



सत्यमेव जयते

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 | May 2024

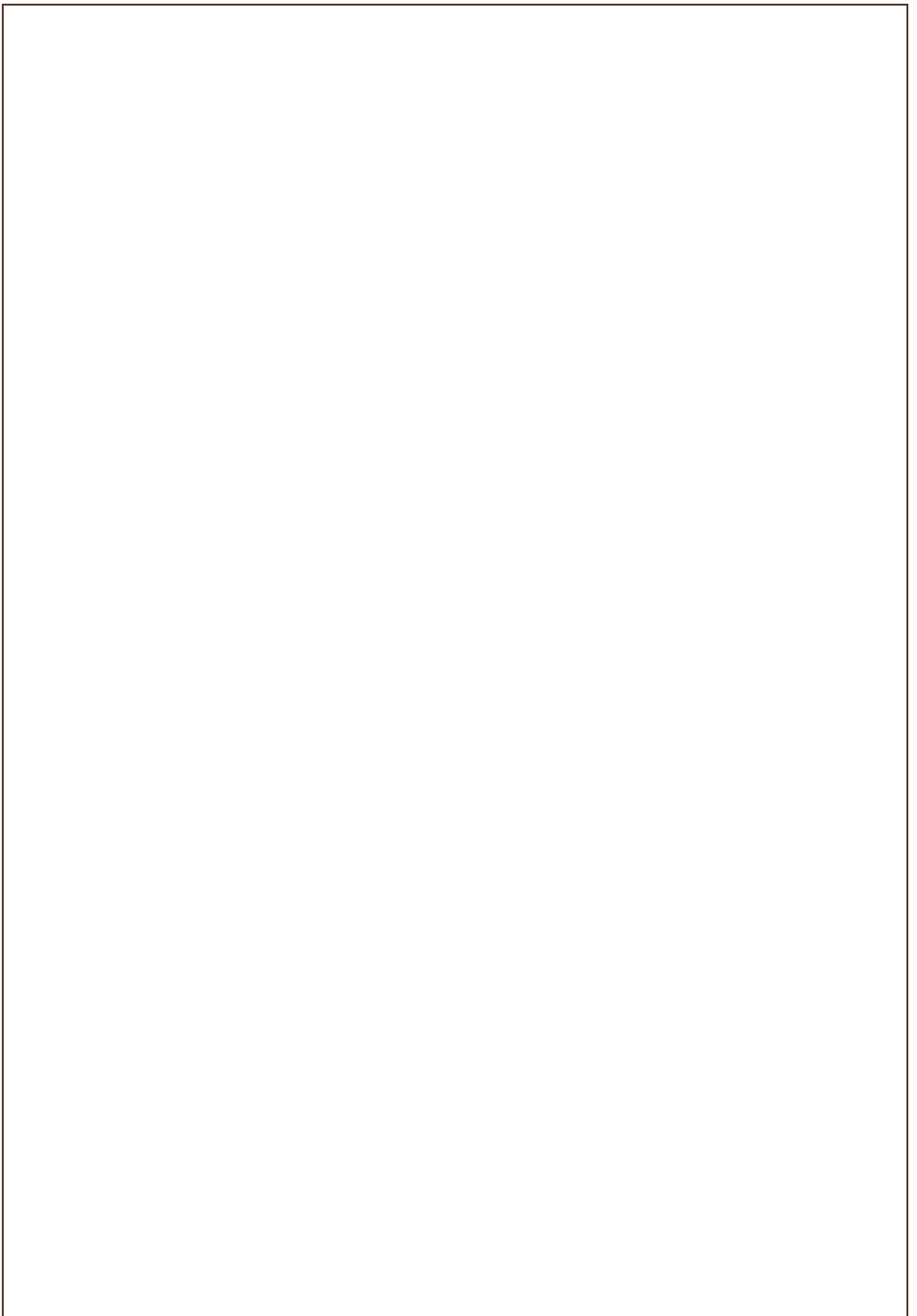


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1. Key Highlights (May 2024)

I. eOffice Analytics and Implementation

- a) 94.34% of total files created in May 2024 are eFiles as compared to 94.28% in April 2024.
- b) 44 Ministries/Departments have 100% share of eFiles in May 2024.
- c) In May 2024, out of 4,32,706 receipts generated, 4,07,652 were e-receipts (94.21%).
13 Ministries/Departments have 100% share of e-receipts for May 2024.
- d) The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.08 in May 2024, as compared to 4.14 in April 2024.
- e) Only 2 Ministries/Department have average transaction level of more than 5 levels.
- f) In May 2024, there were 3,818 files with Inter Ministerial file movement as compared to 3,450 in April 2024.

II. Swachhata Campaign

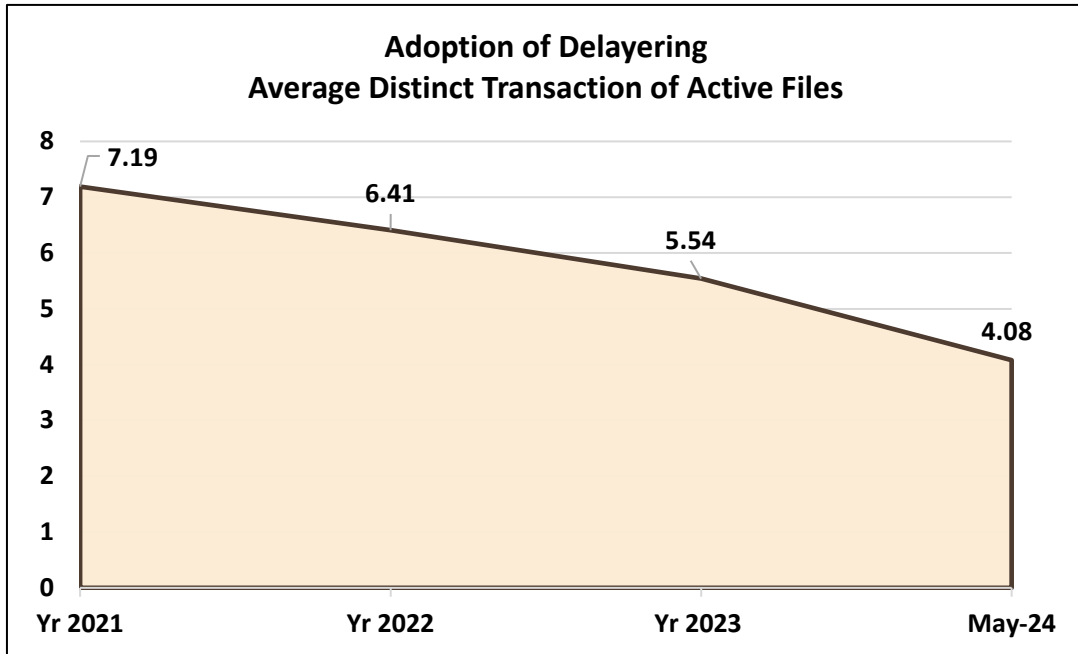
- a) Cleanliness Campaign conducted at **3,919 sites**
- b) **2,02,555 sq. ft** of Space Freed
- c) **Rs 52,53,26,253** - Revenue earned by scrap disposal

III. Reduction in pendency

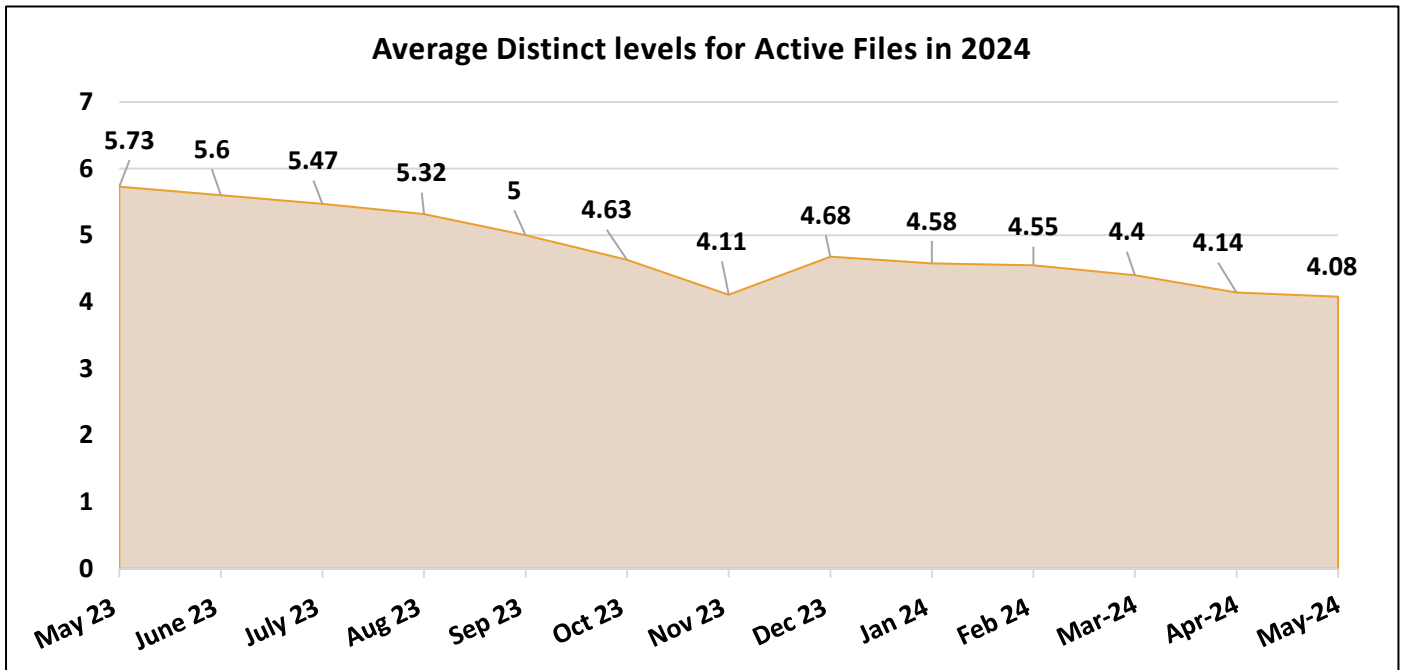
- a) **Disposed**
 - ✓ **4,95,164** Public Grievances
 - ✓ **18,613** Public Grievance Appeals
 - ✓ **245** PMO References
 - ✓ **404** References from State Government
- b) **Record Management**
 - ✓ **2,19,932** Physical files reviewed and **69,115** physical files weeded out
 - ✓ **31,338** eFiles put up for review and **29,781** 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 4.08 in May 2024.

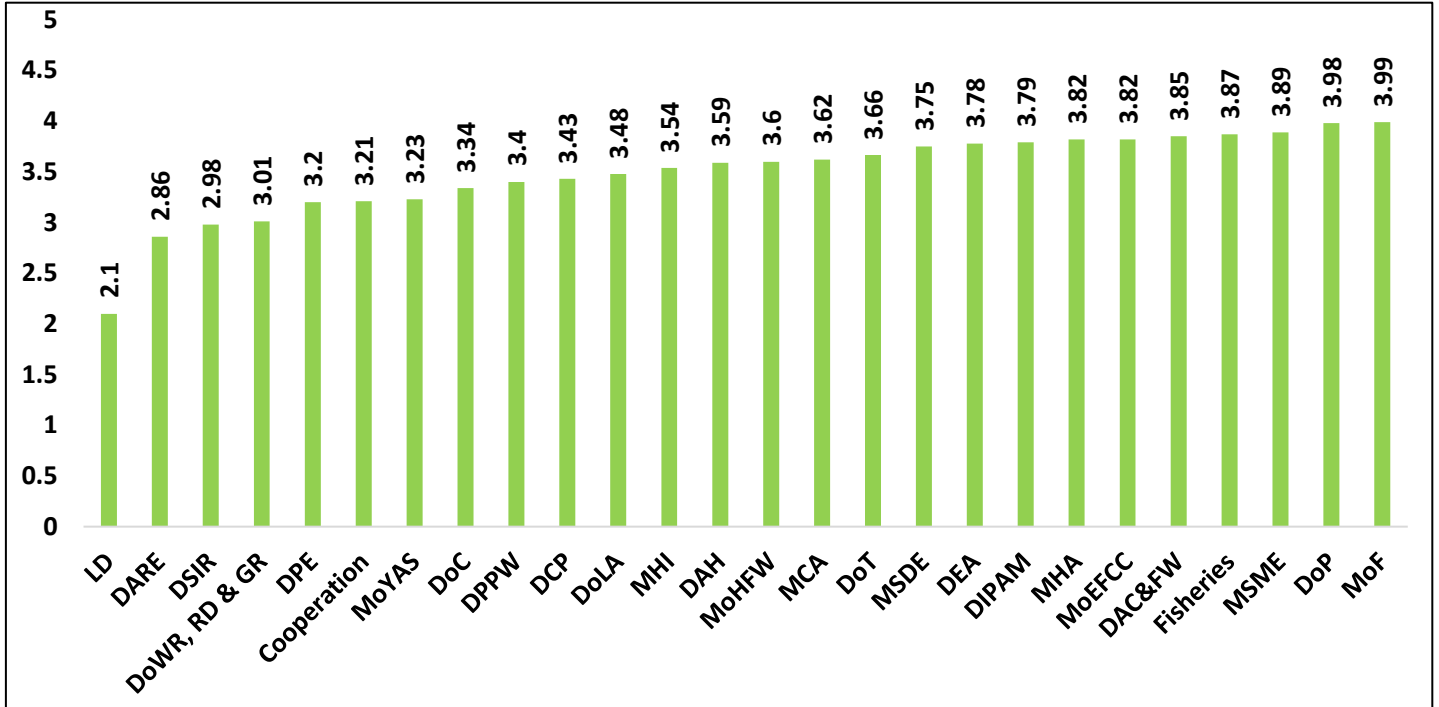


Average distinct transaction levels for active files in the Central Secretariat from May 2023 to May 2024

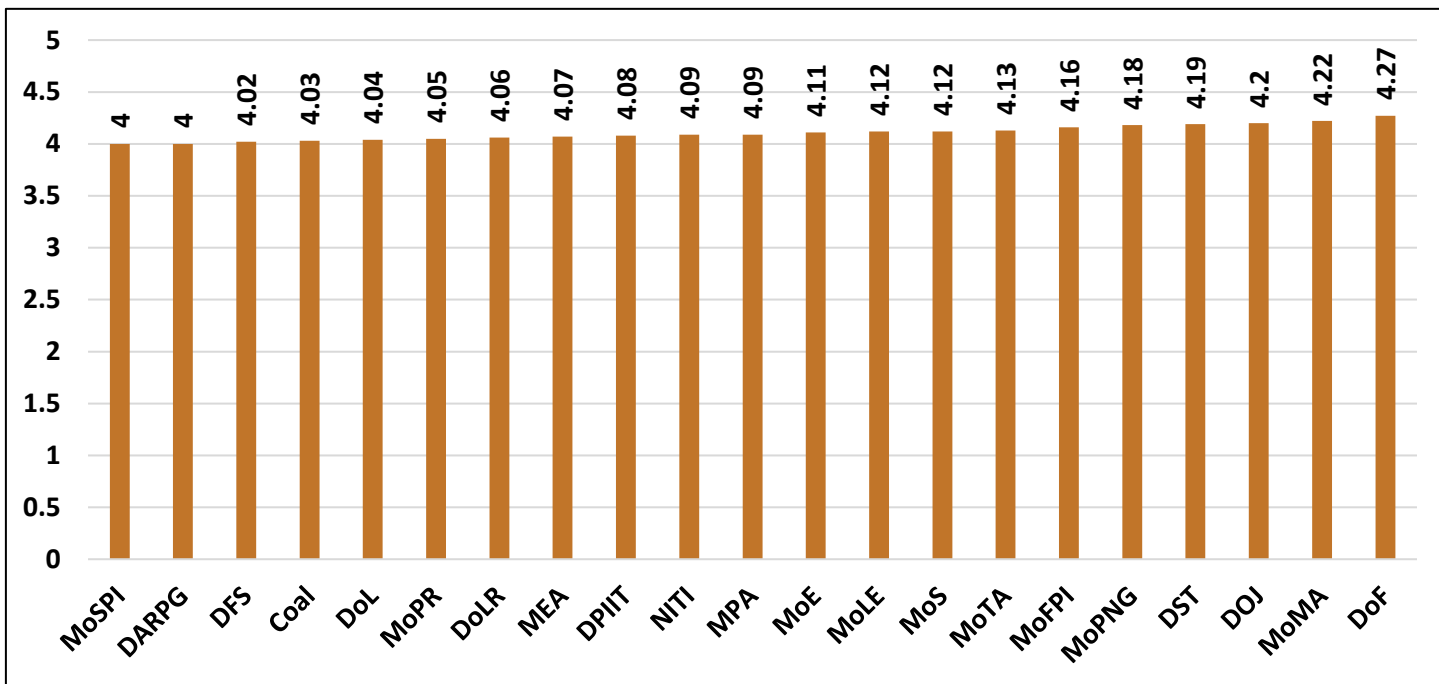
2.2 Status of Delaying

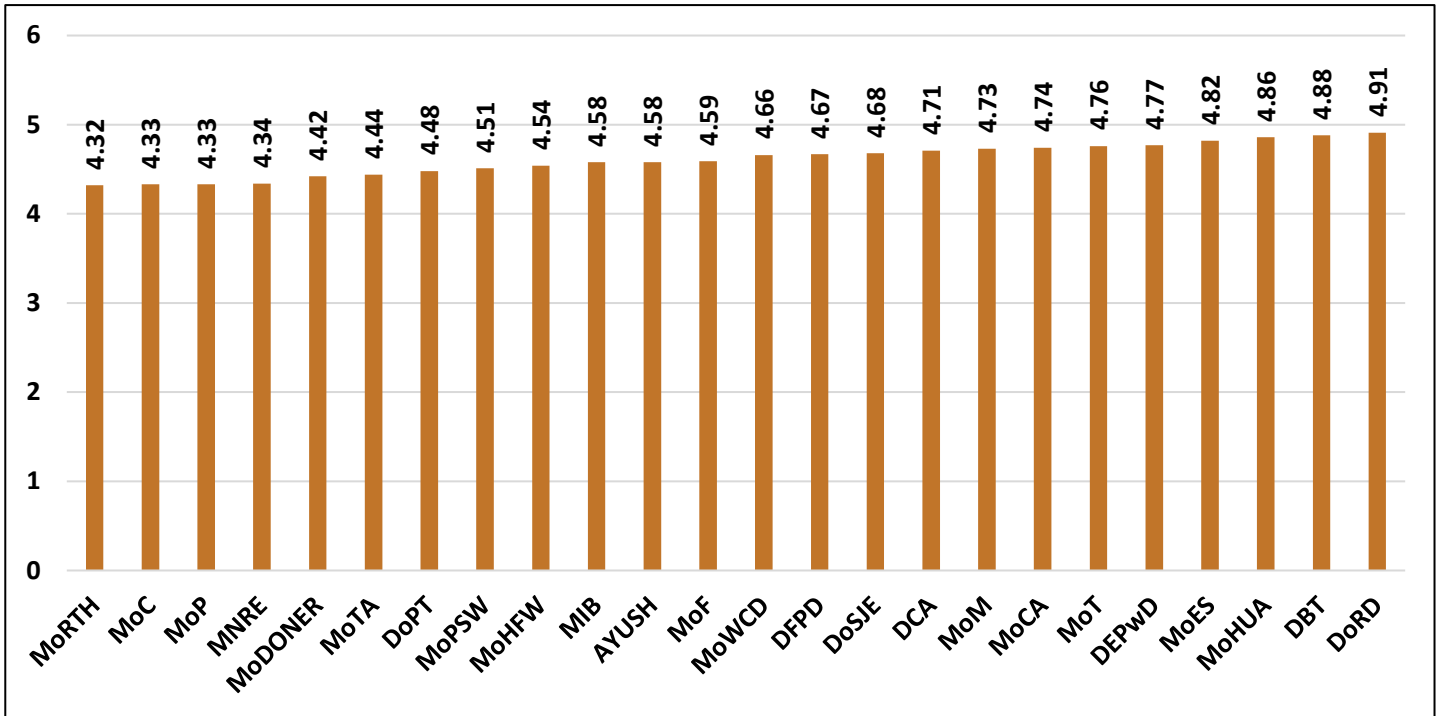
Following graph depicts the average distinct transaction levels in different Ministries/Departments for May 2024:

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

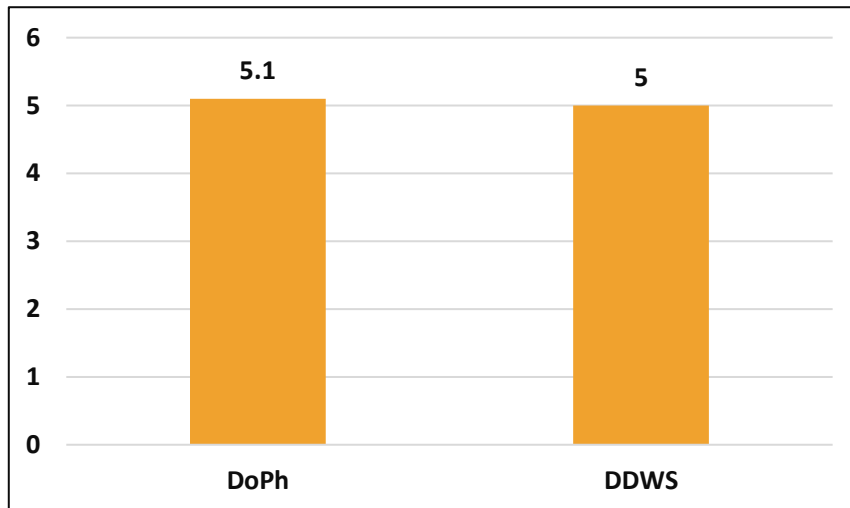


b. Ministries/Departments with average distinct transaction levels between 4 to 5





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



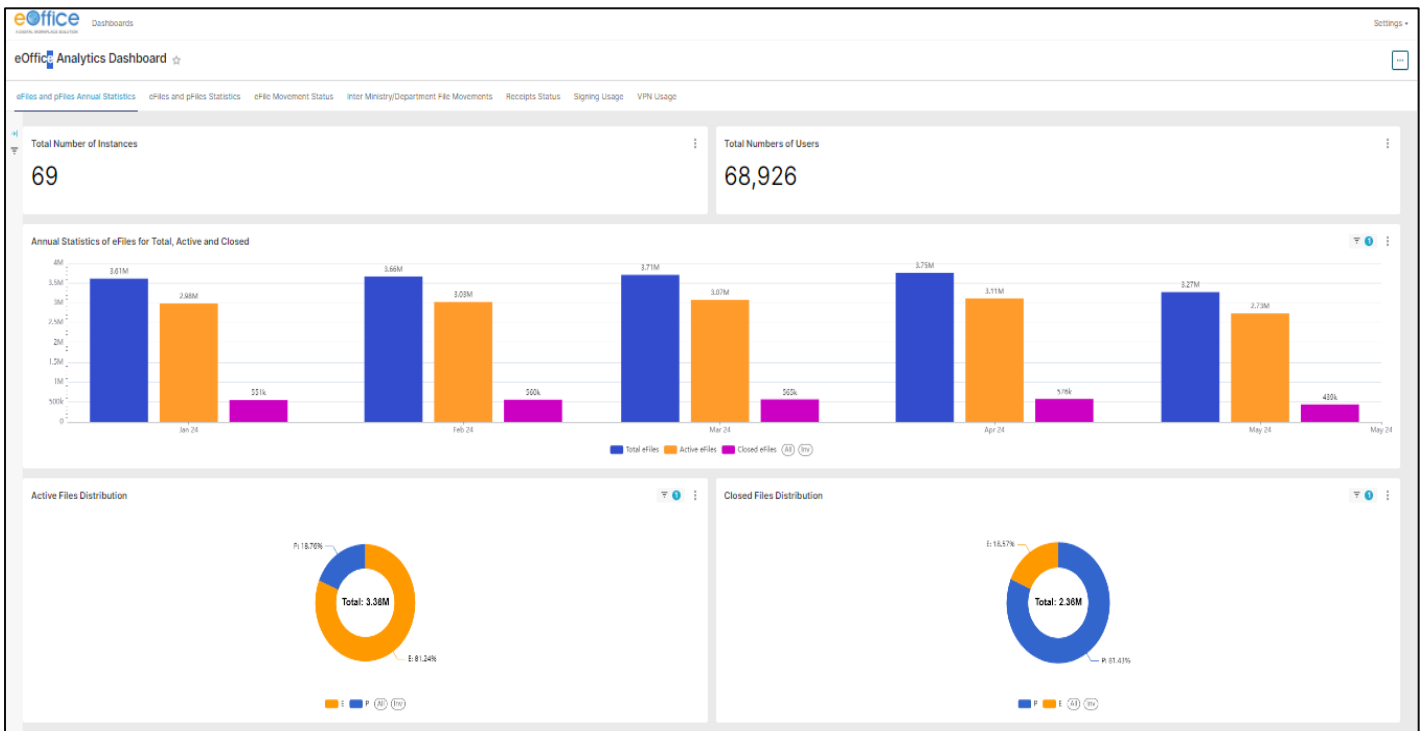
3. eOffice Analytics and Implementation

3.1 eOffice Analytics

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

The Dashboard provides for:

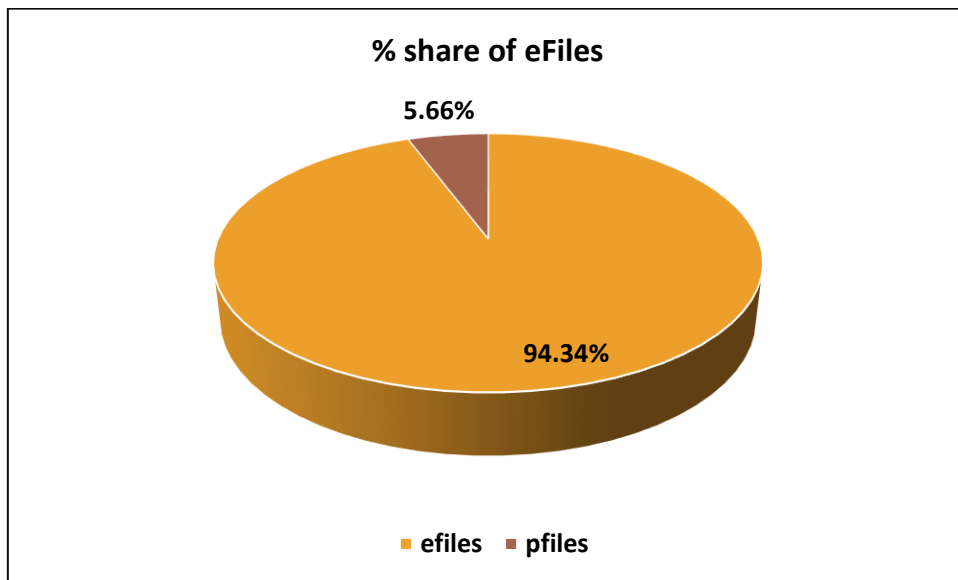
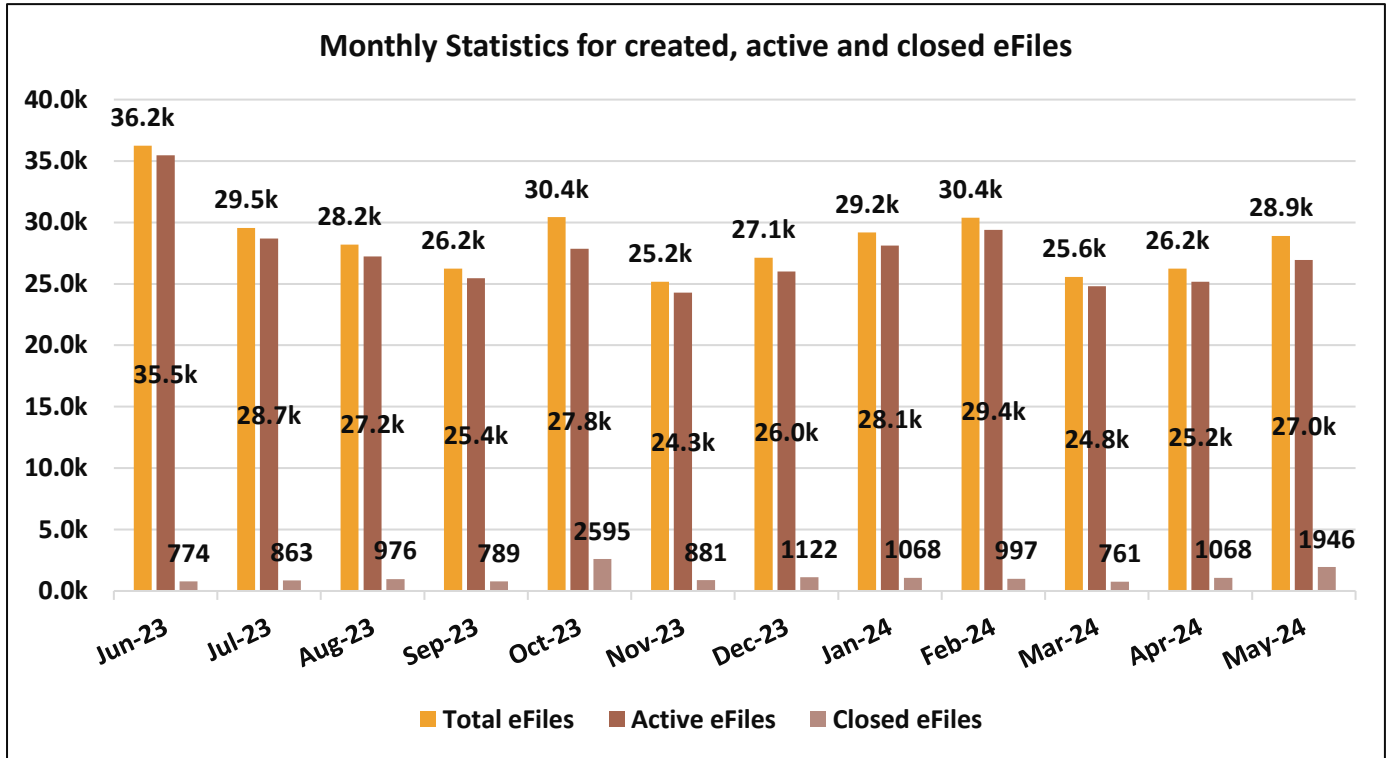
- Real Time metrics to Facilitate in-depth data analysis & strengthen Decision Making
- Decision making made user friendly, through Visualization of Data and Trends
- Data Analysis to further streamline & strengthen e-Office
- Facilitate a comprehensive implementation of IEDM



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

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

3.2 Growth of e-Files



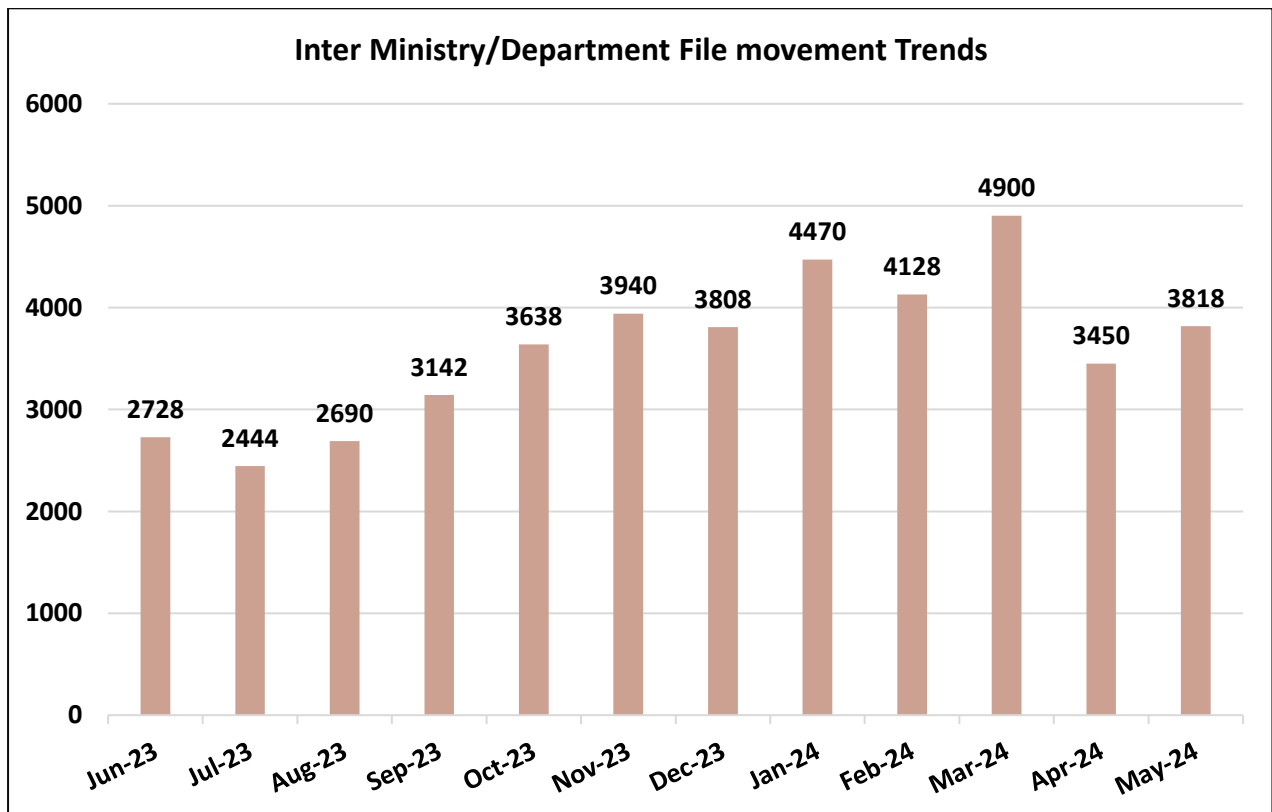
The share of eFiles for May 2024 is **94.34 %**

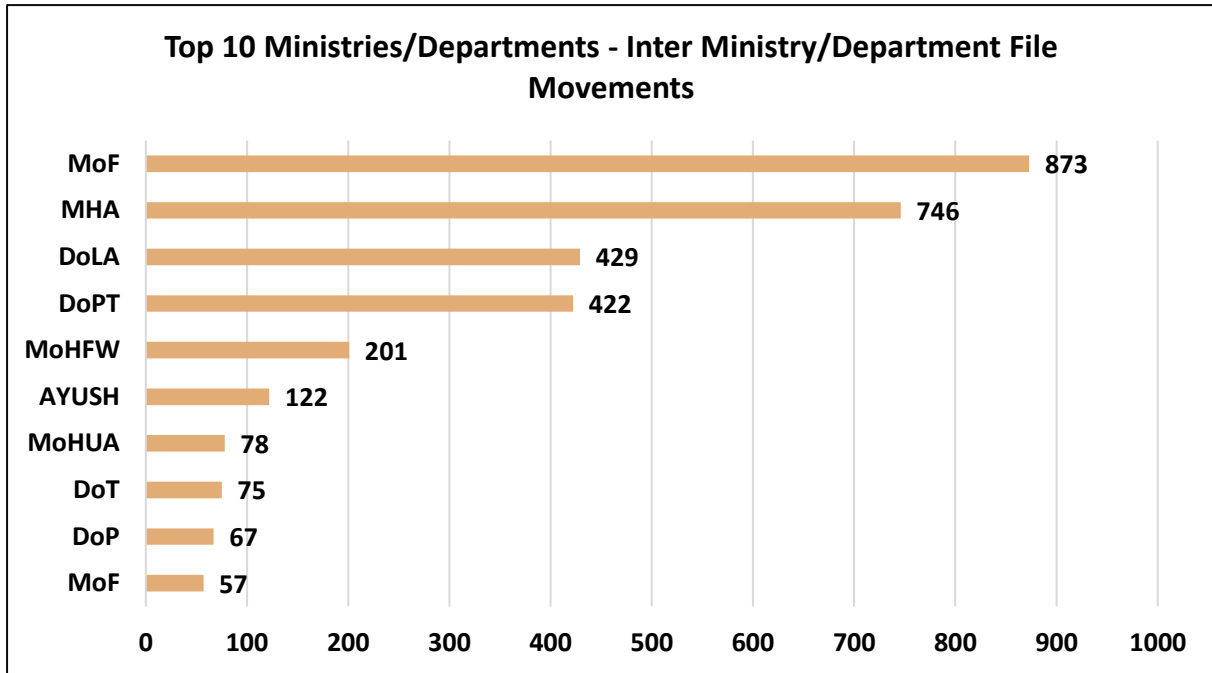
3.3 eFiles creation (May 2024)

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

S No.	Ministry/Department	% share of eFiles
1.	Department of Official Language	7.41%
2.	Ministry of Heavy Industries	54.76%
3.	Department of Expenditure	59.17%
4.	Ministry of Home Affairs	63.42%
5.	Department of Personnel & Training	78.33%
6.	Ministry of Information & Broadcasting	83.08%

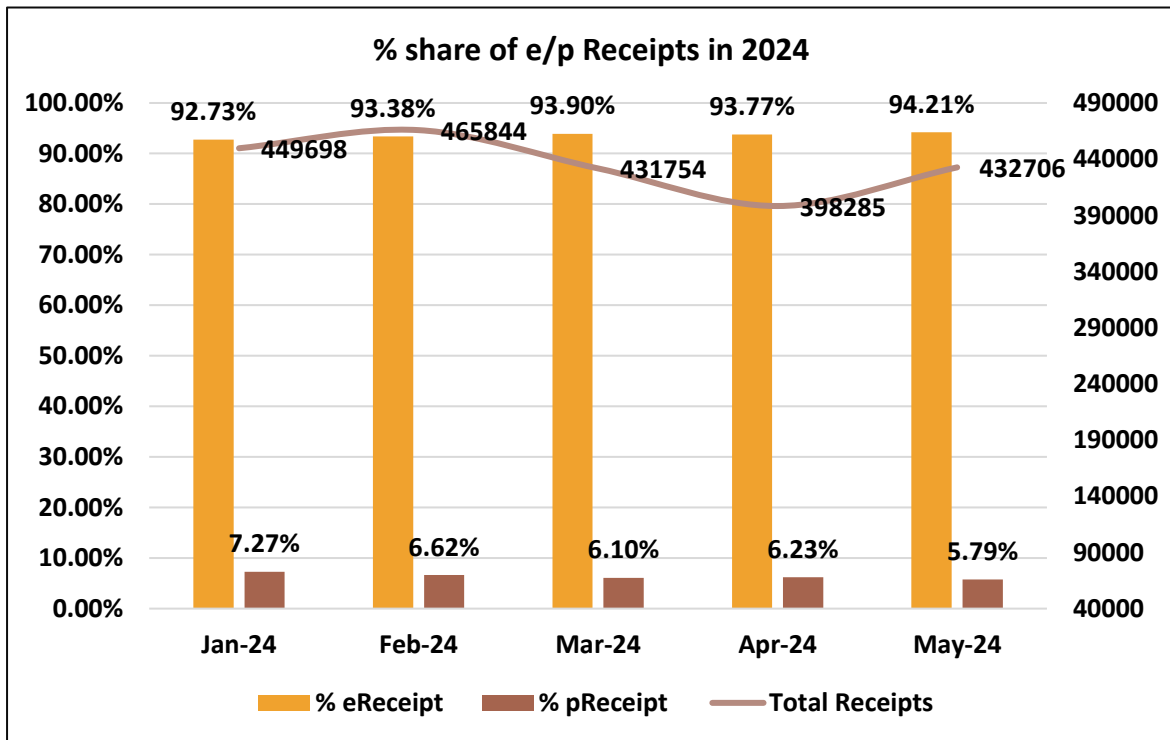
3.4 Inter-Departmental File Movement





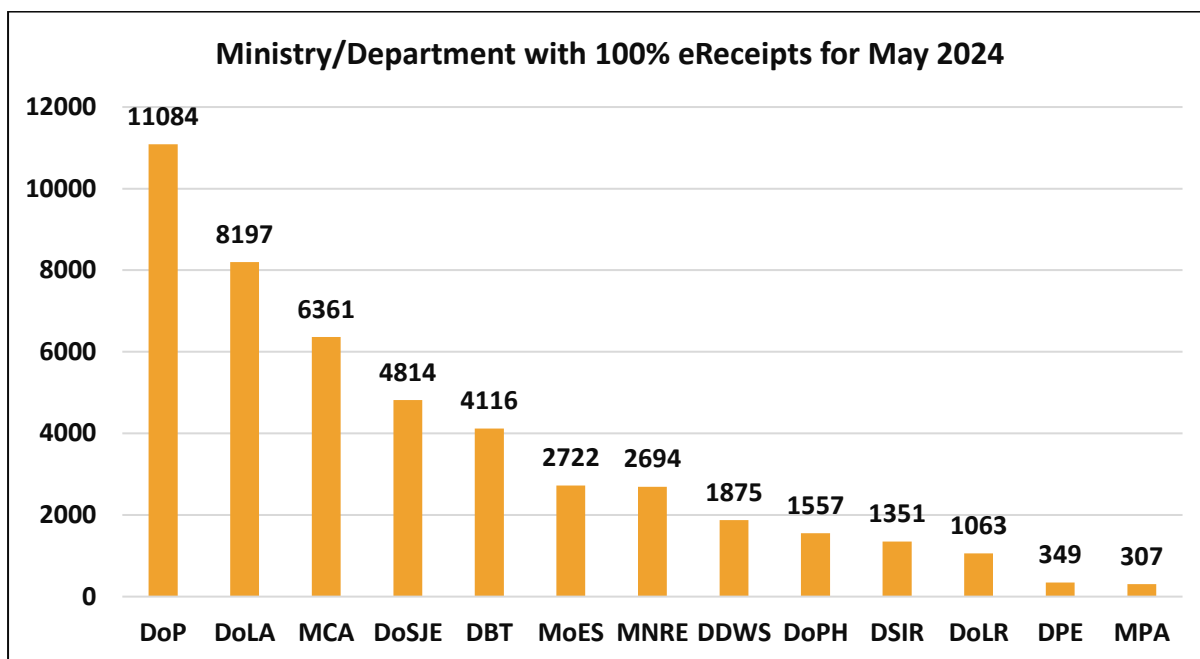
- The Department of Expenditure in Ministry of Finance has the maximum number of Inter-Ministerial files (873) followed by the Ministry of Home Affairs (746) and the Department of Legal Affairs (429) for the month of May 2024.

3.5 eReceipts Adoption (% share of eReceipts)



In May 2024, out of a total of 432706 receipts, 407652 were e-receipts (94.21%)

- 13 Ministries/Departments have a 100% share of e-receipts for May 2024



3.6 eOffice Analytics

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

S No.	Ministry/ Department	% Files with Avg Distinct Level >4	% eReceipt	% eFiles	%DSC+eSign
1.	Department for Promotion of Industry and Internal Trade	33.33%	90.62%	100.00%	42.84%
2.	Department of Administrative Reforms & Public Grievances	40.00%	98.26%	97.06%	99.63%
3.	Department of Agricultural Research and Education	14.29%	96.62%	100.00%	23.85%
4.	Department of Agriculture Cooperation & Family Welfare	29.34%	99.69%	98.51%	6.75%
5.	Department of Animal Husbandry and Dairying	21.22%	99.87%	100.00%	4.92%
6.	Department of Biotechnology	55.95%	100.00%	100.00%	5.03%
7.	Department of Chemicals and Petrochemicals	25.00%	99.84%	98.46%	12.60%
8.	Department of Commerce	19.72%	98.23%	100.00%	0.58%
9.	Department of Consumer Affairs	42.68%	99.41%	100.00%	0.46%

10.	Department of Drinking Water and Sanitation	54.68%	100.00%	100.00%	0.03%
11.	Department of Economic Affairs	NA	95.98%	96.26%	2.33%
12.	Department of Empowerment of Persons with Disabilities	56.06%	99.85%	100.00%	0.47%
13.	Department of Expenditure	NA	42.46%	7.41%	0.74%
14.	Department of Fertilizers	32.96%	99.43%	100.00%	11.35%
15.	Department of Financial Services	NA	93.72%	98.84%	0.00%
16.	Department of Fisheries	27.56%	99.95%	100.00%	0.00%
17.	Department of Food & Public Distribution	45.63%	99.20%	100.00%	21.42%
18.	Department of Health Research	NA	91.07%	94.19%	4.50%
19.	Department of Investment and Public Asset Management	NA	99.93%	100.00%	4.18%
20.	Department of Justice	34.55%	99.96%	100.00%	15.24%
21.	Department of Land Resources	38.24%	100.00%	98.18%	3.60%
22.	Department of Legal Affairs	22.04%	100.00%	100.00%	4.12%
23.	Department of Official Language	41.67%	35.80%	54.76%	1.04%
24.	Department of Pensions and Pensioners' Welfare	23.08%	99.25%	100.00%	55.90%
25.	Department of Personnel & Training	48.67%	85.94%	59.17%	1.86%
26.	Department of Pharmaceuticals	53.33%	100.00%	100.00%	3.50%
27.	Department of Posts	28.35%	100.00%	100.00%	17.29%
28.	Department of Public Enterprises	0.00%	100.00%	100.00%	2.42%
29.	Department of Revenue	NA	68.16%	94.89%	14.36%
30.	Department of Rural Development	NA	99.94%	100.00%	6.27%
31.	Department of Science & Technology	40.52%	99.73%	100.00%	1.60%
32.	Department of Scientific and Industrial Research	5.79%	100.00%	100.00%	2.37%
33.	Department of Social Justice & Empowerment	50.00%	100.00%	100.00%	5.22%
34.	Department of Telecommunications	NA	90.31%	95.48%	25.40%
35.	Department of Water Resources, River Development & Ganga Rejuvenation	21.59%	99.83%	99.83%	0.78%
36.	Legislative Department	4.10%	88.82%	100.00%	4.11%
37.	Ministry of AYUSH	51.88%	83.43%	91.10%	3.25%
38.	Ministry of Civil Aviation	50.81%	99.75%	100.00%	1.69%
39.	Ministry of Coal	31.58%	99.98%	100.00%	0.00%

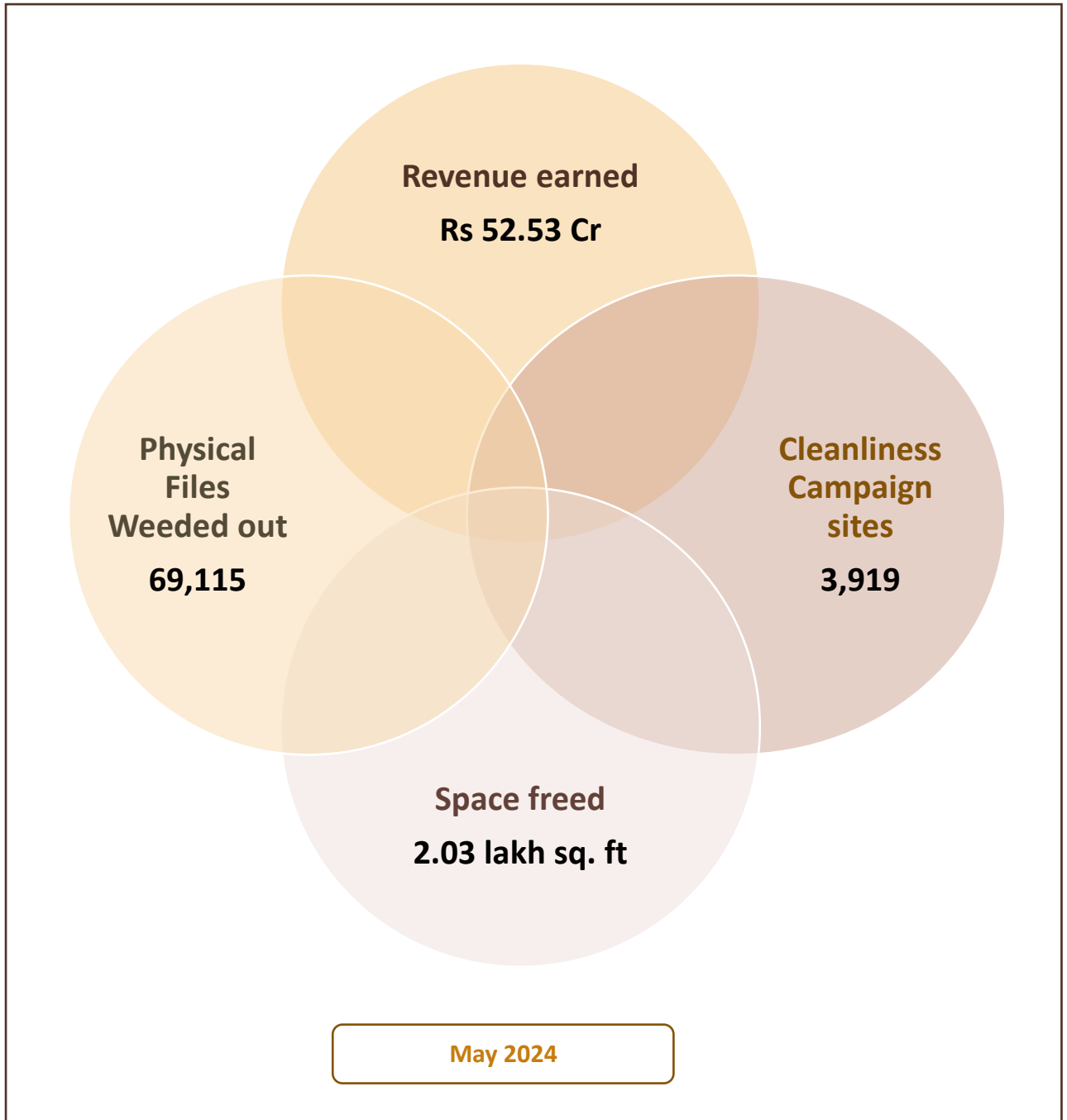
40.	Ministry of Cooperation	32.39%	90.55%	100.00%	11.27%
41.	Ministry of Corporate Affairs	19.06%	100.00%	100.00%	0.01%
42.	Ministry of Culture	45.00%	98.52%	99.28%	4.74%
43.	Ministry of Development of North Eastern Region	45.56%	99.90%	98.98%	22.39%
44.	Ministry of Earth Sciences	54.44%	100.00%	100.00%	0.35%
45.	Ministry of Education	36.13%	97.82%	95.86%	1.39%
46.	Ministry of Electronics & Information Technology	NA	96.64%	99.83%	2.75%
47.	Ministry of Environment, Forest and Climate Change	31.50%	99.93%	100.00%	30.31%
48.	Ministry of External Affairs	29.86%	99.88%	100.00%	7.52%
49.	Ministry of Food Processing Industries	32.18%	97.26%	99.03%	0.06%
50.	Ministry of Health and Family Welfare	NA	92.97%	99.16%	34.94%
51.	Ministry of Heavy Industries	25.37%	99.97%	63.42%	0.54%
52.	Ministry of Home Affairs	27.55%	75.99%	78.33%	1.34%
53.	Ministry of Housing & Urban Affairs	49.07%	95.65%	100.00%	5.95%
54.	Ministry of Information & Broadcasting	48.45%	69.12%	83.08%	0.74%
55.	Ministry of Labour & Employment	39.52%	91.51%	98.71%	9.37%
56.	Ministry of Micro Small and Medium Enterprises	27.52%	89.72%	96.67%	21.36%
57.	Ministry of Mines	42.36%	99.97%	100.00%	31.30%
58.	Ministry of Minority Affairs	43.33%	91.63%	100.00%	0.00%
59.	Ministry of New and Renewable Energy	39.56%	100.00%	99.12%	8.76%
60.	Ministry of Panchayati Raj	35.94%	99.94%	100.00%	1.76%
61.	Ministry of Parliamentary Affairs	31.82%	100.00%	100.00%	0.00%
62.	Ministry of Petroleum and Natural Gas	39.24%	97.70%	100.00%	0.30%
63.	Ministry of Ports, Shipping and Waterways	41.60%	99.64%	100.00%	15.53%
64.	Ministry of Power	37.67%	99.84%	95.72%	0.03%
65.	Ministry of Road Transport & Highways	40.65%	99.88%	100.00%	60.78%
66.	Ministry of Skill Development and Entrepreneurship	23.97%	96.49%	100.00%	6.97%
67.	Ministry of Statistics & Programme Implementation	28.52%	99.94%	100.00%	1.59%
68.	Ministry of Steel	35.97%	97.71%	95.60%	5.94%
69.	Ministry of Textiles	51.14%	86.32%	99.05%	0.03%

70.	Ministry of Tourism	42.21%	99.87%	100.00%	2.40%
71.	Ministry of Tribal Affairs	30.85%	97.42%	100.00%	0.07%
72.	Ministry of Women and Child Development	46.18%	99.88%	100.00%	0.70%
73.	Ministry of Youth Affairs & Sports	27.65%	99.82%	99.52%	0.14%
74.	NITI Aayog	35.77%	95.96%	100.00%	0.07%

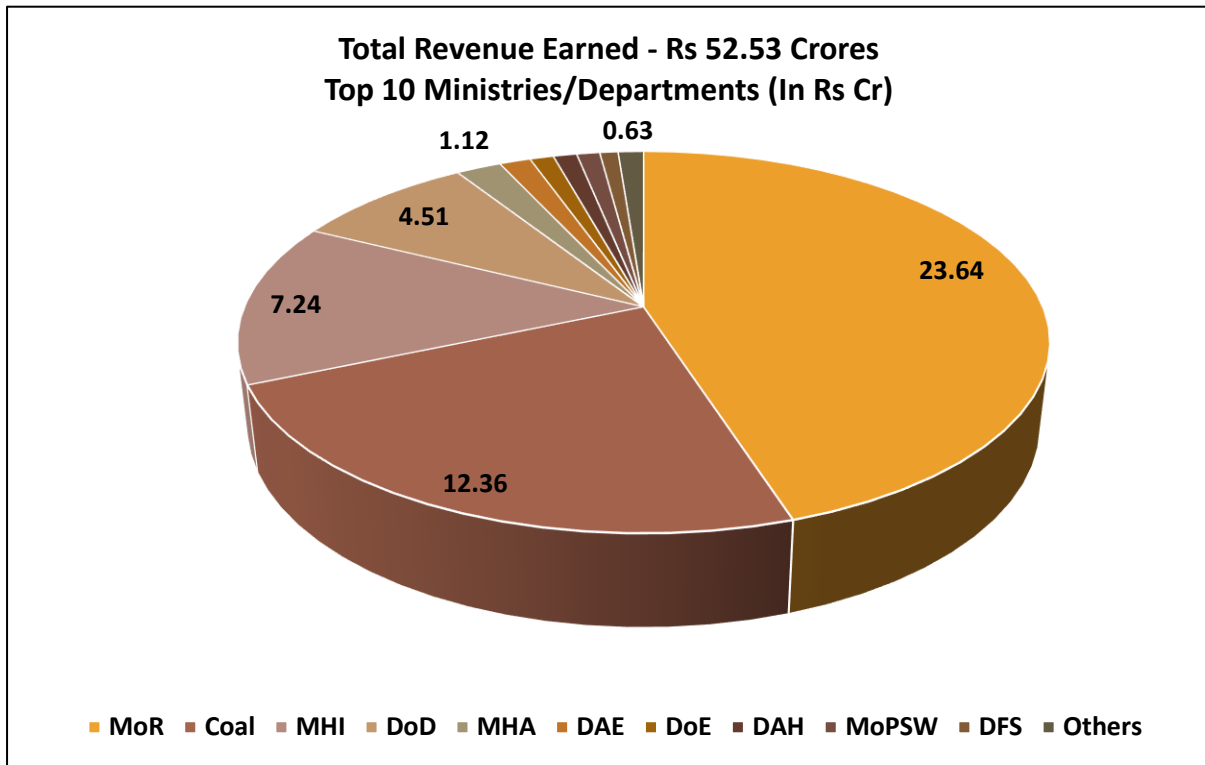
- All Ministries/Departments to adopt DSC/eSign by June 30th, 2024. DARPG OM No. T-11/1/2024-ARC-DARPG (e8565) dated 15.01.2024 (Pg 33 of the report).
- Ministries/Departments to shift to 100% eReceipts. DARPG OM No. O-16012/6/2017-ARC-DARPG (e2938) dated 21.06.2023 (Pg 34 of the report)
- Ministries/Departments 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 35 of the report).

4. Swachhata Campaign and Reducing Pendency

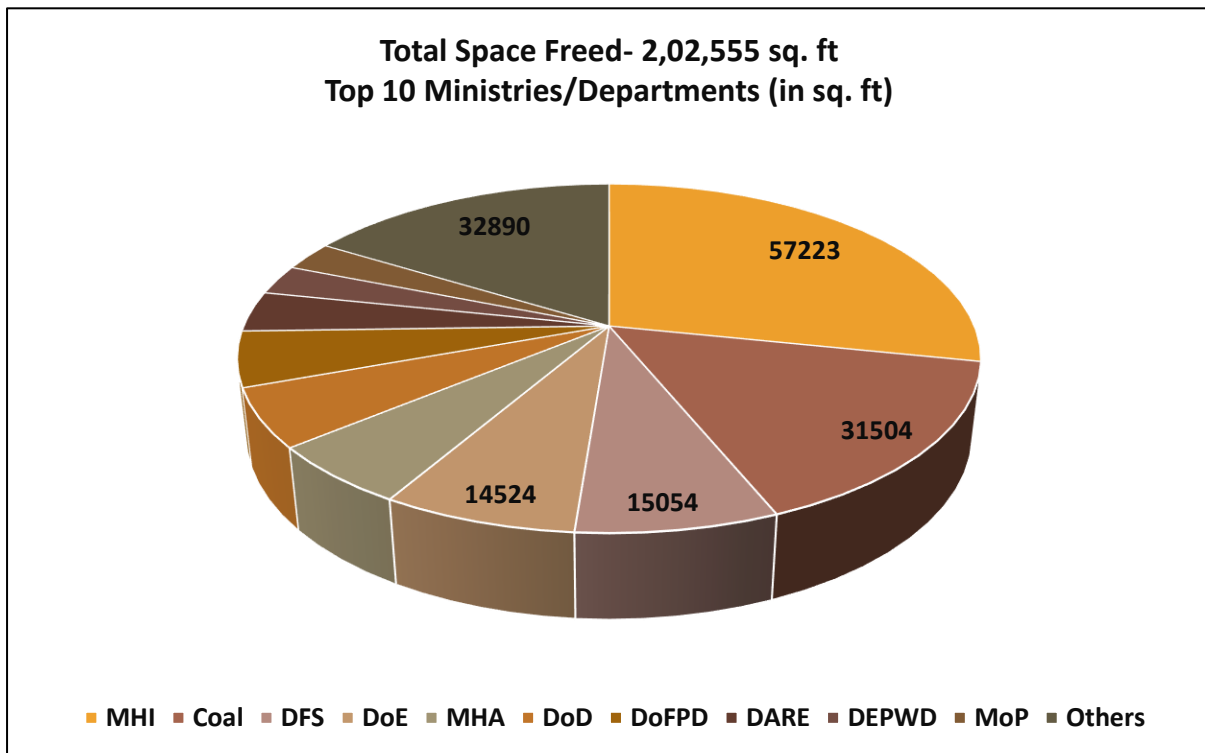
4.1 Swachhata Campaign



4.1.1 Revenue Earned from Scrap Disposal



4.1.2 Space Freed



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

- **Ministry of Heavy Industry:** Total space freed in May, 2024 is 57,223 sq. ft. The top 3 sites are under CPSE-BHEL of this Ministry. They are: -

S No.	Site	Space Freed
1.	BAP, Ranipet	14,400 sq. ft
2.	FDG PSWR, Ramagundam	12,000 sq. ft
3.	HEP, Bhopal	6,000 sq. ft
TOTAL		32,400 sq. ft

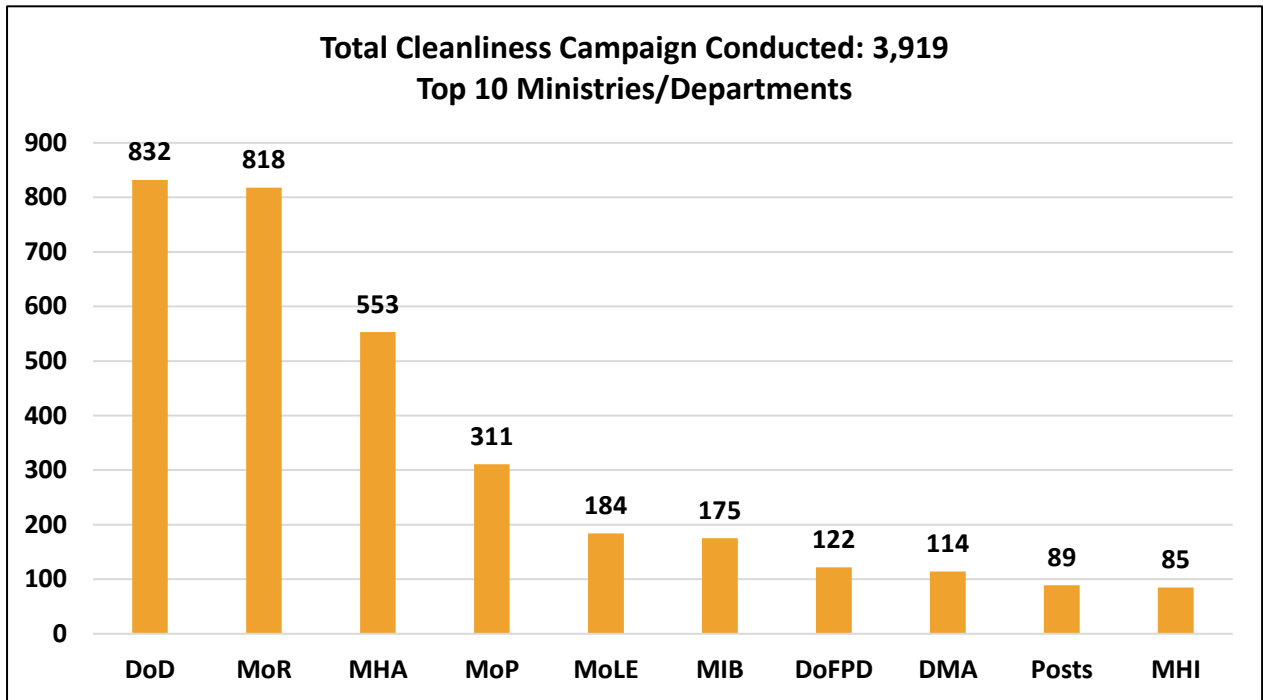
- **Ministry of Coal:** Total space freed in May, 2024 is 31,504 sq. ft. The top 3 PSUs according to space freed are: -

S No.	PSU Name	No. of Sites Cleaned	Space Freed
1.	BCCL	10	9,600 sq. ft
2.	SECL	6	8,400 sq. ft
3.	CCL	1	5,200 sq. ft
TOTAL		17	23,200 sq. ft

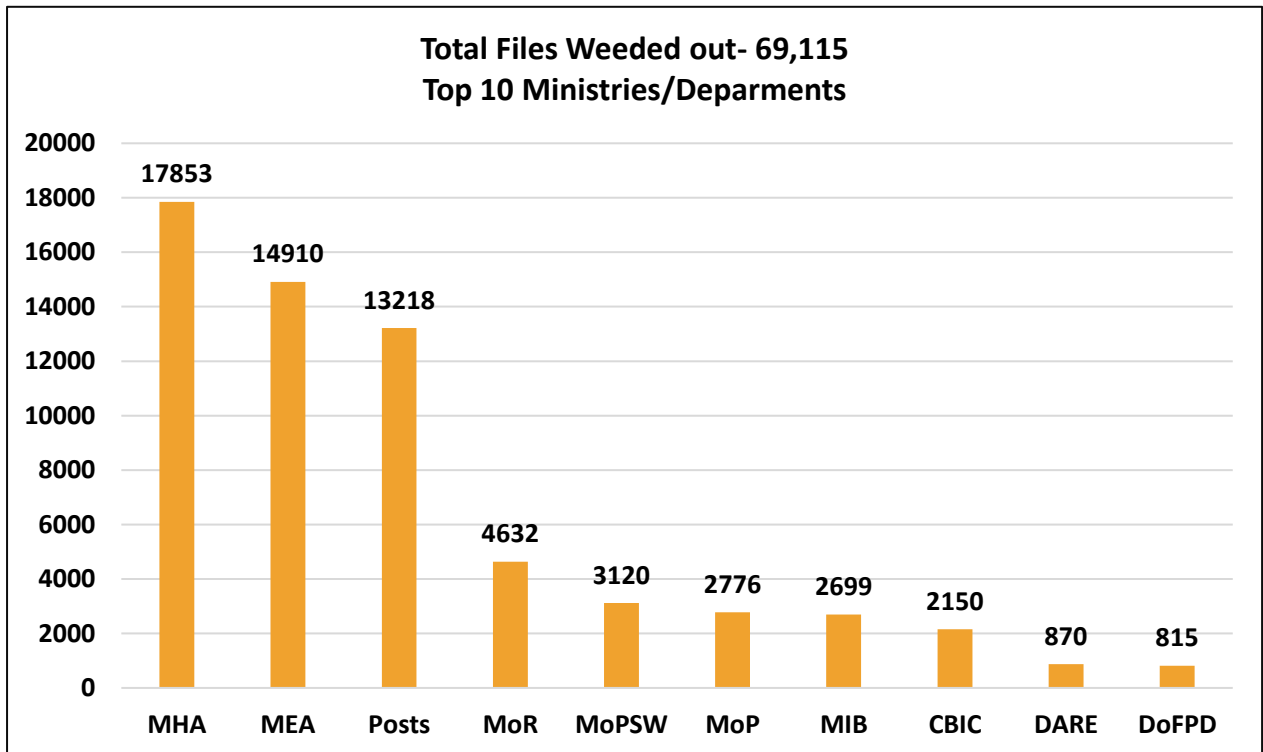
- **Department of Financial Services:** Total space freed in May, 2024 is 15,054 sq. ft. The top 3 sites according to space freed are: -

S No.	Site	No. of Sites Cleaned	Space Freed
1.	Punjab National Bank	4	3,644 sq. ft
2.	Canara Bank	Many sites in Mumbai, Nagpur and Ahmedabad	2,340 sq. ft
3.	Bank of Baroda	33	1,935 sq. ft
TOTAL		17	7,919 sq. ft

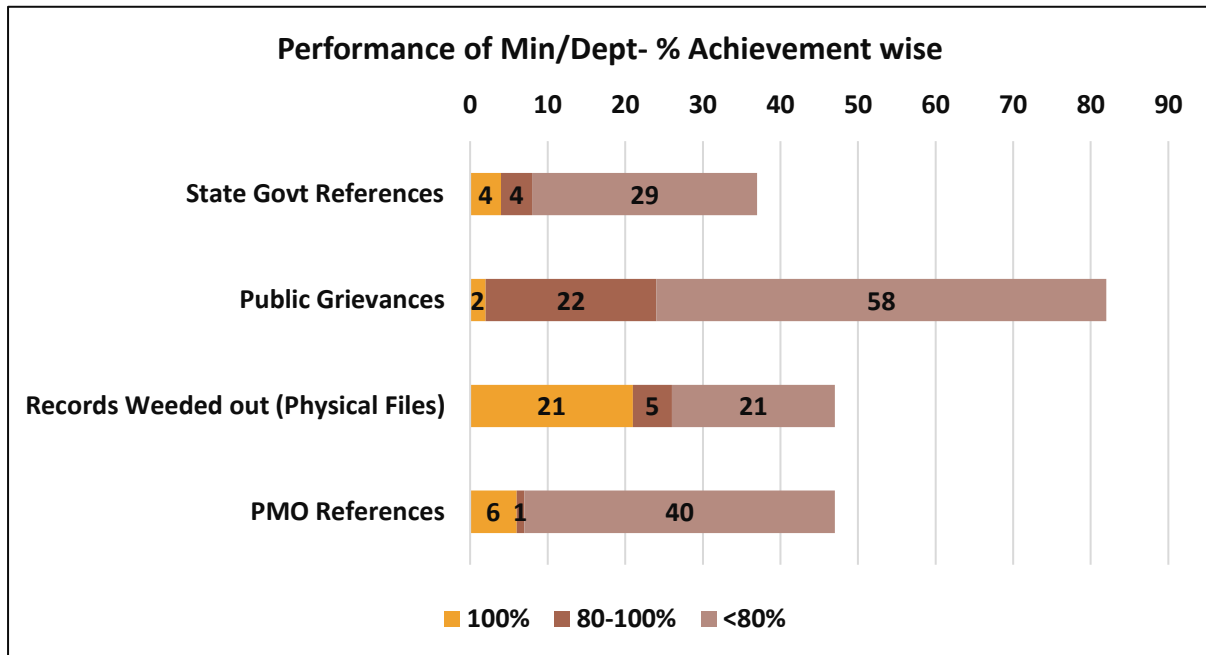
4.1.3 Cleanliness Campaign Sites



4.1.4 Files Weeded out (Physical Files)



4.2 Performance on Pendency Parameters



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

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

¹ 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 ³	Apr'24 ⁴	May'24 ³	No. of months with parameters <40%
10.	Department of School Education and Literacy	3	4	1	1	0	2
11.	Legislative Department	3	3	2	2	1	2
12.	Ministry of Ayush	3	4	0	2	2	2
13.	Ministry of Culture	4	5	2	2	2	2
14.	Ministry of Electronics & Information Technology	3	3	1	1	1	2
15.	Ministry of Housing and Urban Affairs	4	3	2	2	2	2
16.	Ministry of Labour and Employment	3	3	0	0	0	2
17.	Ministry of Mines	3	5	2	2	1	2
18.	Ministry of Petroleum and Natural Gas	3	3	1	0	1	2
19.	Ministry of Road Transport and Highways	4	3	1	1	2	2

³ MP References, Parliamentary Assurances & IMC References have not been monitored for the months of March 2024-May 2024

5. Before-After



BEFORE



AFTER

Waste space converted into office space, Shastri Bhawan, New Delhi; **Ministry of Mines**



BEFORE

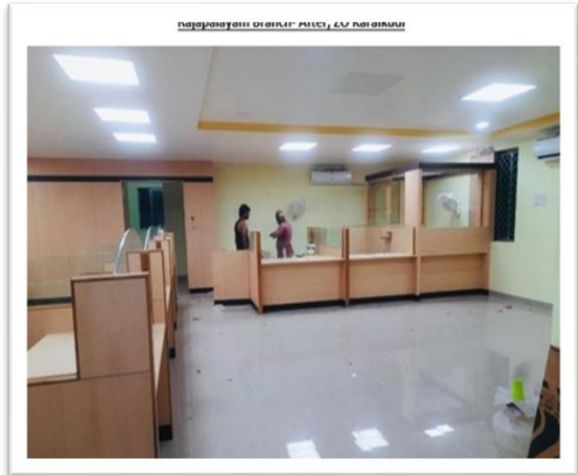


AFTER

Cleanliness campaign at Bhabha Atomic Research Centre, Mumbai; **Department of Atomic Energy**



BEFORE



AFTER

New office space created at Rajapalyam Branch, Karaikudi; **Department of Financial Services**



BEFORE



AFTER

Awareness campaigns Section Hall, NIH, KOLKATA; **Ministry of Ayush**

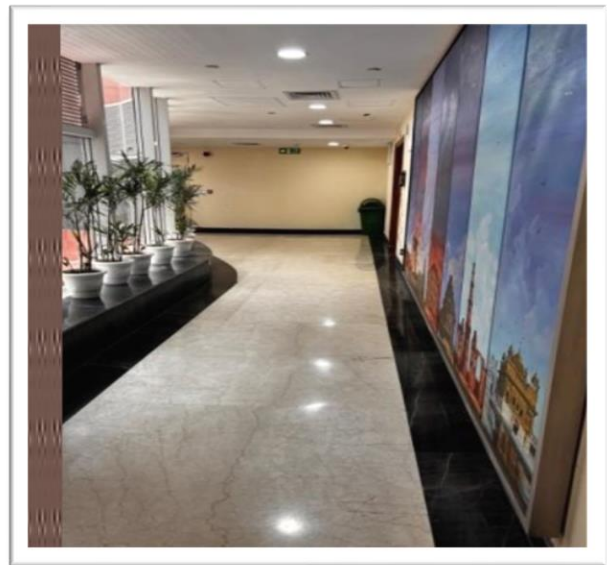
6. Best Practices: Scrap Disposal



Old records and scrap disposed from the Section Hall, INCOIS, Hyderabad;
Ministry of Earth Sciences



Scrap lying in Mine-II, Coal field Neyveli cleaned up; **Ministry of Coal**



Corridors cleaned up disposing scrap, Dental Council of India, New Delhi;
Department of Health

WALTAIR DIVISION SETS NEW RECORD IN SCRAP DISPOSAL REVENUE

Waltair Division, under the Indian Railways, has achieved a significant milestone in scrap disposal, setting a new record for the financial year. In an impressive achievement, the division recorded a remarkable jump in scrap sales, totaling Rs 161.53 crore, marking a substantial increase of 71.5% over the previous year's earnings. This accomplishment surpasses the division's previous highest revenue of Rs 119.81 crore, demonstrating its dedication to efficient resource management and revenue generation.

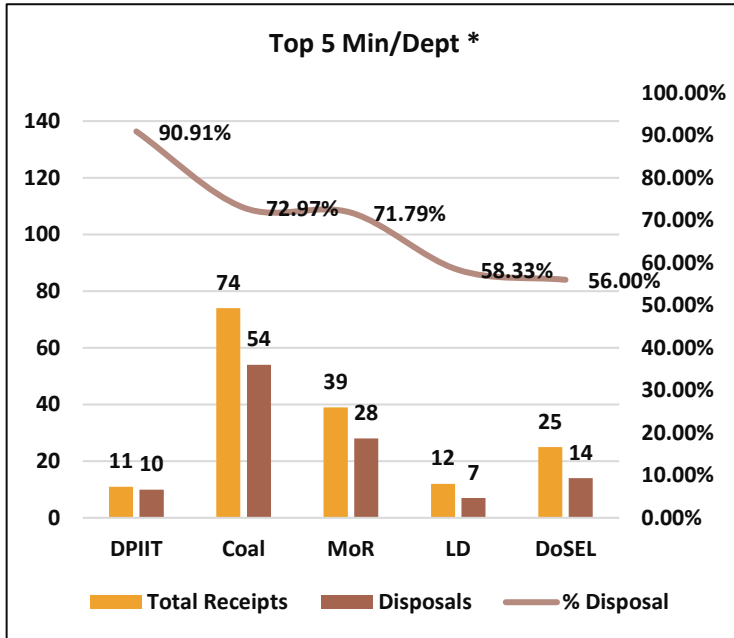
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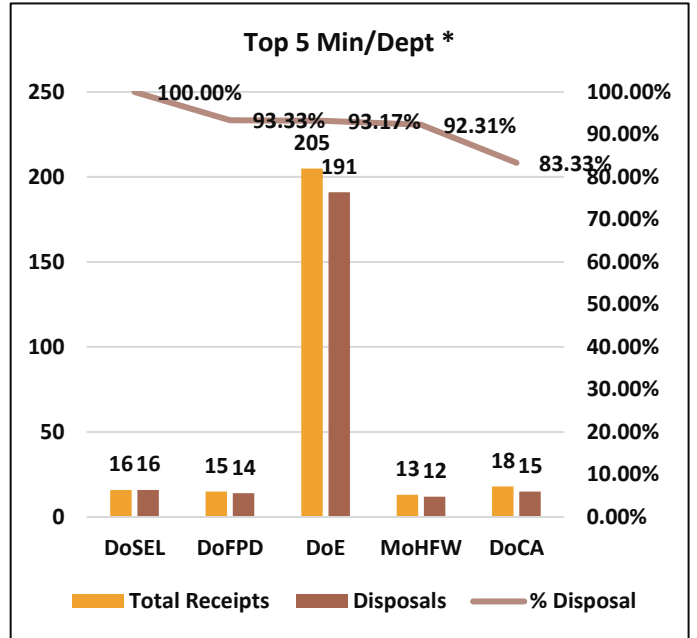
Waltair Division sets new record in Revenue earned by Scrap Disposal; **Ministry of Railways**

7. Parameter wise Performance of Ministries/Departments

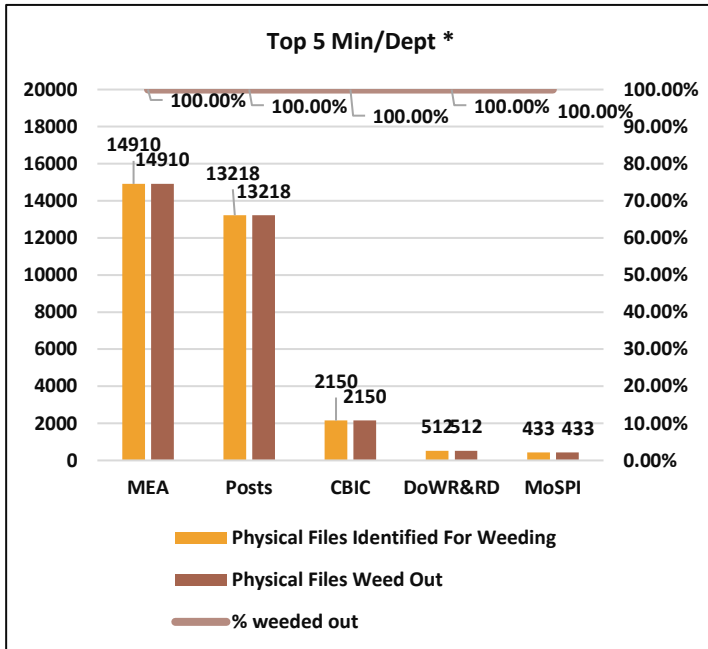
PMO References⁵



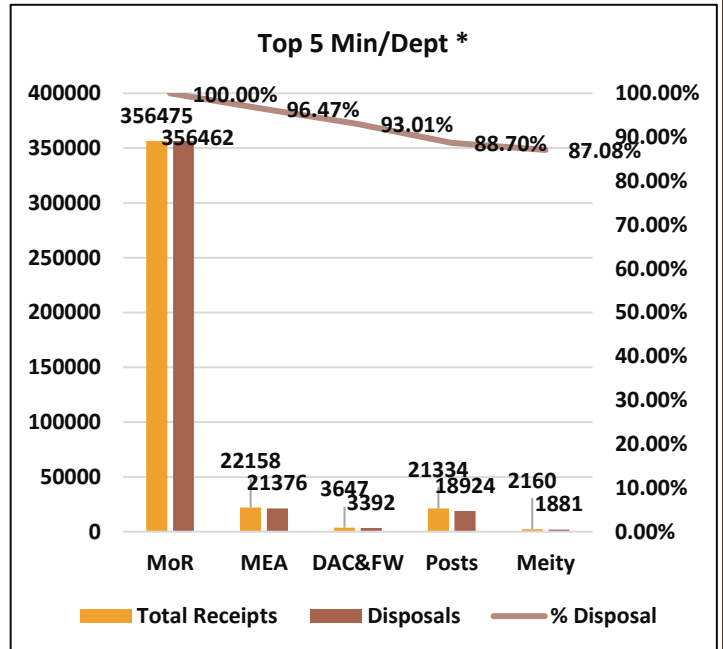
State Govt References



Files Weeded Out



Public Grievances



⁵ MP References, Parliamentary Assurances & IMC References have not been monitored for the month of May 2024

8. In Focus: Ministry of Electronics and Information Technology

8.1 Introduction

The Vision of Ministry of Electronics and Information Technology (MEITY) is to e-Development of India as the engine for transition into a developed nation and an empowered society. The Mission of MEITY to promote e-Governance for empowering citizens, promoting the inclusive and sustainable growth of the Electronics, IT & ITeS industries, enhancing India's role in Internet Governance, adopting a multipronged approach that includes development of human resources, promoting R&D, innovation, thus enhancing efficiency through digital services and ensuring a secure cyber space.

The Main Objectives of MEITY are:

- e-Government: Providing e-infrastructure for delivery of e-services
- e-Industry: Promotion of electronics hardware manufacturing & IT-ITeS industry
- e-Innovation / R&D: Implementation of R&D Framework - Enabling creation of Innovation/ R&D Infrastructure in emerging areas of ICT&E/Establishment of mechanism for R&D translation.
- e-Learning: Providing support for development of e-Skills & Knowledge network
- e-Security: Securing India's cyber space
- e-Inclusion: Promoting the use of ICT for more inclusive growth
- Internet Governance: Enhancing India's role in Global Platforms of Internet Governance.

8.2 Glimpses of Swachhata

Efficient Management of Office Spaces



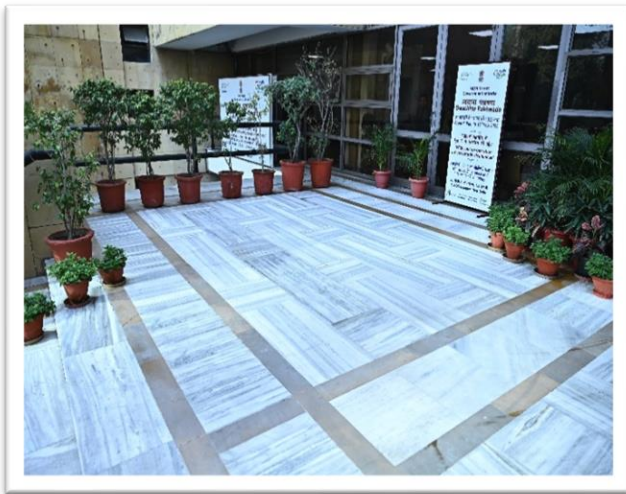
Scrap management and creation of free space, Electronics Niketan, CGO Complex, New Delhi

Swachhata



Waste dumping space converted into green spaces, North east surrounding, Electronics Niketan, New Delhi

Enhancement of Office Premises



Clean spaces and Compact Record Management at Electronics Niketan, CGO Complex, New Delhi

Innovative Activities



“Sameer” an autonomous society of MEITY at IIT Powai, Mumbai where old files/manuals/books are collected, recycled and shredded

8.3 Notable Achievements

Swachhata in 2024

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

- ✓ No. of Campaigns conducted- 36
- ✓ Space freed after scrap disposal- 6,810 sq. ft
- ✓ No. of Physical files reviewed- 11,378
- ✓ No. of Physical files weeded out- 8,270

The details of the scrap disposed and revenue earned during the period January to May, 2024 are as follows:

Type of Scrap Disposal	Revenue Earned
Old Furniture etc. disposal	Rs. 5,05,000.00
Condemnation of 7 Govt. staff cars	Rs. 5,88,888.00
Garbage disposal	Rs. 39,000.00
Total	Rs.11,92,888.00

Citizen Centric Services

- BHIM (BHARAT INTERFACE FOR MONEY)

Bharat Interface for Money (BHIM) is an app that makes payment transactions easy and quick using Unified Payments Interface (UPI). It enables direct bank to bank payments instantly and collect money using a Mobile number or Payment address.

- ACCESSIBLE INDIA CAMPAIGN AND MOBILE APP

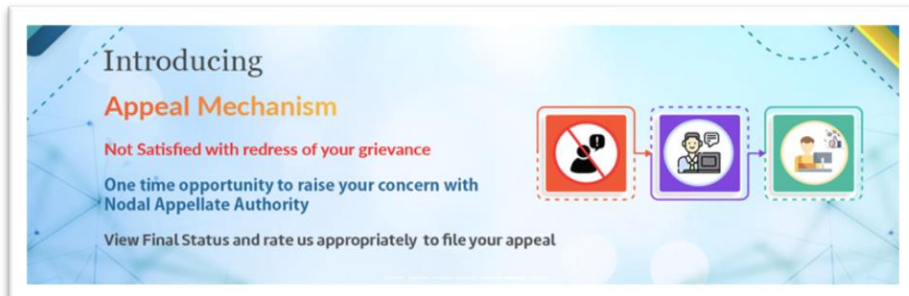
Sugamya Bharat Abhiyaan or Accessible India Campaign is a nation-wide flagship campaign for achieving universal accessibility that enables people with disabilities to gain access for equal opportunity, live independently and participate fully in all aspects of life in an inclusive society.

eServices

<ul style="list-style-type: none"> • E-GRANTHALAYA 	<p>An Integrated Library Management Software developed by National Informatics Centre,(NIC), Department of Electronics & Information Technology. The application is useful for automation of in-house activities of libraries and to provide various online member services.</p>
<ul style="list-style-type: none"> • E-PANCHAYAT 	<p>An e-Governance initiative for the rural sector providing comprehensive software solution attempting automation of Gram Panchayat functions.</p>
<ul style="list-style-type: none"> • EBIZ 	<p>Focus of eBiz is to improve the business environment in the country by enabling fast and efficient access to Government-to-Business (G2B) services through an online portal.</p>

Pubic Grievances

MEITY has created a unique Public Grievance redressal and disposal mechanism while promoting bottom-up redressal mechanism.

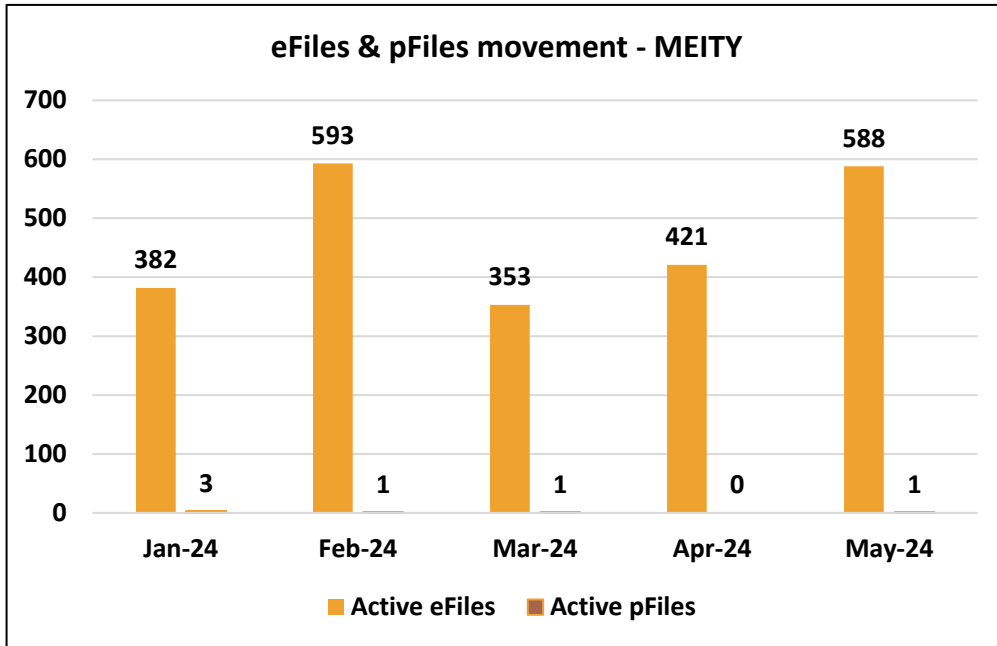


Increasing Efficiency in Decision Making

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

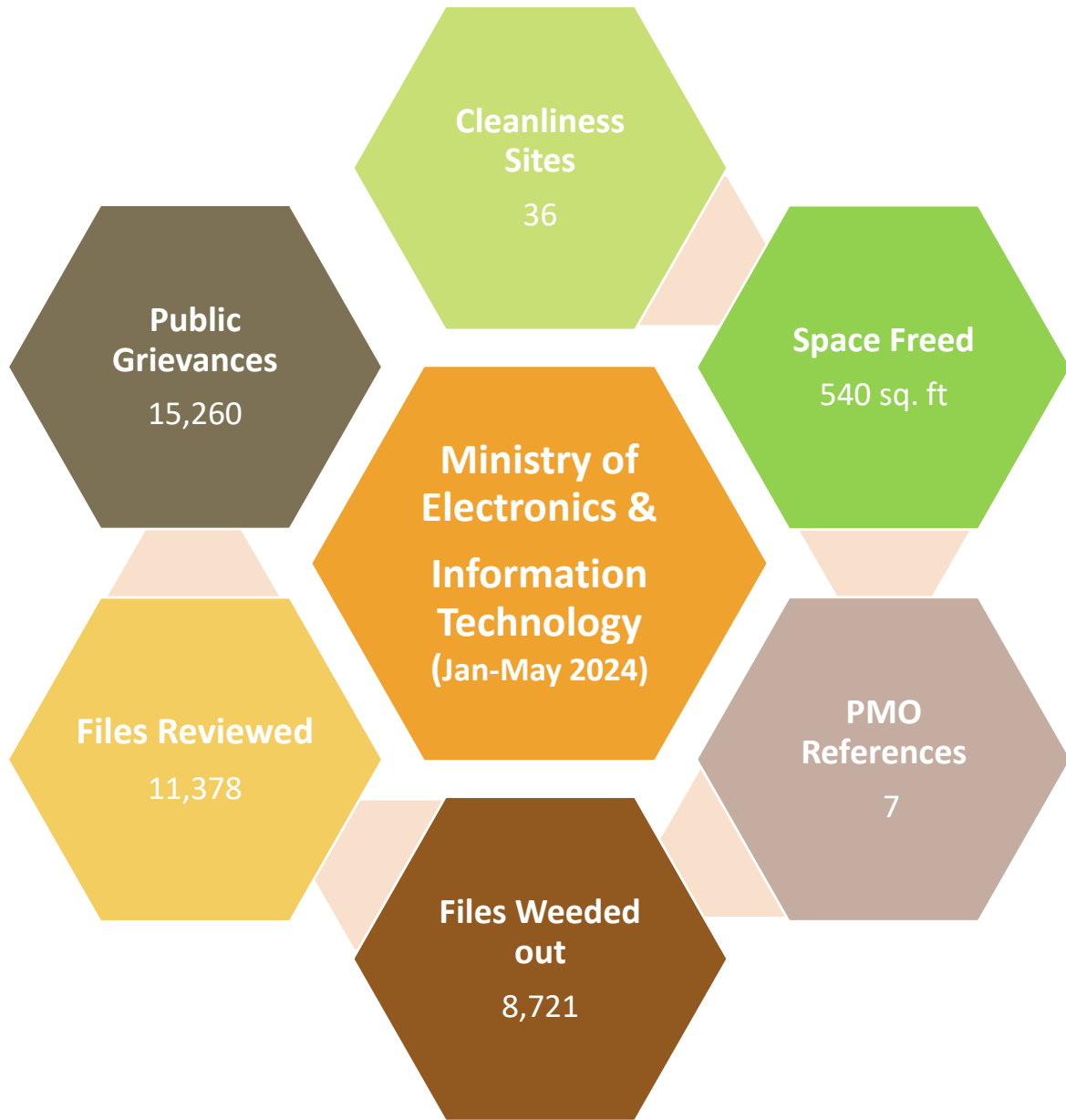
E- Office Analytics

Trend of Active eFiles against Active pFiles from Jan- May 2024



- The number of Active eFiles in MEITY from Jan 2024- May 2024 is 2,337.
- In Active Files Distribution, % share of Active efiles in MEITY is 93.56 % from Jan 2024- May 2024.
- In May 2024, % share of eFiles is 99.83%.
- In May 2024, out of total 7,643 receipts generated 7,386 are eReceipts (96.63%).

MEITY: Overview



9. Office Memorandum

9.1 OM on DSC in eFiles

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

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

OFFICE MEMORANDUM

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

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

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

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

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



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

To

All Secretaries to the Govt. of India

Copy to:

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

9.2 OM on Guidelines note on eOffice

FILE NO. 15-1101/GA/2023/SECRETARY/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 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

9.3 OM on Increasing Efficiency in Decision Making

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

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

Office Memorandum

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

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

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

(A) Level of disposal and channel of submission

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

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

(B) Effective Use of Desk Officer System:

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

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

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

(D) Strengthening Central Registry Unit (CRU)

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

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

Ashwini
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 Legal Affairs
2.	Department of Youth Affairs
3.	Ministry of Development of North Eastern Region

Annexure II- List of Abbreviations

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

30.	DoLR	Department of Land Resources
31.	DoLA	Department of Legal Affairs
32.	DMA	Department of Military Affairs
33.	DoL	Department of Official Language
34.	DPPW	Department of Pension & Pensioners' Welfare
35.	DoPT	Department of Personnel and Training
36.	DoPh	Department of Pharmaceutical
37.	Posts	Department of Posts
38.	DoPE	Department of Public Enterprises
39.	DoR	Department of Revenue
40.	DoRD	Department of Rural Development
41.	DoSEL	Department of School Education and Literacy
42.	DST	Department of Science and Technology
43.	DSIR	Department of Scientific & Industrial Research
44.	DoSJE	Department of Social Justice and Empowerment
45.	DoS	Department of Space
46.	Sports	Department of Sports
47.	DoT	Department of Telecommunications
48.	DoWR&RD	Department of Water Resources, River Development & Ganga 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