

## PRESS RELEASE



### National Conference on NEXTGEN Administrative & E-Gov Reforms held in Shillong

**Shillong, 13<sup>th</sup> July 2026:** A two days' National Conference on NEXTGEN Administrative & E-Gov Reforms, organized by, the Department of Administrative Reforms and Public Grievances (DARPG), under the Ministry of Personnel, Public Grievances and Pensions, Government of India in collaboration with the Government of Meghalaya, was inaugurated today by Dr. Jitendra Singh, Hon'ble Minister of State, Ministry of Science and Technology and Ministry of Earth Sciences & Minister of State, Prime Minister's Office, Ministry of Personnel, Public Grievances and Pensions, Department of Atomic Energy; and Department of Space who graced the Inaugural function as the Chief Guest. Also present was Hon'ble Chief Minister, Meghalaya, Shri. Conrad K. Sangma, Chief Secretary, Meghalaya, Dr. Shakil Ahammed, IAS, senior officials from DARPG and Personnel Department, Government of Meghalaya.



Delivering his address, Chief Guest, Dr. Jitendra Singh, highlighted the central government's efforts to decentralize national conferences to foster rapport with state leaders to improve governance. "The popularity of these decentralized national conferences is evident by the desire expressed by many officers to attend despite their busy schedules," he said. He also underscored the opportunities offered by these conferences stating, "We learn from the best



practices of each other and Meghalaya has set an example with the New Shillong Administrative City and this concept accompanied by the Digital Model of governance that is sought to be created over here is something which was not visualized a decade earlier."

He also informed that the DARPG has up to 25 lakhs grievances registered and added, "In spite of the great

numbers of grievances we are responsive, prompt and it's also AI driven." He further informed that recently a chatbot was introduced in 22 languages which will be expanded in other languages and the Digital Life Certificate that has proven to be a great success story and the introduction of the face recognition technology are notably significant administrative reforms. Going forward the Minister said that the Prashashan Gaon Heroes initiative to recreate governance index models up to the Panchayat and grass roots level.

He also highlighted the Swachhta Campaign launched in 2021 which has generated significant revenue through the disposal of scrap. He added that the campaign has led to the clearance of space and the disposal of scrap changing behavioural patterns. He also noted that while technology is evolving very fast and while the government is quick and prompt in adopting the technology, yet the mindset is not changing. "The mindset is not changing at an equal pace, and we are not able to make the optimal use of all the options and tools available," he said and therefore stressed on the need of changing the mindset even in governance and administration. He also apprised the gathering on the government's efforts to eliminate outdated rules and promote a welfare state approach. He also highlighted the challenges of maintaining and revising government rules noting the tendency for rules to become outdated and thus the need to eliminate irrelevant rules. He reiterated the Prime Minister's call for Reform, perform and Transform with a focus on integrating AI tools and cybersecurity issues.

In conclusion he emphasized the importance of learning from best practices and continuing to improve governance and administration processes.

Chief Minister, Shri Conrad K Sangma, in his address, said that the National Conference emphasized the need for administrative changes to improve efficiency and public service. He highlighted the importance of overcoming resistance to change and advocated for small, incremental improvements. Speaking about the challenges in E-Governance and Administrative Reforms he discussed the resistance to change and the fear of proposing new ideas due to potential negative outcomes. He shared examples of the CM Connect, a program of the state government which uses technology and direct public interaction to address complaints and grievances.



He also stressed on the need for public feedback and suggestions from subordinates who are in direct contact with the public. "The ultimate goal should be to serve the public and make a difference in their lives," he said. He also shared the example of Cabinet Retreat of the state where all departments present their plans and ideas and challenges fostering inter-departmental collaboration.

In conclusion, the Chief Minister, shared about the importance of maintaining a positive mindset and the desire to do good for the people. He also emphasized the importance of coming together to share successes and failures and motivate each other.





The Plenary Session of the day commenced with the Presentation of the Best Practices of the Host State, Meghalaya, Presentations by the Prime Minister Awardees and Presentations by the Ministry of DoNER.