



CPGRAMS

Monthly Report – Central Ministries/Departments

September 2023

[Report Number 17]

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1. Key Highlights

1. General

- **Hon'ble MoS Dr. Jitendra Singh** launched the IGMS 2.0 developed by IIT-Kanpur and Automated Analysis in Tree Dashboard portal on 29th September, 2023
- DARPG has signed a Non-Disclosure Agreement (NDA) with Bharat GPT team on 29.9.2023 in the presence of Secretary, DARPG
- Meeting with Grievance Redressal Officers of all the Ministries/Departments and Appellate Authorities was held on 26th September, 2023, to review the pendency and disposal of public grievances and appeals on CPGRAMS
- On 21st September, 2023, training of Grievance Redressal Officers from Ministries/Departments on CPGRAMS Portal was conducted by NIC at the DARPG office
- The **pendency has increased** in the Central Secretariat to **66835 grievances**, out of which 64.66% of the grievances are pending for less than 30 days
- In September, 2023, for the **14th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 30th September, 2023 is **19 Days**
- In September, 2023, the BSNL Call Centre collected feedback from **87520 citizens**. Out of these, approximately **~39% citizens** expressed satisfaction with the resolution provided to their respective grievances

2. PG Cases

- In September, 2023, **109098 PG cases were received** on the CPGRAMS portal, **106810 PG cases were redressed** and there exists a **pendency of 66835 PG cases**, as of 30th September, 2023
- The pendency in the Central Secretariat has **increased from 63461 PG cases at the end of August, 2023 to 66835 PG cases at the end of September, 2023**
- 34% of the grievances in the Central Secretariat were received by 3 Ministries/Departments
- Ministry of Labour and Employment [12932 grievances], Department of Financial Services (Banking Division) [12890 grievances], and Department of Agriculture and Farmers Welfare [11198 grievances], have received the maximum number of grievances in September, 2023

- **16 Ministries/Departments** have more than **1000 pending grievances** as on 30th September, 2023
- Central Board of Direct Taxes (Income Tax) [7799 grievances] and Department of Ex Servicemen Welfare [1379 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

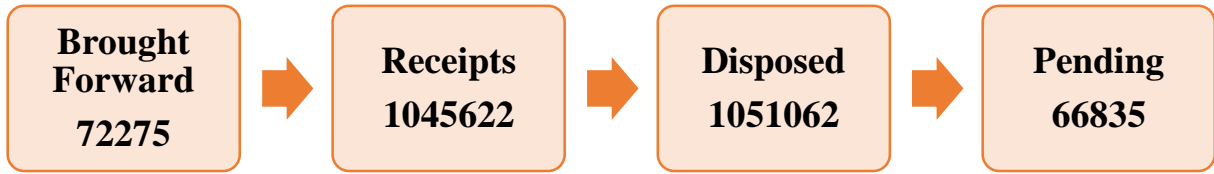
- In September, 2023, **20868 appeals were received** and **19640 appeals were disposed**. The Central Secretariat has a **pendency of 24258 PG Appeals at the end of September, 2023**
- The pendency of appeals in the Central Secretariat has **increased** from **23030 appeals at the end of August, 2023** to **24258 appeals at the end of September, 2023**
- Central Board of Direct Taxes (Income Tax) [2829], the Department of Financial Services (Banking Division) [2378 appeals], and Ministry of Corporate Affairs [1851 appeals] have the maximum pendency of appeals as on 30th September, 2023

4. Grievance Redressal Assessment and Index (GRAI) – September, 2023

- **Department of Agriculture and Farmers Welfare, Ministry of Home Affairs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for September, 2023
- **Ministry of Development of North Eastern Region, NITI Aayog and Department of Pharmaceutical** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for September, 2023

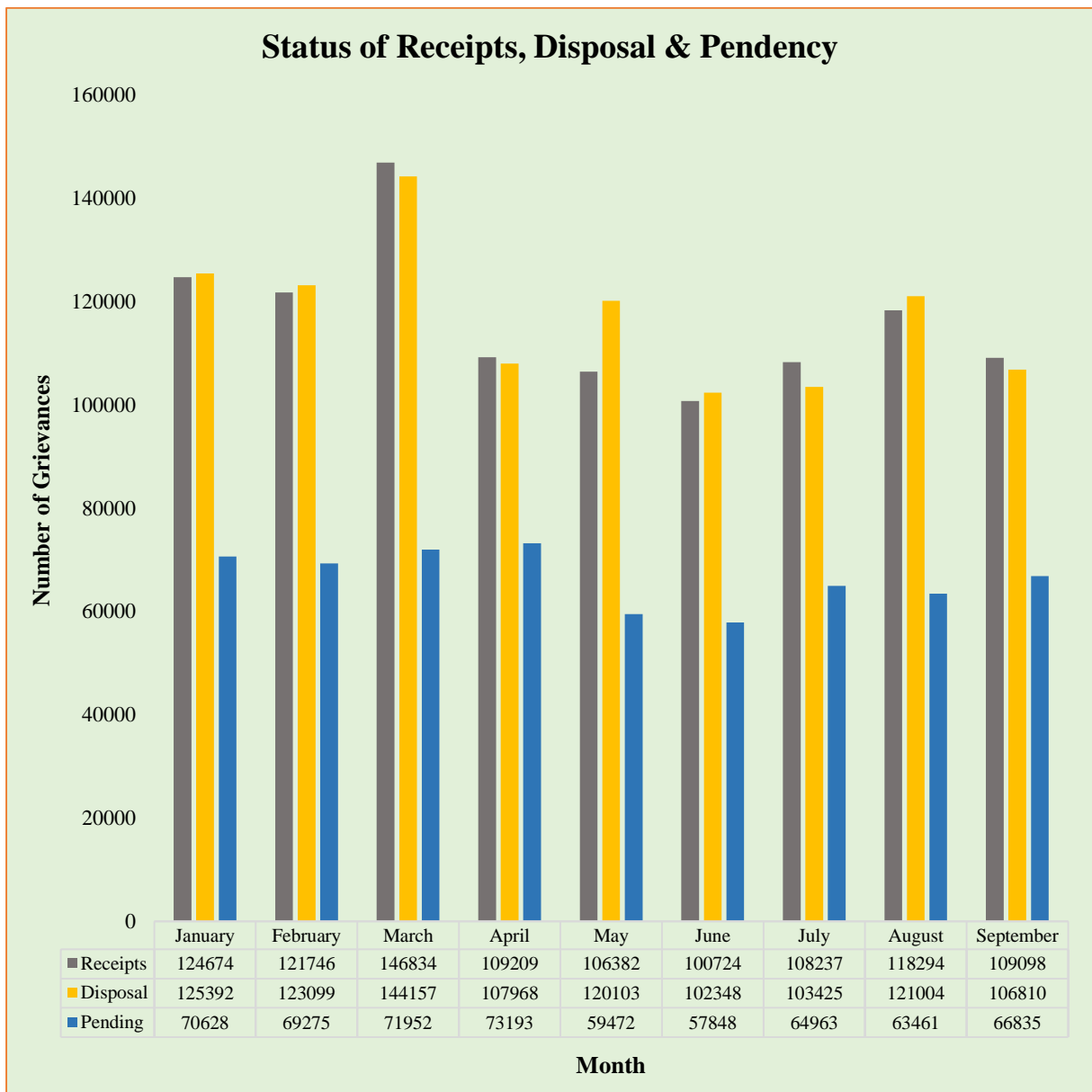
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2023 to 30/09/2023)

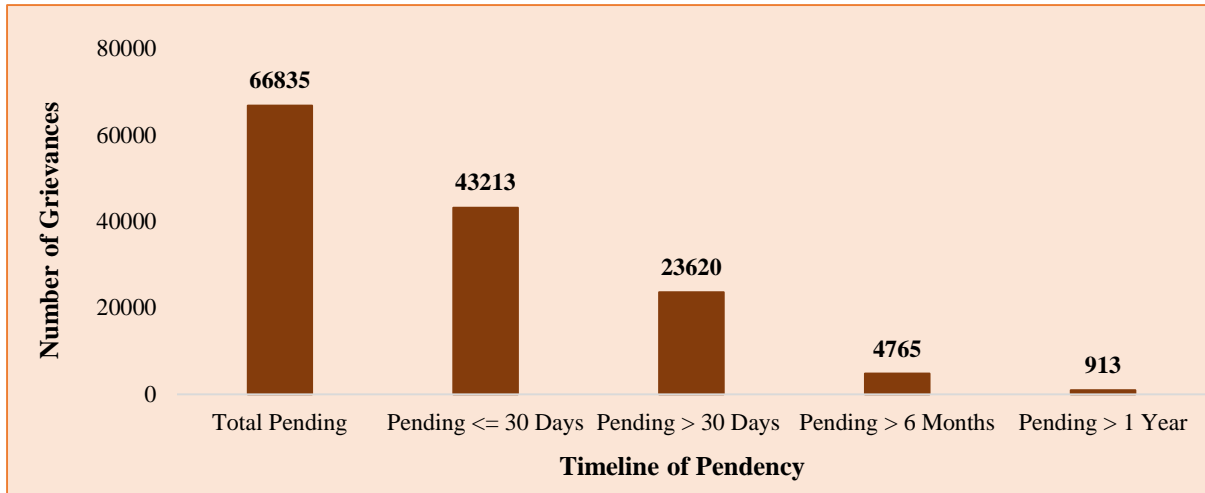
2.2. Month-wise Status of Grievances



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

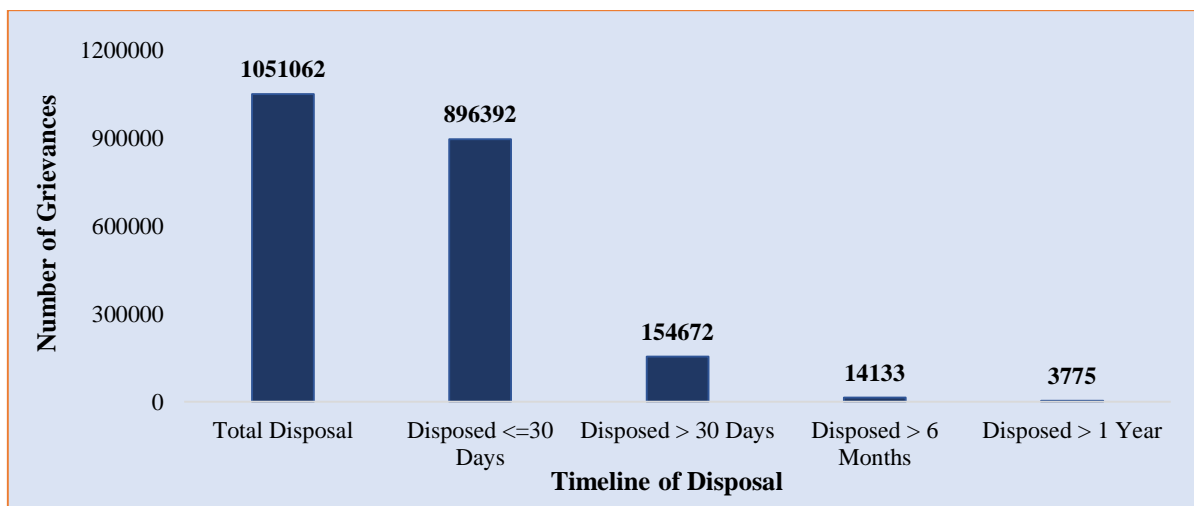
3.1. Pendency



(Time Period: 01/01/2023 to 30/09/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [7799 grievances], which contributes to ~34% of the total pendency in the Central Secretariat for more than 30 days [23620 grievances]
- **30 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 grievances within 30 days' time period [120418 grievances] which is 88.98% of their total disposal [135333 grievances]
- **17 Ministries/Departments** has disposed all the grievances within 1 years' time period

4. Grievance Redressal Assessment and Index – September, 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 **1st September, 2023 to 30th September, 2023**.

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

GRAI 2022 has been formulated based on the following 4 dimensions and 12 indicators with the corresponding weightages:

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved within Timeline (within 30 days)	Positive	0.40
			2	% Growth in Grievance Registration	Positive	0.10
			3	% of Appeals Redressed	Positive	0.15
			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	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Agriculture and Farmers Welfare	11,198	0.307	0.238	0.150	0.028	0.724	1
2	Ministry of Home Affairs	4,316	0.308	0.206	0.141	0.053	0.708	2
3	Ministry of Water Resources, River Development & Ganga Rejuvenation	1,059	0.328	0.251	0.073	0.045	0.697	3
4	Unique Identification Authority of India	1,599	0.317	0.180	0.119	0.078	0.694	4
5	Department of Food and Public Distribution	612	0.363	0.150	0.125	0.056	0.693	5
6	Department of Justice	1,004	0.347	0.179	0.104	0.053	0.683	6
7	Department of Revenue	721	0.282	0.224	0.124	0.040	0.671	7
8	Ministry of Cooperation	660	0.374	0.107	0.126	0.056	0.662	8
9	Ministry of Labour and Employment	12,932	0.341	0.163	0.102	0.053	0.659	9
10	Staff Selection Commission	1,012	0.303	0.188	0.093	0.061	0.645	10
11	Department of Posts	5,106	0.309	0.155	0.113	0.067	0.643	11

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
12	Department of Telecommunications	3,672	0.370	0.082	0.136	0.043	0.631	12
13	Department of Personnel and Training	1,813	0.292	0.169	0.116	0.051	0.629	13
14	O/o the Comptroller & Auditor General of India	591	0.287	0.208	0.081	0.046	0.622	14
15	Ministry of Road Transport and Highways	2,007	0.294	0.146	0.113	0.053	0.605	15
16	Ministry of Electronics & Information Technology	656	0.255	0.215	0.077	0.041	0.588	16
17	Ministry of Panchayati Raj	641	0.305	0.109	0.127	0.039	0.581	17
18	Central Board of Indirect Taxes and Customs	906	0.266	0.151	0.120	0.038	0.575	18
19	Department of Ex Servicemen Welfare	3,523	0.223	0.235	0.071	0.039	0.568	19
20	Ministry of Railways (Railway Board)	5,576	0.271	0.113	0.121	0.056	0.562	20
21	Department of Financial Services (Banking Division)	12,890	0.269	0.144	0.104	0.040	0.556	21
22	Department of Social Justice and Empowerment	726	0.193	0.177	0.138	0.044	0.552	22
23	Ministry of Housing and Urban Affairs	2,196	0.280	0.113	0.124	0.035	0.551	23
24	Ministry of Corporate Affairs	1,660	0.260	0.129	0.110	0.053	0.551	24
25	Department of Financial Services (Insurance Division)	1,844	0.320	0.088	0.100	0.042	0.550	25
26	Department of Defence	1,184	0.218	0.213	0.074	0.033	0.538	26
27	Department of Health & Family Welfare	3,113	0.221	0.163	0.107	0.043	0.534	27
28	Department of Defence Finance	1,218	0.189	0.155	0.147	0.039	0.530	28
29	Ministry of Petroleum and Natural Gas	1,564	0.214	0.178	0.093	0.045	0.530	29
30	Ministry of External Affairs	1,870	0.262	0.165	0.059	0.035	0.521	30

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
31	Ministry of Women and Child Development	520	0.217	0.105	0.127	0.058	0.507	31
32	Department of Consumer Affairs	1,393	0.202	0.144	0.115	0.045	0.506	32
33	Department of Higher Education	1,541	0.232	0.146	0.076	0.044	0.499	33
34	Central Board of Direct Taxes (Income Tax)	5,329	0.134	0.187	0.117	0.041	0.480	34
35	Ministry of Civil Aviation	816	0.212	0.098	0.107	0.041	0.458	35
36	Department of Rural Development	1,468	0.195	0.105	0.122	0.031	0.453	36
37	Department of School Education and Literacy	1,309	0.201	0.136	0.062	0.050	0.449	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	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Ministry of Development of North Eastern Region	17	0.410	0.300	0.060	0.030	0.800	1
2	NITI Aayog	257	0.391	0.224	0.150	0.031	0.796	2
3	Department of Pharmaceutical	100	0.338	0.254	0.135	0.057	0.784	3
4	Department of Land Resources	343	0.381	0.192	0.150	0.048	0.771	4
5	Department of Legal Affairs	302	0.396	0.185	0.148	0.037	0.767	5
6	Ministry of Shipping	94	0.269	0.300	0.116	0.051	0.736	6
7	Department of Investment & Public Asset Management	72	0.272	0.300	0.089	0.068	0.729	7
8	Department of Financial Services (Pension Reforms)	214	0.329	0.216	0.095	0.087	0.727	8
9	Department of Public Enterprises	43	0.306	0.223	0.150	0.036	0.715	9

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
10	Ministry of Drinking Water and Sanitation	450	0.396	0.150	0.127	0.031	0.704	10
11	Department of Empowerment of Persons with Disabilities	287	0.378	0.123	0.147	0.046	0.694	11
12	Ministry of Parliamentary Affairs	177	0.295	0.202	0.137	0.055	0.689	12
13	Ministry of Ayush	176	0.347	0.151	0.129	0.044	0.671	13
14	Ministry of Mines	89	0.316	0.181	0.094	0.039	0.630	14
15	Ministry of Coal	320	0.303	0.213	0.058	0.035	0.609	15
16	Ministry of Micro Small and Medium Enterprises	228	0.264	0.173	0.130	0.038	0.604	16
17	Ministry of Environment, Forest and Climate Change	403	0.296	0.149	0.109	0.050	0.604	17
18	Ministry of Skill Development and Entrepreneurship	254	0.208	0.189	0.148	0.040	0.586	18
19	Department of Animal Husbandry, Dairying	172	0.239	0.255	0.054	0.032	0.580	19
20	Department of Agriculture Research and Education	102	0.192	0.221	0.131	0.034	0.579	20
21	Department of Bio Technology	35	0.228	0.212	0.105	0.033	0.577	21
22	Department of Fisheries	40	0.286	0.132	0.119	0.037	0.573	22
23	Ministry of Minority Affairs	187	0.224	0.160	0.135	0.046	0.565	23
24	Department of Commerce	314	0.251	0.201	0.072	0.036	0.561	24
25	Department of Expenditure	97	0.220	0.165	0.125	0.048	0.559	25
26	Department of Sports	90	0.307	0.125	0.059	0.053	0.544	26
27	Department for Promotion of Industry and Internal Trade	137	0.216	0.201	0.092	0.034	0.543	27
28	Department of Atomic Energy	96	0.215	0.162	0.105	0.060	0.543	28
29	Ministry of Information and Broadcasting	293	0.242	0.170	0.073	0.044	0.529	29
30	Department of Youth Affairs	52	0.204	0.176	0.090	0.056	0.525	30
31	Ministry of Tourism	217	0.258	0.151	0.077	0.038	0.524	31

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
32	Ministry of New and Renewable Energy	65	0.260	0.081	0.146	0.034	0.522	32
33	Department of Defence Research and Development	77	0.266	0.098	0.123	0.032	0.519	33
34	Department of Chemicals and Petrochemicals	36	0.260	0.124	0.105	0.030	0.519	34
35	Department of Science and Technology	77	0.227	0.181	0.056	0.041	0.506	35
36	Ministry of Tribal Affairs	183	0.185	0.213	0.060	0.035	0.494	36
37	Department of Official Language	19	0.081	0.257	0.099	0.046	0.483	37
38	Department of Scientific & Industrial Research	63	0.181	0.204	0.060	0.038	0.483	38
39	Department of Heavy Industry	93	0.243	0.081	0.124	0.034	0.482	39
40	Ministry of Steel	79	0.225	0.053	0.147	0.050	0.475	40
41	Ministry of Earth Sciences	50	0.181	0.142	0.107	0.039	0.468	41
42	Ministry of Food Processing Industries	51	0.271	0.142	0.007	0.030	0.450	42
43	Department of Economic Affairs ACC Division	333	0.109	0.240	0.057	0.035	0.442	43
44	Ministry of Textiles	67	0.089	0.162	0.146	0.042	0.439	44
45	Department of Space	59	0.159	0.195	0.037	0.041	0.432	45
46	Department of Defence Production	155	0.191	0.114	0.081	0.038	0.424	46
47	Department of Health Research	83	0.217	0.123	0.052	0.031	0.423	47
48	Legislative Department	83	0.108	0.187	0.083	0.038	0.415	48
49	Ministry of Culture	255	0.125	0.137	0.088	0.036	0.386	49
50	Ministry of Power	425	0.106	0.156	0.086	0.034	0.382	50
51	Department of Military Affairs	317	0.166	0.117	0.060	0.035	0.377	51
52	Ministry of Statistics and Programme Implementation	37	0.195	0.123	0.000	0.039	0.357	52
53	Department of Fertilizers	51	0.155	0.016	0.055	0.035	0.261	53

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

4.3. Analysis of Monthly Grievance Redressal Assessment & Index

- In **Group A**, Department of Agriculture and Farmers' Welfare has topped the ranking, followed by the Ministry of Home Affairs, Unique Identification Authority of India and Department of Food and Public Distribution
- Receipt of grievances for Ministry of Water Resources, River Development & Ganga Rejuvenation is 1059. Most of these complaints is due to one individual, Shri Liladhar Pratap Singh who has filed nearly 710 repeated complaints regarding service and pension related matters
- In **Group B**, Ministry of Development of North Eastern Region have topped the ranking followed by NITI Aayog, Department of Pharmaceutical, Department of Land Resources and Department of Legal Affairs
- With regard to **Efficiency dimension**, Ministry of Development of North Eastern Region is the top performer followed by the Ministry of Drinking Water and Sanitation, Department of Legal Affairs, NITI Aayog and Department of Land Resources. The Department of Official Language, Ministry of textiles and Ministry of Power have huge scope for improvement
- For **Feedback dimension**, Ministry of Development of North Eastern Region, Department of Investment and Public Asset Management, Department of Official Language, Ministry of Shipping and Department of Pharmaceutical are the top performing Ministries/Departments
- In **Domain dimension**, Department of Land Resources is the top performer followed by NITI Aayog, Department of Public Enterprises, Department of Agriculture and Farmers Welfare and Department of Legal Affairs. Ministry of Statistics and Programme Implementation, Ministry of Food Processing Industries and Department of Space have huge scope for improvement in Domain Dimension.
- As far as **Organisational Commitment dimension** is concerned Department of Financial Services (Pension Reforms) has topped the ranking. It is followed by the Unique Identification Authority of India, Department of Investment & Public Asset Management, Department of Posts and Staff Selection Commission

5. Launch of IGMS 2.0 – IIT Kanpur

Hon'ble MoS Dr Jitendra Singh, launched the IGMS 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal on 29th September, 2023.



The Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard has been implemented by IIT Kanpur following an MoU with DARPG for upgrading CPGRAMS with Artificial Intelligence capabilities.

The Dashboard provides instant tabular analysis of Grievances Filed & Disposed, State-wise & District-wise Grievances Filed & Ministry-wise data. Besides, the Dashboard will also help the officials identify the root cause of the grievance.



User Interface of IGMS 2.0 developed by IIT-Kanpur

Some features of the IGMS 2.0 are outlined below:

- The most important (and the most used) feature is present on the top right. This is the search option, also called as “Filter Grievances”
- Here, the user can search based on text. The query can belong to different types – semantic, keyword, registration number (to look at a particular grievance) and name (of the person who filed the grievance)
- There are more filters here, which the user can use to narrow their search result, such as time period, location (State, District) and Ministry/Department-wise filters
- For example, if we want to look at grievances filed by people who have “Kumar” in their name, the user can select “Name” in select type and “Kumar” in Natural Language Query. Clicking on Search would give all the grievances filed by people who have “Kumar” in their names
- After opening a grievance, the user can see its description in the top left. In the same window, the user has 3 options in the top right – Save, Spam, Prioritize (clicking on Save would allow the user to look at this grievance from the Saved tab, clicking on Spam would mark this grievance as spam which can be accessed from the Spam tab, while clicking on prioritize marks this grievance as urgent and can be accessed from the Priority tab)
- Back to the dashboard, here the user can access grievances filed today in the Fresh tab, grievances which contain hate speech in the Spam tab, grievances which have been filed multiple times in the Repeat tab and grievances which are urgent in the Priority tab
- Below this, the user can look at data in a pie chart, where the grievances are organised according to their amount in different States/UTs. Hovering on a percentage provides the user the actual number of grievances
- On the right, the user can look at Daily Grievances, where grievances are organised by date. Hovering over a point will provide the user with the number of grievances at that particular date
- On the bottom, the user can check out the bar graph to look at State/UT-wise distribution of grievances. Hovering over a bar would provide the State/UT name as well as the number of grievances

6. Training of GRO's on CPGRAMS Portal

DARPG has initiated the training sessions for the Grievance Redressal Officers on the operation of the CPGRAMS 7.0 portal which is being undertaken by the Technical Director, NIC, DARPG at the DARPG office.

- The 1st session was conducted on 21st July, 2023
- The 2nd session was conducted on 21st September, 2023

30 officers from 16 Ministries/Departments attended the 2nd training session.



Few glimpses from the 2nd training session

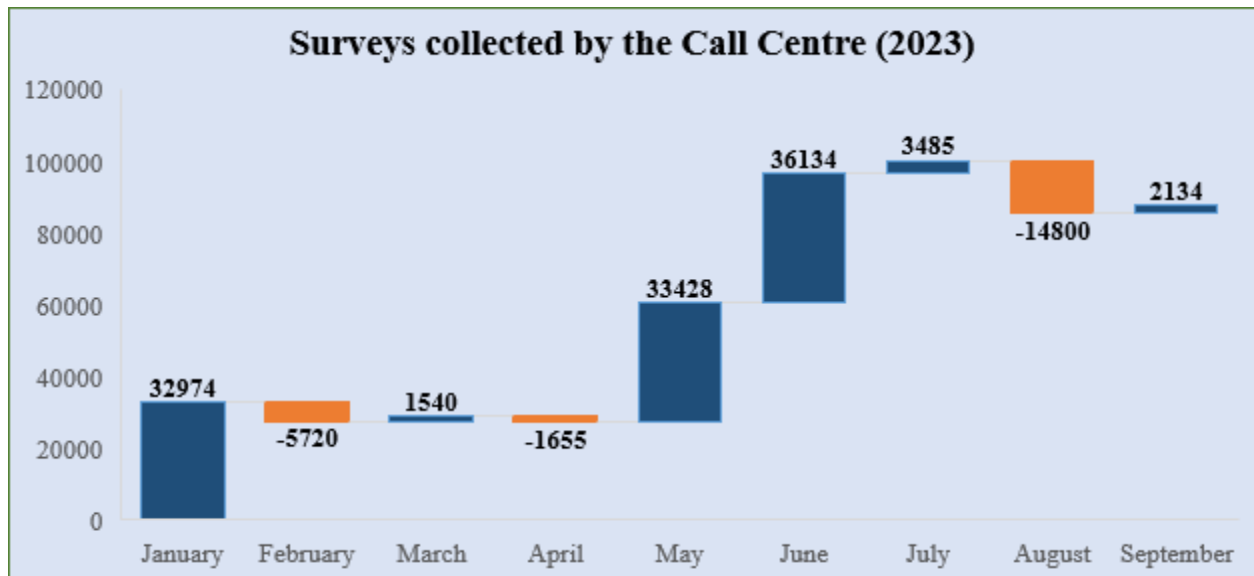
The objective behind conducting these training sessions is to update the Grievance Redressal Officers with the recent changes that has been introduced in the CPGRAMS 7.0 portal and to disseminate information on various aspects and functionalities of the portal.

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

1. Ministry of Power
2. Ministry of Corporate Affairs
3. Ministry of Ports, Shipping & Waterways
4. Department of Financial Services (Banking Division)
5. Ministry of Road Transport and Highways
6. Department of Justice
7. Department of Defence
8. Ministry of Earth Sciences
9. Central Board of Indirect Taxes
10. Department of Pharmaceuticals
11. Department of Social Justice and Empowerment
12. Department of Revenue
13. Ministry of Housing and Urban Affairs
14. Ministry of Petroleum and Natural Gas
15. Ministry of Coal
16. Ministry of Panchayati Raj

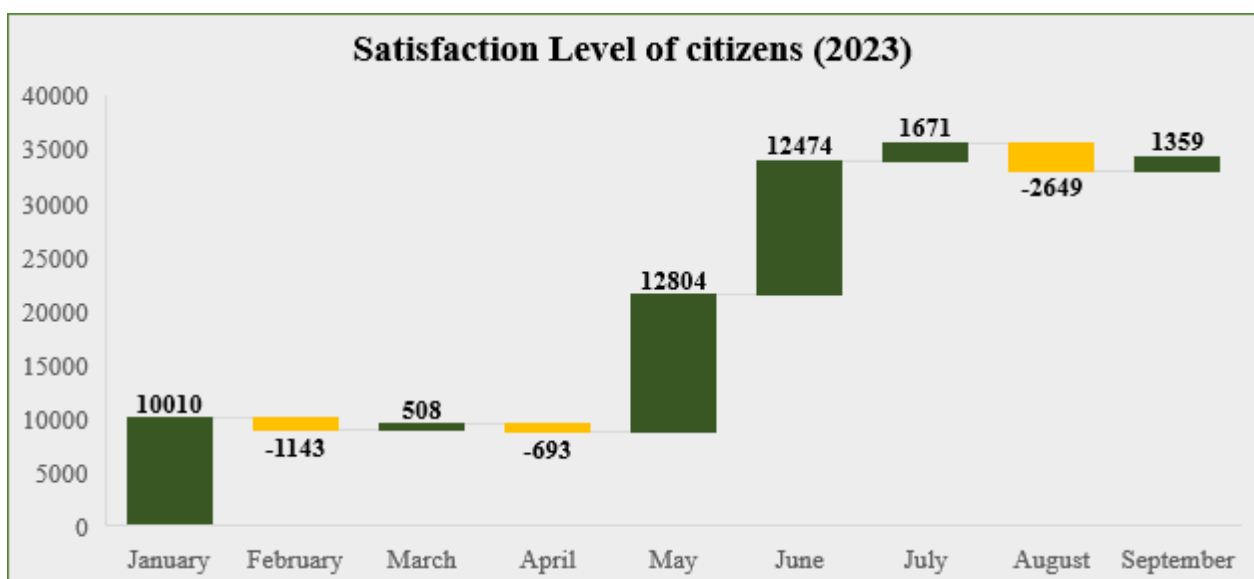
7. BSNL – Feedback Call Centre

- From 1st January to 30th September, 2023, the BSNL Feedback Call Centre has collected **546521 feedbacks**, directly from the citizens



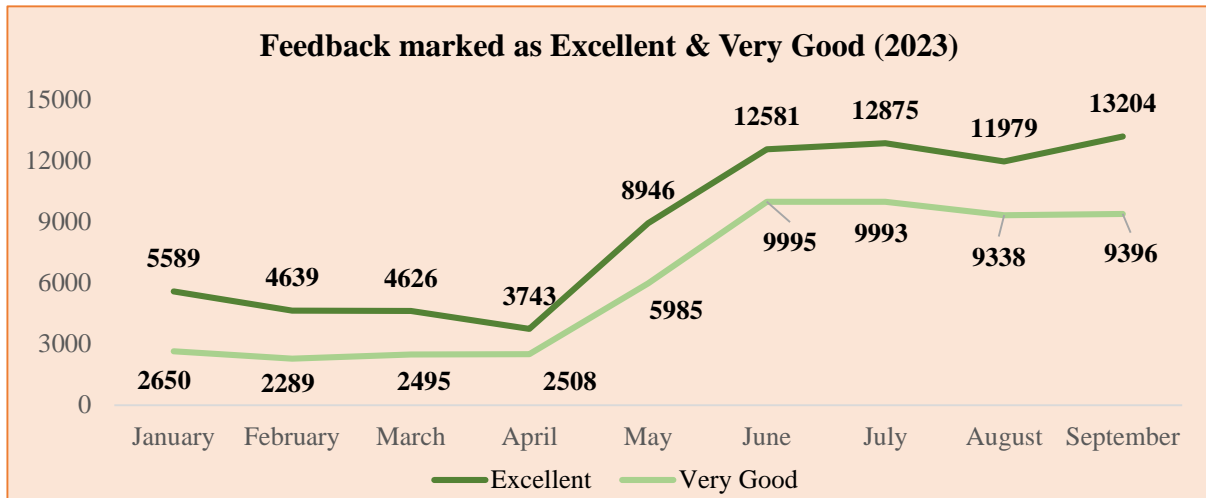
Month	January	February	March	April	May	June	July	August	September
Feedbacks	32974	27254	28794	27139	60567	96701	100186	85386	87520

- A total of **195334 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1st January to 30th September, 2023)

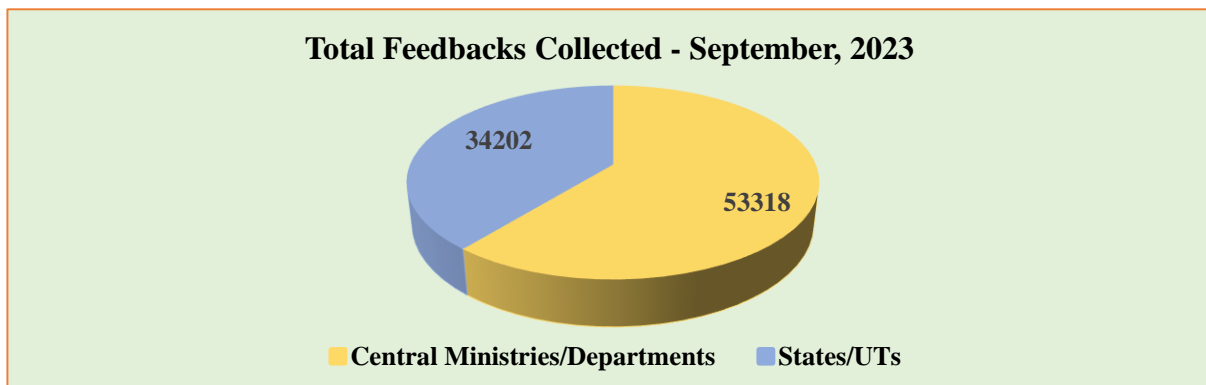


Month	January	February	March	April	May	June	July	August	September
Feedbacks	10010	8867	9375	8682	21486	33960	35631	32982	34341

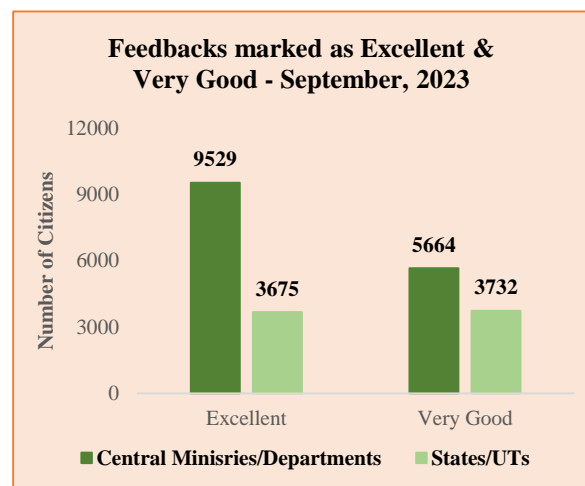
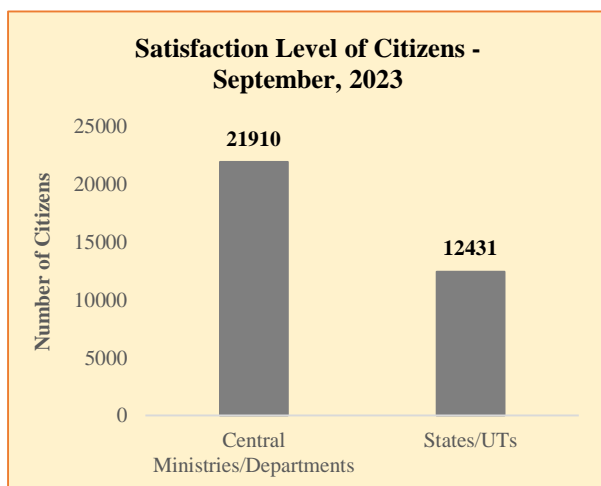
- A total of **132831 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1st January to 30th September, 2023)



- From 1st September, 2023 to 30th September, 2023, the BSNL Feedback Call Centre has collected **87520 feedbacks**, directly from the citizens

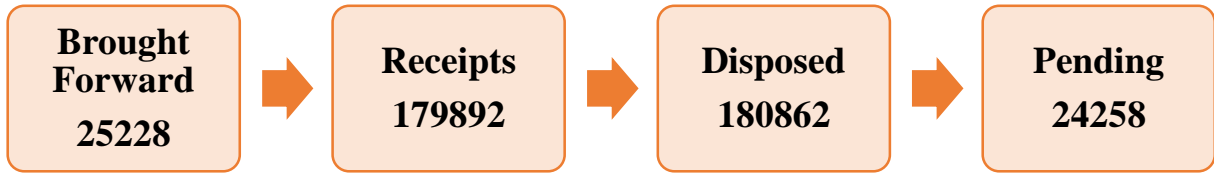


- A total of **34341 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of September, 2023
- A total of **22660 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of September, 2023



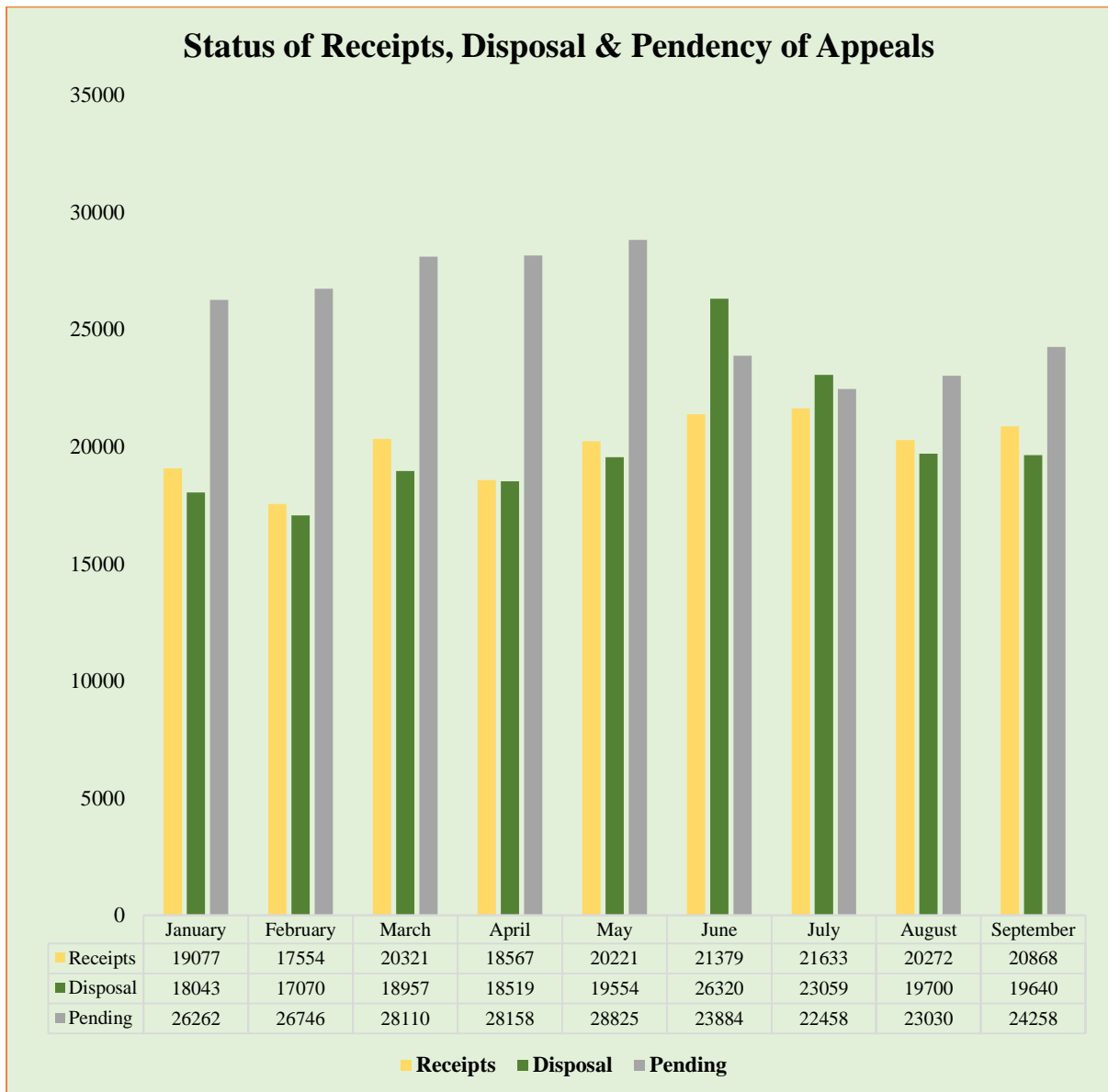
8. Review of Status of Appeals on CPGRAMS

8.1. Overview



(Time Period: 01/01/2023 to 30/09/2023)

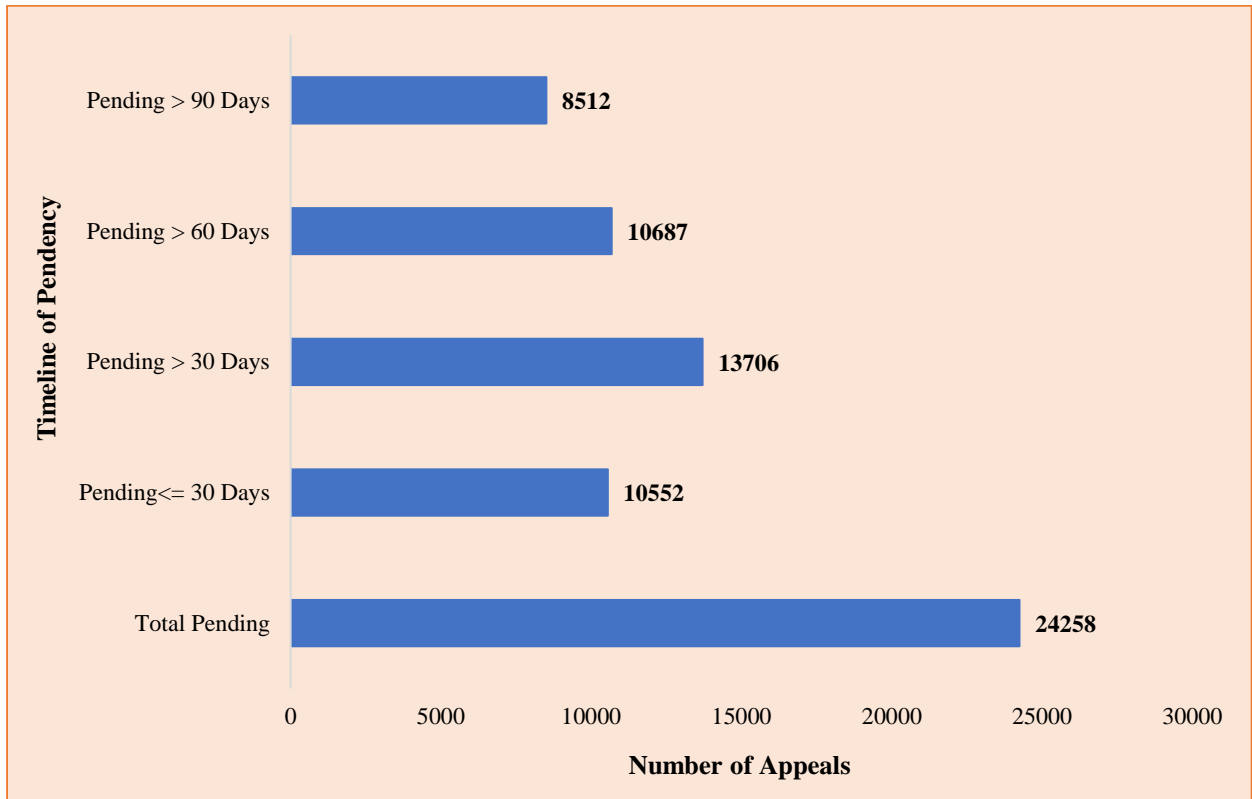
8.2. Month-wise Status of Appeals



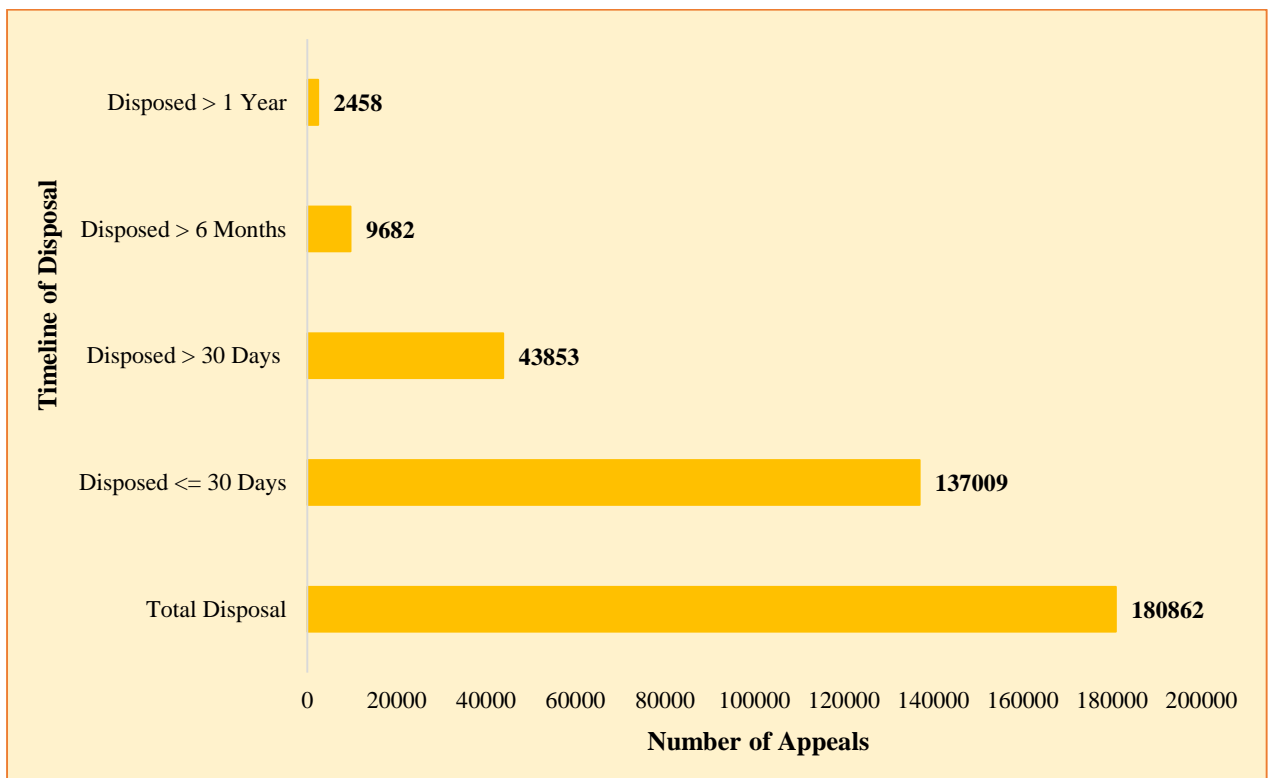
(Time Period: 01/01/2023 to 30/09/2023)

8.3. Age-wise Status of Appeals

8.3.1. Pendency



8.3.2. Disposal

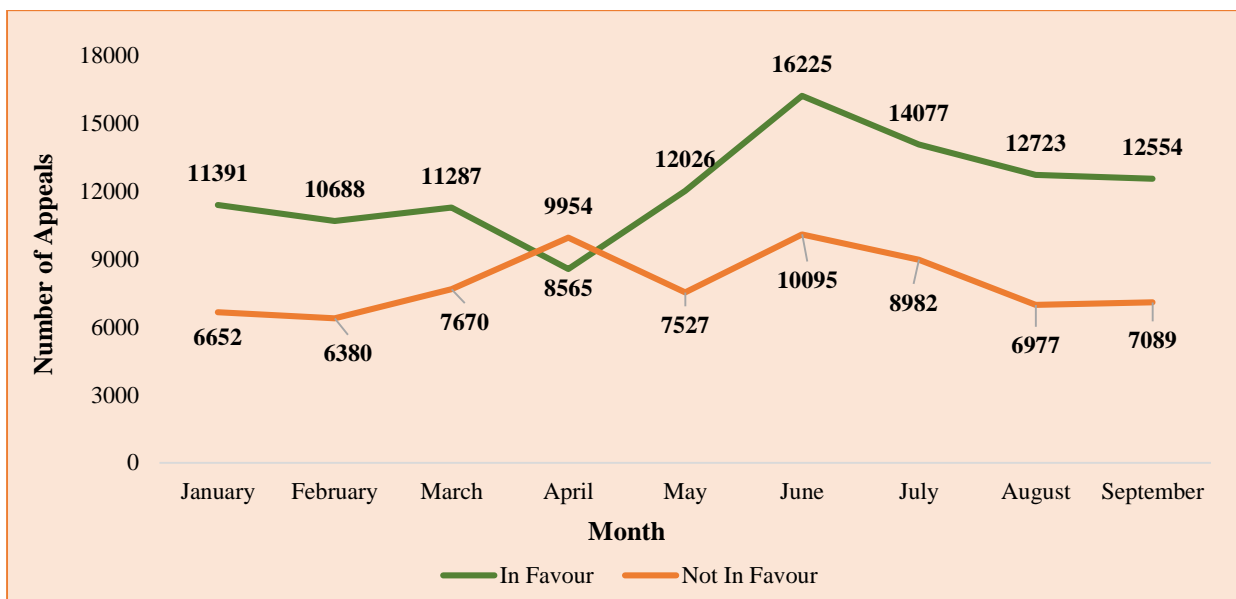


8.4. Average Closing Time of Appeals

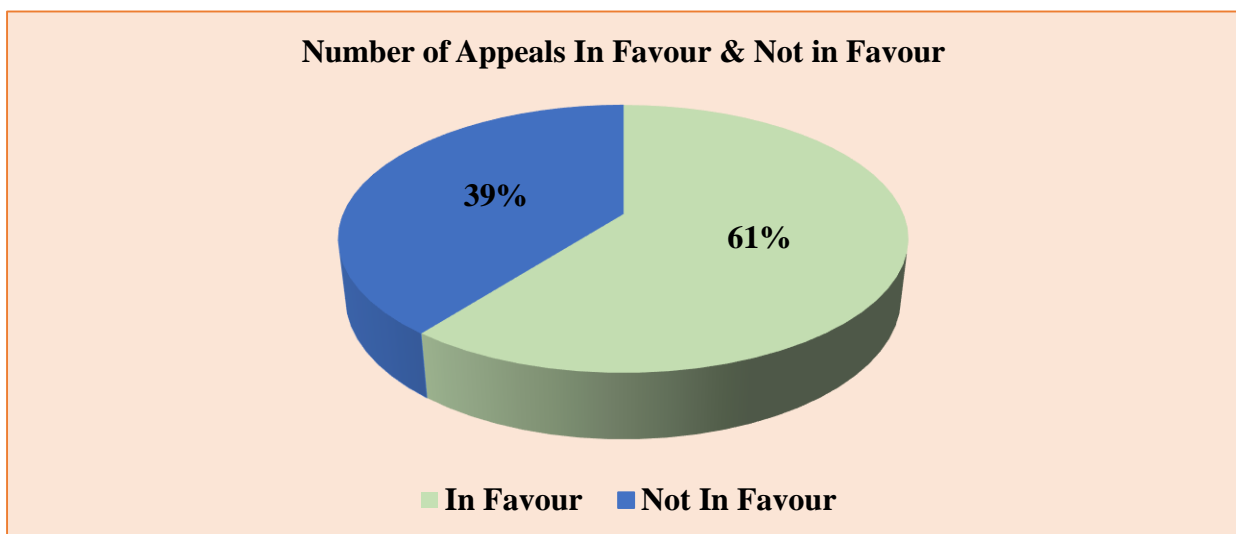
- The Average Closing Time of Appeals in the Central Ministries/Departments is **38 days** from 1st January to 30th September, 2023
- 48 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

8.5. Decision – Appeals

- A total of **180862 disposals** have been done in the year 2023 (1st January to 30th September, 2023), out of which **61%** of the disposals made are “**In Favour**” of the citizens



- From 1st September to 30th September, a total of 109534 disposals have been done in “**In Favour**” and 71325 disposals are made “**Not in Favour**” of the citizens



8.6. 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	8119	8292	1753
2	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3478	3474	1105
3	Department of Consumer Affairs	Shri Vineet Mathur	Joint Secretary	2090	1373	986
4	Ministry of Home Affairs	Shri S. G. Roy	Jt. Secretary CIC	3626	3491	471
5	Department of Heavy Industry	Shri Laltana Chhange	Director	227	95	467
6	Ministry of Skill Development and Entrepreneurship	Dr. Suparna S. Pachouri	Joint Secretary	347	371	445
7	Ministry of Culture	Shri Gurmeet Singh Chawla	Joint Secretary	201	47	384
8	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	11550	11256	358
9	Department of Financial Services (Banking Division)	Shri Abhijit Phukon	Economic Advisor	32739	31229	217
10	Ministry of Tourism	Shri Sanjay Singh	Deputy Director General	356	555	207
11	Ministry of Petroleum and Natural Gas	Shri Rohit Mathur	Joint Secretary Admin General CA Parl RTI PG	1840	1877	190
12	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	4102	4247	177
13	Department of Health and Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	2891	3625	164
14	Department of Defence Finance	Shri A. N. Das	Sr. Joint CGDA	2419	1900	145
15	Department of Fertilizers	Shri Anil Phulwari	Director Coordination	84	134	71

(Time Period: 01/01/2023 to 30/09/2023)

- **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	32739	31229	217
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	27801	29153	1
3	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	11550	11256	358
4	Department of Telecommunications	Ms. Rekha Singh	Sr Deputy Director General - Public Grievances	11043	10914	0
5	Department of Posts	Shri Shalendra Dwivedi	DDG PG QA and I	10747	10720	5
6	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	8151	8386	0
7	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	8119	8292	1753
8	Department of Financial Services (Insurance Division)	Shri Abhijit Phukon	Economic Advisor	4479	4392	0
9	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	4102	4247	177
10	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	4401	4143	0
11	Department of Health & Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	2891	3625	164
12	Ministry of Home Affairs	Shri S. G. Roy	Joint Secretary CIC	3626	3491	471
13	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3478	3474	1105
14	Department of Personnel and Training	Shri S D Sharma	Joint Secretary	2396	3261	34
15	Department of Higher Education	Shri Mrutyunjay Behera	Economic Advisor	2663	3170	86

(Time Period: 01/01/2023 to 30/09/2023)

9. 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: 01/09/2023 to 30/09/2023)

- A total of **6423 grievances** have been registered through the Common Service Centres in the month of September, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 5167 grievances in the month of September, 2023, followed by the Department of Financial Services (Banking Division) at the 2nd place, with the number standing at 180 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	5167	1115	4052
2	Department of Financial Services (Banking Division)	180	118	62
3	Ministry of Labour and Employment	147	115	32
4	Ministry of Housing and Urban Affairs	141	119	22
5	Ministry of Home Affairs	106	48	58
6	Unique Identification Authority of India	65	45	20
7	Department of Food and Public Distribution	63	59	4
8	Department of Rural Development	55	42	13
9	Department of Health & Family Welfare	51	6	45
10	Ministry of External Affairs	49	21	28

- 46.14% of grievances received by Department of Agriculture and Farmers Welfare in the month of September, 2023 have been filed through CSCs i.e., 5167 grievances out of 11198 receipts have been registered through CSCs
- Out of the total grievances registered through CSCs, 5143 grievances pertain the

“PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division” for which 136 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 3087 grievances, followed by 1119 grievances for “non-receipt of PMKISAN Instalments” and 639 grievances for the category “approval of documents by state government”

S. No.	Name of State/UT	Number of Grievances
1	Odisha	1974
2	Uttar Pradesh	1413
3	Jharkhand	857
4	Punjab	568
5	Maharashtra	357
6	Assam	262
7	Rajasthan	152
8	Chhattisgarh	125
9	West Bengal	121
10	Gujarat	108

S. No.	Name of District	Number of Grievances
1	Kandhamal (OD)	384
2	Ganjam (OD)	288
3	Gajapati (OD)	250
4	Tarn Taran (PB)	152
5	Ranchi (JH)	149
6	Dhanbad (JH)	142
7	Mayurbhanj (OD)	123
8	Dhubri (AS)	102
9	Godda (JH)	102
10	Puri (OD)	86



- With respect to States/UTs, maximum grievances originated out of Odisha (1974 registrations) followed by Uttar Pradesh at 2nd place with 1413 grievances registered through CSCs
- 1894 grievances and 971 grievances were registered under the category “PMKISAN related issues” in the state of Odisha and Uttar Pradesh respectively
- With respect to Districts, maximum grievances originated out of Kandhamal (OD) (384 registrations) followed by Ganjam (OD) at 2nd place with 288 grievances registered through CSCs

10. Habitual Complainants of September, 2023

S. No.	Name of the Complainant	Number of Complaints
1	LILADHAR PRASAD SINGH	710
2	Sudipto De	708
3	ANURAG AGARWAL	522
4	Lakshmanaprasath	381
5	S D Sanketh	233
6	mENtor pAWan	233
7	Kumar Nitin Singh	203
8	Hrusikesh Mahapatra	162
9	A G VARMORA	155
10	Tushar Pal	138

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Dr Jitendra Singh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal of DARPG

IGMS 2.0, implemented by IIT Kanpur, upgrades DARPG's CPGRAMS portal with AI

“PM Modi has flagged again and again that Grievance Redressal is important for accountability of the Government and also for the Citizen-centric Governance”: Dr Jitendra Singh

Dr Jitendra Singh also launched the Swachhata Special Campaign 3.0 and released the Precedent Book (e-book) prepared by DARPG

Minister lauds DARPG for achieving a completely fileless office with all communication transferred to the eOffice portal

Posted On: 29 SEP 2023 5:56PM by PIB Delhi

PIB India @PIB_India

Union Minister @DrJitendraSingh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal of @DARPG_GoI

Union Minister also launches the Swachhata Special Campaign 3.0 and released the Precedent Book (e-book) prepared by DARPG

Minister lauds DARPG for achieving a completely fileless office with all communication transferred to the eOffice portal

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



6:47 PM · Sep 29, 2023 · 6,661 Views

Dr Jitendra Singh @DrJitendraSingh

First of its kind Artificial Intelligence driven initiative."Intelligent" Grievance Monitoring System (IGMS) 2.0 Public Grievance portal launched. Provision of Automated Analysis in 1/2



7:47 PM · Sep 29, 2023 · 3,930 Views

Dr Jitendra Singh @DrJitendraSingh

United News of India: Dr. Jitendra Singh addressing after launching the IGMS 2.0 Public Grievance portal, Tree Dashboard portal and #SpecialCampaign3.0 at #DARPG office, in New Delhi.

Read: uniindia.com/photoes/520243...

UNI Photo



NEW DELHI, SEP 29 (UNI):- Minister of State (Indep Charge) for Science and Technology, Prime Minister's Office, Personnel, Public Grievances and Pensions, A Energy and Space, Dr. Jitendra Singh addressing aft launching the IGMS 2.0 Public Grievance portal, Tree Dashboard portal and Special Campaign 3.0 at DARPG office, in New Delhi on Friday. UNI PHOTO-102U

8:52 AM · Sep 30, 2023 · 952 Views

Dr Jitendra Singh @DrJitendraSingh

TREE Dashboard portal of #DARPG. Another step forward to realise PM Sh @NarendraModi's vision of citizen-centric and accountable governance. 2/2



7:47 PM · Sep 29, 2023 · 1,075 Views

16th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of August, 2023

A total of 1,21,004 Grievances Redressed by Central Ministries/Departments in August, 2023

For the 13th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Agriculture and Farmers Welfare and Ministry of Water Resources, River Development and Ganga Rejuvenation topped in Group A category in the rankings released for the month of August, 2023

Ministry of Development of North Eastern Region and NITI Aayog topped in Group B category in the rankings released for the month of August, 2023

Posted On: 19 SEP 2023 5:30PM by PIB Delhi

The Statesman @TheStatesmanLtd

The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) monthly report for August 2023.

The progress for August 2023 indicates 1,21,004 Grievances Redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments in the year 2023, from January to August is 19 days. These reports are part of the 10-step CPGRAMS reform process which was adopted by DARPG to improve the quality of disposal and reduce the timelines.

#UnionGovernment #DARPG #CentralMinistry



6:41 PM · Sep 19, 2023 · 356 Views

ETGovernment @ET_Government

Central Secretariat continues to dispose over 1 lakh PG cases monthly: DARPG report

government.economicstimes.indiatimes.com
Central Secretariat continues to dispose over 1 lakh PG cases monthly: DARPG...
Central Secretariat: Department of Agriculture and Farmers Welfare and Ministry of Water Resources, River Development and Ganga Rejuvenation are...

8:46 AM · Sep 20, 2023 · 212 Views

Agriculture INDIA @AgriGoI

In the latest CPGRAMS report for August 2023, released by @DARPG_Gol, the Department of Agriculture & Farmers' Welfare (DoA&FW) stands out as the leading performer in Group A for Grievance Redressal Assessment & Index, with 14921 grievances disposed.

pib.gov.in/PressReleaseDet...

4:02 PM · Sep 22, 2023 · 3,567 Views

QCI #qualitymatters @QualityCouncil

As a part of our commitment to enhance the quality of governance, QCI is facilitating @DARPG_Gol to strengthen the public grievance system in the country.

#CPGRAMS Monthly Reports for the month of August 2023 have been released.

DARPG and 2 others

12:12 PM · Sep 20, 2023 · 745 Views

DSTIndia @IndiaDST

.@IndiaDST has minimized pendency of #publicgrievances & strengthened its internal grievance resolution mechanism. The average grievance redressal time in DST from 01.01.2023 to 31.07.2023 was 10 days & the average disposal percentage was 107%.

@DrJitendraSingh @DARPG_Gol

8:38 PM · Sep 25, 2023 · 3,303 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4132	12932	17064	12616	4448
2	Department of Financial Services (Banking Division)	7566	12890	20456	13064	7392
3	Department of Agriculture and Farmers Welfare	387	11198	11585	8830	2755
4	Ministry of Railways (Railway Board)	3142	5576	8718	5359	3359
5	Central Board of Direct Taxes (Income Tax)	11518	5329	16847	5289	11558
6	Department of Posts	1817	5106	6923	4892	2031
7	Ministry of Home Affairs	1425	4316	5741	4544	1197
8	Department of Telecommunications	713	3672	4385	3670	715
9	Department of Ex Servicemen Welfare	3413	3523	6936	3595	3341
10	Department of Health & Family Welfare	1962	3113	5075	2736	2339

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7566	12890	20456	13064	7392
2	Ministry of Labour and Employment	4132	12932	17064	12616	4448
3	Department of Agriculture and Farmers Welfare	387	11198	11585	8830	2755
4	Ministry of Railways (Railway Board)	3142	5576	8718	5359	3359
5	Central Board of Direct Taxes (Income Tax)	11518	5329	16847	5289	11558
6	Department of Posts	1817	5106	6923	4892	2031
7	Ministry of Home Affairs	1425	4316	5741	4544	1197
8	Department of Telecommunications	713	3672	4385	3670	715
9	Department of Ex Servicemen Welfare	3413	3523	6936	3595	3341
10	Department of Health & Family Welfare	1962	3113	5075	2736	2339

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6751	135974	142725	135333	7392
2	Ministry of Labour and Employment	3026	124061	127087	122639	4448
3	Department of Agriculture and Farmers Welfare	5145	95687	100832	98077	2755

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
4	Central Board of Direct Taxes (Income Tax)	13035	52039	65074	53516	11558
5	Ministry of Railways (Railway Board)	2455	46887	49342	45983	3359
6	Department of Posts	1959	43814	45773	43742	2031
7	Ministry of Home Affairs	2072	35784	37856	36659	1197
8	Department of Telecommunications	760	34395	35155	34440	715
9	Ministry of Cooperation	100	33993	34093	33980	113
10	Department of Financial Services (Insurance Division)	1096	31231	32327	31660	667

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6751	135974	142725	135333	7392
2	Ministry of Labour and Employment	3026	124061	127087	122639	4448
3	Department of Agriculture and Farmers Welfare	5145	95687	100832	98077	2755
4	Central Board of Direct Taxes (Income Tax)	13035	52039	65074	53516	11558
5	Ministry of Railways (Railway Board)	2455	46887	49342	45983	3359
6	Department of Posts	1959	43814	45773	43742	2031
7	Ministry of Home Affairs	2072	35784	37856	36659	1197
8	Department of Telecommunications	760	34395	35155	34440	715
9	Ministry of Cooperation	100	33993	34093	33980	113
10	Department of Financial Services (Insurance Division)	1096	31231	32327	31660	667

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13035	52039	65074	53516	11558
2	Department of Financial Services (Banking Division)	6751	135974	142725	135333	7392
3	Ministry of Labour and Employment	3026	124061	127087	122639	4448
4	Ministry of Railways (Railway Board)	2455	46887	49342	45983	3359
5	Department of Ex Servicemen Welfare	1497	27593	29090	25749	3341
6	Department of Agriculture and Farmers Welfare	5145	95687	100832	98077	2755
7	Department of Health & Family Welfare	2094	22372	24466	22127	2339
8	Department of Posts	1959	43814	45773	43742	2031
9	Department of School Education and Literacy	1454	10555	12009	10199	1810
10	Department of Defence Finance	1003	13006	14009	12404	1605

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
11	Ministry of External Affairs	1065	14732	15797	14248	1549
12	Ministry of Petroleum and Natural Gas	1422	10929	12351	10872	1479
13	Department of Rural Development	1391	13664	15055	13782	1273
14	Department of Defence	1285	11639	12924	11669	1255
15	Department of Higher Education	1607	12799	14406	13185	1221
16	Ministry of Home Affairs	2072	35784	37856	36659	1197

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	13035	52039	65074	53516	11558	7799
2	Department of Ex Servicemen Welfare	1497	27593	29090	25749	3341	1379
3	Ministry of Railways (Railway Board)	2455	46887	49342	45983	3359	1270
4	Department of Financial Services (Banking Division)	6751	135974	142725	135333	7392	967
5	Department of School Education and Literacy	1454	10555	12009	10199	1810	943
6	Department of Health & Family Welfare	2094	22372	24466	22127	2339	941
7	Department of Defence Finance	1003	13006	14009	12404	1605	797
8	Department of Defence	1285	11639	12924	11669	1255	777
9	Ministry of Home Affairs	2072	35784	37856	36659	1197	676
10	Ministry of External Affairs	1065	14732	15797	14248	1549	676

Annexure 1.7.: Top 10 Ministries/Departments with Pending Grievances under Corruption Category – January to September, 2023

S. No.	Name of Ministry/Department	Receipts	Pending	Pending %
1	Department of Financial Services (Banking Division)	17183	1554	9%
2	Department of Personnel and Training	2441	304	12%
3	Department of Posts	1416	103	7%
4	Department of Rural Development	449	64	14%
5	Department of Health & Family Welfare	247	61	25%
6	Department of Higher Education	237	56	24%
7	Ministry of Panchayati Raj	1307	56	4%
8	Ministry of Railways (Railway Board)	486	52	11%
9	Department of Financial Services (Insurance Division)	2011	47	2%
10	Department of Defence	242	42	17%

Annexure 2: Average Closing Time – January to September, 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	11027	104
2	Central Board of Direct Taxes (Income Tax)	53516	64
3	Department of Economic Affairs ACC Division	3369	63
4	Department of Atomic Energy	1156	59
5	Ministry of Shipping	1281	46
6	Department of Personnel and Training	22248	45
7	Department of Youth Affairs	757	45
8	Ministry of Culture	1786	43
9	Department of Official Language	177	42
10	Department of Military Affairs	3704	34

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	33980	2
2	NITI Aayog	3047	3
3	Department of Legal Affairs	2764	3
4	Department of Telecommunications	34440	5
5	Department of Investment & Public Asset Management	965	5
6	Department of Land Resources	2614	6
7	Department of Financial Services (Pension Reforms)	2548	6
8	Department of Agriculture and Farmers Welfare	98077	7
9	Department of Financial Services (Insurance Division)	31660	7
10	Department of Empowerment of Persons with Disabilities	2186	7

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

Annexure 3.1.: Bifurcation of Central PG Officers among different levels

S. No.	Row Labels	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Level 1	92	188	280
2	Level 2	3558	543	4101
3	Level 3	7367	569	7936
4	Level 4	12555	435	12990
5	Level 5	9242	188	9430

S. No.	Row Labels	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
6	Level 6	3972	82	4054
7	Level 7	959	35	994
8	Level 8	395	0	395
TOTAL		38140	2040	40180

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	8834	384	9218
2	Central Board of Direct Taxes (Income Tax)	5847	349	6196
3	Department of Defence	2401	74	2475
4	Ministry of Railways (Railway Board)	1879	148	2027
5	Department of Defence Finance	1656	54	1710
6	Department of Ex Servicemen Welfare	1264	33	1297
7	Ministry of Housing and Urban Affairs	1225	63	1288
8	Department of Financial Services (Banking Division)	1112	105	1217
9	Department of Military Affairs	1113	80	1193
10	Ministry of Labour and Employment	1006	173	1179

Annexure 4: Status of Action Taken Reports (ATR) – January to September, 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)	125486	111079	10380	4027
2	Ministry of Labour and Employment	108953	49958	57245	1750
3	Central Board of Direct Taxes (Income Tax)	50831	19944	30769	118
4	Ministry of Railways (Railway Board)	44007	33422	7660	2925
5	Department of Posts	37628	35871	1611	146
6	Ministry of Cooperation	32241	32227	12	2
7	Department of Telecommunications	31146	22444	6331	2371
8	Department of Ex Servicemen Welfare	24967	4970	19812	185
9	Department of Defence Finance	21863	21503	89	271
10	Ministry of Corporate Affairs	18275	4031	14090	154

Annexure 5: Status of Appeals – January to September, 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	8119	11121	8292	2829
2	Department of Financial Services (Banking Division)	868	32739	33607	31229	2378
3	Ministry of Corporate Affairs	1847	3478	5325	3474	1851
4	Department of Consumer Affairs	825	2090	2915	1373	1542
5	Department of Social Justice and Empowerment	630	717	1347	0	1347
6	Department of Rural Development	615	3750	4365	3205	1160
7	Ministry of Railways (Railway Board)	849	11550	12399	11256	1143
8	Ministry of Home Affairs	833	3626	4459	3491	968
9	Department of Defence Finance	302	2419	2721	1900	821
10	Department of Health & Family Welfare	1500	2891	4391	3625	766

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	8386	1
2	Department of Telecommunications	10914	2
3	Ministry of External Affairs	2440	8
4	Ministry of Labour and Employment	29153	11
5	Department of Empowerment of Persons with Disabilities	569	11
6	Department of Posts	10720	12
7	Ministry of Parliamentary Affairs	68	12
8	Department of Financial Services (Banking Division)	31229	13
9	Department of Justice	491	13
10	Department of Financial Services (Insurance Division)	4392	14

Annexure 5.3.: Top 10 Ministries/Departments with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
1	Ministry of Civil Aviation	7855	6936	2315	33.38%
2	Legislative Department	1021	769	247	32.12%
3	Department of Telecommunications	35155	34440	11043	32.06%

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
4	Department for Promotion of Industry and Internal Trade	1895	1746	511	29.27%
5	Department of Heavy Industry	876	821	227	27.65%
6	Department of Youth Affairs	810	757	207	27.34%
7	Department of Rural Development	15055	13782	3750	27.21%
8	Department of Atomic Energy	1252	1156	306	26.47%
9	Ministry of New and Renewable Energy	620	579	153	26.42%
10	Department of Empowerment of Persons with Disabilities	2255	2186	558	25.53%

Annexure 6: Indicator-based Root Cause Analysis – September, 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	71.33	-4.44	89.45	76.32	9.00	0.09	25.99	34.25	75.76	27.17	11.65	24.32
2	Department of Financial Services (Banking Division)	54.02	-2.91	54.18	57.45	18.00	0.03	25.00	27.80	63.84	14.34	4.41	10.10
3	Department of Agriculture and Farmers Welfare	75.27	-15.36	27.03	75.00	5.00	0.00	0.26	24.66	100.00	0.06	99.98	15.18
4	Ministry of Railways (Railway Board)	55.60	-6.72	59.75	44.59	13.00	0.13	28.79	23.94	72.50	4.27	2.41	25.42
5	Central Board of Direct Taxes (Income Tax)	16.32	-10.54	26.97	42.86	62.00	0.03	21.04	35.15	85.90	21.30	0.52	10.84
6	Department of Posts	66.73	-4.65	65.75	61.42	11.00	0.00	28.00	34.39	83.33	23.29	3.89	35.87
7	Ministry of Home Affairs	71.97	-11.07	47.48	76.92	10.00	0.31	10.34	27.64	93.06	3.08	6.76	23.35
8	Department of Telecommunications	83.35	-7.41	87.40	84.40	6.00	0.00	34.95	22.48	93.10	7.76	2.30	12.92
9	Department of Ex Servicemen Welfare	35.83	-2.68	54.05	50.00	23.00	0.22	14.94	40.96	16.67	3.75	2.63	9.02
10	Department of Health & Family Welfare	46.46	-3.38	22.86	46.43	23.00	0.22	15.24	21.45	72.73	18.63	3.46	12.56

#	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
11	Ministry of Housing and Urban Affairs	55.90	7.86	55.22	77.22	27.00	0.00	23.95	18.02	71.28	0.00	0.61	4.55
12	Ministry of Road Transport and Highways	61.22	-0.30	51.75	85.11	20.00	0.00	18.90	21.19	58.70	0.30	3.16	22.01
13	Ministry of External Affairs	43.36	19.11	66.24	58.33	20.00	0.00	23.53	31.98	14.04	14.12	3.88	5.60
14	Department of Financial Services (Insurance Division)	68.70	-12.23	62.34	87.10	11.00	0.00	33.24	22.14	57.50	12.47	2.12	12.17
15	Department of Personnel and Training	62.21	34.20	47.10	49.48	13.00	0.00	8.42	15.25	63.27	0.55	13.63	22.56
16	Ministry of Corporate Affairs	67.82	-38.15	0.00	66.10	10.00	0.00	20.02	17.78	66.67	10.78	13.83	24.17
17	Unique Identification Authority of India	66.26	-4.14	68.83	73.61	10.00	0.00	23.02	35.57	66.67	0.75	55.14	55.17
18	Ministry of Petroleum and Natural Gas	33.52	26.23	34.98	51.35	28.00	0.00	22.60	34.47	46.67	9.46	2.06	14.36
19	Department of Higher Education	41.02	2.46	45.09	54.76	26.00	0.00	22.79	25.95	48.98	28.68	2.67	13.67
20	Department of Rural Development	37.47	-7.61	15.76	49.69	32.00	0.01	28.02	20.72	69.23	0.20	0.15	0.69
21	Department of Consumer Affairs	34.84	-11.72	10.09	77.61	26.00	0.00	23.07	25.52	68.97	7.18	29.64	19.15
22	Department of School Education and Literacy	27.97	-5.96	70.47	52.38	29.00	1.00	22.05	22.17	32.43	28.11	6.55	20.00
23	Department of Defence Finance	25.15	-34.73	25.50	100.00	32.00	0.18	30.29	37.18	100.00	3.04	0.72	8.97
24	Department of Defence	35.36	-17.49		35.71	16.00	0.03	0.00	17.29	42.86	25.17	0.34	2.46
25	Ministry of Water Resources, River Development & Ganga Rejuvenation	91.83	-48.79	81.82	0.00	12.00	0.00	1.33	29.41	16.67	2.27	5.14	15.05
26	Staff Selection Commission	39.39	95.37		75.86	8.00	0.00	0.00	10.54	50.00	12.35	40.48	36.00
27	Department of Justice	75.46	-18.24	88.74	87.50	15.00	0.00	5.62	14.75	86.36	34.86	167.33	50.00

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
28	Central Board of Indirect Taxes and Customs	48.17	-2.58	58.30	75.00	22.00	0.00	26.58	31.73	71.11	3.64	0.36	7.37
29	Ministry of Civil Aviation	30.70	-5.34	36.68	72.22	20.00	0.24	29.62	20.77	52.00	0.25	1.99	10.95
30	Department of Social Justice and Empowerment	35.09	-21.51	0.00	94.74	36.00	0.00	7.52	16.27	88.46	1.79	6.60	14.55
31	Department of Revenue	68.84	-15.77	6.35	100.00	18.00	0.00	3.81	25.00	73.08	1.53	18.49	12.82
32	Ministry of Cooperation	82.71	-9.34	81.82	100.00	3.00	0.00	25.00	17.69	100.00	25.30	27.50	29.17
33	Ministry of Electronics & Information Technology	52.99	-19.21	45.28	66.67	13.00	0.57	14.93	35.46	21.74	2.29	3.77	10.92
34	Ministry of Panchayati Raj	70.51	-8.95	37.30	78.34	9.00	0.00	32.41	26.96	75.00	0.16	14.24	11.11
35	Department of Food and Public Distribution	78.54	14.61	70.18	100.00	6.00	0.00	24.46	28.82	100.00	25.65	9.42	26.15
36	O/o the Comptroller & Auditor General of India	60.94	-13.72	34.17	100.00	16.00	0.00	13.74	32.11	23.08	0.00	4.19	16.31
37	Ministry of Women and Child Development	48.00	-2.07	53.13	70.00	22.00	2.63	26.21	18.52	82.35	7.31	13.68	28.95
38	Ministry of Drinking Water and Sanitation	88.47	12.22		100.00	1.00	0.00	0.00	0.00	75.00	0.89	4.59	2.04
39	Ministry of Power	8.76	-2.07	0.00	0.00	28.00	0.21	22.15	27.69	29.41	0.00	0.89	3.55
40	Ministry of Environment, Forest and Climate Change	58.66	-7.99	52.76	100.00	17.00	0.00	15.10	17.46	72.22	16.87	2.82	19.58
41	Department of Land Resources	89.47	-13.38	87.27		3.00	0.00	14.76	28.93	100.00	0.00	24.50	21.43
42	Department of Economic Affairs ACC Division	9.77	1.52	0.00	47.54	62.00	0.00	6.01	32.00	13.64	15.92	3.54	5.32
43	Ministry of Coal	62.13	5.96		57.14	11.00	0.00	0.00	17.37	0.00	1.56	0.48	4.49
44	Department of Military Affairs	25.99	-23.24	7.45	44.44	24.00	0.00	20.00	14.42	18.18	17.35	0.27	5.08
45	Department of Commerce	56.89	-6.27	21.74	60.00	21.00	0.00	8.36	24.00	55.56	38.85	1.48	6.13

#	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
46	Department of Legal Affairs	98.05	-38.37		98.85	1.00	0.00	0.00	9.68	100.00	1.66	13.13	8.70
47	Ministry of Information and Broadcasting	29.57	-7.57	62.43	100.00	21.00	0.00	18.43	27.36	15.38	1.02	1.78	13.94
48	Department of Empowerment of Persons with Disabilities	78.80	20.59	90.28	100.00	7.00	0.00	21.71	18.10	100.00	3.14	5.98	16.67
49	NITI Aayog	92.70	-39.95	100.00	93.75	7.00	0.00	3.80	25.00	100.00	0.00	2.86	1.11
50	Ministry of Culture	20.49	-1.16	3.89	31.82	63.00	0.00	20.27	20.33	33.33	1.57	1.61	5.70
51	Ministry of Skill Development and Entrepreneurship	31.16	17.05	20.66	64.91	21.00	0.00	21.15	35.78	100.00	1.97	3.22	10.13
52	Ministry of Micro Small and Medium Enterprises	46.93	15.15	59.38	55.56	18.00	0.00	15.00	24.00	80.00	2.19	1.35	7.69
53	Ministry of Tourism	57.52	17.93	14.13	50.00	10.00	0.00	21.16	25.33	33.33	13.82	2.78	7.69
54	Department of Financial Services (Pension Reforms)	90.00	-6.14	0.00	100.00	10.00	0.00	5.80	25.00	100.00	57.01	71.33	66.67
55	Ministry of Minority Affairs	37.00	-44.51	57.04	100.00	46.00	0.00	16.03	21.80	84.21	0.53	2.63	15.49
56	Ministry of Tribal Affairs	34.61	-4.19	14.08		35.00	0.00	6.44	25.00	0.00	0.00	1.66	5.45
57	Ministry of Parliamentary Affairs	87.23	-52.16	100.00		3.00	4.17	4.82	20.00	85.71	0.56	7.38	25.00
58	Ministry of Ayush	83.26	-23.81	73.68	66.67	7.00	0.00	26.88	31.96	80.00	2.84	2.02	13.79
59	Department of Animal Husbandry, Dairying	43.40	21.13	3.90	100.00	21.00	0.00	6.85	36.96	18.75	23.26	4.30	2.50
60	Department of Defence Production	37.40	-4.32	7.69	25.00	16.00	0.00	26.67	21.54	25.00	1.29	0.61	7.81
61	Department for Promotion of Industry and Internal Trade	34.30	-22.60	35.71	75.00	23.00	0.00	14.06	30.65	50.00	13.14	1.34	3.92
62	Department of Agriculture Research and Education	29.60	-8.93	66.67	0.00	31.00	0.00	10.10	31.58	83.33	3.92	0.36	3.93
63	Department of Pharmaceutical	72.22	-11.50		100.00	16.00	0.00	0.00	28.57	85.71	2.00	3.33	26.67

#	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
64	Department of Expenditure	29.26	-49.21	89.93	50.00	27.00	0.00	12.94	19.44	100.00	25.77	1.90	17.65
65	Department of Atomic Energy	36.84	-21.31	49.18	46.15	26.00	0.00	20.35	27.42	50.00	0.00	1.26	28.95
66	Ministry of Shipping	46.15	-20.34		100.00	26.00	0.00	0.00	41.30	100.00	35.11	0.82	20.18
67	Department of Heavy Industry	57.93	-21.85	10.44		14.00	0.00	28.89	15.09	100.00	26.88	1.29	4.17
68	Department of Sports	50.91	-6.25	97.78	100.00	24.00	0.00	16.84	13.16		1.11	1.70	22.64
69	Ministry of Mines	58.47	2.30		100.00	14.00	0.00	0.00	8.57	50.00	11.24	2.02	9.09
70	Legislative Department	9.69	-50.00	0.00		32.00	0.00	24.32	38.89	25.00	0.00	2.13	7.69
71	Department of Health Research	51.45	-6.74	33.33	0.00	27.00	0.00	6.32	0.00	0.00	8.43	0.61	1.47
72	Ministry of Steel	52.32	-36.29	17.50	33.33	12.00	0.00	29.07	7.69		1.27	0.81	19.39
73	Department of Science and Technology	50.00	-32.46	31.03	44.44	23.00	0.00	15.15	26.47	0.00	3.90	0.50	10.46
74	Department of Defence Research and Development	50.00	28.33	21.88	100.00	21.00	0.00	28.77	19.61	71.43	1.30	0.66	1.72
75	Department of Investment & Public Asset Management	64.04	-15.29	66.67	0.00	13.00	0.00	0.00		87.50	51.39	9.00	37.50
76	Ministry of Textiles	14.36	-33.66	0.00	0.00	58.00	0.00	15.19	21.15		1.49	0.63	11.21
77	Ministry of New and Renewable Energy	47.97	14.04	48.15	66.67	21.00	0.00	31.71	18.52		1.54	1.35	4.17
78	Department of Scientific & Industrial Research	14.93	1.61		40.00	20.00	0.00	0.00	15.00	0.00	0.00	0.38	7.27
79	Department of Space	26.13	-6.35	0.00	20.00	18.00	0.00	16.22	31.58	0.00	23.73	2.11	10.71
80	Department of Youth Affairs	39.23	-26.76	69.70	0.00	37.00	0.00	18.18	28.57	33.33	0.00	2.60	25.00
81	Ministry of Food Processing Industries	65.67	37.84	0.00		16.00	0.00	1.92	0.00		54.90	1.55	0.00
82	Department of Fertilizers	25.25	27.50	0.00	0.00	23.00	0.00	31.25	0.00	20.00	23.53	1.24	4.88

#	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
83	Ministry of Earth Sciences	21.33	72.41	0.00		27.00	0.00	20.69	22.22		18.00	1.39	8.33
84	Department of Public Enterprises	78.85	-10.42	0.00	100.00	9.00	0.00	0.00	20.00	100.00	0.00	2.69	6.25
85	Department of Fisheries	60.00	21.21	43.75		17.00	0.00	20.00	18.75	100.00	32.50	2.67	6.67
86	Ministry of Statistics and Programme Implementation	45.95	-45.59	0.00		21.00	0.00	15.69	11.11		62.16	0.40	8.70
87	Department of Chemicals and Petrochemicals	65.22	9.09	0.00		16.00	0.00	6.06	0.00	50.00	0.00	2.25	0.00
88	Department of Bio Technology	40.74	9.38	55.56	0.00	10.00	0.00	17.39	37.50	50.00	0.00	0.29	2.48
89	Department of Official Language	8.06	-48.65	0.00		59.00	0.00	10.00	100.00		21.05	1.46	15.38
90	Ministry of Development of North Eastern Region	94.74	-5.56	100.00	100.00	5.00	0.00	0.00	100.00		0.00	0.63	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, % Growth of Grievance Registration and % of Active GROs		<15	Average Disposal Time		0 <	% Growth of Grievance Registration
	50-75			15 - 30			(-5) - (0)	
	25-50			30 - 45			(-10) - (-5)	
	<25			> 45			(-10) >	
	Grievance & Appeals Not Received and No Calls made for Feedback			< 5	Ratio of GROs vis-à-vis Grievance Registered		> 15	% Active GROs
			5 - 10			10 - 15		
			10 - 15			5 - 10		
			>15			< 5		



Department of Administrative Reforms and Public Grievances

Government of India

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