



CPGRAMS

Monthly Report – Central Ministries/Departments

May 2023

[Report Number 13]

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1. Key Highlights

1. General

- A steep reduction in the pendency of Public Grievances has been observed in the Central Secretariat. The **pendency level** has come down to **58127 grievances**, in the month of May 2023 (data till 31st May, 2023), which is the lowest ever recorded in the Central Secretariat
- In May, 2023, for the **10th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 31st May, 2023 is **18 Days**
- In May, 2023, the BSNL Call Centre collected feedback from **60567 citizens**, which is the highest number of feedbacks collected in the year 2023. Out of these, approximately **35% citizens** expressed satisfaction with the resolution provided to their respective grievances
- On 1st, 3rd and 10th May, 2023, Secretary, DARPG chaired a meeting with the **BSNL Call Centre** representatives to review the performance of the Feedback Call Centre

Key decisions taken during the review meeting are:

- ✓ Number of calls to be raised and every citizen whose grievance has been redressed to be contacted
- ✓ The questionnaire of BSNL Call Centre being used to contact the customers to be simplified (*changed on 4th May, 2023*)
- ✓ New CLI lines to be added by BSNL and measures to be taken at the back end to ensure minimum wait for customer after he picks up the call (*added on 19th May, 2023*)
- On 16th May, 2023, Secretary, DARPG chaired meetings with **Appellate Authorities** and **Nodal Officers of all the Ministries/Departments**, to discuss the **Quality of disposal** and **Pendency** of appeals and grievances in CPGRAMS

Key decisions taken during the review meeting are:

- ✓ All the appellate authorities with zero disposal in the year 2023 should expedite disposal of the appeals
- ✓ The speech recordings of BSNL Feedback Call Centre operations wherein grievances have been converted into appeals to be shared with the concerned appellate authority
- ✓ All the Ministries/Departments to review categorization of PG cases, identify defunct accounts and update the mapping of the GROs, as requested by DARPG in their OM dated 28.3.2023

- DARPG is introducing a new and comprehensive **Grievance Redressal Assessment and Index (GRAI)** from May, 2023 onwards comprising of 4 dimensions and 12 indicators. The 4 dimensions include: Efficiency, Feedback, Domain and Organisational Commitment

2. PG Cases

- In May, 2023, **105549 PG cases were received** on the CPGRAMS portal, **116734 PG cases were redressed** and there exists a **pendency of 58,127 PG cases**, as of 31st May, 2023
- The pendency in the Central Secretariat has decreased from **69313 PG cases at the end of April, 2023** to **58127 PG cases at the end of May, 2023**
- Ministry of Labour and Employment [13105 grievances], Department of Financial Services (Banking Division) [11896 grievances], and Ministry of Cooperation [8069 grievances], have received the maximum number of grievances in May, 2023
- Department of Financial Services (Banking Division) has the highest number of PG cases under the corruption category with **1026 pending grievances**
- **12 Ministries/Departments** have more than **1000 pending grievances** as on 31st May, 2023
- Central Board of Direct Taxes (Income Tax) [8522 grievances] and Department of Health and Family Welfare [1598 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

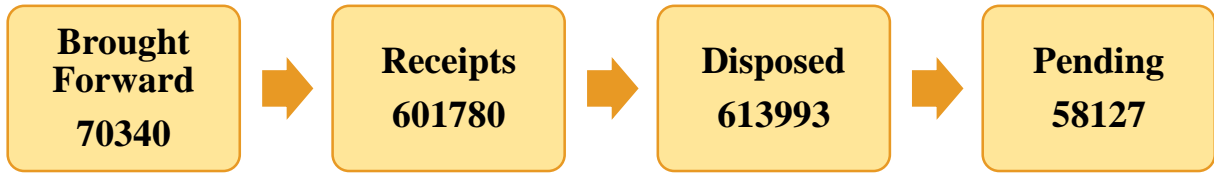
- In May, 2023, **20220 appeals were received** and **19553 appeals were disposed**. The Central Secretariat has a **pendency of 28225 PG Appeals at the end of May, 2023**
- Central Board of Direct Taxes (Income Tax) [2818 appeals], the Department of Financial Services (Banking Division) [2691 appeals], and Ministry of Labour and Employment [2093 appeals] have the maximum pendency of appeals as on 31st May, 2023

4. Grievance Redressal Assessment and Index (GRAI)

- **Department of Agriculture and Farmers Welfare** and **Unique Identification Authority of India** are the top performers in the Grievance Redressal Index within the Group A for May, 2023
- **Department of Legal Affairs** and **Department of Land Resources** are the top performers in the Grievance Redressal Index within the Group B for May, 2023

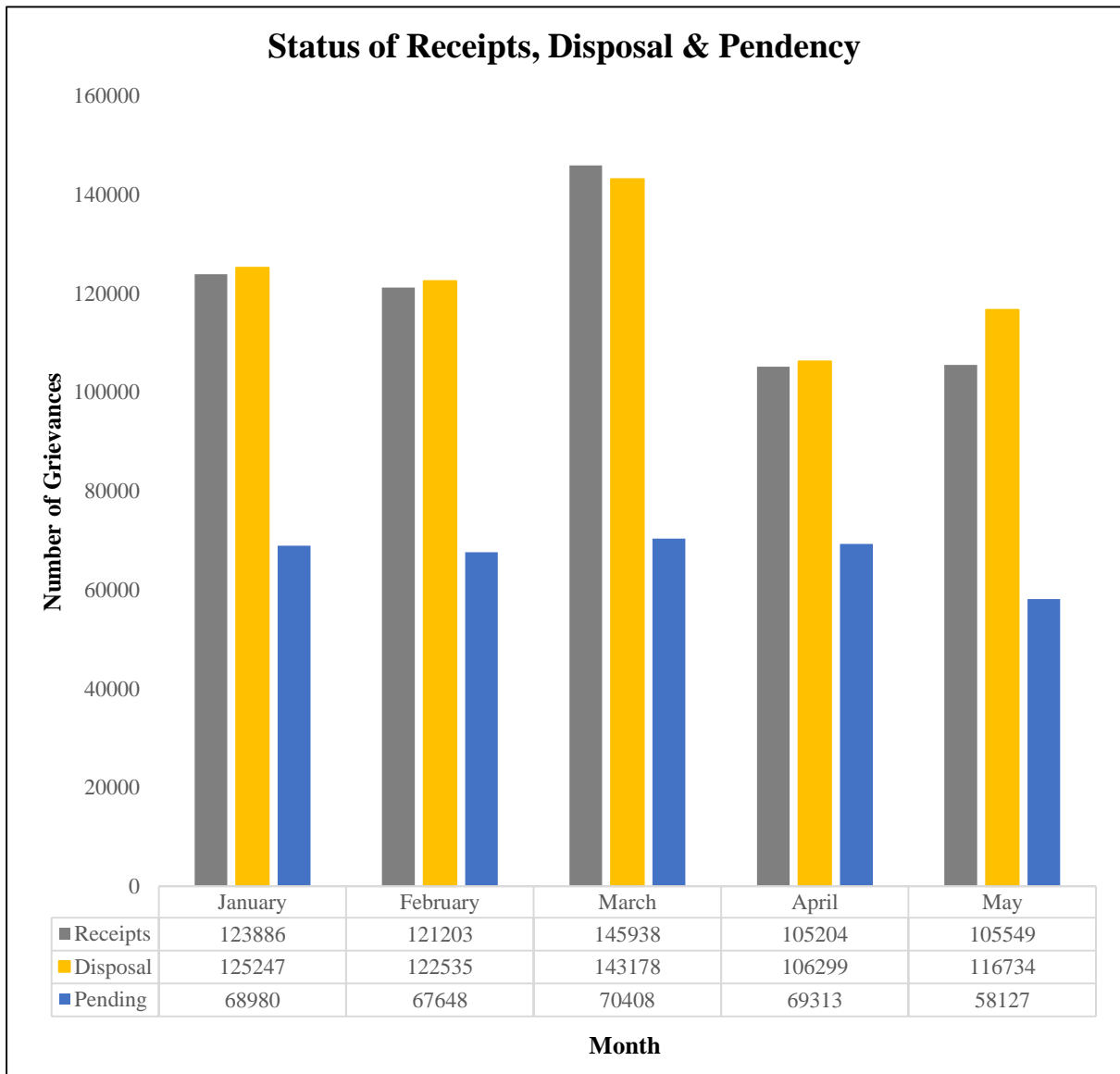
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2023 to 31/05/2023)

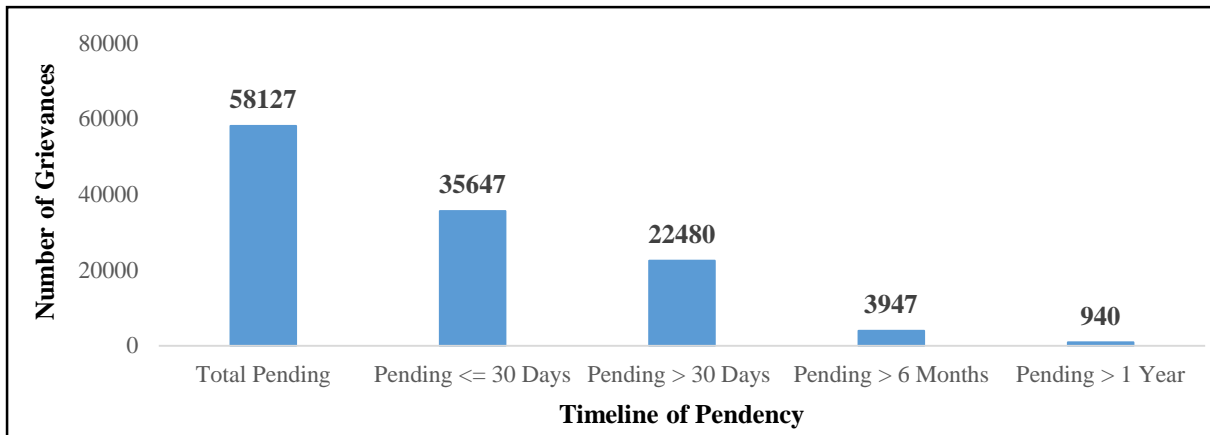
2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 31/05/2023)

3. Age-wise Status of Grievances on CPGRAMS

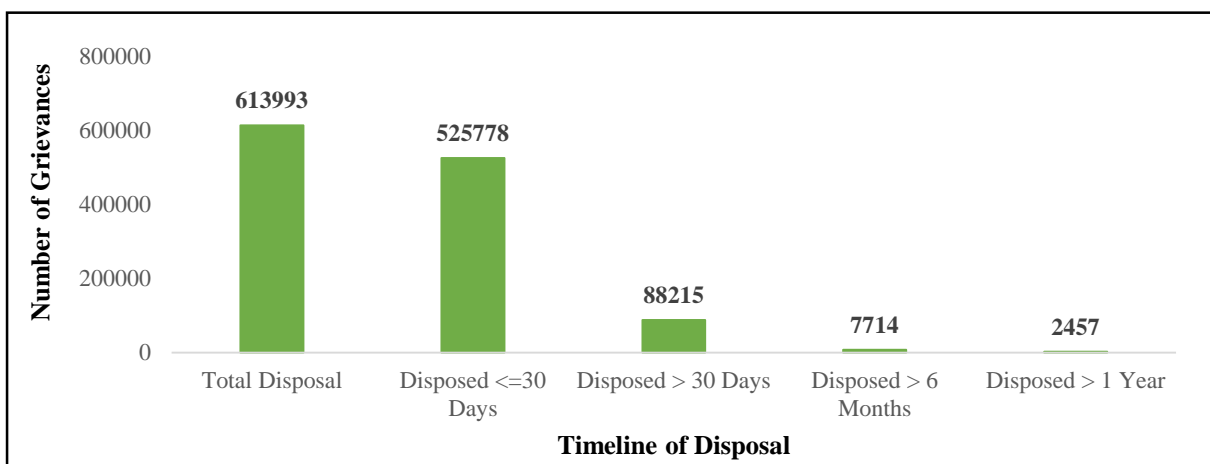
3.1. Pendency



(Time Period: 01/01/2023 to 31/05/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 6 months [1684 grievances], out of which 357 grievances are pending for more than 1 year
- **Department of Health & Family Welfare** has the 2nd highest number of grievances pending for more than 6 months [388 grievances], out of which 117 grievances are pending for more than 1 year
- For **Department of Revenue**, 215 grievances are pending for more than 6 months, out of which 108 grievances are pending for more than 1 year
- For **Ministry of Labour and Employment**, 166 grievances are pending for more than 6 months, out of which 154 grievances are pending for more than 1 year

3.2. Disposal



(Time Period: 01/01/2023 to 31/05/2023)

4. Grievance Redressal Assessment and Index

DARPG, Govt. of India is introducing a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from May 2023 onwards with 4 dimensions and 12 indicators. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement. It will also present a comparative assessment with other Ministries/Departments.

The GRAI has the following 4 dimensions:

- Efficiency: 6 indicators
- Feedback: 2 indicators
- Domain: 2 indicators*
- Organisational Commitment: 2 indicators

*Note: * = In the dimension of Domain, 2 additional indicators namely (a) % of Resolution of % of Resolution of Complaints Categorised as "Policy" and (b) % of Resolution of Complaints Categorised as "Process" will be included in the next version of Monthly Ranking.*

The data used in preparing the GRAI has been taken from 1st May, 2023 to 31st May, 2023. The Ministries/Departments have been categorised into two groups, based on the number of grievances received during the period in consideration, to enable a fair comparison; 1st Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e., ≥ 500) while 2nd Group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e., < 500).

GRAI has been formulated based on the following 4 dimensions and 12 indicators with the corresponding weightages:

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved within Timeline (within 30 days)	Positive	0.40
			2	% Growth in Grievance Registration	Positive	0.10
			3	% of Appeals Redressed	Positive	0.15
			4	% of Resolution of Grievances under Corruption Category	Positive	0.10

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
			5	Average Resolution Time	Negative	0.10
			6	% Pendency with GROs (beyond 30 days)	Negative	0.15
2	Feedback	0.30	7	% of Appeals Filed	Negative	0.50
			8	% of Resolution with "Excellent" & "Very Good" Remarks	Positive	0.50
3	Domain	0.15	9	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
			10	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
4	Organisational Commitment	0.10	11	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			12	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

*Note: * - Positive = for which Higher Value is better; Negative Indicator = for which Lower Value is better*

4.1. Ranking of Ministries/Departments – Group A

(Ministries/Departments with Total Grievances **more than equal to 500**)

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Agriculture and Farmers Welfare	7,975	0.395	0.249	0.15	0.06	0.853	1
2	Unique Identification Authority of India	1,514	0.315	0.217	0.149	0.095	0.776	2
3	Ministry of Cooperation	8,069	0.397	0.177	0.143	0.042	0.76	3
4	Department of Telecommunications	3,394	0.374	0.137	0.138	0.05	0.699	4
5	Department of Posts	3,875	0.309	0.196	0.102	0.081	0.689	5
6	Ministry of Home Affairs	3,863	0.307	0.175	0.14	0.059	0.681	6
7	Ministry of Labor and Employment	13,105	0.324	0.187	0.09	0.067	0.668	7
8	Ministry of Panchayati Raj	683	0.32	0.162	0.137	0.045	0.664	8
9	Department of Justice	1,007	0.36	0.169	0.095	0.039	0.662	9
10	Ministry of Electronics & Information Technology	726	0.297	0.18	0.133	0.046	0.656	10
11	Ministry of Road Transport and Highways	1739	0.301	0.161	0.13	0.064	0.655	11
12	Department of Food and Public Distribution	513	0.353	0.16	0.076	0.063	0.653	12
13	Department of Financial Services (Insurance Division)	1,795	0.324	0.141	0.127	0.047	0.639	13

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
14	Ministry of Railways (Railway Board)	4,964	0.269	0.149	0.123	0.067	0.608	14
15	Ministry of Corporate Affairs	2,551	0.292	0.147	0.101	0.069	0.608	15
16	Department of Social Justice and Empowerment	669	0.257	0.165	0.137	0.048	0.607	16
17	Ministry of Petroleum and Natural Gas	939	0.248	0.2	0.107	0.05	0.604	17
18	Department of Ex Servicemen Welfare	2,774	0.211	0.199	0.144	0.041	0.595	18
19	Department of Defence Finance	1,168	0.18	0.224	0.147	0.038	0.589	19
20	Central Board of Indirect Taxes and Customs	1,130	0.269	0.182	0.095	0.04	0.586	20
21	Department of Defence	1,164	0.256	0.2	0.087	0.033	0.575	21
22	Department of Higher Education	1,426	0.246	0.178	0.085	0.053	0.562	22
23	Department of Personnel and Training	1,723	0.204	0.181	0.1	0.074	0.559	23
24	Department of Financial Services (Banking Division)	11,896	0.269	0.157	0.086	0.044	0.555	24
25	Ministry of Housing and Urban Affairs	1,802	0.261	0.144	0.109	0.038	0.553	25
26	Department of Military Affairs	500	0.246	0.16	0.105	0.037	0.549	26
27	Department of Revenue	856	0.185	0.188	0.133	0.043	0.549	27
28	Ministry of External Affairs	1,629	0.24	0.192	0.07	0.041	0.543	28
29	Department of School Education and Literacy	1,128	0.229	0.148	0.08	0.069	0.526	29
30	Central Board of Direct Taxes (Income Tax)	5,830	0.158	0.222	0.092	0.044	0.516	30
31	Department of Rural Development	1,577	0.241	0.136	0.094	0.031	0.502	31
32	Department of Consumer Affairs	1,472	0.171	0.176	0.079	0.073	0.5	32
33	Ministry of Civil Aviation	878	0.234	0.078	0.128	0.049	0.489	33
34	Department of Health & Family Welfare	2,178	0.172	0.185	0.074	0.043	0.473	34

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating GRAI score.

Note: For calculating the GRAI Score for Department of Personnel and Training, data for Staff Selection Commission is also included.

4.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Legal Affairs	200	0.404	0.199	0.148	0.042	0.793	1
2	Department of Land Resources	201	0.372	0.211	0.15	0.051	0.784	2
3	NITI Aayog	315	0.407	0.172	0.15	0.033	0.762	3
4	Department of Empowerment of Persons with Disabilities	226	0.396	0.139	0.148	0.063	0.746	4
5	Ministry of Development of North Eastern Region	17	0.376	0.191	0.15	0.03	0.746	5
6	Ministry of New and Renewable Energy	69	0.28	0.266	0.15	0.036	0.732	6
7	Department of Investment & Public Asset Management	94	0.358	0.175	0.092	0.083	0.708	7
8	Department of Science and Technology	119	0.301	0.233	0.117	0.043	0.694	8
9	Department of Public Enterprises	33	0.337	0.167	0.15	0.039	0.693	9
10	Ministry of Parliamentary Affairs	214	0.311	0.172	0.148	0.053	0.685	10
11	Department of Drinking Water and Sanitation	441	0.352	0.189	0.105	0.033	0.679	11
12	Ministry of Shipping	135	0.289	0.203	0.119	0.059	0.67	12
13	Department of Pharmaceutical	75	0.292	0.198	0.111	0.068	0.67	13
14	Ministry of Power	336	0.325	0.183	0.119	0.036	0.663	14
15	Ministry of Ayush	220	0.328	0.153	0.124	0.057	0.663	15
16	Ministry of Mines	75	0.319	0.231	0.062	0.05	0.662	16
17	Ministry of Environment, Forest and Climate Change	345	0.314	0.175	0.101	0.061	0.651	17
18	Ministry of Tribal Affairs	168	0.22	0.221	0.15	0.042	0.633	18
19	Ministry of Tourism	272	0.3	0.155	0.125	0.045	0.625	19
20	Ministry of Steel	92	0.225	0.195	0.146	0.054	0.619	20
21	Department of Health Research	147	0.181	0.296	0.099	0.033	0.609	21
22	Department of Sports	111	0.254	0.178	0.103	0.058	0.592	22
23	Ministry of Coal	272	0.322	0.167	0.058	0.04	0.587	23
24	Department of Commerce	309	0.268	0.195	0.075	0.039	0.576	24
25	Department of Financial Services (Pension Reforms)	239	0.29	0.213	0.002	0.071	0.575	25
26	Ministry of Water Resources, River Development & Ganga Rejuvenation	170	0.273	0.149	0.103	0.05	0.574	26
27	Ministry of Women and Child Development	419	0.239	0.146	0.129	0.06	0.574	27
28	Ministry of Minority Affairs	232	0.264	0.144	0.104	0.057	0.568	28

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
29	Department for Promotion of Industry and Internal Trade	295	0.355	0.079	0.094	0.04	0.567	29
30	Department of Space	56	0.255	0.162	0.095	0.051	0.562	30
31	Ministry of Micro Small and Medium Enterprises	157	0.268	0.124	0.125	0.043	0.559	31
32	O/o the Comptroller & Auditor General of India	277	0.228	0.22	0.06	0.043	0.551	32
33	Department of Animal Husbandry, Dairying	142	0.226	0.197	0.087	0.033	0.544	33
34	Ministry of Information and Broadcasting	262	0.228	0.176	0.087	0.052	0.542	34
35	Department of Heavy Industry	95	0.301	0.132	0.07	0.038	0.541	35
36	Ministry of Food Processing Industries	43	0.273	0.128	0.103	0.034	0.539	36
37	Department of Atomic Energy	106	0.211	0.105	0.149	0.074	0.539	37
38	Department of Scientific & Industrial Research	59	0.243	0.187	0.06	0.041	0.531	38
39	Ministry of Culture	191	0.154	0.185	0.146	0.039	0.525	39
40	Ministry of Skill Development and Entrepreneurship	119	0.213	0.152	0.104	0.043	0.512	40
41	Department of Defence Production	144	0.262	0.14	0.055	0.046	0.503	41
42	Department of Fisheries	52	0.303	0.074	0.082	0.039	0.498	42
43	Department of Chemicals and Petrochemicals	41	0.202	0.175	0.08	0.039	0.496	43
44	Department of Defence Research and Development	78	0.215	0.139	0.096	0.031	0.482	44
45	Department of Economic Affairs ACC Division	341	0.16	0.199	0.071	0.039	0.469	45
46	Ministry of Earth Sciences	39	0.16	0.144	0.123	0.038	0.465	46
47	Department of Expenditure	136	0.24	0.157	0	0.06	0.457	47
48	Department of Official Language	21	0.185	0.17	0.054	0.041	0.451	48
49	Department of Agriculture Research and Education	87	0.199	0.136	0.078	0.036	0.449	49
50	Ministry of Textiles	67	0.147	0.183	0.06	0.045	0.435	50
51	Department of Fertilizers	29	0.171	0.166	0.038	0.041	0.416	51
52	Legislative Department	86	0.2	0.11	0.058	0.037	0.406	52
53	Ministry of Statistics and Programme Implementation	22	0.149	0.132	0.074	0.038	0.393	53
54	Department of Youth Affairs	128	0.203	0.003	0.06	0.08	0.346	54
55	Department of Bio Technology	28	0.132	0.117	0.06	0.033	0.342	55

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating GRAI score.

4.3. Summary of GRAI Indicator-based Root Cause Analysis

(Annexure 8)

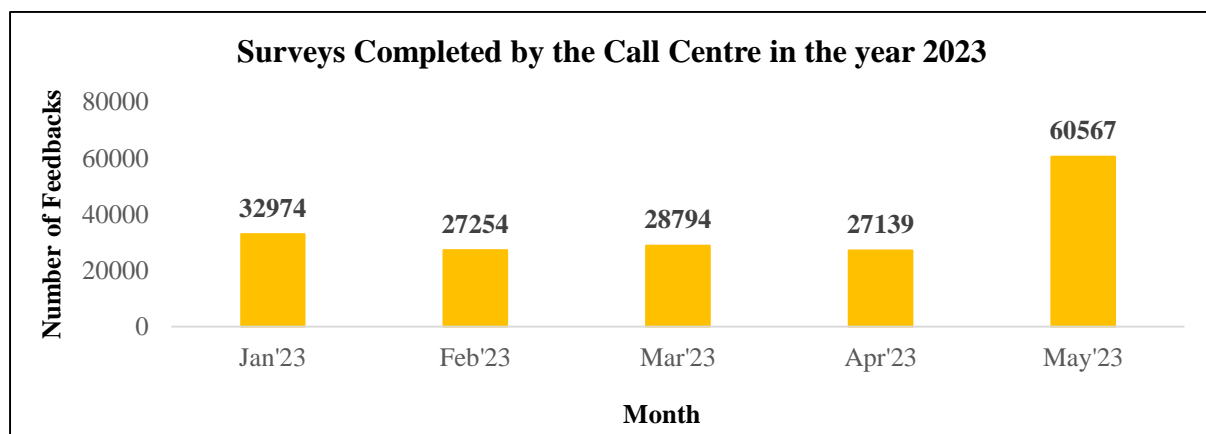
A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministry and Department is presented. All 12 Indicators spread across four dimensions used in developing GRAI are analysed and presented with indicator scores for all 89 Ministries and Departments. For a quick visual interpretation, the indicator-wise performance of all the Ministries and Departments is presented through colour coding which is based on the percentile normalised score achieved by the respective Ministry and Department.

4.4. Analysis of Monthly Grievance Redressal Assessment and Index

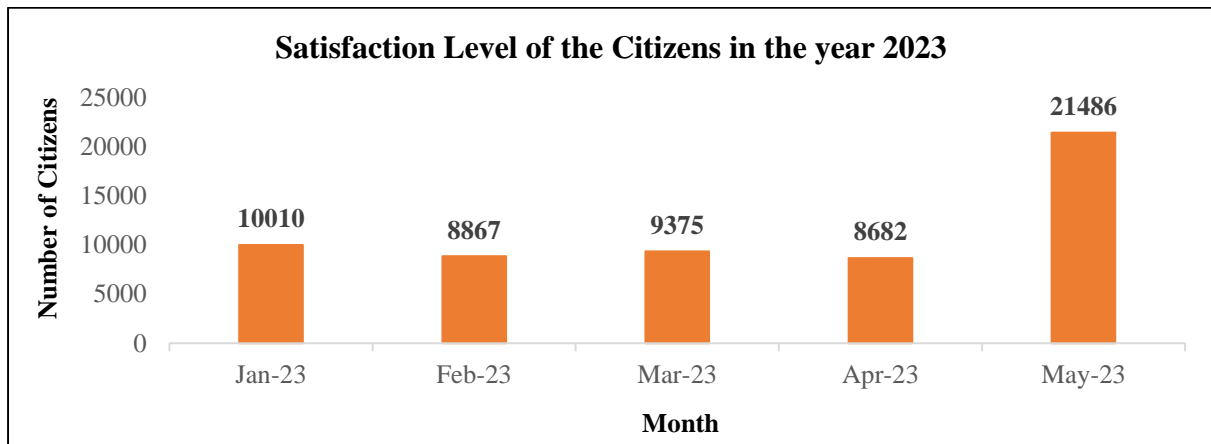
- In Group A, Department of Agriculture and Farmers Welfare has topped the ranking, followed by Unique Identification Authority of India, Ministry of Cooperation, Ministry of Telecommunication and Ministry of Posts
- In Group B, Department of Legal Affairs, Department of Land Resources and NITI Aayog have topped the ranking. It is closely followed by Department of Empowerment of Persons with Disability and Ministry of Development of North Eastern Region
- With regard to Efficiency dimension, NITI Aayog is the top performer. Department of Biotechnology, Ministry of Textile and Ministry of Statistics and Programme Implementation have huge scope for improvement
- For Feedback dimension, Department of Health Research, Ministry of New and Renewable Energy and Department of Agriculture and Farmers Welfare are top performing Ministries/Departments
- Ministry of Development of North Eastern Region, Department of Promotion of Industry and Trade, NITI Aayog, Department of Public Enterprises, Ministry of New and Renewable Energy, and Ministry of Tribal Affairs have top ranked and performed well in Domain dimension
- As far as Organisational Commitment dimension is concerned, the Ministry of Ayush has topped the ranking. It is followed by Department of Investment and Public Assets Management and Department of Posts

5. BSNL Feedback Call Centre

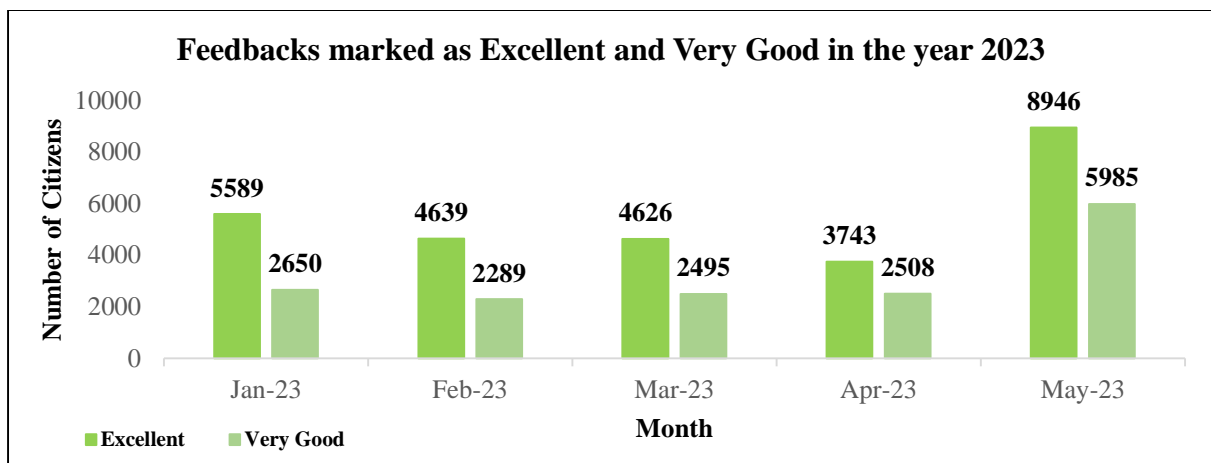
- On 10th May, 2023, Secretary, DARPG chaired a meeting with the **Chief Managing Director, BSNL** to review the performance of the Feedback Call Centre
- Key decisions taken during the meeting are as follows:
 - ✓ Number of calls to be raised and every citizen whose grievance has been redressed to be contacted
 - ✓ The questionnaire of BSNL Call Centre being used to contact the customers to be simplified
 - ✓ New CLI lines to be added by BSNL and measures to be taken at the back end to ensure minimum wait for customer after he picks up the call
 - ✓ PG Division from DARPG to review the Call Centre operations every Wednesday
 - ✓ For unsuccessful feedback calls, SMS would be sent to customer to call back on a particular number for providing their feedback and the same complaint to open at agent's end on their CLI
 - ✓ BSNL Team informed that Quality Assessment test and de-briefing of call centre professionals will be done on regular basis, BSNL team also working on appointing senior level official for training of call centre professionals
 - ✓ BSNL to setup structured teams, Joint Secretary level officials from various Ministries/Departments can come to share their knowledge with the Call Centre professionals
 - ✓ BSNL to provide link/download of call records (Ministry/Department-wise) for all the complaints leading to Appeals to Appellate authority
- From 1st January to 31st May, 2023, the BSNL Feedback Call Centre has collected **176728 feedbacks**, directly from the citizens (*highest in the month of May, 2023*)



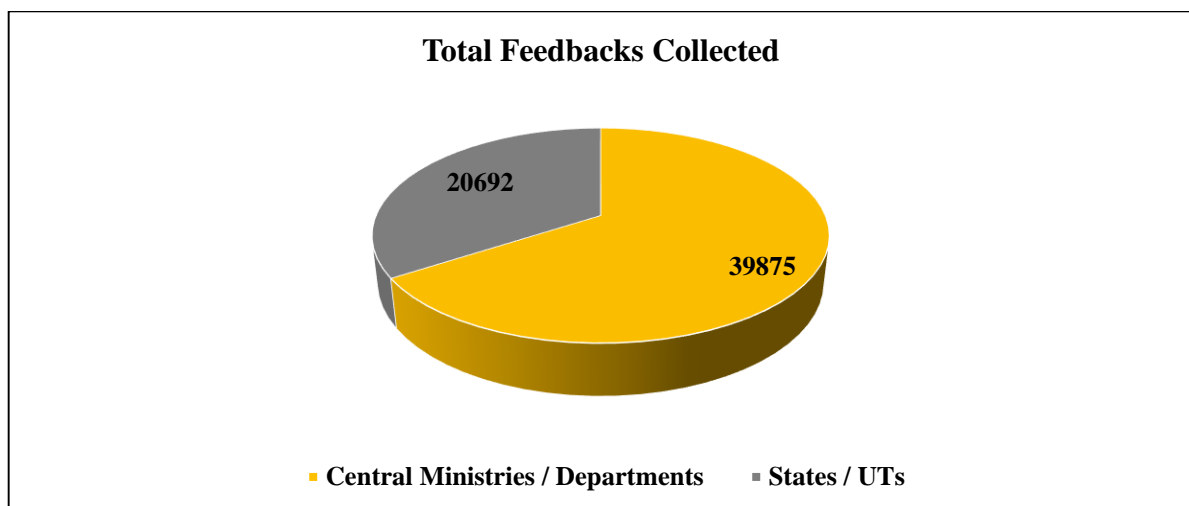
- A total of **58420 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023



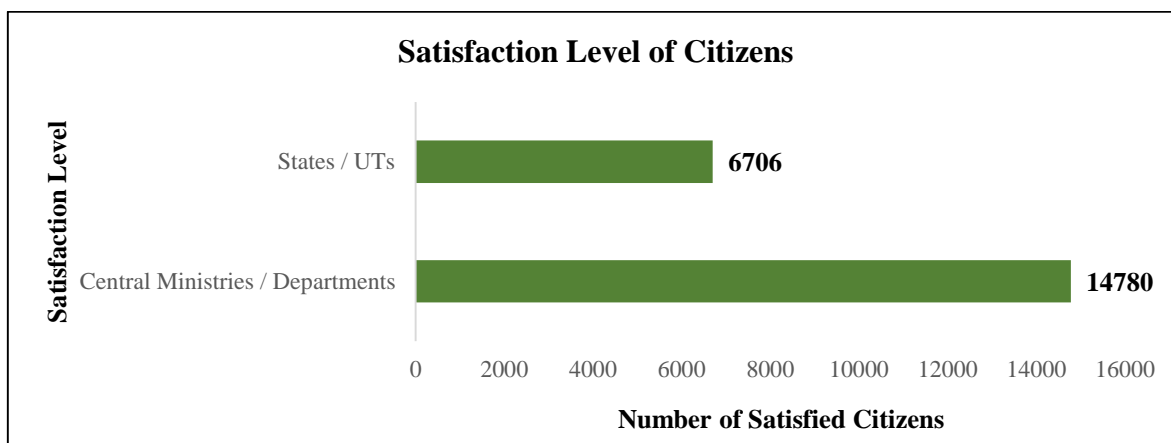
- A total of **43470 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023



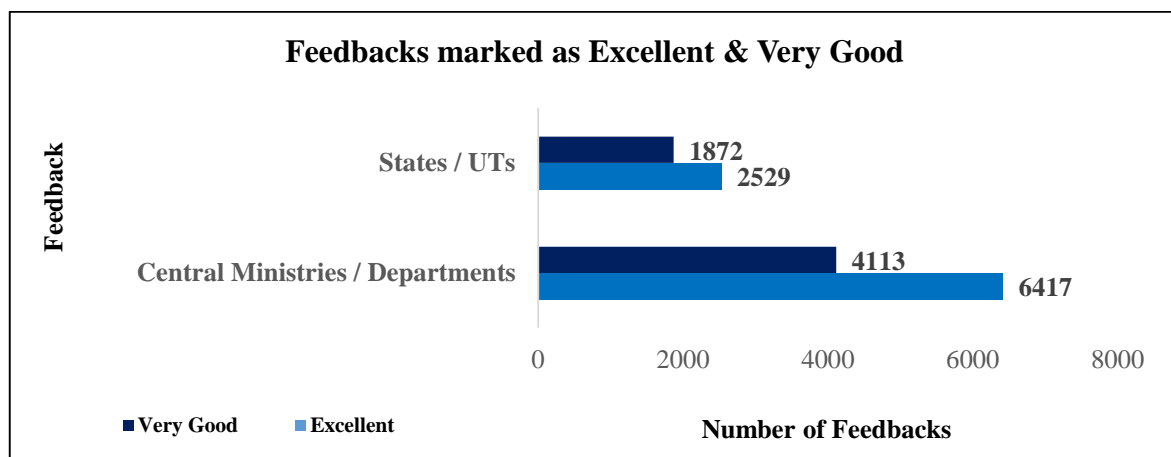
- From 1st to 31st May, 2023, the BSNL Feedback Call Centre has collected **60567 feedbacks**, directly from the citizens



- A total of **21486 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of May, 2023



- A total of **14931 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of May, 2023



- **Top 10 Ministries/Departments for which the highest citizen feedbacks has been collected by the BSNL Call Centre in the month of May, 2023**

S. No.	Name of Ministry/Department	Total	Satisfied %	Partial Satisfied %
1	Ministry of Finance	7267	40%	3%
2	Ministry of Labour and Employment	4821	45%	4%
4	Ministry of Co-operation	4087	41%	2%
4	Ministry of Personnel, Public Grievances and Pension	2968	36%	4%
5	Ministry of Communications	2412	38%	4%
6	Ministry of Defence	1785	41%	3%
7	Ministry of Railways	1465	27%	4%
8	Ministry of Home Affairs	1214	29%	3%
9	Ministry of Rural Development	1136	26%	2%
10	Ministry of Education	834	34%	4%

6. Status of Appellate Authorities and Sub-Appellate Authorities

6.1. Top 10 Appellate Authorities with maximum pendency

S. No.	Name of Ministry/Department	Name of the Officer	Designation	Receipts	Disposed	Pending
1	Central Board of Direct Taxes (Income Tax)	Smt Archana Choudhary	Principal Director General of Income Tax Administration and TPS	6979	4161	2818
2	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Adviser	20350	17659	2691
3	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	DDG	16088	13995	2093
4	Department of Personnel and Training	Shri S D Sharma	Joint Secretary	2801	945	1856
5	Department of Health & Family Welfare	Shri Samsul Haque	Deputy Secretary	2682	1169	1513
6	Ministry of Corporate Affairs	Smt Richa Kukreja	Director Inspection and Investigation	3558	2302	1256
7	Ministry of Women and Child Development	Smt Pallavi Agarwal	Joint Secretary	1283	159	1124
8	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	2538	1436	1102
9	Department of Social Justice and Empowerment	Shri S.S.Kumar	Deputy Secretary (Admn)	993	0	993
10	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	5998	5014	984

Note: S. No. 1 to 8 appeared in the Top 10 list of pendency in the Monthly Report for April, 2023 also.

6.2. Appellate Authorities with 0 Disposal in the year 2023

S. No.	Name of Ministry/Department	Name of the Officer	Designation	Total Appeals	Disposed	Pending
1	Department of Social Justice and Empowerment	Shri S.S.Kumar	Deputy Secretary (Admn)	993	0	993
2	Ministry of Tourism	Smt Meenakshi Mehta	Joint Director General	623	0	623
3	Department of Heavy Industry	Shri Akshay Kumar Panda	Economic Adviser	498	0	498
4	Ministry of Culture	Shri Gurmeet Singh Chawla	Joint Secretary	406	0	406

(Time Period: 01/01/2023 to 31/05/2023)

S. No.	Name of Ministry/Department	Name of the Officer	Designation	Total Appeals	Disposed	Pending
5	Department of Animal Husbandry, Dairying	Shri G.N.Singh	Joint Secretary	380	0	380
6	Department of Sports	Shri Kunal JS	JS Sports Development	253	0	253
7	Department of Youth Affairs	Shri Kunal	JS - Sports Development	196	0	196
8	Department of Chemicals and Petrochemicals	Shri N.K. Santoshi	Dy. Director General (DDG)	99	0	99
9	Department of Bio Technology	Shri Chaitanya Murti	Joint Secretary	70	0	70
10	Department of Fisheries	Shri Sagar Mehra	Joint Secretary	66	0	66

6.3. Top 10 Sub-Appellate Authorities with maximum pendency

S. No.	Sub Appellate Authorities	Name of the Officer	Designation	Receipts	Disposed	Pending
1	Employees Provident Fund Organisation (Head Office) [MoLE]	Shri Radha Krishan Singh	Addl. CPFC HQ	13492	11794	1698
2	Reserve Bank of India [DFS - (BD)]	Shri Satish Chander	General Manager	4493	2963	1530
3	Director General of Income Tax (System) [CBDT]	Shri Y. K. Singh	Director General of Income Tax	3749	2368	1381
4	Staff Selection Commission	Shri R G Singh	Deputy Secretary	1010	10	1000
5	Sansad Adrash Gram Yojana [DoRD]	Shri S.N.Mishra	Deputy Secretary PPM	1527	788	739
6	Delhi Police [MHA]	Smt Nuzhat Hassan	Special Commissioner of Police Vigilance and Public Transport Safety Division	836	193	643
7	National Commission for Women (NCW) [MoWCD]	Dr. Preetam B. Yashvant	Joint Secretary	487	0	487
8	US GP [MoPNG]	Shri Anand Kumar Jha - GP	Deputy Secretary	372	0	372
9	Air India Assets Holding Limited [MoCA]	Shri Vikram H. Pimprikar	Deputy Chief Finance Officer	472	137	335
10	Delhi Development Authority [MoHUA]	Shri Dibakar Sarkar	Commissioner-cum-Secretary	892	577	315

(Time Period: 01/01/2023 to 31/05/2023)

7. Technological Enhancements

7.1. Analytics by Data Strategy Unit (DSU)

7.1.1. Scheme-wise Analysis

1. Svमितva Scheme:

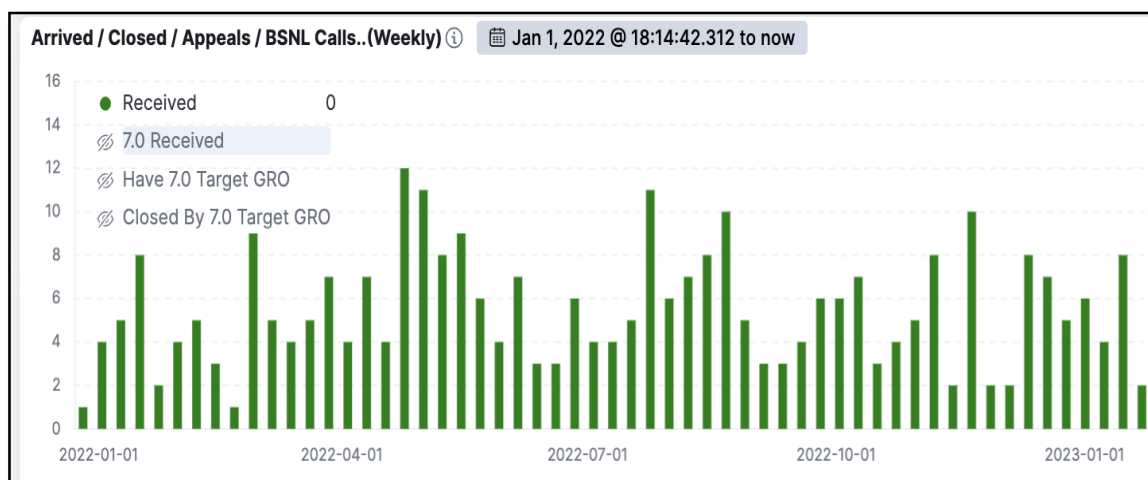
(Searched by “Svमितva स्वमित्त्व”)

There are **1643** grievances since 1st January, 2022 on “**Svमितva स्वमित्त्व**”. These took average 42 days to close. About 80% of these are closed by Centre, however, 70% of the grievances that were allocated to States, are Not Closed.

Maximum grievances in **Svमितva** are shown from Uttar Pradesh; for a reason that half of the overall grievances, (853 grievances) were filed by just one person, Dr Arshalan Khan, from AzamGarh, over a period of 6 months, of which 80% were closed by GOVUP, and 10% by DOURD (Urban) and 5% by MOMAF (Ministry of Minority Affairs).

Excluding all Duplicate grievances, the distribution of these grievances has been almost proportionate to the population density of the states.

There has been a consistent timeline Trend in the grievances arriving on “**Svमितva**” scheme.

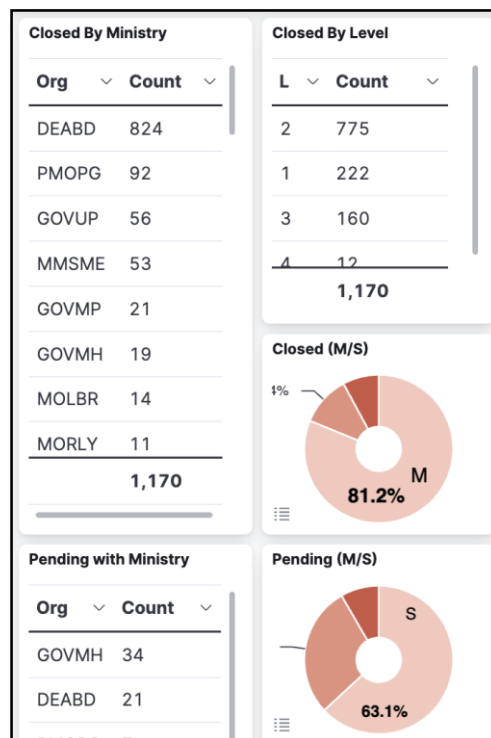


2. Jandhan Scheme:

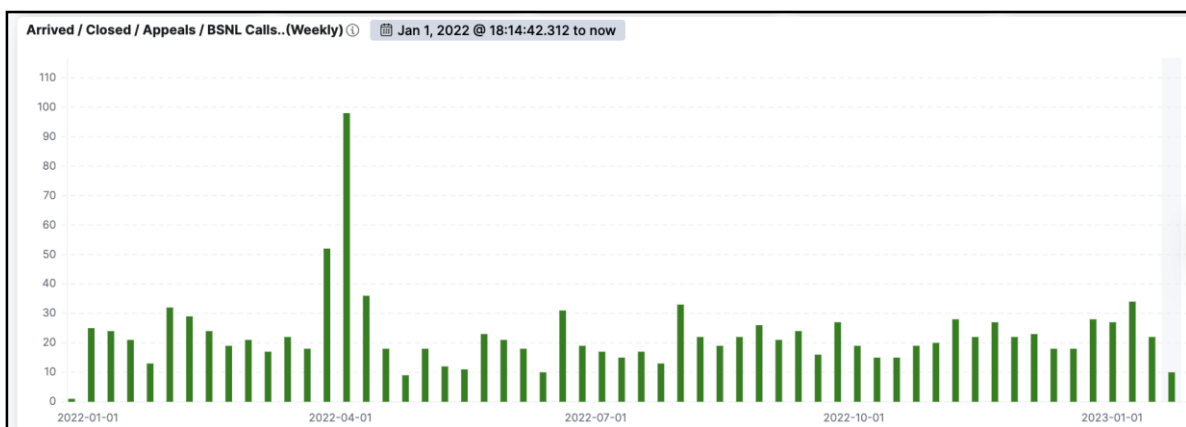
(Searched by “Jandhan जनधन”)

There are **1288** grievances since 01 Jan 2022 on “**Jandhan**”. These took average 26 days to close and about 40% of them are from UP, Bihar, MP.

Over 80% with of JanDhan grievances with Center have been closed while 63% of States allocated grievances are shown open.



There has been a consistent timeline Trend in the grievances arriving on “**Jandhan**” scheme except during the end of the financial-year.

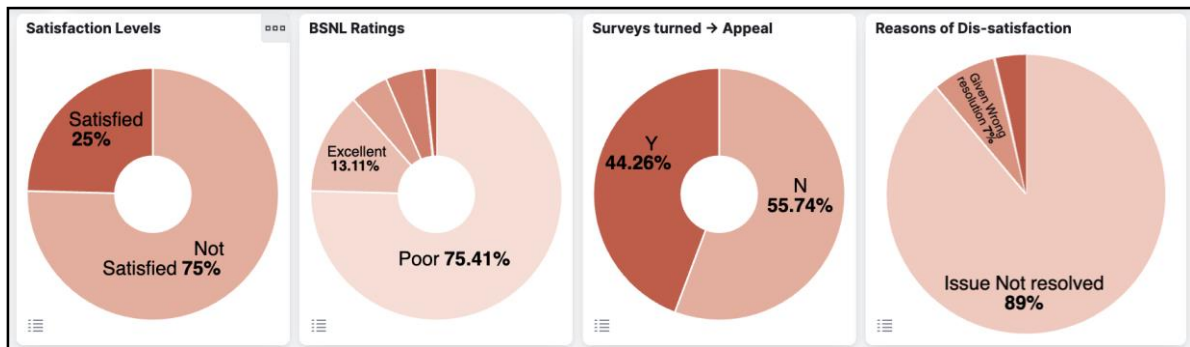


3. Jan Aushadhi Scheme:

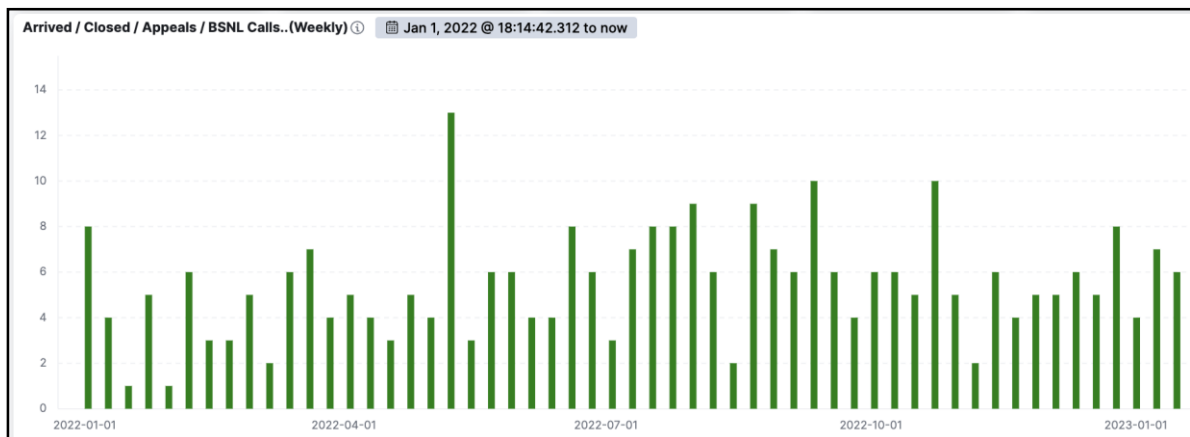
(Searched by “Jan Aushadhi जनऔषधि”)

There are **303** grievances since 01 Jan 2022 on “**Jan Aushadhi**”. These took average 67 days to close and about 40% of them are from UP, Bihar, MP.

About 75% of Feedback Ratings have been Unsatisfactory for a reason that the grievances were Closed without getting resolved.



There has been a consistent timeline Trend in the grievances arriving on “**Jan Aushadhi**” scheme, with a few random spikes in between.



7.1.2. Top 15 Public Grievance Officers with pendency over 300 for over 45 days

S. No.	Name of Ministry / Department	PG Officer Name	Designation	Receipts	Pending > 45 Days		Change
					May-23	Apr-23	
1	Central Board of Direct Taxes (Income Tax) [CBDT]	Shri Ramesh Chand	Joint Director OSD	68777	7031	7988	-957
2	Director General of Income Tax (System) [CBDT]	Shri Y. K. Singh	DGIT	43756	3135	3602	-467
3	Commissioner of Income Tax CPC ITR [CBDT]	Smt Amrita Ranjan	Director of Income Tax	34623	2017	3145	-1128
4	Department of Health & Family Welfare [DoHFW]	Shri Samsul Haque	Deputy Secretary	29384	1273	1064	209
5	Department of Pension and Pensioners Welfare [DoPPW]	Shri Pramod Kumar	Director-PP	56996	1024	908	116
6	Ministry of Railways (Railway Board) [MoR]	Shri Ratnesh Kumar Jha	Executive Director PG	58474	840	956	-116
7	Department of Financial Services (Banking Division) [DFS-BD]	Shri Surender Singh	Deputy Secretary	202617	633	421	212
8	Ministry of External Affairs [MEA]	Shri T. Armstrong Changsan	Joint Secretary PSP and CPO	18073	600	576	24
9	Department of School Education and Literacy [DoSEL]	Shri Sankha Roy	Deputy Secretary	15988	591	693	-102
10	Chief Commissioner of Income Tax Mumbai [CBDT]	Smt Geetha Ravichandran	Pr. CCIT Mumbai	7755	578	459	119
11	Delhi Police [MHA]	Smt Nuzhat Hassan	Spl. Commissioner of Police	7210	484	551	-67
12	Department of Defence [DoD]	Shri D. K. Rai	JS MIS	15241	483	484	-1
13	Ministry of Home Affairs [MHA]	Shri S. M. I. Tanvir	DDG Co-ord.II	43300	444	685	-241
14	CPV Division Ministry of External Affairs [MEA]	Shri Devesh Uttam	Joint Secretary	5005	414	353	61
15	Reserve Bank of India [DFS-BD]	Smt Betsy Rajagopal	General Manager	52853	406	261	145

Note: For Officers whose row is marked in red, the pendency has increased from April, 2023 in the month of May, 2023

(Time Period: 01/06/2022 to 31/05/2023)

7.2. Analytics by IIT-Kanpur

Automated information extraction from PDF documents with unknown structure

IGMS - <https://dashboard-pmopg.nic.in/backend/login>

RCA - <https://dashboard-pmopg.nic.in/rca.html>

The IGMS team in CPGRAMS has been working on extracting structured data from unstructured documents. We have recently obtained reasonable success in this exercise. Their newly developed algorithm takes PDF documents with unknown data formatting as input, and returns structured data objects have mapping keys to values (or questions to answers).

For example, Figures 1-3 show their different PDF documents processed by their algorithm, with *blue-ish* highlights reflecting the portions of text recognized as keys (or questions) and *yellow-ish* highlights reflecting portions recognized as values (or answers). Note that this recognition happens automatically whether information is organized horizontally (as in Figures 1 and 2) or vertically (as in Figure 3).

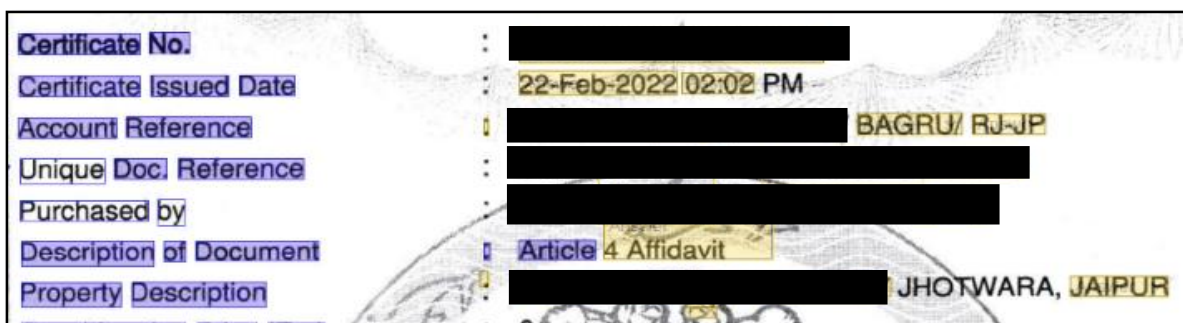


Figure 1: Sample PDF (deidentified)

L.R No.		Date of Supply	05/02/2021
Transporter		Invoice No.	
Vehicle No.		Invoice Date	05/02/2021
P.O. No.	TELECOM	State	MADHYA PRADESH
Date	04-02-2021	State Code	23
Destination	PITHAMPUR	DO. No.	
State	MADHYA PRADESH	Date	05-02-2021

Figure 2: Sample PDF (deidentified)

Quantity in Nos.	Quantity in MT	Rate / MT	Amount
SPOOLS 32	15.373	96775.00	1487722.08

Figure 3: Sample PDF

Extracting such information from PDF documents submitted to CPGRAMS offers considerable value for our downstream analysis efforts. Namely, it enables-

- ✓ **Knowledge Base Creation:** used to create a self-service resource for users to find answers to commonly asked questions, reducing the need for repetitive queries
- ✓ **Trend Analysis:** Analyzing the distribution of question-answer tags can provide insights into the most common types of grievances and identify the nature of supporting documents. This helps us identify missing information for various grievance types
- ✓ **Focus on specific issues:** Question-answer tags allow you to categorize questions and answers based on specific topics or items. This helps narrow the focus to specific issues related to the grievance. Organizing the information in this manner makes it easier to identify each problem's root cause
- ✓ **Linking related information:** Question-answer tags can establish connections between questions and answers about the root cause. This linkage facilitates the understanding of the problem and helps identify the underlying factors contributing to the grievances.

8. Outreach through Common Service Centres (CSCs)

8.1. Overview

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: 01/05/2023 to 31/05/2023)

- A total of **6597 grievances** have been registered through the Common Service Centres for Central Ministries/Departments in the month of May, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 4137 grievances in the month of May, 2023, followed by the Ministry of Cooperation at the 2nd place, with the number standing at 788 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	4137	3988	149
2	Ministry of Cooperation	788	716	72
3	Department of Financial Services (Banking Division)	308	263	45
4	Department of Rural Development	236	209	27
5	Ministry of Labour and Employment	199	175	24
6	Ministry of Corporate Affairs	125	125	0
7	Unique Identification Authority of India	70	55	15
8	Department of Posts	58	36	22
9	Department of Telecommunications	52	50	2
10	Ministry of Home Affairs	52	51	1

(Time Period: 01/05/2023 to 31/05/2023)

- 51.87% of grievances received by Department of Agriculture and Farmers Welfare in the month of May, 2023 have been filed through CSCs i.e. 4137 grievances out of 7975 receipts have been registered through CSCs
- The category “*PMKISAN related issues*” has received the maximum number of grievances with the number standing at 4113 grievances, followed by grievances pertaining to ‘*Central*

Registrar and Cooperative Society”, with 701 number of grievances, and “*Pradhan Mantri Awaas Yojana - Gramin (Rural)*” receiving 207 grievances

- In specific categories, the maximum grievances have been registered for “*Stoppage of Instalments after issue of initial few instalments*” with 2702 registrations

8.2. Status of Grievances

S. No.	Name of State/UT	Number of Grievances
1	Odisha	1562
2	Uttar Pradesh	1413
3	Punjab	1025
4	Jharkhand	585
5	Maharashtra	472
6	Rajasthan	293
7	Assam	155
8	West Bengal	144
9	Chhattisgarh	133
10	Madhya Pradesh	121



S. No.	Name of District	Number of Grievances
1	Ganjam (OD)	824
2	Tarn Taran (PB)	224
3	Balangir (OD)	222
4	Ranchi (JH)	113
5	Ajmer (RJ)	105
6	Bathinda (PB)	104
7	Ludhiana (PB)	98
8	Mansa (PB)	97
9	Sitapur (UP)	97
10	Balasore (OD)	80

(Time Period: 01/05/2023 to 31/05/2023)

- In the month of May, 2023, with respect to States/UTs, maximum grievances originated out of Odisha (1562 registrations) followed by Uttar Pradesh at 2nd place with 1413 grievances registered through CSCs
- The maximum grievances from Odisha pertains to the category “*Central Registrar and Cooperative Society*” with 562 registrations
- The maximum grievances from Uttar Pradesh pertains to the category “*PMKISAN related issues*” with 838 registrations
- For the category “*Pradhan Mantri Awaas Yojana - Gramin (Rural)*”, the maximum grievances have been registered from Odisha with 173 registrations
- In the month of May, 2023, with respect to Districts, maximum grievances originated out of Ganjam (OD) (824 registrations) followed by Tarn Taran (PB) at 2nd place with 224 grievances registered through CSCs

9. Media Outreach

Ministry of Personnel, Public Grievances & Pensions





12th Report on Central Ministries/Departments performance released by DARPG for the month of April, 2023

A total of 1,06,847 Grievances Redressed by Central Ministries/Departments in April, 2023, Average Disposal Time of 17 days/grievance

Unique Identification Authority of India, Ministry of Labour and Employment, Department of Financial Services (Pension Reforms) and NITI Aayog topped the Grievance Redressal Index for the month of April, 2023

Posted On: 09 MAY 2023 7:12PM by PIB Delhi



Ministry of Labour
@LabourMinistry

Ministry of Labour & Employment ranked 2nd under Grievance Redressal Index with a score percentage of 59.34% by DARPG for the month of April, 2023, under Group A Ministries.
#ShramMantralayAapKeSath
@byadavbjp @Rameswar_Teli @mygovindia @PIB_India

Grievance Redressal Index

To assist the Minister/Departments to review and streamline their Grievance Redressal System, and for a comparative assessment with other Minister/Departments, the Grievance Redressal Index has been developed.

The Index has two dimensions:

- Quality Disposal of Grievances
- Quantity Disposal of Grievances

The Index used in preparing the Index has been taken from 1st January, 2023 to 30th April, 2023.

Minister/Departments have been categorised into two groups, based on the number of grievances received to enable a fair comparison of Group A (Group A) and Group B (Group B) across the two ranking components (total number of grievances i.e. 1000).

Overall CRI has been calculated on the basis of the following 5 Parameters:

S. No.	Parameter	Score of Parameter	Percentage of Parameter	Weightage	Final Score
1	Quality Disposal of Grievances	Percentage of Grievances Redressed within 30 Days in the Total Grievances Received	Positive	30%	
2	Quantity Disposal of Grievances	Percentage of Grievances pending for more than 30 Days in the Total Grievances Received	Negative	30%	
3	Quality Disposal of Grievances	Percentage of Grievances Redressed through self initiated Feedback, self Enquiry and Self-Closed in the Total Grievances Received	Positive	30%	
4	Quantity Disposal of Grievances	Percentage of Grievances Redressed through self initiated Feedback, self Enquiry and Self-Closed in the Total Grievances Received	Negative	30%	
5	Quantity Disposal of Grievances	Percentage of Grievances Redressed in the Total Grievances Received	Positive	30%	

Ranking of Minister/Departments - Group A

Minister/Departments with total Grievances more than equal to 1000

Sl. No.	Name of Minister/Department	Total Grievances	Quality Disposal	Quantity Disposal	Final Score
1	Ministry of Labour and Employment	1000	59.34%	59.34%	59.34%
2	Ministry of Personnel, Public Grievances and Pensions	1000	59.34%	59.34%	59.34%
3	Ministry of Health and Family Welfare	1000	59.34%	59.34%	59.34%
4	Ministry of Education	1000	59.34%	59.34%	59.34%
5	Ministry of Agriculture	1000	59.34%	59.34%	59.34%

1:01 PM · May 16, 2023 · 3,287 Views



ET Government
@ET_Government

UIDAI, Union labour ministry top grievance redressal index



government.economictimes.indiatimes.com
UIDAI, Union labour ministry top grievance redressal index - ET Government
Udai: The grievance redressal index is part of the Centralised Public Grievance Redressal and Monitoring System.

4:38 PM · May 11, 2023 · 330 Views



PIB India
@PIB_India

12th Report on Central Ministries/Departments performance released by DARPG for the month of April 2023

A total of 1,06,847 Grievances Redressed by Central Ministries/Departments in April 2023, Average Disposal Time of 17 days/grievance

Read here: pib.gov.in/PressReleasePa...

7:31 PM · May 9, 2023 · 9,999 Views

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – May, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	3740	13105	16845	12902	3943
2	Department of Financial Services (Banking Division)	6776	11896	18672	12200	6472
3	Ministry of Cooperation	915	8069	8984	8541	443
4	Department of Agriculture and Farmers Welfare	928	7975	8903	8561	342
5	Central Board of Direct Taxes (Income Tax)	13902	5830	19732	6706	13026
6	Ministry of Railways (Railway Board)	2956	4964	7920	5008	2912
7	Department of Posts	1693	3875	5568	4039	1529
8	Ministry of Home Affairs	1242	3863	5105	4140	965
9	Department of Telecommunications	633	3394	4027	3418	609
10	Department of Ex Servicemen Welfare	3616	2774	6390	3285	3105

Annexure 1.2.: Maximum Number of Disposals – May, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	3740	13105	16845	12902	3943
2	Department of Financial Services (Banking Division)	6776	11896	18672	12200	6472
3	Department of Agriculture and Farmers Welfare	928	7975	8903	8561	342
4	Ministry of Cooperation	915	8069	8984	8541	443
5	Central Board of Direct Taxes (Income Tax)	13902	5830	19732	6706	13026
6	Ministry of Railways (Railway Board)	2956	4964	7920	5008	2912
7	Ministry of Home Affairs	1242	3863	5105	4140	965
8	Department of Posts	1693	3875	5568	4039	1529
9	Staff Selection Commission	3438	900	4338	4012	326
10	Department of Telecommunications	633	3394	4027	3418	609

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6715	85964	92679	86207	6472
2	Ministry of Labour and Employment	3001	71632	74633	70690	3943
3	Department of Agriculture and Farmers Welfare	5131	54575	59706	59364	342
4	Central Board of Direct Taxes (Income Tax)	13042	30525	43567	30541	13026
5	Ministry of Cooperation	95	25121	25216	24773	443
6	Ministry of Railways (Railway Board)	2447	24525	26972	24060	2912
7	Department of Posts	1951	24433	26384	24855	1529

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
8	Department of Financial Services (Insurance Division)	1091	23743	24834	24197	637
9	Department of Telecommunications	758	19541	20299	19690	609
10	Ministry of Home Affairs	1829	18856	20685	19720	965

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6715	85964	92679	86207	6472
2	Ministry of Labour and Employment	3001	71632	74633	70690	3943
3	Department of Agriculture and Farmers Welfare	5131	54575	59706	59364	342
4	Central Board of Direct Taxes (Income Tax)	13042	30525	43567	30541	13026
5	Department of Posts	1951	24433	26384	24855	1529
6	Ministry of Cooperation	95	25121	25216	24773	443
7	Department of Financial Services (Insurance Division)	1091	23743	24834	24197	637
8	Ministry of Railways (Railway Board)	2447	24525	26972	24060	2912
9	Ministry of Home Affairs	1829	18856	20685	19720	965
10	Department of Telecommunications	758	19541	20299	19690	609

Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances - January to May, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13042	30525	43567	30541	13026
2	Department of Financial Services (Banking Division)	6715	85964	92679	86207	6472
3	Ministry of Labour and Employment	3001	71632	74633	70690	3943
4	Department of Ex Servicemen Welfare	1486	14300	15786	12681	3105
5	Ministry of Railways (Railway Board)	2447	24525	26972	24060	2912
6	Department of Health & Family Welfare	1987	11373	13360	10730	2630
7	Department of Posts	1951	24433	26384	24855	1529
8	Department of Defence Finance	1002	6043	7045	5627	1418
9	Department of School Education and Literacy	1423	5565	6988	5742	1246
10	Department of Consumer Affairs	854	7293	8147	6909	1238
11	Ministry of External Affairs	1037	8385	9422	8234	1188
12	Department of Rural Development	1388	7499	8887	7834	1053

Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to May, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13042	30525	43567	30541	13026	8522
2	Department of Health & Family Welfare	1987	11373	13360	10730	2630	1598
3	Ministry of Railways (Railway Board)	2447	24525	26972	24060	2912	1140
4	Department of Financial Services (Banking Division)	6715	85964	92679	86207	6472	1092
5	Department of Ex Servicemen Welfare	1486	14300	15786	12681	3105	841
6	Department of Administrative Reforms and Public Grievances	861	1532	2393	1272	1121	731
7	Department of School Education and Literacy	1423	5565	6988	5742	1246	702
8	Ministry of External Affairs	1037	8385	9422	8234	1188	700
9	Department of Defence	1217	6530	7747	6839	908	593
10	Ministry of Home Affairs	1829	18856	20685	19720	965	567
11	Department of Defence Finance	1002	6043	7045	5627	1418	540

Annexure 2: Top 10 Ministries/Departments with Pending Grievances under Corruption Category – January to May, 2023

S. No.	Name of Ministry/Department	Receipts	Pending	Pending %
1	Department of Financial Services (Banking Division)	10458	1026	10%
2	Department of Personnel and Training	1220	130	11%
3	Department of Posts	1011	68	7%
4	Department of Health & Family Welfare	146	51	35%
5	Ministry of Railways (Railway Board)	445	45	10%
6	Department of Higher Education	160	42	26%
7	Department of Rural Development	469	41	9%
8	Department of Economic Affairs ACC Division	200	32	16%
9	Department of Financial Services (Insurance Division)	1012	25	2%
10	Department of Atomic Energy	194	21	11%

Annexure 3: Average Closing Time – January to May, 2023

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 Revenue	7366	132
2	Department of Atomic Energy	759	76
3	Central Board of Direct Taxes (Income Tax)	30541	63
4	Ministry of Shipping	868	58

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
5	Ministry of Statistics and Programme Implementation	152	45
6	Department of Drinking Water and Sanitation	2409	44
7	Staff Selection Commission	7688	41
8	Department of Youth Affairs	437	41
9	Ministry of Culture	1043	39
10	Ministry of Road Transport and Highways	9639	37

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	24773	2
2	NITI Aayog	1623	2
3	Department of Legal Affairs	1415	2
4	Department of Telecommunications	19690	5
5	Department of Justice	7462	5
6	O/o the Comptroller & Auditor General of India	5154	5
7	Department of Financial Services (Pension Reforms)	1539	5
8	Department of Financial Services (Insurance Division)	24197	6
9	Department of Land Resources	1301	6
10	Department of Investment & Public Asset Management	612	6

Annexure 4: Public Grievance Officers on CPGRAMS – May, 2023

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	211	301
2	Level 2	3573	687	4260
3	Level 3	7529	654	8183
4	Level 4	13228	553	13781
5	Level 5	11619	380	11999
6	Level 6	5189	85	5274
7	Level 7	1004	34	1038
8	Level 8	379	0	379
Total		42611	2604	45215

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	8803	382	9185
2	Central Board of Direct Taxes (Income Tax)	8235	568	8803
3	Department of Defence	2367	73	2440
4	Ministry of Housing and Urban Affairs	2173	197	2370

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
5	Ministry of Railways (Railway Board)	1851	152	2003
6	Central Board of Indirect Taxes and Customs	1831	41	1872
7	Department of Defence Finance	1634	48	1682
8	Department of Telecommunications	1196	142	1338
9	Department of Ex Servicemen Welfare	1246	30	1276
10	Department of Financial Services (Banking Division)	1073	182	1255

Annexure 5: Status of Action Taken Reports (ATR) – January to May, 2023

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)	85553	77682	5772	2099
2	Ministry of Labour and Employment	59724	15176	43247	1301
3	Central Board of Direct Taxes (Income Tax)	28831	11041	17719	71
4	Ministry of Cooperation	23890	23882	7	1
5	Ministry of Railways (Railway Board)	22916	17083	4162	1671
6	Department of Posts	21750	20926	771	53
7	Department of Telecommunications	17882	12694	3518	1670
8	Department of Ex Servicemen Welfare	12229	1808	10337	84
9	Department of Personnel and Training	10226	9528	215	483
10	Ministry of Corporate Affairs	9047	1925	7008	114

Annexure 6: Status of Appeals Filed on Closed Grievances – January to May, 2023

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	3977	6979	4161	2818
2	Department of Financial Services (Banking Division)	868	19482	20350	17659	2691
3	Ministry of Labour and Employment	1783	14305	16088	13995	2093
4	Department of Health & Family Welfare	1500	1182	2682	1169	1513
5	Ministry of Corporate Affairs	1847	1711	3558	2302	1256
6	Ministry of Women and Child Development	866	417	1283	159	1124
7	Ministry of Home Affairs	833	1705	2538	1436	1102
8	Staff Selection Commission	181	825	1006	10	996
9	Department of Social Justice and Empowerment	630	363	993	0	993
10	Ministry of Railways (Railway Board)	849	5149	5998	5014	984

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	566	475	190	40.00%
2	Department of Youth Affairs	592	437	145	33.18%
3	Ministry of Civil Aviation	4231	3687	1213	32.90%
4	Department of Telecommunications	20299	19690	6131	31.14%
5	Department for Promotion of Industry and Internal Trade	1194	1154	358	31.02%
6	Department of Empowerment of Persons with Disabilities	1340	1325	401	30.26%
7	Ministry of New and Renewable Energy	388	336	97	28.87%
8	Department of Rural Development	8887	7834	2093	26.72%
9	Department of Heavy Industry	501	471	124	26.33%
10	Department of Defence Research and Development	449	371	95	25.61%

Annexure 7: Habitual Complainants

1. On <https://pgportal.gov.in/>

[Time Period: 01/04/2023 to 31/05/2023]

S. No.	Name of the Complainant	Email	Mobile No	Grievances Lodged
1	Puneet Pal Singh	bhokal79@yahoo.co.in	9646711801	21
2	R K AGARWAL	rameesh718@yahoo.co.in	9892116592	17
3	RAM KRISHNA	pawanvermafzd01@gmail.com	8881925951	16
4	Arvind Ankushji Binzade	arvindbinzade19@gmail.com	7507137093	16
5	Dhanraj sainsi	sainiphoolvati@gmail.com	9782291505	14
6	SAIYYED ALI MEHDI RIZVI	alirizvi9295@gmail.com	8090005109	14
7	BINDU SRIRAM	bindu.sriram@rediffmail.com	8766213547	13
8	गजेन्द्र सिंह सेंगर वरिष्ठ समाजसेवी	gajendrasinghsengar30@gmail.com	8887787184	13
9	PVSSRAMARAO	pvss.ramarao@gmail.com	9182299718	13
10	RAMGOPAL MALI	ramgopalimali2825@gmail.com	9950552825	12

2. On <https://pmopg.gov.in/citizenreforms?language=en>

[Time Period: 01/04/2023 to 31/05/2023]

S. No.	Name of the Complainant	Email ID	Mobile Number	Grievances Lodged
1	ATIN MAITY	maityatin@gmail.com	8910751792	12093
2	Sudipto De	sudiptode1988@gmail.com	6291033249	1074
3	Jayesh Kulkarni	jayesh.kulkarni1@gmail.com	9822661443	473
4	ATIN MAITY	justiceawaited3@gmail.com	9433839610	364
5	SATWIK CHOUDHURY	satwikchoudhury@gmail.com	9123645018	351

S. No.	Name of the Complainant	Email ID	Mobile Number	Grievances Lodged
6	Sreekanth Rao Danapuneni	danapuneni2801@rediffmail.com	8790905122	331
7	Ramakrishnan R	ramu5vkl@gmail.com	9442600388	310
8	Pawan kumar agarwal	paw123.2009@rediffmail.com	8789046686	285
9	R.S.SATHEESH KUMAR	rsskumar211@rediffmail.com	8825838562	271
10	SHETH NIRAV ARVINDKUMAR	nirav_sheth73@yahoo.co.in	8401946697	251

3. On <https://helpline.rb.nic.in/>

[Time Period: 01/04/2023 to 31/05/2023]

S. No.	Name of the Complainant	Email	Mobile No	Grievances Lodged
1	Puneet Pal Singh	bhagal79@yahoo.co.in	9646711801	662
2	Danapuneni Sreekanth Rao	danapuneni@gmail.com	9963942830	391
3	Anuradha Awasthi	awasthivaibhav541@gmail.com	9807147707	215
4	BRAJESH KUMAR AWASTHI	awasthivaibhav541@gmail.com	9807147707	179
5	Tulika Prasad	tulikaritu8@gmail.com	9650301996	165
6	Pawan kumar agarwal	paw123.2009@rediffmail.com	8789046686	156
7	ASHOK KUMAR	akindia738@gmail.com	7696805890	121
8	Mohammed umar sheriff	ms7.umar185@gmail.com	7358532904	99
9	Tulika Prasad	tulikaritu8@gmail.com	9650301996	63
10	Ashay Suhas Chitnis	ashay.css@gmail.com	9172315815	36

4. On <https://pgportal.gov.in/pension/>

[Time Period: 01/04/2023 to 31/05/2023]

S. No.	Name of the Complainant	Email	Mobile No	Grievances Lodged
1	Embassy Of India, Pension Paying Office, Dharan, Nepal	amap.dharan@mea.gov.in	9824346488	61
2	Daya Nand	dayanandsati4@gmail.com	8929476061	60
3	Smt Shubhada C Patkar		9420250100	38
4	V.M.Bhalerao	vijaykumarbhalerao09@gmail.com	8766778450	29
5	Sub Mohar Singh Lamoria	moharlamoria4@gmail.com	8949665018	17
6	BHANWARI DEVI	barethsingh@gmail.com	9828636231	15

5. On <https://dpg.gov.in/default.aspx>

[Time Period: 01/04/2023 to 31/05/2023]

S. No.	Name of the Complainant	Email	Mobile No	Grievances Lodged
1	Puneet Pal Singh	bhagal79@yahoo.co.in	919646711801	21
2	Akash Narwal	narwalakash@gmail.com	9996906633	10
3	Varun Kumar H. Vaish	varunvaish1005@gmail.com	8108868822	10

Annexure 8: Indicator-based Root Cause Analysis

(List in Descending Order of Number of Grievances Received)

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Ministry of Labour and Employment	74.29	12.16	54.71	82.22	8	0.19	22.72	30.26	73.44	27.13	12.32	26.22
2	Department of Financial Services (Banking Division)	54.54	12.21	45.79	64.18	18	0.11	25.21	20.97	51.26	15.33	4.21	9.95
3	Ministry of Cooperation	95.04	-24.9	95.01	93.33	2	0	18.48	23.64	100	5.07	336.21	29.17
4	Department of Agriculture and Farmers Welfare	95.13	-19.03	85.12	100	3	0	0.34	36.78	100	0.08	71.21	25
5	Central Board of Direct Taxes (Income Tax)	12.27	8.81	25.76	61.76	67	0.05	12.56	35.8	57.78	15.28	0.59	9.67
6	Ministry of Railways (Railway Board)	54.11	7.17	53.08	58.27	19	0.09	25.76	18.35	77.78	5.1	2.18	25.62
7	Department of Posts	66.97	1.52	61.48	71.02	13	0	18.25	30.53	77.78	20.7	2.95	35.57
8	Ministry of Home Affairs	70.87	25.1	36.81	78.26	19	0	11.09	17.54	93.36	3.18	6.21	20.58
9	Department of Telecommunications	84.01	6.3	94.01	83.9	6	0	30.51	17.5	100	8.84	2.13	13.84
10	Department of Ex Servicemen Welfare	22.47	-1.81	78.58	50	39	0.15	17.78	31.25	100	4.4	2.1	7.56
11	Ministry of Corporate Affairs	65.99	20.27	36.34	66.13	9	0	19.02	12.77	61.11	10.7	21.62	27.97
12	Department of Health & Family Welfare	32.8	-1	3.94	33.94	31	0.46	11.67	21.35	46.38	20.98	2.49	8.93
13	Ministry of Housing and Urban Affairs	53.19	9.41	43.47	56.25	21	0	23.31	14.99	55	0.33	0.51	5.48
14	Department of Financial Services (Insurance Division)	68.52	2.75	71.63	81.46	12	0	26.47	15.97	90.48	10.81	2.07	11.75
15	Ministry of Road Transport and Highways	64.1	11.47	58.05	71.43	24	0	16.31	15.85	78	0.4	2.86	23.52
16	Department of Personnel and Training	46.31	-67.22	24.98	67.73	90	0.65	11.21	19.64	50.72	4.35	11.12	30.97
17	Ministry of External Affairs	50.17	3.04	58.51	0	16	0	16.67	27.68	44	21.92	3.38	7.68
18	Department of Rural Development	42.51	22.53	32.29	75.88	31	0.01	25.74	13.82	37.5	0.13	0.16	0.81

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
19	Unique Identification Authority of India	72.43	7.68	47.01	78	10	0	16.25	36.58		0.4	52.21	48.28
20	Department of Consumer Affairs	26.67	22.87	25.43	77.78	28	2.13	15.69	21.24	33.33	7.95	31.32	31.91
21	Department of Higher Education	45.49	19.23	48.11	48.31	26	0	16.37	22.41	64.86	24.75	2.48	16
22	Department of Defence Finance	22.55	-6.93	30.36	50	35	0.06	11.77	36.07	100	2.48	0.71	5.5
23	Department of Defence	42.5	10.96		64.15	26	0	0	18.34	61.29	20.96	0.33	1.83
24	Central Board of Indirect Taxes and Customs	48.98	46.75	50.34	68.29	23	0	17.71	24.73	42.42	2.74	0.46	7.26
25	Department of School Education and Literacy	37.79	-5.21	53.13	69.23	34	0.5	21.23	14.65	54.55	21.72	5.64	27.5
26	Department of Justice	86.09	6.11	100	33.33	6	0	4.72	10.46	86.21	32.17	167.83	16.67
27	Ministry of Petroleum and Natural Gas	51.88	-3.89	21.53	69.23	20	0	17.05	30.88	63.16	7.03	1.27	13.57
28	Ministry of Civil Aviation	42.97	18.49	28.65	63.64	27	0	45.88	6.86	76	0.57	2.15	13.24
29	Department of Revenue	36.34	26.81	22.8	79.78	259	0	6.06	18.61	84.62	2.45	21.95	10.26
30	Ministry of Electronics & Information Technology	61.46	21.81	53.09	75.76	15	0	15.32	22.13	84	2.07	4.17	11.49
31	Ministry of Panchayati Raj	81.65	10.88	19.06	86.79	9	0	25.14	22.87	85.71	0	15.18	11.11
32	Department of Social Justice and Empowerment	54.84	19.89	0	100	22	0	12.8	14.75	86.36	0.45	6.25	13.08
33	Department of Food and Public Distribution	74.89	-6.56	88.81	93.75	9	0	29.26	25.17	50	21.44	8.02	23.44
34	Department of Military Affairs	41.42	45.35	46.71	61.54	29	0	17.8	16.78	75	16.6	0.43	5.09
35	Department of Drinking Water and Sanitation	88.2	34.04	98.11	0	6	0	0.23	14.58	50	0	4.55	2.06
36	Ministry of Women and Child Development	54.37	11.44	11.84	42.86	10	0	25.91	17.45	85.71	5.73	11.03	21.05
37	Ministry of Environment, Forest and Climate Change	60.99	0.58	68.67	100	14	0	12.01	17.92	75	19.71	2.45	21.28
38	Department of Economic Affairs ACC Division	20.43	8.25	20	37.29	75	0	5.62	22.3	37.84	17.01	3.63	6.38

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
39	Ministry of Power	69.48	14.68	56.36	100	16	0	7.48	17.59	66.67	0.89	0.71	4.42
40	NITI Aayog	96.41	17.1	90	100	2	0	2.44	10	100	0	3.89	2.47
41	Department of Commerce	56.68	12.36	65.57	20	18	0	8.61	22.83	71.43	37.22	1.47	6.19
42	Department for Promotion of Industry and Internal Trade	85.55	-10.61	71.08		7	0	44.41	6.15	50	8.47	3.04	7.22
43	O/o the Comptroller & Auditor General of India	23.17	179.8	31.03	75	21	0	11.3	34.15	0	0	1.99	9.35
44	Ministry of Coal	67.34	5.02		80	13	0	0	6.19	0	1.47	0.41	6.77
45	Ministry of Tourism	72.65	49.45	0	100	13	0	19.66	16.38	87.5	10.29	3.49	10.26
46	Ministry of Information and Broadcasting	33.07	-16.83	50	80	37	0	18.47	22.96	33.33	2.29	1.59	15.15
47	Department of Financial Services (Pension Reforms)	90.97	23.83	0	0	10	0	4.4	26.51		44.35	79.67	33.33
48	Ministry of Minority Affairs	40.05	45.91	50	100	26	0	18.02	10.77	50	0.86	3.31	18.57
49	Department of Empowerment of Persons with Disabilities	93.43	-25.41	95.31	100	6	0	22.63	12.38	100	1.33	4.71	22.92
50	Ministry of Ayush	77.45	76	85.42	0	10	0	15.58	12.66	75	2.27	2.56	18.6
51	Ministry of Parliamentary Affairs	89.58	-2.73	100		6	4.17	0.86	8.96	100	1.4	8.92	16.67
52	Department of Land Resources	83.84	-17.96	100		7	0	0.51	23.08	100	0	15.46	15.38
53	Department of Legal Affairs	99.04	-11.11		100	1	0	0	18.18	100	1.5	8.7	8.7
54	Ministry of Culture	16.16	32.64	0	57.58	53	0	7.21	18.18		1.05	1.22	6.37
55	Ministry of Water Resources, River Development & Ganga Rejuvenation	54.76	9.68	26.24	100	21	0	17.96	12.73	75	18.24	0.83	13.59
56	Ministry of Tribal Affairs	35.95	86.67	23.53	50	33	0	3.78	29.17	100	0	1.53	8.18
57	Ministry of Micro Small and Medium Enterprises	61.79	-2.48	22.22	63.64	13	0	23.03	7.04	75	1.91	0.94	8.98
58	Department of Health Research	25.57	200	0	0	22	0	1.89	55.56	50	4.76	1.08	2.21

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
59	Department of Defence Production	52.92	12.5	47.54	50	18	0	22.93	13.04	0	3.47	0.61	11.02
60	Department of Animal Husbandry, Dairying	50.26	24.56	0	50	17	0	13.51	27.27	63.64	22.54	3.55	2.5
61	Department of Expenditure	57.95	-36.15	9.76		20	0	8.28	8.57	0	44.85	3.58	21.05
62	Ministry of Shipping	57.35	7.14			30	0	0	19.57	100	22.96	1.18	20.18
63	Department of Youth Affairs	41.2	5.79	0	50	25	0	75.97	0.97	0	0	6.4	35
64	Department of Science and Technology	61.27	-20.13	77.55	66.67	19	0	11.04	38.71	66.67	2.52	0.79	9.27
65	Ministry of Skill Development and Entrepreneurship	44.63	-19.05	6.53	52.94	16	0	25.2	19.23	50	0.84	1.51	8.86
66	Department of Sports	52	50	0	100	36	0	19.85	25	50	1.8	2.13	19.23
67	Department of Atomic Energy	29.91	11.58	51.85	56.86	69	0	35.29	9.09	100	0.94	1.41	30.67
68	Department of Heavy Industry	75.19	21.79	0	100	12	0	22.22	9.76	50	26.32	1.32	5.56
69	Department of Investment & Public Asset Management	95.69	-19.66	50		11	0	2.63	11.11	100	43.62	11.75	37.5
70	Ministry of Steel	41.06	26.03	28.13	50	27	0	19.35	30.77	100	3.26	0.94	16.33
71	Department of Agriculture Research and Education	31.77	-11.22	60	0	24	0	19.75	9.09	25	3.45	0.31	4.3
72	Legislative Department	22.4	28.36	43.59		24	0	38.24	13.04	0	1.16	2.21	5.13
73	Department of Defence Research and Development	36.69	2.63	15	71.43	15	0	31.15	18.75	50	6.41	0.67	0.86
74	Ministry of Mines	55.14	56.25		100	10	0	0	30	20	12	1.74	13.95
75	Department of Pharmaceutical	49.61	13.64		100	31	0	0	17.86	62.5	4	2.5	26.67
76	Ministry of New and Renewable Energy	40.23	32.69	73.33	100	11	0	17.14	55.56		0	1.44	4.17
77	Ministry of Textiles	18.75	8.06	19.85	0	31	0	17.46	25	0	0	0.63	10.38
78	Department of Scientific & Industrial Research	34.19	31.11			19	0	0	13.79	0	0	0.36	7.27
79	Department of Space	48.15	43.59	56.76	33.33	24	0	26.09	23.53	60	14.29	2	14.29

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
80	Department of Fisheries	69.57	188.89	0		21	0	50	8.33	50	17.31	3.47	6.67
81	Ministry of Food Processing Industries	71.19	10.26	0		6	0	11.11	0	100	34.88	1.3	3.03
82	Department of Chemicals and Petrochemicals	28	57.69	0	100	51	0	10.14	16.67	33.33	7.32	2.56	6.25
83	Ministry of Earth Sciences	28.95	69.57	0	0	57	0	21.57	13.64	100	20.51	1.08	5.56
84	Department of Public Enterprises	95.45	-19.51	0	100	6	0	0	6.25	100	0	2.06	6.25
85	Department of Fertilizers	21.05	52.63	14.2	33.33	28	0	19.23	20	16.67	27.59	0.76	7.89
86	Department of Biotechnology	13.73	75	0	0	43	0	16.67	0	0	0	0.25	1.79
87	Ministry of Statistics and Programme Implementation	16.47	-8.33	14.29		65	0	22.92	10		22.73	0.24	5.49
88	Department of Official Language	30.77	50	0		44	0	12.5	16.67		28.57	1.62	7.69
89	Ministry of Development of North Eastern Region	79.17	54.55	90	100	12	0	13.64	25		0	0.63	0

Legends for Colour Code:

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 30			5 - 10	
	25-50			30 - 45			10 - 15	
	<25			> 45			>15	
	Grievance & Appeals Not Received							



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

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