



Driving Change through Cleanliness and Efficiency: Department of Posts Concludes Implementation Phase of Special Campaign 5.0

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The **Department of Posts**, under the **Ministry of Communications**, successfully concluded the Implementation Phase of the **Special Campaign 5.0** with energy, enthusiasm and dedication from all postal circles across the country. Conducted from 2nd October to 31st **October 2025**, the Campaign reaffirmed the Department's steadfast commitment to the principles of cleanliness, efficiency, and citizen-centric service delivery.

Building upon the achievements of earlier editions, **Special Campaign 5.0** focused on sustained cleanliness, efficient record management, timely disposal of pending references, and optimum utilization of space. Through this approach, the Department has not only achieved the targets set for Special Campaign 5.0 but also promoted Swachhata as a value instilled in daily routines and operational processes.

Key Highlights and Achievements of this year's Special Campaign 5.0 are:

- **1,00,000** public grievances and **1,000** CPGRAMS appeals disposed of.
- **17,352** old files and e-files weeded out.
- **₹57.77** lakh revenue earned from sale of scrap and waste materials.
- **23,287 sq. ft.** of office space freed across the postal network.
- Cleanliness drives conducted across **1.30 lakh** campaign sites nationwide, adopting a saturation approach to Swachhata.

Best Practices and Initiatives

- **Dak Chaupal:** Grassroots outreach initiatives to promote citizen-centric services such as financial inclusion, DBT, insurance and e-commerce.
- **Swachhata Messaging through Wall Art:** Creative wall paintings blending local art and culture to spread the messages of cleanliness and community participation.
- **Best out of Waste:** Workshops on e-waste recycling and innovative waste management.
- **Ease of Complaint Registration:**
- **Reform 1:** Introduction of QR codes in post offices for direct online complaint registration.
- **Reform 2:** Monitoring of 10 grievances each by senior officers every week to ensure personal engagement and faster resolution.
- **Reform 3:** Implementation of a customer-interactive complaint resolution system requiring the customer's consent for complaint closure.
- **Reform 4: Redefining SLAs**—complaints are now categorized into 129 types with most of the resolution timelines ranging from 1 to 7 days.

- **Workshops Conducted:**
- **Record Management** – with National Archives of India.
- **Cyber Hygiene** – under National Cyber Security Awareness Month 2025.
- **Inauguration of “Thalirnilam”–Crèche Facility:**
- A newly established Crèche Facility has been inaugurated at the Office of the Chief Postmaster General, Tamil Nadu Circle in Chennai.
- It provides a safe, nurturing, and comfortable environment for children of working parents and reflects the Department’s strong commitment to employee welfare and work-life balance.

The **Department of Posts** reiterates its unwavering commitment to imbue the spirit of Swachhata into every aspect of its functioning. Going beyond the campaign period, the Department aims to sustain the momentum by fostering a culture of cleanliness, orderliness, and efficiency across its vast postal network.



Lebong Post office Transformation- Lebong Post Office is one of the few Post Offices in Darjeeling established during colonial times

Transforming Public spaces, one office at a time- SBCO Barrackpore HO, West Bengal Circle.



A newly established Crèche Facility at the Circle Office, Chennai Reflects the Department's strong commitment to employee welfare and work-life balance.

Where walls whisper stories- Wall Art at Mayurbhanj Division, Odisha Circle.

Samrat/Allen

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