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## Nagpur Resolution for Empowering Citizens

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### Why in News

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Recently, the ‘**Nagpur Resolution- A Holistic Approach for Empowering Citizens**’ was adopted during the session on ‘**Improving Public Service Delivery – Role of Governments**’, in Nagpur, Maharashtra.

- The conference was organised by the **Department of Administrative Reforms and Public Grievances (DARPG), Government of India**, in collaboration with the Government of **Maharashtra and the Maharashtra State Commission for Right to Public Services**.
- The emphasis of the government is on **Minimum Government, Maximum Governance** to **promote transparency, citizen centricity and participation**.
- For **good governance, Shillong Declaration** and Jammu Resolution have been adopted earlier.

DARPG organised the conference in Jammu after the **formation of J&K and Ladakh as Union Territories**.

### Nagpur Resolution: A Holistic Approach for Empowering Citizens

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The Conference resolved that Government of India and the Government of Maharashtra shall collaborate to-

- **Better Service Delivery:** To empower the citizens by policy interventions for better service delivery through timely updation of citizens charters, implementation of enactments and benchmarking standards for continuous improvement.
- **Grievance Redressal:** To adopt a holistic approach of systemic public grievance reforms through improved mapping, formulation of monitoring matrix, data collection and evaluation in quality of grievance redressal. To empower citizens by adopting a bottom-up approach to bring massive improvements in quality of grievance redressal and reduction in timelines of it.
- **Use of Technology:** To provide an enabling environment for States and Ministries/ Departments of the Government of India for creating web portals and to adopt a holistic approach for improved service delivery through digital platforms.
- **Dynamic Policy Making:** To focus on dynamic policy making and strategic decisions, monitoring of implementation, appointment of key personnel, coordination and evaluation.
- **Exchange of Technical Expertise:** To achieve a sense of common identity by exchange of technical expertise in the areas of Improved Service Delivery between the paired States under the **Ek Bharat – Shreshtha Bharat Program**.
- **Good Governance Index:** To ensure timely publication of Good Governance Index to identify the quality of governance in 10 sectors especially those pertaining to welfare and infrastructure at the Union, State and District levels.

**Source: PIB**