



Department of Administrative Reforms and Public Grievances- Year End Review 2025

Successful conduct of 28th National e-Governance Conference at Visakhapatnam, Andhra Pradesh, and adoption of Visakhapatnam declaration

Operationalizing of CPGRAMS Portal for senior-level review of grievances organisation of two National Workshops on 'Sevottam for Effective Redressal of Public Grievances

Successful conclusion of Scheme for Prime Minister's Awards for Excellence in Public Administration 2023 & 2024 and conferring of Awards on Civil Services Day 2025

Successful conduct of Special Campaign 5.0 for institutionalization of Swachhata and Reducing Pendency in Government

Regional/National Conferences on Good Governance Practices & Holistic Development of Districts at Bhubaneswar and Patna

Improvements in e-Office and deepening of e-Office analytics

Advancing delivery of e-services through collaborations with RTS Commissions of 8 States

IIAS- DARPG New Delhi Conference 2025 on February 10-14, 2025

Successful conduct of National Good Governance and e-Governance Webinar Series

New Sanctions under State Collaborative Initiative Scheme

Celebration of Constitution Day, Yoga Day, Swachhata Hi Sewa and International Women's Day

DARPG Awarded Rajbhasha Kirti Award (First Prize) for the year 2024-25

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The Department of Administrative Reforms and Public Grievances (DARPG) released its annual calendar of performance for the calendar year 2025. A brief of the achievements of the department is given below:

SIGNIFICANT INITIATIVES/ ACHIEVEMENTS OF DARPG in 2025

1. 28th National Conference on e-Governance and National Awards for E-Governance 2025:

The 28th National Conference on e-Governance (NCeG) was successfully organized at Visakhapatnam, Andhra Pradesh on 22 –23 September 2025. The theme of the Conference was “Viksit Bharat: Civil Service and Digital Transformation.

Hon’ble Minister of State (Personnel, Public Grievances & Pensions) conferred the National Awards for e-Governance. Over 1000 delegates representing all State/UT Governments, Central Ministries/Departments, industry, and Private Sector attended the event.

The Vishakhapatnam declaration was adopted focusing on India @ 2047 for advancing digital governance in line with the vision of Viksit Bharat 2047. Over 60 distinguished speakers shared their expertise and insights on the themes identified for the Conference.

2. Revamp of CPGRAMS

The department undertook a comprehensive revamp of CPGRAMS to enhance sensitivity, accessibility, and citizen-centric grievance handling, completing revised categorization for 31 Ministries/Departments and making updated categorization LIVE for 27 Ministries/Departments by November 2025.

A dedicated module in the CPGRAMS Portal to enable senior-level review of grievances was operationalized for Central Ministries/Departments and capacity building workshops held for Nodal Grievances officers on the new module.

The Hon’ble Minister of State (PP) released “Sevottam Model Curriculum, Content & Andragogy”, and the study “From Grievance to Governance”. 22 State Administrative Training Institutes (ATIs) sanctioned to train 15 thousand State Grievance redressal officers. Capacity building of GROs of Central Government also started. Two National Workshops on effective redressal of public greivances held in collaboration with State Administrative Institutes and one with Indian Institute of Public Administration (IIPA), New Delhi.

Success Story Booklet, “Effective Grievance Redressal: 100 Stories of Change”, showcasing best practices under the CPGRAMS initiative was published.

3. Successful conclusion of PMA 2023 & 2024 and conferring of Awards on Civil Services Day 2025

The Prime Minister's Awards for Excellence in Public Administration 2023 & 2024 to recognize the outstanding contribution of civil servants was successfully implemented. The Prime Minister's Awards was conferred by the Hon'ble Prime Minister on the occasion of Civil Services Awards 2025 on 21st April, 2025

The Civil Services Day 2025 event was successfully held in Vigyan Bhawan and was viewed by more than 3,00,000 participants in-person and in virtual mode.

4. Special Campaign 5.0 for Institutionalization of Swachhata and Reducing Pendency in Government

The Special Campaign 5.0 was successfully implemented in all Central Government Offices adopting a saturation approach from October 2-31, 2025. The campaign emerged as the largest campaign with whole of government approach; was conducted in 11.60 lakh offices, 233.75 lakh sq. ft. of office space freed, 38.11 lakh files reviewed, 7.54 lakh grievances resolved, and Rs. 824.07 crores revenue generated from scrap disposal. Cumulatively, Special Campaigns 1.0 to 5.0 (2021-2025) earned Rs. 4120.79 crores, freed 930.02 lakh sq. ft. of space, and weeded/closed 167.38 lakh files across 23.65 lakh sites.

A Cyber Security workshop was also conducted by the Department as a part of SCDPM 5.0 with MeiTY focusing on Cyber Swachhata for cybersecurity awareness.

5. Successful conduct of Regional/National Conferences on Good Governance/Holistic development

The Regional National Conference on Good Governance Practices was held in Bhubaneswar, Odisha on 17-18 July. It brought together senior officials, administrators, and innovators from across the country to share successful governance models. Distinguished attendees included Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, along with the Hon'ble Chief Minister of Odisha Shri Mohan Charan Majhi.

A two-day Regional Conference on "Holistic Development of Districts" was organized with Govt. of Bihar in Patna on 11-12 September 2025. Dr. Jitendra Singh, Hon'ble Minister of State for Personnel, Public Grievances and Pensions, along with the Deputy Chief Minister of Bihar, graced the event. Over 200 delegates participated showcasing exemplary governance initiatives for cross- learning, policy dialogue and replication of successful district-level models.

6. Advancing e Services delivery through collaborations:

The National e Gov Service Delivery Assessment (NeSDA) Way Forward initiative is the only government publication of its kind, which systematically tracks and assesses the quantity and quality of e-Services offered, by all 36 States and Union Territories in India. The Department collaborated with the State Right to Service (RTS) Commissions, on expansion of NeSDA mandatory services for saturation, defining roadmaps for provisioning services through unified portals, and coordinating with the State Governments for enhancing effectiveness of service delivery mechanisms for ensuring timely redressal of public grievances. The best practices of the Right to Services Commissions are disseminated through NeSDA Way Forward for facilitating adoption by other States to improve eservices delivery. The monthly reports of NeSDA Way forward recorded increase of 25% in total number of e-services from 19,177 at the start of 2025 to 23,919 in October 2025 across all States/UTs. At the start of 2025, 10 States/UTs had achieved full saturation of the mandatory e-services and 21 States/UTs have achieved over 90% saturation, reflecting strong progress across the country. At present, six States/UTs provide 100% of their services

through a unified platform. Additionally, four States/UTs deliver over 90% of their services through their identified unified portals, enabling citizens to access services more conveniently through a single, integrated interface.

7. Upgradation of E-Office and deepening of e Office analytics

Version 7.0 of e-office has been implemented across all Central Ministries. The eOffice analytics (Vishleshan) provides a digital monitoring mechanism and as on 31st October adoption of eoffice has led to 93.62 % adoption of eFiles (423,000 e files out of total of 451800 files) and 95.19 % digitalization of e Receipts (466,842 e-receipts out of total 490389 receipts). The average distinct transaction levels for active files from 7.19 in 2021 as of 4.15 in October 2025 leading to faster decision making.

Vishleshan 2.0 was developed for deepening of eoffice analytics for monitoring disposal and pendency of files, average file disposal time, usage of VPNs in the central secretariat. Development of Vishleshan 3.0 with added features to the pendency parameters and monitoring for efficiency in decision-making is undertaken.

The eOffice Cyber security Oversight Committee was constituted for periodical review of the cyber security postures and incidents, keeping in view the importance of eOffice, Government.

8. IE&C collaborations - DARPG - IIAS Conference 2025

The International Institute of Administrative Sciences and Department of Administrative Reforms and Public Grievances (DARPG) organized IIAS-DARPG Conference New Delhi from 10–14 February 2025 at Bharat Mandapam. The International Conference featured 66 breakout sessions, 7 plenary sessions, and over 750 delegates from 58 countries. A 710-page volume Viksit Bharat@2047 – Governance Transformed was released and India presented its candidature for the IIAS Presidency.

India's candidacy, represented by Shri V. Srinivas, Secretary DARPG secured a historic mandate for the Presidency of International Institute of Administrative Sciences (IIAS) for the term 2025-2028, for the first time in the 100 years' history of IIAS. India won the election for the Presidency after two rounds of hearings, with a significant margin of 62% to 38% against Austria's member representative, during the IIAS Extraordinary General Body meeting held on June 3, 2025.

The Department participated in the European Group of Public Administration (EGPA) 50th Anniversary Conference in Glasgow, bilateral meetings in Brussels and Glasgow, and PRAC consultations for a global scientific strategy. It coordinated the Fourth Joint Working Group meeting with Singapore, EGPA Steering Committee elections, and other bilateral. Organized high-level meetings of IIAS Board leadership and a joint webinar on Performance Management with Malaysia under the bilateral MoU, with both sides presenting their national performance management frameworks and agreeing on further engagements.

9. National Good Governance Webinar Series and National E-Governance Webinar Series.

In 2025, 7 National Good Governance Webinar Series were organized with awardees and finalists of the Prime Minister's Awards as the lead Speaker in each Webinar enabling wider dissemination of best good governance practices and for replication of successful e-governance practices. Each webinar was attended by more than 1000 field level officers.

During the year, six National e-Governance Webinars were held featuring the award winners of the National e Governance Awards for dissemination of insights from the exceptional digital public infrastructures for replication and collaborations. The participants included central and state government

officers.

10. State Collaborative Initiative Scheme (SCI)

In 2025, DARPG conducted two national outreach sessions in collaboration with State and UT Governments AR/IT Secretaries and received over 80 project proposals, to strengthen citizen-centric public service delivery. These projects span AI-enabled public service delivery platforms, online service portals, real-time public service dashboards. A dedicated SCI portal continues to be used to streamline information exchange with implementing agencies, track physical and financial progress, and monitor project timelines and outcomes.

11. International Women's Day, 2025

DARPG hosted a virtual round-table webinar on “Women in Civil Service” on International Women’s Day 2025. With the theme “नारी शक्ति से विकसित भारत **Developed India through Women Power**,” the event featured officials from various ministries, state AR departments, and district collectors. The Speakers included senior women Secretaries to Government of India Lead speakers and young women administrators from the field.

12. International Yoga Day, 2025

The Department organized International Yoga Day 2025 at CSOI, New Delhi, for its officers and officials for promoting awareness of yoga’s holistic benefits through professional instructors from the Morarji Desai National Institute of Yoga .

13. Swachhata Hi Sewa campaign

The Department observed the Swachhata Hi Seva Campaign 2025 from 17 September to 2nd October 2025 under the theme ‘Swachhotsav’. On 24 September, the Secretary administered the Swachhata Pledge to all staff, reaffirming the Department’s collective commitment to cleanliness, sanitation, and hygiene.

14. Constitution Day, 2025

The Constitution Day Webinar was organised 26th Nov 2025. The webinar started with reading of the Preamble, followed by a session by distinguished speaker Shri Vikramjit Banerjee, Additional Solicitor General, Supreme Court of India, attended from more than 800 locations.

15. Awarded Rajbhasha Kirti Award (First Prize) for the year 2024-25

The Department of Administrative Reforms and Public Grievances was awarded the Rajbhasha Kirti Puraskar (First) for the year 2024-25 in the category of Ministries/Departments with less than 300 personnel, by the Department of Official Language, Ministry of Home Affairs. The award was received by Shri V. Srinivas, from the Union Hon'ble Home Minister, Shri Amit Shah, on the occasion of Hindi Day on 14th September, 2025.



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