

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

**LOK SABHA**  
**UNSTARRED QUESTION NO. 2448**  
(TO BE ANSWERED ON 01.08.2018)

**ADMINISTRATIVE REFORMS**

**2448. SHRI HARISH MEENA:**

Will the **PRIME MINISTER** be pleased to state:

- (a) the details of the initiatives undertaken by the Government for administrative reforms in the areas dealing with sensitive public policy making in the country since 2014;
- (b) whether the Government is aware that it is not being followed despite issue of guidelines in this regard; and
- (c) if so, the details thereof and the steps taken by the Government to administer/monitor that the guidelines issued to departments/Ministries are fully followed?

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE  
(DR. JITENDRA SINGH)**

(a): Several Administrative reforms are implemented by Government post 2014 to extend the benefits of development more effectively to all sections of the society. The reforms are part of a continuous process. Some of the major reforms are as under:

(i) **e-Samiksha-** A real time online system for monitoring and follow up action on the decisions taken by the Government at the apex level in respect of implementation of important Government's programmes / projects.

(ii) **e-Office-** e-Office Mission Mode Project (MMP) has been strengthened for enabling Ministries/Department to switchover to paperless office and expedite decision making.

(iii) **Direct Benefit Transfer (DBT) payment, e-Payments** - All payments to the beneficiary is to be made directly to their bank account through electronic mode under DBT.

(iv) **Legal Information Management Based System (LIMBS)** – This is an online court case monitoring system to ensure speedy disposal of disputes.

(v) **Online application system for notaries** - This system helps the interested persons in getting them registered as notaries.

(vi) **Discontinuation of Interview in recruitment of Junior Level Posts** – Government has taken a decision to dispense away with the interview in recruitment of all Group 'C', Group 'B' (Non-gazetted post) and other equivalent post from 01.01.2016 in all Government of India Ministries/Department/Attached Offices/Subordinate Offices/Autonomous Bodies/Public Sector Undertakings to curb malpractices and for bringing objectivities to the selection process.

(vii) '**Jeevan Pramaan**' - The system provides authenticity to Digital Life Certificate without the necessity of the pensioner being present in person before his/ her Pension Dispensing Authority.

(viii) The Government has undertaken several initiatives to introduce new IT products and technologies and to strengthen existing ones in its various e-Governance projects. Some of major initiatives are as under:

(a) **National Scholarship Portal:** It provides a centralized platform for application and disbursement of scholarship to students under any scholarship scheme.

(b) **GeM**—An online procurement of Goods & Services required by various Government Departments / Organizations / PSUs, Government e-Marketplace (GeM) has been developed to enhance transparency, efficiency and speed in public procurement.

(c) **UMANG** - Unified Mobile App for New - age Governance is an initiative to build a common, unified platform and mobile app to facilitate single point of access for government services through mobile.

(d) **Digital Locker** -This provides an ecosystem with collection of repositories and gateways for issuers to upload the documents in the digital repositories. It will eliminate the usage of physical documents and enable sharing of e-documents across agencies. The System serves as a platform to enable citizens to securely store and share their documents with service providers who can directly access them electronically.

(e) **e-Hospital**-Online Registration Framework (ORF) is an initiative to facilitate the patients to take online OPD appointments with government hospitals. This framework also covers patient care, laboratory services and medical record management.

(f) **National Centre of Geo-informatics (NCoG)**- Under this project, Geographic Information System (GIS) platform for sharing, collaboration, location based analytics and decision support system for Departments has been developed.

(ix) **Following initiatives are taken up to ensure farmers' welfare as well as consumers' satisfaction:**

(a) **M-Kisan Portal** – All Central and State Government organizations in agriculture and allied sectors to give information/services/advisories to farmers by SMS in their language, preference of agricultural practices and location.

(b) **Kisan Call Centres** - Government has set up call centres to respond to the queries of farmers.

(c) **Kisan Suvidha Mobile App** – On critical parameters such as weather, input dealers, market price, plant protection and expert advisories.

(d) **e-National Agriculture Market (e-NAM)** – National Agriculture Market (NAM) is a pan-India electronic trading portal which networks the APMC mandis to create a unified national market for agricultural commodities.

(b) & (c): It is the endeavour of the Government to ensure that the administrative reforms and guidelines for effective implementation of public policy are followed in full measure so that benefits of the schemes reach all sections of society. Review/monitoring is a part of public policy implementation.

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