



CPGRAMS

Monthly Report – Central Ministries/Departments

June 2023

[Report Number 14]

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1. Key Highlights

1. General

- **Hon'ble Minister of State of Dr. Jitendra Singh** launched the **CPGRAMS Monthly Reports** for the month of May, 2023 and **Grievance Redressal Assessment & Index 2022** on 21st June, 2023, and also reviewed the progress of CPGRAMS
- A steep reduction in the pendency of Public Grievances has been observed in the Central Secretariat. The **pendency level** has come down to **57848 grievances**, in the month of June 2023 (data till 30th June, 2023), which is the lowest ever recorded in the Central Secretariat
- In June, 2023, for the **11th 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 30th June, 2023 is **19 Days**
- In June, 2023, the BSNL Call Centre collected feedback from **96701 citizens**, which is the highest number of feedbacks collected since its inception. Out of these, approximately **35% citizens** expressed satisfaction with the resolution provided to their respective grievances
- On 16th June, 2023, Secretary, DARPG chaired meetings with **Appellate Authorities** and **Nodal Officers of all the Ministries/Departments**, to review the **Quality of disposal** and **Pendency** of appeals and grievances on CPGRAMS

Key decisions taken during the review meeting are:

- ✓ Ministries/Departments with low percentage of active GROs to grievances should consider allocation of more number of GROs on CPGRAMS
- ✓ Department of Health and Family Welfare, Central Board of Direct Taxes (Income Tax) and Ministry of Railways were asked to further bring down their pendency in view of their ranking in the GRAI
- ✓ All the Nodal Officers and Appellate Authorities were requested to login to IGMS & RCA Tool developed by IIT Kanpur and Tree Dashboard developed by the Data Strategy Unit
- ✓ With reference to the OM of DARPG dated 28.3.2023 to review categorization of PG cases, identify defunct accounts and update the mapping of the GROs, Secretary, DARPG informed that the exercise would conclude this month and requested all the Ministries/Departments to update DARPG with data sets in case not done till date

- ✓ All the appellate authorities with zero disposal in the year 2023 should expedite disposal of the appeals. Department of Social Justice and Empowerment, Department of Youth Affairs and Staff Selection Commission were asked to immediately appoint Appellate Authorities on CPGRAMS
- ✓ In cases where the Appellate Authorities had increasing burden, Secretary, DARPG directed them to create new Sub-Appellate Authorities

2. PG Cases

- In June, 2023, **100724 PG cases were received** on the CPGRAMS portal, **102348 PG cases were redressed** and there exists a **pendency of 57848 PG cases**, as of 30th June, 2023
- The pendency in the Central Secretariat has **decreased from 59472 PG cases at the end of May, 2023 to 57848 PG cases at the end of June, 2023**
- Ministry of Labour and Employment [12791 grievances], Department of Financial Services (Banking Division) [11685 grievances], and Department of Agriculture and Farmers Welfare [7714 grievances], have received the maximum number of grievances in June, 2023
- **15 Ministries/Departments** have more than **1000 pending grievances** as on 30th June, 2023
- Central Board of Direct Taxes (Income Tax) [7993 grievances] and Department of Health and Family Welfare [1588 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

- In June, 2023, **21379 appeals were received** and **26320 appeals were disposed**. The Central Secretariat has a **pendency of 23884 PG Appeals at the end of June, 2023**
- Central Board of Direct Taxes (Income Tax) [2820 appeals], the Department of Financial Services (Banking Division) [1902 appeals], and Ministry of Corporate Affairs [1261 appeals] have the maximum pendency of appeals as on 30th June, 2023

4. Grievance Redressal Assessment and Index (GRAI) – 2022

- **Department of Posts, Unique Identification Authority of India and Ministry of Labour and Employment** are the top performers in the Grievance Redressal Assessment & Index within the **Group A for the year 2022**

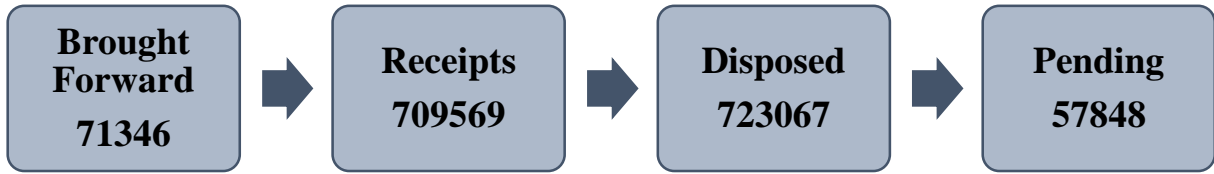
- **Department of Financial Service (Pension Reforms), Department of Legal Affairs and Ministry of Mines** are the top performers in the Grievance Redressal Assessment & Index within the **Group B for the year 2022**
- **Department of Land Resources, Department of Pharmaceutical and Department of Public Enterprises** are the top performers in the Grievance Redressal Assessment & Index within the **Group C for the year 2022**

5. Grievance Redressal Assessment and Index (GRAI) – June, 2023

- **Department of Agriculture and Farmers Welfare and Ministry of Cooperation** are the top performers in the Grievance Redressal Assessment & Index within the Group A for June, 2023
- **NITI Aayog and Department of Public Enterprises** are the top performers in the Grievance Redressal Assessment & Index within the Group B for June, 2023

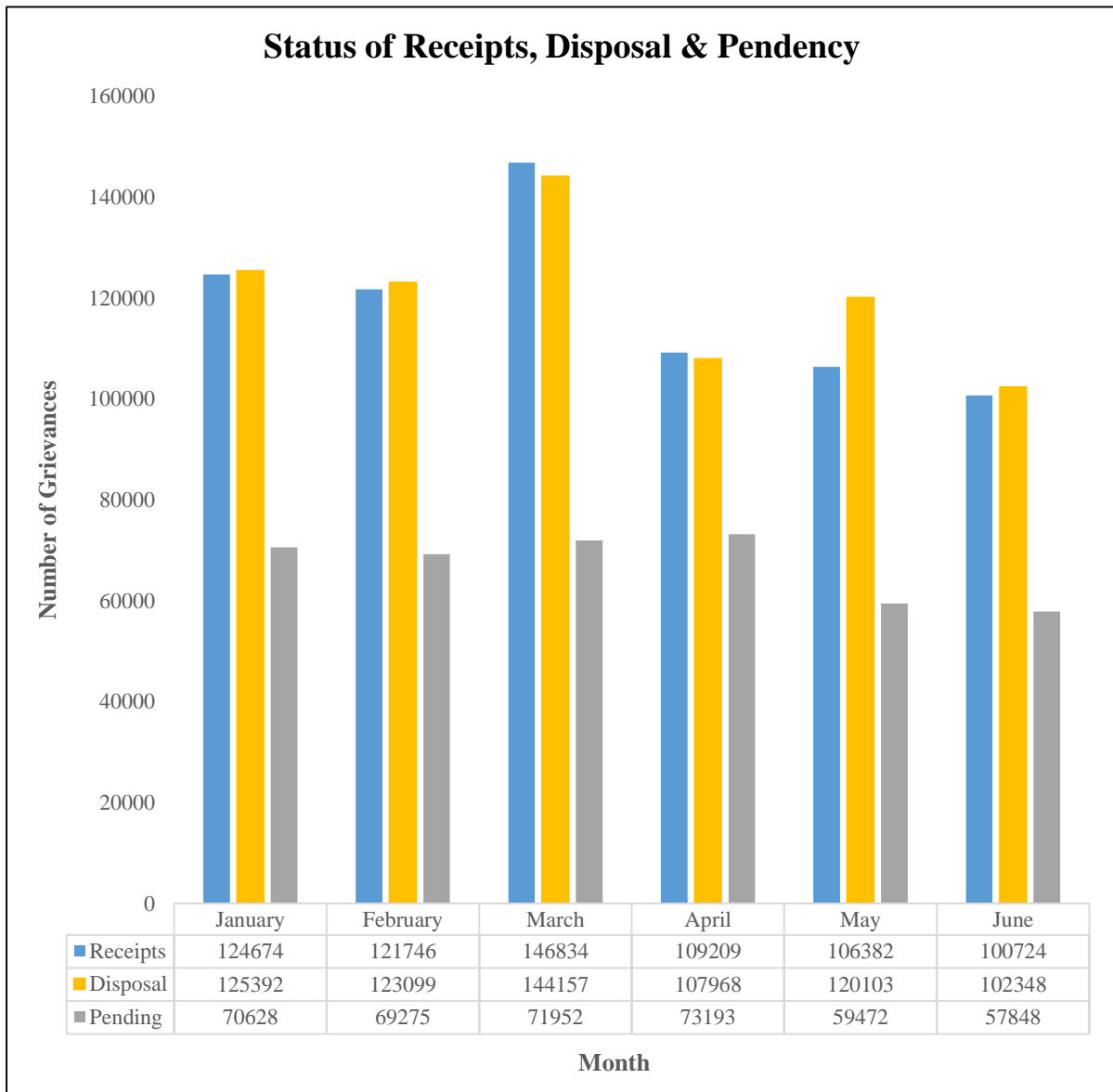
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2023 to 30/06/2023)

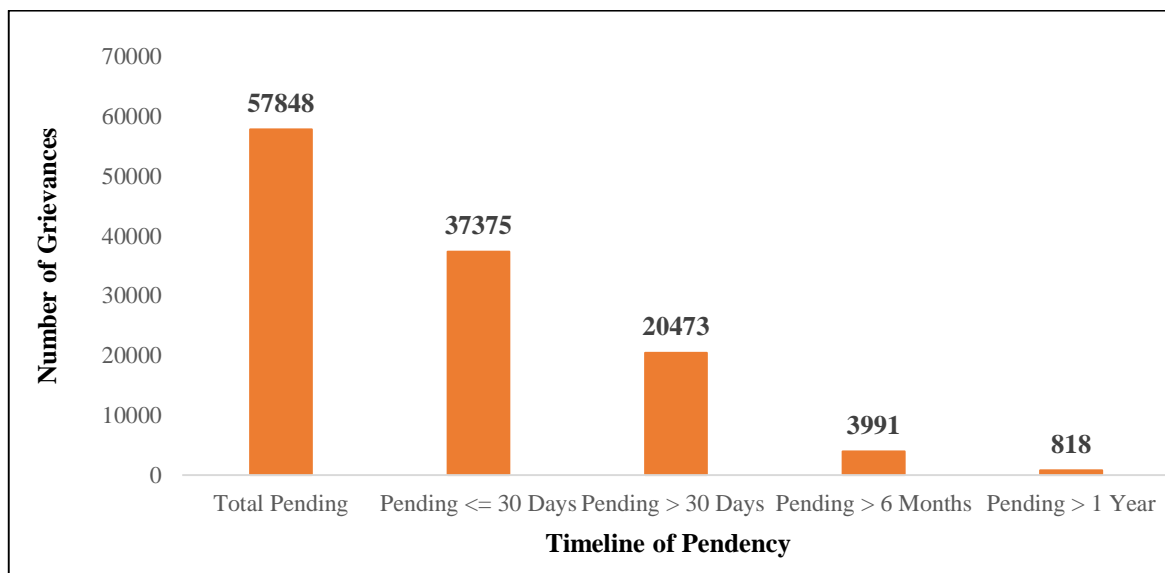
2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 30/06/2023)

3. Age-wise Status of Grievances on CPGRAMS

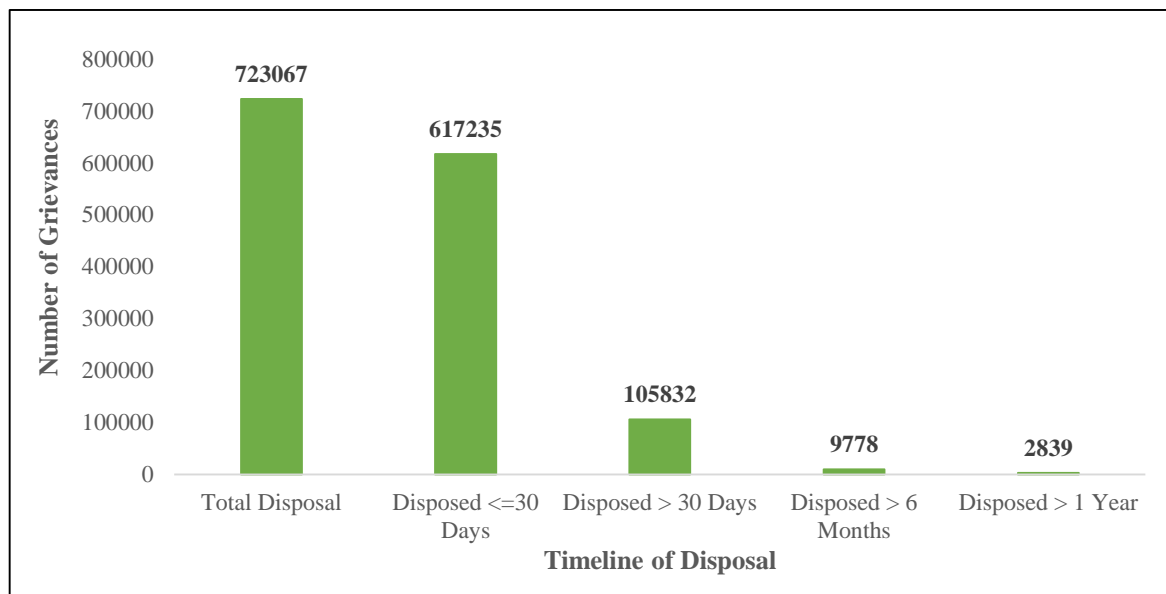
3.1. Pendency



(Time Period: 01/01/2023 to 30/06/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [7993 grievances], which contributes to 65.36% of their total pendency [12229 grievances]
- **Department of Health & Family Welfare** has the 2nd highest number of grievances pending for more than 30 days [1588 grievances], which contributes to 59.14% of their total pendency
- **26 Ministries/Departments** do not have any grievances pending for more than 6 months
- **51 Ministries/Departments** do not have any grievances pending for more than 1 year
- 60.10% of the grievances pending for **Ministry of Home Affairs** are pending for more than 30 days
- 53.53% of the grievances pending for **Ministry of External Affairs** are pending for more than 30 days
- 38.22% of the grievances pending for **Department of Rural Development** are pending for more than 30 days
- 29.52% of the grievances pending for **Ministry of Railways** are pending for more than 30 days
- **Department of School Education & Literacy** has 20.86% grievances pending for more than 6 months of their total pendency

3.2. Disposal



(Time Period: 01/01/2023 to 30/06/2023)

- **Department of Financial Services (Banking Division)** has disposed the maximum number of grievance within 30 days' time period [88399 grievances]
- **Ministry of Cooperation** has disposed 99.96% of the total grievances disposed within 30 days' time period
- **Department of Telecommunications** has disposed 98.78% of the total grievances disposed within 30 days' time period
- **Ministry of Labour and Employment** has disposed 98.01% of the total grievances disposed within 30 days' time period
- **6 Ministries/Departments** has disposed all the grievances within 6 months' time period
- **26 Ministries/Departments** has disposed all the grievances within 1-year time period
- **Central Board of Direct Taxes (Income Tax)** has disposed 57.07% of their grievances after 30 days' time period
- **Ministry of Statistics and Programme Implementation** has disposed 48.94% of their grievances after 30 days' time period
- **Department of Ex Servicemen Welfare** has disposed 35.06% of their grievances after 30 days' time period
- **Department of Revenue** has disposed 17.46% of their grievances after 6 months' time period

4. Grievance Redressal Assessment and Index – June, 2023

Grievance Redressal Assessment & Index 2022 was released by the Hon'ble Minister of State Dr. Jitendra Singh on 21st June, 2023. The complete report for GRAI 2022 is available at: https://darpg.gov.in/sites/default/files/GRAI%20Report_20%20June%202023.pdf

DARPG has introduced 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.

The GRAI has the following 4 dimensions:

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

The data used in preparing the GRAI has been taken from **1st June, 2023 to 30th June, 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 2022 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

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
			4	% of Resolution of Grievances under Corruption Category	Positive	0.10
			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	7,714	0.362	0.264	0.132	0.044	0.803	1
2	Ministry of Cooperation	4,512	0.408	0.175	0.144	0.039	0.766	2
3	Unique Identification Authority of India	1,499	0.313	0.21	0.116	0.092	0.732	3
4	Department of Posts	4,193	0.309	0.188	0.124	0.072	0.693	4
5	Department of Ex Servicemen Welfare	2,817	0.299	0.194	0.145	0.04	0.679	5
6	Ministry of Home Affairs	3,581	0.291	0.183	0.137	0.056	0.667	6
7	Ministry of Labor and Employment	12,791	0.335	0.178	0.09	0.062	0.665	7
8	Ministry of Electronics & Information Technology	681	0.302	0.193	0.123	0.046	0.664	8
9	Department of Personnel and Training	1,475	0.296	0.185	0.114	0.062	0.657	9

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
10	Department of Telecommunications	3,650	0.366	0.124	0.117	0.047	0.654	10
11	Ministry of Road Transport and Highways	1,714	0.297	0.161	0.132	0.06	0.649	11
12	Department of Justice	1,019	0.367	0.173	0.083	0.025	0.649	12
13	Ministry of Petroleum and Natural Gas	913	0.266	0.197	0.12	0.049	0.633	13
14	Ministry of Panchayati Raj	667	0.334	0.111	0.135	0.043	0.623	14
15	Central Board of Indirect Taxes and Customs	986	0.252	0.186	0.134	0.039	0.611	15
16	Department of Social Justice and Empowerment	727	0.258	0.167	0.137	0.048	0.61	16
17	Department of Financial Services (Banking Division)	11,685	0.294	0.153	0.11	0.043	0.6	17
18	Department of Defence	1,097	0.25	0.221	0.095	0.033	0.599	18
19	Ministry of Corporate Affairs	2,539	0.298	0.148	0.091	0.061	0.598	19
20	Department of Revenue	768	0.195	0.233	0.138	0.03	0.597	20
21	Department of Financial Services (Insurance Division)	1,680	0.322	0.125	0.104	0.044	0.594	21
22	Ministry of Railways (Railway Board)	5,117	0.278	0.133	0.114	0.062	0.588	22
23	Ministry of External Affairs	1,484	0.257	0.224	0.061	0.037	0.58	23
24	Department of Consumer Affairs	1,285	0.216	0.164	0.131	0.066	0.577	24
25	Department of Defence Finance	1,614	0.232	0.159	0.148	0.039	0.577	25
26	Department of Higher Education	1,351	0.238	0.189	0.086	0.048	0.562	26
27	Department of Health & Family Welfare	2,232	0.227	0.184	0.08	0.041	0.532	27
28	Central Board of Direct Taxes (Income Tax)	5,656	0.172	0.219	0.099	0.041	0.532	28
29	Ministry of Housing and Urban Affairs	1,801	0.265	0.124	0.098	0.036	0.523	29
30	Ministry of Civil Aviation	1,032	0.263	0.063	0.116	0.046	0.488	30
31	Department of School Education and Literacy	1,013	0.198	0.14	0.067	0.063	0.468	31
32	Department of Rural Development	1,312	0.229	0.098	0.082	0.031	0.44	32

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, no calls made for feedback and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

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	NITI Aayog	335	0.398	0.262	0.12	0.031	0.812	1
2	Department of Public Enterprises	62	0.357	0.264	0.145	0.029	0.796	2
3	Ministry of Parliamentary Affairs	233	0.304	0.292	0.128	0.057	0.78	3
4	Department of Legal Affairs	221	0.408	0.172	0.147	0.04	0.767	4
5	Department of Drinking Water and Sanitation	454	0.397	0.174	0.149	0.033	0.754	5
6	Department of Pharmaceutical	52	0.311	0.214	0.12	0.061	0.707	6
7	Ministry of Shipping	109	0.277	0.236	0.123	0.055	0.69	7
8	Ministry of Earth Sciences	35	0.317	0.218	0.117	0.037	0.69	8
9	Ministry of Coal	311	0.304	0.196	0.15	0.038	0.688	9
10	Ministry of Power	367	0.29	0.221	0.129	0.036	0.675	10
11	Department of Land Resources	267	0.304	0.172	0.14	0.058	0.674	11
12	Department of Investment & Public Asset Management	127	0.341	0.147	0.102	0.078	0.668	12
13	Department of Food and Public Distribution	457	0.356	0.117	0.127	0.061	0.661	13
14	Department of Science and Technology	82	0.265	0.205	0.15	0.039	0.659	14
15	Department of Empowerment of Persons with Disabilities	167	0.325	0.143	0.141	0.049	0.658	15
16	Ministry of Ayush	218	0.346	0.118	0.13	0.047	0.64	16
17	Department of Financial Services (Pension Reforms)	178	0.321	0.154	0.098	0.066	0.64	17
18	Department of Animal Husbandry, Dairying	202	0.257	0.244	0.104	0.033	0.637	18
19	Department of Expenditure	128	0.272	0.231	0.074	0.054	0.632	19
20	Ministry of Mines	93	0.296	0.194	0.099	0.042	0.631	20
21	Ministry of Tribal Affairs	145	0.197	0.241	0.15	0.037	0.624	21
22	Staff Selection Commission	268	0.195	0.253	0.104	0.072	0.624	22
23	Department of Defence Production	141	0.284	0.195	0.098	0.041	0.618	23
24	Department of Agriculture Research and Education	94	0.233	0.198	0.149	0.037	0.617	24
25	Ministry of Development of North Eastern Region	16	0.322	0.115	0.15	0.03	0.617	25
26	Ministry of New and Renewable Energy	61	0.223	0.196	0.15	0.041	0.611	26
27	Ministry of Textiles	93	0.229	0.183	0.15	0.044	0.606	27

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
28	Department of Scientific & Industrial Research	60	0.202	0.232	0.125	0.041	0.599	28
29	O/o the Comptroller & Auditor General of India	314	0.281	0.168	0.108	0.042	0.599	29
30	Ministry of Water Resources, River Development & Ganga Rejuvenation	226	0.278	0.16	0.116	0.044	0.598	30
31	Department for Promotion of Industry and Internal Trade	188	0.339	0.071	0.145	0.037	0.591	31
32	Ministry of Information and Broadcasting	338	0.226	0.219	0.097	0.048	0.59	32
33	Ministry of Environment, Forest and Climate Change	423	0.268	0.165	0.106	0.05	0.588	33
34	Department of Fisheries	45	0.323	0.092	0.127	0.039	0.58	34
35	Ministry of Tourism	228	0.295	0.148	0.093	0.04	0.576	35
36	Ministry of Micro Small and Medium Enterprises	142	0.28	0.133	0.122	0.04	0.575	36
37	Department of Space	37	0.261	0.121	0.147	0.044	0.574	37
38	Department of Military Affairs	404	0.233	0.19	0.111	0.037	0.571	38
39	Department of Chemicals and Petrochemicals	21	0.201	0.218	0.096	0.047	0.561	39
40	Ministry of Women and Child Development	369	0.253	0.134	0.109	0.053	0.549	40
41	Department of Health Research	52	0.257	0.201	0.056	0.033	0.547	41
42	Department of Sports	84	0.219	0.171	0.104	0.05	0.544	42
43	Ministry of Food Processing Industries	37	0.255	0.226	0.029	0.034	0.544	43
44	Department of Defence Research and Development	46	0.193	0.173	0.145	0.031	0.542	44
45	Department of Heavy Industry	85	0.287	0.103	0.113	0.039	0.542	45
46	Department of Commerce	302	0.22	0.207	0.062	0.037	0.527	46
47	Department of Economic Affairs ACC Division	279	0.18	0.213	0.089	0.037	0.519	47
48	Ministry of Steel	66	0.223	0.139	0.06	0.048	0.469	48
49	Ministry of Minority Affairs	208	0.228	0.132	0.059	0.041	0.46	49
50	Ministry of Culture	179	0.162	0.178	0.06	0.044	0.443	50
51	Department of Fertilizers	28	0.166	0.135	0.097	0.044	0.442	51
52	Ministry of Skill Development and Entrepreneurship	326	0.207	0.128	0.059	0.043	0.437	52
53	Ministry of Statistics and Programme Implementation	37	0.223	0.161	0	0.042	0.426	53
54	Legislative Department	68	0.217	0.051	0.108	0.044	0.42	54

#	Name of Ministry/Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
55	Department of Atomic Energy	88	0.226	0.071	0.059	0.064	0.419	55
56	Department of Bio Technology	17	0.151	0.159	0.06	0.034	0.404	56
57	Department of Youth Affairs	41	0.127	0.051	0.06	0.077	0.315	57
58	Department of Official Language	15	0.086	0.002	0.132	0.03	0.25	58

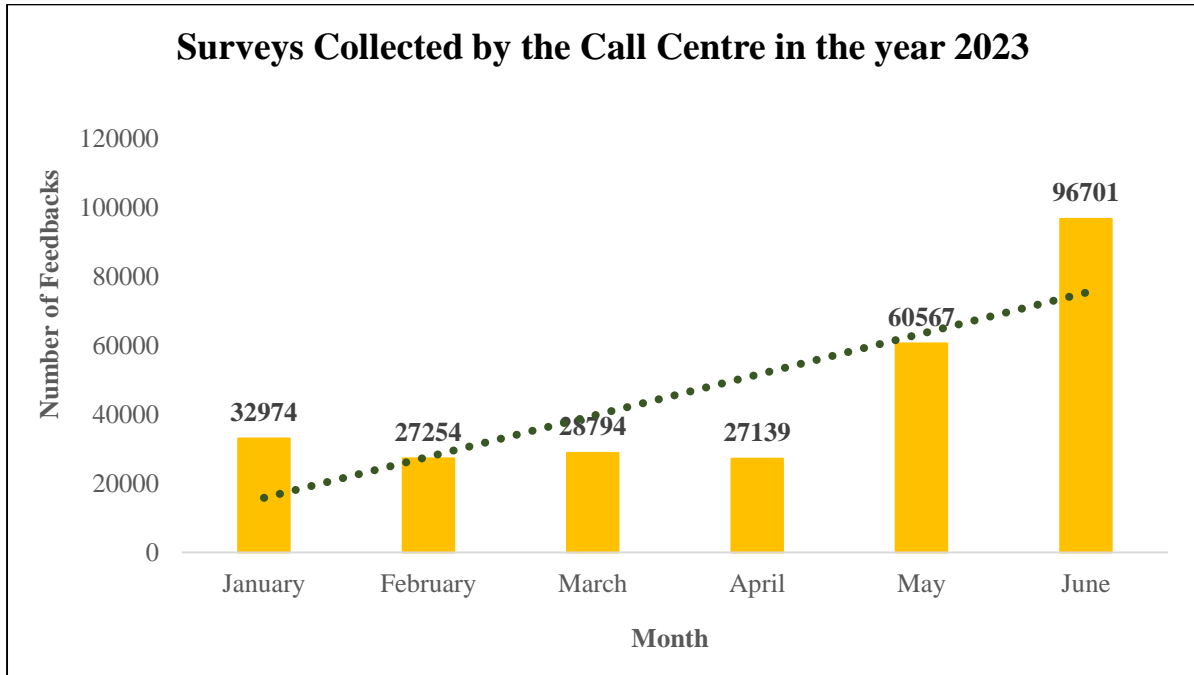
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, no calls made for feedback and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating GRAI score.

4.3. Analysis of Monthly Grievance Redressal Assessment and Index

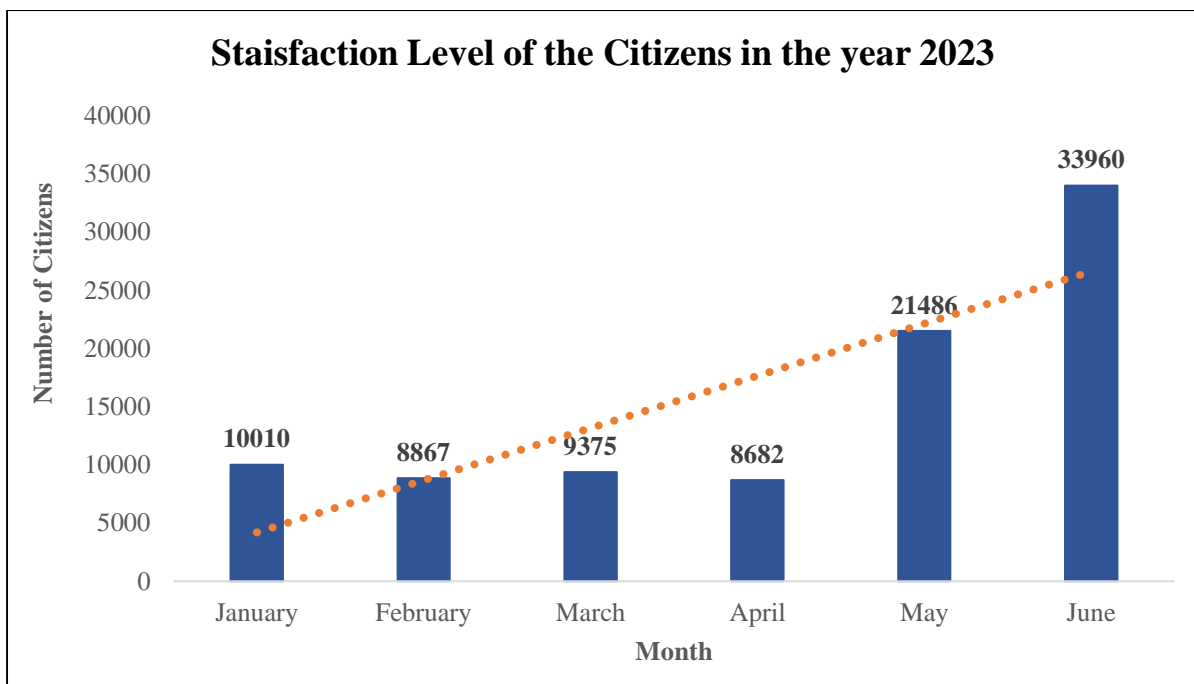
- In Group A, Department of Agriculture and Farmers' Welfare has topped the ranking, followed by the Ministry of Cooperation, Unique Identification Authority of India, Ministry of Posts and Ministry of Ex Servicemen Welfare
- In Group B, NITI Aayog have topped the ranking followed by the Department of Public Enterprise, Ministry of Parliamentary Affairs, Department of Legal Affairs and Department of Drinking Water and Sanitation
- With regard to Efficiency dimension, Ministry of Cooperation is the top performer followed by the Department of Legal Affairs, NITI Aayog, Department of Drinking Water and Sanitation and Department of Justice. The Department of Official Language, Department of Youth Affairs and Department of Biotechnology have huge scope for improvement
- For Feedback dimension, Ministry of Parliamentary Affairs, Department of Agriculture and Farmers' Welfare, Department of Public Enterprise, NITI Aayog and Staff Selection Commission are the top performing Ministries/Departments
- Ministry of Development of North Eastern Region, Department of Science and Technology, Ministry of New and Renewable Energy, Ministry of Tribal Affairs and Ministry of Textiles have top ranked and performed well in Domain dimension. Ministry of Statistics and Programme Implementation, Ministry of Food Processing Industries and Department of Health Research have huge scope for improvement in Domain Dimension
- As far as Organisational Commitment dimension is concerned, the Unique Identification Authority of India has topped the ranking. It is followed by the Department of Investment and Public Assets Management, Department of Youth Affairs, Department of Posts and Staff Selection Commission

5. BSNL Feedback Call Centre

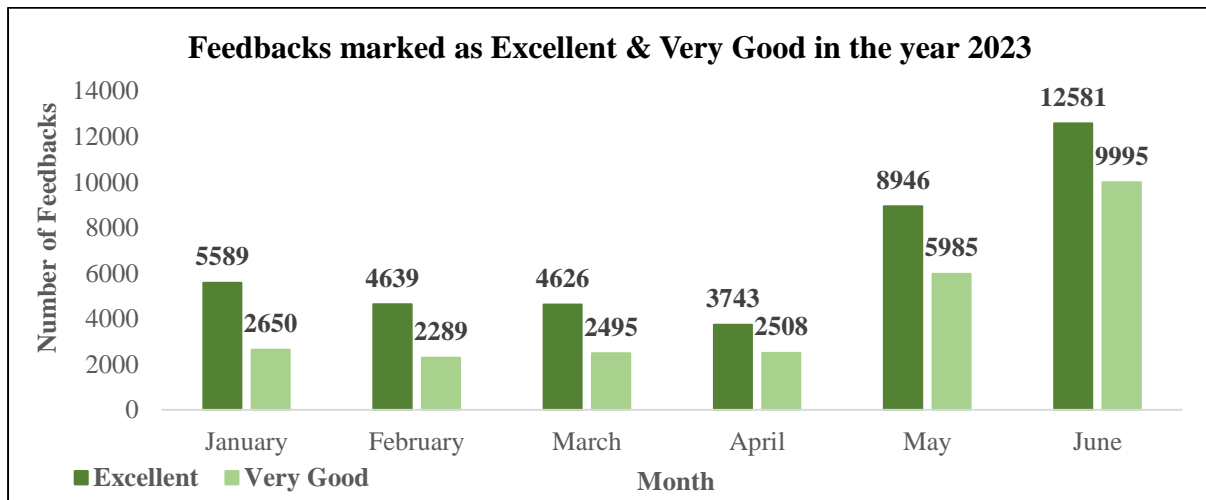
- From 1st January to 30th June, 2023, the BSNL Feedback Call Centre has collected **273429** feedbacks, directly from the citizens (*highest in the month of June, 2023*)



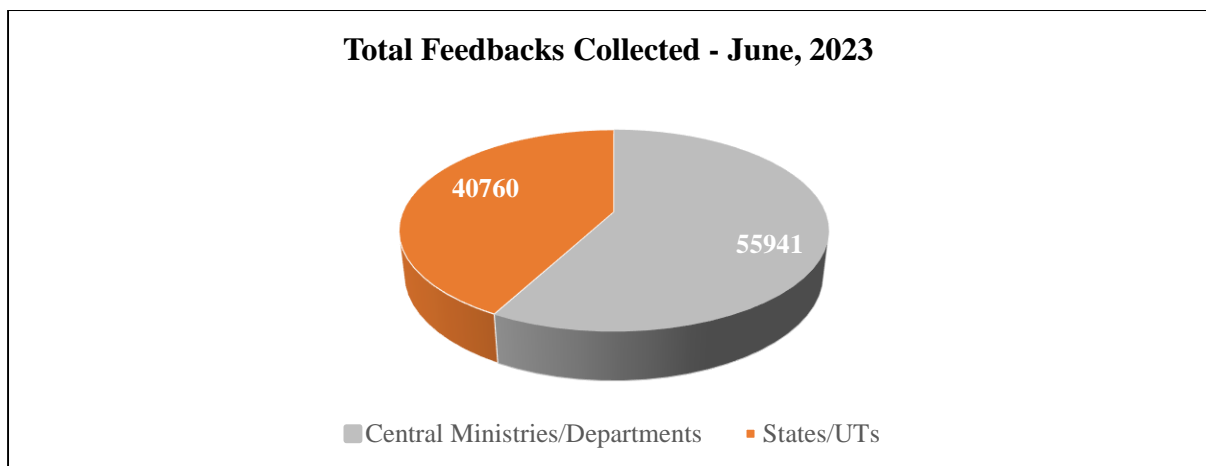
- A total of **92380** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023



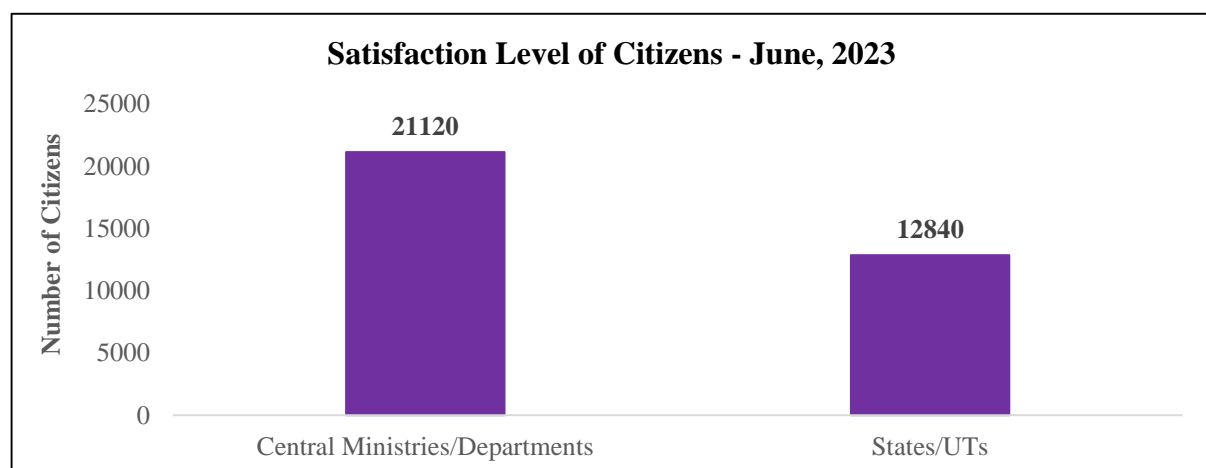
- A total of **66046 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023



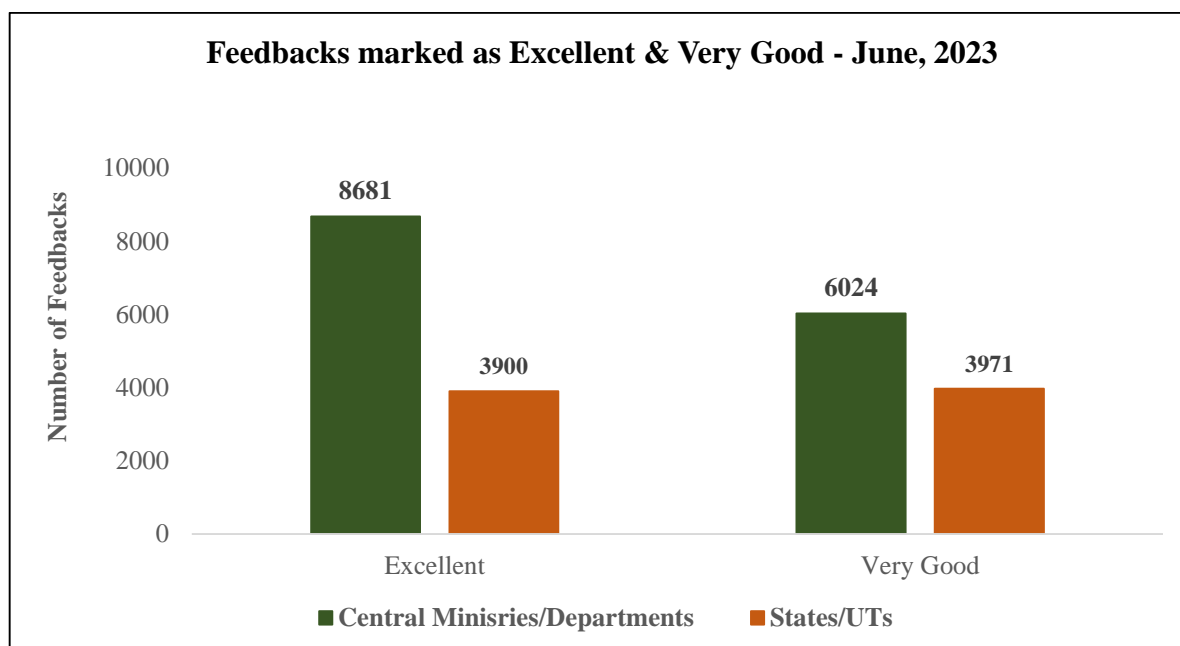
- From 1st June, 2023 to 30th June, 2023, the BSNL Feedback Call Centre has collected **96701 feedbacks**, directly from the citizens



- A total of **33960 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of June, 2023



- A total of **22576 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of June, 2023

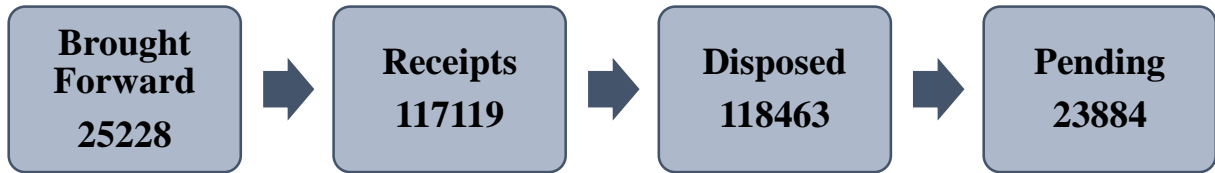


- **Top 10 Ministries/Departments for which the highest citizen feedbacks has been collected by the BSNL Call Centre in the month of June, 2023**

S. No.	Name of Ministry/Department	Total Feedbacks	Satisfied %	Not Satisfied %
1	Department of Financial Services (Banking Division)	7805	39%	61%
2	Ministry of Labour and Employment	7719	48%	52%
3	Ministry of Cooperation	3735	44%	56%
4	Central Board of Direct Taxes (Income Tax)	3699	55%	45%
5	Ministry of Railways (Railway Board)	3301	35%	65%
6	Department of Ex Servicemen Welfare	2334	46%	54%
7	Department of Telecommunications	2258	35%	65%
8	Department of Posts	2020	53%	47%
9	Department of Defence Finance	1642	47%	53%
10	Ministry of Home Affairs	1186	35%	65%

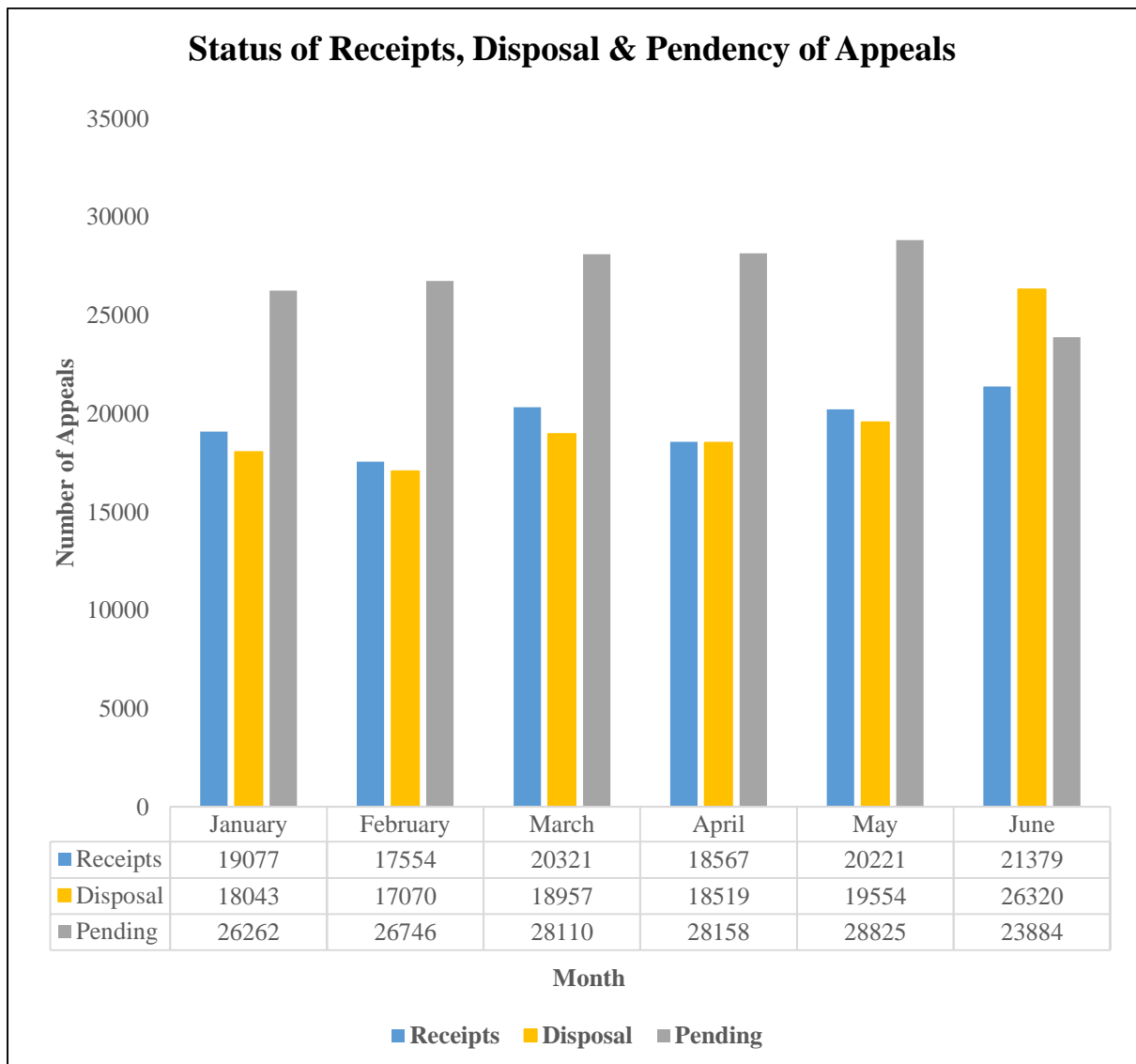
6. Review of Status of Appeals

6.1. Overview



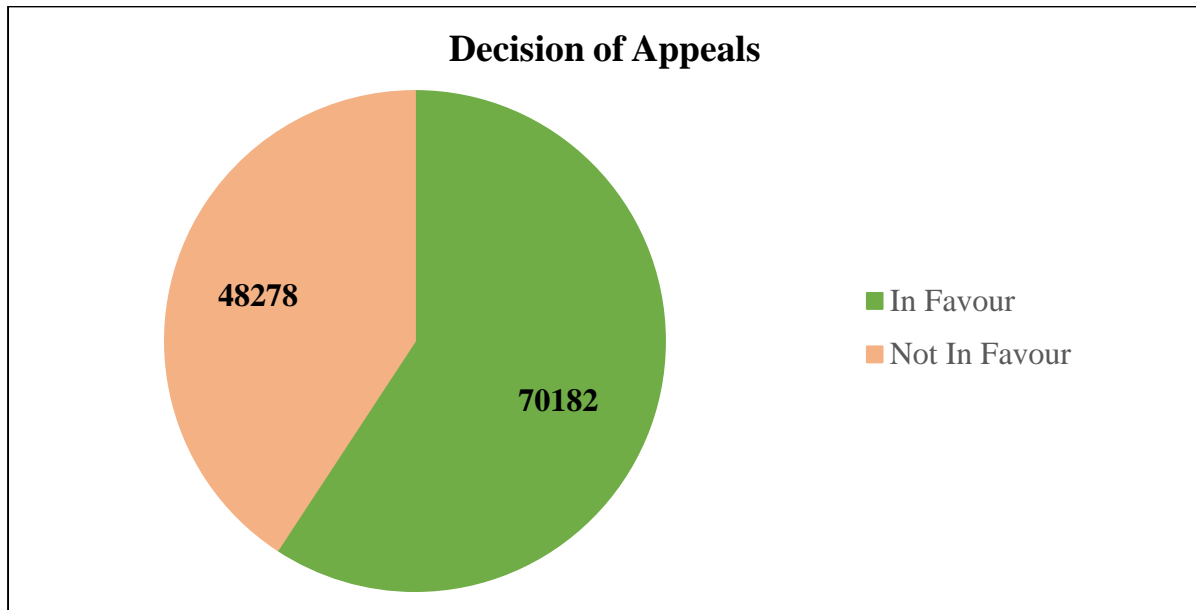
(Time Period: 01/01/2023 to 30/06/2023)

6.2. Month-wise Status of Appeals



(Time Period: 01/01/2023 to 30/06/2023)

6.3. Decision of Appeals



(Time Period: 01/01/2023 to 30/06/2023)

- From 1st January to 30th June, 2023, a total of 118463 appeals has been disposed by the Central Ministries/Departments, out of which 59.25% disposals were “In Favour” and 40.75% disposals were “Not in Favour” of the complainant
- **Department of Financial Services (Banking Division)** has disposed the maximum number of appeals [21911 appeals], out of which 6795 disposals were “In Favour” and 15116 disposals were “Not in Favour” of the complainant
- **Ministry of Labour and Employment** has disposed the 2nd highest number of appeals [18610 appeals], out of which 16975 disposals were “In Favour” and 1635 disposals were “Not in Favour” of the complainant
- Department of Agriculture and Farmers Welfare [398 disposals], Ministry of Parliamentary Affairs [52 disposals] and Ministry of Tribal Affairs [48 disposals] has disposed all the appeals “In Favour” of the complainant
- Department of Ex Servicemen Welfare [2752 disposals], O/o the Comptroller & Auditor General of India [914 disposals], Department of Defence Research and Development [75], Ministry of Development of North Eastern Region [27 disposals], Department of Bio Technology [24 disposals], Department of Land Resources [17 disposals] and Department of Investment & Public Asset Management [11 disposals] has disposed all the appeals “Not in Favour” of the complainant

6.4. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is ~40 days from 1st January to 30th June, 2023
- 43 Ministries/Departments have their Average Closing Time more than the standard time of 30 days
- Department of Animal Husbandry & Dairying has the highest Average Closing Time of 725 days against the disposal of 19 appeals
- Ministry of Cooperation has the lowest Average Closing Time of 1 day against the disposal of 7433 appeals

6.5. Status of Appellate Authorities and Sub-Appellate Authorities

- **Top 10 Appellate Authorities with maximum pendency of appeals**

S. No.	Name of Ministry/Department	Officer's Name	Officer's Designation	Receipts	Disposed	Pending
1	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	5176	5358	2820
2	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Advisor	22945	21911	1902
3	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	2205	2791	1261
4	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	2127	1729	1231
5	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	6768	6433	1184
6	Department of Consumer Affairs	Shri Vineet Mathur	Joint Secretary	1142	999	968
7	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	17652	18610	825
8	Department of Rural Development	Ms. Kalyani Mishra	Economic Advisor	2500	2302	813
9	Department of Health & Family Welfare	Shri. Samsul Haque	Deputy Secretary	1486	2232	754
10	Ministry of Tourism	Ms Meenakshi Mehta	Joint Director General	241	0	683

(Time Period: 01/01/2023 to 30/06/2023)

- **Top 10 Appellate Authorities with maximum disposal of appeals**

S. No.	Name of Ministry/Department	Officer's Name	Officer's Designation	Receipts	Disposed	Pending
1	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Advisor	22945	21911	1902
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	17652	18610	825
3	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	7181	7433	11
4	Department of Telecommunications	Shri Pankaj Kumar	Deputy Director General - Public Grievances	7303	7131	213
5	Department of Posts	Shri Shalendra Dwivedi	DDG PG QA and I	6466	6590	473
6	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	6768	6433	1184
7	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	5176	5358	2820
8	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	2205	2791	1261
9	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	2712	2752	14
10	Department of Personnel and Training	Shri S D Sharma	Joint Secretary	2011	2746	294

- **Appellate Authorities with 0 Disposal in the year 2023**

S. No.	Name of Ministry/Department	Officer's Name	Officer's Designation	Receipts	Disposed	Pending
1	Department of Social Justice and Empowerment	Shri S.S.Kumar	Deputy Secretary (Admin)	448	0	1078
2	Ministry of Tourism	Ms. Meenakshi Mehta	Joint Director General	241	0	683
3	Department of Heavy Industry	Shri Akshay Kumar Panda	Economic Adviser	158	0	532
4	Ministry of Culture	Shri Gurmeet Singh Chawla	Joint Secretary	108	0	423
5	Department of Chemicals and Petrochemicals	Shri N.K. Santoshi	Deputy Director General (DDG)	15	0	103
6	Department of Public Enterprises	Ms. Kimbuong Kipgen	Secretary (PESB)	0	0	8

(Time Period: 01/01/2023 to 30/06/2023)

7. Technological Enhancements

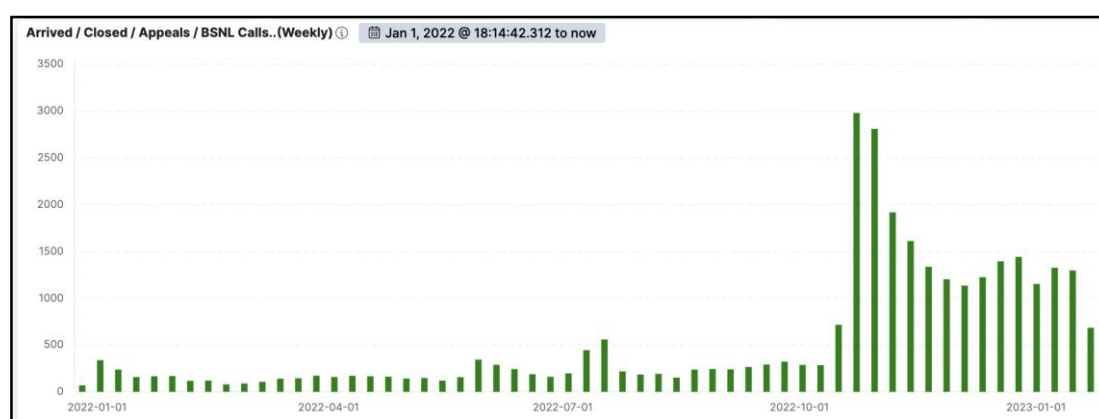
7.1. Analytics by Data Strategy Unit (DSU)

7.1.1. Scheme-wise Analysis

✓ Pradhan Mantri Kisan Samman Nidhi (PM-Kisan) Scheme Analysis:

Searched as "Kisan Samman Nidhi" or "Samman Nidhi" or "Kisan Samman" or "PM Kisan" or "PMKisan" or "प्रधानमंत्री किसान सम्मान" or "किसान सम्मान" or "पीएम किसान" or "सम्मान निधि" or "पीएम किसान सम्मान" or "पीएम किसान" or "Kisan Nidhi" or "किसान निधि"

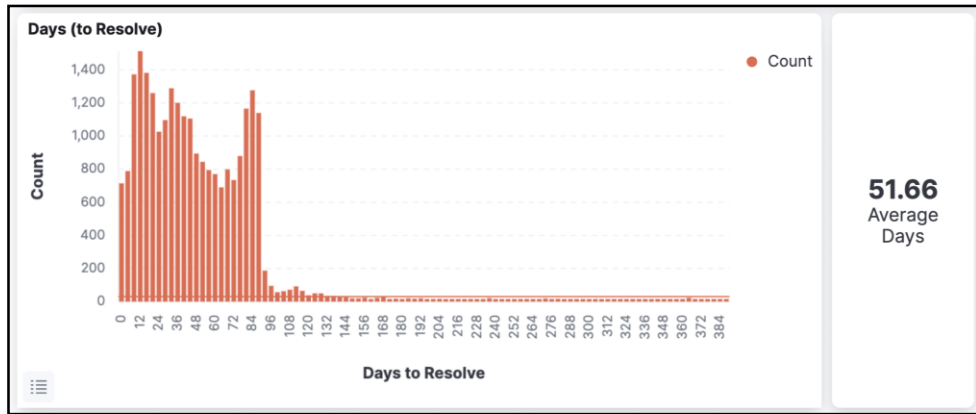
- A spike was seen from the 3rd week of October, 2022, around Diwali (23rd October, 2022) with a common complaint of stoppage and non-receipt of the instalment



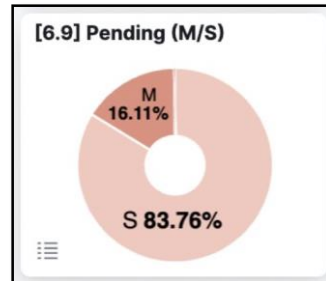
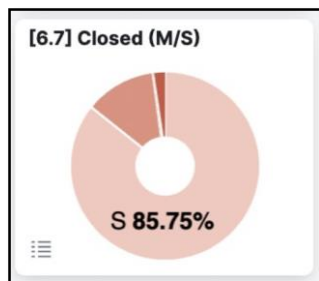
- Mostly all the grievances pertain to the Department of Agriculture & Farmers Welfare

S. No.	Category Name	Requests
1	Stoppage of instalments after issue of few instalments	13016
2	Non receipt of PMKISAN Instalments	3087
3	Approval of documents by State Govt.	1142
4	To update bank account on portal	492
5	Benefits received in wrong account/change the account Number	255
6	Payment of benefits to farmed declared as Income Tax Payee	154
7	Non receipt of feedback from State Govt.	89

- With an average resolution time of about 52 Days, most grievances taking few weeks to 3 months



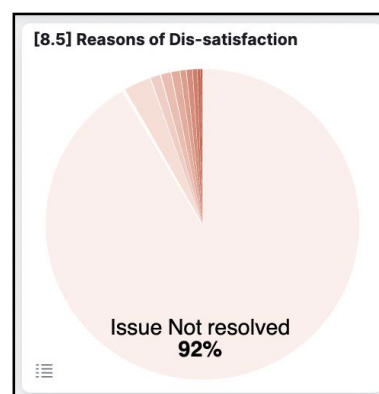
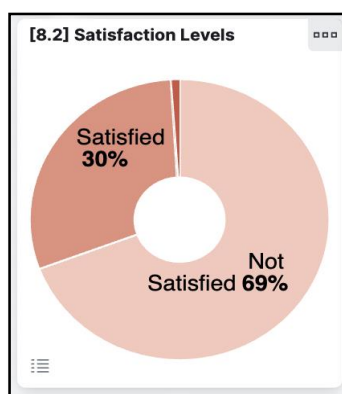
- Out of 31k, about 21k were received by Department of Agriculture & Farmers Welfare, while 4.7k requests were received at PMOPG
- About 85% of the issues, closed as well as Pending, are pertaining to STATES



- Though tow-third of the issues were received at the Central level, with Department of Agriculture & Farmers Welfare, they were mostly pertaining to State-level, and most of the Pendency on Kisan Samman Nidhi has been from Punjab

[6.11] Pending with Org

Org	Count	Le
GOVPB	5,489	1
GOVRJ	674	1
GOVOR	580	1
GOVUP	557	1
GOVHY	368	1
GOVBH	232	1
GOVAP	160	1
14,614		



- As per BSNL Feedback-Survey, two-third are not-satisfied, of which 92% conveyed that their grievance was closed without resolving their Issue
- Appeals raised have been mostly against Ministry of Agriculture and DFS (Banking Division)

[10.3] Appellate

Appellate	Count
DOAAC	290
DEABD	102
MINIT	5

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

S. No.	Name of Ministry/Department	PG Officer Name	Designation	Receipt(s)	Pending >45 Days		Change
					June	May	
1	Central Board of Direct Taxes (Income Tax) [CBDT]	Shri Ramesh Chand	Joint Director OSD	96799	6726	7031	-305
2	Director General of Income Tax (System) [CBDT]	Shri Y. K. Singh	DGIT	59978	2974	3135	-161
3	Commissioner of Income Tax CPC ITR [CBDT]	Smt Amrita Ranjan	Director of Income Tax	46476	2625	2017	608
4	Chief Commissioner of Income Tax Mumbai [CBDT]	Ms Geetha Ravichandran	Pr. CCIT Mumbai	10772	589	578	11
5	Delhi Police [MHA]	Smt Nuzhat Hassan	Spl. Commissioner of Police	10896	483	484	-1
6	CPV Division Ministry of External Affairs [MEA]	Shri Devesh Uttam	Joint Secretary	7390	463	414	49
7	Pr. Chief Commissioner of Income Tax Delhi-I [CBDT]	Shri Ravi Agarwal	Pr.CCIT	10714	399	378	21
8	Department of Ex Servicemen Welfare	Shri Tirth Ram	Deputy Secretary	31457	332	317	15
9	Chief Commissioner of Income Tax 6 [CBDT]	Shri Ajith Kumar Verma	CCIT 6	1801	260	274	-14
10	Border Security Force [MHA]	Shri Nitin Agrawal IPS	Director General	4518	244	231	13
11	Police-II Division [MHA]	Shri Mritunjay kumar narayan	AS P-II	7472	224	180	44
12	Public health [DoHFW]	Shri Govind Jaiswal	Director	647	217	196	21
13	PCDA Pension [DoDF]	Dr. Km. Gurpreet Kaur	CDA	18304	209	335	-126
14	Chief Commissioner of Income Tax Delhi-01 [CBDT]	Shri PMK Kasturi	ITO Nodal Officer CCIT-01	2176	190	152	38
15	Principal Chief Commissioner of Income Tax, Pune [CBDT]	Shri Pravin Kumar	Pr. CCIT	4048	174	102	72

(Time Period: 01/01/2022 to 30/06/2023)

7.2. Analytics by IIT-Kanpur

GPR 2023: A government process re-engineering field study conducted using IGMS

In a novel initiative promulgated by the Additional Secretary, DARPG, teams composed of DARPG officials and IIT Kanpur researchers visited different Central Ministries/Departments to survey pain points in different citizen-facing schemes running under each Ministry/Department's ambit. Methodologically, the teams used CPGRAMS' IGMS system to identify pain points based on citizen complaints' automated root cause analysis, and sought to combine this prior insight with observations from line and field offices on the highest priority reforms necessary to eliminate these problems.

The following 10 Ministries/Departments were surveyed during the visit:

1. Department of Financial Services (Banking Division & Insurance Division)
2. Ministry of Labour and Employment
3. Department of Social Justice and Empowerment
4. Department of Drinking Water and Sanitation
5. Ministry of Women and Child Development
6. Department of Food and Public Distribution
7. Department of Health and Family Welfare
8. Department of Agriculture and Farmers' Welfare
9. Ministry of Housing and Urban Affairs
10. Ministry of Rural Development

Out of 10 Ministries/Departments surveyed, the teams were able to successfully identify points for possible intervention in 6 Departments, and their recommendations have been shared with DARPG for further socialization with the respective Ministries/Departments. Here, the teams highlighted the recommendations made for the Ministry of Rural Development as an outcome of this novel AI-enabled process re-engineering exercise.

MoRD administers two very large citizen-facing schemes – MGNREGA and PMAY-Gramin, which are both lightning rods for public grievances in the CPGRAMS system, and thus were

important targets for the team's analysis. The team identified CPGRAMS grievances with respect to either of these schemes as being either administrative (related to approvals or policy matters) or technical (related to operational problems in running the schemes on the ground). Of these, they focused on administrative grievances with reference to the MGNREGA scheme in this short note. Future updates will focus on other recommendations for other schemes. The three most significant topics within administrative complaints, identified using the IGMS system, were:

1. Insufficient work opportunities and scheme inactivity
2. Lack of disbursement of unemployment allowance
3. Misuse of funds and corruption

Under these three heads, the team was able to offer the following key recommendations

- Flag panchayats with low man-days to facilitate accountability
- Reduce the re-work time limit for completed MGNREGA community works from 5 to 2 years to promote maintenance-related work
- Create a priority list for MGNREGA workers in a panchayat area and allot man-days for each worker based on this priority list. The priority list can be ranked using demographic factors in a manner similar to what is done for PMAY-G
- Automatically disburse unemployment allowance to workers in the priority list in case man-days fall short
- Use AI to verify work progress from photographs
- Focus on 100% implementation of social audits and yuktadhara nationwide

The precise nature of the recommendations may be further examined for suitability and feasibility by domain experts. From the perspective of the IGMS team within CPGRAMS, the key take-away from this exercise is that it is possible to productively marry AI-generated insights into grievance prevalence at the scheme-level with on-the-ground fieldwork to obtain actionable recommendations. The hope is to be able to replicate this methodology with increasing success based on continuous learning, and obtain high quality recommendations for other citizen-facing schemes, in the near future.

8. 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: 01/06/2023 to 30/06/2023)

- A total of **6597 grievances** have been registered through the Common Service Centres for Central Ministries/Departments in the month of June, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 3151 grievances in the month of June, 2023, which is 41% [3151 out of 7714 grievances] of the total receipts for the department in the month
- The category “*PMKISAN related issues*” has received the maximum number of grievances with the number standing at 4398 grievances, followed by grievances pertaining to “*Central Registrar and Cooperative Society*”, with 361 number of grievances
- In specific categories, the maximum grievances have been registered for “*Stoppage of Instalments after issue of initial few instalments*” with 2993 registrations, followed by the category “*Approval of documents by State Govt.*” with 616 registrations, and category “*Non receipt of PMKISAN Instalments*” with 511 registrations
- In the month of June, 2023, with respect to States/UTs, maximum grievances originated out of Uttar Pradesh (1747 registrations), with maximum grievances pertaining to the category “*PMKISAN related issues*” with 1190 registrations
- With respect to districts, the maximum grievances originated from Ganjam (Odisha) with 307 registrations, with maximum grievances pertaining to the category “*Central Registrar and Cooperative Society*” with 225 registrations

9. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

13th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of May, 2023

A total of 1,16,734 Grievances Redressed by Central Ministries/Departments in May, 2023, Pendency reduced to 58,127 grievances, lowest ever in the Central Ministries/Departments

Department of Agriculture and Farmers Welfare, Unique Identification Authority of India, Department of Legal Affairs and Department of Land Resources topped the Grievance Redressal Assessment and Index for the month of May, 2023

DARPG has introduced the 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

60,567 feedback surveys completed by DARPG in May, 2023

Posted On: 14 JUN 2023 12:46PM by PIB Delhi

 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

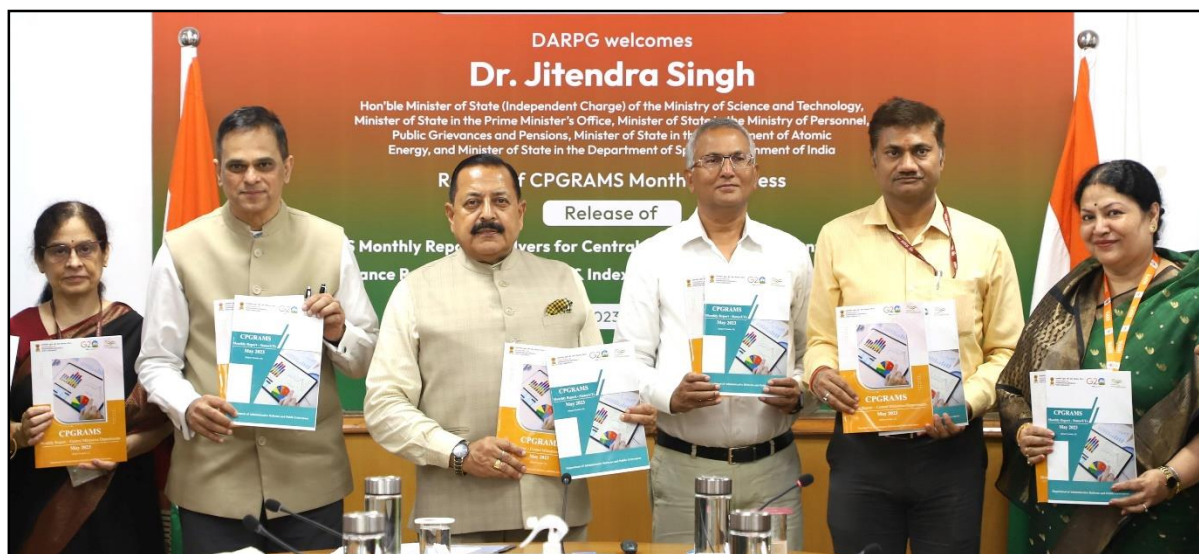
 PIB in Maharashtra @PIBMumbai

13th Report on Central Ministries/ Departments performance on CPGRAMS released by DARPG for the month of May, 2023

pib.gov.in/PressReleasePa...

@DOPPW_Jndia @DoPTGol @MIB_India @PIB_India @ddsahyadrinews @airnewsalerts

4:07 PM · Jun 14, 2023 · 582 Views



Hon'ble MoS Dr Jitendra Singh releasing CPGRAMS Monthly Reports for the month of May, 2023



Hon'ble MoS Dr Jitendra Singh reviewing the progress of CPGRAMS [21st June, 2023]

QCI #qualitymatters
@QualityCouncil

Hon'ble MoS @DrJitendraSingh launched the #CPGRAMS Monthly Reports for Central Ministries/Departments and States/UTs for May'23 prepared by the QCI PMU Team stationed at @DARPG_Gol

Chairman, QCI @jaxyshah also addressed the August gathering in the release event of the reports.

DPIT India and 3 others

8:39 PM · Jun 21, 2023 · 611 Views

Ministry of Cooperation, Government of India
@MinOfCooperatn

As per the latest report of the @DARPG_Gol, the Ministry of Cooperation has once again secured 1st rank in Ministries/Departments with Low Average Closing Time with an Average closing time of 2 days.

Full Report - [darpg.gov.in/sites/default/...](https://darpg.gov.in/sites/default/)

#EmpoweringCooperatives

@AmitShahOffice

4:45 PM · Jun 14, 2023 · 1,748 Views

13th Report On Central Ministries/Departments Performance On CPGRAMS Released By DARPG For The Month Of May, 2023

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

Public Grievances Redressal mechanism has made some forward movement

BY SIDDHANT

In a country where corruption is rampant, one question that arises is: Is the public grievance redressal mechanism effective? India has claims to be the fastest democracy in the world with widespread freedom to question the authority who they govern. In reality, it is a work in progress as the authority who they govern rather than asking them. The general impression is that in India public grievance mechanism is pretty good and the voice of the people and their genuine grievances are being heard by the government.

To change this opinion, Prime Minister Narendra Modi has taken a major initiative in the last five years to address this issue based on the recommendations of Parliamentary Standing Committee at the turn of the century as part of the administrative reforms. The Parliamentary Standing Committee had set up a committee to look into the issue and had come up with some far-reaching recommendations as late as the current year.

Based on the directives from the Prime Minister, Narendra Modi to create 'one nation one portal' for addressing the grievances in a centralized manner has been set up. Major strategy has been to involve the national spirit across people apart from standardizing solutions. Well believed is a new nation one nation card, universalization of education through online entrance exams for engineering and medical admissions, one payment system so on so forth.

On the ground general public might not be happy with what were government are doing, particularly at lower levels when one has to deal with corruption authorities, bureaucrats, district administration, policeman or for that matter government babus and politicians. But figures provided by the government during the last few years seem to tell a different story.

As of MONTH, SCORES of 2023 have shot up from 70 per cent in 2018 to 85 per cent in 2022. The number of cases has increased from 1.7 lakh in 2018 to 4.1 lakh in 2022. The number of cases has increased from 4.6 lakh cases to 6.6 lakh cases.

As far as one nation one portal, Sarin says it is being established to have seamless digital processing of grievances across central and state governments to a 'single of governmental apparatus'. As on date, only two state government portals are yet to be integrated with the central portal. Central ministries operationalized Jeeva Grievance Portal - Rad Medical, Campaigns of MSME, MeritSank of MORTH, SCORES of SEBI have also been integrated with the central portal. The portal will also be available in English and all scheduled languages - Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Manipuri, Meitei, Nepali, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Bodo, Santhali, Maithili and Dogri.

That apart, Artificial Intelligence based monitoring of grievances too has been established with the help of IIT Kanpur to improve redressal of grievances. Apart from monthly progress report, special campaigns for disposal of grievances are being undertaken.

As part of administrative reforms, these efforts of the centre and states look impressive on paper, but as long as there is no drastic political and judicial reforms, the rampant corruption will continue and redress of grievances of common man at the local, state and central level remains pushed in spite of digitalisation. Some forward movement is there but the measures are still not adequate to take care of the requirements of the nation.

PUBLIC GRIEVANCES REDRESSAL MECHANISM HAS MADE SOME FORWARD MOVEMENT

COMPLAINTS AGAINST GRAFT NEED COMPLETE FOLLOW UP

BY SIDDHANT

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As far as one nation one portal, Sarin says it is being established to have seamless digital processing of grievances across central and state governments to a 'single of governmental apparatus'. As on date, only two state government portals are yet to be integrated with the central portal. Central ministries operationalized Jeeva Grievance Portal - Rad Medical, Campaigns of MSME, MeritSank of MORTH, SCORES of SEBI have also been integrated with the central portal. The portal will also be available in English and all scheduled languages - Assamese, Bengali, Gujarati, Hindi, Kannada, Kashmiri, Konkani, Malayalam, Marathi, Manipuri, Meitei, Nepali, Oriya, Punjabi, Sanskrit, Sindhi, Tamil, Telugu, Urdu, Bodo, Santhali, Maithili and Dogri.

That apart, Artificial Intelligence based monitoring of grievances too has been established with the help of IIT Kanpur to improve redressal of grievances. Apart from monthly progress report, special campaigns for disposal of grievances are being undertaken.

As part of administrative reforms, these efforts of the centre and states look impressive on paper, but as long as there is no drastic political and judicial reforms, the rampant corruption will continue and redress of grievances of common man at the local, state and central level remains pushed in spite of digitalisation. Some forward movement is there but the measures are still not adequate to take care of the requirements of the nation.

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Grievances disposal in Central Secretariat improves, pendency on downward trend: CPGRAMS report

The progress for May, 2023 indicates 1,16,734 grievances redressed by Central Ministries/Departments.

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LPG hike, private disputes & fraud — how 'habitual complainers' choked govt grievance portal

Department of Administrative Reforms and Public Grievances, which runs portal, has now announced a cap on number of grievances that each person can file to 10 per month.

SOURAV KUMAR BARMAN | 12 June 2023, 3:50 AM IST

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	3996	12791	16787	12649	4138
2	Department of Financial Services (Banking Division)	6544	11685	18229	12137	6092
3	Department of Agriculture and Farmers Welfare	370	7714	8084	7610	474
4	Central Board of Direct Taxes (Income Tax)	13021	5659	18680	6451	12229
5	Ministry of Railways (Railway Board)	2923	5117	8040	5316	2724
6	Ministry of Cooperation	448	4513	4961	4920	41
7	Department of Posts	1543	4193	5736	3994	1742
8	Department of Telecommunications	621	3652	4273	3533	740
9	Ministry of Home Affairs	1037	3582	4619	3584	1035
10	Department of Ex Servicemen Welfare	3130	2817	5947	3491	2456

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	3996	12791	16787	12649	4138
2	Department of Financial Services (Banking Division)	6544	11685	18229	12137	6092
3	Department of Agriculture and Farmers Welfare	370	7714	8084	7610	474
4	Central Board of Direct Taxes (Income Tax)	13021	5659	18680	6451	12229
5	Ministry of Railways (Railway Board)	2923	5117	8040	5316	2724
6	Ministry of Cooperation	448	4513	4961	4920	41
7	Department of Posts	1543	4193	5736	3994	1742
8	Ministry of Home Affairs	1037	3582	4619	3584	1035
9	Department of Telecommunications	621	3652	4273	3533	740
10	Department of Ex Servicemen Welfare	3130	2817	5947	3491	2456

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6724	97644	104368	98276	6092
2	Ministry of Labour and Employment	3004	84423	87427	83289	4138
3	Department of Agriculture and Farmers Welfare	5132	62288	67420	66946	474
4	Central Board of Direct Taxes (Income Tax)	13032	36161	49193	36964	12229
5	Ministry of Railways (Railway Board)	2447	29642	32089	29365	2724
6	Ministry of Cooperation	95	29631	29726	29685	41

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
7	Department of Posts	1951	28626	30577	28835	1742
8	Department of Financial Services (Insurance Division)	1092	25423	26515	25906	609
9	Department of Telecommunications	758	23192	23950	23210	740
10	Ministry of Home Affairs	1844	22434	24278	23243	1035

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6724	97644	104368	98276	6092
2	Ministry of Labour and Employment	3004	84423	87427	83289	4138
3	Department of Agriculture and Farmers Welfare	5132	62288	67420	66946	474
4	Central Board of Direct Taxes (Income Tax)	13032	36161	49193	36964	12229
5	Ministry of Cooperation	95	29631	29726	29685	41
6	Ministry of Railways (Railway Board)	2447	29642	32089	29365	2724
7	Department of Posts	1951	28626	30577	28835	1742
8	Department of Financial Services (Insurance Division)	1092	25423	26515	25906	609
9	Ministry of Home Affairs	1844	22434	24278	23243	1035
10	Department of Telecommunications	758	23192	23950	23210	740

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13032	36161	49193	36964	12229
2	Department of Financial Services (Banking Division)	6724	97644	104368	98276	6092
3	Ministry of Labour and Employment	3004	84423	87427	83289	4138
4	Ministry of Railways (Railway Board)	2447	29642	32089	29365	2724
5	Department of Health & Family Welfare	2010	13598	15608	12923	2685
6	Department of Ex Servicemen Welfare	1488	17114	18602	16146	2456
7	Department of Posts	1951	28626	30577	28835	1742
8	Department of Defence Finance	1002	7651	8653	7159	1494
9	Ministry of External Affairs	1043	9869	10912	9522	1390
10	Department of School Education and Literacy	1424	6578	8002	6684	1318
11	Ministry of Housing and Urban Affairs	888	11483	12371	11152	1219
12	Department of Rural Development	1390	8811	10201	9000	1201
13	Department of Higher Education	1554	8334	9888	8821	1067
14	Ministry of Home Affairs	1844	22434	24278	23243	1035
15	Department of Consumer Affairs	858	8578	9436	8435	1001

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13032	36161	49193	36964	12229	7993
2	Department of Health & Family Welfare	2010	13598	15608	12923	2685	1588
3	Ministry of Railways (Railway Board)	2447	29642	32089	29365	2724	804
4	Ministry of External Affairs	1043	9869	10912	9522	1390	744
5	Department of School Education and Literacy	1424	6578	8002	6684	1318	685
6	Department of Financial Services (Banking Division)	6724	97644	104368	98276	6092	628
7	Ministry of Home Affairs	1844	22434	24278	23243	1035	622
8	Department of Ex Servicemen Welfare	1488	17114	18602	16146	2456	576
9	Department of Rural Development	1390	8811	10201	9000	1201	459
10	Ministry of Housing and Urban Affairs	888	11483	12371	11152	1219	422

Annexure 1.7.: Top 10 Ministries/Departments with Highest Pendency in Corruption Category

S. No.	Name of Ministry / Department	Receipts	Pending	Pending %
1	Department of Financial Services (Banking Division)	12482	1150	9.21
2	Department of Posts	1182	90	7.61
3	Department of Personnel and Training	1355	81	5.98
4	Department of Higher Education	193	55	28.50
5	Department of Health & Family Welfare	208	50	24.04
6	Ministry of Railways (Railway Board)	525	49	9.33
7	Department of Financial Services (Insurance Division)	1145	33	2.88
8	Department of Economic Affairs ACC Division	219	29	13.24
9	Department of Rural Development	512	28	5.47
10	Department of Telecommunications	639	19	2.97

Annexure 2: Average Closing Time – January to June, 2023

Annexure 2.1.: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Department of Revenue	8194	128
2	Department of Atomic Energy	860	70
3	Central Board of Direct Taxes (Income Tax)	36964	64
4	Ministry of Shipping	973	54
5	Department of Personnel and Training	17476	51

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
6	Ministry of Statistics and Programme Implementation	188	43
7	Department of Youth Affairs	450	40
8	Ministry of Culture	1210	39
9	Department of Drinking Water and Sanitation	2891	37
10	Department of Scientific & Industrial Research	469	36

Annexure 2.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Cooperation	29685	2
2	NITI Aayog	1948	2
3	Department of Legal Affairs	1635	2
4	Department of Telecommunications	23210	5
5	Department of Justice	8465	5
6	Department of Financial Services (Pension Reforms)	1712	5
7	Department of Investment & Public Asset Management	704	5
8	Department of Financial Services (Insurance Division)	25906	6
9	O/o the Comptroller & Auditor General of India	5436	6
10	Department of Land Resources	1557	6

Annexure 3: Public Grievance Officers on CPGRAMS – June, 2023

Annexure 3.1.: 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	3578	686	4264
3	Level 3	7548	657	8205
4	Level 4	13263	554	13817
5	Level 5	11652	379	12031
6	Level 6	5221	85	5306
7	Level 7	1008	34	1042
8	Level 8	388	0	388
Total		42748	2606	45354

Annexure 3.2.: 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	8814	382	9196
2	Central Board of Direct Taxes (Income Tax)	8250	568	8818
3	Department of Defence	2382	73	2455

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
4	Ministry of Housing and Urban Affairs	2185	197	2382
5	Ministry of Railways (Railway Board)	1857	153	2010
6	Central Board of Indirect Taxes and Customs	1831	41	1872
7	Department of Defence Finance	1654	53	1707
8	Department of Telecommunications	1196	142	1338
9	Department of Ex Servicemen Welfare	1251	30	1281
10	Department of Financial Services (Banking Division)	1071	181	1252

Annexure 4: Status of Action Taken Reports (ATR) – January to June, 2023

Annexure 4.1.: 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)	91733	82502	6711	2520
2	Ministry of Labour and Employment	71602	22013	48124	1465
3	Central Board of Direct Taxes (Income Tax)	34953	13301	21571	81
4	Ministry of Cooperation	28632	28621	9	2
5	Ministry of Railways (Railway Board)	27982	20763	5358	1861
6	Department of Posts	25081	24086	926	69
7	Department of Telecommunications	21021	14938	4159	1924
8	Department of Ex Servicemen Welfare	15568	3261	12158	149
9	Department of Defence Finance	13540	13314	72	154
10	Ministry of Corporate Affairs	11504	2468	8915	121

Annexure 5: Status of Appeals – January to June, 2023

Annexure 5.1.: 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	5176	8178	5358	2820
2	Department of Financial Services (Banking Division)	868	22945	23813	21911	1902
3	Ministry of Corporate Affairs	1847	2205	4052	2791	1261
4	Ministry of Home Affairs	833	2127	2960	1729	1231
5	Ministry of Railways (Railway Board)	849	6768	7617	6433	1184
6	Department of Social Justice and Empowerment	630	448	1078	0	1078
7	Department of Consumer Affairs	825	1142	1967	999	968
8	Ministry of Labour and Employment	1783	17652	19435	18610	825
9	Department of Rural Development	615	2500	3115	2302	813
10	Department of Health & Family Welfare	1500	1486	2986	2232	754

Annexure 5.2.: 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	634	514	203	39.49%
2	Ministry of Civil Aviation	5262	4561	1656	36.31%
3	Department of Youth Affairs	633	450	149	33.11%
4	Department for Promotion of Industry and Internal Trade	1382	1323	426	32.20%
5	Department of Telecommunications	23950	23210	7303	31.46%
6	Department of Empowerment of Persons with Disabilities	1506	1483	431	29.06%
7	Department of Heavy Industry	587	563	158	28.06%
8	Department of Rural Development	10201	9000	2500	27.78%
9	Department of Atomic Energy	942	860	228	26.51%
10	Ministry of New and Renewable Energy	449	403	106	26.30%

Annexure 5.3.: Top 10 Ministries/Departments with Maximum Appeals disposed “In Favour” of the complainant

S. No.	Name of Ministry/Department	Total Appeals Disposed	In Favour	Not In Favour
1	Ministry of Labour and Employment	18610	16975	1635
2	Ministry of Cooperation	7433	7432	1
3	Department of Financial Services (Banking Division)	21911	6795	15116
4	Department of Telecommunications	7131	6726	405
5	Department of Posts	6590	6083	507
6	Ministry of Railways (Railway Board)	6433	3683	2750
7	Central Board of Direct Taxes (Income Tax)	5358	3566	1792
8	Ministry of Housing and Urban Affairs	2623	2190	433
9	Ministry of Road Transport and Highways	1555	1515	40
10	Department of Personnel and Training	2746	1486	1260

Annexure 5.4.: Top 10 Ministries/Departments with Highest Average Closing Time of Appeals

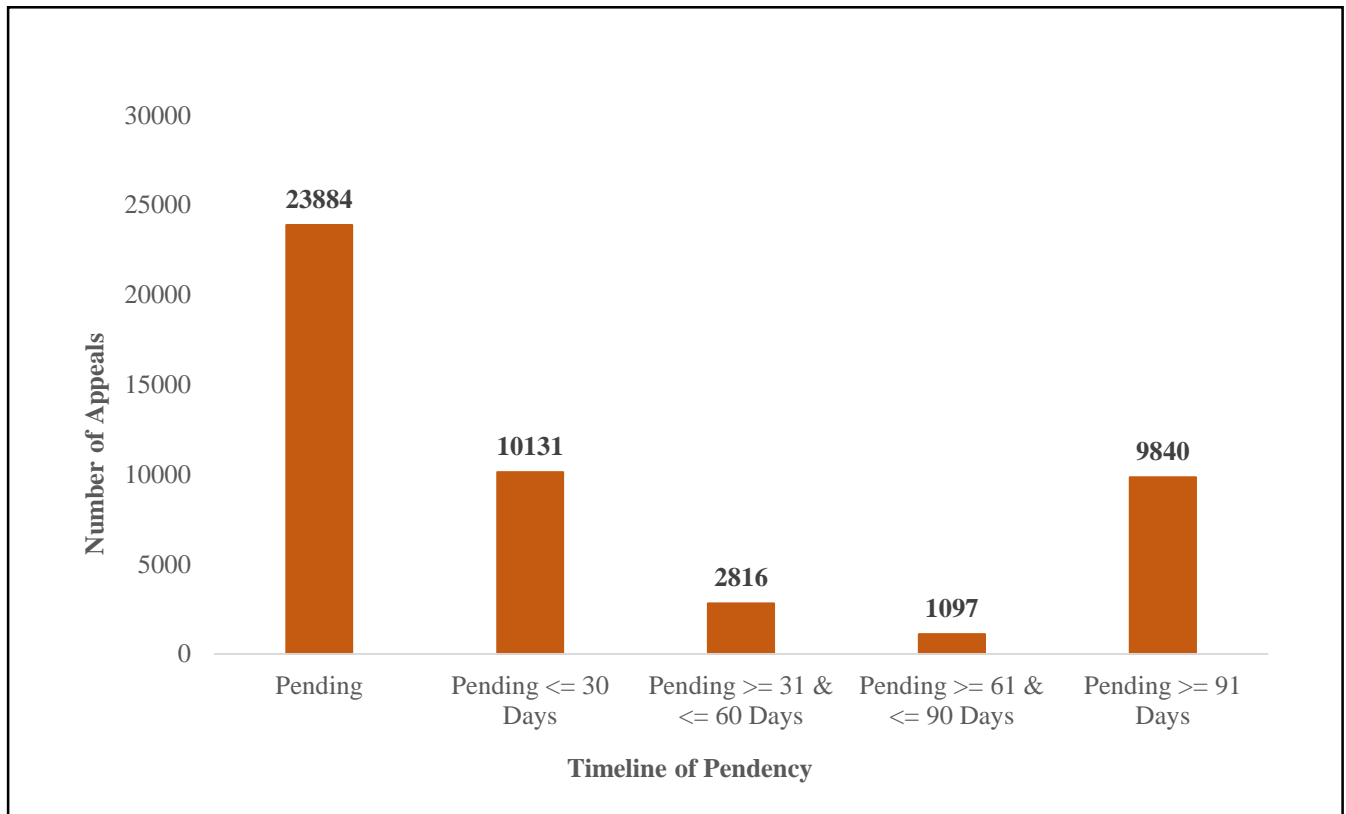
S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time of Appeals
1	Department of Animal Husbandry, Dairying	19	725
2	Department of Fertilizers	66	533
3	Department of Fisheries	75	345
4	Department of Sports	10	264
5	Department of Health & Family Welfare	2232	233
6	Department of Food and Public Distribution	1370	214
7	Department of Space	60	193

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time of Appeals
8	Ministry of Women and Child Development	999	191
9	Department of Revenue	366	172
10	Department of Atomic Energy	332	167

Annexure 5.5.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time of Appeals
1	Ministry of Cooperation	7433	1
2	Department of Telecommunications	7131	2
3	Ministry of External Affairs	1440	6
4	Ministry of Parliamentary Affairs	52	9
5	Department of Financial Services (Banking Division)	21911	11
6	Ministry of Labour and Employment	18610	13
7	Department of Empowerment of Persons with Disabilities	427	13
8	Department of Posts	6590	13
9	Ministry of Earth Sciences	29	13
10	Department of Justice	302	14

Annexure 5.6.: Age-wise Status of Pendency of Appeals



Annexure 6: Indicator-based Root Cause Analysis – June, 2023

A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministries and Departments is presented. All 12 Indicators spread across four dimensions used in developing GRAI are analysed and presented with indicator scores for all 90 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 Ministries and Departments.

(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	72.53	-2.40	84.83	66.67	16.00	0.09	26.46	31.20	65.28	27.63	11.97	25.26
2	Department of Financial Services (Banking Division)	56.93	-1.75	69.09	60.47	18.00	0.00	28.53	25.70	73.58	15.02	4.15	9.80
3	Department of Agriculture and Farmers Welfare	93.64	-3.27	50.00		1.00	0.00	0.37	33.70	80.00	0.08	68.88	18.75
4	Central Board of Direct Taxes (Income Tax)	16.51	-2.68	29.80	68.00	67.00	0.04	18.60	36.39	62.50	16.37	0.57	8.39
5	Ministry of Railways (Railway Board)	54.45	3.08	54.51	60.15	21.00	0.04	30.46	21.48	65.79	4.69	2.24	24.17
6	Ministry of Cooperation	99.13	-44.07	98.98	100.00	3.00	0.00	20.23	24.77	100.00	5.54	188.00	29.17
7	Department of Posts	63.35	8.21	67.80	60.00	13.00	0.00	26.61	34.06	100.00	24.18	3.19	31.23
8	Department of Telecommunications	81.86	7.57	82.78	82.93	6.00	0.00	33.19	21.26	73.33	8.74	2.30	12.52
9	Ministry of Home Affairs	71.87	-7.23	19.23	60.98	9.00	0.00	11.80	19.90	89.08	3.35	5.64	20.16

#	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
10	Department of Ex Servicemen Welfare	41.21	1.62	98.52	100.00	27.00	0.00	21.82	31.92	100.00	4.58	2.12	7.90
11	Ministry of Corporate Affairs	70.38	-0.35	27.94	67.24	9.00	0.00	19.30	16.19	47.06	10.79	21.34	25.21
12	Department of Health & Family Welfare	34.98	2.81	58.50	38.60	28.00	0.34	13.68	21.70	45.35	20.07	2.55	8.68
13	Ministry of Housing and Urban Affairs	47.42	0.11	46.50	66.67	16.00	0.03	29.94	18.43	41.82	0.06	0.51	4.76
14	Ministry of Road Transport and Highways	62.19	-1.32	47.29	82.61	22.00	0.00	18.05	18.80	80.00	0.29	2.77	22.62
15	Department of Financial Services (Insurance Division)	66.55	-6.35	72.49	73.62	12.00	0.00	32.56	20.95	62.96	12.20	1.94	10.60
16	Department of Defence Finance	27.49	38.66	29.17	100.00	32.00	0.00	34.81	32.70	100.00	2.23	0.96	6.73
17	Unique Identification Authority of India	65.03	-0.99	66.27	68.57	12.00	0.00	22.91	37.53	63.64	0.80	51.69	51.72
18	Ministry of External Affairs	42.25	-8.90	69.78	40.00	19.00	0.00	17.39	36.81	25.81	20.75	3.08	5.81
19	Department of Personnel and Training	54.65	-14.39	85.97	67.50	29.00	0.00	14.00	22.27	60.71	0.68	11.17	25.00
20	Department of Higher Education	41.47	-5.26	55.76	28.75	25.00	0.00	20.14	28.89	57.58	24.13	2.35	13.39
21	Department of Rural Development	35.48	-16.80	40.26	61.90	25.00	0.02	34.73	14.84	25.00	0.38	0.13	0.70
22	Department of Consumer Affairs	33.77	-12.70	22.37	65.00	27.00	0.00	21.75	23.07	85.29	5.06	27.34	29.79
23	Department of Defence	42.93	-5.59		57.14	35.00	0.00	0.00	20.63	65.52	22.61	0.31	2.05
24	Ministry of Civil Aviation	41.52	17.81	58.23	63.16	19.00	0.00	50.40	18.40	62.86	0.78	2.52	12.22
25	Department of Justice	83.75	1.19	91.89	66.67	6.00	0.00	3.63	9.86	70.27	38.17	169.83	16.67
26	Department of School Education and Literacy	32.12	-10.20	34.66	50.00	28.00	1.00	25.89	19.50	35.29	23.59	5.07	25.00
27	Central Board of Indirect Taxes and Customs	43.89	-12.59	32.87	81.25	21.00	0.00	22.47	30.00	87.04	3.75	0.40	6.57

#	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
28	Ministry of Petroleum and Natural Gas	50.10	-2.77	40.80	72.22	20.00	0.00	22.14	33.07	75.00	7.34	1.24	14.36
29	Department of Revenue	41.36	-9.96	0.00	86.21	85.00	0.00	5.20	28.74	89.29	2.08	19.69	2.56
30	Department of Social Justice and Empowerment	53.39	8.83	0.00	100.00	23.00	0.00	13.00	16.10	86.67	0.69	6.79	14.02
31	Ministry of Electronics & Information Technology	61.43	-6.20	60.34	70.59	13.00	0.00	14.99	25.55	72.22	1.91	3.91	12.07
32	Ministry of Panchayati Raj	82.47	-2.34	32.19	92.54	9.00	0.00	31.17	15.76	83.33	0.00	14.82	11.11
33	Department of Food and Public Distribution	80.21	-10.92	71.33	93.33	7.00	0.00	30.54	16.81	100.00	21.66	7.14	23.44
34	Department of Drinking Water and Sanitation	95.84	3.42	100.00	66.67	3.00	0.00	0.00	7.14	100.00	0.66	4.63	3.06
35	Ministry of Environment, Forest and Climate Change	60.98	22.61	49.33	0.00	13.00	0.00	12.07	14.75	68.18	14.18	3.00	14.89
36	Department of Military Affairs	38.48	-18.71	58.50	35.29	29.00	0.00	16.63	26.23	69.23	10.89	0.35	5.06
37	Ministry of Women and Child Development	48.29	-11.93	69.83	0.00	11.00	0.00	24.61	16.58	61.54	5.69	9.71	18.42
38	Ministry of Power	68.57	9.23	60.78	0.00	7.00	0.00	7.99	27.69	76.92	0.54	0.77	4.20
39	Ministry of Information and Broadcasting	35.52	29.01	44.52	33.33	29.00	0.00	15.89	34.00	44.44	2.96	2.05	13.33
40	NITI Aayog	94.19	6.35	100.00	75.00	2.00	0.00	0.61	33.33	66.67	0.00	4.09	1.22
41	Ministry of Skill Development and Entrepreneurship	22.37	173.95	3.13	30.00	14.00	0.00	22.73	13.24	0.00	0.61	4.13	10.13
42	O/o the Comptroller & Auditor General of India	34.33	13.36	85.09	100.00	24.00	0.00	25.87	27.59	53.33	0.00	2.26	9.35
43	Ministry of Coal	56.37	14.34		75.00	11.00	0.15	0.00	13.33	100.00	0.32	0.47	6.17
44	Department of Commerce	42.35	-1.95	8.20	50.00	20.00	0.00	7.72	23.40	50.00	40.73	1.43	5.21
45	Department of Economic Affairs ACC Division	20.50	-18.18	31.94	44.07	43.00	0.00	17.09	33.33	43.24	8.96	2.97	5.32

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46	Staff Selection Commission	54.47	-70.16		55.56	9.00	4.00	0.00	29.96	75.00	22.01	10.72	32.00
47	Department of Land Resources	81.19	32.84	0.00		7.00	0.00	3.09	9.09	88.89	0.00	20.54	23.08
48	Ministry of Parliamentary Affairs	83.52	8.88	100.00		6.00	4.17	2.70	43.75	75.00	0.00	9.71	20.83
49	Ministry of Tourism	72.64	-16.18	0.00	100.00	9.00	0.00	26.43	22.22	50.00	10.96	2.92	7.69
50	Ministry of Water Resources, River Development & Ganga Rejuvenation	58.47	32.94	23.73	66.67	13.00	0.00	20.10	20.48	83.33	18.14	1.10	10.68
51	Department of Legal Affairs	97.78	10.50		100.00	2.00	0.00	0.00	6.45	100.00	2.71	9.61	8.70
52	Ministry of Ayush	79.26	-0.91	88.89	50.00	12.00	0.00	24.14	11.50	80.00	2.29	2.51	12.64
53	Ministry of Minority Affairs	35.51	-10.34	31.82		14.00	0.00	20.26	12.24	0.00	0.96	2.97	8.57
54	Department of Animal Husbandry, Dairying	53.31	42.25	4.80	66.67	13.00	0.00	9.82	35.90	64.29	13.37	5.05	2.50
55	Department for Promotion of Industry and Internal Trade	69.57	-36.27	95.69		9.00	0.00	39.77	11.39	100.00	4.79	1.94	5.15
56	Ministry of Culture	20.53	-6.28	0.00	48.00	43.00	0.00	9.94	16.67	0.00	0.00	1.14	10.19
57	Department of Financial Services (Pension Reforms)	86.87	-25.52	0.00	100.00	5.00	0.00	8.57	8.70	100.00	48.88	59.33	33.33
58	Department of Empowerment of Persons with Disabilities	85.33	-25.78	33.33		6.00	0.00	18.63	14.04		3.59	3.48	14.58
59	Ministry of Tribal Affairs	38.44	-13.69	25.00	0.00	27.00	0.00	6.21	31.82	100.00	0.00	1.32	5.45
60	Ministry of Micro Small and Medium Enterprises	57.52	-9.55	57.95	50.00	20.00	0.00	25.83	17.50	75.00	4.93	0.85	7.19
61	Department of Defence Production	58.59	-1.40	63.33	42.86	20.00	0.00	18.42	29.23	50.00	7.09	0.56	8.27
62	Department of Expenditure	60.43	-5.88	28.69		17.00	0.00	8.87	31.25	50.00	28.91	3.37	18.42
63	Department of Investment & Public Asset Management	71.97	35.11	66.67		2.00	0.00	1.05	0.00	100.00	45.67	15.88	37.50
64	Ministry of Shipping	52.66	-19.26			23.00	0.00	0.00	25.00	100.00	25.69	0.96	18.42

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65	Department of Agriculture Research and Education	33.17	8.05	66.67	33.33	29.00	0.00	11.49	24.00	100.00	1.06	0.34	5.36
66	Ministry of Mines	52.59	24.00			15.00	0.00	0.00	12.82	55.56	10.75	2.16	9.30
67	Ministry of Textiles	34.48	38.81	3.25	100.00	27.00	0.00	14.43	22.22	100.00	0.00	0.87	10.28
68	Department of Atomic Energy	38.30	-16.98	39.73	61.90	43.00	0.00	32.08	4.76	0.00	1.14	1.17	25.33
69	Department of Heavy Industry	78.45	-10.53	0.00		12.00	0.00	36.96	18.46	100.00	35.29	1.18	6.94
70	Department of Sports	44.81	-24.32	3.68		18.00	0.00	23.17	26.32	50.00	1.19	1.58	15.09
71	Department of Science and Technology	56.80	-31.09	45.00	44.44	17.00	0.00	10.47	25.00	100.00	0.00	0.54	6.58
72	Legislative Department	17.61	-20.93	71.43		22.00	0.00	33.33	0.00	57.14	2.94	1.74	10.26
73	Ministry of Steel	40.32	-28.26	23.08	50.00	19.00	0.00	30.65	23.26	0.00	0.00	0.67	13.27
74	Department of Public Enterprises	95.16	87.88	0.00	100.00	5.00	0.00	0.00	33.33	100.00	4.84	3.88	0.00
75	Ministry of New and Renewable Energy	47.37	-11.59	38.46	0.00	25.00	0.00	13.24	25.00		0.00	1.27	8.33
76	Department of Scientific & Industrial Research	31.06	1.69			67.00	0.00	0.00	24.00	77.78	5.00	0.36	7.88
77	Department of Health Research	72.63	-64.63	0.00	50.00	23.00	0.00	2.13	16.67	0.00	3.85	0.38	2.21
78	Department of Pharmaceutical	60.61	-30.67		100.00	23.00	0.00	0.00	18.75	71.43	3.85	1.73	23.33
79	Department of Defence Research and Development	35.20	-41.03	0.00	66.67	38.00	0.00	21.69	25.42	100.00	4.35	0.40	0.86
80	Department of Fisheries	50.88	-13.46	96.15	100.00	6.00	0.00	38.71	16.67	100.00	22.22	3.00	6.67
81	Department of Youth Affairs	6.12	-67.97	8.00	0.00	6.00	0.00	33.33	0.00	0.00	0.00	2.05	35.00
82	Ministry of Food Processing Industries	64.91	-13.95	0.00		21.00	0.00	6.25	27.69		45.95	1.12	3.03
83	Ministry of Statistics and Programme Implementation	31.08	68.18	29.03		33.00	0.00	19.44	20.00		56.76	0.41	8.79

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84	Department of Space	44.74	-33.93	46.15	100.00	32.00	0.00	19.61	8.70	100.00	2.70	1.32	10.71
85	Ministry of Earth Sciences	51.67	-10.26	91.67	100.00	15.00	0.00	2.63	22.22	100.00	31.43	0.97	5.56
86	Department of Fertilizers	30.77	-3.45	25.00	0.00	64.00	0.00	27.08	19.05	62.50	17.86	0.74	10.53
87	Department of Chemicals and Petrochemicals	44.23	-48.78	0.00		32.00	0.00	11.11	29.41	40.00	0.00	1.31	12.50
88	Department of Bio Technology	14.29	-39.29	33.33	0.00	33.00	0.00	13.33	14.29	0.00	0.00	0.15	2.65
89	Ministry of Development of North Eastern Region	94.44	-5.88	0.00		5.00	0.00	11.76	0.00		0.00	0.59	0.00
90	Department of Official Language	0.00	-28.57	0.00		91.00	0.00	50.00			6.67	1.15	0.00

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 and No Calls made for Feedback							



Department of Administrative Reforms and Public Grievances

Government of India

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