

PARLIAMENT QUESTION: NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

प्रविष्टि तिथि: 11 DEC 2025 5:36PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances has taken several initiatives for Good Governance which inter alia include, CPGRAMS (Centralized Public Grievance Redress and Monitoring System) for time bound grievance redressal and monitoring through dashboards, Adoption of E-Office across government for digital noting, file tracking and electronic movement of files to reduce processing time & improve transparency and accountability along with reducing levels of file movements for efficiency in decision making, PM Awards for excellence in Public Administration for recognition of Good Governance practices across States/Ministries and their dissemination for replication, through National Good Governance Webinar Series, Regional Conferences and Extensive use of dashboards, service analytics & citizen feedback through Call Centre to ensure transparency & accountability.

The Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. Further, the Department continues to support Central Ministries/Departments and State/UT Governments through its existing initiatives such as CPGRAMS, National E-Services Delivery Assessment (NeSDA) and monthly NeSDA Way Forward in monitoring the grievance redressal and progress of e Service delivery.

NKR/AK

(रिलीज़ आईडी: 2202428) आगंतुक पटल : 314
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