



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 | February 2025

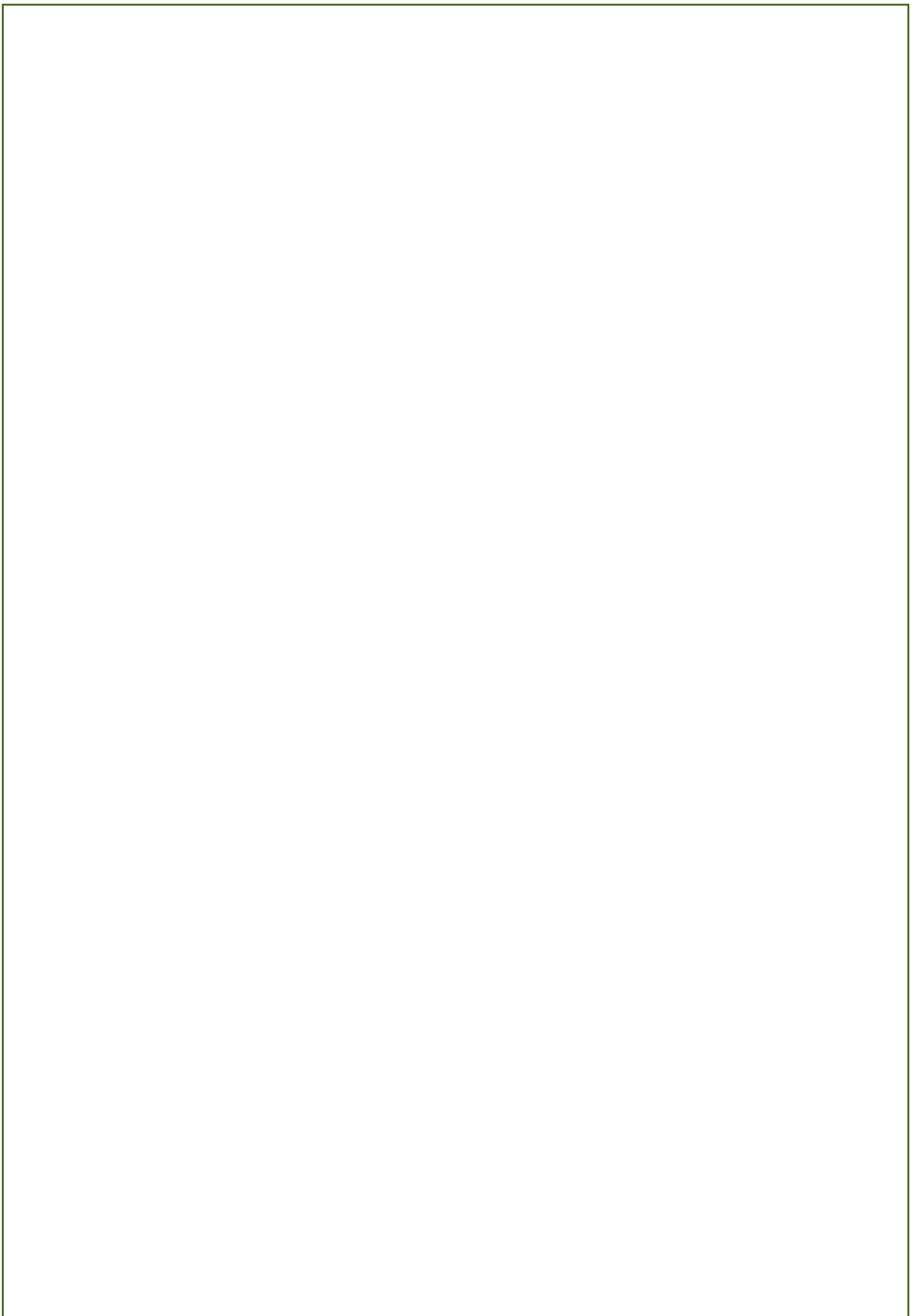


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1. Key Highlights (February 2025)

I. e Office Analytics and Implementation

- a) 92.70 % of total files created in February 2025 are eFiles as compared to 92.56 % in Jan 2025.
- b) 37 Ministries/Departments have 100% share of eFiles in February 2025.
- c) In February 2025, out of 4,78,526 receipts generated 4,52,446 were e-receipts (94.55%).
19 Ministries/Departments have 100% share of e-receipts for February 2025.
- d) The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.24 in February 2025.
- e) 10 Ministries/Departments have average transaction level of more than 5 levels.
- f) In February 2025, there were 2,959 files with Inter Ministerial file movement as compared to 3238 in Jan 2025.

II. Swachhata Campaign

- a) Cleanliness Campaign conducted at 5,825 sites
- b) 3,47,085 sq. ft of Space Freed
- c) Rs 15,64,099,246 - Revenue earned by scrap disposal

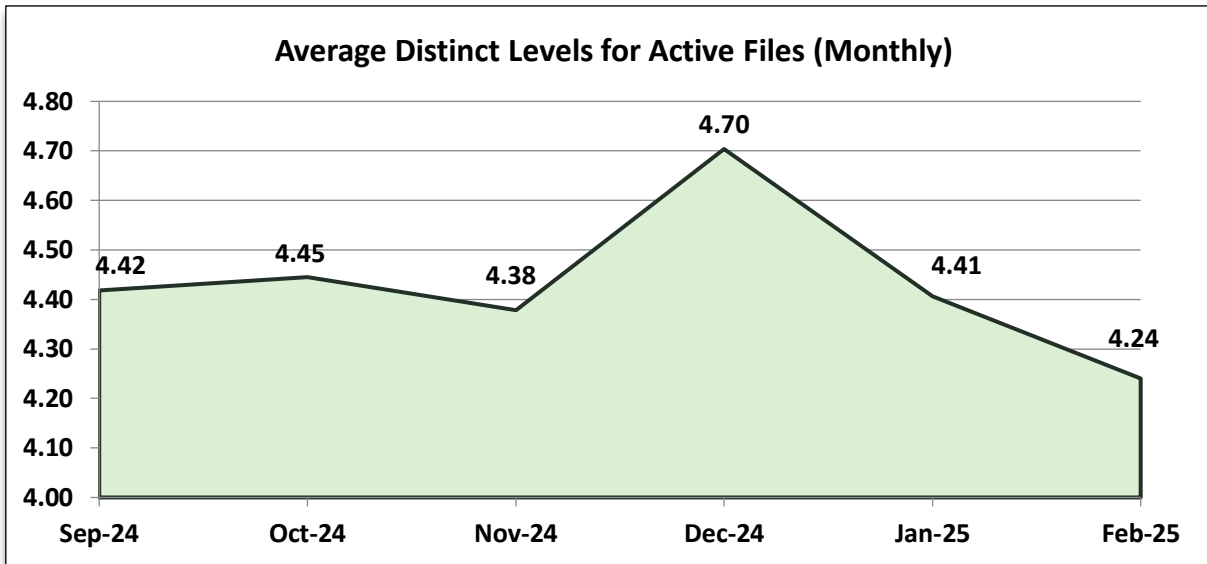
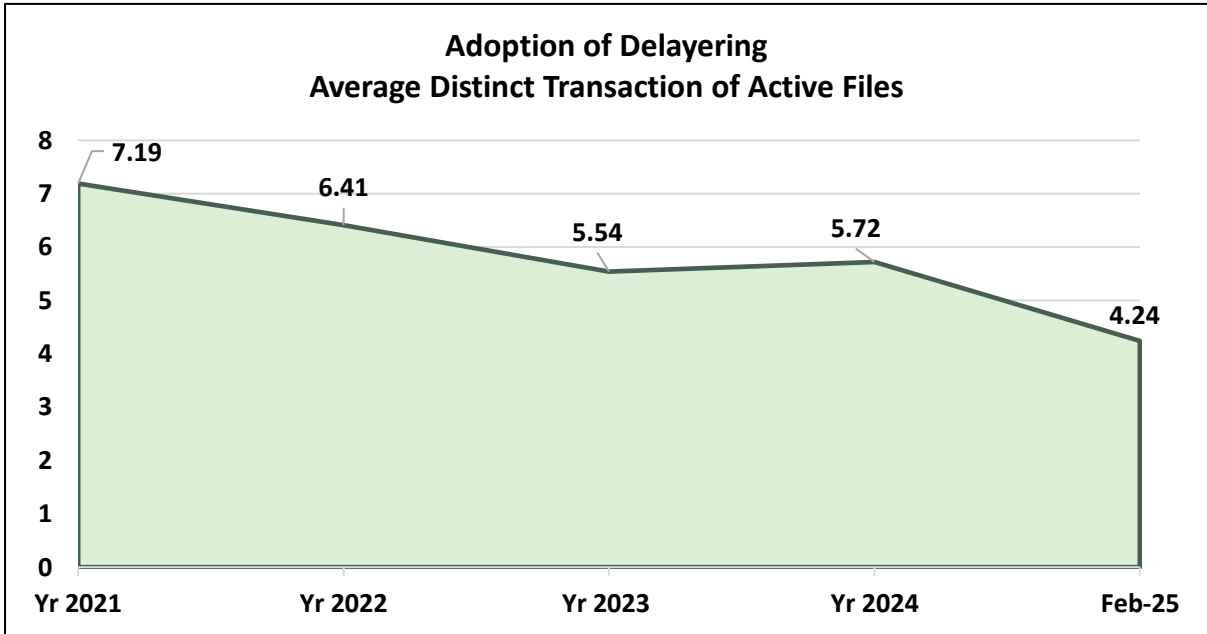
III. Reduction in pendency

- a) Disposed
 - ✓ 4,80,422 Public Grievances
 - ✓ 12,683 Public Grievance Appeals
 - ✓ 762 References from MPs
 - ✓ 291 References from State Governments
 - ✓ 58 IMC References
 - ✓ 772 PMO References
- b) Fulfilled
 - ✓ 53 Parliament Assurances
- c) Record Management
 - ✓ 1,74,565 Physical files reviewed and 1,05,818 physical files weeded out
 - ✓ 67,457 eFiles put up for review and 38,451 eFiles closed

2. Increasing Efficiency in Decision Making

2.1 Delaying

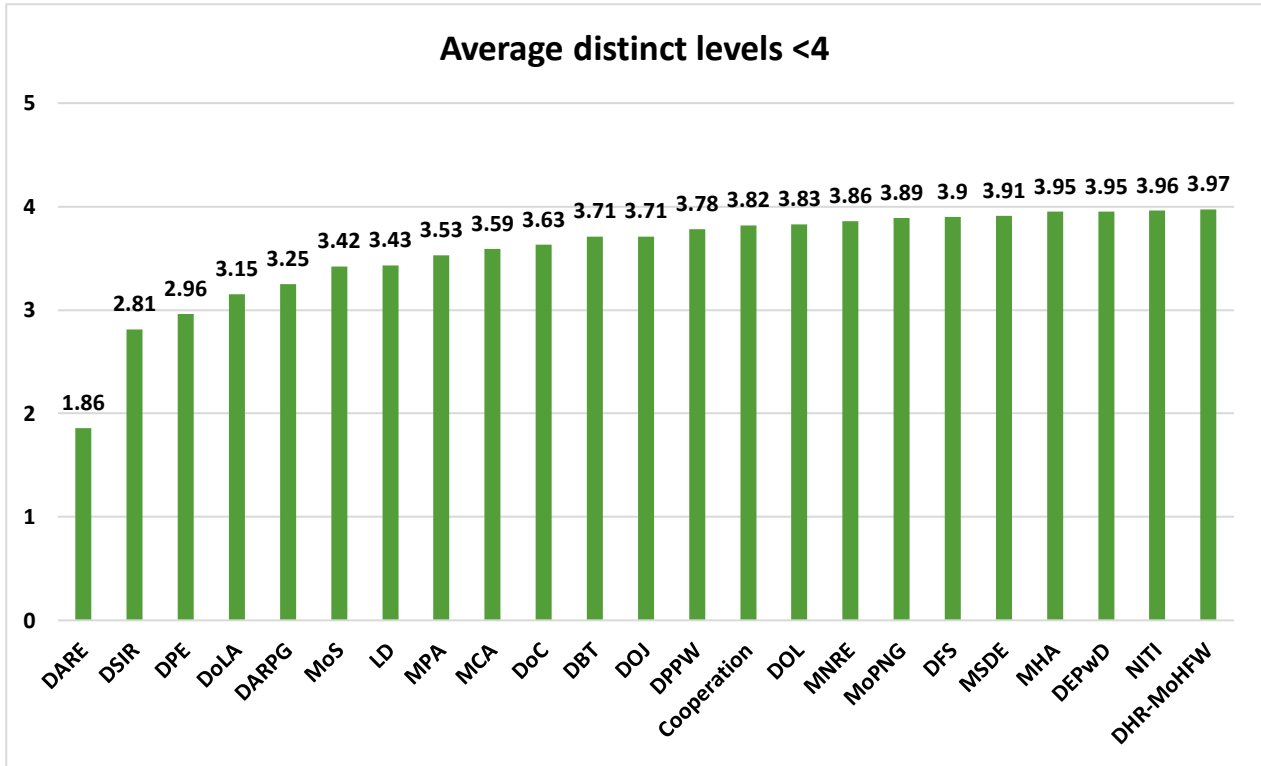
- The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to 4.24 in February 2025.



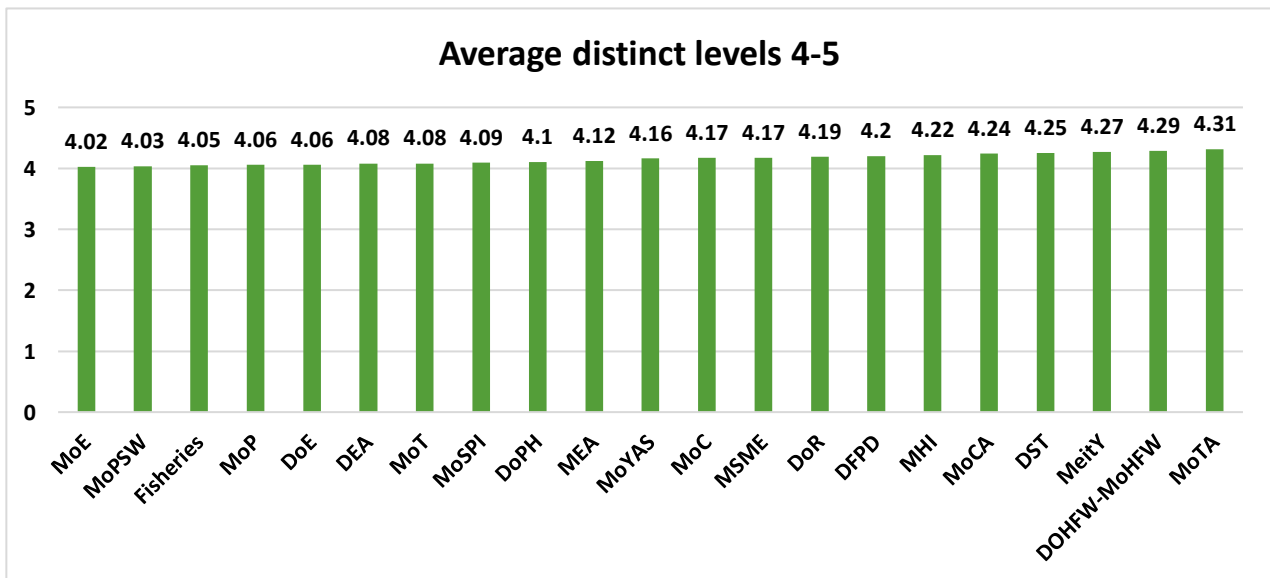
2.2 Status of Delaying

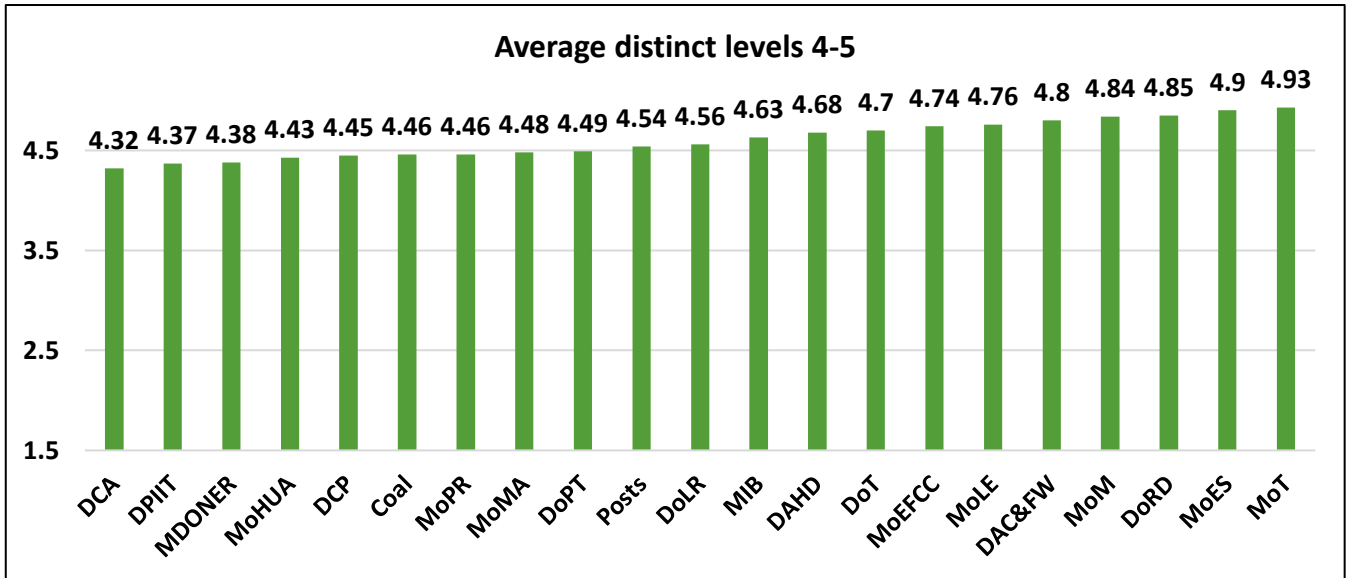
Following graph depicts the average distinct transaction levels in different Ministries/Departments for February 2025:

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

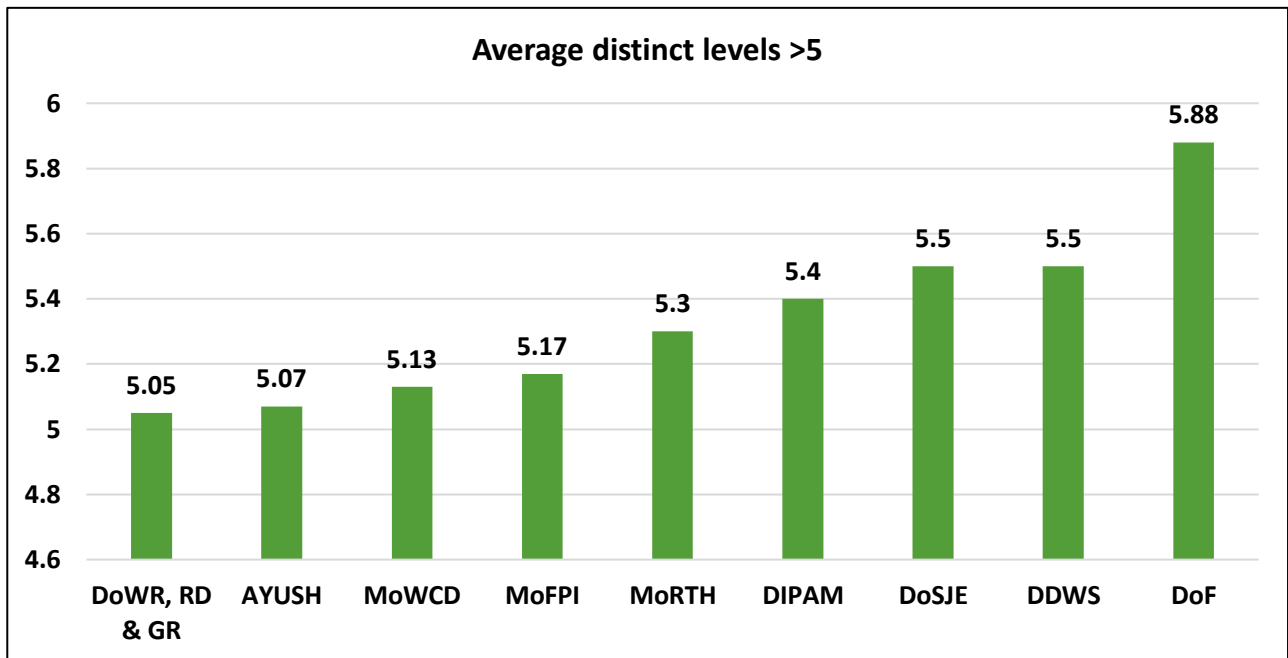


b. Ministries/Departments with average distinct transaction levels between 4 to 5





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



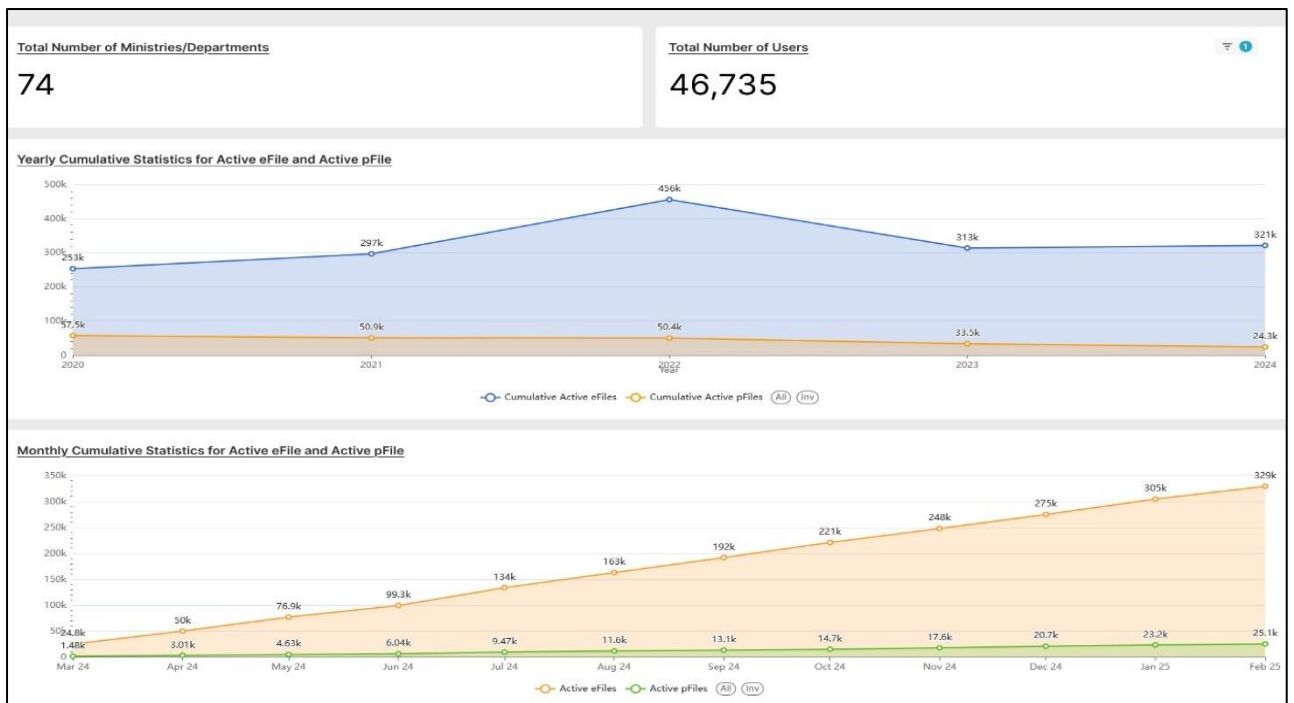
3. eOffice Analytics and Implementation

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

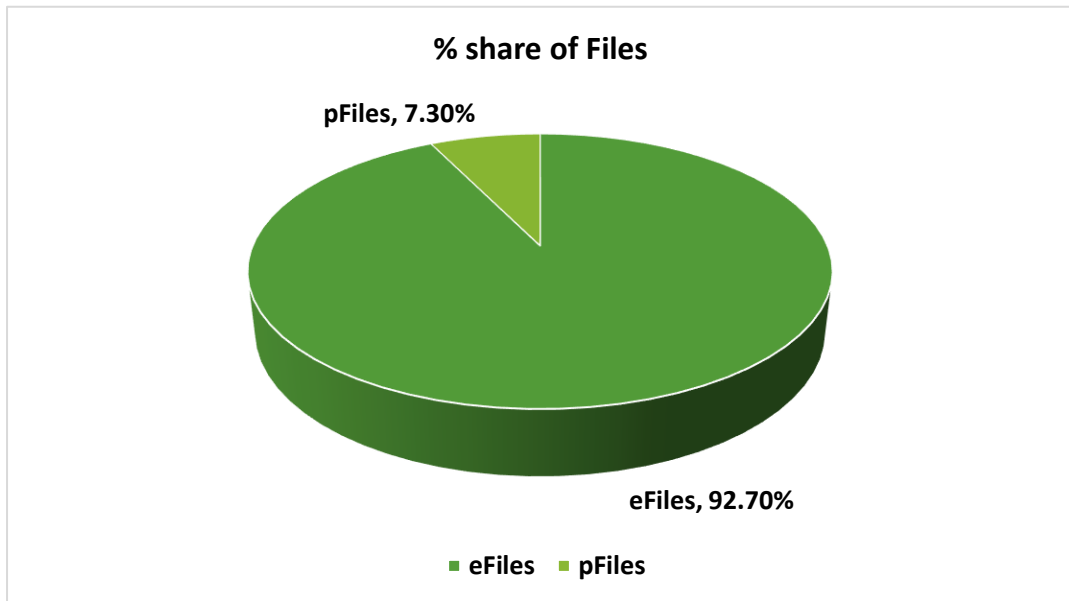
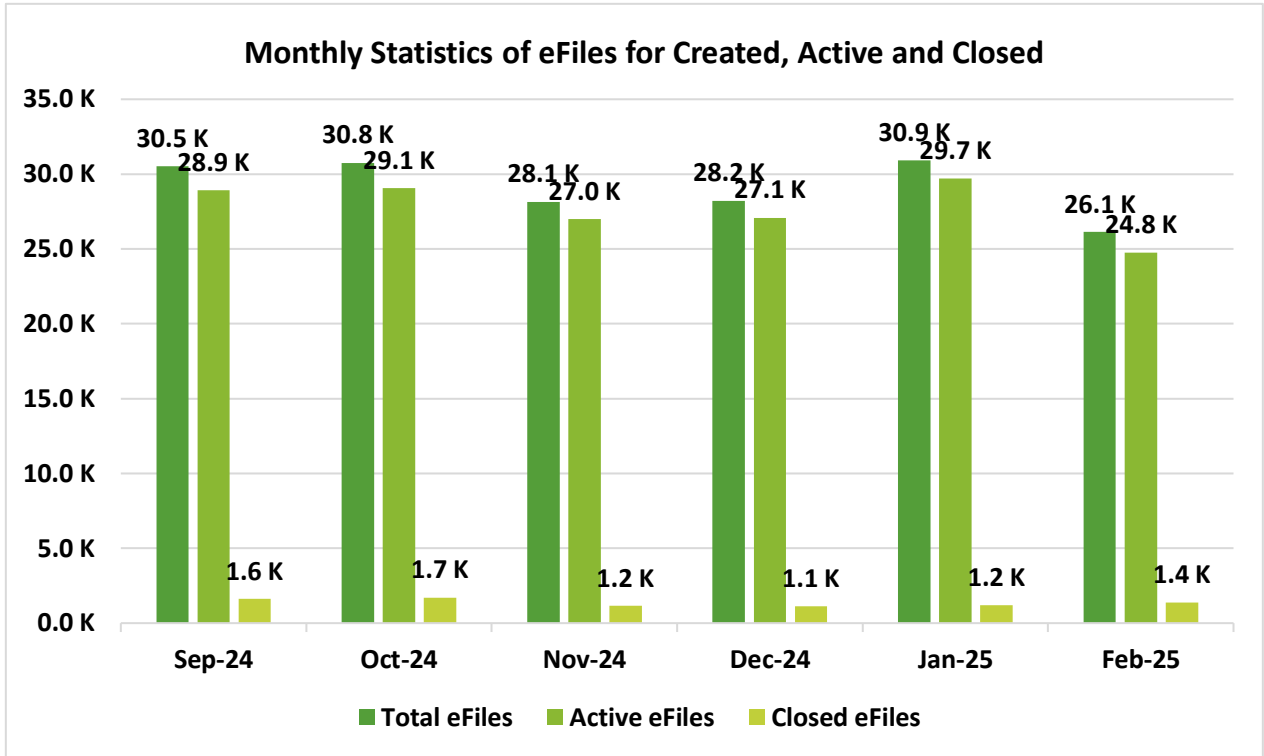


eOffice Analytics Dashboard Interface

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



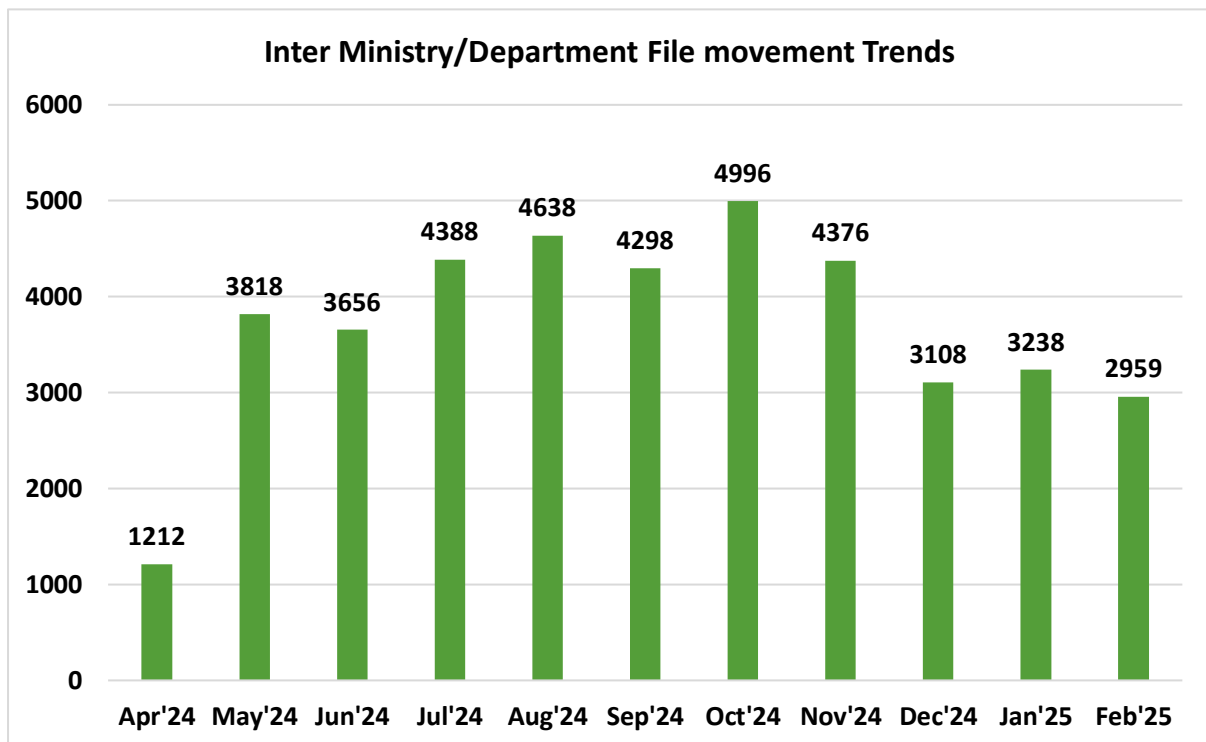
The share of eFiles for February 2025 is **92.70%**

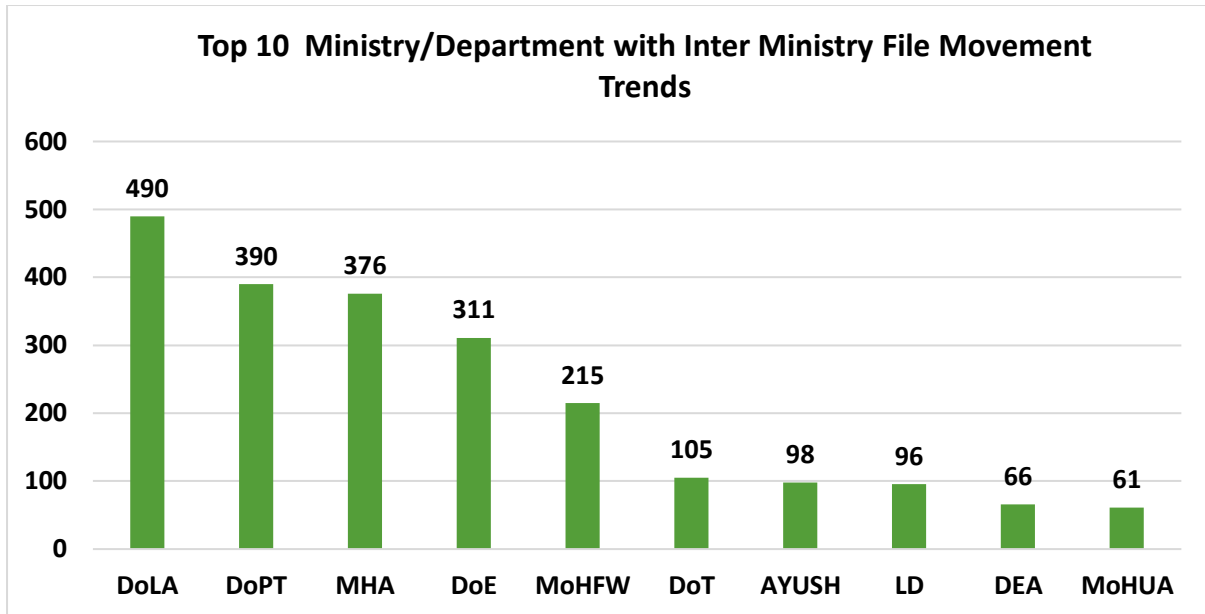
3.3 eFiles creation (February 2025)

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

S No.	Ministry/Department	% share of eFiles
1.	Department of Official Language	20.00%
2.	Ministry of Home Affairs	65.61%
3.	Department of Expenditure	66.36%
4.	Ministry of AYUSH	72.64%
5.	Department of Personnel & Training	83.06%
6.	Ministry of Labour & Employment	85.40%
7.	Department of Agriculture Cooperation & Family Welfare	86.39%
8.	Ministry of Education	87.83%
9.	Department of Telecommunications	88.61%
10.	Ministry of Health & Family Welfare	89.52%
11.	Ministry of Culture	89.71%

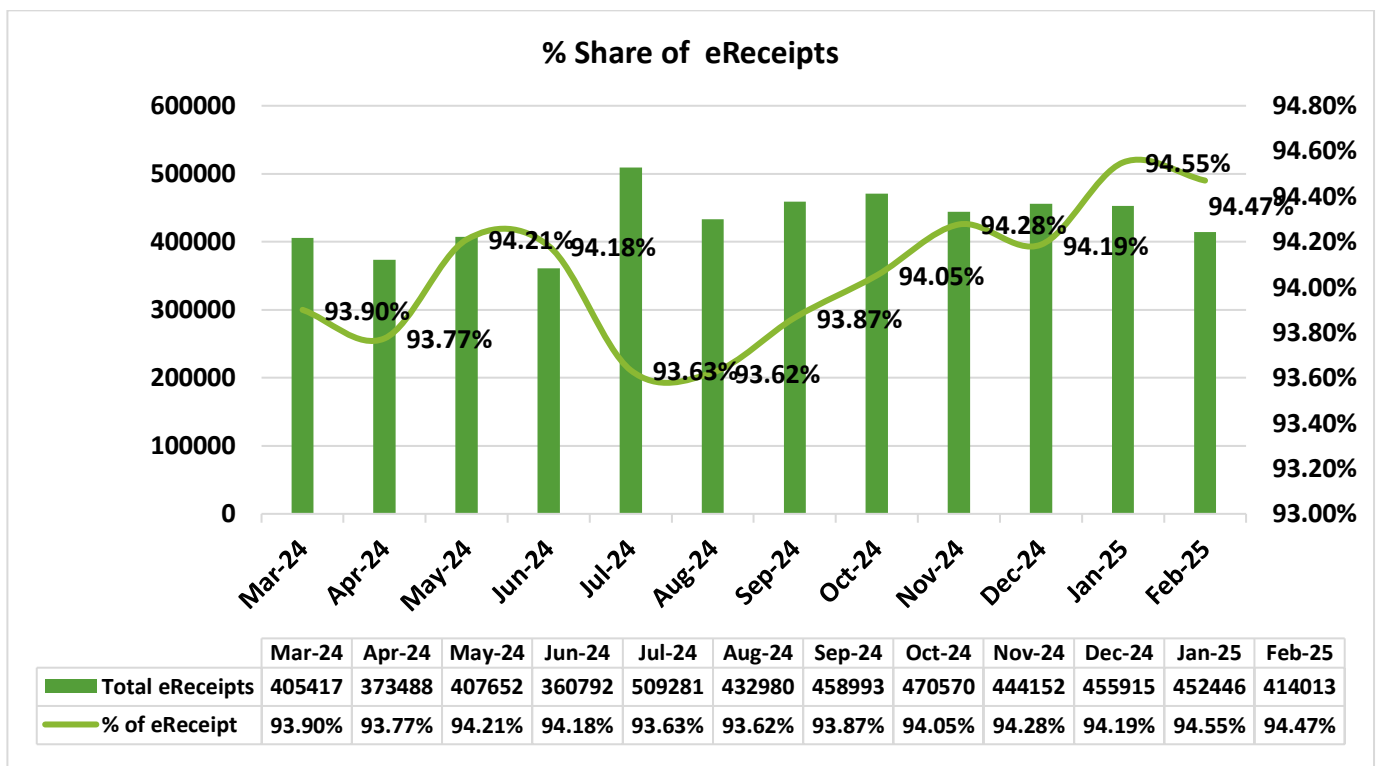
3.4 Inter-Departmental File Movement

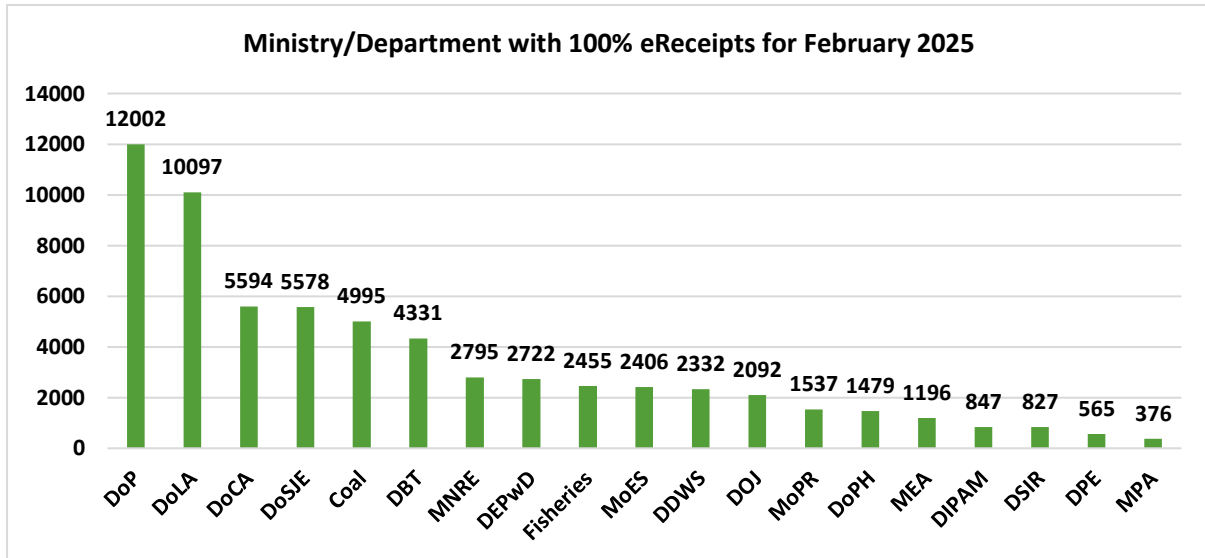




- The Department of Legal Affairs has the maximum number of Inter-Ministerial files (490) followed by the Department of Personnel and Training (390) and the Ministry of Home Affairs (376) for the month of February 2025.

3.5 eReceipts Adoption (% share of eReceipts)





- In February, out of a total of 4,38,248 receipts, 4,14,013 were e-receipts (94.47%).
- 19 Ministries/Departments have a 100% share of e-receipts for February 2025.

3.6 eOffice Analytics

The eOffice Analytics data for February 2025 is summarised as follows:

S No.	Ministry/ Department	% eFiles	% eReceipt	% Files with Avg Distinct Level >4
1	Department of Official Language	20.00%	28.32%	20.69%
2	Ministry of Home Affairs	65.61%	79.17%	35.12%
3	Department of Expenditure	66.36%	37.11%	39.49%
4	Ministry of AYUSH	72.64%	81.14%	62.45%
5	Department of Personnel & Training	83.06%	90.31%	46.47%
6	Ministry of Labour & Employment	85.40%	90.99%	50.93%
7	Department of Agriculture Cooperation & Family Welfare	86.39%	99.27%	53.05%
8	Ministry of Education	87.83%	97.12%	38.77%
9	Department of Telecommunications	88.61%	86.40%	47.14%

10	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	89.52%	93.32%	40.16%
11	Ministry of Culture	89.71%	96.85%	36.31%
12	Ministry of Information & Broadcasting	91.10%	76.71%	49.87%
13	Ministry of Environment, Forest and Climate Change	91.11%	99.92%	41.30%
14	Ministry of Cooperation	92.45%	84.99%	23.91%
15	Ministry of Petroleum and Natural Gas	92.92%	98.63%	30.00%
16	Ministry of Steel	93.86%	96.90%	26.04%
17	DHR DEPARTMENT - Ministry of Health & Family Welfare	94.21%	91.80%	31.17%
18	Department of Revenue- Ministry of Finance	94.32%	83.57%	40.00%
19	Ministry of Textiles	94.39%	80.88%	52.17%
20	Department of Justice	95.45%	100.00%	23.53%
21	Ministry of Civil Aviation	95.86%	99.59%	46.92%
22	Department of Economic Affairs- Ministry of Finance	95.87%	95.82%	31.17%
23	Ministry of Micro Small and Medium Enterprises	97.10%	85.65%	31.53%
24	Ministry of Power	97.28%	99.98%	31.62%
25	Ministry of Youth Affairs & Sports	97.42%	99.90%	41.97%
26	Department of Financial Services - Ministry of Finance	97.88%	92.08%	28.17%
27	Ministry of Housing & Urban Affairs	97.91%	94.98%	47.16%
28	Department of Fisheries	97.95%	100.00%	35.58%
29	Department of Land Resources	98.08%	99.90%	47.92%
30	Department of Consumer Affairs	98.28%	99.94%	35.90%
31	Ministry of New and Renewable Energy	98.39%	100.00%	32.00%
32	Ministry of Minority Affairs	98.96%	92.06%	44.44%
33	Ministry of Electronics & Information Technology	99.34%	96.30%	36.02%

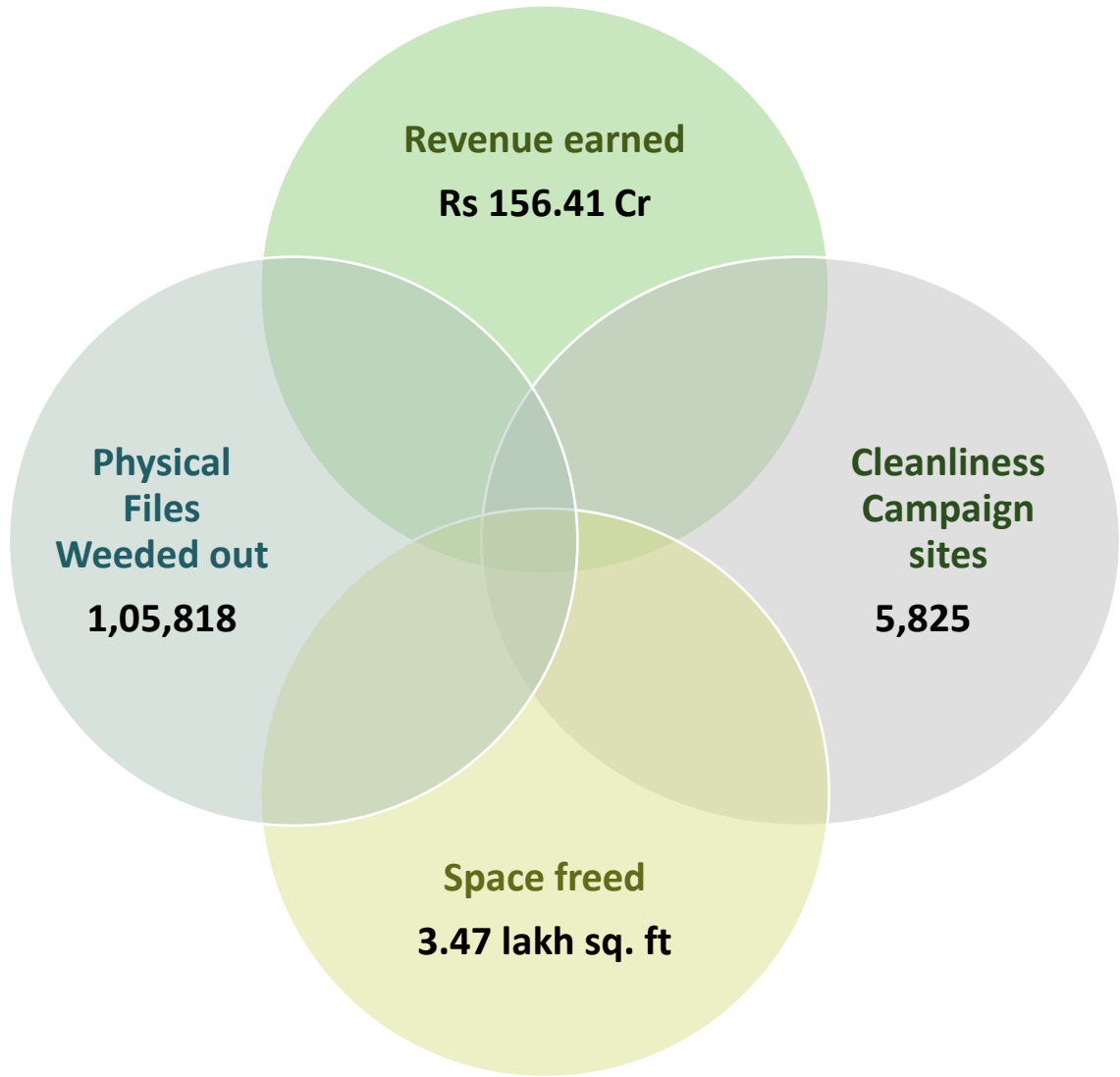
34	Department of Commerce	99.66%	96.68%	27.47%
35	Department of Rural Development	99.70%	99.98%	51.34%
36	Department of Science & Technology	99.71%	99.94%	45.07%
37	Ministry of Ports, Shipping and Waterways	99.78%	99.93%	34.55%
38	Department of Legal Affairs	100.00%	100.00%	11.21%
39	Department for Promotion of Industry and Internal Trade	100.00%	98.64%	42.65%
40	Ministry of Road Transport & Highways	100.00%	99.92%	49.84%
41	Ministry of Statistics & Programme Implementation	100.00%	99.91%	31.56%
42	Department of Posts	100.00%	100.00%	38.94%
43	Department of Water Resources, River Development & Ganga Rejuvenation	100.00%	99.97%	56.95%
44	Department of Animal Husbandry and Dairying	100.00%	99.77%	49.11%
45	Ministry of Corporate Affairs	100.00%	100.00%	25.36%
46	Department of Social Justice & Empowerment	100.00%	100.00%	59.77%
47	Ministry of Skill Development and Entrepreneurship	100.00%	94.19%	32.47%
48	Ministry of External Affairs	100.00%	100.00%	35.79%
49	NITI Aayog	100.00%	98.69%	32.44%
50	Ministry of Women and Child Development	100.00%	99.95%	56.30%
51	Ministry of Coal	100.00%	100.00%	36.46%
52	Department of Drinking Water and Sanitation	100.00%	100.00%	61.79%
53	Ministry of Tourism	100.00%	99.92%	44.72%
54	Ministry of Mines	100.00%	99.97%	40.26%
55	Department of Empowerment of Persons with Disabilities	100.00%	100.00%	29.30%
56	Ministry of Food Processing Industries	100.00%	93.73%	60.69%

57	Department of Fertilizers	100.00%	99.84%	61.87%
58	Department of Biotechnology	100.00%	100.00%	31.07%
59	Department of Food & Public Distribution	100.00%	99.52%	40.65%
60	Ministry of Development of North Eastern Region	100.00%	99.91%	36.51%
61	Ministry of Tribal Affairs	100.00%	99.38%	43.86%
62	Legislative Department	100.00%	80.14%	15.09%
63	Ministry of Heavy Industries	100.00%	99.89%	38.46%
64	Department of Scientific and Industrial Research	100.00%	100.00%	5.13%
65	Ministry of Earth Sciences	100.00%	100.00%	43.59%
66	Department of Chemicals and Petrochemicals	100.00%	99.56%	33.33%
67	Ministry of Panchayati Raj	100.00%	100.00%	43.06%
68	Department of Pharmaceuticals	100.00%	100.00%	32.26%
69	Department of Pensions and Pensioners' Welfare	100.00%	98.25%	38.78%
70	Department of Public Enterprises	100.00%	100.00%	14.81%
71	Ministry of Parliamentary Affairs	100.00%	100.00%	26.32%
72	Department of Administrative Reforms & Public Grievances	100.00%	96.27%	20.00%
73.	Department of Investment and Public Asset Management - Ministry of Finance	100.00%	100.00%	50.00%
74.	Department of Agricultural Research and Education	100.00%	98.50%	0.00%

- 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 31 of the report).

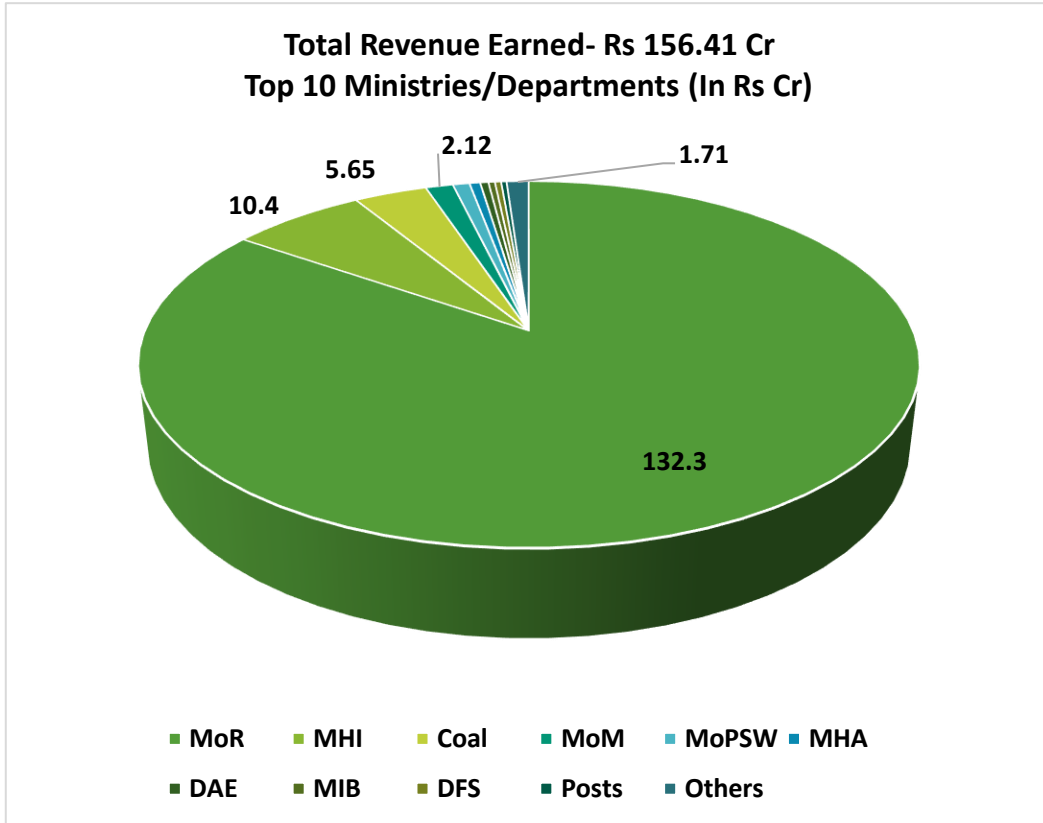
4. Swachhata Campaign and Reducing Pendency

4.1 Swachhata Campaign

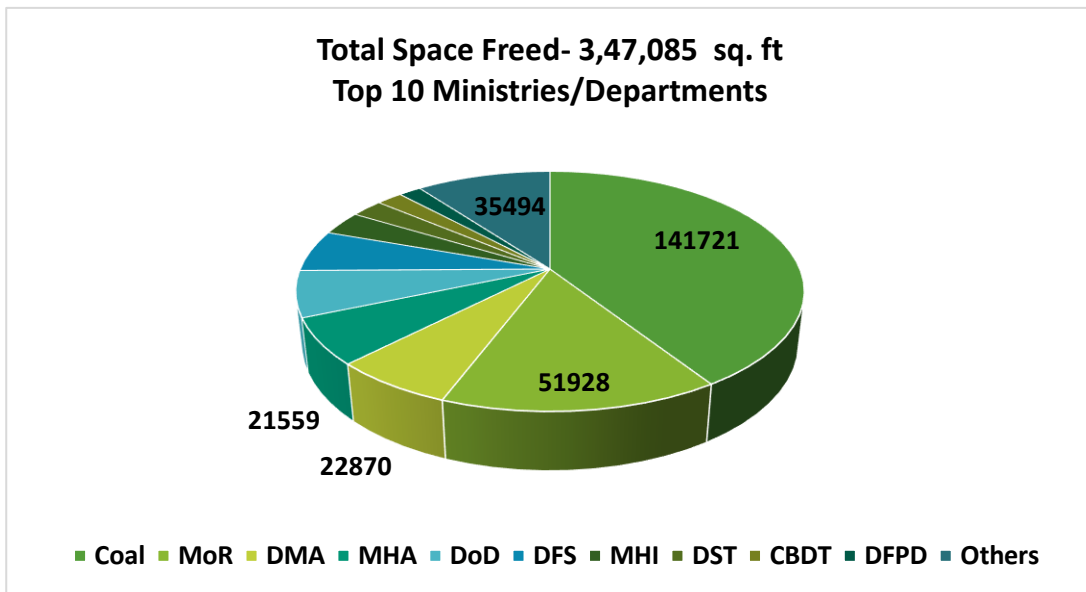


February 2025

4.1.1 Revenue Earned from Scrap Disposal



4.1.2 Space Freed



a. Space Freed by Top 3 Ministries/Departments

- Ministry of Coal: Total space freed in Feb, 2025 is 1,41,721 sq. ft. The top 3 sites according to space freed are: -

S No.	PSU Name	No. of Sites Cleaned	Space Freed (sq. ft)
1.	SCCL	10	11630
2.	NLCIL	4	60000
3.	CIL HQ	3	2800

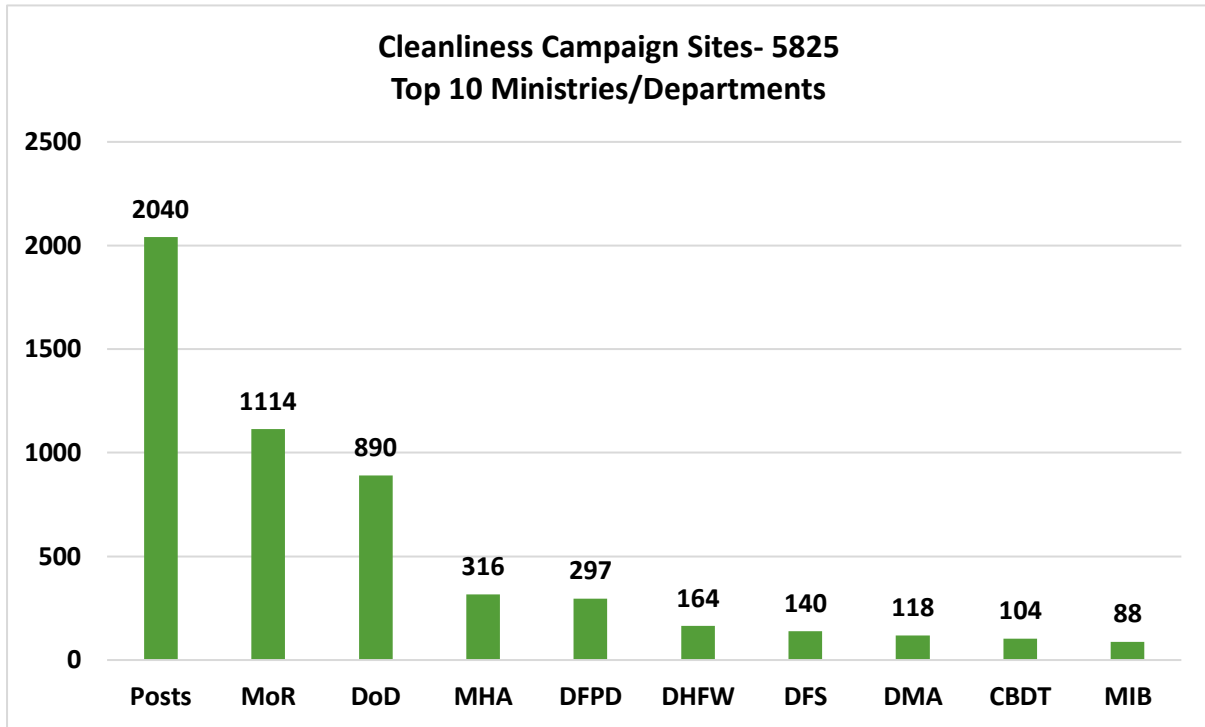
- Ministry of Railways: Total space freed in Feb, 2025 is 51, 928 sq. ft. The top 3 sites according to space freed are: -

S No.	Site	Space Freed (sq. ft)
1.	CR ZONE	14859
2.	ECR ZONE	8500
3.	NWR ZONE	7730

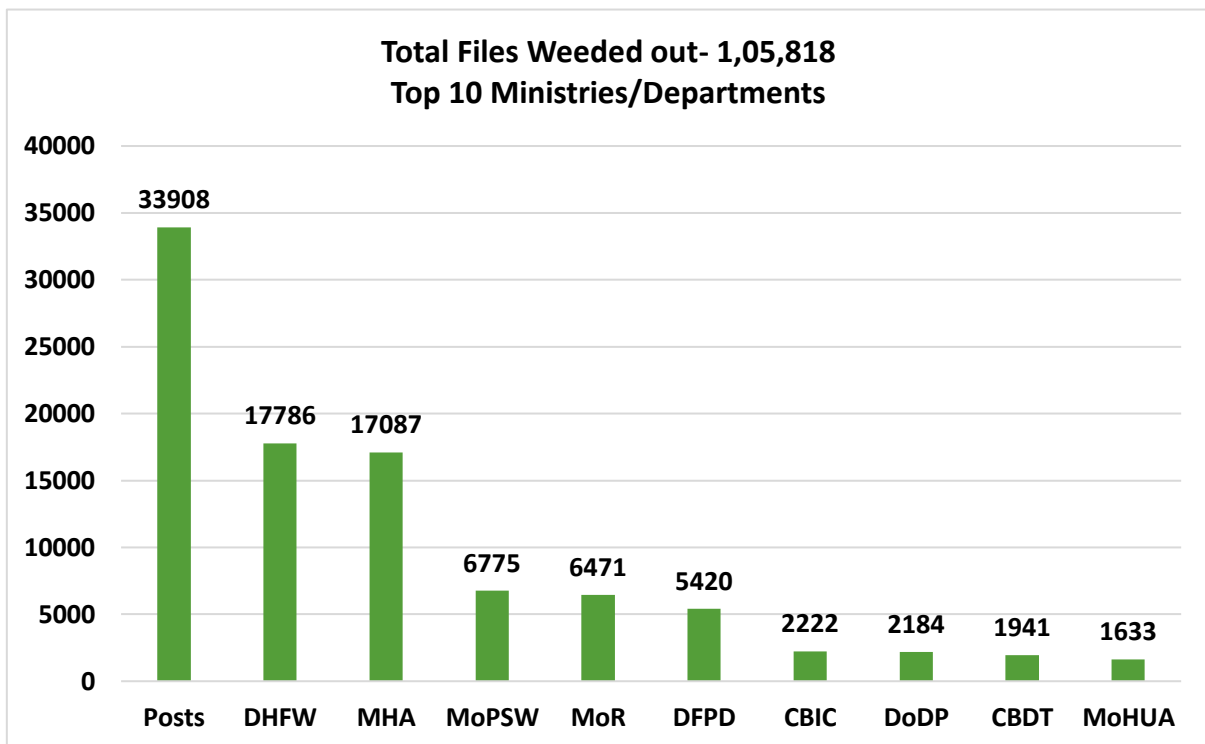
- Department of Heavy Industries: Total space freed in Feb, 2025 is 11, 298 sq. ft. The top 3 sites according to space freed are: -

S No.	Site	Space Freed (sq. ft)
1.	AYCL	57685
2.	BHEL	1500
3.	BBJ	1300

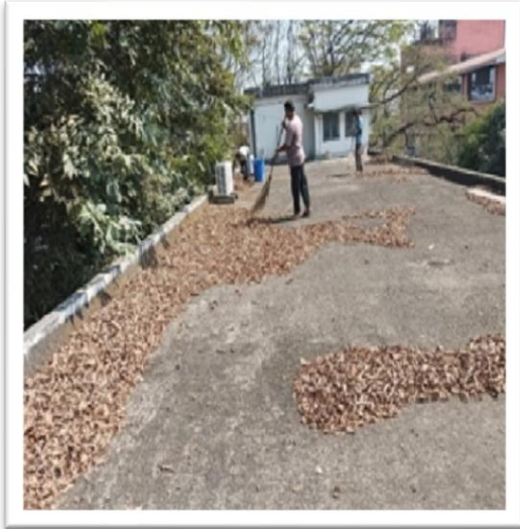
4.1.3 Cleanliness Campaign Sites



4.1.4 Files Weeded out (Physical Files)



5. Before- After

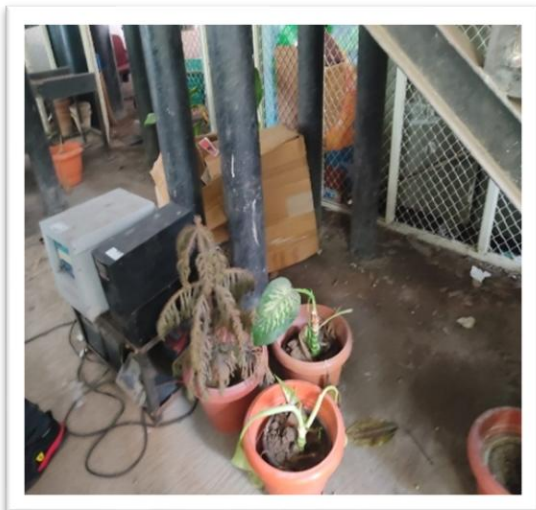


BEFORE

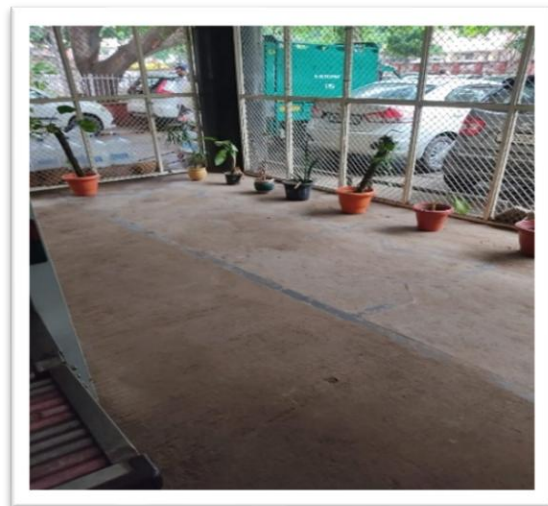


AFTER

Cleanliness drive conducted at the Saha Institute of Nuclear Physics, Kolkata; **DAE**

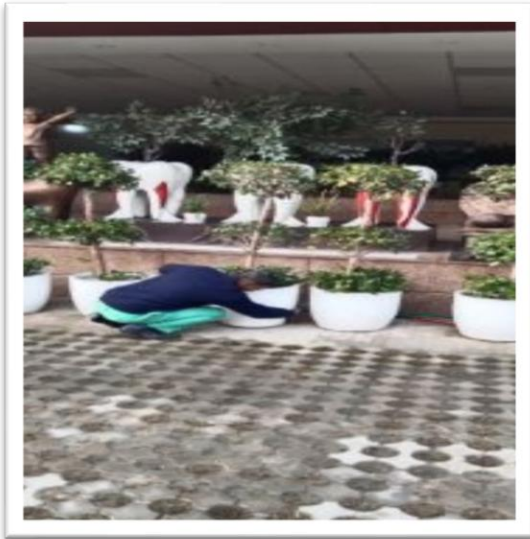


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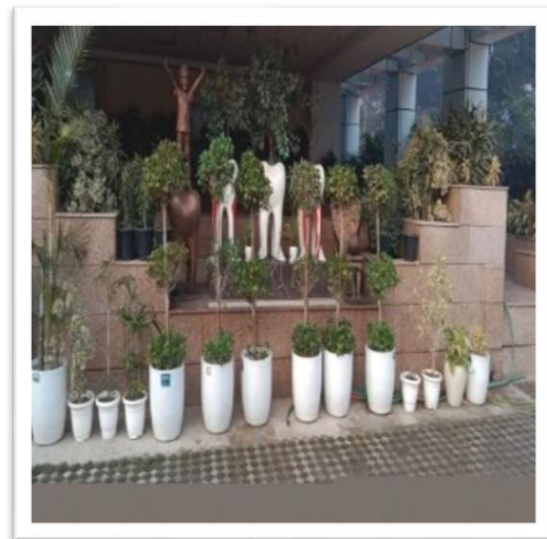


AFTER

E-waste disposed and effective utilization of space at Shram Shakti Bhawan, New Delhi; **MoP**

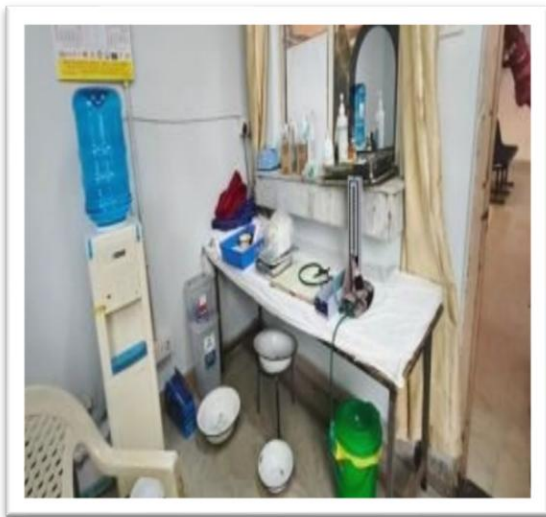


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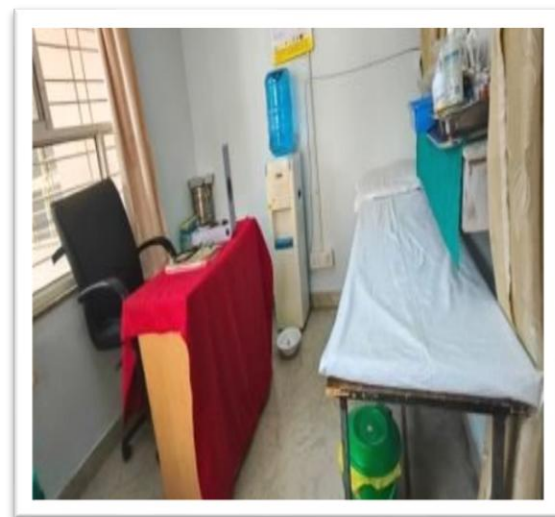


AFTER

Promoting sustainable and space-efficient green practices at Dental Council of India, Delhi; **DoH**



BEFORE



AFTER

Enhanced Cleanliness and Improved Setup for Better Healthcare Services, CGHS Patna; **MoHFW**

6. Best Practices: Citizen Centric Practices



RTI & Public Grievances Office at Electronics Niketan, New Delhi: Promoting Transparency and Citizen Empowerment: MEITY



Transformation at BEL Brij Vihar Colony, Muradnagar, Ghaziabad: From Dilapidated Structure to Refurbished Space with Enhanced Aesthetics and Improved Facilities: DoD



Enhanced Infrastructure at the **Department of Public Enterprises (DPE)**: From Uneven Ground to a Well-Paved and Organized Space: **MoF**

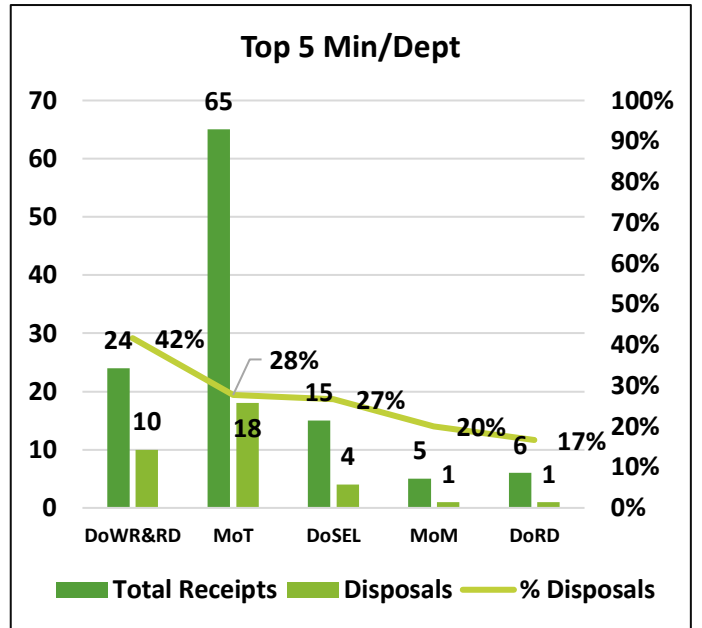
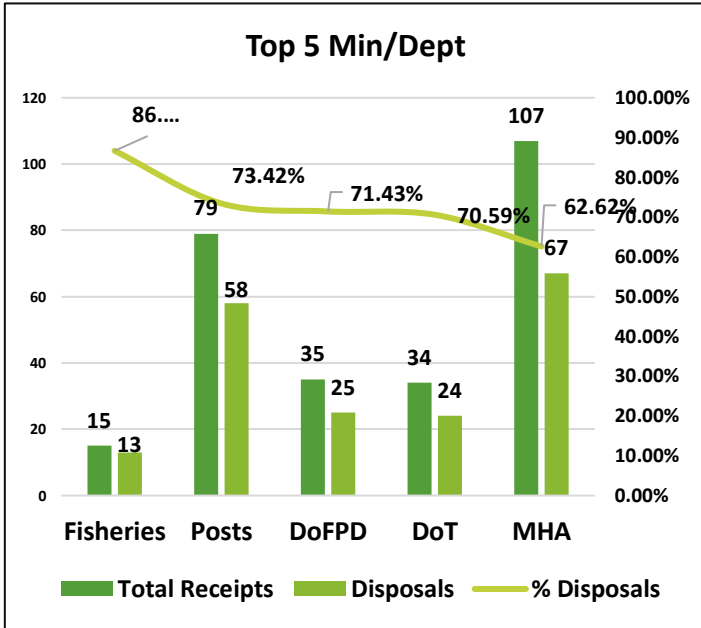


Aayakar Bhawan, Kolkata Rooftop Revamp: From Vacant Space to Secure Storage Solution: **CBDT**

7. Parameter wise Performance of Ministries/Departments

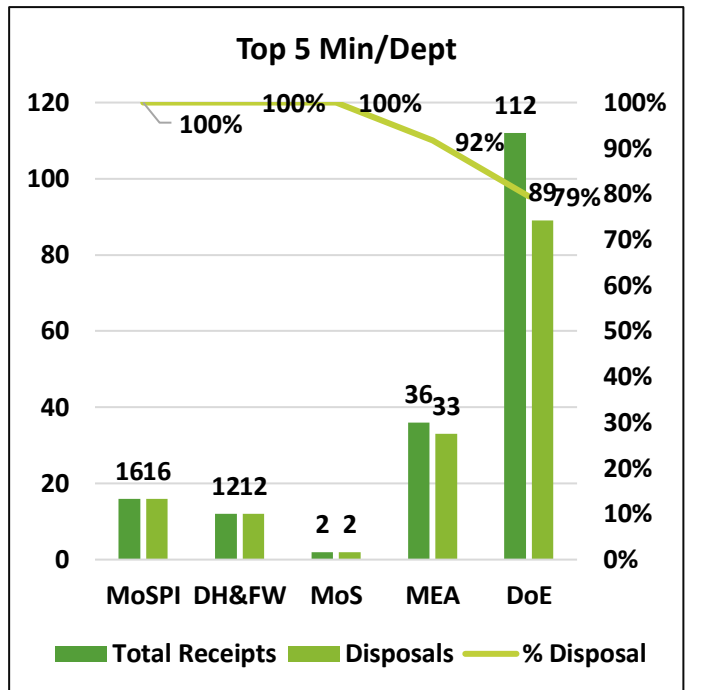
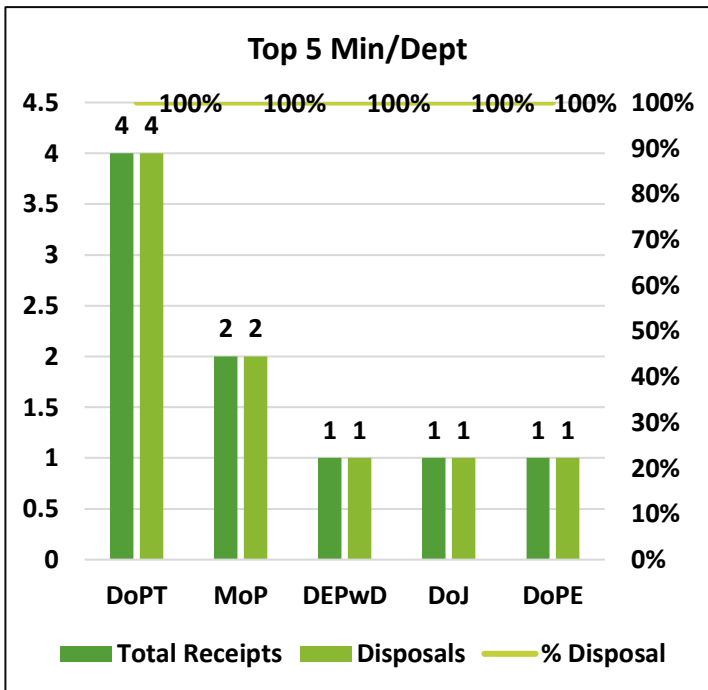
MP References

Parliamentary Assurances



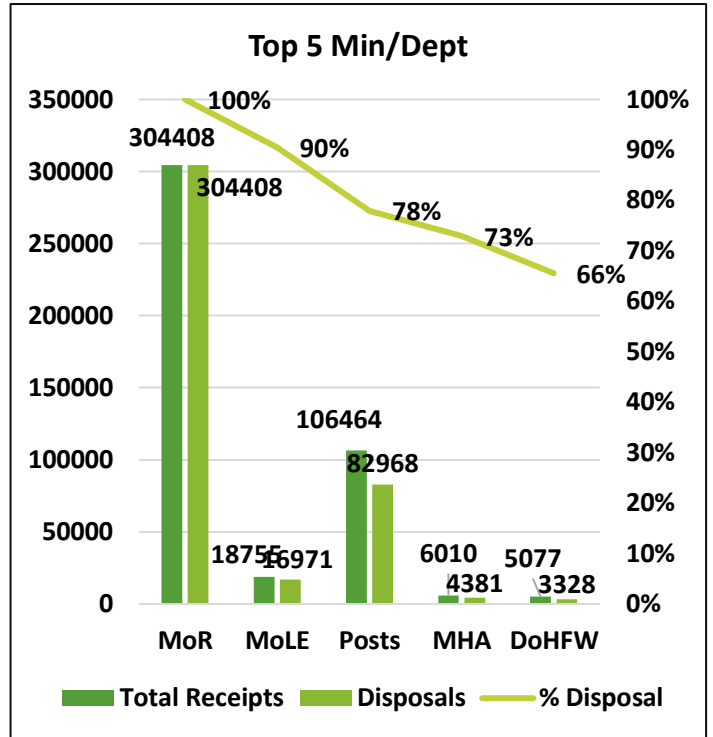
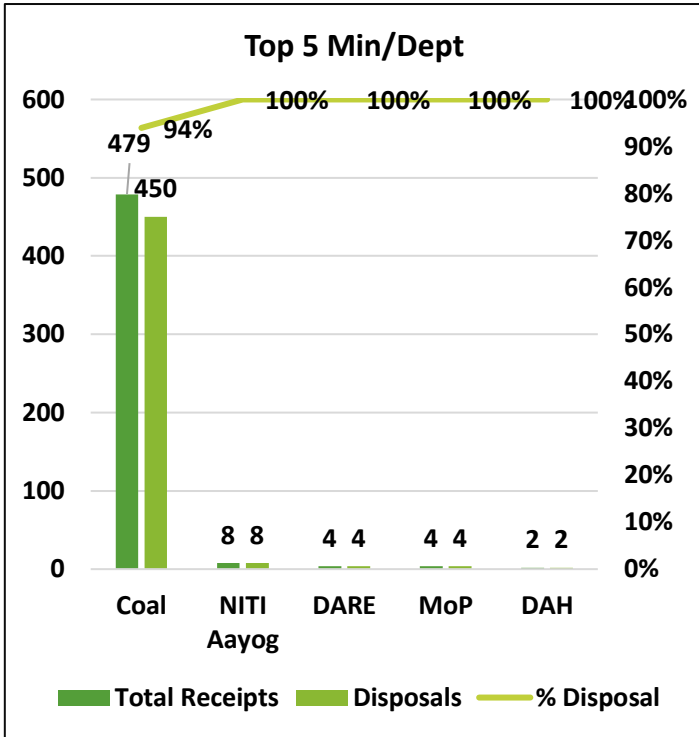
IMC References

State Government References

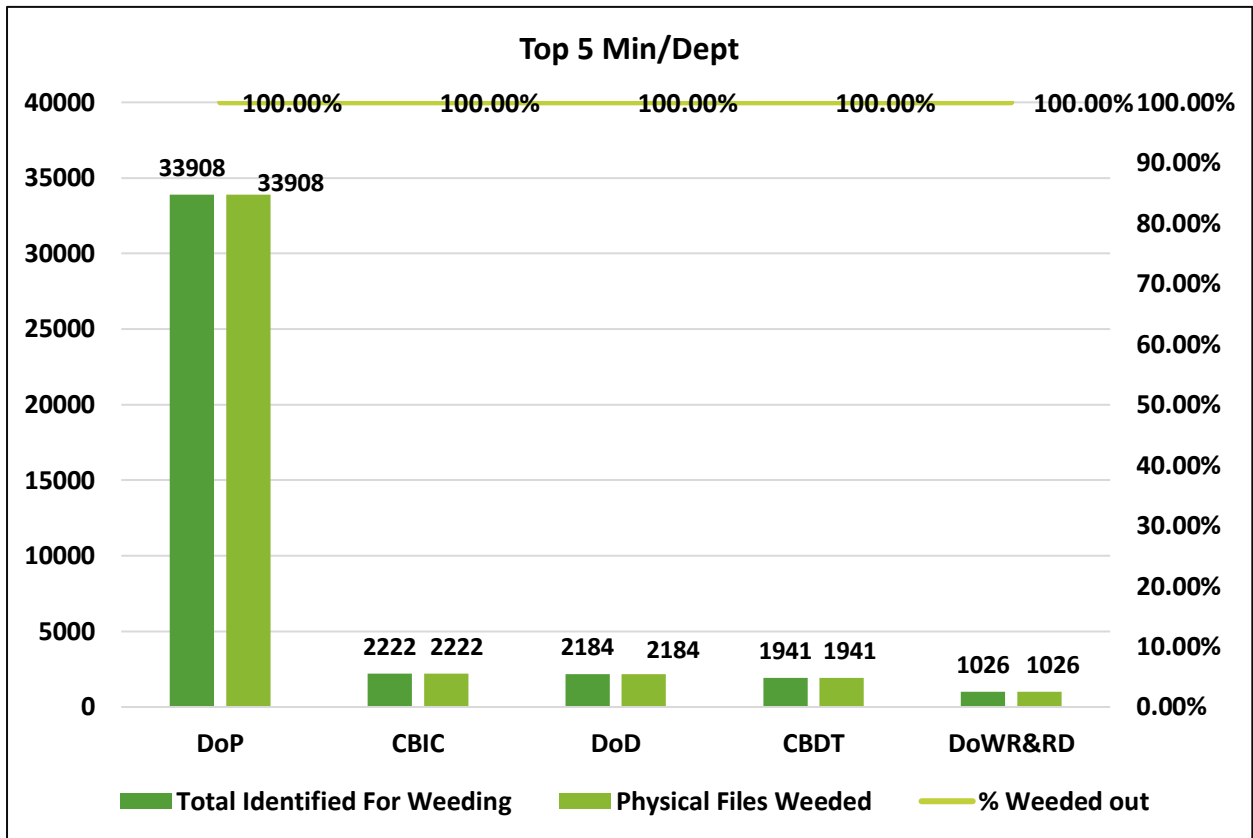


PMO References

Public Grievances



Files Weeded Out



8. In Focus: Ministry of External Affairs

a. Introduction

The Ministry of External Affairs was founded on 2nd September 1946. MEA is entrusted with formulating & implementing India’s foreign policy. It has over 180 Missions/Posts across the globe which work tirelessly to make India a global figure in collaboration with our vibrant and vast Indian diaspora living abroad. During the special campaign 4.0 the Ministry carried out a physical weeding out of record number of files i.e. 5,300,000 and achieved the target of the No.1 Ministry to achieve this milestone and by doing this we completed a mammoth task of weeding out of 19,02,867 from special campaign 1.0 to 4.0. In addition to this, the Ministry conducted 779 cleanliness campaigns, freed space of about 27,482 sq.ft. Additionally, during the Good Governance week workshop organized in continuation to special campaign 4.0., this Ministry gave a presentation on the ‘Desk Officer system’ developed and adopted by this Ministry to all the participants emphasizing delayering for efficient disposal of cases

b. Glimpses

Swachhata



Cleanliness activity at field offices

Environmentally Friendly Practices



Plantation drive organized by Consulate General of India

Enhancement of Working Premises



BEFORE



AFTER

Beautification of office space at Embassy

Swachhata



Swachhata activity organized by Consulate general of Cape Town

Scrap Disposal



e-Waste disposed at Consulate office

c. Notable Achievements: MEA

Swachhata Campaign & Reduction in Pendency

Month	Campaigns Conducted (In Numbers)	Space freed in the month after scrap disposal/ cleanliness (in Sq. Feet)	Physical Files Reviewed (In Numbers)	Files Weeded out (In Numbers)	Digital Files Reviewed (In Numbers)	eFiles Closed (In Numbers)
Jan- 24	78	12764	458	341	68	68
Feb- 24	20	1914	110	37	9	9
Mar-24	44	4720	740	369	17	17
Apr- 24	60	27891	1318	1146	23	23
May- 24	50	7607	1144	870	119	119
June- 24	35	5571	284	67	49	4
July- 24	9	1647	155	37	26	0
Aug- 24	16	0	0	0	0	0
SC 4.0	3159	97579	12773	7000	2000	2000
Dec- 24	2	135	70	45	5	5
Jan-25	36	640	104	32	61	56

Increasing Efficiency in Decision Making

MEA's Desk Officer System has ensured that the levels of disposal in the Ministry remains to a bare minimum. As of now, there are more than 200 desk officers in the Ministry. The file originates from a desk officer and is usually disposed at the level of JS or the respective Secretary. Therefore, the levels of disposal remain at a maximum of three (3) and a minimum of two (2). Further, to reduce the levels of disposal, many Joint Secretaries have been delegated financial and administrative powers.

eOffice

Working of e-office offers accountability, enhanced transparency, timely accomplishment of proposals and increased efficiency thereby promoting a more streamlined and effective digital workspace. As on date, more than 850 eoffice accounts has been created in this Ministry. Efile feature in eoffice is being commonly used by various Divisions in Ministry. In ICCR, e-office has been implemented in 2019. During January 2024 to February 2025: 5844 efiles were created and 109 files were closed.

Monthly Trends of eFiles and eReceipts (Jan'24 – Jan'25)

S No.	e Files/e Receipts	JAN' 24	FEB' 24	MAR'2 4	APR' 24	MAY '24	JUN' 24	JULY' 24	AUG '24	SEP' 24	OCT' 24	NOV '24	DEC' 24	JAN' 25
1	E Files	32	36	16	20	17	19	31	27	30	19	21	19	26
2	E receipts	201	148	193	172	200	150	281	172	199	196	181	171	334

MEA: Overview



9. Office Memorandum on Increasing Efficiency in Decision Making

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



सत्यमेव जयते



मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

27th November, 2024

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

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.

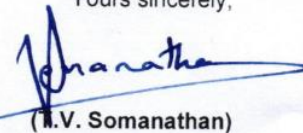
3. However, it is observed that delayering is not being implemented in true spirit and a trend of increasing the channels of submission is observed in some Ministries/Departments. This is against the essence of the reforms undertaken so far and creates potential delays in file processing.

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

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 functionalities 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).

R

- (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.


mar 12, 2021.
(Kshatrapati Shivaji)
Secretary to the Government of India

To
All Secretaries to the Government of India

10. Cabinet Secretariat directions on e-Office

A meeting was held in the Cabinet Secretariat on 16th December 2024, where Ministries were directed to take urgent and systemic actions to streamline and standardize eOffice implementation across the Government of India. Subsequently, the Cabinet Secretariat issued formal directions on 18th December 2024.

Recommendations:

- VPN usage by officers may be reviewed and the non-users for each level may be identified. Steps may be taken to deactivate/close the idle accounts after due examination and process;
- e-Office analytics may be developed to indicate levels of file disposal, lateral file movement and implementation of delayering. File movement mapping may be undertaken as per standing orders of the Ministry/Department concerned. Analytics may indicate file pendency at each level to identify time delays and pendency. Emphasis may be on identifying subject specific pendency across Ministries/ Departments. Focus may be on clearance processing Ministries/Departments like M/o Environment, Forest and Climate Change, etc. to gain insight into processing time at each level. A sample analysis may be undertaken to identify the e-Office analytics capabilities. These reports may be presented in the next meeting:
- Ministries/Departments may be sensitized to follow the Manual of Office Procedure strictly and to avoid proliferation of part-files on the same subject. Usage of knowledge management system for referring to old files may be encouraged.

11. Office Memorandum on e-Office

MOST IMPORTANT

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 17th January, 2025

OFFICE MEMORANDUM

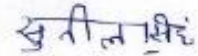
Subject: eOffice Analytics - regarding.

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

-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.

**(Sunil K. Singh)**

Under Secretary to the Govt. of India

Tel. No.011-23440371

email: 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
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 of Revenue
2.	Department of Youth Affairs
3.	Ministry of Tribal Affairs
4.	Ministry of Development of North Eastern Region
5.	Ministry of Minority Affairs

Annexure II- List of Abbreviations

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

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



सत्यमेव जयते

Department of Administrative Reforms and Public Grievances

Government of India

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi- 110001