



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



75
आज़ादी का
अमृत महोत्सव



CPGRAMS

Monthly Report February 2023

[Report Number 10]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- In the **Chintan Shivir** of Ministry of Personnel, Public Grievances and Pensions held on **17th February - 18th February, 2023**, the DARPG ideated on **Redressal of public Grievances**
- The DARPG added 4 key areas of citizen: Citizen Connect, Strengthening Citizen Grievance Redressal System, Improving the Quality of Disposal, Re-imagining Service Delivery to its 10 Step Approach which was presented to the **Hon'ble Prime Minister on 18th February, 2023**
- The directions of the Hon'ble Prime Minister are being incorporated into the roadmap forward
- PMOPG Portal has been successfully migrated to CPGRAMS version 7.0 on 18th February, 2023
- Brochure on CPGRAMS Annual Report 2022 has been shared with all the Grievance Redressal Officers
- Department related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice met on 16th February, 2023 and duly recognized and appreciated the massive efforts undertaken by the Department in reforming the public grievance system

2. PG Cases

- In February, 2023, **107308 PG cases were received** on the CPGRAMS portal, **109976 PG cases were redressed** and there exists a **pendency of 65215 PG cases**, as of 25th February, 2023. The pendency in the Central Secretariat has decreased from **67883 PG cases at the end of January, 2023** to **65215 PG cases at the end of February, 2023**
- For the 7th month in a row, the monthly disposal crossed 1 lac cases in Central Ministries/Departments
- Department of Financial Services (Banking Division) [18478 grievances], Ministry of Labour and Employment [14269 grievances], Central Board of Direct Taxes (Income Tax) [5544 grievances] and Department of Agriculture and Farmers Welfare [5500 grievances] have received the maximum number of grievances in February, 2023

3. PG Appeals

- In February, 2023, **15729 appeals were received** and **15270 appeals were disposed**. The Central Secretariat has a **pendency of 26721 PG Appeals at the end of February, 2023**
- Central Board of Direct Taxes (Income Tax) [2960 appeals], Ministry of Corporate Affairs [2364 appeals], Department of Personnel and Training [1304 appeals] and Ministry of Home Affairs [1120 appeals] have the maximum pendency of appeals at the end of February, 2023

4. Grievance Redressal Index

- Unique Identification Authority of India and Ministry of Labour and Employment are the top performers in the Grievance Redressal Index within the Group A for February, 2023
- Department of Financial Services (Pension Reforms) and NITI Aayog are the top performers in the Grievance Redressal Index within the Group B for February, 2023

5. Pendency

- **17 Ministries/Departments** have more than **1000 pending grievances** as on 25th February, 2023
- Central Board of Direct Taxes (Income Tax) [7768 grievances] and Department of Personnel and Training [2432 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 **1102 pending grievances**

7. Average Closing Time

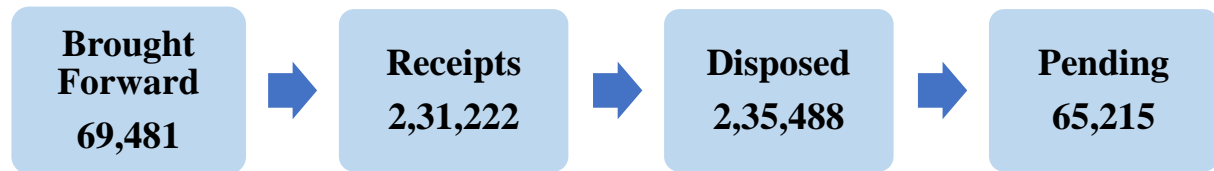
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 25th February, 2023 is **18 Days**

8. Feedback received from BSNL Call Centre

- For Central Ministries/Departments, **4321 grievances** have received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1st February to 25th February, 2023

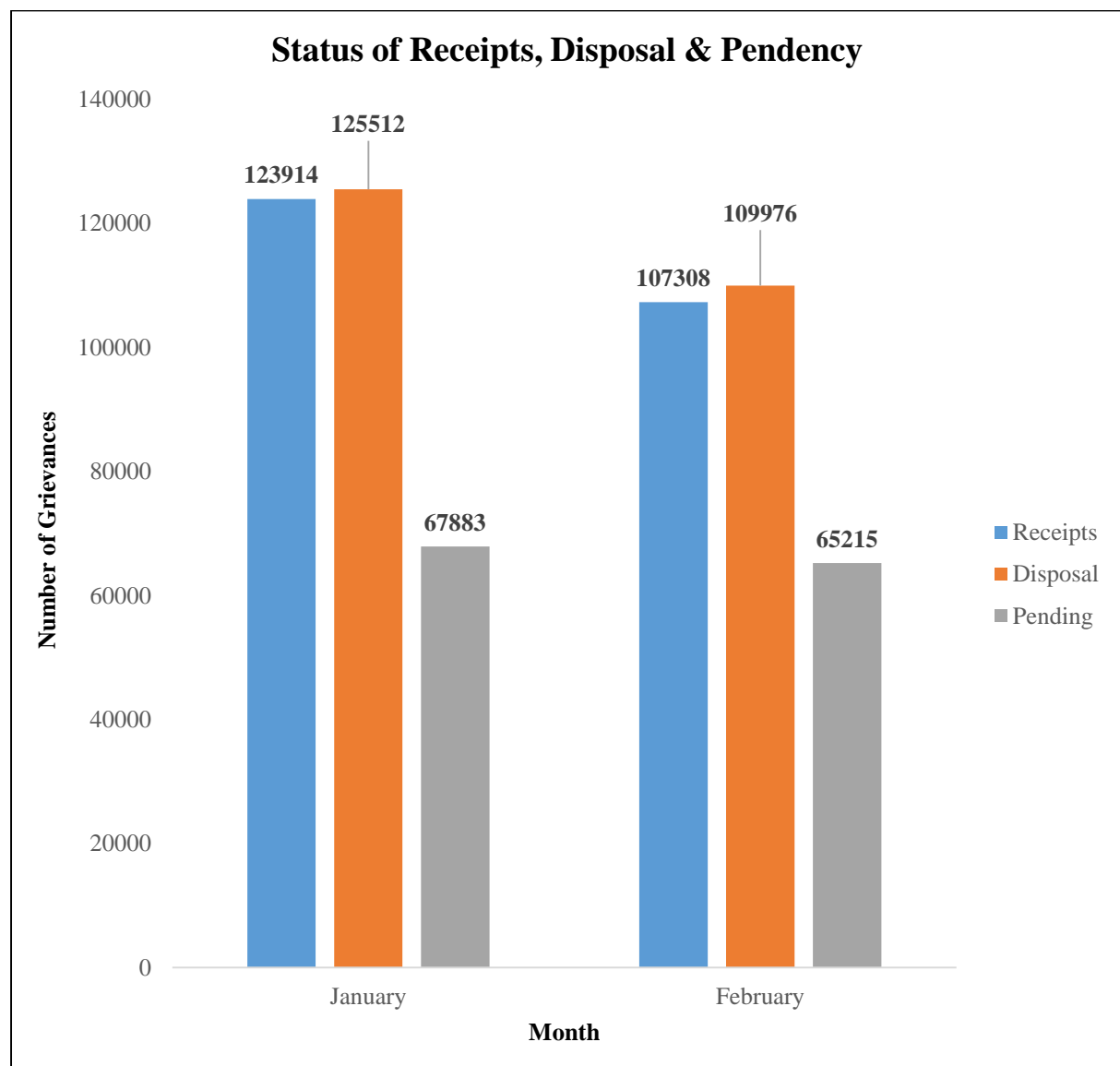
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2023 to 25/02/2023)

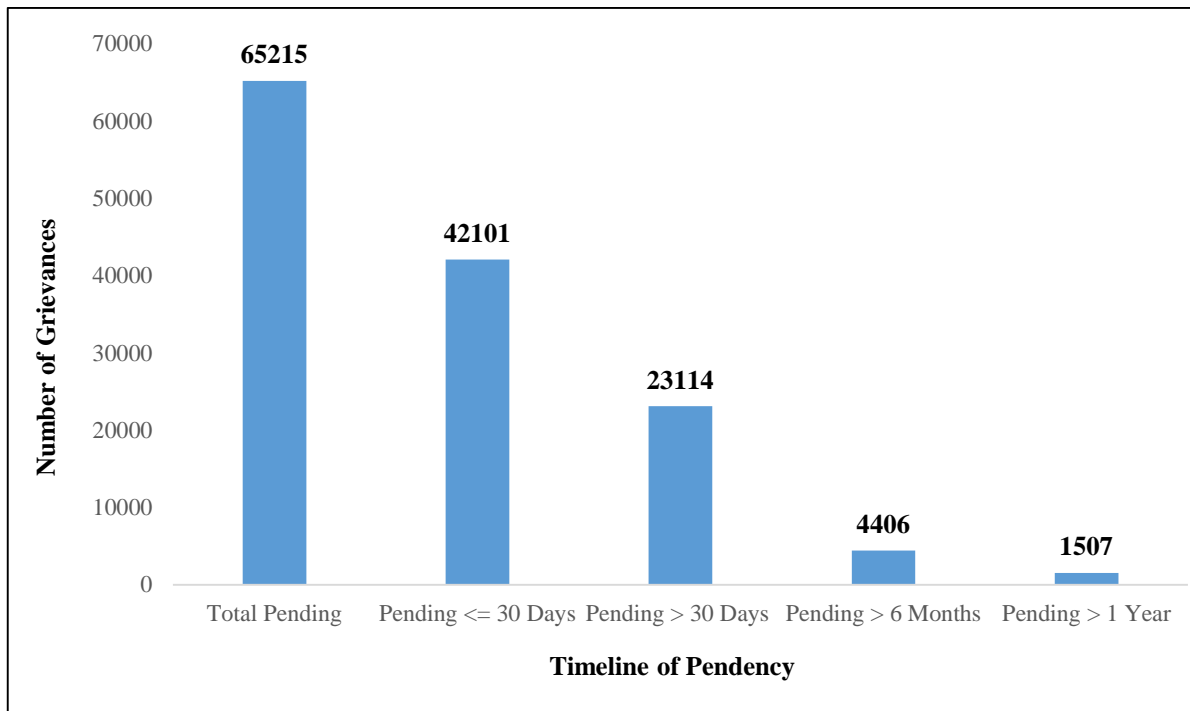
2.2. Month-wise Status of Grievances



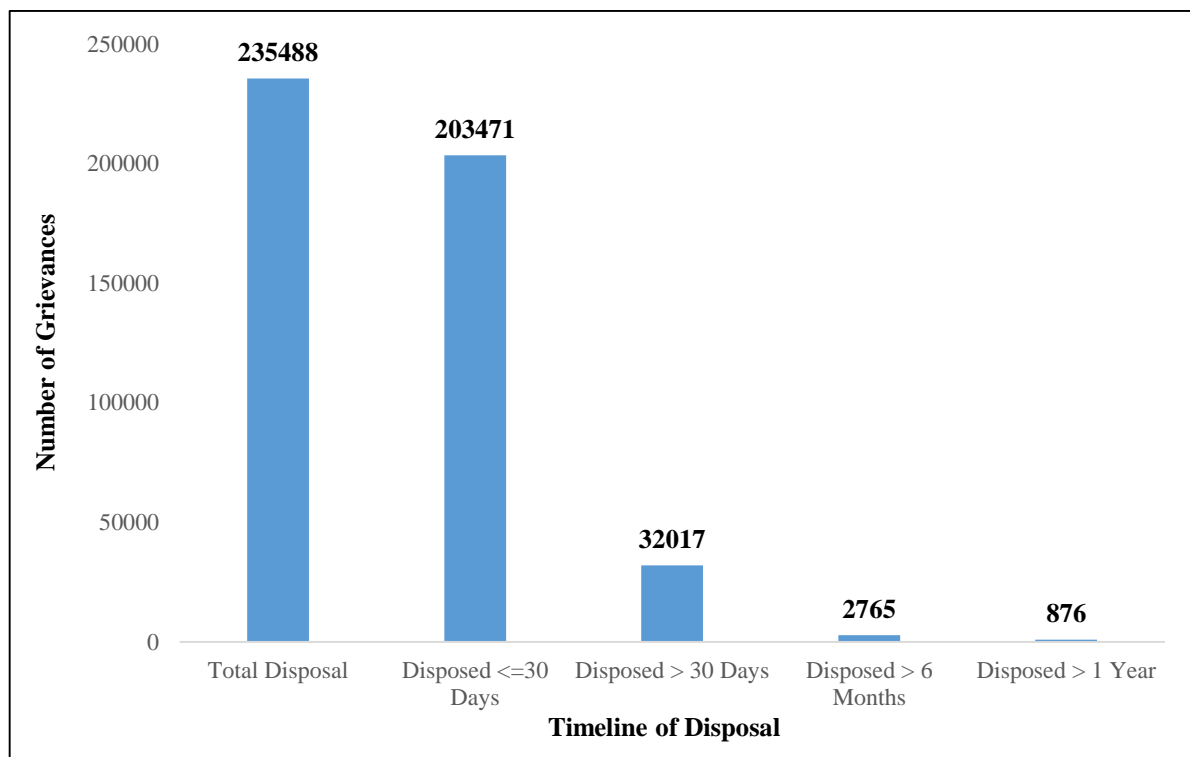
(Time Period: 01/01/2023 to 25/02/2023)

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2023 to 25/02/2023)

4. Chintan Shivir

In the Chintan Shivir of Ministry of Personnel, Public Grievances and Pensions from 17th to 18th February, 2023, DARPG ideated on Redressal of Public Grievances.

As part of Chintan Shivir, 25 DARPG Officials visited Common Service Centres, Feedback Call Centre, interacted with 15 citizens each and formulated a 250-word approach paper. SWAGAT Portal of Gujarat and use of AI in grievance redressal were studied.

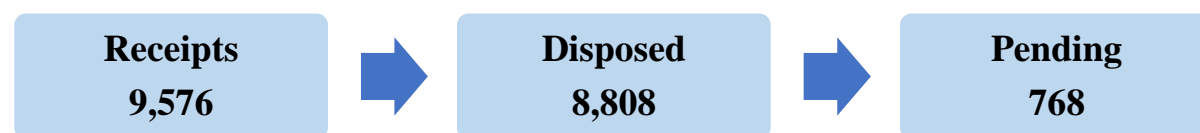


The Hon'ble Prime Minister's meeting with officials was the highlight of the Chintan Shivir deliberations. The Prime Minister shared his vast experiences in Governance, urged officials that impersonal governance models need to find life through deep personal commitment. This could be achieved through personal interactions, spending time together to think about common good and seeking to find happiness in every job assigned. The Chintan Shivir laid down a futuristic model of governance.



5. Outreach through Common Service Centres (CSCs)

- 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



(Time Period: 01/01/2023 to 25/02/2023)

- A total of 9,576 grievances have been registered through the Common Service Centres in 2023, whilst 4,165 grievances have been registered in February 2023 alone
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 7690 grievances in 2023, followed by the Department of Financial Services (Banking Division) at the 2nd place, with the number standing at 281 registrations

| S. No. | Name of Ministry/Department | Receipts | Disposed | Pending |
|--------|---|----------|----------|---------|
| 1 | Department of Agriculture and Farmers Welfare | 7690 | 7363 | 327 |
| 2 | Department of Financial Services (Banking Division) | 281 | 176 | 105 |
| 3 | Ministry of Labour and Employment | 247 | 216 | 31 |
| 4 | Department of Rural Development | 198 | 178 | 20 |
| 5 | Unique Identification Authority of India | 181 | 133 | 48 |
| 6 | Ministry of Panchayati Raj | 72 | 63 | 9 |
| 7 | Department of Food and Public Distribution | 67 | 64 | 3 |
| 8 | Department of Posts | 67 | 47 | 20 |
| 9 | Ministry of External Affairs | 59 | 49 | 10 |
| 10 | Ministry of Housing and Urban Affairs | 59 | 48 | 11 |

(Time Period: 01/01/2023 to 25/02/2023)

- 60.29% of grievances received by Department of Agriculture and Farmers Welfare in February have been filed through CSCs i.e. 3316 grievances out of 5500 receipts in February have been registered through CSCs
- For February specific registrations, Department of Rural Development with 60 receipts through CSCs stood at 5th place, Department of Health & Family Welfare featured at the 9th spot with the department receiving 25 grievances through CSC, whilst the Ministry of External Affairs capped off the Top 10 list, with 25 receipts through CSCs

- Out of the total 9576 grievances registered, 7561 grievances have been registered under the CPGRAMS category “Agriculture”
- 180 grievances have been registered under the “Financial Services - Others Banking Sector” category followed by 153 grievances registered under the “COVID19 related issues” category
- 137 grievances have been filed pertaining to Corruption/Malpractice category
- Under the Reforms Category, the category “PMKISAN related issues” has received the maximum number of grievances with the number standing at 7608 grievances, followed by Pradhan Mantri Awaas Yojana related grievances, with the number standing at 220 registrations

| S. No. | Name of State/UT | Number of Grievances |
|--------|------------------|----------------------|
| 1 | Punjab | 2111 |
| 2 | Uttar Pradesh | 2086 |
| 3 | Jharkhand | 1325 |
| 4 | Odisha | 1028 |
| 5 | Maharashtra | 551 |
| 6 | Manipur | 444 |
| 7 | Rajasthan | 352 |
| 8 | West Bengal | 243 |
| 9 | Haryana | 234 |
| 10 | Gujarat | 224 |

| S. No. | Name of District | Number of Grievances |
|--------|------------------|----------------------|
| 1 | Muktsar (PB) | 751 |
| 2 | Tamenglong (MN) | 436 |
| 3 | Bathinda (PB) | 286 |
| 4 | Garhwa (JH) | 228 |
| 5 | Ludhiana (PB) | 210 |
| 6 | Satara (MH) | 181 |
| 7 | Pakaur (JH) | 177 |
| 8 | Fazilka (PB) | 175 |
| 9 | Balasore (OD) | 173 |
| 10 | Bareilly (UP) | 159 |

(Time Period: 01/01/2023 to 25/02/2023)

- With respect to States/UTs, maximum grievances originated out of Punjab (2111 registrations) followed by Uttar Pradesh at 2nd place with 2086 grievances registered through CSCs
- With respect to Districts, maximum grievances originated out of Mukhtsar (PB) (751 registrations) followed by Tamenglong (MN) at 2nd place with 436 grievances registered through CSCs

6. 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 January, 2023 to 25th February, 2023**.

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. ≥ 1000) while 2nd group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e. < 1000)

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 1000**)

| S. No. | Name of Ministry/Department | Total Grievances | Score Percentage | Rank |
|--------|---|------------------|------------------|------|
| 1 | Unique Identification Authority of India | 3885 | 61.26% | 1 |
| 2 | Ministry of Labour and Employment | 31417 | 57.85% | 2 |
| 3 | Department of Defence Finance | 2936 | 56.82% | 3 |
| 4 | Department of Financial Services (Insurance Division) | 14523 | 56.12% | 4 |
| 5 | Department of Ex Servicemen Welfare | 6367 | 53.66% | 5 |
| 6 | Department of Justice | 3843 | 53.52% | 6 |
| 7 | Department of Expenditure | 2478 | 52.72% | 7 |
| 8 | Ministry of Home Affairs | 9319 | 52.02% | 8 |
| 9 | Ministry of Panchayati Raj | 1716 | 52.00% | 9 |
| 10 | Department of Agriculture and Farmers Welfare | 17205 | 51.54% | 10 |
| 11 | Ministry of Railways (Railway Board) | 12226 | 50.78% | 11 |
| 12 | Department of Posts | 12473 | 50.06% | 12 |
| 13 | Department of Financial Services (Banking Division) | 46407 | 50.02% | 13 |
| 14 | Ministry of Electronics & Information Technology | 1695 | 49.96% | 14 |
| 15 | Ministry of Petroleum and Natural Gas | 4152 | 49.59% | 15 |
| 16 | Ministry of External Affairs | 4091 | 49.45% | 16 |
| 17 | Department of Telecommunications | 9332 | 49.29% | 17 |
| 18 | Department of Food and Public Distribution | 1317 | 49.05% | 18 |
| 19 | Department of Defence | 3894 | 48.56% | 19 |
| 20 | Ministry of Civil Aviation | 1673 | 48.25% | 20 |
| 21 | Central Board of Indirect Taxes and Customs | 2870 | 48.14% | 21 |
| 22 | O/o the Comptroller & Auditor General of India | 3893 | 47.38% | 22 |
| 23 | Department of Consumer Affairs | 3653 | 46.91% | 23 |
| 24 | Ministry of Housing and Urban Affairs | 4776 | 46.76% | 24 |
| 25 | Ministry of Cooperation | 3254 | 45.04% | 25 |
| 26 | Ministry of Road Transport and Highways | 4825 | 44.85% | 26 |
| 27 | Ministry of Information and Broadcasting | 1177 | 43.56% | 27 |
| 28 | Ministry of Environment, Forest and Climate Change | 1446 | 43.13% | 28 |
| 29 | Department of Higher Education | 4313 | 42.24% | 29 |
| 30 | Department of School Education and Literacy | 3282 | 40.82% | 30 |
| 31 | Department of Social Justice and Empowerment | 1912 | 40.59% | 31 |
| 32 | Department of Health & Family Welfare | 6078 | 40.49% | 32 |
| 33 | Ministry of Corporate Affairs | 3525 | 40.11% | 33 |
| 34 | Ministry of Women and Child Development | 1034 | 39.62% | 34 |
| 35 | Department of Military Affairs | 1222 | 38.92% | 35 |
| 36 | Department of Rural Development | 4245 | 38.75% | 36 |
| 37 | Central Board of Direct Taxes (Income Tax) | 25314 | 37.39% | 37 |
| 38 | Department of Personnel and Training | 6831 | 32.71% | 38 |

| S. No. | Name of Ministry/Department | Total Grievances | Score Percentage | Rank |
|--------|---|------------------|------------------|------|
| 39 | Department of Drinking Water and Sanitation | 1269 | 32.57% | 39 |
| 40 | Department of Revenue | 5083 | 30.64% | 40 |

5.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 1000)

| S. No. | Name of Ministry/Department | Total Grievances | Score Percentage | Rank |
|--------|---|------------------|------------------|------|
| 1 | Department of Financial Services (Pension Reforms) | 735 | 60.51% | 1 |
| 2 | NITI Aayog | 586 | 59.05% | 2 |
| 3 | Ministry of Development of North Eastern Region | 50 | 58.67% | 3 |
| 4 | Department of Chemicals and Petrochemicals | 97 | 57.06% | 4 |
| 5 | Department of Defence Production | 546 | 54.99% | 5 |
| 6 | Ministry of Micro Small and Medium Enterprises | 407 | 54.66% | 6 |
| 7 | Ministry of Mines | 196 | 54.48% | 7 |
| 8 | Ministry of Earth Sciences | 114 | 54.47% | 8 |
| 9 | Department of Legal Affairs | 569 | 54.38% | 9 |
| 10 | Department of Fisheries | 83 | 54.02% | 10 |
| 11 | Department of Empowerment of Persons with Disabilities | 426 | 53.55% | 11 |
| 12 | Ministry of Coal | 890 | 53.43% | 12 |
| 13 | Ministry of Parliamentary Affairs | 472 | 53.33% | 13 |
| 14 | Department of Pharmaceutical | 226 | 52.38% | 14 |
| 15 | Department of Science and Technology | 822 | 49.80% | 15 |
| 16 | Ministry of Food Processing Industries | 159 | 49.37% | 16 |
| 17 | Department of Commerce | 866 | 48.11% | 17 |
| 18 | Department of Land Resources | 576 | 47.07% | 18 |
| 19 | Department for Promotion of Industry and Internal Trade | 296 | 46.68% | 19 |
| 20 | Department of Public Enterprises | 148 | 46.62% | 20 |
| 21 | Department of Space | 102 | 46.18% | 21 |
| 22 | Department of Investment & Public Asset Management | 214 | 45.79% | 22 |
| 23 | Ministry of Tourism | 514 | 45.10% | 23 |
| 24 | Ministry of Power | 781 | 44.61% | 24 |
| 25 | Ministry of Steel | 245 | 44.33% | 25 |
| 26 | Ministry of New and Renewable Energy | 162 | 44.16% | 26 |
| 27 | Ministry of Tribal Affairs | 387 | 43.50% | 27 |
| 28 | Department of Health Research | 188 | 42.82% | 28 |
| 29 | Ministry of Water Resources, River Development & Ganga Rejuvenation | 427 | 42.75% | 29 |
| 30 | Ministry of Textiles | 309 | 42.03% | 30 |
| 31 | Ministry of Minority Affairs | 660 | 41.40% | 31 |
| 32 | Department of Agriculture Research and Education | 327 | 41.13% | 32 |
| 33 | Department of Defence Research and Development | 191 | 40.87% | 33 |

| S. No. | Name of Ministry/Department | Total Grievances | Score Percentage | Rank |
|--------|---|------------------|------------------|------|
| 34 | Ministry of Ayush | 485 | 40.11% | 34 |
| 35 | Ministry of Culture | 793 | 40.06% | 35 |
| 36 | Department of Scientific & Industrial Research | 248 | 39.64% | 36 |
| 37 | Legislative Department | 267 | 39.38% | 37 |
| 38 | Ministry of Skill Development and Entrepreneurship | 453 | 38.00% | 38 |
| 39 | Department of Animal Husbandry, Dairying | 400 | 36.87% | 39 |
| 40 | Department of Sports | 231 | 35.12% | 40 |
| 41 | Ministry of Shipping | 470 | 34.72% | 41 |
| 42 | Department of Youth Affairs | 251 | 34.15% | 42 |
| 43 | Department of Fertilizers | 160 | 33.48% | 43 |
| 44 | Department of Atomic Energy | 428 | 32.42% | 44 |
| 45 | Department of Heavy Industry | 236 | 29.91% | 45 |
| 46 | Department of Economic Affairs ACC Division | 979 | 29.84% | 46 |
| 47 | Department of Official Language | 54 | 29.63% | 47 |
| 48 | Ministry of Statistics and Programme Implementation | 88 | 26.83% | 48 |
| 49 | Department of Bio Technology | 59 | 24.58% | 49 |

5.3. Analysis of Monthly Grievance Redressal Index

- Unique Identification Authority of India has topped the GRI ranking for the month of February 2023
- In Group A, the Department of Agriculture and Farmers Welfare has improved its ranking by 10 positions in February 2023 and currently ranked at 10th position. Ministry of External Affairs has jumped to 16th rank from the previous month's rank of 21
- In Group B, Ministry of Development of North Eastern Region has ranked 3rd in February 2023, as compared to 17th rank in January 2023 as the percentage of disposal has improved contributing to improvement in ranking
- Department of Economic Affairs ACC Division has shifted from Group A to Group B

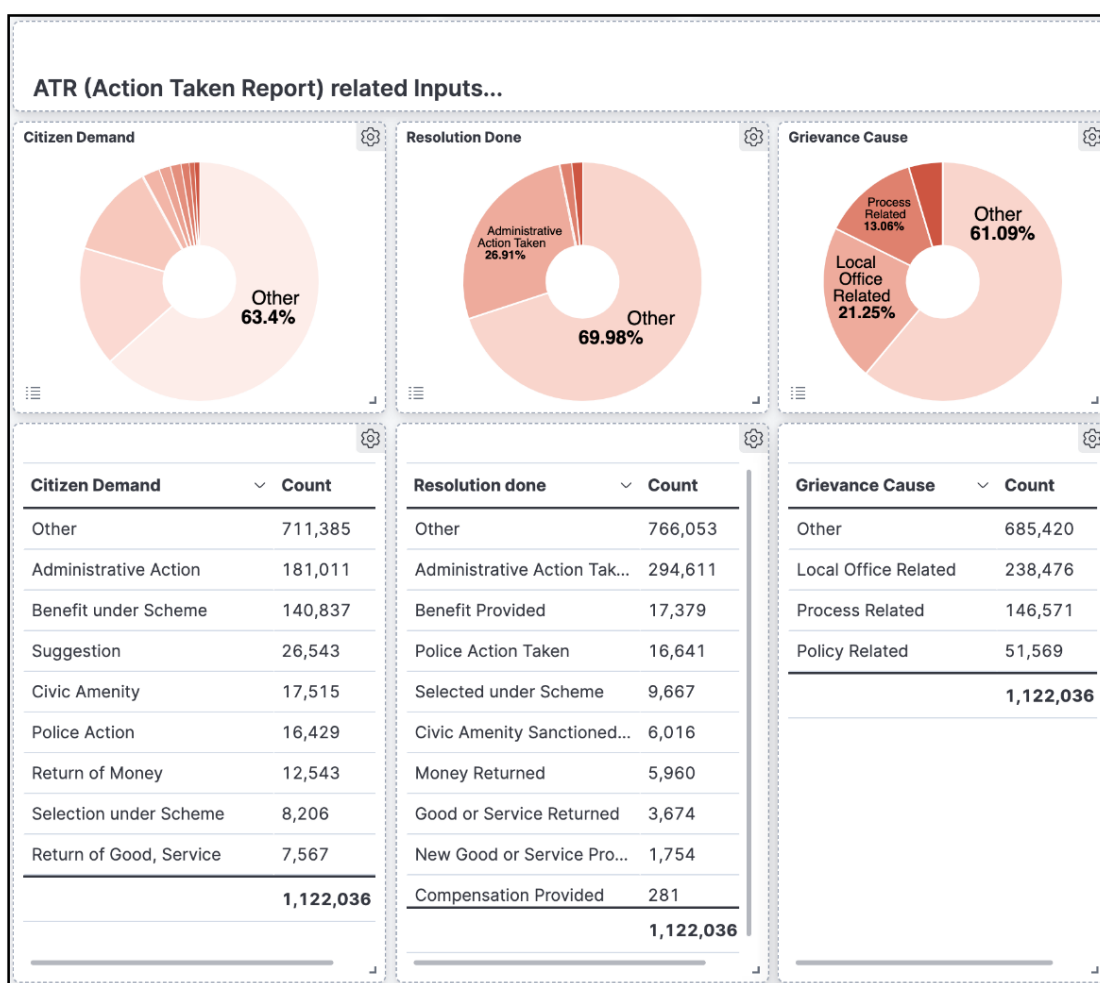
6. Technological Enhancements

6.1. 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. ATR (Action Taken Report): Selection of “Others” as category need to be minimized

Several GROs (Grievance Redressal Officers) are submitting Others as the selected option in their ATR, therefore, missing the opportunity of Root-Cause-Analysis for which the ATR was introduced about a year ago. The data has been taken from January 2022 to February 2023. All Ministries & Departments need to minimize the usage of “Others” while selecting the category classification.

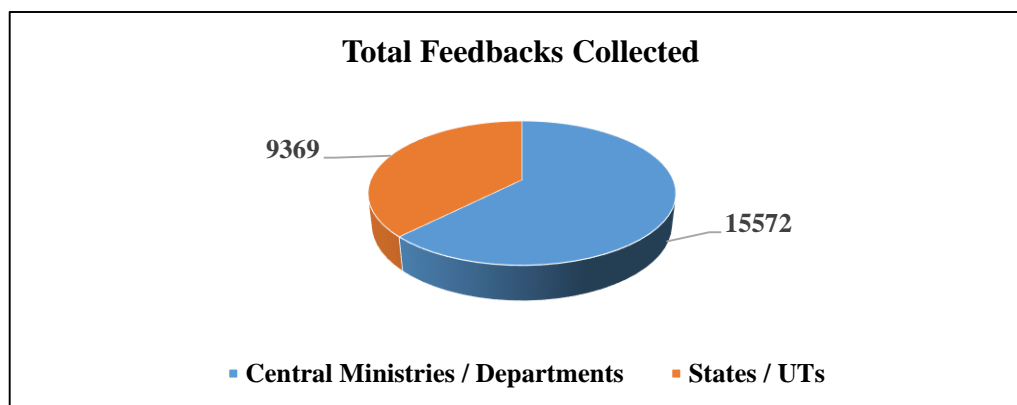


2. Public Grievance Officers with maximum Pendency: (Time Period: 01/01/2022 to 26/02/2023)

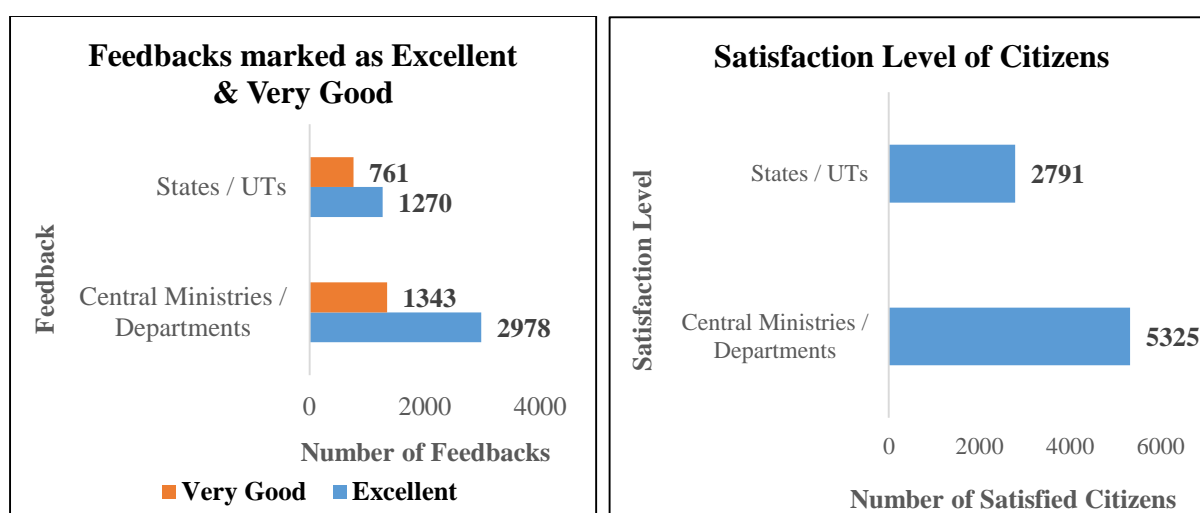
| S. No. | PG Officer Name | Designation | Department | Receipts | Disposed | Pending |
|--------|--------------------------|------------------------------|---|----------|----------|---------|
| 1 | Shri Ramesh Chand | Joint Director OSD | Central Board of Direct Taxes (Income Tax) | 73001 | 60098 | 12903 |
| 2 | Shri Surender Singh | Deputy Secretary | Department of Financial Services (Banking Division) | 231979 | 222518 | 9461 |
| 3 | Shri Y. K. Singh | DGIT | Director General Of Income Tax (System) | 43729 | 37398 | 6331 |
| 4 | Smt Amrita Ranjan | Director of Income Tax | Commissioner of Income Tax CPC ITR | 34503 | 29232 | 5271 |
| 5 | Shri Pramod Kumar | Director-PP | Department of Pension and Pensioners Welfare | 63571 | 59767 | 3804 |
| 6 | Shri V.Srikanth | Director and Nodal PGO | Ministry of Labour and Employment | 166007 | 162221 | 3786 |
| 7 | Smt Betsy Rajagopal | General Manager | Reserve Bank of India | 62505 | 59076 | 3429 |
| 8 | Shri Juglal Singh | Director | Department of Personnel and Training | 34228 | 30807 | 3421 |
| 9 | Shri Ratnesh Kumar Jha | Executive Director PG | Ministry of Railways (Railway Board) | 66396 | 63576 | 2820 |
| 10 | Shri Pravin Kumar Tiwari | Regional P.F. Commissioner I | Employees Provident Fund Organisation (Head Office) | 142112 | 139323 | 2789 |

7. BSNL Feedback Call Centre

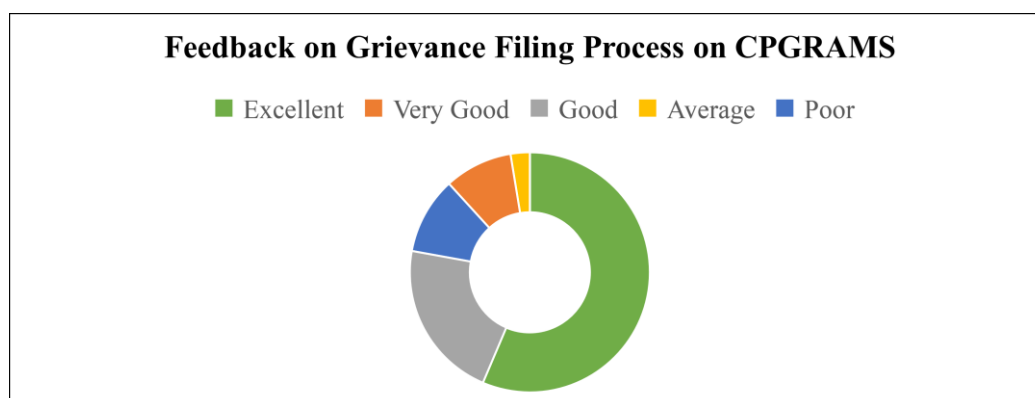
- From 1st February, 2023 to 25th February, 2023, the BSNL Feedback Call Centre has collected **24941 feedbacks**, directly from the citizens



- A total of **8116 citizens** have given the Satisfaction level for their grievance redressal as “Satisfied”



- Citizens were asked about the **process of filing** the grievance on CPGRAMS, for which, **16353 citizens** have given their feedback as “Excellent & Very Good”



- 14303 citizens** have said that **CPGRAMS has helped** them with their grievance redressal

8. Grievances on CPGRAMS Portal

- For the month of February, 2023, the Department of Financial Services (Banking Division) has received the maximum number of grievances with the department receiving 18478 grievances, followed by the Ministry of Labour and Employment at the 2nd place, with the number standing at 14269 registrations
- The Department of Agriculture and Farmers Welfare has disposed 8061 grievances and stands at the 3rd position in terms of disposal for the month of February, 2023
- In the year 2023, till 25th February, the Central Board of Direct Taxes (Income Tax) has received the 4th highest number of grievances (12296) and has disposed of 12330 grievances, thus standing at the 5th position in terms of disposal
- Ministry of Railways with 9790 receipts and 9501 disposals stands at the 7th position, both in terms of receipts and disposals, till 25th February, 2023
- As of 25th February, 2023, only Central Board of Direct Taxes (Income Tax) has more than 10,000 pending grievances, while 17 Ministries/Departments have more than 1000 pending grievances
- Central Board of Direct Taxes (Income Tax) with 7768 grievances pending for disposal for more than 30 days' tops the list; the Department of Revenue with 1634 grievances pending for disposal stands at the 3rd position

9. Average Closing Time of Grievances on CPGRAMS Portal

- After the adoption of CPGRAMS 7.0, the Average Closing Time of Grievances has reduced in the Central Ministries/Departments
- 15 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 74 Ministries/Departments are disposing the grievances within an Average Closing Time period of 30 days
- Department of Atomic Energy with a high Average Closing Time of 95 days (against 297 grievances) tops the list, followed by the Ministry of Power with an Average Closing Time of 74 days (against 633 disposals)
- Ministry of Cooperation with low Average Closing Time of 2 days (against 3120 grievances) has the lowest closing time among all the Ministries/Departments

10. Public Grievance Officers on CPGRAMS Portal

- Numbers of PG Officers mapped onto the CPGRAMS in February 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 79138 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 45456 officers to the total
- Department of Rural Development has the maximum number of mappings with 9126 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8736 officers, Department of Defence stands at the 3rd place with 3610 mappings
- 12 Ministries/Departments have mapped more than 1000 Public Grievance Officers onto the CPGRAMS

11. Appeal Status on CPGRAMS Portal

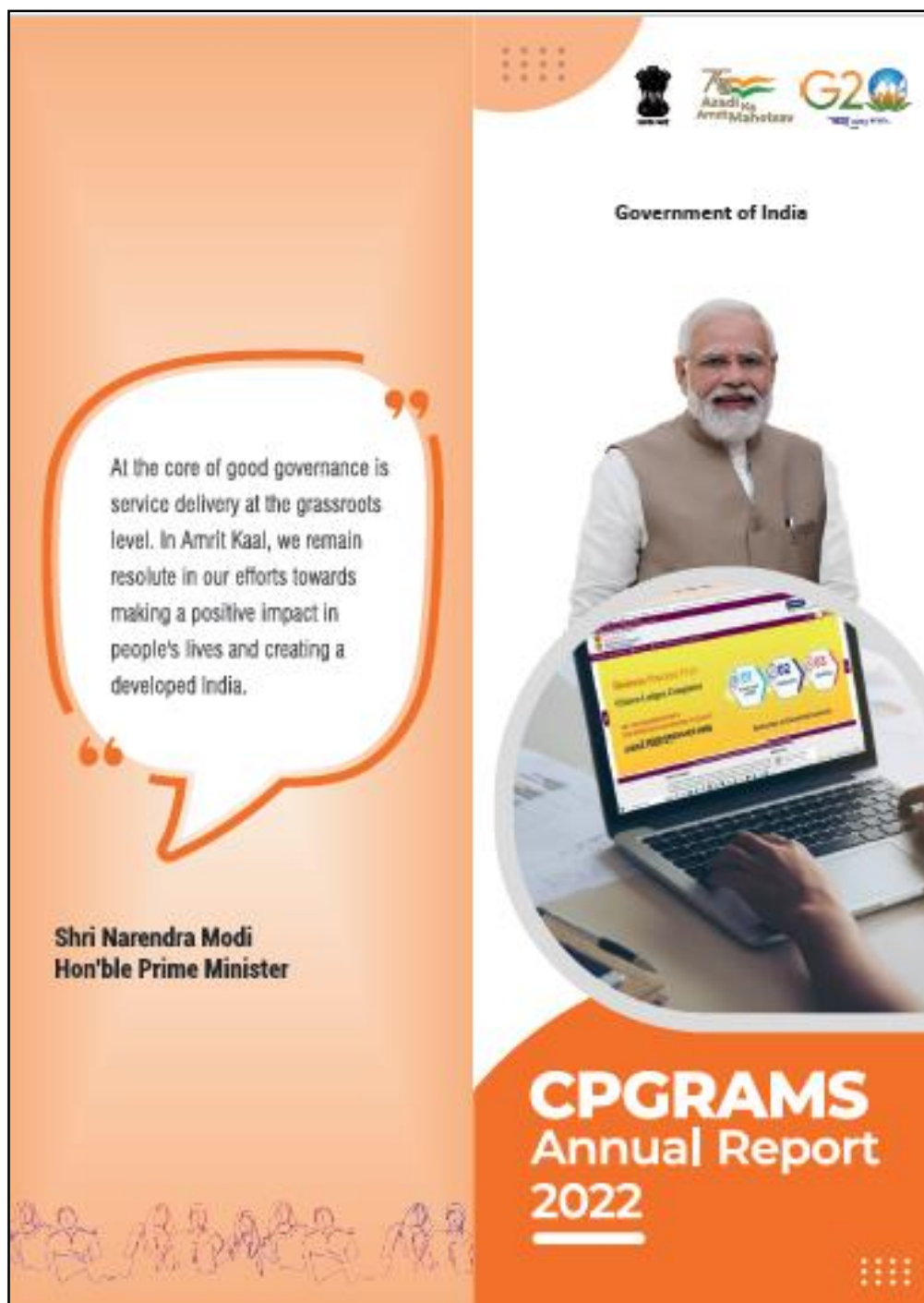
- In the year 2023, till 25th February, a total of 34806 appeals have been received by the Central Ministries/Departments, with additional 25228 appeals being brought forward from past years. 33313 appeals have been disposed of while 26721 appeals are still pending disposal
- In the month of February, till 25th, Ministry of Labour and Employment has received the maximum number of appeals, with the ministry receiving 2517 appeals, followed by the Department of Financial Services (Banking Division) standing at the 2nd position with 2273 appeals. The Top 3 list also includes the Department of Telecommunications with 1295 appeals
- Central Board of Direct Taxes (Income Tax) with 2960 appeals has the highest pendency among all the Ministries/Departments followed by the Ministry of Corporate Affairs with 2364 appeals pending for disposal
- Ministry of Cooperation has received the maximum number of appeals against the disposed of grievances with 46.06% of its disposed of grievances (3120) getting converted into appeals, followed by the Legislative Department standing at the 2nd position, for which 37.44% of its disposed of grievances (219) got converted into appeals

12. Media Outreach



| |
|---|
| <p>75 Azadi Ka Amrit Mahotsav</p> <p>Ministry of Personnel, Public Grievances & Pensions</p> <p>A total of 1,25,992 Grievances Redressed by Central Ministries/ Departments in January, 2023, Average Disposal Time of 19 days/ grievance, lowest-ever Pendency level of 67283 cases in Central Secretariat</p> <p>Department of Expenditure, M/o Finance and UIDAI topped the Grievance Redressal Index of Central Ministries/ Departments for timely disposal of grievances and quality of disposal</p> <p>66 percent of Grievances received by Dept of Agriculture and Farmers Welfare filed through Common Service Centres</p> <p>AI enabled Intelligence Grievance Monitoring System and Dashboards operationalized, Habitual Complainants identified, and Public Grievance Officers with maximum pendency demarcated</p> <p>Posted On: 02 FEB 2023 4:45PM by PIR Delhi</p> |
|---|

13. Brochure – CPGRAMS Annual Report 2022



Link: https://darpg.gov.in/sites/default/files/Flipbook/CPGRAMS_Annual_Report_2022

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – February 2023

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|--------------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 8348 | 18478 | 26826 | 17931 | 8895 |
| 2 | Ministry of Labour and Employment | 3647 | 14269 | 17916 | 14231 | 3685 |
| 3 | Central Board of Direct Taxes (Income Tax) | 12681 | 5544 | 18225 | 5241 | 12984 |
| 4 | Department of Agriculture and Farmers Welfare | 3306 | 5500 | 8806 | 8061 | 745 |
| 5 | Department of Financial Services (Insurance Division) | 1593 | 4785 | 6378 | 5629 | 749 |
| 6 | Ministry of Railways (Railway Board) | 2420 | 4629 | 7049 | 4324 | 2725 |
| 7 | Department of Posts | 2051 | 4236 | 6287 | 4276 | 2011 |
| 8 | Ministry of Home Affairs | 1502 | 3621 | 5123 | 3769 | 1354 |
| 9 | Department of Telecommunications | 743 | 3461 | 4204 | 3493 | 711 |
| 10 | Department of Ex Servicemen Welfare | 1484 | 2555 | 4039 | 1902 | 2137 |

Annexure 1.2.: Maximum Number of Disposals – February 2023

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|--------------|---------|
| 1 | Department of Financial Services (Banking Division) | 8348 | 18478 | 26826 | 17931 | 8895 |
| 2 | Ministry of Labour and Employment | 3647 | 14269 | 17916 | 14231 | 3685 |
| 3 | Department of Agriculture and Farmers Welfare | 3306 | 5500 | 8806 | 8061 | 745 |
| 4 | Department of Financial Services (Insurance Division) | 1593 | 4785 | 6378 | 5629 | 749 |
| 5 | Central Board of Direct Taxes (Income Tax) | 12681 | 5544 | 18225 | 5241 | 12984 |
| 6 | Ministry of Railways (Railway Board) | 2420 | 4629 | 7049 | 4324 | 2725 |
| 7 | Department of Posts | 2051 | 4236 | 6287 | 4276 | 2011 |
| 8 | Ministry of Home Affairs | 1502 | 3621 | 5123 | 3769 | 1354 |
| 9 | Department of Telecommunications | 743 | 3461 | 4204 | 3493 | 711 |
| 10 | Department of Justice | 292 | 1954 | 2246 | 2035 | 211 |

(Time Period: 01/02/2023 to 25/02/2023)

Annexure 1.3.: Maximum Number of Receipts – January to February 2023

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|--------------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 6669 | 39738 | 46407 | 37512 | 8895 |
| 2 | Ministry of Labour and Employment | 2989 | 28428 | 31417 | 27732 | 3685 |
| 3 | Department of Financial Services (Insurance Division) | 1088 | 13435 | 14523 | 13774 | 749 |
| 4 | Central Board of Direct Taxes (Income Tax) | 13018 | 12296 | 25314 | 12330 | 12984 |
| 5 | Department of Agriculture and Farmers Welfare | 5090 | 12115 | 17205 | 16460 | 745 |
| 6 | Department of Posts | 1945 | 10528 | 12473 | 10462 | 2011 |
| 7 | Ministry of Railways (Railway Board) | 2436 | 9790 | 12226 | 9501 | 2725 |
| 8 | Department of Telecommunications | 754 | 8578 | 9332 | 8621 | 711 |
| 9 | Ministry of Home Affairs | 1766 | 7553 | 9319 | 7965 | 1354 |
| 10 | Department of Ex Servicemen Welfare | 1473 | 4894 | 6367 | 4230 | 2137 |

Annexure 1.4.: Maximum Number of Disposals – January to February 2023

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|--------------|---------|
| 1 | Department of Financial Services (Banking Division) | 6669 | 39738 | 46407 | 37512 | 8895 |
| 2 | Ministry of Labour and Employment | 2989 | 28428 | 31417 | 27732 | 3685 |
| 3 | Department of Agriculture and Farmers Welfare | 5090 | 12115 | 17205 | 16460 | 745 |
| 4 | Department of Financial Services (Insurance Division) | 1088 | 13435 | 14523 | 13774 | 749 |
| 5 | Central Board of Direct Taxes (Income Tax) | 13018 | 12296 | 25314 | 12330 | 12984 |
| 6 | Department of Posts | 1945 | 10528 | 12473 | 10462 | 2011 |
| 7 | Ministry of Railways (Railway Board) | 2436 | 9790 | 12226 | 9501 | 2725 |
| 8 | Department of Telecommunications | 754 | 8578 | 9332 | 8621 | 711 |
| 9 | Ministry of Home Affairs | 1766 | 7553 | 9319 | 7965 | 1354 |
| 10 | Department of Ex Servicemen Welfare | 1473 | 4894 | 6367 | 4230 | 2137 |

(Time Period: 01/01/2023 to 25/02/2023)

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) | 13018 | 12296 | 25314 | 12330 | 12984 |
| 2 | Department of Financial Services (Banking Division) | 6669 | 39738 | 46407 | 37512 | 8895 |
| 3 | Department of Personnel and Training | 2657 | 4174 | 6831 | 3137 | 3694 |
| 4 | Ministry of Labour and Employment | 2989 | 28428 | 31417 | 27732 | 3685 |
| 5 | Ministry of Railways (Railway Board) | 2436 | 9790 | 12226 | 9501 | 2725 |
| 6 | Department of Revenue | 3012 | 2071 | 5083 | 2856 | 2227 |
| 7 | Department of Ex Servicemen Welfare | 1473 | 4894 | 6367 | 4230 | 2137 |
| 8 | Department of Health & Family Welfare | 1857 | 4221 | 6078 | 4003 | 2075 |
| 9 | Department of Posts | 1945 | 10528 | 12473 | 10462 | 2011 |
| 10 | Department of School Education and Literacy | 1392 | 1890 | 3282 | 1891 | 1391 |
| 11 | Ministry of Home Affairs | 1766 | 7553 | 9319 | 7965 | 1354 |
| 12 | Department of Rural Development | 1383 | 2862 | 4245 | 2972 | 1273 |
| 13 | Ministry of Housing and Urban Affairs | 875 | 3901 | 4776 | 3612 | 1164 |
| 14 | Ministry of External Affairs | 1029 | 3062 | 4091 | 2998 | 1093 |
| 15 | Ministry of Road Transport and Highways | 1313 | 3512 | 4825 | 3767 | 1058 |
| 16 | Department of Higher Education | 1514 | 2799 | 4313 | 3278 | 1035 |
| 17 | Department of Defence | 1195 | 2699 | 3894 | 2872 | 1022 |

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

| S. No. | Name of Ministry/Department | Brought Forward | Total Received | Total Grievances | Total Disposal | Total Pending | > 30 Days |
|--------|---|-----------------|----------------|------------------|----------------|---------------|-----------|
| 1 | Central Board of Direct Taxes (Income Tax) | 13018 | 12296 | 25314 | 12330 | 12984 | 7768 |
| 2 | Department of Personnel and Training | 2657 | 4174 | 6831 | 3137 | 3694 | 2432 |
| 3 | Department of Revenue | 3012 | 2071 | 5083 | 2856 | 2227 | 1634 |
| 4 | Department of Health & Family Welfare | 1857 | 4221 | 6078 | 4003 | 2075 | 964 |
| 5 | Ministry of Home Affairs | 1766 | 7553 | 9319 | 7965 | 1354 | 874 |
| 6 | Department of Financial Services (Banking Division) | 6669 | 39738 | 46407 | 37512 | 8895 | 777 |
| 7 | Department of School Education and Literacy | 1392 | 1890 | 3282 | 1891 | 1391 | 750 |
| 8 | Ministry of Railways (Railway Board) | 2436 | 9790 | 12226 | 9501 | 2725 | 730 |
| 9 | Ministry of External Affairs | 1029 | 3062 | 4091 | 2998 | 1093 | 631 |
| 10 | Department of Rural Development | 1383 | 2862 | 4245 | 2972 | 1273 | 508 |

(Time Period: 01/01/2023 to 25/02/2023)

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) | 2561 | 1459 | 1102 |
| 2 | Department of Personnel and Training | 125 | 32 | 93 |
| 3 | Department of Posts | 234 | 175 | 59 |
| 4 | Department of Financial Services (Insurance Division) | 169 | 130 | 39 |
| 5 | Ministry of Railways (Railway Board) | 162 | 126 | 36 |
| 6 | Department of Economic Affairs ACC Division | 38 | 10 | 28 |
| 7 | Department of Consumer Affairs | 37 | 15 | 22 |
| 8 | Department of Defence | 37 | 18 | 19 |
| 9 | Department of Health & Family Welfare | 28 | 9 | 19 |
| 10 | Ministry of Panchayati Raj | 201 | 184 | 17 |

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 Atomic Energy | 297 | 95 |
| 2 | Ministry of Power | 633 | 74 |
| 3 | Central Board of Direct Taxes (Income Tax) | 12330 | 65 |
| 4 | Ministry of Road Transport and Highways | 3767 | 63 |
| 5 | Department of Revenue | 2856 | 62 |
| 6 | Department of Youth Affairs | 180 | 55 |
| 7 | Department of Drinking Water and Sanitation | 640 | 54 |
| 8 | Department of Social Justice and Empowerment | 1595 | 46 |
| 9 | Ministry of Ayush | 400 | 45 |
| 10 | Department of Animal Husbandry, Dairying | 362 | 43 |

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 Cooperation | 3120 | 2 |
| 2 | Department of Financial Services (Pension Reforms) | 681 | 3 |
| 3 | Department of Legal Affairs | 563 | 3 |
| 4 | O/o the Comptroller & Auditor General of India | 3649 | 4 |
| 5 | Department of Justice | 3632 | 4 |
| 6 | NITI Aayog | 562 | 4 |
| 7 | Ministry of Food Processing Industries | 141 | 4 |
| 8 | Department of Financial Services (Insurance Division) | 13774 | 5 |
| 9 | Department of Telecommunications | 8621 | 5 |
| 10 | Ministry of Labour and Employment | 27732 | 6 |

(Time Period: 01/01/2023 to 25/02/2023)

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 Officers Accounts | Total |
|--------|---------|---------------------------|--------------------------------|-------|
| 1 | Level 1 | 90 | 206 | 296 |
| 2 | Level 2 | 3559 | 696 | 4255 |
| 3 | Level 3 | 7574 | 642 | 8216 |
| 4 | Level 4 | 13101 | 538 | 13639 |
| 5 | Level 5 | 12099 | 385 | 12484 |
| 6 | Level 6 | 5110 | 88 | 5198 |
| 7 | Level 7 | 970 | 34 | 1004 |
| 8 | Level 8 | 364 | 0 | 364 |
| Total | | 42867 | 2589 | 45456 |

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 | 8764 | 362 | 9126 |
| 2 | Central Board of Direct Taxes (Income Tax) | 8171 | 565 | 8736 |
| 3 | Department of Defence | 3509 | 101 | 3610 |
| 4 | Central Board of Indirect Taxes and Customs | 2310 | 46 | 2356 |
| 5 | Ministry of Housing and Urban Affairs | 2139 | 178 | 2317 |
| 6 | Ministry of Railways (Railway Board) | 1831 | 148 | 1979 |
| 7 | Department of Financial Services (Banking Division) | 1203 | 206 | 1409 |
| 8 | Department of Telecommunications | 1192 | 141 | 1333 |
| 9 | Department of Ex Servicemen Welfare | 1171 | 29 | 1200 |
| 10 | Ministry of Labour and Employment | 960 | 173 | 1133 |

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) | 35748 | 32729 | 2225 | 794 |
| 2 | Ministry of Labour and Employment | 22754 | 3246 | 18988 | 520 |
| 3 | Central Board of Direct Taxes (Income Tax) | 11908 | 4349 | 7510 | 49 |
| 4 | Department of Posts | 9546 | 9285 | 241 | 20 |
| 5 | Ministry of Railways (Railway Board) | 8940 | 6526 | 1587 | 827 |
| 6 | Department of Telecommunications | 7842 | 5522 | 1402 | 918 |
| 7 | Department of Ex Servicemen Welfare | 4056 | 467 | 3577 | 12 |
| 8 | Department of Defence | 3868 | 3598 | 188 | 82 |
| 9 | O/o the Comptroller & Auditor General of India | 3558 | 3543 | 11 | 4 |
| 10 | Ministry of Petroleum and Natural Gas | 3121 | 3057 | 5 | 59 |

(Time Period: 01/01/2023 to 25/02/2023)

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) | 3002 | 1973 | 4975 | 2015 | 2960 |
| 2 | Ministry of Corporate Affairs | 1847 | 545 | 2392 | 28 | 2364 |
| 3 | Department of Personnel and Training | 1029 | 347 | 1376 | 72 | 1304 |
| 4 | Ministry of Home Affairs | 833 | 615 | 1448 | 328 | 1120 |
| 5 | Department of Financial Services (Banking Division) | 868 | 5538 | 6406 | 5298 | 1108 |
| 6 | Ministry of Labour and Employment | 1783 | 5695 | 7478 | 6390 | 1088 |
| 7 | Department of Health & Family Welfare | 1500 | 503 | 2003 | 915 | 1088 |
| 8 | Ministry of Women and Child Development | 866 | 161 | 1027 | 0 | 1027 |
| 9 | Department of Consumer Affairs | 825 | 344 | 1169 | 161 | 1008 |
| 10 | Ministry of Housing and Urban Affairs | 771 | 759 | 1530 | 601 | 929 |

Annexure 6.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals

| S. No. | Name of Ministry/Department | Total Grievances | Grievances Disposed | Appeals Receipts | Appeals Receipts / Total Grievances Disposed |
|--------|--|------------------|---------------------|------------------|--|
| 1 | Ministry of Cooperation | 3254 | 3120 | 1437 | 46.06% |
| 2 | Legislative Department | 267 | 219 | 82 | 37.44% |
| 3 | Department of Rural Development | 4245 | 2972 | 940 | 31.63% |
| 4 | Department of Telecommunications | 9332 | 8621 | 2710 | 31.43% |
| 5 | Ministry of New and Renewable Energy | 162 | 149 | 45 | 30.20% |
| 6 | Department of Animal Husbandry, Dairying | 400 | 362 | 107 | 29.56% |
| 7 | Department of Heavy Industry | 236 | 191 | 53 | 27.75% |
| 8 | Ministry of Minority Affairs | 660 | 524 | 144 | 27.48% |
| 9 | Department of Posts | 12473 | 10462 | 2764 | 26.42% |
| 10 | Department of Defence Research and Development | 191 | 124 | 32 | 25.81% |

(Time Period: 01/01/2023 to 25/02/2023)



Department of Administrative Reforms and Public Grievances
Government of India

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