



CPGRAMS

Monthly Report – Central Ministries/Departments

October 2023

[Report Number 18]

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1. Key Highlights

1. General

- For the month of October 2023, the Central Secretariat recorded **lowest ever pendency** in grievances and appeals in October, 2023. The **pendency in grievances has decreased** in the Central Secretariat to **57211 grievances**, out of which 67.41% of the grievances are pending for less than 30 days. In October 2023, for the **15th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat. Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 31st October, 2023 is **19 Days**.
- In October 2023, the BSNL Feedback Call Centre collected 100815 feedbacks, which is the highest number of feedbacks collected since its inception in July, 2022. Out of the total feedbacks collected, **~38% citizens** expressed satisfaction with the resolution provided to their respective grievances

2. PG Cases

- In October 2023, **113323 PG cases were received** on the CPGRAMS portal, **123491 PG cases were redressed** and there exists a **pendency of 57211 PG cases**, as of 31st October, 2023. The pendency in the Central Secretariat has **decreased** from **66835 PG cases at the end of September, 2023** to **57211 PG cases at the end of October, 2023**
- 32% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Ministry of Labour and Employment [13785 grievances], Department of Financial Services (Banking Division) [13207 grievances], and Department of Agriculture and Farmers Welfare [10363 grievances], have received the maximum number of grievances in October, 2023. **13 Ministries/Departments** have more than **1000 pending grievances** as on 31st October, 2023
- Central Board of Direct Taxes (Income Tax) [6917 grievances] and Ministry of Railways [1239 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

- In October, 2023, **23561 appeals were received** and **27696 appeals were disposed**. The Central Secretariat has a pendency of 20123 PG Appeals at the end of October, 2023. The

pendency of appeals in the Central Secretariat has **decreased** from 24,258 appeals at the end of September, 2023 to 20,123 appeals at the end of October, 2023

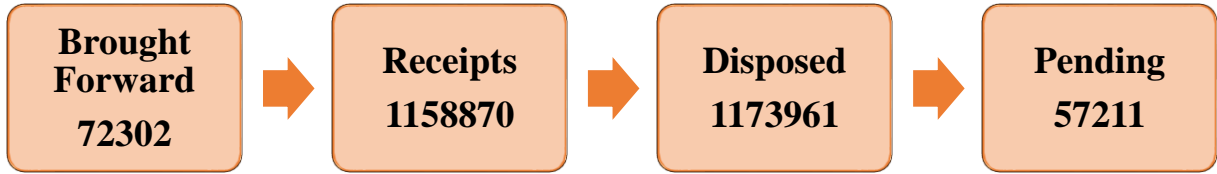
- Department of Financial Services (Banking Division) [3141 appeals], Ministry of Corporate Affairs [2273 appeals] and the Central Board of Direct Taxes (Income Tax) [2024], have the maximum pendency of appeals as on 31st October, 2023

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

- **Department of Justice, Department of Food and Public Distribution and Department of Agriculture and Farmers Welfare** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for October, 2023. **Ministry of Drinking Water and Sanitation, Department of Legal Affairs** and **NITI Aayog** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for October, 2023

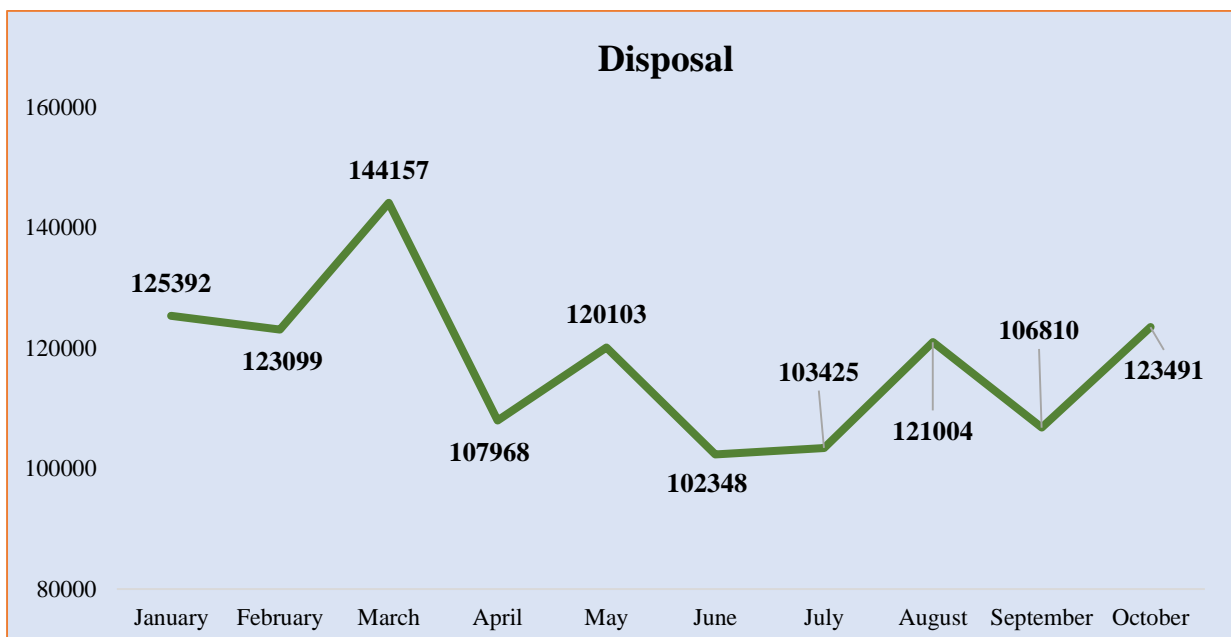
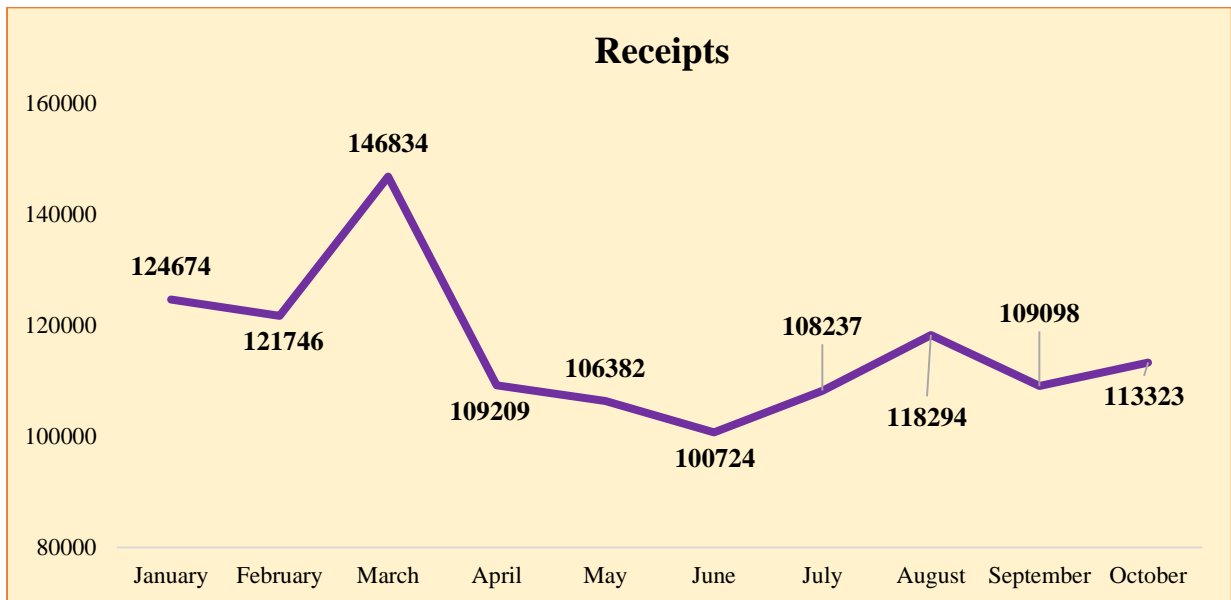
2. Review of Status of Grievances

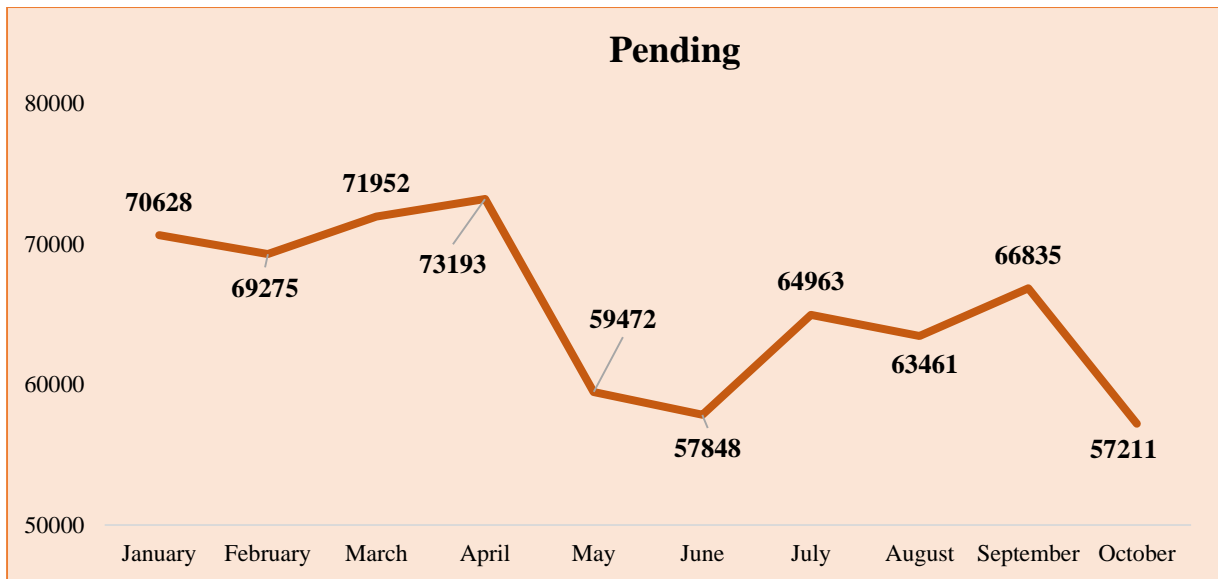
2.1. Overview



(Time Period: 01/01/2023 to 31/10/2023)

2.2. Month-wise Status of Grievances

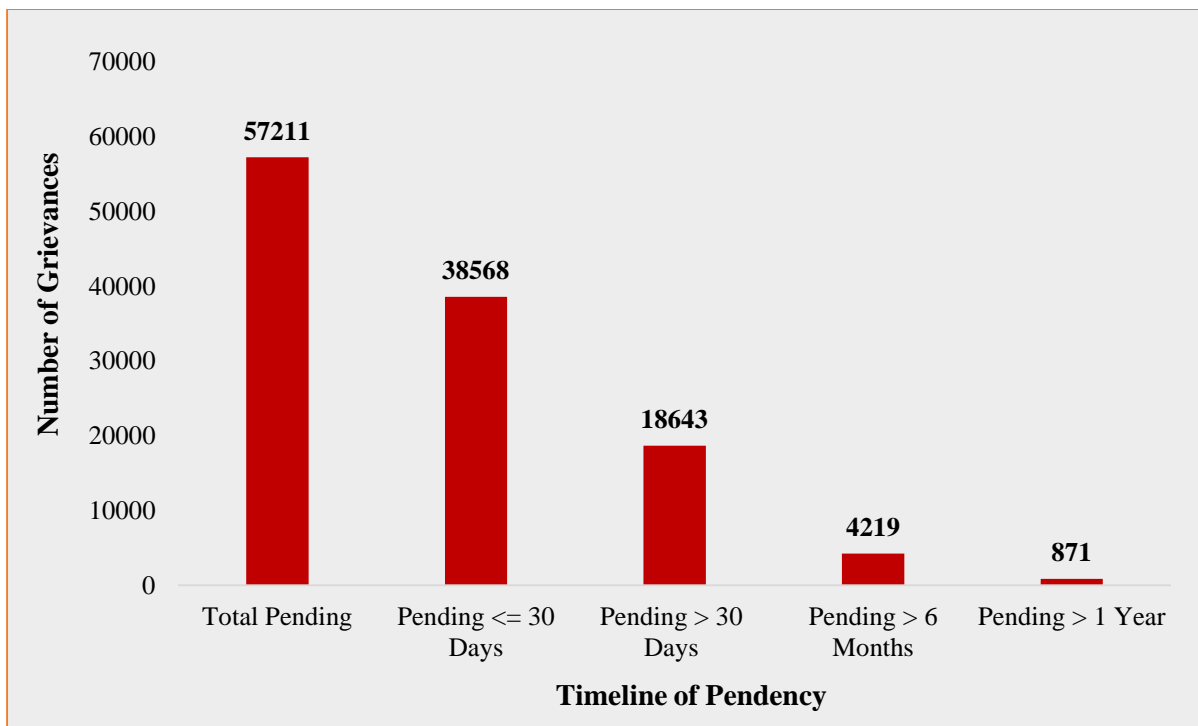




Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

3. Age-wise Status of Grievances on CPGRAMS

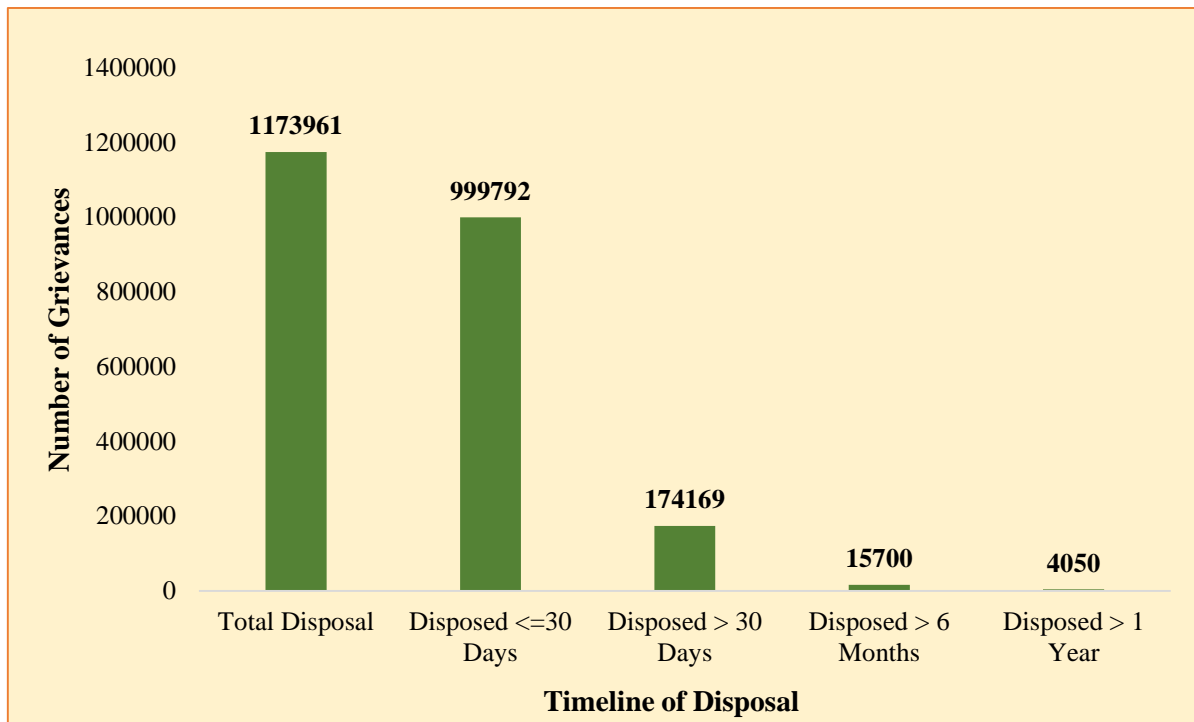
3.1. Pendency



(Time Period: 01/01/2023 to 31/10/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [6917 grievances], which contributes to ~38% of the total pendency in the Central Secretariat for more than 30 days [18426 grievances]
- **38 Ministries/Departments** do not have any grievances pending for more than 6 months

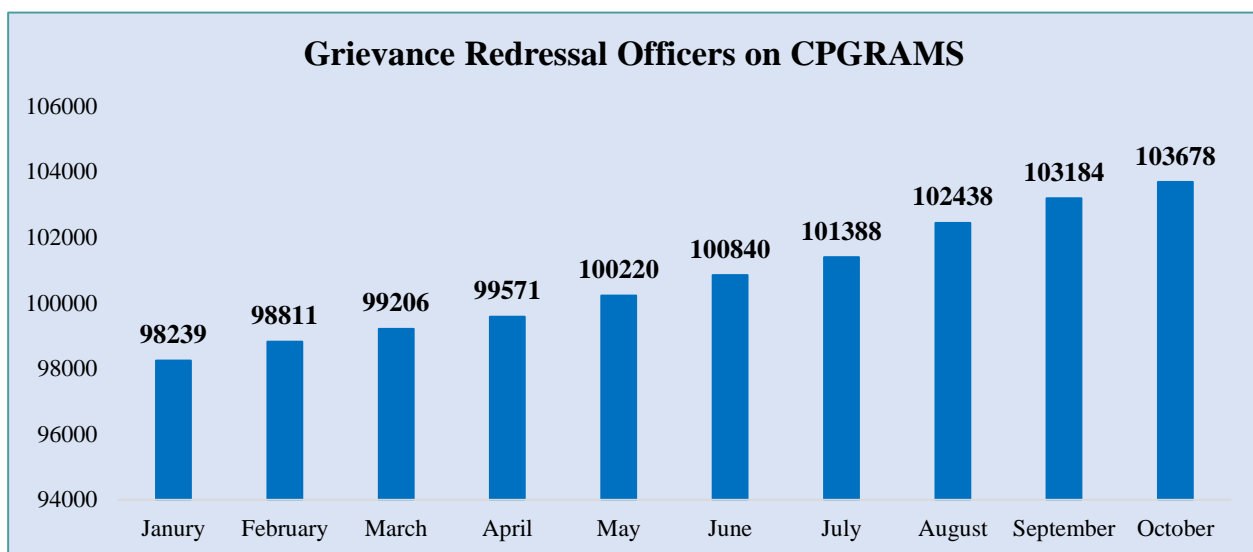
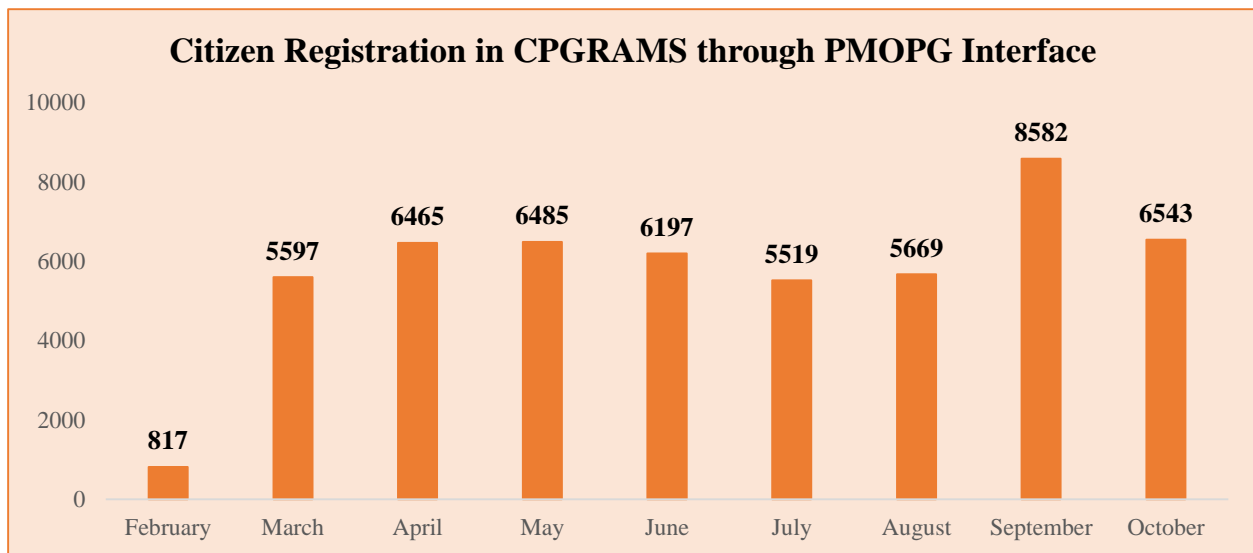
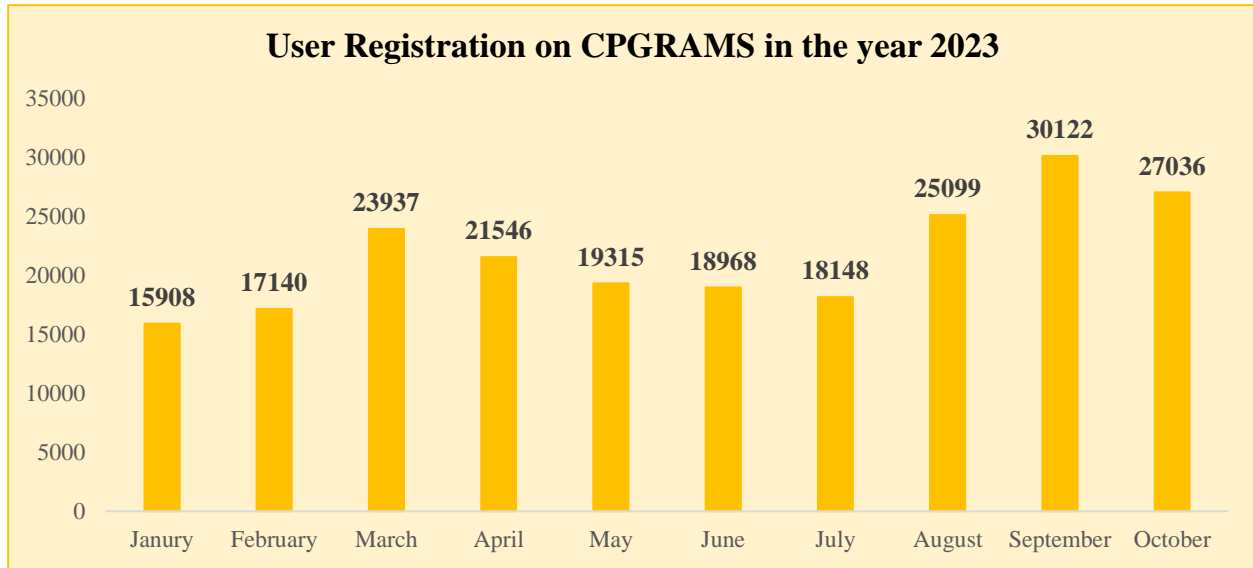
3.2. Disposal



(Time Period: 01/01/2023 to 31/10/2023)

- **Ministry of Labour and Employment** has disposed the maximum number of grievances within 30 days' time period [133199 grievances] which is 97.59% of their total disposal [136484 grievances]

4. Progress in the Year 2023



5. Grievance Redressal Assessment and Index – October, 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 October, 2023 to 31st October, 2023**.

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

GRAI has been formulated based on the following 4 dimensions and 11 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	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 30 days)	Negative	0.15

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

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

5.1. Ranking of Ministries/Departments – Group A

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

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Justice	1,094	0.390	0.186	0.103	0.070	0.749	1
2	Department of Food and Public Distribution	647	0.386	0.150	0.131	0.065	0.732	2
3	Department of Agriculture and Farmers Welfare	10,363	0.381	0.202	0.100	0.044	0.726	3
4	Ministry of Panchayati Raj	738	0.408	0.131	0.150	0.037	0.726	4
5	Ministry of Cooperation	826	0.430	0.091	0.135	0.066	0.721	5
6	Ministry of Home Affairs	4527	0.335	0.162	0.139	0.067	0.702	6
7	Unique Identification Authority of India	1,553	0.328	0.149	0.135	0.085	0.696	7
8	Department of Revenue	819	0.360	0.150	0.125	0.051	0.687	8

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
9	Ministry of Road and Transport Highways	2,044	0.353	0.120	0.137	0.065	0.675	9
10	Department of Telecommunications	4,058	0.391	0.095	0.133	0.052	0.672	10
11	Ministry of Labour and Employment	13,785	0.359	0.135	0.106	0.066	0.665	11
12	Department of Posts	5,264	0.346	0.132	0.104	0.078	0.660	12
13	Department of Social Justice and Empowerment	733	0.315	0.165	0.121	0.055	0.657	13
14	Department of Personnel and Training	1,383	0.314	0.152	0.118	0.065	0.650	14
15	Ministry of Electronics & Information Technology	674	0.304	0.170	0.128	0.048	0.650	15
16	Ministry of Housing and Urban Affairs	2,936	0.334	0.148	0.126	0.037	0.646	16
17	Ministry of Corporate Affairs	1,927	0.315	0.123	0.111	0.075	0.624	17
18	Department of Consumer Affairs	1,619	0.315	0.122	0.123	0.061	0.621	18
19	Department of Financial Services (Insurance Division)	1,966	0.352	0.099	0.116	0.046	0.612	19
20	Ministry of External Affairs	2,100	0.290	0.157	0.121	0.043	0.610	20
21	Department of Defence	1,328	0.268	0.188	0.114	0.035	0.605	21
22	Ministry of Civil Aviation	736	0.297	0.119	0.133	0.053	0.602	22
23	Ministry of Environment, Forest and Climate Change	551	0.283	0.152	0.093	0.061	0.589	23

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
24	Department of Commerce	501	0.300	0.157	0.087	0.039	0.583	24
25	Central Board of Indirect Taxes and Customs	1,090	0.308	0.106	0.130	0.038	0.583	25
26	Department of Higher Education	1,622	0.281	0.127	0.104	0.059	0.571	26
27	Ministry of Railways (Railway Board)	5,835	0.293	0.102	0.111	0.063	0.569	27
28	Staff Selection Commission	677	0.169	0.178	0.137	0.082	0.567	28
29	Ministry of Petroleum and Natural Gas	2,057	0.229	0.162	0.106	0.056	0.552	29
30	Department of Financial Services (Banking Division)	13,207	0.264	0.130	0.112	0.044	0.550	30
31	Department of Health & Family Welfare	2,998	0.242	0.152	0.100	0.048	0.542	31
32	Ministry of Women and Child Development	582	0.250	0.094	0.117	0.071	0.532	32
33	Department of Rural Development	2,196	0.241	0.117	0.132	0.030	0.520	33
34	Department of School Education and Literacy	1,215	0.234	0.139	0.078	0.062	0.513	34
35	Central Board of Direct Taxes (Income Tax)	5,903	0.179	0.155	0.121	0.051	0.506	35
36	Department of Ex Servicemen Welfare	2,804	0.195	0.165	0.066	0.039	0.466	36
37	Department of Defence Finance	1,338	0.180	0.076	0.125	0.039	0.420	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.

5.2. 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 Drinking Water and Sanitation	444	0.445	0.300	0.149	0.030	0.924	1
2	Department of Legal Affairs	324	0.450	0.194	0.148	0.074	0.867	2
3	NITI Aayog	289	0.441	0.201	0.150	0.034	0.826	3
4	Department of Investment & Public Asset Management	98	0.428	0.197	0.120	0.080	0.825	4
5	Department of Land Resources	307	0.441	0.165	0.150	0.061	0.817	5
6	Department of Public Enterprises	44	0.364	0.250	0.150	0.044	0.808	6
7	Ministry of Parliamentary Affairs	287	0.367	0.203	0.150	0.069	0.789	7
8	Ministry of Mines	94	0.366	0.179	0.138	0.047	0.730	8
9	Department of Empowerment of Persons with Disabilities	245	0.410	0.111	0.116	0.065	0.702	9
10	Ministry of Coal	368	0.326	0.179	0.150	0.042	0.696	10
11	Ministry of Statistics and Programme Implementation	65	0.358	0.192	0.090	0.048	0.689	11
12	Ministry of Skill Development and Entrepreneurship	193	0.310	0.172	0.150	0.054	0.685	12
13	Department of Expenditure	130	0.323	0.179	0.124	0.058	0.684	13
14	Ministry of New and Renewable Energy	83	0.331	0.128	0.150	0.049	0.658	14
15	Ministry of Water Resources, River Development & Ganga Rejuvenation	214	0.330	0.153	0.121	0.054	0.658	15
16	Department of Pharmaceutical	59	0.291	0.188	0.113	0.065	0.657	16
17	Ministry of Ayush	164	0.351	0.103	0.147	0.054	0.656	17

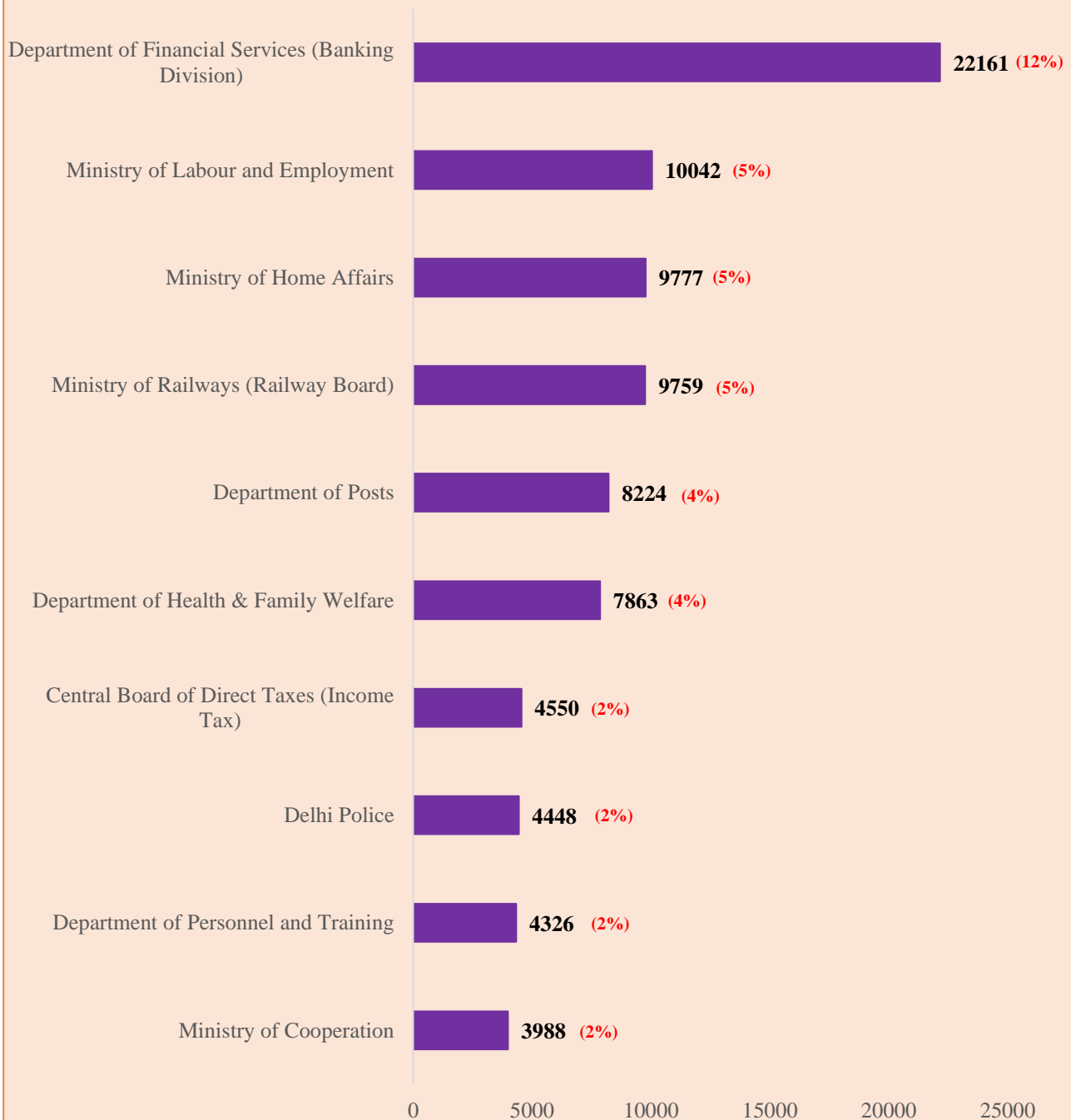
#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
18	Department of Health Research	95	0.339	0.145	0.140	0.032	0.655	18
19	Ministry of Development of North Eastern Region	15	0.260	0.300	0.060	0.034	0.654	19
20	Department of Financial Services (Pension Reforms)	240	0.283	0.212	0.070	0.072	0.638	20
21	Department of Youth Affairs	69	0.282	0.136	0.120	0.084	0.622	21
22	Department of Bio Technology	29	0.312	0.126	0.150	0.034	0.622	22
23	Department of Chemicals and Petrochemicals	43	0.301	0.120	0.150	0.049	0.619	23
24	Ministry of Power	401	0.273	0.166	0.131	0.040	0.610	24
25	Ministry of Tourism	198	0.288	0.124	0.144	0.052	0.608	25
26	Department of Agriculture Research and Education	85	0.298	0.163	0.105	0.042	0.608	26
27	Ministry of Micro Small and Medium - Enterprises	229	0.318	0.122	0.123	0.045	0.607	27
28	Department of Official Language	32	0.190	0.250	0.103	0.061	0.604	28
29	Department for Promotion of Industry and Internal Trade	184	0.287	0.145	0.127	0.045	0.604	29
30	Department of Science and Technology	139	0.295	0.167	0.086	0.051	0.600	30
31	O/o the Comptroller & Auditor General of India	446	0.276	0.118	0.124	0.073	0.591	31
32	Department of Space	46	0.251	0.190	0.083	0.065	0.589	32
33	Department of Sports	120	0.240	0.143	0.148	0.055	0.586	33
34	Department of Animal Husbandry, Dairying	152	0.315	0.135	0.105	0.029	0.584	34
35	Ministry of Shipping	123	0.281	0.199	0.048	0.055	0.583	35

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
36	Ministry of Minority Affairs	219	0.256	0.138	0.120	0.061	0.575	36
37	Ministry of Tribal Affairs	215	0.224	0.198	0.098	0.044	0.565	37
38	Ministry of Food Processing Industries	58	0.285	0.170	0.046	0.049	0.550	38
39	Department of Fisheries	80	0.388	0.065	0.035	0.044	0.533	39
40	Ministry of Culture	347	0.209	0.121	0.132	0.062	0.524	40
41	Ministry of Textiles	95	0.238	0.132	0.105	0.042	0.517	41
42	Ministry of Earth Sciences	30	0.294	0.075	0.082	0.040	0.491	42
43	Ministry of Steel	132	0.281	0.039	0.118	0.050	0.487	43
44	Department of Defence Research and Development	58	0.231	0.084	0.134	0.032	0.480	44
45	Department of Heavy Industry	118	0.242	0.081	0.094	0.052	0.468	45
46	Ministry of Information and Broadcasting	297	0.182	0.116	0.115	0.053	0.466	46
47	Department of Defence Production	169	0.231	0.111	0.068	0.049	0.458	47
48	Department of Atomic Energy	113	0.195	0.100	0.083	0.079	0.458	48
49	Department of Economic Affairs ACC Division	318	0.121	0.184	0.099	0.044	0.448	49
50	Legislative Department	99	0.101	0.187	0.098	0.054	0.440	50
51	Department of Military Affairs	447	0.150	0.160	0.081	0.044	0.435	51
52	Department of Fertilizers	48	0.185	0.113	0.071	0.054	0.423	52
53	Department of Scientific & Industrial Research	76	0.113	0.147	0.060	0.043	0.363	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.

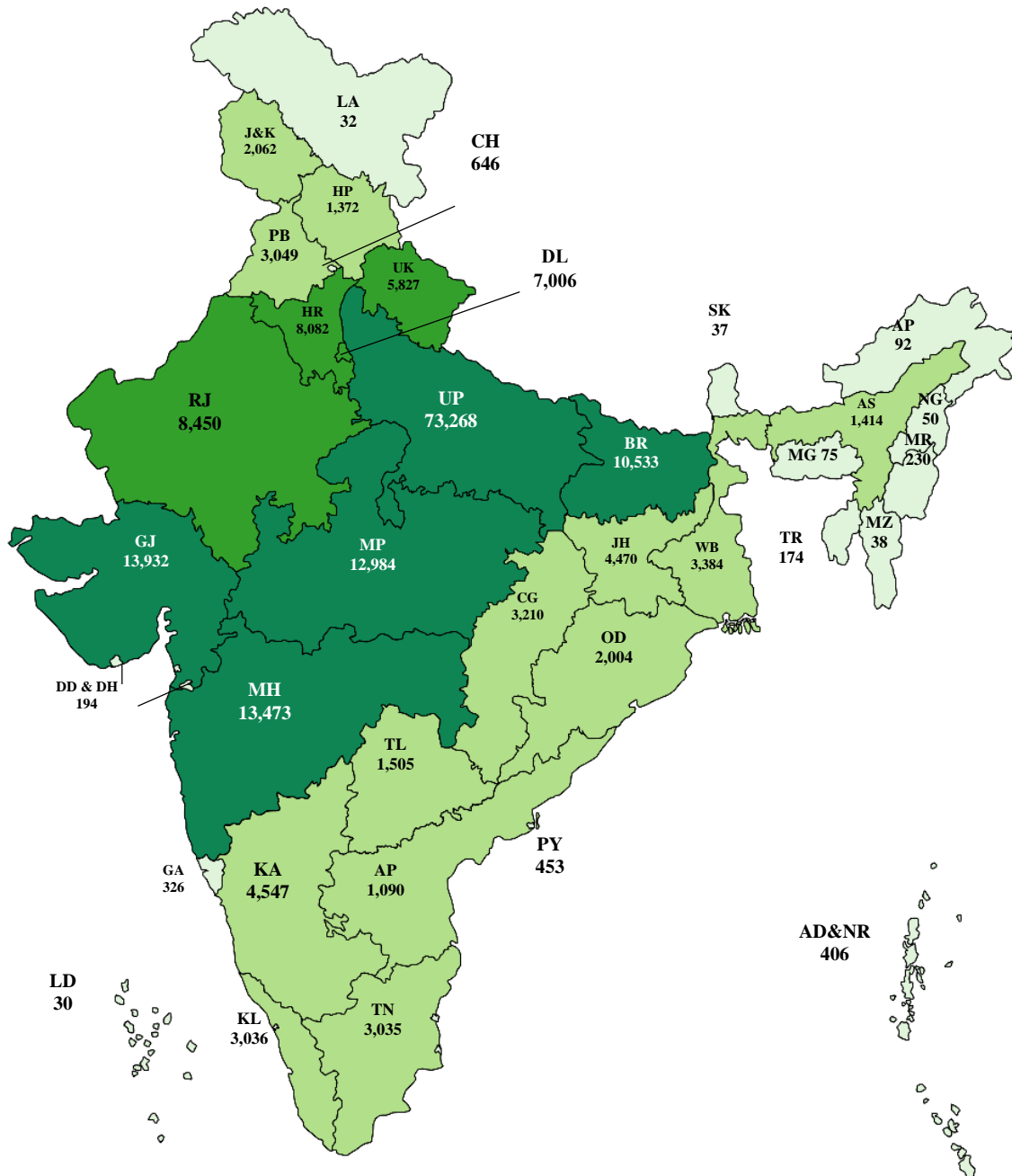
6. Analysis of PMOPG Grievances

Grievances Received on PMOPG - Central Ministries/Departments



(Time Period: 01/01/2023 – 31/10/2023)

Grievances Received on PMOPG – States/UTs



(Time Period: 01/01/2023 – 31/10/2023)

7. 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
- The 3rd session was conducted on 27th October, 2023

24 officers from 15 Ministries/Departments attended the 3rd training session.



Few glimpses from the 3rd training session

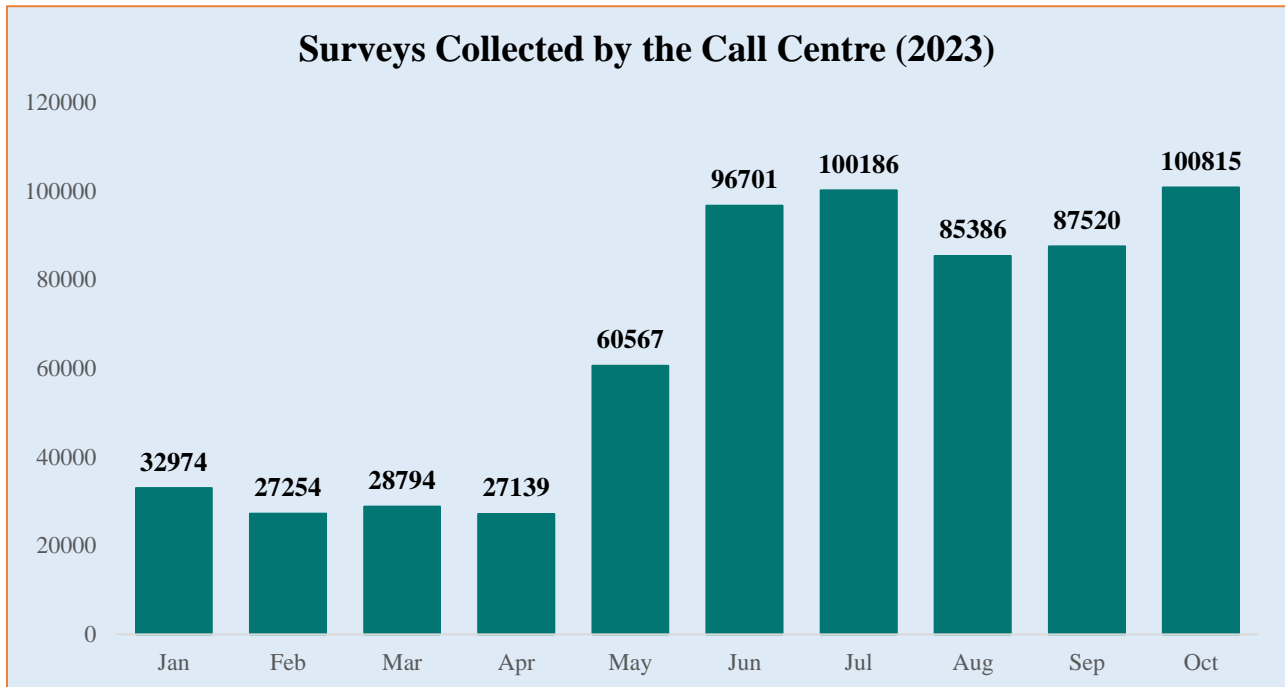
The objective behind conducting these training sessions is to update the Grievance Redressal Officers with the recent changes that has been introduced in the CPGRAMS 7.0 portal and to disseminate information on various aspects and functionalities of the portal.

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

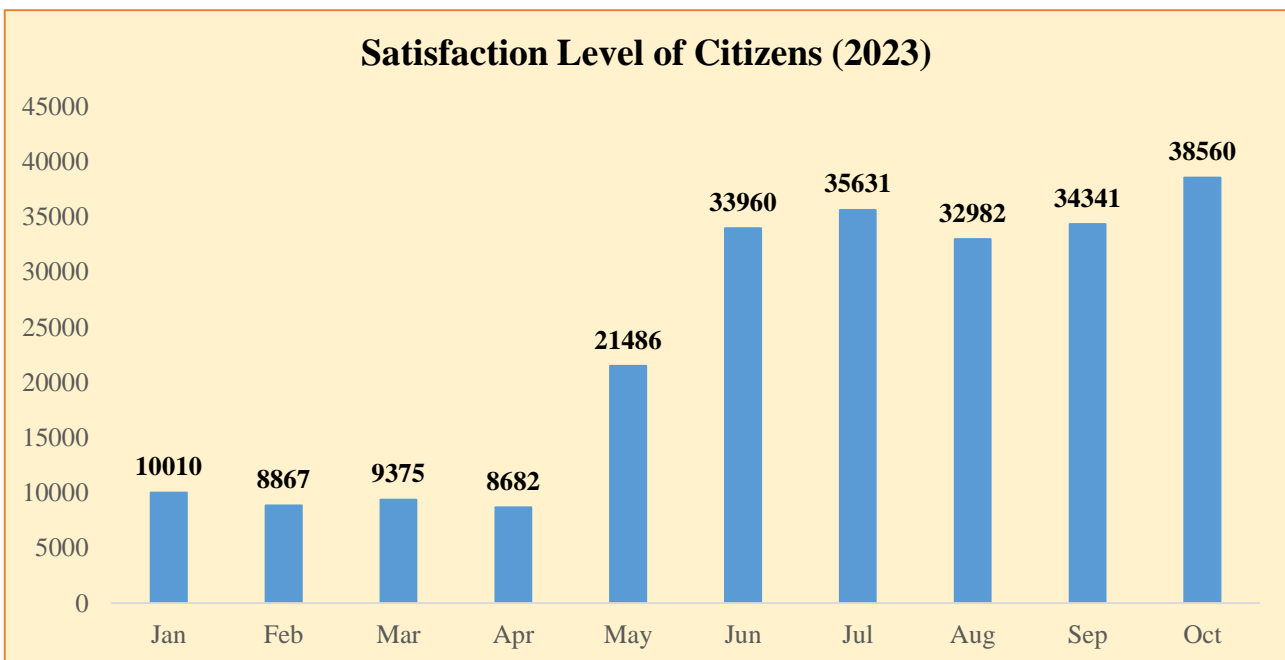
1. Department of Financial Services (Insurance Division)
2. Ministry of Railways (Railway Board)
3. Ministry of External Affairs
4. Department of Consumer Affairs
5. Department of Defence Finance
6. Ministry of Education
7. Department of Health & Family Welfare
8. Central Board of Direct Taxes (Income Tax)
9. Ministry of Housing and Urban Affairs
10. Ministry of Civil Aviation
11. Department of Land Resources
12. Investment & Public Asset Management
13. Department of Food and Public Distribution
14. Department of Science and Technology
15. Department of Empowerment of Persons with Disabilities

8. BSNL – Feedback Call Centre

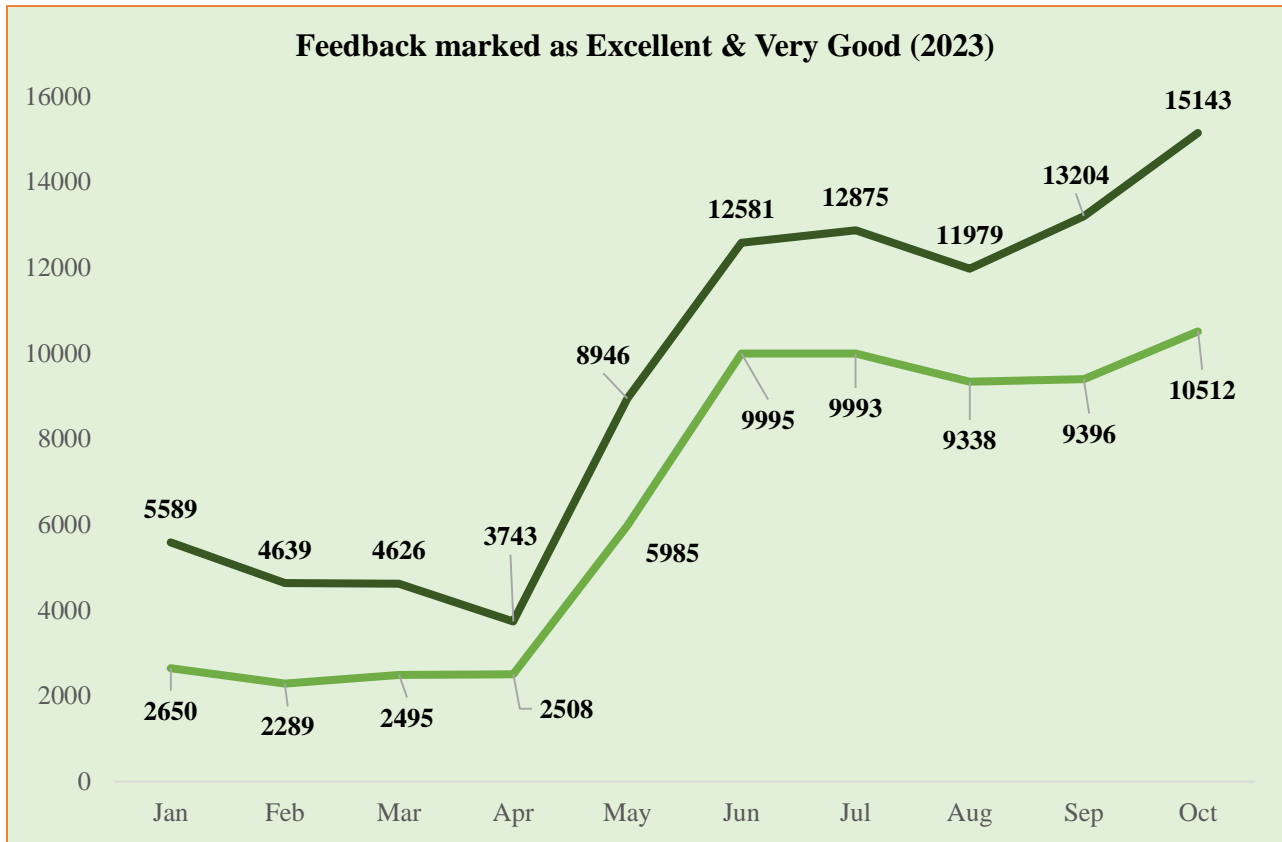
- From 1st January to 31st October, 2023, the BSNL Feedback Call Centre has collected **647336** feedbacks, directly from the citizens



- A total of **233894** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1st January to 31st October, 2023)



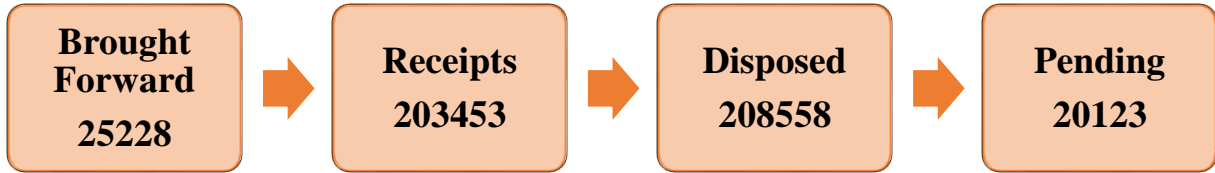
- A total of **158486 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1st January to 31st October, 2023)



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Excellent	17%	17%	16%	14%	15%	13%	13%	14%	15%	15%
Very Good	8%	8%	9%	9%	10%	10%	10%	11%	11%	10%

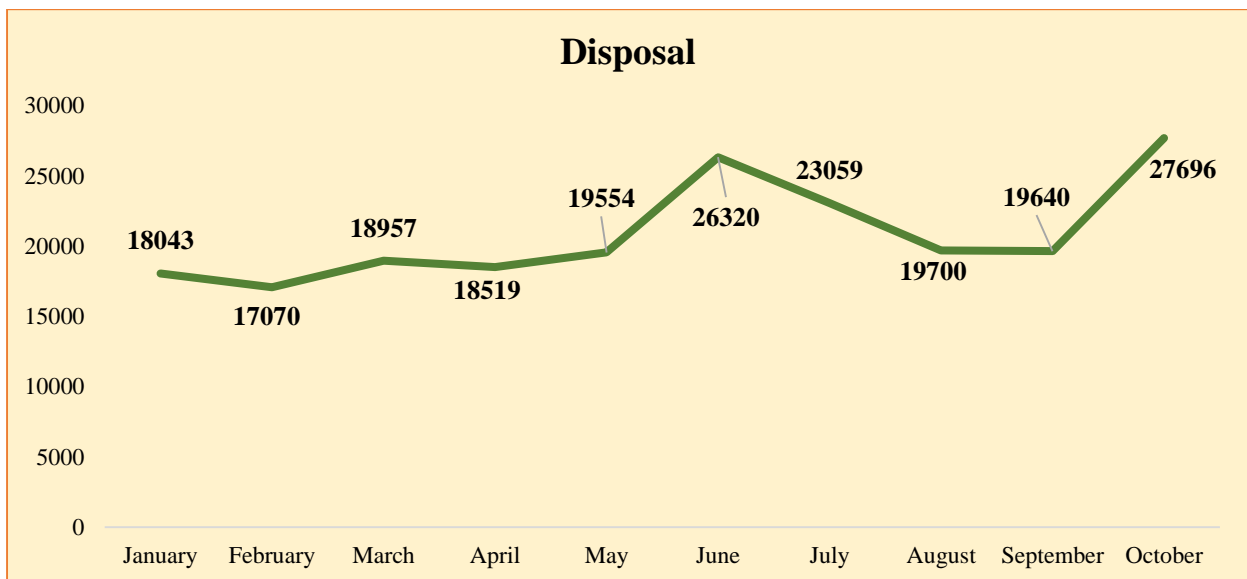
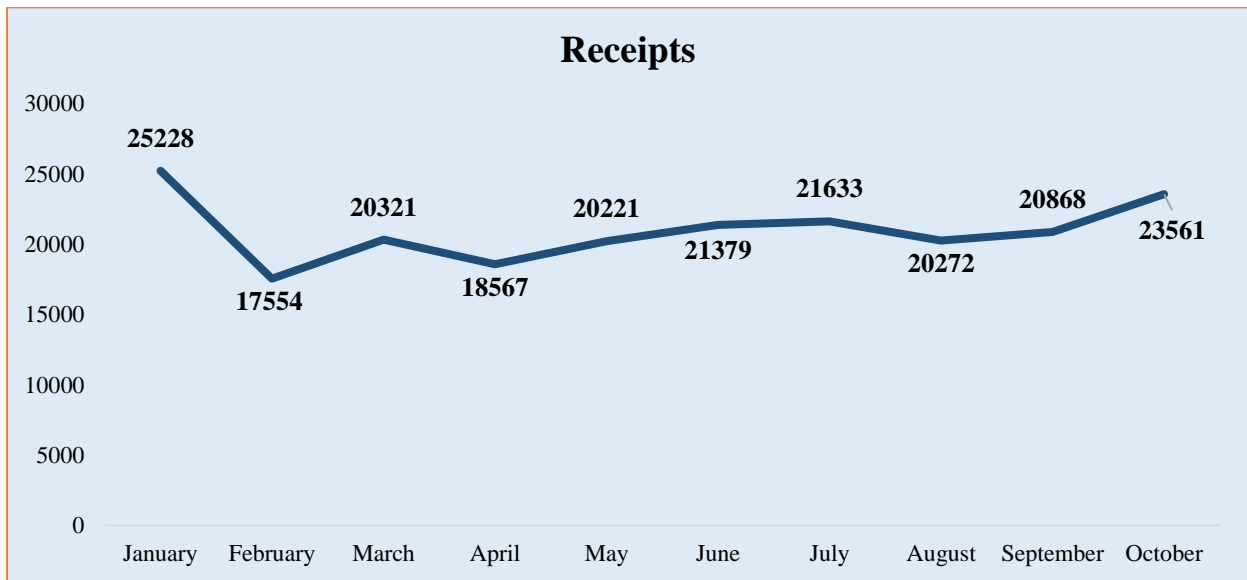
9. Review of Status of Appeals on CPGRAMS

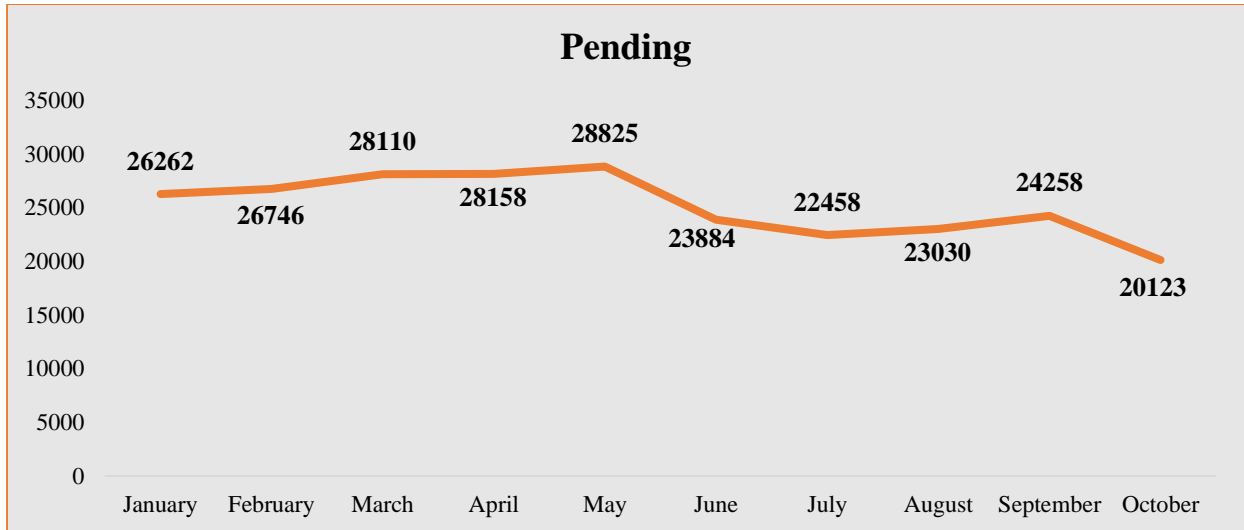
9.1. Overview



(Time Period: 01/01/2023 to 31/10/2023)

9.2. Month-wise Status of Appeals

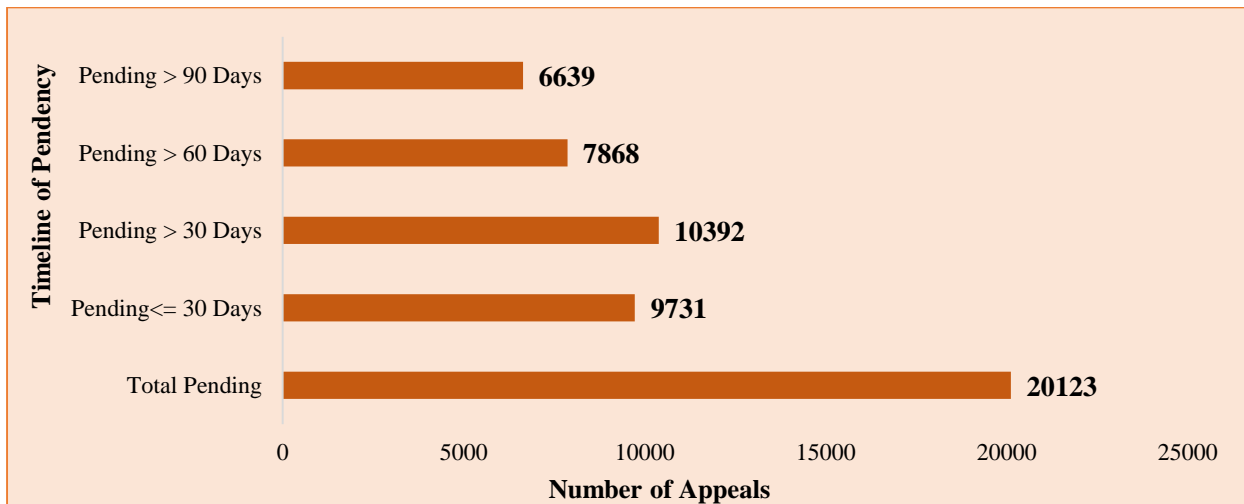




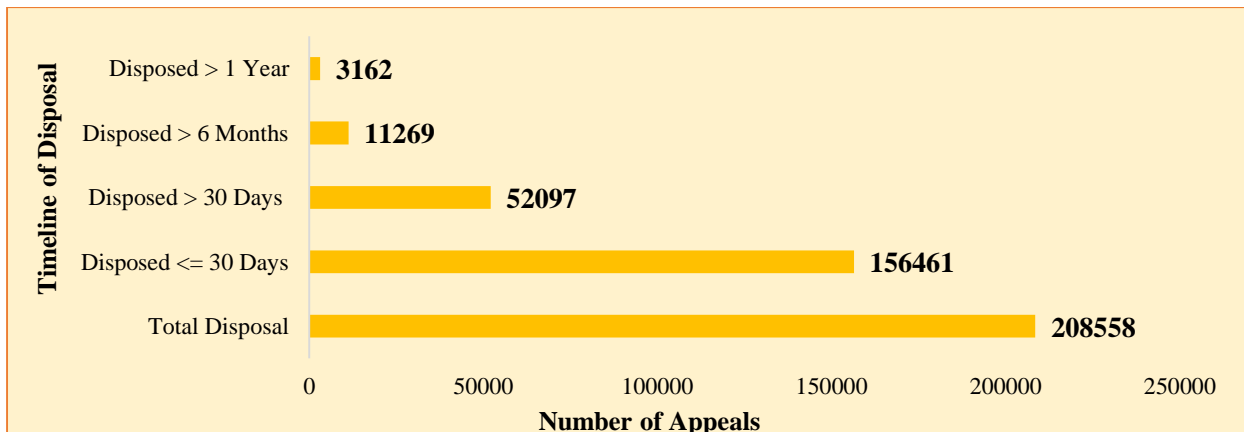
(Time Period: 01/01/2023 to 31/10/2023)

9.3. Age-wise Status of Appeals

9.3.1. Pendency



9.3.2. Disposal

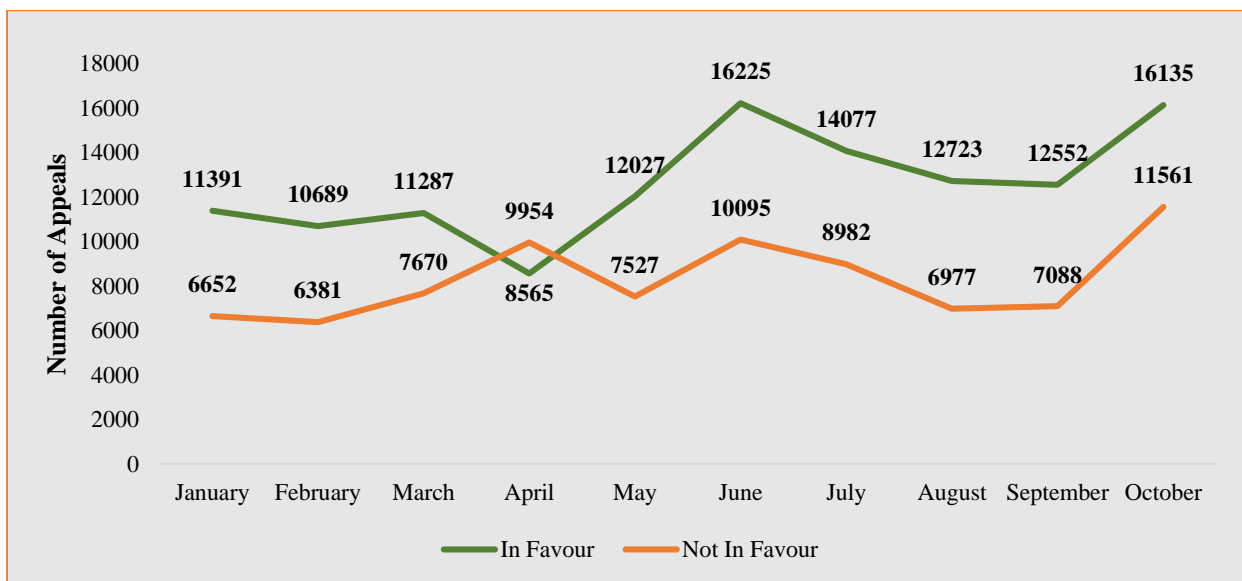


9.4. Average Closing Time of Appeals

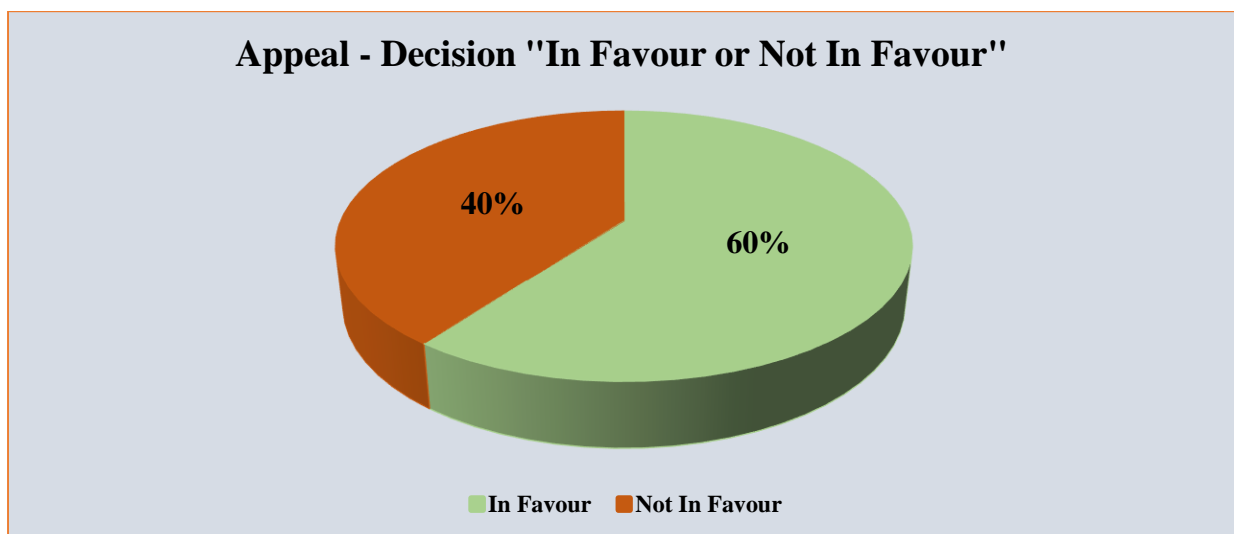
- The Average Closing Time of Appeals in the Central Ministries/Departments is **40 days** from 1st January to 31st October, 2023
- 49 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

9.5. Decision – Appeals

- A total of **208558 disposals** have been done in the year 2023 (1st January to 31st October, 2023), out of which **60.26%** of the disposals made are “**In Favour**” of the citizen



- From 1st January to 31st October, 2023, a total of 125671 disposals have been done in “**In Favour**” and 82887 disposals are made “**Not in Favour**” of the citizens



9.6. Status of Appellate Authorities

- **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	35841	33568	3141
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	31482	32876	389
3	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	13359	13374	834
4	Department of Posts	Shri Shalendra Dwivedi	DDG PG QA and I	12255	12401	451
5	Department of Telecommunications	Ms. Rekha Singh	Sr Deputy Director General - Public Grievances	12315	12193	163
6	Central Board of Direct Taxes (Income Tax)	Smt. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	9660	10638	2024
7	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	8402	8639	26
8	Department of Financial Services (Insurance Division)	Shri Abhijit Phukon	Economic Advisor	5081	5085	205
9	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	4933	4984	3
10	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	4572	4872	471
11	Ministry of Home Affairs	Shri S. G. Roy	Jt. Secretary CIC	4206	4495	544
12	Department of Rural Development	Ms. Kalyani Mishra	Economic Advisor	4290	4279	626
13	Department of Health & Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	3332	4123	709
14	Department of Higher Education	Shri Mrutyunjay Behera	Economic Adviser	3119	3737	241
15	Ministry of Corporate Affairs	Smt. Richa Kukreja	Director Inspection and Investigation	3900	3474	2273

(Time Period: 01/01/2023 to 31/10/2023)

10. Outreach through Common Service Centres



(Time Period: 01/10/2023 to 31/10/2023)

- A total of **7973 grievances** have been registered through the Common Service Centres in the month of October, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 5347 grievances in the month of October, 2023, followed by the Government of Uttar Pradesh at the 2nd place, with the number standing at 512 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	5347	1247	4100
2	Government of Uttar Pradesh	512	162	350
3	Department of Financial Services (Banking Division)	273	141	132
4	Ministry of Housing and Urban Affairs	260	93	167
5	Ministry of Labour and Employment	234	200	34
6	Department of Telecommunications	184	154	30
7	Unique Identification Authority of India	105	70	35
8	Department of Rural Development	98	90	8
9	Ministry of Home Affairs	78	37	41
10	Department of Health & Family Welfare	77	16	61

- 51.59% of grievances received by Department of Agriculture and Farmers Welfare in the month of October, 2023 have been filed through CSCs i.e., 5347 grievances out of 10363 receipts have been registered through CSCs
- Out of the total grievances registered through CSCs, 5317 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division” for which 249 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 2887 grievances, followed by 1376 grievances for “non-receipt of PMKISAN Instalments” and 726 grievances for the category “approval of documents by state government

S. No.	Name of State/UT	Total grievances registered through CSCs	Category for which maximum grievances were received	Number of grievances received for the category
1	Odisha	2612	PMKISAN related issues	2433
2	Uttar Pradesh	1872	PMKISAN related issues	871
3	Jharkhand	872	PMKISAN related issues	809
4	Punjab	460	PMKISAN related issues	314
5	Maharashtra	420	PMKISAN related issues	319
6	Assam	319	PMAY - URBAN/ Housing For All (HFA) Division	238
7	West Bengal	182	PMKISAN related issues	62
8	Rajasthan	169	PMKISAN related issues	132
9	Madhya Pradesh	162	PMKISAN related issues	37
10	Haryana	154	PMKISAN related issues	38

- With respect to States/UTs, maximum grievances originated out of Odisha (2612 registrations) followed by Uttar Pradesh at 2nd place with 1872 grievances registered through CSCs

S. No.	Name of District	Number of Grievances
1	Gajapati (OD)	395
2	Kandhamal (OD)	262
3	Cuttack (OD)	204
4	Ranchi (JH)	175
5	Dhanbad (JH)	148

S. No.	Name of District	Number of Grievances
6	Balasore (OD)	146
7	Puri (OD)	135
8	Sitapur (UP)	127
9	Udalgudi (AS)	124
10	Kendujhar (OD)	116

- With respect to Districts, maximum grievances originated out of Gajapati (OD) (395 registrations) followed by Kandhamal (OD) at 2nd place with 262 grievances registered through CSC

11. Habitual Complainants of September, 2023

S. No.	Name of the Complainant	Number of Complaints
1	lakshmanaprasath	2272
2	ATIN MAITY	1081
3	Sudipto De	954
4	LILADHAR PRASAD SINGH	919
5	ANONYMOUS	717
6	ANURAG AGARWAL	559
7	TEST	493
8	mENtor pAWan	484
9	Shri ANONYMOUS	418
10	S D SANKETH	341

12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

17th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of September, 2023

A total of 1,06,810 Grievances Redressed by Central Ministries/Departments in September, 2023



For the 14th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Agriculture and Farmers Welfare and Ministry of Home Affairs topped in Group A category in the rankings released for the month of September, 2023

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

Posted On: 10 OCT 2023 11:29AM by PIB Delhi

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

DARPG under takes up Special Campaign 3.0 in a big way during the First week under the theme "Digital DARPG"

Major Thrust given to pan-India Unified Service Portals, Adoption of AI/ Emerging Technologies for Effective Redressal of Public Grievances

Posted On: 11 OCT 2023 10:19AM by PIB Delhi

Ministry of Agriculture & Farmers Welfare

Achievements of Department of Agriculture and Farmers' Welfare in the 17th Report on CPGRAMS released by DARPG for the month of September 2023

Posted On: 13 OCT 2023 11:48AM by PIB Delhi

 **PIB India** @PIB_India

17th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of September, 2023

- ◆ A total of 1,06,810 Grievances redressed by Central Ministries/Departments in September, 2023
- ◆ For the 14th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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 **PIB in Maharashtra** @PIBMumbai

17th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of September, 2023

A total of 1,06,810 Grievances Redressed by Central Ministries/Departments in September, 2023

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2:14 PM · Oct 10, 2023 · 625 Views



Dr Jitendra Singh
@DrJitendraSingh

The Statesman: Jitendra Singh launches Intelligent Grievance Monitoring System (IGMS) 2.0
#DARPG

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thestatesman.com/india/jitendra...

Jitendra Singh launches Intelligent Grievance Monitoring System (IGMS) 2.0

The public grievance portal of the Department of Administrative Reforms and Public Grievances (DARPG) has been developed by the team at IIT Kanpur.

Statesman News Service | Kanpur | October 3, 2023 4:10 pm



Dr Jitendra Singh
@DrJitendraSingh

The Statesman: Jitendra Singh launches Intelligent Grievance Monitoring System (IGMS) 2.0
#DARPG

Read:
thestatesman.com/india/jitendra...



CSCeGov
@CSCegov

CSC-CPGRAMS Grievance Day - हर महीने की 20 तारीख को...

#CPGRAMS की सर्विस नागरिकों के लिए सभी सीएसएस पर उपलब्ध है. प्रशासनिक सुधार और लोक शिकायत विभाग...

सर्विस चार्ज: ₹ 50/- प्रति शिकायत

#CSC #DigitalIndia #CPGRAMSGrievanceDay #RuralEmpowerment #DigitalIndia #GrievanceDay

Translate post

जयश्री कृष्ण जी: नमो भगवते वासुदेवाय
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CSC-CPGRAMS GRIEVANCE DAY

CPGRAMS की सर्विस नागरिकों के लिए सभी सीएसएस केंद्र पर उपलब्ध है।
प्रशासनिक सुधार और लोक शिकायत विभाग

#CSCeGov #CPGRAMSGrievanceDay #DigitalIndia #GrievanceDay



Ministry of Information and Broadcasting
@MIB_India

Centralised Public Grievance Redress and Monitoring System (CPGRAMS): Your voice matters!

An online portal for citizens to raise service-related grievances, track its progress, and ensure accountable solutions, making governance more efficient and responsive.

#TuesdayTrivia
#CPGRAMS

@DrJitendraSingh
@DARPG_Gol
@ianuragthakur
@Murugan_MoS
@PIB_India
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@DDNewsLive



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 (29,153) for the period from 1.1.2023 to 30.9.2023,

CPGRAMS
Monthly Report - Central Ministries/Departments
September 2023

Sl. No.	Department	Ministry	PGs Pending	PGs Disposed	PGs Closed
1	Department of Health and Family Welfare	Ministry of Health and Family Welfare	1045	1045	1045
2	Department of Labour and Employment	Ministry of Labour and Employment	2000	1980	1980
3	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
4	Department of Education	Ministry of Education	100	100	100
5	Department of Agriculture	Ministry of Agriculture	100	100	100
6	Department of Forest Services	Ministry of Forest Services	100	100	100
7	Department of Public Works	Ministry of Public Works	100	100	100
8	Department of Social Welfare	Ministry of Social Welfare	100	100	100
9	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
10	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
11	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
12	Department of Education	Ministry of Education	100	100	100
13	Department of Agriculture	Ministry of Agriculture	100	100	100
14	Department of Forest Services	Ministry of Forest Services	100	100	100
15	Department of Public Works	Ministry of Public Works	100	100	100
16	Department of Social Welfare	Ministry of Social Welfare	100	100	100
17	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
18	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
19	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
20	Department of Education	Ministry of Education	100	100	100
21	Department of Agriculture	Ministry of Agriculture	100	100	100
22	Department of Forest Services	Ministry of Forest Services	100	100	100
23	Department of Public Works	Ministry of Public Works	100	100	100
24	Department of Social Welfare	Ministry of Social Welfare	100	100	100
25	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
26	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
27	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
28	Department of Education	Ministry of Education	100	100	100
29	Department of Agriculture	Ministry of Agriculture	100	100	100
30	Department of Forest Services	Ministry of Forest Services	100	100	100
31	Department of Public Works	Ministry of Public Works	100	100	100
32	Department of Social Welfare	Ministry of Social Welfare	100	100	100
33	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
34	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
35	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
36	Department of Education	Ministry of Education	100	100	100
37	Department of Agriculture	Ministry of Agriculture	100	100	100
38	Department of Forest Services	Ministry of Forest Services	100	100	100
39	Department of Public Works	Ministry of Public Works	100	100	100
40	Department of Social Welfare	Ministry of Social Welfare	100	100	100
41	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
42	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
43	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
44	Department of Education	Ministry of Education	100	100	100
45	Department of Agriculture	Ministry of Agriculture	100	100	100
46	Department of Forest Services	Ministry of Forest Services	100	100	100
47	Department of Public Works	Ministry of Public Works	100	100	100
48	Department of Social Welfare	Ministry of Social Welfare	100	100	100
49	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
50	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100

7:24 PM · Oct 10, 2023 · 2,138 Views



Ministry of Labour
@LabourMinistry

Ministry of Labour & Employment ranked No.2 in the list of top 10 Ministries/Departments for highest disposals of ATR format (1,08,953) for the period from 1.1.2023 to 30.9.2023.

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CPGRAMS
Monthly Report - Central Ministries/Departments
September 2023

Sl. No.	Department	Ministry	PGs Pending	PGs Disposed	PGs Closed
1	Department of Health and Family Welfare	Ministry of Health and Family Welfare	1045	1045	1045
2	Department of Labour and Employment	Ministry of Labour and Employment	2000	1980	1980
3	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
4	Department of Education	Ministry of Education	100	100	100
5	Department of Agriculture	Ministry of Agriculture	100	100	100
6	Department of Forest Services	Ministry of Forest Services	100	100	100
7	Department of Public Works	Ministry of Public Works	100	100	100
8	Department of Social Welfare	Ministry of Social Welfare	100	100	100
9	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
10	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
11	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
12	Department of Education	Ministry of Education	100	100	100
13	Department of Agriculture	Ministry of Agriculture	100	100	100
14	Department of Forest Services	Ministry of Forest Services	100	100	100
15	Department of Public Works	Ministry of Public Works	100	100	100
16	Department of Social Welfare	Ministry of Social Welfare	100	100	100
17	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
18	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
19	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
20	Department of Education	Ministry of Education	100	100	100
21	Department of Agriculture	Ministry of Agriculture	100	100	100
22	Department of Forest Services	Ministry of Forest Services	100	100	100
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24	Department of Social Welfare	Ministry of Social Welfare	100	100	100
25	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
26	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
27	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
28	Department of Education	Ministry of Education	100	100	100
29	Department of Agriculture	Ministry of Agriculture	100	100	100
30	Department of Forest Services	Ministry of Forest Services	100	100	100
31	Department of Public Works	Ministry of Public Works	100	100	100
32	Department of Social Welfare	Ministry of Social Welfare	100	100	100
33	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
34	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
35	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
36	Department of Education	Ministry of Education	100	100	100
37	Department of Agriculture	Ministry of Agriculture	100	100	100
38	Department of Forest Services	Ministry of Forest Services	100	100	100
39	Department of Public Works	Ministry of Public Works	100	100	100
40	Department of Social Welfare	Ministry of Social Welfare	100	100	100
41	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
42	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100
43	Department of Information and Public Relations	Ministry of Information and Public Relations	100	100	100
44	Department of Education	Ministry of Education	100	100	100
45	Department of Agriculture	Ministry of Agriculture	100	100	100
46	Department of Forest Services	Ministry of Forest Services	100	100	100
47	Department of Public Works	Ministry of Public Works	100	100	100
48	Department of Social Welfare	Ministry of Social Welfare	100	100	100
49	Department of Health and Family Welfare	Ministry of Health and Family Welfare	100	100	100
50	Department of Labour and Employment	Ministry of Labour and Employment	100	100	100

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Ministry of Labour @LabourMinistry

Ministry of Labour & Employment once again ranked No.2 in the list of top 10 Ministries/Departments for maximum disposal of Public Grievances (12,616) for the month of September, 2023.

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7:12 PM · Oct 10, 2023 · 1,404 Views

Agriculture INDIA @AgriGoI

In the latest #CPGRAMS report for September 2023, released by DARPG, the Department of Agriculture & Farmers Welfare (DA&FW) stands out as the leading performer in Group A category for Grievance Redressal Assessment & Index.

#agrigo #publicgrievance #redressal #GoodGovernance

Krishi Jagran Official @kjkishimedia

Agriculture and Farmers' Welfare Department Excels in Latest CPGRAMS Report for September 2023

krishijagran.com/news/agricultu...

#CPGRAMSReport #September2023Report #CPGRAMS

ETGovernment @ET_Government

Intelligent grievance monitoring system: IGMS 2.0 automated analysis integrated with Tree dashboard

government.economicstimes.indiatimes.com

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MDoNER India @MDoNER_India

Empowering People!

Fulfilling the commitment to #GoodGovernance.

Team #MDoNER along with @NITIAayog topped in Group B category of rankings published in (#CPGRAMS) monthly report for September, 2023.

Ministry of Cooperation, Government of India @MinOfCooperatr

DARPG द्वारा जारी नई CPGRAMS रिपोर्ट के अनुसार, सहकारिता मंत्रालय को भारत सरकार के सभी 90 मंत्रालयों और विभागों में शीर्ष प्रदर्शन करने पर एक बार फिर प्रथम स्थान प्राप्त हुआ है।

Translate post

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	194
2	Central Board of Direct Taxes (Income Tax)	53516	64
3	Department of Economic Affairs ACC Division	5369	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	1796	43
9	Department of Official Language	177	42
10	Department of Military Affairs	5704	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	33680	3
2	NITI Aayog	3047	3
3	Department of Legal Affairs	2764	3
4	Department of Telecommunications	31440	3
5	Department of Investments & Public Asset Management	965	3
6	Department of Land Resources	2814	6
7	Department of Financial Services (Pension Reform)	2548	6
8	Department of Agriculture and Farmers Welfare	88077	7
9	Department of Financial Services (Insurance Division)	31660	7
10	Department of Empowerment of Persons with Disabilities	2186	7

Amit Shah and 5 others

4:05 PM · Oct 10, 2023 · 2,710 Views

PIB India @PIB_India

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

- @DARPG_GoI under takes up #SpecialCampaign3.0 in a big way during the first week under the theme "Digital DARPG"
- Major thrust given to pan-India Unified Service Portals, Adoption of AI/ Emerging Technologies for Effective Redressal of Public Grievances

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CPGRAMS Monthly Report - Central Ministries/Departments September 2023

10:55 AM · Oct 11, 2023 · 5,681 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4465	13785	18250	13863	4387
2	Department of Financial Services (Banking Division)	7446	13207	20653	12810	7843
3	Department of Agriculture and Farmers Welfare	2797	10363	13160	12820	340
4	Central Board of Direct Taxes (Income Tax)	11570	5903	17473	6968	10505
5	Ministry of Railways (Railway Board)	3373	5835	9208	6253	2955
6	Department of Posts	2041	5264	7305	5486	1819
7	Ministry of Home Affairs	1246	4527	5773	4650	1123
8	Department of Telecommunications	722	4058	4780	3999	781
9	Department of Health & Family Welfare	2360	2998	5358	2910	2448
10	Ministry of Housing and Urban Affairs	900	2936	3836	3099	737

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4465	13785	18250	13863	4387
2	Department of Agriculture and Farmers Welfare	2797	10363	13160	12820	340
3	Department of Financial Services (Banking Division)	7446	13207	20653	12810	7843
4	Central Board of Direct Taxes (Income Tax)	11570	5903	17473	6968	10505
5	Ministry of Railways (Railway Board)	3373	5835	9208	6253	2955
6	Department of Posts	2041	5264	7305	5486	1819
7	Ministry of Home Affairs	1246	4527	5773	4650	1123
8	Department of Telecommunications	722	4058	4780	3999	781
9	Ministry of Housing and Urban Affairs	900	2936	3836	3099	737
10	Department of Ex Servicemen Welfare	3349	2804	6153	3038	3115

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6753	149179	155932	148092	7843
2	Ministry of Labour and Employment	3026	137845	140871	136486	4387
3	Department of Agriculture and Farmers	5145	106048	111193	110854	340

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
	Welfare					
4	Central Board of Direct Taxes (Income Tax)	13035	57942	70977	60472	10505
5	Ministry of Railways (Railway Board)	2455	52722	55177	52223	2955
6	Department of Posts	1959	49078	51037	49218	1819
7	Ministry of Home Affairs	2080	40307	42387	41264	1123
8	Department of Telecommunications	760	38453	39213	38432	781
9	Ministry of Cooperation	100	34819	34919	34865	54
10	Department of Financial Services (Insurance Division)	1096	33197	34293	33650	643

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6753	149179	155932	148092	7843
2	Ministry of Labour and Employment	3026	137845	140871	136486	4387
3	Department of Agriculture and Farmers Welfare	5145	106048	111193	110854	340
4	Central Board of Direct Taxes (Income Tax)	13035	57942	70977	60472	10505
5	Ministry of Railways (Railway Board)	2455	52722	55177	52223	2955
6	Department of Posts	1959	49078	51037	49218	1819
7	Ministry of Home Affairs	2080	40307	42387	41264	1123
8	Department of Telecommunications	760	38453	39213	38432	781
9	Ministry of Cooperation	100	34819	34919	34865	54
10	Department of Financial Services (Insurance Division)	1096	33197	34293	33650	643

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13035	57942	70977	60472	10505
2	Department of Financial Services (Banking Division)	6753	149179	155932	148092	7843
3	Ministry of Labour and Employment	3026	137845	140871	136486	4387
4	Department of Ex Servicemen Welfare	1497	30394	31891	28776	3115
5	Ministry of Railways (Railway Board)	2455	52722	55177	52223	2955
6	Department of Health & Family Welfare	2098	25362	27460	25012	2448
7	Department of Posts	1959	49078	51037	49218	1819
8	Ministry of Petroleum and Natural Gas	1422	12986	14408	12597	1811

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
9	Department of School Education and Literacy	1454	11770	13224	11509	1715
10	Department of Rural Development	1391	15859	17250	15831	1419
11	Department of Defence Finance	1003	14343	15346	14109	1237
12	Ministry of Home Affairs	2080	40307	42387	41264	1123
13	Ministry of External Affairs	1065	16832	17897	16860	1037

Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to October, 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	57942	70977	60472	10505	6917
2	Ministry of Railways (Railway Board)	2455	52722	55177	52223	2955	1239
3	Department of Ex Servicemen Welfare	1497	30394	31891	28776	3115	1172
4	Department of Health & Family Welfare	2098	25362	27460	25012	2448	1114
5	Department of School Education and Literacy	1454	11770	13224	11509	1715	1055
6	Department of Financial Services (Banking Division)	6753	149179	155932	148092	7843	832
7	Ministry of Home Affairs	2080	40307	42387	41264	1123	653
8	Department of Defence Finance	1003	14343	15346	14109	1237	516
9	Department of Economic Affairs ACC Division	479	3947	4426	3749	677	458
10	Ministry of External Affairs	1065	16832	17897	16860	1037	310

Annexure 2: Average Closing Time – January to October, 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	11889	98
2	Central Board of Direct Taxes (Income Tax)	60472	64
3	Department of Economic Affairs ACC Division	3749	61
4	Department of Atomic Energy	1240	57
5	Department of Youth Affairs	846	46
6	Ministry of Culture	2331	44
7	Ministry of Shipping	1387	44
8	Department of Personnel and Training	23796	43
9	Department of Official Language	224	42
10	Legislative Department	969	35

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	34865	2
2	Department of Legal Affairs	3088	2
3	NITI Aayog	3340	3
4	Department of Telecommunications	38432	5
5	Department of Land Resources	2955	5
6	Department of Financial Services (Pension Reforms)	2778	5
7	Department of Investment & Public Asset Management	1082	5
8	Department of Agriculture and Farmers Welfare	110854	7
9	Department of Food and Public Distribution	5724	7
10	Department of Empowerment of Persons with Disabilities	2464	7

Annexure 3: Public Grievance Officers on CPGRAMS – October, 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	195	287
2	Level 2	3561	540	4101
3	Level 3	7329	567	7896
4	Level 4	12465	393	12858
5	Level 5	9130	170	9300
6	Level 6	3891	97	3988
7	Level 7	969	37	1006
8	Level 8	396	0	396
TOTAL		37833	1999	39832

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	8841	384	9225
2	Central Board of Direct Taxes (Income Tax)	5611	289	5900
3	Department of Defence	2404	76	2480
4	Ministry of Railways (Railway Board)	1898	151	2049
5	Department of Defence Finance	1649	54	1703
6	Department of Ex Servicemen Welfare	1268	33	1301
7	Ministry of Housing and Urban Affairs	1224	64	1288

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
8	Department of Financial Services (Banking Division)	1113	108	1221
9	Department of Military Affairs	1123	94	1217
10	Ministry of Labour and Employment	897	161	1058

Annexure 4: Status of Action Taken Reports (ATR) – January to October, 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)	137194	120653	11898	4643
2	Ministry of Labour and Employment	122208	60695	59685	1828
3	Central Board of Direct Taxes (Income Tax)	57567	22781	34655	131
4	Ministry of Railways (Railway Board)	49992	38168	8578	3246
5	Department of Posts	42213	40177	1873	163
6	Ministry of Cooperation	32863	32846	15	2
7	Department of Telecommunications	34676	25147	7097	2432
8	Department of Ex-Servicemen Welfare	28004	5361	22452	191
9	Department of Defence Finance	26740	26290	108	342
10	Ministry of Corporate Affairs	20351	5506	14647	198

Annexure 5: Status of Appeals – January to October, 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	Department of Financial Services (Banking Division)	868	35841	36709	33568	3141
2	Ministry of Corporate Affairs	1847	3900	5747	3474	2273
3	Central Board of Direct Taxes (Income Tax)	3002	9660	12662	10638	2024
4	Department of Social Justice and Empowerment	630	797	1427	0	1427
5	Department of Defence Finance	302	3182	3484	2621	863
6	Ministry of Railways (Railway Board)	849	13359	14208	13374	834
7	Department of Health & Family Welfare	1500	3332	4832	4123	709
8	Department of Rural Development	615	4290	4905	4279	626
9	Ministry of Home Affairs	833	4206	5039	4495	544
10	Department of Heavy Industry	374	260	634	96	538

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	8639	1
2	Department of Telecommunications	12193	2
3	Ministry of Labour and Employment	32876	10
4	Ministry of External Affairs	2939	10
5	Department of Empowerment of Persons with Disabilities	644	10
6	Ministry of Parliamentary Affairs	76	11
7	Department of Posts	12401	12
8	Department of Financial Services (Banking Division)	33568	14
9	Department of Financial Services (Insurance Division)	5085	14
10	Department of Justice	543	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	Department of Telecommunications	39213	38432	12315	32.04%
2	Ministry of Civil Aviation	8591	8378	2596	30.99%
3	Department of Heavy Industry	994	932	260	27.90%
4	Department for Promotion of Industry and Internal Trade	2075	1953	541	27.70%
5	Department of Rural Development	17250	15831	4290	27.10%
6	Department of Atomic Energy	1365	1240	332	26.77%
7	Legislative Department	1119	969	259	26.73%
8	Department of Youth Affairs	879	846	220	26.00%
9	Ministry of New and Renewable Energy	703	663	172	25.94%
10	Department of Empowerment of Persons with Disabilities	2500	2464	631	25.61%

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

A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministries and Departments is presented. All 11 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)

#	Ministry / Department	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Ministry of Labour and Employment	74.20	90.54	66.67	9.00	0.09	26.56	49.90	75.00	26.20	12.20	46.11
2	Department of Financial Services (Banking Division)	51.15	42.68	57.87	19.00	0.00	24.22	40.95	72.00	15.20	4.49	19.84
3	Department of Agriculture and Farmers Welfare	96.65	46.15	65.00	5.00	0.00	0.20	34.78	44.44	0.07	92.53	35.71
4	Central Board of Direct Taxes (Income Tax)	19.88	53.68	67.86	61.00	0.03	22.12	53.33	83.64	17.38	0.58	26.49
5	Ministry of Railways (Railway Board)	60.33	71.75	44.16	18.00	0.13	28.93	32.96	61.70	5.23	2.51	40.63
6	Department of Posts	70.84	78.85	71.03	11.00	0.00	27.49	49.85	69.23	22.13	4.00	58.48
7	Ministry of Home Affairs	73.71	64.86	65.71	10.00	0.31	12.49	35.91	90.76	3.71	7.10	46.08
8	Department of Telecommunications	83.43	88.70	80.49	5.00	0.00	31.81	35.01	89.47	9.14	2.55	28.54
9	Department of Health & Family Welfare	44.65	41.26	56.48	22.00	0.22	15.17	35.42	64.04	21.58	3.31	23.62
10	Ministry of Housing and Urban Affairs	74.43	57.03	62.75	10.00	0.00	15.17	32.99	73.33	0.17	0.82	11.15
11	Department of Ex Servicemen Welfare	26.70	99.64	0.00	34.00	0.22	17.52	49.39	12.50	5.88	2.08	13.53
12	Department of Rural Development	34.15	63.18	79.49	38.00	0.00	26.25	36.82	80.00	0.18	0.22	2.83
13	Ministry of External Affairs	55.06	66.62	80.00	39.00	0.00	21.55	52.99	82.61	16.52	4.35	18.43
14	Ministry of Petroleum and Natural Gas	40.37	41.90	51.72	28.00	0.00	17.70	47.43	57.14	6.85	2.71	32.81
15	Ministry of Road Transport and Highways	70.02	85.88	83.33	18.00	0.00	21.08	27.21	85.96	0.49	3.20	43.97

#	Ministry / Department	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
16	Department of Financial Services (Insurance Division)	70.64	77.17	81.33	11.00	0.00	30.16	34.07	73.44	12.61	2.25	20.87
17	Ministry of Corporate Affairs	76.42	0.00	85.71	11.00	0.00	19.45	25.39	63.64	7.63	16.06	57.50
18	Department of Higher Education	50.89	70.17	63.38	26.00	0.00	22.95	36.45	75.44	29.16	2.80	36.90
19	Department of Consumer Affairs	56.67	81.32	75.00	17.00	0.00	24.13	35.49	76.67	6.98	34.45	44.68
20	Unique Identification Authority of India	62.92	70.97	78.95	12.00	0.00	24.07	53.39	83.33	0.45	53.55	75.86
21	Department of Personnel and Training	68.32	41.14	71.24	13.00	0.00	9.66	23.25	65.45	0.80	10.40	45.11
22	Department of Defence Finance	34.90	45.52	0.00	32.00	0.12	44.52	50.78	75.00	3.44	0.79	13.08
23	Department of Defence	48.90		83.08	50.00	0.00	0.00	25.39	82.86	24.40	0.38	7.75
24	Department of School Education and Literacy	28.12	99.47	81.25	44.00	0.99	18.62	34.35	45.00	26.67	5.99	40.89
25	Department of Justice	83.36	69.33	100.00	6.00	0.00	5.26	35.81	77.08	31.90	182.33	83.33
26	Central Board of Indirect Taxes and Customs	56.32	74.64	75.00	19.00	0.00	30.74	39.96	80.00	2.75	0.44	11.80
27	Ministry of Cooperation	93.66	90.68	100.00	2.00	0.00	28.23	23.76	100.00	18.16	34.42	50.00
28	Department of Revenue	75.75	85.11	77.78	19.00	0.00	6.61	15.09	73.68	1.10	21.00	30.77
29	Ministry of Panchayati Raj	89.42	82.77	95.16	8.00	0.00	23.06	39.27	100.00	0.00	16.40	13.33
30	Ministry of Civil Aviation	55.56	86.19	66.67	36.00	0.00	19.47	23.09	81.82	0.68	1.79	29.85
31	Department of Social Justice and Empowerment	72.17	0.00	100.00	11.00	0.00	9.79	32.14	68.42	0.95	6.66	32.73
32	Staff Selection Commission	51.61	0.00	66.67	30.00	4.00	5.01	29.77	100.00	15.66	27.08	68.00
33	Ministry of Electronics & Information Technology	57.29	62.50	75.00	16.00	0.00	15.45	48.01	76.00	0.74	3.85	23.43
34	Department of Food and Public Distribution	83.70	70.56	92.31	7.00	0.00	21.35	47.85	100.00	22.57	9.95	44.62
35	Ministry of Women and Child Development	49.84	50.00	100.00	21.00	2.63	30.44	30.82	67.74	4.47	15.32	52.63
36	Ministry of Environment, Forest and Climate Change	64.04	77.42	0.00	10.00	0.00	12.12	28.67	54.29	19.42	3.85	39.16
37	Department of Commerce	57.52	51.30	83.33	20.00	0.00	9.95	27.14	61.11	33.73	2.36	12.74
38	Department of Military Affairs	19.05	6.15	37.50	24.00	0.08	8.86	26.67	34.78	12.08	0.38	18.12
39	O/o the Comptroller & Auditor General of India	49.14	59.45		21.00	0.00	31.08	48.34	71.88	0.45	3.16	52.48

#	Ministry / Department	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
40	Ministry of Drinking Water and Sanitation	97.79		100.00	2.00	0.00	0.00	100.00	100.00	1.13	4.53	3.06
41	Ministry of Power	42.23	87.05	70.00	32.00	0.00	6.55	25.25	78.95	0.00	0.84	13.78
42	Ministry of Coal	64.16		71.43	17.00	0.00	0.00	19.19	100.00	0.54	0.55	16.17
43	Ministry of Culture	37.45	23.05	70.73	47.00	0.00	19.74	25.16	80.00	0.29	2.20	39.87
44	Department of Legal Affairs	99.09		100.00	0.00	0.00	0.00	29.41	100.00	2.47	14.09	56.52
45	Department of Economic Affairs ACC Division	15.65	21.31	35.48	45.00	1.06	5.48	34.88	53.95	11.01	3.38	19.15
46	Department of Land Resources	97.43	96.23		2.00	0.00	13.37	39.72	100.00	0.00	21.93	42.86
47	Ministry of Information and Broadcasting	33.18	51.53	0.00	32.00	0.00	24.14	31.48	62.96	2.02	1.80	29.09
48	NITI Aayog	95.70	100.00	100.00	2.00	0.00	2.04	38.46	100.00	0.00	3.21	7.78
49	Ministry of Parliamentary Affairs	92.88	100.00	100.00	3.00	4.17	2.79	41.67	100.00	0.35	11.96	50.00
50	Department of Empowerment of Persons with Disabilities	85.27	93.75	100.00	8.00	0.00	25.80	32.17	66.67	4.90	5.10	43.75
51	Department of Financial Services (Pension Reforms)	86.30	0.00	0.00	5.00	0.00	6.22	55.10		38.33	80.00	66.67
52	Ministry of Micro Small and Medium Enterprises	67.29	51.19	70.59	13.00	0.00	20.71	27.56	70.00	0.44	1.36	20.12
53	Ministry of Minority Affairs	44.57	61.76		33.00	0.00	19.91	36.84	66.67	0.46	2.84	38.96
54	Ministry of Tribal Affairs	49.02	80.00	0.00	49.00	0.00	2.80	38.46	42.86	0.47	1.94	18.92
55	Ministry of Water Resources, River Development & Ganga Rejuvenation	61.69	95.00	66.67	17.00	0.00	10.09	24.56	90.00	23.83	1.04	30.10
56	Ministry of Tourism	58.54	11.62	100.00	18.00	0.00	19.52	26.53	100.00	7.58	2.54	28.21
57	Ministry of Skill Development and Entrepreneurship	58.49	64.27	92.50	31.00	0.00	17.66	54.31	100.00	0.00	2.44	30.38
58	Department for Promotion of Industry and Internal Trade	49.55	43.75	100.00	23.00	0.00	14.15	28.57	81.82	7.61	1.80	19.61
59	Department of Defence Production	43.09	30.00	50.00	21.00	0.00	23.81	27.78	11.11	2.96	0.66	24.12
60	Ministry of Ayush	69.35	98.11	60.00	7.00	0.00	26.95	29.21	100.00	3.66	1.89	31.03
61	Department of Animal Husbandry, Dairying	63.14	42.48	100.00	24.00	0.00	16.05	25.86	75.61	28.29	3.80	2.50
62	Department of Science and Technology	52.58	71.88	66.67	15.00	0.00	9.84	33.33	33.33	4.32	0.91	26.80

#	Ministry / Department	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
63	Ministry of Steel	55.84	57.02	50.00	16.00	0.00	40.74	17.44	66.67	2.27	1.35	25.51
64	Department of Expenditure	57.33	71.43	100.00	22.00	0.00	14.84	52.34	100.00	30.77	2.55	35.29
65	Ministry of Shipping	43.46		100.00	37.00	0.00	0.00	32.86	0.00	14.63	1.07	31.30
66	Department of Sports	57.37	54.17	0.00	28.00	0.00	15.44	29.69	100.00	2.50	2.26	32.08
67	Department of Heavy Industry	55.49	0.19	50.00	16.00	0.00	29.73	20.69	66.67	31.36	1.64	27.78
68	Department of Atomic Energy	30.37	33.33	37.50	23.00	0.00	29.21	32.56	25.00	0.00	1.47	59.74
69	Legislative Department	14.16	0.00		64.00	0.00	5.91	37.84	43.75	2.02	2.54	30.77
70	Department of Investment & Public Asset Management	90.91	100.00	100.00	5.00	0.00	0.86	33.33	100.00	36.73	12.25	62.50
71	Department of Health Research	72.54	41.67	100.00	19.00	0.00	6.45	11.11	100.00	12.63	0.70	4.41
72	Ministry of Textiles	40.61	35.76	66.67	25.00	0.00	22.69	38.78	50.00	0.00	0.89	16.82
73	Ministry of Mines	72.73			9.00	0.00	0.00	19.15	100.00	14.89	2.14	22.73
74	Department of Agriculture Research and Education	49.76	85.19	100.00	47.00	0.00	13.75	39.34	50.00	0.00	0.30	16.07
75	Ministry of New and Renewable Energy	57.14	78.79	100.00	17.00	0.00	22.09	34.78		0.00	1.73	25.00
76	Department of Fisheries	93.68	46.88		4.00	0.00	25.27	0.00	0.00	30.00	5.33	20.00
77	Department of Scientific & Industrial Research	7.18	0.00	33.33	31.00	0.00	13.33	27.78	0.00	0.00	0.46	17.58
78	Department of Youth Affairs	54.10	56.52	100.00	56.00	0.00	14.61	23.81	66.67	0.00	3.45	65.00
79	Ministry of Statistics and Programme Implementation	77.27	94.12		36.00	0.00	9.76	50.00	100.00	72.31	0.71	23.91
80	Department of Pharmaceutical	62.22	0.00	100.00	14.00	0.00	4.84	36.00	60.00	1.69	1.97	43.33
81	Ministry of Food Processing Industries	69.33	0.00		10.00	0.00	5.26	25.00		50.00	1.76	24.24
82	Department of Defence Research and Development	46.60	43.75	40.00	35.00	0.00	33.33	30.56	83.33	1.72	0.50	4.31
83	Department of Fertilizers	33.33	1.27	50.00	28.00	0.00	20.00	20.00	33.33	22.92	1.14	30.95
84	Department of Space	37.50	68.75	80.00	41.00	0.00	18.39	67.86	50.00	26.09	1.64	42.86
85	Department of Public Enterprises	92.31	0.00	100.00	5.00	0.00	0.00	66.67	100.00	0.00	2.75	18.75
86	Department of Chemicals and Petrochemicals	77.19	0.00		13.00	0.00	14.58	12.50	100.00	0.00	2.69	25.00

#	Ministry / Department	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
87	Department of Official Language	35.62	21.43		44.00	0.00	2.08	71.43	100.00	56.25	2.46	38.46
88	Ministry of Earth Sciences	70.13	46.88	50.00	32.00	0.00	30.30	18.18	33.33	10.00	0.83	13.89
89	Department of Bio Technology	59.02	62.50	100.00	35.00	0.00	25.00	40.00	100.00	0.00	0.24	7.44
90	Ministry of Development of North Eastern Region	29.41			2.00	0.00	0.00		0.00	0.00	0.56	7.41

Legends for Colour Code:

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 30			5 - 10	
	25-50			30 - 45			10 - 15	
	<25			> 45			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							



Department of Administrative Reforms and Public Grievances

Government of India

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