



CPGRAMS

Monthly Report – Central Ministries/Departments

November 2023

[Report Number 19]

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1. Key Highlights

1. General

- From 1st to 7th November, a **mega campaign** was launched by Common Service Centres to increase the outreach of CPGRAMS through CSCs
- Meeting with Grievance Redressal Officers of all the Central Ministries/Departments was held on 8th November, 2023, to review the pendency and disposal of public grievances on CPGRAMS
- In November 2023, the Central Secretariat recorded **lowest ever pendency in appeals**
- **Pendency in grievances has increased** in the Central Secretariat to **63111 grievances**, out of which 69.70% of the grievances are pending for less than 30 days
- In November 2023, for the **16th 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 November, 2023 is **19 Days**
- In November, 2023, the BSNL Feedback Call Centre collected **85019 feedbacks**. Out of the total feedbacks collected, **~43%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **51926 feedbacks (61%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre

2. PG Cases

- In November 2023, **108782 PG cases were received** on the CPGRAMS portal, **103725 PG cases were redressed** and there exists a **pendency of 63111 PG cases**, as of 30th November, 2023
- The pendency in the Central Secretariat has **increased** from **57211 PG cases at the end of October, 2023** to **63111 PG cases at the end of November, 2023**
- 32% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Ministry of Labour and Employment [12775 grievances], Department of Financial Services (Banking Division) [12543 grievances], and Department of Agriculture and Farmers Welfare [9670 grievances], have received the maximum number of grievances in November, 2023

- **15 Ministries/Departments** have more than **1000 pending grievances** as on 30th November, 2023
- Central Board of Direct Taxes (Income Tax) [6404 grievances] and Department of Financial Services (Banking Division) [1371 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

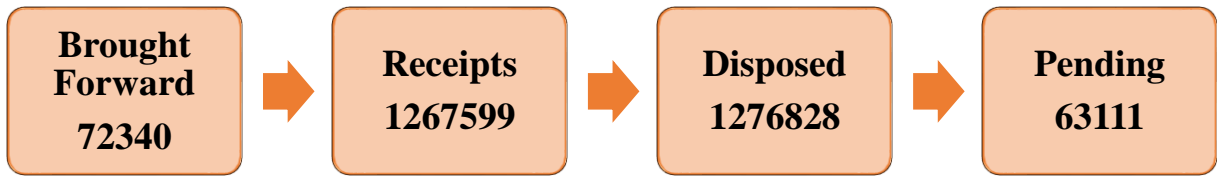
- In November, 2023, **18006 appeals were received** and **18239 appeals were disposed**
- The Central Secretariat has a pendency of **19890 PG Appeals** at the end of November, 2023. The pendency of appeals in the Central Secretariat has **decreased** from 20123 appeals at the end of October, 2023 to 19890 appeals at the end of November, 2023
- Ministry of Corporate Affairs [2586], Central Board of Direct Taxes (Income Tax) [2095], and Department of Financial Services (Banking Division) [2083] have the maximum pendency of appeals as on 30th November, 2023

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

- **Department of Telecommunications, Department of Revenue and Ministry of Home Affairs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for November, 2023
- **Ministry of Drinking Water and Sanitation, Department of Legal Affairs and Department of Investment & Public Asset Management** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for November, 2023

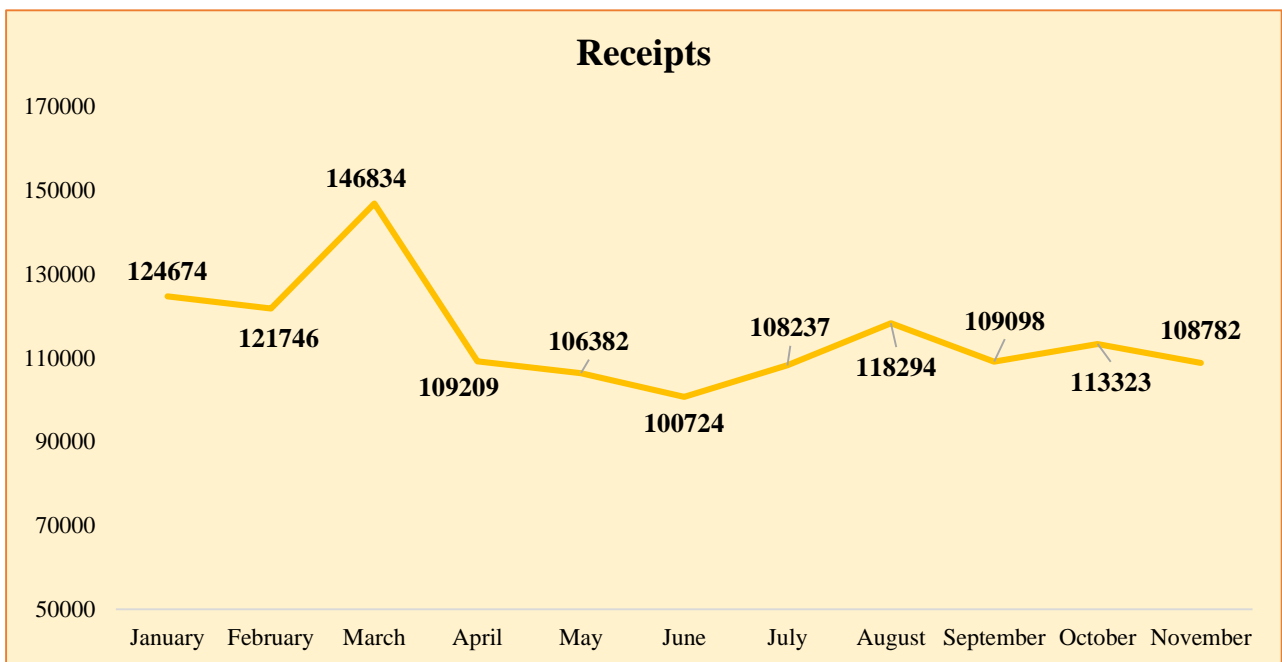
2. Review of Status of Grievances

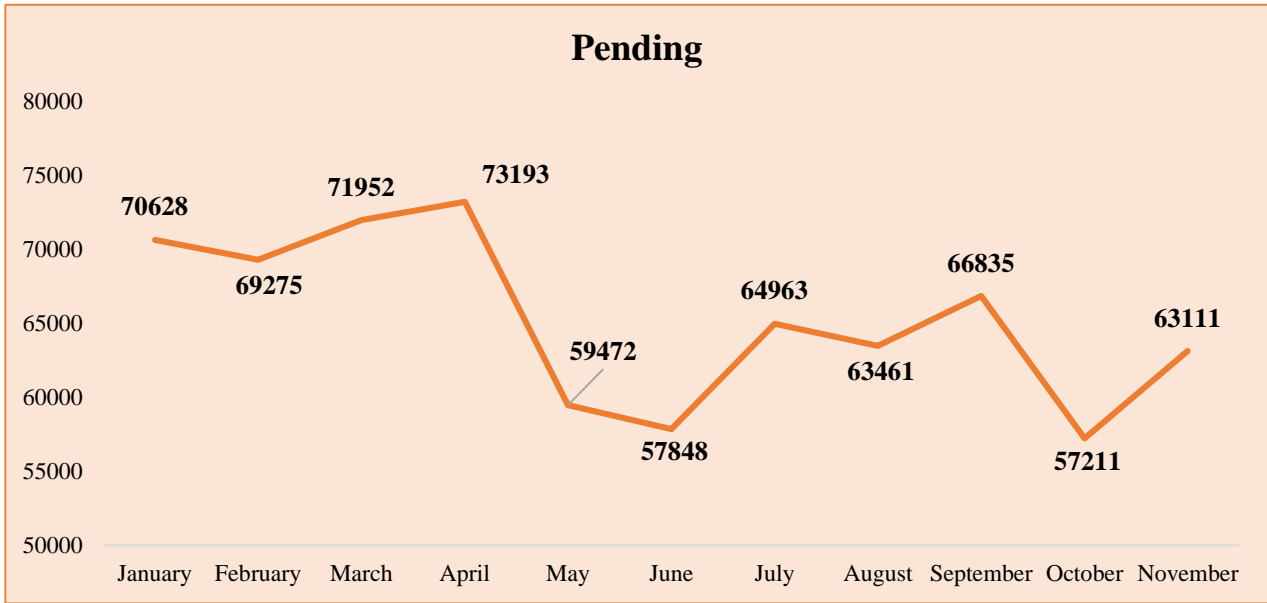
2.1. Overview



(Time Period: 01/01/2023 to 30/11/2023)

2.2. Month-wise Status of Grievances

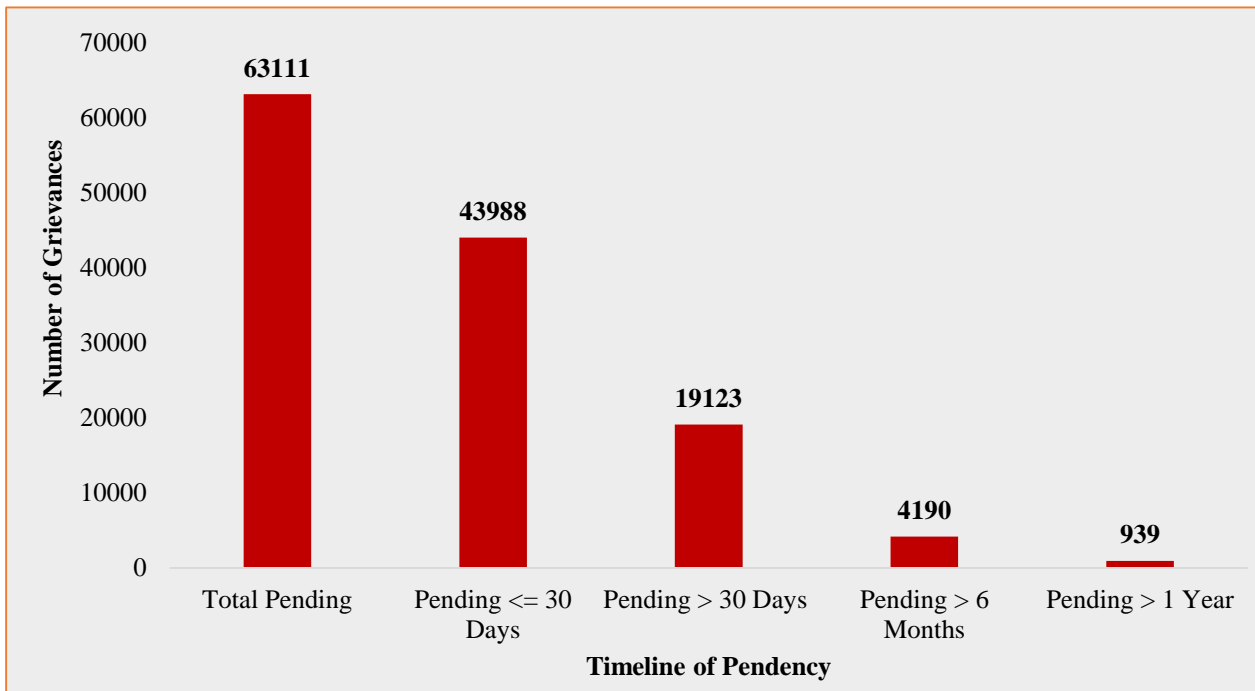




Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

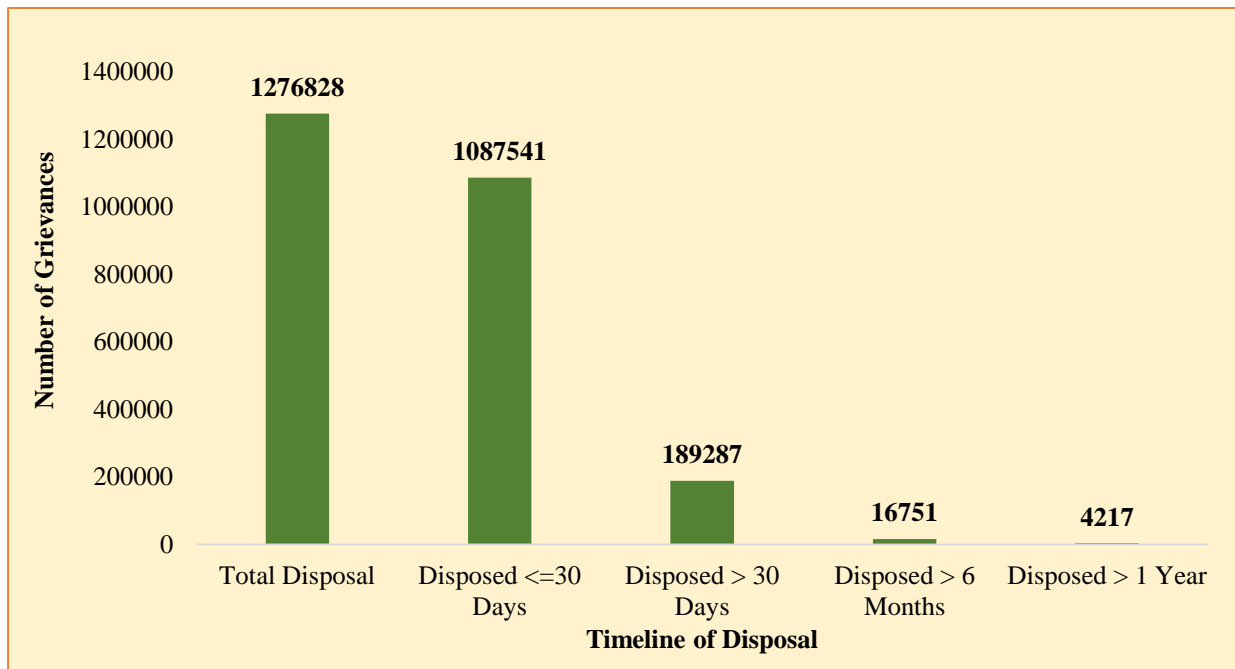
3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [6404 grievances], which contributes to ~33% of the total pendency in the Central Secretariat for more than 30 days [19123 grievances]
- **40 Ministries/Departments** do not have any grievances pending for more than 6 months

3.2. Disposal

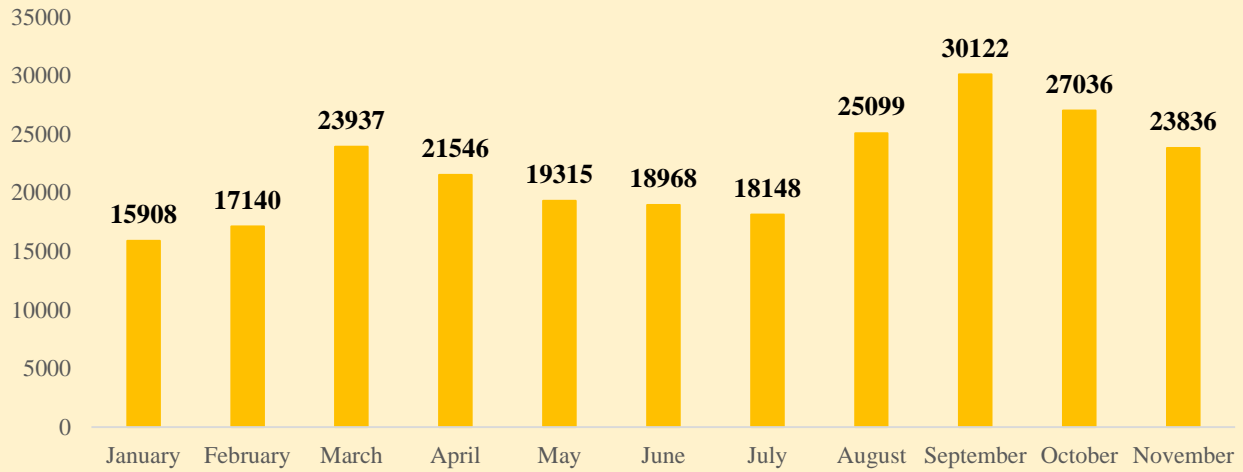


(Time Period: 01/01/2023 to 30/11/2023)

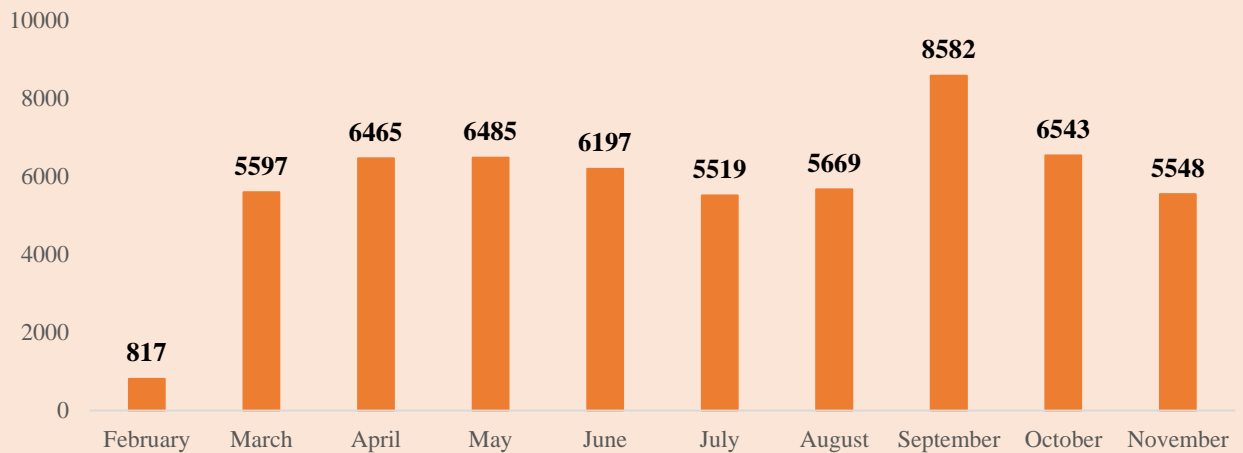
- **Ministry of Labour and Employment** has disposed the maximum number of grievances within 30 days' time period [145763 grievances] which is 98% of their total disposal [149358 grievances]
- **88 Ministries/Departments** have disposed more than 50% of their grievances within 30 days' time period

4. Progress in the Year 2023

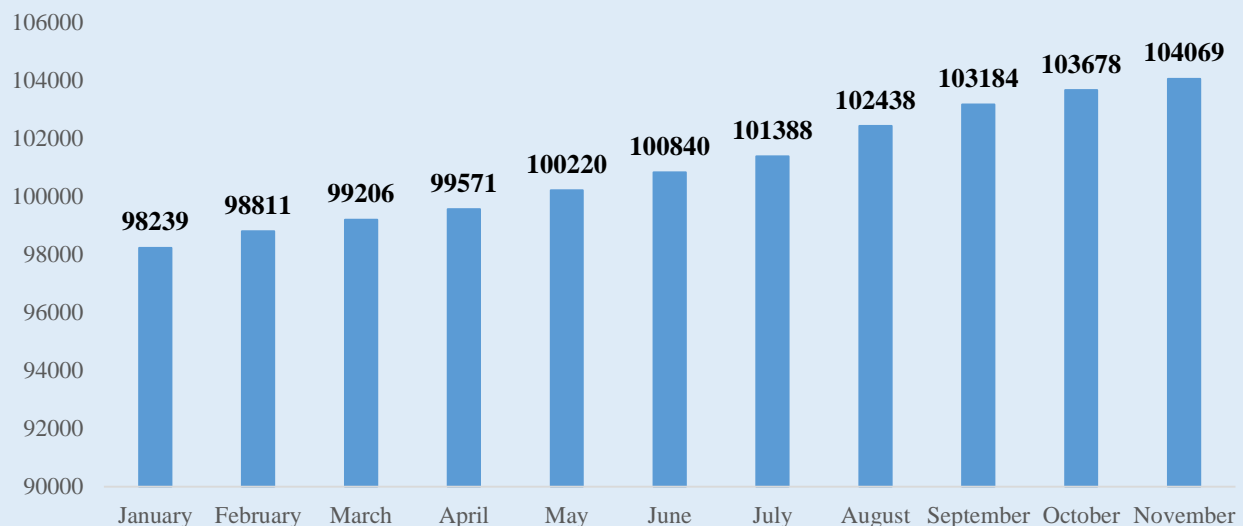
User Registration on CPGRAMS Portal in the year 2023



Citizen Registration on CPGRAMS Portal through PMOPG Interface



Grievance Redressal Officers on CPGRAMS Portal



5. Grievance Redressal Assessment and Index – November, 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: 5 indicators
- Feedback: 2 indicators
- Domain: 2 indicators
- Organisational Commitment: 2 indicators

The data used in preparing the GRAI has been taken from **1st November, 2023 to 30th November, 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 |
| 2 | Feedback | 0.30 | 6 | % of Appeals Filed | Negative | 0.50 |

| # | Dimensions | Weights | # | Indicators | Orientation of Indicator* | Weights |
|---|---------------------------|---------|----|--|---------------------------|---------|
| | | | 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 Telecommunications | 5464 | 0.403 | 0.154 | 0.12 | 0.052 | 0.730 | 1 |
| 2 | Department of Revenue | 712 | 0.346 | 0.178 | 0.124 | 0.049 | 0.697 | 2 |
| 3 | Ministry of Home Affairs | 4646 | 0.314 | 0.172 | 0.138 | 0.071 | 0.694 | 3 |
| 4 | Department of Agriculture and Farmers Welfare | 9669 | 0.306 | 0.222 | 0.119 | 0.048 | 0.694 | 4 |
| 5 | Department of Posts | 5368 | 0.352 | 0.153 | 0.101 | 0.081 | 0.687 | 5 |
| 6 | Ministry of Labour and Employment | 12775 | 0.346 | 0.148 | 0.106 | 0.077 | 0.676 | 6 |
| 7 | Department of Food and Public Distribution | 572 | 0.371 | 0.159 | 0.074 | 0.068 | 0.672 | 7 |
| 8 | Unique Identification Authority of India | 1336 | 0.321 | 0.154 | 0.089 | 0.092 | 0.656 | 8 |
| 9 | Ministry of Panchayati Raj | 647 | 0.329 | 0.162 | 0.114 | 0.036 | 0.641 | 9 |
| 10 | Ministry of Housing and Urban Affairs | 3062 | 0.323 | 0.168 | 0.112 | 0.038 | 0.641 | 10 |
| 11 | Ministry of Cooperation | 533 | 0.401 | 0.063 | 0.099 | 0.075 | 0.637 | 11 |
| 12 | Department of Personnel and Training | 1626 | 0.294 | 0.166 | 0.102 | 0.068 | 0.631 | 12 |
| 13 | Department of Defence | 1313 | 0.287 | 0.201 | 0.093 | 0.033 | 0.614 | 13 |
| 14 | Department of Social Justice and Empowerment | 637 | 0.272 | 0.181 | 0.1 | 0.056 | 0.609 | 14 |

| # | Ministry / Department | Total Grievances | Dimension-wise Score | | | | GRAI Score | GRAI Rank |
|----|---|------------------|----------------------|----------|--------|-----------------|------------|-----------|
| | | | Efficiency | Feedback | Domain | Org. Commitment | | |
| 15 | Ministry of Road Transport and Highways | 1814 | 0.283 | 0.147 | 0.108 | 0.065 | 0.603 | 15 |
| 16 | Department of Financial Services (Insurance Division) | 1919 | 0.34 | 0.093 | 0.117 | 0.049 | 0.599 | 16 |
| 17 | Ministry of Electronics & Information Technology | 630 | 0.256 | 0.178 | 0.107 | 0.051 | 0.592 | 17 |
| 18 | Ministry of Corporate Affairs | 1892 | 0.279 | 0.115 | 0.12 | 0.072 | 0.586 | 18 |
| 19 | Ministry of External Affairs | 1913 | 0.269 | 0.166 | 0.106 | 0.044 | 0.584 | 19 |
| 20 | Ministry of Women and Child Development | 715 | 0.254 | 0.132 | 0.112 | 0.077 | 0.575 | 20 |
| 21 | Central Board of Indirect Taxes and Customs | 981 | 0.282 | 0.11 | 0.137 | 0.039 | 0.567 | 21 |
| 22 | Department of Health & Family Welfare | 3227 | 0.226 | 0.2 | 0.101 | 0.049 | 0.565 | 22 |
| 23 | Ministry of Railways (Railway Board) | 4852 | 0.283 | 0.108 | 0.104 | 0.064 | 0.559 | 23 |
| 24 | Department of Financial Services (Banking Division) | 12542 | 0.264 | 0.14 | 0.091 | 0.046 | 0.541 | 24 |
| 25 | Department of Consumer Affairs | 1523 | 0.214 | 0.135 | 0.118 | 0.062 | 0.529 | 25 |
| 26 | Department of Higher Education | 1436 | 0.253 | 0.123 | 0.09 | 0.057 | 0.524 | 26 |
| 27 | Department of Ex Servicemen Welfare | 2907 | 0.226 | 0.161 | 0.083 | 0.04 | 0.510 | 27 |
| 28 | Department of School Education and Literacy | 1053 | 0.203 | 0.157 | 0.075 | 0.063 | 0.499 | 28 |
| 29 | Ministry of Petroleum and Natural Gas | 1445 | 0.151 | 0.189 | 0.08 | 0.059 | 0.479 | 29 |
| 30 | Ministry of Civil Aviation | 616 | 0.243 | 0.082 | 0.099 | 0.052 | 0.476 | 30 |
| 31 | Central Board of Direct Taxes (Income Tax) | 6004 | 0.119 | 0.181 | 0.112 | 0.05 | 0.462 | 31 |
| 32 | Department of Rural Development | 2683 | 0.143 | 0.172 | 0.111 | 0.03 | 0.457 | 32 |
| 33 | Department of Defence Finance | 1255 | 0.194 | 0.092 | 0.085 | 0.04 | 0.411 | 33 |
| 34 | Department of Justice | 992 | 0.085 | 0.181 | 0.042 | 0.061 | 0.368 | 34 |

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 | 377 | 0.44 | 0.25 | 0.149 | 0.031 | 0.870 | 1 |
| 2 | Department of Legal Affairs | 354 | 0.448 | 0.192 | 0.147 | 0.078 | 0.865 | 2 |
| 3 | Department of Investment & Public Asset Management | 72 | 0.36 | 0.3 | 0.108 | 0.085 | 0.853 | 3 |
| 4 | Ministry of Parliamentary Affairs | 201 | 0.42 | 0.2 | 0.15 | 0.077 | 0.847 | 4 |
| 5 | NITI Aayog | 193 | 0.431 | 0.214 | 0.15 | 0.033 | 0.828 | 5 |
| 6 | Department of Land Resources | 301 | 0.43 | 0.161 | 0.15 | 0.058 | 0.798 | 6 |
| 7 | Ministry of Ayush | 152 | 0.413 | 0.169 | 0.147 | 0.054 | 0.783 | 7 |
| 8 | Department of Financial Services (Pension Reforms) | 234 | 0.338 | 0.227 | 0.104 | 0.077 | 0.746 | 8 |
| 9 | Ministry of Development of North Eastern Region | 22 | 0.356 | 0.19 | 0.15 | 0.032 | 0.727 | 9 |
| 10 | Department of Public Enterprises | 58 | 0.376 | 0.15 | 0.15 | 0.039 | 0.715 | 10 |
| 11 | Ministry of Coal | 241 | 0.323 | 0.194 | 0.148 | 0.044 | 0.709 | 11 |
| 12 | Department of Empowerment of Persons with Disabilities | 241 | 0.368 | 0.132 | 0.128 | 0.07 | 0.699 | 12 |
| 13 | Department of Pharmaceuticals | 102 | 0.258 | 0.27 | 0.095 | 0.068 | 0.692 | 13 |
| 14 | Ministry of Shipping | 309 | 0.342 | 0.174 | 0.097 | 0.054 | 0.667 | 14 |
| 15 | Ministry of Mines | 73 | 0.279 | 0.173 | 0.145 | 0.055 | 0.651 | 15 |
| 16 | Ministry of Water Resources, River Development & Ganga Rejuvenation | 169 | 0.288 | 0.172 | 0.134 | 0.052 | 0.646 | 16 |
| 17 | O/o the Comptroller & Auditor General of India | 366 | 0.259 | 0.177 | 0.111 | 0.076 | 0.622 | 17 |
| 18 | Department of Youth Affairs | 42 | 0.201 | 0.183 | 0.15 | 0.079 | 0.613 | 18 |

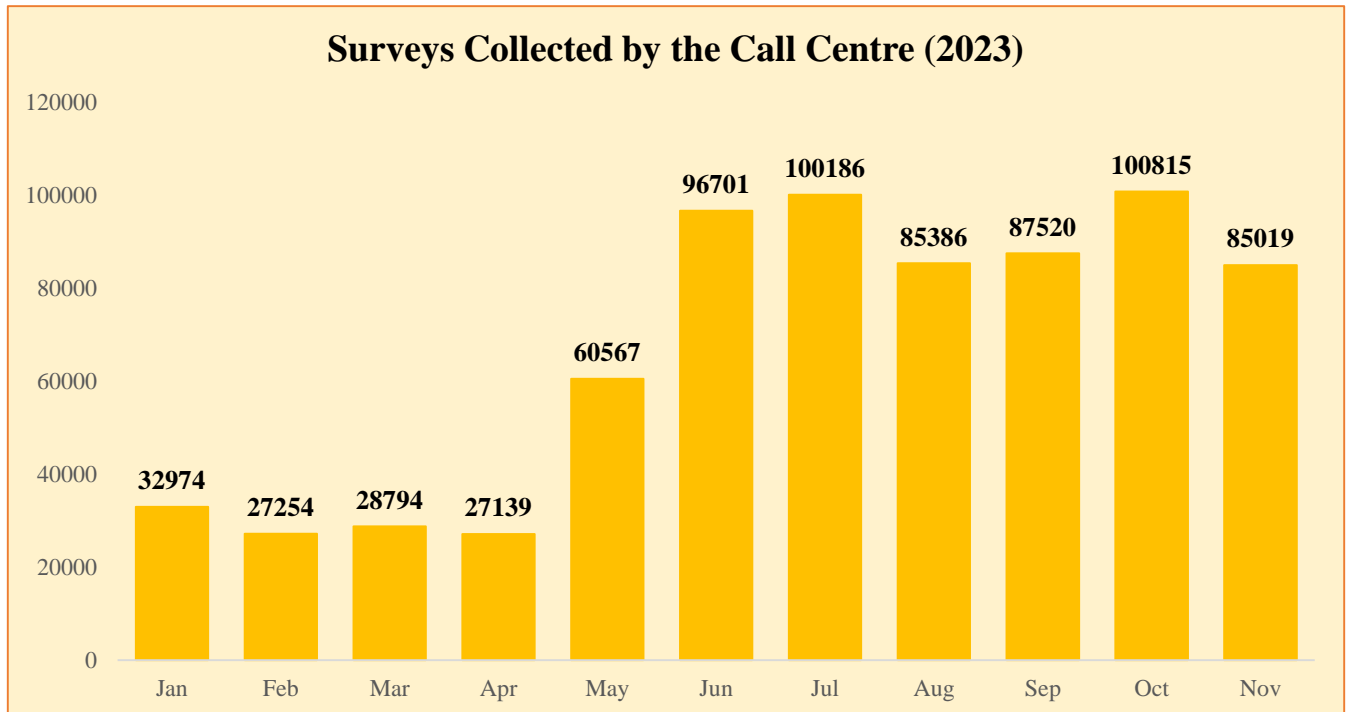
| # | Ministry / Department | Total Grievances | Dimension-wise Score | | | | GRAI Score | GRAI Rank |
|----|--|------------------|----------------------|----------|--------|-----------------|------------|-----------|
| | | | Efficiency | Feedback | Domain | Org. Commitment | | |
| 19 | Ministry of Minority Affairs | 203 | 0.269 | 0.143 | 0.137 | 0.059 | 0.609 | 19 |
| 20 | Department of Space | 40 | 0.235 | 0.17 | 0.133 | 0.065 | 0.602 | 20 |
| 21 | Ministry of Tourism | 204 | 0.284 | 0.141 | 0.122 | 0.053 | 0.601 | 21 |
| 22 | Department of Chemicals and Petrochemicals | 45 | 0.298 | 0.141 | 0.105 | 0.045 | 0.589 | 22 |
| 23 | Ministry of Earth Sciences | 29 | 0.299 | 0.149 | 0.097 | 0.041 | 0.586 | 23 |
| 24 | Ministry of Environment, Forest and Climate Change | 494 | 0.255 | 0.155 | 0.112 | 0.062 | 0.583 | 24 |
| 25 | Department of Expenditure | 129 | 0.209 | 0.177 | 0.129 | 0.064 | 0.578 | 25 |
| 26 | Ministry of Micro Small and Medium Enterprises | 193 | 0.267 | 0.161 | 0.104 | 0.045 | 0.577 | 26 |
| 27 | Ministry of New and Renewable Energy | 58 | 0.263 | 0.117 | 0.15 | 0.042 | 0.573 | 27 |
| 28 | Ministry of Tribal Affairs | 139 | 0.235 | 0.138 | 0.149 | 0.048 | 0.571 | 28 |
| 29 | Legislative Department | 118 | 0.185 | 0.154 | 0.15 | 0.081 | 0.569 | 29 |
| 30 | Ministry of Skill Development and Entrepreneurship | 177 | 0.243 | 0.115 | 0.144 | 0.067 | 0.569 | 30 |
| 31 | Department of Sports | 103 | 0.327 | 0.044 | 0.145 | 0.053 | 0.568 | 31 |
| 32 | Department of Fisheries | 38 | 0.212 | 0.187 | 0.127 | 0.04 | 0.566 | 32 |
| 33 | Department of Science and Technology | 98 | 0.213 | 0.139 | 0.148 | 0.052 | 0.551 | 33 |
| 34 | Ministry of Food Processing Industries | 52 | 0.245 | 0.156 | 0.09 | 0.056 | 0.548 | 34 |
| 35 | Department of Commerce | 414 | 0.259 | 0.158 | 0.088 | 0.039 | 0.543 | 35 |
| 36 | Department of Bio Technology | 16 | 0.238 | 0.1 | 0.15 | 0.033 | 0.521 | 36 |
| 37 | Department of Agriculture Research and Education | 124 | 0.188 | 0.173 | 0.119 | 0.04 | 0.520 | 37 |
| 38 | Department of Animal Husbandry, Dairying | 156 | 0.209 | 0.215 | 0.064 | 0.03 | 0.518 | 38 |

| # | Ministry / Department | Total Grievances | Dimension-wise Score | | | | GRAI Score | GRAI Rank |
|----|---|------------------|----------------------|----------|--------|-----------------|------------|-----------|
| | | | Efficiency | Feedback | Domain | Org. Commitment | | |
| 39 | Ministry of Information and Broadcasting | 328 | 0.219 | 0.141 | 0.107 | 0.051 | 0.518 | 39 |
| 40 | Ministry of Power | 310 | 0.223 | 0.126 | 0.127 | 0.04 | 0.516 | 40 |
| 41 | Department of Atomic Energy | 96 | 0.2 | 0.115 | 0.103 | 0.084 | 0.503 | 41 |
| 42 | Department of Scientific & Industrial Research | 62 | 0.162 | 0.139 | 0.147 | 0.049 | 0.497 | 42 |
| 43 | Department of Economic Affairs ACC Division | 330 | 0.143 | 0.204 | 0.108 | 0.04 | 0.494 | 43 |
| 44 | Department of Health Research | 100 | 0.181 | 0.225 | 0.049 | 0.031 | 0.486 | 44 |
| 45 | Department of Defence Research and Development | 51 | 0.227 | 0.115 | 0.101 | 0.031 | 0.474 | 45 |
| 46 | Staff Selection Commission | 376 | 0.104 | 0.169 | 0.094 | 0.089 | 0.455 | 46 |
| 47 | Ministry of Culture | 242 | 0.158 | 0.11 | 0.119 | 0.065 | 0.452 | 47 |
| 48 | Ministry of Steel | 95 | 0.266 | 0.071 | 0.059 | 0.052 | 0.448 | 48 |
| 49 | Department of Heavy Industry | 91 | 0.217 | 0.106 | 0.074 | 0.05 | 0.447 | 49 |
| 50 | Department for Promotion of Industry and Internal Trade | 189 | 0.166 | 0.138 | 0.094 | 0.044 | 0.443 | 50 |
| 51 | Department of Official Language | 19 | 0.119 | 0.166 | 0.086 | 0.057 | 0.427 | 51 |
| 52 | Department of Military Affairs | 318 | 0.213 | 0.071 | 0.097 | 0.044 | 0.426 | 52 |
| 53 | Department of Defence Production | 223 | 0.177 | 0.113 | 0.081 | 0.05 | 0.421 | 53 |
| 54 | Department of Fertilizers | 55 | 0.124 | 0.152 | 0.051 | 0.053 | 0.380 | 54 |
| 55 | Ministry of Statistics and Programme Implementation | 39 | 0.183 | 0.051 | 0.088 | 0.046 | 0.367 | 55 |
| 56 | Ministry of Textiles | 57 | 0.103 | 0.136 | 0.06 | 0.041 | 0.340 | 56 |

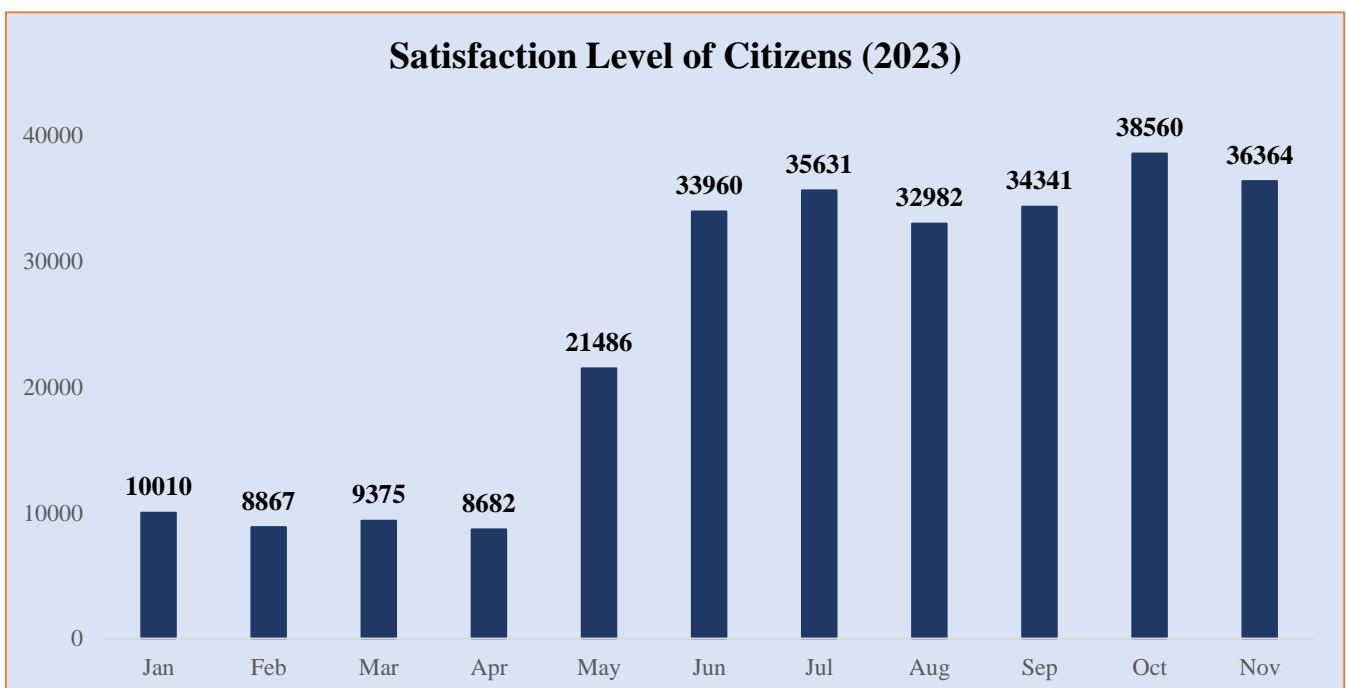
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

6. BSNL – Feedback Call Centre

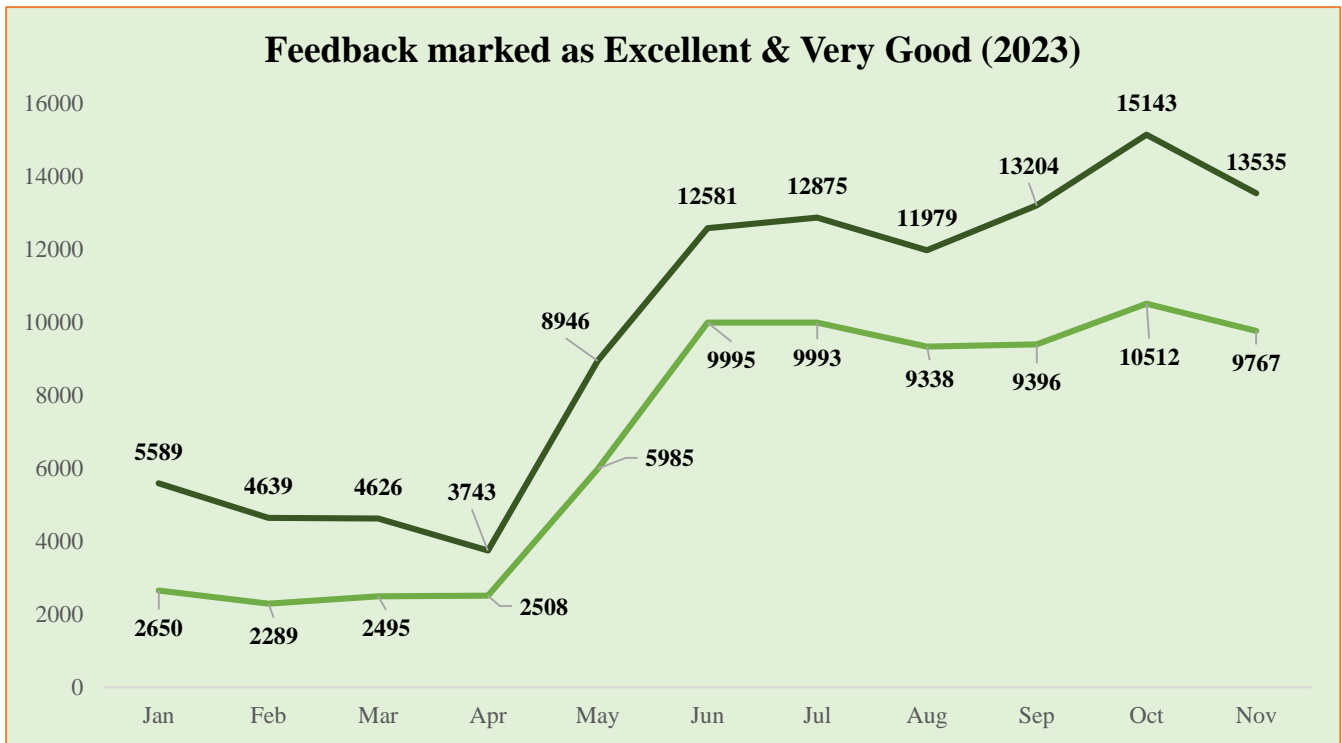
- From 1st January to 30th November, 2023, the BSNL Feedback Call Centre has collected **732355** feedbacks, directly from the citizens



- A total of **270258** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1st January to 30th November, 2023)

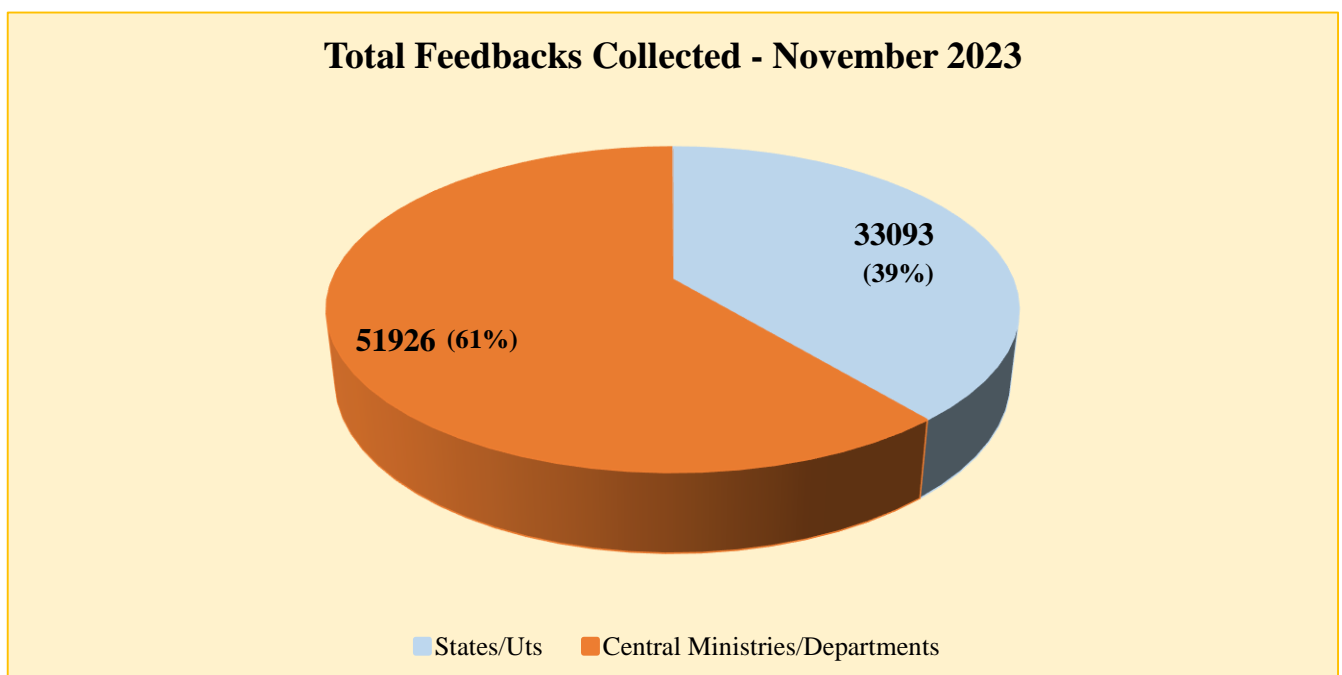


- A total of **181788** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1st January to 30th November, 2023)

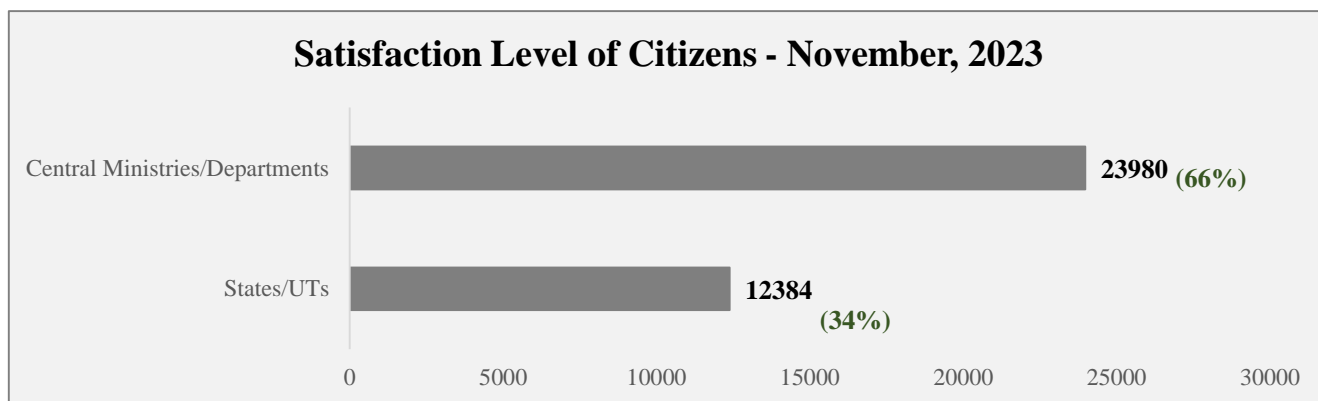


| Month | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov |
|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Excellent | 17% | 17% | 16% | 14% | 15% | 13% | 13% | 14% | 15% | 15% | 16% |
| Very Good | 8% | 8% | 9% | 9% | 10% | 10% | 10% | 11% |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

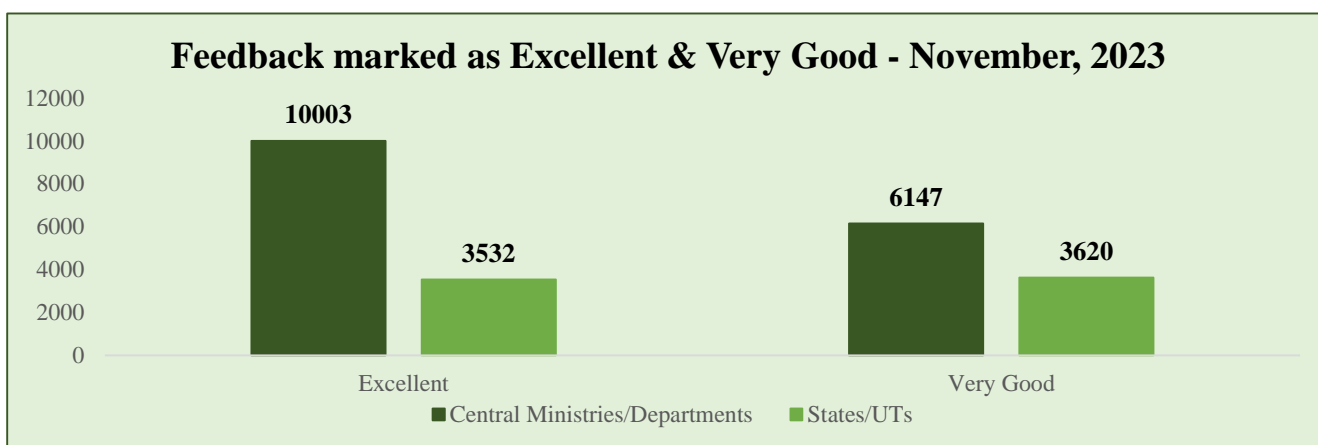
- From 1st November, 2023 to 30th November, 2023, the BSNL Feedback Call Centre has collected **85019** feedbacks, directly from the citizens



- A total of **36364 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of November, 2023



- A total of **23302 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of November, 2023

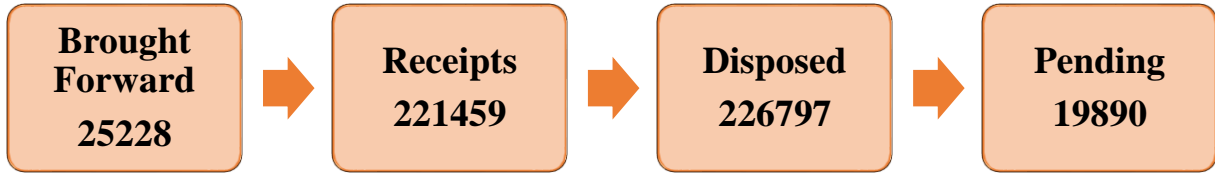


- Ministries/Departments for which more than 1000 feedbacks were collected by the Call Centre in November, 2023

| S. No. | Name of Ministry/Department | Total Feedbacks | Satisfied % | Partial Satisfied % | Not Satisfied % |
|--------|---|-----------------|-------------|---------------------|-----------------|
| 1 | Ministry of Labour and Employment | 7811 | 52% | 5% | 43% |
| 2 | Department of Financial Services (Banking Division) | 6097 | 44% | 4% | 52% |
| 3 | Department of Telecommunications | 3530 | 51% | 3% | 46% |
| 4 | Central Board of Direct Taxes (Income Tax) | 3384 | 59% | 4% | 37% |
| 5 | Ministry of Railways (Railway Board) | 3286 | 36% | 4% | 60% |
| 7 | Department of Posts | 2678 | 53% | 2% | 44% |
| 8 | Department of Defence Finance | 2396 | 53% | 4% | 43% |
| 9 | Department of Ex Servicemen Welfare | 1975 | 49% | 4% | 46% |
| 10 | Department of Health & Family Welfare | 1441 | 51% | 2% | 47% |
| 11 | Ministry of Home Affairs | 1418 | 39% | 4% | 58% |
| 12 | Department of Financial Services (Insurance Division) | 1119 | 33% | 3% | 64% |
| 13 | East Asia Division Ministry of External Affairs | 1067 | 54% | 3% | 43% |

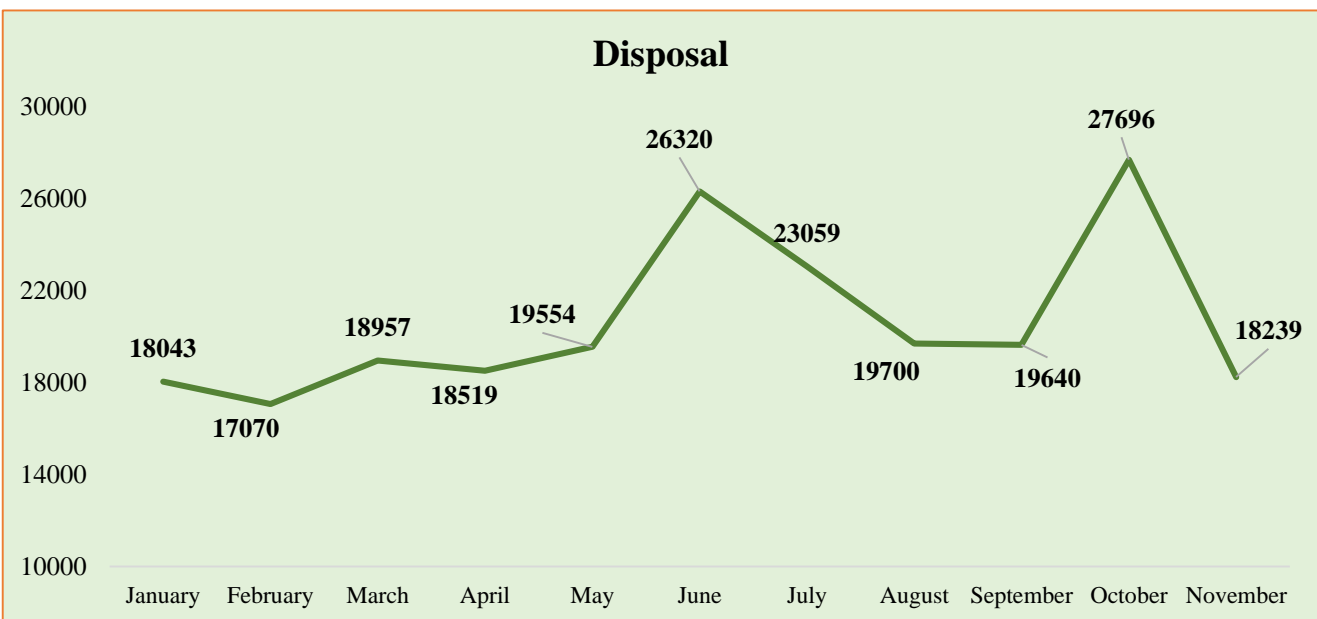
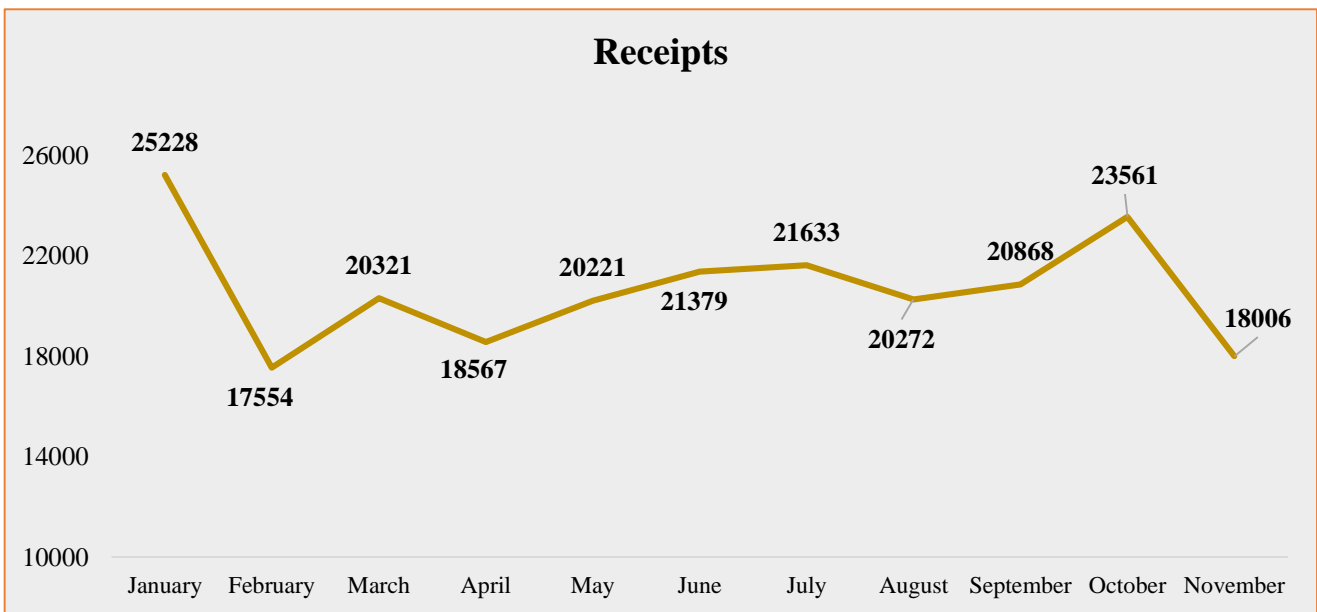
7. Review of Status of Appeals on CPGRAMS

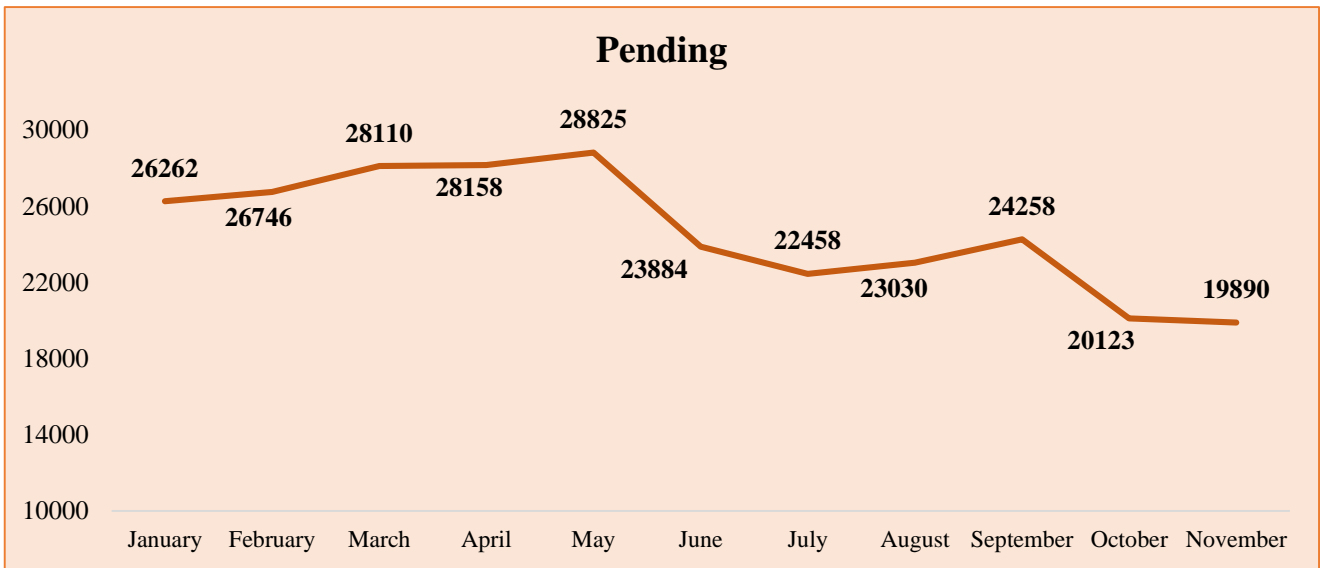
7.1. Overview



(Time Period: 01/01/2023 to 30/11/2023)

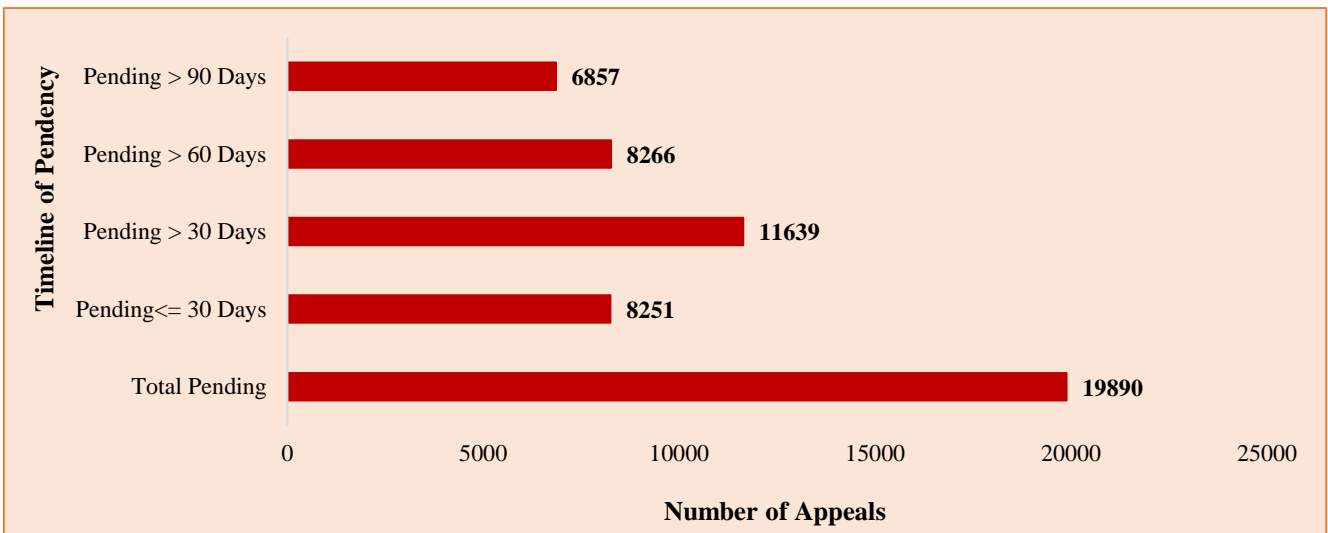
7.2. Month-wise Status of Appeals



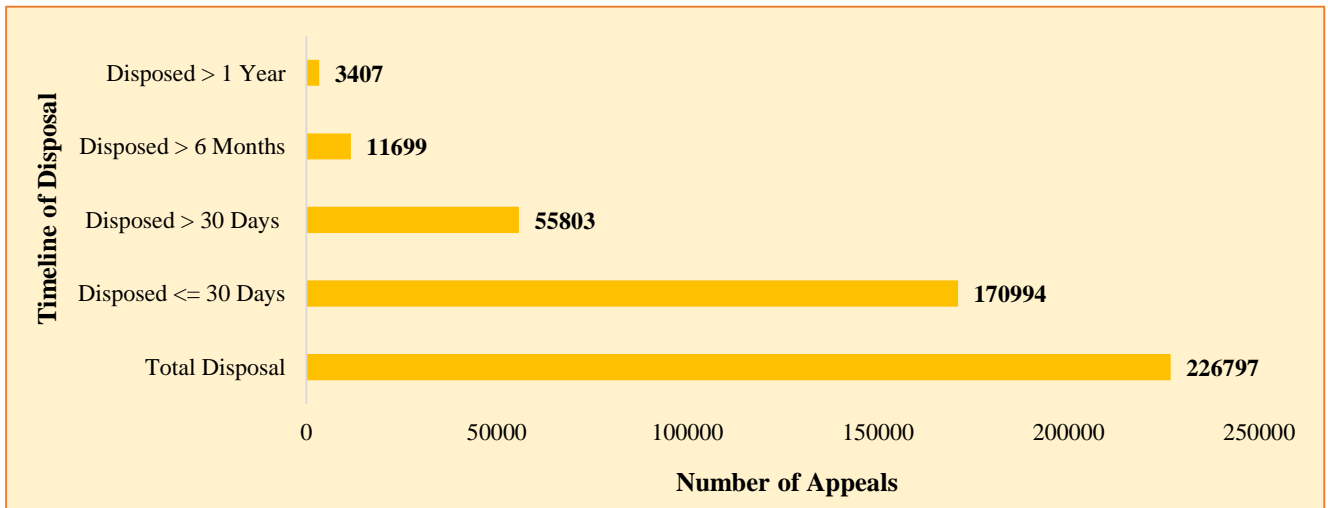


7.3. Age-wise Status of Appeals

7.3.1. Pendency



7.3.2. Disposal

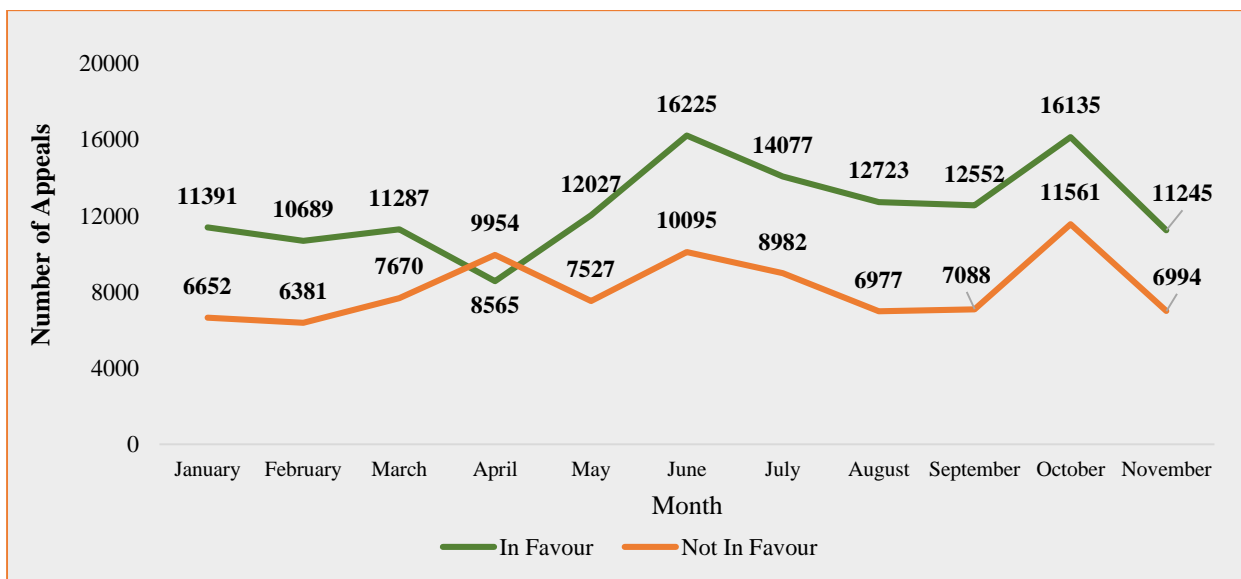


7.4. Average Closing Time of Appeals

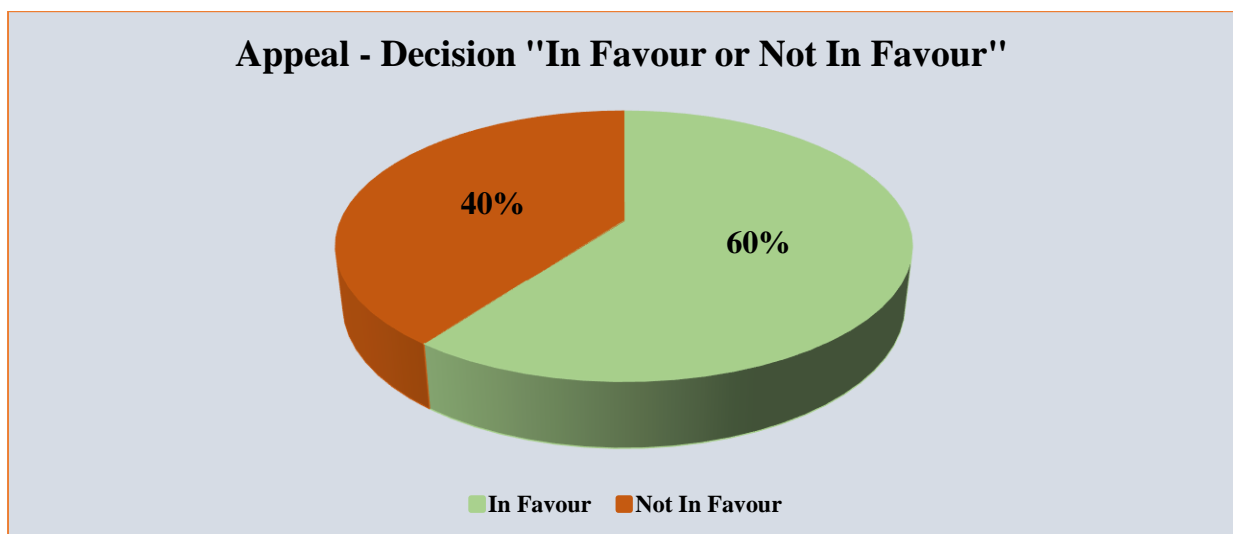
- The Average Closing Time of Appeals in the Central Ministries/Departments is **39 days** from 1st January to 30th November, 2023
- 51 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

7.5. Decision – Appeals

- A total of **226797 disposals** have been done in the year 2023 (1st January to 30th November, 2023), out of which **60.37%** of the disposals made are **“In Favour”** of the citizen



- From 1st January to 30th November, 2023, a total of 136916 disposals have been done in **“In Favour”** and 89881 disposals are made **“Not in Favour”** of the citizens



7.6. 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 | 38459 | 37244 | 2083 |
| 2 | Ministry of Labour and Employment | Shri Nagesh Kumar Singh | DDG | 34436 | 35458 | 761 |
| 3 | Ministry of Railways (Railway Board) | Shri Ravinder Goyal | Additional Member Commercial | 14728 | 14852 | 725 |
| 4 | Department of Posts | Shri Shalendra Dwivedi | DDG PG QA and I | 13489 | 13664 | 422 |
| 5 | Department of Telecommunications | Ms. Rekha Singh | Sr Deputy Director General - Public Grievances | 13437 | 13286 | 192 |
| 6 | Central Board of Direct Taxes (Income Tax) | Smt. Archana Choudhary | Principal Director General of Income Tax Administration and TPS | 10608 | 11515 | 2095 |
| 7 | Ministry of Cooperation | Shri Vijay Kumar | Additional Secretary | 8579 | 8814 | 28 |
| 8 | Department of Financial Services (Insurance Division) | Shri Abhijit Phukon | Economic Advisor | 5659 | 5697 | 171 |
| 9 | Department of Ex Servicemen Welfare | Shri Pudi Hari Prasad | Joint Secretary (ESW) | 5454 | 5492 | 16 |
| 10 | Ministry of Housing and Urban Affairs | Shri Dinesh Kapila | EA | 4881 | 5215 | 437 |
| 11 | Ministry of Home Affairs | Shri S. G. Roy | Jt. Secretary CIC | 4681 | 4807 | 707 |
| 12 | Department of Health & Family Welfare | Shri Elangbam Robert Singh | Joint Secretary | 3741 | 4481 | 760 |
| 13 | Department of Rural Development | Ms. Kalyani Mishra | Economic Advisor | 4501 | 4422 | 694 |
| 14 | Department of Higher Education | Shri Mrutyunjay Behera | Economic Adviser | 3431 | 4076 | 214 |
| 15 | Department of Personnel and Training | Shri S D Sharma | Joint Secretary | 2684 | 3571 | 142 |

(Time Period: 01/01/2023 to 30/11/2023)

8. Outreach through Common Service Centres



(Time Period: 01/11/2023 to 30/11/2023)

- A total of **12090 grievances** have been registered through the Common Service Centres in the month of November, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 4518 grievances in the month of November, 2023, followed by the Department of Telecommunications at the 2nd place, with the number standing at 2303 registrations

| S. No. | Name of Ministry/Department/State/UT | Receipts | Disposed | Pending |
|--------|---|----------|----------|---------|
| 1 | Department of Agriculture and Farmers Welfare | 4518 | 959 | 3559 |
| 2 | Department of Telecommunications | 2303 | 2264 | 39 |
| 3 | Department of Financial Services (Banking Division) | 1093 | 806 | 287 |
| 4 | Department of Health & Family Welfare | 533 | 440 | 93 |
| 5 | Ministry of Labour and Employment | 431 | 355 | 76 |
| 6 | Government of Uttar Pradesh | 380 | 158 | 222 |
| 7 | Department of Posts | 323 | 279 | 44 |
| 8 | Ministry of Housing and Urban Affairs | 323 | 91 | 232 |
| 9 | Unique Identification Authority of India | 199 | 158 | 41 |
| 10 | Department of Rural Development | 195 | 175 | 20 |

- 46.72% of grievances received by Department of Agriculture and Farmers Welfare in the month of November, 2023 have been filed through CSCs i.e., 4518 grievances out of 9670 receipts have been registered through CSCs
- Out of the total grievances registered through CSCs, 4437 grievances pertain to the category “PMKISAN related issues” followed by “Mobile Related” for which 1781 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 2524 grievances, followed by 1093 grievances for “non-receipt of PMKISAN Instalments” and 542 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 | Uttar Pradesh | 2611 | PMKISAN related issues | 802 |
| 2 | Jharkhand | 1791 | PMKISAN related issues | 919 |
| 3 | Chhattisgarh | 1658 | Mobile Related | 524 |
| 4 | Odisha | 1177 | PMKISAN related issues | 1018 |
| 5 | Punjab | 835 | PMKISAN related issues | 440 |
| 6 | Maharashtra | 643 | PMKISAN related issues | 468 |
| 7 | Assam | 577 | PMAY - URBAN/ Housing For All (HFA) Division | 258 |
| 8 | Tamil Nadu | 479 | Mobile Related | 64 |
| 9 | West Bengal | 370 | PMKISAN related issues | 78 |
| 10 | Madhya Pradesh | 350 | Mobile Related | 51 |

- With respect to States/UTs, maximum grievances originated out of Uttar Pradesh (2611 registrations) followed by Jharkhand at 2nd place with 1791 grievances registered through CSCs

- With respect to Districts, maximum grievances originated out of Balrampur (CH) (341 registrations) followed by Balod (CH) at 2nd place with 183 grievances registered through CSCs

| S. No. | Name of District | Number of Grievances |
|--------|------------------|----------------------|
| 1 | Balrampur (CH) | 341 |
| 2 | Balod (CH) | 183 |
| 3 | Tarn Taran (PB) | 177 |
| 4 | Garhwa (JH) | 176 |
| 5 | Dumka (JH) | 173 |
| 6 | Hazaribag (JH) | 173 |
| 7 | Majuli (AS) | 148 |
| 8 | Raipur (CH) | 140 |
| 9 | Dhanbad (JH) | 127 |
| 10 | Durg (CH) | 119 |

9. Habitual Complainants

| S. No. | Name of the Complainant | Number of Complaints |
|--------|-------------------------|----------------------|
| 1 | ATIN MAITY | 1978 |
| 2 | Sudipto De | 1270 |
| 3 | mENtor pAWan | 888 |
| 4 | Sai | 635 |
| 5 | Jayesh Kulkarni | 545 |
| 6 | Binda Singh | 319 |
| 7 | Pramod Kumar Agarwal | 308 |
| 8 | Sanjit Kumar Patra | 303 |
| 9 | A G VARMORA | 266 |
| 10 | Meenaben Varmora | 261 |

(Time Period: 01/11/2023 to 06/12/2023)

10. Media Outreach

Ministry of Personnel, Public Grievances & Pensions




18th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of October, 2023

A total of 1,23,491 Grievances Redressed by Central Ministries/Departments in October, 2023

Technology Adoption and Special Campaign 3.0 has resulted in the lowest ever pendency of 0.57 lakh PG cases in Central Secretariat at the end of October, 2023

For the 15th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Justice, Department of Food and Public Distribution and Department of Agriculture and Farmers Welfare topped in Group A category in the rankings released for the month of October, 2023

Ministry of Drinking Water and Sanitation, Department of Legal Affairs and NITI Aayog topped in Group B category in the rankings released for the month of October, 2023

Posted On: 08 NOV 2023 4:48PM by PIB Delhi

Ministry of Agriculture & Farmers Welfare




Performance of Department of Agriculture and Farmers Welfare in the 18th Report on CPGRAMS released by DARPG for the month of October 2023

Posted On: 09 NOV 2023 4:58PM by PIB Delhi

 **DARPG** 
@DARPG_GoI

Secretary Dept of Legal Affairs Shri Niten Chandra met Secretary DARPG Shri V.Srinivas on the use of technology in Effective Redressal of Public Grievances dt 6 November 2023.



 PMO India and 8 others

3:39 PM · Nov 6, 2023 · 604 Views

 **PIB India** 
@PIB_India

18th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of October 2023

A total of 1,23,491 Grievances Redressed by Central Ministries/Departments in October, 2023

Technology Adoption and Special Campaign 3.0 has resulted in the lowest ever pendency of 0.57 lakh PG cases in Central Secretariat at the end of October 2023

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

5:17 PM · Nov 8, 2023 · 7,462 Views

 **PIB in Maharashtra** 
@PIBMumbai

18th Report on Central Ministries/Departments performance on CPGRAMS released by @DARPG_GoI for the month of October,2023

A total of 1,23,491Grievances Redressed by Central Ministries/Departments in October,2023

pib.gov.in/PressReleasePa...

[@MIB_India](#) [@PIB_India](#) [@ddsahyadrinews](#)

5:20 PM · Nov 8, 2023 · 421 Views

Ministry of Labour
@LabourMinistry

Embracing the thrill of victory

Ministry of Labour & Employment stood No.3 In the list of top 10 Ministries/Departments with lowest Average Closing Time of Appeals (10 days) for the period January to October, 2023.

#SuccessStory #progress #KeepGoing #Victory

CPGRAMS
Monthly Report - Central Ministries/Departments
October 2023

Bhupender Yadav and 4 others

12:50 PM · Nov 8, 2023 · 5,268 Views

Ministry of Labour
@LabourMinistry

Disposal of Public Grievance Appeals

Ministry of Labour & Employment stood 2nd amongst Ministries/Departments for Maximum Disposal of Public Grievance Appeals (32,876) for the period January to October, 2023.

#SuccessStory #Progress #KeepGoing #Victory

CPGRAMS
Monthly Report - Central Ministries/Departments
October 2023

Bhupender Yadav and 4 others

12:42 PM · Nov 8, 2023 · 4,680 Views

Agriculture INDIA
@AgriGoI

In the latest #CPGRAMS report for October 2023, released by @DARPG_GoI, the Department of Agriculture & Farmers Welfare stands out as the leading performer in Group A category for Grievance Redressal Assessment & Index.

#agrigoI #publicgrievances #redressal #goodgovernance

Centralized Public Grievances Redressal and Monitoring System (CPGRAMS) released by DARPG

18th Monthly Report October 2023

DA&FW achieved the 3rd rank in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for October, 2023

PMO India and 9 others

3:43 PM · Nov 10, 2023 · 2,000 Views

ANI
@ANI

A total of 1,23,491 grievances were redressed by the Central ministries and departments in October 2023, states the 18th report on Central Ministries and departments published by Department of Administrative Reforms and Public Grievances (DARPG) released by the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS).

5:36 PM · Nov 8, 2023 · 17.1K Views

Ministry of Labour
@LabourMinistry

Disposal of Public Grievances

Ministry of Labour & Employment stood 2nd in the list of Top 10 Ministries/Departments with Highest Disposal of Public Grievances in ATR Format (1,22,208) for the period January to October, 2023.

#SuccessStory #progress #KeepGoing #Victory

CPGRAMS
Monthly Report - Central Ministries/Departments
October 2023

Bhupender Yadav and 4 others

11:38 AM · Nov 8, 2023 · 6,022 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1 | Ministry of Labour and Employment | 4447 | 12775 | 17222 | 12934 | 4288 |
| 2 | Department of Financial Services (Banking Division) | 7924 | 12543 | 20467 | 12071 | 8396 |
| 3 | Department of Agriculture and Farmers Welfare | 360 | 9670 | 10030 | 7538 | 2492 |
| 4 | Central Board of Direct Taxes (Income Tax) | 10511 | 6004 | 16515 | 5844 | 10671 |
| 5 | Department of Telecommunications | 789 | 5464 | 6253 | 5516 | 737 |
| 6 | Department of Posts | 1836 | 5368 | 7204 | 5664 | 1540 |
| 7 | Ministry of Railways (Railway Board) | 2980 | 4852 | 7832 | 5076 | 2756 |
| 8 | Ministry of Home Affairs | 1176 | 4646 | 5822 | 4572 | 1250 |
| 9 | Department of Health & Family Welfare | 2504 | 3228 | 5732 | 3917 | 1815 |
| 10 | Ministry of Housing and Urban Affairs | 753 | 3062 | 3815 | 3077 | 738 |

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

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1 | Ministry of Labour and Employment | 4447 | 12775 | 17222 | 12934 | 4288 |
| 2 | Department of Financial Services (Banking Division) | 7924 | 12543 | 20467 | 12071 | 8396 |
| 3 | Department of Agriculture and Farmers Welfare | 360 | 9670 | 10030 | 7538 | 2492 |
| 4 | Central Board of Direct Taxes (Income Tax) | 10511 | 6004 | 16515 | 5844 | 10671 |
| 5 | Department of Posts | 1836 | 5368 | 7204 | 5664 | 1540 |
| 6 | Department of Telecommunications | 789 | 5464 | 6253 | 5516 | 737 |
| 7 | Ministry of Railways (Railway Board) | 2980 | 4852 | 7832 | 5076 | 2756 |
| 8 | Ministry of Home Affairs | 1176 | 4646 | 5822 | 4572 | 1250 |
| 9 | Department of Health & Family Welfare | 2504 | 3228 | 5732 | 3917 | 1815 |
| 10 | Ministry of Housing and Urban Affairs | 753 | 3062 | 3815 | 3077 | 738 |

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

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 6755 | 161718 | 168473 | 160077 | 8396 |
| 2 | Ministry of Labour and Employment | 3026 | 150620 | 153646 | 149358 | 4288 |

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 3 | Department of Agriculture and Farmers Welfare | 5146 | 115718 | 120864 | 118372 | 2492 |
| 4 | Central Board of Direct Taxes (Income Tax) | 13035 | 63946 | 76981 | 66310 | 10671 |
| 5 | Ministry of Railways (Railway Board) | 2456 | 57571 | 60027 | 57271 | 2756 |
| 6 | Department of Posts | 1959 | 54445 | 56404 | 54864 | 1540 |
| 7 | Ministry of Home Affairs | 2084 | 44954 | 47038 | 45788 | 1250 |
| 8 | Department of Telecommunications | 760 | 43917 | 44677 | 43940 | 737 |
| 9 | Ministry of Cooperation | 100 | 35351 | 35451 | 35385 | 66 |
| 10 | Department of Financial Services (Insurance Division) | 1097 | 35116 | 36213 | 35559 | 654 |

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

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1 | Department of Financial Services (Banking Division) | 6755 | 161718 | 168473 | 160077 | 8396 |
| 2 | Ministry of Labour and Employment | 3026 | 150620 | 153646 | 149358 | 4288 |
| 3 | Department of Agriculture and Farmers Welfare | 5146 | 115718 | 120864 | 118372 | 2492 |
| 4 | Central Board of Direct Taxes (Income Tax) | 13035 | 63946 | 76981 | 66310 | 10671 |
| 5 | Ministry of Railways (Railway Board) | 2456 | 57571 | 60027 | 57271 | 2756 |
| 6 | Department of Posts | 1959 | 54445 | 56404 | 54864 | 1540 |
| 7 | Ministry of Home Affairs | 2084 | 44954 | 47038 | 45788 | 1250 |
| 8 | Department of Telecommunications | 760 | 43917 | 44677 | 43940 | 737 |
| 9 | Department of Financial Services (Insurance Division) | 1097 | 35116 | 36213 | 35559 | 654 |
| 10 | Ministry of Cooperation | 100 | 35351 | 35451 | 35385 | 66 |

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

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1 | Central Board of Direct Taxes (Income Tax) | 13035 | 63946 | 76981 | 66310 | 10671 |
| 2 | Department of Financial Services (Banking Division) | 6755 | 161718 | 168473 | 160077 | 8396 |
| 3 | Ministry of Labour and Employment | 3026 | 150620 | 153646 | 149358 | 4288 |
| 4 | Department of Ex Servicemen Welfare | 1497 | 33298 | 34795 | 31681 | 3114 |
| 5 | Ministry of Railways (Railway Board) | 2456 | 57571 | 60027 | 57271 | 2756 |
| 6 | Department of Rural Development | 1391 | 18543 | 19934 | 17394 | 2540 |
| 7 | Department of Agriculture and Farmers Welfare | 5146 | 115718 | 120864 | 118372 | 2492 |

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 8 | Department of Health & Family Welfare | 2101 | 28580 | 30681 | 28866 | 1815 |
| 9 | Ministry of Petroleum and Natural Gas | 1422 | 14431 | 15853 | 14202 | 1651 |
| 10 | Department of School Education and Literacy | 1457 | 12823 | 14280 | 12734 | 1546 |
| 11 | Department of Posts | 1959 | 54445 | 56404 | 54864 | 1540 |
| 12 | Ministry of Home Affairs | 2084 | 44954 | 47038 | 45788 | 1250 |
| 13 | Ministry of External Affairs | 1065 | 18744 | 19809 | 18562 | 1247 |
| 14 | Department of Consumer Affairs | 861 | 16070 | 16931 | 15737 | 1194 |
| 15 | Department of Defence Finance | 1003 | 15598 | 16601 | 15484 | 1117 |

Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to November, 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 | 63946 | 76981 | 66310 | 10671 | 6404 |
| 2 | Department of Financial Services (Banking Division) | 6755 | 161718 | 168473 | 160077 | 8396 | 1371 |
| 3 | Department of Ex Servicemen Welfare | 1497 | 33298 | 34795 | 31681 | 3114 | 1114 |
| 4 | Ministry of Railways (Railway Board) | 2456 | 57571 | 60027 | 57271 | 2756 | 1077 |
| 5 | Department of School Education and Literacy | 1457 | 12823 | 14280 | 12734 | 1546 | 944 |
| 6 | Department of Health & Family Welfare | 2101 | 28580 | 30681 | 28866 | 1815 | 744 |
| 7 | Ministry of Home Affairs | 2084 | 44954 | 47038 | 45788 | 1250 | 678 |
| 8 | Department of Rural Development | 1391 | 18543 | 19934 | 17394 | 2540 | 489 |
| 9 | Department of Economic Affairs ACC Division | 479 | 4275 | 4754 | 4124 | 630 | 435 |
| 10 | Department of Defence Finance | 1003 | 15598 | 16601 | 15484 | 1117 | 413 |

Annexure 2: Average Closing Time – January to November, 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 | 12674 | 93 |
| 2 | Central Board of Direct Taxes (Income Tax) | 66310 | 63 |
| 3 | Department of Economic Affairs ACC Division | 4124 | 59 |
| 4 | Department of Atomic Energy | 1366 | 55 |
| 5 | Department of Youth Affairs | 897 | 47 |
| 6 | Ministry of Culture | 2584 | 45 |
| 7 | Department of Official Language | 237 | 42 |
| 8 | Ministry of Shipping | 1681 | 39 |

| S. No. | Name of Ministry/Department | Cases Disposed | Average Closing Time (in days) |
|--------|--|----------------|--------------------------------|
| 9 | Legislative Department | 1193 | 37 |
| 10 | Department of Scientific & Industrial Research | 818 | 37 |

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

| S. No. | Name of Ministry/Department | Cases Disposed | Average Closing Time (in days) |
|--------|--|----------------|--------------------------------|
| 1 | Ministry of Cooperation | 35385 | 2 |
| 2 | Department of Legal Affairs | 3438 | 2 |
| 3 | NITI Aayog | 3521 | 3 |
| 4 | Department of Telecommunications | 43940 | 5 |
| 5 | Department of Land Resources | 3246 | 5 |
| 6 | Department of Food and Public Distribution | 6275 | 6 |
| 7 | Department of Financial Services (Pension Reforms) | 3006 | 6 |
| 8 | Ministry of Parliamentary Affairs | 2927 | 6 |
| 9 | Department of Investment & Public Asset Management | 1145 | 6 |
| 10 | Department of Agriculture and Farmers Welfare | 118372 | 7 |

Annexure 3: Public Grievance Officers on CPGRAMS – November, 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 | 208 | 300 |
| 2 | Level 2 | 3574 | 532 | 4106 |
| 3 | Level 3 | 7161 | 546 | 7707 |
| 4 | Level 4 | 12413 | 394 | 12807 |
| 5 | Level 5 | 9175 | 175 | 9350 |
| 6 | Level 6 | 3943 | 91 | 4034 |
| 7 | Level 7 | 975 | 35 | 1010 |
| 8 | Level 8 | 398 | 0 | 398 |
| TOTAL | | 37732 | 1981 | 39713 |

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 | 8845 | 384 | 9229 |
| 2 | Central Board of Direct Taxes (Income Tax) | 5628 | 300 | 5928 |
| 3 | Department of Defence | 2406 | 74 | 2480 |

| S. No. | Name of Ministry/Department | Nodal PG Officer Accounts | Delegated PG Officers Accounts | Total |
|--------|---|---------------------------|--------------------------------|-------|
| 4 | Ministry of Railways (Railway Board) | 1920 | 159 | 2079 |
| 5 | Department of Defence Finance | 1649 | 54 | 1703 |
| 6 | Ministry of Housing and Urban Affairs | 1245 | 62 | 1307 |
| 7 | Department of Ex Servicemen Welfare | 1268 | 33 | 1301 |
| 8 | Department of Financial Services (Banking Division) | 1128 | 88 | 1216 |
| 9 | Department of Military Affairs | 997 | 115 | 1112 |
| 10 | Ministry of Labour and Employment | 801 | 130 | 931 |

Annexure 4: Status of Action Taken Reports (ATR) – January to November, 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) | 147953 | 129371 | 12964 | 5618 |
| 2 | Ministry of Labour and Employment | 134063 | 70967 | 61150 | 1946 |
| 3 | Central Board of Direct Taxes (Income Tax) | 63205 | 25634 | 37409 | 162 |
| 4 | Ministry of Railways (Railway Board) | 54885 | 41977 | 9343 | 3565 |
| 5 | Department of Posts | 46484 | 44143 | 2149 | 192 |
| 6 | Department of Telecommunications | 38418 | 27701 | 7931 | 2786 |
| 7 | Ministry of Cooperation | 33252 | 33235 | 15 | 2 |
| 8 | Department of Ex Servicemen Welfare | 30784 | 5535 | 25058 | 191 |
| 9 | Department of Defence Finance | 30181 | 29633 | 115 | 433 |
| 10 | Ministry of Corporate Affairs | 21781 | 6675 | 14857 | 249 |

Annexure 5: Status of Appeals – January to November, 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 | Ministry of Corporate Affairs | 1847 | 4214 | 6061 | 3475 | 2586 |
| 2 | Central Board of Direct Taxes (Income Tax) | 3002 | 10608 | 13610 | 11515 | 2095 |
| 3 | Department of Financial Services (Banking Division) | 868 | 38459 | 39327 | 37244 | 2083 |
| 4 | Department of Social Justice and Empowerment | 630 | 839 | 1469 | 0 | 1469 |
| 5 | Department of Defence Finance | 302 | 3717 | 4019 | 3207 | 812 |
| 6 | Ministry of Labour and Employment | 1783 | 34436 | 36219 | 35458 | 761 |
| 7 | Department of Health & Family Welfare | 1500 | 3741 | 5241 | 4481 | 760 |
| 8 | Ministry of Railways (Railway Board) | 849 | 14728 | 15577 | 14852 | 725 |
| 9 | Ministry of Home Affairs | 833 | 4681 | 5514 | 4807 | 707 |
| 10 | Department of Rural Development | 615 | 4501 | 5116 | 4422 | 694 |

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 | Department of Telecommunications | 13286 | 2 |
| 2 | Ministry of Cooperation | 8814 | 2 |
| 3 | Ministry of Labour and Employment | 35458 | 10 |
| 4 | Ministry of External Affairs | 3376 | 10 |
| 5 | Department of Empowerment of Persons with Disabilities | 670 | 10 |
| 6 | Ministry of Parliamentary Affairs | 79 | 11 |
| 7 | Department of Posts | 13664 | 12 |
| 8 | Department of Financial Services (Insurance Division) | 5697 | 14 |
| 9 | Department of Justice | 566 | 14 |
| 10 | Department of Financial Services (Banking Division) | 37244 | 15 |

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 | 9207 | 8798 | 2722 | 30.94% |
| 2 | Department of Telecommunications | 44677 | 43940 | 13437 | 30.58% |
| 3 | Department of Heavy Industry | 1085 | 1020 | 281 | 27.55% |
| 4 | Department for Promotion of Industry and Internal Trade | 2259 | 2131 | 575 | 26.98% |
| 5 | Department of Atomic Energy | 1461 | 1366 | 362 | 26.50% |
| 6 | Ministry of New and Renewable Energy | 761 | 730 | 189 | 25.89% |
| 7 | Department of Rural Development | 19934 | 17394 | 4501 | 25.88% |
| 8 | Ministry of Railways (Railway Board) | 60027 | 57271 | 14728 | 25.72% |
| 9 | Department of Empowerment of Persons with Disabilities | 2741 | 2693 | 679 | 25.21% |
| 10 | Department of Youth Affairs | 921 | 897 | 226 | 25.20% |

Annexure 6: Indicator-based Root Cause Analysis – November, 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)

| # | Name of 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 | 73.10 | 77.24 | 68.89 | 9.00 | 0.09 | 22.85 | 52.36 | 78.95 | 25.57 | 11.12 | 53.87 |
| 2 | Department of Financial Services (Banking Division) | 49.64 | 63.83 | 55.85 | 18.00 | 0.03 | 21.71 | 44.22 | 49.50 | 13.68 | 4.23 | 19.92 |
| 3 | Department of Agriculture and Farmers Welfare | 74.50 | 37.50 | 38.46 | 4.00 | 0.00 | 0.16 | 48.08 | 65.22 | 0.02 | 86.33 | 37.50 |
| 4 | Central Board of Direct Taxes (Income Tax) | 17.98 | 29.51 | 39.13 | 62.00 | 0.03 | 16.24 | 59.16 | 74.63 | 15.71 | 0.58 | 23.17 |
| 5 | Department of Telecommunications | 88.07 | 85.06 | 85.21 | 4.00 | 0.00 | 20.34 | 50.62 | 77.78 | 9.86 | 3.43 | 26.41 |
| 6 | Department of Posts | 73.81 | 74.96 | 78.60 | 10.00 | 0.00 | 21.81 | 53.25 | 81.82 | 33.44 | 4.08 | 57.07 |
| 7 | Ministry of Railways (Railway Board) | 55.77 | 67.09 | 60.87 | 20.00 | 0.04 | 26.98 | 35.67 | 54.55 | 5.59 | 2.07 | 38.84 |
| 8 | Ministry of Home Affairs | 72.67 | 30.62 | 69.33 | 7.00 | 0.31 | 10.41 | 38.86 | 89.47 | 2.56 | 7.26 | 46.72 |
| 9 | Department of Health & Family Welfare | 48.61 | 32.02 | 53.26 | 34.00 | 0.11 | 10.46 | 50.73 | 64.71 | 17.42 | 3.54 | 22.72 |
| 10 | Ministry of Housing and Urban Affairs | 74.91 | 43.97 | 60.00 | 8.00 | 0.00 | 10.05 | 35.97 | 57.50 | 0.10 | 0.85 | 10.63 |
| 11 | Department of Ex Servicemen Welfare | 31.03 | 96.95 | 50.00 | 31.00 | 0.30 | 17.89 | 49.42 | 30.00 | 3.99 | 2.16 | 13.23 |
| 12 | Department of Rural Development | 23.59 | 17.08 | 27.03 | 25.00 | 0.00 | 13.49 | 46.35 | 57.14 | 0.15 | 0.27 | 1.83 |
| 13 | Department of Financial Services (Insurance Division) | 69.48 | 78.16 | 73.75 | 11.00 | 0.00 | 30.15 | 33.15 | 75.81 | 11.05 | 2.20 | 22.57 |

| # | Name of 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 |
|----|--|--|------------------------|--|-----------------------|----------------------|--------------------|--|--|----------------------------|------------------------------------|------------------|
| 14 | Ministry of External Affairs | 46.58 | 77.62 | 66.67 | 24.00 | 0.00 | 18.31 | 53.61 | 70.83 | 18.45 | 3.96 | 17.81 |
| 15 | Ministry of Corporate Affairs | 65.14 | 0.04 | 75.00 | 8.00 | 0.00 | 20.17 | 24.00 | 76.19 | 9.20 | 15.77 | 50.00 |
| 16 | Ministry of Road Transport and Highways | 57.05 | 53.22 | 60.71 | 11.00 | 0.00 | 15.43 | 34.33 | 53.33 | 0.22 | 2.83 | 39.38 |
| 17 | Department of Personnel and Training | 58.99 | 55.90 | 68.64 | 13.00 | 0.00 | 9.42 | 33.17 | 47.25 | 0.37 | 12.23 | 45.11 |
| 18 | Department of Consumer Affairs | 38.76 | 38.71 | 48.94 | 20.00 | 0.00 | 20.37 | 37.73 | 72.22 | 6.76 | 32.40 | 42.55 |
| 19 | Ministry of Petroleum and Natural Gas | 24.92 | 25.59 | 32.47 | 32.00 | 0.00 | 13.56 | 57.81 | 28.57 | 5.81 | 1.90 | 32.81 |
| 20 | Department of Higher Education | 47.79 | 61.30 | 51.67 | 20.00 | 0.00 | 22.87 | 36.14 | 61.29 | 25.35 | 2.48 | 31.38 |
| 21 | Unique Identification Authority of India | 66.87 | 66.46 | 70.00 | 13.00 | 0.00 | 22.06 | 54.45 | 33.33 | 0.67 | 44.53 | 76.67 |
| 22 | Department of Defence | 55.39 | | 48.57 | 7.00 | 0.00 | 0.00 | 34.13 | 65.00 | 26.66 | 0.37 | 5.57 |
| 23 | Department of Defence Finance | 35.94 | 41.92 | 40.00 | 32.00 | 0.18 | 38.94 | 53.21 | 33.33 | 4.70 | 0.74 | 12.60 |
| 24 | Department of School Education and Literacy | 26.99 | 84.21 | 54.55 | 37.00 | 0.98 | 15.22 | 40.62 | 39.47 | 20.70 | 5.14 | 38.54 |
| 25 | Department of Justice | 21.82 | 46.94 | 0.00 | 10.00 | 16.67 | 9.42 | 43.06 | 11.11 | 29.03 | 165.33 | 66.67 |
| 26 | Central Board of Indirect Taxes and Customs | 55.80 | 59.57 | 66.67 | 20.00 | 0.00 | 27.96 | 38.93 | 89.13 | 3.67 | 0.39 | 11.43 |
| 27 | Ministry of Women and Child Development | 48.94 | 78.46 | 50.00 | 22.00 | 2.63 | 21.16 | 37.89 | 61.11 | 2.80 | 18.82 | 55.26 |
| 28 | Department of Revenue | 80.39 | 40.58 | 90.91 | 20.00 | 0.00 | 4.24 | 28.57 | 72.00 | 0.42 | 18.26 | 25.64 |
| 29 | Ministry of Panchayati Raj | 76.82 | 27.62 | 78.64 | 8.00 | 0.00 | 16.78 | 47.58 | 60.00 | 0.00 | 14.38 | 11.11 |
| 30 | Department of Social Justice and Empowerment | 67.11 | 0.00 | | 12.00 | 0.00 | 6.82 | 36.88 | 45.83 | 1.41 | 5.74 | 30.63 |
| 31 | Ministry of Electronics & Information Technology | 52.84 | 37.35 | 57.14 | 16.00 | 0.00 | 14.81 | 53.35 | 54.29 | 1.59 | 3.58 | 24.43 |
| 32 | Ministry of Civil Aviation | 44.03 | 46.19 | 62.50 | 17.00 | 0.00 | 30.00 | 25.41 | 43.75 | 0.49 | 1.49 | 25.42 |
| 33 | Department of Food and Public Distribution | 81.74 | 67.82 | 78.57 | 4.00 | 0.00 | 21.01 | 55.44 | 33.33 | 16.61 | 8.67 | 43.94 |
| 34 | Ministry of Cooperation | 87.23 | 86.21 | 83.33 | 4.00 | 0.00 | 32.96 | 19.34 | | 21.01 | 22.21 | 54.17 |
| 35 | Ministry of Environment, Forest and Climate Change | 57.24 | 40.74 | 33.33 | 14.00 | 0.00 | 11.42 | 30.00 | 77.78 | 18.62 | 3.45 | 36.36 |
| 36 | Department of Commerce | 64.20 | 5.88 | 50.00 | 15.00 | 0.00 | 9.58 | 27.87 | 66.67 | 33.33 | 1.93 | 11.68 |

| # | Name of 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 |
|----|---|--|------------------------|--|-----------------------|----------------------|--------------------|--|--|----------------------------|------------------------------------|------------------|
| 37 | Ministry of Drinking Water and Sanitation | 95.12 | | 100.00 | 3.00 | 0.00 | 0.00 | 66.67 | 100.00 | 1.33 | 3.85 | 4.08 |
| 38 | Staff Selection Commission | 24.26 | 2.73 | 18.18 | 38.00 | 4.00 | 15.38 | 48.91 | 50.00 | 11.70 | 15.04 | 68.00 |
| 39 | O/o the Comptroller & Auditor General of India | 42.88 | 75.36 | | 24.00 | 0.00 | 14.88 | 52.73 | 57.14 | 0.27 | 2.60 | 51.77 |
| 40 | Department of Legal Affairs | 98.06 | | 97.65 | 1.00 | 0.00 | 0.00 | 28.00 | 100.00 | 3.39 | 15.39 | 56.52 |
| 41 | Department of Economic Affairs ACC Division | 22.35 | 29.09 | 40.00 | 39.00 | 1.05 | 1.84 | 40.00 | 66.20 | 12.12 | 3.47 | 13.68 |
| 42 | Ministry of Information and Broadcasting | 39.89 | 46.04 | 50.00 | 25.00 | 0.00 | 20.27 | 42.00 | 56.00 | 3.35 | 1.99 | 24.24 |
| 43 | Department of Military Affairs | 29.61 | 85.62 | 46.15 | 30.00 | 0.08 | 31.33 | 21.38 | 60.98 | 18.24 | 0.27 | 16.61 |
| 44 | Ministry of Power | 39.79 | 9.76 | 100.00 | 31.00 | 0.00 | 17.49 | 25.41 | 75.00 | 0.32 | 0.64 | 12.22 |
| 45 | Ministry of Shipping | 69.64 | | | 16.00 | 0.00 | 0.00 | 16.20 | 100.00 | 54.37 | 2.58 | 27.50 |
| 46 | Department of Land Resources | 92.68 | 96.00 | 100.00 | 7.00 | 0.00 | 16.16 | 45.07 | 100.00 | 0.00 | 21.50 | 35.71 |
| 47 | Ministry of Culture | 30.15 | 11.61 | 64.52 | 57.00 | 0.00 | 25.30 | 33.04 | 66.67 | 0.83 | 1.51 | 40.00 |
| 48 | Ministry of Coal | 64.99 | | 75.00 | 18.00 | 0.00 | 0.00 | 29.01 | | 0.83 | 0.36 | 16.72 |
| 49 | Department of Empowerment of Persons with Disabilities | 80.36 | 49.06 | 100.00 | 6.00 | 0.00 | 20.78 | 36.94 | 80.00 | 3.73 | 5.02 | 45.83 |
| 50 | Department of Financial Services (Pension Reforms) | 82.46 | 0.00 | 100.00 | 9.00 | 0.00 | 3.61 | 60.00 | 100.00 | 47.44 | 78.00 | 66.67 |
| 51 | Department of Defence Production | 36.89 | 9.35 | 30.77 | 20.00 | 0.00 | 21.14 | 25.00 | 26.32 | 2.69 | 0.87 | 23.74 |
| 52 | Ministry of Tourism | 59.49 | 11.11 | 100.00 | 16.00 | 0.00 | 22.01 | 46.03 | 80.00 | 9.80 | 2.62 | 26.92 |
| 53 | Ministry of Minority Affairs | 45.51 | 71.43 | | 17.00 | 0.00 | 17.82 | 37.33 | 87.50 | 1.48 | 2.64 | 33.77 |
| 54 | Ministry of Parliamentary Affairs | 95.09 | 100.00 | | 2.00 | 4.17 | 1.40 | 36.36 | 100.00 | 0.00 | 8.38 | 54.17 |
| 55 | NITI Aayog | 90.69 | 100.00 | 100.00 | 2.00 | 0.00 | 1.62 | 46.67 | 100.00 | 0.00 | 2.14 | 5.56 |
| 56 | Ministry of Micro Small and Medium Enterprises | 59.04 | 40.26 | 50.00 | 18.00 | 0.00 | 17.39 | 48.45 | 50.00 | 1.04 | 1.14 | 17.65 |
| 57 | Department for Promotion of Industry and Internal Trade | 39.81 | 21.31 | 0.00 | 28.00 | 0.00 | 18.78 | 36.36 | 50.00 | 11.11 | 1.85 | 17.65 |
| 58 | Ministry of Skill Development and Entrepreneurship | 40.99 | 78.48 | 63.16 | 38.00 | 0.00 | 25.44 | 36.36 | | 2.26 | 2.24 | 41.77 |

| # | Name of 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 |
|----|---|--|------------------------|--|-----------------------|----------------------|--------------------|--|--|----------------------------|------------------------------------|------------------|
| 59 | Ministry of Water Resources, River Development & Ganga Rejuvenation | 52.23 | 76.47 | 66.67 | 16.00 | 0.00 | 9.43 | 37.21 | 100.00 | 15.98 | 0.81 | 25.00 |
| 60 | Department of Animal Husbandry, Dairying | 53.37 | 15.07 | 0.00 | 9.00 | 0.00 | 7.48 | 60.87 | 25.93 | 19.87 | 3.90 | 2.50 |
| 61 | Ministry of Ayush | 86.45 | 97.06 | 100.00 | 9.00 | 0.00 | 16.84 | 52.48 | | 1.32 | 1.75 | 27.59 |
| 62 | Ministry of Tribal Affairs | 38.91 | 56.10 | 100.00 | 54.00 | 0.00 | 18.62 | 36.17 | 100.00 | 1.44 | 1.25 | 21.62 |
| 63 | Department of Expenditure | 47.69 | 51.85 | 0.00 | 24.00 | 0.00 | 11.72 | 45.57 | 100.00 | 21.71 | 2.48 | 38.46 |
| 64 | Department of Agriculture Research and Education | 37.29 | 66.67 | 0.00 | 31.00 | 0.00 | 15.22 | 51.43 | 66.67 | 0.81 | 0.44 | 12.10 |
| 65 | Legislative Department | 47.97 | 0.00 | | 47.00 | 0.00 | 13.16 | 33.33 | 100.00 | 0.00 | 3.03 | 56.41 |
| 66 | Department of Sports | 62.03 | 62.50 | 100.00 | 13.00 | 0.00 | 42.45 | 29.03 | | 1.94 | 1.94 | 26.42 |
| 67 | Department of Pharmaceuticals | 58.82 | 70.00 | 0.00 | 11.00 | 0.00 | 8.43 | 100.00 | 45.45 | 5.88 | 3.40 | 43.33 |
| 68 | Department of Health Research | 44.72 | 22.22 | 0.00 | 25.00 | 0.00 | 3.08 | 57.14 | 0.00 | 11.00 | 0.72 | 2.90 |
| 69 | Department of Science and Technology | 38.24 | 37.50 | 50.00 | 20.00 | 0.00 | 15.96 | 30.00 | 100.00 | 2.04 | 0.64 | 25.49 |
| 70 | Department of Atomic Energy | 35.75 | 33.82 | 60.00 | 34.00 | 0.00 | 24.00 | 33.33 | 50.00 | 2.08 | 1.25 | 59.74 |
| 71 | Ministry of Steel | 42.68 | 49.37 | 100.00 | 19.00 | 0.00 | 33.33 | 25.64 | 0.00 | 1.05 | 0.97 | 25.51 |
| 72 | Department of Heavy Industry | 49.35 | 10.73 | 40.00 | 17.00 | 0.00 | 23.60 | 26.00 | 40.00 | 23.08 | 1.26 | 23.61 |
| 73 | Ministry of Mines | 47.22 | | | 13.00 | 0.00 | 0.00 | 15.00 | 100.00 | 5.48 | 1.62 | 28.89 |
| 74 | Department of Investment & Public Asset Management | 75.90 | | | 17.00 | 0.00 | 0.00 | 100.00 | 100.00 | 43.06 | 9.00 | 62.50 |
| 75 | Department of Scientific & Industrial Research | 30.99 | 0.00 | 71.43 | 49.00 | 0.00 | 17.61 | 33.90 | 100.00 | 3.23 | 0.38 | 21.82 |
| 76 | Department of Public Enterprises | 96.61 | 0.00 | 100.00 | 5.00 | 0.00 | 0.00 | 0.00 | 100.00 | 0.00 | 3.63 | 12.50 |
| 77 | Ministry of New and Renewable Energy | 63.27 | 45.83 | 20.00 | 15.00 | 0.00 | 25.37 | 38.10 | | 0.00 | 1.21 | 14.58 |
| 78 | Ministry of Textiles | 18.52 | 8.62 | 0.00 | 31.00 | 0.00 | 23.26 | 45.45 | 0.00 | 0.00 | 0.53 | 13.89 |
| 79 | Department of Fertilizers | 26.32 | 0.00 | 0.00 | 20.00 | 0.00 | 17.95 | 43.75 | 20.00 | 27.27 | 1.31 | 26.19 |
| 80 | Ministry of Food Processing Industries | 57.14 | 0.00 | | 12.00 | 0.00 | 4.35 | 14.29 | 100.00 | 61.54 | 1.58 | 30.30 |

| # | Name of 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 |
|----|---|--|------------------------|--|-----------------------|----------------------|--------------------|--|--|----------------------------|------------------------------------|------------------|
| 81 | Department of Defence Research and Development | 49.41 | 24.39 | 40.00 | 17.00 | 0.00 | 28.57 | 44.00 | 50.00 | 3.92 | 0.44 | 3.45 |
| 82 | Department of Chemicals and Petrochemicals | 74.07 | 0.00 | | 5.00 | 0.00 | 2.50 | 0.00 | 50.00 | 0.00 | 2.81 | 18.75 |
| 83 | Department of Youth Affairs | 52.00 | 18.75 | | 58.00 | 0.00 | 11.76 | 50.00 | 100.00 | 0.00 | 2.10 | 55.00 |
| 84 | Department of Space | 32.88 | 50.00 | 100.00 | 29.00 | 0.00 | 23.81 | 69.23 | 100.00 | 17.50 | 1.43 | 39.29 |
| 85 | Ministry of Statistics and Programme Implementation | 33.33 | 50.00 | 0.00 | 9.00 | 0.00 | 31.25 | 7.69 | | 25.64 | 0.42 | 18.48 |
| 86 | Department of Fisheries | 58.14 | 0.00 | 0.00 | 7.00 | 0.00 | 3.70 | 33.33 | 100.00 | 23.68 | 2.53 | 13.33 |
| 87 | Ministry of Earth Sciences | 57.50 | 77.27 | 66.67 | 19.00 | 0.00 | 19.23 | 44.44 | 60.00 | 17.24 | 0.81 | 13.89 |
| 88 | Ministry of Development of North Eastern Region | 97.06 | 0.00 | | 8.00 | 0.00 | 2.94 | 33.33 | 100.00 | 0.00 | 0.81 | 3.70 |
| 89 | Department of Official Language | 15.91 | 16.67 | | 42.00 | 0.00 | 7.69 | 28.57 | | 26.32 | 1.46 | 30.77 |
| 90 | Department of Bio Technology | 54.84 | 0.00 | | 13.00 | 0.00 | 35.29 | 50.00 | 100.00 | 0.00 | 0.13 | 4.96 |

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

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