

(i) **Public Grievances:**

(a) An Idea Box on 'Good Governance Practices in a Pandemic' was launched by MoS (PP) on 21/11/2020 for a period of one month for receiving ideas on the topic.

(b) Ministry/Department-wise and State/UT-wise daily reports on public grievances pertaining to COVID-19 are being compiled on the basis of the data generated through CPGRAMS and the same along with the daily report in the prescribed format is being furnished to the PMO and Empowered Committee Group - 10/EG - 5 on a daily basis. Grievances received and disposed of from 30 March, 2020 to 30 November, 2020 is placed at **Annexure**.

(ii) A VC was held on 17.11.2020 and 18.11.2020 with National Centre for Good Governance (NCGG) and Centre for Good Governance (CGG), Hyderabad by the Dept. regarding Good Governance Index - 2020.

(iii) **CONSTITUTION DAY - NOVEMBER 26, 2020**

The Constitution Day was celebrated in DARPG on November 26, 2020. To mark the occasion, Senior Officials of DARPG participated in the Preamble Reading Session led by the HE Rashtrapati ji. The Department organized a Virtual Webinar on "Constitutional Values and Fundamental Principles" in which the Lead Speakers were Shri Sudhir Bhargava, former Chief Information Commissioner, Shri P. S. Narasimha, Former Additional Solicitor General and Prof. Rumki Basu, Professor of Public Administration, Jamia Millia Islamia University. The virtual webinar was attended by senior officials from several ministries/ departments of Government of India.

(iv) **PRAGATI MEETING - NOVEMBER 25, 2020**

A presentation was made in the PRAGATI meeting before the Hon'ble Prime Minister on November 25, 2020 on COVID-19 Public Grievances. The presentation highlighted that COVID 19 Grievance Redressal was 84 percent and satisfaction levels were 90 percent. The DARPG also presented the reforms processes regarding CPGRAMS Reforms, Integration of State Portals and Integration of District Portals with CPGRAMS in the State of J&K. The Hon'ble Prime Minister said that an analysis may be done on the People, Processes and Policies of PG cases filed in the COVID-19 lockdown period. A follow-up action on the Hon'ble Prime Minister's observations has been initiated in the DARPG.