



Progress of Ministry of Civil Aviation under Special Campaign 5.0

Massive push toward clutter-free workplace, file weeding, and rapid grievance disposal

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Under the leadership of Minister of Civil Aviation Shri Ram Mohan Naidu, the Ministry has recorded substantial operational progress across all parameters, incorporating Swachhata as a way of life. The Minister conducted continuous digital file reviews and ministerial oversight of citizen grievances via AirSewa and CPGRAMS portals. The Passenger Assistance Control Room was also operationalized by Shri Ram Mohan Naidu on 10.12.2025 for realtime monitoring of aviation operations and swift redressal of passenger grievances, thereby institutionalizing a **passenger first governance approach** of the government.

The Ministry of Civil Aviation actively participated in the Special Campaign for Disposal of Pending Matters (SCDPM) 5.0 during the period of 1st November, 2025 to 31st August, 2026.

Significant Progress achieved:

- A total of 6,803 physical files and 1,316 e-files have been reviewed, out of which 570 e-files were successfully closed.
- A total of 1,628 physical files have been successfully weeded out.
- A total of 1,166 cleanliness campaigns have successfully been conducted.
- Approximately 18,308 sq. ft. of office space has been freed through disposal of scrap, e-waste and redundant files.
- A revenue of Rs. 41,20,582 has been generated as a result of scrap disposal.

Over 7,250 Public Grievances and 2,100 grievance appeals have been successfully resolved during the period, achieving a grievance redressal rate of approximately 99%.

The Ministry actively cleared pending inter-ministerial communications, disposing of 41 MP References, 20 PMO References, 3 IMC References and 14 State Government References in the said period.

The Ministry continues its unwavering commitment to fostering a positive, responsive, and clutter-free workplace, keeping passenger centricity at its core.

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