



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

January 2024

[Report Number 21]

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1. Key Highlights

1. General

- From 2nd January, 2024, DARPG has launched an online hackathon on “**Data-driven Innovation for Citizen Grievance Redressal**” with 5 problem statements which is open to student’s/research scholars/start-ups [Link: <https://t.co/KaaGTyIvab>]
- Meeting with Grievance Redressal Officers of all the Central Ministries/Departments was held on 17th January, 2024, to review the pendency and disposal of public grievances on CPGRAMS
- In January 2024, for the **18th 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 2024, from 1st January to 31st January, 2024 is **16 Days**
- In January, 2024, the BSNL Feedback Call Centre collected **91437 feedbacks**. Out of the total feedbacks collected, **~41%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **57217 feedbacks (62%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, **~44%** citizens expressed satisfaction with the resolution provided

2. PG Cases

- In January 2024, **121671 PG cases were received** on the CPGRAMS portal, **121478 PG cases were redressed** and there exists a **pendency of 71119 PG cases**, as of 31st January, 2024
- The pendency in the Central Secretariat has **increased** from **70516 PG cases at the end of December, 2023** to **71119 PG cases at the end of January, 2024**
- 31% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Ministry of Labour and Employment [14427 grievances], Department of Financial Services (Banking Division) [13717 grievances], and Department of Agriculture and Farmers Welfare [9133 grievances], have received the maximum number of grievances in January, 2024

3. PG Appeals

- In January, 2024, **23142 appeals were received** and **22084 appeals were disposed**
- The Central Secretariat has a pendency of **21891 PG Appeals** at the end of January, 2024

4. Grievance Redressal Assessment and Index (GRAI) – January, 2024

- **NITI Aayog, Department of Revenue and Department of Agriculture and Farmers Welfare** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for January, 2024
- **Ministry of Development of North Eastern Region, Ministry of Parliamentary Affairs and Department of Legal Affairs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for January, 2024

5. Online Hackathon by DARPG



DARPG invites participants to an online hackathon to address challenges related to citizen grievance redressal using data-driven solutions. The participating teams may address one or multiple Problem Statements defined by the organiser and submit innovative products and services as specified for each Problem Statement.

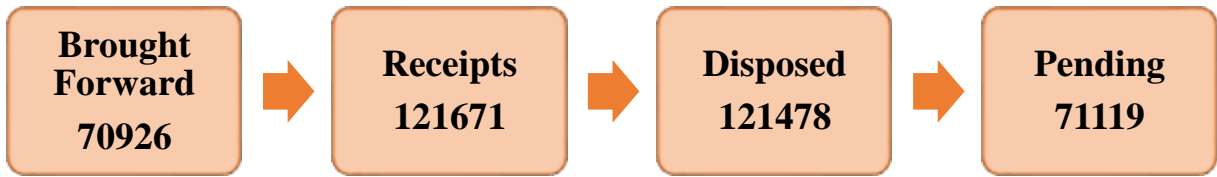
Top 3 most innovative solutions will be awarded the following prizes:

- Rs. 2 lakhs for the most innovative data-driven solution
- Rs. 1 lakh for the second most innovative data-driven solution
- Rs. 50 thousand for the third most innovative data-driven solution

More details are available at <https://t.co/KaaGTyIvab>

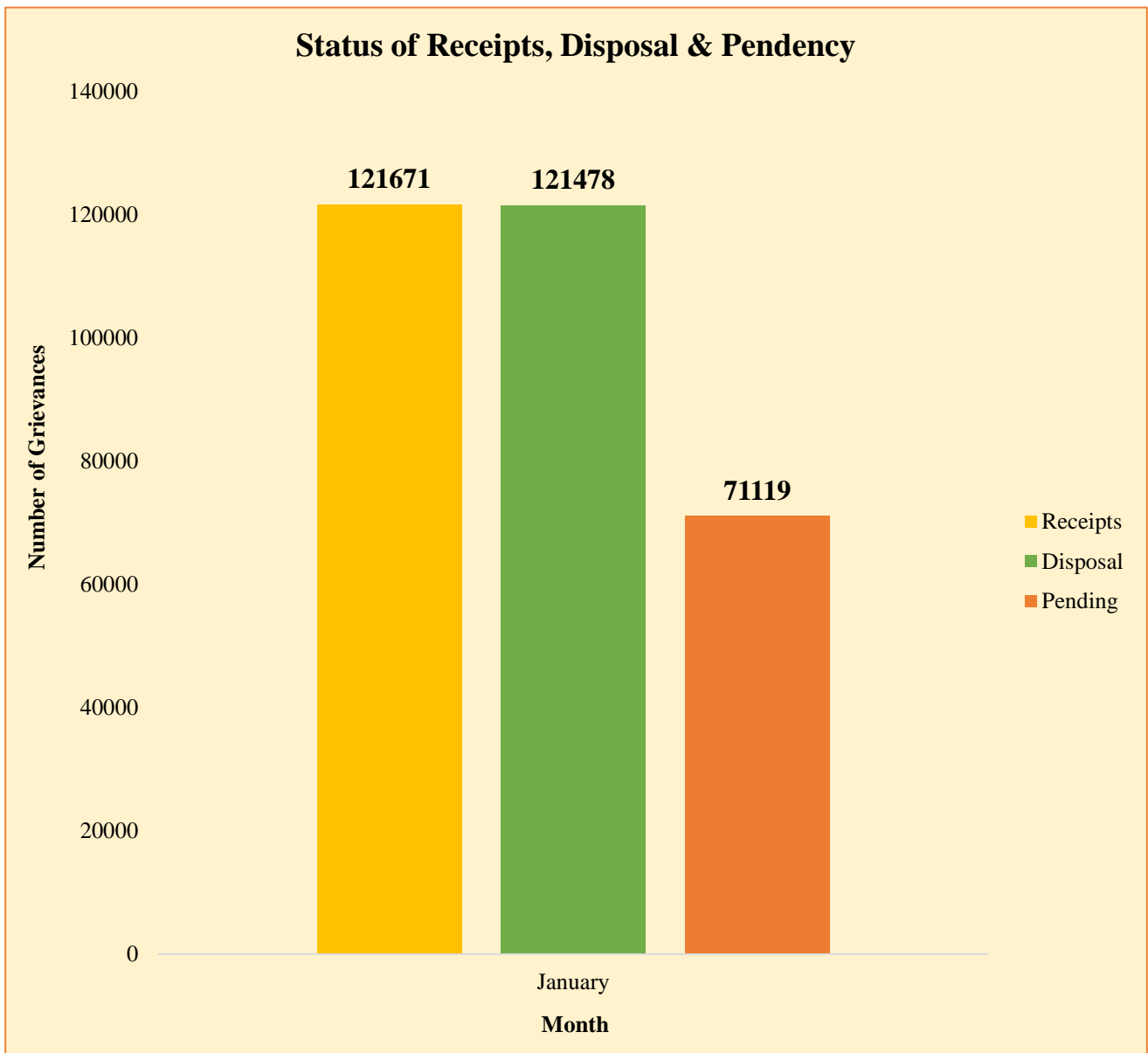
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2024 to 31/01/2024)

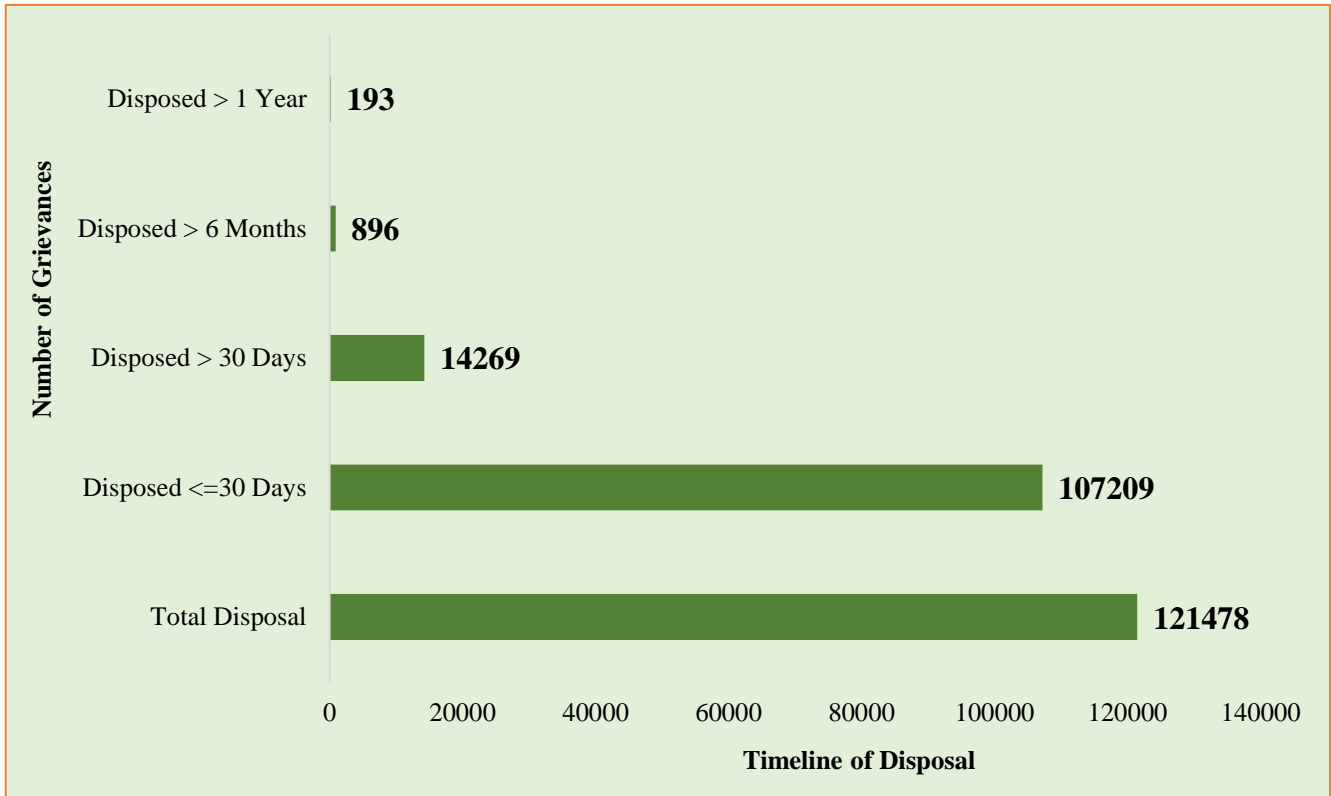
2.2. Month-wise Status of Grievances



(Time Period: 01/01/2024 to 31/01/2024)

3. Age-wise Status of Grievances on CPGRAMS

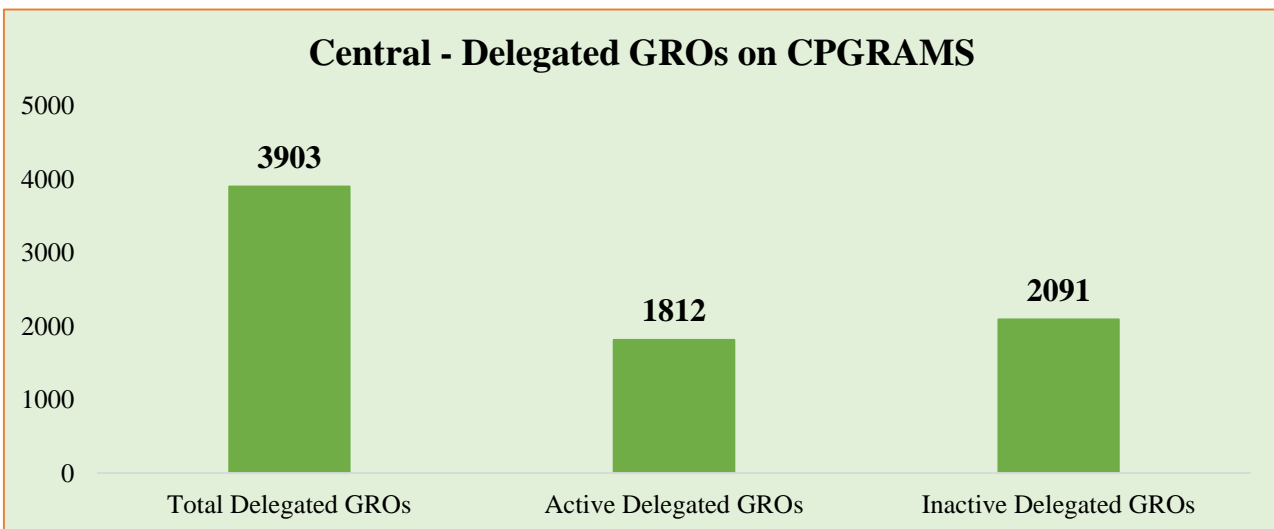
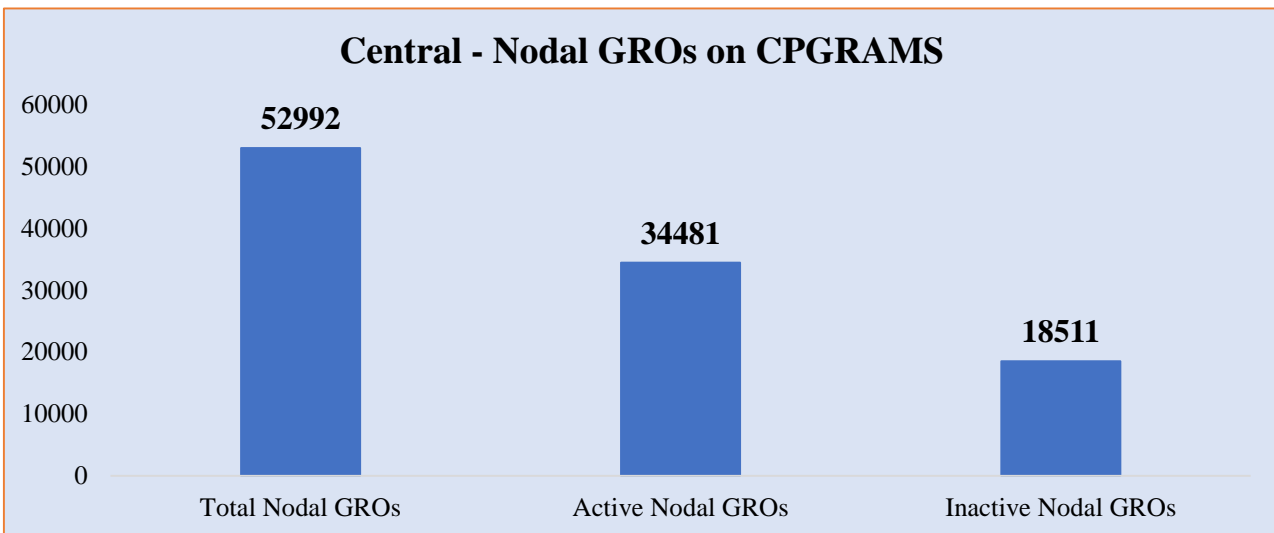
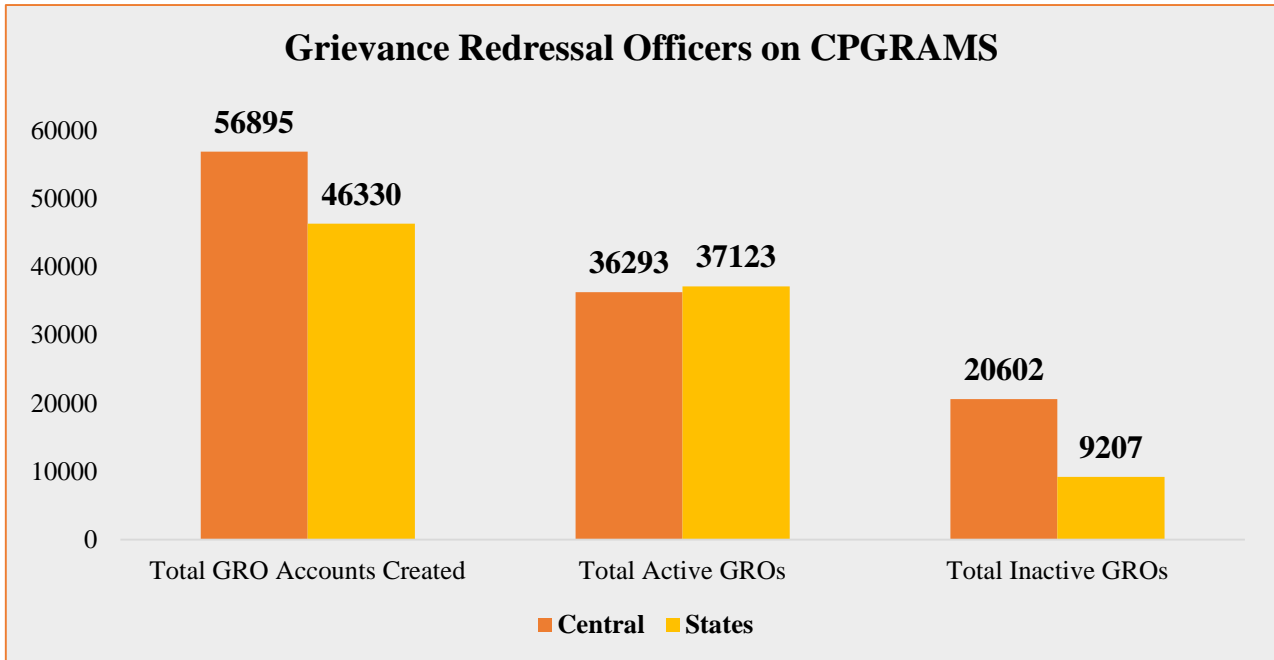
3.1. Disposal



(Time Period: 01/01/2024 to 31/01/2024)

- **Ministry of Labour and Employment** has disposed the maximum number of grievances within 30 days' time period [14624 grievances] which is ~97% of their total disposal [15023 grievances]
- **Department of Financial Services (Banking Division)** has disposed the 2nd highest number of grievances within 30 days [11410 grievances], which contributes ~87% of their total disposal [13135 grievances]
- **Department of Agriculture and Farmers Welfare** has disposed ~99% of the total grievances disposed within 30 days' time period
- **Department of Posts** has disposed ~96% of the total grievances within 30 days' time period [5476 out of 5705 grievances]
- **Ministry of Home Affairs** has disposed ~93% of the total grievances within 30 days' time period [5200 out of 5596 grievances]
- **88 Ministries/Departments** have disposed more than 50% of their grievances within 30 days' time period

4. Grievance Redressal Officers on CPGRAMS



5. Grievance Redressal Assessment and Index – January, 2024

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 January, 2024 to 31st January, 2024**.

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	NITI Aayog	759	0.423	0.214	0.150	0.036	0.823	1
2	Department of Revenue	897	0.404	0.164	0.146	0.096	0.809	2
3	Department of Agriculture and Farmers Welfare	9,133	0.355	0.214	0.125	0.044	0.738	3
4	Department of Food and Public Distribution	922	0.395	0.182	0.084	0.067	0.729	4
5	Ministry of Home Affairs	5,517	0.318	0.188	0.139	0.068	0.712	5
6	Ministry of Labour and Employment	14,427	0.369	0.151	0.113	0.077	0.710	6
7	Unique Identification Authority of India	1,668	0.309	0.170	0.149	0.076	0.705	7
8	Department of Telecommunications	3,979	0.403	0.111	0.119	0.065	0.698	8
9	Department of Posts	5,418	0.372	0.153	0.086	0.084	0.695	9
10	Department of Social Justice and Empowerment	670	0.324	0.170	0.126	0.063	0.682	10
11	Central Board of Indirect Taxes and Customs	1,855	0.375	0.073	0.142	0.079	0.669	11
12	Ministry of Environment, Forest and Climate Change	531	0.312	0.180	0.106	0.056	0.654	12
13	Ministry of Housing and Urban Affairs	4,443	0.329	0.170	0.103	0.046	0.648	13
14	Ministry of Panchayati Raj	727	0.332	0.137	0.135	0.039	0.643	14

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
15	Department of Personnel and Training	2,027	0.282	0.169	0.125	0.062	0.639	15
16	Ministry of Electronics & Information Technology	697	0.306	0.169	0.110	0.049	0.634	16
17	Department of Financial Services (Insurance Division)	2,097	0.337	0.114	0.108	0.075	0.634	17
18	Department of Defence	1,600	0.279	0.221	0.087	0.043	0.630	18
19	Ministry of Corporate Affairs	2,035	0.290	0.149	0.117	0.066	0.622	19
20	Ministry of Road Transport and Highways	2,015	0.302	0.144	0.103	0.066	0.615	20
21	Ministry of Railways (Railway Board)	5,870	0.295	0.125	0.128	0.061	0.609	21
22	Department of Financial Services (Banking Division)	13,717	0.272	0.135	0.096	0.067	0.571	22
23	Ministry of Petroleum and Natural Gas	2,170	0.217	0.193	0.098	0.060	0.567	23
24	Department of Consumer Affairs	1,370	0.246	0.150	0.106	0.058	0.561	24
25	Central Board of Direct Taxes (Income Tax)	7,141	0.158	0.186	0.123	0.094	0.561	25
26	Department of Health & Family Welfare	3,261	0.227	0.176	0.097	0.048	0.548	26
27	Department of Rural Development	4,050	0.183	0.237	0.088	0.030	0.538	27
28	Department of Justice	1,023	0.211	0.174	0.090	0.061	0.536	28
29	Ministry of Civil Aviation	651	0.268	0.093	0.123	0.048	0.532	29
30	Department of Ex Servicemen Welfare	4,286	0.227	0.176	0.088	0.039	0.531	30
31	Department of Defence Finance	1,636	0.254	0.091	0.147	0.039	0.530	31
32	Ministry of External Affairs	1,499	0.261	0.168	0.052	0.042	0.523	32
33	Ministry of Women and Child Development	705	0.190	0.140	0.116	0.063	0.509	33
34	Department of Higher Education	1,369	0.224	0.133	0.092	0.057	0.505	34
35	Department of School Education and Literacy	1,050	0.192	0.145	0.054	0.057	0.447	35

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 Development of North Eastern Region	11	0.403	0.300	0.127	0.033	0.863	1
2	Ministry of Parliamentary Affairs	270	0.409	0.222	0.128	0.069	0.828	2
3	Department of Legal Affairs	334	0.436	0.192	0.148	0.033	0.810	3
4	Ministry of Drinking Water and Sanitation	441	0.450	0.150	0.149	0.029	0.779	4
5	Department of Public Enterprises	54	0.374	0.206	0.150	0.041	0.771	5
6	Ministry of Cooperation	454	0.430	0.129	0.134	0.072	0.766	6
7	Ministry of Ayush	290	0.408	0.138	0.130	0.067	0.743	7
8	Department of Chemicals and Petrochemicals	66	0.327	0.210	0.150	0.053	0.740	8
9	Department of Expenditure	134	0.330	0.227	0.126	0.054	0.738	9
10	Department of Financial Services (Pension Reforms)	231	0.330	0.230	0.097	0.065	0.722	10
11	Department of Empowerment of Persons with Disabilities	267	0.382	0.110	0.148	0.080	0.719	11
12	Department of Land Resources	329	0.379	0.176	0.111	0.043	0.710	12
13	Department of Bio Technology	88	0.338	0.161	0.150	0.035	0.684	13
14	Ministry of Water Resources, River Development & Ganga Rejuvenation	191	0.300	0.218	0.111	0.046	0.674	14
15	Department of Official Language	26	0.215	0.300	0.092	0.051	0.658	15
16	Ministry of Coal	338	0.297	0.192	0.119	0.041	0.649	16
17	Ministry of Mines	120	0.309	0.176	0.108	0.048	0.642	17
18	Department of Pharmaceuticals	76	0.280	0.180	0.111	0.061	0.632	18

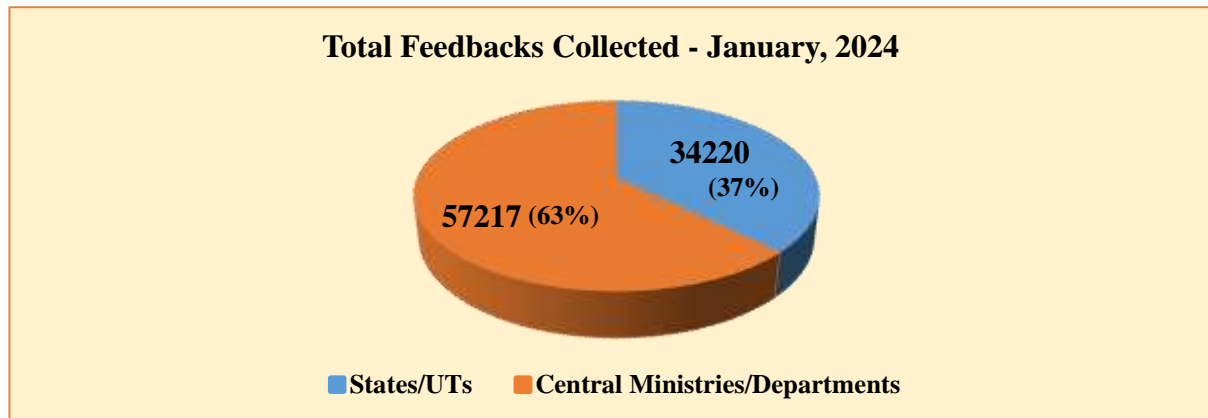
#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
19	Ministry of Tourism	275	0.336	0.136	0.102	0.048	0.623	19
20	Department of Science and Technology	99	0.246	0.166	0.147	0.055	0.614	20
21	Department of Commerce	379	0.286	0.184	0.102	0.041	0.611	21
22	Department of Investment & Public Asset Management	49	0.378	0.150	0.000	0.075	0.602	22
23	Ministry of Micro Small and Medium Enterprises	227	0.308	0.140	0.100	0.044	0.591	23
24	Ministry of Shipping	123	0.211	0.216	0.084	0.056	0.567	24
25	Ministry of Minority Affairs	218	0.267	0.138	0.095	0.061	0.561	25
26	Department of Heavy Industry	91	0.248	0.139	0.122	0.051	0.560	26
27	Department of Fisheries	32	0.297	0.127	0.087	0.047	0.558	27
28	Department of Sports	99	0.265	0.130	0.102	0.057	0.554	28
29	Department for Promotion of Industry and Internal Trade	206	0.276	0.185	0.046	0.044	0.551	29
30	Staff Selection Commission	276	0.180	0.143	0.134	0.081	0.539	30
31	Ministry of Tribal Affairs	144	0.157	0.187	0.150	0.042	0.536	31
32	Ministry of Skill Development and Entrepreneurship	194	0.233	0.109	0.147	0.046	0.535	32
33	Ministry of Power	349	0.241	0.132	0.117	0.038	0.528	33
34	Ministry of Food Processing Industries	48	0.170	0.292	0.022	0.043	0.527	34
35	Ministry of Statistics and Programme Implementation	27	0.334	0.117	0.011	0.050	0.513	35
36	Ministry of New and Renewable Energy	86	0.302	0.104	0.060	0.045	0.511	36
37	Ministry of Earth Sciences	42	0.222	0.124	0.120	0.040	0.506	37
38	Ministry of Information and Broadcasting	353	0.206	0.140	0.110	0.051	0.506	38

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
39	Department of Defence Research and Development	109	0.192	0.150	0.127	0.033	0.501	39
40	Department of Animal Husbandry, Dairying	148	0.194	0.172	0.099	0.030	0.496	40
41	Department of Military Affairs	423	0.241	0.122	0.088	0.043	0.494	41
42	Department of Atomic Energy	136	0.231	0.125	0.056	0.072	0.485	42
43	Ministry of Steel	129	0.225	0.058	0.148	0.053	0.484	43
44	Ministry of Culture	282	0.196	0.136	0.104	0.046	0.482	44
45	Department of Youth Affairs	65	0.151	0.108	0.150	0.068	0.477	45
46	O/o the Comptroller & Auditor General of India	479	0.184	0.112	0.107	0.067	0.471	46
47	Department of Agriculture Research and Education	113	0.193	0.172	0.059	0.040	0.464	47
48	Department of Health Research	71	0.150	0.170	0.095	0.035	0.450	48
49	Department of Fertilizers	50	0.146	0.165	0.055	0.060	0.426	49
50	Department of Defence Production	178	0.165	0.152	0.060	0.046	0.423	50
51	Department of Space	40	0.141	0.166	0.047	0.060	0.414	51
52	Ministry of Textiles	84	0.141	0.123	0.103	0.046	0.412	52
53	Department of Economic Affairs ACC Division	353	0.101	0.179	0.066	0.044	0.390	53
54	Department of Scientific & Industrial Research	94	0.214	0.068	0.060	0.046	0.388	54
55	Legislative Department	78	0.147	0.077	0.068	0.048	0.341	55

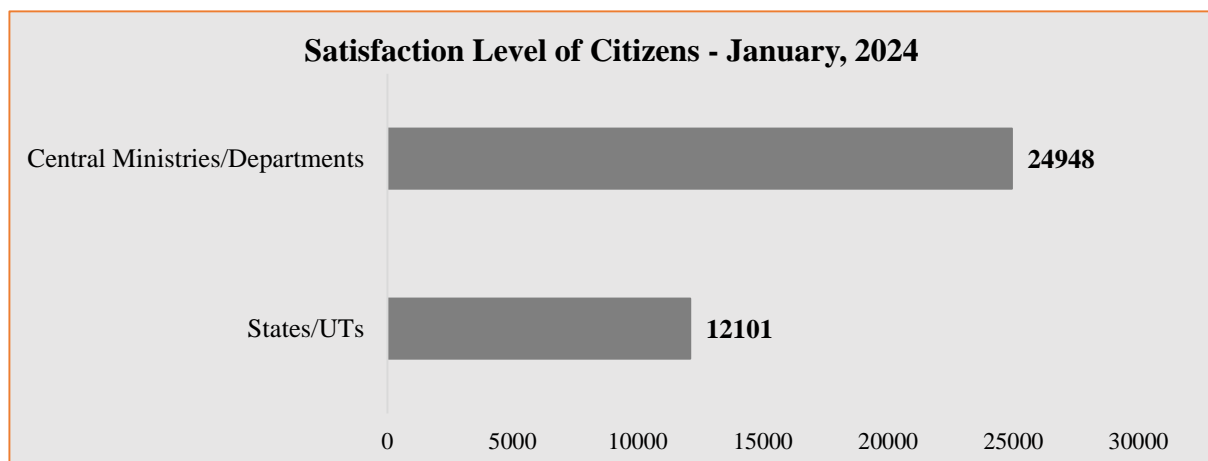
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

6. BSNL – Feedback Call Centre

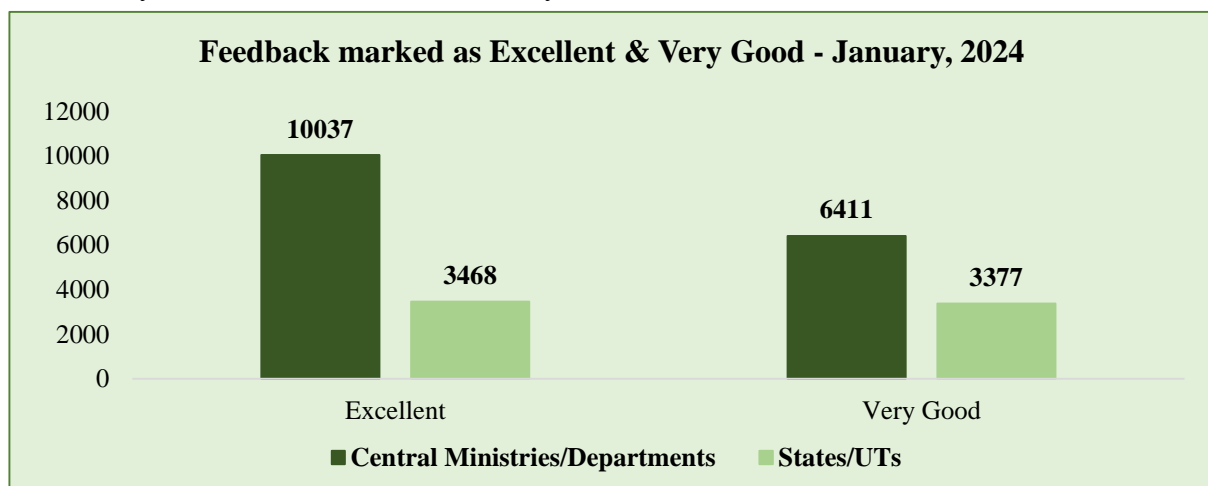
- From 1st January to 31st January, 2024, the BSNL Feedback Call Centre has collected **91437** feedbacks, directly from the citizens



- A total of **37049** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of January, 2024



- A total of **23293** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of January, 2024



- Ministries/Departments for which more than 1000 feedbacks were collected by the Call Centre in January, 2024

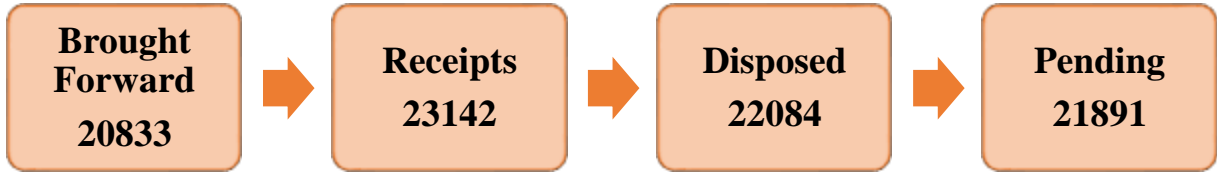
S. No.	Name of Ministry/Department	Total Feedbacks	Satisfied %
1	Ministry of Labour and Employment	8728	49%
2	Department of Financial Services (Banking Division)	7748	42%
3	Ministry of Railways (Railway Board)	3922	34%
4	Central Board of Direct Taxes (Income Tax)	3060	54%
5	Department of Defence Finance	2838	53%
6	Department of Ex Servicemen Welfare	2825	51%
7	Department of Posts	2788	52%
8	Department of Telecommunications	2476	37%
9	Ministry of Home Affairs	1306	38%
10	Department of Financial Services (Insurance Division)	1120	34%
11	Department of Rural Development	1082	71%
12	Ministry of External Affairs	1047	54%

- Trend of Satisfaction across Ministries/Departments in December, 2023, and January, 2024 for which more than 1000 feedbacks were collected

S. No.	Ministry/Department	DECEMBER		JANUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
1	Ministry of Labour and Employment	8209	51.53%	8728	48.54%
2	Department of Financial Services (Banking Division)	6241	42.14%	7748	42.11%
3	Ministry of Railways (Railway Board)	3548	36.10%	3922	34.19%
4	Central Board of Direct Taxes (Income Tax)	3439	57.14%	3060	54.31%
5	Department of Defence Finance	2605	55.12%	2838	53.24%
6	Department of Ex Servicemen Welfare	1751	50.43%	2825	50.90%
7	Department of Posts	2970	51.99%	2788	51.94%
8	Department of Telecommunications	2271	39.81%	2476	36.51%
9	Ministry of Home Affairs	1314	36.91%	1306	38.44%
10	Department of Financial Services (Insurance Division)	1044	31.70%	1120	34.02%
11	Department of Rural Development	1364	71.26%	1082	70.52%
12	Ministry of External Affairs	1121	56.00%	1047	54.44%

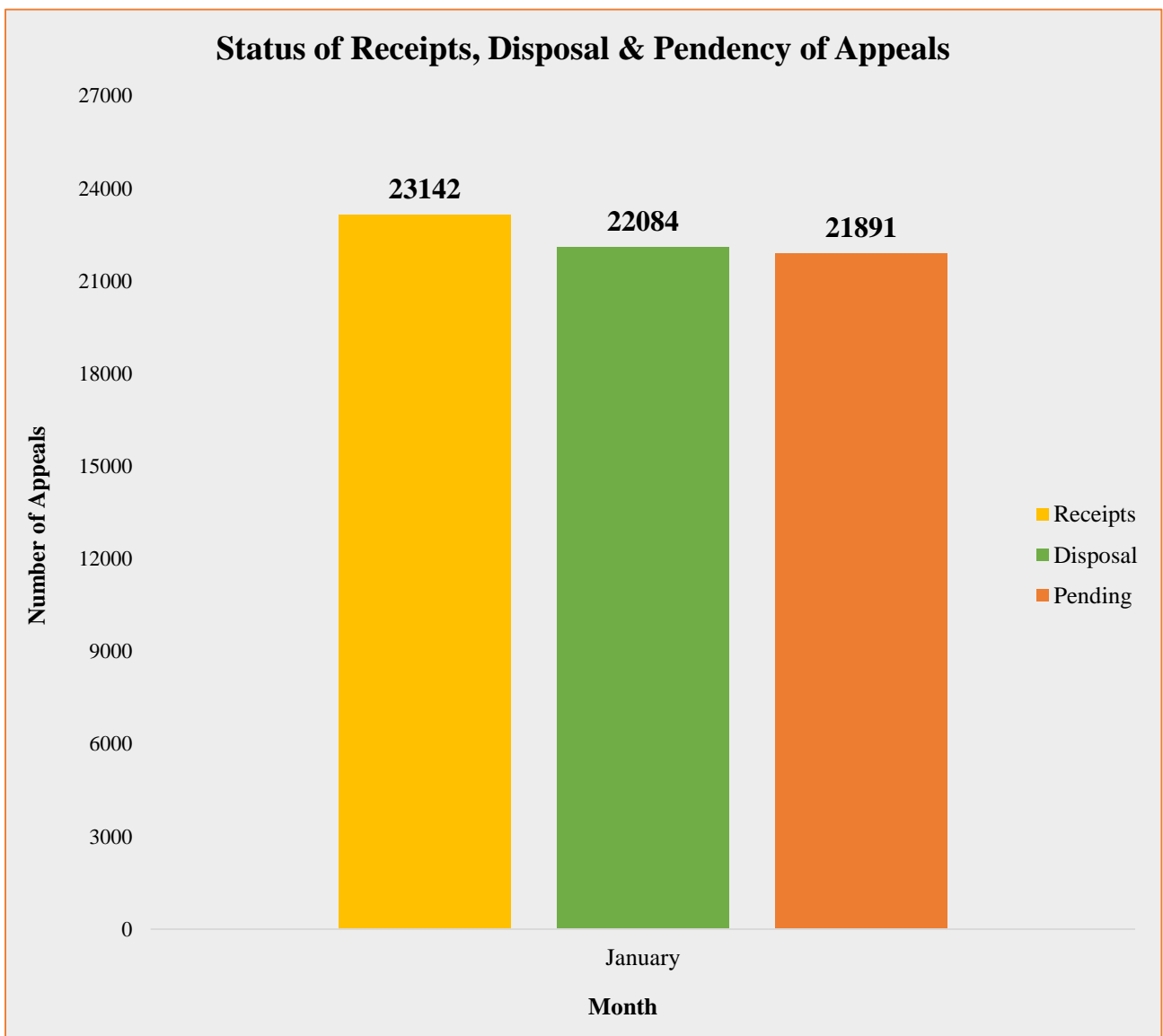
7. Review of Status of Appeals on CPGRAMS

7.1. Overview



(Time Period: 01/01/2024 to 31/01/2024)

7.2. Month-wise Status of Appeals



(Time Period: 01/01/2024 to 31/01/2024)

7.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **23 days** from 1st January to 31st January, 2024
- 30 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

7.4. 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	Ministry of Labour and Employment	Shri. Nagesh Kumar Singh	Deputy Director General	3889	4270	400
2	Department of Financial Services (Banking Division)	Shri. Pankaj Sharma	Joint Secretary	3558	3017	2076
3	Ministry of Railways (Railway Board)	Shri. Chhatrasal Singh	Additional Member Commercial	1732	1669	853
4	Department of Posts	Shri. Shalendra Dwivedi	DDG PG QA and I	1504	1588	281
5	Department of Telecommunications	Ms. Rekha Singh	Sr Deputy Director General - Public Grievances	1341	1371	115
6	Central Board of Indirect Taxes and Customs	Shri. Lalan Kumar	Principal Additional Director General	1125	1022	253
7	Central Board of Direct Taxes (Income Tax)	Ms. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	904	972	2134
8	Department of Ex Servicemen Welfare	Shri. Pudi Hari Prasad	Joint Secretary (ESW)	814	878	355
9	Department of Defence Finance	Shri. Rakesh Kumar IDAS	Sr. Joint CGDA	687	755	728
10	Department of Financial Services (Insurance Division)	Shri. Pankaj Sharma	Joint Secretary	622	603	275
11	Ministry of Housing and Urban Affairs	Shri. Dinesh Kapila	Economic Advisor	422	428	488
12	Ministry of Home Affairs	Shri. S. G. Roy	Jt. Secretary CIC	434	404	954
13	Ministry of Road Transport and Highways	Shri. Kamlesh Chaturvedi	Joint Secretary	379	382	231
14	Ministry of External Affairs	Shri. T. Armstrong Changsan	JS - PSP and CPO	362	373	109
15	Department of Health & Family Welfare	Shri. Elangbam Robert Singh	Joint Secretary	360	344	607

(Time Period: 01/01/2024 to 31/01/2024)

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)

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 total of **7503 grievances** have been registered through the Common Service Centres in the month of January, 2024



(Time Period: 01/01/2024 to 31/01/2024)

- **Top 10 Ministries/Departments/States/UTs for which the maximum grievances were registered through CSCs:**

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	3907	1066	2841
2	Ministry of Housing and Urban Affairs	780	152	628
3	Department of Financial Services (Banking Division)	373	146	227
4	Government of Uttar Pradesh	293	150	143
5	Unique Identification Authority of India	258	168	90
6	Ministry of Labour and Employment	230	169	61
7	Department of Rural Development	181	147	34
8	Department of Food and Public Distribution	122	116	6
9	Ministry of Petroleum and Natural Gas	120	15	105
10	Department of Telecommunications	113	94	19

42.77% of grievances received by Department of Agriculture and Farmers Welfare in the month of January, 2024, have been filed through CSCs i.e., 3907 grievances out of 9133 receipts have been registered through CSCs

Top 10 States/UTs from which the maximum grievances were registered through CSCs:

S. No.	Name of State/UT	Number of Grievances
1	Uttar Pradesh	1435
2	Punjab	1032
3	Odisha	1015
4	Assam	895
5	Jharkhand	706
6	Maharashtra	371
7	West Bengal	280
8	Rajasthan	276
9	Bihar	230
10	Madhya Pradesh	217

Top 10 Districts from which the maximum grievances were registered through CSCs:

S. No.	Name of District	Number of Grievances
1	Tarn Taran (PB)	263
2	Balasore (OD)	181
3	Golaghat (AS)	156
4	Jorhat (AS)	149
5	Dhanbad (JH)	145
6	Lakhimpur (AS)	132
7	Majuli (AS)	129
8	Kalahandi (OD)	123
9	Patiala (PB)	121
10	Dhubri (AS)	114

State-wise categories for which maximum grievances have been registered through CSCs:

S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Uttar Pradesh	1435	PMKISAN related issues	607
2	Punjab	1032	PMKISAN related issues	906
3	Odisha	1015	PMKISAN related issues	686
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	115
			PMAY - URBAN/ Housing For All (HFA) Division	111
4	Assam	895	PMAY - URBAN/ Housing For All (HFA) Division	647
			Non-Enrolment and Non Generation of Aadhar	122
5	Jharkhand	706	PMKISAN related issues	583
6	Maharashtra	371	PMKISAN related issues	246
7	West Bengal	280	PMKISAN related issues	103
			LPG/LPG Agency related	66
8	Rajasthan	276	PMKISAN related issues	205
9	Bihar	230	PMKISAN related issues	33
			Public Distribution System related	29
10	Madhya Pradesh	217	PMKISAN related issues	58

- Out of the total grievances registered through CSCs, 3877 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division” for which 775 grievances were registered, followed by 157 grievances pertaining to “Pradhan Mantri Awaas Yojana - Gramin (Rural)” and 151 grievances pertaining to “Non Enrolment and Non Generation of Aadhaar”
- 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 2375 grievances, followed by 847 grievances for “non-receipt of PMKISAN Instalments” and 437 grievances for the category “approval of documents by state government”

9. Media Outreach

Ministry of Personnel, Public Grievances & Pensions




20th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of December, 2023

A total of 1,09,851 Grievances Redressed by Central Ministries/Departments in December, 2023

For the 17th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Ministry of Cooperation, O/o The Comptroller & Auditor General of India and, Department of Food and Public Distribution topped in Group A category in the rankings released for the month of December, 2023

Ministry of Drinking Water and Sanitation, Department of Legal Affairs and Ministry of Development of North Eastern Region topped in Group B category in the rankings released for the month of December, 2023

Posted On: 12 JAN 2024 12:35PM by PIB Delhi

PIB India @PIB_India

- 20th Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of December, 2023
- A total of 1,09,851 Grievances Redressed by Central Ministries/Departments in December, 2023
- For the 17th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

@DARPG_Gol

12:50 PM · Jan 12, 2024 · 8,677 Views

Bharat 24 - Vision Of New India @Bharat24Liv

#BreakingNews | CR | केंद्रीय मंत्रालयों/विभागों के प्रदर्शन पर 20वीं रिपोर्ट जारी
 CPGRAMS पर परफॉर्मैंस की 20वीं रिपोर्ट जारी
 DARPG ने दिसंबर, 2023 के लिए जारी की रिपोर्ट
 दिसंबर, 2023 में कुल 1,09,851 शिकायतों का किया निवारण
 लगातार 17वें महीने मासिक निपटान 1 लाख मामलों के पार रहा
 ग्रुप ए श्रेणी में CAG, सहकारिता मंत्रालय, खाद्य-सार्वजनिक वितरण विभाग
 ग्रुप बी श्रेणी में पेयजल-स्वच्छता मंत्रालय, DoLA, MoDNER

Watch : [Lly/r1h4b](https://www.youtube.com/watch?v=Lly/r1h4b)

#CPGRAMS #Performance #Bharat24Digital

Translate post

Ministry of Labour @LabourMinistry

Ministry of Labour & Employment has one of the lowest Average Closing Time of PG Appeals (09 days) for the period January to December, 2023.

#SuccessStory #Progress #KeepGoing



Bhupender Yadav and 4 others

9:22 PM · Jan 24, 2024 · 3,391 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 (38,612) for the period from 01.01.2023 to 31.12.2023.

#SuccessStory #progress #KeepGoing



Bhupender Yadav and 4 others

7:56 PM · Jan 24, 2024 · 4,274 Views

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 (1,46,349) for the period January to December, 2023.

#SuccessStory #Progress #KeepGoing

Bhupender Yadav and 4 others

6:03 PM · Jan 24, 2024 · 3,267 Views

Ministry of Labour @LabourMinistry

Ministry of Labour & Employment stood No.2 in the list of top 10 Ministries/Departments for Maximum disposal of Public Grievances (1,63,043) for the period from January to December, 2023.

#SuccessStory #Progress #KeepGoing

Bhupender Yadav and 4 others

4:56 PM · Jan 24, 2024 · 3,640 Views

Ministry of Labour @LabourMinistry

Ministry of Labour & Employment stood first in the list of top 10 Ministries/Departments for maximum number of disposal of Public Grievances (13,746) for the month of December, 2023.

#successtory #Progress #KeepGoing

Bhupender Yadav and 4 others

4:15 PM · Jan 24, 2024 · 3,604 Views

Ministry of Cooperation, Government of India @MinOfCooperatn

Ministry of Cooperation secures the top spot once more in effectively addressing and resolving complaints.

In the December 2023 CPGRAMS Report by @DARPG_GoI Ministry of Cooperation Ranked first among all Ministries/Departments (Group A with 500+ grievances).

Amit Shah and 5 others

5:03 PM · Jan 12, 2024 · 3,115 Views

DARPG @DARPG_GoI

HACKATHON ALERT

Participate In the Online Hackathon on Data-driven Innovation for Citizen Grievance Redressal organised by @DARPG_GoI. Participation is open to Students/Research Scholars/Startups.

For more details on this #Hackathon, please visit event.data.gov.in/challenge/darp...

PMO India and 8 others

6:37 PM · Jan 2, 2024 · 1,055 Views

NIC @NICMeity

Participate in the Online #Hackathon on "Data-driven Innovation for Citizen Grievance Redressal", organized by @DARPG_GoI.

Participation is open to Students/ Research Scholars/ Indian Startups & Companies.

For more details, visit event.data.gov.in/challenge/darp...

#NICMeity

CoGMeity @MeityCoG

Participate in the Online #Hackathon on "Data-driven Innovation for Citizen Grievance Redressal", organized by the Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India. Participation is open to Students/ Research Scholars/ Indian Startups. #Hackathon

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – January, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	5081	14427	19508	15023	4485
2	Department of Financial Services (Banking Division)	8384	13717	22101	13135	8966
3	Department of Agriculture and Farmers Welfare	3524	9133	12657	11084	1573
4	Central Board of Direct Taxes (Income Tax)	10794	7153	17947	5546	12401
5	Ministry of Railways (Railway Board)	3136	5870	9006	6209	2797
6	Ministry of Home Affairs	1389	5517	6906	5596	1310
7	Department of Posts	1640	5418	7058	5705	1353
8	Ministry of Housing and Urban Affairs	1402	4443	5845	4696	1149
9	Department of Ex Servicemen Welfare	4024	4286	8310	4376	3934
10	Department of Rural Development	2998	4050	7048	2817	4231

Annexure 1.2.: Maximum Number of Disposals – January, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	5081	14427	19508	15023	4485
2	Department of Financial Services (Banking Division)	8384	13717	22101	13135	8966
3	Department of Agriculture and Farmers Welfare	3524	9133	12657	11084	1573
4	Ministry of Railways (Railway Board)	3136	5870	9006	6209	2797
5	Department of Posts	1640	5418	7058	5705	1353
6	Ministry of Home Affairs	1389	5517	6906	5596	1310
7	Central Board of Direct Taxes (Income Tax)	10794	7153	17947	5546	12401
8	Ministry of Housing and Urban Affairs	1402	4443	5845	4696	1149
9	Department of Ex Servicemen Welfare	4024	4286	8310	4376	3934
10	Department of Telecommunications	723	3979	4702	4047	655

**Annexure 1.3.: Ministries/Departments with more than 1000 Pending Grievances -
January, 2024**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10794	7153	17947	5546	12401
2	Department of Financial Services (Banking Division)	8384	13717	22101	13135	8966
3	Ministry of Labour and Employment	5081	14427	19508	15023	4485
4	Department of Rural Development	2998	4050	7048	2817	4231
5	Department of Ex Servicemen Welfare	4024	4286	8310	4376	3934
6	Ministry of Railways (Railway Board)	3136	5870	9006	6209	2797
7	Department of Health & Family Welfare	2122	3261	5383	2588	2795
8	Ministry of Petroleum and Natural Gas	1855	2170	4025	1613	2412
9	Department of School Education and Literacy	1658	1050	2708	875	1833
10	Department of Agriculture and Farmers Welfare	3524	9133	12657	11084	1573
11	Ministry of External Affairs	1499	1499	2998	1603	1395
12	Department of Posts	1640	5418	7058	5705	1353
13	Ministry of Home Affairs	1389	5517	6906	5596	1310
14	Department of Higher Education	1225	1369	2594	1435	1159
15	Ministry of Housing and Urban Affairs	1402	4443	5845	4696	1149
16	Department of Defence Finance	909	1636	2545	1457	1088
17	Ministry of Road Transport and Highways	1145	2015	3160	2138	1022

**Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than
30 Days – January, 2024**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10794	7153	17947	5546	12401	7659
2	Department of Financial Services (Banking Division)	8384	13717	22101	13135	8966	1492
3	Department of Ex Servicemen Welfare	4024	4286	8310	4376	3934	1349
4	Department of School Education and Literacy	1658	1050	2708	875	1833	1143
5	Department of Health & Family Welfare	2122	3261	5383	2588	2795	889
6	Department of Rural Development	2998	4050	7048	2817	4231	874
7	Ministry of Home Affairs	1389	5517	6906	5596	1310	796
8	Ministry of External Affairs	1499	1499	2998	1603	1395	758
9	Department of Defence	978	1600	2578	1668	910	566
10	Ministry of Railways (Railway Board)	3136	5870	9006	6209	2797	542

Annexure 2: Average Closing Time – January, 2024

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 Economic Affairs ACC Division	271	68
2	Central Board of Direct Taxes (Income Tax)	5546	51
3	Department of Fertilizers	69	49
4	Staff Selection Commission	370	41
5	Department of Military Affairs	493	35
6	Ministry of Tribal Affairs	151	34
7	Ministry of Petroleum and Natural Gas	1613	33
8	Ministry of Information and Broadcasting	372	33
9	Ministry of Textiles	100	33
10	Department of Official Language	19	32

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 Drinking Water and Sanitation	475	1
2	NITI Aayog	804	2
3	Ministry of Parliamentary Affairs	260	2
4	Department of Legal Affairs	323	3
5	Ministry of Development of North Eastern Region	9	3
6	Department of Food and Public Distribution	952	4
7	Ministry of Cooperation	479	4
8	Department of Bio Technology	103	4
9	Department of Telecommunications	4047	5
10	Department of Agriculture and Farmers Welfare	11084	6

Annexure 3: Public Grievance Officers on CPGRAMS – January, 2024

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	130	406	536
2	Level 2	6159	808	6967
3	Level 3	19270	977	20247
4	Level 4	21859	683	22542
5	Level 5	14487	210	14697

S. No.	Row Labels	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
6	Level 6	6289	103	6392
7	Level 7	1570	15	1585
8	Level 8	286	3	289
9	Level 9	25	0	25
TOTAL		70075	3205	73280

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	8857	413	9270
2	Central Board of Direct Taxes (Income Tax)	4045	108	4153
3	Ministry of Railways (Railway Board)	1941	159	2100
4	Department of Defence Finance	1653	72	1725
5	Ministry of Housing and Urban Affairs	1289	62	1351
6	Department of Ex Servicemen Welfare	1270	41	1311
7	Department of Military Affairs	1132	88	1220
8	Department of Financial Services (Banking Division)	1033	118	1151
9	Department of Defence	1017	22	1039
10	Department of Posts	903	23	926

Annexure 4: Status of Action Taken Reports (ATR) – January, 2024

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	Ministry of Labour and Employment	13788	11798	1909	81
2	Department of Financial Services (Banking Division)	11519	9668	1376	475
3	Ministry of Railways (Railway Board)	5999	4449	1189	361
4	Central Board of Direct Taxes (Income Tax)	4773	1581	3190	2
5	Department of Posts	4585	4164	400	21
6	Department of Defence Finance	4379	4270	14	95
7	Department of Ex Servicemen Welfare	4226	1828	2396	2
8	Department of Telecommunications	3477	3287	127	63
9	Department of Rural Development	2731	2546	183	2
10	Central Board of Indirect Taxes and Customs	1995	1768	135	92

Annexure 5: Status of Appeals – January, 2024

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	2894	312	3206	10	3196
2	Central Board of Direct Taxes (Income Tax)	2202	904	3106	972	2134
3	Department of Financial Services (Banking Division)	1535	3558	5093	3017	2076
4	Department of Social Justice and Empowerment	1524	79	1603	0	1603
5	Ministry of Home Affairs	924	434	1358	404	954
6	Ministry of Railways (Railway Board)	790	1732	2522	1669	853
7	Department of Rural Development	734	227	961	175	786
8	Department of Consumer Affairs	506	346	852	83	769
9	Department of Defence Finance	796	687	1483	755	728
10	Department of Health & Family Welfare	591	360	951	344	607

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 Land Resources	40	1
2	NITI Aayog	5	1
3	Department of Telecommunications	1371	3
4	Department of Empowerment of Persons with Disabilities	113	3
5	Ministry of Cooperation	97	3
6	Ministry of Labour and Employment	4270	4
7	Ministry of Ayush	73	4
8	Department of Agriculture Research and Education	23	4
9	Ministry of Water Resources, River Development & Ganga Rejuvenation	8	4
10	Ministry of Parliamentary Affairs	3	5

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	O/o the Comptroller & Auditor General of India	750	299	149	49.83%
2	Central Board of Indirect Taxes and Customs	2715	2348	1125	47.91%
3	Department of Defence Finance	2545	1457	687	47.15%
4	Ministry of Steel	219	118	47	39.83%

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
5	Department of Scientific & Industrial Research	136	85	32	37.65%
6	Ministry of Civil Aviation	1058	590	197	33.39%
7	Department of Telecommunications	4702	4047	1341	33.14%
8	Ministry of Skill Development and Entrepreneurship	285	132	43	32.58%
9	Department of Fisheries	60	37	12	32.43%
10	Department of Financial Services (Insurance Division)	2864	2121	622	29.33%

Annexure 6: Indicator-based Root Cause Analysis – January, 2024

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	74.96	91.43	74.07	9.00	0.12	25.89	52.60	86.84	24.79	16.95	68.16
2	Department of Financial Services (Banking Division)	51.64	59.24	52.77	18.00	0.27	27.08	44.39	55.47	13.34	12.56	53.66
3	Department of Agriculture and Farmers Welfare	86.41	25.00	78.57	6.00	0.00	0.19	43.06	72.00	0.04	92.25	41.41
4	Central Board of Direct Taxes (Income Tax)	19.06	31.29	54.17	51.00	0.05	16.30	56.45	84.48	12.63	1.64	86.75
5	Ministry of Railways (Railway Board)	57.26	66.18	65.52	25.00	0.00	27.89	39.20	81.25	4.82	2.74	44.14
6	Ministry of Home Affairs	75.31	29.75	58.02	7.00	0.37	7.76	40.67	91.41	3.55	10.16	54.51
7	Department of Posts	77.59	84.97	75.64	9.00	0.00	26.36	54.72	64.29	31.56	5.43	75.03
8	Ministry of Housing and Urban Affairs	76.15	46.72	54.17	7.00	0.00	8.99	31.37	47.37	0.05	3.07	24.02
9	Department of Ex Servicemen Welfare	37.11	71.21	33.33	28.00	0.31	18.60	54.83	36.36	4.34	3.34	14.66
10	Department of Rural Development	36.68	18.21	12.82	20.00	0.00	8.06	74.45	30.77	0.02	0.46	2.31
11	Department of Telecommunications	85.88	92.26	82.05	5.00	0.00	33.14	40.25	77.78	10.56	4.54	49.77
12	Department of Health & Family Welfare	38.36	36.17	61.45	26.00	0.15	13.91	45.14	62.07	18.52	4.74	26.74
13	Ministry of Petroleum and Natural Gas	30.21	40.80	77.38	33.00	0.17	17.48	63.55	48.65	6.13	3.79	42.13

#	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	Department of Financial Services (Insurance Division)	68.23	68.68	74.88	12.00	0.00	29.31	34.90	67.27	12.16	6.66	63.49
15	Ministry of Corporate Affairs	69.15	0.31	68.00	9.00	0.00	16.97	33.52	70.59	6.63	18.17	53.57
16	Department of Personnel and Training	58.25	37.71	59.68	12.00	0.00	11.02	34.57	73.39	0.74	17.03	48.74
17	Ministry of Road Transport and Highways	59.49	62.32	63.16	15.00	0.00	17.73	31.60	48.00	0.35	4.03	50.00
18	Central Board of Indirect Taxes and Customs	82.39	80.16	71.79	12.00	0.00	47.91	45.05	93.10	1.40	2.66	67.14
19	Unique Identification Authority of India	61.40	60.28	67.47	13.00	0.00	20.88	55.38	100.00	0.78	57.52	75.86
20	Department of Defence Finance	43.10	50.91	66.67	22.00	0.24	47.15	54.99	100.00	3.00	0.99	13.49
21	Department of Defence	57.14		30.00	12.00	0.08	0.00	47.12	54.55	21.75	1.34	19.28
22	Ministry of External Affairs	44.56	77.39	40.00	16.00	0.21	22.58	57.16	7.73	15.01	3.11	18.46
23	Department of Consumer Affairs	48.74	9.74	76.47	22.00	0.00	19.81	39.81	57.89	5.84	30.44	46.67
24	Department of Higher Education	42.25	34.04	45.61	26.00	0.00	22.79	34.16	63.83	25.57	2.88	38.03
25	Department of School Education and Literacy	23.34	76.59	28.57	31.00	1.49	19.66	35.96	25.00	28.57	5.20	38.61
26	Department of Justice	50.65	44.14	80.95	20.00	33.33	7.02	29.79	67.65	30.11	170.50	83.33
27	Department of Food and Public Distribution	84.32	69.26	98.52	4.00	0.00	17.33	56.12	50.00	20.50	14.87	54.84
28	Department of Revenue	88.05	98.32	72.73	7.00	0.00	13.45	36.00	95.96	0.78	24.24	94.59
29	NITI Aayog	97.08	71.43	92.31	2.00	0.00	0.87	44.44	100.00	0.00	9.86	11.69
30	Ministry of Panchayati Raj	75.36	30.48	77.62	7.00	0.00	27.33	45.86	83.33	0.00	23.45	19.35
31	Ministry of Women and Child Development	46.55	11.32	0.00	15.00	2.63	22.88	39.42	67.27	4.96	18.55	50.00
32	Ministry of Electronics & Information Technology	59.59	68.20	69.44	22.00	0.00	15.12	43.17	57.14	1.43	4.10	28.24
33	Department of Social Justice and Empowerment	74.25	0.00	100.00	8.00	0.00	11.24	35.86	73.68	0.75	7.13	46.81
34	Ministry of Civil Aviation	50.47	44.88	57.69	12.00	0.00	33.39	28.69	71.43	0.92	1.84	26.63
35	Ministry of Environment, Forest and Climate Change	60.12	61.06	75.00	14.00	0.00	12.54	45.37	68.97	16.20	3.93	37.78
36	O/o the Comptroller & Auditor General of India	24.80	82.21	0.00	28.00	0.00	49.83	74.79	52.94	0.21	3.66	51.15

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37	Ministry of Cooperation	96.32	78.86	100.00	4.00	0.00	23.17	32.77	100.00	15.42	21.62	61.90
38	Ministry of Drinking Water and Sanitation	97.74			1.00	0.00	0.00	0.00	100.00	0.68	4.55	2.06
39	Department of Military Affairs	41.08	52.85	64.71	35.00	0.00	25.96	33.74	50.00	17.02	0.37	18.78
40	Department of Commerce	59.72	0.00	100.00	15.00	0.00	7.73	38.00	75.00	25.59	2.87	16.67
41	Department of Economic Affairs ACC Division	9.79	14.63	38.96	68.00	1.14	13.28	45.95	24.49	15.86	4.01	21.59
42	Ministry of Information and Broadcasting	31.47	45.89	50.00	33.00	0.00	20.16	33.63	57.89	2.55	2.58	29.93
43	Ministry of Power	45.15	27.03	66.67	25.00	0.00	15.86	20.00	63.64	0.00	0.82	12.38
44	Ministry of Coal	55.85		57.14	14.00	0.00	0.00	28.23	66.67	1.18	0.56	16.20
45	Department of Legal Affairs	92.80		100.00	3.00	0.00	0.00	28.13	100.00	1.50	17.58	10.53
46	Department of Land Resources	74.61	90.91		7.00	0.00	14.38	46.46	57.14	0.00	27.42	25.00
47	Ministry of Ayush	94.48	86.90	66.67	6.00	0.00	18.43	29.09	80.00	1.72	5.80	52.00
48	Ministry of Culture	34.39	6.70	56.76	25.00	0.00	21.31	33.33	50.00	1.42	1.80	24.20
49	Staff Selection Commission	20.63	71.32	56.10	41.00	8.00	21.89	39.41	100.00	15.58	11.04	72.00
50	Ministry of Tourism	67.51	53.11	100.00	20.00	0.00	19.93	30.85	60.00	11.64	3.67	26.67
51	Ministry of Parliamentary Affairs	86.67	100.00		2.00	4.76	1.15	50.00	75.00	0.00	12.86	57.14
52	Department of Empowerment of Persons with Disabilities	78.42	96.58	75.00	8.00	0.00	28.85	31.34	100.00	2.25	8.90	70.00
53	Department of Financial Services (Pension Reforms)	79.02	0.00	100.00	15.00	0.00	2.89	59.26	100.00	52.38	77.00	66.67
54	Ministry of Micro Small and Medium Enterprises	59.88	45.88	84.21	13.00	0.00	20.64	34.62	44.44	0.44	1.63	20.86
55	Ministry of Minority Affairs	39.33	43.37	100.00	17.00	0.00	23.01	38.46	40.00	1.38	3.41	43.75
56	Department for Promotion of Industry and Internal Trade	50.00	20.34	100.00	16.00	0.00	8.12	39.47	0.00	13.59	2.82	20.55
57	Ministry of Skill Development and Entrepreneurship	38.60	33.33	62.07	16.00	0.00	32.58	37.93		1.03	2.69	23.61
58	Ministry of Water Resources, River Development & Ganga Rejuvenation	53.33	66.67	75.00	14.00	0.00	5.24	55.56	80.00	20.94	0.96	23.50

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59	Department of Defence Production	29.94	13.48	25.00	31.00	0.00	22.16	45.95	5.56	5.06	0.72	23.58
60	Department of Animal Husbandry, Dairying	50.74	0.00	0.00	20.00	0.00	9.20	33.33	60.61	14.86	4.35	2.94
61	Ministry of Tribal Affairs	29.37	32.56	0.00	34.00	0.00	9.93	44.83	100.00	0.00	1.33	17.59
62	Department of Atomic Energy	36.44	48.31	61.90	27.00	0.00	25.21	34.21	0.00	3.68	1.97	57.97
63	Department of Expenditure	60.62	82.14		14.00	0.00	11.19	74.07	100.00	23.88	2.73	34.69
64	Ministry of Steel	38.81	54.76	33.33	21.00	0.00	39.83	18.42	100.00	2.33	1.30	33.33
65	Ministry of Shipping	30.47		50.00	32.00	0.00	0.00	44.00		26.02	1.24	36.36
66	Ministry of Mines	53.05			12.00	0.00	0.00	17.39		16.67	2.93	26.83
67	Department of Agriculture Research and Education	31.10	76.67	0.00	31.00	0.00	15.32	45.71	0.00	0.88	0.44	14.79
68	Department of Defence Research and Development	33.91	32.50	22.22	21.00	0.00	27.63	55.17	75.00	0.92	1.12	6.19
69	Department of Sports	42.69	54.72		11.00	0.00	27.71	42.42	50.00	3.03	2.06	37.50
70	Department of Science and Technology	34.86	68.18	66.67	24.00	0.00	9.47	30.00		1.01	0.82	34.71
71	Department of Scientific & Industrial Research	58.09	0.00	0.00	15.00	0.00	37.65	20.69	0.00	0.00	0.66	23.78
72	Department of Heavy Industry	51.76	10.95	75.00	30.00	0.00	22.88	38.46	100.00	27.47	1.52	30.00
73	Department of Bio Technology	87.83	0.00		4.00	0.00	8.74	25.00		0.00	1.04	8.24
74	Ministry of New and Renewable Energy	48.85	65.22	100.00	19.00	0.00	26.25	22.22	0.00	0.00	2.69	21.88
75	Ministry of Textiles	29.49	6.62	0.00	33.00	0.00	21.00	23.81	50.00	2.38	1.20	22.86
76	Legislative Department	15.34	0.00		15.00	0.00	24.14	0.00	9.09	0.00	2.05	26.32
77	Department of Pharmaceuticals	57.14	22.73	75.00	12.00	0.00	12.31	45.00	62.50	5.26	2.53	43.33
78	Department of Health Research	30.72	0.00	0.00	17.00	0.00	4.41	22.22	50.00	9.86	0.54	8.40
79	Department of Chemicals and Petrochemicals	87.16	0.00		14.00	0.00	0.00	40.00	100.00	0.00	4.40	33.33
80	Department of Youth Affairs	14.29	58.33	0.00	17.00	0.00	23.81	20.00		0.00	3.10	52.38
81	Department of Public Enterprises	95.95	0.00	100.00	8.00	0.00		37.50	100.00	0.00	4.91	18.18
82	Department of Fertilizers	18.87	0.00	66.67	49.00	0.00	21.74	53.33	16.67	20.00	1.25	42.50

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83	Department of Investment & Public Asset Management	78.67			15.00	0.00	0.00	0.00		59.18	6.13	62.50
84	Ministry of Food Processing Industries	38.82	0.00	0.00	15.00	0.00	2.78	100.00	0.00	37.50	1.60	20.00
85	Ministry of Earth Sciences	36.84	89.47	0.00	20.00	0.00	26.92	36.36		11.90	1.35	16.13
86	Department of Space	26.67	12.50	0.00	29.00	0.00	15.15	40.91	0.00	12.50	1.67	41.67
87	Department of Fisheries	46.67	83.33		13.00	0.00	32.43	50.00		25.00	2.67	25.00
88	Ministry of Statistics and Programme Implementation	65.38	75.00		16.00	0.00	18.60	15.38	0.00	48.15	0.34	29.11
89	Department of Official Language	30.23	55.56		32.00	0.00	0.00			23.08	2.00	30.77
90	Ministry of Development of Northeastern Region	81.82			3.00	0.00	0.00			9.09	0.73	6.67

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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