



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

75
आज़ादी का
अमृत महोत्सव



CPGRAMS

Monthly Report November 2022

[Report Number 7 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 |
| 4.3. Analysis of Grievance Redressal Index | 11 |
| 5. Grievances on CPGRAMS Portal..... | 12 |
| 6. Average Closing Time of Grievances on CPGRAMS Portal | 12 |
| 7. Public Grievance Officers on CPGRAMS Portal | 13 |
| 8. Appeal Status on CPGRAMS Portal | 13 |
| 9. Media Outreach..... | 14 |
| Annexure 1: Performance of Ministries/Departments..... | 15 |
| Annexure 1.1.: Maximum Number of Receipts – November 2022..... | 15 |
| Annexure 1.2.: Maximum Number of Disposals – November 2022..... | 15 |
| Annexure 1.3.: Maximum Number of Receipts – January to November 2022 | 16 |
| Annexure 1.4.: Maximum Number of Disposals – January to November 2022 | 16 |
| Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances | 17 |
| Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days | 17 |

| | |
|--|----|
| Annexure 2: Top 10 Ministries/Departments with Pending Grievances under Corruption | |
| Category | 18 |
| Annexure 3: Average Closing Time | 18 |
| Annexure 3.1.: Ministries/Departments with High Average Closing Time | 18 |
| Annexure 3.2.: Ministries/Departments with Low Average Closing Time | 18 |
| Annexure 4: Public Grievance Officers on CPGRAMS | 19 |
| Annexure 4.1.: Bifurcation of Central PG Officers among different levels | 19 |
| Annexure 4.2.: Top 10 Ministries/Departments with Highest Number of Central PG Officers | 19 |
| Annexure 5: Status of Action Taken Reports (ATR) | 19 |
| Annexure 5.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format . | 19 |
| Annexure 6: Status of Appeals Filed on Closed Grievances | 20 |
| Annexure 6.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals | 20 |
| Annexure 6.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals .. | 20 |

1. Key Highlights

1. General

- An AI/ML based dashboard has been developed by IIT-Kanpur, for deeper analysis of CPGRAMS grievances by the Ministries/Departments. The dashboard shall be operationalised expeditiously

2. PG Cases

- In November, 2022, **96554** PG cases were received on the CPGRAMS portal, **93384 PG cases were redressed** and there exists a pendency of **75314 PG cases**. The pendency in the Central Secretariat has increased from **72144 PG cases** at the end of October, 2022 to **75314 PG cases** at the end of November, 2022
- Department of Financial Services (Banking Division) [16251 receipts], Ministry of Labour and Employment [10048 receipts], Department of Agriculture and Farmer's Welfare [9587 receipts] and Central Board of Direct Taxes (Income Tax) [5476 receipts] have received the maximum number of grievances in November, 2022

3. PG Appeals

- In November, 2022, **12876 appeals were received** and **23898 appeals were disposed**. The Central Secretariat has a **pendency of 27023 PG Appeals** at the end of November, 2022
- Ministry of Cooperation [3355 appeals], Central Board of Direct Taxes (Income Tax) [2866 appeals], Department of Health and Family Welfare [2736 appeals] and Ministry of Corporate Affairs [2210 appeals] have the maximum pendency of appeals at the end of November, 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 November, 2022
- Ministry of Development of North Eastern Region and Department of Financial Services (Pension Reforms) and are the top performers in the Grievance Redressal Index among the Group B for November, 2022

5. Pendency

- **18 Ministries/Departments** have more than 1000 pending grievances as on 25th November, 2022
- Central Board of Direct Taxes (Income Tax) [7420 grievances] & Department of Revenue [2580 grievances] have the highest number of grievances pending for more than 30 days

6. Grievances in Corruption Category

- Department of Financial Services (Banking Division) has the highest number of PG cases under the corruption category with **1049 pending grievances**

7. Average Closing Time

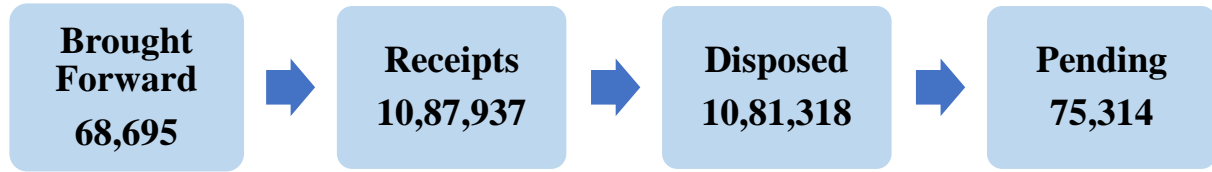
- **36 Ministries/Departments** have improved their Average Closing Time of grievances in November, 2022
- Average Grievance Redressal Time in all the Ministries/Departments in November, 2022 was **28 Days**

8. Feedback received from BSNL Call Centre

- **More than 19000 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 of 1st September, 2022 to 25th November, 2022

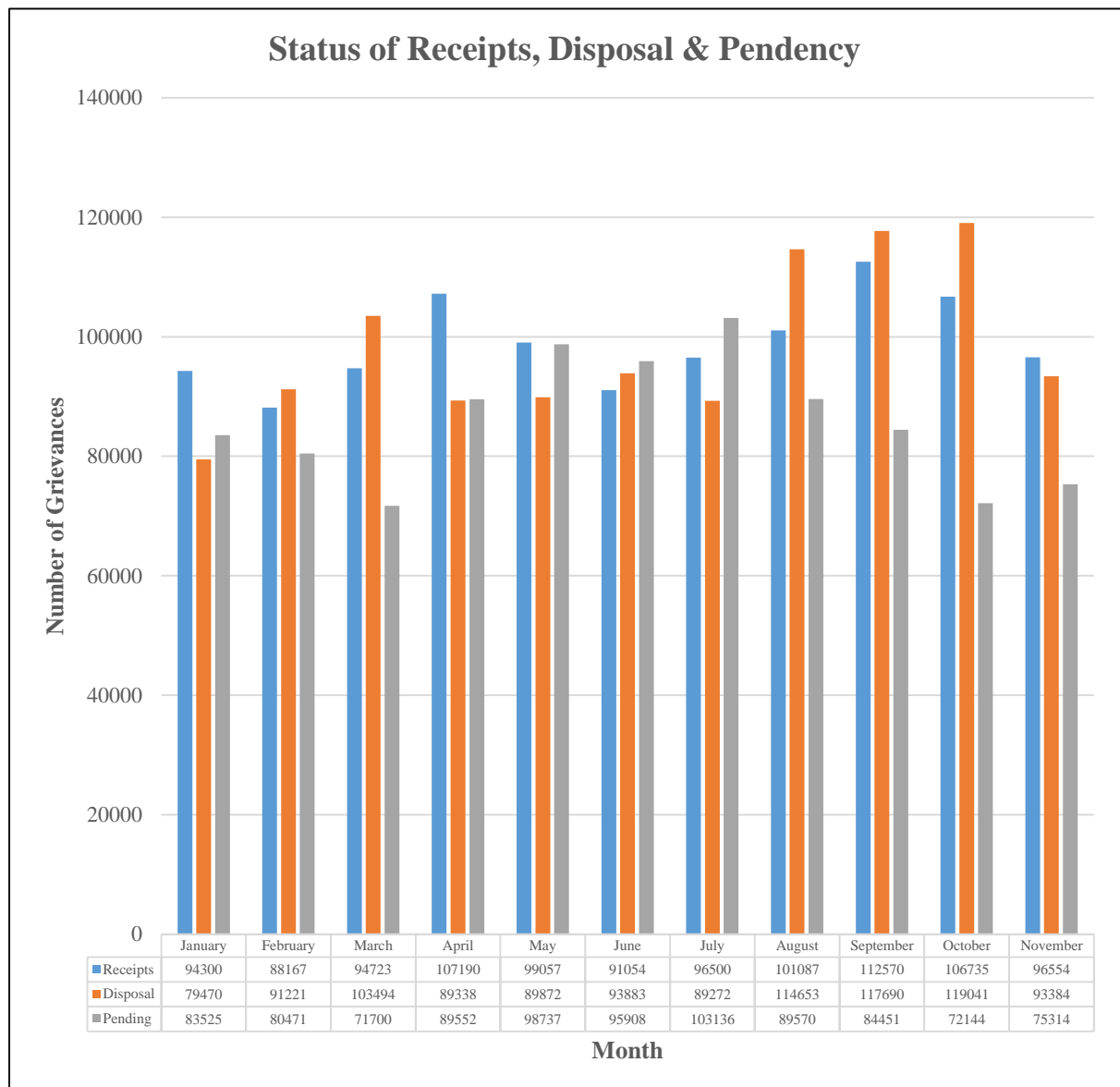
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/11/2022)

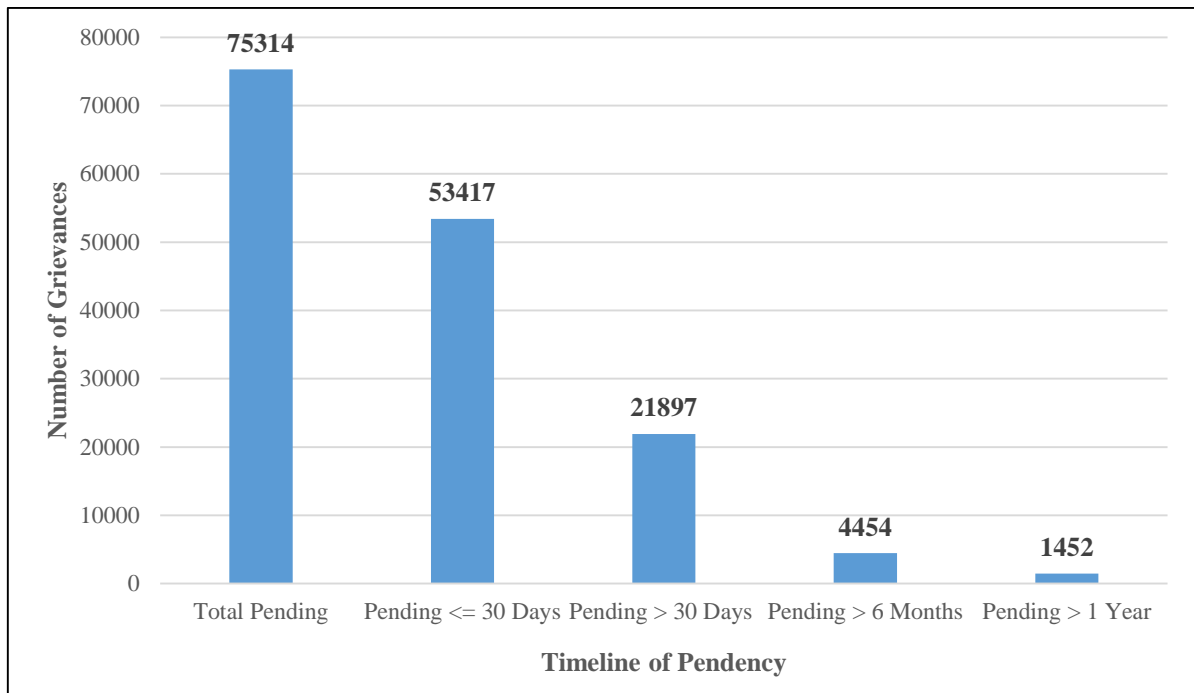
2.2. Month-wise Status of Grievances on CPGRAMS



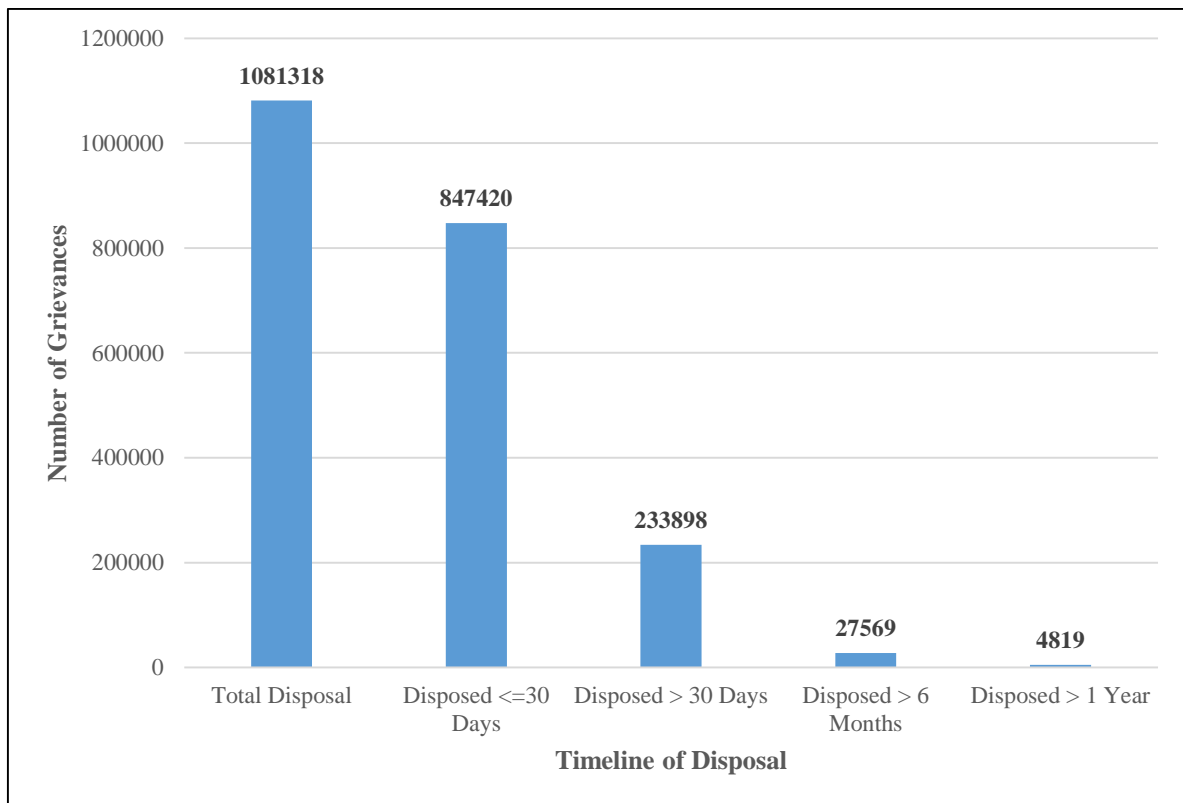
(Time Period: 01/01/2022 to 25/11/2022)

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/11/2022)

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 June, 2022 to 25th November, 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)

Revised GRI has been formulated on the basis of the 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 | 7354 | 64.62% | 1 |
| 2 | Department of Defence Finance | 9753 | 61.67% | 2 |
| 3 | Ministry of Labour and Employment | 72228 | 60.13% | 3 |
| 4 | Department of Posts | 30142 | 59.48% | 4 |
| 5 | Department of Ex Servicemen Welfare | 8440 | 58.12% | 5 |
| 6 | Ministry of Petroleum and Natural Gas | 9830 | 54.11% | 6 |
| 7 | Ministry of Railways (Railway Board) | 30001 | 54.08% | 7 |
| 8 | Ministry of Panchayati Raj | 3590 | 53.74% | 8 |
| 9 | Ministry of External Affairs | 8879 | 53.56% | 9 |
| 10 | Ministry of Home Affairs | 22390 | 53.11% | 10 |
| 11 | Department of Financial Services (Insurance Division) | 12019 | 52.92% | 11 |
| 12 | Department of Justice | 6455 | 52.63% | 12 |
| 13 | Department of Food and Public Distribution | 2565 | 52.15% | 13 |
| 14 | Department of Telecommunications | 27144 | 51.78% | 14 |
| 15 | Department of Science and Technology | 3428 | 51.70% | 15 |
| 16 | Ministry of Housing and Urban Affairs | 14914 | 51.50% | 16 |
| 17 | Department of Consumer Affairs | 10547 | 51.44% | 17 |
| 18 | Ministry of Electronics & Information Technology | 4506 | 51.43% | 18 |
| 19 | Department of School Education and Literacy | 9446 | 51.07% | 19 |
| 20 | Ministry of Women and Child Development | 2978 | 50.52% | 20 |
| 21 | Department of Expenditure | 4069 | 50.26% | 21 |
| 22 | Ministry of Civil Aviation | 5698 | 49.84% | 22 |
| 23 | Department of Financial Services (Banking Division) | 106893 | 49.65% | 23 |
| 24 | Department of Defence | 9251 | 48.71% | 24 |
| 25 | Ministry of Corporate Affairs | 9323 | 48.04% | 25 |
| 26 | Ministry of Environment, Forest and Climate Change | 2970 | 48.01% | 26 |
| 27 | Ministry of Road Transport and Highways | 13746 | 47.75% | 27 |
| 28 | Department of Higher Education | 12145 | 47.63% | 28 |
| 29 | Department of Personnel and Training | 17227 | 46.40% | 29 |
| 30 | Central Board of Direct Taxes (Income Tax) | 42566 | 45.72% | 30 |
| 31 | O/o the Comptroller & Auditor General of India | 8002 | 45.57% | 31 |
| 32 | Department of Military Affairs | 4411 | 45.10% | 32 |
| 33 | Ministry of Information and Broadcasting | 2668 | 44.25% | 33 |
| 34 | Department of Agriculture and Farmers Welfare | 21613 | 43.56% | 34 |
| 35 | Central Board of Indirect Taxes and Customs | 8544 | 41.91% | 35 |
| 36 | Department of Social Justice and Empowerment | 5545 | 41.10% | 36 |
| 37 | Department of Rural Development | 9317 | 39.49% | 37 |
| 38 | Department of Health & Family Welfare | 28877 | 38.50% | 38 |
| 39 | Department of Revenue | 10168 | 37.06% | 39 |
| 40 | Ministry of Cooperation | 31178 | 35.24% | 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 | 95 | 61.41% | 1 |
| 2 | Department of Financial Services (Pension Reforms) | 1682 | 58.83% | 2 |
| 3 | Department of Fisheries | 234 | 57.86% | 3 |
| 4 | Department of Land Resources | 1168 | 57.61% | 4 |
| 5 | Ministry of Food Processing Industries | 801 | 56.89% | 5 |
| 6 | Department of Defence Production | 1481 | 55.52% | 6 |
| 7 | NITI Aayog | 1599 | 55.47% | 7 |
| 8 | Department of Investment & Public Asset Management | 511 | 54.46% | 8 |
| 9 | Department of Legal Affairs | 2200 | 53.72% | 9 |
| 10 | Department of Empowerment of Persons with Disabilities | 1436 | 53.71% | 10 |
| 11 | Ministry of Culture | 1361 | 53.21% | 11 |
| 12 | Ministry of Tourism | 1245 | 52.71% | 12 |
| 13 | Department of Public Enterprises | 362 | 52.64% | 13 |
| 14 | Ministry of Water Resources, River Development & Ganga Rejuvenation | 1135 | 52.14% | 14 |
| 15 | Department of Health Research | 625 | 51.95% | 15 |
| 16 | Ministry of Parliamentary Affairs | 848 | 51.90% | 16 |
| 17 | Department of Pharmaceutical | 531 | 51.88% | 17 |
| 18 | Department for Promotion of Industry and Internal Trade | 1176 | 51.11% | 18 |
| 19 | Ministry of Mines | 613 | 51.09% | 19 |
| 20 | Department of Agriculture Research and Education | 1445 | 51.09% | 20 |
| 21 | Ministry of Coal | 2202 | 50.77% | 21 |
| 22 | Department of Commerce | 2369 | 49.58% | 22 |
| 23 | Department of Defence Research and Development | 700 | 49.32% | 23 |
| 24 | Department of Space | 224 | 49.24% | 24 |
| 25 | Ministry of Steel | 561 | 48.63% | 25 |
| 26 | Ministry of Earth Sciences | 331 | 48.56% | 26 |
| 27 | Ministry of Power | 2362 | 48.53% | 27 |
| 28 | Ministry of Minority Affairs | 1260 | 48.34% | 28 |
| 29 | Department of Drinking Water and Sanitation | 2094 | 47.75% | 29 |
| 30 | Department of Heavy Industry | 700 | 47.74% | 30 |
| 31 | Ministry of New and Renewable Energy | 485 | 47.59% | 31 |
| 32 | Department of Sports | 909 | 47.22% | 32 |
| 33 | Ministry of Ayush | 1446 | 47.15% | 33 |
| 34 | Ministry of Tribal Affairs | 753 | 46.85% | 34 |
| 35 | Ministry of Shipping | 935 | 46.14% | 35 |
| 36 | Ministry of Textiles | 534 | 45.62% | 36 |
| 37 | Ministry of Micro Small and Medium Enterprises | 1197 | 45.07% | 37 |
| 38 | Ministry of Skill Development and Entrepreneurship | 1335 | 45.00% | 38 |

| S. No. | Name of Ministry/Department | Total Grievances | Score Percentage | Rank |
|--------|---|------------------|------------------|------|
| 39 | Department of Animal Husbandry, Dairying | 1154 | 44.94% | 39 |
| 40 | Ministry of Statistics and Programme Implementation | 192 | 44.92% | 40 |
| 41 | Legislative Department | 611 | 44.75% | 41 |
| 42 | Department of Bio Technology | 152 | 44.38% | 42 |
| 43 | Department of Economic Affairs ACC Division | 2315 | 44.31% | 43 |
| 44 | Department of Chemicals and Petrochemicals | 264 | 44.24% | 44 |
| 45 | Department of Fertilizers | 321 | 43.97% | 45 |
| 46 | Department of Scientific & Industrial Research | 588 | 43.81% | 46 |
| 47 | Department of Official Language | 174 | 43.04% | 47 |
| 48 | Department of Youth Affairs | 496 | 40.51% | 48 |
| 49 | Department of Atomic Energy | 1007 | 36.56% | 49 |

4.3. Analysis of Grievance Redressal Index

- As compared to the Grievance Redressal Index for the month of October, the Department of Legal Affairs has moved from Group A to Group B, due to a decrease in the number of grievances received. Department of Food and Public Distribution has moved from Group B to Group A, due to an increase in the number of grievances received; the rest all the Ministries/Departments remain in the same group as the last month
- Out of 89 Ministries/Departments, 57 have shown an increase in percentage score as compared to the month of October, with the maximum increase in percentage score recorded for the Department of Investment and Public Asset Management (+5.45%)
- 32 Ministries/Departments have shown a decrease in percentage score as compared to the month of October, with the maximum decrease in percentage score recorded for the Department of Agriculture and Farmer's Welfare (-6.75%)
- In Group A, the Department of Health and Family Welfare (+4.38%) have shown the maximum increase in percentage score while the Department of Agriculture and Farmer's Welfare (-6.75%) have registered the maximum decrease in percentage score
- In Group B, the Department of Investment and Public Asset Management (+5.45%) has shown the maximum increase in percentage score while the Department of Drinking Water and Sanitation (-3.37%) has registered the maximum decrease in percentage score

5. Grievances on CPGRAMS Portal

- For the month of November, 2022, the Department of Financial Services (Banking Division) has received the maximum number of grievances with the department receiving 16251 grievances, followed by the Ministry of Labour and Employment at the 2nd place, with the number standing at 10048 registrations
- The Department of Health and Family Welfare has disposed 6543 grievances and stands at the 3rd position in terms of disposal for the month of November, 2022
- In the year 2022, till 25th November, the Central Board of Direct Taxes (Income Tax) has received the 3rd highest number of grievances (53564) and has disposed of 48748 grievances, thus standing at the 5th position in terms of disposal
- Department of Telecommunications with 47126 receipts and 47574 disposals stands at the 6th position, both in terms of receipts and disposals, till 25th November 2022
- As of 25th November, 2022, 3 Ministries/Departments have more than 10000 pending grievances while 18 Ministries/Departments have more than 1000 pending grievances
- Central Board of Direct Taxes (Income Tax) with 7420 grievances pending for disposal for more than 30 days' tops the list; followed by the Department of Revenue with 2580 grievances pending for disposal
- For the Corruption related grievances, 7 citizens have filed 13124 grievances across all the Central Ministries/Departments
- In the year 2022, till 25th November, Department of Financial Services (Banking Division) has received the maximum grievances under the Corruption category

6. 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 Central Ministries/Departments
- 30 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 59 Ministries/Departments are disposing the grievances within an Average Closing Time period of 30 days
- Department of Social Justice and Empowerment with a high Average Closing Time of 157 days (against 6061 grievances) tops the list, followed by the Department of Health and Family Welfare with an Average Closing Time of 123 days (against 31391 disposals)

- Department of Financial Services (Pension Reforms) with an Average Closing time of 5 days (against 3078 disposals) tops the list of Ministries/Departments with the lowest Average Closing Time

7. Public Grievance Officers on CPGRAMS Portal

- Numbers of PG Officers mapped onto the CPGRAMS in November have increased, on the 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 stands at 77498 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 44606 officers to the total
- Department of Rural Development has the maximum number of mappings with 9067 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8570 officers, Department of Defence stands at the 3rd place with 3591 mappings
- 11 Ministries/Departments have mapped more than 1000 Public Grievance Officers onto the CPGRAMS

8. Appeal Status on CPGRAMS Portal

- In the year 2022, till 25th November, a total of 163019 appeals have been received by the Central Ministries/Departments, with additional 14811 appeals being brought forward from past years. 150807 appeals have been disposed of while 27023 appeals are still pending disposal
- Department of Financial Services (Banking Division) has received the maximum number of appeals during the year 2022 with the department receiving 31653 appeals, followed by the Ministry of Labour and Employment standing at the 2nd position with 21320 appeals. The Top 3 list also includes the Department of Telecommunications with 12473 appeals
- Ministry of Cooperation with 3355 appeals has the highest pendency among all the Ministries/Departments followed by the Central Board of Direct Tax (Income Tax) with 2866 appeals pending for disposal
- Department of Atomic Energy has received the maximum number of appeals against the disposed of grievances with 46.27% of its disposed of grievances (1381) getting converted into appeals, followed by the Ministry of Cooperation standing at the 2nd position, for which 38.80% of its disposed of grievances (31525) got converted into appeals

9. Media Outreach

Ministry of Electronics & IT

UIDAI tops Grievance Redressal Index third month in a row

Unveils new chatbot 'Aadhaar Mitra' for better resident experience

Posted On:04 NOV 2022 3:29PM by PIB Delhi

The Unique Identification Authority of India (UIDAI) has been again placed at the top amongst all Group A Ministries, Departments and Autonomous Bodies for resolving public grievances in the rankings report published by Department of Administrative Reforms and Public Grievances(DARPG) for the month of October 2022. This is the third month in a row when UIDAI has topped the rankings.

In order to further enhance residents' experience, UIDAI has also launched its new AI/ML based Chatbot, *Aadhaar Mitra*. The new Chatbot comes with enhanced features like - check Aadhaar enrollment/update status, tracking of Aadhaar PVC card status, information on enrollment centre location etc. Residents can even register their grievances and track them using *Aadhaar Mitra*.

UIDAI has a robust grievance redressal mechanism comprising of UIDAI HQ, its Regional Offices, Technology Centre, and engaged contact centre partners. UIDAI has been a facilitator for both ease of living and ease of doing business and it has been continuously striving to make Aadhaar holders experience progressively better.

A resident centric coordinated approach is enabling UIDAI to resolve nearly 92% of CRM Grievances within a week.

The organization is facilitating ease of living, and is further committed to strengthen its Grievance Redressal Mechanism. UIDAI is gradually rolling out advanced and futuristic Open-Source CRM solution. The new Customer Relationship Management (CRM) solution has been designed with advanced features to enhance UIDAI service delivery to residents.

The new CRM solution has the capacity to support multi-channels like phone call, email, chatbot, web portal, social media, letter, and walk-in through which the grievances can be lodged, tracked and resolved effectively.

(Release ID: 1873696)

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – November 2022

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|--------------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 10225 | 16251 | 26476 | 16096 | 10380 |
| 2 | Ministry of Labour and Employment | 3276 | 10048 | 13324 | 9803 | 3521 |
| 3 | Department of Agriculture and Farmers Welfare | 4268 | 9587 | 13855 | 2657 | 11198 |
| 4 | Central Board of Direct Taxes (Income Tax) | 11122 | 5476 | 16598 | 4014 | 12584 |
| 5 | Ministry of Railways (Railway Board) | 2263 | 4496 | 6759 | 4616 | 2143 |
| 6 | Department of Posts | 1773 | 4295 | 6068 | 4240 | 1828 |
| 7 | Department of Telecommunications | 943 | 3915 | 4858 | 3810 | 1048 |
| 8 | Ministry of Home Affairs | 1602 | 2628 | 4230 | 2701 | 1529 |
| 9 | Department of Personnel and Training | 2491 | 2040 | 4531 | 2189 | 2342 |
| 10 | Ministry of Housing and Urban Affairs | 934 | 1997 | 2931 | 1893 | 1038 |

Annexure 1.2.: Maximum Number of Disposals – November 2022

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|--------------|---------|
| 1 | Department of Financial Services (Banking Division) | 10225 | 16251 | 26476 | 16096 | 10380 |
| 2 | Ministry of Labour and Employment | 3276 | 10048 | 13324 | 9803 | 3521 |
| 3 | Department of Health & Family Welfare | 7005 | 1809 | 8814 | 6543 | 2271 |
| 4 | Ministry of Railways (Railway Board) | 2263 | 4496 | 6759 | 4616 | 2143 |
| 5 | Department of Posts | 1773 | 4295 | 6068 | 4240 | 1828 |
| 6 | Central Board of Direct Taxes (Income Tax) | 11122 | 5476 | 16598 | 4014 | 12584 |
| 7 | Department of Telecommunications | 943 | 3915 | 4858 | 3810 | 1048 |
| 8 | Ministry of Home Affairs | 1602 | 2628 | 4230 | 2701 | 1529 |
| 9 | Department of Agriculture and Farmers Welfare | 4268 | 9587 | 13855 | 2657 | 11198 |
| 10 | Department of Personnel and Training | 2491 | 2040 | 4531 | 2189 | 2342 |

(Time Period: 01/11/2022 to 25/11/2022)

Annexure 1.3.: Maximum Number of Receipts – January to November 2022

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|---------------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 8027 | 172074 | 180101 | 169721 | 10380 |
| 2 | Ministry of Labour and Employment | 4063 | 122058 | 126121 | 122600 | 3521 |
| 3 | Central Board of Direct Taxes (Income Tax) | 7768 | 53564 | 61332 | 48748 | 12584 |
| 4 | Ministry of Railways (Railway Board) | 1484 | 50639 | 52123 | 49980 | 2143 |
| 5 | Department of Posts | 2458 | 49308 | 51766 | 49938 | 1828 |
| 6 | Department of Telecommunications | 1496 | 47126 | 48622 | 47574 | 1048 |
| 7 | Ministry of Home Affairs | 1518 | 38306 | 39824 | 38295 | 1529 |
| 8 | Department of Agriculture and Farmers Welfare | 419 | 34269 | 34688 | 23490 | 11198 |
| 9 | Ministry of Cooperation | 2771 | 28870 | 31641 | 31525 | 116 |
| 10 | Department of Health & Family Welfare | 5028 | 28634 | 33662 | 31391 | 2271 |

Annexure 1.4.: Maximum Number of Disposals – January to November 2022

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|---------------|---------|
| 1 | Department of Financial Services (Banking Division) | 8027 | 172074 | 180101 | 169721 | 10380 |
| 2 | Ministry of Labour and Employment | 4063 | 122058 | 126121 | 122600 | 3521 |
| 3 | Ministry of Railways (Railway Board) | 1484 | 50639 | 52123 | 49980 | 2143 |
| 4 | Department of Posts | 2458 | 49308 | 51766 | 49938 | 1828 |
| 5 | Central Board of Direct Taxes (Income Tax) | 7768 | 53564 | 61332 | 48748 | 12584 |
| 6 | Department of Telecommunications | 1496 | 47126 | 48622 | 47574 | 1048 |
| 7 | Ministry of Home Affairs | 1518 | 38306 | 39824 | 38295 | 1529 |
| 8 | Department of Personnel and Training | 6760 | 27880 | 34640 | 32298 | 2342 |
| 9 | Ministry of Cooperation | 2771 | 28870 | 31641 | 31525 | 116 |
| 10 | Department of Health & Family Welfare | 5028 | 28634 | 33662 | 31391 | 2271 |

(Time Period: 01/01/2022 to 25/11/2022)

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 | Central Board of Direct Taxes (Income Tax) | 7768 | 53564 | 61332 | 48748 | 12584 |
| 2 | Department of Agriculture and Farmers Welfare | 419 | 34269 | 34688 | 23490 | 11198 |
| 3 | Department of Financial Services (Banking Division) | 8027 | 172074 | 180101 | 169721 | 10380 |
| 4 | Ministry of Labour and Employment | 4063 | 122058 | 126121 | 122600 | 3521 |
| 5 | Department of Revenue | 2473 | 13683 | 16156 | 12724 | 3432 |
| 6 | Department of Personnel and Training | 6760 | 27880 | 34640 | 32298 | 2342 |
| 7 | Department of Health & Family Welfare | 5028 | 28634 | 33662 | 31391 | 2271 |
| 8 | Ministry of Railways (Railway Board) | 1484 | 50639 | 52123 | 49980 | 2143 |
| 9 | Department of Posts | 2458 | 49308 | 51766 | 49938 | 1828 |
| 10 | Ministry of Home Affairs | 1518 | 38306 | 39824 | 38295 | 1529 |
| 11 | Department of Rural Development | 564 | 11193 | 11757 | 10420 | 1337 |
| 12 | Department of Higher Education | 1609 | 18091 | 19700 | 18372 | 1328 |
| 13 | Department of Ex Servicemen Welfare | 996 | 11895 | 12891 | 11647 | 1244 |
| 14 | Department of School Education and Literacy | 990 | 16413 | 17403 | 16270 | 1133 |
| 15 | Ministry of Petroleum and Natural Gas | 684 | 16077 | 16761 | 15630 | 1131 |
| 16 | Department of Telecommunications | 1496 | 47126 | 48622 | 47574 | 1048 |
| 17 | Ministry of Housing and Urban Affairs | 880 | 28236 | 29116 | 28078 | 1038 |
| 18 | Ministry of External Affairs | 340 | 15761 | 16101 | 15068 | 1033 |

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 | Central Board of Direct Taxes (Income Tax) | 7768 | 53564 | 61332 | 48748 | 12584 | 7420 |
| 2 | Department of Revenue | 2473 | 13683 | 16156 | 12724 | 3432 | 2580 |
| 3 | Department of Health & Family Welfare | 5028 | 28634 | 33662 | 31391 | 2271 | 1570 |
| 4 | Department of Personnel and Training | 6760 | 27880 | 34640 | 32298 | 2342 | 1038 |
| 5 | Department of Financial Services (Banking Division) | 8027 | 172074 | 180101 | 169721 | 10380 | 1019 |
| 6 | Ministry of Home Affairs | 1518 | 38306 | 39824 | 38295 | 1529 | 813 |
| 7 | Department of School Education and Literacy | 990 | 16413 | 17403 | 16270 | 1133 | 621 |
| 8 | Department of Rural Development | 564 | 11193 | 11757 | 10420 | 1337 | 548 |
| 9 | Ministry of Railways (Railway Board) | 1484 | 50639 | 52123 | 49980 | 2143 | 508 |
| 10 | Ministry of External Affairs | 340 | 15761 | 16101 | 15068 | 1033 | 461 |

(Time Period: 01/01/2022 to 25/11/2022)

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

| S. No. | Name of Ministry/Department | Receipts | Disposed | Pending |
|--------|---|----------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 18097 | 17048 | 1049 |
| 2 | Department of Personnel and Training | 1965 | 1712 | 253 |
| 3 | Department of Revenue | 149 | 50 | 99 |
| 4 | Ministry of Railways (Railway Board) | 1437 | 1342 | 95 |
| 5 | Department of Rural Development | 1111 | 1016 | 95 |
| 6 | Department of Higher Education | 661 | 590 | 71 |
| 7 | Department of Posts | 2260 | 2190 | 70 |
| 8 | Department of Consumer Affairs | 1610 | 1540 | 70 |
| 9 | Department of Health & Family Welfare | 480 | 432 | 48 |
| 10 | Department of Economic Affairs ACC Division | 290 | 245 | 45 |

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 | 6061 | 157 |
| 2 | Department of Health & Family Welfare | 31391 | 123 |
| 3 | Department of Legal Affairs | 4123 | 120 |
| 4 | Legislative Department | 871 | 99 |
| 5 | Ministry of Cooperation | 31525 | 97 |
| 6 | Department of Military Affairs | 6771 | 80 |
| 7 | Department of Space | 427 | 75 |
| 8 | Central Board of Direct Taxes (Income Tax) | 48748 | 61 |
| 9 | Department of Defence | 13046 | 61 |
| 10 | Ministry of Statistics and Programme Implementation | 324 | 60 |

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

| S. No. | Name of Ministry/Department | Cases Disposed | Average Closing Time (in days) |
|--------|--|----------------|--------------------------------|
| 1 | Department of Financial Services (Pension Reforms) | 3078 | 5 |
| 2 | Ministry of Food Processing Industries | 1698 | 6 |
| 3 | Department of Expenditure | 6790 | 7 |
| 4 | Department of Food and Public Distribution | 4315 | 7 |
| 5 | Ministry of Parliamentary Affairs | 2292 | 7 |
| 6 | Department of Telecommunications | 47574 | 8 |
| 7 | Department of Chemicals and Petrochemicals | 433 | 8 |
| 8 | Ministry of Corporate Affairs | 15940 | 9 |
| 9 | Department of Justice | 12882 | 9 |
| 10 | Ministry of Mines | 1889 | 9 |

(Time Period: 01/01/2022 to 25/11/2022)

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 | 215 | 305 |
| 2 | Level 2 | 3538 | 686 | 4224 |
| 3 | Level 3 | 7489 | 621 | 8110 |
| 4 | Level 4 | 12708 | 525 | 13233 |
| 5 | Level 5 | 11968 | 370 | 12338 |
| 6 | Level 6 | 4971 | 81 | 5052 |
| 7 | Level 7 | 946 | 34 | 980 |
| 8 | Level 8 | 364 | 0 | 364 |
| Total | | 42074 | 2532 | 44606 |

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 | 8708 | 359 | 9067 |
| 2 | Central Board of Direct Taxes (Income Tax) | 8034 | 536 | 8570 |
| 3 | Department of Defence | 3492 | 99 | 3591 |
| 4 | Central Board of Indirect Taxes and Customs | 2303 | 46 | 2349 |
| 5 | Ministry of Housing and Urban Affairs | 2062 | 179 | 2241 |
| 6 | Ministry of Railways (Railway Board) | 1785 | 146 | 1931 |
| 7 | Department of Financial Services (Banking Division) | 1214 | 202 | 1416 |
| 8 | Department of Telecommunications | 1200 | 137 | 1337 |
| 9 | Department of Posts | 1088 | 38 | 1126 |
| 10 | Ministry of Labour and Employment | 953 | 169 | 1122 |

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 | Partial Resolution | Pending Resolution |
|--------|---|----------------------|----------------|--------------------|--------------------|
| 1 | Department of Financial Services (Banking Division) | 160562 | 136683 | 18050 | 5829 |
| 2 | Ministry of Labour and Employment | 121365 | 25351 | 94121 | 1893 |
| 3 | Ministry of Railways (Railway Board) | 47508 | 27638 | 12222 | 7648 |
| 4 | Department of Posts | 46960 | 45847 | 893 | 220 |
| 5 | Central Board of Direct Taxes (Income Tax) | 46293 | 11922 | 34044 | 327 |
| 6 | Department of Telecommunications | 45918 | 36056 | 7381 | 2481 |
| 7 | Ministry of Cooperation | 30485 | 30409 | 64 | 12 |
| 8 | Ministry of Housing and Urban Affairs | 25292 | 22510 | 1986 | 796 |
| 9 | Department of Personnel and Training | 23775 | 22129 | 638 | 1008 |
| 10 | Department of Health & Family Welfare | 21444 | 16165 | 2798 | 2481 |

(Time Period: 01/01/2022 to 25/11/2022)

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 | 12232 | 12232 | 8877 | 3355 |
| 2 | Central Board of Direct Taxes (Income Tax) | 1029 | 6951 | 7980 | 5114 | 2866 |
| 3 | Department of Health & Family Welfare | 1655 | 3377 | 5032 | 2296 | 2736 |
| 4 | Ministry of Corporate Affairs | 1129 | 2468 | 3597 | 1387 | 2210 |
| 5 | Department of Personnel and Training | 0 | 2573 | 2573 | 1654 | 919 |
| 6 | Department of Higher Education | 897 | 2830 | 3727 | 2813 | 914 |
| 7 | Department of Defence Finance | 656 | 1957 | 2613 | 1732 | 881 |
| 8 | Department of Financial Services (Banking Division) | 2142 | 31653 | 33795 | 32923 | 872 |
| 9 | Ministry of Labour and Employment | 338 | 21320 | 21658 | 20870 | 788 |
| 10 | Department of Consumer Affairs | 241 | 1788 | 2029 | 1248 | 781 |

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 | 1561 | 1381 | 639 | 46.27% |
| 2 | Ministry of Cooperation | 31641 | 31525 | 12232 | 38.80% |
| 3 | Department of Defence Production | 2448 | 2329 | 782 | 33.58% |
| 4 | Department of Heavy Industry | 1128 | 1078 | 341 | 31.63% |
| 5 | Department of Rural Development | 11757 | 10420 | 3044 | 29.21% |
| 6 | Central Board of Indirect Taxes and Customs | 13741 | 12989 | 3631 | 27.95% |
| 7 | Department of Telecommunications | 48622 | 47574 | 12690 | 26.67% |
| 8 | Department of Food and Public Distribution | 4399 | 4315 | 1146 | 26.56% |
| 9 | Department of Empowerment of Persons with Disabilities | 2449 | 2308 | 597 | 25.87% |
| 10 | Ministry of Corporate Affairs | 16349 | 15940 | 3597 | 22.57% |

(Time Period: 01/01/2022 to 25/11/2022)

For any Queries or Suggestions, kindly Contact the Undersigned:

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