



# Nagpur Resolution for Empowering Citizens

## Why in News

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

- 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**

