



DARPG Commission Visit Haryana

Why in News?

Recently, a delegation from [the Department of Administrative Reforms and Personnel Grievances \(DARPG\)](#) visited the [Right to Services Commission, Haryana](#).

Key Points

- **Institutions Visited:**
 - The delegation visited **Haryana Shehri Vikas Pradhikaran, Haryana Discoms, and the Antyodaya Saral call center** monitored by the Commission.
 - They observed **seamless service delivery processes** and attended a session of citizen interactions via video conferencing.
 - The session emphasized **real-time grievance resolution** through collaboration with senior officials.
- **Achievements of the Right to Services Commission:**
 - **Service Delivery Transformation:**
 - The Commission has **revolutionized service delivery with 422 notified services** provided in a time-bound manner.
 - Each office displays notice boards specifying timelines for service delivery.
 - **Digitization and Innovations:**
 - Comprehensive digitization of processes was implemented, integrating the call center, **Antyodaya Saral portal**, and field offices.
 - An **auto-appeal process was introduced** and rigorously monitored, ensuring improved grievance redressal.

Department of Administrative Reforms and Public Grievances (DARPG)

- It is the Government of India's **nodal agency for administrative reforms and public grievance redressal**.
- It is under **the Ministry of Personnel, Public Grievances, and Pensions**.
- It provides [the Centralised Public Grievance Redress and Monitoring System \(CPGRAMS\)](#), an online platform for citizens to file grievances with the central and state government ministries and departments.
- The DARPG also uses **the Intelligent Grievance Management System (IGMS)** to flag urgent grievances and detect spam, bulk, and repetitive grievances.
 - IGMS also analyzes the text content and attachments of grievances to identify their semantic gist.