PRAGATI portal

**Syllabus subtopic:** Important aspects of governance, transparency and accountability, e-governance- applications, models, successes, limitations, and potential; citizens charters, transparency & accountability and institutional and other measures.

**Prelims and Mains focus:** about the PRAGATI app: features and its significance

**Context:** PM Modi, will chair the 32nd interaction through PRAGATI- the ICT-based, multi-modal platform for Pro-Active Governance and Timely Implementation, on 22nd January 2020.

**Background**

- In the previous thirty one interactions of PRAGATI, projects worth over twelve lakh crores have been reviewed by the Prime Minister.
- In the last PRAGATI meeting of the year 2019, 9 projects worth over Rs. 61,000 crore related to 16 states and the Union Territory of Jammu & Kashmir were taken up for discussion.
- There were also discussions on various topics like grievances of Indian citizens working abroad, National Agriculture Market, Aspirational District Programme and infrastructure development programmes and initiatives.

**About PRAGATI portal and its uses**

- PM had launched the multi-purpose and multi-modal governance platform PRAGATI on 25th March 2015.
- PRAGATI is an integrating and interactive platform, aimed at addressing the common man’s grievances.
• PRAGATI also helps in simultaneously monitoring and reviewing important programmes and projects of the Government of India, as well as projects flagged by various State governments.

• The system has been designed in-house by the PMO team with the help of National Informatics Center (NIC). As the name suggests, it is aimed at starting a culture of Pro-Active Governance and Timely Implementation.

• It is also a robust system for bringing e-transparency and e-accountability with real-time presence and exchange among the key stakeholders.

Key features of the PRAGATI application are as follows:

• It is a three-tier system (PMO, Union Government Secretaries, and Chief Secretaries of the States);

• Prime Minister will hold a monthly programme where he will interact with the Government of India Secretaries, and Chief Secretaries through Video-conferencing enabled by data and geo-informatics visuals. It will be held once in every month on Fourth Wednesday at 3.30 PM-to be known as PRAGATI Day.

• Issues to be flagged before the PM are picked up from the available database regarding Public Grievances, on-going Programmes and pending Projects;

• The system will ride on, strengthen and re-engineer the data bases of the CPGRAMS for grievances, Project Monitoring Group (PMG) and the Ministry of Statistics and Programme Implementation. PRAGATI provides an interface and platform for all these three aspects.
• It will also take into consideration various correspondences to PM’s office by the common people or from high dignitaries of States and/or developers of public projects;

• The issues flagged are uploaded seven days prior to the PRAGATI day (i.e. on third Wednesday of every month).

• These issues can be viewed by the Union Government Secretaries and Chief Secretaries after entering into the application;

• User ID and Password for each of the Union Government Secretaries and Chief Secretaries have been created and made available;

• Union Government Secretaries and Chief Secretaries will be able to see the issues pertaining to their Department /State;

• Union Government Secretaries and Chief Secretaries have to put their comments and updates about the flagged issues within three days (i.e. by next Monday);

• One day – Tuesday is available to the PMO team to review the data entered by the Union Government Secretaries and Chief Secretaries;

• The design is such, that when PM reviews the issue he should have on his screen the issue as well as the latest updates and visuals regarding the same