



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES
GOVERNMENT OF INDIA



Secretariat Reforms

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

Monthly Report | January 2024

Department of Administrative
Reforms and Public Grievances

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1. Key Highlights (January 2024)

Swachhata Campaign

- a) Cleanliness Campaign conducted at **4,563 sites**
- b) **17,02,372 sq. ft of Space Freed**
- c) **Rs 18,18,65,417** of Revenue earned by scrap disposal

Reduction in pendency

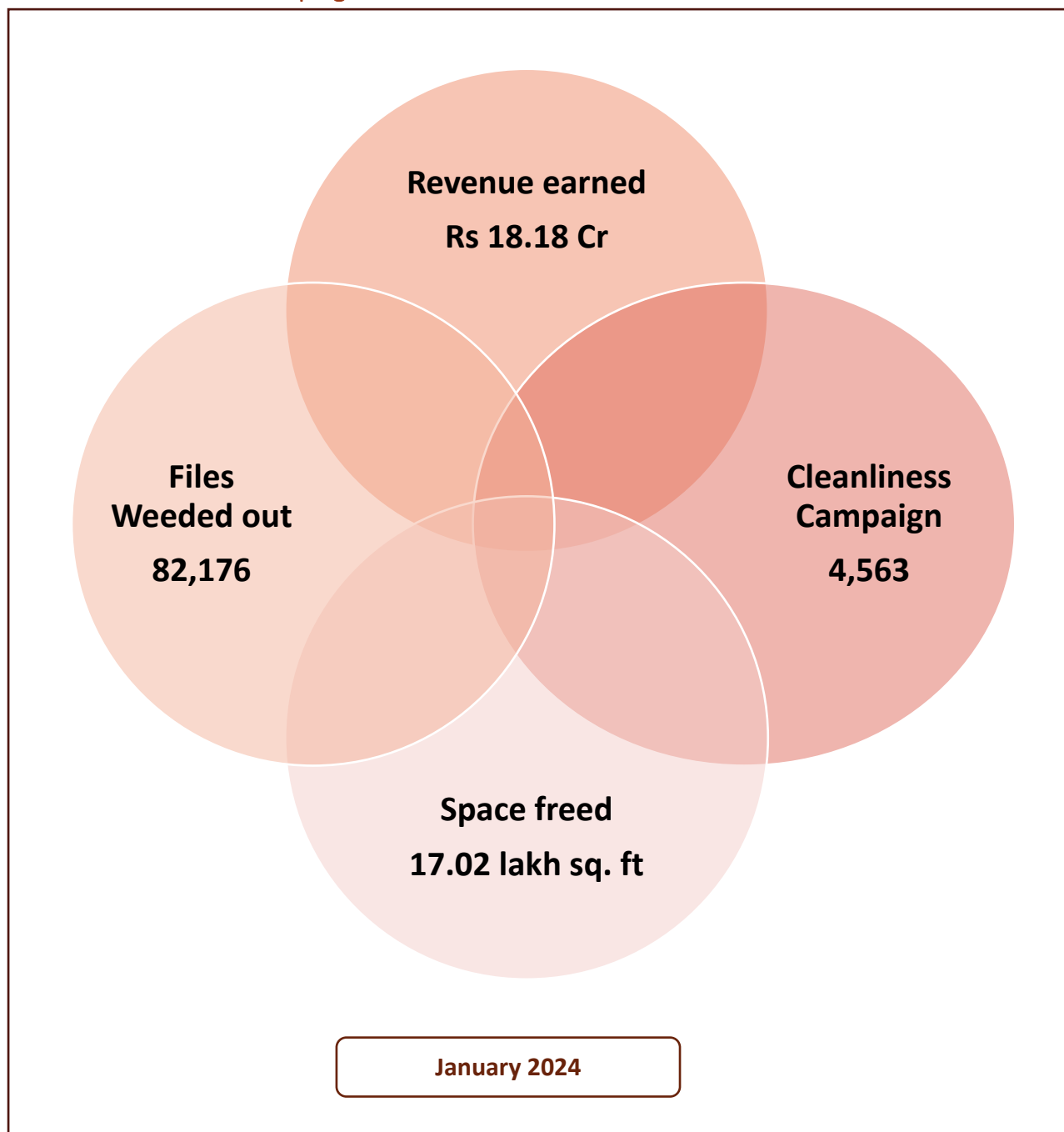
- a) **Disposed**
 - ✓ **4,67,995** Public Grievances
 - ✓ **15,123** Public Grievances Appeals
 - ✓ **325** PMO References
 - ✓ **387** References from State Govt References
 - ✓ **998** References from MPs
 - ✓ **139** IMC References
- b) **Fulfilled**
 - ✓ **34** Parliamentary Assurances Fulfilled
 - ✓ **1,54,319** Physical files reviewed and **82,176** physical files weeded out
 - ✓ **48,636** eFiles put up for review and **21,612** eFiles closed

eOffice Analytics and Implementation

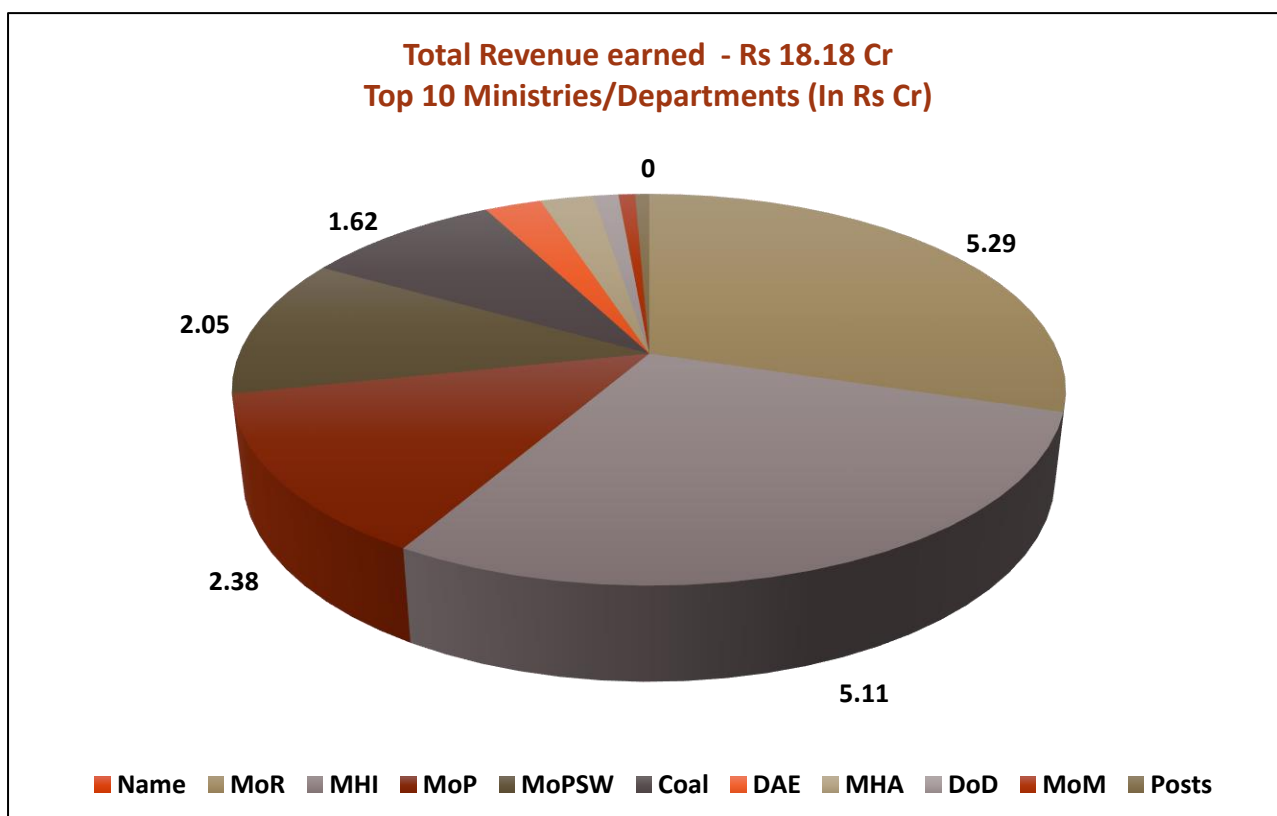
- a) New eFiles created in January 2024- **92%** of total files created as compared to 88% in December 2023
- b) Inter-ministerial movement of files- **4470** in January 2023 as compared to 3808 in December 2023
- c) eReceipts generated in January 2024- **92.73% (4,17,012)** of total Receipts (4,49,698)
- d) The average transaction levels for active efiles in the Central Secretariat has reduced from 7.19 in 2021 to **4.58** in January 2024

2. Swachhata Campaign and Reducing Pendency

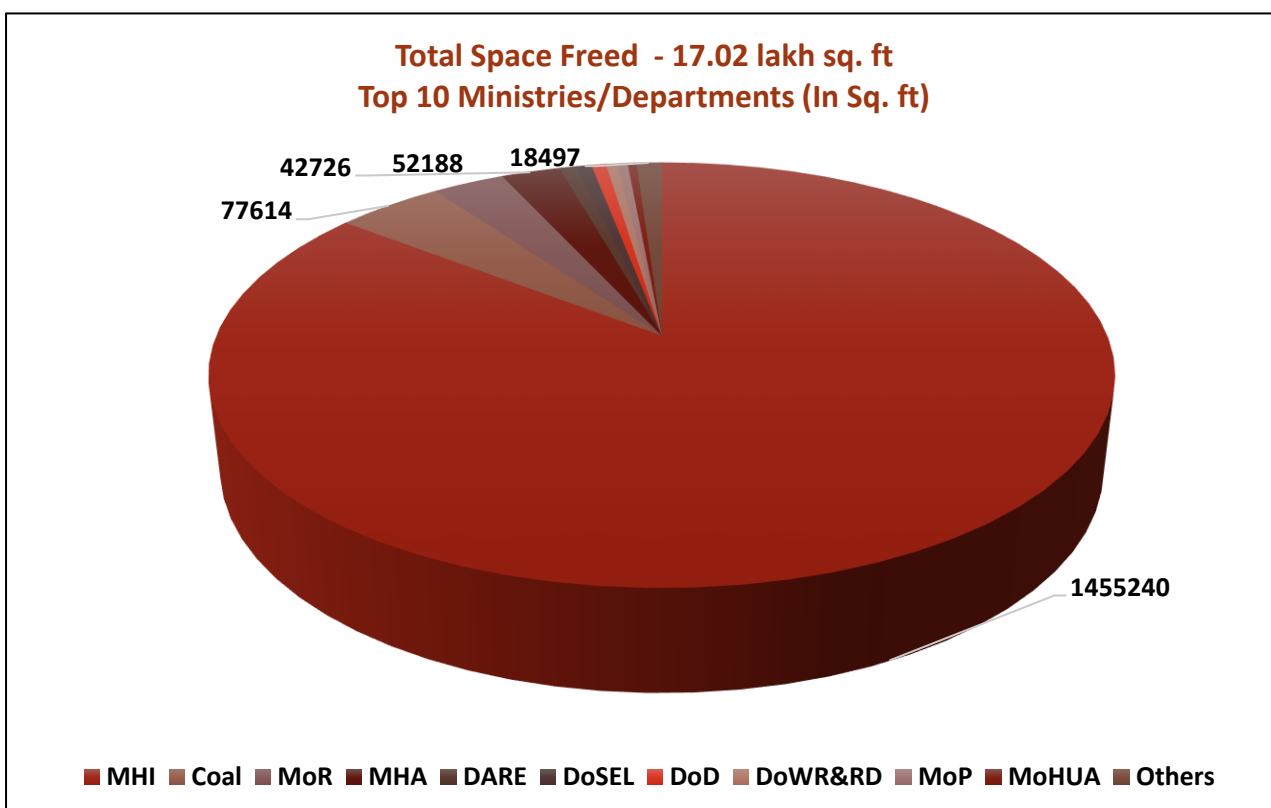
2.1 Swachhata Campaign



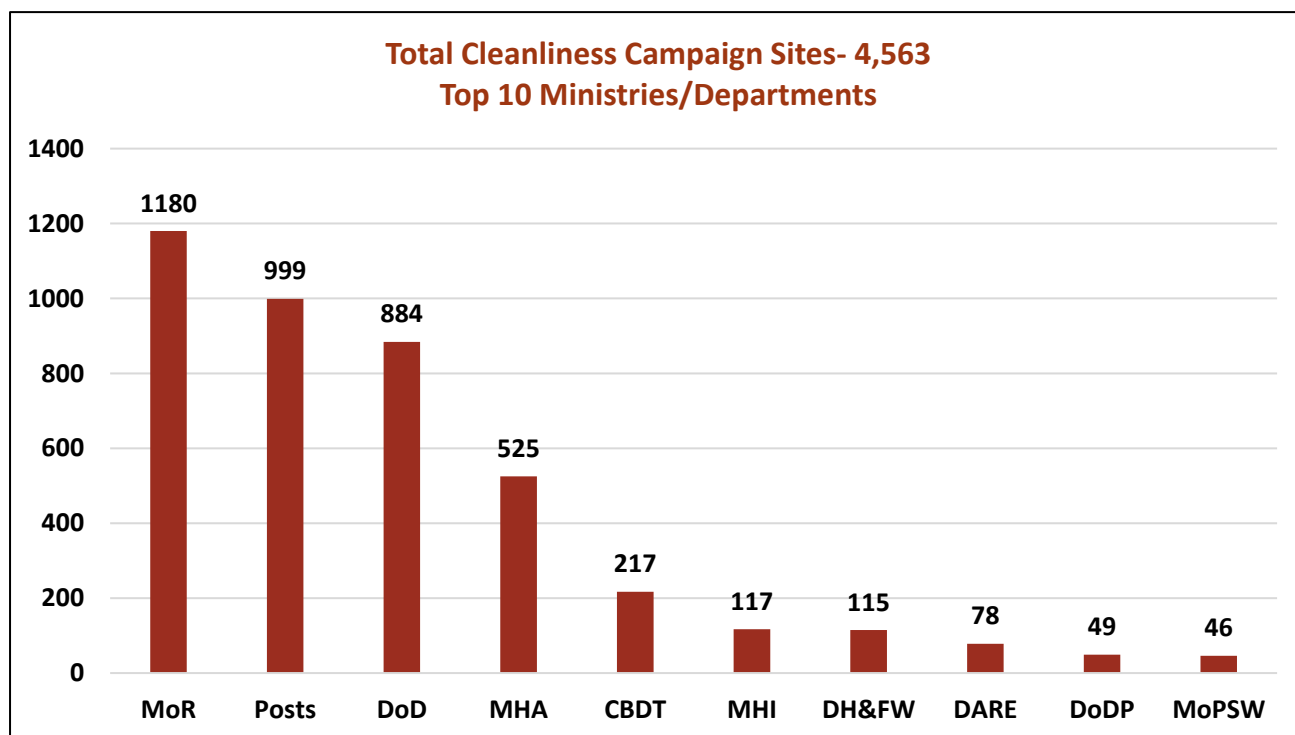
a. Revenue Earned from Scrap Disposal



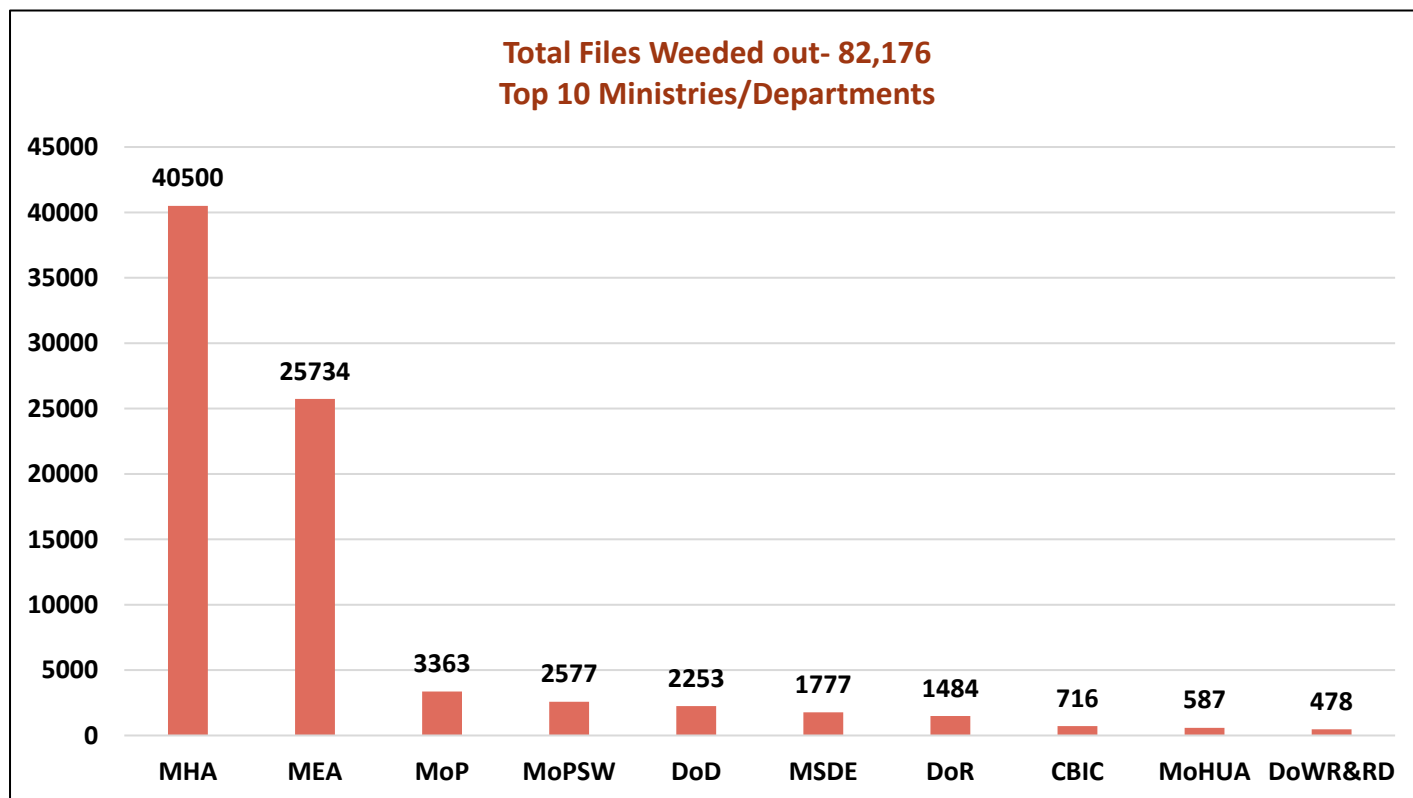
b. Space Freed



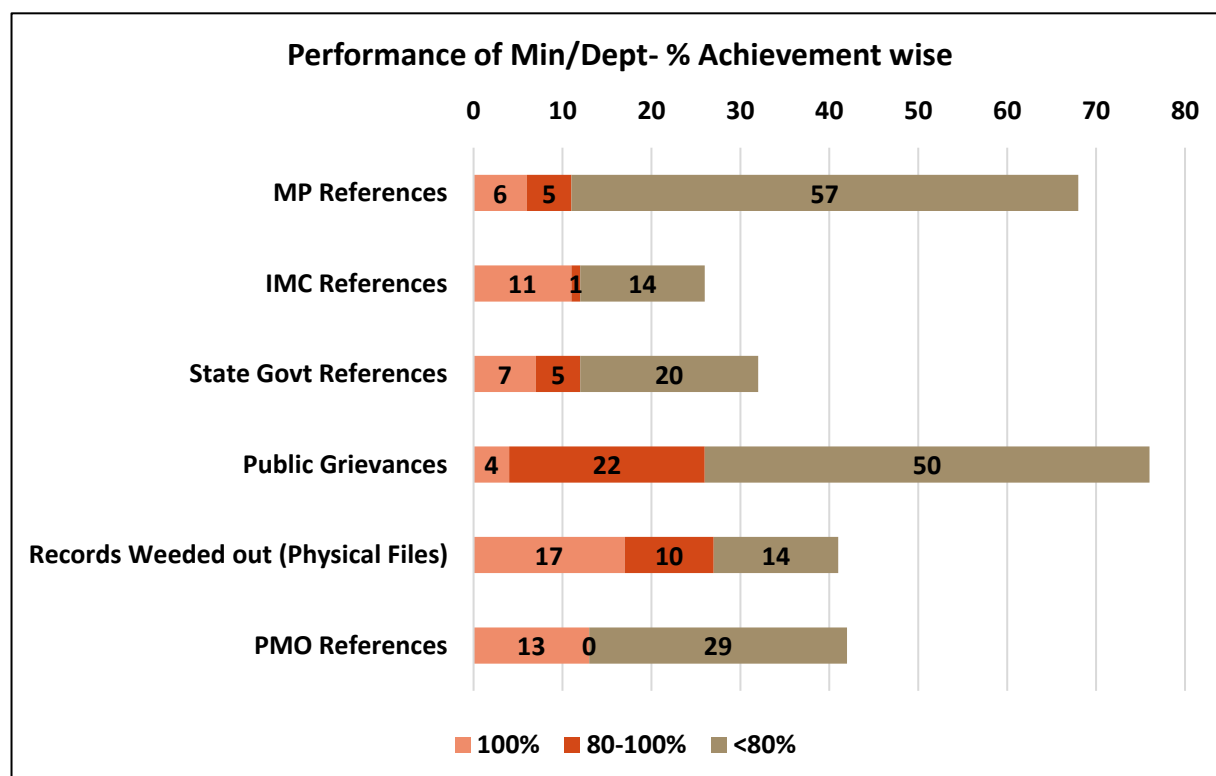
c. Cleanliness Campaign Sites



d. Files Weeded out (Physical Files)



2.2 Performance on Pendency Parameters



3. Before-After



Before



After

Cleanliness campaign by disposal off scrap, BARC Mumbai; **Department of Atomic Energy**



Before



After

Reclamation of area after cleanliness campaign at Indian Pharmacopeia Commission;
Department of Health & Family Welfare



Before



After

Enhancement of office space after cleaning out scrap, CSMRS Building, New Delhi;
Department of Water Resources, River Development & Ganga Rejuvenation



Before



After

Scrap room converted into a Record Room, Shastri Bhawan, New Delhi; **Legislative Department**

4. Best Practices: Maintenance of Record Rooms

a) Department of Post

Department of Post (HQ) has a record room with section officer (Coordination) as Departmental Records Officer for overall records management. The Department maintains index of files for recording. The Department follows categorization of physical files – Category ‘A,’ ‘B’ and ‘C’.



b) Department of Personnel and Training

The Department along with its attached/sub-ordinate organizations actively reviewed the physical files for records management during the Special Campaign 3.0. 75,136 physical files and 1,17,000 documents/ dossier have been reviewed by DOPT and its associated organizations.



c) Ministry of Mines

Guidelines for maintaining Record Room are properly followed and cleaned time to time by Ministry of Mines. Files are properly kept Section wise in respective compactors. Files are being reviewed and weeded out by respective sections.



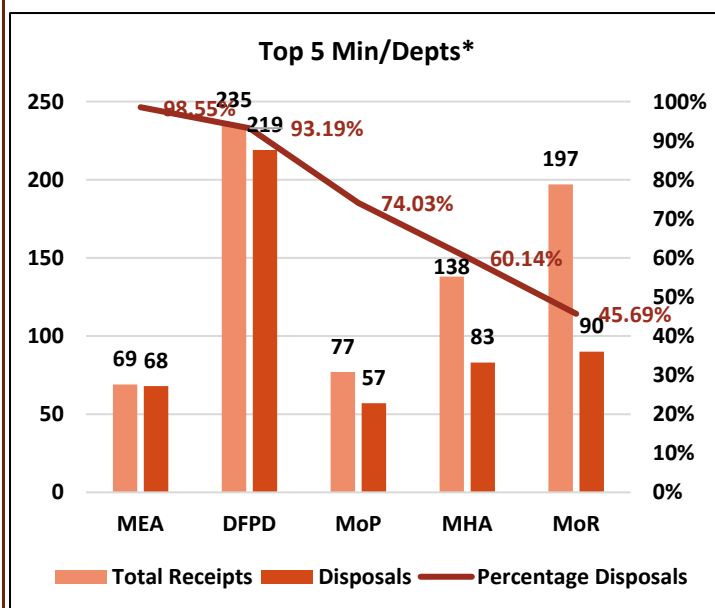
d) Department of Biotechnology (inStem, Bangalore)

Institute for Stem Cell Science & Regenerative Medicine(inStem) weeded out old records and the shredded paper waste was fed into the in-house composting pit.



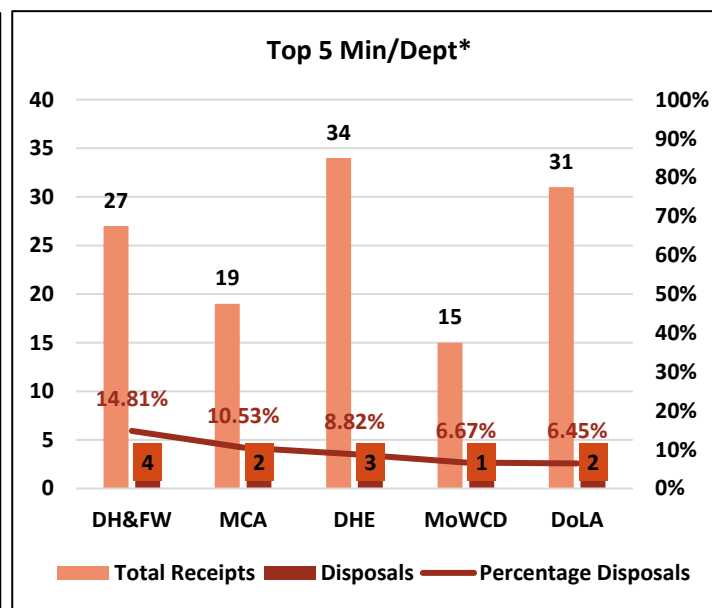
5. Parameter wise Performance of Ministries/Departments

References from MP



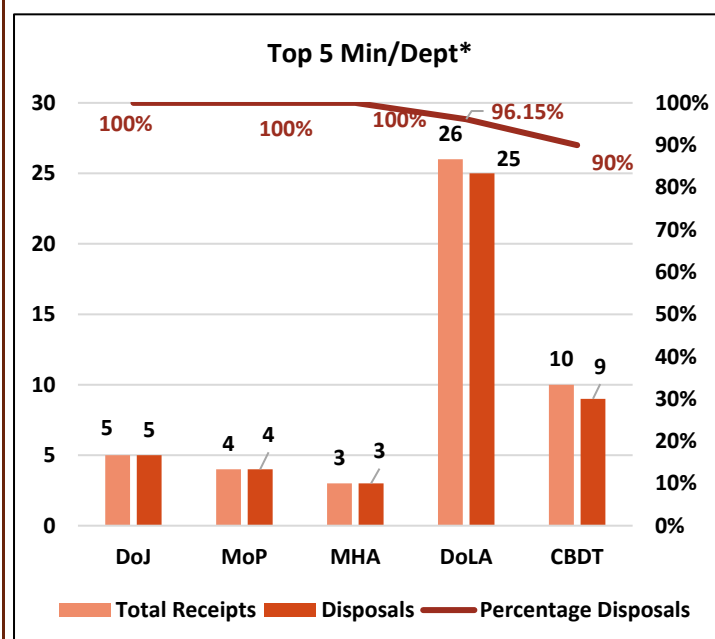
*Min/Dept with top 20 targets

Parliamentary Assurances



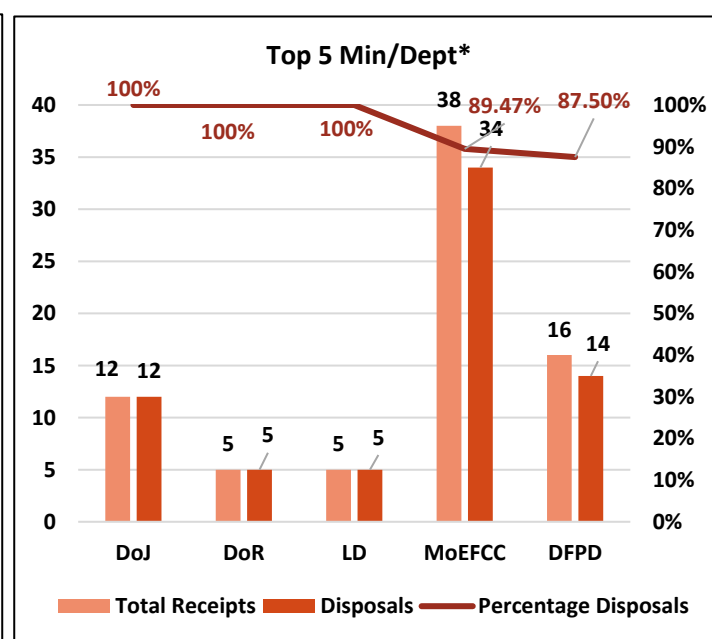
*Min/Dept with top 20 targets

IMC References



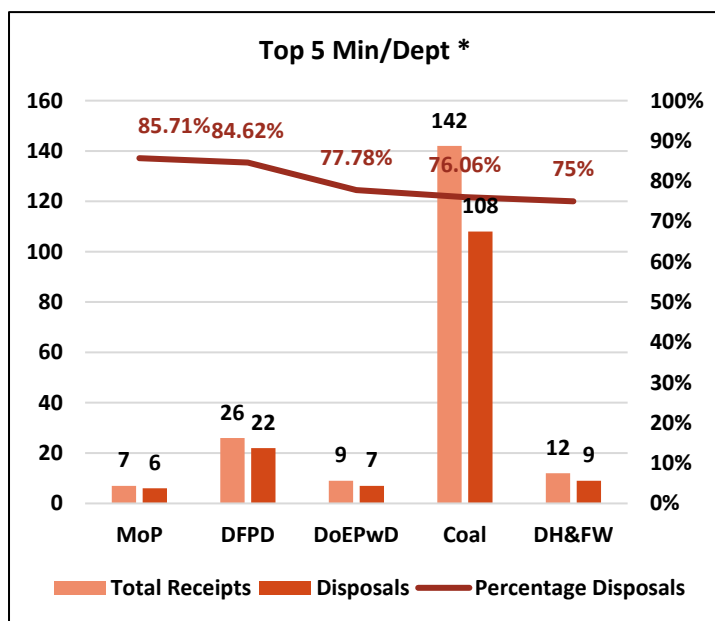
* Min/Dept with more than 2 IMC References in top 20 targets

State Government References

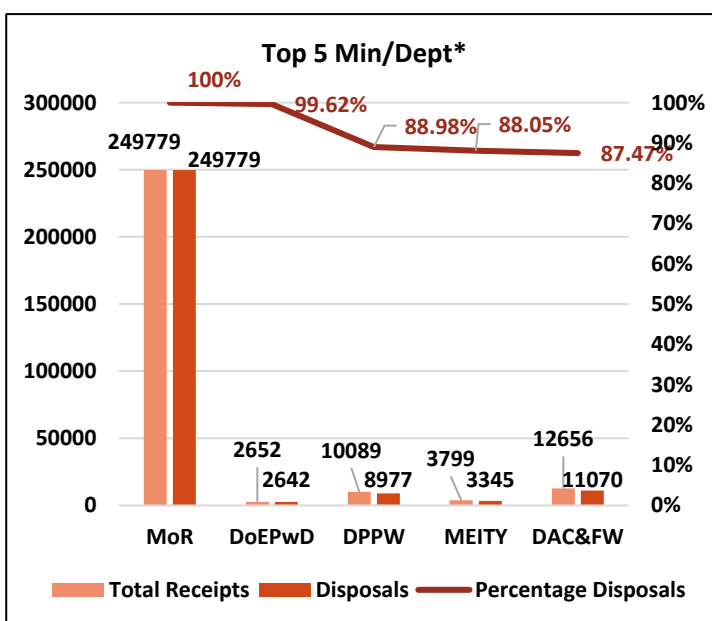


*Min/Dept with top 20 targets

PMO References



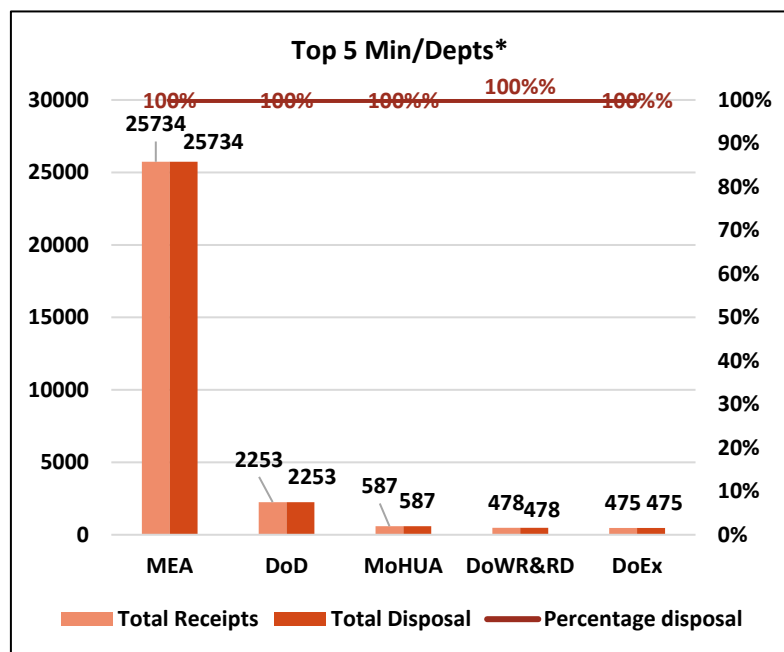
Public Grievances



*Min/Dept with top 20 targets

*Min/Dept with top 20 targets

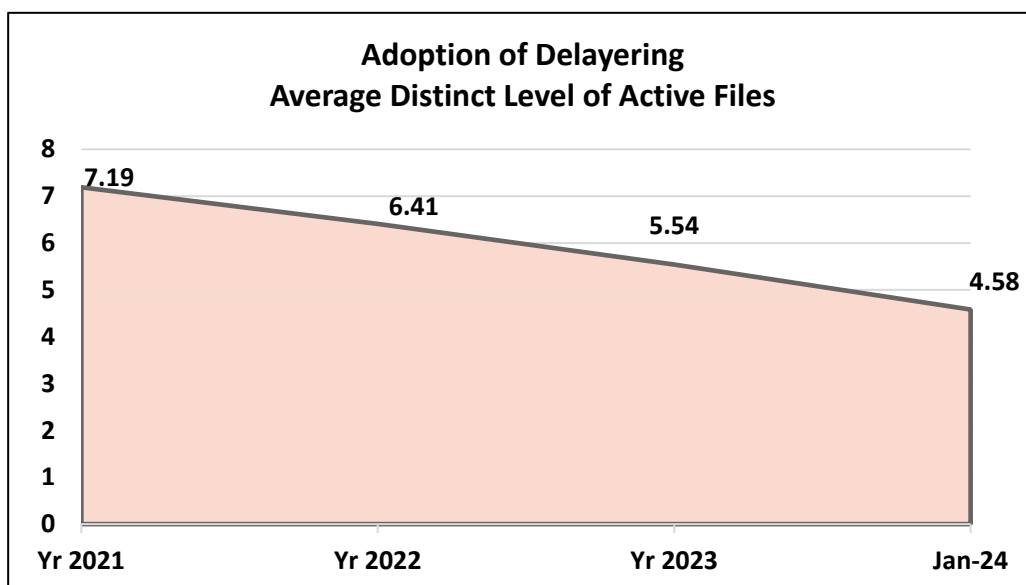
Files Weeded out (Physical Files)



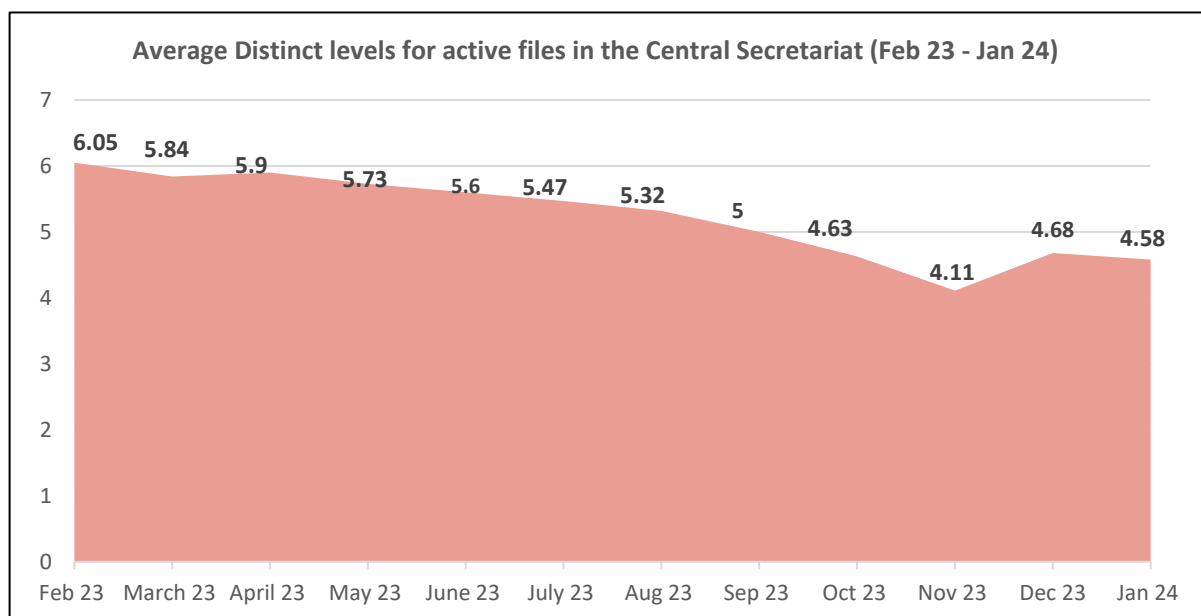
* Min/Dept with top 20 targets (Physical Files)

6. Increasing Efficiency in Decision Making

6.1 Delaying



The average transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.58 in January 2024



Average Distinct levels for active files in the Central Secretariat in 2023

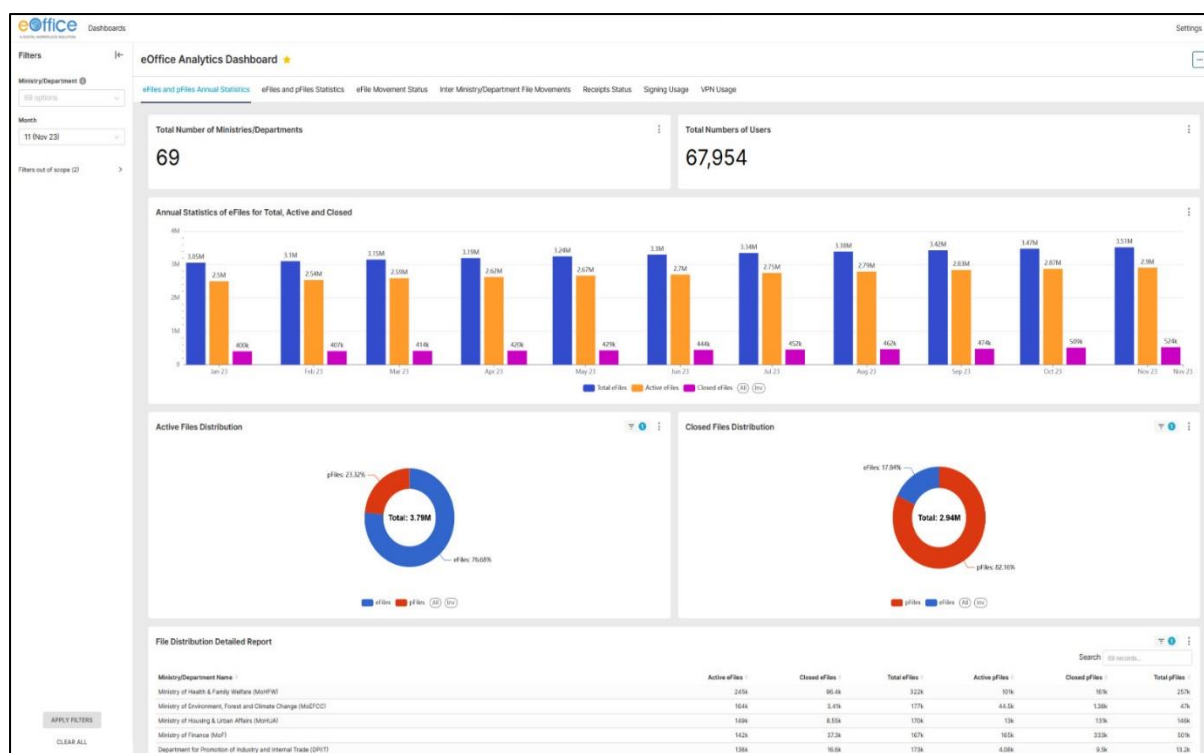
7. eOffice Analytics and Implementation

7.1 eOffice Analytics

- The e-Office analytics dashboard (<https://vishleshan.eoffice.gov.in/>) has been launched by the Hon'ble MoS PP on December 19th, 2023 in the inaugural ceremony of Good Governance Week 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

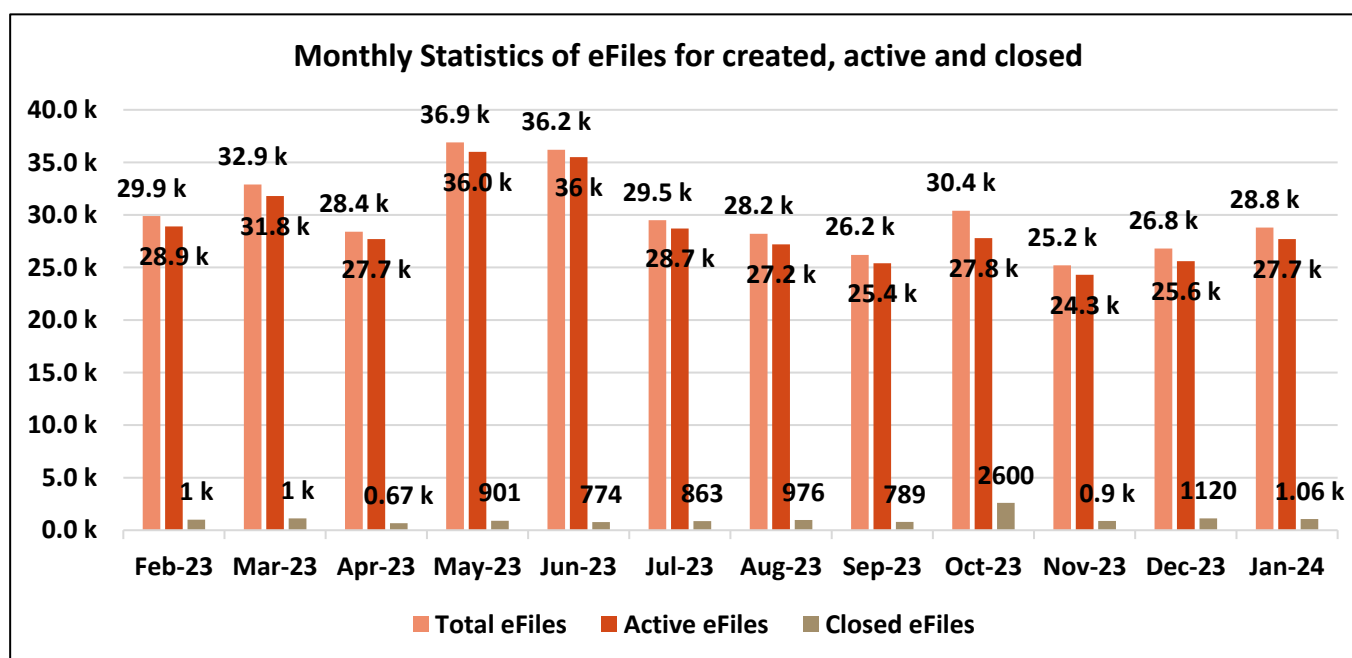
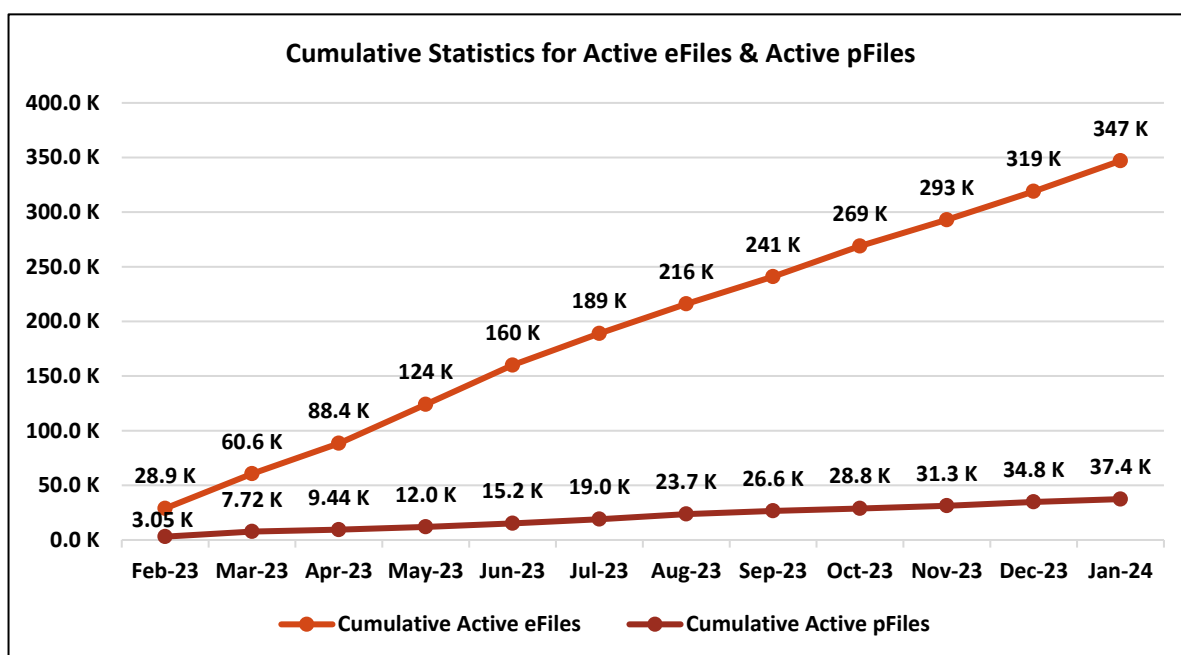


eOffice Analytics Dashboard Interface

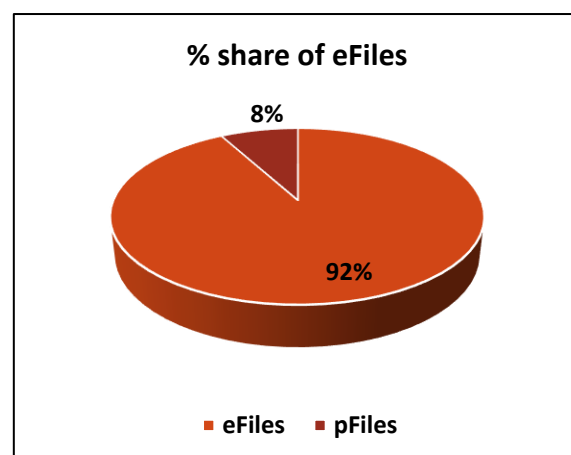
URL: <https://vishleshan.eoffice.gov.in/>

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.

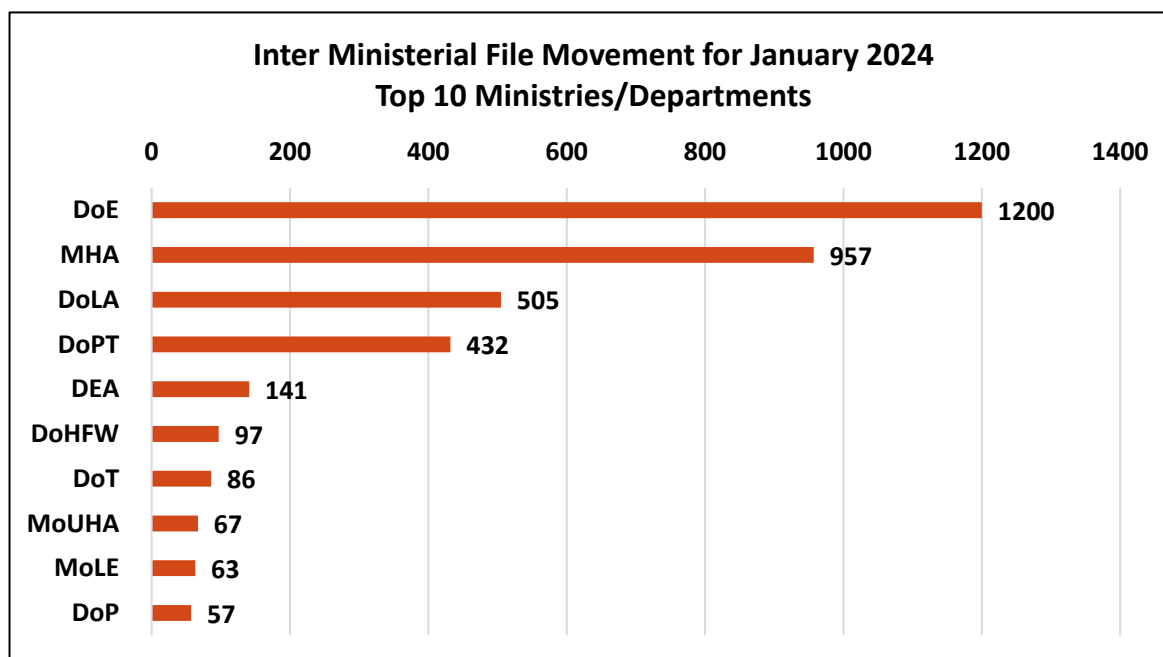
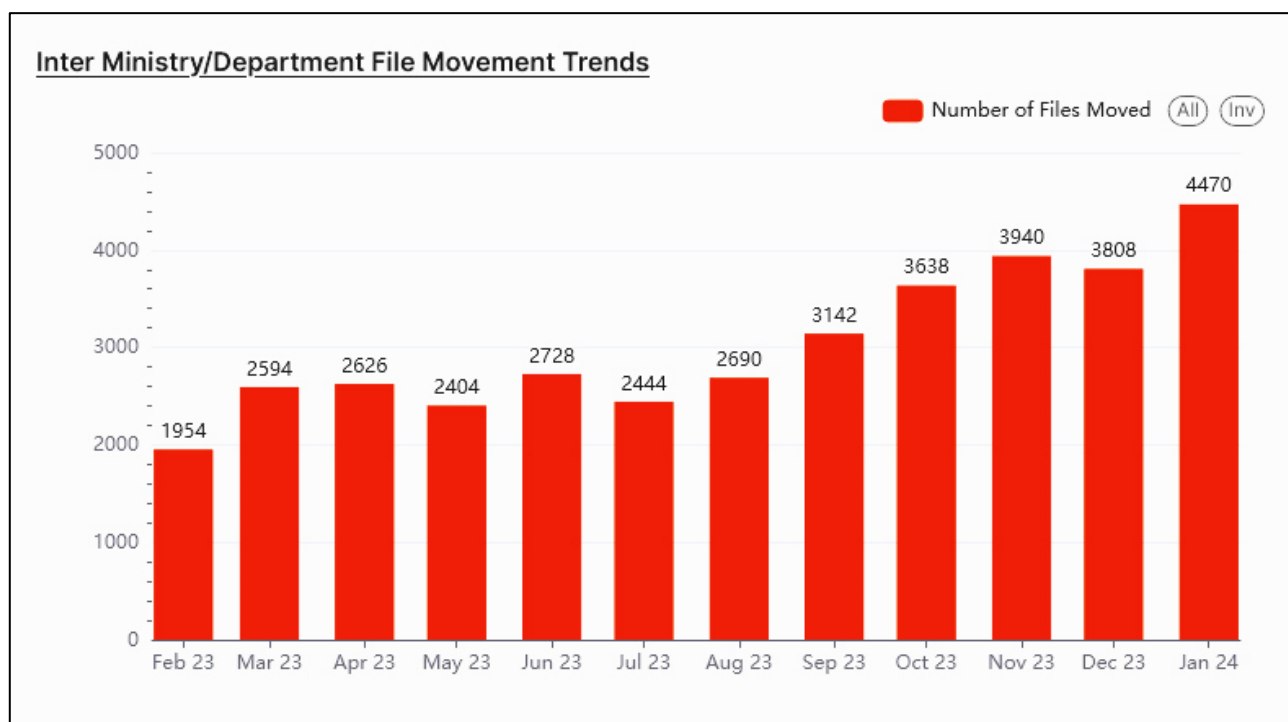
7.2 Growth of e-Files



- The share of eFiles for January 2024 is **92%**
- Total eFiles for January 2024 – **28800**
- Active pFiles for January 2024 – **2610**

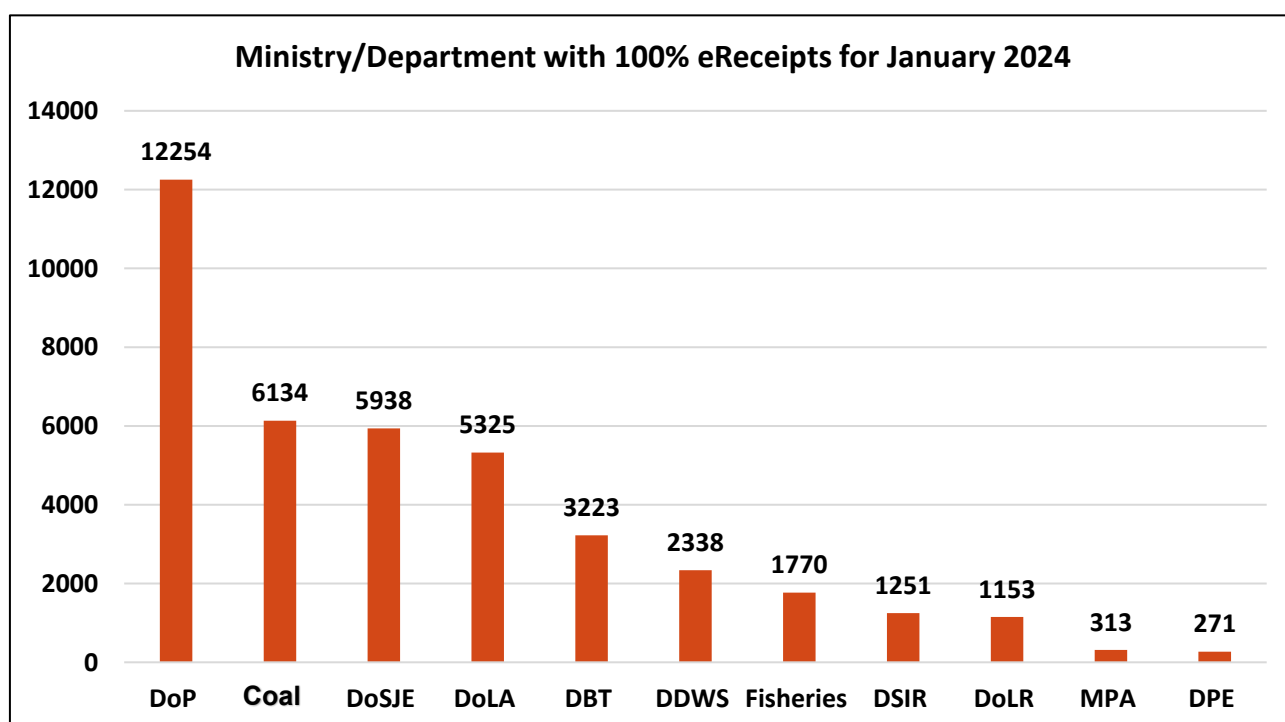
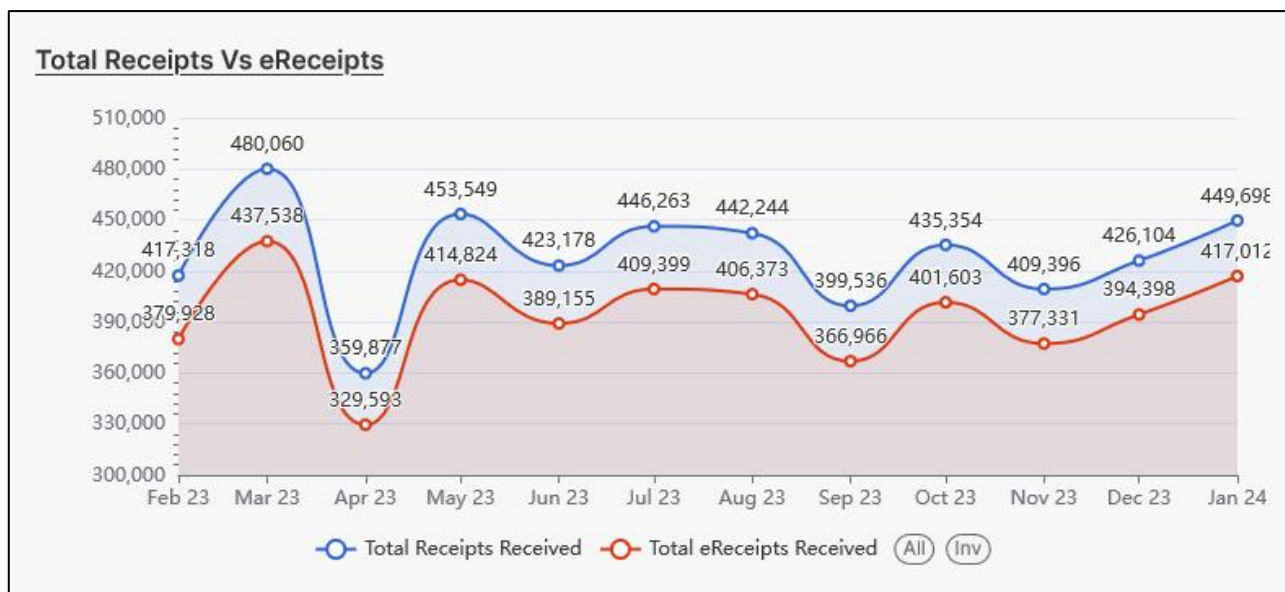


7.3 Inter-Departmental File Movement



- In January 2024, the inter-ministerial movement of files is 4470 as compared to 3808 files in December 2023
- Department of Expenditure has the maximum number of Inter-Ministerial files (1200) followed by Ministry of Home Affairs (957) and Department of Legal Affairs (505)

7.4 eReceipts Adoption (% share of eReceipts)



- In January 2024, out of total receipts 449,698 receipts generated 417,012 are e-receipts (92.73%)
- 11 Ministries/Departments have 100% share of e-receipts for January 2024

8. Office Memorandum on DSC in e-Files

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

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

1

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

Annexure-I Data Upload Status

Ministries/Departments yet to upload data for January 2024

S No.	Ministry/Department
1.	Department of Official Language
2.	Department of Social Justice and Empowerment
3.	Department of Youth Affairs

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 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