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 | December 2024

Department of Administrative Reforms and Public Grievances

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1. Key Highlights (December 2024)

I. eOffice Analytics and Implementation

a) 89.64% of total files created in December 2024 are eFiles as compared to 90.38% in Nov 2024.

b) 32 Ministries/Departments have 100% share of eFiles in December 2024.

c) In December 2024, out of 4,84,051 receipts generated 4,55,915 were e-receipts (94.18%). 14 Ministries/Departments have 100% share of e-receipts for Dec 2024.

d) The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.70 in December 2024.

e) 23 Ministries/Departments have average transaction level of more than 5 levels.

f) In December 2024, there were 3,108 files with Inter Ministerial file movement as compared to 4,380 in Nov 2024.

II. Swachhata Campaign

a) Cleanliness Campaign conducted at **1,660 sites**

b) **2,02,281 sq. ft** of Space Freed

c) **Rs 17,20,98,913** - Revenue earned by scrap disposal

III. Reduction in pendency

a) **Disposed**

  ✓ **1,71,068** Public Grievances

  ✓ **10,679** Public Grievance Appeals

  ✓ **1,651** References from MPs

  ✓ **578** References from State Governments

  ✓ **37** IMC References

  ✓ **840** PMO References

b) **Fulfilled**

  ✓ **134** Parliament Assurances

c) **Record Management**

  ✓ **90,527** Physical files reviewed and **29,166** physical files weeded out

  ✓ **18,783** eFiles put up for review and **5,908** eFiles closed

2. Increasing Efficiency in Decision Making

2.1 Delayering
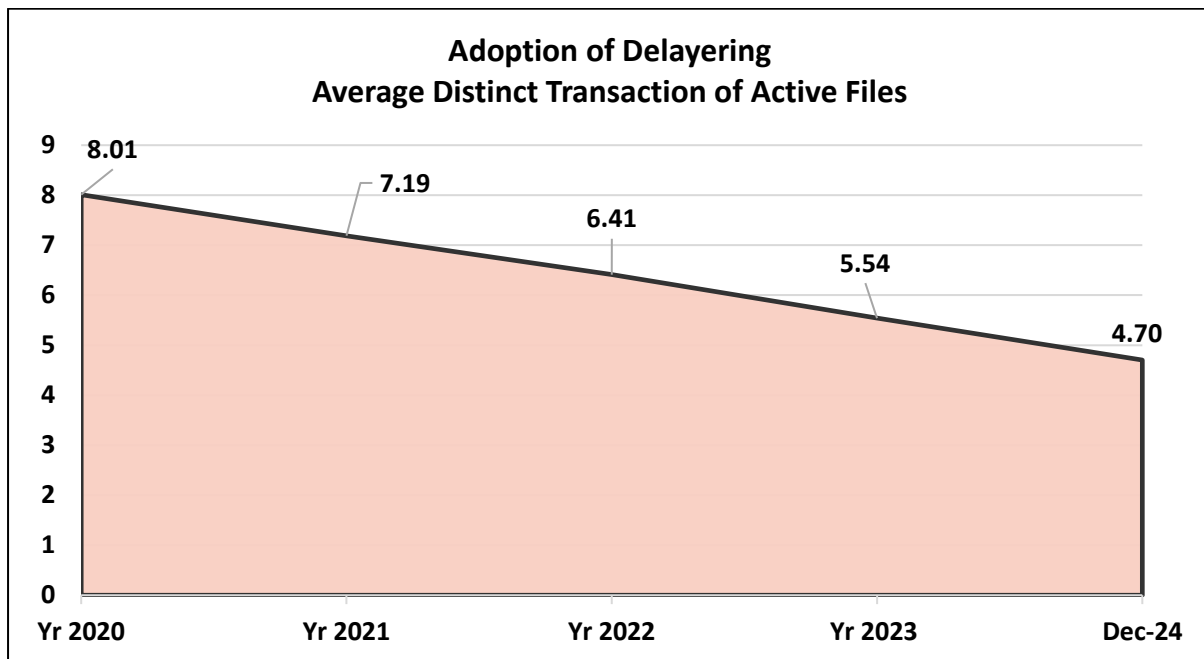
Adoption of Delayering
Average Distinct Transaction of Active Files

- The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.70 in December 2024.

Average Distinct levels for Active eFiles in the Central Secretariat
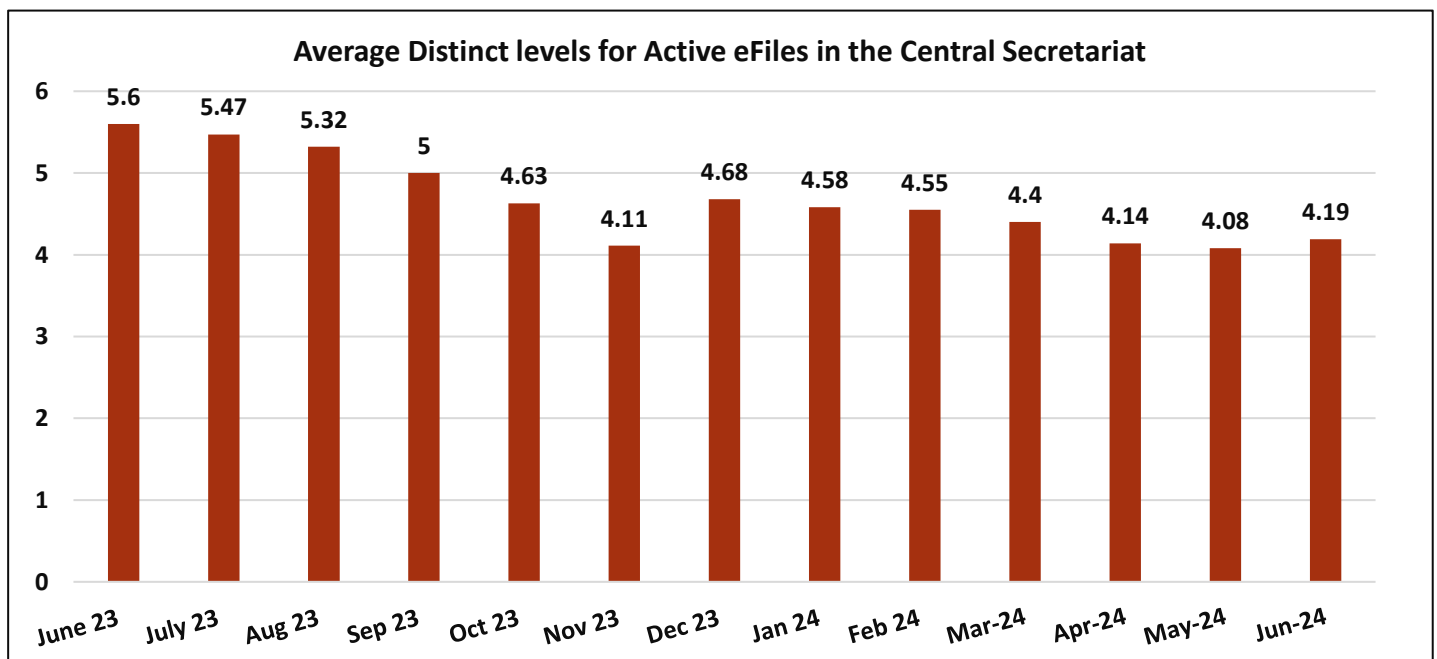
2.2 Status of Delayering

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

a. Ministries/Departments with average distinct transaction levels up to < 4
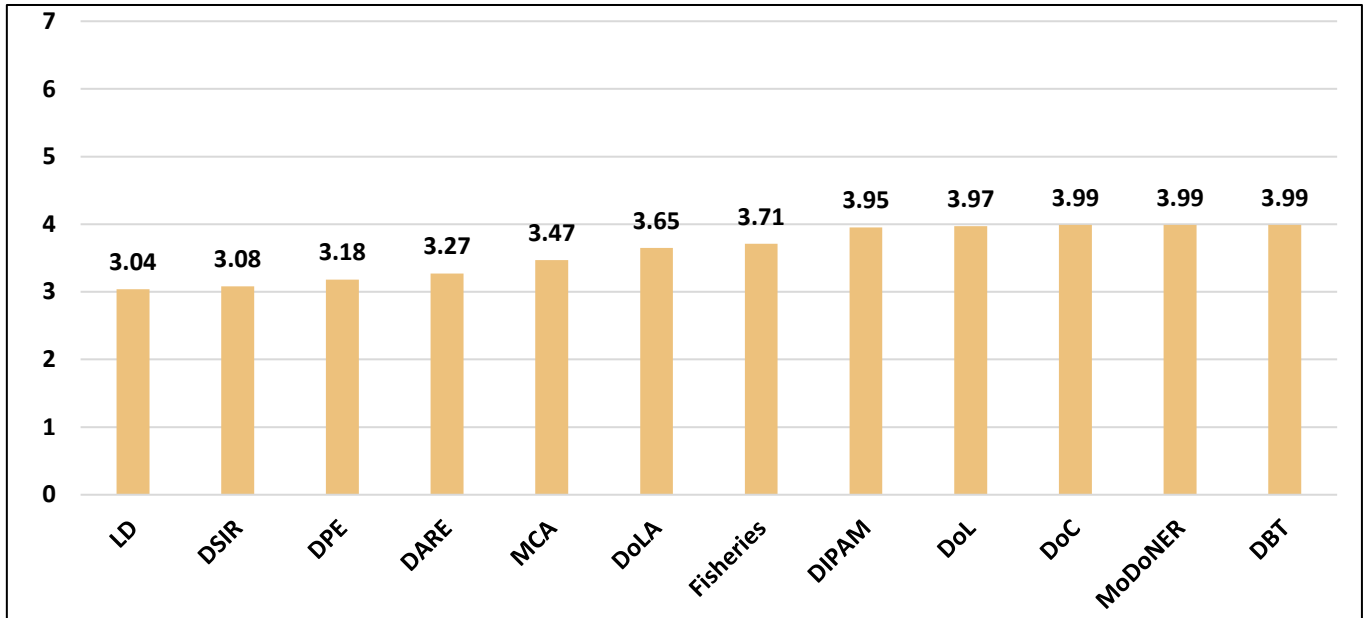
b. Ministries/Departments with average distinct transaction levels between 4 to 5
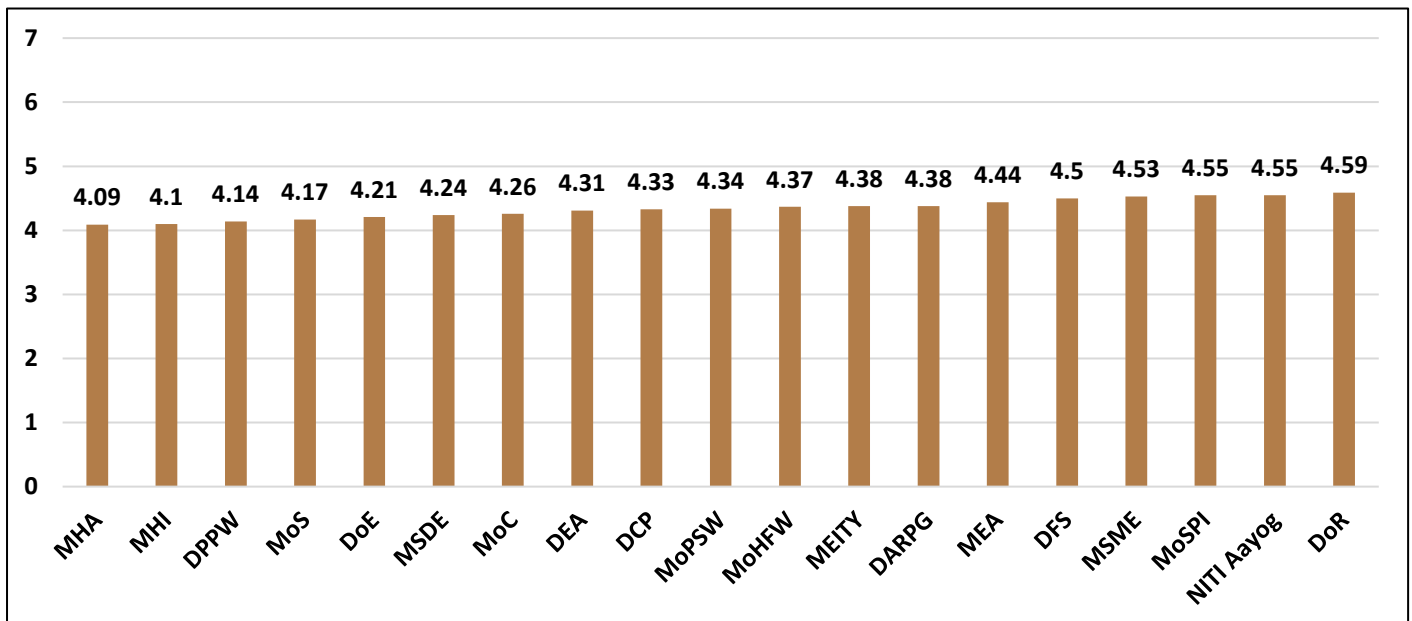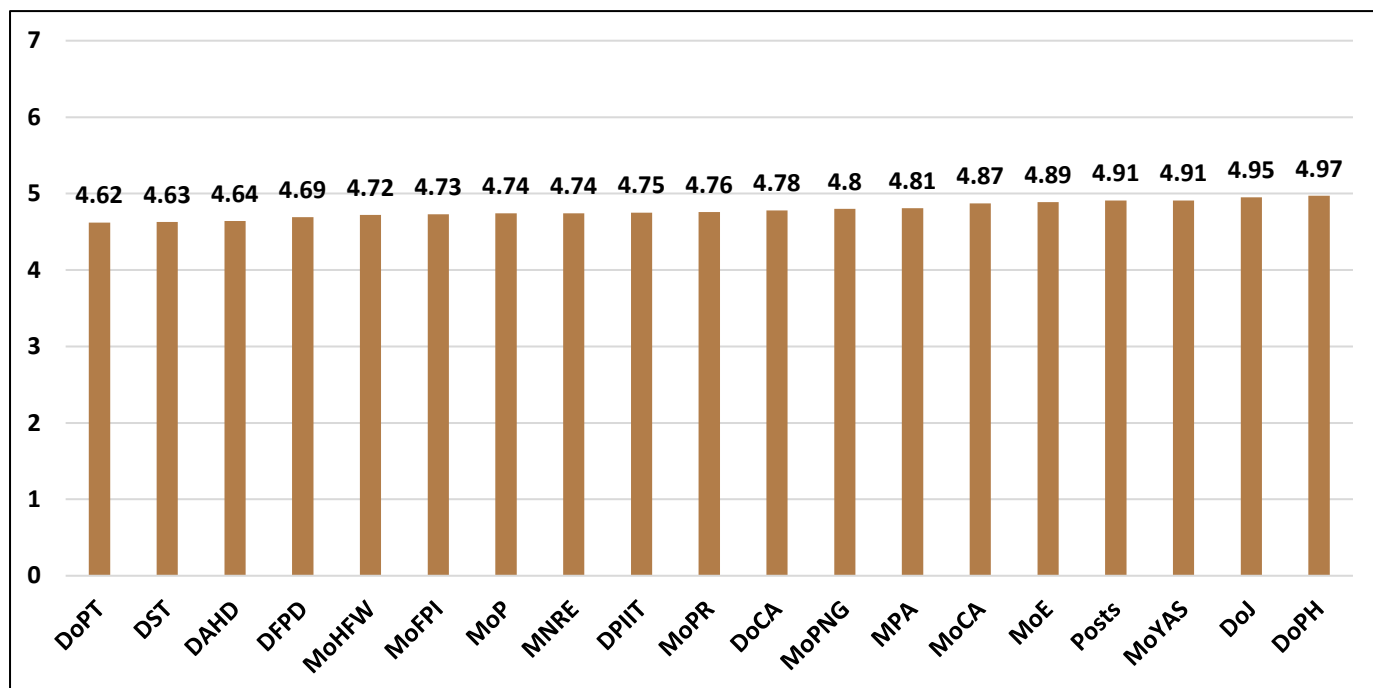
c. Ministries/Departments with average distinct transaction level >5
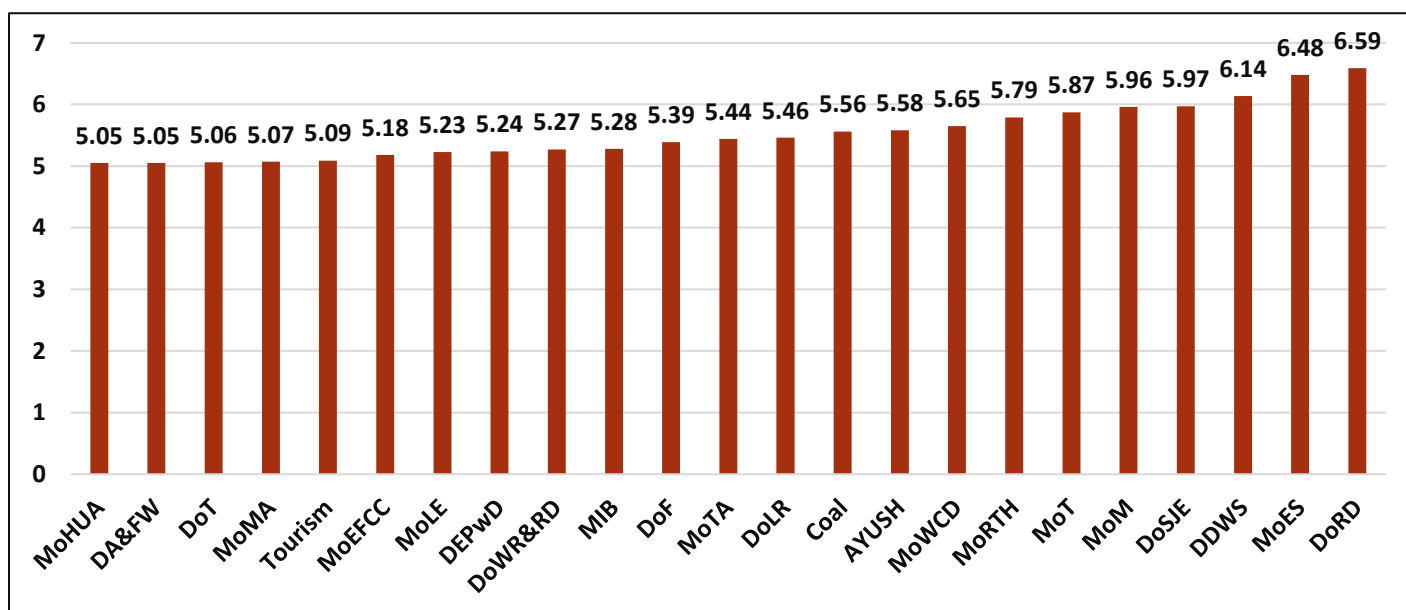
3. eOffice Analytics and Implementation

3.1 eOffice Analytics

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

The Dashboard provides for:

- o Real Time metrics to Facilitate in-depth data analysis & strengthen Decision Making

- o Decision making made user friendly, through Visualization of Data and Trends

- o Data Analysis to further streamline & strengthen e-Office

- o Facilitate a comprehensive implementation of IEDM
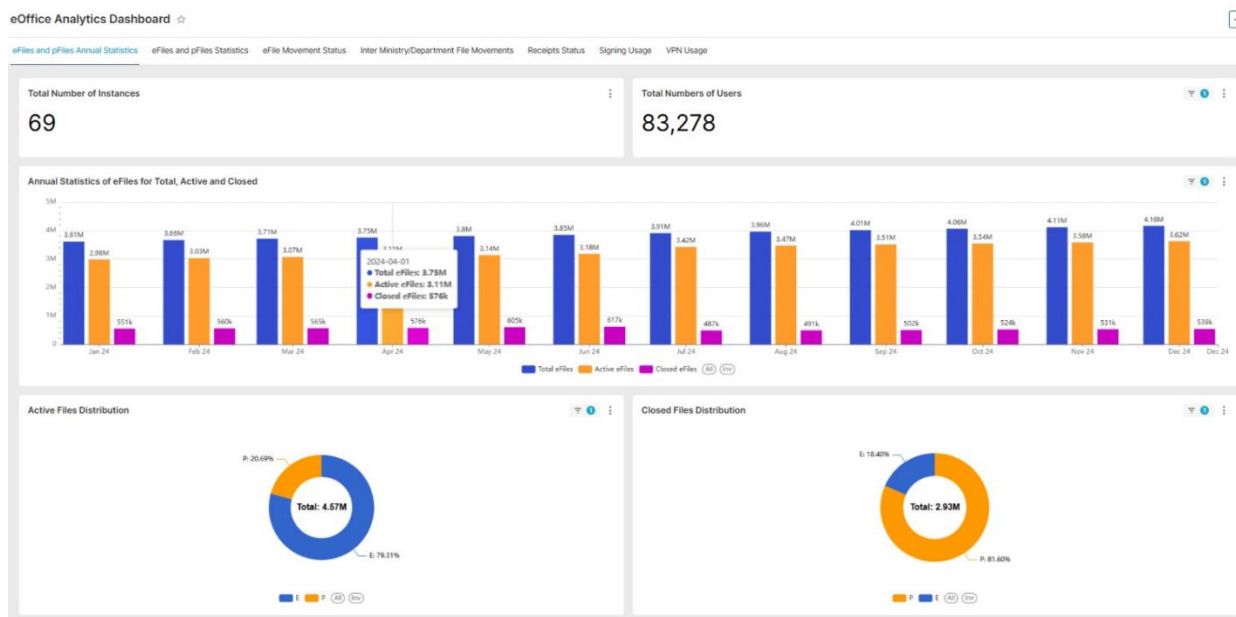
eOffice Analytics Dashboard Interface
URL: https://vishleshan.eoffice.gov.in/

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

Monthly Statistics for Created, Active and Closed eFiles

Month	Total eFiles	Active eFiles	Closed eFiles
Jan-24	29.2k	28.1k	1.1k
Feb-24	30.4k	29.4k	997
Mar-24	25.6k	24.8k	761
Apr-24	26.2k	25.2k	1.1k
May-24	28.9k	27.0k	1.9k
Jun-24	23.4k	22.4k	1.0k
Jul-24	35.6k	34.4k	1.3k
Aug-24	30.5k	29.3k	1.2k
Sep-24	30.5k	28.9k	1.6k
Oct-24	30.8k	29.1k	1.7k
Nov-24	28.1k	27.0k	1.2k
Dec-24	28.2k	27.1k	1.1k

% share of eFiles

- eFiles: 89.64%
- pFiles: 10.36%

The share of eFiles for December 2024 is **89.64%**

3.3 eFiles creation (December 2024)

Ministries/Departments with <90% share of eFiles for the month of December 2024:

S No.	Ministry/Department	% share of eFiles
1.	Department of Official Language	15.38%
2.	Department of Expenditure	58.12%
3.	Ministry of AYUSH	64.25%
4.	Ministry of Home Affairs	65.74%
5.	Ministry of Labour & Employment	72.02%
6.	Ministry of Education	72.97%
7.	Department of Health Research	73.98%
8.	Department of Personnel & Training	75.05%
9.	Department of Health & Family Welfare	78.04%
10.	Department of Agriculture Cooperation & Family Welfare	78.50%
11.	Ministry of Textiles	78.98%
12.	Department of Telecommunications	80.82%
13.	Ministry of Information & Broadcasting	83.77%
14.	Ministry of Cooperation	85.44%
15.	Department of Revenue	88.24%
16.	Ministry of Environment, Forest and Climate Change	87.14%
17.	Department of Economic Affairs	87.47%
18.	Ministry of Culture	88.47%

3.4 Inter-Departmental File Movement

Inter Ministry/Department File movement Trends

Month	Value
Jan-24	4470
Feb-24	4128
Mar-24	4900
Apr-24	3450
May-24	3818
Jun-24	3656
Jul-24	4388
Aug-24	4638
Sep-24	4298
Oct-24	4996
Nov-24	4380
Dec-24	3108

Top 10 Ministries/Departments -Inter Ministry/Department File Movements

Ministry/Department	Value
DoLA	491
MHA	438
DoE	407
DoPT	376
MoHFW	179
AYUSH	113
DEA	88
DoT	83
MoHUA	68
Posts	66

The Department of Legal Affairs has the maximum number of Inter-Ministerial files (491) followed by the Ministry of Home Affairs (438) and the Department of Expenditure (407) for the month of December 2024.

3.5 eReceipts Adoption (% share of eReceipts)

% share of e/p Receipts in 2024

Month	% of eReceipt	Total eReceipts Received	% of pReceipt
Jan-24	92.73%	417012	7.27%
Feb-24	93.38%	434991	6.62%
Mar-24	93.90%	405417	6.10%
Apr-24	93.77%	373488	6.23%
May-24	94.21%	407652	5.79%
Jun-24	94.18%	360792	5.82%
Jul-24	93.63%	509281	6.37%
Aug-24	93.62%	432980	6.38%
Sep-24	93.87%	458993	6.13%
Oct-24	94.05%	470570	5.95%
Nov-24	94.28%	444152	5.72%
Dec-24	94.19%	455915	5.81%

Legend: ■ % of eReceipt ■ % of pReceipt — Total eReceipts Received

Ministry/Department with 100% eReceipts for December 2024

Ministry/Department	Value
Posts	12891
DoLA	8942
DoSJE	6699
Coal	6561
DoCA	3333
MNRE	3302
DEPwD	3077
Tourism	2986
DBT	2978
DDWS	2627
MEA	1365
DIPAM	1320
DSIR	1044
DPE	987

- In December, out of a total of 4,84,051 receipts, 4,55,915 were e-receipts (94.18%).
- 14 Ministries/Departments have a 100% share of e-receipts for December 2024.

3.6 eOffice Analytics

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

S No.	Ministry/ Department	% eFiles	% eReceipt	% Files with Avg Distinct Level >4	%DSC + eSign
1.	Department of Economic Affairs	87.47%	95.95%	40.18%	2.59%
2.	Department for Promotion of Industry and Internal Trade	99.85%	97.18%	52.22%	28.32%
3.	Department of Administrative Reforms & Public Grievances	100.00%	97.69%	42.86%	99.77%
4.	Department of Agricultural Research and Education	100.00%	97.71%	20.00%	5.56%
5.	Department of Agriculture Cooperation & Family Welfare	78.50%	99.19%	56.01%	12.10%
6.	Department of Animal Husbandry and Dairying	100.00%	99.91%	46.83%	2.35%
7.	Department of Biotechnology	100.00%	100.00%	30.38%	5.19%
8.	Department of Chemicals and Petrochemicals	98.92%	99.83%	32.56%	10.50%
9.	Department of Commerce	98.03%	96.97%	30.05%	0.61%
10.	Department of Consumer Affairs	95.14%	100.00%	38.10%	2.51%
11.	Department of Drinking Water and Sanitation	100.00%	100.00%	64.32%	0.16%
12.	Department of Empowerment of Persons with Disabilities	99.48%	100.00%	65.26%	0.01%
13.	Department of Fertilizers	99.45%	99.76%	50.59%	11.06%
14.	Department of Fisheries	95.71%	99.96%	27.62%	12.12%
15.	Department of Food & Public Distribution	100.00%	99.60%	52.20%	18.74%
16.	Department of Investment and Public Asset Management	100.00%	100.00%	26.32%	0.08%
17.	Department of Justice	100.00%	99.96%	52.38%	24.97%
18.	Department of Land Resources	98.53%	99.86%	59.02%	0.03%

19.	Department of Legal Affairs	100.00%	100.00%	20.92%	4.11%
20.	Department of Official Language	15.38%	36.07%	28.57%	0.25%
21.	Department of Pensions and Pensioners' Welfare	100.00%	99.01%	42.03%	96.56%
22.	Department of Personnel & Training	75.05%	90.04%	49.06%	1.64%
23.	Department of Pharmaceuticals	100.00%	99.89%	54.43%	16.14%
24.	Department of Posts	100.00%	100.00%	45.78%	11.32%
25.	Department of Public Enterprises	100.00%	100.00%	12.20%	9.72%
26.	Department of Rural Development	100.00%	99.93%	77.74%	6.42%
27.	Department of Science & Technology	99.61%	99.92%	49.28%	1.47%
28.	Department of Scientific and Industrial Research	100.00%	100.00%	4.12%	1.02%
29.	Department of Social Justice & Empowerment	100.00%	100.00%	67.78%	3.33%
30.	Department of Telecommunications	80.82%	85.66%	51.96%	28.31%
31.	Department of Water Resources, River Development & Ganga Rejuvenation	100.00%	99.99%	60.51%	1.23%
32.	Department of Financial Enterprises	94.13%	91.41%	44.44%	0.05%
33.	Department of Health Research	73.98%	90.34%	36.08%	1.93%
34.	Department of Expenditure	58.12%	37.66%	37.59%	6.48%
35.	Department of Health & Family Welfare	78.04%	93.24%	50.10%	29.88%
36.	Department of Revenue	88.24%	82.88%	43.48%	10.20%
37.	Legislative Department	100.00%	80.74%	2.58%	13.83%
38.	Ministry of AYUSH	64.25%	77.74%	67.34%	4.90%
39.	Ministry of Civil Aviation	94.60%	99.70%	62.00%	1.11%
40.	Ministry of Coal	100.00%	100.00%	55.56%	98.29%
41.	Ministry of Cooperation	85.44%	82.60%	35.83%	2.73%

42.	Ministry of Corporate Affairs	100.00%	99.94%	22.52%	2.59%
43.	Ministry of Culture	88.47%	98.19%	42.91%	2.10%
44.	Ministry of Development of North Eastern Region	99.59%	99.93%	23.29%	14.18%
45.	Ministry of Earth Sciences	100.00%	99.74%	74.23%	0.00%
46.	Ministry of Education	72.97%	95.70%	54.83%	7.06%
47.	Ministry of Electronics & Information Technology	98.86%	96.07%	41.44%	2.66%
48.	Ministry of Environment, Forest and Climate Change	87.14%	99.94%	49.94%	35.55%
49.	Ministry of External Affairs	100.00%	100.00%	36.18%	4.27%
50.	Ministry of Food Processing Industries	100.00%	92.31%	49.65%	4.20%
51.	Ministry of Heavy Industries	100.00%	99.95%	34.58%	6.99%
52.	Ministry of Home Affairs	65.74%	78.48%	35.31%	1.34%
53.	Ministry of Housing & Urban Affairs	96.81%	95.36%	52.04%	6.60%
54.	Ministry of Information & Broadcasting	83.77%	70.63%	59.09%	7.01%
55.	Ministry of Labour & Employment	72.02%	91.93%	55.01%	13.78%
56.	Ministry of Micro Small and Medium Enterprises	95.42%	84.15%	43.64%	21.83%
57.	Ministry of Mines	100.00%	99.89%	59.07%	29.78%
58.	Ministry of Minority Affairs	96.40%	90.49%	58.62%	0.71%
59.	Ministry of New and Renewable Energy	95.36%	100.00%	45.54%	8.27%
60.	Ministry of Panchayati Raj	100.00%	99.94%	52.68%	8.69%
61.	Ministry of Parliamentary Affairs	100.00%	99.77%	65.63%	14.92%
62.	Ministry of Petroleum and Natural Gas	95.57%	99.28%	53.37%	0.25%
63.	Ministry of Ports, Shipping and Waterways	96.34%	99.92%	40.53%	18.80%
64.	Ministry of Power	96.45%	99.83%	55.91%	1.50%
65.	Ministry of Road Transport & Highways	100.00%	99.94%	55.69%	63.05%
66.	Ministry of Skill Development and Entrepreneurship	99.75%	94.09%	40.63%	4.13%
67.	Ministry of Statistics & Programme Implementation	99.70%	99.94%	38.94%	1.38%

68.	Ministry of Steel	94.23%	96.69%	41.57%	0.14%
69.	Ministry of Textiles	78.98%	80.91%	70.12%	19.90%
70.	Ministry of Tourism	100.00%	100.00%	56.32%	0.04%
71.	Ministry of Tribal Affairs	100.00%	99.22%	69.68%	1.14%
72.	Ministry of Women and Child Development	100.00%	99.90%	69.27%	0.78%
73.	Ministry of Youth Affairs & Sports	99.75%	99.96%	53.28%	0.18%
74.	NITI Aayog	100.00%	96.08%	40.15%	0.00%

o 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 40 of the report).

4. Swachhata Campaign and Reducing Pendency

4.1 Swachhata Campaign

Revenue earned

Rs 17.2 Cr

Physical Files Weeded out

29,166

Cleanliness Campaign sites

1,660

Space freed

2.02 lakh sq. ft

December 2024
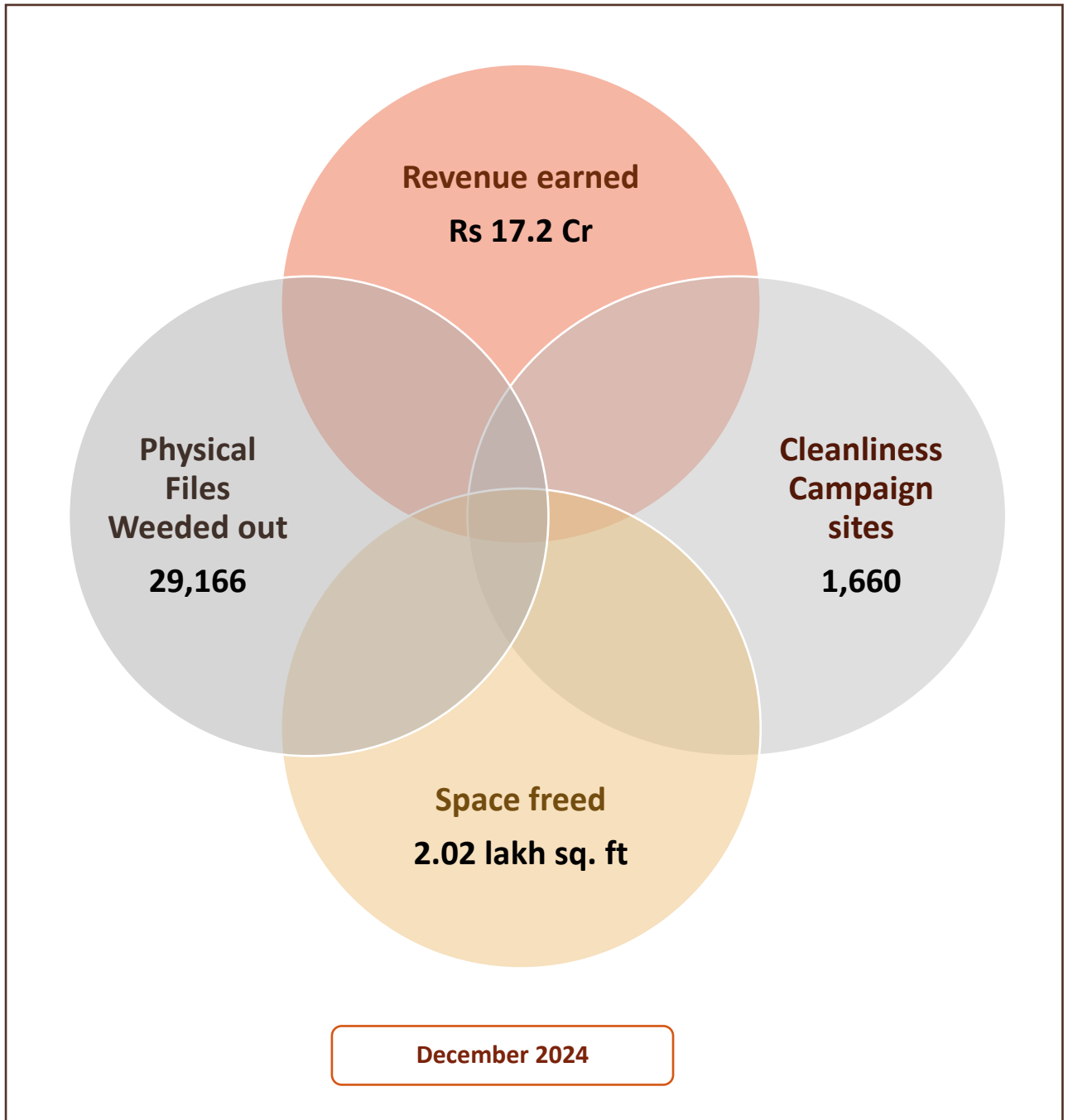
4.1.1 Revenue Earned from Scrap Disposal

Total Revenue Earned- Rs 17.20 Cr
Top 10 Ministries/Departments (In Rs Cr)

- MHI ■ Coal ■ MoPSW □ DAE ■ MoP ■ MHA ■ MoHUA ■ DSIR ■ DoWR&RD ■ MoM ■ Others

Values shown: 5.75, 5.38, 2.2, 1.1, 1.07

4.1.2 Space Freed

Total Space Freed- 2,02,281 sq. ft
Top 10 Ministries/Departments (In sq. ft)

- Coal ■ DSIR ■ MoPSW □ MoP ■ MHI ■ DFPD ■ DST ■ MoM ■ MEA ■ DAFW ■ Others

Values shown: 49050, 39230, 33085, 28800, 14785, 10013
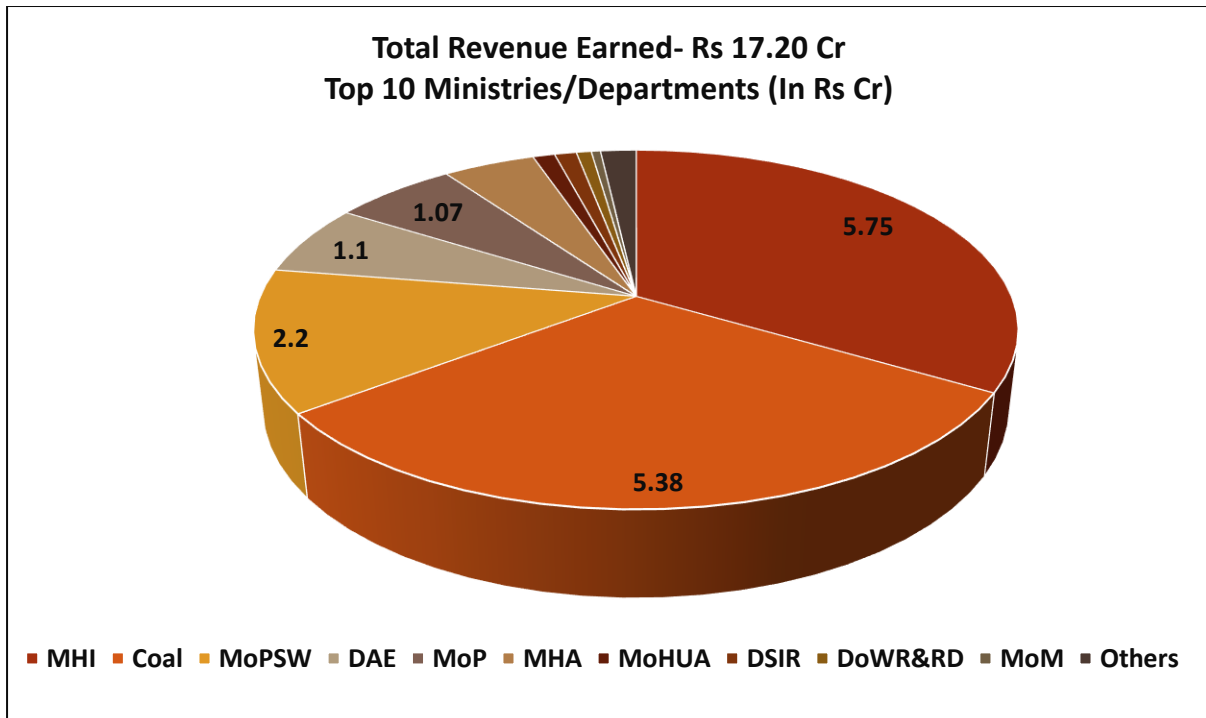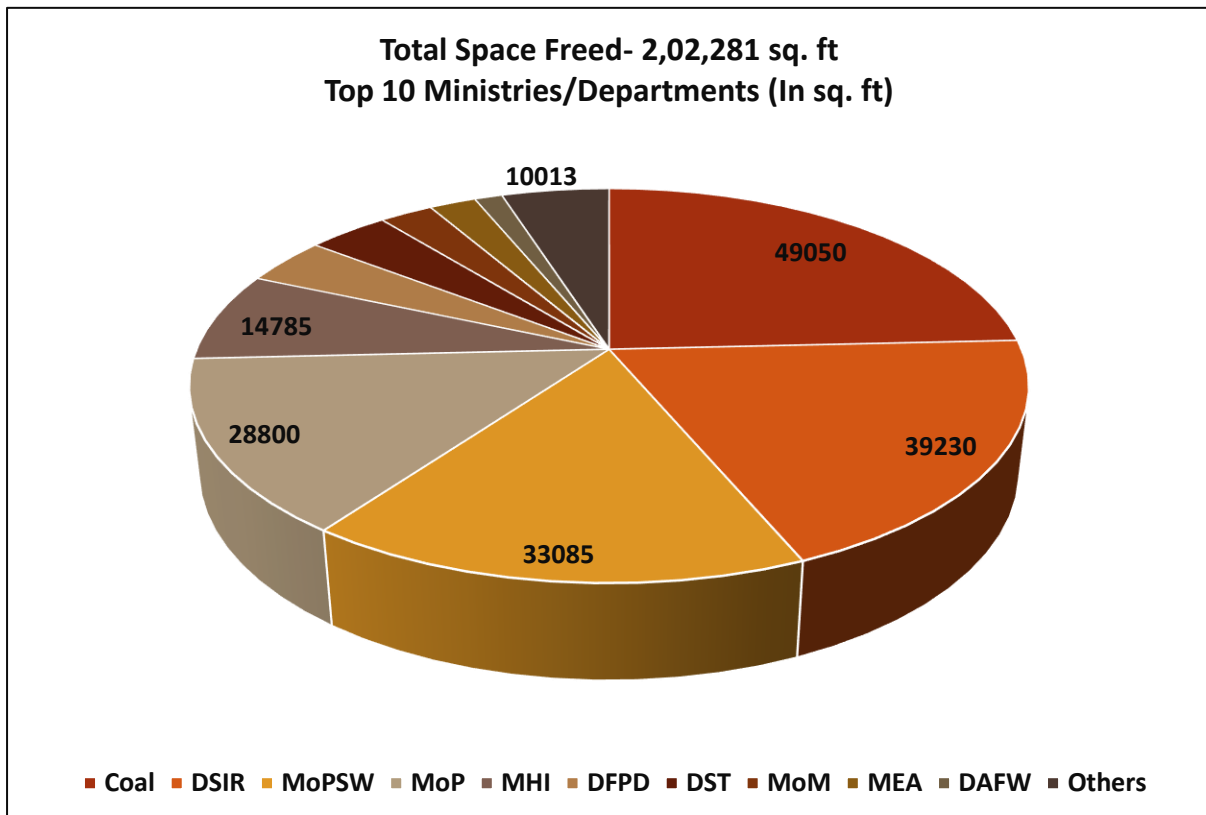
a. Space Freed by Top 3 Ministries/Departments

➢ **Ministry of Coal:** Total space freed in Dec, 2024 is 49,050 sq. ft. The top 3 sites according to space freed are: -

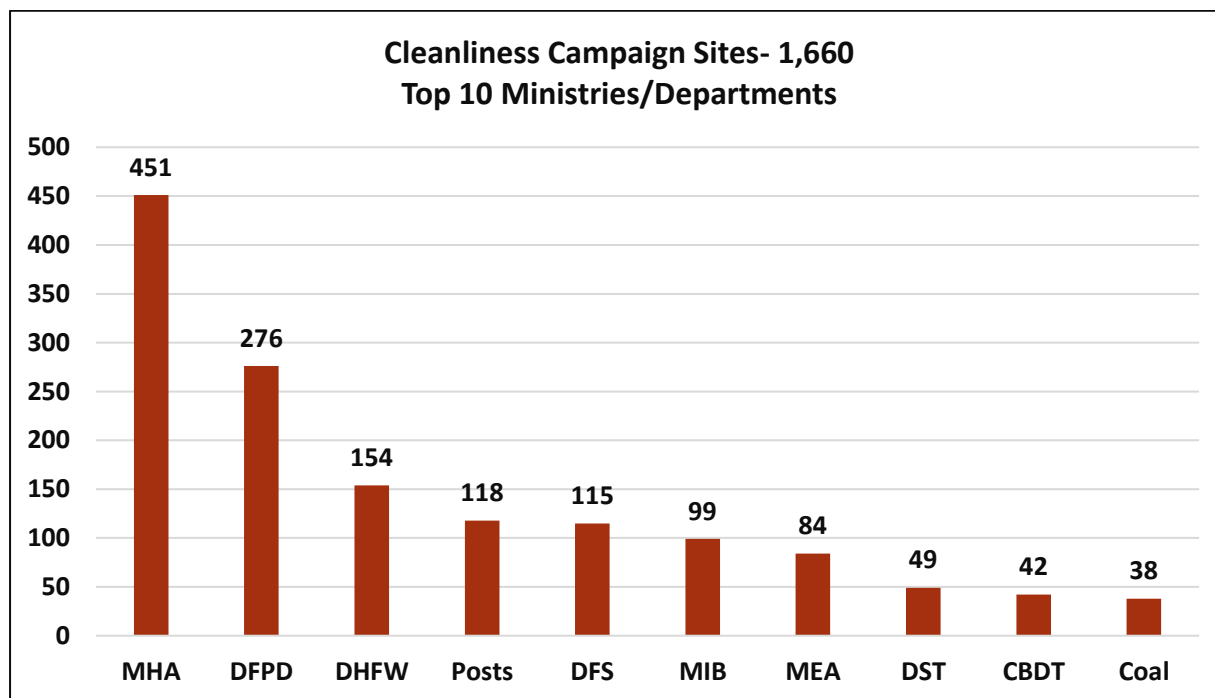| S No.	PSU Name	No. of Sites Cleaned	Space Freed (sq. ft)
1.	SCCL	15	18,000
2.	WCL	19	16,450
3.	BCCL	4	14,600
TOTAL			49,050 sq. ft

➢ **Department of Scientific & Industrial Research:** Total space freed in Dec, 2024 is 39,230 sq. ft. The top 3 sites according to space freed are: -

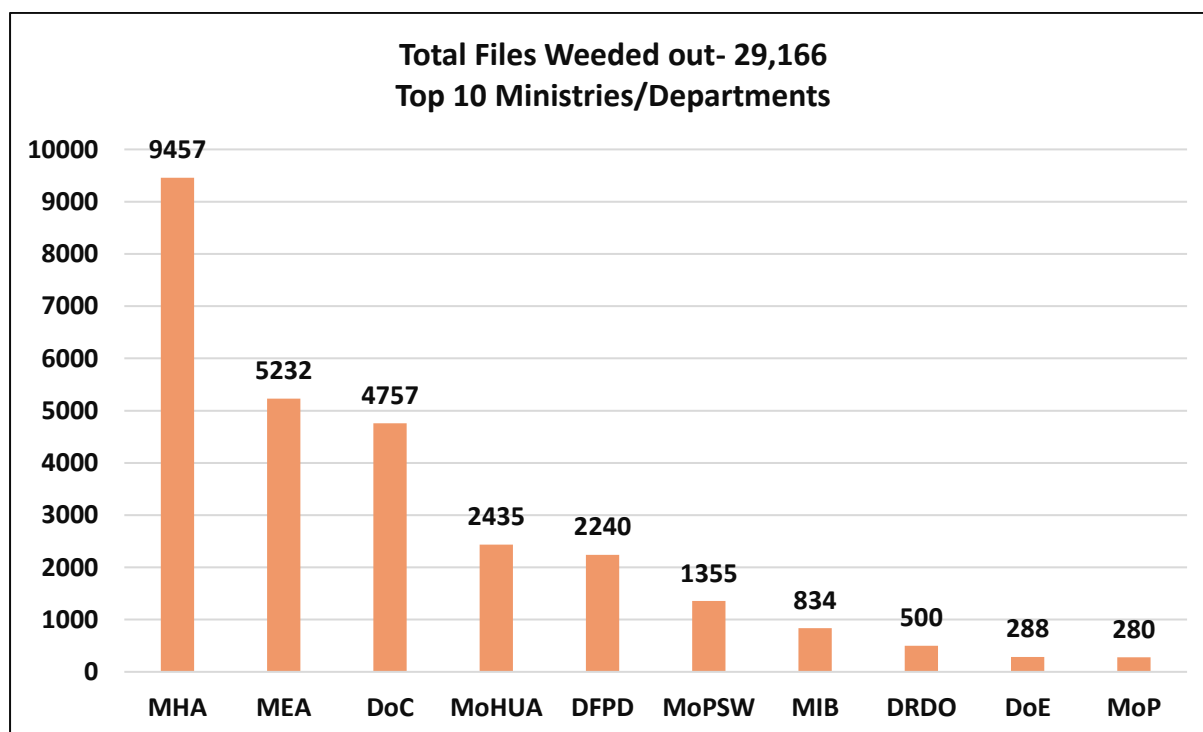| S No.	PSU Name	Space Freed (sq. ft)
1.	CSIR NBRI, Lucknow	16,000
2.	CSIR-IHBT, Palampur	9,000
3.	CSIR NPL, New Delhi	5,000
TOTAL		30,000 sq. ft

➢ **Ministry of Ports and Shipping:** Total space freed in Dec, 2024 is 33,085 sq. ft. The top 3 sites according to space freed are: -

S No.	Site	Space Freed (sq. ft)
1.	Chennai Port Authority	20
2.	New Mangalore Port Authority	474
3.	Vishakhapatnam Port Authority	32,591
TOTAL		33,085 sq. ft

4.1.3 Cleanliness Campaign Sites

Cleanliness Campaign Sites- 1,660
Top 10 Ministries/Departments

Ministry/Dept	Value
MHA	451
DFPD	276
DHFW	154
Posts	118
DFS	115
MIB	99
MEA	84
DST	49
CBDT	42
Coal	38

4.1.4 Files Weeded out (Physical Files)

Total Files Weeded out- 29,166
Top 10 Ministries/Departments

Ministry/Dept	Value
MHA	9457
MEA	5232
DoC	4757
MoHUA	2435
DFPD	2240
MoPSW	1355
MIB	834
DRDO	500
DoE	288
MoP	280

4.2 Performance on Pendency Parameters

Performance of Min/Dept- % Achievement wise

	100%	80-100%	<80%
MP References	7	2	41
Parliamentary Assurances	2		48
IMC References	7	1	12
State Govt References	8	3	13
Public Grievances	6	27	42
Records Weeded out (Physical Files)	25	3	8
PMO References	12	3	22

■ 100%   ■ 80-100%   ■ <80%
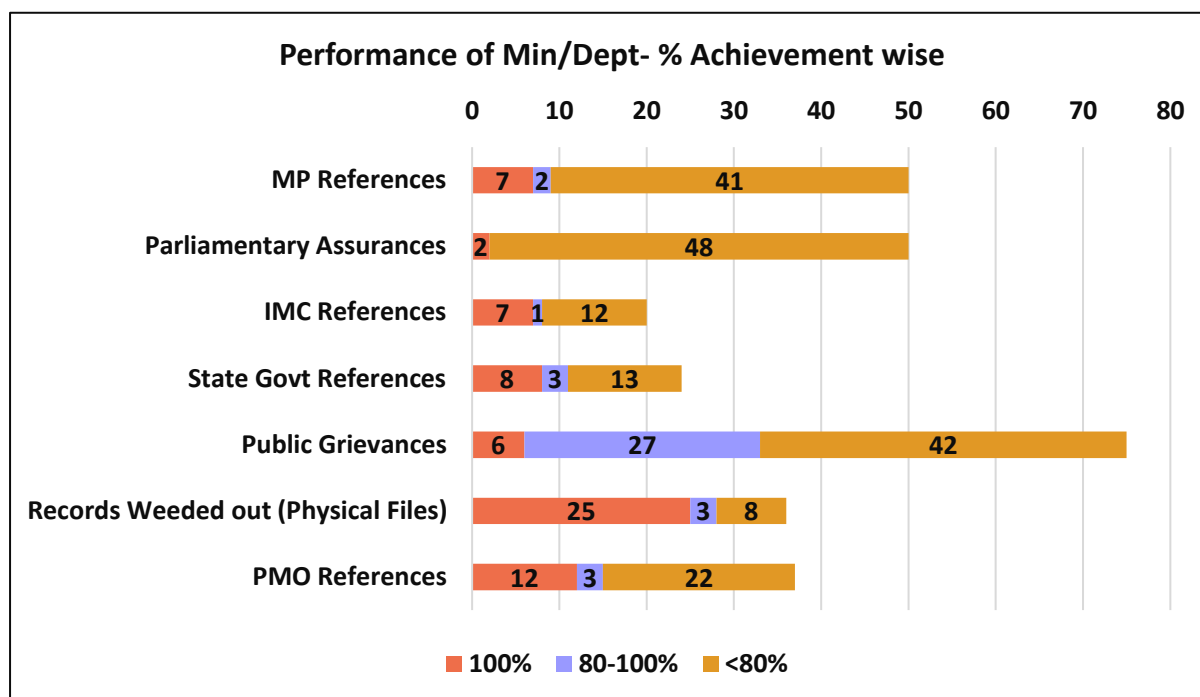
Frequency of List of Ministries/Departments with <40% disposal in >2 parameters for 2024

S No.	M/D	Jan'24	Feb'24	Mar'24	Apr'24	May'24	June'24	July'24	Dec'24	*Freq.
1.	DMA	4	4	2	2	3	5	5	0	**5**
2.	DoRD	5	6	2	2	3	6	2	3	**5**
3.	DAE	2	1	1	3	3	5	5	2	**4**
4.	DoD	3	3	2	2	2	6	6	0	**4**
5.	DEA	5	4	2	2	2	2	3	4	**4**
6.	DHE	4	3	2	1	2	3	4	2	**4**
7.	Posts	3	3	1	1	1	3	4	1	**4**
8.	LD	3	3	2	2	1	3	3	2	**4**
9.	MoC	4	5	2	2	2	4	2	6	**4**
10.	MoHUA	4	3	2	2	2	4	4	1	**4**
11..	MIB	2	4	2	2	2	4	3	4	**4**
12.	MoPNG	3	3	1	0	1	3	0	5	**4**
13.	MoRTH	4	3	1	1	2	3	5	1	**4**
14.	DPIIT	3	1	1	2	1	4	2	3	**3**

S No.	M/D	Jan'24	Feb'24	Mar'24	Apr'24	May'24	June'24	July'24	Dec'24	*Freq.
15.	DARE	2	3	0	0	1	4	1	3	3
16.	DBT	3	1	1	1	1	2	3	3	3
17.	DoC	3	3	0	0	0	3	2	2	3
18.	DoPT	2	2	1	2	2	4	3	3	3
19.	DSIR	1	3	2	1	1	3	3	0	3
20.	DoWR&RD	2	1	1	0	1	3	3	3	3
21.	AYUSH	3	4	0	2	2	4	2	2	3
22.	MCA	1	3	0	0	1	3	6	0	3
23.	MEITY	3	3	1	1	1	2	3	1	3
24.	MoLE	3	3	0	0	0	2	3	0	3
25.	MSME	4	2	1	2	2	4	4	2	3
26.	MoM	3	5	2	2	1	2	3	1	3
27.	MoP	1	3	1	1	2	3	3	1	3
28.	MSDE	3	2	0	1	1	5	4	2	3

*The table depicts the number of months (frequency) where Ministries/Departments disposal was less than 40% in more than 2 parameters for more than 2 times in the year 2024.

5. Reach of Swachhata Campaign (Jan – Dec 2024)

State wise distribution of important cleanliness campaign sites across India covered during Jan – Dec 2024.

6. Before-After
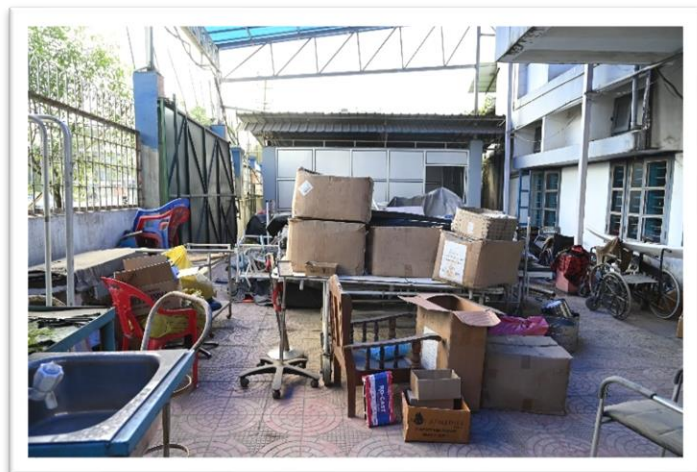
| **BEFORE** | **AFTER** |

Cleanliness and Scrap Disposal at Regional Institute of Medical Sciences (RIMS), Imphal;
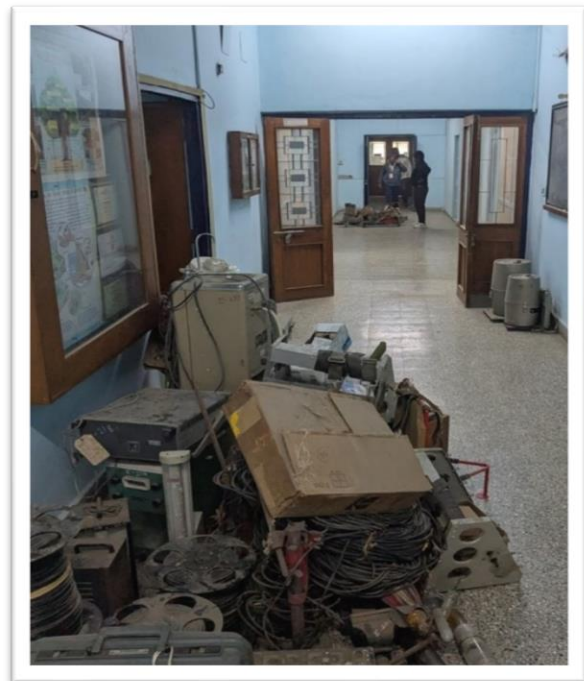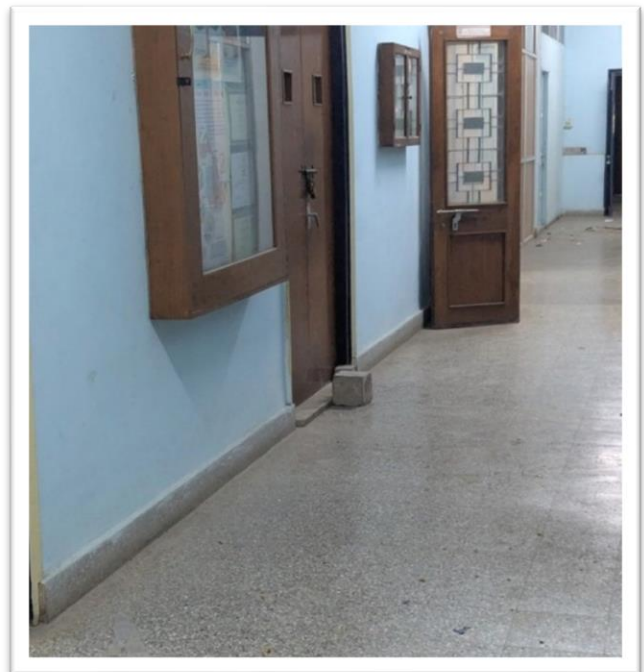**Department of Health Research**

| **BEFORE** | **AFTER** |

Waste land converted into Volleyball court, CSIR- NBRI, Lucknow; **Department of
Scientific & Industrial Research**

BEFORE

AFTER

Cleanliness conducted at Central Water and Power Research Station, Pune;
Department of Water Resources, River Development & Ganga Rejuvenation

BEFORE

AFTER

Cleanliness conducted at Babu Camp SCCL, Telangana, Hyderabad; **Ministry of Coal**
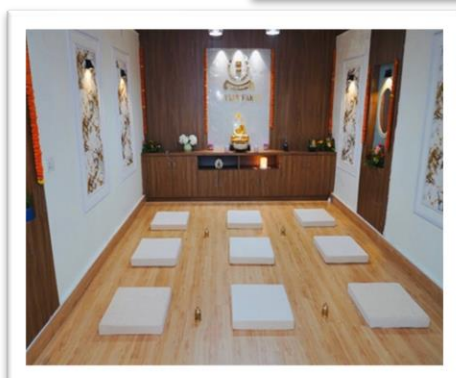
7. Best Practices: Inclusivity

Pavement constructed for employees, High Commission India, Accra; **Ministry of External Affairs**

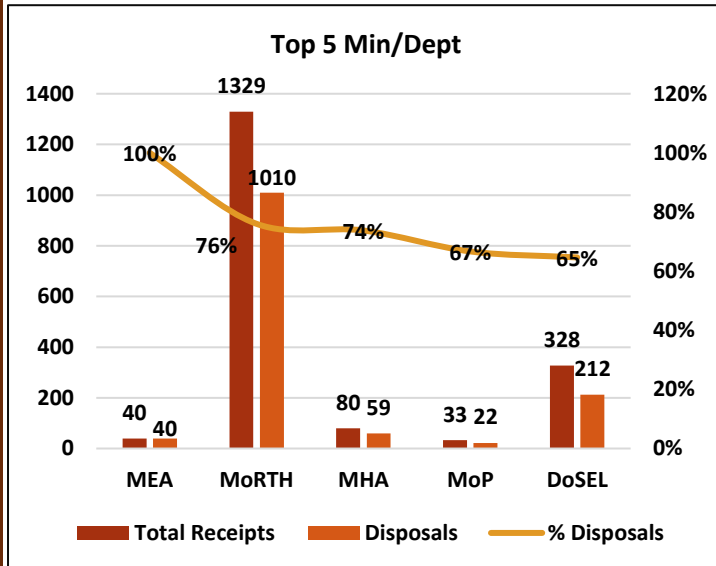Mobile science exhibition for easier accessibility, DSC Dharampur, **Ministry of Culture**

Health check-up camps organized at various locations; **Department of Defence Production**
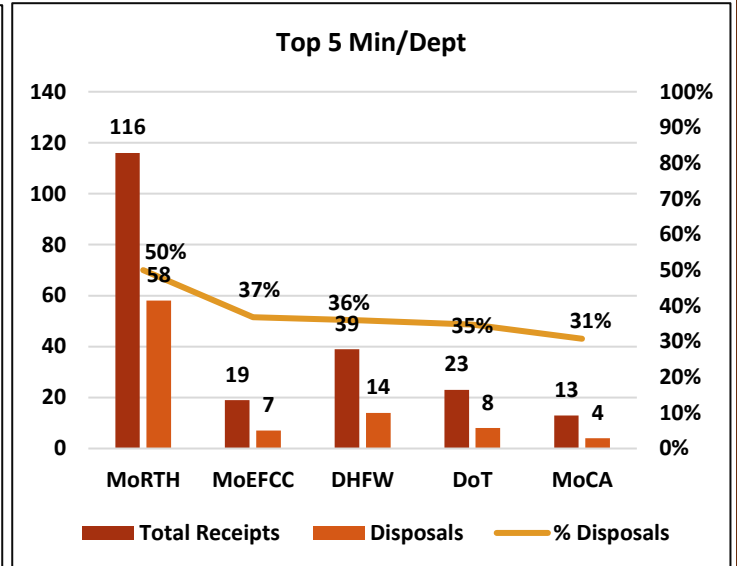

"DHYAAN KAKSH," a dedicated Mental Well-Being and Healing Room, was inaugurated at the Central Revenue Building, Patna; **CBDT**

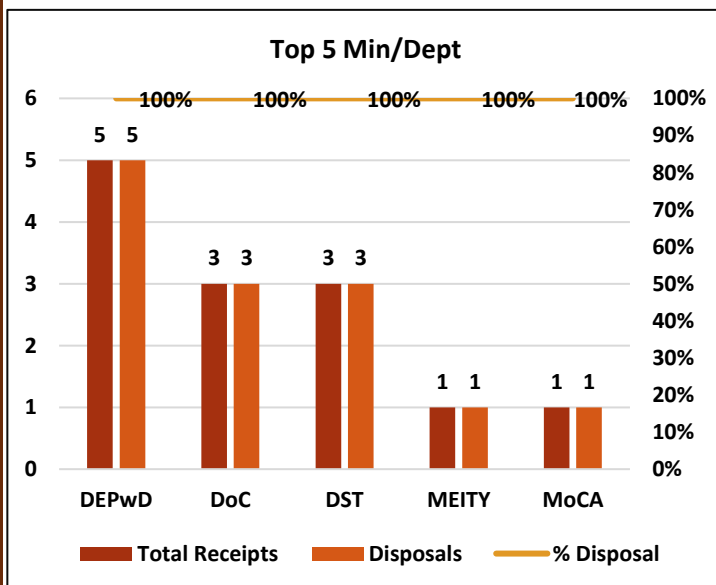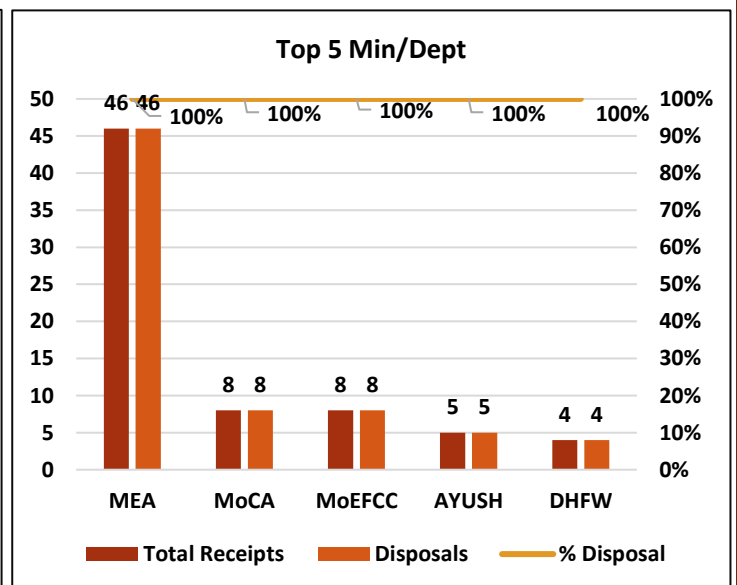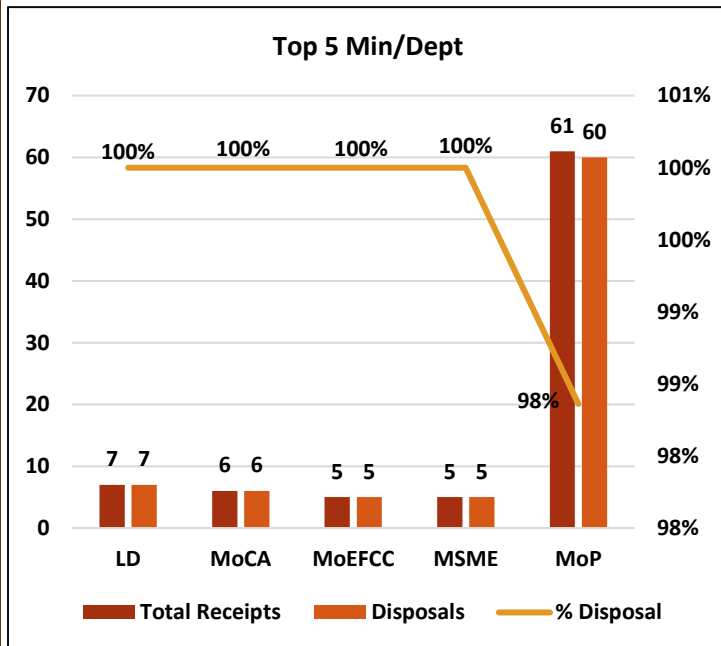## 8. Parameter wise Performance of Ministries/Departments

MP References

Top 5 Min/Dept

Legend: Total Receipts | Disposals | % Disposals

Values: MEA 40/40 (100%), MoRTH 1329/1010 (76%), MHA 80/59 (74%), MoP 33/22 (67%), DoSEL 328/212 (65%)

Parliamentary Assurances

Top 5 Min/Dept

Legend: Total Receipts | Disposals | % Disposals

Values: MoRTH 116/58 (50%), MoEFCC 19/7 (37%), DHFW 39/14 (36%), DoT 23/8 (35%), MoCA 13/4 (31%)

IMC References

Top 5 Min/Dept

Legend: Total Receipts | Disposals | % Disposal

Values: DEPwD 5/5 (100%), DoC 3/3 (100%), DST 3/3 (100%), MEITY 1/1 (100%), MoCA 1/1 (100%)

State Government References

Top 5 Min/Dept

Legend: Total Receipts | Disposals | % Disposal

Values: MEA 46/46 (100%), MoCA 8/8 (100%), MoEFCC 8/8 (100%), AYUSH 5/5 (100%), DHFW 4/4 (100%)

PMO References

Top 5 Min/Dept

- Total Receipts
- Disposals
- % Disposal

Public Grievances

Top 5 Min/Dept

- Total Receipts
- Disposals
- % Disposal

Files Weeded Out

Top 5 Min/Dept
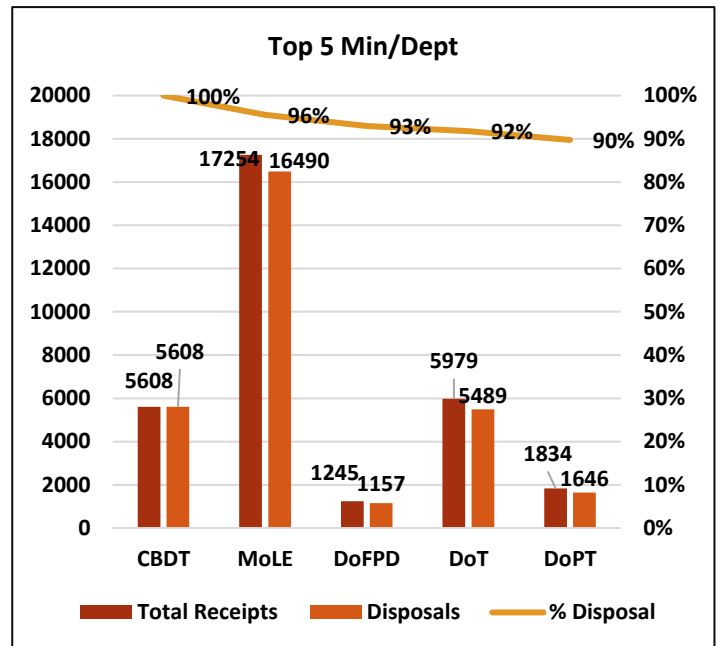
- Total Identified For Weeding
- Physical Files Weeded
- % Weeded out
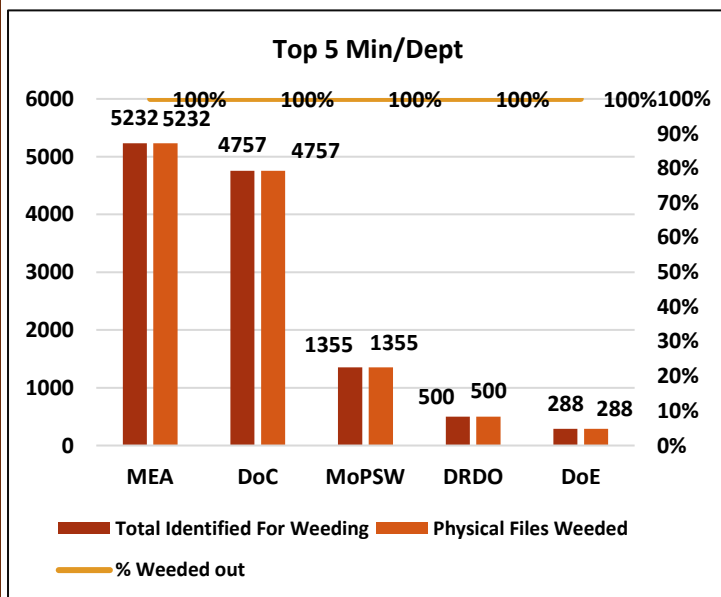
9. In Focus: Central Board of Direct Taxes

9.1 Introduction

Central Board of Direct Taxes (CBDT) is the apex body of the Income Tax Department and functions under the Department of Revenue, Ministry of Finance. The Income Tax Department administers the Income-tax Act, 1961, the Benami Transactions (Prohibition) Act, 1988 and the Black Money (Undisclosed Foreign Income and Assets) and Imposition of Tax Act, 2015. Over the years, the CBDT has introduced several innovative reforms to enhance transparency and efficiency in tax administration. Notable initiatives include e-filing of income tax returns, online tax payment facilities, and Faceless Assessment Scheme, which aims to make tax administration more transparent and efficient. The department has taken up many swachhata initiatives during the month of December along with active participation in the recently conducted Special Campaign 4.0.

9.2 Glimpses

<div align="center">Swachhata</div>

CCIT, Visakhapatnam & PCIT-1, Visakhapatnam organized a WALKATHON & BEACH CLEANUP drive at Visakhapatnam Beach. Around 200 Income Tax department employees and 100 students joined to raise awareness on cleanliness
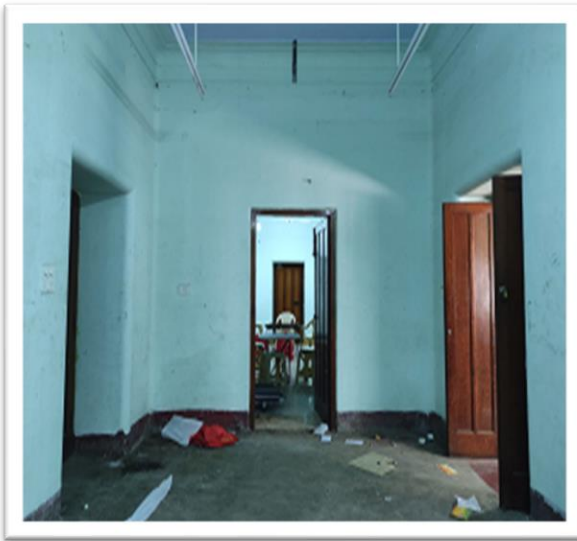
Pr. CCIT, Gujarat conducted a cleanliness campaign at Rajkot

Swachhata drive at the office premises of Income tax office, Vadodara
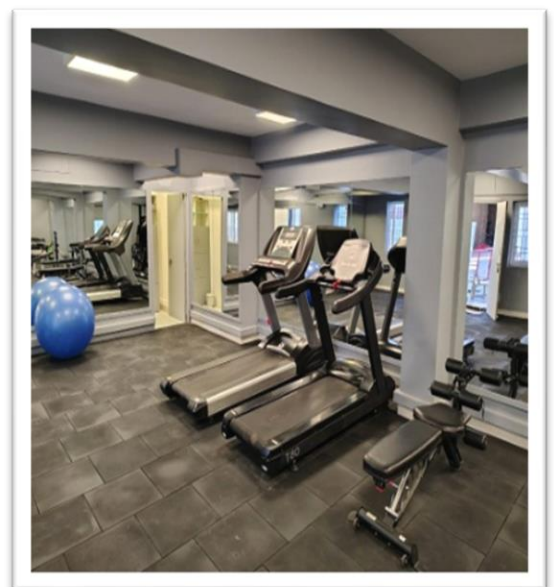
Efficient Management of Space

BEFORE   **AFTER**

Creche facility set at Income Tax Office, Trichy

Inauguration of state-of-the-art gymnasium "Imayam" in the office premises of TN & Puducherry region

Nomination of Swachhata Adhikaries for each floor of all Buildings of the Department all over Pune Region

Enhancement of office premise

BEFORE

AFTER

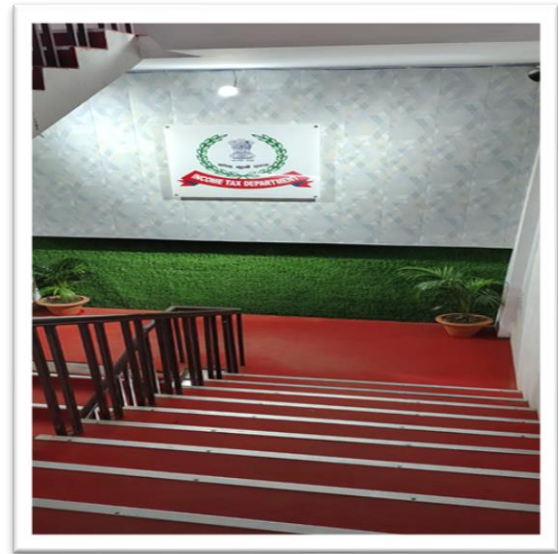Beautification of Piramal Chambers office premises after the cleanliness, Mumbai

BEFORE   **AFTER**

Beautification of the Stairs was done at the Income tax office, Faizabad

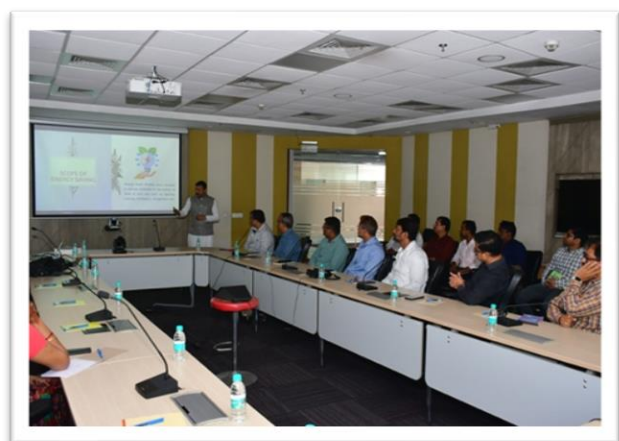**BEFORE**   **AFTER**

Creation of Income Tax Archive at Kolkata Income tax office

Environmentally friendly practices

Plantation drive conducted in many offices of Income Tax for beautification and environmentally friendly offices, Nagar Park, Hyderabad

Energy conservation Seminar at Lucknow region, Income Tax Department

Scrap Disposal

BEFORE   AFTER
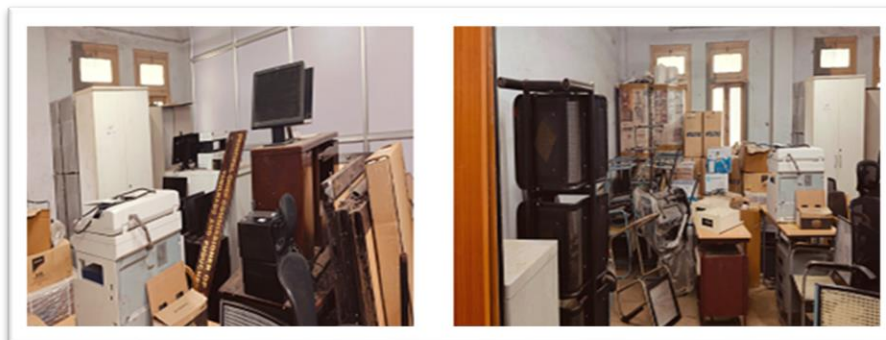
Scrap Disposal and files weeding out at AP &TS region

E-Waste Disposal

BEFORE

AFTER

E-waste disposal at Income tax office Chennai

BEFORE   **AFTER**

E-waste disposal at Recreation Hall of Aayakar Bhawan, Civil Lines; Raipur

Lecture on "Cyber Swachhata" to promote online privacy and streamline digital practices

Citizen centric initiatives

Signature campaign creating awareness among general public Near In-orbit Mall, Vadodara Central Square Mall

PCIT(AU)-2, Hyderabad distributed sanitary items such as Floor cleaners, phenyl etc. to school and orphanages to promote health, hygiene and overall well-being among children and adolescents in Govt. Primary School, Vijayanagar Colony, Hyderabad and at Hyderabad Children's AID society

9.3 Notable Achievements: CBDT

Swachhata Campaign & Reduction in Pendency

a. 1,78,587 square feet of space freed.

b. Rs. 49,20,958 revenues earned by scrap disposal.

c. Cleanliness Campaign conducted at 1,594 sites.

Month (in 2024)	Campaigns Conducted (In Numbers)	Space freed in the month after scrap disposal/ cleanliness (in Sq. Feet)	Physical Files Reviewed (In Numbers)	Files Weeded out (In Numbers)
January	217	2520	10	10
February	12	895	683	683
March	10	150	0	0
April	34	150	207	207
May	17	65	39	39
June	22	45	234	234
July	15	140	56	56
SC 4.0	1452	176895	320234	320234
Dec	42	566	0	0
Total	**1821**	**181426**	**321463**	**321463**

Increasing Efficiency in Decision Making

CBDT as a part of Department of Revenue has adopted delayering and are in partially delayered stage. For administrative and any other category of work, depending on the nature of the work, the files are usually initiated at the level of ASO/SO/US. Depending on the complexity of the matter involved, the files move up to the level of JS/AS/Member for the subjects allotted to them. Only the files involving major policy level decisions are moved to higher levels. Thus, limiting the number of levels through which the files are moved increases the efficiency in decision-making.
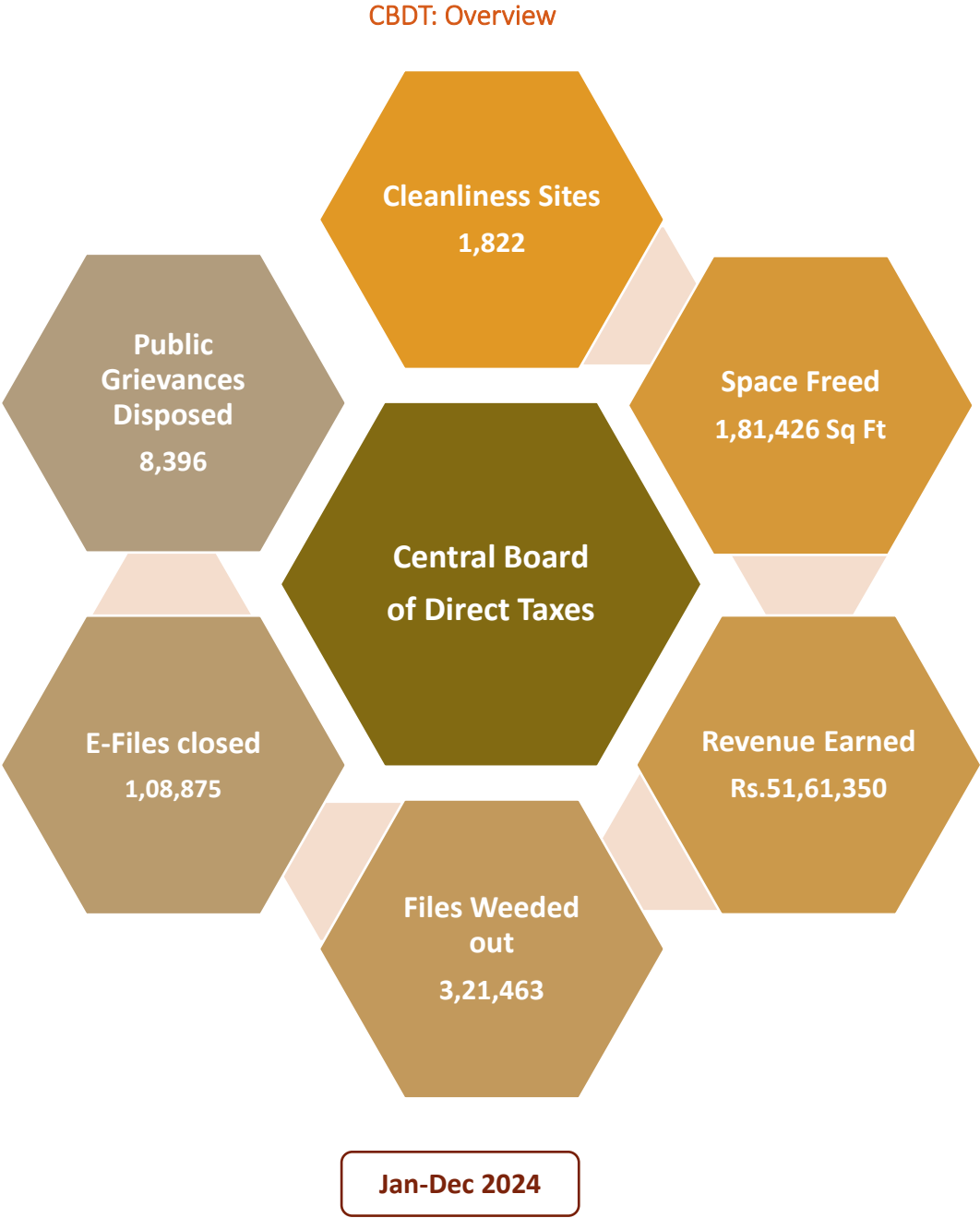
eOffice

Digital records are maintained at the level of each office. Details of Digital portals/practices for improving administrative efficiency:

- o *Departmental Proceedings*: A dedicated portal ITBA for the departmental proceedings is present

- o *Citizen Interaction*: For the user interaction e-filing portal of the Department.

- o *E-Office for Intra Departmental File moment*: For a transparent and seamless moment of files e-Office has been implemented in the Department.

- o *Inter-Departmental information dissemination*: For information dissemination within the Department an intra-department portal is present.

- o *APAR management* – SPARROW is mandatory for group A and B officers for filing their APAR & IPR's.

  CBDT which was identified for e-Office migration has adopted e-Office 7.0

S No.	Information	2020-21	2021-22	2022-23	2023-24	2024-25
1	Total No of e-files created	538	2466	3263	2768	2719
2	Total No of e-files Moved	67	510	708	482	815
3	Total No of e-Receipts	473	20,186	36,594	37,850	30,807

CBDT: Overview

Cleanliness Sites
1,822

Public
Grievances
Disposed
8,396

Space Freed
1,81,426 Sq Ft

Central Board
of Direct Taxes

E-Files closed
1,08,875

Revenue Earned
Rs.51,61,350

Files Weeded
out
3,21,463

Jan-Dec 2024

10. Office Memorandum 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.

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 Drinking Water & Sanitation
2.	Department of Revenue
3.	Department of Youth Affairs
4.	Ministry of Railways (Railway Board)

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.	DA&FW	Department of Agriculture 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 Rejuv
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