



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES
GOVERNMENT OF INDIA



75
Azadi Ka
Amrit Mahotsav



Special Campaign 3.0

Guidelines & Special Campaign Progress

December 2022 - July 2023

Department of Administrative
Reforms and Public Grievances

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1. Introduction

On the decision of Council of Ministers dated September 7th, 2022 Special Campaign 2.0 was successfully conducted in all Ministries/Departments and their attached/subordinate/ out station offices from October 2nd-31st, 2022 at around 1 lakh sites, collecting a revenue of Rs 371.88 Cr and freeing approx. 90 lakh sq. ft of space to the farthest extent of India. The Campaign gained enormous social media traction with Hon'ble PM retweeting laudable efforts of Ministries' dedication in ingenious execution in Swacchata.

The Special Campaign 3.0 will be conducted in all Central Ministries / Departments, attached/subordinate offices of Government of India from October 2nd -31st, 2023. The preparatory phase of the campaign will be conducted from September 15th -30th, 2023. All Ministries / Departments shall report monitored data on a single digital platform <https://scdpm.nic.in/>. The campaign thrust areas are MP's References, Parliamentary Assurances, PMO Inter-departmental Memos, Inter-Ministerial Consultation References, State Government References, Public Grievances, Public Grievance Appeals, Record Management Practices, Swachhata Campaign sites and Scrap Disposal. The Cabinet Secretary's D/O letter to Secretaries of Government of India, D/O letter by Secretary DARPG and DARPG's Guidelines Note on Special Campaign 3.0, in this context are enclosed in this compilation.

The Special Campaign 3.0 portal will open for updation of achievements data for the campaign on October 2nd -31st and will be closed on November 5th, 2023. A third-party evaluation will be undertaken from November 14th -30th, 2023. The objective of the campaign is to minimise pendency, institutionalize Swachhata, strengthen internal monitoring mechanisms capacity building of record officers, digitization of physical records, setting up protocols and monitoring mechanisms for Swachhata. Special attention is to be accorded to attached/subordinate/field offices including in the remotest parts of the country. Photographs of progress will be updated on the Special Campaign 3.0 portal. Under Record Management Practices files of historic value are to be sent to the National Archives of India, after due accession procedure.

The expectations from the Campaign are Digitization – Creation of Intra-Ministerial portals; 100% digital receipts, Efficient Management of Office Spaces – Use of Compactors, clearing of scrap, Enhancement of Office Spaces – Creation of Wellness

Centres, improvement of Office Corridors, Environment-friendly Practices – Automatic power systems, EV charging stations, Inclusivity Measures – Enabling washrooms/ Elevators/ Ramps for differently abled persons, washroom for ladies.

DARPG has created Hashtag #SpecialCampaign3.0 for Social Media Posts. Panel discussions on DD News/AIR will be scheduled along with issue of regular PIB statements and films on Special Campaign 3.0. As the nodal department for the Special Campaign 3.0, DARPG will coordinate with all ministries/departments for successful conduct of Special Campaign 2.0.



V Srinivas
Secretary
DARPG

2. Letter of Cabinet Secretary

राजीव गौबा
Rajiv Gauba



सत्यमेव जयते



मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

D.O. No. 1/50/3/2021-Cab. (Vol.II)

August 25, 2023

Dear Secretary,

As you are aware, a Special Campaign was organized from 2nd October to 31st October in the years 2021 & 2022 in all Ministries/ Departments and their attached/ subordinate offices for disposal of Pending Matters. Successful implementation of the Special Campaign was possible as a result of vigorous efforts by all Ministries/ Departments.

2 It was decided last year that the exercise of reducing pendency should be undertaken on continuous basis and the Ministries may set apart some time on a fixed day every week for this purpose. Accordingly, DARPG had issued detailed instructions on 3rd January, 2023.

3. In continuation of previous years' efforts, Special Campaign will be undertaken this year from 2nd October, 2023 to 31st October, 2023. During the campaign, special attention may be given to field/ outstation offices responsible for service delivery or having public interface, in addition to the Ministries/ Departments and their attached / subordinate offices. DARPG would continue to be the nodal Department for monitoring and implementation of the campaign and would issue detailed guidelines for the ensuing Campaign separately.

4. Like last two years, your personal involvement and leadership would be critical for success of the Campaign. Appropriate instructions may be issued to all the Offices/ Organizations under your Ministry/ Department to implement the Special Campaign in 2023 in a befitting manner.

With regards

Yours sincerely,

Rajiv Gauba
(Rajiv Gauba)

To

All Secretaries to the Government of India

3. Guidelines note for Special Campaign 3.0: OM to all Secretaries

F.No. No. Q-15/08/2023-O&M-DARPG(e.No.8181)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms and Public Grievances

Sardar Patel Bhawan, New Delhi

Dated: 1st September, 2023

Office Memorandum

Subject: - Special Campaign 3.0 for institutionalizing Swachhata and minimizing pendency in Government offices - 2nd October, 2023 to 31st October, 2023-regarding.

The Government will organize Special Campaign 3.0 for improving Swachhata and disposal of pending references from 2nd October - 31st October, 2023, on the lines of the Special Campaigns held in 2021 and 2022 on the same theme. The Special Campaign in 2022 was conducted in over one lakh government offices in entire length and breadth of the country. These offices have collectively cleared about 89.8 lakh square feet of space and put them into productive usages. A revenue of Rs. 370.83 crores earned from scrap disposal, 64.92 lakh files were reviewed, 4.56 lakh Public Grievances Redressed, 8998 MP's references replied.

2. The success of Special Campaign 2.0 has encouraged the government to plan a bigger campaign this year. All offices of Ministries/Departments of Government of India shall participate in the campaign. In this regard, Cabinet Secretary has vide D.O. letter No. 1/50/3/2021-Cab.(Vol.II) dated 25th August, 2023 addressed all Secretaries to the Government of India (Annexure). The Department of Administrative Reforms and Public Grievances (DARPG) will be the nodal Department for coordinating and steering the campaign across the country. The following guidelines have been formulated by DARPG for smooth conduct of Special Campaign 3.0.

Guidelines for Special Campaign 3.0

3. The Special Campaign will be organized in two phases – Preparatory Phase from 15th September, 2023 to 30th September, 2023 and implementation phase from 2nd October, 2023 to 31st October, 2023.

4. The Special Campaign 2023 envisages saturation of Swachhata in all offices of all Ministries/Departments. The Special Campaign aims at improving overall cleanliness of Government offices and enhancing public experience of common public with Government

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offices. Therefore, special attention shall be given to field / outstation offices responsible for service delivery or having public interface, in addition to the Ministries/Departments and their attached / subordinate offices. The broad guidelines for both the phases are as follows: -

Preparatory Phase of the Special Campaign 15-30 September 2023

5. The Special Campaign will be preceded by preparatory Phase from 15th September, 2023 to 30th September, 2023. During this phase, Ministries/ Departments are supposed to do the following activities:

- (i) mobilize the offices/ officers and ground functionaries for the Campaign
- (ii) appoint nodal officers in each of their campaign offices
- (iii) arrange training for the nodal officers about their role in the Campaign
- (iv) identify pending references
- (v) identify campaign sites for cleanliness
- (vi) assess the volume of redundant materials to be disposed and finalise the procedures for their disposal.

Parameters for the Special campaign

6. Campaign will focus on liquidating pendency in the MP's References, References from the State Governments, Inter-Ministerial References, Parliamentary Assurances, PMO references, Public grievances and PG Appeals.

7. Besides the above parameters, Ministries shall also review the existing rules and procedures during the Special Campaign aiming at reducing compliance burden and promoting ease of living to the citizens. The campaign may also be utilized for adherence of record management systems as contained in Central Secretariat Manual of Office Procedure, GFR and Public Record Act 1993.

8. Overall cleanliness of government offices with special focus on space management and enhancing work place experience of field offices shall be undertaken. Accordingly, the information on the following parameters may be collected during the preparatory phase. The information collected so will become target for liquidation/implementation during the campaign phase:

- Identification of Cleanliness Campaign sites
- Planning for Space management and beautification of offices
- Identifying Scrap and redundant items and their disposal procedure as per GFR



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- Identifying number of pending References from MP's
- Identifying Pending references from the State Governments
- Identifying Pending Inter-Ministerial References (Cabinet Note)
- Identifying Parliamentary Assurances pending for more than 3 months
- Identifying Pending PMO references
- Number of Rules/Processes identified for simplification
- Identifying Pending Public grievances and Appeals (CPGRAMS as well as grievances received from other sources)
- Record Management- Review of files/ recording and weeding of files / closing of e-files

Appointing Nodal Officers and roles and responsibility of nodal officers

9. Each Ministry/Department shall designate a Nodal officer for the Special Campaign (not below the rank of Joint secretary). The Nodal officers will coordinate the campaign in their Ministry/Department and also Attached/Subordinate/field/outstation Offices, Autonomous Bodies and PSUs under their Ministry. He/ She will collect information on daily basis and arrange to feed the information into the central monitoring portal designed by DARPG.

10. The nodal officers will formulate a comprehensive planning for cleanliness, space management and beautification of their offices. He/ she will ensure documentation of all activities in pre and post campaign scenario. They will ensure high resolution pictures and videos of the Campaign sites before start of Campaign and after completion of activities for documentation purposes. Therefore, a suitable planning for pre and post scenario filming and pictures shall be done in consultation with their internal media unit. Efforts shall be made to capture feedback of beneficiary / common public on these efforts in pictures and videos.

11. While campaign shall be conducted on all identified locations, however, some sites having maximum possible impact shall be identified for focused attention which may be showcased later as top highlights of the campaign. Nodal officers will also draw the communication and outreach plan of the campaign in consultation with DARPG.

12. Accordingly, the Ministries are requested to identify the field units/ outstation offices where Swachhata campaign would be conducted and share the list of those offices with the DARPG in advance. If needed DARPG would also organise third party visits to those offices during the campaign from 2nd - 31st October, 2023.



13. The nodal officers of the Ministry/ Department will collate the information from the field nodal officers and feed them into the central monitoring portal maintained by DARPG.

Monitoring through a dedicated Portal

14. As mentioned above, the progress of the campaign will be monitored through the SCDPM portal at <https://scdpm.nic.in>. The portal can be accessed through login credentials of nodal officers. DARPG will organise a training session for all nodal officers on the portal in the first week of September 2023.

Main phase of the Special Campaign 2nd -31st October 2023

15. Main phase will be action phase when all out efforts shall be made to achieve the targets identified in preparatory phase and information shall be provided on the monitoring portal on daily basis. The Special Campaign should also be used to improve records management, categorisation, recording, review and weeding out of physical records, as per extant guidelines contained in the CSMOP, Appendix IX of GFR and Public Record Act, 1993. The best practices evolved during the campaign shall be documented on the portal for further reference.

Monitoring of Progress

16. Nodal Officers will review the progress in their office and all offices under their Ministry/ Departments on a daily basis. Secretary of the Department will also regularly review the progress. Officers will be nominated by Ministry/ Department to assess the impact of cleanliness drives, who will make site visits and submit a Report to the Nodal Officer of the Ministry/ Department.

17. Reviews will be conducted by Secretary, DARPG, with the Nodal Officers on a weekly basis during the entire campaign period. A weekly consolidated report will be prepared by DARPG on the progress of the Campaign for submission to the Cabinet Secretariat and PMO.

18. The following designated officers from DARPG will be available for providing any clarification with respect to the special Campaign:

- (i) Joint Secretary, DARPG (Smt. Jaya Dubey, Tel: 011-23360208, e-mail: jaya.dubey@nic.in)
- (ii) Shri Manu Garg, Senior Technical Director, NIC (Mobile: 9868500465, e-mail: manugarg@nic.in) on technical issues.



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Communication and Outreach plan:

19. DARPG will create Hashtag #Special Campaign 3.0. Ministries shall issue tweets/retweets using this hashtag from various social media handles of their Ministry from 15th September onwards. The campaign shall be presented through social media, featured articles in newspapers, small features/ documentaries on Doordarshan etc. A film on Special Campaign would also be prepared post campaign for which site visits of Doordarshan crew will be finalised in preparatory phase itself. I&B Ministry will be involved for larger publicity and media plan of the campaign.

Evaluation Phase: 15th November – 30th November 2023

20. A 3rd party assessment of the Campaign will be undertaken from 15th -30th November 2023. The team will assess qualitative impact of the campaign and measures adopted to sustain the achievements of the Campaign.



(V. Srinivas)

Secretary to the Government of India

To

All Secretaries to the Govt. of India.

फाइल संख्या क्यू-15/08/2023-ओ एंड एम- डीएआरपीजी (ई. सं. 8181)

भारत सरकार
कार्मिक, लोक शिकायत और पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग

सरदार पटेल भवन, नई दिल्ली
दिनांक: 1 सितंबर, 2023

कार्यालय ज्ञापन

विषय:- स्वच्छता को संस्थागत बनाने और सरकारी कार्यालयों में लंबित मामलों को कम करने के लिए 2 अक्टूबर, 2023 से 31 अक्टूबर, 2023 तक विशेष अभियान 3.0 के संबंध में।

सरकार 2021 और 2022 में आयोजित विशेष अभियानों की तर्ज पर 2 अक्टूबर से 31 अक्टूबर, 2023 तक स्वच्छता में सुधार और लंबित संदर्भों के निपटान के लिए विशेष अभियान 3.0 का आयोजन करेगी। वर्ष 2022 में विशेष अभियान पूरे देश में एक लाख से अधिक सरकारी कार्यालयों में चलाया गया। इन कार्यालयों ने सामूहिक रूप से लगभग 89.8 लाख वर्ग फुट जगह को साफ किया है और इसका उपयोग किया है। कचरा निपटान से 370.83 करोड़ रुपये के राजस्व की प्राप्ति हुई, 64.92 लाख फाइलों की समीक्षा की गई, 4.56 लाख लोक शिकायतों का निवारण किया गया, 8998 सांसदों के संदर्भों के उत्तर दिए गए।

- विशेष अभियान 2.0 की सफलता ने सरकार को इस वर्ष एक बड़े अभियान की योजना बनाने के लिए प्रोत्साहित किया है। भारत सरकार के मंत्रालयों/विभागों के सभी कार्यालय इस अभियान में भाग लेंगे। इस संबंध में, कैबिनेट सचिव ने अ.शा. पत्र संख्या 1/50/3/2021-कैब (वॉल्यूम II) (ii) दिनांक 25 अगस्त, 2023 के तहत भारत सरकार के सभी सचिवों को संबोधित किया गया (अनुबंध)। प्रशासनिक सुधार और लोक शिकायत विभाग (डीएआरपीजी) देश भर में अभियान के समन्वय और संचालन के लिए नोडल विभाग होगा। विशेष अभियान 3.0 के सुचारू संचालन के लिए डीएआरपीजी द्वारा निम्नलिखित दिशा-निर्देश तैयार किए गए हैं।

विशेष अभियान 3.0 के लिए दिशा निर्देश

- विशेष अभियान दो चरणों में आयोजित किया जाएगा - प्रारंभिक चरण 15 सितंबर, 2023 से 30 सितंबर, 2023 तक और कार्यान्वयन चरण 2 अक्टूबर, 2023 से 31 अक्टूबर, 2023 तक।
- विशेष अभियान 2023 में सभी मंत्रालयों/विभागों के सभी कार्यालयों में स्वच्छता की परिपूर्णता की परिकल्पना की गई है। विशेष अभियान का उद्देश्य सरकारी कार्यालयों की समग्र स्वच्छता में सुधार करना और सरकारी कार्यालयों में आम जनता के अनुभव को बेहतर करना है। इसलिए, मंत्रालयों/विभागों और

उनके संबद्ध/ अधीनस्थ कार्यालयों के अलावा सेवा प्रदायगी या सार्वजनिक संपर्क रखने के लिए उत्तरदायी क्षेत्र/आउटस्टेशन कार्यालयों पर विशेष ध्यान दिया जाएगा। दोनों चरणों के लिए व्यापक दिशा-निर्देश इस प्रकार हैं:-

विशेष अभियान का प्रारंभिक चरण 15-30 सितंबर 2023

5. विशेष अभियान से पहले 15 सितंबर, 2023 से 30 सितंबर, 2023 तक प्रारंभिक चरण शुरू किया जाएगा। इस चरण के दौरान, मंत्रालयों/विभागों से निम्नलिखित कार्यकलाप करने की अपेक्षा की जाती है:

- i. अभियान के लिए कार्यालयों/अधिकारियों और स्थल पर कार्य करने वाले कार्यकर्ताओं को एकत्र करना।
- ii. अपने प्रत्येक अभियान कार्यालय में नोडल अधिकारी नियुक्त करना।
- iii. अभियान में नोडल अधिकारियों की भूमिका के बारे में उनके लिए प्रशिक्षण की व्यवस्था करना
- iv. लंबित संदर्भों को अभिचिह्नित करना।
- v. स्वच्छता के लिए अभियान स्थलों को अभिचिह्नित करना।
- vi. निपटान की जाने वाली अनावश्यक सामग्रियों की मात्रा का आकलन करना और उनके निपटान संबंधी प्रक्रियाओं को अंतिम रूप देना।

विशेष अभियान के लिए मापदंड

6. अभियान में संसद सदस्यों के संदर्भों, राज्य सरकारों के संदर्भों, अंतर-मंत्रालयी संदर्भों, संसदीय आश्वासनों, पीएमओ संदर्भों, लोक शिकायतों और पीजी अपीलों में लंबित मामलों का निपटान करने पर ध्यान केंद्रित किया जाएगा।

7. उपर्युक्त मापदंडों के अलावा, मंत्रालय अनुपालन बोर्ड को कम करने और नागरिकों के जीवन को आसान बनाने के उद्देश्य से विशेष अभियान के दौरान मौजूदा नियमों और प्रक्रियाओं की भी समीक्षा करेंगे। इस अभियान का उपयोग केन्द्रीय सचिवालय कार्यालय पद्धति नियम पुस्तिका, जीएफआर और सार्वजनिक अभिलेख अधिनियम, 1993 में निहित अभिलेख प्रबंधन प्रणालियों के अनुपालन के लिए भी किया जा सकता है।

8. स्थान प्रबंधन पर विशेष ध्यान देने और क्षेत्रीय कार्यालयों के कार्यस्थल के अनुभव को बढ़ाने के साथ सरकारी कार्यालयों को समग्र रूप से स्वच्छ बनाने का कार्य शुरू किया जाएगा। तदनुसार, प्रारंभिक चरण के दौरान निम्नलिखित मापदंडों पर जानकारी एकत्र की जा सकती है। इस प्रकार एकत्र की गई जानकारी अभियान चरण के दौरान निपटान/कार्यान्वयन के लिए लक्ष्य बन जाएगी :

- स्वच्छता अभियान स्थलों की पहचान
- स्थान प्रबंधन और कार्यालयों के सौंदर्यीकरण के लिए योजना
- जीएफआर के अनुसार कचरा और अनावश्यक वस्तुओं को अभिचिह्नित करना और उनके निपटान की प्रक्रिया
- संसद सदस्यों के लंबित संदर्भों की संख्या की पहचान करना

- राज्य सरकारों के लंबित संदर्भों की पहचान करना
- लंबित अंतर-मंत्रालयी संदर्भों की पहचान (कैबिनेट नोट)
- 3 महीने से अधिक समय से लंबित संसदीय आश्वासनों की पहचान करना
- लंबित पीएमओ संदर्भों की पहचान करना
- सरलीकरण के लिए अभिचिह्नित नियमों/प्रक्रियाओं की संख्या
- लंबित लोक शिकायतों और अपीलों को अभिचिह्नित करना (सीपीग्राम्स के साथ-साथ अन्य स्रोतों से प्राप्त शिकायतें)
- अभिलेख प्रबंधन- फाइलों की समीक्षा/फाइलों की रिकॉर्डिंग और छंटाई/ई-फाइलों को बंद करना।

नोडल अधिकारियों की नियुक्ति और नोडल अधिकारियों की भूमिका और जिम्मेदारी

9. प्रत्येक मंत्रालय/विभाग विशेष अभियान के लिए एक नोडल अधिकारी नामित करेगा (संयुक्त सचिव के पद से नीचे के नहीं)। नोडल अधिकारी अपने मंत्रालय/विभाग तथा अपने मंत्रालय के अंतर्गत संबद्ध/अधीनस्थ/क्षेत्र/आउटस्टेशन कार्यालयों, स्वायत्त निकायों और सार्वजनिक क्षेत्र के उपक्रमों में अभियान का समन्वय करेंगे। वे दैनिक आधार पर जानकारी एकत्र करेंगे और डीएआरपीजी द्वारा तैयार किए गए केंद्रीय निगरानी पोर्टल में जानकारी फीड करने की व्यवस्था करेंगे।
10. नोडल अधिकारी अपने कार्यालयों की स्वच्छता, स्थान प्रबंधन और सौंदर्यीकरण के लिए एक व्यापक योजना तैयार करेंगे। वे अभियान से पहले और बाद के परिदृश्य में सभी गतिविधियों का प्रलेखन सुनिश्चित करेंगे। वे अभियान शुरू होने से पहले और प्रलेखन उद्देश्यों के लिए गतिविधियों के पूरा होने के बाद अभियान साइटों की उच्च रिजॉल्यूशन तस्वीरें और वीडियो बनाना सुनिश्चित करेंगे। इसलिए, पूर्व और बाद के परिदृश्य फिल्मांकन और चित्रों के लिए एक उपयुक्त योजना उनकी आंतरिक मीडिया इकाई के परामर्श से तैयार की जाएगी। इन प्रयासों पर लाभार्थी/आम जनता की फीडबैक चित्रों और वीडियो में लेने का प्रयास किया जाएगा।
11. हालांकि अभियान सभी अभिचिह्नित स्थानों पर चलाया जाएगा, फिर भी, अधिकतम संभव प्रभाव वाले कुछ स्थलों को ध्यान केंद्रण हेतु अभिचिह्नित किया जाएगा, जिन्हें बाद में अभियान के शीर्ष आकर्षण के रूप में प्रदर्शित किया जा सकता है। नोडल अधिकारी डीएआरपीजी के परामर्श से अभियान की कम्युनिकेशन और आउटरीच योजना भी तैयार करेंगे।
12. तदनुसार, मंत्रालयों से अनुरोध है कि वे उन फील्ड इकाइयों/आउटस्टेशन कार्यालयों की पहचान करें जहां स्वच्छता अभियान चलाया जाएगा और उन कार्यालयों की सूची डीएआरपीजी के साथ अग्रिम रूप से साझा करें। यदि आवश्यक हुआ तो डीएआरपीजी 2 से 31 अक्टूबर, 2023 तक अभियान के दौरान उन कार्यालयों में तीसरे पक्ष के दौरों का भी आयोजन करेगा।
13. मंत्रालय/विभाग के नोडल अधिकारी फील्ड नोडल अधिकारियों से सूचना एकत्रित करेंगे और उन्हें

डीएआरपीजी द्वारा बनाए गए केंद्रीय निगरानी पोर्टल में फीड करेंगे।

एक विशेष पोर्टल के माध्यम से निगरानी करना

14. जैसा कि ऊपर उल्लेख किया गया है, अभियान की प्रगति की निगरानी एससीडीपीएम पोर्टल <https://scdpm.nic.in> के माध्यम से की जाएगी पोर्टल को नोडल अधिकारियों के लॉगिन क्रेडेंशियल के माध्यम से एक्सेस किया जा सकता है। डीएआरपीजी सितंबर 2023 के पहले सप्ताह में पोर्टल पर सभी नोडल अधिकारियों के लिए एक प्रशिक्षण सत्र आयोजित करेगा।

विशेष अभियान का मुख्य चरण 2 से 31 अक्टूबर 2023

15. मुख्य चरण कार्यान्वयन चरण होगा जब प्रारंभिक चरण में अभिचिह्नित लक्ष्यों को प्राप्त करने के लिए सभी प्रयास किए जाएंगे और दैनिक आधार पर निगरानी पोर्टल पर जानकारी प्रदान की जाएगी। सीएसएमओपी, जीएफआर के परिशिष्ट IX और सार्वजनिक रिकॉर्ड अधिनियम, 1993 में निहित मौजूदा दिशानिर्देशों के अनुसार रिकॉर्ड प्रबंधन, वर्गीकरण, रिकॉर्डिंग, समीक्षा और भौतिक रिकॉर्ड को हटाने में सुधार करने के लिए भी विशेष अभियान का उपयोग किया जाना चाहिए। अभियान के दौरान विकसित सर्वोत्तम प्रथाओं को आगे के संदर्भ के लिए पोर्टल पर प्रलेखित किया जाएगा।

प्रगति की निगरानी

16. नोडल अधिकारी दैनिक आधार पर अपने कार्यालय और अपने मंत्रालय/विभागों के अंतर्गत आने वाले सभी कार्यालयों में प्रगति की समीक्षाएं की जाएंगी। विभाग के सचिव भी नियमित रूप से प्रगति की समीक्षा करेंगे। स्वच्छता अभियानों के प्रभाव का आकलन करने के लिए मंत्रालय/विभाग द्वारा अधिकारियों को नामित किया जाएगा, जो स्थल का दौरा करेंगे और मंत्रालय/विभाग के नोडल अधिकारी को रिपोर्ट प्रस्तुत करेंगे।

17. डीएआरपीजी के सचिव द्वारा पूरे अभियान अवधि के दौरान साप्ताहिक आधार पर नोडल अधिकारियों के साथ समीक्षा की जाएगी। डीएआरपीजी द्वारा अभियान की प्रगति पर एक साप्ताहिक समेकित रिपोर्ट तैयार की जाएगी जिसे कैबिनेट सचिवालय और पीएमओ के समक्ष प्रस्तुत की जाएगी।

18. डीएआरपीजी के निम्नलिखित नामित अधिकारी विशेष अभियान के संबंध में कोई भी स्पष्टीकरण प्रदान करने के लिए उपलब्ध होंगे :

- i. संयुक्त सचिव, डीएआरपीजी (श्रीमती जया दुबे, दूरभाष: 011-23360208, ई-मेल: jaya.dubey@nic.in)
- ii. तकनीकी मुद्दों पर जानकारी के लिए श्री मनु गर्ग, वरिष्ठ तकनीकी निदेशक, एनआईसी (मोबाइल: 9868500465, ई-मेल: manugarg@nic.in)।



कम्यूनिकेशन और आउटरीच योजना:

19. डीएआरपीजी हैशटैग # स्पेशल अभियान 3.0 का सृजन करेगा। मंत्रालय 15 सितंबर से अपने मंत्रालय के विभिन्न सोशल मीडिया हैंडल से इस हैशटैग का उपयोग करके ट्वीट/रीट्वीट जारी करेंगे। अभियान को सोशल मीडिया, समाचार पत्रों में विशेष लेखों, दूरदर्शन पर छोटे फीचर्स/वृत्तचित्रों आदि के माध्यम से प्रस्तुत किया जाएगा। अभियान के बाद विशेष अभियान पर एक फिल्म भी तैयार की जाएगी, जिसके लिए दूरदर्शन के दल के स्थल दौड़ों को प्रारंभिक चरण में ही अंतिम रूप दिया जाएगा। अभियान के व्यापक प्रचार और मीडिया योजना के लिए सूचना एवं प्रसारण मंत्रालय का सहयोग लिया जाएगा।

मूल्यांकन चरण: 15 नवंबर - 30 नवंबर 2023

20. अभियान का तृतीय पक्ष मूल्यांकन 15 से 30 नवंबर 2023 तक किया जाएगा। टीम अभियान के गुणात्मक प्रभाव और अभियान की उपलब्धियों को बनाए रखने के लिए अपनाए गए उपायों का आकलन करेगी।



(वी. श्रीनिवास)

सचिव, भारत सरकार

सेवा में,
भारत सरकार के सभी सचिव

4. Letter of Secretary DARPG (Dated: 01.08.2023)

वी. श्रीनिवास, आई.ए.एस.
V. Srinivas, IAS
सचिव
SECRETARY



75
आजादी का
अमृत महोत्सव

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
SARDAR PATEL BHAWAN, SANJAD MARG,
NEW DELHI-110001

D.O.No.30011/02/2019-O&M (Part-III)(e.No.5866)

Dated: August 01, 2023

Dear Secretary,

The Cabinet Secretary reviewed the External Evaluation Report of the Initiative for Increasing Efficiency in Decision Making prepared by the DARPG on July 18, 2023. A copy of the third party evaluation report and the presentation made by DARPG to Cabinet Secretary are enclosed at **Annex 1 & 2** respectively.

2. The Power Point Presentation on the key findings of the report were shared by DARPG with Nodal officers of Ministries/Departments on 19th July, 2023 and the following road map for timely implementation was suggested.

- **Delaying:** Delaying has been widely adopted with the objective of functional levels of disposal being restricted to four. That said there exist Ministries / Departments where the levels of disposal continue to be more than four. All Ministries / Departments requested to review the delegation and rework scope for delegation to ensure that files disposed at Joint Secretary levels and files disposed at Secretary levels are operationalised within four levels of disposal.
- **Delegation:** Delegation of financial powers for contingent and miscellaneous expenditures to be reviewed by the Ministries / Departments in consultation with the Integrated Finance Divisions. eHRMS has proved highly beneficial in effective delegation of administrative powers and Ministries to expeditiously adopt all modules of eHRMS to ensure effective delegation of administrative powers.
- **E-Office:** E-Office has enabled creation of digital office spaces. However, it is observed that select Ministries / Departments continue to create large number of physical files. Ministries / Departments are requested to endeavour to bring down physical files and increase the number of digital files as also operate on 100 per cent digital receipts.

3. I would request you to kindly have the External Evaluation Report examined and consider the suggestions contained therein for timely implementation of the Initiative for Increasing Efficiency in Decision Making.

With best regards,

Yours sincerely,

(V. Srinivas)

Encl: As above



सूचना का
अधिकार

Secretaries to all Ministries/Departments

Please Visit our Website : <http://darpg.gov.in>, <http://goicharters.nic.in>

Ph. : 91-11-23742133, Fax : 91-11-23742546 Email : vsrinivas@nic.in, secy-arp@nic.in

5. Letter of Secretary DARPG (Dated: 03.01.2023)

F.No.30011/02/2019-O&M(Part-II)(5866)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi-110001
Dated : 03.01.2023

OFFICE MEMORANDUM

Sub: Reducing Pending Matters to the Minimum Possible in Government.

It has been decided that as a sequel to the month-long Special Campaign 2.0 for the disposal of pending matters conducted from 2nd October, 2022 to 31st October, 2022 the following actions may be taken up by Ministries/Departments on a regular basis in order to keep the pendency's to minimum possible.

- a) All Ministries/Departments may dedicate 3 hours every week for continuation of activities related to Special Campaign 2.0
- b) The arrangements of Special Campaign 2.0-portal and Nodal Officers will continue to be operational
- c) The campaign may continue to be implemented in outstation offices of Ministries/Departments and autonomous organizations/subordinate/attached offices also.
- d) Secretaries to monitor progress on a monthly basis. Nodal Officers to monitor progress on a weekly basis and enter data on the DARPG portal on the first Monday of every month.
- e) The SCDPM portal has been slightly modified to capture the implementation of layering, delegation and record management particularly for A&B category of records also along with the pendency and cleanliness activities. This portal can be accessed on www.pgportal.gov.in/scdpm from 6.1.2023. A training session on the portal for all nodal officers of the campaign will be organized separately.



(V Srinivas)

Secretary to the Government of India

To

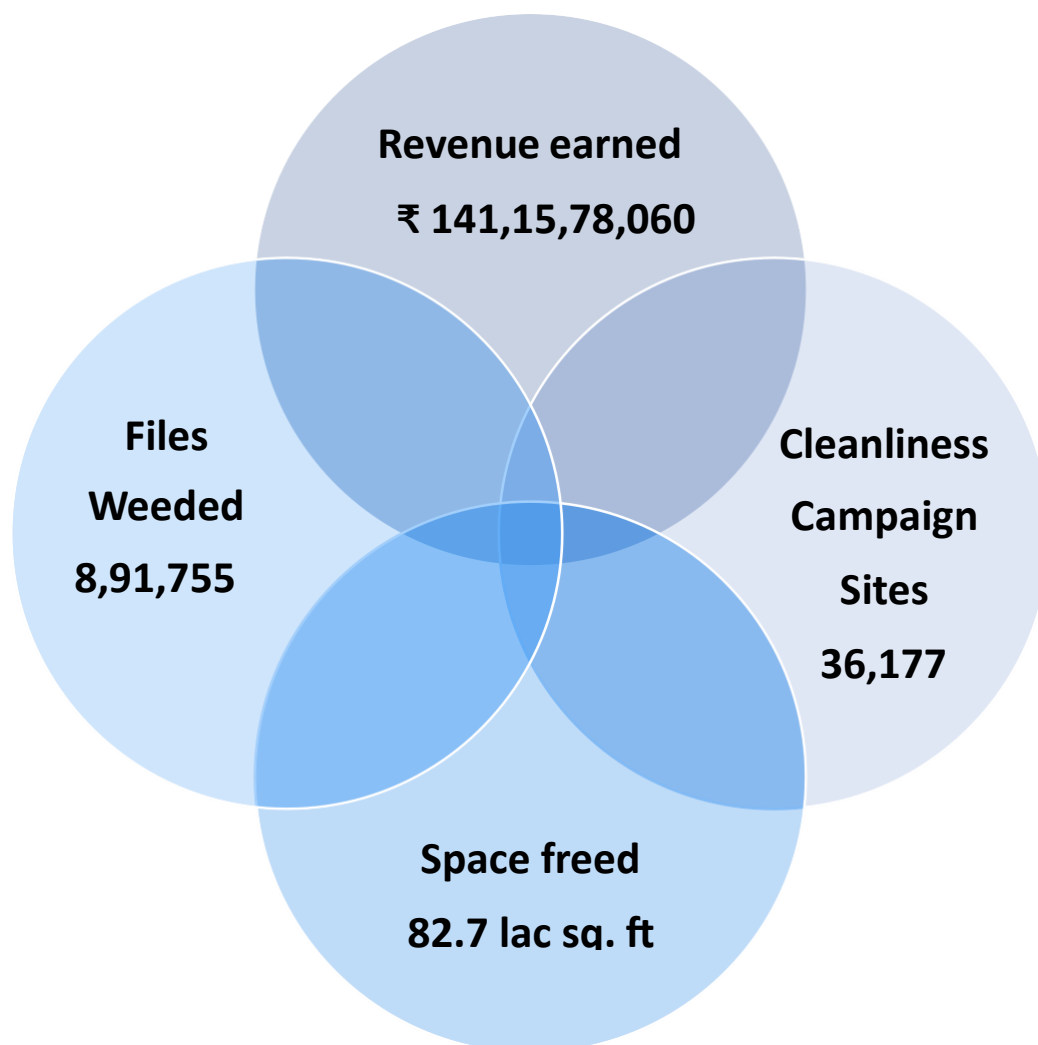
All Secretaries of the Government of India

Copy for information to:

1. Principal Secretary to the PM
2. Cabinet Secretariat, Rashtrapati Bhawan, New Delhi (Ms.Kavita Singh, JS)
3. All Nodal Officers of Special Campaign 2.0
4. Copy to Senior Technical Director, NIC

1.

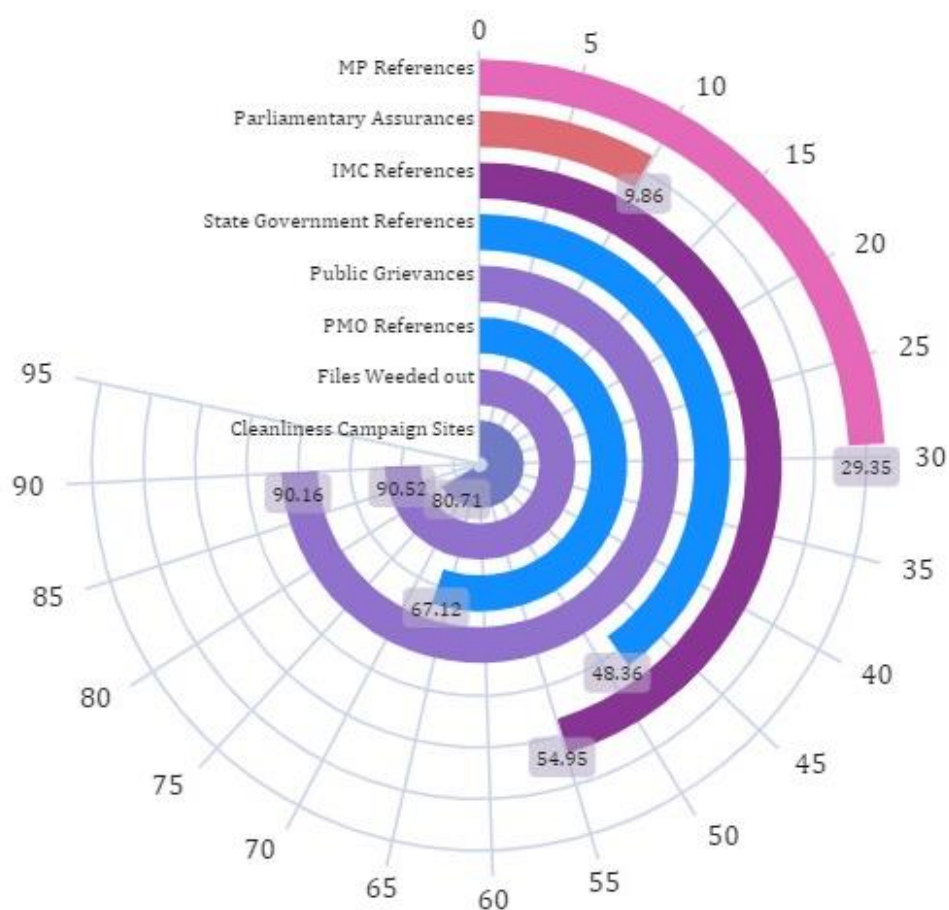
6. Cumulative Progress of Swachhata (Dec 2022- July 2023)



Dec 2022- July 2023

7. Cumulative Progress of Pendency Parameters (Dec 2022- July 2023)

Special Campaign Progress (December 2022-July 2023)

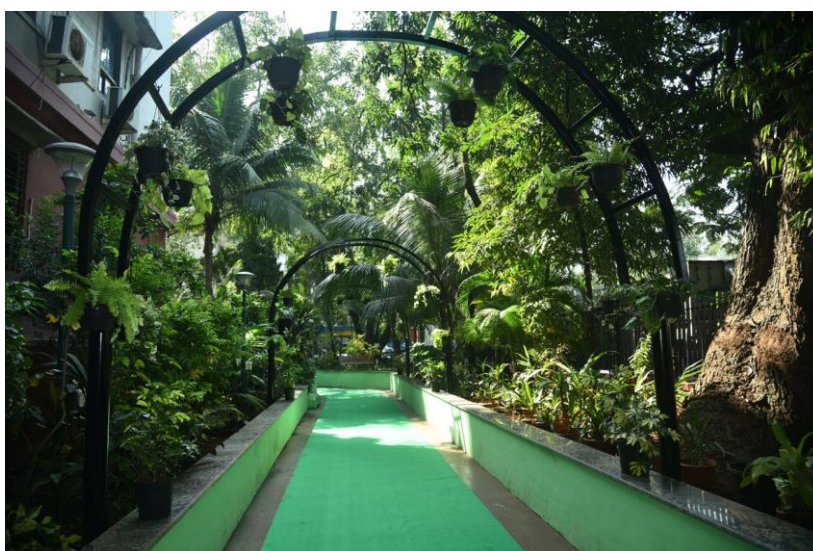


8. Best Practices (Dec 2022- July 2023)



Ministry of Education; 3R Kiosk at IIT Madras

Reusable materials like old textbooks, toys, clothes etc., in good condition, can be deposited and distributed to needy people



Central Board of Direct Taxes; Eco garden at Aayakar Bhawan, Mumbai



Ministry of New and Renewable Energy; 1 MW Rooftop Solar Power Plant at Urja Bhawan, New Delhi



Department of Agricultural Research and Education; Awareness Programme on importance of cleanliness and conversion of farm waste to wealth for School Children at KVK Solapur



Department of Atomic Energy; Area beautification using discarded materials at BARC Mumbai



Department of Administrative Reforms and Public Grievances; Preservation of records with high archival value at Sardar Patel Bhawan



Central Board of Indirect Taxes and Customs; eWaste disposal drive at National Academy of Customs, Indirect Taxes & Narcotics



Department of Agriculture and Farmer Welfare; Cleanliness drive at Farm machinery training and testing institute at Anantpur

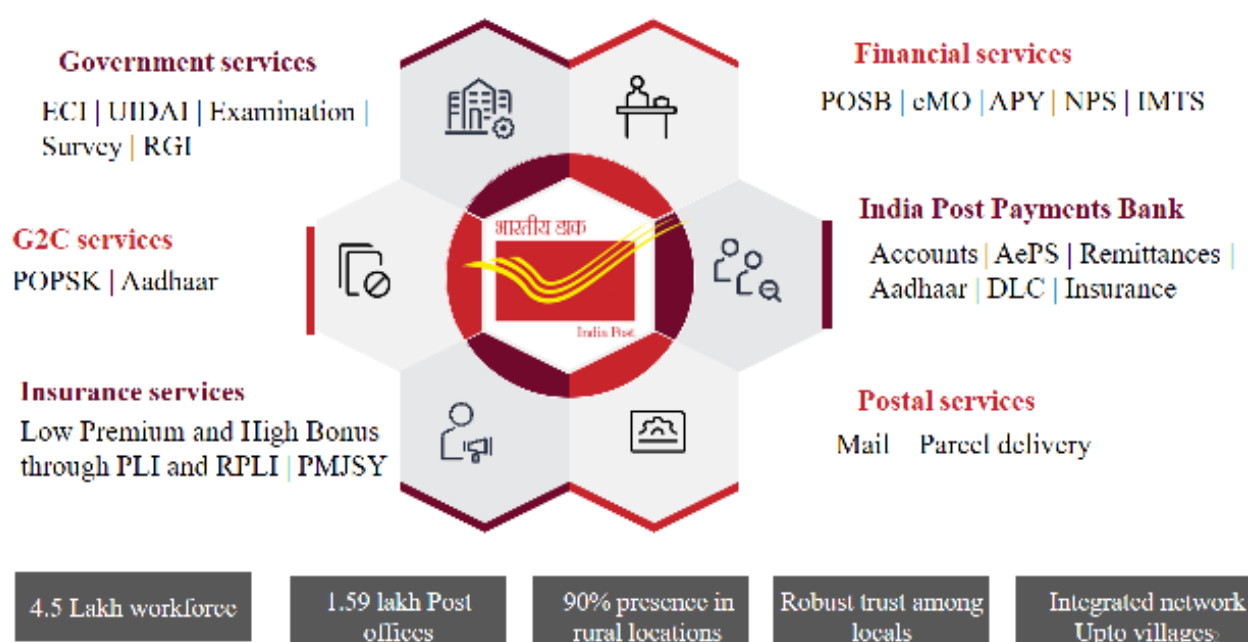
9. Focus Ministries

9.1 Department of Posts

a. Introduction

Department of Posts has a unique, multi-dimensional, integrated national network of 1.59 lakh post offices, with a deep presence in rural India and a service-oriented workforce well positioned to deliver the socio-economic aspirations of the citizens of the country. It is relentlessly exploring new areas with innovation in digital payment services and various combinations of G2C and B2C services and is committed to bring the collaborative mindset with a “whole of government” and “whole of society” approach to meet the national development agenda and the common aspirations of all Indians in the Amrit Kaal.

DOP: NATIONAL GOVERNANCE NETWORK FOR PAN-INDIA SOCIO-ECONOMIC GROWTH



Snapshot of the services provided by Department of Posts

b. Citizen Centric Initiatives

Dak Ghar Niryat Kendra



The DNK fulfils the needs of small businesses and artisans across the country with a digitized process of customs clearance and Postal Bill of Exports (PBE). Along with Advance Electronic Exchange of Data with foreign customs, this initiative is aimed at converting India as an export hub by democratizing, simplifying and improving access to foreign export markets for all citizens and businesses across the country. Department of Posts has a target to open about 1000 DNK in one year.

Technological Innovations to improve Quality and Accessibility of Parcel Services

To improve parcels operations and delivery at the last mile Dept of Posts has made several operational, technological and policy level changes to meet the requirements of the customers.

- CSC Village Level Entrepreneurs can book parcels
- Packaging support for safe carriage available at key locations
- Digital payment options are available

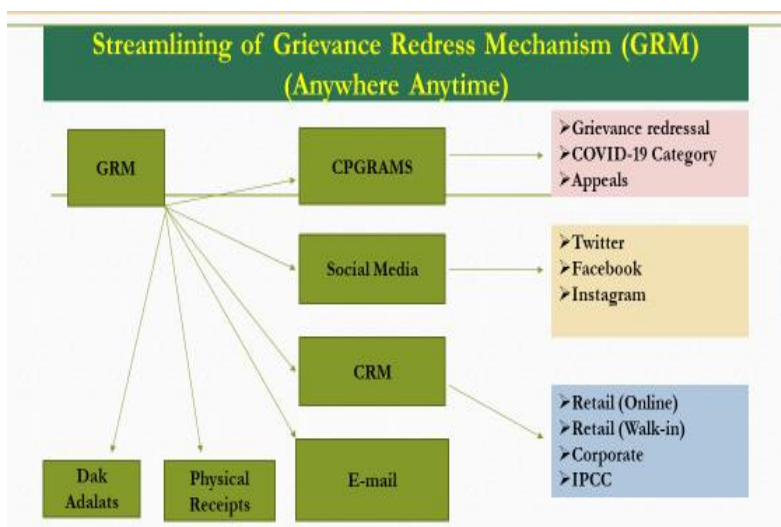


c. Transformation: Touching People's Lives

Ensuring Accountability, Transparency by Strengthening the Grievance Redressal Mechanism

The Customer Relationship Management (CRM) is the mainstay of the internal grievance redress mechanism of the Department. It is powered by a Toll-Free Enquiry Helpline (18002666868) that is available from 0900-1800 Hrs on all working days. The IVRS facility for inquiries is available 24*7 for all days of the year. In addition to the physical network of

postoffices, for the convenience of customers and citizens, the Department of Posts has a multi-channel presence to be accessible to all segments of the population who use its services.



<https://www.indiapost.gov.in/VAS/Pages/ComplaintRegistration.aspx> is the link for online registration of complaints and is linked to the Core System adopted by the Department as part of its IT Modernization in the last few years.

d. Administrative Reforms for Greater Transparency

The Department has worked towards greater transparency in transfer and posting of staff and also their allocations to a particular circle on selection to join the Department, as detailed below:

- **Introduced Rule-38 Online Portal** for transfer of employee of DoP from one unit to another. Officials using employee ID apply on Portal for Rule 38 transfer with OTP based verification. Officials approved for transfer to be relieved within 20 days. Beneficial in terms of visibility, transparency. Automated system involving no manual intervention, and Employees and Service Associations have appreciated the reform.
- **Developed Circle Allocation Portal** for candidates nominated by SSC as PA / SA. System automatically allocates Circles to all candidates based on the criteria fixed for allocation. Resulted in Hassle free process, minimum human intervention, error-free, saving of Time and Resources, and there is no dispute on receipt of preference.
- **Online & automated GDS engagement** rolled out on 02.05.2022. There is no need to fill physical forms for the desired posts separately. Resulted in Low attrition rate, saving of cost and time and greater transparency.

9.2 Ministry of Housing & Urban Affairs

a. Introduction

Advancing the vision of 3R (Reduce, Reuse and Recycle) during the Swachhata Special Campaign 2.0 of DARPG, the Ministry of Housing and Urban Affairs proposed to Ministries/ Departments to set up 3R Kiosks led by women Self Help Groups (SHGs) with emphasis on collecting paper waste (used paper, old records/reports, file boards, packaging items, cardboard boxes etc.) from offices to further put to reuse. Similar request was made to States/UTs through State Urban Development Department/ State Urban Livelihood Mission to organize 3R Kiosks in government offices and at Urban Local Bodies (ULBs) to propagate the concept of 'Reduce, Reuse and Recycle' with the active involvement of community members through local SHGs promoted under DAY-NULM scheme. Guidelines on installation of 3R Kiosks was issued by MoHUA to facilitate this initiative. In response, various central Ministries/Departments came forward and expressed willingness to install 3R Kiosks led by SHGs in their office premises and subordinate offices. As result, 3R Kiosks operated in **225 locations** across the country from 3rd - 31st October, 2022 in which **327 SHGs** participated. SHGs collected over **100 quintals** of paper waste generated from host offices which they used as raw material for making different handmade products. SHGs earned an average of ₹ **10,000** per SHG from sale of products made by them from paper waste. The major activities in 3R Kiosks were:

- Awareness generation on the concept of 'Reduce, Reuse and Recycle'
- Collection of waste paper generated in offices and put them to reuse
- Display and sale of handmade products made out of waste by SHGs

State/UT wise summary of 3R Kiosks installed is as below:

Sl. No.	State	No. of locations where 3R Kiosks installed	No. of SHGs involved	No. of SHG members involved	Waste Collected by SHGs (in Kg)
1	Telangana	13	19	52	1,027
2	Tripura	22	26	78	135
3	Mizoram	15	33	106	625
4	Himachal Pradesh	17	26	26	20
5	Assam	15	24	68	390
6	Maharashtra	2	4	8	980
7	Andhra Pradesh	17	34	52	2,500
8	Odisha	2	11	35	76
9	Delhi	7	10	20	385
10	Chhattisgarh	36	36	45	1,856
11	Nagaland	3	8	26	73
12	Uttar Pradesh	4	8	30	136
13	Madhya Pradesh	31	44	286	1,865
14	West Bengal	3	6	7	13
15	Tamil Nadu	38	38	38	678
	Total	225	327	877	10,758

Snapshots of 3R Kiosks



**3R Kiosk at Shastri Bhawan, Delhi;
Ministry of Coal**

**3R Kiosk at Greater Warangal
Corporation, Telangana**



**3R Kiosk at SMMU; TULM,
Tripura**

b. Glimpses of Swacchata



Before



After

Scrap Disposal at ADG, Hyderabad, CPWD; Nirman Bhawan



Before



After

Record Management, GIP Minto Road

c. Notable Best Practices of Ministry of Housing & Urban Affairs (MoHUA)

Swachhata

- Installed a Waste Converter plant to convert wet waste into compost which is used in the gardens of premises.
- Female Washrooms have been equipped with sanitary napkin vending machines.
- Installed Gym with modern equipment in Nirman Bhawan for use of its employees.
- Constructed a Constitutional Wall highlighting the Preamble to the Constitution. In addition, screens are also installed for awareness of Swachhata and COVID appropriate behavior.
- Swachhata posters have been displayed on the wall.
- Potted plants are placed in the corridors which is regularly maintained by Horticulture Department of CPWD.
- Electric Vehicle Charging Stations have also been installed in the premises.
- Waste segregation system with three different colored bins (green: wet waste, blue: dry waste and black: hazardous waste).

Increasing Efficiency in Decision Making

- Ministry of Housing & Urban Affairs is **fully delayed** and financial powers are reviewed on annual basis.

Total no.of JS	Total no. of JS Equiv.	Status of Reporting (JS/JS(Eq.) to AS/AS (Eq.))	No. of Subjects where the Channel of submission is >4	Reasons/Remarks
8	5	3 JS (eq.) to AS	111	Some matters are Parliamentary Matters and in some inputs for delayering are awaited.

- JS (A) as the HOD has delegated powers up to Rs 7,00,000 for contingent and miscellaneous expenditure (R)
- MoHUA has 28 desk officers for subjects such as Zonal development plans, matters related to NDMC, GNTCD, Policy regularization, General housing policy.

eOffice

- Digital receipts will be fully adopted and onboarding on eOffice version 7.0 is complete.eOffice: Converted all physical files as e-files and is working on e-files.
- In 2023, 98.45% eFiles were created against creation of only 1.55% pFiles.

9.3 Ministry of Mines

a. Introduction

The Ministry of Mines had taken up the theme “Giving back to the nature” during Special Campaign 2.0. Throughout the year the Ministry and its offices have been endeavoring to work on this theme to ensure holistic implementation of the Campaign. As a part of the Campaign the Ministry had adopted various initiatives for the benefit of Environment, Employees as well as Citizens, while simultaneously striving to create better / appealing workplace, not only in the field offices but also in Shastri Bhawan, New Delhi in which it is stationed along with several other Ministries.

b. Notable Best Practices

Environment Friendly Practices

➤ Compost Plant

Offices of Ministry of Mines across India having green areas have built compost plant to use green and organic waste in a sustainable manner.



HCL Vermicompost plant- ICC unit,
Ghatsila,



Vermicompost plant at NALCO, Damanjodi,
Odisha

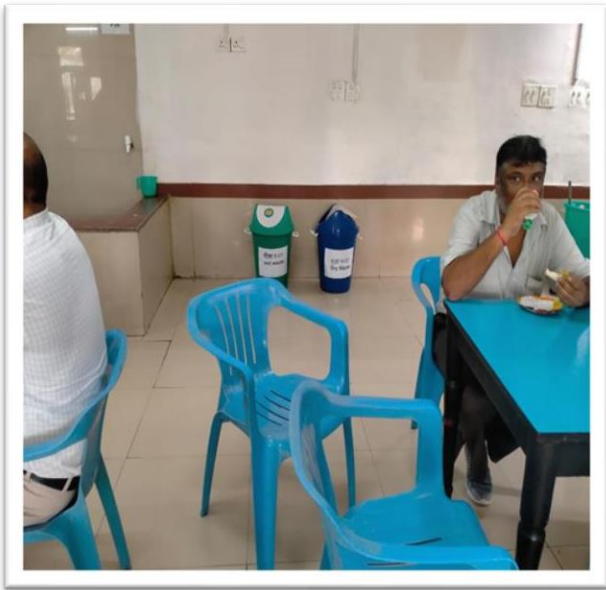
➤ Rainwater Harvesting System

The Ministry ensured that all the offices under its administrative control throughout the country install Rainwater Harvesting Systems. This is helping offices to utilize the Rainwater efficiently. Following are some glimpses of rainwater harvesting at HCL.



MECL Rainwater harvesting

Swachhata Initiatives



➤ Segregation of Waste

The departmental canteens in the Headquarters office at Shastri Bhawan have effectively adopted the practice of Waste Segregation for the purpose of creating compost.

➤ IBM, Bhubaneswar Regional office built an Herbal Garden within the office premises. About 50 Nos. of different herbal species like, Cinnamon, Black Pepper, Lemon Grass, Curry Leaves, Amla, Aloe Vera, Turmeric, Pudina, etc. were planted



Decluttering of Space

The Ministry has been provided with limited office space in Shastri Bhawan since the building is shared by several other Ministries / Departments. However, it has been the endeavor of the Ministry to utilize the available space to its fullest extent and make it a happy and user-friendly experience. The sections have been provided with modular furniture with workstations for each functionary. The Departmental Records Room is kept clutter free through regular periodic review of physical files. Unserviceable and obsolete furniture / office equipment are weeded out on regular basis after adopting due procedure. Even the corridors have been made

brighter and more appealing with framed photographs and motifs of campaigns such as Mission LiFE etc.



Before



After

IBM, Chemical Division, SR, Hyderabad



Before



After

IBM, Hingna , Nagpur

Increasing Efficiency in Decision Making

- Ministry of Mines is **Partially delayed** and financial powers are reviewed on annual basis.

Total no. of JS	Total no. of JS Equiv.	Status of Reporting (JS/JS (Eq.) to AS/AS (Eq.))	No. of Subjects where the Channel of submission is >4	Reasons/Remarks
4	1	1 JS to both AS and Secy 1 JS Eq. to both AS and Secy	1	Files/cases depending upon whether it is routed via Hon'ble MoS or not.

- Dir (A) as the HOD has delegated powers up to Rs 75,000 for contingent and miscellaneous expenditure (R)
- MoM has 9 desk officers for subjects such as Public Grievances and RTI matters, Investigation and vigilance, Proposal of Composite Licenses, All auction related matters, Policy and Legislation.

eOffice

- Digital receipts will be fully adopted and onboarding on eOffice version 7.0 is complete. eOffice: Converted all physical files as e-files and is working on e-files.
- In 2023, the Ministry created 100% eFiles against no creation of pFiles

10. Media Coverage (Special Campaign 2.0)

10.1 Key mentions on Twitter

10.1.1 Tweets by Hon'ble Prime Minister



Narendra Modi
@narendramodi

Laudable effort, which will spread awareness on India's glorious tribal culture and traditions.



6:59 PM · Nov 4, 2022



Narendra Modi
@narendramodi

Such efforts are not only innovative and commendable but most importantly remind us of our basic civic duty of keeping our surroundings and public places clean.



9:16 PM · Oct 3, 2022

3,238 Reposts 64 Quotes 12.9K Likes 10 Bookmarks

10.1.2 Leadership by Ministers





10.1.3 Notable Mentions





Trishakti Corps, IA
@trishakticorps

#SpecialCampaign2
#IndiaVsGarbage

Troops of #StrikingLionDiv #TrishaktiCorps carried out #SwachhataAbhiyan on the banks of the revered #Gurudongmar Lake in North #Sikkim in bone freezing temperatures.

@DARPG_GoI
@edgpi
@easterncomd



8:36 PM · Oct 22, 2022 · Twitter for iPad



SAI Media
@Media_SAI

A few highlights of the ongoing #SpecialCampaign2 cleanliness drive under #SwachhBharat at

1. SAI LNCPE Trivandrum
2. SAI NCOE Alappuzha
3. STC Kollam
4. STC Thrissur



PMO India and 9 others

4:02 PM · Nov 2, 2022 · Twitter Web App



ITBP
@ITBP_official

Cleanliness drive under the aegis of #SpecialCampaign2.0 themed at Swachhta and reducing pendency of work in Government offices was organized by 31st Battalion ITBP, Yupia, Arunachal Pradesh.

#Himveers



PMO India and 4 others

3:33 PM · Oct 25, 2022 · Twitter Web App



BHUJ AIRPORT
@aaibhuairport

#SpecialCampaign2 of Swach Bharat Mission has been carried out

@aaibhuairport. Today's Campaign focused on cleaning of city side area of terminal building.

@AAI_Official

@aairedwr



12:41 PM · Oct 31, 2022 · Twitter for Android



KVK Dantewada (C.G.)
@KVK_Dantewada

#SpecialCampaign2



4:38 PM · Oct 13, 2022 · Twitter Web App



Consulate General of India, Saint Denis
@consulat_i

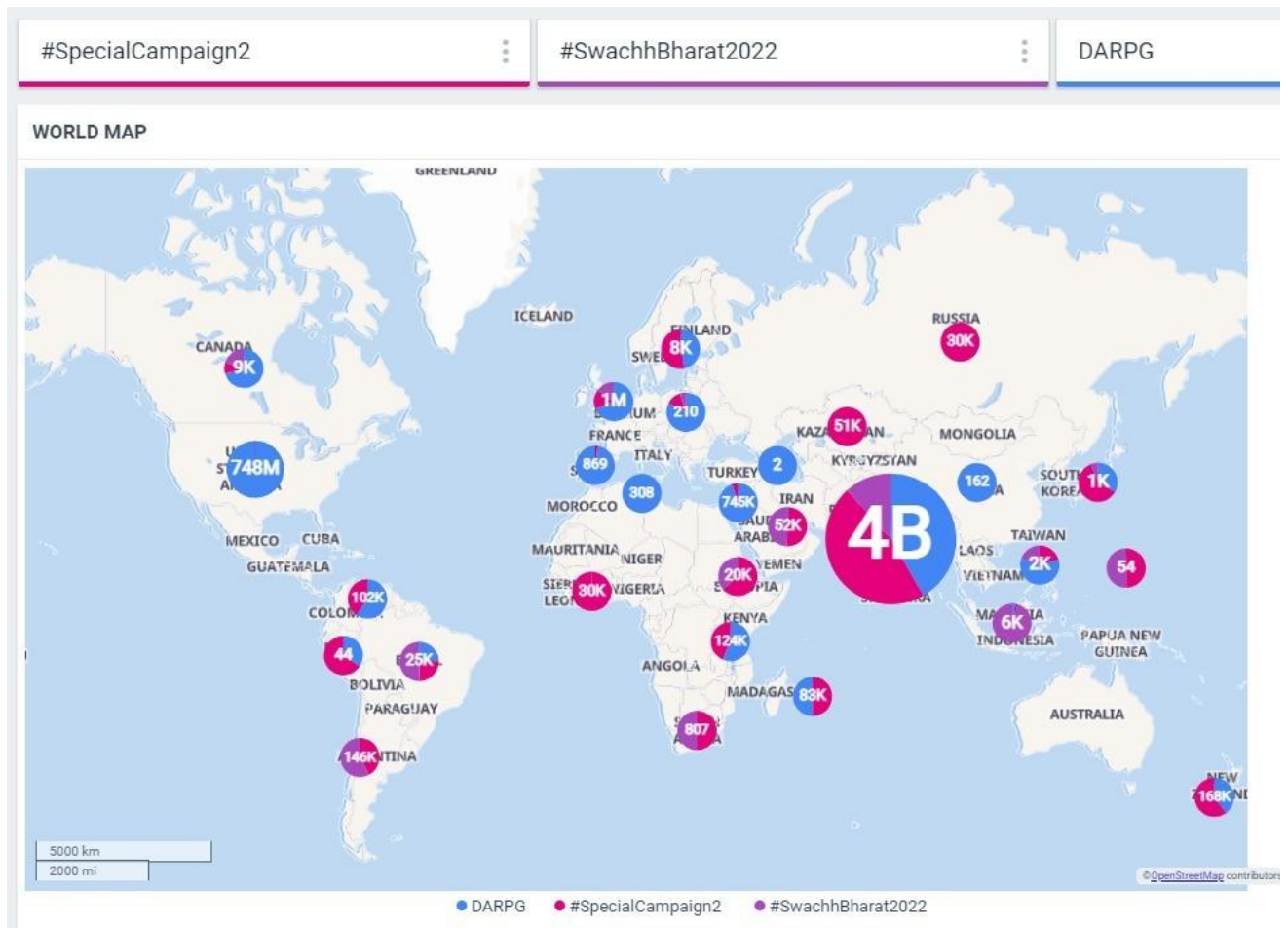
Members of Consulate taking part in the cleanliness drive under the cover of #SpecialCampaign2.0 for #swachta to ensure a clean environment around them and others.

@DARPG_GoI



12:41 PM · Oct 13, 2022 · Twitter Web App

10.2 Social Media Outreach



67,000 social media tweets
by 78 Ministries/ Department,
1100 infographics



4Billion Impressions
9 lakh engagements



1377 Tweets from DARPG
twitter handle,
3% engagement rate



1300+ Retweets without Comments

2700 + Likes; 500 + Replies

2100 new followers

24.7k Mentions

During this period, DARPG handle
earned 10.k impressions per day

10.3 PIB Statements

157 PIB Statements issued by 81 Ministries and Departments



Ministry of Personnel, Public Grievances & Pensions

Launch of Special Campaign 2.0 Portal by Hon'ble MOS PP, Dr Jitendra Singh Ji, on 14.9.2022 at CSOI, Chankyapuri
Part of Special Campaign 2.0 Launch by Government of India Between October 2nd – October 31st, 2022

67,000 Cleanliness Sites Already Identified by Ministries/Departments for Special Campaign 2.0

Focus of the SCDPM 2022 will Field/Outstation Offices of the Ministries/ Departments and Their Attached/Subordinate Offices

67,000 Cleanliness Sites Already Identified by Ministries/Departments For Special Campaign 2.0

Posted On: 13 SEP 2022 3:42PM by PIB Delhi

Union Minister of State (Independent Charge) Science & Technology: Minister of State (Independent Charge) Earth Sciences: MoS PMO, Personnel, Public Grievances.



Ministry of Commerce & Industry

Special Campaign 2.0 conducted successfully in Department for Promotion of Industry and Internal Trade

Campaign Drives conducted at 95 identified campaign-sites during the period

1,63, 997 physical files weeded out, 3559 e-files closed after reviewing

Posted On: 31 OCT 2022 7:43PM by PIB Delhi

As part of the Special Campaign 2.0, the Department for Promotion of Industry and Internal Trade (DPIIT) and its 18 organizations have successfully engaged in implementation of the campaign at the 95 identified campaign-sites from 2nd – 31st October, 2022. The implementation was further facilitated by a Coordination Committee constituted under the Nodal officer for DPIIT and a sanitation committee constituted to supervise implementation of the campaign in Udyog Bhavan and Vanijya Bhavan.

The Department has put in place a dedicated dashboard for monitoring PMO references, VIP References, DO letters, PG etc and this has facilitated liquidation of pendencies during the implementation phase of Spl. Campaign 2.0. In the last 30 days of implementation, 37 out of 44 Public Grievances, 9 out of 16 PMO references have been successfully liquidated/disposed. In the matter of record management, 1,63, 997 physical files have been weeded out after reviewing more than 5.42 lakh physical files. Similarly, 3559 e-files have been closed after reviewing 46,616 e-files.

10.4 PIB Statement on Special Campaign 3.0



Ministry of Personnel, Public Grievances & Pensions



Union Minister Dr Jitendra Singh reviews preparations for the Special campaign 3.0 to be conducted in Government of India from October 2nd – 31st, 2023

The Government will organize Special Campaign 3.0 for improving Swachhata and disposal of pending references from 2nd October - 31st October, 2023

Department of Administrative Reforms and Public Grievances will be the nodal Department for coordinating and steering the campaign

Campaign to be conducted in all the Offices/ Organisations of Government of India Ministries/ Departments

Special attention to be given to field/ outstation offices responsible for service delivery or having public interface

Posted On: 05 SEP 2023 11:30AM by PIB Delhi

1. Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh reviewed the preparations for the Special Campaign 3.0 for improving Swachhata and Disposal of Pending Matters to be conducted in Government of India from October 2nd – October 31st, 2023.
2. The Government will organize Special Campaign 3.0 for improving Swachhata and disposal of pending references from 2nd October – 31st October 2023 on the lines of the Special Campaigns held in 2021 and 2022 on the same theme. The Special Campaign 3.0 will focus on field / outstation offices responsible for service delivery or having public interface.

3. Cabinet Secretary has written to all Secretaries of Government of India seeking their personal involvement for success of the Campaign. The Department of Administrative Reforms & Public Grievances (DARPG) will be the Nodal department for coordinating and steering the campaign across the country and oversee implementation of Special campaign 3.0.

4. The Campaign is a sequel of the Special campaigns conducted in 2021 and 2022 from 2nd October to 31st October. The Special Campaign 2.0 conducted in 2022 covered over one lakh government offices in entire length and breadth of the country. These offices collectively cleared about 89.8 lakh square feet of space and put them into productive usages. A revenue of Rs. 370.83 crores earned from scrap disposal, 64.92 lakh files were reviewed, 4.56 lakh Public Grievances Redressed, 8998 MP's references replied.

5. Guidelines have been issued by DARPG for conduct of the Special campaign 3.0. The Special Campaign 3.0 will be organized in two phases:

i. Preparatory Phase (15th September to 30th September, 2023)

During the Preparatory phase Ministries/ Departments will:-

- a. Mobilize the offices/ officers and ground functionaries for the Campaign
- b. Appoint nodal officers in each of their campaign offices
- c. Arrange training for the nodal officers about their role in the Campaign
- d. Identify pending references
- e. Identify campaign sites for cleanliness
- f. Assess the volume of redundant materials to be disposed and finalise the procedures for their disposal.

ii. Implementation Phase (2nd October to 31st October, 2023)

During the Implementation phase Ministries/ Departments will:-

- a. Make efforts to achieve the targets identified in preparatory phase
- b. Utilize the Campaign to improve records management
- c. Document the best practices evolved during the campaign

6. The progress of the campaign will be monitored through the SCDPM portal at <https://scdpm.nic.in>. The Nodal Officers of Ministries/ Departments will access the portal through their login credentials and submit the progress of the campaign in their Ministry on daily basis. Reviews will be conducted by Secretary, DARPG, with the Nodal Officers on a weekly basis during the entire campaign period. A weekly consolidated report will be prepared by DARPG on the progress of the Campaign for submission to the Cabinet Secretariat and PMO.

7. Dr. Jitendra Singh appreciated the year on year progress made under Special Campaign 2021 & 2022 leading to the institutionalization of Swacchata and reduction in pendency in the government. The Government decided that the exercise in reducing pendency should be a continuous effort and shall be monitored by senior officials on a regular basis.

8. Dr. Jitendra Singh said that special attention is to be given to field/outstation offices responsible for service delivery or having public interface in the entire length and breadth of the country on a mission mode to further deepen the extent of the campaign.

9. The Special campaign 3.0 is expected to bring in significant innovative practices and systemic reform for a conducive work environment.

SNC/PK

(Release ID: 1954792) Visitor Counter : 1090

Read this release in: Tamil , Urdu , Hindi , Marathi , Manipuri , Punjabi , Malayalam

10.5 Print Media Outreach

10.5.1 Digital Print Media

mint

Special Campaign 2.0: Month-long pendency campaign in govt offices begins today



Union Minister Jitendra Singh.

2 min read · Updated: 02 Oct 2022, 08:09 AM IST


Livemint

- Union Minister Jitendra Singh will launch the campaign from the Department of Administrative Reforms and Public Grievances (DARPG) office under the Ministry of Personnel here at Sardar Patel Bhawan.

ANI
South Asia's Leading Multimedia News Agency

THU, OCT 06, 2022 | UPDATED 12:22 IST

National World Business Sports Lifestyle Entertainment Health Science



Representative image

Centre to kickstart month-long Special Campaign 2.0 today to reduce pendency in govt offices

ANI | Updated: Oct 02, 2022 07:24 IST

New Delhi [India], October 2 (ANI): The central government will kickstart its month-long Special Campaign 2.0 today focusing on the timely disposal of pending references in government offices and departments, as well as a clean

NEWS18

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Latest: Bigg Boss 16 Movies Lifestyle Tech Auto India vs South Africa Sports Web Stories #HydrationforHealth

HOME » NEWS » INDIA » SPECIAL CAMPAIGN 2.0: AFTER DUMPING 22 L PAPER FILES IN 2021 DRIVE, CENTRE TO LAUNCH SEQUEL ON OCT 2

1-MIN READ

'Special Campaign 2.0': After Dumping 22 L Paper Files in 2021 Drive, Centre to Launch Sequel on Oct 2

By: Aman Sharma • News18.com • Last Updated: AUGUST 25, 2022, 08:30 IST • New Delhi, India



Cabinet secretary Rajiv Gauba has written to all secretaries on August 23 regarding the month-long campaign from October 2 to October 31. News18 had reported that there are only 10 lakh physical files left in central government records now, along with nearly 27 lakh e-files

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English • Last Updated 0 Oct 6 2022 12:25PM

NEWS HIGHLIGHTS • First ODI cricket of three-match series between India & SA to be played today in Lucknow

National News

Sep 14, 2022, 8:03PM

Union Minister Jitendra Singh launches Swachhata Portal for Special Campaign 2.0



Minister of State for Personnel, Pension and Public Grievances Dr. Jitendra Singh today launched Swachhata Portal for the Special Campaign 2.0. The campaign which is to begin on 2nd October is dedicated to Swachhata and reducing the pendency of work in Government offices.

On the occasion, Dr. Singh said, the scope and mandate of Special Campaign 2.0 from 2nd October to 31st October 2022 has been expanded and all regional offices have been included in the campaign, apart from all Ministries, Departments and attached offices. The Minister said, to date, more than 67 thousand Sites have been identified by Ministries and Departments for conducting cleanliness campaigns and it is likely to touch one lakh sites by the

10.5.2 Print Media

THE ECONOMIC TIMES | NEW DELHI | GURGAON | WEDNESDAY | 26 OCTOBER 2022 | WWW.ECONOMICTIMES.COM

Swachhata Campaign 2.0 Yields ₹254 Cr in Scrap, E-Waste Sale

Drive also led to redressal of 305,268 public grievances and removal of 588 obsolete rules

Our Political Bureau

New Delhi: A one-month cleanliness drive, Special Campaign 2.0, launched by the Centre to clear scrap, electronic waste, obsolete files and documents has yielded impressive results in three weeks with the government earning ₹254 crore from sale of proceeds, removing 588 rules and clearing up 3.72 m sq ft of space.

Minister of State for Personnel, Public Grievances and Pensions Jitendra Singh stated in a press interaction that the drive is spread over not just the national capital but also remote offices in various states, foreign missions, postal department, railways, defence, pharmaceuticals, agriculture and even Raj Bhawan. He underlined the campaign includes scavenging of archaic office files.

"We realised during this campaign that the electronic scrap and other material was saleable and a source of revenue. I am glad that this is a new source of income to the exchequer," Singh said.

The Swachhata campaign was conducted at 68,000 sites. The Special Campaign 2.0 began on October 2. The drive has also led to redressal of 305,268 public grievances, reply to 540 MPs' references and removal of 588 obsolete rules. The postal department conducted the cleanliness campaign in 17,767 post offices while the Railways carried it out in 780 stations. Similarly, department of pharmaceuticals



DRIVE AT 68,000 SITES
Campaign was conducted at 68,000 sites in which 4.05 m files were reviewed and 3.72 m sq ft space was cleared

Cleaning up of soft copies of irrelevant files has also been initiated in a big way. The freed up space and the waste have also been put to innovative use in some places. The Bengaluru railway station staff created a sculpture from the discarded plastic bottles while rail coach restaurant has been started at Guntur station. The Women and Child Development Ministry is conducting training sessions for making useful products from the waste, and a Parcel Call opened in Kolkata GPO by the postal department to free up space.

Singh said the Central Board of Direct Taxes has developed a theme "Janya" in their freed office corridor on wildlife while garbage-to-garden initiative has been taken by the coal ministry.

The minister emphasised that the state governments have been kept in the loop in the campaign and some of them have shown a lot of enthusiasm. Among the Raj Bhawan, the Telangana and Puducherry premises have taken the lead.

K. Sathya, Secretary DoFC, said the ministry has set deadlines for files and ones found older than the set date and not being relevant will be weeded out.

UNDER SWACHHATA CAMPAIGN Media Dues to be Cleared: I&B Secretary

New Delhi: I&B Secretary Anurag Chandra on Wednesday said the ministry will clear all pending bills of media organisations in the next few days as part of the Swachhata Abhiyan.

The second phase of campaign to clear out old files and electronic scrap was initiated by the Department of Administrative Reforms and Public Grievances. Chandra said the campaign will also bring the billing of media organisations under the e-billing system to make the process faster.

The minister emphasised that the state governments have been kept in the loop in the campaign and some of them have shown a lot of enthusiasm. Among the Raj Bhawan, the Telangana and Puducherry premises have taken the lead.

K. Sathya, Secretary DoFC, said the ministry has set deadlines for files and ones found older than the set date and not being relevant will be weeded out.

Cleanliness Campaign 2.0: Rs 233 crore revenue earned, 5.22L sq ft space freed

OUR CORRESPONDENT

NEW DELHI: The Centre on Tuesday said that Rs 233.54 crore revenue has been earned and 5.22 lakh square feet of space freed during the ongoing special cleanliness campaign.

While reviewing the progress in the first two weeks of the campaign being implemented in all government offices, Union Minister of State for Personnel Jitendra Singh said that significant progress was achieved in the period between October 2 and 16.

Singh urged officials to draw inspiration from Prime Minister Narendra Modi's tweet that "such efforts are not only innovative and commendable but most importantly remind us of our basic civic duty of keeping our surroundings and public places clean".

The special cleanliness cam-



Union Minister of State for Personnel Jitendra Singh

ways has conducted in 3,923 railway stations, the Department of Pharmaceuticals in 5,123 campaign sites, the Department of Defence in 3,923 campaign sites and the Ministry of Home Affairs in 2,364 campaign sites, it said.

Citing the progress of the campaign so far, the Centre said, "Rs 233.54 crore revenue has been earned, 2,28,745 public grievances and appeals redressed, 5.22 lakh square feet of space freed and 480 rules/processes were eased."

Singh called on all officials and institutions to strive tirelessly to fulfil the government's stated objective of institutionalising 'swachhata' (cleanliness) and minimising pendency in the remaining period of the special campaign 2.0, which will conclude on Rashtriya Ekta Diwas on October 31.

The Department of Posts has conducted the cleanliness campaign in 11,037 post offices, the Ministry of Rail-

ways has conducted in 3,923 railway stations, the Department of Pharmaceuticals in 5,123 campaign sites, the Department of Defence in 3,923 campaign sites and the Ministry of Home Affairs in 2,364 campaign sites, it said.

Citing the progress of the campaign so far, the Centre said, "Rs 233.54 crore revenue has been earned, 2,28,745 public grievances and appeals redressed, 5.22 lakh square feet of space freed and 480 rules/processes were eased."

Singh called on all officials and institutions to strive tirelessly to fulfil the government's stated objective of institutionalising 'swachhata' (cleanliness) and minimising pendency in the remaining period of the special campaign 2.0, which will conclude on Rashtriya Ekta Diwas on October 31.

The Economic Times

Indian Express

8,416 public grievances addressed as part of special drive, says Health Ministry

The Hindu Bureau
NEW DELHI

As part of the Special Campaign 2.0 for Disposal of Pending Matters (SCDDPM) and Swachhata Drive organised by the Department of Health and Family Welfare, 21,600 files were reviewed, 8,416 public grievances and their appeals redressed, and over 1,100 cleanliness campaigns conducted, the Health Ministry said in a release on Tuesday.

Health Minister Mansukh Mandaviya said the objectives of these campaigns were to minimise pendency, institutionalise swachhata, strengthen internal monitoring mechanisms, train officers in records management, digitise physical records for improved records management and bring all Ministries/departments on



Mansukh Mandaviya

one single digital platform.

The SCDDPM and the Swachhata Drive was launched on October 1 and implemented from October 2 to 31.

Third-party evaluation Third party evaluations will take place from November 14 to 30, which will be followed by presentations on best practices to mark Good Governance Day on December 24 and 25, the Ministry added.

Monthly progress of the campaign is being reviewed by the Department of Administrative Reforms and Public Grievances. The Ministry also said that ₹4,06,315 had been generated by selling scrap.

Several institutes have adopted best practices to enhance swachhata and provide a clean and green environment on their campuses, the Health Ministry said.

The National Institute of Tuberculosis and Respiratory Diseases (NITRD), New Delhi, has installed Watergen, an innovative technology that converts moisture in the air to potable water. The AIIMS, Bibinagar, Telangana has developed an Ayush herbal plantation. Sensitisation programmes on hygiene were organised by the Indian Council of Medical Research in schools in Delhi.

THE TIMES OF INDIA, NEW DELHI
WEDNESDAY, OCTOBER 26, 2022

TIMES

Mantri: Govt has got ₹254cr from office scrap since Oct 2

Freed Up Over 37 Lakh Sq Ft Of Space, Says Jitendra Singh

TIMES NEWS NETWORK

New Delhi: The central government has earned over ₹254 crore from disposal of scrap lying across its office premises in the country and cleared 37 lakh square feet of space in the three weeks since launch of Special Swachhata campaign 2.0 on October 2, Union minister Jitendra Singh shared on Tuesday.

The campaign — as part of which various ministries and departments of the central government are reviewing and clearing defunct and pending files including those related to grievances, cleaning the office premises by disposing of unused and unnecessary items and adopting environment-friendly and sustainable practices — will conclude on October 31.

Singh, while presenting an update about the status and progress of Special Swachhata campaign 2.0, said that under Prime Minister Narendra Modi, the campaign is a testimony of the "whole of government" and "whole of nation"



NEW BEGINNINGS: Union minister Jitendra Singh hands over an appointment letter during a function in Delhi on Saturday

approach, which had achieved the form of a countrywide "jan andolan".

The minister — who was addressing the press conference also attended by information and broadcasting secretary, department of administrative reforms and public grievances (DARPG) secretary, Prasar Bharati CEO, among others — informed that 40 lac files were reviewed, 3,05,268 public grievances redressed, 5,416 refer-

ences from MPs responded to and 588 rules eased between October 2 and now.

Singh said tremendous enthusiasm was seen among ministries and departments for institutionalising 'swachhata' and minimising pendency. He urged officials to draw inspiration from the Prime Minister's recent post on Twitter in which he stated that "such efforts are not only innovative and commendable but most importantly re-

mind us of our basic civic duty of keeping our surroundings and public places clean."

The Special Swachhata Campaign 2.0 has been implemented in remote outstation offices, foreign missions and posts, attached and subordinate offices, and includes several citizen-centric swachhata initiatives. The campaign, holistic in size and scale, witnessed widespread participation from thousands of officials and citizens, claimed the minister.

Over the past three weeks, a cleanliness campaign was conducted by the department of posts in 17,767 post offices, by the department of pharmaceuticals in 5,974 campaign sites, by department of defence in 4,578 campaign sites and by the ministry of home affairs across 4,896 campaign sites.

Also, mechanised cleaning was initiated by the ministry of railways in most railway stations and all the 7,337 railway stations in the country cleaned under Special Campaign 2.0.

The Hindu

The Times of India

11. Upcoming Special Campaign 3.0

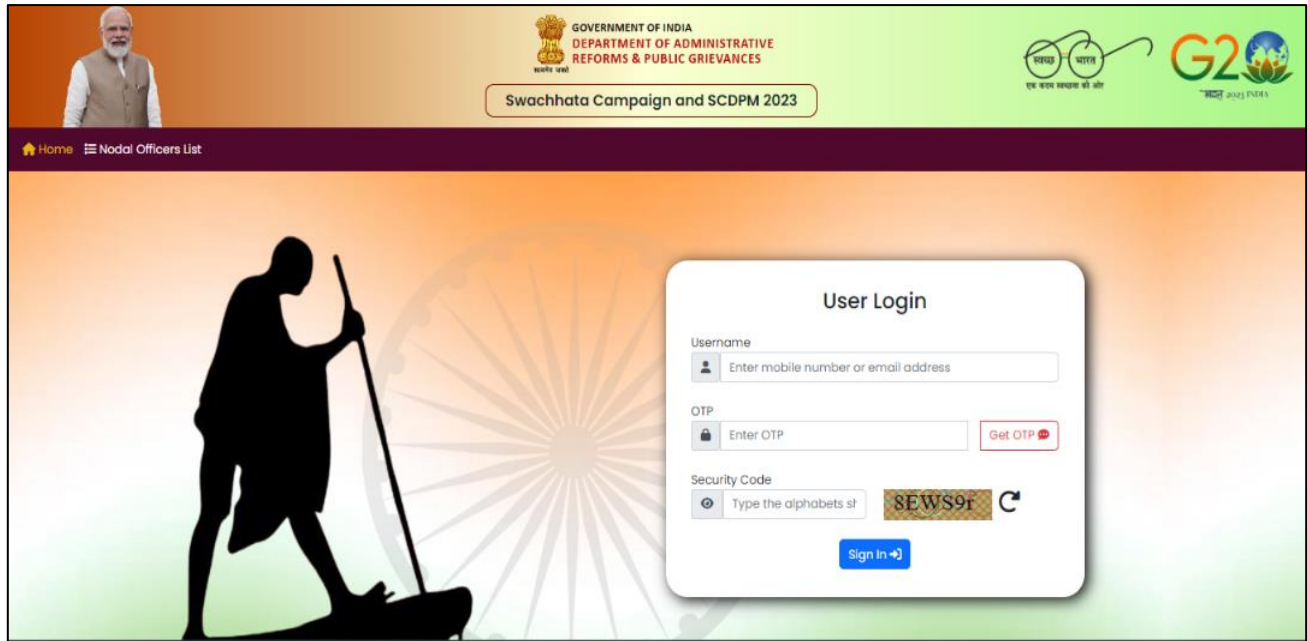
11.1 Features

- Special attention may be given to field/outstation offices responsible for service delivery or having public interface, in addition to the Ministries/Departments and their attached/subordinate
- Ministries/Departments will be required to set **Targets** for Swacchata and Pendency parameters in the preparatory phase
- Tabs for “**Best Practices**” have been added which will allow Ministries/Departments to update Best Practices observed in the Campaign. The tab would be open only after the end of the Campaign.

11.2 Timeline



11.3 Revamped Portal



Special Campaign 3.0 Portal

- Portal Link - <https://scdpm.nic.in>
- Tab for “Best Practices”
- Updated details of nodal officers for the campaign
- Training conducted for all nodal officers for portal interface
- Assessment forms to be added during evaluation phase



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