



CPGRAMS

Monthly Report – Central Ministries/Departments

December 2023

[Report Number 20]

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1. Key Highlights

1. General

- **Hon'ble MoS (PP) Dr. Jitendra Singh** released the **CPGRAMS Annual Report** for the year 2023 and the **CPGRAMS Mobile App** at the inaugural function of the Good Governance Week 2023 on 19th December, 2023
- On 20th December, 2023, a **Facebook Live Interaction** was held where Shri V. Srinivas, Secretary, DARPG, interacted with CSC VLEs and delivered a detailed presentation on the CSC – CPGRAMS collaboration so far
- A stall was setup by DARPG at the **Global Partnership on Artificial Intelligence Summit** which was held at Bharat Mandapam, New Delhi, from 12th to 14th December, 2023. The analytical tools developed by **IIT-Kanpur (IGMS Dashboard)** and **Data Strategy Unit (Tree Dashboard)** along with the **CPGRAMS Monthly Reports** were showcased at the stall
- Meeting with Grievance Redressal Officers of all the Central Ministries/Departments was held on 13th December, 2023, to review the pendency and disposal of public grievances on CPGRAMS
- **Pendency in grievances has increased** in the Central Secretariat to **70516 grievances**, out of which 69.70% of the grievances are pending for less than 30 days
- In December 2023, for the **17th 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 December, 2023 is **19 Days**
- In December, 2023, the BSNL Feedback Call Centre collected **89017 feedbacks**. Out of the total feedbacks collected, **~42%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **53444 feedbacks (60%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre

2. PG Cases

- In December 2023, **116684 PG cases were received** on the CPGRAMS portal, **109851 PG cases were redressed** and there exists a **pendency of 70516 PG cases**, as of 31st December, 2023

- The pendency in the Central Secretariat has **increased** from **63111 PG cases at the end of November, 2023** to **70516 PG cases at the end of December, 2023**
- 31% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Ministry of Labour and Employment [14437 grievances], Department of Financial Services (Banking Division) [12969 grievances], and Department of Agriculture and Farmers Welfare [8638 grievances], have received the maximum number of grievances in December, 2023
- **17 Ministries/Departments** have more than **1000 pending grievances** as on 31st December, 2023
- Central Board of Direct Taxes (Income Tax) [6753 grievances], Department of Ex Servicemen Welfare [1434 grievances] and Department of Financial Services (Banking Division) [1380 grievances] have the highest number of grievances pending for more than 30 days

3. PG Appeals

- In December, 2023, **19568 appeals were received** and **18617 appeals were disposed**
- The Central Secretariat has a pendency of **20841 PG Appeals** at the end of December, 2023. The pendency of appeals in the Central Secretariat has **increased** from 19890 appeals at the end of November, 2023 to 20841 appeals at the end of December, 2023
- Ministry of Corporate Affairs [2894], Central Board of Direct Taxes (Income Tax) [2202], and Department of Financial Services (Banking Division) [1535] have the maximum pendency of appeals as on 31st December, 2023

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

- **Ministry of Cooperation, O/o The Comptroller & Auditor General of India and Department of Food and Public Distribution** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for December, 2023
- **Ministry of Drinking Water and Sanitation, Department of Legal Affairs and Ministry of Development of North Eastern Region** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for December, 2023

5. Inaugural Ceremony of Good Governance Week 2023

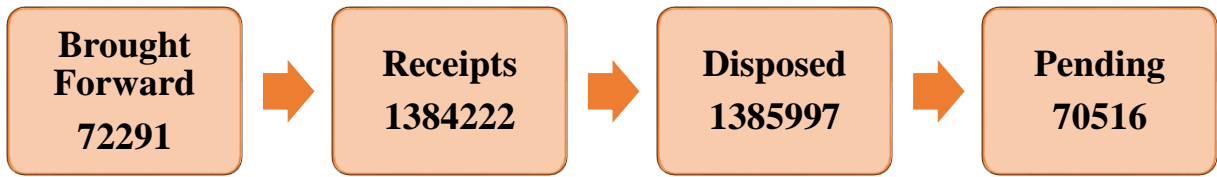
On 19th December, 2023, during the inaugural ceremony of **Good Governance Week 2023**, Hon'ble MoS (PP) Dr. Jitendra Singh released the CPGRAMS Annual Report 2023 and CPGRAMS Mobile Application.



A stall on the major initiatives and highlights of CPGRAMS was made in the exhibition during the inaugural ceremony.

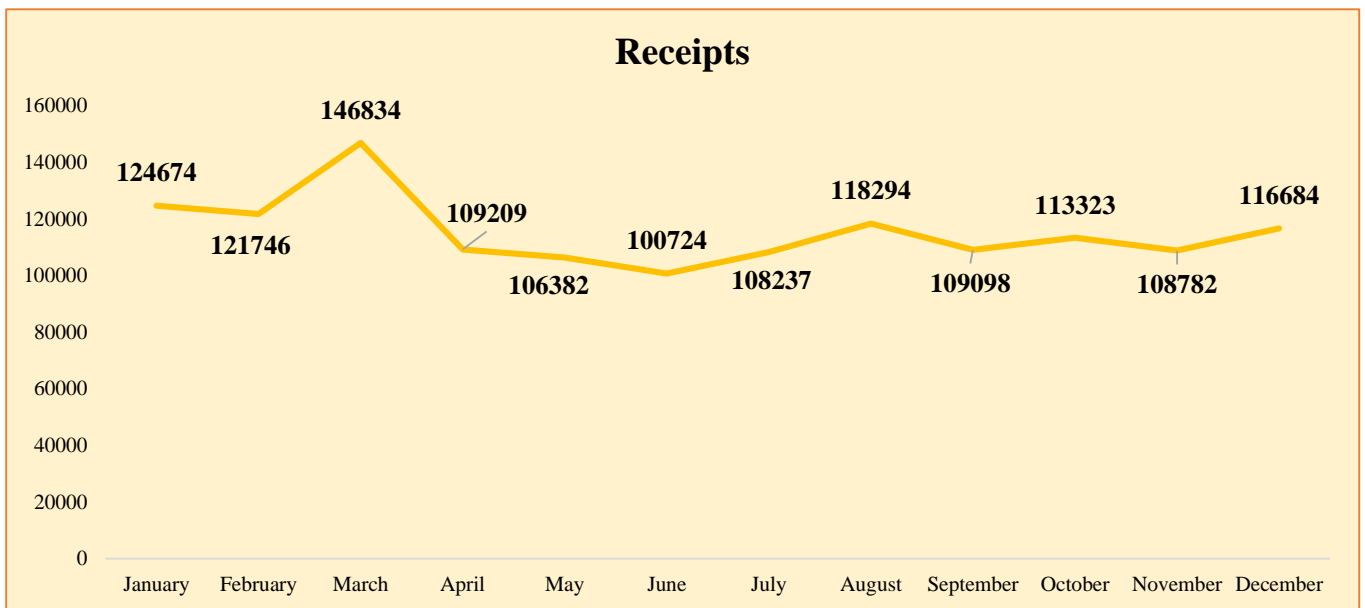
2. Review of Status of Grievances

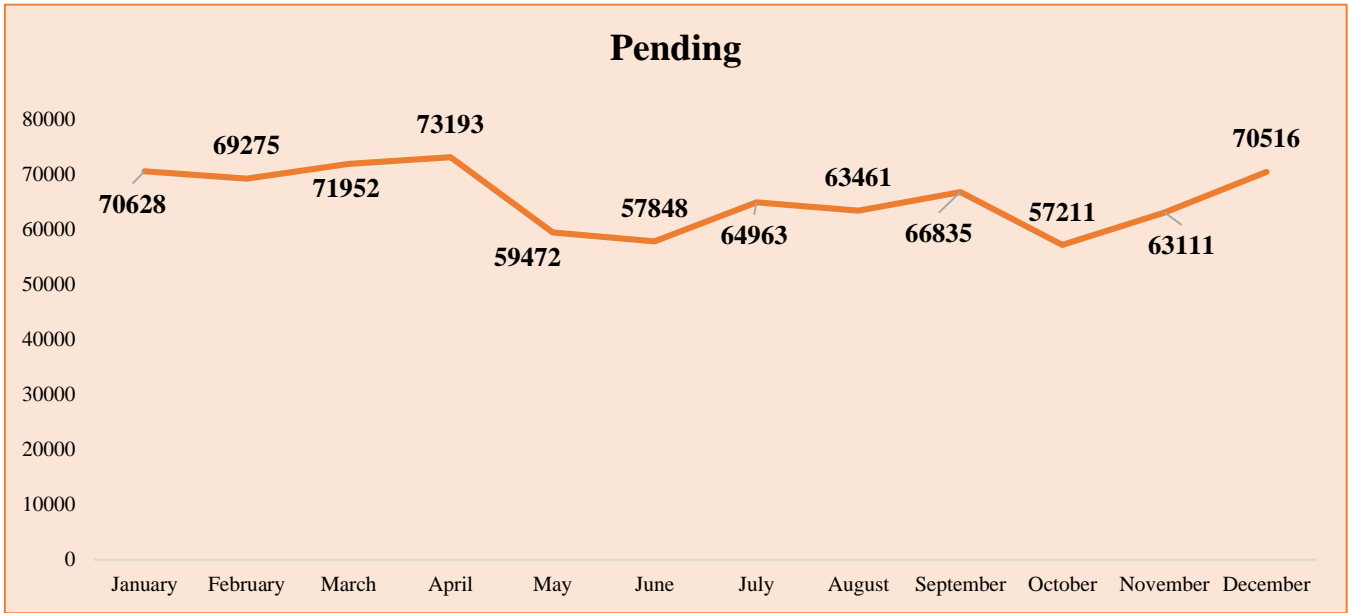
2.1. Overview



(Time Period: 01/01/2023 to 31/12/2023)

2.2. Month-wise Status of Grievances

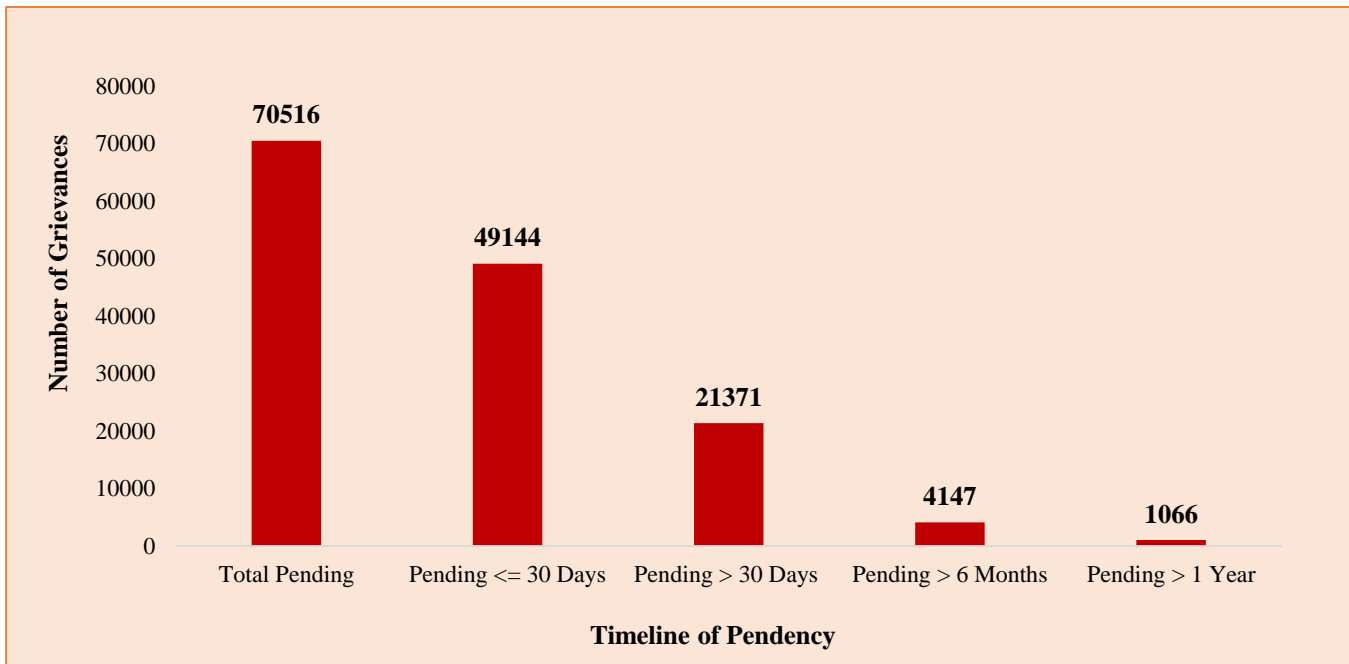




Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency

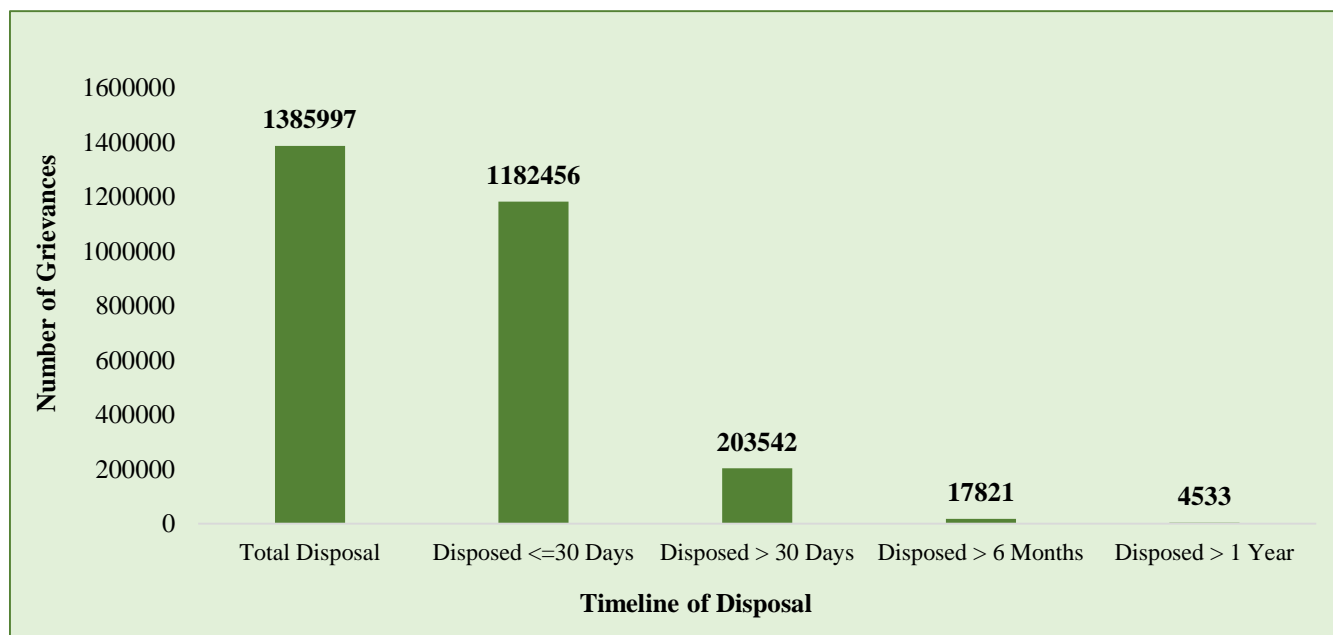


(Time Period: 01/01/2023 to 31/12/2023)

- **Central Board of Direct Taxes (Income Tax)** has the highest number of grievances pending for more than 30 days [6753 grievances], which contributes to ~63% of their total pendency [10791 grievances]

- **Department of Ex Servicemen Welfare** has the 2nd highest number of grievances pending for more than 30 days [1434 grievances], which contributes ~36% of their total pendency [4019 grievances]
- **40 Ministries/Departments** do not have any grievances pending for more than 6 months
- **55 Ministries/Departments** do not have any grievances pending for more than 1 year

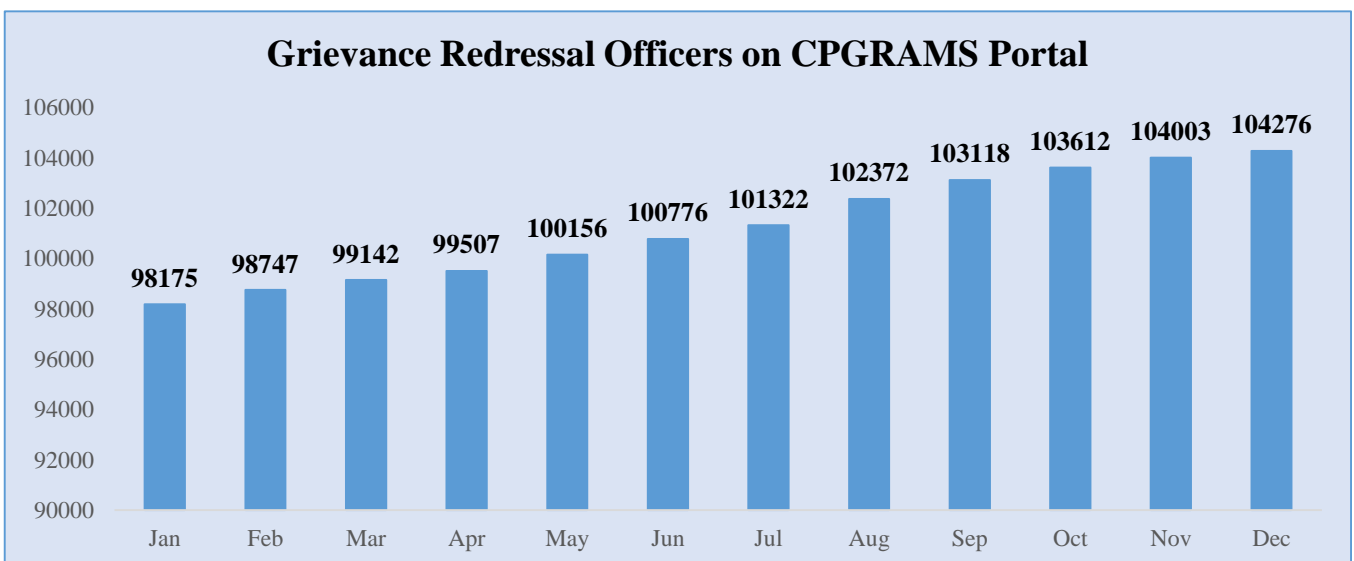
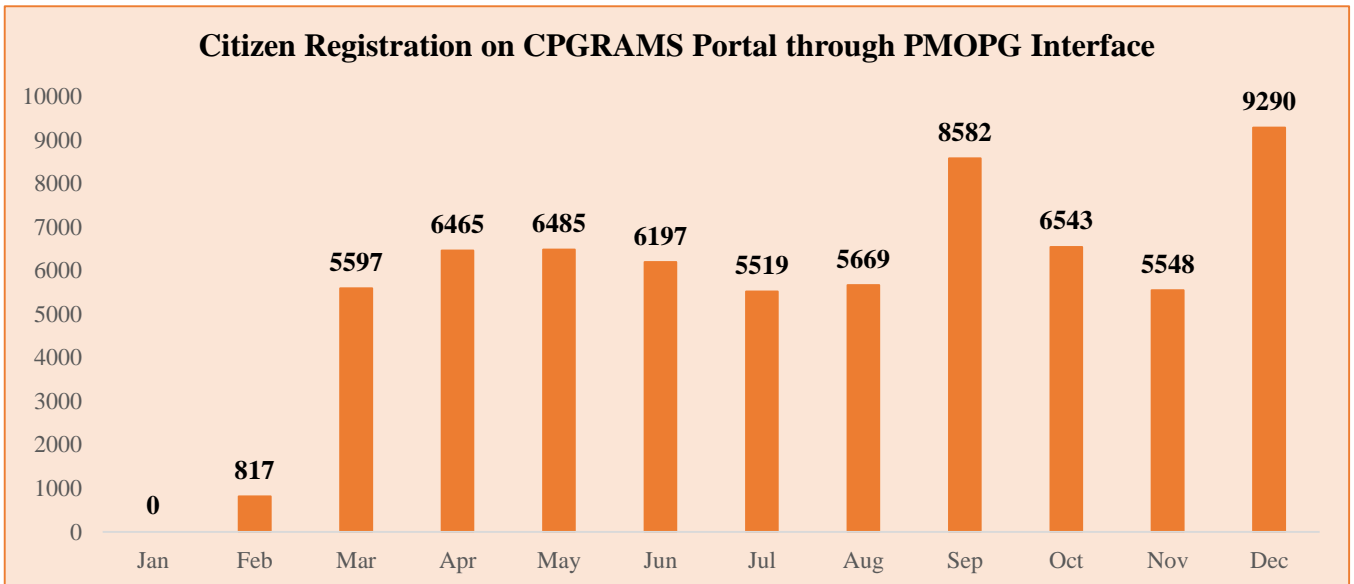
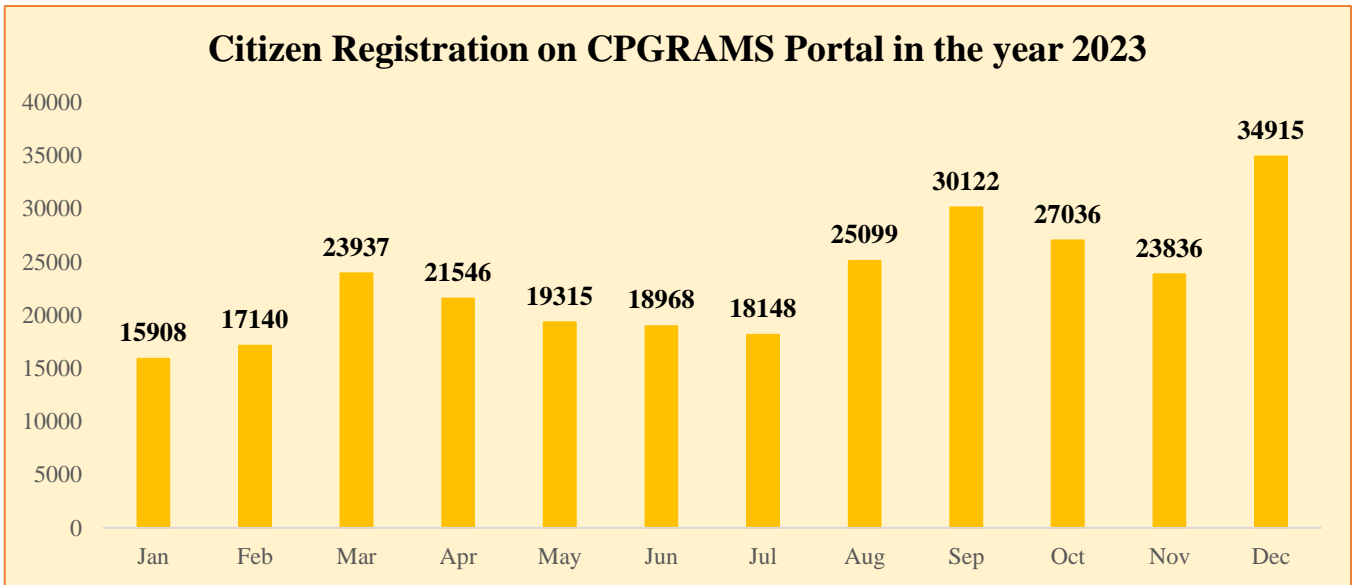
3.2. Disposal



(Time Period: 01/01/2023 to 31/12/2023)

- **Ministry of Labour and Employment** has disposed the maximum number of grievances within 30 days' time period [159142 grievances] which is 98% of their total disposal [163043 grievances]
- **Ministry of Cooperation** has disposed 99.84% of the total grievances disposed within 30 days' time period
- **Department of Telecommunications** has disposed 99.24% of the total grievances disposed within 30 days' time period
- **88 Ministries/Departments** have disposed more than 50% of their grievances within 30 days' time period

4. Progress in the Year 2023



5. Grievance Redressal Assessment and Index – December, 2023

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from May, 2023 onwards. 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 December, 2023 to 31st December, 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	Ministry of Cooperation	584	0.427	0.147	0.101	0.071	0.747	1
2	O/o the Comptroller & Auditor General of India	1,183	0.288	0.241	0.141	0.073	0.743	2
3	Department of Food and Public Distribution	756	0.359	0.194	0.110	0.073	0.736	3
4	Department of Telecommunications	3,681	0.388	0.137	0.124	0.069	0.718	4
5	Department of Revenue	861	0.298	0.199	0.124	0.096	0.718	5
6	Ministry of Home Affairs	4,846	0.297	0.198	0.138	0.072	0.705	6
7	Ministry of Panchayati Raj	756	0.356	0.176	0.128	0.040	0.699	7
8	Department of Posts	5,436	0.348	0.167	0.093	0.089	0.698	8
9	Ministry of Labour and Employment	14,435	0.344	0.182	0.081	0.086	0.693	9
10	Unique Identification Authority of India	1,439	0.290	0.164	0.149	0.086	0.689	10
11	Department of Social Justice and Empowerment	810	0.297	0.197	0.127	0.064	0.684	11
12	Ministry of Corporate Affairs	1,842	0.310	0.162	0.131	0.080	0.683	12
13	Department of Agriculture and Farmers Welfare	8,635	0.281	0.241	0.109	0.051	0.682	13
14	Department of Personnel and Training	2,180	0.292	0.189	0.111	0.066	0.658	14

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
15	Ministry of Housing and Urban Affairs	4,675	0.302	0.185	0.117	0.051	0.655	15
16	Ministry of Road Transport and Highways	1,987	0.289	0.155	0.125	0.072	0.641	16
17	Ministry of Women and Child Development	577	0.265	0.171	0.117	0.078	0.631	17
18	Central Board of Indirect Taxes and Customs	1,350	0.288	0.148	0.129	0.055	0.619	18
19	Department of Rural Development	3,854	0.213	0.273	0.094	0.030	0.609	19
20	Department of Financial Services (Insurance Division)	1,895	0.317	0.122	0.089	0.079	0.608	20
21	Department of Financial Services (Banking Division)	12,965	0.274	0.159	0.098	0.074	0.604	21
22	Ministry of Environment, Forest and Climate Change	517	0.254	0.193	0.095	0.062	0.604	22
23	Department of Health & Family Welfare	3,139	0.248	0.203	0.099	0.051	0.602	23
24	Ministry of Railways (Railway Board)	5,393	0.284	0.141	0.111	0.065	0.601	24
25	Ministry of Electronics & Information Technology	707	0.221	0.205	0.117	0.047	0.590	25
26	Staff Selection Commission	1,033	0.226	0.177	0.111	0.068	0.582	26
27	Ministry of Civil Aviation	651	0.274	0.124	0.128	0.054	0.581	27
28	Department of Defence	1,401	0.254	0.237	0.050	0.037	0.577	28
29	Department of Consumer Affairs	1,456	0.231	0.158	0.122	0.055	0.566	29
30	Ministry of External Affairs	1,932	0.263	0.206	0.042	0.043	0.554	30
31	Ministry of Petroleum and Natural Gas	1,781	0.201	0.212	0.076	0.064	0.552	31
32	Department of Defence Finance	1,280	0.253	0.144	0.108	0.039	0.543	32
33	Central Board of Direct Taxes (Income Tax)	6,037	0.141	0.203	0.120	0.067	0.531	33
34	Department of Higher Education	1,441	0.224	0.143	0.080	0.062	0.509	34
35	Department of Ex Servicemen Welfare	3,367	0.162	0.193	0.098	0.039	0.492	35
36	Department of Justice	1,155	0.156	0.213	0.065	0.053	0.487	36
37	Department of School Education and Literacy	1,095	0.182	0.168	0.070	0.063	0.483	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	452	0.422	0.300	0.150	0.029	0.902	1
2	Department of Legal Affairs	366	0.441	0.199	0.143	0.082	0.865	2
3	Ministry of Development of North Eastern Region	23	0.449	0.199	0.150	0.033	0.831	3
4	Department of Land Resources	336	0.405	0.223	0.150	0.037	0.815	4
5	Ministry of Parliamentary Affairs	304	0.400	0.192	0.150	0.073	0.815	5
6	NITI Aayog	351	0.396	0.238	0.125	0.033	0.793	6
7	Department of Expenditure	95	0.306	0.196	0.131	0.065	0.698	7
8	Ministry of Mines	76	0.311	0.193	0.135	0.052	0.690	8
9	Department of Empowerment of Persons with Disabilities	293	0.362	0.099	0.134	0.082	0.677	9
10	Ministry of Coal	334	0.300	0.212	0.105	0.046	0.663	10
11	Department of Fisheries	61	0.262	0.201	0.140	0.048	0.650	11
12	Ministry of Skill Development and Entrepreneurship	132	0.260	0.187	0.150	0.049	0.647	12
13	Ministry of Ayush	269	0.253	0.194	0.125	0.069	0.641	13
14	Ministry of Micro Small and Medium Enterprises	202	0.276	0.183	0.132	0.045	0.636	14
15	Ministry of Tribal Affairs	240	0.249	0.238	0.104	0.044	0.636	15
16	Department of Youth Affairs	48	0.172	0.234	0.150	0.073	0.629	16
17	Department of Financial Services (Pension Reforms)	266	0.276	0.215	0.054	0.070	0.615	17

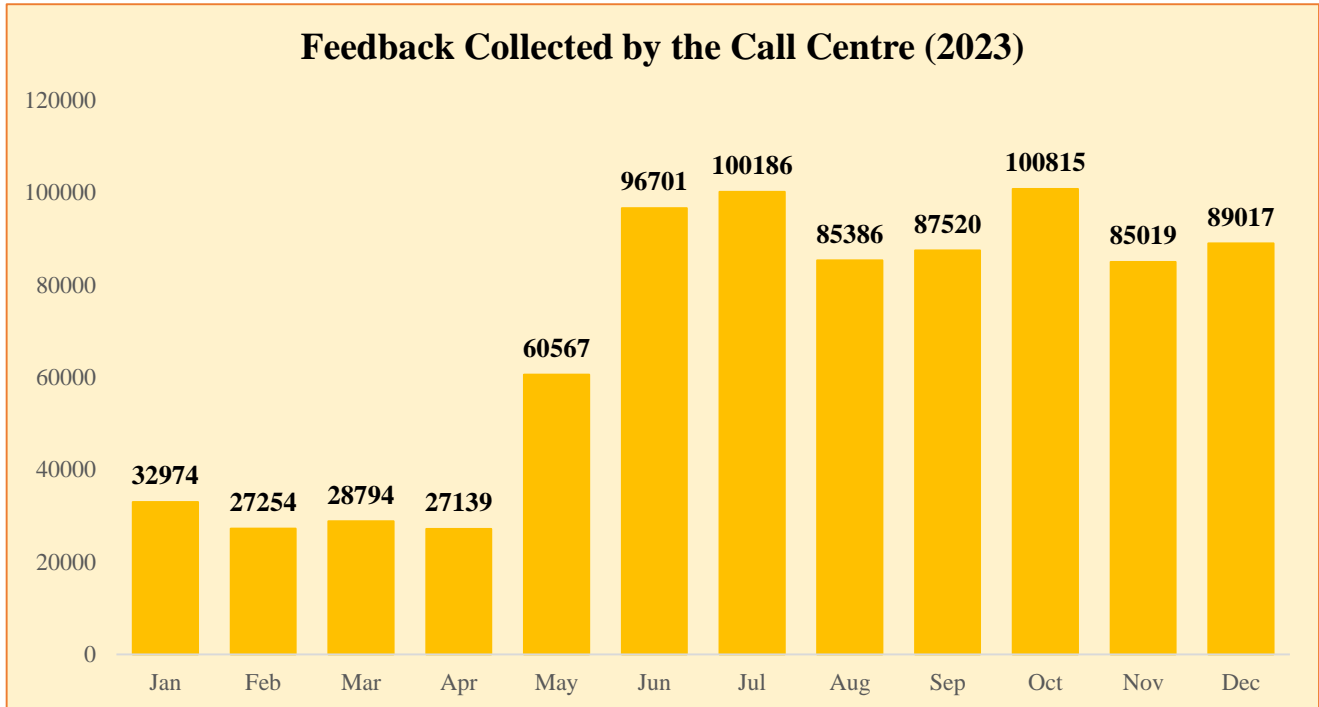
#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
18	Department of Science and Technology	91	0.227	0.182	0.150	0.055	0.614	18
19	Ministry of New and Renewable Energy	55	0.294	0.120	0.150	0.046	0.610	19
20	Department of Space	45	0.213	0.242	0.087	0.066	0.607	20
21	Department for Promotion of Industry and Internal Trade	185	0.192	0.219	0.140	0.051	0.603	21
22	Department of Pharmaceuticals	81	0.299	0.102	0.130	0.066	0.597	22
23	Department of Public Enterprises	44	0.274	0.197	0.072	0.042	0.585	23
24	Department of Commerce	402	0.302	0.187	0.048	0.042	0.581	24
25	Ministry of Tourism	233	0.266	0.153	0.108	0.052	0.579	25
26	Department of Investment & Public Asset Management	55	0.350	0.150	0.000	0.079	0.579	26
27	Ministry of Water Resources, River Development & Ganga Rejuvenation	192	0.238	0.220	0.070	0.048	0.576	27
28	Ministry of Shipping	101	0.200	0.232	0.081	0.061	0.575	28
29	Department of Chemicals and Petrochemicals	77	0.233	0.163	0.090	0.060	0.547	29
30	Ministry of Minority Affairs	268	0.174	0.168	0.150	0.051	0.543	30
31	Ministry of Culture	253	0.203	0.177	0.103	0.054	0.539	31
32	Department of Defence Production	157	0.219	0.141	0.120	0.049	0.529	32
33	Ministry of Earth Sciences	21	0.240	0.095	0.144	0.044	0.524	33
34	Department of Health Research	111	0.168	0.247	0.069	0.034	0.517	34
35	Legislative Department	113	0.160	0.213	0.081	0.058	0.513	35
36	Ministry of Information and Broadcasting	261	0.204	0.148	0.102	0.054	0.508	36

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
37	Department of Sports	107	0.249	0.133	0.059	0.066	0.506	37
38	Ministry of Power	326	0.180	0.190	0.090	0.038	0.498	38
39	Department of Heavy Industry	94	0.239	0.120	0.078	0.055	0.493	39
40	Department of Atomic Energy	115	0.199	0.086	0.126	0.078	0.490	40
41	Department of Defence Research and Development	67	0.181	0.127	0.148	0.034	0.490	41
42	Department of Scientific & Industrial Research	70	0.212	0.123	0.103	0.049	0.488	42
43	Ministry of Statistics and Programme Implementation	51	0.298	0.109	0.028	0.052	0.487	43
44	Department of Animal Husbandry, Dairying	160	0.222	0.142	0.092	0.029	0.485	44
45	Ministry of Textiles	110	0.188	0.187	0.059	0.044	0.478	45
46	Ministry of Steel	117	0.253	0.050	0.119	0.054	0.476	46
47	Department of Agriculture Research and Education	132	0.206	0.153	0.060	0.041	0.459	47
48	Department of Official Language	18	0.181	0.102	0.062	0.085	0.430	48
49	Department of Military Affairs	361	0.168	0.141	0.072	0.044	0.425	49
50	Ministry of Food Processing Industries	50	0.215	0.134	0.019	0.044	0.413	50
51	Department of Bio Technology	30	0.152	0.059	0.150	0.032	0.394	51
52	Department of Economic Affairs ACC Division	277	0.108	0.172	0.061	0.039	0.380	52
53	Department of Fertilizers	60	0.102	0.120	0.033	0.053	0.308	53

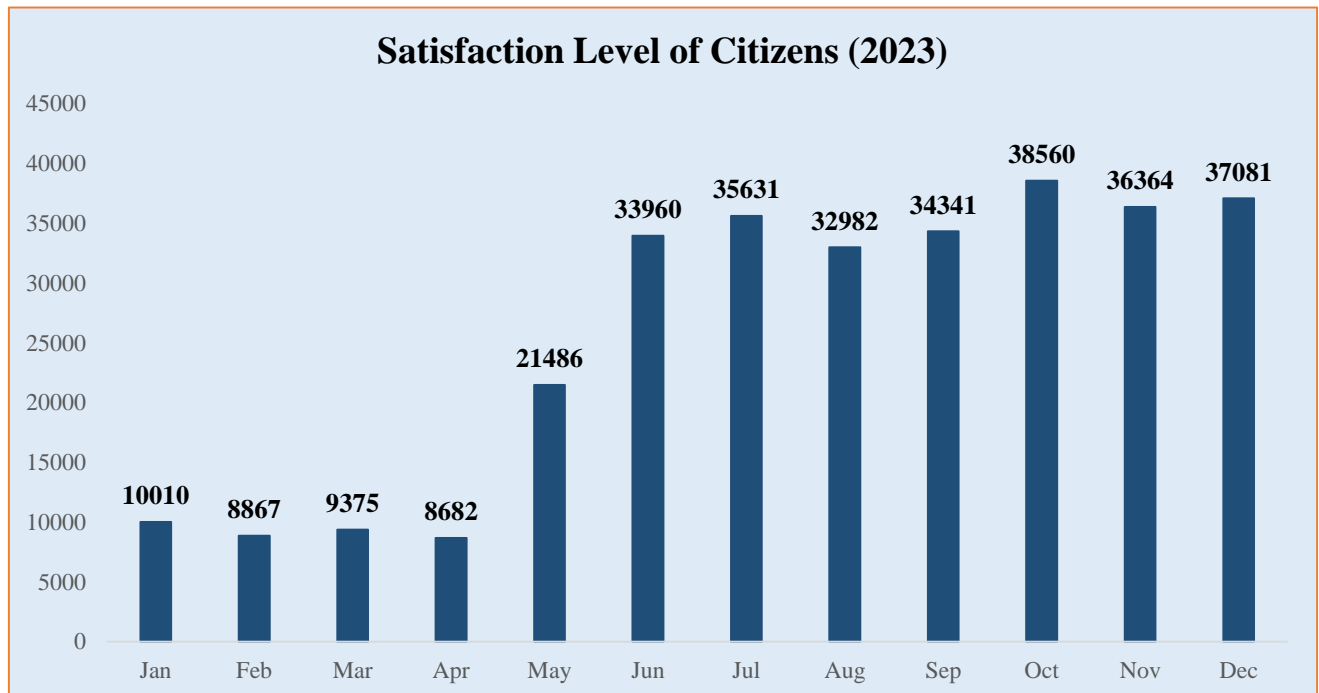
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

6. BSNL – Feedback Call Centre

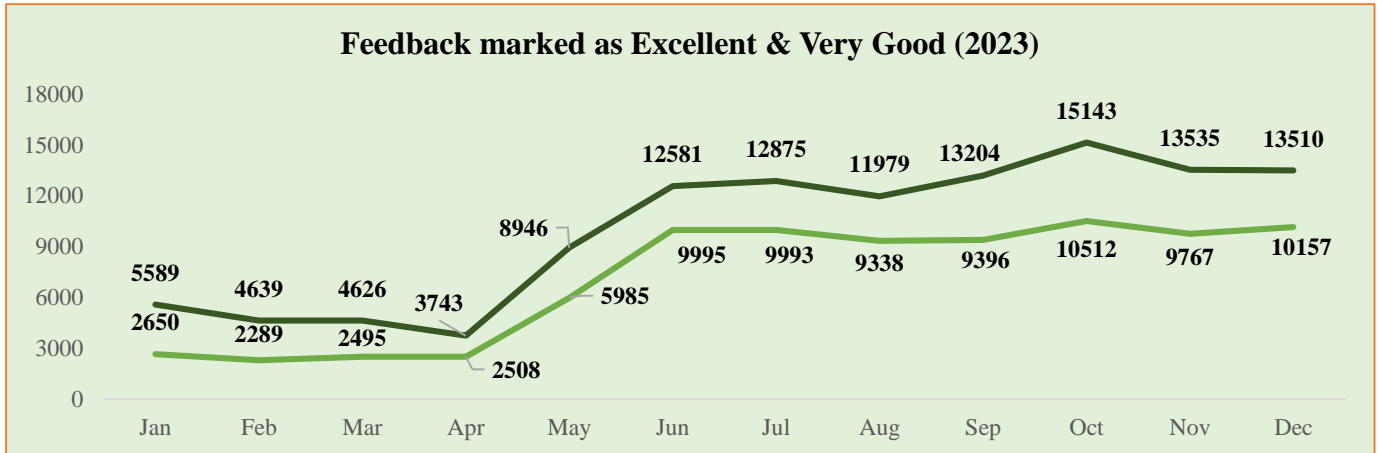
- From 1st January to 31st December, 2023, the BSNL Feedback Call Centre has collected **821372 feedbacks**, directly from the citizens



- A total of **307339 feedbacks** received have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1st January to 31st December, 2023)

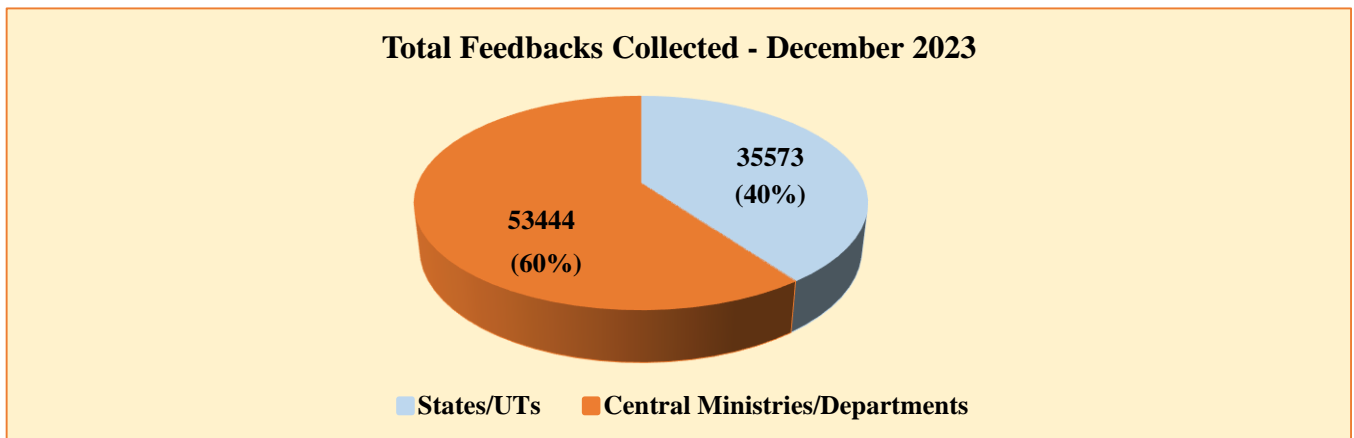


- A total of **205455 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1st January to 31st December, 2023)

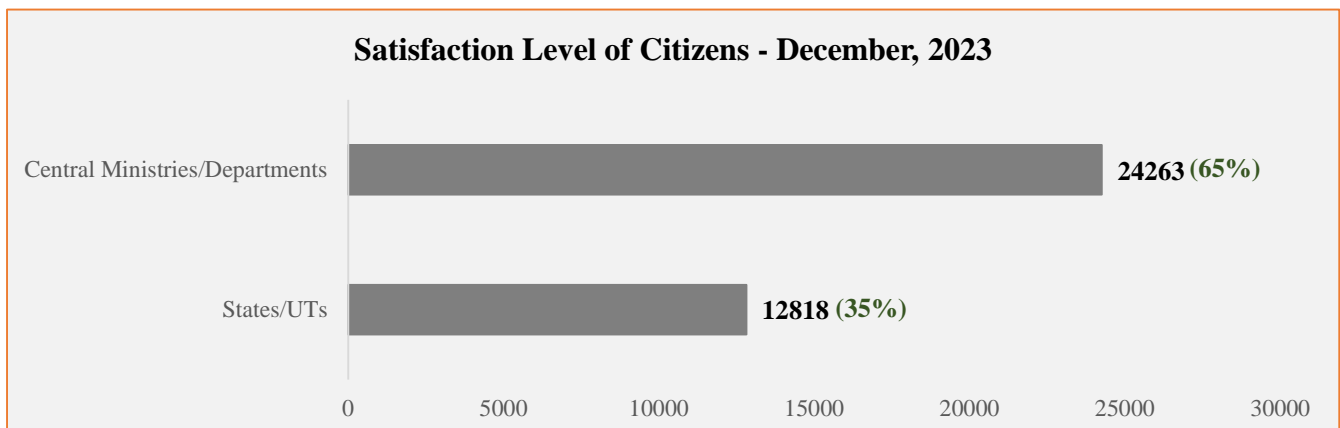


Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
E	17%	17%	16%	14%	15%	13%	13%	14%	15%	15%	16%	15%
VG	8%	8%	9%	9%	10%	10%	10%	11%	11%	10%	11%	11%

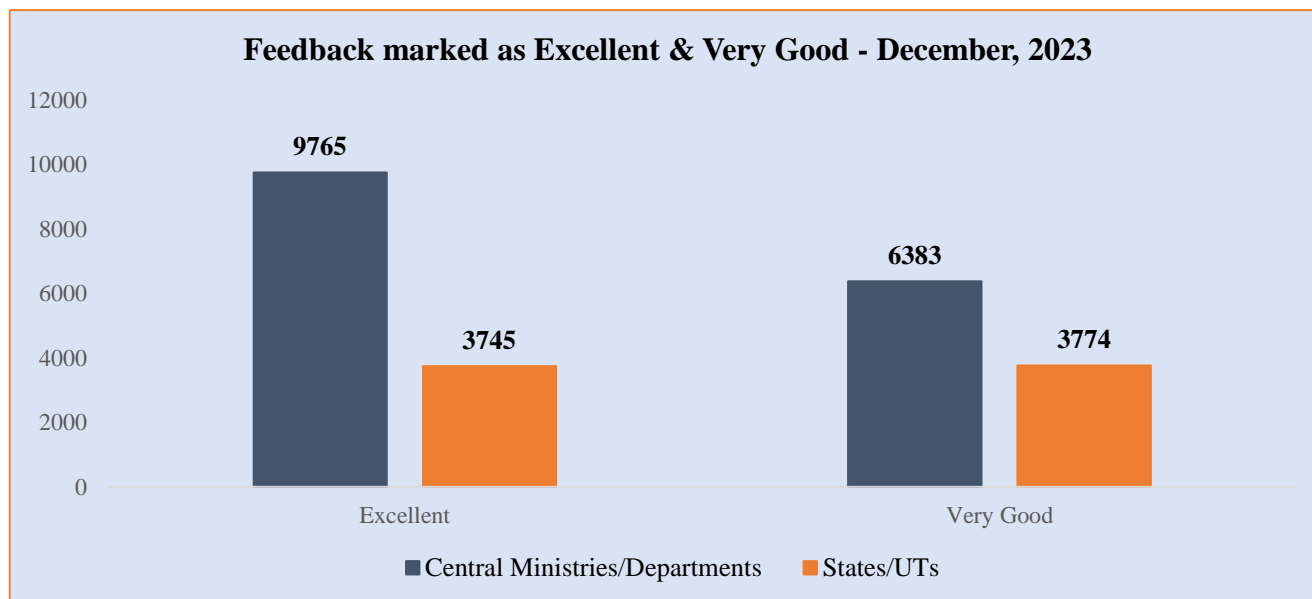
- From 1st December, 2023 to 31st December, 2023, the BSNL Feedback Call Centre has collected **89017 feedbacks**, directly from the citizens



- A total of **37081 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of December, 2023



- A total of **23667 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of December, 2023

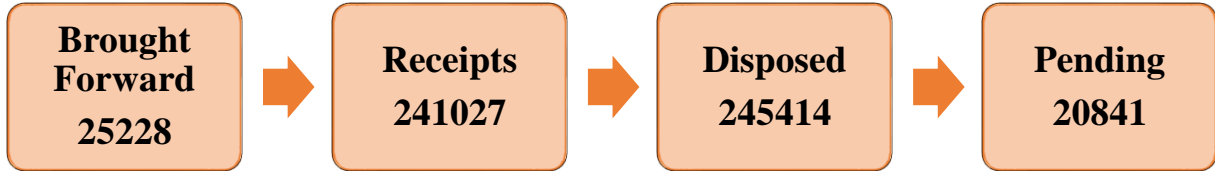


- Ministries/Departments for which more than 1000 feedbacks were collected by the Call Centre in December, 2023

S. No.	Name of Ministry/Department	Total Feedbacks	Satisfied %	Partial Satisfied %	Not Satisfied %
1	Ministry of Labour and Employment	8209	52%	5%	44%
2	Department of Financial Services (Banking Division)	6241	42%	4%	54%
3	Ministry of Railways (Railway Board)	3548	36%	4%	60%
4	Central Board of Direct Taxes (Income Tax)	3439	57%	4%	38%
5	Department of Posts	2970	52%	3%	45%
6	Department of Defence Finance	2605	55%	5%	40%
7	Department of Telecommunications	2271	40%	4%	56%
8	Department of Ex Servicemen Welfare	1751	50%	4%	45%
9	Department of Rural Development	1364	71%	2%	27%
10	Ministry of Home Affairs	1314	37%	4%	59%
11	East Asia Division Ministry of External Affairs	1121	56%	3%	41%
12	Department of Financial Services (Insurance Division)	1044	32%	3%	66%
13	Department of Health & Family Welfare	1024	47%	4%	49%

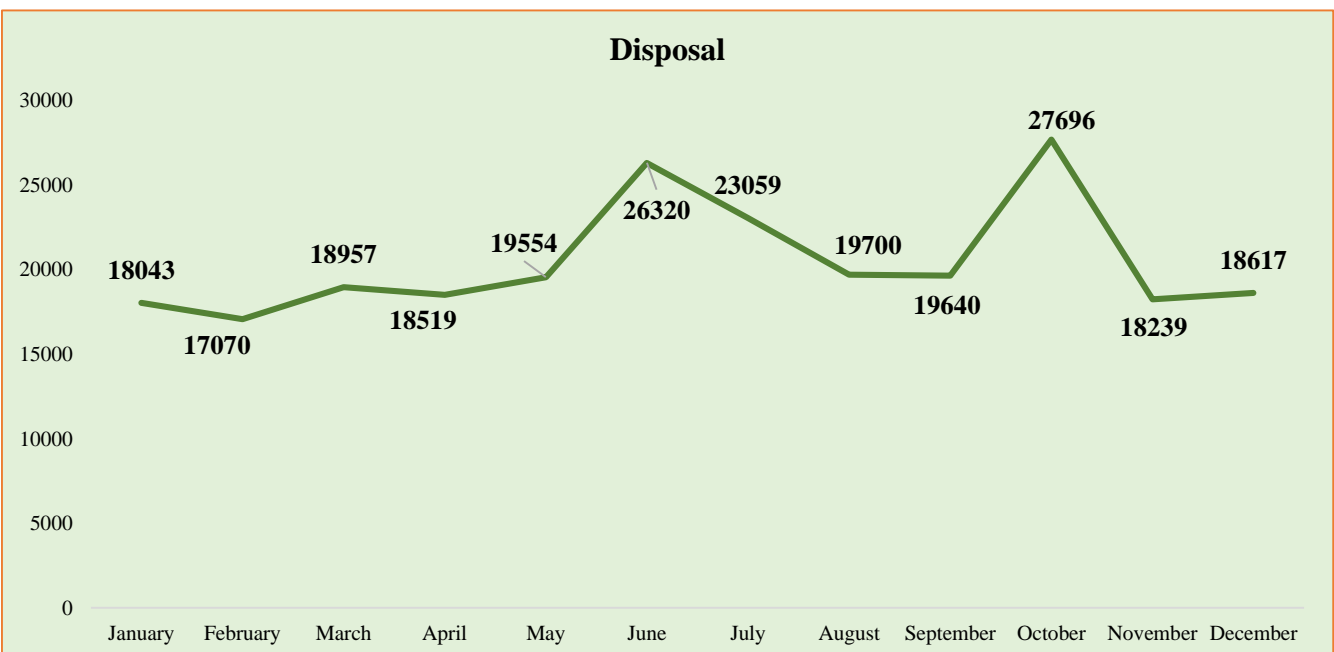
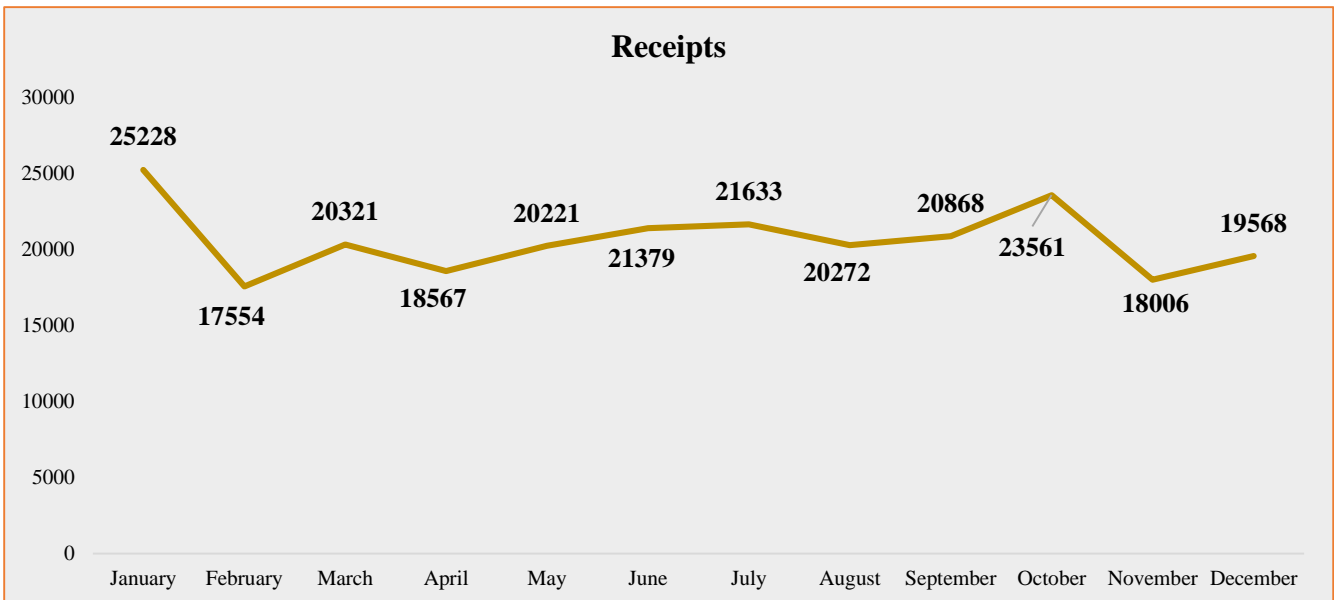
7. Review of Status of Appeals on CPGRAMS

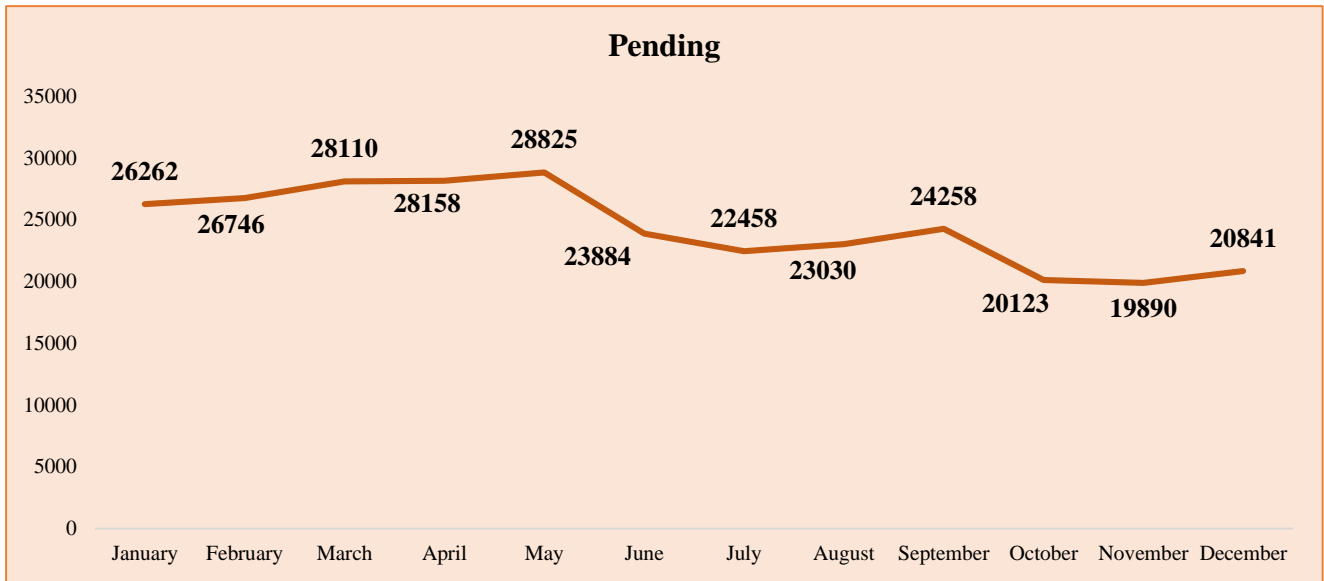
7.1. Overview



(Time Period: 01/01/2023 to 31/12/2023)

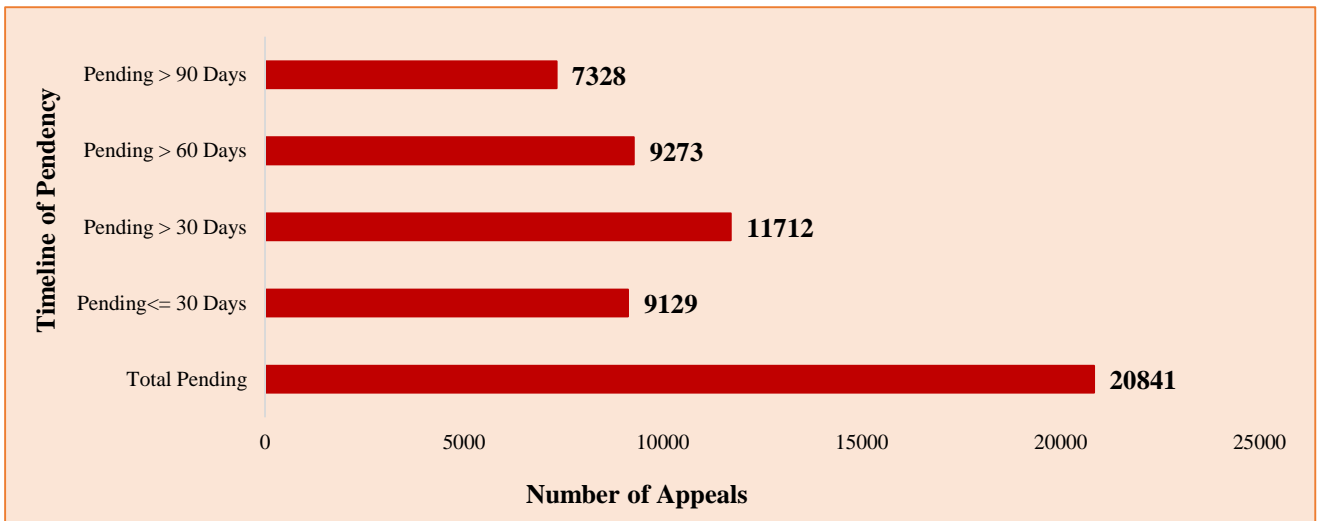
7.2. Month-wise Status of Appeals



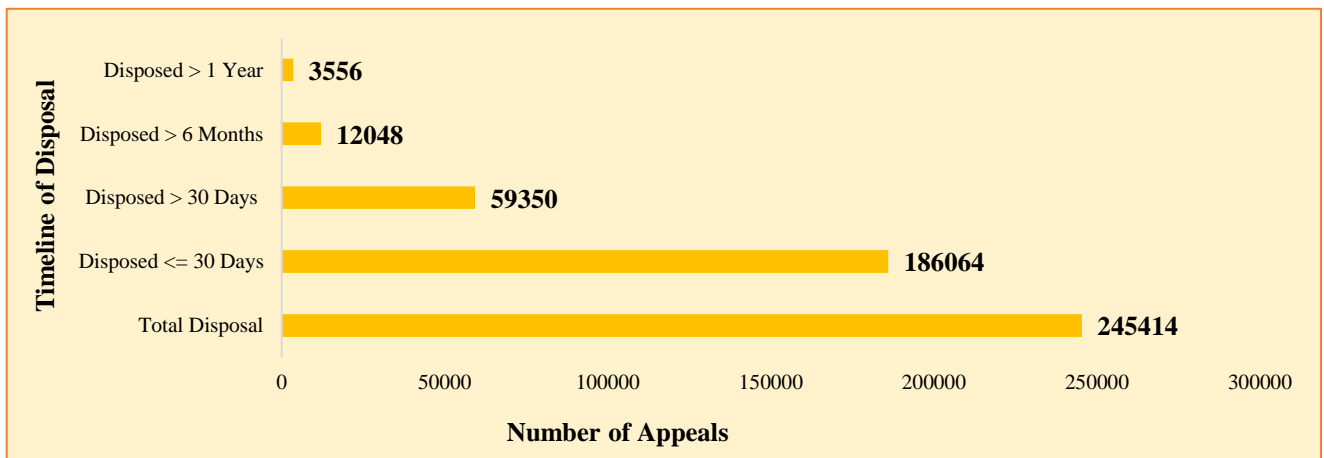


7.3. Age-wise Status of Appeals

7.3.1. Pendency



7.3.2. Disposal

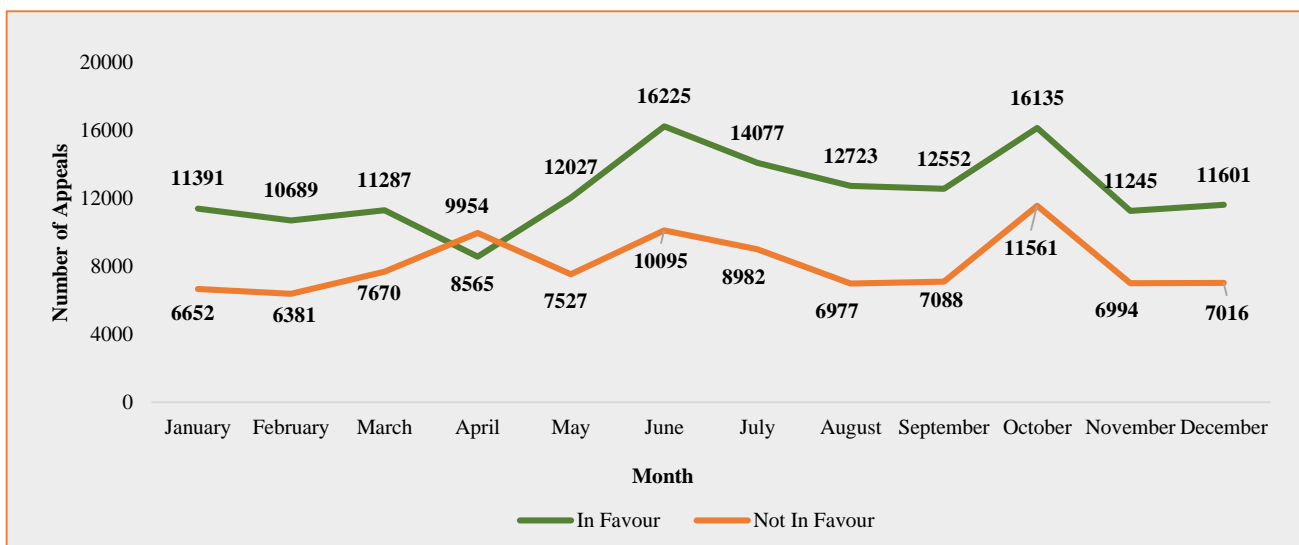


7.4. Average Closing Time of Appeals

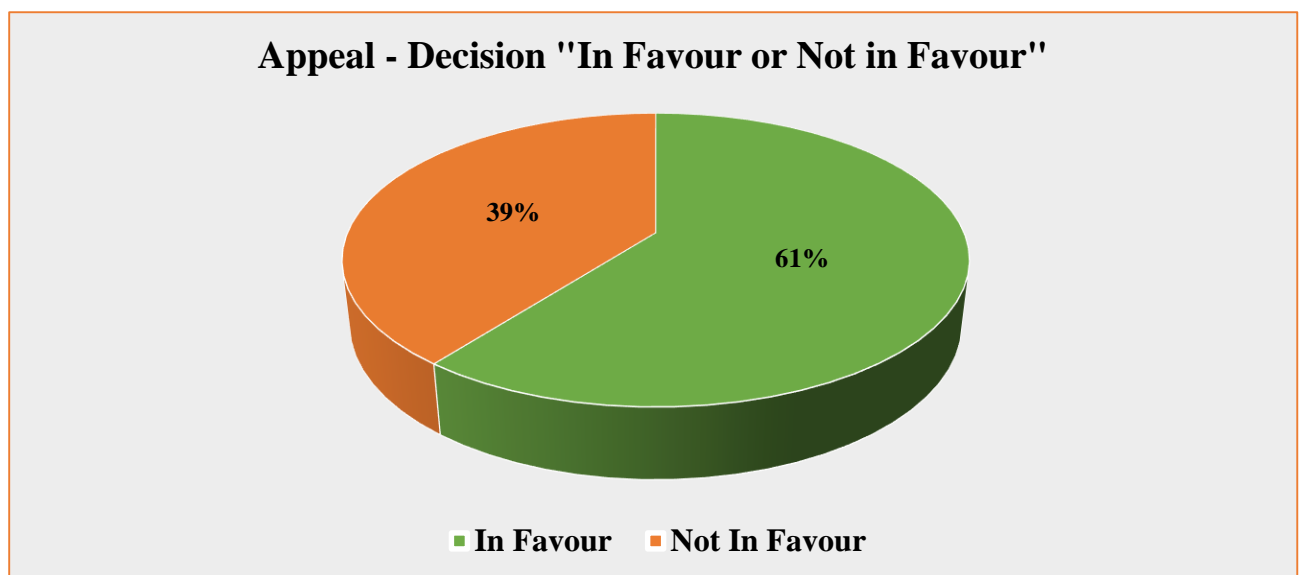
- The Average Closing Time of Appeals in the Central Ministries/Departments is **37 days** from 1st January to 31st December, 2023
- 49 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

7.5. Decision – Appeals

- A total of **245414 disposals** have been done in the year 2023 (1st January to 31st December, 2023), out of which **60.52%** of the disposals made are **“In Favour”** of the citizen



- From 1st January to 31st December, 2023, a total of 148517 disposals have been done in **“In Favour”** and 96897 disposals are made **“Not in Favour”** of the citizens



7.6. Status of Appellate Authorities

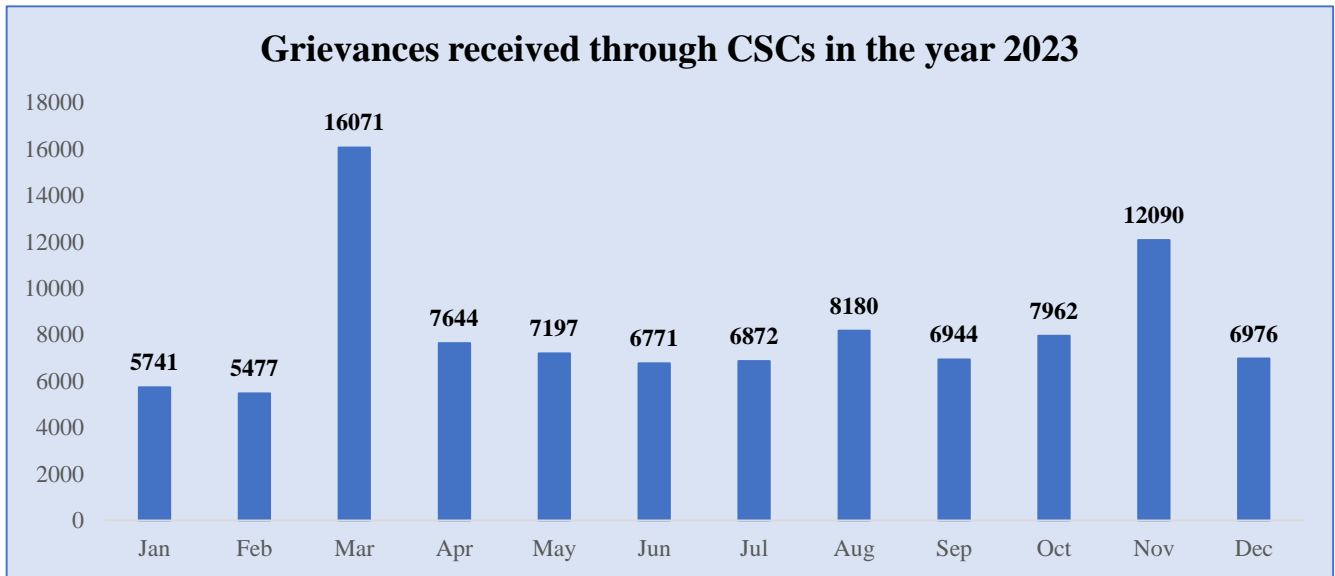
- **Top 15 Appellate Authorities with maximum disposal of appeals**

S. No.	Name of Ministry/Department	Officer's Name	Officer's Designation	Receipts	Disposed	Pending
1	Department of Financial Services (Banking Division)	Shri Pankaj Sharma	Joint Secretary	41682	41015	1535
2	Ministry of Labour and Employment	Shri Nagesh Kumar Singh	Deputy Director General	37610	38612	781
3	Ministry of Railways (Railway Board)	Shri Ravinder Goyal	Additional Member Commercial	16108	16167	790
4	Department of Posts	Shri Shalendra Dwivedi	DDG PG QA and I	14943	15175	365
5	Department of Telecommunications	Ms. Rekha Singh	Sr Deputy Director General - Public Grievances	14572	14468	145
6	Central Board of Direct Taxes (Income Tax)	Ms. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	11690	12490	2202
7	Ministry of Cooperation	Shri Vijay Kumar	Additional Secretary	8694	8945	12
8	Department of Financial Services (Insurance Division)	Shri Pankaj Sharma	Joint Secretary	6196	6149	256
9	Department of Ex Servicemen Welfare	Shri Pudi Hari Prasad	Joint Secretary (ESW)	5919	5554	419
10	Ministry of Housing and Urban Affairs	Shri Dinesh Kapila	Economic Advisor	5226	5503	494
11	Ministry of Home Affairs	Shri S. G. Roy	Jt. Secretary CIC	5130	5039	924
12	Department of Health & Family Welfare	Shri Elangbam Robert Singh	Joint Secretary	4113	5022	591
13	Department of Rural Development	Ms. Kalyani Mishra	Economic Advisor	4741	4622	734
14	Department of Higher Education	Shri Mrutyunjay Behera	Economic Adviser	3757	4329	287
15	Ministry of Road Transport and Highways	Shri Kamlesh Chaturvedi	Joint Secretary	3803	3764	234

(Time Period: 01/01/2023 to 31/12/2023)

8. Outreach through Common Service Centres

- CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs)
- In the year 2023, around 98 thousand grievances has been registered through CSCs on the CPGRAMS Portal.



- A total of **6976 grievances** have been registered through the Common Service Centres in the month of December, 2023



(Time Period: 01/12/2023 to 31/12/2023)

- From October, 2023, onwards, CSC has started organising **CSC-CPGRAMS Day** on every 20th of the month, to increase the outreach of CPGRAMS and reach to the remotest citizen
- A **Facebook Live Interaction** took place on 20th December, 2023, between Secretary, DARPG and CSC VLEs. During the event, Secretary, DARPG, engaged with the CSC VLEs and presented a comprehensive overview of the ongoing collaboration between CSC and CPGRAMS

9. Habitual Complainants

S. No.	Name of the Complainant	Number of Complaints
1	Sudipto De	1291
2	ATIN MAITY	957
3	Jayesh Kulkarni	631
4	mENtor pAWan	444
5	Sai	308
6	Pramod Kumar Agarwal	282
7	Patil Kulkarni V S	279
8	Sreekanth Rao Danapuneni	257
9	A G VARMORA	242
10	Meenaben Varmora	232

(Time Period: 01/12/2023 to 01/01/2024)

10. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Govt using Next Generation AI-enabled technology to enhance capacity of CPGRAMS Grievance Redressal portal, says Dr Jitendra Singh

Data Strategy Unit also established for root cause analysis of grievances and bringing systemic reforms: Dr Jitendra Singh

“Pendency of Public Grievance cases in central Ministries/Departments stands at an all-time low of 0.63 lac cases”: Dr Jitendra Singh

Posted On: 13 DEC 2023 1:16PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Union Minister Dr. Jitendra Singh to inaugurate Good Governance Week 2023 on 19th December, 2023



Ministry of Labour
@LabourMinistry

Ministry of Labour & Employment stood 2nd in the list of Top 10 Ministries/Departments with Highest Disposal of Public Grievances in ATR Format for the period January to November, 2023 (1,34,063).

#SuccessStory #progress #KeepGoing #victory

Sl. No.	Ministry/Department	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
1	Ministry of Labour and Employment	1484	16	36	171	1261	42	197	128	37	122	122	2512
2	Department of Administrative Services	1281	37	122	122	122	122	122	122	122	122	122	122
3	Ministry of Health and Family Welfare	122	122	122	122	122	122	122	122	122	122	122	122
4	Department of Forest Services (Wildlife Division)	122	122	122	122	122	122	122	122	122	122	122	122
5	Department of Labour Welfare	122	122	122	122	122	122	122	122	122	122	122	122
6	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
7	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
8	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
9	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
10	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122

10:11 AM · Dec 12, 2023 · 1,857 Views

Ministry of Labour
@LabourMinistry

Ministry of Labour & Employment ranked No.2 in the list of top 10 Ministries/Departments for maximum disposal of PG Appeals for the period from 01.01.2023 to 30.11.2023 (35,458).

#SuccessStory #progress #KeepGoing #victory

Sl. No.	Ministry/Department	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
1	Department of Forest Services	1484	16	36	171	1261	42	197	128	37	122	122	2512
2	Ministry of Labour and Employment	1484	16	36	171	1261	42	197	128	37	122	122	2512
3	Ministry of Health and Family Welfare	122	122	122	122	122	122	122	122	122	122	122	122
4	Department of Forest Services (Wildlife Division)	122	122	122	122	122	122	122	122	122	122	122	122
5	Department of Labour Welfare	122	122	122	122	122	122	122	122	122	122	122	122
6	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
7	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
8	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
9	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
10	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122

11:03 AM · Dec 12, 2023 · 1,293 Views

Ministry of Labour
@LabourMinistry

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 November, 2023.

#SuccessStory #Progress #KeepGoing #perseverance

Sl. No.	Ministry/Department	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Total
1	Ministry of Labour and Employment	1484	16	36	171	1261	42	197	128	37	122	122	2512
2	Department of Administrative Services	1281	37	122	122	122	122	122	122	122	122	122	122
3	Ministry of Health and Family Welfare	122	122	122	122	122	122	122	122	122	122	122	122
4	Department of Forest Services (Wildlife Division)	122	122	122	122	122	122	122	122	122	122	122	122
5	Department of Labour Welfare	122	122	122	122	122	122	122	122	122	122	122	122
6	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
7	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
8	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
9	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122
10	Ministry of Labour and Employment	122	122	122	122	122	122	122	122	122	122	122	122

11:51 AM · Dec 12, 2023 · 3,434 Views

PIB India
@PIB_India

Minister of State @DrJitendraSingh lauds change in work culture following a series of Governance reforms brought under the leadership of Prime Minister @narendramodi in the last over nine years

Best Practices in #GoodGovernance introduced in recent years also reflect change within us and in our attitude, says the Minister

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

7:21 PM · Dec 19, 2023 · 4,378 Views

BHASHINI
@BHASHINI

At the GPAI Global AI Expo 2023, #BHASHINI presented a notable use-case focused on multilingual grievance redressals - the integration of the #BHASHINI an AI-based language tool, with the CPGRAMS portal.

@GoI_MeitY @amitabhng @DARPG_GoI @narendramodi @Rajeev_GoI @AshwiniVaishnav

2:05 GPAI GLOBAL AI EXPO | BHARAT MANDAPAM, HALL NO. 14 | NEW DELHI

12:34 PM · Dec 15, 2023 · 498 Views

MylIPA लोकरासन
@lipa9

Our CPGRAMS public grievances portal, DBT and SVAMITVA programmes are cited the world over as technology driven people centric reforms. Citizen-centric governance will evolve into increasing role of citizens in the decision-making process, Union Minister Dr Jitendra Singh pib.gov.in/PressReleasePa... @DrJitendraSingh @DoPTGoI

6:35 PM · Dec 22, 2023 · 1,436 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4344	14437	18781	13746	5042
2	Department of Financial Services (Banking Division)	8453	12969	21422	13083	8348
3	Department of Agriculture and Farmers Welfare	2496	8638	11134	7612	3519
4	Central Board of Direct Taxes (Income Tax)	10682	6039	16721	5929	10791
5	Department of Posts	1555	5438	6993	5361	1631
6	Ministry of Railways (Railway Board)	2779	5395	8174	5042	3132
7	Ministry of Home Affairs	1292	4848	6140	4787	1357
8	Ministry of Housing and Urban Affairs	759	4677	5436	4033	1400
9	Department of Rural Development	2542	3856	6398	3397	2997
10	Department of Telecommunications	741	3683	4424	3702	718

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4344	14437	18781	13746	5042
2	Department of Financial Services (Banking Division)	8453	12969	21422	13083	8348
3	Department of Agriculture and Farmers Welfare	2496	8638	11134	7612	3519
4	Central Board of Direct Taxes (Income Tax)	10682	6039	16721	5929	10791
5	Department of Posts	1555	5438	6993	5361	1631
6	Ministry of Railways (Railway Board)	2779	5395	8174	5042	3132
7	Ministry of Home Affairs	1292	4848	6140	4787	1357
8	Ministry of Housing and Urban Affairs	759	4677	5436	4033	1400
9	Department of Telecommunications	741	3683	4424	3702	718
10	Department of Rural Development	2542	3856	6398	3397	2997

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6755	174681	181436	173088	8348

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
2	Ministry of Labour and Employment	3030	165055	168085	163043	5042
3	Department of Agriculture and Farmers Welfare	5145	124351	129496	125977	3519
4	Central Board of Direct Taxes (Income Tax)	13033	69980	83013	72222	10791
5	Ministry of Railways (Railway Board)	2455	62966	65421	62289	3132
6	Department of Posts	1958	59883	61841	60210	1631
7	Ministry of Home Affairs	2087	49800	51887	50530	1357
8	Department of Telecommunications	758	47600	48358	47640	718
9	Department of Financial Services (Insurance Division)	1096	37012	38108	37347	761
10	Department of Ex Servicemen Welfare	1495	36664	38159	34140	4019

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6755	174681	181436	173088	8348
2	Ministry of Labour and Employment	3030	165055	168085	163043	5042
3	Department of Agriculture and Farmers Welfare	5145	124351	129496	125977	3519
4	Central Board of Direct Taxes (Income Tax)	13033	69980	83013	72222	10791
5	Ministry of Railways (Railway Board)	2455	62966	65421	62289	3132
6	Department of Posts	1958	59883	61841	60210	1631
7	Ministry of Home Affairs	2087	49800	51887	50530	1357
8	Department of Telecommunications	758	47600	48358	47640	718
9	Department of Financial Services (Insurance Division)	1096	37012	38108	37347	761
10	Ministry of Cooperation	98	35937	36035	36008	27

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13033	69980	83013	72222	10791
2	Department of Financial Services (Banking Division)	6755	174681	181436	173088	8348
3	Ministry of Labour and Employment	3030	165055	168085	163043	5042
4	Department of Ex Servicemen Welfare	1495	36664	38159	34140	4019
5	Department of Agriculture and Farmers Welfare	5145	124351	129496	125977	3519

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
6	Ministry of Railways (Railway Board)	2455	62966	65421	62289	3132
7	Department of Rural Development	1389	22397	23786	20789	2997
8	Department of Health & Family Welfare	2103	31713	33816	31724	2092
9	Ministry of Petroleum and Natural Gas	1420	16213	17633	15780	1853
10	Department of School Education and Literacy	1463	13920	15383	13738	1645
11	Department of Posts	1958	59883	61841	60210	1631
12	Ministry of External Affairs	1065	20676	21741	20244	1497
13	Ministry of Housing and Urban Affairs	903	28391	29294	27894	1400
14	Ministry of Home Affairs	2087	49800	51887	50530	1357
15	Department of Higher Education	1619	17294	18913	17694	1219
16	Department of Consumer Affairs	862	17525	18387	17212	1175
17	Ministry of Road Transport and Highways	1481	22414	23895	22757	1138

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	13033	69980	83013	72222	10791	6753
2	Department of Ex Servicemen Welfare	1495	36664	38159	34140	4019	1434
3	Department of Financial Services (Banking Division)	6755	174681	181436	173088	8348	1380
4	Ministry of Railways (Railway Board)	2455	62966	65421	62289	3132	1079
5	Department of School Education and Literacy	1463	13920	15383	13738	1645	1001
6	Ministry of Home Affairs	2087	49800	51887	50530	1357	836
7	Department of Health & Family Welfare	2103	31713	33816	31724	2092	681
8	Department of Economic Affairs ACC Division	477	4554	5031	4282	749	537
9	Ministry of External Affairs	1065	20676	21741	20244	1497	522
10	Department of Defence	1285	15682	16967	16012	955	474

Annexure 2: Average Closing Time – January to December, 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	13435	89
2	Central Board of Direct Taxes (Income Tax)	72222	63

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
3	Department of Economic Affairs ACC Division	4282	58
4	Department of Atomic Energy	1465	52
5	Department of Youth Affairs	922	47
6	Ministry of Culture	2809	44
7	Department of Official Language	269	43
8	Department of Personnel and Training	27276	39
9	Ministry of Shipping	1769	38
10	Department of Scientific & Industrial Research	884	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	36008	2
2	Department of Legal Affairs	3800	2
3	NITI Aayog	3836	3
4	Department of Telecommunications	47640	5
5	Department of Land Resources	3543	5
6	Department of Food and Public Distribution	6962	6
7	Department of Financial Services (Pension Reforms)	3274	6
8	Ministry of Parliamentary Affairs	3212	6
9	Department of Investment & Public Asset Management	1192	6
10	Department of Agriculture and Farmers Welfare	125977	7

Annexure 3: Public Grievance Officers on CPGRAMS – December, 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	3582	521	4103
3	Level 3	7086	531	7617
4	Level 4	12353	388	12741
5	Level 5	8825	162	8987
6	Level 6	3917	90	4007
7	Level 7	891	35	926
8	Level 8	356	0	356
TOTAL		37102	1935	39037

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	8846	386	9232
2	Central Board of Direct Taxes (Income Tax)	5558	277	5835
3	Ministry of Railways (Railway Board)	1940	161	2101
4	Department of Defence	1907	63	1970
5	Department of Defence Finance	1650	61	1711
6	Ministry of Housing and Urban Affairs	1263	61	1324
7	Department of Ex Servicemen Welfare	1268	33	1301
8	Department of Military Affairs	1130	88	1218
9	Department of Financial Services (Banking Division)	1017	115	1132
10	Department of Posts	908	23	931

Annexure 4: Status of Action Taken Reports (ATR) – January to December, 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)	160042	139480	14377	6185
2	Ministry of Labour and Employment	146349	82190	62124	2035
3	Central Board of Direct Taxes (Income Tax)	68861	28073	40595	193
4	Ministry of Railways (Railway Board)	59802	45878	10070	3854
5	Department of Posts	50741	48070	2447	224
6	Department of Telecommunications	41758	30427	8397	2934
7	Ministry of Cooperation	33728	33711	15	2
8	Department of Ex Servicemen Welfare	33161	5870	27100	191
9	Department of Defence Finance	34143	33512	139	492
10	Ministry of Corporate Affairs	23767	8388	15048	331

Annexure 5: Status of Appeals – January to December, 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	4524	6371	3477	2894
2	Central Board of Direct Taxes (Income Tax)	3002	11690	14692	12490	2202
3	Department of Financial Services (Banking Division)	868	41682	42550	41015	1535
4	Department of Social Justice and Empowerment	630	894	1524	0	1524

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
5	Ministry of Home Affairs	833	5130	5963	5039	924
6	Department of Defence Finance	302	4257	4559	3763	796
7	Ministry of Railways (Railway Board)	849	16108	16957	16167	790
8	Ministry of Labour and Employment	1783	37610	39393	38612	781
9	Department of Rural Development	615	4741	5356	4622	734
10	Department of Health & Family Welfare	1500	4113	5613	5022	591

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	14468	2
2	Ministry of Cooperation	8945	2
3	Department of Land Resources	268	4
4	NITI Aayog	163	4
5	Department of Justice	609	6
6	Ministry of Labour and Employment	38612	9
7	Department of Empowerment of Persons with Disabilities	757	9
8	Ministry of External Affairs	3673	10
9	Ministry of Ayush	460	10
10	Department of Ex Servicemen Welfare	5554	11

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	9858	9451	2895	30.63%
2	Department of Telecommunications	48358	47640	14572	30.59%
3	Department of Heavy Industry	1181	1103	303	27.47%
4	Department of Atomic Energy	1576	1465	394	26.89%
5	Ministry of Steel	1274	1186	318	26.81%
6	Department of Empowerment of Persons with Disabilities	3033	2935	768	26.17%
7	Ministry of Railways (Railway Board)	65421	62289	16108	25.86%
8	Department for Promotion of Industry and Internal Trade	2444	2314	593	25.63%
9	Department of Defence Research and Development	861	797	201	25.22%
10	Department of Youth Affairs	969	922	232	25.16%

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

#	M/D	% 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	71.46	80.15	68.75	9.00	0.12	23.09	55.01	60.49	26.13	17.16	72.65
2	Department of Financial Services (Banking Division)	50.73	71.07	54.16	18.00	0.28	24.65	45.30	63.23	14.92	12.03	57.14
3	Department of Agriculture and Farmers Welfare	67.95	30.00	36.36	9.00	0.00	0.33	48.98	54.55	0.03	87.22	44.44
4	Central Board of Direct Taxes (Income Tax)	19.73	30.69	42.31	60.00	0.03	18.25	58.22	88.81	15.36	1.03	46.82
5	Department of Posts	73.51	80.54	67.07	9.00	0.00	27.12	53.92	81.82	32.28	5.40	74.65
6	Ministry of Railways (Railway Board)	55.09	62.47	60.00	16.00	0.09	27.36	40.47	64.10	5.17	2.52	45.00
7	Ministry of Home Affairs	73.42	20.07	52.38	7.00	0.38	9.38	41.14	90.76	3.05	9.18	54.73
8	Ministry of Housing and Urban Affairs	70.78	36.83	47.83	6.00	0.00	8.55	32.77	63.89	0.04	3.29	28.67
9	Department of Rural Development	45.37	21.41	28.21	16.00	0.00	7.06	77.21	37.50	0.05	0.44	2.91
10	Department of Telecommunications	83.60	89.07	80.00	6.00	0.00	30.64	43.54	84.62	9.86	3.97	50.27
11	Department of Ex Servicemen Welfare	25.12	12.89	50.00	34.00	0.39	18.83	53.68	50.00	5.14	2.63	14.45
12	Department of Health & Family Welfare	48.92	47.79	52.08	26.00	0.15	12.78	49.55	68.84	18.13	4.58	29.01
13	Department of Personnel and Training	64.29	34.39	64.52	12.00	0.00	8.17	34.51	56.67	0.32	17.58	49.19
14	Ministry of Road Transport and Highways	55.84	51.15	75.00	16.00	0.00	17.07	30.82	72.73	0.15	4.01	53.74

#	M/D	% 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
15	Ministry of External Affairs	45.81	71.22	50.00	15.00	0.00	17.22	58.24	6.86	19.10	4.01	18.88
16	Department of Financial Services (Insurance Division)	65.20	63.84	69.05	12.00	0.00	29.68	33.73	48.84	11.40	6.04	63.06
17	Ministry of Corporate Affairs	75.66	0.07	84.00	10.00	0.00	14.88	30.96	90.00	7.87	16.45	66.07
18	Ministry of Petroleum and Natural Gas	31.85	51.44	38.58	28.00	0.00	18.05	62.61	28.57	8.03	3.11	43.53
19	Department of Consumer Affairs	39.71	27.40	74.14	22.00	0.00	21.38	39.55	76.00	5.22	33.09	38.64
20	Department of Higher Education	40.00	46.85	42.59	21.00	0.00	26.23	39.39	57.63	25.12	3.03	41.39
21	Unique Identification Authority of India	56.08	62.98	60.00	12.00	0.00	26.25	50.49	100.00	0.69	49.62	79.31
22	Department of Defence	51.05		20.00	8.00	0.00	0.00	46.37	25.00	25.91	0.67	11.11
23	Central Board of Indirect Taxes and Customs	50.47	67.95	76.00	16.00	0.00	27.79	44.48	78.00	1.26	1.42	32.84
24	Department of Defence Finance	43.54	41.12	87.50	29.00	0.18	35.93	55.73	60.00	4.84	0.78	13.46
25	O/o the Comptroller & Auditor General of India	71.56	25.87	50.00	20.00	0.00	13.23	70.17	90.91	1.01	9.03	55.73
26	Department of Justice	35.46	42.57	66.67	26.00	16.67	6.54	44.19	44.86	27.88	192.50	66.67
27	Department of School Education and Literacy	26.00	84.58	44.44	71.00	0.99	18.16	39.39	46.34	25.30	5.42	43.07
28	Staff Selection Commission	36.46	76.92	29.41	23.00	0.00	14.83	38.89	66.67	7.16	41.32	56.00
29	Department of Revenue	74.19	0.00	76.92	16.00	0.00	15.40	51.52	72.37	0.58	23.27	86.49
30	Department of Social Justice and Empowerment	71.25	0.00	80.00	10.00	0.00	6.92	36.22	75.76	0.99	8.71	45.16
31	Ministry of Panchayati Raj	78.03	55.75	87.22	9.00	0.00	21.79	49.83	75.00	0.00	24.39	19.35
32	Department of Food and Public Distribution	76.32	58.85	91.78	6.00	0.00	19.80	56.12	83.33	19.97	12.19	56.45
33	Ministry of Electronics & Information Technology	44.49	38.27	28.57	18.00	0.00	16.34	56.40	64.86	1.41	4.13	23.98
34	Ministry of Civil Aviation	44.87	79.57	66.67	21.00	0.00	26.37	29.73	76.19	0.31	1.95	32.34
35	Ministry of Cooperation	94.33	91.61	100.00	7.00	0.00	18.37	28.87		15.41	27.81	57.14
36	Ministry of Women and Child Development	48.99	52.38	80.00	18.00	2.63	15.76	37.18	71.15	5.55	15.18	63.16
37	Ministry of Environment, Forest and Climate Change	53.66	58.16	25.00	17.00	0.00	10.04	39.24	61.54	16.05	3.83	42.22

#	M/D	% 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
38	Ministry of Drinking Water and Sanitation	90.58			2.00	0.00	0.00		100.00	0.00	4.66	3.09
39	Department of Commerce	54.33	55.17	100.00	20.00	0.00	4.57	27.50	25.00	26.87	3.07	18.32
40	Department of Legal Affairs	97.07		98.39	1.00	0.00	0.00	26.09	93.33	1.09	19.26	68.42
41	Department of Military Affairs	28.85	12.90	55.56	46.00	0.00	23.45	33.78	33.33	14.13	0.32	19.35
42	NITI Aayog	82.84	100.00	81.82	4.00	0.00	1.89	50.00	72.73	0.00	4.39	7.50
43	Department of Land Resources	83.15	93.10	100.00	3.00	0.00	9.00	53.64	100.00	0.00	28.00	16.67
44	Ministry of Coal	56.14		66.67	15.00	0.00	0.00	33.02	50.00	0.00	0.55	22.09
45	Ministry of Power	41.56	15.69	0.00	18.00	0.00	10.85	39.02	33.33	0.31	0.76	13.11
46	Ministry of Parliamentary Affairs	90.51	100.00		3.00	4.76	1.74	25.00	100.00	0.00	14.48	57.14
47	Department of Empowerment of Persons with Disabilities	71.01	75.00	100.00	7.00	0.00	36.03	32.20	85.71	2.73	9.77	66.67
48	Department of Economic Affairs ACC Division	12.20	2.13	21.88	26.00	1.11	4.97	20.00	21.74	14.80	3.08	14.44
49	Ministry of Ayush	56.25	60.71	0.00	4.00	0.00	16.56	50.70	75.00	2.23	5.27	50.98
50	Ministry of Minority Affairs	31.93	42.59	0.00	21.00	0.00	20.12	42.86	100.00	0.00	4.25	28.57
51	Department of Financial Services (Pension Reforms)	85.71	0.00	0.00	11.00	0.00	6.03	44.83	50.00	39.85	88.67	66.67
52	Ministry of Information and Broadcasting	30.89	43.65	50.00	24.00	0.00	22.77	36.49	47.06	0.38	1.91	31.39
53	Ministry of Culture	36.72	0.60	74.19	26.00	0.00	23.89	53.95	50.00	1.19	1.62	32.05
54	Ministry of Tribal Affairs	53.29	6.67		7.00	0.00	6.22	57.14	50.00	0.42	2.22	20.37
55	Ministry of Tourism	58.33	13.49	66.67	12.00	0.00	18.18	31.51	75.00	15.02	3.11	29.33
56	Ministry of Micro Small and Medium Enterprises	53.95	45.95	69.23	17.00	0.00	14.29	41.27	81.82	1.49	1.45	20.86
57	Ministry of Water Resources, River Development & Ganga Rejuvenation	45.94	83.33	0.00	15.00	0.00	4.97	45.45	33.33	15.63	0.96	25.00
58	Department for Promotion of Industry and Internal Trade	42.72	34.85	0.00	23.00	0.00	9.68	52.83	100.00	7.57	2.53	28.77
59	Department of Animal Husbandry, Dairying	35.34	5.81	100.00	25.00	0.00	18.90	26.92	65.00	21.25	4.71	2.94

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60	Department of Defence Production	39.71	31.58	53.33	23.00	0.00	31.43	46.81	73.33	5.10	0.64	26.02
61	Ministry of Skill Development and Entrepreneurship	51.01	29.11	78.38	23.00	0.00	17.83	49.23		0.00	1.83	26.39
62	Department of Agriculture Research and Education	18.64	43.48	100.00	30.00	0.00	20.99	36.11	0.00	0.00	0.52	16.02
63	Ministry of Steel	41.45	59.34		20.00	0.00	48.57	26.47	66.67	0.85	1.18	32.32
64	Department of Atomic Energy	35.55	23.38	45.45	23.00	0.00	32.00	18.75	75.00	0.87	1.67	60.87
65	Legislative Department	27.67	0.00		29.00	0.00	9.84	50.00	25.00	0.88	2.97	36.84
66	Department of Health Research	35.47	30.00	0.00	30.00	0.00	3.30	57.14	25.00	10.81	0.85	7.69
67	Ministry of Textiles	22.28	0.86	100.00	25.00	0.00	14.49	43.48	0.00	0.91	1.57	20.00
68	Department of Sports	46.54	34.78		15.00	0.00	28.74	38.24	0.00	0.93	2.23	45.83
69	Ministry of Shipping	38.50		0.00	14.00	0.00	0.00	43.59		21.78	1.05	40.63
70	Department of Expenditure	56.73	50.00	100.00	17.00	0.00	10.74	42.11	100.00	14.74	1.94	44.90
71	Department of Heavy Industry	45.34	50.86	40.00	18.00	0.00	26.19	27.27	50.00	21.28	1.57	33.33
72	Department of Science and Technology	40.12	50.00	40.00	18.00	0.00	11.96	36.84	100.00	0.00	0.75	33.06
73	Department of Pharmaceuticals	68.42	22.22	75.00	15.00	0.00	15.46	0.00	86.67	6.17	2.70	46.67
74	Department of Chemicals and Petrochemicals	49.46	0.00		8.00	0.00	7.84	20.00	33.33	0.00	5.13	40.00
75	Ministry of Mines	49.19		100.00	15.00	0.00	0.00	22.73	100.00	11.84	1.85	29.27
76	Department of Scientific & Industrial Research	44.86	0.00	66.67	33.00	0.00	27.27	30.77	50.00	1.43	0.49	25.17
77	Department of Defence Research and Development	22.33	56.82	40.00	33.00	0.00	33.33	42.86	100.00	1.49	0.69	7.22
78	Department of Fisheries	53.85	0.00	100.00	23.00	0.00	24.00	66.67	100.00	8.20	5.08	25.00
79	Department of Fertilizers	13.33	0.00	0.00	21.00	0.00	26.92	28.57	16.67	33.33	1.50	30.00
80	Department of Investment & Public Asset Management	68.49			10.00	0.00	0.00	0.00		47.27	6.88	62.50
81	Ministry of New and Renewable Energy	46.51	88.24	80.00	18.00	0.00	9.76	0.00		0.00	1.72	21.88

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82	Ministry of Statistics and Programme Implementation	55.00	42.86	100.00	16.00	0.00	18.18	8.33	0.00	25.49	0.65	29.11
83	Ministry of Food Processing Industries	44.00	0.00		13.00	0.00	5.13	0.00	0.00	32.00	1.67	20.00
84	Department of Youth Affairs	26.67	63.16	33.33	62.00	0.00	21.43	80.00		0.00	2.40	55.00
85	Department of Space	35.53	35.29		25.00	0.00	17.07	76.92		20.00	1.88	45.83
86	Department of Public Enterprises	56.52	0.00	88.89	2.00	0.00	0.00	25.00	20.00	4.55	4.00	18.18
87	Department of Bio Technology	27.27	0.00		37.00	0.00	29.41	0.00		0.00	0.35	5.88
88	Ministry of Development of North Eastern Region	100.00	100.00	100.00	2.00	0.00	4.35	33.33	100.00	0.00	1.53	6.67
89	Ministry of Earth Sciences	42.86	0.00	100.00	17.00	0.00	35.00	28.57	100.00	4.76	0.68	19.35
90	Department of Official Language	28.57	40.00		46.00	0.00	15.63	0.00		27.78	1.38	69.23

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							

