



E-BOOK on 8 YEARS'
ACHIEVEMENTS OF DARPG
2014-2022



GOVERNMENT OF INDIA
DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC
GRIEVANCES

SIGNIFICANT INITIATIVES/ ACHIEVEMENTS OF DARPG FROM 2014 TO May, 2022

1. Civil Services Day

Government of India observes 21st of April every year as "Civil Services Day (CSD)". This is an occasion for civil servants of the country to rededicate themselves to citizens and renew their commitment to public service and excellence in work.

The 15th Civil Services Day was organised in Vigyan Bhawan, New Delhi on 20th-21st April, 2022, on the theme “**Vision India@2047 – Bringing Citizens and Government closer**”



The Hon'ble MoS, Personnel, PG and Pensions Dr. Jitendra Singh inaugurated the Civil Services Day event on 20th April. The Hon'ble Prime Minister graced the occasion and conferred a total of 16 Prime Minister's Awards for Excellence in Public Administration, 2021 on 21st April, 2022. There was an overwhelming

participation in the Prime Minister's Awards 2021 and a total of 3422 nominations were made and record 2105 completed applications were received. A total of 715 Districts out of 738 registered for Prime Minister's Awards, 2021.



The Prime Minister's Awards for Excellence in Public Administration for the years 2019 and 2020 were also conferred before the CSD 2022.

3600 officials participated in the two day event, which was also webcast live.



Hon'ble Prime Minister addressing during CSD 2022

2. Prime Minister's Awards for Excellence in Public Administration

The Prime Minister's Awards on Excellence has been instituted to acknowledge, recognize and award the extraordinary and innovative work done by Districts, Central and State Governments/Organisations.

The Awards Scheme was restructured in 2015-16 to focus on excellence in implementation of identified Priority Programmes wherein the States were grouped into three categories namely; (i) North Eastern and Hilly States; (ii) Union Territories and (iii) Other States. The PM Awards Scheme in 2020 was restructured again in 2020 to recognize the performance of District Collectors towards economic development of the District.

The Scheme for Prime Minister's Awards for Excellence in Public Administration was revamped in 2021 with the objective to encourage Constructive Competition, Innovation, Replication and Institutionalization of Best Practices.

The Schemes / Programmes included in PM's Awards during the period 2015-2021 are as follows:-

S. No.	2016	2017	2018	2019	2020	2021
I	Swachh Bharat (Grameen)	PM Krishi Sinchaye Yojana	PM Fasal Bima Yojana	e-National Agricultural Market (e-NAM)	Inclusive Development through Credit Flow to the Priority Sector category	Promoting "Jan Bhagidari" or Peoples' participation in Poshan Abhiyan
II	Swachh Vidyalaya	DDU Gram Jyoti Yojana	Digital Payments	National Rural Livelihood Mission (NRLM)	Jan Bhagidari through SBM (Urban and Rural)	Promoting excellence in sports and wellness through

						Khelo India scheme
III	PM Jan Dhan Yojana	PM Fasal Bima Yojana	PMAY (Urban & Rural)	Saubhagya	Aspirational district Programme	Digital Payments and good governance in PM SVANidhi Yojana
IV	Soil Health Card	Start Up India/ Stand Up India	DDU Gramin Kaushal Yojana	Mission Indra-dhanush	Namami Gange	Holistic Development through One District One Product scheme
V	----	e-Nation Agriculture Market (e-NAM)	-----	-----	Improving Public Service Delivery and Redressal of Public Grievances	Seamless, End to End Delivery of Services without Human Intervention
VI	-----	Innovation	Innovation	Innovation	Innovation	Innovation

12 Awards were conferred under various programmes/categories in the years 2016, 2017 and 2018. 16 awards were conferred in the year 2019, 15 awards were conferred in the year 2020 and 16 awards were conferred in the year 2021.



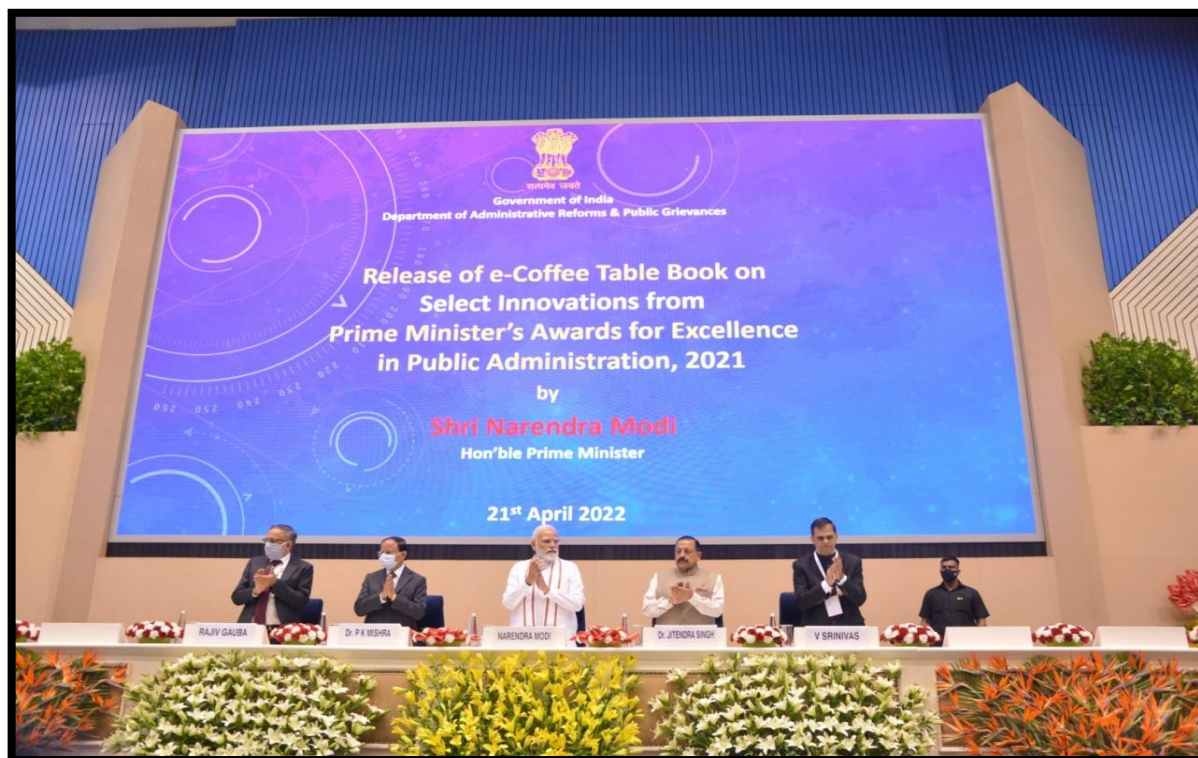
Ceremonial Photograph of Hon'ble Prime Minister with the Awardees of 2019



Ceremonial Photograph of Hon'ble Prime Minister with the Awardees of 2020

During the Awards function on April 21, 2022, the Hon'ble Prime Minister released two e-Coffee Table books titled “Shining Horizons” and ‘Cutting edge Transformations’ comprising of the success stories on the implementation of the identified priority programmes and Innovations. A film on the Award winning initiatives was also screened before the presentation of Awards by the Hon'ble

Prime Minister. After the Award function the Hon'ble prime Minister interacted with the 2021, 2020 and 2019 Awardees



Hon'ble Prime Minister releasing the e-Coffee Table Books on CSD 2022

3. NATIONAL e-GOVERNANCE CONFERENCES

The Department of Administrative Reforms & Public Grievances along with the Ministry of Electronics & Information Technology, Government of India and in association with one of the State/UT Governments convenes the National Conference on e-Governance every year.

Since 2014-15, 7 Conferences have been held whose details are as under:

NCeG and Date	Venue	Theme	No. of Awards
18th- Jan., 2015	Gujarat (Gandhinagar)	Digital governance - new frontiers	22
19th- Jan., 2016	Maharashtra (Nagpur)	Governance with Accountability, Transparency & Innovation for Citizen - Centric Services	18

20 th - Jan., 2017	Andhra Pradesh (Vishakhapatna m)	Digital Transformation	20
21 st -Feb., 2018	Telangana (Hyderabad)	Technology for Accelerating Development	19
22 nd -Aug., 2019	Meghalaya (Shillong)	Digital India: Success to Excellence	14
23 rd - Feb., 2020	Maharashtra (Mumbai)	India 2020: Digital Transformation	20
24 th –January 2022	Telangana (Hyderabad)	India's Techade: Digital Governance in a Post Pandemic World	26



Hon'ble MoS at the 24thNCeG, Telangana, Hyderabad

The 24th National Conference on e-Governance was attended by over 2000 delegates in semi-virtual mode which included delegates from Government of India, State/UT Governments, Industry, Academia, and Private Sector. An Exhibition including Wall of Fame showcasing the awarded initiatives and best practices of the country was organized during the Conference.



Hon'ble MOS inaugurates the 24th NCeG Exhibition on Award Winning Initiatives



WALL OF FAME of Award Winning Initiatives at 24th NCeG Hyderabad

National Awards for e-Governance

In 2021, 26 awards were presented under the following 6 categories of the Award Scheme to Central Ministries/ Departments, State/UT Governments, Districts, Local Bodies, Public Sector Undertakings and Academic & Research Institutions:

- I. Excellence in Government Process Re-engineering for Digital Transformation
- II. Universalizing Access including e-Services
- III. Excellence in District level initiative in e-Governance

- IV. Outstanding research on Citizen Centric Services by Academic/Research Institutions
- V. Excellence in Adopting Emerging Technologies
- VI. Use of ICT in the Management of COVID 19

12 Gold, 13 Silver and 1 Jury Award were given during the 24th NCeG



A film of 5 minutes duration on e-Governance was released during the event. Three books were also released, viz. (i) Citations for National e-Governance Award Winners 2021, (ii) Excellence in e-Governance and (iii) India's Techade: Digital Governance in a Post Pandemic World- Compendium of e-Governance Initiatives.

Hyderabad Declaration

As India celebrates 75th year of Independence as Azaadi ka Amrit Mahotsav, the Prime Minister's clarion call for adoption of Next Generation Administrative Reforms for bringing citizens and government closer was the focus of the Conference deliberations. In the Valedictory Session of the Conference, 'Hyderabad Declaration' was unanimously adopted outlining the e-Governance roadmap in India in the year 2022-23.



4. CPGRAMS REFORMS

In 2014, version 5.0 OF CPGRAMS was being implemented across Central Ministries / Departments / Organizations.

The CPGRAMS Version 6.0 became operational since 04.01.2018 with features to export the data shown in the grid views and reports to MS-Excel, PDF, CSV formats besides copy and print options. Other features included Horizontal Grievance flow, Bulk Disposal of similar cases, Search Mechanism with facility to take action and alert for session time out has been introduced to inform the user when system is idle for minutes.

The CPGRAMS Version 7.0 was launched on 25.09.2019 in the Department of Posts with last mile grievance officers mapped on the system. The CPGRAMS Reforms introduced a guided registration process for the citizen through drop-down menu / questionnaire and enables automatic forwarding of the grievance to the concerned field office / sub-ordinate office where it would be resolved.

The CPGRAMS interlinks 90 Central Ministries/Departments and 36 States /UTs. The Grievance Officers mapped on CPGRAMS has grown from 10084 in 2014-15 to 84500 in 2022.

The percentage disposal rate (including pendency from the previous year) for the grievances relating to Central Govt. Organizations during the last six years and current year (As on 24.07.2021) is as under:

Year	Brought forward from last years	Received during the year	Total Received	Disposed	% Disposal
(1)	(2)	(3)	(4)	(5)	(6)
2015	1,89,600	10,49,749	12,39,349	7,97,453	75.97
2016	4,41,869	14,83,165	19,25,061	12,62,213	85.10
2017	6,62,848	18,66,124	25,28,972	17,73,020	95.01
2018	7,55,952	15,86,415	23,42,367	14,98,519	94.46
2019	8,43,697	18,67,758	27,11,455	16,39,852	87.80
2020	10,71,603	22,71,270	33,42,873	23,19,569	102.13
2021	10,23,304	20,00,590	30,23,894	21,35,923	106.76
2022*	88,79,71	76,75,38	16,55,509	76,29,23	99.39

(*Till 31.05.2022)

There has been a six fold increase since 2015 in number of grievances received on CPGRAMS. **The strong grievance redressal mechanism put in place has kept pace in the rate of disposal with number of grievances received in the period.**

A Grievance Analysis Study was conducted by DARPG, in 2017 for identifying grievance prone areas, undertake root cause analysis and recommend systemic reforms.

The Grievance Analysis Study was conducted for the top 20 maximum grievance receiving Ministries/ Departments/ Organisations listed on CPGRAMS. 81 reforms were recommended by the Project Management Unit (PMU) out of which 35 reforms have been implemented.

The notable reforms introduced as a result of the study are: automatic refunds on cancellation of Railway Tickets, Single Window Pension through disbursing Banks, intensive mechanized cleaning of coaches, e-verification of Income Tax Returns, expeditious Income Tax Returns upto Rs.50,000/-, etc.

Online Hackathon for Citizen Grievance Redressal

In 2019, the Department conducted an Online Hackathon for inviting innovative solutions for improving the Citizen Grievance Redressal Mechanism in the country through technology driven solutions. Dr. Jitendra Singh, the Hon'ble Minister for Personnel, PG & Pensions addressed the citizens live through Facebook. The best nomination of the Hackathon were conferred Awards in the 23rd National Conference on e-Governance at Mumbai.

Integration of State Public Grievance Portals with CPGRAMS:-

CPGRAMs integration with state portal has also been taken up by DARPG. As of now while 15 States have been integrated with CPGRAMS, 4 States are in the process of integration and 14 States/UTs are using CPGRAMS for redressal of public grievances. One Nation One Portal is the stated objective and towards this end Integration of CPGRAMS with State Grievance portals is being further pursued. A 2-way integration of PG portals will enable seamless digital transfer of grievances and enable quality grievance redressal.



As a pioneer of district level integration with CPGRAMS, the JK-IGRAMS integrates the grievances from the Centralized Public Grievance Redress and

Monitoring System (CPGRAMS) at the top with the last mile district level offices in the UT of Jammu & Kashmir at the bottom. Now the Offices at District level have been linked and mapping up to Tehsil level and Block level has been done. 260 Departments / Offices and 1724 District level Offices have been linked in the grievance redressal system of the UT.

Workshop on Technology Platforms in Public Grievances

प्रशासनिक सुधार और लोक शिकायत विभाग
तत्त्वमेव जयते

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

18 FEB 2021
10:00AM

NATIONAL WORKSHOP ON TECHNOLOGY PLATFORMS IN PUBLIC GRIEVANCE REDRESSAL

CHIEF GUEST

Dr. JITENDRA SINGH
Hon'ble MOS (PP)

SPEAKER

1- Sh. Ashish Kumar Srivastava
Collector, Dehradun, Uttarakhand

2- Sh. Ghanshyam Thori
Collector, Jalandhar, Punjab

3- Smt Sushma Chauhan
Collector, Jammu, Jammu & Kashmir

4- Sh. Andra Vamsi
Collector, Jhansi, Uttar Pradesh

SPEAKER

1- Sh. Mutyala Raju Revu
Collector, West Godavari, Andhra Pradesh

2- Sh. D. Sajith Babu
Collector, Kasargod, Kerala

3- Sh. D. Krishna Bhaskar
Collector, Sircilla, Telangana

SPEAKER

1- Shri B. Prasad Kalal
Collector, Sirohi - Rajasthan

2- Dr. Narander Kumar Meena
Collector, Debhoomi Dwarka, Gujarat

3- Shri. Deepak Mugallkar
Collector, Prabhani, Maharashtra

SPEAKER

1- Sh. Y.P. Meena
Collector, Nawada, Bihar

2- Shri Shubham Saxena
Collector, Sambalpur, Orissa

3- Sh. Saurav Kumar Suman
Collector, Chhindwara, Madhya Pradesh

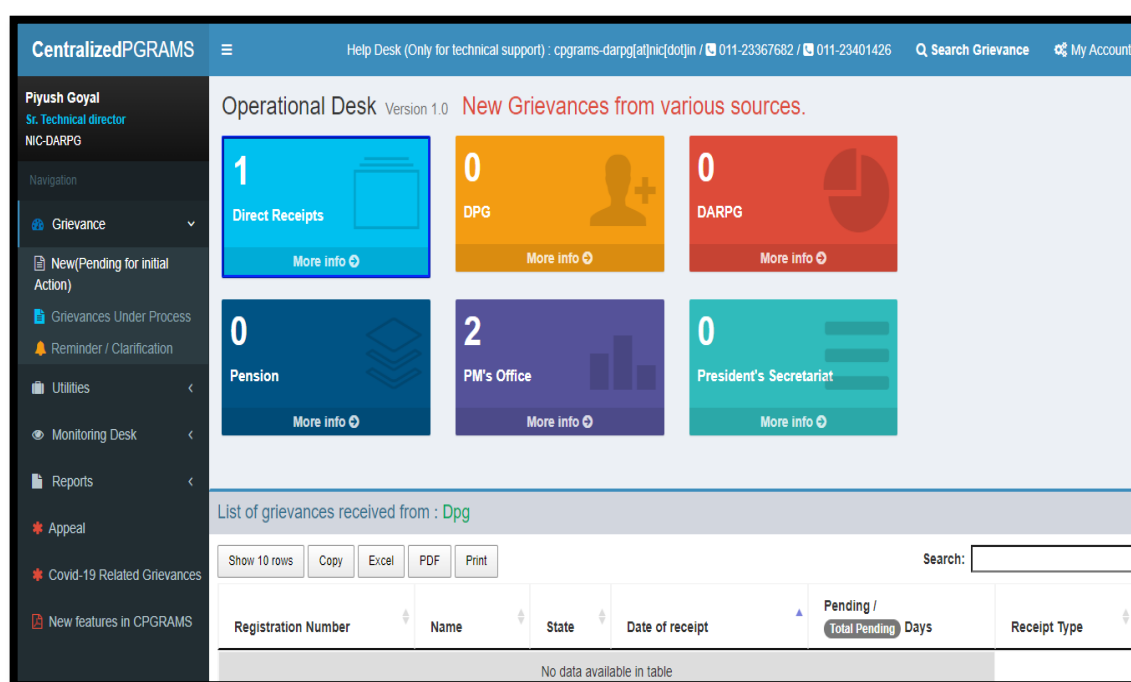
The Prime Minister's Awards for Excellence in Public Administration, 2020 had received 139 nominations under the newly introduced category "Improving Service Delivery and Redressal of Public Grievances". It was seen that States were using a multiplicity of technology platforms to redress public grievances and a number of best practices emerged in implementation across the Nation. The Department of Administrative Reforms & Public Grievances organized a One-Day Workshop on "Technology Platforms in Public Grievances" on 18th February 2021 for knowledge dissemination on the diverse technology platforms in redressal of public grievances.

Introduction of Appeal Mechanism/ Functionality in CPGRAMS

The Parliamentary Standing Committee on Personnel, Public Grievances & Pensions in its 106th Report appreciated the DARPG for institutionalizing an appellate mechanism in CPGRAMS.

A separate workflow and functionality for escalation of grievances to appeal authorities in CPGRAMS was operationalized and made live on 20.01.2021 by the Department of Administrative Reforms and Public Grievances. The time line for resolution of an Appeal by the Nodal Appellate Authority is 30 days of receipt of the same. The Appeal provision has been made for redressal of dissatisfied grievances identified through a mandatory feedback rating to be given by the Citizen on disposal of the grievance by the Nodal Grievance Officers.

The Appellate Authority is one level above the existing designated Nodal Grievance Officers. 84 Ministries/Departments have appointed Nodal Appellate Authorities details of which are available on the website at pgportal.gov.in.



HANDLING OF PUBLIC GRIEVANCES DURING COVID-19

A number of **Proactive measures taken by DARPG for handling of COVID-19 related Public Grievances received in CPGRAMS.**

- A separate category 'COVID -19' for capturing/lodging of public grievances by citizens in CPGRAMS was created on 01.04.2020.
- The Stipulated time for redressal of COVID-19 grievances was brought down from 60 days for normal grievances to 3 days for COVID-19.

Instructions were issued to all the Ministries/departments as well as States and UTs accordingly.

- Launched the National Dashboard for 'COVID -19' for exclusive monitoring of COVID-19 public grievances on April 01, 2020 itself. Till May 23, 2021, 2,01,598 COVID 19 PG cases were received on the portal and 1,72,726 of the COVID 19 PG cases were redressed.
- The DARPG has operationalized a Feed Back Call Centers for citizen feedback of COVID-19 related public grievances received in CPGRAMS. The Feedback Call Centres sought feedback from individual citizens on citizen satisfaction on 1.28 lac COVID-19 Public Grievances that were filed on CPGRAMS for the period 30/3/2020 to 30/5/2020. Feedback call-centres operated in 14 languages (Hindi, English, Gujarati, Marathi, Punjabi, Kannada, Konkani, Malayalam, Tamil, Telugu, Oriya, Bengali, Assamese and Rajasthani). The feedback given were by 43,825 citizens. 68% of the citizens who gave their feedback said their grievance was resolved. While 90% of these 68% citizens who gave the feedback were satisfied with the redressal, 4% were dis-satisfied and 6% did not comment.

As per the 106th report of Department Related Parliamentary Standing Committee on Personnel, Pension and Public Grievances it was decided to introduce CPGRAMS in regional languages to expand its outreach specially among the rural population. The project is being taken up in phased manner. In 1st phase the content of PG Portal has been operationalized in Bengali, Gujarati and Marathi languages which are three highest grievance receiving regions among the non-Hindi speaking States. Now, the PG portal is also operational in these three languages. The operationalisation of the portal in all 23 scheduled languages is under progress.

5. ADMINISTRATIVE REFORMS

Dr. Jitendra Singh Minister of State for Personnel, PG and Pensions released DARPG's flagship publication – “Good Governance Index 2019” and CSMOP 2019 on December 25, 2019.



Good Governance Index

Good Governance Index (GG) is a comprehensive and implementable framework to assess the State of Governance across the States and UTs which enables ranking of States/Districts. Key objective is to create a tool which can be applied uniformly across the States to assess impact of various interventions taken up by the Central and State Governments including UTs. Based on the GGI Framework, the Index provides a comparative picture among the States while developing competitive spirit for improvement.

The Government of India constituted a Group of Secretaries (GoS) on Governance who recommended developing of an index to gauge the performance of the States. Following the recommendation of the GoS on Governance, the Department of Administrative Reforms & Public Grievances (DARPG) launched the Good Governance Index (GGI) Framework and publishing the ranking for the States and Union Territories for 2019 on the occasion of Good Governance Day i.e. 25th December, 2019.

Union Minister of Home Affairs and Minister of Cooperation, Shri Amit Sah in the august presence of Minister of State for Personnel & Public Grievances, Dr. Jitendra Singh released the Good Governance Index on Good Governance Day on 25th December, 2021 at Vigyan Bhavan, New Delhi.



Good Governance Index (GGI) 2020-21 Framework covered ten sectors and 58 indicators. The sectors of GGI 2020-21 are 1) Agriculture and Allied Sectors, 2) Commerce & Industries, 3) Human Resource Development, 4) Public Health, 5.) Public Infrastructure & Utilities, 6) Economic Governance, 7) Social Welfare & Development, 8) Judicial & Public Security, 9) Environment, and 10) Citizen-Centric Governance. The GGI 2020-21 categorises States and UTs into four categories, i.e., (i) Other States – Group A; (ii) Other States – Group B; (iii) North-East and Hill States; and (iv) Union Territories.

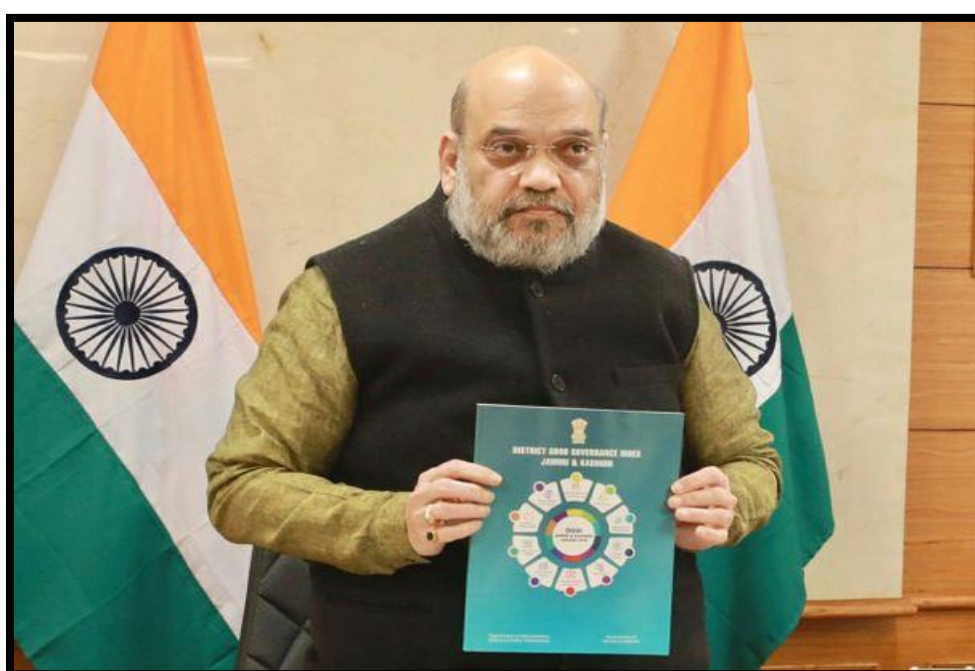
Under GGI 2020-21, 20 States have improved their composite GGI Scores in GGI 2021 over the GGI 2019 index scores.. Gujarat tops the composite ranking in 58 indicator index followed by Maharashtra and Goa. Uttar Pradesh registers 8.9 percent improvement in GGI indicators in the period 2019 to 2021. Jammu and Kashmir registers 3.7 percent improvement in GGI indicators in the period 2019 to 2021. Delhi tops the UT category composite ranking.

District Good Governance Index of J&K

The District Good Governance Index (DGGI) is aimed to assess the state of governance in all 20 districts of Jammu and Kashmir based on certain sectors and selected indicators. It will enable ranking of districts and present a comparative picture. The ranking brings about healthy completion amongst

districts in the quest to provide citizen centric administration and governance. The DGGI is expected to provide guidance to the UT & district administration of J&K and other stakeholders in their efforts to address existing gaps, plan to bridge these gaps and aid as decision making tool.

The Union Minister of Home Affairs and Cooperation Shri Amit Shah virtually released India's first "District Good Governance Index" prepared by DARPG in collaboration with Government of Jammu & Kashmir in the August presence of Minister of state for PMO, Personnel, PG and Pensions, Dr. Jitendra Singh and the Lieutenant Governor of Jammu & Kashmir Shri Manoj Sinha and Secretary (DARPG) on 22nd January, 2022 at Convention Centre, Jammu.



The DGGI of J&K encompassed 10 Governance Sectors and 58 indicators. The Sectors of DGGI are; (i) Agriculture & Allied (ii) Commerce & Industry (iii) Human Resource Development (iv) Public Health (v) Public Infrastructure & Utilities (vi) Social Welfare & Development (vii) Financial Inclusion (viii) Judiciary & Public safety (ix) Environment (x) Citizen centric governance

The DGGI represents Next Generation administrative reform in bench marking governance at District level prepared after extensive stakeholder consultation. It helps in identifying the impact of various governance interventions at district level and provides a futuristic roadmap for improving district level governance with targeted interventions.

The initiative is being replicated in Gujarat, Arunachal Pradesh and Uttar Pradesh.

Central Secretariat Manual of Office Procedure, 2019

The CSMOP 2019 has been prepared with alignment of advances made in digital governance. It brings simplicity, efficiency and transparency in Government processes and procedures leading to responsive and accountable Governance. It serves as a comprehensive guide for process management in Secretariat office.

National e-Governance Service Delivery Assessment, 2019

The first National e-Governance Service Delivery Assessment (NeSDA) Report, 2019 was released during the 23rd National Conference on e-Governance (NCeG) held in Mumbai on 7th-8th February, 2020. The framework assesses the service portals on 7 key parameters across six sectors.

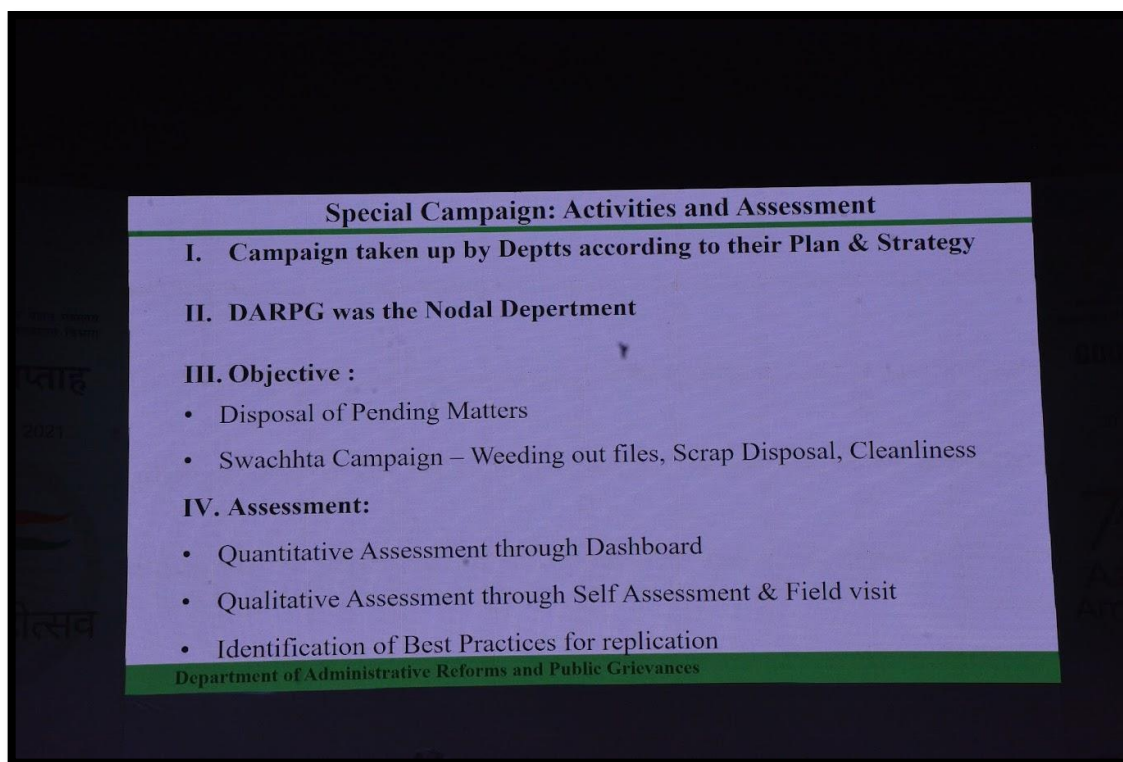
NeSDA aims to benchmark States, UTs and Central Government Ministries on their e-Governance / e-Services delivery with the overall objective to improve the delivery of citizen centric services and replicate the best practices. The study identifies the areas of strength and the challenges being faced in the implementation of e-Governance initiatives and outlines future policies and strategies in these areas. It is expected to give an impetus to Government's objective of reducing Government –Citizen interface through improved e-Governance delivery systems and reinforce the vision of Minimum Government and Maximum Governance.

The National e-Governance Service Delivery Assessment (NeSDA), 2021 for assessing the States, UTs and Central Government Ministries, will be launched on June 13, 2022.

National Workshop on 'Increasing Efficiency in Decision Making in Government, 2021

The Government's campaign for Increasing Efficiency in Decision Making was adopted in all Ministries/Departments of the Central Secretariat. The campaign

represents one of the most complicated and far-reaching administrative reforms witnessed in the Central Secretariat. The initiative for increasing efficiency in decision making has transformed work culture, reduced hierarchies and resulted in significant adoption of new technology. It has also enabled responsive communication and enhanced efficiency in processing receipts. Reduction in paper consumption was also witnessed.



The key action points of the initiative are as under:

- To review channel of submission to ensure that levels in a channel of submission do not exceed four.
- Examine existing delegations for expeditious decision.
- Making use of Desk Officer System effectively.
- Optimal use of digital tools including e-Office for faster decision making.
- Strengthening of Central Registry Unit (CRU)

Special Campaign for disposal of pending matters (2nd October, 2021 to 31st October, 2021)

The Special Campaign on disposal of pending matters and cleanliness drive was undertaken from 2nd October to 31st October, 2021 in all Ministries/

Departments of Government of India including their attached/ subordinate offices and autonomous organizations across the country and abroad. During the campaign all pending references received from Members of parliament, State Governments, Inter -ministerial references, Parliament assurances and Public grievances were taken up for disposal in mission mode approach. Records were reviewed and files/ papers which had completed their retention cycle were weeded out in accordance with the set procedure and protocol. A Special cleanliness drive both indoor and outdoor in all government buildings including disposal of scrap was also part of the special campaign. The campaign witnessed thousands of officials showing immense enthusiasm and support for the initiative. The campaign has been a resounding success and met Government expectations. To conduct and coordinate the campaign nodal officers were appointed in each Ministry. A dedicated portal was created to monitor real time progress of the campaign. DARPG coordinated and monitored the campaign aggressively with all the nodal officers. During the campaign about 44.89 lakh records were reviewed and 22 lakh records were weeded out. Rs.62.00 cr. was earned from the disposal of scrap. Weeding out of records and scrap disposal have freed up about 12 lakh sq. ft. space for productive use. Cleaning drive in offices which included renovation/ repair / whitewash etc. was undertaken. About 5968 outdoor cleanliness campaigns were also conducted by the Ministries/ Departments.



The monitoring mechanism instituted during the special campaign is being continued and Ministries/Departments are being monitored against pendency on monthly basis.

Good Governance Week

DARPG in Collaboration with DOPT, DPIIT, Ministry of External Affairs had convened events for one week under the Good Governance Week(GGW) from December 20 to December 25, 2021 under Azadi Ka Amrit Mahotsav celebrations to commemorate 75 years of progressive India. The theme of the GGW was “Prashasan Gaon ki Aur” a nation- wide campaign for redressal of Public Grievances and Improving Service Delivery. Over 700 District Collectors participated in the campaign.

An exhibition on Good Governance practices- “शासनकीबदलतीतस्वीर” was setup for 5 days at the Venue where Ministries/ Department showcased the Good Governance practices successfully achieved by them.

REGIONAL CONFERENCES

The DARPG organizes Regional Conferences (RCs) in collaboration with the State Governments to provide a platform to the officers of the Central and State Governments to share their experiences in the formulation and implementation of good governance initiatives. 20 Regional Conferences held in the different parts of country since 2014-15 are given below: -

FY	No	Place	Theme
2014-15	2	a) Bhubaneswar, Odisha b) Raipur, Chhattisgarh	• Innovations in Public Service Delive
2015-16	1	Bengaluru (Karnataka)	• Minimum Government - Maximum Governance
2016-17	2	a) Jaipur, Rajasthan b) Guwahati, Assam	a) Path Breaking and High Impact Initiatives b) Innovations in Citizen Centric Services Delivery
2017-18	3	a) Guwahati, Assam b) Goa c) Nainital, Uttarakhand	• Good Governance and Replication of best practices

2018-19	3	a) Bhopal, MP b) Kohima, Nagaland c) Thiruvananthapuram, Kerala	a) Aspirational Districts b) Good Governance Initiatives
2019-20	3	a) Jammu, J&K b) Jammu, J&K c) Nagpur, Maharashtra	i) Replication of Good Governance Practices in J & K and Ladakh ii) Ek Bharat Shreshta Bharat - Jal Shakti and Disaster Management iii) Improving Public Services Delivery – Role of Governments
2021-22	4	a) Srinagar, J&K b) Lucknow, UP c) Bhubaneswar, Odisha d) IIT Madras	i) Replication of Good Governance Practices ii) Strengthening of State Institutes of Public Administration (iii) Replication of Good Governance Practices iv) Symposium on Imagining India@2047 through Innovation
2022-23	2	a) Srinagar, J&K b) Bengaluru, Karnataka	Brining Citizens and Government through Administrative Reforms

STATE COLLABORATION INITIATIVES (SCI)

To build collaboration with the State Governments for improving public service delivery, State Collaboration Initiative (SCI) Scheme has been instituted by the Department of Administrative Reforms & Public Grievances. The scheme was revised in 2015-16 to include funding for replication of PM awarded and National e-Governance awarded initiatives.

DARPG has sanctioned 55 projects since 2014-15 to till date for financial assistance under State Collaboration Initiatives in various States/UTs. 38 Projects are completed, 16 are ongoing and one has been closed premature.

ADOPTION AND PROPAGATION OF e-OFFICE

During the year 2019-20, the total number of Ministries/ Departments which moved to complete e-Office Platform, increased to 54 and the active users increased to 75 Ministries/ Departments with 21 lakh files being processed on digital format.

e-Office Version 7.0

Based on 10 years of adoption of eOffice by many Ministries/Departments and feedback received, a major release of eOffice-eFile application (eFile v7.0) was conceptualized, re-architected, developed and launched by National Informatics Centre (NIC) in June, 2020 by adopting the latest tools and technologies.

Major developments in eFile v7.0 are rich user experience, enhanced performance and security, integration with eOffice-KMS(Knowledge Management System) 7.0, rich set of APIs for integration with other external applications, ease of working across multiple posts, redesigned file inner page with simultaneous viewing of multiple documents (while noting/drafting), paragraph referencing, multiple signing of drafts, context based action menus, and tabbed browsing of files/receipts, seamless exchange of information between departments, localization of application to suit regional users, enhanced browser compatibility, Audit provision of electronic Files. As on date number of active e-files is approx. 21 lakh.

National Workshop on e-Office, 2020

Dr. Jitendra Singh Minister of State for Personnel, PG and Pensions chaired the National Workshop on e-Office on February 12, 2020 at Pravasi Bharatiya Kendra, New Delhi.



Webinar on Implementation of e-Office

A webinar on implementation of e-office in North Eastern States was held on 12th June 2020. The webinar was attended by Chief Ministers of North Eastern States, their IT Ministers and Senior Officers from DAR&PG, DONER and North Eastern States. DARPG has sanctioned projects in Meghalaya, Sikkim and Manipur amounting to Rs. 4 crore.



सत्यमेव जयते
Government of India

Webinar on Implementation of e-Office in North Eastern States

Organized by: Department of Administrative Reforms & Public Grievances

10:30AM-1:30PM

JUNE 12 2020



Dr. Jitendra Singh
Hon'ble MOS (PP)

Webinar Details

Link: <https://bit.ly/3f6eyZX>
 Meeting number: 166 568 4824
 Meeting password: Goi@2020



Shri Pema Khandu
CM, Arunachal Pradesh



Shri Sarbananda Sonowal
CM, Assam



Shri N. Biren Singh
CM, Manipur



Shri Conrad Kongkal Sangma
CM, Meghalaya



Shri PU Zoramthanga
CM, Mizoram



Shri Nelphiu Rio
CM, Nagaland



Shri Prem Singh Tamang
CM, Sikkim



Shri Biplab Kumar Deb
CM, Tripura

Digital India Award, 2020

The 'e-Office' of the Department of AR&PG was conferred with 'Jury Choice Award' in recognition of its contribution to exemplary e-services during the pandemic at the award ceremony for Digital India Awards, 2020. The awards were conferred by H.E. the Rashtrapati Ji on December 30, 2020 at a virtual function at Vigyan Bhawan, New Delhi. Shri V. Srinivas, Additional Secretary (DARPG) and Smt. Jaya Dubey, Joint Secretary (DARPG) attended the Award Ceremony and received the Award along with Senior Officers of NIC.



6. INTERNATIONAL EXCHANGE & COOPERATION

A. Partnership Agreements and MoUs on Cooperation in Public Administration and Governance Reforms signed between 2014 and 2022

- a) With the Cabinet Office (Her Majesty's Government) of the United Kingdom on 11th November, 2015.
- b) With the Ministry for Devolution and Civil Service of the Government of French Republic on 25th January, 2016.
- c) With the Ministry of the Presidency and of Administrative Modernisation of the Portuguese Republic on 24th June, 2017.
- d) With the Public Service Division of Singapore on 1st June, 2018.
- e) With the Australian Public Service Commission (APSC), Australia on 4th June, 2020.
- f) With the Public Service Commission of The Gambia on 08th July, 2021.

B. Short-term Training Programmes Abroad for PM Awardees and E-Gov. Awardees

The following short term training programems for PM/National e-Governance Award winners were organized:

Dates	Institute	Subject	No. of Trainees
23-27 Nov., 2015	Civil Services College, Singapore	Governance and Public Administration	14
15-19 Feb., 2016	PBLQ, Dutch Institute for Public Administration, The Hague, Netherlands	Citizen-Centric Online Services through e-Governance	9
28th June to July, 2016	Civil Service College, Singapore.	e-Governance	25
18-22 July, 2016	National Institute of Public Administration (INTAN), Kuala Lumpur, Malaysia	Citizen-Centric Online Services through e-Governance	15
22-26 Aug., 2016	Institute of Public Administration of Canada (IPAC), Toronto	Governance through Citizen Centric On-line Services	16
12-16 Sep., 2016	PBLQ — Dutch Institute of Public Administration, the Hague, Netherlands	Governance through Citizen-Centric On-line Services	20
25-29 Sept., 2017	Korea Development Institute (KDI),	Governance through Citizen Centric On-line	15

	Seoul, South Korea	Services	
9-13 Oct., 2017	London School of Economics (LSE), London, UK	Governance through Citizen Centric On-line Services	9
19-23 Feb, 2018	Korea Development Institute (KDI), Seoul, South Korea	Citizen Centric Service Delivery	15
28 May – 15 Jun 2018	Korea Development Institute (KDI), Seoul, South Korea	Citizen Centric Service Delivery	15
12-16 November 2018	Maxwell Syracuse University, New York	Minimum Government with Maximum Governance	15
14-18 January 2019	Duke University, Duke Centre for International Development, Durham, USA	Governance through Citizen Centric On-line Services	12

7. **Vision India@2047 DARPG**

The DARPG is amongst the Ministries/ Departments of Government that is formulating its Vision India@2047. The DARPG constituted an Advisory Group under the chairmanship of Minister of State for PMO, Personnel, PG and Pensions with 15 Sector Specialists with National Experts from Senior Civil Servants, IIT's, IIM's Central and State Universities, and Public Policy Research Organizations. A working group under the chairmanship of Secretary DARPG was constituted for formulation of the Vision India@2047 under the overall supervision of the Advisory Group. The Indian Institute of Public Administration served as the Knowledge Partner of DARPG in formulating its Vision India@2047.



The Consultation meetings of the Advisory Group formulated the broad contours of India's futuristic governance plan. The consensus amongst the Sector Specialists was that technology would play a critical part in the futuristic governance models of India redefining citizen and government relations where technology is an enabler and citizen is the master. Governance would also be data driven, in which evidence based futuristic indices for benchmarking governance would be drawn up. The foundational and non-negotiable values of ethics and integrity – a quest for Naitik Bharat would continue to be emphasized. The Advisory Group deliberated on the importance of interactions between young start-up innovators from private sector entrepreneurs and young technology experts with young innovators in government.

Based on deliberations of Working Group and Advisory Group, DARPG prepared a Vision India 2047 document with the theme of Bringing Citizens and Government together.

8. Celebration of Constitution Day

DARPG celebrated the Constitution Day on 26.11.2021 and organized the Webinar on **"Kartavya and Jan Bhagidari under Indian Constitution"**. The Lead Speakers were Dr. Indrajeet Prasad Gautam, Member, Lokpal, Shri Neeraj Kumar Gupta, Information Commissioner, Central Information Commission and Prof. Ramesh Arora, Chairman, Management Development Academy, Jaipur. The Webinar was attended by 72 Ministries/Departments and 251 participants.



9. NATIONAL CENTRE FOR GOOD GOVERNANCE (NCGG)

The National Centre for Good Governance conducts capacity building training programmes both for domestic and international participants.

- **Training Programmes for Capacity Building of International Participants**

Country	No. of Training Programmes Conducted
Bangladesh	2017-18: 8 (272 Participants) 2018-19: 4 2019-20: 5 (149 Participants)
Myanmar	2019-20: 3 (81 Participants)
Gambia	2019-20: 1 (25 Participants) Also, one Study tour in December, 2019: - (11 Participants) 2022-23: 1 (24 Participants)

	 <p>Inter-action with Senior Gambian Civil Servants</p>
Maldives	<p>2019-20: 5 (131 Participants)</p> <p>2021-22: 5 (144 Participants)</p> <p>2022-23: 11 Programs [2 held (79 Participants)]</p>  <p>12th Capacity Building Programme for the Sr. Civil Servants of Maldives</p>
Cambodia	<p>2019-20: 1</p>

- **Training Programmes for Capacity Building of National Participants**

State	No. of Training Programmes Conducted
Jammu & Kashmir	2021-22: 3 (92 Participants)

On the request of Ministry of External Affairs, Indian Technical & Economic Cooperation (ITEC) Division, NCGG has organized three Virtual Workshops on the Good Governance Practices in a Pandemic

Period	Participating Countries	No. of Participants
18th–19th June, 2020	26 Countries of East Africa, Central Asia & South East Asia	250+
06th–07th Aug., 2020	26 African Countries	250+
23rd–24th Feb., 2021	Maldivian Civil Servants	1350

NCGG in collaboration with NITI Aayog, conducted One Day NCGG-NITI Aayog Virtual Workshop on "Good Governance Practices in Aspirational Districts in a Pandemic" –

Period	Participating Countries	No. of Participants
04-09-2020	One Day NCGG-NITI Aayog Virtual Workshop on "Good Governance Practices in Aspirational Districts in a Pandemic"	817

On the request of Ministry of External Affairs, Indian Technical & Economic Cooperation (ITEC) Division, NCGG has organized two NCGG – ITEC webinars on “Administrative Innovations”.

S.No.	Name of Webinar	Date
1.	NCGG - ITEC Webinar on "Administrative Innovations - India Post & UDAN"	03/09/2021
2.	NCGG - ITEC Webinar on "Administrative Innovations - Passport Seva Kendra & e-Office"	06/08/2021

- **Memorandums of Understanding signed by NCGG: -**

Date	Country	Objective
11th Feb., 2019	Bangladesh	Capacity Building Training Programme on Public Policy & Governance to train 1800 Bangladeshi Civil Servants in 6 years.
8th June, 2019	Maldives	Capacity Building Training Programme on for training of 1,000 Bangladeshi Civil Servants in 5 years.

- NCGG has conducted 17 Webinars on Good Governance in 2020 and 2021: -

S.No.	Name of the Webinar	Date
1.	Webinar on "Central Secretariat Services - Meeting the Challenges of New India"	02/12/2021
2.	72nd Indian Constitution Day Celebrations - Webinar on "Civil Services under the Indian Constitution"	26/11/2021
3.	Webinar on "The Comparative History of Civil Services of United States of America, Nigeria & India"	18/08/2021
4.	"Effective, Accountable & Inclusive Governance - Public Administration Reforms to Empower People"	30/07/2021
5.	Principles of Good Governance: Role of Institutions to Achieving Sustainable Development	29/06/2021
6.	NCGG - IIM Indore - University of Texas Webinar on "Does Leadership Matter? Improving Job Satisfaction and Commitment in the Public Service"	25/06/2021
7.	Worldwide Governance Indicators & Good Governance Index	16/04/2021
8.	Administrative Innovations in Jammu & Kashmir	26/03/2021
9.	Administrative Innovations at District Level	12/02/2021
10.	LBSNAA – Institution Building & Meeting the Capacity Building needs of IAS Officers	27/01/2021
11.	Excellence in Digital Governance at District Level	21/01/2021
12.	Disaster Management – Risk Reduction and Preparedness & Response	08/01/2021
13.	Citizen Centric Governance – Aadhar Based Services and Improved Service Delivery	24/12/2020
14.	State Administration – Leadership Role of Chief Secretary in Performance Monitoring & Coordination, Crisis Management & Personnel Administration”	18/12/2020
15.	The Evolving Role of District Collector in Good Governance	11/12/2020
16.	Management Practices for Good Governance in New India	03/12/2020
17	Ethics, Accountability & Redressal of Public Grievances	26/11/2020

9. **NATIONAL GOOD GOVERNANCE WEBINAR SERIES 2022-23**

The DARPG has been conducting the National Good Governance Webinar Series (NGGWS) in which Prime Minister’s Award Winning Initiatives are

presented for replication. In this regard, 2 webinars have been conducted by DARPG in 2022.

S.No.	Name of Webinar	Date
1.	NGGWS - 1st Webinar on "Improving Service Delivery Sakala & e Seva"	28/04/2022
 <p>The poster for the 1st webinar features a red and orange background. It includes the text: "Sakala" Government of Karnataka, Lead Speaker Dr. Mamatha Bahadur Ramachandra Gowda, "e-Seva" Government of Andhra Pradesh, Lead Speaker Smt. G. Jaya Lakshmi, and the title "National Good Governance Webinar Series WEBINAR on 'Improving Public Service Delivery'". It also mentions the inaugural address by Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science & Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India. The date is April 28th 2022, 12:00 PM - 01:30 PM, organized by the National Centre for Good Governance (NCGG).</p>		
2.	NGGWS - 2nd Webinar on "PM's Award Winning Initiatives in Health Sector - Sick Cell Anemia Control Programme, Gujarat and Making Medicines Affordable - Chittorgarh, Rajasthan"	27/05/2022
 <p>The poster for the 2nd webinar features a blue background. It includes the text: "Sickle Cell Anemia Control Programme" Government of Gujarat, Lead Speaker Dr. Amarjeet Singh, "Making Medicines Affordable - Chittorgarh" Government of Rajasthan, Lead Speaker Dr. Samit Sharma, and the title "National Good Governance Webinar Series WEBINAR on 'PM's Award Winning Initiatives in Health Sector'". It also mentions the inaugural address by Dr. Jitendra Singh, Hon'ble Minister of State (Independent Charge) of the Ministry of Science & Technology and Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, Government of India. The date is May 27th 2022, 12:00 Noon - 01:30 PM, organized by the National Centre for Good Governance (NCGG).</p>		

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