

CBDT and its subordinate offices to undertake Special Campaign 5.0 for swachhata and efficiency

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The Government of India is launching **Special Campaign 5.0** for *swachhata* in Government offices and disposal of pending matters from **2nd to 31st October 2025**.

The Central Board of Direct Taxes (CBDT), Department of Revenue, Ministry of Finance, along with its subordinate offices across the country, will actively participate in this transformative initiative led by the Department of Administrative Reforms and Public Grievances (DARPG).

The foundation for Special Campaign 5.0 rests on the achievements of its predecessor, Special Campaign 4.0, during which the CBDT carried out the cleanliness campaigns at 1,450 sites, disposing 3.20 lakh physical files, 58,000 e-files, and clearance of 220 tonnes of old records. During Special campaign 4.0, the Income Tax Department freed 1.75 lakh square feet of office space and generated 43 lakh through scrap disposal. Most importantly, over 53,000 public grievances were resolved, reaffirming CBDT's commitment to transparency, responsive governance, and citizen-centric service delivery.

To carry forward the spirit of the Special Campaign 4.0, CBDT resolved to further continue the positive steps taken for resolution of public grievances during the campaign. As part of the same, the CBDT resolved 56,575 **public grievances** on CPGRAMS portal and disposed more than 9,300 **grievance appeals** during the period November 2024 to August 2025. This demonstrates CBDT's commitment to responsive governance.

Under Special Campaign 5.0, CBDT will concentrate on four key areas that align with India's digital transformation and sustainable development goals:

- disposal of e-waste
- record management
- space optimisation & office beautification, and
- accelerated grievance redressal.

The CBDT remains steadfast in its commitment to *swachhata*, transparency, and efficient service delivery. These initiatives align seamlessly with Government guidelines to institutionalise Swachhata and enhance citizen services.

NB/KMN

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