



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

सत्यमेव जयते



# CPGRAMS

Monthly Report – Central Ministries/Departments

August 2023

[Report Number 16]

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## 1. Key Highlights

### 1. General

- The **pendency has decreased** in the Central Secretariat to **63461 grievances**, out of which 65.22% of the grievances are pending for less than 30 days
- In August, 2023, for the **13<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> August, 2023 is **19 Days**
- In August, 2023, the BSNL Call Centre collected feedback from **85386 citizens**. Out of these, approximately **~39% citizens** expressed satisfaction with the resolution provided to their respective grievances
- Meeting with Grievance Redressal Officers of all the Ministries/Departments and Appellate Authorities was held on 21st August, 2023, to review the pendency and disposal of public grievances and appeals on CPGRAMS

### 2. PG Cases

- In August, 2023, **118294 PG cases were received** on the CPGRAMS portal, **121004 PG cases were redressed** and there exists a **pendency of 63461 PG cases**, as of 31<sup>st</sup> August, 2023
- The pendency in the Central Secretariat has **decreased** from **64963 PG cases at the end of July, 2023** to **63461 PG cases at the end of August, 2023**
- **34% of the Grievances of Central Government were by 3 Departments**
- Ministry of Labour and Employment [13506 grievances], Department of Financial Services (Banking Division) [13251 grievances], and Department of Agriculture and Farmers Welfare [13226 grievances], have received the maximum number of grievances in August, 2023
- **17 Ministries/Departments** have more than **1000 pending grievances** as on 31<sup>st</sup> August, 2023
- Central Board of Direct Taxes (Income Tax) [7462 grievances] and Ministry of Railways (Railway Board) [1062 grievances] have the highest number of grievances pending for more than 30 days

### **3. PG Appeals**

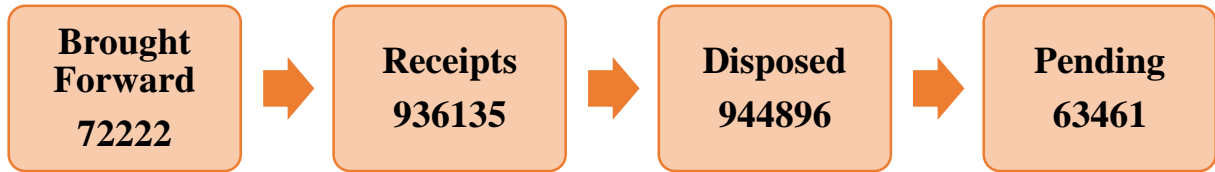
- In August, 2023, **20272 appeals were received** and **19700 appeals were disposed**. The Central Secretariat has a **pendency of 23030 PG Appeals at the end of August, 2023**
- The pendency of appeals in the Central Secretariat has **increased** from **22458 appeals at the end of July, 2023** to **23030 appeals at the end of August, 2023**
- Central Board of Direct Taxes (Income Tax) [2761 appeals], the Department of Financial Services (Banking Division) [1924 appeals], and Ministry of Corporate Affairs [1500 appeals] have the maximum pendency of appeals as on 31<sup>st</sup> August, 2023

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

- **Department of Agriculture and Farmers Welfare, Ministry of Cooperation and Staff Selection Commission** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for August, 2023
- **NITI Aayog, Department of Legal Affairs** and **Ministry of Drinking Water and Sanitation** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for August, 2023

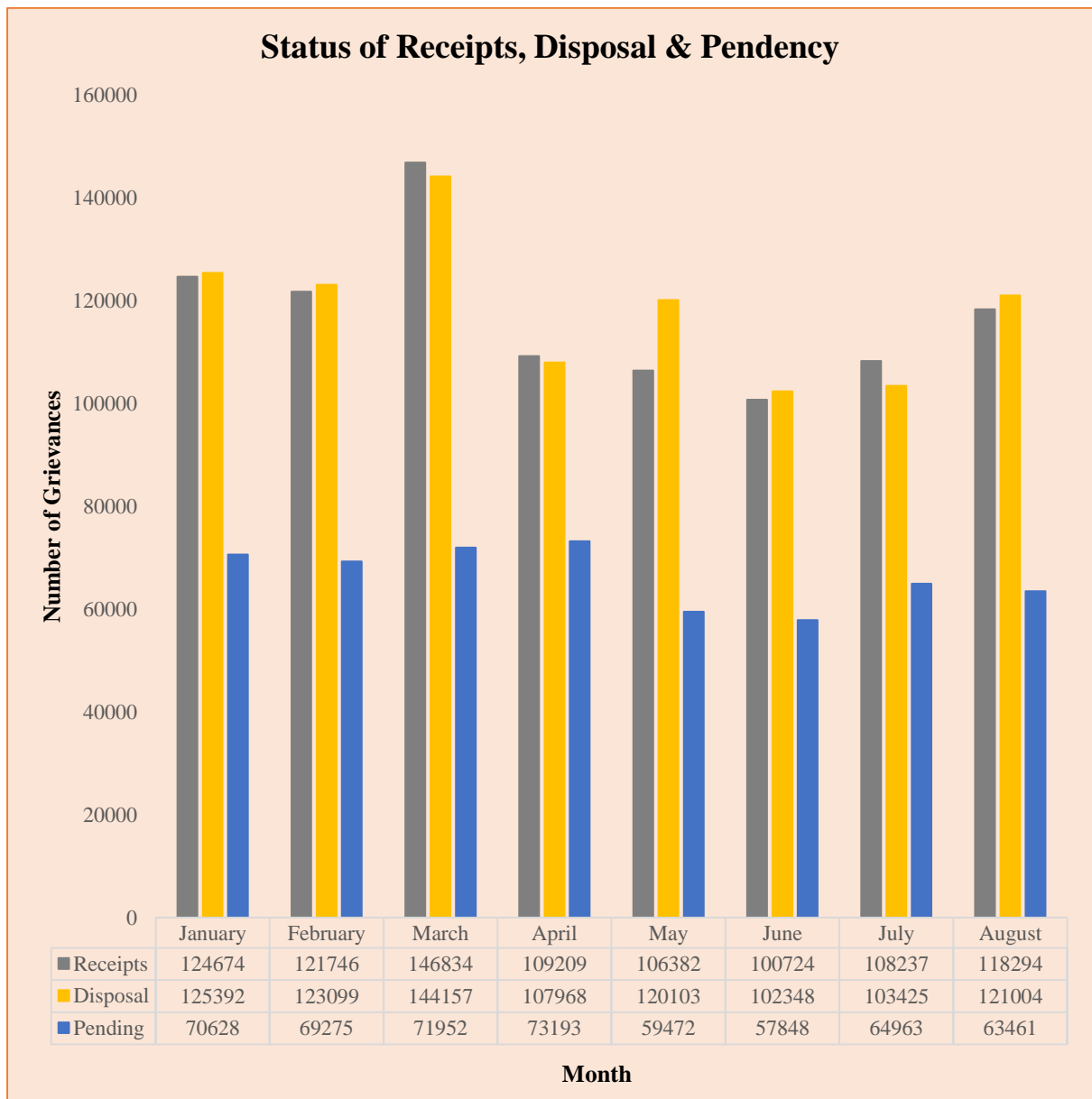
## 2. Review of Status of Grievances

### 2.1. Overview



(Time Period: 01/01/2023 to 31/08/2023)

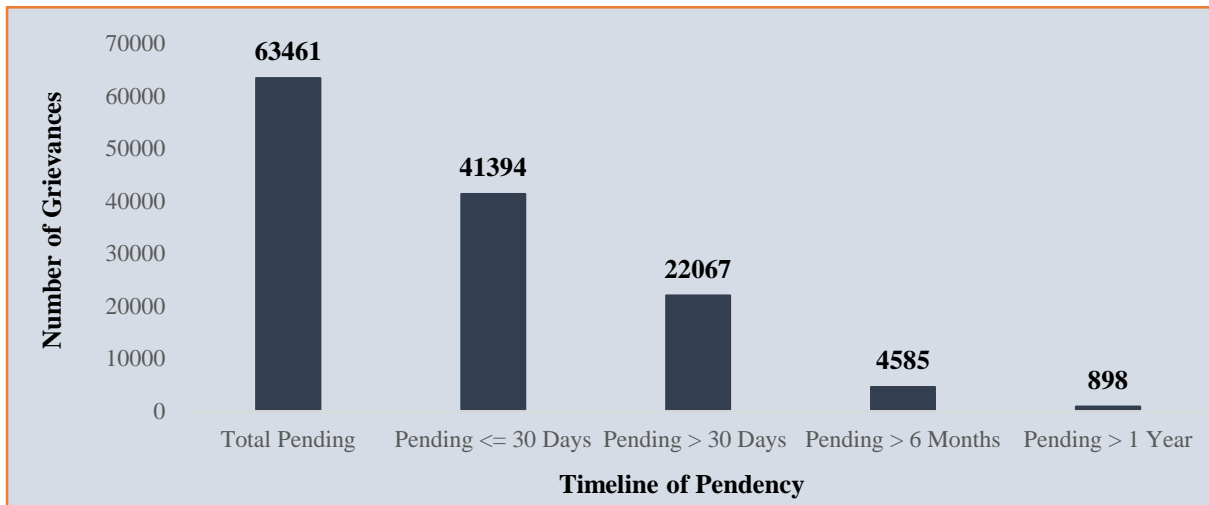
### 2.2. Month-wise Status of Grievances



**Note:** Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

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

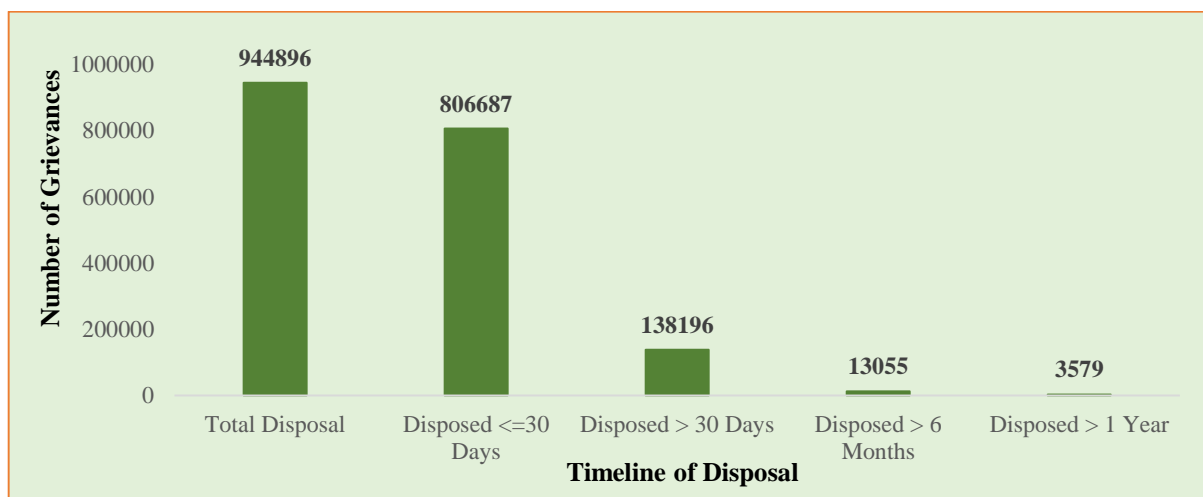
#### 3.1. Pendency



(Time Period: 01/01/2023 to 31/08/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [7462 grievances], which contributes to ~33% of the total pendency in the Central Secretariat for more than 30 days [22067 grievances]
- **29 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 [109431 grievances] which is 89.44% of their total disposal [122341 grievances]
- **19 Ministries/Departments** has disposed all the grievances within 1 years' time period

## 4. Grievance Redressal Assessment and Index – August, 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> August, 2023 to 31<sup>st</sup> August, 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



#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
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**)

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
1	Department of Agriculture and Farmers Welfare	13226	0.38	0.21	0.14	0.03	0.754	1
2	Ministry of Water Resources, River Development & Ganga Rejuvenation	2067	0.35	0.18	0.15	0.04	0.727	2
3	Staff Selection Commission	519	0.30	0.19	0.14	0.06	0.692	3
4	Ministry of Cooperation	725	0.39	0.09	0.13	0.06	0.668	4
5	Department of Food and Public Distribution	534	0.36	0.10	0.13	0.06	0.650	5
6	Department of Revenue	851	0.30	0.14	0.15	0.04	0.633	6
7	Unique Identification Authority of India	1667	0.32	0.12	0.10	0.08	0.631	7
8	Ministry of Home Affairs	4841	0.28	0.14	0.14	0.05	0.616	8
9	Department of Telecommunications	3962	0.37	0.06	0.13	0.04	0.608	9
10	Department of Personnel and Training	1350	0.27	0.15	0.13	0.05	0.607	10
11	Ministry of Panchayati Raj	704	0.33	0.10	0.13	0.04	0.601	11

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
12	O/o the Comptroller & Auditor General of India	685	0.31	0.17	0.07	0.05	0.594	12
13	Ministry of Labour and Employment	13506	0.33	0.10	0.11	0.05	0.593	13
14	Department of Posts	5352	0.32	0.09	0.11	0.07	0.587	14
15	Ministry of Road Transport and Highways	2007	0.28	0.11	0.13	0.05	0.572	15
16	Ministry of Corporate Affairs	2681	0.28	0.12	0.11	0.05	0.569	16
17	Department of Defence	1433	0.25	0.18	0.10	0.03	0.565	17
18	Ministry of Electronics & Information Technology	807	0.28	0.14	0.10	0.04	0.561	18
19	Department of Financial Services (Insurance Division)	2093	0.33	0.06	0.12	0.04	0.547	19
20	Department of Justice	1226	0.26	0.13	0.09	0.05	0.533	20
21	Ministry of Railways (Railway Board)	5957	0.27	0.08	0.11	0.06	0.514	21
22	Department of Health & Family Welfare	3217	0.23	0.13	0.11	0.04	0.505	22
23	Ministry of Petroleum and Natural Gas	1237	0.22	0.12	0.12	0.05	0.502	23
24	Department of Defence Finance	1864	0.20	0.11	0.15	0.04	0.499	24
25	Ministry of Women and Child Development	531	0.23	0.10	0.12	0.06	0.499	25
26	Department of Financial Services (Banking Division)	13250	0.27	0.09	0.10	0.04	0.498	26
27	Department of Ex Servicemen Welfare	3621	0.21	0.14	0.11	0.04	0.497	27
28	Central Board of Indirect Taxes and Customs	930	0.25	0.10	0.11	0.04	0.497	28
29	Ministry of Civil Aviation	857	0.23	0.09	0.13	0.04	0.485	29
30	Ministry of Housing and Urban Affairs	2035	0.25	0.09	0.11	0.03	0.482	30
31	Department of Higher Education	1483	0.22	0.11	0.08	0.04	0.466	31
32	Department of Consumer Affairs	1568	0.18	0.12	0.11	0.05	0.453	32
33	Ministry of External Affairs	1563	0.23	0.12	0.06	0.04	0.449	33
34	Department of School Education and Literacy	1383	0.21	0.09	0.07	0.05	0.420	34

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
35	Central Board of Direct Taxes (Income Tax)	5957	0.14	0.14	0.09	0.04	0.417	35
36	Department of Rural Development	1589	0.15	0.09	0.10	0.03	0.366	36
37	Department of Social Justice and Empowerment	923	0.12	0.06	0.07	0.04	0.295	37

*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.*

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

(Ministries/Departments with Total Grievances less than 500)

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
1	Ministry of Development of North Eastern Region	18	0.37	0.28	0.15	0.03	0.833	1
2	NITI Aayog	428	0.41	0.17	0.15	0.03	0.757	2
3	Department of Legal Affairs	490	0.40	0.16	0.15	0.04	0.753	3
4	Ministry of Drinking Water and Sanitation	402	0.39	0.15	0.15	0.03	0.721	4
5	Department of Land Resources	396	0.37	0.14	0.14	0.05	0.704	5
6	Ministry of Parliamentary Affairs	369	0.32	0.15	0.15	0.05	0.671	6
7	Department of Pharmaceutical	113	0.32	0.18	0.10	0.06	0.663	7
8	Department of Empowerment of Persons with Disabilities	237	0.35	0.11	0.15	0.05	0.654	8
9	Ministry of Food Processing Industries	37	0.27	0.30	0.06	0.03	0.653	9
10	Department of Expenditure	191	0.32	0.14	0.13	0.05	0.649	10
11	Department of Public Enterprises	48	0.30	0.15	0.15	0.03	0.630	11
12	Ministry of Mines	87	0.30	0.16	0.13	0.04	0.625	12
13	Department of Investment & Public Asset Management	85	0.28	0.15	0.11	0.07	0.606	13
14	Ministry of Coal	300	0.28	0.17	0.12	0.03	0.606	14

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
15	Ministry of Ayush	231	0.35	0.08	0.10	0.04	0.585	15
16	Department of Health Research	89	0.26	0.15	0.14	0.03	0.585	16
17	Ministry of Shipping	118	0.26	0.17	0.10	0.05	0.581	17
18	Ministry of Tourism	184	0.29	0.10	0.14	0.04	0.573	18
19	Department of Financial Services (Pension Reforms)	228	0.27	0.16	0.05	0.09	0.573	19
20	Department of Sports	96	0.24	0.12	0.15	0.05	0.558	20
21	Ministry of Environment, Forest and Climate Change	436	0.28	0.12	0.10	0.05	0.558	21
22	Ministry of Skill Development and Entrepreneurship	217	0.24	0.13	0.15	0.04	0.558	22
23	Department of Chemicals and Petrochemicals	33	0.25	0.16	0.12	0.03	0.555	23
24	Ministry of Steel	124	0.25	0.10	0.15	0.05	0.551	24
25	Department of Science and Technology	114	0.23	0.13	0.15	0.04	0.550	25
26	Department of Heavy Industry	119	0.28	0.11	0.08	0.03	0.505	26
27	Department of Youth Affairs	71	0.17	0.13	0.15	0.06	0.501	27
28	Department of Scientific & Industrial Research	61	0.21	0.18	0.08	0.04	0.500	28
29	Department of Defence Research and Development	59	0.27	0.11	0.09	0.03	0.499	29
30	Ministry of Earth Sciences	29	0.25	0.06	0.15	0.04	0.499	30
31	Department of Commerce	334	0.24	0.16	0.06	0.04	0.497	31
32	Ministry of Textiles	100	0.18	0.13	0.15	0.04	0.493	32
33	Department of Animal Husbandry, Dairying	142	0.22	0.15	0.07	0.03	0.475	33
34	Ministry of New and Renewable Energy	56	0.25	0.04	0.15	0.03	0.473	34
35	Department of Space	61	0.20	0.13	0.10	0.04	0.468	35
36	Department of Economic Affairs ACC Division	327	0.15	0.20	0.07	0.04	0.457	36
37	Department of Military Affairs	414	0.22	0.09	0.11	0.04	0.450	37
38	Ministry of Culture	255	0.14	0.12	0.15	0.04	0.447	38

#	Ministry / Department	Total Grievances	Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Organisational Commitment		
39	Department of Atomic Energy	121	0.18	0.06	0.15	0.06	0.444	39
40	Ministry of Tribal Affairs	191	0.19	0.15	0.06	0.04	0.441	40
41	Ministry of Micro Small and Medium Enterprises	198	0.24	0.10	0.06	0.04	0.438	41
42	Legislative Department	161	0.17	0.15	0.08	0.04	0.438	42
43	Ministry of Information and Broadcasting	317	0.22	0.08	0.08	0.04	0.431	43
44	Department of Bio Technology	32	0.20	0.14	0.06	0.03	0.431	44
45	Department for Promotion of Industry and Internal Trade	176	0.21	0.13	0.05	0.03	0.418	45
46	Department of Official Language	37	0.10	0.15	0.12	0.03	0.404	46
47	Ministry of Statistics and Programme Implementation	68	0.22	0.14	0.00	0.04	0.403	47
48	Department of Agriculture Research and Education	112	0.21	0.10	0.06	0.03	0.402	48
49	Department of Defence Production	161	0.27	0.02	0.06	0.04	0.381	49
50	Ministry of Minority Affairs	337	0.18	0.09	0.07	0.05	0.377	50
51	Department of Fertilizers	40	0.15	0.11	0.07	0.04	0.373	51
52	Department of Fisheries	33	0.23	0.07	0.03	0.04	0.368	52
53	Ministry of Power	433	0.11	0.06	0.07	0.03	0.270	53

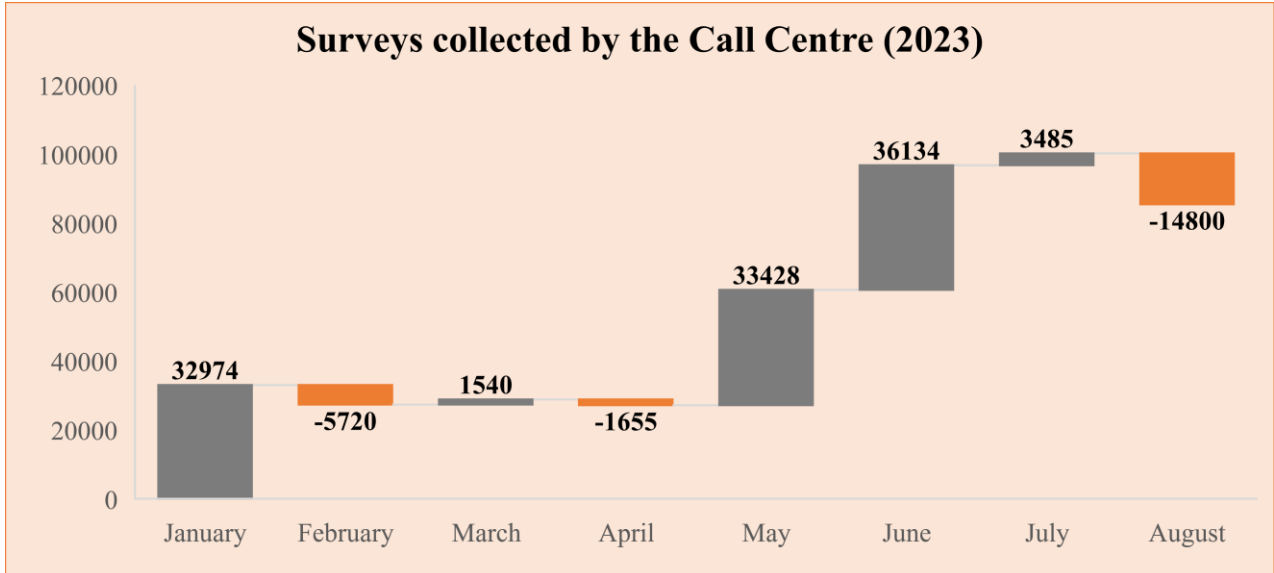
*Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating GRAI score.*

### 4.3. Key Highlights on Ranking of Ministries/Departments

- Ministry of Water Resources, River Development & Ganga Rejuvenation has seen a sharp increase in the receipt of grievances from 378 to 2067. Most of the increase in these complaints is due to one individual, Shri Liladhar Pratap Singh who has filed nearly 1875 complaints regarding service matters and pension related matters
- Though it has been ranked first in Group B Ministries, Ministry of Development of North Eastern Region has received just 18 grievances for the month of August, 2023

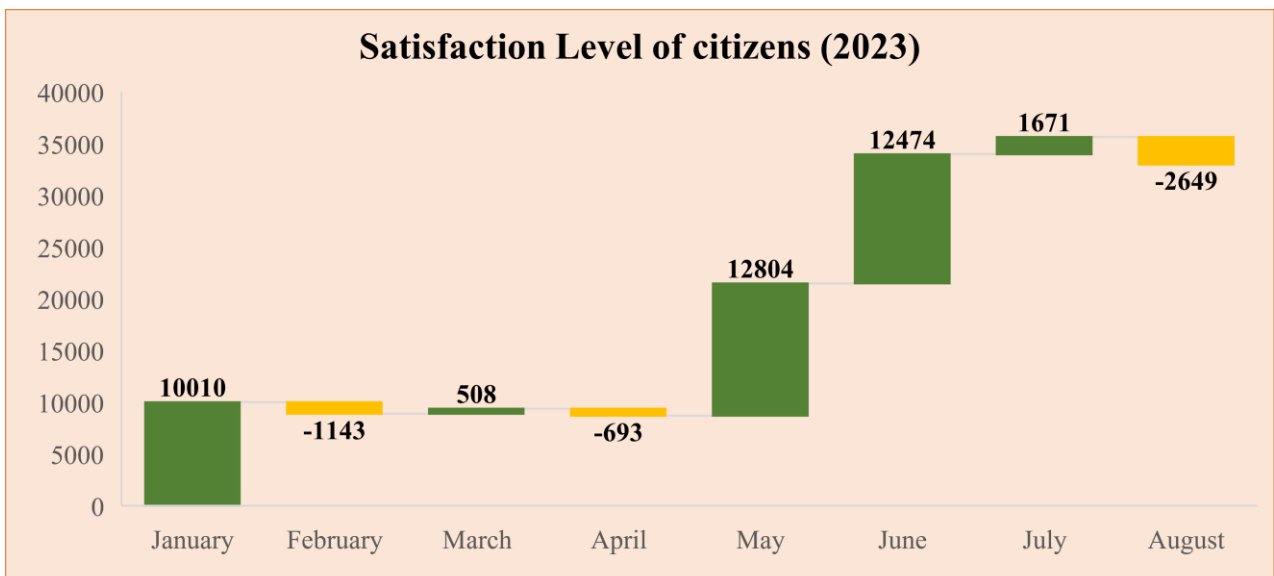
## 5. BSNL – Feedback Call Centre

- From 1<sup>st</sup> January to 31<sup>st</sup> August, 2023, the BSNL Feedback Call Centre has collected **459001** feedbacks, directly from the citizens



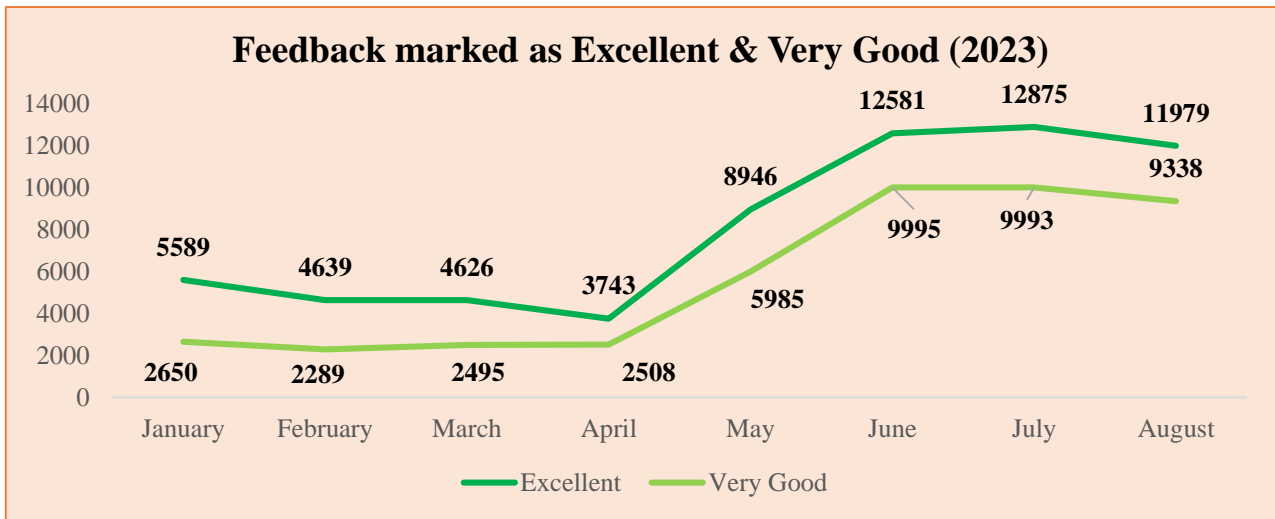
Month	January	February	March	April	May	June	July	August
<b>Feedbacks</b>	32974	27254	28794	27139	60567	96701	100186	85386

- A total of **160993** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1<sup>st</sup> January to 31<sup>st</sup> August, 2023)

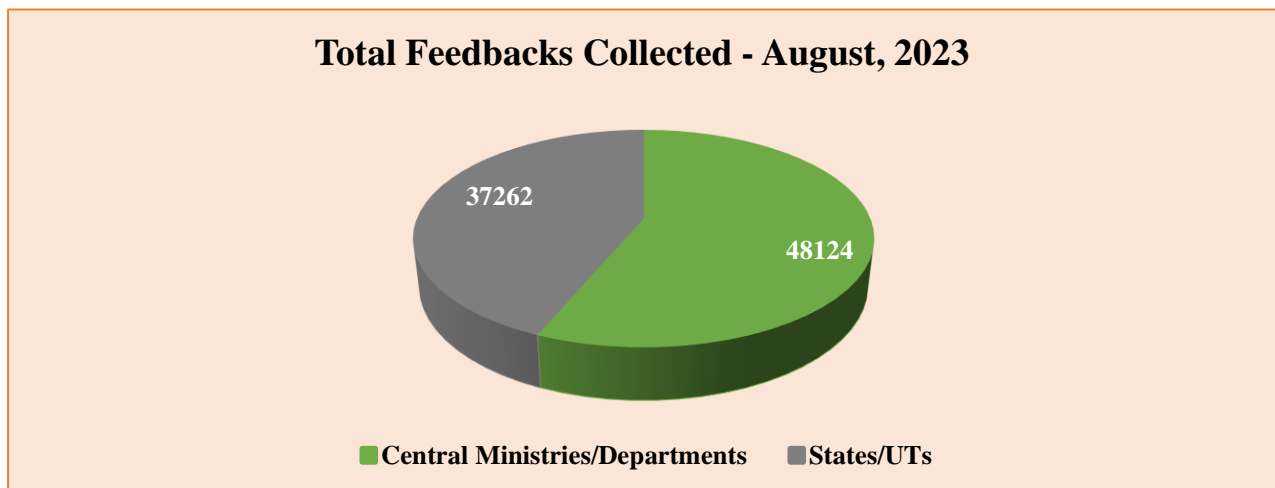


Month	January	February	March	April	May	June	July	August
<b>Feedbacks</b>	10010	8867	9375	8682	21486	33960	35631	32982

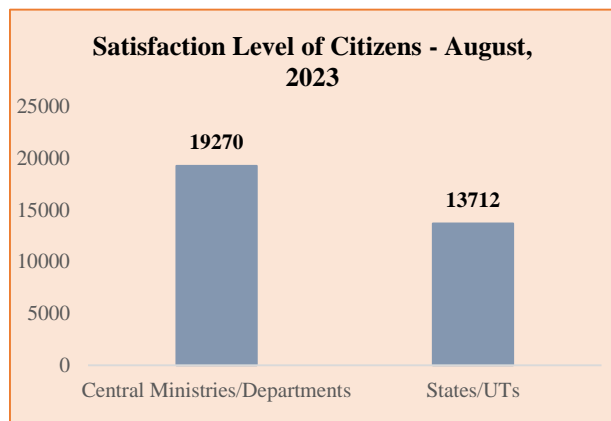
- A total of **110231 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1<sup>st</sup> January to 31<sup>st</sup> August, 2023)



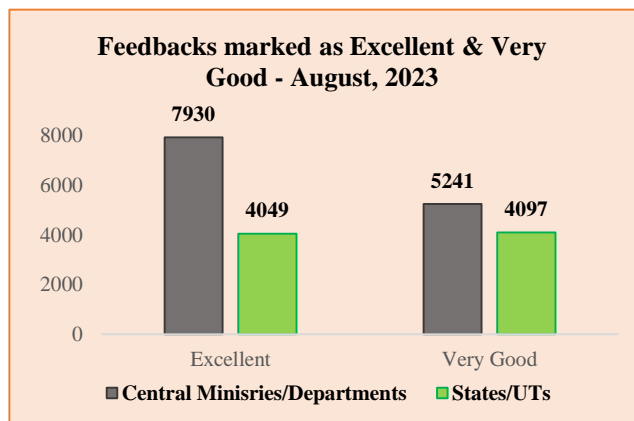
- From 1<sup>st</sup> August, 2023 to 31<sup>st</sup> August, 2023, the BSNL Feedback Call Centre has collected **85386 feedbacks**, directly from the citizens



A total of **32982 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of August, 2023

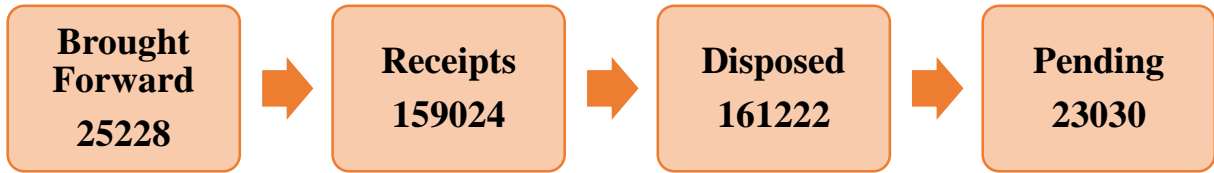


A total of **21317 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of August, 2023



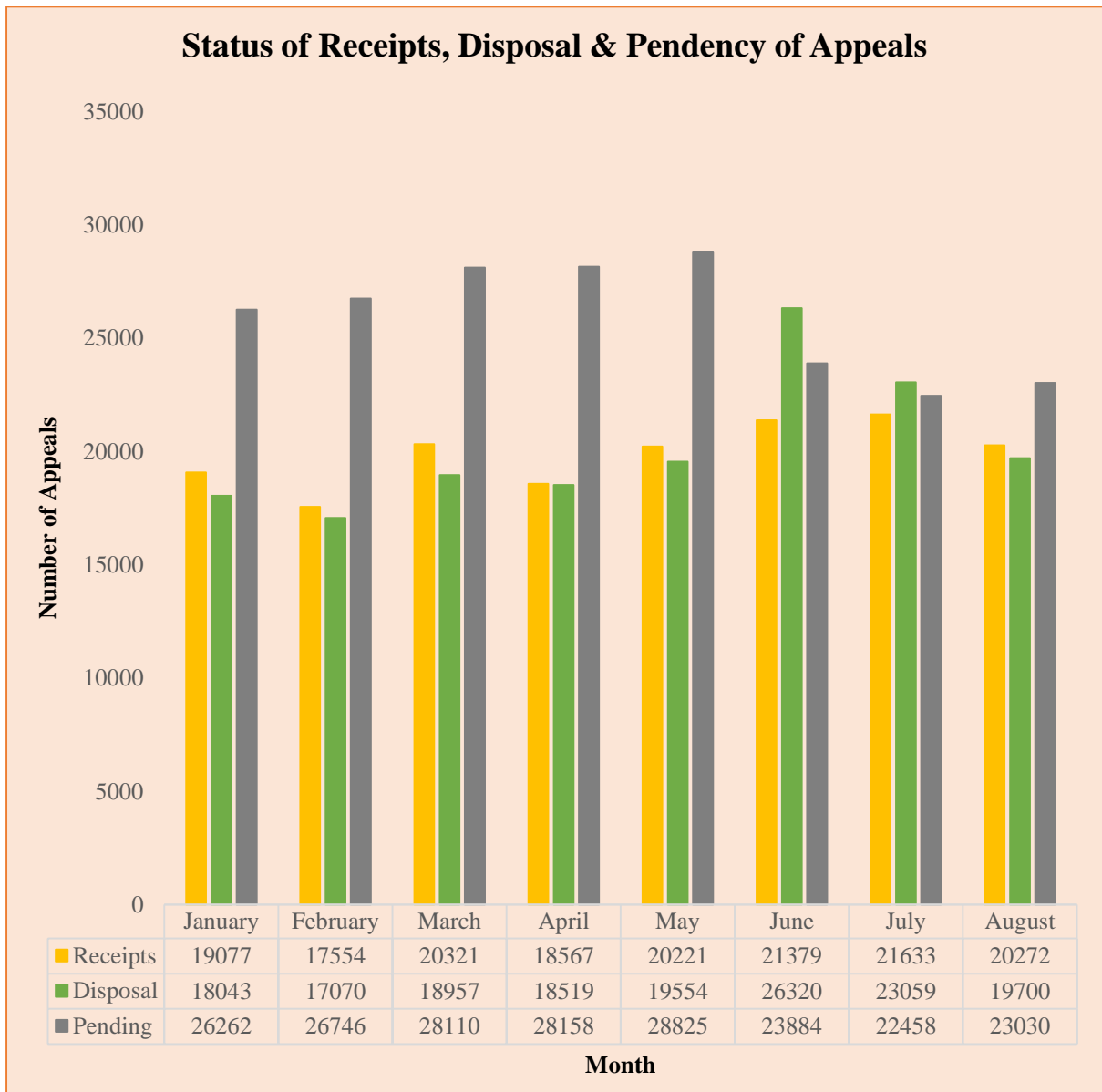
## 6. Review of Status of Appeals on CPGRAMS

### 6.1. Overview



(Time Period: 01/01/2023 to 31/08/2023)

### 6.2. Month-wise Status of Appeals

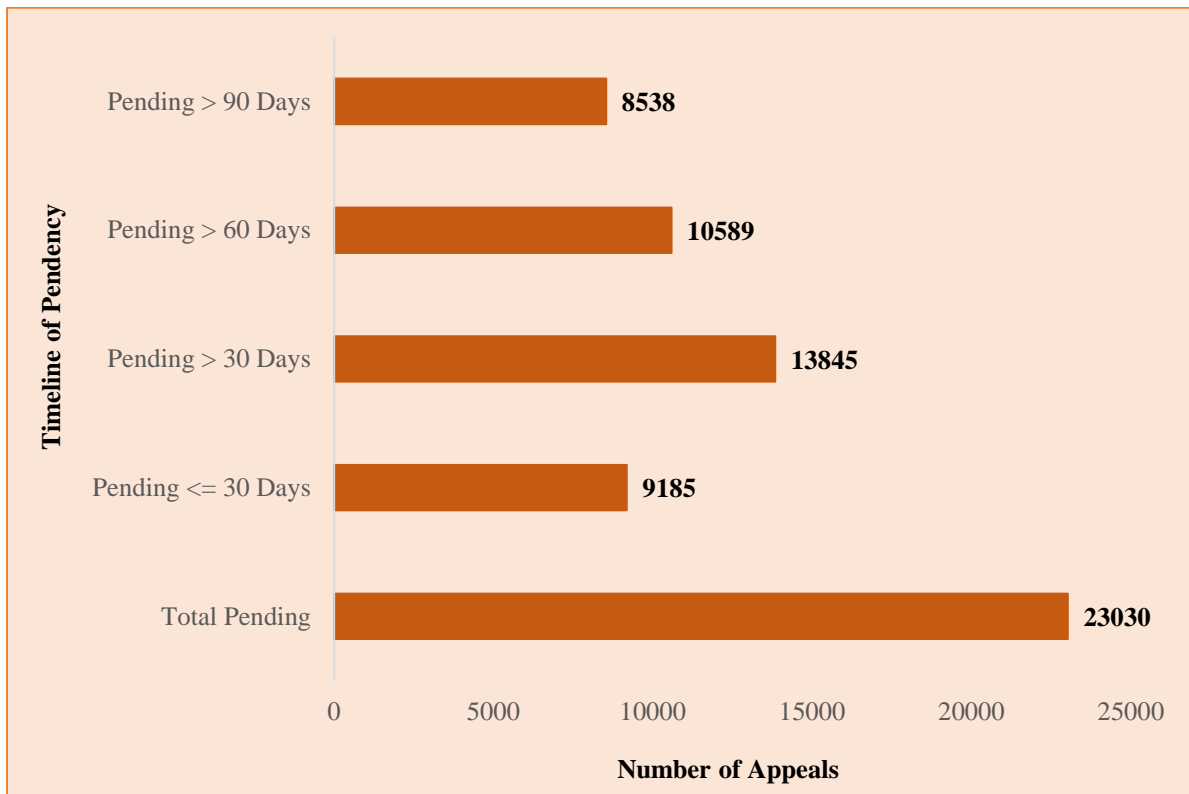


(Time Period: 01/01/2023 to 31/08/2023)

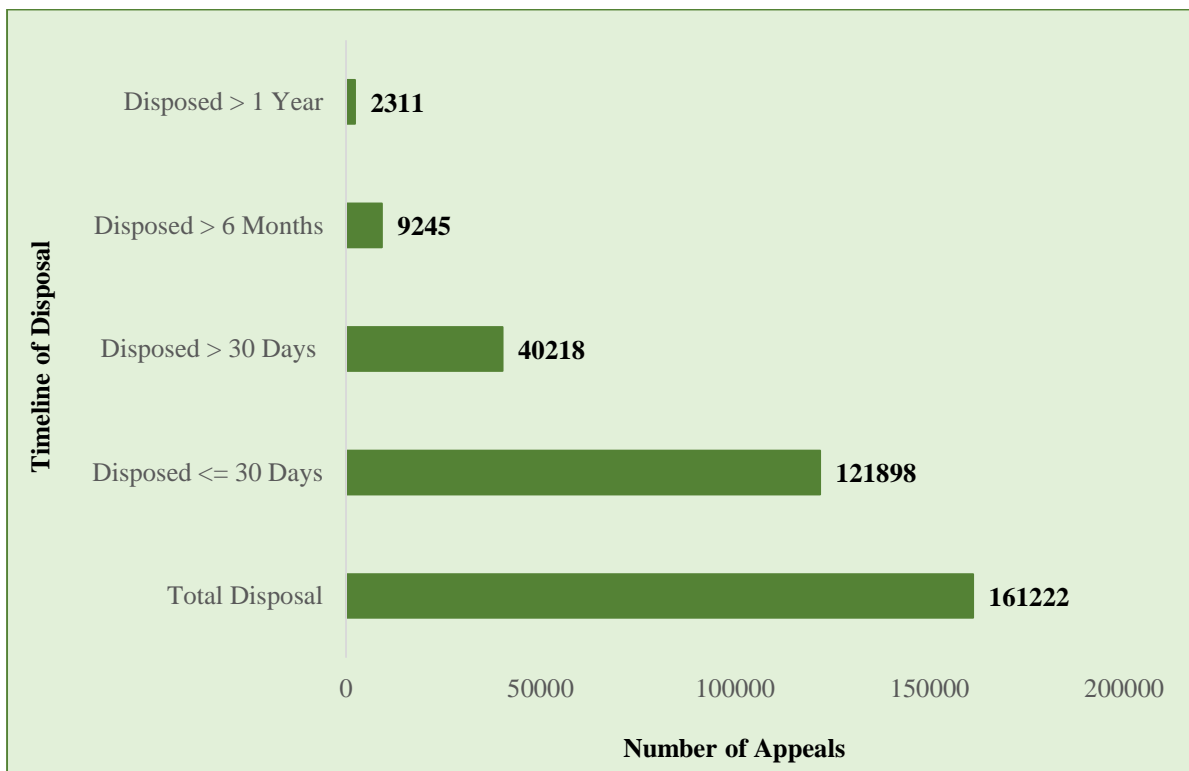


### 6.3. Age-wise Status of Appeals

#### 6.3.1. Pendency



#### 6.3.2. Disposal



## 6.4. 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> August, 2023
- 48 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

## 6.5. Status of Appellate Authorities

- **Top 15 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	7006	7247	<b>2120</b>
2	Department of Social Justice and Empowerment	Shri S.S. Kumar	Deputy Secretary (Admin)	587	0	<b>1160</b>
3	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3127	3474	<b>1105</b>
4	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	3156	2616	<b>1047</b>
5	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	10007	9559	<b>574</b>
6	Ministry of Skill and Entrepreneurship	Dr. Suparna S. Pachouri	Joint Secretary	314	245	<b>560</b>
7	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	3493	3475	<b>550</b>
8	Department of Heavy Industry	Shri Laltana Chhange	Director	201	36	<b>526</b>
9	Ministry of Culture	Shri Gurmeet Singh Chawla	Joint Secretary	141	28	<b>401</b>
10	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Advisor	29473	28417	<b>300</b>
11	Ministry of Petroleum and Natural Gas	Shri Rohit Mathur	Joint Secretary Admin General CA Parl RTI PG	1597	1650	<b>258</b>
12	Department of Health & Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	2474	3398	<b>253</b>
13	Department of Defence Finance	Shri A. N. Das IDAS	Sr. Joint CGDA	1961	1619	<b>246</b>
14	Ministry of Tourism	Shri Sanjay Singh	Deputy Director General	316	515	<b>207</b>

S. No.	Name of Ministry/Department	Officer's Name	Officer's Designation	Receipts	Disposed	Pending
15	Department of Higher Education	Shri Mrutyunjay Behera	Economic Adviser	2318	2881	160

- **Top 15 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	29473	28417	300
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	24522	25497	59
3	Department of Telecommunications	Smt. Rekha Singh	Sr Deputy Director General - Public Grievances	9760	9735	0
4	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	10007	9559	574
5	Department of Posts	Shri Shalendra Dwivedi	DDG PG QA and I	9377	9522	20
6	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	8000	8260	1
7	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	7006	7247	2120
8	Department of Financial Services (Insurance Division)	Shri Abhijit Phukon	Economic Advisor	3852	3902	6
9	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	3864	3776	0
10	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	3493	3475	550
11	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3127	3474	1105
12	Department of Health & Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	2474	3398	253
13	Department of Personnel and Training	Shri S D Sharma	Joint Secretary	2256	3115	87
14	Department of Higher Education	Shri Mrutyunjay Behera	Economic Advisor	2318	2881	160
15	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	3156	2616	1047

(Time Period: 01/01/2023 to 31/08/2023)

## 7. Outreach through Common Service Centres

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: 01/08/2023 to 31/08/2023)

- A total of **8180 grievances** have been registered through the Common Service Centres in the month of August, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 6417 grievances in the month of August, 2023, followed by the Government of Uttar Pradesh at the 2<sup>nd</sup> place, with the number standing at 456 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	6417	4740	1677
2	Government of Uttar Pradesh	456	442	14
3	Department of Financial Services (Banking Division)	182	171	11
4	Ministry of Labour and Employment	130	129	1
5	Unique Identification Authority of India	98	97	1
6	Department of Rural Development	74	62	12
7	Ministry of Home Affairs	51	36	15
8	Ministry of External Affairs	50	45	5
9	Department of Food and Public Distribution	47	46	1
10	Department of Telecommunications	47	47	

- 48.51% of grievances received by Department of Agriculture and Farmers Welfare in the month of August, 2023 have been filed through CSCs i.e. 6417 grievances out of 13226 receipts have been registered through CSCs

- Out of the total grievances registered through CSCs, 6386 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Gramin (Rural) for which 58 grievances were registered
- Under the category “PMKISAN related issues”, maximum grievances are registered for the category “stoppage of instalments after issue of few instalments”, with the number standing at 4167 grievances, followed by 1107 grievances for “non-receipt of PMKISAN Instalments” and 699 grievances for the category “approval of documents by state government”

S. No.	Name of State/UT	Count of Grievances
1	Uttar Pradesh	1964
2	Punjab	1290
3	Jharkhand	1260
4	Odisha	1069
5	Maharashtra	773
6	Assam	493
7	Rajasthan	232
8	West Bengal	174
9	Gujarat	129
10	Haryana	126

S. No.	Name of District	Count of Grievances
1	Hazaribag (JH)	310
2	Tarn Taran (PB)	286
3	Satara (MH)	165
4	Godda (JH)	149
5	Sitapur (UP)	148
6	Puri (OD)	135
7	Pakaur (JH)	126
8	Dumka (JH)	121
9	Hojai (AS)	119
10	Bhadrak (OD)	116

- With respect to States/UTs, maximum grievances originated out of Uttar Pradesh (1964 registrations) followed by Punjab at 2<sup>nd</sup> place with 1290 grievances registered through CSCs
- 1080 grievances and 1235 grievances were registered under the category “PMKISAN related issues” in the state of Uttar Pradesh and Punjab respectively
- With respect to Districts, maximum grievances originated out of Hazaribag (JH) (310 registrations) followed by Tarn Taran (PB) at 2<sup>nd</sup> place with 286 grievances registered through CSCs

# 8. Media Outreach

**ETGovernment**  
@ET\_Government

AI based Bhashini integrated with CPGRAMS portal for grievance redressal in local languages

government.economicstimes.indiatimes.com

AI based Bhashini integrated with CPGRAMS portal for grievance redressal ...  
Grievance Redressal: From May, 2023 onwards, DARPG has initiated the process of rankings states/UTs on the basis of their performance on ...

8:24 AM · Aug 17, 2023 · 51 Views

**INDIAai**  
@OfficialINDIAai

"🇮🇳 India Today Independence Day Special 📰: Check out the latest article "Goodbye to Paper Work" on DARPG's adoption of A.I. for effective public grievance redressal. 🗣️ #AI #IndependenceDay #DARPG #PublicGrievances" @IndiaToday @IndiaTodayFLASH @IndiaTodayTech

**V.Srinivas IAS** @svoruganti1466 · Aug 20

India Today Independence Day Special Edition features an article titled "Goodbye to Paper Work" on the adoption of A.I. by DARPG in "Effective Redressal of Public Grievances" dt 20 August 2023

1:57 PM · Aug 20, 2023 · 568 Views

**Ministry of Cooperation, Government of India**  
@MinOfCooperatr

The Ministry of Cooperation has topped amongst all Ministries and Departments with the Highest Grievance Redressal Assessment Index (GRA) as per the CPGRAMS Report of the Department of Administrative Reforms & Public Grievances, for the month of July, 2023.

#SahakarSeSamiddhi

**CPGRAMS Report of the Department of Administrative Reforms & Public Grievances Ministry of Cooperation**

**Secured 1<sup>st</sup> Rank**

**Amongst all the Ministries and Departments In-**

- Grievance Redressal Assessment Index
- Fastest Grievance Disposal Time of 2 Days
- Fastest Appeal Disposal Time of 1 Day

Amit Shah and 6 others

4:25 PM · Aug 16, 2023 · 2,681 Views

**Ministry of Cooperation, Government of India**  
@MinOfCooperatr

जन शिकायतों के निपटान मामले में नंबर 1 सहकारिता मंत्रालय

CPGRAMS पोर्टल की जुलाई महीने की रिपोर्ट के मुताबिक जन शिकायतों के निपटान के मामले में सहकारिता मंत्रालय, भारत सरकार के सभी 90 विभागों तथा मंत्रालयों में प्रथम स्थान पर है।

Translate post

**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

Amit Shah and 6 others

5:28 PM · Aug 16, 2023 · 6,778 Views

**Ministry of Labour**  
@LabourMinistry

Ministry of Labour & Employment ranked No.1 in the list of top 10 Ministries/Departments for which the maximum citizen feedback has been collected for the month of July, 2023, with 48 % of the citizens conveying that they were satisfied with the disposal of their grievances.

**CPGRAMS Monthly Report - Central Ministries/Departments July 2023**

4:40 PM · Aug 21, 2023 · 9,148 Views

**Ministry of Labour**  
@LabourMinistry

Ministry of Labour & Employment once again ranked No.1 in the list of top 10 Ministries/Departments for maximum disposal of Public Grievances (3,151) for the month of July, 2023.

@byydevajp @Rameswar\_Tel @mygovindia @PB India

**CPGRAMS Monthly Report - Central Ministries/Departments July 2023**

4:32 PM · Aug 21, 2023 · 8,061 Views

**Ministry of Labour**  
@LabourMinistry

Ministry of Labour & Employment ranked No.2 in the list of top 10 Ministries/Departments for maximum disposal of PG Appeals (22,088) for the period from 11.2023 to 31.7.2023.

@byydevajp @Rameswar\_Tel @mygovindia @PB India

**CPGRAMS Monthly Report - Central Ministries/Departments July 2023**

4:36 PM · Aug 21, 2023 · 6,345 Views

## 9. Habitual Complainants of August, 2023

S. No.	Name of the Complainant	Number of Complaints
1	ATIN MAITY	2023
2	LILADHAR PRASAD SINGH	1823
3	Sudipto De	1609
4	Binda Singh	1537
5	mENtor pAWan	1002
6	ANONYMOUS	737
7	Kumar Nitin Singh	611
8	Shri ANONYMOUS	433
9	Puneet Pal Singh	424
10	ANURAG AGARWAL	423



## Annexures

### Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4238	13506	17744	13683	4061
2	Department of Financial Services (Banking Division)	6430	13251	19681	12236	7445
3	Department of Agriculture and Farmers Welfare	2070	13226	15296	14949	347
4	Central Board of Direct Taxes (Income Tax)	11581	5957	17538	6028	11510
5	Ministry of Railways (Railway Board)	2912	5957	8869	5779	3090
6	Department of Posts	1821	5352	7173	5371	1802
7	Ministry of Home Affairs	1271	4841	6112	4759	1353
8	Department of Telecommunications	698	3962	4660	3960	700
9	Department of Ex Servicemen Welfare	3213	3621	6834	3430	3404
10	Department of Health & Family Welfare	2681	3218	5899	3988	1911

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Agriculture and Farmers Welfare	2070	13226	15296	14949	347
2	Ministry of Labour and Employment	4238	13506	17744	13683	4061
3	Department of Financial Services (Banking Division)	6430	13251	19681	12236	7445
4	Central Board of Direct Taxes (Income Tax)	11581	5957	17538	6028	11510
5	Ministry of Railways (Railway Board)	2912	5957	8869	5779	3090
6	Department of Posts	1821	5352	7173	5371	1802
7	Ministry of Home Affairs	1271	4841	6112	4759	1353
8	Department of Health & Family Welfare	2681	3218	5899	3988	1911
9	Department of Telecommunications	698	3962	4660	3960	700
10	Department of Ex Servicemen Welfare	3213	3621	6834	3430	3404

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6749	123037	129786	122341	7445
2	Ministry of Labour and Employment	3024	111090	114114	110053	4061
3	Department of Agriculture and Farmers Welfare	5144	84483	89627	89280	347
4	Central Board of Direct Taxes (Income Tax)	13036	46711	59747	48237	11510
5	Ministry of Railways (Railway Board)	2454	41279	43733	40643	3090
6	Department of Posts	1959	38701	40660	38858	1802
7	Ministry of Cooperation	100	33330	33430	33385	45



S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
8	Ministry of Home Affairs	2062	31451	33513	32160	1353
9	Department of Telecommunications	760	30717	31477	30777	700
10	Department of Financial Services (Insurance Division)	1096	29377	30473	29781	692

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6749	123037	129786	122341	7445
2	Ministry of Labour and Employment	3024	111090	114114	110053	4061
3	Department of Agriculture and Farmers Welfare	5144	84483	89627	89280	347
4	Central Board of Direct Taxes (Income Tax)	13036	46711	59747	48237	11510
5	Ministry of Railways (Railway Board)	2454	41279	43733	40643	3090
6	Department of Posts	1959	38701	40660	38858	1802
7	Ministry of Cooperation	100	33330	33430	33385	45
8	Ministry of Home Affairs	2062	31451	33513	32160	1353
9	Department of Telecommunications	760	30717	31477	30777	700
10	Department of Financial Services (Insurance Division)	1096	29377	30473	29781	692

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13036	46711	59747	48237	11510
2	Department of Financial Services (Banking Division)	6749	123037	129786	122341	7445
3	Ministry of Labour and Employment	3024	111090	114114	110053	4061
4	Department of Ex Servicemen Welfare	1497	24068	25565	22161	3404
5	Ministry of Railways (Railway Board)	2454	41279	43733	40643	3090
6	Department of Health & Family Welfare	2092	19252	21344	19433	1911
7	Department of Defence Finance	1003	11782	12785	10898	1887
8	Department of Posts	1959	38701	40660	38858	1802
9	Department of Rural Development	1391	12197	13588	11827	1761
10	Department of School Education and Literacy	1450	9234	10684	9077	1607
11	Ministry of External Affairs	1064	12853	13917	12434	1483
12	Ministry of Home Affairs	2062	31451	33513	32160	1353
13	Department of Social Justice and Empowerment	871	5613	6484	5250	1234
14	Ministry of Housing and Urban Affairs	902	15526	16428	15210	1218
15	Department of Higher Education	1607	11220	12827	11694	1133
16	Department of Consumer Affairs	861	11520	12381	11302	1079
17	Department of Defence	1285	10451	11736	10724	1012

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

S. No.	Name of Ministry/Department	Brought Forward	Total Received	Total Grievances	Total Disposal	Total Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13036	46711	59747	48237	11510	7462
2	Ministry of Railways (Railway Board)	2454	41279	43733	40643	3090	1062
3	Department of Ex Servicemen Welfare	1497	24068	25565	22161	3404	964
4	Department of Financial Services (Banking Division)	6749	123037	129786	122341	7445	911
5	Department of School Education and Literacy	1450	9234	10684	9077	1607	901
6	Department of Health & Family Welfare	2092	19252	21344	19433	1911	718
7	Department of Rural Development	1391	12197	13588	11827	1761	709
8	Department of Defence Finance	1003	11782	12785	10898	1887	687
9	Ministry of Home Affairs	2062	31451	33513	32160	1353	646
10	Ministry of External Affairs	1064	12853	13917	12434	1483	636

**Annexure 2: Average Closing Time – January to August, 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	10262	111
2	Central Board of Direct Taxes (Income Tax)	48237	64
3	Department of Economic Affairs ACC Division	3087	63
4	Department of Atomic Energy	1043	63
5	Department of Personnel and Training	20609	48
6	Ministry of Shipping	1181	48
7	Department of Youth Affairs	682	46
8	Ministry of Culture	1490	39
9	Department of Official Language	157	39
10	Staff Selection Commission	9412	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	33385	2
2	NITI Aayog	2787	3
3	Department of Legal Affairs	2461	3
4	Department of Telecommunications	30777	5
5	Department of Financial Services (Pension Reforms)	2331	5
6	Department of Investment & Public Asset Management	909	5
7	Department of Land Resources	2256	6
8	Department of Empowerment of Persons with Disabilities	1909	6

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
9	Department of Agriculture and Farmers Welfare	89280	7
10	Department of Financial Services (Insurance Division)	29781	7

### Annexure 3: Public Grievance Officers on CPGRAMS – August, 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	200	290
2	Level 2	3550	593	4143
3	Level 3	7471	598	8069
4	Level 4	12971	508	13479
5	Level 5	10972	310	11282
6	Level 6	4536	81	4617
7	Level 7	959	34	993
8	Level 8	387	0	387
<b>Total</b>		<b>40936</b>	<b>2324</b>	<b>43260</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	8832	384	9216
2	Central Board of Direct Taxes (Income Tax)	7771	553	8324
3	Department of Defence	2392	73	2465
4	Ministry of Railways (Railway Board)	1871	151	2022
5	Central Board of Indirect Taxes and Customs	1833	41	1874
6	Department of Defence Finance	1656	54	1710
7	Department of Ex Servicemen Welfare	1263	32	1295
8	Department of Financial Services (Banking Division)	1125	148	1273
9	Ministry of Housing and Urban Affairs	1204	60	1264
10	Department of Military Affairs	1105	79	1184

### Annexure 4: Status of Action Taken Reports (ATR) – January to August, 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)	113690	101264	8970	3456
2	Ministry of Labour and Employment	96929	39673	55586	1670
3	Central Board of Direct Taxes (Income Tax)	45761	17667	27980	114
4	Ministry of Railways (Railway Board)	38867	29438	6873	2556
5	Department of Posts	33489	31946	1420	123

S. No.	Name of Ministry/Department	Total ATR Disposals	Fully Resolved	Partially Resolved	Pending Resolution
6	Ministry of Cooperation	31875	31862	11	2
7	Department of Telecommunications	27857	19862	5682	2313
8	Department of Ex Servicemen Welfare	21487	4035	17274	178
9	Department of Defence Finance	19202	18889	87	226
10	Ministry of Corporate Affairs	16635	3290	13212	133

## Annexure 5: Status of Appeals – January to August, 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	7006	10008	7247	2761
2	Department of Financial Services (Banking Division)	868	29473	30341	28417	1924
3	Ministry of Corporate Affairs	1847	3127	4974	3474	1500
4	Ministry of Home Affairs	833	3156	3989	2616	1373
5	Department of Consumer Affairs	825	1740	2565	1200	1365
6	Ministry of Railways (Railway Board)	849	10007	10856	9559	1297
7	Department of Social Justice and Empowerment	630	587	1217	0	1217
8	Department of Rural Development	615	3201	3816	2988	828
9	Ministry of Labour and Employment	1783	24522	26305	25497	808
10	Ministry of Housing and Urban Affairs	771	3493	4264	3475	789

### 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	8260	1
2	Department of Telecommunications	9735	2
3	Ministry of External Affairs	2077	7
4	Ministry of Labour and Employment	25497	11
5	Department of Financial Services (Banking Division)	28417	12
6	Department of Posts	9522	12
7	Department of Empowerment of Persons with Disabilities	504	12
8	Ministry of Parliamentary Affairs	59	12
9	Department of Financial Services (Insurance Division)	3902	14
10	Ministry of Earth Sciences	45	14

## Annexure 6: Indicator-based Root Cause Analysis – August, 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 Resolved within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with Excellent & Very Good Remarks	% of Disposal of Complaints Categorised as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Ministry of Labour and Employment	74.60	2.66	80.84	75.61	9.00	0.09	24.38	31.31	77.92	26.64	12.53	25.05
2	Department of Financial Services (Banking Division)	54.59	9.34	59.18	57.08	16.00	0.00	25.80	27.91	60.00	13.79	4.54	10.11
3	Department of Agriculture and Farmers Welfare	97.12	47.50	50.00	100.00	4.00	0.00	0.07	37.88	88.89	0.08	118.09	15.18
4	Central Board of Direct Taxes (Income Tax)	15.37	29.50	27.61	61.11	66.00	0.04	15.98	37.21	56.86	19.02	0.59	10.92
5	Ministry of Railways ( Railway Board)	59.56	5.17	53.71	50.36	13.00	0.13	26.37	21.41	60.87	4.40	2.59	25.51
6	Department of Posts	69.85	13.49	77.33	71.82	12.00	0.00	28.39	34.76	80.00	22.66	4.08	35.87
7	Ministry of Home Affairs	70.70	15.98	21.05	82.19	14.00	0.31	11.88	23.27	94.69	3.10	7.59	23.35
8	Department of Telecommunications	84.56	11.26	94.97	86.23	5.00	0.00	31.26	22.18	90.70	8.30	2.49	12.94
9	Department of Ex Servicemen Welfare	35.78	8.77	75.73	0.00	27.00	0.15	16.31	37.99	60.00	3.76	2.70	9.02
10	Department of Health & Family Welfare	45.59	31.95	54.86	67.32	58.00	0.11	14.11	22.03	74.42	19.30	3.59	12.63
11	Ministry of Corporate Affairs	75.50	9.16	0.00	79.31	11.00	0.00	13.63	16.64	66.67	7.53	22.34	24.17

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12	Department of Financial Services (Insurance Division)	69.69	12.71	79.48	78.18	12.00	0.00	29.34	19.63	76.32	10.99	2.41	12.18
13	Ministry of Water Resources, River Development & Ganga Rejuvenation	65.41	446.83	69.48	100.00	16.00	0.00	1.24	23.44	100.00	1.94	10.03	15.05
14	Ministry of Housing and Urban Affairs	53.01	1.55	35.01	56.70	18.00	0.03	21.86	21.64	51.65	0.15	0.57	4.57
15	Ministry of Road Transport and Highways	59.62	5.41	48.17	74.47	18.00	0.00	17.69	18.76	83.05	0.25	3.17	22.12
16	Department of Defence Finance	30.89	-17.85	38.14	66.67	29.00	0.12	23.25	37.83	100.00	1.18	1.11	8.97
17	Unique Identification Authority of India	78.13	-0.83	61.39	66.67	10.00	0.00	19.67	34.53	50.00	0.66	57.48	55.17
18	Department of Rural Development	26.62	-11.67	8.41	18.94	35.00	0.00	21.59	19.65	40.00	0.19	0.16	0.69
19	Department of Consumer Affairs	44.46	14.29	6.89	55.56	19.00	2.13	15.92	24.88	60.00	6.06	33.36	19.15
20	Ministry of External Affairs	39.26	10.38	68.60	43.75	23.00	0.00	19.70	34.15	12.50	13.44	3.24	5.60
21	Department of Higher Education	41.54	5.55	52.94	47.30	32.00	0.00	18.50	25.76	52.50	24.48	2.57	13.67
22	Department of Defence	47.72	3.24		65.38	23.00	0.00	0.00	21.75	60.00	18.77	0.41	2.47
23	Department of School Education and Literacy	35.50	8.98	58.60	52.94	25.00	1.00	20.94	18.24	37.50	24.44	6.92	20.00
24	Department of Personnel and Training	60.65	-10.06	47.85	77.78	32.00	0.00	6.51	20.47	77.61	0.67	10.15	22.56
25	Ministry of Petroleum and Natural Gas	41.92	12.25	28.14	62.77	22.00	0.00	19.76	30.81	73.33	7.03	1.64	14.49
26	Department of Justice	61.63	1.66	21.74	62.50	17.00	0.00	7.31	9.63	60.56	29.36	204.33	50.00
27	Central Board of Indirect Taxes and Customs	46.19	9.41	49.56	70.59	24.00	0.00	23.39	31.58	59.52	3.87	0.37	7.37
28	Department of Social Justice and Empowerment	12.93	15.66	0.00	56.25	36.00	0.93	24.36	6.94	13.64	1.08	8.63	14.95
29	Ministry of Civil Aviation	37.89	-5.72	61.03	55.00	26.00	0.00	20.15	14.46	74.19	0.47	2.09	10.98
30	Department of Revenue	68.42	-7.40	71.25	80.00	36.00	0.00	6.01	11.86	97.96	1.06	21.82	12.82

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31	Ministry of Electronics & Information Technology	61.77	-10.43	68.42	41.67	14.00	0.00	13.33	28.99	45.00	2.11	4.64	10.92
32	Ministry of Cooperation	93.28	-75.62	98.40	100.00	4.00	0.00	22.37	21.90	100.00	25.93	30.21	29.17
33	Ministry of Panchayati Raj	82.00	4.14	42.67	88.96	12.00	0.00	20.53	21.89	80.00	0.00	15.64	11.11
34	O/o the Comptroller & Auditor General of India	69.61	13.98	73.53	50.00	17.00	0.00	3.09	23.53	10.00	0.15	4.93	16.55
35	Department of Food and Public Distribution	79.66	11.25	83.97	98.33	6.00	0.00	24.29	32.33	100.00	18.91	8.22	26.15
36	Ministry of Women and Child Development	42.68	-3.45	41.61	54.55	23.00	0.00	21.17	22.88	66.67	5.08	13.97	28.95
37	Staff Selection Commission	67.95	-48.31		75.00	16.00	0.00	0.00	25.83	100.00	15.61	20.76	36.00
38	Department of Legal Affairs	98.19	49.85		99.49	3.00	0.00	0.00	8.47	100.00	0.61	21.30	8.70
39	Ministry of Environment, Forest and Climate Change	60.64	-10.47	49.23	85.71	18.00	0.00	15.05	20.00	69.77	19.72	3.07	19.72
40	Ministry of Power	11.44	7.18	0.00	0.00	23.00	0.00	30.77	20.41	10.00	0.00	0.91	3.56
41	NITI Aayog	96.63	5.94	100.00	100.00	3.00	0.00	3.45	21.05	100.00	0.00	4.76	1.11
42	Department of Military Affairs	43.30	6.98	17.16	76.47	32.00	0.00	21.54	18.32	66.67	12.56	0.35	5.11
43	Ministry of Drinking Water and Sanitation	93.49	7.20		100.00	2.00	0.00	0.00	0.00	100.00	1.00	4.10	2.04
44	Department of Land Resources	85.43	26.52	95.92		4.00	0.00	11.88	24.79	90.91	0.00	28.29	21.43
45	Ministry of Parliamentary Affairs	97.14	38.72	87.50		3.00	4.17	0.49	0.00	100.00	0.27	15.38	25.00
46	Ministry of Minority Affairs	29.01	48.46	38.46	0.00	18.00	0.00	18.50	7.46	7.14	0.89	4.81	15.71
47	Department of Commerce	50.83	12.08	31.82	60.00	23.00	0.00	6.90	26.09	40.00	38.62	1.58	6.13
48	Department of Economic Affairs ACC Division	15.68	8.28	61.02	38.10	36.00	1.06	1.24	35.71	27.27	14.37	3.48	5.32

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49	Ministry of Information and Broadcasting	37.88	2.59	22.22	100.00	22.00	0.00	25.58	24.83	22.22	2.52	1.92	13.94
50	Ministry of Coal	62.50	-4.76		50.00	13.00	0.00	0.00	11.56	66.67	0.00	0.45	4.49
51	Ministry of Culture	17.64	40.88	0.00	50.00	34.00	0.00	11.69	11.11	100.00	0.00	1.61	5.70
52	Department of Empowerment of Persons with Disabilities	77.66	6.28	77.55	100.00	8.00	0.00	18.45	22.45		1.69	4.94	16.67
53	Ministry of Ayush	80.50	40.85	89.86	75.00	15.00	0.00	24.05	20.73	50.00	1.30	2.66	13.79
54	Department of Financial Services (Pension Reforms)	88.72	-40.93	0.00	0.00	9.00	0.00	3.63	16.67		42.54	76.00	66.67
55	Ministry of Skill Development and Entrepreneurship	51.72	20.56	18.85	72.22	23.00	0.00	17.95	33.98	100.00	0.00	2.75	10.13
56	Ministry of Micro Small and Medium Enterprises	57.30	7.03	22.92	61.54	38.00	0.00	17.82	16.98	0.00	1.52	1.18	7.74
57	Department of Expenditure	88.29	-78.00	15.85	100.00	15.00	0.00	9.06	20.75	100.00	16.23	3.90	18.37
58	Ministry of Tribal Affairs	32.79	-19.75	0.00	100.00	26.00	0.00	9.45	26.32	0.00	0.52	1.74	5.45
59	Ministry of Tourism	64.31	-3.66	28.95	100.00	12.00	0.00	22.16	28.75	100.00	7.61	2.36	7.69
60	Department for Promotion of Industry and Internal Trade	39.13	-11.11	61.54	0.00	19.00	0.00	11.59	17.39	0.00	15.34	1.76	4.00
61	Legislative Department	29.59	19.26	3.33		20.00	0.00	14.58	37.93	23.08	1.24	4.13	7.69
62	Department of Defence Production	55.04	-5.29	60.24	50.00	16.00	0.00	37.25	13.64	0.00	3.11	0.63	7.81
63	Department of Animal Husbandry, Dairying	48.56	-12.88	11.84	50.00	19.00	0.00	8.61	26.09	40.00	26.76	3.55	2.50
64	Ministry of Steel	51.02	11.71	33.73	66.67	19.00	0.00	17.97	18.00		0.00	1.27	19.39
65	Department of Atomic Energy	31.84	31.52	36.67	16.67	36.00	0.00	29.21	15.15	100.00	0.00	1.61	29.33
66	Department of Heavy Industry	63.97	60.81	6.26	100.00	8.00	0.00	16.09	15.63		29.41	1.65	4.17
67	Ministry of Shipping	54.80	20.41		50.00	28.00	0.00	0.00	15.38	66.67	22.88	1.04	20.18



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68	Department of Science and Technology	43.10	26.67	50.00	50.00	22.00	0.00	14.85	25.00	100.00	1.75	0.75	10.46
69	Department of Pharmaceutical	64.96	126.00		75.00	12.00	0.00	0.00	22.73	50.00	2.65	3.77	26.67
70	Department of Agriculture Research and Education	34.66	-5.88	85.71	0.00	32.00	0.00	20.61	22.22	0.00	1.79	0.40	3.93
71	Ministry of Textiles	30.54	13.64	8.03	50.00	24.00	0.00	17.58	30.91	100.00	2.00	0.93	11.21
72	Department of Sports	41.98	15.66	56.41	100.00	48.00	0.00	15.91	19.44	100.00	2.08	1.81	22.64
73	Department of Health Research	50.39	14.10	100.00	0.00	18.00	0.00	0.00	0.00		3.37	0.65	1.47
74	Ministry of Mines	59.23	8.75		100.00	26.00	0.00	0.00	5.56	92.31	13.79	1.98	9.09
75	Department of Investment & Public Asset Management	89.62	-5.56	0.00	0.00	3.00	0.00	1.03	0.00	100.00	41.18	10.63	37.50
76	Department of Youth Affairs	31.93	33.96	38.71	0.00	46.00	0.00	13.33	21.43		0.00	3.55	25.00
77	Ministry of Statistics and Programme Implementation	52.34	11.48	0.00		15.00	0.00	8.45	18.18		64.71	0.74	8.70
78	Department of Scientific & Industrial Research	31.58	-1.61		50.00	27.00	0.00	0.00	17.39	25.00	1.64	0.37	7.27
79	Department of Space	35.23	35.56	33.33	33.33	18.00	0.00	15.38	25.00	66.67	21.31	2.18	10.71
80	Department of Defence Research and Development	51.16	11.32	75.00	50.00	9.00	0.00	15.22	12.50	33.33	3.39	0.51	1.72
81	Ministry of New and Renewable Energy	22.73	14.29	94.74	100.00	18.00	0.00	29.03	6.25		0.00	1.17	4.17
82	Department of Public Enterprises	80.77	4.35	0.00	84.62	4.00	0.00	0.00	0.00	100.00	0.00	3.00	0.00
83	Department of Fertilizers	28.38	29.03	2.84	0.00	19.00	0.00	15.38	16.67	33.33	17.50	0.98	4.88
84	Ministry of Food Processing Industries	63.27	-26.00	0.00	100.00	8.00	0.00	0.00	0.00		40.54	1.12	0.00
85	Department of Official Language	10.00	164.29	0.00		78.00	0.00	17.65	50.00		13.51	2.85	0.00
86	Department of Fisheries	39.66	50.00	30.00	100.00	32.00	0.00	21.05	0.00	0.00	27.27	2.20	6.67
87	Department of Chemicals and Petrochemicals	64.00	65.00	0.00		20.00	0.00	5.00	20.00	66.67	3.03	2.06	0.00

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88	Department of Bio Technology	49.06	88.24	0.00	0.00	19.00	0.00	8.82	18.18	0.00	0.00	0.26	2.48
89	Ministry of Earth Sciences	42.86	-39.58	66.67	100.00	34.00	0.00	28.21	13.33		0.00	0.81	8.33
90	Ministry of Development of North Eastern Region	87.50	-18.18	80.00	100.00	7.00	0.00	4.55	100.00	100.00	0.00	0.67	0.00

#### Legends for Colour Code:

Colour Code	Score Range	Description	Colour Code	Indicator Value	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, % Growth in Grievance Registration, % of Active GROs, Adequacy of Categorisation and % of Appeals Filed		<15	Average Disposal Time		20<	% Growth in Grievance Registration		<10	% of Appeals filed
	50-75			15-30			10-20			10-20	
	25-50			30-45			0-10			20-30	
	<25			>45			0>			>30	
	Grievance & Appeals Not Received and No Calls made for Feedback			<5	Ratio of GROs vis-à-vis Grievance Registered		>60	% of Active GROs and Adequacy of Categorisation			
			5-10			40-60					
			10-15			20-40					
			>15			<20					



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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