



प्रशासनिक सुधार और लोक शिकायत विभाग  
DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

75  
आज़ादी का  
अमृत महोत्सव



# CPGRAMS

Monthly Report  

---

July 2022

Department of Administrative Reforms  
and Public Grievances

# CONTENTS

1. Introduction.....	4
2. Review of Status of Disposal.....	6
2.1. Overview.....	6
2.2. Month-wise Status of Grievances on CPGRAMS.....	6
3. Grievance Redressal Index.....	7
3.1. Ranking of Ministries/Departments.....	7
3.2. Analysis of Grievance Redressal Index (June to July 2022).....	10
4. Performance of Ministries/Departments on CPGRAMS Portal.....	11
5. Category-wise Status of Grievances on CPGRAMS Portal.....	11
6. Average Closing Time of Grievances on CPGRAMS Portal.....	12
7. Public Grievance Officers on CPGRAMS Portal.....	13
8. Action Taken Reports (ATR) on Closed Grievances.....	13
9. Appeal Status on CPGRAMS Portal.....	13
10. Root Cause Analysis of Select Ministries/Departments.....	14
10.1. Central Board of Direct Taxes (Income Tax).....	14
10.2. Ministry of Home Affairs.....	15
10.3. Ministry of Housing & Urban Affairs.....	16
10.4. Department of Agriculture & Farmers Welfare.....	17
10.5. Department of Financial Services (Insurance Division).....	18
10.6. Department of School Education & Literacy.....	19
10.7. Ministry of External Affairs.....	20
Annexure 1: Status of Grievances.....	21
Annexure 1.1.: Total Grievances Received.....	21
Annexure 1.2.: Age-wise Pendency of Grievances.....	21
Annexure 2: Performance of Ministries/Departments.....	22
Annexure 2.1.: Maximum Number of Total Grievances Received.....	22

Annexure 2.2.: Maximum Number of Receipts .....	22
Annexure 2.3.: Maximum Number of Disposals .....	22
Annexure 2.4.: Maximum Number of Pendency .....	23
Annexure 2.5.: Ministries/Departments with more than 1000 Pending Grievances.....	23
Annexure 2.6.: Top 10 Ministries/Departments with Pending Grievances for more than 45 Days .....	24
 Annexure 3: Category-wise Status of Grievances for 23 Categories .....	 24
 Annexure 4: Pendency Status of Grievances of Ministries / Departments for Select Categories .....	 25
Annexure 4.1.: Quality of Service / Civic Amenities Category .....	25
Annexure 4.2.: Employee Related Category.....	25
Annexure 4.3.: Allegation of Corruption / Malpractices Category .....	25
Annexure 4.4.: Harassment / Atrocities Category .....	26
Annexure 4.5.: Education .....	26
Annexure 4.6.: Financial Services Category.....	26
 Annexure 5: Average Closing Time .....	 27
Annexure 5.1.: Ministries/Departments with High Average Closing Time .....	27
Annexure 5.2.: Ministries/Departments with Low Average Closing Time .....	27
 Annexure 6: Public Grievance Officers on CPGRAMS.....	 28
Annexure 6.1.: Bifurcation of PG Officers among different levels (Central + State) .....	28
Annexure 6.2.: Bifurcation of Central PG Officers among different levels .....	28
Annexure 6.3.: Top 10 Ministries/Departments with Highest Number of Central PG Officers .....	28
 Annexure 7: Status of Action Taken Report (ATR) .....	 29
Annexure 7.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format ..	29
 Annexure 8: Status of Appeals Filed on Closed Grievances .....	 29
Annexure 8.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals.....	29
Annexure 8.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals....	29

## 1. Introduction

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report seek to provide a detailed analysis on types and categories of public grievances, nature of disposal. Such an analysis has been done category-wise, ministry-wise, and efforts have been put in for a comprehensive grievance redressal system.

The CPGRAMS Monthly Reports for the month of May and June have been shared with all the Ministries/Department of Secretaries of Government of India.

A Grievance Redressal Index has been developed based on Quality & Timely Disposal of grievances. The ranking of Ministries/Departments has been done based on the five parameters. The comparison in the ranking based on the GRI for the month of June and July has been done. The period of analysis is for the last 6 months.

Root cause analysis of grievances received by select Ministries/Departments has been conducted to understand and highlight the major categories under which the grievances are recorded.

Your suggestions on the 3<sup>rd</sup> edition of the CPGRAMS Monthly Report will be appreciated.

**Secretary**

**DARPG**

## **Key Highlights**

### **1. PG Cases**

- In July 2022, **77414 PG cases were received** on the CPGRAMS portal, **68567 PG cases were redressed** and there exists a **pendency of 103558 PG cases**. The pendency in the Central Secretariat has increased from **94810 PG cases end June 2022** to **103558 PG cases end July**
- Ministry of Labour and Employment, Department of Financial Services (Banking Division), Central Board of Direct Taxes (Income Tax), Department of Posts have received the maximum number of grievances in July 2022

### **2. PG Appeals**

- In July 2022, **10251 appeals were received** and **8539 appeals were disposed**. The Central Secretariat has a **pendency of 20144 of PG Appeals end July 2022**
- Department of Health & Family Welfare, Ministry of Corporate Affairs, Department of Financial Services (Banking Division) have the maximum pendency of appeals end July 2022

### **3. Grievance Redressal Index**

- Department of Land Resources, Department of Public Enterprises & Department of Expenditure are the top performers in the Grievance Redressal Index for July 2022
- Overall Quality and Timely Disposal of Grievances have improved while comparing the GRIs for the months of June and July

### **4. Pendency**

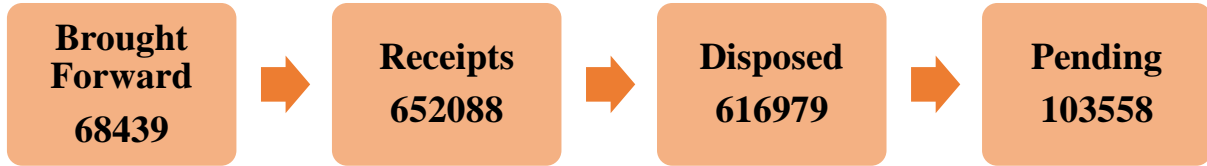
- **22 Ministries/Departments** have more than 1000 pending grievances as on 25<sup>th</sup> July 2022
- **2 Ministry/Department** namely **Ministry of Cooperation (18203)** & **Department of Health & Family Welfare (11644)** have the highest pending grievances for more than 45 days

### **5. Grievances in Corruption Category**

- Department of Financial Service (Banking Division) has the highest number of PG cases under the corruption category with **1111 pending grievances**

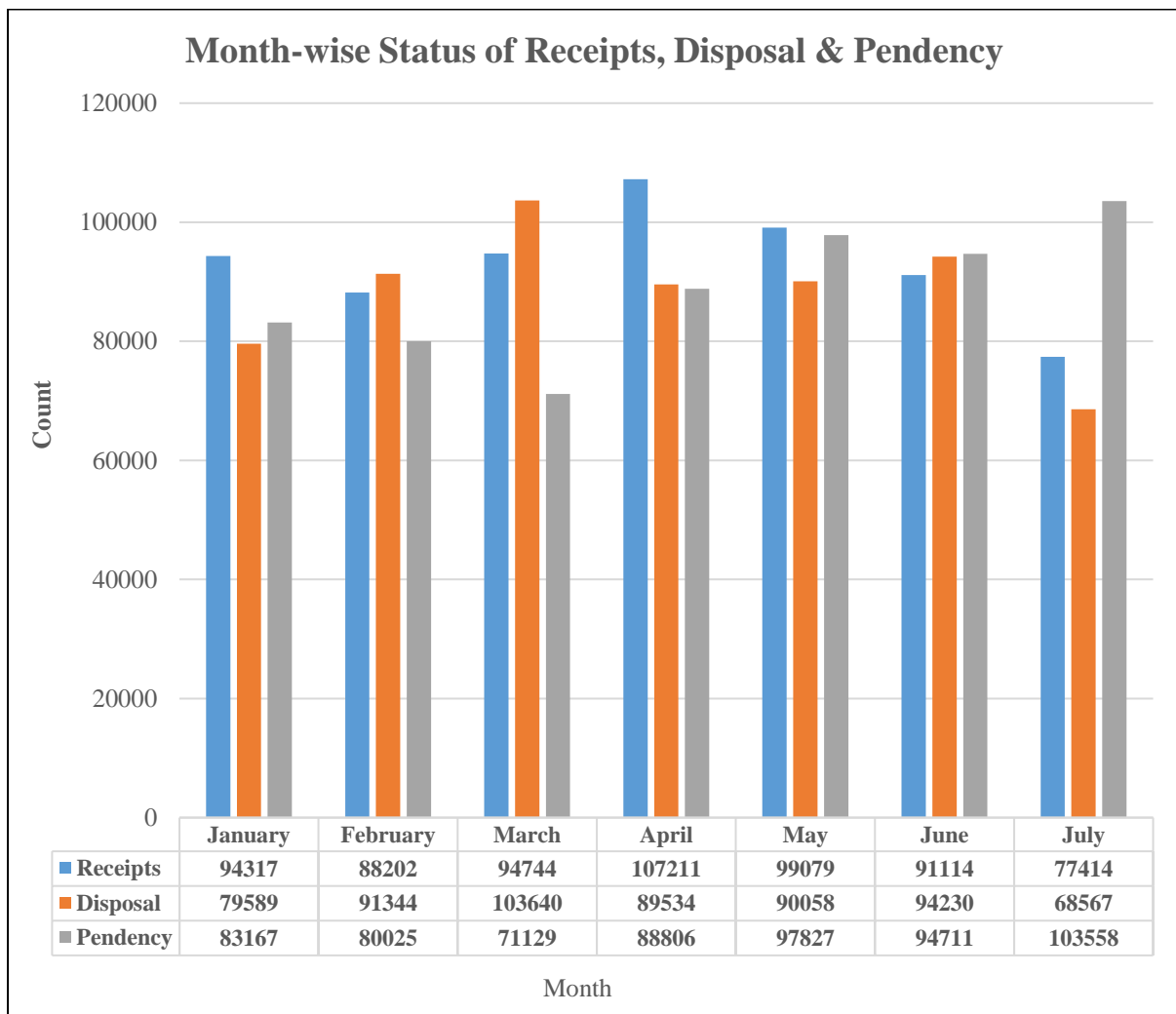
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2022 to 25/07/2022)

### 2.2. Month-wise Status of Grievances on CPGRAMS (Receipts, Disposal & Pendency)



Annexure I

(Time Period: 01/01/2022 to 25/07/2022)

### 3. Grievance Redressal Index

To assist the Ministries/Departments to review and streamline the Grievance Redressal System, and have a comparative assessment with other Ministries/Departments, this Grievance Redressal Index has been developed.

The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

The data used in preparing the Index has been taken from **1<sup>st</sup> February 2022** to **25<sup>th</sup> July 2022**. This is an index and detailed analysis capturing other process is being formulated. This will be shared in the subsequent Monthly Report and a portal will also be developed by DARPG.

**GRI has been formulated on the basis of following 5 Parameters:**

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 45 Days	Positive	30%
2		Percentage of Grievances pending for more than 45 Days	Negative	10%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent & Very Good	Positive	30%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average & Poor	Negative	20%
5		Percentage of Appeals Filed (on closed grievances)	Negative	10%
<b>Total Weightage</b>				<b>100%</b>

#### 3.1. Ranking of Ministries/Departments

S. No.	Name of Ministry/Department	June		July	
		Percentage	Rank	Percentage	Rank
1	Department of Land Resources	69.42%	8	70.68%	1
2	Department of Public Enterprises	69.48%	7	70.15%	2
3	Department of Expenditure	69.55%	6	69.74%	3
4	Department of Posts	69.86%	2	69.70%	4
5	Department for Promotion of Industry and Internal Trade	69.63%	4	69.29%	5

S. No.	Name of Ministry/Department	June		July	
		Percentage	Rank	Percentage	Rank
6	Unique Identification Authority of India	69.33%	9	69.24%	6
7	Department of Pharmaceutical	69.81%	3	69.19%	7
8	Department of Financial Services (Pension Reforms)	69.62%	5	68.91%	8
9	Department of Justice	69.32%	10	68.59%	9
10	Ministry of Labour and Employment	68.33%	14	68.53%	10
11	Ministry of Mines	68.39%	13	68.03%	11
12	Ministry of Water Resources, River Development & Ganga Rejuvenation	65.40%	40	68.03%	12
13	Department of Financial Services (Insurance Division)	68.25%	16	67.97%	13
14	Ministry of Drinking Water and Sanitation	68.16%	17	67.96%	14
15	Ministry of Parliamentary Affairs	69.28%	11	67.88%	15
16	Ministry of Panchayati Raj	68.28%	15	67.86%	16
17	Ministry of Petroleum and Natural Gas	67.38%	22	67.86%	17
18	Ministry of Housing and Urban Affairs	67.64%	20	67.54%	18
19	Department of Consumer Affairs	67.55%	21	67.43%	19
20	Department of Defence Finance	66.65%	30	67.43%	20
21	Department of Science and Technology	68.07%	18	67.29%	21
22	Department of Chemicals and Petrochemicals	67.24%	24	67.24%	22
23	Ministry of Development of North Eastern Region	67.29%	23	67.20%	23
24	Department of Telecommunications	67.09%	26	67.18%	24
25	Ministry of Electronics & Information Technology	67.82%	19	67.10%	25
26	Department of Financial Services (Banking Division)	67.17%	25	66.81%	26
27	O/o the Comptroller & Auditor General of India	66.71%	28	66.78%	27
28	Ministry of Corporate Affairs	66.73%	27	66.68%	28
29	Department of Heavy Industry	66.59%	31	66.68%	29
30	Ministry of New and Renewable Energy	66.50%	32	66.53%	30
31	Department of Food and Public Distribution	66.67%	29	66.49%	31
32	NITI Aayog	66.38%	34	66.40%	32
33	Ministry of Steel	65.12%	43	66.21%	33
34	Ministry of Railways (Railway Board)	66.42%	33	66.15%	34
35	Department of Empowerment of Persons with Disabilities	63.83%	54	65.51%	35
36	Department of Commerce	65.85%	37	65.48%	36
37	Department of Defence Research and Development	65.59%	39	65.24%	37
38	Ministry of Food Processing Industries	68.94%	12	65.17%	38
39	Department of Bio Technology	64.87%	46	65.11%	39
40	Department of Economic Affairs ACC Division	65.86%	36	64.92%	40
41	Ministry of Tourism	65.09%	44	64.84%	41
42	Ministry of Women and Child Development	65.29%	41	64.82%	42
43	Department of Agriculture and Farmers Welfare	69.92%	1	64.43%	43
44	Department of School Education and Literacy	64.44%	50	64.38%	44
45	Ministry of Road Transport and Highways	64.12%	52	64.22%	45
46	Department of Defence Production	64.73%	48	64.20%	46
47	Ministry of Environment, Forest and Climate Change	64.64%	49	64.06%	47



S. No.	Name of Ministry/Department	June		July	
		Percentage	Rank	Percentage	Rank
48	Ministry of External Affairs	65.23%	42	63.91%	48
49	Department of Fisheries	63.05%	59	63.75%	49
50	Department of Scientific & Industrial Research	62.68%	61	63.24%	50
51	Department of Agriculture Research and Education	64.84%	47	63.07%	51
52	Ministry of Power	66.20%	35	63.03%	52
53	Ministry of Coal	63.95%	53	62.93%	53
54	Ministry of Textiles	65.05%	45	62.83%	54
55	Ministry of Ayush	63.35%	55	62.79%	55
56	Ministry of Home Affairs	62.83%	60	62.70%	56
57	Department of Health Research	65.77%	38	62.68%	57
58	Ministry of Skill Development and Entrepreneurship	63.08%	57	62.63%	58
59	Department of Legal Affairs	61.22%	63	62.43%	59
60	Department of Animal Husbandry, Dairying	63.08%	58	62.32%	60
61	Department of Sports	63.13%	56	61.44%	61
62	Ministry of Tribal Affairs	60.89%	64	60.90%	62
63	Department of Investment & Public Asset Management	64.34%	51	60.80%	63
64	Ministry of Civil Aviation	59.73%	68	60.45%	64
65	Department of Official Language	60.77%	65	60.22%	65
66	Department of Fertilizers	61.61%	62	60.20%	66
67	Department of Higher Education	58.75%	71	59.27%	67
68	Department of Ex Servicemen Welfare	57.98%	76	59.20%	68
69	Ministry of Shipping	59.37%	70	58.91%	69
70	Department of Social Justice and Empowerment	60.71%	66	58.84%	70
71	Department of Youth Affairs	58.12%	74	58.73%	71
72	Ministry of Micro Small and Medium Enterprises	60.53%	67	58.50%	72
73	Ministry of Information and Broadcasting	58.50%	72	58.48%	73
74	Central Board of Indirect Taxes and Customs	57.49%	78	58.13%	74
75	Department of Rural Development	58.15%	73	57.90%	75
76	Ministry of Culture	59.42%	69	57.72%	76
77	Department of Military Affairs	55.60%	80	57.34%	77
78	Department of Defence	58.06%	75	57.04%	78
79	Ministry of Minority Affairs	57.66%	77	56.42%	79
80	Ministry of Earth Sciences	57.08%	79	54.77%	80
81	Department of Personnel and Training	55.36%	81	53.96%	81
82	Department of Revenue	54.14%	83	53.72%	82
83	Legislative Department	54.14%	82	53.27%	83
84	Ministry of Statistics and Programme Implementation	51.86%	85	52.90%	84
85	Central Board of Direct Taxes (Income Tax)	52.66%	84	51.92%	85
86	Department of Space	48.88%	87	51.21%	86
87	Department of Atomic Energy	49.50%	86	49.33%	87
88	Department of Health & Family Welfare	40.08%	89	40.65%	88
89	Ministry of Cooperation	41.06%	88	34.79%	89

### 3.2 Analysis of Grievance Redressal Index (June to July 2022)

- 6 Ministry/Departments namely the *Ministry of Water Resources, River Development & Ganga Rejuvenation, Department of Empowerment of Persons with Disabilities, Department of Scientific & Industrial Research, Department of Fisheries, Ministry of Steel & Department of Defence Finance* have **improved** their July GRI rankings by 10 or more places as compared to June's rankings
- 5 Ministry/Departments namely the *Department of Agriculture and Farmers Welfare, Ministry of Food Processing Industries, Department of Health Research, Ministry of Power* and *Department of Investment & Public Asset Management* have witnessed a **fall** in July GRI ranking of more than 10 places as compared to June's GRI rankings
- 2 Departments namely the *Department of Land Resources & Department of Public Enterprises* have breached the **70%** score for the first time, in July GRI rankings. No Ministry/Department had scored over **70%** in the June GRI rankings
- *Ministry of Water Resources, River Development & Ganga Rejuvenation* witnessed the sharpest jump of **28** places to **12<sup>th</sup>** in July GRI rankings from 40<sup>th</sup> in June GRI rankings. The Ministry has been able to improve its score on all the parameters leading to the change in rankings
- *Department of Agriculture and Farmers Welfare* witnessed the sharpest fall of **42** places to **43<sup>rd</sup>** rank in July GRI as compared to **1<sup>st</sup>** rank in June GRI. The fall can be attributed to significant changes in Feedback scores as the **Excellent** and **Very Good** Feedback score fell by **64.01%** and simultaneously **Average** and **Poor** Feedback scores increased by **43.96%** in July as compared to June
- **45** Ministry/Departments had scored in the range of **65-70%** in June GRI rankings which fell to a count of **37** Ministry/Department in July GRI rankings
- **27** Ministry/Departments scored in the range of **60-65%** in July GRI rankings, an increase of **5** as compared to June's count of **22** Ministry/Department
- The count of Ministry/Department scoring in the range of **50-60%** increased by **2**, from **18** Ministry/Department in June GRI to **20** Ministry/Department in July GRI
- **3** Ministry/Department scored less than **50%** in July GRI, a fall in overall count from **4** Ministry/Department scoring in the same range in the June GRI
- *Department of Health & Family Welfare* has scored less than **50%** in both July and June GRI. Department scored **40.08%** in June GRI & **40.65%** in July GRI

#### 4. Performance of Ministries/Departments on CPGRAMS Portal

- Department of Financial Services (Banking Division) have received the maximum number of grievances (107318) followed by the Ministry of Labour and Employment with 78668 grievances received. Central Board of Direct Taxes (Income Tax), Department of Posts & Ministry of Railways are the other top ministries which have received the maximum number of grievances. The Ministry of Cooperation also features in the list with 21313 grievances received, rounding up the list of Top 10 (*Annexure 2.1 & 2.2*)
- Though aforementioned Ministries/Departments receive high number of grievances, however they also feature at the top in the Ministries/Departments disposing the maximum number of grievances with Department of Telecommunication, Department of Personnel and Training, Ministry of Housing and Urban Affairs & Department of Agriculture and Farmers Welfare rounding up the Top 10 (*Annexure 2.3*)
- Ministry of Cooperation has the maximum pendency of 20581 grievances followed by the Department of Health & Family Welfare with 15583 grievances pending disposal. Department of Social Justice and Empowerment, Department of Revenue, Department of Defence are among the top 10 Ministries/Departments with maximum number of pendency. 22 Ministries/Departments in total have more than 1000 pending grievances as of 25<sup>th</sup> July 2022 (*Annexure 2.4 & 2.5*)
- As per the revised Grievance Redressal Protocol, grievances shall be disposed within 45 days; Ministry of Cooperation has the highest grievances pendency (18203) for more than 45 days followed by Department of Health & Family Welfare with 11644 pending grievances. Department of Military Affairs, Ministry of Home Affairs & Department of Higher Education are among the top ministries with highest pendency of grievances for more than 45 days (*Annexure 2.6*)

#### 5. Category-wise Status of Grievances on CPGRAMS Portal

- All Departments/Ministries have been analysed on the basis of 6 categories namely Quality of Service / Civic Amenities Category, Employee Related Category, Allegation of Corruption / Malpractices Category, Harassment / Atrocities Category, Education & Financial Services out of the total of 23 categories available on the CPGRAMS Portal (*Annexure 3 & 4*)
- Department of Health & Family Welfare, Central Board of Direct Taxes (Income Tax) and Department of Posts are among the top 3 ministries with pending grievances under Quality-

of-Service category with Department of Telecommunication rounding up the list of Top 5, and Ministry of Road Transport & Highways, Ministry of Civil Aviation, Ministry of Petroleum and Natural Gas, Department of Financial Services (Banking & Insurance Division) & Ministry of Housing and Urban Affairs rounding up the list of Top 10. The range varies from highest of 5213 to low of 151 for Top 10 (*Annexure 4.1*)

- Department of Financial Services (Banking Division) tops the list under Corruption category with 1111 pending grievances. Department of Personnel & Training, Department of Rural Development & Department of Consumer Affairs feature in the list as well with Ministry of Skill Development and Entrepreneurship rounding up the Top 10(*Annexure 4.3*)
- Department of Financial Services (Banking Division) tops the list under Harassment/Atrocities category as well with 440 pending grievances. Ministry of Home Affairs, Department of Social Justice and Empowerment, Ministry of Tribal Affairs & Ministry of Coal round up the Top 5 (*Annexure 4.4*)

## **6. Average Closing Time of Grievances on CPGRAMS Portal**

- Department of Legal Affairs with Average Closing Time of grievances at 183 days followed by the Ministry of Cooperation with 101 days and Department of Health & Family Welfare with 95 days; are the top 3 Ministries/Departments with High Average Closing Time with Department of Space, Legislative Department & Department of Atomic Energy, etc. rounding up the list of top 10 (*Annexure 5.1*)
- Aforementioned ministries have Average Closing Time ranging from 59 days (against 8327 closed grievances) for Department of Revenue on the lower spectrum to as high as 183 days (against 2651 closed grievances) for Department of Legal Affairs on the higher spectrum (*Annexure 5.1*)
- Ministry of Food Processing Industries have the lowest Average Closing Time of 5 days (against 1283 closed grievances) followed by Department of Science and Technology with Average Closing Time of 7 days (against 4208 closed grievances). Department of Expenditure, Ministry of Mines, Ministry of Corporate Affairs, Ministry of Parliamentary Affairs, etc. are few select ministries with Low Average Closing Time i.e. closing grievances in the minimum time possible (*Annexure 5.2*)
- Department of Agriculture & Farmers Welfare features in the top Ministries/Departments with lowest Average Closing Time with the department under discussion having an average closing time of 8 days (against 15918 closed grievances) (*Annexure 5.2*)

## 7. Public Grievance Officers on CPGRAMS Portal

- 73894 PG Officers from both Centre as well as States are mapped onto CPGRAMS portal with them categorised into 9 levels (*Annexure 6.1*)
- 42878 Central PG officers are mapped onto the portal (*Annexure 6.2*)
- Department of Rural Development have the highest number of PG Officers (8962) mapped followed by Central Board of Direct Taxes (Income Tax) at 8378 PG Officers. Department of Telecommunications, Department of Posts & Ministry of Labour and Employment round up the list of Top 10 (*Annexure 6.3*)

## 8. Action Taken Reports (ATR) on Closed Grievances

- Resolved Grievances can be categorised into 3 levels namely Fully Resolved, Partially Resolved & Pending Resolution in the new ATR Format Disposal (*Annexure 7*)
- Overall, Department of Financial Services (Banking Division), Ministry of Labour and Employment & Department of Posts are the top 3 ministries with the highest number of disposals in ATR Format with Department of Personnel and Training, Department of Defence Finance, Department of Financial Services (Insurance Division), etc. rounding up the list of Top 10 (*Annexure 7.1*)
- Ministry of Railways (Railway Board) have the highest number of ATR Format marked as Pending Resolution (4732) followed by Department of Financial Services (Banking Division) with 3554 ATR Format marked as Pending Resolution (*Annexure 7.1*)

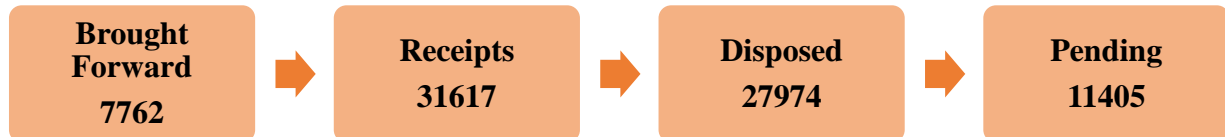
## 9. Appeal Status on CPGRAMS Portal

- Department of Financial Services (Banking Division) with 15,409 appeals, Ministry of Labour and Employment with 9,605 appeals & Department of Telecommunication with 7,035 appeals are among the top 3 Ministries/Departments with maximum number of appeals received (*Annexure 8.1*)
- Department of Atomic Energy have received the maximum percentage of appeals against the disposed grievances with 53.30% rate followed by Department of Defence Production at 45.71% and Department of Heavy Industry at 28.78% (*Annexure 8.2*)

## 10. Root Cause Analysis of Select Ministries/Departments

### 10.1. Central Board of Direct Taxes (Income Tax)

#### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **8378 PG Officers** are mapped from the Central Board of Direct Taxes (Income Tax) on CPGRAMS
- The Average Closing Time for the Department showed an increasing trend from **47 Days** (January) to **54 Days** (July)
- Department has marginally slipped in July GRI rankings to **85<sup>th</sup>** rank as compared to June's ranking of **84<sup>th</sup>** on back marginal decrease of total score from **52.66%** to **51.92%**
- **14.19%** of total grievances disposed are getting converted into appeals for the department

#### Major Categories for which Grievances are received

##### Direct Taxes Related

- Issues around refund; such as long delays, didn't receive return at all, incorrect amount credited, and incorrect/faulty rejection of refund claims, etc.
- IT Returns filed; however not processed for months
- Mis-matches in TDS resulting in incorrect demand generation

##### PAN Related

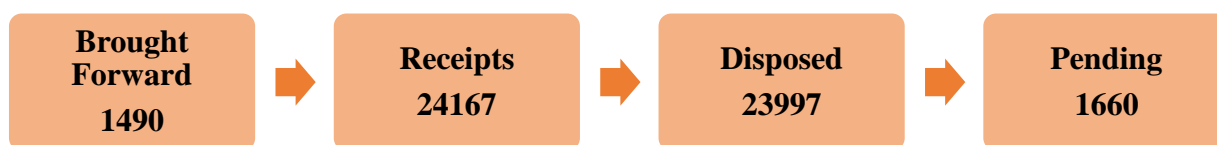
- Citizen facing difficulties in getting invalid/incorrect PAN with them or allotted to them; deleted and delinked with Aadhar
- Delay/Mistakes in issuing of PAN, updation of information, etc.
- Citizen facing difficulty in linking PAN with Aadhar

##### Technical Issue with Website

- Citizen facing issues such as not receiving OTPs; not receiving email containing initial login credentials; portal not working/unable to login into the portal; unable to open links/pages, etc.

## 10.2. Ministry of Home Affairs

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **489 PG Officers** are mapped from the Ministry of Home Affairs on CPGRAMS
- The Average Closing Time for the Ministry showed an increasing trend from **7 Days** (January) to **11 Days** (July)
- Ministry has improved it's ranking to **56<sup>th</sup>** in July GRI rankings as compared to **60<sup>th</sup>** rank in June GRI rankings with a marginal decrease of total score from **62.83%** to **62.7%**
- **4.89%** of total grievances disposed are getting converted into appeals for the ministry

### Major Categories for which Grievances are received

#### General

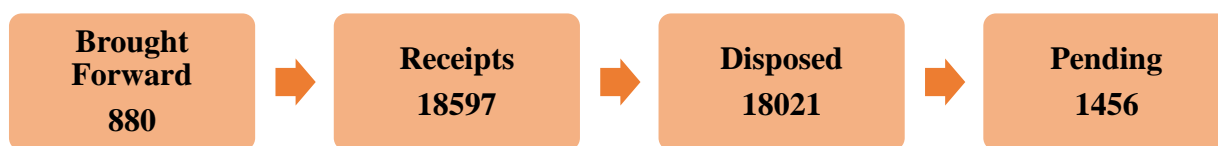
- Pension/Pay issues (arrears not received, long delays, incorrect pay/pension authorities closing grievances without solving)
- Issues with SSC exams (Joining letter not received, results withheld due to biometric confirmation, etc.)
- People concerns regarding cultural, traditional and political issues
- Financial frauds (Banks indulging in monopolistic, restrictive and unfair trade practices, unfair extra charges, transaction issues, etc.)
- Insufficient initiatives/actions for women safety, inadequate functioning of CCTV at some public areas
- Issues like denial of transfer, lack of quality equipment plaguing CAPF

#### Police Related Issues

- Slow investigation in critical cases (rape, dowry, etc.), lack of responsiveness towards lodged complaints
- Issues plaguing the forces such as Corruption, complaint process taking time, not enough support to fight against goons, etc.
- No right forum for citizen for voicing concerns against police

### 10.3. Ministry of Housing & Urban Affairs

#### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **2215 PG Officers** are mapped from the Ministry of Housing & Urban Affairs on CPGRAMS
- The Average Closing Time for the Ministry has increased from **10 Days** (January) to **14 Days** (July)
- Ministry has marginally improved its ranking from **20<sup>th</sup>** in June GRI to **18<sup>th</sup>** in July GRI with a marginal decrease from **67.64%** in June to **67.54%** in July
- **9.92%** of total grievances disposed are getting converted into appeals for the ministry

#### Major Categories for which Grievances are received

##### General

- Illegal encroachment on properties and areas by unauthorized people (poor people suffer and become homeless)
- Poor quality/incomplete work by CPWD, complaints not being taken seriously
- Requests for Rent Control being charged by the home owners in Urban areas

##### Housing Related

- Property dealers/builders taking payments and not completing the project/delay in projects
- Possession of property not given despite completion of construction
- Down payments not being refunded

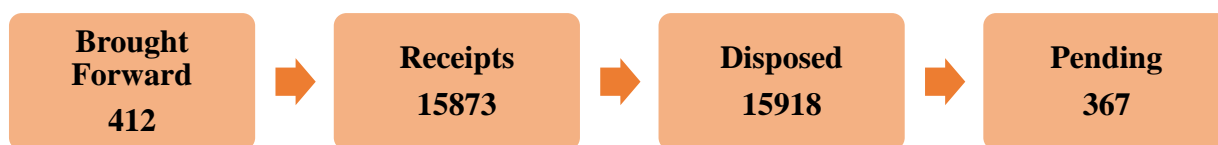
##### Schemes/Programs Related

- Loans not approved/long delays in home loan approval under Pradhan Mantri Aawas Yojana (Urban)/credit linked subsidy schemes
- Subsidy/benefit/amount not received/stalled for a long period of time under Pradhan Mantri Aawas Yojana (Urban)/credit linked subsidy schemes
- Requests to re-assess the home loan regulations as many poor citizens are not able to avail the home load facilities



## 10.4. Department of Agriculture & Farmers Welfare

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **117 PG Officers** are mapped from the Department of Agriculture & Farmers Welfare on CPGRAMS
- The Average Closing Time for the Department has increased from **4 Days** (January) to **15 Days** (July)
- Department has slipped in the July GRI rankings to **43<sup>rd</sup>** place from **1<sup>st</sup>** place in June GRI rankings on back of decrease in overall score from **69.92%** in June to **64.43%** in July
- **1.77%** of total grievances disposed are getting converted into appeals for the department

### Major Categories for which Grievances are received

#### Low Crop Prices Related

- Involvement of middlemen and localized markets resulting in low crop prices for farmers
- Cartels formed by commission agents to bring the prices down
- Requests for a minimum support price by farmers for selling the crops
- Poor quality of seeds and other agricultural products sold to farmers resulting in loss of money

#### Storage Facility Related

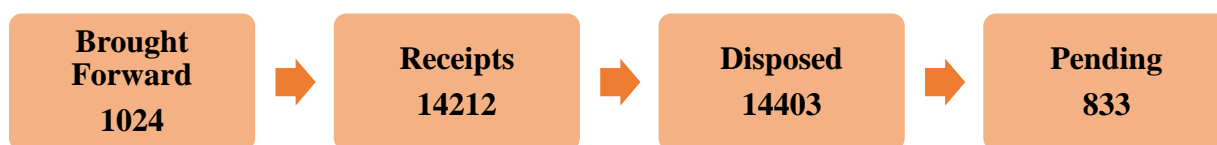
- Issues around Storage facilities such as distant location of storage units from the harvesting points, fewer cold storage facilities, etc. resulting in wastage of crop
- High cost of Cold Storage

#### Corruption

- Corruption/Harassment by officials in NABARD, NAFED, etc.
- Agricultural officers not resolving issues, involved in corruption

## 10.5. Department of Financial Services (Insurance Division)

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **330 PG Officers** are mapped from the Department of Financial Services (Insurance Division) on CPGRAMS
- The Average Closing Time for the Department has increased from **10 Days** (January) to **16 Days** (July)
- Department has marginally improved its ranking to **13<sup>th</sup>** rank in July GRI as compared to **16<sup>th</sup>** in June GRI with a marginal decrease of score from **68.25%** in June to **67.97%** in July
- **13.25%** of total grievances disposed are getting converted into appeals for the department

### Major Categories for which Grievances are received

#### General

- Issues with LIC (payment not received, officials creating issues, wrong calculation, premium issues, etc.)
- Rejected demands for refund of paid-up premium in case of surrender of policy
- Wrong Expectation of the Policy Holder regarding his/her eligibility for the claim amounts

#### Issued in Claiming Process

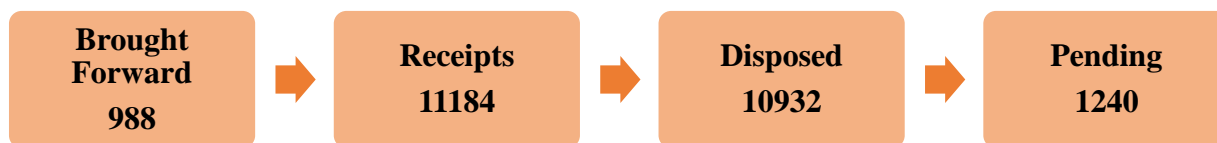
- Non-receipt of claim amounts for months / Rejection of claims despite satisfaction of the eligibility requirements
- Delays in settlement, delay in approval by company, excessive premium charged/deductions more than usual
- Mismatch in amount claimed (often indicated by the agent at the time of selling) by the policy holder and received by him/her

#### Issues in Welfare Schemes

- Non-receipt of insurance claims under Pradhan Mantri Fasal Bima Yojna
- Non-receipt of insurance claims under Pradhan Mantri Jeevan Jyoti Beema Yojana
- Non-receipt of insurance claims under Pradhan Mantri Suraksha Bima Yojana

## 10.6. Department of School Education & Literacy

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **213 PG Officers** are mapped from the Department of School Education & Literacy on CPGRAMS
- The Average Closing Time for the Department showed a marginal increasing trend from **15 Days** (January) to **16 Days** (July)
- Department has marginally improved its ranking to **44<sup>th</sup>** rank in July GRI as compared to **50<sup>th</sup>** in June GRI with a marginal decrease of score from **64.44%** in June to **64.38%** in July
- **11.63%** of total grievances disposed are getting converted into appeals for the department

### Major Categories for which Grievances are received

#### General

- Transfer issues with teachers (unwanted transfers, delays in applied transfer causing difficulties in managing their families), and recruitment issues
- Certificate issues mostly with NIOS (wrong information, delays in receiving certificates, due results. etc.)
- Unfair marking schemes done by state boards, CBSE/ICSE changing exam patterns with a short notice, unfair treatment to Covid-19 batch
- Requests for establishment of better/bigger schools with higher education in village areas

#### Admission Related

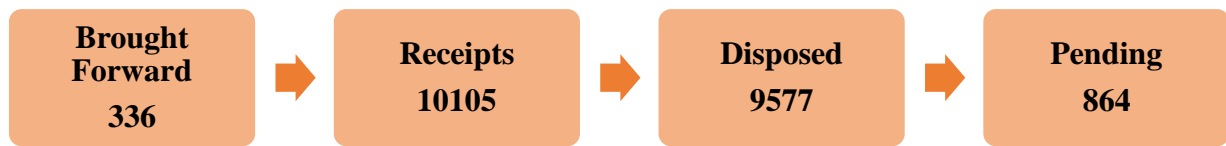
- Difficulties in getting admission in KVS
- Changes in minimum age for class admissions from previous 5 years to current 6 years resulting in non-eligibility thus wastage of 1 academic year for many students
- Private schools charging high fees, unregulated fee structures with arbitrary hike in fees in private education system
- Amounts not being refunded by schools

#### Service Matter/Pension Related

- Teacher's salaries abruptly stopped/Teachers not being paid /Arrears being delayed or not being paid altogether
- Employee not being paid revised arrears under new NPS share increase to 14% from previous 10%

## 10.7. Ministry of External Affairs

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/07/2022)

- A total of **502 PG Officers** are mapped from the Ministry of External Affairs on CPGRAMS
- The Average Closing Time for the Ministry has increased from **7 Days** (January) to **20 Days** (July)
- Ministry has slipped in the rankings to **48<sup>th</sup>** rank in July GRI as compared to **42<sup>nd</sup>** rank in June GRI with a decrease in total score from **65.23%** in June to **63.91%** in July
- **7.46%** of total grievances disposed are getting converted into appeals for the ministry

### Major Categories for which Grievances are received

#### Inefficiencies/Long Delay in Passport Process

- Delay in Issuance of passport despite submitting all documents, police verification report
- Discrepancies around Police Verification Report such as Portal showing "Police Verification Report is not clear and application is under review at Regional Passport Office" despite police station alleging clear report sent, Long delay in police clearance certificate process, No Police verification for months, adverse PVR sent regardless reason
- Delay in correcting faulty details in old application
- Portal status not very clear and remains same for months

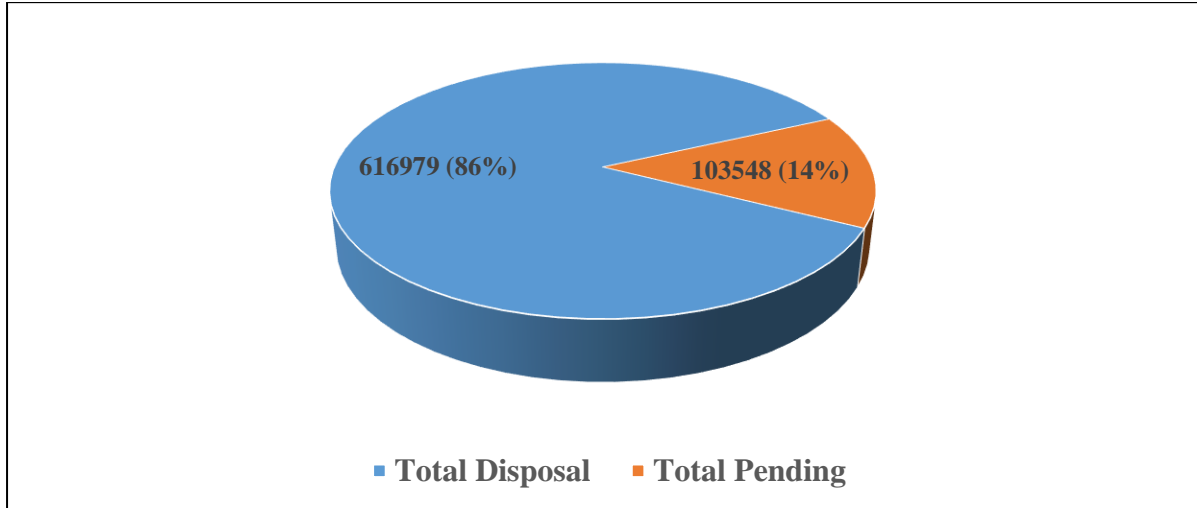
#### Difficulties faced by Indian Expats

- Indian expats unable to travel back to foreign countries for work/education (due to COVID, unclear travel restriction, COVID rules, vaccination acceptance, visa issues) resulting in monetary loss & loss of jobs
- Students studying in foreign countries facing degree related issues, visa issues, frauds by agencies involved in foreign consulting (Guarantee of job/college etc., money not refunded, scammed, not able to fulfil their promises)

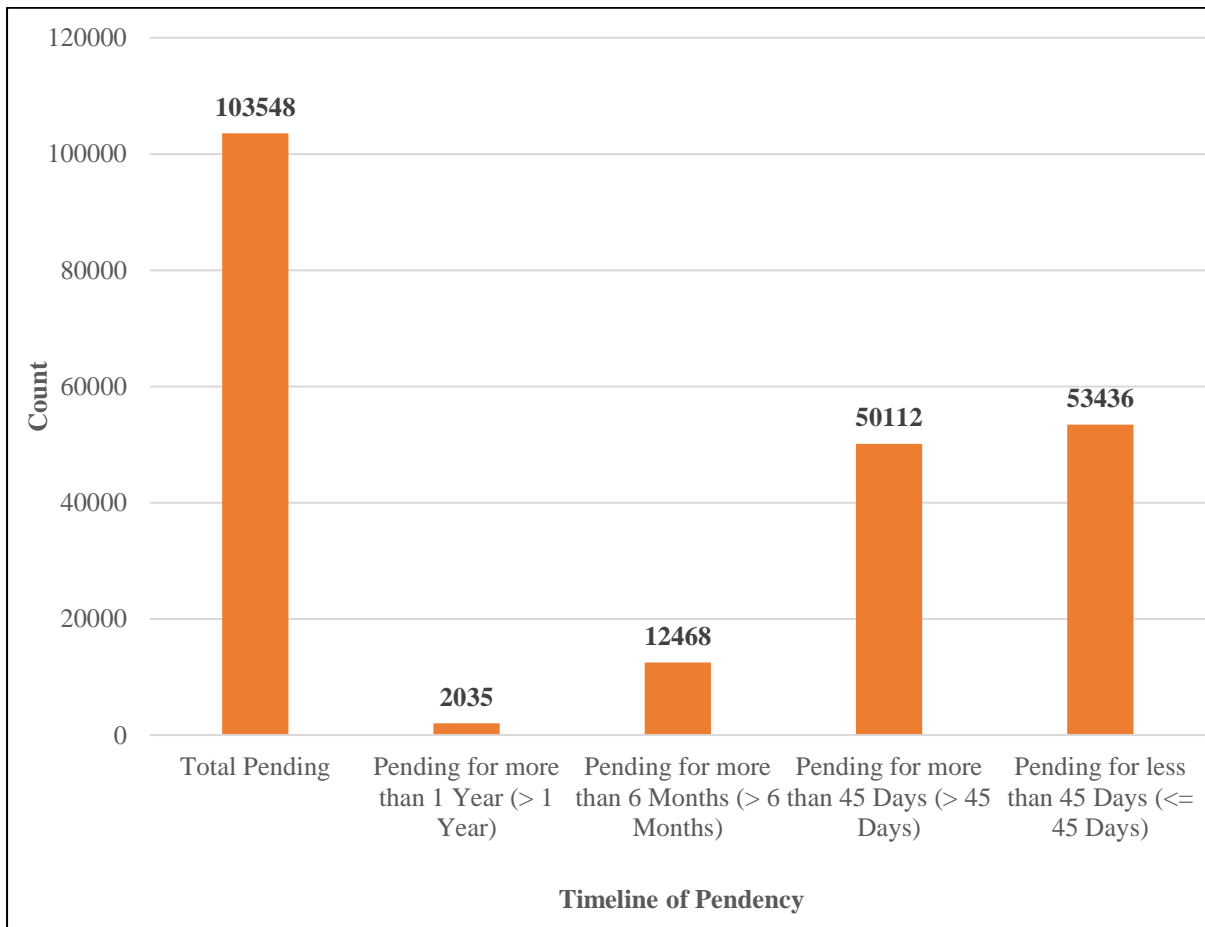
# Annexures

## Annexure 1: Status of Grievances

### Annexure 1.1.: Total Grievances Received



### Annexure 1.2.: Age-wise Pendency of Grievances



(Time Period: 01/01/2022 to 25/07/2022)

## Annexure 2: Performance of Ministries/Departments

### Annexure 2.1.: Maximum Number of Total Grievances Received

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7967	99351	<b>107318</b>	99505	7813
2	Ministry of Labour and Employment	4062	74606	<b>78668</b>	74266	4402
3	Central Board of Direct Taxes (Income Tax)	7762	31617	<b>39379</b>	27974	11405
4	Department of Posts	2458	29948	<b>32406</b>	30213	2193
5	Ministry of Railways (Railway Board)	1484	30550	<b>32034</b>	29996	2038
6	Department of Telecommunications	1496	28869	<b>30365</b>	28915	1450
7	Ministry of Home Affairs	1490	24167	<b>25657</b>	23997	1660
8	Department of Personnel and Training	6759	18107	<b>24866</b>	21832	3034
9	Department of Health & Family Welfare	5021	18865	<b>23886</b>	8303	15583
10	Ministry of Cooperation	2775	18538	<b>21313</b>	732	20581

### Annexure 2.2.: Maximum Number of Receipts

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7967	<b>99351</b>	107318	99505	7813
2	Ministry of Labour and Employment	4062	<b>74606</b>	78668	74266	4402
3	Central Board of Direct Taxes (Income Tax)	7762	<b>31617</b>	39379	27974	11405
4	Ministry of Railways (Railway Board)	1484	<b>30550</b>	32034	29996	2038
5	Department of Posts	2458	<b>29948</b>	32406	30213	2193
6	Department of Telecommunications	1496	<b>28869</b>	30365	28915	1450
7	Ministry of Home Affairs	1490	<b>24167</b>	25657	23997	1660
8	Department of Health & Family Welfare	5021	<b>18865</b>	23886	8303	15583
9	Ministry of Housing and Urban Affairs	880	<b>18597</b>	19477	18021	1456
10	Ministry of Cooperation	2775	<b>18538</b>	21313	732	20581

### Annexure 2.3.: Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7967	99351	107318	<b>99505</b>	7813
2	Ministry of Labour and Employment	4062	74606	78668	<b>74266</b>	4402
3	Department of Posts	2458	29948	32406	<b>30213</b>	2193
4	Ministry of Railways (Railway Board)	1484	30550	32034	<b>29996</b>	2038
5	Department of Telecommunications	1496	28869	30365	<b>28915</b>	1450
6	Central Board of Direct Taxes (Income Tax)	7762	31617	39379	<b>27974</b>	11405
7	Ministry of Home Affairs	1490	24167	25657	<b>23997</b>	1660
8	Department of Personnel and Training	6759	18107	24866	<b>21832</b>	3034
9	Ministry of Housing and Urban Affairs	880	18597	19477	<b>18021</b>	1456
10	Department of Agriculture and Farmers Welfare	412	15873	16285	<b>15918</b>	367

(Time Period: 01/01/2022 to 25/07/2022)

### Annexure 2.4.: Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	18538	21313	732	20581
2	Department of Health & Family Welfare	5021	18865	23886	8303	15583
3	Central Board of Direct Taxes (Income Tax)	7762	31617	39379	27974	11405
4	Department of Financial Services (Banking Division)	7967	99351	107318	99505	7813
5	Ministry of Labour and Employment	4062	74606	78668	74266	4402
6	Department of Social Justice and Empowerment	1181	2972	4153	1049	3104
7	Department of Personnel and Training	6759	18107	24866	21832	3034
8	Department of Revenue	2470	8733	11203	8327	2876
9	Department of Posts	2458	29948	32406	30213	2193
10	Department of Defence	1548	7340	8888	6831	2057

### Annexure 2.5.: Ministries/Departments with more than 1000 Pending Grievances

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	18538	21313	732	20581
2	Department of Health & Family Welfare	5021	18865	23886	8303	15583
3	Central Board of Direct Taxes (Income Tax)	7762	31617	39379	27974	11405
4	Department of Financial Services (Banking Division)	7967	99351	107318	99505	7813
5	Ministry of Labour and Employment	4062	74606	78668	74266	4402
6	Department of Social Justice and Empowerment	1181	2972	4153	1049	3104
7	Department of Personnel and Training	6759	18107	24866	21832	3034
8	Department of Revenue	2470	8733	11203	8327	2876
9	Department of Posts	2458	29948	32406	30213	2193
10	Department of Defence	1548	7340	8888	6831	2057
11	Ministry of Railways (Railway Board)	1484	30550	32034	29996	2038
12	Ministry of Home Affairs	1490	24167	25657	23997	1660
13	Department of Higher Education	1584	10540	12124	10501	1623
14	Ministry of Housing and Urban Affairs	880	18597	19477	18021	1456
15	Department of Telecommunications	1496	28869	30365	28915	1450
16	Department of Consumer Affairs	806	8462	9268	7854	1414
17	Department of Defence Finance	1740	11477	13217	11818	1399
18	Ministry of Road Transport and Highways	1040	13762	14802	13438	1364
19	Department of Rural Development	564	4972	5536	4173	1363
20	Department of School Education and Literacy	988	11184	12172	10932	1240
21	O/o the Comptroller & Auditor General of India	192	5813	6005	4897	1108
22	Department of Military Affairs	1304	3788	5092	3989	1103

(Time Period: 01/01/2022 to 25/07/2022)

### Annexure 2.6.: Top 10 Ministries/Departments with Pending Grievances for more than 45 Days

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Total Disposal	Total Pending	> 45 Days
1	Ministry of Cooperation	2775	18538	21313	732	20581	<b>18203</b>
2	Department of Health & Family Welfare	5021	18865	23886	8303	15583	<b>11644</b>
3	Central Board of Direct Taxes (Income Tax)	7762	31617	39379	27974	11405	<b>6093</b>
4	Department of Social Justice and Empowerment	1181	2972	4153	1049	3104	<b>2473</b>
5	Department of Personnel and Training	6759	18107	24866	21832	3034	<b>1865</b>
6	Department of Revenue	2470	8733	11203	8327	2876	<b>1840</b>
7	Department of Defence	1548	7340	8888	6831	2057	<b>1541</b>
8	Department of Military Affairs	1304	3788	5092	3989	1103	<b>529</b>
9	Ministry of Home Affairs	1490	24167	25657	23997	1660	<b>525</b>
10	Department of Higher Education	1584	10540	12124	10501	1623	<b>500</b>

### Annexure 3: Category-wise Status of Grievances for 23 Categories

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	State Government Related	380918	151430	<b>532348</b>	211077	321271
2	Other Central Government Related	59747	232574	<b>292321</b>	226682	65639
3	Others	95064	148389	<b>243453</b>	143676	99777
4	Quality Of Service/Civic Amenities	56536	112034	<b>168570</b>	116724	51846
5	Employee Related	32717	87898	<b>120615</b>	91723	28892
6	Police	62438	26361	<b>88799</b>	35549	53250
7	Financial Services	7644	64442	<b>72086</b>	64018	8068
8	Allegation Of Corruption/Malpractices	12837	41305	<b>54142</b>	41768	12374
9	Covid-19 Related issues	21842	24369	<b>46211</b>	28005	18206
10	Housing	32994	9724	<b>42718</b>	15271	27447
11	Land Related Problems	28175	11024	<b>39199</b>	16235	22964
12	Labour Issues	10235	26762	<b>36997</b>	28820	8177
13	Education	16079	20908	<b>36987</b>	21364	15623
14	Financial Assistance	15208	2945	<b>18153</b>	6525	11628
15	Railway	1933	12495	<b>14428</b>	13115	1313
16	Implementation of Schemes	8312	5061	<b>13373</b>	6400	6973
17	Harassment/Atrocities	5605	7305	<b>12910</b>	8200	4710
18	External Affairs/Overseas Affairs	1316	9965	<b>11281</b>	9818	1463
19	Suggestion	3706	5755	<b>9461</b>	6216	3245
20	Agriculture	4834	1269	<b>6103</b>	2418	3685
21	Legal Matters/Judiciary	2367	980	<b>3347</b>	1736	1611
22	Environment Issues / Animal Welfare / Forest Conservation	1411	393	<b>1804</b>	781	1023
23	Urban Development	300	276	<b>576</b>	376	200

(Time Period: 01/01/2022 to 25/07/2022)



## Annexure 4: Pendency Status of Grievances of Ministries / Departments for Select Categories

### Annexure 4.1.: Quality of Service / Civic Amenities Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Health & Family Welfare	1416	8273	9689	4476	5213
2	Central Board of Direct Taxes (Income Tax)	4138	11651	15789	10577	5212
3	Department of Posts	1356	16684	18040	16753	1287
4	Department of Telecommunications	830	19406	20236	19451	785
5	Ministry of Road Transport and Highways	360	4471	4831	4459	372
6	Ministry of Civil Aviation	415	2523	2938	2573	365
7	Ministry of Petroleum and Natural Gas	227	3326	3553	3242	311
8	Department of Financial Services (Banking Division)	462	5635	6097	5866	231
9	Ministry of Housing and Urban Affairs	161	9219	9380	9150	230
10	Department of Financial Services (Insurance Division)	112	1280	1392	1241	151

### Annexure 4.2.: Employee Related Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	2228	10655	12883	10561	2322
2	Ministry of Labour and Employment	1240	29309	30549	28355	2194
3	Ministry of Railways ( Railway Board)	211	6470	6681	6032	649
4	Department of Financial Services (Banking Division)	168	3463	3631	3186	445
5	Department of Defence	232	894	1126	782	344
6	Ministry of Home Affairs	87	1160	1247	920	327
7	Department of Telecommunications	127	2152	2279	2023	256
8	Department of Ex Servicemen Welfare	344	2422	2766	2515	251
9	Department of Rural Development	20	321	341	118	223
10	Department of Defence Finance	36	876	912	722	190

### Annexure 4.3.: Allegation of Corruption / Malpractices Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	811	13180	13991	12880	1111
2	O/o the Comptroller & Auditor General of India	3	1739	1742	1271	471
3	Department of Personnel and Training	315	2086	2401	1998	403
4	Ministry of Cooperation	133	313	446	65	381
5	Department of Health & Family Welfare	116	283	399	135	264
6	Department of Rural Development	187	692	879	721	158
7	Department of Consumer Affairs	169	1170	1339	1187	152
8	Department of Posts	128	1592	1720	1588	132
9	Department of Social Justice and Empowerment	43	489	532	413	119
10	Ministry of Skill Development and Entrepreneurship	29	814	843	748	95

(Time Period: 01/01/2022 to 25/07/2022)

#### Annexure 4.4.: Harassment / Atrocities Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	152	2834	2986	2546	440
2	Ministry of Home Affairs	130	562	692	573	119
3	Department of Social Justice and Empowerment	67	67	134	24	110
4	Ministry of Tribal Affairs	44	426	470	423	47
5	Ministry of Coal	32	465	497	452	45
6	Department of Consumer Affairs	17	172	189	150	39
7	Ministry of Cooperation	1	39	40	2	38
8	Department of Higher Education	32	114	146	113	33
9	Department of Rural Development	1	124	125	92	33
10	Ministry of Labour and Employment	16	268	284	264	20

#### Annexure 4.5.: Education

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Higher Education	887	6314	7201	6181	1020
2	Department of Health & Family Welfare	64	897	961	63	898
3	Department of School Education and Literacy	569	7645	8214	7380	834
4	Department of Social Justice and Empowerment	68	48	116	2	114
5	Department of Defence	19	71	90	47	43
6	Ministry of Skill Development and Entrepreneurship	7	82	89	75	14
7	Department of Personnel and Training	9	55	64	52	12
8	Ministry of External Affairs	1	26	27	15	12
9	Ministry of Civil Aviation	5	24	29	19	10
10	Ministry of Minority Affairs	5	46	51	43	8

#### Annexure 4.6.: Financial Services Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	4323	51697	56020	51624	4396
2	Ministry of Cooperation	259	837	1096	275	821
3	Department of Financial Services (Insurance Division)	572	6797	7369	6867	502
4	Ministry of Civil Aviation	83	673	756	626	130
5	Department of Defence Finance	1	132	133	53	80
6	Department of Economic Affairs ACC Division	21	290	311	267	44
7	Department of Revenue	31	73	104	68	36
8	Department of Posts	10	337	347	326	21
9	Central Board of Direct Taxes (Income Tax)	16	66	82	62	20
10	Ministry of Corporate Affairs	8	321	329	314	15

(Time Period: 01/01/2022 to 25/07/2022)

## Annexure 5: Average Closing Time

### Annexure 5.1.: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Department of Legal Affairs	2651	183
2	Ministry of Cooperation	732	101
3	Department of Health & Family Welfare	8303	95
4	Department of Space	271	91
5	Legislative Department	522	80
6	Department of Military Affairs	3989	68
7	Department of Atomic Energy	788	64
8	Department of Social Justice and Empowerment	1049	63
9	Central Board of Direct Taxes (Income Tax)	27974	59
10	Department of Revenue	8327	59

### Annexure 5.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Ministry of Food Processing Industries	1283	5
2	Department of Science and Technology	4208	7
3	Department of Expenditure	3521	7
4	Department of Food and Public Distribution	2480	7
5	Department of Financial Services (Pension Reforms)	1844	7
6	Ministry of Mines	1491	7
7	Department of Agriculture and Farmers Welfare	15918	8
8	Ministry of Corporate Affairs	9890	8
9	Ministry of Parliamentary Affairs	1676	8
10	Department of Chemicals and Petrochemicals	282	8

(Time Period: 01/01/2022 to 25/07/2022)

## Annexure 6: Public Grievance Officers on CPGRAMS

### Annexure 6.1.: Bifurcation of PG Officers among different levels (Central + State)

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Level 1	140	375	515
2	Level 2	5608	962	6570
3	Level 3	17873	830	18703
4	Level 4	20352	814	21166
5	Level 5	17206	419	17625
6	Level 6	7139	86	7225
7	Level 7	1548	36	1584
8	Level 8	449	2	451
9	Level 9	24	0	24
10	Level Not Assigned	31	0	31
11	<b>Total</b>	<b>70370</b>	<b>3524</b>	<b>73894</b>

### Annexure 6.2.: Bifurcation of Central PG Officers among different levels

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Level 1	102	186	288
2	Level 2	3303	657	3960
3	Level 3	7038	578	7616
4	Level 4	12309	506	12815
5	Level 5	11671	333	12004
6	Level 6	4711	79	4790
7	Level 7	961	34	995
8	Level 8	379	0	379
9	Level Not Assigned	31	0	31
10	<b>Total</b>	<b>40505</b>	<b>2373</b>	<b>42878</b>

### Annexure 6.3.: Top 10 Ministries/Departments with Highest Number of Central PG Officers

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Department of Rural Development	8604	358	8962
2	Central Board of Direct Taxes (Income Tax)	7871	507	8378
3	Department of Defence	3420	97	3517
4	Central Board of Indirect Taxes and Customs	2295	44	2339
5	Ministry of Housing and Urban Affairs	2025	190	2215
6	Ministry of Railways (Railway Board)	1762	135	1897
7	Department of Financial Services (Banking Division)	1207	186	1393
8	Department of Telecommunications	1205	134	1339
9	Department of Posts	1079	37	1116
10	Ministry of Labour and Employment	936	162	1098

(Time Period: 01/01/2022 to 25/07/2022)

## Annexure 7: Status of Action Taken Report (ATR)

### Annexure 7.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format

S. No.	Name of Ministry/Department	New ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Financial Services (Banking Division)	89840	75699	10587	3554
2	Ministry of Labour and Employment	74346	16041	57105	1200
3	Department of Posts	28615	27729	707	179
4	Ministry of Railways (Railway Board)	28423	15436	8255	4732
5	Department of Telecommunications	27800	21259	5164	1377
6	Central Board of Direct Taxes (Income Tax)	26561	3452	22981	128
7	Ministry of Housing and Urban Affairs	20606	16816	2702	1088
8	Department of Personnel and Training	16787	16089	535	163
9	Department of Defence Finance	12329	11803	267	259
10	Department of Financial Services (Insurance Division)	10803	8305	1718	780

## Annexure 8: Status of Appeals Filed on Closed Grievances

### Annexure 8.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Department of Financial Services (Banking Division)	2142	13267	15409	13868	1541
2	Ministry of Labour and Employment	338	9267	9605	8971	634
3	Department of Telecommunications	217	6818	7035	6906	129
4	Central Board of Direct Taxes (Income Tax)	1029	2498	3527	2297	1230
5	Department of Posts	182	3274	3456	3236	220
6	Ministry of Railways (Railway Board)	193	3138	3331	2877	454
7	Central Board of Indirect Taxes and Customs	71	2194	2265	934	1331
8	Department of Health & Family Welfare	1655	535	2190	5	2185
9	Ministry of Corporate Affairs	1129	909	2038	17	2021
10	Department of Higher Education	897	1044	1941	1393	548

### Annexure 8.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Total Appeals	Total Appeals / Total Grievances Disposed
1	Department of Atomic Energy	940	788	420	53.30%
2	Department of Defence Production	1368	1304	596	45.71%
3	Department of Heavy Industry	648	615	177	28.78%
4	Department of Food and Public Distribution	2580	2480	706	28.47%
5	Central Board of Indirect Taxes and Customs	8970	8046	2265	28.15%
6	Department of Health & Family Welfare	23886	8303	2190	26.38%
7	Department of Empowerment of Persons with Disabilities	1332	1305	343	26.28%
8	Ministry of Tourism	1040	1001	247	24.68%
9	Department of Telecommunications	30365	28915	7035	24.33%
10	Ministry of Skill Development and Entrepreneurship	1517	1274	276	21.66%

(Time Period: 01/01/2022 to 25/07/2022)

**For any Queries or Suggestions, kindly Contact the Undersigned:**

**Shri Satish Kerba Jadhav**

Director – PG

Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhawan, New Delhi

Contact Number: 011-23743030

Email ID: [dirpg-arp@nic.in](mailto:dirpg-arp@nic.in)