

## Government of India

### Department of Administrative Reforms & Public Grievances

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

1. This Department convened preparatory meetings with Line Ministries for identification of priority sector schemes for the **PM's Awards for Excellence in Public Administration 2020**. Schemes/ programmes have been shortlisted in consultations with the line Ministries.
2. In an effort to identify the pain points of citizens, DARPG collaborated with NIC, MyGov, and Open Data Platform to formulate the fine prints for hackathon and *Ideas-Box* to improve grievance redressal mechanism through crowd sourcing.
3. The Department commenced follow-up action on the Shillong Declaration 2019 adopted in the 22<sup>nd</sup> National e-Governance Conference at Shillong with the objective of ease of living and citizen centric governance. A comprehensive plan consisting the following four pronged approach was formulated to implement the Shillong Declaration 2019:
  - a. ) Standardizing Digital Payments for all Government Services
  - b. ) Standardizing Forms for the Digital Locker
  - c. ) Standardizing Architecture for e-Office and implementation of e- Offices in State Secretariats
  - d. ) Promoting Block Chain using Distributed Ledge Technology.
4. The Department has collaborated with NASSCOM, State Governments and eight Central Ministries for finalization of the National e-Services Delivery Assessment (NeSDA), 2019.
5. The Department in collaboration with Centre for Good Governance Hyderabad has formulated draft report on the Good Governance Index. The report was circulated to the concerned Ministries for their comments/ suggestions so that the same can be incorporated in the note for Sectoral Group of Secretaries- 9.
6. An Operational Training on upgraded version of Centralized Public Grievance Redress and Monitoring System (CPGRAMS -7.0) was organized in the Department on 31.10.2019. Interactive video conferences were held with the States/Union Territories and Ministries/ Departments of Central Government in the run-up to the National Workshop on CPGRAMS Reforms on 9<sup>th</sup> and 25<sup>th</sup> October 2019. The CPGRAMS reforms were implemented in Telecom and Financial Services in pursuance to these discussions.
7. DARPG held a meeting with Ambassador of Gambia in India and the Ministry of External Affairs for organizing a visit of Gambian Public Service Commission to New Delhi and Mumbai in December 2019. The 10-Member Gambian Public Service Commission will hold wide ranging talks with DARPG; UPSC; and Right to Services Commission, Government of Maharashtra during their 5-day visit.

8. **e-Office implementation:** As on date, 56 Central Ministries/ Departments have achieved the target of 80% of e-file percentage. 75 Ministries/ Departments are now actively using the e-office platform.
10. The Department observed the '**Vigilance Awareness Week**' from 28th October to 2<sup>nd</sup> November, 2019 with the theme "Integrity – A way of life". A pledge was administered to officers/ officials on 28th October, 2019. Officials who did not take the Integrity Pledge were advised to take the e-Pledge on the CVC website.
11. The Department observed the **Rashtriya Ekta Diwas** (National Unity Day) on 31<sup>st</sup> October, 2019 to commemorate the birth anniversary of Sardar Vallabhbhai Patel. A Pledge on Rashtriya Ekta Diwas was administered to officers/ officials on 31st October 2019. A presentation on the life of Sardar Vallabhbhai Patel and his contribution to the security, unity and integrity of the country was made.