



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



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आज़ादी का  
अमृत महोत्सव



# CPROGRAMS

## Monthly Report March 2023

[Report Number 11]

Department of Administrative Reforms  
and Public Grievances

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## 1. Parliamentary Standing Committee – 127<sup>th</sup> Report



**GOVERNMENT OF INDIA**  
**DEPARTMENT OF ADMINISTRATIVE REFORMS AND**  
**PUBLIC GRIEVANCES**

**Excerpts of 127<sup>th</sup> Report of Parliamentary Standing Committee of Ministry**  
**of Personnel, Public Grievances and Pensions**

**The Parliamentary Standing Committee (PSC) of Ministry of Personnel, Public Grievances and Pensions in its 127<sup>th</sup> Report submitted to Parliament on 20 March 2023 appreciates the 10-Step reform process that was adopted by DARPG for improving quality of disposal of grievances and reducing the timelines. The PSC also commends the DARPG for the faster rate of disposal of grievances by the Department which is over one lakh per month.**

**The Parliamentary Standing Committee was pleased to note that the DARPG has implemented most of its recommendations like One Nation-One Portal, CPGRAMS portal in all Regional Languages, to develop Grievance Redressal Index, Reduction in Redressal Period from 60 days to 45 days and 45 days to 30 days, introduction of appellate mechanism, revamping of Sevottam Scheme, operationalizing of Feedback Mechanism, and CPGRAMS Dashboard. The Committee therefore appreciates and commends the efforts of DARPG for continuously improving and bringing about thoughtful changes in the grievance redressal system.**

**Following are the detailed observations/recommendations:**

- The Parliamentary Standing Committee (PSC) appreciates the 10-Step reform process that was adopted by DARPG for improving quality of disposal and reducing the timelines. The PSC also commends the DARPG for the faster rate of disposal of grievances by the Department which is over one lakh per month. **(Para 3.5)**
- The Parliamentary Standing Committee is pleased to note that the DARPG has implemented most of its recommendations like One Nation-One Portal, CPGRAMS portal in all Regional Languages, to develop Grievance Redressal Index, Reduction in Redressal Period from 60 days to 45 days and 45 days to 30 days, introduction of appellate mechanism, revamping of Sevottam Scheme, operationalizing of Feedback Mechanism, and CPGRAMS Dashboard. The Committee therefore appreciates and commends the efforts of DARPG for continuously improving and bringing about thoughtful changes in the grievance redressal system. **(Para 3.6)**
- The Committee on a recent study visit to Imphal, Guwahati and Agartala identified 'Strengthening of Public Grievance Redressal System' as one of the subjects for discussion with the officials of State Governments. The Committee observed that the system of grievance redressal in North-Eastern states is not very robust and needs considerable improvement. Also in its written replies the Department has informed the Committee that there is no separate State Grievance Portal in any of North-Eastern state except Meghalaya. The Committee, therefore, recommends the Department to aid these states to develop an efficient separate State Grievance portal and also link it with CPGRAMS portal for proper monitoring. The Committee also recommends the Department to formulate a policy focussing on North-Eastern states so that Public Grievance Redressal System in these States can be ameliorated **(Para 3.7)**
- The Committee observes that whereas the number of disposal of Grievance redressal is quite high but the feedback taken for the redressal of Grievance is not at par with the pace of grievance redressal. The Committee, therefore, recommends the Department to increase the number of seats in the Feedback call centre developed by the Department so that the number of feedbacks can be enhanced. The Committee also recommends the Department

to develop a mechanism in which as soon as the Grievance is disposed a SMS stating the details of disposal is received on the Mobile of the complainant and where he/she can submit the feedback of the Grievance Redressal along with the option to appeal if he/she is not satisfied with the redressal of grievance **(Para 3.8)**

- The Committee recommends identifying "Scheme-wise complaints" by using Data Strategy Unit (DSU) which is functioning under the Department **(Para 3.9)**
- The Committee also recommends the Department to use Artificial Intelligence to develop a mechanism in which grievance can be lodged through voice recording which will help the people who are unable to file grievances using CPGRAMS portal **(Para 3.10)**
- The Committee has observed that the percentage of grievances redressed over the past 5 years for States is less compared to the percentage of grievances redressed over the past 5 years of Central Government. The Committee, therefore, urges the Department to take it up with the State Governments to enhance their grievance disposal rate so that Public Grievances are addressed effectively **(Para 3.11)**
- The Committee observes that DARPG in collaboration with National Informatics Centre (NIC) has developed 'My Grievance' mobile app for Android. The application is not compatible with the latest versions of Android and IOS software. The rating of the app is just 3.3 and also the reviews are very negative. The Committee, therefore, recommends the Department to make it compatible with the latest versions of Android and IOS software and also to find the shortcomings so that the application may improve its rating **(Para 3.12)**
- The Committee appreciates the efforts of the Department in preparing the Grievance Redressal Index (GRI). The Committee urges the Department to continuously monitor and hold meetings with the Departments who are not performing well continuously and guide these Departments so that they can improve their rankings **(Para 3.22)**

## 2. Key Highlights

### 1. General

- Meetings held under the chairmanship of Additional Secretary, DARPG
  - 10<sup>th</sup> March: Quality and Pendency of grievances in CPGRAMS with all the Ministries/Departments including Corruption related grievances reviewed
  - 16<sup>th</sup> March: Comprehensive GRAI discussed with Centre for Good Governance, Hyderabad and 8 Ministries/Departments
  - 17<sup>th</sup> March: Root Cause Analysis Dashboard developed by IIT-K presented
  - 21<sup>st</sup> March: Training Modules for Capacity Building of Grievance Redressal Officers with ISTM
- On 28<sup>th</sup> March, Secretary, DARPG chaired a meeting with Nodal Officers of all the Central Ministries/Departments. To enable a seamless integration of PMOPG portal on CPGRAMS 7.0., all the Nodal Officers have been requested to review the grievance categorization, defunct accounts of GROs, and the mapping of GROs on the portal

### 2. PG Cases

- In March, 2023, **124823 PG cases were received** on the CPGRAMS portal, **119706 PG cases were redressed** and there exists a **pendency of 71743 PG cases**, as of 25<sup>th</sup> March, 2023. The pendency in the Central Secretariat has increased from **66622 PG cases at the end of February, 2023** to **71743 PG cases at the end of March, 2023**
- For the 8<sup>th</sup> month in a row, the monthly disposal crossed 1 lac cases in Central Ministries/Departments
- Department of Agriculture and Farmers Welfare [19826 grievances], Department of Financial Services (Banking Division) [18904 grievances], Ministry of Labour and Employment [14348 grievances], Department of Financial Services (Insurance Division) [6116 grievances] and Central Board of Direct Taxes (Income Tax) [5360 grievances] and have received the maximum number of grievances in March, 2023

### 3. PG Appeals

- In March, 2023, **15691 appeals were received** and **14395 appeals were disposed**. The Central Secretariat has a **pendency of 28042 PG Appeals at the end of March, 2023**

- Central Board of Direct Taxes (Income Tax) [2989 appeals], Ministry of Corporate Affairs [2189 appeals], Department of Financial Services (Banking Division) [1728 appeals], Department of Personnel and Training [1445 appeals] and Ministry of Home Affairs [1346 appeals] have the maximum pendency of appeals as on 25<sup>th</sup> March, 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 March, 2023
- Department of Financial Services (Pension Reforms) and NITI Aayog are the top performers in the Grievance Redressal Index within the Group B for March, 2023

#### **5. Pendency**

- **17 Ministries/Departments** have more than **1000 pending grievances** as on 25<sup>th</sup> March, 2023
- Central Board of Direct Taxes (Income Tax) [8132 grievances] and Department of Personnel and Training [2001 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 **1365 pending grievances**

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

- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1<sup>st</sup> January to 25<sup>th</sup> March, 2023 is **16 Days**

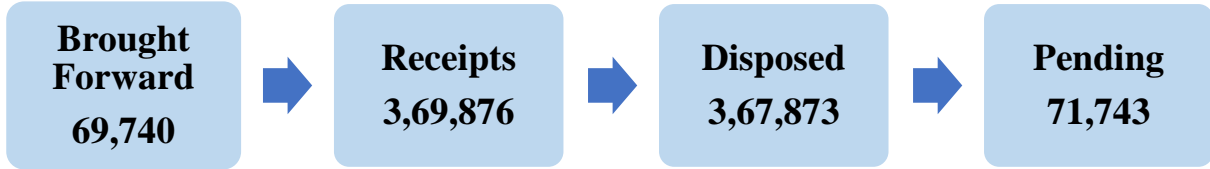
#### **8. Feedback received from BSNL Call Centre**

- For Central Ministries/Departments, **3964 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> March to 25<sup>th</sup> March, 2023



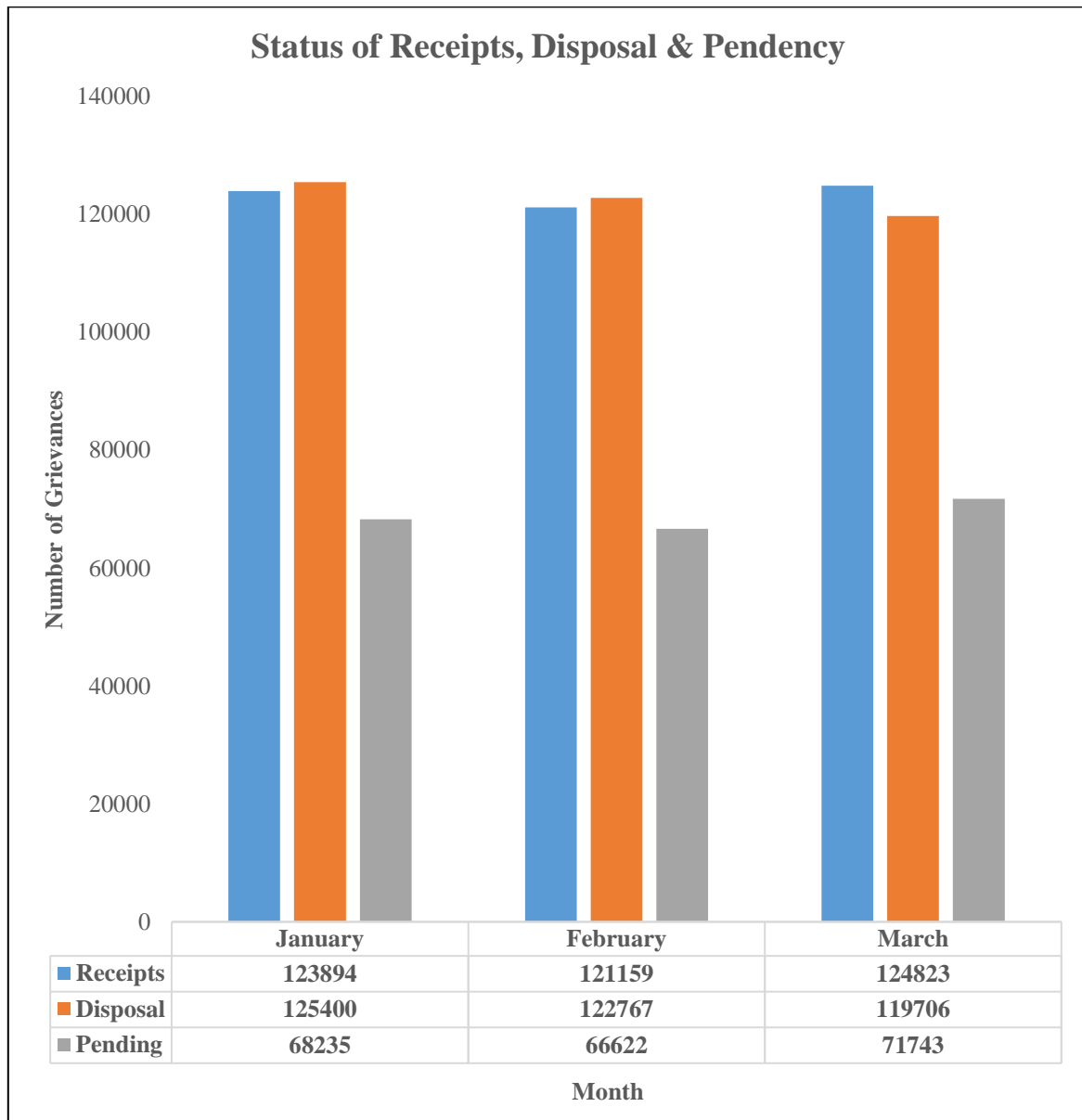
### 3. Review of Status of Disposal

#### 3.1. Overview



(Time Period: 01/01/2023 to 25/3/2023)

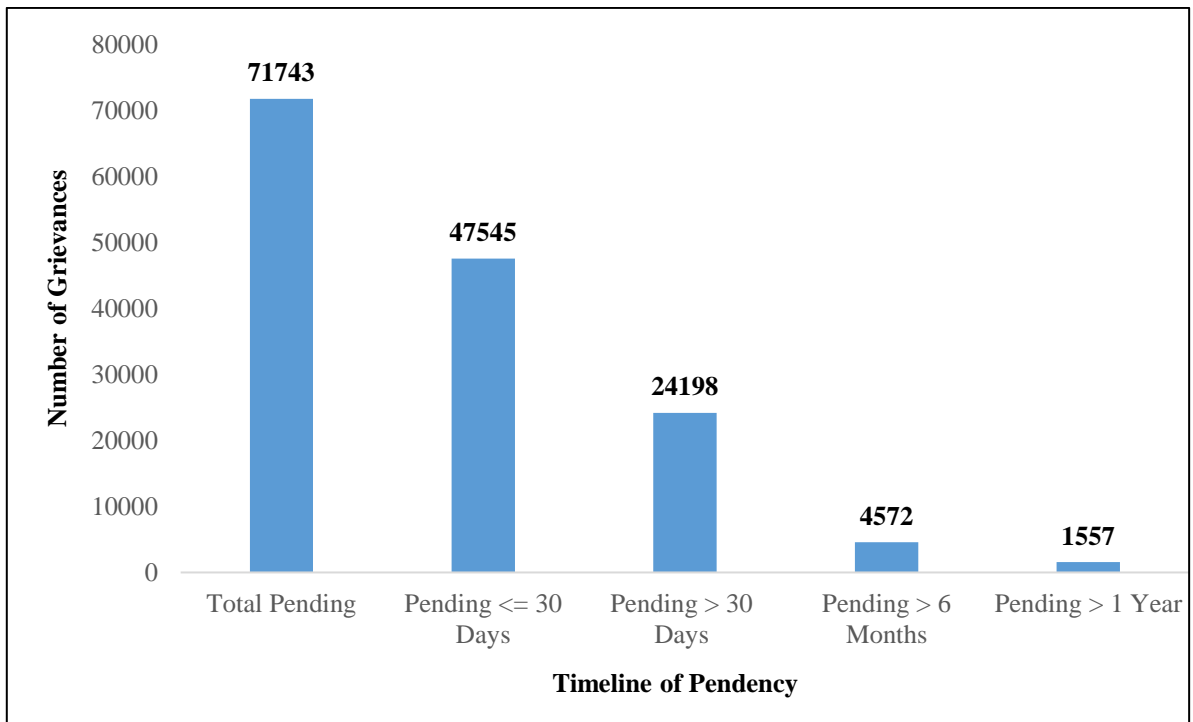
#### 3.2. Month-wise Status of Grievances



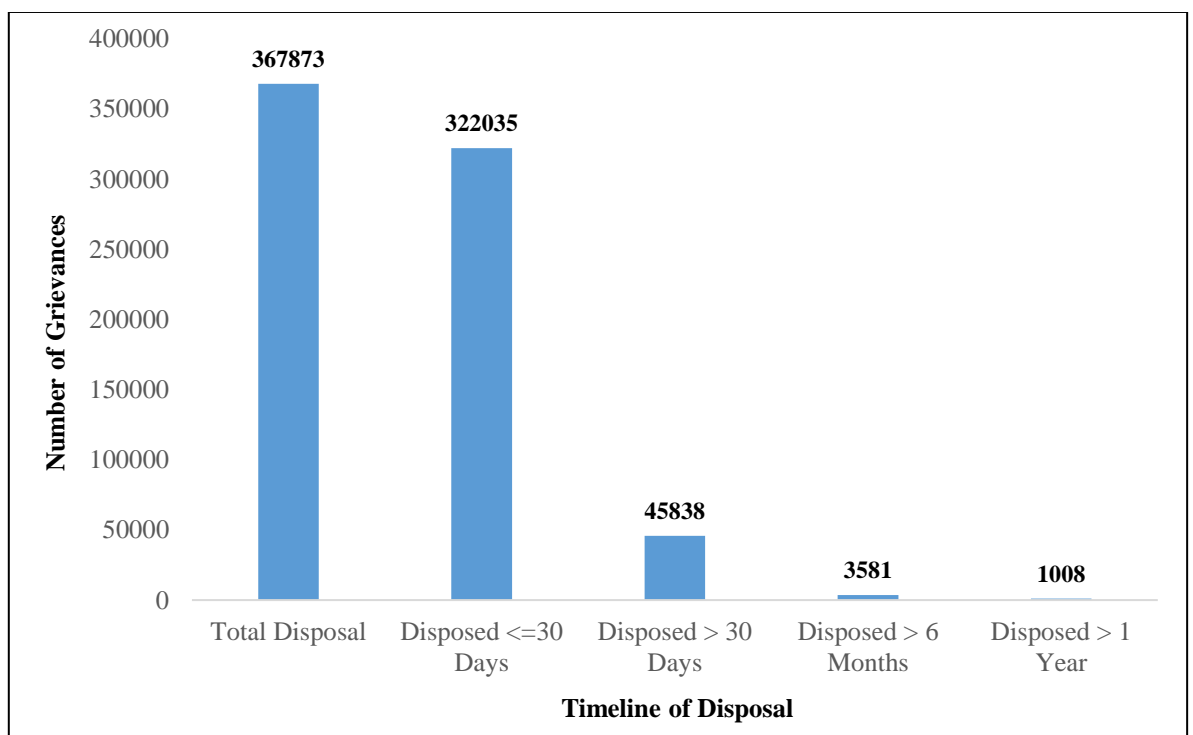
(Time Period: 01/01/2023 to 25/03/2023)

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

### 4.1. Pendency



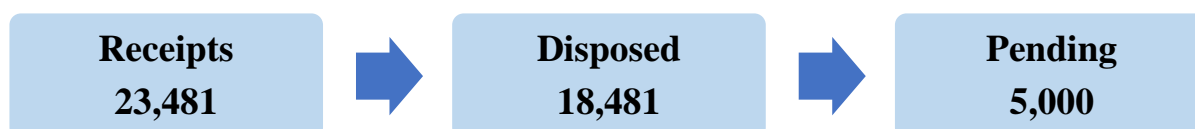
### 4.2. Disposal



(Time Period: 01/01/2023 to 25/03/2023)

## 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 25/03/2023)

- A total of **23481 grievances** have been registered through the Common Service Centres in the year 2023 till 25<sup>th</sup> March, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 20255 grievances in 2023, followed by the Department of Rural Development at the 2<sup>nd</sup> place, with the number standing at 478 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	20255	15652	4603
2	Department of Rural Development	478	445	33
3	Department of Financial Services (Banking Division)	432	377	55
4	Ministry of Labour and Employment	393	376	17
5	Unique Identification Authority of India	262	242	20
6	Department of Food and Public Distribution	142	141	1
7	Department of Telecommunications	137	133	4
8	Department of Financial Services (Insurance Division)	111	109	2
9	Central Board of Direct Taxes (Income Tax)	109	72	37
10	Ministry of Panchayati Raj	107	103	4

(Time Period: 01/01/2023 to 25/03/2023)

- 60.50% of grievances received by Department of Agriculture and Farmers Welfare in the year 2023 have been filed through CSCs i.e. 20255 grievances out of 33478 receipts have been registered through CSCs
- Out of the total 23481 grievances registered, 9303 grievances have been registered under the CPGRAMS category “Agriculture”

- 12215 grievances have been registered under the “COVID19 related issues” category, and 190 grievances have been registered under the “Financial Services - Others Banking Sector” category
- 78 grievances have been filed pertaining to Corruption/Malpractice category
- The category “*PMKISAN related issues*” has received the maximum number of grievances with the number standing at 20115 grievances, followed by ‘*Pradhan Mantri Awaas Yojana related grievances*’, which are at 446 number of grievances.
- In specific categories, the maximum grievances have been registered for “*Stoppage of Instalments after issue of initial few instalments*” with 16006 registrations, followed by “*Non receipt of PMKISAN instalments*” with 1822 registrations

S. No.	Name of State/UT	Number of Grievances
1	Punjab	6544
2	Uttar Pradesh	4367
3	Jharkhand	2471
4	Manipur	2069
5	Odisha	1790
6	Maharashtra	1428
7	West Bengal	1016
8	Rajasthan	864
9	Haryana	514
10	Chhattisgarh	429

S. No.	Name of District	Number of Grievances
1	Tamenglong (MN)	2052
2	Muktsar (PB)	1296
3	Bathinda (PB)	1156
4	Tarn Taran (PB)	562
5	Fazilka (PB)	551
6	Ludhiana (PB)	513
7	Murshidabad (WB)	436
8	Satara (MH)	374
9	Balasore (OR)	373
10	Garhwa (JH)	347

(Time Period: 01/01/2023 to 25/03/2023)

- With respect to States/UTs, maximum grievances originated out of Punjab (6544 registrations) followed by Uttar Pradesh at 2<sup>nd</sup> place with 4367 grievances registered through CSCs
- With respect to Districts, maximum grievances originated out of Tamenglong (MN) (2052 registrations) followed by Muktsar (PB) at 2<sup>nd</sup> place with 1296 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 **1<sup>st</sup> January, 2023** to **25<sup>th</sup> March, 2023**.

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.  $\geq 1500$ ) while 2<sup>nd</sup> group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e.  $< 1500$ )

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

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

(Ministries/Departments with Total Grievances more than equal to 1500)

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Unique Identification Authority of India	5283	62.22%	1
2	Ministry of Labour and Employment	47400	59.10%	2
3	Department of Financial Services (Insurance Division)	20889	56.40%	3
4	Department of Ex Servicemen Welfare	9704	56.39%	4
5	Department of Defence Finance	4359	55.37%	5
6	Ministry of Panchayati Raj	2364	53.77%	6
7	Ministry of Petroleum and Natural Gas	5389	53.48%	7
8	Department of Expenditure	3420	53.12%	8
9	Ministry of External Affairs	5869	52.69%	9
10	Ministry of Home Affairs	13093	52.59%	10
11	Department of Justice	5422	52.53%	11
12	Ministry of Railways (Railway Board)	16469	51.98%	12
13	Department of Food and Public Distribution	1922	51.37%	13
14	Department of Financial Services (Banking Division)	67768	51.28%	14
15	Central Board of Indirect Taxes and Customs	3973	51.25%	15
16	Department of Posts	17732	51.09%	16
17	Department of Defence	5320	50.56%	17
18	Ministry of Electronics & Information Technology	2472	50.24%	18
19	Department of Telecommunications	13086	49.77%	19
20	Ministry of Environment, Forest and Climate Change	1845	49.07%	20
21	Department of Agriculture and Farmers Welfare	38569	48.89%	21
22	O/o the Comptroller & Auditor General of India	5032	48.09%	22
23	Ministry of Housing and Urban Affairs	6705	47.72%	23
24	Department of Consumer Affairs	5218	47.39%	24
25	Ministry of Road Transport and Highways	6653	46.79%	25
26	Ministry of Civil Aviation	2449	46.72%	26
27	Ministry of Cooperation	5548	45.28%	27
28	Ministry of Corporate Affairs	5683	45.27%	28
29	Ministry of Information and Broadcasting	1637	45.03%	29
30	Department of Social Justice and Empowerment	2647	44.96%	30
31	Ministry of Women and Child Development	1598	44.16%	31
32	Department of Health & Family Welfare	8381	43.38%	32
33	Department of School Education and Literacy	4392	43.24%	33
34	Department of Higher Education	5644	42.96%	34
35	Department of Military Affairs	1641	40.87%	35
36	Central Board of Direct Taxes (Income Tax)	31224	40.42%	36
37	Department of Personnel and Training	9439	40.34%	37
38	Department of Rural Development	5749	40.06%	38

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
39	Department of Economic Affairs ACC Division	2093	39.44%	39
40	Department of Drinking Water and Sanitation	1623	35.10%	40
41	Department of Revenue	6228	32.98%	41

## 6.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 1500)

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Department of Financial Services (Pension Reforms)	1077	59.34%	1
2	NITI Aayog	1025	59.27%	2
3	Department of Pharmaceutical	338	57.74%	3
4	Department of Legal Affairs	937	57.16%	4
5	Department of Investment & Public Asset Management	382	54.48%	5
6	Ministry of Earth Sciences	163	54.43%	6
7	Ministry of Mines	298	54.14%	7
8	Ministry of Coal	1234	53.40%	8
9	Ministry of Parliamentary Affairs	942	53.18%	9
10	Department of Defence Production	757	53.06%	10
11	Ministry of Micro Small and Medium Enterprises	578	52.04%	11
12	Department of Fisheries	115	51.89%	12
13	Ministry of Food Processing Industries	216	51.39%	13
14	Department for Promotion of Industry and Internal Trade	502	50.73%	14
15	Ministry of Development of North Eastern Region	79	50.56%	15
16	Department of Science and Technology	1416	50.35%	16
17	Department of Empowerment of Persons with Disabilities	765	50.23%	17
18	Department of Chemicals and Petrochemicals	158	49.01%	18
19	Department of Public Enterprises	213	48.97%	19
20	Department of Land Resources	822	48.43%	20
21	Ministry of New and Renewable Energy	252	48.29%	21
22	Ministry of Tourism	762	47.54%	22
23	Department of Commerce	1349	47.26%	23
24	Ministry of Water Resources, River Development & Ganga Rejuvenation	615	46.83%	24
25	Ministry of Tribal Affairs	543	46.24%	25
26	Department of Scientific & Industrial Research	354	45.44%	26
27	Department of Space	165	44.99%	27
28	Ministry of Power	1143	44.70%	28
29	Department of Health Research	284	44.19%	29
30	Department of Defence Research and Development	281	44.04%	30
31	Ministry of Steel	367	44.01%	31
32	Ministry of Textiles	431	43.86%	32

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
33	Department of Agriculture Research and Education	632	42.52%	33
34	Ministry of Ayush	658	42.47%	34
35	Ministry of Minority Affairs	808	42.12%	35
36	Department of Animal Husbandry, Dairying	531	39.46%	36
37	Ministry of Skill Development and Entrepreneurship	630	39.36%	37
38	Department of Sports	318	39.33%	38
39	Legislative Department	402	39.17%	39
40	Ministry of Culture	979	38.70%	40
41	Department of Fertilizers	260	37.87%	41
42	Department of Youth Affairs	334	37.83%	42
43	Department of Official Language	96	37.19%	43
44	Department of Atomic Energy	629	36.79%	44
45	Ministry of Shipping	636	35.98%	45
46	Department of Heavy Industry	312	35.14%	46
47	Department of Biotechnology	93	33.44%	47
48	Ministry of Statistics and Programme Implementation	137	32.44%	48

### 6.3. Analysis of Monthly Grievance Redressal Index

- Unique Identification Authority of India has topped the GRI ranking for the month of March 2023
- In Group A, the Ministry of Petroleum and Natural Gas has improved its ranking by 8 positions in March 2023 and currently ranked at 7<sup>th</sup> position. Central Board of Indirect Taxes and Customs has jumped to 15<sup>th</sup> rank from the previous month's rank of 21
- In Group B, Department of Pharmaceutical has jumped from rank 14 in February 2023, to 3<sup>rd</sup> rank in March 2023 and Department of Legal Affairs has jumped from 9<sup>th</sup> position in February 2023 to 4<sup>th</sup> position in March
- Department of Economic Affairs ACC Division has shifted from Group B to Group A

### 6.4. Analysis Way Forward: Design & Development of Comprehensive GRAI

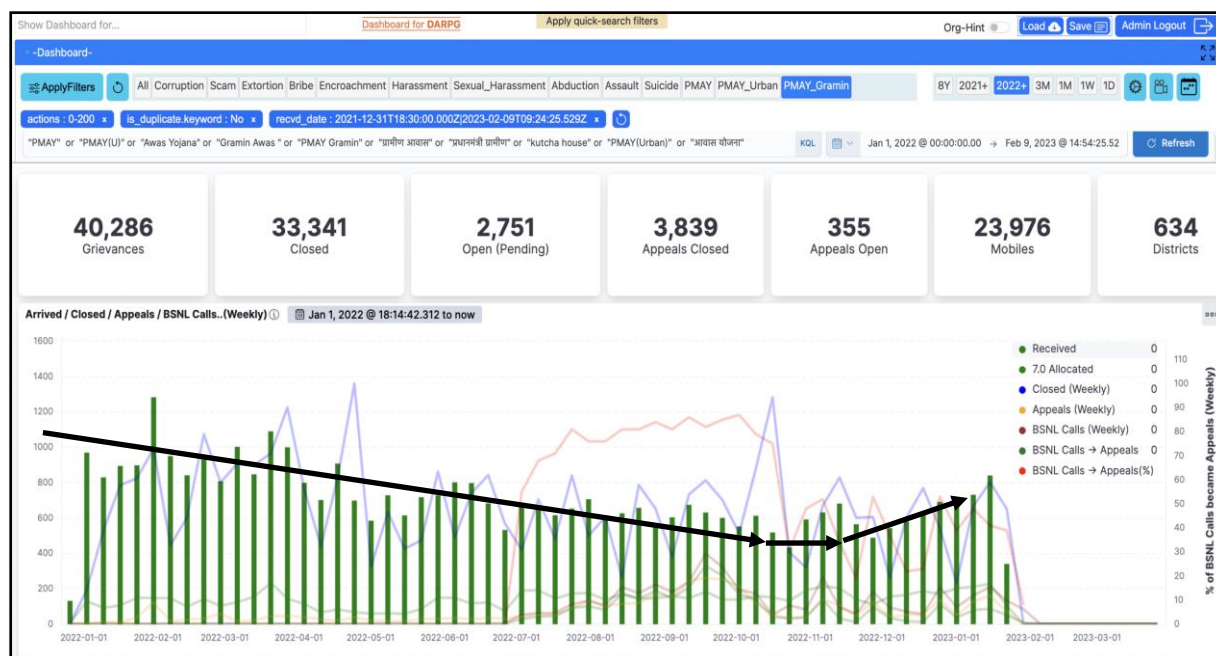
- The design and development of a Comprehensive Grievance Redressal Index is at advance stage
- The Ministry/Department-level consultations are being held to finalize the dimensions and parameters and their respective weightages
- This will refine the ranking process and make it more efficient by covering more parameters pertaining to performance of each Ministry/Department



## 7. Technological Enhancements

### 7.1. Analytics by CPGRAMS Data Strategy Unit (DSU)

#### Analysis of PMAY related Grievances: January 2022 to February 2023



PMAY related grievances came down over the past year from about 1000 per week to 500. An increasing trend is being observed since then.

Largely, PMAY issues are registered in 3 Departments: **DORLD**: Department of Rural Development; **DOURD**: Ministry of Housing and Urban Affairs; **DEABD**: Department of Financial Services (Banking Division)

Ministry	Category	Requests
<b>DEABD</b>	Non-receipt of Subsidy	1548
<b>DOURD</b>	Complaint regarding payment of Subsidy	1205
<b>DEABD</b>	Related to Housing Finance Companies	1122
<b>DOURD</b>	Complaint/request for PMAY	923
<b>DOURD</b>	Credit Linked Subsidy Scheme	818
<b>DORLD</b>	Issue of wrong / fake investigation report regarding eligibility of beneficiaries by officials/ GPs (State Govt./ Block)	289
<b>DORLD</b>	Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)	259
<b>DORLD</b>	Allotment of house to ineligible beneficiaries through bribe seeking (State Govt./Block)	205
<b>DEABD</b>	NBFC other than Housing Finance Companies Related	100

**GROs with Maximum Pendency:** (Time Period: 01/01/2022 – 27/03/2023)

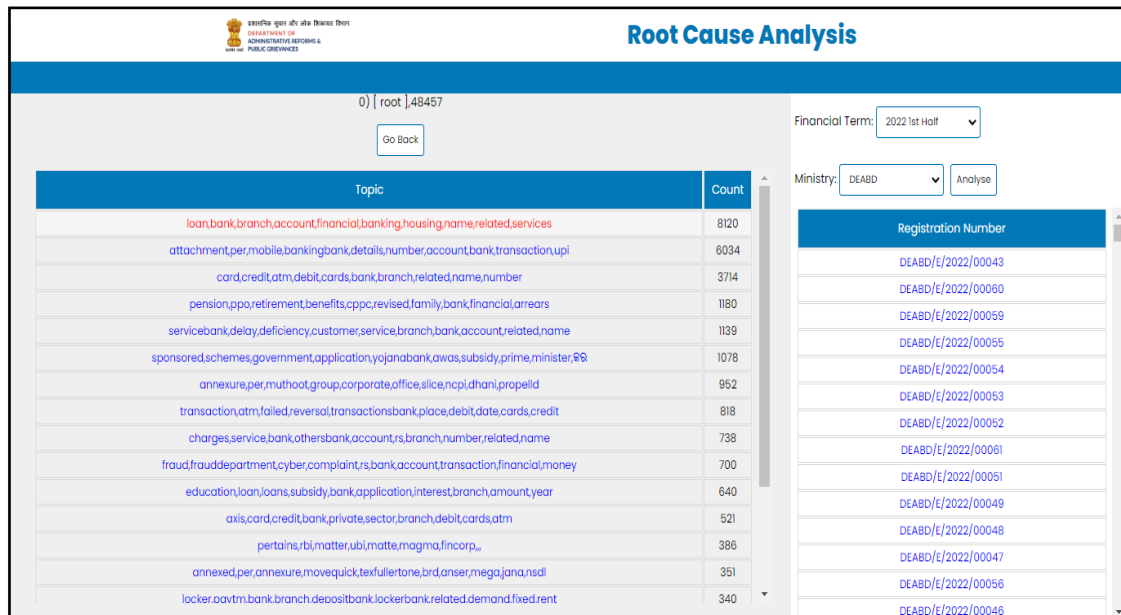
S. No.	PG Officer Name	Designation	Department	Apex Organisation	Receipt(s)	Disposed	Pending
1	Shri Ramesh Chand	Joint Director OSD	Central Board of Direct Taxes (Income Tax)	Central Board of Direct Taxes (Income Tax)	79181	65930	13251
2	Shri Sahdev Singh	Deputy Secretary PG	Department of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	77587	68843	8744
3	Dr. Pramod Kumar Meherda	Joint Secretary	Farmers Welfare	Department of Agriculture and Farmers Welfare	56923	48381	8542
4	Shri Surender Singh	Deputy Secretary	Department of Financial Services (Banking Division)	Department of Financial Services (Banking Division)	253355	246156	7199
5	Shri Y. K. Singh	DGIT	Director General Of Income Tax (System)	Central Board of Direct Taxes (Income Tax)	48057	41781	6276
6	Smt Amrita Ranjan	Director of Income Tax	Commissioner of Income Tax CPC ITR	Central Board of Direct Taxes (Income Tax)	37766	32346	5420
7	Shri Pramod Kumar	Director-PP	Department of Pension and Pensioners Welfare	Department of Pension and Pensioners Welfare	69336	64377	4959
8	Shri V.Srikanth	Director and Nodal PGO	Ministry of Labour and Employment	Ministry of Labour and Employment	182444	178964	3480
9	Shri Tirth Ram	Deputy Secretary	Department of Ex-Servicemen Welfare	Department of Ex-Servicemen Welfare	22704	19554	3150
10	Smt Betsy Rajagopal	General Manager	Reserve Bank of India	Department of Financial Services (Banking Division)	67428	64313	3115
11	Shri Juglal Singh	Director	Department of Personnel and Training	Department of Personnel and Training	36851	33981	2870
12	Shri Ratnesh Kumar Jha	Executive Director PG	Ministry of Railways (Railway Board)	Ministry of Railways (Railway Board)	70759	68035	2724
13	Shri Pravin Kumar Tiwari	Regional P.F. Commissioner I	Employees Provident Fund Organisation (Head Office)	Ministry of Labour and Employment	152798	150165	2633
14	Shri Rupesh Pal	ADG PG	Department of Posts	Department of Posts	72266	70169	2097
15	Shri Samsul Haque	Deputy Secretary	Department of Health & Family Welfare	Department of Health & Family Welfare	38050	35960	2090

## 7.2. Analytics by IIT – Kanpur: Root Cause Analysis - Using IGMS System

### **Case Study for the Department of Financial Services:**

#### **Sample RCA for the DFS (Banking) (FY 2022 1<sup>st</sup> half)**

The first step in this process involves the use of statistical topic modelling to uncover broad clustering in semantic space corresponding with categories of grievances. As shown in the screenshot below, the model generates various topics (as bags of words) covering different aspects of banking like loans, transactions, customer services, fraud, etc.



The screenshot displays the 'Root Cause Analysis' interface. At the top, it shows the Department of Administrative Services & Public Grievances logo and the title 'Root Cause Analysis'. Below the title, there is a search bar with the text '0 | root | 48457' and a 'Go Back' button. The main content area is divided into two columns. The left column is a table with 'Topic' and 'Count' headers. The right column is a panel for selecting registration numbers, with a 'Financial Term' dropdown set to '2022 1st Half' and a 'Ministry' dropdown set to 'DEABD'. Below the 'Ministry' dropdown is an 'Analyse' button. The registration number panel lists several registration numbers, including 'DEABD/E/2022/00043', 'DEABD/E/2022/00060', 'DEABD/E/2022/00059', 'DEABD/E/2022/00055', 'DEABD/E/2022/00054', 'DEABD/E/2022/00053', 'DEABD/E/2022/00052', 'DEABD/E/2022/00061', 'DEABD/E/2022/00051', 'DEABD/E/2022/00049', 'DEABD/E/2022/00048', 'DEABD/E/2022/00047', 'DEABD/E/2022/00056', and 'DEABD/E/2022/00046'.

Topic	Count
loan.bank.branch.account.financial.banking.housing.name.related.services	8120
attachment.per.mobile.bankingbank.details.number.account.bank.transaction.upi	6034
card.credit.atm.debit.cards.bank.branch.related.name.number	3714
pension.ppo.retirement.benefits.cpsc.revised.family.bank.financial arrears	1180
servicebank.delay.deficiency.customer.service.branch.bank.account.related.name	1139
sponsored.schemes.government.application.yojanabank.awas.subsidy.prime.minister.pri	1078
annexure.per.muthoot.group.corporate.office.slice.ncpi.dhani.propelid	952
transaction.atm.failed.reversal.transactionsbank.place.debit.date.cards.credit	818
charges.service.bank.othersbank.account.rs.branch.number.related.name	738
fraud.frauddepartment.cyber.complaint.rs.bank.account.transaction.financial.money	700
education.loan/loans.subsidy.bank.application.interest.branch.amount.year	640
axis.card.credit.bank.private.sector.branch.debit.cards.atm	521
pertains.rbi.matter.ubi.matte.magma.fincorp.	386
annexed.per.annexure.movequick.textfullertone.brd.anser.mega.jana.nsidl	351
locker.povtm.bank.branch.depositbank.lockerbank.related.demand.fixed.rent	340

Drilling down further into the first topic i.e., “loan, bank, branch, account, financial, banking, housing, name, related, services”, uncovers grievances related to corruption, housing loans, subsidy schemes like PMAY, fraud, settlement, etc. Subsequently we can drill down further and users can examine the grievances of a particular topic by clicking on the topic name and selecting grievances by registration number from the panel on the right.

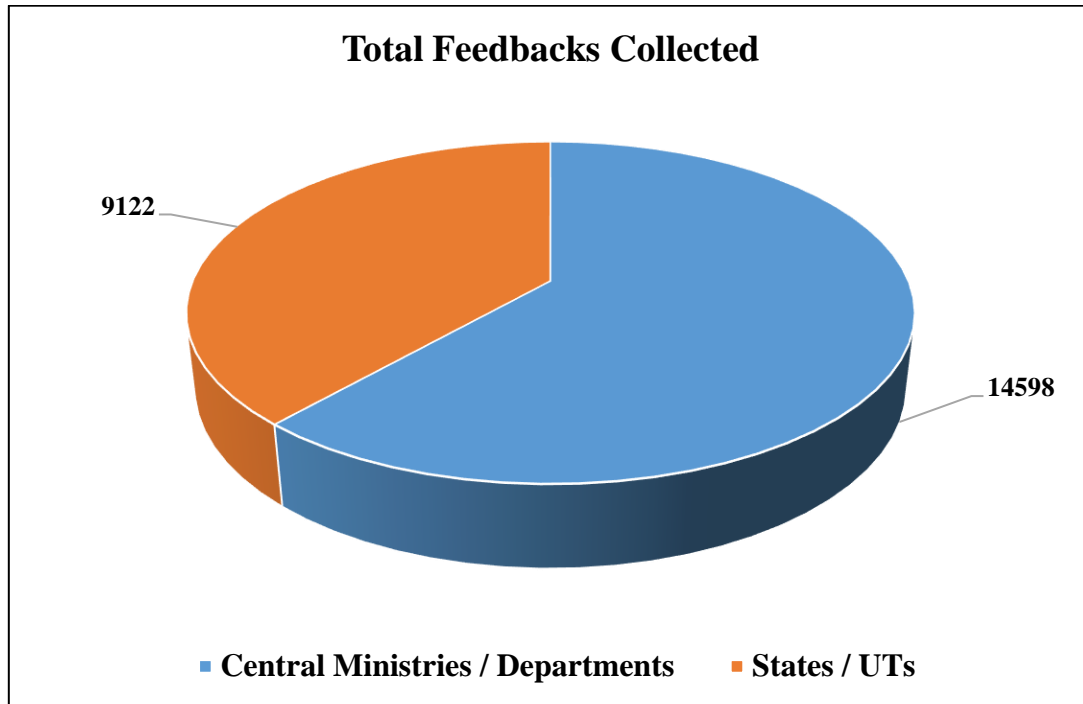
### **Replicating the Root Cause Analysis for each Ministry/Department:**

Similar analysis can be conducted for any topic, based on the counts of first-level topics obtained automatically by the first step of the RCA module, and guided by the domain knowledge of GROs.

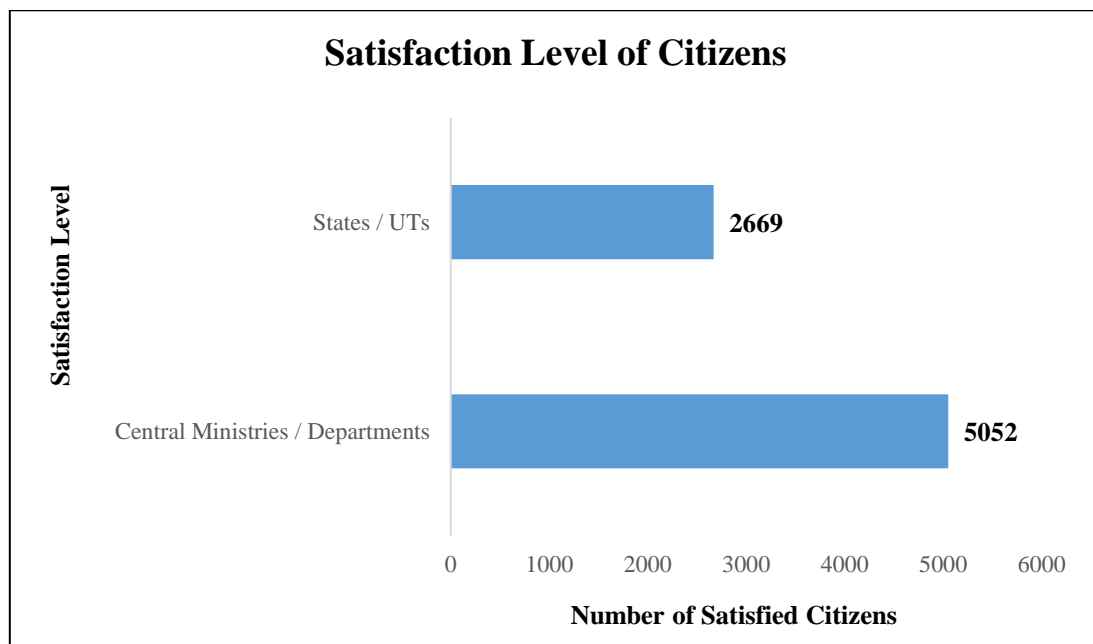
Naturally, this technical capability must be complemented by organizational insight to identify the glitches in processes that are the real root causes of grievances. DARPG encourages each Ministry/Department to perform their own RCA to understand the structural deficiencies in each of their service delivery options.

## 8. BSNL Feedback Call Centre

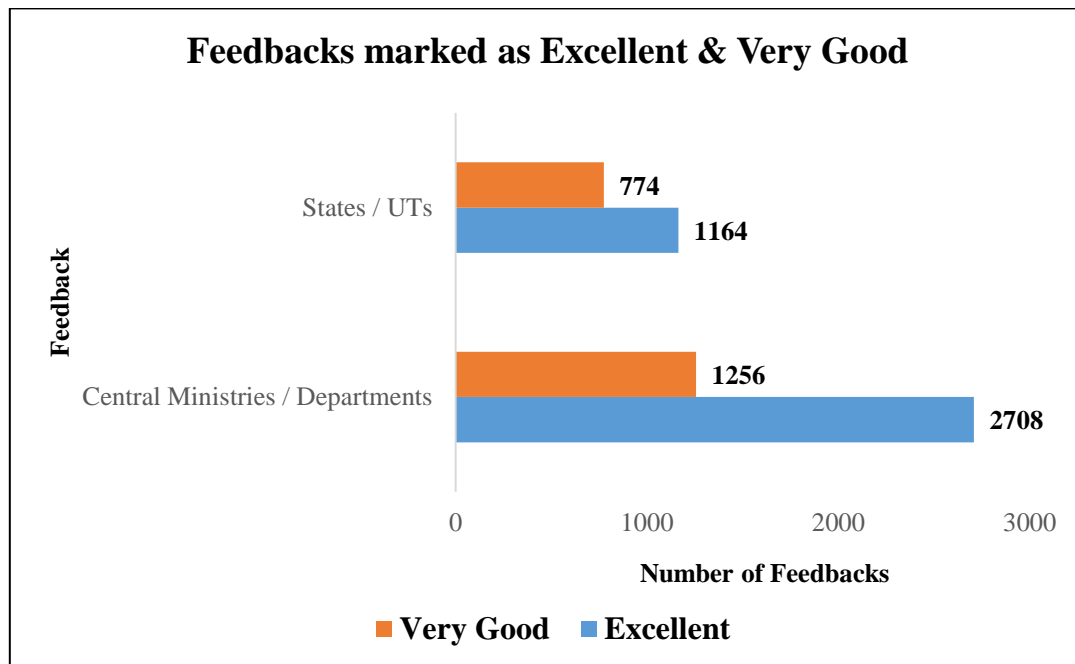
- From 1<sup>st</sup> March, 2023 to 25<sup>th</sup> March, 2023, the BSNL Feedback Call Centre has collected **23720 feedbacks**, directly from the citizens



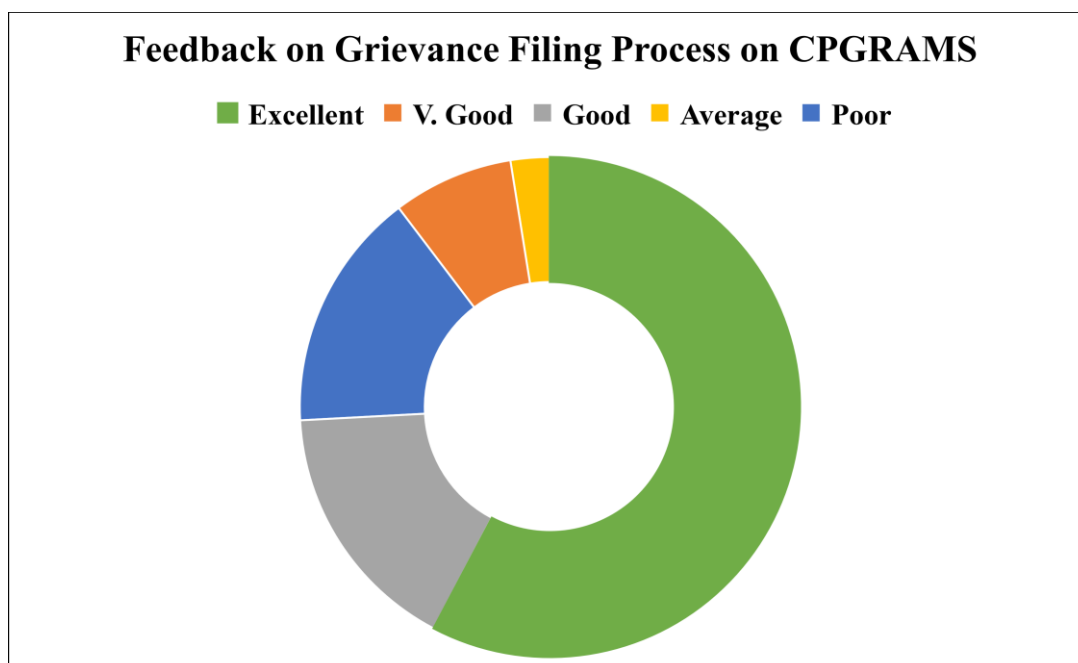
- A total of **7721 citizens** have given the Satisfaction level for their Grievance Redressal as "Satisfied"



- A total of **5902 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good”



- Citizens were asked about the **process of filing** the grievance on CPGRAMS, for which, **15537 citizens** have given their feedback as “Excellent & Very Good”



- **12549 citizens** have said that **CPGRAMS has helped** them with their grievance redressal

## 9. Grievances on CPGRAMS Portal

- For the month of March, 2023, the Department of Agriculture and Farmer's Welfare has received the maximum number of grievances with the department receiving 19826 grievances, followed by the Financial Services (Banking Division) at the 2<sup>nd</sup> place, with the number standing at 18904 registrations
- The Ministry of Labour and Employment has disposed 14710 grievances and stands at the 2<sup>nd</sup> position in terms of disposal for the month of March, 2023
- In the year 2023, till 25<sup>th</sup> March, the Central Board of Direct Taxes (Income Tax) has received the 5<sup>th</sup> highest number of grievances (18204) and has disposed of 18028 grievances, thus standing at the 5<sup>th</sup> position in terms of disposal
- Ministry of Railways with 14029 receipts and 13752 disposals stands at the 7<sup>th</sup> position, both in terms of receipts and disposals, till 25<sup>th</sup> March, 2023
- As of 25<sup>th</sup> March, 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 8132 grievances pending for disposal for more than 30 days' tops the list; the Department of Revenue with 1780 grievances pending for disposal stands at the 3<sup>rd</sup> position

## 10. 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
- 14 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 75 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 80 days (against 467 grievances) tops the list, followed by the Central Board of Direct Taxes (Income Tax) with an Average Closing Time of 64 days (against 18028 disposals)
- Ministry of Cooperation with low Average Closing Time of 2 days (against 5226 grievances) has the lowest closing time among all the Ministries/Departments

## 11. Public Grievance Officers on CPGRAMS Portal


- Numbers of PG Officers mapped onto the CPGRAMS in March 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 79237 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 45519 officers to the total
- Department of Rural Development has the maximum number of mappings with 9137 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8734 officers, Department of Defence stands at the 3<sup>rd</sup> place with 3612 mappings
- 12 Ministries/Departments have mapped more than 1000 Public Grievance Officers onto the CPGRAMS

## 12. Appeal Status on CPGRAMS Portal

- In the year 2023, till 25<sup>th</sup> March, a total of 52322 appeals have been received by the Central Ministries/Departments, with additional 25228 appeals being brought forward from past years. 49508 appeals have been disposed of while 28042 appeals are still pending disposal
- In the month of March, till 25<sup>th</sup>, Department of Financial Services (Banking Division) has received the maximum number of appeals, with the department receiving 3044 appeals, followed by the Ministry of Labour and Employment standing at the 2<sup>nd</sup> position with 2439 appeals. The Top 3 list also includes the Department of Telecommunications with 1130 appeals
- Central Board of Direct Taxes (Income Tax) with 2989 appeals has the highest pendency among all the Ministries/Departments followed by the Ministry of Corporate Affairs with 2189 appeals pending for disposal
- Legislative Department has received the maximum number of appeals against the disposed of grievances with 47.19% of its disposed of grievances (320) getting converted into appeals, followed by the Ministry of Cooperation standing at the 2<sup>nd</sup> position, for which 45.02% of its disposed of grievances (5226) got converted into appeals

## 13. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



**A total of 1,09,976 Grievances Redressed by Central Ministries/ Departments in February, 2023, Average Disposal Time of 18 days/ grievance, lowest-ever Pendency level of 65215 cases in Central Secretariat**

Unique Identification Authority of India, Ministry of Labour and Employment, Department of Financial Services (Pension Reforms) and NITI Aayog topped the Grievance Redressal Index of Central Ministries/ Departments for timely disposal of grievances and quality of disposal

60.29 percent of Grievances received by Dept of Agriculture and Farmers Welfare filed through Common Service Centres

AI enabled Intelligence Grievance Monitoring System and Dashboards operationalized, Habitual Complainants identified, and Public Grievance Officers with maximum pendency demarcated

Posted On: 03 MAR 2023 10:38AM by PIB Delhi



**DARPG, Govt. of India** @DAR... · 07/03/23

📌 Session VI: Public Digital Platforms–Central ministries, Departments & States, Day 2 of Regional Conference on '#GoodGovernance Practices.'

Prof Nisheeth Srivastava, IIT, Kanpur. (through V/C), gave a presentation on 'Intelligent Grievance Monitoring System'.



6th-7th March 2023 | Bhopal

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📌 Session VI: Public Digital Platforms–Central Ministries, Departments & States, Day 2 of Regional Conference on '#GoodGovernance Practices.'



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Shri Amar Nath, Additional Secretary, DARPG, chaired the session and talked about the role of advanced technologies & platforms that are crucial to Public Grievance Management.



## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – March 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Agriculture and Farmers Welfare	1419	<b>19826</b>	21245	13046	8199
2	Department of Financial Services (Banking Division)	8443	<b>18904</b>	27347	20061	7286
3	Ministry of Labour and Employment	3772	<b>14348</b>	18120	14710	3410
4	Department of Financial Services (Insurance Division)	788	<b>6116</b>	6904	6259	645
5	Central Board of Direct Taxes (Income Tax)	13363	<b>5360</b>	18723	5527	13196
6	Department of Posts	2211	<b>4418</b>	6629	4649	1980
7	Ministry of Railways (Railway Board)	2711	<b>3753</b>	6464	3747	2717
8	Department of Telecommunications	698	<b>3361</b>	4059	3418	641
9	Ministry of Home Affairs	1286	<b>3358</b>	4644	3452	1192
10	Department of Ex Servicemen Welfare	2214	<b>2915</b>	5129	2037	3092

#### Annexure 1.2.: Maximum Number of Disposals – March 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	8443	18904	27347	<b>20061</b>	7286
2	Ministry of Labour and Employment	3772	14348	18120	<b>14710</b>	3410
3	Department of Agriculture and Farmers Welfare	1419	19826	21245	<b>13046</b>	8199
4	Department of Financial Services (Insurance Division)	788	6116	6904	<b>6259</b>	645
5	Central Board of Direct Taxes (Income Tax)	13363	5360	18723	<b>5527</b>	13196
6	Department of Posts	2211	4418	6629	<b>4649</b>	1980
7	Ministry of Railways (Railway Board)	2711	3753	6464	<b>3747</b>	2717
8	Ministry of Home Affairs	1286	3358	4644	<b>3452</b>	1192
9	Department of Telecommunications	698	3361	4059	<b>3418</b>	641
10	Department of Personnel and Training	3663	2360	6023	<b>2809</b>	3214

(Time Period: 01/03/2023 to 25/03/2023)

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6682	<b>61086</b>	67768	60482	7286
2	Ministry of Labour and Employment	2995	<b>44405</b>	47400	43990	3410
3	Department of Agriculture and Farmers Welfare	5092	<b>33478</b>	38570	30371	8199
4	Department of Financial Services (Insurance Division)	1088	<b>19801</b>	20889	20244	645
5	Central Board of Direct Taxes (Income Tax)	13020	<b>18204</b>	31224	18028	13196
6	Department of Posts	1949	<b>15783</b>	17732	15752	1980
7	Ministry of Railways (Railway Board)	2440	<b>14029</b>	16469	13752	2717
8	Department of Telecommunications	756	<b>12330</b>	13086	12445	641
9	Ministry of Home Affairs	1779	<b>11313</b>	13092	11900	1192
10	Department of Ex Servicemen Welfare	1482	<b>8224</b>	9706	6614	3092

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6682	61086	67768	<b>60482</b>	7286
2	Ministry of Labour and Employment	2995	44405	47400	<b>43990</b>	3410
3	Department of Agriculture and Farmers Welfare	5092	33478	38570	<b>30371</b>	8199
4	Department of Financial Services (Insurance Division)	1088	19801	20889	<b>20244</b>	645
5	Central Board of Direct Taxes (Income Tax)	13020	18204	31224	<b>18028</b>	13196
6	Department of Posts	1949	15783	17732	<b>15752</b>	1980
7	Ministry of Railways (Railway Board)	2440	14029	16469	<b>13752</b>	2717
8	Department of Telecommunications	756	12330	13086	<b>12445</b>	641
9	Ministry of Home Affairs	1779	11313	13092	<b>11900</b>	1192
10	Department of Ex Servicemen Welfare	1482	8224	9706	<b>6614</b>	3092

(Time Period: 01/01/2023 to 25/03/2023)

### 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)	13020	18204	31224	18028	13196
2	Department of Agriculture and Farmers Welfare	5092	33478	38570	30371	8199
3	Department of Financial Services (Banking Division)	6682	61086	67768	60482	7286
4	Ministry of Labour and Employment	2995	44405	47400	43990	3410
5	Department of Personnel and Training	2664	6775	9439	6225	3214
6	Department of Ex Servicemen Welfare	1482	8224	9706	6614	3092
7	Ministry of Railways (Railway Board)	2440	14029	16469	13752	2717
8	Department of Revenue	3031	3197	6228	3937	2291
9	Department of Health & Family Welfare	1924	6457	8381	6348	2033
10	Department of Posts	1949	15783	17732	15752	1980
11	Department of School Education and Literacy	1397	2995	4392	2959	1433
12	Department of Rural Development	1384	4365	5749	4323	1426
13	Department of Higher Education	1523	4121	5644	4437	1207
14	Ministry of Home Affairs	1779	11313	13092	11900	1192
15	Department of Defence Finance	997	3362	4359	3249	1110
16	Ministry of Road Transport and Highways	1328	5326	6654	5553	1101
17	Ministry of Housing and Urban Affairs	879	5826	6705	5670	1035

### 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)	13020	18204	31224	18028	13196	8132
2	Department of Personnel and Training	2664	6775	9439	6225	3214	2001
3	Department of Revenue	3031	3197	6228	3937	2291	1780
4	Department of Health & Family Welfare	1924	6457	8381	6348	2033	1094
5	Ministry of Railways (Railway Board)	2440	14029	16469	13752	2717	1036
6	Ministry of Home Affairs	1779	11313	13092	11900	1192	808
7	Department of Financial Services (Banking Division)	6682	61086	67768	60482	7286	795
8	Department of School Education and Literacy	1397	2995	4392	2959	1433	792
9	Department of Rural Development	1384	4365	5749	4323	1426	604
10	Ministry of External Affairs	1033	4836	5869	4887	982	525

(Time Period: 01/01/2023 to 25/03/2023)

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

S. No.	Ministry / Department	Receipts	Disposed	Pending
1	Department of Financial Services (Banking Division)	6507	5142	1365
2	Department of Personnel and Training	898	601	297
3	Department of Posts	673	573	100
4	Department of Rural Development	279	229	50
5	Department of Economic Affairs ACC Division	101	60	41
6	Department of Higher Education	86	46	40
7	Department of Health & Family Welfare	76	37	39
8	Ministry of Railways ( Railway Board)	296	260	36
9	Department of Atomic Energy	139	105	34
10	Department of Financial Services (Insurance Division)	746	717	29

## 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	467	80
2	Central Board of Direct Taxes (Income Tax)	18028	64
3	Department of Revenue	3937	53
4	Ministry of Power	952	52
5	Department of Youth Affairs	266	51
6	Ministry of Road Transport and Highways	5553	47
7	Department of Drinking Water and Sanitation	893	44
8	Department of Military Affairs	1243	40
9	Ministry of Ayush	595	39
10	Ministry of Shipping	327	36

### 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	5226	2
2	Department of Legal Affairs	936	2
3	Department of Justice	5180	3
4	Department of Financial Services (Pension Reforms)	1057	3
5	NITI Aayog	1013	3
6	O/o the Comptroller & Auditor General of India	4912	4
7	Department of Financial Services (Insurance Division)	20244	5
8	Department of Telecommunications	12445	5
9	Department of Science and Technology	1318	5
10	Ministry of Labour and Employment	43990	6

(Time Period: 01/01/2023 to 25/03/2023)

## 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	209	299
2	Level 2	3562	698	4260
3	Level 3	7559	644	8203
4	Level 4	13201	538	13739
5	Level 5	12052	376	12428
6	Level 6	5116	88	5204
7	Level 7	989	34	1023
8	Level 8	363	0	363
<b>Total</b>		<b>42932</b>	<b>2587</b>	<b>45519</b>

### Annexure 4.2.: Top 10 Ministries/Departments with Highest Number of Central PG Officers

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Department of Rural Development	8775	362	9137
2	Central Board of Direct Taxes (Income Tax)	8176	558	8734
3	Department of Defence	3510	102	3612
4	Central Board of Indirect Taxes and Customs	2313	46	2359
5	Ministry of Housing and Urban Affairs	2142	179	2321
6	Ministry of Railways (Railway Board)	1839	150	1989
7	Department of Financial Services (Banking Division)	1163	205	1368
8	Department of Telecommunications	1190	143	1333
9	Department of Ex Servicemen Welfare	1244	29	1273
10	Department of Military Affairs	1076	79	1155

## 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)	57479	53060	3218	1201
2	Ministry of Labour and Employment	34511	4993	28486	1032
3	Central Board of Direct Taxes (Income Tax)	17256	7032	10170	54
4	Department of Posts	14117	13684	400	33
5	Ministry of Railways (Railway Board)	12998	9570	2310	1118
6	Department of Telecommunications	11195	7767	2076	1352
7	Department of Ex Servicemen Welfare	6384	687	5668	29
8	Department of Defence	5634	5215	291	128
9	Ministry of Home Affairs	4890	4210	595	85
10	Department of Financial Services (Insurance Division)	4879	3669	553	657

(Time Period: 01/01/2023 to 25/03/2023)

## 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	2565	5567	2578	2989
2	Ministry of Corporate Affairs	1847	850	2697	508	2189
3	Department of Financial Services (Banking Division)	868	8936	9804	8076	1728
4	Department of Personnel and Training	1029	572	1601	156	1445
5	Ministry of Home Affairs	833	940	1773	427	1346
6	Department of Health & Family Welfare	1500	726	2226	1069	1157
7	Ministry of Women and Child Development	866	243	1109	0	1109
8	Ministry of Housing and Urban Affairs	771	1235	2006	934	1072
9	Department of Consumer Affairs	825	453	1278	209	1069
10	Ministry of Labour and Employment	1783	8437	10220	9252	968

### 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	Legislative Department	402	320	151	47.19%
2	Ministry of Cooperation	5548	5226	2353	45.02%
3	Department of Telecommunications	13086	12445	3955	31.78%
4	Department of Heavy Industry	312	275	82	29.82%
5	Department of Empowerment of Persons with Disabilities	765	713	211	29.59%
6	Department of Rural Development	5749	4323	1251	28.94%
7	Department of Animal Husbandry, Dairying	531	485	133	27.42%
8	Ministry of New and Renewable Energy	252	224	60	26.79%
9	Ministry of Civil Aviation	2449	1928	507	26.30%
10	Department of Defence Research and Development	281	237	60	25.32%

(Time Period: 01/01/2023 to 25/03/2023)



**Department of Administrative Reforms and Public Grievances**  
**Government of India**

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