

Government of India
Department of Administrative Reforms & Public Grievances

**Monthly summary for the month of August, 2016 in respect of Department of
Administrative Reforms & Public Grievances**

1. This Department is an institutional member of Commonwealth Association for Public Administration and Management (CAPAM). Secretary, DARPG participated in the CAPAM General Members' meeting held on 17th August, 2016 and CAPAM Biennial Conference held during 18-20 August, 2016 at Kuala Lumpur, Malaysia. Secretary, DARPG, Government of India, was elected on the Board of Directors of CAPAM for the period 2016-18.

2. During the event, the CAPAM awards in the field of Governance were also given. 12 best initiatives, including 6 from India were shortlisted for final selection. Out of total of 4 CAPAM awards, 3 awards were given to India for following initiatives –

(i) LADO (An innovative initiative for eradicating child marriages), Madhya Pradesh (PM Award 2013-14).

(ii) Scaling up Cervical Cancer Screening, Chennai, Tamil Nadu (PM Award 2008-09)

(iii) Revival of Sasur Khaderi – 2 Rivulets and its Origin Thirthora Lake in District Fatehpur, Uttar Pradesh (PM Award 2013-14)

The initiative 'Scaling up Cervical Cancer Screening' also received the one and only CAPAM Gold award given during the Conference.

3. The scheme for Prime Minister's Award for Excellence in Public Administration has been finalized with the approval of competent authority and action has been initiated for the implementation of the scheme.

4. Based on the recommendations of the Grievance Analysis Study conducted by Quality Council of India on behalf of this Department during 2015-16, a Project Management Unit (PMU) has been set up for tracking Systemic Reforms being undertaken by 20 Ministries/Departments/Organizations receiving maximum grievances on CPGRAMS. Grievance Analysis Study has also been initiated for the next 20 Ministries/Departments/Organizations receiving maximum grievances on CPGRAMS.

5. Desktop analysis of grievance redressal for the period January to May 2016 for top 20 Ministries, in comparison with previous study, shows that the average responsiveness has improved significantly from 13.63 weeks to 4.59 weeks and customer satisfaction (for public grievance handling as per ratings in CPGRAMS) has improved from 50.9% to 52.1%.