

Department of Administrative Reforms and Public Grievances

1. Scheme for Administrative Reforms (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22				
	2021-22	Output	Indicators	Target 2021-22	Outcome	Indicators	Target 2021-22	
15.00	1.	Modernization of Government Offices	1.1. Number of Government Offices Modernized	5	1.	Improving work environment & increase in office efficiency and employees welfare	1.1. % of offices which have been successfully modernized	60%
	2.	Promotion of e-governance	2.1. % of Central Ministries/ Departments (out of total Central Ministries/ Departments) from whom Initiatives/ nominations have been received	33%	2.	Outreach for participation from all across the country to discuss, exchange views and experiences relating to various e-Governance initiatives	2.1. % increase in number of nominations received from Central Ministries /Departments	20%
					3.	Awarding e-Governance initiatives which provides end to end Digital Services in solving problems, mitigating risks, resolving issues and planning for success	3.1. % increase in number of nominations received from Districts	141%
					4.	Establish transparency and accountability	4.1. % Rise in number of e-office files generated in Central Ministries / Departments	14%
	2.3.	% of districts (out of	20%	5.	Recognizing and	5.1. % increase in number	50%	

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2021-22			OUTCOMES 2021-22			
	2021-22	Output	Indicators	Target 2021-22	Outcome	Indicators	Target 2021-22
			total districts in the country) from whom Initiatives/ nominations have been received		awarding/rewarding extraordinary and innovative work done by officials/organizations in Public Administration	of nominations received in Ministries / Departments under PM awards for excellence	
	3.	Implementation of e-Office	3.1 Number of e-files in Central Ministries / Departments	2,50,000	6. Promoting Innovation in Public Administration	6.1. % increase in number of nominations received from States/UTs under PM awards for excellence	30%
	4.	PM awards for excellence in Public Administration and Civil Services Day	4.1 Number of Central Ministries/Departments participated under PM awards for excellence	87		6.2. % increase in number of nominations received from Districts under PM awards for excellence	20%
			4.2 Number of States/UTs participated under PM awards for excellence	28/8	7. To promote and support improvement in public administration for improving service delivery	7.1. Increase in number of projects undertaken in collaboration with States	6
			4.3 Number of districts participated under PM awards for excellence	736	8. Robust grievance redressal	8.1. Average feedback scores for the grievances redressed in Central Ministries / Departments	60%
	5.	State Collaboration Initiatives	5.1 Number of projects undertaken in collaboration with States	1	9. Reduction in grievance redressal time	9.1. Average feedback scores for the grievances redressed in States / UTs	60%
	6.	Public Grievance	6.1 % disposal of	90 %	10. Immediate navigation of	10.1. % Number of Central	60%

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	Output	Indicators	Target 2021-22	Outcome	Indicators	Target 2021-22
2021-22	Redressal/Central Public Grievance Redressal and Monitoring System (CPGRAMS)	grievances in stipulated time of 60 days in CPGRAMS in Central Ministries /Departments		grievances to the last mile office / officer responsible for redressal of grievances	Ministries /Departments that have implemented CPGRAMS Reforms	
		6.2 % disposal of grievances in the stipulated time of 60 days in CPGRAMS in States/UTs	90%	11. User-friendly registration of grievances with drop-down menus	11.1. % of States / UTs integrated with CPGRAMS	70%
		6.3 Number of Central Ministries / Departments where CPGRAMS Reforms have been implemented	40	12. Escalation of a grievance to the Appellate / Nodal authority in case of dissatisfaction expressed by the petitioner through feedback	12.1. %of Appeals received against disposed public grievances	60%
		6.4 Number of States/UTs to be integrated with CPGRAMS	6	13. Documentation and Dissemination of best practices in public administration and Innovation	13.1. Number of publications made on PM awarded initiatives	4
	7. Learning from success	7.1 Number of Regional Conferences organised on replication of best practices	3		13.2. Number of Documentary films produced on PM awarded initiatives	1
	8. International exchange and Cooperation outcomes	8.1 Number of Training programmes proposed to be organised	4	14. Promote International Exchange and Co-operation in the area of good governance	14.1.% of officers proposed to complete the course	100%
		8.2 Number of MoUs	1	15. Expanding areas of	15.1. Number of projects	4

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	2021-22	Output	Indicators	Target 2021-22	Outcome	Indicators
		proposed to be finalized		cooperation in public administration and management	to be undertaken as part of the signed MoUs	