



Mid Campaign Review of Special Campaign for Disposal of Pending Matters 5.0 of Department of Pension and Pensioners' Welfare

Posted On: 27 OCT 2025 10:18AM by PIB Delhi

As part of the Special Campaign for Disposal of Pending Matters 5.0 (SCDPM 5.0), the Department of Pension and Pensioners' Welfare (DoPPW) has undertaken comprehensive measures to reduce pendency, promote Swachhta, enhance internal monitoring, and optimize records management.

Mid-campaign progress as of 24 October 2025 includes the following key achievements:

- **Public Grievances (PG) receipts and disposal:** Approximately 83% of targeted public grievances, including appeals, have been resolved (6166 out of 7,500 set targets).
- **File review and weeding:** Of the 2,409 physical files identified for review, 100% of physical files marked for weeding out (261 files) have been processed, contributing to space management. Further, 5,300 e-files were reviewed and 31 files are identified under e-waste compliance.
- **Cleanliness campaigns:** Drives have been conducted at 59 identified sites nationwide, with active participation in Swachhta Hi Sewa activities, including a plantation drive on 1 October 2025 led by the Minister of State (PP).

The Department is committed to ensure Ease of Living through “Ease of Rule” and ensuring Swachhta in its premises on a continuous basis.

NKR/AK

(Release ID: 2182756) Visitor Counter : 308

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