

No.30011/02/2009-O&M (e.No.5866)

Government of India

Ministry of Personnel Public Grievances and Pensions  
Department of Administrative Reforms & Public Grievances

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5<sup>th</sup> Floor, Sardar Patel Bhawan, New Delhi

Dated the 25<sup>th</sup> August, 2022

**OFFICE MEMORANDUM**

**Subject:** -Special Campaign 2.0 for disposal of Pending Matters from 2<sup>nd</sup> October, 2022 to 31<sup>st</sup> October, 2022.

The Government would undertake Special Campaign for Swachhata in government offices and disposal of pending matters from 2<sup>nd</sup> October, 2022 to 31<sup>st</sup> October 2022, on the lines of the Special Campaign held in 2021. The Special Campaign will cover all Ministries/Departments of Government of India and their attached/subordinate offices. The Department of Administrative Reforms and Public Grievances (DARPG) has been designated as the nodal Department for the campaign. Cabinet Secretary's D.O. No. 1/50/3/2021-Cab dated 23<sup>rd</sup> August 2022 addressed to all Secretaries to the Government of India, may be referred to in this regard. The Special Campaign will be organized in two phases -Preparatory Phase from 14<sup>th</sup> September, 2022 to 30<sup>th</sup> September, 2022 and implementation phase from 2<sup>nd</sup> October, 2022 to 31<sup>st</sup> October 2022. The broad guidelines for both the phases are given as under:

**Preparatory Phase**

The Special Campaign will be preceded by preparatory Phase from 14<sup>th</sup> September, 2022 to 30<sup>th</sup> September, 2022. The focus of the campaign this year should be the field / outstation offices in addition to the Ministries/ Departments and their attached / subordinate offices. Offices responsible for service delivery or having public interface shall be given special attention.

During this phase Ministries would sensitize the officers, mobilize the ground functionaries for the Campaign, appoint nodal officers, identify pendency in identified categories as given in para below, finalize the Campaign sites, identify scraps and redundant materials and complete laid down procedures for their disposal.

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## **Parameters for the Special Campaign**

Campaign will focus on liquidating pendency in the MP's References, References from the State Government, Inter- Ministerial References (Cabinet Note), Parliamentary Assurances, PMO references, Public grievances and PG Appeals.

Besides the above parameters, Ministries shall also review the existing rules and procedures during the Special Campaign aiming at reducing compliance burden and promoting ease of living to the citizens. The campaign may also be utilized for adherence of record management systems as contained in Central secretariat manual of office procedure, GFR and Public Record Act 1993.

Overall cleanliness of government offices with special focus on space management and enhancing work place experience of field offices shall be undertaken. Accordingly, the information on the following parameters may be collected during the preparatory phase. The information collected so will become the target for liquidation /implementation during the campaign phase:

- Number of pending References from MP's
- Pending references from the State Government
- Pending Inter- Ministerial References (Cabinet Note)
- Parliamentary Assurances pending more than 3 months.
- Pending PMO references
- Number of Rules/ Processes identified for simplification
- Pending public grievances and Appeals (CPGRAMS as well as grievances received from other sources)
- Record Management
- Identification of Cleanliness Campaign sites
- Space management planning
- Scrap Disposal

## **Designation of Nodal Officers in each Ministry**

Each Ministry/Department shall designate a Nodal Officer for the Special Campaign (not below the rank of Joint Secretary). The Nodal Officer will coordinate the campaign in their Ministry/Department and also in their Attached/Subordinate Offices, Autonomous Bodies and PSUs under their Ministry. He/ She will collect information on daily basis and arrange to feed the information into the central monitoring portal designed by DARPG. List of nodal officers are attached at annexure of these guidelines. Any change in the nodal officers or in their contact details may be brought to the notice of DARPG by 6<sup>th</sup> September 2022. DARPG will also create a WhatsApp group of nodal officers for closer monitoring of the campaign.

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### **Monitoring through a dedicated Portal**

Progress of the campaign will be monitored through the SCDPM portal at <https://pgportal.gov.in/scdpm>. The portal can be accessed through login credentials of nodal officers. DARPG will organise a training Session for all nodal officers on the portal on 10th September 2022.

### **Selection of Swachhata Campaign Sites**

This time the Campaign shall focus on the field offices at urban and sub urban locations. A comprehensive planning for cleanliness, space management and beautification of offices may be done. Redundant scrap material and obsolete items shall be identified for disposal as per laid down rules/ procedure. High resolution pictures of the Campaign sites may be captured before start of Campaign and after the Campaign for documentation purposes.

### **Campaign Phase**

All out efforts may be made to dispose of all identified references during the Special Campaign from 2<sup>nd</sup> October – 31<sup>st</sup> October, 2022. Progress may be reported daily on SCDPM portal.

The Special Campaign should also be used to improve records management. Categorisation, recording, review and weeding out of physical records, as per extant guidelines contained in the CSMOP and Public Record Act 1993.

Overall cleanliness of Government offices by removing redundant scrap material and obsolete items and enhancing work place experience shall be undertaken during the campaign phase.

The best practice evolved during the campaign shall be documented on the portal for future reference.

### **Monitoring of Progress**

Nodal Officers shall review the progress on a daily basis. Secretary of the Department will also regularly review the progress.

Reviews will be conducted by Secretary, DARPG, with the Nodal Officers on a weekly basis in the Identification Phase and during the Special Campaign period.

Cabinet Secretary will hold meetings with Secretaries to review the progress.

A weekly consolidated report will be prepared by DARPG on the progress of the Campaign and submit it to the Cabinet Secretariat and PMO.

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Third party assessment of campaign will also be undertaken during the Campaign and post Campaign phase.

The following designated officers from DARPG will be available for providing any clarification with respect to the Special Campaign: -

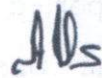
(i) Joint Secretary, DARPG (Smt. Jaya Dubey, Mobile 9811566645, e-mail: [jaya.dubey@nic.in](mailto:jaya.dubey@nic.in) )

(ii) Shri Piyush Goyal, STD, NIC, (Mobile 9810633964, E-mail: [goyal-sb@nic.in](mailto:goyal-sb@nic.in)) on technical issues.

### **Media Plan and Publicity**

DARPG will create Hashtag # Special Campaign 2.0. Ministries shall tweets/ retweets using the above hashtags from the various social media handles of their Ministry. A film on Special Campaign would also be prepared post campaign for which site visits of Door-darshan crew will be finalised in preparatory phase and also post campaign phase.

I&B Ministry will be involved for larger publicity and media plan of the campaign.



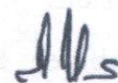
(V Srinivas)

Secretary to the Government of India

To  
All Secretaries to the Govt. of India

Copy To:

1. PS to MoS(PP)
2. Principal Secretary to PM
3. Cabinet Secretary
4. Advisor to PM (Shri Amit Khare)
5. Additional Secretary, Cabinet Secretariat (Shri Ashutosh Jindal)



(V Srinivas)

Secretary to the Government of India