

GOVERNANCE REFORMS POST COVID 19

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PRIME MINISTER'S MESSAGE ON CORONA VIRUS PANDEMIC

- India has been largely successful in curbing the spread of the virus
- Team Work, Compassion and Statesmanship must define Governance
- Road Ahead should focus on “Do Gaj Doori” – Social Distancing
- Aarogya Setu App to be popularized
- Economic Activities have begun to pick up in the country

POST COVID 19 – SURVIVAL OF THE MOST ADAPTABLE

- *Amitabh Kanth CEO NITI Aayog:*
 - Large Work From Home experiments under way in the world
 - Massive Supply chain disruption across the world – need to create domestic supply chains
 - Phenomenal Rise in Telemedicine – virtual consultations with doctors
 - Social Distancing - a way of life for social interactions and economic activity
 - Emergence of Contactless Delivery – future belongs to E-Commerce and E-Pharmacies
 - *Policy and Structural Reforms in this direction are necessary*

COVID 19 CRISIS – NEED FOR LONG TERM THINKING

- *ARVIND PANAGARIYA, FMR DEPUTY CHAIRMAN NITI*
 - India needs to create better paid, formal sector jobs – need to create large/ medium/ small industry
 - Diversification in Investments by MNC's likely
 - India needs to create more SEZ's
 - Major Reforms in Land and Labor Laws can be ushered
 - A flexible approach on imposition of restrictions to flatten the Corona Virus Curve as Districts move from Red Zone to Orange Zone and from Orange Zone to Red Zone

MY EXPERIENCE WITH GOVERNANCE DURING COVID 19

THE NATIONAL MONITOR FOR COVID 19 PUBLIC GRIEVANCES REDRESSAL AND
THE NATIONAL COVID 19 PREPAREDNESS SURVEY



COVID-19 DASHBOARD BY DARPG

DARPG DASHBOARD - 2019



79,572
Grievances Received



7,08,031/6,56,993
Grievances Disposed/ Received



78
e-Service Delivery Assessed



15,49,013/3,152
e-files Created/fortnightly increase



397
International Civil Servants Trained



739/20
Nomination /Awards



258
Officers Attended



86
Produced



12
CSD Organized



2,614
Nominations Received



34
Conducted



48
Initiatives

Overall Summary of COVID 19 Grievances – CPGRAMS

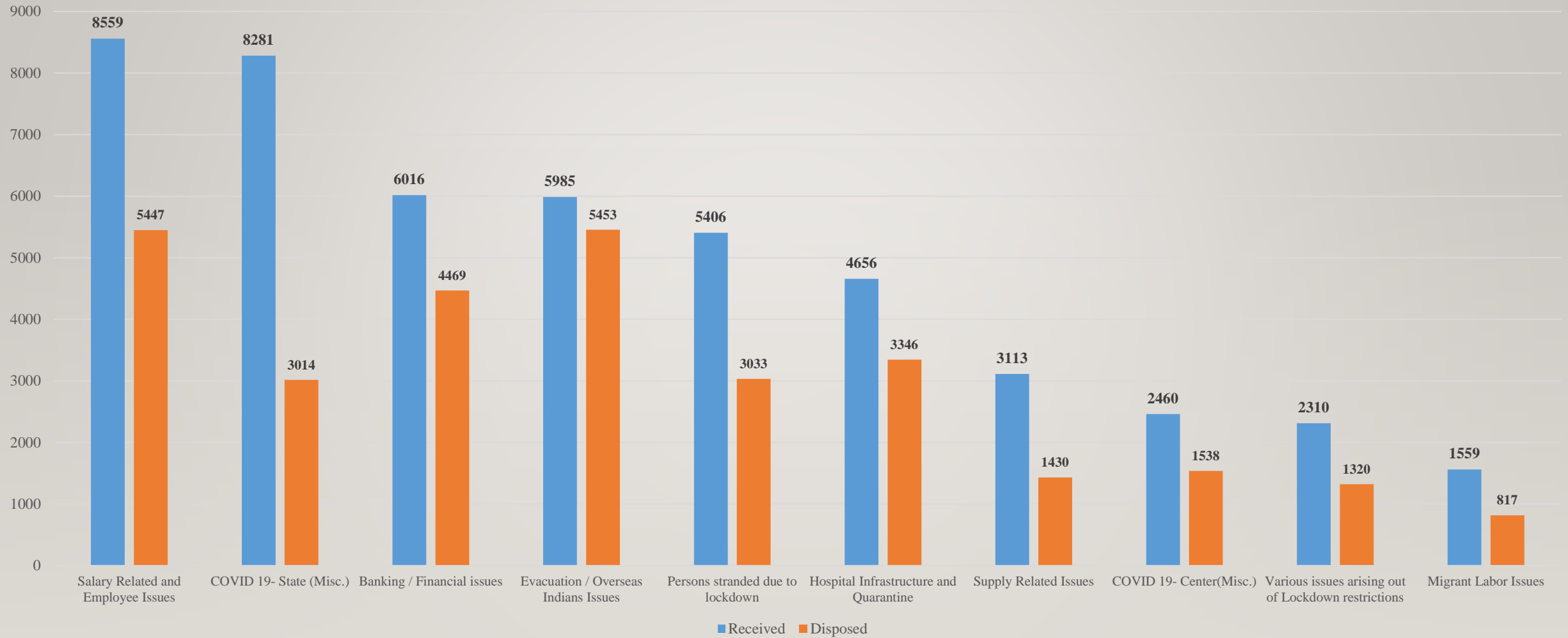
1	Total No. of Grievances Received – 1, 17, 520, Total number of Grievances disposed – 85883 Disposal 73.07% [30-03-2020 to 24-05-2020].
2.	COVID CPGRAMS Categories introduced on 10/04. Grievances received – 101,112 and grievances disposed – 74,562 (10/04 – 24/05) – Focused in this ppt
3.	Maximum number of grievances have been filed from Maharashtra – 14,167
4.	Maximum number of grievances have been filed from Pune district – 5466, followed by Central Delhi district (2366)
5.	Only 21% out of the total grievances were lodged by females
6.	10 States account for 77% of the total grievances and 15 States account for 90% of the total grievances
7.	Maximum number of grievances (5567) were reported on 16 th April 2020 from the State of Madhya Pradesh (1519)
8.	82% of the total grievances were directly lodged with Prime Minister's Office

Grievance Category created under COVID-19 (w.e.f 10/04/2020)

Covid-19 Category
Suggestions
No Category Assigned
Salary Related and Employee Issues
COVID 19- State (Misc.)
Banking / Financial issues
Evacuation / Overseas Indians Issues
Persons stranded in various parts of India due to lockdown
Hospital Infrastructure and Quarantine
Supply Related Issues
COVID 19- Center(Misc.)
Various issues arising out of implementation of lockdown restrictions
Migrant Labor Issues
Civil Aviation issues
School and Higher Education Issues
complaints of slackness in implementation of lockdown
Issues being faced by farmers
Other related issues not captured above

COVID 19 Overall Category Wise Analysis

Category wise Received vs Disposal



Data: 10/04/20 – 24/05/20

SUMMARY (30-03-20 TO 24-05-20)

Total No. of Grievances Received – 1,17,520

Total No. of Grievances Disposed – 85,883

Disposal – 73.03%

Central Ministries

Received – 70,123

Disposed – 61,301

Disposal – 87.41%

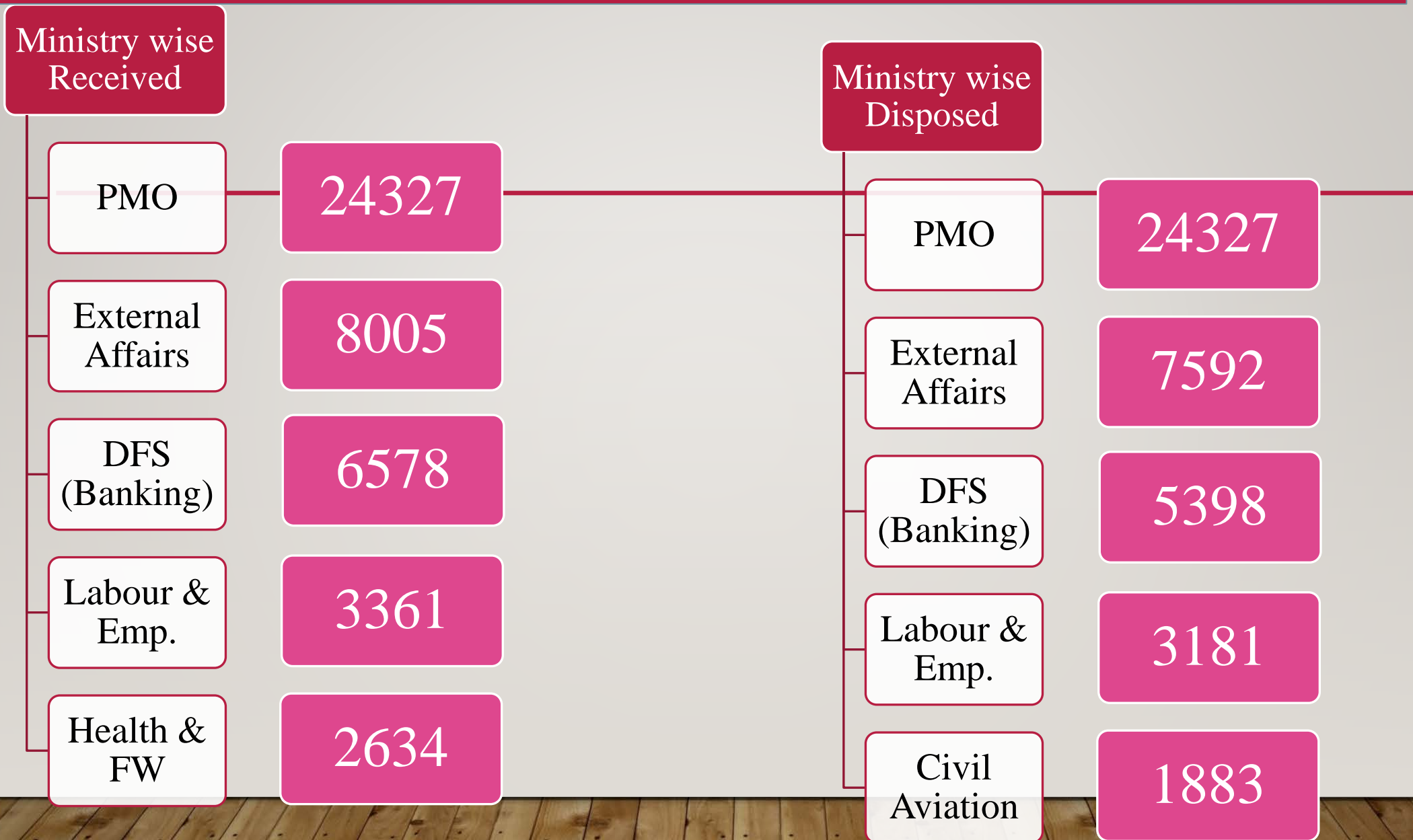
State Govts.

Received – 47,397

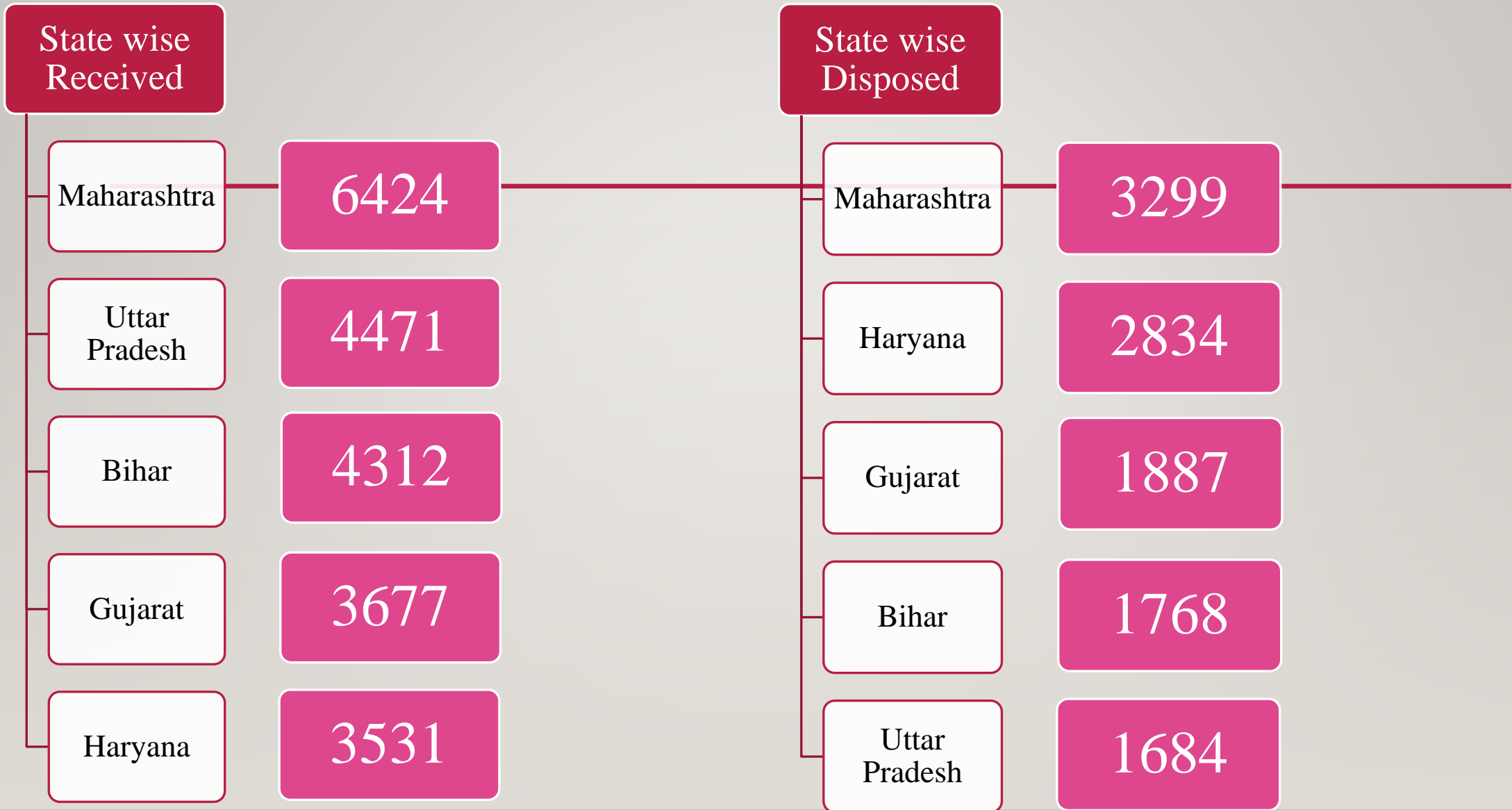
Disposed – 24,582

Disposal – 51.86%

MINISTRY WISE RECEIPT AND DISPOSAL - MAXIMUM



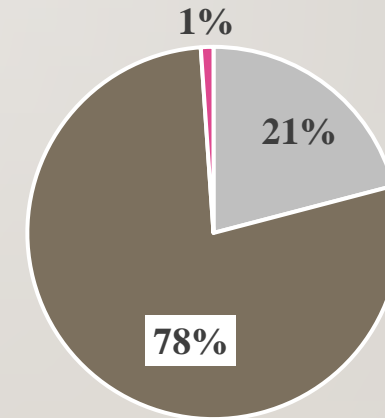
STATE GOVT. WISE RECEIPT AND DISPOSAL - MAXIMUM



SOURCE WISE REPORT

Source	Total Received	Total Disposed	Total Pending
DARPG	986	664	322
Directorate of Public Grievances(DPG)	21	16	5
Ministries/Departments	15127	10872	4255
PENSION	7	6	1
PMO	74792	52888	21904
President's Secretariat (PRSEC)	189	116	73
Grand Total	91122	64562	26560

Gender-wise Report

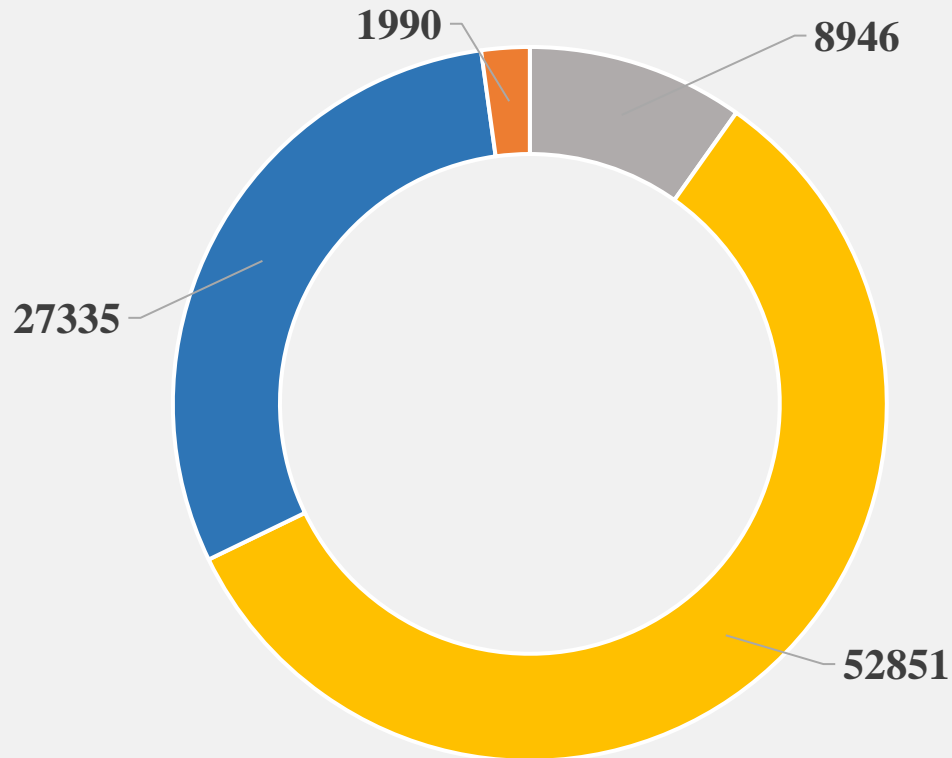


□ Female ■ Male ■ N/A

Lockdown Phase-wise Trend Analysis

Data broken down into Phases with reference to time period of lockdowns to ascertain trend analysis of grievances in different time periods of the lockdown

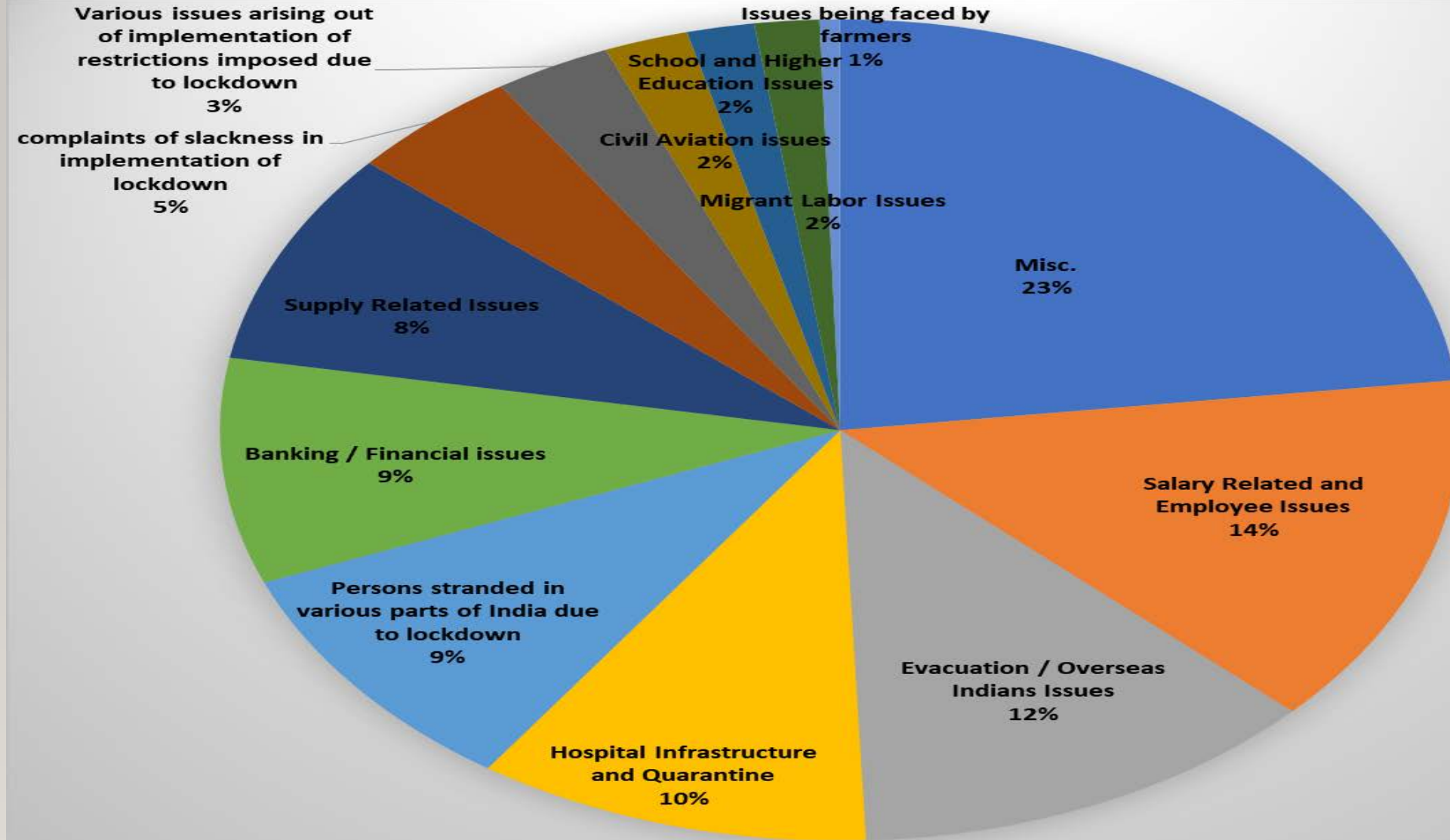
Phase wise Grievance



■ Phase 1 ■ Phase 2 ■ Phase 3 ■ Phase 4

Time Period	Lockdown	Phase
25/03 – 14/04	1.0	Phase 1
15/04 – 03/05	2.0	Phase 2
04/05 – 17/05	3.0	Phase 3
18/05 – ongoing	4.0	Phase 4

CATEGORY WISE GRIEVANCES RECEIVED (30-03-20 TO 03-05-20)



NATIONAL COVID 19 PREPAREDNESS SURVEY

- The COVID 19 National Preparedness Survey 2020 was conducted from March 25 - 30, 2020 with participation of 410 District Collectors and IAS officers of 2014-18 batches to attain a bird's eye view of the governance challenges of the Nation while coping with the greatest health crisis India faced since Independence.
- The objectives of this preparedness survey are as follows:
 - to develop a comparative analysis of COVID 19 preparedness across States;
 - to highlight the main priorities and constraints of COVID 19 preparedness, as they are perceived by the civil servants working in the field;
 - to assess enabling factors in making institutional/ logistics/ hospital preparedness, etc.;
 - to capture trends to identify systemic and process related deficiencies, in combating COVID 19 in the districts of India

ISSUES

REDEFINING GOVERNANCE

- Getting to Live with the Corona Virus
- Less Contact Governance
- Officials have to work in Masks and Gloves
- Work From Home (25-33 % in Office)
- Short/ Medium/ Long Term Challenges

ISSUE I - COOPERATIVE FEDERALISM – THE RISE OF INSTITUTIONS

1. **Institutions have become very important** -

- MHA/ NDMA/ NITI/ MOHFW/ ICMR/ DARPG/ Railways/ Posts/ Air India
- Stronger Institutions are a big step for Governance Reform post COVID 19

2. **Cooperative Federalism to the forefront** - 5 rounds of meetings between PM and CM's in 2 months; Cabinet Secretary meetings with Chief Secretaries

3. **Resurgence of Centrally Sponsored Schemes:**

- Need to enhance health sector spending – NHM
- Need to increase spending on - MGNREGS/ Agricultural Credit

4. **Regulatory Governance Model to the fore**

ISSUE 2 – DIGITAL DECISION MAKING IN CENTRAL SECRETARIAT

- Virtual Offices, those Depts not on e-Office had to attend work in lockdown
- Web room meetings, New Protocols Needed
- Digital Central Secretariat, - Attached Offices, Subordinate Offices, Autonomous Bodies
- Virtual Private Networks and Home Working Policies
- Network Security in home WIFI
- Ability to securely connect users/ End Point Protection of All Laptops/ Multi Factor Authentication/ Ability to Block Malware

IMPLEMENTATION EXPERIENCE

- **75 Ministries on e-Office/** 57 Ministries have achieved more than 80 percent of work on e-Office/ 16 lac e-Files in Central Secretariat
- **CSMOP 2019 enabled Digital Central Secretariat** –VPN upto Deputy Secretary level
- **NIC Teams have created functional web-rooms** through vidyo app
- **Digital Infrastructure initiatives bore fruit** – Bharat Net/ Megh Raj/ e-Sign/ Digi Locker/ RAS
- **The impact of integrated service portals was seen** – DARPG had the COVID 19 PG Portal

ISSUE 3 – DIGITAL SERVICES FOR END TO SERVICE DELIVERY

1. Digital Infrastructure as a Core Utility to Every Citizen

- Ensuring Availability of high speed internet
- Providing Unique Digital Identity
- Access to Common Service Centres

2. Governance and Services on Demand

- Providing Seamlessly integrated services across Departments/ Jurisdictions
- Ensuring Availability of Services in Real Time

3. Digital Empowerment of Citizens

- Providing Universally accessible digital resources, literacy and platforms for participative governance

IMPLEMENTATION EXPERIENCE

- Fruits of Digital India Initiatives were seen:
 - **BHIM** (Bharat Interface for Money) – payments transactions were simple/ quick
 - **SWAYAM** – indigenous IT platform that facilitates hosting of all courses
 - **E-Hospital** – enabled massive information management in the crisis
 - **E-NAM** – single window essential services for all APMC's
 - **My Gov** – enabled the Arogya Setu App
 - **PMJDY** – enabled Direct Benefit Transfers

ISSUE 4 – STATE SECRETARIATS

- War rooms in State secretariats
- Massive coordination with field formations
- Health / IT/ Home depts at forefront
- Industries/ Food dept looking at migrant labor
- Advanced e-Office systems in some State Secretariats
 - Odisha – OSWAS
 - Rajasthan – RajKaaj
 - WiFi at Village level/ VC set up upto Gram Panchayat level

ISSUE 5 – DISTRICT COLLECTOR

- Regulatory governance to the fore
- Essential services at grass root level, most district level departments working
- Meetings in several shifts
- Files of relief/ judicial sections moved
- Long curfew periods/ lockdown periods/ sealing of borders
- 60-70 percent people adopting social distancing
- Police part of unified command

SHORT TERM ISSUES

- Migrant labor issues
- Food distribution
- Essential commodities
- Management of infections
- Resource mobilization/ manpower mobilization

MEDIUM TERM ISSUES

- Medical infrastructures/ medical equipment
- Containment of spread/ village level spread
- Containment areas need to be redefined
- Economy issues -
 - Tourism Industry – All hotels closed / Foreign Tourists cant come/ Job Losses
 - Textiles Industry – consumption demand needs to be revived
 - Mining Industry – consumption demand needs to be revived
 - Agriculture – MSP support may be needed even for cash crops

LONG TERM ISSUES

- Restarting the economy
- Keeping the long term growth story intact
- Strengthening cooperative federalism – the NITI Aayog and GST Council have a critical role for revival of India's growth story
- The thrust is for stronger institutions, stronger e-Governance models, digitally empowered citizens and improved health care

JAI HIND

