

Subject: Minutes of Meeting held under the chairmanship of Special Secretary, DARPG on 29.11.2021 at 3.00pm through Video Conferencing regarding Good Governance week (GGW) - 20.12.2021 to 25.12.2021

Special Secretary, DARPG chaired a meeting through Interactive Video Conferencing on November 29, 2021 at 3.00 pm on the 'Good Governance Activities' to be taken up by States/ UT Governments. The meeting was attended by the States and UTs and the list of participants from the States is as per Annexure - I

2. The Special Secretary, DARPG in his opening remarks welcomed the participants of all the States and UTs. The Special Secretary, DARPG indicated that the meeting had been convened for celebrating Good Governance Week and explained that as all are aware, '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.

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

3. The States were informed of the activities that were proposed to be taken up by the Districts of all States and UTs during the GGW campaign 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) A Write up of 300 words on Best Good Governance Practice to be uploaded along with requisite pictures etc on the Dashboard on the website link to be made live by DARPG w.e.f 20.12.2021. The States / UTs were informed that login IDs and Passwords for being accessed by them to upload requisite information will be informed by DARPG in due course.
- (vi) A Write up of 100 words indicating a success story on resolution of public grievances by each State/District will also be captured on the proposed Dashboard by DARPG w.e.f 20.12.2021.

The States and UTs were informed that the guides on the activities proposed above for the Good Governance Week would be shared with all the States and UTs subsequently before the commencement of the campaign.

4. The response of each States / UTs with regard to readiness for participation in the Good Governance Week is as under:

- Government of Andhra Pradesh indicated their willingness to collaborate in the activities being taken up by DARPG for the GGW.
- Government of Assam indicated that they would work a way to undertake the activities for GGW.
- Government of Bihar stated that they would participate and share some of the Success stories on Good Governance Practices during the proposed campaign.
- Government of Goa agreed to participate in the activities envisaged for GGW
- Government of Gujarat indicated that though they are involved currently in 'Sewa City Program' to begin on 23.12.2021, however they would make efforts to participate in the GGW activities.
- Government of Himachal Pradesh indicated their willingness to participate in the GGW and stated that they would also inform all the DCs/DMs of their State about the campaign and ensure participation.
- Government of J&K stated that they will ensure that the write – up of 300 words on Good Governance practices reaches DARPG within the stipulated time
- Government of Karnataka indicated that they would include all districts for the campaign.
- Government of Jharkhand informed that their State is involved in an activity which is going on upto 26.12.2021, however they would make all efforts to participate in the activities of GGW.
- Government of Kerala expressed their readiness to join and participate in the GGW campaign.
- Government of Madhya Pradesh stated that they would look at the pending grievances indicated against their State and will also join in the activities slated for GGW.
- Government of Maharashtra informed that the pending public grievances on CPGRAMS would be seen and they would share the Good Governance practices from Maharashtra during the GGW.
- Government of Mizoram stated that they would participate in the activities laid down for GGW.
- Government of Odhisa informed that they would share the Good Governance practices at State levels and also the success stories of grievance redressal in the districts.
- Government of Puducherry informed that they would join in the activities of the GGW.
- Government of Punjab informed that they have one the most robust system for grievance redressal and would participate in the GGW.
- Government of Rajasthan indicated that they would like to celebrate the Good Governance Week and would participate in the activities related to GGW
- Government of Sikkim informed that they would join in the celebration of GGW and all its activities
- Government of Tamil Nadu informed that their State lays a lot of emphasis on Artificial Intelligence and Block chains and would actively participate in the activities of GGW
- Government of Tripura informed that they would send the required write up for the GGW

- Government of UP stated that they would be very happy to share the success stories on public grievance redressal and also the requisite write-up on Good Governance Practices
- Government of Uttarakhand informed that they would celebrate the GGW as per the guidelines of DARPG.
- Government of Ladakh agreed to participate in the activities of GGW
- Government of Arunachal Pradesh will whole-heartedly participate in the activities of GGW.

5. Special Secretary, DARPG while concluding stated that he was delighted to see the overwhelming response received from all the States and UTs and said that DARPG will be making all efforts to ensure the Campaign is a resounding success and meets the expectations of Government and therefore requested the States and UTs to co-operate in the GGW. The data sets uploaded by the States and UTs for the Campaign will indicate the success of the Campaign and the efforts made to indicate pendency levels have come down significantly.

6. The meeting ended with a vote of thanks to the chair.

ANNEXURE - I.

List of participants from States/ UTs in the Meeting to be taken by Special Secretary,
DARPG with States on 29.11.2021
GOOD GOVERNANCE WEEK at 3.00pm

Sr. No.	State/UT	Confirmed Name
1.	Andaman & Nicobar	
2.	Andhra Pradesh	Sh. Praveen Kumar, Spl. CS (Good Governance) Sh. Rajit Bhargava, Spl. Secretary (Culture)
3.	Arunachal Pradesh	Sh. Ajay Chagti, Secretary, AR
4.	Assam	Ms. Archana Verma, Pr. Secretary (AR&T)
5.	Bihar	Dr. Pratima, Addl. Mission Director
6.	Chhattisgarh	Sh. Kamalpreet Singh, Secretary Sh. D.D. Singh, Secretary, GAD
7.	Delhi	Ms. Promila Mitra, Deputy Secretary, GAD
8.	Goa	Sh. Vijay Pranjal, Addl. Secy.(ARD) Ms. Meghna, Director (PG)
9.	Gujarat	Sh. Dhananjay Dwevedi, Pr. Secretary, AR Sh. Rajendra C. Rathore, DS, AR
10.	Haryana	Shri Pankaj Agarwal, Labour Commissioner and Secretary (AR)
11.	Himachal Pradesh	Sh. Rajesh, Joint Secretary, AR
12.	Jammu and Kashmir	Sh. Rahul Sharma, Secretary, GAD
13.	Jharkhand	Sh. Chanderbhusan, Deputy Secretary
14.	Karnataka	Sh. Munish Mudgal, Secretary, AR
15.	Kerala	Sh. Santhosh Kumar Lt.
16.	Madhya Pradesh	Sh. Girish Sharma, Deputy Secretary
17.	Maharashtra	Sh. Indiramalu, Secretary
18.	Manipur	Ms. Rossy, DS(AR)
19.	Meghalaya	Sh. Syril Diengdoh, Secretary, AR

20.	Mizoram	Sh. Paul L Khuma, Deputy Secretary (Good Governance)
21.	Odisha	Sh. Surendra Kumar, Pr. Secretary (GA&PG)
22.	Puducherry	Sh. Mahesh, Secretary, AR
23.	Punjab	Sh. Girish Dayalayan, DGR
24.	Rajasthan	Ms. Mamta Rao, Deputy Secretary, AR
25.	Sikkim	Ms. Tashi Chocho, Secretary, AR
26.	Tamil Nadu	Thiru K. Vijayendra Pandian, DeG TNeGA
27.	Telangana	Sh. Bhaskar Rao, Deputy Secretary
28.	Tripura	Sh. A.K. Bhattacharya, Addl. Secretary
29.	Uttar Pradesh	Sh. Ratnesh Singh, Joint Secretary (Appointment & Personnel)
30.	Uttarakhand	Shri Aurentra Singh Chauhan, Additional secretary
31.	West Bengal	
32.	Nagaland	
33.	Ladhak	Shri Ajit Kumar Sahu, Commissioner and Secretary, GAD
34	Dadar and Nagar Haveli & D&Dui	
35	Nagaland	