Department of Posts Takes Special Campaign 6 to the Last Mile- Exceeds Targets

Cleaned 1,50,000 Sites

Resolved 1,50,000 Public Grievances and Disposed off 1,500 Appeals

Disposed over 8 lakh kg of scrap and 58,514 kg of e-waste worth ₹3.01 crore

Posted On: 05 NOV 2026 7:49PM by PIB Delhi

The Department of Posts, Ministry of Communications, successfully conducted **Special Campaign 6** from 2nd to 31st October 2026, across its extensive nationwide network, reaffirming its commitment to institutionalising Swachhata, improving administrative efficiency, promoting environmental sustainability and strengthening citizen-centric service delivery.

The campaign witnessed significant achievements across its key focus areas. The Department resolved 1,50,000 public grievances and disposed of 1,500 appeals during the campaign. Against the target of cleanliness activities at 1.35 lakh sites, the Department covered 1,50,000 sites across the country. The campaign also resulted in freeing up 2,03,570 sq. ft. of office space for productive utilisation.

Swachhata: Taking the Last-Mile Approach

The Department adopted a comprehensive approach to Swachhata, covering cleanliness, efficient record management, disposal of redundant material, scientific waste management, optimum space utilisation and process simplification. Cleanliness drives were conducted across Post Offices, including Branch Post Offices, mail offices and administrative establishments, with a focus on public-facing and common areas.

The campaign also promoted Waste to Wealth through reuse of discarded materials, plantation and beautification initiatives. Notably, Mail Motor Services, Kolkata, renovated an office chamber using recycled wooden scrap, showcasing innovative resource utilisation.

Scientific Waste Management and Environmental Sustainability

A major thrust of Special Campaign 6 was the scientific management of scrap and e-waste. The disposal of over 8.03 lakh kg of scrap and 58,514 kg of e-waste generated revenue of approximately ₹3.01 crore during the campaign, while also contributing to better space utilisation and environmentally responsible disposal practices.

Postal Circles undertook several innovative initiatives to promote environmental sustainability. Assam Circle introduced Vertical Green Walls at its N-Gen Post Offices by converting discarded plastic waste and containers into planters, with participation from students. Mail Motor Services, Naraina, New Delhi, inducted 16 electric vehicles into its fleet on 29th October 2026, reinforcing the Department's commitment to greener transportation.

Other initiatives included plantation drives, awareness programmes on waste segregation and composting, and community participation in supporting clean surroundings.





Dibrugarh University, Assam Postal Circle, N-Gen PO wall transformed into
an air-purifying green wall using up-cycled materials.



Mail Motor Services, Naraina, New Delhi, Inducts 16 Electric Vehicles into its Fleet

Jan Sampark – Dak Chaupal: Bringing Government Services to Citizens

Under Special Campaign 6, the Department organised Dak Chaupals to strengthen citizen engagement and bring Government services closer to the people. The initiative focused on digital interface and financial inclusion with particular emphasis on last-mile delivery. Citizens were sensitised about Postal Life Insurance (PLI), Rural Postal Life Insurance (RPLI), India Post Payments Bank, Direct Benefit Transfer (DBT), e-commerce, export services, and various Government welfare schemes.

These interactions offered an opportunity to address public grievances, obtain citizen feedback, and improve awareness about the range of services offered by India Post.





Dak Chaupal organised at Balipatna SO, Bhubaneswar Postal Division, Odisha Circle

Dedicated One-Day Nationwide Activities under Special Campaign 6

In response to the initiative of the Department of Administrative Reforms and Public Grievances (DARPG), the Department of Posts organised a dedicated one-day nationwide programme on 23rd October 2026. A total of 1,861 Dak Chaupals were organised across the country in which 76,343 citizens including 31,728 women took part and cleanliness activities were undertaken at approximately 55,952 sites. The programme also saw the resolution of 9,007 public grievances.

Special Campaign 6 also featured innovative community engagement activities. At Nehru Place Post Office a calligraphy activity on Swachhata and environmental awareness was organised for school children while, at Vasant Kunj Post Office, children took part in clay pot painting and plantation activities. These events were aimed at inculcating the concept of Swachhata and environmental responsibility among young minds.





Nehru Place Post Office, New Delhi, a calligraphy activity

Vasant Kunj Post Office, New Delhi children participated in clay pot painting

Promoting Citizen Feedback and Digital Initiatives

The Department also encouraged technology-driven initiatives to strengthen Swachhata of processes, improve accessibility and enhance citizen experience. An important initiative in this direction is DigiPost, launched in collaboration with Gujarat Police, a unique phygital mail service under which traffic e-challans issued by Gujarat Police are digitally transmitted and physically delivered to citizens. The initiative leverages the extensive reach of India Post to facilitate the delivery of digitally generated citizen services through its physical postal network.

The Department also encouraged the adoption of technology-driven initiatives to strengthen transparency and improve service delivery. Odisha Circle and Jammu & Kashmir Postal Circles introduced a QR code-based customer feedback mechanisms, enabling customers to submit feedback in multiple languages, upload photographs and highlight service-related issues.

Further, India Post's **Insurance Management Solution (IMS)** facilitates online exploration of PLI/RPLI plans, comparison of premiums and benefits, online policy applications and payment of the first premium, making insurance services more accessible to citizens.



Odisha Postal Circle introduced a QR Code-Based Customer Feedback System



J&K Circle promoting cleanliness by displaying QR codes at various Post Offices



Gujarat police and India Post sign digipost MOU for e-challans.



India Post's Insurance Management Solution (IMS) facilitates online exploration of PLI/RPLI plans

Towards Sustainable and Institutionalised Swachhata

Special Campaign 6 has further strengthened the Department of Posts' efforts towards institutionalising cleanliness, improving administrative efficiency, promoting environmental sustainability and enhancing citizen-centric service delivery.

Through measurable outcomes, innovative initiatives and active participation of postal employees and communities, the Department continues to transform its establishments into cleaner, more efficient and customer-friendly spaces. The Department remains committed to sustaining these practices beyond the campaign period and embedding Swachhata and efficiency as an integral part of its everyday functioning.

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