

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 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Target 2023-24	Outcome	Indicators	Target 2023-24
	1.	State Collaboration Initiatives	1.1. Number of projects undertaken in collaboration with States	4	1. Recognizing and awarding/rewarding extraordinary and innovative work done by officials/organizations in Public Administration	1.1. % Change in number of nominations received in Ministries /Departments under PM Awards for Excellence	50
	2.	Public Grievance Redressal/Central Public Grievance Redressal and Monitoring System (CPGRAMS)	2.1. % disposal of grievances in stipulated time of 60 days in CPGRAMS in Central Ministries /Departments	90			
			2.2. % disposal of grievances in the stipulated time of 60 days in CPGRAMS in States/UTs	90	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. % Change in number of nominations received from Districts under PM Awards for excellence	20
			2.3. Number of States / UTs to be integrated with CPGRAMS	4	3. Establish transparency and accountability	3.1. % Change in number of e-office files generated in Central Ministries/Departments	20
				4. Promoting Innovation in Public Administration	4.1. % Change in number of nominations received from States/UTs under PM awards for excellence	30	

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24		
	2023-24	Output	Indicators	Target 2023-24	Outcome	Indicators
	3. International exchange and Cooperatio n	3.1. Number of Training programmes proposed to be organised	4	5. Robust grievance redressal	5.1. Average feedback scores for the grievances redressed in Central Ministries /Departments	60
		3.2. Number of MoUs proposed to be finalized	1			
				6. Immediate navigation of grievances to the last mile office / officer responsible for redressal of grievances	6.1. Average feedback scores for the grievances redressed in States / UTs	60
				7. Documentation and Dissemination of best practices in public administration and Innovation	7.1. Number of publications made on PM awarded initiatives	2
					7.2. Number of Documentary films produced on PM awarded initiatives and e-Governance awards	2
			8. Expanding areas of cooperation in public administration and management	8.1. Number of projects to be undertaken as part of the signed MoUs	4	