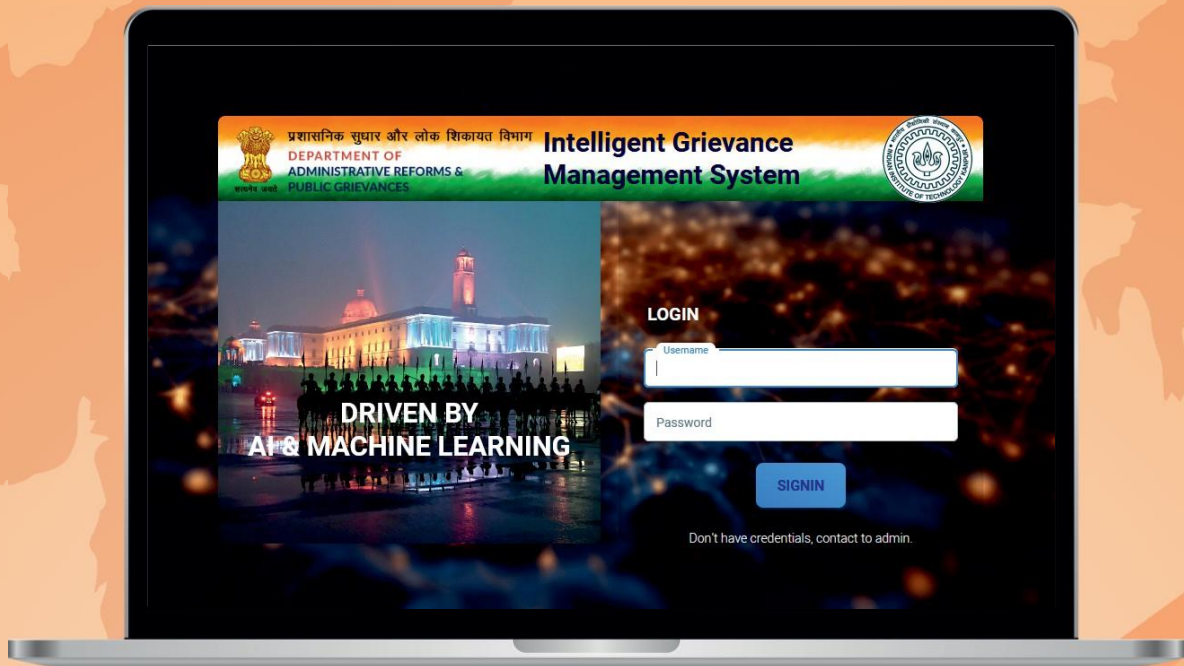




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

सत्यमेव जयते



CPGRAMS

Monthly Report – Central Ministries/Departments

June 2024

[Report Number 26]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

General

Directions of Hon'ble PM in meeting with Secretaries dated 4th July, 2024:

“Each Ministry/Department to effect qualitative improvements in their Grievance Redressal systems to make them more sensitive, accessible and meaningful.”

- In June 2024, for the **24th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency has increased** in the Central Secretariat to **87323 grievances**, out of which 73% 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 June, 2024 is **14 Days**
- In June, 2024, the Feedback Call Centre collected **63457 feedbacks**. Out of the total feedbacks collected, **~46%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **36905 feedbacks (58%)** were collected for Central Ministries/Departments by the Feedback Call Centre, **~52%** citizens expressed satisfaction with the resolution provided

PG Cases

- In June 2024, **139387 PG cases were received** on the CPGRAMS portal, **134386 PG cases were redressed** and there exists a **pendency of 87323 PG cases**, as of 30th June, 2024.
- A total number of registrations of grievances through **Common Service Centres** has **increased** from 6011 grievances in May, 2024 to **17844 grievances** in June, 2024
- 47% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [40638 grievances], Ministry of Labour and Employment [13361 grievances], and Department of Financial Services (Banking Division) [12024 grievances] have received the maximum number of grievances in June, 2024

PG Appeals

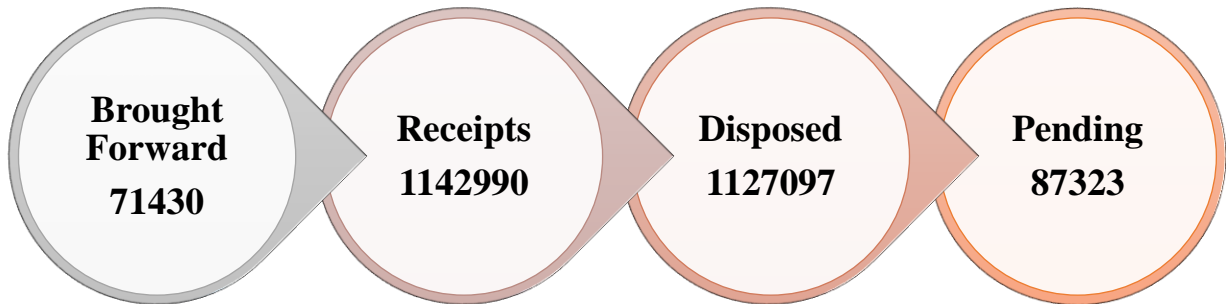
- In June, 2024, **15206 appeals were received** and **14686 appeals were disposed**
- The Central Secretariat has a pendency of **23712 PG Appeals** at the end of June, 2024

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

- **Central Board of Indirect Taxes and Customs, Department of Revenue and Department of Posts** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for June, 2024
- **NITI Aayog, Department of Land Resources and Department of Investment & Public Asset Management** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for June, 2024

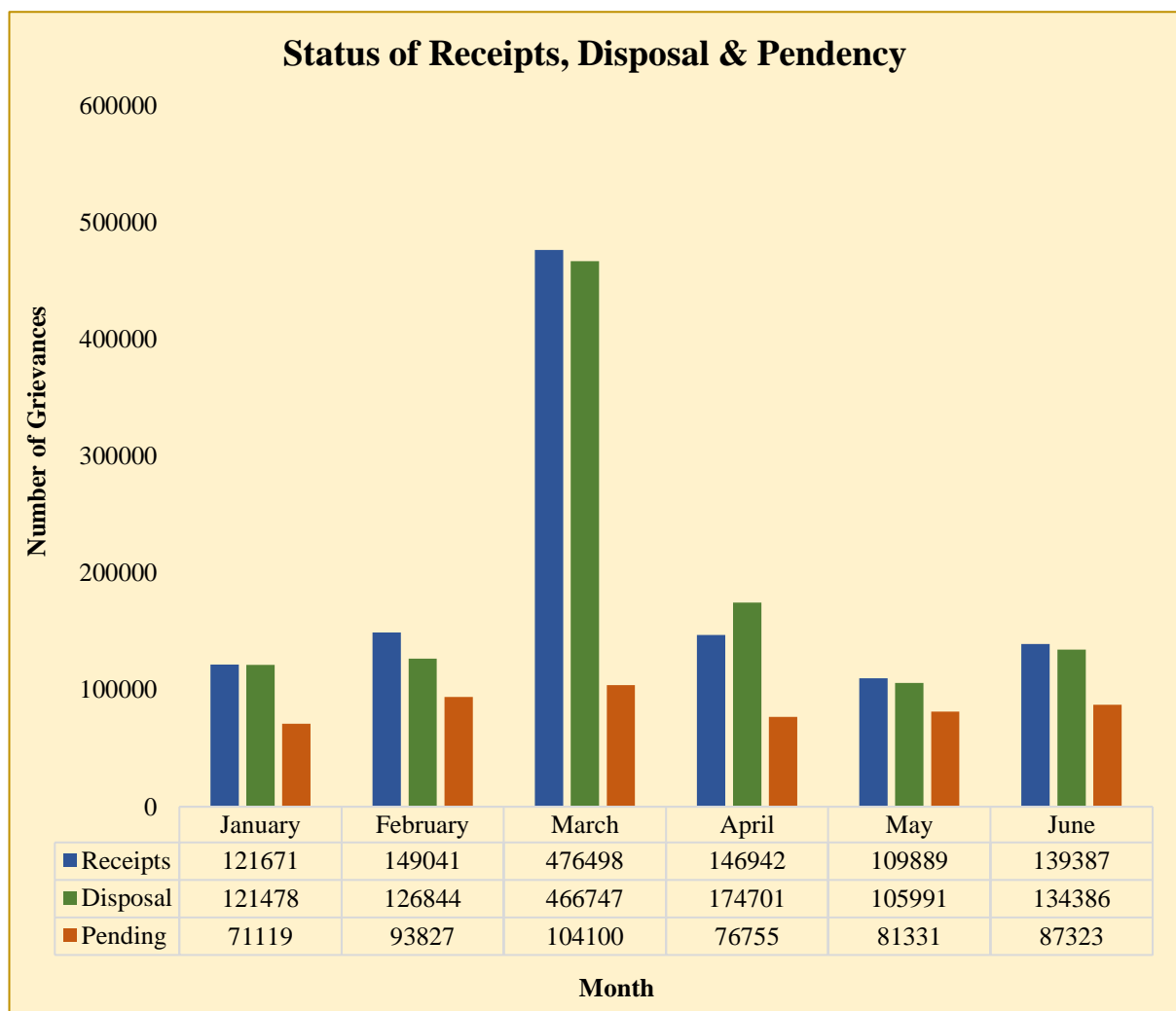
2. Review of Status of Grievances

2.1. Overview



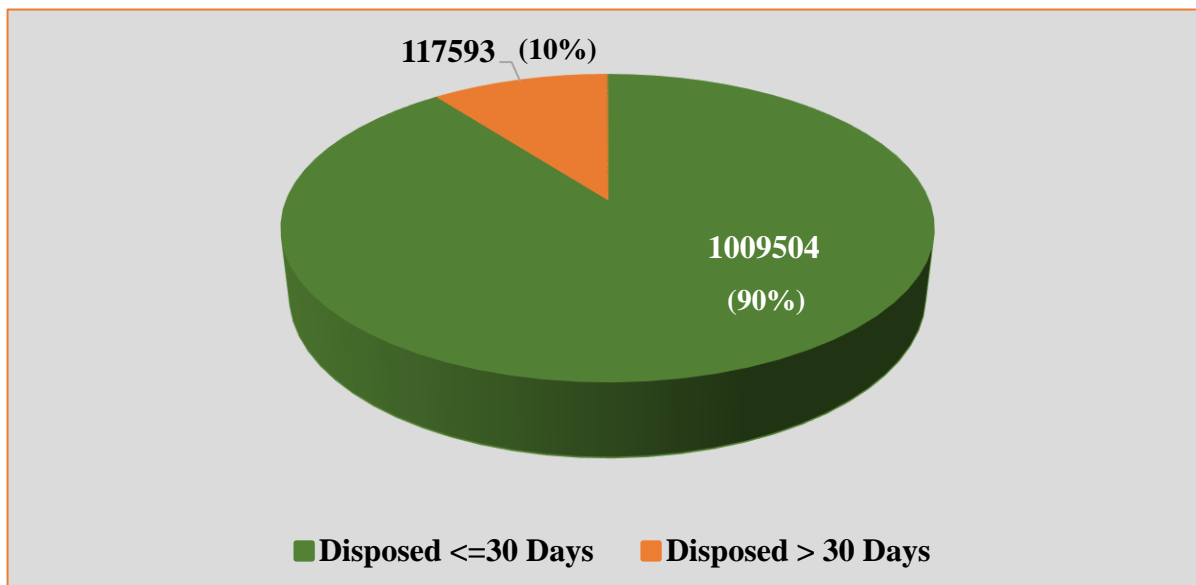
(Time Period: 01/01/2024 to 30/06/2024)

2.2. Month-wise Status of Grievances



3. Status of Disposal and Pendency

3.1. Disposal

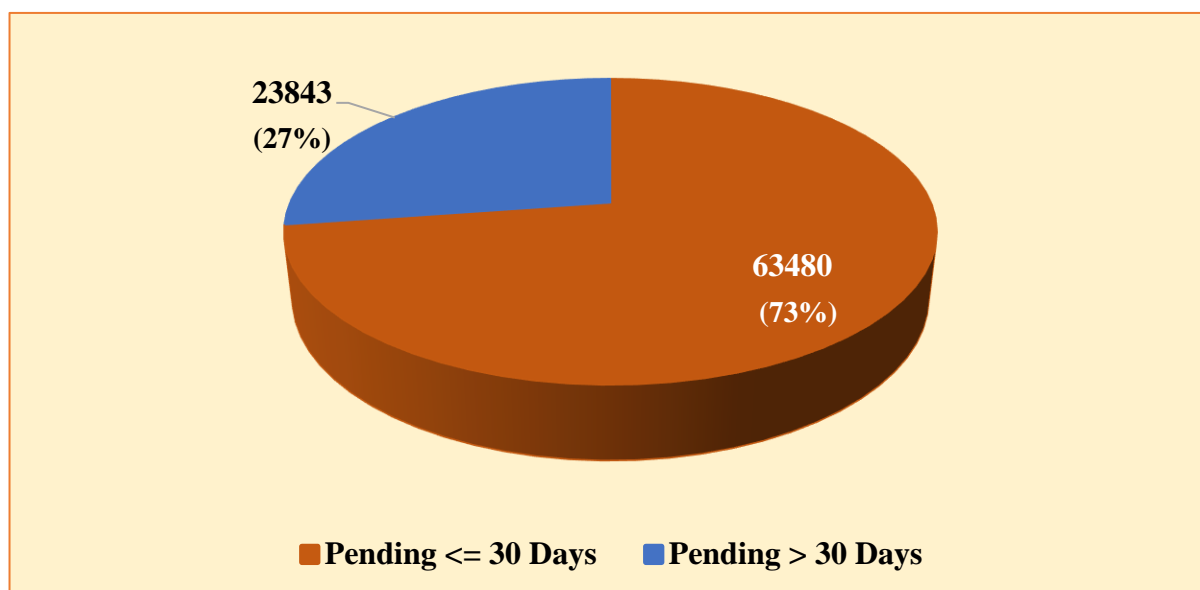


Performance of Central Ministries/Departments in terms of % grievances disposed within 30 days:

<u>Name of Ministry/Department</u>	<u>% Disposed for <=30</u>
Department of Telecommunications	99.84%
Department of Agriculture and Farmers Welfare	98.98%
Central Board of Indirect Taxes and Customs	97.42%
Department of Food and Public Distribution	97.26%
Ministry of Labour and Employment	97.17%
Department of Higher Education	71.36%
Department of Ex Servicemen Welfare	70.42%
Ministry of Housing and Urban Affairs	67.72%
Department of School Education and Literacy	59.61%
Central Board of Direct Taxes (Income Tax)	44.55%

**Note: % Disposal is taken for Ministry/Department with more than 5000 grievances disposed*

3.2. Pendency



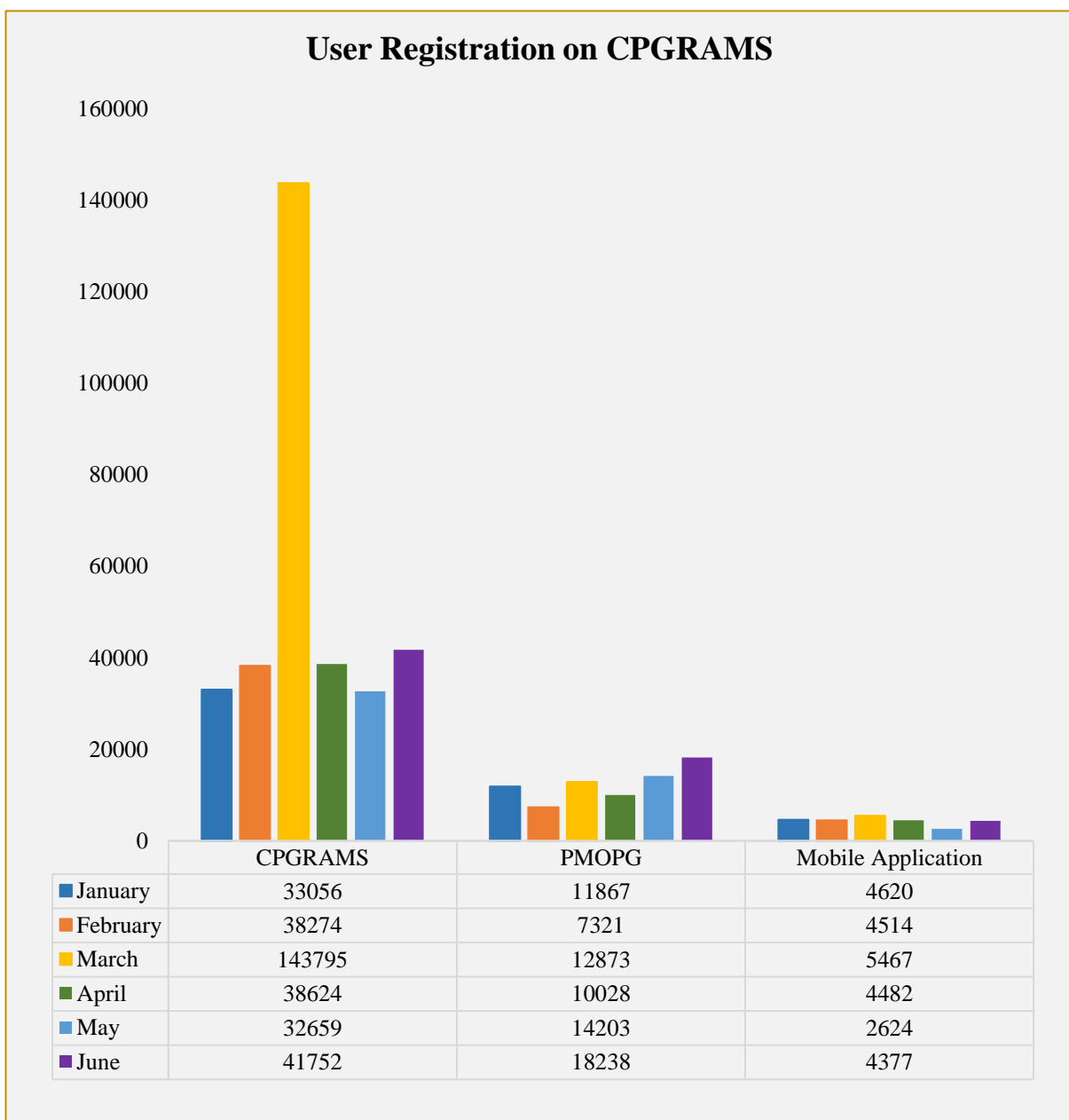
Performance of Central Ministries/Departments in terms of % grievances pending for more than 30 days:

<u>Name of Ministry/Department</u>	<u>% Pending for >30 Days</u>
Central Board of Direct Taxes (Income Tax)	70.57%
Department of Economic Affairs ACC Division	67.99%
Ministry of Home Affairs	56.79%
Department of Health & Family Welfare	56.09%
Ministry of External Affairs	47.68%
Department of Financial Services (Insurance Division)	6.42%
Department of Posts	5.72%
Department of Rural Development	5.70%
Department of Agriculture and Farmers Welfare	1.59%
Department of Telecommunications	1.04%

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

- **User Registration on CPGRAMS in the last 6 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49543
2	February	50109
3	March	162135
4	April	53134
5	May	49486
6	June	64367
TOTAL		428774



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

S. No.	Name of Ministry/Department/State/UT	Jun-24
1	Department of Rural Development	20730
2	Ministry of Labour and Employment	3240
3	Department of Agriculture and Farmers Welfare	2538
4	Department of Financial Services (Banking Division)	2105
5	Central Board of Direct Taxes (Income Tax)	1306
6	Ministry of Home Affairs	964
7	Department of Health & Family Welfare	841
8	Department of Telecommunications	839
9	Department of Posts	807
10	Ministry of Housing and Urban Affairs	782

51% - Department of Rural Development

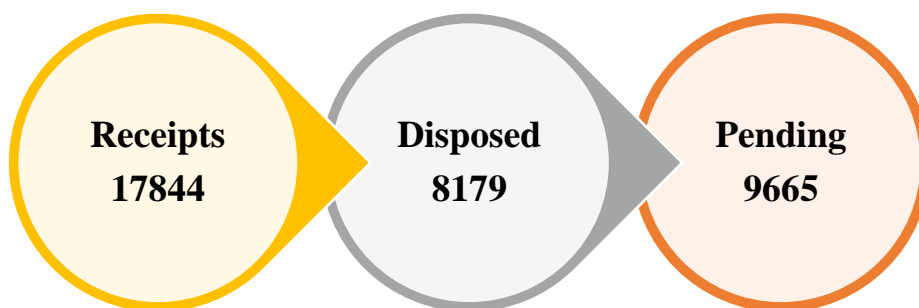
24% - Ministry of Labour and Employment

31% - Department of Agriculture and Farmer's Welfare

} % of grievances registered in respective Ministries / Departments (by new users) to the total grievances registered for the respective Ministries/Departments

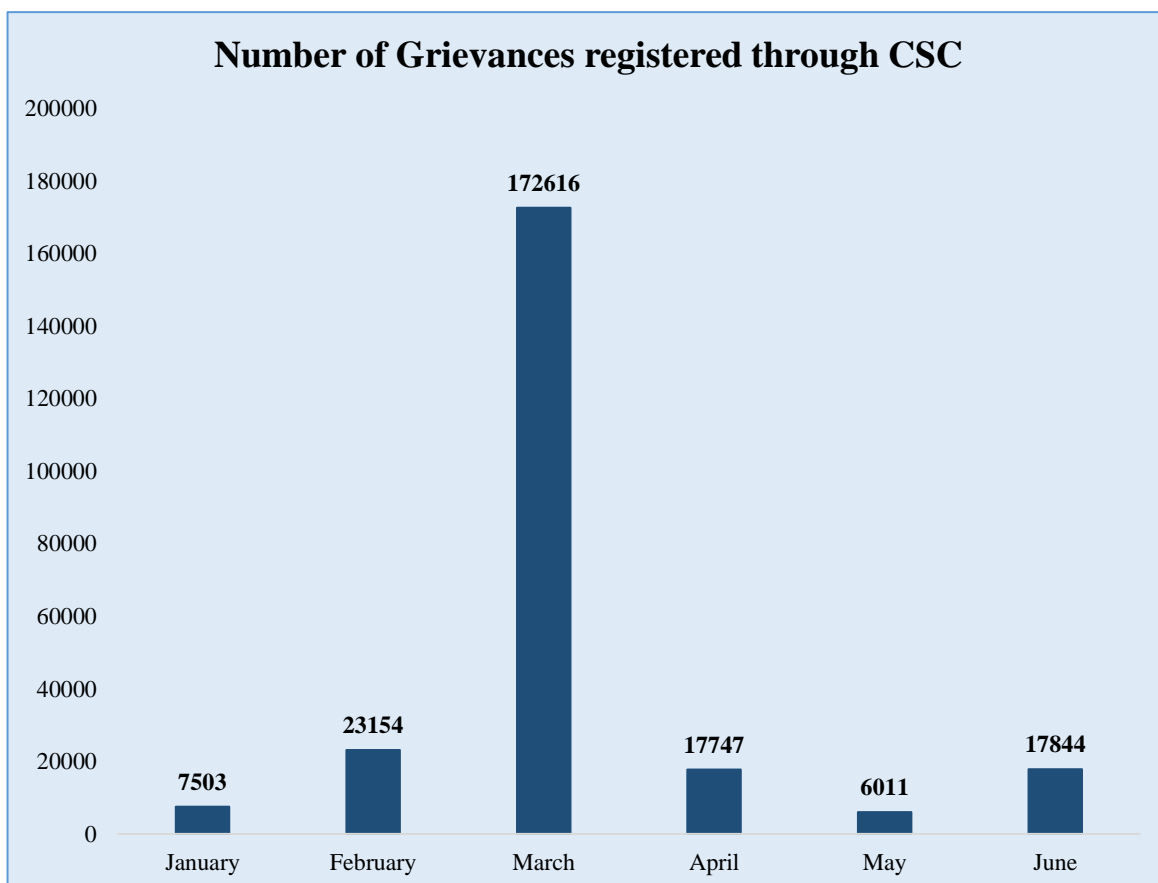
5. Outreach through Common Service Centres

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: 01/06/2024 to 30/06/2024)

- A total of **17844 grievances** have been registered through the Common Service Centres in the month of June, 2024



- **Categories from which the maximum grievances were registered via CSCs:**

1.	Pradhan Mantri Awaas Yojana - Gramin (Rural)	11456
2.	PMKISAN related issues	3383
3.	Housing and Urban Development Corporation (HUDCO)	107
4.	Mobile Related	84
5.	PF Withdrawal	77

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

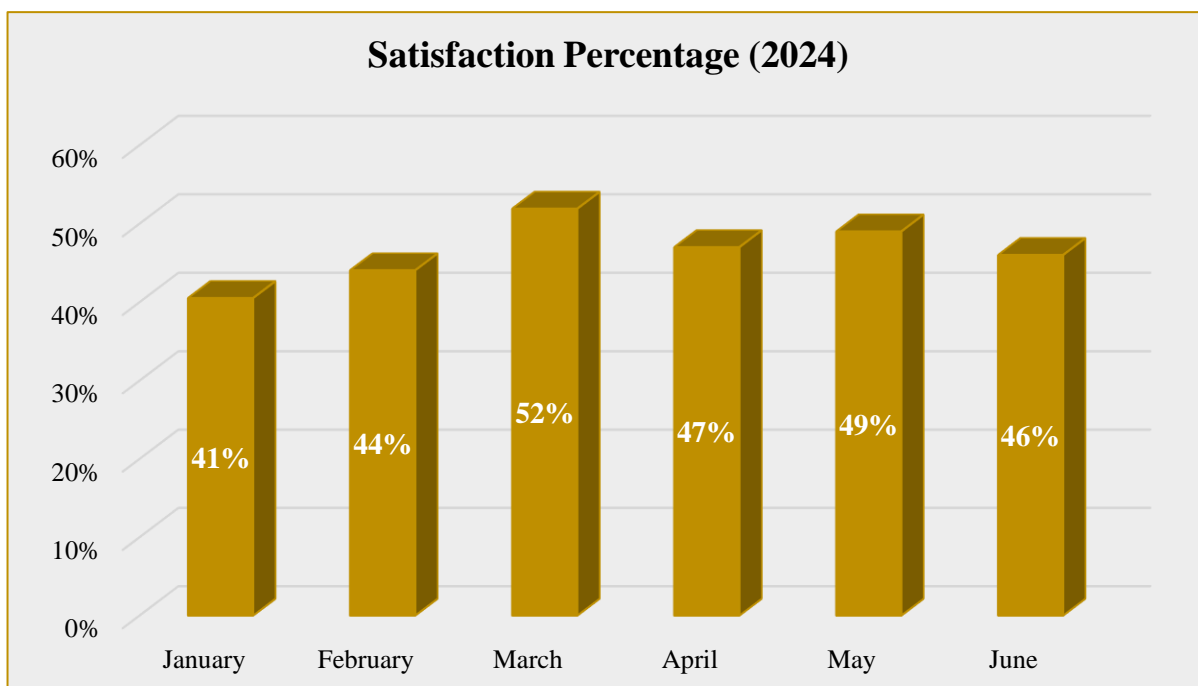
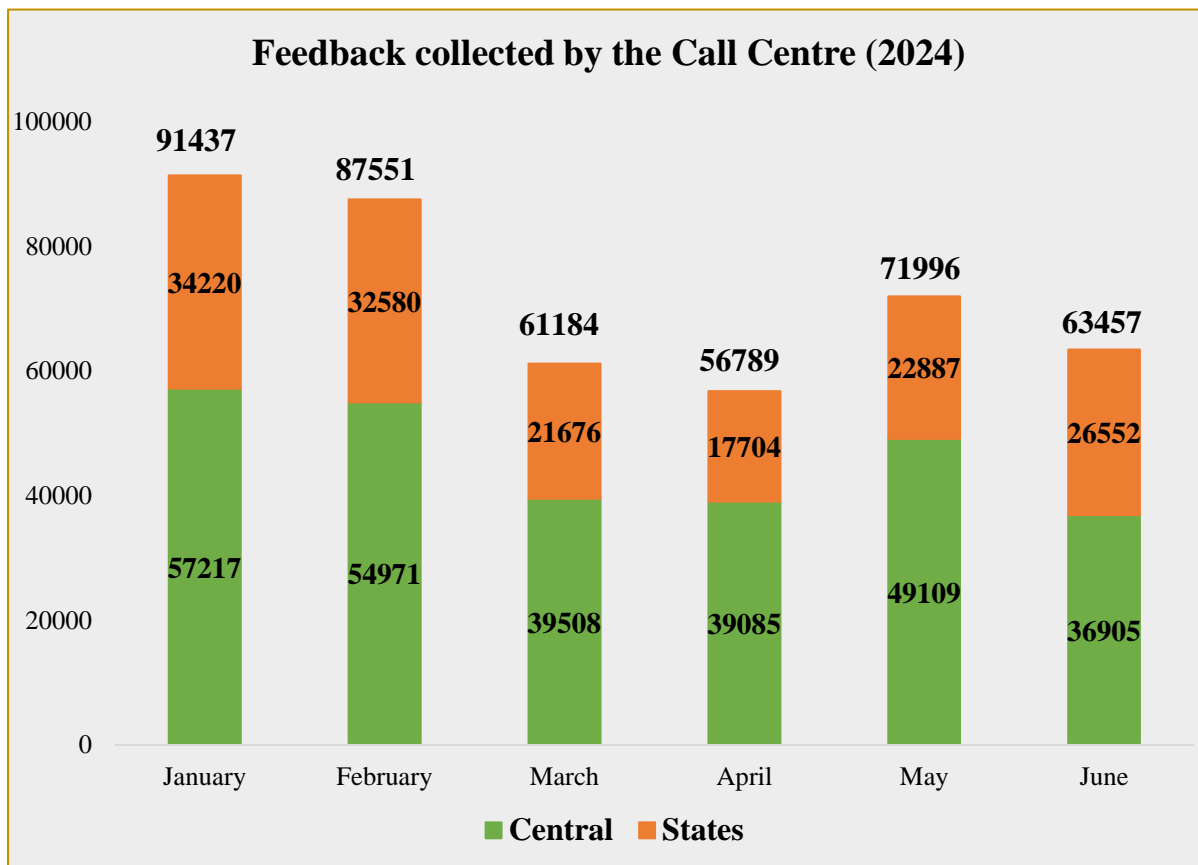
S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Rural Development	11476	6196	5280
2	Department of Agriculture and Farmers Welfare	3433	702	2731
3	Government of Uttar Pradesh	368	137	231
4	Department of Financial Services (Banking Division)	310	122	188
5	Ministry of Labour and Employment	244	187	57
6	Ministry of Housing and Urban Affairs	176	46	130
7	Department of Telecommunications	171	162	9
8	Central Board of Direct Taxes (Income Tax)	146	118	28
9	Government of Andhra Pradesh	144	3	141
10	Unique Identification Authority of India	138	83	55

- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts
1	Department of Rural Development	11476	Pradhan Mantri Awaas Yojana - Gramin (Rural)	11456
			MGNREGA Related	10
2	Department of Agriculture and Farmers Welfare	3433	PMKISAN related issues	3383
			Plant Protection Matters	23
3	Department of Financial Services (Banking Division)	310	Fraud	40
			Misbehaviour/Harassment/Corruption by Bank Staff	29
4	Ministry of Labour and Employment	244	PF Withdrawal	77
			Others (EPFO)	53
5	Ministry of Housing and Urban Affairs	176	HUDCO (Housing and Urban Development Corporation)	107
			Schemes, Programs & Other Divisions under MoHUA	55
6	Department of Telecommunications	171	Mobile Related	84
			Broadband Related	30
7	Central Board of Direct Taxes (Income Tax)	146	PAN Issues	37
			Direct Taxes	3
8	Unique Identification Authority of India	138	Non Updation of AADHAAR	36
			Non-Enrolment and Non-Generation of Aadhar	30
9	Department of Health & Family Welfare	78	Health Schemes	44
			Hospitals	11
10	Department of Posts	69	Delay/ Non - Delivery/Abstraction of Postal Articles	31
			Financial Scheme Related	20

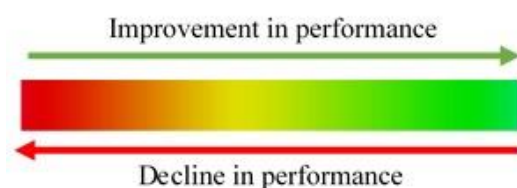
6. Feedback Call Centre

- From 1st January to 30th June, 2024, the Feedback Call Centre has collected **432414** feedbacks, directly from the citizens



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

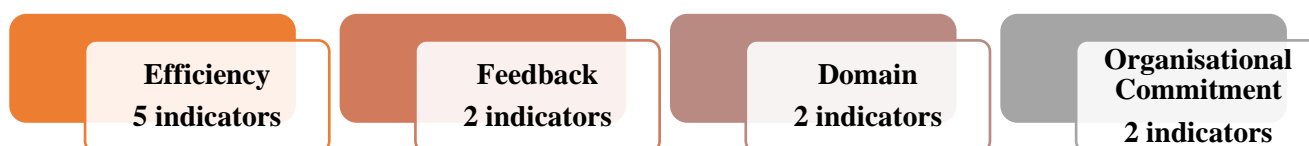
S. No.	Name of Ministry/Department	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
1	Ministry of Labour and Employment	49%	52%	55%	49%	53%	52%
2	Department of Financial Services (Banking Division)	42%	45%	47%	45%	48%	48%
3	Department of Rural Development	71%	74%	92%	92%	84%	82%
4	Ministry of Railways (Railway Board)	34%	40%	41%	38%	38%	40%
5	Department of Ex Servicemen Welfare	51%	51%	53%	48%	54%	52%
6	Central Board of Direct Taxes (Income Tax)	54%	57%	58%	57%	57%	63%
7	Department of Defence Finance	53%	55%	59%	58%	61%	66%
8	Department of Posts	52%	53%	56%	57%	55%	56%
9	Department of Telecommunications	37%	45%	52%	50%	49%	51%
10	Ministry of Home Affairs	38%	39%	42%	33%	36%	37%
11	Ministry of Petroleum and Natural Gas	60%	65%	61%	56%	60%	57%
12	Department of Financial Services (Insurance Division)	34%	33%	38%	33%	41%	42%
13	Unique Identification Authority of India	52%	55%	62%	53%	57%	57%
14	Ministry of External Affairs	55%	55%	56%	56%	53%	53%
15	Department of Health & Family Welfare	43%	49%	45%	47%	46%	49%
16	Ministry of Road Transport and Highways	33%	33%	34%	32%	35%	31%
17	Ministry of Housing and Urban Affairs	29%	32%	37%	28%	39%	34%
18	Department of Consumer Affairs	37%	38%	42%	41%	42%	46%
19	Department of Higher Education	32%	41%	42%	41%	41%	38%
20	Department of School Education and Literacy	34%	37%	42%	35%	40%	39%



7. Grievance Redressal Assessment and Index – June, 2024

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from June, 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:



The data used in preparing the GRAI has been taken from **1st June, 2024 to 30th June, 2024**.

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
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

7.1. Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Total Grievances	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Central Board of Indirect Taxes and Customs	1006	90	916	907	99	0.832	1
2	Department of Revenue	687	69	618	552	135	0.799	2
3	Department of Posts	4452	926	3526	3473	979	0.786	3
4	Ministry of Drinking Water and Sanitation	922	23	899	830	92	0.777	4
5	Department of Telecommunications	4548	619	3929	3973	575	0.768	5
6	Ministry of Home Affairs	5448	1213	4235	4314	1134	0.726	6
7	Department of Food and Public Distribution	808	90	718	635	173	0.716	7
8	Ministry of Panchayati Raj	784	63	721	703	81	0.715	8
9	Unique Identification Authority of India	2114	622	1492	1337	777	0.707	9
10	Ministry of Labour and Employment	18002	4641	13361	13107	4895	0.704	10
11	Ministry of Road Transport and Highways	2518	670	1848	1714	804	0.689	11
12	Ministry of Environment, Forest and Climate Change	734	193	541	511	223	0.687	12
13	Department of Personnel and Training	1922	659	1263	1404	518	0.682	13
14	Ministry of Electronics & Information Technology	959	263	696	653	306	0.678	14
15	Department of Agriculture and Farmers Welfare	8520	275	8245	5438	3082	0.67	15
16	Department of Social Justice and Empowerment	684	150	534	525	159	0.665	16
17	Department of Defence	1717	599	1118	1132	585	0.661	17

S. No.	Ministry / Department	Total Grievances	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
18	Department of Rural Development	59336	18698	40638	36625	22711	0.658	18
19	Department of Financial Services (Insurance Division)	2474	642	1832	1820	654	0.657	19
20	Ministry of Petroleum and Natural Gas	3422	1784	1638	2048	1374	0.654	20
21	Department of Justice	1569	716	853	1327	242	0.65	21
22	Ministry of Women and Child Development	735	160	575	523	212	0.647	22
23	Ministry of Railways (Railway Board)	7021	2153	4868	4680	2341	0.631	23
24	Department of Defence Finance	6199	3238	2961	2853	3346	0.62	24
25	Department of Financial Services (Banking Division)	20076	8052	12024	12197	7879	0.614	25
26	Ministry of Housing and Urban Affairs	4699	2368	2331	3468	1231	0.596	26
27	Department of School Education and Literacy	2658	1301	1357	1645	1013	0.584	27
28	Department of Health & Family Welfare	5216	2452	2764	2474	2742	0.576	28
29	Ministry of Corporate Affairs	1683	603	1080	1040	643	0.56	29
30	Central Board of Direct Taxes (Income Tax)	18913	14321	4592	6203	12710	0.548	30
31	Ministry of External Affairs	2325	1052	1273	1140	1185	0.526	31
32	Department of Ex Servicemen Welfare	8877	4995	3882	4032	4845	0.515	32
33	Department of Higher Education	3011	1294	1717	1261	1750	0.507	33
34	Department of Consumer Affairs	2257	997	1260	1039	1218	0.477	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

7.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

S. No.	Ministry / Department	Total Grievances	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	NITI Aayog	160	6	154	135	25	0.858	1
2	Department of Land Resources	355	18	337	307	48	0.82	2
3	Department of Investment & Public Asset Management	151	60	91	137	14	0.781	3
4	Department of Chemicals and Petrochemicals	41	9	32	35	6	0.771	4
5	Department of Pharmaceuticals	98	30	68	71	27	0.756	5
6	Ministry of Cooperation	403	16	387	350	53	0.737	6
7	Ministry of Mines	155	61	94	109	46	0.724	7
8	Ministry of Coal	353	118	235	210	143	0.717	8
9	Ministry of Parliamentary Affairs	128	1	127	118	10	0.714	9
10	Department of Legal Affairs	313	32	281	175	138	0.709	10
11	Department of Financial Services (Pension Reforms)	231	24	207	191	40	0.704	11
12	Department of Empowerment of Persons with Disabilities	252	85	167	184	68	0.703	12
13	Staff Selection Commission	400	116	284	244	156	0.691	13
14	Ministry of Ayush	127	17	110	97	30	0.687	14
15	Ministry of New and Renewable Energy	308	38	270	224	84	0.682	15
16	Department of Science and Technology	107	40	67	59	48	0.682	16
17	Ministry of Development of North Eastern Region	20	12	8	4	16	0.677	17
18	Department of Public Enterprises	43	5	38	28	15	0.676	18
19	Legislative Department	80	26	54	59	21	0.672	19

S. No.	Ministry / Department	Total Grievances	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Shipping	159	59	100	99	60	0.649	20
21	Ministry of Earth Sciences	45	21	24	32	13	0.632	21
22	Department of Commerce	382	109	273	239	143	0.626	22
23	Ministry of Water Resources, River Development & Ganga Rejuvenation	384	130	254	244	140	0.624	23
24	Ministry of Information and Broadcasting	479	194	285	279	200	0.615	24
25	Ministry of Micro Small and Medium Enterprises	622	208	414	428	195	0.61	25
26	Ministry of Power	702	211	491	424	278	0.609	26
27	Ministry of Tourism	296	103	193	180	116	0.595	27
28	Ministry of Skill Development and Entrepreneurship	257	101	156	115	142	0.591	28
29	Ministry of Minority Affairs	252	129	123	102	150	0.584	29
30	Ministry of Textiles	113	42	71	39	74	0.574	30
31	Department of Youth Affairs	104	69	35	17	87	0.56	31
32	Department of Space	44	26	18	26	18	0.56	32
33	Ministry of Statistics and Programme Implementation	51	17	34	23	28	0.553	33
34	Ministry of Civil Aviation	624	204	420	358	266	0.544	34
35	Department of Expenditure	157	45	112	86	71	0.544	35
36	Ministry of Culture	461	288	173	265	196	0.54	36
37	Department of Scientific & Industrial Research	112	56	56	73	39	0.535	37
38	Department of Military Affairs	722	445	277	335	387	0.527	38
39	Ministry of Steel	156	77	79	102	54	0.527	39
40	Department of Sports	118	55	63	50	68	0.515	40

S. No.	Ministry / Department	Total Grievances	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Ministry of Food Processing Industries	61	21	40	27	34	0.509	41
42	O/o the Comptroller & Auditor General of India	155	62	93	82	73	0.505	42
43	Department of Defence Production	347	205	142	165	182	0.494	43
44	Department of Official Language	45	27	18	20	25	0.493	44
45	Ministry of Tribal Affairs	432	111	321	99	333	0.489	45
46	Department of Economic Affairs ACC Division	1176	912	264	648	528	0.478	46
47	Department of Agriculture Research and Education	254	134	120	78	176	0.47	47
48	Department of Atomic Energy	215	116	99	113	102	0.452	48
49	Department of Health Research	122	44	78	55	67	0.439	49
50	Department of Fisheries	31	11	20	17	14	0.436	50
51	Department of Animal Husbandry, Dairying	367	222	145	147	220	0.428	51
52	Department of Defence Research and Development	104	41	63	38	66	0.396	52
53	Department for Promotion of Industry and Internal Trade	257	99	158	74	183	0.396	53
54	Department of Fertilizers	98	79	19	67	31	0.345	54
55	Department of Heavy Industry	175	92	83	54	121	0.334	55
56	Department of Bio Technology	38	26	12	4	34	0.327	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.

7.3. Analysis of Monthly GRAI - June 2024

Group A – The following is the list of Ministries/Departments with major **decrease** in ranking from May 2024 to June 2024

Name of the M/D	May Rank	June Rank	Indicators Affecting Rank Change
Department of Consumer Affairs	20	34	<ul style="list-style-type: none"> Ratio of GROs vis-à-vis Grievances
Ministry of Women and Child Development	10	22	<ul style="list-style-type: none"> Ratio of GROs vis-à-vis Grievances % of Appeals Redressed
Department of Financial Services (Banking Division)	15	25	<ul style="list-style-type: none"> Ratio of GROs vis-à-vis Grievances
Ministry of Civil Aviation	25	34	<ul style="list-style-type: none"> % of Appeals Filed
Ministry of Railways (Railway Board)	14	23	<ul style="list-style-type: none"> % of Appeals Filed

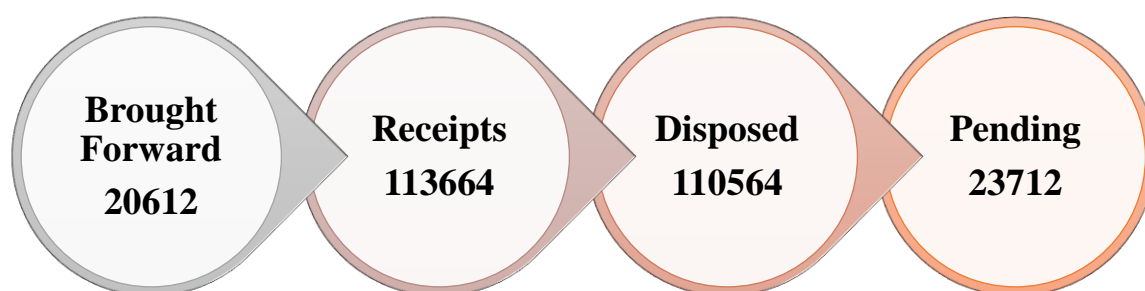
Group B - The following is the list of Ministries/Departments with major **decrease** in ranking from May 2024 to June 2024

Name of the M/D	May Rank	June Rank	Indicators Affecting Rank Change
Department of Health Research	20	49	<ul style="list-style-type: none"> % of Resolution of Corruption Grievances % of Active GROs
Department of Defence Research and Development	27	52	<ul style="list-style-type: none"> % of Appeals Redressed % of Appeals Filled % of Disposal of Complaints Labelled as "Urgent" % of Active GROs
O/o the Comptroller & Auditor General of India	28	42	<ul style="list-style-type: none"> % of Appeals Redressed % of Appeals Filled
Department of Expenditure	21	35	<ul style="list-style-type: none"> % of Appeals Redressed % of Disposal of Complaints Labelled as "Urgent"
Department for Promotion of Industry and Internal Trade	39	53	<ul style="list-style-type: none"> % of Grievances Resolution within Timeline % of Resolution of Corruption Grievances

Name of the M/D	May Rank	June Rank	Indicators Affecting Rank Change
			<ul style="list-style-type: none"> • % of Disposal of Complaints Labelled as "Urgent"
Ministry of Micro Small and Medium Enterprises	12	25	<ul style="list-style-type: none"> • % of Resolution of Corruption Grievances
Department of Heavy Industry	42	55	<ul style="list-style-type: none"> • % of Resolution of Corruption Grievances • % of Appeals Filled • % of Disposal of Complaints Labelled as "Urgent"
Ministry of Tourism	14	27	<ul style="list-style-type: none"> • % of Appeals Filled • % of Active GROs
Ministry of Ayush	2	14	<ul style="list-style-type: none"> • % of Appeals Filled

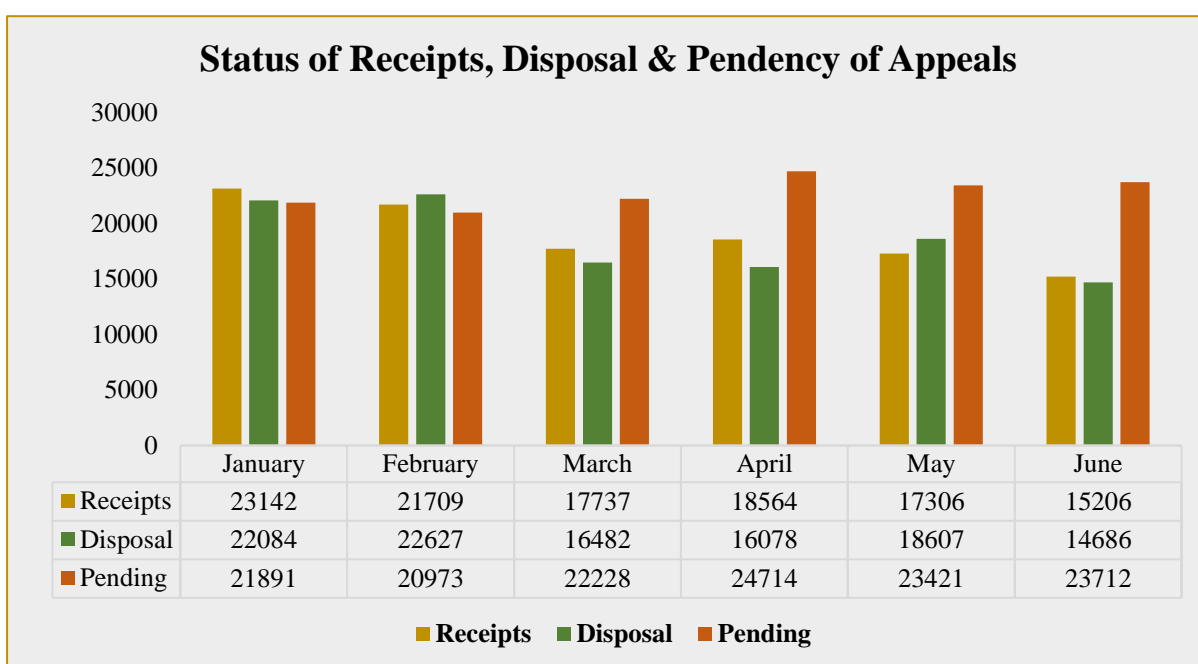
8. Review of Status of Appeals on CPGRAMS

8.1. Overview



(Time Period: 01/01/2024 to 30/06/2024)

8.2. Month-wise Status of Appeals



8.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **25 days** from 1st January to 30th June, 2024
- **41** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

9. Analysis of Priority Schemes

Status of grievances pertaining to Priority Scheme

S. No.	Schemes	Receipts	Disposal	Pending	Pending with	
					Centre	State
1	Pradhan Mantri Awas Yojana - Rural	444923	425875	19048	18966	82
2	Pradhan Mantri Awas Yojana - Urban	7185	6659	526	437	89
3	Ayushman Bharat	3755	3078	677	559	118
4	PM Ujjwala	2595	2571	24	3	21
5	Jal Jeevan Mission	2314	1352	962	67	895
6	Integrated Child Development Services	2219	1893	326	114	212
7	Kisan Credit Card	1064	949	115	57	58
8	PM Mudra Yojana	804	734	70	68	2
9	PM Vishwakarma	461	405	56	30	26
10	PM Matru Vandana Yojana	348	293	55	18	37
11	National Programme of Mid-day meal in schools	215	171	44	27	17
12	PM Svanidhi	158	138	20	2	18

Time Period: 01/01/2024 – 30/06/2024

Note: The data is as per the Tree Dashboard developed by the Data Strategy Unit (DSU)

Navigating Water Scarcity: Jal Jeevan Mission

Citizen perspective

Deep-dive in grievance issues

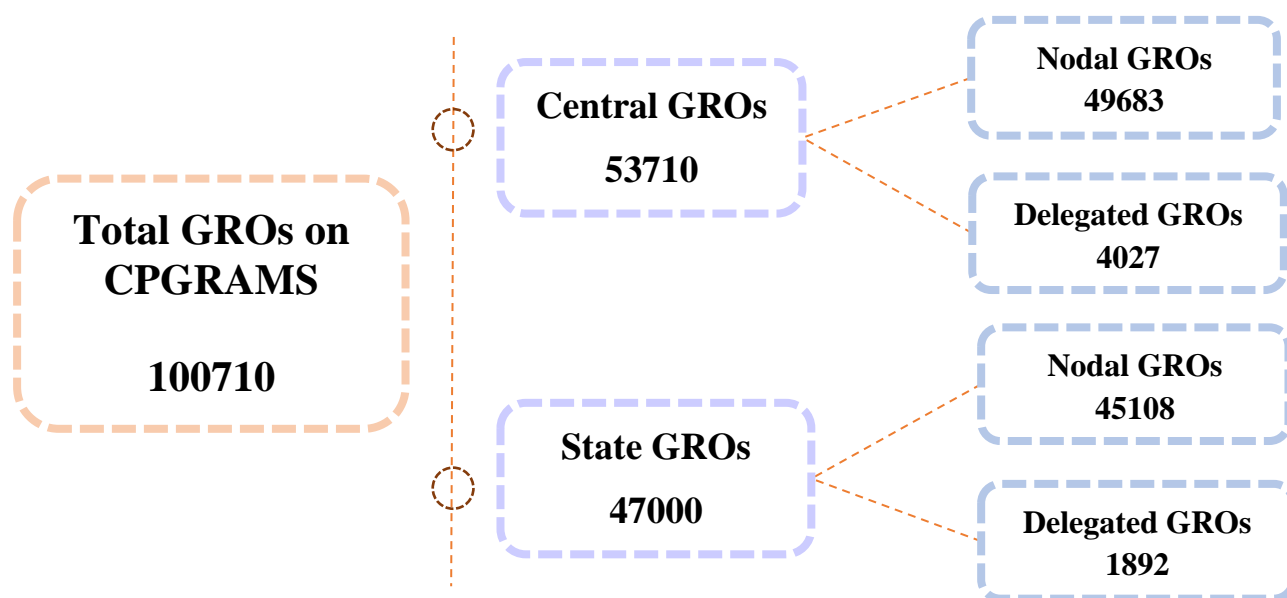
S. No.	Type of grievances	Percentage
1	Frequency/quality of water supply related, exacerbated by dilapidated existing infrastructure, exposing citizen to economic/hygiene/health strain	61%
2	Alleged gaps/irregularities/corruption in the JJM scheme's on-ground execution [Showcasing old connections as new, using sub-par construction materials, improperly burying pipelines, payments being drawn without water reaching people's taps, contradiction between portal data and the actual situation, etc.]	30%
3	Request for water supplies	9%

Sample Set: 100 Grievances

Recommendations

CPGRAMS mapping for grievance handling of Jal Jeevan Mission Scheme related grievances, is a model example which may be replicated by other Ministries/Departments, for their respective schemes mirroring service delivery as in Jal Jeevan Mission. It entails nominating & mapping the scheme based designated nodal officer for all the States/UT(s).

10. Grievance Redressal Officers on CPGRAMS

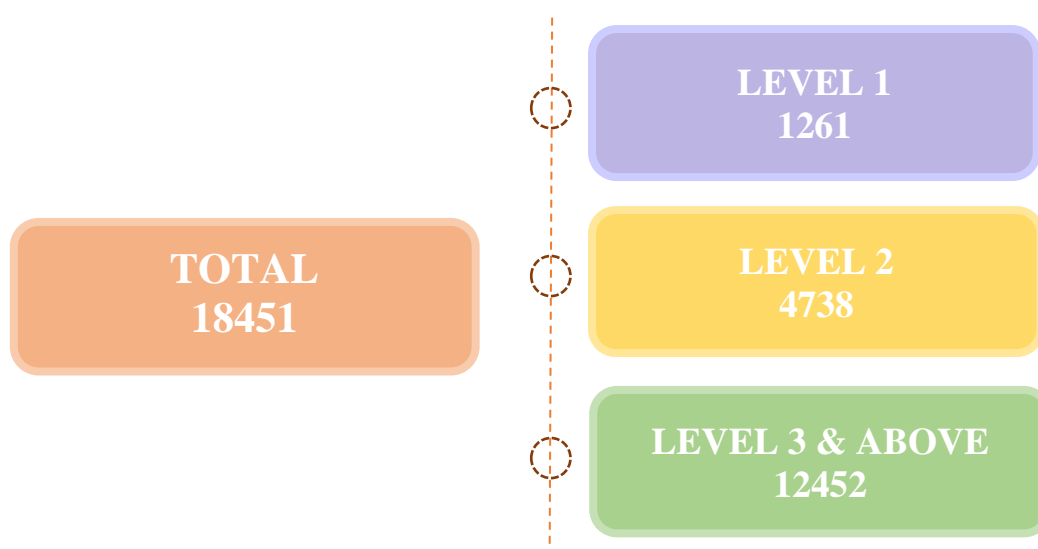


Top 10 Ministries/Departments with maximum GRO's mapped

S. No.	Ministries/Departments	Total GRO Accounts Created	Nodal GROs	Delegated GROs
1	Department of Rural Development	10429	9839	590
2	Central Board of Direct Taxes (Income Tax)	9519	8582	937
3	Ministry of Housing and Urban Affairs	3889	3553	336
4	Department of Defence	3362	3270	92
5	Department of Financial Services (Banking Division)	2796	2439	357
6	Ministry of Railways (Railway Board)	2484	2252	232
7	Department of Telecommunications	1456	1267	189
8	Department of Ex Servicemen Welfare	1397	1337	60
9	Ministry of Labour and Employment	1354	1115	239
10	Department of Military Affairs	1268	1156	112

11. Analysis of CPGRAMS Reform Categories

12.1. Overview



11.2. Top 10 Ministry/Department-wise Reform Category

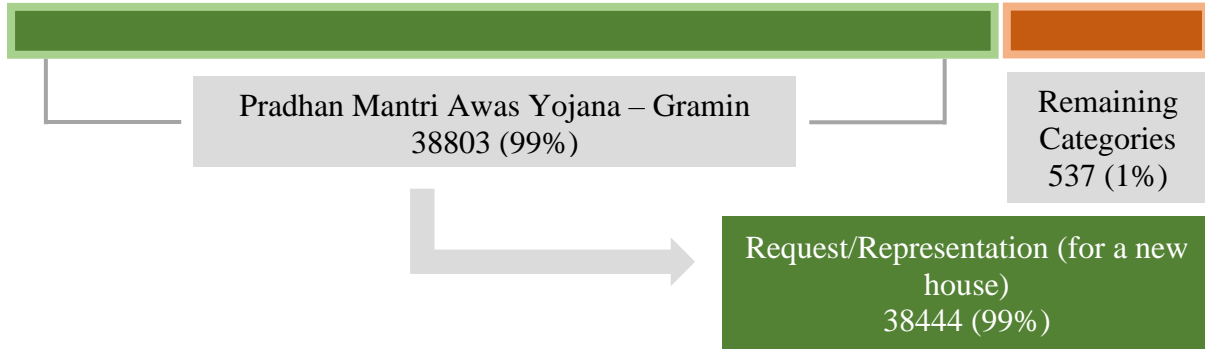
S. No.	Name of Ministry/Department	Total	Level 1	Level 2	Level 3 & above
1	Ministry of Water Resources, River Development & Ganga Rejuvenation	2713	22	84	2607
2	Ministry of Housing and Urban Affairs	1727	24	140	1563
3	Department of Science and Technology	743	10	92	641
4	Department of Defence Finance	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

11.3. CPGRAMS 7.0 – Reform Category Status

Top 5 Ministries/Departments Reform Category status as per the maximum number of receipts in June 2024.

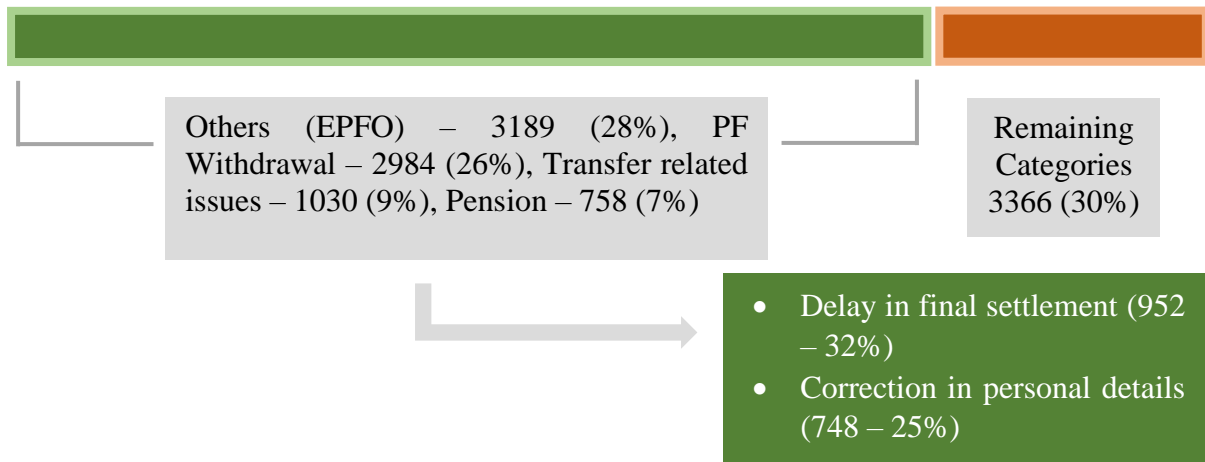
1. Department of Rural Development (Total Receipts – 40638)

**Note: Grievances received for DoRD as per CPGRAMS 7.0 - 39340*



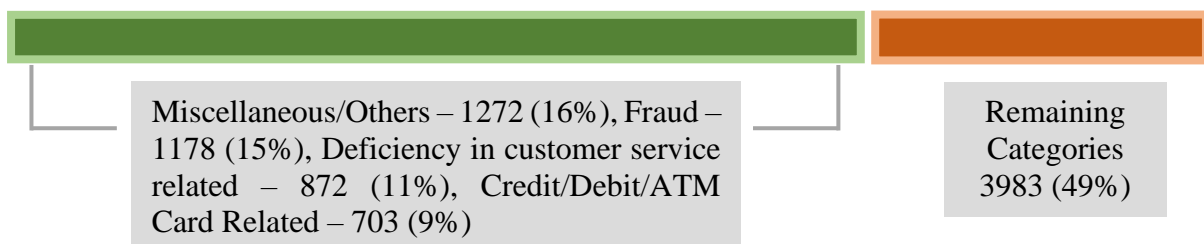
2. Ministry of Labour & Employment (Total Receipts – 13361)

**Note: Grievances received for MoLE as per CPGRAMS 7.0 - 11327*



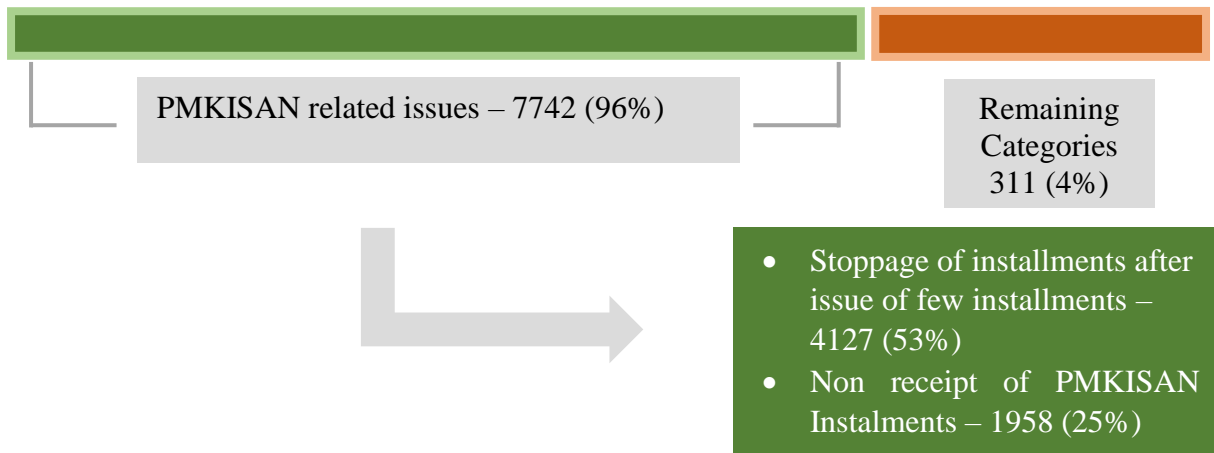
3. Department of Financial Services (Banking Division) (Total Receipts – 12024)

**Note: Grievances received for DFS (BD) as per CPGRAMS 7.0 – 8008*



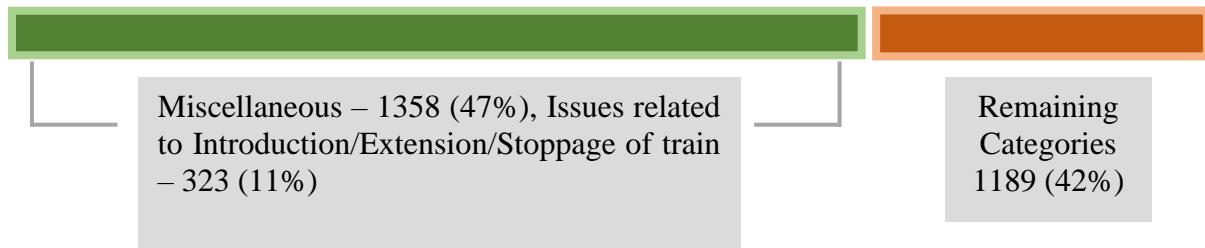
4. Department of Agriculture and Farmers Welfare (Total Receipts – 8245)

**Note: Grievances received for DoAFW as per CPGRAMS 7.0 – 8053*



5. Ministry of Railways (Railway Board) (Total Receipts – 4868)

**Note: Grievances received for MoR as per CPGRAMS 7.0 – 2870*



12. Success Stories

Grievance of Shri Pradish

Delay in settlement of Insurance Claim from LIC

Shri Pradish hailing from Ahmedabad, filed a grievance with the CPGRAMS Portal, regarding a medical claim for one Shri Harsh Bhavesh Patel's cardiac stent procedure, submitted to Reliance General Insurance for Rs. 2,44,157 in early March 2024. The company failed to process the claim within the 30-day IRDAI mandate, leading to a delay of over 60 days in the settlement. Following the grievance filed with the CPGRAMS portal, the refund of Rs. 2,44,157 was processed within 8 days' time.

Grievance of Shri Bimal Raj Dutta

Non-receipt of pension under One Rank One Pension-II

Air veteran Shri Bimal Raj Dutta (with pension account in SBI) hadn't received his pension amount despite sending emails to sparshairforce.dad.gov.in and complaint on SPARSH login for pension payment under One Rank One Pension-II. He filed a grievance on the CPGRAMS portal for solution. Within 32 days of filing the grievance, his service pension was revised to Rs 27,875/- per month and further, OROP-II arrear amounting to Rs 72,508/- for the period July 1, 2019, to May 31, 2024, was approved by the competent authority.

Grievance of Shri Vikas Aggarwal

Delay in receiving Income Tax Refund of Rs. 2,58,760/-

Shri Vikas from Delhi filed his Income Tax Return for the Assessment Year 2023-24 in September 2023. Since the first week of October 2023, his return was under processing, and he had not received any intimation order or the refund of Rs. 2,58,760. Concerned about the delay, Mr. Vikas submitted a grievance on the CPGRAMS portal in March 2024, requesting prompt processing of his return and issuance of the refund. Following the filing of the complaint, a thorough investigation was conducted, and Shri Vikas's return for AY 2023-24 was processed on 6th June, 2024, resulting in a determined refund of Rs. 2,78,160/-.

Grievance of Shri Ramesh Wadhwa

Non-issuance of Railway Divyang Card

Shri Ramesh Wadhwa from Haridwar, filed a grievance with the CPGRAMS Portal regarding a nearly month-long delay in the issuance of his Railway Divyang card. With the assistance of the CPGRAMS portal, the Railway Divyang card was issued to him within 17 days of filing the grievance.

Grievance of Shri Shankar Lal Rora

Delay in verification of CGHS Card

Shri Shankar Lal Rora filed a grievance with the CPGRAMS Portal about the delay in verification of his CGHS card, which was issued in October, 2023, but had not yet been verified. Shri Rora tried to reach out to Chandigarh CGHS HQ through telephone and email but no response was received. Following a grievance filed in the CPGRAMS portal, the card was verified within 5 days of filing the grievance.

Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Department of Administrative reforms & Public Grievances (DARPG) Secretary presents “CPGRAMS: A Foundation for SMART Government” to the representatives of US Government, and key stakeholders at a meeting convened by IBM Centre for The Business of Government

India’s focus on Effective Redressal of Public Grievances through the CPGRAMS portal using AI/ ML and data analytics receives commendation from US Government Officials

Posted On: 04 JUN 2024 12:42PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 25th monthly Report on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) of Central Ministries/Department's performance for the month of May, 2024

A total of 1,05,991 Grievances were Redressed by Central Ministries/Departments in May, 2024

For the 23rd 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 Ministry of Drinking Water and Sanitation topped in Group A category in the rankings released for the month of May, 2024

NITI Aayog, Ministry of Parliamentary Affairs and Ministry of Ayush topped in Group B category in the rankings released for the month of May, 2024

Posted On: 10 JUN 2024 8:37PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Fortnightly update of Grievances resolved in CPGRAMS along with notable success stories

69,166 public grievances redressed in the first 15 days of June, 2024

Ministry of Rural Development redressed 21,614 grievances followed by Ministry of Labour and Employment (7324), Department of Financial Services(6206) & Income Tax Department (2890)

Posted On: 29 JUN 2024 9:45PM by PIB Delhi

Dr Jitendra Singh @DrJitendraSingh

Joint meeting of Department of Personnel & Training (DoPT) and Department of Administrative Reforms, Public Grievances & Pensions... the nodal departments spearheading PM Shri @NarendraModi's vision of "Minimum Government, Maximum Governance" through futuristic reforms.

#DoPT #DARPG

7:55 PM · Jun 13, 2024 · 3,540 Views

DARPG @DARPG_GoI

Secretary, DARPG Shri V Srinivas, made a presentation "CPGRAMS: A Foundation for SMART Government" in a meeting convened by the IBM centre for the Business of Government to the representatives from the US Government and Stakeholders.

PMO India and 8 others

11:00 PM · Jun 3, 2024 · 1,357 Views

DFS @DFS_India

Dr. Vivek Joshi, Secretary, DFS, reviewed customer grievance resolution with banks, insurance companies, and sector regulators. Directions issued to give highest importance to the resolution of customer grievances. @RBI and #IRDIAI requested to monitor the progress.

#DFS_India

Ministry of Finance and 3 others

5:54 PM · Jun 11, 2024 · 12.4K Views

CSCeGov @CSCeGov

A Session on CSC-#CPGRAMS GRIEVANCE DAY...

In this discussion, V Srinivas, I.A.S., Secretary, @DARPG_GoI & Bhagwan Patil, Group President, CSC SPV will be joining us LIVE on the #CSC X Page, on 20th June (Tomorrow) from 4 PM onwards.

#DigitalIndia #CPGRAMService #DARPG

Join us LIVE on: YouTube LIVE, Facebook LIVE, X LIVE, Instagram LIVE

Digital India and 9 others

8:56 PM · Jun 19, 2024 · 3,990 Views

PIB India @PIB_India

Fortnightly update of Grievances resolved in CPGRAMS along with notable success stories

69,166 public grievances redressed in the first 15 days of June 2024

The Ministry of Rural Development redressed 21,014 grievances followed by Ministry of Labour and Employment (7324), the Department of Financial Services (6206) & Income Tax Department (2890)

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

Receipts plus brought forward	• 1,35,642
Disposed	• 69,074
Pending	• 66,568

10:47 AM · Jun 30, 2024 · 4,918 Views

PIB India @PIB_India

The Department of Administrative Reforms and Public Grievances (DARPG) released the 25th monthly Report on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) of Central Ministries/Department's performance for the month of May, 2024

A total of 1,05,991 Grievances were Redressed by Central Ministries/Departments in May, 2024

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

@DARPG_GoI

Last edited 8:43 PM · Jun 10, 2024 · 23.2K Views

PIB in Maharashtra @PIBMumbai

.@DARPG_GoI released the 25th monthly Report on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) of Central Ministries/Department's performance for the month of May, 2024

pib.gov.in/PressReleasePa...

@DoPTGoI @PIBPersMin @DOPPW_India

10:08 AM · Jun 11, 2024 · 668 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	478886	481886	459175	22711
2	Ministry of Labour and Employment	5101	83966	89067	84172	4895
3	Department of Financial Services (Banking Division)	8405	77604	86009	78130	7879
4	Department of Agriculture and Farmers Welfare	3541	52380	55921	52839	3082
5	Central Board of Direct Taxes (Income Tax)	10802	33866	44668	31958	12710
6	Ministry of Housing and Urban Affairs	1434	31759	33193	31962	1231
7	Ministry of Railways (Railway Board)	3148	31142	34290	31949	2341
8	Ministry of Home Affairs	1425	27661	29086	27952	1134
9	Department of Posts	1647	26941	28588	27609	979
10	Department of Ex Servicemen Welfare	4035	26677	30712	25867	4845

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	478886	481886	459175	22711
2	Ministry of Labour and Employment	5101	83966	89067	84172	4895
3	Department of Financial Services (Banking Division)	8405	77604	86009	78130	7879
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9	Department of Posts	1647	26941	28588	27609	979
10	Department of Ex Servicemen Welfare	4035	26677	30712	25867	4845

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	478886	481886	459175	22711
2	Central Board of Direct Taxes (Income Tax)	10802	33866	44668	31958	12710
3	Department of Financial Services (Banking Division)	8405	77604	86009	78130	7879
4	Ministry of Labour and Employment	5101	83966	89067	84172	4895
5	Department of Ex Servicemen Welfare	4035	26677	30712	25867	4845
6	Department of Defence Finance	913	17395	18308	14962	3346
7	Department of Agriculture and Farmers Welfare	3541	52380	55921	52839	3082
8	Department of Health & Family Welfare	2183	17109	19292	16550	2742
9	Ministry of Railways (Railway Board)	3148	31142	34290	31949	2341
10	Department of Higher Education	1247	8489	9736	7986	1750
11	Ministry of Petroleum and Natural Gas	1856	11957	13813	12439	1374
12	Ministry of Housing and Urban Affairs	1434	31759	33193	31962	1231
13	Department of Consumer Affairs	1181	8175	9356	8138	1218
14	Ministry of External Affairs	1505	8453	9958	8773	1185
15	Ministry of Home Affairs	1425	27661	29086	27952	1134
16	Department of School Education and Literacy	1673	7688	9361	8348	1013

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10802	33866	44668	31958	12710	8969
2	Department of Ex Servicemen Welfare	4035	26677	30712	25867	4845	2046
3	Department of Health & Family Welfare	2183	17109	19292	16550	2742	1538
4	Department of Defence Finance	913	17395	18308	14962	3346	1472
5	Department of Rural Development	3000	478886	481886	459175	22711	1295
6	Department of Financial Services (Banking Division)	8405	77604	86009	78130	7879	866
7	Ministry of Home Affairs	1425	27661	29086	27952	1134	644
8	Department of Higher Education	1247	8489	9736	7986	1750	576
9	Ministry of External Affairs	1505	8453	9958	8773	1185	565
10	Ministry of Petroleum and Natural Gas	1856	11957	13813	12439	1374	377

Annexure 2: Average Closing Time – January to June, 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	1934	91
2	Department of Fertilizers	313	68
3	Central Board of Direct Taxes (Income Tax)	31958	65
4	Department of School Education and Literacy	8348	60
5	Department of Official Language	97	44
6	Ministry of Textiles	456	43
7	Ministry of Culture	1247	39
8	Staff Selection Commission	2130	38
9	Department of Defence Production	970	36
10	Department of Military Affairs	2171	34

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	1876	2
2	Ministry of Parliamentary Affairs	971	2
3	Ministry of Cooperation	2304	3
4	Department of Land Resources	1812	4
5	Ministry of Drinking Water and Sanitation	9177	5
6	Department of Food and Public Distribution	5211	5
7	Department of Public Enterprises	265	5
8	Ministry of Development of North Eastern Region	74	5
9	Department of Telecommunications	25170	6
10	Ministry of Ayush	1155	6

Annexure 3: Status of Appeals – January to June, 2024

Annexure 3.1.: 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	2073	4967	398	4569
2	Department of Ex Servicemen Welfare	419	4391	4810	2675	2135
3	Central Board of Direct Taxes (Income Tax)	2202	4117	6319	4275	2044
4	Department of Social Justice and Empowerment	1524	362	1886	0	1886
5	Department of Financial Services (Banking Division)	1535	18208	19743	18328	1415
6	Department of Rural Development	734	1997	2731	1830	901
7	Department of Health & Family Welfare	591	1816	2407	1624	783
8	Ministry of Labour and Employment	781	19771	20552	19802	750
9	Ministry of Railways (Railway Board)	790	8233	9023	8339	684
10	Ministry of Culture	500	203	703	136	567

Annexure 3.2.: 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	26	1
3	Department of Youth Affairs	60	2
4	Ministry of Cooperation	489	3
5	Department of Telecommunications	6587	4
6	Department of Empowerment of Persons with Disabilities	335	4
7	Ministry of Labour and Employment	19802	5
8	Department of School Education and Literacy	1434	6
9	Central Board of Indirect Taxes and Customs	2991	7
10	Ministry of Water Resources, River Development & Ganga Rejuvenation	85	8

Annexure 3.3.: 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	1558	1485	540	36.36%
2	Department of Scientific & Industrial Research	572	533	177	33.21%
3	Central Board of Indirect Taxes and Customs	9014	8915	2883	32.34%
4	Ministry of Civil Aviation	3631	3365	979	29.09%
5	Department of Atomic Energy	813	711	200	28.13%
6	Department of Financial Services (Insurance Division)	12361	11707	3275	27.97%
7	Ministry of Earth Sciences	197	184	51	27.72%
8	Ministry of Steel	676	622	167	26.85%
9	Department of Telecommunications	25745	25170	6571	26.11%
10	Ministry of Railways (Railway Board)	34290	31949	8233	25.77%

Annexure 4: Indicator-based Root Cause Analysis – June, 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.

Table: Indicator-based RCA (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	43.98	42.44	58.97	21.00	0.01	0.58	82.23	29.41	0.00	4.58	2.17
2	Ministry of Labour and Employment	70.27	81.70	92.86	10.00	0.12	22.81	53.63	72.86	27.06	16.60	63.11
3	Department of Financial Services (Banking Division)	50.04	59.85	57.64	21.00	0.00	20.07	49.69	57.89	14.59	10.53	54.29
4	Department of Agriculture and Farmers Welfare	63.29	15.63	75.00	3.00	0.00	0.18	32.00	69.23	0.01	85.89	43.75
5	Ministry of Railways (Railway Board)	60.77	63.80	62.50	14.00	0.00	24.15	41.18	69.09	5.94	2.47	46.11
6	Central Board of Direct Taxes (Income Tax)	8.99	16.29	33.33	78.00	0.05	8.22	63.87	58.70	21.04	1.16	90.07
7	Ministry of Home Affairs	71.63	26.05	71.30	11.00	0.00	5.66	41.00	85.78	3.87	7.37	55.65

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8	Department of Telecommunications	87.05	87.00	79.63	7.00	0.00	22.45	52.42	78.26	8.63	5.57	74.08
9	Department of Ex Servicemen Welfare	25.93	18.57	33.33	31.00	0.31	15.58	53.63	60.00	4.46	3.06	15.43
10	Department of Posts	75.54	67.19	88.61	9.00	0.00	16.18	56.08	92.86	0.54	3.85	78.84
11	Department of Defence Finance	29.96	34.23	66.67	30.00	0.90	11.57	65.08	90.00	3.48	4.43	29.19
12	Department of Health & Family Welfare	38.69	22.78	45.28	23.00	0.32	10.11	49.31	66.67	21.02	4.49	32.47
13	Ministry of Housing and Urban Affairs	40.77	38.74	54.35	36.00	0.00	6.63	34.99	60.81	0.26	1.77	28.86
14	Ministry of Road Transport and Highways	63.15	58.35	100.00	13.00	0.00	16.92	32.62	70.21	0.32	4.37	62.88
15	Department of Financial Services (Insurance Division)	69.00	36.81	57.14	11.00	0.00	25.11	43.91	86.96	10.53	6.25	69.28
16	Department of Higher Education	28.93	33.28	45.00	28.00	0.21	23.02	40.34	68.60	23.18	3.68	41.33
17	Ministry of Petroleum and Natural Gas	47.25	34.05	71.55	25.00	0.18	12.84	61.03	70.00	5.92	2.98	46.27
18	Unique Identification Authority of India	59.08	65.07	100.00	11.00	0.00	23.71	56.55	77.78	0.67	55.26	88.89
19	Department of School Education and Literacy	35.18	76.55	70.97	78.00	0.00	14.77	41.53	61.11	24.10	6.65	50.49

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20	Ministry of External Affairs	43.23	62.29	27.27	20.00	0.21	19.47	52.49	22.22	14.45	2.64	15.11
21	Department of Personnel and Training	62.66	56.71	54.84	15.00	0.00	9.62	43.64	69.05	0.40	10.53	44.17
22	Department of Consumer Affairs	31.10	0.97	66.00	24.00	2.33	19.63	44.85	31.82	4.76	29.30	44.19
23	Department of Defence	56.38		51.72	17.00	0.00	0.00	33.10	68.97	33.54	1.10	24.00
24	Ministry of Corporate Affairs	55.61	1.73	64.10	15.00	0.00	23.75	32.23	66.67	21.85	11.61	60.22
25	Central Board of Indirect Taxes and Customs	88.77	77.30	100.00	7.00	0.00	17.86	49.16	100.00	3.49	1.60	96.50
26	Ministry of Drinking Water and Sanitation	89.91	100.00	100.00	1.00	0.00	0.00	0.00	100.00	0.56	9.27	6.19
27	Department of Justice	64.71	40.54	86.96	23.00	0.00	3.32	26.09	77.61	36.07	106.75	50.00
28	Ministry of Panchayati Raj	88.65	36.44	100.00	6.00	0.00	20.77	38.43	81.82	0.14	65.55	54.55
29	Department of Food and Public Distribution	76.86	26.22	77.88	5.00	0.00	16.85	56.05	100.00	24.23	11.58	46.77
30	Ministry of Electronics & Information Technology	62.67	58.56	80.00	11.00	0.00	12.10	58.57	45.45	2.01	4.09	21.76
31	Department of Revenue	77.00	73.91	80.00	7.00	0.00	3.44	50.00	70.00	3.72	16.70	78.38
32	Ministry of Women and Child Development	68.98	68.67	66.67	11.00	2.56	21.22	41.74	64.44	6.96	14.74	66.67

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33	Ministry of Environment, Forest and Climate Change	67.03	56.56		10.00	0.00	11.74	32.53	86.05	20.52	4.16	41.54
34	Department of Social Justice and Empowerment	64.18	0.00	78.57	15.00	0.00	7.05	42.62	62.50	1.12	6.07	43.18
35	Ministry of Power	49.86	23.30	33.33	20.00	0.00	8.96	47.83	75.00	1.02	1.15	14.05
36	Ministry of Civil Aviation	50.24	58.45	33.33	15.00	0.00	34.64	27.61	100.00	0.24	1.25	28.96
37	Ministry of Micro Small and Medium Enterprises	55.70	31.25	20.00	17.00	0.00	14.99	35.62	100.00	0.96	3.35	25.81
38	Ministry of Cooperation	85.61	50.75	100.00	6.00	0.00	16.00	35.71	100.00	24.29	18.43	47.62
39	Department of Land Resources	86.48			2.00	0.00	0.00	25.00	100.00	0.00	30.64	36.36
40	Ministry of Tribal Affairs	17.36	38.30	0.00	21.00	0.00	6.06	37.50	40.00	0.00	3.82	15.48
41	Ministry of Information and Broadcasting	42.59	57.14	100.00	21.00	0.00	22.58	44.00	66.67	3.51	2.46	41.38
42	Staff Selection Commission	55.50	0.00	66.67	16.00	0.00	9.43	57.63	100.00	19.01	11.83	70.83
43	Department of Legal Affairs	54.95		100.00	10.00	0.00	0.00	14.29	81.82	4.98	15.61	33.33
44	Department of Military Affairs	25.90	85.26	42.86	46.00	0.00	15.82	40.28	55.17	25.63	0.26	19.10
45	Department of Commerce	51.57	50.00	62.50	20.00	0.00	4.18	48.28	50.00	36.26	2.84	22.92

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46	Ministry of New and Renewable Energy	72.40	33.80	100.00	4.00	0.00	20.54	40.98		0.74	8.44	12.50
47	Department of Economic Affairs ACC Division	14.97	1.02	69.85	143.00	0.00	7.41	40.00	64.52	20.45	4.55	22.41
48	Ministry of Water Resources, River Development & Ganga Rejuvenation	53.13	4.17	80.00	14.00	0.00	3.28	27.78	75.00	21.65	1.69	30.67
49	Ministry of Coal	48.16		75.00	16.00	0.00	0.00	59.42	66.67	0.85	0.40	15.15
50	Department of Financial Services (Pension Reforms)	80.09	0.00	100.00	4.00	0.00	7.33	48.15	100.00	59.42	41.40	40.00
51	Ministry of Tourism	55.07	53.85	84.21	14.00	0.00	25.00	35.09	66.67	9.33	2.61	27.03
52	Ministry of Culture	27.77	7.92	0.00	63.00	0.00	8.30	57.38	75.00	0.58	1.09	26.58
53	Department of Empowerment of Persons with Disabilities	66.67	76.09	50.00	15.00	0.00	20.11	42.50	100.00	2.40	5.96	64.29
54	Department for Promotion of Industry and Internal Trade	19.84	35.00	0.00	32.00	0.00	27.03	48.78	0.00	9.49	1.98	28.75
55	Ministry of Skill Development and Entrepreneurship	33.07	20.62	25.00	27.00	0.00	13.04	57.14		0.00	2.33	23.88
56	NITI Aayog	82.50	100.00	100.00	5.00	0.00	1.49	66.67	100.00	0.00	2.30	8.96
57	Department of Animal Husbandry, Dairying	20.22	4.17	0.00	46.00	0.00	7.48	28.57	50.00	23.61	6.26	4.35

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58	Department of Defence Production	28.82	16.28	80.00	46.00	0.00	14.55	34.62	18.75	7.75	0.62	26.09
59	Ministry of Parliamentary Affairs	91.41	60.00		1.00	6.25	12.71	50.00	100.00	0.00	7.94	37.50
60	Ministry of Minority Affairs	32.14	47.17		27.00	0.00	12.75	30.00	75.00	0.00	2.24	38.18
61	Department of Agriculture Research and Education	21.65	0.00	0.00	28.00	0.00	5.26	61.54	0.00	1.67	0.47	11.37
62	Department of Expenditure	47.77	24.32	66.67	15.00	0.00	20.93	37.84	33.33	14.29	2.38	42.55
63	Ministry of Ayush	75.59	63.64	100.00	10.00	0.00	24.74	48.84	50.00	5.45	2.39	52.17
64	Ministry of Shipping	47.17		75.00	22.00	0.00	0.00	18.52		29.00	1.25	45.00
65	Department of Atomic Energy	31.63	46.38	38.71	37.00	0.00	40.71	37.74	37.50	0.00	1.43	60.87
66	Ministry of Mines	57.42		87.50	20.00	0.00	0.00	39.13	71.43	17.02	2.24	35.71
67	O/o the Comptroller & Auditor General of India	35.48	26.47	40.00	24.00	0.00	24.39	38.46	33.33	0.00	0.70	54.55
68	Department of Investment & Public Asset Management	69.54	0.00	100.00	18.00	0.00	0.00		100.00	80.22	11.38	50.00
69	Department of Heavy Industry	25.14	25.57	0.00	20.00	0.00	38.89	40.00	11.11	37.35	1.38	23.33
70	Ministry of Steel	42.95	28.77	0.00	27.00	0.00	22.55	25.00	0.00	1.27	0.92	37.21
71	Department of Health Research	36.89	45.45	0.00	17.00	0.00	20.00	42.86		19.23	0.60	6.20

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72	Ministry of Textiles	24.78	20.16	66.67	27.00	0.00	15.38	41.18		0.00	1.15	30.65
73	Department of Pharmaceuticals	65.31	80.00	100.00	11.00	0.00	9.86	38.46	100.00	5.88	2.72	48.00
74	Department of Science and Technology	41.12	68.42	33.33	25.00	0.00	10.17	70.00	100.00	1.49	0.61	30.28
75	Department of Defence Research and Development	32.69	24.24		15.00	0.00	36.84	33.33	0.00	0.00	0.65	6.19
76	Department of Sports	40.68	76.67		9.00	0.00	22.00	16.67	0.00	1.59	1.31	39.58
77	Department of Scientific & Industrial Research	50.00	65.28	85.71	35.00	0.00	24.66	35.29	0.00	0.00	0.53	27.62
78	Legislative Department	65.00	0.00		18.00	0.00	6.90	60.00	66.67	0.00	1.54	20.00
79	Ministry of Food Processing Industries	37.70	0.00		20.00	0.00	7.41	33.33		45.00	1.29	19.35
80	Department of Public Enterprises	65.12	0.00	100.00	3.00	0.00	0.00	33.33	50.00	0.00	3.45	27.27
81	Department of Youth Affairs	12.50	0.00	0.00	24.00	0.00	0.00	100.00	0.00	0.00	1.84	52.63
82	Ministry of Statistics and Programme Implementation	27.45	62.50	0.00	23.00	0.00	4.35	50.00		32.35	0.42	23.46
83	Department of Chemicals and Petrochemicals	82.93	0.00		4.00	0.00	0.00	50.00	100.00	3.13	2.91	36.36
84	Ministry of Earth Sciences	51.11	78.57	50.00	20.00	0.00	15.63	57.14		20.83	0.83	10.34

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85	Department of Fisheries	41.94	26.32		20.00	0.00	35.29	11.11	50.00	25.00	1.67	33.33
86	Department of Fertilizers	11.22	0.00		95.00	0.00	10.45	11.11	0.00	21.05	0.53	16.67
87	Department of Space	25.00	40.00	100.00	47.00	0.00	11.54	36.36	50.00	22.22	0.90	45.00
88	Department of Official Language	20.00	0.00		55.00	0.00	5.00	50.00		50.00	1.50	41.67
89	Department of Bio Technology	0.00	0.00	0.00	82.00	0.00	25.00	0.00		0.00	0.11	4.72
90	Ministry of Development of North Eastern Region	20.00	0.00		4.00	0.00	0.00	100.00		0.00	0.62	7.69

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							

