



National Conference on Good Governance Practices

Source: PIB

The **National Conference on Good Governance Practices** was held in **Bhubaneswar, Odisha**, jointly organized by the **Department of Administrative Reforms and Public Grievances (DARPG)** and the **Odisha government**, with a focus on **governance innovation** and **grassroots impact**.

- **Theme:** “*Good Governance Practices*” featuring award-winning initiatives under the **Prime Minister’s Awards for Excellence in Public Administration**.
- **Highlighted Innovative Digital Tools:** The conference highlighted [Centralised Public Grievance Redressal and Monitoring System \(CPGRAMS\)](#) and [Digital Life Certificate](#) (also known as **Jeevan Pramaan**) have become global models for innovative governance.
- **CPGRAMS:** It is a 24x7 online platform for citizens to **lodge grievances related to public service delivery**.
 - Launched by the Department of Administrative Reforms & Public Grievances (DARPG) under the Ministry of Personnel, Public Grievances & Pensions, it connects all central ministries and state departments.
 - It also allows appeals if the resolution is unsatisfactory. However, it excludes Right to Information queries, court or sub-judice matters, religious issues, and service-related grievances of government employees.
- **Jeevan Pramaan:** It is a **biometric-enabled digital service** launched in **2014** to simplify life certificate submission for pensioners. Instead of appearing in person, pensioners can now **digitally verify their identity** through a mobile app or online platform.
 - This ensures **continued pension disbursement** while reducing fraud. It is available to **Central, State, and other government pensioners**.
 - Over **10.31 crore digital life certificates** have been submitted through Jeevan Pramaan since its launch in 2014, reflecting its wide adoption among pensioners.

Read more: [Decoding Good Governance](#)

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