



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

75
आज़ादी का
अमृत महोत्सव



CPGRAMS

Monthly Report September 2022

[Report Number 5 of 2022]

Department of Administrative Reforms
and Public Grievances

CONTENTS

1. Key Highlights	4
2. Review of Status of Disposal	6
2.1. Overview	6
2.2. Month-wise Status of Grievances on CPGRAMS	6
3. Age-wise Status of Grievances on CPGRAMS	7
3.1. Pendency	7
3.2. Disposal.....	7
4. Grievance Redressal Index.....	8
4.1. Ranking of Ministries/Departments – Group A.....	9
4.2. Ranking of Ministries/Departments – Group B	10
5. Performance of Ministries/Departments on CPGRAMS Portal	11
6. Corruption related Grievances on CPGRAMS Portal.....	12
7. Average Closing Time of Grievances on CPGRAMS Portal	13
8. Public Grievance Officers on CPGRAMS Portal	14
9. Action Taken Reports (ATR) on Closed Grievances	14
10. Appeal Status on CPGRAMS Portal	15
11. Root Cause Analysis of Select Ministries/Departments	16
11.1. Ministry of Petroleum and Natural Gas	16
11.2. Department of Defence	17
11.3. Unique Identification Authority of India	18
11.4. Department of Rural Development	19
11.5. Department of Drinking Water and Sanitation	20
11.6. Ministry of Panchayati Raj	21
11.7. Ministry of Tribal Affairs	22

Annexure 1: Performance of Ministries/Departments	23
Annexure 1.1.: Maximum Number of Total Grievances Received	23
Annexure 1.2.: Maximum Number of Receipts	23
Annexure 1.3.: Maximum Number of Disposals.....	23
Annexure 1.4.: Maximum Number of Pendency.....	24
Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances	24
Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days	25
 Annexure 2: Category-wise Pendency Status of Grievances for 23 Categories.....	25
 Annexure 3: Pendency Status of Grievances of Ministries / Departments for Select Category	26
Annexure 3.1.: Allegation of Corruption / Malpractices Category	26
 Annexure 4: Average Closing Time	26
Annexure 4.1.: Ministries/Departments with High Average Closing Time	26
Annexure 4.2.: Ministries/Departments with Low Average Closing Time.....	26
 Annexure 5: Public Grievance Officers on CPGRAMS	27
Annexure 5.1.: Bifurcation of PG Officers among different levels (Central + State).....	27
Annexure 5.2.: Bifurcation of Central PG Officers among different levels.....	27
Annexure 5.3.: Top 10 Ministries/Departments with Highest Number of Central PG Officers	27
 Annexure 6: Status of Action Taken Reports (ATR)	28
Annexure 6.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format .	28
 Annexure 7: Status of Appeals Filed on Closed Grievances.....	28
Annexure 7.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals	28
Annexure 7.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals ..	28

1. Key Highlights

1. PG Cases

- In September, 2022, **89504 PG cases were received** on the CPGRAMS portal, **90152 PG cases were redressed** and there exists a **pendency of 88172 PG cases**. The pendency in the Central Secretariat has decreased from **88820 PG cases at the end of August, 2022** to **88172 PG cases at the end of September, 2022**
- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Central Board of Direct Taxes (Income Tax) and Ministry of Railways have received the maximum number of grievances in September, 2022

2. PG Appeals

- In September, 2022, **30720 appeals were received** and **19900 appeals were disposed**. The Central Secretariat has a **pendency of 42098 PG Appeals at the end of September 2022**
- Ministry of Cooperation, Central Board of Direct Taxes (Income Tax), Department of Health and Family Welfare, Ministry of Corporate Affairs have the maximum pendency of appeals at the end of September, 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 September, 2022
- Ministry of Development of North Eastern Region and Department of Financial Services (Pension Reforms) are the top performers in the Grievance Redressal Index among the Group B for September, 2022

4. Pendency

- **22 Ministries/Departments** have more than **1000 pending grievances** as on 25th September, 2022
- Department of Health and Family Welfare (14383) and Central Board of Direct Taxes (Income Tax) (7814) 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 **1412 pending grievances**

6. Average Closing Time

- **38 Ministries/Departments** have improved their Average Closing Time of grievances in September, 2022 as compared to August, 2022
- Average Grievance Redressal Time in all the Ministries/Departments in September, 2022 was **27 Days**

7. Feedback received from BSNL Call Centre

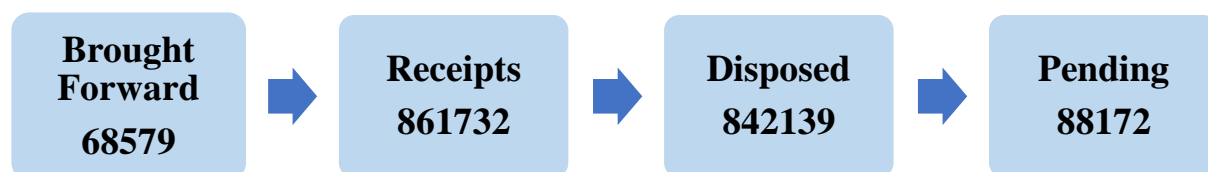
- In the month of September, 2022, disposal of **10761 grievances** has received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre

8. Top Performing Grievances Redressal Officers

- At **Level 1**, Smt Neha Chaudhary [Addl. Director E-Services - Central Board of Direct Taxes (Income Tax)] has disposed the maximum number of grievances (30931) in the year 2022
- At **Level 2**, Shri Pravin Kumar Tiwari [Regional P.F. Commissioner I - Ministry of Labour and Employment] has disposed the maximum number of grievances (63242) in the year 2022
- At **Level 3**, Smt Monika Rai [Under Secretary - Department of Personnel and Training] has disposed the maximum number of grievances (9026) in the year 2022
- At **Level 4**, Shri Shambhu Sharan Kumar [Deputy Secretary - Department of Health & Family Welfare] has disposed the maximum number of grievances (1825) in the year 2022
- At **Level 5**, Shri Manik Alhat [Joint Director Admin - Department of Defence] has disposed the maximum number of grievances (97) in the year 2022

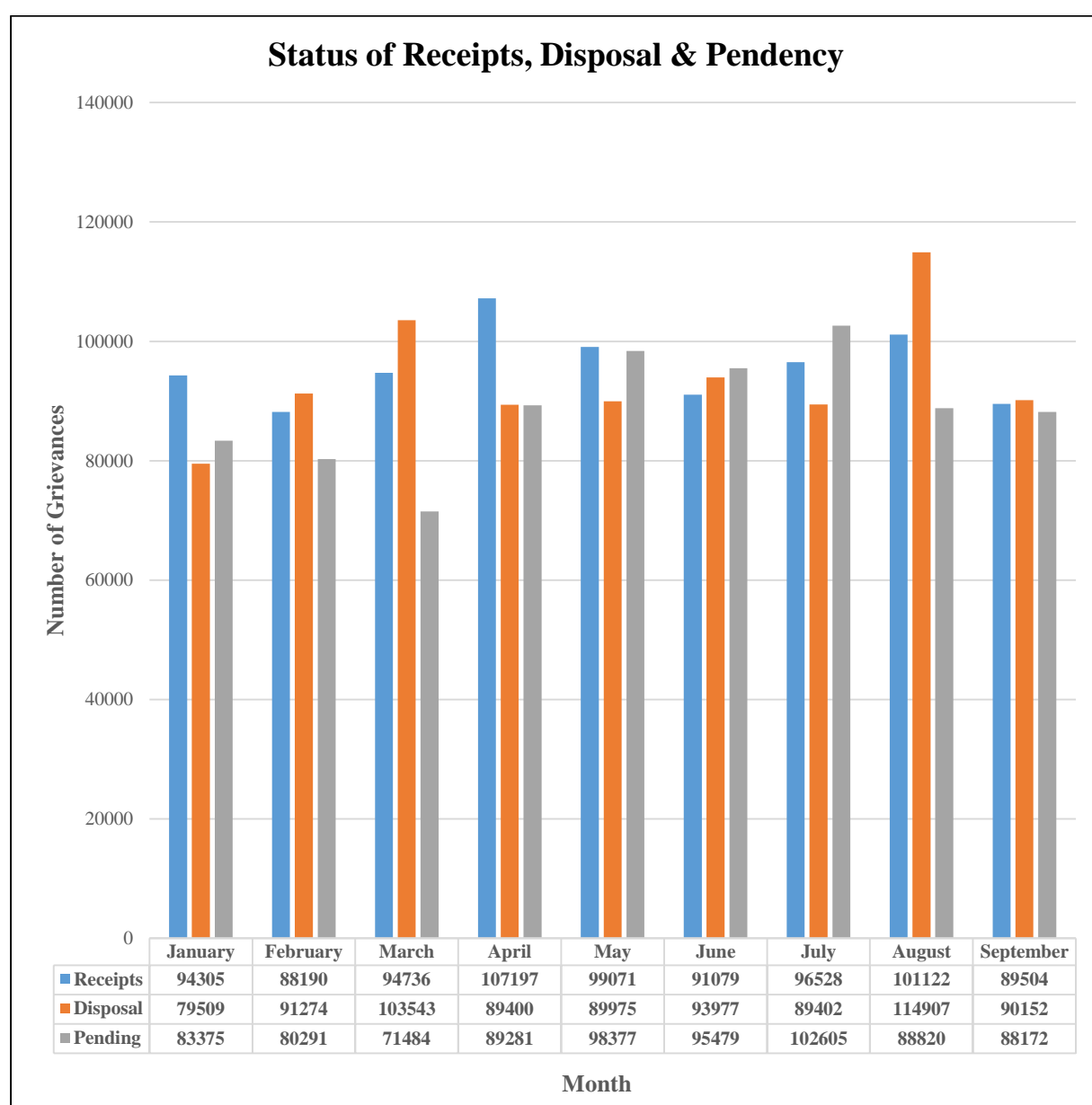
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/09/2022)

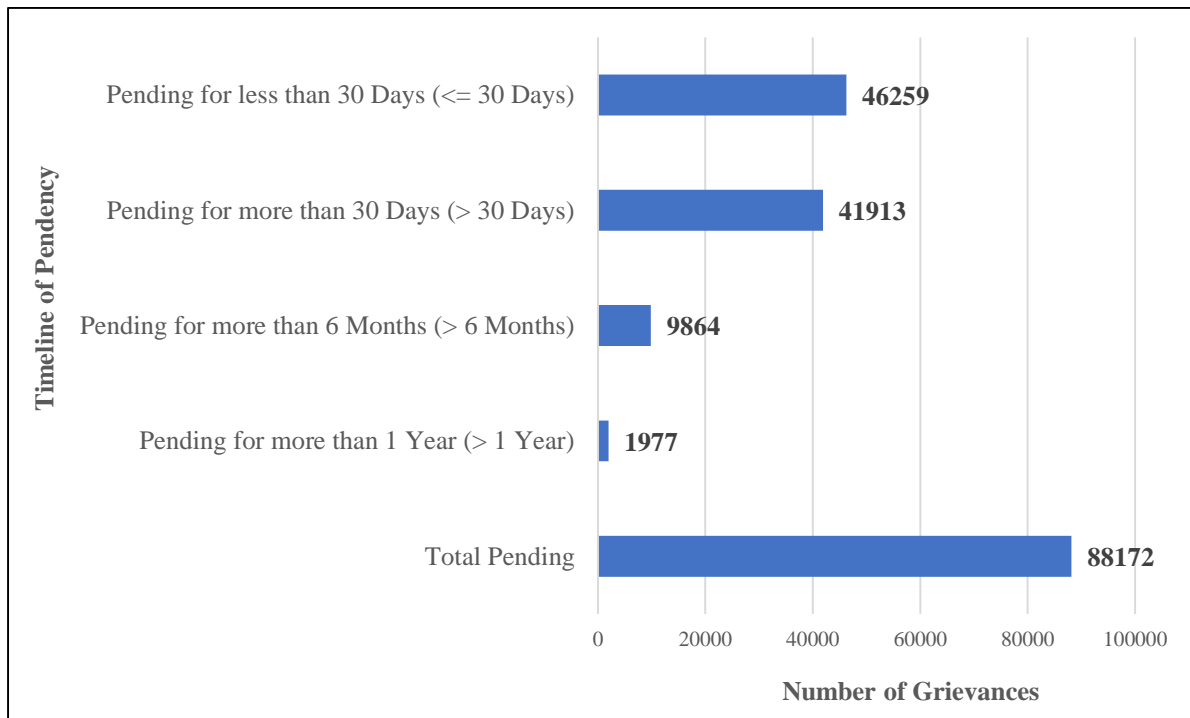
2.2. Month-wise Status of Grievances on CPGRAMS



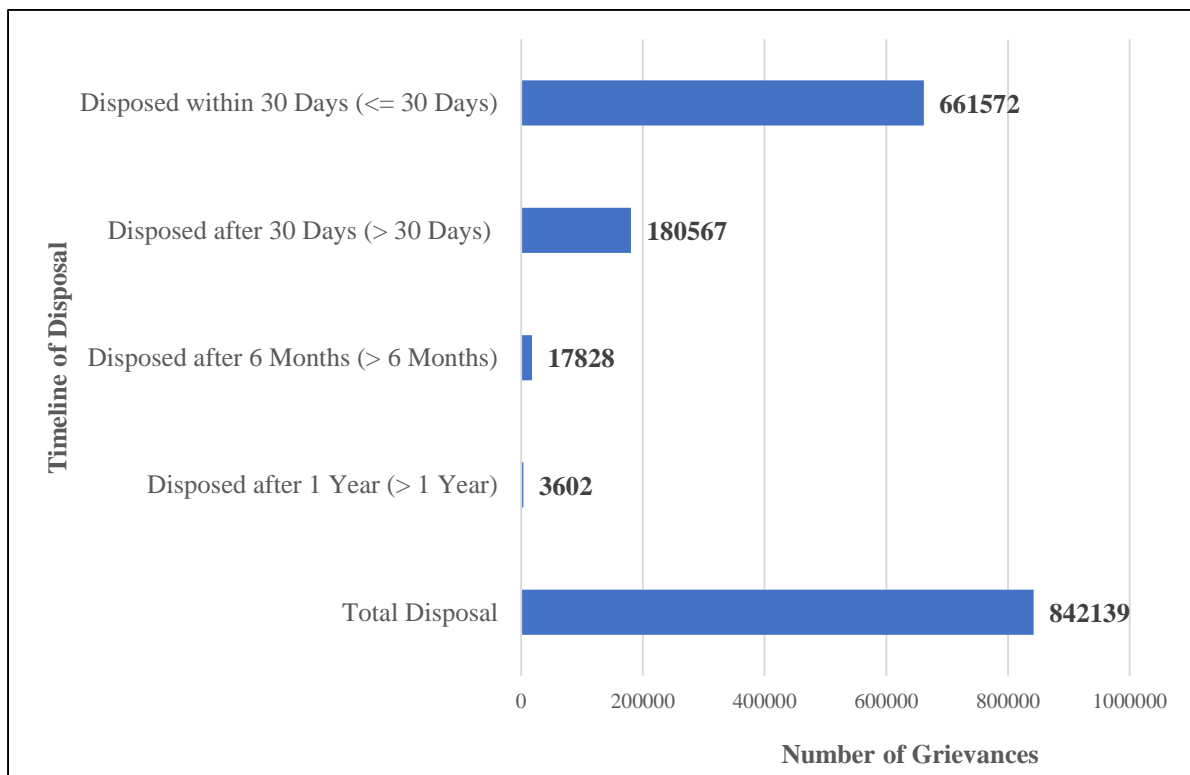
(Time Period: 01/01/2022 to 25/09/2022)

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/09/2022)

4. Grievance Redressal Index

To assist the Ministries/Departments to review and streamline their 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 April, 2022** to **25th September, 2022**.

Ministries/Departments has 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) while 2nd group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e. < 2500)

As compared to the Grievance Redressal Index for the month of August, Ministry of Panchayati Raj have moved from Group B to Group A, due to increase in number of grievances received, rest all the Ministries/Departments remains in the same group as the last month.

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 the 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%

4.1. Ranking of Ministries/Departments – Group A

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

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Unique Identification Authority of India	6536	62.74%	1
2	Ministry of Labour and Employment	70319	60.55%	2
3	Department of Defence Finance	10656	58.84%	3
4	Department of Posts	29320	58.38%	4
5	Ministry of Petroleum and Natural Gas	9794	55.93%	5
6	Department of Ex Servicemen Welfare	6370	55.64%	6
7	Ministry of External Affairs	8675	55.43%	7
8	Ministry of Railways (Railway Board)	27943	54.46%	8
9	Ministry of Panchayati Raj	2890	54.29%	9
10	Ministry of Electronics & Information Technology	4169	53.88%	10
11	Ministry of Housing and Urban Affairs	15305	53.71%	11
12	Department of Financial Services (Insurance Division)	11884	53.56%	12
13	Department of Science and Technology	4563	53.01%	13
14	Department of Justice	7348	52.59%	14
15	Department of Agriculture and Farmers Welfare	14270	52.58%	15
16	Department of Commerce	2566	51.79%	16
17	Ministry of Home Affairs	22400	51.52%	17
18	Ministry of Women and Child Development	2649	51.40%	18
19	Ministry of Civil Aviation	5725	51.05%	19
20	Department of Telecommunications	26715	51.04%	20
21	Department of Consumer Affairs	9205	51.01%	21
22	Department of School Education and Literacy	10520	50.89%	22
23	Department of Financial Services (Banking Division)	95254	49.81%	23
24	Department of Expenditure	3465	49.57%	24
25	Ministry of Corporate Affairs	10091	48.64%	25
26	Ministry of Road Transport and Highways	14243	48.58%	26
27	Department of Higher Education	10951	47.34%	27
28	Department of Defence	8609	47.01%	28
29	Department of Personnel and Training	16344	46.47%	29
30	Ministry of Information and Broadcasting	2700	45.25%	30
31	Department of Military Affairs	4377	45.06%	31
32	O/o the Comptroller & Auditor General of India	6724	44.95%	32
33	Department of Economic Affairs ACC Division	2710	44.90%	33
34	Central Board of Direct Taxes (Income Tax)	38096	43.95%	34
35	Central Board of Indirect Taxes and Customs	8093	39.91%	35
36	Department of Revenue	9945	36.64%	36
37	Department of Rural Development	7284	36.58%	37
38	Ministry of Cooperation	27495	33.27%	38
39	Department of Health & Family Welfare	25922	28.57%	39
40	Department of Social Justice and Empowerment	4469	26.68%	40

4.2. Ranking of Ministries/Departments – Group B

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

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Ministry of Development of North Eastern Region	88	64.70%	1
2	Department of Financial Services (Pension Reforms)	1291	59.64%	2
3	Department of Drinking Water and Sanitation	1709	56.76%	3
4	NITI Aayog	1172	56.76%	4
5	Department of Public Enterprises	388	56.29%	5
6	Department of Land Resources	894	56.06%	6
7	Ministry of Water Resources, River Development & Ganga Rejuvenation	1093	55.32%	7
8	Ministry of Tourism	952	54.33%	8
9	Department of Health Research	659	54.18%	9
10	Department of Defence Research and Development	692	53.74%	10
11	Department of Legal Affairs	2391	53.54%	11
12	Department of Defence Production	1246	52.64%	12
13	Department for Promotion of Industry and Internal Trade	1059	52.58%	13
14	Department of Pharmaceutical	388	52.44%	14
15	Ministry of Parliamentary Affairs	762	52.12%	15
16	Ministry of Food Processing Industries	1043	52.07%	16
17	Department of Fisheries	234	51.86%	17
18	Department of Empowerment of Persons with Disabilities	1144	51.72%	18
19	Department of Food and Public Distribution	2259	51.47%	19
20	Ministry of Steel	591	50.23%	20
21	Department of Agriculture Research and Education	1528	50.12%	21
22	Ministry of Culture	1291	49.92%	22
23	Department of Heavy Industry	646	49.83%	23
24	Ministry of Mines	896	49.19%	24
25	Ministry of Coal	2008	49.10%	25
26	Ministry of Environment, Forest and Climate Change	2480	49.03%	26
27	Ministry of Power	2451	49.00%	27
28	Department of Space	221	48.93%	28
29	Ministry of New and Renewable Energy	472	48.83%	29
30	Ministry of Textiles	766	48.68%	30
31	Department of Bio Technology	144	48.19%	31
32	Ministry of Ayush	1149	47.40%	32
33	Department of Sports	728	47.02%	33
34	Ministry of Tribal Affairs	623	46.74%	34
35	Department of Investment & Public Asset Management	560	46.42%	35
36	Department of Chemicals and Petrochemicals	239	46.09%	36
37	Department of Youth Affairs	503	45.98%	37
38	Department of Fertilizers	312	45.93%	38

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
39	Ministry of Micro Small and Medium Enterprises	1299	45.11%	39
40	Ministry of Skill Development and Entrepreneurship	1360	44.79%	40
41	Legislative Department	600	44.60%	41
42	Ministry of Minority Affairs	1135	44.16%	42
43	Department of Animal Husbandry, Dairying	1002	43.73%	43
44	Ministry of Earth Sciences	309	43.43%	44
45	Ministry of Statistics and Programme Implementation	214	43.37%	45
46	Ministry of Shipping	873	41.82%	46
47	Department of Scientific & Industrial Research	878	41.54%	47
48	Department of Official Language	161	40.12%	48
49	Department of Atomic Energy	824	34.58%	49

5. Performance of Ministries/Departments on CPGRAMS Portal

- Department of Financial Services (Banking division) has received the maximum number of grievances in September, with the department receiving 15579 grievances followed by the Ministry of Labour and Employment at the 2nd place, registering 9949 grievances. 3rd place is occupied by the Central Board of Direct Taxes (Income Tax) which received 4418 grievances in the month of September. Ministry of Home Affairs stood 8th with 3050 receipts followed by the Ministry of Housing & Urban Affairs at the 9th place, which received 2065 grievances. The Top 10 list is closed by the Department of Health & Family Welfare which received 1969 grievances
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances in September, 2022, with the figure standing at 13930 disposals while the Top 10 list is closed by Ministry of Housing and Urban Affairs, which disposed of 2204 grievances
- Department of Health & Family Welfare stands at the 9th place for September disposals with the department disposing of 2328 grievances, while Ministry of Cooperation stood at the 7th position with 3769 disposals
- From a pendency viewpoint, Department of Health & Family Welfare has the highest pendency of 16546 grievances pending disposal as of 25th September 2022. The Top 3 Ministries/Departments, the other 2 being Central Board of Direct Taxes (Income Tax) and Department of Financial Services (Banking Division) contribute to 42.8% of total pendency of 88172 grievances. Other Ministries/Departments in the Top 10 pendency list include Department of Social Justice and Empowerment at the 5th position (3257 grievances)

followed by the Department of Personnel and Training at the 6th place (3037 grievances), Department of Rural Development at the 8th position, which has 2648 grievances pending disposal. The Top 10 list is closed by the Department of Defence with 2218 grievances still pending disposal by the department

- In the list of Ministries/Departments with maximum number of grievances pending for more than 30 days, Department of Health & Family Welfare comes out at the top with 14383 grievances pending disposal i.e. 86.93 % of their pendency beyond 30 days, while the list is closed by the Ministry of External Affairs with 605 grievances, aging for more than 30 days i.e. 53.21 % of their total pendency
 - 22 Ministries/Departments have more than 1000 grievances pending disposal, while 29 Ministries/Departments have no grievances pending disposal for more than 6 months
-

6. Corruption related Grievances on CPGRAMS Portal

- A total of 45510 corruption related grievances has been received by the Central Ministries/Departments in the year 2022 till the 25th of September, with additional 2982 grievances been brought forward from past years. 44821 grievances have been disposed, while 3671 grievances are still pending disposal
- Department of Financial Services (Banking division) received 18000 corruption related grievances contributing 37.12% of total grievances, at the 2nd position, the Department of Financial Services (Insurance Division) received 3534 grievances. Department of Personnel and Training stands at the 3rd position (2740 grievances) followed by the O/o the Comptroller & Auditor General of India at the 4th position registering 2380 grievances. Department of Consumer Affairs with 1607 registrations occupied the 8th position, with the Top 10 list closed by the Department of Rural Development (1107 registrations)
- Department of Financial Services has reported 16588 disposals and has just 1412 grievances pending for disposal. Department of Personnel and Training is at the 2nd position with 12.51% of total grievances pending disposal (343 grievances) & Department of Social Justice and Empowerment at the 5th place with 130 corruption related grievances pending disposal (23.81% of total registrations)
- The Top 10 list is closed by the Department of Revenue, Ministry of Railways (Railway Board) & Ministry of Petroleum and Natural Gas standing at the 8th, 9th and 10th position

with 88 grievances (53.01%), 74 grievances (6.93%) & 73 grievances (10.62%) pending disposal respectively

7. 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
 - 29 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 60 Ministries/Departments are disposing the grievances within an Average Closing Time period of 30 days
 - Department of Legal Affairs with high Average Closing Time of 146 days (against 3347 grievances) tops the list, which is followed by the Department of Health & Family Welfare at the 2nd position with an Average Closing Time of 117 days (against 12644 disposals). Department of Military Affairs averaging 90 days (against 5776 disposals), whereas Department of Social Justice and Empowerment has an average of 75 days' grievance redressal time (against 2152 disposals). The Top 10 list is closed by the Department of Atomic Energy which recorded an average of 59 days (against 966 disposals)
 - Ministry of Food Processing Industries with Average Closing time of 5 days (against 1471 disposals) tops the list of Ministries/Departments with lowest Average Closing Time, followed by the Department of Financial Services (Pension Reforms) at the 2nd position which averaged 6 days (against 2284 disposals) & Department of Expenditure at the 3rd position registering an Average Closing Time of 7 days (against 5041 disposals)
 - Department of Food and Public Distribution stood at the 4th place with an Average Closing Time of 7 days (against 3329 disposals), Ministry of Corporate Affairs stood at the 6th place with an Average Closing Time of 8 days (against 12820 disposals), and the Top 10 list is closed by the Department of Telecommunications averaging 9 days (against 38233 disposals)
-

8. Public Grievance Officers on CPGRAMS Portal

- Numbers of PG Officers mapped onto the CPGRAMS in September have increased, on back of the massive reforms activity undertaken by the Department of Administrative Reforms and Public Grievances under “Universalization of CPGRAMS”
 - Number of PG officers mapped onto the CPGRAMS stand at 76393 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 44285 officers to the total
 - Department of Rural Development has the maximum number of mappings with 9024 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8493 officers, Department of Defence stands at the 3rd place with 3568 mappings
 - The Top 10 list is closed by the Department of Posts and Ministry of Labour and Employment with the former securing the 9th place with 1120 mappings and latter occupying the 10th position with 1106 officers mapped
-

9. Action Taken Reports (ATR) on Closed Grievances

- For the ATR disposals categorized as Fully Resolved, Department of Financial Services (Banking Division) tops the list with 100103 grievances in the category. Department of Posts stands at the 2nd position with 36949 grievances categorized as Fully Resolved. Department of Defence Finance with 14638 categorizations and Ministry of Petroleum and Natural Gas categorizing 12750 grievances as Fully Resolved occupy the 9th & 10th positions respectively, thereby closing the list of Top 10
- Ministry of Labour and Employment has the highest number of grievances categorized as Partially Resolved with the figure standing at 76112 grievances, followed by the Central Board of Direct Taxes (Income Tax) at the 2nd place, with 28132 categorizations. Department of Ex Servicemen Welfare stands at the 7th position (5720 grievances), Ministry of Housing and Urban Affairs (3014 grievances) at the 9th place, and the Top 10 list is closed by the Department of Higher Education with 2347 categorizations
- Ministry of Railways (Railway Board) has maximum number of ATRs categorized as Pending Resolution with the figure standing at 5919 grievances, and the Top 10 list is closed by the Ministry of Coal with 556 categorizations

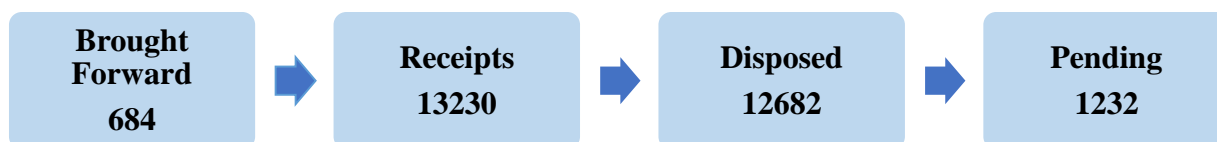
10. Appeal Status on CPGRAMS Portal

- Department of Financial Services (Banking Division) has received the maximum number of appeals during the year 2022 with the department receiving 24000 appeals, followed by the Ministry of Labour and Employment standing at the 2nd position with 15840 appeals. The Top 3 list includes Ministry of Cooperation with 10774 appeals, while the list of Top 10 is closed by the Department of Financial Services (Insurance division) with 2810 appeals
- Ministry of Cooperation has all of its appeals pending disposal
- Department of Atomic Energy has received the maximum number of appeals against the disposed of grievances with 49.79% of it's disposed of grievances (966) getting converted into appeals, followed by the Department of Defence Production standing at the 2nd position, for which 40.66% of it's disposed of grievances (1746) got converted into appeals
- Department of Empowerment of Persons with Disabilities has a 26.26% rate of its disposed of grievances (1668) getting converted into appeals. The Top 10 list is closed by the Ministry of Tourism at the 10th position which saw a conversion rate of 24.71%

11. Root Cause Analysis of Select Ministries/Departments

11.1. Ministry of Petroleum and Natural Gas

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **567 PG Officers** are mapped from the Ministry of Petroleum and Natural Gas on CPGRAMS
- The Average Closing Time for the Ministry was **14 Days**
- For the month of September, the Ministry of Petroleum and Natural Gas stood at **5th** position among Group A with a total score of **55.93%**
- **14.72%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

LPG / LPG agency related

- Citizen facing difficulties/unable to acquire new gas connection, despite submitting all the required documents under Ujwala Scheme
- New Cylinder/Refilled cylinders not being delivered despite payment/booking by citizens, poor services by agencies
- Potential black marketing of LPG cylinders/gas connections as citizen getting informed of delivery despite the opposite

Petrol Pump related

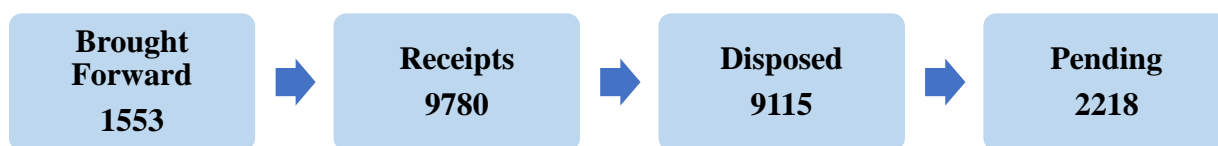
- Citizen being duped by petrol pumps as less petrol is being filled in comparison to money paid
- Citizen facing difficulty with vehicle's performance & subsequent monetary loss on back of adulterated petrol being supplied by petrol pumps
- Complaints against high prices of fuel and gas (in many places, agencies and petrol pumps wrongly increasing the prices in the name of taxes)

PNG related

- PNG connection not yet installed/started even months after applying & paying
- Issues related to bills such as non-receipt of usage bills despite multiple requests, inaccurate bill served to citizen, etc.

11.2. Department of Defence

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **3568 PG Officers** are mapped from the Department of Defence on CPGRAMS
- The Average Closing Time for the Department was **11 Days**
- For the month of September, the Department of Defence stood at **28th** position among Group A with a total score of **47.01%**

Major Categories under which Grievances are received

General

- Non-receipt of certificates or delay in disbursement of scholarship amounts
- Request for investigating alleged malpractices/corruption matters

Defence Land and Cantonment Board related

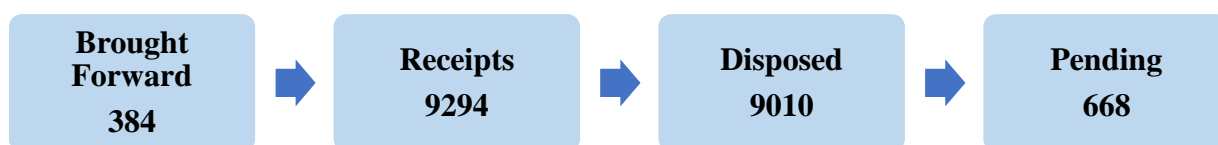
- Low quality civic amenities and infrastructure in Cantonment areas such as lack of water, power and internet supply, poor condition of roads and public infrastructure
- Issues such as unauthorized construction/encroachment of defence lands and delay in mutation/lease of properties
- Issues related to delay/non-payment of pension and other retirement related benefits

Military Engineering Services related

- Service Matter related issues such as delay in promotion or appointment, unheard transfer requests, non-payment or delay of salary and other job related benefits under various schemes
- Complaints against Military Engineering Services (MES) authorities for not resolving issues related to water leakage, waste seepage, lack of electricity etc., filed under them
- Complaints regarding non-payment or delay in payment of bills to the vendors

11.3. Unique Identification Authority of India

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **32 PG Officers** are mapped from the Unique Identification Authority of India on CPGRAMS
- The Average Closing Time for UIDAI was **10 Days**
- For the month of September, the Unique Identification Authority of India stood at **1st** position among Group A with a total score of **62.74%**
- **12.59%** of total grievances disposed are getting converted into appeals for UIDAI

Major Categories under which Grievances are received

Non Enrolment & Non Generation of Aadhar

- Non-possession/delay in issuance of Aadhar card leading to difficulties such as in availing benefits of government schemes, renewing passport, admission of ward in school, etc.
- Aadhar card not issued/generated even weeks after enrolment
- Grievances by citizen with no Aadhar card, registering multiple times for the card leading to duplicate EIDs (as they are not able to locate original EIDs)

Non-Update of Aadhar

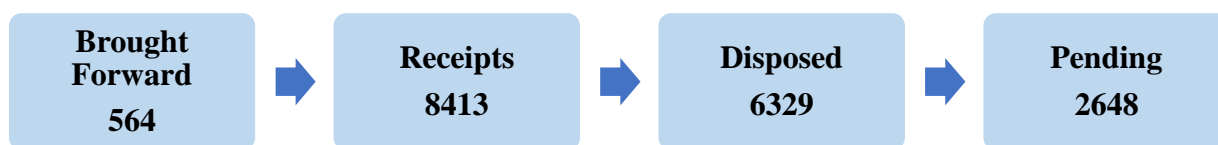
- Details requested for updating such as name/date of birth/address, etc. in Aadhar card not updated even after weeks/months, SRN/URN still pending action & shows in progress
- Details in Aadhar card updated incorrectly in comparison to provided documents
- Not getting satisfactory responses from the helpline number 1947

Enrolment Centre & Operator related issues

- Mismanagement at enrolment centres such as operators not available, rude behaviour by operators, etc. leading to long delays for the citizen
- Money being demanded by the operators from the citizen for new Aadhar registrations, despite it being cost free
- Excess money being incorrectly demanded by the operators from citizens on updation requests
- Requests by citizens to set up Aadhar enrolment centres as none is available in their areas

11.4. Department of Rural Development

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **9024 PG Officers** are mapped from the Department of Rural Development on CPGRAMS
- The Average Closing Time for the Department was **20 Days**
- For the month of September, the Department of Rural Development stood at **37th** position among Group A with a total score of **36.58%**
- **26.15%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

MGNREGA related

- Demands by Gram Rozgar Sahayak (GRS) to provide pay scale, various service benefits such as DA, TA, benefits of Minimum Wage Act, and direct payment from the government
- Work to be completed under MGNREGA shown completed in reports, however still remains incomplete at field/ground level, with earmarked material & funds siphoned off
- Irregularities in implementation of scheme where wages are being given to people who are not covered under MGNREGA scheme, false/fake job cards issued, complete payment dispersed & labour shown working for 100 days despite the opposite, incomplete/no payment received by MGNREGA workers

Pradhan Mantri Awas Yojana- Gramin (Rural)

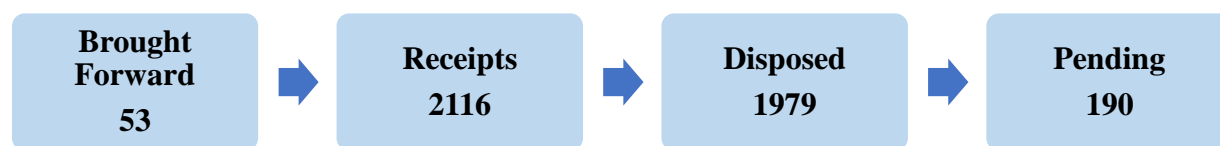
- Eligible people's name left out of the list or cut from the list, allegations of demand of bribe by officials to complete the work or to include name in the list
- Money earmarked for house construction under Yojana siphoned off by village officials by various means

Pradhan Mantri Gram Sadak Yojana

- Requests for construction of pucca/cement roads with sewage facilities as non-availability of same is creating commuting & potential health diseases for citizen especially when it rains
- Requests for maintenance/repairmen of damaged roads under PMGSY as non-availability of leading to commute difficulties & potential accidents

11.5. Department of Drinking Water and Sanitation

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **81 PG Officers** are mapped from the Department of Drinking Water and Sanitation on CPGRAMS
- The Average Closing Time for the Department was **2 Days**
- For the month of September, the Department of Drinking Water and Sanitation stood at **3rd** position among Group B with a total score of **56.76%**
- **6.42%** of total grievances disposed are getting converted into appeals for the Department

Major Categories under which Grievances are received

Swachh Bharat Mission related (Rural)

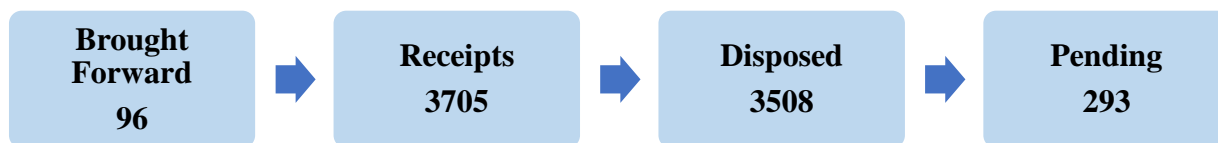
- Requests regarding maintenance/cleanliness/covering up of drainage/sewage systems/prevent mix up of sewage with other water streams as non-compliance of same is creating difficulties in form of spilling of sewage, bad odour, health issues (breeding ground of mosquitoes, etc.), contamination of water bodies, environment degradation, etc.
- Requests regarding cleaning/clearing off of garbage filling up public spaces such as parks, streets, etc., creating unhealthy & unhygienic environment
- Citizen facing difficulties in safe disposal of home garbage on back of poor garbage collection services being provided by civic bodies/municipalities
- Incentive not yet received by citizen for toilet construction under Swachh Bharat Abhiyaan
- Grievances by civil engineers to merge Nirmal Gujarat Yojna into any other state establishment's scheme and be provided equal pay for equal work similar to regular civil engineers

Jal Jeevan Mission related (Rural)

- Non availability/irregular supply/ scarcity of water for daily usage/drinking purpose creating severe difficulties for citizens
- Inaction by Jal Shakti Department (often for months/years) to resolve citizen's water availability concerns
- Projects undertaken under Jal Jeevan Mission either not completed on field level/progressing at a very slow rate

11.6. Ministry of Panchayati Raj

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **14 PG Officers** are mapped from the Ministry of Panchayati Raj on CPGRAMS
- The Average Closing Time for the Ministry was **5 Days**
- For the month of September, the Ministry of Panchayati Raj stood at **9th** position among Group A with a total score of **54.29%**
- **14.45%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

General

- Request to encourage agricultural yields, and irrigation facilities, manage floods etc.
- Highlighted problems faced due to low internet connection and server issue in accessing e-Gram Swaraj portal
- Request from the non-beneficiaries of schemes like PMAY, Nal Jal Yojana etc. to enrol them in these schemes

Panchayat Development related matter

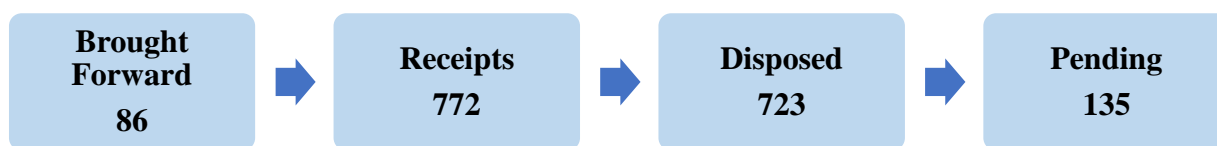
- Request for installation of street lights and repair/construction of roads as lack of proper roads has increased road accidents, instances of water logging and damage to vehicles
- Appeal for installation of efficient drainage and solid waste disposal systems, improving electricity supply, provision for school bus, increasing number of ration shops etc.
- Gram Panchayat officers not sharing complete audit report of all the financials, comprising details of credit, debit billing, inflow of funds for schemes etc., of the Gram Panchayat

Corruption related to Panchayats

- Misuse of Government funds while constructing roads, schools, pacca drains and water tanks, renovating grave yards etc.
- Allegation of corruption and bribery against Block and Gram Panchayat officials while implementing welfare schemes such as PMAY, Nal Jal Yojana, MGNREGA etc.
- Raised concerns of encroachment of rural lands and refusal to pay compensation

11.7. Ministry of Tribal Affairs

Status of Grievances Received



(Time Period: 01/01/2022 to 25/09/2022)

- A total of **133 PG Officers** are mapped from the Ministry of Tribal Affairs on CPGRAMS
- The Average Closing Time for the Ministry was **14 Days**
- For the month of September, the Ministry of Tribal Affairs stood at **34th** position among Group B with a total score of **46.74%**
- **12.45%** of total grievances disposed are getting converted into appeals for the Ministry

Major Categories under which Grievances are received

Tribal Development

- Poor Infrastructure and lack of basic amenities in tribal areas including Roads, Hospitals, Anganwadi centres, clean drinking water, etc.
- Request for sanction of Eklavya Model Residential Schools (EMRS) in tribal areas

Rights and Safeguards for STs

- Action against sexual assault/atrocities with tribal women and provision for financial and medical assistance to the victims in tribal areas
- Allegation of usage of derogatory castiest remarks, physical atrocities, and unheard complaints
- Seeking strict actions against educational institutions and its students for misbehaviour and discrimination on the basis of caste

Education and ST Scholarship related

- Accusation against government officials for holding forged ST certificates
- Delay/Non-receipt of scholarship amount under the schemes like 'Scheme of Post Metric Scholarship for the Scheduled Tribe', National Fellowship for ST students, Umbrella Scholarship for ST students - Post Metric Scheme etc.
- Proposal to consider more number of national institutions such as IISER - BHOPAL, for National Fellowship and Scholarships for Higher Education of ST students

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)	8023	131218	139241	130055	9186
2	Ministry of Labour and Employment	4062	98793	102855	99479	3376
3	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003
4	Department of Posts	2458	39900	42358	40244	2114
5	Ministry of Railways (Railway Board)	1485	40157	41642	39279	2363
6	Department of Telecommunications	1496	37741	39237	38233	1004
7	Ministry of Home Affairs	1505	31841	33346	31847	1499
8	Department of Health & Family Welfare	5026	24164	29190	12644	16546
9	Department of Personnel and Training	6760	21544	28304	25267	3037
10	Ministry of Cooperation	2771	25052	27823	27091	732

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)	8023	131218	139241	130055	9186
2	Ministry of Labour and Employment	4062	98793	102855	99479	3376
3	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003
4	Ministry of Railways (Railway Board)	1485	40157	41642	39279	2363
5	Department of Posts	2458	39900	42358	40244	2114
6	Department of Telecommunications	1496	37741	39237	38233	1004
7	Ministry of Home Affairs	1505	31841	33346	31847	1499
8	Ministry of Cooperation	2771	25052	27823	27091	732
9	Department of Health & Family Welfare	5026	24164	29190	12644	16546
10	Ministry of Housing and Urban Affairs	880	23701	24581	23195	1386

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)	8023	131218	139241	130055	9186
2	Ministry of Labour and Employment	4062	98793	102855	99479	3376
3	Department of Posts	2458	39900	42358	40244	2114
4	Ministry of Railways (Railway Board)	1485	40157	41642	39279	2363
5	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003
6	Department of Telecommunications	1496	37741	39237	38233	1004
7	Ministry of Home Affairs	1505	31841	33346	31847	1499
8	Ministry of Cooperation	2771	25052	27823	27091	732
9	Department of Personnel and Training	6760	21544	28304	25267	3037
10	Ministry of Housing and Urban Affairs	880	23701	24581	23195	1386

(Time Period: 01/01/2022 to 25/09/2022)

Annexure 1.4.: Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Health & Family Welfare	5026	24164	29190	12644	16546
2	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003
3	Department of Financial Services (Banking Division)	8023	131218	139241	130055	9186
4	Ministry of Labour and Employment	4062	98793	102855	99479	3376
5	Department of Social Justice and Empowerment	1180	4229	5409	2152	3257
6	Department of Personnel and Training	6760	21544	28304	25267	3037
7	Department of Revenue	2471	11396	13867	10976	2891
8	Department of Rural Development	564	8413	8977	6329	2648
9	Ministry of Railways (Railway Board)	1485	40157	41642	39279	2363
10	Department of Defence	1553	9780	11333	9115	2218

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 & Family Welfare	5026	24164	29190	12644	16546
2	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003
3	Department of Financial Services (Banking Division)	8023	131218	139241	130055	9186
4	Ministry of Labour and Employment	4062	98793	102855	99479	3376
5	Department of Social Justice and Empowerment	1180	4229	5409	2152	3257
6	Department of Personnel and Training	6760	21544	28304	25267	3037
7	Department of Revenue	2471	11396	13867	10976	2891
8	Department of Rural Development	564	8413	8977	6329	2648
9	Ministry of Railways (Railway Board)	1485	40157	41642	39279	2363
10	Department of Defence	1553	9780	11333	9115	2218
11	Department of Posts	2458	39900	42358	40244	2114
12	Department of Higher Education	1587	14194	15781	14193	1588
13	Ministry of Home Affairs	1505	31841	33346	31847	1499
14	Department of Consumer Affairs	806	11706	12512	11089	1423
15	Ministry of Housing and Urban Affairs	880	23701	24581	23195	1386
16	Department of School Education and Literacy	989	14105	15094	13836	1258
17	Ministry of Petroleum and Natural Gas	684	13230	13914	12682	1232
18	Ministry of Road Transport and Highways	1048	18035	19083	17857	1226
19	Department of Defence Finance	1740	14399	16139	14954	1185
20	Ministry of External Affairs	337	12775	13112	11975	1137
21	Department of Telecommunications	1496	37741	39237	38233	1004
22	Department of Ex Servicemen Welfare	995	8194	9189	8187	1002

(Time Period: 01/01/2022 to 25/09/2022)

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 & Family Welfare	5026	24164	29190	12644	16546	14383
2	Central Board of Direct Taxes (Income Tax)	7768	42888	50656	38653	12003	7814
3	Department of Social Justice and Empowerment	1180	4229	5409	2152	3257	2723
4	Department of Revenue	2471	11396	13867	10976	2891	2036
5	Department of Personnel and Training	6760	21544	28304	25267	3037	1993
6	Department of Defence	1553	9780	11333	9115	2218	1696
7	Department of Rural Development	564	8413	8977	6329	2648	1192
8	Ministry of Home Affairs	1505	31841	33346	31847	1499	772
9	Department of Higher Education	1587	14194	15781	14193	1588	765
10	Ministry of External Affairs	337	12775	13112	11975	1137	605

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	380972	198363	579335	264747	314588
2	Other Central Government Related	59840	309269	369109	312625	56484
3	Others	94844	198757	293601	195908	97693
4	Quality Of Service / Civic Amenities	56541	147490	204031	153995	50036
5	Employee Related	32739	121858	154597	126353	28244
6	Police	62443	34987	97430	44442	52988
7	Financial Services	7667	82684	90351	83817	6534
8	Allegation Of Corruption / Malpractices	12867	53114	65981	54314	11667
9	Covid-19 Related issues	21849	31316	53165	35926	17239
10	Labour Issues	10236	35336	45572	37583	7989
11	Housing	32994	11872	44866	18437	26429
12	Education	16086	27375	43461	27776	15685
13	Land Related Problems	28268	14948	43216	21036	22180
14	Railway	1933	17862	19795	17938	1857
15	Financial Assistance	15208	3646	18854	7579	11275
16	Implementation of Schemes	8312	8075	16387	9271	7116
17	Harassment/Atrocities	5607	9963	15570	11188	4382
18	External Affairs / Overseas Affairs	1317	12814	14131	12419	1712
19	Suggestion	3711	7202	10913	7859	3054
20	Agriculture	4835	3266	8101	4005	4096
21	Legal Matters/Judiciary	2367	1720	4087	2429	1658
22	Environment Issues / Animal Welfare / Forest Conservation	1411	950	2361	1015	1346
23	Urban Development	302	380	682	481	201

(Time Period: 01/01/2022 to 25/09/2022)

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	17169	18000	16588	1412
2	Department of Personnel and Training	315	2425	2740	2397	343
3	Department of Health & Family Welfare	116	376	492	214	278
4	Department of Rural Development	187	920	1107	914	193
5	Department of Social Justice and Empowerment	43	503	546	416	130
6	Department of Posts	128	2063	2191	2067	124
7	Department of Consumer Affairs	169	1438	1607	1506	101
8	Department of Revenue	42	124	166	78	88
9	Ministry of Railways (Railway Board)	45	1023	1068	994	74
10	Ministry of Petroleum and Natural Gas	48	639	687	614	73

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	3347	146
2	Department of Health & Family Welfare	12644	117
3	Legislative Department	746	114
4	Ministry of Cooperation	27091	111
5	Department of Military Affairs	5776	90
6	Department of Space	356	76
7	Department of Social Justice and Empowerment	2152	75
8	Department of Revenue	10976	63
9	Central Board of Direct Taxes (Income Tax)	38653	59
10	Department of Atomic Energy	966	59

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	1471	5
2	Department of Financial Services (Pension Reforms)	2284	6
3	Department of Expenditure	5041	7
4	Department of Food and Public Distribution	3329	7
5	Department of Chemicals and Petrochemicals	356	7
6	Ministry of Corporate Affairs	12820	8
7	Department of Science and Technology	5226	8
8	Ministry of Parliamentary Affairs	2015	8
9	Ministry of Mines	1682	8
10	Department of Telecommunication	38223	9

(Time Period: 01/01/2022 to 25/09/2022)

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	409	549
2	Level 2	5945	970	6915
3	Level 3	18633	864	19497
4	Level 4	20967	844	21811
5	Level 5	17623	447	18070
6	Level 6	7386	89	7475
7	Level 7	1556	36	1592
8	Level 8	427	2	429
9	Level 9	24	0	24
10	Level Not Assigned	31	0	31
Total		72732	3661	76393

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	218	320
2	Level 2	3588	662	4250
3	Level 3	7407	601	8008
4	Level 4	12597	532	13129
5	Level 5	11883	358	12241
6	Level 6	4908	82	4990
7	Level 7	927	34	961
8	Level 8	355	0	355
9	Level Not Assigned	31	0	31
Total		41798	2487	44285

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 Officer Accounts	Total
1	Department of Rural Development	8665	359	9024
2	Central Board of Direct Taxes (Income Tax)	7964	529	8493
3	Department of Defence	3469	99	3568
4	Central Board of Indirect Taxes and Customs	2304	45	2349
5	Ministry of Housing and Urban Affairs	2040	195	2235
6	Ministry of Railways (Railway Board)	1785	142	1927
7	Department of Financial Services (Banking Division)	1213	191	1404
8	Department of Telecommunications	1199	136	1335
9	Department of Posts	1082	38	1120
10	Ministry of Labour and Employment	939	167	1106

(Time Period: 01/01/2022 to 25/09/2022)

Annexure 6: Status of Action Taken Reports (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)	117586	100103	13004	4479
2	Ministry of Labour and Employment	98662	20993	76112	1557
3	Department of Posts	37951	36949	803	199
4	Ministry of Railways (Railway Board)	37379	21121	10339	5919
5	Department of Telecommunications	36857	28681	6309	1867
6	Central Board of Direct Taxes (Income Tax)	36709	8322	28132	255
7	Ministry of Cooperation	26188	26117	59	12
8	Ministry of Housing and Urban Affairs	26060	21864	3014	1182
9	Department of Personnel and Training	18864	18020	579	265
10	Department of Defence Finance	15286	14638	348	300

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	10774	10774	0	10774
2	Central Board of Direct Taxes (Income Tax)	1029	5301	6330	3270	3060
3	Department of Health & Family Welfare	1655	1224	2879	7	2872
4	Ministry of Corporate Affairs	1129	1710	2839	60	2779
5	Department of Financial Services (Banking Division)	2142	24000	26142	23890	2252
6	Ministry of Home Affairs	504	2177	2681	1120	1561
7	Department of Rural Development	246	1409	1655	435	1220
8	Ministry of Railways (Railway Board)	193	5959	6152	4946	1206
9	Department of Personnel and Training	0	1786	1786	617	1169
10	Ministry of Labour and Employment	338	15840	16178	15148	1030

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	1185	966	481	49.79%
2	Department of Defence Production	1892	1746	710	40.66%
3	Ministry of Cooperation	27823	27091	10774	39.77%
4	Department of Heavy Industry	887	844	268	31.75%
5	Central Board of Indirect Taxes and Customs	11413	10559	3171	30.03%
6	Department of Food and Public Distribution	3456	3329	952	28.60%
7	Department of Telecommunications	39237	38233	10058	26.31%
8	Department of Empowerment of Persons with Disabilities	1834	1668	438	26.26%
9	Department of Rural Development	8977	6329	1655	26.15%
10	Ministry of Tourism	1395	1303	322	24.71%

(Time Period: 01/01/2022 to 25/09/2022)

For any Queries or Suggestions, kindly Contact the Undersigned:

Shri Satish Kerba Jadhav

Director – PG

Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhawan, New Delhi

Contact Number: 011-23743030

Email ID: dirpg-arpg@nic.in