



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 | January 2026

Department of Administrative Reforms and Public Grievances

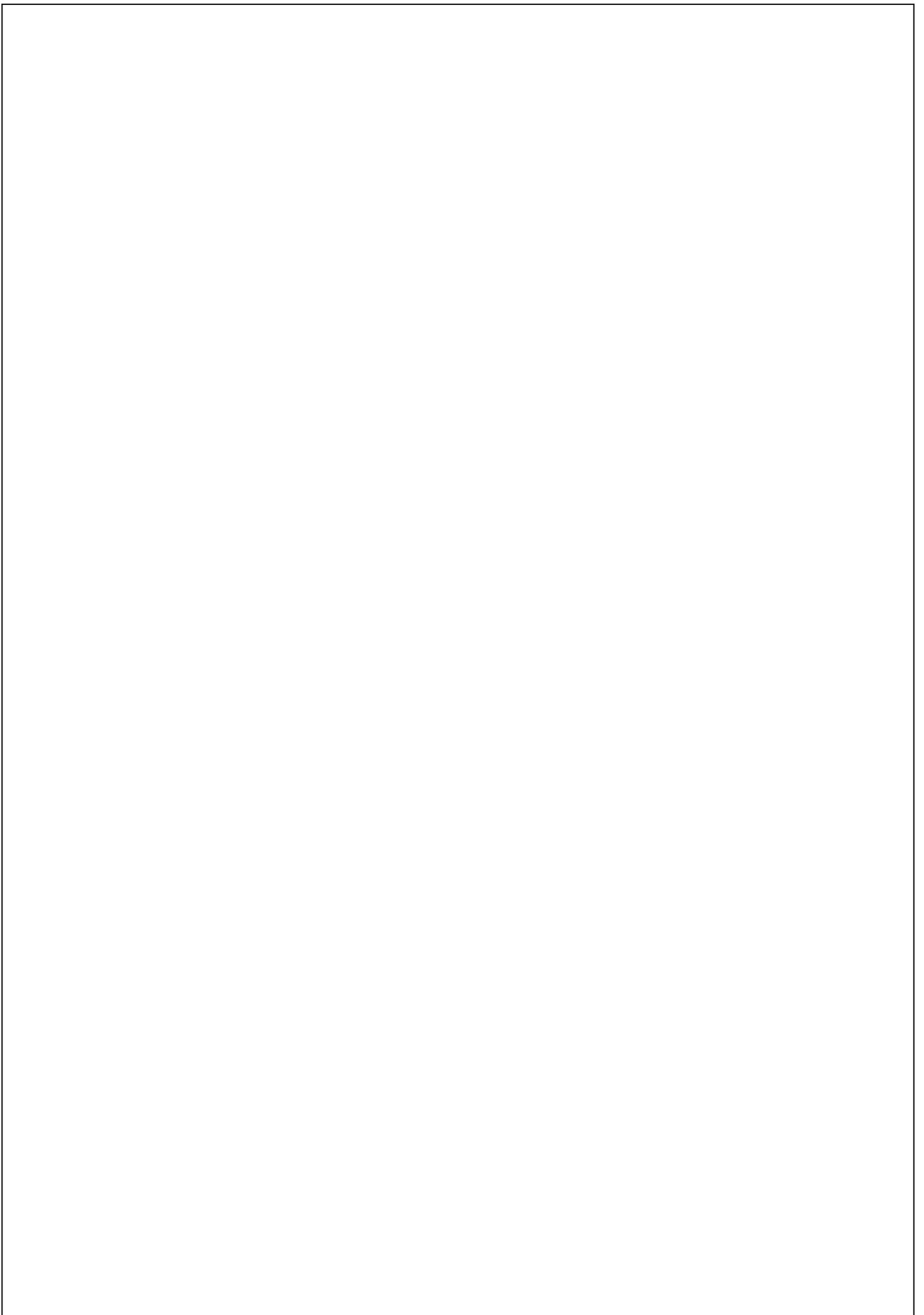


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1

Key Highlights

January 2026

I. e-Office Analytics and Implementation

65

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 (%)

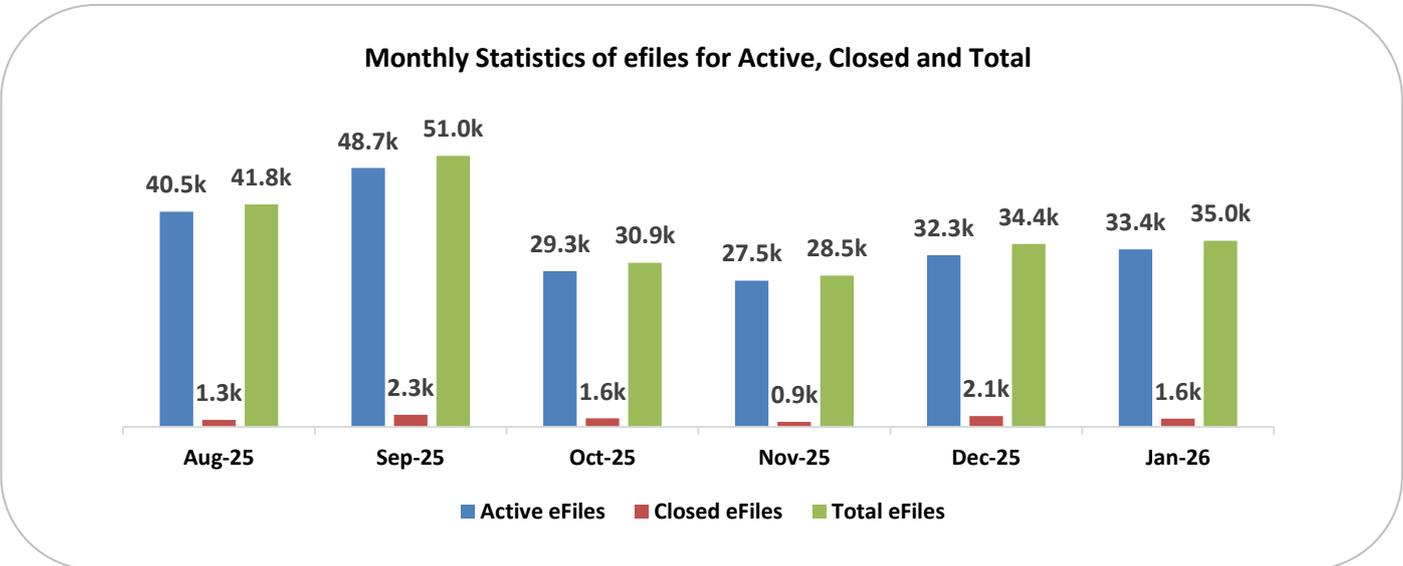
93.81%

January 2026: Out of 5,37,324 receipts, 5,12,012 were e-receipts

95.29%

Avg. Transaction Levels

Yr 2021 Jan'26

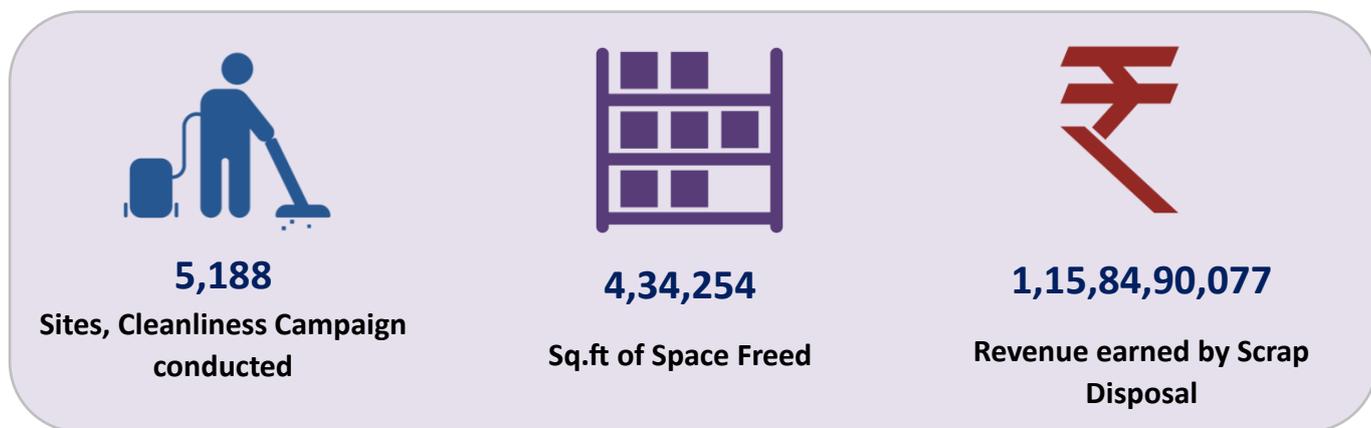


1

Key Highlights

January 2026

II. Swachhata Campaign Achievements (January 2026)



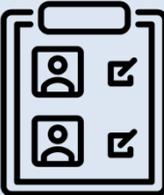
III. Reduction in Pendency

Disposed

- ✓ **5,57,852** Public Grievances
- ✓ **22,359** Public Grievance Appeals
- ✓ **1,032** References from MPs
- ✓ **375** References from State Governments
- ✓ **115** IMC References
- ✓ **385** PMO References

Fulfilled

22 Parliamentary Assurances



Record Management

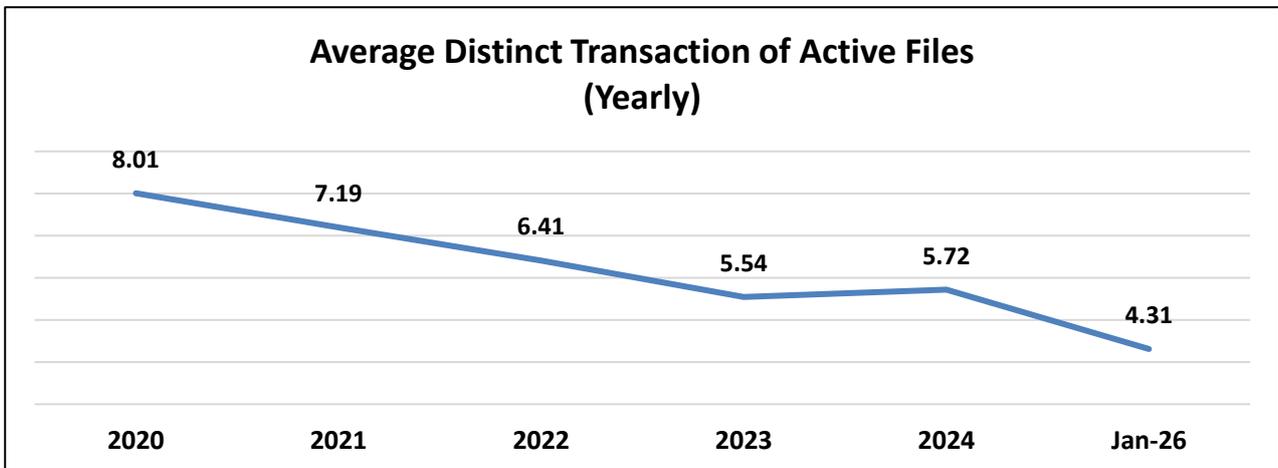
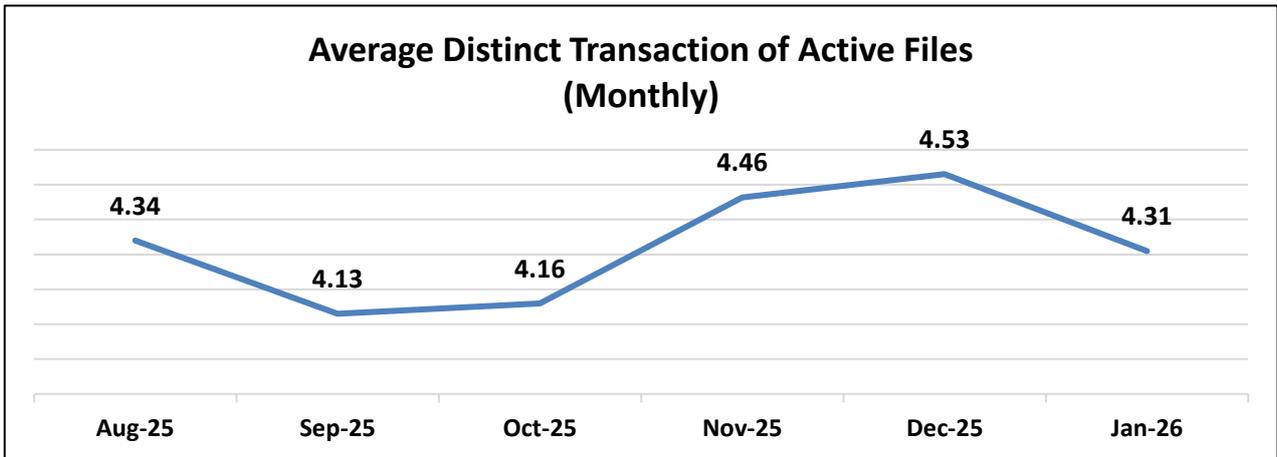
- ✓ **1,82,000** Physical files reviewed and **81,322** physical files weeded out.

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

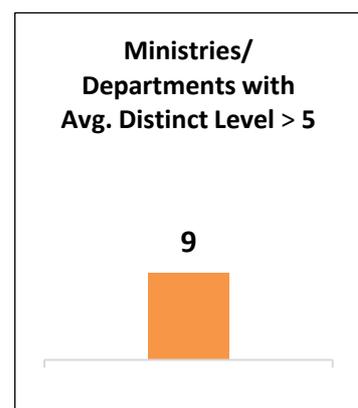
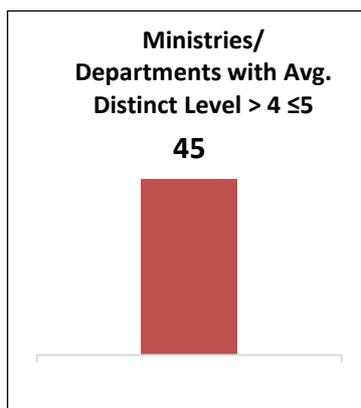
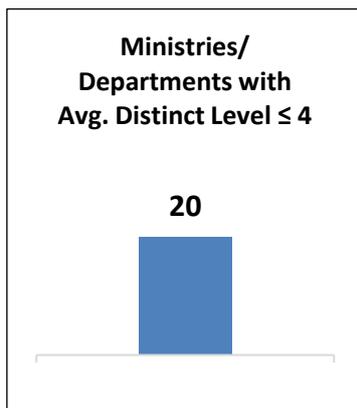


Key Interpretation

The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to just 4.31 in January 2026, streamlining processes and enhancing efficiency.



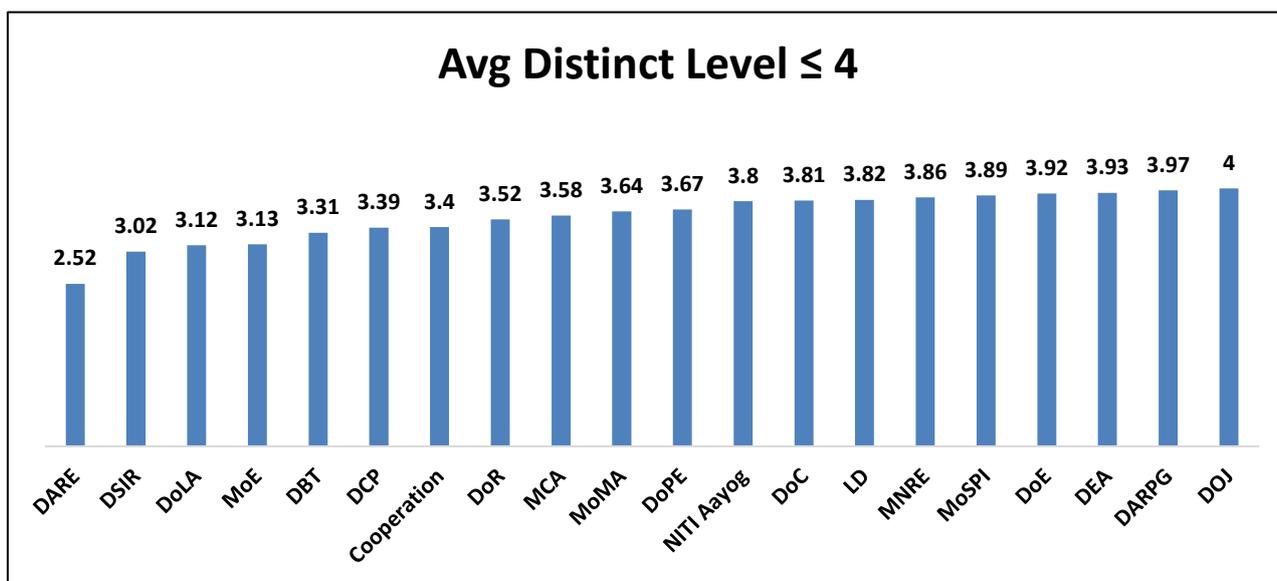
2.1 Delaying Trend (January 2026)



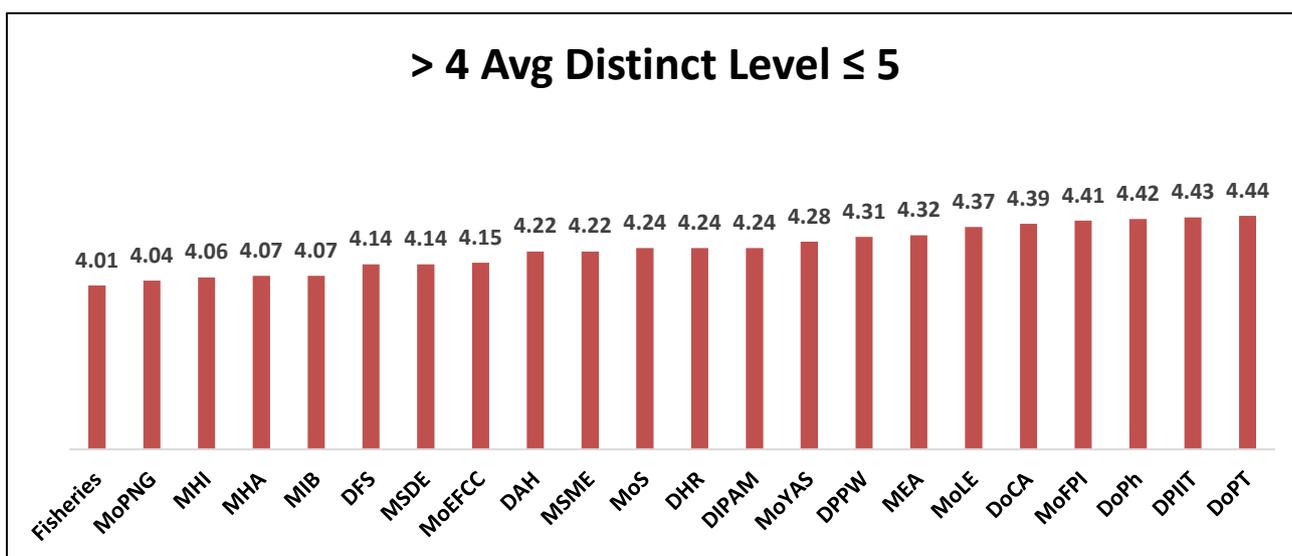
2.2. Status of Delaying

Following graph depicts the average distinct transaction levels in different Ministries/Departments for January 2026:

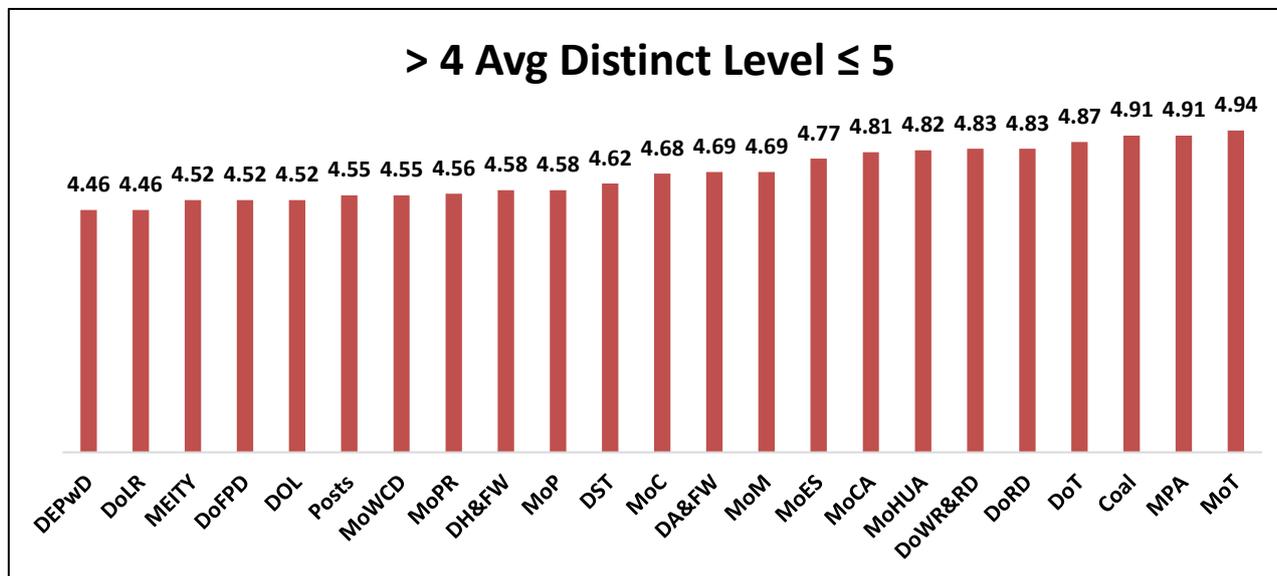
a. Ministries/Departments with average distinct transaction levels up to ≤ 4



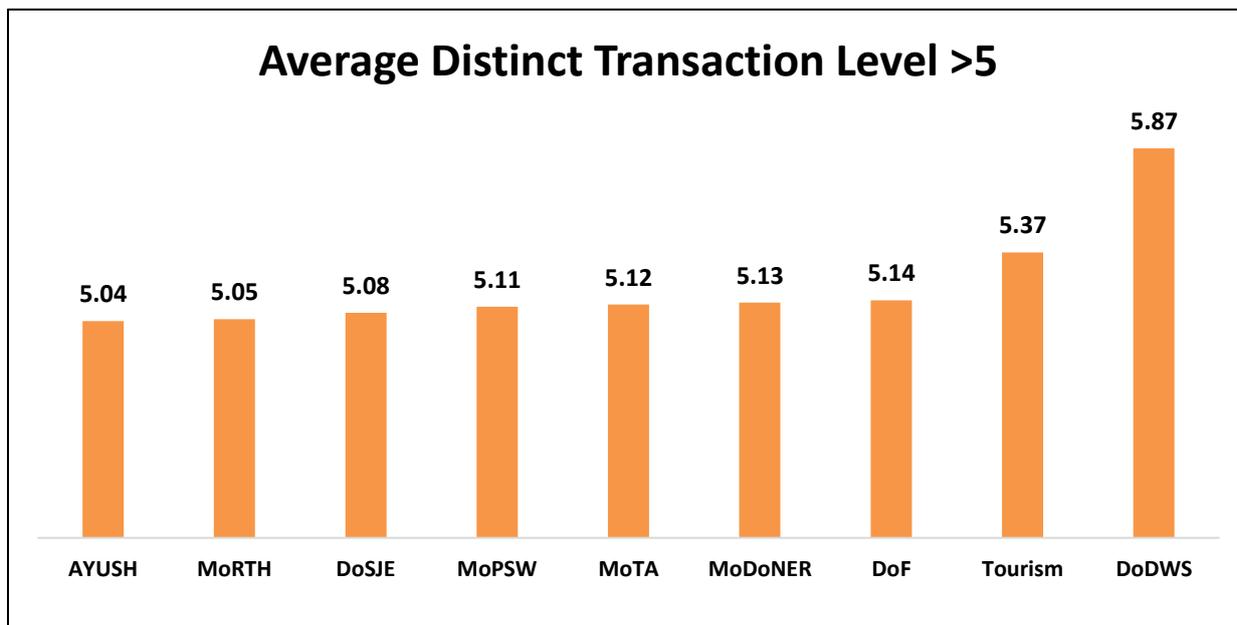
b. Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5



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



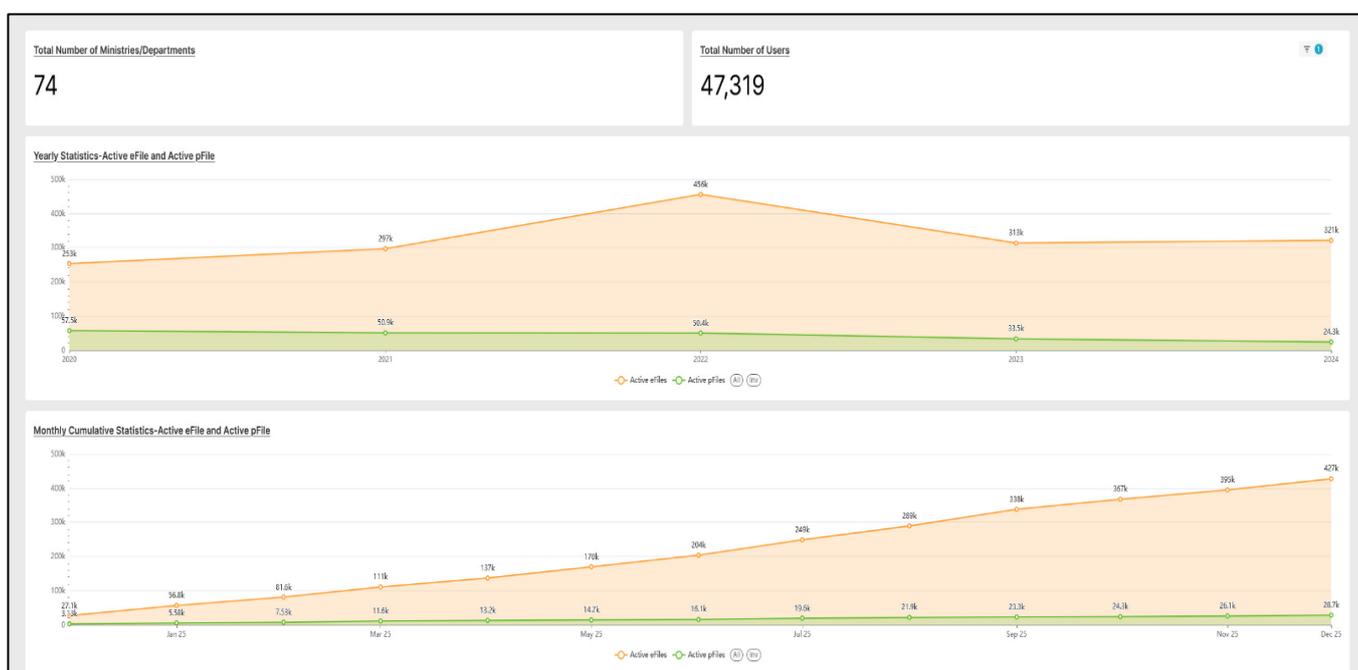
3 e-Office Analytics and Implementation

3.1 e-Office analytics

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

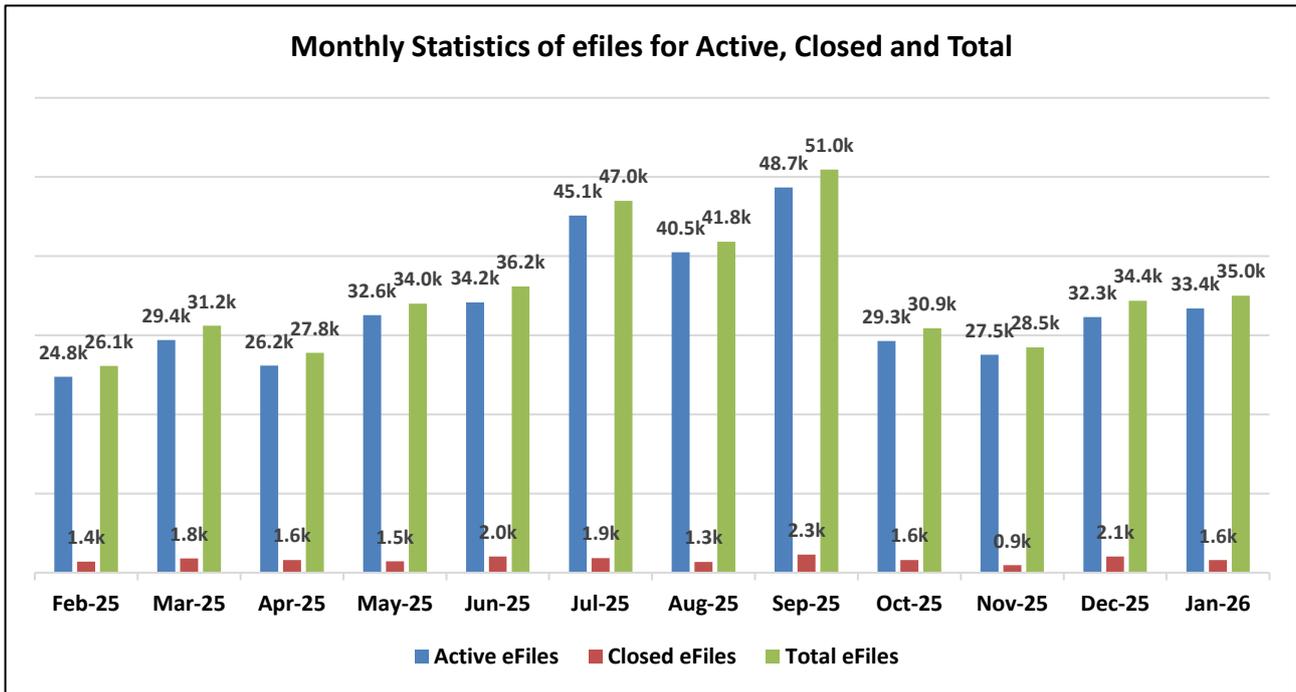
The Dashboard provides for:

- 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.

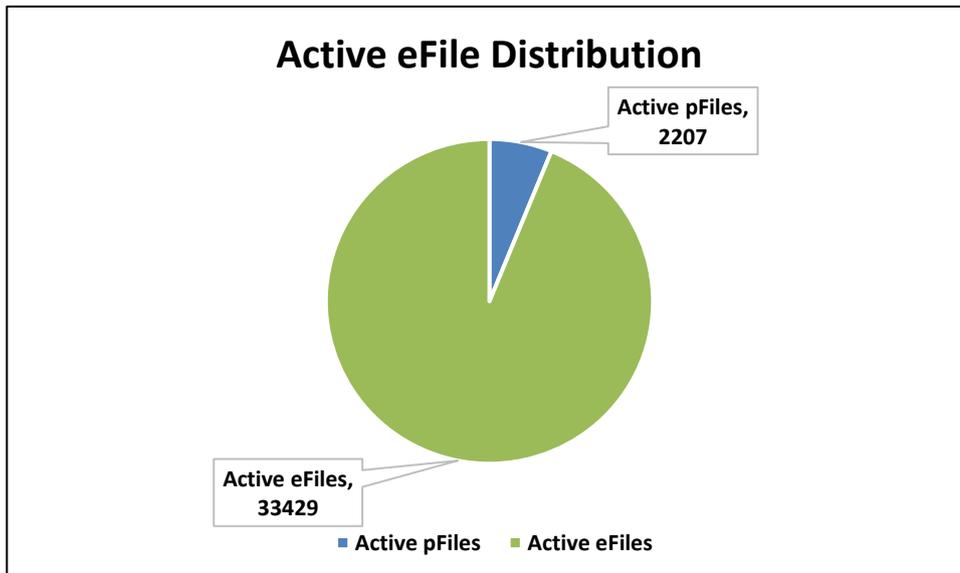


The dashboard is available only on NIC net. It is at present accessible to all Secretaries of the Government of India and other senior officers (for whom specific request has to be made to NIC with details of email ID (only NIC email) and mobile numbers.

3.2 Growth of e-Files



The total eFiles have reached **35k** in January 2026 from **26.1k** in February 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**.



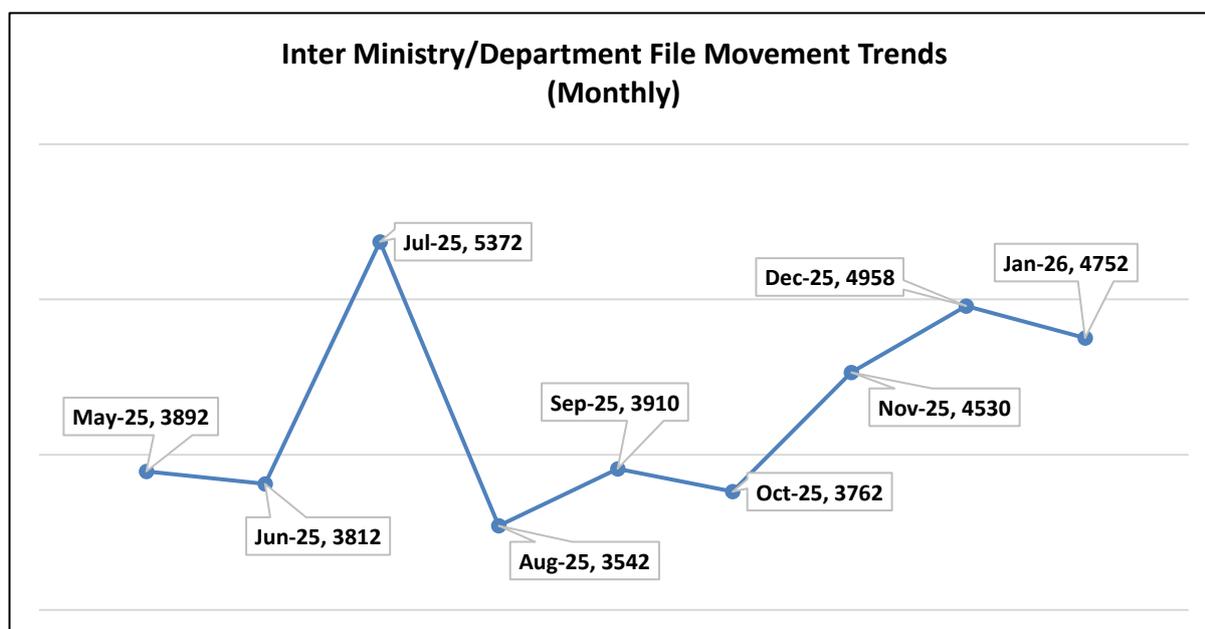
Active eFiles accounted for **93.81%** of total active files in **January 2026**, indicating dominant usage of digital files over physical ones.

3.3. eFiles creation

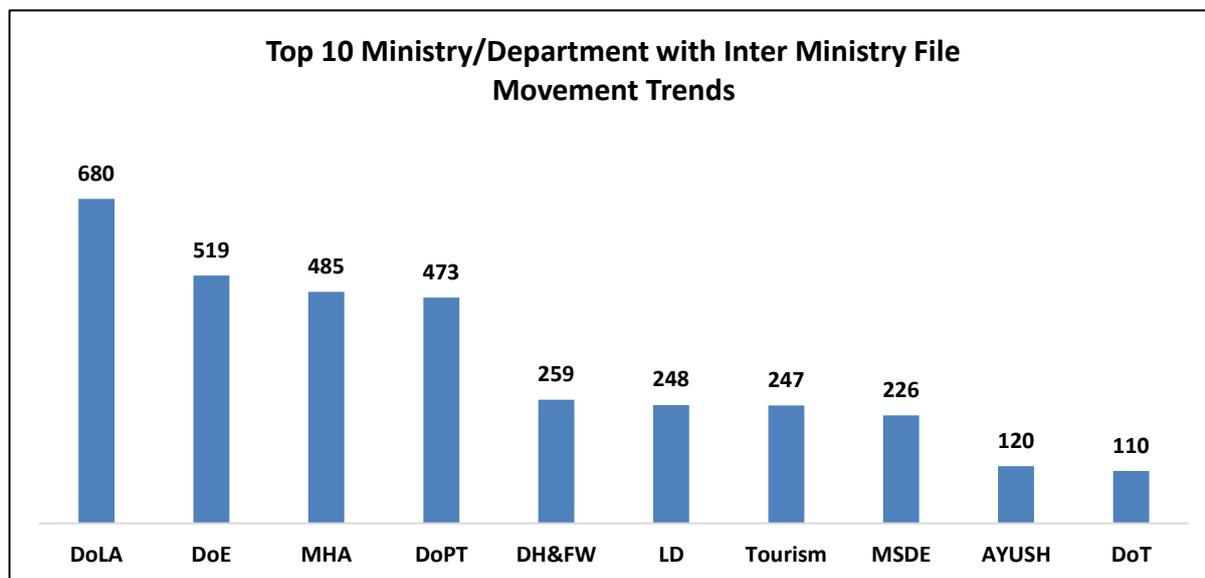
Ministries/Departments with <90% share of active eFiles for the month of January 2026:

S.No.	Ministry/ Department Name	%Share of eFiles
1	Ministry of Environment, Forest and Climate Change	89.90%
2	DOR - Ministry of Finance	89.36%
3	Department of Telecommunications	86.76%
4	Ministry of Labour & Employment	82.56%
5	Ministry of AYUSH	82.51%
6	Department of Official Language	81.18%
7	Department of Personnel & Training	76.43%
8	Ministry of Parliamentary Affairs	73.91%
9	Ministry of Home Affairs	64.48%

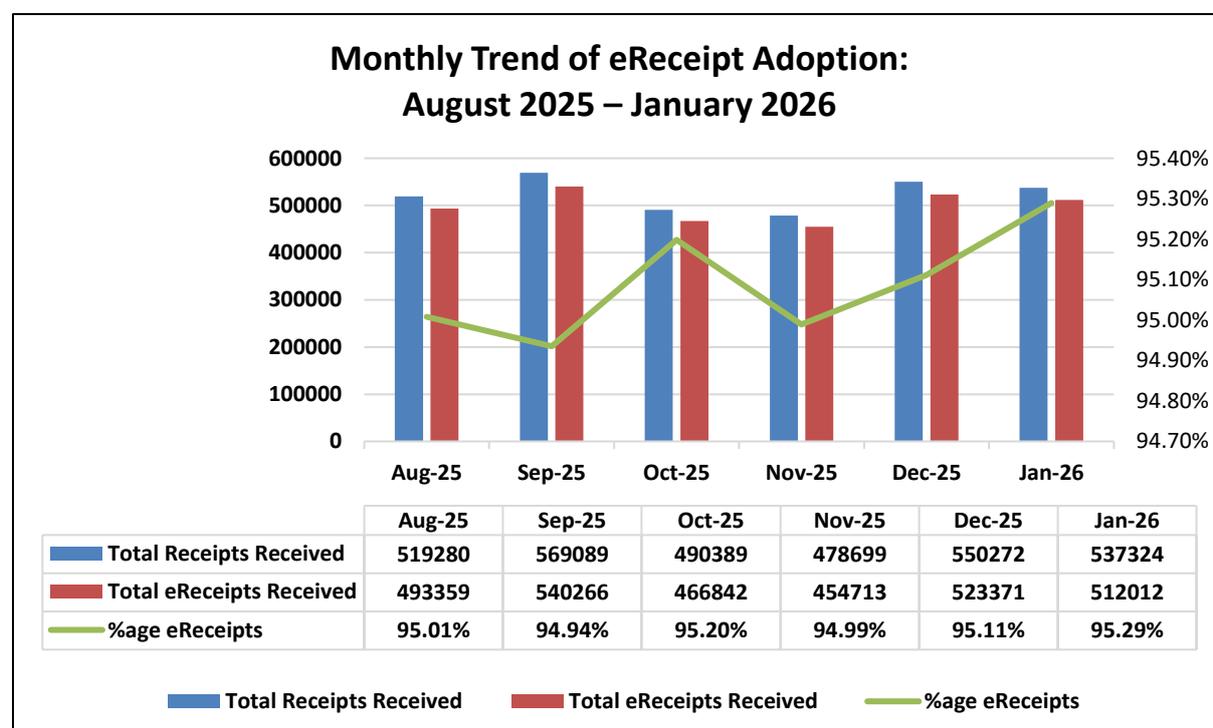
3.4. Inter-Departmental File Movement



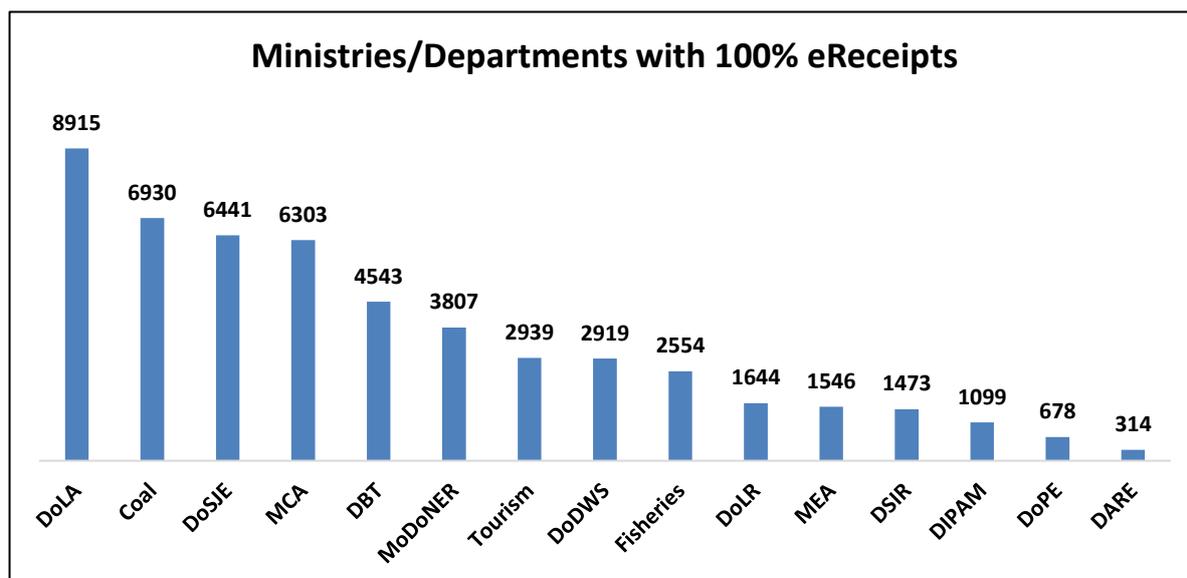
- **Top Ministries/Departments Driving Inter-Ministerial File Movement – January 2026**



3.5. eReceipts Adoption (% share of eReceipts)



The share of eReceipts has remained consistently above 94% over the **last six months**, reaching **95.29% in January 2026** — indicating sustained digital adoption in receipt handling across Ministries/Departments.



3.6. eOffice Analytics

Ministry-wise Analytics for **January 2026** is summarised as follows:

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
1	DEA - Ministry of Finance	91.65%	96.28%	29.23%
2	Department for Promotion of Industry and Internal Trade	100.00%	99.08%	49.57%
3	Department of Administrative Reforms & Public Grievances	100.00%	94.15%	29.03%
4	Department of Agricultural Research and Education	100.00%	100.00%	7.41%
5	Department of Agriculture and Farmer Welfare	93.82%	99.65%	50.73%
6	Department of Animal Husbandry and Dairying	98.31%	99.80%	35.37%
7	Department of Biotechnology	100.00%	100.00%	22.95%
8	Department of Chemicals and Petrochemicals	100.00%	99.86%	21.43%
9	Department of Commerce	99.89%	97.76%	31.22%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
10	Department of Consumer Affairs	93.25%	99.90%	37.12%
11	Department of Drinking Water and Sanitation	100.00%	100.00%	70.16%
12	Department of Empowerment of Persons with Disabilities	100.00%	99.94%	48.67%
13	Department of Fertilizers	99.44%	99.85%	61.11%
14	Department of Fisheries	98.11%	100.00%	31.62%
15	Department of Food & Public Distribution	100.00%	99.74%	48.21%
16	Department of Justice	98.95%	99.96%	35.90%
17	Department of Land Resources	100.00%	100.00%	38.60%
18	Department of Legal Affairs	100.00%	100.00%	14.10%
19	Department of Official Language	81.18%	67.98%	59.15%
20	Department of Pensions and Pensioners' Welfare	100.00%	97.81%	45.00%
21	Department of Personnel & Training	76.43%	87.81%	45.42%
22	Department of Pharmaceuticals	100.00%	99.69%	52.08%
23	Department of Posts	99.88%	99.58%	41.09%
24	Department of Public Enterprises	100.00%	100.00%	26.67%
25	Department of Rural Development	100.00%	99.99%	52.27%
26	Department of Science & Technology	99.24%	99.90%	52.55%
27	Department of Scientific and Industrial Research	100.00%	100.00%	12.77%
28	Department of Social Justice & Empowerment	100.00%	100.00%	53.57%
29	Department of Telecommunications	86.76%	86.77%	50.60%
30	Department of Water Resources, River Development & Ganga Rejuvenation	99.59%	99.95%	52.49%
31	DFS - Ministry of Finance	99.56%	94.31%	35.57%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
32	DHR DEPARTMENT - Ministry of Health & Family Welfare	95.41%	81.71%	43.13%
33	DIPAM - Ministry of Finance	100.00%	100.00%	38.10%
34	DOE - Ministry of Finance	93.36%	70.03%	30.96%
35	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	94.50%	94.15%	45.19%
36	DOR - Ministry of Finance	89.36%	91.56%	26.60%
37	Legislative Department	100.00%	99.02%	36.73%
38	Ministry of AYUSH	82.51%	81.09%	58.36%
39	Ministry of Civil Aviation	93.96%	99.78%	58.54%
40	Ministry of Coal	100.00%	100.00%	52.94%
41	Ministry of Cooperation	92.75%	94.86%	23.27%
42	Ministry of Corporate Affairs	100.00%	100.00%	30.57%
43	Ministry of Culture	95.93%	96.46%	55.27%
44	Ministry of Development of North Eastern Region	99.05%	100.00%	60.75%
45	Ministry of Earth Sciences	100.00%	99.65%	54.17%
46	Ministry of Education	92.64%	97.23%	28.08%
47	Ministry of Electronics & Information Technology	99.76%	97.05%	42.27%
48	Ministry of Environment, Forest and Climate Change	89.90%	99.97%	36.61%
49	Ministry of External Affairs	100.00%	100.00%	39.09%
50	Ministry of Food Processing Industries	100.00%	94.95%	50.00%
51	Ministry of Heavy Industries	100.00%	99.87%	41.67%
52	Ministry of Home Affairs	64.48%	76.78%	35.86%
53	Ministry of Housing & Urban Affairs	97.62%	98.97%	48.21%
54	Ministry of Information & Broadcasting	98.76%	96.24%	26.48%
55	Ministry of Labour & Employment	82.56%	85.63%	44.96%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
56	Ministry of Micro Small and Medium Enterprises	99.17%	87.39%	38.83%
57	Ministry of Mines	99.74%	99.74%	50.85%
58	Ministry of Minority Affairs	96.84%	95.26%	22.95%
59	Ministry of New and Renewable Energy	96.95%	99.83%	32.62%
60	Ministry of Panchayati Raj	100.00%	99.96%	49.34%
61	Ministry of Parliamentary Affairs	73.91%	97.53%	62.50%
62	Ministry of Petroleum and Natural Gas	94.39%	98.96%	38.37%
63	Ministry of Ports, Shipping and Waterways	100.00%	99.98%	54.52%
64	Ministry of Power	98.71%	99.98%	46.75%
65	Ministry of Road Transport & Highways	100.00%	99.98%	53.59%
66	Ministry of Skill Development and Entrepreneurship	99.52%	93.88%	36.34%
67	Ministry of Statistics & Programme Implementation	99.81%	99.88%	27.10%
68	Ministry of Steel	97.05%	97.05%	41.97%
69	Ministry of Textiles	99.41%	81.37%	61.81%
70	Ministry of Tourism	100.00%	100.00%	60.26%
71	Ministry of Tribal Affairs	100.00%	99.52%	57.41%
72	Ministry of Women and Child Development	100.00%	99.94%	39.92%
73	Ministry of Youth Affairs & Sports	99.82%	99.85%	50.00%
74	NITI Aayog	100.00%	98.33%	31.44%

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

4

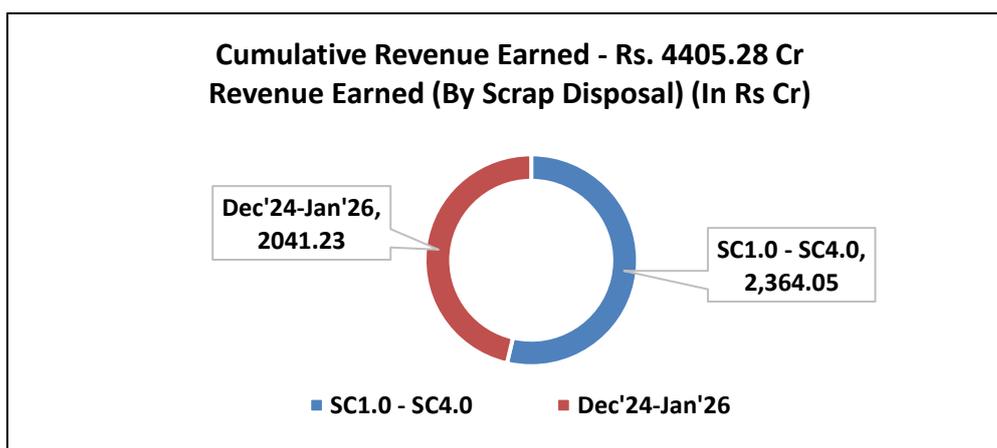
Special Campaign & Institutionalisation of Swachhata

Cumulative Achievements (2021 – January 2026)

Parameters	SC1.0 - SC4.0	Dec'24-Aug'25	SC 5.0	Dec'25 – Jan'26	Cumulative
Revenue Earned (in Rs. Crore)	2,364.05	1007.1	833.92	200.21	4,405.28
Space Freed (in lakh Sq. Ft)	643.82	57.23	233.75	24.65	959.45
Cleanliness Campaign Sites	11,49,935	60,442	11,59,783	6,968	23,77,128
Files Weeded Out/Closed (in Lakhs)	131.4	6.81	29.52	2.63	170.36

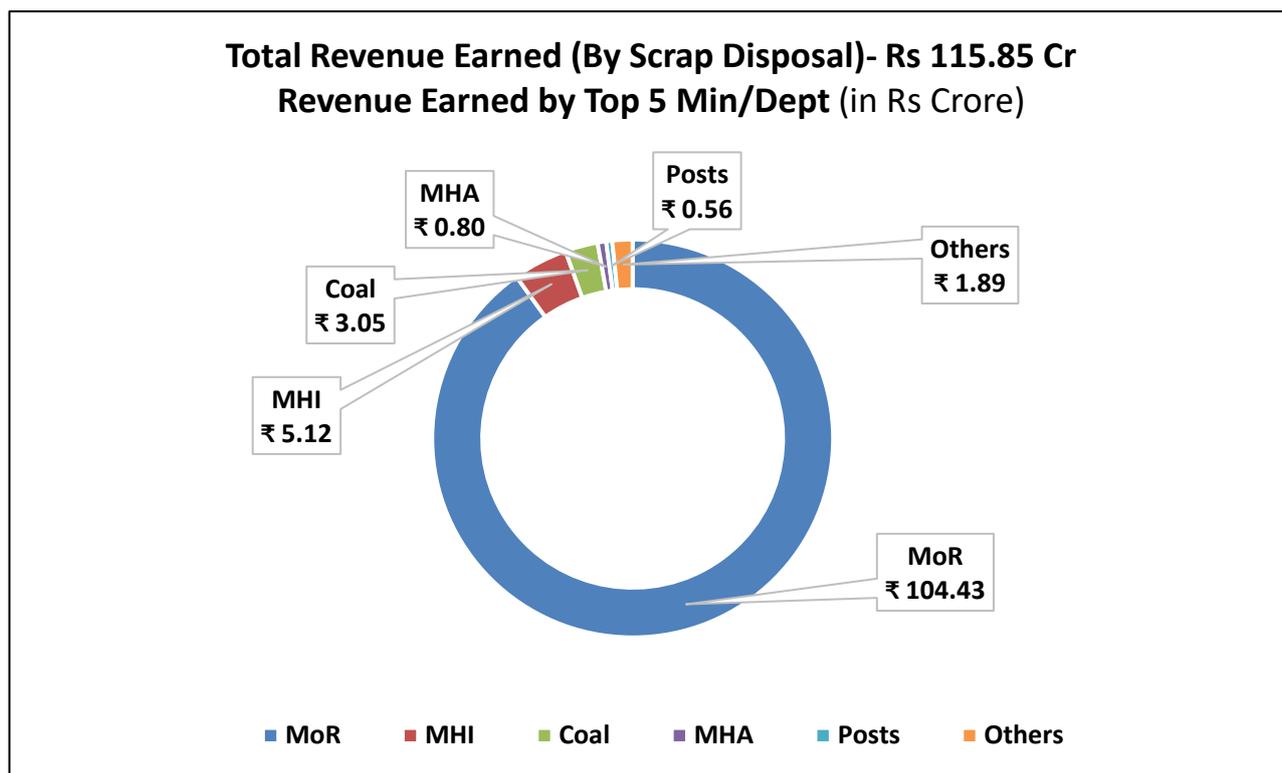
The data highlights the sustained momentum of the Special Campaigns (SC1.0–SC5.0) and Secretariat Reforms in driving administrative efficiency and promoting cleanliness across Ministries/Departments. As of January 2026, cumulative achievements include ₹4,405.28 crore generated through scrap disposal, 959.45 lakh sq. ft of office space freed, over 23.77 lakh sites covered under cleanliness campaigns, and 170.36 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.)

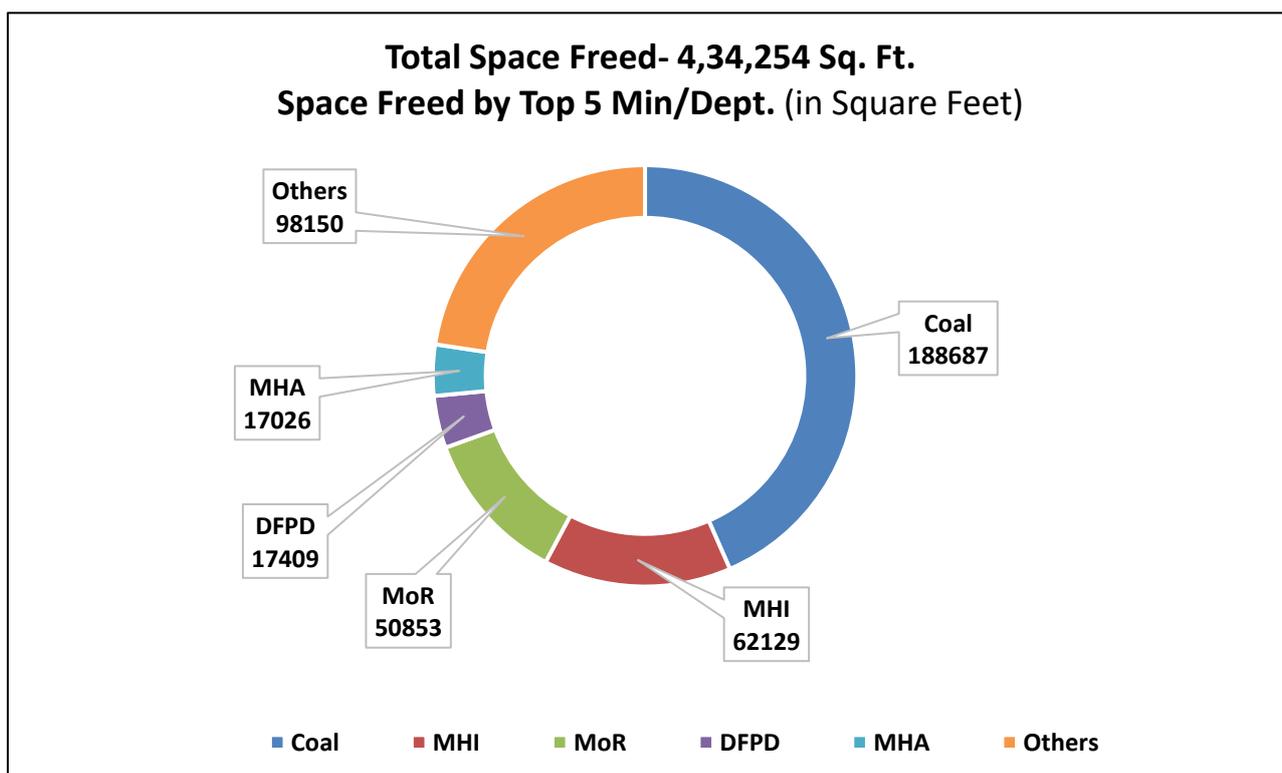


Out of the cumulative ₹4,405.28 crore revenue generated, ₹2,364.05 crore was generated during SC 1.0–SC 4.0. This momentum continued in the period Dec'24–Aug'25 with an additional ₹1,007.10 crore, followed by ₹833.92 crore during Special Campaign 5.0. Further, ₹200.21 crore was generated through scrap disposal during Dec'25–Jan'26, reflecting sustained revenue generation across successive phases of the Special Campaigns.

4.2. Revenue Earned from Scrap Disposal (January 2026)



4.3. Space Freed (January 2026)



a. Space Freed by Top 3 Ministries/Departments

- **Ministry of Coal:** Total Space freed in January 2026 is 1,88,687 Sq.ft., The top 3 zones according to Space Freed are: -

S.No.	Site/Organisation	Space Freed (In Sq. ft.)
1.	Neyveli Lignite Corporation India Limited	96,830
2.	Bharat Cooking Coal Limited	34,650
3.	Western Coalfields Limited	29,095

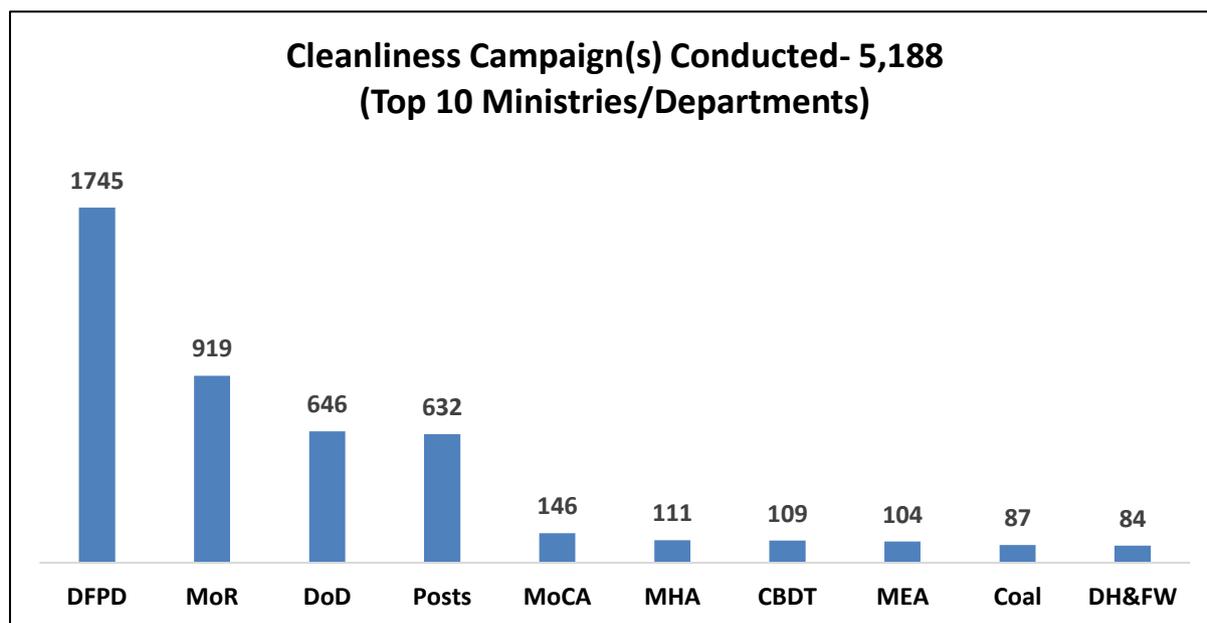
- **Ministry of Heavy Industries:** Total Space freed in January 2026 is 62,129 Sq.ft., The top 3 zones according to Space Freed are: -

S.No.	Site/Organisation	Space Freed (In Sq. ft.)
1.	Global Automotive Research Centre	19,000
2.	National Automotive Test Tracks	16,580
3.	Bharat Heavy Electronics Limited	12,000

- **Ministry of Railways:** Total Space freed in January 2026 is 50,853 Sq.ft., The top 3 zones according to Space Freed are: -

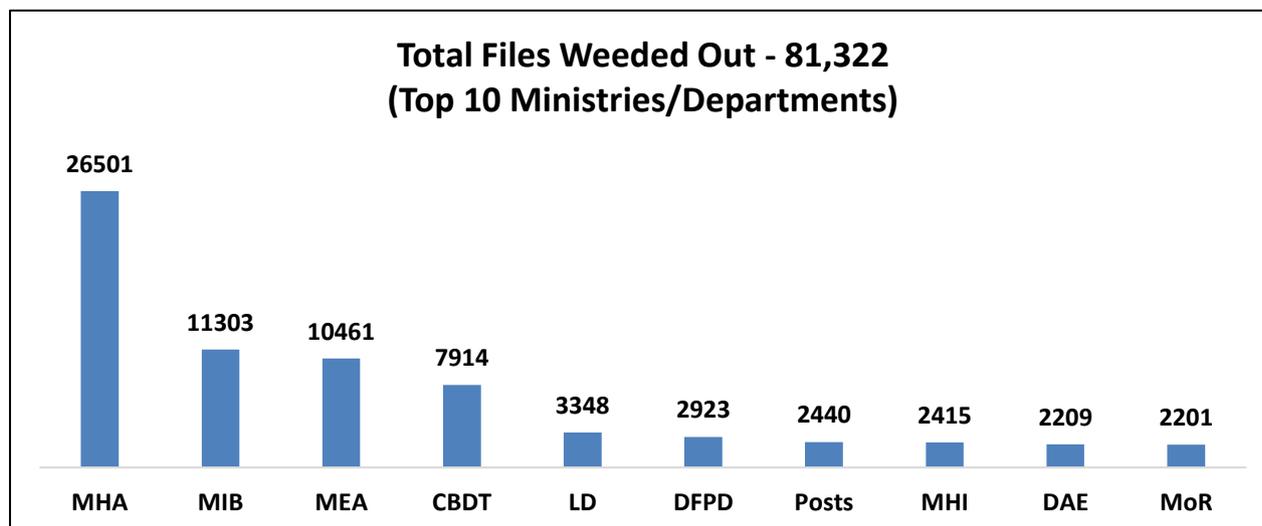
S.No.	Zone	Space Freed (In Sq. ft.)
1.	North-Western Railway	21,026
2.	RITES	7,500
3.	East Central Railways	6,100

4.4. Cleanliness Campaign Sites (January 2026)



Out of **5,188** total cleanliness campaigns conducted, the **Department of Food and Public Distribution alone accounted for nearly 34% of the total**, followed by the Ministry of Railways, Department of Defence, etc.—indicating strong and consistent participation in Swachhata initiatives by these departments.

4.5. Files Weeded Out (January 2026)

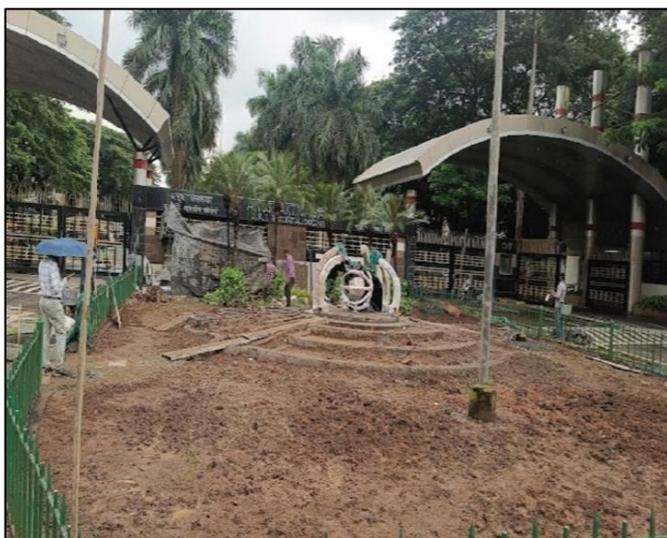


Out of the **81,322** files Weeded Out/Closed, the **Ministry of Home Affairs** led with **26,501** files, followed by **Ministry of Information & Broadcasting** with **11,303** files and **Ministry of External Affairs** with **10,461** files. This indicates a strong push by key Ministries toward decluttering and improving file management.

5

Before-After

Pictorial Evidences Uploaded by Ministries/Departments on SCDPM Portal-
January 2026



BEFORE



AFTER

Barren office land transformed into a landscaped garden space, Directorate of Construction, Services & Estate Management, Mumbai; **Department of Atomic Energy**



BEFORE



AFTER

Cluttered space transformed into clean office working space, Himmatnagar under the Pr. CCIT, Gujarat; **Central Board of Direct Taxes (Income Tax)**



BEFORE



AFTER

Old carton boxes with other waste material scrapped out at Centre for DNA Fingerprinting and Diagnostics [CDFD] Inner Ring Road, Uppal, Hyderabad; **Department of Biotechnology**



BEFORE



AFTER

Old Records reviewed & weeded out at PHO Kolkata;
Department of Health and Family Welfare



BEFORE



AFTER

Cleanliness drive conducted at CGO Complex, New Delhi;
Department of Investment & Public Asset Management



BEFORE



AFTER

Unused empty space repurposed for water storage at MGIRI, Wardha, Maharashtra;
Ministry of Micro Small and Medium Enterprises



BEFORE



AFTER

Cluttered office space repurposed for working at Central Manufacturing Technology Institute,
Bengaluru; **Ministry of Micro Small and Medium Enterprises**



BEFORE



AFTER

Cleanliness activities undertaken at office in Oragadam, Tamil Nadu;
Ministry of Heavy Industry

6

Waste to Wealth



Old Waste Metal sold out as scrap at S3 area Site 1, NLCIL; **Ministry of Coal**



Innovative use of Discarded PET bottles as garden sprinklers; **Department of Atomic Energy**



Waste tyres transformed into flower pots Pasteur Institute of India, Coonoor; **Department of Health & Family Welfare**



E-Waste Scrapped out at IIE Guwahati; **Ministry of Skill Development and Entrepreneurship**



Before



After

Waste Packing material transformed into benches and table National Centre for Biological Sciences, Bangalore, (Constituent Centre of TIFR); **Department of Atomic Energy**

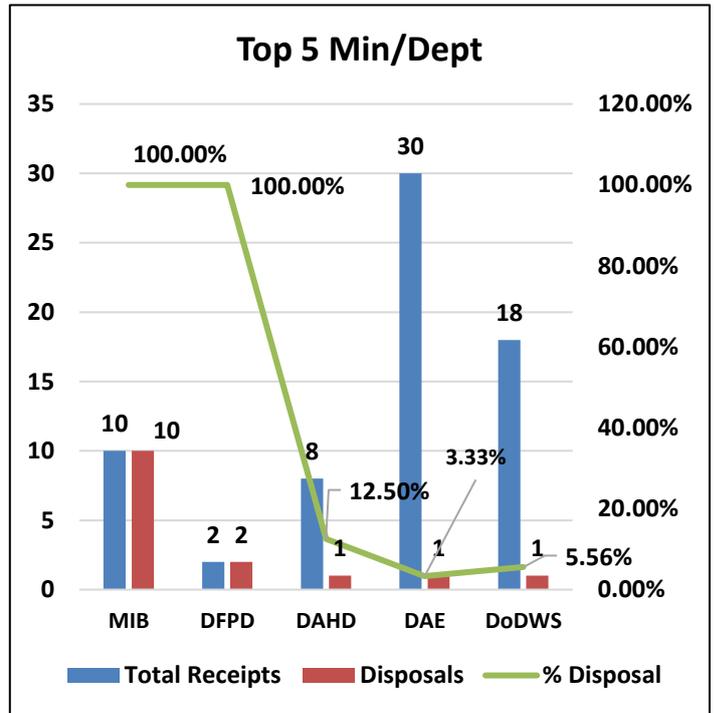
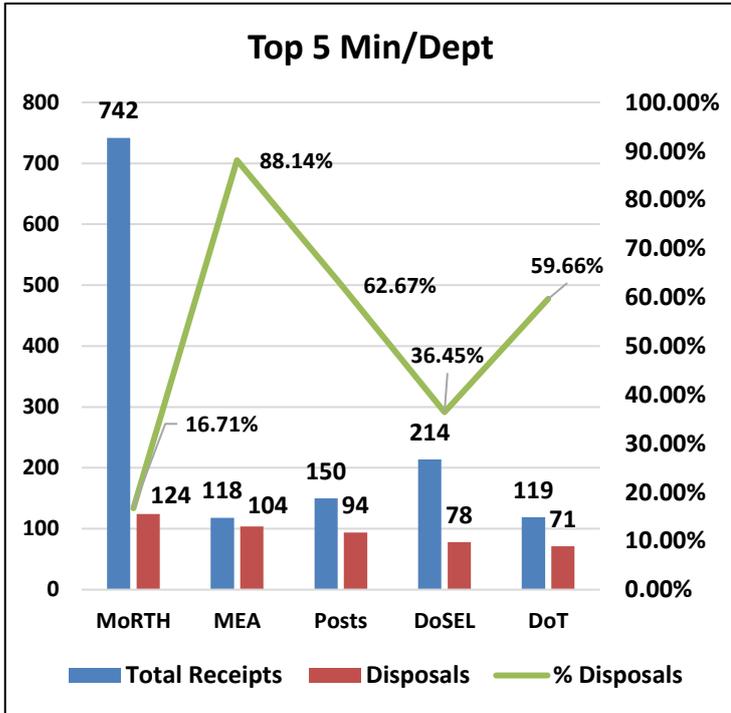
Ministry of Railways
Waste transformed into wonder — innovative “Waste to Art” creations at various locations.



7 Parameter wise performance of Ministries/Departments

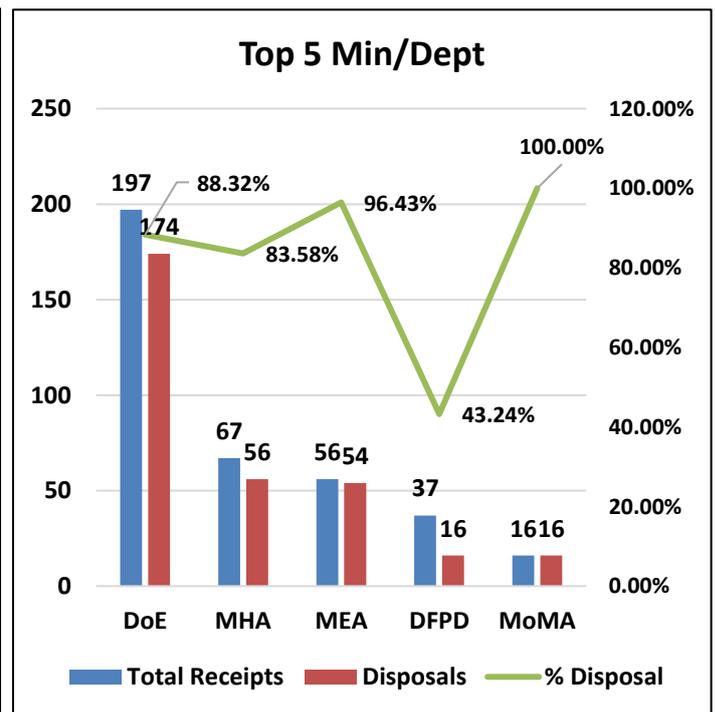
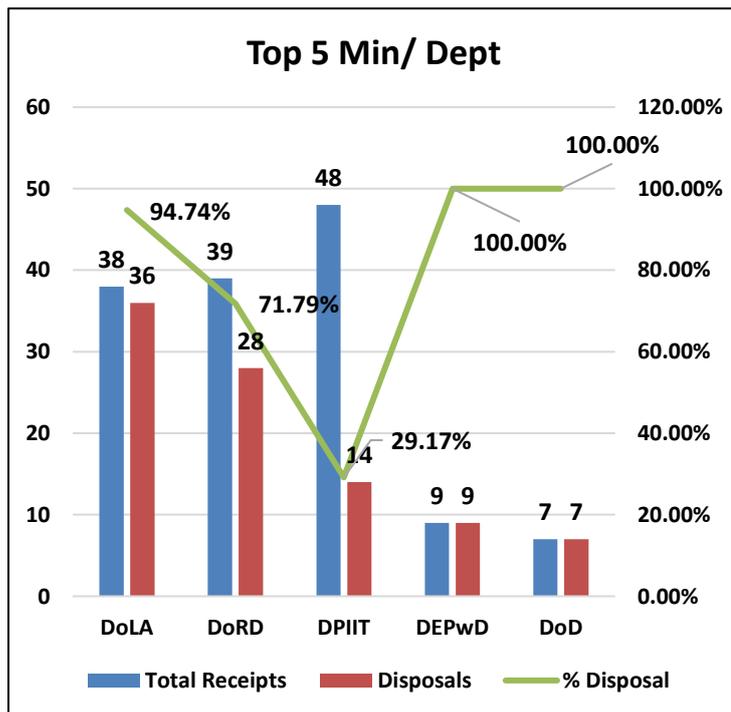
MP References

Parliamentary Assurances



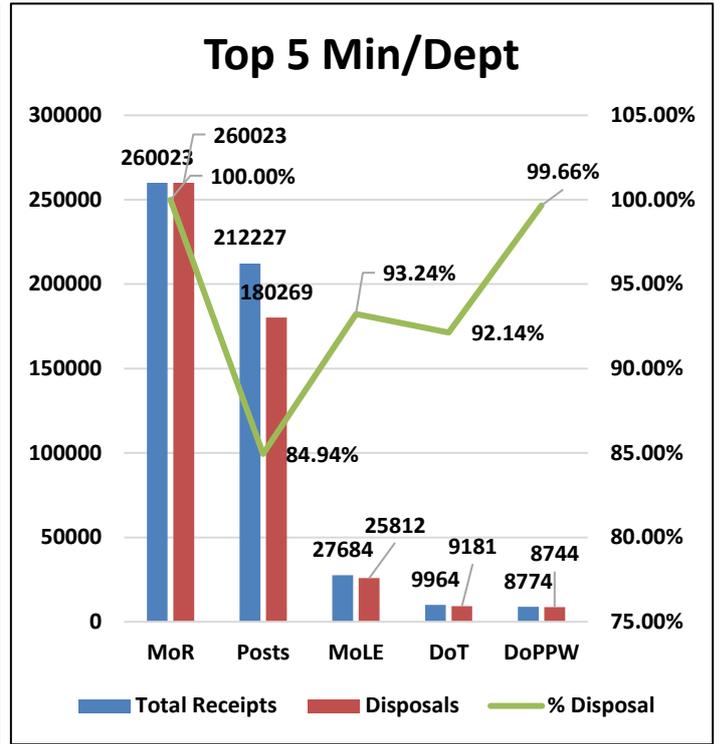
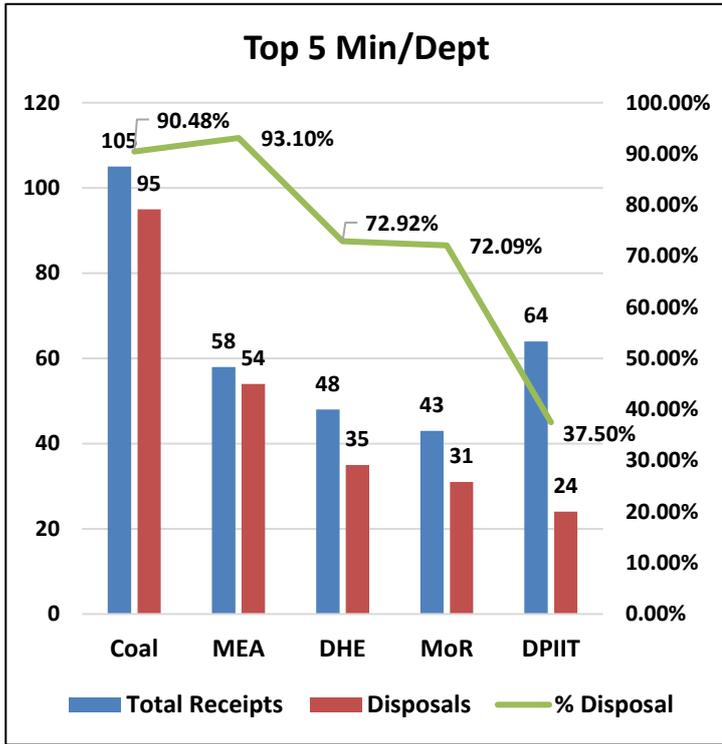
IMC References

State Government References

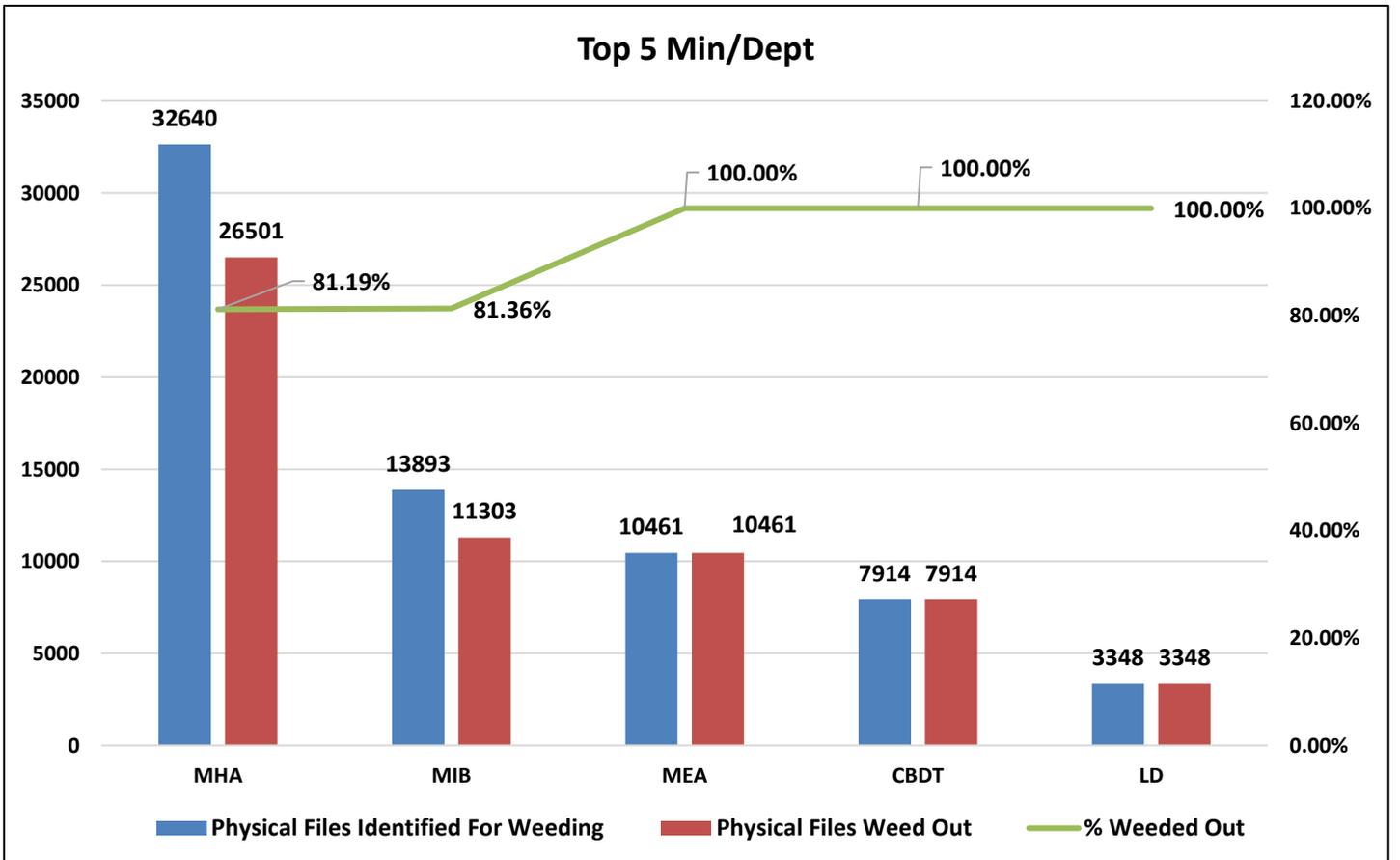


PMO References

Public Grievances



Files Weeded Out



8

In-Focus: Department of Health & Family Welfare**Introduction**

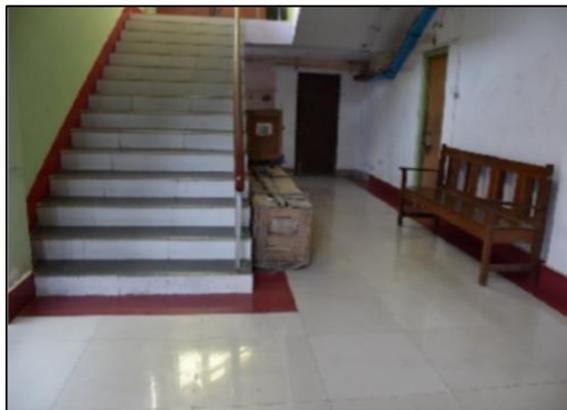
Under the guidance of the Department of Administrative Reforms and Public Grievances (DARPG), the Department of Health & Family Welfare (DoHFW) implemented Special Campaign 5.0 (2–31 October 2025) focusing on grievance redressal, records management, and Swachhata. The Department achieved 100% of its targets across 1,984 locations, disposing 5,169 grievances, 426 appeals, 85 MP references and 5 PMO references, and simplifying 11 rules/processes. It reviewed 52,070 physical files and 9,035 e-files, weeded out 31,621 physical files and closed 2,850 e-files, freeing 40,257 sq. ft. space and generating ₹41.38 lakh revenue. Public outreach included before-after photographs, 10 best practices, 236 tweets and 7 PIB statements uploaded on the DARPG SCDPM 5.0 portal. DoHFW participated proactively in Special Campaign 5.0, reflecting its firm commitment to the principles of cleanliness, administrative efficiency, sustainability, and good governance. The campaign was implemented across the Headquarter of the Department as well as its Attached Offices, Subordinate Offices, Central Government Hospitals, Autonomous Bodies, Central PSUs, etc.

8.1. Efficient Management of Office Space

In furtherance of DoHFW's initiatives for efficient management and optimal utilization of office space, a comprehensive exercise for review and rationalization was carried out. Through systematic reallocation and consolidation of office space, digitization of records, and removal of obsolete furniture, unused equipment and files, the Department freed office space of **40,257 square feet** during Special Campaign 5.0.



Unused office space was transformed into a functional workspace at
Central Research Institute, Kasauli, Himachal Pradesh



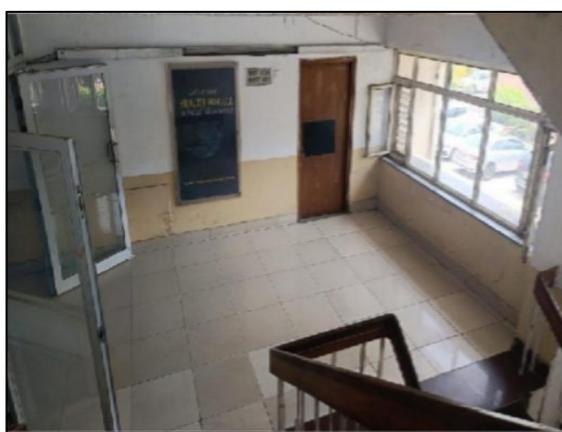
Unused space near the staircase was transformed into a sitting area at
The Regional Institute of Medical Sciences, Imphal, Manipur.



Vacant space was recreated as a dining area at
The Central Drugs Testing Laboratory, Hyderabad

8.2. Scrap Disposal

During Special Campaign 5.0, DoHFW undertook focused initiatives for disposal of scrap and weeding out of obsolete and unserviceable items across the Headquarter of the Department as well as its Attached Offices, Subordinate Offices, Central Government Hospitals, Autonomous Bodies, Central PSUs, etc. As a result of these concerted efforts, the Department generated revenue amounting to **₹41.38 lakhs** during campaign.



Space freed by scrapping out old office furniture
Nirman Bhawan, New Delhi

8.3. Best Practices



Waste-to-Wealth: Demo Helicopter installed at RIMS, Imphal, Manipur



Awareness material on lung cancer was prepared from tobacco containers at AIIMS, Guwahati



e-Waste Collection Campaign organised at AIIMS, Guwahati



'Waste to Art' at AIIMS, Rajkot

8.4. Increasing Efficiency in Decision Making

Consistent review of file disposal levels and submission channels has been undertaken to ensure timely processing. Through delayering and delegation, DoHFW rationalised submissions to a maximum of four levels, with Additional and Joint Secretaries largely reporting directly to Secretary (HFW). Consequently, average file movement levels reduced from 8.01 (2020) to 3.81 (Dec 2025), making the Department among the best performers. Relevant O.M.s dated 19.10.2015 and 16.12.2016 are also under review for revised decision-making levels.

8.5. Notable Achievements in January 2026

In January 2026, 12,079 sq. ft. space was freed and ₹9,42,496 revenue generated. A cleanliness-based TB prevention communication campaign (anti-spitting and Swachhata awareness) was promoted via social media and outreach at railway stations, schools, panchayats and cinema halls. Hand hygiene demonstrations were conducted in OPD, emergency, ICU and wards by Infection Control teams to improve compliance. Swachhata-themed drawing and poster competitions were also organised at NITRD, New Delhi to engage children and families.



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), 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

27th 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.

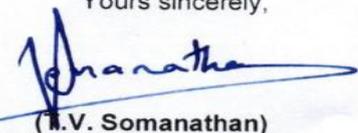
3. However, it is observed that delayering is not being implemented in true spirit and a trend of increasing the channels of submission is observed in some Ministries/Departments. This is against the essence of the reforms undertaken so far and creates potential delays in file processing.

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 e-Office

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:

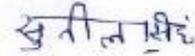
- (i) Display their standing orders of layering/Channels of Submission on their respective e-Office dashboard
- (ii) Review Virtual Private Network (VPN) usage. Non-users may be identified and steps may be taken to deactivate / close the idle account after due examination and process. The NIC teams of 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

11. Office Memorandum on e-Office

-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 Agriculture Research and Education
2	Department of Chemicals and Petrochemicals
3	Department of Justice
4	Department of Revenue
5	Department of Social Justice and Empowerment
6	Department of Youth Affairs
7	Ministry of Development of North Eastern Region
8	Ministry of Food Processing Industries
9	Ministry of Panchayati Raj
10	Ministry of Power
11	Ministry of Textiles
12	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

S No.	Abbreviation	Name of Min/Dept
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.	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

S No.	Abbreviation	Name of Min/Dept
64.	MoFPI	Ministry of Food Processing Industries
65.	MHI	Ministry of Heavy Industry
66.	MoHFW	Ministry of Health and Family Welfare
67.	MHA	Ministry of Home Affairs
68.	MoHUA	Ministry of Housing and Urban Affairs
69.	MIB	Ministry of Information and Broadcasting
70.	MoLE	Ministry of Labour and Employment
71.	MSME	Ministry of Micro Small and Medium Enterprises
72.	MoM	Ministry of Mines
73.	MoMA	Ministry of Minority Affairs
74.	MNRE	Ministry of New and Renewable Energy
75.	MoPR	Ministry of Panchayati Raj
76.	MPA	Ministry of Parliamentary Affairs
77.	MoPNG	Ministry of Petroleum and Natural Gas
78.	MoP	Ministry of Power
79.	MoR	Ministry of Railways (Railway Board)
80.	MoRTH	Ministry of Road Transport and Highways
81.	MoPSW	Ministry of Ports, Shipping & Waterways
82.	MSDE	Ministry of Skill Development and Entrepreneurship
83.	MoSPI	Ministry of Statistics and Programme Implementation
84.	MoS	Ministry of Steel
85.	MoT	Ministry of Textiles
86.	Tourism	Ministry of Tourism
87.	MoTA	Ministry of Tribal Affairs
88.	MoWCD	Ministry of Women and Child Development
89.	MoYAS	Ministry of Youth Affairs and Sports
90.	NITI Aayog	NITI Aayog



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001