



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

75  
Azadi Ka  
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# CPGRAMS

Monthly Report – Central Ministries/Departments

February 2024

[Report Number 22]

Department of Administrative Reforms and Public Grievances

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## 1. Key Highlights

### 1. General

- Meeting with Grievance Redressal Officers of all the Central Ministries/Departments was held on 19<sup>th</sup> February, 2024, to review the pendency and disposal of public grievances on CPGRAMS
- In February 2024, for the **19<sup>th</sup> 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 1<sup>st</sup> January to 29<sup>th</sup> February, 2024 is **16 Days**
- In February, 2024, the BSNL Feedback Call Centre collected **87551 feedbacks**. Out of the total feedbacks collected, **~44%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **54971 feedbacks (63%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, **~47%** citizens expressed satisfaction with the resolution provided

### 2. PG Cases

- In February 2024, **149041 PG cases were received** on the CPGRAMS portal, **126844 PG cases were redressed** and there exists a **pendency of 93827 PG cases**, as of 29<sup>th</sup> February, 2024 out of which **71283 grievances** are pending within 30 days.
- A total of **23154 grievances** were registered through **Common Service Centres** in February, 2024. Top 2 categories for which maximum grievances were received are **Pradhan Mantri Awaas Yojana – Gramin (Rural) and PMKISAN**.
- 36% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [26480 grievances], Ministry of Labour and Employment [14485 grievances], Department of Financial Services (Banking Division) [13338 grievances], have received the maximum number of grievances in February, 2024

### 3. PG Appeals

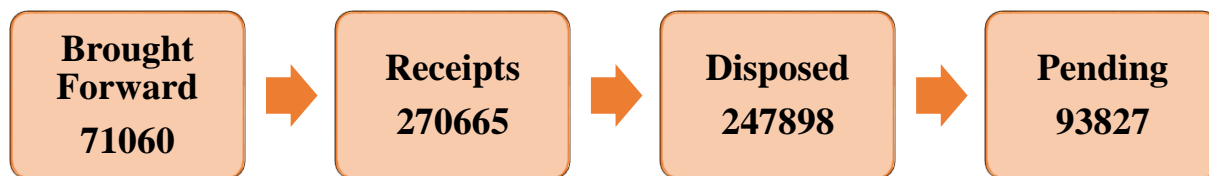
- In February, 2024, **21709 appeals were received** and **22627 appeals were disposed**
- The Central Secretariat has a pendency of **20973 PG Appeals** at the end of February, 2024

#### **4. Grievance Redressal Assessment and Index (GRAI) – February, 2024**

- **Department of Revenue, Central Board of Indirect Taxes and Customs and Department of Posts** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for February, 2024
- **NITI Aayog, Department of Legal Affairs and Department of Pharmaceuticals** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for February, 2024

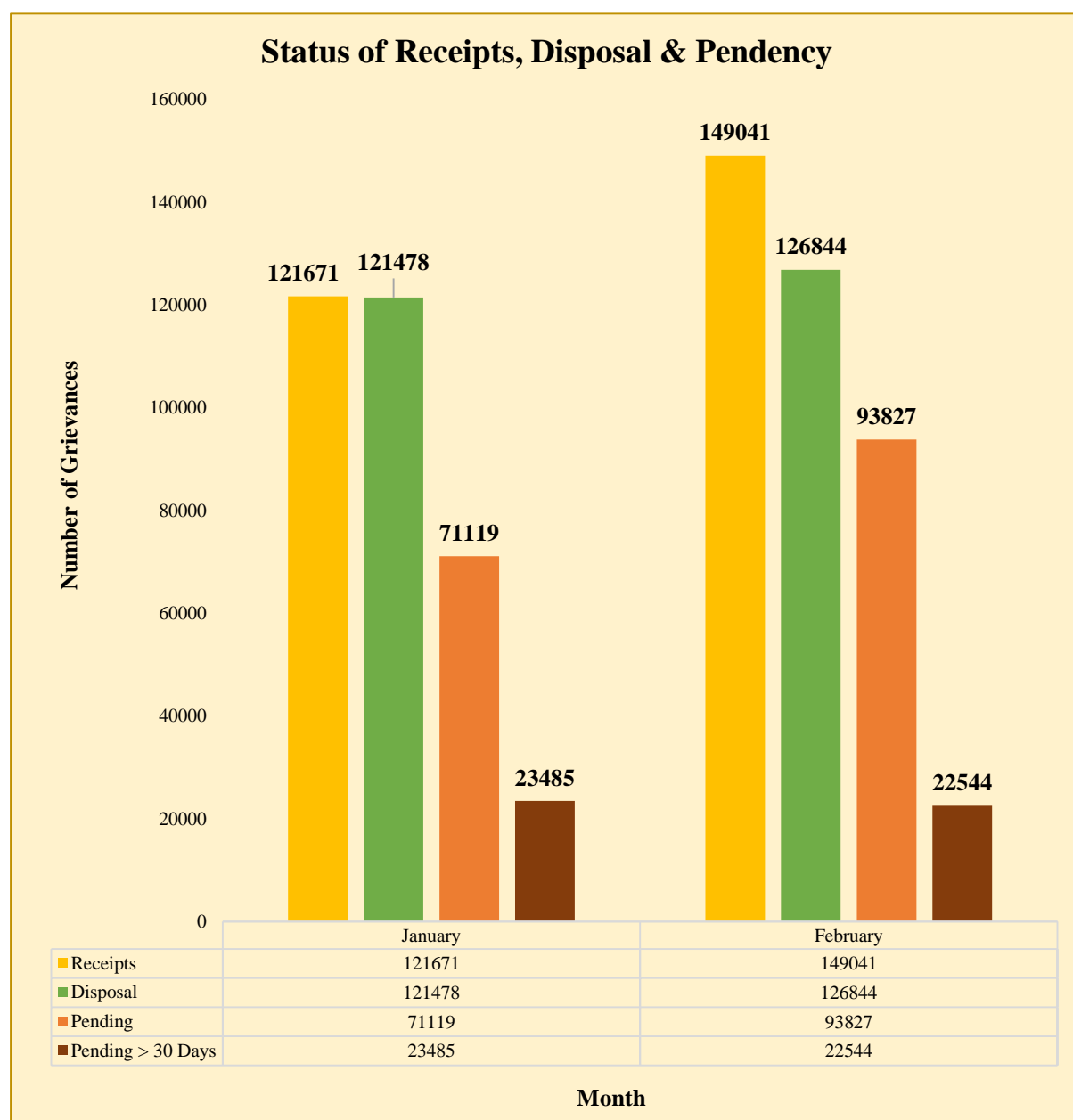
## 2. Review of Status of Grievances

### 2.1. Overview



(Time Period: 01/01/2024 to 29/02/2024)

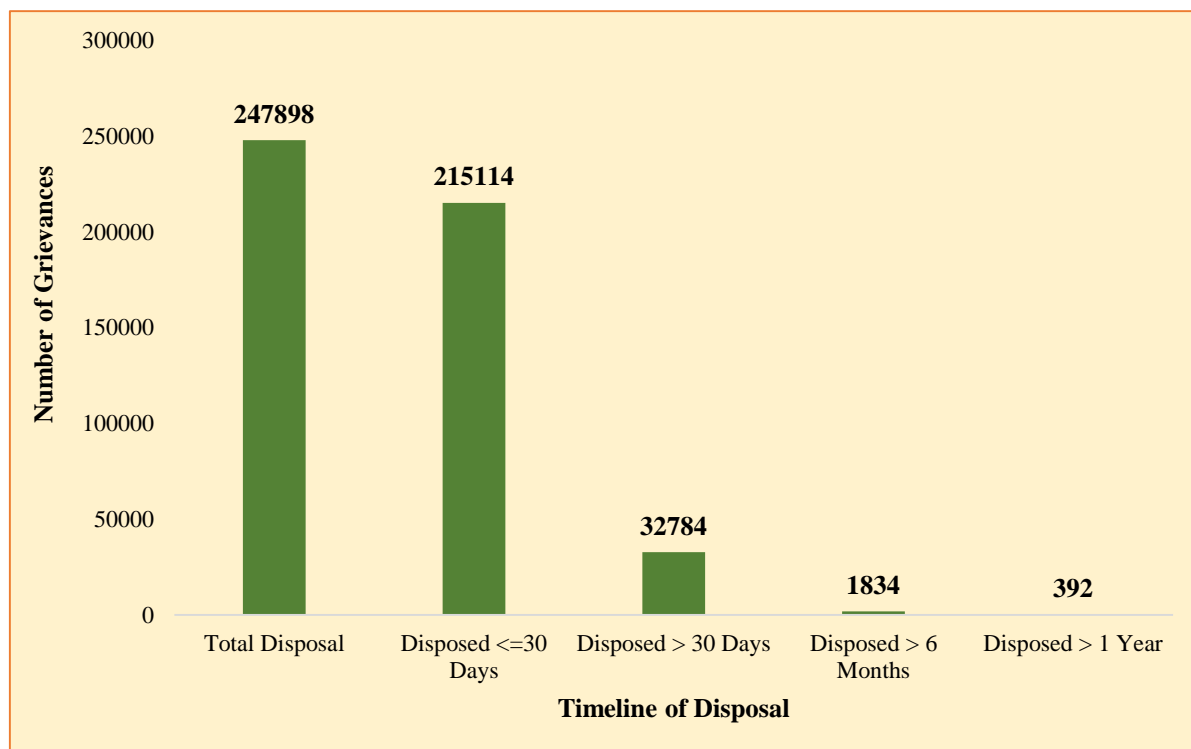
### 2.2. Month-wise Status of Grievance



(Time Period: 01/01/2024 to 29/02/2024)

### 3. Age-wise Status of Grievances on CPGRAMS

#### 3.1. Disposal



(Time Period: 01/01/2024 to 29/02/2024)

- **Ministry of Labour and Employment** has disposed the maximum number of grievances within 30 days' time period [29027 grievances] which is **~97%** of their total disposal [29797 grievances]
- **Department of Financial Services (Banking Division)** has disposed the 2<sup>nd</sup> highest number of grievances within 30 days [22552 grievances], which contributes **~84%** of their total disposal [26729 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 [10744 out of 11147 grievances]
- **89 Ministries/Departments** have disposed more than 50% of their grievances within 30 days' time period

## 4. Grievance Redressal Officers on CPGRAMS

### Top 10 Ministry/Department wise GRO's mapped

S. No.	Ministry/ Department	Total GRO Accounts Created	Nodal GROs	Delegated GROs
1	Central Board of Direct Taxes (Income Tax)	11047	10104	943
2	Department of Rural Development	10420	9834	586
3	Ministry of Housing and Urban Affairs	3857	3529	328
4	Department of Defence	3335	3248	87
5	Department of Financial Services (Banking Division)	2700	2355	345
6	Ministry of Railways ( Railway Board)	2403	2184	219
7	Department of Defence Finance	1817	1727	90
8	Central Board of Indirect Taxes and Customs	1602	1555	47
9	Department of Ex Servicemen Welfare	1393	1337	56
10	Department of Telecommunications	1432	1257	175



## 5. Grievance Redressal Assessment and Index – February, 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 **1<sup>st</sup> February, 2024 to 29<sup>th</sup> February, 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; 1<sup>st</sup> Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e.,  $\geq 500$ ) while 2<sup>nd</sup> Group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e.,  $< 500$ ).

**GRAI has been formulated based on the following 4 dimensions and 11 indicators with the corresponding weightages:**

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved within Timeline (within 30 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 30 days)	Negative	0.15
2	Feedback	0.30	6	% of Appeals Filed	Negative	0.50

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

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

## 5.1. Ranking of Ministries/Departments – Group A

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

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Revenue	947	0.427	0.215	0.147	0.094	0.883	1
2	Central Board of Indirect Taxes and Customs	1,511	0.416	0.190	0.148	0.084	0.837	2
3	Department of Posts	5,219	0.377	0.207	0.124	0.087	0.796	3
4	Department of Agriculture and Farmers Welfare	9,020	0.346	0.254	0.135	0.042	0.778	4
5	Department of Food and Public Distribution	1,146	0.409	0.206	0.093	0.069	0.778	5
6	Department of Telecommunications	4,188	0.410	0.157	0.126	0.069	0.762	6
7	Ministry of Home Affairs	4,967	0.332	0.206	0.138	0.071	0.747	7
8	Ministry of Labour and Employment	14,485	0.369	0.179	0.094	0.077	0.719	8
9	Ministry of Road Transport and Highways	1,992	0.323	0.167	0.129	0.067	0.686	9
10	Ministry of Electronics & Information Technology	673	0.325	0.214	0.098	0.049	0.686	10
11	Department of Defence	1,426	0.307	0.228	0.104	0.046	0.685	11
12	Ministry of Panchayati Raj	737	0.336	0.179	0.130	0.038	0.684	12
13	Department of Personnel and Training	1,603	0.311	0.200	0.109	0.062	0.681	13
14	Department of Justice	1,045	0.326	0.170	0.119	0.058	0.673	14

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
15	Department of Financial Services (Insurance Division)	2,041	0.355	0.121	0.104	0.079	0.660	15
16	Unique Identification Authority of India	1,676	0.308	0.193	0.082	0.076	0.660	16
17	Department of Ex Servicemen Welfare	4,541	0.278	0.193	0.138	0.040	0.650	17
18	Ministry of Railways ( Railway Board)	5,634	0.304	0.149	0.133	0.062	0.650	18
19	Department of Social Justice and Empowerment	634	0.287	0.173	0.124	0.063	0.646	19
20	Ministry of Civil Aviation	681	0.321	0.133	0.140	0.049	0.644	20
21	Department of Consumer Affairs	1,451	0.278	0.166	0.136	0.061	0.640	21
22	Ministry of Petroleum and Natural Gas	2,182	0.238	0.236	0.090	0.062	0.625	22
23	Department of Financial Services (Banking Division)	13,338	0.282	0.167	0.106	0.070	0.624	23
24	Ministry of Women and Child Development	862	0.277	0.164	0.111	0.070	0.621	24
25	Ministry of Corporate Affairs	2,353	0.316	0.157	0.082	0.066	0.621	25
26	Ministry of Housing and Urban Affairs	10,598	0.274	0.192	0.108	0.046	0.621	26
27	Central Board of Direct Taxes (Income Tax)	6,608	0.158	0.217	0.126	0.096	0.597	27
28	Department of Health & Family Welfare	2,672	0.224	0.217	0.099	0.049	0.590	28
29	Ministry of External Affairs	1,512	0.282	0.209	0.056	0.041	0.588	29
30	Department of Defence Finance	2,190	0.274	0.149	0.103	0.051	0.577	30
31	Department of Rural Development	26,480	0.152	0.280	0.105	0.030	0.567	31
32	Department of Higher Education	1,434	0.228	0.169	0.079	0.059	0.534	32
33	Department of School Education and Literacy	1,459	0.172	0.168	0.071	0.060	0.471	33

**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	NITI Aayog	424	0.449	0.218	0.150	0.035	0.853	1
2	Department of Legal Affairs	373	0.442	0.214	0.143	0.032	0.831	2
3	Department of Pharmaceuticals	115	0.396	0.229	0.126	0.062	0.813	3
4	Department of Land Resources	305	0.433	0.176	0.150	0.043	0.801	4
5	Ministry of Coal	349	0.366	0.202	0.150	0.041	0.759	5
6	Ministry of Parliamentary Affairs	249	0.318	0.213	0.150	0.077	0.758	6
7	Department of Investment & Public Asset Management	59	0.352	0.230	0.090	0.077	0.749	7
8	Department of Empowerment of Persons with Disabilities	276	0.382	0.146	0.135	0.082	0.745	8
9	Ministry of Cooperation	450	0.437	0.129	0.088	0.069	0.723	9
10	Department of Public Enterprises	49	0.377	0.150	0.150	0.042	0.719	10
11	Ministry of Ayush	146	0.369	0.128	0.149	0.069	0.716	11
12	Department of Financial Services (Pension Reforms)	232	0.343	0.202	0.106	0.064	0.715	12
13	Ministry of Development of North Eastern Region	24	0.397	0.123	0.150	0.039	0.709	13
14	Ministry of Statistics and Programme Implementation	24	0.380	0.153	0.120	0.049	0.702	14
15	Ministry of Tourism	261	0.335	0.170	0.143	0.048	0.696	15
16	Ministry of Drinking Water and Sanitation	487	0.368	0.148	0.150	0.029	0.695	16
17	Department of Expenditure	161	0.310	0.179	0.138	0.059	0.685	17
18	Ministry of Micro Small and Medium Enterprises	303	0.294	0.209	0.133	0.042	0.678	18
19	Department of Science and Technology	153	0.300	0.171	0.147	0.056	0.675	19

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
20	Ministry of Skill Development and Entrepreneurship	209	0.300	0.169	0.150	0.051	0.670	20
21	O/o the Comptroller & Auditor General of India	342	0.259	0.228	0.101	0.074	0.662	21
22	Legislative Department	138	0.220	0.233	0.139	0.059	0.651	22
23	Ministry of Earth Sciences	30	0.293	0.165	0.137	0.041	0.635	23
24	Ministry of Food Processing Industries	37	0.279	0.186	0.115	0.052	0.633	24
25	Department of Commerce	353	0.282	0.218	0.079	0.041	0.619	25
26	Department of Sports	86	0.292	0.136	0.126	0.063	0.617	26
27	Ministry of Mines	102	0.275	0.176	0.113	0.053	0.617	27
28	Department of Defence Research and Development	71	0.303	0.147	0.134	0.032	0.616	28
29	Ministry of Water Resources, River Development & Ganga Rejuvenation	224	0.299	0.155	0.113	0.049	0.616	29
30	Department of Chemicals and Petrochemicals	35	0.286	0.124	0.150	0.055	0.615	30
31	Ministry of Tribal Affairs	156	0.236	0.183	0.150	0.038	0.607	31
32	Ministry of Information and Broadcasting	312	0.260	0.192	0.099	0.056	0.606	32
33	Ministry of New and Renewable Energy	118	0.226	0.209	0.120	0.048	0.603	33
34	Ministry of Environment, Forest and Climate Change	478	0.258	0.194	0.089	0.059	0.600	34
35	Department of Youth Affairs	41	0.181	0.192	0.145	0.074	0.592	35
36	Department of Animal Husbandry, Dairying	149	0.246	0.221	0.092	0.030	0.588	36
37	Ministry of Minority Affairs	236	0.255	0.154	0.110	0.061	0.580	37
38	Ministry of Culture	243	0.172	0.190	0.149	0.058	0.570	38
39	Department for Promotion of Industry and Internal Trade	249	0.266	0.166	0.083	0.050	0.565	39
40	Department of Health Research	96	0.214	0.219	0.097	0.035	0.565	40

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
41	Ministry of Steel	132	0.236	0.117	0.150	0.055	0.559	41
42	Staff Selection Commission	250	0.207	0.150	0.123	0.077	0.558	42
43	Ministry of Power	379	0.225	0.171	0.120	0.039	0.554	43
44	Ministry of Shipping	165	0.198	0.179	0.116	0.057	0.550	44
45	Department of Bio Technology	35	0.272	0.062	0.144	0.036	0.514	45
46	Department of Space	38	0.143	0.227	0.077	0.065	0.513	46
47	Department of Atomic Energy	113	0.175	0.158	0.089	0.078	0.499	47
48	Department of Economic Affairs ACC Division	311	0.128	0.230	0.086	0.040	0.484	48
49	Department of Agriculture Research and Education	141	0.242	0.140	0.059	0.041	0.482	49
50	Department of Scientific & Industrial Research	152	0.236	0.108	0.089	0.046	0.479	50
51	Department of Fisheries	45	0.207	0.082	0.130	0.048	0.466	51
52	Department of Military Affairs	416	0.197	0.146	0.072	0.044	0.459	52
53	Department of Official Language	18	0.226	0.141	0.038	0.047	0.452	53
54	Department of Defence Production	158	0.153	0.099	0.062	0.048	0.363	54
55	Department of Fertilizers	76	0.157	0.085	0.050	0.064	0.356	55
56	Department of Heavy Industry	96	0.160	0.101	0.042	0.052	0.355	56
57	Ministry of Textiles	67	0.156	0.091	0.059	0.048	0.354	57

*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.*

### 5.3. Analysis of Monthly GRAI - February 2024

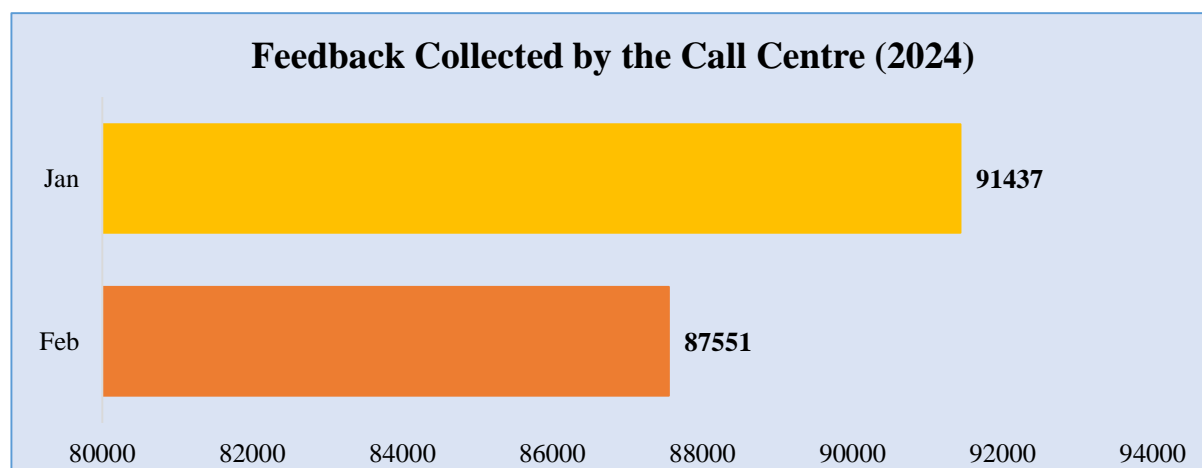
- In February 2024, the registered grievance increased by around 27,000 (from 1.21 Lakhs in January 2024 to 1.48 Lakhs)
- Average Disposal time has reduced from 18.19 to 17.7 since last month
- Average resolution within timeline is 50% which has reduced by 6 percentage points from January 2024
- Total % of Satisfied calls stands at 47.6%

**Group A:** Department of Revenue has topped the ranking, followed by Central Board of Indirect Taxes and Customs, Department of Posts, Department of Agriculture and Farmers Welfare and Department of Food and Public Distribution.

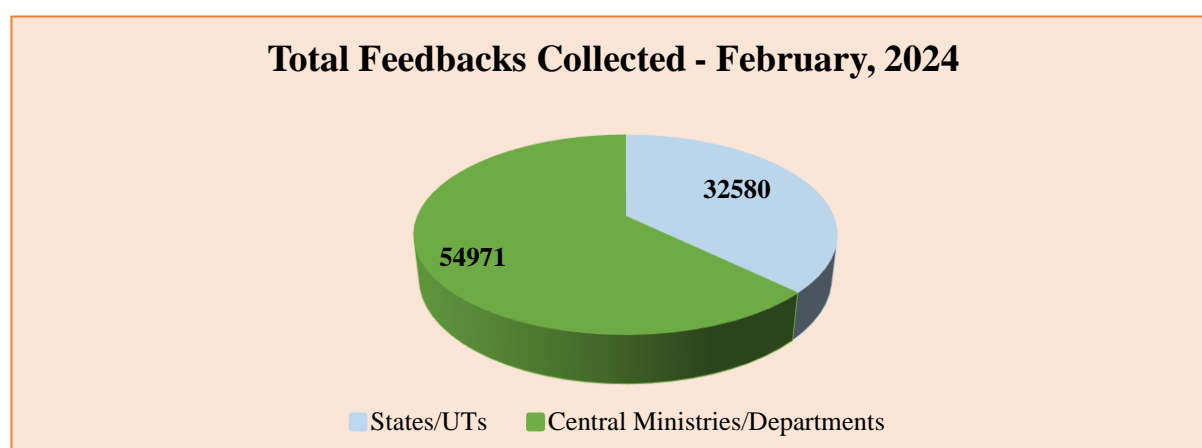
**Group B:** NITI Aayog have topped the ranking followed by Department of Legal Affairs, Department of Pharmaceuticals, Department of Land Resources and Ministry of Coal.

## 6. BSNL – Feedback Call Centre

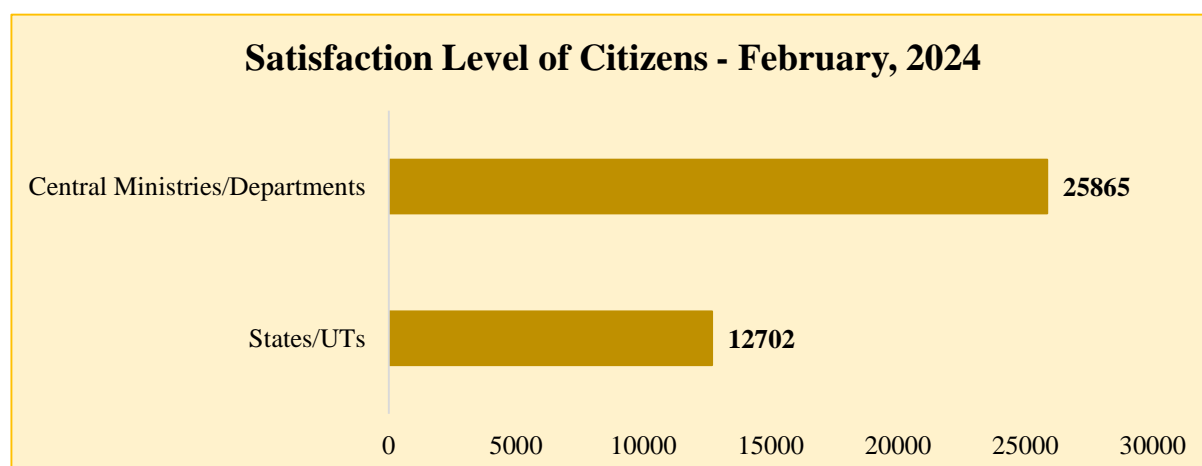
- From 1<sup>st</sup> January to 29<sup>th</sup> February, 2024, the BSNL Feedback Call Centre has collected **178989 feedbacks**, directly from the citizens



- From 1<sup>st</sup> February to 29<sup>th</sup> February, 2024, the BSNL Feedback Call Centre has collected **87551 feedbacks**, directly from the citizens

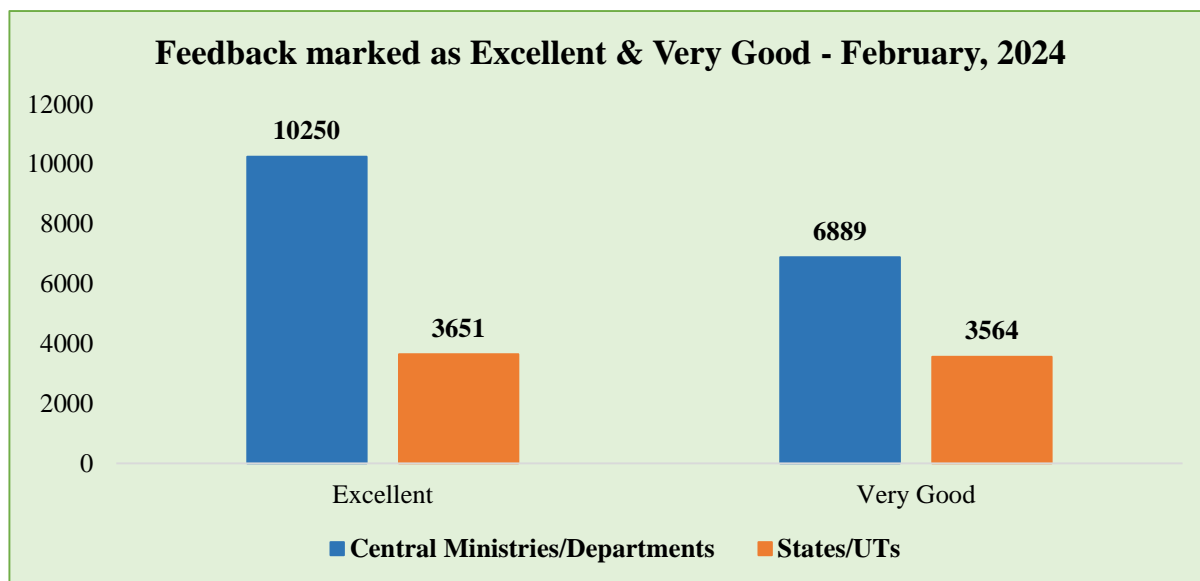


- A total of **38567 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of February, 2024





- A total of **24354 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of February, 2024

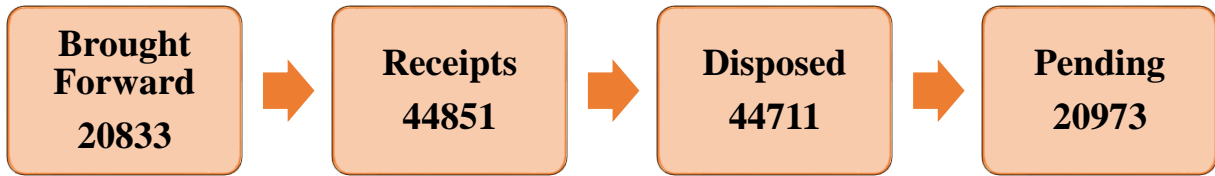


- Trend of Satisfaction across Ministries/Departments in January, 2024, and February, 2024 for which more than 1000 feedbacks were collected

S. No.	Ministry/Department	JANUARY		FEBRUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
1	Ministry of Labour and Employment	8728	49%	8001	52%
2	Department of Financial Services (Banking Division)	7748	42%	6814	45%
3	Ministry of Railways (Railway Board)	3922	34%	3411	40%
4	Department of Ex Servicemen Welfare	2825	51%	3385	51%
5	Central Board of Direct Taxes (Income Tax)	3060	54%	3249	57%
6	Department of Defence Finance	2838	53%	2930	55%
7	Department of Posts	2788	52%	2404	53%
8	Department of Telecommunications	2476	37%	2244	45%
9	Department of Rural Development	1082	71%	1745	74%
10	Ministry of Petroleum and Natural Gas	964	60%	1402	65%
11	Ministry of Home Affairs	1306	38%	1110	39%
12	Department of Financial Services (Insurance Division)	1120	34%	1070	33%

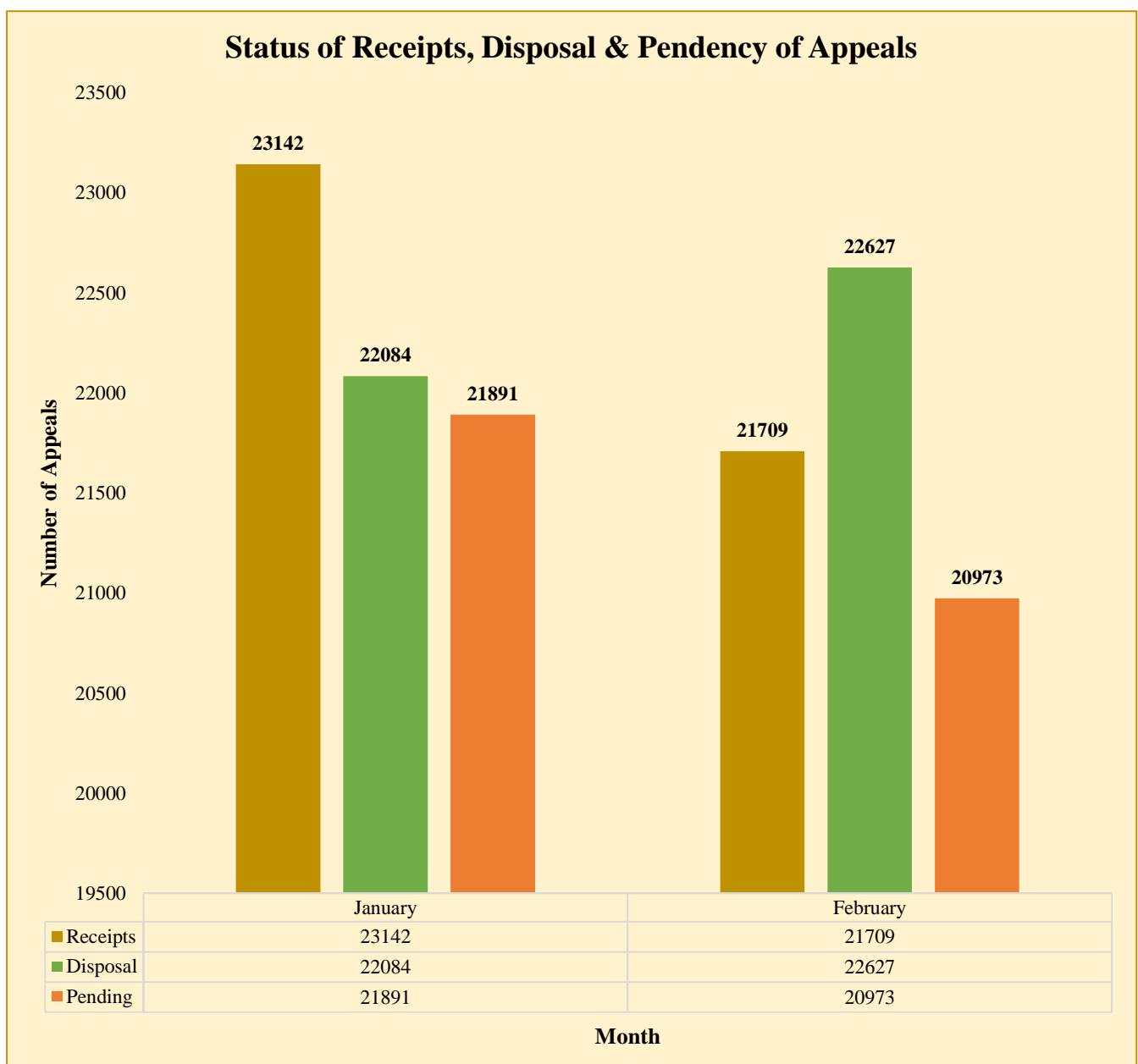
## 7. Review of Status of Appeals on CPGRAMS

### 7.1. Overview



(Time Period: 01/01/2024 to 29/02/2024)

### 7.2. Month-wise Status of Appeals



### 7.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **23 days** from 1<sup>st</sup> January to 29<sup>th</sup> February, 2024

### 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	Sh. Nagesh Kumar Singh	Deputy Director General	7437	7701	517
2	Department of Financial Services (Banking Division)	Sh. PANKAJ SHARMA	Joint Secretary	6976	6882	1629
3	Ministry of Railways (Railway Board)	Sh. Mukul Saran Mathur	Additional Member Commercial	3217	3136	871
4	Department of Posts	Sh. Shalendra Dwivedi	DDG PG QA and I	2809	2898	276
5	Department of Telecommunications	Ms. Rekha Singh	Sr Deputy Director General - Public Grievances	2552	2572	125
6	Department of Ex Servicemen Welfare	Sh. Pudi Hari Prasad	Joint Secretary (ESW)	1806	2204	21
7	Central Board of Direct Taxes (Income Tax)	Ms. Archana Choudhary	Principal Director General of Income Tax Administration and TPS	1893	1886	2209
8	Central Board of Indirect Taxes and Customs	Sh. Lalan Kumar	Principal Additional Director General	1723	1822	51
9	Department of Defence Finance	Sh. Rakesh Kumar IDAS	Sr. Joint CGDA	1341	1526	611
10	Department of Financial Services (Insurance Division)	Sh. Pankaj Sharma	Joint Secretary	1242	1361	137
11	Ministry of Home Affairs	Sh. S. G. Roy	Jt. Secretary CIC	794	1019	699
12	Ministry of Housing and Urban Affairs	Sh. Dinesh Kapila	Economic Advisor	848	862	480
13	Ministry of Road Transport and Highways	Sh. Kamlesh Chaturvedi	Joint Secretary	708	742	200
14	Ministry of Petroleum and Natural Gas	Sh. Rohit Mathur	Joint Secretary Admin General CA Parl RTI PG	660	632	398
15	Ministry of External Affairs	Sh. T. Armstrong Changsan	JS - PSP and CPO	602	622	100

(Time Period: 01/01/2024 to 29/02/2024)

## 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)

- A total of **23154 grievances** have been registered through the Common Service Centres in the month of February, 2024



(Time Period: 01/02/2024 to 29/02/2024)

- Top 15 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 Rural Development	11970	2718	9252
2	Department of Agriculture and Farmers Welfare	4352	1370	2982
3	Ministry of Housing and Urban Affairs	3614	367	3247
4	Government of Assam	602	88	514
5	Department of Financial Services (Banking Division)	404	180	224
6	Government of Uttar Pradesh	306	136	170
7	Ministry of Labour and Employment	244	192	52
8	Unique Identification Authority of India	153	106	47
9	Department of Food and Public Distribution	140	140	0
10	Department of Telecommunications	117	95	22
11	Ministry of Petroleum and Natural Gas	104	47	57
12	Department of Health & Family Welfare	101	38	63
13	Ministry of Home Affairs	98	59	39
14	Department of Posts	80	58	22
15	Ministry of Panchayati Raj	60	39	21

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

S. No.	Name of State/UT	Number of Grievances
1	Assam	15930
2	Punjab	1835
3	Uttar Pradesh	1427
4	Odisha	1004
5	Jharkhand	572
6	Maharashtra	348
7	West Bengal	258
8	Bihar	244
9	Madhya Pradesh	191
10	Rajasthan	189

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

S. No.	Name of District	Number of Grievances
1	Nagaon (AS)	2615
2	Barpeta (AS)	1977
3	Majuli (AS)	1707
4	Dhubri (AS)	1346
5	Cachar (AS)	1309
6	Dhemaji (AS)	962
7	Ferozepur (PB)	698
8	South Salamara-Mankachar (AS)	579
9	Karimganj (AS)	531
10	Shonitpur (AS)	513

**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	Assam	15930	Pradhan Mantri Awaas Yojana - Gramin (Rural)	11660
			Schemes, Programs & Other Divisions under MoHUA	1405
2	Punjab	1835	PMKISAN related issues	1712
3	Uttar Pradesh	1427	PMKISAN related issues	577
4	Odisha	1004	PMKISAN related issues	496
5	Jharkhand	572	PMKISAN related issues	471
6	Maharashtra	348	PMKISAN related issues	209
7	West Bengal	258	PMKISAN related issues	105
8	Bihar	244	Public Distribution System related	55
9	Madhya Pradesh	191	PMKISAN related issues	43
10	Rajasthan	189	PMKISAN related issues	137

## 9. Success Stories

### Success Story - 1

**Grievance Number:** MOLBR/E/2023/0081928

**Complaint Name:** Sudipa Saha

**Complaint Lodge Date:** 21st August 2023

**Complaint Closed Date:** 25th August 2023

**Total Time Taken for Resolution:** 4 Days

**Complaint Received by:** Ministry of Labour and Employment

**Complaint Closed by:** Ministry of Labour and Employment

**Call Date Made by Feedback Call Centre:** 26th August 2023

#### **Complaint Related to:**

Citizen complaint related to the Ministry of Labour and Employment where the citizen was working with Wipro a few months back, he left his job and tried to withdraw his Provident Fund from his UAN Account but his claim request gets rejected every time. So, citizen wants this issue to be resolved ASAP.

#### **Call Synopsis:**

Feedback Call Centre Agent who's named Annu Singh called the citizen "Sudipa Saha" for survey feedback on 26th Aug 2023 of **grievance number: MOLBR/E/2023/0081928** which was lodged to the "Ministry of Labour and Employment".

The grievance is that the citizen was working with Wipro a few months back he left his job and tried to withdraw his Provident Fund from his UAN Account but his claim request gets rejected every time. So, citizen wants this issue to get resolved ASAP

The resolution was given to citizens on 25th Aug 2023 by the "Ministry of Labour and Employment".

The resolution given to the citizen is that regarding the above-cited subject, it is to inform that this office has settled claim form 19 with the amount of rupees 25,072/- on dated 24-AUG-2023 and 10 C with the amount of rupees 12437/- on dated 25/08/2023. This is for your kind information.

The citizen was very satisfied with the given resolution and gave an excellent rating to the Department.

## Success Story - 2

**Grievance Number:** DEAID/E/2023/0023548

**Complaint Name:** YASIR AHMAD KHANDAY

**Complaint Lodge Date:** 31st August 2023

**Complaint Closed Date:** 12th October 2023

**Total Time Taken for Resolution:** 43 Days

**Complaint Received by:** Department of Financial Services (Insurance Division)

**Complaint Closed by:** Department of Financial Services (Insurance Division)

**Call Date Made by Feedback Call Centre:** 24th October 2023

### Complaint Related to:

Citizen complaint related to the Department of Financial Services (Insurance Division) where a citizen had lodged a grievance as his claim is pending under proposal no 1064557 and tag no 105299287534 death of pony at Pahalgam during yatra season he had submitted all documents along with tag but still claim is pending. Citizen had requested the department to look into the matter and do the needful and settle my claim

### Call Synopsis:

Feedback Call Centre Agent named Anjali called the citizen “YASIR AHMAD KHANDAY” for survey feedback on 24th Oct 2023 of **grievance number: DEAID/E/2023/0023548** which was lodged to the “Department of Financial Services (Insurance Division)”.

Citizen had lodged a grievance as his claim is pending under proposal no 1064557 and tag no 105299287534 death of pony at pahalgam during yatra season he had submitted all documents along with tag but still claim is pending. Citizen had requested the department to look into the matter and do the needful and settle my claim

Resolution was given to citizen on 12th Oct 2023 by “Department of Financial Services (Insurance Division)”.

Resolution given to citizen being that the concerned office has informed vide their mail dated 12th September, 2023 that the grievance regd. under DPG-DEAID/E/2023/0023548, of YASIR AHMAD KHANDAY, Death of Pony, PROPOSAL NO 1064557 TAG NO 105299287534. The subject claim file received recently by the concerned office and has been approved by the competent authority for an amount of Rs. 48000/-. The claim amount will be transferred to the beneficiary within 10 working days.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

### Success Story - 3

**Grievance Number:** MEAPD/E/2023/0006034

**Complaint Name:** Vivek Agarwal

**Complaint Lodge Date:** 4th August 2023

**Complaint Closed Date:** 25th August 2023

**Total Time Taken for Resolution:** 21 Days

**Complaint Received by:** Ministry of External Affairs

**Complaint Closed by:** Ministry of External Affairs

**Call Date Made by Feedback Call Centre:** 28th August 2023

#### **Complaint Related to:**

Citizen complaint related to the Ministry of External Affairs where citizen had lodged a grievance as his 2 passports are pending for verification, to due the collaboration of Embassy of Paris and RPO. So, citizen had requested the department to look into this matter and so that he can get his passports ASAP.

#### **Call Synopsis:**

Feedback Call Centre Agent who's named Suman called the citizen "Vivek Agarwal" for survey feedback on 28th Aug 2023 of **grievance number: MEAPD/E/2023/0006034** which was lodged to the "Ministry of External Affairs".

Citizen had lodged a grievance as his 2 passports are pending for verification, to due the collaboration of Embassy of Paris and RPO. So, citizen had requested the department to look into this matter and so that he can get his passports ASAP

Resolution was given to citizen on 28th Aug 2023 by "Ministry of External Affairs".

Resolution given to citizen is that both the passports have been dispatched on 22.08.2023.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.



## Success Story - 4

**Grievance Number:** CBODT/E/2023/0046838

**Complaint Name:** DEVANSH PRATAP SINGH

**Complaint Lodge Date:** 3rd October 2023

**Complaint Closed Date:** 7th November 2023

**Total Time Taken for Resolution:** 34 Day

**Complaint Received by:** Central Board of Direct Taxes (Income Tax)

**Complaint Closed by:** Central Board of Direct Taxes (Income Tax)

**Call Date Made by Feedback Call Centre:** 8th January 2024

### **Complaint Related to:**

Citizen complaint related to Central Board of Direct Taxes (Income Tax) where citizen had lodge grievance as citizen is Government employee with PAN \*\*\*\*\* disputes an erroneous demand notice for A.Y. 2017-18, presenting evidence of TDS credit in Form 26AS, and requests rectification and refund processing of Rs. 11,600.

### **Call Synopsis:**

Feedback Call Centre Agent who's named Pratima called the citizen "DEVANSH PRATAP SINGH" for survey feedback on 8th Jan 2024 of **grievance number: CBODT/E/2023/0046838** which was lodged to the "Central Board of Direct Taxes (Income Tax)".

Citizen had lodge grievance as citizen is Government employee with PAN \*\*\*\*\* disputes an erroneous demand notice for A.Y. 2017-18, presenting evidence of TDS credit in Form 26AS, and requests rectification and refund processing of Rs. 11,600.

Resolution was given to citizen on 7<sup>th</sup> Nov 2023 by "Central Board of Direct Taxes (Income Tax)".

Resolution given to citizen being that the JAO has submitted the order through ITBA and CPC has accounted the same on 03/11/2023 determining a refund of Rs.11,660/-. The refund is sent to the refund banker for crediting to your pre-validated & nominated bank account and is likely to be credited by the refund banker in 10-15 working days. The credit of refund can be checked by verification of the bank credits of the respective validated and nominated bank account as provided by the taxpayer.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

## Success Story - 5

**Grievance Number:** DPOST/E/2023/0034354

**Complaint Name:** Chandan Banerjee

**Complaint Lodge Date:** 24th Nov 2023

**Complaint Closed Date:** 7th Dec 2023

**Total Time Taken for Resolution:** 13 Days

**Complaint Received By:** Department of Posts

**Complaint Closed By:** Department of Posts

**Call Date Made by Feedback Call Center:** 11<sup>th</sup> Dec 2023

### **Complaint Related to:**

Citizen complaint related to Department of Posts where the citizen had lodged a grievance for seeking immediate intervention for non-receipt of matured amount from NSC certificates (\*\*\*\* \* & \*) submitted to Barsul Unnayani sub post office in August, urging prompt action and resolution.

### **Call Synopsis:**

Feedback Call Center Agent who's named Pratima called the citizen "Chandan Banerjee" for survey feedback on 11<sup>th</sup> Dec 2023 of grievance number: **DPOST/E/2023/0034354** which was lodged to the "Department of Posts".

Citizen had lodged a grievance for seeking immediate intervention for non-receipt of matured amount from NSC certificates (\*\*\*\* \* & \*) submitted to Barsul Unnayani sub post office in August, urging prompt action and resolution.

Resolution was given to citizen on 11<sup>th</sup> Dec 2023 by "Department of Posts".

Resolution given to citizen is that SSPOs Burdwan Division reported that said NSC policy maturity discharge Amount of Rs. 47950/- has been credited in SBI Account on 04.12.2023.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

## 10. Media Outreach

<div><div><div><div><div><div></div><div><div>Ministry of Personnel, Public Grievances &amp; Pensions</div><div></div></div></div></div><div><div><h3>21st Report on Central Ministries/Department's performance on CPGRAMS released by DARPG for the month of January, 2024</h3><p>A total of 1,21,478 Grievances were Redressed by Central Ministries/Departments in January, 2024</p><p>For the 18th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat</p><p>NITI Aayog, Department of Revenue, and Department of Agriculture and Farmers Welfare topped in Group A category in the rankings released for the month of January, 2024</p><p>Ministry of Development of North Eastern Region, Ministry of Parliamentary Affairs, and Department of Legal Affairs topped in Group B category in the rankings released for the month of January, 2024</p><p>Posted On: 15 FEB 2024 7:06PM by PIB Delhi</p></div></div></div></div></div>	
<div><div><div><div><div><div></div><div><div>Ministry of Personnel, Public Grievances &amp; Pensions</div><div></div></div></div></div><div><div><h3>ONE NATION ONE PORTAL</h3><p>Posted On: 07 FEB 2024 5:34PM by PIB Delhi</p></div></div></div></div></div>	
<div><div><div><div><div><div></div><div><div>PIB India</div><div>@PIB_India</div></div></div></div><div><div><h4>ONE NATION ONE PORTAL</h4><p>Every Ministry / Department in Government of India and State Government/UT have access to this system and grievances are resolved by the concerned Ministries/ Departments/ States/ UTs on decentralized basis. About 1.3 lakh Grievance Officers of Central and State Governments are mapped on this system. The CPGRAMS has also been integrated with Grievance portals of 19 States /UT.</p><p>Read here: <a href="https://pib.gov.in/PressReleasePa...">pib.gov.in/PressReleasePa...</a></p><p>#ParliamentQuestion</p></div></div></div></div></div>	<div><div><div><div><div><div></div><div><div>PIB India</div><div>@PIB_India</div></div></div></div><div><div><ul style="list-style-type: none"><li>■ 21st Report on Central Ministries/Department's performance on CPGRAMS released by DARPG for the month of January, 2024</li><li>■ A total of 1,21,478 Grievances were Redressed by Central Ministries/Departments in January, 2024</li><li>■ For the 18th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat</li></ul><p>Read here: <a href="https://pib.gov.in/PressReleaseDet...">pib.gov.in/PressReleaseDet...</a></p><p>@DARPG_GoI</p><p>7:27 PM · Feb 15, 2024 · 15K Views</p></div></div></div></div></div>
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Amar Ujala: सरकारी विभागों की शिकायतें निवारण पोर्टल पर दर्ज कराएं #DARPG #LokSabha

Translate post

## सरकारी विभागों की शिकायतें निवारण पोर्टल पर दर्ज कराएं

नई दिल्ली। लोग केंद्रीकृत लोक शिकायत निवारण और निगरानी प्रणाली (सीपीजीआरएएमएस) पर सरकारी विभागों से संबंधित शिकायतें दर्ज कर सकते हैं।

कार्मिक राज्य मंत्री जितेंद्र सिंह ने लोकसभा में एक लिखित उत्तर में कहा, केंद्र व राज्य सरकारों के तहत प्रत्येक मंत्रालय या विभाग की इस प्रणाली तक पहुंच है और शिकायतों का हल विकेंद्रीकृत आधार पर किया जाता है। उन्होंने कहा कि सीपीजीआरएएमएस <https://pgportal.gov.in> पर उपलब्ध है। ब्यूरो

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CPGRAMS Reforms to be further strengthened by

- (i) Full rollout of the CPGRAMS Mobile Application by March, 2024
- (ii) adoption of CPGRAMS ver 7.0 in Gujarat State
- (iii) CSC-CPGRAMS collaboration to be strengthened and
- (iv) Use of Anuvadini AI Tool to be used for translation of CPGRAMS Reports in regional languages

January 2024 witnessed the highest monthly disposal of Public Grievances in Ministries/ Departments achieved in January, 2024

6664 Grievance Redressal Officers trained by State ATIs in the Financial Year 2023-24 as on 31 January, 2024 under Sevottam Scheme

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## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – February, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	4230	26480	30710	5489	25221
2	Ministry of Labour and Employment	4527	14485	19012	14811	4201
3	Department of Financial Services (Banking Division)	9016	13338	22354	13636	8718
4	Ministry of Housing and Urban Affairs	1170	10598	11768	5985	5783
5	Department of Agriculture and Farmers Welfare	1604	9021	10625	8963	1662
6	Central Board of Direct Taxes (Income Tax)	12400	6609	19009	6599	12545
7	Ministry of Railways (Railway Board)	2814	5634	8448	5652	2796
8	Department of Posts	1368	5219	6587	5455	1132
9	Ministry of Home Affairs	1345	4967	6312	4994	1318
10	Department of Ex Servicemen Welfare	3951	4541	8492	5272	3220

#### Annexure 1.2.: Maximum Number of Disposals – February, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4527	14485	19012	14811	4201
2	Department of Financial Services (Banking Division)	9016	13338	22354	13636	8718
3	Department of Agriculture and Farmers Welfare	1604	9021	10625	8963	1662
4	Central Board of Direct Taxes (Income Tax)	12400	6609	19009	6599	12545
5	Ministry of Housing and Urban Affairs	1170	10598	11768	5985	5783
6	Ministry of Railways (Railway Board)	2814	5634	8448	5652	2796
7	Department of Rural Development	4230	26480	30710	5489	25221
8	Department of Posts	1368	5219	6587	5455	1132
9	Department of Ex Servicemen Welfare	3951	4541	8492	5272	3220
10	Ministry of Home Affairs	1345	4967	6312	4994	1318

#### Annexure 1.3.: Maximum Number of Receipts – January to February, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	2999	30529	33528	8306	25221
2	Ministry of Labour and Employment	5090	28909	33999	29797	4201
3	Department of Financial Services (Banking Division)	8397	27051	35448	26729	8718



S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
4	Department of Agriculture and Farmers Welfare	3529	18153	21682	20019	1662
5	Ministry of Housing and Urban Affairs	1406	15040	16446	10662	5783
6	Central Board of Direct Taxes (Income Tax)	10797	13909	24706	12160	12545
7	Ministry of Railways (Railway Board)	3139	11503	14642	11845	2796
8	Department of Posts	1644	10636	12280	11147	1132
9	Ministry of Home Affairs	1396	10483	11879	10560	1318
10	Department of Ex Servicemen Welfare	4033	8827	12860	9639	3220

#### Annexure 1.4.: Maximum Number of Disposals – January to February, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	5090	28909	33999	29797	4201
2	Department of Financial Services (Banking Division)	8397	27051	35448	26729	8718
3	Department of Agriculture and Farmers Welfare	3529	18153	21682	20019	1662
4	Central Board of Direct Taxes (Income Tax)	10797	13909	24706	12160	12545
5	Ministry of Railways (Railway Board)	3139	11503	14642	11845	2796
6	Department of Posts	1644	10636	12280	11147	1132
7	Ministry of Housing and Urban Affairs	1406	15040	16446	10662	5783
8	Ministry of Home Affairs	1396	10483	11879	10560	1318
9	Department of Ex Servicemen Welfare	4033	8827	12860	9639	3220
10	Department of Rural Development	2999	30529	33528	8306	25221

#### Annexure 1.5.: Ministries/Departments with more than 1000 Pending Grievances - January to February, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	2999	30529	33528	8306	25221
2	Central Board of Direct Taxes (Income Tax)	10797	13909	24706	12160	12545
3	Department of Financial Services (Banking Division)	8397	27051	35448	26729	8718
4	Ministry of Housing and Urban Affairs	1406	15040	16446	10662	5783
5	Ministry of Labour and Employment	5090	28909	33999	29797	4201
6	Department of Ex Servicemen Welfare	4033	8827	12860	9639	3220
7	Ministry of Railways (Railway Board)	3139	11503	14642	11845	2796
8	Department of Health & Family Welfare	2134	5931	8065	5515	2549
9	Department of School Education and Literacy	1660	2509	4169	1825	2343

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
10	Ministry of Petroleum and Natural Gas	1857	4352	6209	4368	1840
11	Department of Agriculture and Farmers Welfare	3529	18153	21682	20019	1662
12	Ministry of External Affairs	1502	3010	4512	3108	1403
13	Department of Defence Finance	915	3825	4740	3366	1373
14	Ministry of Home Affairs	1396	10483	11879	10560	1318
15	Department of Higher Education	1230	2801	4031	2814	1216
16	Department of Posts	1644	10636	12280	11147	1132

**Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to February, 2024**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10797	13909	24706	12160	12545	7647
2	Department of Financial Services (Banking Division)	8397	27051	35448	26729	8718	1402
3	Department of Administrative Reforms and Public Grievances - PG Division	1277	1420	2697	433	2263	1382
4	Department of Health & Family Welfare	2134	5931	8065	5515	2549	1365
5	Department of School Education and Literacy	1660	2509	4169	1825	2343	1258
6	Ministry of External Affairs	1502	3010	4512	3108	1403	793
7	Ministry of Home Affairs	1396	10483	11879	10560	1318	790
8	Ministry of Railways (Railway Board)	3139	11503	14642	11845	2796	742
9	Department of Rural Development	2999	30529	33528	8306	25221	707
10	Department of Economic Affairs ACC Division	751	664	1415	587	827	515

**Annexure 2: Average Closing Time – January to February, 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	587	76
2	Central Board of Direct Taxes (Income Tax)	12160	57
3	Department of Fertilizers	111	42
4	Ministry of Textiles	172	37
5	Department of Military Affairs	890	33
6	Department of School Education and Literacy	1825	31

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
7	Department of Ex Servicemen Welfare	9639	30
8	Ministry of Information and Broadcasting	658	30
9	Ministry of Tribal Affairs	334	30
10	Department of Atomic Energy	226	30

### 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	948	1
2	NITI Aayog	1232	2
3	Ministry of Cooperation	921	3
4	Ministry of Parliamentary Affairs	521	3
5	Department of Food and Public Distribution	2136	4
6	Department of Legal Affairs	705	4
7	Department of Bio Technology	136	4
8	Ministry of Development of North Eastern Region	33	4
9	Department of Agriculture and Farmers Welfare	20019	5
10	Department of Public Enterprises	120	5

### Annexure 3: Public Grievance Officers on CPGRAMS – February, 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	408	538
2	Level 2	6152	808	6960
3	Level 3	19398	964	20362
4	Level 4	21179	684	21863
5	Level 5	14218	199	14417
6	Level 6	6220	110	6330
7	Level 7	1555	14	1569
8	Level 8	250	3	253
9	Level 9	25	0	25
10	Level Not Assigned	1	0	1
TOTAL		69128	3190	72318



### 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	8858	413	9271
2	Central Board of Direct Taxes (Income Tax)	4031	105	4136
3	Ministry of Railways (Railway Board)	1948	159	2107
4	Ministry of Housing and Urban Affairs	1291	62	1353
5	Department of Ex Servicemen Welfare	1270	41	1311
6	Department of Financial Services (Banking Division)	1045	124	1169
7	Department of Military Affairs	1083	84	1167
8	Department of Posts	904	23	927
9	Ministry of Labour and Employment	787	127	914
10	Department of Defence	894	19	913

### Annexure 4: Status of Action Taken Reports (ATR) – January to February, 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	26899	23547	3161	191
2	Department of Financial Services (Banking Division)	23546	19553	2903	1090
3	Ministry of Railways (Railway Board)	11456	8875	1956	625
4	Central Board of Direct Taxes (Income Tax)	10773	3930	6838	5
5	Department of Ex Servicemen Welfare	9284	6608	2669	7
6	Department of Defence Finance	9171	8929	27	215
7	Department of Posts	8845	8124	679	42
8	Department of Rural Development	7972	7341	338	293
9	Department of Telecommunications	7288	6944	218	126
10	Ministry of Petroleum and Natural Gas	4561	4531	8	22

### Annexure 5: Status of Appeals – January to February, 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	641	3535	280	3255
2	Central Board of Direct Taxes (Income Tax)	2202	1893	4095	1886	2209
3	Department of Social Justice and Empowerment	1524	151	1675	0	1675
4	Department of Financial Services (Banking Division)	1535	6976	8511	6882	1629

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
5	Ministry of Railways (Railway Board)	790	3217	4007	3136	871
6	Department of Rural Development	734	530	1264	450	814
7	Department of Consumer Affairs	506	656	1162	382	780
8	Ministry of Home Affairs	924	794	1718	1019	699
9	Department of Health & Family Welfare	591	635	1226	547	679
10	Department of Defence Finance	796	1341	2137	1526	611

### 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	97	1
2	Ministry of Cooperation	221	2
3	Ministry of Water Resources, River Development & Ganga Rejuvenation	30	2
4	Department of Telecommunications	2572	3
5	Department of Empowerment of Persons with Disabilities	157	3
6	Ministry of Parliamentary Affairs	5	3
7	Ministry of Labour and Employment	7701	4
8	Department of Youth Affairs	19	4
9	Department of School Education and Literacy	356	7
10	Ministry of Development of North Eastern Region	1	7

### 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	1092	758	328	43.27%
2	Central Board of Indirect Taxes and Customs	4228	4079	1723	42.24%
3	Department of Defence Finance	4739	3366	1341	39.84%
4	Ministry of Earth Sciences	87	69	26	37.68%
5	Department of Scientific & Industrial Research	288	187	64	34.22%
6	Ministry of Steel	351	259	83	32.05%
7	Department of Telecommunications	8891	8280	2552	30.82%
8	Department of Fertilizers	235	111	34	30.63%
9	Ministry of Civil Aviation	1741	1477	444	30.06%
10	Department of Financial Services (Insurance Division)	4907	4193	1242	29.62%

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

#	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	Department of Rural Development	12.11	25.35	38.89	19.00	0.00	5.52	74.10	50.00	0.01	2.99	2.40
2	Ministry of Labour and Employment	75.86	86.52	69.23	8.00	0.12	22.95	51.81	59.57	24.98	16.98	66.00
3	Department of Financial Services (Banking Division)	50.00	70.20	56.03	20.00	0.09	22.28	44.60	62.07	12.82	12.06	54.79
4	Ministry of Housing and Urban Affairs	48.38	46.66	61.70	7.00	0.00	6.73	32.00	53.85	0.08	7.30	24.47
5	Department of Agriculture and Farmers Welfare	83.23	33.80	60.00	5.00	0.00	0.32	52.68	83.33	0.10	91.11	43.43
6	Central Board of Direct Taxes (Income Tax)	17.46	27.37	63.16	63.00	0.05	14.19	56.51	85.87	14.04	1.52	84.40
7	Ministry of Railways ( Railway Board)	60.95	62.40	53.89	14.00	0.05	24.99	40.13	85.29	4.12	2.62	43.26
8	Department of Posts	80.14	75.11	77.95	8.00	0.00	14.96	52.91	100.00	32.88	5.22	74.97
9	Ministry of Home Affairs	73.29	46.98	63.95	8.00	0.17	7.07	39.46	89.35	3.22	8.62	56.25

#	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
10	Department of Ex Servicemen Welfare	40.85	97.63	64.29	32.00	0.00	18.04	50.69	90.00	3.22	3.54	15.68
11	Department of Telecommunications	87.24	90.46	84.31	5.00	0.00	25.76	44.96	82.35	9.50	4.99	51.79
12	Department of Health & Family Welfare	43.92	22.49	37.11	16.00	0.29	9.35	48.82	62.84	21.29	3.88	27.43
13	Ministry of Corporate Affairs	72.34	8.38	80.77	9.00	0.00	13.36	25.31	30.00	6.71	21.01	53.57
14	Department of Defence Finance	49.85	55.79	62.50	19.00	0.52	34.15	54.54	50.00	2.24	2.86	29.37
15	Ministry of Petroleum and Natural Gas	47.68	47.38	26.24	26.00	0.00	13.65	64.91	38.89	6.83	3.81	42.93
16	Department of Financial Services (Insurance Division)	69.52	84.78	74.75	11.00	0.00	29.48	33.18	60.00	11.86	6.52	65.18
17	Ministry of Road Transport and Highways	62.09	64.29	75.86	15.00	0.00	15.30	33.29	77.05	0.45	3.98	49.90
18	Unique Identification Authority of India	61.11	52.59	67.74	13.00	0.00	20.53	54.96	25.00	0.48	57.79	75.86
19	Department of Personnel and Training	61.88	50.00	74.47	16.00	0.00	8.72	38.96	54.72	0.44	13.47	45.38
20	Ministry of External Affairs	43.81	71.35	75.00	17.00	0.21	15.93	55.41	8.74	15.15	3.14	16.60
21	Central Board of Indirect Taxes and Customs	88.74	80.28	100.00	8.00	0.00	14.43	43.20	99.10	1.92	2.51	70.22
22	Department of School Education and Literacy	19.96	92.99	0.00	31.00	1.99	17.49	37.37	28.21	17.61	7.26	41.29
23	Department of Consumer Affairs	55.13	27.84	72.92	18.00	0.00	18.79	38.34	89.47	6.20	32.98	50.00
24	Department of Higher Education	39.73	45.52	37.70	23.00	0.00	19.80	41.46	45.00	26.36	2.96	38.43
25	Department of Defence	53.37		73.91	17.00	0.09	0.00	38.82	71.79	25.53	1.33	21.75
26	Department of Food and Public Distribution	88.35	73.68	94.94	4.00	0.00	14.51	51.61	50.00	15.27	18.48	56.45

#	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
27	Department of Justice	64.82	69.91	80.00	33.00	0.00	8.49	23.65	91.95	30.05	130.63	75.00
28	Department of Revenue	90.52	89.80	100.00	8.00	0.00	4.42	39.47	97.46	0.84	24.92	89.47
29	Ministry of Women and Child Development	55.38	40.24	75.00	12.00	2.63	18.15	36.33	61.70	5.34	22.68	57.89
30	Ministry of Panchayati Raj	74.39	36.18	80.00	13.00	0.00	16.52	41.10	77.78	0.00	23.77	19.35
31	Ministry of Civil Aviation	59.58	75.31	73.91	18.00	0.00	21.82	26.87	89.66	0.44	1.93	26.35
32	Ministry of Electronics & Information Technology	60.29	69.27	78.57	13.00	0.00	15.37	56.93	43.75	1.49	3.96	26.47
33	Department of Social Justice and Empowerment	70.10	0.00	55.56	11.00	0.00	11.46	30.07	71.43	0.95	6.67	45.26
34	Ministry of Drinking Water and Sanitation	94.59	33.33	50.00	1.00	0.00	0.63	0.00	100.00	0.21	5.02	2.06
35	Ministry of Environment, Forest and Climate Change	52.00	55.88	25.00	17.00	0.00	12.64	42.62	45.95	15.27	3.54	39.26
36	Ministry of Cooperation	94.64	93.23	91.67	1.00	0.00	24.15	28.61	50.00	20.89	21.43	57.14
37	NITI Aayog	95.96	100.00	100.00	2.00	0.00	0.70	35.29	100.00	0.00	5.51	10.39
38	Department of Military Affairs	36.44	22.11	33.33	31.00	0.00	18.41	27.94	25.93	14.18	0.38	19.91
39	Ministry of Power	50.25	0.00	40.00	19.00	0.00	14.25	33.33	66.67	0.26	0.89	13.18
40	Department of Legal Affairs	93.80		100.00	5.00	0.00	0.00	31.91	94.44	2.14	19.63	10.53
41	Department of Commerce	52.50	13.46	100.00	15.00	0.00	6.21	44.00	50.00	32.86	2.67	15.91
42	Ministry of Coal	66.09		100.00	12.00	0.00	0.00	26.06	100.00	0.00	0.58	16.20
43	O/o the Comptroller & Auditor General of India	50.44	50.60	37.50	18.00	0.00	9.61	54.74	45.83	0.00	2.61	57.25
44	Ministry of Information and Broadcasting	32.50	83.08	75.00	26.00	0.00	17.71	49.56	44.44	1.28	2.29	34.56

#	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
45	Department of Economic Affairs ACC Division	9.36	56.32	43.02	83.00	1.15	5.36	48.48	44.44	17.36	3.57	16.09
46	Department of Land Resources	91.73	96.61		6.00	0.00	15.03	37.14	100.00	0.33	25.42	25.00
47	Ministry of Micro Small and Medium Enterprises	64.16	56.82	33.33	14.00	0.00	13.55	51.33	82.35	1.65	2.18	17.99
48	Department of Empowerment of Persons with Disabilities	73.47	83.02	100.00	8.00	0.00	18.49	27.91	85.71	2.90	9.20	70.00
49	Ministry of Tourism	71.75	42.02	80.00	12.00	0.00	17.61	38.52	100.00	8.43	3.48	25.33
50	Staff Selection Commission	19.35	66.50	76.60	47.00	0.00	23.48	37.80		13.20	10.00	64.00
51	Ministry of Parliamentary Affairs	89.08	66.67		4.00	11.76	1.14	33.33	100.00	0.00	14.65	64.71
52	Department for Promotion of Industry and Internal Trade	49.74	1.12	100.00	17.00	0.00	17.72	36.71	33.33	8.84	3.41	27.40
53	Ministry of Culture	25.46	2.23	56.00	32.00	0.00	19.28	51.41	100.00	0.82	1.55	36.94
54	Ministry of Minority Affairs	39.55	55.21		20.00	0.00	19.92	34.38	57.14	1.27	3.75	41.27
55	Department of Financial Services (Pension Reforms)	88.93	0.00		7.00	0.00	7.06	37.50	100.00	54.74	77.33	66.67
56	Ministry of Water Resources, River Development & Ganga Rejuvenation	46.55	81.48	80.00	19.00	0.00	11.22	20.83	75.00	17.41	1.13	25.63
57	Ministry of Skill Development and Entrepreneurship	57.46	35.24	91.11	19.00	0.00	15.73	34.86	100.00	0.00	2.90	29.17
58	Ministry of Shipping	36.54		0.00	24.00	0.00	0.00	14.55		16.97	1.67	36.36
59	Department of Expenditure	61.67	50.00		16.00	0.00	20.37	47.62	100.00	15.53	3.29	38.78
60	Department of Defence Production	26.01	17.65	0.00	19.00	0.00	31.48	25.42	9.52	7.59	0.64	24.60
61	Ministry of Tribal Affairs	43.99	17.02	66.67	26.00	0.00	9.84	32.43		0.00	1.44	12.04

#	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
62	Department of Science and Technology	59.23	42.86	77.78	20.00	0.00	8.48	24.14		1.31	1.25	35.25
63	Department of Scientific & Industrial Research	47.80	0.00	60.00	14.00	0.00	30.77	28.85	33.33	0.66	1.06	21.68
64	Department of Animal Husbandry, Dairying	39.11	3.77	100.00	13.00	0.00	7.56	47.62	51.52	17.45	4.38	2.94
65	Ministry of Ayush	82.04	50.98	80.00	4.00	0.00	29.20	36.07	100.00	0.68	3.04	52.08
66	Department of Agriculture Research and Education	32.06	82.76	50.00	25.00	0.00	15.94	20.59	0.00	1.42	0.55	16.02
67	Legislative Department	46.85	1.11		30.00	0.00	5.35	50.00	87.50	0.00	3.63	39.47
68	Ministry of Steel	43.78	25.68	57.14	24.00	0.00	25.53	25.00		0.00	1.39	33.68
69	Ministry of New and Renewable Energy	42.01	68.42	0.00	17.00	0.00	13.75	51.72	66.67	0.00	3.69	25.00
70	Department of Pharmaceuticals	77.30	93.33	100.00	12.00	0.00	9.70	55.26	76.92	4.35	3.83	43.33
71	Department of Atomic Energy	26.86	44.00	12.50	32.00	0.00	26.61	46.88	33.33	1.77	1.64	62.32
72	Ministry of Mines	64.46		0.00	16.00	0.00	0.00	13.04	75.00	17.65	2.43	30.95
73	Department of Heavy Industry	33.11	4.46	0.00	21.00	0.00	23.61	13.51	0.00	21.88	1.60	30.00
74	Department of Health Research	34.81	15.79	60.00	17.00	0.00	11.11	52.38	50.00	10.42	0.74	8.46
75	Department of Sports	46.29	57.41	100.00	24.00	0.00	26.32	35.71	75.00	2.33	1.79	43.75
76	Department of Fertilizers	16.27	0.00	66.67	31.00	0.00	46.34	42.31	0.00	11.84	1.90	45.00
77	Department of Defence Research and Development	55.62	47.37	91.30	22.00	0.00	25.00	39.13	83.33	1.41	0.73	5.15
78	Ministry of Textiles	16.67	8.05	66.67	44.00	0.00	30.14	19.51	0.00	1.49	0.96	24.29
79	Department of Investment & Public Asset Management	64.79			9.00	0.00	0.00	40.00	100.00	74.58	7.38	62.50

#	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
80	Department of Public Enterprises	94.00	0.00	100.00	2.00	0.00	0.00	0.00	100.00	0.00	4.45	18.18
81	Department of Fisheries	38.24	0.00		18.00	0.00	25.00	6.25	100.00	24.44	3.75	25.00
82	Department of Youth Affairs	25.76	66.67	0.00	28.00	0.00	20.31	53.85		2.44	1.95	57.14
83	Department of Space	27.50	5.00	0.00	28.00	0.00	15.79	64.29	33.33	15.79	1.58	45.83
84	Ministry of Food Processing Industries	57.65	0.00	100.00	26.00	0.00	9.33	33.33	100.00	43.24	1.23	30.00
85	Department of Bio Technology	65.96	43.90	0.00	6.00	0.00	27.27	0.00		2.86	0.41	9.41
86	Department of Chemicals and Petrochemicals	68.29	0.00		13.00	0.00	15.63	12.50	100.00	0.00	2.33	33.33
87	Ministry of Earth Sciences	67.21	75.00	0.00	11.00	0.00	41.86	75.00		6.67	0.97	16.13
88	Ministry of Statistics and Programme Implementation	79.41	75.00		10.00	0.00	13.33	23.08	100.00	37.50	0.30	25.32
89	Ministry of Development of North Eastern Region	88.46	50.00	100.00	4.00	0.00	8.33	0.00		0.00	1.60	13.33
90	Department of Official Language	40.91	14.29		17.00	0.00	15.00	20.00	0.00	27.78	1.38	23.08

**Legends for Colour Code:**

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





**Department of Administrative Reforms and Public Grievances**

**Government of India**

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