



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

April 2024

[Report Number 24]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

General

- In April 2024, for the **22nd month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency has decreased** in the Central Secretariat to **76755 grievances**, out of which 58.48% of the grievances are pending for less than 30 days
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2024, from 1st January to 30th April, 2024 is **11 Days**
- In April, 2024, the BSNL Feedback Call Centre collected **56789 feedbacks**. Out of the total feedbacks collected, **~47%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **39085 feedbacks (69%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, **~51%** citizens expressed satisfaction with the resolution provided

PG Cases

- In April 2024, **146942 PG cases were received** on the CPGRAMS portal, **174701 PG cases were redressed** and there exists a **pendency of 76755 PG cases**, as of 30th April, 2024.
- A total number of registrations of grievances through **Common Service Centres** has **reduced** from 172616 grievances in March, 2024 to **17747 grievances** in April, 2024
- 52% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [49411 grievances], Ministry of Labour and Employment [13885 grievances], and Department of Financial Services (Banking Division) [12515 grievances] have received the maximum number of grievances in April, 2024

PG Appeals

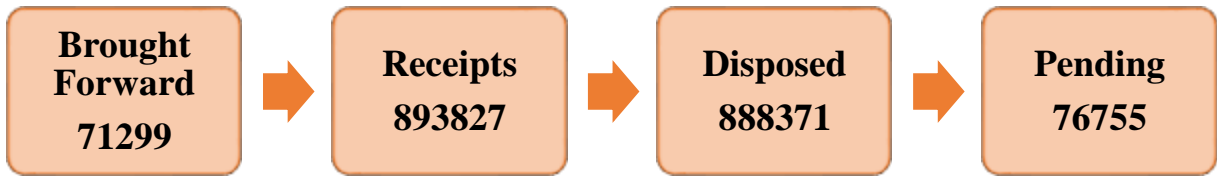
- In April, 2024, **18564 appeals were received** and **16078 appeals were disposed**
- The Central Secretariat has a pendency of **24714 PG Appeals** at the end of April, 2024

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

- **Department of Revenue, Central Board of Indirect Taxes and Customs and Department of Agriculture and Farmer’s Welfare** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for April, 2024
- **NITI Aayog, Ministry of Development of North Eastern Region, Department of Land Resources** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for April, 2024

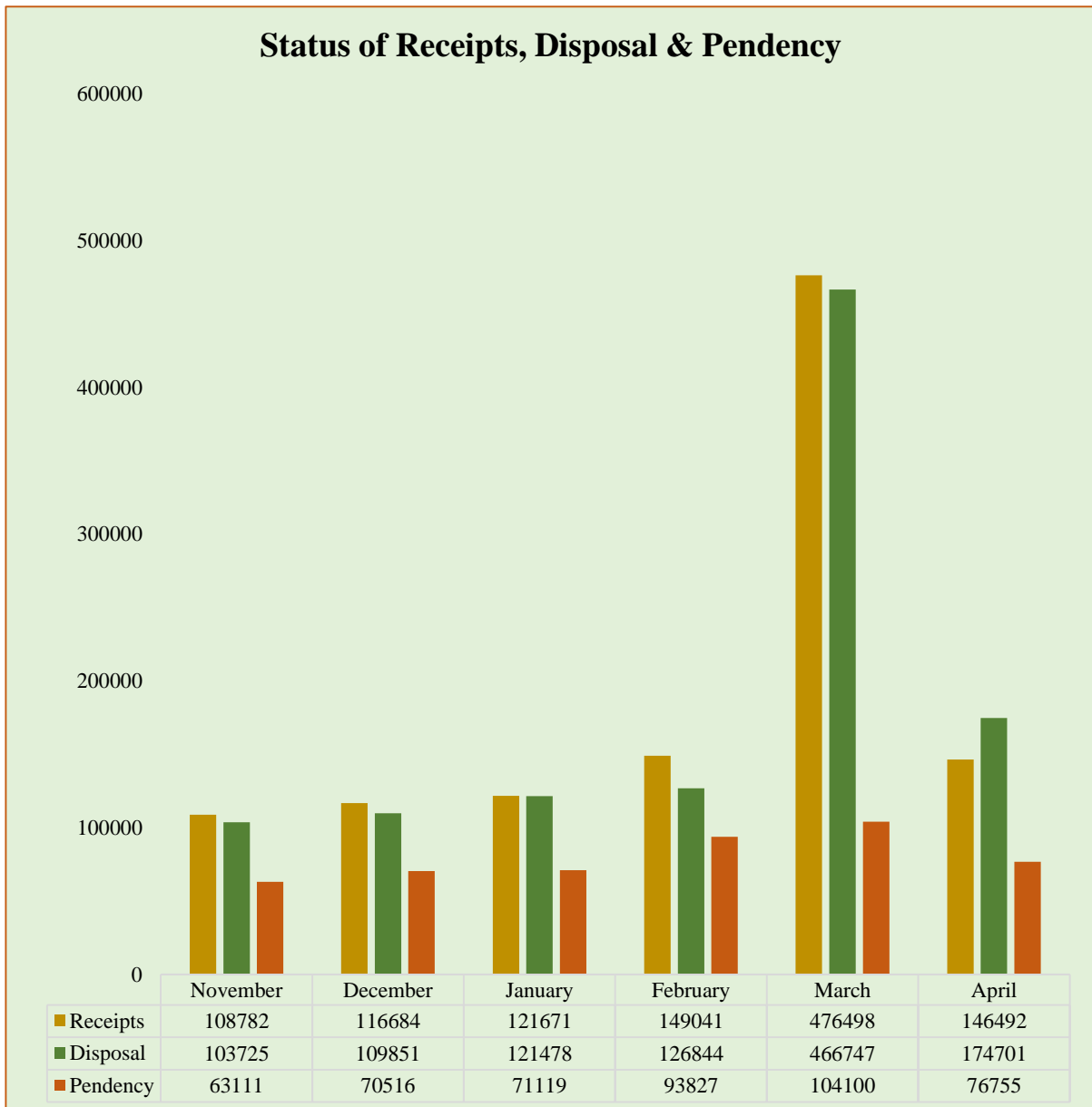
2. Review of Status of Grievances

2.1. Overview



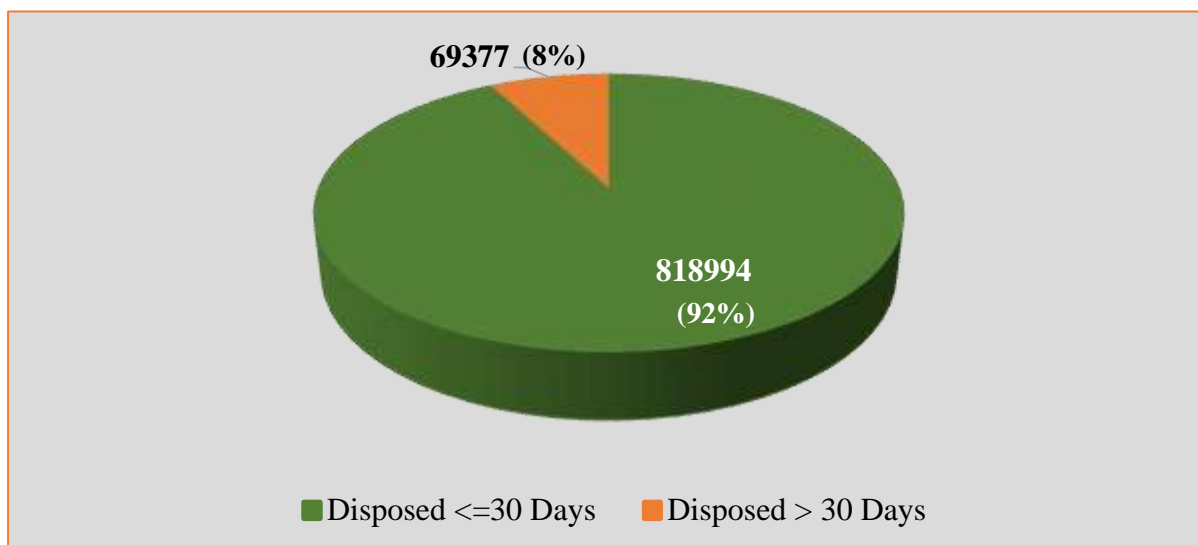
(Time Period: 01/01/2024 to 30/04/2024)

2.2. Month-wise Status of Grievance



3. Status of Disposal and Pendency

3.1. Disposal

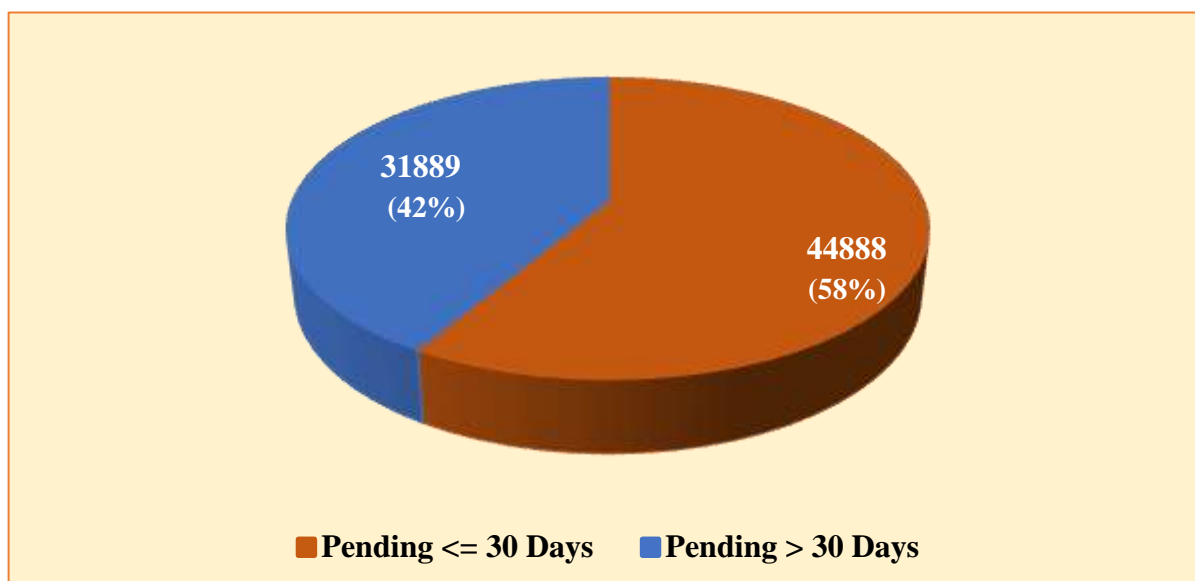


Performance of Top 15 Central Ministries/Departments in terms of % grievances disposed within 30 days:

<u>S. No.</u>	<u>Name of Ministry/Department</u>	<u>% Disposal <=30 days</u>
1.	Ministry of Drinking Water and Sanitation	99.92%
2.	Department of Telecommunications	99.86%
3.	Department of Land Resources	99.44%
4.	Department of Agriculture and Farmers Welfare	99.09%
5.	Ministry of Cooperation	99.09%
6.	Department of Rural Development	98.99%
7.	NITI Aayog	98.93%
8.	Department of Food and Public Distribution	97.56%
9.	Ministry of Labour and Employment	97.40%
10.	Department of Legal Affairs	97.38%
11.	Department of Revenue	97.28%
12.	Central Board of Indirect Taxes and Customs	97.06%
13.	Department of Posts	96.34%
14.	Ministry of Corporate Affairs	94.84%
15.	Ministry of Panchayati Raj	94.19%

**Note: % Disposal is taken for Ministry/Department with more than 1000 grievances disposed*

3.2. Pendency



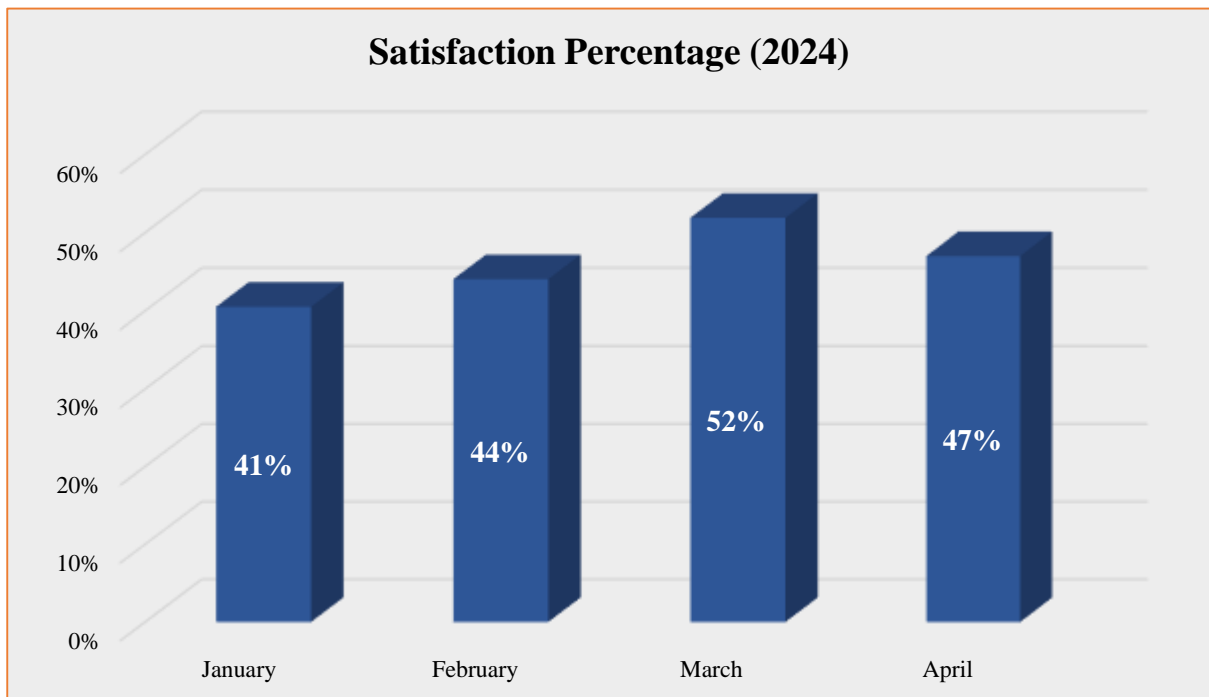
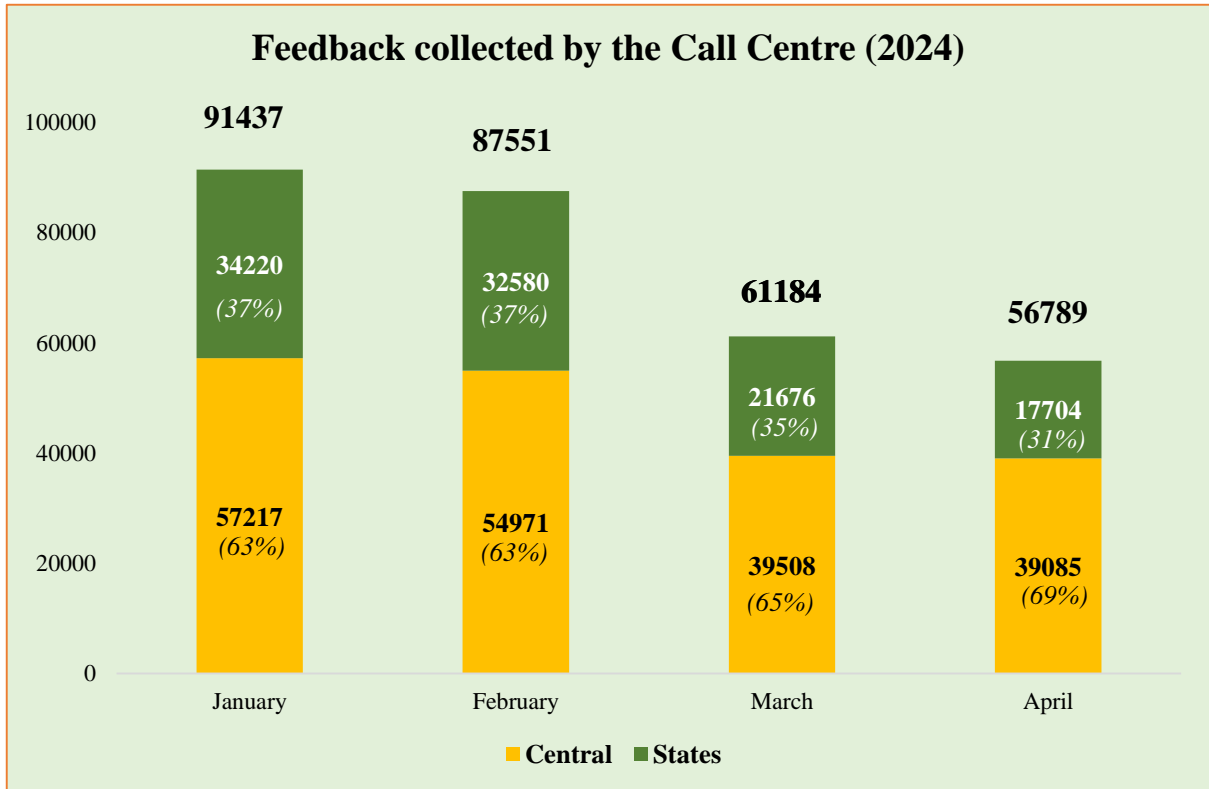
Performance of Central Ministries/Departments in terms of % grievances pending for more than 30 days:

<u>S. No.</u>	<u>Name of Ministry/Department</u>	<u>% Pending for >30 Days</u>
1.	Ministry of Housing and Urban Affairs	83.22%
2.	Department of Economic Affairs ACC Division	74.50%
3.	Central Board of Direct Taxes (Income Tax)	69.64%
4.	Ministry of Home Affairs	67.42%
5.	Department of School Education and Literacy	65.41%
6.	Department of Health & Family Welfare	60.60%
7.	Ministry of External Affairs	50.00%
8.	Department of Defence	47.03%
9.	Department of Higher Education	46.09%
10.	Department of Rural Development	34.44%
11.	Department of Personnel and Training	30.98%
12.	Department of Defence Finance	28.90%
13.	Department of Ex Servicemen Welfare	25.25%
14.	Ministry of Road Transport and Highways	21.77%
15.	Ministry of Petroleum and Natural Gas	21.73%

**Note: % Pendency is taken for Ministry/Department having more than 500 grievances pending*

4. BSNL – Feedback Call Centre

- From 1st January to 30th April, 2024, the BSNL Feedback Call Centre has collected **296961** 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	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
1	Ministry of Labour and Employment	52%	52%	49%	52%	55%	49%
2	Department of Financial Services (Banking Division)	44%	42%	42%	45%	47%	45%
3	Department of Rural Development	46%	71%	71%	74%	92%	92%
4	Ministry of Railways (Railway Board)	36%	36%	34%	40%	41%	38%
5	Central Board of Direct Taxes (Income Tax)	59%	57%	54%	57%	58%	57%
6	Department of Defence Finance	53%	55%	53%	55%	59%	58%
7	Department of Posts	53%	52%	52%	53%	56%	57%
8	Department of Ex Servicemen Welfare	49%	50%	51%	51%	53%	48%
9	Department of Telecommunications	51%	40%	37%	45%	52%	50%
10	Ministry of Home Affairs	39%	37%	38%	39%	42%	33%
11	Department of Financial Services (Insurance Division)	33%	32%	34%	33%	38%	33%
12	Ministry of Petroleum and Natural Gas	58%	56%	60%	65%	61%	56%
13	Ministry of External Affairs	54%	56%	55%	55%	56%	56%
14	Department of Health & Family Welfare	51%	47%	43%	49%	45%	47%
15	Unique Identification Authority of India	54%	47%	52%	55%	62%	53%
16	Ministry of Housing and Urban Affairs	36%	29%	29%	32%	37%	28%
17	Department of Consumer Affairs	38%	39%	37%	38%	42%	41%
18	Ministry of Road Transport and Highways	34%	30%	33%	33%	34%	32%
19	Department of Higher Education	36%	30%	32%	41%	42%	41%
20	Ministry of Corporate Affairs	24%	26%	28%	25%	29%	27%

5. Grievance Redressal Assessment and Index – April, 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 April, 2024 to 30th April, 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
			7	% of Resolution with “Satisfied” Remarks	Positive	0.50

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
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	540	0.394	0.235	0.149	0.091	0.870	1
2	Central Board of Indirect Taxes and Customs	1,600	0.419	0.189	0.131	0.099	0.838	2
3	Department of Agriculture and Farmers Welfare	4,643	0.378	0.220	0.150	0.048	0.796	3
4	Department of Posts	4,376	0.376	0.175	0.150	0.087	0.788	4
5	Department of Rural Development	49,411	0.315	0.298	0.109	0.028	0.750	5
6	Department of Telecommunications	3,870	0.406	0.136	0.125	0.076	0.742	6
7	Department of Food and Public Distribution	592	0.385	0.146	0.134	0.063	0.728	7
8	Ministry of Labour and Employment	13,885	0.373	0.140	0.119	0.075	0.708	8
9	Ministry of Panchayati Raj	502	0.360	0.127	0.150	0.050	0.686	9
10	Ministry of Drinking Water and Sanitation	1,308	0.359	0.150	0.150	0.027	0.686	10
11	Unique Identification Authority of India	1,674	0.312	0.157	0.142	0.073	0.684	11
12	Ministry of Home Affairs	3,981	0.297	0.183	0.137	0.064	0.681	12
13	Department of Defence	1,144	0.303	0.210	0.097	0.049	0.658	13
14	Ministry of Electronics & Information Technology	594	0.333	0.164	0.115	0.045	0.656	14

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
15	Ministry of Road Transport and Highways	1,837	0.314	0.140	0.112	0.074	0.640	15
16	Department of Social Justice and Empowerment	503	0.277	0.159	0.136	0.062	0.634	16
17	Department of Personnel and Training	1,266	0.272	0.188	0.110	0.060	0.630	17
18	Department of Financial Services (Insurance Division)	1,796	0.332	0.077	0.114	0.074	0.597	18
19	Ministry of Corporate Affairs	1,360	0.287	0.108	0.120	0.071	0.586	19
20	Department of Defence Finance	3,795	0.208	0.180	0.148	0.048	0.585	20
21	Department of Consumer Affairs	1,319	0.284	0.140	0.106	0.054	0.584	21
22	Ministry of Railways (Railway Board)	4,767	0.287	0.119	0.111	0.062	0.579	22
23	Department of Justice	852	0.262	0.168	0.112	0.035	0.576	23
24	Ministry of Petroleum and Natural Gas	1,694	0.227	0.185	0.099	0.061	0.573	24
25	Ministry of External Affairs	1,333	0.217	0.180	0.132	0.039	0.567	25
26	Department of Financial Services (Banking Division)	12,515	0.264	0.126	0.111	0.066	0.567	26
27	Department of Health & Family Welfare	2,492	0.215	0.192	0.101	0.051	0.558	27
28	Ministry of Housing and Urban Affairs	2,702	0.195	0.176	0.102	0.049	0.522	28
29	Central Board of Direct Taxes (Income Tax)	4,943	0.125	0.188	0.098	0.095	0.506	29
30	Department of Higher Education	1,223	0.213	0.141	0.081	0.057	0.492	30
31	Department of Ex Servicemen Welfare	3,580	0.223	0.159	0.057	0.039	0.477	31
32	Department of School Education and Literacy	1,347	0.166	0.140	0.081	0.064	0.452	32

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	161	0.420	0.266	0.150	0.035	0.871	1
2	Ministry of Development of North Eastern Region	18	0.347	0.300	0.150	0.039	0.836	2
3	Department of Land Resources	289	0.442	0.167	0.150	0.048	0.807	3
4	Department of Legal Affairs	195	0.386	0.231	0.150	0.034	0.801	4
5	Ministry of Parliamentary Affairs	69	0.317	0.230	0.150	0.046	0.742	5
6	Ministry of Coal	290	0.357	0.196	0.150	0.039	0.741	6
7	Department of Public Enterprises	40	0.348	0.191	0.148	0.054	0.741	7
8	Department of Financial Services (Pension Reforms)	217	0.355	0.208	0.114	0.057	0.734	8
9	Ministry of Cooperation	290	0.419	0.100	0.137	0.056	0.711	9
10	Department of Empowerment of Persons with Disabilities	195	0.380	0.105	0.147	0.076	0.708	10
11	Department of Investment & Public Asset Management	47	0.273	0.272	0.090	0.072	0.707	11
12	Ministry of Ayush	163	0.381	0.122	0.136	0.066	0.705	12
13	Department of Expenditure	97	0.299	0.215	0.122	0.053	0.688	13
14	Department of Youth Affairs	130	0.276	0.166	0.148	0.069	0.659	14
15	Department of Pharmaceuticals	108	0.347	0.142	0.096	0.065	0.651	15
16	Ministry of Environment, Forest and Climate Change	458	0.321	0.160	0.110	0.056	0.647	16
17	Ministry of Mines	79	0.275	0.169	0.147	0.054	0.645	17
18	Department of Science and Technology	72	0.280	0.148	0.148	0.056	0.633	18
19	Department of Commerce	498	0.314	0.197	0.077	0.042	0.631	19

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
20	Ministry of Water Resources, Development & River Ganga Rejuvenation	172	0.289	0.169	0.114	0.055	0.627	20
21	Department of Chemicals and Petrochemicals	37	0.268	0.138	0.145	0.061	0.612	21
22	Ministry of Tourism	172	0.288	0.146	0.113	0.049	0.596	22
23	Ministry of Women and Child Development	463	0.286	0.107	0.126	0.073	0.592	23
24	Ministry of Tribal Affairs	90	0.213	0.230	0.105	0.041	0.589	24
25	O/o the Comptroller & Auditor General of India	124	0.208	0.192	0.105	0.069	0.574	25
26	Ministry of Skill Development and Entrepreneurship	245	0.233	0.138	0.150	0.051	0.572	26
27	Department of Agriculture Research and Education	88	0.259	0.214	0.058	0.038	0.569	27
28	Ministry of Power	372	0.261	0.184	0.085	0.037	0.566	28
29	Ministry of Food Processing Industries	36	0.255	0.148	0.111	0.050	0.563	29
30	Ministry of Minority Affairs	133	0.233	0.166	0.100	0.063	0.562	30
31	Legislative Department	68	0.267	0.175	0.057	0.049	0.548	31
32	Ministry of Civil Aviation	458	0.308	0.109	0.082	0.048	0.547	32
33	Ministry of New and Renewable Energy	122	0.356	0.088	0.060	0.041	0.545	33
34	Department of Fisheries	31	0.248	0.135	0.112	0.046	0.541	34
35	Ministry of Steel	79	0.249	0.089	0.147	0.052	0.537	35
36	Ministry of Information and Broadcasting	297	0.217	0.115	0.135	0.060	0.527	36
37	Ministry of Textiles	39	0.205	0.176	0.090	0.053	0.524	37
38	Ministry of Shipping	78	0.217	0.192	0.060	0.051	0.520	38
39	Department for Promotion of Industry and Internal Trade	350	0.203	0.173	0.068	0.044	0.489	39
40	Department of Defence Research and Development	42	0.239	0.156	0.053	0.034	0.481	40

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
41	Ministry of Micro Small and Medium Enterprises	241	0.258	0.096	0.077	0.042	0.473	41
42	Department of Scientific & Industrial Research	68	0.287	0.067	0.060	0.049	0.464	42
43	Department of Defence Production	147	0.164	0.146	0.101	0.048	0.459	43
44	Ministry of Culture	160	0.135	0.140	0.128	0.053	0.455	44
45	Department of Space	36	0.186	0.094	0.103	0.072	0.455	45
46	Ministry of Earth Sciences	30	0.214	0.077	0.117	0.038	0.446	46
47	Department of Economic Affairs ACC Division	221	0.095	0.252	0.058	0.041	0.445	47
48	Department of Sports	59	0.241	0.086	0.059	0.057	0.443	48
49	Department of Atomic Energy	67	0.176	0.133	0.059	0.074	0.441	49
50	Department of Military Affairs	333	0.196	0.113	0.085	0.043	0.437	50
51	Department of Health Research	45	0.179	0.108	0.108	0.037	0.431	51
52	Department of Bio Technology	6	0.115	0.155	0.117	0.036	0.424	52
53	Ministry of Statistics and Programme Implementation	30	0.314	0.027	0.037	0.046	0.423	53
54	Department of Animal Husbandry, Dairying	119	0.139	0.187	0.066	0.030	0.422	54
55	Department of Fertilizers	21	0.182	0.136	0.038	0.057	0.412	55
56	Staff Selection Commission	258	0.139	0.191	0.008	0.061	0.398	56
57	Department of Heavy Industry	59	0.152	0.114	0.062	0.055	0.383	57
58	Department of Official Language	16	0.145	0.023	0.050	0.052	0.270	58

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 - April 2024

- In April 2024, the registered grievance decreased by more than three lakhs (from 4.76 Lakhs in March to 1.46 Lakhs in April). This is caused particularly by the sudden surge in grievances received by the Department of Rural Development in March 2024 which has registered 3.44 lakhs and has normalised in April 2024 with 0.49 lakhs
- % of Active GROs (35.81 in Mar and 36.07 in April) have improved by 0.26 percentage points from March 2024
- Average Ratio of GROs against grievances received have improved from 14.33 in March to 4.4 April 2024

Group A - Department of Revenue has topped the ranking, followed by Central Board of Indirect Taxes and Customs, Department of Agriculture & Farmers Welfare, Department of Posts and Department of Rural Development

Group B - NITI Aayog have topped the ranking followed by Ministry of Development of North Eastern Region, Department of Land Resources, Department of Legal Affairs & Ministry of Parliamentary Affairs

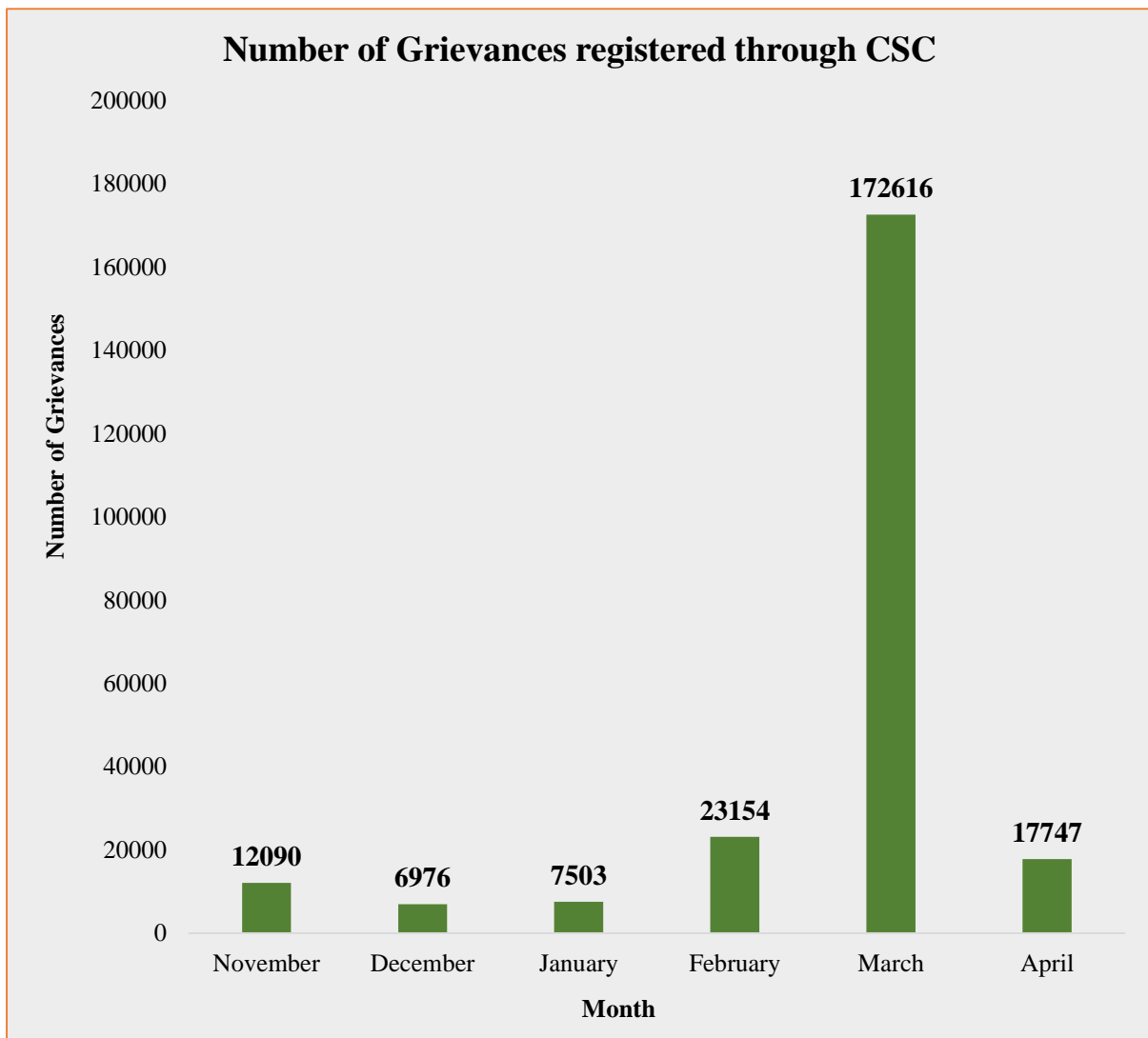
6. Outreach through Common Service Centres

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).



(Time Period: 01/04/2024 to 30/04/2024)

- A total of **17747** grievances have been registered through the Common Service Centres in the month of April, 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	12634	12425	209
2	Department of Agriculture and Farmers Welfare	2211	251	1960
3	Department of Financial Services (Banking Division)	348	154	194
4	Ministry of Housing and Urban Affairs	279	57	222
5	Government of Uttar Pradesh	238	9	229
6	Ministry of Labour and Employment	212	164	48
7	Department of Telecommunications	172	158	14
8	Ministry of Drinking Water and Sanitation	166	9	157
9	Ministry of Petroleum and Natural Gas	138	8	130
10	Unique Identification Authority of India	137	80	57

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

S. No.	Name of State/UT	Number of Grievances
1	Assam	12975
2	Uttar Pradesh	1047
3	Punjab	761
4	Odisha	446
5	Jharkhand	379
6	West Bengal	355
7	Maharashtra	262
8	Madhya Pradesh	241
9	Bihar	218
10	Andhra Pradesh	149

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

S. No.	Name of District	Number of Grievances
1	Darrang (AS)	2036
2	Dhubri (AS)	1173
3	Cachar (AS)	1098
4	Barpeta (AS)	932
5	Shonitpur (AS)	906
6	Nagaon (AS)	624
7	Marigaon (AS)	552
8	Karimganj (AS)	500
9	Golaghat AS)	432
10	South Salamara-Mankachar (AS)	426

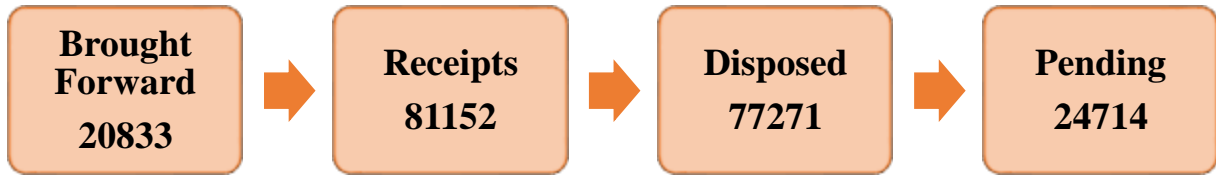
State-wise categories for which maximum grievances have been registered through CSCs:

S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Assam	12975	Pradhan Mantri Awaas Yojana - Gramin (Rural)	12432
			PMAY - URBAN/ Housing For All (HFA) Division	179
			Swachh Bharat Mission related(Rural)	123
2	Uttar Pradesh	1047	PMKISAN related issues	356
3	Punjab	761	PMKISAN related issues	629
4	Odisha	446	PMKISAN related issues	221
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	128
5	Jharkhand	379	PMKISAN related issues	289
6	West Bengal	355	PMKISAN related issues	191
7	Maharashtra	262	PMKISAN related issues	161
	Madhya Pradesh	241	PMKISAN related issues	34
8	Bihar	218	LPG/LPG Agency related	79
9	Andhra Pradesh	149	Suggestions	27
	Assam	12975	Pradhan Mantri Awaas Yojana - Gramin (Rural)	12432
10	Rajasthan	378	PMAY - URBAN/ Housing For All (HFA) Division	179

- ✓ In April, 2024, the maximum number of grievances were registered under the category “*Pradhan Mantri Awaas Yojana - Gramin (Rural)*” with total registrations of **12624 grievances**
- ✓ Maximum grievances pertain to the category “*Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)*” with **11345** such grievances, followed by “*Negligence of request for new house by official / GPs (State Govt./ Block)*”, with **622** such grievances
- ✓ In April, 2024, **2192 grievances** were registered under the category “*PMKISAN related issues*”

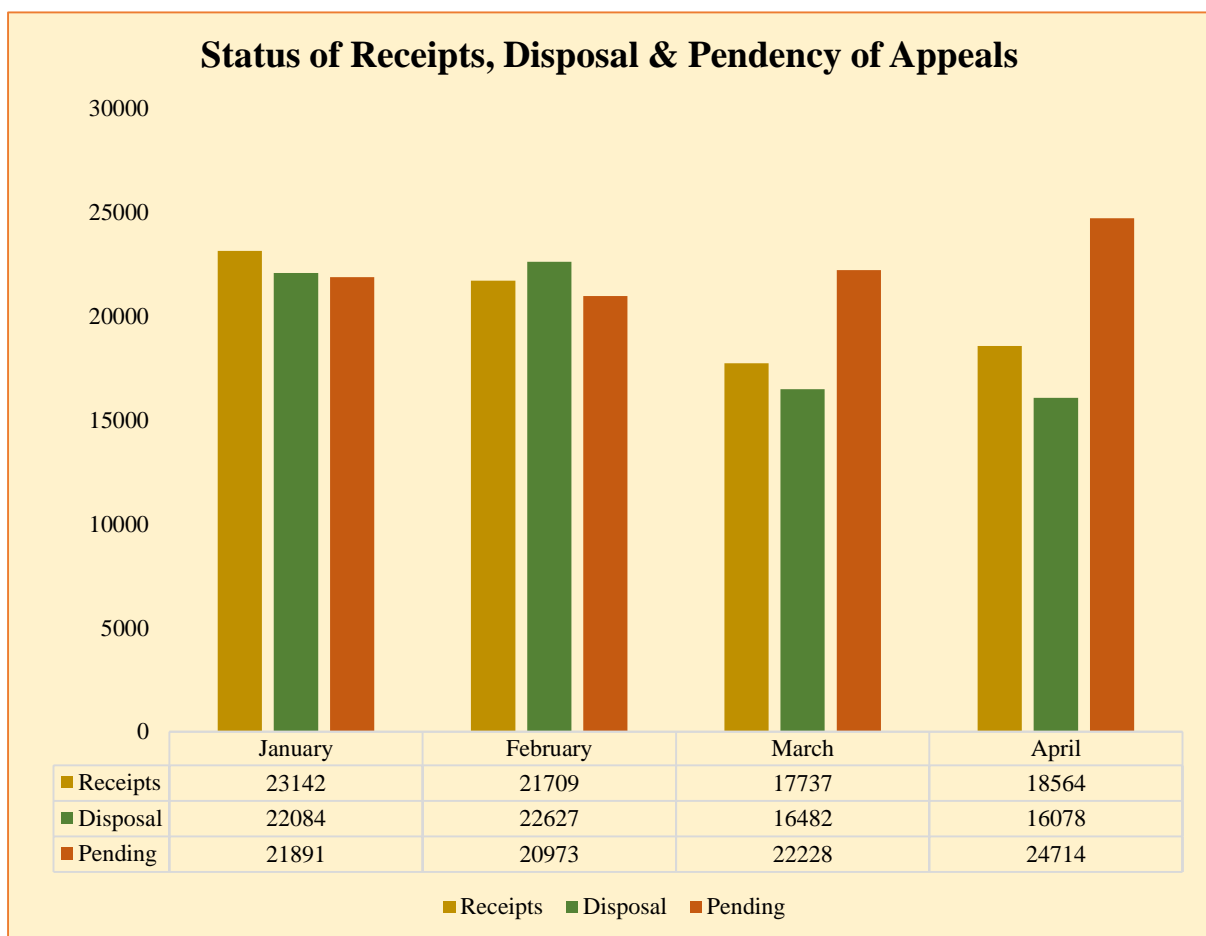
7. Review of Status of Appeals on CPGRAMS

7.1. Overview



(Time Period: 01/01/2024 to 30/04/2024)

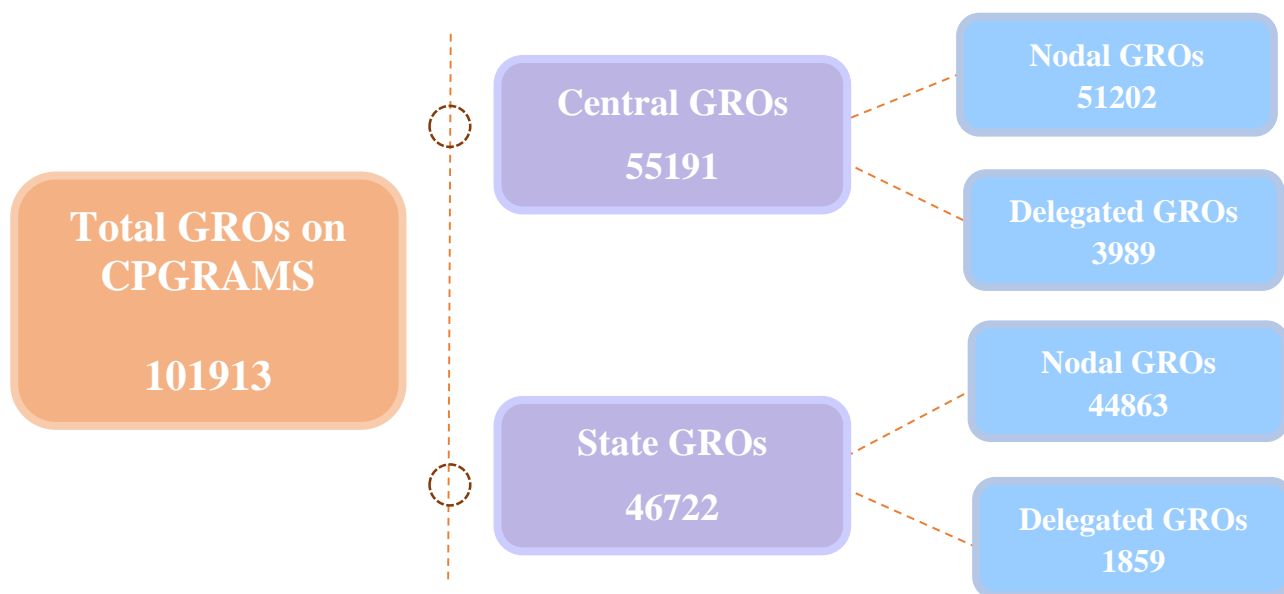
7.2. Month-wise Status of Appeals



7.3. Average Closing Time of Appeals

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

8. 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)	11081	10132	949
2	Department of Rural Development	10427	9837	590
3	Ministry of Housing and Urban Affairs	3868	3538	330
4	Department of Defence	3332	3244	88
5	Department of Financial Services (Banking Division)	2712	2361	351
6	Ministry of Railways (Railway Board)	2431	2210	221
7	Department of Telecommunications	1444	1263	181
8	Department of Ex Servicemen Welfare	1397	1337	60
9	Ministry of Labour and Employment	1349	1111	238
10	Department of Military Affairs	1269	1157	112

9. Success Stories

SUCCESS STORY 1

Grievance Number: DOCPC/E/2024/0000033

Complaint Name: Aman Bansal

Complaint Lodge Date: 16th March 2024

Complaint Closed Date: 19th April 2024

Total Time Taken for Resolution: 34 Days

Complaint Closed by: Ministry of Petroleum and Natural Gas

Grievance Related to: On February 26, 2024, a citizen applied online for an Ujjawala 2.0 LPG connection under his wife's name with Vishal Gas Services in Delhi.

Unfortunately, the application was rejected because Vishal Gas Services does not supply to their area, Ashok Nagar. The citizen then applied for a normal gas connection with Prithvi Gas Services in Ashok Nagar. However, Prithvi Gas Services transferred the application to Pragati Gas Service due to their lack of supply.

When the citizen approached Pragati Gas Service, they were denied the connection because Vishal Gas Services had already linked the citizen's Aadhar card to their system, rendering him ineligible for a new connection. Despite making several complaints to Indian Oil, the issue remained unresolved for 20 days.

Resolution:

The citizen dissatisfied with the issue, filed a grievance on CPGRAMS, seeking for resolution. Vishal Gas Agency provided him with the connection within 34 days of filing a grievance on CPGRAMS.

SUCCESS STORY 2

Grievance Number: CBODT/E/2024/0011936

Complaint Name: Anil Dwivedi

Complaint Lodge Date: 27th February 2024

Complaint Closed Date: 26th March 2024

Total Time Taken for Resolution: 28 Days

Complaint Closed by: Central Board of Direct Taxes (CBDT)

Grievance related to:

The grievance sheds light on ongoing issues with the Income Tax

assessment for the Assessment Year 2023-2024. Although an intimation of a refund amounting to Rs 2,54,06,153 was received on 26th December 2023, the refund for the same was yet to materialize, causing significant financial inconvenience. Furthermore, discrepancies on the Income Tax Portal show outstanding demands for the Assessment Years 2018-2019 and 2016-2017, despite these demands having already been settled.

The complainant has sent multiple reminders to Circle 1(1) Pune, but has yet to receive any response after which filed the grievance on CPGRAMS. Frustrated and seeking resolution, they are now requesting immediate action from the Income Tax Department to correct the outstanding demands and update the information on the portal, ensuring the prompt release of the pending refund.

Resolution:

Upon filing the grievance on CPGRAMS, the systems vertical reviewed the comments, endorsed by the DG (Systems), and it was found that for the Assessment Year 2023-24, the taxpayer's return had been processed by the CPC, resulting in a refund of Rs. 2,54,06,150.

However, Rs. 1,60,4,970 was adjusted against an outstanding demand for AY 2018-19 due to no response from the taxpayer. Consequently, a balance refund of Rs. 2,38,01,180 was issued to the taxpayer's pre-validated bank account on March 3, 2024.

SUCCESS STORY 3

Grievance Number: CBODT/E/2024/0000257

Complaint Name: A & J Infra

Complaint Lodge Date: 02nd January 2024

Complaint Closed Date: 10th April 2024

Total Time Taken for Resolution: 99 Days

Complaint Closed by: Central Board of Direct Taxes (CBDT)

Grievance related to:

The grievance sheds light on ongoing issues with the Income Tax assessment.

M/S A and J Infra had their Income Tax Return processed for the Assessment Year 2022-23, resulting in a determined refund of Rs. 95,99,820. However, despite the processing, the refund amount has not been credited to their account to date.

Resolution:

After filing the grievance on CPGRAMS, the issue was eventually resolved, and M/S A and J Infra received their refund of Rs. 95,99,820. However, there were still some pending assessment and reassessment proceedings in their case, subjecting the determined refund to several provisions, improving the experience for all visitors.

SUCCESS STORY 4

Grievance Number: DEABD/E/2024/0016633

Complaint Name: Bhim Singh

Complaint Lodge Date: 10th March 2024

Complaint Closed Date: 03rd April 2024

Total Time Taken for Resolution: 24 Days

Complaint Closed by: Department of Financial Services (DFS)

Grievance related to:

Mr. Bhim Singh applied for a housing loan from Umeed Housing Finance and assured that the loan will be granted.

He was asked to deposit Rs. 2500, assured that the loan would be granted and the funds will be deposited within 15 days. However, the loan was not approved within the promised timeframe. Instead, he was called back and asked to deposit an additional Rs. 5900, along with submitting all the required documents. Despite fulfilling these additional requirements, the loan amount was not credited.

Resolution:

Due to the delay in approval of the loan, the citizen filed a complaint on CPGRAMS. Post successful investigation, on March 20, 2024, a call confirmed that the disbursement amount of Rs. 7,82,622 had been released via NEFT. He got the benefit of the loan in less than 30 days.

SUCCESS STORY 5

Grievance Number: PMOPG/E/2024/0064687

Complaint Name: Vinay Belhekar

Complaint Lodge Date: 25th March 2024

Complaint Closed Date: 24th April 2024

Total Time Taken for Resolution: 30 Days

Complaint Closed by: Department of Consumer Affairs

Grievance related to:

The citizen alleges that an interior design firm defrauded them by using counterfeit ISI

Marked materials instead of the contracted Wigwam brand BWP & MR grade materials. A BIS officer reportedly confirmed the materials were fake and sealed them, although BIS has not formally acknowledged this. The citizen paid Rs. 6,78,000 by bank transfer but did not receive a GST receipt.

Despite filing complaints, the firm has not refunded the money or admitted to using fake materials. The citizen claims the firm's director's political connections have hindered police action. A grievance was filed on CPGRAMS seeking a resolution, a refund, and action against the firm, with supporting documents attached.

Resolution:

Responding to the citizen's complaint on CPGRAMS and post successful investigation about the sale of fake ISI-marked plywood sheets without a BIS license, the BIS headquarters reported a successful enforcement raid. During the operation, 310 fake plywood sheets were seized. Additionally, legal action and prosecution were initiated against M/s Poonam Ply and Hardware for their fraudulent activities improving the experience for all visitors.

10. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Indian Delegation from Department of Administrative Reforms & Public Grievances (DARPG) participates in the 3rd Biennial Pan-Commonwealth Heads of Public Services/ Secretaries to Cabinet meeting in London

Theme of the Meeting: 'Institutionalization of SMART Government for Improving Service Delivery'

India's focus on effective redressal of public grievances through the 'CPGRAMS' portal using AI, ML, and data analytics receives commendation from Commonwealth Member Countries.

Posted On: 24 APR 2024 12:41PM by PIB Delhi

Patricia Scotland KC
@PScotlandCSG

Inspiring discussion with Sec to Govt of #India @evoruganti1486 on AI-driven citizen grievance system & 80% e-gov success.

We proposed a #Commonwealth heat map of SMART service uptake. Let's harness tech for inclusive progress @DARPG_Gov @HCI_London #ConnectivityAgenda



V.Srinivas IAS and The Commonwealth

5:08 PM · Apr 23, 2024 · 2,642 Views

PIB India
@PIB_India

India's Centralised Public Grievance Redress and Monitoring System (CPGRAMS) recognized as a best practice in Commonwealth Secretaries of Public Service/ Secretaries to Cabinet meeting outcome statement

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



Last edited 2:11 PM · Apr 25, 2024 · 9,098 Views

PIB in Maharashtra
@PIBMumbai

राष्ट्रकूल सार्वजनिक सेवा सचिवांच्या/ कॅबिनेट सचिवांच्या बैठकीत फलनिष्पत्ती निवेदनात भारताच्या केंद्रीय सार्वजनिक तक्रार निवारण आणि देखरेख प्रणाली (CPGRAMS)ची सर्वोत्कृष्ट पद्धत म्हणून प्रशंसा

pib.gov.in/PressReleasePa...

Translate post



DaPT and 5 others

10:23 AM · Apr 26, 2024 · 170 Views

PIB in Tamil Nadu
@pibchennai

இந்தியாவின் மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு சிறந்ததொரு நடமுறையாக காமன்வெல்த் பொது நிர்வாக செயலாளர்கள் கூட்டத்தில் அங்கீகரிக்கப்பட்டுள்ளது

pib.gov.in/PressReleasePa...

#CPGRAMS

Translate post



M/o Personnel and 7 others

1:56 PM · Apr 25, 2024 · 279 Views

QCI #qualitymatters @QualityCouncil

India's Public Grievance Redressal System received praise at the 3rd Biennial Pan-Commonwealth Meeting in London.

QCI is honoured to collaborate with @DARPG_Gov on #CPGRAMS, a best practice of SMART Government, contributing to its mission of enhancing public service delivery.

theprint.in/india/indias-p...

2:59 PM - Apr 24, 2024 - 496 Views

QCI #qualitymatters @QualityCouncil

QCI is proud to have been working with @DARPG_Gov on #CPGRAMS for the past 9 years in its strive for enhancing public service delivery and improving quality of life of citizens.

V.Srinivas IAS @vsvrangan1466 · Apr 23

Addressed the 3rd meeting of the Commonwealth Heads of Public Service/ Secretaries to Cabinet on India's Grievance Redressal System "CPGRAMS" - recognized as a state of the art initiative for effective grievance redressal by the Commonwealth Secretariat dt 23.4.24

PIB in Tamil Nadu @pibchennai

#CPGRAMS பொறுப்புணர்வை அதிகரிப்பதுடன் சேவை வழங்குவதை மேம்படுத்துகிறது

@PIBPersMin @AgniGov @icarindia @DARPG_Gov @MIB_India @PIB_India @ai/newsalerts @DDNewsLive

Translate post



3/3

7:50 PM - Apr 25, 2024 - 244 Views



PIB in Tamil Nadu @pibchennai

மத்திய / மாநில அரசுகளின் அனைத்து அமைச்சகங்கள் மற்றும் துறைகளுடன் இணைக்கப்பட்ட ஒரே இணையதளமாக, மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு (CPGRAMS) செயல்படுகிறது

#CPGRAMS

மையப்படுத்தப்பட்ட வாகுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு (CPGRAMS)

எளிதான மதிப்பீடு மற்றும் மாநில அளவில் சேவை வழங்கும் தொடர்பான துறைகளை பதிவு செய்வதற்கான 24 மணிநேர இணையதள சேவை

- சிறு மக்கள் மற்றும் மாநில அரசுகளின் அனைத்து அமைச்சகங்கள் மற்றும் துறைகளுடன் இணைக்கப்பட்ட ஒரே இணையதளமாக செயல்படுகிறது
- குறைகளைப் பதிவு செய்வதற்கான வழங்குவதும் தனித்துவமான பதிவு அமைப்பு உள்ளனர் மலர்மலர், மக்கள் தங்கள் குறைகள் தீர்க்கப்படுவதற்கான நிலையை ஆர்ப்புறுப்பதும்.

1/3

M/o Personnel and 7 others

3:46 PM - Apr 25, 2024 - 770 Views

PIB in Tamil Nadu @pibchennai

சுருத்துகளைத் தெரிவிக்கும் வழிமுறைகளும் மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பில் உள்ளது

#CPGRAMS

Translate post



- சிறு வெளியடைத்தன்மை மற்றும் வாகுமக்கள் உறுதி செய்கிறது.
- மையப்படுத்தப்பட்ட வாகுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பின் குறைதீர்ப்பு அதிகாரியின் முடிவில் திருந்தியதையாத மக்களுக்கு மேல்முறையீடு வசதியும் உள்ளது.
- சுருத்துகளைத் தெரிவிக்கும் வழிமுறைகளும் சிதில் உள்ளன.

2/3

M/o Personnel and 7 others

3:48 PM - Apr 25, 2024 - 278 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	22563	49411	71974	62342	9632
2	Ministry of Labour and Employment	4117	13885	18002	13481	4521
3	Department of Financial Services (Banking Division)	7112	12515	19627	11606	8021
4	Central Board of Direct Taxes (Income Tax)	12251	4943	17194	3060	14134
5	Ministry of Railways (Railway Board)	2920	4767	7687	5118	2569
6	Department of Agriculture and Farmers Welfare	6672	4643	11315	11024	291
7	Department of Posts	1183	4376	5559	4580	979
8	Ministry of Home Affairs	1452	3981	5433	4242	1191
9	Department of Telecommunications	679	3870	4549	3994	555
10	Department of Defence Finance	2776	3795	6571	2810	3761

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	22563	49411	71974	62342	9632
2	Ministry of Labour and Employment	4117	13885	18002	13481	4521
3	Department of Financial Services (Banking Division)	7112	12515	19627	11606	8021
4	Department of Agriculture and Farmers Welfare	6672	4643	11315	11024	291
5	Ministry of Housing and Urban Affairs	9421	2702	12123	6568	5555
6	Ministry of Railways (Railway Board)	2920	4767	7687	5118	2569
7	Department of Posts	1183	4376	5559	4580	979
8	Ministry of Home Affairs	1452	3981	5433	4242	1191
9	Ministry of Drinking Water and Sanitation	2738	1308	4046	4030	16
10	Department of Telecommunications	679	3870	4549	3994	555

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	424205	427205	417573	9632
2	Ministry of Labour and Employment	5095	56716	61811	57290	4521
3	Department of Financial Services (Banking Division)	8402	53075	61477	53456	8021

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
4	Department of Agriculture and Farmers Welfare	3531	40789	44320	44029	291
5	Ministry of Housing and Urban Affairs	1432	27877	29309	23754	5555
6	Central Board of Direct Taxes (Income Tax)	10800	23936	34736	20602	14134
7	Ministry of Railways (Railway Board)	3141	21277	24418	21849	2569
8	Department of Posts	1645	19426	21071	20092	979
9	Ministry of Home Affairs	1417	19271	20688	19497	1191
10	Department of Ex Servicemen Welfare	4034	17273	21307	17600	3707

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	424205	427205	417573	9632
2	Ministry of Labour and Employment	5095	56716	61811	57290	4521
3	Department of Financial Services (Banking Division)	8402	53075	61477	53456	8021
4	Department of Agriculture and Farmers Welfare	3531	40789	44320	44029	291
5	Ministry of Housing and Urban Affairs	1432	27877	29309	23754	5555
6	Ministry of Railways (Railway Board)	3141	21277	24418	21849	2569
7	Central Board of Direct Taxes (Income Tax)	10800	23936	34736	20602	14134
8	Department of Posts	1645	19426	21071	20092	979
9	Ministry of Home Affairs	1417	19271	20688	19497	1191
10	Department of Ex Servicemen Welfare	4034	17273	21307	17600	3707

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10800	23936	34736	20602	14134
2	Department of Rural Development	3000	424205	427205	417573	9632
3	Department of Financial Services (Banking Division)	8402	53075	61477	53456	8021
4	Ministry of Housing and Urban Affairs	1432	27877	29309	23754	5555
5	Ministry of Labour and Employment	5095	56716	61811	57290	4521
6	Department of Defence Finance	914	11541	12455	8694	3761
7	Department of Ex Servicemen Welfare	4034	17273	21307	17600	3707
8	Ministry of Railways (Railway Board)	3141	21277	24418	21849	2569
9	Department of Health & Family Welfare	2149	11550	13699	11209	2490
10	Department of School Education and Literacy	1663	5152	6815	4592	2223

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
11	Ministry of Petroleum and Natural Gas	1856	8596	10452	8551	1901
12	Ministry of Home Affairs	1417	19271	20688	19497	1191
13	Ministry of External Affairs	1503	5788	7291	6231	1060

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10800	23936	34736	20602	14134	9843
2	Ministry of Housing and Urban Affairs	1432	27877	29309	23754	5555	4623
3	Department of Rural Development	3000	424205	427205	417573	9632	3317
4	Department of Health & Family Welfare	2149	11550	13699	11209	2490	1509
5	Department of School Education and Literacy	1663	5152	6815	4592	2223	1454
6	Department of Defence Finance	914	11541	12455	8694	3761	1087
7	Department of Ex Servicemen Welfare	4034	17273	21307	17600	3707	936
8	Department of Financial Services (Banking Division)	8402	53075	61477	53456	8021	904
9	Ministry of Home Affairs	1417	19271	20688	19497	1191	803
10	Ministry of Railways (Railway Board)	3141	21277	24418	21849	2569	530

Annexure 2: Average Closing Time – January to April, 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	1238	65
2	Central Board of Direct Taxes (Income Tax)	20602	61
3	Department of Fertilizers	210	57
4	Department of School Education and Literacy	4592	48
5	Staff Selection Commission	1452	44
6	Ministry of Textiles	354	43
7	Department of Official Language	74	41
8	Department of Defence Production	645	37
9	Ministry of Culture	840	33
10	Department of Military Affairs	1592	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	NITI Aayog	1589	2
2	Ministry of Parliamentary Affairs	759	3
3	Ministry of Cooperation	1640	3
4	Department of Food and Public Distribution	3974	4
5	Ministry of Development of North Eastern Region	58	4
6	Department of Land Resources	1243	5
7	Department of Public Enterprises	206	5
8	Department of Telecommunications	17208	5
9	Department of Rural Development	417573	5
10	Ministry of Ayush	826	6

Annexure 3: Status of Action Taken Reports (ATR) – January to April, 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	416957	415868	736	353
2	Ministry of Labour and Employment	51196	45495	5359	342
3	Department of Financial Services (Banking Division)	47430	39499	5830	2101
4	Ministry of Railways (Railway Board)	21309	16490	3681	1138
5	Central Board of Direct Taxes (Income Tax)	18720	5938	12763	19
6	Department of Ex Servicemen Welfare	17043	13410	3625	8
7	Department of Defence Finance	16712	16110	56	546
8	Department of Posts	16410	15049	1270	91
9	Department of Telecommunications	15465	14817	407	241
10	Ministry of Petroleum and Natural Gas	9034	8990	15	29

Annexure 4: Status of Appeals – January to April, 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	1419	4313	329	3984
2	Department of Financial Services (Banking Division)	1535	13089	14624	12291	2333
3	Central Board of Direct Taxes (Income Tax)	2202	2968	5170	3258	1912
4	Department of Social Justice and Empowerment	1524	289	1813	0	1813
5	Department of Rural Development	734	1437	2171	750	1421

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
6	Department of Ex Servicemen Welfare	419	3188	3607	2204	1403
7	Ministry of Railways (Railway Board)	790	5676	6466	5512	954
8	Department of Health & Family Welfare	591	1206	1797	1025	772
9	Ministry of Labour and Employment	781	13629	14410	13673	737
10	Ministry of Home Affairs	924	1390	2314	1684	630

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	148	1
2	NITI Aayog	17	1
3	Ministry of Cooperation	378	2
4	Department of Youth Affairs	32	3
5	Department of Empowerment of Persons with Disabilities	265	3
6	Ministry of Parliamentary Affairs	11	3
7	Ministry of Labour and Employment	13673	4
8	Department of Telecommunications	4748	4
9	Department of School Education and Literacy	725	6
10	Central Board of Indirect Taxes and Customs	2596	7

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	1382	1268	507	39.98%
2	Central Board of Indirect Taxes and Customs	6996	6910	2483	35.93%
3	Ministry of Earth Sciences	137	120	41	34.17%
4	Department of Scientific & Industrial Research	444	408	130	31.86%
5	Department of Financial Services (Insurance Division)	8694	8050	2320	28.82%
6	Ministry of Steel	525	451	129	28.60%
7	Ministry of Civil Aviation	2715	2479	704	28.40%
8	Department of Telecommunications	17763	17208	4656	27.06%
9	Department of Defence Finance	12455	8694	2289	26.33%
10	Ministry of Railways (Railway Board)	24418	21849	5676	25.98%

Annexure 5: Indicator-based Root Cause Analysis – April, 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	86.09	11.68	38.60	9.00	0.03	0.58	92.39	55.00	0.01	5.57	2.13
2	Ministry of Labour and Employment	72.82	80.77	100.00	9.00	0.13	24.22	50.81	88.46	26.42	17.36	70.88
3	Department of Financial Services (Banking Division)	49.86	49.59	52.58	19.00	0.00	26.07	46.14	67.79	12.35	11.86	55.55
4	Central Board of Direct Taxes (Income Tax)	7.12	17.81	63.64	66.00	0.10	14.05	56.58	55.56	15.17	1.26	91.57
5	Ministry of Railways (Railway Board)	54.29	55.87	66.97	20.00	0.00	25.34	40.35	61.54	6.04	2.45	46.94
6	Department of Agriculture and Farmers Welfare	96.69	60.66	50.00	10.00	0.00	0.13	43.59	100.00	0.19	48.87	45.26
7	Department of Posts	79.38	76.41	87.76	10.00	0.00	18.45	58.74	100.00	0.53	4.83	81.35
8	Ministry of Home Affairs	69.35	21.15	60.34	12.00	0.00	7.07	36.63	88.20	2.71	7.03	51.59
9	Department of Telecommunications	87.67	94.90	81.82	6.00	0.00	25.44	50.80	78.95	7.91	5.56	67.10
10	Department of Defence Finance	33.02	49.21	33.33	23.00	0.60	16.37	57.13	100.00	2.03	5.66	29.36
11	Department of Ex Servicemen Welfare	35.36	0.00	100.00	29.00	0.24	17.82	47.19	0.00	3.72	2.82	15.28
12	Ministry of Housing and Urban Affairs	25.18	45.67	45.24	28.00	0.15	5.89	30.10	46.38	0.26	2.07	28.78
13	Department of Health & Family Welfare	39.63	27.63	48.68	29.00	0.50	9.45	47.96	62.35	19.46	4.15	32.17
14	Ministry of Road Transport and Highways	61.06	63.43	76.92	20.00	0.00	17.51	35.05	57.45	0.11	4.49	64.55

#	M/D	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
15	Department of Financial Services (Insurance Division)	66.07	75.28	66.67	10.00	0.00	32.86	32.36	69.05	11.02	6.01	64.21
16	Ministry of Petroleum and Natural Gas	33.29	48.03	65.79	30.00	0.19	15.41	57.80	48.28	6.02	3.17	46.44
17	Unique Identification Authority of India	60.45	49.78	88.89	19.00	0.00	21.45	54.58	91.67	0.30	62.00	85.19
18	Central Board of Indirect Taxes and Customs	94.37	84.39	88.89	4.00	0.00	10.25	47.78	81.82	3.06	3.22	97.99
19	Ministry of Corporate Affairs	68.36	0.00	68.75	12.00	0.00	22.97	27.89	78.79	13.53	14.62	64.52
20	Department of School Education and Literacy	22.56	69.03	40.00	70.00	1.59	17.84	35.82	42.86	21.90	7.13	50.79
21	Ministry of External Affairs	39.00	65.80	25.00	43.00	0.00	15.92	55.63	91.35	12.98	2.77	15.77
22	Department of Consumer Affairs	46.90	66.40	75.00	19.00	0.00	21.15	43.73	56.25	6.29	30.67	46.51
23	Ministry of Drinking Water and Sanitation	99.51	0.00		9.00	0.00	0.00	0.00	100.00	0.15	13.48	3.09
24	Department of Personnel and Training	64.52	22.69	36.36	11.00	0.00	11.27	50.00	56.25	0.47	10.55	46.67
25	Department of Higher Education	41.77	26.09	35.48	28.00	0.00	20.03	41.43	49.15	29.03	2.62	39.91
26	Department of Defence	58.30		56.76	16.00	0.00	0.00	36.96	65.38	27.97	1.20	28.00
27	Department of Justice	64.11	82.73	62.50	11.00	12.50	4.89	22.39	87.93	34.98	106.50	50.00
28	Ministry of Electronics & Information Technology	58.68	70.67	100.00	14.00	0.00	17.62	50.00	64.00	3.54	3.51	23.67
29	Department of Food and Public Distribution	82.24	68.30	95.15	6.00	0.00	22.22	49.61	100.00	20.78	9.55	51.61
30	Department of Revenue	87.42	88.89	77.78	12.00	0.00	2.93	59.26	100.00	0.74	15.00	91.67
31	Department of Social Justice and Empowerment	67.87	0.00	54.55	11.00	0.00	11.25	32.20	85.71	1.19	5.65	48.31
32	Ministry of Panchayati Raj	83.66	28.28	100.00	13.00	0.00	23.42	40.93	100.00	0.20	35.86	42.86
33	Department of Commerce	65.10	46.72	75.00	14.00	0.00	5.88	42.86	40.00	23.90	4.93	20.79
34	Ministry of Women and Child Development	58.40	66.19	100.00	36.00	5.26	25.11	32.29	80.00	7.13	12.18	65.79
35	Ministry of Civil Aviation	56.70	67.83	75.00	17.00	0.00	26.08	36.15	25.00	0.66	1.38	26.81
36	Ministry of Environment, Forest and Climate Change	60.18	50.78	100.00	17.00	0.00	13.89	38.46	69.23	15.50	3.55	39.53
37	Ministry of Power	50.93	43.91	50.00	19.00	0.00	7.45	38.46	28.57	1.34	0.88	11.76

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38	Department for Promotion of Industry and Internal Trade	31.31	24.04		25.00	0.00	7.50	32.00	16.67	8.57	4.86	23.61
39	Department of Military Affairs	32.93	9.39	56.52	29.00	0.00	21.77	28.36	43.48	17.72	0.31	19.82
40	Ministry of Information and Broadcasting	37.46	66.40	16.67	30.00	0.00	22.68	31.68	85.71	2.69	2.58	44.35
41	Ministry of Cooperation	90.86	92.50	90.91	4.00	0.00	23.00	23.08	100.00	16.90	13.81	42.86
42	Ministry of Coal	64.91		100.00	14.00	0.00	0.00	28.05	100.00	0.00	0.49	14.55
43	Department of Land Resources	96.64	100.00		3.00	0.00	7.91	29.03	100.00	0.00	26.27	36.36
44	Staff Selection Commission	14.99	29.31	11.11	30.00	0.00	13.33	56.36		66.28	10.32	48.00
45	Ministry of Skill Development and Entrepreneurship	39.80	18.18	75.00	23.00	0.00	18.84	36.54		0.00	3.50	32.86
46	Ministry of Micro Small and Medium Enterprises	49.10	34.02	57.14	14.00	0.00	26.03	27.78	20.00	0.83	1.85	19.23
47	Department of Economic Affairs ACC Division	10.02	30.00	13.79	55.00	3.39	3.76	71.43	13.64	18.55	3.75	18.64
48	Department of Financial Services (Pension Reforms)	88.66	0.00	100.00	8.00	0.00	8.33	55.56	100.00	46.08	72.33	66.67
49	Department of Legal Affairs	76.80		100.00	13.00	0.00	0.00	50.00	100.00	0.51	12.19	12.50
50	Department of Empowerment of Persons with Disabilities	75.17	85.51	100.00	12.00	0.00	25.94	33.33	100.00	4.10	6.96	67.86
51	Ministry of Tourism	51.90	57.26	71.43	17.00	0.00	15.20	33.33	66.67	8.72	2.32	28.38
52	Ministry of Water Resources, River Development & Ganga Rejuvenation	54.49	52.94	77.78	25.00	0.00	10.18	35.48	80.00	23.26	1.14	36.42
53	Ministry of Ayush	73.60	87.50	100.00	7.00	0.00	25.52	42.55	85.71	1.84	3.54	52.17
54	NITI Aayog	86.38	100.00	100.00	4.00	0.00	1.59	75.00	100.00	0.62	2.40	10.45
55	Ministry of Culture	21.36	0.18	25.00	41.00	0.00	19.89	40.48	75.00	0.00	1.02	33.76
56	Department of Defence Production	26.60	2.86	61.54	54.00	0.00	17.24	38.24	58.62	14.97	0.64	26.52
57	Ministry of Minority Affairs	39.56	39.29		28.00	0.00	17.45	50.88	45.45	1.50	2.46	48.15
58	Department of Youth Affairs	66.67	39.13	33.33	26.00	0.00	8.09	28.57		0.77	6.84	57.89

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59	O/o the Comptroller & Auditor General of India	33.43	53.13	40.00	40.00	0.00	13.22	57.14	50.00	0.00	0.95	55.73
60	Ministry of New and Renewable Energy	80.10	36.92	100.00	16.00	0.00	29.89	31.88		0.00	3.81	18.75
61	Department of Animal Husbandry, Dairying	24.09	16.22	0.00	34.00	0.00	7.41	40.00	23.33	19.33	5.67	4.76
62	Department of Pharmaceuticals	58.62	87.50	100.00	10.00	0.00	14.77	30.00	50.00	11.11	4.32	52.00
63	Department of Expenditure	61.88	40.54		15.00	0.00	11.29	66.67		14.43	2.06	34.04
64	Ministry of Tribal Affairs	38.67	22.64		32.00	0.00	7.37	66.67	50.00	0.00	1.07	17.86
65	Department of Agriculture Research and Education	26.78	78.95	100.00	28.00	0.00	12.61	68.75	0.00	2.27	0.35	13.04
66	Ministry of Mines	47.95		57.14	20.00	0.00	0.00	11.54	100.00	3.80	1.88	35.71
67	Ministry of Steel	35.63	32.88	100.00	26.00	0.00	23.26	16.67	100.00	3.80	0.90	32.95
68	Ministry of Shipping	38.60		33.33	37.00	0.00	0.00	26.09	20.00	23.08	0.75	30.77
69	Department of Science and Technology	43.26	68.09	87.50	27.00	0.00	20.69	47.37	100.00	2.78	0.66	38.53
70	Ministry of Parliamentary Affairs	98.77	44.44		2.00	12.50	7.50	66.67	100.00	0.00	4.31	25.00
71	Department of Scientific & Industrial Research	63.72	1.21	86.67	15.00	0.00	32.47	25.00	0.00	0.00	0.65	28.85
72	Legislative Department	63.54	0.00		16.00	0.00	8.82	36.36	0.00	4.41	1.94	28.57
73	Department of Atomic Energy	25.24	44.07	25.00	37.00	0.00	18.75	33.33	0.00	1.49	0.97	62.32
74	Department of Heavy Industry	23.94	0.00	25.00	23.00	0.00	22.00	29.41	20.00	20.34	0.98	36.67
75	Department of Sports	44.12	47.37		38.00	0.00	23.86	16.67	0.00	1.69	1.23	39.58
76	Department of Investment & Public Asset Management	84.48	0.00	0.00	16.00	0.00	3.70		100.00	76.60	5.88	62.50
77	Department of Health Research	30.71	28.95	40.00	50.00	0.00	23.26	28.57	62.50	11.11	0.35	11.63
78	Department of Defence Research and Development	52.63	10.53	50.00	24.00	0.00	14.10	36.84		9.52	0.43	7.22
79	Department of Public Enterprises	84.62	0.00	100.00	5.00	0.00	0.00	25.00	100.00	2.50	3.64	36.36
80	Ministry of Textiles	32.22	8.48	100.00	56.00	0.00	18.64	60.00	33.33	0.00	0.63	33.87
81	Department of Chemicals and Petrochemicals	60.00	0.00		6.00	0.00	13.79	25.00		2.70	3.36	45.45

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82	Ministry of Food Processing Industries	75.00	0.00	0.00	12.00	0.00	9.09	20.00	100.00	50.00	1.20	30.00
83	Department of Space	40.23	28.00	0.00	29.00	0.00	20.75	14.29	60.00	13.89	1.80	60.00
84	Department of Fisheries	46.03	27.27		17.00	0.00	14.71	25.00		19.35	2.58	25.00
85	Ministry of Statistics and Programme Implementation	63.04	60.00		19.00	0.00	39.39	16.67	0.00	30.00	0.38	23.75
86	Ministry of Earth Sciences	44.19	50.00	0.00	23.00	0.00	19.23	0.00		16.67	1.03	13.79
87	Department of Fertilizers	17.21	0.00	100.00	33.00	0.00	17.86	33.33	0.00	28.57	0.58	38.89
88	Ministry of Development of North Eastern Region	57.14	100.00		5.00	0.00	0.00			0.00	1.38	15.38
89	Department of Official Language	24.24	16.67		64.00	0.00	33.33	0.00		12.50	1.33	33.33
90	Department of Bio Technology	16.67	0.00	0.00	30.00	0.00	20.00	50.00		16.67	0.08	10.81

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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