

**Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions**

1. Important achievements /activities during the month of September, 2021 are as under:

Special Campaign for disposal of pendency

The preparatory phase of the Special Campaign for disposal of pendency was conducted from September 13 -30, 2021. Ministries / Departments of Government of India identified pending references from Members of Parliament , State Governments, Inter -Ministerial Consultations, Public Grievances, PG , appeals and files due for review for recording/ weeding . A dedicated portal has been created to monitor real-time progress of the campaign. About 732033 pendency have been identified in above categories by 30th September 2021.

Meeting with World bank on world wide governance indicators;

A meeting was convened with Mr. Aart C. Kraay, Deputy Chief Economist, World Bank on 27.09.2021 through VC to discuss the Worldwide Governance Indicators (WGI) of the World Bank with reference to good governance Report published by DARPG. Special Secretary, DARPG, Joint Secretary, DARPG, DG, DMEO, NITI Ayog and Director CGG, Hyderabad participated from the Indian side. Mr. Hisham Waly, Practice Manager, Financial Management, Public Sector and Governance, The World Bank and Ms. Anne-Katrin Arnold, Senior Country Officer (Country Program Coordinator), India at The World Bank also participated in the meeting from the World Bank side.

Public Grievance Redressal

A tripartite MoU was signed between D/o Defence, DARPG, and IIT-Kanpur for the development of version 2.0 of AI - powered CPGRAMS Applications for D/o Defence. Similar functionalities have been taken up for PMOPG portal by IITK for which DARPG provided necessary logistic support including hosting server.

DARPG signed an MoU with Common Service Centres (CSC) on 20.09.2021 to increase accessibility of CPGRAMS to rural population.

DARPG partnered with C- DAC to develop regional language interface for CPGRAMS to make the it linguistically inclusive for all languages in the country. Gujarati, Marathi and Bengali languages have been taken up in the 1st phase of this excercise.

(iv) The lists of (i) top five grievances receiving Ministries / Departments, (ii) five Ministries / Departments with best > 6 months disposal rate, and (iii) Ministries / Departments with least > 6 months disposal rates are enclosed at **Annexure-II**.

Capacity building programme by National Centre for Good Governance

National Centre for Good Governance (NCGG), DAR&PG organized a two-day Capacity Building Program for Senior Officers of Union Territory of Ladakh in collaboration with General Administrative Department of Administration of Union Territory of Ladakh at Leh on 9-10 September 2021. The participants were imparted training on diverse topics to create a Civil Service fully familiar with the Union laws on procurement and financial management, Central Secretariat Manual of Office Procedure (CSMOP), eOffice and also to usher in digital procurement practices through wide spread adoption of GeM and digital governance, keeping in view, Government's mandate of transparency and ease of business.

A two week training programme in collaboration with JKIMPARD was organized at NCGG, New Delhi from 30th August 2021 to 10th September, 2021. The Programme was inaugurated by Hon'ble MOS (PP) on 30th August, 2021. The training was focused on changing paradigm of governance, e-Office, GeM, public contacts and policies, right to service, leadership, ethics, innovation, creativity, health governance, land acquisition, electoral reforms, Rural development programmes besides exposure visits to flagship programmes such as Smart City projects, e-governance, initiatives of MDDA, AIIMS, New Delhi, zero energy projects etc.

Other activities

x. विभाग में माह सितम्बर, 2021 में हिन्दी पखवाड़ा (14-28 सितम्बर) का आयोजन किया गया। राजभाषा विभाग द्वारा प्राप्त दिशा-निर्देशों के अनुसार हिन्दी के प्रचार-प्रसार के लिए विभाग में टिप्पण एवं आलेखन प्रतियोगिता, निबंध लेखन प्रतियोगिता एवं श्रुतलेखन प्रतियोगिता का आयोजन किया गया।