



# CPGRAMS

Monthly Report – Central Ministries/Departments

**July 2023**

[Report Number 15]

# CONTENTS

1. Key Highlights .....	4
2. Review of Status of Grievances .....	6
2.1. Overview .....	6
2.2. Month-wise Status of Grievances .....	6
3. Age-wise Status of Grievances on CPGRAMS .....	7
3.1. Pendency .....	7
3.2. Disposal.....	7
4. Integration of Bhashini with CPGRAMS Portal (New) .....	8
5. Grievance Redressal Assessment and Index – July, 2023 .....	8
5.1. Ranking of Ministries/Departments – Group A .....	9
5.2. Ranking of Ministries/Departments – Group B .....	12
6. Training of GROs on CPGRAMS Portal (New) .....	15
7. BSNL Feedback Call Centre.....	16
8. Review of Status of Appeals on CPGRAMS.....	18
8.1. Overview .....	18
8.2. Month-wise Status of Appeals .....	18
8.3. Age-wise Status of Appeals (New) .....	19
8.3.1. Pendency .....	19
8.3.2. Disposal.....	19
8.4. Average Closing Time of Appeals.....	20
8.5. Status of Appellate Authorities .....	20
9. Technological Enhancements .....	22
9.1. Analytics by Data Strategy Unit (DSU).....	22
9.1.1. Top 15 Public Grievance Officers with maximum pendency over 45 days .....	22
9.2. Analytics by IIT-Kanpur.....	23
10. Media Outreach.....	24

<b>Annexure 1: Performance of Ministries/Departments</b> .....	<b>25</b>
<b>Annexure 1.1.: Maximum Number of Receipts – July, 2023</b> .....	<b>25</b>
<b>Annexure 1.2.: Maximum Number of Disposals – July, 2023</b> .....	<b>25</b>
<b>Annexure 1.3.: Maximum Number of Receipts – January to July, 2023</b> .....	<b>25</b>
<b>Annexure 1.4.: Maximum Number of Disposals – January to July, 2023</b> .....	<b>26</b>
<b>Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances - January to July, 2023</b> .....	<b>26</b>
<b>Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to July, 2023</b> .....	<b>27</b>
<b>Annexure 1.7.: Top 10 Ministries/Departments with Highest Pendency in Corruption Category</b> .....	<b>27</b>
<b>Annexure 2: Average Closing Time – January to July, 2023</b> .....	<b>27</b>
<b>Annexure 2.1.: Ministries/Departments with High Average Closing Time</b> .....	<b>27</b>
<b>Annexure 2.2.: Ministries/Departments with Low Average Closing Time</b> .....	<b>28</b>
<b>Annexure 3: Public Grievance Officers on CPGRAMS – July, 2023</b> .....	<b>28</b>
<b>Annexure 3.1.: Bifurcation of Central PG Officers among different levels</b> .....	<b>28</b>
<b>Annexure 3.2.: Top 10 Ministries/Departments with Highest Number of Central PG Officers</b> .....	<b>28</b>
<b>Annexure 4: Status of Action Taken Reports (ATR) – January to July, 2023</b> .....	<b>29</b>
<b>Annexure 4.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format</b> .	<b>29</b>
<b>Annexure 5: Status of Appeals – January to July, 2023</b> .....	<b>29</b>
<b>Annexure 5.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals</b> ....	<b>29</b>
<b>Annexure 5.2.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals</b> .....	<b>30</b>
<b>Annexure 6: Indicator-based Root Cause Analysis – July, 2023</b> .....	<b>31</b>

## 1. Key Highlights

### 1. General

- DARPG has integrated **Bhashini** with the CPGRAMS Portal from 25<sup>th</sup> July, 2023. Bhashini is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces
- On 21<sup>st</sup> July, 2023, training of Grievance Redressal Officers from Ministries/Departments on CPGRAMS Portal was conducted by NIC at DARPG office
- The **pendency has increased** in the Central Secretariat to **64963 grievances**, out of which 65.63% of the grievances are pending for less than 30 days
- In July, 2023, for the **12<sup>th</sup> 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 1<sup>st</sup> January to 31<sup>st</sup> July, 2023 is **19 Days**
- In July, 2023, the BSNL Call Centre collected feedback from **100186 citizens**, which is the highest number of feedbacks collected since its inception in July, 2022. Out of these, approximately **35% citizens** expressed satisfaction with the resolution provided to their respective grievances

### 2. PG Cases

- In July, 2023, **108237 PG cases were received** on the CPGRAMS portal, **103425 PG cases were redressed** and there exists a **pendency of 64963 PG cases**, as of 31<sup>st</sup> July, 2023
- The pendency in the Central Secretariat has **increased** from **57848 PG cases at the end of June, 2023** to **64963 PG cases at the end of July, 2023**
- Ministry of Labour and Employment [13156 grievances], Department of Financial Services (Banking Division) [12118 grievances], and Department of Agriculture and Farmers Welfare [8967 grievances], have received the maximum number of grievances in July, 2023
- **16 Ministries/Departments** have more than **1000 pending grievances** as on 31<sup>st</sup> July, 2023
- Central Board of Direct Taxes (Income Tax) [8345 grievances] and Department of Health and Family Welfare [1550 grievances] have the highest number of grievances pending for more than 30 days

### **3. PG Appeals**

- In July, 2023, **21633 appeals were received** and **23059 appeals were disposed**. The Central Secretariat has a **pendency of 22458 PG Appeals at the end of July, 2023**
- The pendency of appeals in the Central Secretariat has **decreased** from **23884 appeals at the end of June, 2023** to **22458 appeals at the end of July, 2023**
- Central Board of Direct Taxes (Income Tax) [2851 appeals], the Department of Financial Services (Banking Division) [1560 appeals], and Ministry of Railways [1279 appeals] have the maximum pendency of appeals as on 31<sup>st</sup> July, 2023

### **4. Grievance Redressal Assessment and Index (GRAI) – July, 2023**

- **Ministry of Cooperation** and **Unique Identification Authority of India** are the top performers in the Grievance Redressal Assessment & Index within the Group A for July, 2023
- **Department of Public Enterprises** and **Department of Drinking Water and Sanitation** are the top performers in the Grievance Redressal Assessment & Index within the Group B for July, 2023

### **5. Review Meetings with Ministries/Departments**

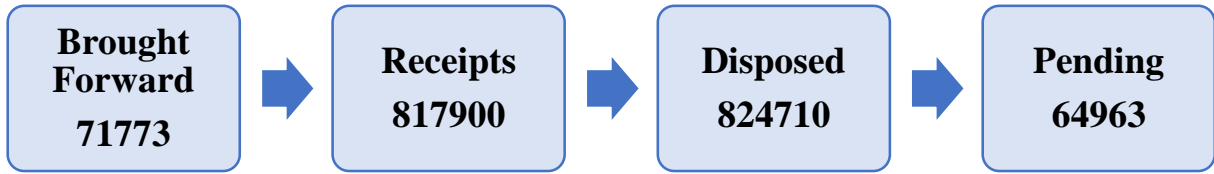
- On 13<sup>th</sup> July, 2023, Secretary, DARPG chaired meetings with **Appellate Authorities** and **Nodal Officers of all the Ministries/Departments**, to review the **Quality of disposal** and **Pendency** of appeals and grievances on CPGRAMS

Key discussion points during the review meeting are:

- ✓ All the Ministries/Departments were requested to go through the Indicator-based Root Cause Analysis present in the Monthly Report. Percentage of active GROs and ratio of GROs mapped to grievances received may be reviewed and ensure that more GROs login to the system
- ✓ All the Ministries/Departments were requested to use the IGMS tool developed by IIT-Kanpur, and Tree Dashboard developed by the Data Strategy Unit of DARPG
- ✓ Appellate Authorities with zero disposal in the year 2023 were requested to expedite the disposal of appeals
- ✓ In cases where the Appellate authorities have an increasing burden, new Sub-Appellate authorities to be created and progress to be reviewed on a fortnightly basis

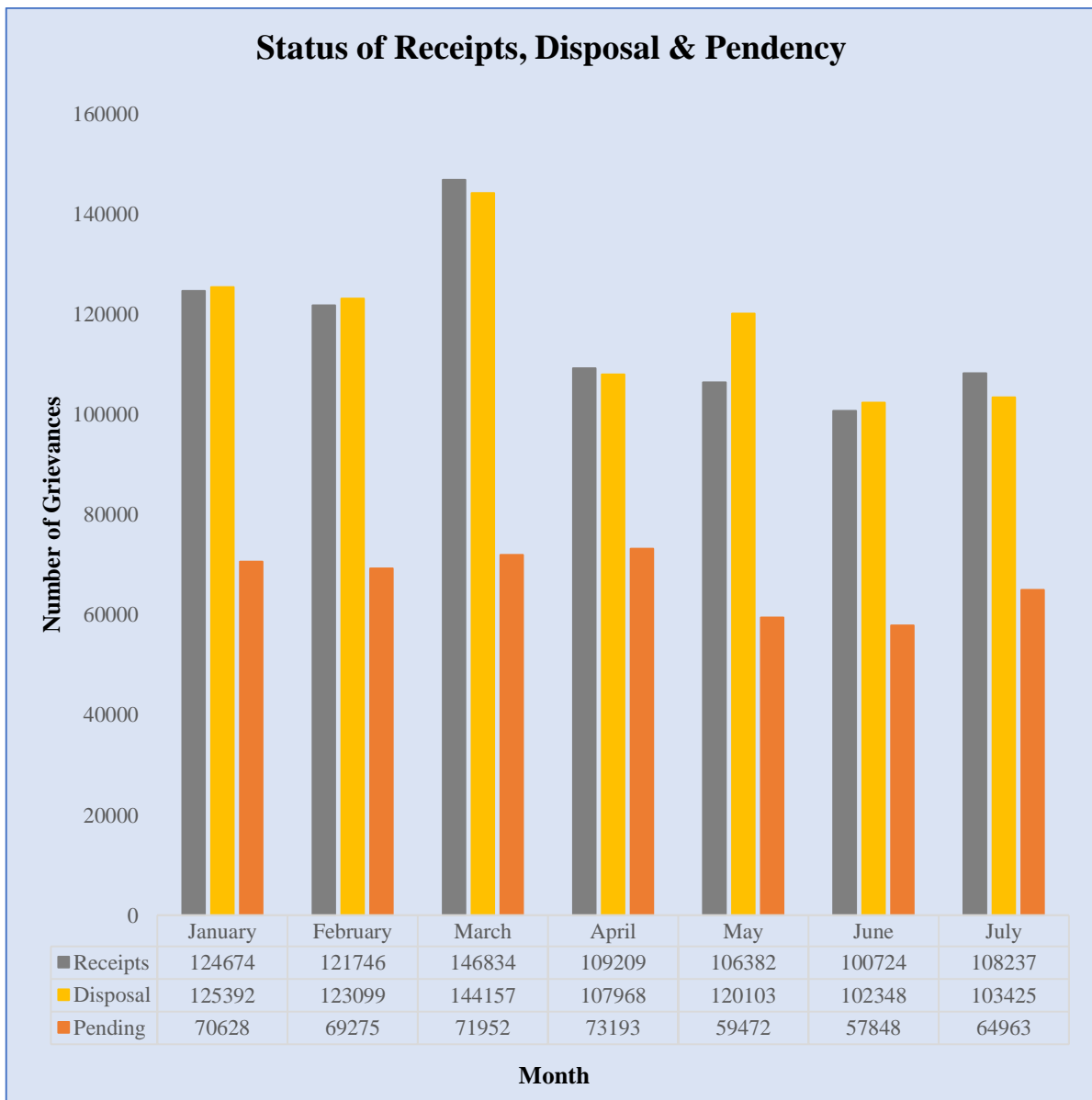
## 2. Review of Status of Grievances

### 2.1. Overview



(Time Period: 01/01/2023 to 31/07/2023)

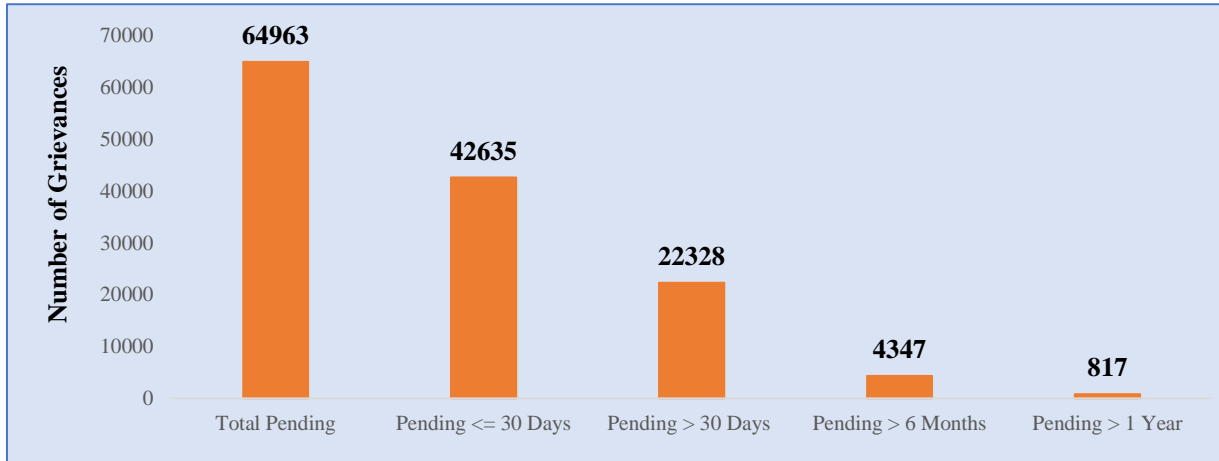
### 2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 31/07/2023)

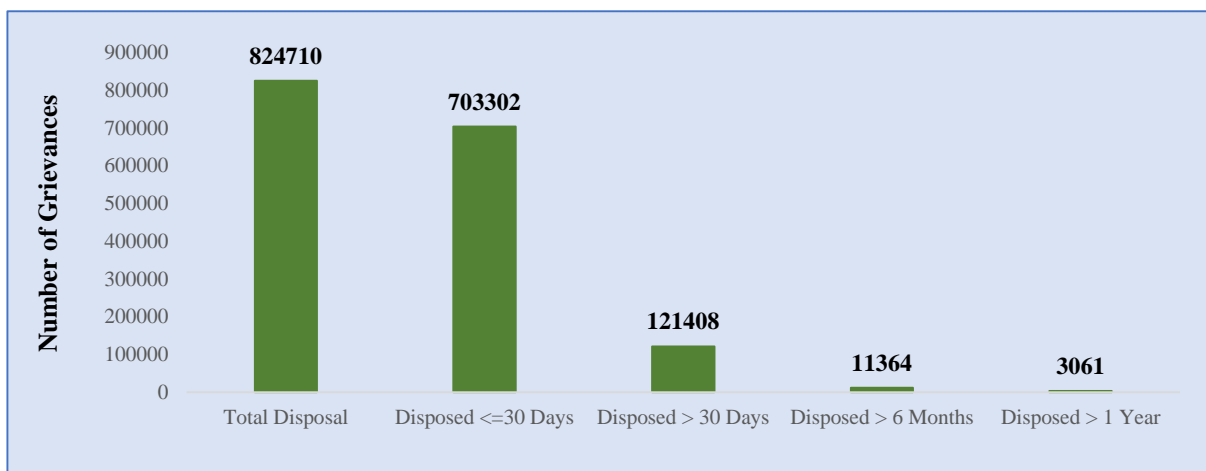
### 3. Age-wise Status of Grievances on CPGRAMS

#### 3.1. Pendency



- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [8345 grievances], which contributes to 72.16% of their total pendency [11564 grievances]
- **7 Ministries/Departments** do not have any grievances pending for more than 30 days
- **28 Ministries/Departments** do not have any grievances pending for more than 6 months

#### 3.2. Disposal



- **Department of Financial Services (Banking Division)** has disposed the maximum number of grievance within 30 days' time period [98711 grievances] which is 89.60% of the total disposal
- **4 Ministries/Departments** has disposed all the grievances within 6 months' time period
- **24 Ministries/Departments** has disposed all the grievances within 1 years' time period

## 4. Integration of Bhashini with CPGRAMS Portal

**AI-based BHASHINI platform has now been seamlessly integrated with CPGRAMS Portal**

**The following are the benefits of this integration:**

- ✓ This integration would facilitate the Grievance Redressal Officer (GROs) to effortlessly translate the regional language grievance texts into English
- ✓ The final replies of the GROs can also be translated from English back into the regional language, which was the original language of the grievance text
- ✓ As a result of this integration, complainants will have the option to view the final reply in both English and the translated native language, ensuring better understanding and communication between the citizen and the concerned authorities

## 5. Grievance Redressal Assessment and Index – July, 2023

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 **1<sup>st</sup> July, 2023 to 31<sup>st</sup> July, 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; 1<sup>st</sup> Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e.,  $\geq 500$ ) while 2<sup>nd</sup> 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
			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*

### 5.1. 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
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
1	Ministry of Cooperation	2,975	2,947	0.4	0.148	0.142	0.057	0.747	1
2	Unique Identification Authority of India	1,681	1,706	0.325	0.173	0.149	0.091	0.739	2

#	Name of Ministry/Department	Total Grievances		Dimension-wise Score				GRAI Score	GRAI Rank
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
3	Department of Agriculture and Farmers Welfare	8,967	7,431	0.345	0.226	0.124	0.04	0.736	3
4	Department of Telecommunications	3,561	3,633	0.369	0.116	0.133	0.047	0.664	4
5	Department of Posts	4,717	4,679	0.313	0.149	0.12	0.075	0.657	5
6	Department of Personnel and Training	1,501	1,613	0.266	0.198	0.121	0.065	0.649	6
7	Ministry of Home Affairs	4,175	4,365	0.283	0.173	0.136	0.056	0.649	7
8	Ministry of Electronics & Information Technology	901	780	0.294	0.183	0.124	0.044	0.645	8
9	Ministry of Labour and Employment	13,156	13,151	0.326	0.159	0.096	0.064	0.645	9
10	Staff Selection Commission	1,004	272	0.225	0.217	0.102	0.073	0.617	10
11	Ministry of Panchayati Raj	676	694	0.327	0.113	0.12	0.043	0.603	11
12	Ministry of Road Transport and Highways	1,904	1,845	0.291	0.151	0.102	0.058	0.602	12
13	Department of Financial Services (Insurance Division)	1,857	1,928	0.317	0.126	0.112	0.045	0.6	13
14	Ministry of Corporate Affairs	2,458	2,508	0.285	0.138	0.113	0.059	0.595	14
15	Ministry of Railways (Railway Board)	5,665	5,544	0.283	0.124	0.11	0.064	0.581	15
16	Department of Financial Services (Banking Division)	12,118	11,947	0.286	0.141	0.097	0.043	0.567	16
17	Central Board of Indirect Taxes and Customs	855	985	0.251	0.164	0.111	0.039	0.566	17
18	O/o the Comptroller & Auditor General of India	601	662	0.262	0.155	0.102	0.045	0.564	18
19	Ministry of Petroleum and Natural Gas	1,102	926	0.243	0.172	0.099	0.049	0.562	19

#	Name of Ministry/Department	Total Grievances		Dimension-wise Score				GRAI Score	GRAI Rank
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
20	Department of Defence	1,389	1,363	0.246	0.214	0.068	0.032	0.561	20
21	Department of Revenue	919	938	0.211	0.178	0.117	0.044	0.55	21
22	Ministry of Women and Child Development	550	442	0.238	0.134	0.11	0.063	0.545	22
23	Department of Consumer Affairs	1,372	1,612	0.229	0.155	0.107	0.052	0.543	23
24	Department of Social Justice and Empowerment	799	715	0.238	0.155	0.095	0.049	0.537	24
25	Department of Ex Servicemen Welfare	3,329	2,656	0.249	0.18	0.055	0.041	0.526	25
26	Department of Justice	1,206	946	0.246	0.169	0.073	0.023	0.511	26
27	Ministry of External Affairs	1,416	1,595	0.242	0.171	0.059	0.037	0.509	27
28	Department of Expenditure	868	110	0.172	0.186	0.101	0.048	0.507	28
29	Department of Higher Education	1,405	1,346	0.222	0.152	0.084	0.048	0.506	29
30	Department of Health & Family Welfare	2,440	2,580	0.204	0.157	0.096	0.041	0.498	30
31	Ministry of Civil Aviation	909	704	0.24	0.089	0.122	0.044	0.495	31
32	Ministry of Housing and Urban Affairs	2,004	1,944	0.245	0.119	0.091	0.036	0.49	32
33	Central Board of Direct Taxes (Income Tax)	4,601	5,284	0.151	0.199	0.083	0.043	0.476	33
34	Department of School Education and Literacy	1,270	962	0.203	0.129	0.07	0.053	0.456	34
35	Department of Defence Finance	2,270	1,622	0.183	0.156	0.058	0.041	0.438	35
36	Department of Rural Development	1,800	1,160	0.213	0.102	0.076	0.031	0.423	36

*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 the GRAI score.*

## 5.2. 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
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Public Enterprises	46	50	0.321	0.3	0.15	0.03	0.801	1
2	Department of Drinking Water and Sanitation	379	392	0.406	0.211	0.149	0.032	0.798	2
3	Department of Legal Affairs	327	338	0.398	0.19	0.149	0.04	0.776	3
4	Department of Financial Services (Pension Reforms)	387	395	0.326	0.194	0.125	0.056	0.701	4
5	Department of Land Resources	313	300	0.357	0.163	0.114	0.065	0.699	5
6	Ministry of Parliamentary Affairs	267	262	0.277	0.194	0.149	0.068	0.688	6
7	Department of Empowerment of Persons with Disabilities	223	202	0.323	0.156	0.149	0.055	0.682	7
8	Ministry of Power	406	386	0.327	0.181	0.14	0.034	0.681	8
9	NITI Aayog	404	323	0.343	0.153	0.144	0.031	0.671	9
10	Department of Food and Public Distribution	481	467	0.363	0.115	0.127	0.065	0.669	10
11	Department of Pharmaceutical	50	52	0.251	0.196	0.144	0.057	0.648	11
12	Department of Investment & Public Asset Management	90	109	0.294	0.287	0	0.062	0.643	12
13	Ministry of Ayush	164	164	0.334	0.105	0.141	0.052	0.632	13
14	Ministry of Mines	80	88	0.271	0.211	0.093	0.045	0.621	14
15	Department of Health Research	78	81	0.29	0.15	0.146	0.032	0.618	15
16	Ministry of Coal	315	343	0.29	0.202	0.087	0.038	0.617	16
17	Ministry of New and Renewable Energy	49	63	0.283	0.145	0.15	0.036	0.614	17
18	Ministry of Development of North Eastern Region	22	18	0.344	0.086	0.15	0.03	0.609	18

#	Name of Ministry/Department	Total Grievances		Dimension-wise Score				GRAI Score	GRAI Rank
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
19	Department of Animal Husbandry, Dairying	163	197	0.301	0.178	0.093	0.033	0.604	19
20	Ministry of Micro Small and Medium Enterprises	185	203	0.291	0.144	0.126	0.042	0.603	20
21	Department for Promotion of Industry and Internal Trade	198	159	0.308	0.111	0.14	0.037	0.596	21
22	Ministry of Shipping	98	108	0.236	0.223	0.081	0.054	0.594	22
23	Ministry of Tourism	191	163	0.3	0.132	0.112	0.04	0.584	23
24	Ministry of Environment, Forest and Climate Change	487	431	0.267	0.178	0.085	0.052	0.582	24
25	Ministry of Information and Broadcasting	309	404	0.241	0.164	0.124	0.049	0.579	25
26	Department of Defence Production	170	155	0.265	0.141	0.123	0.044	0.572	26
27	Department of Sports	83	92	0.227	0.145	0.147	0.053	0.572	27
28	Ministry of Steel	111	103	0.191	0.161	0.15	0.051	0.553	28
29	Department of Commerce	298	341	0.226	0.204	0.081	0.039	0.55	29
30	Department of Agriculture Research and Education	119	106	0.223	0.14	0.149	0.036	0.549	30
31	Department of Defence Research and Development	53	68	0.26	0.181	0.06	0.031	0.532	31
32	Department of Science and Technology	90	83	0.233	0.202	0.056	0.04	0.53	32
33	Department of Youth Affairs	53	146	0.17	0.139	0.15	0.07	0.53	33
34	Department of Space	45	46	0.244	0.113	0.126	0.044	0.528	34
35	Ministry of Food Processing Industries	50	51	0.281	0.204	0.012	0.03	0.527	35
36	Department of Atomic Energy	92	96	0.24	0.115	0.105	0.064	0.524	36
37	Department of Heavy Industry	74	84	0.267	0.085	0.121	0.037	0.511	37

#	Name of Ministry/Department	Total Grievances		Dimension-wise Score				GRAI Score	GRAI Rank
		Receipts	Disposal	Efficiency	Feedback	Domain	Org. Commitment		
38	Legislative Department	136	124	0.188	0.154	0.119	0.043	0.504	38
39	Department of Scientific & Industrial Research	62	69	0.192	0.196	0.078	0.037	0.504	39
40	Ministry of Textiles	88	62	0.173	0.223	0.06	0.041	0.497	40
41	Department of Military Affairs	388	410	0.237	0.147	0.072	0.038	0.495	41
42	Ministry of Culture	181	53	0.103	0.197	0.149	0.041	0.49	42
43	Ministry of Tribal Affairs	238	150	0.199	0.192	0.06	0.036	0.486	43
44	Department of Official Language	14	30	0.128	0.25	0.074	0.03	0.483	44
45	Ministry of Water Resources, River Development & Ganga Rejuvenation	378	188	0.2	0.162	0.05	0.044	0.455	45
46	Ministry of Skill Development and Entrepreneurship	180	363	0.186	0.16	0.055	0.049	0.45	46
47	Ministry of Minority Affairs	227	208	0.188	0.142	0.06	0.049	0.439	47
48	Department of Chemicals and Petrochemicals	20	22	0.18	0.124	0.105	0.03	0.438	48
49	Department of Fisheries	22	24	0.212	0.159	0.026	0.039	0.436	49
50	Department of Bio Technology	17	38	0.155	0.105	0.144	0.032	0.436	50
51	Department of Economic Affairs ACC Division	302	857	0.096	0.201	0.065	0.038	0.401	51
52	Ministry of Earth Sciences	48	39	0.205	0.096	0.04	0.037	0.378	52
53	Ministry of Statistics and Programme Implementation	61	60	0.222	0.116	0.002	0.036	0.376	53
54	Department of Fertilizers	32	29	0.179	0.031	0.079	0.046	0.335	54

**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.

## 6. Training of GROs on CPGRAMS Portal

DARPG has initiated the training sessions for the Grievance Redressal Officers on the operation of the CPGRAMS 7.0 portal. The session was conducted on 21<sup>st</sup> July, 2023, at the DARPG office. The session was taken by the Technical Director, NIC, DARPG.

26 officers from 10 Ministries/Departments attended the training session.



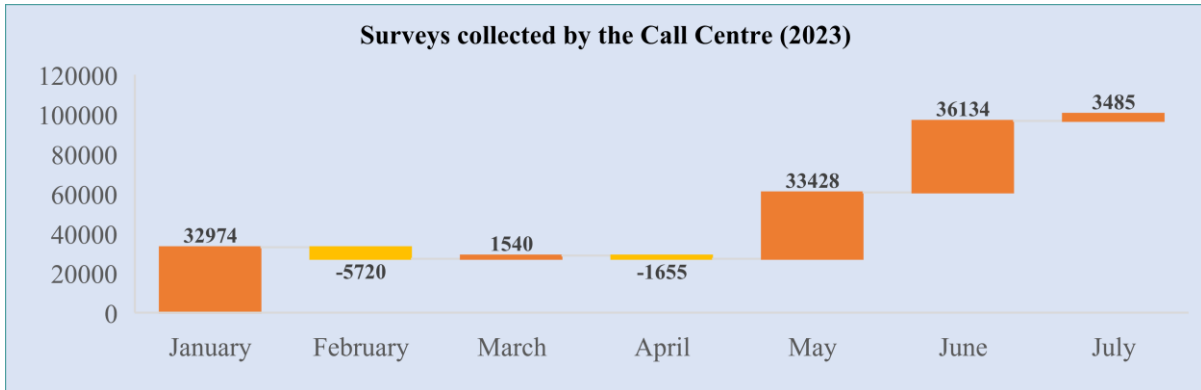
The objective behind conducting these training sessions is to update the Grievance Redressal Officers with the recent changes that has been introduced in the CPGRAMS portal and to disseminate information on various aspects and functionalities of the CPGRAMS portal.

### **Officials from the following Ministries/Departments attended the training session:**

1. Ministry of Labour & Employment (ESIC & EPFO)
2. NITI Aayog
3. Department of Agriculture & Farmers Welfare
4. Department of Drinking Water & Sanitation
5. Department of Personnel & Training
6. Department of Posts
7. Ministry of Home Affairs
8. Department of Telecommunications
9. Unique Identification Authority of India
10. Ministry of Electronics & Information Technology

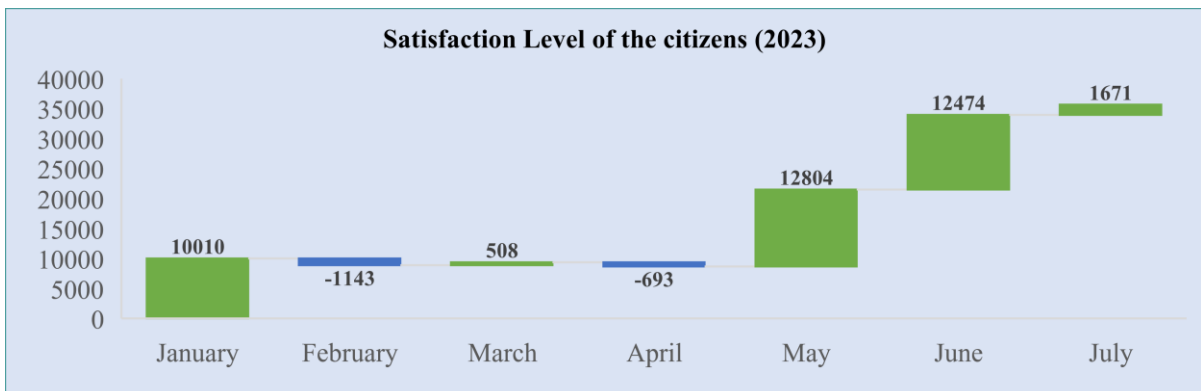
## 7. BSNL Feedback Call Centre

- From 1<sup>st</sup> January to 31<sup>st</sup> July, 2023, the BSNL Feedback Call Centre has collected **373615** feedbacks, directly from the citizens (*highest in the month of July, 2023*)



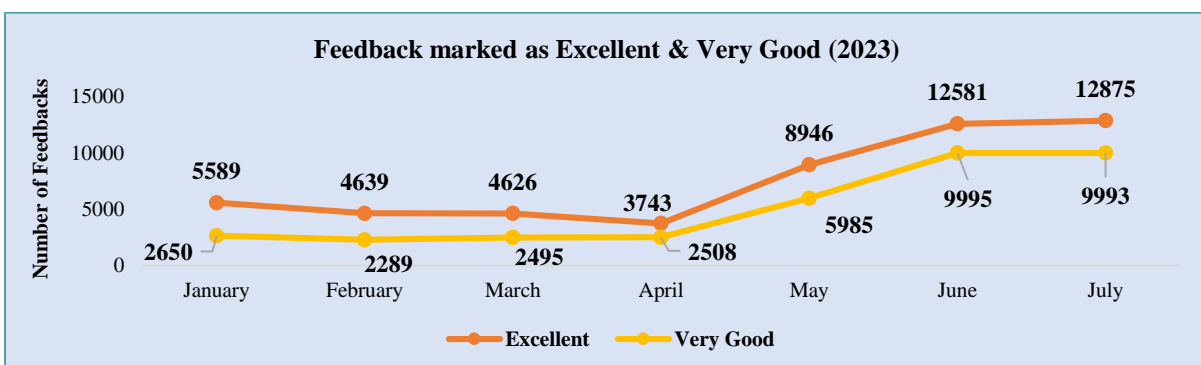
Month	January	February	March	April	May	June	July
Feedbacks Collected	32974	27254	28794	27139	60567	96701	100186

- A total of **128011** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023



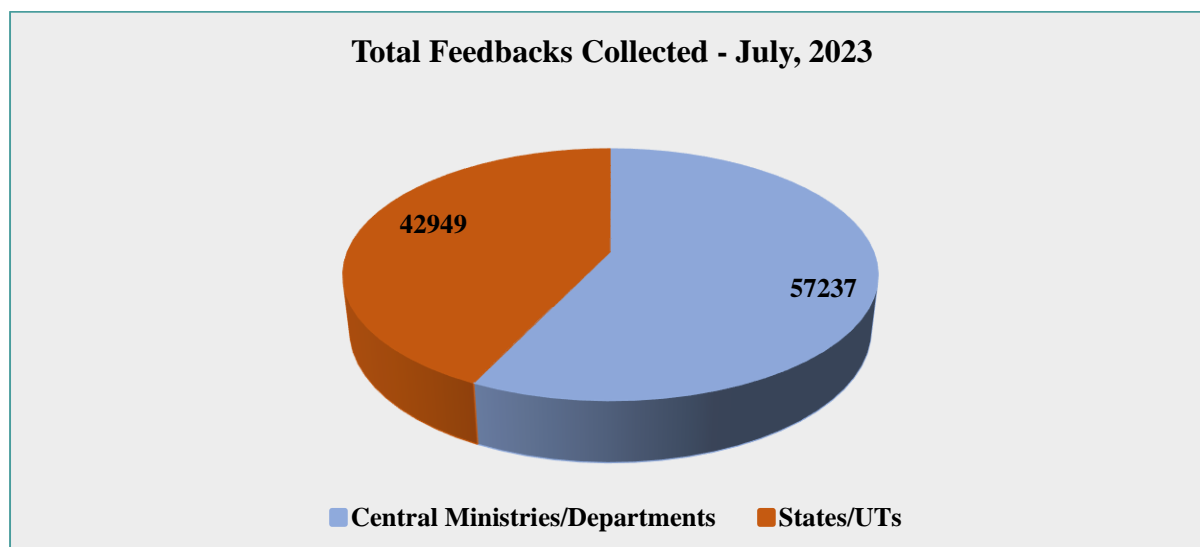
Month	January	February	March	April	May	June	July
Satisfaction	10010	8867	9375	8682	21486	33960	35631

- A total of **88914** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023





- From 1<sup>st</sup> July, 2023 to 31<sup>st</sup> July, 2023, the BSNL Feedback Call Centre has collected **100186 feedbacks**, directly from the citizens

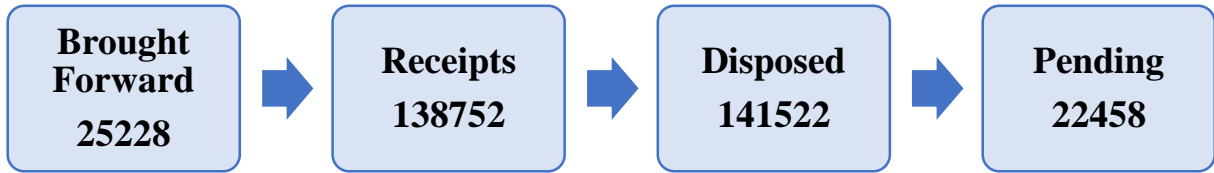


- A total of **35631 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of July, 2023
- A total of **22868 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of July, 2023
- Top 10 Ministries/Departments for which the maximum citizen feedbacks has been collected by the BSNL Call Centre in the month of July, 2023**

S. No.	Name of Ministry/Department	Total Feedbacks	Satisfied %	Not Satisfied %
1	Ministry of Labour and Employment	8561	48%	52%
2	Department of Financial Services (Banking Division)	7611	40%	60%
3	Ministry of Railways ( Railway Board)	3803	37%	63%
4	Central Board of Direct Taxes (Income Tax)	3246	54%	46%
5	Ministry of Cooperation	3076	47%	53%
6	Department of Telecommunications	2484	37%	63%
7	Department of Posts	2372	50%	50%
8	Department of Ex Servicemen Welfare	2009	49%	51%
9	Department of Defence Finance	1581	46%	54%
10	Ministry of Home Affairs	1189	31%	69%

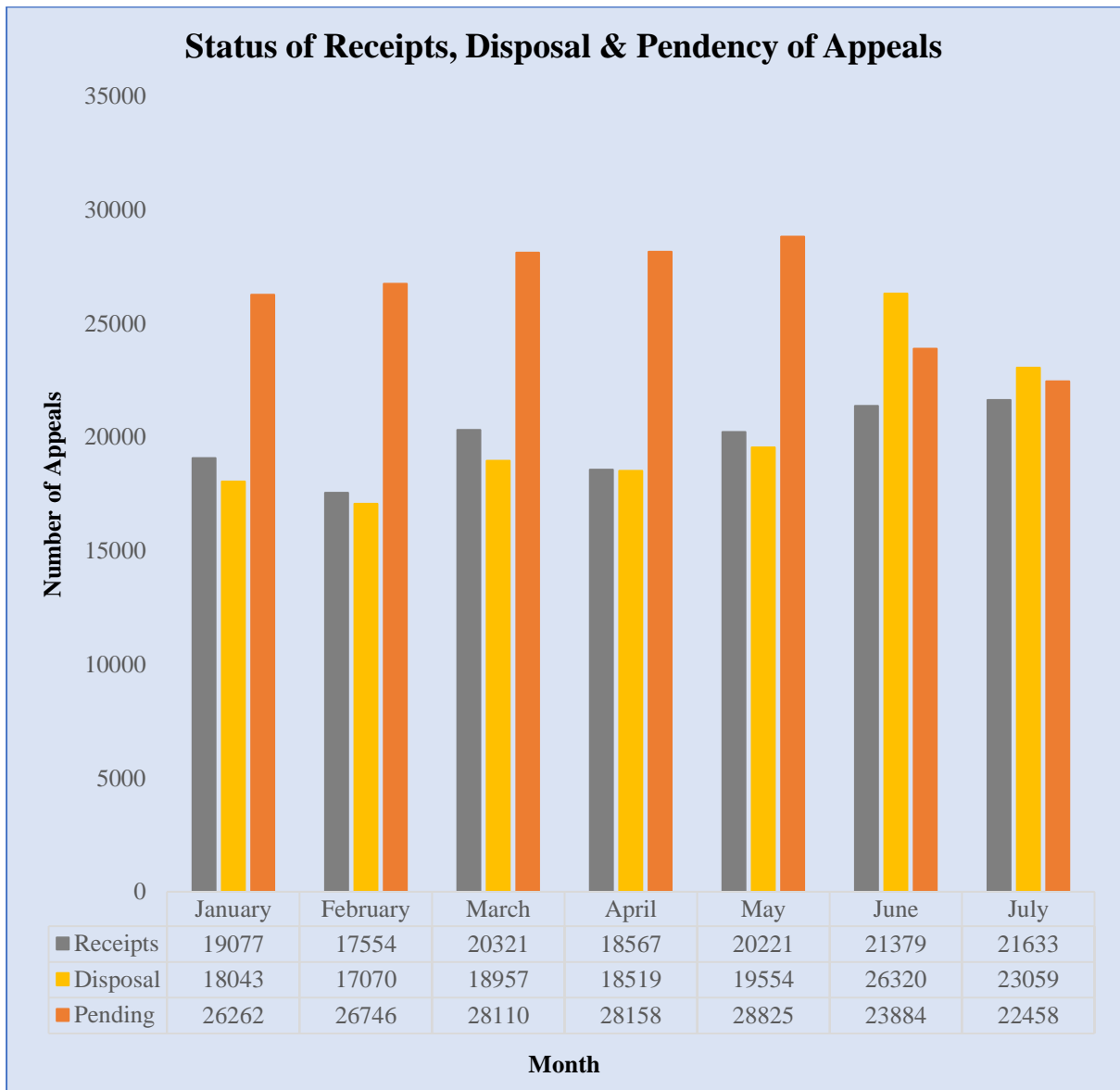
## 8. Review of Status of Appeals on CPGRAMS

### 8.1. Overview



(Time Period: 01/01/2023 to 31/07/2023)

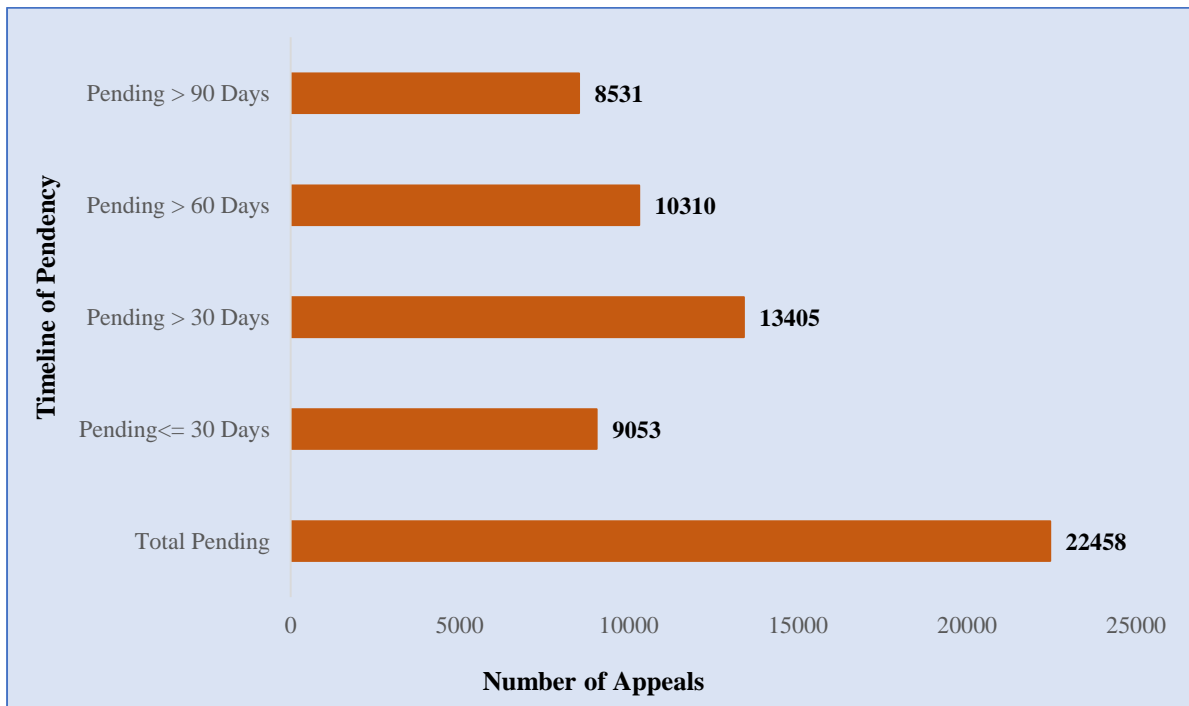
### 8.2. Month-wise Status of Appeals



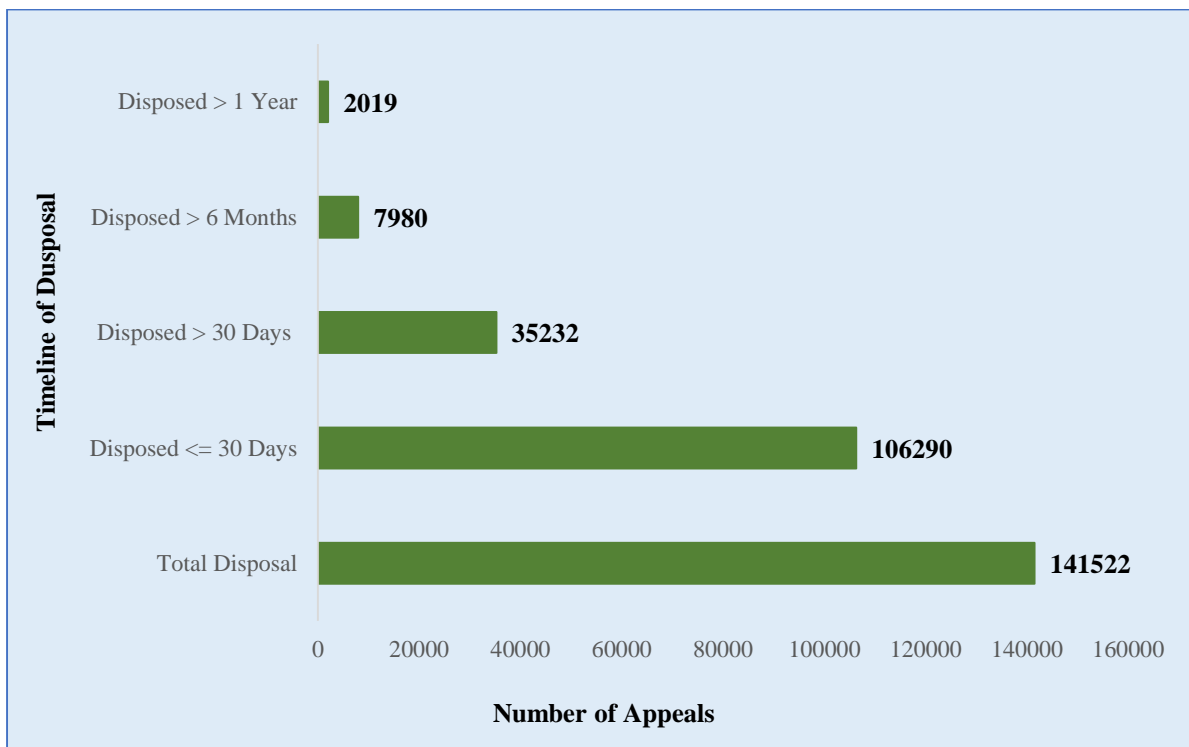
(Time Period: 01/01/2023 to 31/07/2023)

### 8.3. Age-wise Status of Appeals

#### 8.3.1. Pendency



#### 8.3.2. Disposal



## 8.4. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is ~39 days from 1<sup>st</sup> January to 31<sup>st</sup> July, 2023
- 47 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

## 8.5. Status of 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	6043	6194	2851
2	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Adviser	26320	25628	1560
3	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	8484	8054	1279
4	Department of Consumer Affairs	Shri Vineet Mathur	Joint Secretary	1534	1099	1260
5	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	2592	2250	1175
6	Department of Social Justice and Empowerment	Shri S.S.Kumar	Deputy Secretary (Admin)	530	0	1160
7	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	2732	3474	1105
8	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General (DDG)	21188	22088	883
9	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	3026	3050	747
10	Department of Health & Family Welfare	Shri Samsul Haque	Deputy Secretary	1913	2698	715

(Time Period: 01/01/2023 to 31/07/2023)

- **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	26320	25628	1560
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General (DDG)	21188	22088	883
3	Department of Telecommunications	Smt. Rekha Singh	Sr. Deputy Director General - Public Grievances	8522	8490	73
4	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	7828	8075	16
5	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	8484	8054	1279
6	Department of Posts	Shri Shalendra Dwivedi	Deputy Director General (DDG) PG QA and I	7853	7980	470
7	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	6043	6194	2851
8	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	2732	3474	1105
9	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	3305	3333	26
10	Department of Financial Services (Insurance Division)	Shri Abhijit Phukon	Economic Advisor	3250	3286	173

(Time Period: 01/01/2023 to 31/07/2023)

## 9. Technological Enhancements

### 9.1. Analytics by Data Strategy Unit (DSU)

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

S. No.	Name of Ministry/Department	PG Officer Name	Designation	Receipts	Pending >45 Days
1	Central Board of Direct Taxes (Income Tax) [CBDT]	Shri Ramesh Chand	Joint Director OSD	101590	7002
2	Director General of Income Tax (System) [CBDT]	Shri Y. K. Singh	DGIT	63550	3185
3	Commissioner of Income Tax CPC ITR [CBDT]	Smt. Amrita Ranjan	Director of Income Tax	48963	2797
4	Department of Health & Family Welfare [DoHFW]	Shri Samsul Haque	Deputy Secretary	47589	1382
5	Department of Pension and Pensioners Welfare [DoPPW]	Shri Pramod Kumar	Director-PP	94886	949
6	Department of School Education and Literacy [DoSEL]	Shri Sankha Roy	Deputy Secretary	26324	656
7	Ministry of Railways (Railway Board) [MoR]	Shri Ratnesh Kumar Jha	Executive Director PG	92008	631
8	Chief Commissioner of Income Tax Mumbai [CBDT]	Smt. Geetha Ravichandran	Pr. CCIT Mumbai	11351	592
9	Pr. Chief Commissioner of Income Tax Delhi-I [CBDT]	Shri Ravi Agarwal	Pr. CCIT	11225	584
10	Delhi Police [MHA]	Smt. Nuzhat Hassan	Spl. Commissioner of Police	11340	516
11	Ministry of Home Affairs [MHA]	Shri S. M. I. Tanvir	DDG Co-ord.II	69000	515
12	Ministry of External Affairs [MEA]	Shri T. Armstrong Changsan	Joint Secretary PSP and CPO	29039	441
13	Department of Rural Development [DoRD]	Shri Suman Majumdar	Deputy Secretary	23590	427
14	Department of Ex Servicemen Welfare [DoESW]	Shri Tirth Ram	Deputy Secretary	34900	412
15	Department of Financial Services (Banking Division) [DFS BD]	Shri Surender Singh	Deputy Secretary	301938	408

(Time Period: 01/01/2022 to 01/08/2023)

## 9.2. Analytics by IIT-Kanpur

### Using the IGMS Portal to understand Grievances in multi languages and perform a Root Cause Analysis:

The username and login details of the IGMS portal [ <https://dashboard-pmopg.nic.in/> ] has already been shared with Ministries/Departments. With real time data of CPGRAMS grievances, the IGMS portal can help a Ministry/Departments understand the major issues being flagged by complainants cutting across languages.

Priority	Registration Number	District	Received Date	Closing Date	Name
Repeat	CAGAO/E/2022/00153	Ganjam	1/2/2022		Mr. Babuli Chandra Nayak
Spam	CBODT/E/2022/03565	Gurugram	1/2/2022		Sachin Singh
	CBODT/E/2022/03723	Bhopal	1/2/2022		Ghanshyam Tiwari
Hindi	CBODT/E/2022/03724	S.A.S. Nagar	1/2/2022	2/2/2022	mangal singh rana
	CBOEC/E/2022/00658	Jalandhar	1/2/2022		CHIRAG GUMBER
	CBOEC/E/2022/00672	Ernakulam	1/2/2022		BENNY KA
	CERLY/T/2022/00007	No District/Not Known	1/2/2022		Y Ramana Rao
	CGATP/P/2022/00173	No District/Not Known	1/2/2022		Ms Debashree Choudhury DAD

### Multi-lingual semantic search for public grievances

The IGMS portal is now able to process grievances written in multiple Indian languages – **Hindi, Gujarati, Marathi, Tamil and Bengali**. The system now identifies the language a grievance is written in and translates it into English, after which it enters the analysis pipeline as a regular English grievance.

In addition to the integration with Bhashini, this multi lingual semantic search could ensure that regional language grievances are understood and analysed in CPGRAMS on a much wider basis.

# 10. Media Outreach

Ministry of Personnel, Public Grievances & Pensions




## 14th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of June, 2023

A total of 1,02,348 Grievances Redressed by Central Ministries/Departments in June, 2023

This is the 11th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Pendency reduced to 57,848 grievances, lowest ever in the Central Ministries/Departments

Department of Agriculture and Farmers Welfare, Ministry of Cooperation topped in Group A category

NITI Aayog and Department of Public Enterprises topped in the Group B category in the rankings released for the month of June, 2023

Posted On: 11 JUL 2023 6:27PM by PIB Delhi

BS Home Latest E-Paper Market Opinion Politics Companies Mu

Home / India News / 100k grievances addressed, 50k pending at central public grievance dept

## 100k grievances addressed, 50k pending at central public grievance dept

Data released by the Department of Administrative Reforms and Public Grievances shows that for the 11th month in a row more than 100,000 public grievances have been addressed in June 2023

DoPT @DoPTGoI

Serving Excellence in #GoodGovernance

With the vision of putting 'People First' and ensuring Citizen-Centric Service Delivery,

Majority of Appeals in DoPT are disposed in favour of Complainant as per the CPGRAMS monthly DARPG June Report 2023.

#TransformingIndia



Narendra Modi and 9 others

2:00 PM - Jul 24, 2023 - 26.1K Views

PIB India @PIB\_India

## 14th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of June 2023

A total of 1,02,348 Grievances Redressed by Central Ministries/Departments in June, 2023

This is the 11th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Read here: [pib.gov.in/PressReleasePa...](http://pib.gov.in/PressReleasePa...)

6:49 PM · Jul 11, 2023 · 14.6K Views

Ministry of Labour @LabourMinistry

Disposed of 98.01% of the total grievances within 30 days for the month of June 2023 providing quick redressal of grievances.

@mygovindia @PIB\_India



5:20 PM - Jul 14, 2023 - 2,443 Views

Ministry of Labour @LabourMinistry

The Ministry of Labour and Employment topped the list of Top 10 Ministries/Departments with maximum Appeals disposed 'In Favour' of the complainants for the month of June 2023 to provide relief to complainants.

@mygovindia @PIB\_India




6:14 PM - Jul 14, 2023 - 9,253 Views

Ministry of Labour @LabourMinistry

About 48 percent of citizens were satisfied with the disposal of their grievances in their feedback to the BSNL Call Centre for the month of June 2023.

@mygovindia @PIB\_India



6:20 PM - Jul 14, 2023 - 1,731 Views



## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – July, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4189	13156	17345	13151	4194
2	Department of Financial Services (Banking Division)	6182	12118	18300	11947	6353
3	Department of Agriculture and Farmers Welfare	501	8967	9468	7431	2037
4	Ministry of Railways (Railway Board)	2768	5665	8433	5544	2889
5	Department of Posts	1765	4717	6482	4679	1803
6	Central Board of Direct Taxes (Income Tax)	12247	4601	16848	5284	11564
7	Ministry of Home Affairs	1331	4175	5506	4365	1141
8	Department of Telecommunications	759	3561	4320	3633	687
9	Department of Ex Servicemen Welfare	2503	3329	5832	2656	3176
10	Ministry of Cooperation	51	2975	3026	2947	79

#### Annexure 1.2.: Maximum Number of Disposals – July, 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4189	13156	17345	13151	4194
2	Department of Financial Services (Banking Division)	6182	12118	18300	11947	6353
3	Department of Agriculture and Farmers Welfare	501	8967	9468	7431	2037
4	Ministry of Railways (Railway Board)	2768	5665	8433	5544	2889
5	Central Board of Direct Taxes (Income Tax)	12247	4601	16848	5284	11564
6	Department of Posts	1765	4717	6482	4679	1803
7	Ministry of Home Affairs	1331	4175	5506	4365	1141
8	Department of Telecommunications	759	3561	4320	3633	687
9	Ministry of Cooperation	51	2975	3026	2947	79
10	Department of Ex Servicemen Welfare	2503	3329	5832	2656	3176

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6729	109788	116517	110164	6353
2	Ministry of Labour and Employment	3018	97584	100602	96408	4194
3	Department of Agriculture and Farmers Welfare	5136	71257	76393	74356	2037
4	Central Board of Direct Taxes (Income Tax)	13031	40757	53788	42224	11564
5	Ministry of Railways (Railway Board)	2454	35324	37778	34889	2889
6	Department of Posts	1957	33350	35307	33504	1803

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
7	Ministry of Cooperation	95	32605	32700	32621	79
8	Department of Financial Services (Insurance Division)	1092	27284	28376	27741	635
9	Department of Telecommunications	760	26755	27515	26828	687
10	Ministry of Home Affairs	1987	26611	28598	27457	1141

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6729	109788	116517	110164	6353
2	Ministry of Labour and Employment	3018	97584	100602	96408	4194
3	Department of Agriculture and Farmers Welfare	5136	71257	76393	74356	2037
4	Central Board of Direct Taxes (Income Tax)	13031	40757	53788	42224	11564
5	Ministry of Railways (Railway Board)	2454	35324	37778	34889	2889
6	Department of Posts	1957	33350	35307	33504	1803
7	Ministry of Cooperation	95	32605	32700	32621	79
8	Department of Financial Services (Insurance Division)	1092	27284	28376	27741	635
9	Ministry of Home Affairs	1987	26611	28598	27457	1141
10	Department of Telecommunications	760	26755	27515	26828	687

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13031	40757	53788	42224	11564
2	Department of Financial Services (Banking Division)	6729	109788	116517	110164	6353
3	Ministry of Labour and Employment	3018	97584	100602	96408	4194
4	Department of Ex Servicemen Welfare	1494	20448	21942	18766	3176
5	Ministry of Railways (Railway Board)	2454	35324	37778	34889	2889
6	Department of Health & Family Welfare	2034	16037	18071	15476	2595
7	Department of Defence Finance	1002	9921	10923	8760	2163
8	Department of Agriculture and Farmers Welfare	5136	71257	76393	74356	2037
9	Department of Rural Development	1390	10608	11998	10154	1844
10	Department of Posts	1957	33350	35307	33504	1803
11	Department of School Education and Literacy	1435	7852	9287	7634	1653
12	Ministry of Housing and Urban Affairs	896	13491	14387	13082	1305
13	Ministry of External Affairs	1059	11291	12350	11100	1250
14	Department of Higher Education	1581	9737	11318	10135	1183
15	Ministry of Home Affairs	1987	26611	28598	27457	1141
16	Staff Selection Commission	860	8423	9283	8273	1010

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Total Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13031	40757	53788	42224	11564	8345
2	Department of Health & Family Welfare	2034	16037	18071	15476	2595	1550
3	Ministry of Railways (Railway Board)	2454	35324	37778	34889	2889	894
4	Department of School Education and Literacy	1435	7852	9287	7634	1653	858
5	Department of Financial Services (Banking Division)	6729	109788	116517	110164	6353	700
6	Department of Ex Servicemen Welfare	1494	20448	21942	18766	3176	694
7	Department of Rural Development	1390	10608	11998	10154	1844	652
8	Ministry of Home Affairs	1987	26611	28598	27457	1141	643
9	Ministry of External Affairs	1059	11291	12350	11100	1250	596
10	Department of Defence	1263	9019	10282	9350	932	514

**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)	6689	516	8%
2	Centralised Receipt and Processing Centre	2903	420	14%
3	Reserve Bank of India	1162	159	14%
4	Administrative Vigilance - III	519	130	25%
5	Department of Health & Family Welfare	216	122	56%
6	Department of Personnel and Training	414	70	17%
7	Axis Bank	492	53	11%
8	Department of Posts	422	39	9%
9	Ministry of Corporate Affairs	974	38	4%
10	Bank of India	629	37	6%

**Annexure 2: Average Closing Time – January to July, 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	9099	120
2	Department of Atomic Energy	956	66
3	Department of Economic Affairs ACC Division	2852	65
4	Central Board of Direct Taxes (Income Tax)	42224	64
5	Ministry of Shipping	1078	51
6	Department of Personnel and Training	19000	49
7	Department of Youth Affairs	594	46

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
8	Ministry of Culture	1262	40
9	Staff Selection Commission	8273	39
10	Ministry of Statistics and Programme Implementation	248	37

### 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	32621	2
2	NITI Aayog	2269	3
3	Department of Legal Affairs	1972	3
4	Department of Financial Services (Pension Reforms)	2100	5
5	Department of Investment & Public Asset Management	813	5
6	Department of Telecommunications	26828	6
7	Department of Justice	9380	6
8	Department of Land Resources	1853	6
9	Department of Empowerment of Persons with Disabilities	1682	6
10	Department of Financial Services (Insurance Division)	27741	7

### Annexure 3: Public Grievance Officers on CPGRAMS – July, 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	199	289
2	Level 2	3562	662	4224
3	Level 3	7508	657	8165
4	Level 4	13151	556	13707
5	Level 5	11603	380	11983
6	Level 6	5178	85	5263
7	Level 7	1007	34	1041
8	Level 8	393	0	393
<b>Total</b>		<b>42492</b>	<b>2573</b>	<b>45065</b>

#### 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	8830	384	9214
2	Central Board of Direct Taxes (Income Tax)	8344	578	8922
3	Department of Defence	2388	73	2461
4	Ministry of Housing and Urban Affairs	2179	199	2378
5	Ministry of Railways (Railway Board)	1864	153	2017

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
6	Central Board of Indirect Taxes and Customs	1832	41	1873
7	Department of Defence Finance	1653	54	1707
8	Department of Ex Servicemen Welfare	1263	32	1295
9	Department of Financial Services (Banking Division)	1079	183	1262
10	Department of Military Affairs	1097	79	1176

#### Annexure 4: Status of Action Taken Reports (ATR) – January to July, 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)	102598	91761	7819	3018
2	Ministry of Labour and Employment	84028	29307	53117	1604
3	Central Board of Direct Taxes (Income Tax)	39998	15208	24698	92
4	Ministry of Railways (Railway Board)	33333	25029	6119	2185
5	Ministry of Cooperation	31327	31314	11	2
6	Department of Posts	28994	27751	1140	103
7	Department of Telecommunications	24349	17320	4880	2149
8	Department of Ex Servicemen Welfare	18125	3755	14197	173
9	Department of Defence Finance	15982	15725	82	175
10	Ministry of Corporate Affairs	13874	2947	10798	129

#### Annexure 5: Status of Appeals – January to July, 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	6043	9045	6194	2851
2	Department of Financial Services (Banking Division)	868	26320	27188	25628	1560
3	Ministry of Railways (Railway Board)	849	8484	9333	8054	1279
4	Department of Consumer Affairs	825	1534	2359	1099	1260
5	Ministry of Home Affairs	833	2592	3425	2250	1175
6	Department of Social Justice and Empowerment	630	530	1160	0	1160
7	Ministry of Corporate Affairs	1847	2732	4579	3474	1105
8	Ministry of Labour and Employment	1783	21188	22971	22088	883
9	Ministry of Housing and Urban Affairs	771	3026	3797	3050	747
10	Department of Health & Family Welfare	1500	1913	3413	2698	715

## Annexure 5.2.: 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	8075	1
2	Department of Telecommunications	8490	2
3	Ministry of External Affairs	1817	6
4	Ministry of Parliamentary Affairs	52	9
5	Department of Financial Services (Banking Division)	25628	12
6	Ministry of Labour and Employment	22088	12
7	Department of Posts	7980	12
8	Department of Empowerment of Persons with Disabilities	466	13
9	Ministry of Earth Sciences	33	13
10	Department of Financial Services (Insurance Division)	3286	15

## Annexure 6: Indicator-based Root Cause Analysis – July, 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	73.19	2.85	79.75	59.46	10.00	0.09	26.89	31.26	70.77	26.16	12.24	26.14
2	Department of Financial Services (Banking Division)	56.58	3.66	70.44	61.88	17.00	0.00	28.26	26.26	58.06	14.68	4.30	9.75
3	Department of Agriculture and Farmers Welfare	78.09	16.23	60.00	100.00	2.00	0.00	0.30	27.69	71.43	0.06	80.06	16.07
4	Central Board of Direct Taxes (Income Tax)	14.07	-18.62	22.67	64.29	66.00	0.04	16.41	34.84	46.15	17.74	0.46	9.37
5	Ministry of Railways ( Railway Board)	59.15	10.56	55.90	63.56	15.00	0.09	30.96	22.90	60.00	3.87	2.47	25.22
6	Ministry of Cooperation	97.09	-34.08	97.57	90.91	2.00	0.00	21.95	22.24	100.00	7.70	123.96	33.33
7	Department of Posts	66.01	12.44	74.73	67.98	13.00	0.00	29.64	30.52	100.00	28.22	3.59	33.51
8	Department of Telecommunications	83.26	-2.49	94.90	83.52	6.00	0.00	33.55	22.83	91.18	8.85	2.24	12.64
9	Ministry of Home Affairs	69.22	16.59	30.72	61.36	20.00	0.16	10.66	19.43	88.70	3.57	6.57	20.16
10	Department of Ex Servicemen Welfare	29.80	18.05	95.72		27.00	0.00	22.33	34.15	0.00	4.63	2.49	8.74
11	Ministry of Corporate Affairs	65.30	-3.19	38.20	68.00	15.00	0.00	21.01	17.64	70.59	9.93	20.66	23.53

#	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
12	Department of Health & Family Welfare	38.26	9.37	39.46	19.67	32.00	0.34	16.56	19.83	63.29	19.88	2.78	8.54
13	Ministry of Housing and Urban Affairs	50.11	11.15	36.37	50.00	20.00	0.03	26.54	16.47	34.33	0.05	0.57	4.47
14	Ministry of Road Transport and Highways	63.92	11.15	49.70	68.42	16.00	0.00	18.71	19.92	46.67	0.21	3.04	20.93
15	Department of Financial Services (Insurance Division)	64.57	10.54	77.39	82.51	15.00	0.00	29.16	21.72	71.88	11.95	2.14	11.05
16	Department of Defence Finance	28.01	40.73	44.94	0.00	29.00	0.06	30.27	33.52		1.85	1.35	8.32
17	Unique Identification Authority of India	71.96	12.14	73.07	71.70	12.00	0.00	22.63	31.69	100.00	0.59	57.97	51.72
18	Ministry of External Affairs	37.47	-4.71	76.63	66.67	50.00	0.00	23.95	32.58	15.38	14.19	2.94	5.60
19	Department of Personnel and Training	54.66	1.69	49.53	62.50	25.00	0.00	8.43	26.09	67.95	0.60	11.29	27.07
20	Department of Higher Education	37.91	4.07	48.70	44.32	32.00	0.00	21.56	23.02	56.41	24.84	2.44	13.74
21	Department of Rural Development	29.03	37.30	52.91	44.29	22.00	0.01	29.31	13.45	18.18	0.00	0.18	0.65
22	Department of Consumer Affairs	49.38	6.69	7.35	64.52	22.00	0.00	24.32	27.26	58.82	5.76	29.19	19.15
23	Department of Defence	45.49	26.50		48.89	30.00	0.00	0.00	23.10	36.84	23.40	0.39	1.76
24	Ministry of Civil Aviation	38.49	-11.83	60.80	52.94	16.00	0.00	37.22	16.91	70.00	0.77	2.22	10.51
25	Department of Justice	64.81	18.35	83.33	57.14	9.00	16.67	4.12	11.11	55.56	34.49	201.00	16.67
26	Department of School Education and Literacy	27.72	25.12	67.88	25.00	28.00	1.50	25.05	18.66	37.50	22.60	6.35	18.00
27	Central Board of Indirect Taxes and Customs	47.36	-13.29	47.03	66.67	23.00	0.00	21.93	27.98	61.11	3.51	0.34	6.69
28	Ministry of Petroleum and Natural Gas	45.41	20.70	51.24	41.18	19.00	0.00	22.57	31.23	50.00	5.99	1.48	13.92
29	Department of Revenue	47.14	19.35	0.00	70.00	53.00	0.00	13.98	24.62	65.15	1.31	23.56	12.82



#	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
30	Department of Social Justice and Empowerment	49.80	9.90	0.00	89.47	19.00	0.00	11.47	13.61	40.00	0.50	7.47	14.95
31	Ministry of Electronics & Information Technology	58.71	32.50	50.51	90.91	13.00	0.00	13.33	25.86	73.33	1.66	5.18	10.92
32	Ministry of Panchayati Raj	81.29	1.35	39.65	85.61	10.00	0.00	28.24	16.01	66.67	0.00	15.02	11.11
33	Department of Food and Public Distribution	79.68	5.25	87.93	95.00	6.00	0.00	32.55	21.33	100.00	21.83	7.52	26.56
34	Department of Drinking Water and Sanitation	96.49	-16.52	100.00	100.00	2.00	0.00	0.26	22.22	100.00	0.79	3.87	2.04
35	Ministry of Environment, Forest and Climate Change	55.65	15.13	39.33	66.67	15.00	0.00	11.83	22.36	52.00	20.53	3.45	16.31
36	Department of Military Affairs	36.36	-3.72	64.58	65.00	34.00	0.00	21.22	21.15	28.57	13.40	0.33	6.18
37	Ministry of Women and Child Development	43.65	49.05	34.99	56.25	16.00	0.00	27.15	22.46	61.90	5.82	14.47	26.32
38	Ministry of Power	66.79	10.63	68.97	100.00	8.00	0.00	9.87	21.43	88.89	0.00	0.85	2.94
39	Ministry of Information and Broadcasting	42.24	-8.58	31.82	100.00	37.00	0.00	18.07	23.76	75.00	2.91	1.87	14.55
40	NITI Aayog	74.59	20.60	89.47	66.67	4.00	0.00	5.88	7.14	93.88	0.25	4.93	1.22
41	Ministry of Skill Development and Entrepreneurship	29.31	-44.79	6.69	77.27	37.00	0.00	26.72	31.58	0.00	4.44	2.28	13.92
42	O/o the Comptroller & Auditor General of India	60.15	91.40	18.13		17.00	0.00	24.92	27.78	46.67	0.00	4.32	11.51
43	Ministry of Coal	63.58	0.96		50.00	14.00	0.00	0.00	18.84	33.33	2.86	0.47	5.70
44	Department of Commerce	52.72	-1.32	18.99	25.00	20.00	0.00	6.76	26.53	66.67	37.25	1.41	6.60
45	Department of Economic Affairs ACC Division	7.09	8.24	11.11	38.98	117.00	1.06	1.64	20.00	25.81	16.89	3.21	6.38
46	Staff Selection Commission	19.97	274.63		47.83	10.00	0.00	0.00	24.07	100.00	45.32	40.16	36.00
47	Department of Land Resources	77.56	17.23	96.77		6.00	0.00	7.67	12.50	60.00	0.00	22.36	28.57

#	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
48	Ministry of Parliamentary Affairs	83.82	14.10	0.00		5.00	4.17	2.29	18.18	100.00	0.75	11.13	29.17
49	Ministry of Tourism	58.62	-16.23	58.18	100.00	11.00	0.00	19.63	13.92	66.67	7.85	2.45	7.69
50	Ministry of Water Resources, River Development & Ganga Rejuvenation	32.02	67.26	8.76	60.00	19.00	0.00	13.83	18.57	0.00	9.79	1.83	10.68
51	Department of Legal Affairs	97.34	47.96		100.00	7.00	0.00	0.00	14.29	100.00	1.22	14.22	8.70
52	Ministry of Ayush	68.90	-26.13	80.00	100.00	12.00	0.00	32.52	17.78	100.00	8.54	1.89	16.09
53	Ministry of Minority Affairs	31.07	9.13	17.28		32.00	0.00	17.31	15.28	0.00	0.44	3.24	14.29
54	Department of Animal Husbandry, Dairying	51.71	-19.31	84.82	100.00	21.00	0.00	19.29	30.00	57.14	17.79	4.08	2.50
55	Department for Promotion of Industry and Internal Trade	59.85	5.32	82.14		7.00	0.00	32.08	19.54	100.00	9.60	2.04	5.15
56	Ministry of Culture	5.01	1.12	6.53	7.14	48.00	0.63	11.32	28.57	100.00	0.55	1.15	8.23
57	Department of Financial Services (Pension Reforms)	93.98	117.42	0.00		4.00	0.00	4.05	20.00	100.00	23.77	129.00	33.33
58	Department of Empowerment of Persons with Disabilities	80.32	33.53	86.67	0.00	5.00	0.00	11.39	13.83	100.00	0.45	4.65	18.75
59	Ministry of Tribal Affairs	33.33	64.14	19.57	33.33	15.00	0.00	6.67	21.88		0.42	2.16	4.55
60	Ministry of Micro Small and Medium Enterprises	62.78	30.28	76.39	80.00	73.00	0.00	17.24	15.85	75.00	1.62	1.10	8.93
61	Department of Defence Production	49.80	20.57	52.73	72.73	22.00	0.00	21.29	18.82	75.00	4.71	0.67	10.24
62	Department of Expenditure	9.43	583.46	21.57	0.00	24.00	0.00	13.64	27.03	50.00	3.34	22.26	15.38
63	Department of Investment & Public Asset Management	84.25	-29.13	0.00		3.00	0.00	0.93	50.00	0.00	56.67	11.25	25.00
64	Ministry of Shipping	53.66	-10.09		0.00	20.00	0.00	0.00	26.23	50.00	22.45	0.86	17.54
65	Department of Agriculture Research and Education	26.14	26.60	71.43	66.67	39.00	0.00	20.75	18.18	100.00	0.84	0.43	4.64

#	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
66	Ministry of Mines	54.26	-13.98			22.00	0.00	0.00	21.95	50.00	11.25	1.82	11.36
67	Ministry of Textiles	26.67	-5.38	4.72		21.00	0.00	12.90	39.53		0.00	0.82	8.41
68	Department of Atomic Energy	36.78	4.55	53.42	80.00	29.00	0.00	30.21	18.75	50.00	0.00	1.23	25.33
69	Department of Heavy Industry	74.26	-12.94	0.00		21.00	0.00	34.52	12.77	100.00	27.03	1.03	5.56
70	Department of Sports	51.92	-1.19	5.82		20.00	0.00	14.13	12.82	100.00	2.41	1.57	16.98
71	Department of Science and Technology	41.73	9.76	31.58	76.92	32.00	0.00	9.64	28.57		3.33	0.59	7.19
72	Legislative Department	19.46	100.00	48.39		49.00	0.00	16.94	19.05	66.67	0.74	3.49	10.26
73	Ministry of Steel	39.43	68.18	16.67	0.00	24.00	0.00	21.36	26.32	100.00	0.00	1.13	15.31
74	Department of Public Enterprises	88.89	-25.81	0.00	100.00	6.00	0.00	0.00	53.85	100.00	0.00	2.88	0.00
75	Ministry of New and Renewable Energy	54.74	-19.67	50.00	100.00	20.00	0.00	19.05	18.18	100.00	0.00	1.02	4.17
76	Department of Scientific & Industrial Research	36.07	3.33		0.00	36.00	0.00	0.00	16.67	20.00	0.00	0.38	5.45
77	Department of Health Research	57.26	50.00	66.67	66.67	19.00	0.00	0.00	0.00	100.00	3.85	0.57	1.47
78	Department of Pharmaceutical	61.64	-3.85		0.00	24.00	0.00	0.00	16.67	100.00	6.00	1.67	20.00
79	Department of Defence Research and Development	56.84	15.22	40.32	50.00	22.00	0.00	14.71	26.32	0.00	0.00	0.46	0.86
80	Department of Fisheries	32.65	-51.11	75.00		72.00	0.00	20.83	25.00		31.82	1.47	6.67
81	Department of Youth Affairs	13.03	29.27	91.20	0.00	66.00	0.00	21.92	19.05	100.00	0.00	2.65	30.00
82	Ministry of Food Processing Industries	77.05	35.14	0.00		11.00	0.00	1.96	21.33		52.00	1.52	0.00
83	Ministry of Statistics and Programme Implementation	48.48	64.86	0.00		18.00	0.00	11.67	0.00		55.74	0.66	4.35
84	Department of Space	43.06	21.62	62.50		42.00	0.00	21.74	9.52	100.00	22.22	1.61	10.71
85	Ministry of Earth Sciences	36.99	37.14	36.36	25.00	33.00	0.00	25.64	7.14		18.75	1.33	5.56

#	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
86	Department of Fertilizers	40.32	14.29	0.72	0.00	22.00	0.00	51.72	11.11	50.00	25.00	0.78	12.20
87	Department of Chemicals and Petrochemicals	35.90	-4.76	0.00		40.00	0.00	9.09	0.00	50.00	0.00	1.25	0.00
88	Department of Bio Technology	22.41	0.00	36.67	0.00	53.00	0.00	31.58	16.67	100.00	5.88	0.15	1.71
89	Ministry of Development of North Eastern Region	78.26	37.50	55.56	100.00	3.00	0.00	22.22	0.00	100.00	0.00	0.81	0.00
90	Department of Official Language	15.38	-6.67	0.00		60.00	0.00	6.67	42.86		28.57	1.08	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, Ratio of GROs vis-à-vis Grievance Registered and % Growth of Grievance Registration		<15	Average Disposal Time		20 <	% Growth of Grievance Registration
	50-75			15 - 30			10 - 20	
	25-50			30 - 45			0 - 10	
	<25			> 45			0 >	
	Grievance & Appeals Not Received and No Calls made for Feedback			< 5	Ratio of GROs vis-à-vis Grievance Registered			
			5 - 10					
			10 - 15					
				>15				



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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