

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PERSONNEL & TRAINING)

LOK SABHA
UNSTARRED QUESTION NO. 4438
(ANSWERED ON 20.08.2025)

DIGITAL STUDIO SHRISHTI

4438. SMT. MAHIMA KUMARI MEWAR:
SHRI PRAVEEN PATEL:
DR. NISHIKANT DUBEY:

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

- (a) the details of specific objectives and expected outcomes of the newly launched Digital Studio 'Shrishti' at IIPA;
- (b) the manner in which 'Shrishti' will support the objectives of Mission Karmayogi by enhancing digital content creation and knowledge dissemination among Government functionaries and scholars;
- (c) the measures put in place to ensure the effective utilisation of 'Shrishti' for capacity building across various Ministries and Departments; and
- (d) the manner in which the newly launched initiatives such as AI-driven dashboards, legal training for nodal officers and the Special Campaign 2.0 will improve grievance redressal mechanisms and prevent avoidable pension disputes in the future?

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) to (c): The Digital Studio 'Shrishti' at the Indian Institute of Public Administration (IIPA) has been established to enhance digital content creation, capacity building, and knowledge dissemination for Government functionaries, scholars, and policy practitioners. The objectives include:

- (i) Facilitating the creation of professional digital content;
- (ii) Contributing to the digital learning ecosystem;
- (iii) Supporting Ministries and Government Departments in training initiatives; and
- (iv) Promoting knowledge sharing and best practices through digital mediums.

'Shrishti' supports the objectives of Mission Karmayogi by providing dedicated infrastructure for high-quality digital content creation and dissemination. The content developed can be uploaded on iGoT platform to facilitate continuous learning, competency enhancement, and capacity building of Government functionaries in line with the vision of Mission Karmayogi. 'Shrishti' is equipped with state-of-the-art audio-visual facilities to enable the production of high-quality digital training content. Ministries and Departments can utilise these facilities

for designing and developing impactful digital learning modules, ensuring wider reach and effective utilisation for capacity building across Government.

(d): Special Campaign 2.0 was conducted, during the period July 1-31, 2025, for timely and qualitative redressal of grievances of Family Pensioners and Super Senior Pensioners, in a mission mode approach and in close coordination with all stake holders viz. Ministries/ Departments, Banks etc. The guidelines for the successful execution of the Special Campaign 2.0 were issued by Department of Pensions & Pensioners' Welfare on 10.06.2025.

During the Campaign, 'Whole of the Government approach' was adopted in the cases involving multiple stakeholders resulting in the redressal of complicated long- pending cases. This has helped in faster redressal of pension related grievances and in bringing about behavioral changes in concerned Pension dealing Officers. Moreover, the Campaign has increased awareness about grievance redressal mechanism amongst the pensioners. The coordinated efforts of 51 Ministries /Departments resulted in redressal of 86% cases out of the total 2210 identified cases and in bringing down the redressal time.
