

## Department of Administrative Reforms & Public Grievances

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### Monthly Summary for the month of October, 2018

An updated important events pertaining to the Department of Administrative Reforms & Public Grievances (DAR&PG) during the month of October, 2018 is indicated below.

- i. Screening Committee meeting was held on 30.10.2018 under chairmanship of Joint Secretary (AR) to consider the fresh proposal received from Governments of Haryana, Maharashtra and Kerala for funding under State Collaboration Initiative.
- ii. The Department of Administrative Reforms and Public Grievances in association with Government of Nagaland organized a Regional Conference on October 10-11, 2018 at Kohima on the theme "Good Governance Initiatives" for the eight North-Eastern States. Delegates from seven North Eastern States participated in the Regional Conference. Besides, presentations by participating States, the representatives from North Eastern Council, Department of Space (North Eastern Space Application Centre), NITI Aayog, Kerala, Bihar and Chhattisgarh also made presentations. Shri Neiphiu Rio, Hon'ble Chief Minister of Nagaland gave the Inaugural address. Secretary, DARPG also addressed and interacted with the participants.
- iii. There were seven Technical sessions in the 2-day Conference. On Day-1, eleven Presentations were made in five sessions and a Panel Discussion. The sub themes included: Technology for Good Governance, Transforming Aspirational Districts, Citizen Centric Services, PM Awarded Initiatives and Capacity Building. The CEO, NITI Aayog also addressed the participants via Video Conferencing. On Day-2, five Presentations were made in two Sessions on Transforming Aspirational Districts and Good Governance Initiatives. A panel discussion on Transforming Aspirational Districts was also held and the Senior Consultant, NITI Aayog was also in the panel.
- iv. A cleanliness drive to make the work-stations and office premises in DARPG was undertaken wherein the officers/officials of the Department participated. Disposal of e-wastes through auction was initiated in the Department.
- v. A Pledge taking ceremony was organized on the occasion of "Rashtriya Ekta Diwas" (National Unity Day) to commemorate the birth anniversary of Sardar Vallabhbhai Patel on 31<sup>st</sup> October 2018
- vi. 'Vigilance Awareness Week' was observed in the DAR&PG from 29<sup>th</sup> October, 2018 to 3<sup>rd</sup> November, 2018. All the Officers/officials participated in the Integrity Pledge taking ceremony organized on the occasion on 31<sup>st</sup> October 2018.
- vii. The 3<sup>rd</sup> Operational Training on CPGRAMS during this financial year was held on 30.10.2018. The training was attended by Ministry of AYUSH; Ministry of Environment, Forest and Climate Change; Ministry of Information and Broadcasting; Department of Atomic Energy; Ministry of Tribal Affairs; and Department of Food Processing Industries.
- viii. The 3<sup>rd</sup> meeting to review status of pending Public Grievances in Ministries/Departments during this financial year was held on 15.10.2018.

The meeting was attended by Ministry of Culture; Ministry of Earth Sciences; Ministry of Electronics and Information Technology; Department of Heavy Industry; Department of Public Enterprises; Ministry of Micro, Small and Medium Enterprises; Ministry of Panchayati Raj; Ministry of Steel; Ministry of Tribal Affairs; Ministry of Women and Child Development; and Unique Identification Authority of India.

- ix. Department of Administrative Reforms and Public Grievances as the institutional member and Board member of Commonwealth Association for Public Administration and Management (CAPAM) is actively engaged with various strategic programmes and activities of CAPAM in promoting good governance across the Commonwealth. In the CAPAM General Members meeting held on 23<sup>rd</sup> October, 2018, at Guyana, Georgetown, Secretary, DARPG was elected on the Board of Directors of CAPAM for the period 2018-2020.
- x. Secretary, DARPG attended the CAPAM Biennial Conference held during 22-24 October, 2018. CAPAM recognizes and promotes good governance through its award programmes given under four categories. The CAPAM International Innovations Awards celebrate the spirit of innovation in the public service by recognizing organisations that have made significant contributions to improving governance and services in the public sector.
- xi. Out of the four categories, India won awards in 2 categories. The initiative entitled "Unnayan Banka-Reinventing Education Using Technology of Banka District, State of Bihar has been selected under the Category "Innovation Incubation". Another initiative entitled "Unified Agriculture Markets, Co-operation Department of Government of Karnataka has also been selected under the Category 'Innovation in Public Service Management' and CAPAM's one and only gold medal also went to India for this Initiative.
- xii. A consultation meeting was held on 8.10.2018 regarding National e-Governance Service Delivery Assessment (NeSDA) under the Chairmanship of Secretary, DARPG, in association with NASSCOM and KPMG with a view to deliberate on the strategic overview, approach and methodology of the assessment study with the representatives of identified Central Ministries/ Department i.e. Department of Revenue (CBEC, Income Tax), Ministry of Labour and Employment, Department of Higher Education, Department of Health and Family Welfare, Department of Social Justice & Empowerment, Department of Rural Development, Department of Agriculture, Cooperation & farmers' Welfare.
- xiii. The National e-Governance Service Delivery Assessment (NeSDA) framework will be used to assess and benchmark the adoption of e-Governance services by various ministries / departments of Govt. of India as well as State Governments. The study would cover eight Central Ministries and selected services from each of these Ministries, covering both Business centric as well as Citizen centric services. In addition, this exercise is also expected to drive more innovation. Similar exercise is taken up across all States and UTs to assess the e-Governance service delivery. The study for States would cover all the three segments viz. G2G, G2B (especially to small businesses) and G2C, in six identified sectors of Finance, Health, Social Welfare, Labour & Employment, Education and Environment.
- xiv. In the matter relating to monitoring of e-Office implementation in all central Ministries/Departments in a time bound manner, it may be informed that as on

date, 40 Central Ministries/Departments have moved to e-Office platform. Ministry of Mines achieved 80% of e-file percentage recently. 74 Ministries / Departments are now actively using the e-office platform.

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