

**Welcome Address of V.Srinivas, IAS Special Secretary, DARPG**  
**SUSHASAN DIWAS 2021**  
**dated December 25, 2021**

**Respected Union Minister for Home and Cooperation Shri Amit Shah ji,**  
**Respected Minister of State for Personnel, PG and Pensions Dr Jitendra Singh ji,**  
**Respected Home Secretary Shri Ajay Bhalla ji, Secretary DARPG Shri Sanjay Singh ji, Secretary DOPT, Shri P.K.Tripathi ji, Senior Officials of Government of India and State Governments,**

1. At the outset, I offer my homage to Bharat Ratna Late Shri Atal Behari Vajpayee ji on his 97<sup>th</sup> birth anniversary. It gives me immense pleasure to welcome Union Minister of Home and Cooperation Shri Amit Shah ji to the Sushasan Diwas 2021 marking the conclusion of the week-long events conducted under Sushasan Saptah – Prashasan Gaon ki Aur observed from December 20-25, 2021, as part of the Amrit Mahotsav of Indian Independence.
2. I extend a warm and hearty welcome to Minister of State for Personnel, PG and Pensions Dr. Jitendra Singh ji to Sushasan Diwas 2021, I thank him for his leadership, encouragement, support and guidance in the successful conduct of the Sushasan Saptah – Prashasan Gaon ki Aur Campaign.
3. I extend a warm and hearty welcome to the Secretary DARPG Shri Sanjay Singh ji, and Secretary DOPT Shri P.K.Tripathi ji, all Secretaries of Government of India, the Additional Secretaries, Joint Secretaries and Senior Officials of Ministries and Departments of Government of India, all Chief Secretaries, Additional Chief Secretaries/ Special Chief Secretaries, Principal Secretaries,

Secretaries from Department of Administrative Reforms in the State and Union Territories Governments, the District Collectors, Additional District Collectors, Sub-Divisional Officers from more than 700 Districts of India who are attending this event by video conferencing for their yeomen services in the campaign

4. The Hon'ble Prime Minister extended his best wishes for success of Sushasan Saptah. The Hon'ble Prime Minister said *"In the Amrit period of Independence, we are marching ahead rapidly to create a transparent system, efficient process and smooth governance to make development all-round and all-inclusive. The Government is committed to strengthening good governance, that is pro-people and proactive governance. Guided by the 'citizen-first' approach, we remain untiring in our efforts to further deepen the outreach of our service delivery mechanisms and make them more effective."* DARPG has translated this vision of Hon'ble Prime Minister for Next Generation Administrative Reforms during the Amrit Kaal period through the successful conduct of the Sushasan Saptah, across all Districts and Tehsils of India.
  
5. The Sushasan Saptah witnessed a Nation-Wide Campaign for Redressal of Public Grievances and Improving Service Delivery which in all Districts, States, Union Territories of India. Over 700 District Collectors participated in the campaign and visited Tehsils and Panchyat Samiti Headquarters.
  
6. The Good Governance week events conducted in Delhi over the past 5 days covered governance reforms in Ministry of Personnel, PG and Pensions, Ministry of External Affairs, and Ministry of Commerce and Industry.

- i. Dr. Jitendra Singh ji delivered the inaugural address on December 20. The session was also addressed by Chief Secretaries of Uttar Pradesh, Gujarat and Jammu & Kashmir.
  - ii. External Affairs Minister Shri S.Jaishankar, MOS External Affairs Shri V. Muraleedaran, Smt. Meenakshi Lekhi and Dr. R.K.Ranjan Singh addressed the Seminar on Good Governance Initiatives of Ministry of External Affairs on December 21.
  - iii. Commerce and Industries Minister Shri Piyush Goyal ji addressed the National Workshop on Next Phase of Reforms for Reducing Compliance Burden conducted by DPIIT on December 22.
  - iv. Dr. Jitendra Singh ji addressed the National Workshop on “Mission Karmayogi – the Path Ahead” by DOPT on December 23.
  - v. Cabinet Secretary Shri Rajiv Gauba ji addressed the Experience Sharing Session on Initiative for Increasing Efficiency in Decision Making in Central Secretariat conducted by DARPG on December 24.
  - vi. Chief Ministers, Chief Secretaries of States and Senior Officials participated in the Good Governance week events and reviewed progress.
7. The progress of the Good Governance week was monitored on a dedicated portal. Over 700 District Collectors have uploaded progress on the portal, good governance practices and posted video clips. These documents will be integrated by DARPG into a post-event publication for dissemination.

8. This period saw several of the Nation's Grievance Redressal Digital Platforms functioning in unison – Grievances received on CPGRAMS portal were redressed with Grievances received on State portals. **6 lac Grievances were redressed in the week-long period and 240 lac applications for Service Delivery were addressed.** The scale, magnitude and reach of the campaign benefitted millions of Indian citizens.
9. This is the first time in 75 years that Government of India has conducted a National Campaign at Tehsil level to address Public Grievances and Improving Service Delivery. The Prashasan Gaon ki Aur Abhiyan has been extremely successful and created a National movement for good governance that will inspire future generations.
10. The Good Governance Index 2021 which will be released on this occasion reflects the progress the Nation has made in the field of Good Governance covering 10 sectors and 58 indicators.
11. On behalf of DARPG, I wish to welcome each one of you who have enabled scripting this successful campaign and taking the Nation's Governance model of "Maximum Governance – Minimum Government" forward.

Jai Hind.

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