



**Department of Administrative
Reforms and Public Grievances**

CPGRAMS
MONTHLY REPORT



MAY 2022

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1. INTRODUCTION

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online web-enabled system for Pan India grievance registration developed by Department of Administrative Reforms and Public Grievances (DARPG). Currently, the CPGRAMS can be accessed through web as well mobile app in English, Hindi, Gujarati, Bangla and Marathi. The portal includes features such as one-time registration, horizontal transfers (among Ministries/Departments) and multiple forwarding. In order to encourage the Ministries/Departments to improve their grievance redressal mechanism, DARPG has also institutionalised an award scheme, namely, Prime Minister's Award for Excellence in Public Administration (PM-AEPA).

In August 2016, DARPG set up a Project Management Unit (PMU) along with Quality Council of India (QCI) to monitor implementation of identified grievance reforms and review of public grievances. The 4-point approach for monitoring included identification of systemic reforms, formulation of monitoring metrics, data collection and evaluation of change in grievance issues.

In 2017, DARPG envisaged to streamline grievance redressal process by eliminating manual reading of grievances by nodal officers. The idea was to introduce auto-forwarding of grievances by changing the method of data collection on CPGRAMS portal and developing a robust mapping of end line officers.

DARPG received 20,00,590 grievances in the year 2021 through CPGRAMS. Key objectives of the department are to issue policy guidelines, monitor public grievances and improve public service delivery. It seeks to replace the current procedure of public grievance redressal of manual forwarding of grievances to the concerned ministries/departments by automatic forwarding of the grievance to the last mile authority through comprehensive categorization and sub-categorization of grievances. However, higher authorities (apart from the last mile officer) are also flagged to monitor the progress.

The objective of this report is to provide a snapshot of grievances received through the CPGRAMS Portal and standing of select ministries/departments under a few categories of grievances. This report further provides the overview of Ministries/Departments in terms of

grievances received, grievances disposed and grievances pending. The report also considers total Action Taken Report (ATR) closures made and Feedback received for disposed grievances by Ministries/Departments. An analysis of number of Public Grievance Officers placed in Ministries/Departments at different levels is also made. Under all the aforementioned aspects, the report lists down the top performing Ministries/Departments along with several examples. The report also presents certain case studies/best practices related to grievances redressed in the past. Additionally, the report provides general recommendations that can be followed by the Ministries/Departments to smoothen the process of grievance redressal.

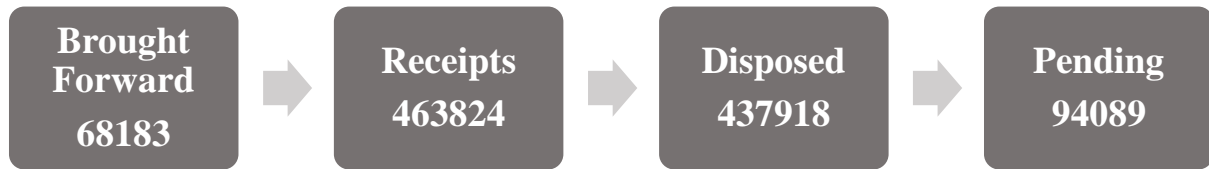
Quality Council of India (QCI) is working with DARPG as its knowledge partner. The report aims to assist the ministries/departments to benchmark themselves with reference to the top ministries/departments in a particular category. The efficient delivery of services is key to reduce public grievances. The sensitivity towards disposal of the public grievances will foster the trust of the citizens in the grievance redressal mechanism.

Your suggestions on this monthly report will be appreciated.

Secretary
DARPG

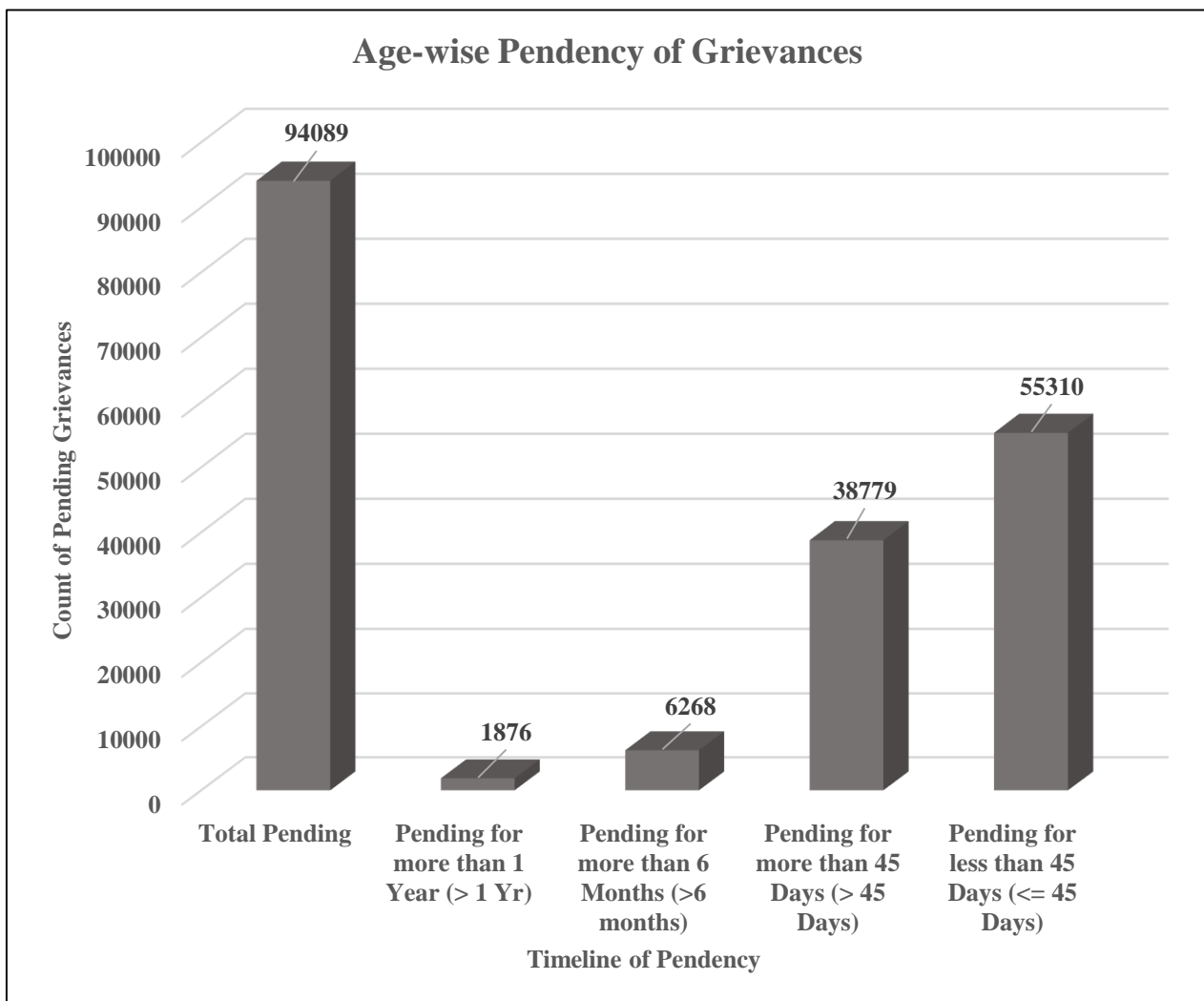
2. CPGRAMS DASHBOARD

2.1. Overview



(Time Period: 01/01/2022 to 25/05/2022 – Data for Central Ministries/Departments)

2.2. Status of Age-wise Pendency of Grievances



3. PERFORMANCE OF MINISTRIES/DEPARTMENTS

3.1. Top 10 Ministries/Departments

3.1.1. Maximum Number of Total Grievances Received

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	72587	80551	70514	10037
2	Ministry of Labour and Employment	4058	50948	55006	52077	2929
3	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019
4	Ministry of Railways (Railway Board)	1476	21724	23200	21452	1748
5	Department of Posts	2458	20545	23003	20537	2466
6	Department of Telecommunications	1495	19620	21115	19754	1361
7	Department of Personnel and Training	6759	13614	20373	17281	3092
8	Ministry of Home Affairs	1481	17115	18596	16923	1673
9	Department of Health & Family Welfare	4943	12974	17917	4713	13204
10	Ministry of Cooperation	2775	14756	17531	463	17068

3.1.2. Minimum Number of Total Grievances Received

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Development of North Eastern Region	8	73	81	78	3
2	Department of Official Language	23	115	138	113	25
3	Department of Fisheries	21	124	145	102	43
4	Department of Bio Technology	13	156	169	159	10
5	Department of Chemicals and Petrochemicals	8	192	200	192	8
6	Ministry of Statistics and Programme Implementation	51	149	200	159	41
7	Department of Space	130	128	258	221	37
8	Ministry of Earth Sciences	25	247	272	227	45
9	Department of Pharmaceutical	42	251	293	278	15
10	Department of Public Enterprises	15	283	298	294	4

3.1.3. Maximum Number of Receipts

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	72587	80551	70514	10037
2	Ministry of Labour and Employment	4058	50948	55006	52077	2929
3	Ministry of Railways (Railway Board)	1476	21724	23200	21452	1748
4	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019
5	Department of Posts	2458	20545	23003	20537	2466
6	Department of Telecommunications	1495	19620	21115	19754	1361
7	Ministry of Home Affairs	1481	17115	18596	16923	1673
8	Ministry of Cooperation	2775	14756	17531	463	17068
9	Ministry of Housing and Urban Affairs	878	13856	14734	13762	972
10	Department of Personnel and Training	6759	13614	20373	17281	3092

3.1.4. Minimum Number of Receipts

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Development of North Eastern Region	8	73	81	78	3
2	Department of Official Language	23	115	138	113	25
3	Department of Fisheries	21	124	145	102	43
4	Department of Space	130	128	258	221	37
5	Ministry of Statistics and Programme Implementation	51	149	200	159	41
6	Department of Bio Technology	13	156	169	159	10
7	Department of Chemicals and Petrochemicals	8	192	200	192	8
8	Ministry of Earth Sciences	25	247	272	227	45
9	Department of Fertilizers	76	251	327	292	35
10	Department of Pharmaceutical	42	251	293	278	15

3.1.5. Maximum Number of Disposals

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	72587	80551	70514	10037
2	Ministry of Labour and Employment	4058	50948	55006	52077	2929
3	Ministry of Railways (Railway Board)	1476	21724	23200	21452	1748
4	Department of Posts	2458	20545	23003	20537	2466
5	Department of Telecommunications	1495	19620	21115	19754	1361
6	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019
7	Department of Personnel and Training	6759	13614	20373	17281	3092
8	Ministry of Home Affairs	1481	17115	18596	16923	1673
9	Ministry of Housing and Urban Affairs	878	13856	14734	13762	972
10	Department of Agriculture and Farmers Welfare	412	12790	13202	12610	592

3.1.6. Minimum Number of Disposals

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Development of North Eastern Region	8	73	81	78	3
2	Department of Fisheries	21	124	145	102	43
3	Department of Official Language	23	115	138	113	25
4	Department of Bio Technology	13	156	169	159	10
5	Ministry of Statistics and Programme Implementation	51	149	200	159	41
6	Department of Chemicals and Petrochemicals	8	192	200	192	8
7	Department of Space	130	128	258	221	37
8	Ministry of Earth Sciences	25	247	272	227	45
9	Department of Pharmaceutical	42	251	293	278	15
10	Department of Fertilizers	76	251	327	292	35

3.1.7. Maximum Number of Pendency

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	14756	17531	463	17068
2	Department of Health & Family Welfare	4943	12974	17917	4713	13204
3	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019
4	Department of Financial Services (Banking Division)	7964	72587	80551	70514	10037
5	Department of Personnel and Training	6759	13614	20373	17281	3092
6	Ministry of Labour and Employment	4058	50948	55006	52077	2929
7	Department of Revenue	2465	6116	8581	5831	2750
8	Department of Posts	2458	20545	23003	20537	2466
9	Department of Social Justice and Empowerment	1173	2119	3292	1006	2286
10	Department of Defence	1532	4976	6508	4446	2062

3.1.8. Minimum Number of Pendency

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Development of North Eastern Region	8	73	81	78	3
2	Department of Public Enterprises	15	283	298	294	4
3	Department of Land Resources	25	389	414	409	5
4	Ministry of Parliamentary Affairs	52	1448	1500	1493	7
5	Department of Chemicals and Petrochemicals	8	192	200	192	8
6	Ministry of Food Processing Industries	25	869	894	884	10
7	Department of Bio Technology	13	156	169	159	10
8	Department of Health Research	72	545	617	604	13
9	Ministry of Drinking Water and Sanitation	53	857	910	895	15
10	Department of Pharmaceutical	42	251	293	278	15

3.3. Ministries/Departments with more than 1000 Pendency

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	14756	17531	463	17068
2	Department of Health & Family Welfare	4943	12974	17917	4713	13204
3	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019
4	Department of Financial Services (Banking Division)	7964	72587	80551	70514	10037
5	Department of Personnel and Training	6759	13614	20373	17281	3092
6	Ministry of Labour and Employment	4058	50948	55006	52077	2929
7	Department of Revenue	2465	6116	8581	5831	2750
8	Department of Posts	2458	20545	23003	20537	2466
9	Department of Social Justice and Empowerment	1173	2119	3292	1006	2286
10	Department of Defence	1532	4976	6508	4446	2062
11	Ministry of Railways (Railway Board)	1476	21724	23200	21452	1748
12	Ministry of Home Affairs	1481	17115	18596	16923	1673
13	Department of Defence Finance	1736	8490	10226	8729	1497
14	Central Board of Indirect Taxes and Customs	1013	5511	6524	5045	1479
15	Department of Higher Education	1581	7307	8888	7430	1458
16	Department of Telecommunications	1495	19620	21115	19754	1361
17	Ministry of Road Transport and Highways	1004	9339	10343	8982	1361
18	Ministry of External Affairs	333	7794	8127	6953	1174
19	Ministry of Petroleum and Natural Gas	684	6803	7487	6436	1051
20	Department of School Education and Literacy	986	7753	8739	7730	1009

3.4. Top 10 Ministries/Departments with Pending Grievances for more than 45 Days

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 45 Days
1	Ministry of Cooperation	2775	14756	17531	463	17068	11413
2	Department of Health & Family Welfare	4943	12974	17917	4713	13204	8918
3	Central Board of Direct Taxes (Income Tax)	7741	21493	29234	18215	11019	5482
4	Department of Revenue	2465	6116	8581	5831	2750	1746
5	Department of Social Justice and Empowerment	1173	2119	3292	1006	2286	1645
6	Department of Defence	1532	4976	6508	4446	2062	1479
7	Department of Personnel and Training	6759	13614	20373	17281	3092	1339
8	Ministry of Home Affairs	1481	17115	18596	16923	1673	742
9	Central Board of Excise and Customs	1013	5511	6524	5045	1479	560
10	Department of Military Affairs	1300	2179	3479	2791	688	539

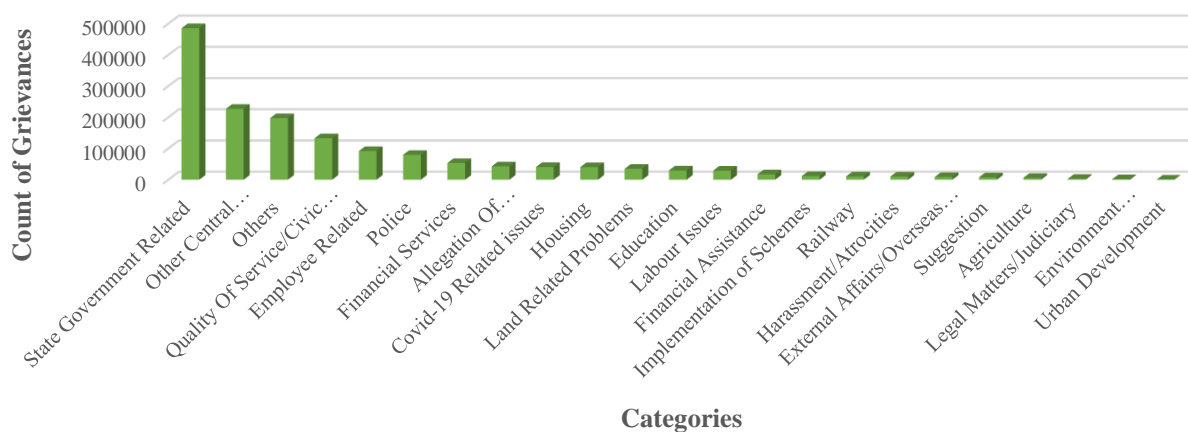
4. CATEGORY-WISE STATUS

4.1. Category-wise Status of Grievances for 23 Categories

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	State Government Related	381193	104321	485514	124145	361369
2	Other Central Government Related	59593	167689	227282	165311	61971
3	Others	95404	101957	197361	98397	98964
4	Quality Of Service/Civic Amenities	56581	76424	133005	74220	58785
5	Employee Related	32734	59217	91951	59139	32812
6	Police	62455	17203	79658	20568	59090
7	Financial Services	7657	46024	53681	45641	8040
8	Allegation Of Corruption / Malpractices	12982	29800	42782	29229	13553
9	Covid-19 Related issues	21848	18920	40768	21633	19135
10	Housing	33003	7400	40403	10021	30382
11	Land Related Problems	28085	7089	35174	8907	26267
12	Education	16140	13594	29734	12869	16865
13	Labour Issues	10234	18956	29190	20196	8994
14	Financial Assistance	15216	2186	17402	3132	14270
15	Implementation of Schemes	8313	3529	11842	4301	7541
16	Railway	1930	8618	10548	9268	1280
17	Harassment / Atrocities	5646	4577	10223	4691	5532
18	External Affairs / Overseas Affairs	1315	7396	8711	7109	1602
19	Suggestion	3699	3967	7666	4359	3307
20	Agriculture	4845	1067	5912	1725	4187
21	Legal Matters/Judiciary	2366	651	3017	829	2188
22	Environment Issues/Animal Welfare/Forest Conservation	1411	296	1707	397	1310
23	Urban Development	300	184	484	167	317

Total Grievances under 23 Categories



4.2. Top 10 Ministries/Departments

4.2.1 Maximum Pendency in Employee Related Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	2212	9259	11471	7762	3709
2	Ministry of Labour and Employment	1240	18278	19518	18291	1227
3	Department of Defence	230	577	807	472	335
4	Ministry of Railways (Railway Board)	210	3472	3682	3382	300
5	Department of Ex Servicemen Welfare	343	1730	2073	1857	216
6	Department of Financial Services (Banking Division)	168	1707	1875	1708	167
7	Ministry of Home Affairs	87	545	632	508	124
8	Ministry of Coal	56	523	579	455	124
9	Department of Telecommunications	122	1229	1351	1230	121
10	Department of Posts	123	969	1092	975	117

4.2.2. Maximum Pendency in Financial Services Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	4320	36778	41098	36846	4252
2	Ministry of Cooperation	259	720	979	81	898
3	Department of Financial Services (Insurance Division)	572	4845	5417	4908	509
4	Ministry of Civil Aviation	83	464	547	475	72
5	Department of Revenue	31	48	79	37	42
6	Department of Economic Affairs ACC Division	21	197	218	191	27
7	Department of Posts	10	247	257	231	26
8	Department of Consumer Affairs	35	1219	1254	1237	17
9	Central Board of Direct Taxes (Income Tax)	16	36	52	35	17
10	Ministry of Corporate Affairs	8	238	246	234	12

4.2.3. Maximum Pendency in Allegation of Corruption / Malpractices Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	810	9507	10317	8417	1900
2	Ministry of Cooperation	133	230	363	52	311
3	Department of Personnel and Training	315	1660	1975	1680	295
4	Department of Health & Family Welfare	116	185	301	68	233
5	Department of Consumer Affairs	167	806	973	825	148
6	Ministry of Skill Development and Entrepreneurship	29	610	639	512	127
7	Department of Rural Development	186	401	587	464	123
8	Ministry of Labour and Employment	69	692	761	649	112
9	Department of Social Justice and Empowerment	43	484	527	415	112
10	O/o the Comptroller & Auditor General of India	3	668	671	566	105

4.2.4. Maximum Pendency in Education Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Higher Education	886	4241	5127	4287	840
2	Department of School Education and Literacy	568	5105	5673	4920	753
3	Department of Health & Family Welfare	64	324	388	25	363
4	Department of Social Justice and Empowerment	68	30	98	2	96
5	Department of Defence	19	43	62	23	39
6	Ministry of Minority Affairs	5	30	35	22	13
7	Ministry of External Affairs	1	17	18	8	10
8	Ministry of Civil Aviation	5	19	24	15	9
9	Ministry of Skill Development and Entrepreneurship	7	65	72	64	8
10	Department of Personnel and Training	9	35	44	37	7

4.2.5. Maximum Pendency in Harassment / Atrocities Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	152	1815	1967	1555	412
2	Ministry of Home Affairs	130	414	544	362	182
3	Department of Social Justice and Empowerment	65	54	119	21	98
4	Ministry of Coal	32	331	363	312	51
5	Ministry of Tribal Affairs	44	293	337	299	38
6	Department of Higher Education	32	71	103	72	31
7	Ministry of Cooperation	1	21	22	2	20
8	Ministry of Labour and Employment	16	152	168	152	16
9	Ministry of Road Transport and Highways	5	84	89	73	16
10	Department of Consumer Affairs	17	89	106	93	13

4.2.6. Maximum Pendency in External Affairs / Overseas Affairs Category

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of External Affairs	265	6911	7176	6273	903
2	Department of Health & Family Welfare	46	14	60	30	30
3	Ministry of Home Affairs	25	75	100	93	7
4	Department of Financial Services (Banking Division)	2	15	17	13	4
5	Ministry of Cooperation	1	1	2	0	2
6	Ministry of Civil Aviation	7	10	17	16	1
7	Central Board of Direct Taxes (Income Tax)	4	7	11	10	1
8	Department of Revenue	3	1	4	3	1
9	Department of Commerce	2	9	11	10	1
10	Ministry of Shipping	2	5	7	6	1

5. AVERAGE CLOSING TIME OF GRIEVANCES

The CPGRAMS Grievances are supposed to be resolved promptly as soon as they are received and maximum within **45 days**. In case, redressal is not possible within the prescribed time-frame due to circumstances beyond the control of the Ministries/Departments, an interim reply shall be given to the citizen.

5.1. Top 10 Ministries/Departments with High Average Closing Time

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Department of Legal Affairs	1912	243
2	Ministry of Cooperation	463	183
3	Department of Health & Family Welfare	4713	117
4	Department of Military Affairs	2791	112
5	Department of Space	221	99
6	Department of Social Justice and Empowerment	1006	88
7	Legislative Department	293	80
8	Department of Health Research	604	69
9	Department of Revenue	5831	66
10	Department of Atomic Energy	537	65

5.2. Top 10 Ministries/Departments with Low Average Closing Time

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Department of Defence Research and Development	627	9
2	Department of Food and Public Distribution	1762	10
3	Department of Agriculture and Farmers Welfare	12610	12
4	Ministry of Corporate Affairs	6877	12
5	Department of Expenditure	2863	12
6	Department of Telecommunications	19754	13
7	Department of Science and Technology	2939	13
8	Ministry of Mines	1301	13
9	Ministry of Housing and Urban Affairs	13762	14
10	Unique Identification Authority of India	4863	15

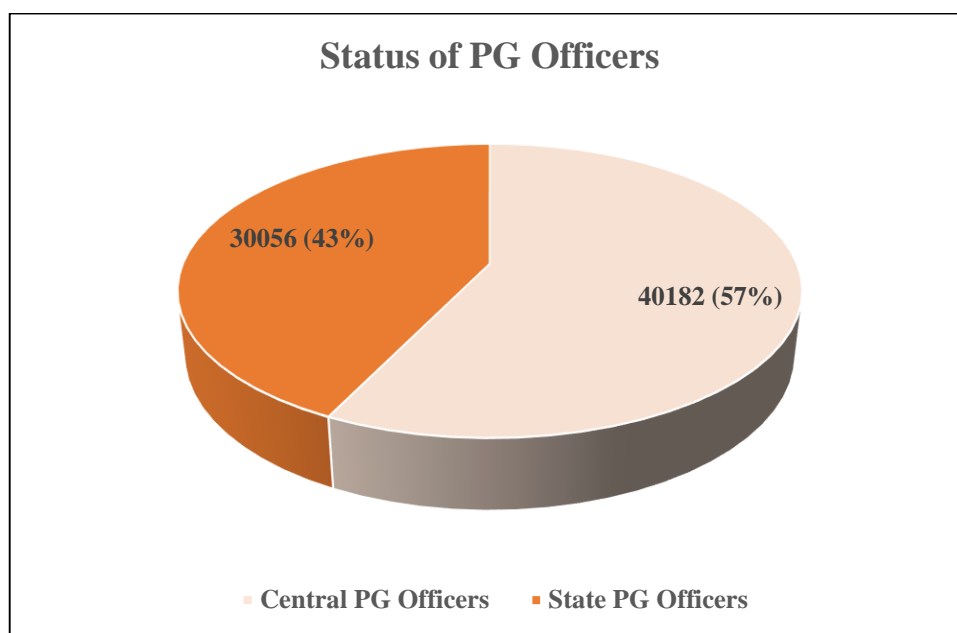
Note: The Ministries/Departments are requested to share their Best Practices as to how they redress grievances in short period of time

6. PG OFFICERS DASHBOARD

6.1. Overview



(Time Period: 01/01/2022 to 25/05/2022)



6.2. Bifurcation of PG Officers among different Levels (Central + State)

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Level	Nodal PG Officers	Delegated PG Officers	Total PG Officers
1	Level 1	140	377	517
2	Level 2	5589	872	6461
3	Level 3	17221	761	17982
4	Level 4	18976	773	19749
5	Level 5	16511	406	16917
6	Level 6	6860	70	6930
7	Level 7	1324	18	1342
8	Level 8	283	2	285
9	Level 9	24	0	24
10	Level Not Assigned	31	0	31
Total		66959	3279	70238

6.3. Bifurcation of Central PG Officers among different Levels

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Level	Nodal PG Officers	Delegated PG Officers	Total PG Officers
1	Level 1	102	191	293
2	Level 2	3314	574	3888
3	Level 3	6614	508	7122
4	Level 4	11190	494	11684
5	Level 5	11219	322	11541
6	Level 6	4565	63	4628
7	Level 7	762	16	778
8	Level 8	217	0	217
10	Level Not Assigned	31	0	31
Total		38014	2168	40182

6.4. Top 10 Ministries/Departments with Highest Number of Central PG Officers

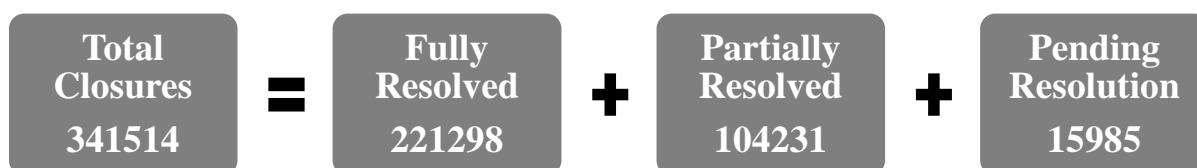
(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Nodal PG Officers Accounts	Delegated PG Officers Accounts	Total PG Officers Accounts
1	Department of Rural Development	8454	329	8783
2	Central Board of Direct Taxes (Income Tax)	7742	496	8238
3	Department of Defence	2780	76	2856
4	Central Board of Excise and Customs	2288	44	2332
5	Ministry of Housing and Urban Affairs	1942	183	2125
6	Ministry of Railways (Railway Board)	1750	120	1870
7	Department of Financial Services (Banking Division)	1202	181	1383
8	Department of Telecommunications	1217	132	1349
9	Department of Posts	1077	36	1113
10	Ministry of Labour and Employment	931	164	1095

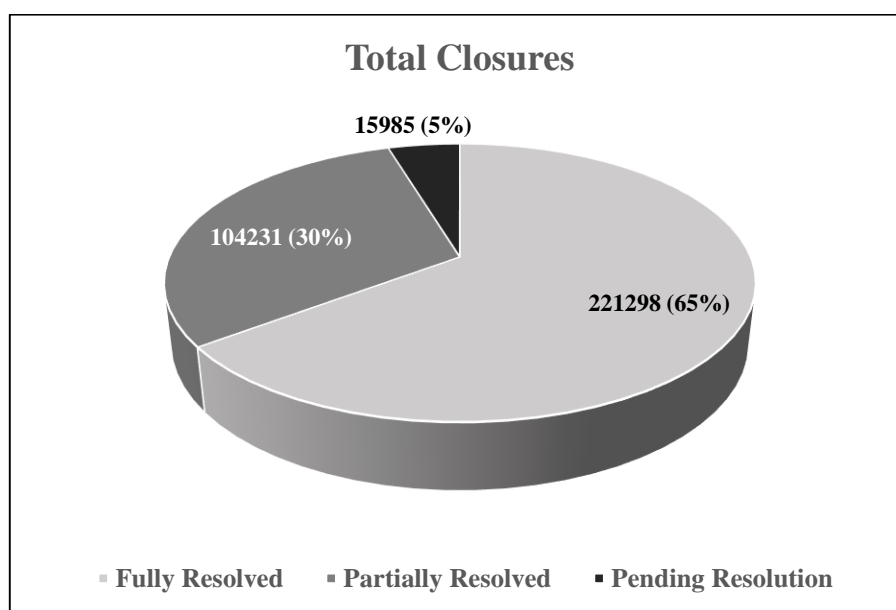
Note: The Ministries/Departments should validate the accounts of the PG Officers and should deactivate the non-functional accounts

7. ACTION TAKEN REPORT (ATR) DASHBOARD

7.1. Overview



(Time Period: 01/01/2022 to 25/05/2022)



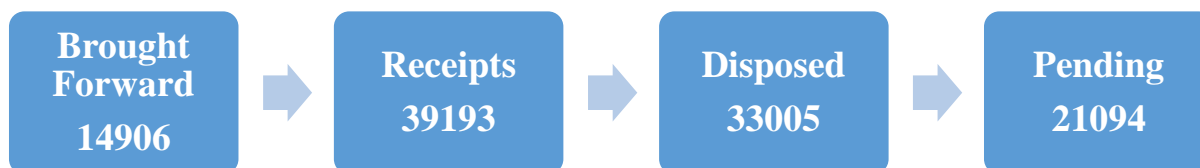
7.2. Top 10 Ministries/Departments with Highest Disposals of ATR Format

(Time Period: 01/01/2022 to 25/05/2022)

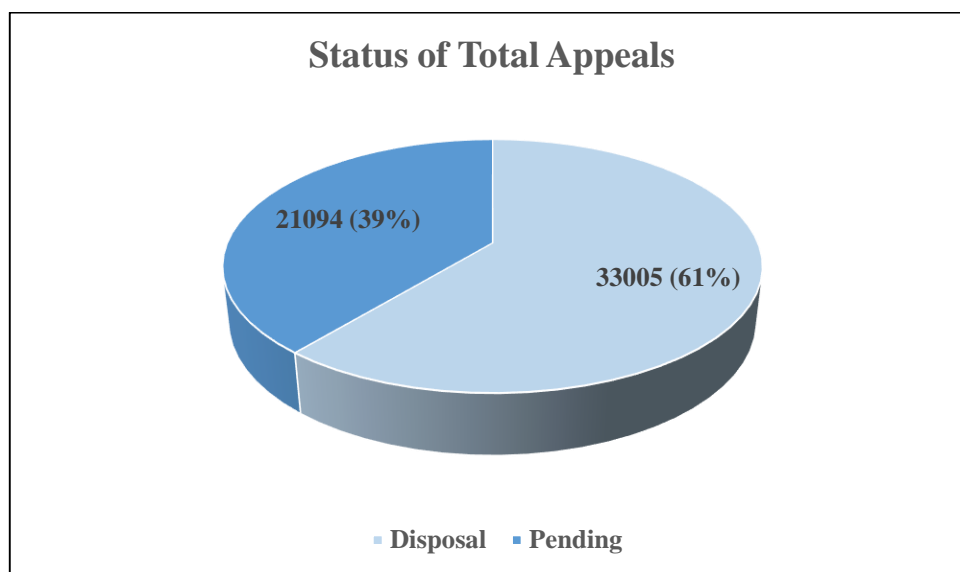
S. No.	Name of Ministry/Department	ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Financial Services (Banking Division)	63414	53181	7541	2692
2	Ministry of Labour and Employment	52047	10208	40993	846
3	Ministry of Railways (Railway Board)	20248	10496	6084	3668
4	Department of Posts	19535	18864	522	149
5	Department of Telecommunications	18860	14661	3257	942
6	Central Board of Direct Taxes (Income Tax)	17167	641	16420	106
7	Ministry of Housing and Urban Affairs	15744	12530	2211	1003
8	Department of Personnel and Training	13189	12622	438	129
9	Department of Defence Finance	8819	8476	135	208
10	Department of Financial Services (Insurance Division)	7795	6013	1215	567

8. APPEAL DASHBOARD

8.1. Overview



(Time Period: 01/01/2022 to 25/05/2022)



8.1. Top 10 Ministries/Departments with Maximum Number of Appeals

(Time Period: 01/01/2022 to 25/05/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Department of Financial Services (Banking Division)	2142	9278	11420	7690	3730
2	Ministry of Labour and Employment	338	6187	6525	6022	503
3	Department of Telecommunications	217	4079	4296	4022	274
4	Central Board of Direct Taxes (Income Tax)	1029	1685	2714	1219	1495
5	Ministry of Railways (Railway Board)	193	2000	2193	1856	337
6	Department of Posts	182	1852	2034	1833	201
7	Department of Health & Family Welfare	1655	320	1975	1	1974
8	Ministry of Corporate Affairs	1129	612	1741	0	1741
9	Department of Higher Education	897	643	1540	996	544
10	Department of Financial Services (Insurance Division)	141	1034	1175	1034	141

9. ROOT CAUSE ANALYSIS

9.1. Few Examples of Action Taken on Focused Categories (Example: Corruption) Grievances

Case Study – 1

Name of Ministry/Department	Department of Posts
Category	Allegation of Corruption/Malpractices
Details of Complainant	
Registration Number	DPOST/E/2021/02509
State	Haryana
District	Faridabad
Disposal Days	33

Grievance Summary

Posts >> Allegation of Corruption/ Malpractices/Harassment >> Misbehaviour of staff Post Office: 121006 ----- Passport was delivered to me on 09.01.2021 while delivering my passport, **the post man asked me bribe** to which I out rightly refused. I complained online & I was told; post man didn't ask any bribe. How can a complaint be closed without any enquiry into it, & how it is closed just by asking post man that did you ever ask bribe - it is but obvious he will never say that yes! I asked for bribe, take action against me. I mean is it a joke? Why complaint authority is made when your interest very much shows that you are going to take side of your own employee. I have CCTV recordings where you can see, I am having an argument that why am I supposed to give him a bribe on the day of delivering my passport? Please, I request you take strict action against him (even during COVID times, when one in not earning) as corruption is eating our country from within and that's why we are still considered as developing nation despite of the fact that it's been more than 7 decades when we got our freedom.

Reply Summary

R/Sir, as reported by SPOs Faridabad, that the said matter was got inquired through Public Relation Inspector (Posts). The **person who attempted delivery of passport was engaged on outsource arrangement and taking into cognizance of complaint, his engagement has been terminated.** Further the employee dealing with customer care complaints at Sector -7 Sub Post Office has been strictly directed to bring such types of complaints in the notice of concerned authority. Reply has been sent to complainant, a copy of it is also uploaded. However, Inconvenience caused is deeply regretted. Hence, the complaint may kindly be treated as closed at this end.

Case Study – 2

Name of Ministry/Department	<i>Department of Posts</i>
Category	Allegation of Corruption/Malpractices
Details of Complainant	
Registration Number	DPOST/E/2021/39856
State	Delhi
District	East Delhi
Disposal Days	30

Grievance Summary

Posts >> Allegation of Corruption/ Malpractices/Harassment >> Allegation of corruption Post Office : 201001-----The post man not delivered the post and mentioned the reason refusal of accepting the registered post of Indore court and hence my life spoiled and no action taken against the postman who was appointed as temporary or untrained, the postman has given reason of received a call however as per the protocol of post, the postman should visit the addressee and not believe of unknown call, **he took bribe of Rs 5000 and written on post that refusal of accepting of court registered post**, No action taken my Indian post department against the postman and my wife taken divorce due to ex-party judgement of divorce case. I have been waiting for judgement from Indian post and seek compensation due to loss of my wife and life spoiled

Reply Summary

With reference to the above email cited above it is to intimate that, **postman was removed**, and detailed reply in this regard was also sent to you through letter no RTI/2200/2017 dated 24.01.2018. So case is closed at this end.

Case Study – 3

Name of Ministry/Department	<i>Department of Health & Family Welfare</i>
Category	Allegation of Corruption/Malpractices
Details of Complainant	
Registration Number	DHLTH/E/2021/12016
State	Delhi
District	South West Delhi
Disposal Days	18

Grievance Summary

Health & Family Welfare >> CGHS Health Centres >> Allegation of corruption Location of CGHS centre: New Delhi (South Zone) Name of hospital/ employee: CGHS RK PURAM -1 CGHS Beneficiary ID: xxxxxxxx ----- Doctor has indented LIMCEE Tab and the same has been received in dispensary. At the Indent medicine counter the designated employee has taken my signature on Limcee Tab but **providing substitute medicine** when I asked him to give me exact medicine on which you have taken signature **he refused to do so and asked to re visit doctor and re indent the same.** The SMS received medicine distributed but I have not taken that medicine till now. kindly do the needful in this matter.

Reply Summary

As per comments received from Sr. CMO I/C CGHS WC, R K Puram sec-4, **ALC was summoned and instructed not to supply any substitute in future and he has been also charged penalty for the same as per terms and conditions.** However, beneficiary was issued the same medicine as indented in next visit. A document from beneficiary is attached

Case Study – 4

Name of Ministry/Department	<i>Department of Health & Family Welfare</i>
Category	Allegation of Corruption/Malpractices
Details of Complainant	
Registration Number	DHLTH/E/2021/14713
State	Delhi
District	East Delhi
Disposal Days	55

Grievance Summary

Health & Family Welfare >> CGHS Health Centres >> Allegation of corruption Location of CGHS centre: New Delhi (East Zone) Name of hospital/ employee: SHARP SIGHT CENTRE, PREET VIHAR CGHS Beneficiary ID: xxxxxxxx ----- Reg: Unethical Practices in Sharp Sight Centre, Preet Vihar Sir I am a lab abiding citizen and CGHS Beneficiary (Retired Govt Servant). On 27th August, 2021 I got operated for Cataract Surgery in left Eye at Sharp Sight Centre, Preet Vihar, East Delhi empanelled in CGHS. Through this letter I would like to draw your kind attention on **the unethical practices** going on in Sharp Sight Centre, Preet Vihar 1) As a CGHS beneficiary, I am allowed to have

a eye lens of Rs. 5800/- and Rs.4500/-, but the medical counsellor Ms. Rekha suggested only Rs. 4500/- lens and not Rs.5800/- and further they made me pay Rs. 8500/- also stating that the lens is worth Rs. 13000/-. It is a regular practice in Sharp Sight Centre as last year one of my relative XX. XXX XXXXX (Sub Inspector, Delhi Police) got operated at Sharp Sight Centre and he also had to undergo same process like me. **They gave him lens at Rs.4500/- and took Rs.8500/- over and above the entitled amount** 2) I took necessary permission from CGHS Dispensary for various tests and consultations prior and after Surgery, even after that **they charged Rs. 180/- for ECG, while it is Rs. 58/- in CGHS empanelled centres.** They gave me a receipt of AAROGYA DIAGNOSTIC CENTRE. As you can see **the amount of wrong practices going in Sharp Sight Centre and they are extorting money from CGHS beneficiaries and government by wrongful means and inflated bills.** I have attached all necessary documents to support my claim of corruption and unethical practices going on in Sharp Sight Centre, Preet Vihar. Regards xxxxxx xxxxx xxxxxxxxxxxx H.no xx/xx xxxxxx xxxxx xxxxxx

Reply Summary

Case was taken up with the concerned eye centre. **Administration of the centre (Mr. Gopal contact number 9899608591) agree to refund the overcharged amount. However, eye centre advised to be cautious and helpful towards the CGHS beneficiary while rendering the services.** You are requested to contact Mr. Gopal to collect the overcharged amount for ECG.

Case Study – 5

Name of Ministry/Department	<i>Unique Identification Authority of India</i>
Category	Allegation of Corruption/Malpractices
Details of Complainant	
Registration Number	UIDAI/E/2022/01765
State	Uttar Pradesh
District	Sultanpur
Disposal Days	11

Grievance Summary

श्रीमान प्रार्थी द्वारा बार-बार शिकायत करने के बावजूद भी कोई कार्यवाही नहीं की गई न तो अभी तक जन्मतिथि को अपडेट किया गया और न ही अतिरिक्त जमा धनराशि को रिफंड कराया गया और महानुभाव द्वारा प्रार्थी को इस संदर्भ

मैं बार बार कॉल करके केवल अंधकार में रखकर एक भद्दा मजाक किया जा रहा है अंततः आप से यही आशा है की प्रार्थी की समस्या को गंभीरता से लेकर उचित कार्यवाही की जाए

Reply Summary

प्रिय निवासी / निवासिनी, आपकी उक्त ग्रीवांस के सम्बन्ध में कृपया अवगत हों कि, आपकी शिकायत संख्या :- 9621 पर-दर्ज कराई जा चुकी है, दर्ज की गई शिकायत संख्या:-9621 पर कार्यालय द्वारा किए गए जाँच पड़ताल पर , उक्त ऑपरेटर को भ्रष्टाचार करते पाया गया है। जिससे कार्यालय द्वारा ऑपरेटर को निलंबित करने की प्रक्रिया चल रही है । कृपया किसी भी नजदीकी नामांकन/अद्यतन केन्द्र पर वैध दस्तावेजों की मूल प्रति के साथ स्वयं उपस्थित होकर आधार अद्यतन कराए उसके उपरान्त कार्यालय के उल्लिखित मेल :- dipti.shukla@uidai.net.in पर, प्राप्त आधार पावती पत्र संख्या को अग्रिम कार्यवाही हेतु प्रेषित करें। धन्यवाद ।

9.2. Few Examples of Grievances related to People, Policy & Process

Case Study – 1 (Process)

(Process related to TDS Exemption for OCI Cards holders)

Name of Ministry/Department	<i>Central Board of Direct Taxes</i>
Category	External Affairs / Overseas Affairs
Details of Complainant	
Registration Number	MEAPD/E/2022/01070
Disposal Days	13

Grievance Summary

External Affairs >> Others-----We hold OCI cards and are planning to sell a flat that we had purchased in 2007. There are zero capital gains on the price that we are receiving this year based on the indexation. However, the buyer is going to have to cut a TDS at the rate of about 22%. This is a large amount. We have been filing taxes in India from 2006-07 every year. We do not have taxable income, so there is no need to cut such a large amount. Our CA says in order to get **TDS exemption it is a tedious process and takes a long time. It does not really get done online and one will have to go in person and may not get done fast enough.** Please **consider making the TDS exemption process easier and faster so that this can be done online** by regular tax filing people like us. Additionally, when we tried to do it online on TRACES website, their utility to establish a digital signature (DSC) does not work, so we cannot file the exemption online

Reply Summary

Dear Taxpayer, Your Suggestion/Feedback are important to us and **the same has been informed to our concern team.** The **concerned team members are working on resolution of all the defects.** We sincerely regret the inconvenience caused to you. Hereby we are closing the CPGRAM Request raised.

Case Study – 2 (Process)

(Same PAN Card Number issued to multiple person)

Name of Ministry/Department	<i>Central Board of Direct Taxes</i>
Category	External Affairs / Overseas Affairs
Details of Complainant	
Registration Number	MEAPD/E/2022/01464
State	Haryana
District	Ambala

Disposal Days	4
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Grievance Summary
External Affairs >> Others-----I am facing a problem related to my PAN card PROBLEM IS THAT THERE IS ANOTHER PAN CARD WITH SAME NUMBER ISSUED TO OTHER PERSON MY PAN CARD NUMBER IS.....XXXXXXXXXX..... MY NAME IS XXXXXXXXXX XXXXX FATHER NAME IS XXXXX XXXXX R/O BARARA DISTT AMBALA PLEASE LOOK AT MY QUERY AS SOON AS POSSIBLE

Reply Summary
As reported, the matter of One PAN XXXXXXXXXX allotted to more than one person has been resolved by resolution dated 18.05.22. The complainant (second allottee) will be allotted a new PAN by NSDL. The grievance may be treated as closed.

Case Study – 3 (People & Process)

(Issues related to Income Tax Portal and Call Centre)

Name of Ministry/Department	<i>Central Board of Direct Taxes</i>
Category	Employee Related
Details of Complainant	
Registration Number	CBODT/E/2022/01942
State	Maharashtra
District	Pune
Disposal Days	16

Grievance Summary
Hello Team, I want to pay Income Tax demand of Rs 10,000/- which is paid by me, while giving to reply on Income Tax Portal they are not allowed to submit my reply. system showing to pay again Rs 10,000/. I tried to call Income Tax portal various times but no one responds me they did not pick up calls. there are is many issue income tax portals related to call centre , please look into matter and resolve my issue as early as possible. Thanks in advance.

Reply Summary
On Perusal of the Grievance raised, the helpdesk team contacted you over the Telephone Number (xxxxxxxxxx). Based on the discussion with you and Confirmation that issue related to Outstanding Demand has been resolved. Hereby we are closing the CPGRAM request.

Case Study – 4 (People & Process)

(Addition of Mobile Number to wrong Bank Account)

Name of Ministry/Department	Department of Financial Services (Banking Division)
Category	Financial Services
Details of Complainant	
Registration Number	DEABD/E/2022/02135
State	Tamil Nadu
District	Thoothukkudi
Disposal Days	21

Grievance Summary

Financial Services (Banking Division) >> Miscellaneous/Others Department/Bank/Financial Institute: Other / Private Sector Bank. Branch / Name of Bank and Branch: City Union Bank, Thoraipakkam Branch, Chennai ----- Respected Sir/ Madam, my name is XXXXXXXX from Thoothukudi, Tamilnadu. My mobile number xxxxxxxxxxxx **has been added to one of the city union bank customer account i have requested them for remove my mobile number by providing a request letter to them but they say that my mobile number cannot be erased from that customer account unless they contact the customer.** Even though the account is inactive they couldn't remove my mobile number from the account. So pls provide me a solution how to remove my mobile number from that account number of city union bank and also i don't have account in City union bank and this problem is fully on back end working. I am really worried that my mobile number has been linked to another account. Pls help me in this situation. Also provided the customer details below: Customer ID: xxxxxxxxx Customer Name: XXXXXXXXXXXXXXXX Branch: Thoraipakkam I didn't know who that customer is but my mobile number is added to this above account and request you to help me in remove my mobile number from this account. Thank you, 08/01/2022

Reply Summary

Dear Sir, Sub: CPGRAMS Complaint DEABD/E/2022/02135 of Mr. xxxxxxxxx with reference to the captioned complaint, we inform that Mr. xxxxxxxxx a non-customer of CUB has requested to remove his mobile number mapped to an account of CUB bearing name Ms. xxxxxxxxxxxxx maintained at our Thoraipakkam branch since 2010. **The branch had conducted due diligence by verifying the registered address of the customer and ascertained** that there is no one available in the name of Ms.xxxxxxxxxxxxxx. Accordingly, we have discarded the mobile number from the customer id concerned. The same was informed to the complainant also and the copy of communication mail sent to complainant

is attached for your perusal. In view of the above, we request your good office to kindly treat the complaint as closed. Thanking you, G. Ramakrishna Assistant General Manager Inspection Department City Union Bank Ltd

Case Study – 5 (Suggestive)

(Suggestion for Recognizing Aircraft Maintenance Engineering Course as a Diploma or Degree)

Name of Ministry/Department	Ministry of Civil Aviation
Category	Education
Details of Complainant	
Registration Number	MOCAV/E/2022/02294
State	Chhatisgarh
District	Korba
Disposal Days	24

Grievance Summary

Civil Aviation >> Other DGCA matters >> Aircraft Maintenance Engineer (AME) related >> Institute related ----- Greetings of the day, **Why this aircraft maintenance engineering course is not a diploma nor degree**, because of this industry players are taking advantage because they know these **people cannot work elsewhere for this reason they are paying very less especially aircraft maintenance technician** who are actually working like labour at any given time at any weather conditions there salary is very low compare to any professional. Dear sir/madam, kindly **make this course degree** so who are not getting job in civil aviation at least they can earn their bread and butter elsewhere. I want to give example like in 2019 when jet Airways shut down there employee are job less especially from engineering majority of them still jobless , **if this course is degree they can do some other job also.**

Reply Summary

Your **suggestion has been note and will be raised at concerned platform to concerned authorities.**

10. RECOMMENDATIONS

- As per the revised Grievance Redressal Protocol, all the Ministries/Departments should resolve the grievances as soon as they are received and maximum within 45 days
- In case, redressal is not possible within the prescribed time-frame due to circumstances beyond the control of the Government, an interim reply with reasons for delay should be given to the citizen

For any queries or any suggestions, kindly contact the undersigned:

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Director – PG
Department of Administrative Reforms & Public Grievances
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dirpg-arp@nic.in