

Ministry of Personnel, Public Grievances and Pensions

Demand No. 74

Department of Administrative Reforms and Public Grievances

1. Scheme for Administrative Reforms (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23			OUTCOMES 2022-23		
	2022-23	Output	Indicators	Target 2022-23	Outcome	Indicators
40.68	1. Promotion of e-governance	1.1. % of Central Ministries/ Departments (out of total Central Ministries/ Departments) from whom Initiatives/ nominations have been received	33%	1. Outreach for participation from all across the country to discuss, exchange views and experiences relating to various e-Governance initiatives	1.1. % increase in number of nominations received from Central Ministries /Departments	20%
				2. Awarding e-Governance initiatives which provides end to end Digital Services in solving problems, mitigating risks, resolving issues and planning for success	2.1 % increase in number of nominations received from Districts	141%
		1.2. % of States/UTs (out of total States/UTs in the country) from whom Initiatives/ nominations have been received	90%	3. Establish transparency and accountability	3.1 % Rise in number of e-office files generated in Central Ministries / Departments	26%
		1.3. % of districts (out of total districts in the country) from whom Initiatives/ nominations have been received	20%	4. Recognizing and awarding/rewarding extraordinary and innovative work done by officials/organizations in Public Administration	4.1. % increase in number of nominations received in Ministries / Departments under PM awards for excellence	50%

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	2022-23	Output	Indicators	Target 2022-23	Outcome	Indicators	Target 2022-23
	2.	Implementa tion of e-Office	2.1 Number of e-files in Central Ministries / Departments	4,50,000	5. Promoting Innovation in Public Administration	5.1. % increase in number of nominations received from States/UTs under PM awards for excellence	30%
	3.	PM awards for excellence in Public Administ ration and Civil Services Day	3.1 Number of Central Ministries/Departments participated under PM awards for excellence	87		5.2. % increase in number of nominations received from Districts under PM awards for excellence	20%
			3.2 Number of States/UTs participated under PM awards for excellence	28/8	6. To promote and support improvement in public administration for improving service delivery	6.1. % Increase in number of projects undertaken in collaboration with States	33%
			3.3 Number of districts participated under PM awards for excellence	736	7. Robust grievance redressal	7.1. Average feedback scores for the grievances redressed in Central Ministries / Departments	60%
	4.	State Collabora tion Initiatives	4.1. Number of projects undertaken in collaboration with States	4	8. Immediate navigation of grievances to the last mile office / officer responsible for redressal of grievances	8.1. Average feedback scores for the grievances redressed in States / UTs	60%

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	2022-23	Output	Indicators	Target 2022-23	Outcome	Indicators	Target 2022-23
	5.	Public Grievance Redressal /Central Public Grievance Redressal and Monitoring System (CPGRAMS)	5.1. % disposal of grievances in stipulated time of 60 days in CPGRAMS in Central Ministries /Departments	90 %	9. User-friendly registration of grievances with drop-down menus	9.1. % Number of Central Ministries /Departments that have implemented CPGRAMS Reforms	60%
			5.2. % disposal of grievances in the stipulated time of 60 days in CPGRAMS in States/UTs	90%		10. Escalation of a grievance to the Appellate / Nodal authority in case of dis-satisfaction expressed by the petitioner through feedback	10.1. % of States / UTs integrated with CPGRAMS
			5.3. Number of Central Ministries / Departments where CPGRAMS Reforms have been implemented	20	11. Documentation and Dissemination of best practices in public administration and Innovation		10.2. % of Appeals received against disposed public grievances
			5.4. Number of States/UTs to be integrated with CPGRAMS	3		11.1. Number of publications made on PM awarded initiatives	4
	6.	Learning from success	6.1. Number of Regional Conferences organised on replication of best practices	4	12. Documentation and Dissemination of best practices in public administration and Innovation	11.2. Number of Documentary films produced on PM awarded initiatives	1
						12.1. % of officers proposed to complete the course	100%

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	Output	Indicators	Target 2022-23	Outcome	Indicators	Target 2022-23
	7. International exchange and Cooperation outcomes	7.1. Number of Training programmes proposed to be organised	4	13. Expanding areas of cooperation in public administration and management	13.1. Number of projects to be undertaken as part of the signed MoUs	4
		7.2. Number of MoUs proposed to be finalized	1			