



सत्यमेव जयते

## **National Good Governance Webinar Series**

**28<sup>th</sup> April 2022**

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Inaugural Speech of V.Srinivas, Secretary DARPG

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Joint Secretaries of DARPG Shri N.B.S. Rajput ji, Smt. Jaya Dubey ji,

Dr. Poonam Singh ji,

Distinguished Lead Speakers,

Dr. Mamatha Bahadur Ramachandra Gowda, Additional Mission Director of Sakala, Government of Karnataka, Smt. G. Jaya Lakshmi, Principal Secretary IT, Government of A.P., Shri Sanjay Kothari ji, former CVC, Dr. S.N. Tripathi ji, DG IIPA,

Directors of State ATIs, State AR Secretaries, State IT Secretaries, District Collectors,

IAS Probationers from LBSNAA, Officer Trainees from State ATIs,

Distinguished Colleagues,

## **Introduction**

We have celebrated Civil Services Day on April 21, 2022. On this occasion, 47 Awards were conferred by the Hon'ble Prime Minister under the scheme PM's Awards for Excellence in Public Administration. Further, the Hon'ble PM has mandated DARPG to conduct virtual conferences with State Governments and District Collectors over the next 12-months, to disseminate award winning initiatives which have been conferred the Prime Minister's Award for Excellence in Public Administration in the past years since its inception in 2006.

Accordingly, the DARPG will be conducting 13 National Good Governance Webinars, one webinar a month, over the year 2022-2023. The calendar of webinars has been shared with State Governments and District Collectors. The first webinar begins today. Let me thank Dr. Poonam Singh ji, Smt.

Prisca Mathew ji, and all officers of DARPG and NCGG who have worked tirelessly to make this event possible. The focus of the National Good Governance Webinars

The themes selected for the Webinars are proposed to cover multiple sectors like health, education, environment, disaster management, priority programmes, Jal/water management etc.

The awarded States/Districts will present their exemplary work in these National Webinars, the purpose being to highlight the best practices and award-winning initiatives for replication by other States/Districts. The State/District Administrators who have done innovative works have been invited as lead speakers so that they can share their expertise to help dissemination of the best practices to the rest of the country.

Today's webinar is on the theme 'Improving Service Delivery' under which two awarded initiatives will be presented.

(i) "**SAKALA**" the initiative conferred with PM's Award in the year 2012-13 implemented by the Department of Personnel & Administrative Reforms, Government of Karnataka and (ii) the initiative "**e-Seva**" conferred with PM's Award in the year 2006-2007 implemented by the Government of Andhra Pradesh.

Sakala, made possible through the Karnataka Guarantee of Services to Citizens Act 2011 (amended in 2014), has been an example of success in time-bound service delivery to citizens.

e-Seva is a good governance initiative that incorporates the vision of National e-Gov plan "Public Services Closer to Home" and its objective is to

provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology.

### **Maximum Governance – Minimum Government**

As India celebrates the 75<sup>th</sup> year of Independence, let me quote Prime Minister on Sushasan:

*“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 pro-active 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.”*

India’s governance model has transformed in the years 2014-21 with the transformation of technologically obsolete institutions into modern day digital institutions. Digital India has ensured a multitude of services are available to citizens online, using Jan Dhan, Aadhar, Mobile Trinity.

### **Next Generation Administrative Reforms**

Secretariat Reforms, Swachhta Campaigns, Redressal of Public Grievances & Improving Service Delivery in addition to development of Indices for Benchmarking Central/ State/ District level governance form the roadmap for India’s Next Generation Administrative Reforms. The effort is to bring Citizens and Government closer using digital technology will entail considerable process re-engineering, universalizing access to e-services and adoption of emerging technology.

One of the big transformations has been witnessed in the Central Secretariat with adoption of e-Office, which has enabled creation of paperless offices. Records can be maintained in posterity and file management systems have improved. The lesson is adopt and accept technology in government which can bring significant benefits to Government and Citizens.

The organizational reforms coupled with significant reforms in personnel administration like Mission Karmayogi, Lateral Recruitment, Accelerated Promotion Policies, Regional Conferences for Replication of Good Governance Practices, recognizing excellence in Public Administration by scaling up PM's Awards for Excellence in Public Administration are important milestones in good governance.

### **Swachhta Campaign**

The Swachhta Campaign was conducted in Government India from October 2-31, 2021. In this period, the cleanliness campaign was carried out in 6154 sites, 21.90 lac files were weeded out, 12.01 lac sq feet of space was freed and scrap disposal earned Rs. 61.54 crores. The Special Campaign brought in a number of success stories in digitization, efficient management of office spaces, environment friendly practices, inclusivity, protocols and mechanisms were put in place. Government has institutionalized the campaign to be undertaken into regular monthly activities.

The Government policy of "Maximum Governance – Minimum Government" can only be achieved by leveraging technology. CPGRAMS has made sure that the Citizen's voice is heard, and the Indian Citizen has been

empowered to repose trust in the grievance redressal system with over 21 lac grievances being redressed in 2021. The number of Grievance Officers mapped on CPGRAMS has risen to 85000 officers in addition to 85 Nodal Appellate Authorities and 666 Sub-Nodal Appellate Authorities. Further, several States have operationalized very strong grievance redressal systems.

The Good Governance week celebrated from December 20-25, 2022 as part of Azadi Ka Amrit Mahotsav events conducted the “Prashasan Gaon ki Aur” Abhiyan. In this period, the Nation’s grievance redressal platforms functioned in unison, and the result was exponential – over 6 lac Public Grievances and 289 lac service delivery applications were redressed in over 700 Districts.

On this occasion of the launch of the National Good Governance Webinar series, I welcome the distinguished Speakers and Delegates.

Jai Hind.

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