

GOVERNMENT OF INDIA  
MINISTRY OF CULTURE  
**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1950**  
TO BE ANSWERED ON 12.12.2024

**SPECIAL CAMPAIGN 4.0**

1950 DR. ANIL SUKHDEORAO BONDE:

Will the Minister of CULTURE be pleased to state:

- (a) the measures taken by the Ministry to build on the success of the Special Campaign 4.0, particularly in institutionalising cleanliness; and
- (b) the Ministry's plan to sustain the momentum achieved in disposing of public grievances and managing files, particularly regarding the 100 per cent disposal rate of public grievances during the campaign?

**ANSWER**

MINISTER OF CULTURE AND TOURISM  
(SHRI GAJENDRA SINGH SHEKHAWAT)

(a): Ministry of Culture (MoC) and its 43 organizations, participated in the Special Campaign 4.0 and undertook the various measures/ innovative waste management and general awareness initiatives for improving overall cleanliness of Government offices and enhancing experience of common public with Government offices which includes training on Record Management, inspection of Departmental Record Room, Exhibitions, Walkathon, Nukkad Natak, Shramdan & Ek Ped Maa ke Naam Campaign, Workshops, Re-utilization of freed space, beautification of office premises, etc.

Further, directions have been issued to all the Organizations under MoC to undertake Swachhata related activities throughout the year & maintain cleanliness in their premises.

(b): Ministry of Culture is committed to continue its efforts to sustain the momentum in disposing off public grievances and managing files, by way of monitoring being carried out at different levels on regular basis.

Concerned Grievance Redressal Officers are reminded periodically and sensitized towards timely disposal of public grievances. Grievance officers are also deputed to various training on public grievances.