

सं०सं०- 3/सी०एस०/विधि भा -17/2015203..

अत्यावश्यक

बिहार सरकार
मंत्रिमंडल सचिवालय विभाग

प्रेषक,

बी० प्रधान,
प्रधान सचिव।

सेवा में,

सभी प्रधान सचिव/सचिव,
बिहार, पटना।

पटना-15, दिनांक 13... मार्च, 2015

विषय :- माननीय प्रधान मंत्री द्वारा प्रारंभ किये गये शिकायत निवारण, कार्यक्रम योजना तथा परियोजना अनुश्रवण से संबंधित सूचना एवं प्रावैधिकी आधारित निवारण एवं अनुश्रवण प्रणाली के कार्यान्वयन के संबंध में।

प्रसंग :- श्री नृपेन्द्र मिश्र, माननीय प्रधान मंत्री के प्रधान सचिव।

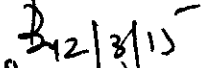
महाशय,

उपर्युक्त प्रासांगिक पत्र द्वारा प्रधान मंत्री कार्यालय ने शिकायत निवारण, कार्यक्रम योजना तथा परियोजना अनुश्रवण से संबंधित प्रारंभ किये गये सूचना प्रावैधिकी आधारित कार्यक्रम प्रगति (PRAGATI) (Pro-Active Governance & Timely Implementation) के आलोक में संबंधित प्रधान मंत्री कार्यालय का प्रासांगिक पत्र संलग्न करते हुए अनुरोध है कि पत्र में उल्लिखित विषय-वस्तु के आधार पर अपने विभागों से संबंधित प्रतिवेदन से अधोहस्ताक्षरी को अविलम्ब उपलब्ध कराने की कृपा की जाए।

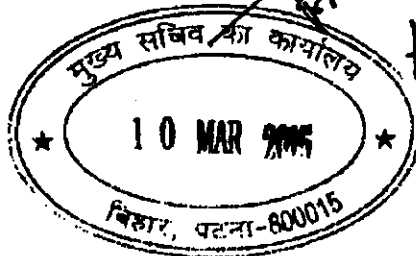
कृपया इसे सर्वोच्च प्राथमिकता दिया जाय।

अनु० :- यथोक्त।

विश्वासभाजन,


(बी० प्रधान)

प्रधान सचिव।

IMMEDIATE

नृपेन्द्र मिश्र

Nripendra Misra
Principal Secretary to Prime Minister

D.O.No.A-50011/5/2015-ADMN/2015

March 09, 2015

6 PM

Most Urgent
P/u the file by 11/3/15
210731

Dear Chief Secretary,

After assuming office, the Prime Minister has been quite anxious to design a credible mechanism for redressal of Public Grievances. He is equally keen to see that programmes and projects launched by the Government(s) are monitored properly for timely implementation and desired outcome. In the same spirit and for holistic development of the country, it is also necessary to facilitate from GOI level the projects of the States. Accordingly, with the three objectives of: Grievance Redressal, Programme Implementation and Project Monitoring, an IT based redressal and monitoring system has been designed. It will combine Data Management & Analysis, GIS/other locational Application as well as Video-conferencing. The application will be accessible to the relevant and pre-decided stakeholders only.

2. The programme will be known as PRAGATI (Pro-Active Governance And Timely Implementation).

Key features of the application are as follows:

- i. PRAGATI will be a three-tier system (PMO, GOI Secretaries & Chief Secretaries of the States);
- ii. Prime Minister will hold a monthly programme where he will interact with the GOI Secretaries & Chief Secretaries through Video-conferencing enabled by data and geo-informatics/visuals;
- iii. The first such programme is being planned on the 25th March, 2015 (Wednesday) at 3.30 PM;
- iv. Now onwards, it will be held once in every month on Fourth Wednesday at 3.30 PM;
- v. Issues to be flagged before the PM will be picked up from the available data base regarding Public Grievances, on-going Programmes and pending Projects;
- vi. The system will initially ride on and use the data base of the CPGRAMS, Project Monitoring Group (PMG) and Programme Implementation Ministry. Necessary interface is being designed for this purpose;

- vii. It will also take into consideration various correspondences to this office by the common people or from high dignitaries of States and/or developers of public projects;
 - viii. The issues flagged will be uploaded seven days prior to the PRAGATI day by PM. (i.e., on third Wednesday of every month);
 - ix. These issues can be viewed by the GOI Secretaries & Chief Secretaries after entering into the application;
 - x. GOI Secretaries & Chief Secretaries will be able to see the issues pertaining to their Department /State;
 - xi. Wherever the issues involve a PSU of the Government of India, at this stage, the CMD/MD of the concerned PSU will have to liaise with the Secretary concerned and be available for video-conferencing at the location of the secretary;
 - xii. GOI Secretaries & Chief Secretaries will have to put their comments and updates about the flagged issues within three days (i.e. by next Monday);
 - xiii. The Tuesday should be available to the PMO team to review the data entered by the GOI Secretaries & Chief Secretaries;
 - xiv. The design is that when PM reviews the issue he should have on his screen the issue as well as the latest updates regarding the same;
 - xv. During the interaction, PM will discuss and understand the problem areas and will give suitable directions;
 - xvi. These directions will remain in the system for further follow up and review till finality of the matter.
3. I am writing this in advance so that you may take some preparatory steps which will include:
- i. Video conferencing facility for each of the GOI Secretaries & Chief Secretaries;
 - ii. Other technical and administrative preparations for proper monitoring and engagement with the Programme;
 - iii. Updates on major pending projects which are likely to be taken up for discussion.

4. The web address of the application, User ID & Password for each of the GOI Secretaries & Chief Secretaries will be made available shortly. The system has been designed with the help of National Informatics Center (NIC). Hence, the local NIC officials are being advised to help you and explain in this regard.

For any further clarification:

Contacts in PMO:

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Email: rakeshgupta.pmo@gov.in

With regards,

Yours sincerely,


(Nripendra Misra)

Chief Secretaries of all the States/UTs
(as per list enclosed)