



“हर काम देश के नाम”

## रक्षा लेखा महानियंत्रक

उलान बटार रोड़, पालम, दिल्ली छावनी-110010

Controller General of Defence Accounts,  
Ulan Batar Road, Palam, Delhi Cantt.- 110010



Phone: 011-25665703 Fax: 011-25674806, 25674821 email: [aniii.cgda@nic.in](mailto:aniii.cgda@nic.in)

F. No. AN-Coord/3012/Circular/Vol. IX dated 22.09.2021.

To,

All PCDAAs/ PCA (Fys.)/ PIFAs,  
CDAs/ CFAs (Fys.)/ IFAs/ RTCs.  
(through CGDA website).

**Subject: Special campaign from 2<sup>nd</sup> to 31<sup>st</sup> October 2021..**

Please find enclosed a copy of MoD ID No. 34(1)/2021-D(O&M) dated 20.09.2021 alongwith enclosures referred therein on the subject matter for information and necessary action.

2. It is requested to undertake a special campaign in your organization as mentioned therein for disposal of public grievances, references from MP/ State Government, Inter-Ministrial consultations, Parliamentary assurances etc.

3. In the first phase, that is, during 22<sup>nd</sup> September to 29<sup>th</sup> September 2021, a drive is to be undertaken to identify the aforementioned items of work. In second phase of the campaign from 2<sup>nd</sup> October to 31<sup>st</sup> October 2021 all out efforts may be made to dispose of all pending references/ matters.

4. It is requested to take action accordingly and furnish the requisite information in prescribed proforma latest by 26<sup>th</sup> September 2021 through email at [aniii.cgda@nic.in](mailto:aniii.cgda@nic.in) for onward submission to the Ministry.

  
(Rajeev Ranjan Kumar)  
Dy. CGDA (AN)

**Copy to:**

- 1 All sections of HQrs. office, Local.
- 2 IT&S Wing, local,

For similar action as stated above.  
With a request to upload on CGDA's website.

  
Sr. Accounts Officer (AN)

PUC

Ministry of Defence  
Department of Defence  
D(O&M)

**Subject :- Special campaign from 2<sup>nd</sup> to 31<sup>st</sup> October, 2021-Cabinet Secretary's D.O. letter dt. 09.09.2021- regarding.**

Reference is invited towards Cabinet Secretary's DO letter No. 1/50/3/2021-Cab dated 09.09.2021 regarding launching a Special Campaign during 2<sup>nd</sup> October to 31<sup>st</sup> October 2021 to dispose of all pending references from MPs, Parliamentary Assurances, references received from State Governments, as well as for inter-Ministerial Consultations (Cabinet Proposals), public representations/grievances etc. In this regard OM No. 30011/02/20219-O&M dt. 13.09.2021 of DAR&PG and D(O&M)'s ID Note No. 34(1)/2021-D(O&M) dt. 15.09.2021 may also be referred (copy enclosed for ready reference).

2. The Special Campaign is to be undertaken in two phases. In first phase, a drive is to be undertaken from 22<sup>nd</sup> to 29<sup>th</sup> September, 2021, to *identify* the aforementioned items of work. During second phase of the Campaign from 2<sup>nd</sup> to 31<sup>st</sup> October, 2021 all out efforts may be made to dispose of all the *identified pending references/matters*.

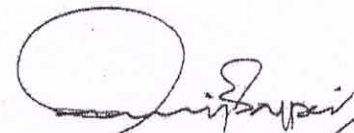
3. During the Special Campaign existing processes may also be reviewed to identify the rules and regulations for reducing the compliance burden and unnecessary paperwork.

4. It is, therefore, requested that requisite information pertaining to your Wing including Attached and Subordinate offices under your administrative control, if any, may be furnished in the attached format in word file to Shri Ashok Pandey, US(O&M/PG), Landline - 23013963, Mob.-9650589430 at [Email-usdpg-mod@gov.in](mailto:Email-usdpg-mod@gov.in)

5. The above information may be furnished on 23.09.2021 and 28.09.2021 on above email.

6. This may please be treated as Most Urgent.

Encl: As above.



(Sanjai Bajpai)  
Deputy Secretary (Parl.)  
Tele: 2301 0646

JS (Estt./Trg./Plg) JS(AF)JS(Lands) JS (BRO/Cer)  
JS (Coord) JS (IC)CVO(MoD) FM (Air) & CAO  
JS & AM (Air) JS & AM (LS) JS & AM (MS)  
Addl. FA (RS) & JS i.r.o. Defence Finance  
MoD ID No. 34(1)/2021-D(O&M) dated 20.09.2021

Copy for information to:

SO to Def. Secy., PPS to Spl. Secy., PPS to FA(DS),  
PPS to Addl. Secy. (NSV), PPS to DG(Acq.)

**Subject:** Special Campaign(Phase-I) for identification of pending matters and for Cleanliness from 22<sup>nd</sup> to 30<sup>th</sup> September, 2021.

**(A) Pending references identified till (date)**

Name of the Wing - .....

References Category	< 6 months	6-12 months	1 to 2 Yrs	> 2 Yrs
References from MPs				
Parliamentary Assurances				
IMC References (Cabinet Proposals)				
State Govt. References				
Public Grievances				

**(B) Cleanliness**

**(i) INDOOR**

- (a) Whether System inplace – Yes / No
- (b) Outsource Agency deployed – Yes / No
- (c) Inspection architecture inplace – Yes / No
- (d) Level of Inspection officer – US/DS/JS

**(ii) OUTDOOR**

- (a) Date of conducting campaign
- (b) Leading Level – US/DS/JS

**(iii) OFFICE SCRAP DISPOSAL**

Date of identification (Of Scrap)

**(iv) RECORD MANAGEMENT**

No. of files identified for Review.

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5

Ministry of Defence  
Department of Defence  
D(O&M)

Subject :- Special campaign during 2<sup>nd</sup> to 31<sup>st</sup> October, 2021-Cabinet Secretary's DO letter dt. 9.09.2021 regarding.

This has the reference of Cabinet Secretary's DO letter No. 1/50/3/2021-Cab dated 09.09.2021 addressed to all Secretaries to the Gol.(copy enclosed).

2. Cabinet secretary has further conveyed the directions of the Prime Minister to undertake "special campaign" from 2<sup>nd</sup> October to 31<sup>st</sup> October, 2021 to dispose of pending public grievances, references from Members of Parliament and State Governments, inter-Ministerial consultations, Parliamentary assurances etc. In this regard following points have been suggested for action by all Departments/Ministries before & during the aforesaid special campaign :-

- (i) a drive may be undertaken during the fortnight 13-29 September, 2021, to *identify* all such pending matters as referred under para-2 above,
- (ii) during the special campaign period all out efforts may be made to dispose of the *identified pending references/matters*,
- (iii) in the course of such disposal, the existing processes may be reviewed with a view to reducing compliance burden and unnecessary paper work done, wherever feasible,
- (iv) during this special campaign, files of temporary nature may be identified and weeded out as per the extant instructions and Record Retention Schedules may be reviewed by Departments to ensure that files are neither destroyed prematurely nor retained for longer periods than required, and
- (v) redundant scrap material and obsolete items be discarded to improve cleanliness at work places.

3. D/o Administrative Reforms & Public Grievances (DARPG) will be the nodal Ministry to monitor the implementation of this campaign and to develop a dedicated Dashboard for this purpose.

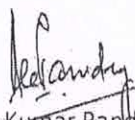
4. DS(Parliament) has been nominated to co-ordinate the special campaign. Hence all Divisions/Wings are requested to forward ATRs regarding their activities undertaken during special campaign to DS(Parliament).

(Cont)

5. Concerned Divisions acting as coordinating point in DoD for different issues [e.g. D(O&M) being the coordinating point for MP/VIP references in DoD] related to special campaign may further issue directions/requisitions within DoD as per exigency.

This is issued with the approval of competent authority.

Enclosure :- As above,

  
(Ashok Kumar Pandey) 15/09/2021  
Under Secretary(O&M/PG)

DS(Parliament)

No. 34(1)/2021-D(O&M)

dated 15/09/2021

~~09/2021~~

Copy to:-

1. All DS/Directors in DoD for initiating action as required under Special Campaign as detailed in Cabinet Secretary's DO letter dt 09/09/2021
2. All Joint Secretaries/Additional Secretaries in DoD
3. SO to Defence Secretary

No. 30011/02/2019-O&M (5866)  
Government of India  
Ministry of Personnel, Public Grievances and Pensions  
Department of Administrative Reforms & Public Grievances  
Sardar Patel Bhawan, Sansad Marg,  
New Delhi-110001, dated 15<sup>th</sup> September, 2021

**OFFICE MEMORANDUM**

Subject: Special campaign for disposal of pending matters during the period 2<sup>nd</sup> Oct to 31<sup>st</sup> Oct, 2021

The undersigned is directed to refer to Cabinet Secretary's DO letter, dated 09.09.2021 and this Department's OM dated 13.09.2021 on special campaign drive for disposal of pending matters during the period 2<sup>nd</sup> October to 31<sup>st</sup> October, 2021.

2. A Virtual Training Session on the use of the dedicated portal will be organized under the chairmanship of Secretary, DARPG by this Department on 20<sup>th</sup> September, 2021 at 3.00 PM. Senior Officers of NIC will be making the presentation. The VC link in this regard will be communicated separately.

3. All Ministries/Departments are requested to nominate the designated nodal officers of the aforesaid campaign to attend the training session. The Name, Telephone Number/ email id of the designated nodal officers may be sent to DARPG (email id: [ak.sah@nic.in](mailto:ak.sah@nic.in)) for issue of login ID/ Passwords for use of the dedicated portal.

Encl: as above

*Namrata*

(Namrata Kumari)  
Under Secretary to the Govt of India  
Tele No. 23401433

To

All ministries/ Departments

Copy to:

1. PPS to Cabinet Secretary
2. PPS to Secretary (DARPG)
3. DG(NIC)

राजीव गौबा  
Rajiv Gauba



सत्यमेव जयते

मंत्रिमंडल सचिव  
भारत सरकार  
CABINET SECRETARY  
GOVERNMENT OF INDIA

D.O. No. 1/50/3/2021- Cab



Dated the 9<sup>th</sup> September, 2021

Dear Secretary

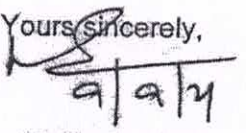
As you are well aware, timely and effective disposal of public grievances, references from Members of Parliament and State Governments, inter-Ministerial consultations, Parliamentary assurances etc. is an important part of the work of Ministries/ Departments. However, these issues sometimes do not receive the desired attention.

2. I am writing to you to convey the directions of the Prime Minister that each Ministry/Department and its attached/ subordinate offices may undertake a special campaign from 2<sup>nd</sup> October to 31<sup>st</sup> October, 2021 to dispose of such pending matters.
3. In the fortnight preceding the launch of the special campaign, that is, during 13-29 September, 2021, a drive may be undertaken to identify all pending references from MPs, Parliamentary Assurances, references received from State Governments, as well as for inter-Ministerial consultations, public representations/grievances etc.
4. During the special campaign period, all out efforts may be made to dispose of the identified pending references, and do so in a meaningful manner. Also, in the course of such disposal, the existing processes may be reviewed with a view to reducing compliance burden and unnecessary paper work done away with, wherever feasible. In this regard, it may be recalled that during his Independence Day address this year, the Prime Minister has emphasized the need to review existing rules and procedures on a continuing basis.
5. Instructions have also been issued from time to time for ensuring cleanliness in Government offices and to have a good work environment; to improve records management, review and weeding out of papers. During this special campaign, files of temporary nature may be identified and weeded out as per the extant instructions. Departments may also review Records Retention Schedules to ensure that files are neither prematurely destroyed nor kept for periods longer than necessary. Further, redundant scrap material and obsolete items may be discarded during this campaign to improve cleanliness at work places.
6. D/o Administrative Reforms & Public Grievances (DARPG) will be the nodal Ministry to monitor the implementation of this campaign. They will develop a dedicated Dashboard for this purpose, and issue detailed guidelines in this regard separately.

7. Each Ministry/Department would designate a Nodal Officer (not below the rank of Joint Secretary) for the special campaign. The progress should be monitored by the Secretaries / HODs on daily basis. A weekly progress report may be sent to DARPG, who in turn will furnish a consolidated progress report.

8. Needless to say, your personal attention and leadership would be vital for success of this campaign. Appropriate instructions may also be issued to all the Attached/ Subordinate offices and Autonomous organizations under your Ministry/ Department to implement the special campaign in earnest.

*with regards*

Yours sincerely,  
  
(Rajiv Gauba)

To  
All Secretaries to the Government of India



3

No.30011/02/20219-O&M (e. No. 5866)  
Government of India  
Ministry of Personnel Public Grievances and Pension  
Department of Administrative Reforms & Public Grievances

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5<sup>th</sup> Floor Sardar Patel Bhawan, New Delhi  
Dated the 13<sup>th</sup> September, 2021

**OFFICE MEMORANDUM**

**Subject: Special Campaign for Disposal of Pending Matters during the period  
October 2, 2021 to October 31, 2021.**

The Government has decided to undertake a Special Campaign for disposal of pending matters during the period 2<sup>nd</sup> October 2021 to 31<sup>st</sup> October, 2021. The Special Campaign will cover all Ministries/Departments of Government of India, their Attached/subordinate Offices, Autonomous Bodies and PSUs. The objective of the Campaign is to dispose of pending references from Members of Parliament, State Governments, references for Inter-Ministerial Consultation (IMCs), Parliamentary assurances and Public Grievances. 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 9<sup>th</sup> Sept 2021, addressed to all Secretaries to the Government of India, may be referred to in this regard.

**IDENTIFICATION PHASE**

2. The Special Campaign will be preceded by an Identification Phase from September 13, 2021 to September 30<sup>th</sup> 2021. During the Identification Phase, all pending references are to be identified and grouped category-wise based on their duration of their pendency, that is;
  - (a) References pending for less than 6 months
  - (b) References pending between 6 months and 12 months,
  - (c) Reference pending between one year and two years;
  - (d) References pending for more than two years.

4

### Activities to be undertaken

3. The Special Campaign will focus on disposal of pending references from Members of Parliament, State Governments, references for Inter-Ministerial Consultation, Parliamentary Assurances and public grievances. Besides, existing processes may also be reviewed during the Campaign with a view to reducing compliance burden and unnecessary paperwork. The campaign may also be utilized to improve records management, including weeding out of files and overall cleanliness of Government Offices.

### Dedicated Portal

4. Progress in identification of pending references category wise will be reported on a dedicated dashboard / portal, which is being devised by the DARPG in consultation with the National Informatic Centre (NIC). The URL for the dedicated portal will be circulated separately. Relevant information on pending references targeted to be resolved and details of resolution shall be entered in the portal.

### Campaign Period

5. All out efforts may be made to dispose off all identified references during the Special Campaign to be undertaken during the 2<sup>nd</sup> October – 31<sup>st</sup> October 2021. Progress may be reported daily on the dedicated portal.
6. In the spirit of Prime Minister's Independence Day Speech emphasizing the need to review the existing rules and procedures on a continuing basis, existing processes may also be reviewed during the Special Campaign to reduce compliance burden and unnecessary paperwork, wherever feasible.
7. The Special Campaign should also be used to improve records management and weeding out files of temporary nature. Ministries are advised to undertake timely categorization, review and weeding out of records, as per extant guidelines contained in Chapter 10 of the CSMOP – 2019.

- 8. The Special Campaign should be an occasion to improve overall cleanliness of Government offices, which would contribute to good work environment. In addition, redundant scrap material and obsolete items lying in the Government offices may be disposed of, during the Special Campaign as per laid down procedure.

**Designation of Nodal Officers**

- 9. Each Ministry / Department shall designate a Nodal Officer for the Special Campaign (not below the rank of Joint Secretary). The Nodal Officer will be responsible for dissemination of the Campaign Guidelines in the Ministry / Department including Attached/Subordinate Offices, Autonomous Bodies and PSUs. The Nodal Officer will ensure that progress both during the Identification Phase, as well as the Special Campaign is duly entered on the dedicated portal.

**Training of Nodal Officers**

- 10. All Ministries / Departments will be provided with requisite credentials to access the dash board. Progress in respect of Identification and Disposal of pending references from MPs, State Governments, IMCs, Parliamentary Assurances and Public Grievances will be reported daily on the dedicated portal. Besides, progress on weeding out of files, disposal of scrap/obsolete items, easing of processes will be reported on the portal. DARPG will organise a Training Session with the designated Nodal Offices on 20<sup>th</sup> September 2021.

**Monitoring of Progress**

- 11. Nodal Officers will review the progress on a daily basis. Secretary of the Department will also regularly review the progress.
- 12. 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.

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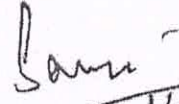
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13. A weekly consolidated report will be prepared by DARPG on the progress of the Campaign and submit it to the Cabinet Secretariat and PMO.

14. 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  
Email: [jaya.dubey@nic.in](mailto:jaya.dubey@nic.in))

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

  
(Sanjay Singh) 14/2/21

Secretary to the Government of India

To

All Secretaries to the Government of India