



Special Campaign 6.0: Department of Posts Achieves Significant Progress in Grievance Redressal, Cleanliness, E-Waste Disposal and Space Management

Posted On: 18 OCT 2026 6:57PM by PIB Delhi

The Department of Posts, under the Ministry of Communications, has made significant progress during the implementation phase of Special Campaign 6, being undertaken across postal establishments throughout the country from 2nd to 31st October 2026. The campaign aims to institutionalize Swachhata, reduce pendency, promote efficient record management and ensure responsible disposal of e-waste, while improving the working environment and citizen experience at postal establishments.

Under Special Campaign 6, the Department has set ambitious targets for the resolution of 1,50,000 public grievances, disposal of 1,500 appeals and cleanliness drives at 1,35,000 sites nationwide. The campaign builds on the Department's continued efforts towards efficient public service delivery, accountable governance and sustainable office management.

Significant Progress Till 16th October 2026

The Department has recorded the following achievements during the implementation phase:

Cleanliness Drives: Cleanliness activities have been undertaken at 73,814 sites, including post offices, accounting for approximately 55% of the overall target of 1,35,000 sites.

Public Grievance Redressal: A total of 1,00,214 public grievances have been resolved against the campaign target of 1,50,000, achieving approximately 67% of the target.

Appeal Disposal: 764 appeals have been disposed of against the target of 1,500, achieving approximately 51% of the target.

Scrap Disposal and Revenue Generation: A total of 3,06,026 kg of scrap has been disposed of since 2nd October 2026, generating revenue of ₹67.56 lakh.

E-Waste Management: In line with the campaign's focus on scientific e-waste management, 17,980 kg of e-waste has been disposed of, generating revenue of ₹27.64 lakh. These efforts reflect the Department's commitment to responsible handling and

disposal of obsolete electronic equipment.

Innovative Initiatives: Turning Waste into Wealth

Postal Circles have also undertaken innovative initiatives to promote recycling, reuse and the productive utilization of available resources.

In West Bengal Circle, departmental carpenters and Multi-Tasking Staff (MTS) renovated the Senior Manager's Chamber at the Mail Motor Service (MMS), Kolkata, using recycled wooden scrap. The initiative exemplifies the concept of *"Waste to Wealth"*, demonstrating how discarded materials can be creatively reused to improve office infrastructure.

Citizen-Centric Governance and Service Delivery

As part of its citizen-centric initiatives, the Department has also introduced **DigiPost**, a phygital mail service through which traffic e-challans issued by Gujarat Police are digitally transmitted for physical delivery to citizens. The initiative demonstrates the potential of the postal network to facilitate the delivery of digitally generated citizen services through its extensive physical reach.

The Department of Posts will continue to intensify its efforts during the remaining period of Special Campaign 6 to achieve the prescribed targets, sustain cleanliness practices, ensure scientific e-waste management and reinforce its commitment to responsive, efficient and citizen-centric governance.

AMK/ ARJ

(Release ID: 2324940) Visitor Counter : 255

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