

Welcome Address by Shri V. Srinivas, IAS, Secretary, DARPG at the National Conference on Good Governance at Gandhinagar, Gujarat on 30th January, 2025

1. Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh ji,
2. Hon'ble Finance Minister of Gujarat Shri Kanubhai Desai ji
3. Additional Chief Secretary, Government of Gujarat, Shri Kamal Dayani ji,
4. Principal Secretary, Department of Science & Technology, Government of Gujarat, Smt. Mona Khandhar ji,
5. Joint Secretary, DARPG, Smt. Sarita Chauhan ji,
6. Additional Chief Secretaries/ Principal Secretaries/ Secretaries of Government of Gujarat, Distinguished Speakers and Delegates, and Participants,

I rise to extend a very warm and hearty welcome to the Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh ji and Hon'ble Finance Minister of Gujarat Shri Kanubhai Desai ji to the National Conference on Good Governance at Gandhinagar, Gujarat being held on 30th and 31st January, 2025. Under the visionary leadership of Hon'ble Prime Minister Modi and guidance of Dr. Jitendra Singh ji, the DARPG has undertaken a number of Good Governance initiatives, of which the National Conference on Good Governance represents a significant milestone. This is the first National Conference on Good Governance being convened by DARPG in 2025 and it has had an overwhelming response.

I extend a warm and hearty welcome to Shri Kamal Dayani ji, Additional Chief Secretary of Gujarat and Principal Secretary Smt. Mona Kandhar and thank them for accepting DARPG's invitation to host the National Conference at Gandhinagar.

I extend a warm and hearty welcome to Director General, IIPA, Dr. S.N. Tripathi ji and thank him for his Keynote address.

I also welcome Joint Secretary, DARPG, Smt. Sarita Chauhan ji and Director DARPG, Dr. Tushaba Shinde ji whose dedicated hard work made the National Conference at Gandhinagar possible.

In his message dated 12th December, 2024 on the occasion of Sushasan Saptah, the Hon'ble Prime Minister said:

“Good governance holds the key to the nation's progress. A vital aspect is to provide a transparent, efficient and accountable administration that works for the overall welfare and betterment of people. Good governance however, cannot remain confined to governmental efforts but thrives on whole-hearted participation of people, making them an integral part of governance. With a citizen-centric approach, Citizen First' continues to be our guiding principle, as we further simplify the processes and procedures of governance. It is our firm belief that technology is an effective tool to bring government and citizens closer. The Digital India movement has brought about a transformational shift in making the nation a digitally empowered society and a knowledge economy. As the nation continues its journey towards building Viksit Bharat, may an even larger number of people get connected with governance processes in the coming years.”

This is the 28th National / Regional Conference that is being held by DARPG and the first in Gujarat in the last 5 years. I am truly delighted that this National Conference has received enormous response and support from State Governments across the country with over 30 Speakers presenting their innovations in this Conference from 9 States. Further, the Conference is being attended by 70 delegates from 20 States across India. The deliberations will be held over 6 Plenary Sessions and cover wide ranging subjects like Government Process Re-engineering for Digital Transformation, Emerging Technologies for providing Citizen Centric Services and District Level e-Governance Initiatives in which National e-Governance Awardees would present their successful projects. The Government of Gujarat best practices would also be presented in 2 Plenary Sessions.

I would also like to highlight the initiatives of DARPG in promoting administrative reforms and good governance across the Nation:

1. Effective Redressal of Public Grievances with the CPGRAMS – 10 steps reforms being implemented. The CPGRAMS presently is the world's largest citizen interface platform integrating advanced technologies, supporting multiple languages, providing comprehensive tracking and feedback mechanisms being implemented in all Central Ministries/ Departments and States/ UT's. The CPGRAMS has been recognized as a state of the art grievance redressal system for replication in countries abroad and as an important technology innovation for Vision India@2047.

2. Increasing Efficiency in Government through the initiative for increasing efficiency in decision making, and the special campaigns for institutionalizing swachhata and reducing pendency in government. The initiatives resulted in delayering across 84 Ministries/ Departments and revenue earnings of Rs. 2364 crores from 2021 to 2024.
3. Developing State/ District Metrics through the Good Governance Index and the District Good Governance Index and the National e-Services Delivery Assessment from 2019-2024 which resulted in e-services increasing from 41 percent of total services to 75 percent, from 11500 to 17500 e-services and several integrated service delivery portals.
4. Recognizing meritocracy with a comprehensive revamping of the PM's Awards for Excellence in Public Administration and Civil Services Day Conferences.
5. Celebration of Sushasan Saptah as a pan-India campaign for Good Governance with focus on Citizen first approach.
6. Digital Empowerment of Pensioners under the Digital Life Certificate Campaign adopting a saturation approach and
7. The Chintan Shivir as a futuristic model of governance with focus on improving inter-personal relations and stronger esprit de corps.
8. Collaboration with State/ UT governments in a implementation of comprehensive administrative reforms and improving grievance redressal platforms.

The Government of Gujarat has been a top performer in the DARPG's Good Governance Index over the years with strong performances in Commerce and Industry, Human Resource Development, Public Infrastructure & Utilities, Economic Governance and Citizen Centric Governance. The Gujarat Model of Governance, which focussed on bringing citizens and Government closer using technology, has witnessed several National best practices, which have been widely replicated.

Officials from Government of Gujarat have been recipients of 4 Prime Minister's Awards for Excellence in Public Administration in the period 2019-2024.

These are as follows:

- i) Technology Driven Transformation of School Education System in Gujarat through Vidya Samiksha Kendra

- ii) Jan Bhagidari through Swachh Bharat Mission
- iii) State Organ and Tissue Transplant Organization (SOTTO)
- iv) Promoting Quality Education with an Equitable and Inclusive Classroom Environment through Samagra Shiksha

This is amongst the highest number of Awards received by any State Government under the PM's Awards Scheme.

The Gujarat Government has been a pioneer in Effective Grievance Redressal through the SWAGAT portal, which celebrated 20 years in 2023. The SWAGAT portal is a combination of digital and communication technology in the form of a program to resolve public grievances effectively. Under SWAGAT, citizens can register their grievances at village, taluka and district levels. Citizens can view the status of their application online, using their allotted password and login ID at any internet access point. The software application enables an online review of sub-district, district SWAGAT and State SWAGAT outcomes and disposal of grievances is also monitored by the software. The citizen gets a chance of hearings at SDM and DM levels and if not resolved at the Hon'ble CM level also.

Gujarat as one of the most developed States in India has many significant achievements, and we look forward to 2 days of learning experiences. The imposing 182 meter Statue of Unity of Sardar Vallabhai Patel provides inspiration for the Nation's relentless commitment to excellence in the Amrit Kaal Period.

Once again, I extend my deepest gratitude to Dr. Jitendra Singh ji, Shri Kanubhai Desai ji and the Government of Gujarat for their unwavering support in hosting this National Conference. My heartfelt thanks also go to Shri Raj Kumar ji, Mrs. Mona Khandhar ji and Dr. Tushaba Shinde for their tireless efforts in making this event possible.

Thank you.
