

No. G-20011/5/2017-Cash (6159)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms and Public Grievances  
6<sup>th</sup> Floor Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi

Dated: 10<sup>th</sup> February, 2025

**Office Memorandum**

**Sub: Output Outcome Monitoring Framework (OOMF) 2025-26.**

The undersigned is directed to forward herewith the final Output-Outcome Monitoring Framework (OOMF) 2025-26 in respect of Department of Administrative Reforms & Public Grievances, after due concurrence of NITI Aayog.

Encl: (a.a.)

  
(Udham Singh)

Under Secretary to the Government of India  
Tel No. 23367060

To,

Department of Personnel & Training  
(Shri Satya Pal Singh, Under Secretary)  
North Block, New Delhi.

Copy for information to:

NITI Aayog (Ms. Pragya Arora, Young Professional)  
Development Monitoring and Evaluation Office  
NITI Aayog, New Delhi.

## Output-Outcome Framework for Schemes 2025-26

**D/o AR & PG**

### 1. Scheme for Administrative Reforms (CS)

FINANCIAL OUTLAY  (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26			Quarterly breakup for  2025-26			
2025-26	Output	Indicators	Target 2025 -26	Outcome	Indicators	Target 2025 -26	Q1	Q2	Q3	Q4
100.00	1. Promotion of e-governance	1.1. %of Central Ministries/ Departments (out of total Central Ministries / Departments) from whom Initiatives/ nominations have been received	57	1. Outreach for participation from all across the country to discuss, exchange views and experiences relating to various e-Governance initiatives	1.1 Number of nominations received from Central Ministries / Departments.	50	57	-	-	-
	1.2 Implementation of the Scheme of the National Awards for e-Governance	1.2. % of States/UTs (out of total States/UTs in the country) from whom Initiatives/ nominations have been received	89		1.2 Number of nominations received from States/UTs.	32	89	-	-	-
	2. PM awards for excellence in Public Administration and Civil Services Day	2.1.Number of Central Ministries/Departments participated under PM awards for excellence	61	2.1 Recognizing and awarding/rewarding extraordinary and innovative work done by officials/organizations in Public Administration	2.1.Increase in Number of nomination from previous year, received in Ministries / Departments under PM awards for excellence	70	-	-	-	70
		2.2 Number of States/UTs participated under PM awards for excellence	29	2.2.Promoting Innovation in Public Administration	2.2. Increase in number of nomination from previous year, received from States/UTs under PM awards for excellence	32	-	-	-	32

FINANCIAL OUTLAY  (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26			Quarterly breakup for  2025-26			
2025-26	Output	Indicators	Target 2025 -26	Outcome	Indicators	Target 2025 -26	Q1	Q2	Q3	Q4
	3. State Collaboration Initiatives	3.1 Number of SCI projects for improving services delivery, undertaken in collaboration with States such as e.office implementation in North East States, Grievance redressal web portal and mobile app (ATI Mizoram), eLAARM A.P., Integrated command and control centre and grievance redressal for health related matters in UP, SDG Dashboard Mizoram etc.	8	3.1 To promote and support improvement in public administration for improving service delivery	3.1 Change in number of projects undertaken in collaboration with States to support improvement in service delivery.	8	-	2	6	-
	4. Public Grievance Redressal/ Central Public Grievance Redressal and Monitoring System (CPGRAMS)	4.1. % disposal of grievances in stipulated time of 30 days in CPGRAMS in Central Ministries / Departments	90	4.1. Robust grievance redressal	4.1 Average feedback scores for the grievances redressed in Central Ministries / Departments	60	90 %	90 %	90 %	90 %
		4.2 % disposal of grievances in the stipulated time of 30 days in CPGRAMS in States/UTs	90	4.2. Immediate navigation of grievances to the last mile office / officer responsible for redressal of grievances	4.2 Average feedback scores for the grievances redressed in States / UTs	60	90 %	90 %	90 %	90 %
		4.3 Number of States/ UTs to be integrated with CPGRAMS	4	4.3. Escalation of a grievance to the Appellate / Nodal authority in case of dissatisfaction expressed by the petitioner through feedback	4.3. % of States / UTs integrated with CPGRAMS	90	1	2	1	-
					4.4 %of Appeals received against public disposed grievances	30	-	-	-	-



FINANCIAL OUTLAY  (Rs in Cr)	OUTPUTS 2025-26			OUTCOMES 2025-26			Quarterly breakup for 2025-26			
	Output	Indicators	Target 2025 -26	Outcome	Indicators	Target 2025 -26	Q1	Q2	Q3	Q4
2025-26	5. Learning from success	5.1 Number of Regional Conferences organised on replication of best practices.	4	5.1 Documentation and Dissemination of Best Practices in Public administration and Innovation.	5.1. Number of publications made on PM awarded initiatives.	4	1	1	1	1
					5.2 Number of Documentary films produced on PM awarded initiatives and e-Governance awards.	2	1	-	-	1
	6 International exchange and Cooperation outcomes	6.1 Number of Training programmes on Public Administration, for PM and National e-Governance Award ees, proposed to be organised	4	6.1 Promote International Exchange and Co-operation in the area of good governance	6.1 % of officers proposed to complete the course	100	1	1	1	1
		6.2 Number of bilateral/trilateral MoUs finalized	1	6.2 Expanding areas of cooperation in public administration and management	6.2 Number of training undertaken as part of the signed MoUs	2	0	0	1	1
	7. Capacity Building of Organisations	7.1 Number of States covered under SEVOTTAM	26	7 Effective grievance resolution and promotion of e-governance	7.1 Number of officials trained under SEVOTTAM	9200	6	6	6	8