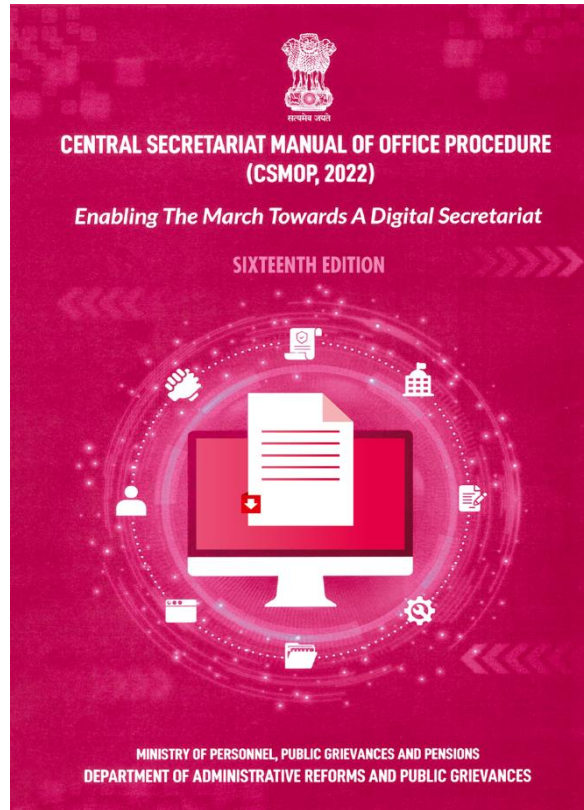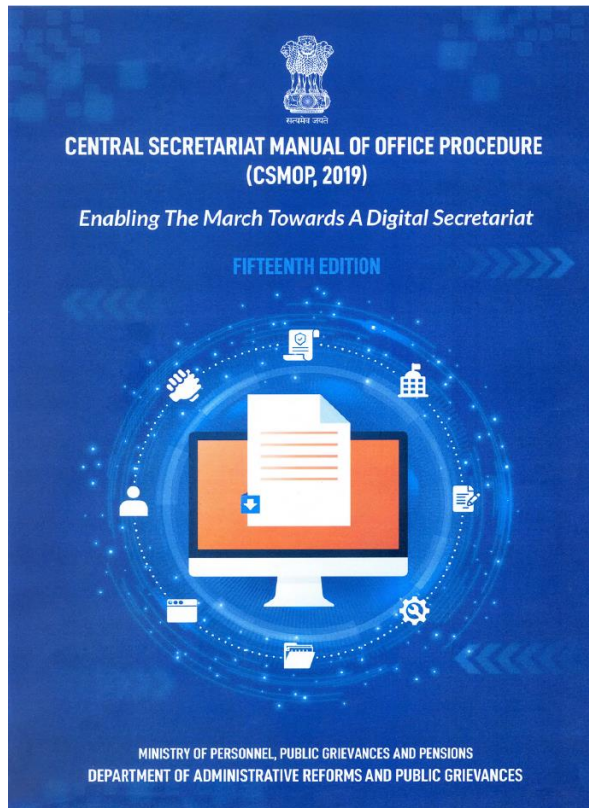# Law, Innovation and Technological Transformation

DARPG Presentation at the Constitution Day Colloquium

Shri V. Srinivas, IAS
Secretary

26th November, 2023

CSMOP
## Enabling March of Central Secretariat towards a Digital Secretariat

1. CSMOP 2019 integrated CSMOP 2010 and CSMOP 2012.

2. Significant adoption of e-office in Central government & States' Government was seen in the pandemic.

3. CSMOP 2022 enabled the march to a digital central secretariat by providing for e-office, VPN usage, and DSC usage, with issue of VPN to the Officers of the rank of US.
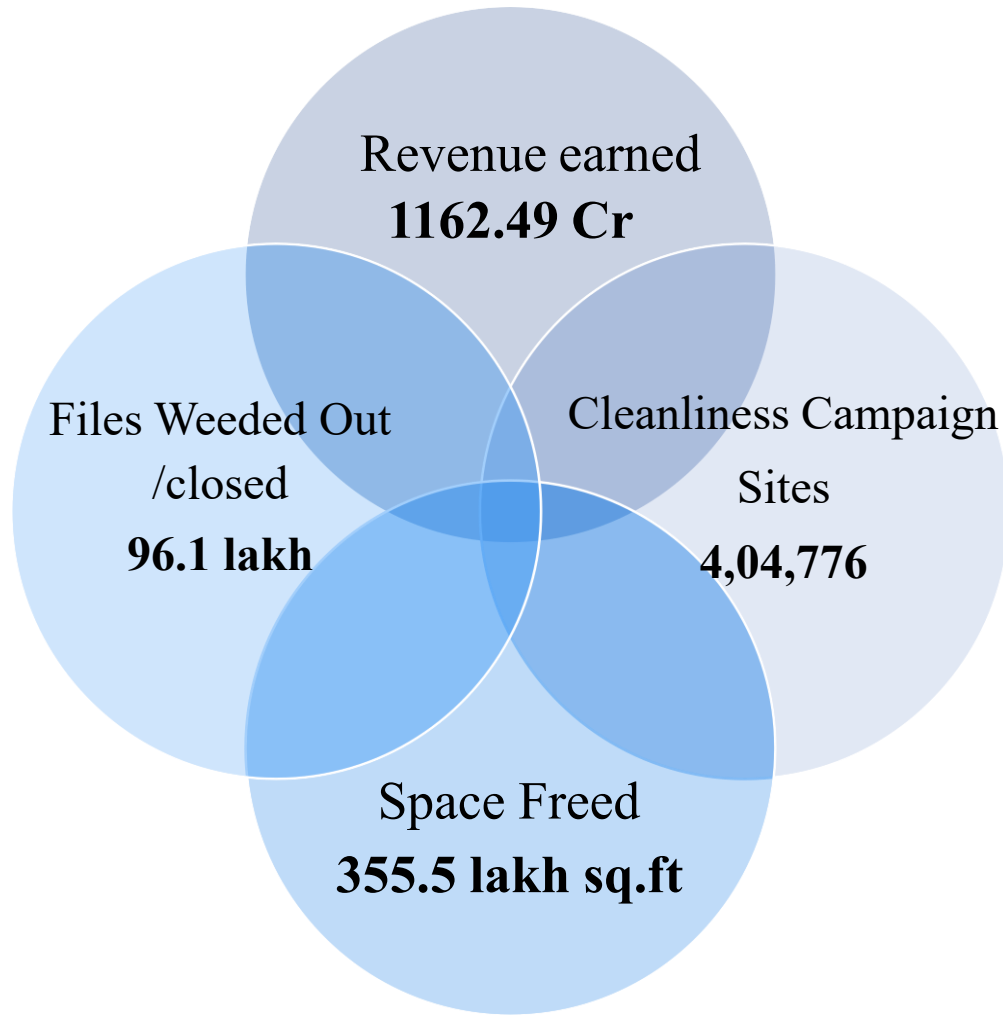
E-Office Analytics Dashboard

A Technology Transformation tool to monitor diverse parameters for more efficient office management. It showcases :

- Total, Active and Closed e-Files
- Total, Active and Closed p-Files
- Average Distinct Levels of file movement for decision making- Delayering
- Inter Ministerial File Transfer Monitoring- Towards expeditious processing and elimination of delays
- Total Receipts Vs e-Receipts- A move towards complete digitalisation
- Building a secured system with eSign Count & DSC Count
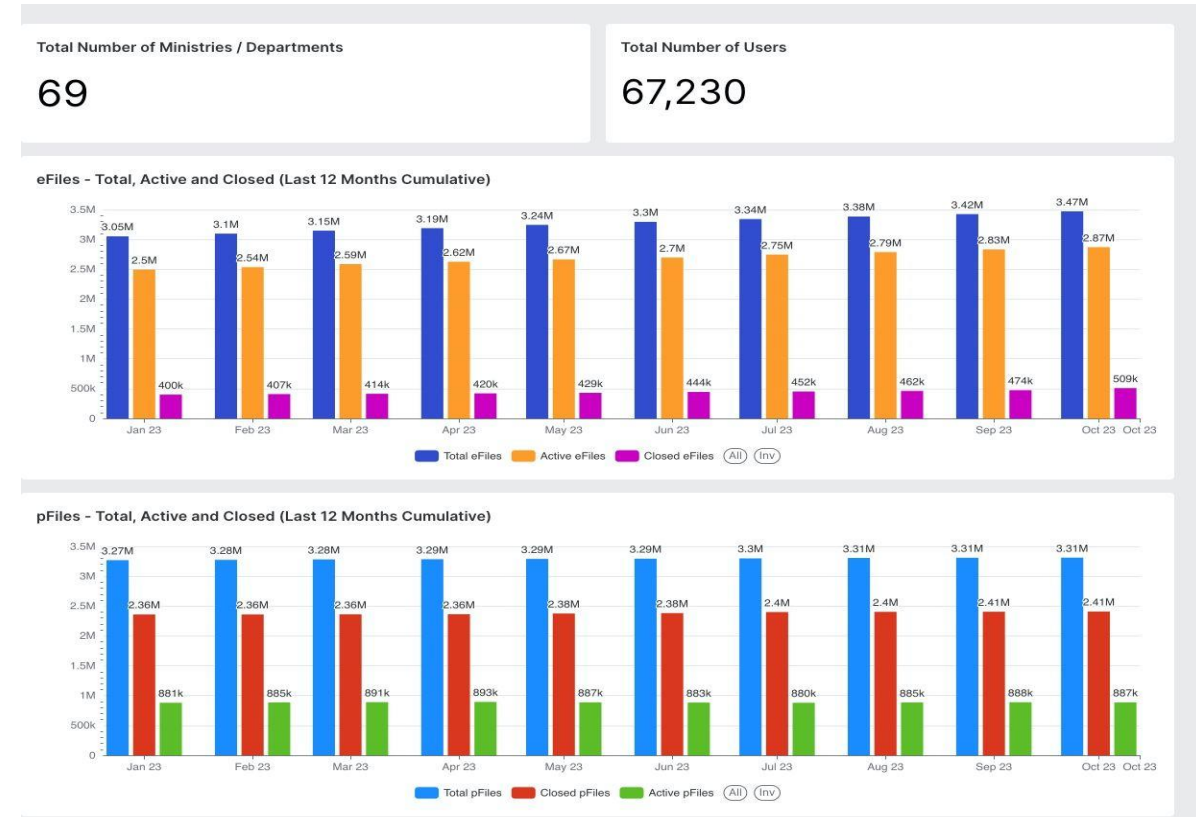
Leveraging Technology in successful conduct of Special Campaign (2021-2023)

Revenue earned
1162.49 Cr

Cleanliness Campaign Sites
4,04,776

Files Weeded Out /closed
96.1 lakh

Space Freed
355.5 lakh sq.ft

Parameter/Year	SC 1.0	SC 2.0	Dec'22-Aug'23	SC 3.0
Cleanliness Campaign Sites	6,154	1,01,582	38,367	2,58,673
Revenue Earned (in Rs. crore)	82.54	372	151.6	556.35
Space Freed (in lakh sq. Feet)	12	90	89.5	164
Files Weeded out (in lakh)	21.9	37.35	10.5	26.35

Portal Link: https://scdpm.nic.in/

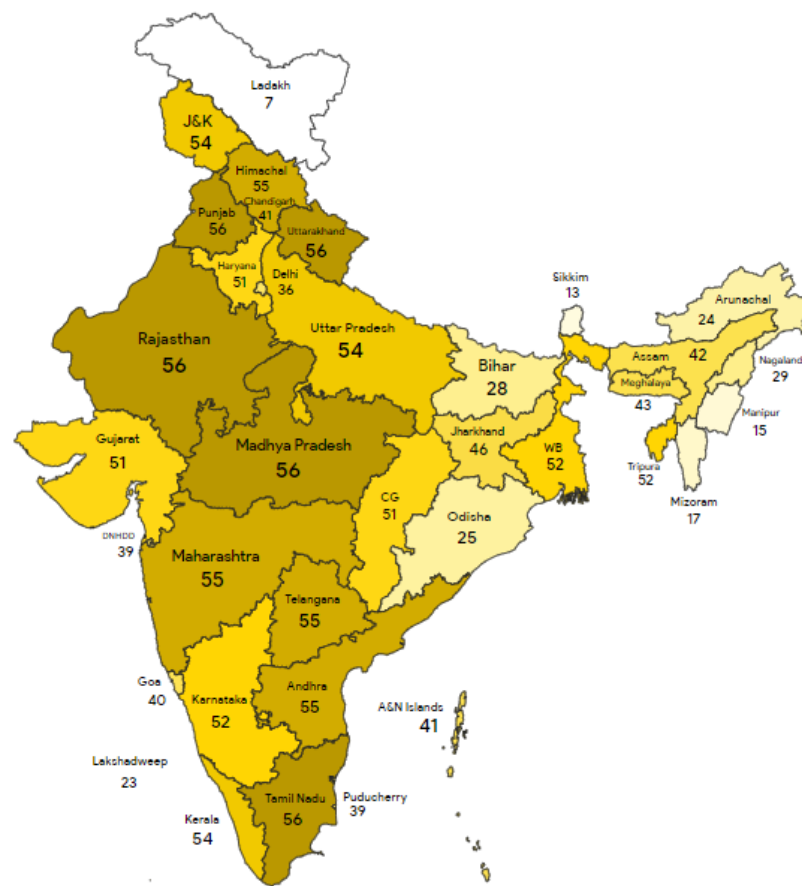**Department of Administrative Reforms and Public Grievances**
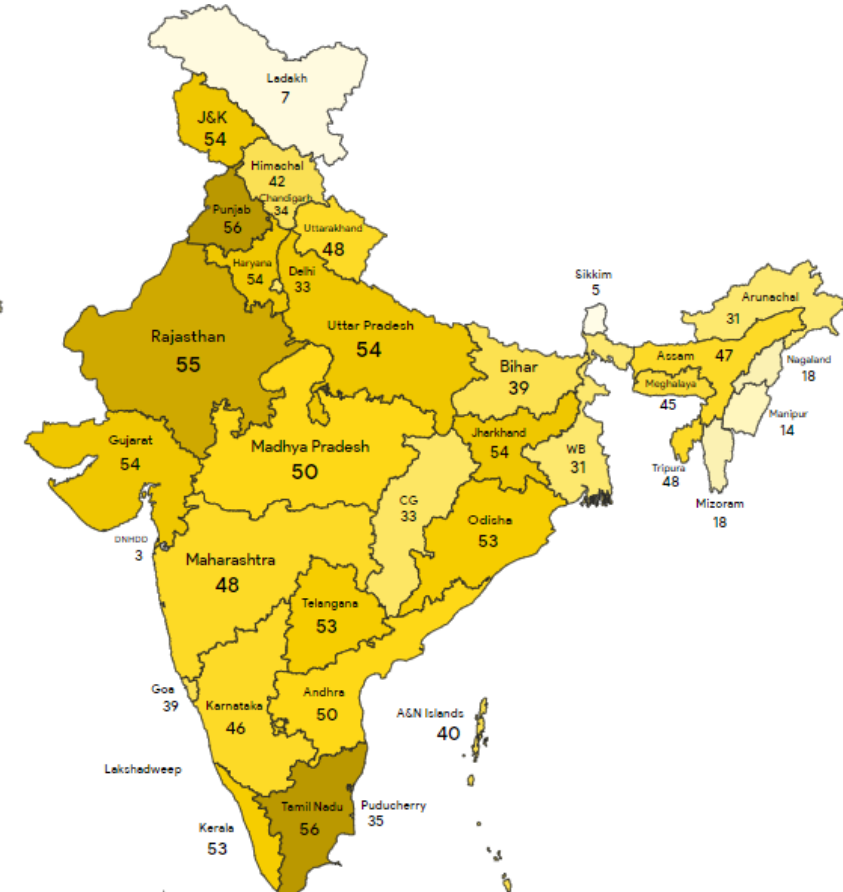
NeSDA - Growth of Mandatory e-Services

*Rise in Saturation of Mandatory e-Services from **872 (48%) in NeSDA 2019** to **1400 (69%) in NeSDA 2021** to **1519 (75%) in NeSDA Way Forward, October 2023***

872 Mandatory e-services
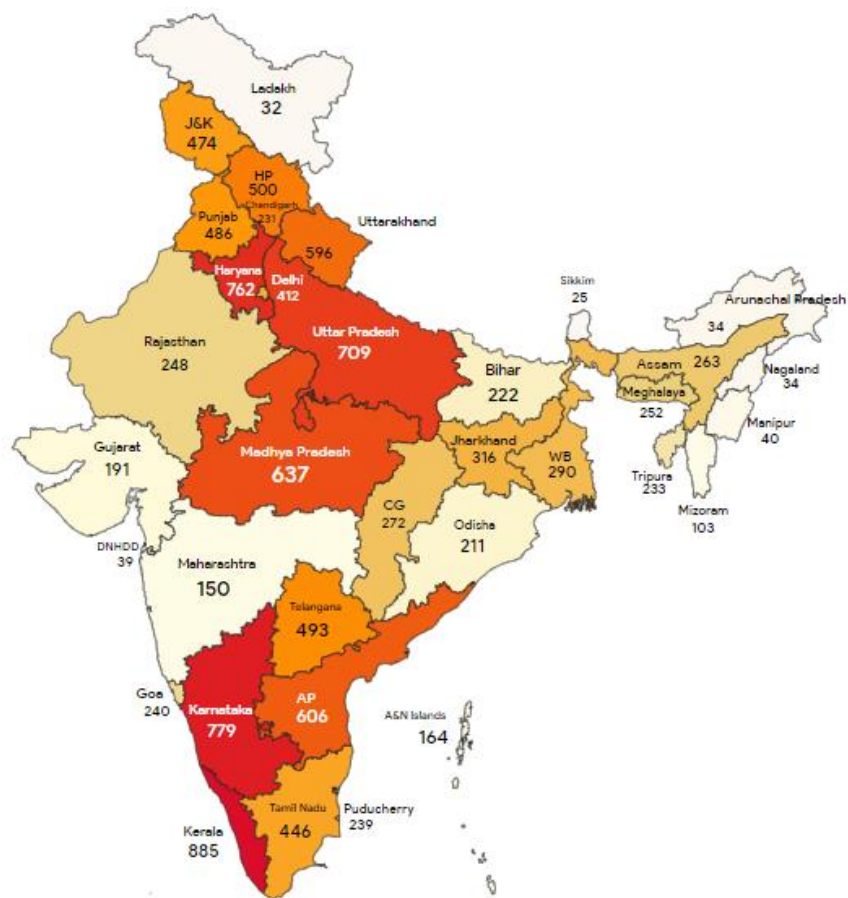**48% Saturation in NeSDA 2019**

1400 Mandatory e-services
69% Saturation in NeSDA 2021

1519 Mandatory e-services
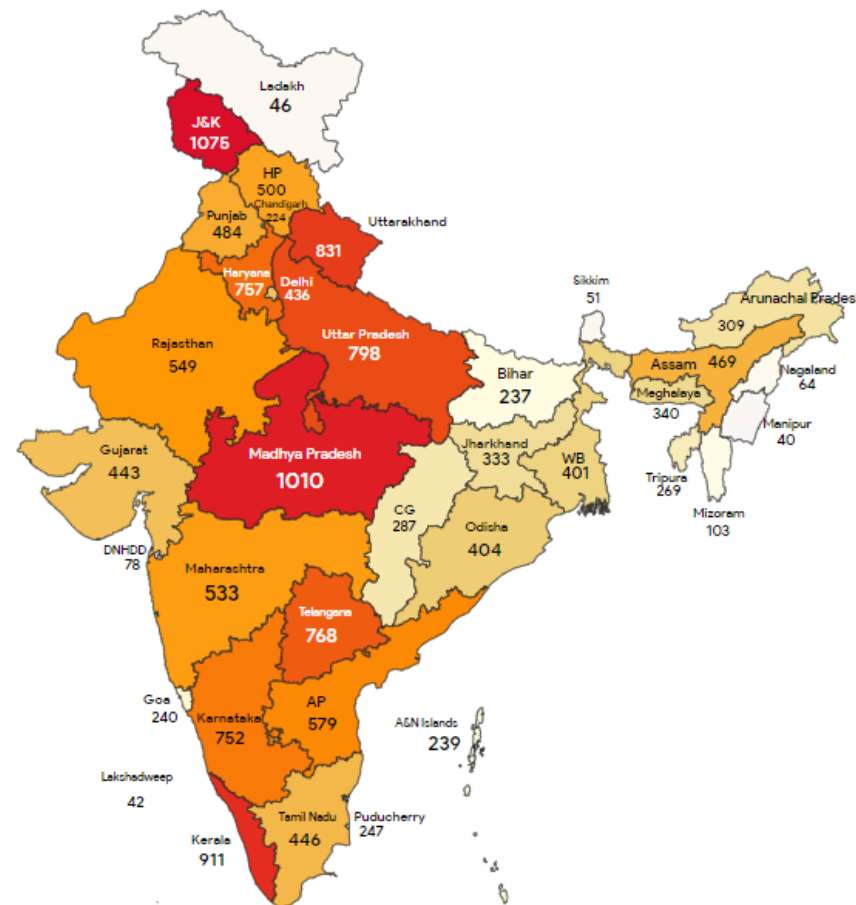**75% Saturation in NeSDA Way Forward, October 2023**

NeSDA – Way Forward | Expanding e-Service Delivery

31.7% Rise in number of Total e-Services
as per NeSDA Way Forward Monthly Reports - April 2023 to October 2023

11,614 total e-services as per
NeSDA Way Forward, April 2023 Report

15,295 total e-services as per
NeSDA Way Forward, October 2023 Report

Prime Minister's Awards
For Excellence In Public Administration

- PM's Awards for Excellence in Public Administration are given to Civil Servants for outstanding performance

- Create competition among Districts, States and Central Government Ministries/Departments/ Organizations

- Encourages replication of awarded best practices and innovations in States/UTs.

Objectives of the PM's Awards

- To encourage constructive competition, Innovation and Replication of awarded initiatives

- Institutionalisation of best practices

- To factor in holistic approach through convergence of scheme

- To promote Jan Bhagidari or People's participation

- Focus on technology driven innovations

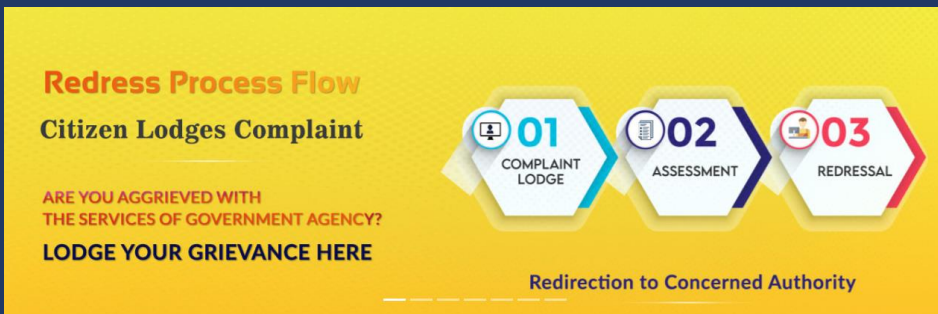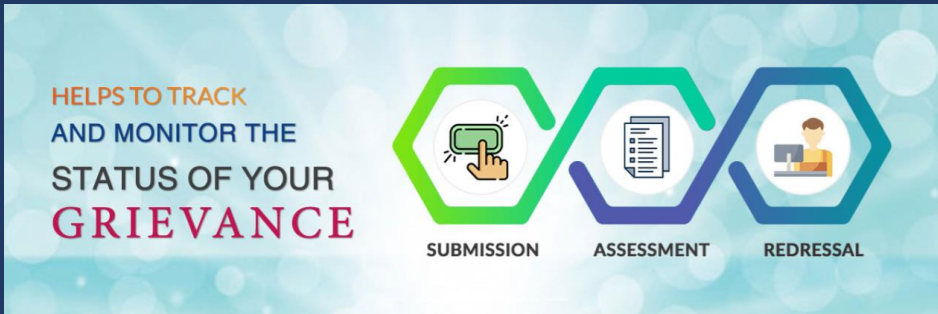# PMA – Innovation – Center & States - 2020,2021 & 2022

Year	Center	States
2020	One Nation One Ration Card – DoF&PD	Innovation for improving Governance and Public Experience at Kumbh Mela 2019 - UP
	UDAN-Ude Desh ka Aam Naagrik - MoCA	Multiple Innovations and Extensive Reforms in Examination Systems and Processes in Bihar School Examination Board - Bihar
2021	Innovations for Defence Excellence (iDex) -DoDP	Building of efficient Greenhouse to grow crops-Ladakh
	National Generic Document Registration System - DoLR	Technology –Driven Transformation of School Education System in Gujarat through Vidya Samiksha Kendra - Gujarat
2022	National COVID- 19 Vaccination Programme – MoH&FW	Mission Youth – UT of J&K
	PM Gati Shakti National Master Plan - DPIIT	State Organ & Tissue Transplant Organisation (SOTTO) - Gujarat

PMA – Innovation – Districts - 2020,2021 & 2022

Year	Districts
2020	Bleed with Pride - Imphal East, Manipur
	Chandauli Black Rice - Chandauli, Uttar Pradesh
2021	Navpravartan Start up Zone Chanpatia - West Champaran, Bihar
	Sampoorna - Bongaigaon, Assam
2022	"Sanvardhana" (vocal for local) initiative Economy - Rampur, Uttar Pradesh
	New Age Learning Center (NALC) - Changlang, Arunachal Pradesh
	Operation Parivartan - Solapur, Maharashtra

CPGRAMS

HELPS TO TRACK AND MONITOR THE STATUS OF YOUR GRIEVANCE

SUBMISSION   ASSESSMENT   REDRESSAL

Redress Process Flow
Citizen Lodges Complaint

01 COMPLAINT LODGE   02 ASSESSMENT   03 REDRESSAL

ARE YOU AGGRIEVED WITH THE SERVICES OF GOVERNMENT AGENCY?
LODGE YOUR GRIEVANCE HERE

Redirection to Concerned Authority

CITIZEN CENTRIC GOVERNANCE

CITIZENS
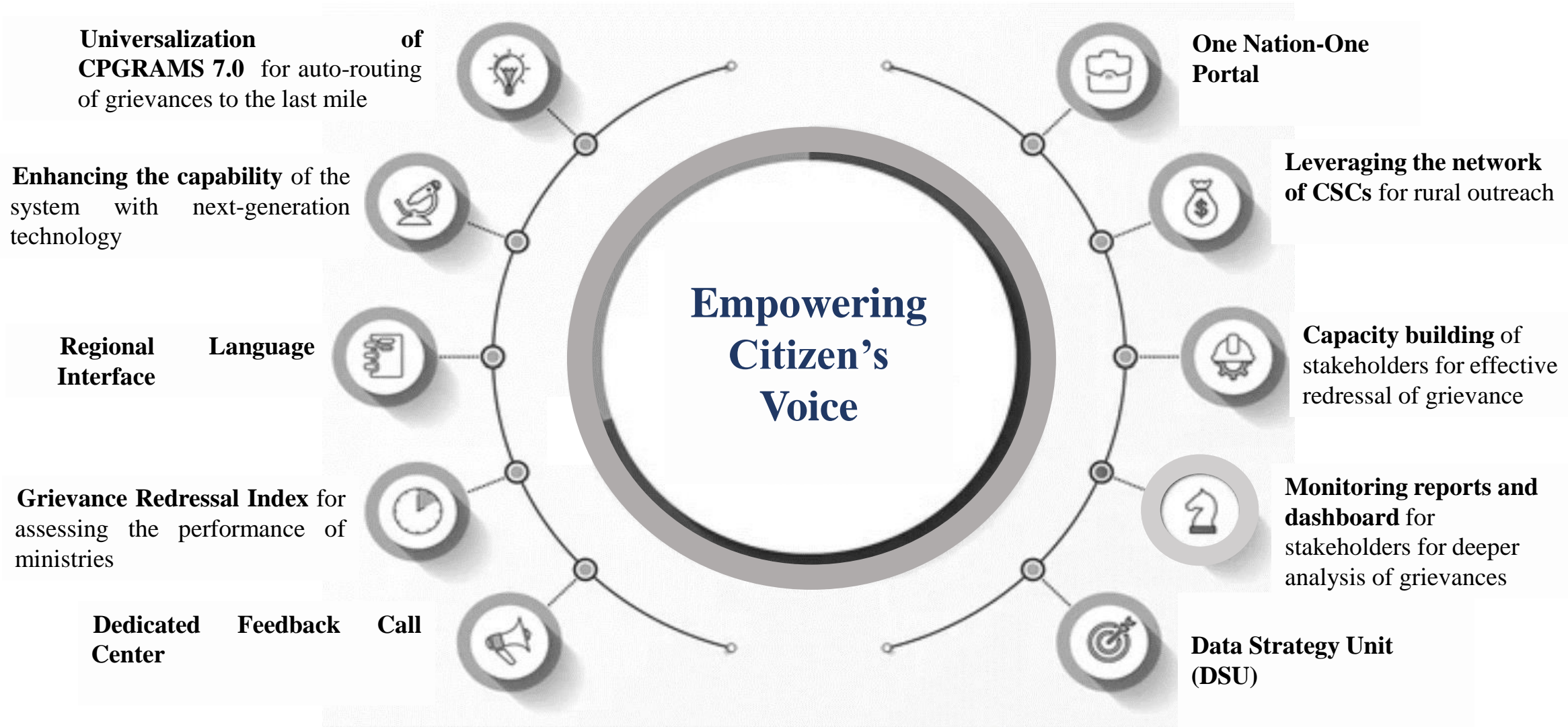
WAY TO CONNECT
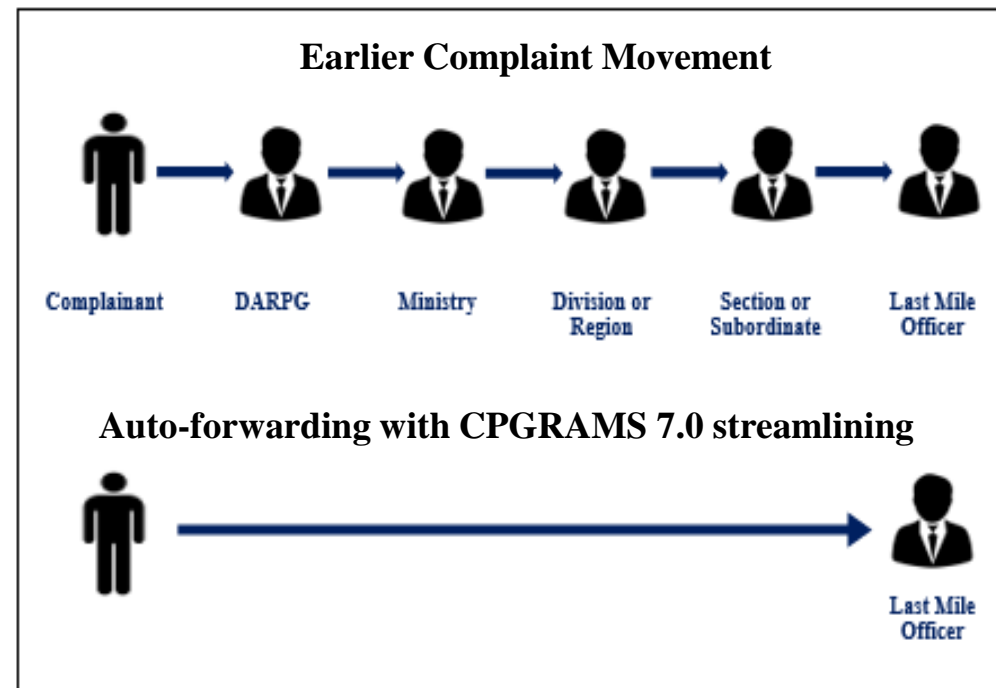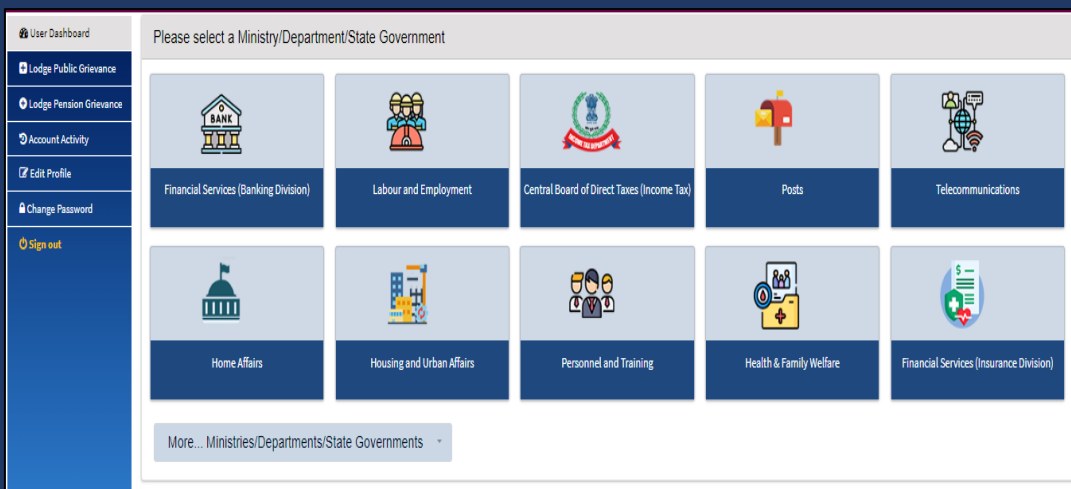CITIZENS WITH THE GOVERNMENT

GOVERNMENT

- **CPGRAMS is a 24x7 online grievance lodging portal**

- It gives access to the citizen to the highest authorities in the government to raise their concerns

- CPGRAMS is integrated with the State Grievance Portals and individual portals / helplines of Central Ministries/Departments

DARPG – 10-Step Reform

Empowering Citizen's Voice

Universalization of CPGRAMS 7.0 for auto-routing of grievances to the last mile

Enhancing the capability of the system with next-generation technology

Regional Language Interface

Grievance Redressal Index for assessing the performance of ministries

Dedicated Feedback Call Center

One Nation-One Portal

Leveraging the network of CSCs for rural outreach

Capacity building of stakeholders for effective redressal of grievance

Monitoring reports and dashboard for stakeholders for deeper analysis of grievances

Data Strategy Unit (DSU)

Universalization of CPGRAMS 7.0

Auto-forwarding of grievances by changing the method of data collection on CPGRAMS portal and mapping of end-line officers


Earlier Complaint Movement

Complainant → DARPG → Ministry → Division or Region → Section or Subordinate → Last Mile Officer

Auto-forwarding with CPGRAMS 7.0 streamlining

Complainant → Last Mile Officer

Preliminary Grievance Analysis	Categorisation of Grievances	Information Sought from Citizen	Mapping of Last Mile Officers

All the 90 Ministries/Departments on-boarded on CPGRAMS 7.0

Use of Next-Gen Technology

- Identification and Flagging of:
  - "**Urgent Grievances**" based on keywords like Corruption, Sexual Harassment, Suicide, Threat, Danger, Murder, Violence, etc.
  - "**Super Senior Citizen's**" Pension grievances
  - "**Family Pension**" grievances
- **AI/ML** technology being used by **IIT Kanpur** to introduce semantic search

AI-Based Understanding & Semantic Search
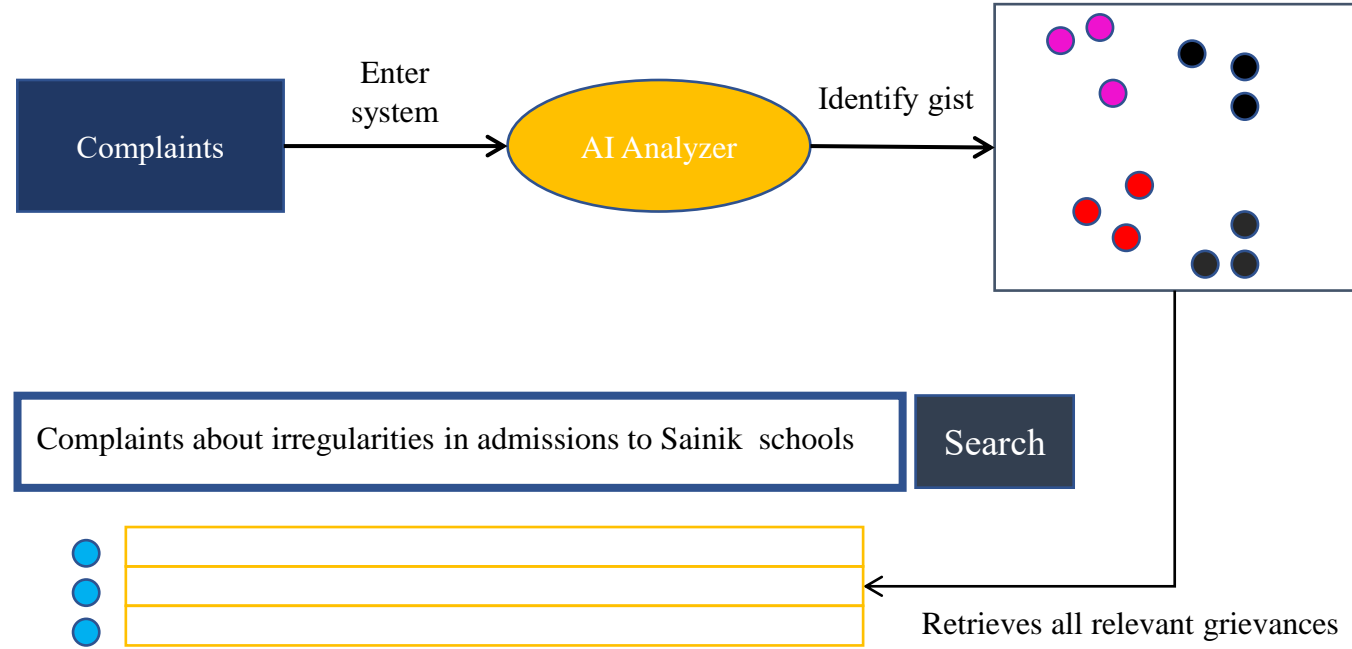
- Introduced an **IGMS (Intelligent Grievance Monitoring System)** tool which is capable of semantic searches
- Allows DARPG to access the semantic *meaning* of documents in an automated manner
- Helps in understanding the trend / area /category of issues
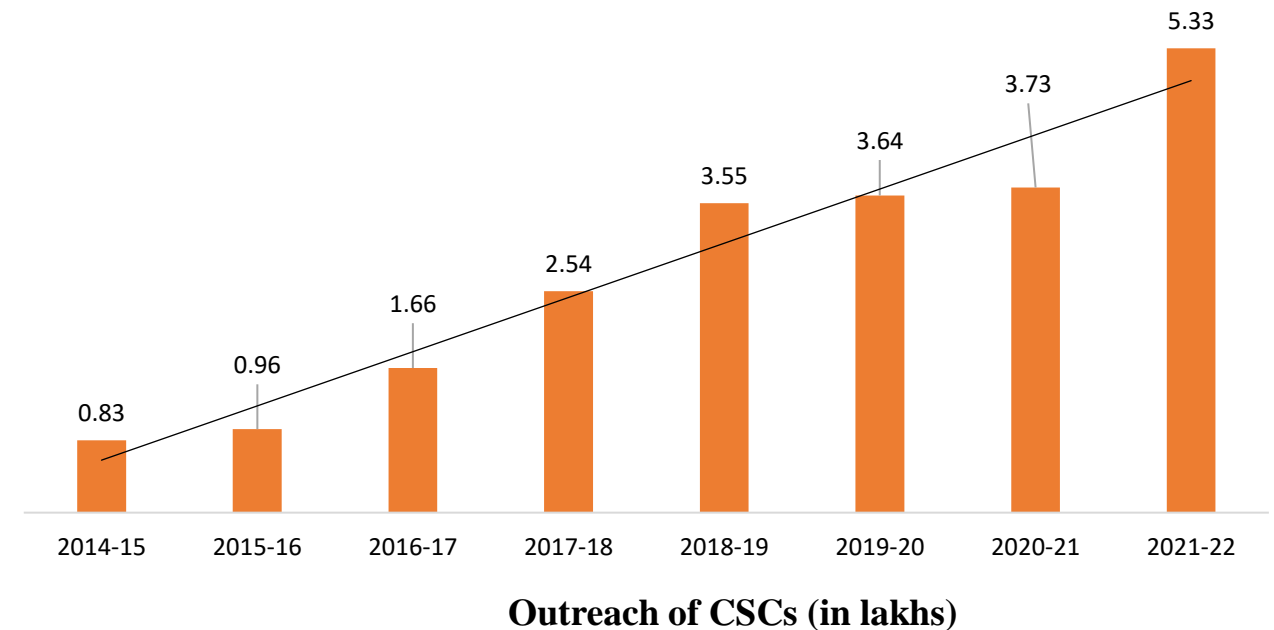- Automated Root Cause Analysis of Grievances

Language Translation

- Bhashini is an API based language translation platform which has been added to CPGRAMS platform for the two interfaces i.e. GRO and Citizen interface, integrated on 25th July, 2023

- CPGRAMS Portal has been operationalized in the following 21 regional languages along with Hindi & English

Inclusiveness & Outreach

- CPGRAMS integrated with **Common Service Centre (CSC)** portal and available at more than **5 lakh CSCs** associating with **2.5 lakh** Village Level Entrepreneurs (VLEs)

- Integration to help the Citizens in availing CPGRAMS in remote corners of the country due to its presence in all Gram Panchayats

- The integration has been completed and is **Operational**

Outreach of CSCs (in lakhs)

| Year	Value
2014-15	0.83
2015-16	0.96
2016-17	1.66
2017-18	2.54
2018-19	3.55
2019-20	3.64
2020-21	3.73
2021-22	5.33

Data Strategy Unit

- Data Strategy Unit of DARPG, has created an **analytical solution** that enables drawing insights, for strategic decision-making and policy-based reforms

- The dashboard provides grievance analysis, trend analysis, geographical analysis, etc.

Sevottam Scheme – Monitoring Portal

- A Scheme used for capacity building of Grievance Officers of States/UTs

- Nearly 8500 Officers were trained through Sevottam Programme of DARPG in 2022-23 and already ~2000 officers have been trained in this 2023-24

- DARPG has developed a dedicated portal for monitoring of State/UT ATIs for real time monitoring of progress of trainings
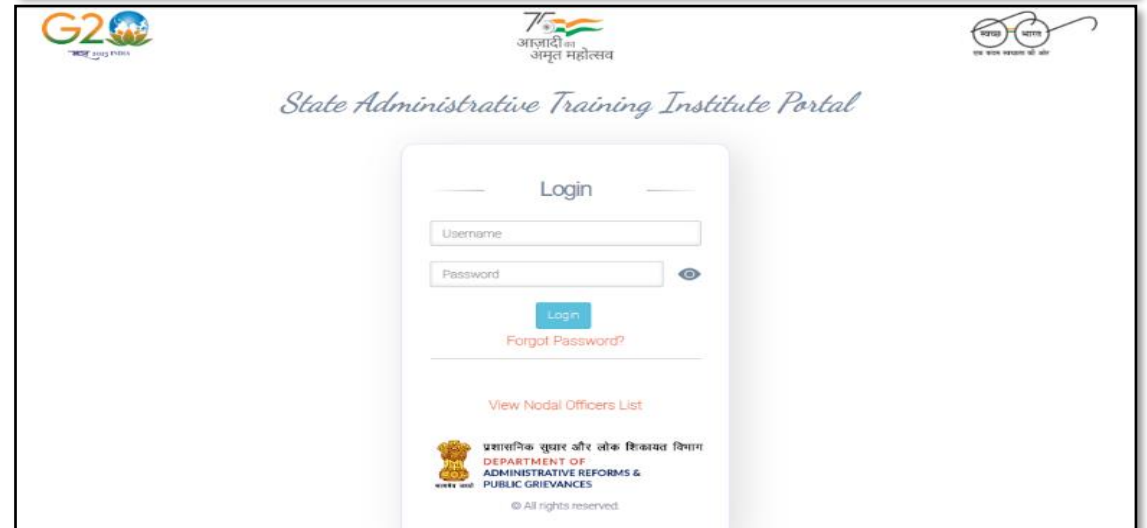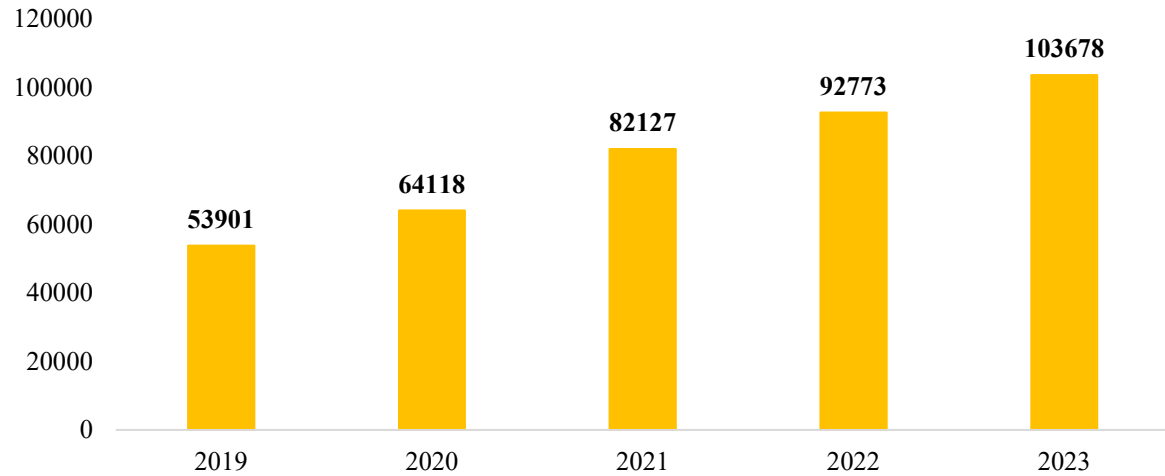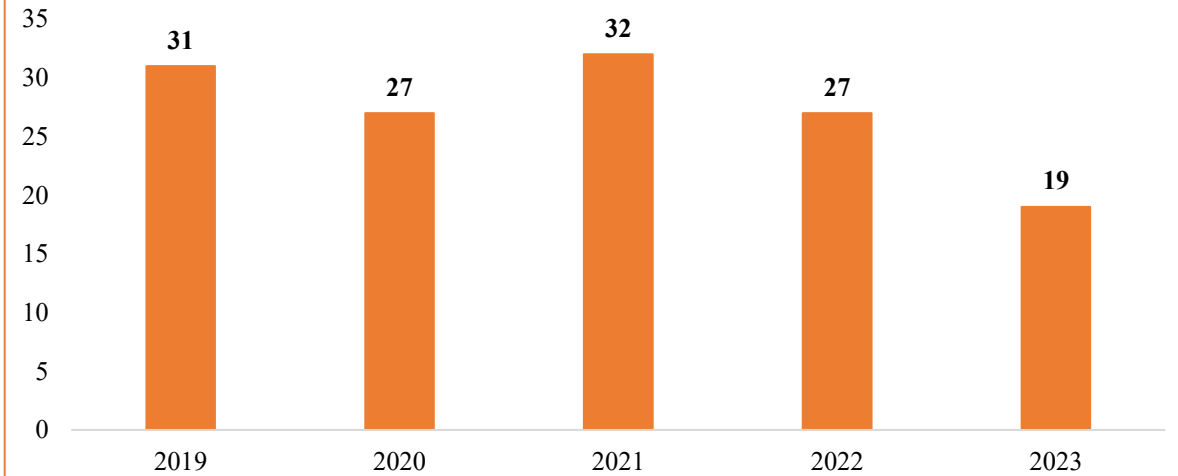
CPGRAMS – New Mobile App
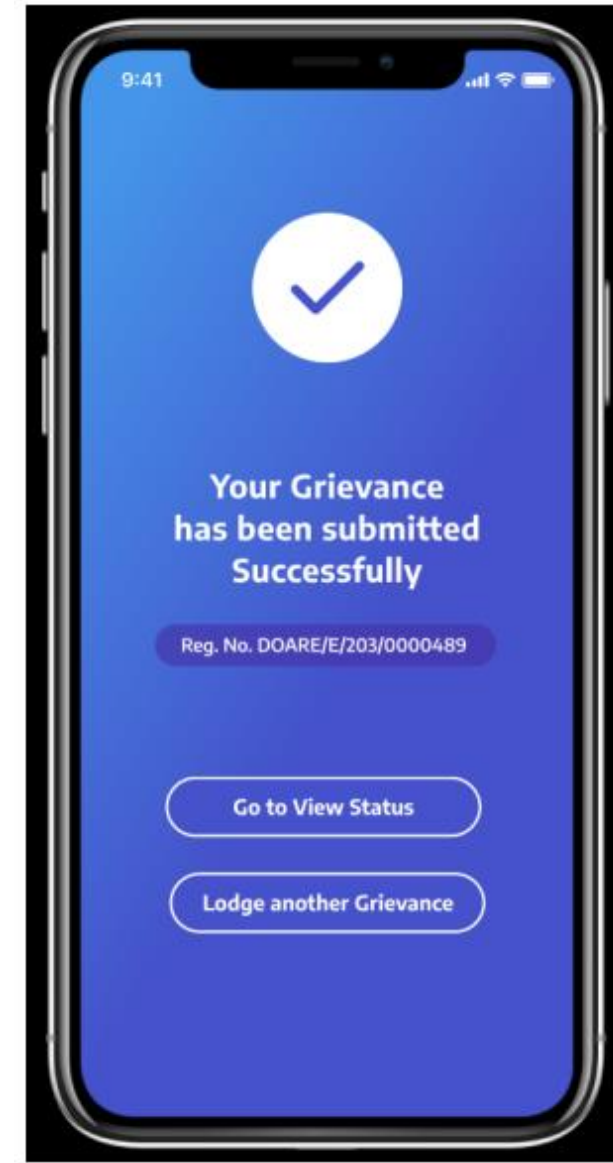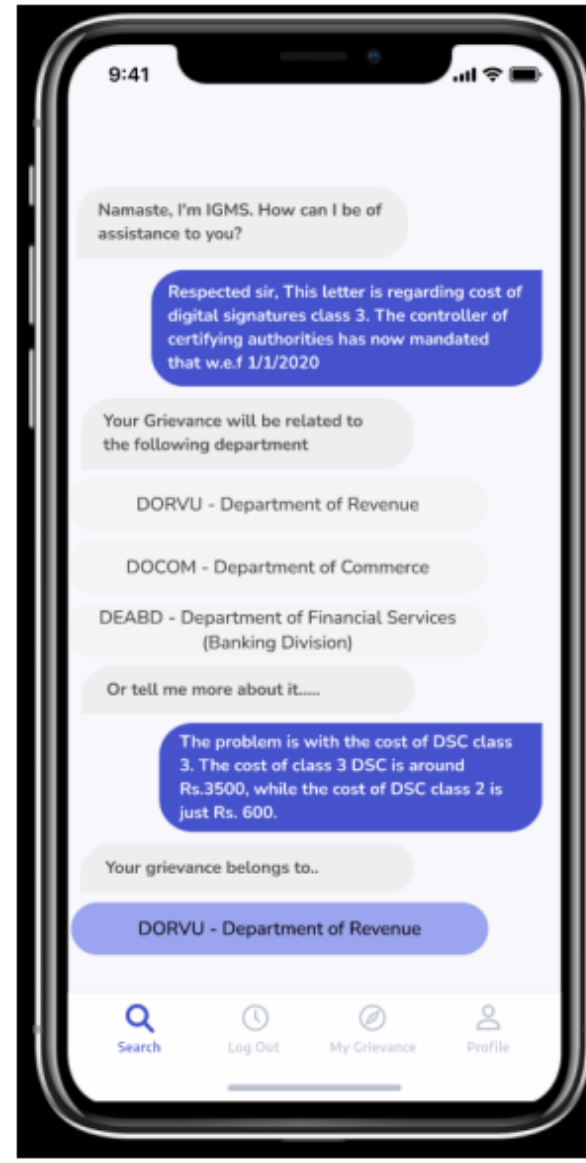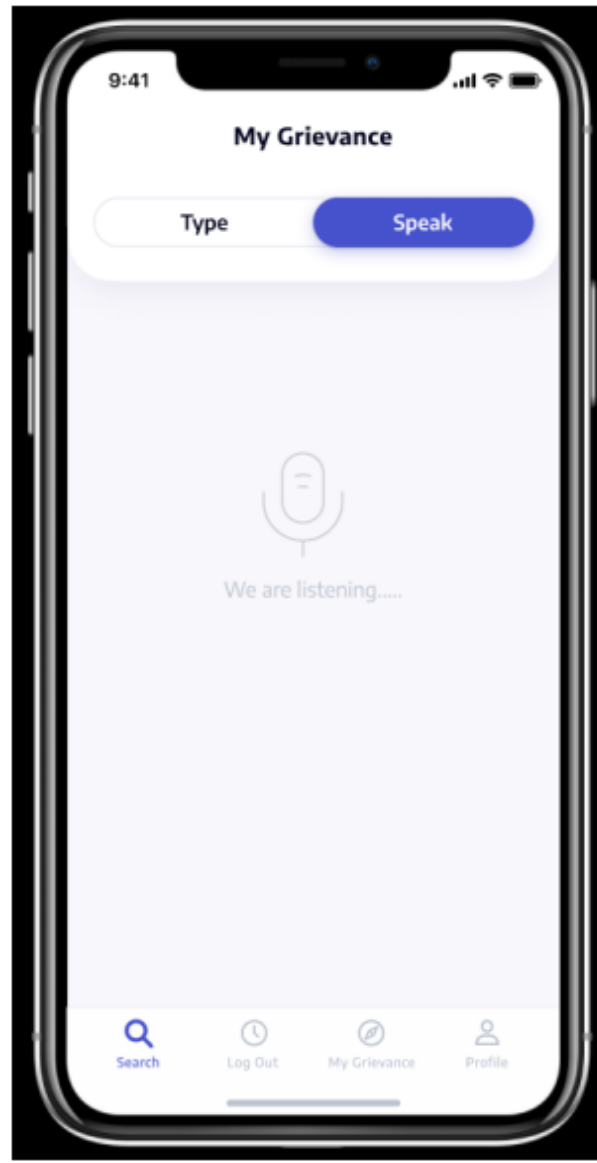
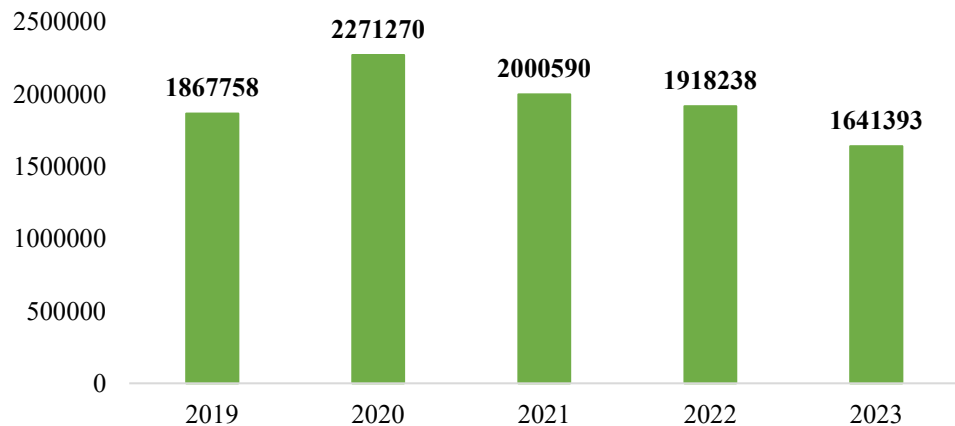# Effective redressal of Public Grievances through Technology
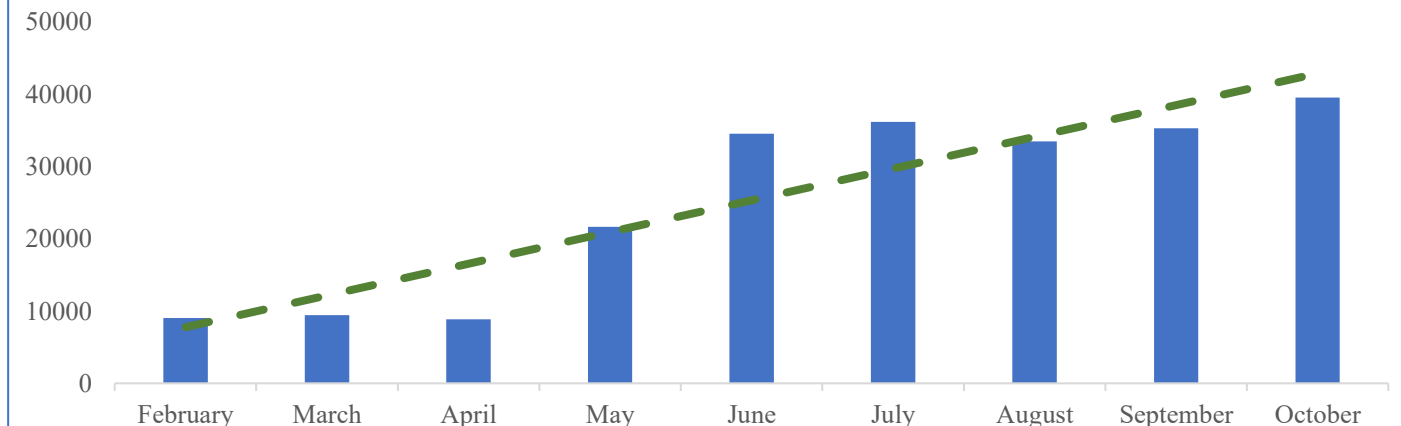

Grievance Redressal Officers on CPGRAMS

- 2019: 53901
- 2020: 64118
- 2021: 82127
- 2022: 92773
- 2023: 103678

Average Closing Time on CPGRAMS – M/D

- 2019: 31
- 2020: 27
- 2021: 32
- 2022: 27
- 2023: 19

Grievance Registration on CPGRAMS

- 2019: 1867758
- 2020: 2271270
- 2021: 2000590
- 2022: 1918238
- 2023: 1641393

Citizen Satisfaction

(months: February, March, April, May, June, July, August, September, October)

Department of Administrative Reforms and Public Grievances

Thank You