



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 | December 2025**

Department of Administrative Reforms and Public Grievances

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## Key Highlights

### December 2025

### I. e-Office Analytics and Implementation

# 64

Ministries/Departments  
have at least 90% share of  
e-files

# 15

Ministries/Departments  
have 100% share of e-  
receipts

# 20

Ministries/Departments  
with average transaction  
level below and equal to 4

#### E-Files Usage (%)

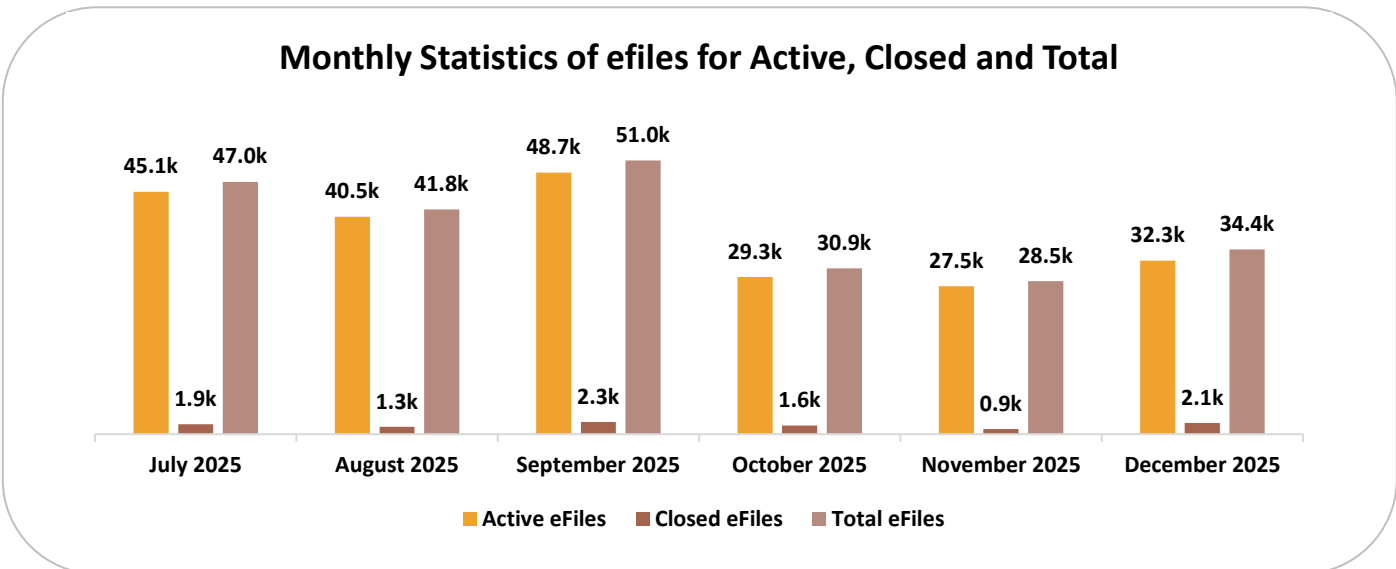
92.50%

December 2025: Out of 5,50,272 receipts, 5,23,371 were e-receipts

95.11%

#### Avg. Transaction Levels

4.53

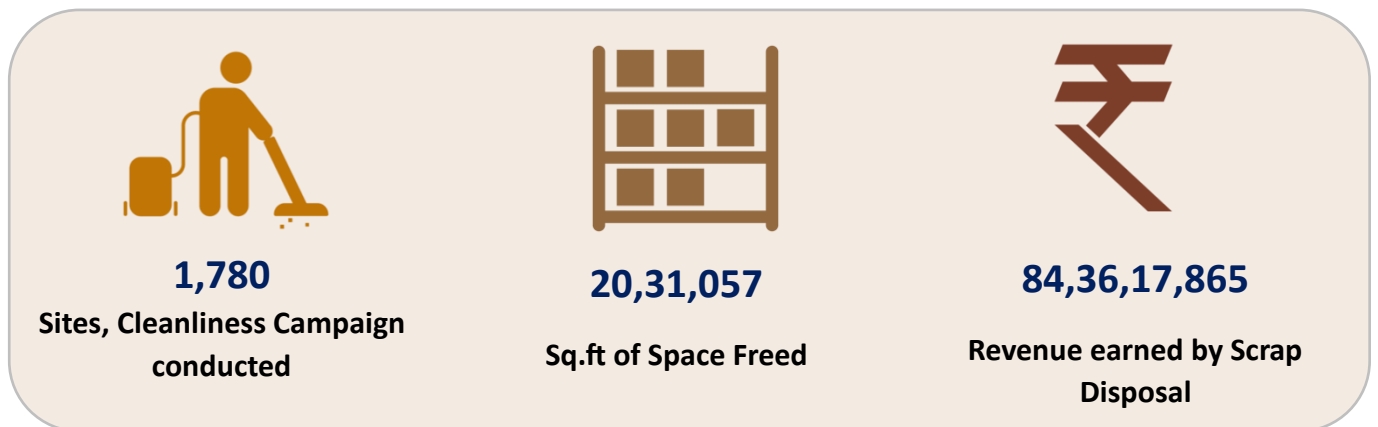


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## Key Highlights

### December 2025

## II. Swachhata Campaign Achievements (December 2025)



## III. Reduction in Pendency

### Disposed

- ✓ **5,36,939** Public Grievances
- ✓ **19,063** Public Grievance Appeals
- ✓ **1,313** References from MPs
- ✓ **244** References from State Governments
- ✓ **60** IMC References
- ✓ **554** PMO References

### Fulfilled

**97** Parliamentary Assurances



### Record Management

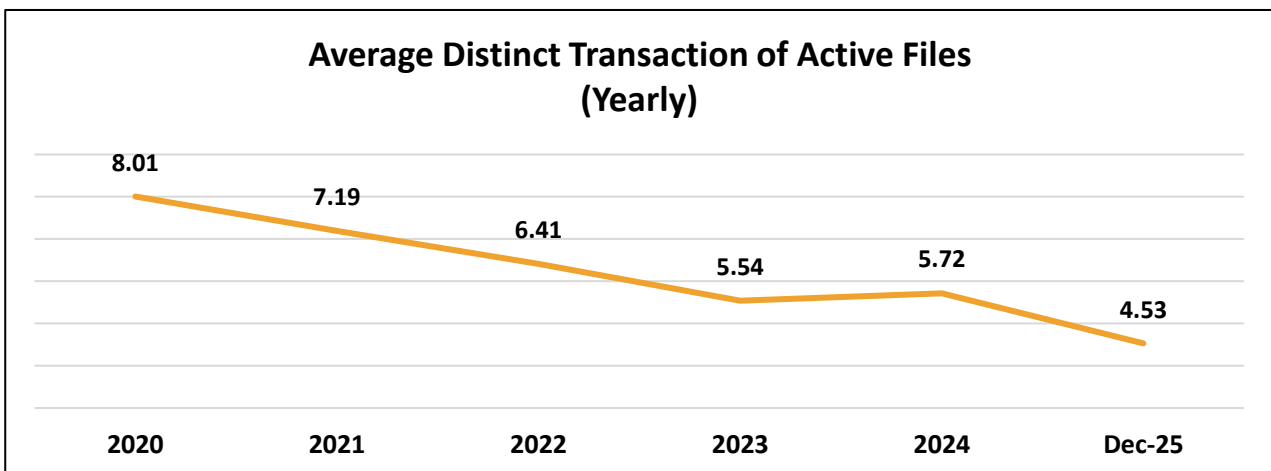
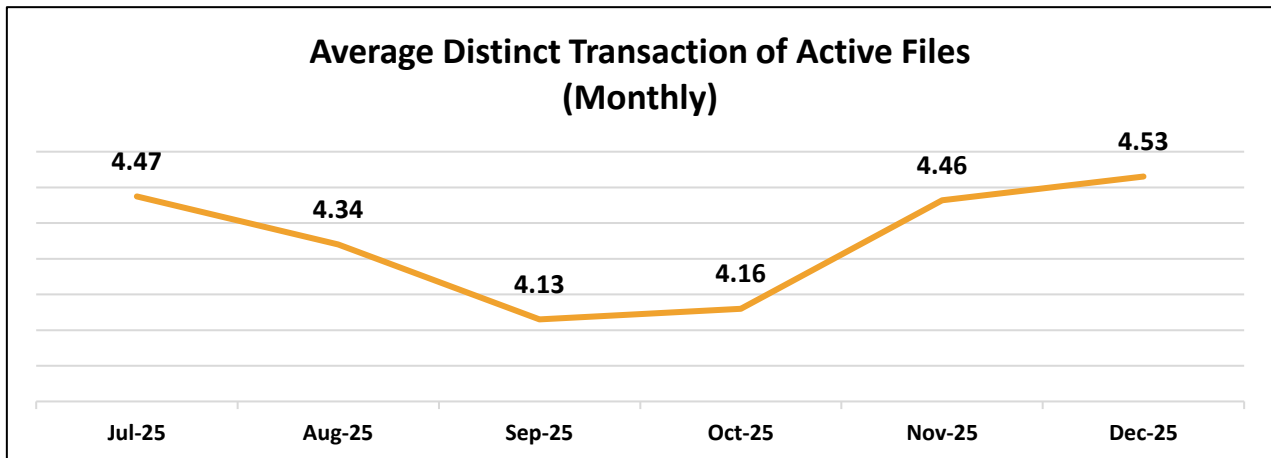
- ✓ **2,10,181** Physical files reviewed and **1,23,646** physical files weeded out.

## 2 Distribution of Ministries/Departments by Average Distinct Levels (Delaying)

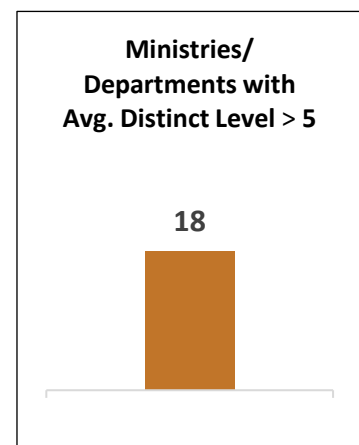
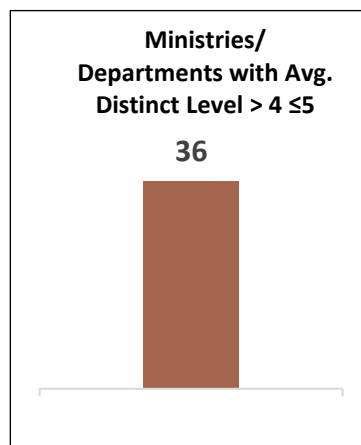
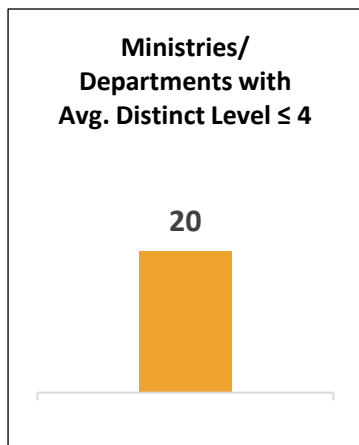


### Key Interpretation

The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to just 4.53 in December 2025, streamlining processes and enhancing efficiency.



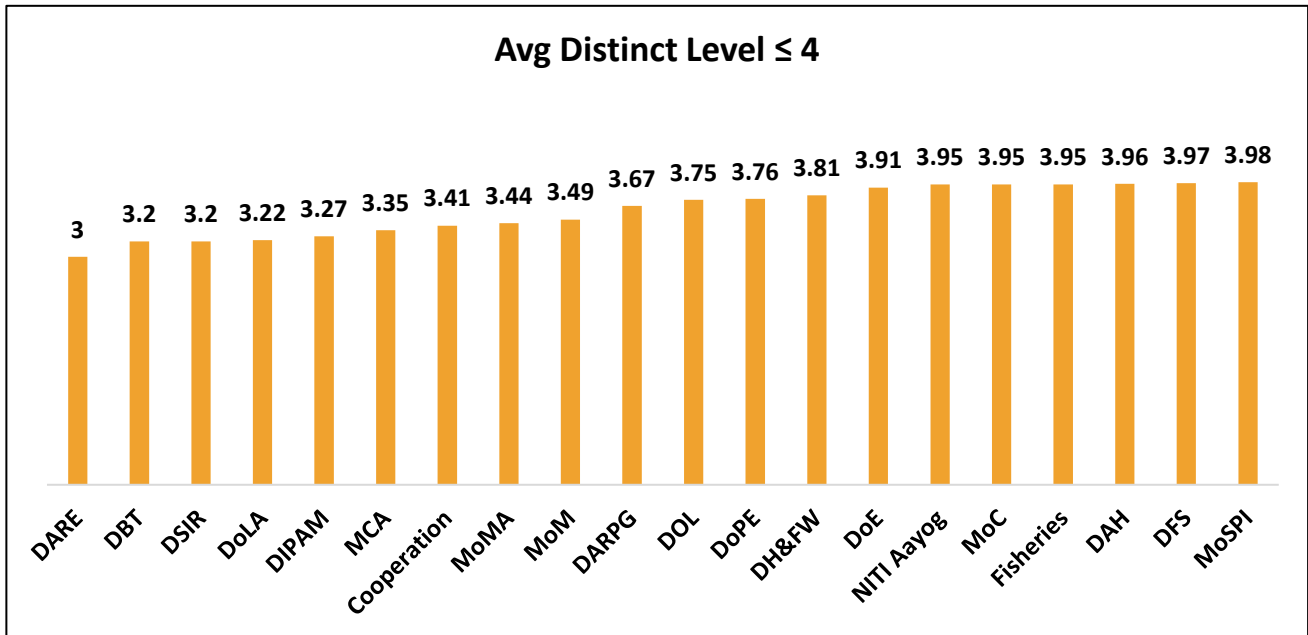
### 2.1 Delaying Trend (December 2025)



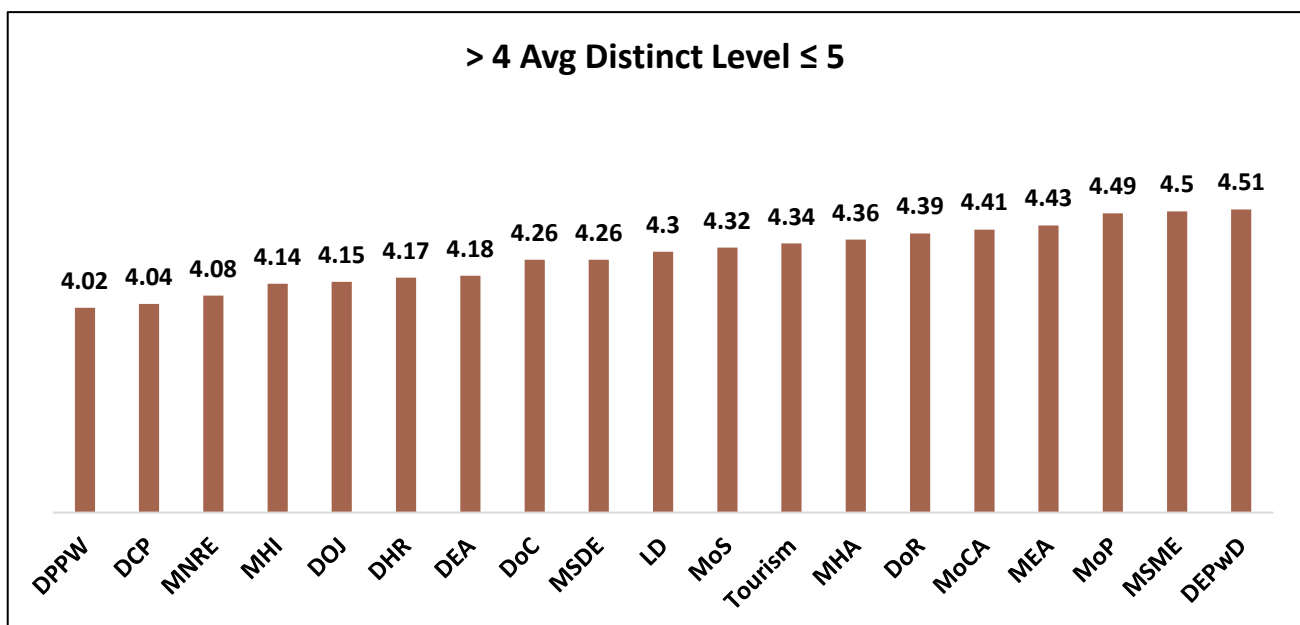
## 2.2. Status of Delaying

Following graph depicts the average distinct transaction levels in different Ministries/Departments for December 2025:

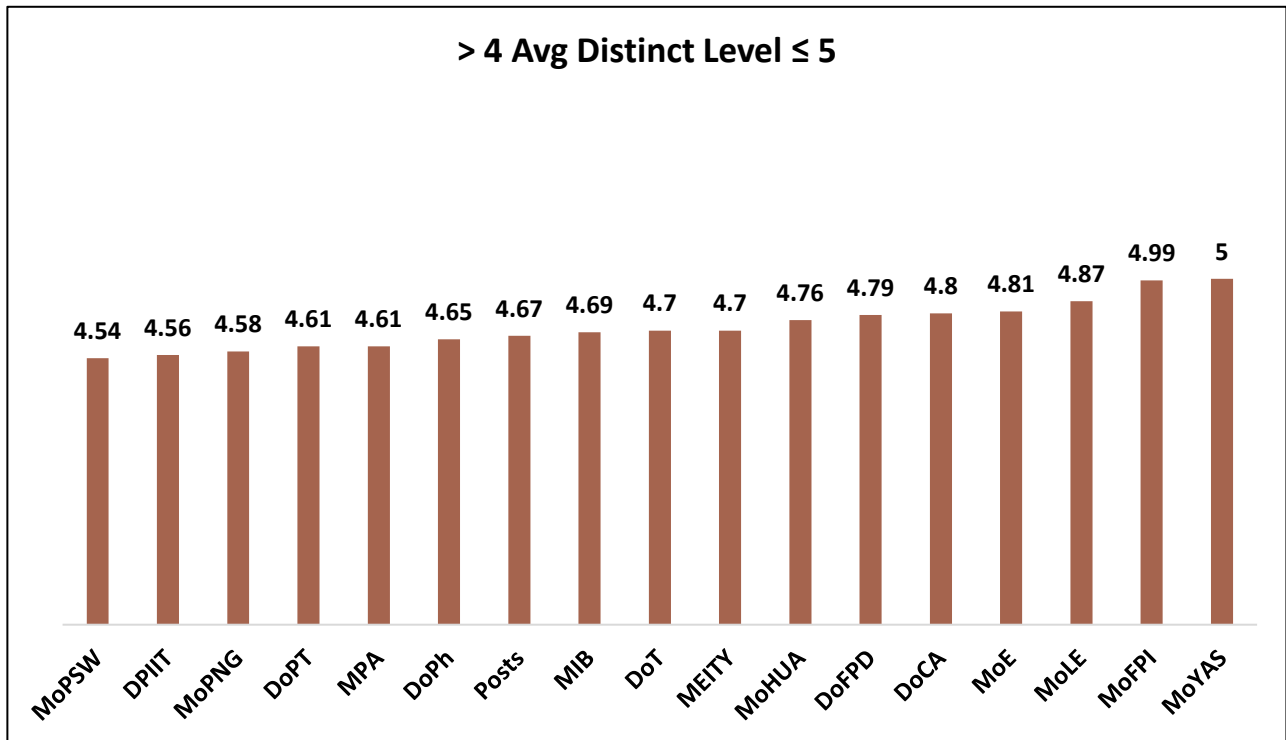
### a. Ministries/Departments with average distinct transaction levels up to $\leq 4$



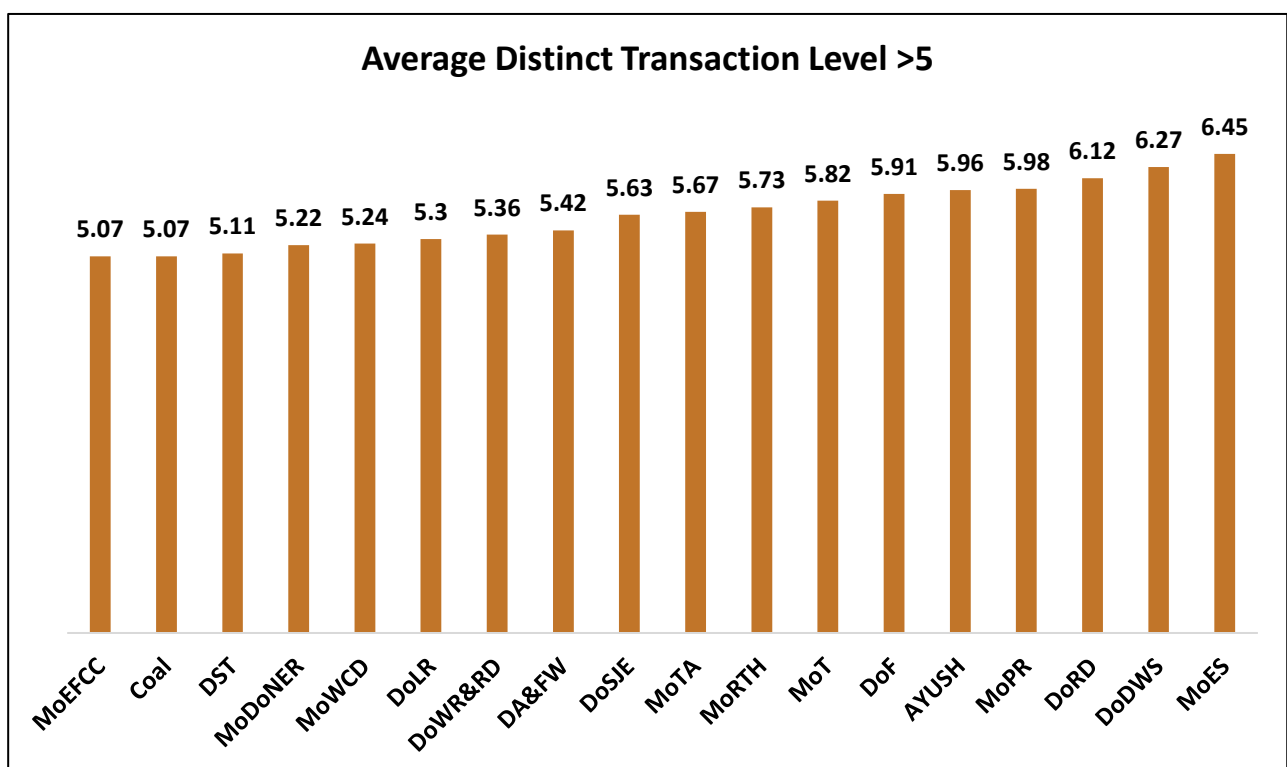
### b. Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5



**Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5 (In Continuation...)**



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



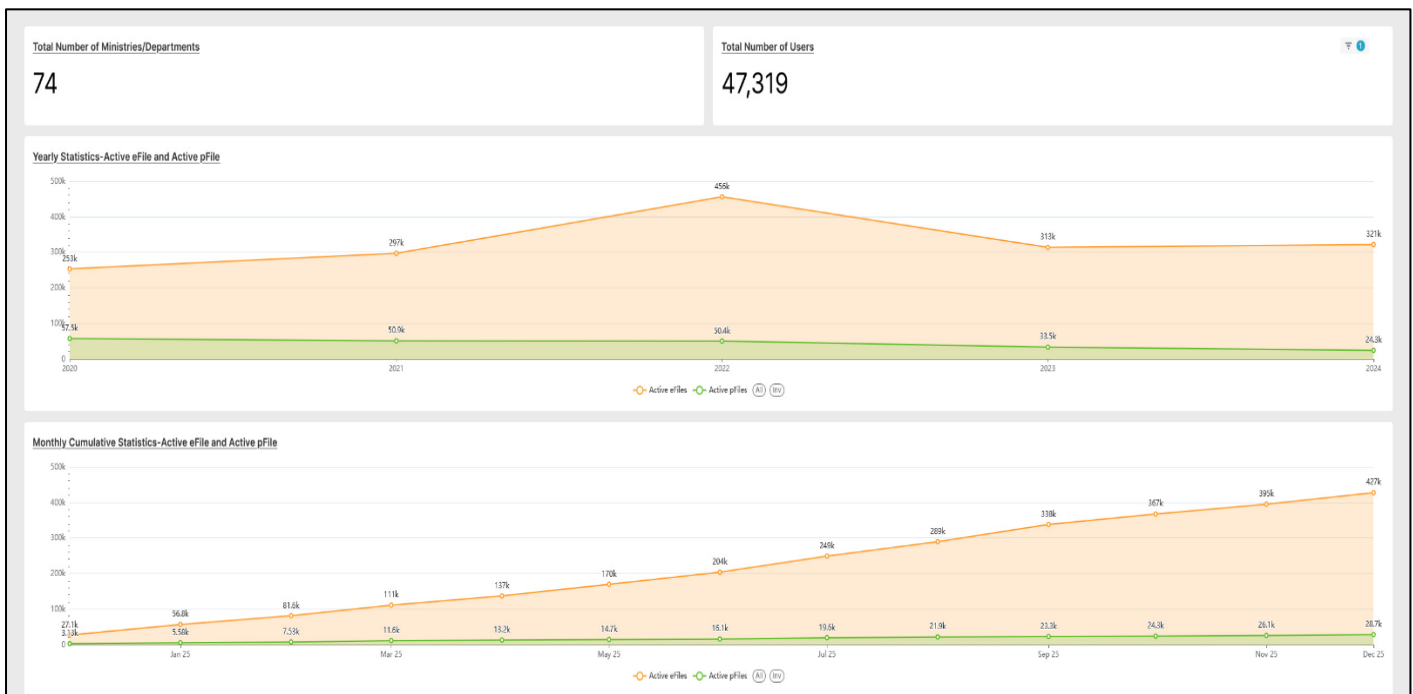
# 3 e-Office Analytics and Implementation

## 3.1 e-Office analytics

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

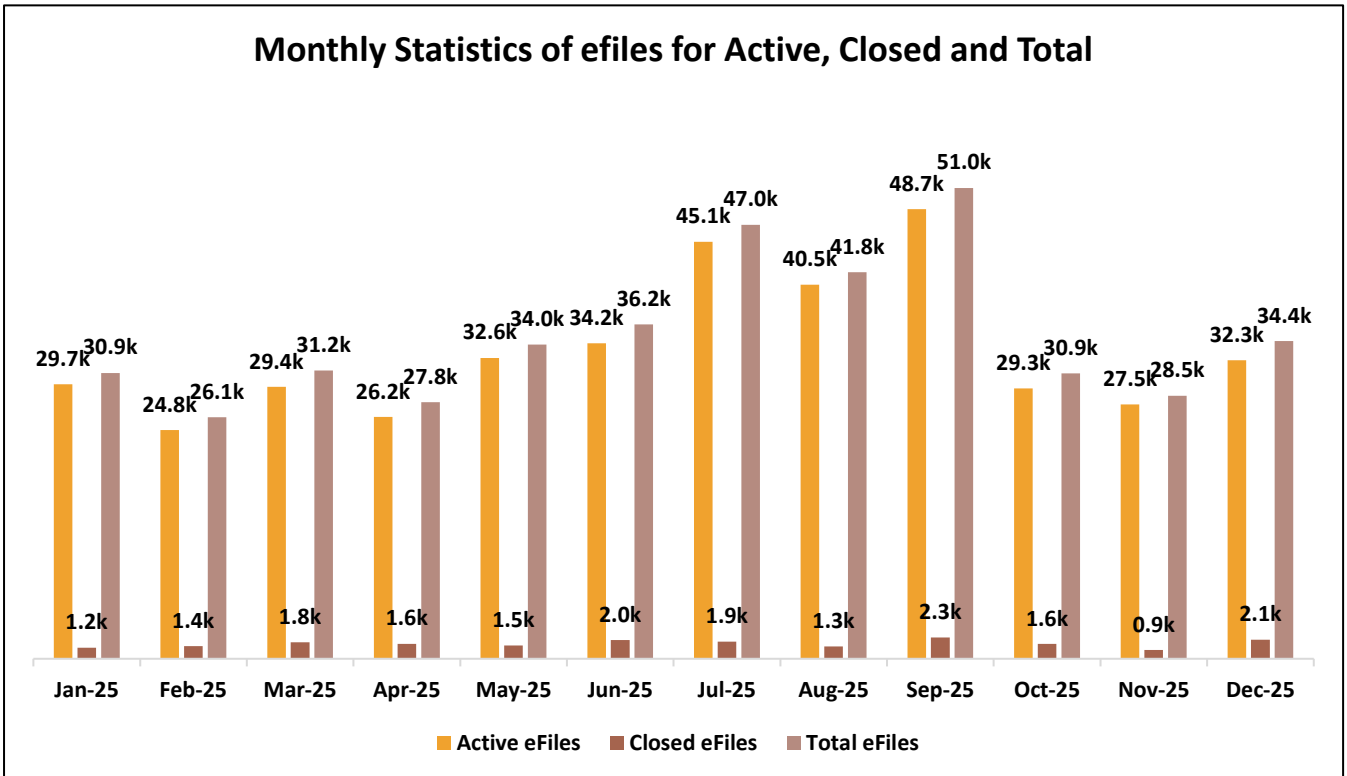
The Dashboard provides for:

- Real-time metrics enable comprehensive data analysis and support informed decision-making.
- Decision-making processes are enhanced through intuitive data visualization and trend analysis.
- Data analytics contribute to the further streamlining and strengthening of the e-Office system.
- Supports the effective and integrated implementation of the IEDM framework.

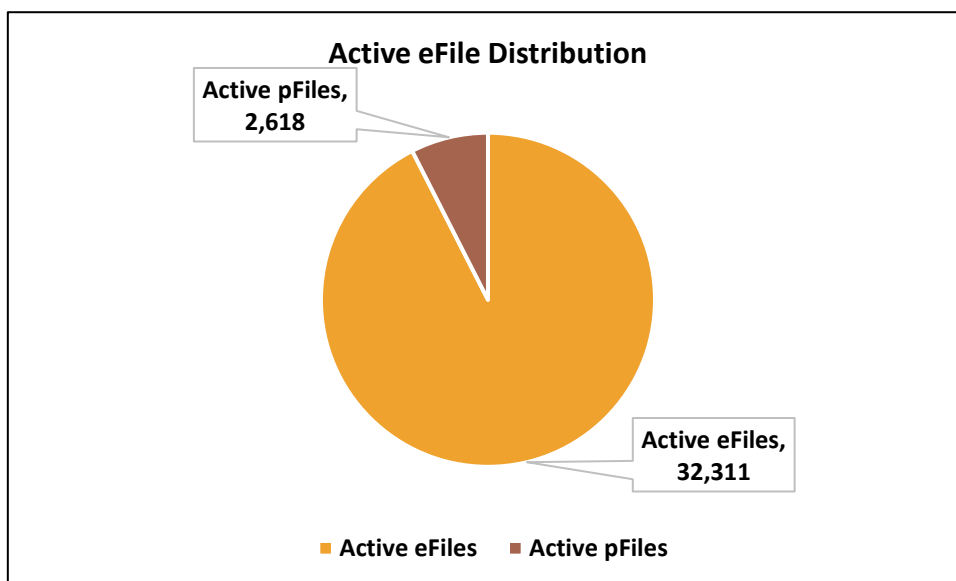


The dashboard is available only on NIC net. It is at present accessible to all Secretaries of the Government of India and other senior officers (for whom specific request has to be made to NIC with details of email ID (only NIC email) and mobile numbers.

### 3.2 Growth of e-Files



The total eFiles have reached **34.4k** in December 2025 from **30.9k** in January 2025. This reflects sustained adoption and active usage of the eOffice platform across Ministries/Departments, with active and closed files being regularly updated—indicating **improved digital workflow and file management**.



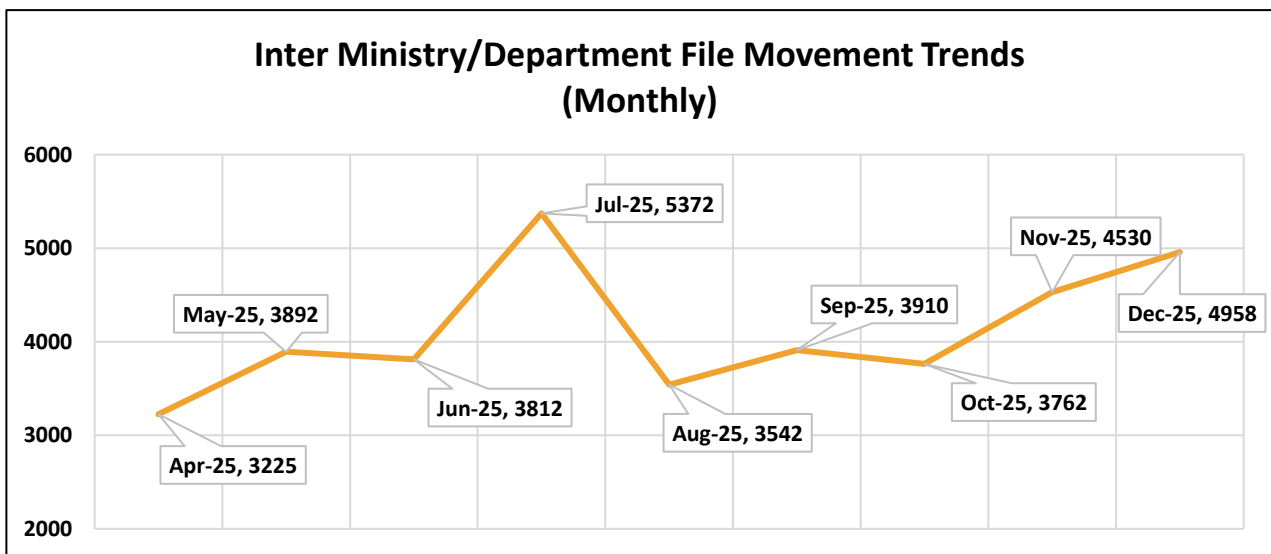
**Active eFiles** accounted for **92.50%** of total active files in **December 2025**, indicating dominant usage of digital files over physical ones.

### 3.3. eFiles creation

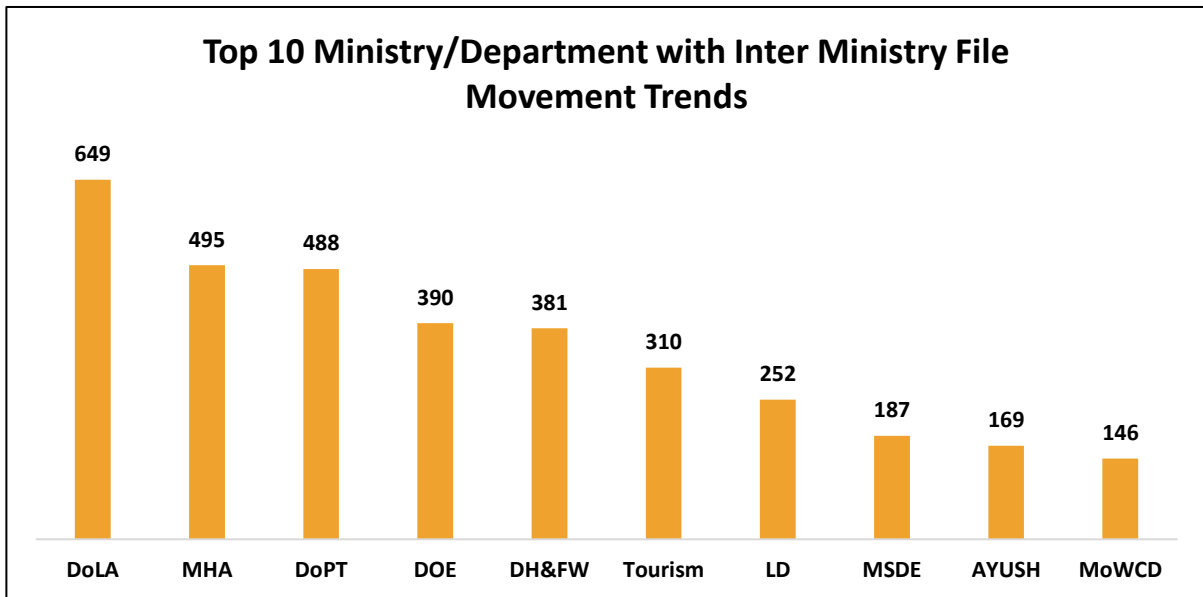
Ministries/Departments with <90% share of active eFiles for the month of December 2025:

S.No.	Ministry/ Department Name	%Share of eFiles
1	Ministry of Environment, Forest and Climate Change	88.73%
2	Ministry of Civil Aviation	87.99%
3	Ministry of Labour & Employment	84.46%
4	Department of Telecommunications	82.97%
5	Department of Personnel & Training	82.57%
6	Ministry of Education	81.83%
7	Department of Agriculture and Farmer Welfare	71.97%
8	Ministry of Home Affairs	66.71%
9	Ministry of AYUSH	63.97%
10	Department of Official Language	12.50%

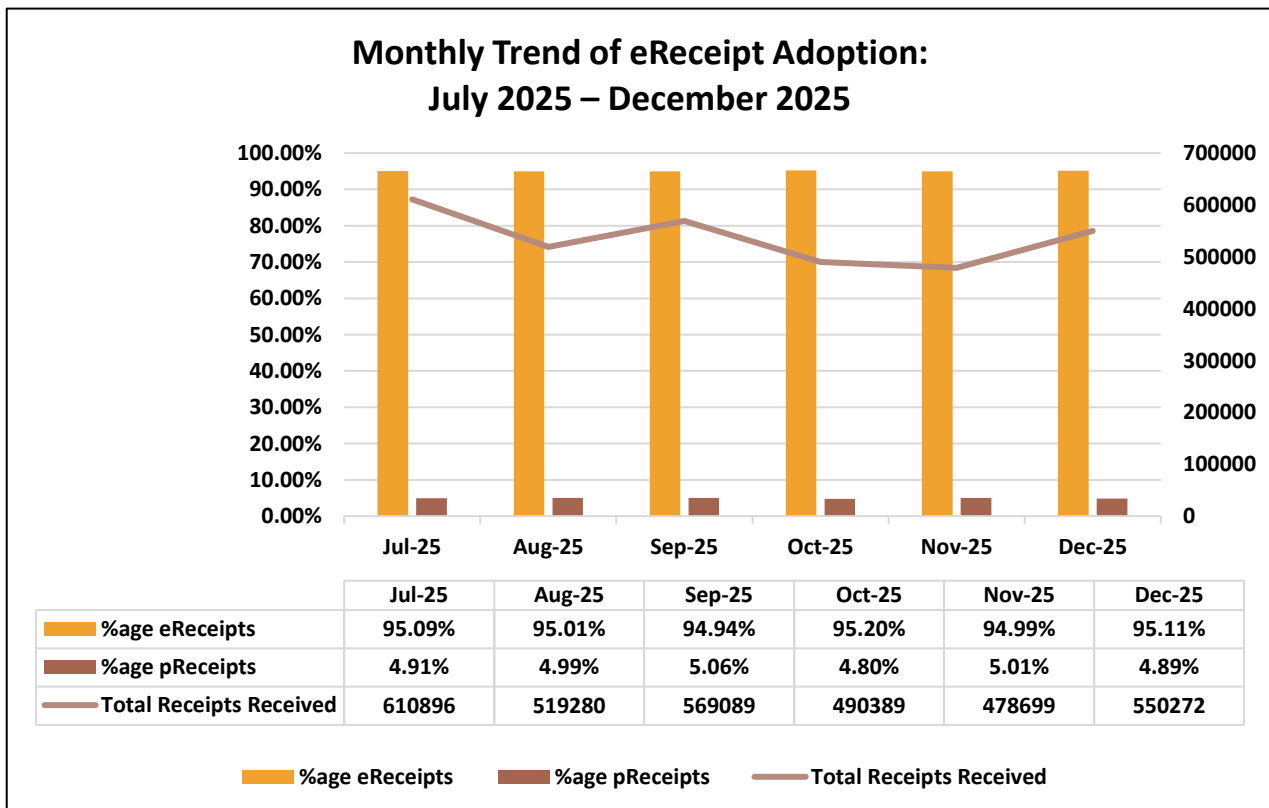
### 3.4. Inter-Departmental File Movement



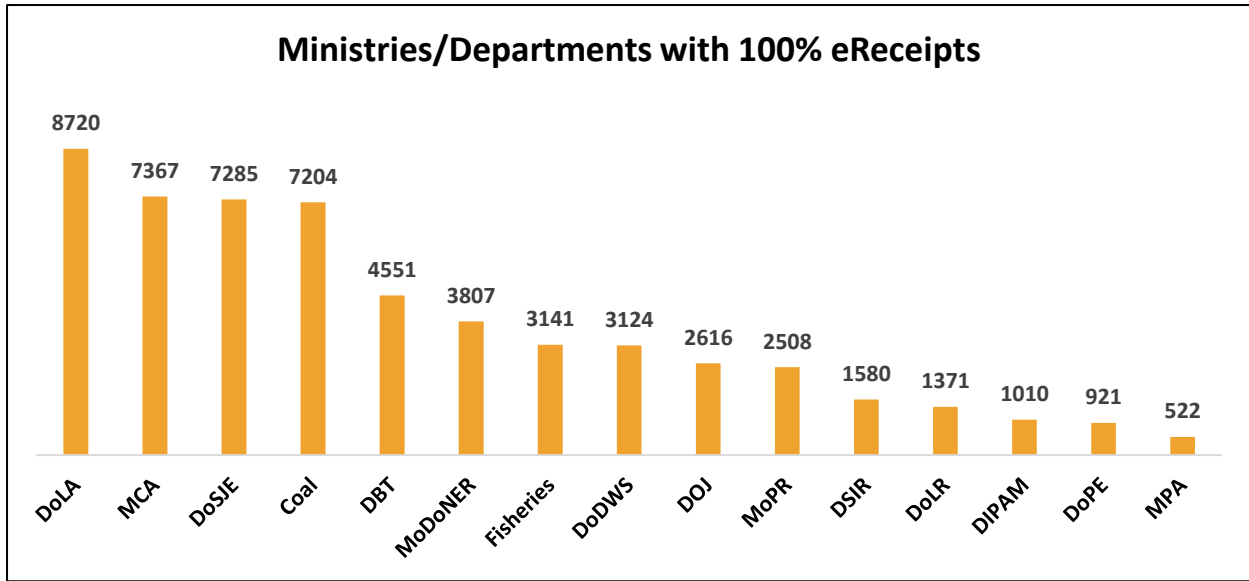
- **Top Ministries/Departments Driving Inter-Ministerial File Movement – December 2025**



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



The share of eReceipts has remained consistently above 94% over the **last six months**, reaching **95.11% in December 2025** — indicating sustained digital adoption in receipt handling across Ministries/Departments.



### 3.6. eOffice Analytics

Ministry-wise Analytics for **December 2025** is summarised as follows:

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
1	Ministry of Home Affairs	66.71%	77.35%	38.91%
2	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	90.94%	95.41%	38.97%
3	Department of Legal Affairs	100.00%	100.00%	13.59%
4	Ministry of Education	81.83%	96.60%	56.02%
5	Ministry of Housing & Urban Affairs	96.79%	99.02%	48.38%
6	Ministry of Environment, Forest and Climate Change	88.73%	99.98%	41.32%
7	Ministry of Statistics & Programme Implementation	99.90%	99.95%	29.25%
8	Ministry of Road Transport & Highways	100.00%	99.95%	58.01%
9	Department of Agriculture and Farmer Welfare	71.97%	99.16%	60.46%
10	Department of Commerce	98.16%	97.96%	33.63%
11	Department of Posts	99.43%	99.14%	43.76%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
12	Department for Promotion of Industry and Internal Trade	99.74%	98.73%	49.86%
13	Ministry of Information & Broadcasting	97.35%	94.03%	50.23%
14	Department of Telecommunications	82.97%	86.20%	47.3%
15	Ministry of Mines	100.00%	99.77%	16.67%
16	Department of Personnel & Training	82.57%	89.20%	47.77%
17	Ministry of Corporate Affairs	100.00%	100.00%	22.98%
18	Department of Water Resources, River Development & Ganga Rejuvenation	100.00%	99.92%	63.13%
19	DFS - Ministry of Finance	95.98%	94.62%	37.13%
20	DOE - Ministry of Finance	92.34%	64.53%	29.95%
21	DEA - Ministry of Finance	91.47%	94.70%	35.07%
22	Ministry of Labour & Employment	84.46%	87.21%	54.12%
23	Ministry of Youth Affairs & Sports	99.34%	99.96%	56.16%
24	Ministry of Skill Development and Entrepreneurship	100.00%	92.79%	40.05%
25	Department of Animal Husbandry and Dairying	99.76%	99.10%	29.63%
26	Department of Rural Development	100.00%	99.99%	68.36%
27	Ministry of AYUSH	63.97%	77.30%	74.51%
28	Ministry of Women and Child Development	100.00%	99.96%	61.97%
29	Department of Social Justice & Empowerment	100.00%	100.00%	62.32%
30	Ministry of External Affairs	100.00%	99.74%	34.48%
31	Ministry of Electronics & Information Technology	99.45%	96.55%	46.15%
32	NITI Aayog	100.00%	98.15%	36.19%
33	Ministry of Power	98.99%	99.97%	53.82%
34	Ministry of Coal	100.00%	100.00%	50.78%
35	DOR - Ministry of Finance	94.97%	90.37%	41.22%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
36	Ministry of Ports, Shipping and Waterways	98.75%	99.89%	43.57%
37	Ministry of Civil Aviation	87.99%	99.86%	52.87%
38	Department of Drinking Water and Sanitation	100.00%	100.00%	70.78%
39	Ministry of Minority Affairs	95.56%	96.92%	22.88%
40	Ministry of Culture	94.86%	97.32%	36.76%
41	Ministry of Cooperation	90.36%	93.43%	21.29%
42	Department of Consumer Affairs	92.59%	99.93%	44.33%
43	Ministry of Textiles	99.53%	82.29%	65.98%
44	Ministry of Petroleum and Natural Gas	94.25%	98.54%	46.81%
45	Ministry of Development of North Eastern Region	98.97%	100.00%	49.16%
46	Department of Empowerment of Persons with Disabilities	100.00%	99.04%	50.57%
47	Ministry of Tourism	99.62%	99.96%	47.7%
48	Ministry of Food Processing Industries	100.00%	96.32%	63.58%
49	Department of Science & Technology	100.00%	99.93%	51.48%
50	Department of Fertilizers	100.00%	99.74%	59.88%
51	Department of Food & Public Distribution	100.00%	99.67%	54.19%
52	DHR DEPARTMENT - Ministry of Health & Family Welfare	95.49%	87.84%	32.67%
53	Ministry of Tribal Affairs	100.00%	99.84%	73.61%
54	Ministry of Steel	91.93%	96.92%	47.14%
55	Ministry of Panchayati Raj	100.00%	100.00%	70.4%
56	Ministry of New and Renewable Energy	95.73%	99.98%	33.33%
57	Department of Biotechnology	100.00%	100.00%	20%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
58	Ministry of Micro Small and Medium Enterprises	99.24%	83.77%	40.71%
59	Department of Fisheries	98.05%	100.00%	32.11%
60	Ministry of Earth Sciences	100.00%	99.91%	73.2%
61	Ministry of Heavy Industries	100.00%	99.83%	43.96%
62	Department of Scientific and Industrial Research	100.00%	100.00%	11.39%
63	Department of Chemicals and Petrochemicals	100.00%	99.31%	31.58%
64	Department of Justice	100.00%	100.00%	42.25%
65	Department of Pharmaceuticals	100.00%	99.53%	50%
66	Department of Land Resources	100.00%	100.00%	61.11%
67	Legislative Department	100.00%	98.46%	34.04%
68	Department of Pensions and Pensioners' Welfare	100.00%	98.70%	40.48%
69	Department of Official Language	12.50%	30.33%	30.56%
70	Department of Public Enterprises	100.00%	100.00%	26.47%
71	Department of Administrative Reforms & Public Grievances	93.33%	95.73%	17.14%
72	Department of Agricultural Research and Education	100.00%	99.33%	24.14%
73	DIPAM - Ministry of Finance	100.00%	100.00%	13.64%
74	Ministry of Parliamentary Affairs	100.00%	100.00%	66.67%

Ministries/Departments having average Distinct Transaction levels more than 5 to review Delaying/Delegation.

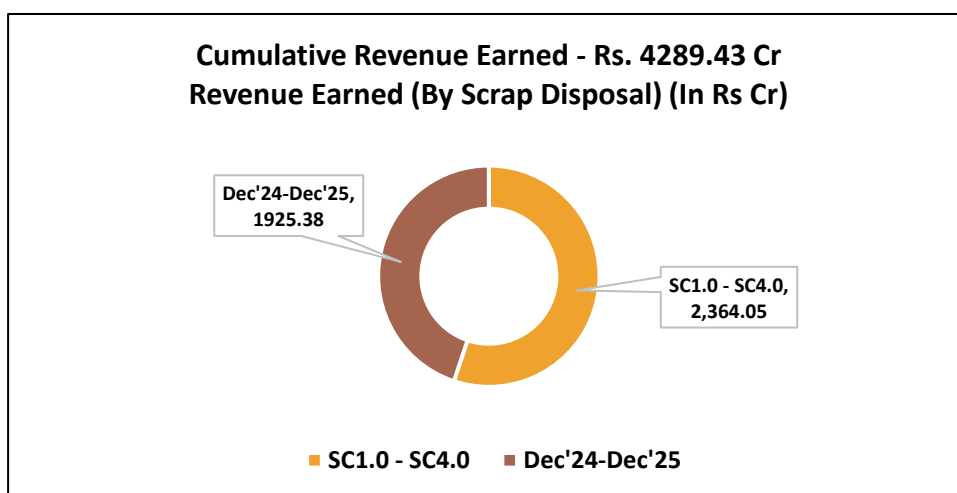
# 4 Special Campaign & Institutionalisation of Swachhata

## Cumulative Achievements (2021 – December 2025)

Parameters	SC1.0 - SC4.0	Dec'24-Aug'25	SC 5.0	Dec'25	Cumulative
Revenue Earned (in Rs. Crore)	2,364.05	1007.1	833.92	84.36	<b>4,289.43</b>
Space Freed (in lakh Sq. Ft)	643.82	57.23	233.75	20.31	<b>955.11</b>
Cleanliness Campaign Sites	11,49,935	60,442	11,59,783	1780	<b>23,71,940</b>
Files Weeded Out/Closed (in Lakhs)	131.4	6.81	29.52	1.49	<b>169.22</b>

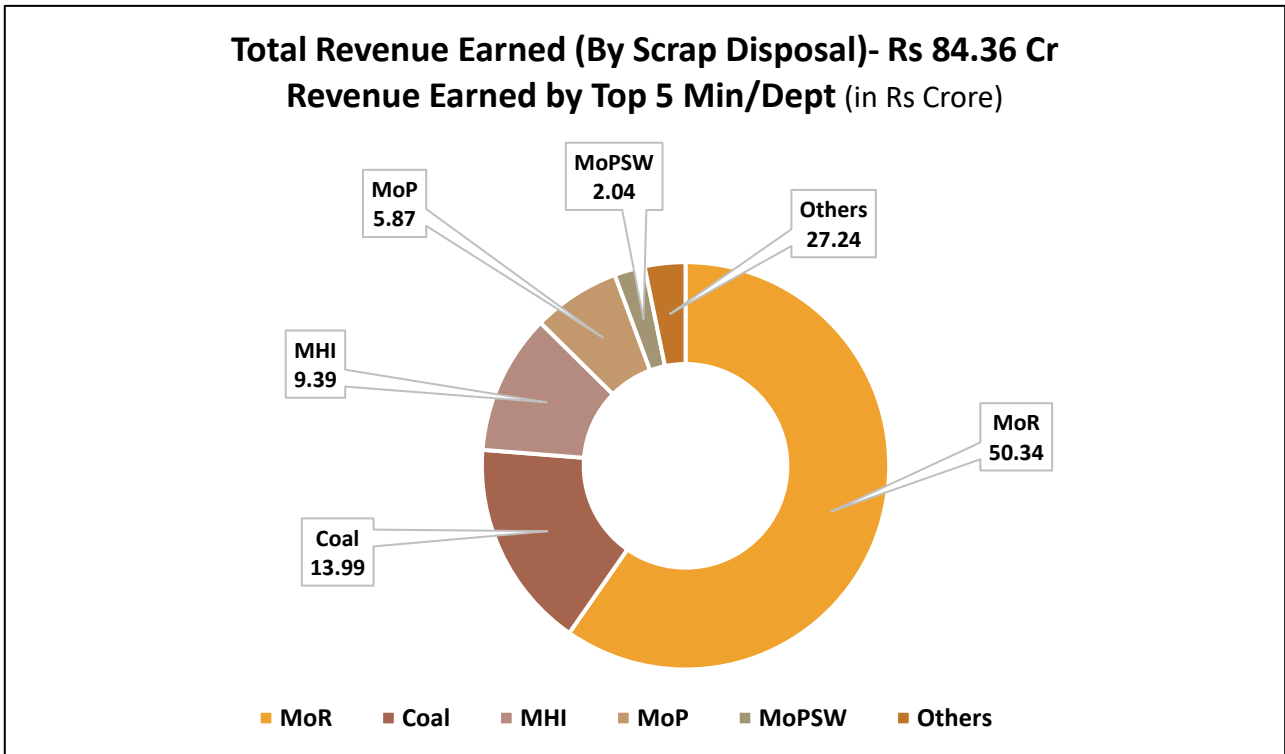
The data highlights the sustained momentum of the Special Campaigns (SC1.0–SC5.0) and Secretariat Reforms in driving administrative efficiency and promoting cleanliness across Ministries/Departments. As of December 2025, cumulative achievements include ₹4289.43 crore generated through scrap disposal, 955.11 lakh sq. ft of office space freed, over 23.72 lakh sites covered under cleanliness campaigns, and 169.22 lakh files weeded out. The consistent progress reaffirms the institutionalization of Swachhata and efficiency-oriented practices in day-to-day governance.

### 4.1. Cumulative Revenue Earned (Rs in Cr.)

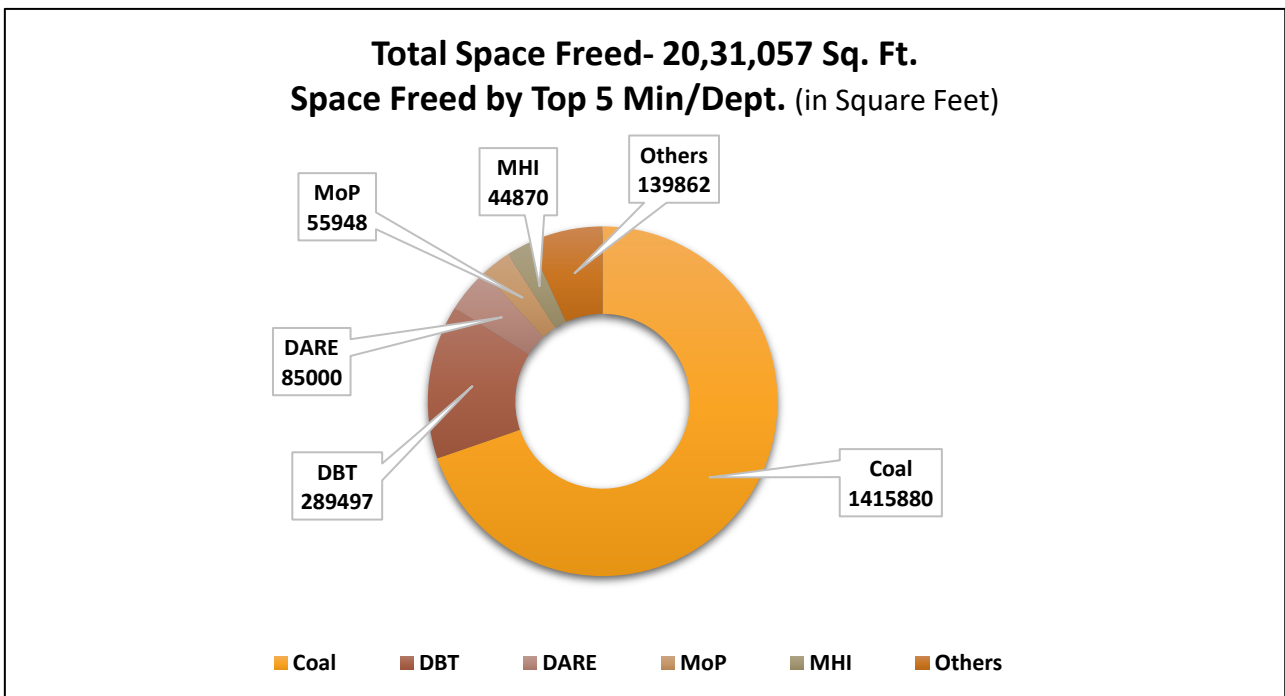


Out of the total ₹4,289.43 crore, a revenue of ₹833.92 crore was generated during Special Campaign 5.0. An additional ₹84.36 crore was earned through scrap disposal in December 2025. Further, ₹1,007.10 crore was generated during Dec'24–Aug'25 alone, reflecting sustained momentum beyond Special Campaigns SC 1.0–SC 4.0, which had earlier contributed ₹2,364.05 crore.

4.2. Revenue Earned from Scrap Disposal (December 2025)



4.3. Space Freed (December 2025)



### a. Revenue Earned through Scrap Disposal by Top 3 Ministries/Departments

- **Ministry of Railways:** Total Revenue Earned in December 2025 is Rs. 50,34,28,250 The top 3 zones according to Revenue Earned are: -

S.No.	Zone	Revenue Earned (In Rs.)
1.	South Eastern Railways	80,91,98,000
2.	Eastern Central Railways	43,71,00,000
3.	West Central Railways	6,60,13,000

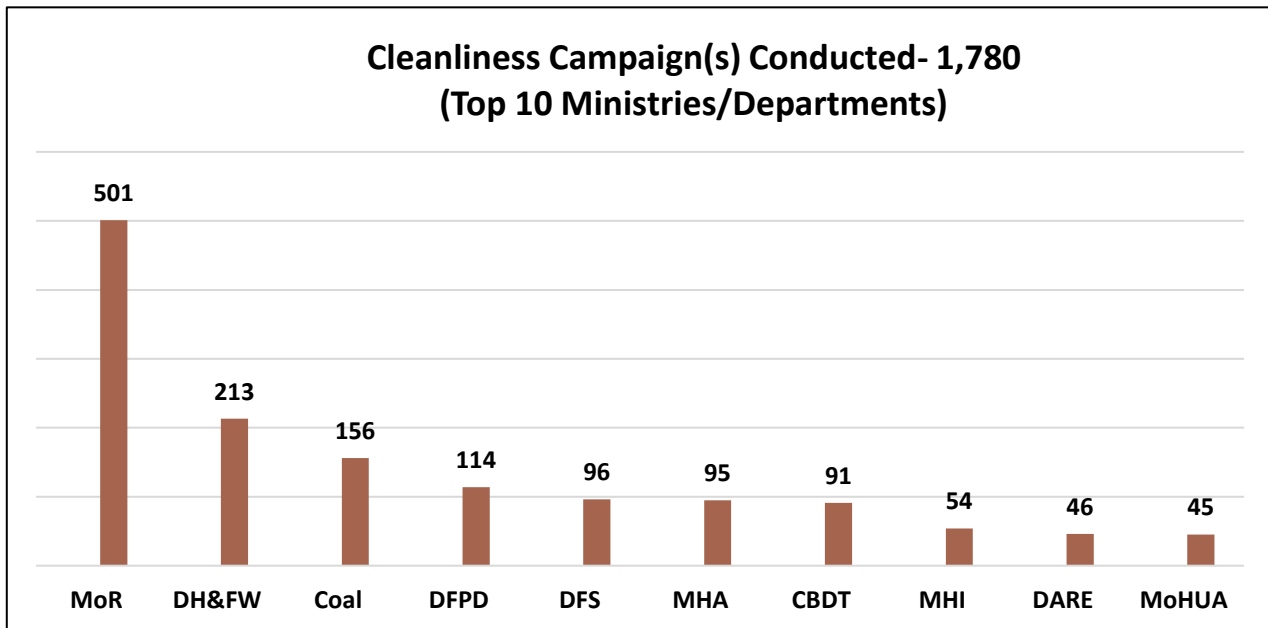
- **Ministry of Coal:** Total Revenue Earned in December 2025 is Rs. 13,98,80,345. The top 3 sites according to Revenue Earned are: -

S.No.	Site/Organisation	Revenue Earned (In Rs.)
1.	Eastern Coalfield Limited	10,07,24,960.80
2.	Western Coalfields Limited	3,76,95,244.62
3.	Bharat Cooking Coal Limited	9,36,427

- **Ministry of Heavy Industries:** Total Revenue Earned in December 2025 is Rs. 9,39,41,617. The top 3 sites according to Revenue Earned are: -

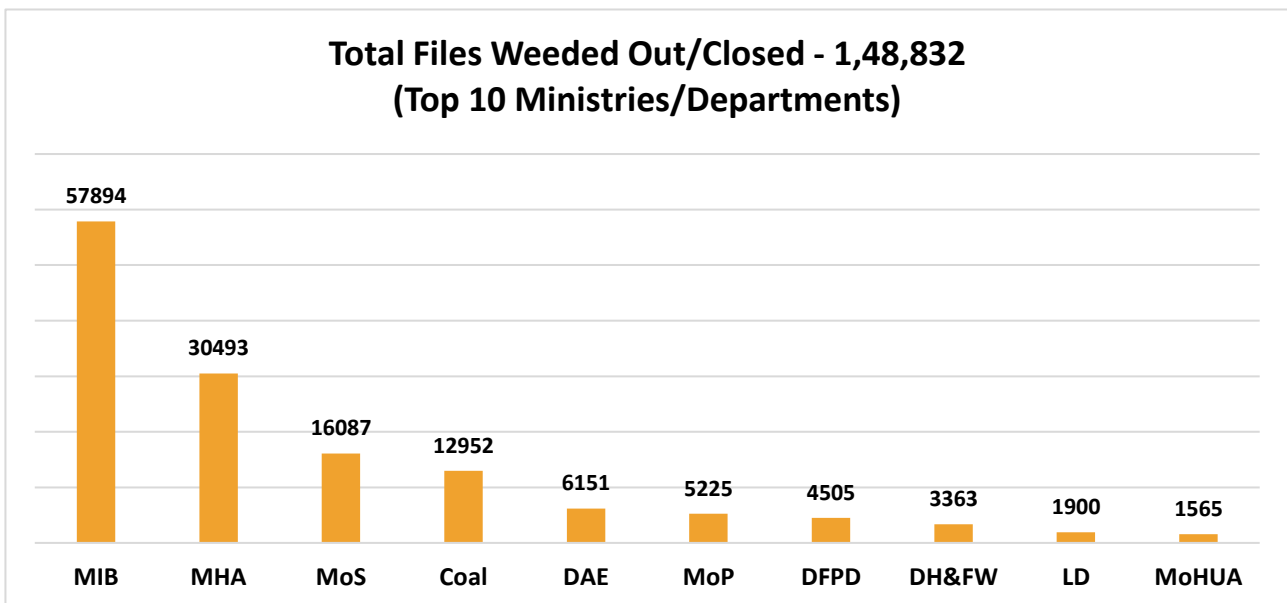
S.No.	Site/Office	Revenue Earned (In Rs.)
1.	Bharat Heavy Electricals Ltd.	8,76,85,833.85
2.	Andrew Yule and Company	32,52,787
3.	Bridge and Roof Co. Ltd.	11,80,274

### 4.4. Cleanliness Campaign Sites (December 2025)



Out of **1,780** total cleanliness campaigns conducted, the **Ministry of Railways alone accounted for nearly 30% of the total**, followed by the Department of Health and Family Welfare, Ministry of Coal, etc.—indicating strong and consistent participation in Swachhata initiatives by these departments.

### 4.5. Files Weeded Out/Closed (December 2025)



Out of the **1,48,832** files Weeded Out/Closed, the Ministry of Information & Broadcasting led with **57,894** files, followed by **Ministry of Home Affairs with 30,493 files** and **Ministry of Steel with 16,087 files**. This indicates a strong push by key Ministries toward decluttering and improving file management.

# 5 Before-After

**Pictorial Evidences Uploaded by Ministries/Departments on SCDPM Portal-  
December 2025**



**BEFORE**



**AFTER**

**Empty office space transformed into a Creche Facility, Pr. CCIT, Chennai;  
Central Board of Direct Taxes (Income Tax)**



**BEFORE**



**AFTER**

**Scrap Disposed of at Institute for Plasma Research, Gandhinagar;  
Department of Atomic Energy**



**BEFORE**



**AFTER**

E-waste along with old office furniture scrapped out at All India Institute of Speech and Hearing, Mysore;  
**Department of Health & Family Welfare**



**BEFORE**



**AFTER**

Cleanliness drive conducted at Jarhi Bhatgaon, DIPKA, SECL;  
**Ministry of Coal**



**BEFORE**



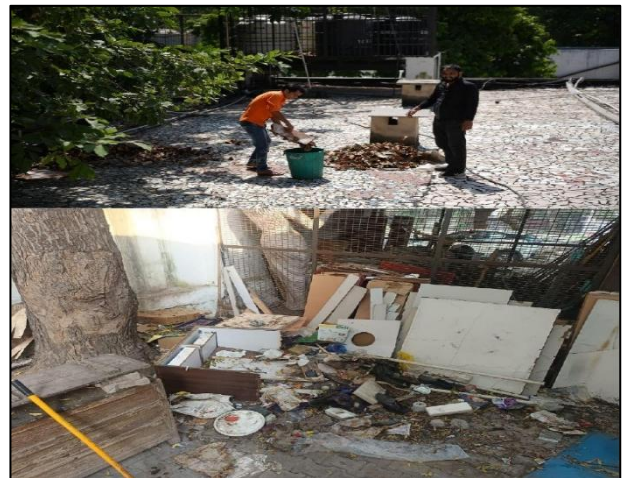
**AFTER**

Cleanliness drive conducted at GARC, a unit under NAB, Oragadam, Tamil Nadu;  
**Ministry of Heavy Industries**

# 6 Scrap Disposal



Old records reviewed & weeded out at IIE Guwahati; **Ministry of Skill Development and Entrepreneurship**



Scrap identified at Jaisalmer House; **Department of Justice**



Metal scrap disposed of at Thermal Power Station – II, NLCIL, Chennai; **Ministry of Coal**



Wooden and Carton waste box forwarded for recycling, ARAI office, Pune, Maharashtra; **Ministry of Heavy Industries**



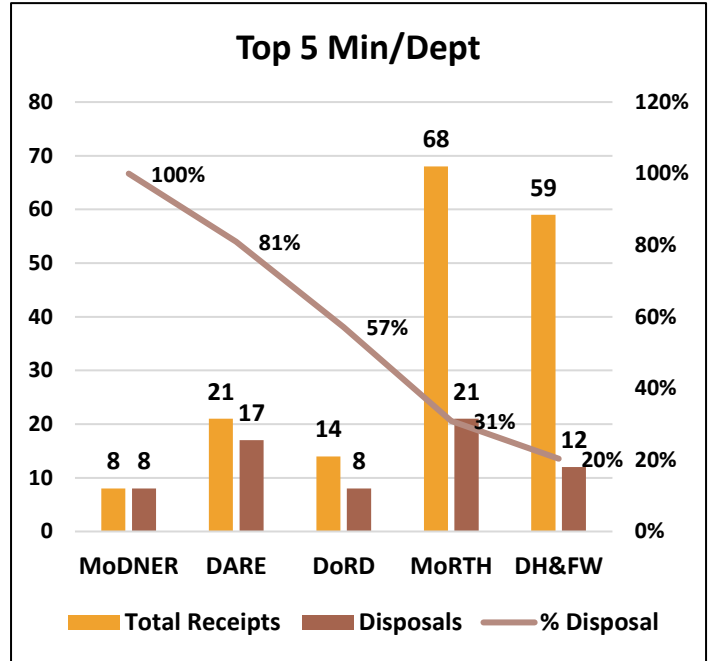
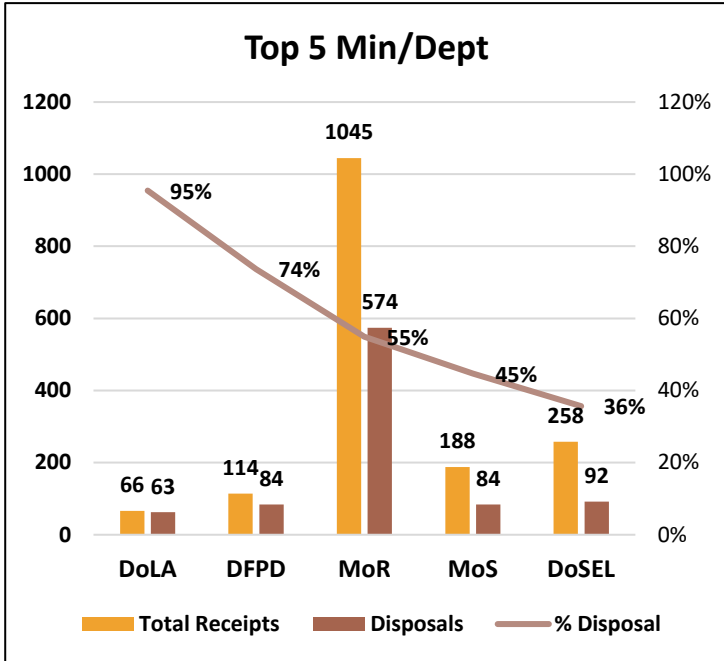
E-Waste scrapped out at Jaisalmer House; **Department of Justice**

7

## Parameter wise performance of Ministries/Departments

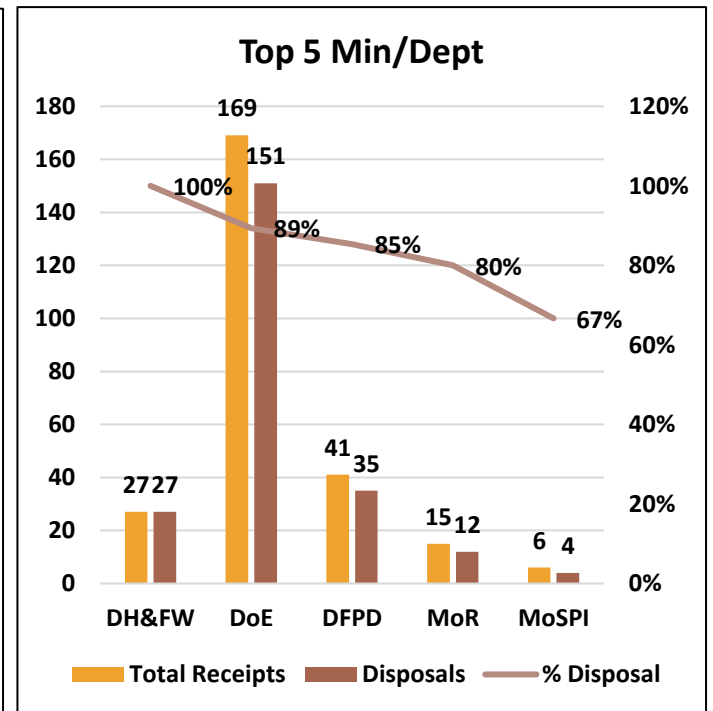
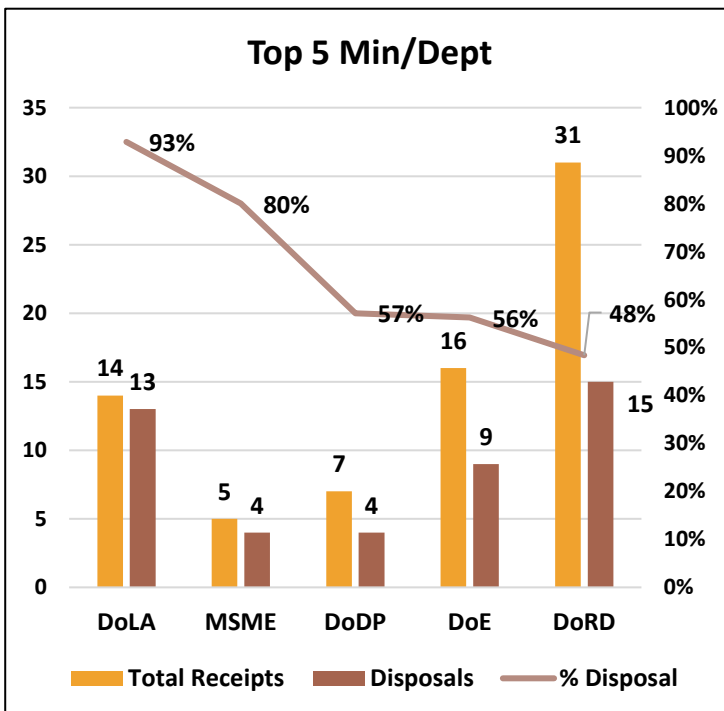
**MP References**

**Parliamentary Assurances**



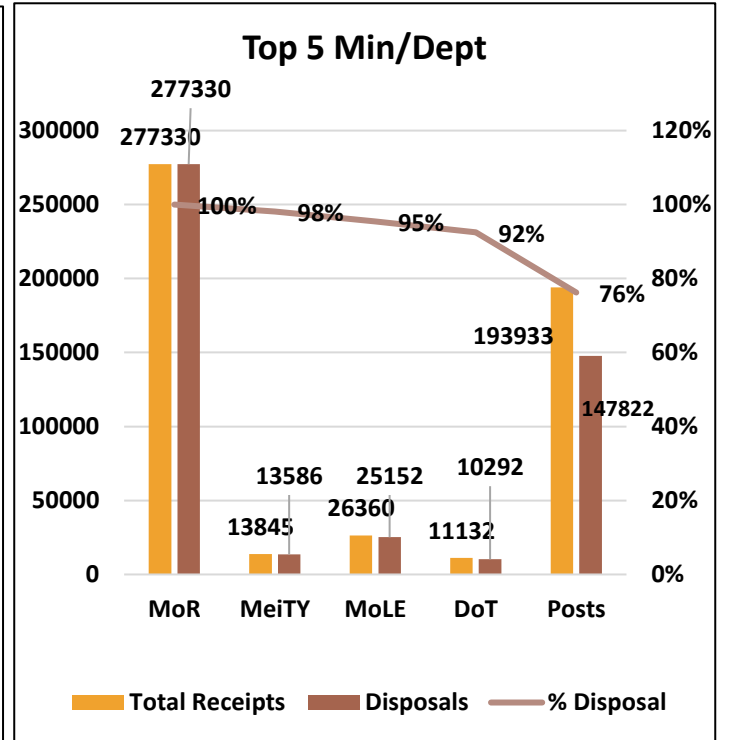
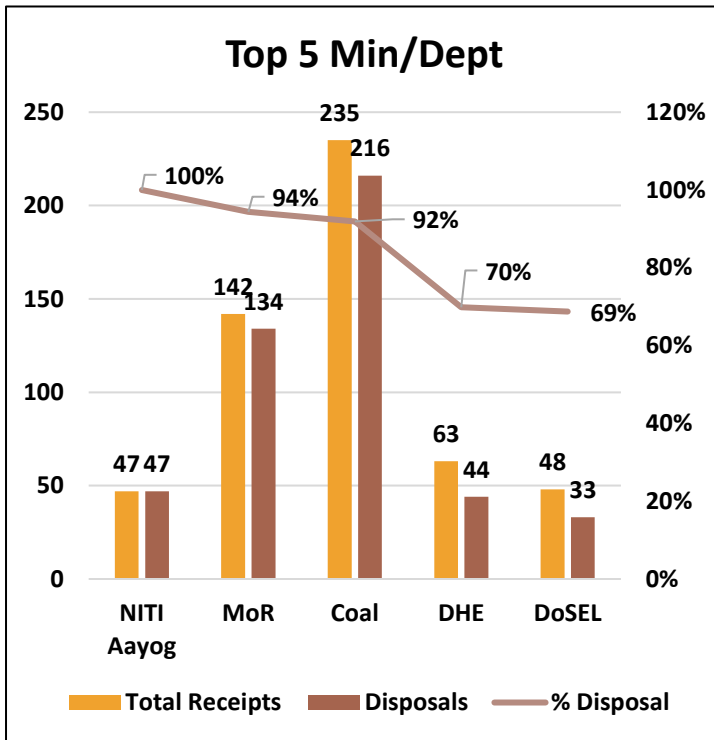
**IMC References**

**State Government References**

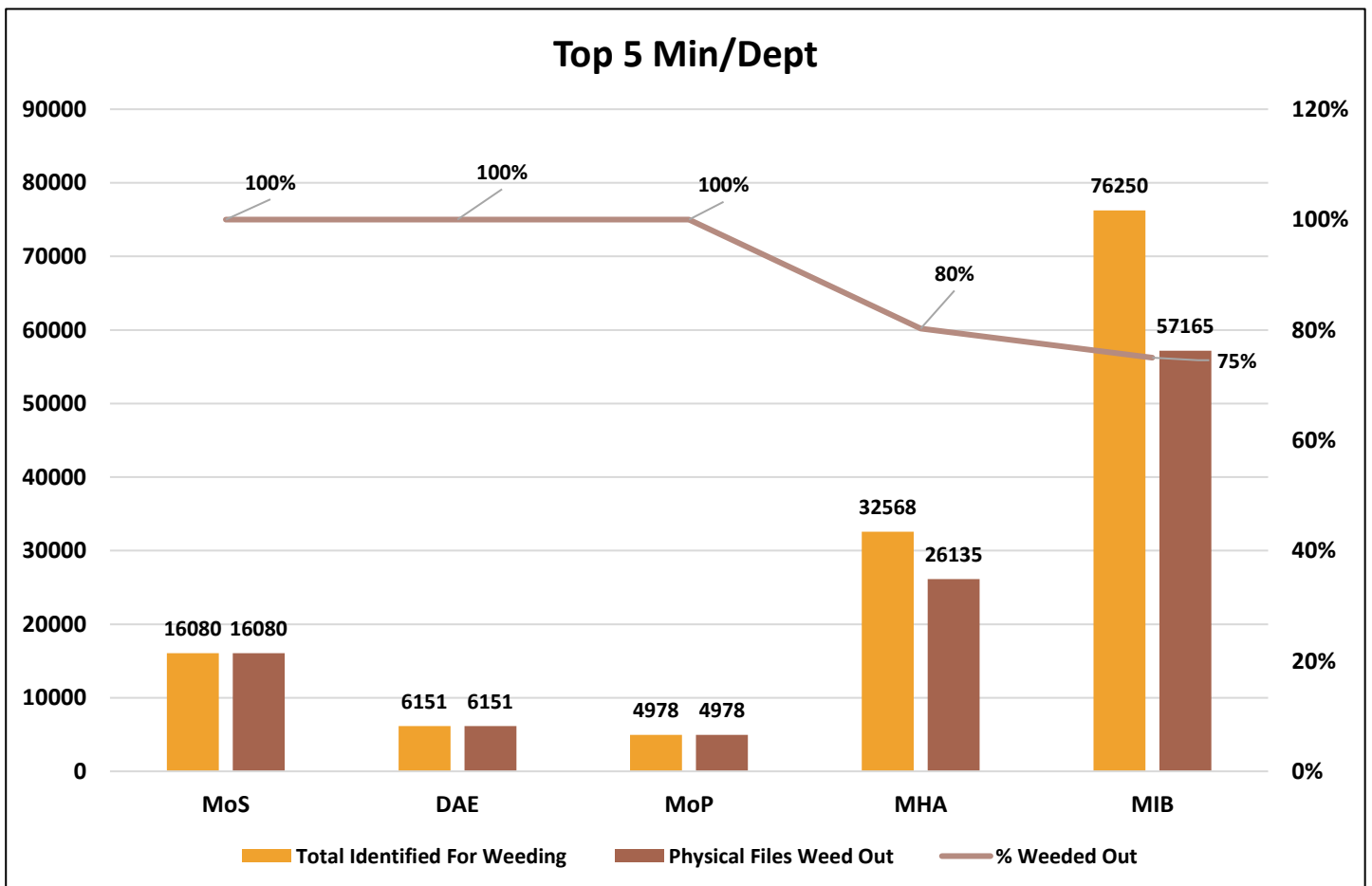


**PMO References**

**Public Grievances**



**Files Weeded Out**



## 8

**In-Focus: Ministry of Petroleum & Natural Gas****a. Introduction**

The Ministry of Petroleum & Natural Gas (MoPNG), guided by the Department of Administrative Reforms and Public Grievances (DARPG), has embarked on Special Campaign 5.0 with renewed focus on timely disposal of pending matters and ensuring Swachhata across its offices and installations. The ministry has shifted its office from Shastri Bhawan to its new premises at Kartavya Bhawan-03, Janpath, New Delhi 110001 in August, 2025 and successfully disposed of 20,864 Public Grievances out of 22,651 of the Pending Public Grievance Petitions, PMO references, State Govt. references etc. More than 20,000 files were reviewed, out of which 1,259 files were identified for weeding out and 3,892 files were transferred to the record room. In addition to the above, Oil & Gas CPSEs has successfully disposed 9.48 thousand tons of total scarp and 105 thousand sq. ft. of space was freed by disposing off files and optimization of office space resulting in the generation of revenue amounting around Rs 38 Crore.

**b. Glimpses**

The Ministry of Petroleum & Natural Gas (MoPNG) participated proactively in Swachhata Special Campaign 5.0, demonstrating its strong commitment to the principles of cleanliness, efficiency, sustainability, and good governance. The campaign was implemented across the Ministry and its attached and subordinate offices through a structured and time-bound approach, focusing on cleanliness drives, systematic disposal of obsolete items, and optimal utilization of government assets.

**Efficient Management of Office Space**

As part of the Ministry's ongoing efforts towards efficient management and optimal utilization of office space, a comprehensive review and rationalization exercise was undertaken. Through systematic reallocation, consolidation of offices, digitization of records, and removal of obsolete furniture and files, the Ministry has successfully freed a total area of 1,05,012 square feet of office space during the Special Campaign 5.0.



### Enhancement of Office Space



**Transformed cluttered space into a recreational area**

### Swachhata

In line with the Ministry of Petroleum & Natural Gas' commitment to efficient asset management, cleanliness, and sustainability, a systematic drive for identification and disposal of obsolete and unserviceable items was undertaken. As a result of this initiative, the Ministry and its attached/subordinate offices have successfully disposed of a total of 9,481 Metric Tons (Mts) of scrap in accordance with the General Financial Rules (GFRs) and other applicable guidelines.



**Space freed by scrapping out old office furniture and e-waste.**

During the Special Campaign phase under Swachhata Campaign 5.0, the Ministry of Petroleum & Natural Gas (MoPNG) undertook focused activities for scrap disposal and weeding out of obsolete items across the Ministry and its attached/subordinate offices. As a result of these efforts, the Ministry earned revenue amounting to ₹38 crore during the Special Campaign 5.0.

## 9. Office Memorandum on Swachhata and expeditious disposal of pending matters

No. Q-11011/01/2025-O&M-DARPG (e-9571)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, New Delhi  
Dated: December 26, 2025

### OFFICE MEMORANDUM

**Subject: Efforts aimed at Swachhata and expeditious disposal of pending matters in Government.**

The Special Campaign 5.0 focussing on Swachhata and expeditious disposal of pending matters was conducted from October 2 – 31, 2025 by all Ministries /Departments. In order to institutionalise and sustain the momentum generated Ministries/Departments are requested to continue the following actions:

- (i) System of Nodal Officers and Special Campaign Portal will continue. Nodal Officers to oversee institutionalisation/continuation of activities aimed at Swachhata and reducing pendency. Nodal Officers to also update the progress on the Portal,
- (ii) Ministries/Departments may dedicate 3 hours every week for the activities as mentioned on the Portal ([www.scdpm.nic.in](http://www.scdpm.nic.in)), and
- (iii) Nodal Officers may review the progress of activities on a weekly basis and the Secretary of the Ministry/Department are requested to review the progress on a monthly basis.

This issues with the approval of competent authority.

  
(Sarita Chauhan)  
Joint Secretary to Government of India

To  
**All Secretaries to the Government of India**

Copy- All Nodal Officers of Special Campaign 5.0

## 10. Office Memorandum on Increasing Efficiency in Decision Making

डॉ. टी.वी. सोमनाथन  
Dr. T.V. Somanathan



मंत्रिमंडल सचिव  
भारत सरकार  
CABINET SECRETARY  
GOVERNMENT OF INDIA

D.O. No. 502/2/2/2021-CA.V

27<sup>th</sup> November, 2024

Dear Secretary,

As you are aware, many initiatives have been undertaken in the recent years to make governance more responsive, accountable and transparent. The initiative for Increasing Efficiency in Decision Making, implemented since 2021, is a step in the same direction. It aims at achieving flatter and leaner organizational structures by putting in place appropriate delegation at various levels, rationalizing workload, thereby speeding up decision-making while increasing the productivity and efficiency of officers.

2. These measures have been incorporated into the Central Secretariat Manual of Office Procedure, 2022 wherein, it is emphasized that, each Ministry/Department will review the instructions on levels of disposal and channel of submission, keeping the number of levels to the minimum by delegating powers to lower formations. To facilitate quicker decision-making, the channels of submission should not be more than four.

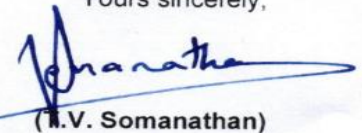
3. However, it is observed that delayering is not being implemented in true spirit and a trend of increasing the channels of submission is observed in some Ministries/Departments. This is against the essence of the reforms undertaken so far and creates potential delays in file processing.

4. To sustain the measures undertaken as a part of Increasing Efficiency in Decision Making, you are advised to review the levels of disposal and channel of submission in your Ministry/Department and ensure that the levels do not exceed four and that the Special Secretary/ Additional Secretary/ Joint Secretary function independently as bureau heads.

5. I request you to devote your personal attention to this matter and ensure that these measures are implemented in letter and spirit, thereby fostering speedy and efficient decision making in Government.

With best wishes,

Yours sincerely,

  
(T.V. Somanathan)

To,  
All Secretaries to Government of India

## 11. Office Memorandum on Institutionalisation of Swachhata

No. Q-15012/2/2024-O&M-DARPG (e-8885)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, New Delhi  
Dated 31<sup>st</sup> December, 2024

### OFFICE MEMORANDUM

**Sub: Continuation of campaign for Swachhata and Reducing pending matters to the Minimum Possible in Government.**

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In continuation of this Department's Office Memorandum of even No. dated 17.12.2024 (copy enclosed) on the above subject it is informed that the monthly data may be reported by the Nodal Officers on the SCDPM Portal i.e. <https://scdpm.nic.in>. Nodal Officers can access the SCDPM portal from 3<sup>rd</sup> January, 2025 and data entry may be completed by 7<sup>th</sup> of every month.

Encl: As above.



(V. Srinivas)

Secretary to the Government of India

To

**All Secretaries of the Government of India**

Copy for information to:

1. All Nodal Officers of Special Campaign 4.0
2. Senior Technical Director, DARPG, NIC.

  
02/01/25

## 12. Office Memorandum on e-Office

SECRETARIAT

No O-16012/6/2017-ARC-DARPG (e2938)  
 Government of India  
 Ministry of Personnel Pensions and Public Grievances  
 Department of Administrative Reforms & Public Grievances

6th Floor, Jawahar Vyapar Bhawan,  
 Janpath, New Delhi

Dated 17<sup>th</sup> January 2025

### OFFICE MEMORANDUM

**Subject: eOffice Analytics - regarding.**  
 \*\*\*\*\*

The undersigned is directed to say that the following guidelines may be adopted by Ministries / Departments for implementation of eOffice in Central Secretariat.

- (i) Display their standing orders of delayering/Channels of Submission on their respective e-Office dashboard
- (ii) Review Virtual Private Network (VPN) usage. Non-users may be identified and steps may be taken to deactivate / close the idle account after due examination and process. The NIC teams of Ministries/Departments may approach NIC VPN Division to obtain VPN data and for deactivation of idle VPN accounts
- (iii) Follow the Manual of Office Procedure strictly and to avoid proliferation of part-files on the same subject. 'Common office function codes' as prescribed in Chapter - 6 'File Management System' of CSMOP 2022 are to be followed at the time of opening a new eFile in eOffice.
- (iv) Use of Knowledge Management System (KMS) for managing the OM's Circulars, Orders etc. and further adding them as references in eFiles. Further, a list of all files (Division-wise/bureau-wise), in PDF, may be placed in the KMS for reference of all so as to avoid creation of multiple files in the same Head or part files.
- (v) Review the Designation Master in Personal Information Management System (PIMS) and identify the designations related to Personal Staff of officers. Based on the list of designations received from the Ministries / Departments, personal staff of Officers will be removed from the counts of distinct levels so that the actual distinct levels may be captured and reflected on the Analytics Dashboard
- (vi) Review and examine the Distinct Levels. Ministries/Departments may refer to 'e-File Movement Status' Report under the 'Data Analytics' tab in the e-File MIS Reports application

Contd

## 12. Office Memorandum on e-Office

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-2-

- (vii) Review the Basic File Head and notify the standardized Heads based on the relevant subjects of the Ministry/Department. Based on the list of Heads received from the Ministries/Departments, a consolidated list of Heads will be prepared which may be considered as standard Subjects to fetch the Subject-wise pendency.
- (viii) The Ministries/Departments who process statutory clearance for various projects such as Ministry of Environment, Forest and Climate Change may provide expected time for clearance, so that the processing time of such files may be noticed.
- (ix) E-Office Analytics to be developed to indicate file pendency at each level, to identify time delays and pendency. Emphasis to be given to identifying subject specific pendency across Ministries/Departments.

2. This issues with the approval of Secretary, DARPG.

सुनील सिंह

(Sunil K. Singh)

Under Secretary to the Govt. of India

Tel. No.011-23440371

email: [sunilk.singh73@nic.in](mailto:sunilk.singh73@nic.in)

To

Secretaries to the Govt. of India

Copy to:

1. DG, NIC
2. Shri M.K. Mishra, DDG, NIC email: [mk.mishra@nic.in](mailto:mk.mishra@nic.in)
3. Shri Kapil Kumar Sharma, Sr. Director (IT), NIC
4. eOffice-PMU, NIC

Copy for information to:

PSO to Secy (AR&PG)/PA to JS (SC) /DS (eOffice)

## Annexure I : Data Not Uploaded

S No.	Ministry/Department
1	Department for Promotion of Industry and Internal Trade
2	Department of Chemicals and Petrochemicals
3	Department of Commerce
4	Department of Justice
5	Department of Official Language
6	Department of Personnel and Training
7	Department of Revenue
8	Department of Scientific & Industrial Research
9	Department of Social Justice and Empowerment
10	Department of Youth Affairs
11	Ministry of External Affairs
12	Ministry of Food Processing Industries
13	Ministry of Minority Affairs
14	Ministry of Panchayati Raj
15	Ministry of Textiles
16	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

S No.	Abbreviation	Name of Min/Dept
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.	DoDWS	Department 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

S No.	Abbreviation	Name of Min/Dept
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**

**Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001**