

F.No. K-17/31/2021-AR Division (C.N. 7307)  
Government of India  
Ministry of Personnel, Public Grievances and Pension  
Department of Administrative Reforms and Public Grievances  
AR Division

5<sup>th</sup> Floor, Sardar Patel Bhawan,  
Sansad Marg, New Delhi-110001  
Dated: 6<sup>th</sup> December, 2021

To,

- (1) Chief Secretaries of all States and UTs
- (2) District Collectors/DMs of all Districts of States

Subject: Good Governance Week (GGW) - Nationwide Campaign for the period  
20.12.2021 to 25.12.2021 to be undertaken by all districts in States and UTs –  
'PRASHASHAN GAON KI AUR' -

'Azadi Ka Amrit Mahotsav' (AKAM) is an initiative of the Government of India to celebrate and commemorate 75 years of progressive India and the glorious history of its people, culture and achievements. This Mahotsav is dedicated to the people of India who have not only been instrumental in bringing India thus far in its revolutionary journey but also in shaping India's social, cultural, political and economic identity.

2. In this context, a Nation-wide campaign for Redressal of Public Grievances and Improving Service Delivery titled "Prashasan Gaon Ki Aur" is planned to be taken up in the week long event under Good Governance Week (20.12.2021 to 25.12.2021). Since such similar activities under different nomenclature are undertaken in most of the States through District Collectors, during this week it is planned that District Collectors would organize special camps/events at Tehsil Headquarters/Panchayat Samitis etc. to resolve public grievances and for service delivery.

3. The activities that are to be taken up by the Districts of all States and UTs during the GGW campaign are as under:

- (i) Redressal of pending backlog public grievances in CPGRAMS
- (ii) Number of Citizens Charters updated by States during the period
- (iii) Redressal of public grievances in the State portals during the period
- (iv) Number of applications disposed under Service Delivery in the period
- (v) One case study on Best Good Governance Practice to be uploaded along with requisite pictures etc on the Dashboard to be made live by DARPG w.e.f 20.12.2021. The application form for uploading will be available on the week long campaign portal.
- (vi) One case study of success story on resolution of public grievances by each State/District will also be captured on the Dashboard.

4. **The Dashboard will be made live by DARPG w.e.f 20.12.2021 at URL: <https://pgportal.gov.in/ggw>. Login IDs based on email IDs of District Collectors have been updated on the portal.**

5. DARPG has made all efforts to ensure the Special Campaign is a resounding success and meets the expectations of Government. The data sets uploaded on the Campaign will indicate the success of the Campaign and that the pendency levels have come down significantly.

*P. Mathew*  
*6/12/2021*

(Prisca Mathew)

Deputy Secretary to the Government of India

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Copy to:

1. Divisional Heads and Under Secretaries of DARPG
2. NIC, DARPG for uploading on the portal

Copy for information to:

1. Sr. PPS to Secretary, DARPG,
2. PPS to Spl. Secretary, DARPG,
3. PA to JS (AR),
4. Sr. PPS to JS(PG)
5. Joint Secretary, Ministry of Culture (Dr. Madnesh Kumar Mishra), R.N.334A, C-Wing, 3<sup>rd</sup> Floor, Shastri Bhavan, New Delhi 110001