

Ministry of Personnel, Public Grievances and Pensions

- In a landmark decision, the Central Government has decided to dispense with the interview for all Group C (including Group D) and non-gazetted Group B category in Central Government by 31.12.2015. Accordingly, instructions have been issued to the Staff Selection Commission mandated with the recruitment of mainly Group B (Non-Gazetted) and Group C (Non-technical) posts in the Central Ministries/Departments to discontinue the interview in all mandated recruitments commencing from 1.1.2016. This was followed by the Minister of State for Personnel, Public Grievances and Pensions Dr. Jitendra Singh writing D.O. letters to Chief Ministers of all States in September last year to take the lead in carrying forward this initiative with respect to State Government jobs. The process of doing away with interview for these posts was completed by 31.12.2015.
- In a big relief to the common people, the DoPT discontinued the practice of submission of affidavit by the family members of deceased Government employees for the appointment on Compassionate grounds. Now they are required to submit self-declaration at the time of applying for compassionate appointment. The DARPG has persuaded Ministries/ Departments of the Government of India and the State/UTs to review the requirement of Affidavits and Attestation by Gazetted Officers in various application forms. About 51 Ministries/Department of the Central Government and majority of the States have already abolished requirement of Affidavit and Attestation by Gazetted officers except where it is required under a statute. DARPG is pursuing with the Ministries/Department of Government of India and the State/UTs, which

have not adopted this practice through meetings/letters at highest level, so that citizens at large could get the benefit from the Government's initiative.

- Simplification of forms. Introducing one page form to make the forms as simple and small (a single A 4 size page) as possible.
- For the first time in the history of the Indian Administrative Service (IAS), the Officers of 2013 batch of IAS were posted as Assistant Secretary in the Central Secretariat for a period of three months. The practice has since been institutionalised for all batches. Exposure to Central Government functioning provided insight into policy formulation at the Centre to these officers.
- In November, 2014, the Prime Minister launched an Aadhaar-based biometric verification system "Jeevan Pramaan" to enable pensioners to submit a Digital Life Certificate (DLC) on-line. This facility has been provided in addition to the other existing methods of submitting Life Certificate. MoS Dr Jitendra Singh directed that priority should be given to pensioners visiting the bank branches for seeding Aadhaar number in their bank account. Special AADHAAR Seeding Camps were held from May 30, 2016 to June 10, 2016 all over the country. Eighty-seven percent of Central Government pensioners of all age categories have seeded their bank accounts with Aadhaar number.
- ANUBHAV portal launched for the retired/retiring employees for showcasing their significant achievements during their service period. More than thousand write ups published. MoS Dr. Jitendra Singh also gave away awards for best write-ups received under the 'Anubhav' scheme on 18th February, 2016 at the workshop on 'Anubhav' and 'Sankalp' organised by the DARPG.

- SANKALP for channelizing the experience and skill of Pensioners towards meaningful social activities.
- PRAGATI (Pro-Active Governance And Timely Implementation), an IT based programme, has been designed and launched on March 25, 2015 by the Prime Minister's Office with three objectives, viz. Grievance Redressal, Programme Implementation and Project Monitoring. Department of Administrative Reforms and Public Grievances has been using the software CPGRAMS on which the public can lodge their grievances and the same are then forwarded to the concerned authorities for redress. There earlier existed 15 categories in CPGRAMS software, under which the grievances could be classified. There was a separate portal at the PM level (PMO PG Portal) for the public for lodging grievances. Under PRAGATI, the PM Portal for Grievances has been integrated with the CPGRAMS and the categories under CPGRAMS have been broadened for better classification.
- Bhavishya is an online tracking system for pension sanction and payment. By keeping track of the progress of each pension case, it introduces transparency and accountability into the system thereby plugging delays. This benefits the retiring employees, pensioners and the administration equally.
- On the occasion of 'Good Governance Day', coinciding with the birthday of former Prime Minister Shri Atal Bihari Vajpayee on December 25, 2016, MoS Dr. Jitendra Singh launched six major initiatives of the DoPT. The initiatives are: Recruitment Rules Formation, Amendment Monitoring System (RRFAMS), Immovable Property Return through Property Related Information System (PRISM), announcement of E-Service Book, Mandatory online filing of

APAR by all AIS and Central Group 'A' Service Officers, EO App on iPhone Operating System (iOS) and launching of redesigned website of DoPT.

- MoS Dr Jitendra Singh launched the telephonic feedback system for grievance redressal. Setting a precedence, the MoS (PP) Dr Jitendra Singh initiated a telephone feedback mechanism for grievance redressal of the citizens on March 22, 2016. He personally calls some complainants chosen on random basis weekly, who had registered their grievances in the Department of Administrative Reforms and Public Grievances (DARPG) and their grievances were disposed off. The Minister and senior officers of the DARPG also seek their feedback regarding the response given by the Government to the grievances. Dr Jitendra Singh also awarded Certificates of Appreciation to the Ministries/Departments for their performance in CPGRAMS during the year.
