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 | February 2024
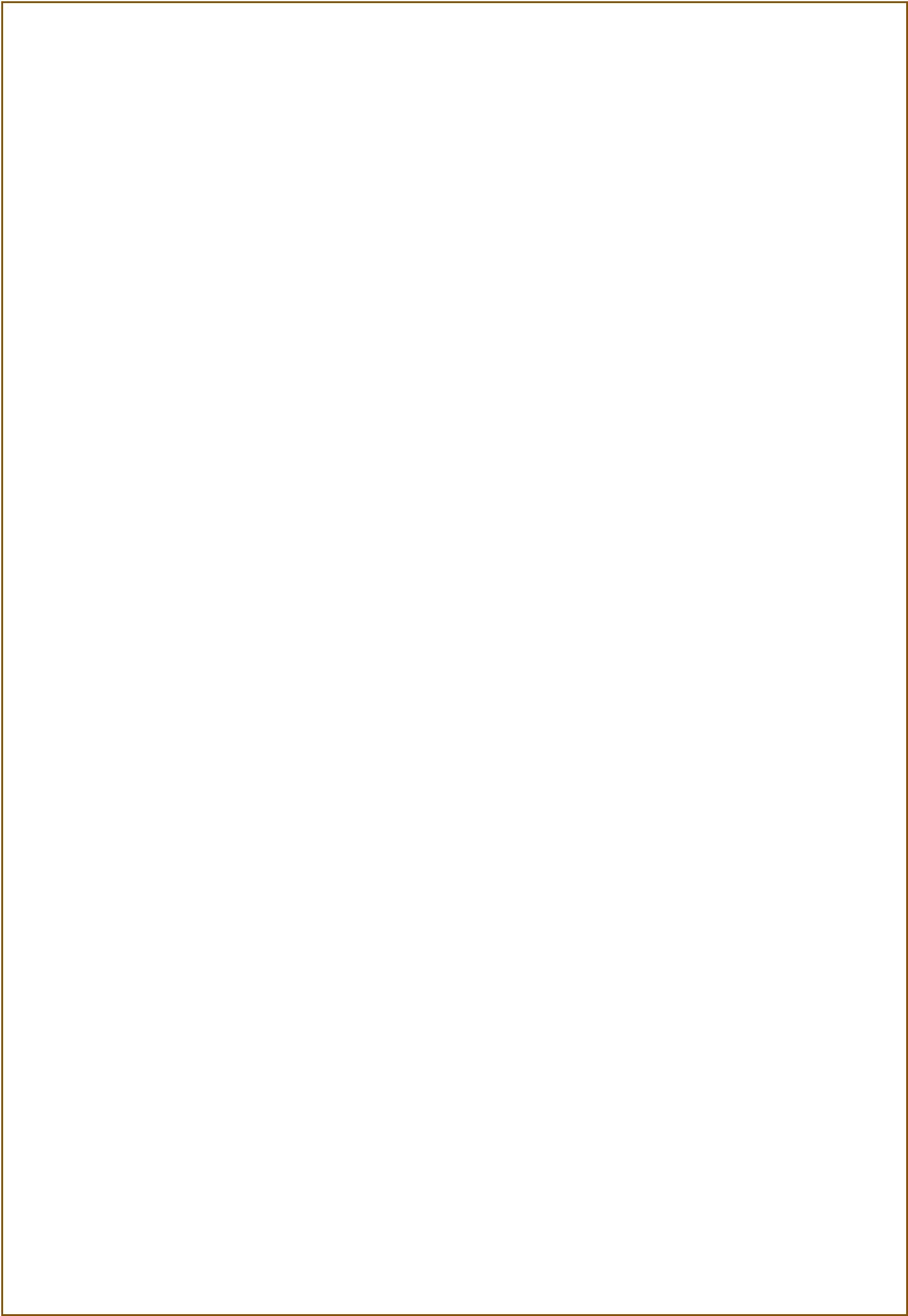
Department of Administrative Reforms and Public Grievances

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1. Key Highlights (February 2024)

eOffice Analytics and Implementation

a) New eFiles created in February 2024- **92.7%** of total files created as compared to 92% in January 2024, **36** Ministries/Departments have 100% share of eFiles for February 2024.

b) In February 2024, out of 465,844 receipts generated, 434,991 are e-receipts (93.37%). 15 Ministries/Departments have 100% share of e-receipts for February 2024

c) The average transaction levels for active files in the Central Secretariat has reduced from **7.19** in 2021 to **4.55** in February 2024, 19 Ministries/Department having average transaction level more than 5 levels.

d) This edition includes performance of all Ministries/Departments on eOffice parameters i.e. DSC usage, % share of eFiles & eReceipts and % of files with average transaction levels more than 5 levels.

Swachhata Campaign

a) Cleanliness Campaign conducted at **4,849 sites**

b) **56,18,200 sq. ft of Space Freed**

c) **Rs 25,07,90,932** of Revenue earned by scrap disposal

Reduction in pendency

a) **Disposed**

- ✓ **3,85,239** Public Grievances
- ✓ **19,679** Public Grievances Appeals
- ✓ **482** PMO References
- ✓ **443** References from State Govt References
- ✓ **1,580** References from MPs
- ✓ **146** IMC References

b) **Fulfilled**

- ✓ **90** Parliamentary Assurances Fulfilled
- ✓ **1,41,944** Physical files reviewed and **69,382** physical files weeded out
- ✓ **33,728** eFiles put up for review and **24,257** eFiles closed

2. Increasing Efficiency in Decision Making

2.1 Delayering
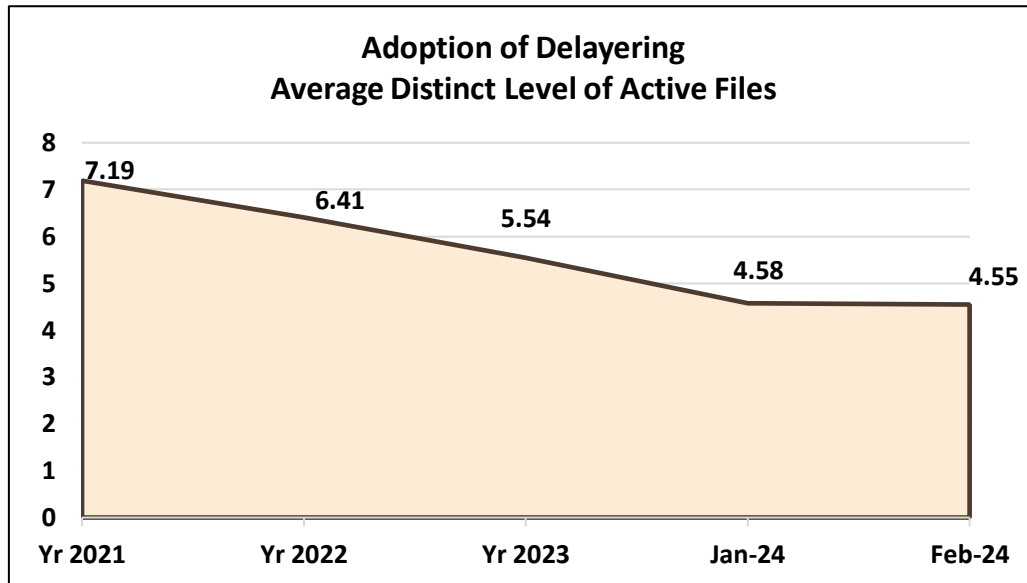
Adoption of Delayering
Average Distinct Level of Active Files

Yr 2021	Yr 2022	Yr 2023	Jan-24	Feb-24
7.19	6.41	5.54	4.58	4.55

The average transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.55 in February, 2024.

Average Distinct levels for Active Files from March 2023 to February 2024

Mar 23	April 23	May 23	June 23	July 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24
5.84	5.9	5.73	5.6	5.47	5.32	5	4.63	4.11	4.68	4.58	4.55
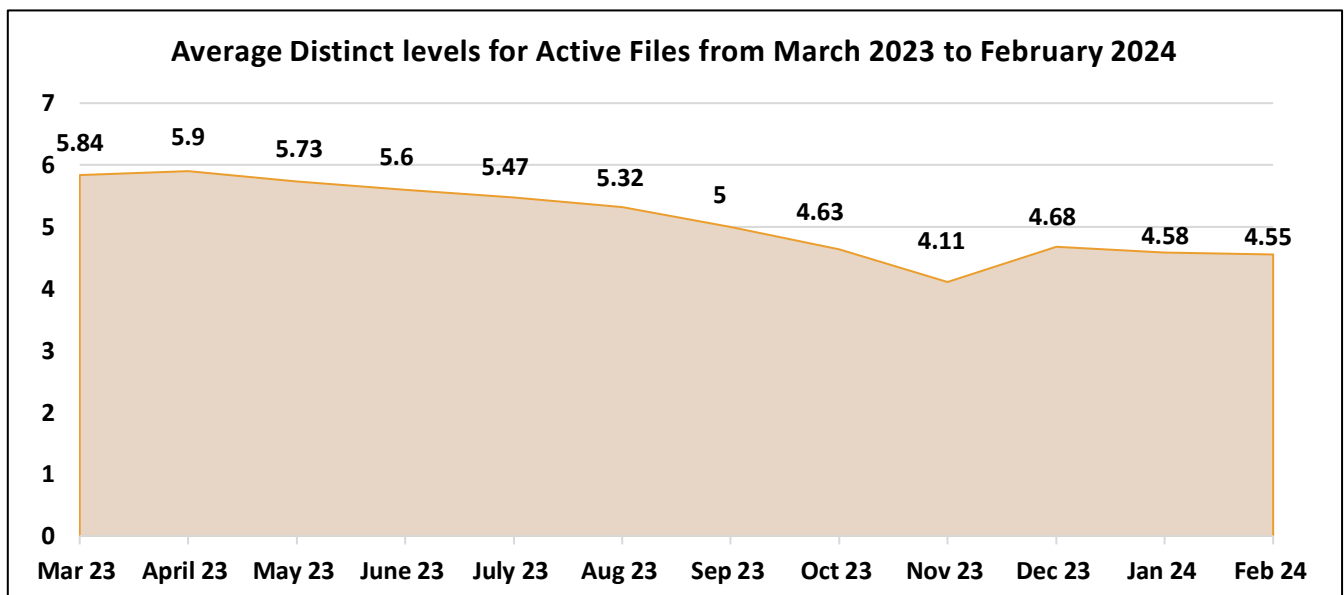
Average Distinct levels for active files in the Central Secretariat in 2023 from March 2023 to February 2024

2.2 Status of Delayering

Following graph depicts the average distinct transaction levels in different Ministries/Departments.

A. Ministries/Departments with average distinct transaction up to 4

Avg Distinct Levels (upto 4) by Ministry/ Department Name
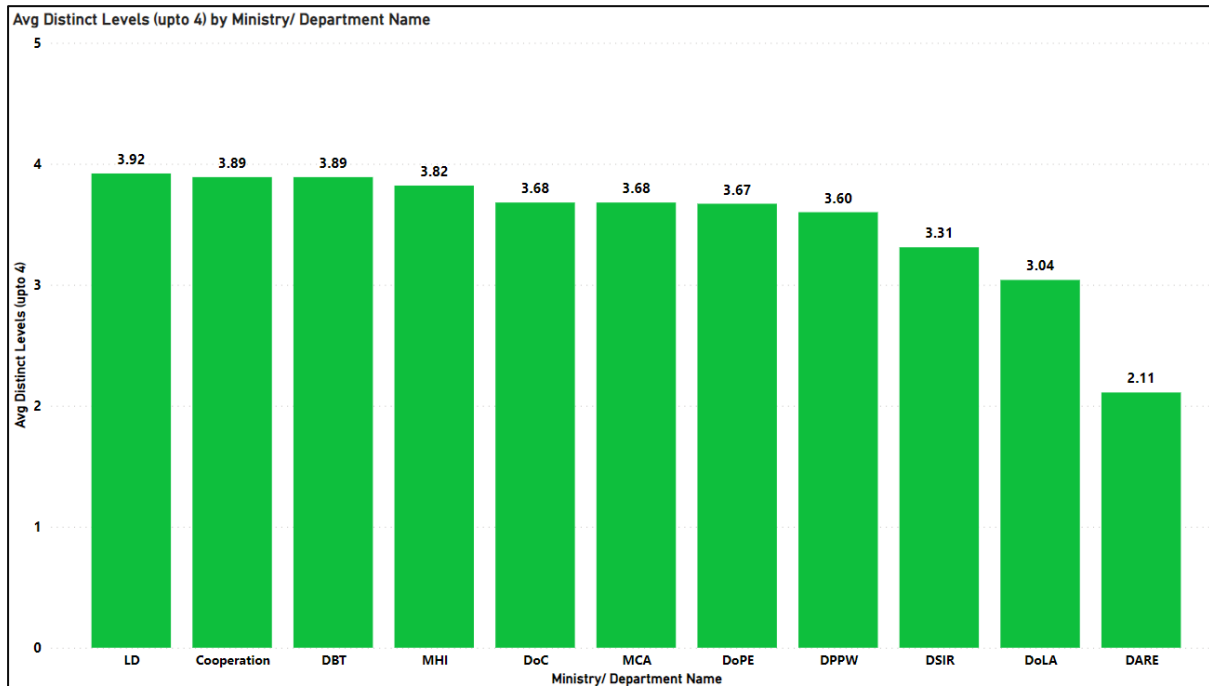
B. Ministries/Departments with average distinct transaction between 4 to 5

Avg Distinct Levels (4 to 5) by Ministry/ Department Name

Avg Distinct Levels (4 to 5) by Ministry/ Department Name

Ministry/ Department	Avg Distinct Levels (4 to 5)
DST	4.41
MEA	4.38
MSDE	4.38
DoF	4.36
MoFPI	4.35
Posts	4.35
MoSPI	4.33
DoR	4.27
DEA	4.26
DFS	4.24
DoT	4.22
MoEFCC	4.22
MHA	4.19
DAHD	4.18
MNRE	4.18
Fisheries	4.17
DHR	4.16
NITI	4.10
MoS	4.06
MoDoNER	4.04
DCP	4.03
DoLR	4.02

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

Avg Distinct Levels (> 5) by Ministry/ Department Name

Ministry/ Department	Avg Distinct Levels (> 5)
MoRTH	6.04
MoES	5.79
DDWS	5.77
DoPh	5.58
MoM	5.57
DoSJE	5.47
MoWCD	5.38
MPA	5.30
AYUSH	5.28
DoWR&RD	5.26
MoCA	5.24
MoTA	5.24
DoRD	5.22
MoMA	5.21
DIPAM	5.17
MEITY	5.13
DAC&FW	5.06
DFPD	5.06
MoC	5.02

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
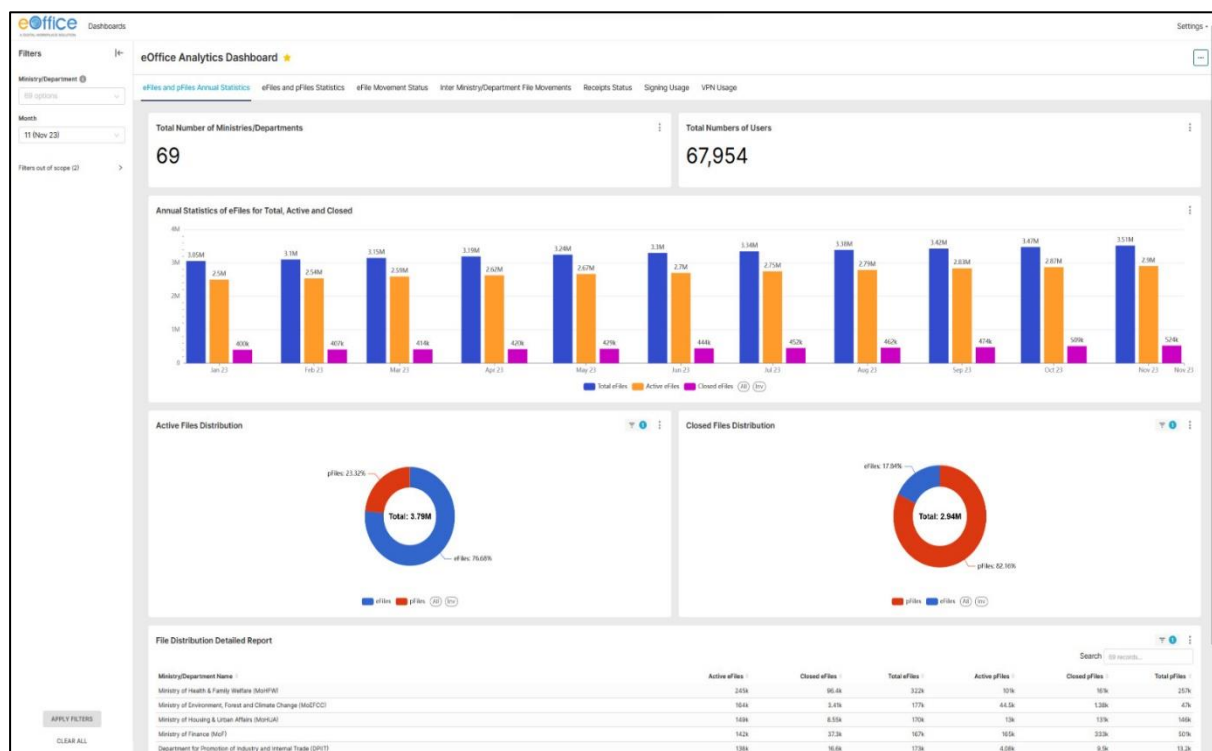
eOffice Analytics Dashboard Interface
URL: https://vishleshan.eoffice.gov.in/

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 of eFiles for Created, Active and Closed

Month	Total eFiles	Active eFiles	Closed eFiles
Mar-23	32.9 k	31.8 k	1.13 k
Apr-23	28.4 k	27.7 k	0.67 k
May-23	36.9 k	36.0 k	901
Jun-23	36.2 k	36 k	774
Jul-23	29.5 k	28.7 k	863
Aug-23	28.2 k	27.2 k	976
Sep-23	26.2 k	25.4 k	789
Oct-23	30.4 k	27.8 k	2600
Nov-23	25.2 k	24.3 k	0.9 k
Dec-23	26.8 k	25.6 k	1120
Jan-24	28.8 k	27.7 k	1.06 k
Feb-24	30.4 k	29.4 k	997

% share of eFiles

7.3%

92.7%

eFiles ■ pFiles

The share of eFiles for February 2024 is **92.7**%

3.3 eFiles creation (February 2024)

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

S No.	Ministry/Department	% share
1.	Ministry of Home Affairs	63
2.	Department of Expenditure	66
3.	Department of Personnel & Training	70
4.	Department of Health Research	71
5.	Ministry of AYUSH	82
6.	Department of Revenue	85
7.	Ministry of Information & Broadcasting	86

3.4 Inter-Departmental File Movement

Inter Ministry/Department File movement Trends

Month	Value
Mar-23	2594
Apr-23	2626
May-23	2404
Jun-23	2728
Jul-23	2444
Aug-23	2690
Sep-23	3142
Oct-23	3638
Nov-23	3940
Dec-23	3808
Jan-24	4470
Feb-24	4128

Inter Ministry/Departmental File Movements
Top 10 Min/Dept

Dept	Value
DoE	1042
MHA	908
DoLA	496
DoPT	375
DoT	105
MoHUA	101
DEA	88
MoLE	76
DOHFW	68
DARPG	55
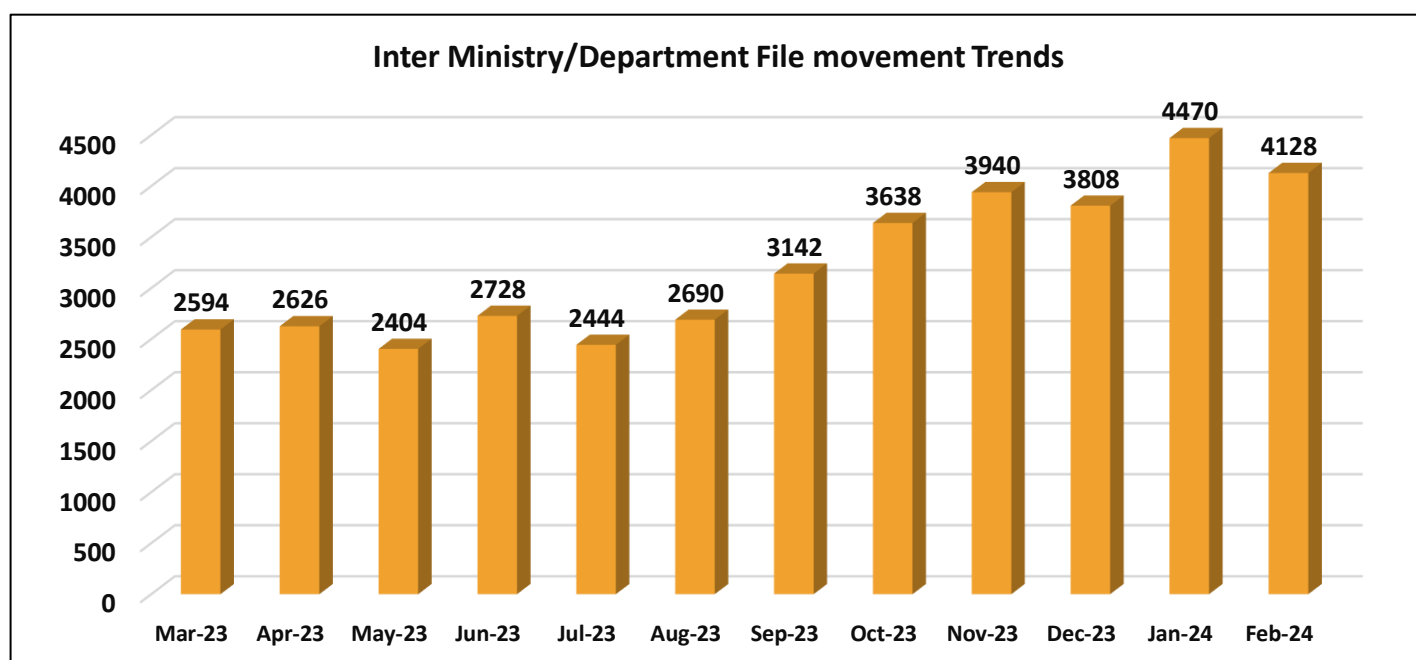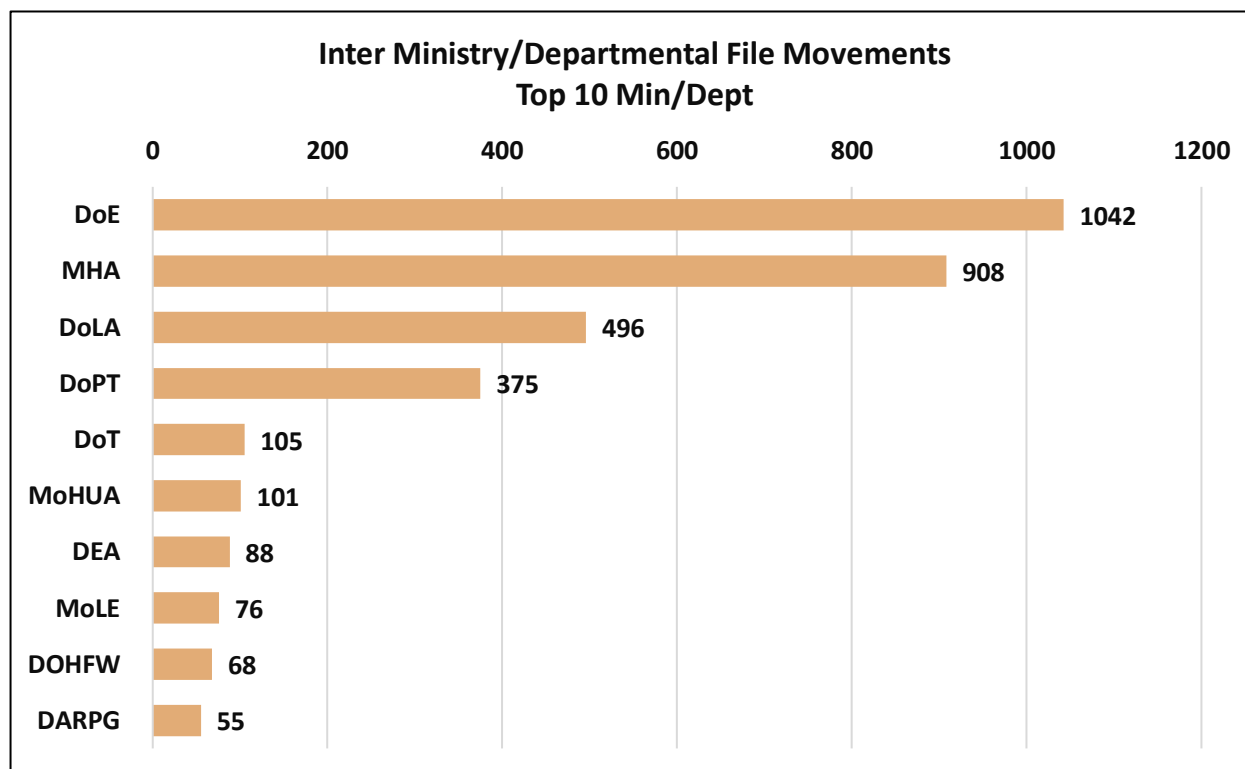
- Department of Expenditure has the maximum number of Inter-Ministerial files (1042) followed by Ministry of Home Affairs (908) and Department of Legal Affairs (496)

3.5 eReceipts Adoption (% share of eReceipts)

Total Receipts Vs eReceipts

Total Receipts Received: Jan 24 = 449,698; Feb 24 = 465,844
Total eReceipts Received: Jan 24 = 417,012; Feb 24 = 434,991

Legend: —O— Total Receipts Received   —O— Total eReceipts Received   (All) (Inv)

- In February 2024, out of total receipts 465,844 receipts generated 434,991 are e-receipts (93.37%)
- 15 Ministries/Departments have 100% share of e-receipts for February 2024

Ministry/Department with 100% eReceipts for February 2024

Ministry/Department	Value
DoP	12039
MCA	7469
Coal	5933
DoSJE	5879
DOLA	5353
DBT	3438
MNRE	2923
Tourism	2627
DDWS	2194
Fisheries	2119
DoPh	1773
MoPR	1543
DIPAM	1330
DSIR	1316
DPE	318
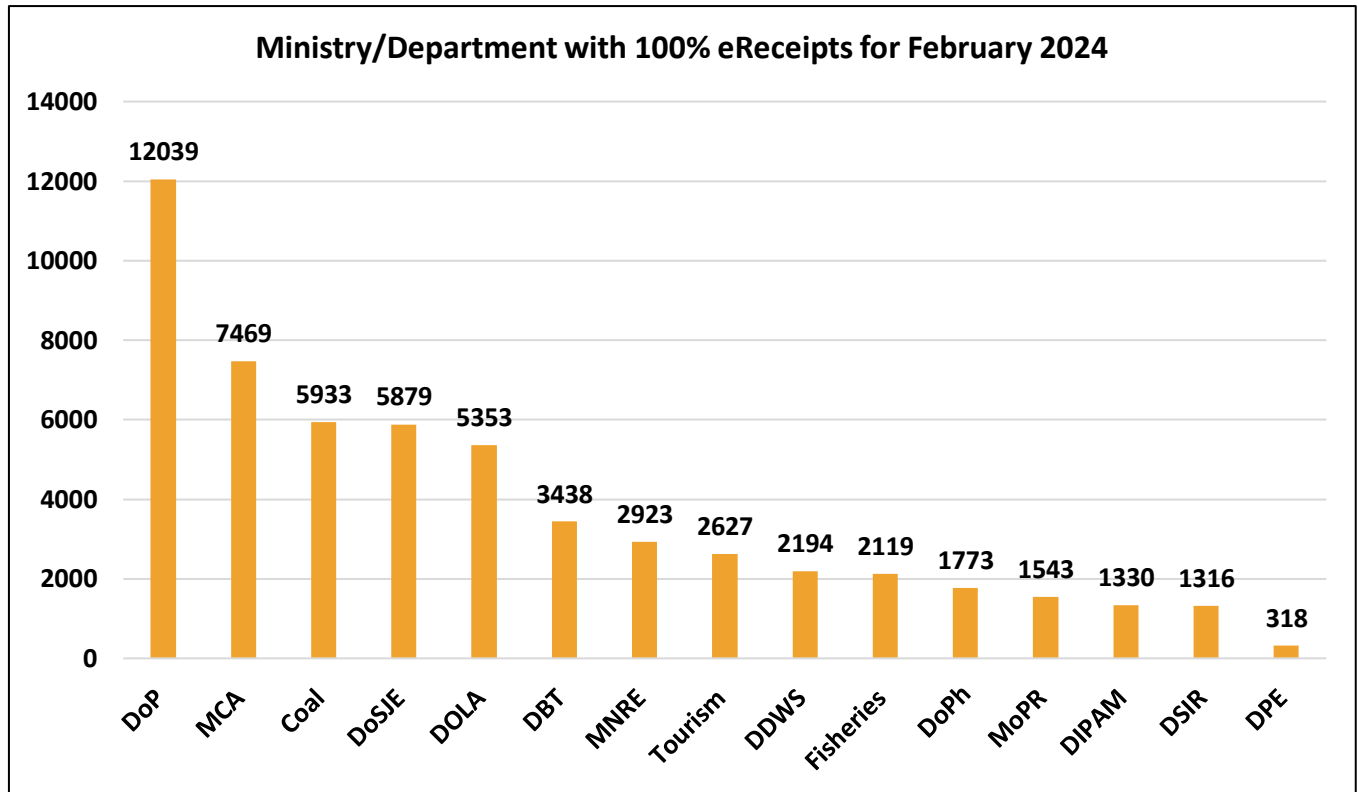
4. eOffice Analytics

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

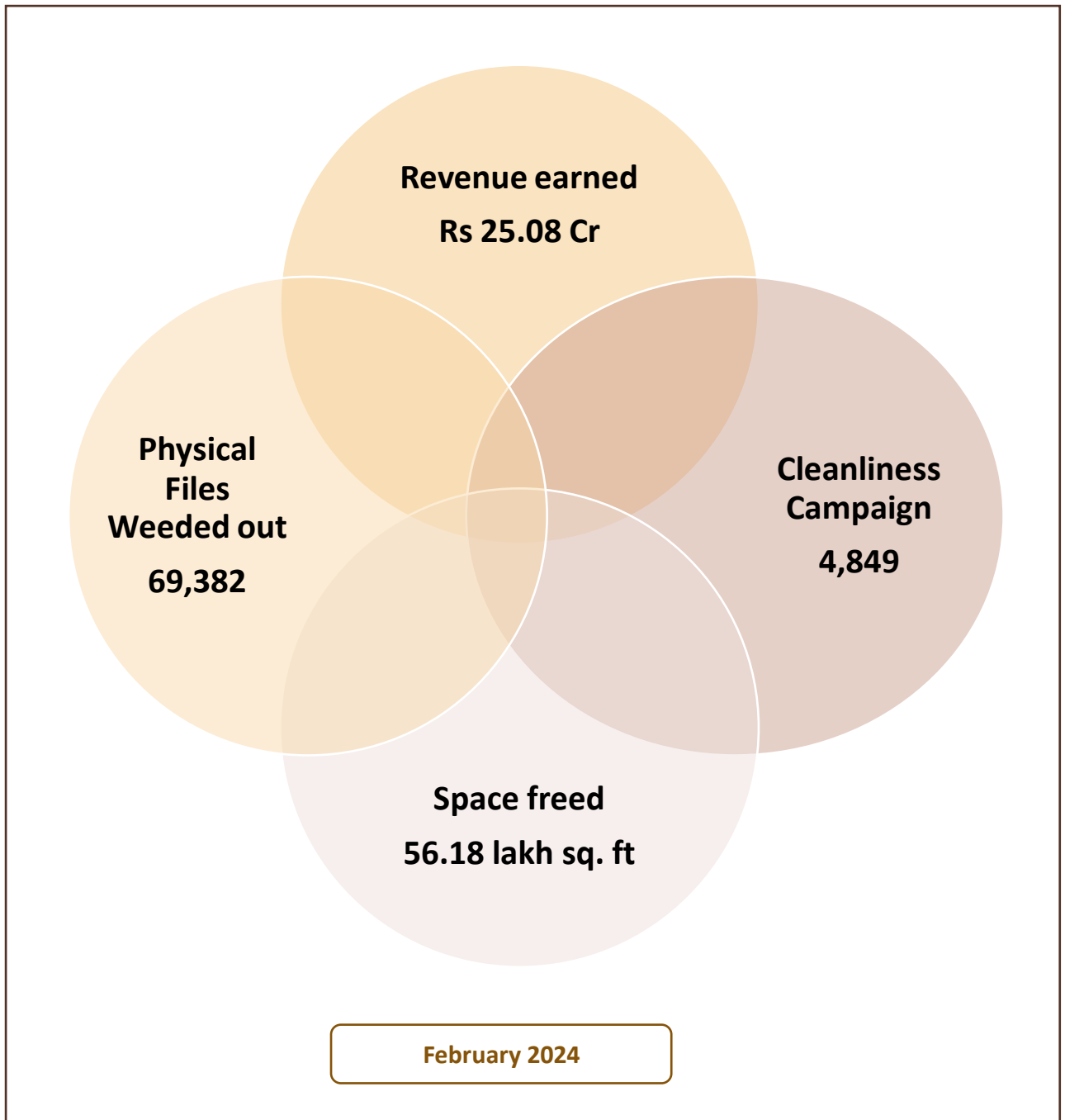| S No.	Min/Dept	% files with Avg Distinct Transaction levels > 5	% eReceipts	% eFiles	% DSC
1.	Department for Promotion of Industry Internal Trade	23.68	89.59	100.00	37.44
2.	Department of Administrative Reforms & Public Grievances	18.75	95.86	97.37	99.45
3.	Department of Agricultural Research and Education	11.43	95.48	100.00	22.79
4.	Department of Agriculture Cooperation & Family Welfare	34.13	99.26	89.85	4.42
5.	Department of Animal Husbandry and Dairying	19.92	99.47	100.00	2.21
6.	Department of Biotechnology	15.53	100.00	100.00	4.78
7.	Department of Chemicals and Petrochemicals	16.05	99.62	100.00	16.98
8.	Department of Commerce	11.26	97.48	96.39	0.89
9.	Department of Consumer Affairs	26.76	98.36	100.00	4.53
10.	Department of Drinking Water & Sanitation	50.38	100.00	100.00	0.15
11.	Department of Economic Affairs	19.86	95.45	94.70	2.00
12.	Department of Empowerment of Persons with Disabilities	26.63	99.97	100.00	2.01
13.	Department of Expenditure	20.92	35.07	65.69	2.15
14.	Department of Fertilizers	29.65	99.10	100.00	10.70
15.	Department of Financial Services	16.15	94.05	99.46	0.01
16.	Department of Fisheries	17.42	100.00	100.00	0.06
17.	Department of Food & Public Distribution	32.29	96.29	100.00	23.61
18.	Department of Health and Family Welfare	28.86	92.31	93.19	38.27
19.	Department of Health Research	19.28	85.03	70.64	3.55
20.	Department of Justice	24.29	99.85	100.00	16.91
21.	Department of Land Resources	20	99.90	95.00	2.20
22.	Department of Legal Affairs	6.01	100.00	100.00	9.47
23.	Department of Official Language	16.22	27.01	10.53	0.24
24.	Department of Pensions and Pensioners' Welfare	3.45	98.66	100.00	39.94

25.	Department of Personnel & Training	23.68	85.04	70.22	0.20
26.	Department of Pharmaceuticals	50	100.00	100.00	4.62
27.	Department of Posts	21.51	100.00	100.00	4.19
28.	Department of Public Enterprises	16.67	100.00	100.00	5.34
29.	Department of Revenue	17.18	67.97	85.07	12.68
30.	Department of Rural Development	38.79	99.05	99.36	6.02
31.	Department of Science & Technology	25.24	99.64	99.74	1.72
32.	Department of Scientific and Industrial Research	6.74	100.00	100.00	12.33
33.	Department of Social Justice & Empowerment	40.89	100.00	100.00	3.90
34.	Department of Telecommunications	25.2	88.34	93.81	32.09
35.	Department of Water Resources, River Development & Ganga Rejuvenation	35.49	99.84	100.00	0.26
36.	DIPAM	33.33	100.00	100.00	5.52
37.	Legislative Department	24.72	73.16	98.25	5.56
38.	Ministry of AYUSH	41.46	77.35	82.03	4.19
39.	Ministry of Civil Aviation	46.47	99.67	99.16	3.78
40.	Ministry of Coal	30.86	100.00	100.00	0.01
41.	Ministry of Cooperation	10.57	85.42	92.72	0.52
42.	Ministry of Corporate Affairs	14.29	100.00	100.00	0.01
43.	Ministry of Culture	31.07	98.15	97.87	11.39
44.	Ministry of Development of North Eastern Region	14.86	99.96	100.00	30.85
45.	Ministry of Earth Sciences	49.41	99.81	100.00	1.96
46.	Ministry of Education	26.07	96.26	89.99	1.49
47.	Ministry of Electronics & Information Technology	34.38	96.39	99.83	3.56
48.	Ministry of Environment, Forest and Climate Change	22.57	99.88	96.41	32.19
49.	Ministry of External Affairs	15.31	99.81	100.00	12.01
50.	Ministry of Food Processing Industries	11.57	97.28	100.00	0.00
51.	Ministry of Heavy Industries	16.79	99.72	100.00	0.69
52.	Ministry of Home Affairs	20.17	74.92	63.42	0.74
53.	Ministry of Housing & Urban Affairs	29.9	94.52	98.42	5.74
54.	Ministry of Information & Broadcasting	32.39	67.08	86.25	0.89

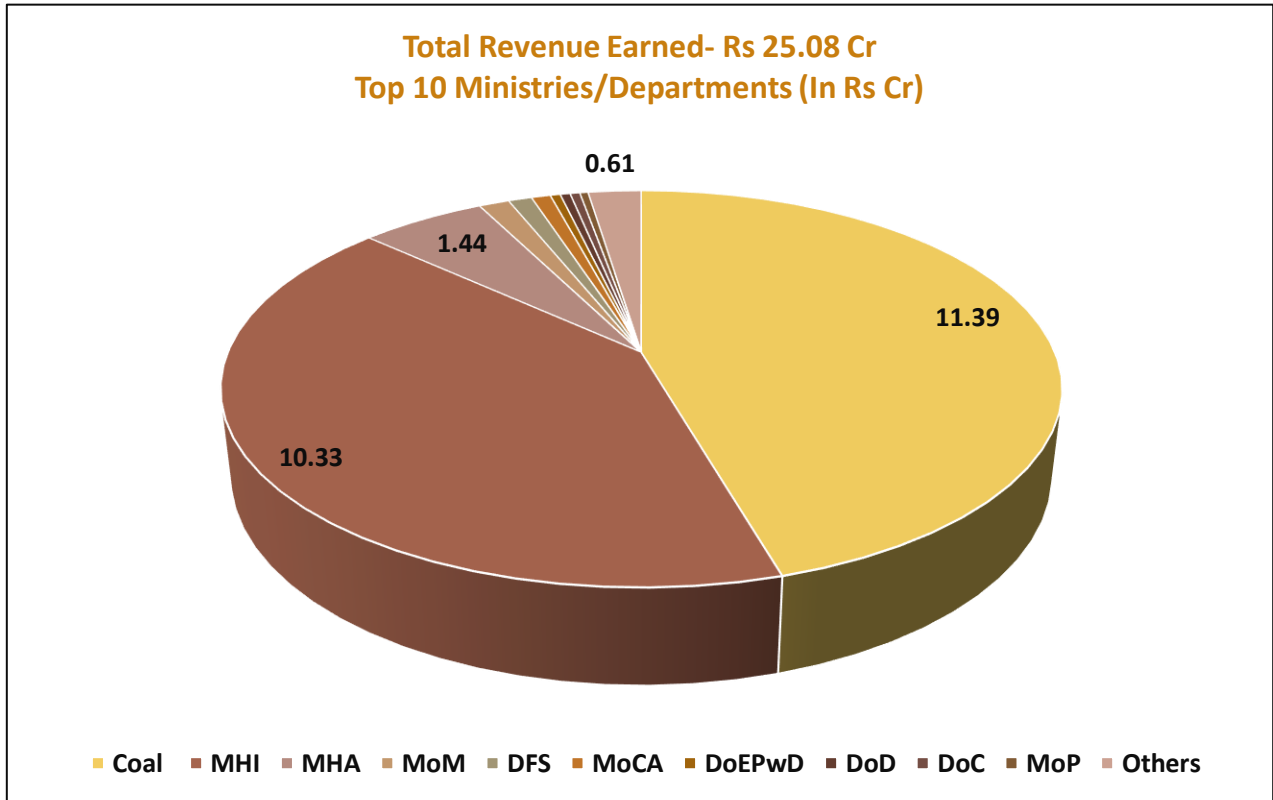| 55.	Ministry of Labour & Employment	31.91	83.16	93.82	5.38
56.	Ministry of Micro Small and Medium Enterprises	29.84	87.07	94.03	20.40
57.	Ministry of Mines	47.71	99.97	100.00	28.50
58.	Ministry of Minority Affairs	44.44	92.35	100.00	0.00
59.	Ministry of New and Renewable Energy	19.8	100.00	97.08	9.71
60.	Ministry of Panchayati Raj	34.37	100.00	100.00	0.59
61.	Ministry of Parliamentary Affairs	47.83	99.47	96.30	0.00
62.	Ministry of Petroleum and Natural Gas	30.66	97.08	98.56	0.29
63.	Ministry of Ports, Shipping and Waterways	24.24	99.54	99.73	25.77
64.	Ministry of Power	25.1	99.79	94.72	0.01
65.	Ministry of Road Transport & Highways	46.95	99.86	100.00	55.81
66.	Ministry of Skill Development and Entrepreneurship	23.65	95.37	99.79	10.14
67.	Ministry of Statistics & Programme Implementation	26.68	99.83	99.66	1.63
68.	Ministry of Steel	15.17	96.24	90.72	18.79
69.	Ministry of Textiles	29.23	79.58	91.45	0.04
70.	Ministry of Tourism	23.62	100.00	100.00	1.08
71.	Ministry of Tribal Affairs	33.07	95.58	100.00	0.29
72.	Ministry of Women & Child Development	42.78	99.93	100.00	2.90
73.	Ministry of Youth Affairs & Sports	31.58	99.51	98.16	1.44
74.	NITI Aayog	18.56	97.52	100.00	0.00

o 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 35 of the report).

o Ministries/Departments to shift to 100% eReceipts. DARPG OM No. O-16012/6/2017-ARC-DARPG (e2938) dated 21.06.2023 (Pg 36 of the report)

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 37 of the report).
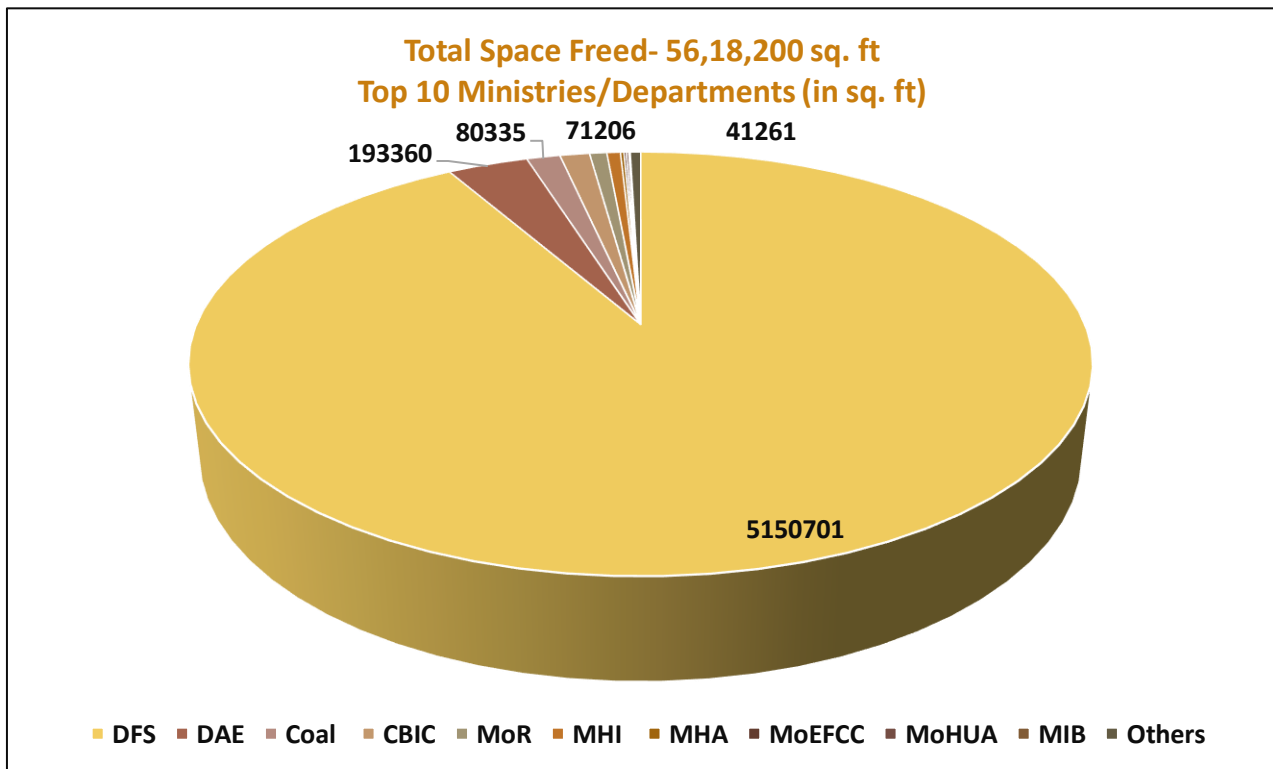
5. Swachhata Campaign and Reducing Pendency

5.1 Swachhata Campaign

Revenue earned
Rs 25.08 Cr

Physical
Files
Weeded out
69,382

Cleanliness
Campaign
4,849

Space freed
56.18 lakh sq. ft

February 2024

5.1.1 Revenue Earned from Scrap Disposal

**Total Revenue Earned- Rs 25.08 Cr
Top 10 Ministries/Departments (In Rs Cr)**

0.61

1.44

11.39

10.33

■ Coal　■ MHI　■ MHA　■ MoM　■ DFS　■ MoCA　■ DoEPwD　■ DoD　■ DoC　■ MoP　■ Others

5.1.2 Space Freed

**Total Space Freed- 56,18,200 sq. ft
Top 10 Ministries/Departments (in sq. ft)**

193360　80335　71206　41261

5150701

■ DFS　■ DAE　■ Coal　■ CBIC　■ MoR　■ MHI　■ MHA　■ MoEFCC　■ MoHUA　■ MIB　■ Others

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

➢ **Department of Financial Services:** The top three sites are:

  o   Punjab National Bank- 13,081 sq. ft.

  o   UCO Bank- 11,594 sq. ft. Most of the locations are of UCO Bank Central Office and branches at Kolkata. Followed by Branches of Mumbai, Delhi and Lucknow.

  o   Canara Bank- 7,684 sq. ft. Space freed from various branches and offices of Canara Bank. Primarily, top locations were Bengaluru, Shimoga, Moradabad and Delhi
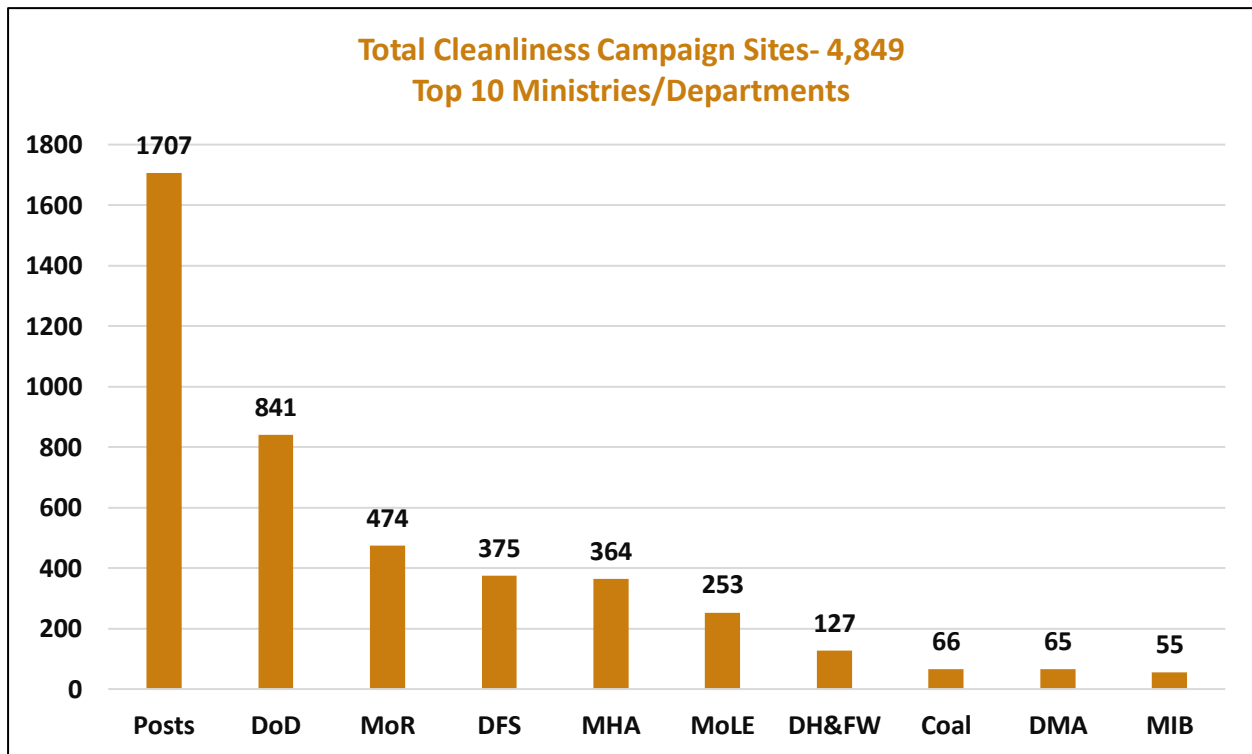
➢ **Department of Atomic Energy:** Open spaces have been created after old discarded items were cleared lying in useful areas. Details of Space freed:

  o   Bhavini, Kalpakkam - 192650 sq.ft.
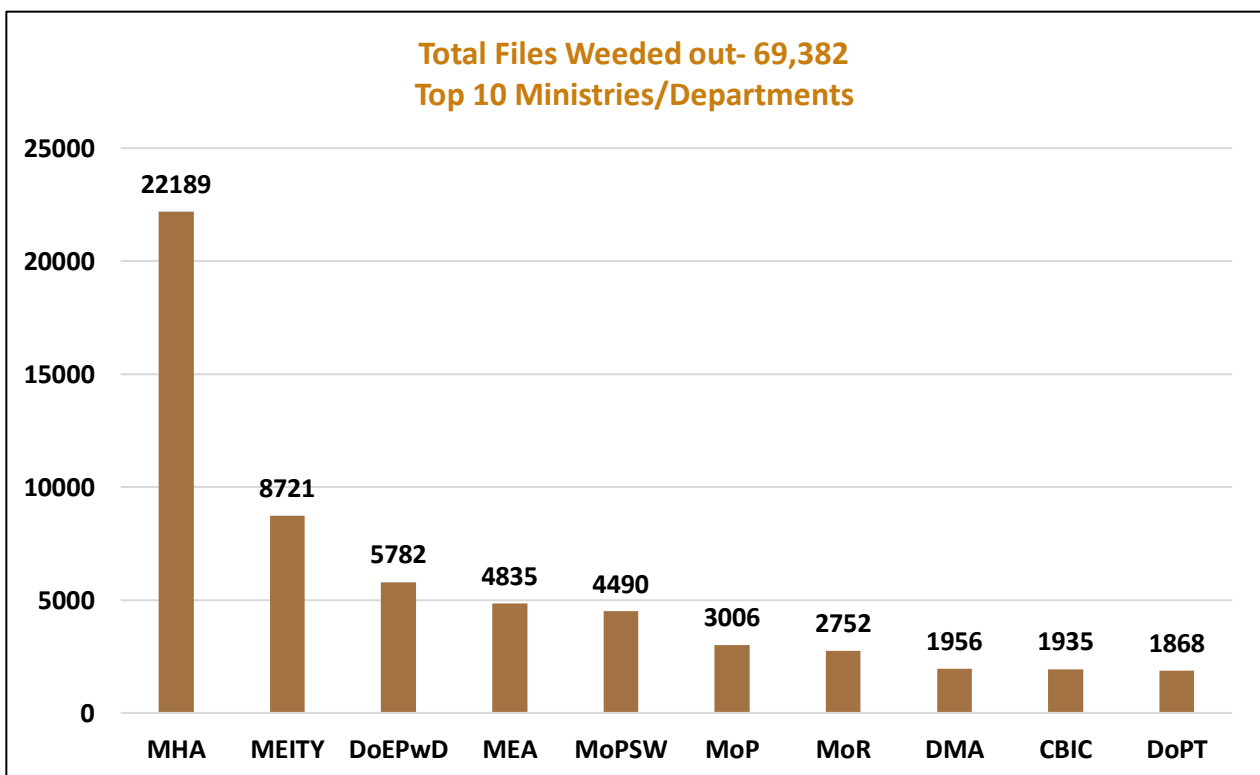
  o   SINP, Kolkata - 700 sq.ft.

➢ **Ministry of Coal**

S No.	PSU Name	Sites Cleaned	Area Cleaned (sq. ft.)	Scrap Disposed (in MT)	Amount received from scrap disposal (Rs.)
1	**SECL**	4	19224	516	₹ 2,73,30,000.00
2	**SCCL**	9	16000	-	-
3	**WCL**	30	15575	362	₹ 2,69,18,844.05
4	**BCCL**	4	9400	260	₹ 1,12,67,988.00
5	**CCL**	3	8500	50	₹ 30,38,000.00
6	**NLCIL**	2	4600	393.40	₹ 1,46,86,802.20
7	**ECL**	1	3600	520	₹ 2,04,51,288.00
8	**NCL**	3	3426	1264	₹ 1,02,50,326.00
9	**CMPDI**	6	6	-	-
10	**o/o MOC**	4	4	-	-
TOTAL		**66**	**80,335**	**3365.4**	**₹ 11,39,43,248.25**

5.1.3 Cleanliness Campaign Sites

Total Cleanliness Campaign Sites- 4,849
Top 10 Ministries/Departments

5.1.4 Files Weeded out (Physical Files)

Total Files Weeded out- 69,382
Top 10 Ministries/Departments

5.2 Performance on Pendency Parameters

Performance of Min/Dept- % Achievement wise
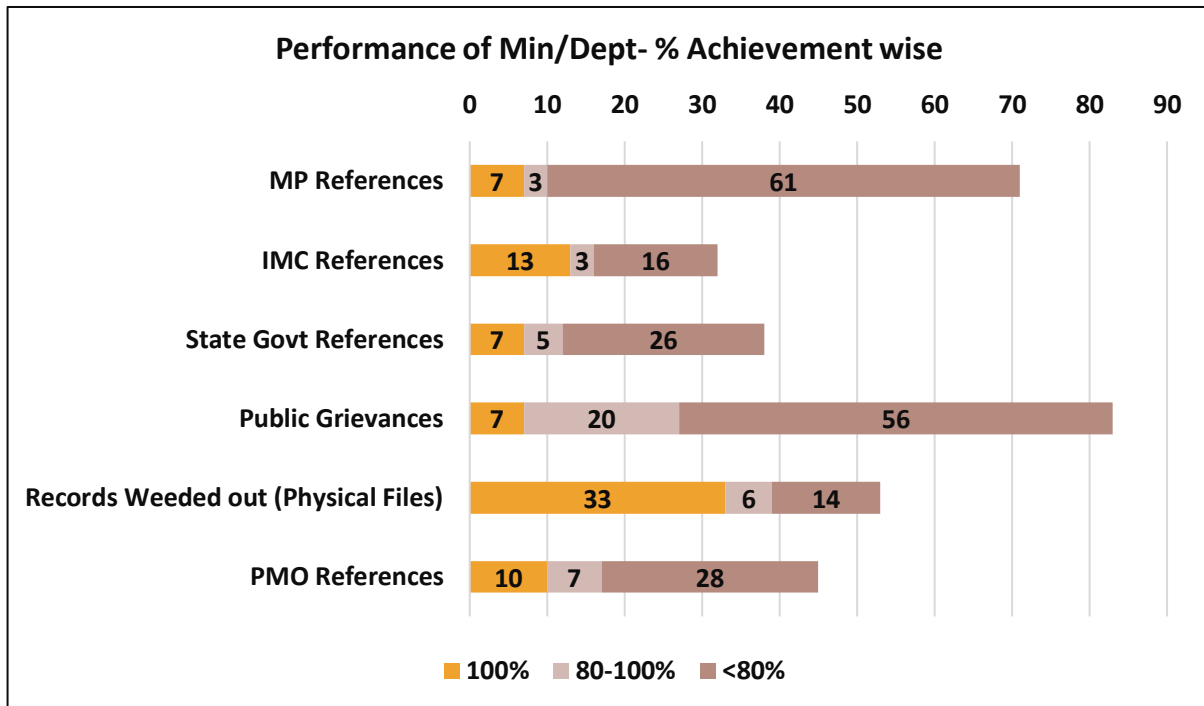
List of Ministries/Departments with <40% disposal number in >2 parameters in last 3 months

S No.	Min/Dept	Dec'23	Jan'24	Feb'24	Overall >2
1.	Department of Commerce	3	3	3	3
2.	Department of Defence	4	3	3	3
3.	Department of Economic Affairs	5	5	4	3
4.	Department of Higher Education	4	4	3	3
5.	Department of Military Affairs	4	4	4	3
6.	Department of Rural Development	3	5	6	3
7.	Department of School Education and Literacy	3	3	4	3
8.	Ministry of Culture	4	4	5	3
9.	Ministry of Labour and Employment	3	3	3	3
10.	Ministry of Road Transport and Highways	3	4	3	3

6. Before-After

BEFORE	AFTER

Creation of new space after scrap disposal, National Test House, Jaipur; **Department of Consumer Affairs**

BEFORE	AFTER

Creation of new space after scrap disposal, Bank of Baroda, Kolkata; **Department of Financial Services**

BEFORE

AFTER

Scrap disposal, NLC India Ltd, Neyveli; **Ministry of Coal**

BEFORE

AFTER

Space freed at Section halls after scrap disposal, Lady Hardinge Medical College, New Delhi;
Department of Health & Family Welfare

7. Best Practices: Maintenance of Record Rooms in February 2024

i. Department of Health & Family Welfare, Nirman Bhawan

Files Reviewed – 872
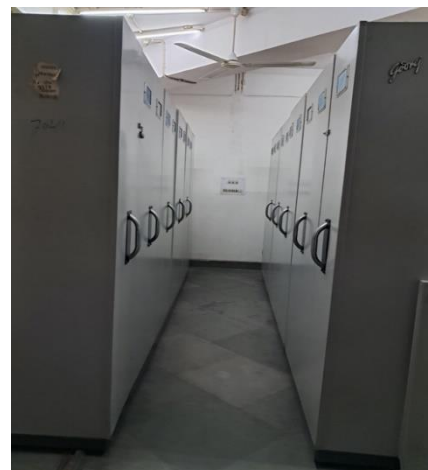
Files Identified for Weeding – 51

Files Weeded – 42

ii. Department of Posts, Dak Bhawan

Files Reviewed – 1,589

Files Identified for Weeding – 1,589

Files Weeded – 1,589

iii. Department of Personnel & Training, North Block

Files Reviewed – 2,951

Files Identified for Weeding – 2,145

Files Weeded – 1,868

iv. Department for Promotion of Industry & Internal Trade, Udyog Bhawan

Files Reviewed – 17,472

Files Identified for Weeding – 82

Files Weeded out – 82

v. Department of Water Resources, River Development and Ganga Rejuvenation, CGO Complex

Files Reviewed – 527

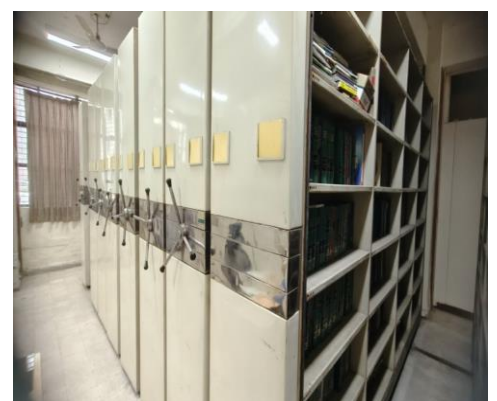Files Identified for Weeding – 73

Files Weeded Out – 73

vi. Ministry of Electronics and Information Technology, CGO Complex

Files Reviewed – 11,378

Files Identified for Weeding – 8,721

Files Weeded Out – 8,721

vii. Ministry of Environment, Forest & Climate Change, Indira Paryawaran Bhawan

Files Reviewed – 8,565

Files Identified for Weeding – 1,359

Files Weeded Out – 1,359

viii. Ministry of External Affairs, Jawahar Lal Nehru Bhawan

Files reviewed – 6,144

Files Identified for Weeding – 4,835

Files Weeded Out – 4,835

ix. Ministry of Railways, Rail Bhawan

Files Reviewed – 6,277

Files Identified for Weeding – 3,476

Files Weeded Out – 2,752

x. Ministry of Ports, Shipping & Waterways, Parivahan Bhawan

Files Reviewed – 8,098

Files Identified for Weeding – 6,066

Files Weeded out – 4,490

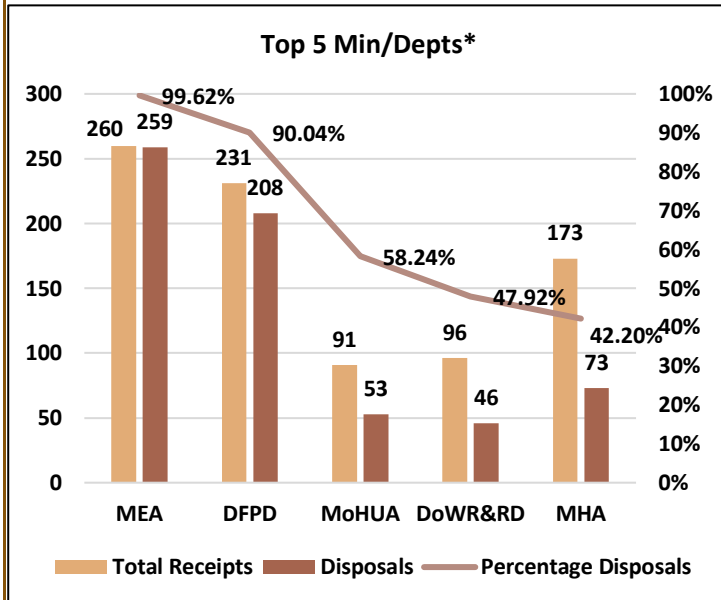**xi. Mines of Mines, Shastri Bhawan**

Files Reviewed – 317

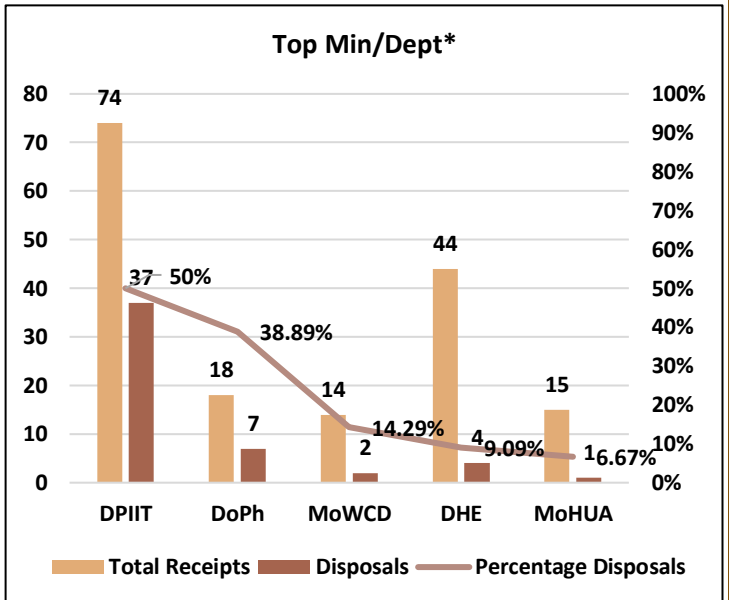Files Identified for Weeding – 210

Files Weeded Out – 45

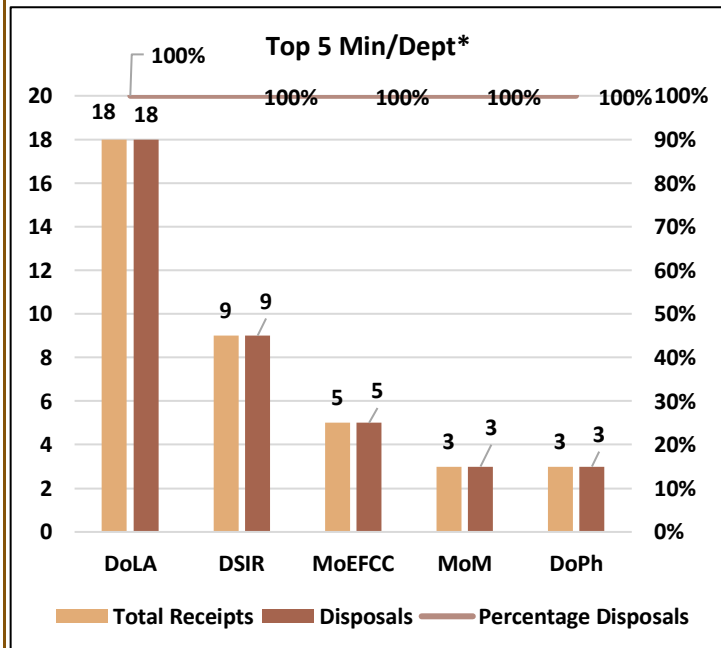## 8. Parameter wise Performance of Ministries/Departments

References from MP

Top 5 Min/Depts*

Legend: Total Receipts — Disposals — Percentage Disposals

Data points: MEA 260 / 259 / 99.62%; DFPD 231 / 208 / 90.04%; MoHUA 91 / 53 / 58.24%; DoWR&RD 96 / 46 / 47.92%; MHA 173 / 73 / 42.20%

*Min/Dept with top 20 targets

Parliamentary Assurances

Top Min/Dept*

Legend: Total Receipts — Disposals — Percentage Disposals

Data points: DPIIT 74 / 37 / 50%; DoPh 18 / 7 / 38.89%; MoWCD 14 / 2 / 14.29%; DHE 44 / 4 / 9.09%; MoHUA 15 / — / 16.67%

*Min/Dept with top 20 targets

IMC References

Top 5 Min/Dept*

Legend: Total Receipts — Disposals — Percentage Disposals

Data points: DoLA 18 / 18 / 100%; DSIR 9 / 9 / 100%; MoEFCC 5 / 5 / 100%; MoM 3 / 3 / 100%; DoPh 3 / 3 / 100%

* Min/Dept with top 20 targets

State Government References

Top 5 Min/Dept*

Legend: Total Receipts — Disposals — Percentage Disposals

Data points: DoJ 14 / 14 / 100%; MoR 13 / 13 / 100%; DoR 6 / 6 / 100%; DoSJE 36 / 32 / 88.89%; DoE 206 / 180 / 87.38%
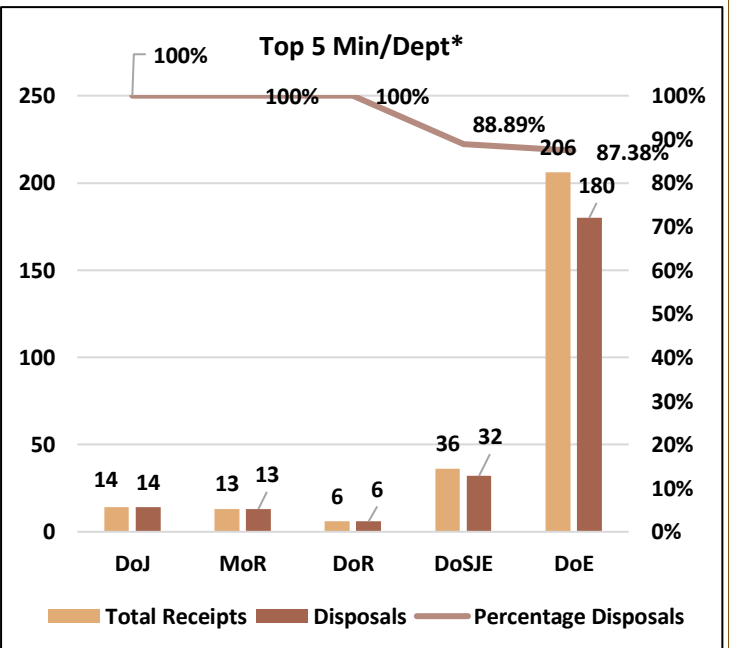
*Min/Dept with top 20 targets

PMO References

Top 5 Min/Dept *

*Min/Dept with top 20 targets

Public Grievances

Top 5 Min/Dept*
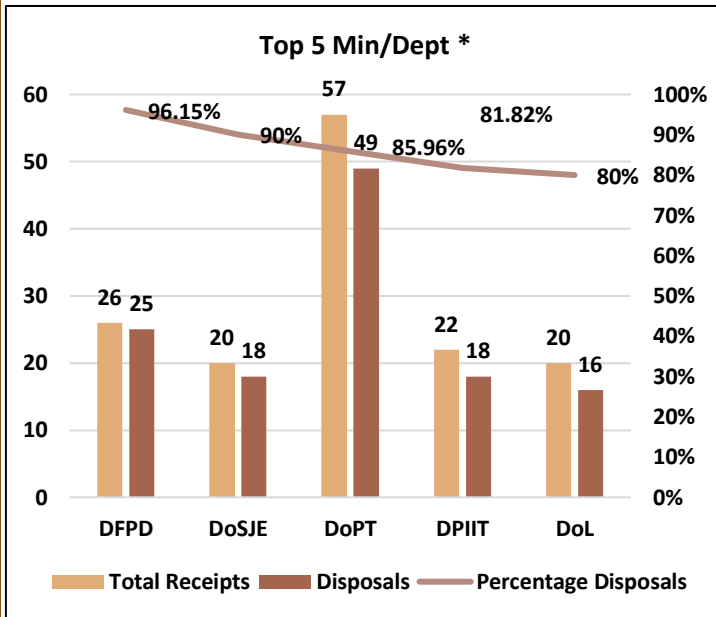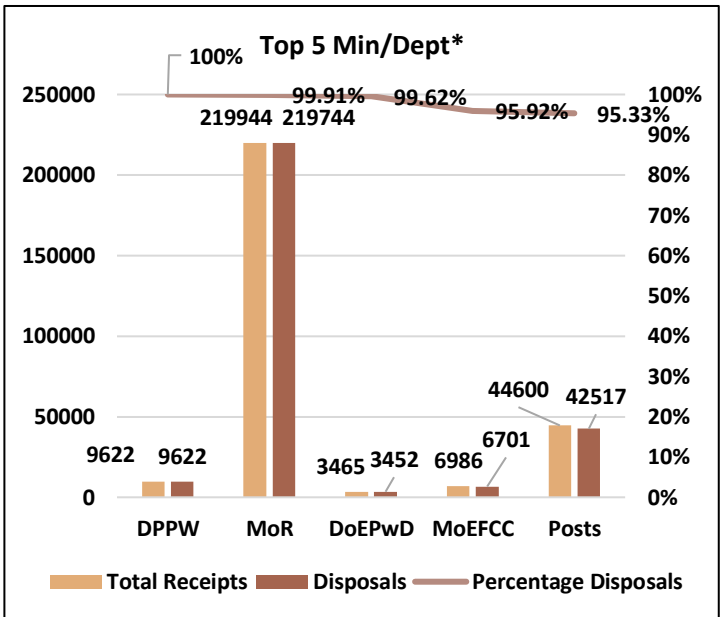
*Min/Dept with top 20 targets

Files Weeded out (Physical Files)

Top 5 Min/Depts*
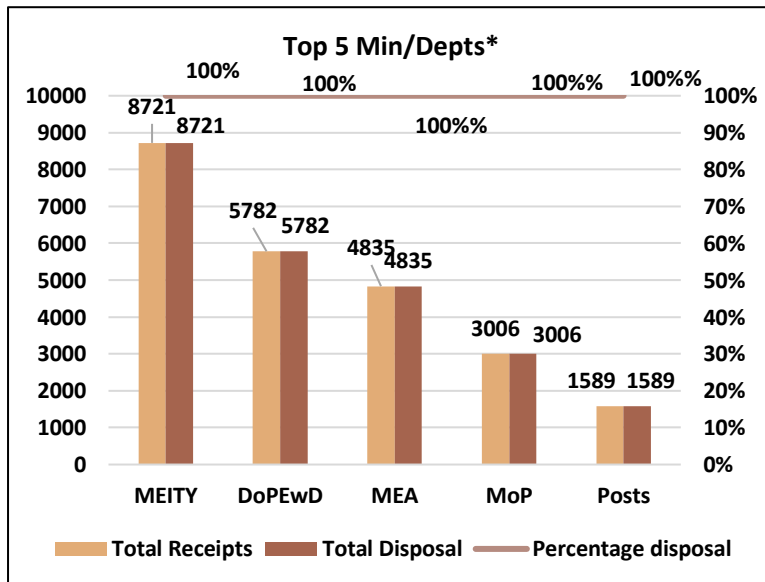
* Min/Dept with top 20 targets (Physical Files)

9. In Focus: Swachhata Campaign in Central Board of Indirect Taxes & Customs

9.1 Introduction

Central Board of Indirect Taxes and Customs (erstwhile Central Board of Excise & Customs) is a part of the Department of Revenue under the Ministry of Finance, Government of India. It deals with the tasks of formulation of policy concerning levy and collection of Customs, Central Excise duties, Central Goods & Services Tax and IGST, prevention of smuggling and administration of matters relating to Customs, Central Excise, Central Goods & Services Tax, IGST and Narcotics to the extent under CBIC's purview. It is relentlessly exploring ways to achieve the goal of clean office space, digitalization and reducing pendency parameters through achievement of citizen centric initiatives to fulfil its goal of simplifying procedures, improving voluntary compliance, and providing an efficient and responsive tax administration.

Customs Commissionerate, Mundra as an active participant in Digital India Campaign, has been digitizing all the office records and migrating all office file into e-office files. About 93% of the records are digitalized in Custom Commissionerate, Mundra and sincere efforts are being made to digitalize the remaining records in due course.

9.2 Glimpses of Swachhata

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

Member Admin and Special Secretary Sh. Alok Shukla along with Chief Commissioner Ms. Bandana Deori, team of officers from zone and DRI along with residents participated in cleaning Urkaliar River in Shillong

Cleanliness Campaign at Elephanta Caves

Environment Friendly Activities

GST & Customs Guwahati Zone adopted four villages in East Khasi Hills, Meghalaya for Solar Street Lighting as part of Special Campaign 3.0

Enhancement Of Office Spaces

Green & Clean Belt at Customs Residential Colony, Mundra, Gujarat

Efficient Management of Space

Weeding out of old records at CGST Gandhinagar Commissionerate

Citizen Centric Practices

Delhi Customs (Prev) Zone in presence of Revenue Secretary Sh. Sanjay Malhotra, Chairman CBIC Sh. Sanjay Agarwal & Member CM Sh. Rajiv Talwar as part of #SpecialCampaign3.0 destroyed 328 Kgs narcotics worth Rs 284 Cr and 80.2 Lakh foreign Origin Cigarettes worth Rs 9.85 Cr.

Chairman CBIC Sh. Sanjay Agarwal started the destruction drive at Guwahati. CC, Ms. Bandhana Deori and senior officers from Zone/DRI were also present

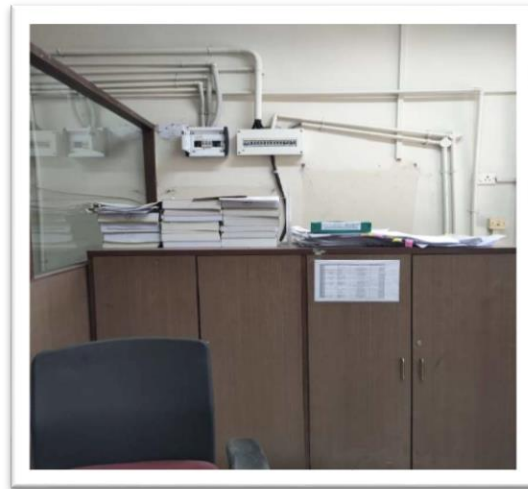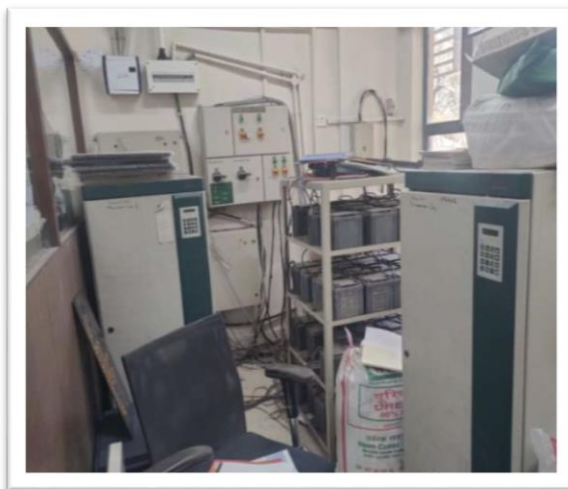**BEFORE**   **AFTER**

Renovation of kitchen for the mid-day meal programme of Govt. Senior Secondary Smart School, Haibowal Khurd, Ludhiana, Chandigarh GST &CX

Scrap Disposal

Disposal of old seized vehicles by Kolkata Customs
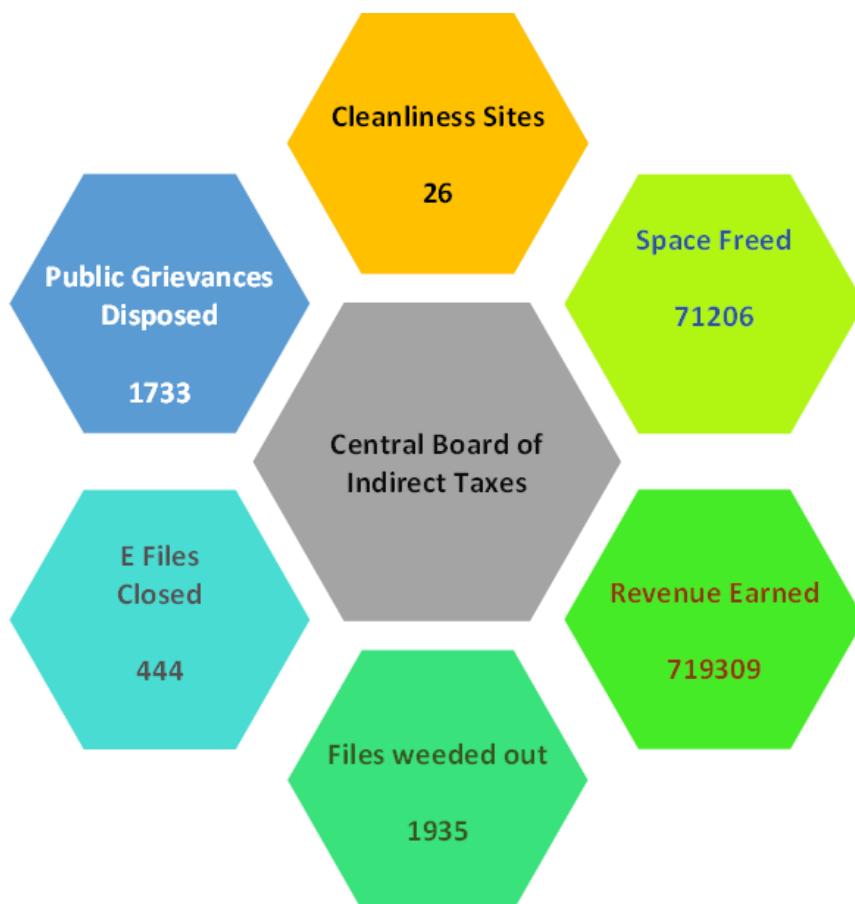
E- Waste Disposal

E-Waste Disposal, Custom House, Mundra, Gujarat

BEFORE   AFTER

Disposal of e-waste by Ludhiana Customs

9.3 Notable Achievements: CBIC

CBIC (February 2024): Overview

Swachhata

S No.	Month	No. of Physical files disposed	Space freed (Sq. ft)	Revenue Generated (Rs.) from scrap disposal
1.	December-2023	94	705	0
2.	January-2024	716	534	22,307
3.	February-2024	1,935	71,206	7,19,309
	Total	**2,745**	**72,445**	**7,41,616**

Increasing Efficiency in Decision Making

Subject wise Delayering is done at each level, file for a particular subject goes to concerned officer hence reducing the movement of file to various levels. Subjects for each level are well defined and must be dealt by concerned officer except for matters which are considered

confidential and require approval from higher authorities. This practice is followed at CBIC'S various Field Formations also.

> Under Secretary ──────▶ Deputy Secretary ──────▶ Joint Secretary

E- Office

- The total number of e-files created has increased from 3.61 lakhs in 2020-2021* to 7.92 lakhs in 2023-24 (100% increase in 3 years)

- The total number of e-receipts created has increased from 21.44 lakhs in 2020-2021* to 58.06 lakhs in 2023-24 (170% increase in 3 years)

- Growth in e-office usage from 20th June 2020 to 7th March 2024

S No.	Information	2020-21*[1]	2021-22**[2]	2022-23**	2023-24**
1.	Total No of user as on date	-	-	-	48,139
2.	Total No of e-files created	3,61,236	4,75,647	6,91,909	7,92,321
3.	Total No of e-files Moved	36,80,853	7,57,643	1,12,89,616	1,43,25,668
4.	Total No of e-Receipts	21,44,255	36,48,213	49,86,335	58,06,780

Digitization of office records

- o **Increased Productivity**: Data can be accessed by multiple departments at the same time. If the data is not digitized, it takes more time and more effort to access it.

- o **Data Storage and Recovery**: Digitized data is easy to store at multiple locations, which assures the data safety and efficiency. Moreover, it has also led to easier collaboration, along with enhanced accessibility and ability to free up physical space.

> CESTAT. New Delhi

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[1] *Year: June 2020 to 31st March 2021
[2] ** Year: April to March

10. Office Memorandum

10.1 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

10.2 OM on Guidelines note on eOffice

File No. IV-11012/6/2017-ARC-DARPG(Computer No. 2938)
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 21 st 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

Generated from eOffice by SUNIL KUMAR SINGH, US(SKS)-ARC-DARPG, US(ARC), DARPG on 15/01/2024 03:10 PM

10.3 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.

Mar 12, 2021.

(Kshatrapati Shivaji)
Secretary to the Government of India

To
All Secretaries to the Government of India

Annexure- I 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 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