GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 2821
(TO BE ANSWERED ON 15.12.2021)

ADMINISTRATION SYSTEM

2821. SHRI SHRINIWAS PATIL:

Will the **PRIME MINISTER** be pleased to state:

(a)   whether the Government is considering or has any plan to reform the existing administration system; and

(b)   if so, the details thereof and if not, the reasons therefor?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)

(a) & (b): Reforms in existing administration system are a continuous process. The Government follow the maxim "Minimum Government - Maximum Governance". The Government from time to time brings administrative reforms, to encourage greater efficiency, transparent and corruption free governance, accountability and reduce scope for discretion. Some of the major steps include:

(i)   **Launch of "Mission Karmayogi"-** National Programme for Civil Services Capacity Building (NPCSCB), a new national architecture for civil services capacity building has been launched. It is a comprehensive reform of the capacity building apparatus at individual, institutional and process levels for efficient public service delivery;

(ii)   **e-Samiksha-** A real time online system for monitoring and follow up action on the decisions taken by the Government at the Apex level in respect of implementation of important Government programmes / projects;

(iii)   **e-Office-** e-Office Mission Mode Project (MMP) has been strengthened for enabling Ministries/ Departments to switchover to paperless office and efficient decision making;

(iv)   **Centralized Public Grievance Redress and Monitoring System (CPGRAMS)-** CPGRAMS is a system of Public Grievances' redressal in the Government, which is continuously reformed.

(v)   **Increasing efficiency in decision making in Central Secretariat** by reducing the channel of submission to 4, adoption of e-Office version 7.0, digitization of central registration units, greater delegation of virtual private networks under the Central Secretariat Manual of Office Procedure 2019, and adoption of desk officer system.

(vi)   **Self-certification of documents for appointments-** From June, 2016, recruiting agencies issue provisional appointment letters based on submission of self-certified documents by the candidates;

(vii)   **Discontinuation of interview in recruitment of junior level posts-** From January, 2016, interview has been dispensed with for recruitment to all Group 'C', Group 'B' (Non-Gazetted posts) and other equivalent posts in all Government of India Ministries/ Departments/ Attached Offices/ Subordinate Offices/ Autonomous Bodies/ Public Sector Undertakings to curb malpractices and for bringing objectivity to the selection process;

(viii)   **Citizen Charters-** Government has mandated Citizen Charters for all Ministries/Departments which are updated and reviewed on a regular basis. The Citizen Charters of Central Government Departments are available at the respective web-sites of Ministries/Departments and https://goicharters.nic.in/public/website/home;

(ix)   Use of Integrated Government Online Training Programme for online module based training;

(x)   **Good Governance Index 2019**- was launched, which assesses the Status of Governance and impact of various interventions taken up by the State Governments and Union Territories (UTs).

(xi)   To promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure;

(xii)   **National Conference on e-Governance -** provides a platform for government to engage with experts, intellectuals from industry and academic institutions to exchange experiences relating to e-Governance initiatives;

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