



सत्यमेव जयते

न्यूनतम सरकार – अधिकतम शासन

Minimum Government - Maximum Governance

Special Campaign 2.0, 2022

**Department of Administrative Reforms & Public Grievances
Government of India
New Delhi**

Special Series

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1. Introduction

The Ministry of Personnel, Public Grievances and Pensions has launched a Special Campaign in 2021 for timely and efficacious disposal of pending matters in the Government of India. The Department of Administrative Reforms & Public Grievances (DARPG) was in charge of monitoring and executing the campaign. A dashboard for the same has been created to ensure its smooth implementation. This initiative was to strengthen and promote citizen centric governance by addressing Public Grievances, References forwarded by the Members of Parliament, State Governments, and various other Subordinate bodies under the government. The campaign also focused on the 'Swachhta aspect' for the ministerial offices. This included screening of documents (of temporary nature) and disposal of inessential scrap material and obsolete items for better cleanliness of office spaces. Additionally, the nodal officers were required to keep a check on the resolution of pending cases and send weekly reports to the DARPG.

Following which a third-party assessment was conducted by QCI to review the cleanliness and the initiatives undertaken by the departments/ministries. A report was compiled along with a flipbook highlighting the best practices. A film on realization of Honorable PM's vision has also been prepared. The success of the Special Campaign for Disposal of Pending Matters (2nd Oct-31st Oct 2021) was mentioned by the Honorable Prime Minister of India in the 84th edition of "Mann Ki Baat" on 26th Dec 2021.

While the activities of the Special Campaign are implemented on regular basis, an achievement to highlight is that every Ministry/Department devotes 3 hours per week to Swachata. The success of campaign is highlighted by the efficient management of space and bringing pendency down by significant margin. For instance, 12 lac sq.ft. of space was freed in one of the missions, scrap worth of Rs 62 crore was disposed off, pendency in MP's references, PG cases, Parliamentary assurances was brought down along with many more to quote.

After the success of Swachhta Campaign assessment in the month of October, 2021, DARPG mandated Quality Council of India to conduct second assessment of Swachhta Campaign across all 83 ministries/ departments for the month of May, 2022.

While the campaign has been for holistic process improvement in disposal of pending matters by different Central Ministries, one of the components, focused on the cleanliness process adopted by individual Ministries. This was accomplished through a third-party on-site assessment to verify cleanliness, process improvement, inspection of critical areas and best practices that were adopted to have a sustained system of sanitation. The assessment was conducted so as to review the level of cleanliness across Ministries and bring out the best practices or initiatives which other ministries may replicate, in order to achieve sustained cleanliness around the year. After the evaluation visits, the data and input from discussions were collated to draw insights for the report.

Based on recommendations of Ministry/Department, SCDPM 2.0 portal was launched in March 2022 to streamline the monitoring process. This enabled Ministry/Department to declare their monthly progress, depicting the receipts (including brought forwards from previous months) and disposals. The portal includes features of compilation of data in form of Ministry/Department wise Reports, Top Performing Report, photographs uploaded, data entry status reports etc. In order to encourage the Ministries to reduce pendency against the constant increase in total receipts, Secretary, DARPG conducts monthly assessment and monitoring sessions of all ministries.

The Special Campaign 2.0 on Swachhata and reducing pendency in Government offices was organized from 2nd-31st October, 2022 in all Central Ministries/Departments and their attached/subordinate offices/ PSUs/ autonomous organizations. DARPG issued the guidelines and coordinated the campaign across the Central Ministries and their offices through real-time monitoring on a dedicated portal www.pgportal.gov.in/scdpm22. A total of 1,01,582 Government office sites participated in this campaign. 89.47 lac sq. ft

space was cleared from scrap and outlived records and INR 370.83 Cr was earned.

The government offices having maximum citizen centricity were given special attention. Department of Posts has conducted the cleanliness campaign in 24,000 Post Offices, Ministry of Railways has covered 10,716 sites covering all railway stations, Ministry of Shipping has covered all major ports, Ministry of Road Transport & Highways conducted cleanliness drive at about 780 Toll Plazas and way side amenities. 1170 Krishi Vigyan Kendras, 613 Pradhan Mantri Kisan Samridhhi Kendras (PMKSKs) and 441 Indian Missions and Posts abroad also participated in the Campaign. Government offices at remote locations such as Dras, Changthang (Ladakh), Anantnag (J&K), Port Blair participated in the Special Campaign 2.0. About 300 best practices emerged during the Campaign which were documented and disseminated.

Special Campaign 2.0 was 17 times larger in terms of Campaign sites, 7 times larger in terms of Space Freed and 6 times larger in terms of Revenue Earned than the Special Campaign of 2021. The Campaign was successful in institutionalizing Swachhata and reducing pendency in government offices. About 4.56 lakh public grievances were disposed of and about 37.27 lakh files which had completed their retention schedule were weeded out during the campaign. Several Ministries were able to achieve 100% disposal against the target during the campaign.

The Special Campaign 2.0 attained high visibility in print, digital and social media. 157 PIB Statements and 67,000 Social Media tweets were issued. Social Media tweets attracted 4 billion impressions and 9 lakh engagements. The Campaign was also covered in DD news and private news channels. Hon'ble Minister of State for Personnel, PG and Pensions addressed 2 Press Conference on the Campaign on 25th October 2022 and 4 November 2022 which was widely covered by all newspapers.

2. Decision of Council of Ministers

2.1 Decision of Council of Ministers dated September 7th, 2022

Under Special Campaign 2.0, for cleanliness in offices and for disposal of pending references, Ministries/Departments to give special attention to attached/subordinate/field offices including in the remotest parts of India.

2.2 Objectives

Minimizing Pendency and Institutionalizing Swachhata	Campaign thrust areas <ul style="list-style-type: none"> • MP's References; Parliamentary Assurances; PMO IDs • IMC References; State Govt References • PG Cases; Record Management Practices • Swachhata Campaign in office spaces 	Campaign monitored through a single digital platform www.pgportal.gov.in/scdpm22	Timelines <ul style="list-style-type: none"> • September 15-30, 2022 – Preparatory Phase • October 1, 2022 – Launch of the Campaign • October 2-31, 2022 – Special Campaign 2.0 Implementation Phase
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2.3 Timeline

Timeline	Proposed Activity
September 15-30, 2022	– Preparatory Phase
October 1, 2022	– Launch of the Campaign
October 2-31, 2022	– Special Campaign 2.0 Implementation Phase
November 5, 2022	– SCDPM 2.0 portal closes
November 14-30, 2022	– 3 rd Party Evaluation
December 24/25, 2022	– Presentation of Best Practices on Good Governance Day

2.4 Expectations from the Campaign

- **Protocols and Monitoring mechanisms** – Creation of cleanliness protocols, Coordination Committees, Sanitation Committees
- **Special Attention to Outstation Offices**
- **Daily up-dation of progress** on the Special Campaign 2.0 portal
- **Top Performers** can be seen from the Special Campaign 2.0 portal
- **Progress to be reviewed** by Secretaries on weekly basis
- **Sending files to National Archives of India** as per Record Retention Schedule

Ministries to focus on

- **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

2.5 Proposed Communication Plan

- Creating a Movement for Swachhata in Government
- DARPG to create Hashtag #SpecialCampaign 2.0 for Social Media Posts
- Panel Discussion on DD News/ AIR
- Media briefings, PIB statements, Special Magazine Issues
- Film on Special Campaign 2.0 at the end of the Campaign
- Workshop on Good Governance 24th

3 OMs on Special Campaign 2.0

राजीव गौबा
Rajiv Gauba



सत्यमेव जयते

मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

D.O. No. 1/50/3/2021-Cab.



Dated the 23rd August, 2022

Dear Secretary

As you are aware, a Special Campaign was organized from 2nd October, 2021 to 31st October, 2021 in all Ministries/Departments and their attached/subordinate offices for disposal of pending matters. The successful implementation of the Special Campaign was reflected in reduction of pendency and efficient management of space. A presentation on the outcome of Special Campaign was made before the Council of Ministers on 10th November, 2021.

2. It was decided thereafter that the exercise of reducing pendency should be undertaken on continuous basis and the Ministries may also set apart a few hours on a fixed day every week for this purpose. It was also decided that a Special Campaign may be undertaken annually. Accordingly, DARPG had issued detailed instructions on 30th November, 2021. I had also written a DO Letter dated 4th January, 2022 in this regard.

3. In line with the aforesaid decisions, Special Campaign 2.0 will be undertaken this year from 2nd October, 2022 to 31st October, 2022. During this campaign, special attention may be given to field/outstation offices 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 year, your personal involvement and leadership would be vital for success of the Campaign. Appropriate instructions may be issued to all the offices/organizations under your Ministry/ Department to implement the Special Campaign 2.0 in a befitting manner.

With regards

Yours sincerely,

[Signature]
23/8/22
(Rajiv Gauba)

To

All Secretaries to the Government of India

No.30011/02/2009-O&M (e.No.5866)
Government of India
Ministry of Personnel Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
+++

5th Floor, Sardar Patel Bhawan, New Delhi
Dated the 25th August, 2022

OFFICE MEMORANDUM

Subject: -Special Campaign 2.0 for disposal of Pending Matters from 2nd October, 2022 to 31st October, 2022.

The Government would undertake Special Campaign for Swachhata in government offices and disposal of pending matters from 2nd October, 2022 to 31st October 2022, on the lines of the Special Campaign held in 2021. The Special Campaign will cover all Ministries/Departments of Government of India and their attached/subordinate offices. The Department of Administrative Reforms and Public Grievances (DARPG) has been designated as the nodal Department for the campaign. Cabinet Secretary's D.O. No. 1/50/3/2021-Cab dated 23rd August 2022 addressed to all Secretaries to the Government of India, may be referred to in this regard. The Special Campaign will be organized in two phases -Preparatory Phase from 14th September, 2022 to 30th September, 2022 and implementation phase from 2nd October, 2022 to 31st October 2022. The broad guidelines for both the phases are given as under:

Preparatory Phase

The Special Campaign will be preceded by preparatory Phase from 14th September, 2022 to 30th September, 2022. The focus of the campaign this year should be the field / outstation offices in addition to the Ministries/ Departments and their attached / subordinate offices. Offices responsible for service delivery or having public interface shall be given special attention.

During this phase Ministries would sensitize the officers, mobilize the ground functionaries for the Campaign, appoint nodal officers, identify pendency in identified categories as given in para below, finalize the Campaign sites, identify scraps and redundant materials and complete laid down procedures for their disposal.



Parameters for the Special Campaign

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

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.

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 the target for liquidation /implementation during the campaign phase:

- Number of pending References from MP's
- Pending references from the State Government
- Pending Inter- Ministerial References (Cabinet Note)
- Parliamentary Assurances pending more than 3 months.
- Pending PMO references
- Number of Rules/ Processes identified for simplification
- Pending public grievances and Appeals (CPGRAMS as well as grievances received from other sources)
- Record Management
- Identification of Cleanliness Campaign sites
- Space management planning
- Scrap Disposal

Designation of Nodal Officers in each Ministry

Each Ministry/Department shall designate a Nodal Officer for the Special Campaign (not below the rank of Joint Secretary). The Nodal Officer will coordinate the campaign in their Ministry/Department and also in their Attached/Subordinate 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. List of nodal officers are attached at annexure of these guidelines. Any change in the nodal officers or in their contact details may be brought to the notice of DARPG by 6th September 2022. DARPG will also create a WhatsApp group of nodal officers for closer monitoring of the campaign.



Monitoring through a dedicated Portal

Progress of the campaign will be monitored through the SCDPM portal at <https://pgportal.gov.in/scdpm>. The portal can be accessed through login credentials of nodal officers. DARPG will organise a training Session for all nodal officers on the portal on 10th September 2022.

Selection of Swachhata Campaign Sites

This time the Campaign shall focus on the field offices at urban and sub urban locations. A comprehensive planning for cleanliness, space management and beautification of offices may be done. Redundant scrap material and obsolete items shall be identified for disposal as per laid down rules/ procedure. High resolution pictures of the Campaign sites may be captured before start of Campaign and after the Campaign for documentation purposes.

Campaign Phase

All out efforts may be made to dispose of all identified references during the Special Campaign from 2nd October – 31st October, 2022. Progress may be reported daily on SCDPM portal.

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 and Public Record Act 1993.

Overall cleanliness of Government offices by removing redundant scrap material and obsolete items and enhancing work place experience shall be undertaken during the campaign phase.

The best practice evolved during the campaign shall be documented on the portal for future reference.

Monitoring of Progress

Nodal Officers shall review the progress on a daily basis. Secretary of the Department will also regularly review the progress.

Reviews will be conducted by Secretary, DARPG, with the Nodal Officers on a weekly basis in the Identification Phase and during the Special Campaign period.

Cabinet Secretary will hold meetings with Secretaries to review the progress.

A weekly consolidated report will be prepared by DARPG on the progress of the Campaign and submit it to the Cabinet Secretariat and PMO.



Third party assessment of campaign will also be undertaken during the Campaign and post Campaign phase.

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, Mobile 9811566645, e-mail: jaya.dubey@nic.in)

(ii) Shri Piyush Goyal, STD, NIC, (Mobile 9810633964, E-mail: goyal-sb@nic.in) on technical issues.

Media Plan and Publicity

DARPG will create Hashtag # Special Campaign 2.0. Ministries shall tweets/ retweets using the above hashtags from the various social media handles of their Ministry. A film on Special Campaign would also be prepared post campaign for which site visits of Door-darshan crew will be finalised in preparatory phase and also post campaign phase.

I&B Ministry will be involved for larger publicity and media plan of the campaign.



(V Srinivas)

Secretary to the Government of India

To

All Secretaries to the Govt. of India

Copy To:

1. PS to MoS(PP)
2. Principal Secretary to PM
3. Cabinet Secretary
4. Advisor to PM (Shri Amit Khare)
5. Additional Secretary, Cabinet Secretariat (Shri Ashutosh Jindal)

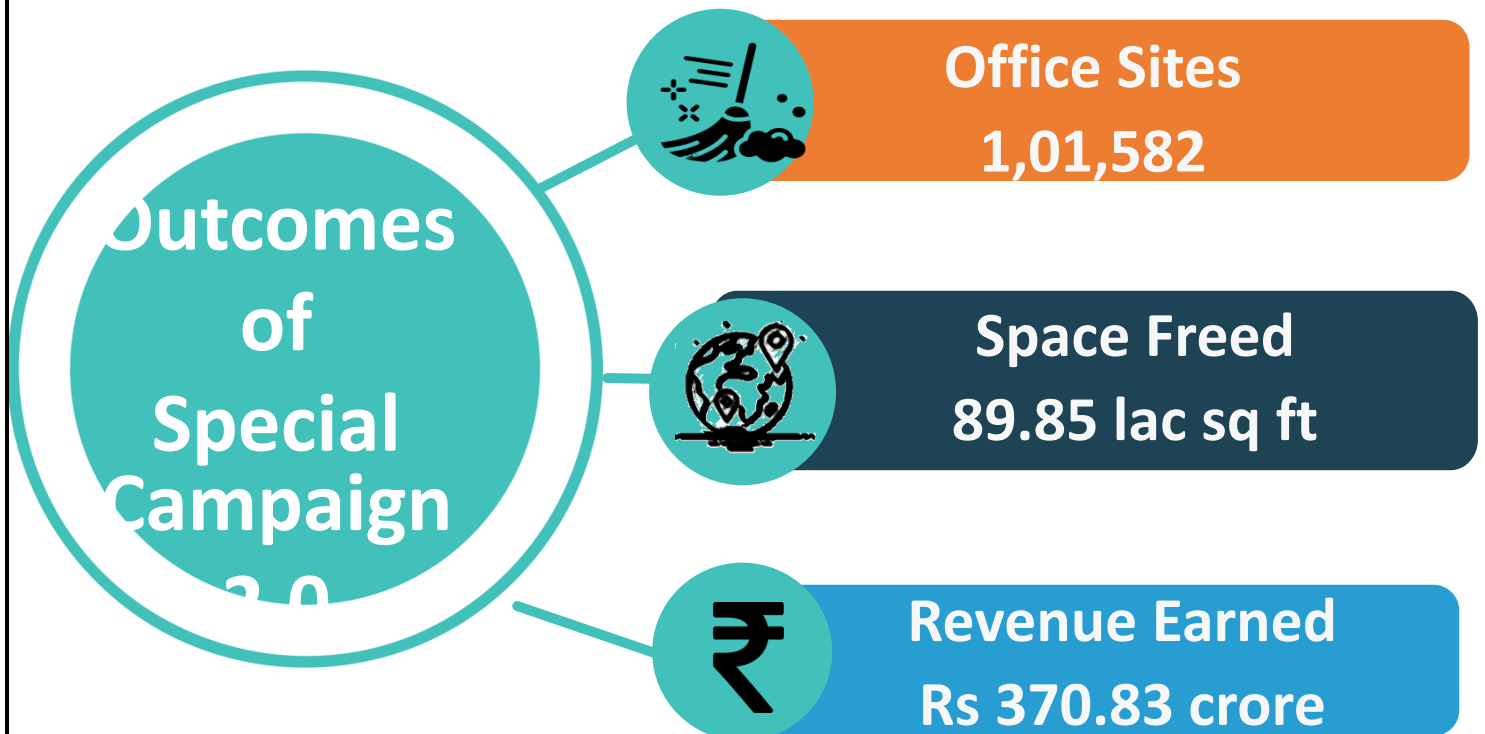


(V Srinivas)

Secretary to the Government of India

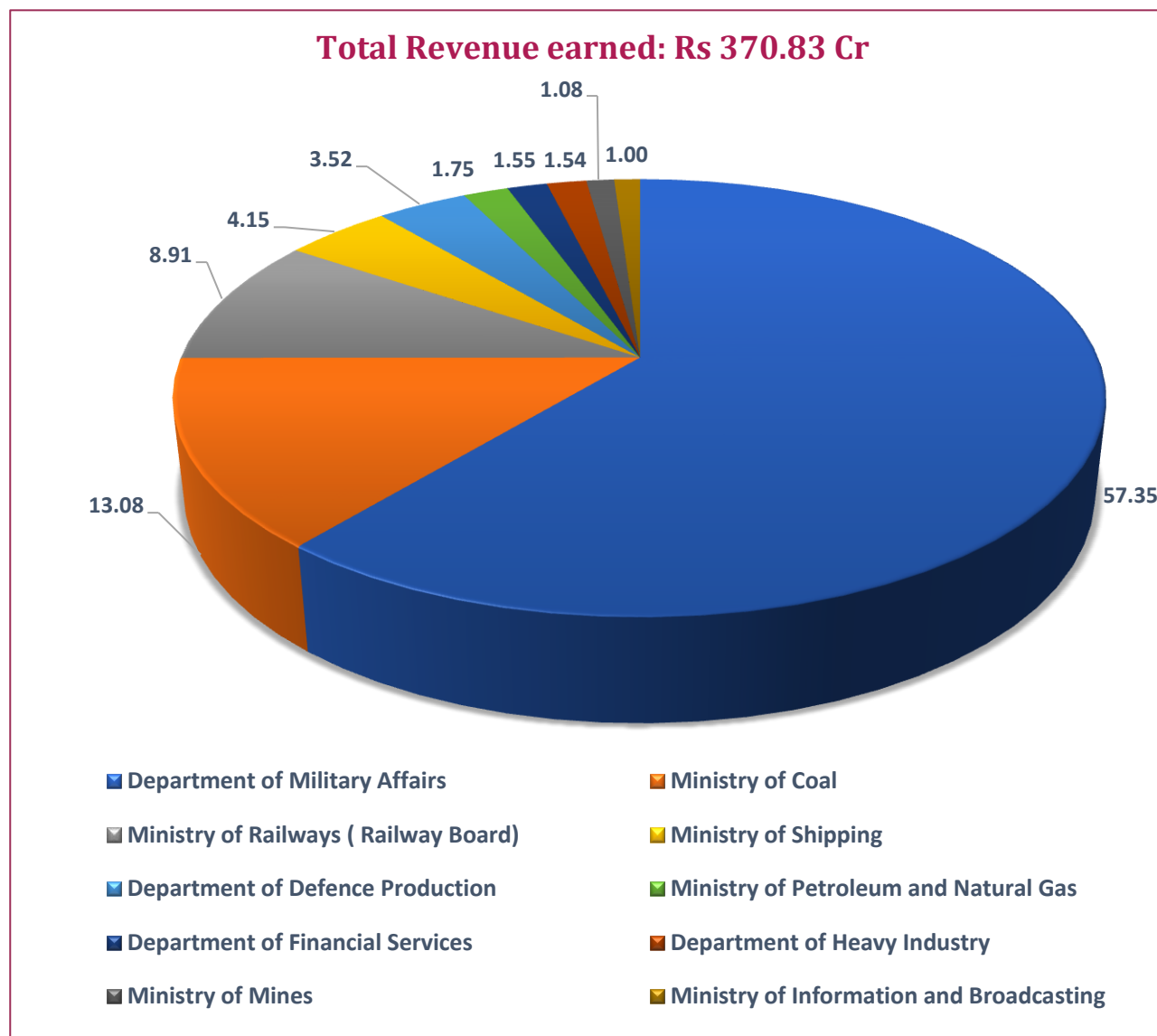
4 Special Campaign 2.0 Achievements

4.1 Achievements of Special Campaign 2.0



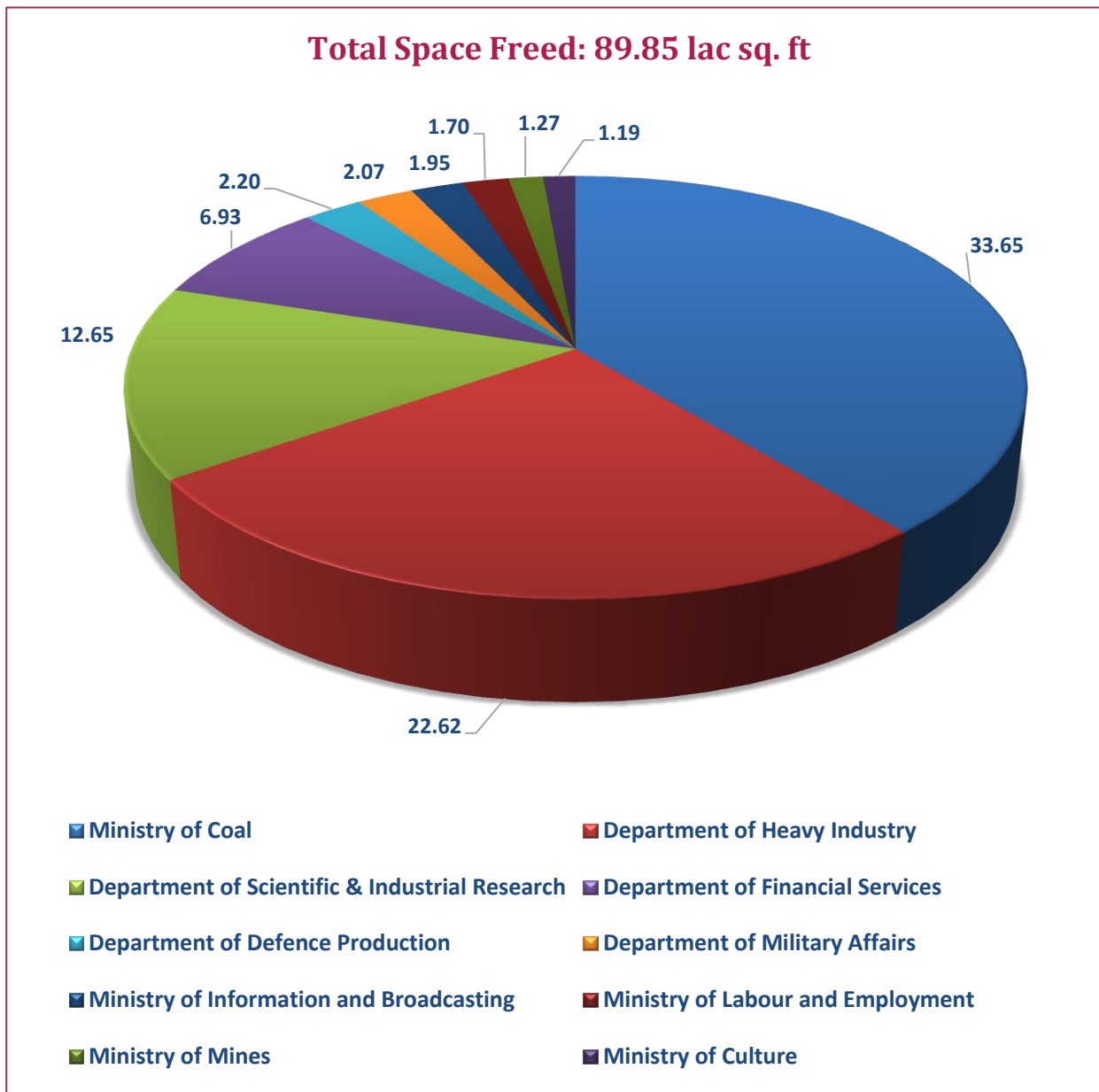
4.2 Revenue Earned from Scrap Disposal

Top Ten Ministries/Departments with highest Revenue Earned from Scrap Disposal (In %)



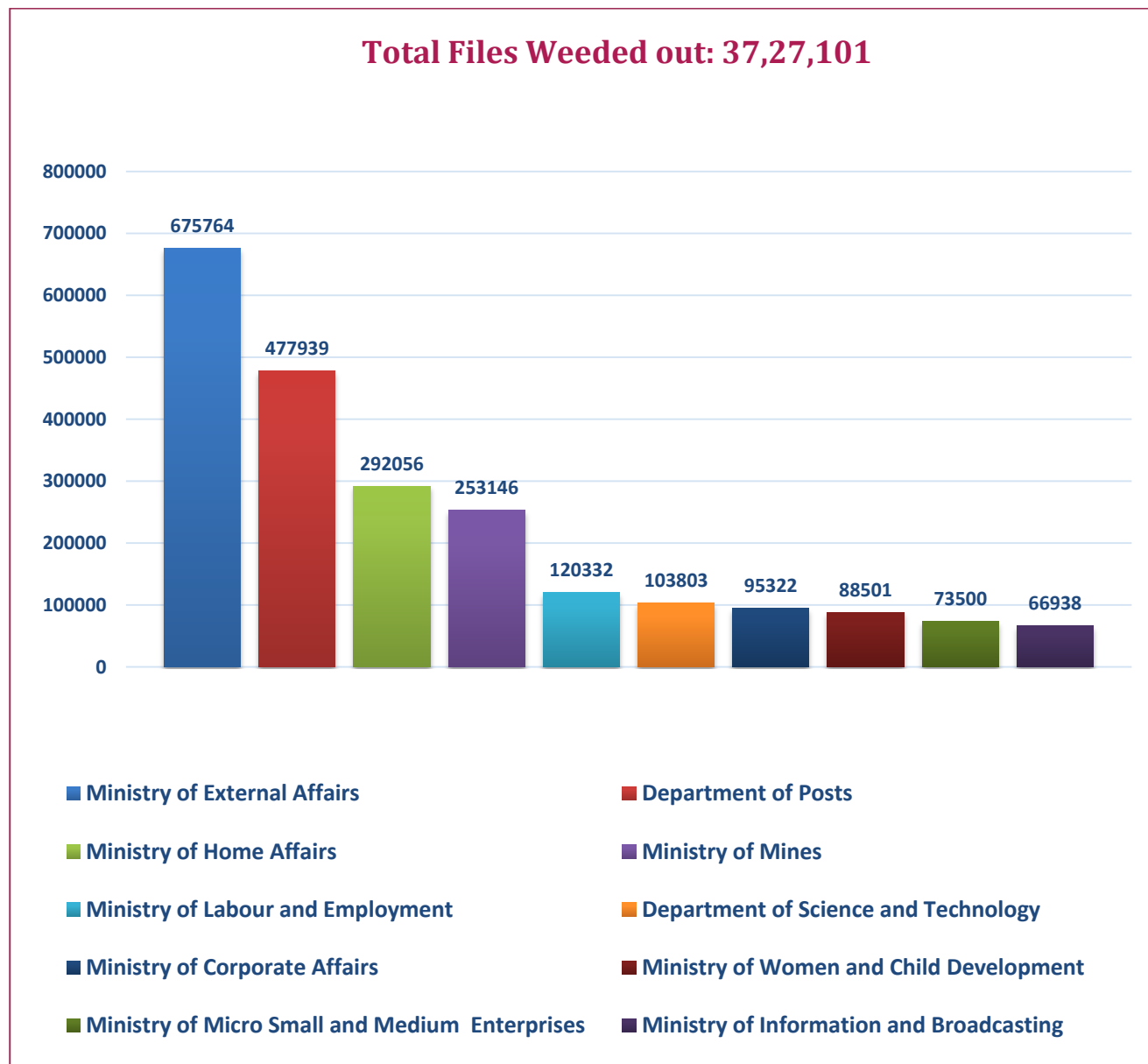
4.3 Total Space Freed

Top Ten Ministries/Departments with highest Space Freed (In %)



4.4 Total Files Weeded

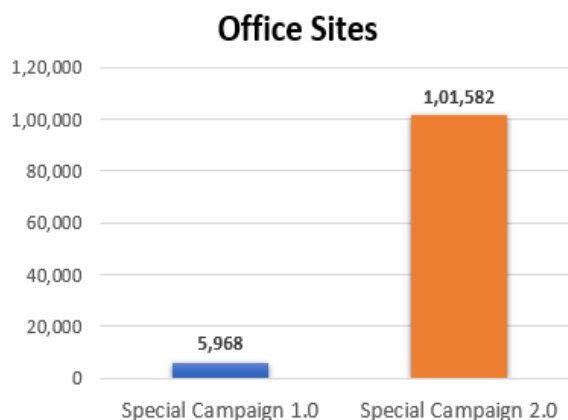
Top Ten Ministries/Departments with highest number of Files Weeded out



5 Key Highlights of Special Campaign 2.0

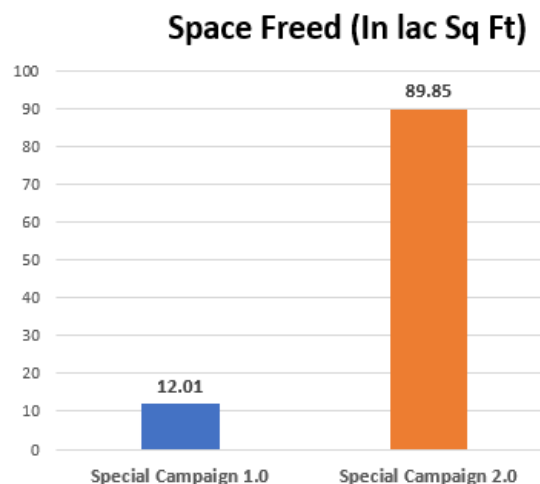
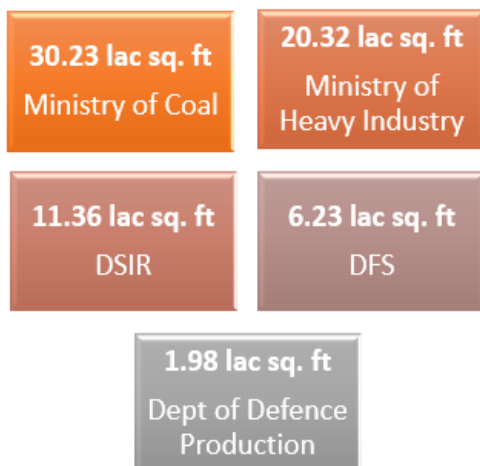
Office Sites

17 times larger than Special Campaign 2021 covering 1,01,582 offices



Space Freed (lacs sq.ft)

7 times larger than Special Campaign 2021 with 89.85 lac sq. ft space freed



Revenue Earned from Scrap Disposal (In Cr)

6 times larger than Special Campaign 2021 with Rs 370.83 Cr

Rs 212 Cr

Dept of Military
Affairs

Rs 48.5 Cr

Ministry of Coal

Rs 33.05 Cr

Ministry of
Railways

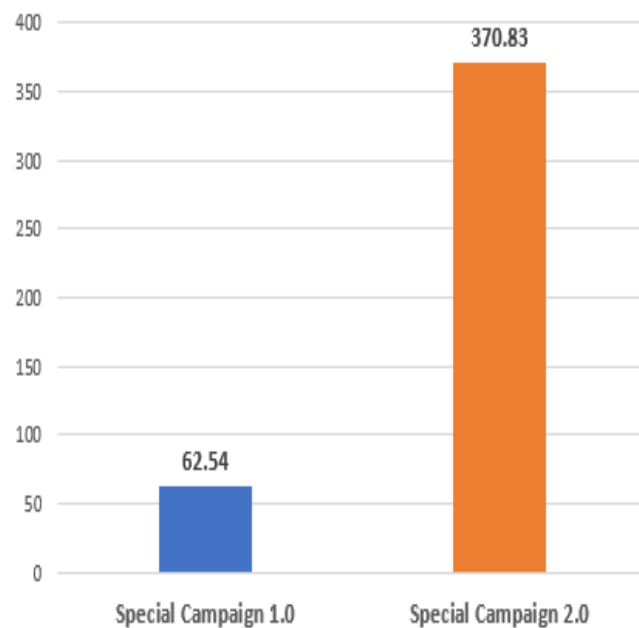
Rs 15.3 Cr

Ministry of
Shipping

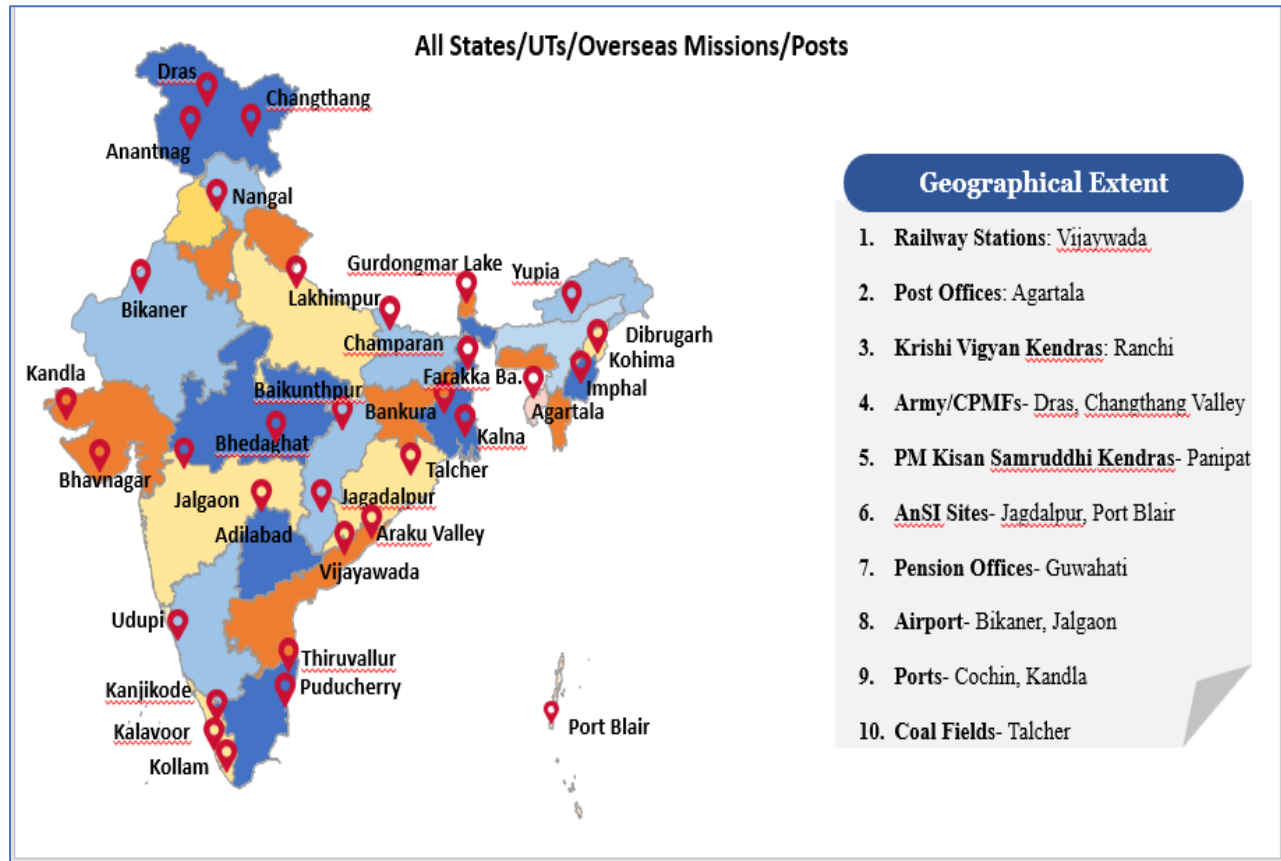
Rs 13 Cr

Dept of Defence
Production

Revenue Earned (In Rs Cr)



6 Geographical Extent of Campaign



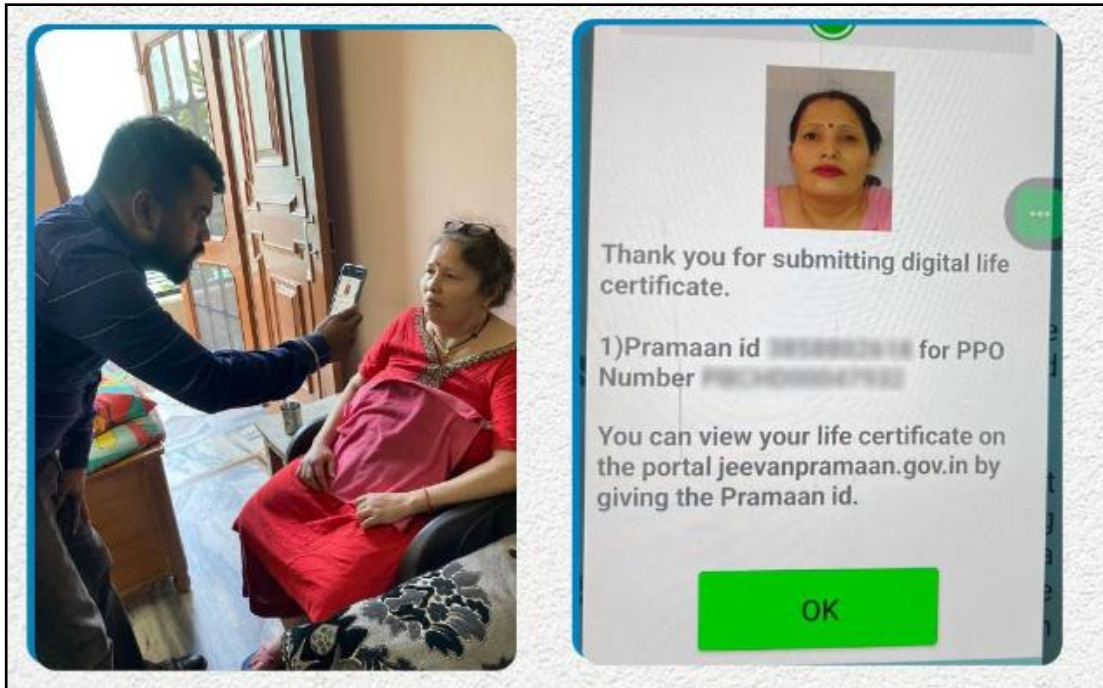
7 Best Practices



'ARANYA' Gallery New Customs House, New Delhi; Central Board of Indirect Taxes & Customs



Madhubani Paintings at Krishi Bhawan; Department of Agriculture and Farmer's Welfare



Jeevan Pramaan (Digital Life Certificate) of a Pensioner, EPFO RO Chandigarh; Ministry of Labour and Employment



Recreation Center created at Sanchar Bhawan from a Scrap Room; Department of Telecommunications



**Discontinued use of Sealing Wax and replaced them with recyclable seals for air locking postal deliveries;
Department of Post**



Parthenium and plastic free farms by KVK CRIDA, Telangana; Department of Agriculture Research and Education



Mechanical Cleaning of sewers chambers and septic tanks using Robotics; Department of Atomic Energy



“Kachra Udyan” created by CCL in Bokaro and Kigali area from waste pipes, tyres, cart; Ministry of Coal



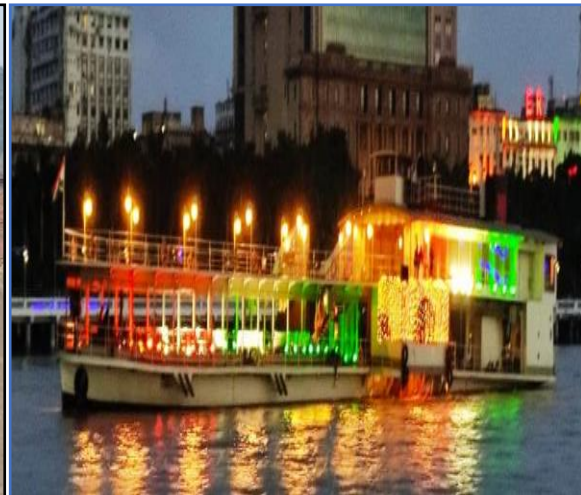
Over 7 lakh plastic bottles recycled into 7 lakh plants into 900 vertical gardens across 17 States and 50 districts of India; Central Board of Direct Taxes



Opened a "Parcel Cafe" in Kolkata GPO created out of old furniture and items of; Department of Posts



New rail coach restaurant at Guntur Railway Station; Ministry of Railways



Paddle steamer turned into a unique showcase for cruise tourism, with an under-deck museum, floating restaurant/ conference at SMPA; Ministry of Ports, Shipping and Waterways



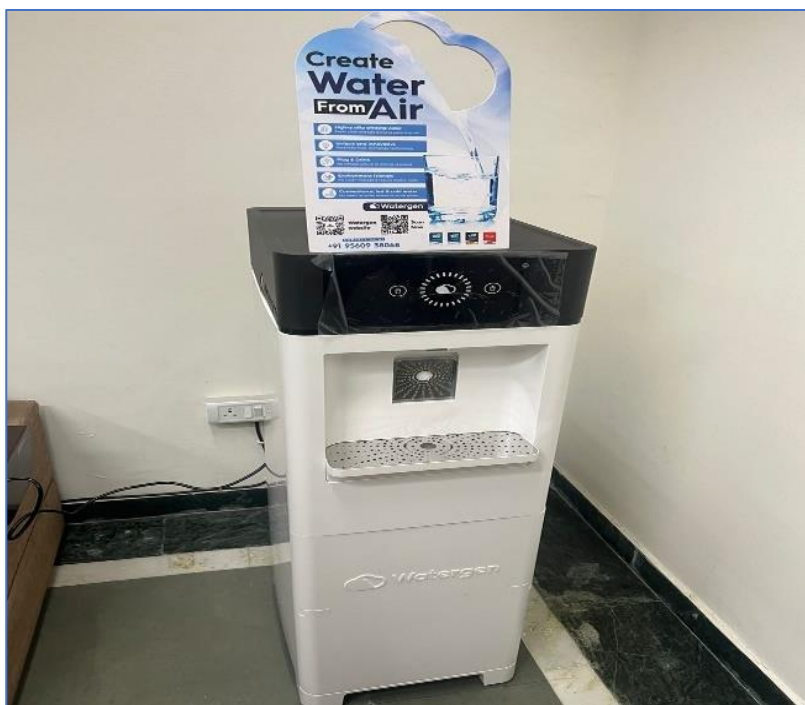
Mechanized Cleaning at all Railway Stations; Ministry of Railways



160 flowering trees and 150 fruit trees Plantation for air purification, prevention of soil erosion and enhancement of groundwater levels at Technology Bhawan; Department of Science and Technology



Jarawa Tribal Hut in A&N Islands as centre for dissemination of Information and Knowledge on bio-cultural aspect of the region; Ministry of Culture



Moisture to potable water technology at National Institute of Tuberculosis and Respiratory Diseases, New Delhi; Department of Health and Family Welfare



SHG Kiosks to collect paper and other waste for recycling; Ministry of Housing and Urban Affairs



“Garbage to Green Project” Ayush Herbal plants planted at AIIMS Bibinagar, Department of Health and Family Welfare



HMT identified Sandhya Kirana - A joint project of Nightingales Medical Trust & Bengaluru Bruhat Mahanagara Palike to donate old newspapers and magazines.



YOUR OLD NEWSPAPERS CAN HELP AN ELDERLY EARN THEIR LIVELIHOOD

Over 300 elderly depend on income from making paper bags using old newspapers and magazines. With no other source of income, this will help them manage their daily needs.

Donate your old newspapers and magazines today!

Call us on +91 9243737242 or +91 80 42426565
Email: sandhyakirana@nightingaleseldercare.com

Nightingales Sandhya Kirana
Center for Disadvantaged Elderly in association with BBMP
Day Care | Outreach | Care Home for Destitute Men
O'shangassey Road, Richmond Town, Bengaluru 560025
www.nightingaleseldercare.com




Donation of Old Newspapers to elderly for making paper bags at HMT Limited; Ministry of Heavy Industries



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



Remodelling existing retail shops to provide farming inputs and services at PM KSK; Department of Fertilizers



Refurbished walls of Post office at Delhi East Division; Department of Posts



Green talk organised in schools; Ministry of Environment, Forest, and Climate Change



Plastic bottle crusher and Bio Spittoon; Ministry of Railways



Re-use of Shredded Plastic for road construction at VSSC; Department of Space



100% linking of Bank accounts with AADHAR; Department of Posts



Indian Railways Innovation Portal for Indian startups/MSMEs/Entrepreneurs/Innovators; Ministry of Railways

8 Glimpses of Special Campaign 2.0



Scrap Room converted into Office space at Shastri Bhawan, 4th Floor



Record Room at Parivahan Bhawan, New Delhi; Ministry of Shipping, New Delhi



BEFORE



AFTER

Creation of new space at in Record Room at Income Tax office, Mumbai; Central Board of Direct Taxes



Dumping Yard refurbished into a Recreation Room; Department of Telecommunications



BEFORE



AFTER

Record Management with the help of Compactors at CSIR Basement at Anusandhan Bhawan; Department of Scientific and Industrial Research



Cleanliness Campaign and new spaces created by IGM Mumbai; Department of Economic Affairs



BEFORE

AFTER

Cleanliness Campaign and new spaces created by IGM Mumbai; Department of Economic Affairs



New Parking Space created at Indian Institute of Entrepreneurship, Guwahati; Ministry of Skill Development and Entrepreneurship



AFTER

A photograph of a large, open room with high ceilings and concrete pillars. On the left, there are wooden shelves filled with numerous white, rectangular objects, likely books or documents. The floor is light-colored and polished. Large windows in the background let in bright light, and a tall, narrow pillar stands in the center.

AFTER

40



BEFORE



AFTER

Record Room maintenance at Directorate of Arecanut and Spices, Calicut; Department of Agriculture and Farmer's Welfare



BEFORE



AFTER

Cleanliness Campaign and Scrap Disposal at National Test Center, Jaipur; Department of Consumer Affairs



BEFORE



AFTER

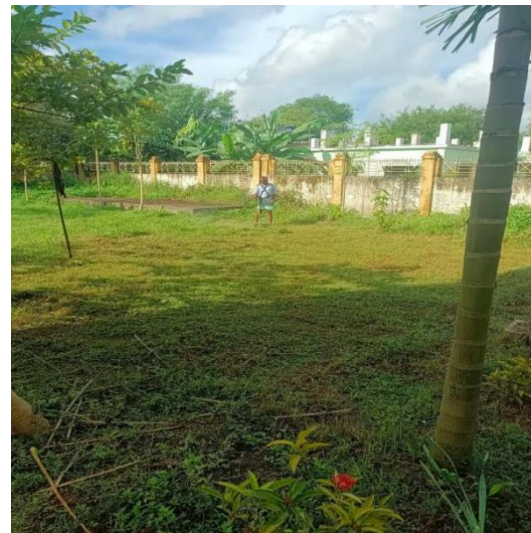
Jarawa Tribal Hut at A&N Islands; Ministry of Culture



E-waste disposal at Netaji Subhash Chandra Bose International Airport, Kolkata; Ministry of Civil Aviation



Garbage area to parking area at Kota House, New Delhi; Ministry of Culture





Store room converted into Gym and Yoga room at Krishi Bhawan; Department of Food and Public Distribution and Public



Waste room converted in Conference Hall; Ministry of Food Processing and Industries

9. Release of Assessment Report 2022

Followed by the film on Best Practices, the Special Campaign 2022, Assessment Report was released by the Cabinet Secretary, Shri Rajiv Gauba. The Cabinet Secretary DARPG for a successful conduct of Special Campaign 2.0 and organization of Good Governance Week. After visiting the exhibition at Vigyan Bhawan for Special Campaign, Cabinet Secretary appreciated Secretary DARPG gusto and enthusiasm for work. Mentioning PM's concerted effort to make India a developed nation by 2047 of which Good Governance is vital. It encompasses greater transparency, people friendly practices, efficiency and timely output. Breaking silos and conventional ways of working, Cab Sec emphasises PM's vision of minimum government and maximum governance. Easing out governance is expedited by the passage of various Bills and Acts by decriminalising minor violations.



Cabinet Secretary taking a round of the Exhibition on Workshop on Good Governance at Vigyan Bhawan, New Delhi

While helping frame policies, reforms and flagship schemes turn out to be of no use when implementation is not the best and don't turn out to be of any output. In order to do so, we must stick to routines that are not of mundane procedures, unexciting, older norms; we need a paradigm shift in making our

implementation procedures thorough and efficient. For ex; having not more than 4 levels in decision making.

Cabinet Secretary talks about Increasing Efficiency in Decision Making (IEDM) by highlighting that increasing levels of officials doesn't mean assurance of better scrutiny and performance. It is the concerted effort that makes functioning effective along with significant value addition and diffused responsibilities. Further, for IEDM, 4 action points were identified on 26th March, 2021 namely, delayering, delegation, operationalising Desk officer System, and adopting e-office for digitization.

Cabinet Secretary reiterates about the comprehensive review request that have been made by DARPG repeatedly as well as Cabinet Secretariat. This will encourage greater ownership and decision making to lower order of offices.

Cabinet Secretary requests to continue follow up by DARPG and to conduct a 3rd party assessment for implementation of IEDM. The Cabinet Secretary emphasises on avoiding reversal of these actions. Parallel/simultaneous physical and digital should be discouraged as it defeats the whole purpose of digitization.

Cabinet Secretary appreciated implementation of e-office competitive for maximum advantage in governance. Cabinet Secretary highlights new features of e-office 7.0, like multiple screens usage, inter departmental movement of files, usage in regional language etc.



**Release of Special Campaign 2.0 Assessment Report by Cabinet Secretary
on “Workshop on Good Governance Practices, 2022”**

Good governance is all about improving output efficiently and delivery of services. A step further to analyse the root cause of grievances will help senior officers to ensure good governance. The root cause will decrease agony of large volumes of grievances, and will be like treating the “problem of the disease, rather than curing the symptom”.

Special Campaign 2.0 focus on cleanliness, presence of cafeteria, basic facilities for recreation, creche in Ministries should be implemented. Impressive numbers of the campaign appreciated by Cab Sec, is truly inspirational. Unlike Campaign 2021, files have been transferred to NAI which should be made periodical and appreciates the efforts of files transfer in this Campaign.

Cabinet Secretary highlights the thrust of the Campaign should be maintained in the coming year and success of best practices to be shared with states.

In the end Cabinet Secretary requests officials to review delegation and decision making to institutionalise practices adopted in Good Governance Week.

It is time for strategic thinking and clearing pendency as well as take care of our environment.

The workshop was conducted by:

Presentation by Secretary, Department of Post, Shri Vineet Pandey

Presentation of Secretary, Railway Board, Smt. Jaya Varma Sinha

Presentation by DG, National Archives of India, Shri Chandan Sinha

The workshop was followed by an interactive session moderated by Secretary DARPG, Shri V Srinivas.

10. Media Coverage

10.1 Key Mentions on Twitter

10.1.1 Leadership by Ministers



रक्षा मंत्री कार्यालय/ RMO India
@DefenceMinIndia

...

Raksha Mantri Shri @rajnathsingh reviewing the cleanliness activities being carried out by Ministry of Defence, as part of Special Swachhta Campaign 2.0



G Kishan Reddy
@kishanreddybjp

...

Towards #SwachhBharat:

Glimpses from the cleanliness activities organized by the @ASIGoI at various monuments across the country as a part of the ongoing #SpecialCampaign2.0



Narendra Modi and 5 others

12:12 PM - Oct 29, 2022 - Twitter for iPhone



Office Of Nitin Gadkari
@OfficeOfNG

Union Minister Shri @nitin_gadkari Ji took stock of the #Swachhata initiatives & programmes at Transport Bhawan, New Delhi under #SpecialCampaign2.0



1:27 PM - Oct 10, 2022 - Twitter Web App



Dr Jitendra Singh
@DrJitendraSingh

Amazing outcomes at the end of three weeks of ongoing #SpecialSwachhtaCampaign2.0. More than Rs 254 cr earned from disposal of scrap, including electronic scrap, more than 37 lakh sq feet space cleared from junk. Testimony of "whole of govt" approach under PM Sh @narendramodi.

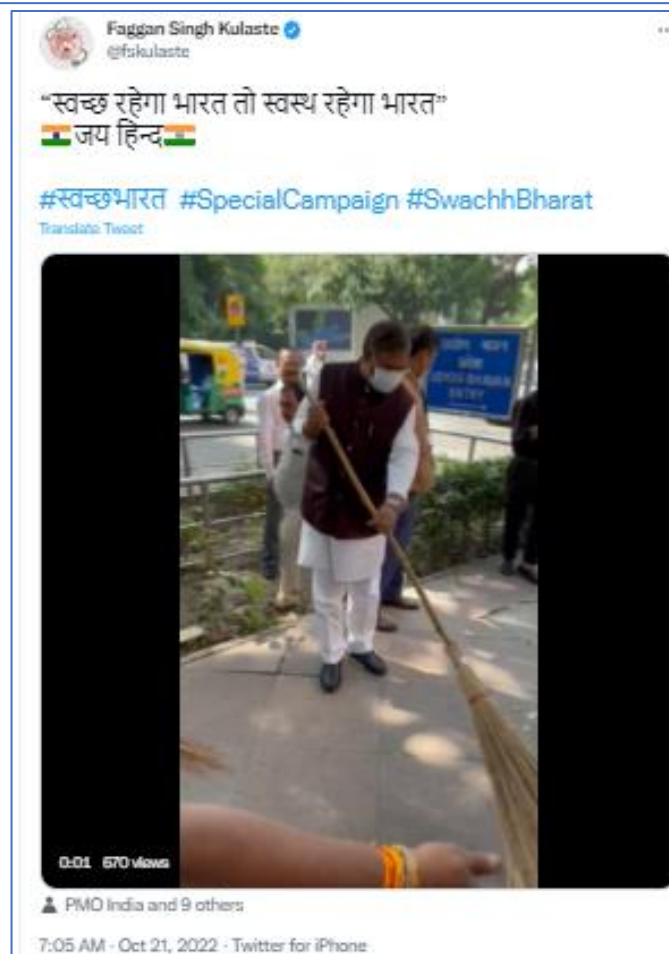


PIB India and 6 others

7:17 PM - Oct 25, 2022 - Twitter for Android











Dr. Mahendra Nath Pandey

@DrMNPandeyMP

प्रधानमंत्री श्री @narendramodi जी के #SwachhBharat2022 और #SpecialCampaign2.0 के तहत देश भर में स्वच्छता अभियान में सक्रिय रूप से चल रहे हैं। जिसमें @MHI_GoI भी राज्य और स्थानीय सरकारी कार्यालयों, और कार्यस्थानों को स्वच्छ, स्वस्थ वातावरण रखने के लिए सक्रिय है।

[Translate Tweet](#)



Ministry of Heavy Industries @MHI_GoI - Oct 21

As part of the #SpecialCampaign2.0, MHI has implemented initiatives to enhance cleanliness and hygiene awareness among employees and their office premises.

#AzadiKaAmritMahotsav



4:43 PM · Oct 25, 2022 from Noida, India · Twitter for iPhone

10.1.2 Leadership by Secretaries





Ministry of Tribal Affairs, Govt. of India
@TribalAffairsIn

Following the #SpecialCampaign2.0, Hon'ble Secy of Tribal Affairs, Sh. Anil Kumar Jha, Hon'ble Addl. Secy, Smt. R Jaya and senior officials participated in a #Cleanliness Drive at the offices of the @TribalAffairsIn at the Jeewan Tara Building, New Delhi.

Watch Now:



4:47 PM · Oct 20, 2022 · Twitter Web App



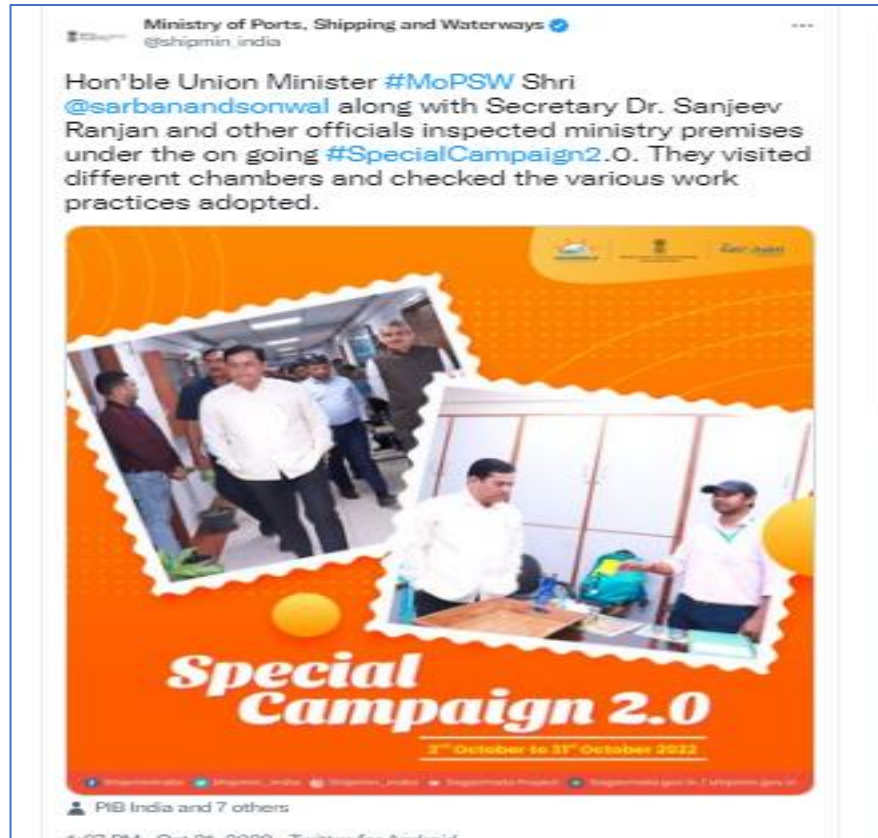
Department of Pharmaceuticals
@Pharmadept

Secretary @Pharmadept during her visit to @NIPERHyd reviewed various activities undertaken by the Institute in #SpecialCampaign2.0 participated therein and encouraged all to dedicate to the cause.

@mansukhmandviya @bhagwantkhuba @DARPG_GoI @PIB_India



8:55 PM · Oct 20, 2022 · Twitter for Android







Ministry of Panchayati Raj, Government of India
@mopr_goi

Shri Sunil Kumar, Secretary @MoPR_Goi along with senior officers took a round of the Ministry premises at Jeevan Bharati Building today to inspect overall cleanliness & review the progress made in the course of implementation of #SpecialCampaign2 in the Ministry of Panchayati Raj.



Shandilya Giriraj Singh and 9 others

7:31 PM · Oct 25, 2022 · Twitter Web App



Ministry of Statistics & Programme Implementation
@GoStats

Secretary (MoSPI) had a round of inspection of the ongoing cleanliness drive under Special Campaign 2.0 of the Ministry at Khurshid Lal Bhawan.

#SpecialCampaign2

@PMOIndia @Rao_InderjitS @DARPG_Goi



11:43 AM · Oct 22, 2022 · Twitter for Android



10.1.3 Notable mentions







10.1.4 Tweets from Across India







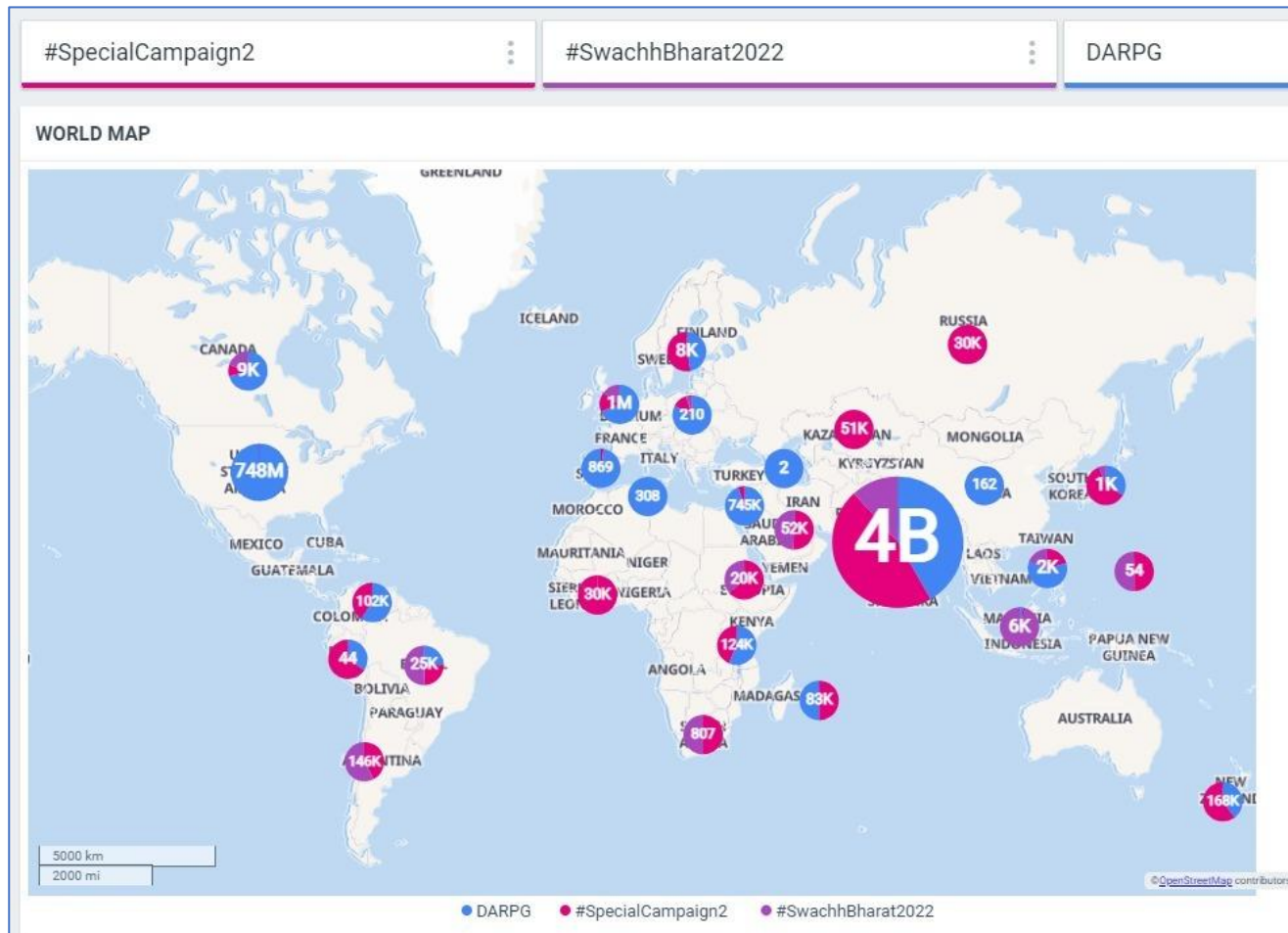
10.1.5 Tweets from Indian Missions Abroad







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 Print Media Coverage

10.4.1 Digital

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.

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

ANI
South Asia's Leading Multimedia News Agency

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

NEWS 18

Trending Topics : #Movies #Bigg

HOME SHOWSHA POLITICS INDIA CRICKET WORLD EDUCATION BUSINESS BUZZ EXPLAINERS OPINION

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 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 tendency 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



@DrJitendraSingh

10.4.2 National

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 result in three weeks with the government earning ₹254.21 cr from sale proceeds, removing 4m files and clearing up 3.22 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 Bhavans. He underlined the campaign includes scavenging of archaic online 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 68,363 sites. The Special Campaign 2.0 began on October 2. The drive has also led to redressal of 305,268 public grievances, reply to 5416 MP's 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 7028 stations. Similarly, department of phar-

We realised during the campaign that the e-scrap and other materials were saleable and a source of revenue. State governments have been kept in the loop and some of them have shown a lot of enthusiasm.

JITENDRA SINGH
Union minister



DRIVE AT 68,000 SITES

Campaign was conducted at 68,363 sites in which 4.05 m files were reviewed and 3.72 m sq ft space was cleared

ceuticals held the campaign in 5974 sites, defence in 4578 locations and ministry of home affairs in 4886 sites. Singh had discovered during his rounds that even in places like South Block corridors were blocked by files and broken furniture.

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 Cafe opened in Kolkata GPO by the postal department in freed space.

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

UNDER SWACHHTA CAMPAIGN

Media Dues to be Cleared: I&B Secretary

New Delhi: I&B secretary Apurva Chandra on Wednesday said the ministry will clear all pending bills of media organisations in the next few days as part of the Swachhta 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 Bhavans, the Telangana and Pudducherry premises have taken the lead. K Srinivas, Secretary DoPT, said the ministry has set deadlines for files and ones found older than the set date and not being relevant will be weeded out.

The Economic Times

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 MPOST

paign 2.0 is being undertaken from October 2 to 31.

In the first two weeks of the campaign, the special campaign has been implemented in remote outstation offices, foreign missions and posts, attached and subordinate offices, a statement issued by the Personnel Ministry said.

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, 27.25 lakh files reviewed, 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.

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 (SCDPM) 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 SCDPM 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 Hindu

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 Rs 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 "janandolan".

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 538 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 Times of India



सत्यमेव जयते

Department of Administrative Reforms & Public Grievances
Government of India
New Delhi