



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



Secretariat Reforms

- a) Increasing Efficiency in Decision Making
- b) eOffice
- c) Swachhata Campaign & Reducing Pendency

Monthly Report | April 2024

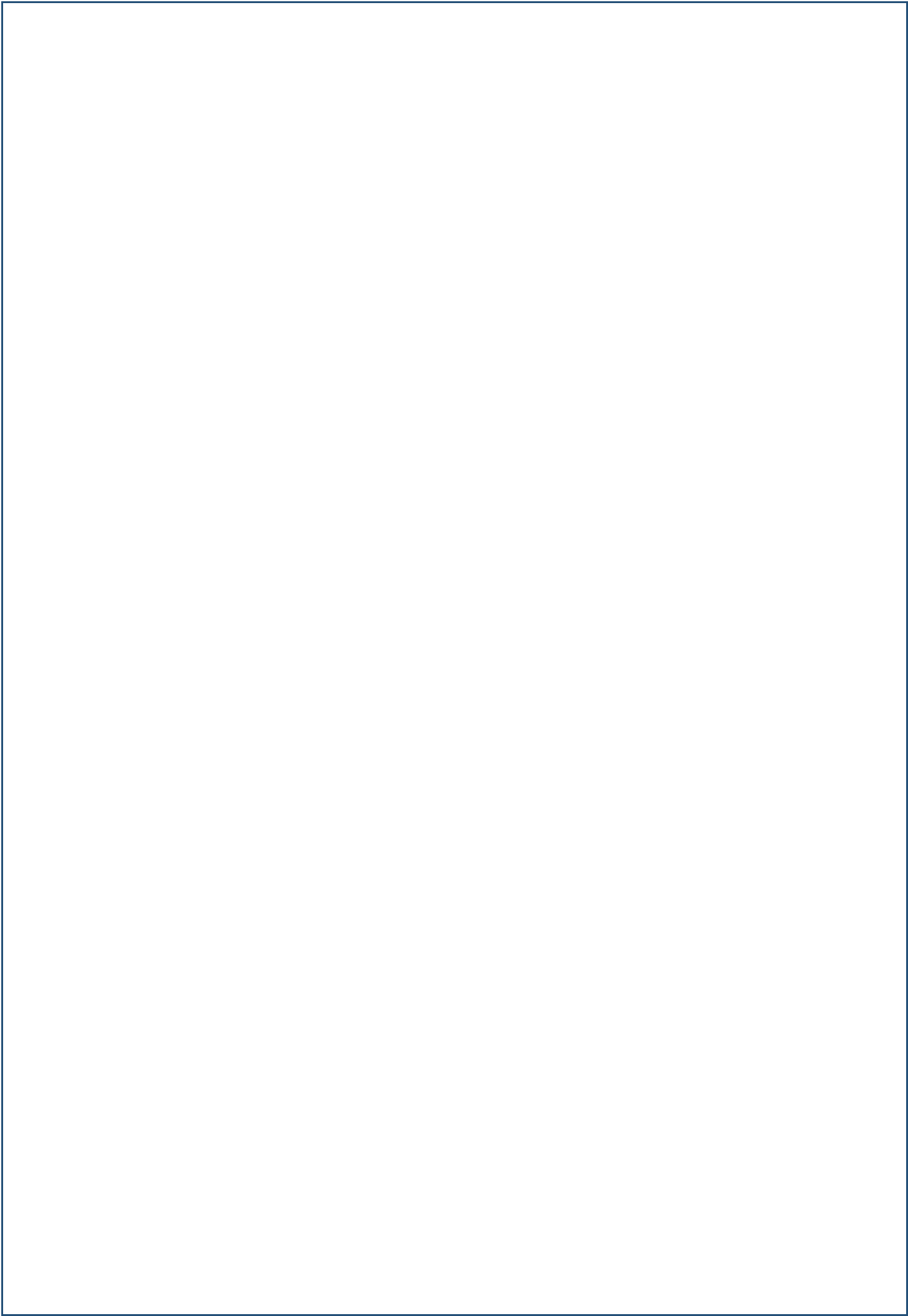


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1. Key Highlights (April 2024)

I. eOffice Analytics and Implementation

- a) 94.3% of total files created in April 2024 are eFiles as compared to 94.4% in March 2024.
- b) 43 Ministries/Departments have 100% share of eFiles for April 2024.
- c) In April 2024, out of 3,98,285 receipts generated, 3,73,488 were e-receipts (93.8%).
15 Ministries/Departments have 100% share of e-receipts for April 2024.
- d) The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.14 in April 2024, as compared to 4.4 in March 2024.
- e) Only 2 Ministries/Department had average transaction level of more than 5 levels as compared to 10 Ministries/Departments in March 2024.
- f) In April 2024, there were 3,450 files with Inter Ministerial file movement as compared to 4,900 in March 2024.

II. Swachhata Campaign

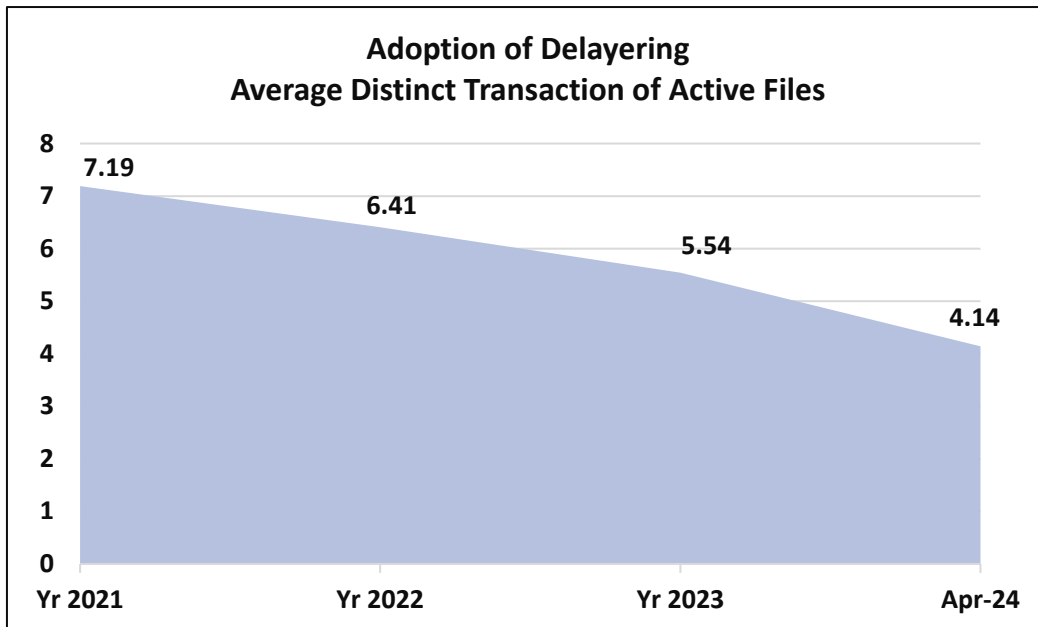
- a) Cleanliness Campaign conducted at **7,724 sites**
- b) **2,43,658 sq. ft** of Space Freed
- c) **Rs 21,74,11,673** of Revenue earned by scrap disposal

III. Reduction in pendency

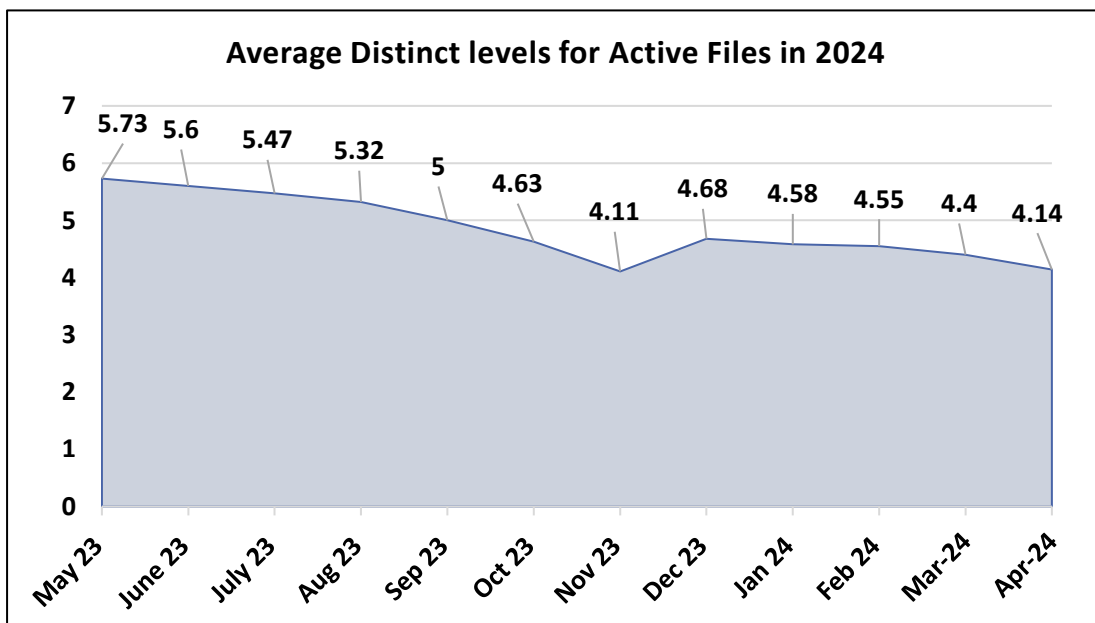
- a) **Disposed**
 - ✓ **4,56,954** Public Grievances
 - ✓ **13,657** Public Grievance Appeals
 - ✓ **381** PMO References
 - ✓ **259** References from State Government
- b) **Record Management**
 - ✓ **1,76,375** Physical files reviewed and **61,448** physical files weeded out
 - ✓ **86,932** eFiles put up for review and **20,708** eFiles closed

2. Increasing Efficiency in Decision Making

2.1 Delaying



The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.14 in April 2024.

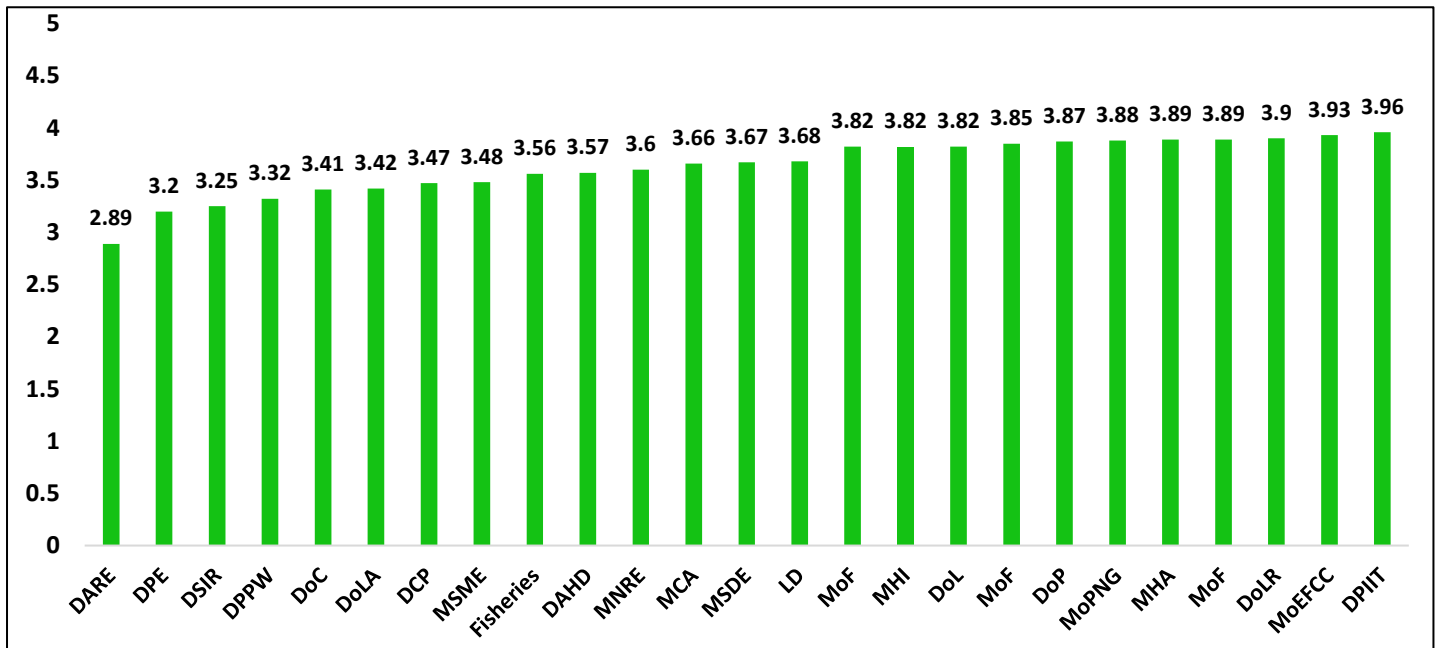


Average distinct transaction levels for active files in the Central Secretariat from May 2023 to April 2024

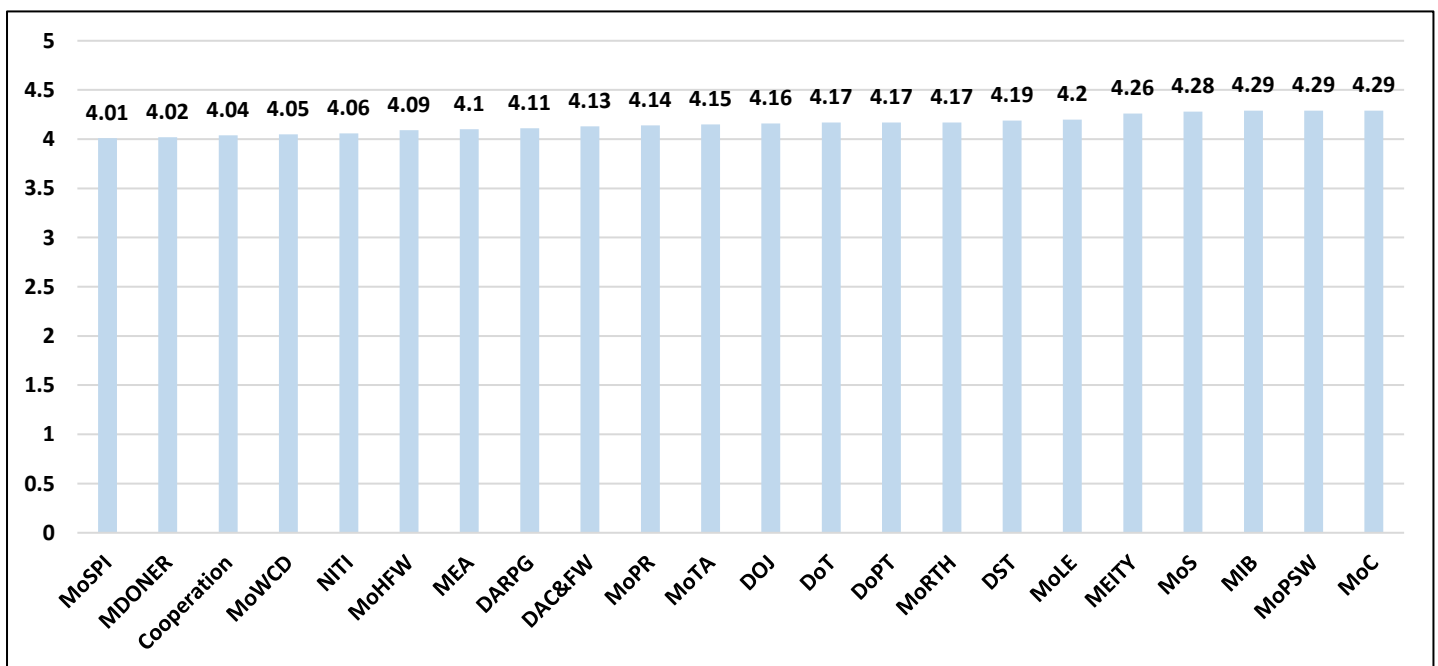
2.2 Status of Delaying

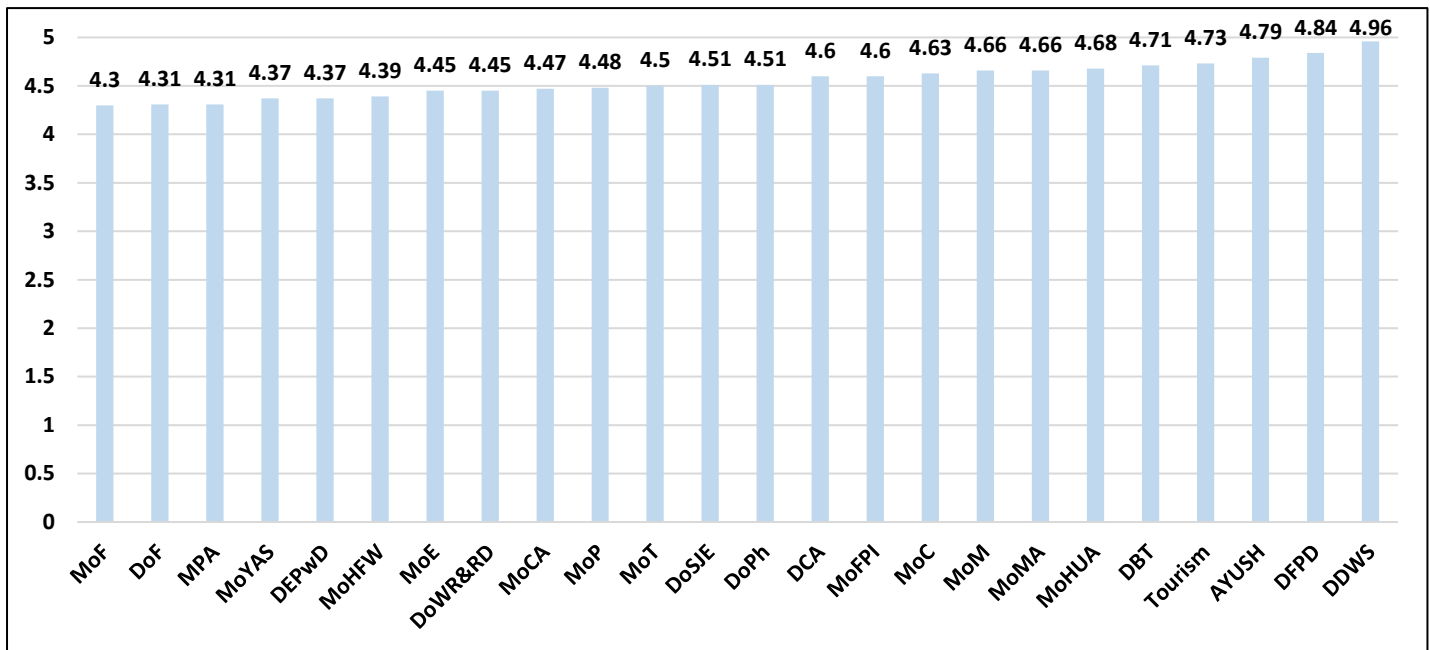
Following graph depicts the average distinct transaction levels in different Ministries/Departments for April 2024:

a. Ministries/Departments with average distinct transaction levels up to ≤ 4

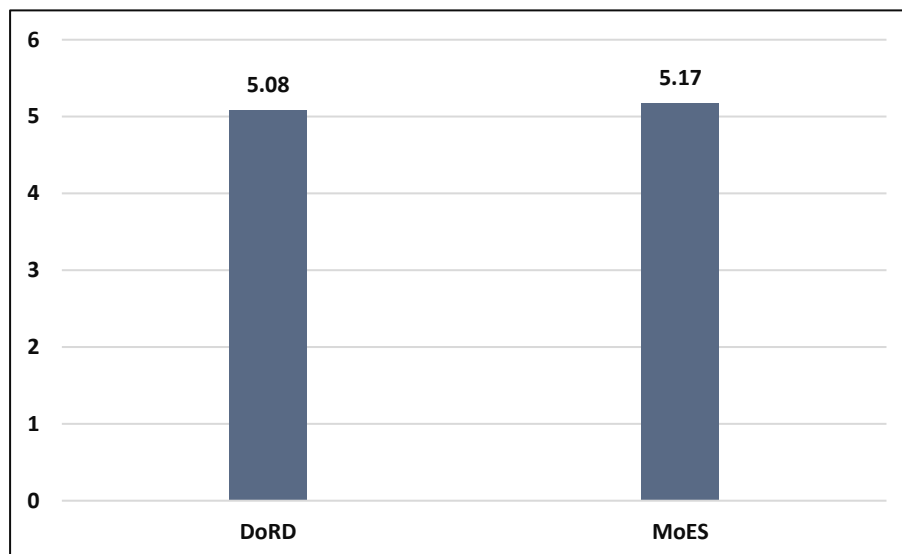


b. Ministries/Departments with average distinct transaction levels between 4 to 5





c. Ministries/Departments with average distinct transaction level >5



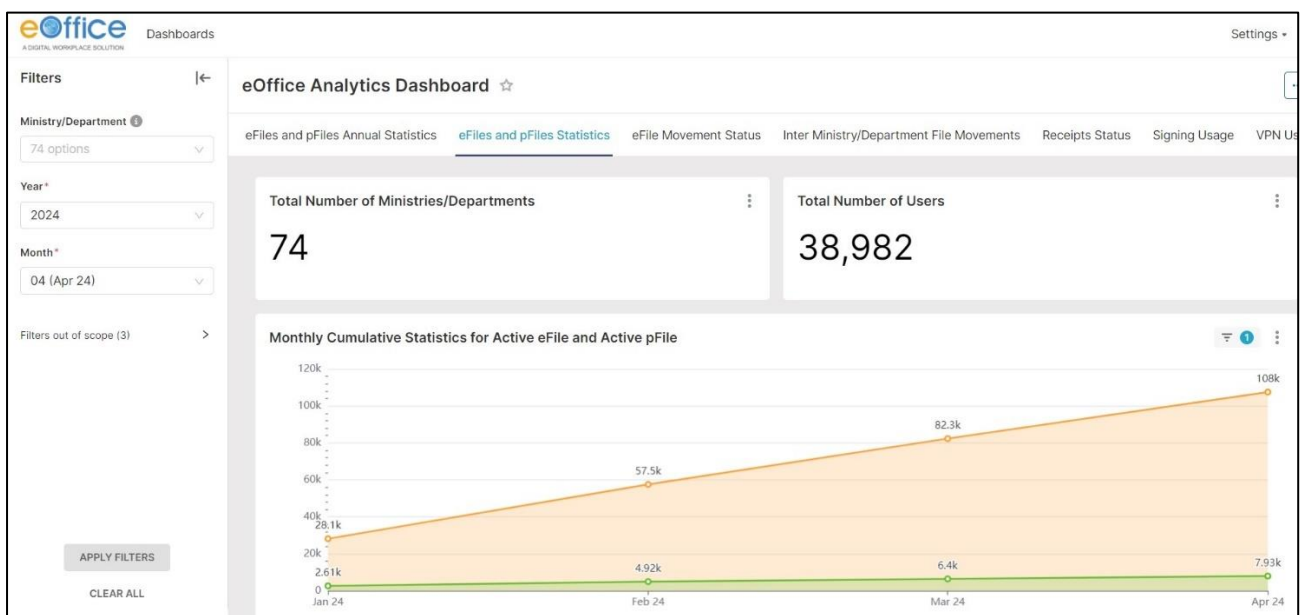
3. eOffice Analytics and Implementation

3.1 eOffice Analytics

- The e-Office analytics dashboard (<https://vishleshan.eoffice.gov.in/>) was launched on December 19th, 2023.

The Dashboard provides for:

- Real Time metrics to Facilitate in-depth data analysis & strengthen Decision Making
- Decision making made user friendly, through Visualization of Data and Trends
- Data Analysis to further streamline & strengthen e-Office
- Facilitate a comprehensive implementation of IEDM

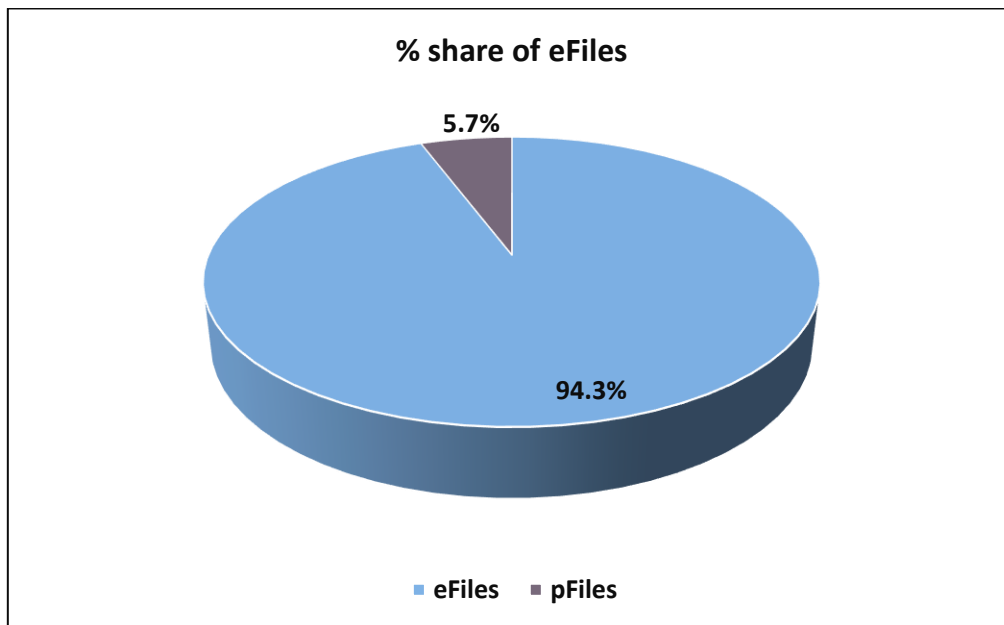
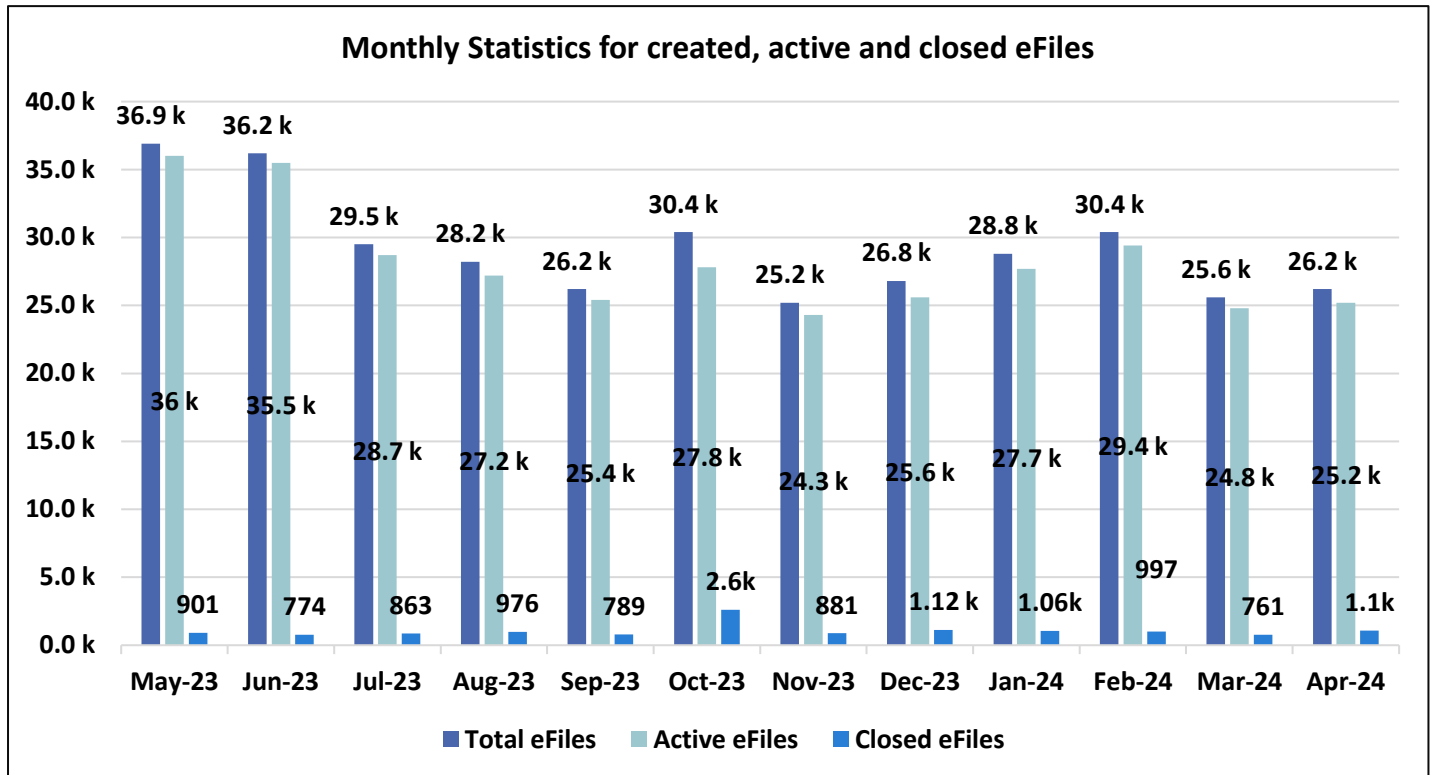


eOffice Analytics Dashboard Interface

URL: <https://vishleshan.eoffice.gov.in/>

The dashboard is available only on NIC net. It is at present accessible to all Secretaries of the Government of India and other senior officers (for whom specific request has to be made to NIC with details of email ID (only NIC email) and mobile numbers.

3.2 Growth of e-Files



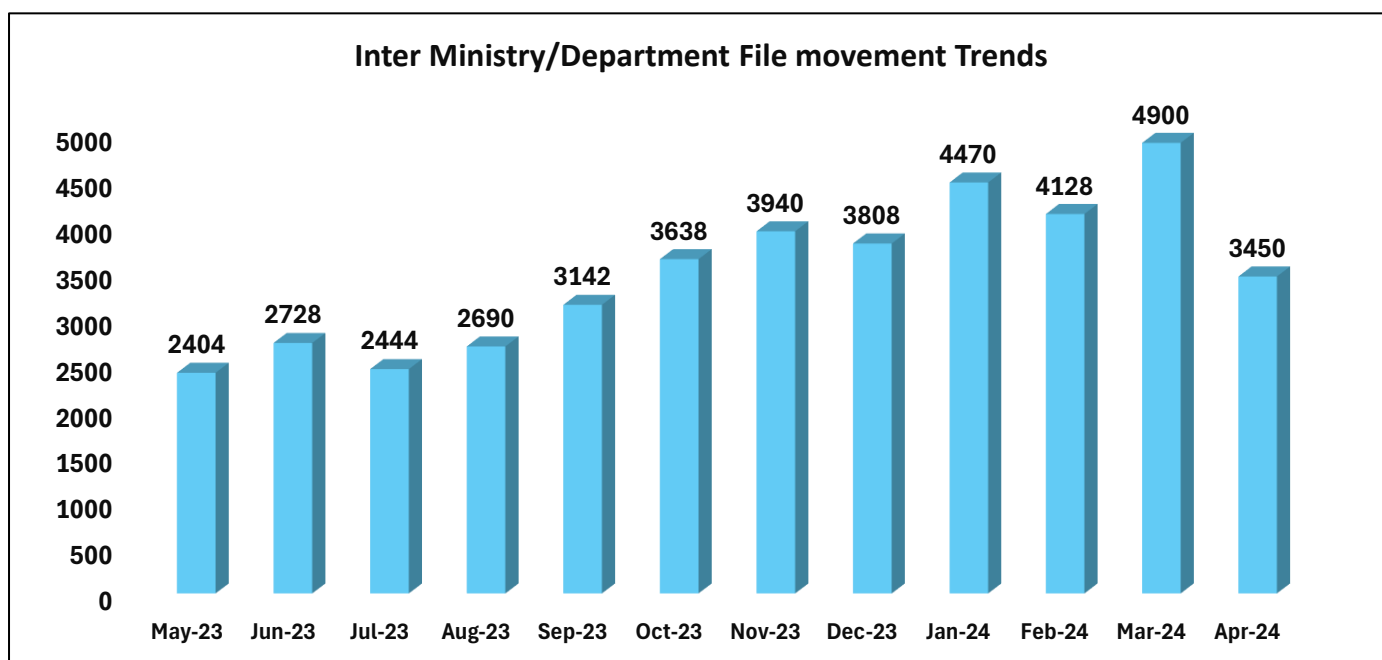
The share of eFiles for April 2024 is **94.3 %**

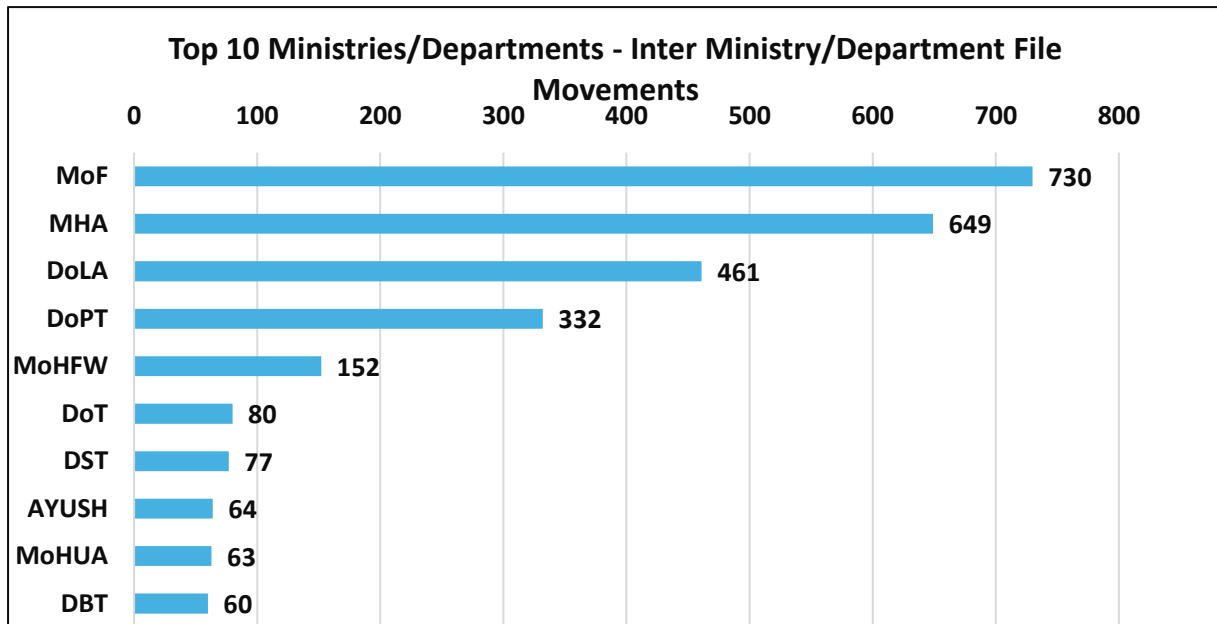
3.3 eFiles creation (April 2024)

Following is the list of Ministries/Departments with <90% share of eFiles for the month of April 2024:

S No.	Ministry/Department	% share
1.	Department of Official Language (DoL)	7.89%
2.	DoE - Ministry of Finance (MoF)	57.73%
3.	Ministry of Home Affairs (MHA)	62.53%
4.	Department of Personnel & Training (DoPT)	76.22%
5.	Ministry of Information & Broadcasting (MIB)	87.93%

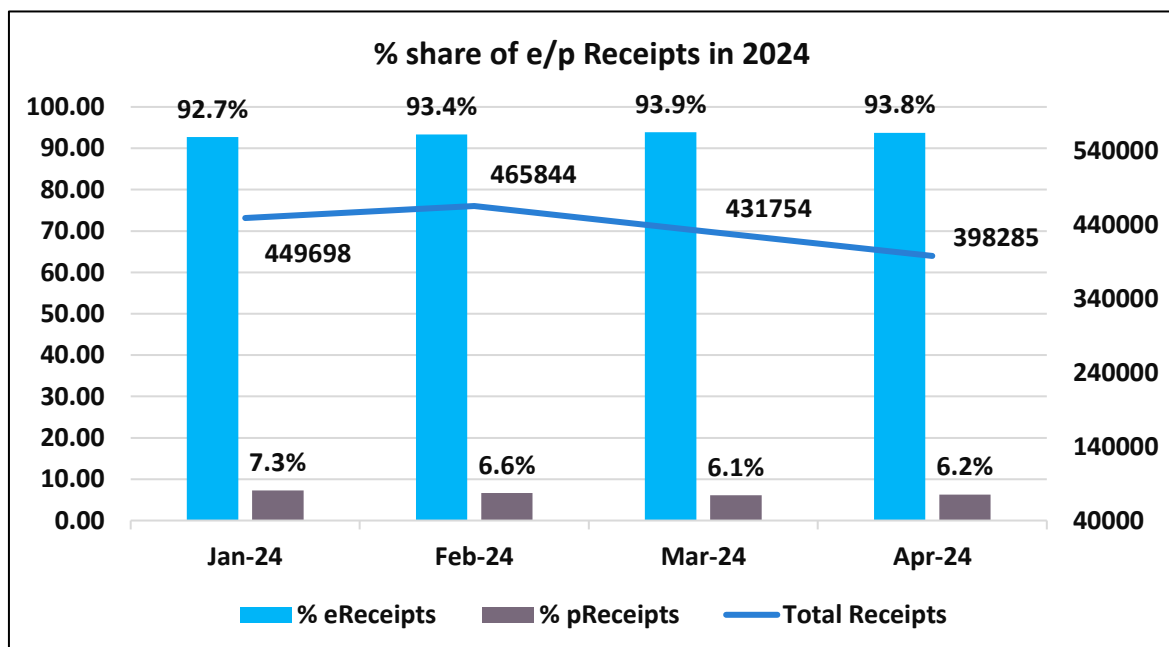
3.4 Inter-Departmental File Movement



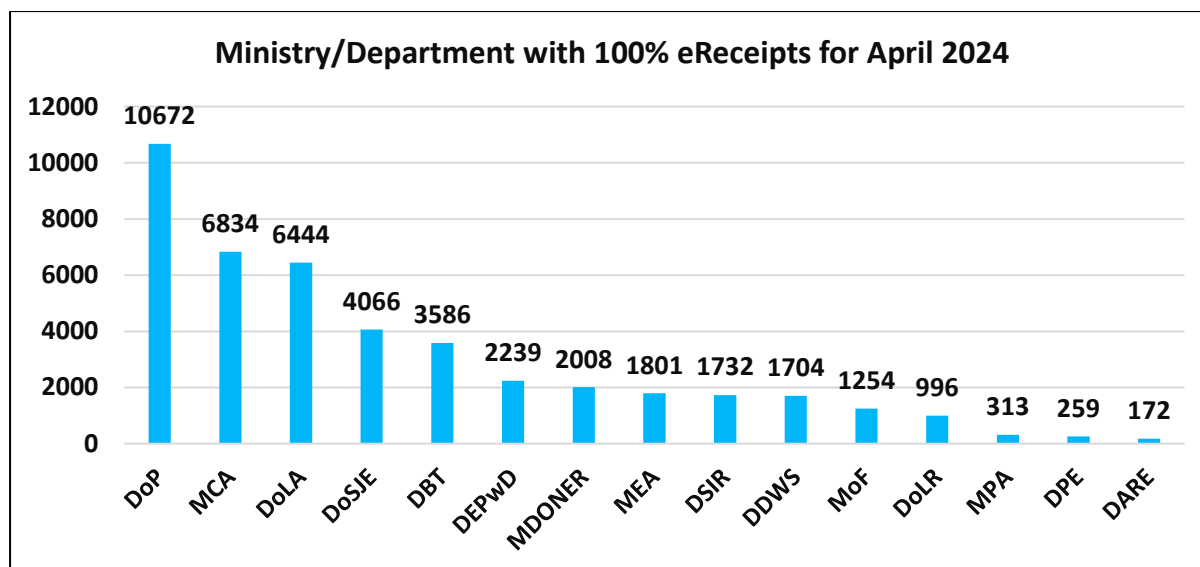


- The Ministry of Finance has the maximum number of Inter-Ministerial files (730) followed by the Ministry of Home Affairs (649) and the Department of Legal Affairs (461) for the month of April 2024.

3.5 eReceipts Adoption (% share of eReceipts)



- In April 2024, out of a total of 3,98,285 receipts, 3,73,488 were e-receipts (93.8%)
- 15 Ministries/Departments have a 100% share of e-receipts for April 2024



3.6 eOffice Analytics

The eOffice Analytics data for April 2024 is summarised as follows:

S No.	Ministry/Department	% Files with Avg Distinct Transaction levels > 4	% eReceipts	% eFiles	% Files with DSC + eSign
1.	Department for Promotion of Industry and Internal Trade	27.48%	89.28%	100%	38.52%
2.	Department of Administrative Reforms & Public Grievances	40.00%	95.67%	100%	99.64%
3.	Department of Agricultural Research and Education	27.78%	100.00%	100%	29.97%
4.	Department of Agriculture Cooperation & Family Welfare	35.39%	98.74%	98.72%	5.79%
5.	Department of Animal Husbandry and Dairying	24.79%	99.82%	99.74%	2.27%
6.	Department of Biotechnology	51.89%	100.00%	100%	4.88%
7.	Department of Chemicals and Petrochemicals	16.00%	99.56%	98.84%	12.40%
8.	Department of Commerce	20.07%	98.40%	99.37%	0.78%
9.	Department of Consumer Affairs	39.38%	99.13%	100%	1.40%
10.	Department of Drinking Water and Sanitation	56.31%	100.00%	100%	0.00%
11.	Department of Economic Affairs	NA	96.26%	98.68%	1.90%
12.	Department of Empowerment of Persons with Disabilities	48.98%	100.00%	100%	0.04%
13.	Department of Expenditure	NA	41.15%	57.73%	1.39%
14.	Department of Fertilizers	46.63%	99.06%	100%	9.70%

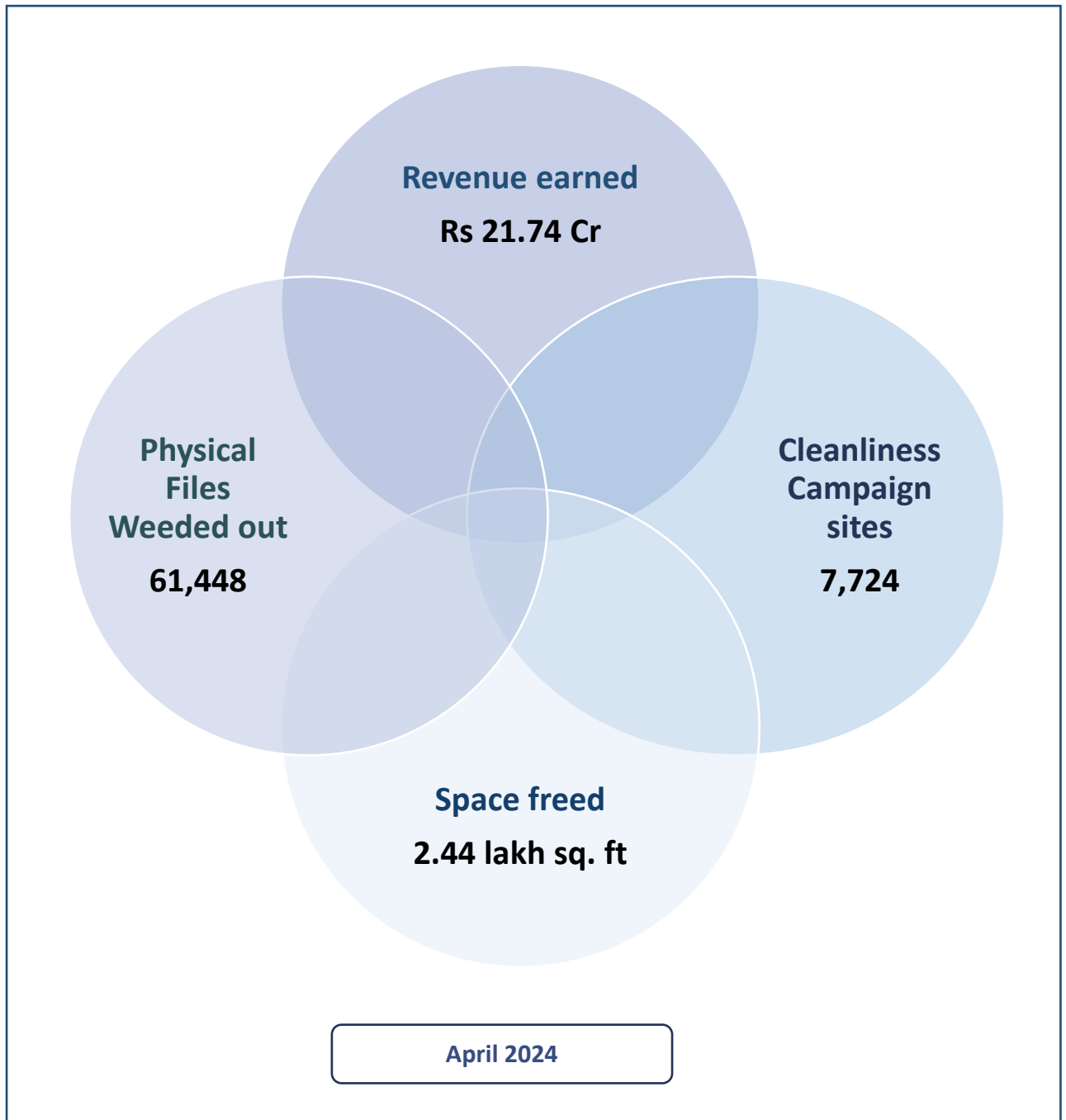
15.	Department of Financial Services	NA	94.24%	98.33%	0.00%
16.	Department of Fisheries	19.81%	99.88%	100%	0.05%
17.	Department of Food & Public Distribution	50.68%	98.18%	100%	20.05%
18.	Department of Health & Family Welfare	36.03%	93.10%	99.08%	35.16%
19.	Department of Health Research	37.50%	87.24%	92.37%	1.02%
20.	Department of Investment and Public Asset Management	NA	100.00%	100%	4.42%
21.	Department of Justice	37.80%	99.79%	100%	16.19%
22.	Department of Land Resources	35.00%	100.00%	98.31%	4.13%
23.	Department of Legal Affairs	25.11%	100.00%	100%	3.66%
24.	Department of Official Language	24.24%	32.67%	7.89%	0.76%
25.	Department of Pensions and Pensioners' Welfare	20.29%	98.59%	100%	47.78%
26.	Department of Personnel & Training	38.49%	87.33%	76.22%	1.76%
27.	Department of Pharmaceuticals	35.62%	99.93%	100%	2.47%
28.	Department of Posts	28.46%	100.00%	100%	13.04%
29.	Department of Public Enterprises	0.00%	100.00%	100%	4.32%
30.	Department of Revenue	NA	74.04%	94.70%	14.77%
31.	Department of Rural Development	57.55%	99.88%	99.29%	5.59%
32.	Department of Science & Technology	42.20%	99.56%	100%	1.98%
33.	Department of Scientific and Industrial Research	7.43%	100.00%	100%	17.66%
34.	Department of Social Justice & Empowerment	45.83%	100.00%	100%	3.46%
35.	Department of Telecommunications	35.99%	89.35%	92.97%	24.42%
36.	Department of Water Resources, River Development & Ganga Rejuvenation	42.16%	99.92%	100%	0.63%
37.	Legislative Department	40.43%	81.55%	100%	3.99%
38.	Ministry of AYUSH	53.85%	82.63%	92.72%	4.27%
39.	Ministry of Civil Aviation	46.15%	99.82%	100%	1.85%
40.	Ministry of Coal	37.79%	99.93%	100%	0.13%
41.	Ministry of Cooperation	38.05%	83.74%	99.38%	11.92%
42.	Ministry of Corporate Affairs	18.22%	100.00%	100%	0.02%
43.	Ministry of Culture	46.80%	98.11%	98.78%	4.73%
44.	Ministry of Development of North Eastern Region	28.07%	100.00%	98.63%	26.52%

45.	Ministry of Earth Sciences	50.34%	99.93%	100%	0.04%
46.	Ministry of Education	42.93%	96.78%	95.42%	1.56%
47.	Ministry of Electronics & Information Technology	36.33%	96.62%	100%	2.21%
48.	Ministry of Environment, Forest and Climate Change	32.11%	99.95%	99.70%	31.60%
49.	Ministry of External Affairs	29.61%	100.00%	100%	8.82%
50.	Ministry of Food Processing Industries	44.57%	93.57%	100%	0.00%
51.	Ministry of Heavy Industries	36.13%	99.44%	100%	0.44%
52.	Ministry of Home Affairs	28.91%	75.38%	62.53%	1.20%
53.	Ministry of Housing & Urban Affairs	42.14%	95.74%	99.13%	5.68%
54.	Ministry of Information & Broadcasting	39.34%	67.40%	87.93%	1.39%
55.	Ministry of Labour & Employment	40.67%	91.04%	98.67%	10.17%
56.	Ministry of Micro Small and Medium Enterprises	27.84%	88.97%	100%	19.73%
57.	Ministry of Mines	52.24%	99.93%	100%	24.99%
58.	Ministry of Minority Affairs	45.90%	89.02%	98.51%	0.00%
59.	Ministry of New and Renewable Energy	27.16%	99.96%	99.20%	9.81%
60.	Ministry of Panchayati Raj	37.14%	99.93%	100%	2.08%
61.	Ministry of Parliamentary Affairs	41.38%	100.00%	100%	0.00%
62.	Ministry of Petroleum and Natural Gas	28.21%	96.34%	100%	0.91%
63.	Ministry of Ports, Shipping and Waterways	38.11%	99.72%	99.28%	22.30%
64.	Ministry of Power	38.46%	99.75%	94.92%	0.00%
65.	Ministry of Road Transport & Highways	36.61%	99.79%	100%	55.61%
66.	Ministry of Skill Development and Entrepreneurship	24.60%	95.72%	100%	8.46%
67.	Ministry of Statistics & Programme Implementation	32.01%	99.94%	100%	1.46%
68.	Ministry of Steel	40.91%	96.83%	97.60%	10.28%
69.	Ministry of Textiles	45.63%	85.70%	100%	0.00%
70.	Ministry of Tourism	50.00%	99.94%	100%	1.58%
71.	Ministry of Tribal Affairs	26.25%	97.02%	100%	0.00%
72.	Ministry of Women and Child Development	30.83%	99.77%	100%	0.92%
73.	Ministry of Youth Affairs & Sports	39.10%	99.53%	99.25%	0.20%
74.	NITI Aayog	34.39%	95.99%	100%	0.08%

- All Ministries/Departments to adopt DSC/eSign by June 30th, 2024. DARPG OM No. T-11/1/2024-ARC-DARPG (e8565) dated 15.01.2024 (Pg 32 of the report).
- Ministries/Departments to shift to 100% eReceipts. DARPG OM No. O-16012/6/2017-ARC-DARPG (e2938) dated 21.06.2023 (Pg 33 of the report)
- Ministries/Departments having average Distinct Transaction levels more than 5 to review Delayering/Delegation. DARPG OM No. 30011/12/2015- O&M-Pt.I(6452) dated 12.03.2021 (Pg 34 of the report).

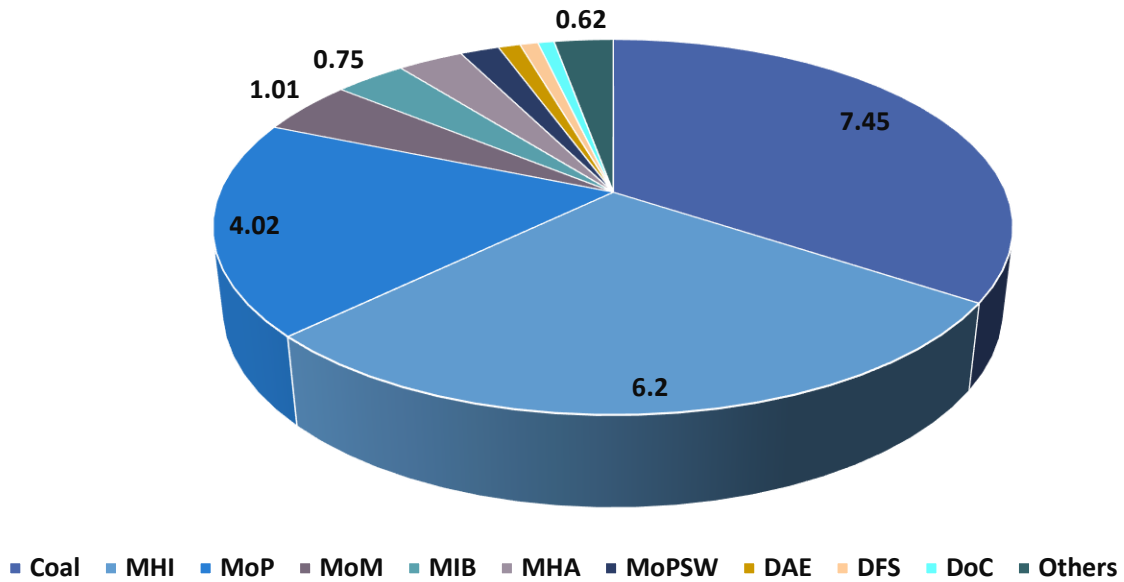
4. Swachhata Campaign and Reducing Pendency

4.1 Swachhata Campaign



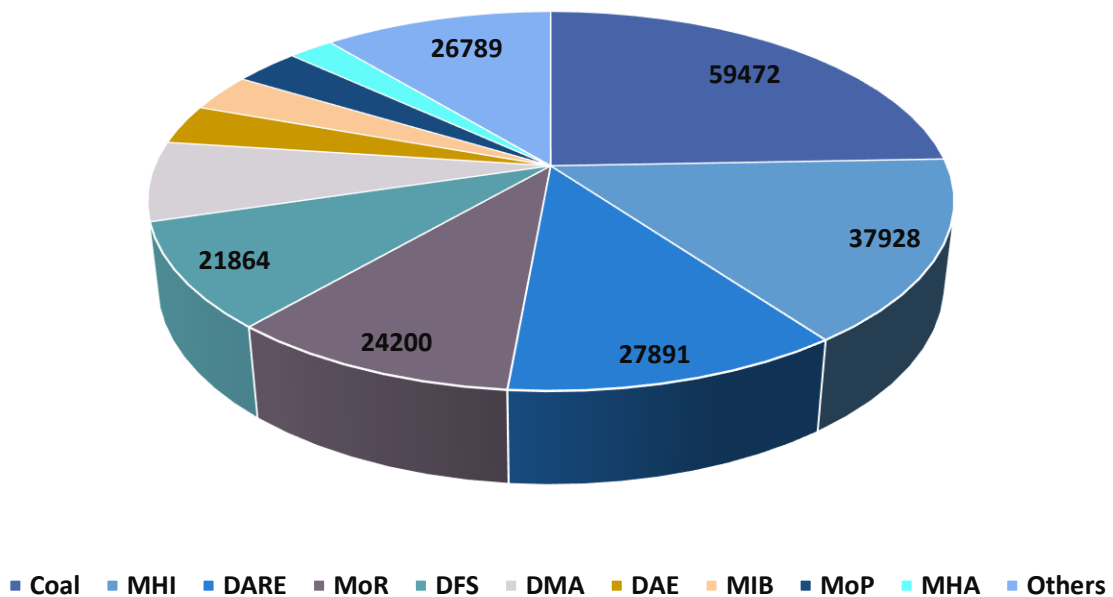
4.1.1 Revenue Earned from Scrap Disposal

Total Revenue Earned - Rs 21.74 Crores
Top 10 Ministries/Departments (In Rs Cr)



4.1.2 Space Freed

Total Space Freed- 2,43,658 sq. ft
Top 10 Ministries/Departments (in sq. ft)



a. Utilisation of Space Freed by Top 3 Ministries/Departments

- **Ministry of Coal:** Total space freed in April, 2024 is 59,472 sq. ft. The top 3 PSUs according to space freed were: -

S No.	PSU Name	No. of Sites Cleaned	Space
1.	SCCL	10	25,100 sq. ft
2.	SECL	5	10,700 sq. ft
3.	NCL	10	12,956 sq. ft
TOTAL		25	48,756 sq. ft

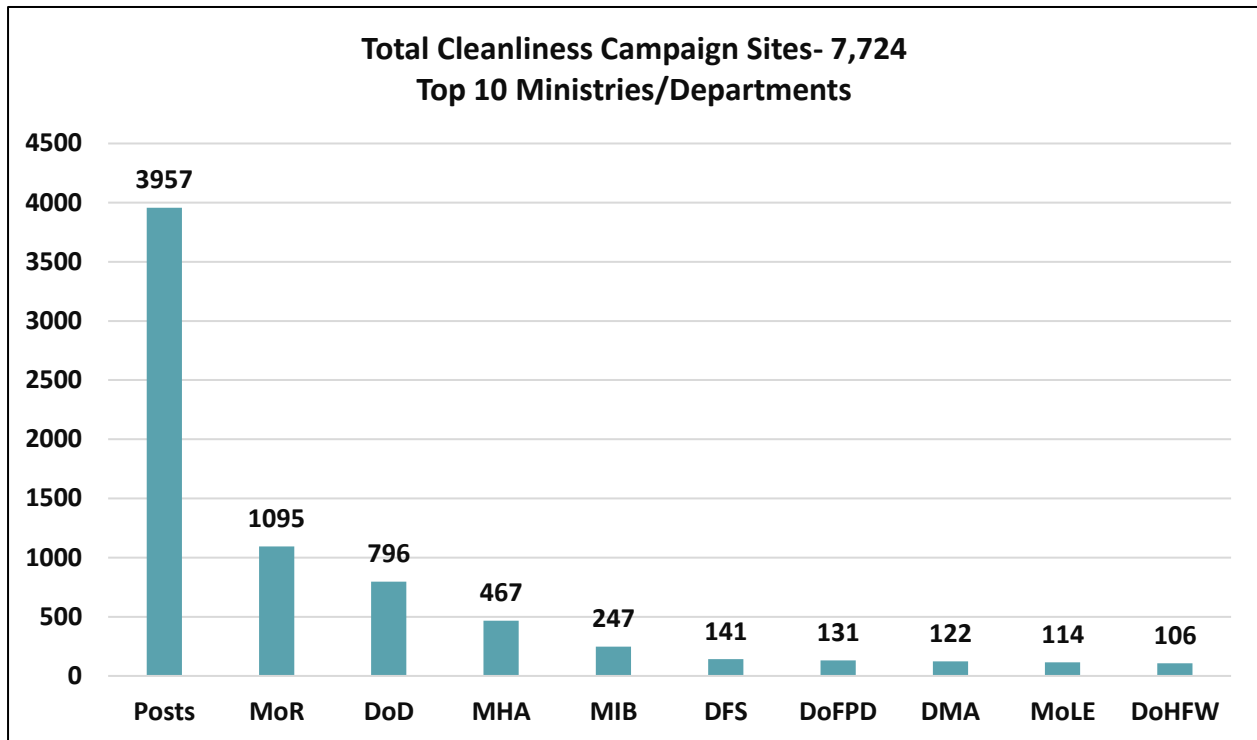
- **Department of Financial Services:** Total space freed in April, 2024 is 21,864 sq. ft. The top 3 units according to space freed were: -

S No.	Organization	Space Freed	Top Locations	
1.	State Bank of India	5800 sq. ft	<ul style="list-style-type: none"> Local Head Office at Bengaluru. Hyderabad Branch, Badepally. SBI Branch: Annaram, Sangareddy. 	
2.	Punjab National Bank	5150 sq. ft	Chandigarh Office	300 sq. ft
			Jind Office	4500 sq. ft
			Rohtak Office	350 sq. ft
			Total	5150 sq. ft
3.	Canara Bank	2800 sq. ft	Other than various locations, top locations were Bengaluru, Delhi and Lucknow.	
Total		13,750 sq. ft		

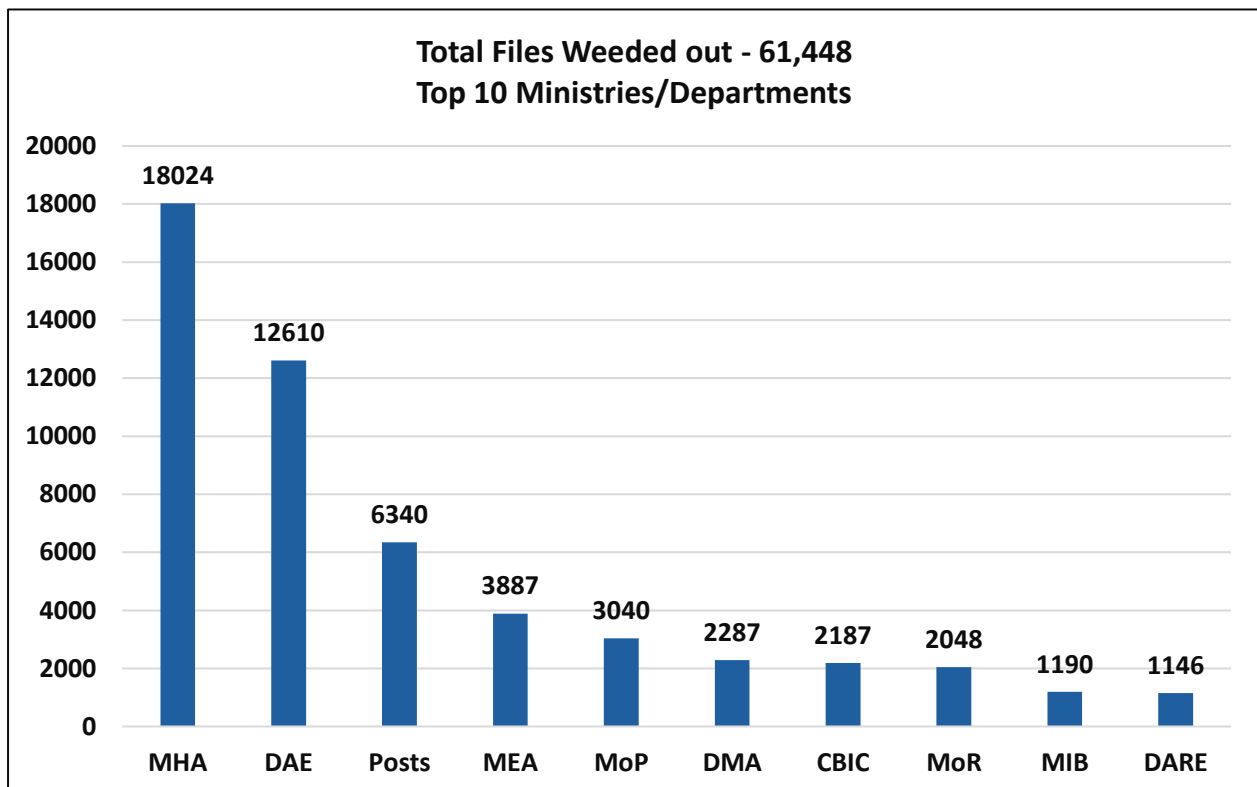
- **Ministry of Railways:** Total space freed in April, 2024 is 24,200 sq. ft. Northern Railways (12545.5 sq. ft) and East Coastal Railways (9902.5 sq. ft) reported the largest space freed. The following are 3 sites of Northern Railways where maximum space has been freed-

S No.	PSU Name	Space freed	Space Freed Converted into
1.	Charbagh Workshop, Lucknow	4500 sq. ft	Rest rooms and HRMS help desk
2.	Amritsar Workshop	2691.3 sq. ft	Wagon store and SSE welding zone
3.	Jagadhari Workshop	2023 sq. ft	A garden
TOTAL		9214.3 sq. ft	

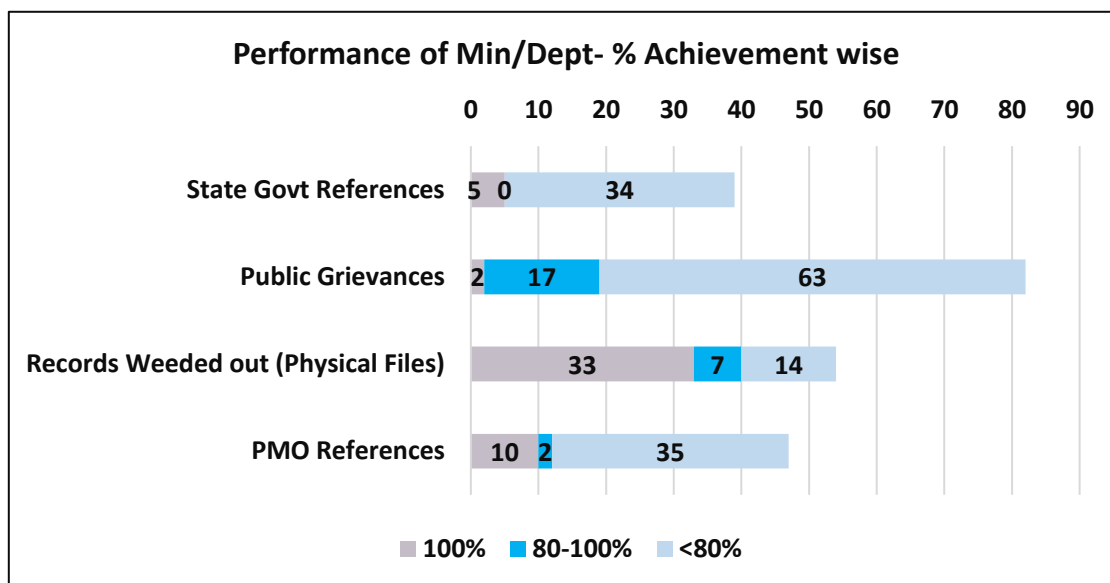
4.1.3 Cleanliness Campaign Sites



4.1.4 Files Weeded out (Physical Files)



4.2 Performance on Pendency Parameters



List of Ministries/Departments with <40% disposal in >2 parameters for 2024

S No.	Min/Dept	Jan'24	Feb'24	Mar'24 ¹	Apr'24 ²	No. of months with parameters <40%
1.	Department of Commerce	3	3	0	0	2
2.	Department of Defence	3	3	2	2	2
3.	Department of Economic Affairs	5	4	2	2	2
4.	Department of Health Research	3	3	1	0	2
5.	Department of Higher Education	4	3	2	1	2
6.	Department of Military Affairs	4	4	2	2	2
7.	Department of Posts	3	3	1	1	2
8.	Department of Rural Development	5	6	2	2	2
9.	Department of School Education and Literacy	3	4	1	1	2
10.	Legislative Department	3	3	2	2	2
11.	Ministry of Ayush	3	4	0	2	2
12.	Ministry of Culture	4	5	2	2	2

^{1&2} MP References, Parliamentary Assurances & IMC References have not been monitored for the month of March 2024 and April 2024

13.	Ministry of Electronics & Information Technology	3	3	1	1	2
14.	Ministry of Housing and Urban Affairs	4	3	2	2	2
15.	Ministry of Labour and Employment	3	3	0	0	2
16.	Ministry of Mines	3	5	2	2	2
17.	Ministry of Petroleum and Natural Gas	3	3	1	0	2
18.	Ministry of Road Transport and Highways	4	3	1	1	2

5. Before-After

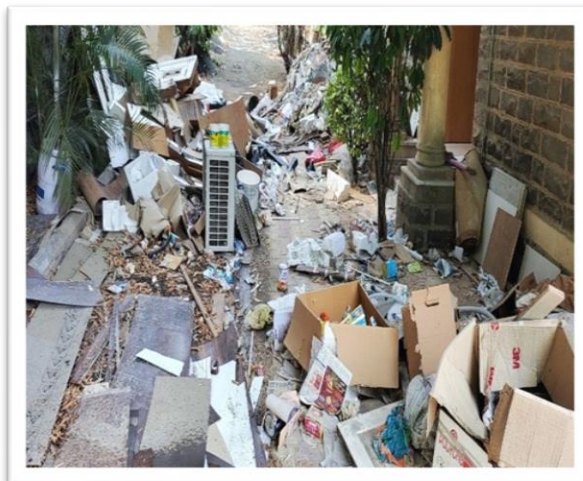


BEFORE



AFTER

Weeding of records and disposal of scrap at Saha Institute of Nuclear Physics, Kolkata; **Department of Atomic Energy**

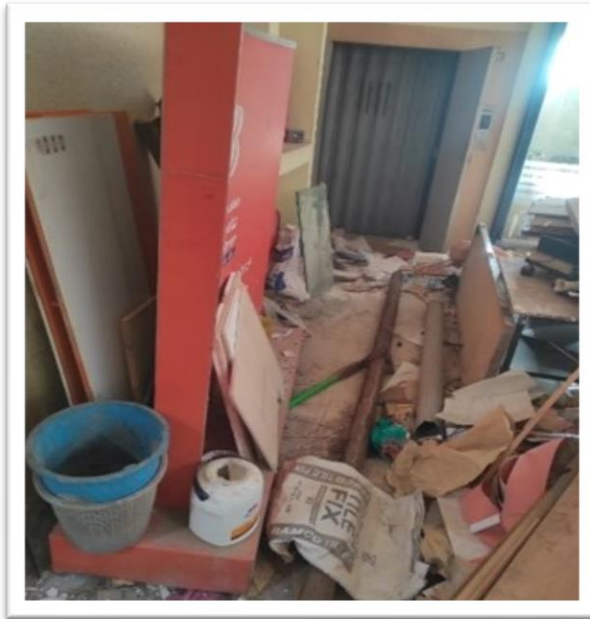


BEFORE



AFTER

Waste removed to create clean premises, Agharkar Research Institute, Pune; **Department of Science and Technology**



BEFORE



AFTER

Clean corridors after disposal of scrap, Mumbai; **Department of Financial Services**



BEFORE



AFTER

Space freed after scrap disposal at scrapyard of NLCIL, Neyveli; **Ministry of Coal**

6. Best Practices: Citizen Centric Practices



Cleanliness Activity at Urban Primary Health Centre, Bajaria and Government Bus Stand, Kota;
Department of Financial Services



Cleanliness Campaign at River Bhavani, Mettupalyam (Coimbatore) and Shahpura Lake (Bhopal); **Department of Water Resources, River Development and Ganga Rejuvenation**

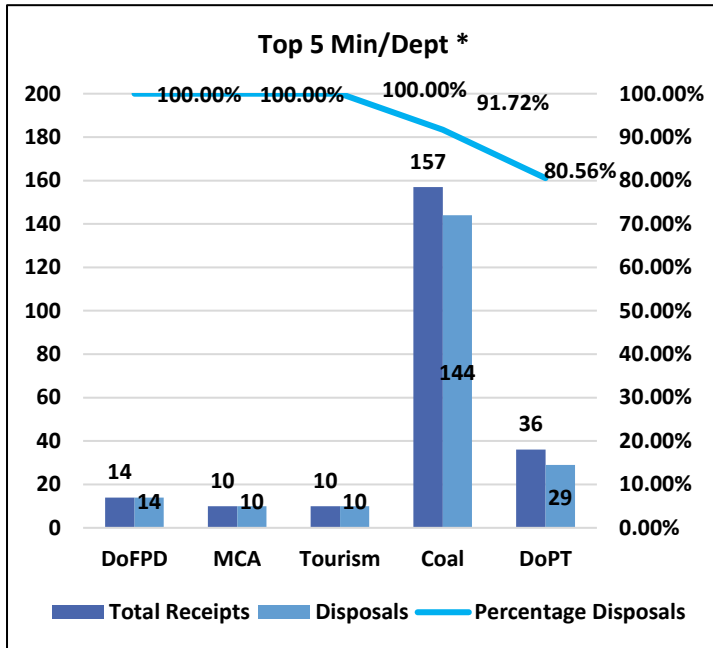


Tree plantation as a part of Swachhata, Saha Institute of Nuclear Physics, Kolkata;
Department of Atomic Energy



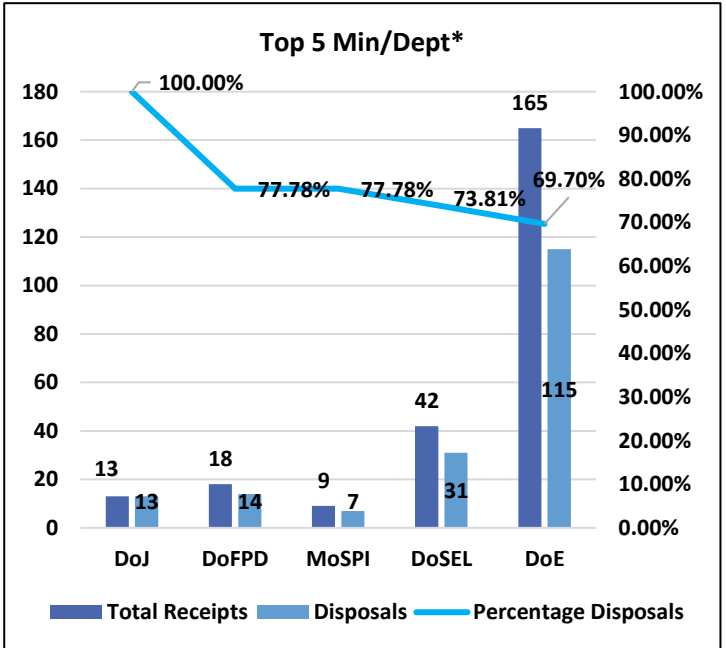
Cleanliness Activity at Training Centre Bhubaneswar; **Ministry of Micro Small Medium Enterprises**

7. Parameter wise Performance of Ministries/Departments

PMO References³

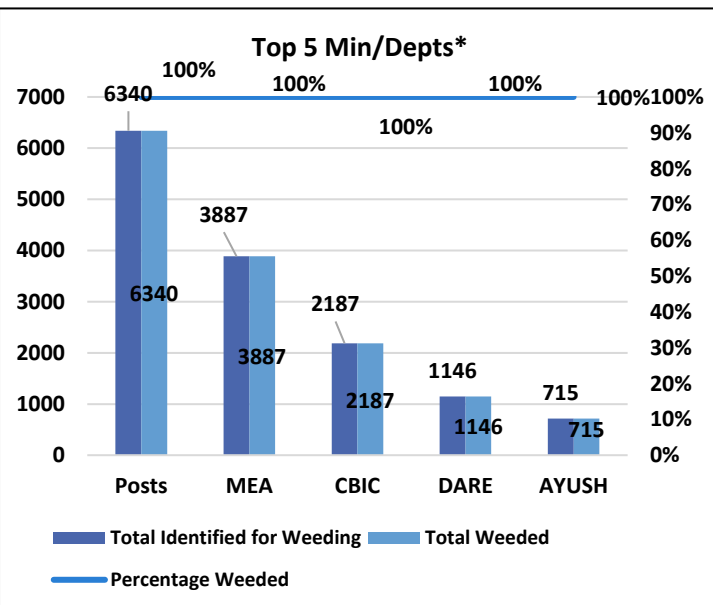
*Min/Dept with top 20 targets

State Government References



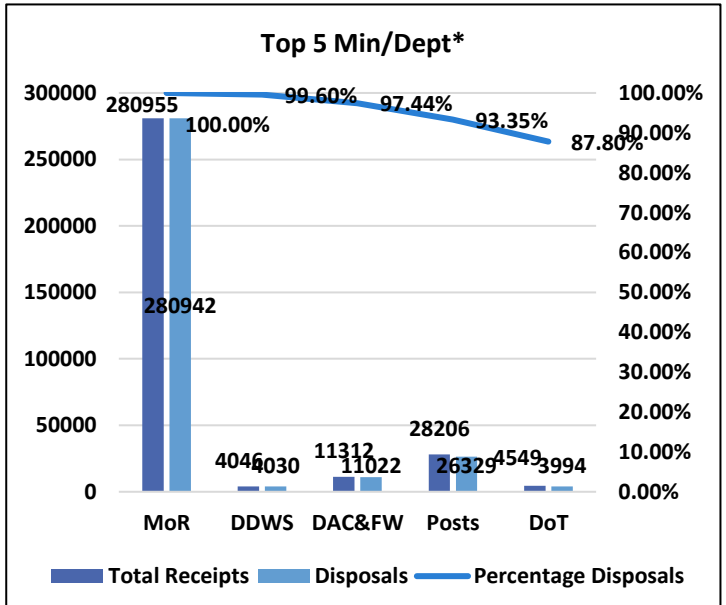
*Min/Dept with top 20 targets

Files Weeded out (Physical Files)



* Min/Dept with top 20 targets (Physical Files)

Public Grievances



*Min/Dept with top 20 targets

³ MP References, Parliamentary Assurances & IMC References have not been monitored for the month of April, 2024

8. In Focus: Ministry of Heavy Industries

8.1 Introduction

Ministry of Heavy Industries (MHI) is concerned with the development of the Heavy Engineering equipment, Machine Tools Industry, Heavy Electrical Engineering Industry, and Automotive Industry. MHI has 16 operational Central Public Sector Enterprises (CPSEs) and 4 Autonomous Bodies (ABs). MHI aspires to realize its Vision and Mission through following thrust areas:

- Faster Adoption and Manufacturing of Electric Vehicles (FAME India scheme)- to reduce dependency on fossil fuel and to address issues of vehicular emissions.
- Production Linked Incentive (PLI) for Advanced Chemistry Cell (ACC) Battery Storage
- Production Linked Incentive (PLI) scheme for Automobile and Auto Components to incentivize and to boost domestic manufacturing of Advanced Automotive Technology (AAT) products and attract investments in the automotive manufacturing value chain.

Electric Mobility Promotion Scheme 2024 (EMPS 2024) is introduced for faster adoption of electric two-wheeler and electric three-wheeler to provide further impetus to the green mobility and development of electric vehicle (EV) manufacturing eco-system in the country.

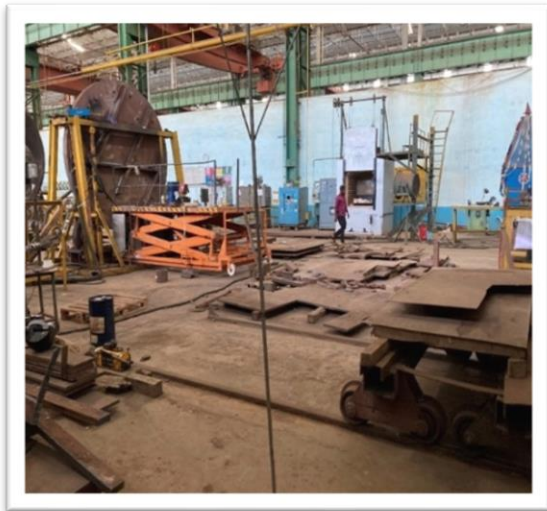
8.2 Glimpses of Swachhata

Enhancement Of Office Spaces

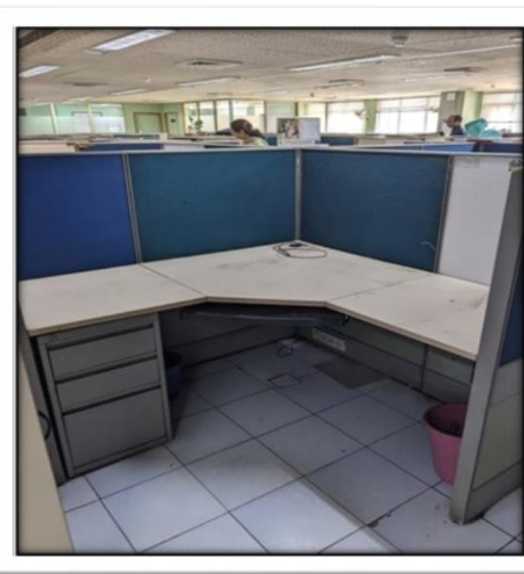
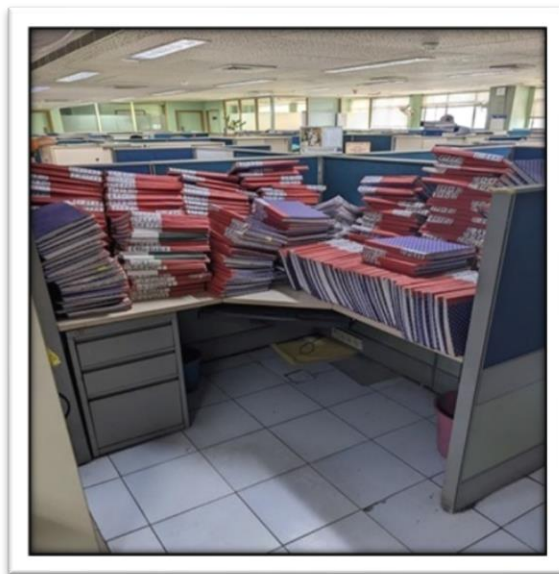


Freed corridors for smooth operations, **HPEP, Hyderabad Unit, BHEL**

Swachhata



Cleanliness campaign at **HPEP Trichy, BHEL**



Records weeded out **IS Delhi Office, BHEL**

Scrap Disposal



Scrap yard converted into Painting yard **BAP Ranipet Unit, Tamil Nadu, BHEL**

8.3 Development Initiatives

I. Sustainable Initiatives

- **Industry 4.0 Initiatives:** MHI has taken the lead to facilitate and create an eco-system for increasing productivity, better quality of products with reduced energy consumption by adopting Industry 4.0, in Indian manufacturing industry through its initiative called SAMARTH Udyog. Under Ministry of Heavy Industry, number of Centres of Excellence (CoEs) and Common Engineering and Facilitation Centres (CEFCs) are working on various projects related to automation, industry 4.0, robotics, various systems of robotics and creating environment friendly industry in the country. The SAMARTH Udyog Centres set-up under the Capital Goods Scheme are listed below:

- IIT Delhi/Automation Industry Association
- IISc Bangalore
- CMTI Bangalore and
- C4i4, Pune

Under Phase II of the Capital Goods Scheme, MHI has sanctioned up to 10 *cluster Industry 4.0* Experience Centres throughout the country under the guidance and stewardship of Samarth Udyog Technology Forum Pune.

- **‘Harit BHEL’:** In line to the commitment of the Ministry towards sustainable development, one of its public sectors undertaking namely Bharat Heavy Electricals Limited (BHEL), has launched an initiative called ‘Harit BHEL’ to position itself as a green company and make it a part of its strategy for business growth. Its major objectives are to be a net zero and water neutral company with minimal environmental impact by 2047, to undergo assessment for Green Company Rating (GreenCo Rating) for all its manufacturing units and to implement nine focused sustainability initiatives across BHEL, such as planting 75,000 saplings, conducting water and energy audits.

II. ‘Capacity Building’

As a critical step in fulfilling the vision of Mission Karmayogi – National Programme for Civil Services Capacity Building (NPCSCB), as per the direction of the Capacity Building Commission, this Ministry has constituted a Capacity Building Unit (CBU) and also prepared the Annual Capacity Building Plan (ACBP) for the officers/officials of the Ministry of Heavy Industries.

8.4 Notable Achievements

Swachhata in 2024

The achievements (number of campaigns conducted, number of physical files reviewed/weeded out, number of digital file reviewed/closed, space freed during the month etc.) made during the period January to April, 2024 are given in the following table:

Months (2024)	Campaigns Conducted	Space freed in April after scrap disposal (in Sq. Ft)	Physical Files Reviewed	Files Weeded out	eFiles Reviewed	eFiles Closed
Jan	117	14,55,240	377	203	298	194
Feb	46	32,563	669	102	191	178
Mar	42	1,15,562	1,078	222	985	825
Apr	38	37,928	213	104	253	148

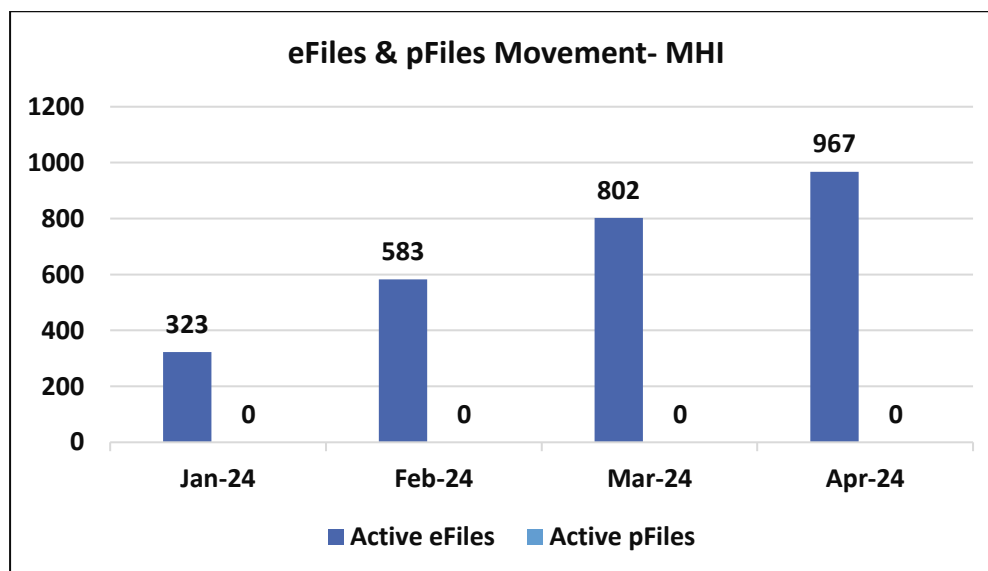
The details of the scrap disposed and revenue earned during the period January to April, 2024 are given in the following table:

Month	Scrap Description (Office Furniture - Wooden, Plastic & Steel, Waste Paper (which includes file boards, old calendars etc.), E-Scrap (which includes Computers, Printers & Xerox Machine), Typewriters, Other Technical Instruments, House Keeping Tools, Old Cabinets (Wooden, Steel etc.))	Revenue Earned (in INR)
Jan	Steel, Waste Paper Other Technical Instruments, Batteries Scrap, Furniture	5,10,67,258
Feb	Steel, Wooden Scrap, Transformer Scrap, Misc. Scrap, Hazardous Waste Non-Ferrous Waste, Other Non-metallic Waste	10,33,58,009
Mar	Used/Waste Oil, Plastic Scrap, Wooden Scrap, Misc. Scrap, E Waste, Ferrous Waste & Non-Ferrous Waste, Other Non-metallic Waste	4,30,52,249
Apr	Ferrous Scrap, Empty Plastic container Scrap, Wooden Scrap, Misc. Electrical Scrap, Stainless steel scrap, Boring Scrap, Electronic Scrap etc.	6,19,85,258

Increasing Efficiency in Decision Making

The Ministry of Heavy Industries has undergone a complete delayering process having all subjects with channel of submission 4 or less than 4.

E- Office Analytics



- The number of pFiles created by Ministry of Heavy Industries from January, 2024 to April, 2024 is 0.
- % share of Active efiles in Ministry of Heavy Industries is 77.7% till the month of April, 2024.

- In April 2024, out of total 3,398 receipts generated 3,379 are eReceipts (99.44%)
- In April 2024, % share of eFiles is 100%
- The average distinct transaction levels for active files for April 2024 are 3.82

MHI: Overview



9. Office Memorandum

9.1 OM on DSC in eFiles

No.T-11/1/2024-ARC-DARPG (e8565)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, New Delhi
Dated the 15th January, 2024

OFFICE MEMORANDUM

Subject: Extension in deadline of mandate for Digital Signatures in e-Files application – regarding.

With reference to the above subject, kindly refer to the O.M. No. O-16012/6/2017-ARC-DARPG(e2968) dated 21st June, 2023 regarding Guidelines Note on e-Office in all Central Ministries/ Departments (Annexure-1).

2. It is reiterated that CSMOP -2022 under Chapter 7 'Guidelines on Noting', 'Box-e 7.1' titled 'Recording a note in an electronic file' providing that "It is mandatory for all officers of the rank of Dealing officers and above or equivalent to use Digital Signature Certificates (DSCs) or e-sign for electronically signing the eFiles in eoffice system before forwarding.

3. However, Department of Administrative Reforms & Public Grievances has received requests from several Ministries for relaxation of time upto 6 months for making mandatory signature (either Aadhaar based e-Sign or Digi-sign) on e-files.

4. Therefore, in view the requests of Ministries, it has been decided that NIC may give an extension of time upto 30th June, 2024, before making mandatory the use of signing (either Aadhaar based e-Sign or Digi-sign) with effect from 1st July, 2024. In the interregnum, Ministries/ Departments may encourage use of e-Sign (Aadhaar based) on e-Files.



(V. Srinivas)
Secretary to the Govt. of India
Tel: 01123742133
Email: secy-arpg@nic.in

To

All Secretaries to the Govt. of India

Copy to:

1. DG, NIC
2. Smt. Rachna Srivastava, DDG, NIC
3. Shri Kapil Kumar Sharma, Senior Director (IT), NIC

9.2 OM on Guidelines note on eOffice

2237/2023/ARC-DARPG
1814/2023

No.O-16012/6/2017-ARC-DARPG(e2938)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan,
Sansad Marg, New Delhi

Dated the 21st June, 2023

OFFICE MEMORANDUM

Subject: Guidelines note on e-office in all Central Ministries/Departments.

This is regarding guidelines note on e-office in all Central Ministries / Departments. DAR&PG is coordinating with all Central Ministries/Departments through rigorous review meetings on the status of implementation of e-Office.

2. The DAR&PG have come up with 16th Edition of Central Secretariat Manual of Office Procedure (CSMOP 2022) (copy attached). In this Edition of CSMOP various key features for working in eOffice have been kept. (Chapter - 6 on file management system may be referred)
3. The CSMOP-2022 under the Chapter - 7 'Guidelines on Noting', Box-e7.1 titled 'Recording a note in an electronics file' provides that **"It is mandatory for all officers of the rank of Dealing officers and above or equivalent to use Digital Signature Certificates (DSCs) or e-sign for electronically signing the eFiles in eoffice system before forwarding"**.
4. In the course of monitoring off late it has been noticed that certain Ministries / Departments are showing fall in eReceipts percentage, use of eSigns/Digital Signs and inter-ministerial file movements. The Ministries / Departments were also requested in this regard on 03.01.2023 (copy attached).
5. In accordance with the above mentioned provisions of CSMOP for work in eOffice, Ministries / Departments are requested to ensure the mandatory use of Digital Signature Certificates (DSC)/eSigns, discontinuation of physical receipts and increase in inter-ministerial file movements
6. Suitable instructions may be given to all officers in Departments / Ministries to renew their efforts.

Encl.: as above

Signed by _____

Narendra Kumar Meena

Date: 21-06-2023 16:17:19

Director

Tel.No.011-23401407

To

The Secretaries to the Govt. of India

9.3 OM on Increasing Efficiency in Decision Making

No.30011/12/2015-O&M-Pt.I(6452)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 12.03.2021

Office Memorandum

Subject: - Increasing Efficiency in Decision Making in the Government - regarding

Efficient decision making is fundamental to a responsive and accountable governance. Accelerating the pace and efficiency of decision making is crucial for economic growth and enhancing the ease of living of citizens. The Central Secretariat Manual of Office Procedure (CSMOP) has been a guiding framework for effective functioning of the Central Secretariat offices. The fifteenth edition of the Manual i.e. CSMOP-2019 was brought out with the aim of bringing simplicity, efficiency and transparency in Government processes and procedures.

2. Comprehensive review of levels of disposal, channels of submission and effective use of technology is needed for enhancing efficiency in decision making. Accordingly, the following provisions of CSMOP, relating to minimizing levels of disposal and channels of submission, delegation of powers, effective use of the desk officer system, technology adoption including use of e-Office version 7.0 and strengthening of the Central Registration Unit are being reiterated for time bound compliance:

(A) Level of disposal and channel of submission

- (i) Each Ministry/Department shall review the instructions on levels of disposal and channels of submission keeping in view that the number of levels shall not exceed four by delegating powers to lower formations. This review shall be done at least once in three years. (CSMOP-2019, Para 7.6 (i) &(ii) of Chapter 7)
- (ii) The channels of submission shall be decided by the Ministry/Department concerned by taking into account the functionaries and functions of Government of India, as defined in Para 3.1 of Chapter-3 of CSMOP and ensuring that the levels in a channel of submission do not exceed four.
- (iii) The channel of submission of cases other than the classified ones must be made available on the website of the Department. The name, telephone number and e-mail I.D of the officers dealing with various subject should also be made available on the website. (Para 7.6(i) of CSMOP).

- (iv) Origin, destination and movement of files for each category of subject may be decided by the Ministry/Department concerned depending upon the importance of the issues/subjects. File movement for each category of subject should also be clearly charted with clear origin and decision levels. In this regard CSMOP-2019 Para 7.6 of Chapter 7 provides as under:-
- a. Dealing Officer will take action on a case in accordance with the Departmental instructions prescribing the level of final disposal as per the Departmental instructions on channel of submission of files for each category of cases.
 - b. For addressing cross cutting issues, the Secretary of the concerned Ministry/Department should have the flexibility to create inter-disciplinary teams.
 - c. Wherever level jumping in a given channel of submission is done in respect of any category of cases, each such case on its return will pass through all the levels jumped over in that channel and levels so jumped could, in suitable cases, resubmit the cases for reconsideration, if necessary.

(B) Effective Use of Desk Officer System:

Each Ministry/Department shall ensure that the Desk Officer System, as envisaged in Para 3.1 of Chapter 3 of CSMOP 2019 is put to optimum use. For this purpose, Ministry/Department shall identify the work which could be handled in a more effective and efficient manner by Desk Officers.

(C) Technology Adoptions - Optimizing e-Office Platform:

- (i) Technology needs to be progressively leveraged for efficient decision making. Chapter 15 of CSMOP is dedicated to e-Office digitization framework. As an enabler for march towards digital secretariat, e-Office aims to bring more transparency, efficiency and accountability in the Government transactions leading to increased promptness and productivity. Accordingly, e-Office platform should be optimally utilized by Ministries/Departments
- (ii) As Central Secretariat moves towards Digital Secretariat, the reskilling/upskilling of the existing supporting staff, also needs to be addressed suitably.
- (iii) E-office version 7.0 which also has provision for seamless movement of files across Ministries/Departments, is due to be rolled out by NIC in April, 2021. Ministries/Department should migrate to this version upon its roll out.

(D) Strengthening Central Registry Unit (CRU)

Each Department shall ensure that the CRU is made functional with optimum efficiency by meeting the human resources and infrastructure needs for functioning of the Digital Secretariat, as envisaged in Appendix 5.2 of CSMOP-2019.

3. All Ministries/Departments as well as their attached and subordinate offices shall ensure time bound compliance of the above. Action Taken Report in this regard may be furnished to DARPG expeditiously.

Kshatrapati Shivaji
mar 12, 2021.

(Kshatrapati Shivaji)
Secretary to the Government of India

To
All Secretaries to the Government of India

Annexure- I Data not uploaded

S No.	Ministry/Department
1.	Department of Investment of Public Asset Management
2.	Department of Legal Affairs
3.	Department of Official Language
4.	Department of Youth Affairs
5.	Ministry of Development of North Eastern Region

Annexure II- List of Abbreviations

S No.	Abbreviation	Name of Min/Dept
1.	CBDT	Central Board of Direct Taxes (Income Tax)
2.	CBIC	Central Board of Indirect Taxes and Customs
3.	DPIIT	Department for Promotion of Industry and Internal Trade
4.	DARPG	Department of Administrative Reforms and Public Grievances
5.	DARE	Department of Agriculture Research and Education
6.	DAC&FW	Department of Agriculture, Cooperation and Farmers Welfare
7.	DAH	Department of Animal Husbandry, Dairying
8.	DAE	Department of Atomic Energy
9.	DBT	Department of Bio Technology
10.	DCP	Department of Chemicals and Petrochemicals
11.	DoC	Department of Commerce
12.	DoCA	Department of Consumer Affairs
13.	DoD	Department of Defence
14.	DoDP	Department of Defence Production
15.	DRDO	Department of Defence Research and Development
16.	MoDoNER	Ministry of Development of North Eastern Region
17.	DEA	Department of Economic Affairs
18.	DEPwD	Department of Empowerment of Persons with Disabilities
19.	DExW	Department of Ex Servicemen Welfare
20.	DoE	Department of Expenditure
21.	DoF	Department of Fertilizers
22.	DFS	Department of Financial Services
23.	Fisheries	Department of Fisheries
24.	DoFPD	Department of Food and Public Distribution
25.	DH&FW	Department of Health & Family Welfare
26.	DHR	Department of Health Research
27.	DHE	Department of Higher Education
28.	DIPAM	Department of Investment & Public Asset Management
29.	DoJ	Department of Justice

30.	DoLR	Department of Land Resources
31.	DoLA	Department of Legal Affairs
32.	DMA	Department of Military Affairs
33.	DoL	Department of Official Language
34.	DPPW	Department of Pension & Pensioners' Welfare
35.	DoPT	Department of Personnel and Training
36.	DoPh	Department of Pharmaceutical
37.	Posts	Department of Posts
38.	DoPE	Department of Public Enterprises
39.	DoR	Department of Revenue
40.	DoRD	Department of Rural Development
41.	DoSEL	Department of School Education and Literacy
42.	DST	Department of Science and Technology
43.	DSIR	Department of Scientific & Industrial Research
44.	DoSJE	Department of Social Justice and Empowerment
45.	DoS	Department of Space
46.	Sports	Department of Sports
47.	DoT	Department of Telecommunications
48.	DoWR&RD	Department of Water Resources, River Development & Ganga Rejuvenation
49.	DoYA	Department of Youth Affairs
50.	LD	Legislative Department
51.	AYUSH	Ministry of Ayush
52.	MoCA	Ministry of Civil Aviation
53.	Coal	Ministry of Coal
54.	Cooperation	Ministry of Cooperation
55.	MCA	Ministry of Corporate Affairs
56.	MoC	Ministry of Culture
57.	MoDWS	Ministry of Drinking Water and Sanitation
58.	MoE	Ministry of Education
59.	MoES	Ministry of Earth Sciences
60.	MEITY	Ministry of Electronics & Information Technology
61.	MoEFCC	Ministry of Environment, Forest and Climate Change
62.	MEA	Ministry of External Affairs

63.	MoF	Ministry of Finance
64.	MoFPI	Ministry of Food Processing Industries
65.	MHI	Ministry of Heavy Industry
66.	MoHFW	Ministry of Health and Family Welfare
67.	MHA	Ministry of Home Affairs
68.	MoHUA	Ministry of Housing and Urban Affairs
69.	MIB	Ministry of Information and Broadcasting
70.	MoLE	Ministry of Labour and Employment
71.	MSME	Ministry of Micro Small and Medium Enterprises
72.	MoM	Ministry of Mines
73.	MoMA	Ministry of Minority Affairs
74.	MNRE	Ministry of New and Renewable Energy
75.	MoPR	Ministry of Panchayati Raj
76.	MPA	Ministry of Parliamentary Affairs
77.	MoPNG	Ministry of Petroleum and Natural Gas
78.	MoP	Ministry of Power
79.	MoR	Ministry of Railways (Railway Board)
80.	MoRTH	Ministry of Road Transport and Highways
81.	MoPSW	Ministry of Ports, Shipping & Waterways
82.	MSDE	Ministry of Skill Development and Entrepreneurship
83.	MoSPI	Ministry of Statistics and Programme Implementation
84.	MoS	Ministry of Steel
85.	MoT	Ministry of Textiles
86.	Tourism	Ministry of Tourism
87.	MoTA	Ministry of Tribal Affairs
88.	MoWCD	Ministry of Women and Child Development
89.	MoYAS	Ministry of Youth Affairs and Sports
90.	NITI Aayog	NITI Aayog



Department of Administrative Reforms and Public Grievances

Government of India

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi- 110001