

**GOVERNMENT OF INDIA
MINISTRY OF AYUSH**

**LOK SABHA
UNSTARRED QUESTION NO. 1776
TO BE ANSWERED ON 16.12.2022**

**INNOVATIVE MEASURES TO IMPROVE WORK
EFFICIENCY**

**1776. SHRI MITESH RAMESHBHAI PATEL (BAKABHAI):
SHRIMATI SHARDABEN ANILBHAI PATEL:
SHRI JAGANNATH SARKAR:**

Will the Minister of **AYUSH** be pleased to state:

- (a) whether the new and innovative measures have been taken by the Ministry and/or its various Departments/Public Sector Enterprises/concerned Autonomous Bodies during the last five years to improve the work culture to bring more transparency, accountability and to improve results; and
- (b) if so, the details thereof along with the impact of the said efforts?

**ANSWER
THE MINISTER OF AYUSH
(SHRI SARBANANDA SONOWAL)**

(a): Yes Sir.

(b): Several new and innovative measures have been initiated to improve work culture, transparency, accountability and achieve better results during the last 5 years in Ministry of Ayush and its organizations. Some new/innovative measures that have been adopted are:

- (i) Ministry of Ayush and its organizations have adopted the use of Information and Communication Technology (ICT) for compilation, dissemination and submission of various type of information. A platform/project called Ayush Grid has been conceptualized by Ministry of Ayush for creating a comprehensive Information Technology (IT) backbone for entire Ayush sector. The Ayush Grid platform envisages digitization of service delivery across the six functional areas - Health Services, Education, Research, Drug Administration, Medicinal Plants and Ministry of Ayush Oversight along with capacity building and media outreach.
- (ii) Ministry of Ayush have adopted digitization of various processes such as e-Office, e-Human Resources Management System (e-HRMS), Smart Performance Appraisal Report Recording Online Window (SPARROW) (an online system of Annual Performance Appraisal Report (APAR)), online reporting of Immovable Property Return (IPR), procurement/purchase through Government e-Marketplace (GeM) Portal in compliance with General Financial Rules (GFRs), accounting and bills settlement through Public Financial Management System (PFMS), disposal

of applications/appeals under Right to Information (RTI) Act, 2005 through RTI Portal, disposal of grievances through Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal, settlement/disposal of Pensioners matters through Bhavishya Portal, marking of attendance of Officers/Staff of the Ministry through Aadhaar Enabled Biometric Attendance System (AEBAS) and digitization of inventory of consumable items.

- (iii) Channel of Submission and Level of Final Disposal of files/cases in Ministry of Ayush has been reviewed on the basis of the guidelines laid down in the Central Secretariat Manual of Office Procedure (CSMOP) - 2019.
- (iv) Delegation of Financial Powers (DFPRs) to Head of Department (HoD) and Head of Office (HoO) in Ministry of Ayush has been reviewed from time to time.
- (v) A Capacity Building Unit has been created in the Ministry for training and capacity building of Officers/Staff in Ministry of Ayush as mandated by the Capacity Building Commission, Government of India.
- (vi) For Government Officers/Staff, Institute of Secretariat Training and Management (ISTM), the Training Division of the Department of Personnel & Training (DoP&T), is imparting training under the banner 'Mission Karmayogi - National Programme for Civil Services Capacity Building (NPCSCB)'. As per the request of ISTM, DoP&T, this Ministry has nominated Officers/Staff for such trainings.
- (vii) Ministry of Ayush has undertaken Special Campaign 2.0 for Swachhata and keeping Office premises neat & clean and disposal of pending matters.

The above efforts are aimed to lead to quicker decision making which in turn results in better service delivery to public and various stakeholders including State Governments, easy and time efficient procurement/purchase through GeM Portal, timely disposal/settlement of RTI application/appeals, grievances and Pensioners matters, easy retrieval of data and old records, increased punctuality of the Officers/Staff of the Ministry etc,. Further, various measures taken as described above have created an overall positive impact on all Officers/Staff and work culture of the Ministry and its organizations and efficiency has increased over the years.
