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## DARPG Commission Visit Haryana | Haryana | 01 Jan 2025

### 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.
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## Savitribai Phule Birth Anniversary | Haryana | 01 Jan 2025

## Why in News?

On 3rd January 2024, **Haryana Chief Minister** is **going to visit Bahadurgarh** to attend an event to be organised to mark the birth anniversary of **social reformer Savitribai Phule**.

## Key Points

### ▪ Instructions to Officials:

- All department officials were directed to complete preparations on time and with responsibility.
- Officials were instructed to **remove encroachments and enhance sanitation** in the area.

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# SAVITRIBAI PHULE

(03 January 1831 - 10 March 1897)

*A 19th century social reformer who worked in the field of women education*

## EARLY LIFE

- ▶ Born in **Mali community (Maharashtra)**
- ▶ Aged 9 - married to 13 y/o Jyotirao Phule - an **extraordinary couple in India's social & educational history**

## SOCIAL ENDEAVOURS

### ▶ Individual

- Published **Kavya Phule (1854) & Bavan Kashi Subodh Ratnakar (1892)**
- Started **Mahila Seva Mandal (1852)** - raise awareness about women's rights
- Wrote poem - **Go, Get Education** for oppressed communities
- Carried forward the **Satya Shodhak Samaj** after Jyotiba's death (1890)

### ▶ With Jyotiba

- Started a school for girls, Shudras and Ati-Shudras in Poona (1848) (India's **first school for women - started by Indians**)
- Opened **Native Female School (Pune)** and **The Society for Promoting the Education of Mahars, Mangs and Etceteras in 1850s**
- Started - **Balhatya Pratibandhak Griha** (Home for the **Prevention of Infanticide**) in their own house



Drishti IAS