# Secretariat Reforms

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

**Monthly Report | February 2026**

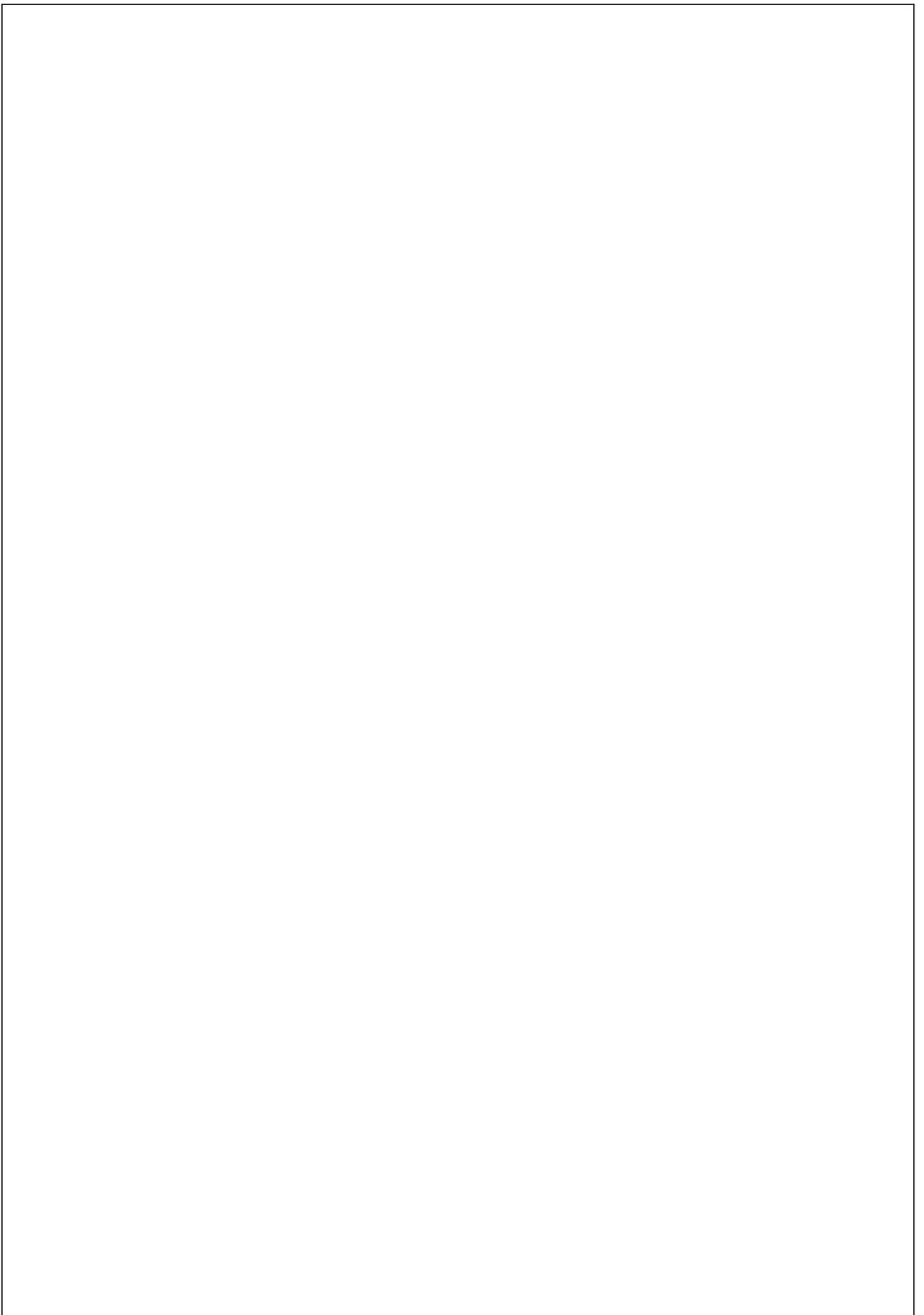Department of Administrative Reforms and Public Grievances

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| 1 | **Key Highlights**<br>**February 2026** |
|---|---|

## I. e-Office Analytics and Implementation

| **66** | **16** | **33** |
|---|---|---|
| **Ministries/Departments have at least 90% share of e-files** | **Ministries/Departments have 100% share of e-receipts** | **Ministries/Departments with average transaction level below and equal to 4** |

**E-Files Usage (%)**

**93.78%**

**February 2026: Out of 5,45,988 receipts, 5,20,322 were e-receipts**

**95.30%**

**Avg. Transaction Levels**

7.19

4.13

Yr 2021                Feb'26

**Monthly Statistics of efiles for Active, Closed and Total**

| | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 |
|---|---|---|---|---|---|
| Active eFiles | 29.3k | 27.5k | 32.3k | 33.4k | 32.6k |
| Closed eFiles | 1.6k | 0.9k | 2.1k | 1.6k | 1.7k |
| Total eFiles | 30.9k | 28.5k | 34.4k | 35.0k | 34.3k |

■ **Active eFiles**  ■ **Closed eFiles**  ■ **Total eFiles**
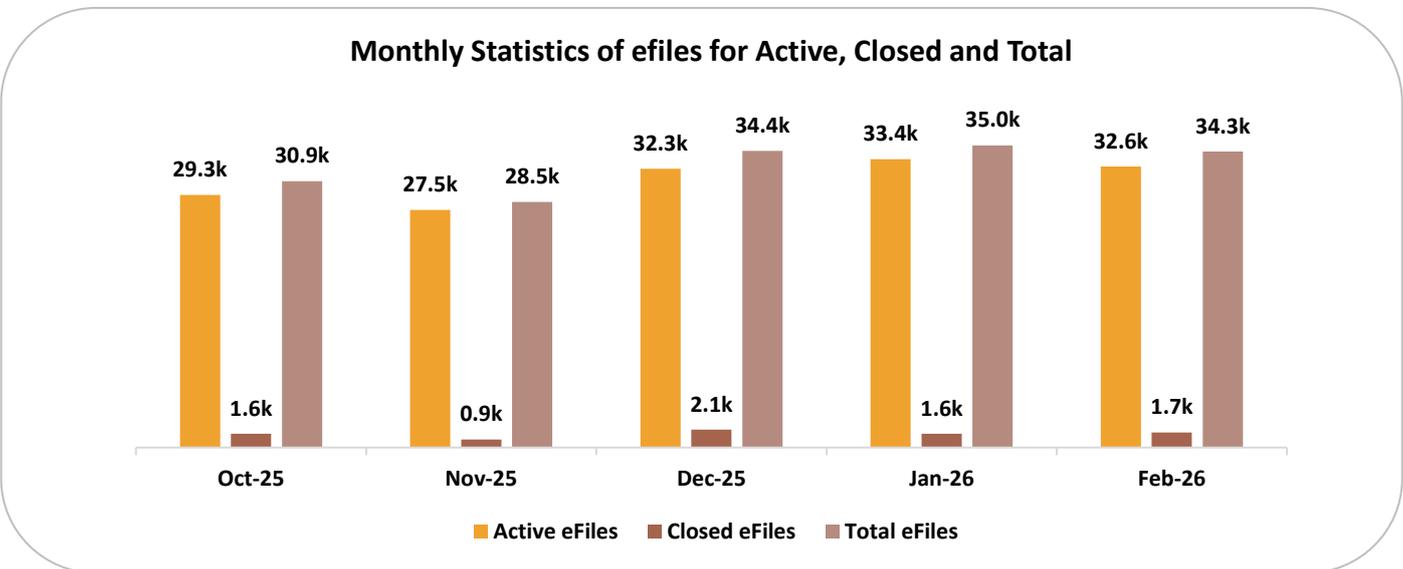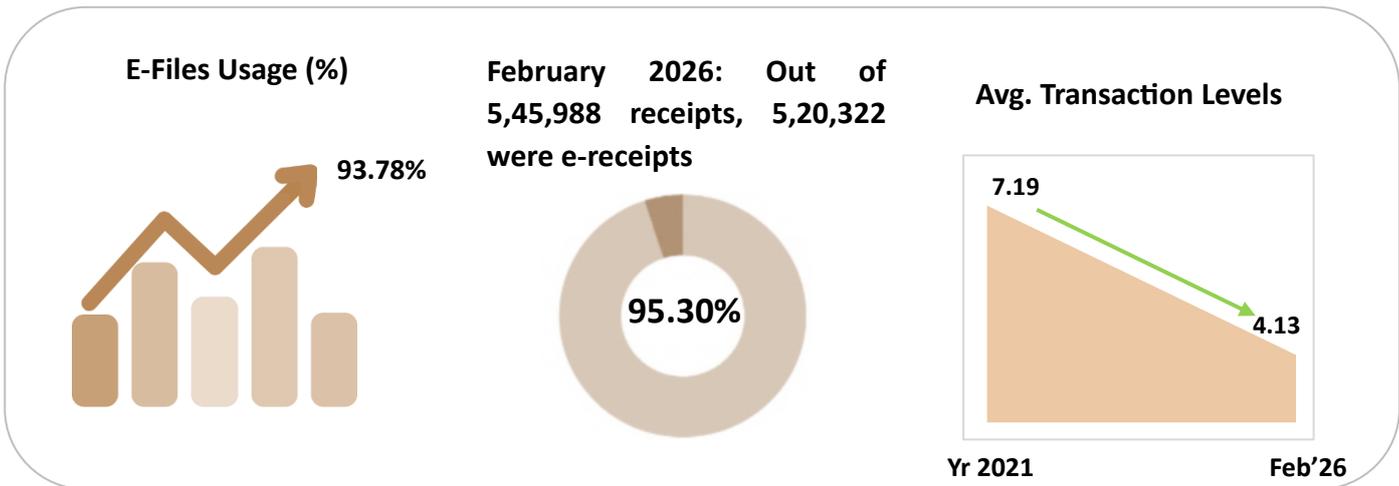
| 1 | Key Highlights<br>February 2026 |
|---|---|

## II. Swachhata Campaign Achievements (February 2026)

**4,291**
Sites, Cleanliness Campaign conducted

**16,34,141**
Sq.ft of Space Freed

**92,62,15,608**
Revenue earned by Scrap Disposal

## III. Reduction in Pendency

### Disposed

- ✓ **4,81,540** Public Grievances
- ✓ **22,880** Public Grievance Appeals
- ✓ **1,045** References from MPs
- ✓ **724** References from State Governments
- ✓ **165** IMC References
- ✓ **388** PMO References

### Fulfilled

**83** Parliamentary Assurances
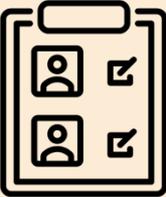
### Record Management

- ✓ **2,43,247** Physical files reviewed and **1,28,131** physical files weeded out.

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

### Key Interpretation

The average distinct transaction levels for active files in the Central Secretariat has reduced from 7.19 in 2021 to just 4.13 in February 2026, streamlining processes and enhancing efficiency.

**Average Distinct Transaction of Active Files (Monthly)**

| Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 |
|--------|--------|--------|--------|--------|--------|
| 4.13 | 4.16 | 4.46 | 4.53 | 4.31 | 4.13 |

**Average Distinct Transaction of Active Files (Yearly)**

| 2020 | 2021 | 2022 | 2023 | 2024 | Feb-26 |
|------|------|------|------|------|--------|
| 8.01 | 7.19 | 6.41 | 5.54 | 5.72 | 4.13 |

## 2.1 Delayering Trend (February 2026)

| Ministries/ Departments with Avg. Distinct Level ≤ 4 | Ministries/ Departments with Avg. Distinct Level > 4 ≤5 | Ministries/ Departments with Avg. Distinct Level > 5 |
|---|---|---|
| 33 | 33 | 8 |
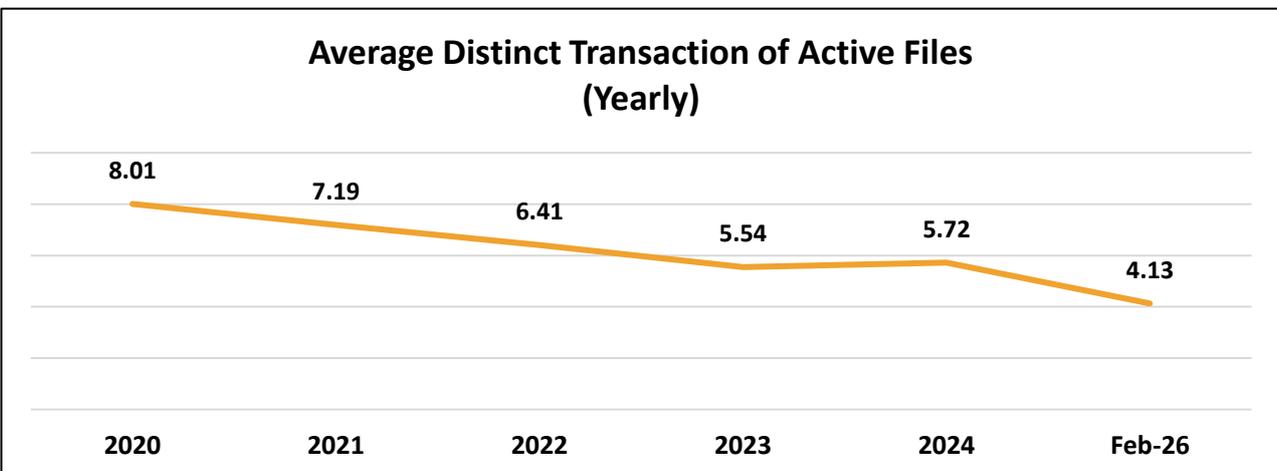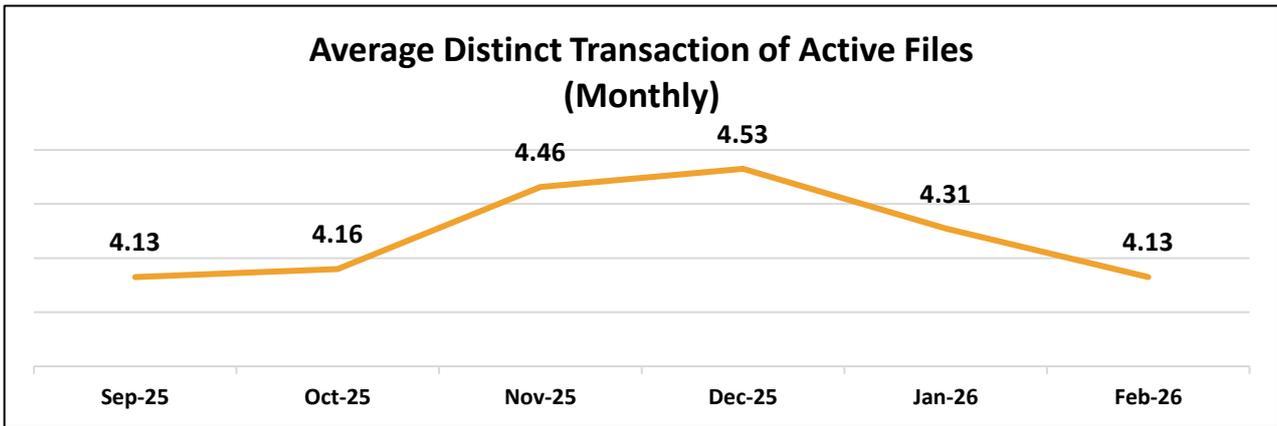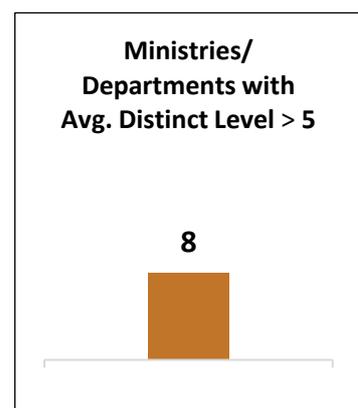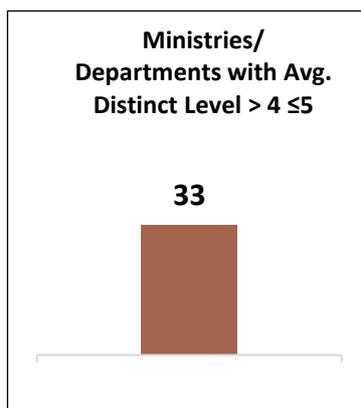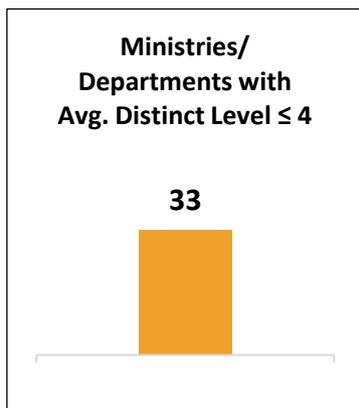
## 2.2. Status of Delayering

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

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

**Avg Distinct Level ≤ 4**

| Ministry/Dept | Value |
|---|---|
| DARE | 2.38 |
| DHR | 2.47 |
| Fisheries | 2.63 |
| MHI | 2.84 |
| MIB | 2.87 |
| DSIR | 2.97 |
| LD | 3.02 |
| DBT | 3.08 |
| DoLA | 3.16 |
| Cooperation | 3.23 |
| MoE | 3.44 |
| DoCA | 3.63 |
| DoE | 3.67 |
| DARPG | 3.68 |
| MSDE | 3.69 |
| MCA | 3.69 |
| MoMA | 3.69 |
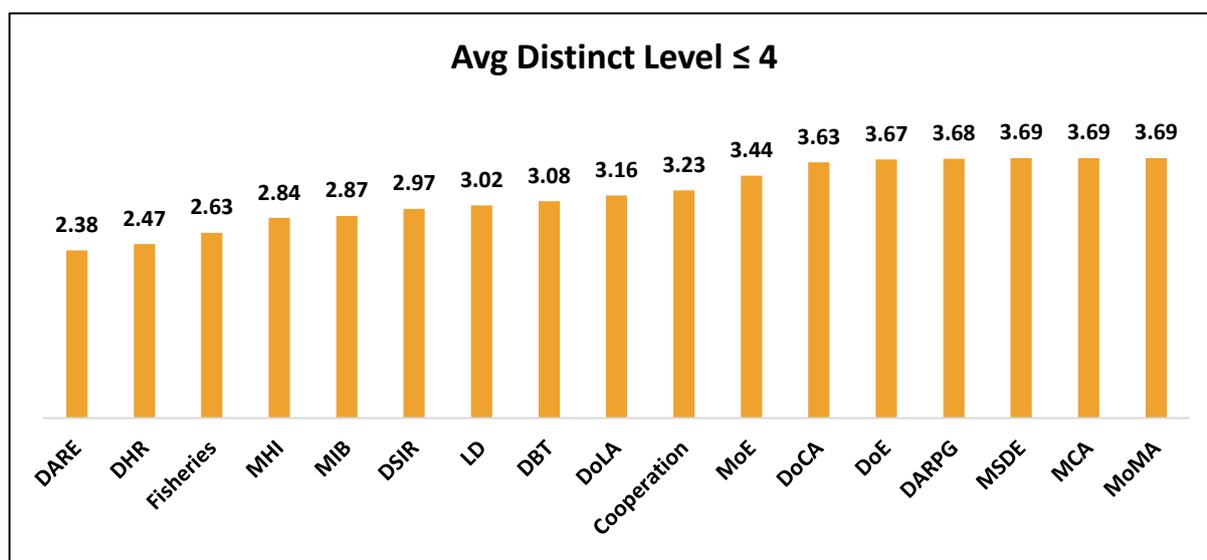
**Ministries/Departments with average distinct transaction levels up to ≤ 4 (in continuation…)**
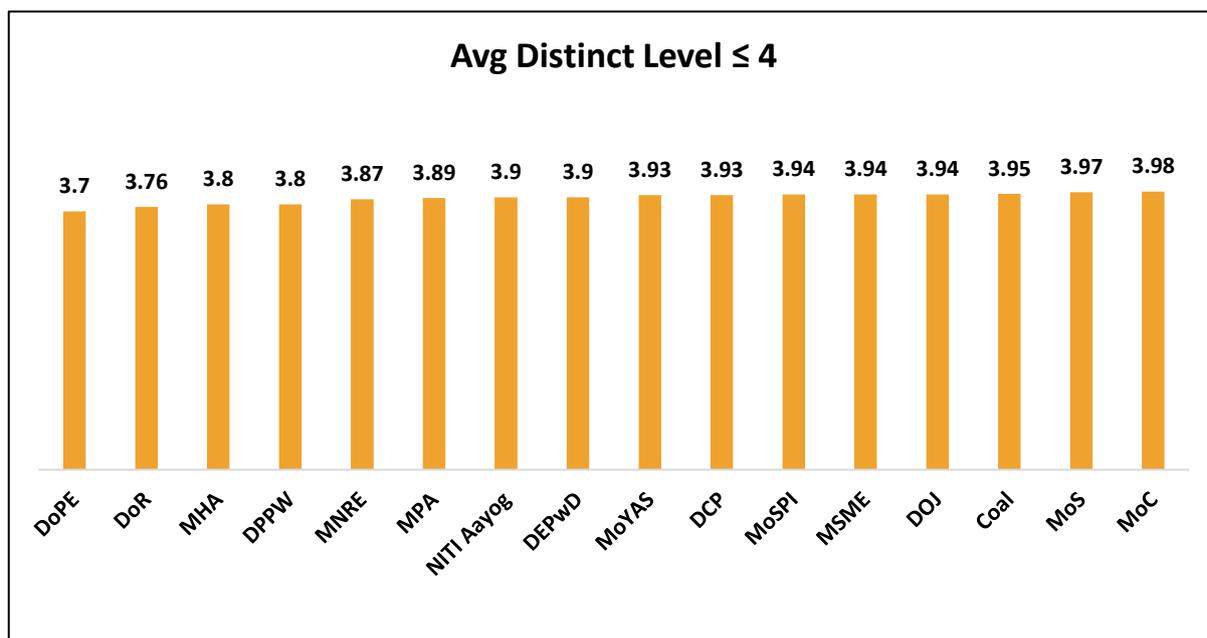
**Avg Distinct Level ≤ 4**

| Ministry/Dept | Value |
|---|---|
| DoPE | 3.7 |
| DoR | 3.76 |
| MHA | 3.8 |
| DPPW | 3.8 |
| MNRE | 3.87 |
| MPA | 3.89 |
| NITI Aayog | 3.9 |
| DEPwD | 3.9 |
| MoYAS | 3.93 |
| DCP | 3.93 |
| MoSPI | 3.94 |
| MSME | 3.94 |
| DOJ | 3.94 |
| Coal | 3.95 |
| MoS | 3.97 |
| MoC | 3.98 |

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



**> 4 Avg Distinct Level ≤ 5**

| DOL | DoC | DEA | DIPAM | DoFPD | DFS | MEITY | MEA | MoP | DH&FW | MoWCD | MoCA | DoPh | MoEFCC | DAHD | DoPT | MoLE |
|-----|-----|-----|-------|-------|-----|-------|-----|-----|-------|-------|------|------|--------|------|------|------|
| 4.02 | 4.04 | 4.06 | 4.08 | 4.09 | 4.14 | 4.19 | 4.2 | 4.2 | 4.24 | 4.25 | 4.27 | 4.27 | 4.3 | 4.33 | 4.34 | 4.4 |
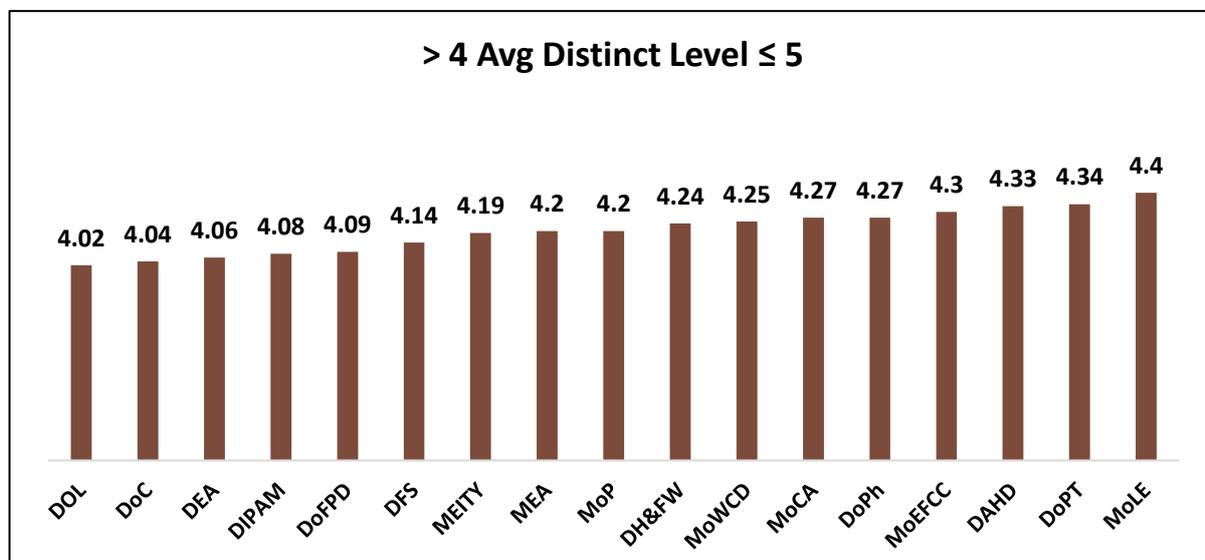
**Ministries/Departments with average distinct transaction levels more than 4 and less than and equal to 5 (in continuation...)**



**> 4 Avg Distinct Level ≤ 5**

| DoLR | Posts | MoPNG | MoFPI | DoT | DPIIT | MoPSW | DST | MoHUA | MoM | MoDoNER | DA&FW | MoPR | Tourism | DoWR&RD | DoSJE |
|------|-------|-------|-------|-----|-------|-------|-----|-------|-----|---------|-------|------|---------|---------|-------|
| 4.41 | 4.45 | 4.48 | 4.49 | 4.6 | 4.66 | 4.69 | 4.71 | 4.72 | 4.75 | 4.76 | 4.82 | 4.9 | 4.93 | 4.95 | 5 |

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



**Average Distinct Transaction Level >5**

| MoRTH | DoF | DoRD | AYUSH | MoT | MoES | MoTA | DoDWS |
|-------|-----|------|-------|-----|------|------|-------|
| 5.17 | 5.19 | 5.3 | 5.31 | 5.31 | 5.31 | 5.41 | 5.81 |
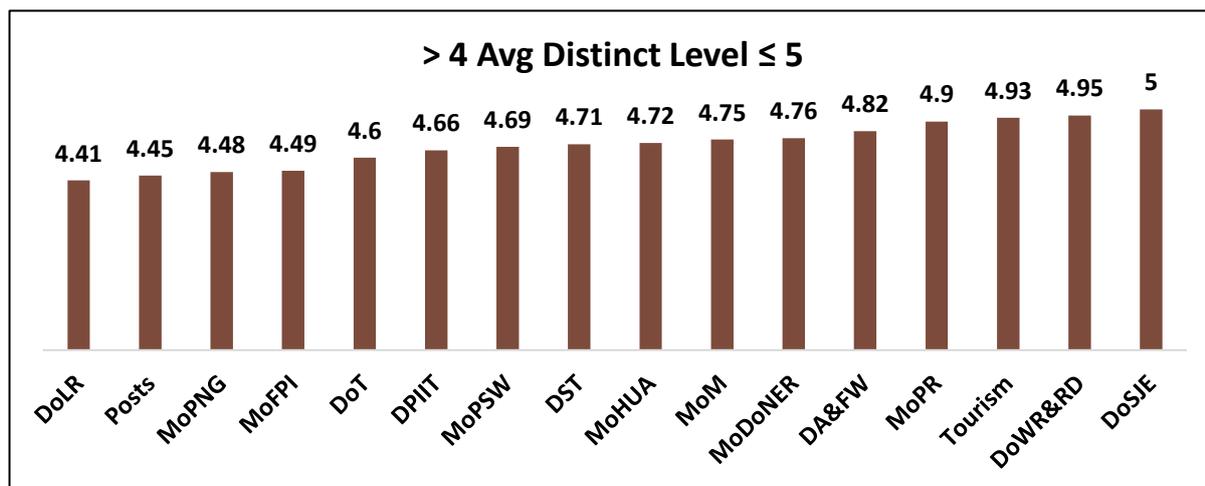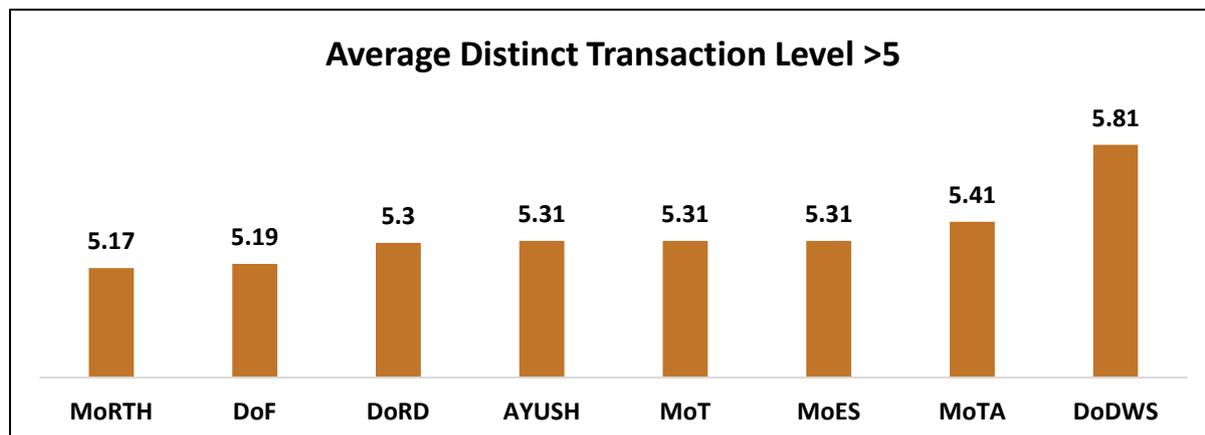
<table>
<tr><td>**3**</td><td>**e-Office Analytics and Implementation**</td></tr>
</table>

## 3.1 e-Office analytics

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

The Dashboard provides for:

- 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.
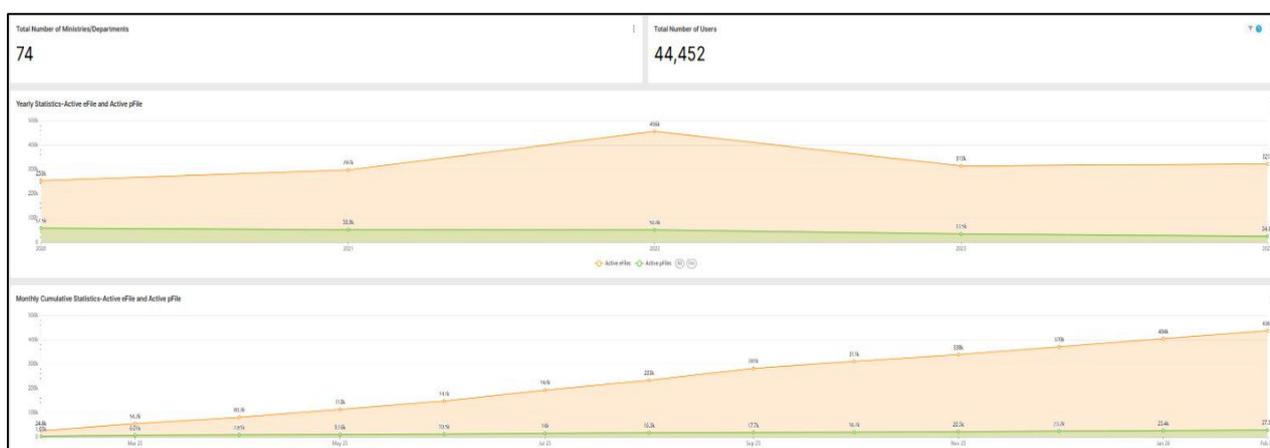


**eOffice Analytics Dashboard Interface**
**URL:** https://vishleshan.eoffice.gov.in/

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.

## 3.2 Growth of e-Files

**Monthly Statistics of efiles for Active, Closed and Total**
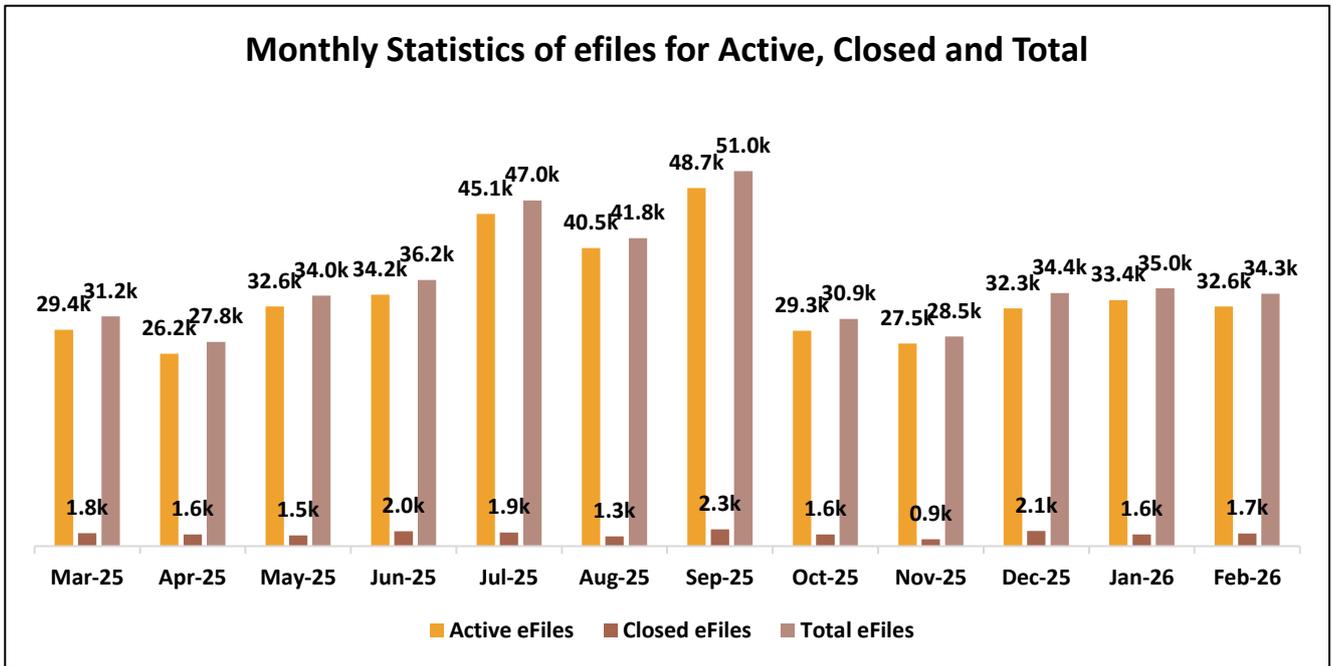


The total eFiles have reached **34.3k** in February 2026 from **31.2k** in March 2025. This reflects sustained adoption and active usage of the eOffice platform across Ministries/Departments, with active and closed files being regularly updated—indicating **improved digital workflow and file management.**

**Active File Distribution**

Active pFiles, 2,159

Active eFiles, 32,567

■ Active eFiles  ■ Active pFiles
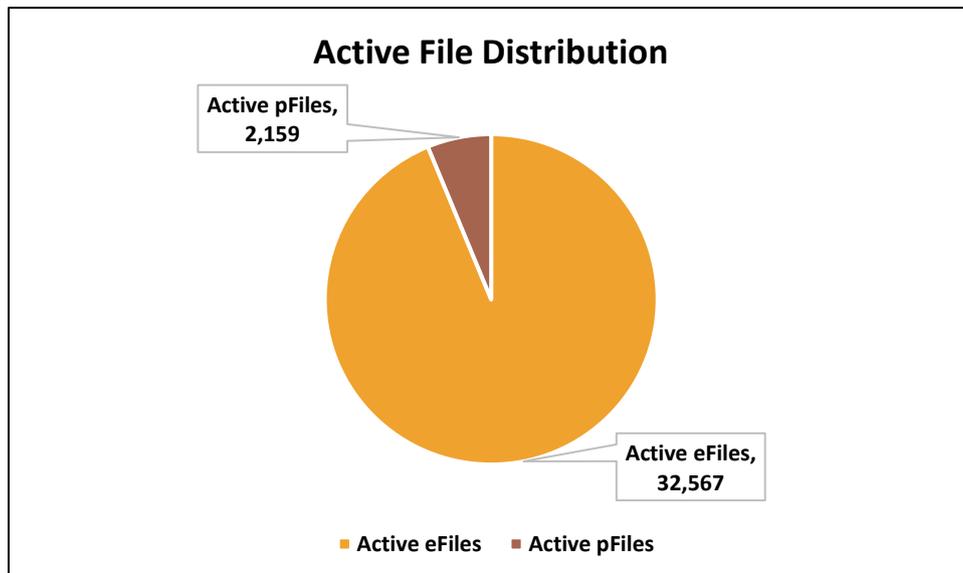
**Active eFiles** accounted for **93.78%** of total active files in **February 2026**, indicating dominant usage of digital files over physical ones.

## 3.3. eFiles creation

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

| S.No. | Ministry/ Department Name | %Share of eFiles |
|:---:|---|:---:|
| 1 | Ministry of Labour & Employment | 89.11% |
| 2 | DOHFW DEPARTMENT - Ministry of Health & Family Welfare | 89.02% |
| 3 | Department of Telecommunications | 86.51% |
| 4 | Department of Agriculture and Farmer Welfare | 84.92% |
| 5 | Department of Personnel & Training | 81.66% |
| 6 | Ministry of AYUSH | 78.03% |
| 7 | Ministry of Home Affairs | 68.69% |
| 8 | Department of Official Language | 56.34% |

## 3.4. Inter-Departmental File Movement

**Inter Ministry/Department File Movement Trends (Monthly)**

Feb-26, 8,280
Jul-25, 5,372
Nov-25, 4,530
May-25, 3,892
Sep-25, 3,910
Jan-26, 4,752
Dec-25, 4,958
Jun-25, 3,812
Aug-25, 3,542
Oct-25, 3,762
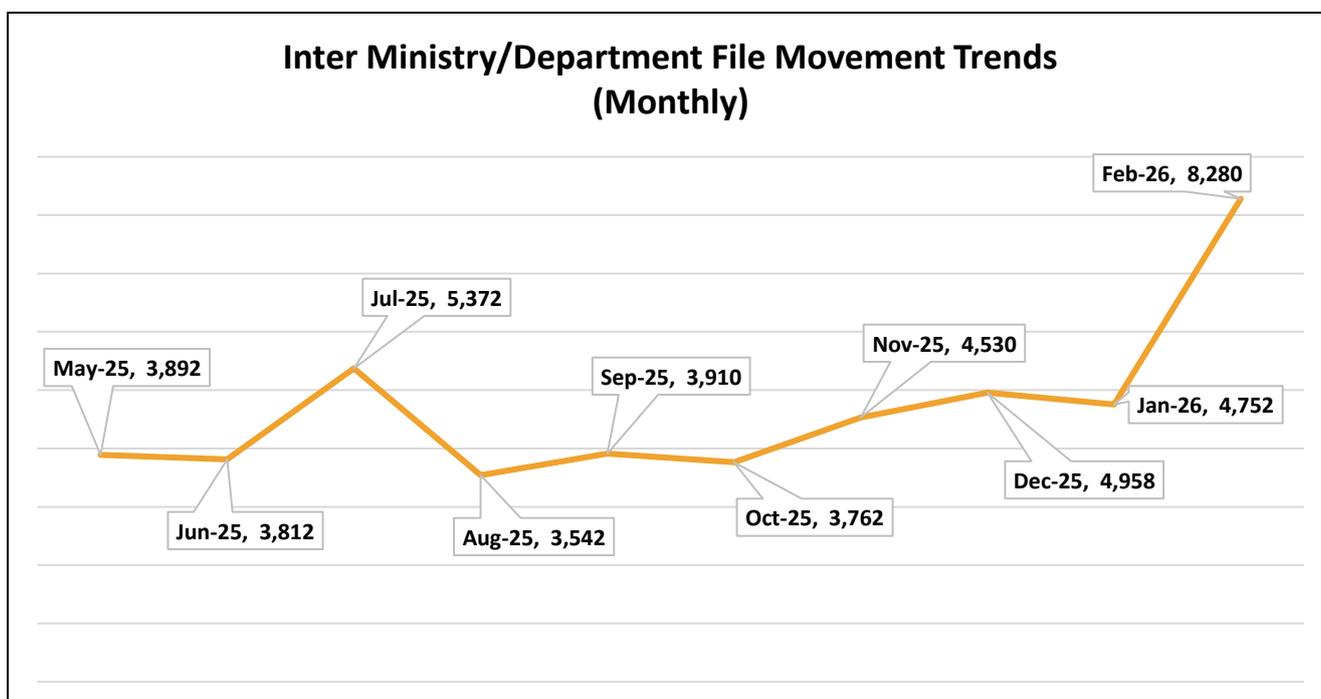
- **Top Ministries/Departments Driving Inter-Ministerial File Movement – February 2026**

**Top 10 Ministry/Department with Inter Ministry File Movement Trends**

| Ministry/Department | Value |
|---|---|
| DH&FW | 936 |
| MHA | 760 |
| DoLA | 722 |
| MSDE | 591 |
| DoE | 509 |
| DoPT | 477 |
| MoES | 393 |
| LD | 350 |
| MoPNG | 312 |
| Tourism | 260 |
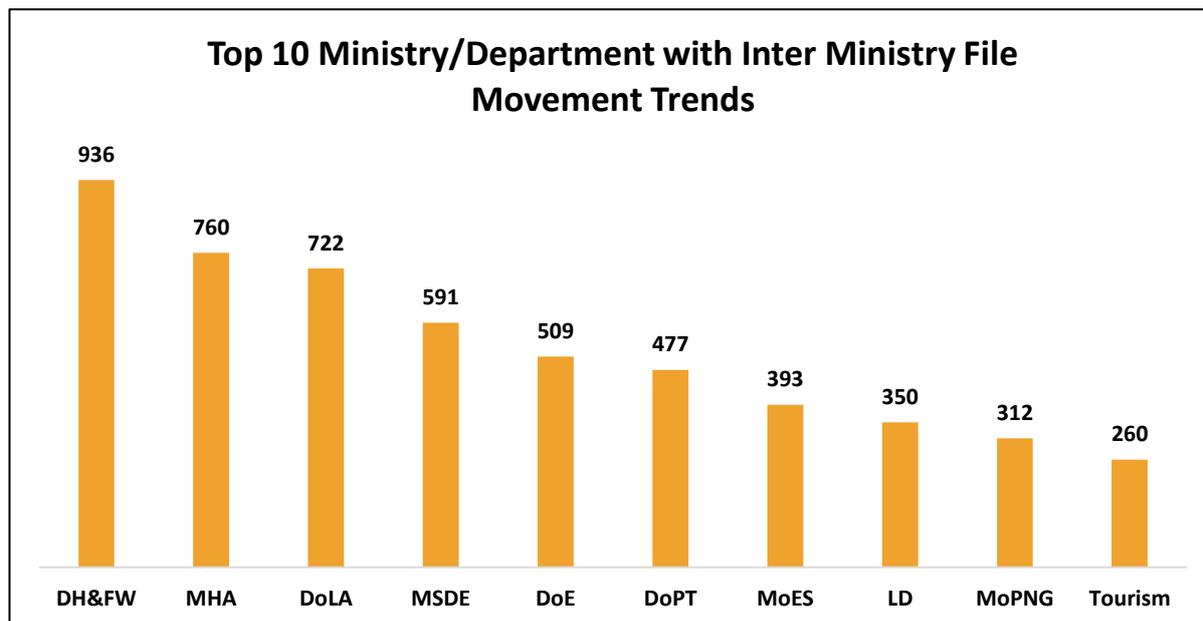
## 3.5. eReceipts Adoption (% share of eReceipts)

**Monthly Trend of eReceipt Adoption: September 2025 – February 2026**

| | Sep-25 | Oct-25 | Nov-25 | Dec-25 | Jan-26 | Feb-26 |
|---|---|---|---|---|---|---|
| Total Receipts Received | 5,69,089 | 4,90,389 | 4,78,699 | 5,50,272 | 5,37,324 | 5,45,988 |
| Total eReceipts Received | 5,40,266 | 4,66,842 | 4,54,713 | 5,23,371 | 5,12,012 | 5,20,332 |
| %age eReceipts | 94.94% | 95.20% | 94.99% | 95.11% | 95.29% | 95.30% |
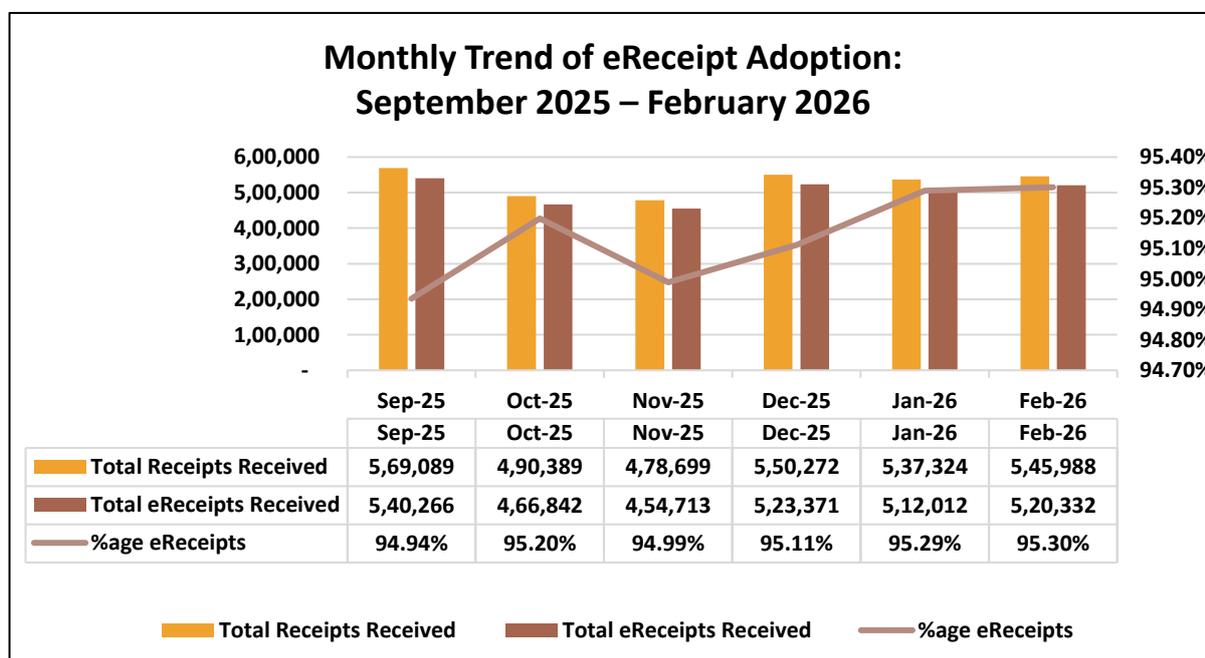
The share of eReceipts has remained consistently above 94% over the **last six months**, reaching **95.30% in February 2026** — indicating sustained digital adoption in receipt handling across Ministries/Departments.

**Ministries/Departments with 100% eReceipts**
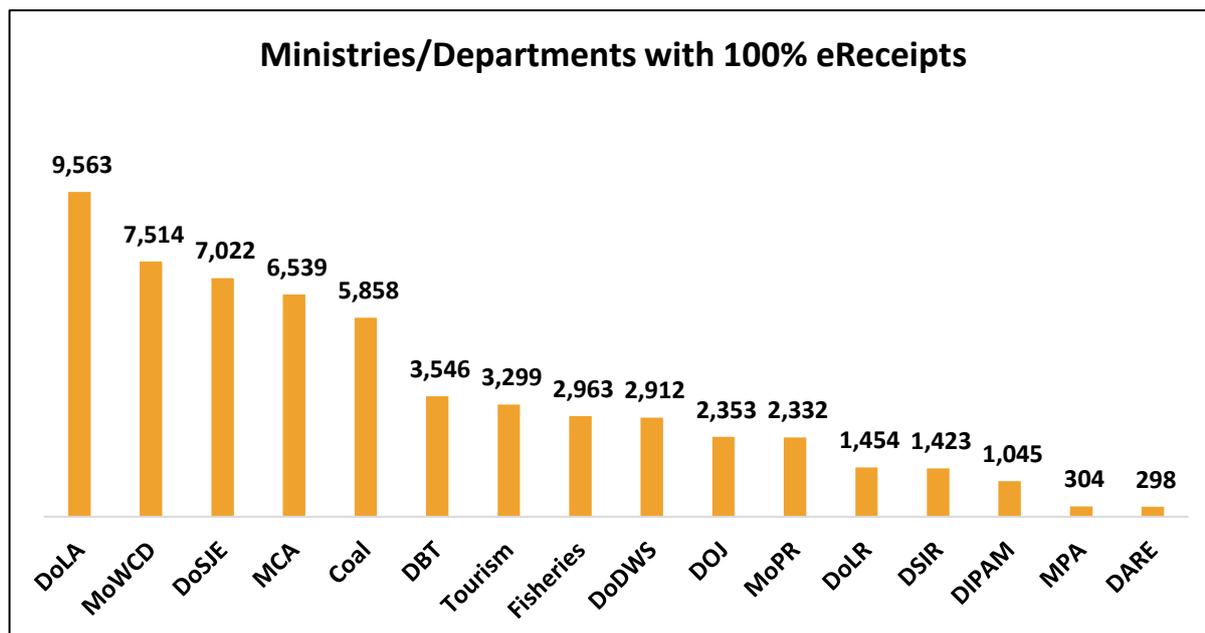


## 3.6. eOffice Analytics

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

| S No. | Ministry/ Department | % Active eFiles | % eReceipt | Files with Distinct Level > 4 (%) |
|---|---|---|---|---|
| 1 | DEA - Ministry of Finance | 96.87% | 97.25% | 37.59% |
| 2 | Department for Promotion of Industry and Internal Trade | 100.00% | 99.09% | 52.87% |
| 3 | Department of Administrative Reforms & Public Grievances | 96.67% | 94.90% | 32% |
| 4 | Department of Agricultural Research and Education | 100.00% | 100.00% | 6.25% |
| 5 | Department of Agriculture and Farmer Welfare | 84.92% | 99.54% | 50.44% |
| 6 | Department of Animal Husbandry and Dairying | 100.00% | 99.82% | 34.63% |
| 7 | Department of Biotechnology | 100.00% | 100.00% | 16% |
| 8 | Department of Chemicals and Petrochemicals | 100.00% | 99.79% | 33.33% |

| S No. | Ministry/ Department | % Active eFiles | % eReceipt | Files with Distinct Level > 4 (%) |
|-------|----------------------|-----------------|------------|-----------------------------------|
| 9 | Department of Commerce | 99.68% | 98.31% | 35.99% |
| 10 | Department of Consumer Affairs | 95.09% | 99.87% | 29.69% |
| 11 | Department of Drinking Water and Sanitation | 100.00% | 100.00% | 68.27% |
| 12 | Department of Empowerment of Persons with Disabilities | 100.00% | 99.97% | 40% |
| 13 | Department of Fertilizers | 99.10% | 99.83% | 54.60% |
| 14 | Department of Fisheries | 99.38% | 100.00% | 10.53% |
| 15 | Department of Food & Public Distribution | 100.00% | 99.57% | 39.04% |
| 16 | Department of Justice | 100.00% | 100.00% | 26.92% |
| 17 | Department of Land Resources | 100.00% | 100.00% | 45.65% |
| 18 | Department of Legal Affairs | 100.00% | 100.00% | 10.56% |
| 19 | Department of Official Language | 56.34% | 66.49% | 40.63% |
| 20 | Department of Pensions and Pensioners' Welfare | 100.00% | 98.85% | 33.33% |
| 21 | Department of Personnel & Training | 81.66% | 89.25% | 40.19% |
| 22 | Department of Pharmaceuticals | 100.00% | 99.41% | 44.90% |
| 23 | Department of Posts | 99.77% | 99.75% | 43.90% |
| 24 | Department of Public Enterprises | 100.00% | 99.85% | 26.09% |
| 25 | Department of Rural Development | 100.00% | 99.96% | 61.13% |
| 26 | Department of Science & Technology | 100.00% | 99.95% | 49.46% |
| 27 | Department of Scientific and Industrial Research | 100.00% | 100.00% | 15.38% |
| 28 | Department of Social Justice & Empowerment | 100.00% | 100.00% | 51.94% |
| 29 | Department of Telecommunications | 86.51% | 89.86% | 45.91% |
| 30 | Department of Water Resources, River Development & Ganga Rejuvenation | 98.90% | 99.99% | 54.79% |
| 31 | DFS - Ministry of Finance | 98.15% | 94.06% | 40.68% |

| S No. | Ministry/ Department | % Active eFiles | % eReceipt | Files with Distinct Level > 4 (%) |
|-------|----------------------|-----------------|------------|-----------------------------------|
| 32 | DHR DEPARTMENT - Ministry of Health & Family Welfare | 96.67% | 84.06% | 6.85% |
| 33 | DIPAM - Ministry of Finance | 100.00% | 100.00% | 50% |
| 34 | DOE - Ministry of Finance | 93.84% | 72.26% | 23.71% |
| 35 | DOHFW DEPARTMENT - Ministry of Health & Family Welfare | 89.02% | 94.18% | 41.31% |
| 36 | DOR - Ministry of Finance | 95.60% | 91.73% | 29.24% |
| 37 | Legislative Department | 100.00% | 99.90% | 14.53% |
| 38 | Ministry of AYUSH | 78.03% | 77.92% | 67.39% |
| 39 | Ministry of Civil Aviation | 95.36% | 99.88% | 46.49% |
| 40 | Ministry of Coal | 100.00% | 100.00% | 38.31% |
| 41 | Ministry of Cooperation | 98.58% | 94.61% | 17.58% |
| 42 | Ministry of Corporate Affairs | 100.00% | 100.00% | 33.82% |
| 43 | Ministry of Culture | 95.98% | 96.51% | 43.08% |
| 44 | Ministry of Development of North Eastern Region | 99.36% | 99.97% | 45.35% |
| 45 | Ministry of Earth Sciences | 100.00% | 99.87% | 52.94% |
| 46 | Ministry of Education | 93.04% | 97.74% | 31.33% |
| 47 | Ministry of Electronics & Information Technology | 98.99% | 95.65% | 35.46% |
| 48 | Ministry of Environment, Forest and Climate Change | 91.19% | 99.96% | 35.32% |
| 49 | Ministry of External Affairs | 99.72% | 99.72% | 33.84% |
| 50 | Ministry of Food Processing Industries | 100.00% | 94.20% | 54.33% |
| 51 | Ministry of Heavy Industries | 99.23% | 99.81% | 17.39% |
| 52 | Ministry of Home Affairs | 68.69% | 77.30% | 30.70% |
| 53 | Ministry of Housing & Urban Affairs | 98.25% | 98.90% | 48.07% |
| 54 | Ministry of Information & Broadcasting | 99.10% | 96.01% | 18.22% |
| 55 | Ministry of Labour & Employment | 89.11% | 85.37% | 48.37% |

| S No. | Ministry/ Department | % Active eFiles | % eReceipt | Files with Distinct Level > 4 (%) |
|-------|---------------------|-----------------|------------|-----------------------------------|
| 56 | Ministry of Micro Small and Medium Enterprises | 100.00% | 88.88% | 40% |
| 57 | Ministry of Mines | 99.51% | 99.95% | 44.44% |
| 58 | Ministry of Minority Affairs | 94.39% | 94.16% | 28% |
| 59 | Ministry of New and Renewable Energy | 98.77% | 99.95% | 34.92% |
| 60 | Ministry of Panchayati Raj | 100.00% | 100.00% | 51.38% |
| 61 | Ministry of Parliamentary Affairs | 100.00% | 100.00% | 33.33% |
| 62 | Ministry of Petroleum and Natural Gas | 97.39% | 98.99% | 50% |
| 63 | Ministry of Ports, Shipping and Waterways | 99.68% | 99.92% | 48.48% |
| 64 | Ministry of Power | 98.11% | 99.97% | 44.58% |
| 65 | Ministry of Road Transport & Highways | 100.00% | 99.98% | 52.19% |
| 66 | Ministry of Skill Development and Entrepreneurship | 99.75% | 93.91% | 31.01% |
| 67 | Ministry of Statistics & Programme Implementation | 100.00% | 99.74% | 30.41% |
| 68 | Ministry of Steel | 100.00% | 96.03% | 30.11% |
| 69 | Ministry of Textiles | 99.53% | 77.88% | 63.25% |
| 70 | Ministry of Tourism | 100.00% | 100.00% | 57.14% |
| 71 | Ministry of Tribal Affairs | 100.00% | 99.26% | 69.05% |
| 72 | Ministry of Women and Child Development | 100.00% | 100.00% | 40.26% |
| 73 | Ministry of Youth Affairs & Sports | 98.34% | 99.42% | 39.85% |
| 74 | NITI Aayog | 99.78% | 98.38% | 33.10% |

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

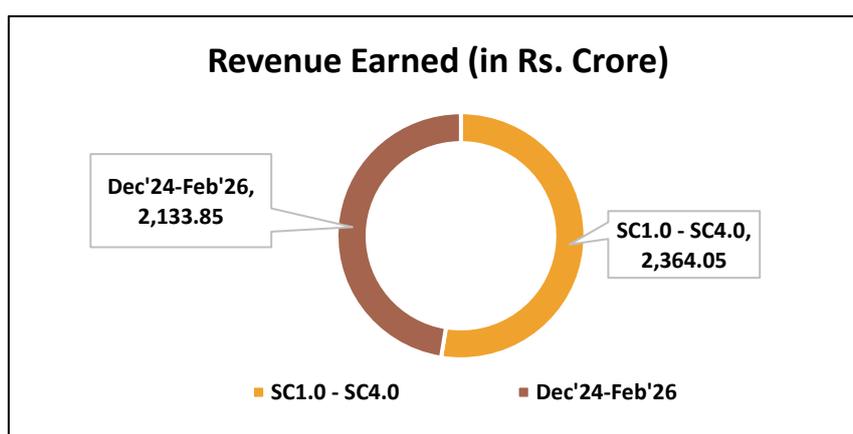<table>
<tr><td rowspan="2">**4**</td><td rowspan="2">**Special Campaign & Institutionalisation of Swachhata**</td></tr>
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## Cumulative Achievements (2021 – February 2026)

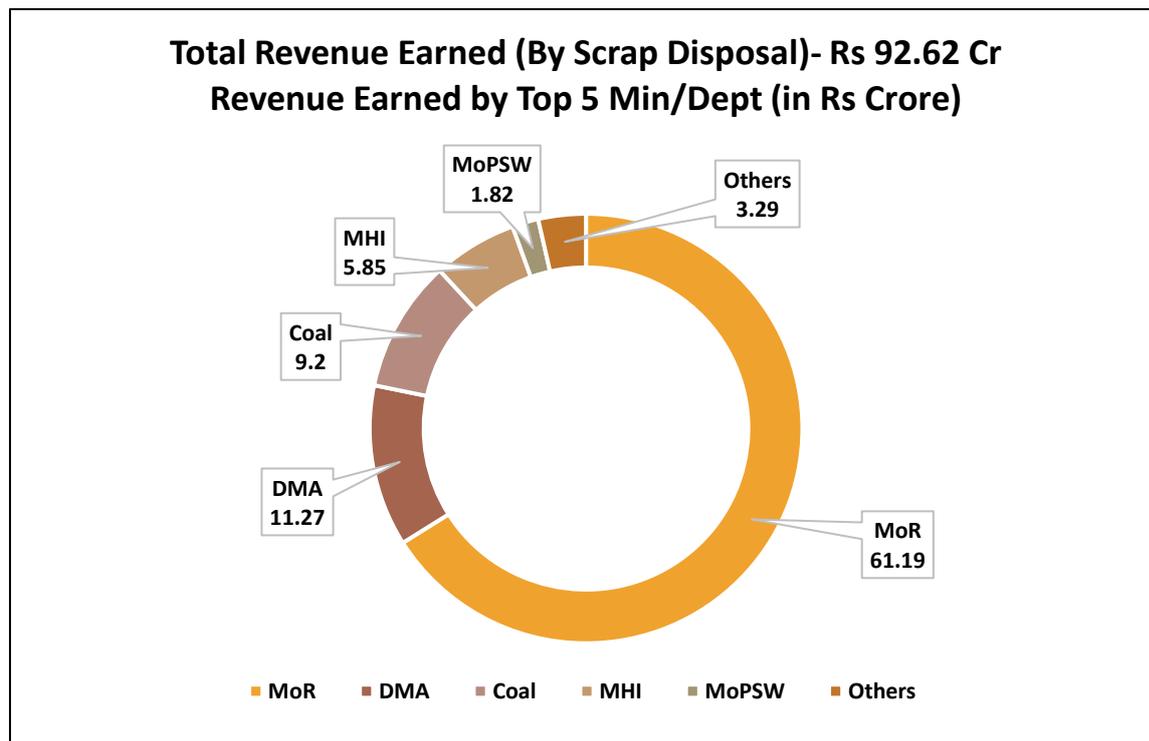| Parameters | SC1.0 - SC4.0 | Dec'24-Aug'25 | SC 5.0 | Dec'25 – Feb'26 | Cumulative |
|---|---|---|---|---|---|
| **Revenue Earned (in Rs. Crore)** | 2,364.05 | 1,007.1 | 833.92 | 292.83 | **4,497.9** |
| **Space Freed (in lakh Sq. Ft)** | 643.82 | 57.23 | 233.75 | 40.99 | **975.79** |
| **Cleanliness Campaign Sites** | 11,49,935 | 60,442 | 11,59,783 | 11,259 | **23,81,419** |
| **Files Weeded Out/Closed (in Lakhs)** | 131.4 | 6.81 | 29.52 | 4.30 | **172.03** |

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 February 2026, cumulative achievements include **₹4,497.9 crore** generated through scrap disposal, **975.79 lakh sq. ft** of office space freed, over **23.81 lakh sites** covered under cleanliness campaigns, and **172.03 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.)



**Revenue Earned (in Rs. Crore)**

Dec'24-Feb'26, 2,133.85

SC1.0 - SC4.0, 2,364.05

■ SC1.0 - SC4.0    ■ Dec'24-Feb'26

Out of the **cumulative ₹4,497.9 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, **₹292.83 crore** was generated through scrap disposal during **Dec'25–Jan'26**, reflecting sustained revenue generation across successive phases of the Special Campaigns.

## 4.2.  Revenue Earned from Scrap Disposal (February 2026)

**Total Revenue Earned (By Scrap Disposal)- Rs 92.62 Cr**
**Revenue Earned by Top 5 Min/Dept (in Rs Crore)**

MoPSW
1.82

Others
3.29

MHI
5.85

Coal
9.2

DMA
11.27

MoR
61.19

■ MoR   ■ DMA   ■ Coal   ■ MHI   ■ MoPSW   ■ Others

## 4.3. Space Freed (February 2026)

**Total Space Freed- 16,34,141 Sq. Ft.**
**Space Freed by Top 5 Min/Dept. (in Square Feet)**

MHA
0.17

Others
0.84

MoR
0.21

MoP
0.56

MHI
1.58

Coal
12.98

■ Coal   ■ MHI   ■ MoP   ■ MoR   ■ MHA   ■ Others
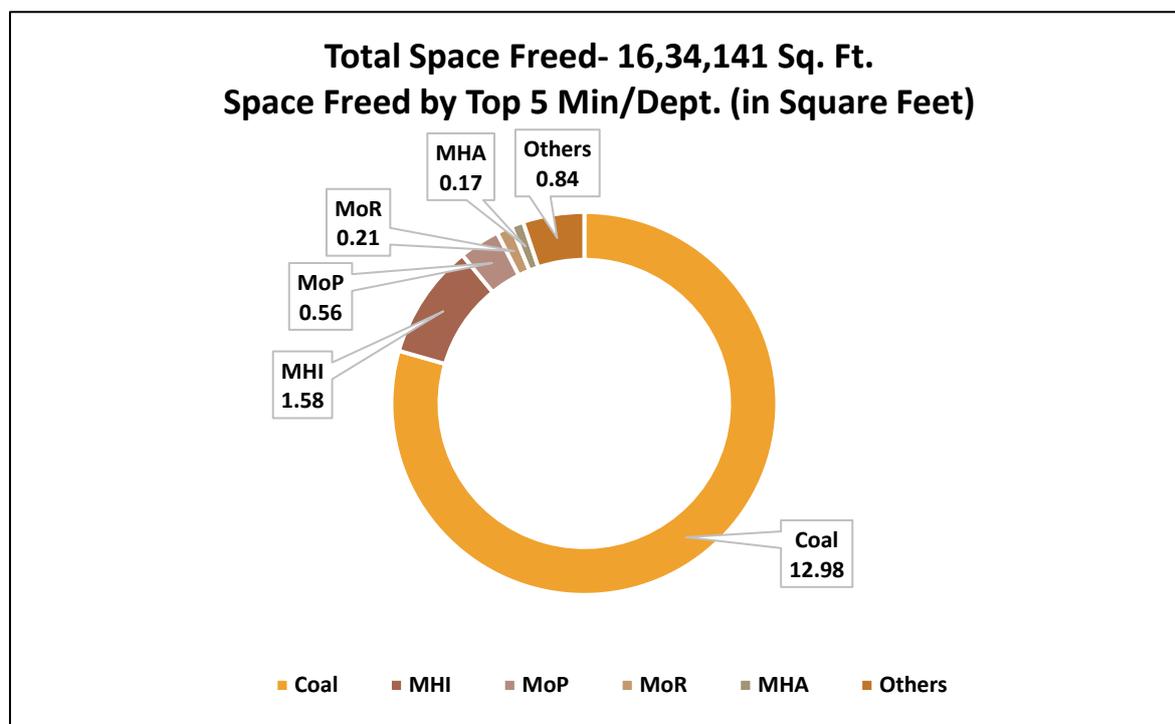
## a.  Space Freed by Top 3 Ministries/Departments

➤ **Ministry of Coal:** Total Space freed in February 2026 is 12,98,377 Sq.ft., The top 3 zones according to Space Freed are: -

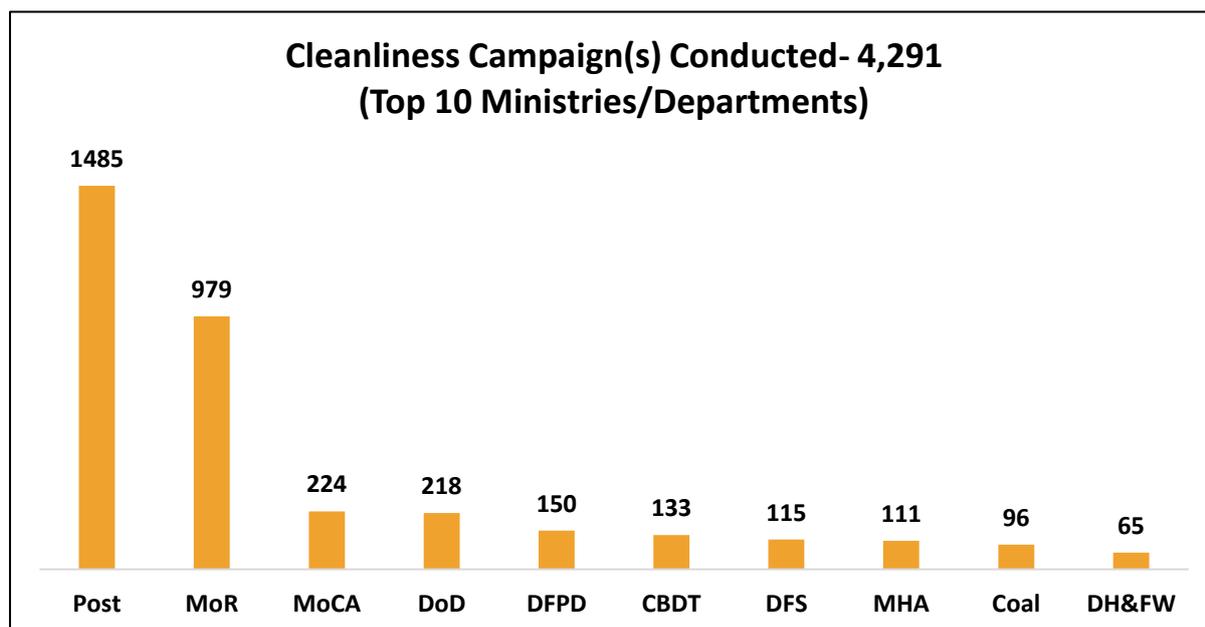| S.No. | Site/Organisation | Space Freed (In Sq. ft.) |
|-------|-------------------|--------------------------|
| 1. | Bharat Cooking Coal Limited | 10,99,739.04 |
| 2. | Neyveli Lignite Corporation India Limited | 95,478 |
| 3. | Central Mine Planning and Design Institute Ltd | 16,221.54 |

➤ **Ministry of Heavy Industries:** Total Space freed in February 2026 is 1,58,241 Sq.ft., The top 3 zones according to Space Freed are: -

| S.No. | Site/Organisation | Space Freed (In Sq. ft.) |
|-------|-------------------|--------------------------|
| 1. | Bharat Heavy Electronics Limited | 1,21,450 |
| 2. | National Automotive Test Tracks | 11,500 |
| 3. | Global Automotive Research Centre | 10,000 |

➤ **Ministry of Railways:** Total Space freed in February 2026 is 21,147 Sq.ft., The top 3 zones according to Space Freed are: -
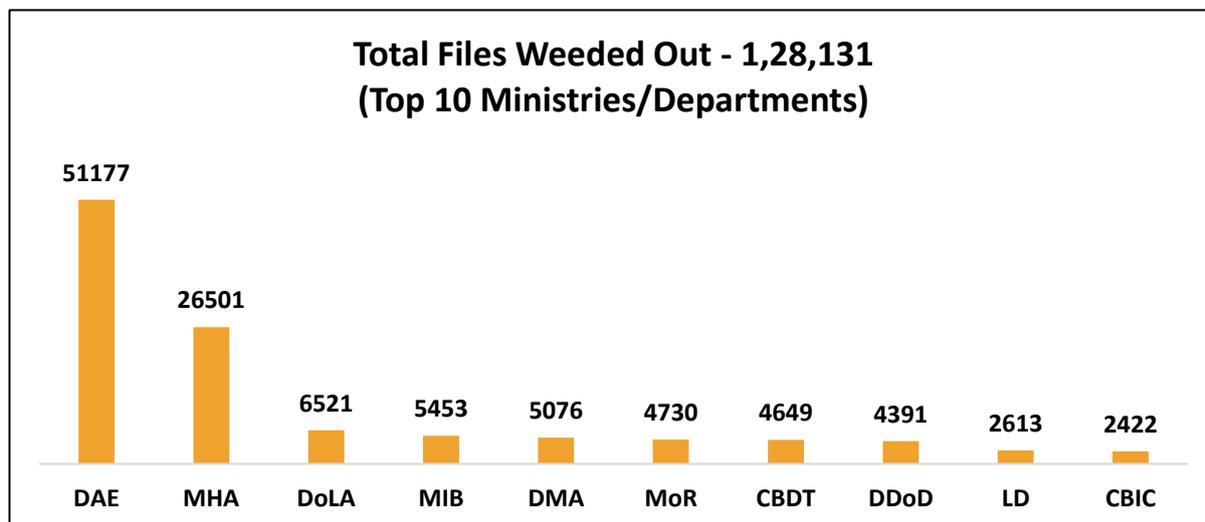
| S.No. | Zone | Space Freed (In Sq. ft.) |
|-------|------|--------------------------|
| 1. | East Central Railways | 7,250 |
| 2. | North-Western Railways | 3,809 |
| 3. | West Central Railways | 2,616 |

## 4.4.  Cleanliness Campaign Sites (February 2026)

**Cleanliness Campaign(s) Conducted- 4,291
(Top 10 Ministries/Departments)**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 1485 | 979 | 224 | 218 | 150 | 133 | 115 | 111 | 96 | 65 |
| Post | MoR | MoCA | DoD | DFPD | CBDT | DFS | MHA | Coal | DH&FW |

Out of **4,291** total cleanliness campaigns conducted, the **Department of Posts alone accounted for nearly 34.61% of the total**, followed by the Ministry of Railways, Ministry of Civil Aviation, etc.—indicating strong and consistent participation in Swachhata initiatives by these departments.

## 4.5.  Files Weeded Out (February 2026)

**Total Files Weeded Out - 1,28,131
(Top 10 Ministries/Departments)**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 51177 | 26501 | 6521 | 5453 | 5076 | 4730 | 4649 | 4391 | 2613 | 2422 |
| DAE | MHA | DoLA | MIB | DMA | MoR | CBDT | DDoD | LD | CBIC |

Out of the **1,28,131** files Weeded Out/Closed, the Department of Atomic Energy led with **51,177** files, followed by **Ministry of Home Affairs** with **26,501 files and Department of legal Affairs** with **6,521 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-February 2026
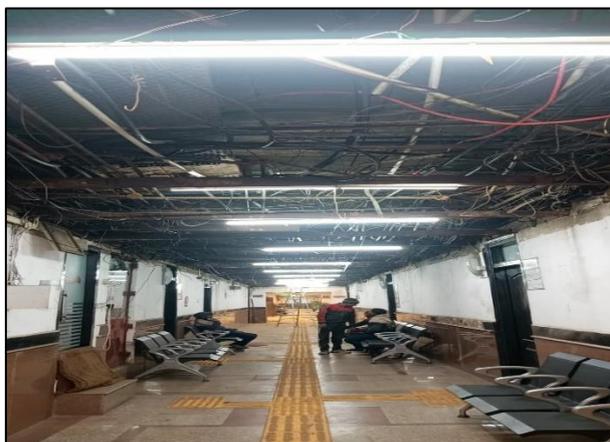


BEFORE
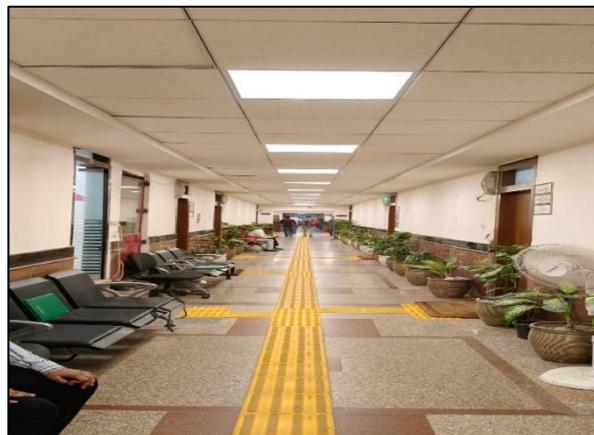


AFTER

Transformation of corridor area at Central Revenue Building, Pr. CCIT, Delhi;
**Central Board of Direct Taxes (Income Tax)**



BEFORE



AFTER

Cluttered space transformed into clean office working space, Saha Institute of Nuclear Physics, Kolkata; **Department of Atomic Energy**
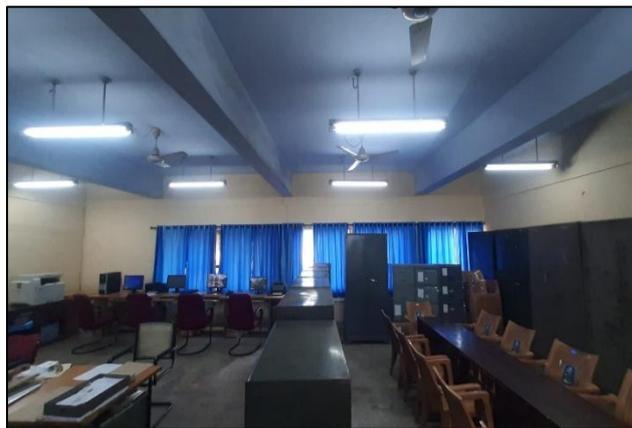


BEFORE



AFTER

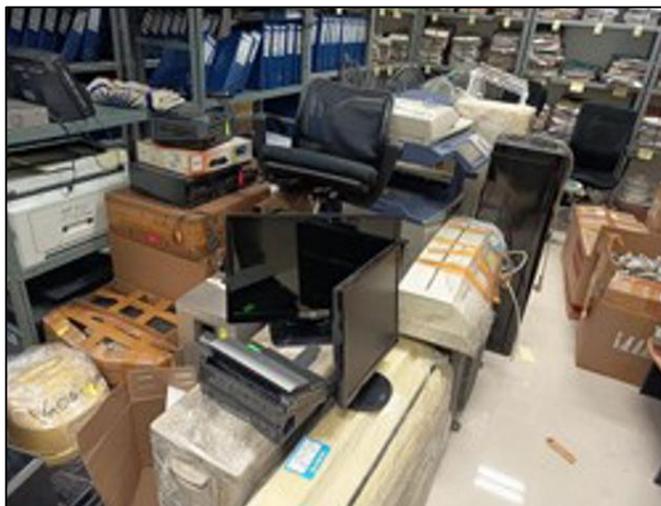Metal waste scrapped out at NLCIL; **Ministry of Coal**

**BEFORE**                                                                 **AFTER**

Weeding out of old records resulted in the transformation of a cluttered office space into a clean and organized working environment;
**Ministry of Micro Small and Medium Enterprises**



**BEFORE**                                                                 **AFTER**

Old E-waste scrapped out at EOI, Jakarta, Indonesia;
**Ministry of External Affairs**



**BEFORE**                                                                 **AFTER**

Cleanliness drive conducted at CRI, Kasauli;
**Department of Health and Family Welfare**

## 6 Enhancement of Office Space



Beautification of walls at Nuclear Power Corporation of India Limited, Mumbai; **Department of Atomic Energy**



Flooring installed, enhancing the office parking space at CGHS Ayush Gandhinagar Paver Brick Work; **Department of Health and Family Welfare**
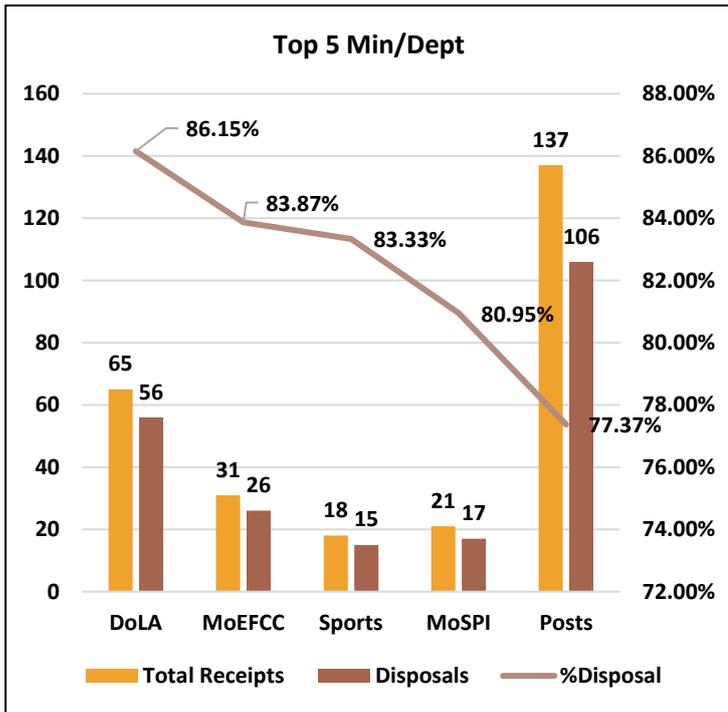




Old storage room transformed into working space at MEPZ Special Economic Zone, Chennai, Tamilnadu**; Department of Commerce**
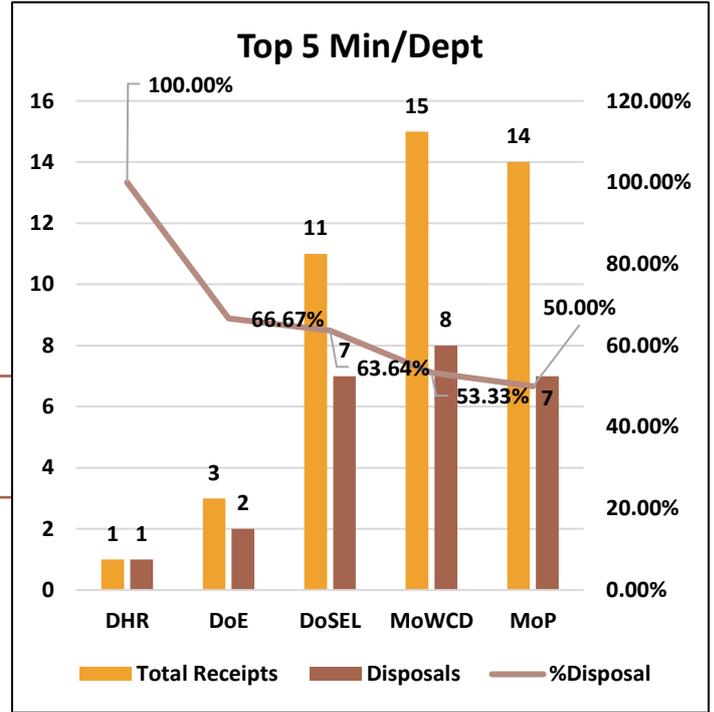
**7** | **Parameter wise performance of Ministries/Departments**

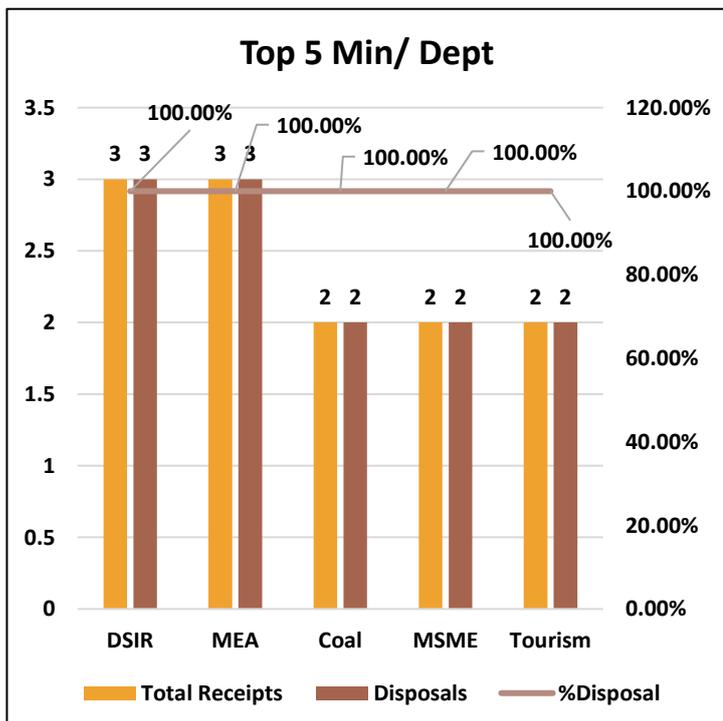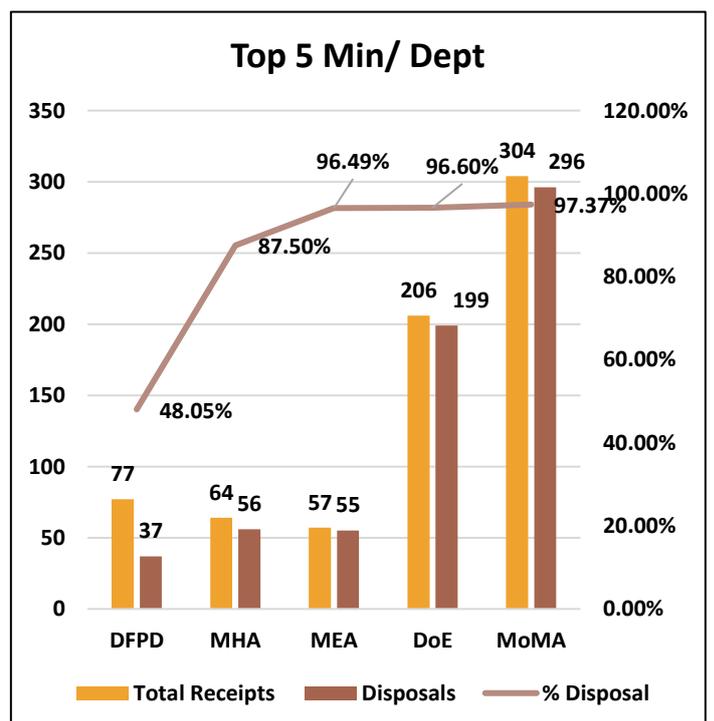## a. Top 5 Min/Dept according to Disposal for February 2026

### MP References

**Top 5 Min/Dept**



86.15%
83.87%
83.33%
80.95%
77.37%

| | DoLA | MoEFCC | Sports | MoSPI | Posts |
|---|---|---|---|---|---|
| Total Receipts | 65 | 31 | 18 | 21 | 137 |
| Disposals | 56 | 26 | 15 | 17 | 106 |

Total Receipts   Disposals   %Disposal

### Parliamentary Assurances

**Top 5 Min/Dept**



100.00%
66.67%
63.64%
53.33%
50.00%

| | DHR | DoE | DoSEL | MoWCD | MoP |
|---|---|---|---|---|---|
| Total Receipts | 1 | 3 | 11 | 15 | 14 |
| Disposals | 1 | 2 | 7 | 8 | 7 |

Total Receipts   Disposals   %Disposal

### IMC References

**Top 5 Min/ Dept**



100.00%  100.00%  100.00%  100.00%  100.00%

| | DSIR | MEA | Coal | MSME | Tourism |
|---|---|---|---|---|---|
| Total Receipts | 3 | 3 | 2 | 2 | 2 |
| Disposals | 3 | 3 | 2 | 2 | 2 |

Total Receipts   Disposals   %Disposal

### State Government References

**Top 5 Min/ Dept**



48.05%
87.50%
96.49%
96.60%
97.37%

| | DFPD | MHA | MEA | DoE | MoMA |
|---|---|---|---|---|---|
| Total Receipts | 77 | 64 | 57 | 206 | 304 |
| Disposals | 37 | 56 | 55 | 199 | 296 |

Total Receipts   Disposals   % Disposal

## PMO References

### Top 5 Min/ Dept



Legend: Total Receipts, Disposals, % Disposal

Data labels: DPIIT 68 / 31 / 45.59%; DHE 50 / 32 / 64.00%; MoR 49 / 34 / 69.39%; Coal 92 / 66 / 71.74%; MEA 68 / 64 / 94.12%

## Public Grievances

### Top 5 Min/Dept.



Legend: Total Receipts, Disposals, %Disposal

Data labels: MoR 225695 / 225383 / 99.86%; Post 176416 / 137984 / 78.22%; MoLE 28347 / 25853 / 91.20%; DoJ 9165 / 9061 / 98.87%; DoT 8084 / 7297 / 90.26%

## Files Weeded Out

### Top 5 Min/Dept



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

Data labels: DAE 51239 / 51177 / 99.88%; DoLA 11711 / 6521 / 55.68%; MIB 9403 / 5453 / 57.99%; DMA 6170 / 5076 / 82.27%; MoR 5306 / 4730 / 89.14%

<table>
<tr><td>**8**</td><td>**In-Focus: Department of Personnel and Training**</td></tr>
</table>

## Introduction

Under the guidance of the Department of Administrative Reforms and Public Grievances (DARPG), the Department of Personnel and Training (DoPT) implemented Special Campaign 5.0 (2$^{nd}$ –31$^{st}$ October2025) focusing on grievance redressal, records management and Swachhata. DOPT successfully met its targets across 157 campaign sites, disposing 1,851 grievances, 13 MP references and 9 PMO references. During the campaign, 1,10,474 physical files and 1,25,651 e-files were reviewed, resulting in the weeding out of 96,767 physical files and the closure of 76,344 e-files. These efforts led to the release of 11,753 sq. ft. of office space and generated ₹33.15 lakh in revenue.

## 8.1. Efficient Management of Office Space

In furtherance of DoPT's and its attached/sub-ordinate offices' initiatives for efficient management and optimal utilization of office space, a comprehensive exercise for review and rationalization was carried out. Through systematic reallocation and consolidation of office space, digitization of records, and removal of obsolete furniture, unused equipment and files, the Department freed office space of 11,753 sq. ft. during Special Campaign 5.0.

### Glimpses of Swachhata



Cleanliness Drive at **Lodhi Colony Park, New Delhi**

## 8.2.    Scrap Disposal

During Special Campaign 5.0, DoPT undertook focused initiatives for disposal of scrap and weeding out of obsolete and unserviceable items across the Headquarter of the Department as well as its Attached Offices, Subordinate Offices, Autonomous Bodies. As a result of these concerted efforts, the Department generated revenue amounting to ₹33.15 lakhs during campaign.
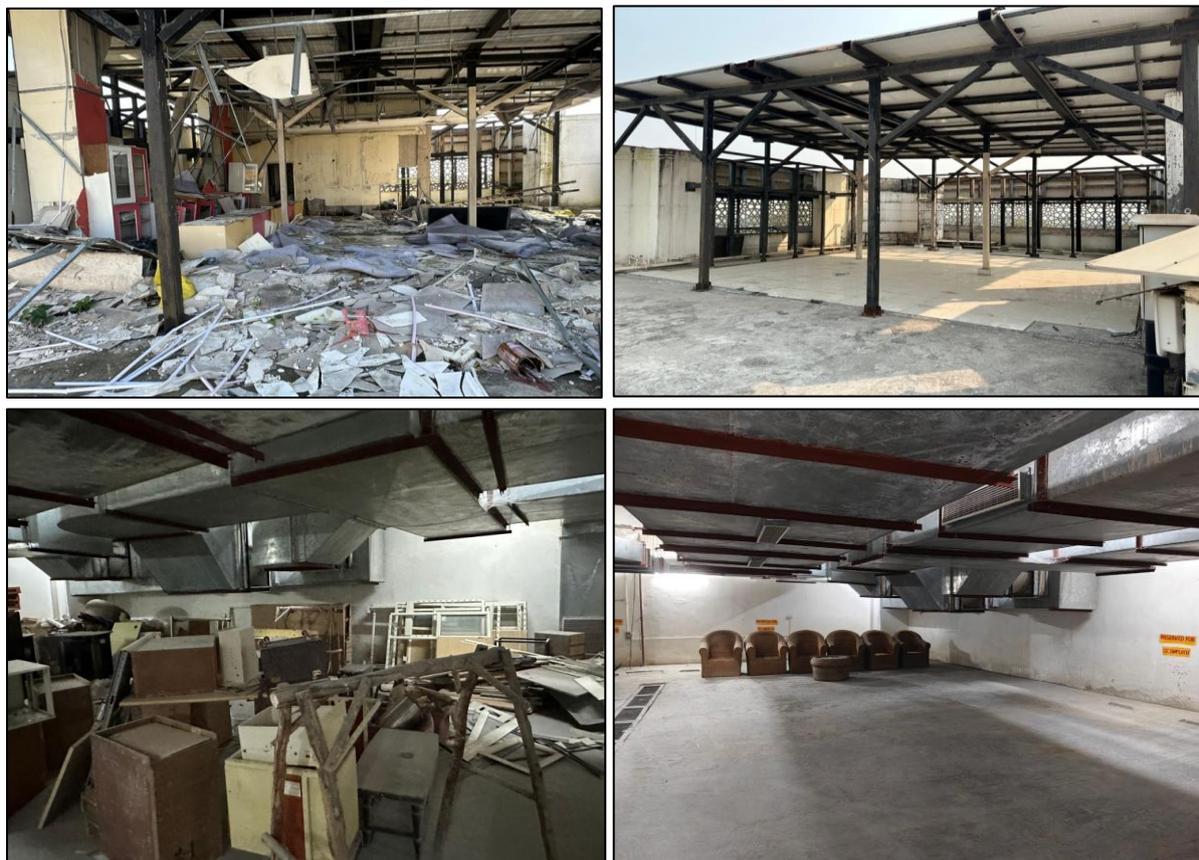


Unused space cluttered space transformed into a clean area at
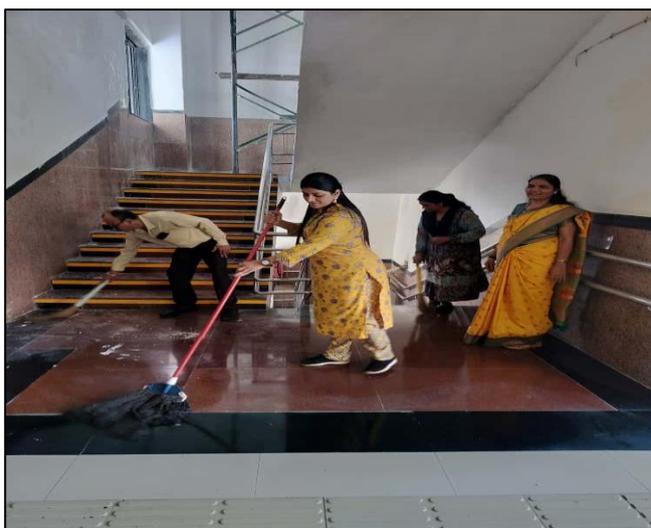**CIC Bhawan, New Delhi**

## 8.3.    Best Practices



Central Civil Services Cultural & Sports Board, DOPT organised a Nukkad Natak at **Grih Kalyan Kendra, Lodhi Road**

Swachatha Abhiyan organized at **CBI ACB Cochin, Kerala**



Swachatha Abhiyan organized at **CBI, STB, Mumbai Branch**



Anti-Smog gun installed as a part of Environment Friendly Practices at **CAT, PB, New Delhi**



Cleaning of Record Room of DoPT at **Kartavya Bhavan-3, New Delhi**

## 8.4.    Increasing Efficiency in Decision Making

1. **Union Public Service Commission (UPSC)**
   UPSC launched a new Application Portal in 2025 integrating Aadhaar-based KYC verification and DigiLocker document upload, along with a guaranteed 'Centre of Choice' facility for PwD candidates.

2. **e-Dossiers**
   SSC has digitized the process of forwarding candidate dossiers to Ministries/Departments through the e-Dossier portal, eliminating the earlier system of physical dossiers.

3. **Compendium on Ex-servicemen Reservations**
   A revised Compendium on Reservations, Concessions and Relaxations for Ex-Servicemen in Central Government Services was issued on 25 December 2025 as a consolidated reference document.

4. **Integration of eHRMS 2.0 with Bhavishya and PFMS**
   Integration enables auto-population of service records in pension forms, visualization of organisational hierarchies through the Organogram Module, and faster reimbursement of claims through PFMS.

5. **AI-powered Recruitment Rules Generator Tool**
   Launched on 25 December 2025 to assist Ministries and Departments in drafting Recruitment Rules for various posts.

6. **RTI Online Portal Enhancements**
   The RTI Online Portal was integrated with the Central Information Commission's AppCoMS portal in April 2025, enabling automatic transfer of first appeal data and faster disposal of second appeals.

## 8.5. Notable Achievements

1. **Rozgar Mela**
   18 National Rozgar Melas have been organized so far in which more than 11.60 lakh appointment letters have been distributed to the youth for joining in various positions across all Ministries/Departments and Organisations of the Government.

2. **Pratibha-Setu portal**

   The **UPSC launched the Pratibha Setu portal in July 2025** to share details and examination scores of non-recommended candidates who cleared various stages of recruitment examinations, enabling private and public employers to consider them for recruitment. As on 15 February 2026, 610 registered candidates have received job offers through the portal.

3. **iGOT Karmayogi**

   As on March 2026, about 1.51 crore users have been onboarded on the portal, where more than 4,300 high quality e-learning courses are available. Launch of AI based tools such AI Sarthi– Intelligent Course Discovery Assistant and iGOT AI Tutor - In-Course Conversational Learning Companion, have been deployed. AI based translation and subtitling has now made iGOT courses available in 11 major Indian languages

# 9. Office Memorandum on Increasing Efficiency in Decision Making

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

मंत्रिमंडल सचिव
भारत सरकार
**CABINET SECRETARY
GOVERNMENT OF INDIA**
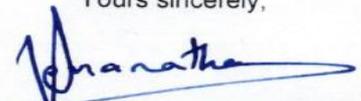
D.O. No. 502/2/2/2021-CA.V

27th November, 2024

Dear Secretary,

As you are aware, many initiatives have been undertaken in the recent years to make governance more responsive, accountable and transparent. The initiative for Increasing Efficiency in Decision Making, implemented since 2021, is a step in the same direction. It aims at achieving flatter and leaner organizational structures by putting in place appropriate delegation at various levels, rationalizing workload, thereby speeding up decision-making while increasing the productivity and efficiency of officers.

2.      These measures have been incorporated into the Central Secretariat Manual of Office Procedure, 2022 wherein, it is emphasized that, each Ministry/Department will review the instructions on levels of disposal and channel of submission, keeping the number of levels to the minimum by delegating powers to lower formations. To facilitate quicker decision-making, the channels of submission should not be more than four.

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

4.      To sustain the measures undertaken as a part of Increasing Efficiency in Decision Making, you are advised to review the levels of disposal and channel of submission in your Ministry/Department and ensure that the levels do not exceed four and that the Special Secretary/ Additional Secretary/ Joint Secretary function independently as bureau heads.

5.      I request you to devote your personal attention to this matter and ensure that these measures are implemented in letter and spirit, thereby fostering speedy and efficient decision making in Government.

With best wishes,

Yours sincerely,

(T.V. Somanathan)

To,

**All Secretaries to Government of India**

Cabinet Secretariat, Rashtrapati Bhavan, New Delhi-110004
Tel.: 011-23016696, 23011241 Fax : 011-23018638 E-mail : cabinetsy@nic.in

# 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

MOST IMPORTANT

No O-16012/6/2017-ARC-DARPG (e2938)
Government of India
Ministry of Personnel Pensions and Public Grievances
Department of Administrative Reforms & Public Grievances

6th Floor, Jawahar Vyapar Bhawan.
Janpath, New Delhi

Dated 17ᵗʰ January 2025

OFFICE MEMORANDUM

Subject:      eOffice Analytics - regarding.
.....

The undersigned is directed to say that the following guidelines may be adopted by Ministries / Departments for implementation of eOffice in Central Secretariat

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

(ii)    Review Virtual Private Network (VPN) usage. Non-users may be identified and steps may be taken to deactivate / close the idle account after due examination and process The NIC teams of Ministries/Departments may approach NIC VPN Division to obtain VPN data and for deactivation of idle VPN accounts

(iii)   Follow the Manual of Office Procedure strictly and to avoid proliferation of part-files on the same subject 'Common office function codes' as prescribed in Chapter - 6 'File Management System' of CSMOP 2022 are to be followed at the time of opening a new eFile in eOffice

(iv)    Use of Knowledge Management System (KMS) for managing the OMs Circulars. Orders etc and further adding them as references in eFiles Further, a list of all files (Division-wise/bureau-wise), in PDF, may be placed in the KMS for reference of all so as to avoid creation of multiple files in the same Head or part files

(v)     Review the Designation Master in Personal Information Management System (PIMS) and identify the designations related to Personal Staff of officers Based on the list of designations received from the Ministries / Departments. personal staff of Officers will be removed from the counts of distinct levels so that the actual distinct levels may be captured and reflected on the Analytics Dashboard

(vi)    Review and examine the Distinct Levels Ministries/Departments may refer to 'e-File Movement Status' Report under the 'Data Analytics' tab in the e-File MIS Reports application

Contd

# 11. Office Memorandum on e-Office

-2-

(vii)  Review the Basic File Head and notify the standardized Heads based on the relevant subjects of the Ministry/Department. Based on the list of Heads received from the Ministries/Departments, a consolidated list of Heads will be prepared which may be considered as standard Subjects to fetch the Subject-wise pendency.

(viii)  The Ministries/Departments who process statutory clearance for various projects such as Ministry of Environment, Forest and Climate Change may provide expected time for clearance, so that the processing time of such files may be noticed.

(ix)  E-Office Analytics to be developed to indicate file pendency at each level, to identify time delays and pendency. Emphasis to be given to identifying subject specific pendency across Ministries/Departments.

2.  This issues with the approval of Secretary, DARPG.
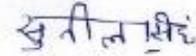
(Sunil K. Singh)
Under Secretary to the Govt. of India
Tel. No.011-23440371
email: sunilk.singh73@nic.in

To

Secretaries to the Govt. of India

Copy to:

1. DG, NIC
2. Shri M.K. Mishra, DDG, NIC email: mk.mishra@nic.in
3. Shri Kapil Kumar Sharma, Sr. Director (IT), NIC
4. eOffice-PMU, NIC

Copy for information to:

PSO to Secy. (AR&PG)/PA to JS (SC) /DS (eOffice)

# Annexure I : Data Not Uploaded

| S No. | Ministry/Department |
|-------|---------------------|
| 1 | Department of Revenue |
| 2 | Department of Youth Affairs |
| 3 | Ministry of Corporate Affairs |
| 4 | Ministry of Development of North Eastern Region |
| 5 | Department of Social Justice and Empowerment |
| 6 | Ministry of Food Processing Industries |
| 7 | Ministry of Electronics & Information Technology |
| 8 | Ministry of Panchayati Raj |
| 9 | Ministry of Textiles |
| 10 | 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**