



Special Campaign 6 : Strengthening Efficiency, Cleanliness and Citizen-Centric Service Delivery

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The Ministry of Labour and Employment is implementing **Special Campaign 6** with a focused approach towards the timely disposal of pending matters, improved cleanliness and space management, administrative efficiency, and citizen-centric service delivery. The campaign aims to expedite the resolution of long-pending matters, including references from Members of Parliament (MPs), State Governments, inter-ministerial communications, Parliamentary Assurances, references from the Prime Minister's Office (PMO), and public grievances. It seeks to streamline administrative processes, reduce pendency, and facilitate quicker disposal of matters in the interest of citizens.

The campaign also includes a comprehensive review of existing rules, regulations, and procedures to identify and eliminate unnecessary compliance requirements, simplify processes, and promote a more efficient and citizen-friendly regulatory framework.

A key focus is improving cleanliness and space utilization across the Ministry, its attached and subordinate offices, and autonomous bodies. Efforts are being undertaken to reduce clutter, optimize available space, and create clean, organized, and productive workplaces. Special emphasis is also being placed on the proper collection, segregation, and disposal of e-waste in accordance with applicable environmental norms.

During the **Preparatory Phase (15–30 September 2026)**, the Ministry set key targets, including reviewing and organizing **more than one lakh physical files**, undertaking cleanliness and space-clearing activities at **over 2,000 sites** nationwide to create **more than one lakh square feet of usable space** and disposing off more than 30,000 Public Grievances & more than 5000 Grievances Appeals.

With the commencement of the **Implementation Phase (2–31 October 2026)**, the Ministry will build upon the progress achieved during the Preparatory Phase. Concerted efforts will continue towards achieving the identified targets, reducing pendency, improving workplace conditions, streamlining processes, and strengthening efficient and citizen-centric service delivery.

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