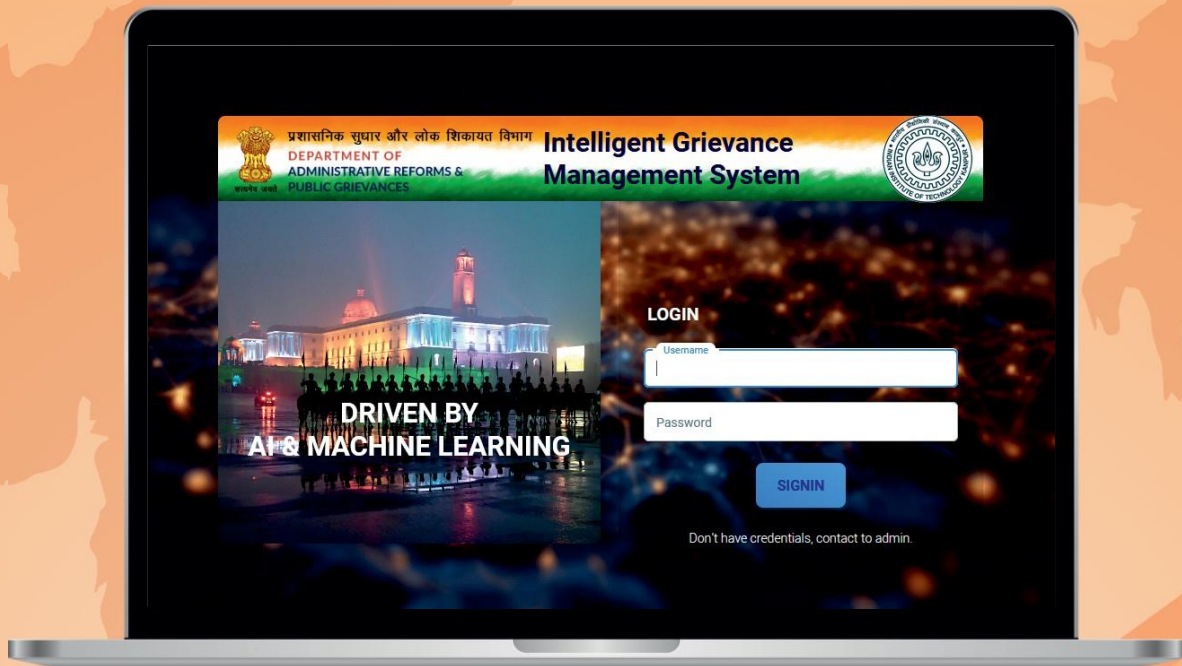




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

March 2024

[Report Number 23]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

General

- Outreach of CPGRAMS with CSC has resulted in highest ever number of receipts through CSCs for the month of March, 2024
- A **live interaction** of Secretary, DARPG, and Joint Secretary, Department of Agriculture and Farmer's Welfare with CSC VLEs was conducted on 4th March, 2024. Grievances related to agriculture sector were discussed
- On 5th March, 2024, an online training session for Grievance Redressal Officers from Central Ministries/Departments was conducted on the working of CPGRAMS Portal by NIC, DARPG
- Meeting with Grievance Redressal Officers of all the Central Ministries/Departments was held on 14th March, 2024, to review the pendency and disposal of public grievances on CPGRAMS
- In March 2024, for the **20th 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 March, 2024 is **10 Days**
- In March, 2024, the BSNL Feedback Call Centre collected **61184 feedbacks**. Out of the total feedbacks collected, **~52%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **39508 feedbacks (65%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, **~58%** citizens expressed satisfaction with the resolution provided

PG Cases

- In March 2024, **476498 PG cases were received** on the CPGRAMS portal, **466747 PG cases were redressed** and there exists a **pendency of 104100 PG cases**, as of 31st March, 2024.
- A total of **172616 grievances** were registered through **Common Service Centres** in March, 2024. Top categories for which maximum grievances were received are **Pradhan Mantri Awaas Yojana – Gramin (Rural), PMKISAN and HUDCO (Housing and Urban Development Corporation)**.

- 79% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [344267 grievances], Department of Agriculture and Farmer's Welfare [18002 grievances], and Ministry of Labour and Employment [13927 grievances] have received the maximum number of grievances in March, 2024

PG Appeals

- In March, 2024, **17737 appeals were received** and **16482 appeals were disposed**
- The Central Secretariat has a pendency of **22228 PG Appeals** at the end of March, 2024

Grievance Redressal Assessment and Index (GRAI) – March, 2024

- **Department of Revenue, Department of Rural Development and Central Board of Indirect Taxes and Customs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for March, 2024
- **Ministry of Development of North Eastern Region, Department of Chemicals and Petrochemicals 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 March, 2024

2. What's New in CPGRAMS

The CPGRAMS Mobile Application is a standalone mobile application downloadable through Google Play store and is also integrated with UMANG. CPGRAMS app provides citizens a single platform to file a grievance in their own voice and language of choice from where it is resolved in a whole of Government approach.

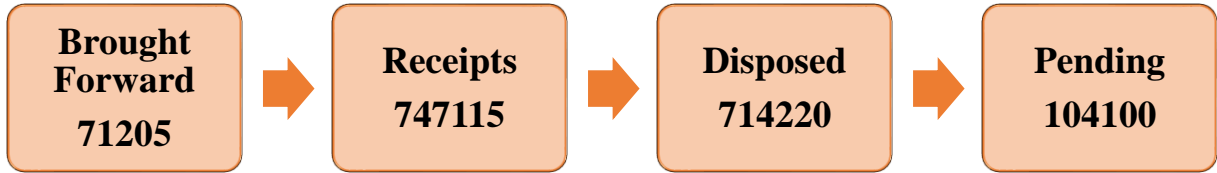


Link: https://play.google.com/store/apps/details?id=nic.org.mygrievance&pcampaignid=web_share

1. Urgent Grievance Report is available for all GRO in report section (21st March, 2024)
2. AI Classification Report is available for all GRO in report section (21st March, 2024)
3. Apex Nodal GRO can delete the unused account of their subordinates GRO of any level using level wise PG officer option under Monitoring Desk (8th January, 2024)
4. GRO can now withdraw closing right from their immediate subordinates on a grievance using withdraw closing right option under Utilities (3rd January, 2024)
5. Apex Nodal GRO can monitor progress and login activity of their all level subordinates using Level Wise PG officer option under Monitoring Desk (1st January, 2024)

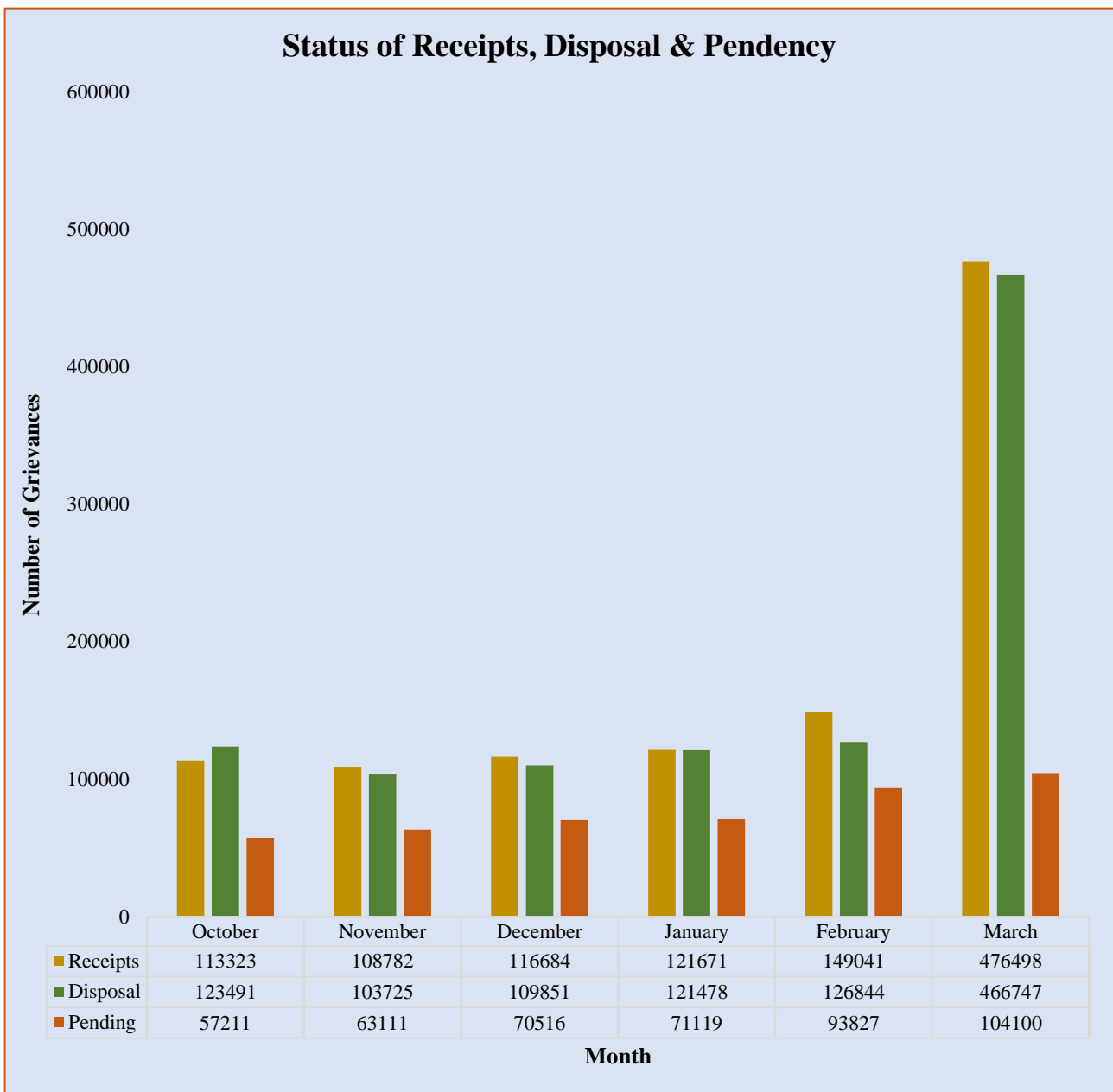
3. Review of Status of Grievances

3.1. Overview



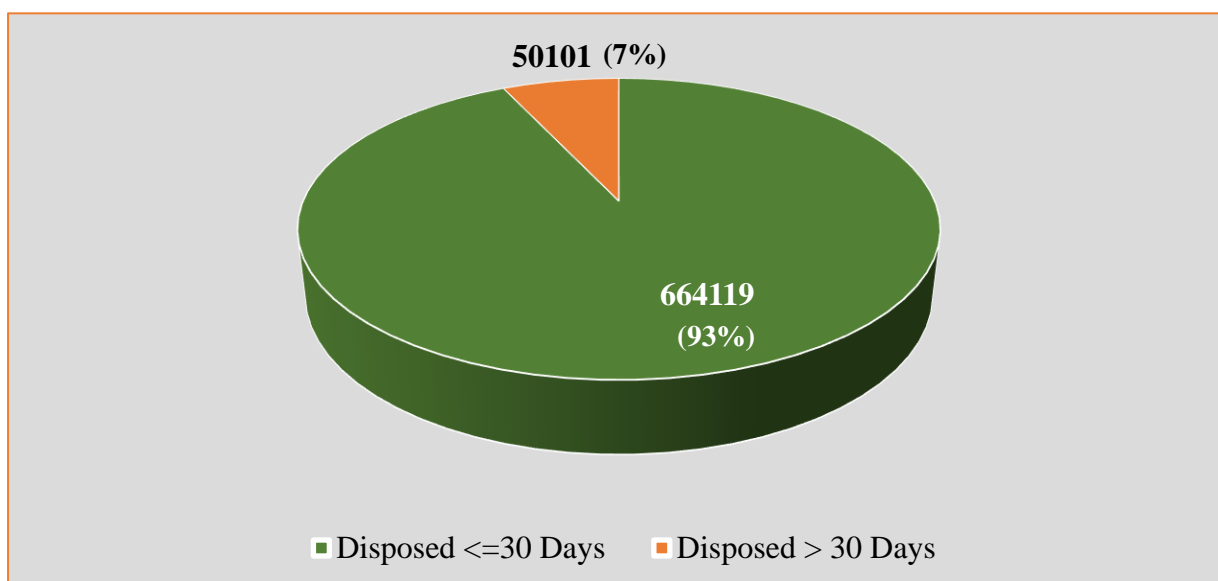
(Time Period: 01/01/2024 to 31/03/2024)

3.2. Month-wise Status of Grievance



4. Status of Disposal and Pendency

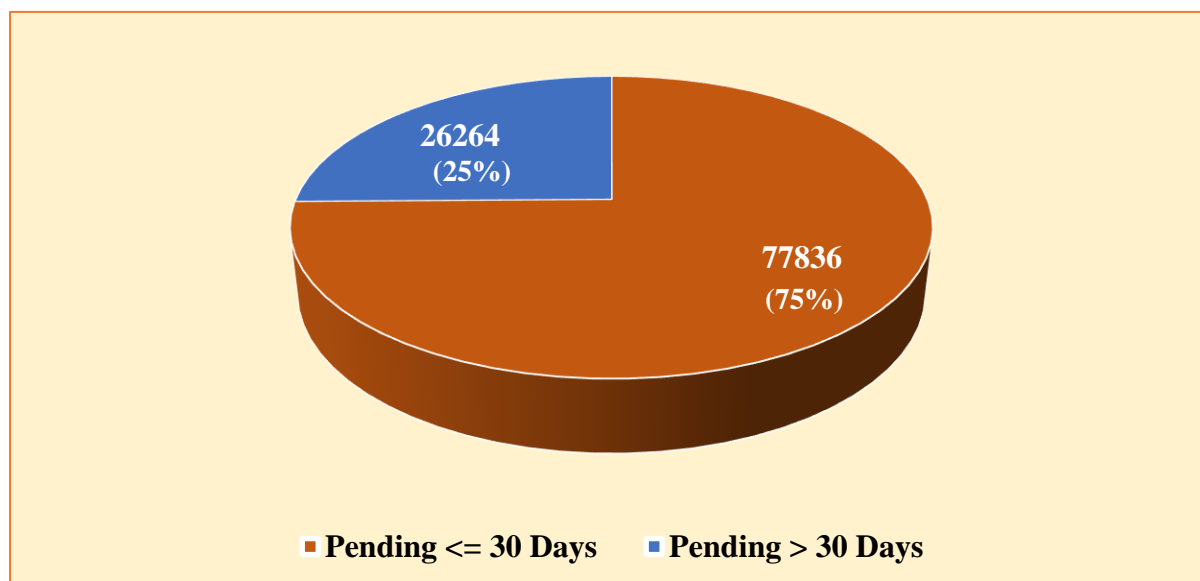
4.1. Disposal



Performance of Central Ministries/Departments in terms of % grievances disposed within 30 days:

<u>Name of Ministry/Department</u>	<u>% Disposal <=30 days</u>
Ministry of Drinking Water and Sanitation	99.94%
Department of Telecommunications	99.84%
Ministry of Ayush	99.71%
Ministry of Parliamentary Affairs	99.56%
Department of Land Resources	99.25%
Ministry of Cooperation	99.17%
NITI Aayog	99.14%
Department of Space	61.00%
Ministry of Information and Broadcasting	60.84%
Ministry of Textiles	57.63%
Central Board of Direct Taxes (Income Tax)	51.68%
Department of Economic Affairs ACC Division	45.21%
Department of Fertilizers	45.05%
Staff Selection Commission	43.09%

4.2. Pendency

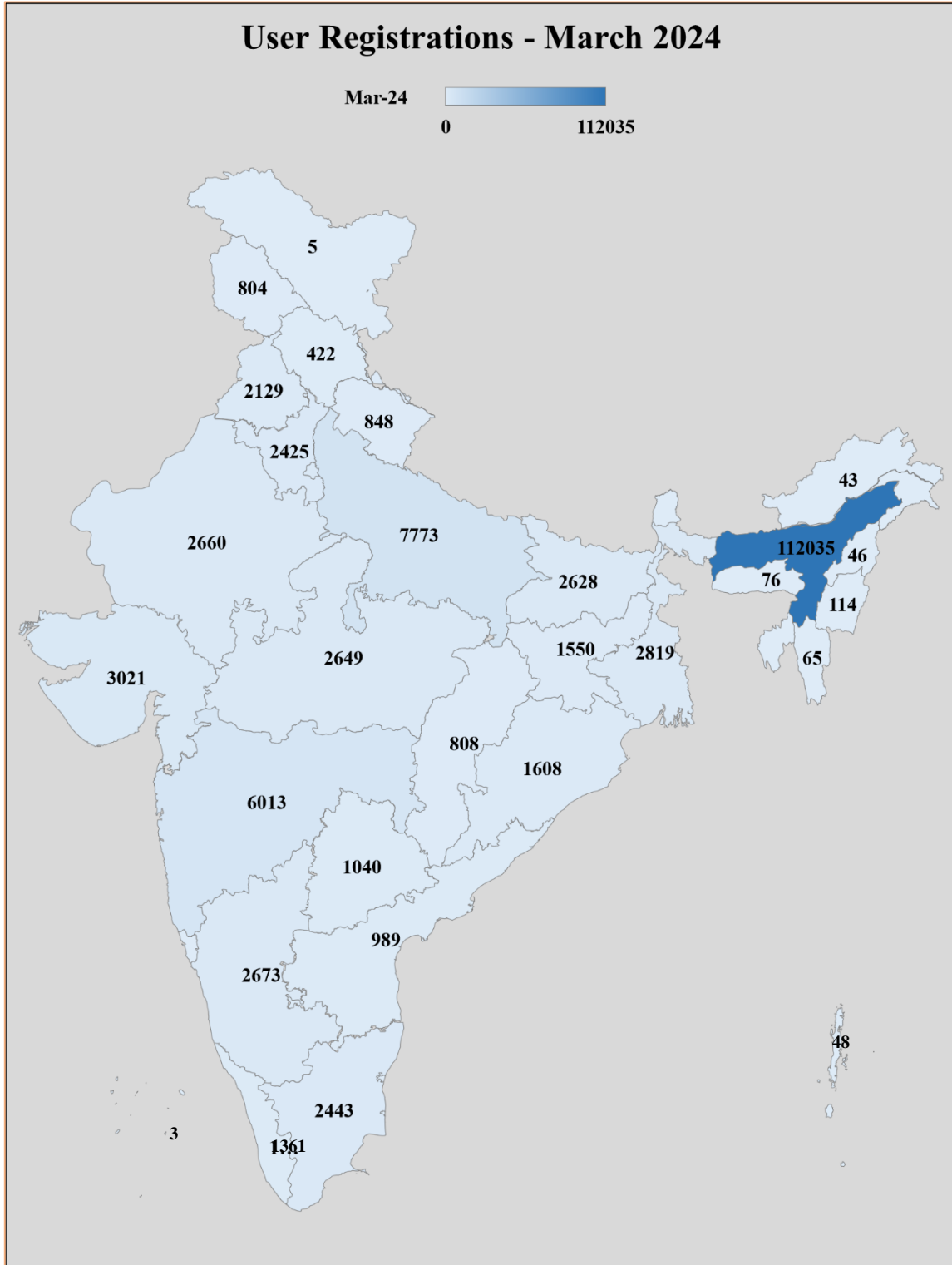


Performance of Central Ministries/Departments in terms of % grievances pending for more than 30 days:

<u>Name of Ministry/Department</u>	<u>% Pending > 30 Days</u>
Department of Fisheries	90.63%
Central Board of Direct Taxes (Income Tax)	68.78%
Department of Official Language	68.75%
Department of Fertilizers	68.32%
Department of Economic Affairs ACC Division	67.07%
Department of School Education and Literacy	65.47%
Ministry of Home Affairs	62.35%
Department of Telecommunications	0.75%
Ministry of Ayush	0.00%
Department of Land Resources	0.00%
NITI Aayog	0.00%
Ministry of Cooperation	0.00%
Ministry of Drinking Water and Sanitation	0.00%
Ministry of Parliamentary Affairs	0.00%

5. User Registration on CPGRAMS

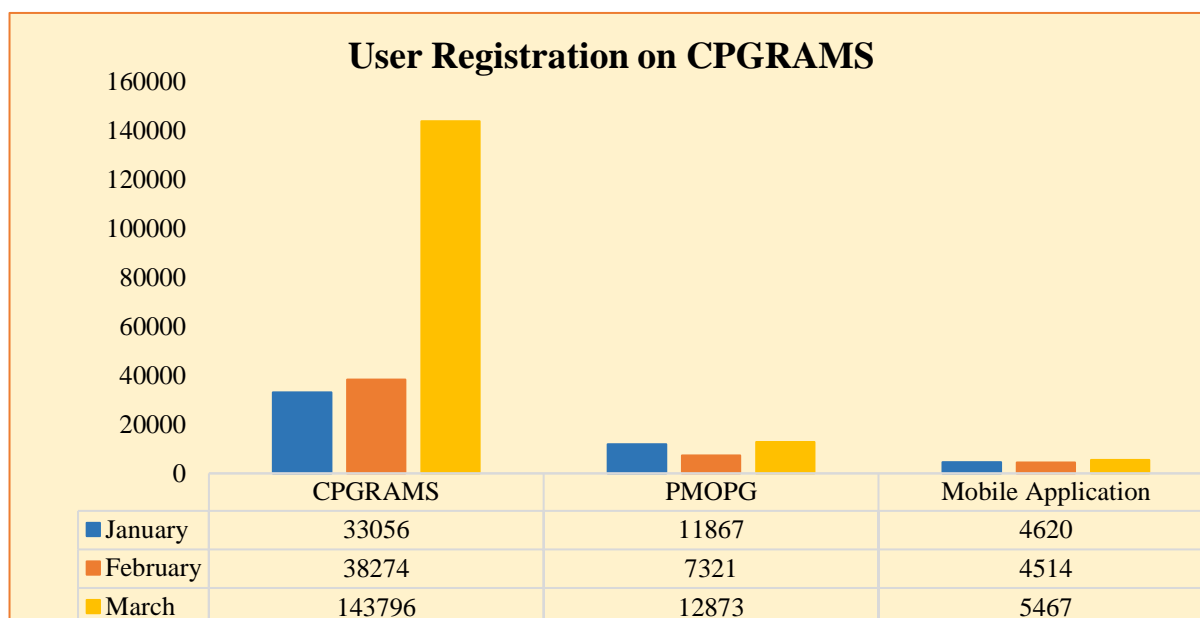
- State/UT from which new users have registered on CPGRAMS in March, 2024:



A total of **162136** new users have registered on CPGRAMS through various channels, out of which, **112035** registrations are from Assam.

- **User Registration on CPGRAMS in the last 3 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49543
2	February	50109
3	March	162136



- **Number of Grievances registered by New Users in Ministries/Departments/States/UTs:**

S. No.	Name of Ministry/Department/State/UT	January 2024
1	Ministry of Labour and Employment	4846
2	Department of Agriculture and Farmers Welfare	3377
3	Central Board of Direct Taxes (Income Tax)	2888
4	Ministry of Housing and Urban Affairs	2753
5	Department of Financial Services (Banking Division)	2513
6	Government of Uttar Pradesh	1868
7	Ministry of Home Affairs	1488
8	Department of Rural Development	1262
9	Department of Posts	1175
10	Department of Health & Family Welfare	1124

13% - Ministry of Labour and Employment

9% - Department of Agriculture and Farmer's Welfare

8% - Central Board of Direct Taxes (Income Tax)

} % of grievances registered in respective Ministries / Departments / States / UTs to the total grievances registered

S. No.	Name of Ministry/Department/State/UT	February 2024
1	Department of Rural Development	18360
2	Ministry of Housing and Urban Affairs	5649
3	Ministry of Labour and Employment	3868
4	Department of Agriculture and Farmers Welfare	2769
5	Central Board of Direct Taxes (Income Tax)	2245
6	Department of Financial Services (Banking Division)	2095
7	Government of Uttar Pradesh	1337
8	Department of Telecommunications	1066
9	Ministry of Home Affairs	1024
10	Department of Posts	1012

36% - Department of Rural Development

11% - Ministry of Housing and Urban Affairs

8% - Ministry of Labour and Employment

} % of grievances registered in respective Ministries / Departments / States / UTs to the total grievances registered

S. No.	Name of Ministry/Department/State/UT	March 2024
1	Department of Rural Development	174078
2	Ministry of Housing and Urban Affairs	5383
3	Department of Agriculture and Farmers Welfare	5180
4	Ministry of Labour and Employment	3532
5	Ministry of Drinking Water and Sanitation	3439
6	Department of Financial Services (Banking Division)	2329
7	Central Board of Direct Taxes (Income Tax)	1670
8	Government of Uttar Pradesh	1262
9	Department of Telecommunications	1103
10	Ministry of Home Affairs	1071

83% - Department of Rural Development

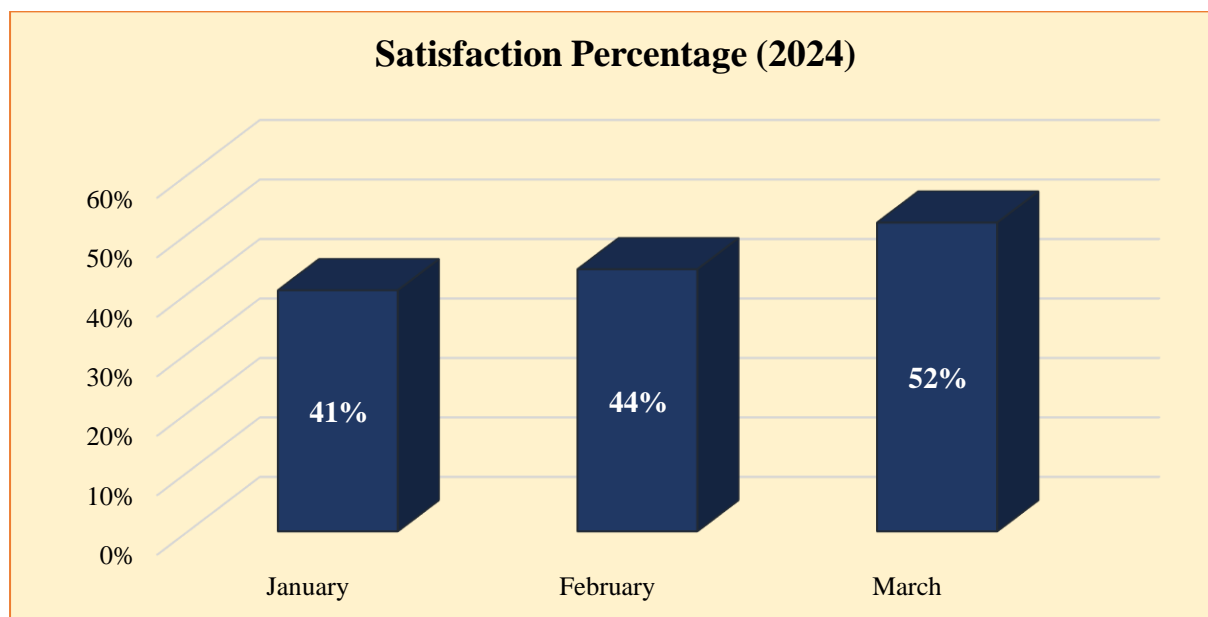
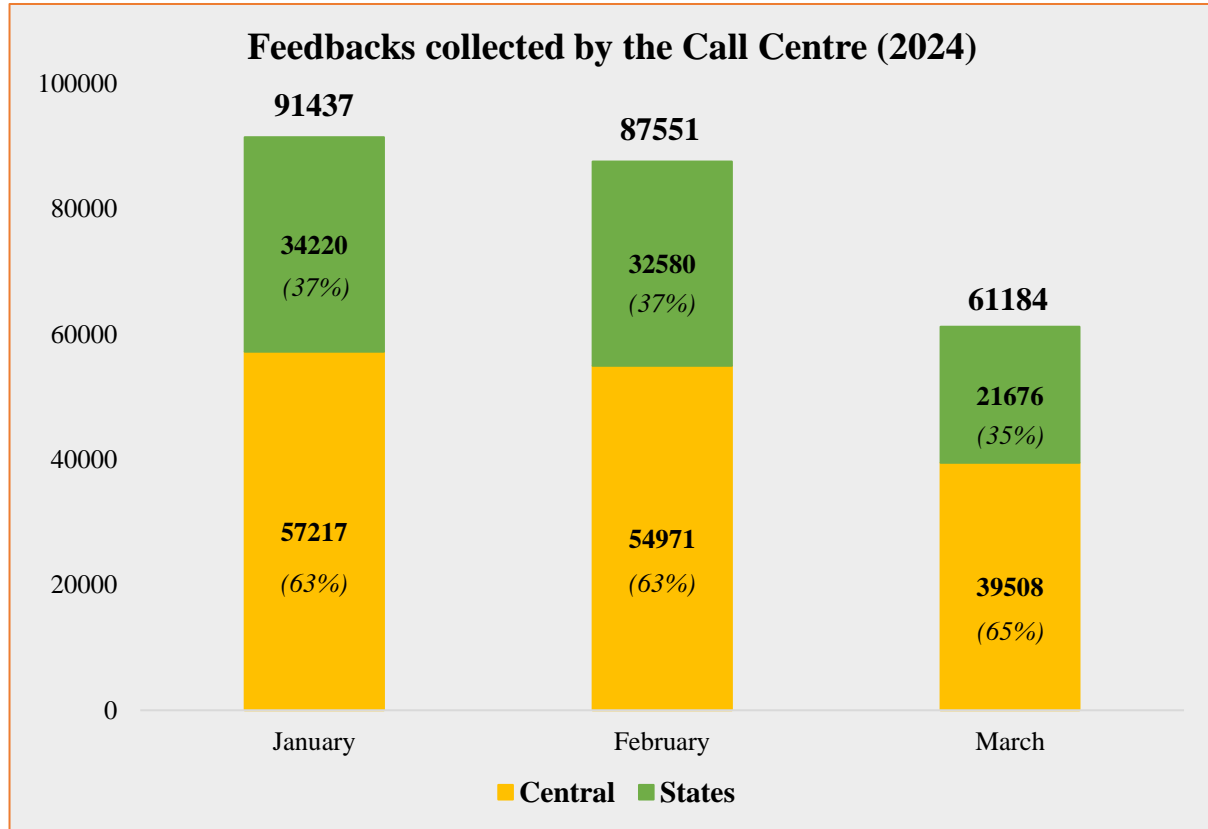
3% - Ministry of Housing and Urban Affairs

2% - Department of Agriculture and Farmers Welfare

} % of grievances registered in respective Ministries / Departments / States / UTs to the total grievances registered

6. BSNL – Feedback Call Centre

- From 1st January to 31st March, 2024, the BSNL Feedback Call Centre has collected **240172** feedbacks, directly from the citizens



- **Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 6 months**

S. No.	Name of Ministry/Department	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
1	Ministry of Labour and Employment	50%	52%	52%	49%	52%	55%
2	Department of Financial Services (Banking Division)	41%	44%	42%	42%	45%	47%
3	Ministry of Railways (Railway Board)	33%	36%	36%	34%	40%	41%
4	Central Board of Direct Taxes (Income Tax)	53%	59%	57%	54%	57%	58%
5	Department of Defence Finance	51%	53%	55%	53%	55%	59%
6	Department of Posts	50%	53%	52%	52%	53%	56%
7	Department of Telecommunications	35%	51%	40%	37%	45%	52%
8	Department of Rural Development	37%	46%	71%	71%	74%	92%
9	Department of Ex Servicemen Welfare	49%	49%	50%	51%	51%	53%
10	Ministry of Home Affairs	36%	39%	37%	38%	39%	42%
11	Department of Financial Services (Insurance Division)	34%	33%	32%	34%	33%	38%
12	Ministry of Petroleum and Natural Gas	47%	58%	56%	60%	65%	61%
13	Department of Health & Family Welfare	35%	51%	47%	43%	49%	45%
14	Unique Identification Authority of India	53%	54%	47%	52%	55%	62%
15	East Asia Division Ministry of External Affairs	53%	54%	56%	57%	55%	56%
16	Ministry of Housing and Urban Affairs	33%	36%	29%	29%	32%	37%
17	Department of Consumer Affairs	35%	38%	39%	37%	38%	42%
18	Ministry of Road Transport and Highways	27%	34%	30%	33%	33%	34%
19	Department of Higher Education	36%	36%	30%	32%	41%	42%
20	Ministry of Corporate Affairs	25%	24%	26%	28%	25%	29%
21	Department of Food and Public Distribution	48%	55%	51%	50%	52%	54%
22	Central Board of Indirect Taxes and Customs	40%	39%	43%	42%	43%	44%
23	Department of School Education and Literacy	34%	41%	36%	34%	37%	42%

Note: Central Ministries/Departments with total feedbacks of 2500 or more in the last 6 months are considered in the above table

7. Success Stories

SUCCESS STORY 1

Grievance Number: DEABD/E/2023/0076794

Complaint Name: Pappu Kumar Singh

Complaint Lodge Date: 08th November 2023

Complaint Closed Date: 08th February 2024

Total Time Taken for Resolution: 92 Days

Complaint Closed by: Reserve Bank of India

Grievance related to: In the hope of owning a tractor to enhance his farm's productivity, Mr. Singh

deposited ₹1,90,000/- into the account of Mahindra Finance, eager to acquire the vehicle that would transform his agricultural endeavours.

However, as weeks turned into months, and months into years, Mr. Singh's dream remained unfulfilled. Despite his persistent inquiries and pleas, neither the promised tractor nor his hard-earned money found its way back to him. For nearly four long years, Mr. Singh battled tirelessly, navigating hurdles and financial setbacks in pursuit of justice.

Resolution: Post filing a CPGRAMS, a thorough investigation was initiated within 9 days of filing the grievance. It was found that Mr. Singh's money, amounting to ₹1,90,000/-, had rested within the confines of the Regulated Entity for nearly 4.5 years, unaware to him.

After the initiating of the CPGRAMS complaint not only was his entire deposit refunded to him, but he was also awarded Rs. 85,000/- in compensation through the Ombudsman for the delay in providing him a solution.

SUCCESS STORY 2

Grievance Number: MINIT/E/2023/0003486

Complaint Name: Akshay Kumar

Complaint Lodge Date: 16th August 2023

Complaint Closed Date: 30th August 2023

Total Time Taken for Resolution: 14 Days

Complaint Closed by: Unique Identification Authority of India

Mr. Kumar, who was intending to update his Aadhar details for official purposes, found himself embarking on

an unforeseen journey towards justice and fairness.

Grievance associated with: Upon arriving at the Aadhar enrolment center, Mr. Kumar was taken aback when the operator insisted on charging double the standard fee (₹50/-) for the updating service, offering no receipt for the amount.

Mr. Kumar opted to take action by lodging a grievance with CPGRAMS, outlining his experience and the unethical practices he encountered.

Resolution: Acknowledging the gravity of the situation, an investigation was promptly initiated by UIDAI, resulting in comprehensive field inspections of the enrolment center.

The investigation uncovered pieces of evidence against the operator, revealing a pattern of charging excess rates from unsuspecting residents. The findings left no room for ambiguity, and the operator was immediately disassociated from their duties.

Furthermore, M/s UIDAI took decisive measures against the registrar, Yes Bank, holding them accountable for their oversight. A penalty of Rs. 50,000 was imposed as a stern reminder that facilitating such malpractices would not be tolerated.

SUCCESS STORY 3

Grievance Number: MPANG/E/2024/0001645

Complaint Name: Rabiul Islam

Complaint Lodge Date: 09th February 2024

Complaint Closed Date: 06th March 2024

Total Time Taken for Resolution: 26 Days

Complaint Closed by: Ministry of Petroleum and Gas

After the passing of Mr. Rabiul Islam's father, who had an LPG connection with Indian Oil Corporation Limited (IOCL), it

was insisted that he surrender the old connection and take a new connection with a composite cylinder.

Grievance associated with: Transfer of LPG Cylinder name

Background: This proposition of taking a new connection with a composite cylinder threatened an additional financial burden for Mr. Islam.

His mother was an elderly individual, while Mr. Islam, with his physical challenges encompassing more than 80% disability, faced daily hurdles with unwavering courage.

Mr. Islam approached the agency by filing a CPGRAMS, advocating for the transfer of the active connection from his late father's name to his own.

Resolution: A thorough investigation was initiated by MoPNG after the filing of the CPGRAMS. Mr. Islam's request was granted and the connection's name was successfully changed.

8. Grievance Redressal Assessment and Index – March, 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 March, 2024 to 31st March, 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
			10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
4	Organisational Commitment	0.10	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

8.1. 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	677	0.416	0.175	0.144	0.097	0.832	1
2	Department of Rural Development	344,267	0.383	0.287	0.137	0.024	0.831	2
3	Central Board of Indirect Taxes and Customs	1,168	0.431	0.139	0.146	0.095	0.811	3
4	Department of Telecommunications	5,000	0.421	0.139	0.128	0.076	0.764	4
5	Department of Food and Public Distribution	1,239	0.399	0.179	0.107	0.064	0.749	5
6	Department of Posts	4,417	0.376	0.170	0.093	0.089	0.727	6
7	Ministry of Labour and Employment	13,926	0.381	0.147	0.110	0.078	0.716	7
8	Ministry of Home Affairs	4,809	0.322	0.178	0.135	0.068	0.702	8
9	Department of Financial Services (Insurance Division)	1,989	0.397	0.101	0.117	0.083	0.697	9
10	Department of Agriculture and Farmers Welfare	18,002	0.314	0.203	0.130	0.031	0.677	10
11	Ministry of Electronics & Information Technology	682	0.327	0.187	0.111	0.045	0.671	11
12	Ministry of Drinking Water and Sanitation	5,304	0.268	0.300	0.078	0.022	0.668	12
13	Department of Personnel and Training	1,462	0.320	0.158	0.120	0.061	0.660	13

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
14	Department of Financial Services (Banking Division)	13,514	0.303	0.146	0.117	0.073	0.639	14
15	Ministry of Panchayati Raj	690	0.359	0.099	0.124	0.053	0.635	15
16	Department of Defence	1,415	0.295	0.200	0.088	0.051	0.633	16
17	Ministry of Road Transport and Highways	1,918	0.303	0.111	0.117	0.075	0.606	17
18	Ministry of Corporate Affairs	1,871	0.302	0.117	0.104	0.076	0.599	18
19	Unique Identification Authority of India	1,832	0.285	0.154	0.079	0.079	0.598	19
20	Department of Justice	1,009	0.263	0.182	0.084	0.056	0.585	20
21	Ministry of Railways (Railway Board)	5,010	0.294	0.113	0.111	0.064	0.582	21
22	Department of Social Justice and Empowerment	584	0.251	0.150	0.115	0.060	0.576	22
23	Ministry of Petroleum and Natural Gas	2,550	0.220	0.183	0.101	0.064	0.569	23
24	Department of Ex Servicemen Welfare	4,868	0.215	0.163	0.147	0.040	0.565	24
25	Department of Defence Finance	3,921	0.239	0.158	0.103	0.049	0.549	25
26	Central Board of Direct Taxes (Income Tax)	5,244	0.143	0.184	0.117	0.096	0.541	26
27	Ministry of Civil Aviation	516	0.259	0.097	0.127	0.050	0.533	27
28	Department of Consumer Affairs	1,369	0.231	0.134	0.108	0.057	0.530	28
29	Ministry of Housing and Urban Affairs	10,136	0.213	0.178	0.084	0.049	0.524	29
30	Ministry of Women and Child Development	531	0.235	0.095	0.116	0.076	0.522	30
31	Department of Health & Family Welfare	3,132	0.198	0.165	0.088	0.051	0.502	31
32	Ministry of External Affairs	1,446	0.237	0.160	0.052	0.040	0.490	32
33	Department of Higher Education	1,360	0.211	0.127	0.077	0.058	0.472	33
34	Department of School Education and Literacy	1,297	0.165	0.146	0.064	0.061	0.436	34

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

8.2. 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	14	0.373	0.271	0.150	0.040	0.835	1
2	Department of Chemicals and Petrochemicals	31	0.319	0.277	0.150	0.062	0.809	2
3	Department of Legal Affairs	269	0.405	0.231	0.125	0.035	0.796	3
4	Department of Investment & Public Asset Management	77	0.414	0.300	0.000	0.074	0.789	4
5	Department of Land Resources	272	0.430	0.170	0.139	0.045	0.784	5
6	Ministry of Parliamentary Affairs	143	0.315	0.247	0.150	0.070	0.781	6
7	NITI Aayog	206	0.376	0.213	0.105	0.038	0.731	7
8	Department of Public Enterprises	48	0.311	0.300	0.058	0.055	0.724	8
9	Department of Pharmaceuticals	95	0.359	0.153	0.147	0.064	0.723	9
10	Ministry of Cooperation	434	0.434	0.099	0.133	0.054	0.720	10
11	Ministry of Ayush	152	0.403	0.128	0.105	0.074	0.710	11
12	Ministry of Coal	289	0.348	0.180	0.120	0.041	0.689	12
13	Ministry of Mines	138	0.303	0.199	0.129	0.051	0.683	13
14	Ministry of New and Renewable Energy	178	0.343	0.133	0.149	0.044	0.669	14
15	Ministry of Micro Small and Medium Enterprises	292	0.306	0.162	0.128	0.043	0.639	15
16	Department of Expenditure	132	0.294	0.157	0.130	0.055	0.637	16
17	Ministry of Tribal Affairs	156	0.279	0.173	0.135	0.043	0.630	17
18	Ministry of Statistics and Programme Implementation	39	0.311	0.228	0.040	0.044	0.622	18
19	Ministry of Environment, Forest and Climate Change	433	0.305	0.131	0.118	0.055	0.609	19

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
20	O/o the Comptroller & Auditor General of India	166	0.199	0.185	0.150	0.073	0.608	20
21	Department of Sports	69	0.242	0.142	0.149	0.058	0.590	21
22	Ministry of Food Processing Industries	47	0.248	0.217	0.073	0.048	0.588	22
23	Legislative Department	74	0.284	0.116	0.120	0.063	0.583	23
24	Department of Empowerment of Persons with Disabilities	194	0.284	0.097	0.112	0.079	0.573	24
25	Staff Selection Commission	215	0.232	0.141	0.126	0.070	0.569	25
26	Ministry of Tourism	242	0.309	0.118	0.095	0.045	0.568	26
27	Department of Commerce	357	0.245	0.166	0.111	0.046	0.567	27
28	Ministry of Information and Broadcasting	315	0.239	0.149	0.114	0.058	0.560	28
29	Department of Fisheries	13	0.230	0.212	0.083	0.035	0.560	29
30	Ministry of Steel	94	0.242	0.106	0.150	0.055	0.552	30
31	Ministry of Shipping	167	0.283	0.172	0.041	0.054	0.550	31
32	Department of Atomic Energy	152	0.223	0.137	0.112	0.074	0.547	32
33	Department of Scientific & Industrial Research	88	0.295	0.078	0.119	0.051	0.543	33
34	Department of Financial Services (Pension Reforms)	233	0.298	0.168	0.008	0.067	0.540	34
35	Ministry of Power	370	0.236	0.145	0.112	0.037	0.531	35
36	Department of Agriculture Research and Education	140	0.210	0.154	0.104	0.041	0.509	36
37	Ministry of Earth Sciences	20	0.297	0.079	0.096	0.036	0.508	37
38	Ministry of Minority Affairs	226	0.209	0.138	0.082	0.067	0.496	38
39	Department of Official Language	10	0.162	0.149	0.133	0.047	0.491	39
40	Department of Economic Affairs ACC Division	311	0.139	0.207	0.093	0.048	0.487	40
41	Department of Defence Research and Development	89	0.247	0.057	0.149	0.033	0.486	41

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
42	Department of Youth Affairs	48	0.133	0.135	0.150	0.068	0.486	42
43	Department of Health Research	85	0.167	0.179	0.106	0.034	0.486	43
44	Ministry of Skill Development and Entrepreneurship	169	0.224	0.063	0.149	0.047	0.482	44
45	Department of Bio Technology	13	0.168	0.121	0.150	0.036	0.475	45
46	Ministry of Water Resources, Development & Rejuvenation	206	0.208	0.128	0.063	0.053	0.453	46
47	Department of Animal Husbandry, Dairying	155	0.194	0.162	0.063	0.031	0.450	47
48	Ministry of Culture	199	0.141	0.143	0.104	0.048	0.436	48
49	Department of Space	38	0.149	0.156	0.046	0.070	0.421	49
50	Department of Military Affairs	373	0.187	0.096	0.089	0.043	0.415	50
51	Department for Promotion of Industry and Internal Trade	175	0.197	0.124	0.047	0.045	0.413	51
52	Department of Heavy Industry	91	0.169	0.131	0.062	0.048	0.411	52
53	Department of Science and Technology	82	0.225	0.008	0.105	0.055	0.393	53
54	Ministry of Textiles	92	0.113	0.155	0.060	0.048	0.376	54
55	Department of Fertilizers	47	0.138	0.112	0.060	0.060	0.370	55
56	Department of Defence Production	175	0.155	0.086	0.071	0.048	0.360	56

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

8.3. Analysis of Monthly GRAI - March 2024

- In March 2024, the registered grievance increased by more than three lakhs (from 1.48 Lakhs in Feb 2024 to 4.76 Lakhs). This is caused particularly by the sudden surge in grievances received by Department of Rural Development which has registered 3.44 lakhs in March 2024 and 0.26 Lakhs in Feb 2024
- Average resolution within timeline has increased from 50% to 79% which is an achievement – A growth of 29 percentage points from Feb 2024

Group A - Department of Revenue has topped the ranking, followed by Department of Rural Development, Central Board of Indirect Taxes and Customs, Department of Telecommunications and Department of Food and Public Distribution

Group B - Ministry of Development of North Eastern Region have topped the ranking followed by Department of Chemicals and Petrochemicals, Department of Legal Affairs, Department of Investment & Public Asset Management and Department of Land Resources

9. 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).

Join us for A Session on CPGRAMS and Agriculture Sector Grievances

Interaction with CSC VLEs

4th March, 2024 4 PM Onwards

Speakers

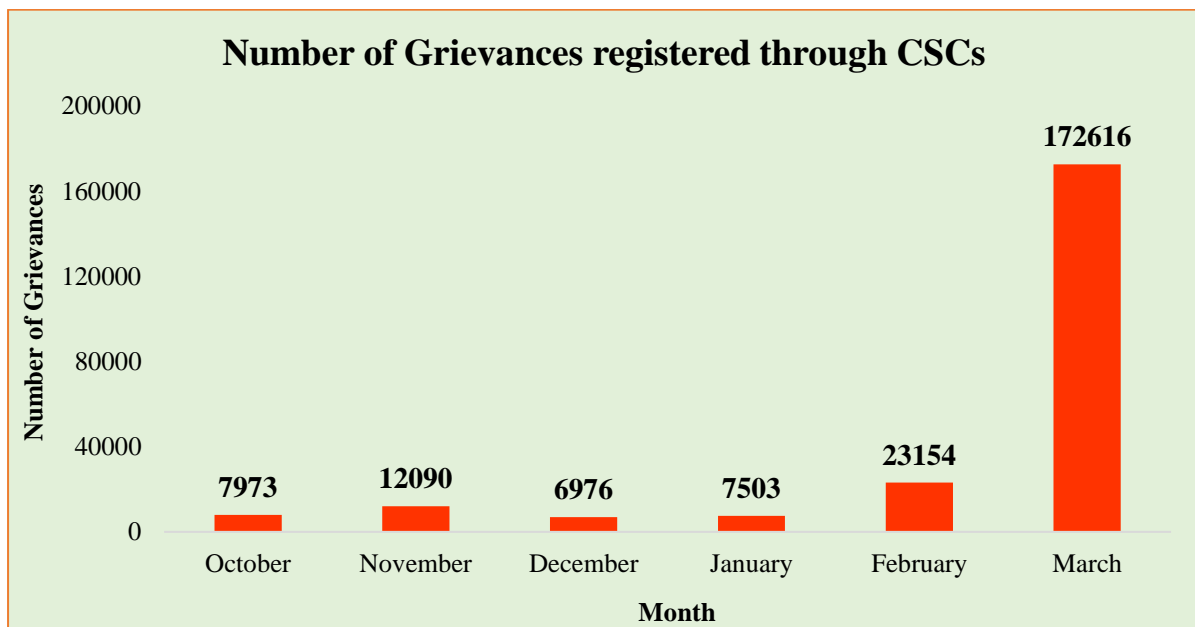
Shri. V Srinivas, I.A.S.
Secretary, Department of Administrative Reforms & Public Grievances and Department of Pension and Pensioners Welfare, Govt. of India

Smt S. Rukmani
Joint Secretary, Department of Agricultural and Farmers Welfare

Join us on **Facebook LIVE**: <https://www.facebook.com/cscscheme>

- A live interaction session was organised on 4th March, 2024 in which grievances related to agriculture sector were discussed
- Secretary, DARPG, and Joint Secretary, Department of Agriculture and Farmer's Welfare interacted with the CSC VLEs

YouTube Link: <https://youtu.be/AnJ3Kqcm1Kw>



- A total of **172616 grievances** have been registered through the Common Service Centres in the month of March, 2024



(Time Period: 01/03/2024 to 31/03/2024)

- **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 Rural Development	154010	148841	5169
2	Department of Agriculture and Farmers Welfare	9407	1298	8109
3	Ministry of Housing and Urban Affairs	2797	533	2264
4	Government of Assam	1885	61	1824
5	Ministry of Drinking Water and Sanitation	1070	19	1051
6	Department of Financial Services (Banking Division)	507	249	258
7	Government of Uttar Pradesh	392	56	336
8	Department of Telecommunications	294	280	14
9	Unique Identification Authority of India	235	93	142
10	Ministry of Labour and Employment	221	158	63

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

S. No.	Name of State/UT	Number of Grievances
1	Assam	159382
2	Punjab	3259
3	Uttar Pradesh	2290
4	Odisha	1364
5	Jharkhand	1357
6	Maharashtra	917
7	Madhya Pradesh	687
8	West Bengal	649
9	Meghalaya	508
10	Rajasthan	378

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

S. No.	Name of District	Number of Grievances
1	Nagaon (AS)	17952
2	Darrang (AS)	17379
3	Barpeta (AS)	14591
4	Shonitpur (AS)	8646
5	Lakhimpur (AS)	8275
6	Dhubri (AS)	8148
7	Marigaon (AS)	7515
8	South Salamara – Mankachar (AS)	6940
9	Dhemaji (AS)	6602
10	Nalbari (AS)	5479

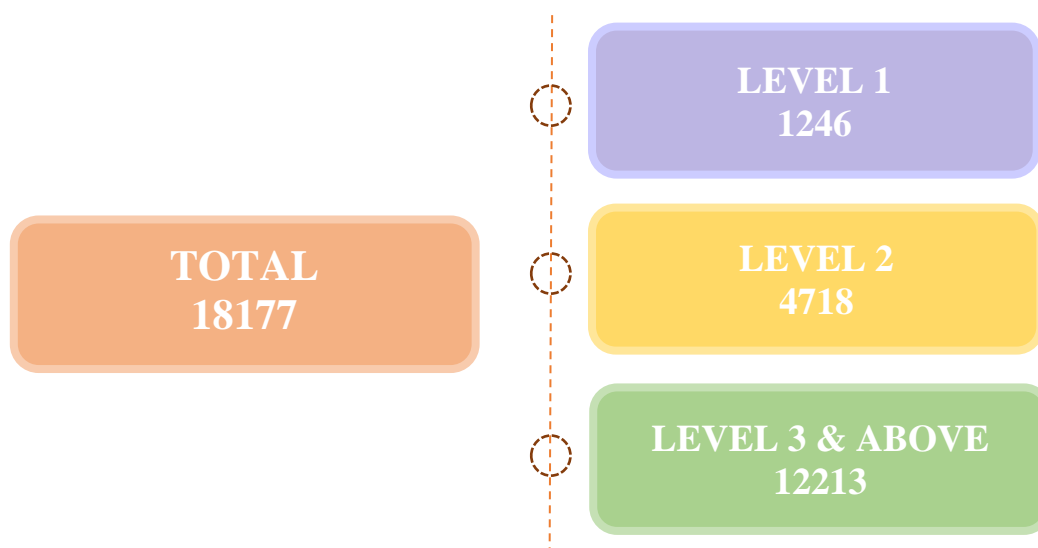
State-wise categories for which maximum grievances have been registered through CSCs:

S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Assam	159382	Pradhan Mantri Awaas Yojana - Gramin (Rural)	153112
			HUDCO (Housing and Urban Development Corporation)	1129
			Swachh Bharat Mission related(Rural)	1005
2	Punjab	3259	PMKISAN related issues	3105
3	Uttar Pradesh	2290	PMKISAN related issues	1294
4	Odisha	1364	PMKISAN related issues	855
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	285
5	Jharkhand	1357	PMKISAN related issues	1227
6	Maharashtra	917	PMKISAN related issues	786
7	Madhya Pradesh	687	PMKISAN related issues	119
			Mobile Related	112
8	West Bengal	649	PMKISAN related issues	454
9	Meghalaya	508	Pradhan Mantri Awaas Yojana - Gramin (Rural)	394
			PMKISAN related issues	107
10	Rajasthan	378	PMKISAN related issues	288

- ✓ In March, 2024, the maximum number of grievances were registered under the category “Pradhan Mantri Awaas Yojana - Gramin (Rural)” with total registrations of **153842 grievances**
- ✓ Maximum grievances pertain to the category “Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)” with **138538** such grievances, followed by “Negligence of request for new house by official / GPs (State Govt./ Block)”, with **6748** such grievances
- ✓ In March, 2024, **9345 grievances** were registered under the category “PMKISAN related issues”

10. CPGRAMS 7.0 – Reforms Category

10.1 Overview



10.2. Top 10 Ministry/Department-wise Reform Category

S. No.	Name of Ministry/Department	Total	Level 1	Level 2	Level 3 & above
1	Ministry of Water Resources, River Development & Ganga Rejuvenation	2713	22	84	2607
2	Ministry of Housing and Urban Affairs	1731	25	141	1565
3	Department of Science and Technology	714	10	87	617
4	Department of Defence Finance	632	6	29	597
5	Ministry of Coal	625	26	87	512
6	Ministry of Power	595	18	191	386
7	Department of Health & Family Welfare	539	13	89	437
8	Ministry of Information and Broadcasting	526	13	88	425
9	Department of Health Research	448	12	35	401
10	Ministry of Steel	439	2	24	413

10.3. Process of adding a fresh category



Grievance Category Home > Monitoring Desk > Grievance Category

List of Grievance Category [+ Add New](#)

Show entries Search:

S.N.	Monitoring Text	Category Text	Redress Time (Days)	
1	Railway - Others	BDR Bedroll complaints	60	Edit
2	Railway - Others	CHG Issues other than punctuality	60	Edit
3	Railway - Others	CHG Punctuality of trains	60	Edit
4	Quality Of Service/Civic Amenities - Sanitation	CLN Coaches	60	Edit
5	Quality Of Service/Civic Amenities - Sanitation	CLN Station Tracks	60	Edit
6	Railway - Ticket related for train	CML Ticket Refund	60	Edit

Grievance Category Home

Edit Grievance Category [Back to List](#)

Monitoring Text *

Grievance category description. *

Redress Time

[Save](#)

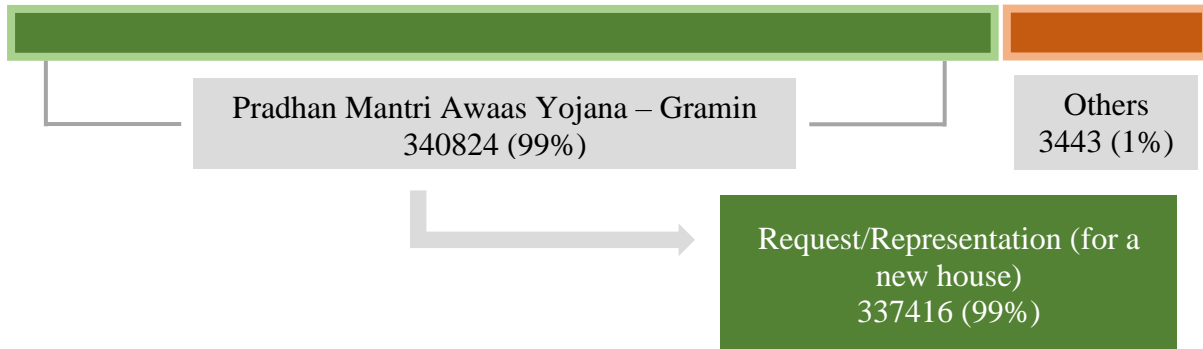
KEY INSIGHTS

- GROs can add a new category and remove an existing one themselves from the CPGRAMS Portal

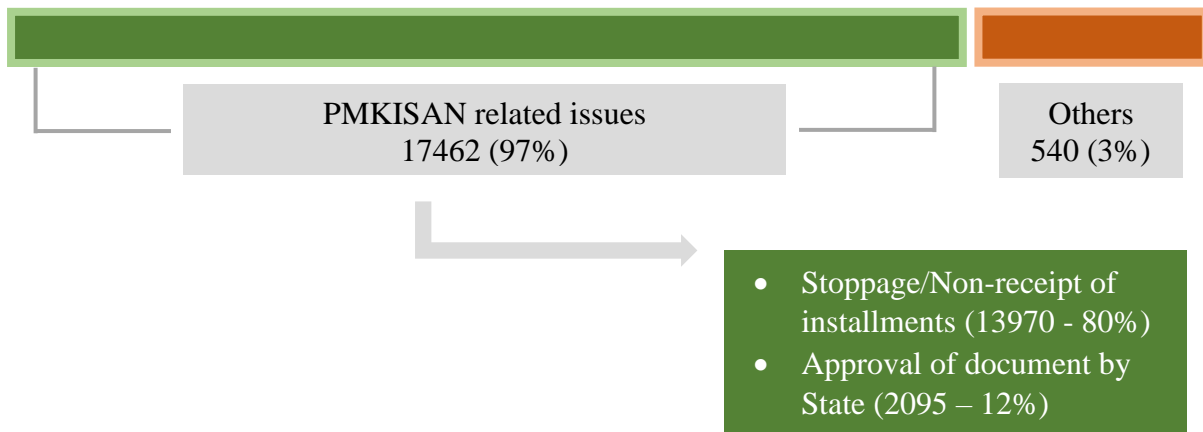
10.4. CPGRAMS 7.0 – Reform Category Status

Top 3 Ministries/Departments Reform Category status as per the maximum number of receipts in March 2024

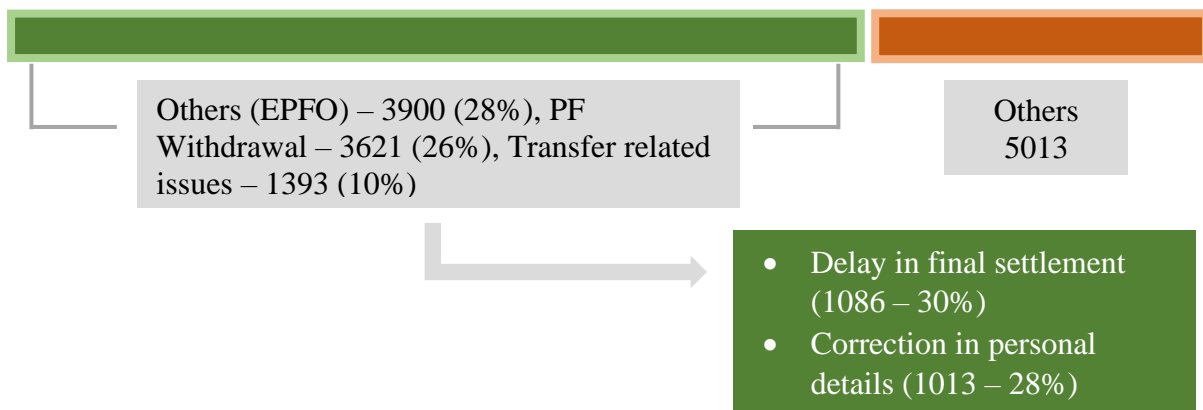
1. Department of Rural Development (Total Receipts – 344267)



2. Department of Agriculture & Farmers Welfare (Total Receipts – 18002)



3. Ministry of Labour & Employment (Total Receipts – 13927)



10.5. Pradhan Mantri Awas Yojana (PMAY) - Gramin

99% of the grievances received by the Department of Rural Development pertains to the category **Pradhan Mantri Awas Yojana Gramin (PMAY-G)** from Assam.

PMAY – G is the central government's primary initiative overseen by the Department of Rural Development (DoRD) and administered by the Ministry of Housing and Urban Affairs (MoHUA). Its primary goal is to provide pucca house, with basic amenities, to all houseless households and those households living in kutcha and dilapidated house. **Key Highlights of the scheme:**

- The minimum size of houses eligible under PMAY-G is 25 square meters, inclusive of a designated area for hygienic cooking.
- As of September 27th, 2022, 2.00 crore houses have been constructed, out of a total target of 2.72 crores.
- Beneficiaries are selected based on parameters from the Socio-Economic and Caste Census (SECC) and verified by the Gram Sabhas.
- Funds are transferred directly to the beneficiary's Aadhaar-Linked Bank Account/Post-Office Account.

Department of Rural Development has framed a reply to dispose the grievances pertaining to PMAY – G:

“As the issue raised in complaint with the request for allotment of houses in case when complainant name does not exist in SECC or Awas plus database and it is to inform that under PMAY-G the universe of beneficiary is fixed in advance based on SECC, 2011 database and Awas plus survey conducted in 2018 and hence it may not be possible to amend the list. The guidelines of PMAYG may also be referred for eligibility at PMAYG website https://rhreporting.nic.in/netiay/Document/English_Book_Final.pdf

However, it is to inform that you may register your name in respective Gram Panchayat which may be used in future for allotment of house whenever the current target under PMAYG is exhausted. Hence, Higher Authority is requested to close the grievance as per the due procedure.”

KEY INSIGHTS

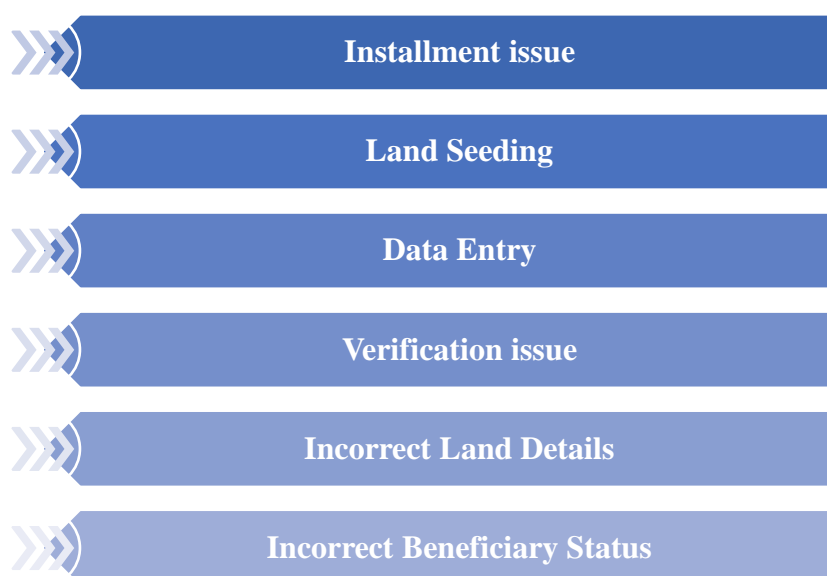
- Department of Rural Development constitutes **72% of the total receipts** and **74% of the total disposals** in the month of **March, 2024**
- 99% of the grievances received by the Department of Rural Development pertains to the category **PMAY – G (request/representation for a new house)**

10.6. Pradhan Mantri Kisan Samman Nidhi (PMKISAN)

This portal offers a comprehensive technological framework for the direct transfer of funds to farmers' accounts as part of the PM-KISAN Scheme, a centrally sponsored initiative aimed at boosting the income of all landholding farmers across India.

The Department of Agriculture & Farmers Welfare, in collaboration with the agriculture departments of all states and union territories, is responsible for its implementation.

- **Top Categories under PMKISAN Scheme:**



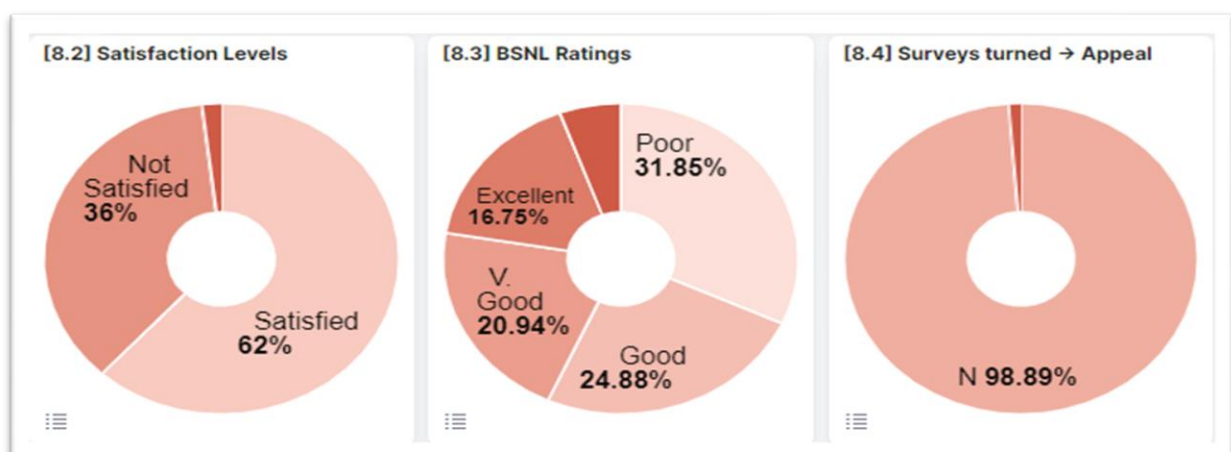
- **Top Categories in PMKISAN under which maximum grievances are received:**

Category Name	Requests
Stoppage of instalments after issue of few instalments	47,978
Non receipt of PMKISAN Instalments	15,111
Approval of documents by State Govt.	8,326
To update bank account on portal	2,295
Benefits received in wrong account/change the account Number	1,748
Payment of benefits to farmed declared as Income Tax Payee	498
Non receipt of feedback from State Govts.	329
Benefits to all members of family	135

- States under which maximum grievances are received:

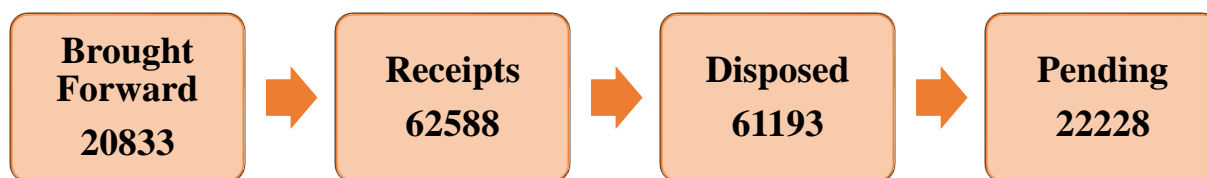
S.no.	State	Number of Grievances
1.	Uttar Pradesh	17,340
2.	Punjab	14,930
3.	Orissa	11,214
4.	Jharkhand	11,006
5.	Maharashtra	9,725
6.	Rajasthan	4,708
7.	Madhya Pradesh	2,037
8.	West Bengal	1,945
9.	Haryana	1,645
10.	Gujarat	1,202
11.	Bihar	1,172
12.	Chhattisgarh	1,134
13.	Tamil Nadu	1,041

- Satisfaction Levels under PMKISAN Category



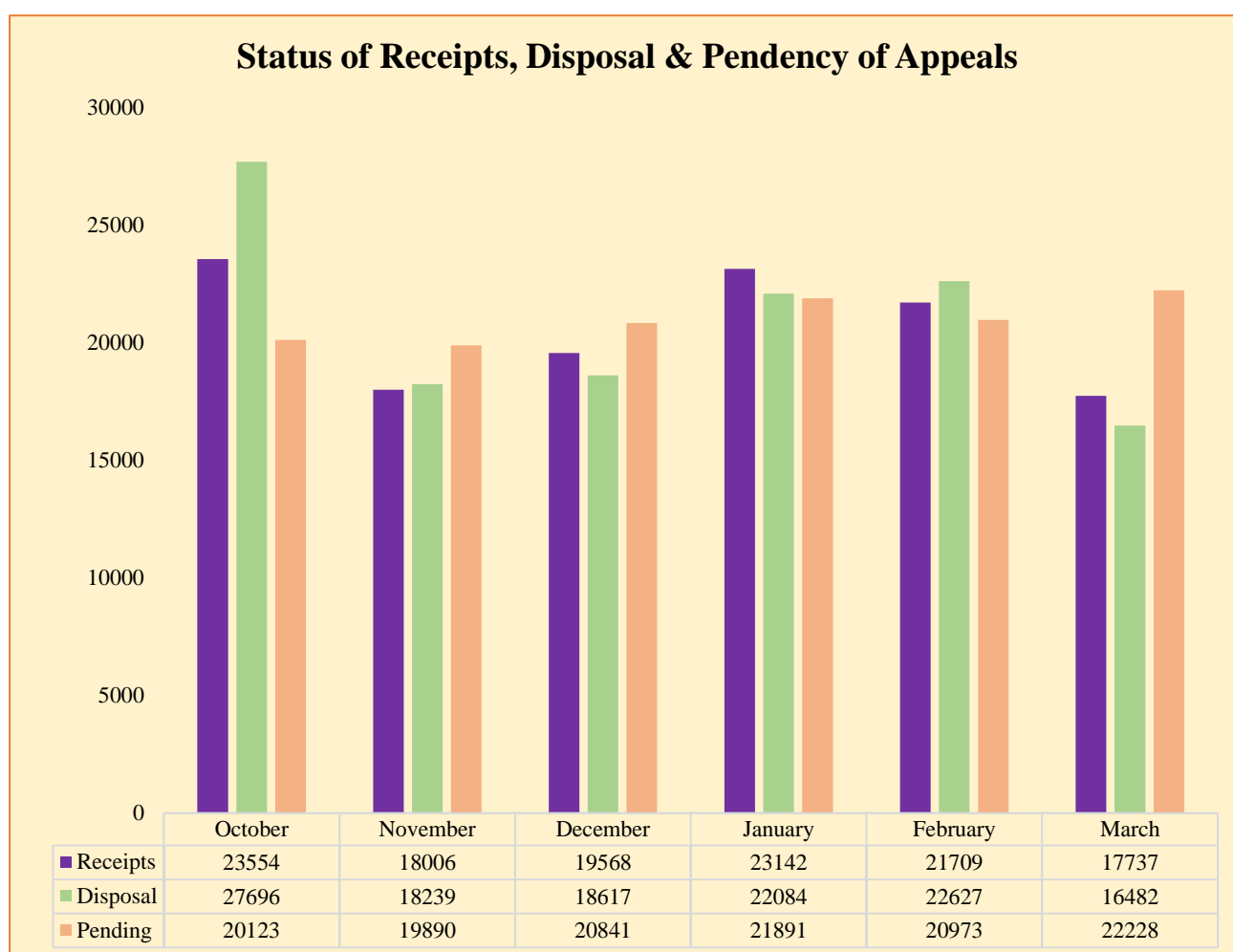
11. Review of Status of Appeals on CPGRAMS

11.1. Overview



(Time Period: 01/01/2024 to 31/03/2024)

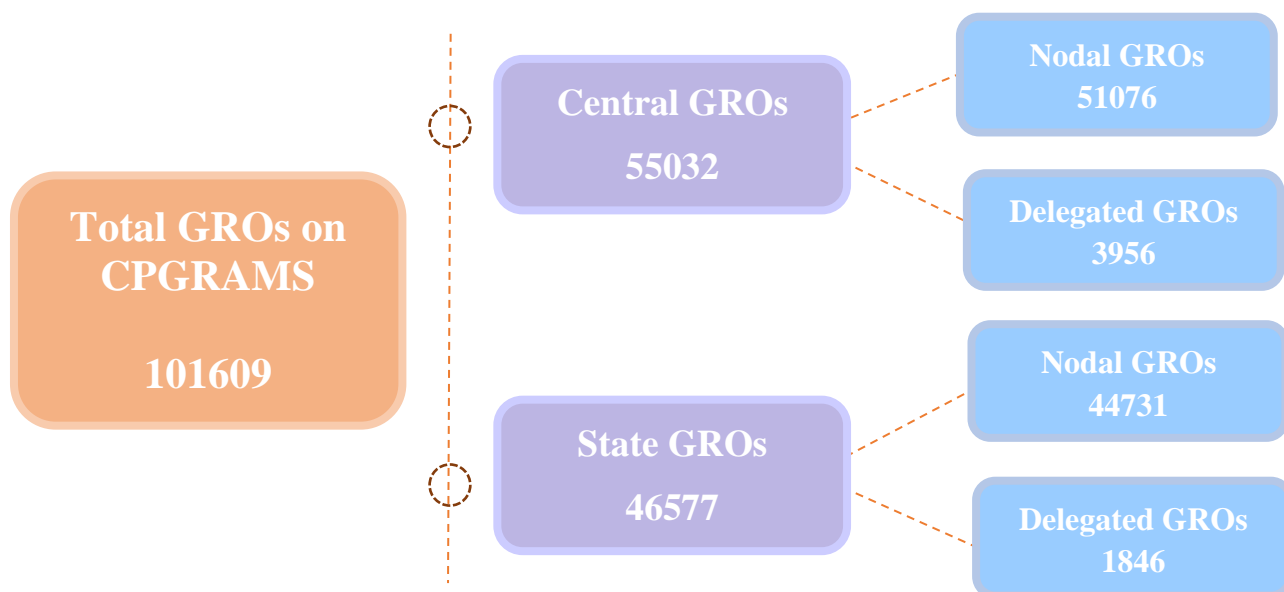
11.2. Month-wise Status of Appeals



11.3. Average Closing Time of Appeals

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

12. Grievance Redressal Officers on CPGRAMS



Top 10 Ministries/Departments with maximum GRO's mapped

S. No.	State/UTs	Total GRO Accounts Created	Nodal GROs	Delegated GROs
1	Central Board of Direct Taxes (Income Tax)	11040	10097	943
2	Department of Rural Development	10426	9836	590
3	Ministry of Housing and Urban Affairs	3865	3536	329
4	Department of Defence	3331	3244	87
5	Department of Financial Services (Banking Division)	2701	2354	347
6	Ministry of Railways (Railway Board)	2428	2209	219
7	Department of Telecommunications	1438	1260	178
8	Department of Ex Servicemen Welfare	1393	1337	56
9	Ministry of Labour and Employment	1341	1106	235
10	Department of Military Affairs	1267	1155	112

13. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

22nd Report on Central Ministries/Departments performance on CPGRAMS released by DARPG for the month of February, 2024

A total of 1,26,844 Grievances Redressed by Central Ministries/Departments in February, 2024

For the 19th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Revenue, Central Board of Indirect Taxes and Customs, and Department of Posts topped in Group A category in the rankings released for the month of February 2024

NITI Aayog, Department of Legal Affairs, and Department of Pharmaceuticals topped in Group B category in the rankings released for the month of February 2024

Posted On: 12 MAR 2024 4:34PM by PIB Delhi

Ministry of Home Affairs

Under the leadership of Prime Minister Shri Narendra Modi and guidance of Home Minister Shri Amit Shah MHA is committed to ensure timely redressal of public grievances on Centralized Public Grievance redressal and Monitoring System (CPGRAMS)

MHA consistently ranked amongst top 10 Ministries during 2023-24 in Grievance redressal Assessment Index (GRAI) performing well in all 15 indicators

During 2023-24 MHA performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days

Citizen satisfaction also stands at 40%, DARPG observed that performance of MHA would serve as benchmark for other Ministries/Departments

Posted On: 15 MAR 2024 7:20PM by PIB Delhi

 **Spokesperson, Ministry of Home Affairs** @PIBHomeAffairs

प्रधानमंत्री श्री @narendramodi के नेतृत्व और गृह मंत्री श्री @AmitShah के मार्गदर्शन में गृह मंत्रालय, केंद्रीकृत लोक शिकायत निवारण व निगरानी प्रणाली (CPGRAMS) पर सार्वजनिक शिकायतों का समय पर निवारण सुनिश्चित करने के लिए प्रतिबद्ध (1/4)

प्रेस विज्ञप्ति-
pib.gov.in/PressReleaseDet...


8:12 PM · Mar 15, 2024 · 5,154 Views

 **Spokesperson, Ministry of Home Affairs** @PIBHomeAffairs

Under leadership of PM Shri @narendramodi & guidance of Home Minister Shri @AmitShah, MHA is committed to ensure timely redressal of public grievances on Centralized Public Grievance redressal & Monitoring System (CPGRAMS) (1/4) @HMOIndia


Press Release-
pib.gov.in/PressReleasePa...

8:21 AM · Mar 16, 2024 · 4,488 Views

 **PIB in Mizoram** @PIBMizoram

Under the leadership of Prime Minister Shri @narendramodi and guidance of Home Minister Shri @AmitShah MHA is committed to ensure timely redressal of public grievances on Centralized Public Grievance redressal and Monitoring System (CPGRAMS) pib.gov.in/PressReleasePa...

9:27 PM · Mar 15, 2024 · 377 Views

 **PIB India** @PIB_India


Ministry of Home Affairs (MHA) consistently ranked amongst the top 10 Ministries during 2023-24 in Grievance Redressal Assessment Index (GRAI) performing well in all 15 indicators

During 2023-24 MHA performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days

Citizen satisfaction also stands at 40%, DARPG observed that performance of MHA would serve as benchmark for other Ministries/Departments

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7:53 PM · Mar 15, 2024 · 14.6K Views

 **PIB India** @PIB_India

22nd Report on Central Ministries/Departments performance on CPGRAMS released by @DARPG_GoI for the month of February, 2024

A total of 1,26,844 Grievances Redressed by Central Ministries/Departments in February, 2024

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

4:56 PM · Mar 12, 2024 · 3,569 Views

PIB in Tamil Nadu
@pibchennai

Ministry of Home Affairs consistently ranked amongst the top 10 Ministries during 2023-24 in Grievance Redressal Assessment Index performing well in all 15 indicators

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सत्यमेव जयते
Ministry of Home Affairs
(government of india)

9:17 AM · Mar 16, 2024 · 842 Views

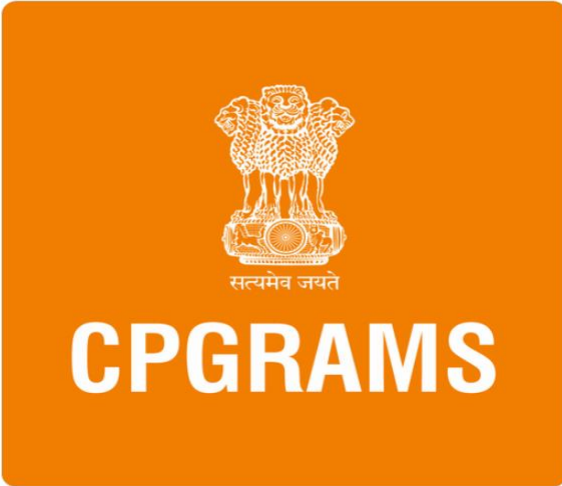
All India Radio News
@airnewsalerts

Home Ministry says it is committed to ensure timely redressal of public grievances on Centralized Public Grievance Redressal and Monitoring System, CPGRAMS.

Ministry (@PIBHomeAffairs) says that it has consistently ranked amongst top 10 Ministries during 2023-24 in Grievance redressal Assessment Index, GRAI performing well in all 15 indicators of GRAI.

During 2023-24, the Ministry has performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days.

Only 10% of grievances resulted in appeals which is one of the lowest among Ministries. Citizen satisfaction also stands at 40%.




8:54 PM · Mar 15, 2024 · 2,702 Views

DD News
@DDNewsLive

Ministry of Home Affairs (MHA) consistently ranked amongst the top 10 Ministries during 2023-24 in Grievance Redressal Assessment Index (GRAI) performing well in all 15 indicators

- ◆ During 2023-24 MHA performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days
- ◆ Citizen satisfaction also stands at 40%, DARPG observed that performance of MHA would serve as benchmark for other Ministries/Departments

@HMOIndia




9:48 PM · Mar 15, 2024 · 4,110 Views

DARPG
@DARPG_GoI

DARPG has released its 22nd #CPGRAMS Monthly Report for February 2024, for Central Ministries/Departments.

📌 A total of 1,26,844 grievances were redressed by Central Ministries/Departments in February 2024.



3:39 PM · Mar 12, 2024 · 721 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	25224	344267	369491	346928	22563
2	Department of Agriculture and Farmers Welfare	1683	18002	19685	13026	6659
3	Ministry of Labour and Employment	4238	13927	18165	14089	4076
4	Department of Financial Services (Banking Division)	8757	13515	22272	15213	7059
5	Ministry of Housing and Urban Affairs	5807	10136	15943	6535	9408
6	Ministry of Drinking Water and Sanitation	25	5305	5330	2594	2736
7	Central Board of Direct Taxes (Income Tax)	12554	5255	17809	5424	12385
8	Ministry of Railways (Railway Board)	2807	5010	7817	4911	2906
9	Department of Telecommunications	619	5000	5619	4949	670
10	Department of Ex Servicemen Welfare	3230	4868	8098	4104	3994

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	25224	344267	369491	346928	22563
2	Department of Financial Services (Banking Division)	8757	13515	22272	15213	7059
3	Ministry of Labour and Employment	4238	13927	18165	14089	4076
4	Department of Agriculture and Farmers Welfare	1683	18002	19685	13026	6659
5	Ministry of Housing and Urban Affairs	5807	10136	15943	6535	9408
6	Central Board of Direct Taxes (Income Tax)	12554	5255	17809	5424	12385
7	Department of Telecommunications	619	5000	5619	4949	670
8	Ministry of Railways (Railway Board)	2807	5010	7817	4911	2906
9	Ministry of Home Affairs	1354	4810	6164	4775	1389
10	Department of Posts	1144	4417	5561	4394	1167

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	374794	377794	355231	22563
2	Ministry of Labour and Employment	5093	42835	47928	43852	4076
3	Department of Financial Services (Banking Division)	8397	40562	48959	41900	7059

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
4	Department of Agriculture and Farmers Welfare	3530	36153	39683	33024	6659
5	Ministry of Housing and Urban Affairs	1424	25176	26600	17192	9408
6	Central Board of Direct Taxes (Income Tax)	10796	19163	29959	17574	12385
7	Ministry of Railways (Railway Board)	3140	16513	19653	16747	2906
8	Ministry of Home Affairs	1405	15293	16698	15309	1389
9	Department of Posts	1645	15052	16697	15530	1167
10	Department of Ex Servicemen Welfare	4034	13693	17727	13733	3994

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	374794	377794	355231	22563
2	Ministry of Labour and Employment	5093	42835	47928	43852	4076
3	Department of Financial Services (Banking Division)	8397	40562	48959	41900	7059
4	Department of Agriculture and Farmers Welfare	3530	36153	39683	33024	6659
5	Central Board of Direct Taxes (Income Tax)	10796	19163	29959	17574	12385
6	Ministry of Housing and Urban Affairs	1424	25176	26600	17192	9408
7	Ministry of Railways (Railway Board)	3140	16513	19653	16747	2906
8	Department of Posts	1645	15052	16697	15530	1167
9	Ministry of Home Affairs	1405	15293	16698	15309	1389
10	Department of Ex Servicemen Welfare	4034	13693	17727	13733	3994

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	374794	377794	355231	22563
2	Central Board of Direct Taxes (Income Tax)	10796	19163	29959	17574	12385
3	Ministry of Housing and Urban Affairs	1424	25176	26600	17192	9408
4	Department of Financial Services (Banking Division)	8397	40562	48959	41900	7059
5	Department of Agriculture and Farmers Welfare	3530	36153	39683	33024	6659
6	Ministry of Labour and Employment	5093	42835	47928	43852	4076
7	Department of Ex Servicemen Welfare	4034	13693	17727	13733	3994
8	Department of Health & Family Welfare	2140	9063	11203	7957	3246
9	Ministry of Railways (Railway Board)	3140	16513	19653	16747	2906

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
10	Department of Defence Finance	914	7746	8660	5891	2769
11	Department of School Education and Literacy	1663	3805	5468	2702	2766
12	Ministry of Drinking Water and Sanitation	47	6231	6278	3542	2736
13	Ministry of Petroleum and Natural Gas	1856	6902	8758	6448	2310
14	Ministry of External Affairs	1501	4456	5957	4396	1561
15	Ministry of Home Affairs	1405	15293	16698	15309	1389
16	Department of Higher Education	1232	4158	5390	4147	1243
17	Unique Identification Authority of India	754	5175	5929	4752	1177
18	Department of Posts	1645	15052	16697	15530	1167

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10796	19163	29959	17574	12385	8518
2	Ministry of Housing and Urban Affairs	1424	25176	26600	17192	9408	2195
3	Department of School Education and Literacy	1663	3805	5468	2702	2766	1811
4	Department of Health & Family Welfare	2140	9063	11203	7957	3246	1652
5	Ministry of External Affairs	1501	4456	5957	4396	1561	902
6	Ministry of Home Affairs	1405	15293	16698	15309	1389	866
7	Department of Ex Servicemen Welfare	4034	13693	17727	13733	3994	845
8	Department of Rural Development	3000	374794	377794	355231	22563	832
9	Ministry of Railways (Railway Board)	3140	16513	19653	16747	2906	811
10	Department of Financial Services (Banking Division)	8397	40562	48959	41900	7059	764

Annexure 2: Average Closing Time – January to March, 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	1055	66
2	Central Board of Direct Taxes (Income Tax)	17574	60
3	Department of Fertilizers	182	60
4	Department of Official Language	57	38
5	Ministry of Textiles	236	37
6	Department of School Education and Literacy	2702	32
7	Department of Military Affairs	1223	30

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
8	Ministry of Information and Broadcasting	955	30
9	Ministry of Culture	654	30
10	Department of Atomic Energy	369	28

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	NITI Aayog	1402	2
2	Ministry of Cooperation	1332	2
3	Ministry of Drinking Water and Sanitation	3542	3
4	Ministry of Parliamentary Affairs	680	3
5	Ministry of Development of North Eastern Region	46	3
6	Department of Rural Development	355231	4
7	Department of Food and Public Distribution	3293	4
8	Department of Telecommunications	13222	5
9	Department of Legal Affairs	943	5
10	Department of Public Enterprises	159	5

Annexure 3: Status of Action Taken Reports (ATR) – January to March, 2024

Annexure 3.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format

S. No.	Name of Ministry/Department	Total ATR Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Rural Development	354726	353857	536	333
2	Ministry of Labour and Employment	39505	34930	4302	273
3	Department of Financial Services (Banking Division)	37243	31086	4440	1717
4	Ministry of Railways (Railway Board)	16247	12699	2654	894
5	Central Board of Direct Taxes (Income Tax)	15918	5189	10718	11
6	Department of Ex Servicemen Welfare	13259	9810	3441	8
7	Department of Defence Finance	13039	12598	43	398
8	Department of Posts	12473	11441	971	61
9	Department of Telecommunications	11790	11257	329	204
10	Ministry of Petroleum and Natural Gas	6754	6712	13	29

Annexure 4: Status of Appeals – January to March, 2024

Annexure 4.1.: 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	1040	3934	329	3605
2	Central Board of Direct Taxes (Income Tax)	2202	2538	4740	2844	1896
3	Department of Social Justice and Empowerment	1524	225	1749	0	1749
4	Department of Rural Development	734	1067	1801	566	1235
5	Department of Financial Services (Banking Division)	1535	9840	11375	10209	1166
6	Ministry of Railways (Railway Board)	790	4373	5163	4305	858
7	Department of Consumer Affairs	506	866	1372	525	847
8	Department of Health & Family Welfare	591	897	1488	731	757
9	Department of Ex Servicemen Welfare	419	2470	2889	2204	685
10	Ministry of Labour and Employment	781	10361	11142	10460	682

Annexure 4.2.: 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	123	1
2	NITI Aayog	12	1
3	Ministry of Cooperation	304	2
4	Ministry of Water Resources, River Development & Ganga Rejuvenation	48	2
5	Department of Telecommunications	3702	3
6	Ministry of Parliamentary Affairs	7	3
7	Ministry of Labour and Employment	10460	4
8	Department of Empowerment of Persons with Disabilities	206	4
9	Department of Youth Affairs	23	4
10	Department of School Education and Literacy	482	6

Annexure 4.3.: 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	1258	1041	430	41.31%
2	Central Board of Indirect Taxes and Customs	5397	5296	2086	39.39%
3	Ministry of Earth Sciences	107	94	36	38.30%

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
4	Department of Scientific & Industrial Research	376	331	105	31.72%
5	Department of Defence Finance	8660	5891	1829	31.05%
6	Ministry of Steel	445	365	109	29.86%
7	Ministry of Civil Aviation	2257	1970	571	28.98%
8	Department of Financial Services (Insurance Division)	6896	6521	1816	27.85%
9	Department of Defence Production	687	413	115	27.85%
10	Department of Telecommunications	13892	13222	3639	27.52%

Annexure 5: Indicator-based Root Cause Analysis – March, 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	93.40	8.28	94.82	4.00	0.01	0.15	93.04	85.92	0.00	38.83	2.01
2	Department of Agriculture and Farmers Welfare	65.85	31.88	75.00	9.00	0.00	0.17	45.24	77.27	0.03	189.49	43.16
3	Ministry of Labour and Employment	75.52	80.06	91.18	8.00	0.13	20.68	57.00	80.31	25.97	17.41	69.13
4	Department of Financial Services (Banking Division)	56.05	71.51	66.34	22.00	0.00	16.97	48.98	76.13	13.08	12.81	61.42
5	Ministry of Housing and Urban Affairs	34.83	40.40	38.89	15.00	0.08	4.39	40.29	26.92	0.03	7.78	28.40
6	Ministry of Drinking Water and Sanitation	48.65	0.00	100.00	4.00	0.00	0.00		20.00	0.09	54.68	3.09
7	Central Board of Direct Taxes (Income Tax)	13.30	33.31	61.54	65.00	0.05	11.78	59.46	79.25	16.38	1.34	90.04
8	Ministry of Railways (Railway Board)	55.01	56.07	68.61	16.00	0.05	23.18	43.17	61.90	5.05	2.57	46.84
9	Department of Telecommunications	87.93	92.23	87.50	5.00	0.00	20.89	53.07	83.33	7.98	7.18	64.51
10	Department of Ex Servicemen Welfare	42.18	0.00	60.00	20.00	0.24	15.52	55.17	100.00	3.31	3.83	15.83
11	Ministry of Home Affairs	71.97	49.54	50.00	8.00	0.53	6.21	43.78	86.04	2.95	8.50	53.36
12	Department of Posts	75.76	70.26	91.09	8.00	0.00	14.61	57.39	57.14	21.67	4.88	81.02
13	Department of Defence Finance	42.50	43.49	50.00	16.00	0.60	19.33	60.56	50.00	1.84	5.84	28.46

#	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
14	Department of Health & Family Welfare	33.57	19.55	48.89	21.00	0.33	10.64	46.13	49.00	18.10	5.22	30.33
15	Ministry of Petroleum and Natural Gas	37.82	27.42	59.07	24.00	0.19	13.64	62.80	50.00	4.86	4.78	48.50
16	Department of Financial Services (Insurance Division)	80.18	82.93	95.92	11.00	0.00	24.60	39.30	73.08	10.61	6.65	73.24
17	Ministry of Road Transport and Highways	58.01	60.47	65.00	15.00	0.00	18.92	32.97	63.49	0.10	4.69	62.10
18	Ministry of Corporate Affairs	70.95	1.51	68.63	8.00	0.00	17.04	32.57	58.33	9.57	20.12	66.67
19	Unique Identification Authority of India	50.04	59.17	68.00	14.00	0.00	21.31	62.63	22.22	0.60	67.85	81.48
20	Department of Personnel and Training	64.26	40.50	85.71	13.00	0.00	11.60	44.00	68.07	0.96	12.18	45.83
21	Ministry of External Affairs	36.80	48.92	66.67	24.00	0.21	17.43	57.87	5.50	14.38	3.00	16.18
22	Department of Defence	53.32		66.00	25.00	0.00	0.00	43.43	58.62	28.41	1.49	29.47
23	Department of Consumer Affairs	42.85	14.52	61.70	16.00	0.00	19.07	46.55	58.82	5.55	31.84	44.19
24	Department of Higher Education	36.67	38.26	38.64	26.00	0.00	18.86	41.95	46.30	28.75	2.92	39.27
25	Department of School Education and Literacy	17.41	90.00	22.22	34.00	3.17	14.09	42.58	27.78	23.82	6.86	44.44
26	Department of Food and Public Distribution	84.11	66.51	94.42	4.00	0.00	12.84	58.62	66.67	14.93	19.98	51.61
27	Central Board of Indirect Taxes and Customs	90.79	84.77	100.00	6.00	0.00	16.78	44.65	97.96	2.40	2.35	88.13
28	Department of Justice	52.68	24.43	58.33	10.00	0.00	9.22	52.56	60.00	34.29	126.13	62.50
29	Ministry of Panchayati Raj	72.80	52.23	97.96	11.00	0.00	27.77	44.95	71.43	0.14	49.29	42.86
30	Ministry of Electronics & Information Technology	61.08	71.23	75.00	11.00	0.00	12.95	63.76	57.69	1.17	4.04	23.08
31	Department of Revenue	91.08	95.35	66.67	6.00	0.00	5.43	40.74	94.44	1.48	18.81	94.44
32	Department of Social Justice and Empowerment	58.52	0.00	45.45	13.00	0.00	13.41	43.68	61.90	1.20	6.56	42.70
33	Ministry of Women and Child Development	45.70	68.75	50.00	22.00	5.26	24.63	36.36	71.15	9.60	13.97	65.79
34	Ministry of Civil Aviation	55.19	20.21	50.00	14.00	0.00	24.70	37.17	75.00	0.58	1.55	28.92
35	Ministry of Cooperation	89.54	91.21	100.00	2.00	0.00	19.76	28.09	100.00	19.35	20.67	38.10

#	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
36	Ministry of Environment, Forest and Climate Change	61.42	43.48	75.00	18.00	0.00	14.78	35.59	77.14	12.93	3.36	35.66
37	Department of Military Affairs	32.83	11.71	43.48	24.00	0.00	21.79	30.51	50.00	17.96	0.34	19.35
38	Ministry of Power	55.74	0.00	37.50	18.00	0.00	12.34	38.46	58.33	0.27	0.87	12.00
39	Department of Commerce	53.89	5.08	50.00	16.00	0.00	7.63	40.00	90.91	35.85	3.53	23.76
40	Ministry of Information and Broadcasting	28.25	53.62	100.00	30.00	0.00	15.82	48.28	62.50	2.22	2.74	39.13
41	Department of Economic Affairs ACC Division	23.13	11.67	58.67	54.00	3.39	5.12	58.33	58.33	22.83	5.27	27.12
42	Ministry of Micro Small and Medium Enterprises	59.05	45.95	77.78	12.00	0.00	14.51	52.73	77.78	2.74	2.25	20.00
43	Ministry of Coal	58.60		100.00	11.00	0.00	0.00	32.10	66.67	0.35	0.49	17.09
44	Department of Land Resources	86.97	100.00		5.00	0.00	8.89	45.10	87.50	0.00	24.73	27.27
45	Department of Legal Affairs	80.56			7.00	0.00	0.00	61.11	72.73	0.74	16.81	12.50
46	Ministry of Tourism	59.87	36.11	87.50	10.00	0.00	17.82	34.78	50.00	11.57	3.27	22.97
47	Department of Financial Services (Pension Reforms)	70.83	0.00		10.00	0.00	5.03	35.71	0.00	60.09	77.67	66.67
48	Ministry of Minority Affairs	31.13	37.68		27.00	0.00	14.21	38.64	25.00	0.44	4.19	51.85
49	Staff Selection Commission	39.23	66.42	46.67	44.00	0.00	23.08	58.67	100.00	26.98	8.60	56.00
50	NITI Aayog	77.48	50.00	100.00	2.00	0.00	2.31	55.56	50.00	0.49	3.07	13.43
51	Ministry of Water Resources, River Development & Ganga Rejuvenation	34.96	75.00	0.00	20.00	0.00	11.45	26.92	25.00	22.33	1.36	33.11
52	Ministry of Culture	20.08	0.39	41.67	34.00	0.00	14.91	42.55	50.00	1.51	1.27	26.11
53	Department of Empowerment of Persons with Disabilities	60.29	87.50	0.00	13.00	0.00	25.82	40.00	60.00	2.06	6.93	67.86
54	Ministry of New and Renewable Energy	64.18	64.86	100.00	19.00	0.00	15.50	38.10	100.00	1.12	5.56	21.88
55	Department for Promotion of Industry and Internal Trade	32.82	12.75		20.00	0.00	12.50	26.92	0.00	15.43	2.43	22.22
56	Department of Defence Production	24.70	11.02	33.33	32.00	0.00	28.06	38.46	19.23	7.43	0.76	26.09
57	Ministry of Skill Development and Entrepreneurship	36.88	25.45	66.67	22.00	0.00	31.34	32.20		0.59	2.41	24.29

#	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
58	Ministry of Shipping	49.06		66.67	26.00	0.00	0.00	27.59	0.00	22.16	1.61	34.62
59	O/o the Comptroller & Auditor General of India	35.93	47.69	20.00	32.00	0.00	7.04	50.00	100.00	0.00	1.27	58.78
60	Ministry of Tribal Affairs	52.06	14.81	100.00	19.00	0.00	8.11	45.45	83.33	0.00	1.86	19.05
61	Department of Animal Husbandry, Dairying	34.98	5.50	50.00	23.00	0.00	5.34	33.33	23.81	20.65	7.38	4.76
62	Ministry of Ayush	81.32	78.33	100.00	5.00	0.00	23.65	52.63	50.00	0.00	3.30	60.87
63	Department of Atomic Energy	36.36	34.33	60.87	24.00	0.00	17.48	45.00	60.00	1.97	2.20	60.87
64	Ministry of Parliamentary Affairs	93.57	40.00		2.00	12.50	2.50	75.00	100.00	0.00	8.94	56.25
65	Department of Agriculture Research and Education	35.05	80.00	0.00	24.00	0.00	14.08	47.37	50.00	0.71	0.55	16.21
66	Ministry of Mines	58.01		50.00	12.00	0.00	0.00	42.86	85.71	9.42	3.29	30.95
67	Department of Expenditure	52.91	32.35	100.00	16.00	0.00	11.90	44.19		9.09	2.81	36.17
68	Department of Pharmaceuticals	69.92	75.00		9.00	0.00	11.63	41.18	100.00	3.16	3.80	48.00
69	Ministry of Steel	39.78	34.57	75.00	24.00	0.00	24.53	42.11	100.00	0.00	1.07	35.23
70	Ministry of Textiles	20.00	1.38	0.00	34.00	0.00	12.50	44.44	0.00	0.00	1.48	25.81
71	Department of Heavy Industry	31.14	0.00	33.33	22.00	0.00	20.24	47.06	25.00	23.08	1.52	26.67
72	Department of Defence Research and Development	38.41	37.21	83.33	21.00	0.00	31.82	30.00	100.00	1.12	0.92	6.19
73	Department of Scientific & Industrial Research	71.43	0.67	64.71	17.00	0.00	28.47	34.78	66.67	1.14	0.85	29.81
74	Department of Health Research	31.18	37.93	0.00	33.00	0.00	13.40	60.00	57.14	5.88	0.66	6.98
75	Department of Science and Technology	32.00	32.56	83.33	26.00	0.00	37.80	15.00	50.00	0.00	0.75	34.86
76	Department of Investment & Public Asset Management	86.14			14.00	0.00	0.00		0.00	68.83	9.63	62.50
77	Legislative Department	67.23	0.00		15.00	0.00	9.78	16.67	66.67	0.00	2.11	45.71
78	Department of Sports	36.92	45.16		12.00	0.00	14.81	41.67	100.00	1.45	1.44	39.58
79	Department of Public Enterprises	74.51	0.00	66.67	4.00	0.00	0.00		0.00	2.08	4.36	36.36
80	Department of Youth Affairs	19.66	30.77	0.00	32.00	0.00	20.59	50.00		0.00	2.53	52.63
81	Department of Fertilizers	14.45	0.00	100.00	87.00	0.00	13.89	23.08	14.29	14.89	1.31	41.67

#	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
82	Ministry of Food Processing Industries	43.10	0.00	100.00	15.00	0.00	3.23	60.00	50.00	36.17	1.57	26.67
83	Ministry of Statistics and Programme Implementation	65.12	33.33		9.00	0.00	3.57	66.67	0.00	23.08	0.49	20.00
84	Department of Space	23.75	33.33	0.00	26.00	0.00	6.90	33.33	0.00	15.79	1.90	55.00
85	Department of Chemicals and Petrochemicals	78.05	0.00		8.00	0.00	3.03			0.00	2.82	45.45
86	Ministry of Earth Sciences	50.00	80.00	66.67	16.00	0.00	40.00	60.00		25.00	0.69	10.34
87	Ministry of Development of North Eastern Region	81.25	50.00		3.00	0.00	7.69	100.00		0.00	1.08	15.38
88	Department of Fisheries	26.67	62.50		9.00	0.00	0.00	50.00		30.77	1.08	8.33
89	Department of Bio Technology	21.43	79.17	0.00	37.00	0.00	10.00	20.00		0.00	0.18	9.46
90	Department of Official Language	26.47	33.33		69.00	0.00	16.67	50.00	100.00	20.00	0.83	25.00

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