

**Press Information Bureau  
Government of India**

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**Innovative and Proactive measures implemented to foster and improve Work Culture, bring more Transparency and Accountability to enhance Outcome: Shri Nityanand Rai**

**New Delhi, March 4, 2020**

Union Minister of State for Home Affairs, Shri Nityanand Rai, in a written reply to a question on new and innovative measures taken by the ministry, in Rajya Sabha today, informed that in the last five years several innovative and proactive measures have been implemented to foster and improve work culture, bring more transparency and accountability and also to enhance outcome.

The Minister informed that these measures have resulted in reducing delays in approval process and bring about improvements in design, implementation, restructuring of the various schemes for enhancing safety & security, better governance and delivery of citizen services and ease of business.

Some of the initiatives undertaken by MHA and its various subordinate organisations are listed below:

- Online Citizen Engagement through the public grievance redressal system, **CPGRAMs**;
- **Dashboard** to monitor the progress of various schemes of the Ministry thereby ensuring accountability;
- **Public procurement** through GEM portal for transparent procurement process;
- Focus on **e-office** implementation to streamline file movement online;
- **112 based Emergency Response Support System** ensuring a citizen-friendly emergency response mechanism;
- Operationalisation of the Crime and Criminal Tracking Network System (**CCTNS**);
- Implementation of the **Safe City project** promoting smart policing and safety of women;
- Operationalisation of **Indian Cyber Crime Coordination Centre (I<sub>4</sub>C)**, including Cyber-crime reporting portal (<https://www.cybercrime.gov.in/>) to report online all types of cyber crime, with a special focus on cyber crimes against women and children;
- Launching of **National Database of Sexual Offenders** including data from the year 2005 and made available to police & law enforcement agencies for the purpose of investigation and tracking repeat offenders;
- **Ranking** of best performing Police Stations in the country;
- **Modernization of Immigration Services** through use of ICT and liberalization, simplification and rationalization of the visa regime;
- **Online FCRA** i.e. registration, prior permission, renewal, change of details, permission for foreign hospitality etc;
- **BADP Online Management System** (<https://badp.mha.gov.in>) developed for faster submission of Annual Action Plans by the State Governments and better implementation/monitoring of Projects;
- Development of technological solutions to integrate with physical fencing along the selected stretches on Indo-Pakistan Border and Indo-Bangladesh border through **Comprehensive Integrated Border Management System (CIBMS)** for prompt response to emerging situations.
- **New design modular fence** having anti-rust, anti-cut & anti-climb features along Indo-Pakistan Border and Indo-Bangladesh Border to replace existing composite fence, along selected stretches of the border.
- A new platform namely **Narcotics Coordination (NCORD)** has been established by MHA for better coordination between various Central and State Agencies.

- For digitization of pan-India drug seizure data, MHA has launched an e-portal, **SIMS (Seizure Information Management System)**.
- An online registration platform - **URN (Unique Registration Number)** to check diversion of Precursor Chemicals in addition to physical field surveillance.
- The process of selection for **Padma Awards** made objective, transparent and emphasis given to selection of those who have been rendering selfless service to the society without any publicity.
- E-tools/mobile apps have been developed to promote the use of **Hindi** language.

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**VG/SNC/VM**