

Important achievements /activities during the month of October, 2021 are as under:

**Special Campaign for disposal of pending matters(2nd October, 2021 to 31st October, 2021)**

(i) On the direction of Hon'ble Prime Minister of India a Special Campaign on disposal of pending matters and cleanliness drive was undertaken from 2nd October to 31<sup>st</sup> October, 2021 in every Ministry/ Department of government of India including their attached/ subordinate offices and autonomous organizations across the country and abroad. During the campaign all pending references received from Members of parliament, State Governments, Inter -ministerial references , Parliament assurances and Public grievances were to be taken up for disposal in mission mode approach. Records to be reviewed and files/ papers which have completed their retention cycle was to be weeded out in accordance with the set procedure and protocol. Special cleanliness drive both indoor and outdoor in all government buildings including disposal of scrap was also part of the special campaign. preparatory phase of campaign was from 13 September to 31 September when pendencies were identified , record rooms and stores were inspected and action plan for campaign were chalked out by the Ministries.

To conduct and coordinate the campaign nodal officers were appointed in each Ministry. A dedicated portal was created to monitor real time progress of the campaign. DARPG coordinated and monitored the campaign aggressively with all the nodal officers. During the campaign about 44.89 lakh records were reviewed and 22 lakh records were weeded out. Rs 62 cr was earned from the disposal of scrap. Weeding out of records and scrap disposal have freed up about 12 lakh sq ft space for productive use. Cleaning drive in offices which included renovation/ repair/ whitewash etc was undertaken. About 5968 outdoor cleanliness campaign were also conducted by the Ministries / Departments.

(ii) Progress of Special Campaign for disposal has been reported as under

Sl. No.	Category	Reported Target	Disposal
1.	References from MP's	11,088	8,765
2.	Parliamentary Assurances	2,262	1,064
3.	Inter-Ministerial References (Cabinet Proposals)	211	176
4.	State Government References	1,236	1,030
5.	Public Grievances	3,30,964	3,03,415
6.	Record Management – Files for Review	45,54,997	44,89,852 Reviewed 23,69,185 identified for weeding 21,89,999 Weeded out
7.	Cleanliness Campaign Sites	6,101	5,968

8.	Easing of Rules/ Processes	907	699
9.	Public Grievances Appeals	25,978	21,547
10.	Freeing up of space	-	1,20,1367 sq feet
11.	Scrap disposal earning	---	Rs.62,54,12,062

## **e-Governance**

(i) An Expert Committee on e-Governance has been constituted in the Department in order to assess the efficacy of e-Governance applications and service delivery tools in the Government and suggest the appropriate technology, tools, applications, modifications, etc. towards efficiency and seamless delivery of service.

(ii) A project progress review meeting was held under the Chairmanship of Special Secretary, AR & PG through video conference on 29<sup>th</sup> October, 2021 with 13 identified Central Ministries/Organisations and with all the States/UTs to review the status of National e-Governance Service Delivery Assessment (NeSDA), 2021 regarding submission of responses to Questionnaire for the Ministry/State/UT portal and submission of responses to Questionnaire for the Services.

## **Public Grievance Redressal**

IIT Kanpur made a demonstration of analytical dashboard developed by them for PMOPG and new features in CPGRAMS to the Principle Secretary to the PM on 29 October 2021. DARPG has collaborated with IITK to upgrade CPGRAMS by use of artificial intelligence / machine learning and next generation technology.

## **National Centre for Good Governance**

(i) Capacity Building Programme in Field Administration for Civil Servants of Maldives was held at Mussourie and New Delhi from 27th Sept 2021 to 8th Oct 2021.