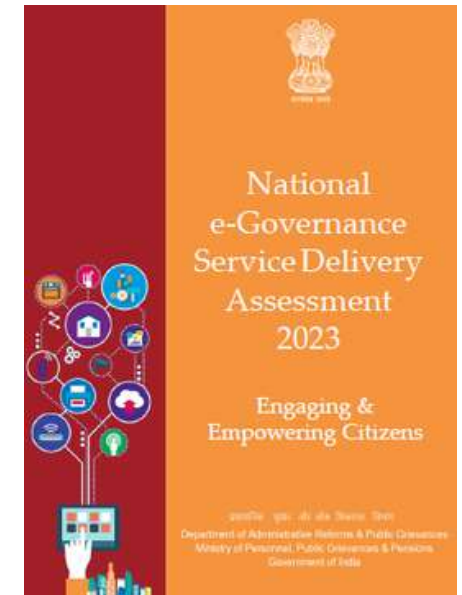
## Introduction of Progressive Parameters



**Open Government Data**

**e-Participation**

**Leveraging Emerging Technologies**







# 27TH NATIONAL CONFERENCE ON E-GOVERNANCE



## 18-Point Mumbai Declaration Key Highlights

- ▶ To adopt **emerging technologies** like AI, Blockchain, IoT, and cloud computing to transform public services
- ▶ IT systems to strictly adhere to **cyber security guidelines** and protocols
- ▶ Metrics to foster a **competitive spirit** among States/ Districts
- ▶ To leverage **DPI initiatives** like DigiYatra, Aadhaar, UPI, and ONDC
- ▶ Qualitative improvements in **Grievance Redressal Systems**
- ▶ Capacity building of Officials through **iGOT Karmayogi Portal**



# METRICS



## Good Governance Index

A comprehensive & implementable framework to assess the State of Governance in all the States which enables ranking of States/UTs and present a comparative picture



# METRICS



## District Good Governance Index



Compare the **State of Governance** in the Districts based on collated quantitative data



Enable Districts to formulate & implement suitable strategies for **improving Governance**



Focus on **outcome and output-oriented** approaches and administration



**5 District Good Governance Index** for Jammu & Kashmir, Uttar Pradesh, Gujarat, Arunachal Pradesh and Maharashtra



# MISSION KARMAYOGI



## The Karmayogi Competency Model has identified CHAR SANKALP

**VIKASA** Resolve for a developed Bharata/India

**GARVA** Be proud of Bharata's / India's legacy

**KARTAVYA** Fulfil your duties

**EKATA** Strength in unity

**1,400+ courses**  
*stored in an online repository offering across diverse subjects.*

## The Mission Karmayogi encapsulates three transitions

1. The transition from Karmachari to Karmayogi

2. Workplace transformation

3. Shift from rule-based to role based civil servant

# DIGITAL EMPOWERMENT OF PENSIONERS



The Bhavishya Portal is an initiative to digitize the pension process for Central Government employees, enabling them to track their pension status and initiate actions online.

The screenshot shows the Bhavishya Pension Sanction & Payment Tracking System website. The header includes the Government of India logo, the Ministry of Personnel, Public Grievances & Pensions, and the Department of Pension & Pensioners' Welfare. A quote by A. P. J. Abdul Kalam is displayed: "End is not the end, in fact E.N.D. means 'Effort Never Dies'". The main navigation bar includes links for ABOUT US, DOWNLOADS, NODAL OFFICERS LIST, FAQs, TIMELINE, CONTACT US, REGISTRATION, and LOGIN. The main content area features five key statistics:

Category	Count
Ministry/ Department *	99
Offices	1033
DDOs	9178
PPO Issued	268561
Retiring Employees	27336

\* including Apex Bodies and UTs

# DIGITAL LIFE CERTIFICATE (DLC)



The **Digital Life Certificate (DLC)** is an online process introduced by the **Bhavishya Portal** for pensioners to authenticate their existence and continue receiving pension without visiting government offices.

By November 26, 2024, a total of **10 Million DLCs** were generated, with over 30% (30,34,218 DLCs) authenticated through Face Authentication.

## BENEFITS

1. **Convenience:** Eliminates the need for physical visits to government offices
2. **Speed:** Quick processing and faster updates to pension records
3. **Security:** Secure authentication through Aadhaar, reducing the risk of fraud

The **Digital Life Certificate** feature under the **Bhavishya Portal** ensures timely and hassle-free pension processing, promoting ease and security for pensioners.

# BHAVISHYA PORTAL



## Pension Form Simplification

The **Bhavishya Portal** has streamlined and simplified the pension application process, making it easier for retiring employees and pensioners to submit necessary forms and receive timely benefits.

### KEY FEATURES

1. Simplified Pension Forms
2. Auto-fill options
3. Multiple Submission Channels
4. Guided Processes

### BENEFITS

1. Time-Saving
2. Accuracy
3. Paperless Process
4. Reduced Errors

Pension form simplification under the Bhavishya Portal makes the retirement and pension process more efficient, user-friendly, and transparent for all pensioners.



# SECRETARIAT REFORMS



## Four Pronged Approach



### Delayering

Review of levels of disposal and channels of submission to be within 4 levels

### Digitization

Digitization of CRU adoption of e-office in the Government

### Delegation

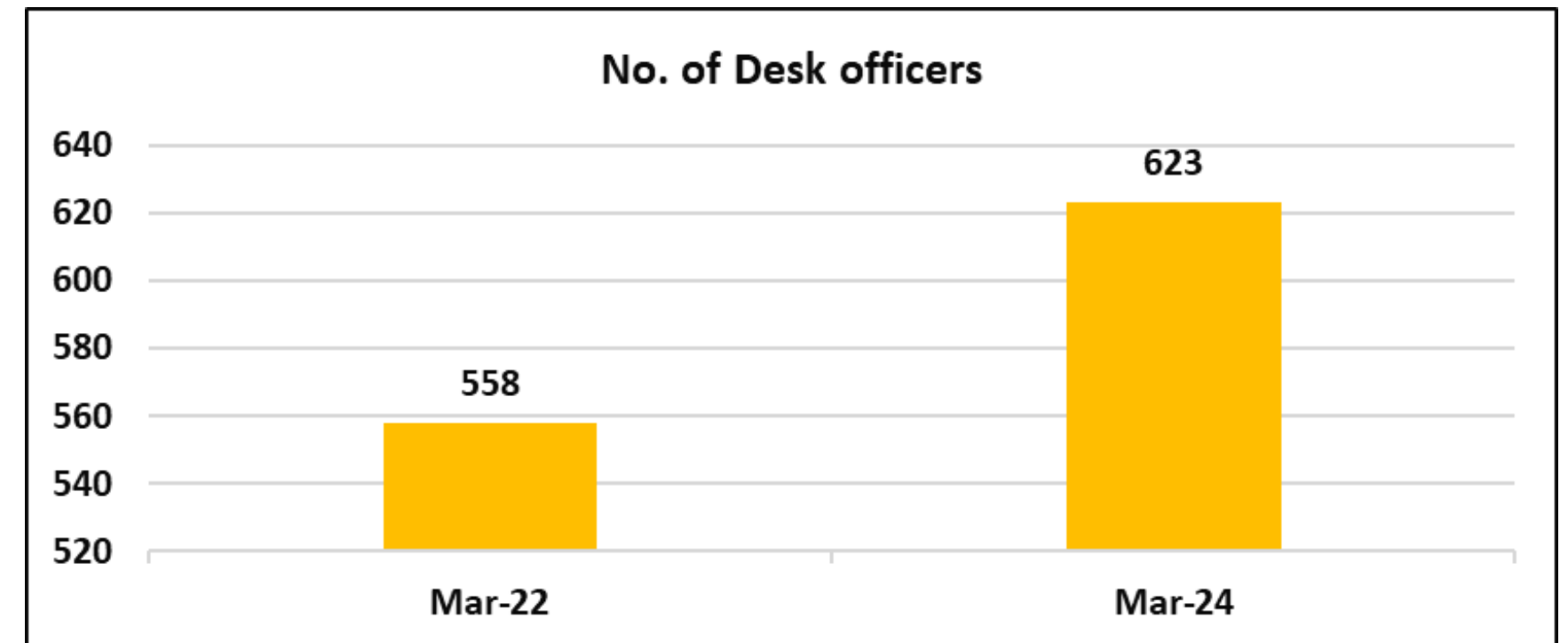
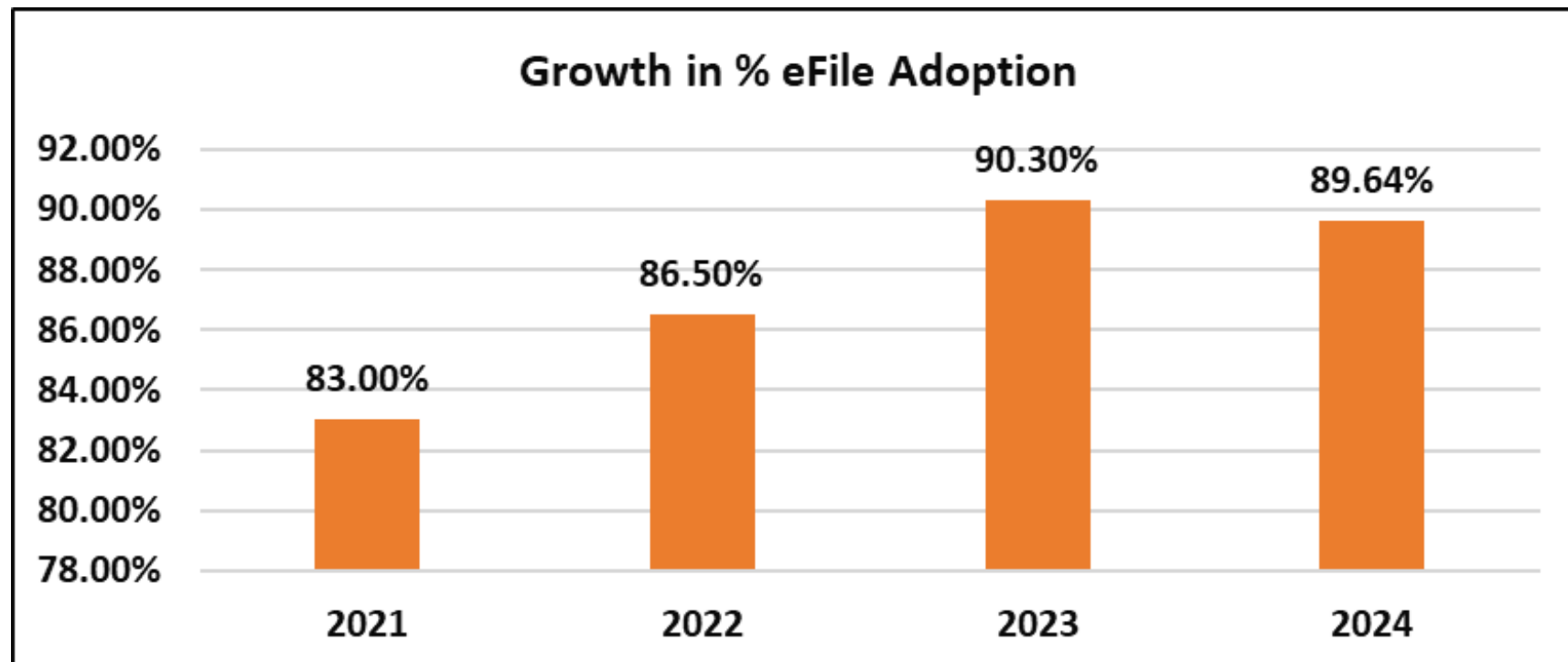
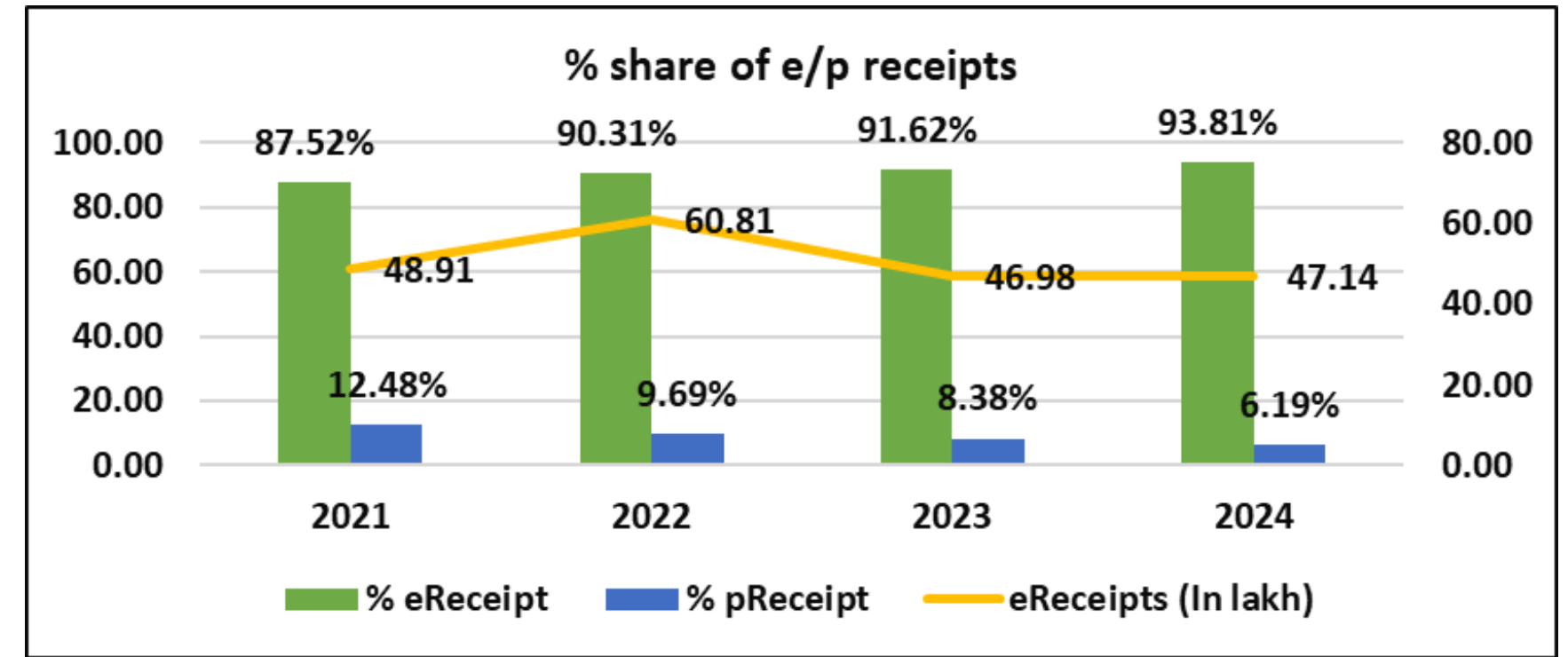
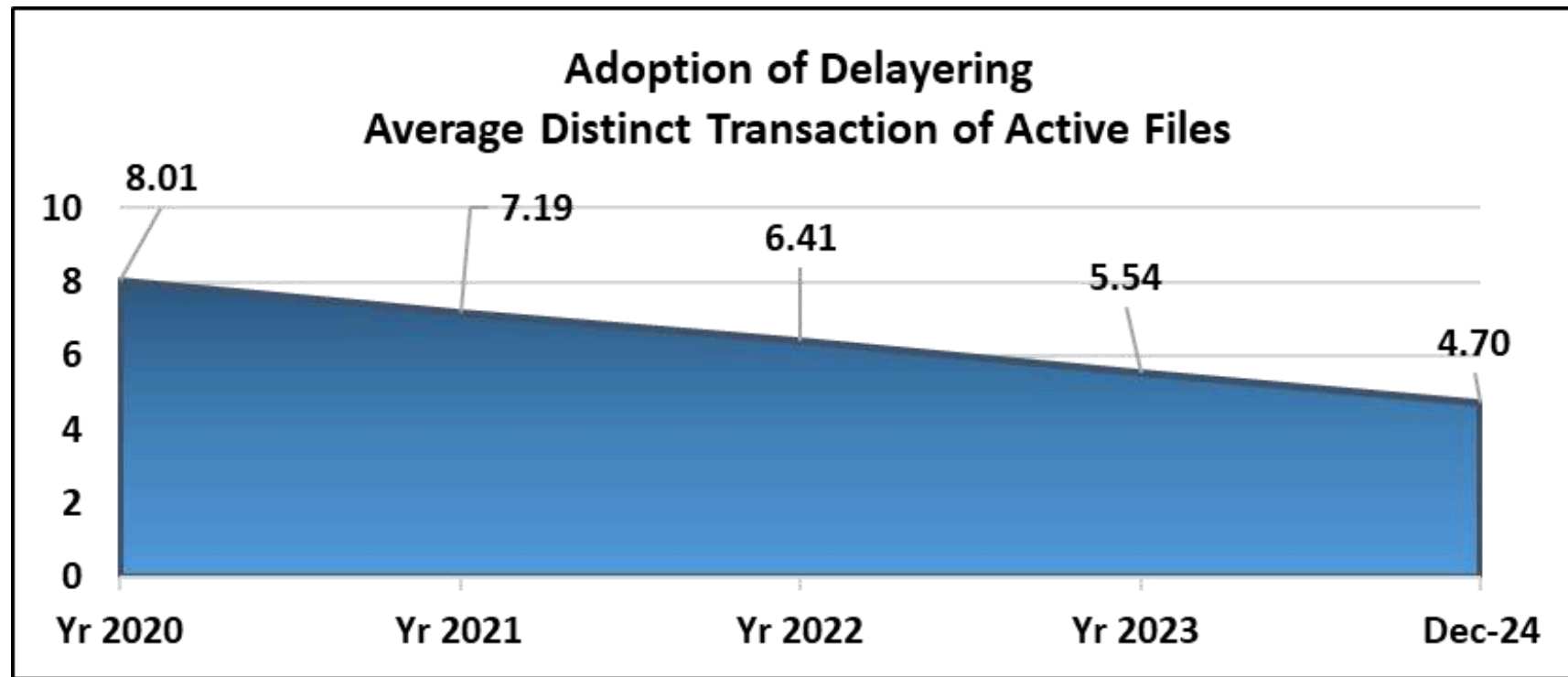
Review of Delegation of Financial and Administrative powers to lower formalities

### Desk Officer System

Operationalization of desk officer system

# SECRETARIAT REFORMS

## Progress In 4 years: *Digitalization*

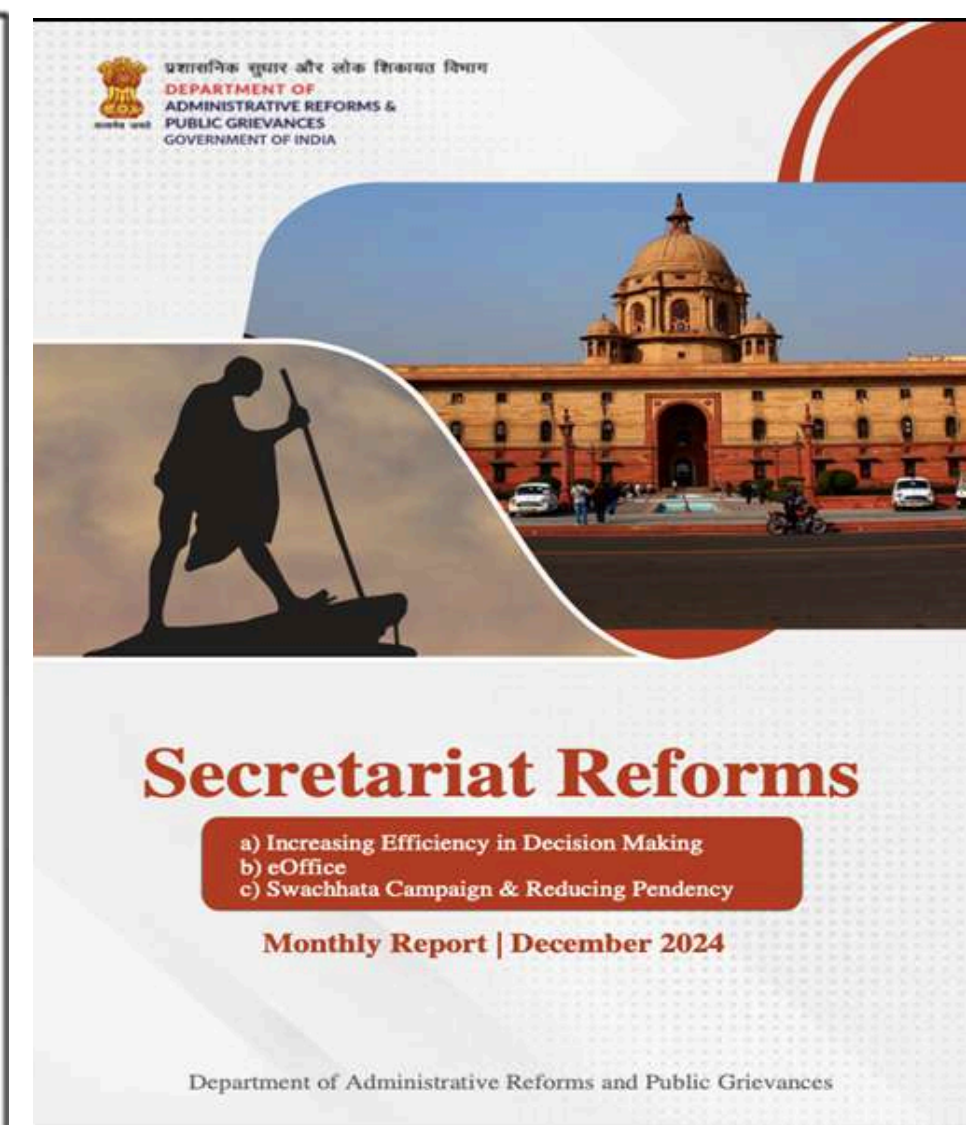
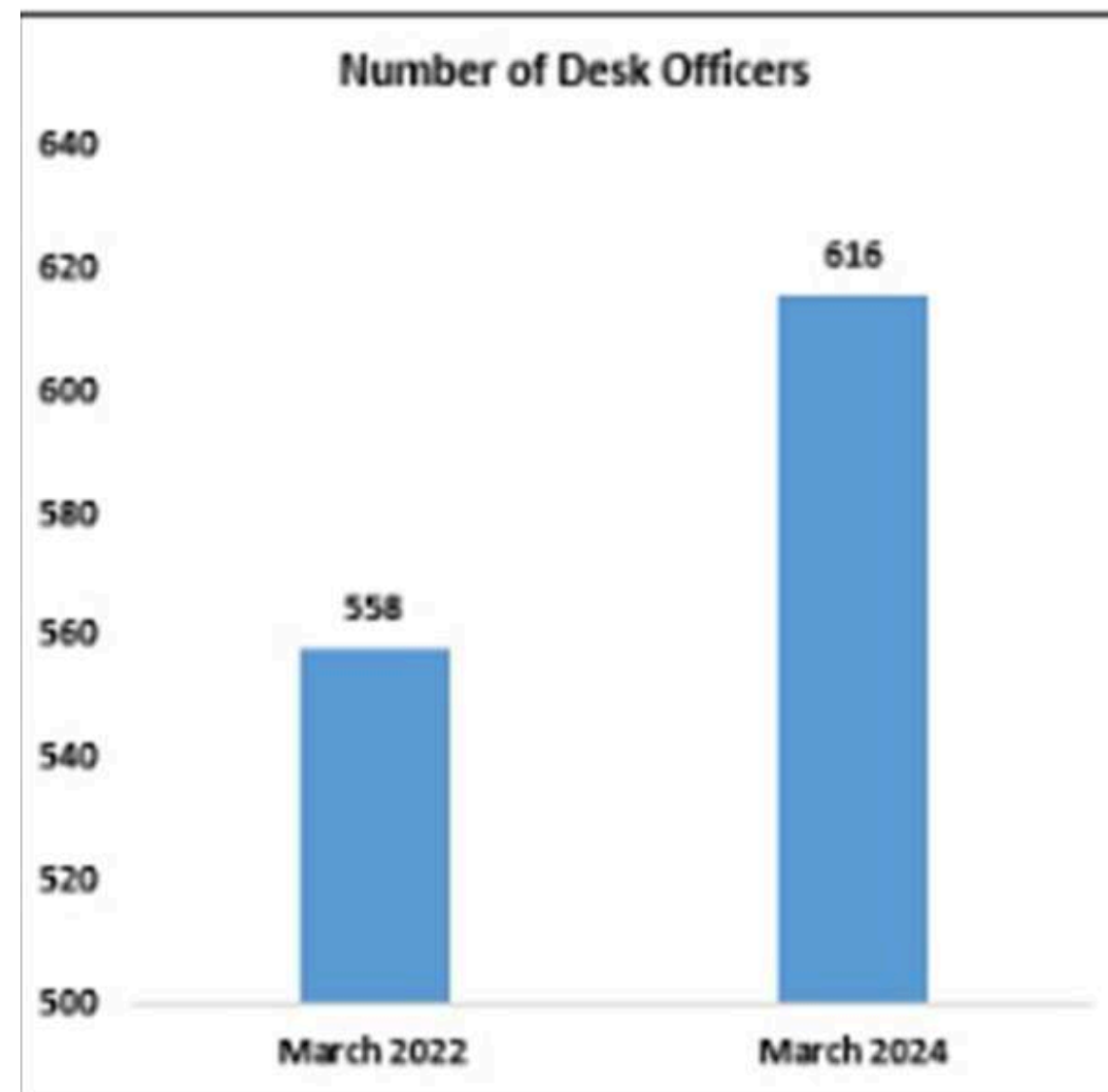
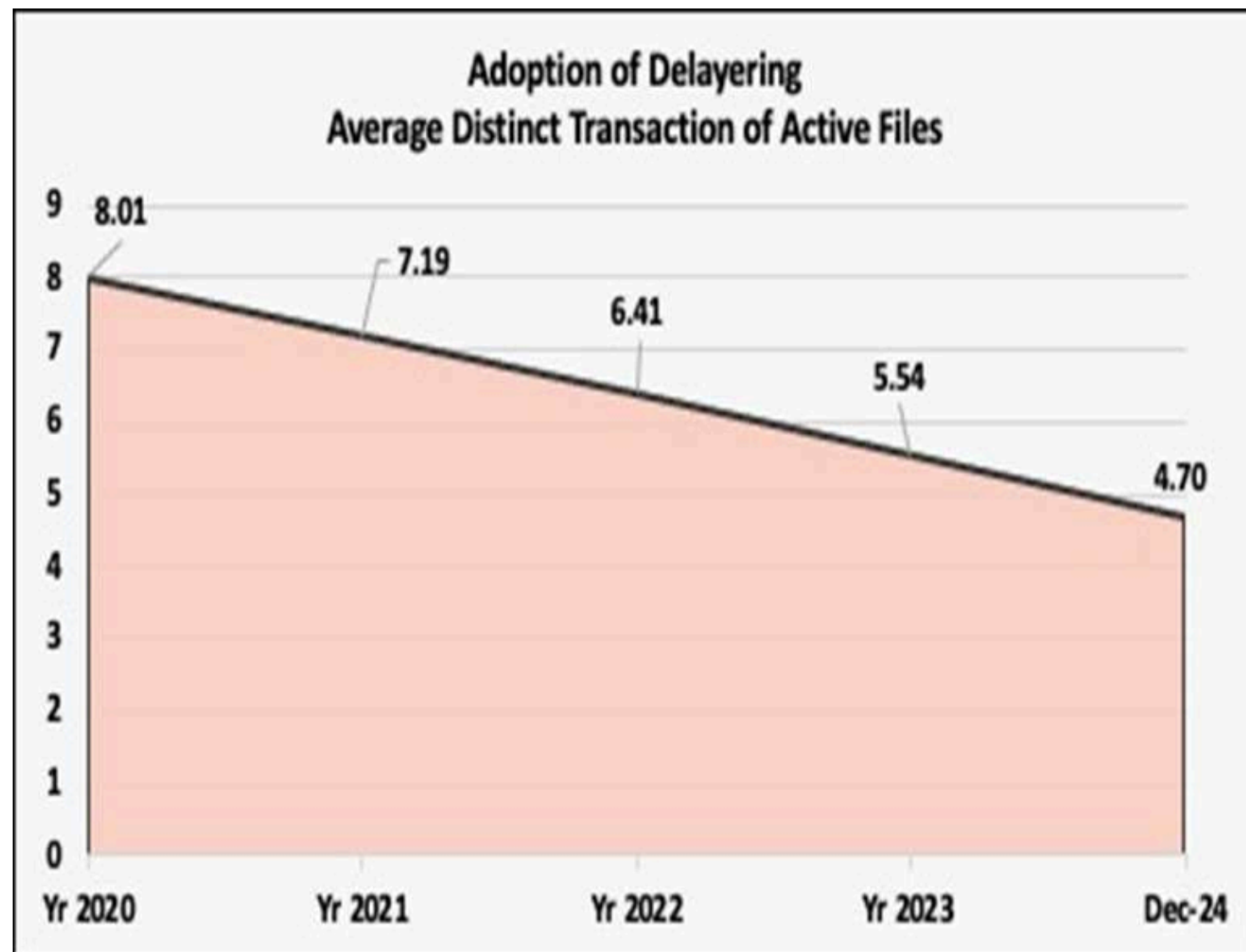


# SECRETARIAT REFORMS



## e-Office – Digital Office and Flatter Organisations

Way Forward – Implementation of e-Office in 133 attached/subordinate offices and Autonomous bodies of GOI



More than 89.64% new files opened in Dec 2024 were e-Files For Ministries & Departments

# SECRETARIAT REFORMS



## Special Campaign 1.0 - 4.0

### Special Campaigns for Institutionalizing Swachhata & Reducing Pendency

### Cumulative Outcomes (2021 - 2024)

Parameter/Year	2021-2024
Cleanliness Campaign Sites	1.15 million
Revenue Earned (In Rs. Millions)	23640
Space Freed (In Million sq. Feet)	64.38
Files closed/ Weeded out (In Million)	13.14



# INTERNATIONAL COOPERATION



The aim of international exchange and cooperation component is to share information, best practices and personnel across national governments in the field of Public Administration and Governance .

**Presently DARPG has MoUs in the areas of Public Administration and Governance with:**

1. Portugal
2. United Kingdom
3. Singapore
4. Australia
5. The Gambia
6. France
7. Sri Lanka
8. Cambodia
9. Maldives
10. Bangladesh
11. Malaysia



# CONCLUSION



- Governance reforms aim at inclusivity, efficiency, and accountability
- Emphasis on technology, citizen engagement, and capacity building

## **Hon'ble Prime Minister from his address to the US Congress in June 2023 said**

In the last century, when India won its freedom, it inspired many other countries to free themselves from colonial rule. In this century when India sets benchmarks in growth, it will inspire many other countries to do the same.

Our vision is ***Sabka Saath, Sabka Vikas, Sabka Vishwas, Sabka Prayas.***"

**– Prime Minister Narendra Modi**



**THANK YOU**