

Government of India
Department of Administrative Reforms & Public Grievances

Monthly summary for the month of September, 2019

Minister of Personnel, PG and Pensions reviewed the progress of the DARPG on September 25, 2019 and expressed satisfaction with progress achieved in the 100 days agenda and the mission document. The MOS (PPG&P) advised that a Regional Conference on Good Governance be scheduled at Nagpur on November 25-26, 2019. The DARPG would collaborate with Government of Maharashtra on the subject.

2. The MOS (PPG&P) discussed the issues raised during his interactions with the Members of the Academic Council of LBSNAA Mussoorie with Secretary DARPG and Additional Secretary, DARPG as also Director LBSNAA on September 11, 2019. Following the discussions, it was decided that LBSNAA and National Center of Good Governance (NCGG) would need enhanced collaboration and accordingly Director, LBSNAA would be inducted as a Member on the Management Committee and the Governing Body of the NCGG. An amendment in the NCGG bye-laws has been proposed accordingly.

3. The NCGG under the aegis of DARPG conducted the special training program for Maldivian Civil Servants and Bangladesh Civil Servants from September 16-28, 2019. 33 Maldivian Civil Servants and 31 Bangladesh Civil Servants attended the Special Training Program. The inaugural session on "Public Policy and Governance" was held at Mussoorie which was addressed by Secretary, DARPG and Additional Secretary, DARPG. The Special Training Program offered a unique opportunity for exchange of information on the strides made in "Public Policy and Governance". Further the success stories of the Digital Transformation in India's Governance were presented. There was also a session on Ethics and Accountability in Governance and Redress of Public Grievances - the Indian Experience.

4. The MOS (PPG&P) addressed the valedictory session of the Special Training Program for Maldivian and Bangladesh Civil Servants at New Delhi. The event was attended by senior officials from the Ministry of External affairs, and senior officials from the High Commission of Bangladesh to India and the Embassy of Maldives to India. The MOS (PPG&P) said that the training program is an extension of the multi-faceted relations that exist between India and both countries, and the best governance practices of India can be adopted by the trainee civil servants. Dr. Aly Shameem, Chairman of the Civil Services Commission of Maldives attended the session and said that the training program helped in transfer of knowledge and technological know-how. The NCGG would be conducting 2 more programs for Maldivian civil servants in 2019 and 10 programs in 2020. This represents successful implementation of the MOU signed between the NCGG and the CSC in the visit of the Hon'ble Prime Minister to Male on June 8-9, 2019. Secretary, DARPG met a delegation of Maldives led by Dr. Aly Shameem, Chairman Civil Services Commission to review the MOU between NCGG and CSC. In the discussions, the Chairman, CSC, Maldives said that a delegation of Permanent Secretaries from Maldives would be visiting NCGG for the special training program from December 2-16, 2019 and a 2 day conference on Good Governance and e-Governance would be held during their visit.

5. Shri V. Shashank Shekhar, Joint Secretary, in the Department held a meeting with officials of High Commission of Australia in New Delhi on 12th September, 2019 to discuss modalities for signing of Memorandum of Understanding on cooperation in the field of Public Administration and Governance Reforms. Mr. Christian Hirst, Political Counsellor, High Commission of Australia was of the view that Prime Minister of

Australia is likely to visit India during the first quarter of 2020 and it would be appropriate if the MoU on Public Administration and Governance Reforms be signed during that period. Efforts are being made in consultation with Ministry of External Affairs to sign the MoU during that period.

6. The MOS (PPG&P) launched the CPGRAMS reforms in the Department of Posts on September 25, 2019, which represents a major reform step for systemic improvement in the CPGRAMS. The CPGRAMS version 7.0 follows a bottom up approach which empowers the complainants significantly, that will lead to reduction in grievance disposal time by 7-10 days in the Department of Posts and improved quality of grievance redressal. The MOS (PPG&P) said that CPGRAMS version 7.0 will be replicated in other Central Ministries in the coming months. The next step in the CPGRAMS reforms envisages a workshop with all Central Ministries/ Departments and an interactive video conferencing with all States/ UT's. The event was attended by 100 public grievance officers of all ministries/ departments. An operational training on CPGRAMS was held on 26th September, 2019 in the Department.

7. The DARPG collaborated and participated in the annual conference of Chief Secretaries/ Principal Secretaries on September 18, 2019. The inaugural session was addressed by the MOS (PPG&P) who assured full cooperation from central government to state governments & UT's for ensuring speedy and transparent administration. The conference in addition to the DOPT agenda issues deliberated on the DARPG issues of PM's Awards for Public Administration, National e-Governance Awards, CPGRAMS reforms, Secretariat Reforms and other issues.

8. An interactive video-conference with top 20 grievance receiving ministries/ departments to review public grievances and citizen charters was held on September 2, 2019.

9. A DARPG delegation visited Srinagar on September 4-5, 2019 and a second delegation visited Srinagar on September 19-20, 2019. Several areas of collaboration have been identified and implementation road-map being drawn up.

10. Secretary, DARPG attended the meeting of SGOS-9 on Governance on September 24, 2019 to firm up the final recommendations of the SGOS-9 which were presented to Cabinet Secretary on September 25, 2019. Secretary, DARPG attended the SGOS-9 meeting to shortlist the presentations of Assistant Secretaries on September 6, 2019.

11. The proceedings of the 22nd National Conference on e-Governance held on 8-9th August, 2019 at Shillong, Meghalaya have been finalized.

12. A review meeting of State Collaboration Initiatives (SCI) for progress of 7 projects funded under State Collaboration Initiatives was held on 06.09.2019. Another meeting was held on 19.09.2019 with Resident Commissioners of all States/UTs for sending proposals under SCI for financial assistance.

13. विभाग में 13 से 27 सितम्बर, 2019 तक हिंदी पखवाड़ा का आयोजन किया गया | 14 सितम्बर हिंदी दिवस के अवसर पर हिंदी के प्रचार प्रसार को बढ़ावा देने के लिए अपील भी जारी की गई | इस दौरान विभिन्न प्रतियोगिता का आयोजन किया गया जिनमे अधिकारियों और कर्मचारियों ने भाग लिया |

14. In the matter relating to monitoring of e-Office implementation in all central Ministries / Departments in a time bound manner, I would like to inform you that as on date, 56 Central Ministries/Departments have achieved the target of e-Office implementation. The Department of Industrial Policy & Promotion is the latest to achieve 80% of e-file percentage recently. 75 Ministries / Departments are now actively using the e-office platform.

15. A video conference with IT Secretaries of 10 States / UT's was held regarding NeSDA on September 23, 2019

16. The Aatmadeep project proposal for capacity building/ innovation/ replication of good governance projects to be implemented by DARPG through the NCGG has been posed to Department of Economic Affairs for World Bank financing.

