



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES
GOVERNMENT OF INDIA



Secretariat Reforms

- a) Swachhata Campaign & Reducing Pendency
- b) Increasing Efficiency in Decision Making
- c) eOffice

Monthly Report | April 2023

Department of Administrative
Reforms and Public Grievances

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1. Key Highlights for the month of April, 2023

➤ Milestones achieved in 2023 (upto April, 2023)

- Cleanliness campaigns conducted at **11,605** sites
- **22,82,825** sq. ft. space freed
- **Rs. 80.29** crore revenue earned
- **9,90,651** files reviewed and **4,13,709** files weeded out
- **14.66 lakh public grievances disposed**
- **2479 PMO references disposed**
- **9064 MP references disposed**
- **472 parliamentary Assurances fulfilled**
- **483 Inter-Ministerial references disposed**

❖ Progress in April 2023

➤ Increased focus on Swachhata

- **146%** increase in Swachhata Campaign sites as compared to March, 2023
- **87%** increase in space freed as compared to March 2023
- **25%** more Revenue earned as compared to March 2023

- **46 Ministries/Departments** have Fully Delayed (**Department of Official Language** is the new addition)
- **40 Ministries/Departments** have adopted Desk Officer System as of April 2023 against 28 Ministries/Departments in April 2022
- 2,56,650 Active eFiles added, Active pFiles reduced by 94,651
- **30 Ministries/Departments** have 100% share of eReceipts for April 2023 against 9 Ministries/Departments in March 2023
- **20 Ministries/Departments** have average transaction levels less than 4 levels for April 2023

1.1 Swachhata Campaign and Reducing Pendency

Swachhata Campaign

- a) **Cleanliness Campaigns conducted at 3,159** sites against 1,282 in March 2023
- b) **7,22,779 sq. ft of Space** freed against 3,86,004 sq. ft in March 2023
- c) **Rs. 29,26,02,083 of Revenue** was earned by scrap disposal against Rs 23,28,49,088 in March 2023

Reduction In Pendency

- a) **3,25,665 Public Grievances** were disposed
- b) **13,117 Public Grievances Appeals** were disposed
- c) **915 PMO References** were disposed
- d) **1,998 References from MPs** were disposed
- e) **86 Parliamentary Assurances** were fulfilled
- f) **106 IMC References** were disposed
- g) **195 References from State Governments** were disposed

Record Management

- a) Total **1,37,994** physical files were reviewed and **1,16,538** physical files were weeded out
- b) Total **12,095** eFiles were closed in the month of April, 2023
- c) **23** Files identified under Category A for transfer to National Archives of India

1.2 Increasing Efficiency in Decision Making in Central Secretariat

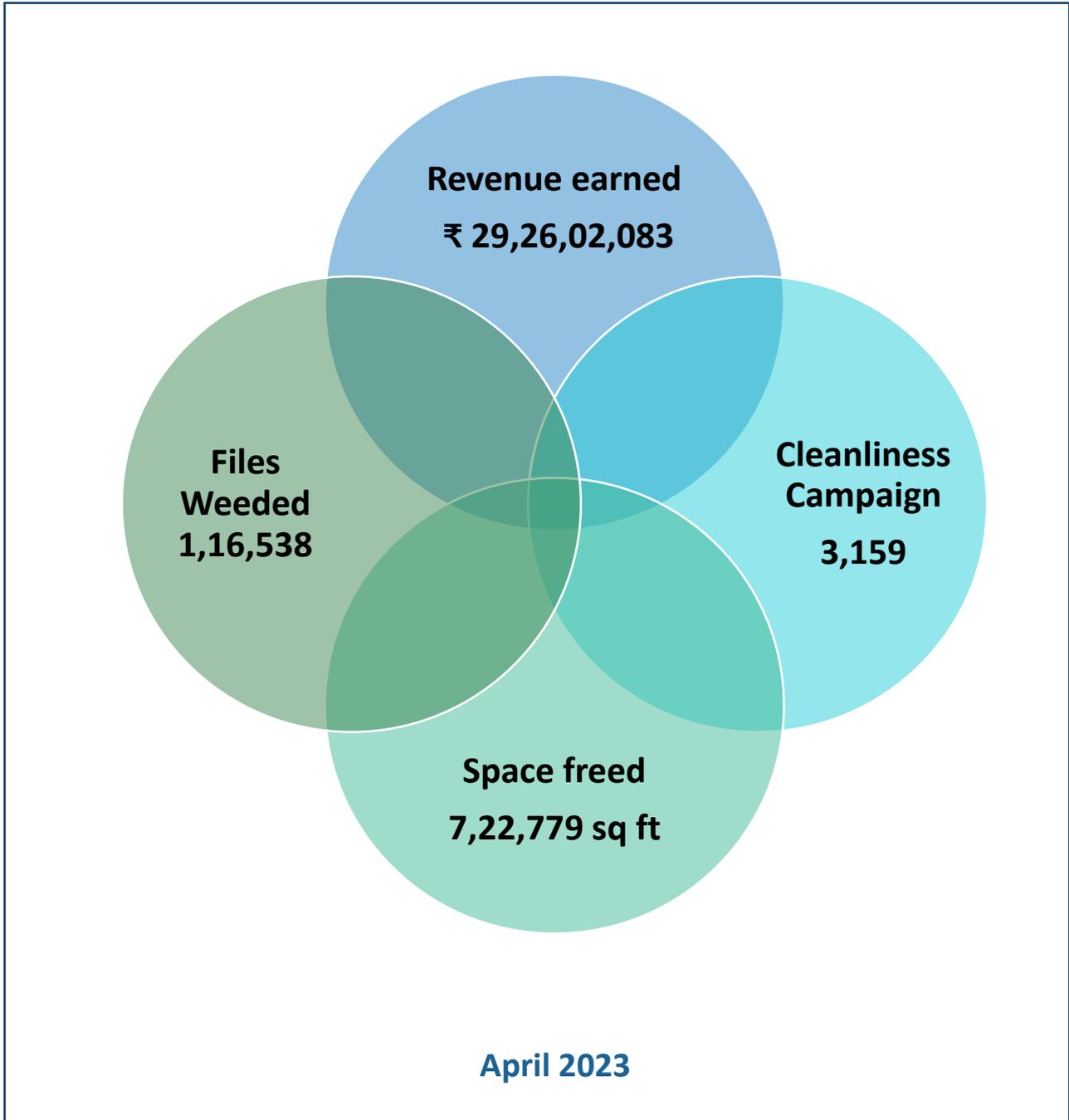
- **Delayering: 71** Ministries/Department have implemented Delayering.
 - **46** Ministries/Departments have Fully Delayered (**Department of Official Language** is the new addition)
 - **25** Ministries/Departments have Partially Delayered (**Department of Military Affairs** is the new addition)
 - **3** Ministries/Departments have Not Delayered
- **Delegation: 72** Ministries/Departments have issued Orders of Delegation out of which **42** Ministries/Departments have reviewed and modified Orders of Delegation in 2021, 2022 & 2023
 - **5** Ministries/Departments Reviewed and Modified in 2023 (Ministry of Skill Development and Entrepreneurship is a new addition)
 - **21** Ministries/Departments Reviewed and Modified in 2022
 - **16** Ministries/Departments Reviewed and Modified in 2021

1.3 e-Office Implementation and Analytics

- **30** Ministries/Departments have 100% share of eReceipts for April 2023 against 9 Ministries/Departments in March 2023
- **91.52%** share of eReceipts in April 2023 against 91.1% share in March 2023

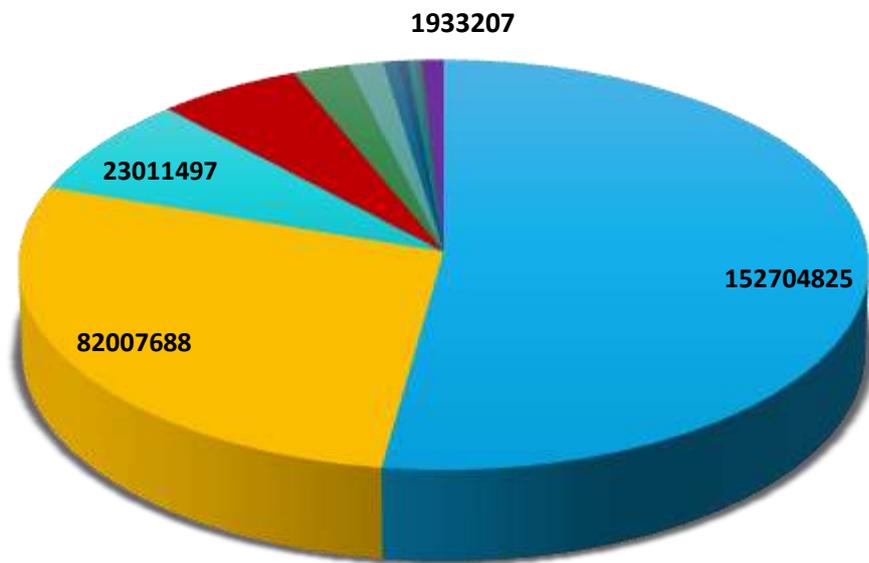
2. Swachhata Campaign and Reducing Pendency

2.1 Status of Swachhata Campaign



a. Revenue Earned from Scrap Disposal

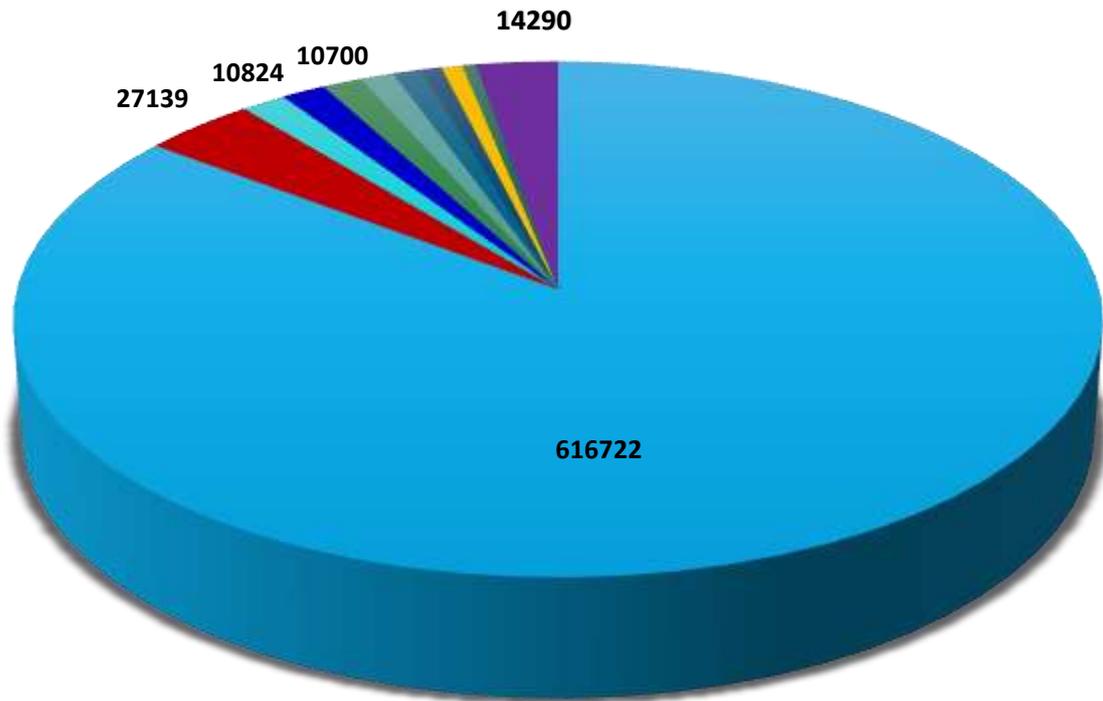
**Total Revenue in April- Rs 29.26 Cr
Top 10 Ministries/Departments (In Rs)**



- Ministry of Coal
- Ministry of Shipping
- Department of Atomic Energy
- Ministry of Mines
- Department of Financial Services
- Department of Defence Production
- Department of Agriculture Research and Education
- Ministry of Civil Aviation
- Department of Posts
- Ministry of Skill Development and Entrepreneurship
- Others

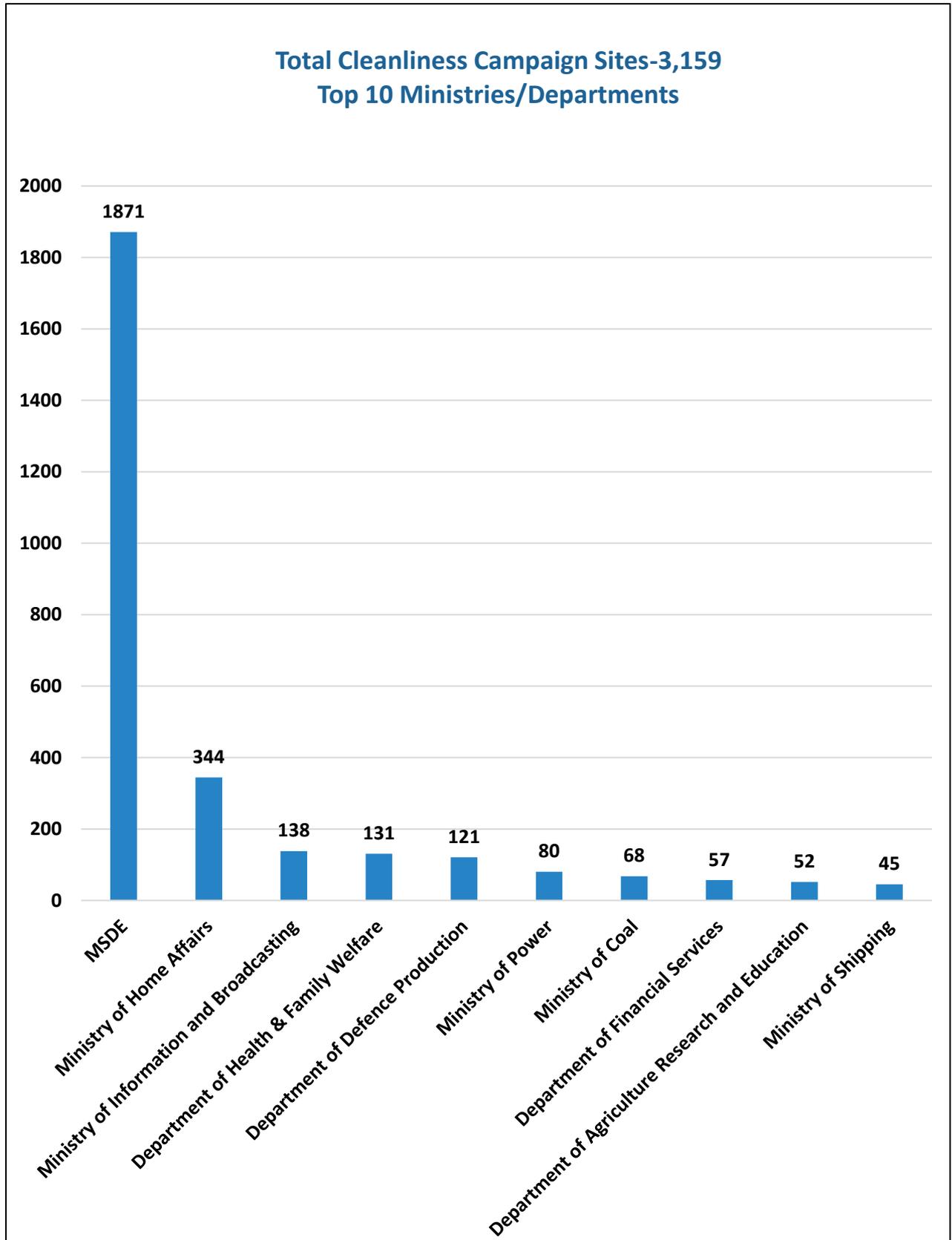
b. Space Freed

**Total Space Freed in April- 7.22 lac sq. ft
Top 10 Ministries/Departments (In Sq. ft)**

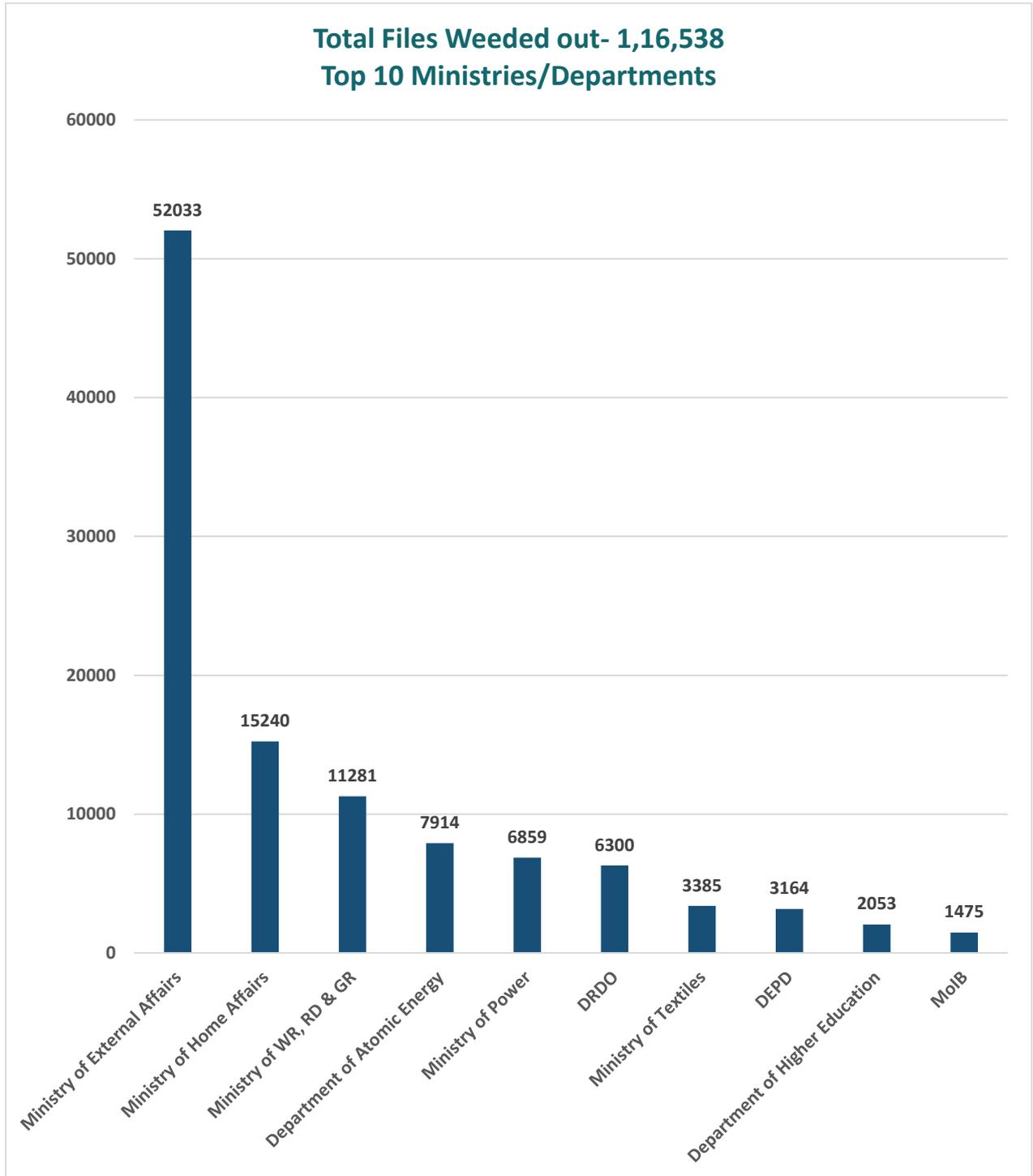


- Ministry of Coal
- Ministry of Civil Aviation
- Department of Financial Services
- Department of Agriculture Research and Education
- Department of Economic Affairs
- Others
- Department of Sports
- Department of School Education and Literacy
- Department of Atomic Energy
- Department of Defence
- Ministry of Power

c. Cleanliness Campaign Sites

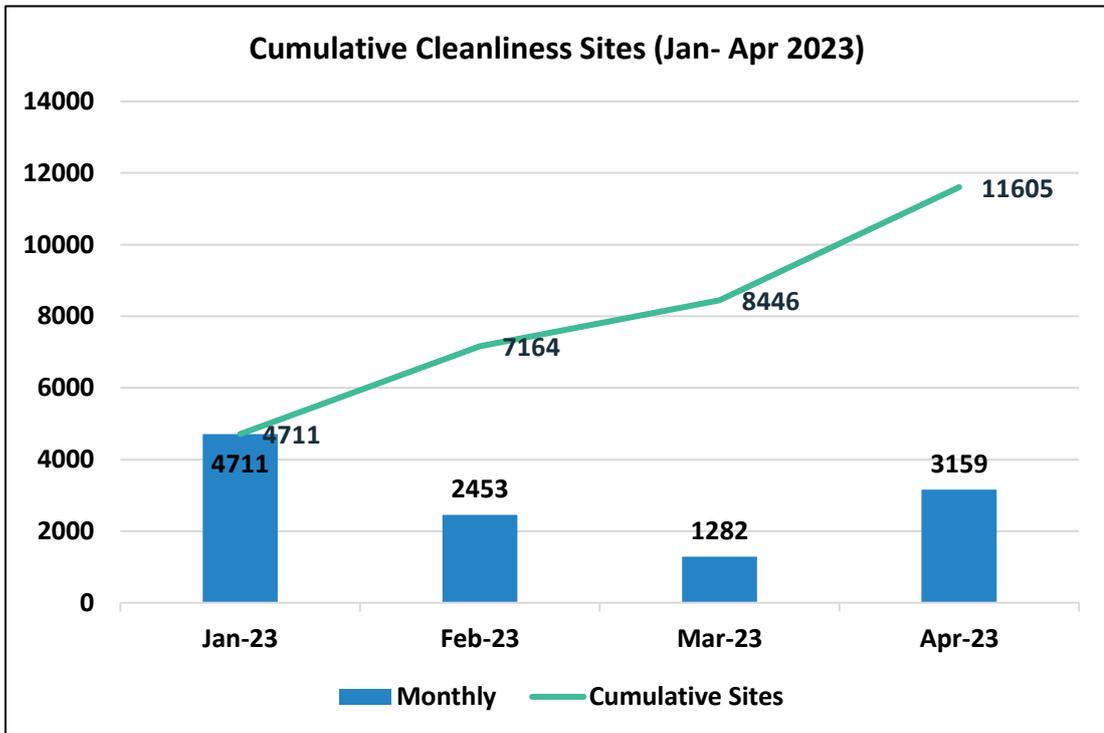


d. Files Weeded Out (Physical Files)

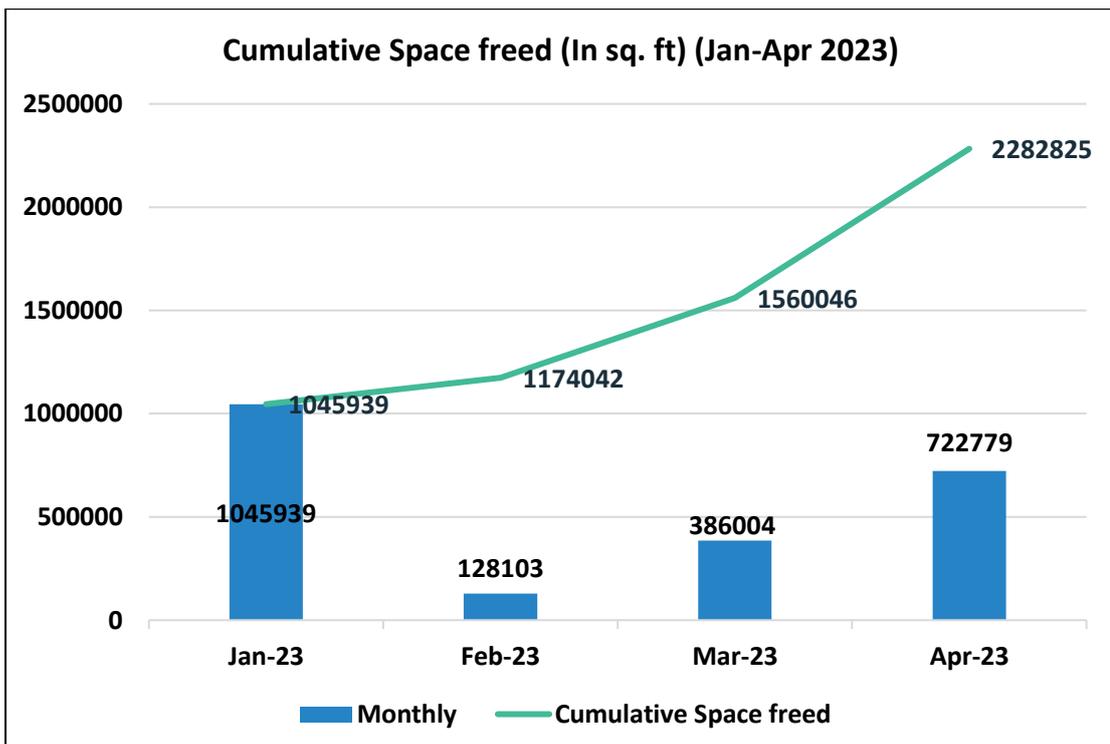


2.2 Cumulative Analysis of Swachhata Parameters (Jan-Apr 2023)

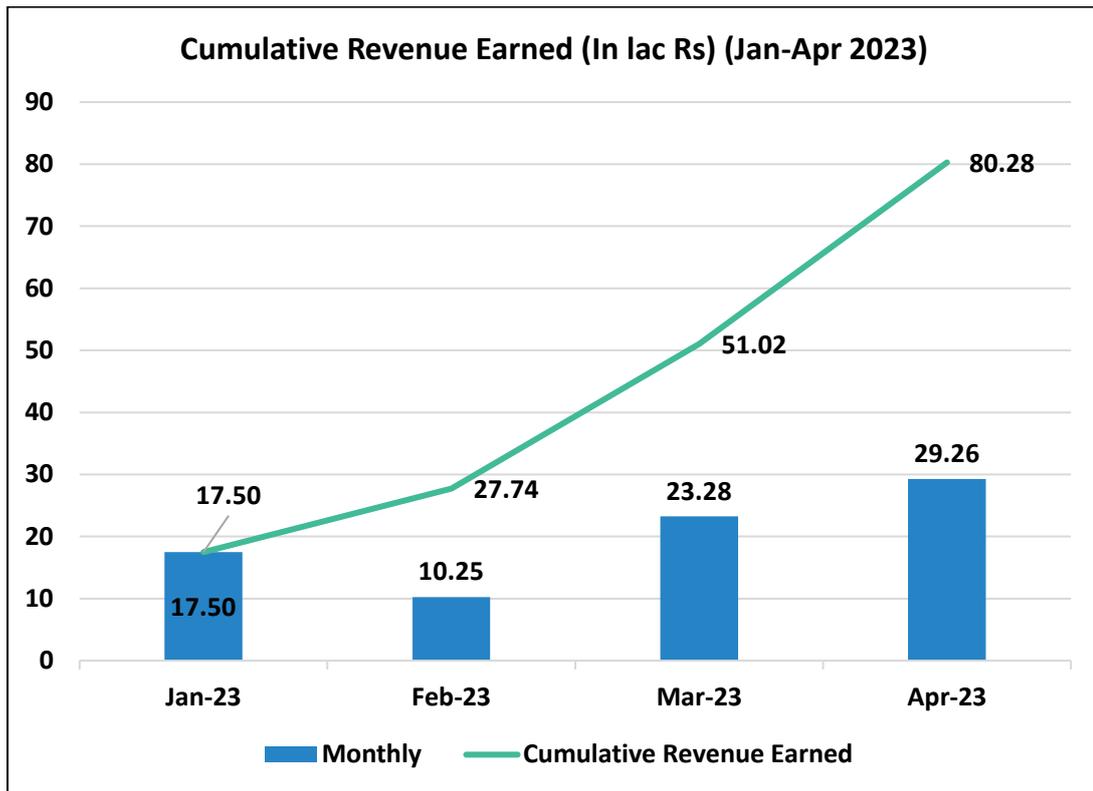
a. Swachhata Campaign Sites



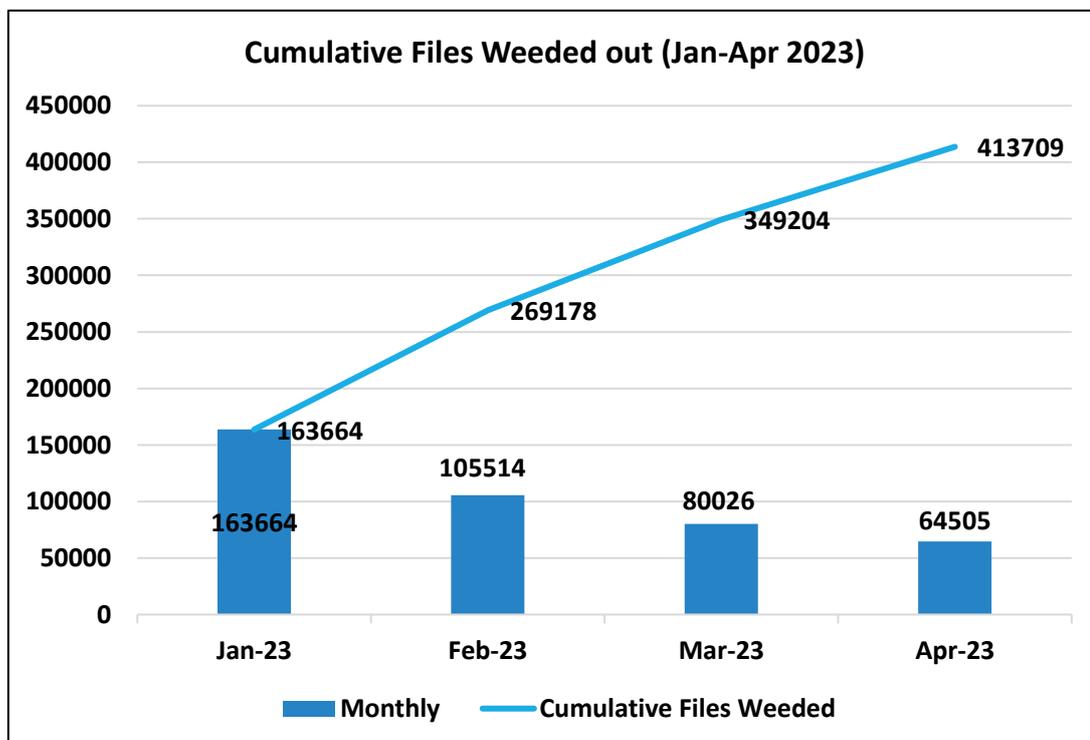
b. Space Freed



c. Revenue Earned



d. Files Weeded out



2.3 Best Practices



Inauguration of traditional huts of Nicobarese, Jarawa & Shompen in zonal museum of A&SI Port Blair; Ministry of Culture

2.4 Before-After Pictures



Before



After

New space created after scrap disposal, NSTI Hyderabad; Ministry of Skill Development and Entrepreneurship



Before

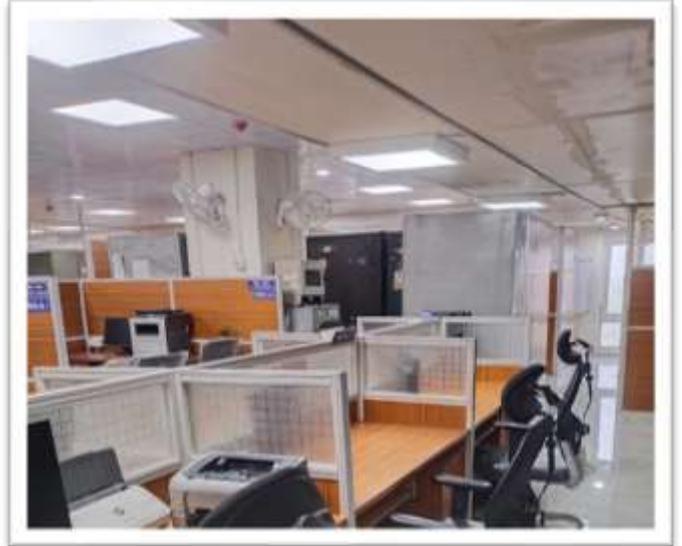


After

Scrap Disposal and Record Management Store, MCL HQ, Odisha; Ministry of Coal



Before



After

Enhancement of office space, Sanchar Bhawan; Department of Telecommunication



Before

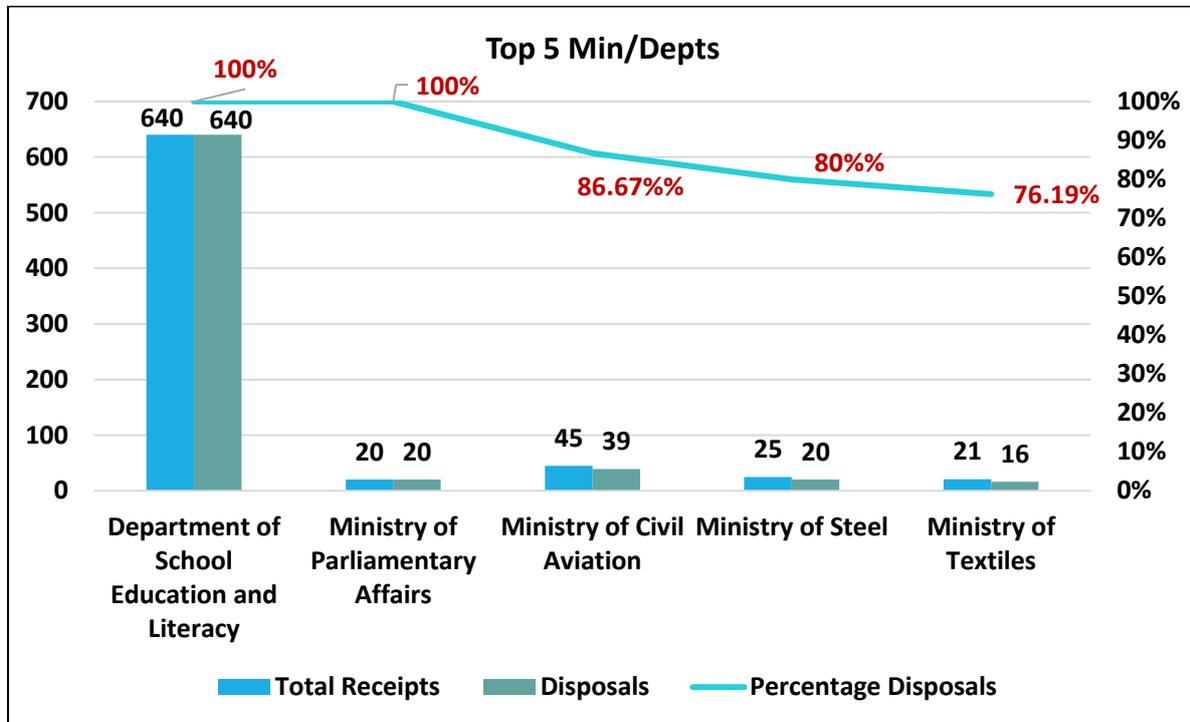


After

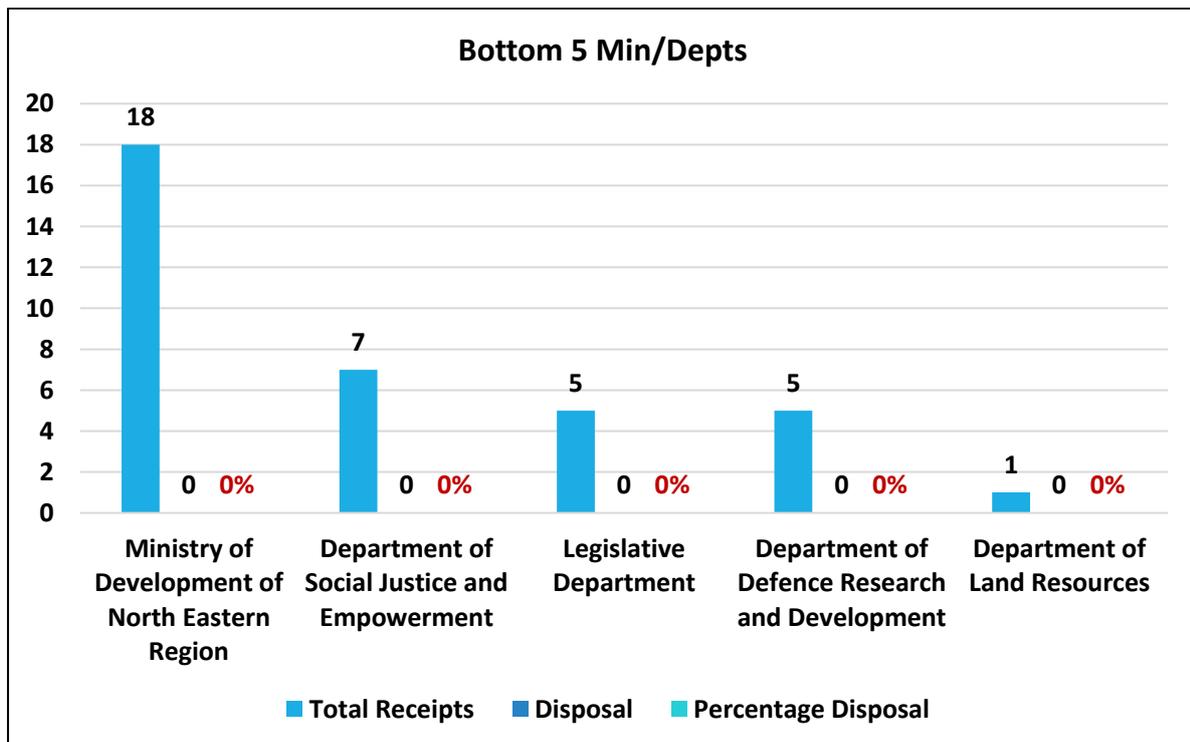
Podanur SO, beautification and cleanliness; Department of Posts

2.5 Performance of Ministries/Departments on Pendency Parameters (% Disposal Wise)

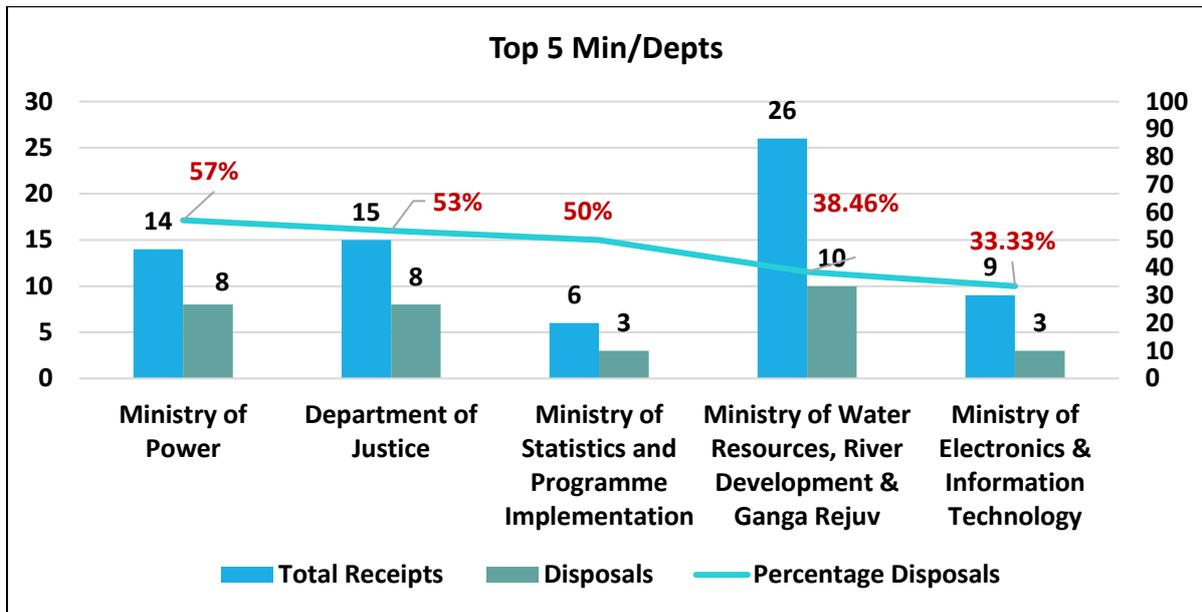
a. References from MPs



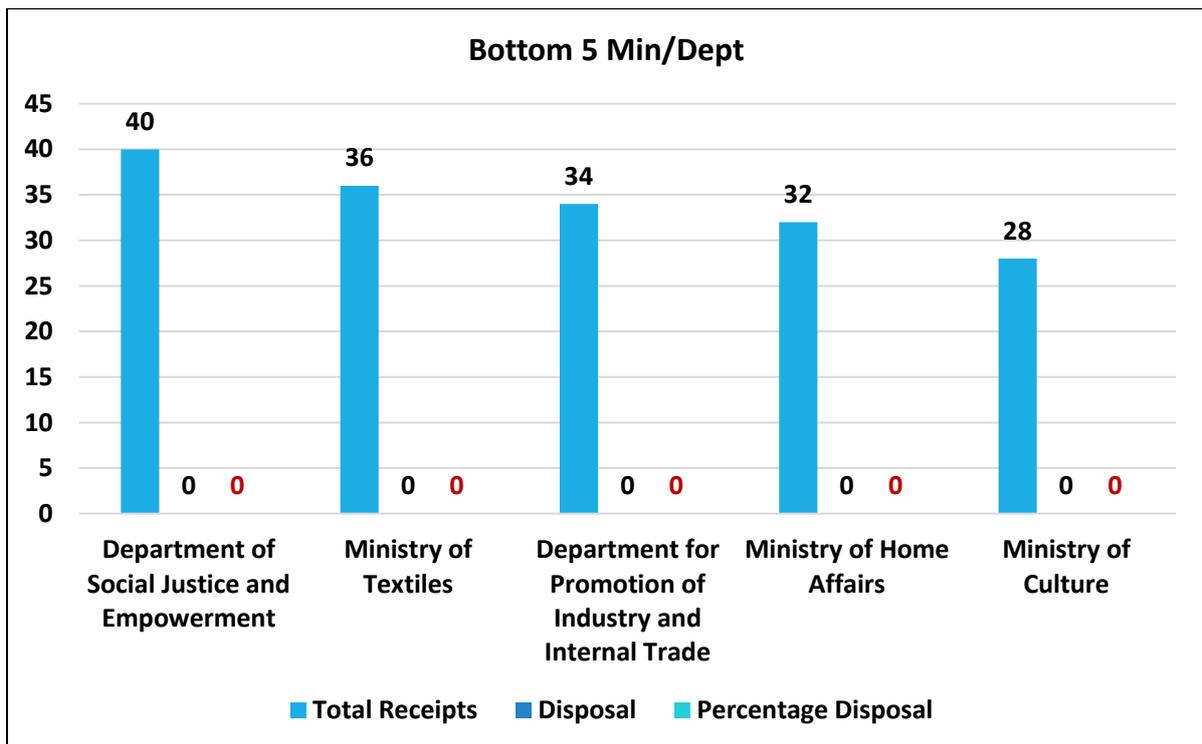
*Note: Ministries/Departments with targets greater than 10 MP References



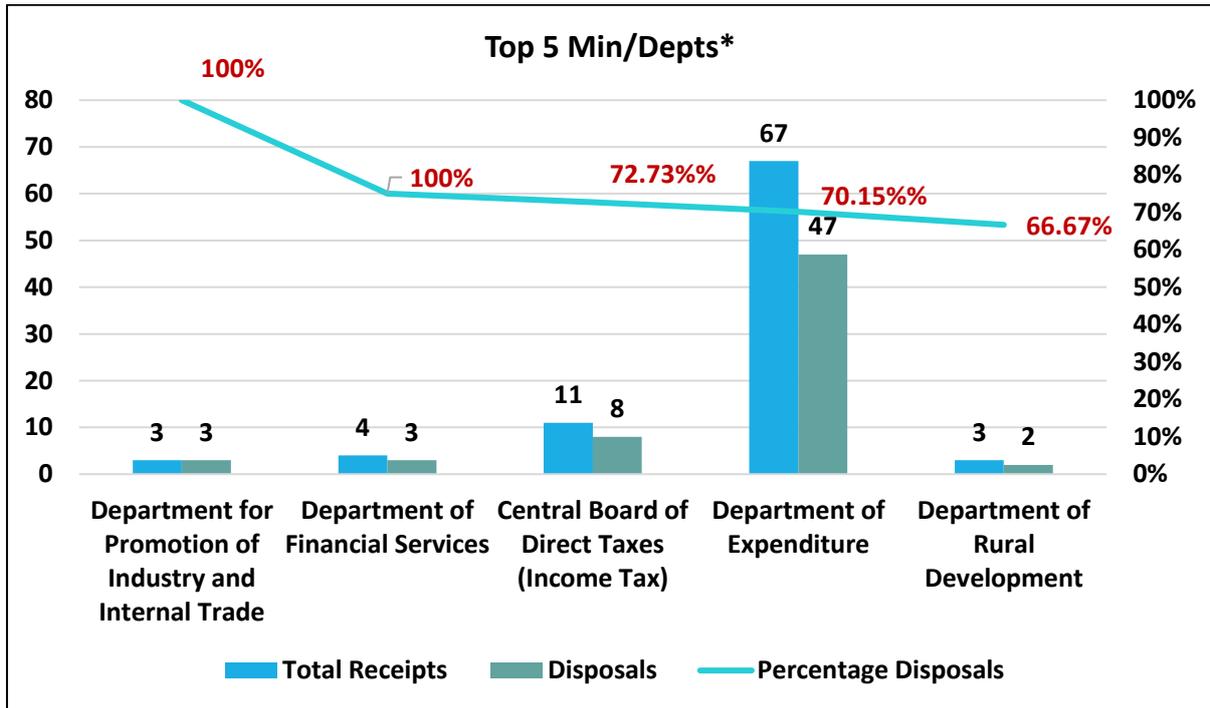
b. Parliamentary Assurance



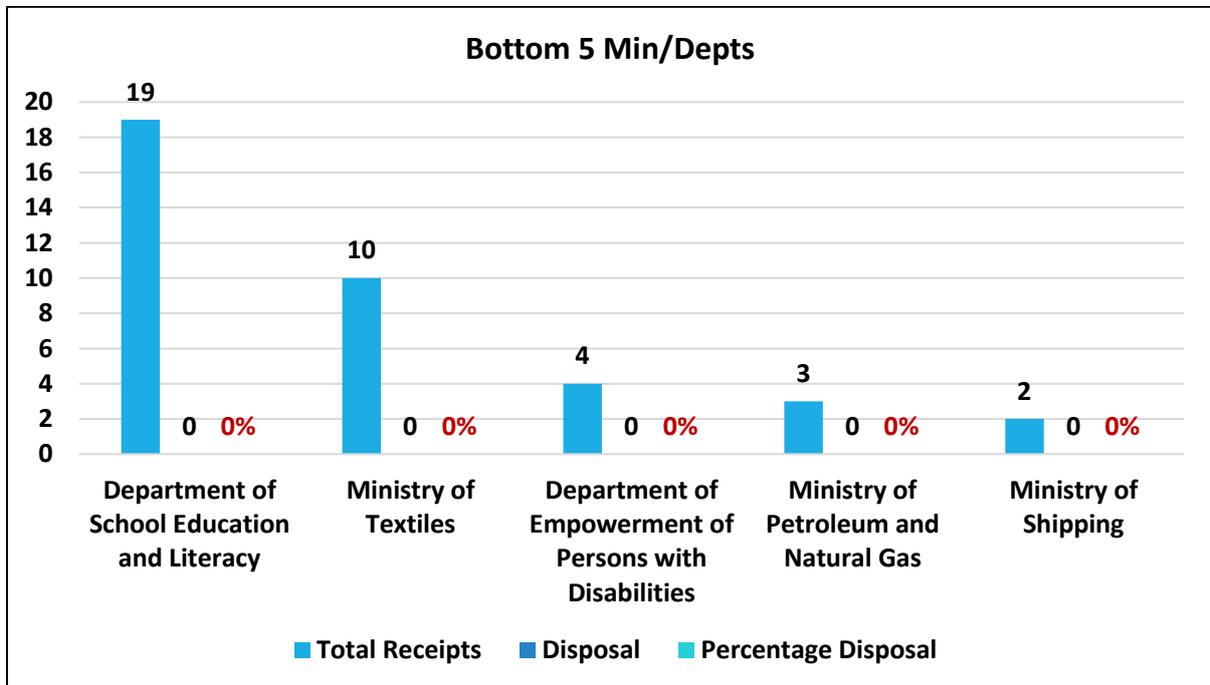
*Note: Ministries/Departments with targets greater than 2 Parliamentary Assurances



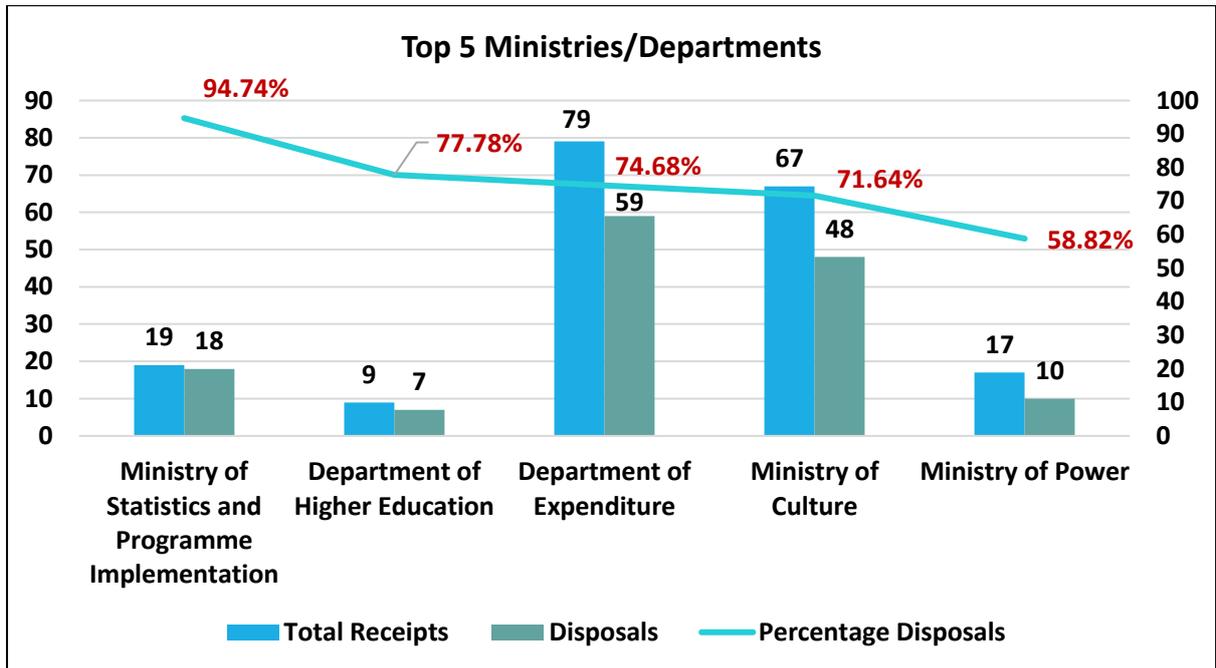
c. IMC References (Cabinet Proposals)



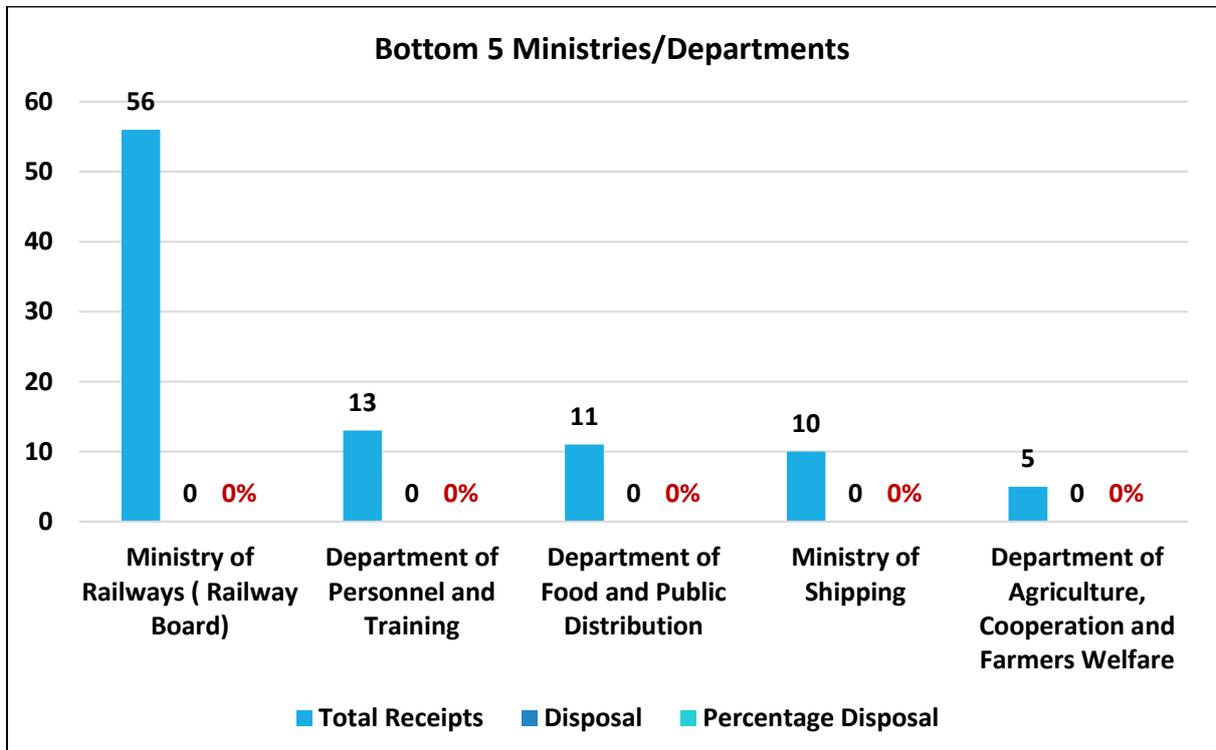
*Note: Ministries/Departments with targets greater than 2 IMC References



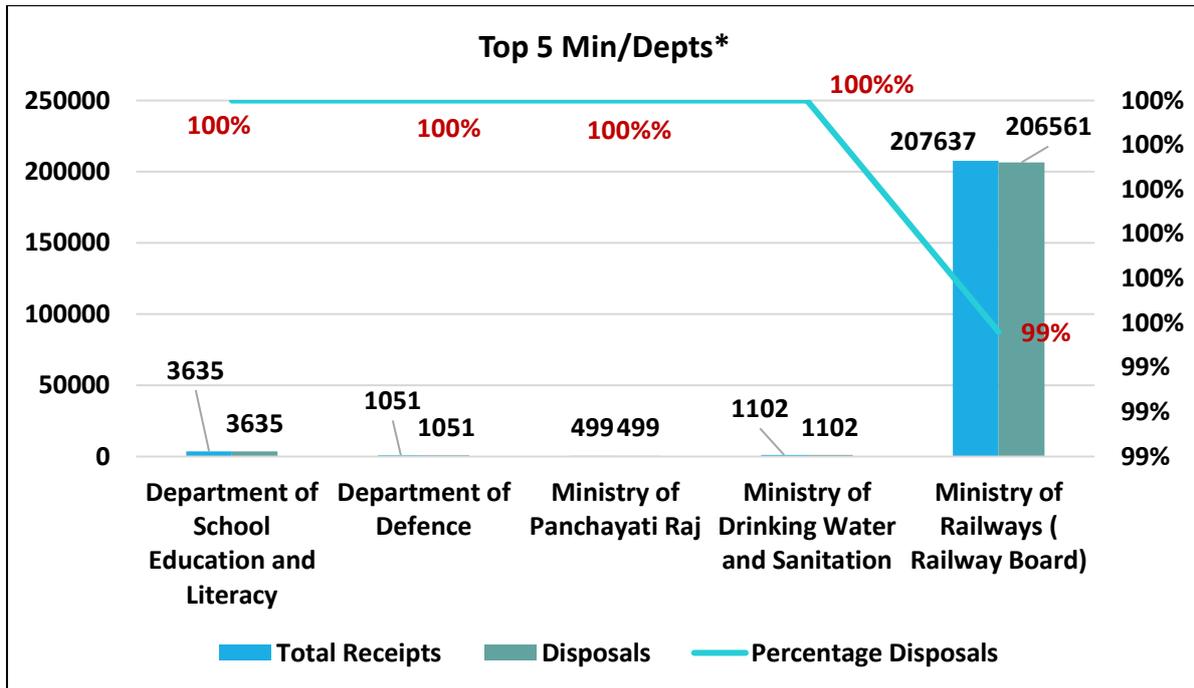
d. State Government References



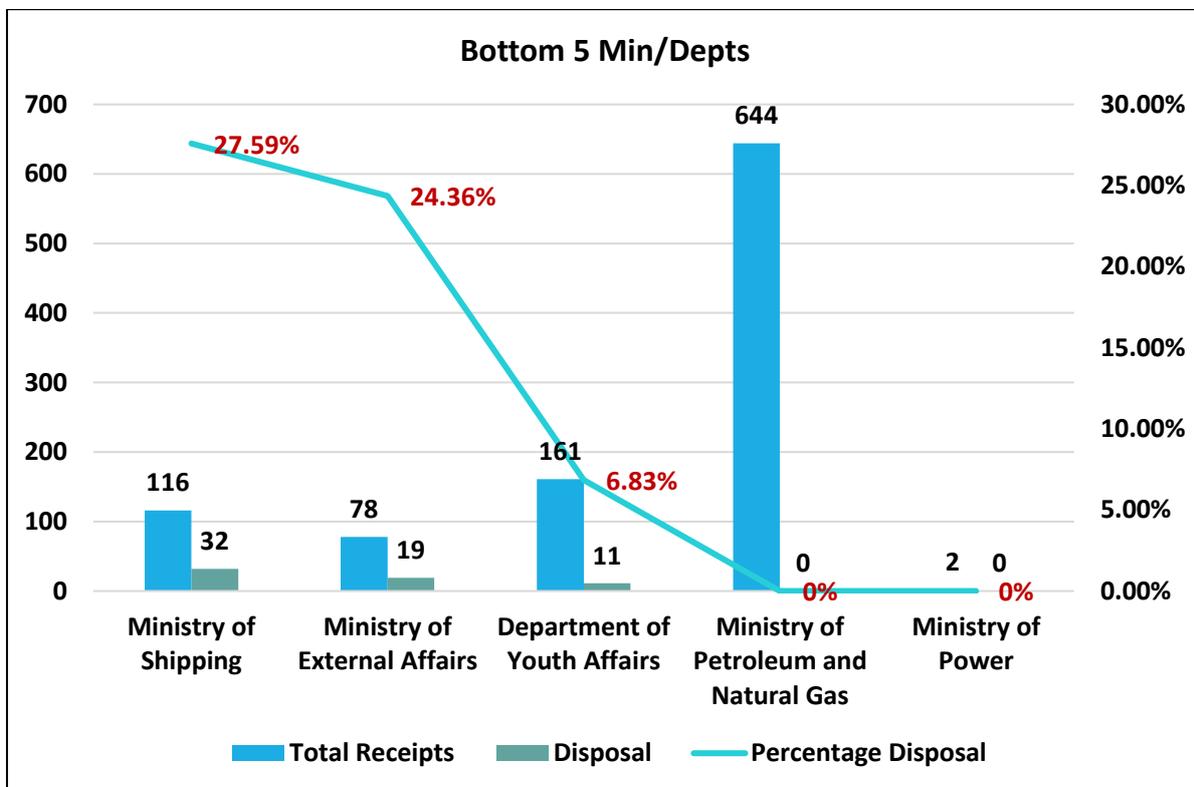
*Note: Ministries/Departments with targets greater than 8 State Government References



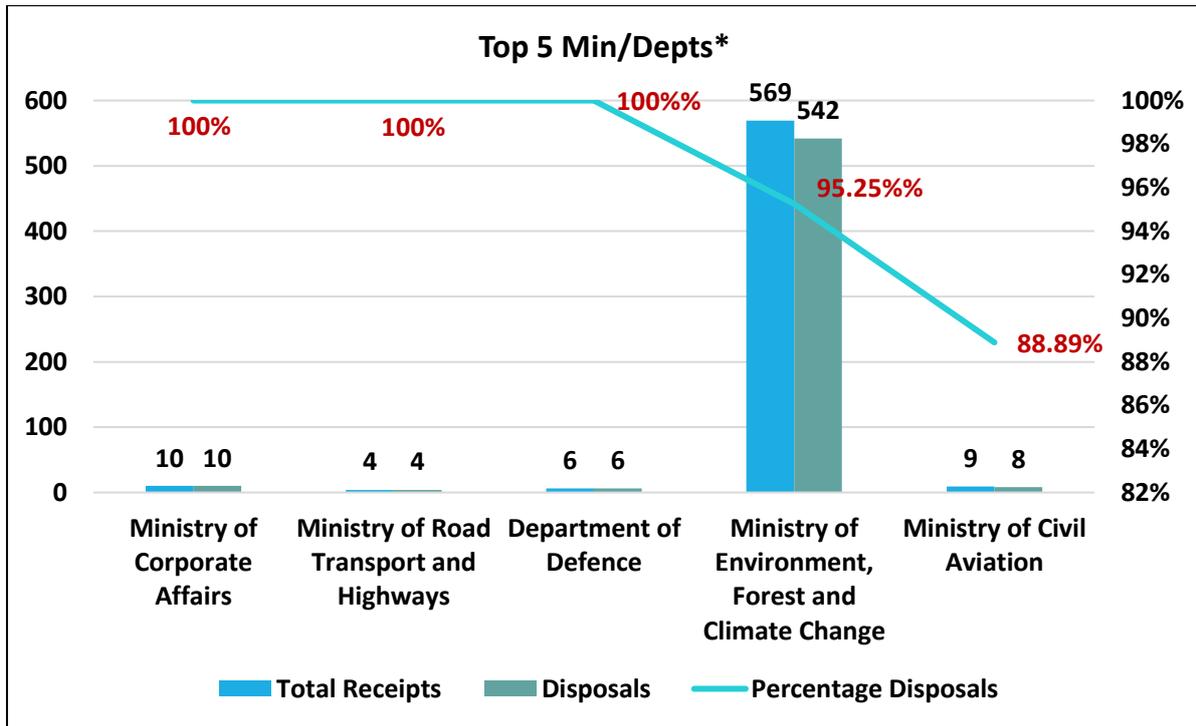
e. Public Grievances



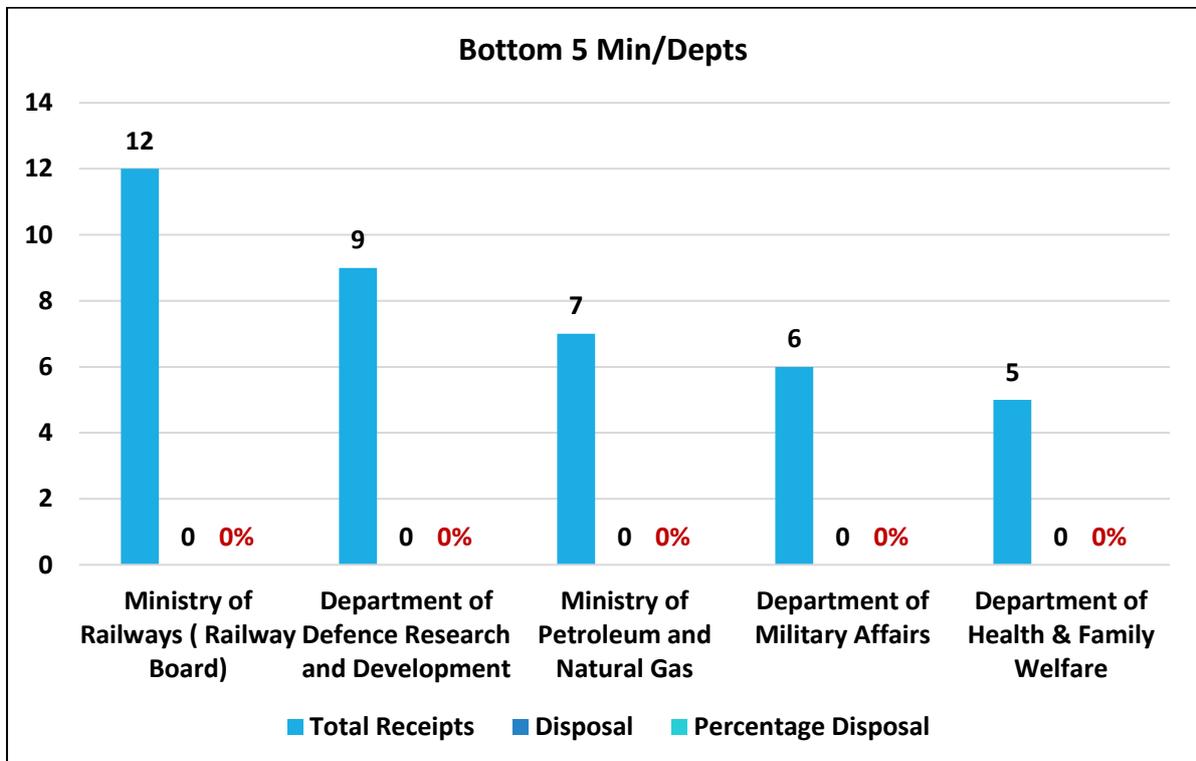
*Note: Ministries/Departments with targets greater than 100 Public Grievances



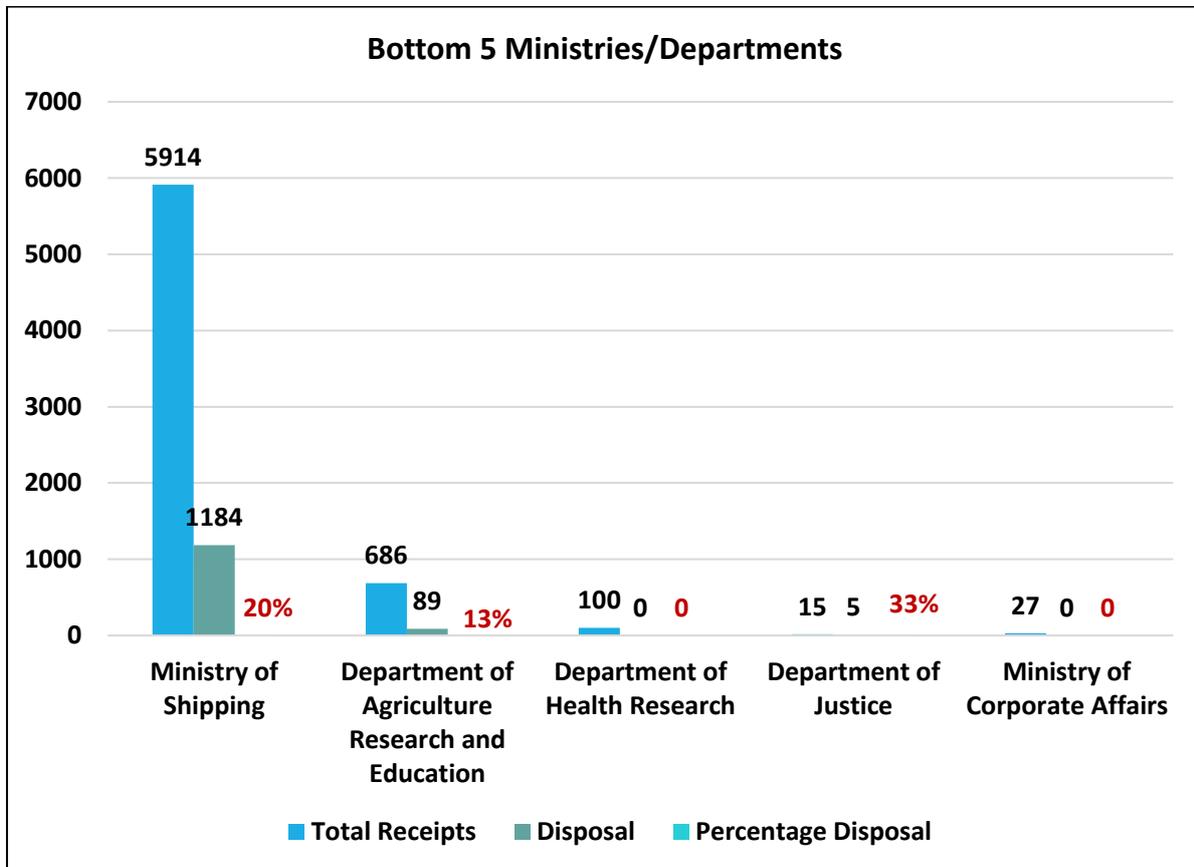
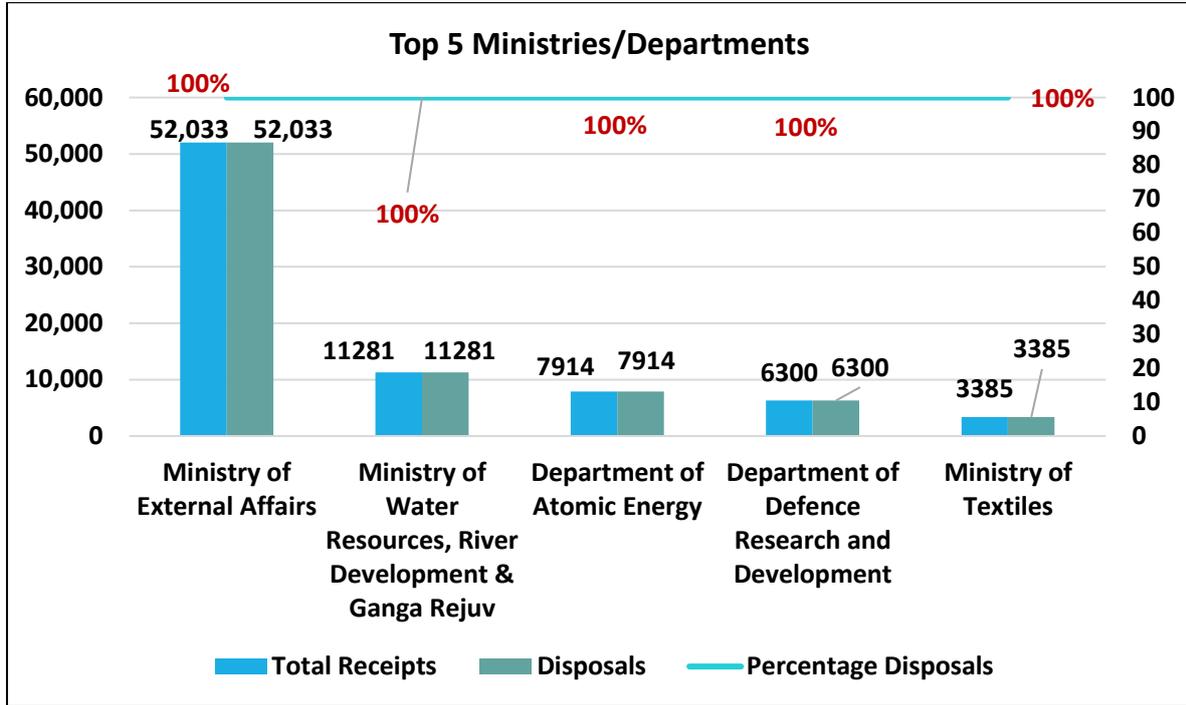
f. PMO References



*Note: Ministries/Departments are with targets greater than 3 PMO References



g. Files Weeded Out



INCREASING EFFICIENCY IN DECISION MAKING IN CENTRAL SECRETARIAT (IEDM)

3 Increasing Efficiency in Decision Making in Central Secretariat

3.1 About IEDM

➤ **Four-Pronged Approach**

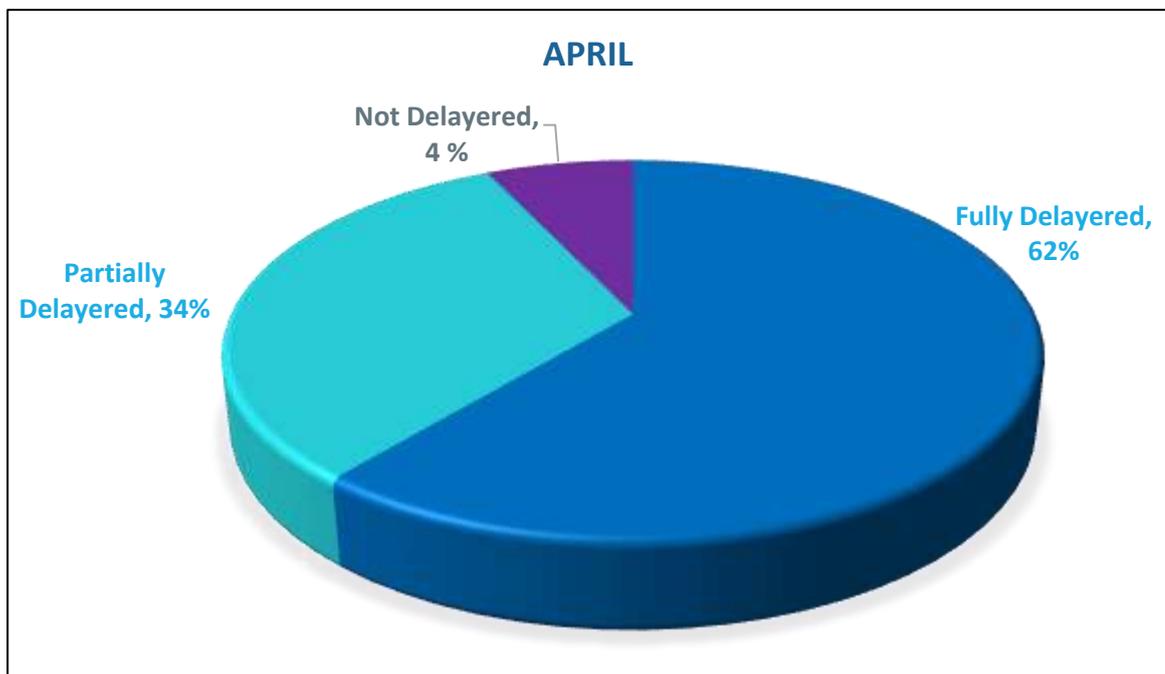


➤ **DARPG guidelines**

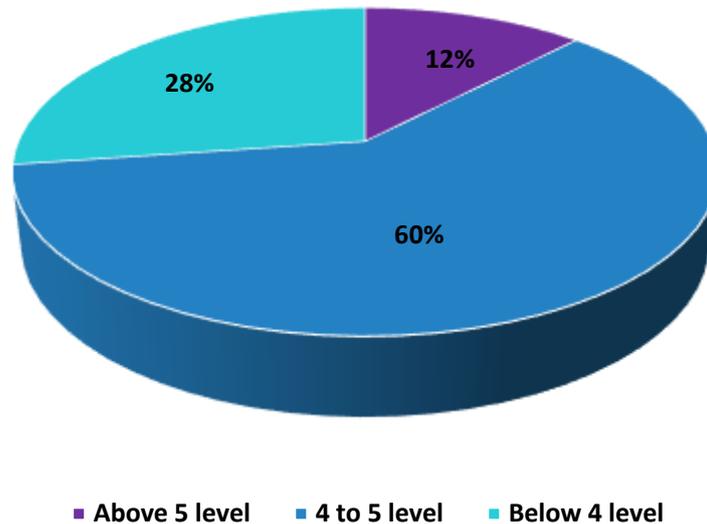
- Ministries must be advised that no physical papers or receipts should be generated for inter/intra Ministerial circulation
- eOffice analytics should be developed to measure the performance of the Ministries
- The Ministries should ensure that a file should not move through more than 4 levels
- To have a workshop of all Secretaries to disseminate best practices and strategy for further increasing efficiency in functioning of the Central Secretariat system

3.2 Delaying

- Out of 74 Ministries/Departments which have submitted Self-Assessment Forms, 96% of Ministries/Departments are delayed. However, there are still three Ministries (MHA, Panchayati Raj, Health and Family Welfare) where Joint Secretary is reporting through Additional Secretary
- Full implementation of delaying implies that all JS/equivalent report directly to Secretary or US/equivalent report directly to JS/equivalent and DS/equivalent report directly to AS/equivalent



eFiles Transaction (Movement Across Distinct Levels) March 2023



Average transaction levels from 01-04-2023 to 30-04-2023 for active files created

(% distribution of Ministries/Departments)

- **9 Ministries/Departments** have average transaction levels above 5 levels for April 2023
- **44 Ministries/Departments** have average transaction levels between 4 to 5 levels for April 2023
- **20 Ministries/Departments** have average transaction levels less than 4 levels for April 2023

Fully Delayed

Central Board of Direct Taxes	Department of Youth Affairs
Department of Biotechnology	Ministry of Tribal Affairs
Department of Atomic Energy	Ministry of Textiles
Ministry of Culture	Department of Empowerment of Persons with Disabilities
Department of Ex Servicemen Welfare	Department of Fisheries
Department of Justice	Ministry of Food Processing Industries
Department of Heavy Industry	Department of Fertilizers
Department of Health Research	Department of School Education and Literacy
Ministry of Earth Sciences	Department of Investment and Public Asset Management
Department of Chemicals and Petrochemicals	Department of Revenue
Department of Expenditure	Ministry of Drinking Water and Sanitation
Department of Pension & Pensioners' Welfare	Department of Defence Production
Ministry of Women and Child Development	Central Board of Indirect Taxes and Customs
Department of Pharmaceutical	Ministry of Railways
Department of Public Enterprises	Ministry of Parliamentary Affairs
Ministry of Skill Development and Entrepreneurship	Ministry of Minority Affairs
Ministry of New and Renewable Energy	Ministry of External Affairs
Department of Promotion of Industry and Internal Trade	Department of Administrative Reforms and Public Grievances
Ministry of Civil Aviation	Department of Agriculture, Research and Education
Ministry of Road Transport and Highways	Ministry of Small and Medium Enterprise
Ministry of Steel	Legislative Department
Department of Sports	Department of Legal Affairs
Department of Animal Husbandry & Dairying	Department of Official Language

Partially Delayed

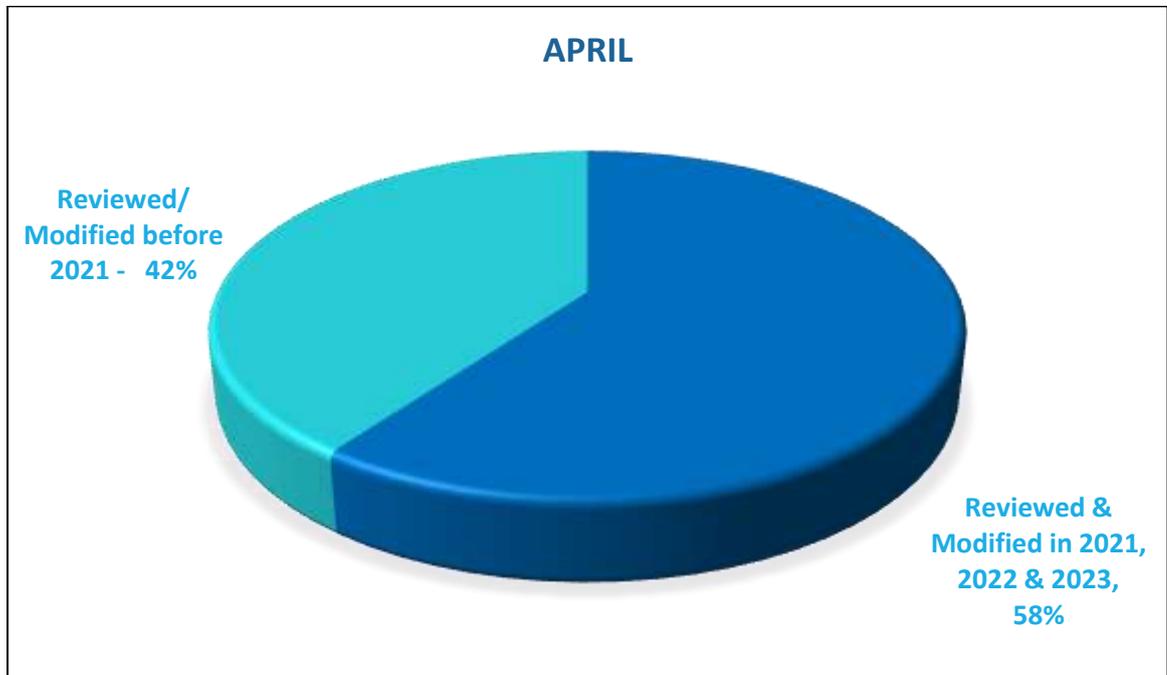
Department of Financial Services	Ministry of Electronics & Information Technology
Ministry of Coal	Ministry of Mines
Ministry of Water Resources, River Development & Ganga Rejuvenation	Department of Economic Affairs
Ministry of Shipping	NITI Aayog
Department of Consumer Affairs	Department of Personnel and Training
Department of Commerce	Department of Posts
Department of Food and Public Distribution	Ministry of Power
Department of Land Resources	Ministry of Corporate Affairs
Department of Science and Technology	Department of Telecommunication
Ministry of Housing and Urban Affairs	Ministry of Information and Broadcasting
Department of Rural Development	Ministry of Labour Employment
Department of Agriculture, Cooperation and Farmers Welfare	Ministry of Environment, Forest and Climate Change
Department of Military Affairs	

Not Delayed

Ministry of Home Affairs	Department of Health and Family Welfare
Ministry of Panchayati Raj	

3.3 Delegation

- 72 Ministries/Departments have reviewed and modified their orders of delegation.



42 Ministries/Departments Reviewed and Modified till now (2021, 2022 &2023)

Reviewed and Modified in 2021	Reviewed and Modified in 2022
Department of Commerce	Department of Agriculture, Cooperation and Farmers Welfare
Department of Science and Technology	Ministry of Minority Affairs
Department of Ex-servicemen	Ministry of New and Renewable Energy
Department of Justice	Ministry of Tribal Affairs
Department of Expenditure	NITI Aayog
Department of Food and Public Distribution	Ministry of Food Processing Industries
Ministry of Ayush	Department of Economic Affairs
Ministry of Women and Child Development	Ministry of External Affairs
Ministry of Mines	Department of Fisheries
Ministry of Railways (Railway Board)	Ministry of Coal
Department of Public Enterprise	Department of Military Affairs
Ministry of Labour and Employment	Legislative Department
Ministry of Civil Aviation	Department of Animal Husbandry & Dairying
Ministry of Development of North Eastern Region	Department of Consumer Affairs
Ministry of Drinking Water and Sanitation	Department of Defence
Ministry of Earth Sciences	Ministry of Heavy Industry

Department of Empowerment of Persons with Disabilities	Department of Fertilizers
Ministry of Electronics & Information Technology	Department of Land Resources
Department of Space	

Reviewed and Modified in 2023	
Department of Telecommunications	Ministry of Panchayati Raj
Department of Posts	Ministry of Ports, Shipping and Waterways
Ministry of Skill Development and Entrepreneurship	

a. Best Practices (IEDM)

In pursuance of the direction of Cabinet Secretary, 2nd Third Party Impact Evaluation of the Initiatives for Increasing Efficiency in Decision Making in the Central Secretariat was conducted by DARPG. Following are some of the best practices across the Central Secretariat:

➤ Department of Ex-Servicemen Welfare

- Portal of DGR (Directorate General Resettlement) dgrindia.gov.in has been revamped and made user-friendly. The online registration of job opportunities for JCOs/ORs has been started in the DGR portal. Earlier, this facility was available to Officers only.
- Two new portals have been launched during the year 2022-23, 'affdf.gov.in' and 'www.maabharatikessapoot.mod.gov.in' for making online contributions from citizens for AFFD Funds.

➤ Ministry of Skill Development & Entrepreneurship

Several capacity building initiatives have been undertaken for the officials of the Ministry in association with different institutions like the Indian School of Business, Capacity Building Commission, ISTM, etc. for different topics like Microsoft office, data analysis, design thinking, etc. which have resulted in improvement of capabilities of the officials.

➤ Ministry of Information & Broadcasting

Several digital initiatives have been undertaken like setting up of Film Facilitation Office (FFO) to promote and facilitate film shootings, Broadcast Seva (BS) Portal to ease making applications for broadcast related activities and Fact Check Unit (FCU) to address the challenge of fake news.

➤ Department of Animal Husbandry & Dairying

The Department has created a portal for Information Network for animal productivity and health that facilitates capturing of real-time reliable data on Breeding, Nutrition, and Health Services delivered at Farmer's Doorstep

➤ **Department of Atomic Energy**

The Department has adopted several portals for improving administrative efficiency:

DARPAN – It is a web portal aimed to strengthen the information ecosystem in the Department by providing single window access for a number of services of the Secretariat. It includes a ‘Circular Management System’, ‘Problem Tracking System’, ‘Online IPR’ etc.

➤ **Department of Biotechnology**

Department of Biotechnology has eProMIS Portal to enable applicants to submit competitive research grant project proposals under various R&D programs throughout the year without waiting for specific calls for proposals.

➤ **Department of Chemicals and Petrochemicals**

Department of Chemicals and Petrochemicals has in-house dashboards which assist them in enhancing the efficiency within the organization, for example DCPC dashboard facilitates in visualization of all the inputs from its divisions, autonomous institutes and PSUs under the Department to track key performance indicators and metrics to properly monitor or analyze them.

➤ **Ministry of Ports Shipping and Waterways**

As a part of Good Governance, Ministry of Ports, Shipping and Waterways has taken certain steps to reduce the file pendency, receipt pendency and file disposal time by

- Monitoring the file and receipt pendency reports on a regular basis.
- A workshop at the level of Under Secretaries/Section Officers/Assistant Section Officers was conducted regarding step wise procedure on how to park the e-files and close the e-receipts.

As a result of this exercise, remarkable improvement has been observed in the disposal of receipts/files in this Ministry from January, 2023 to April, 2023.

Parameters	January, 2023	May, 2023
eReceipts pendency	1,81,000	383
eFile Pendency	35,000	694
Average file disposal time	1 day 10 hours 20 minutes	3 hours 17 minutes

After successful implementation of this exercise in the Ministry,

- Necessary instructions have been issued to all organizations working under this Ministry to switch to eOffice completely for easy monitoring of file/receipt pendency and efficient disposal at their level.
- Monitoring of eFile and eReceipt pendency and file disposal time is being done by the senior officers in all the Organizations on weekly basis and the reports are uploaded on "SAGAR MANTHAN" monitoring portal of this Ministry.
- In order to motivate the employees of the Ministry to be more efficient and punctual, a Scheme "**Officer of the Month**" has been launched w.e.f. 1s May, 2023. wherein the performance of the employees will be evaluated based on three criteria

Parameters	% Weightage
File Disposal Time	50% weightage
Count of File Transactions in eOffice	25% weightage
Punctuality in Office	25% weightage

3.4 Desk Officer System

40 Ministries/Departments have implemented Desk Officer System*

S. No	Ministries/Departments	No of Desk Officer
1.	Ministry of External Affairs	223
2.	Ministry of Housing and Urban Affairs	33
3.	Ministry of New and Renewable Energy	48
4.	Department of Commerce	28
5.	Ministry of Environment, Forest & Climate Change	18
6.	Department of Revenue	12
7.	Department of Defence Production	7
8.	Department of Defence	12
9.	Department of Investment and Public Asset Management	9
10.	Department of Telecommunications	11
11.	Department of Agriculture, Cooperation and Farmers Welfare	4
12.	Department of Heavy Industry	3
13.	Department of Chemicals and Petrochemicals	5
14.	Department of Food and Public Distribution	7
15.	Department of Pension & Pensioners' Welfare	6
16.	Ministry of Tribal Affairs	8
17.	Ministry of Power	16
18.	Department of Expenditure	8
19.	Ministry of Food Processing Industries	11
20.	Department of Science and Technology	5
21.	Department of Posts	7
22.	Department of Consumer Affairs	3
23.	Department of Public Enterprises	4
24.	Department of Rural Development	8
25.	Department of Land Resources	2
26.	Ministry of Women and Child Development	2
27.	Ministry of Textiles	2
28.	Ministry of Steel	1
29.	Department of Administrative Reforms and Public Grievances	21
30.	Department of Animal Husbandry, Dairying	13
31.	Department of Ex Servicemen Welfare	1
32.	Department of Justice	3
33.	Department of Legal Affairs	27
34.	Department of Pharmaceutical	27
35.	Department of Scientific & Industrial Research	6
36.	Ministry of Development of North Eastern Region	10

37	Ministry of Earth Sciences	1
38	Ministry of Labour and Employment	7
39	Ministry of Mines	2
40	Ministry of Ports, Shipping & Waterways	2
Total Desk Officers		623

*As of March 31, 2023



eOFFICE IMPLEMENTATION AND ANALYTICS

4. eOffice Analytics and Implementation

4.1 eOffice Analytics

The eOffice aims to support governance by ushering in more effective and transparent inter and Intra-Government processes. Implementation of eOffice aims to achieve a simplified, responsive, effective, and transparent working of all Government Offices. There has been a steady increase in share of eFiles post ‘Increasing Efficiency’ reforms expediting transformation towards digital Secretariat in the Central Government.

eOffice Analytics for Central Government - March 2023 & April 2023

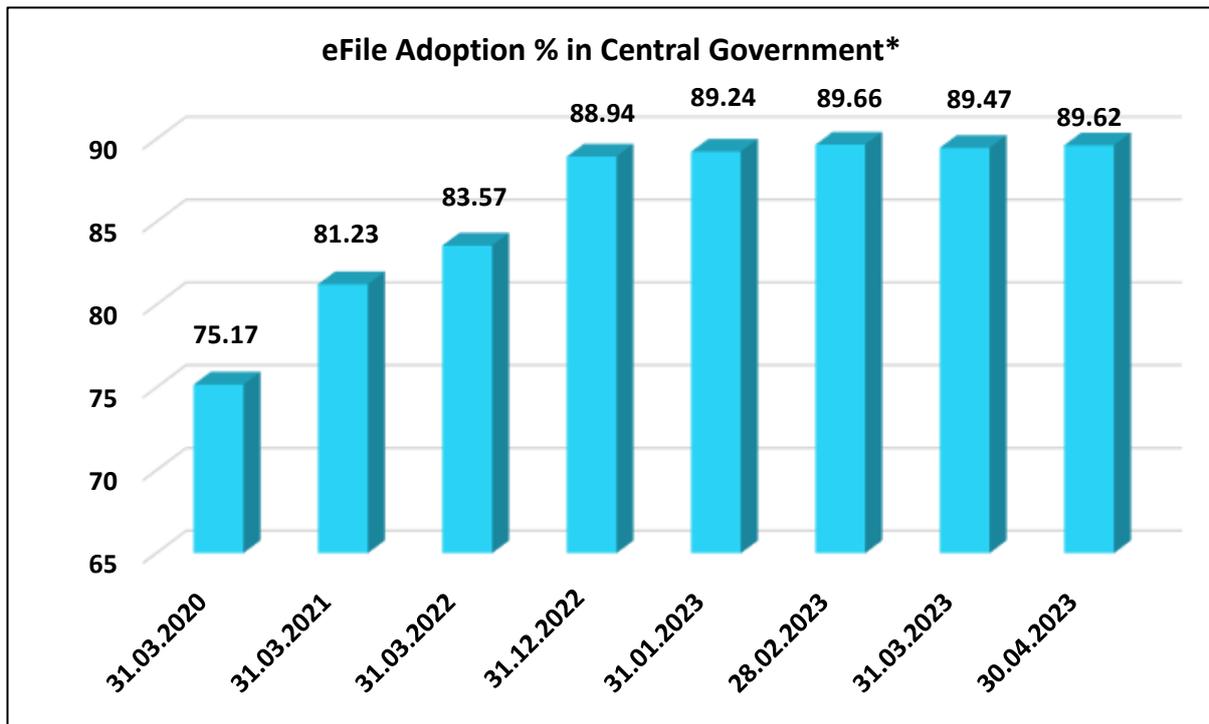
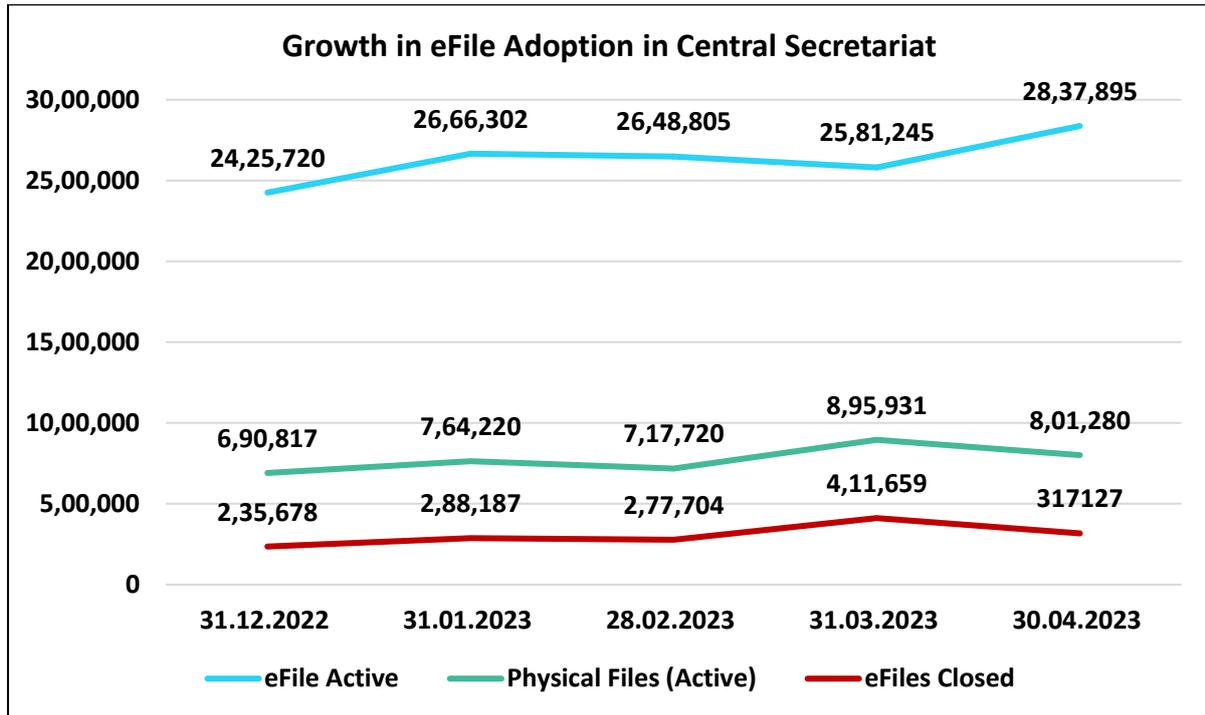
S.No.	Parameters	March 2023	Apr 2023
1.	eReceipts generated	4,37,694	3,29,658
2.	pReceipts generated	42,701	30,537
3.	Active eFiles	25,81,245	28,37,895
4.	Active pFiles	8,95,931	8,01,280
5.	Inter-Departmental File Movement	9364	9,085

4.2 eOffice version 7.0 Migration status

➤ Ministries/Department

- Total number of Ministries/Departments on eOffice 7.0 - **75**
- All scheduled Ministries/Departments have migrated to eOffice version 7.0

4.3 Growth in eFile Adoption in Central Secretariat (% share of eFile)



*Central Government- Ministries/Departments/Apex Bodies/Attached offices/Subordinate offices/Other Outstation offices/PSUs

% eFile adoption in all the Ministries/Departments in Central Secretariat
as of 30th April 2023

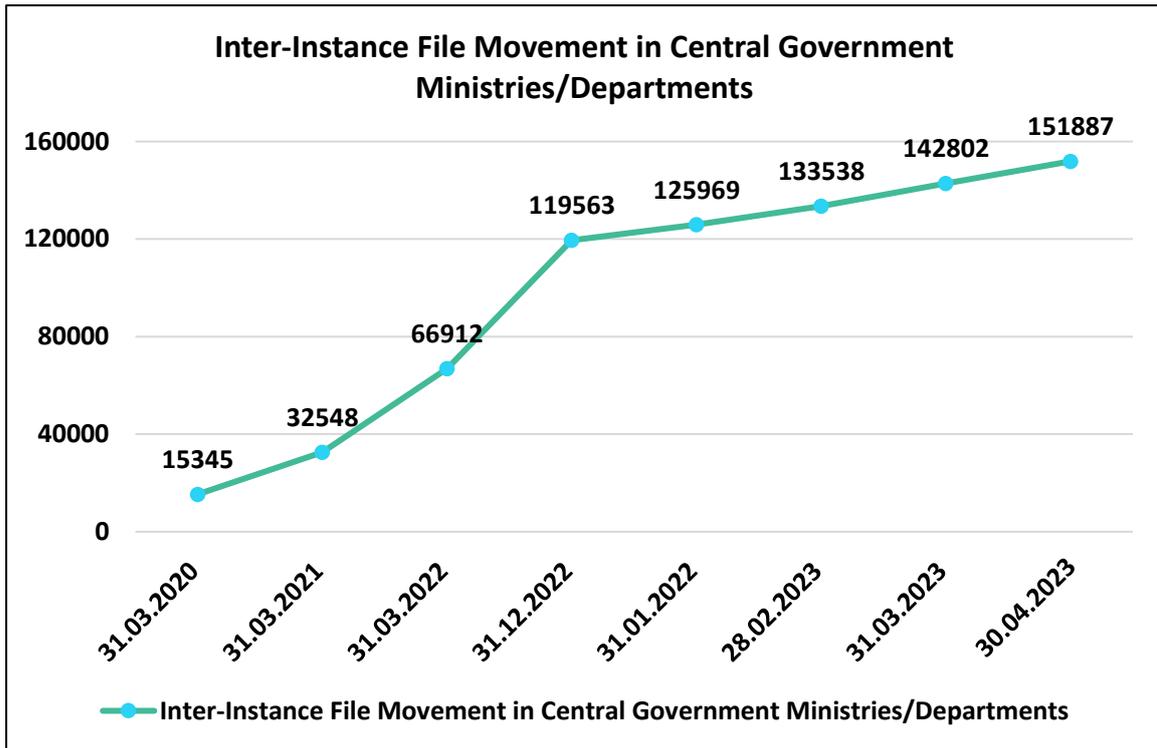
S. No	Ministry/Department	% eFile adoption ¹
1.	Department of Scientific and Industrial Research	100%
2.	Ministry of Women and Child Development	100%
3.	Department of Biotechnology	99.99%
4.	Department of Drinking Water and Sanitation	99.95%
5.	Ministry of Coal	99.93%
6.	Ministry of Development of North Eastern Region	99.92%
7.	Department of Social Justice and Empowerment	99.91%
8.	Ministry of Parliamentary Affairs	99.77%
9.	Ministry of Earth Sciences	99.70%
10.	Ministry of Panchayati Raj	99.51%
11.	Department of Pensions & Pensioners' Welfare	99.45%
12.	Department of Chemicals and Petrochemicals	98.81%
13.	Department of Pharmaceuticals	98.77%
14.	Ministry of Heavy Industry	98.48%
15.	Niti Aayog	98.38%
16.	Ministry of Corporate Affairs	98.33%
17.	Department of Justice	98.08%
18.	Department of Public Enterprises	97.77%
19.	Ministry of Ports, Shipping and Waterways	97.30%
20.	Department for Promotion of Industry and Internal Trade	97.11%
21.	Department of Fertilizers	97.03%
22.	Department of Science and Technology	96.76%

¹ (e(Active) + e(Closed)) / ((e(Active) + e(Closed) + p(Active))) * 100

23.	Ministry of External Affairs	96.64%
24.	Ministry of Tourism	96.61%
25.	Department of Food & Public Distribution	96.36%
26.	Ministry of Statistics and Programme Implementation (MoSPI)	96.05%
27.	Department of Administrative Reforms & Public Grievances	95.80%
28.	Ministry of Minority Affairs	95.73%
29.	Department of Posts	95.02%
30.	Department of Agricultural Research and Education	94.77%
31.	Ministry of Housing and Urban Affairs	94.07%
32.	Ministry of Food Processing Industries	94.02%
33.	Ministry of Electronics & Information Technology	93.93%
34.	Ministry of Road Transport & Highways	93.39%
35.	Ministry of Tribal Affairs	93.25%
36.	Ministry of Steel	93.22%
37.	Ministry of Power	93.10%
38.	Ministry of Mines	91.17%
39.	Department of Empowerment of Persons with Disabilities	91.01%
40.	Department of Commerce	90.18%
41.	Department of Consumer Affairs	90.10%
42.	Department of Rural Development	89.69%
43.	Department of Water Resources, River Development & Ganga Rejuvenation	89.56%
44.	Ministry of Skill Development and Entrepreneurship	89.54%
45.	Ministry of Petroleum and Natural Gas	89.43%
46.	Department of Telecommunication	88.54%
47.	Department of Animal Husbandry, Dairying & Fisheries	88.18%
48.	Ministry of Culture	87.99%
49.	Department of Fisheries	87.01%

50.	Department of Economic Affairs	85.24%
51.	Ministry of Civil Aviation	80.37%
52.	Department of Health and Family Welfare (DoHFW)	79.96%
53.	Department of Health Research (DHR)- MoHFW	79.96%
54.	Ministry of Environment, Forest and Climate Change	76.84%
55.	Ministry of Textiles	72.18%
56.	Ministry of Micro Small and Medium Enterprises	69.09%
57.	Department of Agriculture, Cooperation & Farmers Welfare	62.85%
58.	Ministry of Labour And Employment	58.91%
59.	Ministry of Information & Broadcasting	56.14%
60.	Department of Revenue (DoR) - MoF	50.26%
61.	Ministry of Youth Affairs & Sports (MoYAS)	47.95%
62.	Ministry of AYUSH	41.75%
63.	Ministry of Home Affairs (MHA)	36.68%
64.	Department of Personnel and Training	30.41%
65.	Department of Official Language	23.63%
66.	Legislative Department	2.62%

4.4 Inter-Departmental File Movement



4.5 eReceipt Adoption (% Share of eReceipt)

30 Ministries/Department have 100% share of eReceipts for April 2023

Department of Animal Husbandry and Dairying	Ministry of Development of North Eastern Region
Department of Biotechnology	Ministry of Earth Sciences
Department of Drinking Water and Sanitation	Ministry of Environment, Forest and Climate Change
Department of Empowerment of Persons with Disabilities	Ministry of External Affairs
Department of Fisheries	Department of Investment and Public Asset Management
Department of Justice	Ministry of Heavy Industries
Department of Land Resources	Ministry of Mines
Department of Legal Affairs	Ministry of New and Renewable Energy
Department of Posts	Ministry of Panchayati Raj
Department of Public Enterprises	Ministry of Parliamentary Affairs
Department of Scientific and Industrial Research	Ministry of Ports, Shipping and Waterways

Department of Social Justice & Empowerment	Ministry of Power
Department of Water Resources, River Development & Ganga Rejuvenation	Ministry of Road Transport & Highways
Ministry of Coal	Ministry of Tourism
Ministry of Corporate Affairs	Ministry of Women and Child Development

4.6 % usage of DSC/eSign (above 10% for JS/equivalent and above hierarchies)

S.No	Ministries/Departments	%DSC/eSign
1.	Ministry of Road Transport and Highways	88.12%
2.	Department of Pensions	82.12%
3.	Department of Finance	69.90%
4.	Ministry of Environment, Forest and Climate Change	50.35%
5.	Department of Telecommunications	48.32%
6.	Department for Promotion of Industry and Internal Trade	48.23%
7.	Department of Administrative Reforms and Public Grievances	44.50%
8.	Ministry of Shipping	42.82%
9.	Department of Public Enterprise	20.83%
10.	Department of Empowerment of Persons with Disability	17.00%
11.	Department of Land Resources	16.14%
12.	Ministry of Civil Aviation	15.09%
13.	Ministry of Finance	12.70%
14.	Department of Pharmaceuticals	11%
15.	Department of Food and Public Distributions	10.92%
16.	Department of Agriculture and Farmers Welfare	10.79%

Office Memorandums

5. Office Memorandums

5.1 OM on 'Reducing Pendency Matters to the Minimum Possible in Government'

F.No.30011/02/2019-O&M(Part-II)(5866)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhavan,
SansadMarg, New Delhi-110001
Dated : 03.01.2023

OFFICE MEMORANDUM

Sub: Reducing Pending Matters to the Minimum Possible in Government.

It has been decided that as a sequel to the month-long Special Campaign 2.0 for the disposal of pending matters conducted from 2nd October, 2022 to 31st October, 2022 the following actions may be taken up by Ministries/Departments on a regular basis in order to keep the pendency's to minimum possible.

- All Ministries/Departments may dedicate 3 hours every week for continuation of activities related to Special Campaign 2.0
- The arrangements of Special Campaign 2.0-portal and Nodal Officers will continue to be operational
- The campaign may continue to be implemented in outstation offices of Ministries/Departments and autonomous organizations/ subordinate/attached offices also.
- Secretaries to monitor progress on a monthly basis. Nodal Officers to monitor progress on a weekly basis and enter data on the DARPG portal on the first Monday of every month.
- The SCDPM portal has been slightly modified to capture the implementation of delayering, delegation and record management particularly for A&B category of records also along with the pendency and cleanliness activities. This portal can be accessed on www.pgportal.gov.in/scdpm from 6.1.2023. A training session on the portal for all nodal officers of the campaign will be organized separately.


(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 2.0
4. Copy to Senior Technical Director, NIC

5.2 OM on 'Delaying and Migration to eOffice'

1/1407/2022

30011/12/2015-O&M-Part(2)
F.No.30011/12/2015-O&M(e-6452)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhavan,
SansadMarg, New Delhi-110001
Dated: 4.08.2022

OFFICE MEMORANDUM

Sub: Increasing efficiency in Decision Making

Governance reform through efficient decision making has been seen to be one of the top priorities of the Government to make the administration responsive, accountable and citizen centric. In this context, the Central Secretariat had in the year 2021 adopted the Initiative for Increasing Efficiency in Decision Making in Government. Under this initiative, a four-pronged approach was adopted by the Central Government with DARPG being the nodal department, for implementing the same. These initiatives include Delaying by restricting the channel of submission to a maximum of four levels, Delegation of power to lower formulations, adoption of Desk Officer System to ensure single points of file disposal, Digitisation of all receipts in the Central Registry Units and consequent adoption of E-Office Version 7.0. These key reforms were to be implemented immediately by all the Ministries/ Departments in the Central Government. It was felt that these measures would result in a leaner organizational structure by reducing quantum of work at each level in hierarchy and increase productivity, responsibility and efficiency of the Ministries/ Departments.

2. Implementation of these measures and their impact on organizational framework was reviewed by the Cabinet Secretary on 18th July, 2022. The Record of Discussion of the above meeting is enclosed. In the said meeting it was noticed that certain Ministries/ Departments had not carried out the aforesaid reforms. It was decided that all the major initiatives for increasing efficiency as outlined above, would be carried out in all Ministries/ Departments without exception. In addition it was also decided that no physical papers or receipts should be generated or sent for inter-Ministerial circulation or circulation within the Ministry. It was directed that the sources for generation of physical papers should be identified and concerned organizations/stakeholders should be encouraged to use electronic medium only.

3. All Ministries/ Departments are therefore requested to immediately circulate internal instruction in this regard so as to carry out the aforesaid directions of Cabinet Secretariat, under intimation to this Department.

Signed by Jaya Dubey
Date: 04-08-2022 12:54:07
(Jaya Dubey)
Reason: Approved
Joint Secretary of the GOI
Tele no. 23360208

Encl: As Above

5.3 DO letter on 'eOffice 7.0 Migration'

वी. श्रीनिवास, आई.ए.एस.
V. Srinivas, IAS
सचिव
SECRETARY



75
आजादी का
अमृत महोत्सव

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद मार्ग,
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
SARDAR PATEL BHAWAN, SAN SAD MARG,
NEW DELHI-110001

D.O.No.O-16012/6/2017-ARC-DARPG(e5384)

Dated: January 02, 2023

Dear Shri Gyanesh Kumar ji,

Kindly refer to my DO letter of even number dated 29 August, 2022 regarding migration to e-office version 7.0 in all Central Ministries/Departments. The I was to be completed by 31 December, 2022.

2. NIC had accordingly drawn a calendar to schedule migration of individual Ministries to version 7.0 keeping in view the volume of their data and commensurate downtime. However, due to frequent deferments of the schedules by the Ministries / Departments the exercise could not be completed within the stipulated time.

3. The Cabinet Secretary, in the Workshop held on 23.12.2022 in Vigyan Bhawan, requested the Ministries to utilize the advanced features of e-office version 7.0 and complete the migration to this new version by 15th February, 2023.

4. Accordingly NIC has prepared a revised calendar for the migration of remaining Ministries. The revised schedule is enclosed. I request you to kindly adhere to the schedule and allow requisite downtime to the NIC to complete the migration of the remaining Ministries by February 2023.

With best regards,

Yours sincerely,



(V. Srinivas)

Encl: As above

Shri Gyanesh Kumar
Ministry of Cooperation
Atal Akshya Urja Bhawan
CGO Complex,
New Delhi - 110003



Please Visit our Website : <http://darpg.gov.in>, <http://goicharters.nic.in>

Ph. : 91-11-23742133, Fax : 91-11-23742546 Email : vsrinivas@nic.in, secy-arp@nic.in

Annexure- I Data Upload Status

Ministries yet to upload Data on the Special Campaign Portal for April 2023

S No	Ministry / Department
1.	Department of Heavy Industries
2.	Department of Legal Affairs
3.	Department of Official Language
4.	Ministry of Labour and Employment
5.	Ministry of Tourism





Department of Administrative Reforms and Public Grievances

Government of India

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