

Ministry of Consumer Affairs, Food & Public Distribution concludes Special Campaign 5.0 to Boost Cleanliness, Efficiency and Timely Grievance Redressal

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Ministry of Consumer Affairs, Food & Public Distribution successfully concluded Special Campaign 5.0, a focused initiative to improve office efficiency, cleanliness, and grievance redressal. The two-phase campaign emphasized clearing pending files and appeals, managing records, and disposing of scrap and e-waste responsibly, while leveraging digital tools and social media to ensure transparency and effective monitoring.

Inspired by the Hon'ble Prime Minister Shri Narendra Modi's vision to institutionalize cleanliness and reduce pendency across government offices, the Ministry of Consumer Affairs, Food and Public Distribution successfully concluded Special Campaign 5.0, organized by the Department of Administrative Reforms & Public Grievances (DARPG).

During this period, **Shri Pralhad Joshi**, Hon'ble Minister (Consumer Affairs, Food and Public Distribution), convened a review meeting with senior officers and provided necessary directions for the effective implementation of **Special Campaign 5.0**.



The campaign was carried out in two phases: the **Preparatory Phase** from 15th to 30th September 2025, and the **Implementation Phase** from 2nd to 31st October 2025, with the twin objectives of promoting “Swachhata” (cleanliness) and reducing pending work across government offices. During the Preparatory Phase, various pending matters such as references from Members of Parliament,

references from State Governments, public grievances, physical files identified for weeding, scrap disposal e-waste, and sites requiring cleaning and beautification were identified. The pendency status was regularly updated on the **Special Campaign 5.0 Portal**.

The **Department of Food and Public Distribution (DFPD)**, along with its PSUs and subordinate/attached offices, undertook initiatives to implement **Special Campaign 5.0** from **2nd October to 31st October, 2025**, aimed at clearing pendency and promoting *Swachhata* (cleanliness) in its office premises.

During the Implementation Phase, concerted efforts were made by DFPD to clear all identified pendency. The Department successfully resolved all pending matters within the stipulated timeframe, including **State Government References – 07, MP References – 11, Public Grievances – 937, and Public Grievance Appeals – 15** along with **123853 physical files weeded, 5592 e-files closed**. Additionally, 2503 cleanliness campaigns were conducted, **49830 sq. ft. of office space was freed and revenue of ₹14096339/- was generated from the disposal of obsolete materials/e-waste.**



The Department of Consumer Affairs (DoCA), along with its attached and subordinate offices such as **BIS, NTH, NCCF, NCDRC**, all **RRSLs** and **IILM Ranchi**, actively participated in the campaign. During the Implementation Phase of Special Campaign 5.0, the Department worked to improve cleanliness, efficiency, and service delivery. Pending files and public complaints were cleared, and offices were cleaned thoroughly. Old records were removed to free up space, and scrap and e-waste were disposed of following environmental rules. Progress was tracked by nodal officers through regular updates on the national campaign portal to ensure accountability and good results.



During the Campaign, the Department achieved several significant milestones which includes:

- **Cleanliness and space management:** 182 cleanliness drives were conducted across all offices, freeing up around 3,000 sq. ft. of space.
- **Scrap and e-waste disposal:** The Department generated nearly Rs. 13 lakhs by disposing of scrap materials and e-waste.
- **Record management:** About 60,000 physical files were reviewed, with 2,400 weeded out, and around 10,000 e-files were reviewed, of which 1,681 were closed.
- **Grievance redressal:** A total of 50,037 public grievances and 586 grievance appeals were resolved, showing significant progress.
- **PMO and MP references:** Two PMO references and four MP references were cleared during the Campaign.



The progress of Special Campaign 5.0 was closely monitored to ensure all targets were met. To promote transparency and public engagement, achievements of the Campaign were regularly shared on the Department's social media platforms: X (formerly Twitter), Instagram, and Facebook through posts, visuals, and real-time updates and **PIB releases etc.** to highlight progress and achievements.

Ministry of Consumer Affairs, Food and Public Distribution is fully aligned with the national agenda of clean, efficient, citizen-friendly governance, through sustained staff engagement and systematic monitoring. Departments not only met its campaign objectives but with its focused efforts, inspired leadership, and grassroots participation it also strengthened its commitment to transparency, efficiency, and citizen-centric governance.

RT/ARC

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