



CPGRAMS

Monthly Report – Central Ministries/Departments

April 2023

[Report Number 12]

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1. Key Highlights

1. General

- On 26th April, 2023, Secretary, DARPG chaired a meeting with Nodal Officers of all the Ministries/Departments to discuss the Quality and Pendency of grievances in CPGRAMS
- The Department appeared before the Parliamentary Standing Committee of Ministry of Personnel, Public Grievances and Pensions on 28th April, 2023. The Department has implemented 36 recommendations of PSC, in 9 meetings in the period 2021-23

2. PG Cases

- In April, 2023, **105218 PG cases were received** on the CPGRAMS portal, **106847 PG cases were redressed** and there exists a **pendency of 67932 PG cases**, as of 30th April, 2023. The pendency in the Central Secretariat has decreased from **69561 PG cases at the end of March, 2023** to **67932 PG cases at the end of April, 2023**
- For the 9th month in a row, the monthly disposal crossed 1 lac cases in Central Ministries/Departments
- Ministry of Labour and Employment [11684 grievances], Ministry of Cooperation [10743 grievances], Department of Financial Services (Banking Division) [14348 grievances], Department of Financial Services (Insurance Division) [10600 grievances], Department of Agriculture and Farmer's Welfare [9849 grievances] and Central Board of Direct Taxes (Income Tax) [5360 grievances] have received the maximum number of grievances in April, 2023

3. PG Appeals

- In April, 2023, **18567 appeals were received** and **18519 appeals were disposed**. The Central Secretariat has a **pendency of 28158 PG Appeals at the end of April, 2023**
- Central Board of Direct Taxes (Income Tax) [2954 appeals], the Department of Financial Services (Banking Division) [1888 appeals], Department of Personnel and Training [1796 appeals] and Ministry of Labour and Employment [1690 appeals] have the maximum pendency of appeals as on 30th April, 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 April, 2023
- Department of Financial Services (Pension Reforms) and NITI Aayog are the top performers in the Grievance Redressal Index within the Group B for April, 2023

5. Pendency

- **17 Ministries/Departments** have more than **1000 pending grievances** as on 30th April, 2023
- Central Board of Direct Taxes (Income Tax) [9741 grievances] and Department of Personnel and Training [2156 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 **1227 pending grievances**

7. Average Closing Time

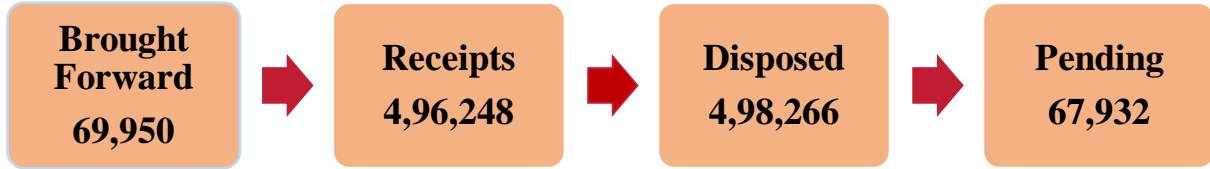
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 30th April, 2023 is **17 Days**

8. Feedback received from BSNL Call Centre

- For Central Ministries/Departments, **4386 grievances** have received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1st April to 30th April, 2023

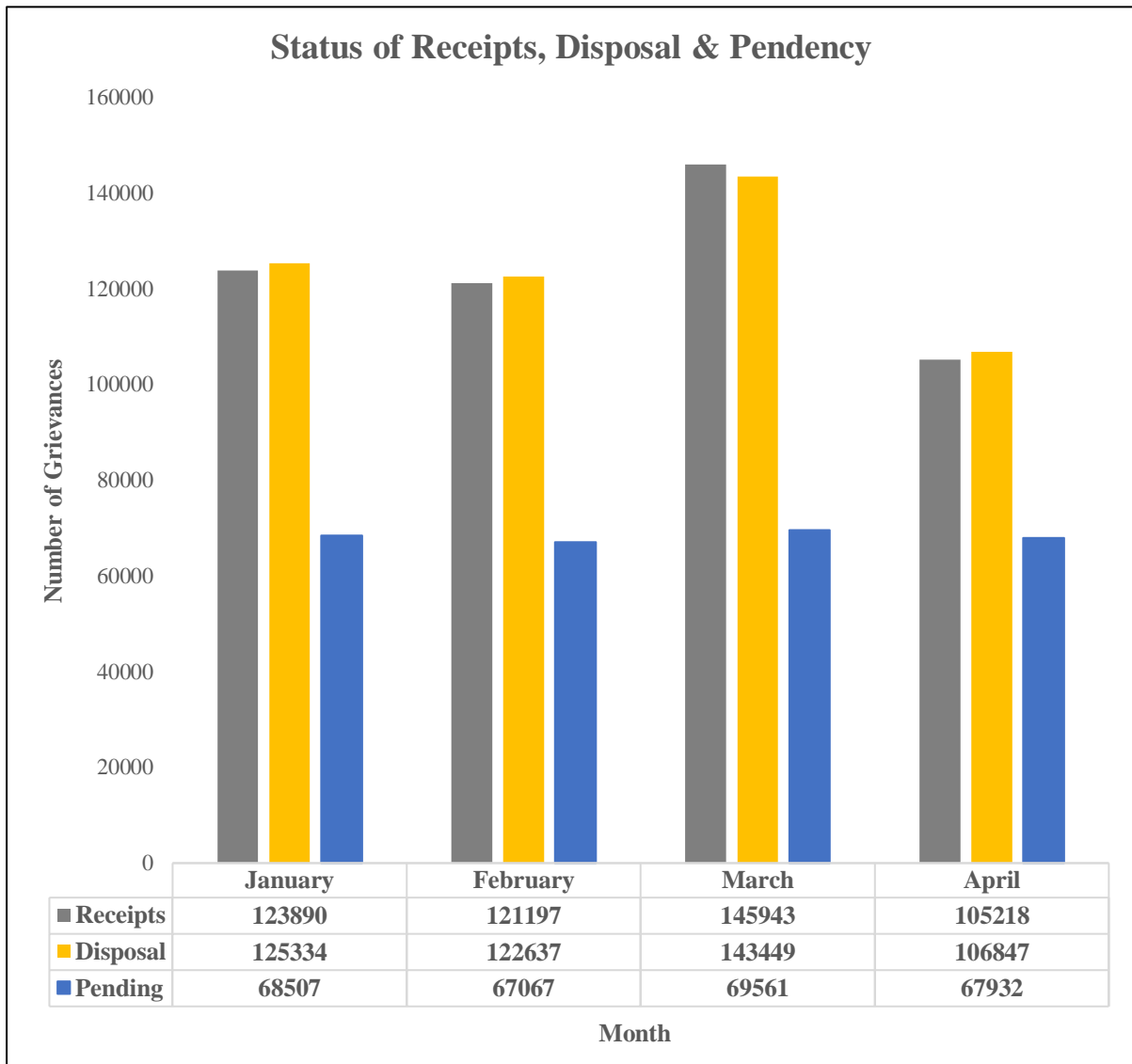
2. Review of Status of Disposal

2.1. Overview



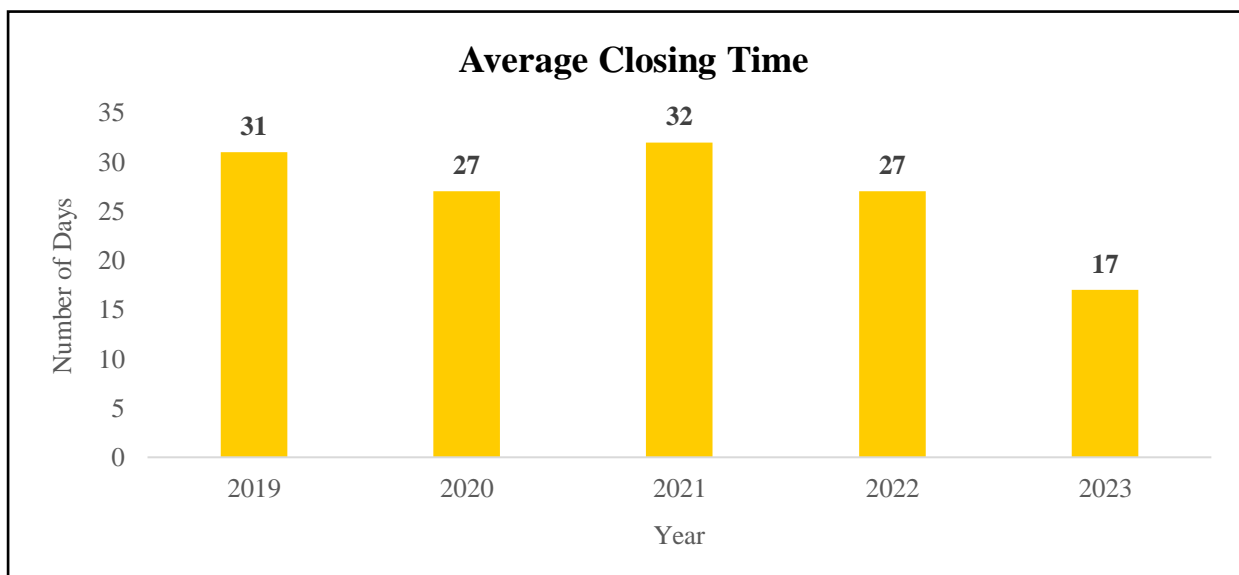
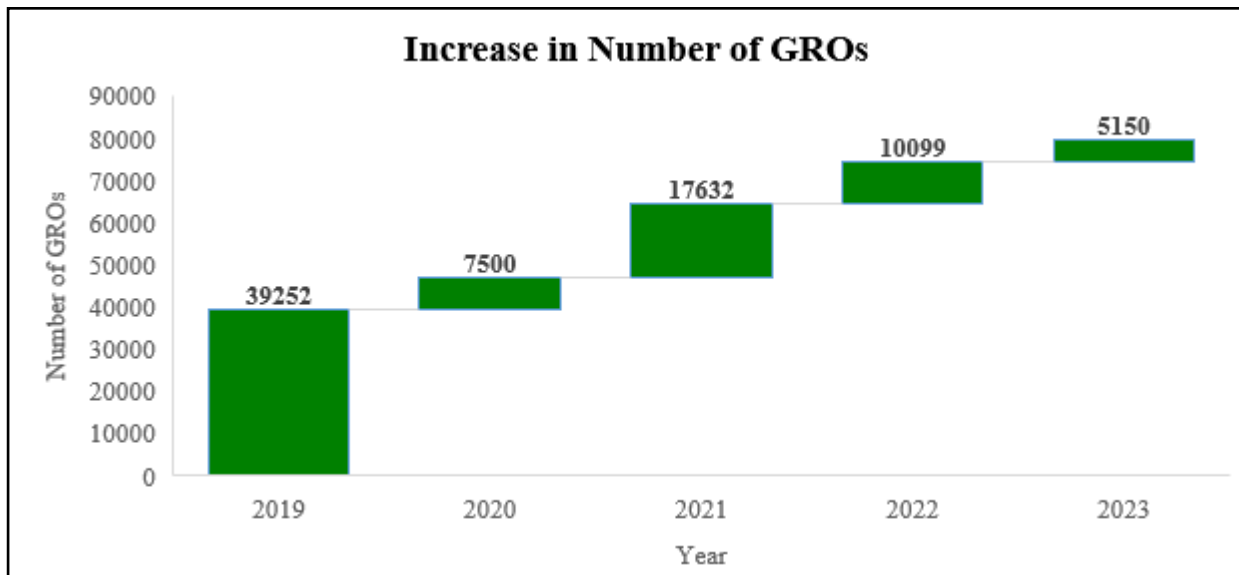
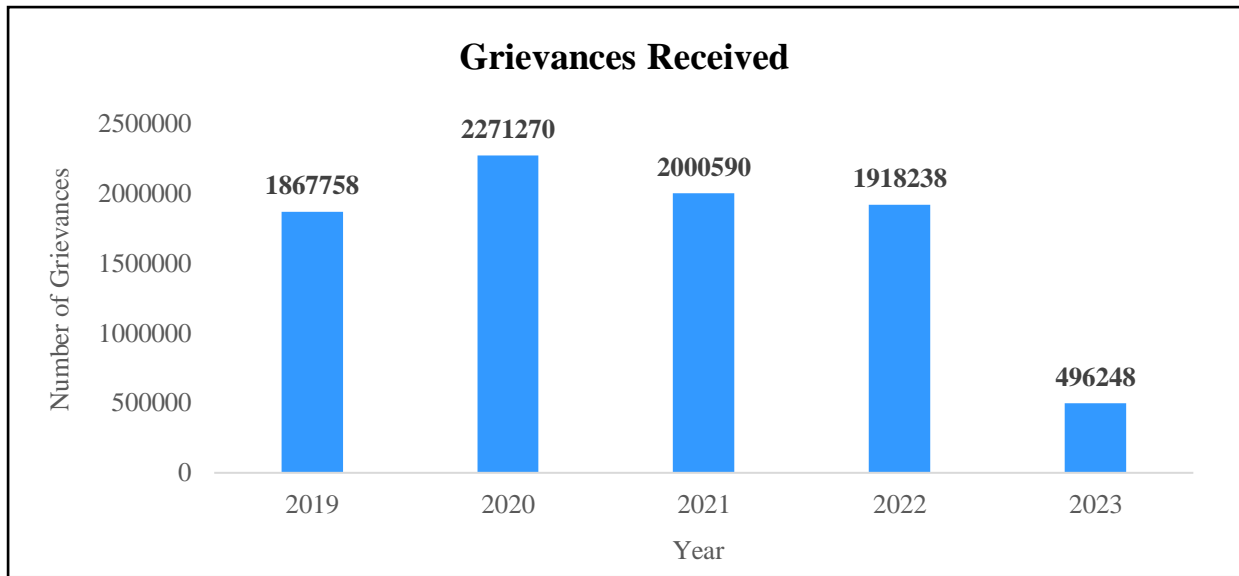
(Time Period: 01/01/2023 to 30/4/2023)

2.2. Month-wise Status of Grievances

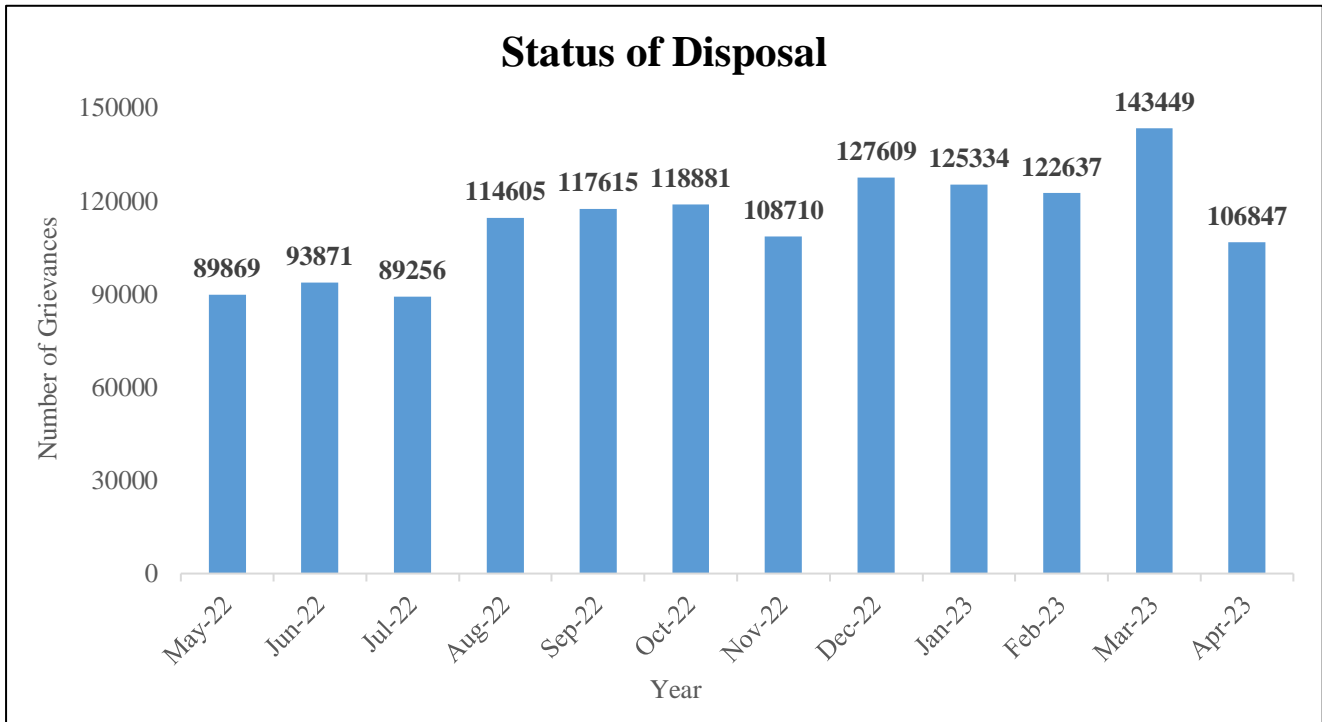


(Time Period: 01/01/2023 to 30/04/2023)

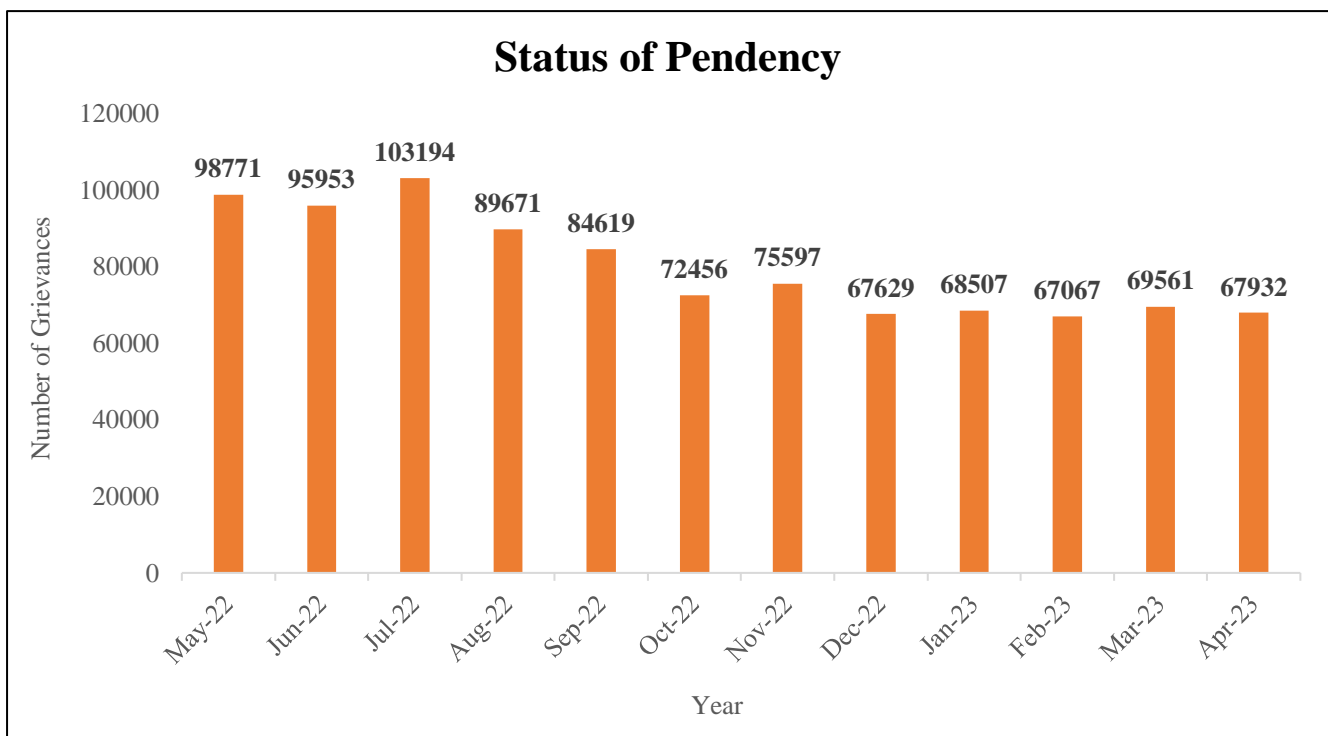
2.3. Progress over the Years



2.4. Trends over the last 1 year



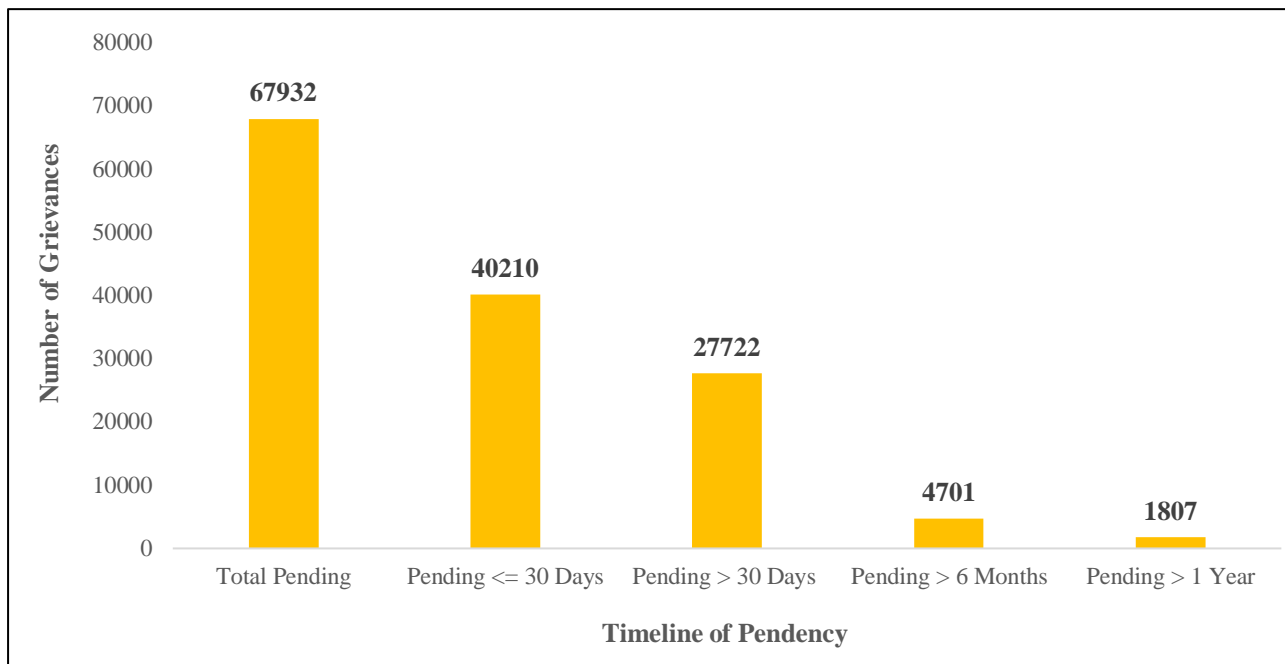
- For the 9th month in a row, starting from August 2022 to April 2023, the monthly disposal crossed 1 lac cases in Central Ministries/Departments



- From having more than 1 lac pendency in July 2022, the pendency in Central Ministries/Departments has come down to 67,932 in April 2023

3. Age-wise Status of Grievances on CPGRAMS

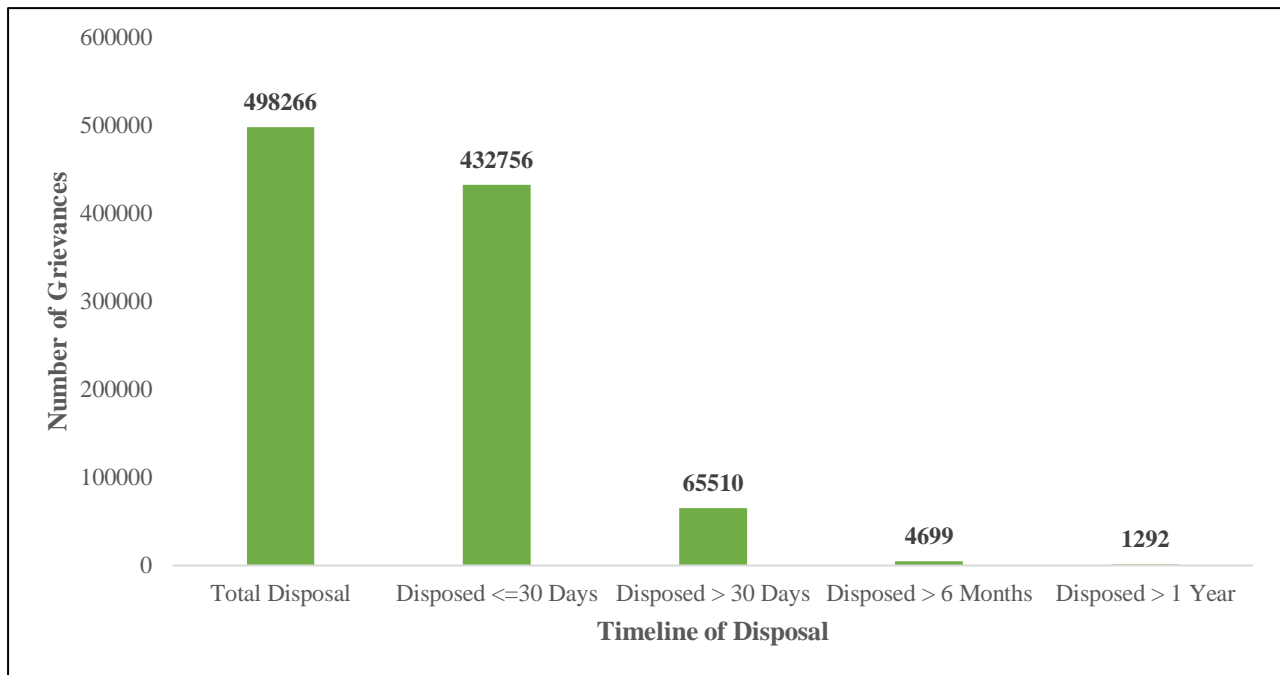
3.1. Pendency



(Time Period: 01/01/2023 to 30/04/2023)

- Department of Revenue has the highest number of grievances pending for more than 1 year (733 grievances), followed by Department of Personnel and Training with 335 grievances
- 58 Ministries/Departments does not have any grievances pending for more than 1 year
- Central Board of Direct Taxes (Income Tax) has the highest number of grievances pending for more than 6 months (1485 grievances), out of which, 327 grievances are pending for more than 1 year
- Central Board of Direct Taxes (Income Tax) [13875 grievances], Department of Financial Services (Banking Division) [6673 grievances], Department of Personnel and Training [5157 grievances], Ministry of Labour and Employment [3695 grievances] and Department of Ex Servicemen Welfare [3593 grievances] approximately contribute 49% to the total pendency in the Central Secretariat
- Central Board of Direct Taxes (Income Tax) [9741 grievances], Department of Personnel and Training [2156 grievances], Department of Revenue [1419 grievances], Department of Health and Family Welfare [1290 grievances] and Ministry of Railways [1152 grievances] approximately contribute 57% to the total pendency (>30 days) in the Central Secretariat

3.2. Disposal



(Time Period: 01/01/2023 to 30/04/2023)

- In the year 2023, till 30th April, 2023, Department of Financial Services (Banking Division) [74082 grievances], Ministry of Labour and Employment [57825 grievances], Department of Agriculture and Farmers' Welfare [50844 grievances], Central Board of Direct Taxes (Income Tax) [23853 grievances] and Department of Financial Services (Insurance Division) [22392 grievances] has disposed the maximum grievances
- The Ministry of Cooperation has disposed 99.94% grievances within 30 days' time period, followed by Department of Legal Affairs disposing 99.18% grievances and Ministry of Parliamentary Affairs disposing 99.13% within the standard redressal time

4. 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: 01/04/2023 to 30/04/2023)

- A total of **5414 grievances** have been registered through the Common Service Centres in the month of April, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 4374 grievances in the month of April, 2023, followed by the Department of Financial Services (Banking Division) at the 2nd place, with the number standing at 141 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	4374	2357	2017
2	Department of Financial Services (Banking Division)	141	75	66
3	Department of Rural Development	139	105	34
4	Ministry of Labour and Employment	121	100	21
5	Unique Identification Authority of India	97	36	61
6	Ministry of Panchayati Raj	45	30	15
7	Department of Financial Services (Insurance Division)	42	35	7
8	Ministry of Housing and Urban Affairs	40	32	8
9	Ministry of External Affairs	34	24	10
10	Department of Defence Finance	29	10	19

(Time Period: 01/04/2023 to 30/04/2023)

- 44.41% of grievances received by Department of Agriculture and Farmers Welfare in the month of April, 2023 have been filed through CSCs i.e. 4374 grievances out of 9849 receipts have been registered through CSCs
- Out of the total grievances registered, 4305 grievances have been registered under the CPGRAMS category “Agriculture”
- 87 grievances have been registered under the “Financial Services – Others Banking Sector”

category, and 85 grievances have been registered under the “COVID19 related issues” category

- 40 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 4340 grievances, followed by ‘*Pradhan Mantri Awaas Yojana related grievances*’, which are at 104 number of grievances
- In specific categories, the maximum grievances have been registered for “*Stoppage of Instalments after issue of initial few instalments*” with 3333 registrations, followed by “*Non receipt of PMKISAN instalments*” with 464 registrations

S. No.	Name of State/UT	Number of Grievances
1	Punjab	1324
2	Uttar Pradesh	1145
3	Jharkhand	792
4	Odisha	691
5	Maharashtra	354
6	Rajasthan	172
7	Haryana	124
8	Gujarat	121
9	West Bengal	107
10	Bihar	105

S. No.	Name of District	Number of Grievances
1	Muktsar (PB)	530
2	Bathinda (PB)	146
3	Fazilka (PB)	140
4	Pakaur (JH)	137
5	Garhwa (JH)	127
6	Satara (MH)	117
7	Balasore (OR)	113
8	Mayurbhanj (OR)	100
9	Ranchi (JH)	95
10	Ludhiana (PB)	91

(Time Period: 01/01/2023 to 30/04/2023)

- With respect to States/UTs, maximum grievances originated out of Punjab (1324 registrations) followed by Uttar Pradesh at 2nd place with 1145 grievances registered through CSCs
- With respect to Districts, maximum grievances originated out of Muktsar (530 registrations) followed by Bathinda (PB) at 2nd place with 146 grievances registered 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 **1st January, 2023** to **30th April, 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. ≥ 1500) while 2nd 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%
Total Weightage				100%

5.1. 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	6958	62.08%	1
2	Ministry of Labour and Employment	61520	59.34%	2
3	Department of Financial Services (Insurance Division)	23038	55.67%	3
4	Department of Ex Servicemen Welfare	13016	55.04%	4
5	Department of Defence Finance	5880	54.53%	5
6	Ministry of Petroleum and Natural Gas	6587	53.80%	6
7	Ministry of Coal	1571	53.75%	7
8	Department of Agriculture and Farmers Welfare	51695	53.20%	8
9	Ministry of Panchayati Raj	3101	53.08%	9
10	Department of Food and Public Distribution	2575	53.05%	10
11	Department of Justice	6565	53.01%	11
12	Department of Expenditure	3652	52.88%	12
13	Ministry of Home Affairs	16782	52.85%	13
14	Ministry of Railways (Railway Board)	22003	52.51%	14
15	Department of Posts	22509	52.39%	15
16	Ministry of External Affairs	7790	52.14%	16
17	Central Board of Indirect Taxes and Customs	4928	51.87%	17
18	Department of Defence	6581	51.79%	18
19	Department of Telecommunications	16903	50.55%	19
20	Department of Science and Technology	1596	50.20%	20
21	Ministry of Electronics & Information Technology	3208	49.98%	21
22	Ministry of Environment, Forest and Climate Change	2256	49.82%	22
23	Department of Financial Services (Banking Division)	80755	49.21%	23
24	Ministry of Cooperation	17146	48.30%	24
25	Ministry of Housing and Urban Affairs	8771	48.13%	25
26	Ministry of Road Transport and Highways	8537	48.13%	26
27	O/o the Comptroller & Auditor General of India	5159	47.91%	27
28	Department of Consumer Affairs	6667	47.57%	28
29	Ministry of Women and Child Development	2064	47.16%	29
30	Ministry of Corporate Affairs	8206	46.84%	30
31	Department of Social Justice and Empowerment	3338	46.00%	31
32	Ministry of Civil Aviation	3351	45.39%	32
33	Ministry of Information and Broadcasting	2010	45.36%	33
34	Department of Commerce	1678	45.07%	34
35	Department of School Education and Literacy	5836	45.03%	35
36	Department of Health & Family Welfare	11131	45.01%	36
37	Department of Higher Education	7087	44.11%	37
38	Department of Drinking Water and Sanitation	2013	43.81%	38
39	Department of Military Affairs	2054	43.25%	39
40	Central Board of Direct Taxes (Income Tax)	37728	41.81%	40

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
41	Department of Economic Affairs ACC Division	2512	41.26%	41
42	Department of Personnel and Training	14967	40.89%	42
43	Department of Rural Development	7307	39.98%	43
44	Department of Revenue	7095	35.21%	44

5.2. 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)	1309	60.57%	1
2	NITI Aayog	1313	60.02%	2
3	Ministry of Development of North Eastern Region	92	58.62%	3
4	Ministry of Earth Sciences	191	57.40%	4
5	Department of Legal Affairs	1215	57.39%	5
6	Department of Pharmaceutical	417	57.36%	6
7	Department of Defence Production	902	54.04%	7
8	Ministry of Micro Small and Medium Enterprises	763	53.90%	8
9	Ministry of Parliamentary Affairs	1186	53.30%	9
10	Department of Investment & Public Asset Management	519	52.97%	10
11	Ministry of Mines	362	52.16%	11
12	Department for Promotion of Industry and Internal Trade	897	51.16%	12
13	Ministry of Tourism	964	51.10%	13
14	Department of Fisheries	136	50.75%	14
15	Department of Agriculture Research and Education	824	50.60%	15
16	Department of Health Research	346	49.56%	16
17	Department of Empowerment of Persons with Disabilities	1112	49.48%	17
18	Ministry of Food Processing Industries	259	49.17%	18
19	Department of Land Resources	1132	48.98%	19
20	Department of Public Enterprises	260	48.46%	20
21	Ministry of New and Renewable Energy	319	48.19%	21
22	Ministry of Power	1494	47.57%	22
23	Ministry of Water Resources, River Development & Ganga Rejuvenation	835	47.18%	23
24	Ministry of Tribal Affairs	663	45.82%	24
25	Ministry of Steel	455	45.49%	25
26	Department of Scientific & Industrial Research	409	44.81%	26
27	Ministry of Textiles	514	44.48%	27
28	Department of Defence Research and Development	371	44.13%	28
29	Ministry of Shipping	788	43.63%	29
30	Department of Sports	403	43.15%	30
31	Ministry of Ayush	815	43.09%	31
32	Ministry of Minority Affairs	1006	42.60%	32

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
33	Department of Animal Husbandry, Dairying	673	41.84%	33
34	Legislative Department	480	41.11%	34
35	Department of Official Language	113	41.03%	35
36	Department of Space	210	40.73%	36
37	Ministry of Skill Development and Entrepreneurship	799	40.41%	37
38	Department of Chemicals and Petrochemicals	191	40.01%	38
39	Department of Fertilizers	285	39.66%	39
40	Department of Heavy Industry	406	39.60%	40
41	Department of Bio Technology	115	38.83%	41
42	Ministry of Culture	1157	38.82%	42
43	Department of Atomic Energy	748	37.38%	43
44	Department of Youth Affairs	464	36.46%	44
45	Ministry of Statistics and Programme Implementation	167	35.47%	45

5.3. Analysis of Monthly Grievance Redressal Index

- Unique Identification Authority of India has topped the GRI ranking for the month of April 2023
- In Group A, the Department of Agriculture and Farmers Welfare has improved its ranking by 13 positions in April 2023 and currently ranked at 8th position. Department of Food and Public Distribution has jumped to 10th rank from the previous month's rank of 13
- In Group B, Ministry of Development of North Eastern Region has jumped from 15th rank in March 2023 to 3rd rank in April 2023 and Department of Investment & Public Asset Management has gone down from 5th position in March 2023 to 10th position in April 2023
- Department of Science and Technology, Department of Commerce, and Department of Military Affairs has shifted from Group B to Group A based on the number of grievances registered

5.4. Analysis Way Forward: Design & Development of Comprehensive GRAI

A newly proposed comprehensive Grievance Redressal and Assessment Index (GRAI) has been finalized with four (4) dimensions and 14 indicators. DAPRG, Govt. of India is working on modalities of releasing the new GRAI such as data-period for computation of index, handholding support, etc.

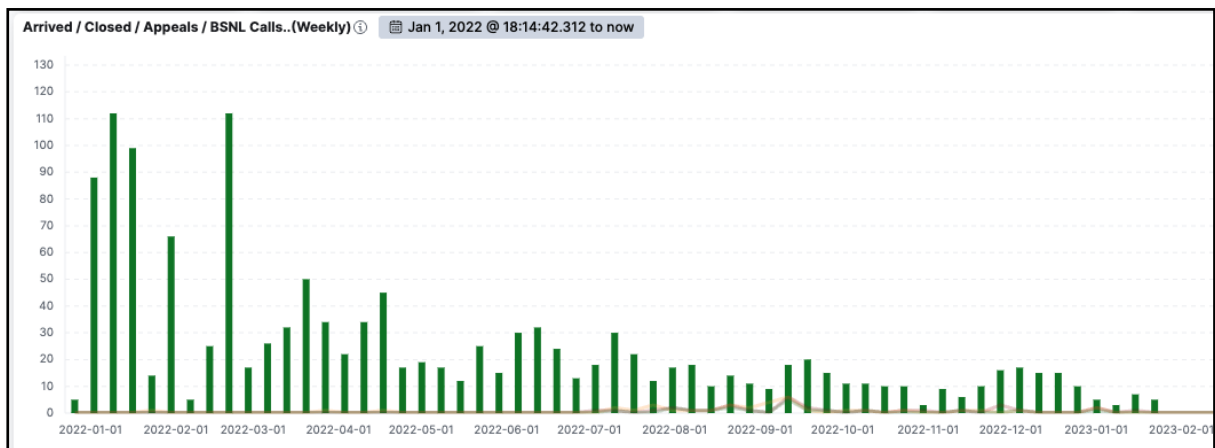
6. Technological Enhancements

6.1. Data Strategy Unit (DSU)

- **Scheme-wise Analysis - Samagra Shiksha**

(Searched by: “Samagra Shiksha”)

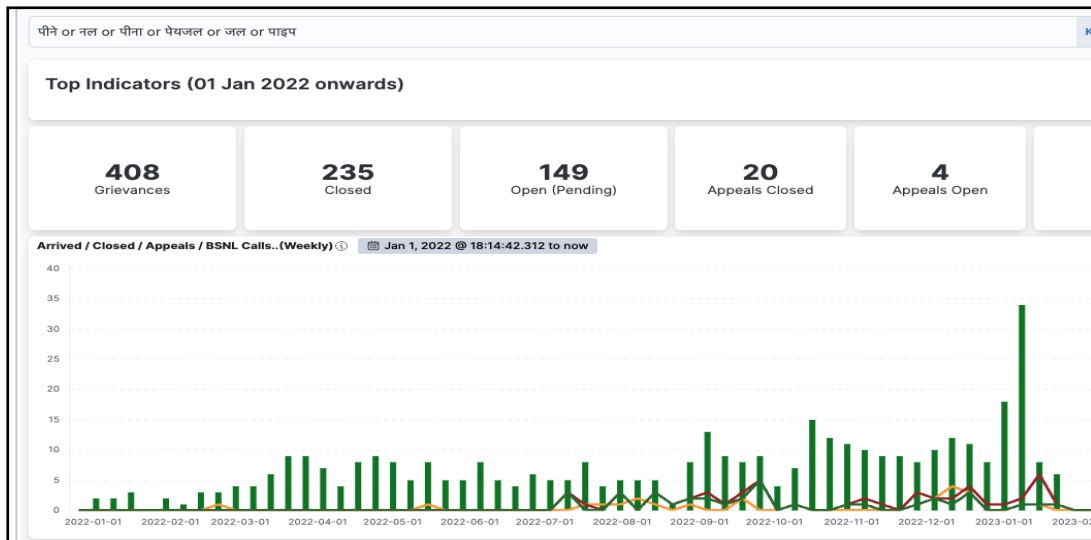
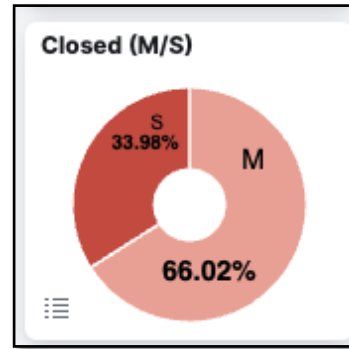
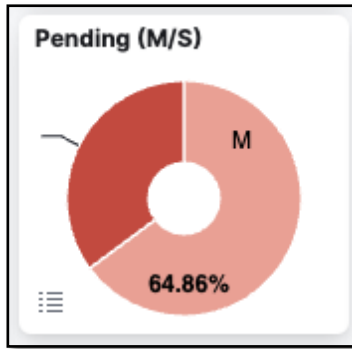
- ✓ There are **1367** grievances since 01 Jan 2022 on “Samara Shiksha”. These took average 72 days to close and about 43% of them are from Delhi area
- ✓ About half of these grievances are against DOSEL (Department of Sec Education & Literacy) and remaining are against MOLBR (Department of Labour) and assigned to different States
- ✓ There has been a consistent decline in the grievances arriving on “Samara Shiksha” scheme



- **Scheme-wise Analysis – Har Ghar Jal**

(Searched by: पीने or नल or पीना or पेयजल or जल or पाइप under DODWS (Department of Drinking Water & Sanitation))

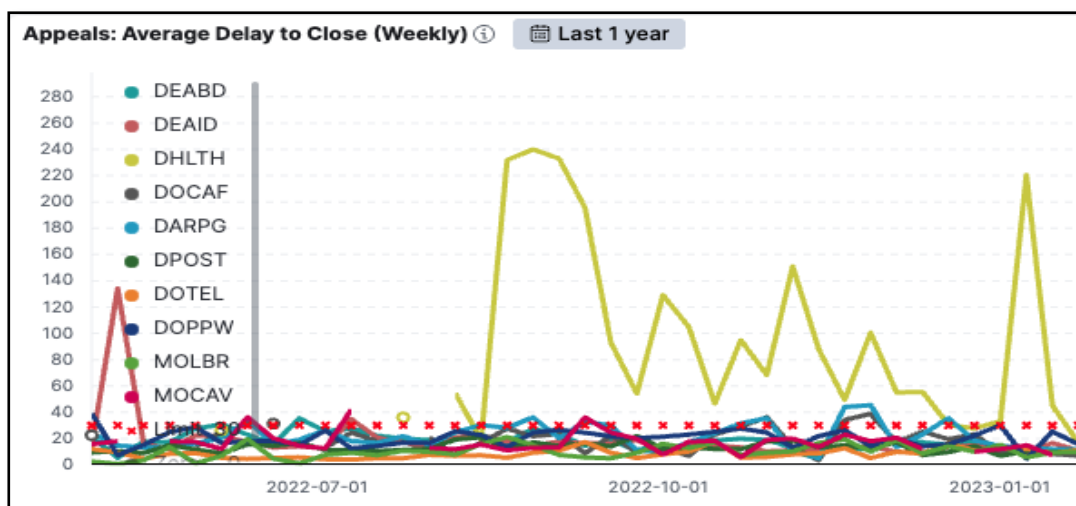
- ✓ There are about 408 grievances on this search and such grievances are seen growing with time
- ✓ About two-third of them are pertaining to Center and one-third are pertaining to States



• **Scheme-wise Analysis – Swasthya Bharat**

Searched by: (Health or Swasthya or "Ayushman" or "Wellness Centre" or Arogya or PMJAY or NRHM or Nursing or Telemedicine or medicine or स्वास्थ्य or "आयुष्मान" or "वेलनेस सेंटर" or आरोग्य or नर्सिंग or मेडिसिन)

- ✓ There are a large number of Health related grievances (about 2.4 Lakh), which is about 10% of the total grievances raised since Jan 2022. Their average closing time has been 40 days and 18% were converted into Appeals
- ✓ Timeline-trend of Health related grievances has maintained its numbers to around 4500 per week
- ✓ While half of the requests are pertaining to Banking and Insurance related issues, only 7% (about 16k) pertained to Health Ministry, and remaining were mostly allocated to States
- ✓ Health Ministry has taken average about 96 days to resolve its grievances, and its Appeal resolution has also taken significantly larger delays as compared to others, as shown in the trend below.



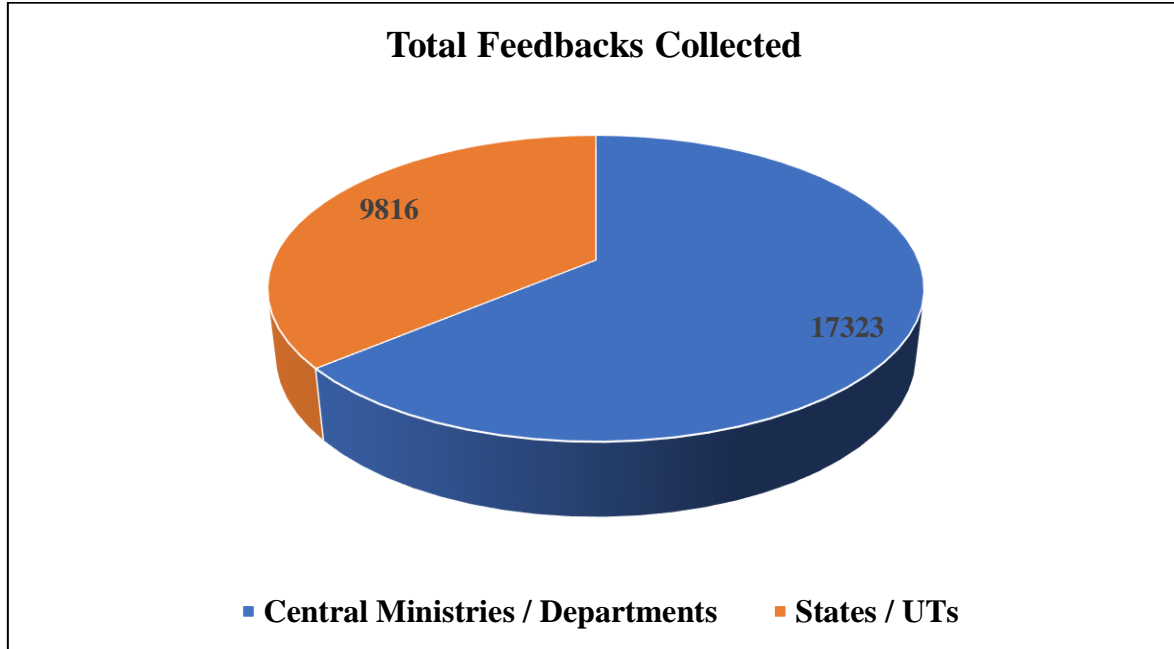
- **Grievance Officers with pendency over 500 grievances pending for over 45 days**

S. No.	PG Officer Name	Designation	Name of Ministry/Department	Pending for > 45 Days
1	Shri Ramesh Chand	Joint Director OSD	Central Board of Direct Taxes (Income Tax)	7988
2	Shri Y. K. Singh	DGIT	Central Board of Direct Taxes (Income Tax)	3602
3	Smt. Amrita Ranjan	Director of Income Tax	Central Board of Direct Taxes (Income Tax)	3145
4	Smt. Lata Tripathi	Under Secretary	Election Commission of India	1883
5	Shri Juglal Singh	Director	Department of Personnel and Training	1654
6	Shri Anil Kumar Roy	Under Secretary	Department of Personnel and Training	1127
7	Shri Samsul Haque	Deputy Secretary	Department of Health & Family Welfare	1064
8	Shri Ratnesh Kumar Jha	Executive Director PG	Ministry of Railways (Railway Board)	956
9	Shri Amit Guvant Bhole	Deputy Secretary Coord	Department of Revenue	917
10	Shri Pramod Kumar	Director-PP	Department of Pension and Pensioners Welfare	908
11	Shri Sankha Roy	Deputy Secretary	Department of School Education and Literacy	693
12	Shri S. M. I. Tanvir	DDG Co-ord.II	Ministry of Home Affairs	685
13	Shri Tirth Ram	Deputy Secretary	Department of Ex Servicemen Welfare	593
14	Shri Rajat Bansal	Pr.CCIT	Central Board of Direct Taxes (Income Tax)	585
15	Shri T. Armstrong Changsan	Joint Secretary PSP and CPO	Ministry of External Affairs	576

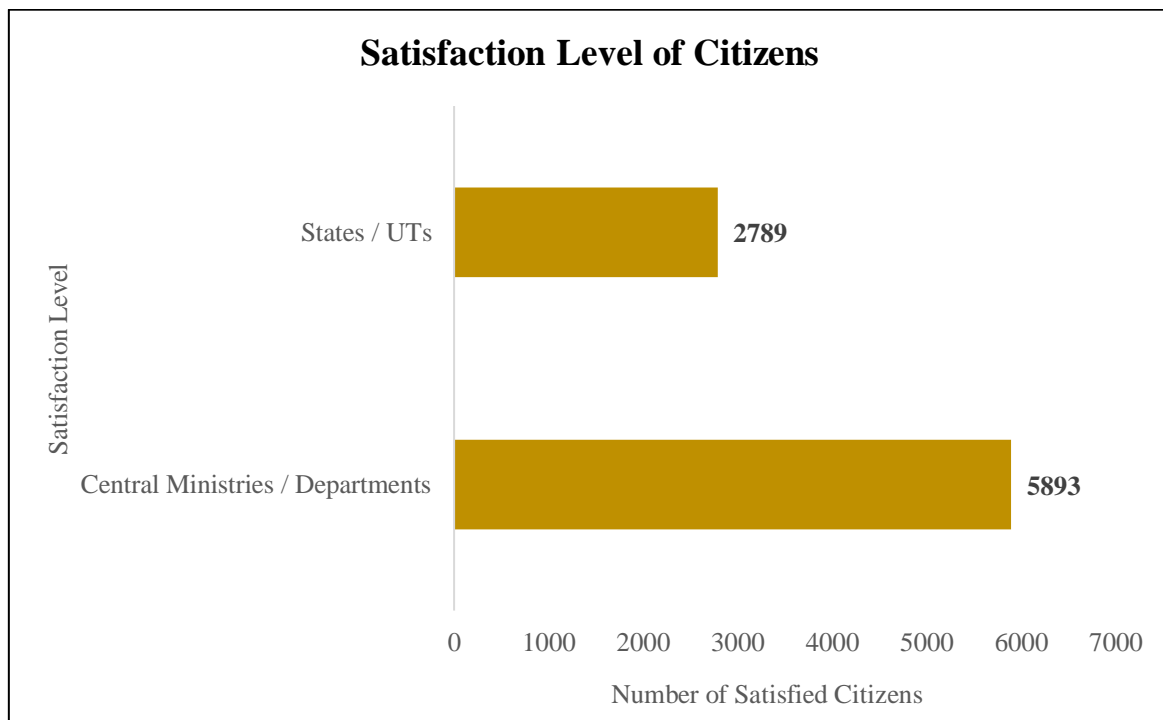
(Time Period: 01/01/2022 to 01/05/2023)

7. BSNL Feedback Call Centre

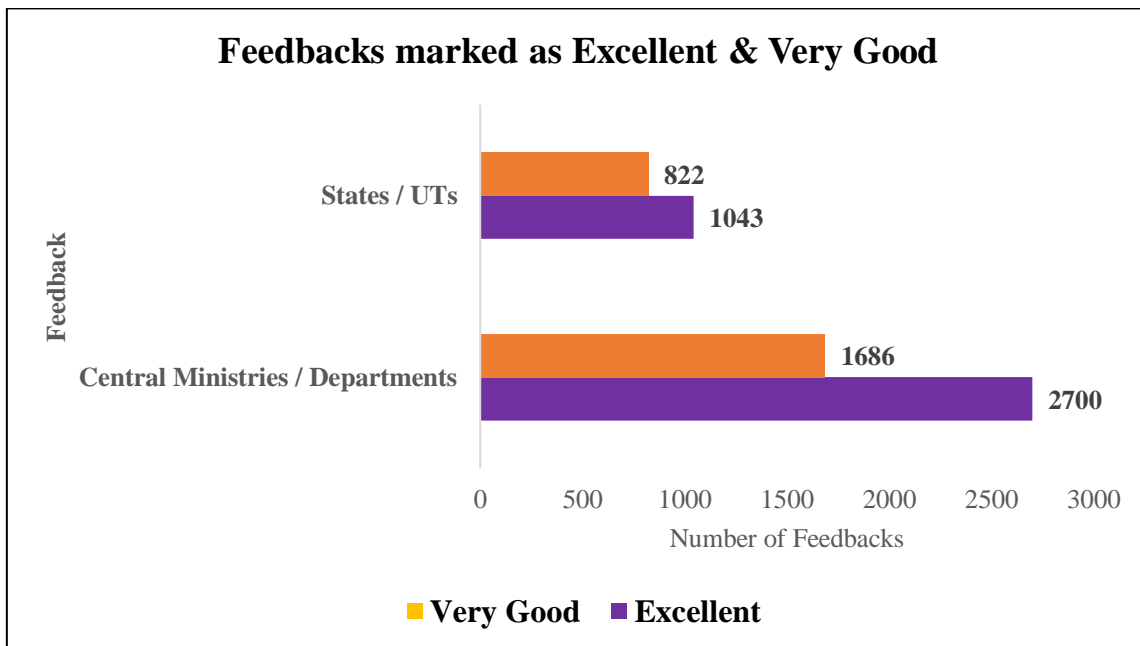
- From 1st April, 2023 to 30th April, 2023, the BSNL Feedback Call Centre has collected **27,139** feedbacks, directly from the citizens



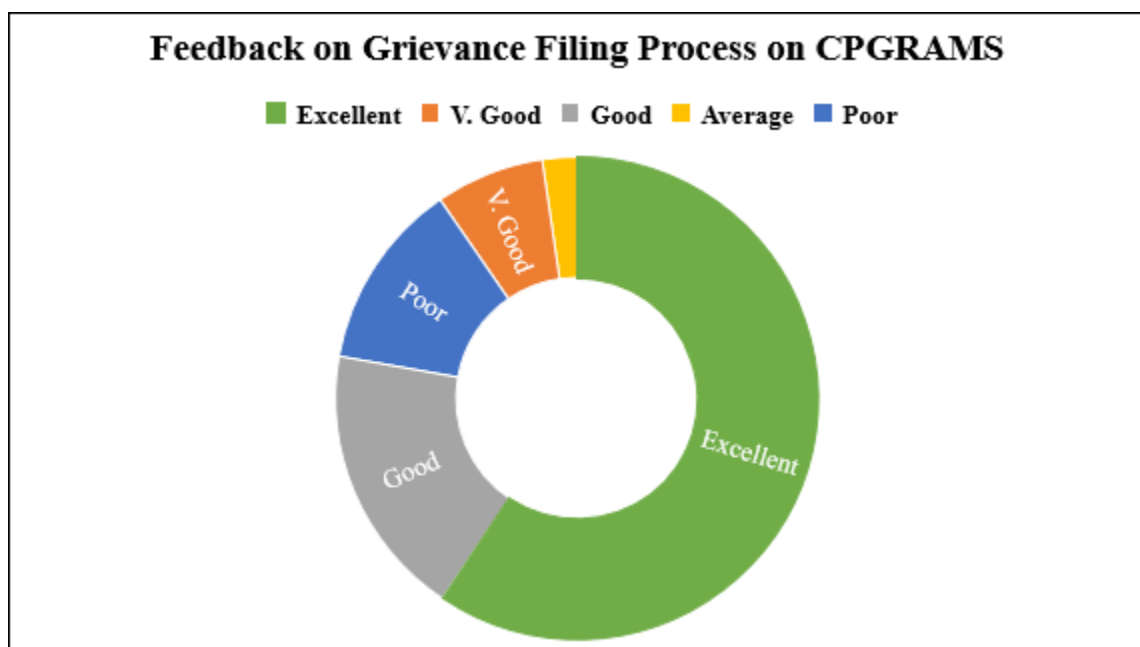
- A total of **8682** citizens have given the Satisfaction level for their Grievance Redressal as "Satisfied"



- A total of **6251 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, **18100 citizens** have given their feedback as “Excellent & Very Good”



- **15055 citizens** have said that **CPGRAMS has helped** them with their grievance redressal

8. Status of Appellate Authorities

S. No.	Name of Ministry/Department	Officer's Name	Designation	Receipts	Disposed	Pending
1	Central Board of Direct Taxes (Income Tax)	Dr. Sadhana Shanker	Principal Director General of Income Tax Administration and TPS	6137	3183	2954
2	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Adviser	17274	15386	1888
3	Department of Personnel and Training	Shri S D Sharma	Joint Secretary	2123	327	1796
4	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	DDG	13157	11467	1690
5	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3133	1585	1548
6	Department of Health & Family Welfare	Shri Samsul Haque	Deputy Secretary	2430	1107	1323
7	Ministry of Home Affairs	Shri S. G. Roy	Jt. Secretary CIC	2079	794	1285
8	Ministry of Women and Child Development	Smt. Pallavi Agarwal	Joint Secretary	1198	8	1190
9	Department of Consumer Affairs	Shri Vineet Mathur	Joint Secretary	1415	409	1006
10	Department of Food and Public Distribution	Shri Subodh Kumar	Additional Secretary	1139	171	968
11	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	EA	2354	1449	905
12	Department of Higher Education	Shri Mrutyunjay Behera	Economic Adviser	2056	1246	810
13	Ministry of Railways (Railway Board)	Shri B K Dadabhoy	Additional Member Commercial	4708	3901	807
14	Department of Rural Development	Smt. Kalyani Mishra	Economic Advisor	2106	1299	807
15	Ministry of Petroleum and Natural Gas	Shri Rohit Mathur	Joint Secretary Admin General CA Parl RTI PG	1255	582	673

(Time Period: 01/04/2023 to 30/04/2023)

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – April 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	2415	11684	14099	10404	3695
2	Ministry of Cooperation	336	10743	11079	10170	909
3	Department of Financial Services (Banking Division)	6110	10600	16710	10037	6673
4	Department of Agriculture and Farmers Welfare	8231	9849	18080	17229	851
5	Central Board of Direct Taxes (Income Tax)	13713	5360	19073	5198	13875
6	Department of Personnel and Training	2994	5254	8248	3091	5157
7	Ministry of Railways (Railway Board)	2438	4632	7070	4136	2934
8	Department of Posts	1919	3817	5736	4056	1680
9	Department of Telecommunications	522	3193	3715	3097	618
10	Ministry of Home Affairs	1217	3087	4304	3157	1147

Annexure 1.2.: Maximum Number of Disposals – April 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Agriculture and Farmers Welfare	8231	9849	18080	17229	851
2	Ministry of Labour and Employment	2415	11684	14099	10404	3695
3	Ministry of Cooperation	336	10743	11079	10170	909
4	Department of Financial Services (Banking Division)	6110	10600	16710	10037	6673
5	Central Board of Direct Taxes (Income Tax)	13713	5360	19073	5198	13875
6	Ministry of Railways (Railway Board)	2438	4632	7070	4136	2934
7	Department of Posts	1919	3817	5736	4056	1680
8	Ministry of Home Affairs	1217	3087	4304	3157	1147
9	Department of Telecommunications	522	3193	3715	3097	618
10	Department of Personnel and Training	2994	5254	8248	3091	5157

(Time Period: 01/04/2023 to 30/04/2023)

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6693	74062	80755	74082	6673
2	Ministry of Labour and Employment	2995	58525	61520	57825	3695
3	Department of Agriculture and Farmers Welfare	5095	46600	51695	50844	851
4	Central Board of Direct Taxes (Income Tax)	13030	24698	37728	23853	13875
5	Department of Financial Services (Insurance Division)	1089	21949	23038	22392	646
6	Department of Posts	1951	20558	22509	20829	1680
7	Ministry of Railways (Railway Board)	2443	19560	22003	19069	2934
8	Ministry of Cooperation	95	17051	17146	16237	909
9	Department of Telecommunications	756	16147	16903	16285	618
10	Ministry of Home Affairs	1791	14991	16782	15635	1147

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6693	74062	80755	74082	6673
2	Ministry of Labour and Employment	2995	58525	61520	57825	3695
3	Department of Agriculture and Farmers Welfare	5095	46600	51695	50844	851
4	Central Board of Direct Taxes (Income Tax)	13030	24698	37728	23853	13875
5	Department of Financial Services (Insurance Division)	1089	21949	23038	22392	646
6	Department of Posts	1951	20558	22509	20829	1680
7	Ministry of Railways (Railway Board)	2443	19560	22003	19069	2934
8	Department of Telecommunications	756	16147	16903	16285	618
9	Ministry of Cooperation	95	17051	17146	16237	909
10	Ministry of Home Affairs	1791	14991	16782	15635	1147

(Time Period: 01/01/2023 to 30/04/2023)

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)	13030	24698	37728	23853	13875
2	Department of Financial Services (Banking Division)	6693	74062	80755	74082	6673
3	Department of Personnel and Training	2668	12299	14967	9810	5157
4	Ministry of Labour and Employment	2995	58525	61520	57825	3695
5	Department of Ex Servicemen Welfare	1484	11532	13016	9423	3593
6	Ministry of Railways (Railway Board)	2443	19560	22003	19069	2934
7	Department of Health & Family Welfare	1937	9194	11131	8627	2504
8	Department of Revenue	3050	4045	7095	5144	1951
9	Department of Rural Development	1386	5921	7307	5497	1810
10	Department of Posts	1951	20558	22509	20829	1680
11	Department of Defence Finance	1000	4880	5880	4348	1532
12	Department of School Education and Literacy	1400	4436	5836	4333	1503
13	Ministry of External Affairs	1034	6756	7790	6524	1266
14	Department of Higher Education	1532	5555	7087	5870	1217
15	Ministry of Home Affairs	1791	14991	16782	15635	1147
16	Ministry of Housing and Urban Affairs	886	7885	8771	7635	1136
17	Department of Consumer Affairs	847	5820	6667	5536	1131

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13030	24698	37728	23853	13875	9741
2	Department of Personnel and Training	2668	12299	14967	9810	5157	2156
3	Department of Revenue	3050	4045	7095	5144	1951	1419
4	Department of Health & Family Welfare	1937	9194	11131	8627	2504	1290
5	Ministry of Railways (Railway Board)	2443	19560	22003	19069	2934	1152
6	Department of Financial Services (Banking Division)	6693	74062	80755	74082	6673	1133
7	Department of Ex Servicemen Welfare	1484	11532	13016	9423	3593	1056
8	Department of School Education and Literacy	1400	4436	5836	4333	1503	808
9	Department of Rural Development	1386	5921	7307	5497	1810	807
10	Ministry of Home Affairs	1791	14991	16782	15635	1147	778

(Time Period: 01/01/2023 to 30/04/2023)

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

S. No.	Central Ministries / Departments	Receipts	Disposed	Pending
1	Department of Financial Services (Banking Division)	8553	7326	1227
2	Department of Personnel and Training	1025	796	229
3	Department of Posts	849	768	81
4	Department of Higher Education	129	76	53
5	Department of Rural Development	359	309	50
6	Department of Health & Family Welfare	102	61	41
7	Ministry of Railways (Railway Board)	366	329	37
8	Department of Financial Services (Insurance Division)	901	866	35
9	Department of Economic Affairs ACC Division	167	143	24
10	Ministry of Corporate Affairs	477	455	22

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	641	79
2	Department of Revenue	5144	76
3	Ministry of Shipping	717	65
4	Central Board of Direct Taxes (Income Tax)	23853	62
5	Department of Drinking Water and Sanitation	1983	52
6	Department of Youth Affairs	310	48
7	Ministry of Power	1348	42
8	Ministry of Road Transport and Highways	7625	41
9	Department of Military Affairs	1757	38
10	Ministry of Culture	822	35

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	16237	2
2	NITI Aayog	1298	2
3	Department of Financial Services (Pension Reforms)	1270	3
4	Department of Legal Affairs	1214	3
5	Department of Financial Services (Insurance Division)	22392	5
6	Department of Telecommunications	16285	5
7	Department of Justice	6369	5
8	O/o the Comptroller & Auditor General of India	5042	5
9	Department of Investment & Public Asset Management	501	5
10	Department of Food and Public Distribution	2429	6

(Time Period: 01/01/2023 to 30/04/2023)

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	3588	693	4281
3	Level 3	7562	636	8198
4	Level 4	13200	537	13737
5	Level 5	11593	378	11971
6	Level 6	5146	88	5234
7	Level 7	1001	34	1035
8	Level 8	372	0	372
Total		42552	2575	45127

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	8781	362	9143
2	Central Board of Direct Taxes (Income Tax)	8195	561	8756
3	Department of Defence	3529	102	3631
4	Ministry of Housing and Urban Affairs	2155	180	2335
5	Ministry of Railways (Railway Board)	1847	151	1998
6	Central Board of Indirect Taxes and Customs	1829	39	1868
7	Department of Financial Services (Banking Division)	1164	205	1369
8	Department of Telecommunications	1194	142	1336
9	Department of Ex Servicemen Welfare	1246	29	1275
10	Department of Military Affairs	1093	78	1171

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)	69761	63786	4353	1622
2	Ministry of Labour and Employment	47335	9106	37074	1155
3	Central Board of Direct Taxes (Income Tax)	22656	9119	13480	57
4	Department of Posts	18479	17896	538	45
5	Ministry of Railways (Railway Board)	18149	13515	3228	1406
6	Ministry of Cooperation	15541	15539	2	
7	Department of Telecommunications	14789	10409	2846	1534
8	Department of Ex Servicemen Welfare	9088	1050	7993	45
9	Department of Defence	8146	7552	410	184
10	Ministry of Corporate Affairs	6958	1529	5327	102

(Time Period: 01/01/2023 to 30/04/2023)

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	3135	6137	3183	2954
2	Department of Financial Services (Banking Division)	868	16406	17274	15386	1888
3	Department of Personnel and Training	1029	1094	2123	327	1796
4	Ministry of Labour and Employment	1783	11374	13157	11467	1690
5	Ministry of Corporate Affairs	1847	1286	3133	1585	1548
6	Department of Health & Family Welfare	1500	930	2430	1107	1323
7	Ministry of Home Affairs	833	1246	2079	794	1285
8	Ministry of Women and Child Development	866	332	1198	8	1190
9	Department of Consumer Affairs	825	590	1415	409	1006
10	Department of Food and Public Distribution	690	449	1139	171	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	480	442	177	40.05%
2	Department of Empowerment of Persons with Disabilities	1112	1052	339	32.22%
3	Department of Telecommunications	16903	16285	5088	31.24%
4	Ministry of New and Renewable Energy	319	301	91	30.23%
5	Ministry of Cooperation	17146	16237	4608	28.38%
6	Ministry of Civil Aviation	3351	2635	728	27.63%
7	Department of Heavy Industry	406	373	102	27.35%
8	Department of Rural Development	7307	5497	1491	27.12%
9	Department for Promotion of Industry and Internal Trade	897	842	219	26.01%
10	Department of Animal Husbandry, Dairying	673	628	160	25.48%

(Time Period: 01/01/2023 to 30/04/2023)

Annexure 7: Migration of PMO PG Portal to CPGRAMS 7.0

Annexure 7.1.: Office Memorandum issued by DARPG on 28th March, 2023

F-20/1/2018-PG(Center-1)-DARPG

I/1690/2023

F-20/1/2018-PG(Center-1)-DARPG
Government of India
Ministry of Personnel, Public Grievances and Pension
Department of Administrative Reforms & Public Grievances

5th Floor, Sardar Patel Bhavan,
New Delhi, Dated 28/03/2023

OFFICE MEMORANDUM

Sub: Migration of PMO PG Portal to CPGRAMS ver 7.0

The undersigned is directed to say that universalization of CPGRAMS ver 7.0 and migration from CPGRAMS ver 6.0 to CPGRAMS ver 7.0 has been achieved with all Ministries/ Departments adopting the new version of CPGRAMS 7.0 w.e.f August 31, 2022. Under CPGRAMS ver 7.0, 1239 major categories and nearly 18762 sub-categories have been mapped on the portal along with about 46000 Grievance Officers. On February 18, 2023, the PMO PG Portal has been migrated to CPGRAMS 7.0. The migration of PMO PG portal to CPGRAMS ver 7.0 was based on the mapping of the identified major/ sub-categories provided by the Ministries/ Departments to DARPG in the period 2019-2022.

2. To enable a seamless integration of PMO PG Portal on CPGRAMS ver 7.0 all Nodal Grievance Redressal Officers (GRO's) are requested to initiate the following actions:

- i. Review the categorization of public grievances – major categories/ sub-categories displayed to the citizen when filing the grievance at the front end.
- ii. Identify the defunct accounts of GROs and report the same for closure to DARPG
- iii. Update the mapping of Grievance Officers on the portal to have access to monitor dashboards of CPGRAMS ver 7.0

3. All Ministries/ Departments are requested to complete the above actions by March 31, 2023 and share the data sets with DARPG with due approval of concerned Secretary of the respective Ministry/Department.

4. This issues with approval of Secretary DARPG.

Signed by Parthasarathy
Bhaskar Deverakonda
Date: 28-03-2023 19:08:43
Reason: Approved

(Parthasarathy Bhaskar)
Deputy Secretary to the Govt. of India
Tele: - 011-23401404

To

1. All Nodal GROs of all Ministries/Departments of GOI

Copy for information to:-

1. DS,PMO(Shri Rajesh Sahoo)
2. Secretary, Coordination
3. Secretary,DARPG
4. AS, DARPG

Annexure 7.2.: List of Ministries/Departments responded to the OM issued

S. No.	Name of Ministry/Department
1	Department of Agriculture and Farmers Welfare
2	Department of Atomic Energy
3	Department of Consumer Affairs
4	Department of Consumer Affairs
5	Department of Cooperation
6	Department of Defence
7	Department of Defence Research and Development
8	Department of Drinking Water and Sanitation
9	Department of Empowerment of Persons with Disabilities
10	Department of Expenditure
11	Department of Fertilizers
12	Department of Investment & Public Asset Management
13	Department of Justice
14	Department of Rural Development
15	Department of Social Justice and Empowerment
16	Department of Telecommunication
17	Department of Water Resources, River Development & Ganga Rejuvenation
18	Ministry of Agriculture
19	Ministry of Coal
20	Ministry of Development of North Eastern Region
21	Ministry of Electronics & Information Technology
22	Ministry of Food Processing Industries
23	Ministry of Home Affairs
24	Ministry of Housing and Urban Affairs
25	Ministry of Micro Small and Medium Enterprises
26	Ministry of Mines
27	Ministry of Minority Affairs
28	Ministry of Road Transport and Highways
29	Ministry of Women and Child Development
30	Unique Identification Authority of India



Department of Administrative Reforms and Public Grievances

Government of India

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001