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संजय सिंह
सचिव
SANJAY SINGH
SECRETARY
Tel : 011-23742133
Fax : 011-23742546
Email : secy-arpg@nic.in



भारत सरकार
कार्मिक, लोक शिकायत तथा पेशान मंत्रालय
प्रशासनिक सुधार एवं लोक शिकायत विभाग
सरदार पटेल भवन, संसद भवन
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PERSONNEL
DEPARTMENT OF ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES
SARDAR PATEL BHAWAN, SANJOD HALL
NEW DELHI-110001
25-11-2021

No. A - 54/20/21-G/A-DARPG (e7280)

Namaskar,

As you would know that December 25 is celebrated as Good Governance Day. This year Government has decided that the December 20-26, 2021 would be celebrated as Good Governance Week under the Azaadi Ka Amrut Mahotsav (AKAM). This Good Governance Week would symbolize the strides made by India in promoting citizen centric governance and improving service delivery in consonance with the AKAM celebrations to commemorate 75 years of progressive India.

The Department of Administrative Reforms and Public Grievances (DARPG) Government of India is the nodal department to coordinate celebrations of Good Governance Week with other Ministries and State Governments. Since the Ministry of Culture is the coordinating AKAM, the letter received from Ministry of Culture on the basic strategies to be adopted in the AKAM is enclosed as Annex 1.

A Nation-wide campaign for Redressal of Public Grievances and Improving Service Delivery titled "Prashasan Gaon Ki Aur", is planned to be an important plank of week long events under Good Governance Week. Since such similar activities under different nomenclature are regular 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. The pendency of State Grievances on CPGRAMS portal is enclosed at Annex 2 which also is required to be taken up in the Good Governance Week activities. More number of similar activities can be included by the States during this Good Governance Week. Further, an AKAM logo has been developed by the Ministry of Culture which would be required to be displayed prominently in all the events held during the week.

You are kindly requested to curate necessary programs suitable for inclusion under the week long events. Towards this a Nodal Officer for the State is required to be designated, who would coordinate the activities in the state, as well as with the DARPG. The Nodal Officers details may kindly be shared with Smt. Jaya Dubey, Joint Secretary DARPG (jaya.dubey@nic.in) tele (011) 23360208. DARPG would operationalize a Good Governance Portal, which would be required to be populated by individual District Collectors to record progress of Districts achieved in the week. Login ID's and Passwords for all Nodal Officers and District Collectors would be provided.

The first preparatory meeting on the "Good Governance Week" activities to be taken up by State/ UT Governments has been convened by video conferencing on November 29, 2021 at 3 pm. A video link for the meeting is being sent separately. You are requested to kindly make it convenient to attend the meeting.

with regards,

All Chief Secretaries of States/ UT's

Yours sincerely,

(Sanjay Singh)

