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 | June 2025

Department of Administrative Reforms and Public Grievances

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| 1 | Key Highlights
June 2025 |
|---|---|

I. e-Office Analytics and Implementation

72

Ministries/Departments have at least 80% share of e-files

19

Ministries/Departments have 100% share of e-receipts

22

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

E-Files Usage (%)

96.26%

95.47%

May-25   **June-25**
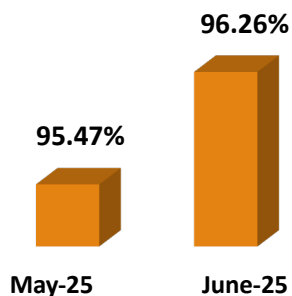
June 2025: Out of 5,07,562 receipts, 4,80,885 were e-receipts

94.74%
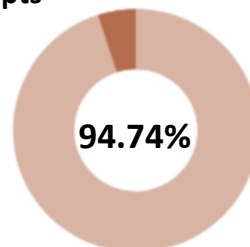
Avg. Transaction Levels

7.19

4.15

Yr 2021   **June'25**
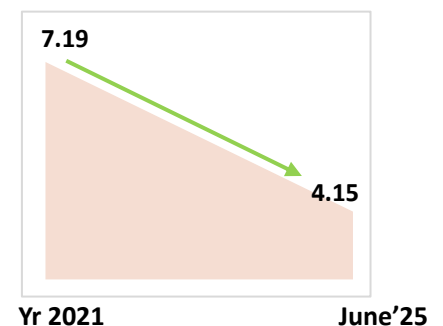
Monthly Statistics of efiles for Active, Closed and Total

30.9k 29.7k		1.2k
26.1k 24.8k		1.4k
31.2k 29.4k		1.8k
27.8k 26.2k		1.6k
34.0k 32.6k		1.5k
36.2k 34.2k		2.0k

Jan-25   Feb-25   Mar-25   Apr-25   May-25   Jun-25

■ Total eFiles   ■ Active eFiles   ■ Closed eFiles
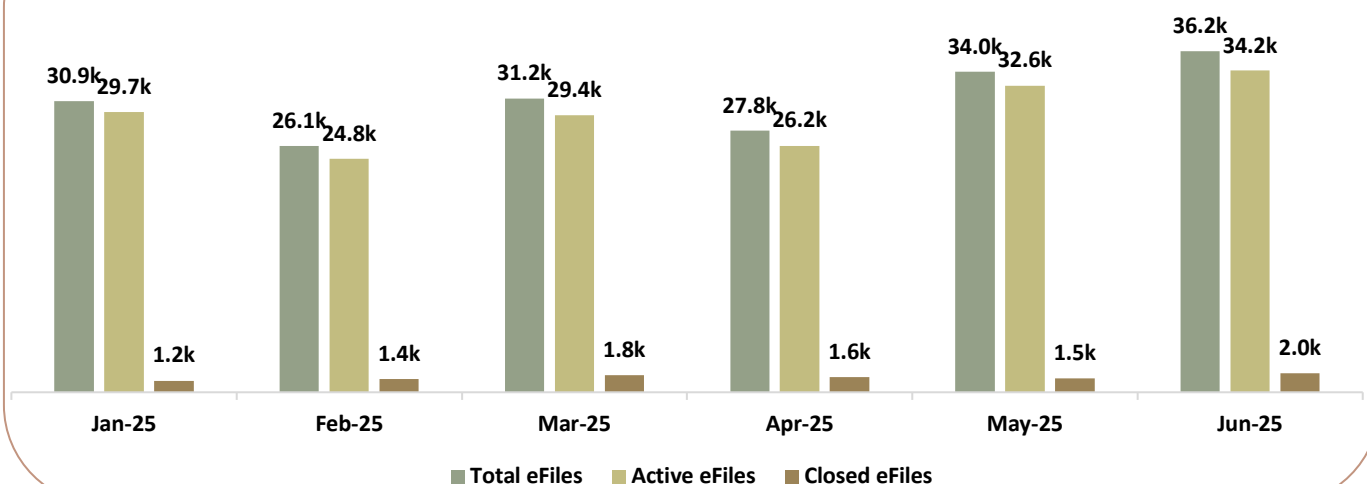
II. Swachhata Campaign Achievements (June 2025)

8,128
Sites, Cleanliness Campaign conducted

11,66,891
Sq.ft of Space Freed

56,07,35,203
Revenue earned by Scrap Disposal

III. Reduction in Pendency

Disposed

- ✓ **4,70,192** Public Grievances
- ✓ **16,934** Public Grievance Appeals
- ✓ **1,229** References from MPs
- ✓ **230** References from State Governments
- ✓ **72** IMC References
- ✓ **726** PMO References

Fulfilled

83 Parliamentary Assurances
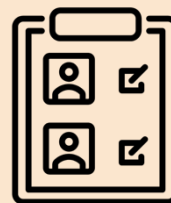
Record Management

82,958 Physical files reviewed and **52,427** physical files weeded out.

2 | Replication of Good Governance Practice: State Level Achievement

Background & Achievement

The Secretariat Reforms undertaken at the central level are now being actively replicated by Maharashtra and Haryana, demonstrating the growing impact and relevance of these initiatives beyond the confines of the Central Secretariat. The Swachh Bihar Portal, launched on 29 April 2025 in Patna, is the latest example of the successful transition of central initiatives to state-level implementation. Designed as the closest state-specific replica of the SCDPM Portal (Special Campaign for Disposal of Pending Matters), it has been customised to suit Bihar's administrative context with support from DARPG technical team of NIC. The portal enables structured monitoring of cleanliness, grievance redressal, and digital file management across departments in Bihar, thereby institutionalising good governance practices at the grassroots level.

Key Functionalities of Swachh Portal

Record Management

Cleanliness Drive Reporting

Scrap Disposal Tracking

Unified Monitoring Dashboard

Centre-State Replicability

SCDPM Portal (Centre, DARPG) → Technical Guidance → Swacchh (State-Level) Launch → Portal Hosting + training

Media Coverage

राज्य में शुरू हुआ 'स्वच्छ बिहार' पोर्टल
मुख्य सचिव अमृतलाल मीणा ने किया लॉन्च
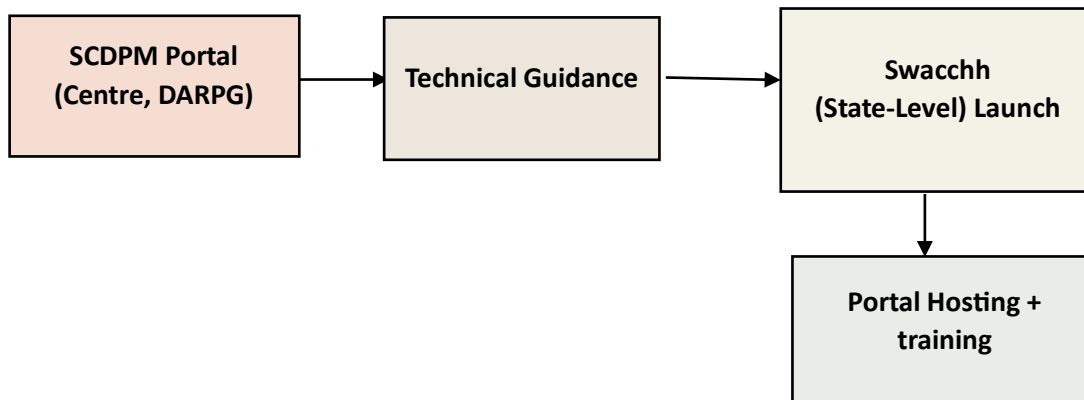
<table>
<tr><td>**3**</td><td>**Distribution of Ministries/Departments by Average Distinct Levels (Delayering)**</td></tr>
</table>

Key Interpretation

The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to just 4.15 in June 2025, streamlining processes and enhancing efficiency.

Average Distinct Transaction of Active Files (Yearly)

Yr-2021	Yr-2022	Yr-2023	Yr-2024	Jun-25
7.19	6.41	5.54	5.72	4.15

Average Distinct Level of Active Files (Monthly)

Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
4.41	4.24	4.73	4.17	4.17	4.15

3.1 Delayering Trend (June 2025)

Ministries/ Departments with Avg. Distinct Level ≤ 4	Ministries/ Departments with Avg. Distinct Level > 4 ≤5	Ministries/ Departments with Avg. Distinct Level >5
22	48	4
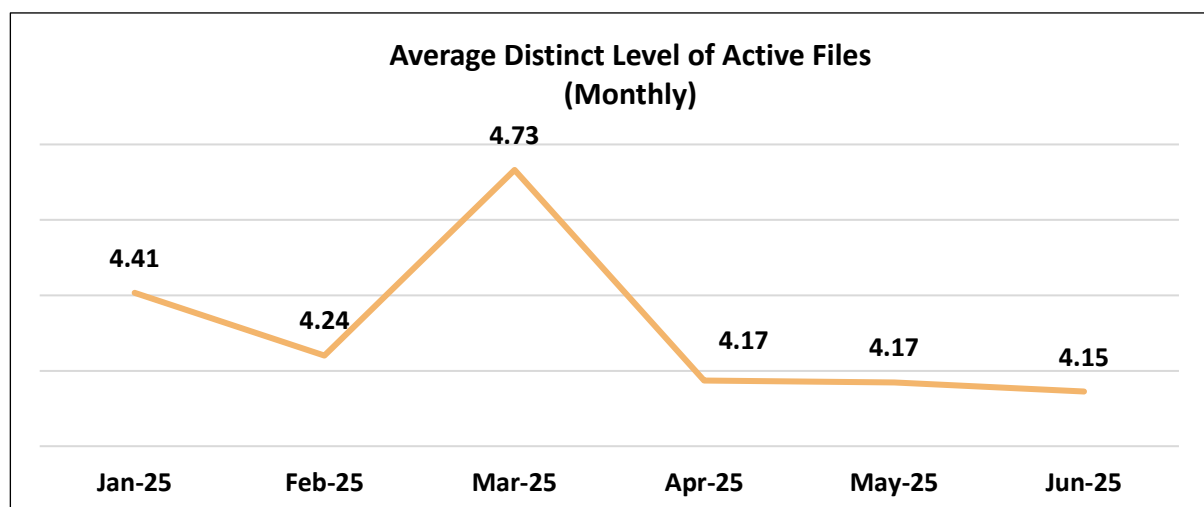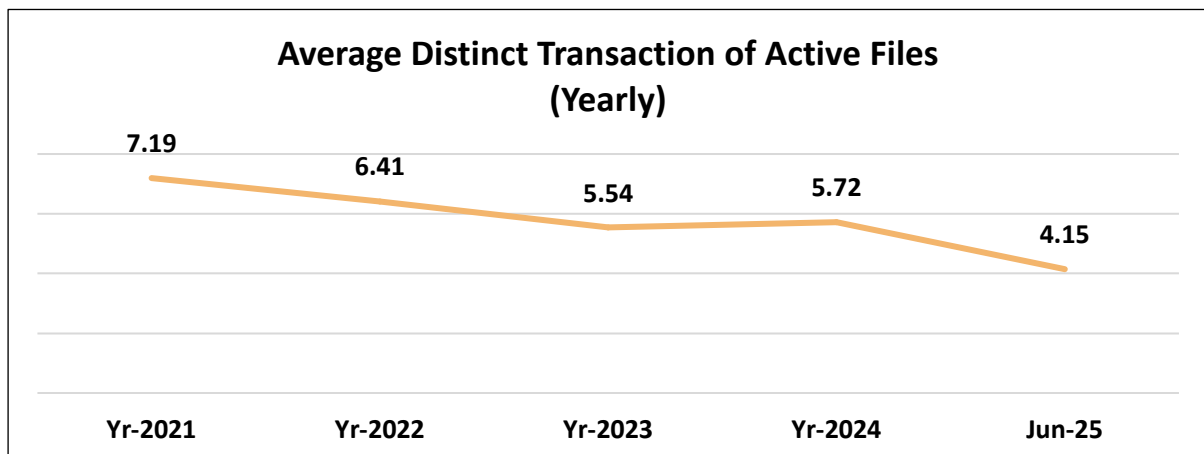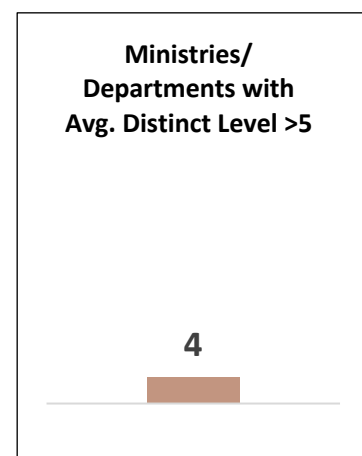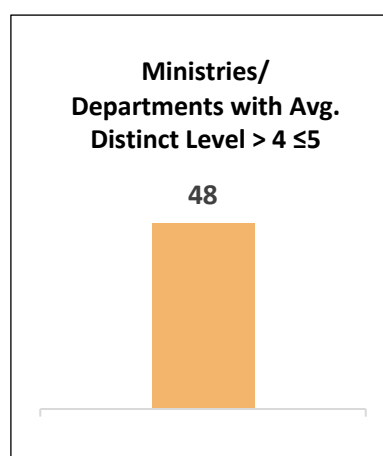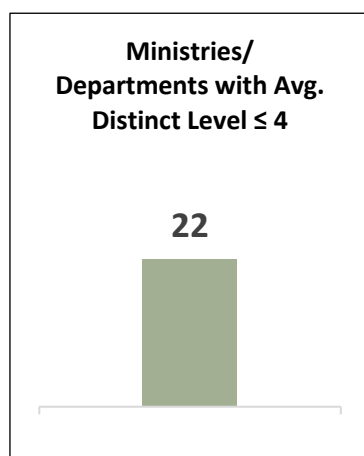
3.2. Status of Delayering (June - 2025)

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

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

Avg Distinct Level ≤ 4

	Value
DARE	1.86
DEA	2.07
DoPE	2.29
DSIR	2.83
LD	3.19
MCA	3.22
DoLA	3.28
DoCA	3.29
DBT	3.46
DoC	3.64
DoJ	3.69
DoE	3.73
MSDE	3.73
MoS	3.77
MoYAS	3.8
Fisheries	3.88
DCP	3.92
MoTA	3.93
MPA	3.94
MHA	3.96
DoFPD	3.96
MHI	4
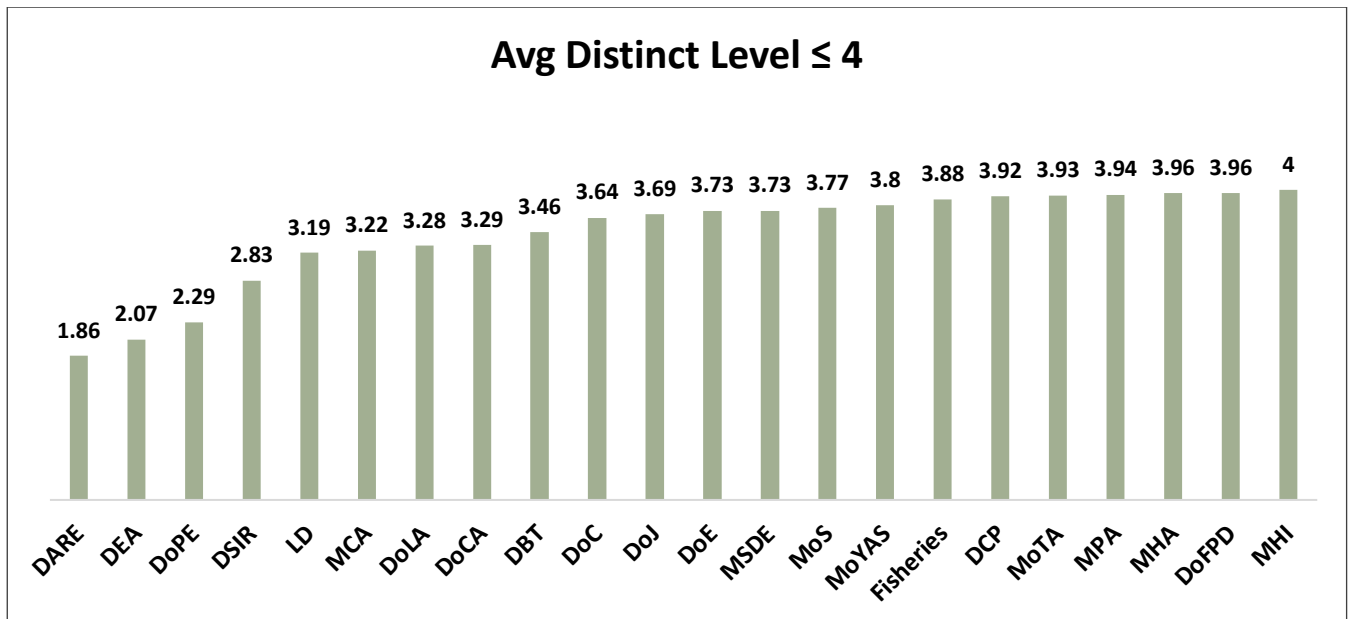
b. Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5

4 < Avg Distinct Level ≤ 5

	Value
Cooperation	4.02
DoL	4.03
MoSPI	4.05
DARPG	4.05
DIPAM	4.06
NITI Aayog	4.07
MoP	4.08
DHR	4.09
MNRE	4.11
MoEFCC	4.12
DFS	4.14
DOR	4.14
DPIIT	4.15
MoE	4.16
MoFPI	4.17
DAH	4.21
MoC	4.21
DST	4.28
MoLE	4.29
DoLR	4.32
MIB	4.38
MoPNG	4.38
DPPW	4.38
Coal	4.4
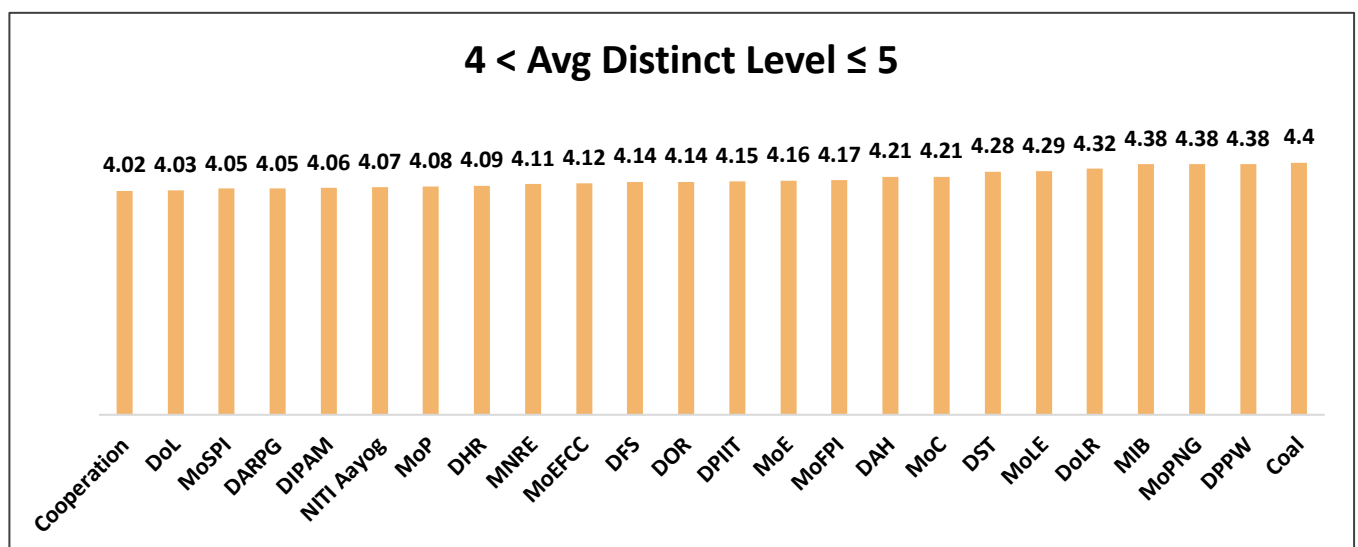
- **Ministries/Departments with average distinct transaction levels >4 and ≤5 (continued)**

4 < Avg Distinct Level ≤ 5

4.41 4.41 4.42 4.42 4.44 4.45 4.46 4.5 4.51 4.51 4.54 4.55 4.55 4.57 4.63 4.65 4.65 4.72 4.76 4.83 4.85 4.86 4.96 5

DH&FW MoRTH Posts MEA MoPSW MoDoNER DoWR&RD DoPT DA&FW MoT MoHUA MoM MSME MoPR MEITY DoRD MoMA DEPwD DoSJE MoCA MoWCD Tourism DoT MoES

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

Average Distinct Transaction Level >5

5.03   5.05   5.06   5.21

DoF   AYUSH   DoPh   DoDWS
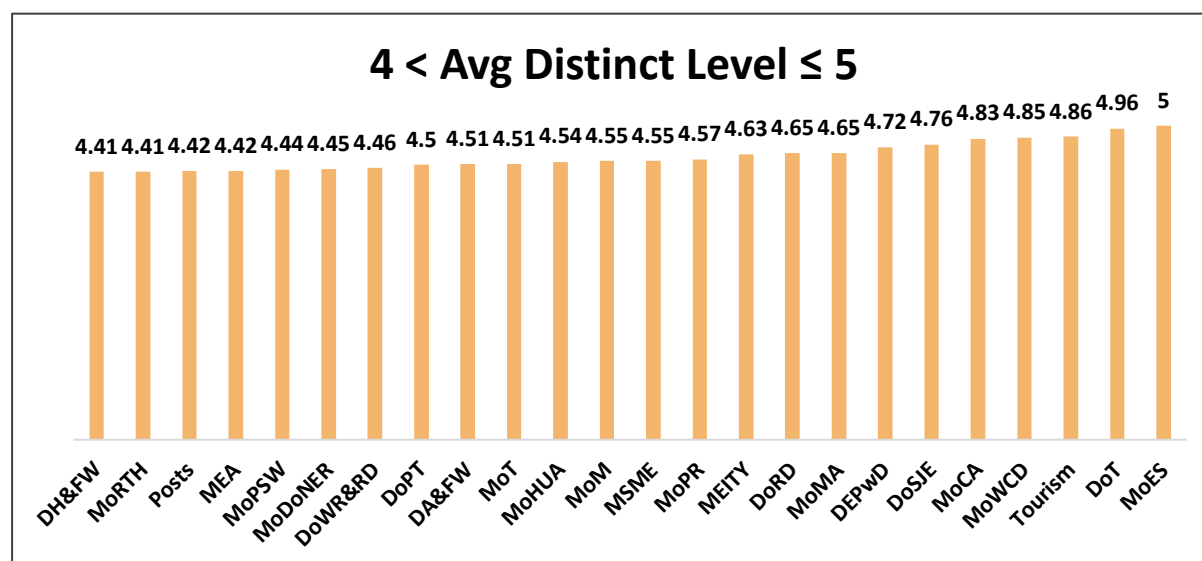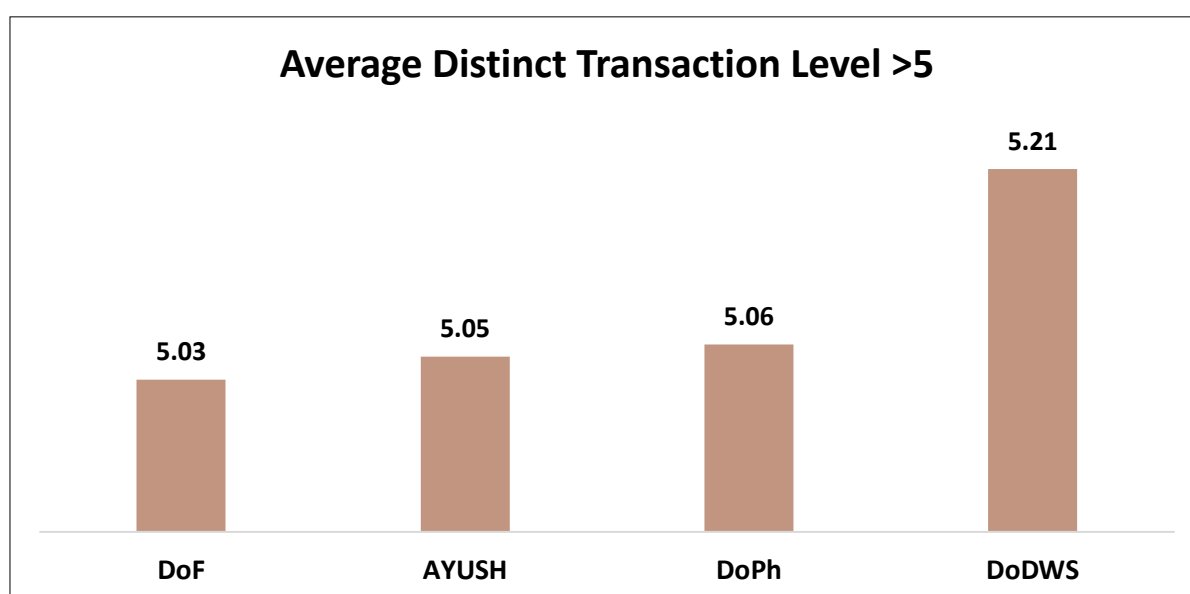
Only **4** Ministries/Departments have an average distinct transaction level greater than 5 — **Department of Fertilizers (DoF)** at **5.03**, **Ministry of AYUSH** at **5.05,** **Department of Pharmaceuticals** at **5.06** and, **Department of Drinking Water and Sanitation** at **5.21.**

4	**e-Office Analytics and Implementation**

4.1 e-Office analytics

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

The Dashboard provides for:

  o Real-time metrics enable comprehensive data analysis and support informed decision-making.

  o Decision-making processes are enhanced through intuitive data visualization and trend analysis.

  o Data analytics contribute to the further streamlining and strengthening of the e-Office system.

  o Supports the effective and integrated implementation of the IEDM framework.
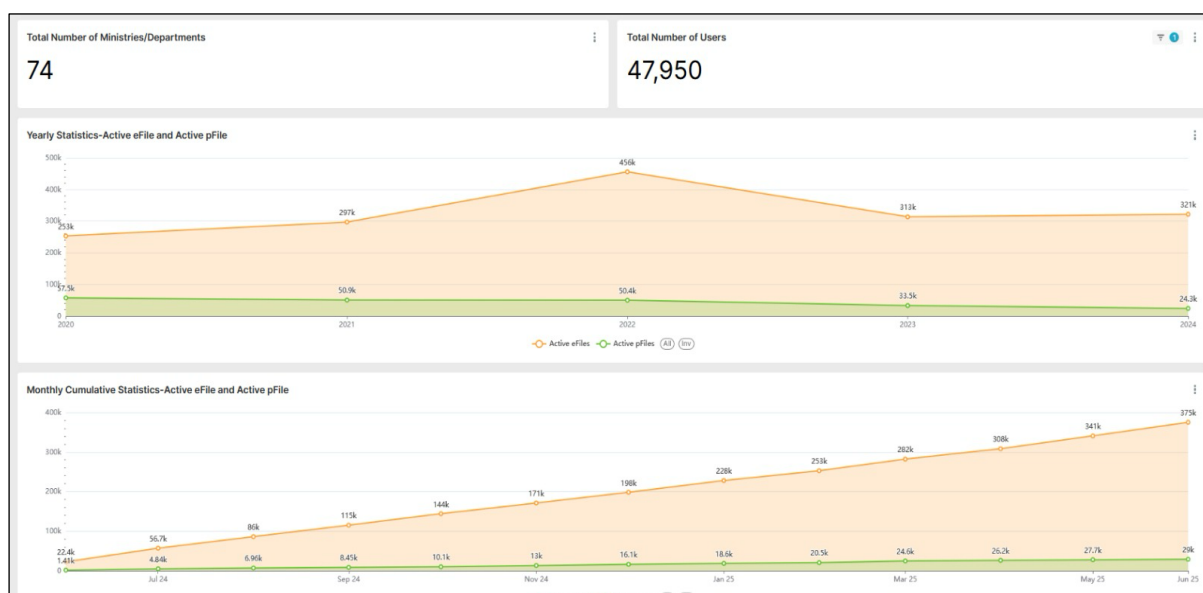
eOffice Analytics Dashboard Interface
URL: https://vishleshan.eoffice.gov.in/

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.

4.2 Growth of e-Files

Monthly Statistics of efiles for Total, Active and Closed

	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Total eFiles	35.6k	30.5k	30.5k	30.8k	28.1k	28.2k	30.9k	26.1k	31.2k	27.8k	34.0k	36.2k
Active eFiles	34.4k	29.3k	28.9k	29.1k	27.0k	27.1k	29.7k	24.8k	29.4k	26.2k	32.6k	34.2k
Closed eFiles	1.3k	1.2k	1.6k	1.7k	1.2k	1.1k	1.2k	1.4k	1.8k	1.6k	1.5k	2.0k

■ Total eFiles   ■ Active eFiles   ■ Closed eFiles

A consistent upward trend in total eFiles is observed from July 2024 to June 2025, reaching at **36.2k in June 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.**

Share of eFiles

1327, Pfiles

34150, E-files

■ E-files   ■ Pfiles
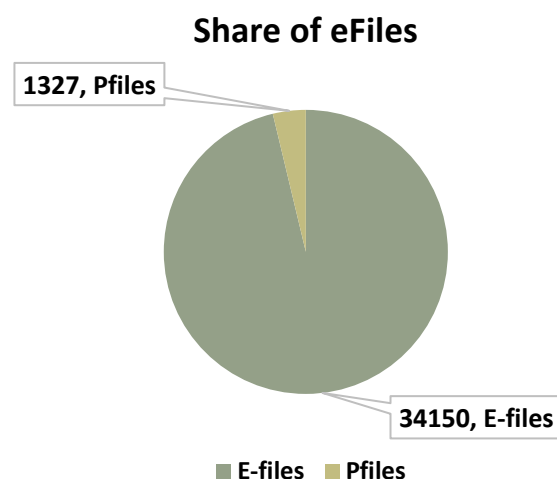
eFiles accounted for **96.26%** of total active files in **June 2025**, indicating dominant usage of digital files over physical ones.

4.3. eFiles creation (June 2025)

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

S.No.	Ministry/ Department Name	%Share of eFiles
1	Department of Telecommunications	89.46%
2	Department of Personnel & Training	84.52%
3	Ministry of Home Affairs	67.73%
4	Department of Official Language	10.53%

4.4. Inter-Departmental File Movement

Inter Ministry/Department File Movement Trends (Monthly)

Aug-24, 4638
Oct-24, 4996
Nov-24, 4376
Sep-24, 4298
Jan-25, 3238
Mar-25, 3792
May-25, 3892
Jun-25, 3812
Dec-24, 3108
Feb-25, 2959
Apr-25, 3225
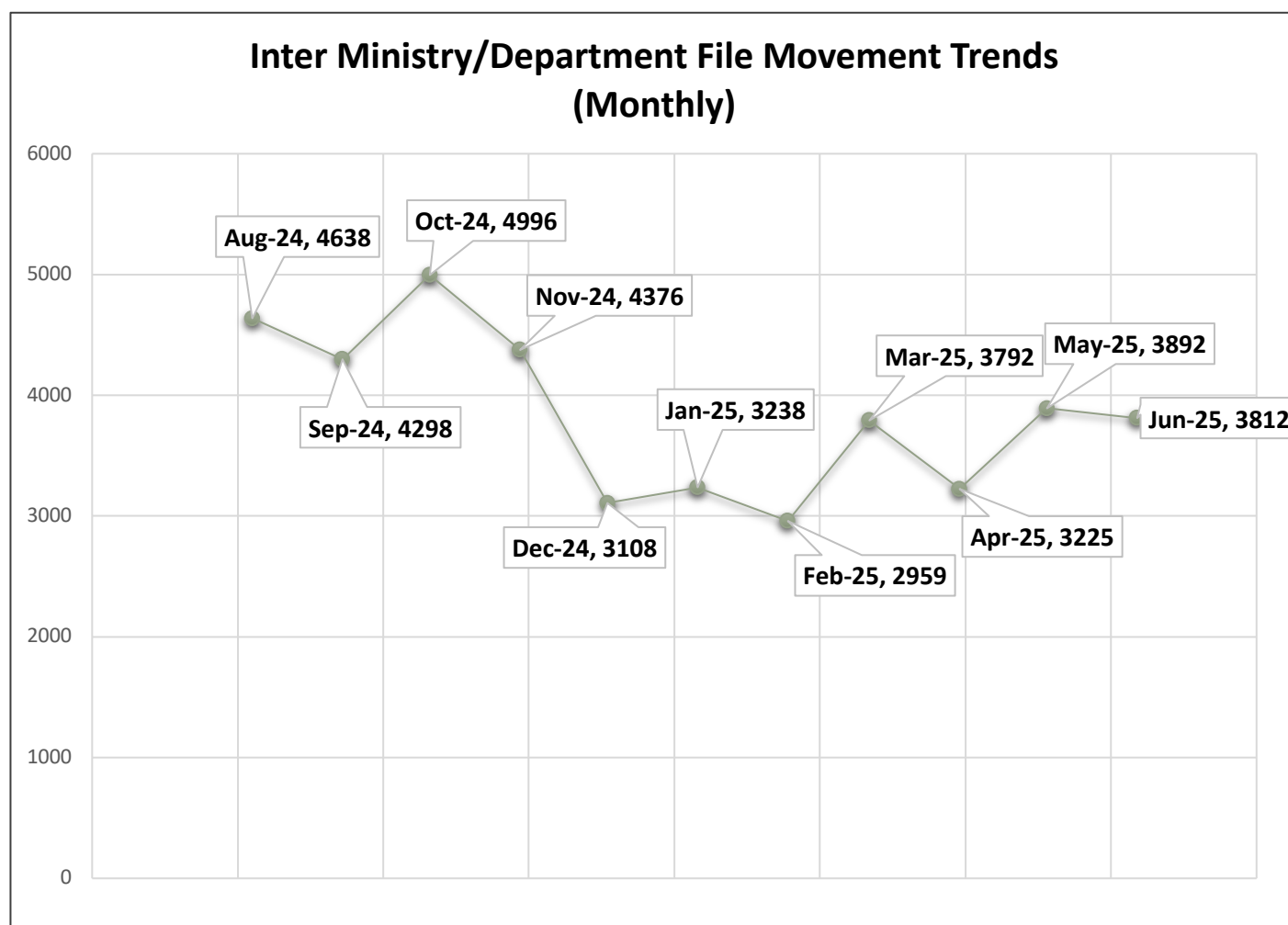
- **Top Ministries/Departments Driving Inter-Ministerial File Movement – June 2025**

Top 10 Ministry/Department with Inter Ministry File Movement Trends

Ministry/Department	Value
DoLA	599
MHA	485
DoPT	446
DoE	373
DoHFW	167
LD	136
DoT	116
MoHUA	98
DoWR&RD	91
DOL	81
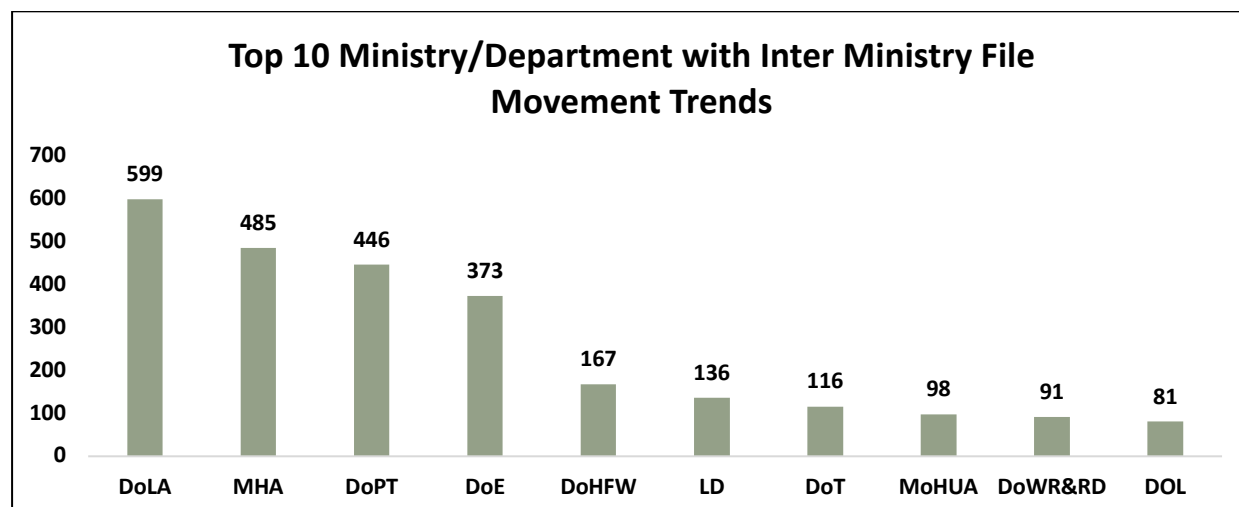
4.5. eReceipts Adoption (% share of eReceipts)

Monthly Trend of eReceipt Adoption: Jan 2025 – June 2025

	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25
Total Receipts Received	5,11,636	4,38,248	5,26,379	4,61,603	5,29,070	5,07,562
Total eReceipts Received	4,83,198	4,14,013	4,98,672	4,36,387	5,02,606	4,80,885
%age eReceipt	94.44%	94.47%	94.74%	94.54%	95.00%	94.74%

Legend: Total Receipts Received — Total eReceipts Received — %age eReceipt
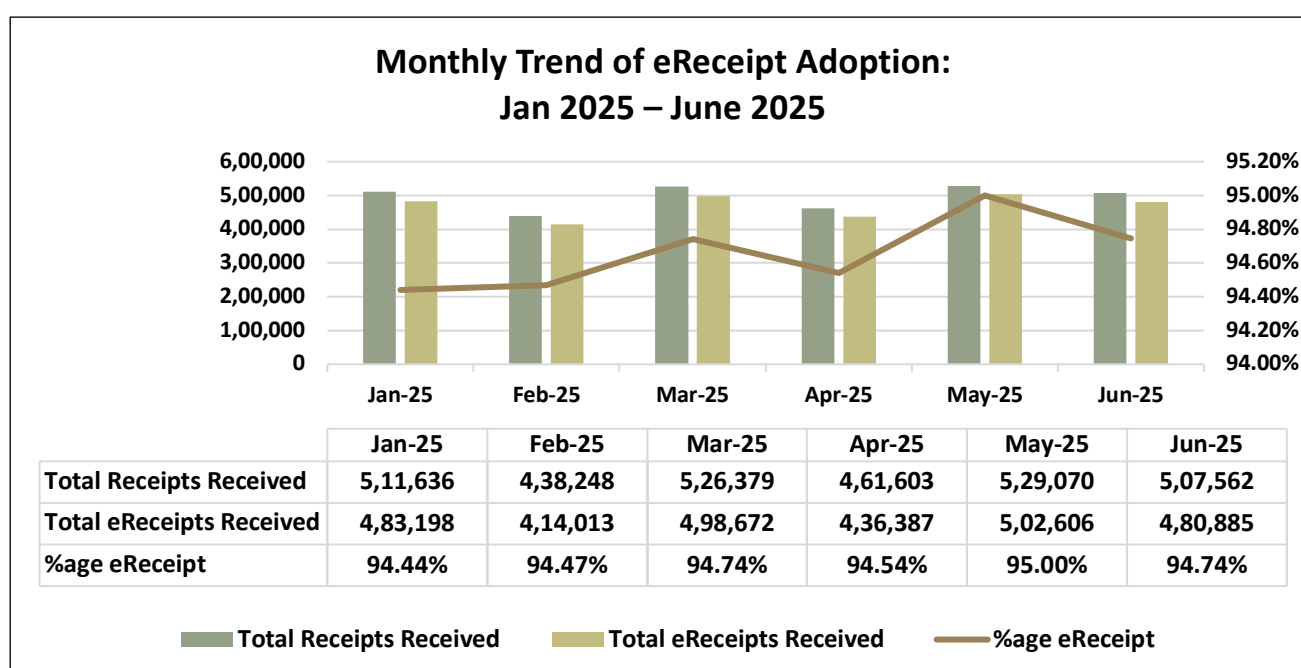
The share of eReceipts has remained consistently above 94% over the **last six months**, reaching **94.74% in June 2025** — indicating sustained digital adoption in receipt handling across Ministries/Departments.

Ministries/Department with 100% eReceipts for June 2025
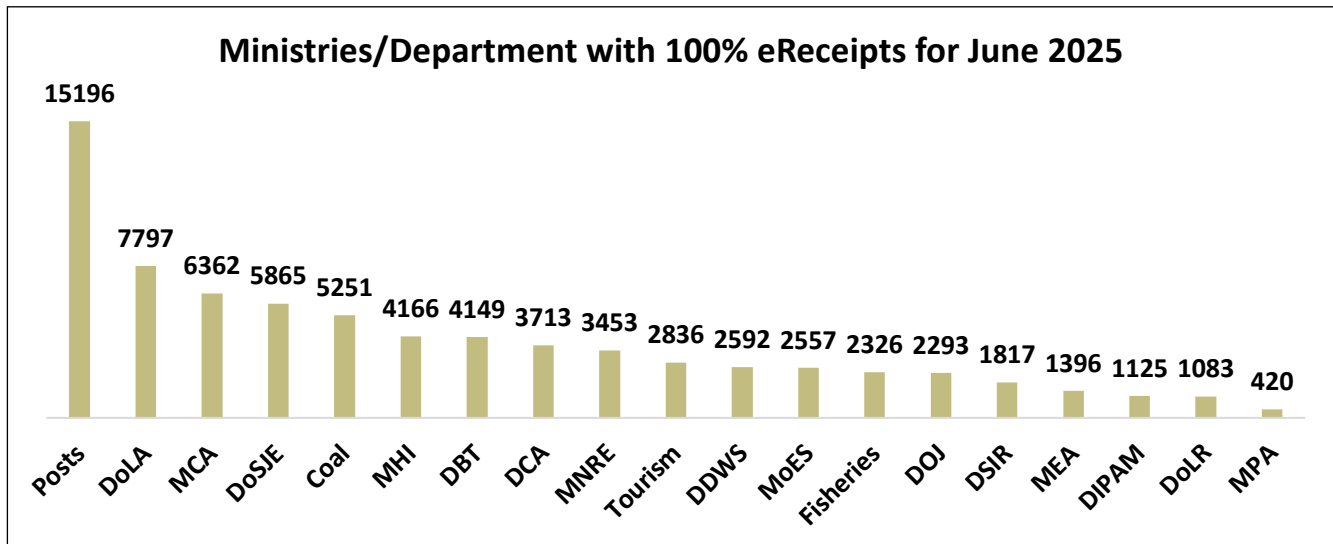
4.6. eOffice Analytics

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

S No.	Ministry/ Department	% Active eFiles	% eReceipt	% Files with Avg Distinct Level >4
1	DEA - Ministry of Finance	99.97%	97.56%	6.75%
2	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	98.60%	93.44%	-
3	Ministry of Home Affairs	67.73%	79.12%	34.05%
4	Department of Legal Affairs	100.00%	100.00%	10.52%
5	Ministry of Housing & Urban Affairs	99.91%	96.76%	-
6	Ministry of Education	96.45%	98.80%	42.15%
7	Ministry of Environment, Forest and Climate Change	99.78%	99.98%	38.78%
8	Legislative Department	100.00%	88.60%	9.38%
9	Department of Commerce	99.76%	97.31%	27.47%
10	DOE - Ministry of Finance	95.32%	67.00%	27.01%
11	Department of Personnel & Training	84.52%	88.65%	45.68%
12	Department of Posts	100.00%	100.00%	37.43%
13	Department for Promotion of Industry and Internal Trade	99.87%	98.73%	37.44%
14	Ministry of Road Transport & Highways	100.00%	99.85%	41.29%
15	Ministry of Statistics & Programme Implementation	98.96%	99.88%	32.94%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	% Files with Avg Distinct Level >4
16	Department of Agriculture and Farmer Welfare	98.02%	99.71%	43.11%
17	Department of Telecommunications	89.46%	83.40%	50.09%
18	Ministry of Information & Broadcasting	91.44%	76.95%	46.46%
19	DFS - Ministry of Finance	100.00%	92.88%	33.49%
20	Ministry of Skill Development and Entrepreneurship	99.79%	93.89%	26.43%
21	NITI Aayog	100.00%	97.76%	33.92%
22	Ministry of Corporate Affairs	100.00%	100.00%	24.45%
23	Department of Water Resources, River Development & Ganga Rejuvenation	100.00%	99.95%	45.11%
24	Department of Science & Technology	99.74%	99.99%	42.33%
25	Ministry of AYUSH	93.97%	80.78%	56.75%
26	Ministry of External Affairs	100.00%	100.00%	40.17%
27	Ministry of Labour & Employment	99.44%	91.15%	41.69%
28	Ministry of Youth Affairs & Sports	99.43%	99.95%	34.93%
29	Department of Animal Husbandry and Dairying	100.00%	99.87%	34.65%
30	DOR - Ministry of Finance	98.13%	85.64%	28.41%
31	Ministry of Mines	100.00%	99.92%	38.22%
32	Ministry of Electronics & Information Technology	99.36%	96.42%	44.48%
33	Ministry of Civil Aviation	100.00%	99.73%	60.15%
34	Department of Rural Development	99.63%	99.96%	48.68%
35	Department of Scientific and Industrial Research	100.00%	100.00%	5.42%
36	Ministry of Petroleum and Natural Gas	98.79%	98.91%	40.48%
37	Ministry of Culture	99.57%	96.15%	38.27%
38	Ministry of Power	98.28%	99.91%	35.24%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	% Files with Avg Distinct Level >4
39	Ministry of Women and Child Development	100.00%	99.97%	53.47%
40	Ministry of Ports, Shipping and Waterways	100.00%	99.91%	46.69%
41	Ministry of Tourism	100.00%	100.00%	52.87%
42	Department of Social Justice & Empowerment	100.00%	100.00%	51.93%
43	Ministry of Micro Small and Medium Enterprises	98.48%	86.93%	53.85%
44	Department of Drinking Water and Sanitation	100.00%	100.00%	59.21%
45	Department of Food & Public Distribution	100.00%	99.82%	35.67%
46	DHR DEPARTMENT - Ministry of Health & Family Welfare	96.65%	90.68%	-
47	Ministry of Textiles	98.81%	79.70%	38.36%
48	Ministry of Steel	93.71%	99.01%	33.13%
49	Ministry of Coal	100.00%	100.00%	41.61%
50	Ministry of New and Renewable Energy	100.00%	100.00%	33.33%
51	Ministry of Development of North Eastern Region	100.00%	99.88%	40.29%
52	Department of Fertilizers	99.34%	99.82%	54.23%
53	Department of Fisheries	100.00%	100.00%	32.81%
54	Ministry of Cooperation	99.26%	90.51%	35.20%
55	Department of Empowerment of Persons with Disabilities	100.00%	99.90%	37.40%
56	Department of Consumer Affairs	100.00%	100.00%	23.15%
57	Ministry of Panchayati Raj	100.00%	99.95%	45.36%
58	Department of Biotechnology	100.00%	100.00%	21.25%
59	Ministry of Food Processing Industries	100.00%	95.19%	34.52%
60	Ministry of Tribal Affairs	98.98%	99.38%	31.82%
61	Ministry of Minority Affairs	98.96%	88.45%	46.51%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	% Files with Avg Distinct Level >4
62	Ministry of Heavy Industries	100.00%	100.00%	30.12%
63	Department of Chemicals and Petrochemicals	98.72%	99.92%	29.63%
64	Department of Pharmaceuticals	94.81%	99.64%	58.46%
65	Department of Pensions and Pensioners' Welfare	100.00%	99.03%	53.45%
66	Ministry of Earth Sciences	100.00%	100.00%	56.86%
67	Department of Justice	100.00%	100.00%	22.92%
68	Department of Land Resources	100.00%	100.00%	44.74%
69	Ministry of Parliamentary Affairs	100.00%	100.00%	41.94%
70	DIPAM - Ministry of Finance	100.00%	100.00%	41.18%
71	Department of Administrative Reforms & Public Grievances	92.00%	97.15%	33.33%
72	Department of Public Enterprises	100.00%	99.82%	-
73	Department of Agricultural Research and Education	100.00%	99.53%	7.14%
74	Department of Official Language	10.53%	22.04%	27.27%

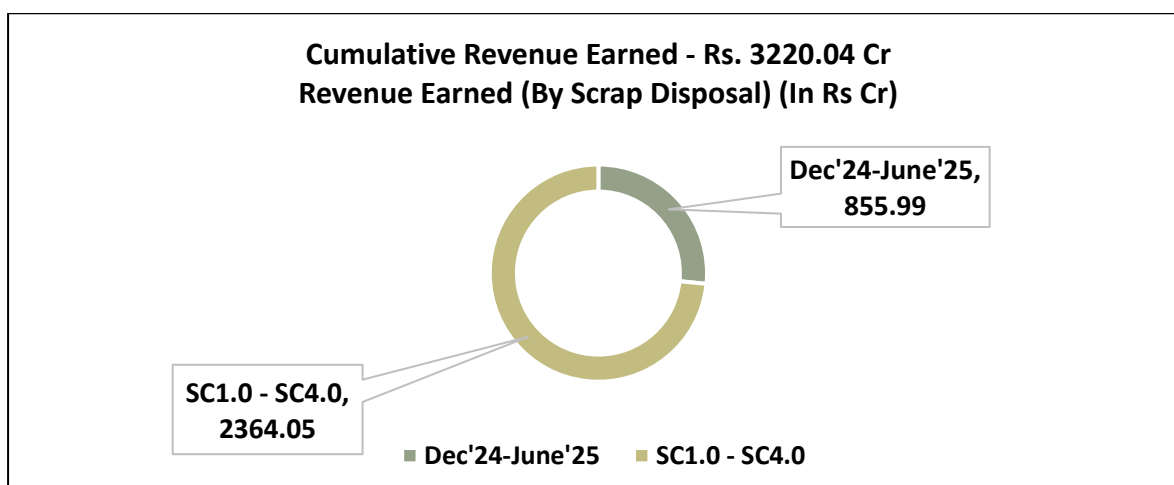Ministries/Departments having average Distinct Transaction levels more than 5 to review Delayering/Delegation.

5 | Special Campaign & Institutionalisation of Swachhata

Cumulative Achievements (2021 – June 2025)

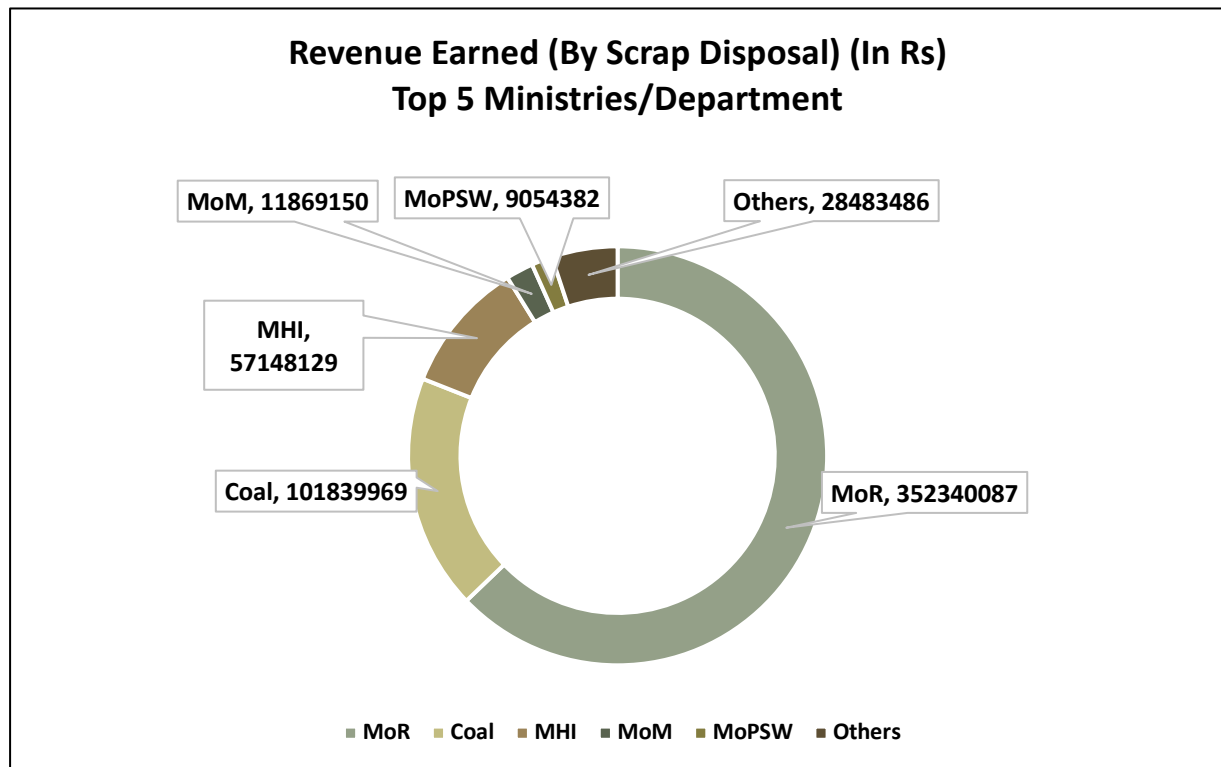| Parameters	SC1.0 - SC4.0	Dec'24-May'25	June'25	Cumulative
Revenue Earned (in Rs. Crore)	2,364.05	799.92	56.07	**3220.04**
Space Freed (in lakh Sq. Ft)	643.82	35.93	11.67	**691.42**
Cleanliness Campaign Sites	11,49,935	39,724	8,128	**11,97,787**
Files Weeded out (in Lakhs)	131.4	5.2	0.52	**137.12**

The data highlights the sustained momentum of the Special Campaigns **(SC1.0–SC4.0)** and Secretariat Reforms in driving administrative efficiency and promoting cleanliness across Ministries/Departments. As of June 2025, cumulative achievements include **₹3220.04** crore generated through scrap disposal, **691.42 lakh sq. ft** of office space freed, over **11.97 lakh sites** covered under cleanliness campaigns, and **137.12 lakh files weeded out**. The consistent progress in the months of Dec'24 to June'25 reaffirms the institutionalization of Swachhata and efficiency-oriented practices in day-to-day governance.

5.1. Cumulative Revenue Earned (Rs in Cr.)

Cumulative Revenue Earned - Rs. 3220.04 Cr
Revenue Earned (By Scrap Disposal) (In Rs Cr)

Dec'24-June'25, 855.99

SC1.0 - SC4.0, 2364.05
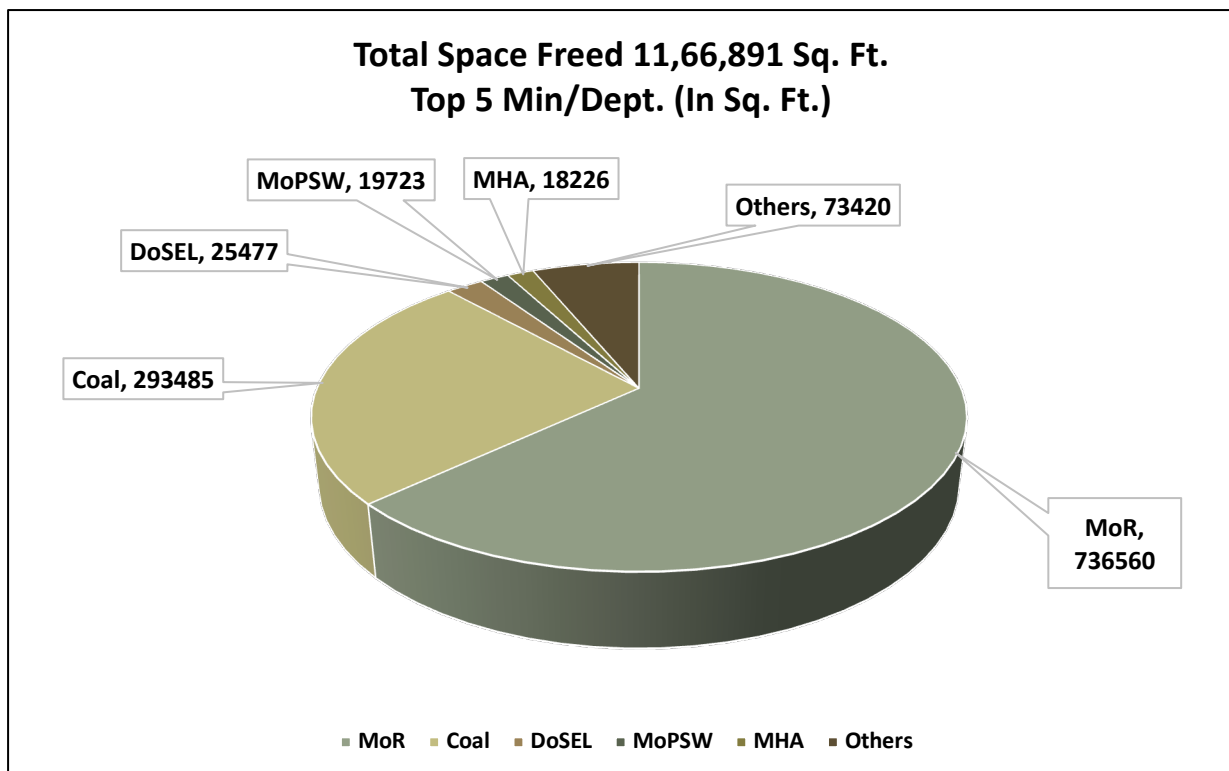
■ Dec'24-June'25   ■ SC1.0 - SC4.0

Out of the total **₹3220.04.97** crore revenue earned through scrap disposal, **₹855.99** crore was generated during **Dec'24–June'25** alone, reflecting continued momentum beyond Special Campaigns **SC1.0–SC4.0**, which had earlier contributed **₹2364.05 crore**.

5.2. Revenue Earned from Scrap Disposal (June 2025)

**Revenue Earned (By Scrap Disposal) (In Rs)
Top 5 Ministries/Department**

MoM, 11869150

MoPSW, 9054382

Others, 28483486

MHI,
57148129

Coal, 101839969

MoR, 352340087

■ MoR ■ Coal ■ MHI ■ MoM ■ MoPSW ■ Others

5.3.Space Freed (June 2025)

**Total Space Freed 11,66,891 Sq. Ft.
Top 5 Min/Dept. (In Sq. Ft.)**

MoPSW, 19723

MHA, 18226

DoSEL, 25477

Others, 73420

Coal, 293485

MoR,
736560

■ MoR ■ Coal ■ DoSEL ■ MoPSW ■ MHA ■ Others

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

> **Ministry of Railways:** Total Revenue Earned in June 2025 is Rs. 35,23,40,087 The top 3 zones according to Revenue Earned are: -

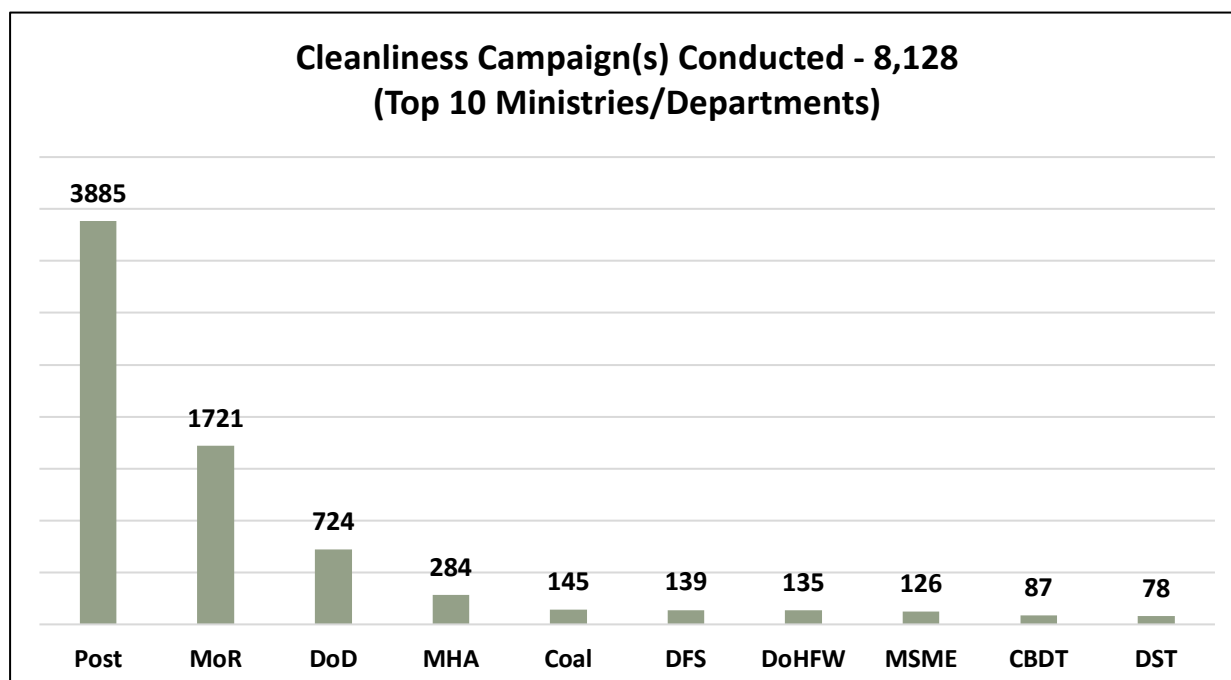| S.No.	Zone	Revenue Earned (In Rs.)
1.	East Central Railway	15,71,00,000
2.	Eastern Railways	6,70,00,000
3.	South Western Railway	6,54,15,186

> **Ministry of Coal:** Total Revenue Earned in May 2025 is Rs. 10,18,39,969. The top 3 sites according to Revenue Earned are: -

S.No.	Site/Office	Revenue Earned (In Rs.)
1.	Northern Coalfields Limited	4,51,42,874
2.	Western Coalfields Limited	1,95,62,425
3.	Eastern Coalfields Limited	1,43,17,081

> **Ministry of Heavy Industries:** Total Revenue Earned in June, 2025 is Rs. 5,71,48,129. The top 3 sites according to Revenue Earned are: -
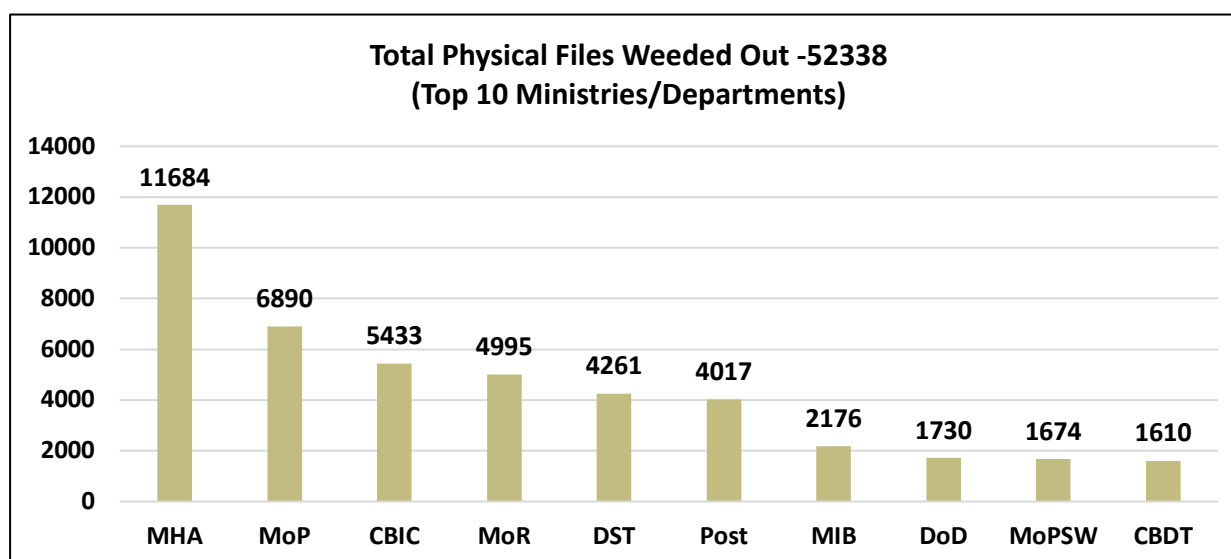
S.No.	Site/Organisation	Revenue Earned (In Rs.)
1.	Bharat Heavy Electronics Limited	5,42,23,366
2.	Cement Corporation of India Limited	10,94,280
3.	Automotive Research Association of India	8,35,020

5.4. Cleanliness Campaign Sites (June 2025)

Cleanliness Campaign(s) Conducted - 8,128
(Top 10 Ministries/Departments)

	Post	MoR	DoD	MHA	Coal	DFS	DoHFW	MSME	CBDT	DST
Value	3885	1721	724	284	145	139	135	126	87	78

Out of **8,128** total cleanliness campaigns conducted, the **Department of Posts alone accounted for nearly 50% of the total**, followed by the Ministry of Railways and Department of Defence—indicating strong and consistent participation in Swachhata initiatives by these departments.

5.5. Physical Files Weeded out (June 2025)

Total Physical Files Weeded Out -52338
(Top 10 Ministries/Departments)

	MHA	MoP	CBIC	MoR	DST	Post	MIB	DoD	MoPSW	CBDT
Value	11684	6890	5433	4995	4261	4017	2176	1730	1674	1610

Out of the **52,338** physical files weeded out, the Ministry of Home Affairs led with 11,684 files, followed by MoP and CBIC. This indicates a strong push by key Ministries toward decluttering and improving physical file management.
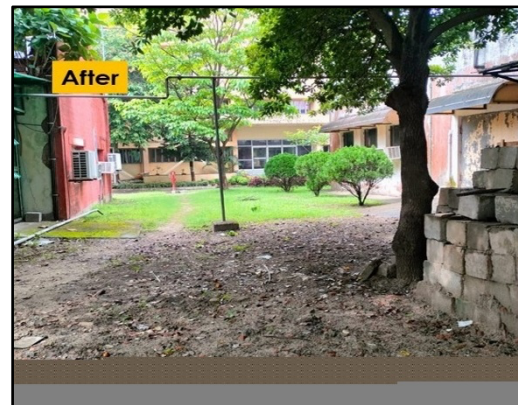
6   Before-After

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

BEFORE

AFTER

Waste Disposal – Enhancing Aesthetics and Utility through waste management, accessible office space: **Variable Energy Cyclotron Centre, Kolkata, DAE.**

BEFORE

AFTER

Old files weeded out efficiently to utilize the storage space at **Heavy Water Board, Mumbai; DAE**

BEFORE

AFTER
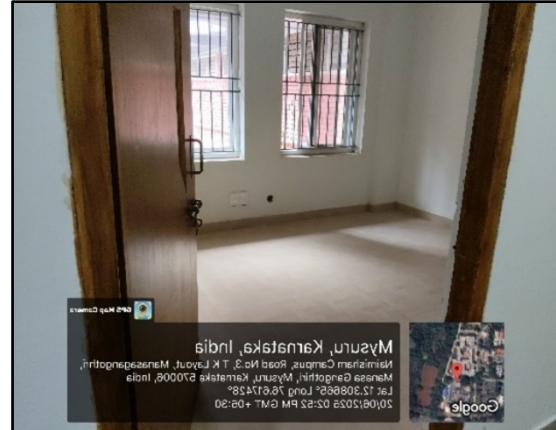
Promoting Cleanliness and Efficient Use of Office space at **Gola Branch -Bank Of Baroda, Jharkhand; DFS**

BEFORE   **AFTER**

Scraping out waste for efficient use of Office space at **All India Institute of Speech and Hearing (AIISH), Mysore; DH&FW**

Renovation of Factory Reception at Instrumentation Limited, Palakkad, **Kerala; MHI**

BEFORE   **AFTER**

Efficiently utilizing unused space for office cafeteria at **Cafeteria, Transit House, CIL HQ, Kolkata; Coal**

7   Best Practices- Citizen Centric Practices

Awareness programme organised in OPD, **Lokopriya Gopinath Bordoloi Regional Institute of Mental Health, Tezpur**, Assam, Guwahati; **DH&FW**

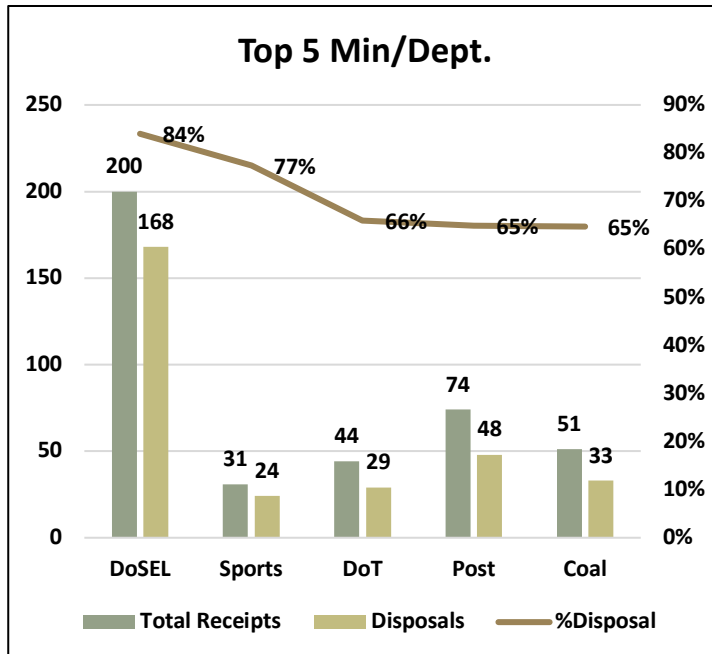Thalassemia Bal Seva Yojna Workshop organised by **CIL, New Delhi; Ministry of Coal**

Employees come together at **Bandra Kurla Complex** for a Cleanliness Drive, removing plastic waste to promote a greener tomorrow at **DFS**
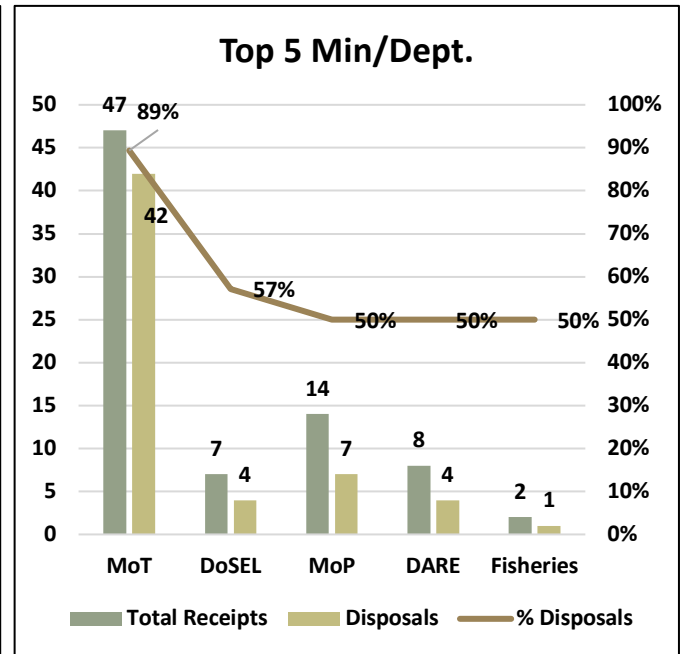
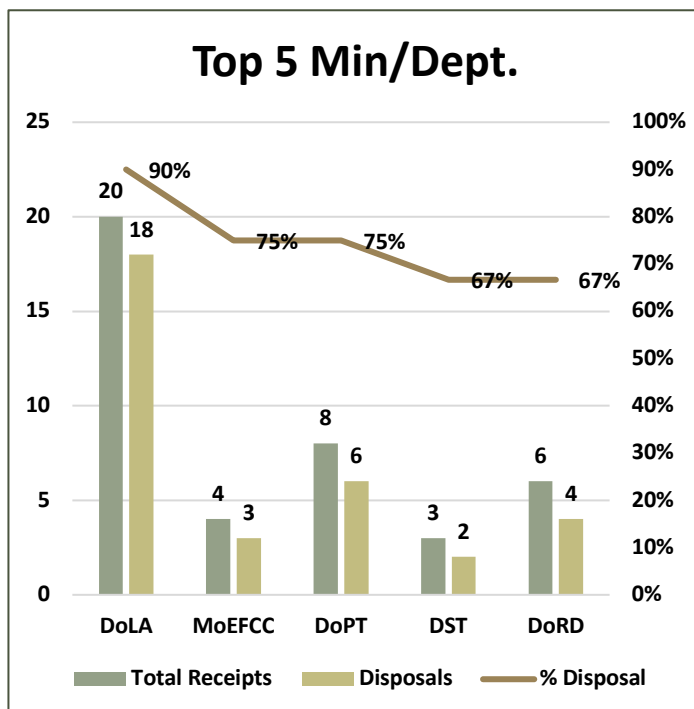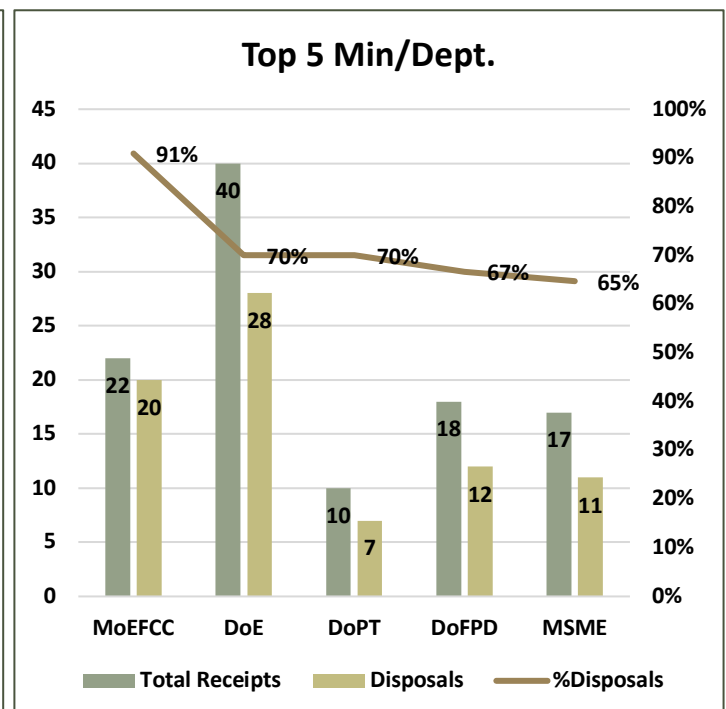# 8 Parameter wise performance of Ministries/Departments

MP References

Top 5 Min/Dept.

	DoSEL	Sports	DoT	Post	Coal
Total Receipts	200	31	44	74	51
Disposals	168	24	29	48	33
%Disposal	84%	77%	66%	65%	65%

Parliamentary Assurances

Top 5 Min/Dept.

	MoT	DoSEL	MoP	DARE	Fisheries
Total Receipts	47	7	14	8	2
Disposals	42	4	7	4	1
% Disposals	89%	57%	50%	50%	50%

IMC References

Top 5 Min/Dept.

	DoLA	MoEFCC	DoPT	DST	DoRD
Total Receipts	20	4	8	3	6
Disposals	18	3	6	2	4
% Disposal	90%	75%	75%	67%	67%

State Government References

Top 5 Min/Dept.

	MoEFCC	DoE	DoPT	DoFPD	MSME
Total Receipts	22	40	10	18	17
Disposals	20	28	7	12	11
%Disposals	91%	70%	70%	67%	65%

22

PMO References

Top 5 Min/Dept.

Legend: Total Receipts, Disposals, % Disposal

Data labels:
- NITI Aayog: 18, 18, 100%
- DoFPD: 27, 26, 96%
- MoP: 17, 15, 88%
- MoHUA: 13, 11, 85%
- Coal: 540, 376, 70%

Public Grievances

Top 5 Min./Dept.

Legend: Total Receipts, Disposals, %Disposal

Data labels:
- MoR: 275647, 275431, 100%
- Post: 130115, 103604, 80%
- MoLE: 28224, 20872, 74%
- DoPPW: 8671, 8671, 100%
- DoT: 8292, 7365, 89%

Files Weeded Out

Top 5 Min/Dept.

Data labels:
- MHA: 17886, 11684
- MoP: 6890, 6890
- CBIC: 5433, 5433
- MoR: 6663, 4995
- DST: 4261, 4261

Legend: Physical Files Identified For Weeding, Physical Files Weed Out

23

9   In-Focus: Department of Post

Introduction

Department of Posts, with its network of 1,64,987 Post Offices as on 31.03.2024, is the largest Postal network in the world. The origin of this modern Postal network can be traced back to the year 1727, when the first Post Office was set up in Kolkata. With its unparalleled reach, India Post remains a key enabler of communication, financial inclusion, and social welfare in India. By embracing technology and innovation, it continues to evolve, ensuring seamless service delivery to urban and rural populations alike.

Core Functions & Activities of the Department of Posts

(1) Mail & Remittance Services:

(a) The primary function of Department of Post is the processing, transmission, and delivery of mail across India.

(b) It also facilitates money remittance services, enabling secure financial transactions nationwide.

(2) Financial Inclusion & Social Security:

(a) For over a century, India Post has provided banking (Post Office Savings Bank) and insurance services (Postal Life Insurance & Rural Postal Life Insurance).

(b) It plays a crucial role in Direct Benefit Transfer (DBT), disbursing wages under MGNREGA and other Central/State welfare schemes, even in remote and inaccessible regions.

2. Key achievements of Department of Posts during Special Campaign 4.0 (02.10.2024 to 31.10.2024)

2.1   Achievement in the period 02.10.2024 to 31.10.2024

(1) Cleanliness campaigns were conducted in the entire network as part of the saturation approach to Swachhta adopted by the Department during the year and 46,029 sq. ft. space freed.

(2) More than 70000 old files & E-files were weeded out, more than one lakh public grievances and 1600 CPGRAMS appeals were disposed of.

Key Customer Centric Digital Initiatives
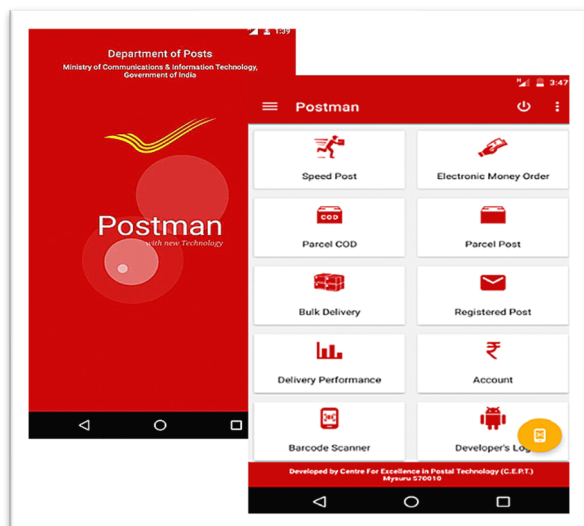
Postman Mobile Application (PMA): Earlier, delivery update of accountable articles used to be done in an offline mode and the delivery information was updated in the tracking report, only after the Postmen fed it in the system after completing his/her delivery beat for the day. The visibility of the delivery status of an article was further limited by the delay in updation in the central server. In order to provide almost real time updation of delivery information of Speed Post, Registered letters, parcels etc.

Jan Sampark –Dak Chaupal: Dak Chaupals are envisaged to ensure that government services are brought to the doorsteps of citizens, covering the last mile and fostering effective service delivery with a commitment to community engagement. The success of Dak Chaupals is reflected not only in the numbers—**more than 58,340 Dak Chaupals have been conducted nationwide, outreaching over 41.66 lakh people (approx.), with a commendable 45 % female participation** till 01.07.2025 since its inception (1 September 2023) —but also in their tangible impact on service delivery, citizen engagement, and financial empowerment.

a. Glimpses

Swachhata

Staff members actively participating in a Swachhata drive,

Telangana Postal Circle

The Art of Space Repurposing: Establishment of a Library at **Pauri Division, Uttarakhand; Post**

The Art of Space Repurposing: Establishment of a Evening Post Office at **Bangaluru, Karnataka; Post**

Enhancement of Working Space

A remarkable transformation, enhancing the office environment and ensuring a cleaner, more efficient workspace at **Sheoraphuli Mukhya Dak Ghar, West Bengal; Post**

A remarkable transformation of Postal Quaters, enhancing the residential environment and ensuring a cleaner, more efficient living space at **Kandi, West Bengal; Post**

Waste to Wealth
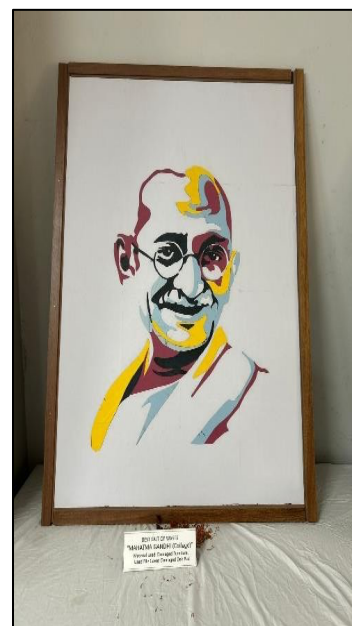
Transforming waste into Remarkable piece of Artwork, Charkha and Mahatma Gandhi portrait made from scrap materials **by West Bengal Circle; Post**

A Caribbean Boat used for beautification of lounge, **Yogayog Bhawan, Kolkata, West Bengal; Post**

Beautification of walls through wall art, **Chhaygaon SO, Assam; Post**

Beautification of walls through wall art, **Chotila SO Surendranagar Gujarat; Post**

10. 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.
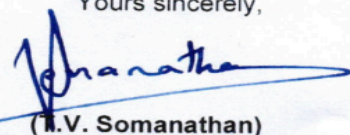
3. However, it is observed that delayering is not being implemented in true spirit and a trend of increasing the channels of submission is observed in some Ministries/Departments. This is against the essence of the reforms undertaken so far and creates potential delays in file processing.

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

11. Office Memorandum on Institutionalisation of Swachhata

No. Q-150122/2024-O&M-DARPG (8885)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, New Delhi
Dated: 17 December 2024

OFFICE MEMORANDUM

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

It has been decided that as a sequel to the month-long Special Campaign 4.0 for Swachhata and disposal of pending matters conducted from 2nd October 2024 to 31st October 2024, the campaign has to be institutionalized and the thrust of the campaign should be maintained throughout the year. Accordingly, the following actions may be taken up by Ministries/Departments on a regular basis in order to keep the pendency to minimum possible:

(i) The system of Special Campaign Portal and Nodal Officers will continue to be operational to oversee the institutionalization / continuation of activities covered in the Special campaign.

(ii) All Ministries/Departments may dedicate 3 hours every week for continuation of activities covered in the Special campaign across all offices of Ministries/ Departments.

(iii) Nodal Officers of each Ministry may review the progress of activities on a weekly basis and the Secretary of the Ministry/ Department may review the progress on a monthly basis.

(V. Srinivas)
Secretary to the Government of India

To

All Secretaries of the Government of India

Copy for information to:
1. Principal Secretary to the PM
2. Cabinet Secretariat, Rashtrapati Bhawan, New Delhi (Ms. Kavita Singh, JS)
3. All Nodal Officers of Special Campaign 4.0

Copy to:
Senior Technical Director, NIC, DARPG

12. 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
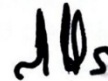Department of Administrative Reforms & Public Grievances

Sardar Patel Bhawan, New Delhi
Dated 31st December, 2024

OFFICE MEMORANDUM

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

****

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 3rd January, 2025 and data entry may be completed by 7th 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

13. 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:
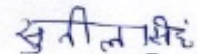
(i)   Display their standing orders of delayering/Channels of Submission on their respective e-Office dashboard.

(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

13. 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.

सुनील सिंह

(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 Investment & Public Asset Management
2	Department of Official Language
3	Department of Revenue
4	Department of Space
5	Department of Youth Affairs
6	Ministry of Development of North Eastern Region
7	Ministry of Food Processing Industries
8	Ministry of Minority Affairs
9	Ministry of New and Renewable Energy
10	Ministry of Petroleum and Natural Gas
11	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
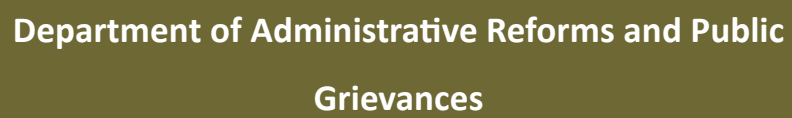
Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001