

22 December 2019: PIB Summary & Analysis

‘Nagpur Resolution: A holistic approach for empowering citizens’

Context:

The ‘Nagpur Resolution - A holistic approach for empowering citizens’ was adopted during the valedictory session of the two-day Regional Conference on ‘Improving Public Service Delivery – Role of Governments’, in Nagpur, Maharashtra.

Details:

- 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.
- On earlier occasions, the **Shillong Declaration** and the **Jammu Resolution** have been adopted for **good governance**.
- The Resolution adopted states that the GOI, the Government of Maharashtra and other participating States shall collaborate to:
 - 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;
 - To empower citizens by adopting a bottom-up approach to bring massive improvements in quality of grievance redressal and reduction in timelines of 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 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;
 - To focus on dynamic policy-making and strategic decisions, monitoring of implementation, appointment of key personnel, coordination and evaluation;
 - 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 – Shreshth Bharat Program](#);
 - To work towards long-term engagements in the areas of Improved Service Delivery for Empowering Citizens through greater cooperation between the DARPG and the participating States and,
 - 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.

Vande Bharat Express

Context:

Indian Railways to procure 44 rakes of **Vande Bharat Trains** from the Integral Coach Factory (ICF) at

Chennai.

Details:

- As part of the continuing initiative of [Make in India](#), the Integral Coach Factory at Chennai has published the tender for supply of electrical equipment and other items for 44 Trainsets of 16 coaches each.

About the Vande Bharat Trains:

- Prime Minister Narendra Modi had flagged off the maiden run of the Vande Bharat trainset on New Delhi - Varanasi route in February 2019. The second such train set service between New Delhi and Shri Mata Vaishnodevi Katra was flagged off by the Home Minister in October 2019.
- For more on the Vande Bharat Express, check [CNA dated 16th Sep 2019](#).