



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 | March 2026

Department of Administrative Reforms and Public Grievances



Table of Contents

1. Key Highlights March 2026.....	1
I. e-Office Analytics and Implementation.....	1
II. Swachhata Campaign Achievements (March 2026).....	2
III. Reduction in Pendency.....	2
2. Distribution of Ministries/Departments by Average Distinct Levels (Delaying).....	3
2.1 Delaying Trend (March 2026).....	3
2.2. Status of Delaying (March 2026).....	4
3. e-Office Analytics and Implementation.....	6
3.1 e-Office analytics.....	6
3.2 Growth of e-Files.....	7
3.3. eFiles creation (March 2026).....	8
3.4. Inter-Departmental File Movement.....	8
3.5. eReceipts Adoption (% share of eReceipts).....	9
3.6. eOffice Analytics.....	10
4. Special Campaign & Institutionalisation of Swachhata.....	14
4.1. Cumulative Revenue Earned.....	14
4.2 Revenue Earned from Scrap Disposal (March 2026).....	15
4.3. Space Freed (March 2026).....	15
a. Space Freed by Top 3 Ministries/Departments.....	16
4.4. Cleanliness Campaign Sites (March 2026).....	17
4.5. Files Weeded Out/Closed (March 2026).....	17
5. Before-After.....	18
6. Best Practices- Environment Friendly Activities.....	20
7. Parameter wise performance of Ministries/Departments.....	21
8. In-Focus: Ministry of Mines.....	23
8.1. Efficient Management of office	23

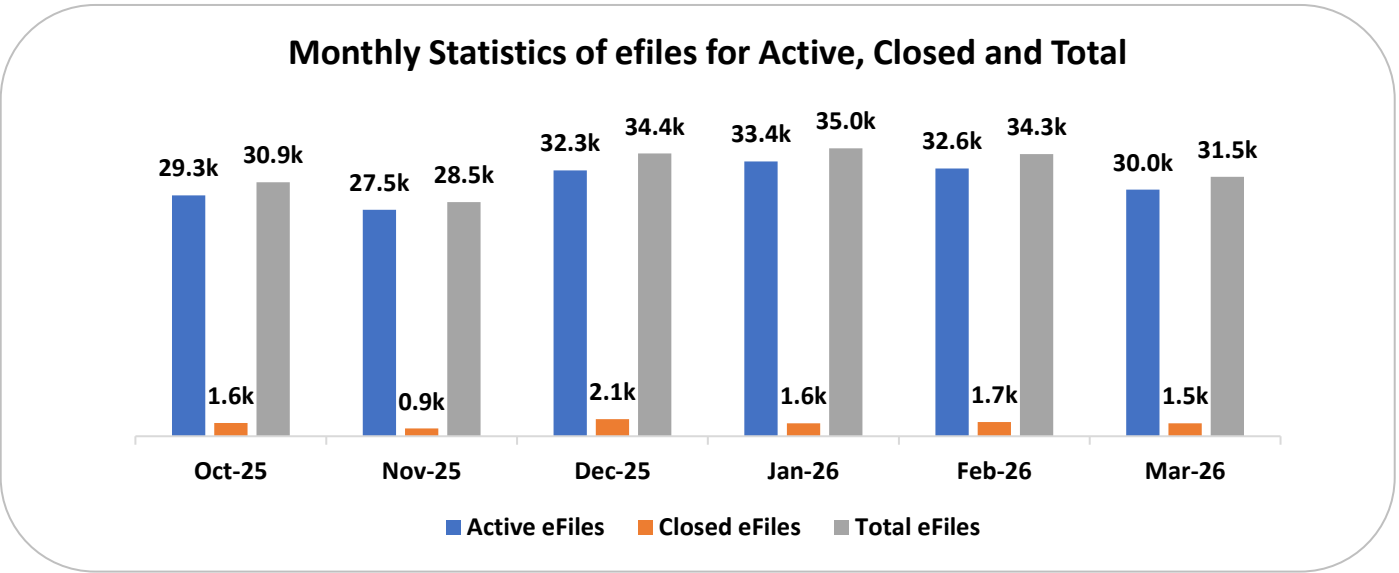
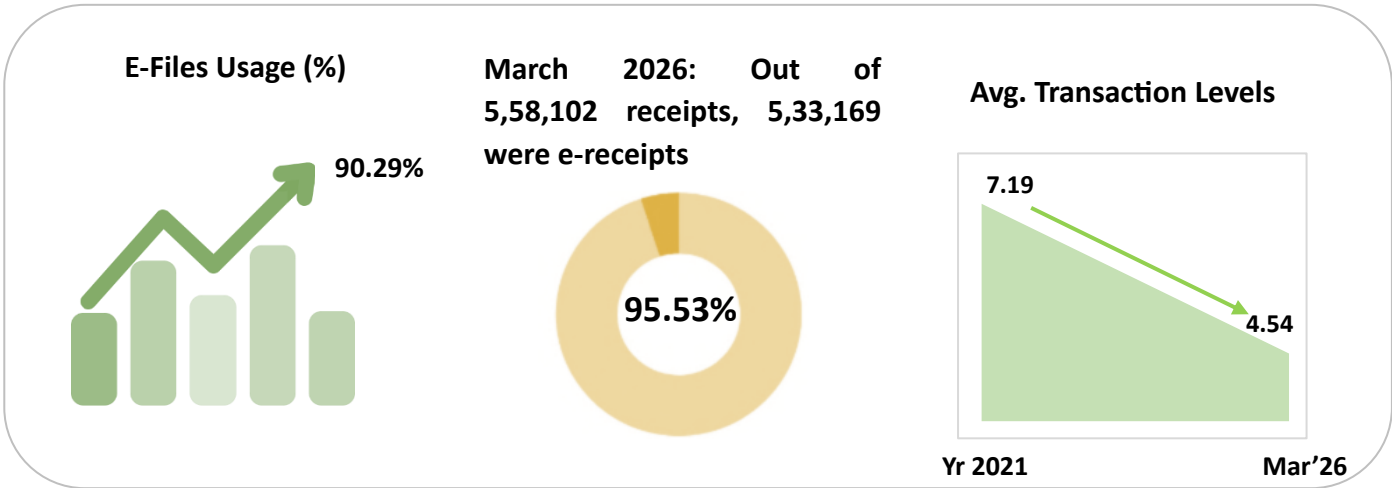
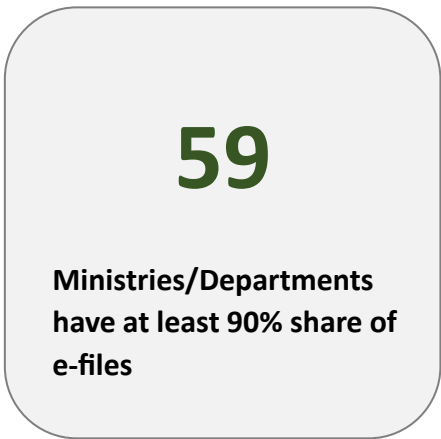
8.2. Scrap Disposal.....	23
8.3 Best Practices by Ministry of Mines.....	23
8.4 Increasing Efficiency in Decision Making.....	26
8.5 Notable Achievements in March 2026.....	26
09. Office Memorandum on Increasing Efficiency in Decision Making.....	27
10. Office Memorandum on disposal of pending matter in Government	28
11. Office Memorandum on e-Office.....	29
Annexure I : Data Not Uploaded.....	31
Annexure II : List of Abbreviations.....	32

1

Key Highlights

March 2026

I. e-Office Analytics and Implementation

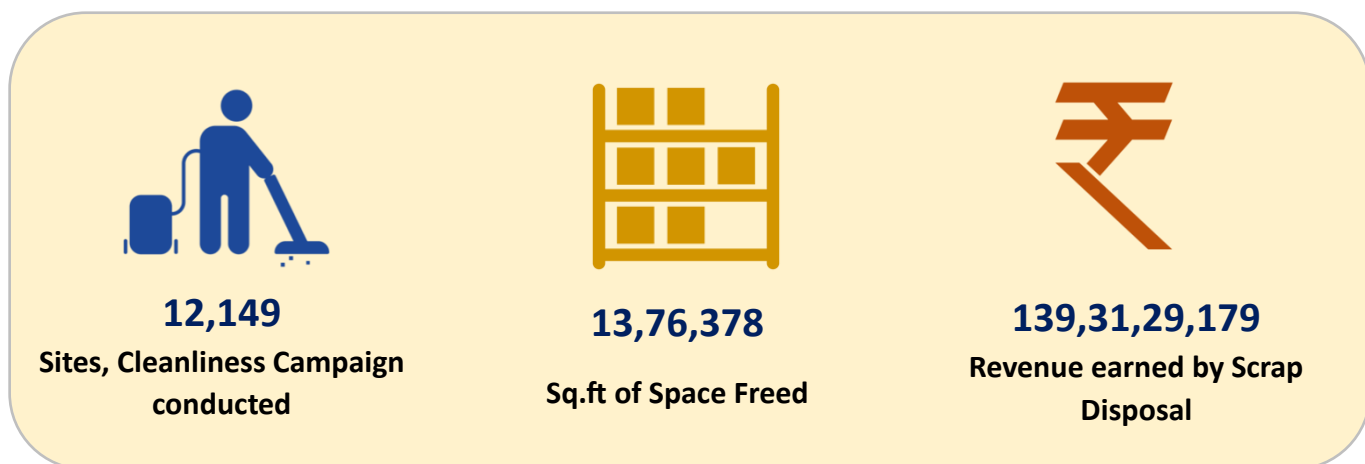


1

Key Highlights

March 2026

II. Swachhata Campaign Achievements (March 2026)



III. Reduction in Pendency

Disposed

- ✓ **5,81,684** Public Grievances
- ✓ **28,668** Public Grievance Appeals
- ✓ **1,060** References from MPs
- ✓ **401** References from State Governments
- ✓ **197** IMC References
- ✓ **461** PMO References

Fulfilled

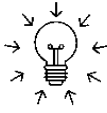
95 Parliamentary Assurances



Record Management

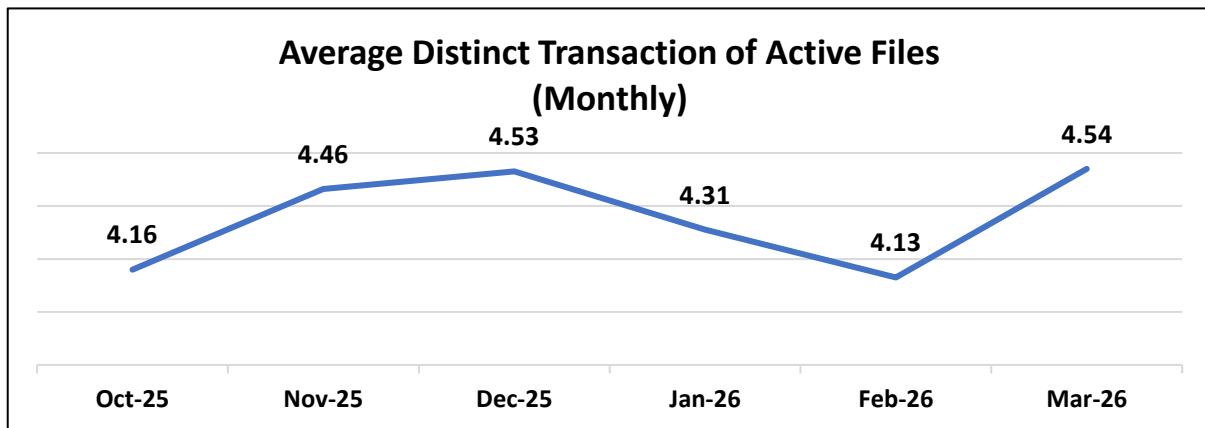
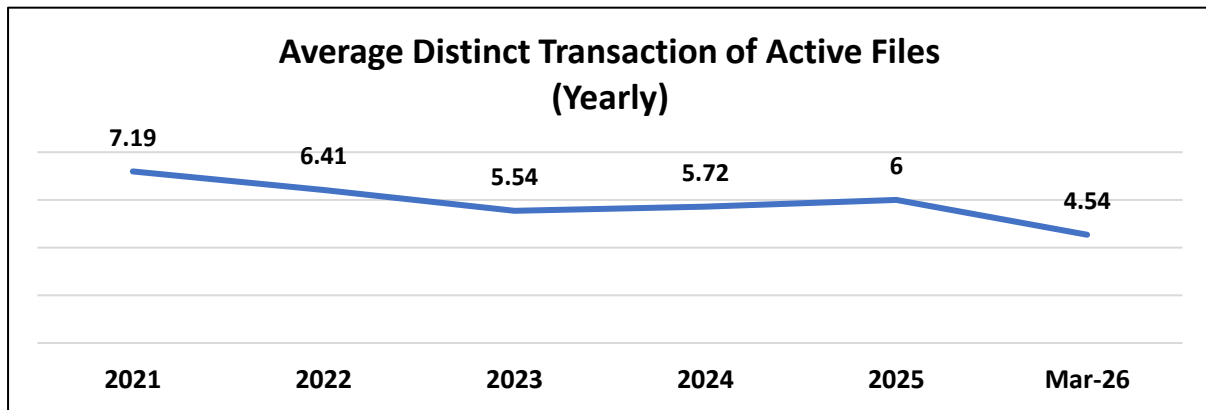
- ✓ **2,34,610** Physical files reviewed and **1,22,226** physical files weeded out.

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

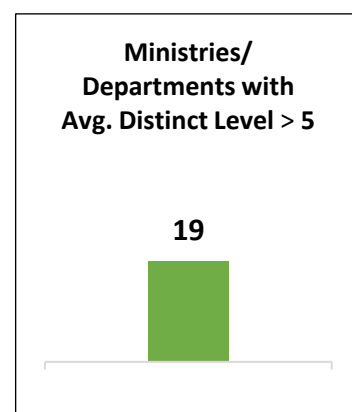
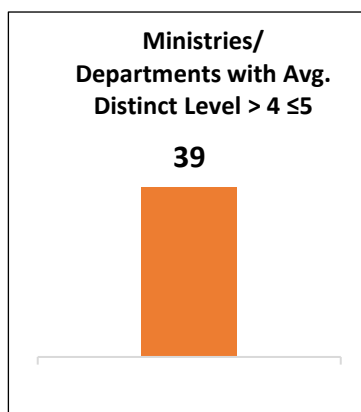
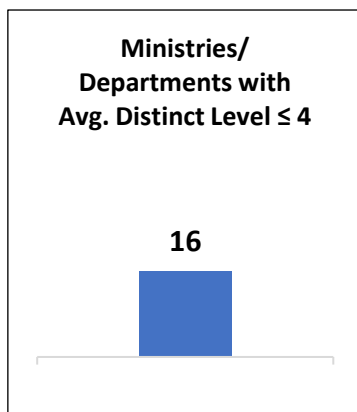


Key Interpretation

The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to just 4.54 in March 2026, streamlining processes and enhancing efficiency.



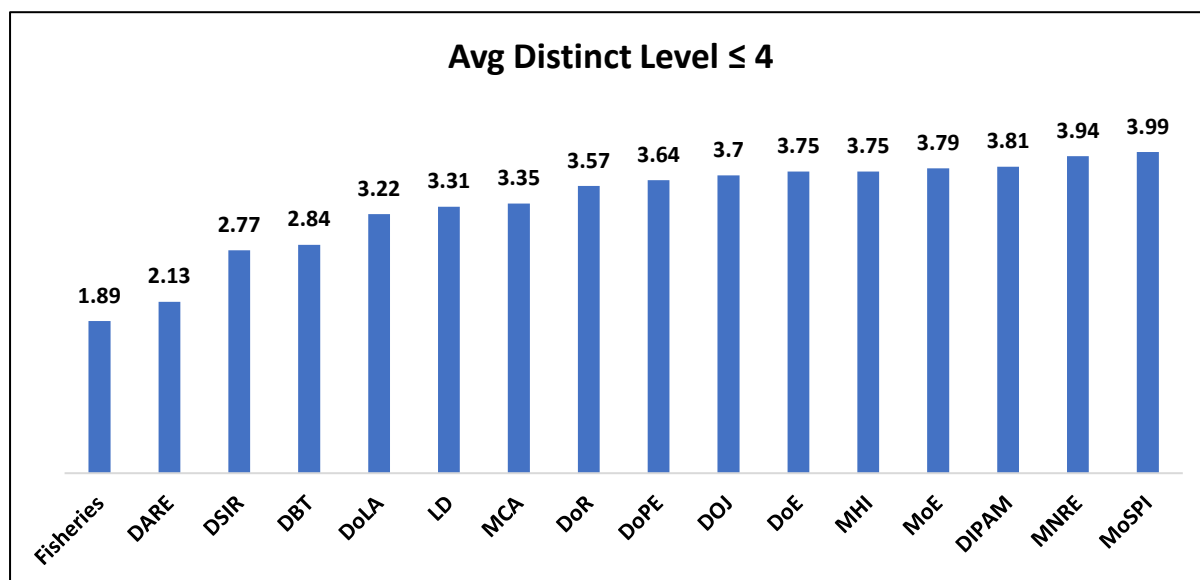
2.1 Delaying Trend (March 2026)



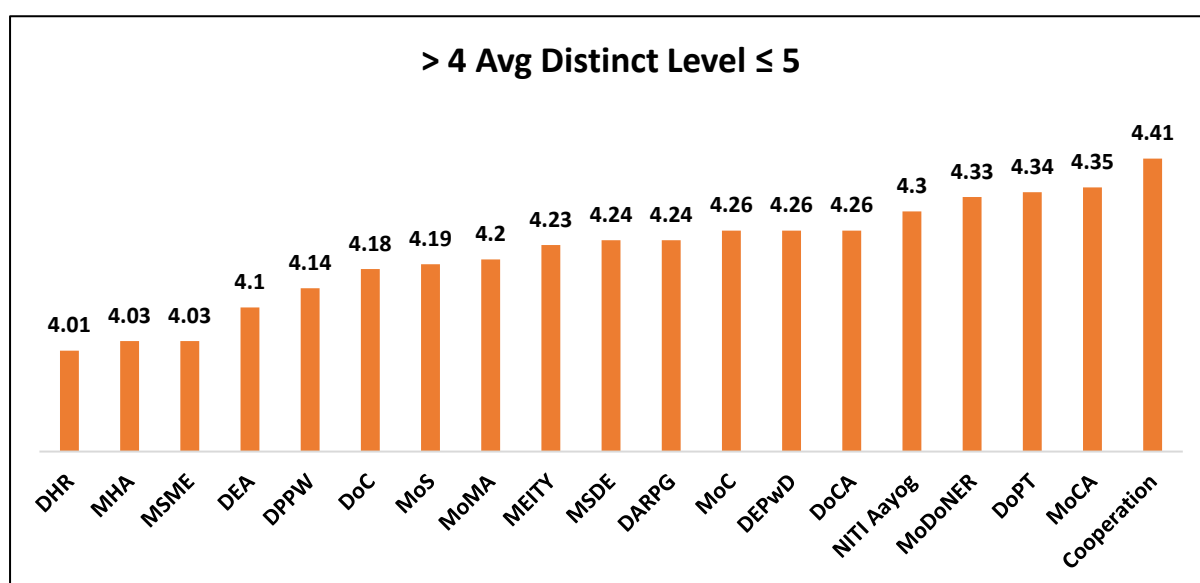
2.2. Status of Delaying

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

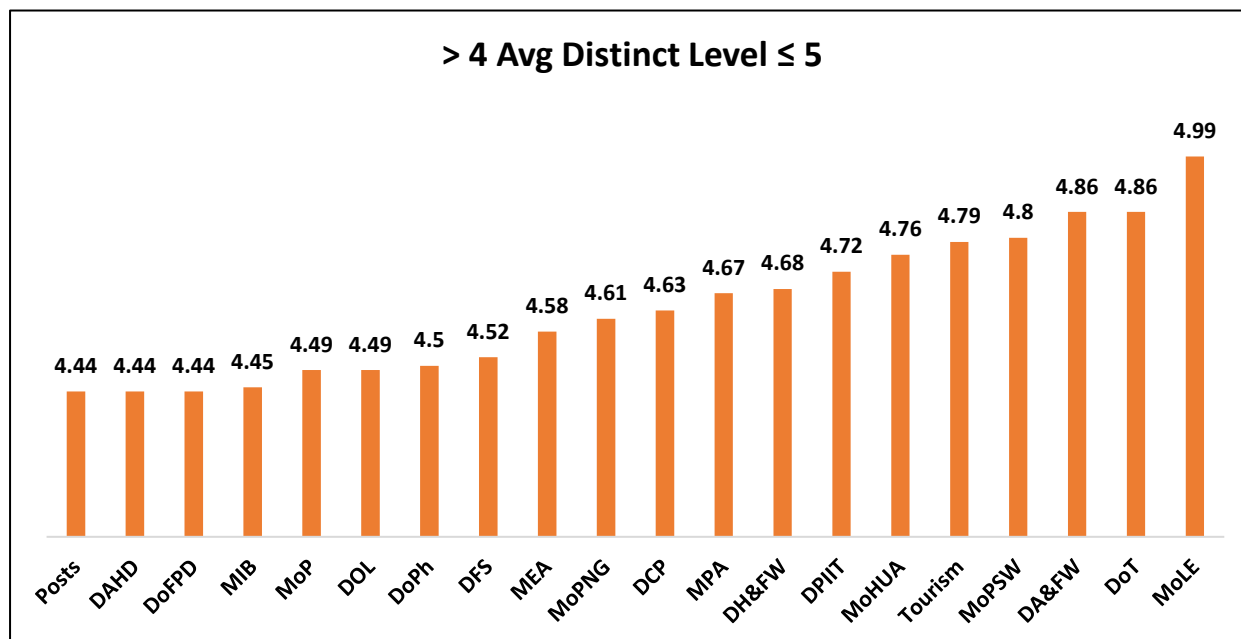
a. Ministries/Departments with average distinct transaction levels up to ≤ 4



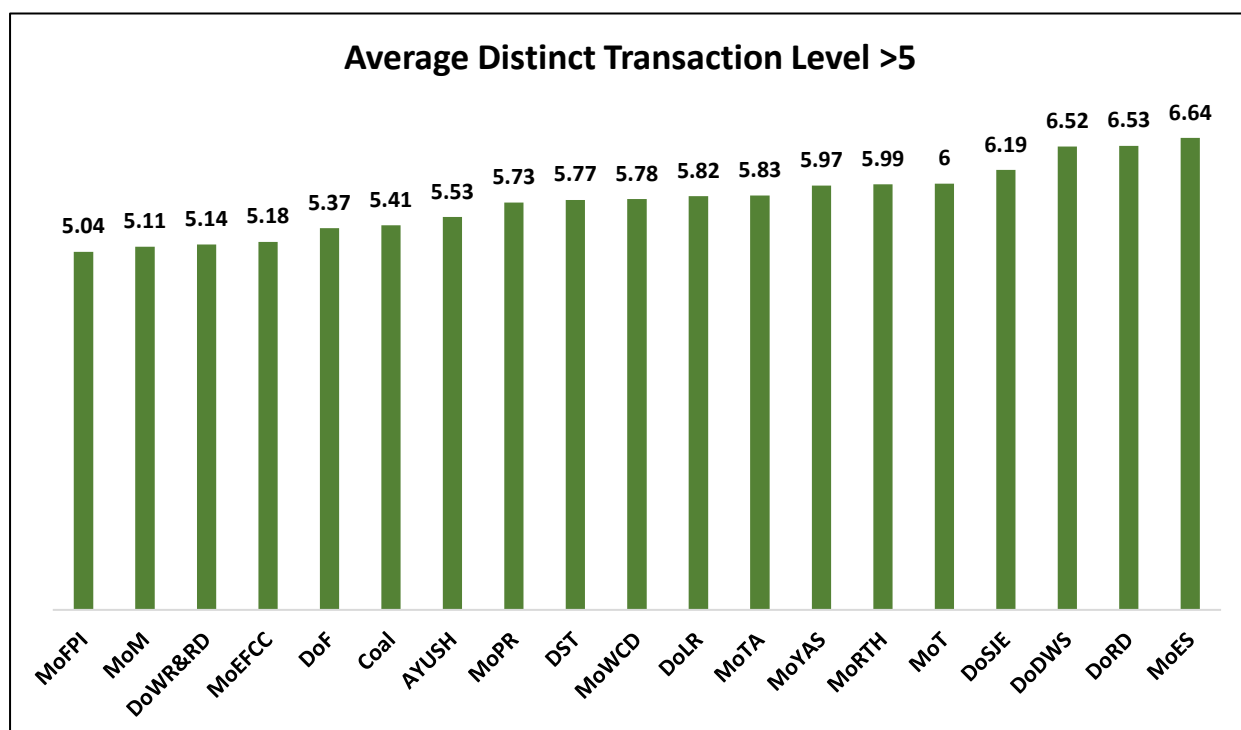
b. Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5



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

Overview

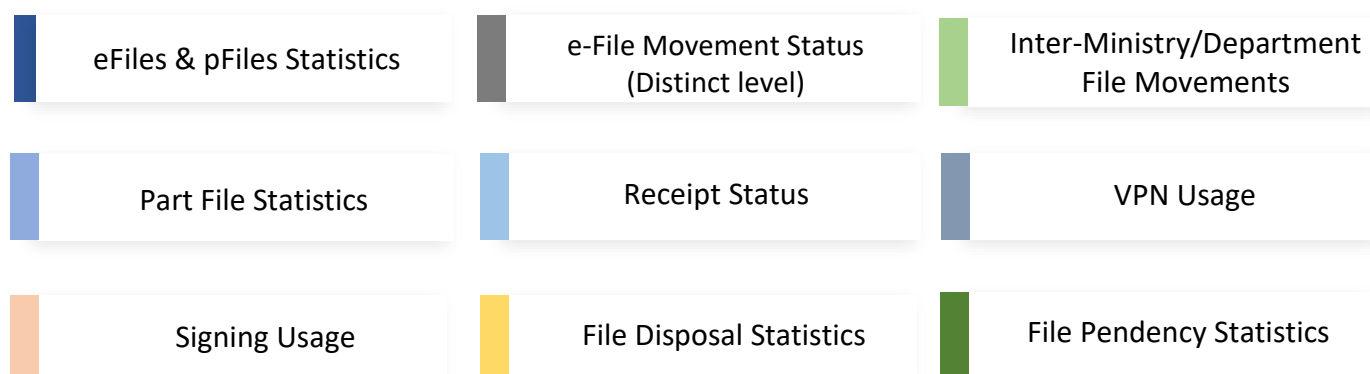
eOffice aims to create a paperless, efficient, and transparent digital workplace for government offices, enabling easy access to information and knowledge sharing through a unified platform.

- ✓ Adoption of e-Office has gained significant momentum in the Central Secretariat since 2014. Ministries/Departments have transitioned from e-Office version 5.6 to the more advanced version 7.x, which is user-friendly, optimized, accessible to persons with disabilities, and compatible with mobile and tablet devices.
- ✓ Advanced Decision Support & Analytics Platform for Central Secretariat including administrative/financial controllable KPIs
- ✓ **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.

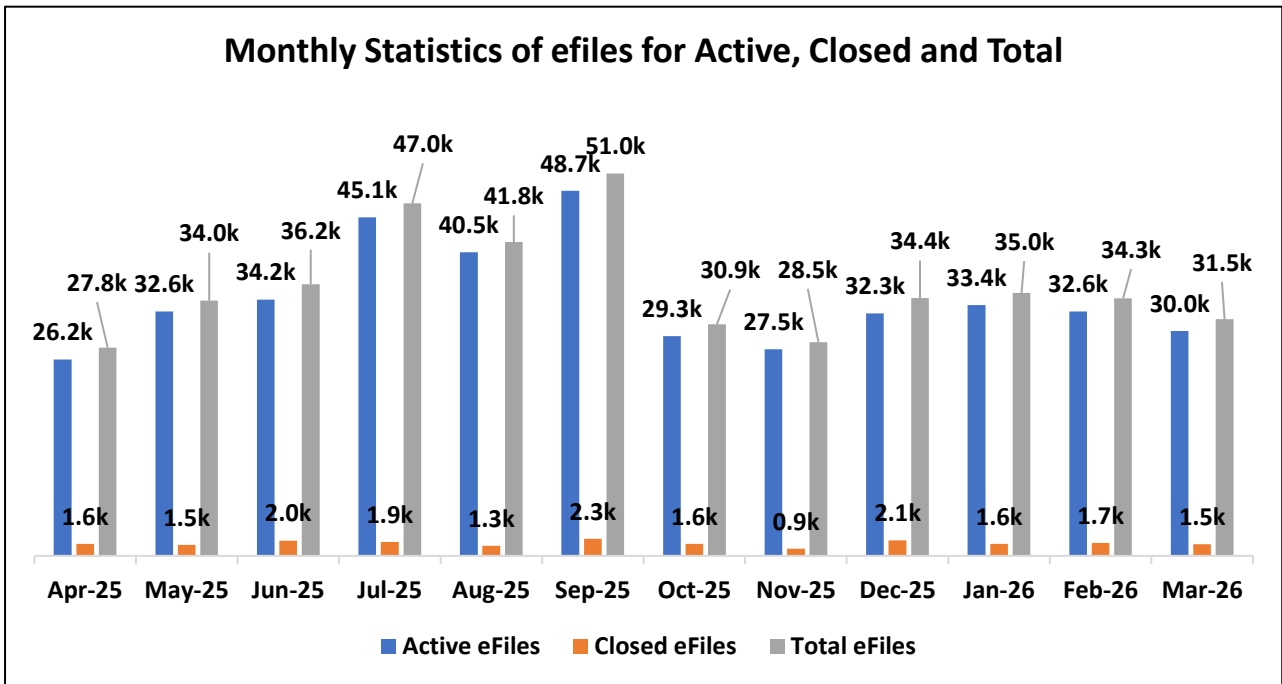
e-Office: Scale & Implementation Landscape

- ✓ **74 Central Secretariat Ministries/Departments** fully onboarded
- ✓ **Adopted by 1400+ organizations nationwide** including: **Ministries, State Secretariats, District Administrations, PSUs, Autonomous Bodies, and other institutions** comprising of **17+ lakhs users**

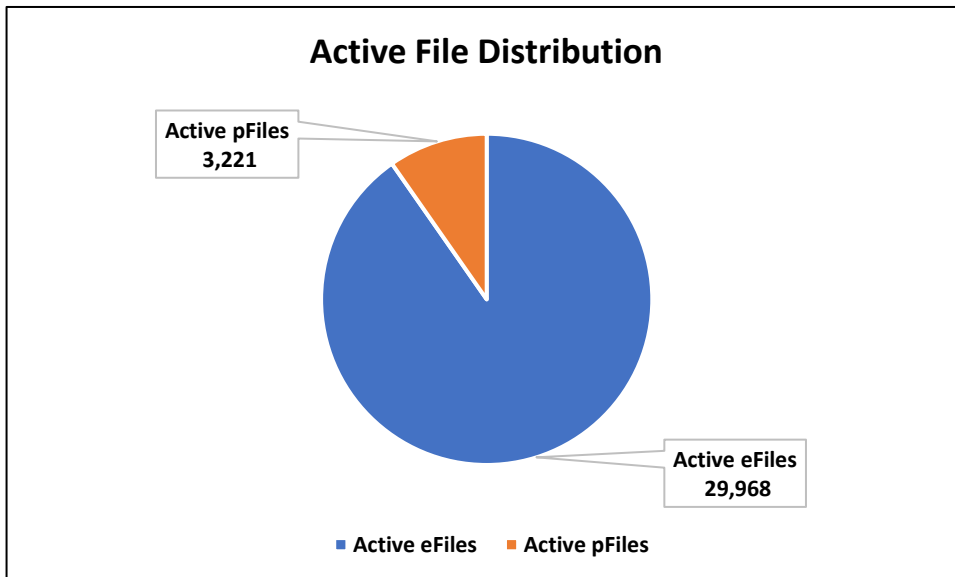
The Vishleshan dashboard provides a unified view across key operational dimensions:



3.2 Growth of e-Files



The total eFiles have reached **31.5k** in March 2026 from **27.8k** in April 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**.



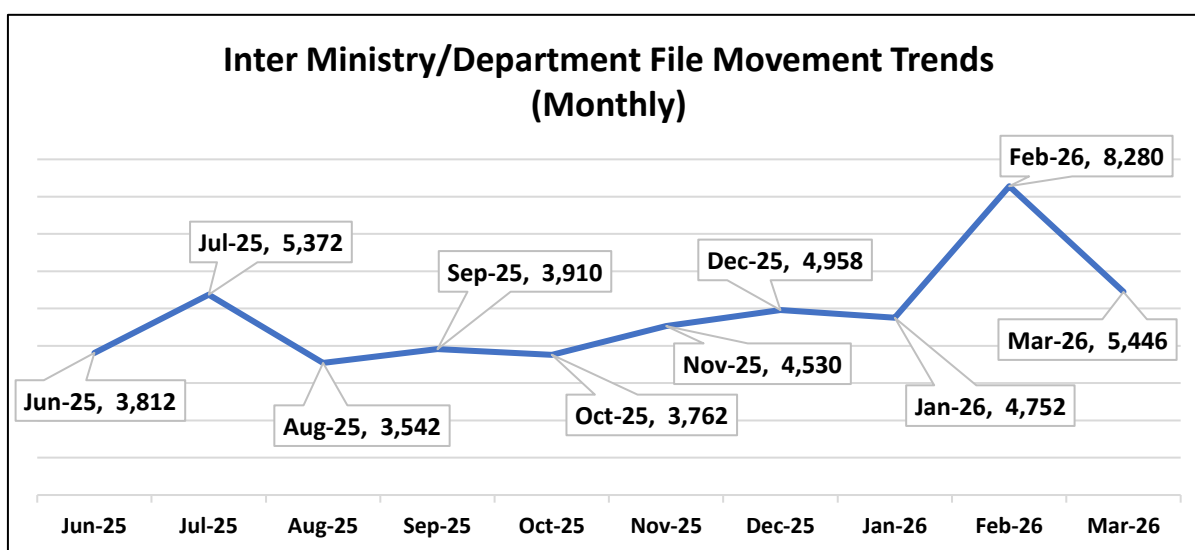
Active eFiles accounted for **90.29%** of total active files in **March 2026**, indicating dominant usage of digital files over physical ones.

3.3. eFiles creation

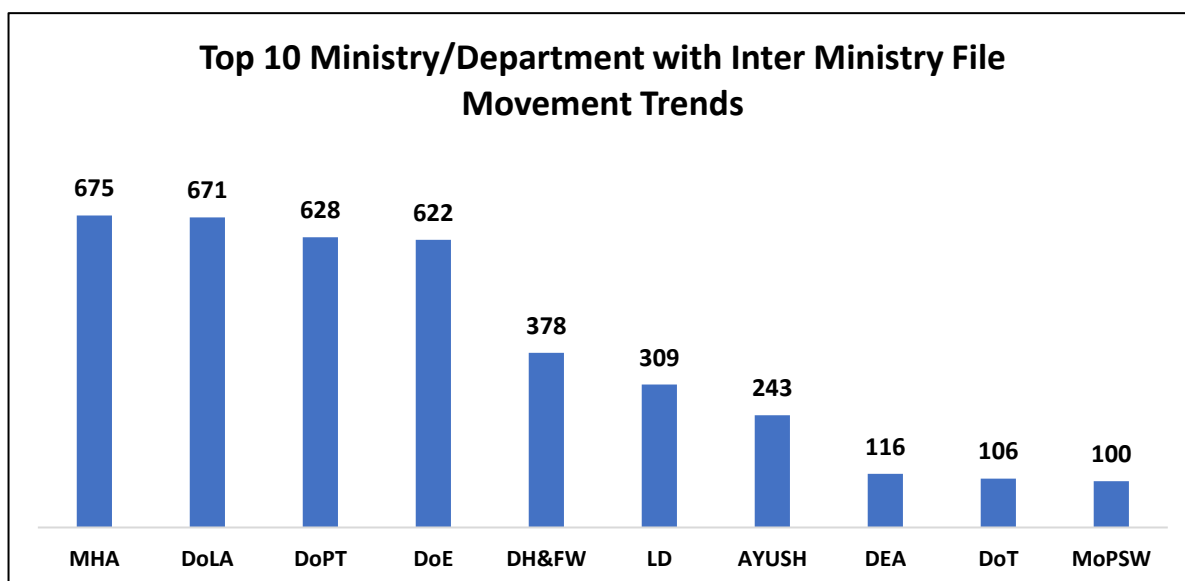
Ministries/Departments with <90% share of active eFiles for the month of March 2026:

S.No.	Ministry/ Department Name	%Share of eFiles
1	Ministry of Civil Aviation	89.86%
2	Ministry of Heavy Industries	88.05%
3	Ministry of Culture	85.63%
4	Ministry of New and Renewable Energy	84.76%
5	Department of Consumer Affairs	84.24%
6	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	81.72%
7	Department of Personnel & Training	80.67%
8	Ministry of Environment, Forest and Climate Change	79.96%
9	Ministry of Education	78.62%
10	Department of Agriculture and Farmer Welfare	75.46%
11	Department of Telecommunications	74.30%
12	Ministry of Labour & Employment	66.11%
13	Ministry of Home Affairs	65.36%
14	Ministry of AYUSH	62.61%
15	Department of Official Language	56.90%

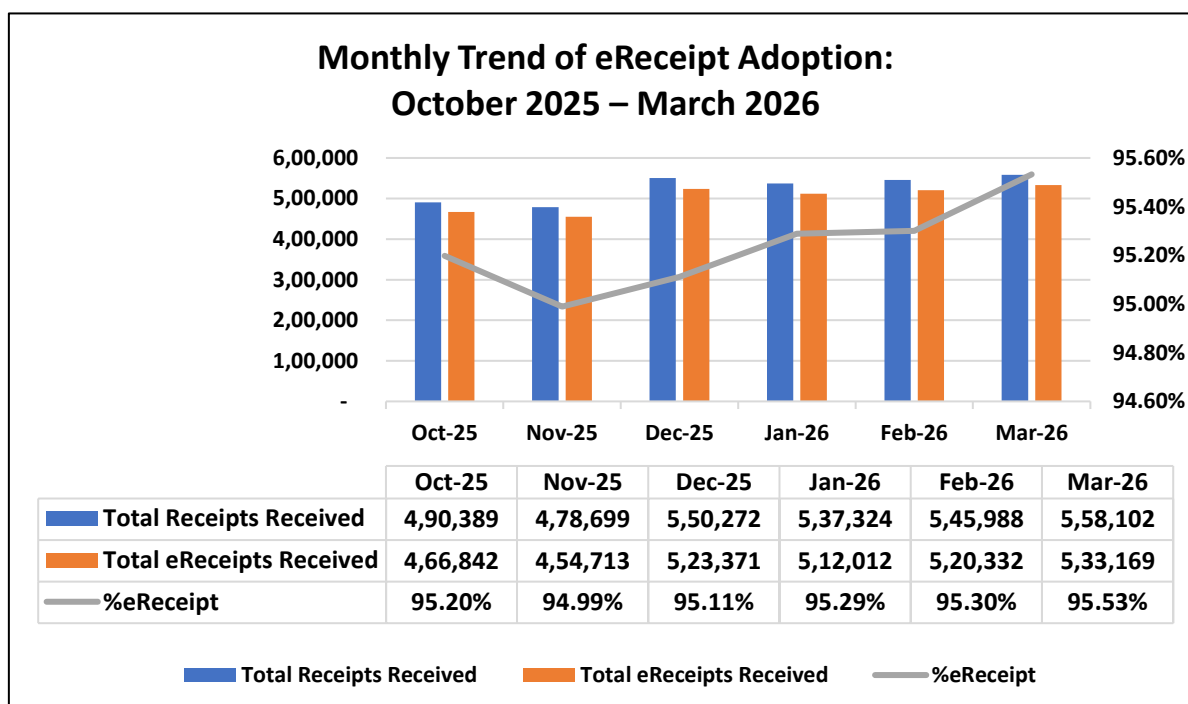
3.4. Inter-Departmental File Movement



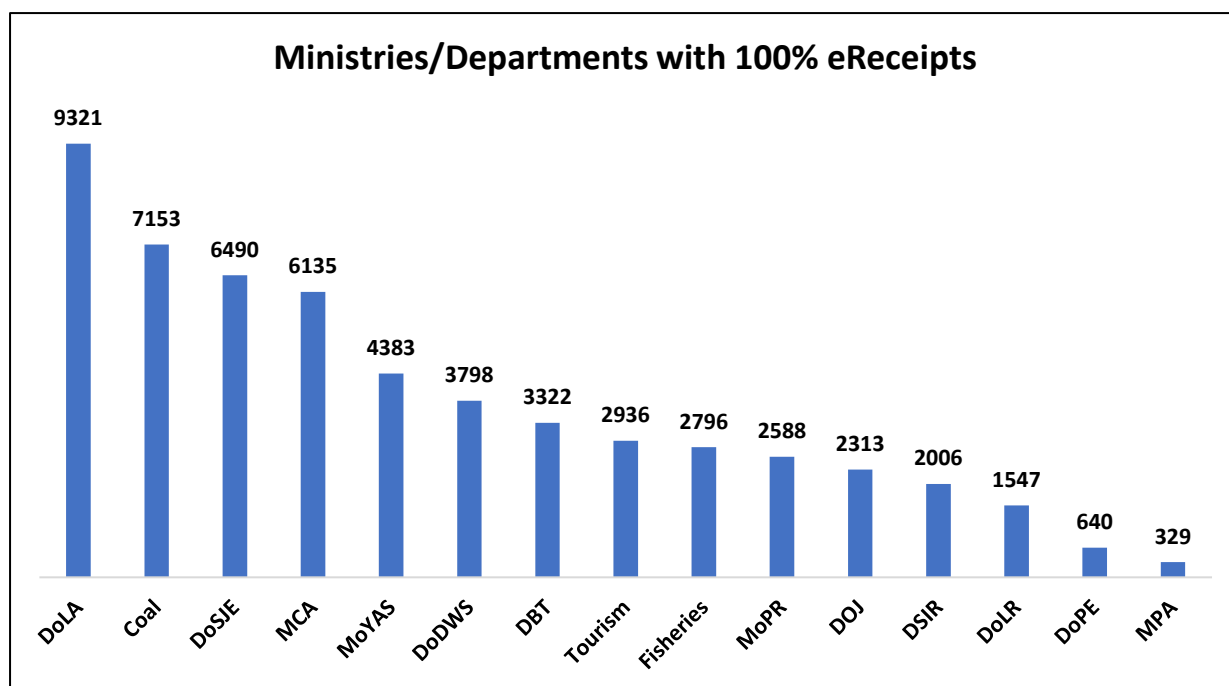
- **Top Ministries/Departments Driving Inter-Ministerial File Movement – March 2026**



3.5. eReceipts Adoption (% share of eReceipts)



The share of eReceipts has remained consistently above 94% over the **last six months**, reaching **95.53% in March 2026** — indicating sustained digital adoption in receipt handling across Ministries/Departments.



3.6. eOffice Analytics

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

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
1	Ministry of Home Affairs	65.36%	79.37%	34.60%
2	Department of Legal Affairs	100.00%	100.00%	12.29%
3	Ministry of Education	78.62%	95.71%	40.78%
4	DOHFW DEPARTMENT - Ministry of Health & Family Welfare	81.72%	93.94%	51.40%
5	Ministry of Housing & Urban Affairs	95.89%	99.25%	54.78%
6	Ministry of Statistics & Programme Implementation	99.73%	99.93%	33.58%
7	Department of Commerce	99.70%	98.34%	34.35%
8	Ministry of Environment, Forest and Climate Change	79.96%	99.98%	47.73%
9	Department of Agriculture and Farmer Welfare	75.46%	99.68%	52.71%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
10	Ministry of Road Transport & Highways	100.00%	99.96%	63.10%
11	Department of Posts	99.61%	99.69%	40.74%
12	Department for Promotion of Industry and Internal Trade	99.85%	99.32%	56.87%
13	Ministry of Information & Broadcasting	97.60%	92.25%	41.86%
14	Department of Telecommunications	74.30%	89.55%	53.90%
15	DEA - Ministry of Finance	90.57%	97.30%	36.29%
16	Department of Personnel & Training	80.67%	90.40%	37.79%
17	Department of Water Resources, River Development & Ganga Rejuvenation	100.00%	99.97%	57.34%
18	Ministry of Women and Child Development	100.00%	99.98%	67.33%
19	DOE - Ministry of Finance	92.72%	73.89%	23.74%
20	DFS - Ministry of Finance	93.66%	94.38%	51.11%
21	Department of Rural Development	100.00%	99.98%	72.25%
22	Ministry of Skill Development and Entrepreneurship	100.00%	93.92%	43.51%
23	Ministry of Labour & Employment	66.11%	85.85%	59.70%
24	Ministry of AYUSH	62.61%	78.57%	72.44%
25	NITI Aayog	100.00%	98.52%	43.28%
26	Ministry of Youth Affairs & Sports	99.74%	100.00%	75.48%
27	DOR - Ministry of Finance	93.07%	85.32%	26.93%
28	Ministry of Electronics & Information Technology	98.94%	97.35%	39.36%
29	Department of Social Justice & Empowerment	100.00%	100.00%	78.98%
30	Department of Drinking Water and Sanitation	100.00%	100.00%	80.13%
31	Department of Animal Husbandry and Dairying	100.00%	99.92%	40.73%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
32	Ministry of External Affairs	100.00%	99.92%	48.03%
33	Ministry of Corporate Affairs	100.00%	100.00%	31.80%
34	Ministry of Coal	100.00%	100.00%	61.63%
35	Ministry of Power	100.00%	99.98%	45.49%
36	Ministry of Culture	85.63%	95.56%	45.67%
37	Ministry of Cooperation	91.48%	94.73%	43.97%
38	DHR DEPARTMENT - Ministry of Health & Family Welfare	94.55%	89.56%	25.88%
39	Ministry of Civil Aviation	89.86%	99.77%	50.70%
40	Department of Empowerment of Persons with Disabilities	100.00%	99.98%	42.03%
41	Ministry of Mines	99.25%	99.93%	58.06%
42	Ministry of Textiles	99.55%	83.58%	69.59%
43	Ministry of Ports, Shipping and Waterways	99.58%	99.95%	37.64%
44	Ministry of Petroleum and Natural Gas	90.04%	99.22%	48.90%
45	Department of Science & Technology	99.37%	99.93%	66.67%
46	Ministry of Tribal Affairs	100.00%	99.46%	75.58%
47	Department of Consumer Affairs	84.24%	99.92%	37.04%
48	Ministry of Steel	98.85%	97.63%	32.32%
49	Ministry of Food Processing Industries	100.00%	97.08%	66.48%
50	Ministry of Panchayati Raj	100.00%	100.00%	68.92%
51	Department of Food & Public Distribution	99.47%	99.77%	43.36%
52	Legislative Department	100.00%	99.80%	27.54%
53	Ministry of New and Renewable Energy	84.76%	99.98%	40.44%
54	Ministry of Minority Affairs	97.88%	91.54%	37.04%
55	Ministry of Heavy Industries	88.05%	99.74%	35.38%
56	Department of Fertilizers	98.58%	99.75%	61.79%

S No.	Ministry/ Department	% Active eFiles	% eReceipt	Files with Distinct Level > 4 (%)
57	Ministry of Development of North Eastern Region	98.91%	99.69%	47.50%
58	Department of Biotechnology	100.00%	100.00%	12.39%
59	Ministry of Tourism	99.55%	100.00%	53.64%
60	Ministry of Micro Small and Medium Enterprises	96.95%	90.26%	45.36%
61	Ministry of Earth Sciences	100.00%	99.81%	78.72%
62	Department of Scientific and Industrial Research	100.00%	100.00%	6.85%
63	Department of Pharmaceuticals	100.00%	99.51%	50%
64	Department of Chemicals and Petrochemicals	100.00%	99.89%	36.51%
65	Department of Pensions and Pensioners' Welfare	100.00%	98.46%	37.29%
66	Department of Official Language	56.90%	69.37%	43.14%
67	Department of Justice	100.00%	100.00%	10.87%
68	Department of Land Resources	100.00%	100.00%	73.33%
69	Department of Administrative Reforms & Public Grievances	94.44%	95.51%	45.71%
70	Department of Agricultural Research and Education	100.00%	99.88%	3.33%
71	Department of Public Enterprises	100.00%	100.00%	23.08%
72	Department of Fisheries	93.96%	100.00%	0%
73	DIPAM - Ministry of Finance	100.00%	99.89%	31.25%
74	Ministry of Parliamentary Affairs	100.00%	100.00%	66.67%

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

4

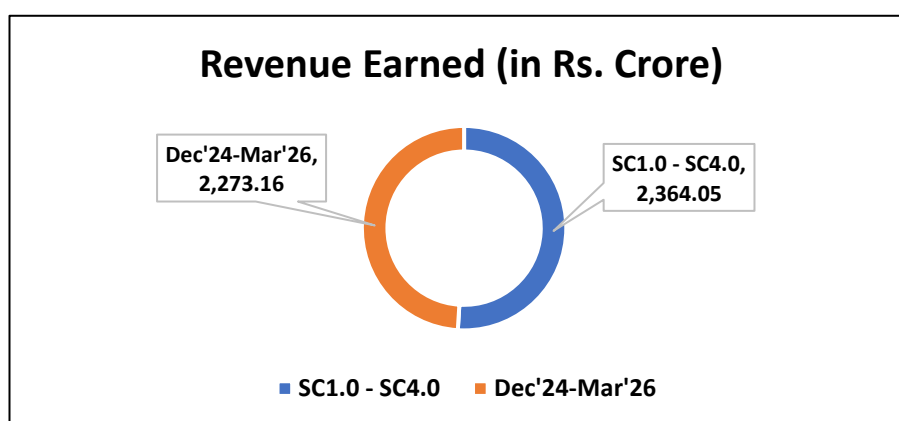
Special Campaign & Institutionalisation of Swachhata

Cumulative Achievements (2021 – March 2026)

Parameters	SC1.0 - SC4.0	Dec'24-Aug'25	SC 5.0	Dec'25 – Mar'26	Cumulative
Revenue Earned (in Rs. Crore)	2,364.05	1,007.1	833.92	432.14	4,637.21
Space Freed (in lakh Sq. Ft)	643.82	57.23	233.75	54.75	989.55
Cleanliness Campaign Sites	11,49,935	60,442	11,59,783	23,408	23,93,568
Files Weeded Out/Closed (in Lakhs)	131.4	6.81	29.52	5.99	173.72

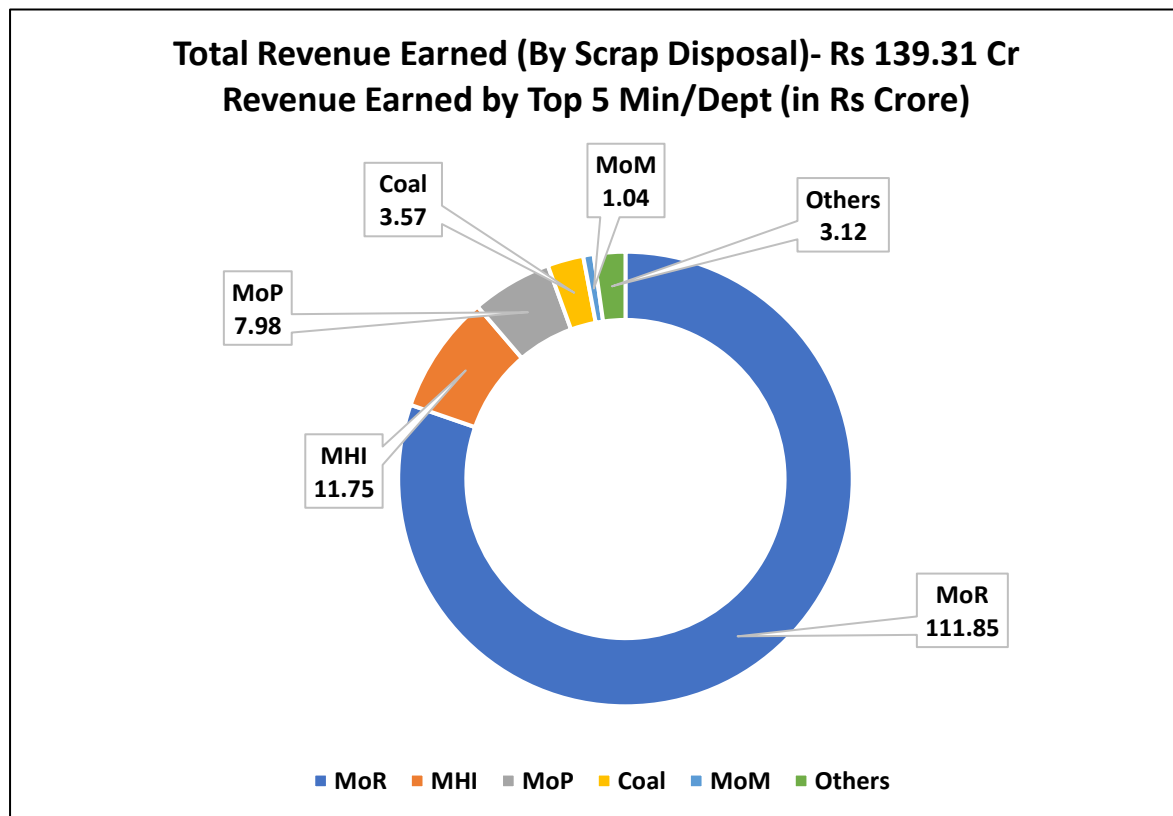
The data highlights the sustained momentum of the Special Campaigns (**SC1.0–SC5.0**) and Secretariat Reforms in driving administrative efficiency and promoting cleanliness across Ministries/Departments. As of March 2026, cumulative achievements include **₹4,637.21 crore** generated through scrap disposal, **989.55 lakh sq. ft** of office space freed, over **23.94 lakh sites** covered under cleanliness campaigns, and **173.72 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.)

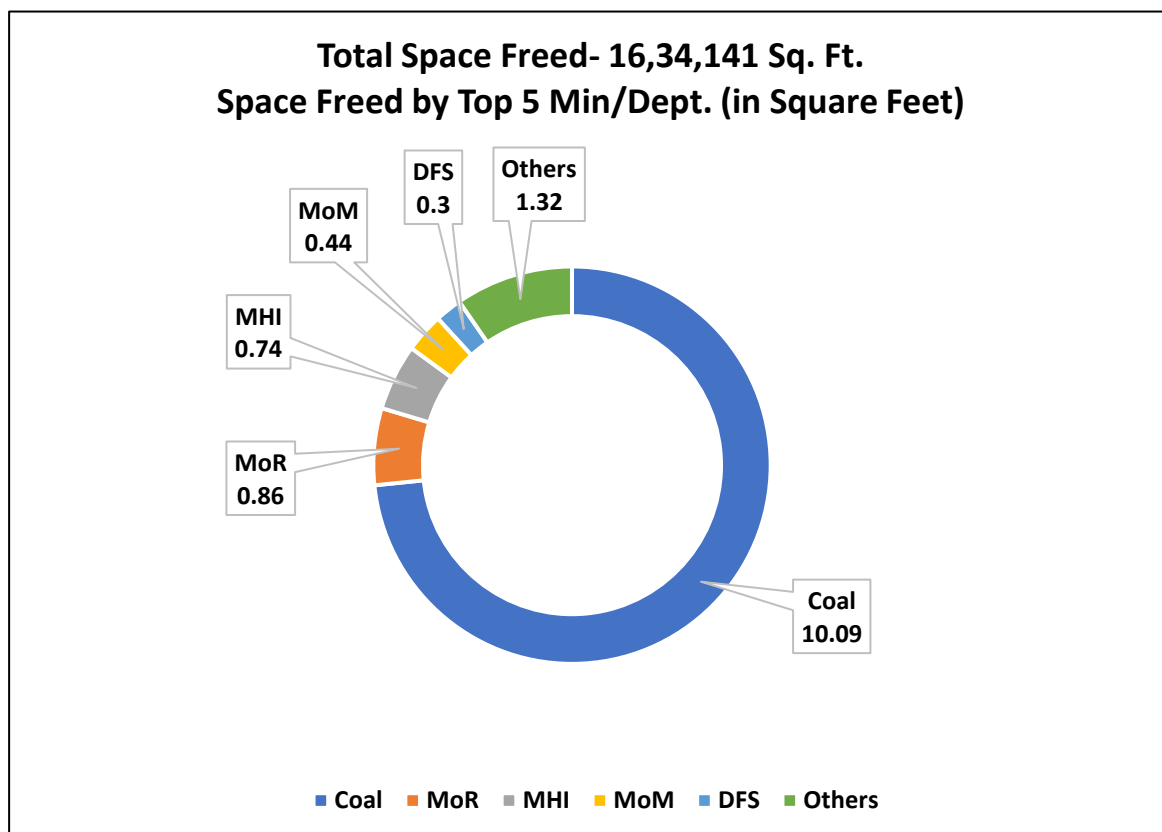


Out of the **cumulative ₹4,637.21 crore** revenue generated, **₹2,364.05 crore** was generated **during SC 1.0–SC 4.0**. This momentum continued in the period **Dec'24–Aug'25** with an additional **₹1,007.10 crore**, followed by **₹833.92 crore** during **Special Campaign 5.0**. Further, **₹432.14 crore** was generated through scrap disposal during **Dec'25–Mar'26**, reflecting sustained revenue generation across successive phases of the Special Campaigns.

4.2. Revenue Earned from Scrap Disposal (March 2026)



4.3. Space Freed (March 2026)



a. Space Freed by Top 3 Ministries/Departments

- **Ministry of Coal:** Total Space freed in March 2026 is 10,09,699 Sq.ft., The top 3 zones according to Space Freed are: -

S.No.	Site/Organisation	Space Freed (In Sq. ft.)
1.	Bharat Cooking Coal Limited	8,46,830.9
2.	Neyveli Lignite Corporation India Limited	72,841
3.	Central Mine Planning and Design Institute Ltd	27,500

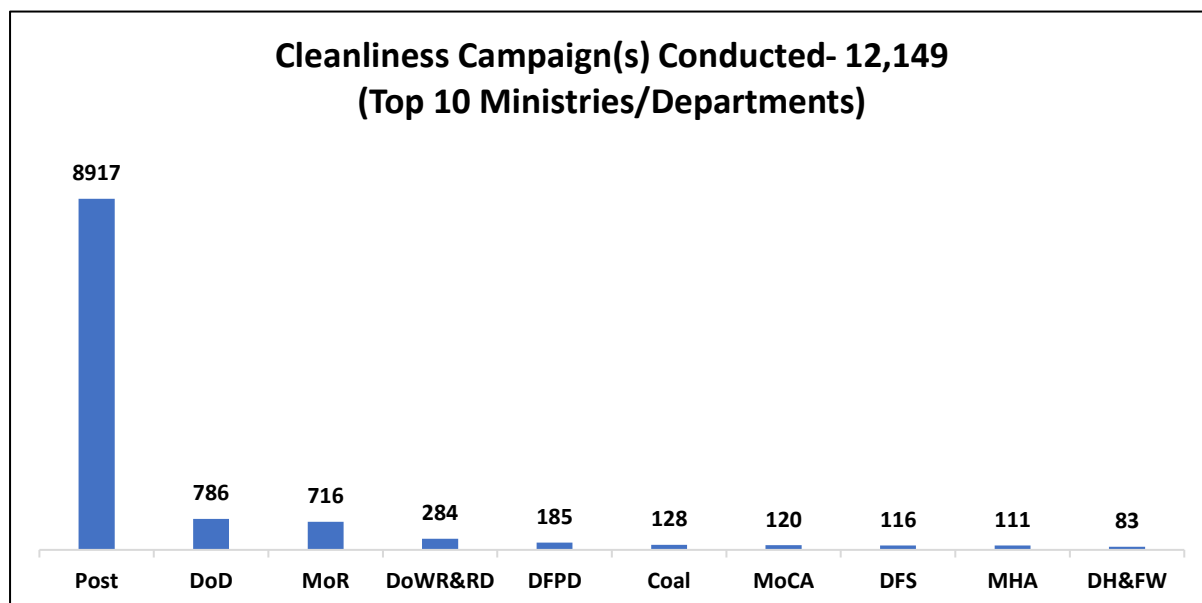
- **Ministry of Railways:** Total Space freed in March 2026 is 85,540 Sq.ft., The top 3 zones according to Space Freed are: -

S.No.	Site/Organisation	Space Freed (In Sq. ft.)
1.	North-Western Railways	39,773
2.	Central Railways	17,928
3.	MCF Raebareli	9,500

- **Ministry of Heavy Industries:** Total Space freed in March 2026 is 74,138 Sq.ft., The top 3 zones according to Space Freed are: -

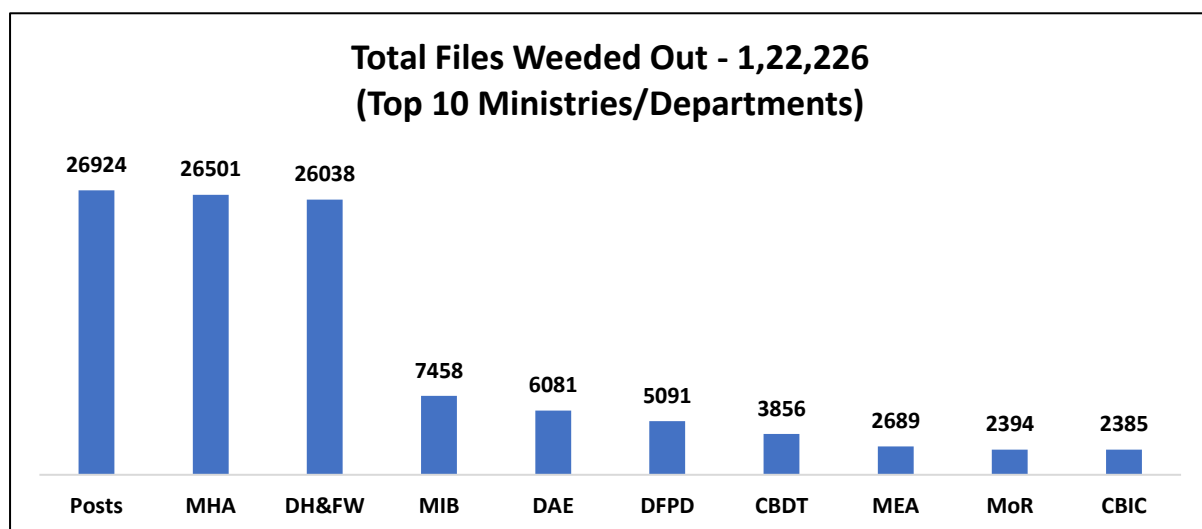
S.No.	Zone	Space Freed (In Sq. ft.)
1.	Bharat Heavy Electronics Limited	20,850
2.	National Automotive Test Tracks	15,800
3.	Global Automotive Research Centre	15,000

4.4. Cleanliness Campaign Sites (March 2026)



Out of **12,149** total cleanliness campaigns conducted, the **Department of Posts alone accounted for nearly 73.4% of the total**, followed by the Department of Defence, Ministry of Railways, Department of Water Resources, River Development and Ganga Rejuvenation, etc.—indicating strong and consistent participation in Swachhata initiatives by these departments.

4.5. Files Weeded Out (March 2026)



Out of the **1,22,226** files Weeded Out/Closed, the **Department of Posts** led with **26,924** files, followed by **Ministry of Home Affairs** with **26,501** files and **Department of Health & Family Welfare** with **26,038** 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-
March 2026**



BEFORE



AFTER

Old furniture & metal scrap disposed at Central Revenue Building under Pr.CCIT, Delhi **Central Board of Direct Taxes (Income Tax)**



BEFORE

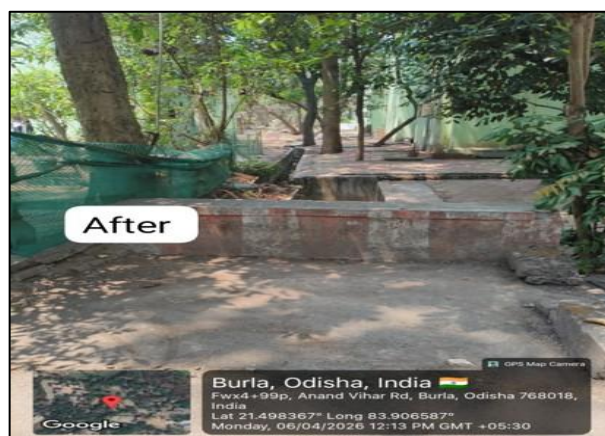


AFTER

Renovation of Postal office, PSD Chennai, **Department of Posts**



BEFORE



AFTER

Cleanliness drive conducted at MCL, Headquarters, Odisha; **Ministry of Coal**

5

Before-After



BEFORE



AFTER

Cleanliness drive conducted at Prithvi Bhawan, New Delhi;
Ministry of Earth Sciences

6 Environment Friendly Activities



Beautification of facade at Saha Institute of Nuclear Physics, Kolkata; **Department of Atomic Energy**



Wooden Packing Material transformed into plant pots at Regional Centre for Biotechnology, Faridabad; **Department of Bio Technology**



Cleanliness drive conducted at garbage dump area, safeguarding environment from harmful plastic waste; **Department of Defence**

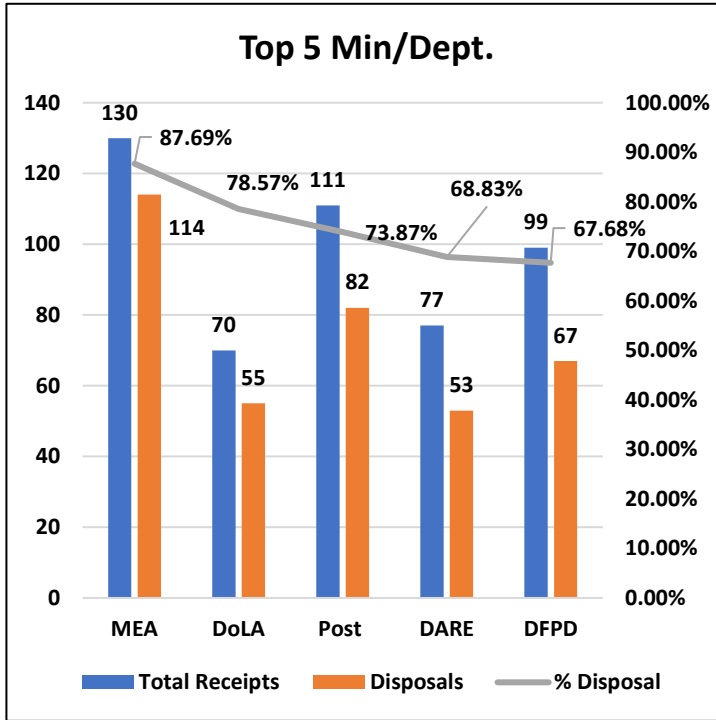
Biodegradable waste converted into compost, supporting gardening; Tata Memorial Hospital, Mumbai **Department of Atomic Energy**

7

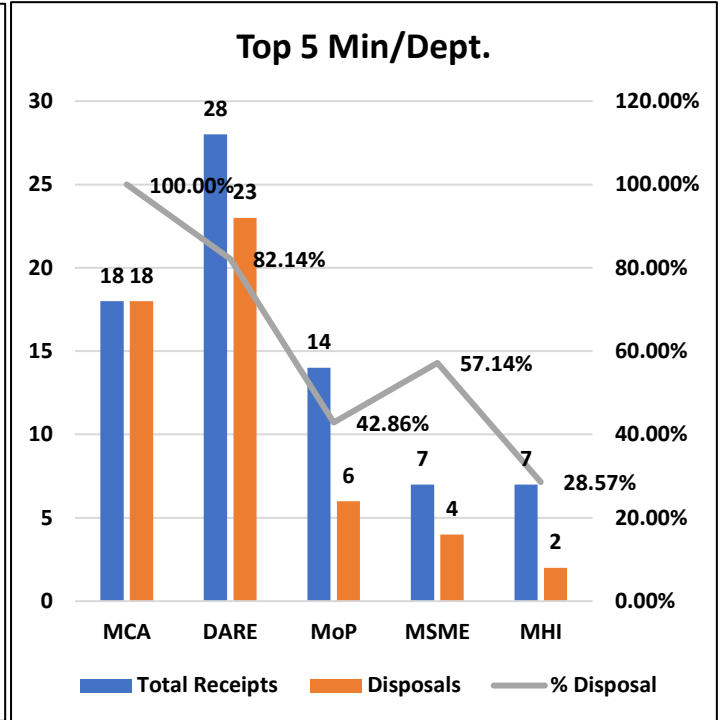
Parameter wise performance of Ministries/Departments

Top 5 Min/Dept according to Disposal for March 2026

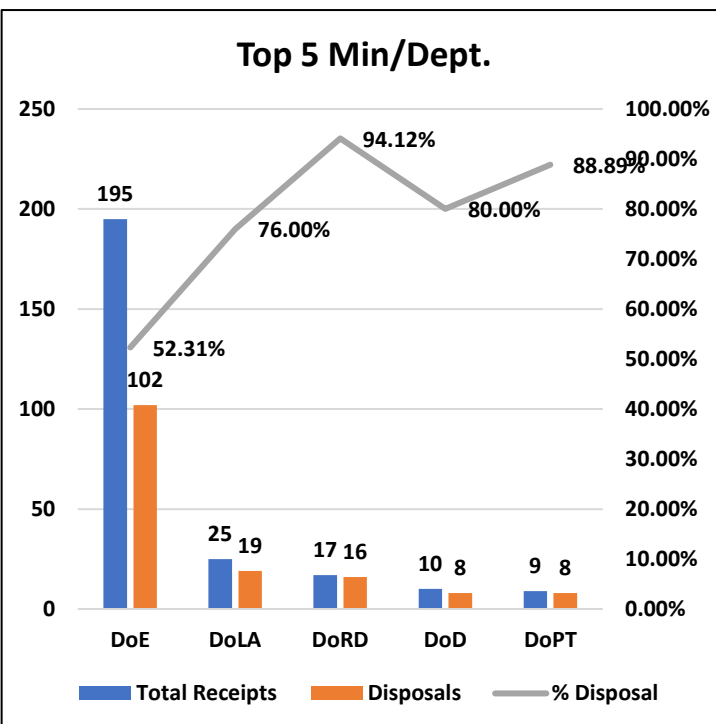
MP References



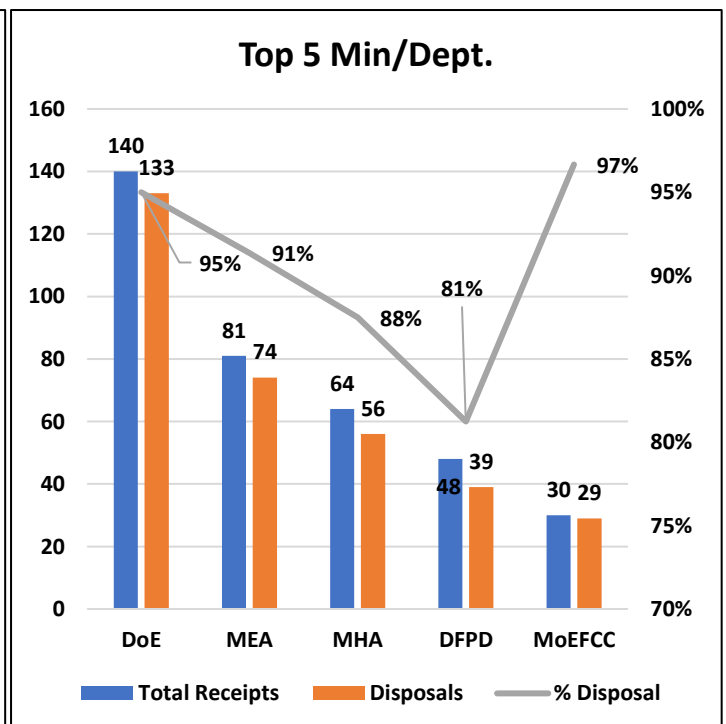
Parliamentary Assurances



IMC References



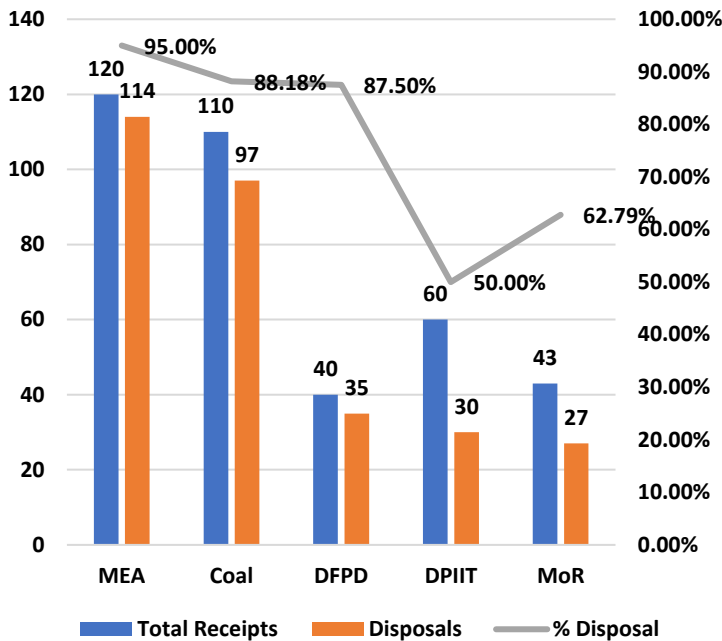
State Government References



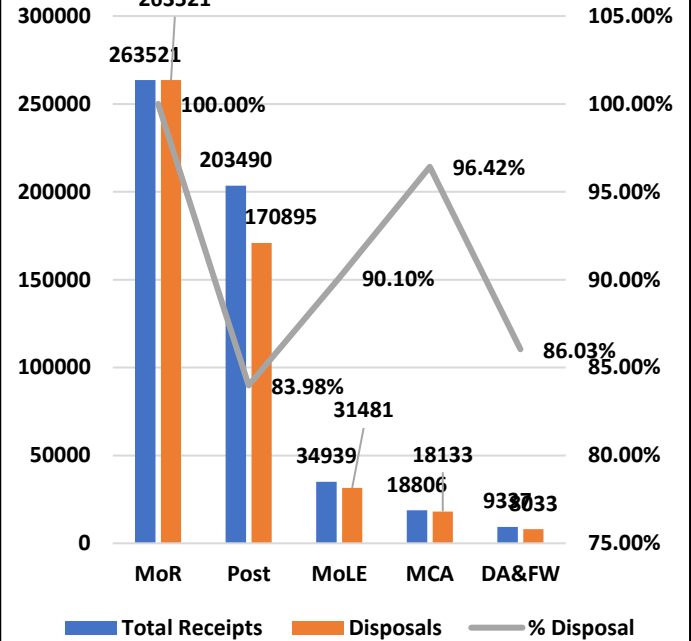
PMO References

Public Grievances

Top 5 Min/Dept.

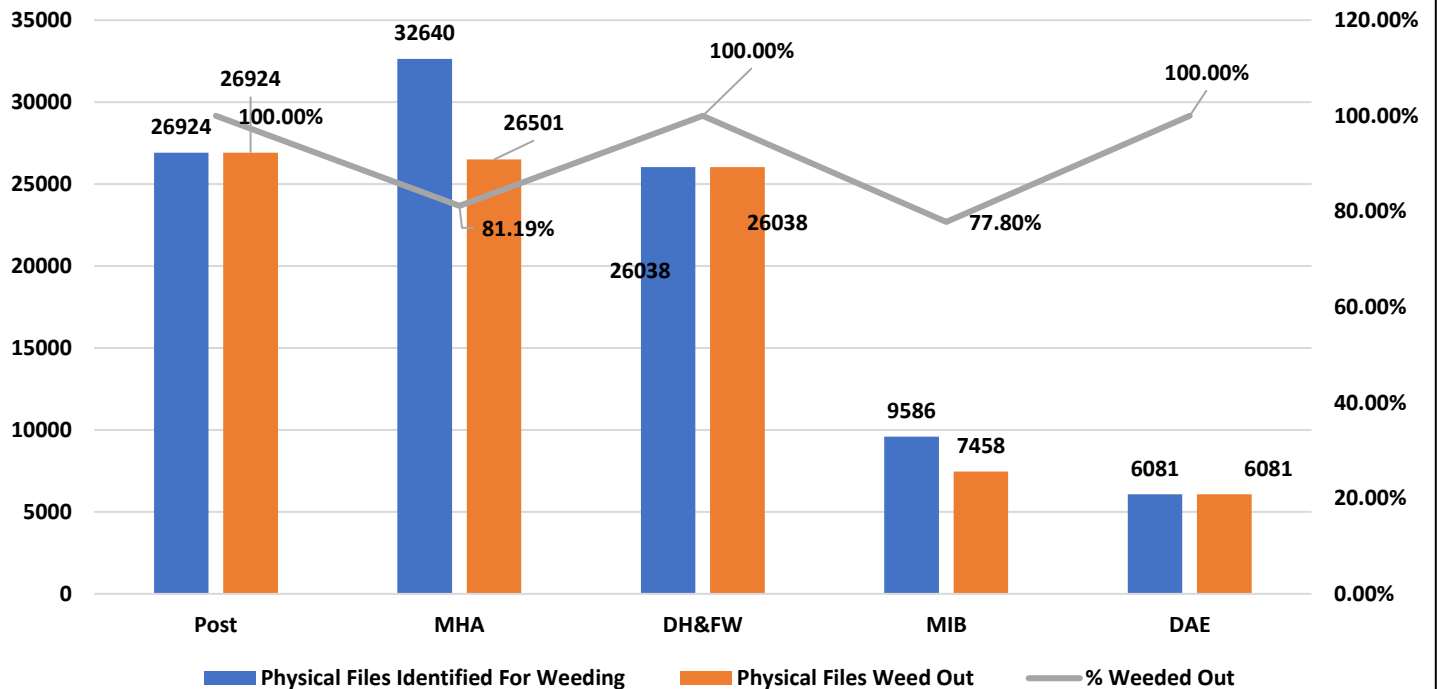


Top 5 Min/Dept.



Files Weeded Out

Top 5 Min/Dept.



8

In-Focus: Ministry of Mines

Introduction

Under DARPG's guidance, the Ministry of Mines and its field organizations actively participated in Special Campaign 4.0 (2024) and 5.0 (2025), focusing on pendency reduction, grievance redressal, records management, and Swachhata. Emphasizing "Giving Back to Nature," the Ministry undertook initiatives like rainwater harvesting, solar panels, bio-composting, and plantation drives. Under the Special Campaign 5.0 theme of "E-Waste Recycling," a nationwide drive coordinated through JNARDDC led to 578 cleanliness drives, generating ₹97 lakh from scrap disposal, freeing ~48,000 sq. ft. space, and weeding out ~6,700 files. The Ministry also achieved 100% targets in record management and disposal of references, and simplified 11 rules to enhance ease of doing business.

8.1. Efficient Management of Office Space

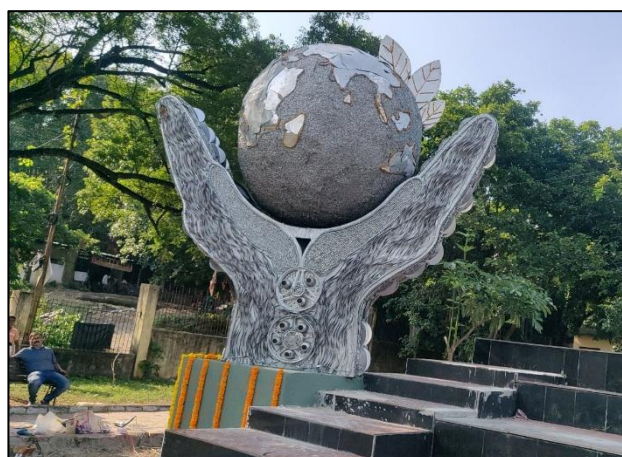
The Ministry along with its field organizations reviewed office space through record digitization, removal of obsolete items, and rationalization of workspace. As a result 1,65,119 and 48,000 square feet square feet of office space was freed in special campaign 4.0 and 5.0 respectively. These spaces were repurposed for welfare of the staff and workers.

8.2. Scrap Disposal

Focused drives were undertaken for disposal of scrap, including obsolete furniture, e-waste, and unused equipment. These initiatives not only freed space but also generated approx 2 Cr as revenue during Special Campaign 4.0 and 5.0 for the government, aligning with principles of resource efficiency and sustainability.

8.3. Best Practices

Waste-to-Wealth initiatives



Waste-to-Art sculpture crafted from 1.6 tons of aluminium scrap installed at **Rani Laxmi Bai Udyan Public Park along NH-6, Raipur**



Metal Scrap transformed into chairs & dustbins by Indian Bureau of Mines (IBM), at regional offices at Jabalpur and Hyderabad



Art installations from scrap at mine sites under Special Campaign 5.0 across all mines falling under the Nagpur Region of the Indian Bureau of Mines.

➤ **E-waste collection drives in collaboration with authorized recyclers**

(a) During the special campaign 5.0, a Nationwide e-waste recycling campaign coordinated by JNARDDC, across the country from Goa to Shillong and Delhi to Chennai, ensuring broad outreach and government participation.

- A total of 4,775 e-waste items, weighing 11.72 tonnes were collected and responsibly handed over to certified recyclers.
- The recovered materials generated a revenue of ₹ 19.34 lakh, which was appropriately distributed as per established guidelines.

➤ **Swachhata awareness campaigns and cleanliness drives across mining sites**

(a) **Community Engagement through Chaupals:** A participatory model fostering grassroots involvement in Swachhata initiatives, enabling dialogue between officials, workers, and local communities.



(b) **White wash of boundary wall of NIRM Regional Office building at KGF**



Before



After

Green initiatives

Inauguration of the Solar Power Plant at **GSITI, Hyderabad** by Shri G.Kishan Reddy, Hon'ble Union Minister of Coal and Mines.



Mass plantation drive conducted at **Malanjkhanda Copper Project, MP**



8.4. Increasing Efficiency in Decision Making

Pursuant to the instructions of DARPG, the Ministry of Mines has undertaken a thorough review of file disposal levels and channels of submission to ensure timely processing. Through delayering and delegation vide order dated 09.06.2021, submissions have been rationalised to a maximum of four levels, with Additional and Joint Secretaries reporting directly to the Secretary (Mines) in most cases. As a result, average file movement levels have decreased significantly.

- In adherence to the instructions, the Ministry has created nine (09) desk officers, which has also contributed to increased efficiency in the Ministry's work.
- The Ministry has substantially increased financial powers delegated to Heads of Department (HoD) vide order dated 03.11.2021, further enhancing efficiency in the disposal of financial matters.
- All the aforesaid orders get reviewed from time to time to revise decision-making levels as well as delegating more powers at suitable levels, as and when required.

8.5. Notable Achievements

During the campaign 4.0 and 5.0 period, the Ministry of Mines achieved following:

- **Disposed 100% of public grievances and references**
- **Freed up 213945 sq. feet of area during the campaign.**
- **Generated Rs. 20744808 as revenue through scrap disposal**
- **Ease of Rules.**

9. Office Memorandum on Increasing Efficiency in Decision Making

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



सत्यमेव जयते



मंत्रिमंडल सचिव
भारत सरकार
CABINET SECRETARY
GOVERNMENT OF INDIA

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

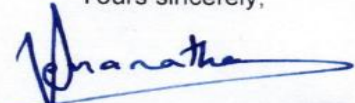
3. However, it is observed that delayering is not being implemented in true spirit and a trend of increasing the channels of submission is observed in some Ministries/Departments. This is against the essence of the reforms undertaken so far and creates potential delays in file processing.

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

10. 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

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:

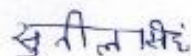
- (i) Display their standing orders of layering/Channels of Submission on their respective e-Office dashboard
- (ii) Review Virtual Private Network (VPN) usage. Non-users may be identified and steps may be taken to deactivate / close the idle account after due examination and process. The NIC teams of 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.sinch73@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 Social Justice and Empowerment
2	Department of Youth Affairs
3	Ministry of Development of North Eastern Region
4	Ministry of Electronics & Information Technology
5	Ministry of Food Processing Industries
6	Ministry of Ports, Shipping and Waterways
7	Ministry of Textiles
8	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