



प्रशासनिक सुधार और लोक शिकायत विभाग

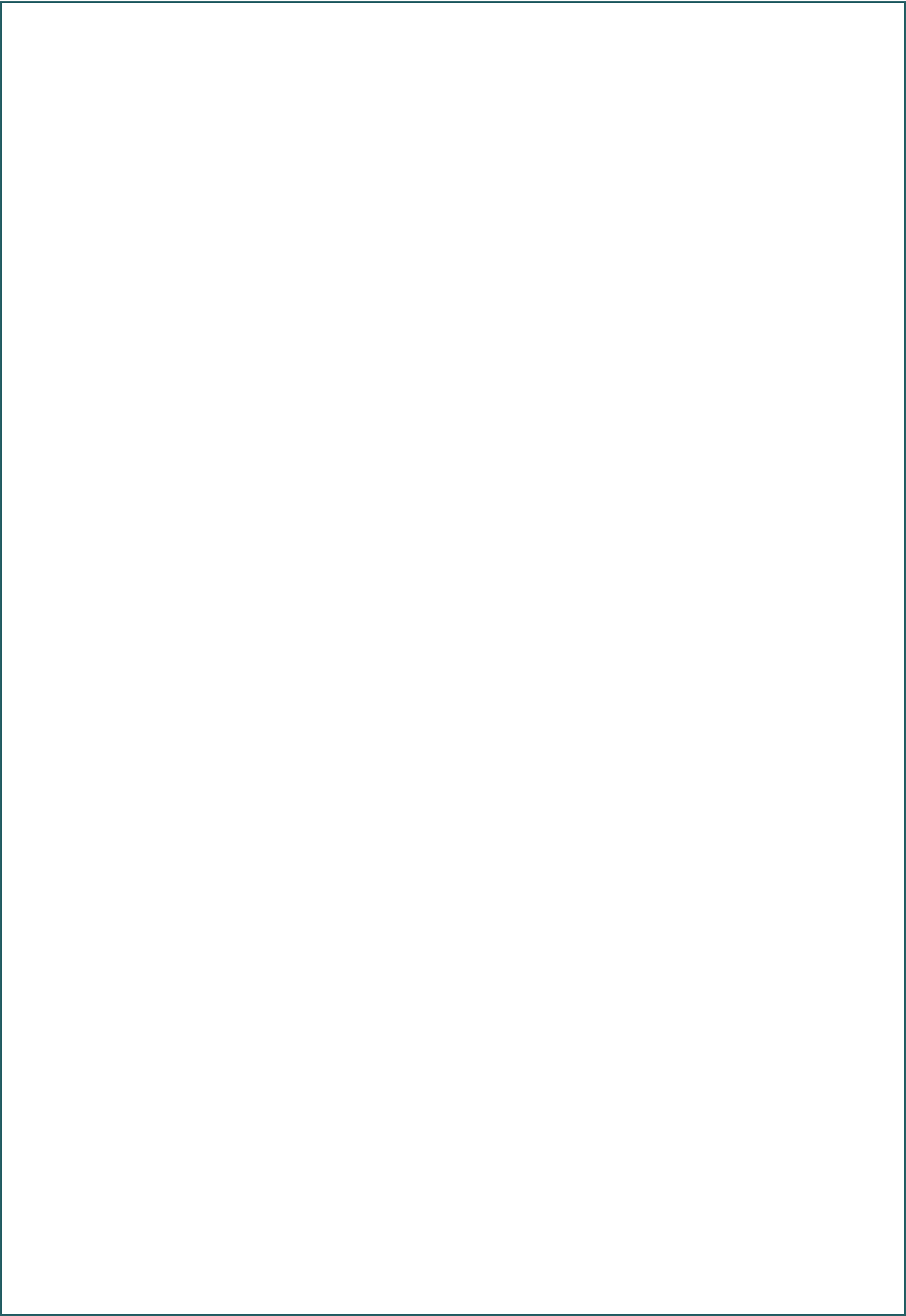
DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES  
GOVERNMENT OF INDIA



# Secretariat Reforms

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

Monthly Report | June 2024



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## 1. Key Highlights (June 2024)

### I. eOffice Analytics and Implementation

- a) 94.08% of total files created in June 2024 are eFiles as compared to 94.34% in May 2024.
- b) 42 Ministries/Departments have 100% share of eFiles in June 2024.
- c) In June 2024, out of 3,83,081 receipts generated, 3,60,792 were e-receipts (94.18%).  
16 Ministries/Departments have 100% share of e-receipts for June 2024.
- d) The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.19 in June 2024.
- e) 5 Ministries/Departments have average transaction level of more than 5 levels.
- f) In June 2024, there were 3,658 files with Inter Ministerial file movement as compared to 3,818 in May 2024.

### II. Swachhata Campaign

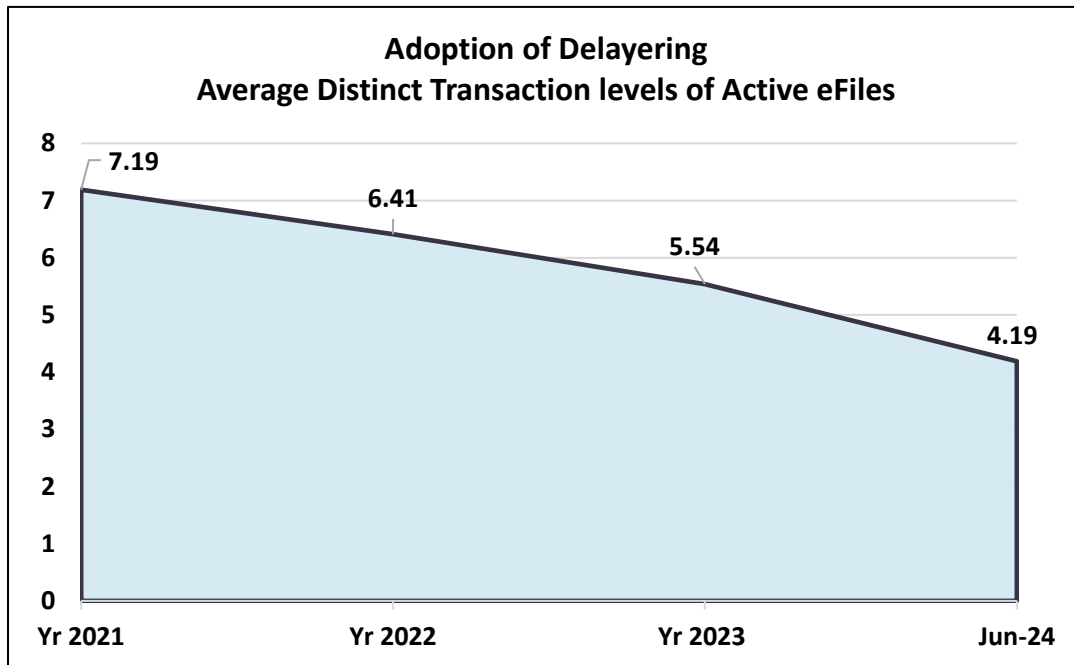
- a) Cleanliness Campaign conducted at **5,242 sites**
- b) **2,58,191 sq. ft** of Space Freed
- c) **Rs 25,24,47,857** - Revenue earned by scrap disposal

### III. Reduction in pendency

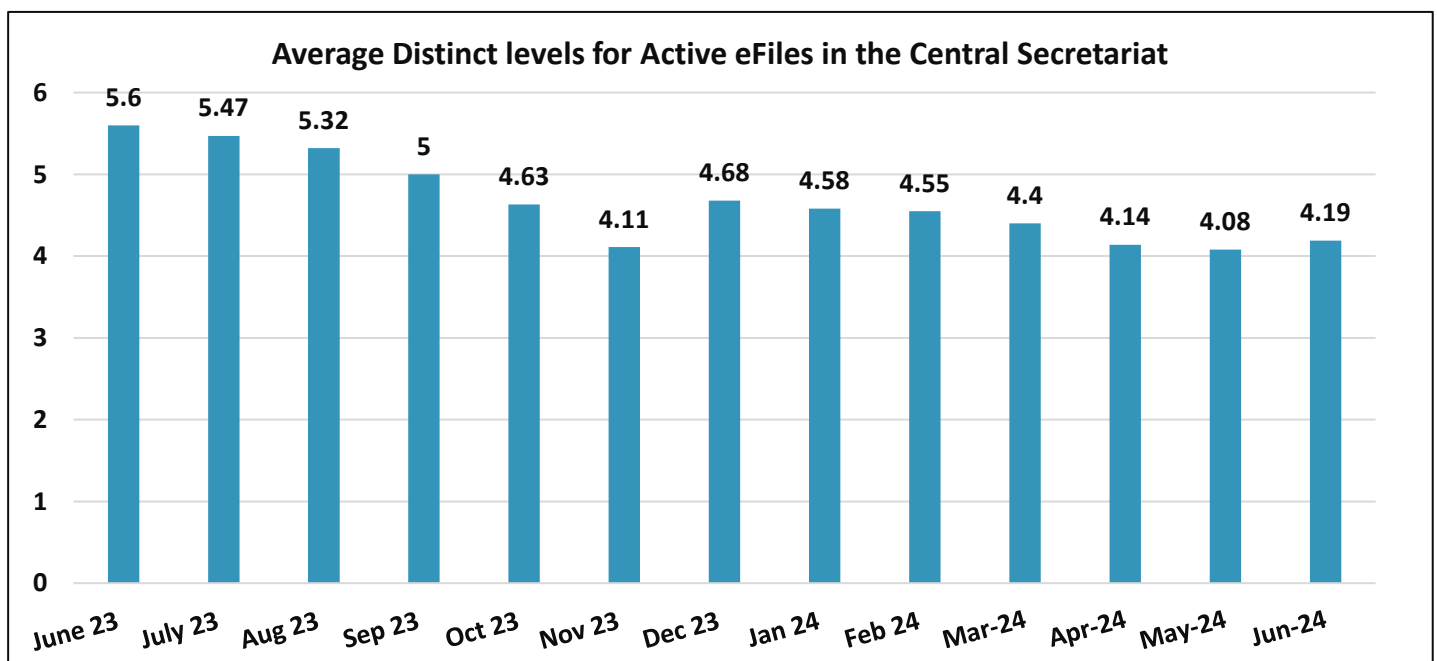
- a) **Disposed**
  - ✓ **4,44,817** Public Grievances
  - ✓ **14,144** Public Grievance Appeals
  - ✓ **885** References from MPs
  - ✓ **334** References from State Governments
  - ✓ **77** IMC References
  - ✓ **946** PMO References
- b) **Fulfilled**
  - ✓ **92** Parliament Assurances
- c) **Record Management**
  - ✓ **3,79,393** Physical files reviewed and **79,871** physical files weeded out
  - ✓ **2,42,309** eFiles put up for review and **1,66,369** eFiles closed

## 2. Increasing Efficiency in Decision Making

### 2.1 Delaying



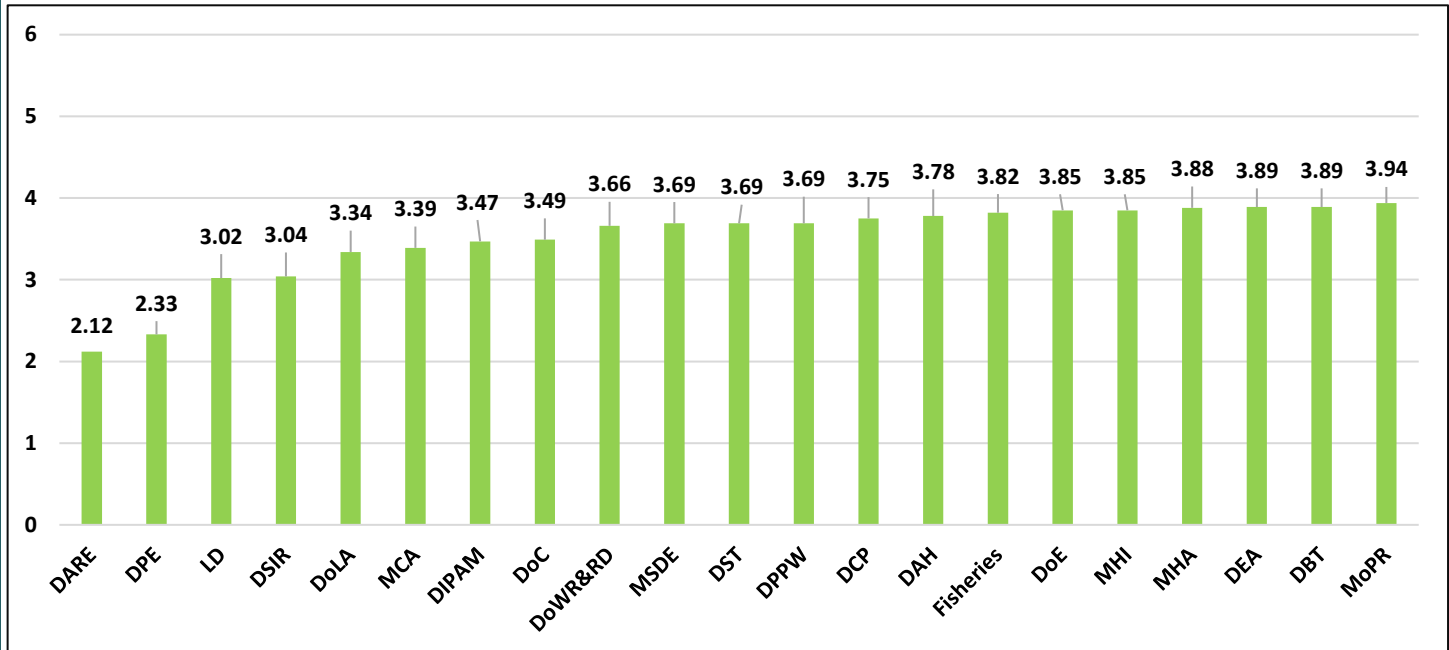
- The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.19 in June 2024.



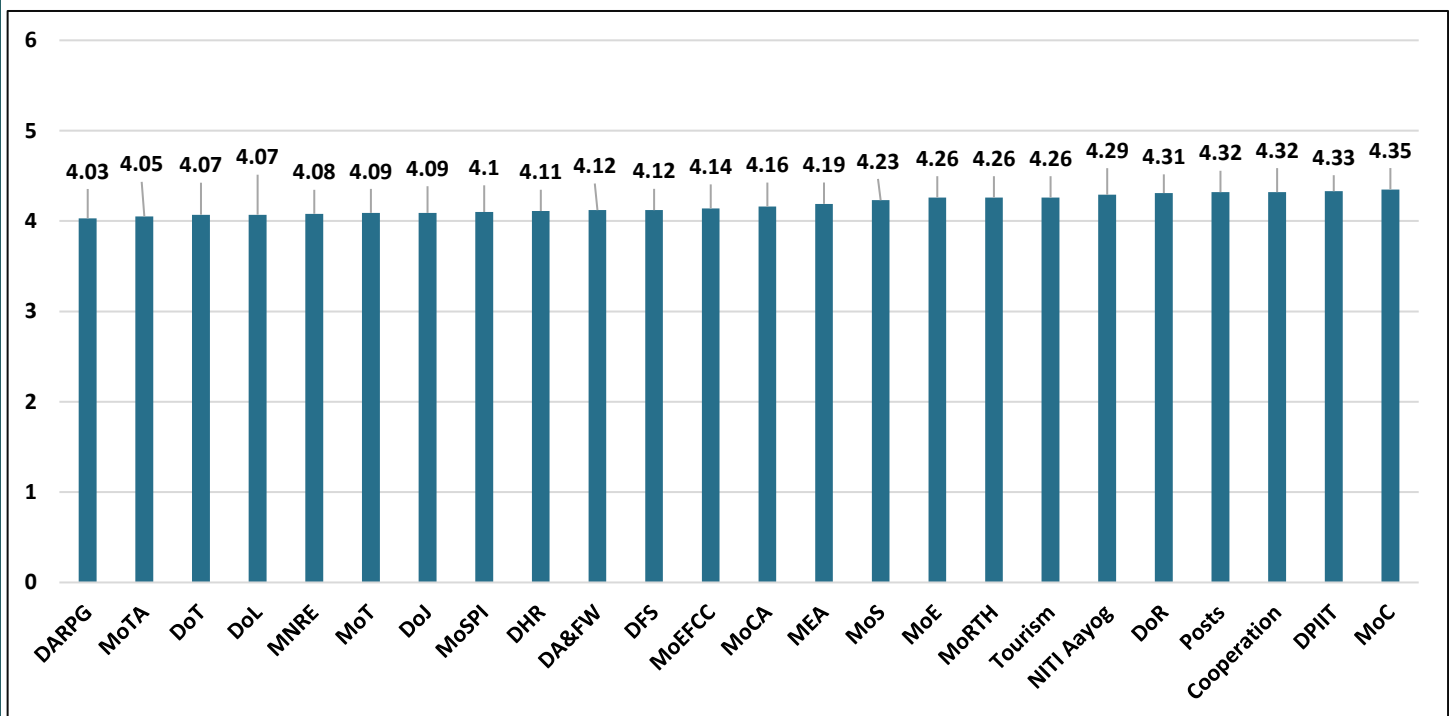
## 2.2 Status of Delaying

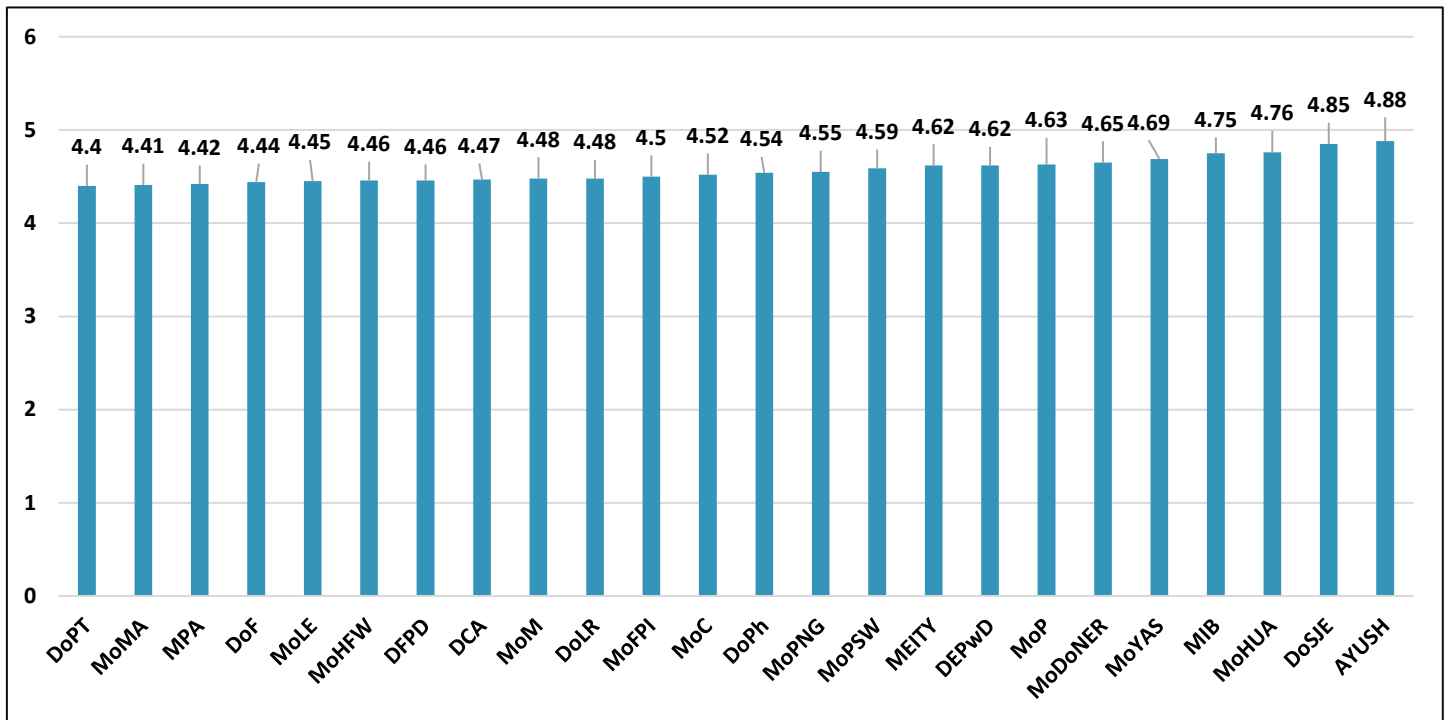
Following graph depicts the average distinct transaction levels in different Ministries/Departments for June 2024:

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

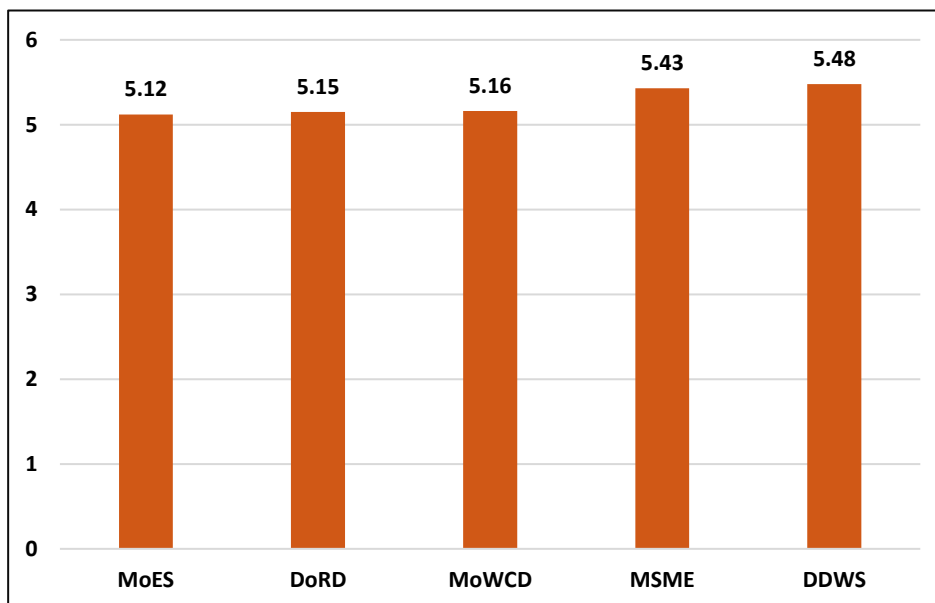


### b. Ministries/Departments with average distinct transaction levels between 4 to 5





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





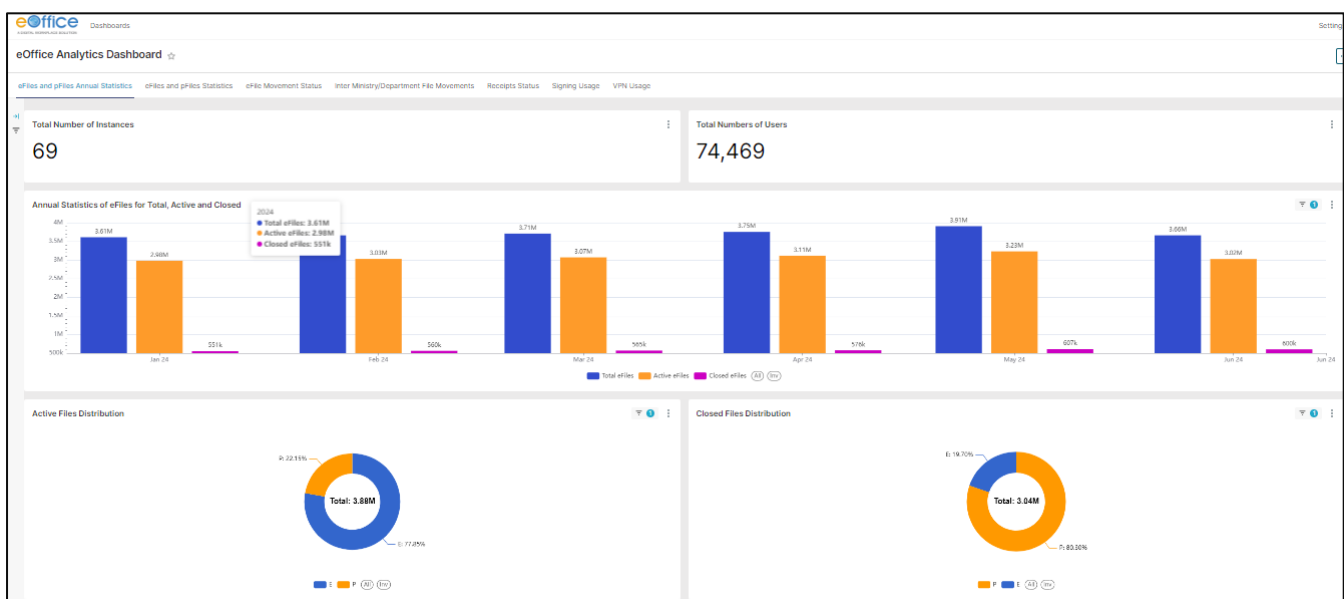
### 3. eOffice Analytics and Implementation

#### 3.1 eOffice Analytics

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

The Dashboard provides for:

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

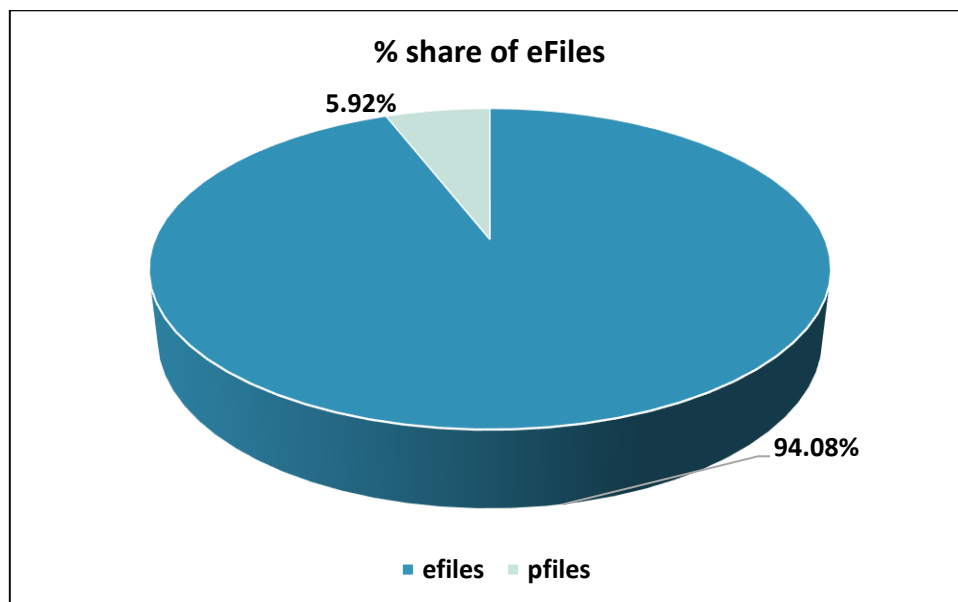
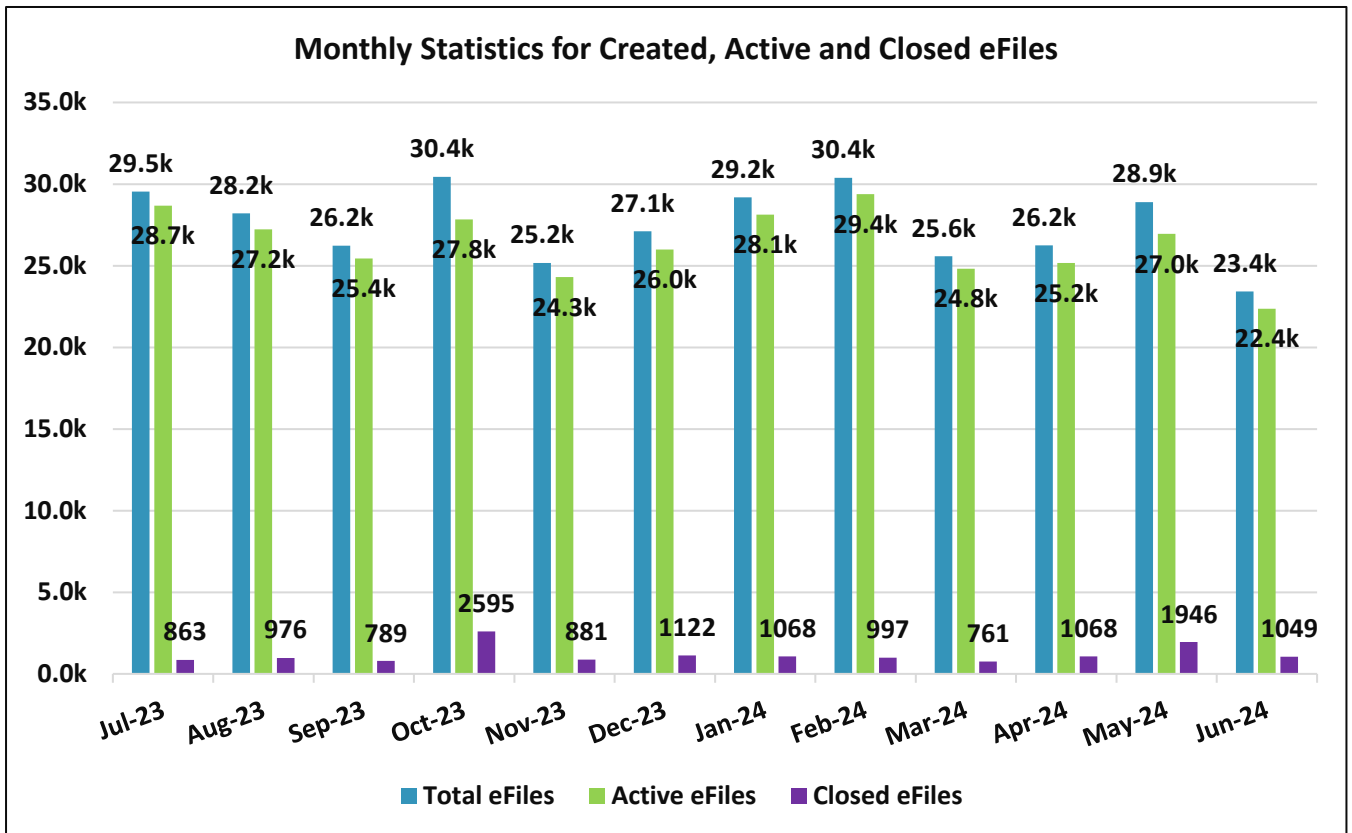


#### eOffice Analytics Dashboard Interface

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

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

### 3.2 Growth of e-Files



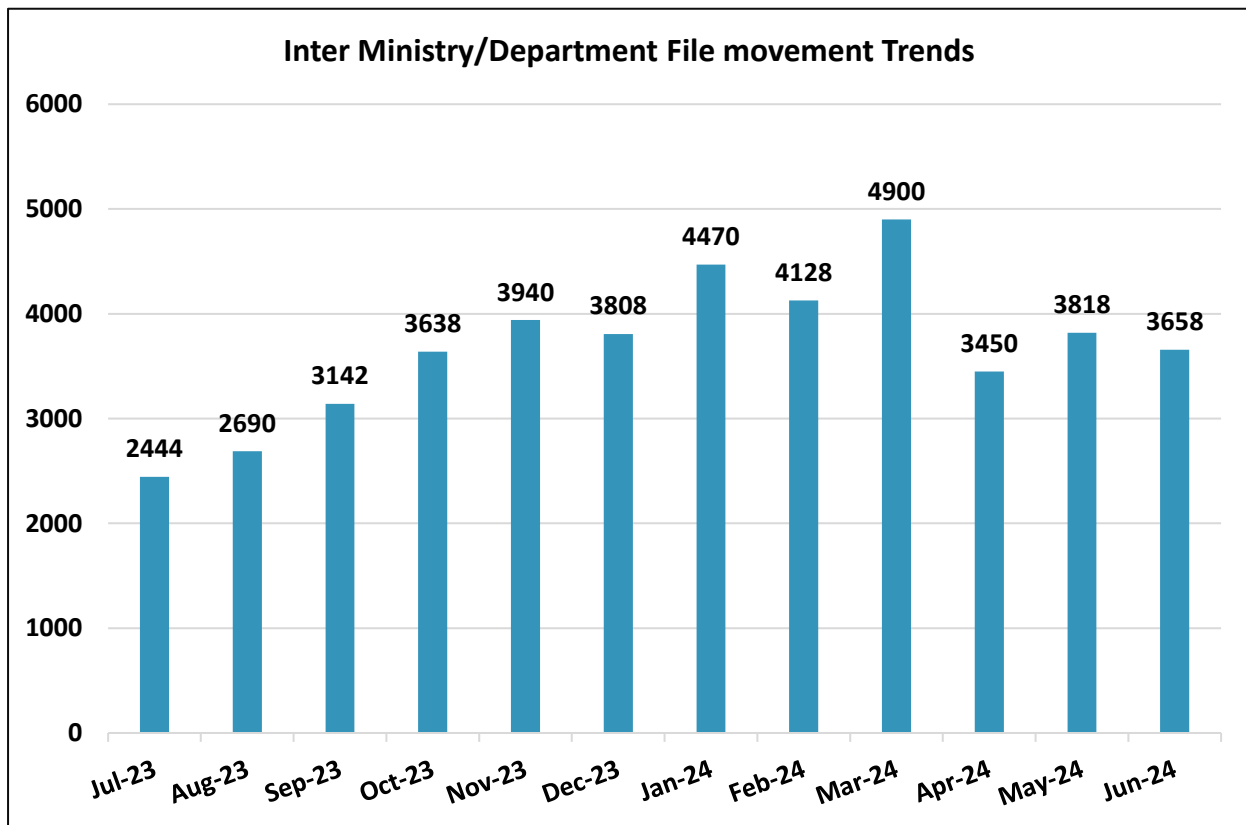
The share of eFiles for June 2024 is **94.08%**

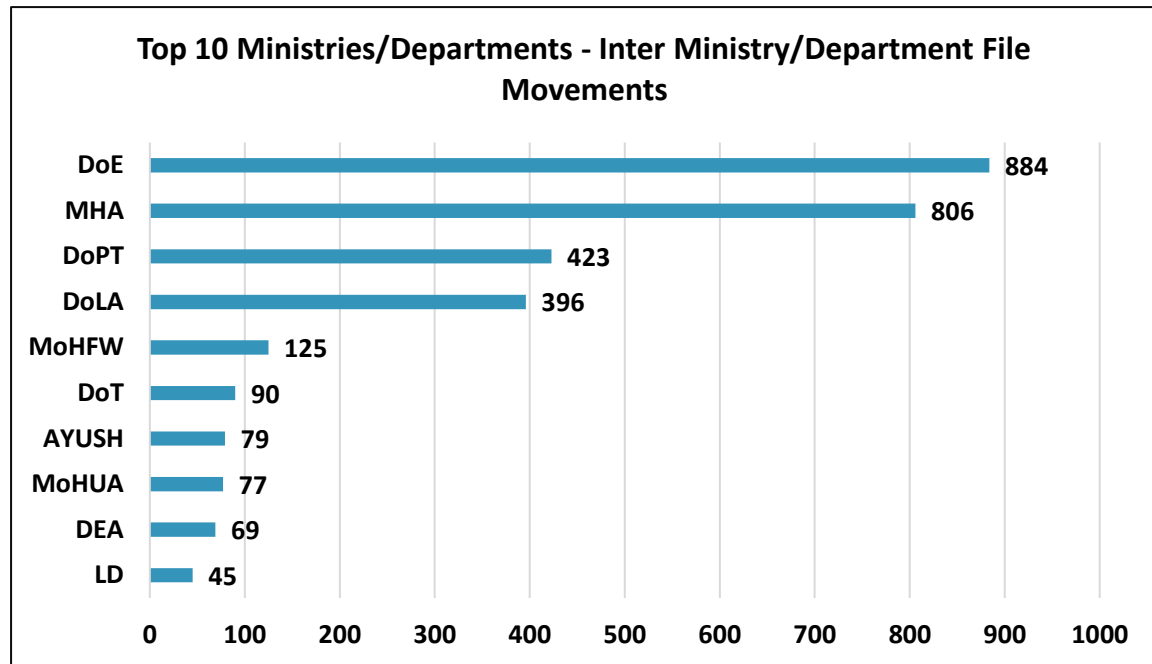
### 3.3 eFiles creation (June 2024)

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

S No.	Ministry/Department	% share of eFiles
1.	Department of Official Language	27.59%
2.	DOE - Ministry of Finance	50.97%
3.	Ministry of Home Affairs	61.31%
4.	Ministry of Heavy Industries	69.86%
5.	Ministry of Information & Broadcasting	82.21%
6.	Department of Personnel & Training	85.08%

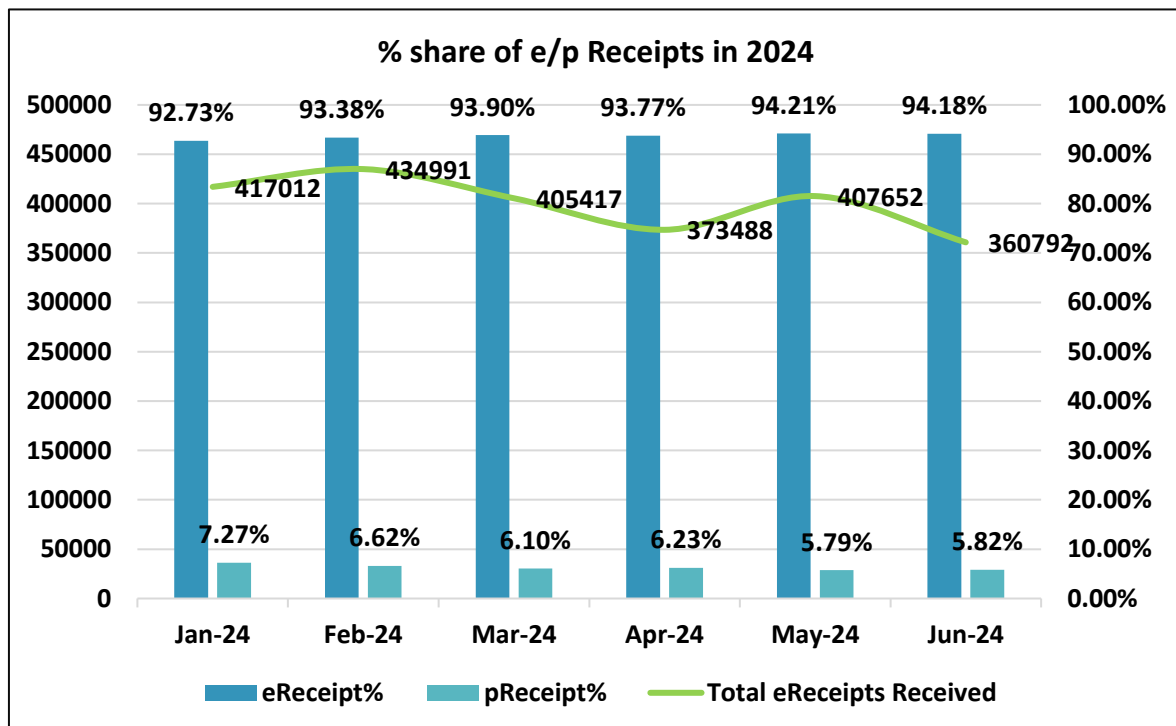
### 3.4 Inter-Departmental File Movement

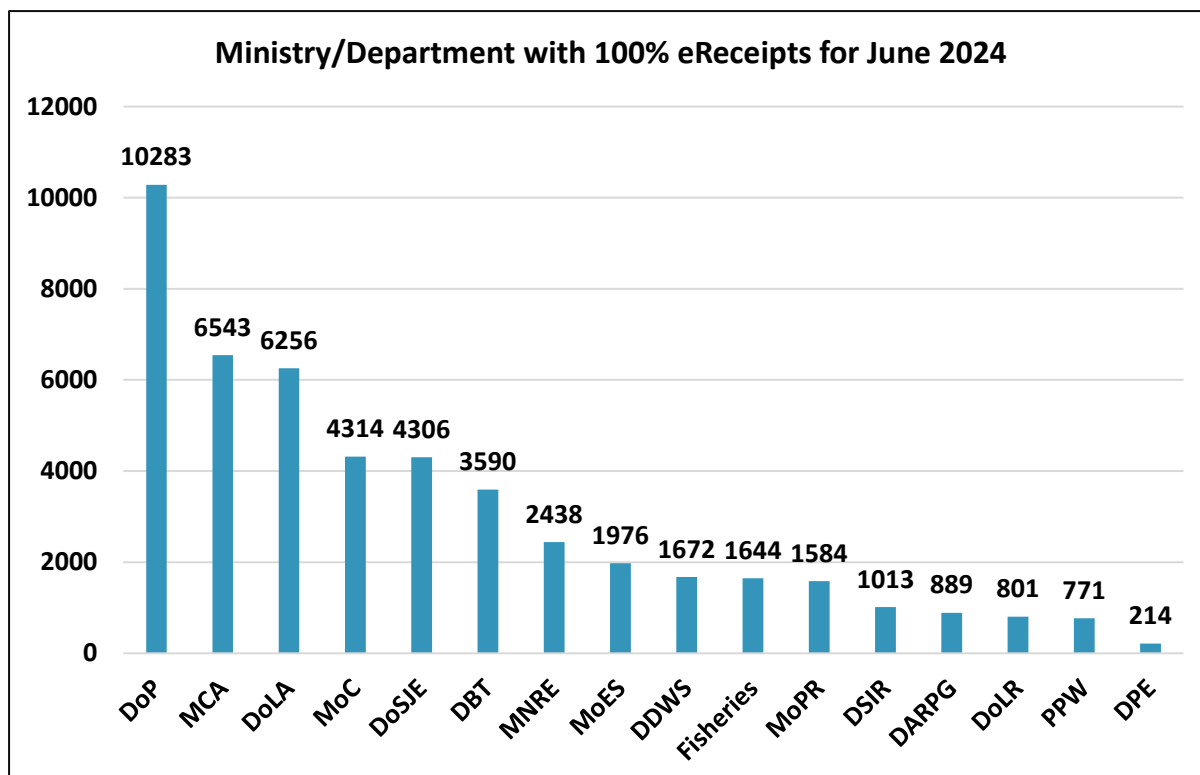




- The Department of Expenditure in Ministry of Finance has the maximum number of Inter-Ministerial files (884) followed by the Ministry of Home Affairs (806) and the Department of Personnel & training (423) for the month of June 2024.

### 3.5 eReceipts Adoption (% share of eReceipts)





- In June, out of a total of 3,83,081 receipts, 3,60,792 were e-receipts (94.18%).
- 16 Ministries/Departments have a 100% share of e-receipts for June 2024.

### 3.6 eOffice Analytics

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

S No.	Ministry/ Department	% eFiles	% eReceipt	% Files with Avg Distinct Level >4
1.	Department of Economic Affairs	92.49%	96.40%	NA
2.	Department for Promotion of Industry and Internal Trade	100.00%	90.86%	44.44%
3.	Department of Administrative Reforms & Public Grievances	100.00%	100.00%	NA
4.	Department of Agricultural Research and Education	100.00%	96.15%	11.76%
5.	Department of Agriculture & Farmers Welfare	97.56%	99.09%	34.06%
6.	Department of Animal Husbandry and Dairying	99.73%	99.81%	27.30%
7.	Department of Biotechnology	100.00%	100.00%	30.56%

8.	Department of Chemicals and Petrochemicals	100.00%	99.95%	23.21%
9.	Department of Commerce	99.49%	98.48%	21.48%
10.	Department of Consumer Affairs	100.00%	99.59%	33.77%
11.	Department of Drinking Water and Sanitation	100.00%	100.00%	59.41%
12.	Department of Empowerment of Persons with Disabilities	100.00%	99.93%	45.03%
13.	Department of Expenditure	50.97%	35.13%	NA
14.	Department of Fertilizers	100.00%	99.28%	41.01%
15.	Department of Financial Services	99.10%	92.83%	NA
16.	Department of Fisheries	100.00%	100.00%	30.11%
17.	Department of Food & Public Distribution	100.00%	97.77%	43.14%
18.	Department of Health & Research	90.99%	90.71%	NA
19.	Department of Health and Family Welfare	99.36%	93.41%	NA
20.	Department of Investment & Public Asset Management	100.00%	99.90%	NA
21.	Department of Justice	100.00%	99.95%	44.29%
22.	Department of Land Resources	100.00%	100.00%	NA
23.	Department of Legal Affairs	100.00%	100.00%	NA
24.	Department of Official Language	27.59%	31.15%	NA
25.	Department of Pensions and Pensioners' Welfare	100.00%	100.00%	32.50%
26.	Department of Personnel & Training	85.08%	87.19%	46.34%
27.	Department of Pharmaceuticals	100.00%	99.84%	NA
28.	Department of Posts	100.00%	100.00%	37.63%
29.	Department of Public Enterprises	100.00%	100.00%	0.00%
30.	Department of Revenue	93.11%	73.02%	NA
31.	Department of Rural Development	100.00%	99.90%	NA
32.	Department of Science & Technology	99.65%	99.62%	29.34%
33.	Department of Scientific and Industrial Research	100.00%	100.00%	4.59%
34.	Department of Social Justice & Empowerment	100.00%	100.00%	NA
35.	Department of Telecommunications	92.25%	87.54%	NA
36.	Department of Water Resources, River Development & Ganga Rejuvenation	99.49%	99.97%	31.48%

37.	Legislative Department	100.00%	84.48%	7.83%
38.	Ministry of AYUSH	92.02%	82.91%	57.92%
39.	Ministry of Civil Aviation	100.00%	99.81%	36.04%
40.	Ministry of Coal	100.00%	100.00%	36.88%
41.	Ministry of Cooperation	100.00%	88.60%	NA
42.	Ministry of Corporate Affairs	100.00%	100.00%	16.97%
43.	Ministry of Culture	97.81%	97.21%	50.33%
44.	Ministry of Development of North Eastern Region	100.00%	99.92%	NA
45.	Ministry of Earth Sciences	100.00%	100.00%	60.47%
46.	Ministry of Education	92.54%	98.24%	NA
47.	Ministry of Electronics & Information Technology	98.43%	96.10%	NA
48.	Ministry of Environment, Forest and Climate Change	100.00%	99.93%	36.07%
49.	Ministry of External Affairs	100.00%	99.87%	32.82%
50.	Ministry of Food Processing Industries	100.00%	94.03%	42.65%
51.	Ministry of Heavy Industries	69.86%	99.71%	34.67%
52.	Ministry of Home Affairs	61.31%	78.36%	28.59%
53.	Ministry of Housing & Urban Affairs	100.00%	95.68%	NA
54.	Ministry of Information & Broadcasting	82.21%	71.86%	52.92%
55.	Ministry of Labour & Employment	98.78%	90.10%	40.86%
56.	Ministry of Micro Small and Medium Enterprises	100.00%	87.47%	NA
57.	Ministry of Mines	100.00%	99.84%	40.37%
58.	Ministry of Minority Affairs	100.00%	91.76%	42.86%
59.	Ministry of New and Renewable Energy	98.94%	100.00%	NA
60.	Ministry of Panchayati Raj	100.00%	100.00%	28.57%
61.	Ministry of Parliamentary Affairs	97.06%	99.36%	NA
62.	Ministry of Petroleum and Natural Gas	99.29%	98.59%	NA
63.	Ministry of Ports, Shipping and Waterways	100.00%	99.80%	47.18%
64.	Ministry of Power	98.40%	99.93%	NA
65.	Ministry of Road Transport & Highways	99.80%	99.92%	NA

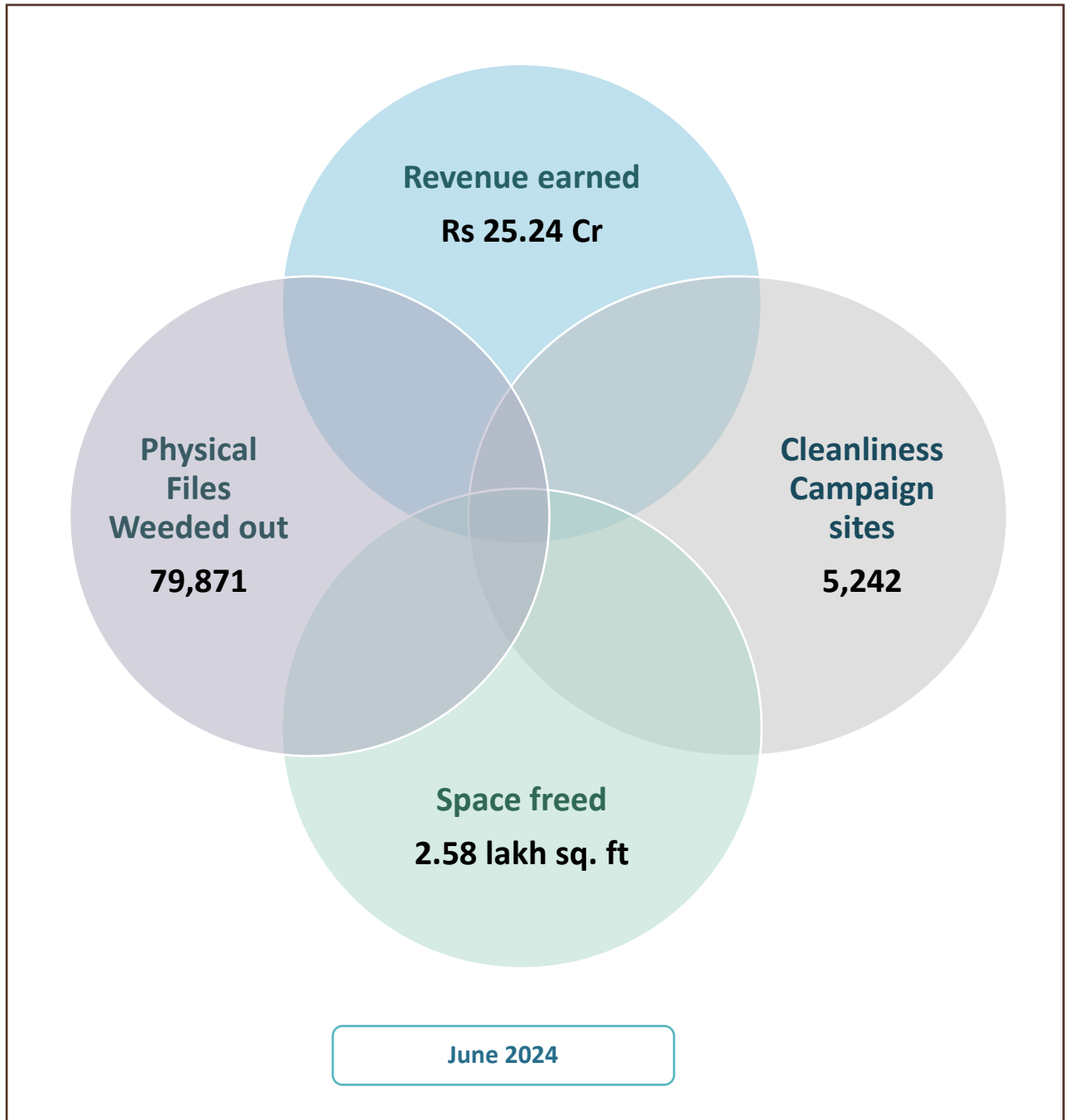
66.	Ministry of Skill Development & Entrepreneurship	99.71%	94.08%	NA
67.	Ministry of Statistics & Programme Implementation	99.65%	99.85%	NA
68.	Ministry of Steel	97.39%	98.69%	38.13%
69.	Ministry of Textiles	98.37%	84.60%	NA
70.	Ministry of Tourism	100.00%	99.95%	35.71%
71.	Ministry of Tribal Affairs	100.00%	97.06%	NA
72.	Ministry of Women and Child Development	100.00%	99.90%	NA
73.	Ministry of Youth Affairs & Sports	96.84%	99.36%	36.63%
74.	NITI Aayog	100.00%	91.44%	NA

- Ministries/Departments having average Distinct Transaction levels more than 5 to review Delaying/Delegation. DARPG OM No. 30011/12/2015- O&M-Pt.I(6452) dated 12.03.2021 (Pg 33 of the report).

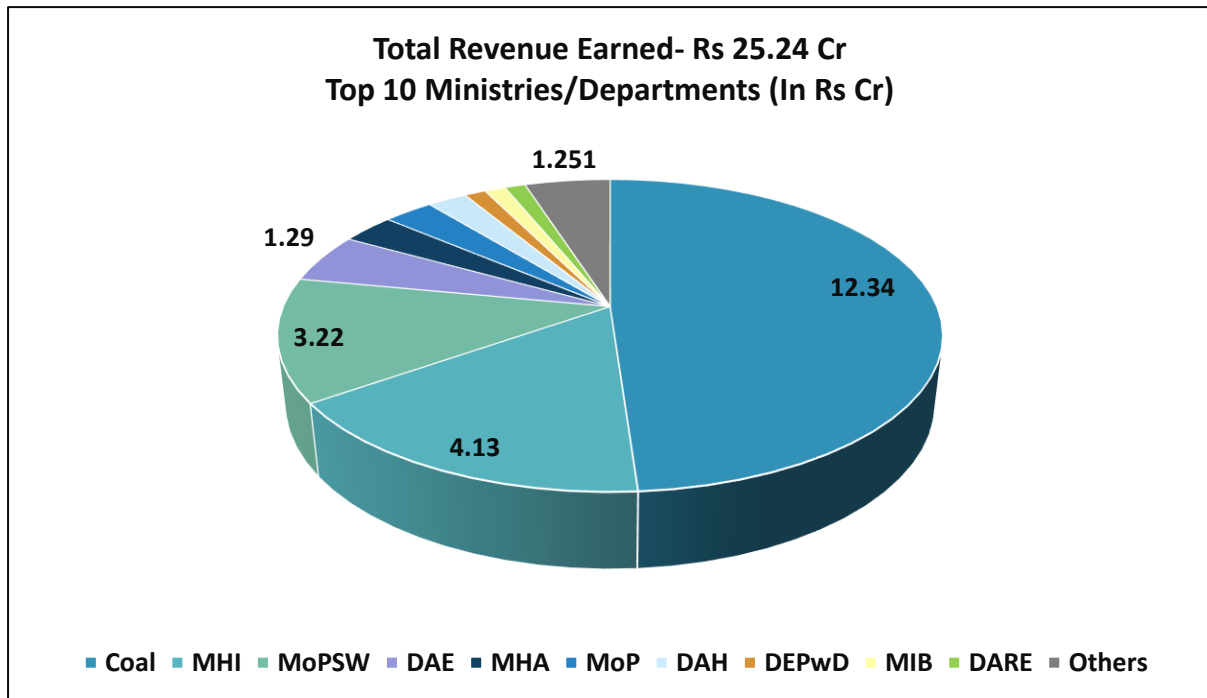


## 4. Swachhata Campaign and Reducing Pendency

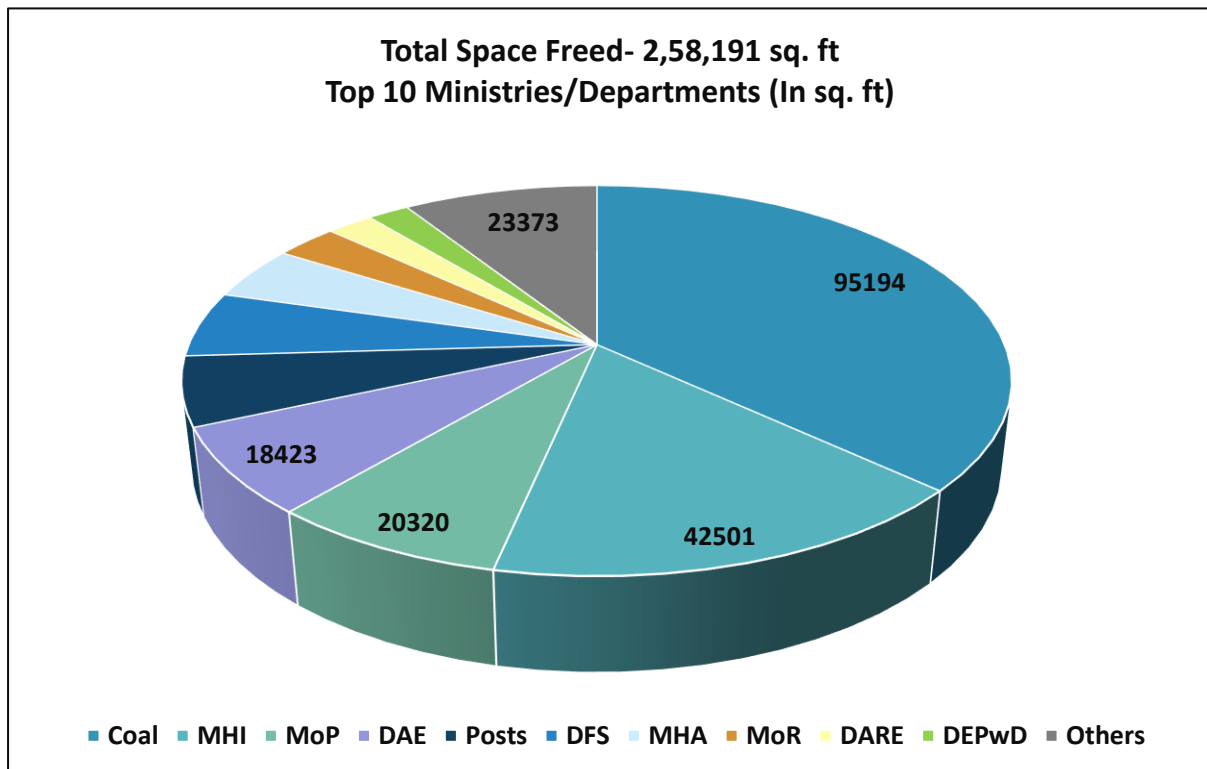
### 4.1 Swachhata Campaign



## 4.1.1 Revenue Earned from Scrap Disposal



## 4.1.2 Space Freed



## a. Space Freed by Top 3 Ministries/Departments

- **Ministry of Coal:** Total space freed in June, 2024 is 95,194 sq. ft. The top 3 sites according to space freed are: -

S No.	PSU Name	No. of Sites Cleaned	Space Freed (sq. ft)
1.	CCL	4	27,800
2.	WCL	57	20,194
3.	SCCL	10	18,000
TOTAL			65,994 sq. ft

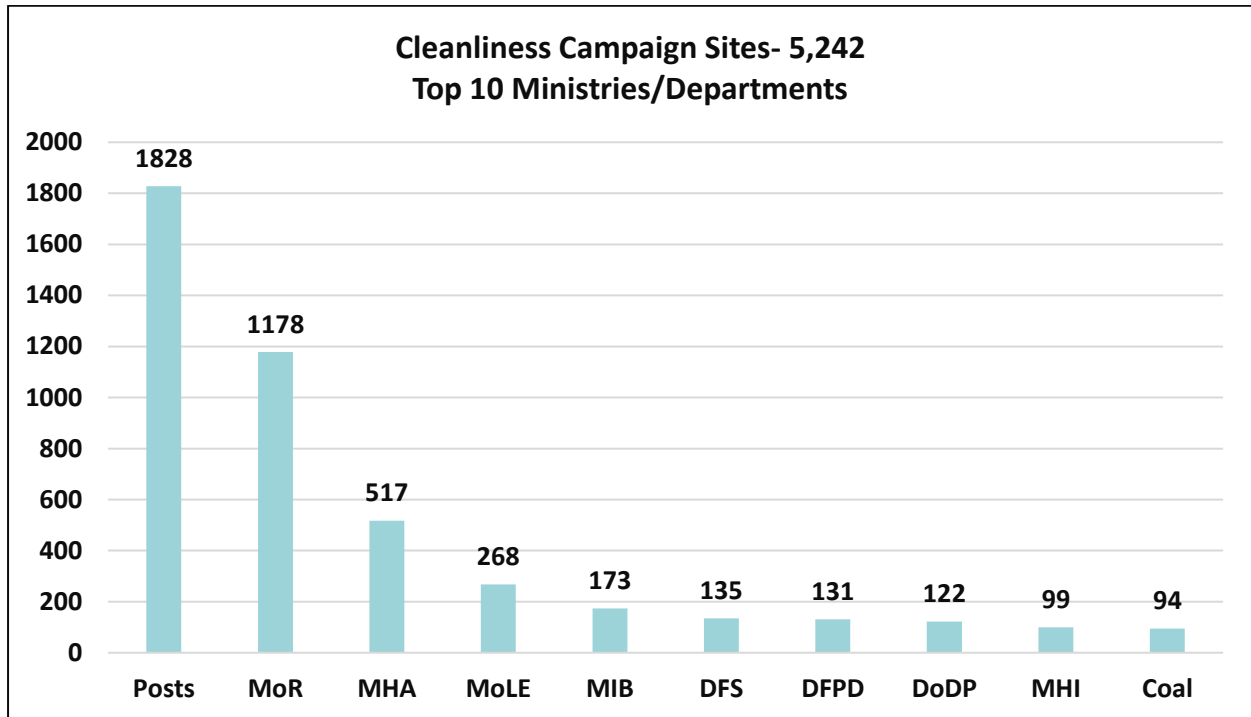
- **Ministry of Heavy Industry:** Total space freed in June, 2024 is 42,501 sq. ft. The top 3 sites according to space freed are: -

S No.	PSU Name	Space Freed (sq. ft)
1.	BAP, Ranipet	14,400
2.	FSIP, Jagdishpur	3,600
3.	HEP, Bhopal	3,000
TOTAL		21,000 sq. ft

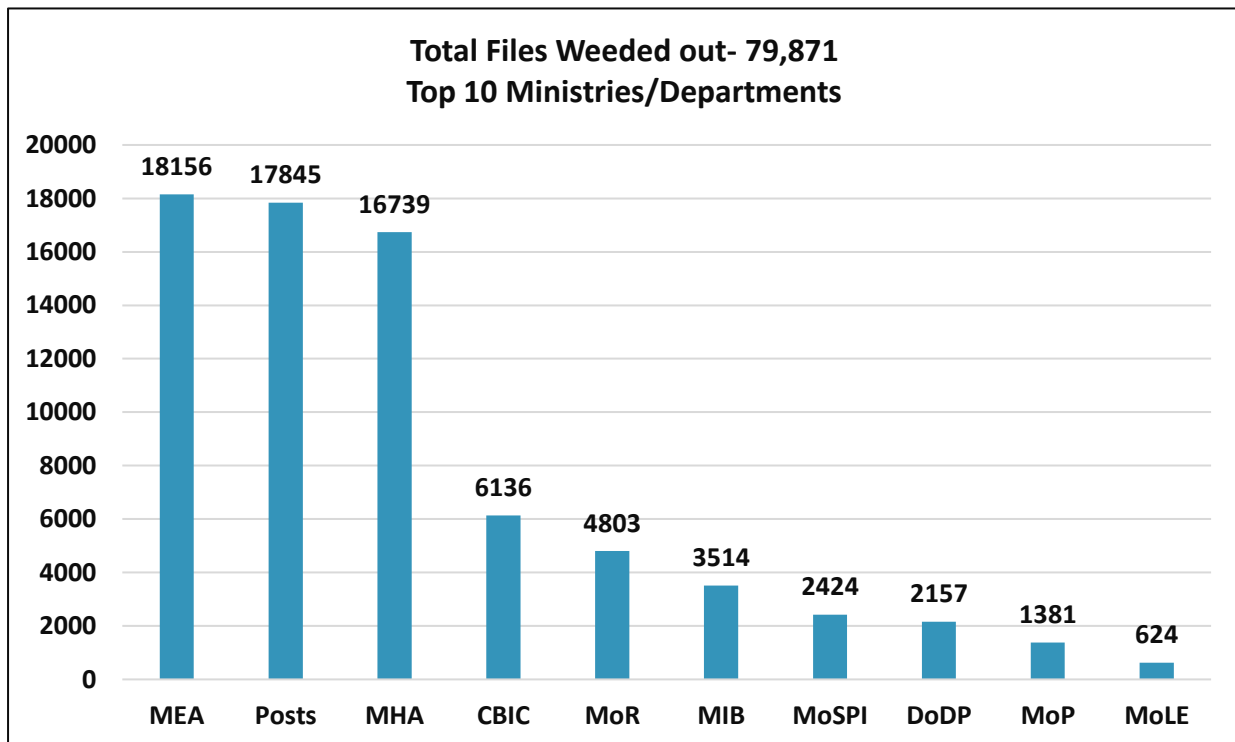
- **Ministry of Power:** Total space freed in June, 2024 is 20,320 sq. ft. The top 3 sites according to space freed are: -

S No.	Site	Space Freed (sq. ft)
1.	NTPC, Vindhyachal Super Thermal Power Station, MP	20,000
2.	SJVN, Nathpa Jhakri Dam	320
TOTAL		20,320 sq. ft

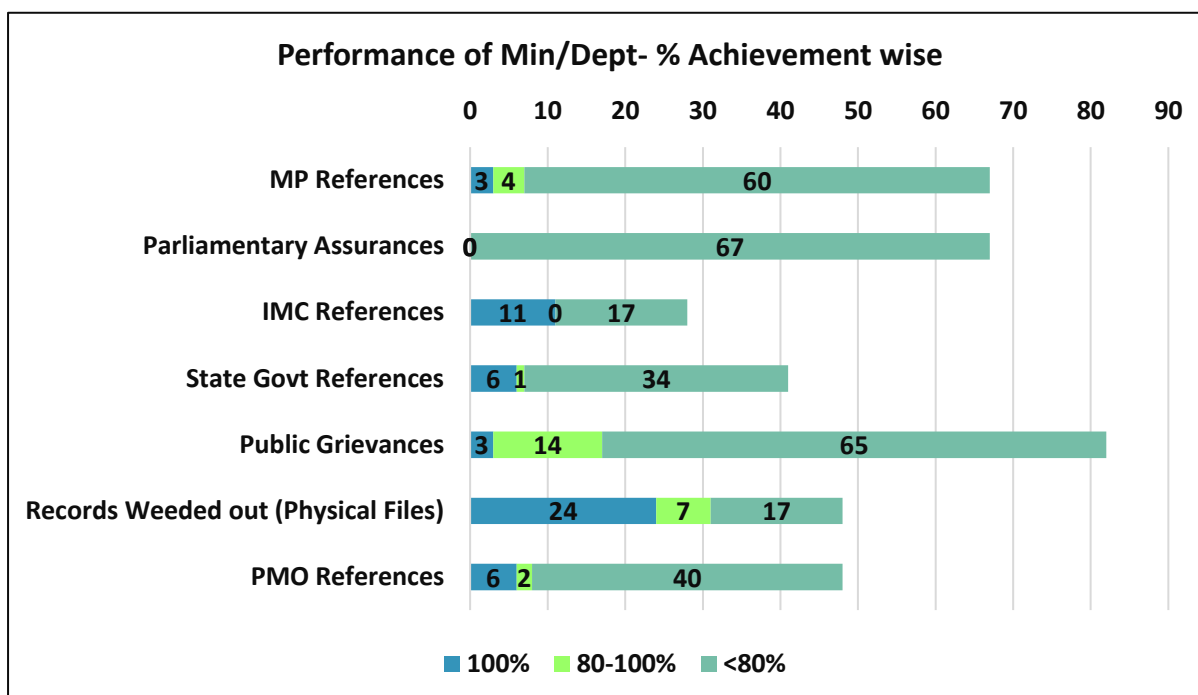
## 4.1.3 Cleanliness Campaign Sites



## 4.1.4 Files Weeded out (Physical Files)



## 4.2 Performance on Pendency Parameters



## List of Ministries/Departments with &lt;40% disposal in &gt;2 parameters for 2024

S No.	Min/Dept	Jan'24	Feb'24	Mar'24 <sup>@</sup>	Apr'24 <sup>@</sup>	May'24 <sup>@</sup>	June'24	No. of months with parameters <40%
1.	Department of Military Affairs	4	4	2	2	3	5	4
2.	Department of Rural Development	5	6	2	2	3	6	4
3.	Department of Atomic Energy	2	1	1	3	3	5	3
4.	Department of Commerce	3	3	0	0	0	3	3
5.	Department of Defence	3	3	2	2	2	6	3
6.	Department of Higher Education	4	3	2	1	2	3	3
7.	Department of Posts	3	3	1	1	1	3	3
8.	Legislative Department	3	3	2	2	1	3	3
9.	Ministry of AYUSH	3	4	0	2	2	4	3

<sup>@</sup> MP References, Parliamentary Assurances & IMC References have not been monitored for the months of March 2024-May 2024

S No.	Min/Dept	Jan'24	Feb'24	Mar'24 <sup>1@</sup>	Apr'24 <sup>@</sup>	May'24 <sup>@</sup>	June'24	No. of months with parameters <40%
10.	Ministry of Culture	4	5	2	2	2	4	3
11.	Ministry of Housing & Urban Affairs	4	3	2	2	2	4	3
12.	Ministry of Petroleum & Natural Gas	3	3	1	0	1	3	3
13.	Ministry of Road Transport & Highways	4	3	1	1	2	3	3
14.	Department of Promotion of Industry & Internal Trade	3	1	1	2	1	4	2
15.	Department of Agriculture, Research & Education	2	3	0	0	1	4	2
16.	Department of Chemical & Petrochemicals	2	3	1	0	0	3	2
17.	Department of Economic Affairs	5	4	2	2	2	2	2
18.	Department of Health & Family Welfare	2	3	0	0	1	3	2
19.	Department of Health Research	3	3	1	0	1	2	2
20.	Department of School Education & Literacy	3	4	1	1	0	2	2
21.	Department of Scientific & Industrial Research	1	3	2	1	1	3	2
22.	Ministry of Corporate Affairs	1	3	0	0	1	3	2
23.	Ministry of Electronic & Information Technology	3	3	1	1	1	2	2
24.	Ministry of Information & Broadcasting	2	4	2	2	2	4	2
25.	Ministry of Labour & Employment	3	3	0	0	0	2	2
26.	Ministry of Small & Medium Enterprise	4	2	1	2	2	4	2
27.	Ministry of Mines	3	5	2	2	1	2	2
28.	Ministry of Power	1	3	1	1	2	3	2
29.	Ministry of Skill Development & Entrepreneurship	3	2	0	1	1	5	2

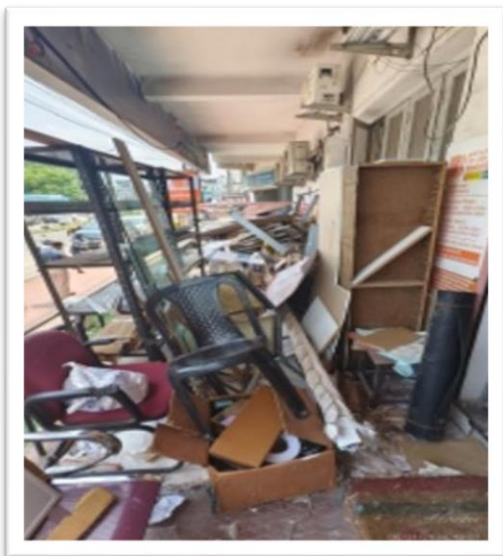
<sup>@</sup> MP References, Parliamentary Assurances & IMC References have not been monitored for the months of March 2024-May 2024

## 5. Reach of Swachhata Campaign (Jan – June 2024)

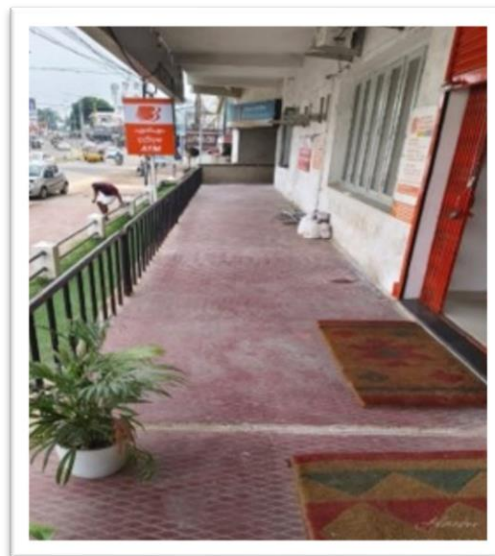
State wise distribution of important cleanliness campaign sites across India covered during Jan – June 2024.



## 6. Before-After



**BEFORE**



**AFTER**

Scrap Disposal at Bank of Baroda, Parmeswaran Pillai Building, Kollam; **Department of Financial Services**



**BEFORE**



**AFTER**

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





**BEFORE**

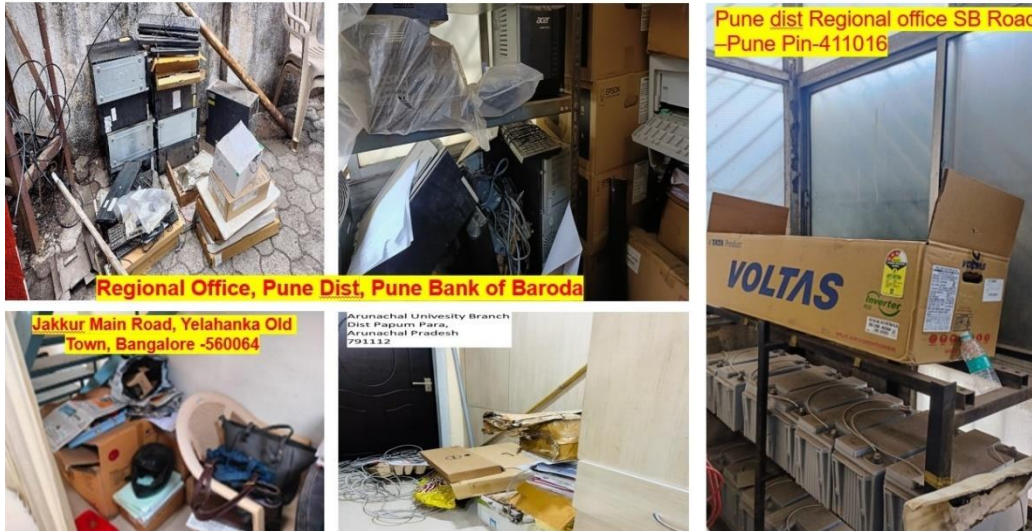


**AFTER**

Plantation Drive at Sembakkam SO, **Department of Posts**

## 7. Best Practices: e-Waste Disposal

Various Locations of Bank of Baroda disposing e-scrap



e-Waste Disposal at Punjab & Sindh Bank Regional and Head office (New Delhi); **Department of Financial Services**



Electronic waste getting disposed at Krishi Bhawan, New Delhi;  
**Department of Food & Public Distribution**



Waste batteries to be disposed at CV Raman Nagar, Bengaluru; **Department of Defence Research and Development**



**BEFORE**

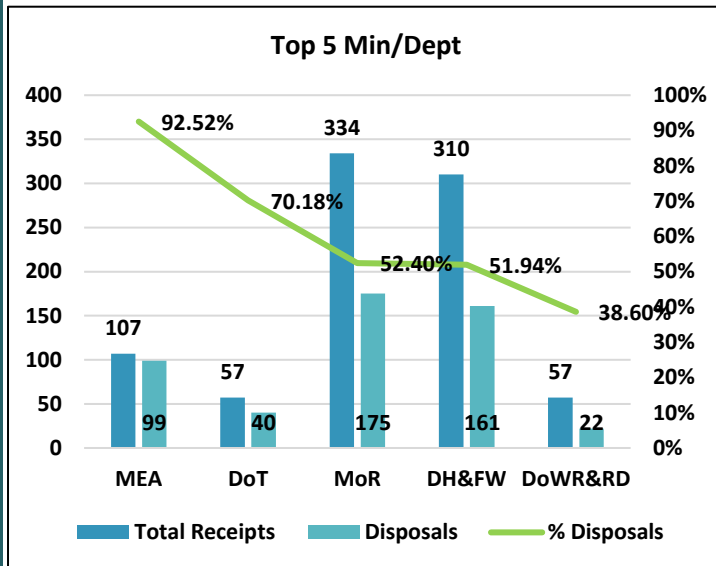


**AFTER**

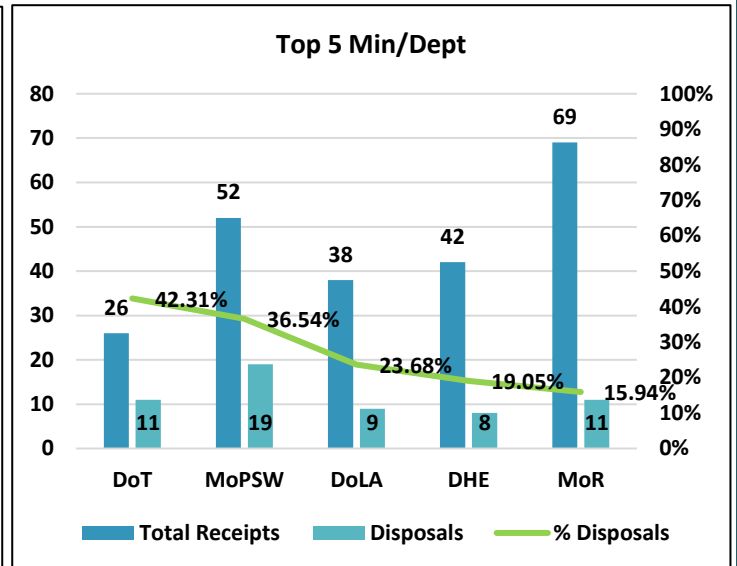
New space created after disposal of e-Waste from GST Bhawan, Kolkata; **CBIC**

## 8. Parameter wise Performance of Ministries/Departments

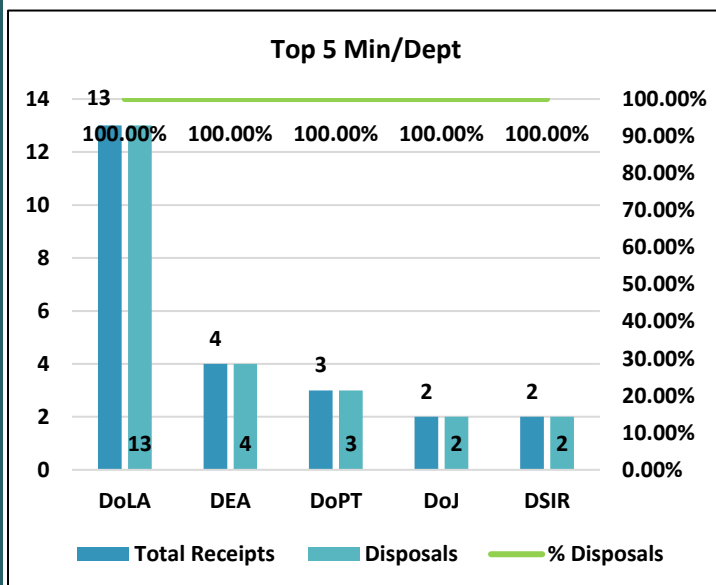
### MP References



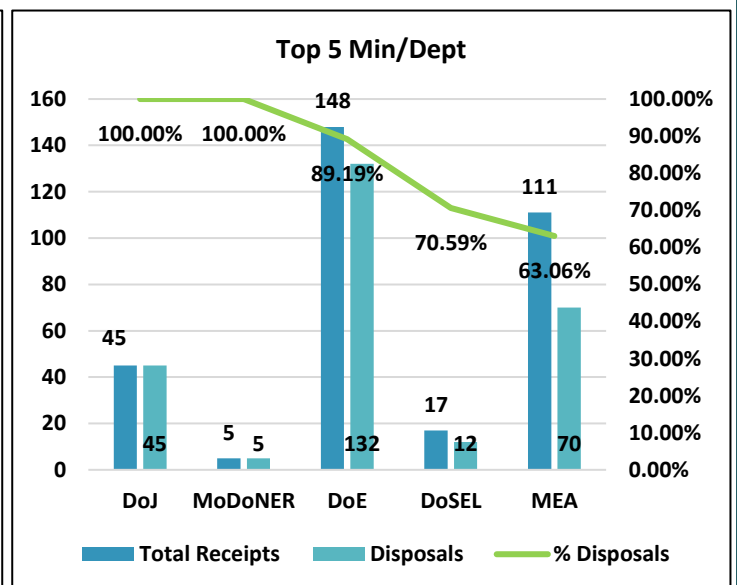
### Parliamentary Assurances



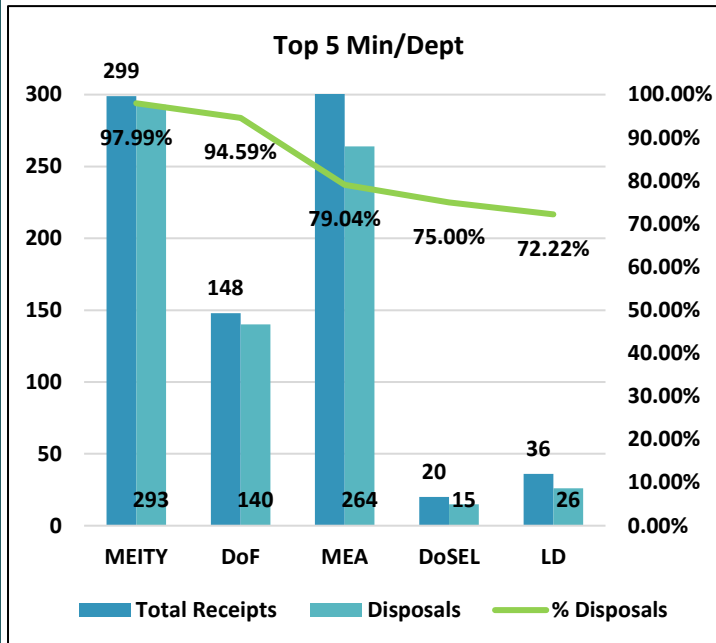
### IMC References



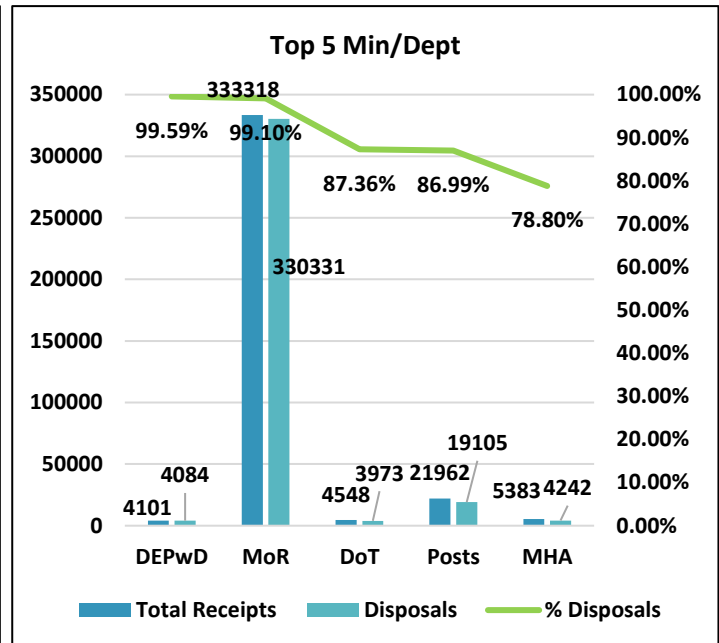
### State Government References



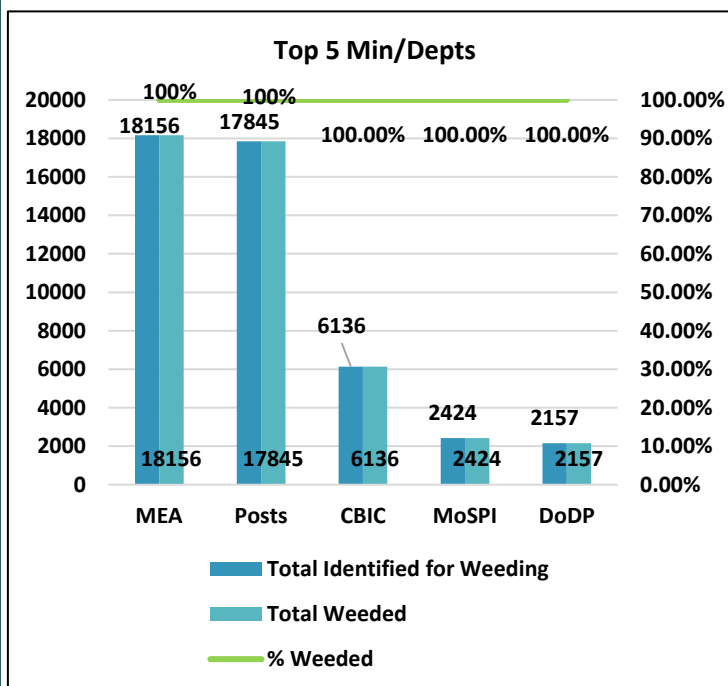
## PMO References



## Public Grievances



## Files Weeded Out





## 9. In Focus: Department of School Education & Literacy

### 9.1 Introduction

Universal access to quality education is fundamental for developing an equitable and just society, promoting national development, scientific advancement, national integration and cultural preservation. Department of School Education & Literacy (DoSEL) is committed to creating a quality education system with focus on historically disadvantaged and underrepresented groups that acts as great leveller achieving economic and social mobility, inclusion and equality. The *National Education Policy, 2020* emphasizes inter alia that “... certain subjects, skills & capacities should be learned by all students to become good, successful, innovative, adaptive & productive human beings in today’s rapidly changing world. These skills include: environmental awareness including water & resource conservation, sanitation & hygiene”. Eco Clubs in schools are being revitalized in order to implement the NEP 2020 in letter and spirit and to prepare a generation of pro planet green warriors.

On the occasion of World Environment Day 2024, Prime Minister, Shri Narendra Modi launched #एक\_पेड़\_माँ\_के\_नाम #Plant4Mother Campaign by planting a sapling of a Peepal Tree at Buddha Jayanti Park, New Delhi. Drawing a parallel between the nurturing of Nature by Mother Earth and the nurturing of human lives by our mother, Hon’ble Prime Minister exhorted people across the world to plant a tree as a mark of love, respect and honour for their mother and also take a pledge for protecting trees and Mother Earth. School students were encouraged to take up this activity and more than 5.99 lakh such saplings, have been planted by students along with their mothers.



Initiative - #एक\_पेड़\_माँ\_के\_नाम #Plant4Mother

## Glimpses of Swachhata



## Efficient Management of Space



Eco Clubs for Mission LiFE are an intervention under Samagra Shiksha, the flagship scheme of DoSEL, to enable students to take up meaningful environment-friendly activities and projects, thereby developing sensitivity to environmental concerns and the right attitudes and dispositions to address them. In consonance with the Whole of Government approach, Eco Club activities have been aligned with Mission LiFE and the clubs have been renamed as “Eco Clubs for Mission LiFE”. The idea of LiFE was put forth by Hon’ble Prime Minister at Glasgow at COP 26 in 2021 and since India is committed to promoting a healthy and sustainable way of living based on traditions and values of conservation and moderation as key to combating climate change. Eco Clubs for Mission LiFE aim to inculcate environment friendly behaviour among students and promote a sustainable lifestyle. Under the aegis of these clubs, Summer Camps were organized in schools across all States/UTs/ABs from June 05, 2024, the World Environment Day, based on Mission LiFE themes. These camps enlisted a cumulative participation of more than 11 crore students, teachers and community members. Some notable achievements of the Summer Camps are listed below:

S No.	Action Taken	Achievements
<b>Initiatives for Scrap Disposal</b>		
1.	Amount of single use plastic collected	6,55,366 kg
2.	Number of plastic water bottles replaced	4.9 lakh
3.	Number of eWaste drives conducted	1.2 lakh
4.	Amount of eWaste collected	2,06,201 kg
<b>Cleanliness Drives</b>		
1.	Number of cleanliness drives organised	2.01 lakh
2.	Number of 2 bin systems installed	1.63 lakh
3.	Number of compost pits constructed/revived	1.32 lakh
4.	Number of energy teams formed	1.1 lakh
5.	Saplings planted	11.23 lakh
6.	Plant for Mother plantations	5.99 lakh
7.	Essays submitted on – <i>“A living witness: An essay through the eyes of a tree”</i>	12.83 lakh
8.	Number of nature walks conducted	1.75 lakh



### Notable Achievements of Monthly Campaigns: DOSEL

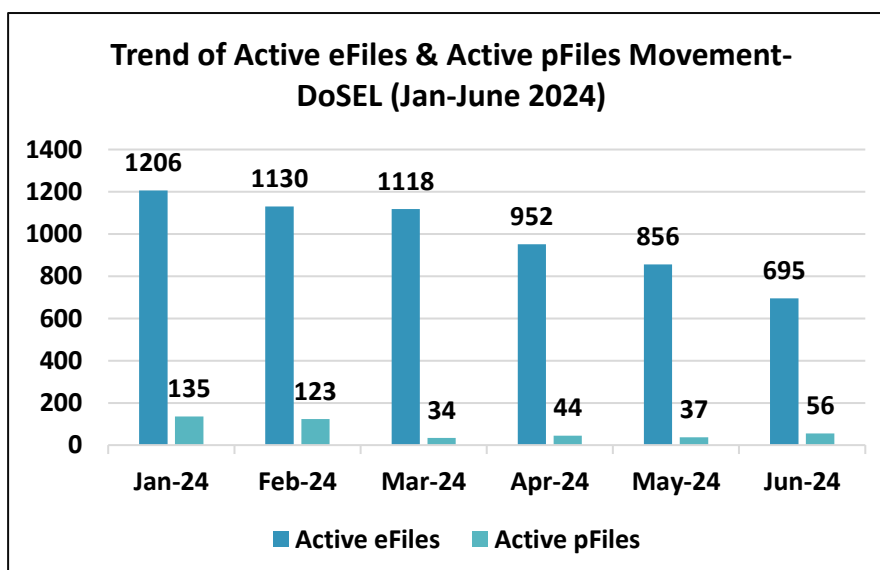
Month (2024)	Cleanliness Campaigns Conducted	Physical Files Reviewed	Files Weeded out	Digital Files Reviewed	Files Closed
Jan	3	40	40	0	0
Feb	2	155	14	508	8
Mar	2	163	48	675	0
Apr	2	190	74	478	5
May	2	177	52	870	5
June	2.01 lakh	200	200	1345	5

### Increasing Efficiency in Decision Making

DoSEL has implemented complete delayering of its channel of submission and processes with all subjects being decided in 4 or a less number of layers.

### eOffice

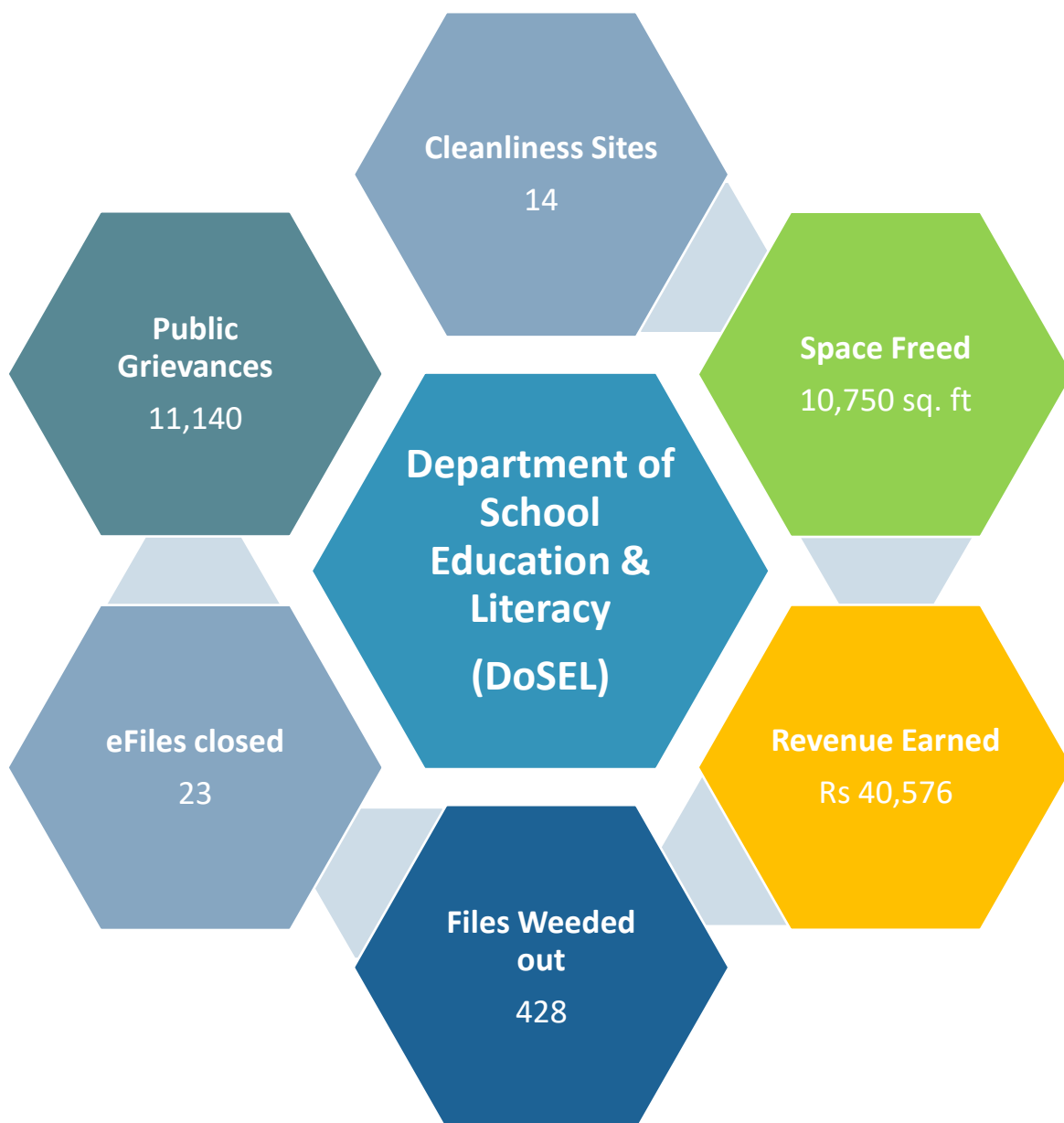
The exchange of information, communication & transactions are fully delivered through e-office/e-mail. Meetings with State Governments/Other Ministries/Autonomous Organizations are held through Video Conferencing. The e-Office is also fully implemented in the Autonomous Organizations under this Department (except the National Institute of Open Schools (NIOS), where it is implemented partially). The Department has instructed NIOS to make its e-office fully operational.



The data for DoSEL is shown under the “Ministry of Education”. Status of eOffice implementation by Ministry of Education is as follows:

- From Jan 2024 – June 2024, the number of Active eFiles is 95,254.
- From Jan 2024 – June 2024, % share of Active efiles distribution is 79.34%.
- In June 2024, % share of eFiles is 92.54%.
- In June 2024, out of total 14,298 receipts generated 14,046 are eReceipts (98.23%).

#### DoSEL: Overview



## 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

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

### Office Memorandum

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

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

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

#### **(A) Level of disposal and channel of submission**

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

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

**(B) Effective Use of Desk Officer System:**

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

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

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

**(D) Strengthening Central Registry Unit (CRU)**

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

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

*Kshatrapati Shivaji*  
mar 12, 2021.

(Kshatrapati Shivaji)  
Secretary to the Government of India

To  
All Secretaries to the Government of India

## Annexure- I Data not uploaded

S No.	Ministry/Department
1.	Department of Investment & Public Asset Management
2.	Ministry of Tribal 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.	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 Rejuvenation
49.	DoYA	Department of Youth Affairs
50.	LD	Legislative Department
51.	AYUSH	Ministry of Ayush
52.	MoCA	Ministry of Civil Aviation
53.	Coal	Ministry of Coal
54.	Cooperation	Ministry of Cooperation
55.	MCA	Ministry of Corporate Affairs
56.	MoC	Ministry of Culture
57.	MoDWS	Ministry of Drinking Water and Sanitation
58.	MoE	Ministry of Education
59.	MoES	Ministry of Earth Sciences
60.	MEITY	Ministry of Electronics & Information Technology
61.	MoEFCC	Ministry of Environment, Forest and Climate Change
62.	MEA	Ministry of External Affairs



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





Department of Administrative Reforms and Public Grievances

Government of India

5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi- 110001