



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

75  
आज़ादी का  
अमृत महोत्सव



# CPGRAMS

## Monthly Report December 2022

[Report Number 8]

Department of Administrative Reforms  
and Public Grievances

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## 1. Key Highlights

### 1. General

- **Hon'ble Minister of State Dr. Jitendra Singh** released the **CPGRAMS Annual Report** for the year 2022 at the inaugural function of the **Good Governance Week 2022** on **19<sup>th</sup> December, 2022**
- Secretary, DARPG reviewed the **Quality of Disposal and Pendency of grievances** in CPGRAMS for the **Central Secretariat** with Nodal Officers of the Ministries/Departments on **8<sup>th</sup> December, 2022**. Targets for the year-end were discussed and communicated. Additional Secretary, DARPG urged all the Ministries/Departments to meet the targets and ensure that the performance of the Central Secretariat is better than the last year. Nodal Officers were also requested to explore the analytical tools developed by DARPG to aid in grievance redressal
- Ensuring Good Governance through transparency and grievance redressal, Secretary, DARPG reviews the **Top 10 Ministries/Departments with highest Corruption** related grievances on **6<sup>th</sup> December, 2022**. All the Ministries/Departments were urged to take an immediate review of all the Corruption related grievances
- A steep reduction in the pendency of Public Grievances was seen. The pendency level has come down to **70439 grievances**, in the month of December, 2022, the lowest ever in the year 2022 (data till 25<sup>th</sup> December, 2022)

### 2. PG Cases

- In December, 2022, **92527 PG cases were received** on the CPGRAMS portal, **97685 PG cases were redressed** and there exists a **pendency of 70439 PG cases**. The pendency in the Central Secretariat has decreased from **75597 PG cases at the end of November, 2022** to **70439 PG cases at the end of December, 2022**
- Department of Financial Services (Banking Division) [13157 grievances], Ministry of Labour and Employment [11062 grievances], Department of Agriculture and Farmer's Welfare [5646 grievances] and Department of Financial Services (Insurance Division) [5524 grievances] have received the maximum number of grievances in December, 2022

### 3. PG Appeals

- In December, 2022, **13558 appeals were received** and **14539 appeals were disposed**. The Central Secretariat has a **pendency of 24002 PG Appeals at the end of December 2022**

- Central Board of Direct Taxes (Income Tax) [2998 appeals], Ministry of Corporate Affairs [1856 appeals], Department of Health and Family Welfare [1510 appeals] and Ministry of Labour and Employment [1231 appeals] have the maximum pendency of appeals at the end of December, 2022

#### 4. Grievance Redressal Index

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

#### 5. Pendency

- **18 Ministries/Departments** have more than **1000 pending grievances** as on 25<sup>th</sup> December, 2022
- Central Board of Direct Taxes (Income Tax) [8089 grievances] and Department of Revenue [2264 grievances] 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 **944 pending grievances**

#### 7. Average Closing Time

- **35 Ministries/Departments** have improved their Average Closing Time of grievances in December, 2022
- Average Grievance Redressal Time in all the Ministries/Departments for the month of December, 2022 was **18 Days**

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

- **2801 grievances** have received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1<sup>st</sup> December to 25<sup>th</sup> December, 2022

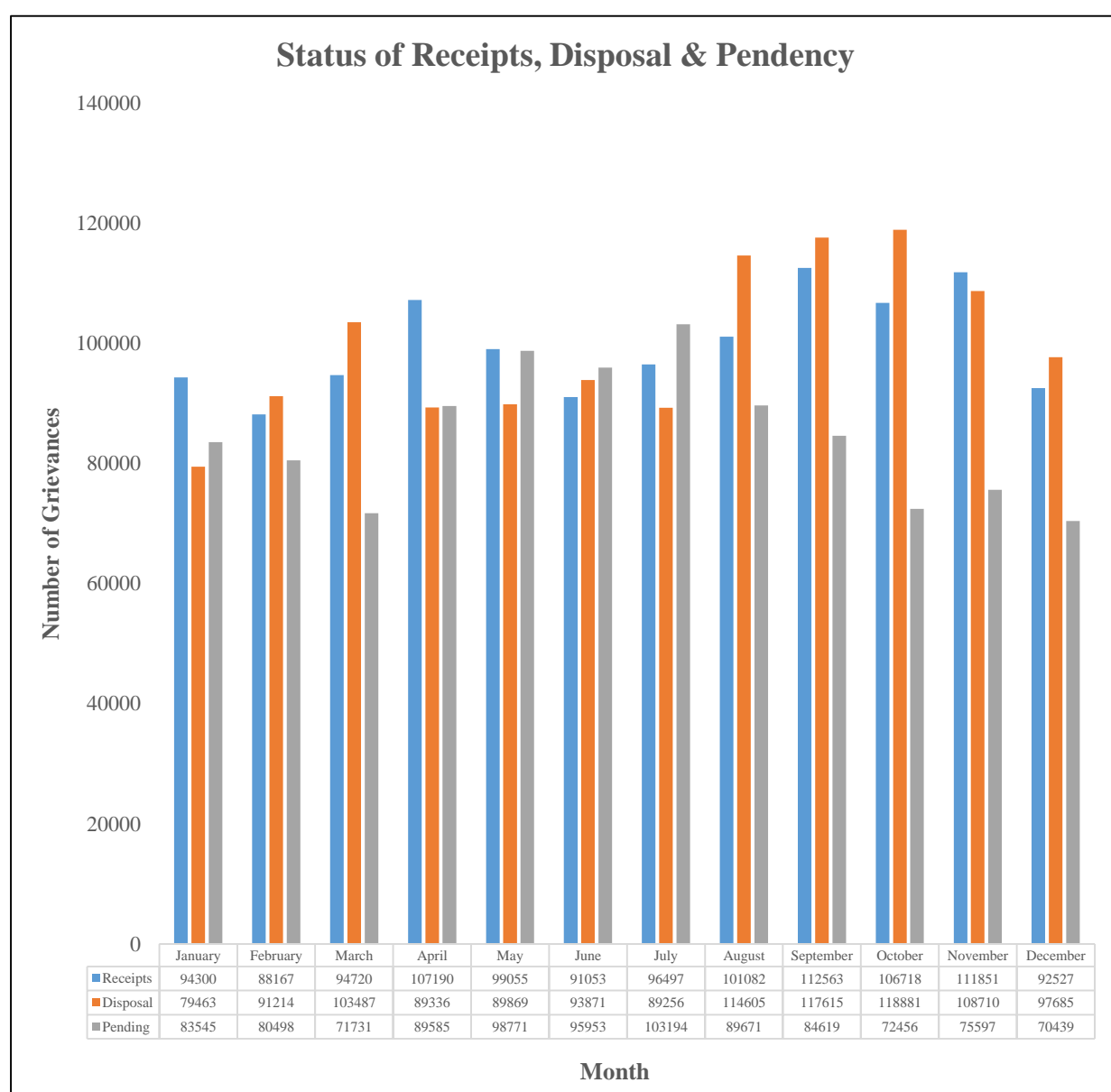
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2022 to 25/12/2022)

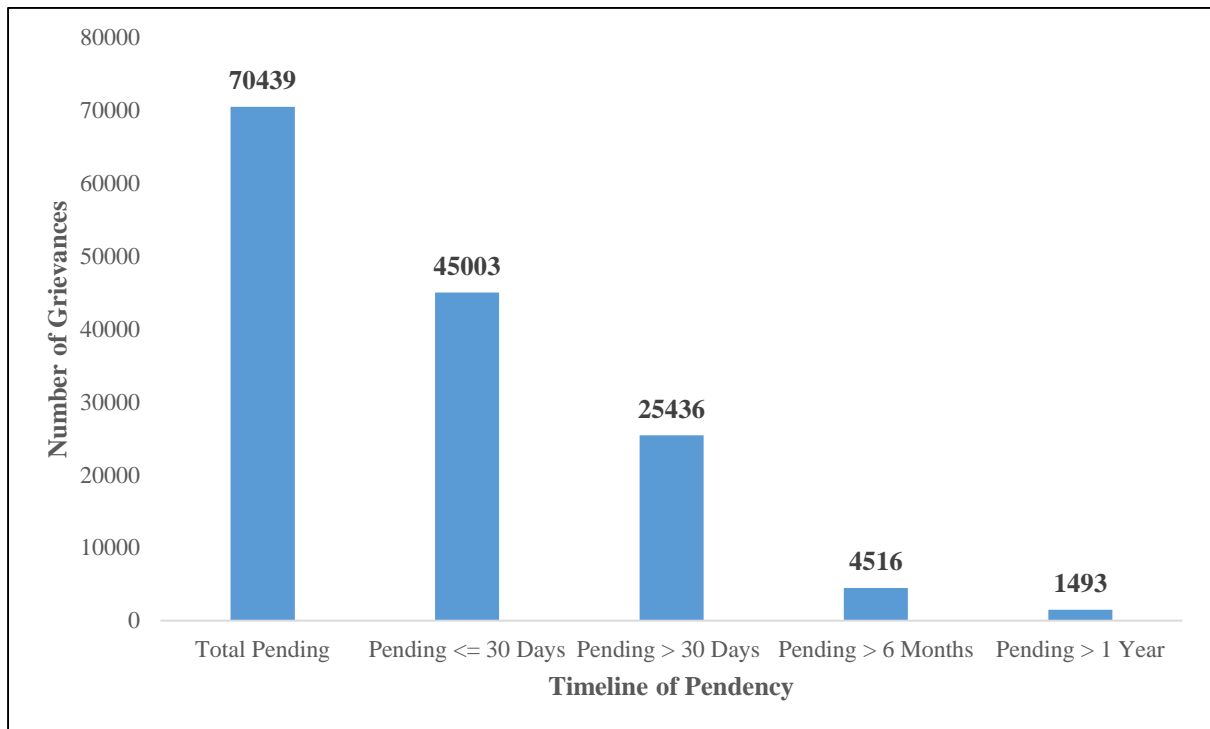
### 2.2. Month-wise Status of Grievances on CPGRAMS



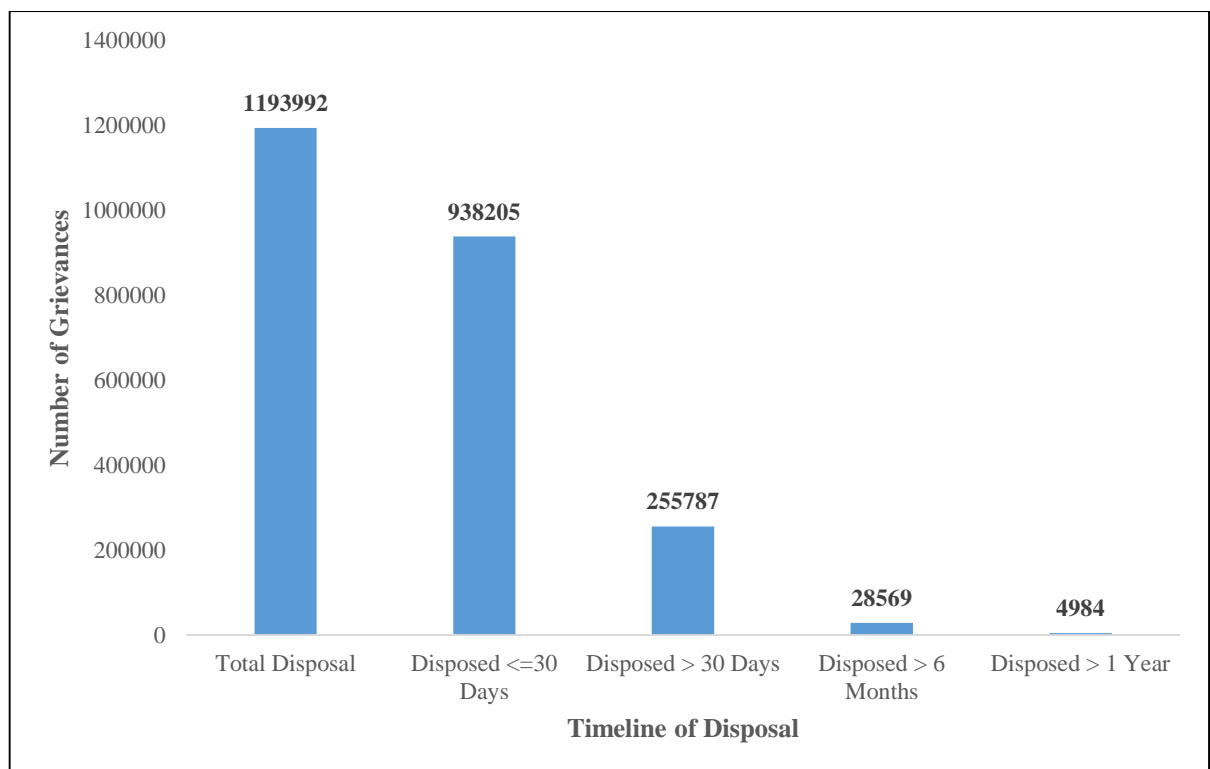
(Time Period: 01/01/2022 to 25/12/2022)

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

#### 3.1. Pendency

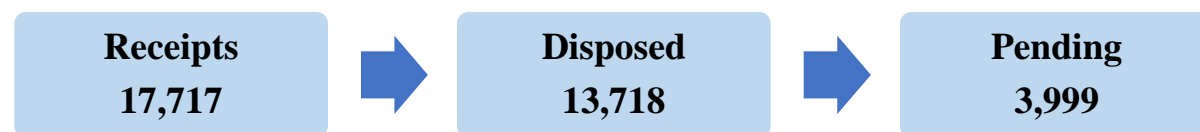


#### 3.2. Disposal



(Time Period: 01/01/2022 to 25/12/2022)

#### 4. Outreach through Common Service Centres (CSCs)



(Time Period: 01/01/2022 to 25/12/2022)

- CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs). This integration has also helped the citizens in availing CPGRAMS related services in remote corners of the country owing to its presence in all the Gram Panchayats
- In the year 2022, a total of 17,717 grievances have been registered through the Common Service Centres
- 31.15% of grievances received by Department of Agriculture and Farmers Welfare have been filed through CSCs i.e. 12826 grievances out of 41172 receipts have been registered through CSCs

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	12826	9202	3624
2	Department of Financial Services (Banking Division)	860	806	54
3	Ministry of Labour and Employment	581	551	30
4	Unique Identification Authority of India	411	370	41
5	Department of Rural Development	318	284	34
6	Department of Telecommunications	305	299	6
7	Department of Posts	225	211	14
8	Ministry of Petroleum and Natural Gas	154	140	14
9	Ministry of Panchayati Raj	140	131	9
10	Department of Health & Family Welfare	123	111	12

- Maximum grievances originated out of Punjab (4727 registrations) followed by Uttar Pradesh at 2<sup>nd</sup> place with 3466 grievances registered through CSCs

S. No.	State	Number of Grievances
1	Punjab	4727
2	Uttar Pradesh	3466
3	Odisha	2489
4	Jharkhand	1269
5	Maharashtra	985

Top 5 States from where highest grievances are filed through CSCs

(Time Period: 01/01/2022 to 25/12/2022)

S. No.	District	Number of Grievances
1	Bathinda (PB)	1260
2	Muktsar (PB)	1234
3	Balasore (OR)	536
4	Ranchi (JH)	329
5	Sangrur (PB)	329

Top 5 Districts from where highest grievances are filed through CSCs



## 5. 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> July, 2022** to **25<sup>th</sup> December, 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 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%

## 5.1. Ranking of Ministries/Departments – Group A

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

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Unique Identification Authority of India	8027	65.03%	1
2	Department of Defence Finance	9274	61.70%	2
3	Ministry of Labour and Employment	74108	59.90%	3
4	Department of Posts	30877	58.98%	4
5	Department of Ex Servicemen Welfare	9541	58.29%	5
6	Ministry of Petroleum and Natural Gas	9892	53.65%	6
7	Ministry of Panchayati Raj	3887	53.59%	7
8	Ministry of Railways (Railway Board)	30151	53.46%	8
9	Ministry of External Affairs	9038	53.06%	9
10	Ministry of Home Affairs	21881	53.00%	10
11	Department of Financial Services (Insurance Division)	16161	52.97%	11
12	Department of Justice	7496	52.63%	12
13	Department of Food and Public Distribution	2728	52.46%	13
14	Department of Expenditure	4182	51.85%	14
15	Department of Telecommunications	26782	51.65%	15
16	Ministry of Electronics & Information Technology	4616	51.39%	16
17	Ministry of Housing and Urban Affairs	14725	51.29%	17
18	Department of School Education and Literacy	9852	51.14%	18
19	Department of Consumer Affairs	11065	51.07%	19
20	Ministry of Women and Child Development	3032	50.95%	20
21	Department of Science and Technology	3413	50.86%	21
22	Ministry of Civil Aviation	5307	50.63%	22
23	Department of Financial Services (Banking Division)	105719	50.57%	23
24	Department of Defence	9284	48.43%	24
25	Ministry of Environment, Forest and Climate Change	3153	47.72%	25
26	Department of Higher Education	12582	47.22%	26
27	Ministry of Road Transport and Highways	13135	46.99%	27
28	Ministry of Corporate Affairs	8992	46.96%	28
29	Central Board of Direct Taxes (Income Tax)	42361	45.51%	29
30	O/o the Comptroller & Auditor General of India	7298	45.39%	30
31	Department of Military Affairs	4340	44.61%	31
32	Ministry of Information and Broadcasting	2691	44.30%	32
33	Department of Agriculture and Farmers Welfare	26876	43.83%	33
34	Department of Personnel and Training	15972	43.20%	34
35	Central Board of Indirect Taxes and Customs	8831	41.84%	35
36	Department of Social Justice and Empowerment	6101	41.10%	36
37	Department of Rural Development	9827	40.25%	37
38	Department of Health & Family Welfare	28478	39.71%	38
39	Department of Revenue	10006	36.62%	39
40	Ministry of Cooperation	32474	35.80%	40

## 5.2. 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)	1802	59.74%	1
2	Ministry of Development of North Eastern Region	94	59.24%	2
3	Department of Empowerment of Persons with Disabilities	1507	57.63%	3
4	Ministry of Food Processing Industries	699	57.11%	4
5	Department of Defence Production	1550	57.01%	5
6	Department of Land Resources	1270	56.73%	6
7	Department of Space	213	56.55%	7
8	Department of Investment & Public Asset Management	546	56.02%	8
9	NITI Aayog	1762	54.57%	9
10	Department of Legal Affairs	2067	54.55%	10
11	Department of Pharmaceutical	544	52.98%	11
12	Ministry of Mines	592	52.53%	12
13	Department of Public Enterprises	338	52.14%	13
14	Ministry of Water Resources, River Development & Ganga Rejuvenation	1049	52.03%	14
15	Ministry of Coal	2282	51.80%	15
16	Department of Fisheries	203	51.31%	16
17	Department of Health Research	629	51.26%	17
18	Ministry of Tourism	1298	51.24%	18
19	Ministry of Parliamentary Affairs	925	50.97%	19
20	Department of Agriculture Research and Education	1408	50.83%	20
21	Department for Promotion of Industry and Internal Trade	1195	50.73%	21
22	Ministry of Culture	1406	50.04%	22
23	Department of Defence Research and Development	669	49.88%	23
24	Ministry of Minority Affairs	1355	49.70%	24
25	Ministry of Earth Sciences	322	49.55%	25
26	Ministry of New and Renewable Energy	471	49.08%	26
27	Department of Commerce	2354	48.49%	27
28	Ministry of Power	2321	47.85%	28
29	Ministry of Steel	538	47.48%	29
30	Department of Heavy Industry	706	47.32%	30
31	Ministry of Tribal Affairs	741	47.13%	31
32	Department of Sports	935	46.78%	32
33	Ministry of Ayush	1475	46.36%	33
34	Department of Bio Technology	150	45.96%	34
35	Department of Drinking Water and Sanitation	2182	45.73%	35
36	Ministry of Shipping	906	45.46%	36
37	Department of Animal Husbandry, Dairying	1219	45.42%	37
38	Ministry of Micro Small and Medium Enterprises	1193	44.82%	38
39	Legislative Department	561	44.82%	39

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
40	Ministry of Textiles	514	44.04%	40
41	Department of Chemicals and Petrochemicals	243	43.98%	41
42	Ministry of Skill Development and Entrepreneurship	1389	43.89%	42
43	Department of Youth Affairs	485	43.50%	43
44	Ministry of Statistics and Programme Implementation	191	43.17%	44
45	Department of Economic Affairs ACC Division	2295	42.66%	45
46	Department of Fertilizers	329	41.80%	46
47	Department of Scientific & Industrial Research	574	40.40%	47
48	Department of Official Language	169	39.75%	48
49	Department of Atomic Energy	973	36.23%	49

### 5.3. Analysis of Grievance Redressal Index

- All the Ministries/Departments remains in the same group as that for the month of November, 2022
- Out of 89 Ministries/Departments, 35 have shown an increase in percentage score as compared to the month of November, with the maximum increase in percentage score recorded for the Department of Space (+7.31%)
- 53 Ministries/Departments have shown a decrease in percentage score as compared to the month of November, with the maximum decrease in percentage score recorded for the Department of Fisheries (-6.56%)
- Department of Social Justice and Empowerment has the same percentage score as for the month of November, 2022
- In Group A, the Department of Expenditure (+1.60%) have shown the maximum increase in percentage score while the Department of Personnel and Training (-3.20%) have shown the maximum decrease in percentage score
- In Group B, the Department of Space (+7.31%) have shown the maximum increase in percentage score while the Department of Fisheries (-6.56%) have shown the maximum decrease in percentage score

## 6. Best Practice – Department of Health & Family Welfare

### Corruption related Grievance – Action Taken by the Department

**Grievance ID:** DHLTH/E/2022/10650, PMOPG/E/2022/0080543

Complaint filed grievances on CPGRAMS alleging the delay in reporting by Central Drug Laboratory (CDL), Kolkata in a number of cases including seized Remdesivir samples during the COVID period. The letter alleged corruption on the part of the officials posted in CDL, Kolkata and alleged that final test reports of ‘Not of Standard Quality’ (NSQ) were intentionally released after the expiry of the drugs in question.

#### Review Meeting

During a meeting taken by Hon'ble Minister for Health and Family Welfare (HFM) to review various receipts/files, it was desired that this CPGRAMS complaint shall be examined, prima facie by Joint Secretary (Regulations) and a report may be submitted accordingly. The same was done.

#### Committee Formed

A team constituting the Joint Secretary (Regulations) and the Joint Drug Controller (CDSCO) visited the laboratory in person and examined the facts of the matter. This was followed by preparation and submission of a report in the same regard. The committee noted that the “Central Drug Laboratory issued test report of “Remdesivir for Injection” after more than 5 months of completion of analysis which had tested the drug as “spurious”. The Committee also noted that **“CDL was aware that the drug has been tested as spurious, and delay in release of the report could have adverse consequences on the public health, as also on the regulatory actions under the Drugs and Cosmetics Act against such manufacturers.”**

#### Action Taken

Based on these preliminary findings, a report was submitted to the HFM for orders. After the various recommendations into consideration, the HFM ordered the placement of suspension of the following two senior officials of the laboratory pending the detailed enquiry:

1. Dr Arindham Basu (Head of Pharmaceutical Chemistry Department, CDL Kolkata)
2. Dr Nandita Saha (Head of Central Instrumentation Room Department (CIRD) of CDL, Kolkata)

Accordingly, both these Group A officers were placed under suspension. Further, a warning was issued to the Director In-charge (Technical) and orders to transfer him to another lab of CDSCO with immediate effect.

## 7. Technological Enhancements

### 7.1. Dashboard developed by IIT Kanpur

#### AI-enabled Public Grievance Analysis and Management

DARPG has signed MOU with IIT Kanpur on 14<sup>th</sup> December, 2021, to develop Artificial Intelligence (AI) and Machine Learning (ML) Techniques to conduct exploratory and predictive analysis of Public Grievances received on the CPGRAMS, to bring systemic changes and policy interventions by the Ministries/Departments.

Category	Registration Number	District	Received Date	Closing Date	Name
Repeat	CBODT/E/2021/38003	Uttara Kannada	14/12/2021	28/1/2022	Mohan
Repeat	CBODT/E/2021/38071	Munger	14/12/2021	14/12/2021	Diwakar kumar
Spam	CBODT/E/2021/38102	Mumbai (Suburban)	14/12/2021		Laxmidhar
Hindi	CBODT/E/2021/38146	Ranchi	14/12/2021	7/1/2022	Aashish Kumar
Hindi	CBODT/E/2021/38149	Ranchi	14/12/2021	7/1/2022	Aashish Kumar

IIT Kanpur in collaboration with DARPG had developed an Intelligence grievance portal which has been tested for 10 Select Ministries/Departments having the highest number of grievances.

From the analysis of the Intelligence Grievance portal of IIT Kanpur, it has emerged that around 10% of the Grievances fall under the category of spam, while another 10% fall under repeat complainants. The portal also has the ability to fully integrate Hindi grievances with English, thereby providing a better resolution to all grievances in Hindi which contribute nearly 20% of all CPGRAMS Grievances.

By 6<sup>th</sup> January, 2023, DARPG will make the first version of the aforesaid portal operational for 20 Ministries/Departments of Government of India. It is envisaged that through use of this AI/ML based Intelligent Grievance Management System (IGRAMS) all Ministries/Departments can better utilise their resources towards quality CPGRAMS resolution. It is proposed to integrate this functionality in the dashboard of CPGRAMS by the end of March, 2023

## 7.2 Analytics by CPGRAMS Data Strategy Unit (DSU)

Department of Administrative Reforms and Public Grievances has set up a Data Strategy Unit w.e.f. from March, 2022. DSU has developed an analytical dashboard that may be used for strategic decision making and policy-reforms for seamless delivery of services to the citizens. The dashboard provides GROs data analysis, trend analysis, geographical analysis, root cause analysis for all the Central Ministries/Departments and States/UTs.

### 1. Habitual Complainants:

DSU has identified habitual complainants who have filed thousands of grievances and appeals, thereby choking the system. These grievances create difficulties for the Grievance Redressal Officers in identifying genuine critical grievances.

Mr. Anand Thakur has filed 31373 grievances, the maximum by a single person, followed by Mr. Atin Maity at the 2<sup>nd</sup> position who has registered 13073 grievances. (01/01/2022 to 17/11/2022)

S. No.	Email Address	Number of Grievances
1	<a href="mailto:anandthakur9999@gmail.com">anandthakur9999@gmail.com</a>	31373
2	<a href="mailto:maityatin@gmail.com">maityatin@gmail.com</a>	13073
3	<a href="mailto:harpalhindustan@gmail.com">harpalhindustan@gmail.com</a>	10597
4	<a href="mailto:niteshtrpathi85@gmail.com">niteshtrpathi85@gmail.com</a>	9005
5	<a href="mailto:sudiptode1988@gmail.com">sudiptode1988@gmail.com</a>	6274
6	<a href="mailto:suneetkapur17@gmail.com">suneetkapur17@gmail.com</a>	5593
7	<a href="mailto:bs54541@gmail.com">bs54541@gmail.com</a>	5264
8	<a href="mailto:ASHISHSHANKER88@GMAIL.COM">ASHISHSHANKER88@GMAIL.COM</a>	4051
9	<a href="mailto:suneetkapur17@gmail.com">suneetkapur17@gmail.com</a>	4001
10	<a href="mailto:anu7321@gmail.com">anu7321@gmail.com</a>	3995

Mr. Patil Kulkarni has filed the appeal maximum number of times with the figure standing at 2000 appeals, followed by Jayesh Kulkarni at 2<sup>nd</sup> position who has filed 1833 appeals.

S. No.	Email Address	Number of Grievances
1	<a href="mailto:patil.kvs@gmail.com">patil.kvs@gmail.com</a>	2000
2	<a href="mailto:jayesh.kulkarni1@gmail.com">jayesh.kulkarni1@gmail.com</a>	1833
3	<a href="mailto:ASHISHSHANKER88@GMAIL.COM">ASHISHSHANKER88@GMAIL.COM</a>	1329
4	<a href="mailto:suneetkapur17@gmail.com">suneetkapur17@gmail.com</a>	1195
5	<a href="mailto:bhagal79@yahoo.co.in">bhagal79@yahoo.co.in</a>	1069

### 2. Maximum grievance filing States and Districts:

Maximum grievances originated out of Delhi with 153991 grievances originating out of the National Capital Territory, followed by Mumbai at the 2<sup>nd</sup> position with a distant number of



26690 grievances originating from the city. Bengaluru stands at 5th position with 13615 grievances originating from the city. With respect to States/UTs, maximum grievances originated out of Uttar Pradesh with 274605 grievances, followed by Rajasthan at the 2<sup>nd</sup> position with 68759 grievances. (01/01/2022 to 17/11/2022)

S. No.	Name of District	Number of Grievances
1	Delhi	153991
2	Mumbai (Suburb)	26690
3	Lucknow	17133
4	Baroda	15652
5	Bengaluru (Bangalore)	13615
6	Patna	12632
7	Kolkata	11763

S. No.	Name of State	Number of Grievances
1	Uttar Pradesh	274605
2	Rajasthan	68759
3	Bihar	61685
4	Gujarat	50707
5	Madhya Pradesh	50547
6	Haryana	44772
7	Maharashtra	35413

### 3. Public Grievance Officers with maximum pendency:

Smt. Rukmani Attri, Additional Director E-Services in Central Board of Direct Taxes (Income Tax) has the highest pendency of Public Grievances followed by Shri Surender Singh, Deputy Secretary, Department of Financial Services (Banking Division). The data has been taken from 1<sup>st</sup> January, 2022 to 30<sup>th</sup> December, 2022.

S. No.	PG Officer Name	Designation	Department	Receipt	Disposed	Pending
1	Rukmani Attri	Additional Director E-Services	Central Board of Direct Taxes (Income Tax)	60189	47296	<b>12893</b>
2	Surender Singh	Deputy Secretary	Department of Financial Services (Banking Division)	189373	182496	<b>6877</b>
3	Y. K. Singh	DGIT	Director General of Income Tax (System)	35115	29276	<b>5839</b>
4	A. K. Sinha	Deputy Secretary PG	Department of Agriculture and Farmers Welfare	41963	36458	<b>5505</b>
5	Dr. Sibichen K Mathew	Director of Income Tax	Commissioner of Income Tax CPC ITR	27425	22417	<b>5008</b>
6	Dr. Pramod Kumar Meherda	Joint Secretary	Department of Agriculture and Farmers Welfare	23292	18599	<b>4693</b>
7	V. Srikanth	Director and Nodal PGO	Ministry of Labour and Employment	136782	133270	<b>3512</b>
8	Ravinder Kumar	Director	Department of Pension and Pensioners Welfare	53900	50771	<b>3129</b>
9	Pravin Kumar Tiwari	Regional P.F. Commissioner 1	Employee Provident Fund Organisation (Head Office)	120037	117098	<b>2939</b>
10	Ratnesh Kumar Jha	Executive Director PG	Ministry of Railways (Railway Board)	56018	53459	<b>2559</b>



## 8. Grievances on CPGRAMS Portal

- For the month of December, 2022, the Department of Financial Services (Banking Division) has received the maximum number of grievances with the department receiving 13157 grievances, followed by the Ministry of Labour and Employment at the 2<sup>nd</sup> place, with the number standing at 11062 registrations
- The Department of Agriculture and Farmers Welfare has disposed 11753 grievances and stands at the 2<sup>nd</sup> position in terms of disposal for the month of December, 2022
- In the year 2022, till 25<sup>th</sup> December, the Central Board of Direct Taxes (Income Tax) has received the 3<sup>rd</sup> highest number of grievances (59568) and has disposed of 54019 grievances, thus standing at the 5<sup>th</sup> position in terms of disposal
- Ministry of Railways with 55229 receipts and 54185 disposals stands at the 4<sup>th</sup> position, both in terms of receipts and disposals, till 25<sup>th</sup> December, 2022
- As of 25<sup>th</sup> December, 2022, only Central Board of Direct Taxes (Income Tax) has more than 10,000 pending grievances, while 18 Ministries/Departments have more than 1000 pending grievances
- Central Board of Direct Taxes (Income Tax) with 8089 grievances pending for disposal for more than 30 days' tops the list; followed by the Department of Revenue with 2264 grievances pending for disposal (Annexure 2)
- Under the Corruption category, 8 citizens have filed 14349 grievances out of 60114 grievances, across all the Central Ministries/Departments

## 9. 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
- 28 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 61 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 149 days (against 6463 grievances) tops the list, followed by the Department of Health and Family Welfare with an Average Closing Time of 117 days (against 34253 disposals)
- Department of Financial Services (Pension Reforms) with an Average Closing Time of 5 days (against 3424 disposals) has the lowest Average Closing Time

## 10. Public Grievance Officers on CPGRAMS Portal

- Numbers of PG Officers mapped onto the CPGRAMS in December have increased, on the back of the massive reforms undertaken by the Department of Administrative Reforms and Public Grievances under “Universalisation of CPGRAMS”
- Number of PG officers mapped onto the CPGRAMS stands at 78234 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 44916 officers to the total
- Department of Rural Development has the maximum number of mappings with 9102 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8740 officers, Department of Defence stands at the 3<sup>rd</sup> place with 3603 mappings
- 11 Ministries/Departments have mapped more than 1000 Public Grievance Officers onto the CPGRAMS

## 11. Appeal Status on CPGRAMS Portal

- In the year 2022, till 25<sup>th</sup> December, a total of 179273 appeals have been received by the Central Ministries/Departments, with additional 14811 appeals being brought forward from past years. 170082 appeals have been disposed of while 24002 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 34318 appeals, followed by the Ministry of Labour and Employment standing at the 2<sup>nd</sup> position with 24436 appeals. The Top 3 list also includes the Department of Telecommunications with 13610 appeals
- Central Board of Direct Taxes (Income Tax) with 2998 appeals has the highest pendency among all the Ministries/Departments followed by the Ministry of Corporate Affairs with 1856 appeals pending for disposal
- Department of Atomic Energy has received the maximum number of appeals against the disposed of grievances with 46.24% of its disposed of grievances (1516) getting converted into appeals, followed by the Ministry of Cooperation standing at the 2<sup>nd</sup> position, for which 38.66% of its disposed of grievances (32979) got converted into appeals

## 12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

### **Union Minister Dr Jitendra Singh releases the Annual Report of CPGRAMS for the year 2022**

18,19,104 grievances were received by all Ministries and Departments of which 15,68,097 PG cases have been redressed in the year 2022

Of these 11,29,642 cases were disposed by the Central Ministries and 4,38,455 cases were disposed by the States and UTs

The average disposal time of Central Ministries and Departments has improved from 32 days in 2021 to 27 days in 2022

**Posted On: 20 DEC 2022 1:03PM by PIB Delhi**

Union Minister of State (Independent Charge) Science & Technology; Minister of State (Independent Charge) Earth Sciences; MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space, Dr Jitendra Singh has released the Annual Report of CPGRAMS for the year 2022.

The key highlights of the report are:

In 2022, 18,19,104 grievances were received by all Ministries and Departments of which 15,68,097 PG cases have been redressed. Of these 11,29,642 cases were disposed by the Central Ministries and 4,38,455 cases were disposed by the States and UTs.

The average disposal time of Central Ministries and Departments has improved from 32 days in 2021 to 27 days in 2022. 1,71,509 appeals were received of which over 80% were disposed. Over 57,000 grievances have received the rating of Excellent and Very Good from citizens in the feedback conducted by the BSNL call centre for the period July – November 2022.

A 10-step CPGRAMS reforms process was adopted for improving quality of disposal and reducing the time lines. The 10-step reforms include:

- i. Universalization of CPGRAMS 7.0 - Auto-routing of grievances to the last mile
- ii. Technological Enhancements - Automatic flagging of urgent grievances leveraging AI/ML
- iii. Language Translation – CPGRAMS Portal in 22 scheduled languages along with English
- iv. Grievance Redressal Index - Ranking of Ministries / Departments on their Performance
- v. Feedback Call Centre - 50-seater call centre to collect feedback directly from every citizen whose grievance is redressed
- vi. One Nation One Portal - Integration of State Portal and other GoI portals with CPGRAMS
- vii. Inclusivity and Outreach - Empowering the remotest citizen to file grievances through CSC's
- viii. Training and Capacity Building - Conducted by ISTM and State ATIs under SEVOTTAM scheme for enabling effective grievance resolution
- ix. Monitoring Process - Monthly reports for both the Central Ministries/Departments and States/UTs
- x. Data Strategy Unit - Established at DARPG for insightful data analytics

In 2022, Ministries/ Departments have disposed 1.14 lac PG cases in August, 1.17 lac PG cases in September, 1.19 lac PG cases in October and 1.08 lac PG cases in November. This is the first time since inception of CPGRAMS that PG case redressal has crossed 1 lac cases/ month. The disposal in State PG cases on CPGRAMS portal has crossed 50,000 cases/ month since September 2022. The total pendency in the Central Ministries is down to an all-time low of 0.72 lac cases and in States to 1.75 lac cases.

The Parliamentary Standing Committee of Ministry of Personnel, PG and Pensions in its 121st Report submitted to Parliament in December 2022, has appreciated the 10-step reform measures the Department has taken to bring accountability in disposal of public grievances, appeal facility, mandatory action taken report, feedback call centre. Further the Parliamentary Standing Committee has unfeignedly appreciated the efforts of the DARPG to ensure the availability of CPGRAMS portal in all scheduled languages.

(Release ID: 1885015)



Ministry of Electronics & IT

## UIDAI tops Grievance Redressal Index in Nov, fourth month in a row

Posted On: 13 DEC 2022 2:44PM by PIB Delhi

Unique Identification Authority of India (UIDAI) has once again awarded first rank amongst all Group A Ministries, Departments and Autonomous Bodies for resolution of public grievances in the rankings report published by Department of Administrative Reforms and Public Grievances (DARPG) for November 2022. This is the fourth month in a row when UIDAI has topped the said rankings.

(Release ID: 1883043)

## Annexures

### Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8336	<b>13157</b>	21493	14630	6863
2	Ministry of Labour and Employment	3759	<b>11062</b>	14821	11140	3681
3	Department of Agriculture and Farmers Welfare	11914	<b>5646</b>	17560	11753	5807
4	Department of Financial Services (Insurance Division)	820	<b>5524</b>	6344	4715	1629
5	Central Board of Direct Taxes (Income Tax)	12733	<b>5033</b>	17766	4448	13318
6	Department of Posts	1764	<b>4749</b>	6513	4534	1979
7	Ministry of Railways (Railway Board)	2282	<b>3844</b>	6126	3597	2529
8	Department of Telecommunications	971	<b>3347</b>	4318	3324	994
9	Ministry of Home Affairs	1540	<b>2729</b>	4269	2571	1698
10	Department of Higher Education	1443	<b>1810</b>	3253	1395	1858

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8336	13157	21493	<b>14630</b>	6863
2	Department of Agriculture and Farmers Welfare	11914	5646	17560	<b>11753</b>	5807
3	Ministry of Labour and Employment	3759	11062	14821	<b>11140</b>	3681
4	Department of Financial Services (Insurance Division)	820	5524	6344	<b>4715</b>	1629
5	Department of Posts	1764	4749	6513	<b>4534</b>	1979
6	Central Board of Direct Taxes (Income Tax)	12733	5033	17766	<b>4448</b>	13318
7	Ministry of Railways (Railway Board)	2282	3844	6126	<b>3597</b>	2529
8	Department of Telecommunications	971	3347	4318	<b>3324</b>	994
9	Ministry of Home Affairs	1540	2729	4269	<b>2571</b>	1698
10	Department of Health & Family Welfare	2582	1764	4346	<b>2536</b>	1810

(Time Period: 01/12/2022 to 25/12/2022)



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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8028	<b>186245</b>	194273	187410	6863
2	Ministry of Labour and Employment	4063	<b>135192</b>	139255	135574	3681
3	Central Board of Direct Taxes (Income Tax)	7769	<b>59568</b>	67337	54019	13318
4	Ministry of Railways (Railway Board)	1485	<b>55229</b>	56714	54185	2529
5	Department of Posts	2458	<b>54869</b>	57327	55348	1979
6	Department of Telecommunications	1496	<b>51035</b>	52531	51537	994
7	Ministry of Home Affairs	1518	<b>41504</b>	43022	41324	1698
8	Department of Agriculture and Farmers Welfare	419	<b>41172</b>	41591	35784	5807
9	Department of Health & Family Welfare	5029	<b>31034</b>	36063	34253	1810
10	Ministry of Cooperation	2771	<b>30433</b>	33204	32979	225

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8028	186245	194273	<b>187410</b>	6863
2	Ministry of Labour and Employment	4063	135192	139255	<b>135574</b>	3681
3	Department of Posts	2458	54869	57327	<b>55348</b>	1979
4	Ministry of Railways (Railway Board)	1485	55229	56714	<b>54185</b>	2529
5	Central Board of Direct Taxes (Income Tax)	7769	59568	67337	<b>54019</b>	13318
6	Department of Telecommunications	1496	51035	52531	<b>51537</b>	994
7	Ministry of Home Affairs	1518	41504	43022	<b>41324</b>	1698
8	Department of Agriculture and Farmers Welfare	419	41172	41591	<b>35784</b>	5807
9	Department of Health & Family Welfare	5029	31034	36063	<b>34253</b>	1810
10	Department of Personnel and Training	6760	29690	36450	<b>33684</b>	2766

(Time Period: 01/01/2022 to 25/12/2022)

### 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)	7769	59568	67337	54019	13318
2	Department of Financial Services (Banking Division)	8028	186245	194273	187410	6863
3	Department of Agriculture and Farmers Welfare	419	41172	41591	35784	5807
4	Ministry of Labour and Employment	4063	135192	139255	135574	3681
5	Department of Revenue	2473	14827	17300	14221	3079
6	Department of Personnel and Training	6760	29690	36450	33684	2766
7	Ministry of Railways (Railway Board)	1485	55229	56714	54185	2529
8	Department of Posts	2458	54869	57327	55348	1979
9	Department of Higher Education	1609	20188	21797	19939	1858
10	Department of Health & Family Welfare	5029	31034	36063	34253	1810
11	Ministry of Home Affairs	1518	41504	43022	41324	1698
12	Department of Financial Services (Insurance Division)	1025	28009	29034	27405	1629
13	Department of School Education and Literacy	990	18188	19178	17632	1546
14	Department of Ex Servicemen Welfare	996	13924	14920	13513	1407
15	Department of Rural Development	564	12553	13117	11967	1150
16	Department of Defence	1556	13610	15166	14067	1099
17	Ministry of Petroleum and Natural Gas	684	17443	18127	17043	1084
18	Ministry of Road Transport and Highways	1058	23819	24877	23849	1028

### 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)	7769	59568	67337	54019	13318	8089
2	Department of Revenue	2473	14827	17300	14221	3079	2264
3	Department of Agriculture and Farmers Welfare	419	41172	41591	35784	5807	1812
4	Department of Personnel and Training	6760	29690	36450	33684	2766	1697
5	Ministry of Home Affairs	1518	41504	43022	41324	1698	1029
6	Department of Health & Family Welfare	5029	31034	36063	34253	1810	846
7	Ministry of Railways (Railway Board)	1485	55229	56714	54185	2529	679
8	Department of Financial Services (Banking Division)	8028	186245	194273	187410	6863	655
9	Department of Higher Education	1609	20188	21797	19939	1858	587
10	Department of Defence	1556	13610	15166	14067	1099	584

(Time Period: 01/01/2022 to 25/12/2022)

## 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)	19115	18171	944
2	Department of Personnel and Training	2160	1908	252
3	Ministry of Railways (Railway Board)	1585	1490	95
4	Department of Rural Development	1209	1119	90
5	Department of Posts	2767	2681	86
6	Department of Revenue	121	58	63
7	Department of Higher Education	697	642	55
8	Department of Health & Family Welfare	494	448	46
9	Ministry of Panchayati Raj	926	882	44
10	Department of Economic Affairs ACC Division	318	275	43

## 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	6463	149
2	Department of Health & Family Welfare	34253	117
3	Department of Legal Affairs	4389	113
4	Ministry of Cooperation	32979	93
5	Legislative Department	959	90
6	Department of Military Affairs	7110	77
7	Department of Space	449	72
8	Central Board of Direct Taxes (Income Tax)	54019	61
9	Department of Atomic Energy	1516	60
10	Department of Revenue	14221	59

### 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)	3424	5
2	Department of Food and Public Distribution	4854	6
3	Ministry of Food Processing Industries	1794	6
4	Department of Expenditure	7352	7
5	Ministry of Parliamentary Affairs	2472	7
6	Department of Telecommunications	51537	8
7	Department of Justice	14457	8
8	Ministry of Corporate Affairs	16990	9
9	Department of Science and Technology	7180	9
10	Department for Promotion of Industry and Internal Trade	2116	9

(Time Period: 01/01/2022 to 25/12/2022)



## 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	216	306
2	Level 2	3547	688	4235
3	Level 3	7495	626	8121
4	Level 4	12757	534	13291
5	Level 5	12040	383	12423
6	Level 6	5109	81	5190
7	Level 7	951	34	985
8	Level 8	365	0	365
Total		42354	2562	44916

### 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 Officers Accounts	Total
1	Department of Rural Development	8743	359	9102
2	Central Board of Direct Taxes (Income Tax)	8177	563	8740
3	Department of Defence	3504	99	3603
4	Central Board of Indirect Taxes and Customs	2308	46	2354
5	Ministry of Housing and Urban Affairs	2109	175	2284
6	Ministry of Railways (Railway Board)	1791	148	1939
7	Department of Financial Services (Banking Division)	1198	202	1400
8	Department of Telecommunications	1200	138	1338
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	Total ATR Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Financial Services (Banking Division)	177497	149994	21351	6152
2	Ministry of Labour and Employment	133951	27374	104617	1960
3	Department of Posts	51981	50795	958	228
4	Ministry of Railways (Railway Board)	51547	30456	12893	8198
5	Central Board of Direct Taxes (Income Tax)	51417	13170	37858	389
6	Department of Telecommunications	49708	38668	7979	3061
7	Ministry of Cooperation	31752	31676	64	12
8	Ministry of Housing and Urban Affairs	27125	24232	2081	812
9	Department of Personnel and Training	24377	22601	659	1117
10	Department of Health & Family Welfare	23252	17795	2929	2528

(Time Period: 01/01/2022 to 25/12/2022)

## 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	Central Board of Direct Taxes (Income Tax)	1029	7777	8806	5808	2998
2	Ministry of Corporate Affairs	1129	2738	3867	2011	1856
3	Department of Health & Family Welfare	1655	3700	5355	3845	1510
4	Ministry of Labour and Employment	338	24436	24774	23543	1231
5	Department of Personnel and Training	0	2745	2745	1742	1003
6	Department of Financial Services (Banking Division)	2142	34318	36460	35504	956
7	Department of Consumer Affairs	241	2011	2252	1332	920
8	Ministry of Women and Child Development	201	657	858	0	858
9	Ministry of Housing and Urban Affairs	0	5018	5018	4241	777
10	Ministry of Home Affairs	504	3158	3662	2924	738

### 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 / Grievances Disposed
1	Department of Atomic Energy	1678	1516	701	46.24%
2	Ministry of Cooperation	33204	32979	12750	38.66%
3	Department of Heavy Industry	1220	1176	368	31.29%
4	Department of Defence Production	2696	2619	814	31.08%
5	Department of Rural Development	13117	11967	3507	29.31%
6	Central Board of Indirect Taxes and Customs	14936	14172	3905	27.55%
7	Department of Telecommunications	52531	51537	13827	26.83%
8	Department of Food and Public Distribution	4971	4854	1230	25.34%
9	Department of Empowerment of Persons with Disabilities	2687	2625	646	24.61%
10	Ministry of Corporate Affairs	17521	16990	3867	22.76%

(Time Period: 01/01/2022 to 25/12/2022)

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

**Shri Parthasarathy Bhaskar Devarakonda**

Deputy Secretary

Department of Administrative Reforms and Public Grievances

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