

## **Achievements During the month of April, 2022**

### **(i) International Exchange & Cooperation**

The second bilateral meeting between Department of Administrative Reforms and Public Grievances (DARPG) and Public Service Division (PSD), Singapore on Personnel Management and Public Administration was held in New Delhi on 29th September, 2022 under the aegis of the existing Memorandum of Understanding (MoU) between India and Singapore for cooperation in the field of Personnel Management and Public Administration.

2. The meeting was co-chaired by Secretary, DARPG from the Indian side and Mr. Loh Khum Yean, Permanent Secretary, Public Service Division, Prime Minister's Office from Singapore side. During the meeting both sides shared each other's perspective on Citizen Centric Delivery, Benchmarking of governance, grievance redressal, National e-Governance Service Delivery Assessment (NeSDA), Secretariat Reforms in India, The Future of Work, Workforce and Work plan.

3. Mr. Loh Khum Yean, Permanent Secretary along with the delegation called on Dr. Jitendra Singh, Hon'ble Minister of Personnel, Public Grievances and Pensions. Both sides discussed and agreed to curate capacity building programme for the Indian civil servants and also exposure visit by PM Excellence Awardees in Public Administration to Singaporean Institutes of Excellence.

4. The areas that have been identified for collaboration include (a) development of Capacity Building and Exchange programs (b) areas of synergy between SG Portal of Singapore and CPGRAMS portal of DARPG to be explored (c) DARPG to consider Singapore's invitation for India's participation in the ASEAN Benchmarking Study on e-Governance and (d) To pursue areas of collaboration for long term Good Governance Goals under- Vision India@2047 and Future Workforce program

5. Both sides agreed on extension of the existing MoU by 5 years in the backdrop successful collaboration.

### **(ii) Prime Minister's Awards for Excellence in Public Administration 2022**

(a) The Prime Minister's Awards for Excellence in Public Administration scheme, 2022 was approved on 10.09.2022 and has been notified to all the Secretaries of Government of India and Chief Secretaries of all the states and Union Territories on 15.09.2022.

(b) The Screening Committees and the Expert Committees for the Prime Minister's Awards for Excellence in Public Administration 2022 have been constituted vide OM dated 26.09.2022 and 22.09.2022 respectively.

### **(iii) National Awards for e-Governance**

(a) Notice for Call For Papers for publication of Compendium of Selected Papers on the theme of the 25th National Conference on e-Governance: "e-Governance - Bringing Citizens, Industry and Government Closer" has been published on 09.09.2022.

(b) Meeting of Screening Committee - stage 1 for shortlisting of nominations under the Scheme of National Awards for e-Governance 2021-22 was held on 31.08.2022, 02.09.2022 and 07.09.2022. Meeting of Screening Committee - stage 2 for shortlisting of nominations under the Scheme of National Awards for e-Governance 2021-22 was held on 29.09.2022.

### **(iv) 5<sup>th</sup> National Good Governance Webinar**

On 30th September, 2022, DARPG, in coordination with National Centre for Good Governance (NCGG), successfully conducted the 6<sup>th</sup> Webinar of the series of thirteen webinars planned under National Good Governance Webinars for the year 2022-2023 on various themes under the good governance initiatives that have been felicitated with the Prime Minister's Award for excellence in Public Administration. The theme of the Webinar was "Public Service Delivery". The Webinar had very wide participation and was attended by District Collectors/ DMs, Officers under the Ministry of Urban Development (Urban Local Bodies of States/UTs), the Department of Financial Services (Public Sector Banks) and the Department of Revenue (Customs, Excise and Income Tax), Secretaries of Administrative Reforms, Registrars of Birth & Death, officer trainees at LBSNAA, IIPM, ISTM and Administrative Training Institutes under State Governments. Mr. Loh Khum Yean, the Permanent Secretary, Public Service Division, Prime Minister's Office and Ministry of Law, Government of Singapore delivered the inaugural address in the Webinar. Two Prime Minister's Awardees awarded in the year 2021 under the category 'Seamless End to End Delivery of Services without Human Intervention': (1) Shri Dharmendra, Chief Secretary, Arunachal Pradesh, who was the then Chairman, New Delhi Municipal Council (NDMC), which was awarded the PM's Award for the initiative 'NDMC – 311' App in 2021; and (2) Smt. Dipti Aditya Kanade, Director (Budget), Department of Space, the then Project Director, Department of Finance, Government of Karnataka, which was awarded the PM's award for the initiative 'Seva Sindhu' presented the best practices adopted by them to more than 600 participants in the webinar.

### **(v) Centralised Public Grievance Redress & Monitoring System (CPGRAMS)**

(a) A Meeting under the Chairmanship of Secretary, DARPG was held with Nodal Appellate Authorities and Nodal Public Grievance Officers of all Central Ministries / Departments on 14.09.2022 at CSOI. The agenda for the meeting was experience sharing by Min./Deptt. on the implementation of CPGRAMS version 7.0 and Launch of CPGRAMS Brochure by MOS (PP).

(b) Haryana Institute of Public Administration (HIPA) on behalf of the DARPG had organised "The National Seminar on Sevottam for State ATI's/select Grievance Resolution Officers" at HIPA, Gurugram on September 16, 2022. The objective was to create synergy amongst all Administrative Training Institutes (ATI's) for streamlining the curriculum and pedagogy as also the training modules for capacity building of Grievance Officers of States/UTs under the Sevottam scheme.

### **(vi) Special Campaign on Disposal of Pending Matters (SCDPM 2.0)**

A Presentation on Special Campaign 2.0 was given to Council of Ministers by Hon'ble MOS (PP) on 7<sup>th</sup> September, 2022.

2. The preparatory phase of the Special Campaign 2.0 was carried out from 15<sup>th</sup> to 30<sup>th</sup> September, 2022. The Preparatory Phase was commenced with the launch of the Special Campaign 2.0 portal by the Hon'ble MoS(PP) on 14.9.2022. The launch was attended by all Nodal Officers of Ministries / Departments. The event was live telecasted on DD News and tweeted from the DARPG's social media handle.

3. Five rounds of meetings followed by review meetings were conducted under the Chairmanship of Secretary, DARPG with Nodal Officers of Special Campaign on 1.9.2022, 6.9.2022 and 9.9.2022, 21.09.2022 and 29.09.2022.

4. The following activities were also conducted by DARPG:

(a) Secretary, Housing & Urban Affairs and DG, CPWD were called as special invitees for the meeting on 6.9.2022 to guide Nodal Officers with Swacchata Practices across various Buildings in Delhi.

(b) A training of all Nodal Officers on the New Portal and its interface was conducted by NIC in the Meeting held on 9.9.2022.

(c) A half an hour Panel Discussion on Special Campaign 2.0 was moderated by DD News with Secretary, WCD, Secretary, MoRTH and Secretary, DARPG as the panellists. The same was aired at 7.30 pm on DD News Channel. During the discussion, a 4-minute film on the upcoming Special Campaign 2.0 was aired; it was filmed by DD News in collaboration with DARPG by taking shots from Railway Stations, Post Offices and Police Stations and upcoming Swacchata Cleanliness sites.

(d) The sites identified for Swachhta Cleanliness Campaign across Ministries/ Department numbered at 70,295. This number is expected to increase during the campaign period.

(e) An Office Memorandum on Record Management Procedures in light of the Special Campaign 2.0 was released by DARPG.

(g) Around 50 Tweets were issued with the Hash tag #Special Campaign2.0 through its official twitter handle. A set of Infographics regarding Special Campaign 2.0 were also released.

#### **(vii) Swachhta Assessment Report 2022:**

The Department has also released a Guidelines Booklet for the Special Campaign 2.0 along with the performance report of August 2022.

#### **(viii) Implementation of eOffice - Migration to eOffice version 7.0**

As on dated 44 (Forty four) Ministries / Departments have migrated to eOffice version 7.0.

#### **(ix) OTHER ACTIVITIES**

विभाग में 14.09.2022 से 28.09.2022 तक हिंदी पखवाड़े का आयोजन किया गया। पखवाड़े के दौरान प्रश्नोत्तरी, टंकण, निबंध-लेखन, श्रुतलेख तथा कहानी-लेखन आदि प्रतियोगिताएं आयोजित की गईं जिनमें विभाग के अधिकारियों/कर्मचारियों ने बढ़-चढ़कर हिस्सा लिया।



Draft Monthly Summary, to the Members of the Council of Ministers, concerning DAR&PG for the month of **September, 2022** is prepared in line with the approved monthly D.O. letter on important events to the Cabinet Secretariat, and placed at (**DFA No. 14891**) - for kind consideration and approval please.