

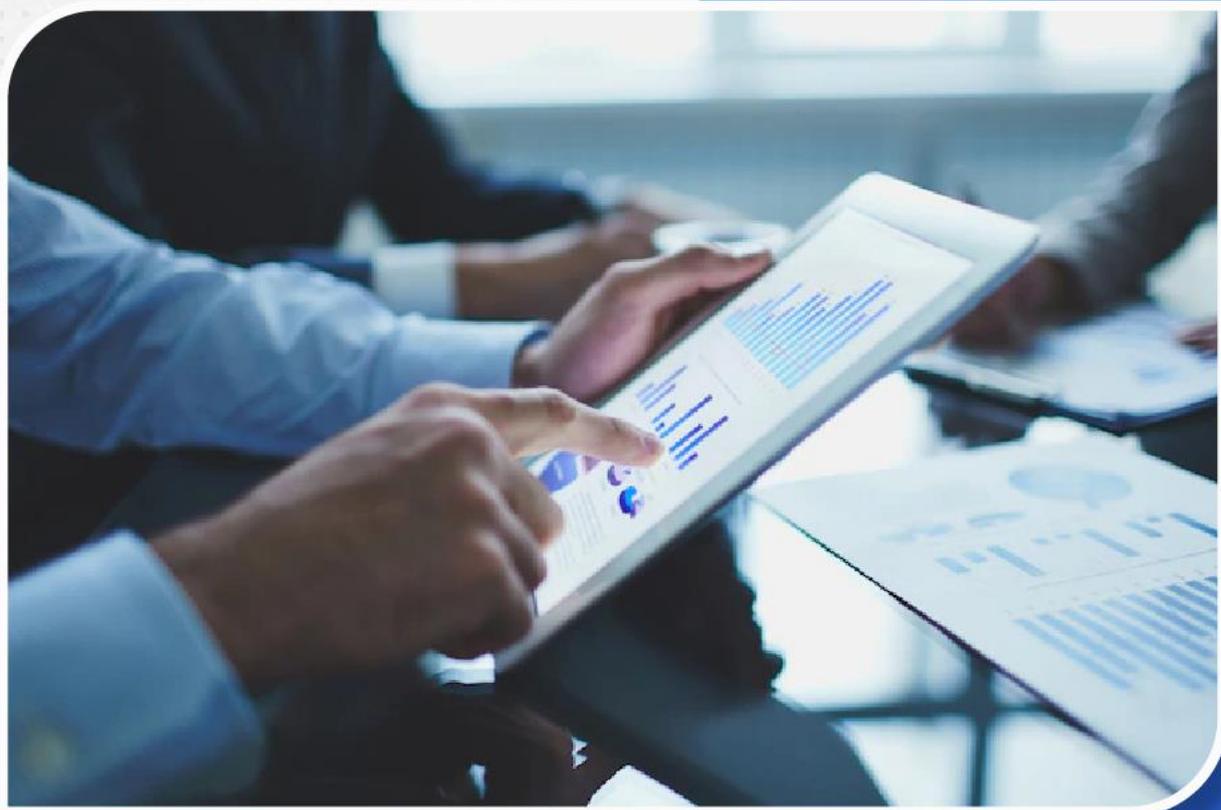


सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
आज़ादी का
अमृत महोत्सव



CPGRAMS

Monthly Report

August 2022

Department of Administrative Reforms
and Public Grievances

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1. Introduction

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 4th monthly report seeks to provide a detailed analysis of types and categories of public grievances and the nature of disposal. Such an analysis has been done Category-wise, Ministry-wise, and efforts have been made to operationalize a comprehensive grievance redressal system. The CPGRAMS Monthly Reports for the month of May, June and July, 2022 have been shared with all Ministries/ Departments of the Government of India.

In a significant reform step, the standard redressal time for grievances has been brought down from 45 days to 30 days. This was possible due to the wide spread adoption of CPGRAMS ver 7.0 in the Central Secretariat.

A Grievance Redressal Index has been developed based on the Timely and Quality Disposal of grievances. To provide for a deeper analysis, Ministries/Departments have been divided into two groups based on the number of total grievances received by them. The period for the analysis is 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 being recorded.

The monthly report for the month of August contains a brief on the status of universalisation of CPGRAMS Version 7.0.

Your suggestions on the 4th edition of the CPGRAMS Monthly Report will be appreciated.

Secretary, DARPG

Key Highlights

1. PG Cases

- In August 2022, **79674 PG cases were received** on the CPGRAMS portal, **90287 PG cases were redressed** and there exists a **pendency of 91677 PG cases**. The pendency in the Central Secretariat has decreased from **102290 PG cases at the end of July, 2022** to **91677 PG cases at the end of August, 2022**
- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Central Board of Direct Taxes (Income Tax) and Department of Posts have received the maximum number of grievances in August, 2022

2. PG Appeals

- In August 2022, **19647 appeals were received** and **13977 appeals were disposed**. The Central Secretariat has a **pendency of 26973 of PG Appeals at the end of August, 2022**
- Ministry of Cooperation, Department of Health and Family Welfare, Ministry of Corporate Affairs and Central Board of Direct Taxes (Income Tax) have the maximum pendency of appeals at the end of August, 2022

3. Grievance Redressal Index

- Unique Identification Authority of India and Ministry of Labour and Employment are the top performers in the Grievance Redressal Index among the Group A for August, 2022
- Department of Financial Services (Pension Reforms) and Ministry of Drinking Water and Sanitation are the top performers in the Grievance Redressal Index among the Group B for August, 2022

4. Pendency

- **21 Ministries/Departments** have more than **1000 pending grievances** as on 25th August, 2022
- **Department of Health and Family Welfare (14324)** and **Central Board of Direct Taxes (Income Tax) (8012)** have the highest number of grievances pending for **more than 30 days**

5. Grievances in Corruption Category

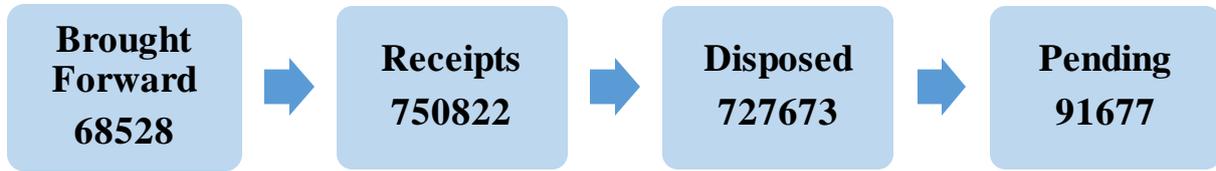
- Department of Financial Service (Banking Division) has the highest number of PG cases under the corruption category with **1088 pending grievances**

6. Universalisation of CPGRAMS 7.0

- A campaign was launched by DARPG in June, 2022 to on board all the Central Ministries/Departments. A total of **81 Ministries/Departments** have been on boarded on CPGRAMS 7.0
- Adoption of CPGRAMS 7.0 has brought down the Average Closing Time for Ministries/Departments.

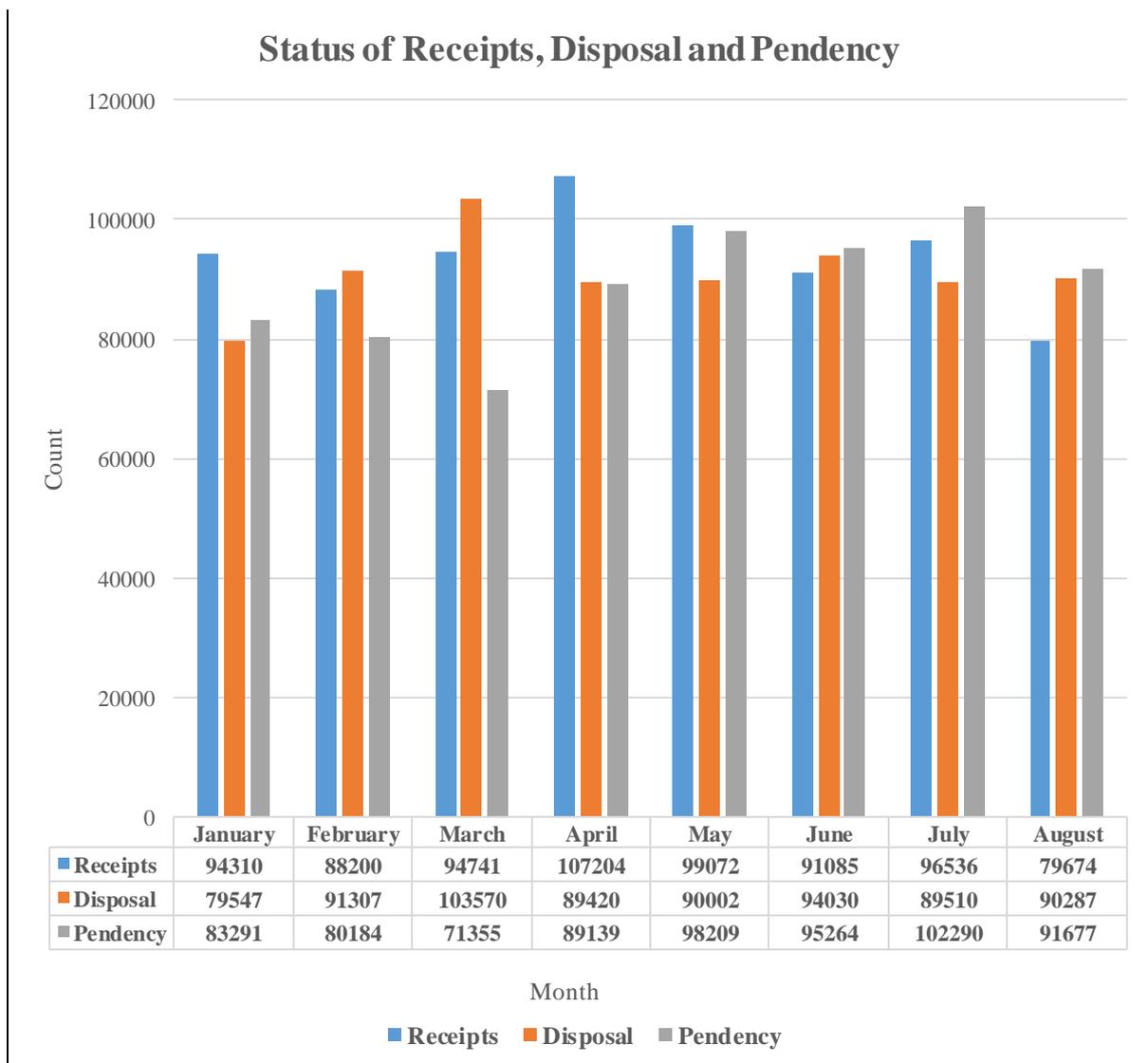
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/08/2022)

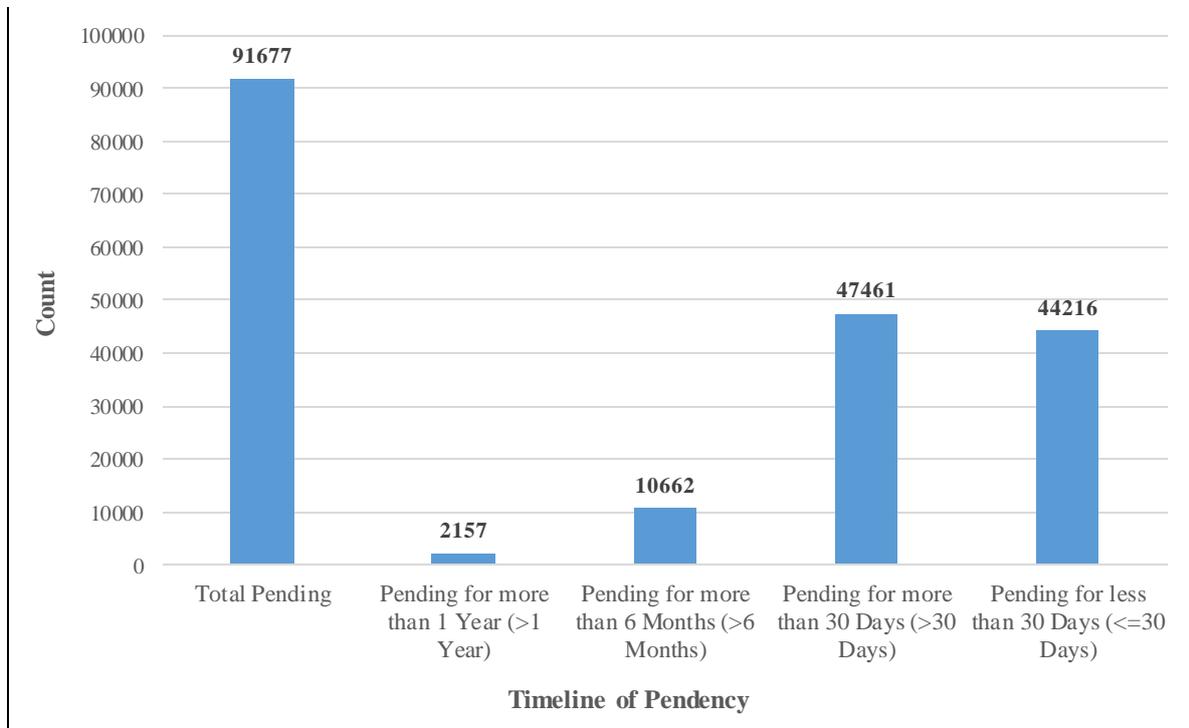
2.2. Month-wise Status of Grievances on CPGRAMS



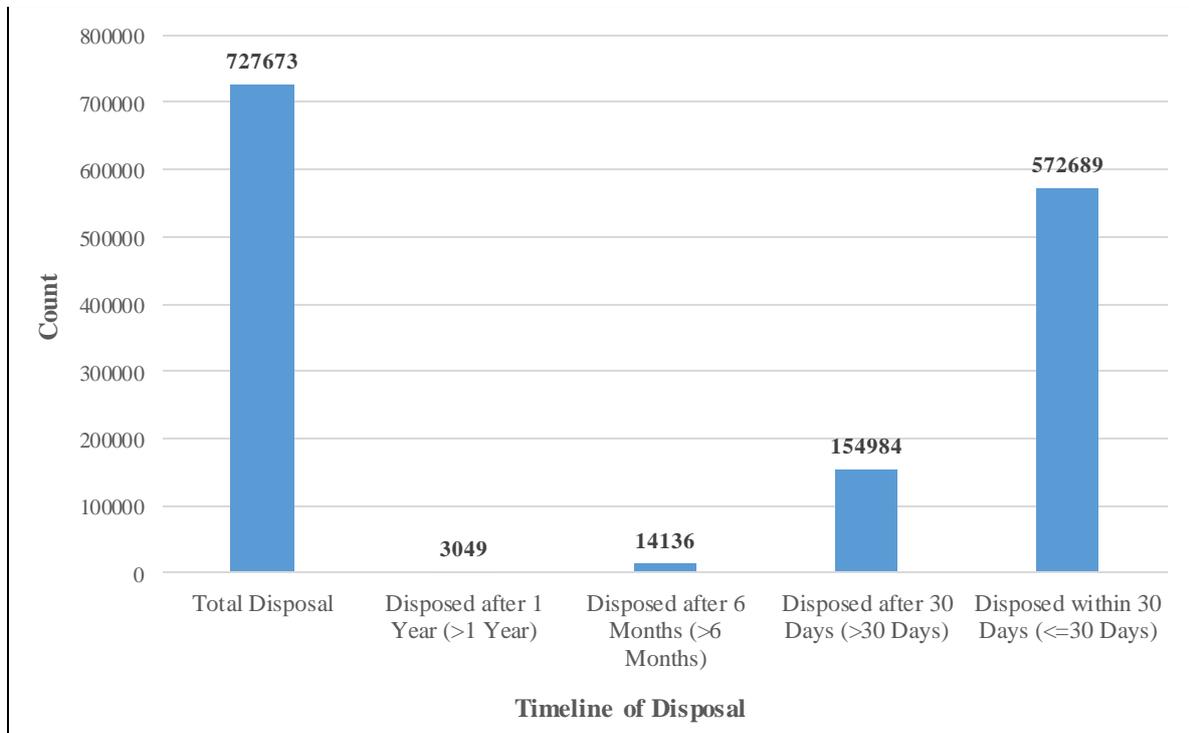
(Time Period: 01/01/2022 to 25/08/2022)

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/08/2022)

4. Universalisation of CPGRAMS 7.0

The CPGRAMS reforms envisage to provide efficient and user-friendly grievance lodging interface by enabling categorization, auto forwarding of the grievances to the last mile officers and ensuring quality redressal. The CPGRAMS version 7.0 was launched on a pilot basis in the Department of Posts on 25th September 2019. The Department of Posts has mapped 1.5 lakh post offices. As a result, the disposal time came down by 7 to 10 days per grievance.

Post the successful implementation of CPGRAMS 7.0 in Top 20 Ministries, Universalization of CPGRAMS 7.0 campaign was launched in June, 2022 to on board all the Central Ministries and Departments, at the earliest. As of now, 81 Ministries and Departments have been on boarded on version 7.0.

Objectives

- Form a bottom-up approach to map the last mile officer
- Reduce disposal time by auto forwarding of grievances
- Build robust mapping of end line officers
- Capacity building of GROs for efficient redressal
- Revamp method of data collection

Features

- User friendly grievance categories for simplicity
- Delegate responsibilities and extend mapping levels of GROs
- Capture inputs from citizens for quality redressal
- Provision of monitoring rights to nodal officers
- Flagging of urgent grievances
- Horizontal forwarding across Ministries/Departments

The stipulated time limit for disposal of Public Grievances in CPGRAMS has been reduced from 45 days to 30 days. Over the past five years, on an average 19 lakh grievances were received on the CPGRAMS portal.

5. 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 **1st March, 2022** to **25th August, 2022**. The GRI developed for the month of August has been slightly modified after consultation with the Ministry of Statistics and Programme Implementation. The following modifications have been made:

- The weightage given to the Timely Disposal of Grievances has been redistributed
- Parameter 1, 2 and 5 have been pegged against the Total Grievances received by the respective Ministry/Department

Ministries/Departments have been categorized into two groups based on the number of grievances received to enable a fair comparison; 1st Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e. ≥ 2500) whilst 2nd group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e. < 2500)

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.

Revised 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 30 Days to the Total Grievances Received	Positive	20%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	20%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	30%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	20%
5		Percentage of Appeals Filed to the Total Grievances Received	Negative	10%
Total Weightage				100%

5.1. Ranking of Ministries/Departments – Group A

(Ministries/Departments with Total Grievances **more than 2500**)

S. No.	Name of Ministry/Department	Total Grievances	Percentage	Rank
1	Unique Identification Authority of India	6267	62.60%	1
2	Ministry of Labour and Employment	73043	60.05%	2
3	Department of Posts	28740	58.63%	3
4	Ministry of External Affairs	9226	57.72%	4
5	Ministry of Petroleum and Natural Gas	9503	57.59%	5
6	Ministry of Housing and Urban Affairs	15895	56.81%	6
7	Department of Defence Finance	11428	55.79%	7
8	Ministry of Railways (Railway Board)	27761	55.29%	8
9	Department of Science and Technology	4574	54.80%	9
10	Ministry of Electronics & Information Technology	3993	54.79%	10
11	Department of Agriculture and Farmers Welfare	14805	54.64%	11
12	Department of Financial Services (Insurance Division)	12634	53.96%	12
13	Department of Ex Servicemen Welfare	6120	53.92%	13
14	Ministry of Women and Child Development	2607	53.77%	14
15	Department of Justice	7180	53.09%	15
16	Department of Expenditure	3130	52.43%	16
17	Ministry of Home Affairs	22204	51.81%	17
18	Department of Commerce	2615	51.44%	18
19	Department of Consumer Affairs	8485	51.31%	19
20	Department of Financial Services (Banking Division)	95125	51.03%	20
21	Department of Telecommunications	27011	51.00%	21
22	Department of School Education and Literacy	10684	50.89%	22
23	Ministry of Civil Aviation	5816	50.37%	23
24	Ministry of Corporate Affairs	9819	49.26%	24
25	Ministry of Road Transport and Highways	13670	48.70%	25
26	Department of Defence	8065	47.37%	26
27	Department of Higher Education	11204	46.99%	27
28	Department of Personnel and Training	18929	45.99%	28
29	O/o the Comptroller & Auditor General of India	6237	45.57%	29
30	Department of Economic Affairs ACC Division	2959	45.38%	30
31	Ministry of Information and Broadcasting	2701	44.81%	31
32	Department of Military Affairs	4301	44.11%	32
33	Central Board of Direct Taxes (Income Tax)	36223	43.52%	33
34	Central Board of Indirect Taxes and Customs	7963	39.85%	34
35	Department of Rural Development	5763	39.74%	35
36	Department of Revenue	9727	36.50%	36
37	Department of Social Justice and Empowerment	4028	29.64%	37
38	Ministry of Cooperation	23344	29.63%	38
39	Department of Health & Family Welfare	24345	28.09%	39

5.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances **less than 2500**)

S. No.	Name of Ministry/Department	Total Grievances	Percentage	Rank
1	Department of Financial Services (Pension Reforms)	1333	58.31%	1
2	Ministry of Drinking Water and Sanitation	1357	57.87%	2
3	NITI Aayog	849	56.64%	3
4	Department of Land Resources	752	56.14%	4
5	Ministry of Tourism	894	55.95%	5
6	Department of Legal Affairs	2375	55.90%	6
7	Ministry of Panchayati Raj	2339	55.55%	7
8	Department of Health Research	685	53.08%	8
9	Ministry of Water Resources, River Development & Ganga Rejuvenation	1124	52.86%	9
10	Department of Pharmaceutical	364	52.75%	10
11	Department of Public Enterprises	392	52.73%	11
12	Department of Food and Public Distribution	2169	52.54%	12
13	Department for Promotion of Industry and Internal Trade	1031	52.29%	13
14	Department of Defence Research and Development	725	52.13%	14
15	Department of Empowerment of Persons with Disabilities	1087	52.01%	15
16	Ministry of Development of North Eastern Region	91	51.98%	16
17	Ministry of Food Processing Industries	1130	51.84%	17
18	Ministry of New and Renewable Energy	449	51.07%	18
19	Department of Youth Affairs	456	50.77%	19
20	Department of Defence Production	1113	50.65%	20
21	Ministry of Parliamentary Affairs	981	50.39%	21
22	Ministry of Steel	586	50.38%	22
23	Ministry of Culture	1254	49.87%	23
24	Department of Bio Technology	193	49.72%	24
25	Ministry of Environment, Forest and Climate Change	2273	49.65%	25
26	Ministry of Ayush	1078	49.60%	26
27	Ministry of Power	2465	49.29%	27
28	Department of Agriculture Research and Education	1205	49.07%	28
29	Ministry of Mines	1272	48.81%	29
30	Ministry of Textiles	799	48.74%	30
31	Department of Heavy Industry	630	48.39%	31
32	Department of Sports	649	48.22%	32
33	Department of Scientific & Industrial Research	1508	48.07%	33
34	Ministry of Coal	1932	47.78%	34
35	Department of Fisheries	219	47.53%	35
36	Department of Fertilizers	324	47.13%	36
37	Department of Chemicals and Petrochemicals	264	46.79%	37
38	Ministry of Micro Small and Medium Enterprises	1319	46.25%	38

S. No.	Name of Ministry/Department	Total Grievances	Percentage	Rank
39	Department of Animal Husbandry, Dairying	902	46.22%	39
40	Department of Investment & Public Asset Management	565	45.55%	40
41	Ministry of Tribal Affairs	606	45.21%	41
42	Ministry of Skill Development and Entrepreneurship	1321	44.05%	42
43	Department of Official Language	144	43.57%	43
44	Ministry of Minority Affairs	1048	42.47%	44
45	Ministry of Statistics and Programme Implementation	218	42.43%	45
46	Ministry of Earth Sciences	338	42.16%	46
47	Department of Space	313	41.96%	47
48	Ministry of Shipping	876	40.65%	48
49	Legislative Department	580	39.79%	49
50	Department of Atomic Energy	794	36.31%	50

6. Performance of Ministries/Departments on CPGRAMS Portal

- Department of Financial Services (Banking Division) stands at the top of the list of Ministry/Departments with maximum receipt of grievances in August, with 10329 receipts whilst the Ministry of Labour and Employment is at second with 9394 receipts. Central Board of Direct Taxes (Income Tax) closes the Top 3 list with 4782 receipts, approximately half the number of Top 2 Ministry/Department
- Ministry of Cooperation with 2140 receipts and Ministry of Housing and Urban Affairs with 2013 receipts close out the list of Top 10 in the aforementioned category
- Ministry of Cooperation disposed of the maximum number of grievances in August with a staggering count of 16883 disposals followed by the Department of Financial Services (Banking Division) at 11025 disposals
- Department of Telecommunications close the list of Top 5 with 3703 disposals whilst the Ministry of Road Transport and Highway closes the Top 10 with 1751 disposals
- Department of Health and Family Welfare has the maximum number of pending cases with 16806 grievances pending disposal. The Department of Social Justice and Empowerment stands at 5th place with 3632 grievances pending disposal, the Department of Revenue at 8th place with 2813 grievances pending disposal, and with Department of Railways closing the Top 10 with 2248 grievances pending disposal
- Department of Health and Family Welfare and Central Board of Direct Taxes (Income Tax), the Top 2 Ministry/Departments alone contribute to 31.97% of Total Pendency. 21 Ministries/Departments in total have more than 1000 pending grievances as of 25th August, 2022

7. Corruption related Grievances on CPGRAMS Portal

- A total of 46627 grievances have been received this year alone under the Corruption category with the total number of grievances standing at 59488 (which includes the brought forward cases from the past year as well)
- 48011 grievances out of the sum total stands disposed, whereas 11477 grievances are still pending disposal
- Department of Financial Services (Banking Division) received the maximum number of grievances under the aforementioned category of corruption, with the Department recording 14934 receipts this year, whilst the Department of Financial Services (Insurance Division) secured 2nd position with a distant number of 3306 receipts this year alone. Department of Personnel and Training close out the Top 3 with the Department recording 2223 receipts
- Other Ministry/Department in the list include the Department of Science and Technology at 5th position with 1831 receipts, O/o the Comptroller and Auditor General of India at 6th position with 1784 receipts and Department of Food and Public Distribution at 9th position with 1005 receipts
- Pendency analysis shows that the Department of Financial Services (Banking Division) has the maximum number of corruption category cases pending disposal with the number standing at 1088 grievances
- Department of Health and Family Welfare has 260 grievances pending disposal, approximately 59.90% cases pending of the total grievances registered
- Other Ministry/Department in the list include the Department of Rural Development at 4th position with 163 corruption category grievances pending disposal, the Ministry of Skill Development and Entrepreneurship at 8th position with 99 grievances pending disposal, whilst the Department of Defence close out the Top 10 with 86 disposals pending

8. Average Closing Time of Grievances on CPGRAMS Portal

- After the adoption of CPGRAMS 7.0, the Average Closing Time of Grievances has subsequently reduced in the Ministries/Departments
- Ministry/Departments contributing to Top 10 list with highest average closing time starts with an average closing time of 165 days (against 2938 disposed of grievances) for the Department of Legal Affairs and closes with a disposal time of 58 days (against 9670 disposed of grievances) for Department of Revenue

- Out of the aforementioned Top 10 Ministry/Departments, 5 have shown an improvement in average closing time, with major improvements by the Department of Legal Affairs with a cut down of 18 days and Department of Space with a cut down of 11 days
- Average Closing Time of 4 Ministry/Departments have slipped in August, with major slips recorded for Legislative Department of 34 Days and Ministry of Cooperation of 25 days. Central Board of Direct Taxes (Income tax) maintains an average closing time of 59 days, against the disposal of 32482 grievances
- Ministry of Food Processing Industries with an average closing time of 5 days (against 1389 disposed of grievances) and Department of Expenditure with an average closing time of 7 days (against 4217 disposed of grievances) form the Top 2 of the list of Ministry/Departments with Lowest average closing time i.e. closing grievances in the minimum time possible
- Department of Chemicals and Petrochemicals closes the Top 5 with an average closing time of 7 days (against 325 disposed of grievances) whilst Ministry of Parliamentary Affairs with a closing time of 8 days (against 1827 disposed of grievances) and Ministry of Mines with a closing time of 8 days (against 1576 disposed of grievances) finish at 9th and 10th position respectively

9. Public Grievance Officers on CPGRAMS Portal

- Number of Public Grievance officers mapped onto the CPGRAMS portal in August has increased, this can be attributed to the “Universalization of CPGRAMS” under a massive reforms activity undertaken by the Department of Administrative Reforms and Public Grievances
- 75476 PG Officers from both Centre as well as State whereas, 43960 Central PG Officers are mapped onto CPGRAMS Portal
- Department of Rural Development has the maximum number of PG officers mapped onto the Portal with 9002 mappings, followed by the Central Board of Direct Taxes (Income Tax) at 8412 mappings, and the Department of Defence at 3545 mappings
- Department of Posts with 1118 CPGRAMS mappings, and Ministry of Labour and Employment with 1104 mappings close the list of Top 10, with the former securing 9th position and latter securing the 10th position

10. Action Taken Reports (ATR) on Closed Grievances

- Disposed of Grievances can be categorized into 3 levels namely Fully Resolved, Partially Resolved and Pending Resolution in the ATR Format Disposal
- For the disposed of grievances categorized as Fully Resolved, the range varies from as high as 86544 Fully Resolved Grievances for the table topper Department of Financial Services (Banking Division) to a number of 11263 Fully Resolved grievances on the lower spectrum for the Ministry of Petroleum and Natural Gas closing the list of Top 10
- Ministry of Labour and Employment has the maximum number of grievances categorized as Partially Resolved with the number standing at 66947 grievances with the Central Board of Direct Taxes (Income Tax) occupying the subsequent 2nd position categorizing only 24839 grievances as Partially Resolved
- The Top 10 list under the aforementioned category closes with the Department of Higher Education with 2140 cases categorized as Partially Resolved
- Ministry of Railways (Railway Board) have the highest number of ATR format marked as Pending Resolution with the number standing at 5276 grievances

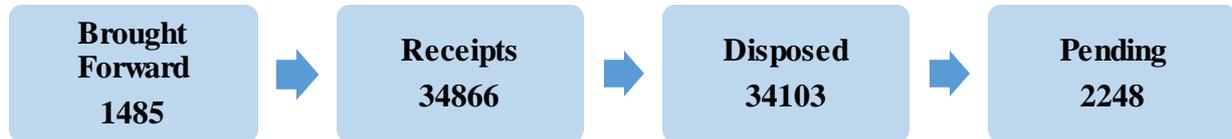
11. Appeal Status on CPGRAMS Portal

- Department of Financial Services (Banking Division) with 16941 appeals receipts during this year, Ministry of Labour and Employment with 11709 appeal receipts and Department of Telecommunication with 8166 appeal receipts form the Top 3 of Ministry/Departments with a maximum number of receipts of appeal during 2022. Department of Financial Services (Insurance Division) with 2025 receipts closes out the list of Top 10
- Ministry of Cooperation disposed of 0 appeals whilst Department of Health and Family Welfare disposed of a mere 5 appeals out of a total of 2488 and Ministry of Corporate Affairs disposed of a mere 57 appeals out of a total of 2356 grievances
- Department of Atomic Energy has received the maximum number of appeals against the disposed of grievances with a 50.70 % rate against 862 disposed of grievances
- Other Ministry/Departments in the Top 10 include the Department of Heavy Industries at 4th position with 28.61% rate against 706 disposed of grievances, Department of Food and Public Distribution at 5th position with 27.29% rate against 2913 disposed of grievances and Department of Empowerment of Persons with Disabilities at 6th position with 26.03% rate against 1460 disposed of grievances

12. Root Cause Analysis of Select Ministries/Departments

12.1. Ministry of Railways

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **1914 PG Officers** are mapped from the Ministry of Railways on CPGRAMS
- The Average Closing Time for the Ministry showed an increasing trend from **11 Days** (January) to **14 Days** (August)
- For the month of August, the Ministry of Railways stood at **8th** position among Group A with a total score of **55.29%**
- **12.66%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

General

- Payment not released despite completion of tenders/contracts
- Requests to re-start the concession given by Railways to senior citizens
- Delay/Incorrect/Non-receipt of pension amount

Quality of Service Related

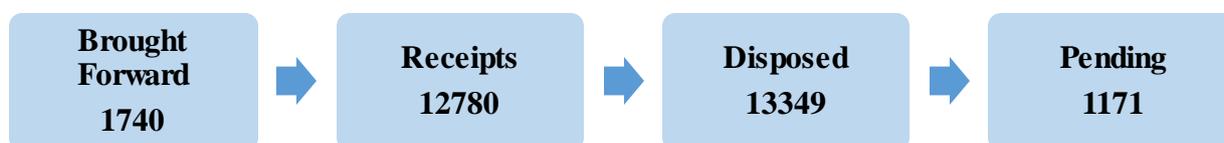
- Lack of basic amenities such as toilet facilities, drinking water, good lighting, etc. at railway stations
- Lack of hygiene/poor state of toilets, non-working charging sockets, etc. in train resulting in difficulties for passengers
- Concerns around lack of/poor state of infrastructure such as dilapidated/unsafe overhead bridge/underpass/crossing, parking lots, entrance roads to railway station, etc.

Issues related to Introduction/Extension/Stoppage of trains

- Requests for introduction of new trains along certain routes/re-introduction of now cancelled trains
- Requests for halt/stoppage at certain stations along the existing train route to cater to local population
- Requests for extension of existing routes on either ends for better coverage

12.2. Department of Defence Finance

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **486 PG Officers** are mapped from the Department of Defence Finance on CPGRAMS
- The Average Closing Time for the Department showed a decreasing trend from **43 Days** (January) to **28 Days** (August)
- For the month of August, the Department of Defence Finance stood at **7th** position among Group A with a total score of **55.79%**
- **12.21%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

General

- Principal Controller of Defence Accounts (PCDA) office not providing satisfactory/providing poor resolution
- Issues raised by specially abled citizens such as non-commencement of disability pension, amount discrepancies, etc.
- Incorrect tax/no tax being deducted on back of discrepancies around SPARSH portal

Pay and Allowance Related

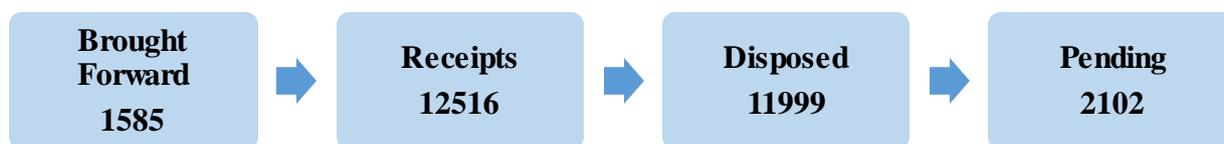
- Discrepancies around basic pay where basic pay requires revision for correction
- Non-implementation of new rules resulting in non-availment/receipt of benefits
- Requests for adjustment/credit of various allowances such as training allowance, transport allowance, etc.

Pension Related

- Delay/non-receipt of pension and arrears
- Incorrect pension credited/amount due
- Requests for revision of service pension as per 7th CPC
- Family pension/disability pension not yet commenced

12.3. Department of Higher Education

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **432 PG Officers** are mapped from the Department of Higher Education on CPGRAMS
- The Average Closing Time for the Department showed a decreasing trend from **34 Days** (January) to **30 Days** (August)
- For the month of August, the Department of Higher Education stood at **27th** position among Group A with a total score of **46.99%**
- **18.93%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

General

- Not enough support to teachers from UGC, AICTE and universities not following their norms
- Non receipt/delays in disbursement of scholarship/fellowship amount
- Poor planning by colleges for on-boarding of students after COVID-19 such as accommodation issues, no proper exam dates given, etc.

Exam and Results Related

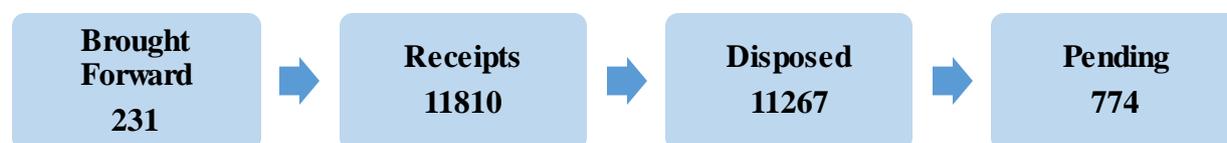
- Results of exams/assignments/re-evaluations, etc. not declared/withheld by universities resulting in loss of students
- Issues with IGNOU such as evaluation issues, grade card missing marks, marks not updated, staff not providing help, etc.
- Universities giving late/not giving mark sheets/certificates/degrees causing inconvenience to students in further work/loss of opportunities

Fee Related

- College/University not refunding fees such as academic fee, hostel fee, semester fee, etc. after cancellation of admission within time, thereby breaching UGC guidelines
- College/University charging unnecessary fees such as Hostel fees, Mess Fees, Sports fees, etc. despite study from home/online situation on back of COVID pandemic
- Change of rules/norms resulting in increased amount for services such as accommodation without any prior notice

12.4. Ministry of Corporate Affairs

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **93 PG Officers** are mapped from the Ministry of Corporate Affairs on CPGRAMS
- The Average Closing Time for the Ministry showed an increasing trend from **6 Days** (January) to **9 Days** (August)
- For the month of August, the Ministry of Corporate Affairs stood at **24th** position among Group A with a total score of **49.26%**
- **20.91%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

General

- Grievances in regards to serious fraud/scams/unethical practices by corporates
- Delays in investigations and allegations against functioning of SFIO

Investors Grievances

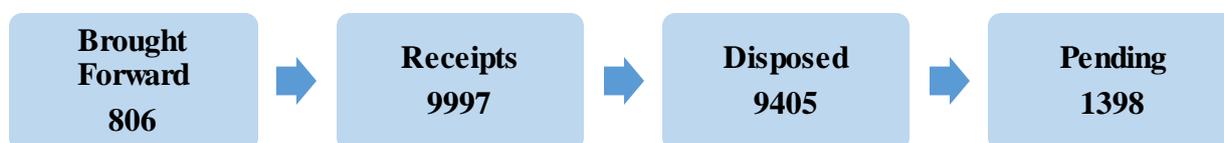
- Non-payment/non-receipt of matured deposit
- Non issuance of interest on late payments to investors
- Incorrect/Non-receipt of dividend amount

Technical Matters - MCA-21 (e-Governance)

- Citizen/investor facing technical difficulties with MCA portal
- Poor resolution/poor services being provided by the concerned resolution officials leading to several difficulties being faced by citizen/investor

12.5. Department of Consumer Affairs

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **49 PG Officers** are mapped from the Department of Consumer Affairs on CPGRAMS
- The Average Closing Time for the Department showed an increasing trend from **16 Days** (January) to **22 Days** (August)
- For the month of August, the Department of Consumer Affairs stood at **19th** position among Group A with a total score of **51.31%**
- **9.49%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

National Consumer Helpline Related

- Poor service delivery by E-commerce companies
- Concerns/Complaints against genuine looking ecommerce fraud websites with payment gateway running over internet
- Poor service/disposal by Consumer Helpline

Consumer Protection Unit Related

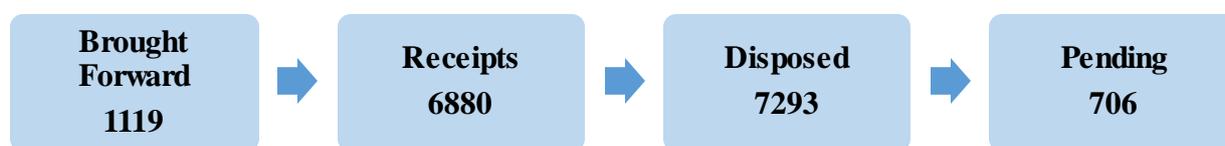
- Complaints against cab companies for exploitative practices in form of high amount of excess charge (on completion of trip) on top of approximate charge shown at start of trip
- Difficulties/didn't receive refunds on back of damaged product/wrong product/poor quality product/cancellation of order/incomplete order
- Complaints of citizen against UPI payment gateway on back of alleged discrepancy in payment status/refund status between service provider and UPI services provider
- Complaints against Internet service providers for poor quality of service i.e. not getting the promised benefits such as internet speed, etc.
- Complaints against small kiraana stores for indulging in health hazardous activities such as adulteration, etc.

Price Monitoring Cell Related

- Citizen being charged extra money, over the M.R.P

12.6. Ministry of Civil Aviation

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **301 PG Officers** are mapped from the Ministry of Civil Aviation on CPGRAMS
- The Average Closing Time for the Ministry showed an increasing trend from **36 Days** (January) to **50 Days** (August)
- For the month of August, the Ministry of Civil Aviation stood at **23rd** position among Group A with a total score of **50.37%**
- **17.32%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

General

- Requests to increase the frequency of flights along certain routes and revisit/revise the high prices

Airlines Related

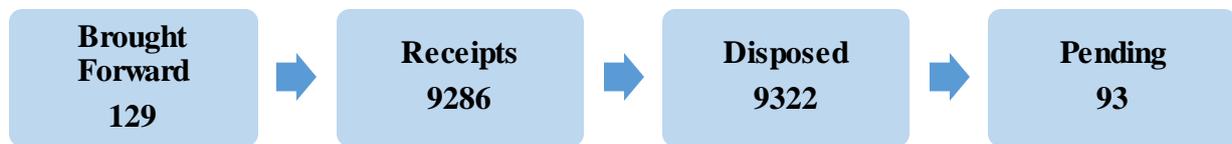
- Discrepancies around refund amount on cancelled flights as airlines report amount refunded to travel agencies through which flight had been booked however the same has not reached citizen
- Poor cargo services provided by airlines such as delayed baggage, damaged baggage due to mishandling by service providers, baggage misplaced by airlines, etc.
- Poor airport services by airlines such as rude behaviour by staff, etc.
- Poor responses/No response/Incorrect information provided by Air India Call Centre

Passenger Harassment

- Sudden/multiple cancellation/re-scheduling of flights resulting in pain and financial loss to citizen
- Boarding denied to passengers on back of discrepancies around RT-PCR report such as timing of report, issuing hospital, etc.
- Facilities in lieu of the amount charged not provided by the airlines such as compromised passenger comfort, meal services not provided despite payment, different seat provided despite paying for a specific seat, broken seats, etc.

12.7. Department of Justice

Status of Grievances Received



(Time Period: 01/01/2022 to 25/08/2022)

- A total of **8 PG Officers** are mapped from the Department of Justice on CPGRAMS
- The Average Closing Time for the Department showed an increasing trend from **3 Days** (January) to **5 Days** (August)
- For the month of August, the Department of Justice stood at **15th** position among Group A with a total score of **53.09%**
- **6.04%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

General

- Difficulties in obtaining certified copy of orders

Corruption Related

- Favourable judgement secured by allegedly bribing the judge
- Bribe demand by various officials to process the case such as securing dates for hearing, etc.

Delay in Cases Related

- Delay in implementation/execution of final judgement by court related
- Huge delay in court proceedings, also resulting in accumulation of pending cases

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: 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)	8021	112759	120780	113575	7205
2	Ministry of Labour and Employment	4062	86562	90624	87131	3493
3	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512
4	Department of Posts	2458	35092	37550	35504	2046
5	Ministry of Railways (Railway Board)	1485	34866	36351	34103	2248
6	Department of Telecommunications	1496	33222	34718	33529	1189
7	Ministry of Home Affairs	1501	27947	29448	27654	1794
8	Department of Health and Family Welfare	5023	21677	26700	9894	16806
9	Department of Personnel and Training	6759	19679	26438	23537	2901
10	Ministry of Cooperation	2771	20899	23670	17615	6055

Annexure 1.2.: Maximum Number of Receipts

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8021	112759	120780	113575	7205
2	Ministry of Labour and Employment	4062	86562	90624	87131	3493
3	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512
4	Department of Posts	2458	35092	37550	35504	2046
5	Ministry of Railways (Railway Board)	1485	34866	36351	34103	2248
6	Department of Telecommunications	1496	33222	34718	33529	1189
7	Ministry of Home Affairs	1501	27947	29448	27654	1794
8	Department of Health and Family Welfare	5023	21677	26700	9894	16806
9	Ministry of Housing and Urban Affairs	880	21144	22024	20275	1749
10	Ministry of Cooperation	2771	20899	23670	17615	6055

Annexure 1.3.: Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8021	112759	120780	113575	7205
2	Ministry of Labour and Employment	4062	86562	90624	87131	3493
3	Department of Posts	2458	35092	37550	35504	2046
4	Ministry of Railways (Railway Board)	1485	34866	36351	34103	2248
5	Department of Telecommunications	1496	33222	34718	33529	1189
6	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512
7	Ministry of Home Affairs	1501	27947	29448	27654	1794
8	Department of Personnel and Training	6759	19679	26438	23537	2901
9	Ministry of Housing and Urban Affairs	880	21144	22024	20275	1749
10	Ministry of Cooperation	2771	20899	23670	17615	6055

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 1.4.: Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Health and Family Welfare	5023	21677	26700	9894	16806
2	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512
3	Department of Financial Services (Banking Division)	8021	112759	120780	113575	7205
4	Ministry of Cooperation	2771	20899	23670	17615	6055
5	Department of Social Justice and Empowerment	1180	3505	4685	1053	3632
6	Ministry of Labour and Employment	4062	86562	90624	87131	3493
7	Department of Personnel and Training	6759	19679	26438	23537	2901
8	Department of Revenue	2470	10013	12483	9670	2813
9	Department of Defence	1547	8466	10013	7764	2249
10	Ministry of Railways (Railway Board)	1485	34866	36351	34103	2248

Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Health and Family Welfare	5023	21677	26700	9894	16806
2	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512
3	Department of Financial Services (Banking Division)	8021	112759	120780	113575	7205
4	Ministry of Cooperation	2771	20899	23670	17615	6055
5	Department of Social Justice and Empowerment	1180	3505	4685	1053	3632
6	Ministry of Labour and Employment	4062	86562	90624	87131	3493
7	Department of Personnel and Training	6759	19679	26438	23537	2901
8	Department of Revenue	2470	10013	12483	9670	2813
9	Department of Defence	1547	8466	10013	7764	2249
10	Ministry of Railways (Railway Board)	1485	34866	36351	34103	2248
11	Department of Higher Education	1585	12516	14101	11999	2102
12	Department of Posts	2458	35092	37550	35504	2046
13	Ministry of Home Affairs	1501	27947	29448	27654	1794
14	Ministry of Housing and Urban Affairs	880	21144	22024	20275	1749
15	Department of Rural Development	564	6474	7038	5295	1743
16	Department of School Education and Literacy	988	12633	13621	12140	1481
17	Department of Consumer Affairs	806	9997	10803	9405	1398
18	Ministry of Road Transport and Highways	1045	15919	16964	15648	1316
19	Department of Telecommunications	1496	33222	34718	33529	1189
20	Department of Defence Finance	1740	12780	14520	13349	1171
21	Ministry of Petroleum and Natural Gas	684	11594	12278	11210	1068

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 30 Days
1	Department of Health and Family Welfare	5023	21677	26700	9894	16806	14324
2	Central Board of Direct Taxes (Income Tax)	7762	37232	44994	32482	12512	8012
3	Ministry of Cooperation	2771	20899	23670	17615	6055	5198
4	Department of Social Justice and Empowerment	1180	3505	4685	1053	3632	3099
5	Department of Revenue	2470	10013	12483	9670	2813	1977
6	Department of Personnel and Training	6759	19679	26438	23537	2901	1968
7	Department of Defence	1547	8466	10013	7764	2249	1731
8	Ministry of Home Affairs	1501	27947	29448	27654	1794	886
9	Department of Higher Education	1585	12516	14101	11999	2102	785
10	Department of Rural Development	564	6474	7038	5295	1743	648

Annexure 2: Category-wise Pendency Status of Grievances for 23 Categories

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	State Government Related	380944	173992	554936	235677	319259
2	Others	94890	173413	268303	170906	97397
3	Other Central Government Related	59808	267825	327633	268266	59367
4	Police	62441	30583	93024	40025	52999
5	Quality Of Service / Civic Amenities	56538	130727	187265	135439	51826
6	Employee Related	32728	102507	135235	107885	27350
7	Housing	32994	10674	43668	16798	26870
8	Land Related Problems	28267	12960	41227	18664	22563
9	Covid-19 Related issues	21846	27472	49318	31660	17658
10	Education	16082	24300	40382	23942	16440
11	Financial Assistance	15208	3295	18503	7023	11480
12	Allegation of Corruption / Malpractices	12861	46627	59488	48011	11477
13	Labour Issues	10236	30991	41227	33058	8169
14	Implementation of Schemes	8312	6042	14354	7589	6765
15	Financial Services	7665	73756	81421	74740	6681
16	Harassment/Atrocities	5607	8733	14340	9821	4519
17	Agriculture	4835	1706	6541	2793	3748
18	Suggestion	3711	6512	10223	7080	3143
19	Legal Matters/Judiciary	2367	1292	3659	2005	1654
20	Railway	1933	14538	16471	14924	1547
21	External Affairs/Overseas Affairs	1317	11359	12676	11131	1545
22	Environment Issues / Animal Welfare / Forest Conservation	1411	451	1862	840	1022
23	Urban Development	300	346	646	441	205

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 3: Pendency Status of Grievances of Ministries / Departments for Select Category

Annexure 3.1.: 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)	831	14934	15765	14677	1088
2	Department of Personnel and Training	315	2223	2538	2248	290
3	Department of Health and Family Welfare	116	318	434	174	260
4	Department of Rural Development	187	822	1009	846	163
5	Department of Social Justice and Empowerment	43	489	532	413	119
6	Department of Posts	128	1840	1968	1858	110
7	Department of Consumer Affairs	169	1294	1463	1364	99
8	Ministry of Skill Development and Entrepreneurship	29	919	948	849	99
9	Ministry of Railways (Railway Board)	45	886	931	837	94
10	Department of Defence	50	247	297	211	86

Annexure 4: Average Closing Time

Annexure 4.1.: 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	2938	165
2	Ministry of Cooperation	17612	126
3	Legislative Department	599	114
4	Department of Health and Family Welfare	9894	99
5	Department of Space	329	80
6	Department of Social Justice and Empowerment	1053	65
7	Department of Atomic Energy	862	63
8	Department of Military Affairs	4764	62
9	Central Board of Direct Taxes (Income Tax)	32482	59
10	Department of Revenue	9670	58

Annexure 4.2.: 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	1389	5
2	Department of Expenditure	4217	7
3	Department of Food and Public Distribution	2913	7
4	Department of Financial Services (Pension Reforms)	2062	7
5	Department of Chemicals and Petrochemicals	325	7
6	Department of Agriculture and Farmers Welfare	17109	8
7	Ministry of Corporate Affairs	11267	8
8	Department of Science and Technology	4742	8
9	Ministry of Parliamentary Affairs	1827	8
10	Ministry of Mines	1576	8

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 5: Public Grievance Officers on CPGRAMS

Annexure 5.1.: 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	393	533
2	Level 2	5871	974	6845
3	Level 3	18361	855	19216
4	Level 4	20605	820	21425
5	Level 5	17412	441	17853
6	Level 6	7327	89	7416
7	Level 7	1633	36	1669
8	Level 8	462	2	464
9	Level 9	24	0	24
10	Level Not Assigned	31	0	31
Total		71866	3610	75476

Annexure 5.2.: Bifurcation of Central PG Officers among different levels

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Level 1	102	204	306
2	Level 2	3550	666	4216
3	Level 3	7350	593	7943
4	Level 4	12466	512	12978
5	Level 5	11768	352	12120
6	Level 6	4851	82	4933
7	Level 7	1007	34	1041
8	Level 8	392	0	392
9	Level Not Assigned	31	0	31
Total		41517	2443	43960

Annexure 5.3.: 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	8643	359	9002
2	Central Board of Direct Taxes (Income Tax)	7889	523	8412
3	Department of Defence	3447	98	3545
4	Central Board of Indirect Taxes and Customs	2303	44	2347
5	Ministry of Housing and Urban Affairs	2090	195	2285
6	Ministry of Railways (Railway Board)	1779	135	1914
7	Department of Financial Services (Banking Division)	1210	191	1401
8	Department of Telecommunications	1197	136	1333
9	Department of Posts	1080	38	1118
10	Ministry of Labour and Employment	938	166	1104

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 6: Status of Action Taken Report (ATR)

Annexure 6.1.: 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)	102330	86544	11778	4008
2	Ministry of Labour and Employment	86931	18585	66947	1399
3	Department of Posts	33574	32613	766	195
4	Ministry of Railways (Railway Board)	32387	17867	9244	5276
5	Department of Telecommunications	32316	24970	5775	1571
6	Central Board of Direct Taxes (Income Tax)	30796	5795	24839	162
7	Ministry of Housing and Urban Affairs	23284	19260	2891	1133
8	Department of Personnel and Training	17919	17110	548	261
9	Ministry of Cooperation	17036	16978	49	9
10	Department of Defence Finance	13837	13210	342	285

Annexure 7: Status of Appeals Filed on Closed Grievances

Annexure 7.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Ministry of Cooperation	0	4379	4379	0	4379
2	Department of Health and Family Welfare	1655	833	2488	5	2483
3	Ministry of Corporate Affairs	1129	1227	2356	57	2299
4	Central Board of Direct Taxes (Income Tax)	1029	3300	4329	2651	1678
5	Department of Financial Services (Banking Division)	2142	16941	19083	17902	1181
6	Department of Food and Public Distribution	357	438	795	0	795
7	Department of Personnel and Training	0	1333	1333	565	768
8	Ministry of Home Affairs	504	1242	1746	983	763
9	Ministry of Housing and Urban Affairs	0	2138	2138	1383	755
10	Ministry of Railways (Railway Board)	193	4125	4318	3603	715

Annexure 7.2.: 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	1026	862	437	50.70%
2	Department of Defence Production	1579	1458	629	43.14%
3	Central Board of Indirect Taxes and Customs	10266	9406	2780	29.56%
4	Department of Heavy Industry	759	706	202	28.61%
5	Department of Food and Public Distribution	2999	2913	795	27.29%
6	Department of Empowerment of Persons with Disabilities	1507	1460	380	26.03%
7	Department of Health and Family Welfare	26700	9894	2488	25.15%
8	Department of Telecommunications	34718	33529	8383	25.00%
9	Ministry of Cooperation	23670	17615	4379	24.86%
10	Ministry of Tourism	1192	1128	269	23.85%

(Time Period: 01/01/2022 to 25/08/2022)

For any Queries or Suggestions, kindly Contact the Undersigned:

Shri Satish Kerba Jadhav

Director – PG

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