

## सुशासन सप्ताह

### Good Governance Week

December 20<sup>th</sup> to 26<sup>th</sup>, 2021



प्रशासनिक सुधार और लोक शिकायत विभाग  
कार्मिक मंत्रालय, लोक शिकायत और पेंशन  
भारत सरकार

Department of Administrative Reforms & Public Grievances  
Ministry of Personnel, Public Grievances and Pensions  
Government of India



**Secretary, DARPG**

cordially invites you to the

**Inaugural Ceremony**

of

**Good Governance Week**

at

**Bhim Auditorium,**

**Dr. Ambedkar International Centre, New Delhi**

on

**20<sup>th</sup> December 2021 at 1100 hours**

Chief Guest

**Dr. Jitendra Singh**

Hon'ble Minister of State (Independent Charge), Ministry of Science  
and Technology, Ministry of Earth Sciences,  
Minister of State in the Prime Minister's Office,  
Minister of State of Personnel, Public Grievances & Pensions,  
Department of Atomic Energy and Department of Space,  
Government of India



सत्यमेव जयते

## Good Governance Week

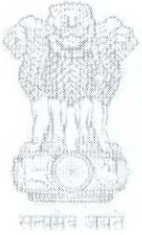
Minute to Minute Programme

Day 1: December 20<sup>th</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre



Time	Program
1130 - 1135 Hrs.	Arrival of dignitaries & Presentation of Bouquets
1135 - 1145 Hrs.	Inauguration and walk around of Exhibition on Good Governance Practices – “शासन की बदलती तस्वीर” by Hon'ble Minister of State, Personnel, PG and Pensions
1145 - 1145 Hrs.	Lighting of Lamp
1145 - 1150 Hrs.	Welcome address by Shri V. Srinivas, Special Secretary, DARPG
1150 - 1155 Hrs.	Release of film on Special Campaign on disposal of pending matters
1155 - 1200 Hrs.	Address by Shri Devesh Chaturvedi, Additional Chief Secretary, Govt. of Uttar Pradesh
1200 - 1205 Hrs.	Address by Shri Pankaj Kumar, Chief Secretary, Gujarat
1205 - 1210 Hrs.	Address by Shri Pradip Kumar Tripathi, Secretary, DOPT
1210 - 1215 Hrs.	Address by Shri Sanjay Singh, Secretary, DARPG
1215 - 1215 Hrs.	Release of booklet on achievements of DARPG
1215 - 1220 Hrs.	Screening of film on Good Governance Practices
1220 - 1225 Hrs.	Launch of Good Governance Week Portal by Hon'ble Minister of State, Personnel, PG and Pensions
1225 - 1255 Hrs.	Address by Dr. Jitendra Singh, Hon'ble Minister of State, Personnel, PG and Pensions
1255 - 1300 Hrs.	Vote of thanks by Shri NBS Rajput, Joint Secretary, DARPG
1300 Hrs onwards	Lunch



## Good Governance Week

Minute to Minute Programme

Day 2: December 21<sup>st</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre



Time	Program
1030 - 1035 Hrs.	Opening remarks by Shri Arun K. Chatterjee, Additional Secretary, Administration
1035 - 1045 Hrs.	Release of Dashboard of MEA by Shri Dammu Ravi, Secretary, Economic Relations
1045 - 1055 Hrs.	Keynote address by Dr. S. Jaishankar, Hon'ble Minister of External Affairs
<b>Passport Sewa Kendra</b> (moderated by Shri T. Armstrong Changsan, Joint Secretary, Passport Service Project)	
1100 - 1105 Hrs.	Short film on Passport Seva Kendra
1105 - 1115 Hrs.	Speech by Shri T. Armstrong Changsan, Joint Secretary, Passport Service Project
1115 - 1125 Hrs.	Address by Shri V Muraleedharan, Hon'ble Minister of State for External Affairs
1125 - 1130 Hrs.	Address by Shri Vineet Pandey, Secretary, Posts
1130 - 1140 Hrs.	Intervention by 2 Regional Passport Offices for 5 min each (Delhi and Ahmedabad)
1140 - 1200 Hrs.	Intervention by 4 Embassies of India for 5 min each (London, Milan, Sydney, and Bahrain)
<b>Vande Bharat Mission</b> (moderated by Shri G. Balasubramanian, Joint Secretary, Administration)	
1200 - 1205 Hrs.	Short Film on Vande Bharat Mission
1205 - 1215 Hrs.	Briefing on Vande Bharat Mission by Shri G. Balasubramanian, Joint Secretary, Administration
1215 - 1225 Hrs.	Briefing on Repat portal by Shri Atul M. Gotsurve, Joint Secretary, E-Governance & Information Technology
1225 - 1235 Hrs.	Address by Shri Rajiv Bansal, Chairman and Managing Director, Air India
1235 - 1255 Hrs.	Intervention by 4 Embassies of India for 5 min each (Singapore, Dubai, Riyadh, Iran)
1255 - 1400 Hrs.	Lunch Break
<b>Covid Maitri</b> (moderated by Shri Vinay Kumar, Additional Secretary, Summits and IO)	
1400 - 1405 Hrs.	Short Film on Covid Maitri
1405 - 1415 Hrs.	Introduction by Shri Vinay Kumar, Additional Secretary, Summits and IO
1415 - 1420 Hrs.	Address by Ms S. Aparna, Secretary, Department of Pharmaceuticals
1420 - 1430 Hrs.	Procurement Experience by Shri Naveen Srivastava, Additional Secretary, East Asia Division
1430 - 1455 Hrs.	Intervention by 5 Embassies of India for 5 min each (Nepal, Bhutan, Sri Lanka, Dhaka, Mauritius)



## Good Governance Week

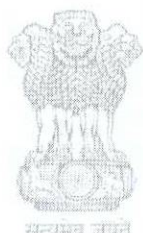
Minute to Minute Programme

Day 2: December 21<sup>st</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre

85  
75  
Azadi Ka  
Amrit Mahotsav

Time	Program
<b>International Yoga Day and Ayurveda Day</b> (moderated by Shri Dinesh K. Patnaik, Director General, Indian Council for Cultural Relations)	
1500 - 1510 Hrs.	Short Film
1510 - 1520 Hrs.	Introduction by Shri Dinesh K. Patnaik, Director General, Indian Council for Cultural Relations
1520 - 1530 Hrs.	Address by Smt Meenakshi Lekhi, Hon'ble Minister of State for External Affairs
1530 - 1535 Hrs.	Media plan by JS (XP)
1535 - 1540 Hrs.	Talk by Shri V. Srinivasan of Heartfulness
1540 - 1605 Hrs	Intervention by 5 Embassies of India for 5 min each (Bangkok, Malaysia, Tokyo, China, Croatia)
<b>Innovative practices in Missions/Posts</b> (moderated by Shri T. Armstrong Changsan, Joint Secretary, Overseas Employments & Protectorate General of Emigrants)	
1610 - 1620 Hrs	Address by Dr. Rajkumar Ranjan Singh, Hon'ble Minister of State for External Affairs
1620 - 1625 Hrs	Briefing on *RISHTA Portal by Ms Manika Jain, Additional Secretary, Overseas Indian Affairs -II
1625 - 1630 Hrs	Briefing on E-Migrate by Shri T. Armstrong Changsan, Joint Secretary, Overseas Employments & Protectorate General of Emigrants
1630 - 1640 Hrs	Briefing on CPGRAMS and MADAD by Shri Devesh Uttam, Joint Secretary, Consular Passport, Visa Division
1640 - 1645 Hrs	Briefing on ICWF and PDOT by Shri Abbagani Ramu, Joint Secretary, Overseas Indian Affairs - I
1645 - 1650 Hrs	Briefing on IndBiz – E-Business Portal by Md. Noor Rahman Sheikh, Joint Secretary, Economic Diplomacy Division
1650 - 1655 Hrs	Briefing on MEADOWS Portal by OSD (EGIT)
1655 - 1715 Hrs	Intervention by 4 Embassies of India for 5 min each (Kuwait, SF, Pretoria, Moscow)
<b>Closing Session</b>	
1715 - 1730 Hrs	Valedictory speech by Shri Harsh Vardhan Shringla, Foreign Secretary
1730 - 1735 Hrs	Winding up by Dr Anupam Ray, Joint Secretary, Policy Planning and Research Division



सत्यमेव जयते

## Good Governance Week

Minute to Minute Programme

Day 3: December 22<sup>nd</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre



Time	Program
<b>Inauguration</b>	
1030 - 1035 Hrs.	Welcome Address by Shri Anurag Jain, Secretary DPIIT
1035 - 1045 Hrs.	Release of short Films on Ease of Living and Ease of Doing Business
1045 - 1050 Hrs.	Release of the Reform Booklet
1050 - 1105 Hrs.	Address of Shri Piyush Goyal, Hon'ble Minister of Commerce and Industry; Textiles; Consumer Affairs, Food and Public Distribution (subject to confirmation from Hon. CIM)
1105 - 1110 Hrs.	Vote of Thanks by Smt. Manmeet K Nanda, Joint Secretary, DPIIT
1110 - 1130 Hrs.	High Tea
<b>3 Simultaneous Break-out Sessions</b>	
1130 - 1315 Hrs.	Session 1 - Theme: Breaking Silos and enhancing synergies among Government Departments
Tea Break 1215 - 1230 Hrs.	Session 2 - Theme: Single Sign-on for Efficient Delivery of Citizen Services
	Session 3 - Theme: Effective Grievance Redressal
	<i>Details of the Chair, Participants and Rapporteur for each break-out session are provided on the next page</i>
1315 - 1430 Hrs.	Lunch Break
<b>National Workshop on Next Phase of Reforms for Reducing Compliance Burden</b>	
1430 - 1440 Hrs.	Welcome Address and Overview on the exercise of Reducing Compliance Burden by Shri Anurag Jain, Secretary, DPIIT
1440 - 1450 Hrs.	Presentation on Breaking Silos between Government Departments by Shri B.V.R Subrahmanyam, Secretary, Commerce
1450 - 1500 Hrs.	Presentation on Single Sign-on for Citizen Services by Shri Ajay Prakash Sawhney, Secretary, MeitY
1500 - 1510 Hrs.	Presentation on Effective Grievance Redressal Mechanism by Shri Sanjay Singh, Secretary, DARPG
1510 - 1530 Hrs.	Address by Shri Rajiv Gauba, Cabinet Secretary
1530 Hrs	Vote of Thanks by Smt. Manmeet K Nanda, Joint Secretary, DPIIT



# Good Governance Week

Breakout Session Details

Day 3: December 22<sup>nd</sup>, 2021 (1130 – 1315 Hours)

Dr. Ambedkar International Centre



<b>Break-out Session 1</b>	
<b>Theme: Breaking Silos and enhancing synergies among Government Departments</b>	
<b>Chair</b>	Shri B.V.R Subrahmanyam, Secretary, Department of Commerce
<b>Participants</b>	<ul style="list-style-type: none"><li>• Shri Rajesh Verma, Secretary, Ministry of Corporate Affairs</li><li>• Shri Rameshwar Prasad Gupta, Secretary, Ministry of Environment, Forest &amp; Climate Change</li><li>• Shri Sunil Barthwal, Secretary, Ministry of Labour and Employment</li><li>• Shri B. B. Swain, Secretary, Ministry of Micro, Small and Medium Enterprises</li><li>• Shri Tarun Bajaj, Secretary, Department of Revenue</li><li>• Shri Barun Mitra, Secretary, Department of Justice</li><li>• Representation from UP</li><li>• Representation from Karnataka</li></ul>
<b>Rapporteur</b>	Smt. Manmeet Nanda, Joint Secretary, DPIIT

<b>Break-out Session 2</b>	
<b>Theme: Single Sign-on for Efficient Delivery of Citizen Services</b>	
<b>Chair</b>	Shri Ajay Prakash Sawhney, Secretary, MeITY
<b>Participants</b>	<ul style="list-style-type: none"><li>• Shri K Sanjay Murthy, Secretary, Ministry of Education</li><li>• Shri. Rajesh Bhushan, Secretary, Department of Health and Family Welfare</li><li>• Shri Sudhanshu Pandey, Secretary, Department of Food and Public Distribution</li><li>• Shri Giridhar Aramane, Secretary, Ministry of Road Transport &amp; Highways</li><li>• Representation from Madhya Pradesh</li><li>• Representation from Maharashtra</li><li>• Representation from Rajasthan</li></ul>
<b>Rapporteur</b>	Smt. Supriya Devasthali, Director DPIIT

<b>Break-out Session 3</b>	
<b>Theme: Effective Grievance Redressal</b>	
<b>Chair</b>	Shri Ajay Tirkey, Secretary, Department of Land Resources
<b>Participants</b>	<ul style="list-style-type: none"><li>• Shri Debasish Panda, Secretary, Department of Financial Services</li><li>• Shri Nagendra Nath Sinha, Secretary, Ministry of Rural Development</li><li>• Shri Indevan Pandey, Secretary, Ministry of Women and Child Development</li><li>• Representation from Telangana</li><li>• Representation from Gujarat</li><li>• Representation from Punjab</li></ul>
<b>Rapporteur</b>	Representative from DPIIT



## Good Governance Week

Minute to Minute Programme

Day 4: December 23<sup>rd</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre



Time	Program
<b>Inaugural Session: Workshop on Mission Karmayogi – The Path Ahead</b>	
1000 - 1005 Hrs.	Welcome Address by Smt. Rashmi Chowdhary, AS (Training), DOPT
1006 - 1011 Hrs.	Unveiling of iGOT Platform by Training Division, DOPT and NIC, DOPT
1015 - 1100 Hrs.	<b>“Roll Out of Mission Karmayogi - The Path Ahead”</b> by <ul style="list-style-type: none"><li>• Shri SD Shibulal, Chairman, Task Force on SPV</li><li>• Shri Pankaj Bansal, Member, Task Force on SPV</li><li>• Shri Govind Iyer, Member, Task Force on SPV</li></ul>
1100 - 1120 Hrs.	Keynote Address by Chief Guest
1120 - 1125 Hrs.	Vote of Thanks by Shri S.D. Sharma, Director, Institute Secretariat Training & Management (ISTM)
1125 - 1145 Hrs.	Tea Break & Interactions
1145 - 1230 Hrs.	<b>Driving the new work culture through competency-based HR Management</b> <ul style="list-style-type: none"><li>• Ms. Matangi Gowrishankar, HR Practitioner, Member working group on Content, Taskforce on SPV</li><li>• Dr. Shalini Sarin, HR Professional, Member working group on HR, Task Force on SPV</li></ul>
1230 - 1315 Hrs.	<b>Role based and Competency linked Learning of Civil Servants - Transforming the Landscape</b> <ul style="list-style-type: none"><li>• Shri Pankaj Bansal, Member Task Force on SPV</li><li>• Dr, NS Rajan Leading HR Expert</li><li>• Shri S.D. Sharma, Director, ISTM</li></ul>
1315 - 1400 Hrs.	Lunch Break
1400 - 1445 Hrs.	<b>Developing a vibrant content marketplace for capacity building of MDOS</b> <ul style="list-style-type: none"><li>• Dr. Adil Zainulbhai, Chairman Capacity Building Commission (CBC)</li><li>• Prof R Balasubramaniam, Member CBC</li><li>• Shri Praveen Pardesi, Member CBC</li></ul>
1445 - 1530 Hrs.	<b>Driving' De-siloisation' and Democratization of Learning for all -</b> <ul style="list-style-type: none"><li>• Shri V. Srinivas, Special Secretary, DARPG</li><li>• Shri S.N. Tripathi, Director General, IIPA</li><li>• Dr. Adil Zainulbhai, Chairman CBC</li></ul>
1530 - 1545 Hrs.	Tea Break





सत्यमेव जयते

## Good Governance Week

Minute to Minute Programme

Day 4: December 23<sup>rd</sup>, 2021

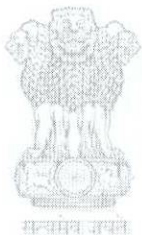
Bhim Auditorium, Dr. Ambedkar International Centre



89

Time	Program
1545 - 1630 Hrs.	<b>Pilot Run for iGOT - Mission Karmayogi</b> <ul style="list-style-type: none"><li>• JS(Training)</li><li>• NIC team</li><li>• Tarento Team</li><li>• Members of Technology Working Group, Task Force on SPV</li></ul>
1630 - 1700 Hrs.	<b>Open House / Brain Storming Session</b> <b>"The Path Ahead for Mission Karmayogi - Roles of various stakeholders"</b> <ul style="list-style-type: none"><li>• Shri V. Srinivas, Special Secretary, DARPG</li><li>• Dr. Adil Zainulbhai Chairman CBC</li><li>• Prof Dr. R Balasubramaniam, Member CBC</li><li>• Shri N.S. Rajan, HR Expert</li><li>• Smt. Rashmi Chowdhary, Additional Secretary, DOPT</li></ul>
1700 - 1715 Hrs.	Concluding Observations and Vote of Thanks by Shri S.D. Sharma, Director, ISTM

30



## Good Governance Week

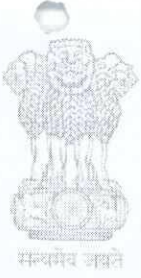
Minute to Minute Programme

Day 5: December 24<sup>th</sup>, 2021

Bhim Auditorium, Dr. Ambedkar International Centre



Time	Program
<b>Inaugural Session:</b> <b>Experience Sharing Workshop on</b> <b>Special Campaign on Disposal of Pending Matters and Increasing Efficiency in Decision Making</b>	
1000 - 1030 Hrs.	Welcome Address & Presentation during Special Campaign by Shri Sanjay Singh, Secretary, DARPG
1030 - 1055 Hrs.	Opening Remarks by Shri Rajiv Gauba, Cabinet Secretary
1055 - 1100 Hrs.	Vote of Thanks by Shri V. Srinivas, Special Secretary, DARPG
1100 - 1130 Hrs.	Tea Break
Session I 1130 - 1300 Hrs.	<b>Best Practices in Special Campaign for Disposal of Pendency:</b> Chaired by Dr Ajay Kumar, Defence Secretary  Experience Sharing By <ul style="list-style-type: none"> <li>• Ministry of Defence</li> <li>• Ministry of External Affairs</li> <li>• Ministry of Rural Development,</li> <li>• Ministry of Food &amp; Public Distribution</li> <li>• Department of Posts</li> <li>• Central Board of Direct Taxes</li> </ul> (Moderated by Shri Mayank Tiwari, Joint Secretary, Ministry of Defence)
1300 - 1400 Hrs.	Lunch Break
Session II 1400 - 1600 Hrs.	<b>Best Practices in Initiative for Increasing Efficiency In Decision Making:</b> Chaired by Shri Ajay Kumar Bhalla, Home Secretary  Experience Sharing by <ul style="list-style-type: none"> <li>• Ministry of Home Affairs (Channel of Submission)</li> <li>• Ministry of Railways (Cru Digitisation)</li> <li>• Ministry of External Affairs (Desk Officer System)</li> <li>• Meity (E-Office)</li> <li>• Ministry of Road Transport &amp; Highways (Channel of Submission)</li> <li>• Ministry of Coal (Financial Delegation)</li> </ul> (Moderated by Shri Parthsarathi Sen Sharma, Additional Secretary, Ministry of Culture)
1600 Hrs.	Concluding Remarks by Shri Sanjay Singh, Secretary, DARPG



91



## Good Governance Week – Brief Overview

- DARPG in collaboration with DOPT, DPPW, DPIIT, Ministry of External Affairs and Ministry of Panchayati Raj and Rural Development would be convening events for one week under the Good Governance Week from December 20 to December 26, 2021
- The Good Governance week would symbolize the strides made by India in promoting citizen centric governance and improving service delivery in consonance with Azadi ka Amrut Mahotsav celebrations to commemorate 75 years of progressive India
- 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. 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.
- Access to an online portal shall be provided to all District Collectors of each State/ UT to upload and share the progress and achievements.
- The activities that are to be taken up by the Districts of all States and UTs during the GW campaign are as under:
  - 1) Redressal of pending backlog public grievances in CPGRAMS
  - 2) Updation of Citizen Charters
  - 3) Redressal of public grievances in the State portals
  - 4) Disposal of applications under Improving Service Delivery
  - 5) Adopt Best Good Governance practices and share them along with requisite pictures on the portal
  - 6) Share one success story per district on resolution of public grievances on the portal

\*\*\*\*\*

THE UNIVERSITY OF CHICAGO

PH.D. THESIS

BY

DR. [Name]

IN

THE DEPARTMENT OF [Department]

CHICAGO, ILLINOIS

19[Year]

[Additional text]

[Additional text]

[Additional text]