



# ADMINISTRATIVE REFORMS FOR EFFICIENT GOVERNANCE

Over the last few years the Ministry of Personnel, Public Grievances, Pensions under the central government has brought several administrative reforms to encourage greater efficiency, transparency and accountability in the system. This in turn has led to a beginning and a launch of several reformative mechanism to tackle the concept of corruption and discretion in the governance process.

In a written reply to a question in the Lok Sabha recently, the Hon'ble Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh stated that the administrative reforms in existing administration system follows the central maxim of "Minimum Government - Maximum Governance". Some of the major steps include:

## The Launch of Mission Karmayogi

The National Programme for Civil Services Capacity Building (NPCSCB), a new national architecture for civil services capacity building which is a comprehensive reform of the capacity building apparatus at individual, institutional and process levels for efficient public service delivery.

## 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.

## e-Office

A move towards digitization and paperless governance, the e-Office Mission Mode Project (MMP) has been strengthened for enabling Ministries/ Departments to switchover to paperless office and efficient decision making.

## CPGRAMS

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

## Increased efficiency in decision making in Central Secretariat

The increase in efficiency is 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.

## 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.

## 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.

## 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.

## Good Governance Index 2019

It was launched with a view to assesses the Status of Governance and impact of various interventions taken up by the State Governments and Union Territories (UTs). To promote e-Governance in a holistic manner, various policy initiatives and projects have been undertaken to develop core and support infrastructure

## National Conference on e-Governance

It provides a platform for government to engage with experts, intellectuals from industry and academic institutions to exchange experiences relating to e-Governance initiatives

– Amitabh Ranjan