

Ministry of Finance

# CBIC to participate in Special Campaign 4.0 from 2nd October to 31st October, 2024 to promote cleanliness and disposal of pending matters

Posted On: 13 SEP 2024 5:54PM by PIB Delhi

The Central Board of Indirect Taxes and Customs (CBIC) is actively participating in the Special Campaign 4.0, with the active period between October 2<sup>nd</sup> to October 31<sup>st</sup>, 2024, to institutionalise cleanliness and reduce pendency in Government offices. The Department of Administrative Reforms and Public Grievances (DARPG) had issued guidelines for the implementation of Special Campaign 4.0 and the CBIC has shared the guidelines with its field formations to carry out cleanliness drives and dispose of pending matters expeditiously during the campaign period.

During the Special Campaign 3.0 in 2023, CBIC undertook activities with a special focus on the disposal of pending matters viz., VIP/MP references, public grievances, public grievance appeals, cleanliness campaigns, disposal of physical files and smuggled goods like cigarettes and narcotic drugs, and freeing up of space.

By the end of the campaign, CBIC had successfully addressed 100% of VIP/MP references, resolved 924 public grievances and 354 public grievance appeals, and conducted 2,041 cleanliness campaigns. Additionally, 32,448 physical files were disposed of while freeing up 2,05,242 square feet of space. Through scrap disposal, CBIC generated revenue of Rs. 16,29,982/-.



The highlight of the campaign was the destruction of 328 kg of narcotic substances valued at Rs. 284 crore and 1.1 crore sticks of foreign-origin cigarettes worth Rs. 9.85 crore in a safe and non-hazardous manner.



Further, the Department seized this opportunity to declutter office spaces, maintain cleanliness in common areas, and improve the upkeep of office rooms. Wide publicity for the efforts made was given on social media platforms especially, to share best practices.



The initiatives taken during Special Campaign 3.0 were extended beyond the official campaign period and continued from November, 2023 to August, 2024. CBIC made regular efforts each month to address and clear the pendency.

CBIC is all set to make Special Campaign 4.0 a grand success to strengthen cleanliness initiatives and dispose of pending issues expeditiously.

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**NB/KMN**

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