

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 | December 2023

Department of Administrative Reforms and Public Grievances

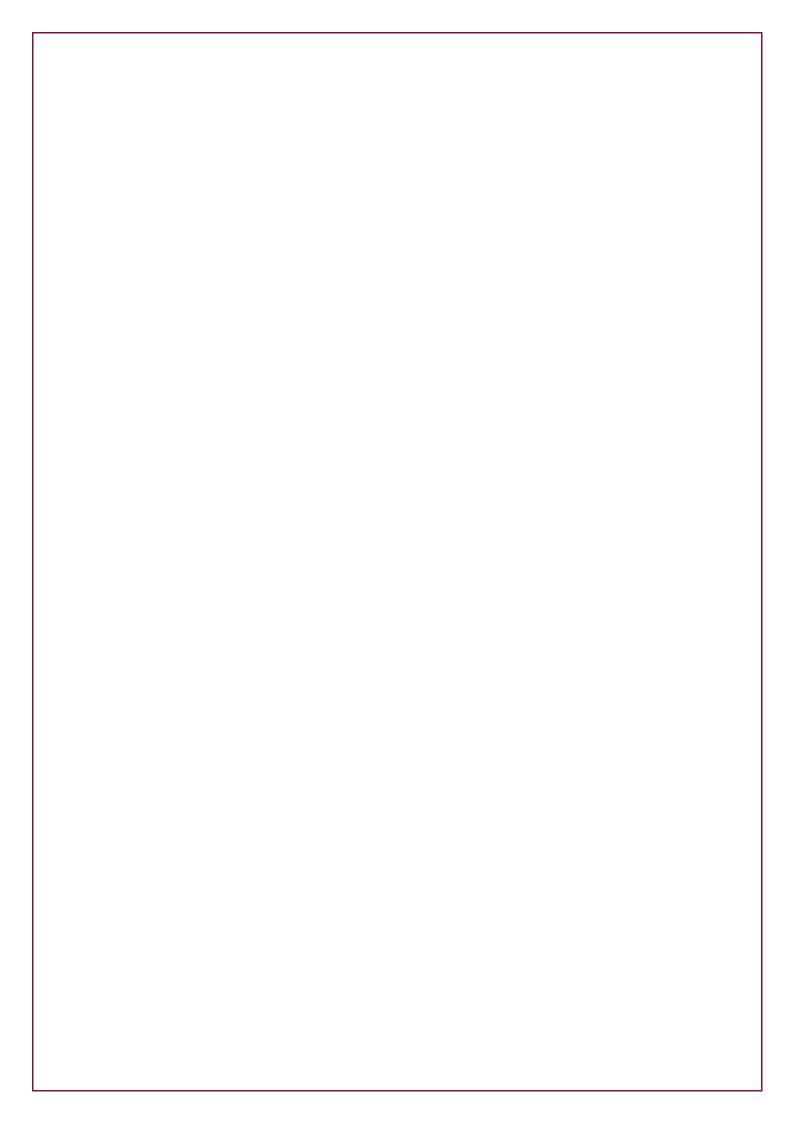


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1. Introduction

The Special Campaign 3.0 on Swachhata and reducing pendency in Government offices was organized from 2nd-31st October, 2023 in all Central Ministries/Departments and their attached/subordinate offices/PSUs/autonomous organizations. DARPG issued the guidelines and coordinated the campaign across the Central Ministries and their offices through real-time monitoring on a dedicated portal https://scdpm.nic.in/.

On December 19th, 2023 Department of Administrative Reforms and Public Grievance convened the National Workshop on Special Campaign 3.0 and the initiative for Increasing Efficiency in Decision Making. The workshop was chaired by Hon'ble MoS PP Dr Jitendra Singh and lead speakers were Secretary M/o Road Transport and Highways, Shri Anurag Jain; Secretary M/o Environment Forest and Climate Change, Smt. Leela Nandan; Secretary M/o Coal Shri Amrit Lal Meena; Chairman Central Board of Direct Taxes, Shri Nitin Gupta; Additional Chief Secretary (Maharashtra), Smt. Sujata Saunik; Additional Chief Secretary (Uttar Pradesh), Dr Devesh Chaturvedi and Member Capacity Building Commission, Shri Praveen Pardeshi. An exhibition on Special Campaign 3.0 was curated with 25 Ministries/Departments.

This is the monthly edition on Secretariat Reforms for the month of December 2023 with detailed analysis under 3 initiatives (i) Swachhata Campaign and Reducing Pendency to Minimum Levels; (ii) Increasing Efficiency in Decision Making and (iii) eOffice.

Your suggestion on this edition of the Secretariat Reforms will be appreciated.

Secretary DARPG

2. Special Campaign 3.0

Special Campaign 3.0 was held from October 2nd to October 31st, 2023 in all Central Government Offices with DARPG as the nodal coordinating Department. It helped realise the government objective of institutionalising Swachhata and reducing pendency. Special Campaign 3.0 was much bigger in scale and benefits than Special Campaign 2.0. During the Special Campaign 3.0, Swachhata Campaign was conducted in 2.58 lakh office spaces clearing 164 lakh square feet of office space and earning Rs. 556 crore of revenue. The Special Campaign 3.0 was led by senior levels in the Government.

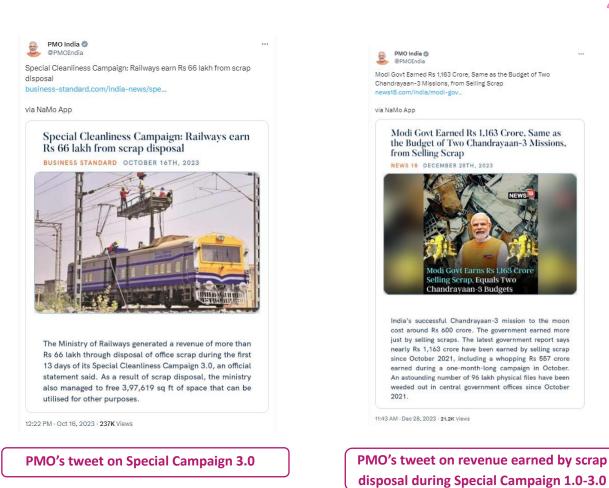


Hon'ble PM Modi encouraging Swachhata on 105th episode of Mann ki Baat



Hon'ble MoS (PP) Dr. Jitendra Singh at the launch of the Campaign

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Hon'ble MoS PP releasing the Swachhata Assessment Report 3.0

In the inaugural event of the Good Governance Week held in Dr. Ambedkar International Centre on 19th December 2023, DARPG convened a National workshop on Special Campaign 3.0 and the initiative for Increasing Efficiency in Decision Making. The workshop was chaired by Hon'ble MoS (PP) and the lead speakers were Secretary M/o Road Transport and Highways, Shri Anurag Jain; Secretary M/o Coal Shri Amrit Lal Meena; Secretary M/o Environment Forest and Climate Change, Smt Leela Nandan;

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Chairman Central Board of Direct Taxes, Shri Nitin Gupta; Additional Chief Secretary (Maharashtra), Smt Sujata Saunik; Additional Chief Secretary (Uttar Pradesh), Dr Devesh Chaturvedi and Member Capacity Building Commission, Shri Praveen Pardeshi. They presented the initiatives and best practices undertaken in their Ministries/Departments/States.

- a) Secretary MoRTH presented the "Initiatives of the Ministry for expeditious disposal of pendency over the years during the Special Campaign 3.0, revision of channel of submission and Digitization of CRU."
- b) Secretary Coal shared several "Initiatives of 'Waste to Wealth' across the Coal PSUs"
- c) Secretary MoEFCC presented on "Delayering, Delegation and process simplification in the submission of EC proposals in the Ministry"
- d) Chairman CBDT presented on several best practices undertaken during the Campaign such as e-learning courses on Grievance redressal, environment-friendly initiatives, etc.
- e) Additional Chief Secretary Maharashtra and Uttar Pradesh presented good governance initiatives in their respective states.

An exhibition on the best practices in Special Campaign 3.0 was also curated by DARPG, in which 25 Ministries/Departments showcased their best practices. Hon'ble Minister of State for Personnel, Pensions and Public Grievances inaugurated the exhibition, 3rd Assessment Report of Special Campaign was also released on the occasion.



Hon'ble MoS PP with nodal officers of Special Campaign 3.0 at GGW'23, BR Ambedkar Auditorium, New Delhi

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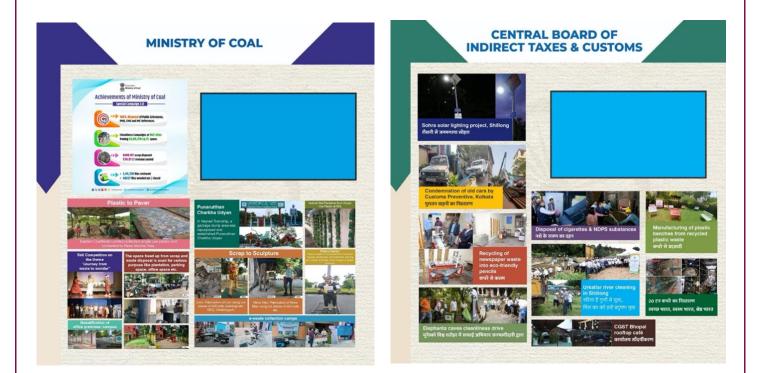
2.1 Glimpses of Exhibition at Good Governance Week 2023





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December, 2023





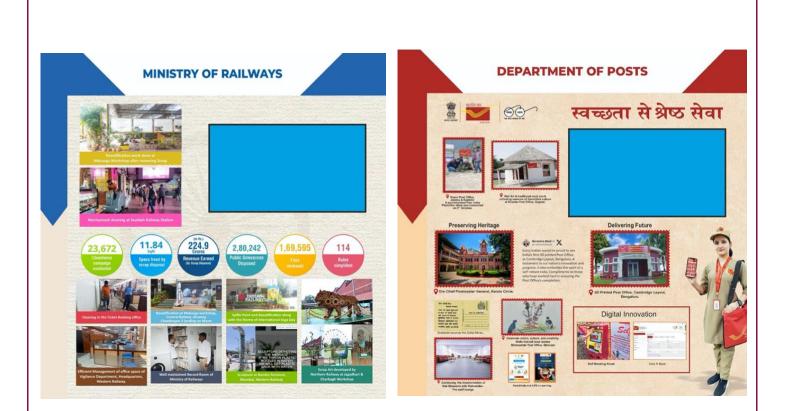
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3. Key Highlights (December 2023)

Swachhata Campaign

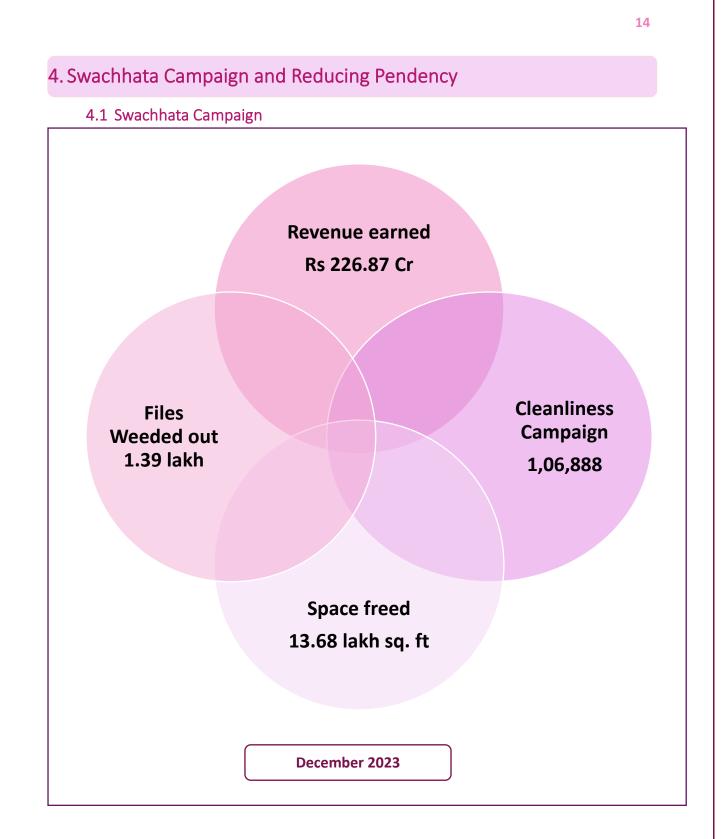
- a) Cleanliness Campaign conducted at 1,06,888 sites
- b) 13.68 Lakh sq. ft of Space Freed
- c) Rs 226.87 Cr of Revenue earned by scrap disposal

Reduction in pendency

- a) Disposed
 - ✓ 9,74,315 Public Grievances
 - ✓ 15,493 Public Grievances Appeals
 - ✓ 763 PMO References
 - ✓ 401 References from State Govt References
 - ✓ 1,426 References from MPs
 - ✓ 85 IMC References
- b) Fulfilled
 - ✓ 160 Parliamentary Assurances Fulfilled
 - ✓ 2,60,747 Physical files reviewed and 1,39,331 physical files weeded out
 - ✓ 31,137 eFiles put up for review and 18,970 eFiles closed
 - ✓ 85 (80 Category A, 5 Category B) Files identified for transfer to the National Archives of India

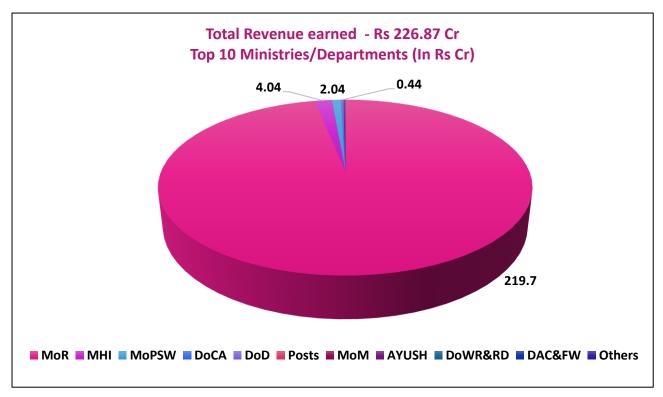
eOffice Analytics and Implementation

- a) Launch of eOffice Analytics dashboard (<u>https://vishleshan.eoffice.gov.in/</u>) by MoS PP during Good Governance Week 2023
- b) The share of eFiles in the Central Secretariat for December 2023 is 88%
- c) 4 Ministries (DARPG, MoRTH, DH&FW and DPPW) have more than 40% usage of DSC/eSign for the month of December 2023
- d) In December 2023, out of total Receipts 426,104 receipts generated 394,398 are eReceipts (92.55%)
- e) There has been a significant increase in Inter-Ministerial movement of files from **3310 in the** year 2020 to 34096 in the year 2023

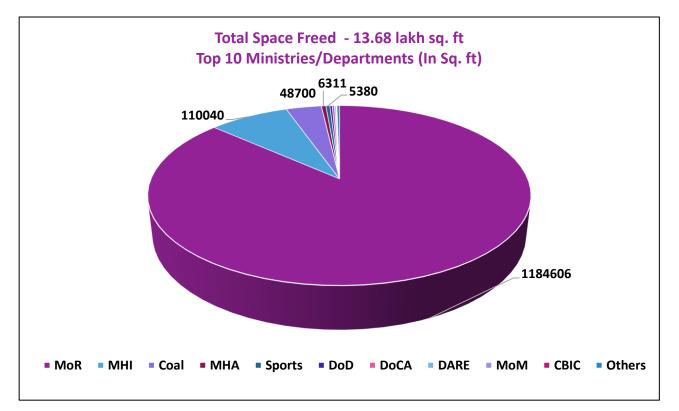


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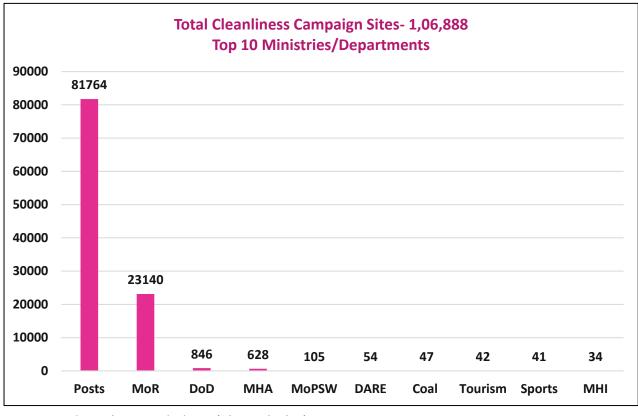


b. Space Freed

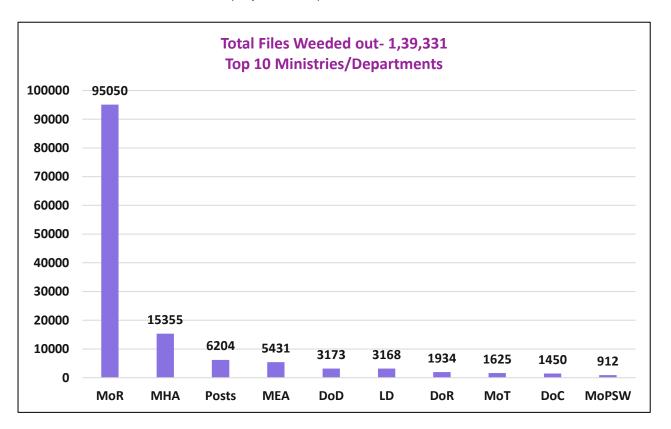


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c. Cleanliness Campaign Sites

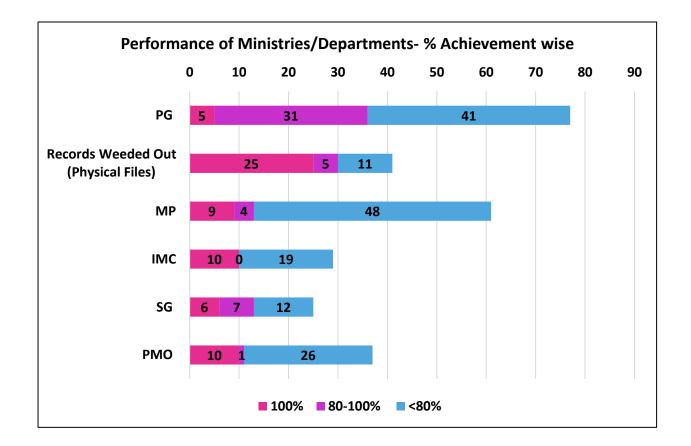


d. Files Weeded out (Physical Files)



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4.2 Performance on Pendency Parameters



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5. Before-After



Store room of Embassy of India, Tehran; Ministry of External Affairs



Swacchata Campaign in Siva Temple Arthuna (Centrally protected monument) in District Banswara, Rajasthan; **Ministry of Culture**

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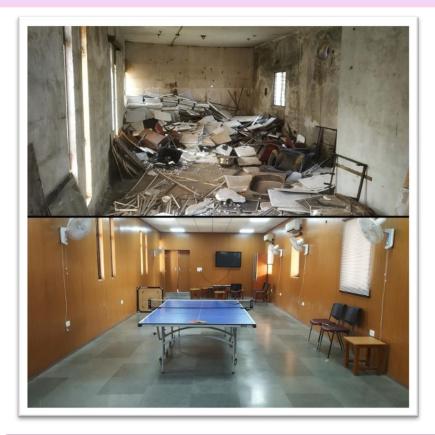
Efficient Management of space, INS; Department of Military Affairs



Scrap removal in Corridors, NLCIL; **Ministry of Coal**

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6. Best Practices



Store Room converted into Recreation Room, New Delhi; Ministry of Statistical & Programme Implementation HQ



Cabinet Secretariat donated old computers to the Ministry of Education under Vidyanjali; **Department of School Education & Literacy**

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Beautification work done at Matunga workshop after removing scrap; Ministry of Railways



Plantation of Herbal Garden in IBM East Zone, Kolkata Office; **Ministry of Mines**



Self-Sustainable Energy Building at Zursar Post, ITBP, Leh; Ministry of Home Affairs

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"Shooting Set" for filming made from waste material in Satyajit Ray Film and Television Institute (SRFTI) Kolkata; **Ministry of Information & Broadcasting**

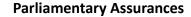


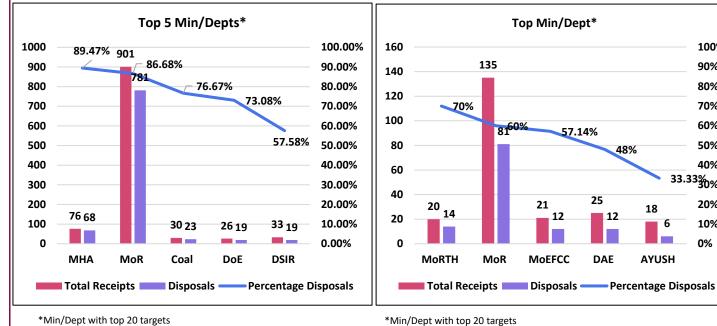
Adoption of Gongloor village in Sangareddy District in Telangana; CBDT

Secretariat Reforms

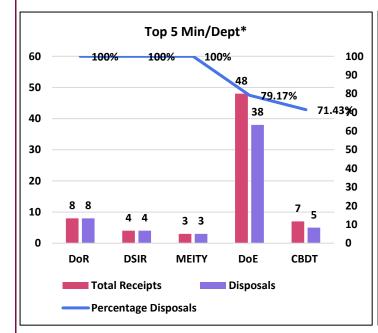
7. Parameter wise Performance of Ministries/Departments

References from MP



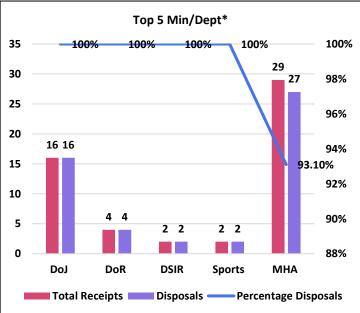


*Min/Dept with top 20 targets



IMC References

State Government References



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

* Min/Dept with top 20 targets

23

100%

90%

80%

70%

60%

50%

40%

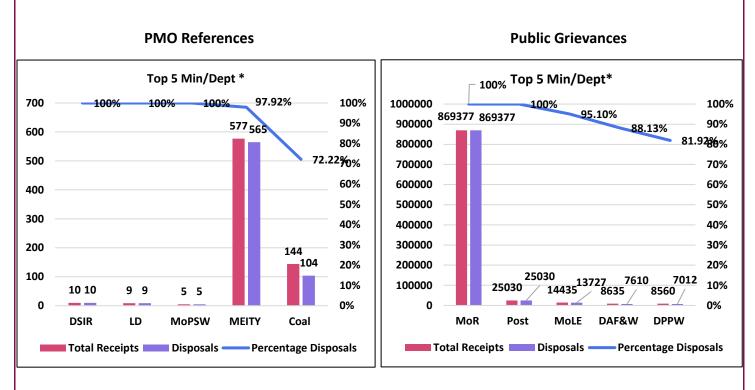
20%

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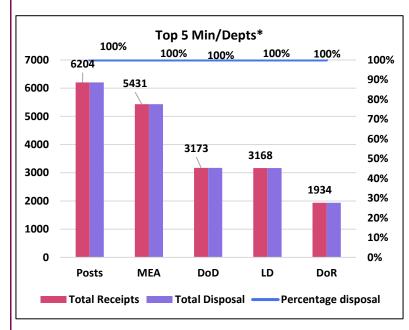
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*Min/Dept with top 20 targets

*Min/Dept with top 20 targets

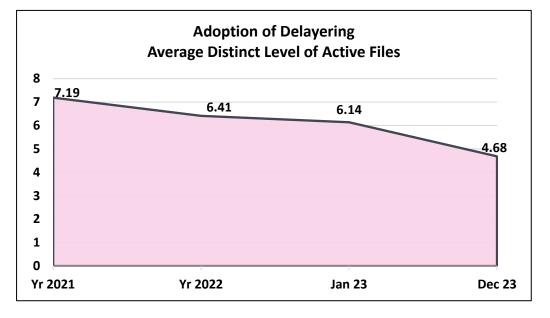
Files Weeded out (Physical Files)



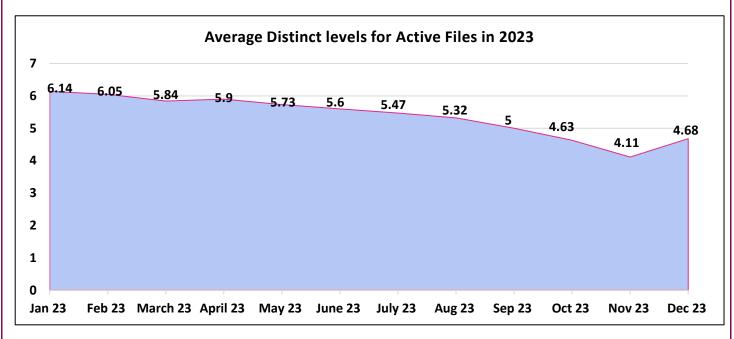
* Min/Dept with more than 1000 Targets (Physical Files)

8. Increasing Efficiency in Decision Making

8.1 Delayering



The average transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.68 in December



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

9. eOffice Analytics and Implementation

9.1 eOffice Analytics

The e-Office analytics dashboard (<u>https://vishleshan.eoffice.gov.in/</u>) has been launched by the Hon'ble MoS PP on Decmber 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
- o Decision making made user friendly, through Visualization of Data and Trends
- o Data Analysis to further streamline & strengthen e-Office

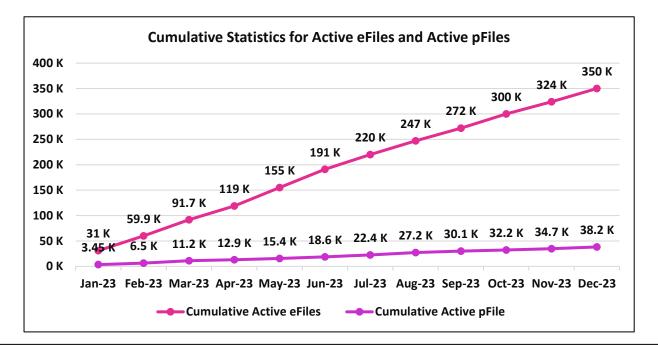


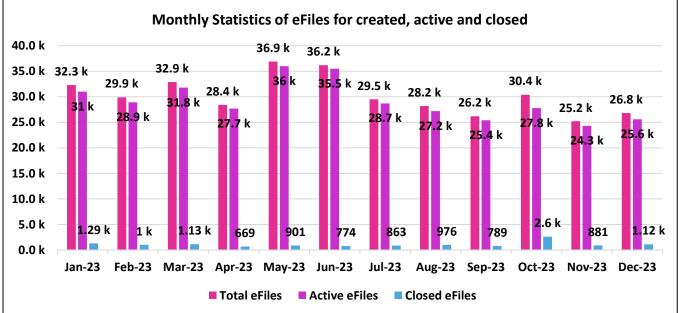
o Facilitate a comprehensive implementation of IEDM

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

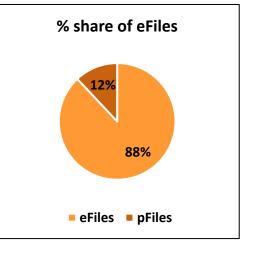
The dashboard is available only on NIC net. It is at present accessible to all Secretaries of the Government of India and other senior officers (for whom specific request has to be made to NIC with details of email ID (only NIC email) and mobile numbers.

9.2 Growth of e-Files



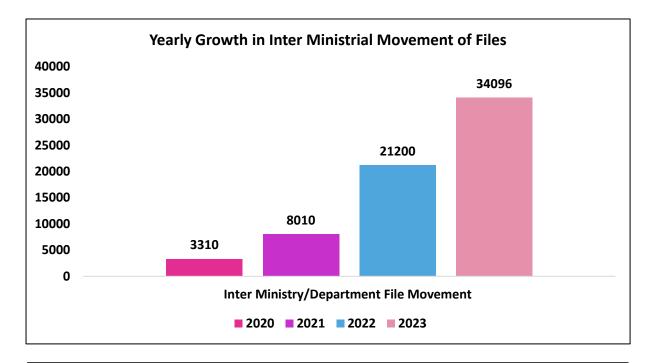


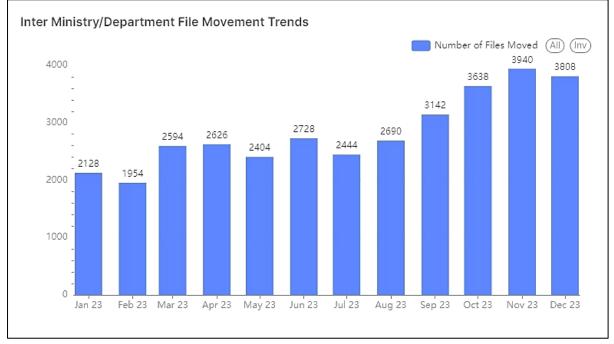
- The share of eFiles for December 2023 is 88%
- Total eFiles for December 2023 26000
- Total pFiles for December 2023 3500



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9.3 Inter-Departmental File Movement

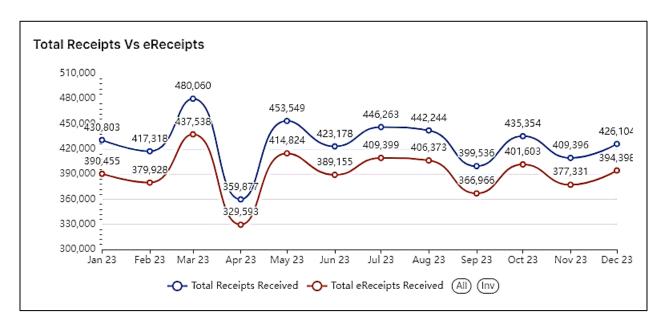


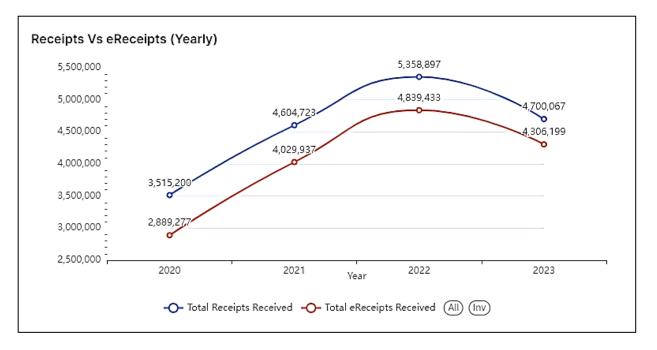


Inter Ministry/Department movement of files in 2023

- There has been a significant increase in Inter-Ministerial movement of files from 3310 in the year 2020 to 34096 in the year 2023.
- In December 2023, the inter-ministerial movement of files is 3808
- There is a steady increase in DSC & eSign usage, specifically the usage has doubled in the Year 2023 over the Year 2022.







- Over 90% of receipts are getting digitized as e-receipts.
- In December 2023, out of total receipts 426,104 receipts generated 394,398 are e-receipts (92.55%)
- Total receipts generated for the year 2023 is 4,700,067, out of which 4,306,199 are e-receipts (yearly share – 91.61%)

Secretariat Reforms

10. 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).

 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.

 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.

1k

(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

Secretariat Reforms

2237/2023/ARC-DARPG

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

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.

 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).

 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

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

То

The Secretaries to the Govt. of India

enerated from coffice by SUNIL KUMAR SINGH, US(SKS)-ARC-DARPG, US(ARC), DARPG on IS/01/2024 03 to PM

Secretariat Reforms

Annexure-I Data Upload Status

Ministries/Departments yet to upload data for December 2023

S No.	Ministry/Department
1.	Department of Defence Research and Development
2.	Department of Social Justice and Empowerment
3.	Department of Space
4.	Ministry of Minority Affairs
5.	Ministry of Petroleum and Natural Gas

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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

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	1	
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

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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.	МоР	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

Secretariat Reforms