

Digital and Sustainable Governance Practices ensure Efficient and Paperless Functioning in the Office

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As per inputs provided by the Department of Administrative Reforms and Public Grievances, regarding the major digital system currently being used by the Government to ensure efficient and paperless functioning in the office, e-Office is a Mission Mode Project of DARPG, approved by the Cabinet under e-Governance Plan (NeGP). The project is aimed at significantly improving the operational efficiency of Central Government Ministries/Departments through digitizing file management, improving the workflow mechanism and associated office procedure manuals. At present e-Office is being used by 74 Ministries/Departments with 47,166 users.

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States/UTs. Every Ministry/Department and States/UTs have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

e-Office is transforming the government work culture by improving internal efficiency in Government departments through electronic administration. The adoption of e-Office ensures that, all decisions are digitally recorded and digitally signed with date and time stamp, ensuring transparency and accountability. The movement of files within the Ministry/Departments and for inter-ministerial consultations are instantly available reducing administrative delays associated with physical processes. The implicit digital record keeping of all decisions in files and the tracking of files facilitates better record management.

The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration of the complainant. CPGRAMS also provides an appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer. The status of the Appeal can also be tracked by the petitioner with the grievance registration number.

Best practices identified during Special Campaign 5.0 in promoting digital and sustainable governance include the following:

1. Dak Chaupal

Dak Chaupal is a grass root initiative conducted by the Department of Posts through postal teams, who engaged with local communities, to address service-related needs at the doorsteps of citizens, covering the last mile and fostering effective service delivery with community engagement.

2. Amrit Samvaad by Indian Railways

Amrit Samvaad is citizen-centric best practice providing a direct platform for dialogue between Railway authorities and passengers, ensuring that feedback, concerns, and suggestions were effectively heard. Organised across Amrit Stations and other prominent railway stations, the initiative highlighted key improvements made under the Amrit Bharat Station Scheme.

3. Clean Toilet Picture Challenge

Cleanliness reporting initiative via the Rajmarg Yatra App of the Ministry of Road Transport & Highways rewarding citizens with ₹1,000 FASTag recharge for spotting dirty NH toilet at Toll Plaza.

4. Jute Bag Distribution Initiative

A plastic-free initiative by the Ministry of Coal promoting the use of eco-friendly jute bags.

5. Cyber Security Booklet for Safe Digital Banking

Launch of a cyber-safety booklet titled “Masoom and Samajhdaar” by the Department of Financial Services to promote secure digital financial practices.

6. Installation of Bio-Toilets at NCL Units

Effort by the Ministry of Coal to advance clean, green operations through bio-toilet installations.

7. QR Code–Based Record Management System

Launch of the mobile app “AbhiLekhAbhi” by the Income Tax Office, Hyderabad, enabling efficient file inventory management and aiding the dismantling of 24 compactors and removal of 14 almirahs.

8. Facial Attendance System in Post Offices

Successful rollout of the Facial Attendance System across Branch Post Offices in Kanyakumari, Madurai, Tuticorin, and Theni divisions under the Tamil Nadu Postal Circle.

9. Cyber Security Online Quiz

Organisation of a “Cyber Jagrit Bharat” themed cyber security quiz for employees to enhance digital awareness under Special Campaign 5.0 by the Ministry of Women & Child Development.

10. E-Waste Management Drive

Ministry of Mines conducted a Pan India E-Waste recycling initiative. The Drive focused on improving Swachhata in government offices while ensuring scientific disposal and resource recovery from electronic waste. It received active participation from central and regional offices, CPSUs, field units and autonomous organizations of the Ministry.

11. Joint Bank Initiatives for Cleanliness Awareness

Banks under the Department of Financial Services conducting coordinated cleanliness and awareness activities.

12. Krishi Rakshak Portal & Helpline (KRPH)

A grievances redressal portal for farmers enrolled under PMFBY of Department of Agriculture and Farmers Welfares is a best practice in grievance redressal under Special Campaign 5.0. Bottom of Form

The future roadmap for enhancing digital governance and inter-institutional coordination focuses on strengthening interoperability across platforms, expanding the use of emerging technologies such as automation, AI, data analytics and cloud systems, and increasing system convergence to improve service delivery. Continued emphasis is being placed on promoting paperless office functioning, capacity building

of government personnel, citizen awareness on secure digital practices, and strengthening monitoring and evaluation mechanisms. These efforts are aligned with the larger objectives of Digital India and the Swachh Bharat Mission to ensure transparent, efficient, and sustainable governance.

This information was given by the Minister of State of Parliamentary Affairs and Information and Broadcasting Dr. L. Murugan in a written reply in the Rajya Sabha today.

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