



सत्यमेव जयते

REGIONAL CONFERENCE

ON

“BRINGING CITIZENS, ENTREPRENEURS AND GOVERNMENT
CLOSER FOR GOOD GOVERNANCE”

July 11-12th 2022, Bengaluru

Address by Secretary (ARPG)

ADDRESS BY SHRI V. SRINIVAS, SECRETARY DARPG AT THE REGIONAL CONFERENCE IN BENGALURU, KARNATAKA DATED 11-12th JULY, 2022 IN VALEDICTORY SESSION

- **Respected Minister of State (PP) Sh. Jitendra Singh ji,**
- **Health Minister of Govt of Karnataka, Shri Sudhakar ji,**
- **Chief Secretary, Government of Karnataka Smt. Vandita Sharma ji,**
- ❖ **Shri Amar Nath, Additional Secretary, Department of Administrative Reforms & Public Grievances**
- ❖ **Dr. Srivatsa Krishna, Principal Secretary, DPAR, Government of Karnataka**
- ❖ **Shri N.B.SRajput Joint Secretary DARPG**

I am deeply privileged to welcome Dr. Jitendra Singh ji to the valedictory ceremony 2-day Regional Conference on Bringing Citizens, Entrepreneurs and Governments closer being held at Bengaluru on July 11-12, 2022. An AIMSONIAN with a tremendous passion for public administration, public policy and good governance, Dr. Jitendra Singh ji has left a huge footprint on the Governance landscape of India. Under his leadership, DARPG has successfully pursued, a series of Next Generation Administrative Reforms to best fulfil the Prime Minister's vision of "Maximum Governance – Minimum Government".

The 8 years of achievements of DARPG represents the many successful administrative reforms undertaken by DARPG in implementing Secretariat Reforms, Swachhta Campaigns, Benchmarking Governance and Services, Redressal of Public Grievances & Improving Service Delivery, recognizing meritocracy and replication of good governance practices.

The Vision India@2047 of DARPG with emphasis on digital transformation and agile governance, young officers, collaboration with entrepreneurs was possible due to the leadership role played by Dr. Jitendra Singh ji.

Dr. Jitendra Singh ji has also driven DARPG to focus on use of AI/ ML in CPGRAMS, Integrated Portals in Pensions like Bhavishya, Office Automation with e-Office and Single sign on for providing government services. The CPGRAMS and e-Office have grown into very large platforms benefitting India's citizens/ bureaucracy.

This is the 11th Regional Conference that I have organized in my tenure in DARPG since 2018. Regional Conferences represent Indian Bureaucracy's quest for a new narrative through shared collaborative learning. The Bengaluru Regional Conference is unique in conceptualization as it is the first time that 2 sessions with private sector entrepreneurs have been curated into the conference theme. Besides the Government of Karnataka has brought in its inherent and traditional strengths in governance, as symbolized by the recommendations from the State Administrative Reforms Commission, the near 100 percent saturation of services on the Seva Sindhu Portal and technology/ industry interface. Today we heard the inspirational Sridhar Vembu on how a unicorn can be developed from a village Thenkasi, if technology, innovation and research can be put to right use.

Let me summarize the learnings from the Regional Conference:

1. **Secretariat Reforms must focus on office automation.** E-Office ver 7.0 has significant benefits. This coupled with digitization of CRU's, can result in paperless offices. It must be remembered that e-Office enabled the operationalization of 2 Secretariats in Jammu & Srinagar and eliminated Darbar Movement. The Central Secretariat Manual of Office Procedure must be constantly updated to ensure the process of Digital Secretariats is realized. The same emphasis was seen in the ARC Karnataka presentation, an agile State Secretariat is a vital aspect of government.
2. **Every State Government has focused on Going Digital** – creation of integrated portals with data sets interacting with each other is very important. The findings of the National e-Services Delivery Assessment Report provide the roadmap for digital governance of India *with Accessibility, Content Availability, Ease of Use, and*

Information Security & Privacy. We have heard presentations from UP, AP, Maharashtra, Haryana, Tripura and each State focused on going digital.

3. **Benchmarking Governance in Digital Age is important** – The Good Governance Index 2021 and the District Good Governance Index Reports have had a significant impact on benchmarking governance. Madhya Pradesh has produced a State level report on Benchmarking Governance.
4. **Recognizing meritocracy through PM's Awards/ e-Governance Awards is highly motivating** – Many young civil servants have spoken in Bengaluru Regional Conference, each of their governance achievements is inspiring and represents case studies of putting service above self.
5. **The National Good Governance Webinars is a very exciting opportunity to young civil servants** – Massive responses to the National Good Governance Webinars have been witnessed.
6. **The focus on Young Officers for Imagining India@2047 through Innovation is a pioneering initiative with long term benefits.** This Regional Conference has reiterated the benefits from the focus on innovation, academics, technology and civil service.

Looking to the future, the Bengaluru Regional Conference will represent a land mark event in the DARPG's history of events because Government of Karnataka brought so many new features to the Conference agenda. This was possible due to the unstinting support received from Chief Secretary Government of Karnataka Smt. Vandita Sharma, Principal Secretary Dr. Srivatsa Krishna and Chairman ARC Shri Vijay Bhaskar, my colleagues, Shri Amar Nath, Shri Rajput, Shri Partha Bhaskar.

In the backdrop of the above narration, I greatly look forward to drawing greater inspiration from the address of D. Jitendra Singh ji for taking India's governance model forward.
