

Government of India
Department of Administrative Reforms & Public Grievances

Major developments pertaining to Department of Administrative Reforms & Public Grievances during the month of October, 2020 are listed below:

(i) **Citizen Charter and Public Grievances :**

(a) An interactive session through VC was conducted by the department on 12.10.2020 with all Central Ministries / Departments to review the disposal of public grievances and the updation status of Citizens' Charter

(b) DARPG provided technical support to the Union Territory of Jammu & Kashmir to remodel their public grievance portal on the lines of revamped CPGRAMS version 7.0 which reduces the response time by directly mapping the grievances with last miles offices. The new public grievance portal is named as **JK-IGRAMS** (Jammu & Kashmir-Integrated Grievance Redress and Monitoring System). JK-IGRAMS integrates the grievances from the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) at national level with the last mile district level offices in the UT of Jammu & Kashmir. 260 Departments / Offices at the Secretariat level and 1724 District and Sub-District level Offices have been linked in the grievance redressal system of the Union Territory. With JK IGRAMS Jammu & Kashmir becomes the first Union Territory in India which has integrated District/ Tehsil level offices with the Central Government portal of CPGRAMS

(c) Ministry/Department-wise and State/UT-wise daily reports on public grievances pertaining to COVID-19 are being compiled on the basis of the data generated through CPGRAMS and the same along with the daily report in the prescribed format is being furnished to the PMO and Empowered Committee Group - 10/EG - 5 on a daily basis. Grievances received and disposed of from 30 March, 2020 to 31 October, 2020 is placed at Annexure - II.

(ii) **PM Award Scheme 2020**

Empowered Committee meetings for Prime Minister's Awards for Excellence in Public Administration 2020 under the chairmanship of the Hon Cabinet Secretary were held on 1st and 2nd October, 2020. The Committees considered the recommendations of the Expert committee and recommended a total of 15 districts/Organisations for PMA 2020. The recommendations of Empowered Committee have been submitted to Prime Minister's Office for final approval.

(iii) **NCGG**

A VC was held on 06.10.2020 with NCGG and CGG, Hyderabad by the department regarding Good Governance Index-2020.

(iv) e-Office

- A VC meeting to review the implementation of e-Office in Central Ministries / Departments was held on 08.10.2020 by the department. DG(NIC) addressed the meeting and made presentation on adoption of new version(v7.0) of eOffice. DG(NIC) informed that the new version is with better user experience, with bi-lingual features, with better processes/technology, better security features etc. All the central Ministries / Departments were requested to expedite the pace of implementation of eOffice to achieve the target of 80% work on eOffice. They were also requested to indicate their convenience to roll-out version 7.0 of eOffice application in their Ministry/Department.

(v) **Rashtriya Ekta Diwas** was observed in DARPG. Secretary DARPG administered pledge to the officials to reinforce their commitment towards integrity , unity and security of the country.

(VI) **Vigilance Awareness Week** was observed from 27 Oct -2 November 2020. MOS(PP) administered the integrity pledge to the Officials of the Department. He also launched “Ideas Box on Good Governance Practices” to engage with public and crowd source suggestions to improve transparency and accountability in governance. Social Media tweets on the ‘Best Practices in e-governance” were also released on the occasion. A round table discussion on the theme of “Satark Bharat, Samriddh Bharat (Vigilant India, Prosperous India)” was organized in the Department. Former Cabinet Secretaries Shri Prabhat Kumar and Shri Ajit Seth, former Secretary DOPT Dr. C.Chandramouli and Secretary DARPG participated in the discussion.