



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

75  
आज़ादी का  
अमृत महोत्सव



# CPROGRAMS

Monthly Report

October 2022

[Report Number 6 of 2022]

Department of Administrative Reforms  
and Public Grievances

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## 1. Key Highlights

### 1. General

- A steep reduction in the pendency of Public Grievances was seen. The pendency level has come down to **75971 grievances**, in the month of October, 2022 (data till 25<sup>th</sup> October, 2022), the lowest ever in Central Secretariat in the year 2022
- Individual meetings with Ministries/Departments with low GRI values have been held in DARPG on **11<sup>th</sup> October, 2022** resulting in overall improved performance
- The DARPG collaborated with the Department of Health & Family Welfare to convene a review on **19<sup>th</sup> October, 2022**; for 530 Grievance Redressal Officers of the DoHFW. The cumulative percentage score in Grievance Redressal Index of Department of Health & Family Welfare has improved from 28.57% (GRI – September) to 34.13% (GRI – October). The pendency of grievances in the Department of Health & Family Welfare has reduced from **14966 grievances (at the end of September, 2022) to 8290 grievances at the end of October, 2022** (data till 25<sup>th</sup> October, 2022). Performance of Department of Social Justice and Empowerment, Ministry of Rural Development and Ministry of Cooperation also witnessed significant improvement after the meetings convened with DARPG
- Learnings after the individual meetings with the Ministries/Departments are as follows:
  - Ministries/Departments need to regularly enhance the CPGRAMS 7.0 mappings and categories
  - Mapping of additional Grievance Redressal Officers in Ministries/Departments with low GRI values
  - Capacity building of Grievance Redressal Officers under Sevottam at ISTM

### 2. PG Cases

- In October, 2022, **84535 PG cases were received** on the CPGRAMS portal, **92592 PG cases were redressed** and there exists a **pendency of 75971 PG cases**. The pendency in the Central Secretariat has decreased from **84029 PG cases at the end of September, 2022 to 75971 PG cases at the end of October, 2022**
- Department of Financial Services (Banking Division) [16934 receipts], Ministry of Labour and Employment [8773 receipts], Ministry of Railways [3858 receipts] and Department of Telecommunications [3790 receipts] have received the maximum number of grievances in October, 2022

### **3. PG Appeals**

- In October, 2022, **20111 appeals were received** and **20418 appeals were disposed**. The Central Secretariat has a **pendency of 41750 PG Appeals at the end of October 2022**
- Ministry of Cooperation [11795 appeals], Department of Health and Family Welfare [4237 appeals], Central Board of Direct Taxes (Income Tax) [3199 appeals] and Ministry of Corporate Affairs [3012 appeals] have the maximum pendency of appeals at the end of October, 2022

### **4. Grievance Redressal Index**

- Unique Identification Authority of India and Department of Defence Finance are the top performers in the Grievance Redressal Index among the Group A for October, 2022
- Department of Financial Services (Pension Reforms) & Ministry of Development of North Eastern Region and are the top performers in the Grievance Redressal Index among the Group B for October, 2022

### **5. Pendency**

- **19 Ministries/Departments** have more than **1000 pending grievances** as on 25<sup>th</sup> October, 2022
- Central Board of Direct Taxes (Income Tax) [8295] & Department of Health and Family Welfare [7081] have the highest number of grievances pending for more than 30 days

### **6. Grievances in Corruption Category**

- Department of Financial Service (Banking Division) has the highest number of PG cases under the corruption category with **1477 pending grievances**

### **7. Average Closing Time**

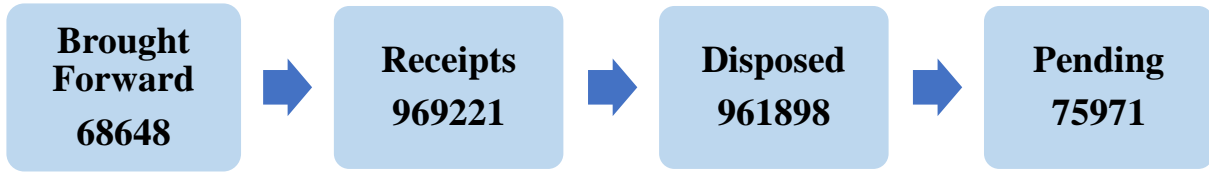
- **35 Ministries/Departments** have improved their Average Closing Time of grievances in October, 2022
- Average Grievance Redressal Time in all the Ministries/Departments in October, 2022 was **34 Days** (driven by the disposal of backlog grievances)

### **8. Feedback received from BSNL Call Centre**

- **More than 16000 grievances** have received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre for the period September-October, 2022

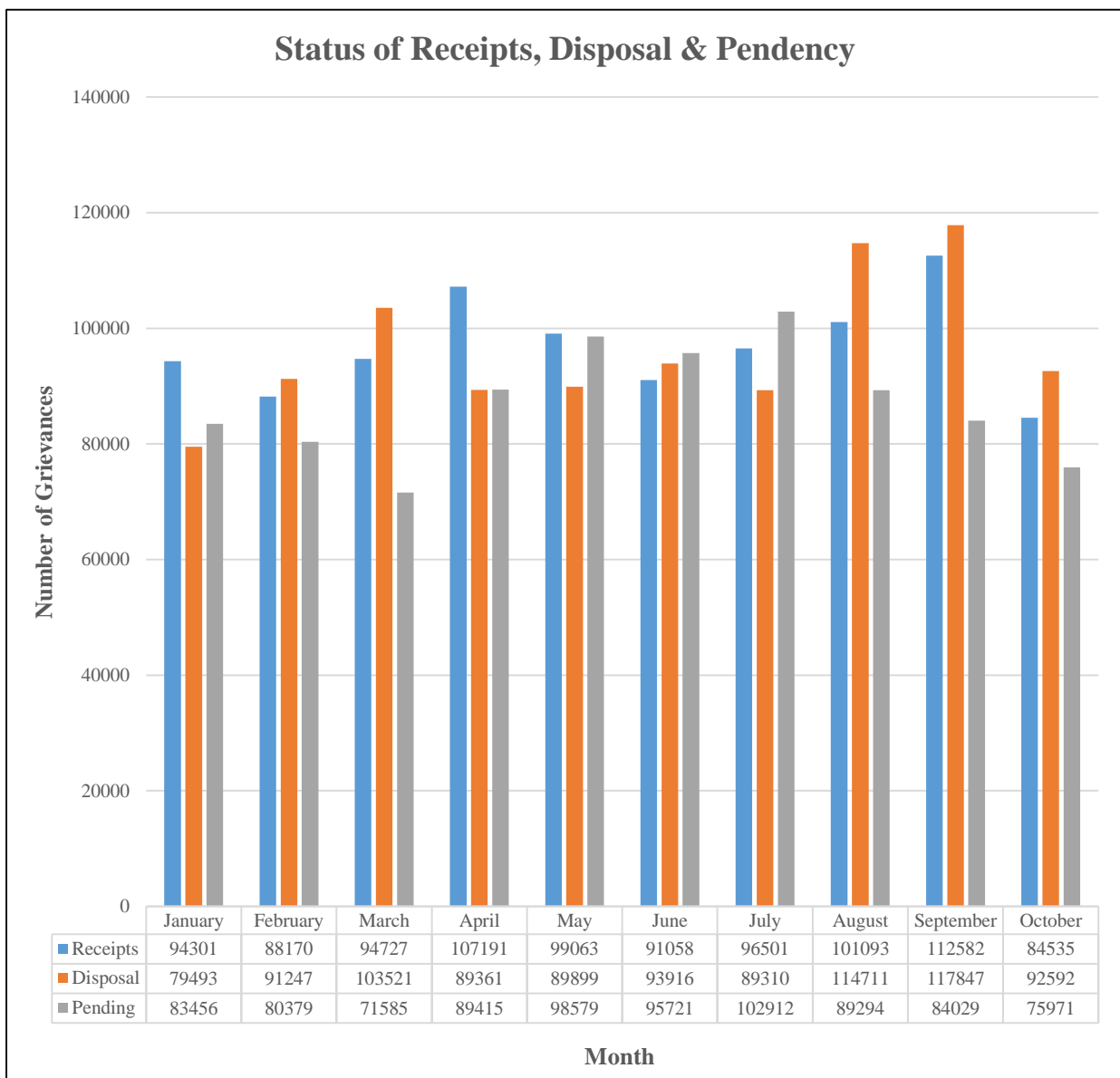
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2022 to 25/10/2022)

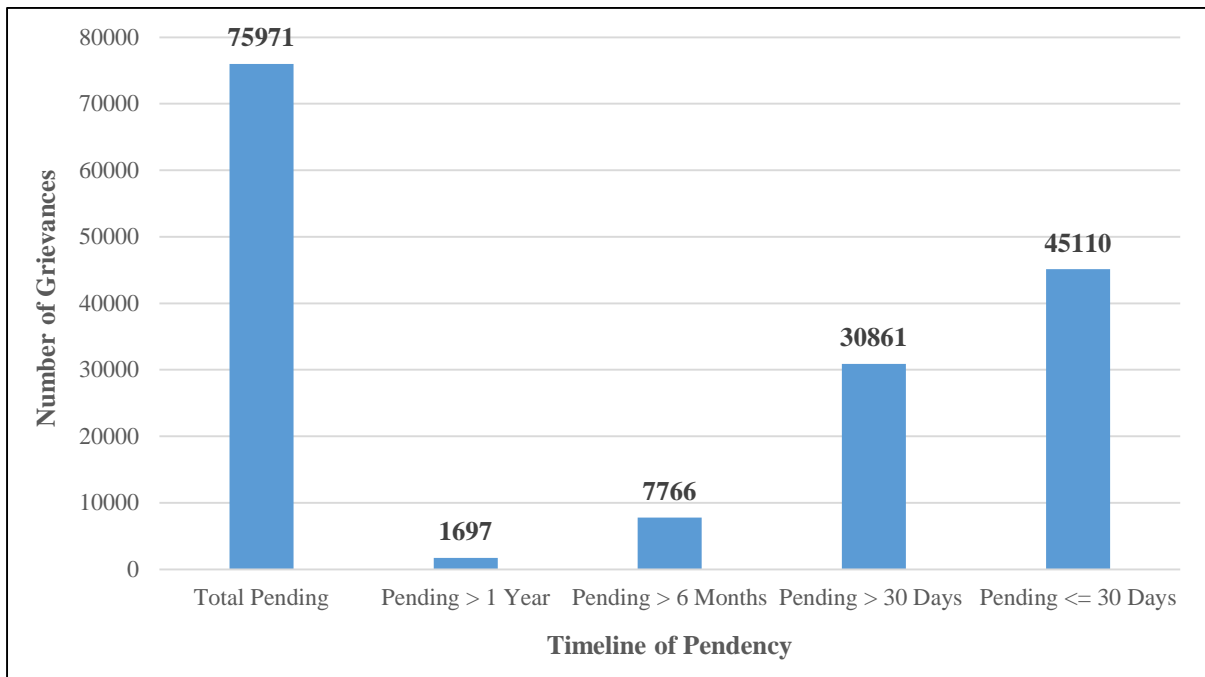
### 2.2. Month-wise Status of Grievances on CPGRAMS



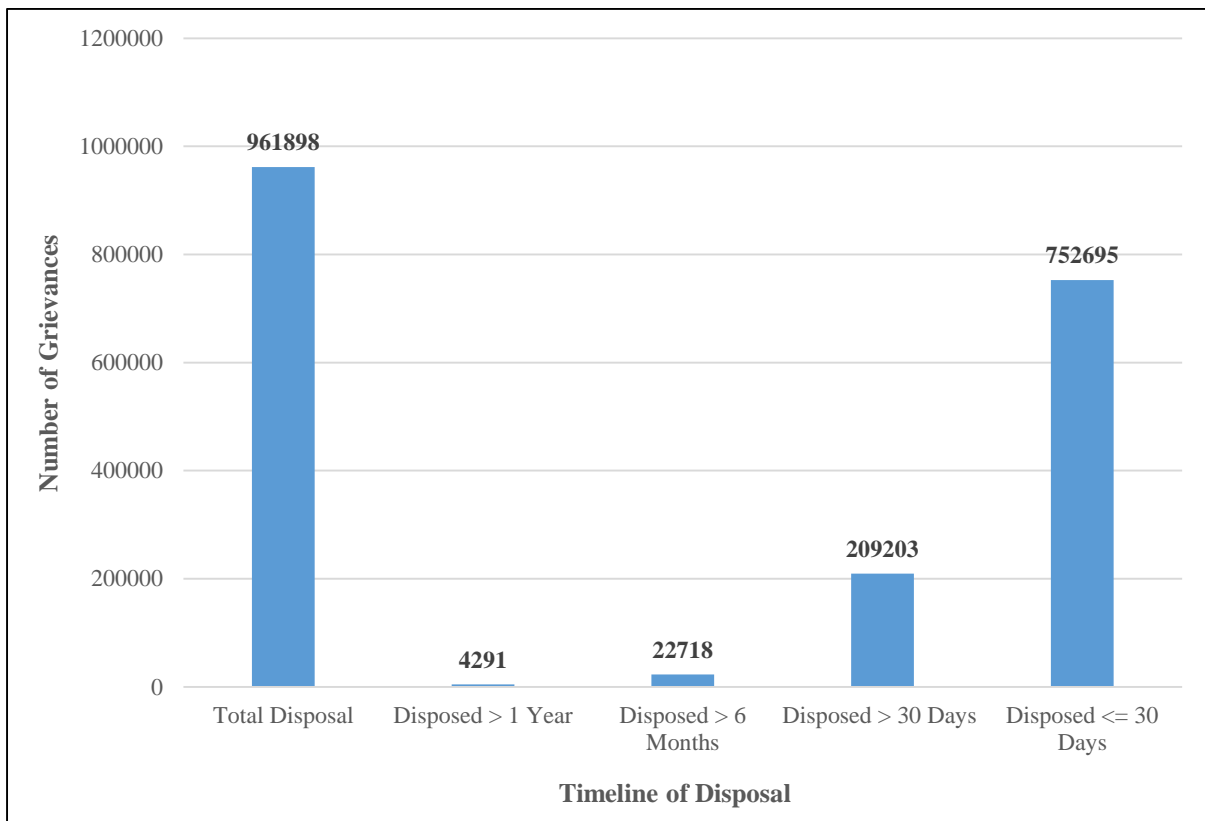
(Time Period: 01/01/2022 to 25/10/2022)

### 3. Age-wise Status of Grievances on CPGRAMS

#### 3.1. Pendency



#### 3.2. Disposal



(Time Period: 01/01/2022 to 25/10/2022)

## 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 **1<sup>st</sup> May, 2022** to **25<sup>th</sup> October, 2022**. Ministries/Departments has been categorized into two groups, based on the number of grievances received, to enable a fair comparison; 1<sup>st</sup> Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e.  $\geq 2500$ ) while 2<sup>nd</sup> group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e.  $< 2500$ )

**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%
<b>Total Weightage</b>				<b>100%</b>



## 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	6951	64.31%	1
2	Department of Defence Finance	10270	61.34%	2
3	Ministry of Labour and Employment	71497	60.81%	3
4	Department of Posts	29437	58.19%	4
5	Department of Ex Servicemen Welfare	7175	56.78%	5
6	Ministry of Petroleum and Natural Gas	9588	54.85%	6
7	Ministry of External Affairs	8546	53.72%	7
8	Ministry of Railways (Railway Board)	28378	53.70%	8
9	Ministry of Panchayati Raj	3391	53.62%	9
10	Department of Financial Services (Insurance Division)	11621	53.19%	10
11	Ministry of Home Affairs	22155	52.60%	11
12	Department of Justice	6976	52.54%	12
13	Ministry of Housing and Urban Affairs	14682	51.99%	13
14	Ministry of Electronics & Information Technology	4315	51.97%	14
15	Department of Legal Affairs	2561	51.93%	15
16	Department of Telecommunications	27880	50.83%	16
17	Department of Science and Technology	3837	50.68%	17
18	Department of School Education and Literacy	10013	50.39%	18
19	Department of Agriculture and Farmers Welfare	11178	50.31%	19
20	Ministry of Women and Child Development	2898	50.04%	20
21	Department of Consumer Affairs	9953	49.93%	21
22	Ministry of Civil Aviation	5774	49.77%	22
23	Department of Expenditure	4109	49.36%	23
24	Department of Financial Services (Banking Division)	101328	49.00%	24
25	Ministry of Corporate Affairs	9710	48.71%	25
26	Department of Higher Education	11556	47.66%	26
27	Ministry of Road Transport and Highways	13866	47.55%	27
28	Ministry of Environment, Forest and Climate Change	2873	46.90%	28
29	Department of Defence	9251	46.57%	29
30	Department of Personnel and Training	16398	46.38%	30
31	Ministry of Information and Broadcasting	2676	46.03%	31
32	O/o the Comptroller & Auditor General of India	8388	44.83%	32
33	Department of Military Affairs	4456	44.71%	33
34	Central Board of Direct Taxes (Income Tax)	40198	44.66%	34
35	Central Board of Indirect Taxes and Customs	8327	40.50%	35
36	Department of Social Justice and Empowerment	4997	39.49%	36
37	Department of Rural Development	8584	38.92%	37
38	Department of Revenue	10120	37.11%	38
39	Ministry of Cooperation	29726	34.31%	39
40	Department of Health & Family Welfare	27477	34.13%	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	Department of Financial Services (Pension Reforms)	1373	61.24%	1
2	Ministry of Development of North Eastern Region	105	58.21%	2
3	Department of Fisheries	237	56.17%	3
4	Department of Public Enterprises	352	55.59%	4
5	Ministry of Food Processing Industries	925	54.94%	5
6	Department of Land Resources	1022	54.91%	6
7	NITI Aayog	1475	54.12%	7
8	Ministry of Culture	1320	53.68%	8
9	Ministry of Water Resources, River Development & Ganga Rejuvenation	1116	53.29%	9
10	Department of Empowerment of Persons with Disabilities	1299	53.10%	10
11	Department of Defence Production	1414	52.93%	11
12	Ministry of Tourism	1020	52.69%	12
13	Ministry of Parliamentary Affairs	814	52.63%	13
14	Department of Defence Research and Development	717	52.58%	14
15	Department for Promotion of Industry and Internal Trade	1123	52.32%	15
16	Department of Food and Public Distribution	2429	51.76%	16
17	Department of Pharmaceutical	457	51.60%	17
18	Department of Health Research	650	51.51%	18
19	Department of Drinking Water and Sanitation	1967	51.12%	19
20	Department of Commerce	2417	50.43%	20
21	Department of Agriculture Research and Education	1475	50.38%	21
22	Ministry of Coal	2004	49.85%	22
23	Ministry of Steel	594	49.30%	23
24	Department of Investment & Public Asset Management	547	49.01%	24
25	Ministry of Mines	646	48.40%	25
26	Department of Sports	845	48.31%	26
27	Ministry of Power	2416	48.27%	27
28	Department of Heavy Industry	666	48.12%	28
29	Ministry of New and Renewable Energy	485	47.98%	29
30	Department of Space	213	47.84%	30
31	Ministry of Textiles	596	47.24%	31
32	Ministry of Ayush	1261	46.84%	32
33	Ministry of Micro Small and Medium Enterprises	1315	46.21%	33
34	Ministry of Earth Sciences	327	45.91%	34
35	Ministry of Minority Affairs	1183	45.77%	35
36	Ministry of Tribal Affairs	691	45.74%	36
37	Ministry of Skill Development and Entrepreneurship	1443	45.73%	37
38	Ministry of Shipping	895	45.67%	38
39	Department of Bio Technology	157	45.64%	39

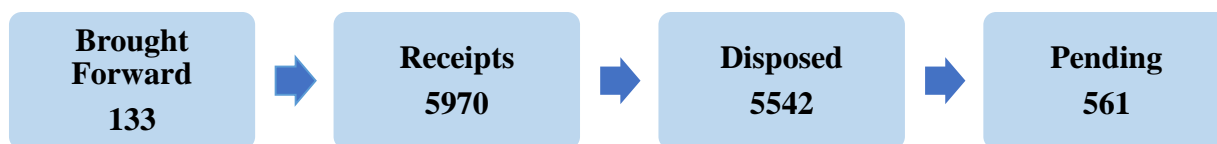
S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
40	Department of Animal Husbandry, Dairying	1168	45.41%	40
41	Department of Chemicals and Petrochemicals	253	44.84%	41
42	Department of Economic Affairs ACC Division	2486	44.81%	42
43	Legislative Department	585	44.61%	43
44	Department of Fertilizers	316	43.86%	44
45	Department of Scientific & Industrial Research	570	43.42%	45
46	Department of Youth Affairs	504	42.43%	46
47	Ministry of Statistics and Programme Implementation	206	42.16%	47
48	Department of Official Language	180	41.40%	48
49	Department of Atomic Energy	900	35.78%	49

As compared to the Grievance Redressal Index for the month of September, Department of Commerce & Department of Economic Affairs have moved from Group A to Group B, due to decrease in number of grievances received. Department of Legal Affairs & Ministry of Environment, Forest and Climate Change 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.

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

### 5.1. Department of Science and Technology

#### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **106 PG Officers** are mapped from the Department of Science and Technology on CPGRAMS
- The Average Closing Time for the Department was **8 Days**
- For the month of October, the Department of Science and Technology stood at **17<sup>th</sup>** position among Group A with a total score of **50.68%**
- **2.58%** of total grievances disposed are getting converted into appeals for the Department

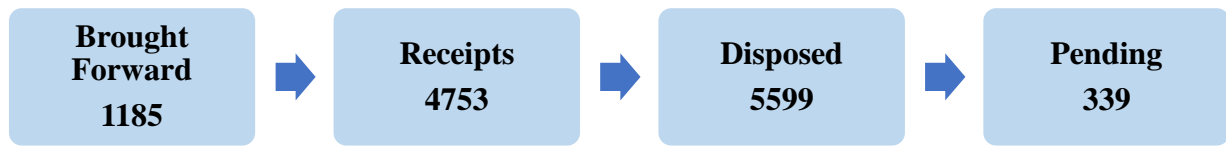
#### Major Categories under which Grievances are received

##### General

- Various pension related grievances such as, delay in start of pension/family pension, non-regular disbursement of pension, non-payment/non-credit of pension arrears/gratuity arrears, revision of pension
- Non-receipt of fellowship/scholarship/stipend, resulting in hardships for the researchers/students
- Non-receipt of final funds (to be mainly adjusted against fellowship amount) of project, even years after completion date of project and submission of relevant documents multiple times, resulting in hardships for the researchers/students
- Grievances requesting action where incorrect map of India has been displayed/published (mainly Jammu & Kashmir)

## 5.2. Department of Social Justice and Empowerment

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **91 PG Officers** are mapped from the Department of Social Justice and Empowerment on CPGRAMS
- The Average Closing Time for the Department was **163 Days**
- For the month of October, the Department of Social Justice and Empowerment stood at **36<sup>th</sup>** position among Group A with a total score of **39.49%**
- **9.38%** of total grievances disposed are getting converted into appeals for Department

### Major Categories under which Grievances are received

#### General

- Harassment by authorities towards citizens from backward classes and people with disabilities
- Issues related to disbursement of Scheduled Caste Certificate and OBC Certificate to the applicants migrating from other state
- Addition of names in SC Caste list and OBC Reservation list

#### Complaints regarding Schemes

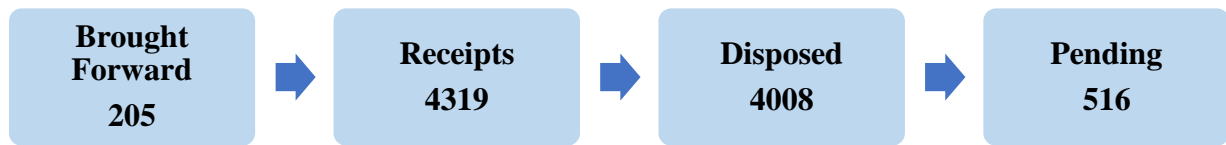
- Issues related to Central Sector Scheme of Free Coaching for SC and OBC Students; applicants facing issues in applying on the website siting technical error, students not receiving 2<sup>nd</sup> instalment even after providing all the required documents
- Issues related to Dr Ambedkar Scheme for Social Integration through Inter-Caste Marriages; delay/non-payment of incentive amount to the applicants for a long period of time even after submission of complete documentation
- Issues related to Fellowships like National Fellowship for Persons with Disabilities, National Scheduled Castes Fellowship, Top Class Education Scheme for SC students; delay/non-receipt of fellowship amount

#### Issues related to UDID Cards and Disability Certificates

- Delay in assessment by District Medical Authority in verification and grant/approve Unique Disability ID (UDID) Card and Certificate of Disability
- Delay in updating status of the application for the UDID Card on the Swavlamban Portal
- Updation of personal details in UDID Card and Disability Certificate

### 5.3. Ministry of Women and Child Development

#### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **37 PG Officers** are mapped from the Ministry of Women and Child Development on CPGRAMS
- The Average Closing Time for the Ministry was **26 Days**
- For the month of October, the Ministry of Women and Child Development stood at **20<sup>th</sup>** position among Group A with a total score of **50.04%**
- **17.59%** of total grievances disposed are getting converted into appeals for the Ministry

#### Major Categories under which Grievances are received

##### Saksham Anganwadi and POSHAN 2 (ICDS Services, Anganwadi Centres)

- Allegation of corruption in implementation of POSHAN Abhiyaan at Anganwadi centres; improper use of funds etc.
- Complaint against Anganwadi officials for misbehaviour and usage of abusive language with the citizens
- Poor quality services and irregular ICDS provisions by Anganwadi officials, and request for setting up or improving of ICDS Anganwadi centres in respective areas

##### Issues highlighted with National Commission for Women

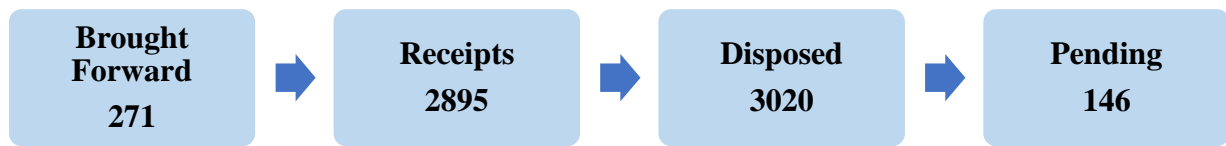
- Complaints regarding accusation of kidnapping and trafficking of girls and women
- Complaints against husband regarding Domestic Violence, Dowry, Physical threats, Abandonment, Infidelity etc.
- Complaints regarding allegation of forced marriage and harassment with women

##### Issues highlighted with National Commission for Protection of Child Rights

- Request for adopting measures related to basic education and child welfare in the neighbourhood
- Complaints against School administration for matters concerned with primary education
- Complaints regarding allegation of child labour and exploitation

## 5.4. Ministry of Coal

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **572 PG Officers** are mapped from the Ministry of Coal on CPGRAMS
- The Average Closing Time for the Ministry was **26 Days**
- For the month of October, the Ministry of Coal stood at **22<sup>nd</sup>** position among Group B with a total score of **49.85%**

### Major Categories under which Grievances are received

#### Employee related

- Various kind of pension related requests such as non-settlement of PF/pension benefits, pension not started yet, sudden stoppage of pension, revision of pension, etc. even months after completion of formalities
- Gratuity payment not received, even after months
- Requests for transfer on compassionate/humanitarian ground, mainly on back of medical reason
- Grievances around non-reimbursement of medical bills despite submission of documents

#### Corruption/Vigilance related

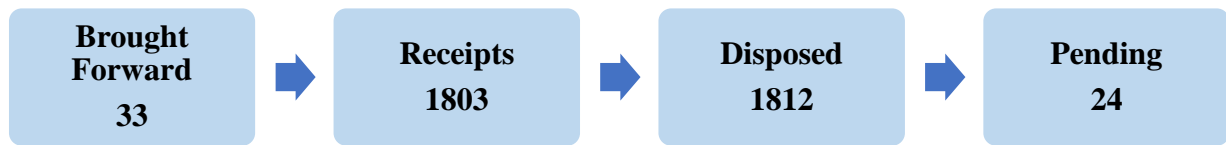
- Bribes/commission demanded/extorted, examples include, during clearance of pending bill payments, threatening with transfer of non-compliance, demanded from vendors/contractors etc.
- Allegations of mis-use of post, power and company resources for personal use
- Indulgence in illegal/unethical practices through syndicate formation, help from local officials, etc. who receive monetary benefits in return

#### Vendor/Contractors related

- Non-refund of earnest money deposit, submitted along with unsuccessful bid/offer for tender invited regarding procurement of required items
- Non-refund/non-receipt of refund of coal value against rake movement/cancelled rakes

## 5.5. Ministry of Mines

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **39 PG Officers** are mapped from the Ministry of Mines on CPGRAMS
- The Average Closing Time for the Ministry was **9 Days**
- For the month of October, the Ministry of Mines stood at **25<sup>th</sup>** position among Group B with a total score of **48.40%**

### Major Categories under which Grievances are received

#### Inconvenience to Public

- Environmental and health concerns with respect to dust, water body contamination, noise etc., raised by the residents owing to the nearby mining activities
- Damage and infringement of private property and denial of payment of any compensation
- Mining activities disrupting lives of the residents by damaging public property such as roads, electricity poles, sources of irrigation etc.

#### Vigilance related

- Allegation of corruption against mining projects and request for investigation of the same
- Highlighted instances of illegal/unapproved mining activities
- Delay in payment/non-payment of bills by mining firms

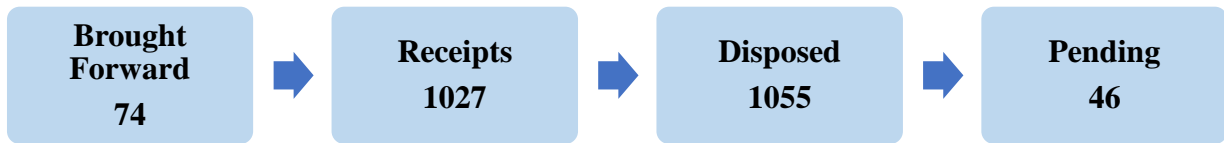
#### Issues related to Central Public Sector Enterprises (CPSEs)

- Hindustan Copper Limited (HCL) / National Aluminium Company Limited (NALCO) service matter related issues such as non-payment/delay in salary, VRS scheme, pensionary benefits, arrears, transfer etc.
- Other recruitment related matters such as appointment, entrance exam, compensatory employment etc.



## 5.6. Department of Health Research

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **134 PG Officers** are mapped from the Department of Health Research on CPGRAMS
- The Average Closing Time for the Department was **39 Days**
- For the month of October, the Department of Health Research stood at **18<sup>th</sup>** position among Group B with a total score of **51.51%**
- **4.36%** of total grievances disposed are getting converted into appeals for the Department

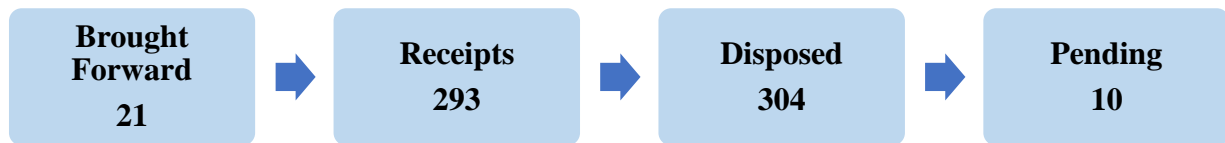
### Major Categories under which Grievances are received

#### General

- Various kinds of inputs/suggestions to treat/contain COVID spread
- Requests for financial/medical assistance/plan for treatment of rare disease like muscular dystrophy, as the medicine for same costs crores of rupees
- Discrepancies such as in vaccination status where COWIN website shows as no dose administered whereas citizen had received the vaccine dose and vice versa, citizen administered a different COVID vaccine dose whereas database shows different vaccine name, etc.
- Difficulties in getting COVID compensation despite submission of documents
- Grievance around non-action by State pollution control board on air pollution caused by sugar mill

## 5.7. Department of Fisheries

### Status of Grievances Received



(Time Period: 01/01/2022 to 25/10/2022)

- A total of **13 PG Officers** are mapped from the Department of Fisheries on CPGRAMS
- The Average Closing Time for the Department was **34 Days**
- For the month of October, the Department of Fisheries stood at **3<sup>rd</sup>** position among Group B with a total score of **56.17%**
- **7.57%** of total grievances disposed are getting converted into appeals for the Department

### Major Categories under which Grievances are received

#### General

- Non-receipt of subsidy under Pradhan Mantri Matsya Sampada Yojana, even months after submitting/completing all formalities
- Inputs/Grave concerns on draft version of Indian Marine Fisheries Bill, 2021; mainly around Section 18, recreational fishing, grant of licences, etc.
- Grievances around pending financial assistance from past 3 years, for sanctioned project for cage culture under Blue Revolution scheme. Non availability of funds within time limit severely affecting business
- Grievances by associations regarding price hike/high price of diesel, affecting fisheries industry & subsequently livelihood of millions, requests for fuel subsidy on back of same
- Request by Sagarmitras working in state of Andhra Pradesh [provided opportunity of employment in the Department of Fisheries, under Pradhan Mantri Matsya Sampada Yojana scheme] to be paid regular salary
- Request for deployment of 108 marine ambulances in Rajula/Jafrabad area, for fishermen, as non-availability of same has led to numerous lost lives
- Regarding non-receipt of death claim amount as District Fisheries department claim non approval, from Delhi
- Grievances alleging prevention of merger of 4 organizations namely Fisheries Survey of India, CIFNET, NIPHAT & CICEF, by top ranking officials of one of the departments for personal benefits, increased allocated budget not reaching fishermen community/ funds not being utilized properly

## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – October 2022

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8742	<b>16934</b>	25676	13413	12263
2	Ministry of Labour and Employment	3245	<b>8773</b>	12018	9123	2895
3	Ministry of Railways (Railway Board)	2011	<b>3858</b>	5869	3647	2222
4	Department of Telecommunications	713	<b>3790</b>	4503	3643	860
5	Central Board of Direct Taxes (Income Tax)	12045	<b>3561</b>	15606	3632	11974
6	Department of Posts	1868	<b>3506</b>	5374	3405	1969
7	Ministry of Home Affairs	1591	<b>2537</b>	4128	2566	1562
8	Department of Agriculture and Farmers Welfare	371	<b>1950</b>	2321	1146	1175
9	Department of Health & Family Welfare	14966	<b>1878</b>	16844	8554	8290
10	Department of Personnel and Training	4412	<b>1872</b>	6284	3371	2913

#### Annexure 1.2.: Maximum Number of Disposals – October 2022

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8742	16934	25676	<b>13413</b>	12263
2	Ministry of Labour and Employment	3245	8773	12018	<b>9123</b>	2895
3	Department of Health & Family Welfare	14966	1878	16844	<b>8554</b>	8290
4	Ministry of Railways (Railway Board)	2011	3858	5869	<b>3647</b>	2222
5	Department of Telecommunications	713	3790	4503	<b>3643</b>	860
6	Central Board of Direct Taxes (Income Tax)	12045	3561	15606	<b>3632</b>	11974
7	Department of Posts	1868	3506	5374	<b>3405</b>	1969
8	Department of Personnel and Training	4412	1872	6284	<b>3371</b>	2913
9	Ministry of Home Affairs	1591	2537	4128	<b>2566</b>	1562
10	Department of Social Justice and Empowerment	2323	396	2719	<b>2380</b>	339

(Time Period: 01/10/2022 to 25/10/2022)

### Annexure 1.3.: Maximum Number of Receipts – January to October

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8024	<b>152097</b>	160121	147858	12263
2	Ministry of Labour and Employment	4063	<b>110007</b>	114070	111176	2894
3	Central Board of Direct Taxes (Income Tax)	7768	<b>47335</b>	55103	43129	11974
4	Ministry of Railways (Railway Board)	1484	<b>45026</b>	46510	44288	2222
5	Department of Posts	2458	<b>44100</b>	46558	44589	1969
6	Department of Telecommunications	1496	<b>42408</b>	43904	43044	860
7	Ministry of Home Affairs	1512	<b>35021</b>	36533	34971	1562
8	Ministry of Cooperation	2771	<b>27326</b>	30097	29543	554
9	Department of Health & Family Welfare	5028	<b>26438</b>	31466	23176	8290
10	Ministry of Housing and Urban Affairs	880	<b>25848</b>	26728	25676	1052

### Annexure 1.4.: Maximum Number of Disposals – January to October

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8024	152097	160121	<b>147858</b>	12263
2	Ministry of Labour and Employment	4063	110007	114070	<b>111176</b>	2894
3	Department of Posts	2458	44100	46558	<b>44589</b>	1969
4	Ministry of Railways (Railway Board)	1484	45026	46510	<b>44288</b>	2222
5	Central Board of Direct Taxes (Income Tax)	7768	47335	55103	<b>43129</b>	11974
6	Department of Telecommunications	1496	42408	43904	<b>43044</b>	860
7	Ministry of Home Affairs	1512	35021	36533	<b>34971</b>	1562
8	Ministry of Cooperation	2771	27326	30097	<b>29543</b>	554
9	Department of Personnel and Training	6760	25546	32306	<b>29393</b>	2913
10	Ministry of Housing and Urban Affairs	880	25848	26728	<b>25676</b>	1052

(Time Period: 01/01/2022 to 25/10/2022)

### 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 Financial Services (Banking Division)	8024	152097	160121	147858	12263
2	Central Board of Direct Taxes (Income Tax)	7768	47335	55103	43129	11974
3	Department of Health & Family Welfare	5028	26438	31466	23176	8290
4	Department of Revenue	2472	12519	14991	11841	3150
5	Department of Personnel and Training	6760	25546	32306	29393	2913
6	Ministry of Labour and Employment	4063	110007	114070	111176	2894
7	Ministry of Railways (Railway Board)	1484	45026	46510	44288	2222
8	Department of Defence	1553	11115	12668	10624	2044
9	Department of Posts	2458	44100	46558	44589	1969
10	Department of Consumer Affairs	806	13671	14477	12670	1807
11	Ministry of Home Affairs	1512	35021	36533	34971	1562
12	Department of Rural Development	564	9925	10489	9132	1357
13	Ministry of External Affairs	339	14215	14554	13229	1325
14	Department of Higher Education	1601	16085	17686	16437	1249
15	Department of School Education and Literacy	989	15300	16289	15042	1247
16	Department of Agriculture and Farmers Welfare	419	21294	21713	20538	1175
17	Department of Ex Servicemen Welfare	996	9892	10888	9747	1141
18	Ministry of Petroleum and Natural Gas	684	14592	15276	14166	1110
19	Ministry of Housing and Urban Affairs	880	25848	26728	25676	1052

### 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	Pending > 30 Days
1	Central Board of Direct Taxes (Income Tax)	7768	47335	55103	43129	11974	8295
2	Department of Health & Family Welfare	5028	26438	31466	23176	8290	7081
3	Department of Revenue	2472	12519	14991	11841	3150	2307
4	Department of Personnel and Training	6760	25546	32306	29393	2913	1554
5	Department of Defence	1553	11115	12668	10624	2044	1462
6	Ministry of Home Affairs	1512	35021	36533	34971	1562	941
7	Ministry of Railways (Railway Board)	1484	45026	46510	44288	2222	618
8	Department of School Education and Literacy	989	15300	16289	15042	1247	613
9	Ministry of External Affairs	339	14215	14554	13229	1325	606
10	Department of Financial Services (Banking Division)	8024	152097	160121	147858	12263	596

(Time Period: 01/01/2022 to 25/10/2022)

## Annexure 2: Top 10 Ministries/Departments with Pending Grievances under Corruption Category

S. No.	Name of Organisation	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	831	19236	20067	18590	1477
2	Department of Personnel and Training	316	2643	2959	2751	208
3	O/o the Comptroller & Auditor General of India	3	3055	3058	2872	186
4	Department of Health & Family Welfare	116	441	557	373	184
5	Department of Higher Education	77	565	642	507	135
6	Department of Consumer Affairs	169	1583	1752	1625	127
7	Department of Posts	128	2237	2365	2252	113
8	Department of Revenue	42	143	185	77	108
9	Department of Rural Development	187	998	1185	1089	96
10	Ministry of Petroleum and Natural Gas	48	742	790	713	77

## Annexure 3: Average Closing Time

### Annexure 3.1.: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Department of Social Justice and Empowerment	5599	163
2	Department of Legal Affairs	3791	130
3	Department of Health & Family Welfare	23176	119
4	Ministry of Cooperation	29543	103
5	Legislative Department	843	102
6	Department of Military Affairs	6382	84
7	Department of Space	386	72
8	Department of Revenue	11841	61
9	Central Board of Direct Taxes (Income Tax)	43129	60
10	Department of Atomic Energy	1190	58

### Annexure 3.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Food Processing Industries	1498	5
2	Department of Expenditure	6257	6
3	Department of Financial Services (Pension Reforms)	2584	6
4	Department of Food and Public Distribution	3828	7
5	Department of Telecommunications	43044	8
6	Department of Science and Technology	5542	8
7	Ministry of Parliamentary Affairs	2178	8
8	Department of Chemicals and Petrochemicals	389	8
9	Department of Agriculture and Farmers Welfare	20538	9
10	Ministry of Corporate Affairs	14427	9

(Time Period: 01/01/2022 to 25/10/2022)

## Annexure 4: Public Grievance Officers on CPGRAMS

### Annexure 4.1.: Bifurcation of Central PG Officers among different levels

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Level 1	90	214	304
2	Level 2	3542	672	4214
3	Level 3	7503	618	8121
4	Level 4	12659	530	13189
5	Level 5	11913	351	12264
6	Level 6	4945	82	5027
7	Level 7	946	34	980
8	Level 8	359	0	359
<b>Total</b>		<b>41957</b>	<b>2501</b>	<b>44458</b>

### Annexure 4.2.: 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	8692	359	9051
2	Central Board of Direct Taxes (Income Tax)	7988	527	8515
3	Department of Defence	3482	99	3581
4	Central Board of Indirect Taxes and Customs	2302	46	2348
5	Ministry of Housing and Urban Affairs	2045	183	2228
6	Ministry of Railways (Railway Board)	1793	146	1939
7	Department of Financial Services (Banking Division)	1213	192	1405
8	Department of Telecommunications	1200	136	1336
9	Department of Posts	1087	38	1125
10	Ministry of Labour and Employment	953	168	1121

### Annexure 4.3.: Top 10 Ministries/Departments with Highest Number of PG Officers added in the year 2022

S. No.	Name of Ministry/Department	PG Officers till 31 <sup>st</sup> Dec 2021	PG Officers added after 1 <sup>st</sup> Jan 2022	Total PG Officer Accounts
1	Department of Defence	2032	1549	3581
2	Ministry of Labour and Employment	582	539	1121
3	Department of Military Affairs	586	483	1069
4	Department of Ex Servicemen Welfare	430	438	868
5	Ministry of Home Affairs	183	436	619
6	Central Board of Direct Taxes (Income Tax)	8090	425	8515
7	Ministry of Power	94	356	450
8	Department of Defence Finance	196	294	490
9	Ministry of Housing and Urban Affairs	1970	258	2228
10	Department of Rural Development	8849	202	9051

(Time Period: 01/01/2022 to 25/10/2022)

## Annexure 5: Status of Action Taken Reports (ATR)

### Annexure 5.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format

S. No.	Name of Ministry/Department	ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Financial Services (Banking Division)	134103	114556	14587	4960
2	Ministry of Labour and Employment	110211	23293	85134	1784
3	Ministry of Railways (Railway Board)	42131	24119	11281	6731
4	Department of Posts	41967	40926	833	208
5	Department of Telecommunications	41523	32687	6812	2024
6	Central Board of Direct Taxes (Income Tax)	40981	10078	30615	288
7	Ministry of Housing and Urban Affairs	28748	24449	3087	1212
8	Ministry of Cooperation	28587	28514	61	12
9	Department of Personnel and Training	21847	20402	631	814
10	Department of Health & Family Welfare	17083	12842	2203	2038

## Annexure 6: Status of Appeals Filed on Closed Grievances

### Annexure 6.1.: 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	11795	11795	0	11795
2	Department of Health & Family Welfare	1655	2777	4432	195	4237
3	Central Board of Direct Taxes (Income Tax)	1029	6398	7427	4228	3199
4	Ministry of Corporate Affairs	1129	2150	3279	267	3012
5	Ministry of Home Affairs	504	2651	3155	1315	1840
6	Department of Personnel and Training	0	2318	2318	1083	1235
7	Ministry of Labour and Employment	338	18865	19203	18019	1184
8	Department of Consumer Affairs	241	1460	1701	595	1106
9	Department of Financial Services (Banking Division)	2142	28787	30929	29926	1003
10	Department of Higher Education	897	2546	3443	2452	991

### Annexure 6.2.: 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	1374	1190	587	49.33%
2	Ministry of Cooperation	30097	29543	11795	39.92%
3	Department of Defence Production	2173	2051	761	37.10%
4	Department of Heavy Industry	1007	959	310	32.33%
5	Department of Rural Development	10489	9132	2804	30.71%
6	Central Board of Indirect Taxes and Customs	12515	11838	3405	28.76%
7	Department of Food and Public Distribution	3931	3828	1074	28.06%
8	Department of Empowerment of Persons with Disabilities	2143	2065	568	27.51%
9	Department of Telecommunications	43904	43044	11403	26.49%
10	Ministry of Tourism	1608	1526	352	23.07%

(Time Period: 01/01/2022 to 25/10/2022)



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

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