

Government of India  
Department of Administrative Reforms & Public Grievances

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

1. As per the plan of action agreed during India-Malaysia third Joint Working Group Meetings under the Memorandum of Understanding, Government of Malaysia invited the Government of India to nominate 15 officials from middle level management to participate in the short term e-Governance programme on the theme '**Citizen-Centric Online Services through e-Governance**'. Accordingly, 15 officers of Govt. of India / States and UTs including recipients of Prime Minister's Award (Category I - Excellence in Implementing a Priority Programme) attended the training programme at National Institute of Public Administration (INTAN), Kuala Lumpur, Malaysia during 18-22 July, 2016. The training programme was funded by Government of Malaysia.
2. A Workshop on replication of Prime Minister Awarded Initiatives was held on 04-05<sup>th</sup> July, 2016 at Hyderabad in which representatives of State Govt. / UTs participated. IT Minister of Telangana graced the occasion. State Governments shared the experiences & challenges on replication efforts.
3. Two meetings of Screening Committee were held on 08<sup>th</sup> July, 2016 & 22<sup>nd</sup> July, 2016 to consider fresh proposals from Govt. of Telangana, Bihar & Kerala for funding under State Collaboration Initiative Programme. Two projects of Govt. of Telangana namely "Digital Telangana: TS CLASS" & "Digital Telangana: e-Health" and one project of Govt. of Bihar namely "Bagiya Scheme" for the establishment of 50 Bagiyas in one Block of the State have been recommended by the committee for funding.
4. The Screening Committee on modernization of government offices, as an overall process of administrative reforms, in its meeting held on 8.7.2016 recommended release of funds amounting to Rs.98, 45, 873/-, Rs. 68, 55, 135/-, Rs. 39, 25, 661/- and Rs.45, 00, 000/- for implementation of modernization projects of the Ministry of Shipping; Department of Animal Husbandry, Dairying & Fisheries; Department of Administrative Reforms & Public Grievances; and Ministry of Statistics & Programme Implementation respectively.
5. For reviewing pendency of grievances in Ministries / Departments, a review meeting was held on 13.07.2016. It was attended by 35 officials from 11 Ministries / Departments who were inter-alia sensitized about the need for the expeditious action for returning grievances not pertaining to them with suitable remarks. Further, guidelines have also been issued to all the Ministries / Departments to return such cases which do not pertain to them, within a maximum period of 5 working days.
6. The lists of (i) top five grievances receiving Ministries / Departments, (ii) ten Ministries / Departments with best > 6 months disposal rate, and (iii) five Ministries / Departments with worst > 6 months disposal rates is enclosed at **Annexure-I**. As far as grievances of top 5 grievances receiving Ministries/Departments is concerned, the maximum outstanding grievances as on 31.07.2016 is with Railway Board (9561). The maximum grievances disposed during the month of July, 2016, were by Department of Financial Services (Banking Division) (7756). Ministry of New & Renewable Energy and Legislative Department have not been able to dispose 121 and 119 grievances respectively, which are pending with them for the last six months.