



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

July 2024

[Report Number 27]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

1. General

- In July 2024, for the **25th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency has decreased** in the Central Secretariat to **66,060 grievances**, out of which 69% of the grievances are pending for less than 30 days
- Average Grievance Redressal Time for all the Ministries/Departments in the year 2024, from 1st January to 31st July, 2024 is **13 Days**
- **79,848 new users** registered on the CPGRAMS Portal in July, 2024
- **40,198 grievances** were registered through **CSCs** on the CPGRAMS Portal in July, 2024

2. PG Cases

- In July 2024, **2,27,177 PG cases were received** on the CPGRAMS portal, **2,48,963 PG cases were redressed** and there exists a **pendency of 66,060 PG cases**, as of 31st July, 2024.
- 62% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [1,11,413 grievances], Ministry of Labour and Employment [15,655 grievances], and Department of Financial Services (Banking Division) [13,681 grievances] have received the maximum number of grievances in July, 2024

3. PG Appeals

- In July, 2024, **18,871 appeals were received** and **20,668 appeals were disposed**
- The Central Secretariat has a pendency of **22,144 PG Appeals** at the end of July, 2024

4. Feedback Call Centre

- In July, 2024, the Feedback Call Centre collected **93,241 feedbacks**. Out of the total feedbacks collected, **~47%** citizens expressed satisfaction with the resolution provided to their respective grievances

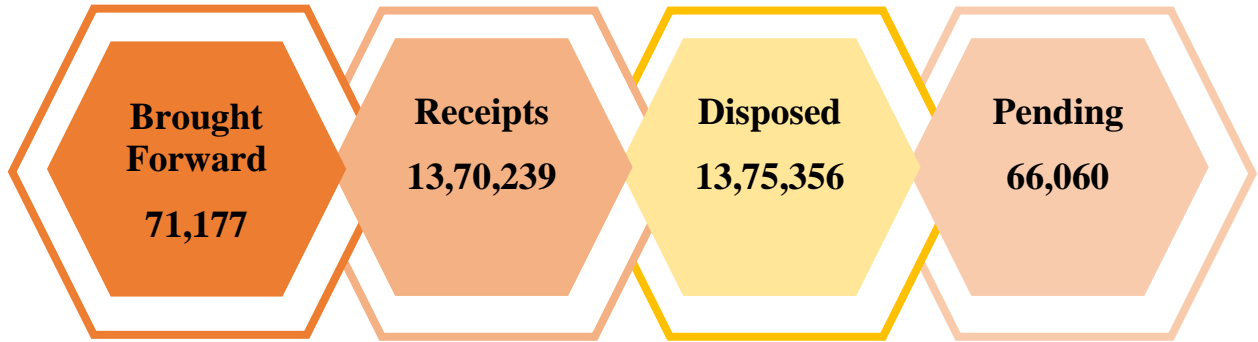
- In July, 2024, **56,018 feedbacks** were collected for Central Ministries/Departments by the Feedback Call Centre, **~54%** citizens expressed satisfaction with the resolution provided

5. Grievance Redressal Assessment and Index (GRAI) – July, 2024

- **Department of Revenue, Department of Rural Development and Central Board of Indirect Tax and Customs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for July, 2024
- **Ministry of Parliamentary Affairs, Ministry of Ayush and Ministry of Mines** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for July, 2024

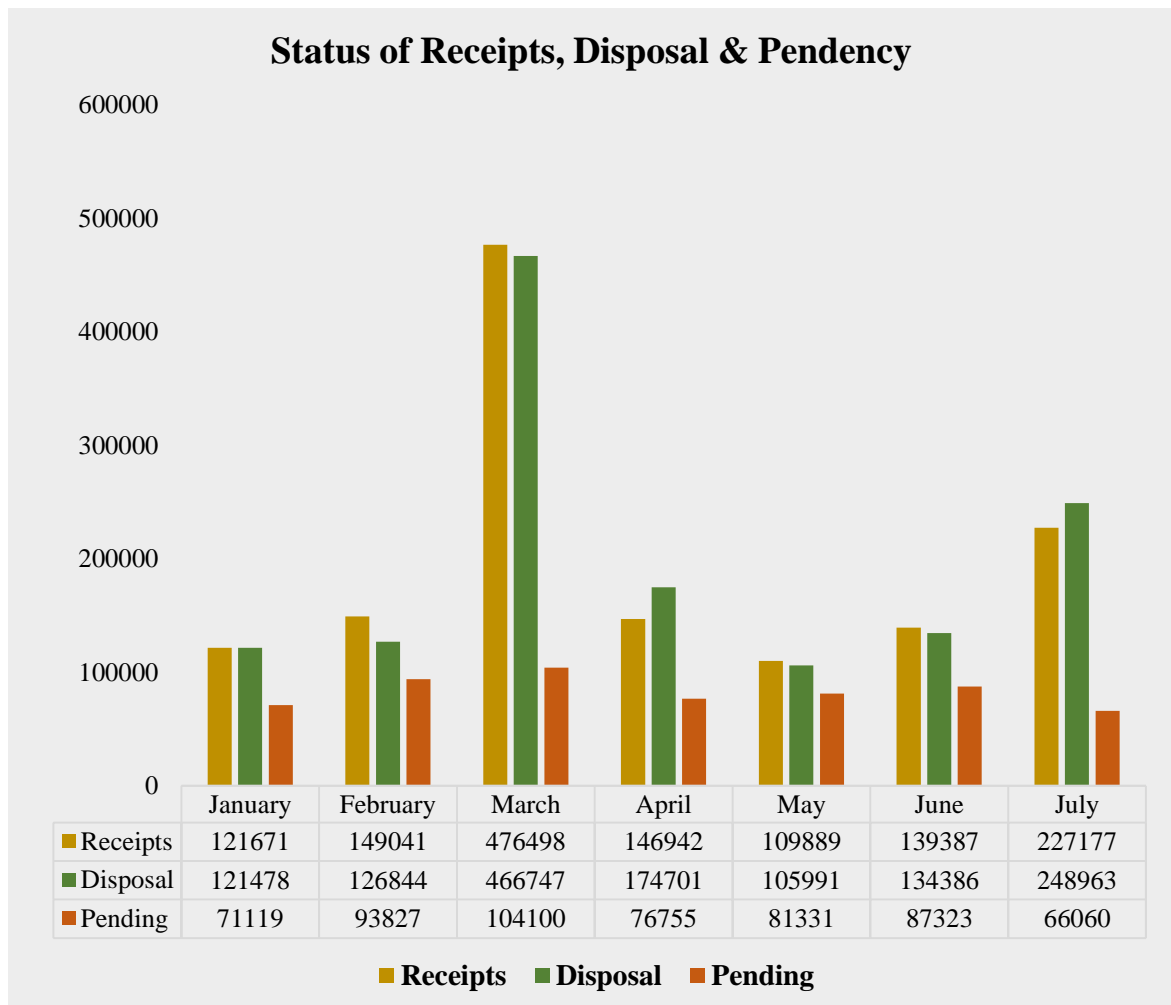
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2024 to 31/07/2024)

2.2. Month-wise Status of Grievances

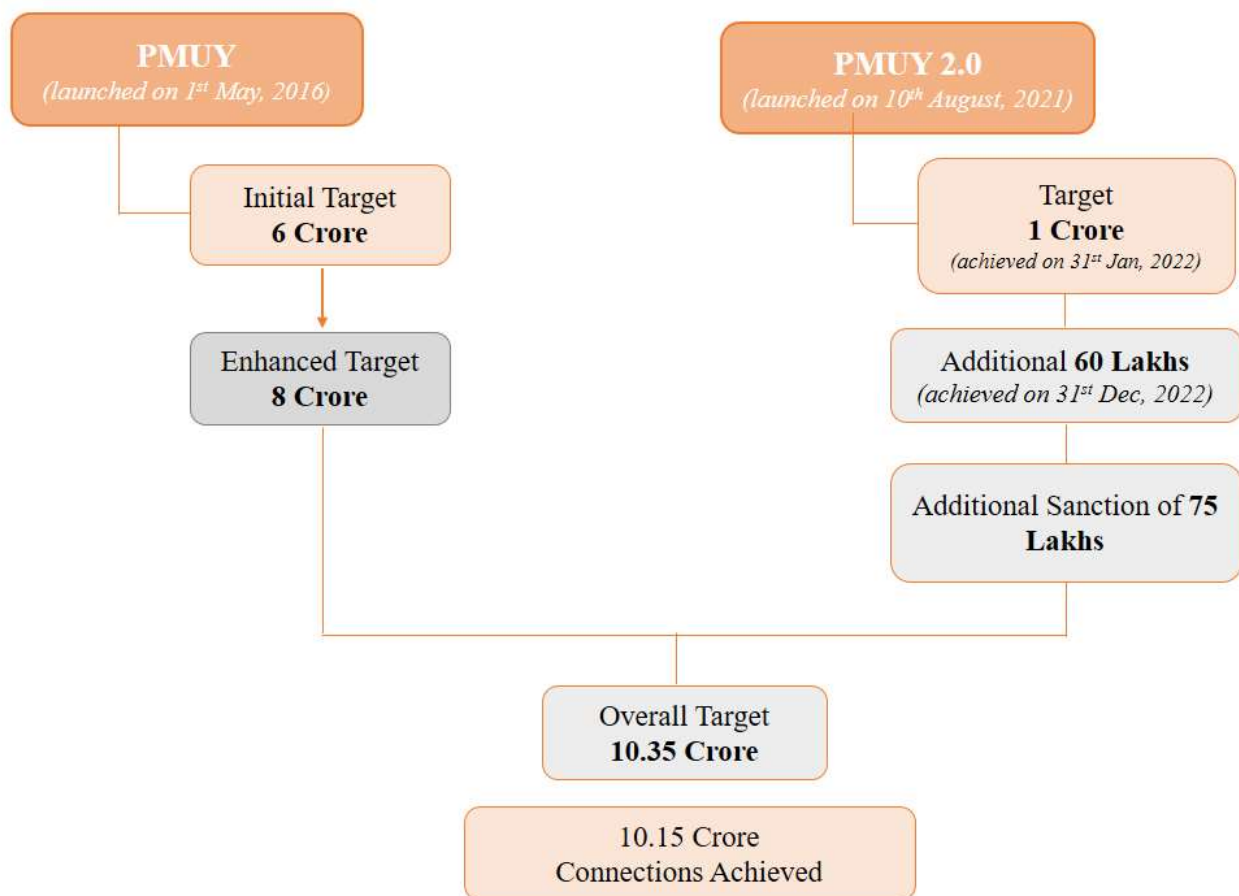


3. Analysis of Priority Scheme

Pradhan Mantri Ujjwala Yojana (PMUY)

Overview

The Pradhan Mantri Ujjwala Yojana (PMUY), launched on 1st May, 2016, aims to provide deposit-free LPG connections to women in Below Poverty Line (BPL) households across India. This initiative seeks to improve access to clean cooking fuel, thereby reducing health hazards associated with traditional fuels like firewood and cow dung, which contribute to indoor air pollution. The distribution and supply of LPG to the beneficiaries of the scheme are handled by Oil Marketing Companies, namely *Indian Oil Corporation Limited (IOCL)*, *Bharat Petroleum Corporation Limited (BPCL)*, and *Hindustan Petroleum Corporation Limited (HPCL)*. Nationwide, there are around 25,000 distributors, with around 330 located in Delhi.



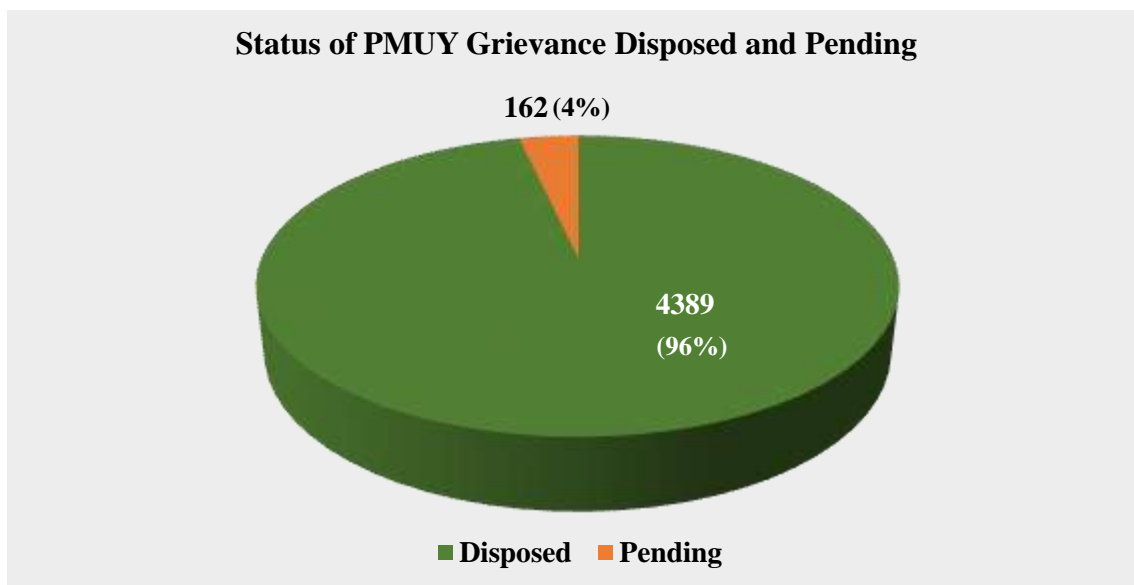
By: January 31, 2024

Aadhar card is mandatory for everyone applying under the scheme. Regardless of their state of residence, all applicants must possess and present an Aadhar card as part of the application process.

Regular reviews and surveys are conducted to assess the refill process and distributor performance, ensuring efficient service and compliance with the scheme's guidelines. If any distributor is found guilty of misconduct, they will be subject to penalties, which may include financial fines or the termination of their distributorship, resulting in the loss of their authorization to operate. Additionally, the organizations ensure that LPG connections to eligible beneficiaries are maintained even in case of delays or termination of their current connection, allowing them to continue receiving the benefits of the scheme without interruption.

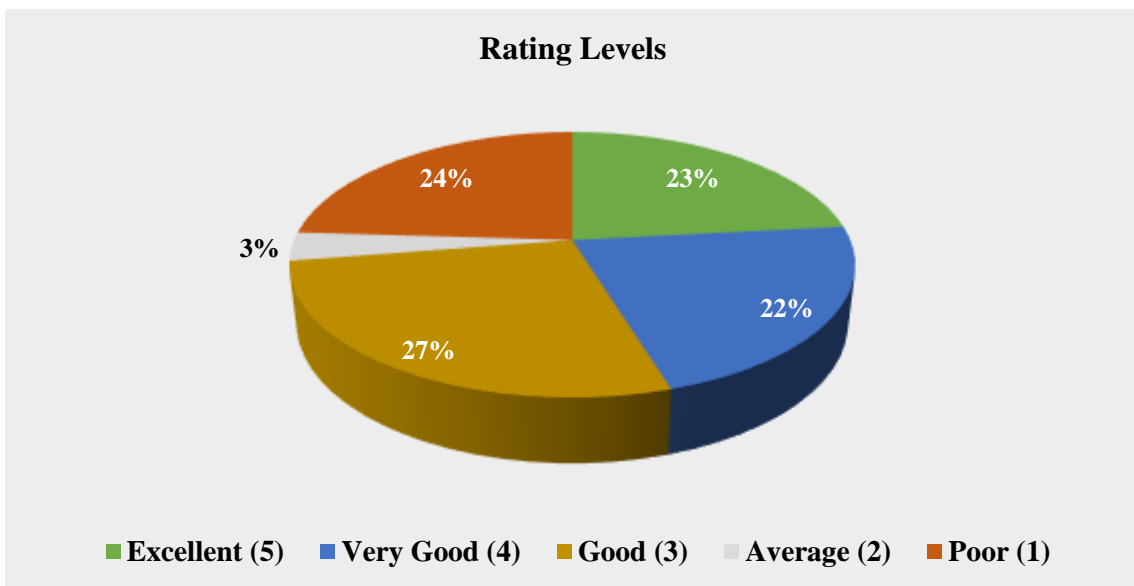
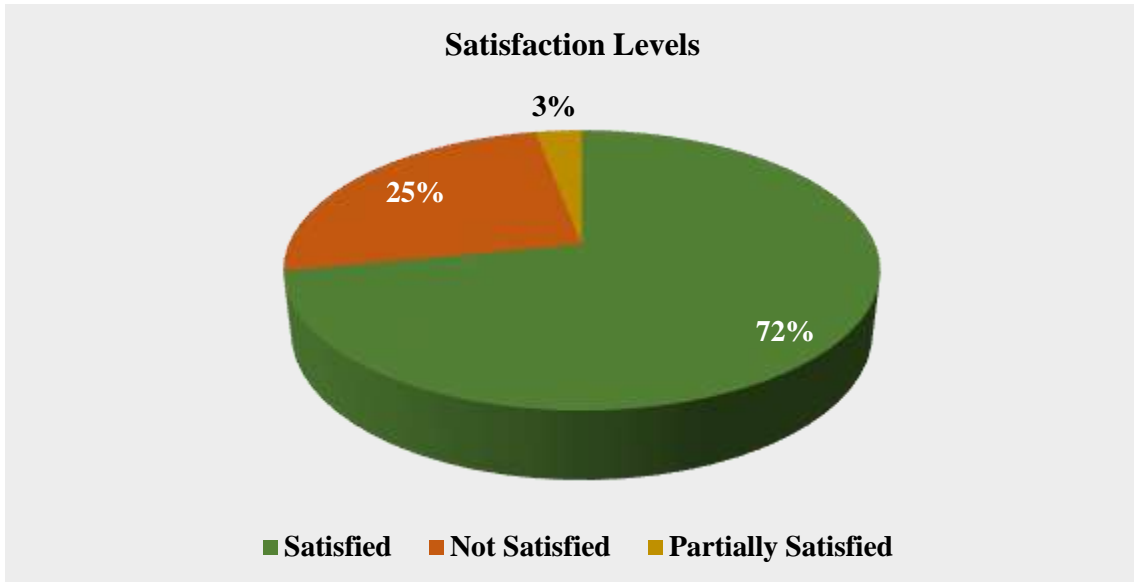
Status of Grievances under PMUY scheme:

- There are **4,551 grievances** received since 1st January, 2024 till 31st July, 2024; **4,389 grievances** have been disposed while **162 grievances** are pending disposal.



- Disposed grievances were closed in an average of 11 movements, with an average resolution time of **22 Days**. Redressed grievances received an average rating of 2.56 from the citizen (5 - Excellent being the highest, and 1 - Poor being the lowest)

- **1352 feedback** surveys were collected and from the feedback collected, around **72 % citizen** expressed satisfaction with the resolution provided. Among the citizens dissatisfied, **71% conveyed** that the issue was not resolved

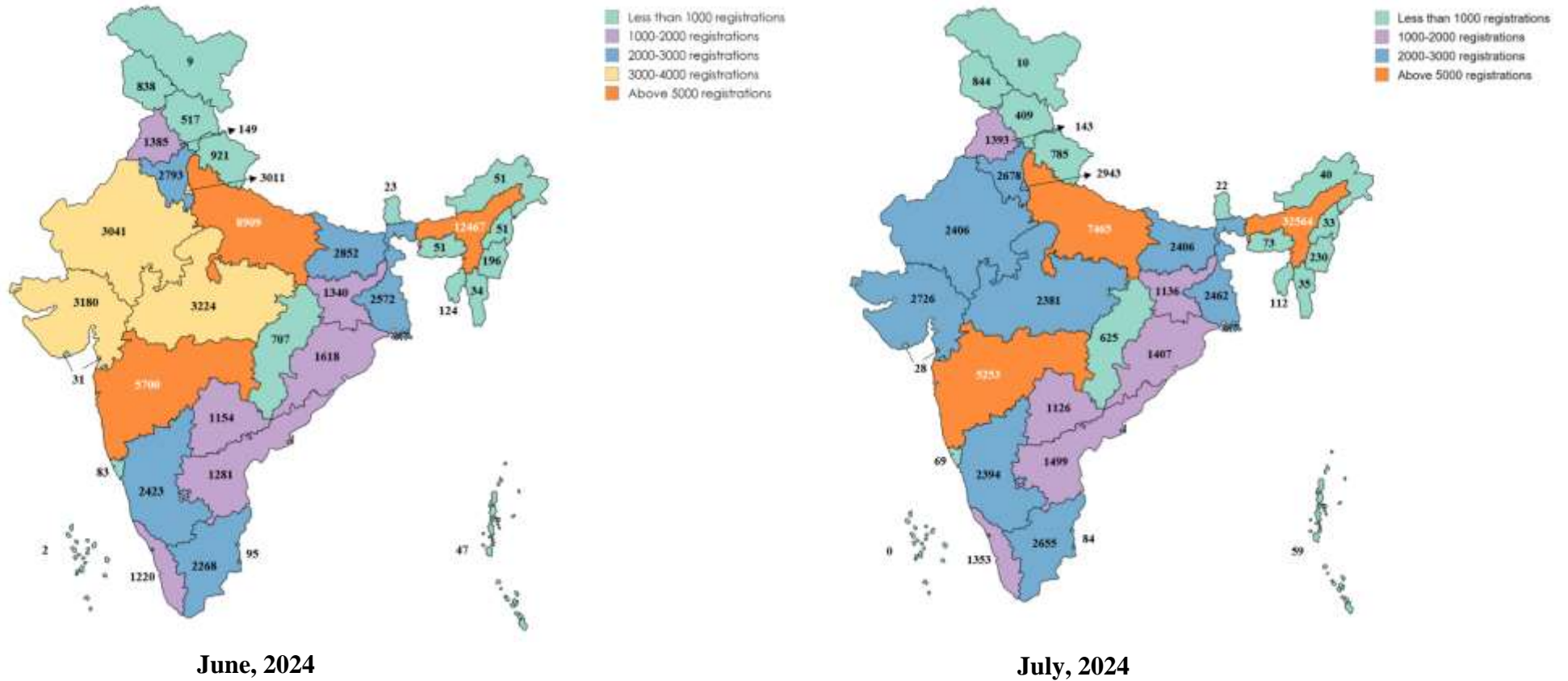


Note: The above analysis is done using the Tree Dashboard developed by the Data Strategy Unit (DSU), DARPG

4. User-Registration on CPGRAMS

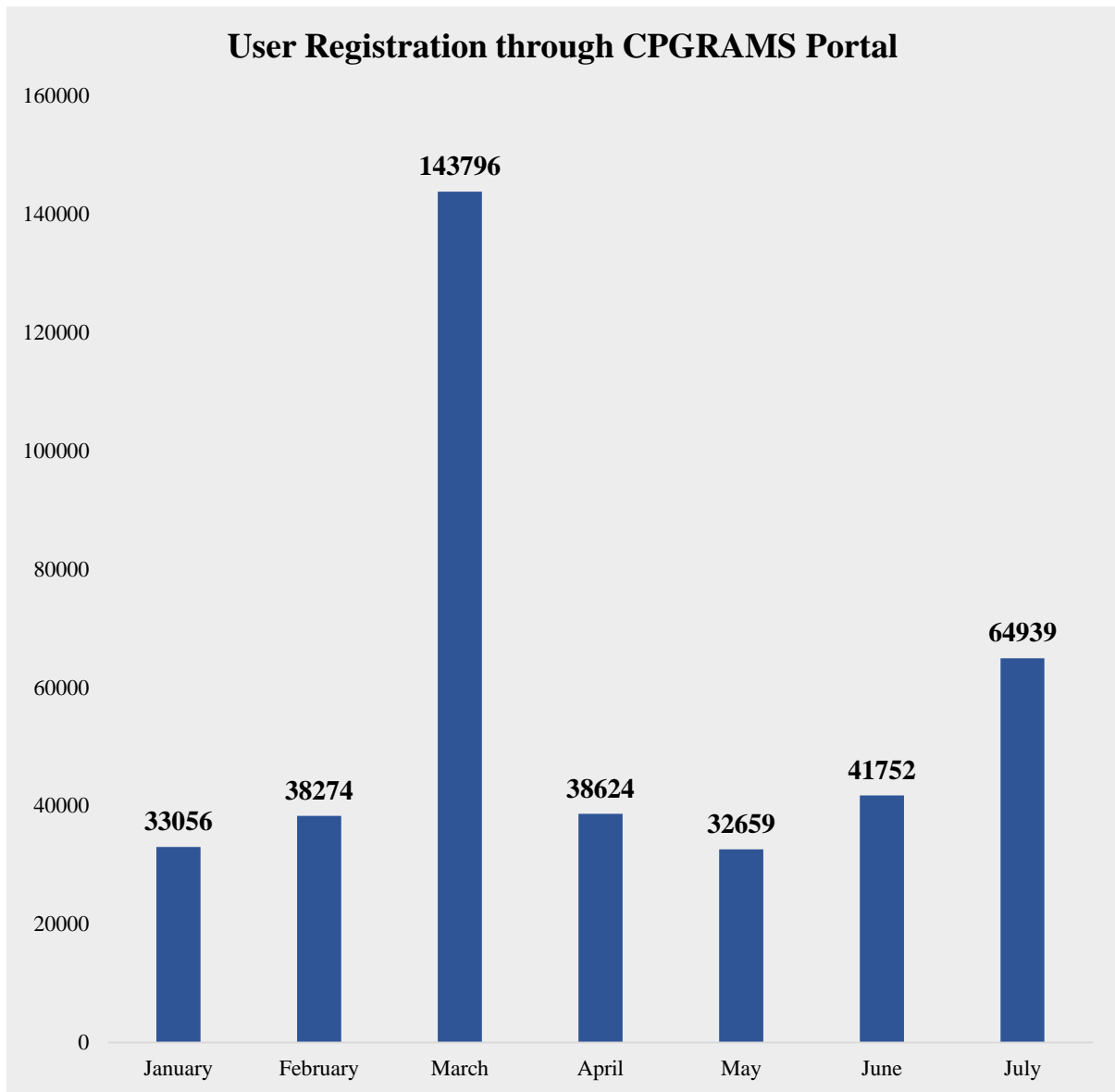
A total of **79,848** new users have registered on CPGRAMS in July, 2024, through various channels, out of which, **32,564** registrations are from Assam.

Comparison of States/UTs from which new users have registered on CPGRAMS in June and July, 2024:



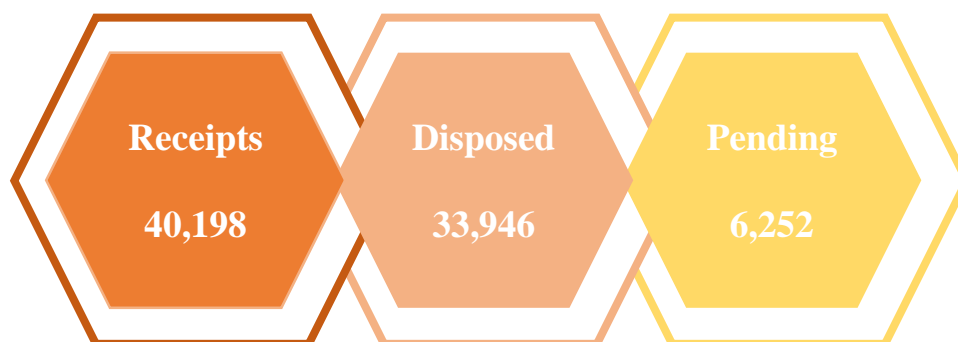
- **User Registration on CPGRAMS in the last 7 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49,543
2	February	50,109
3	March	1,62,135
4	April	53,134
5	May	49,486
6	June	64,367
7	July	79,848
TOTAL		5,08,622



5. Outreach through Common Service Centres

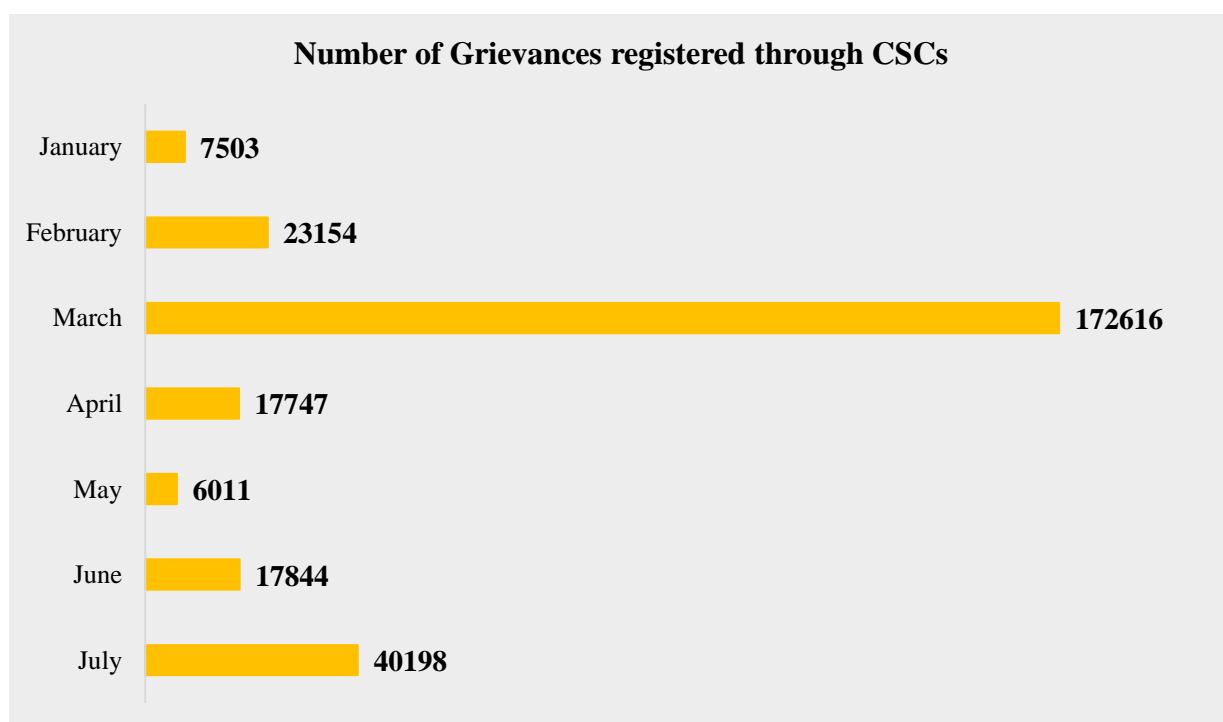
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/07/2024 to 31/07/2024)

From November, 2023, on 20th of every month, CSC-CPGRAMS Day is being organised where VLEs encourage citizens to register their grievances on the CPGRAMS portal.

- A total of **40,198 grievances** have been registered through the Common Service Centres in the month of July, 2024



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

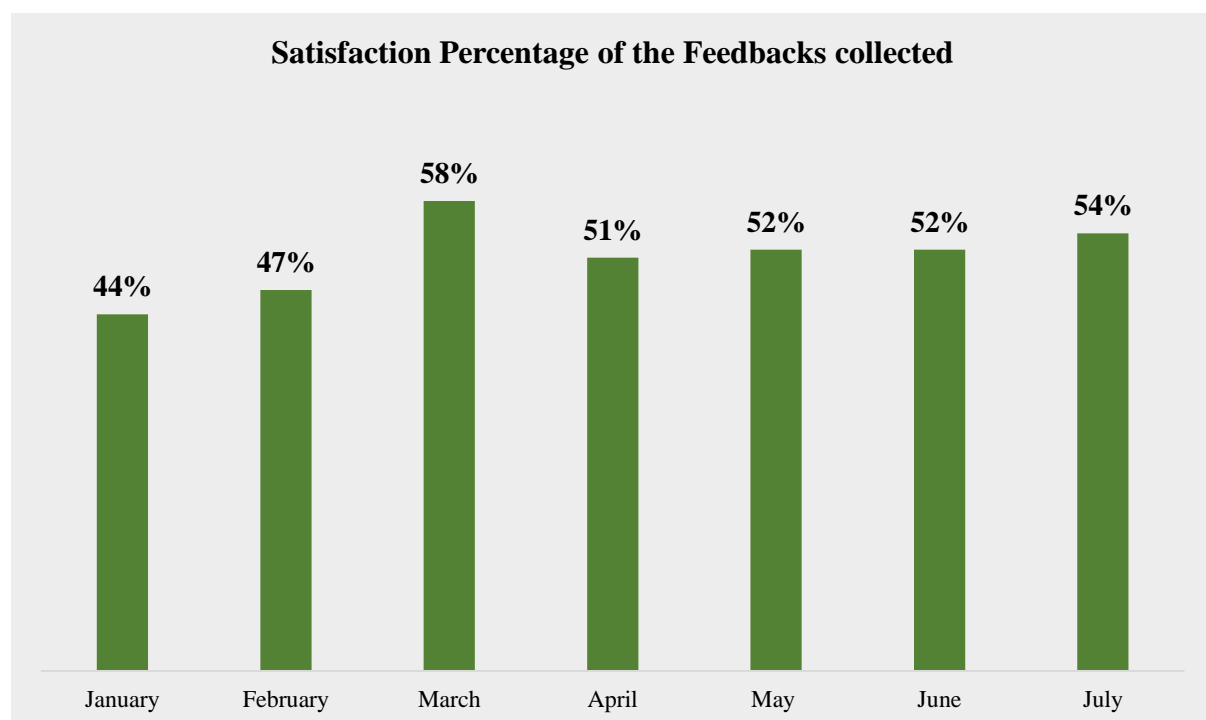
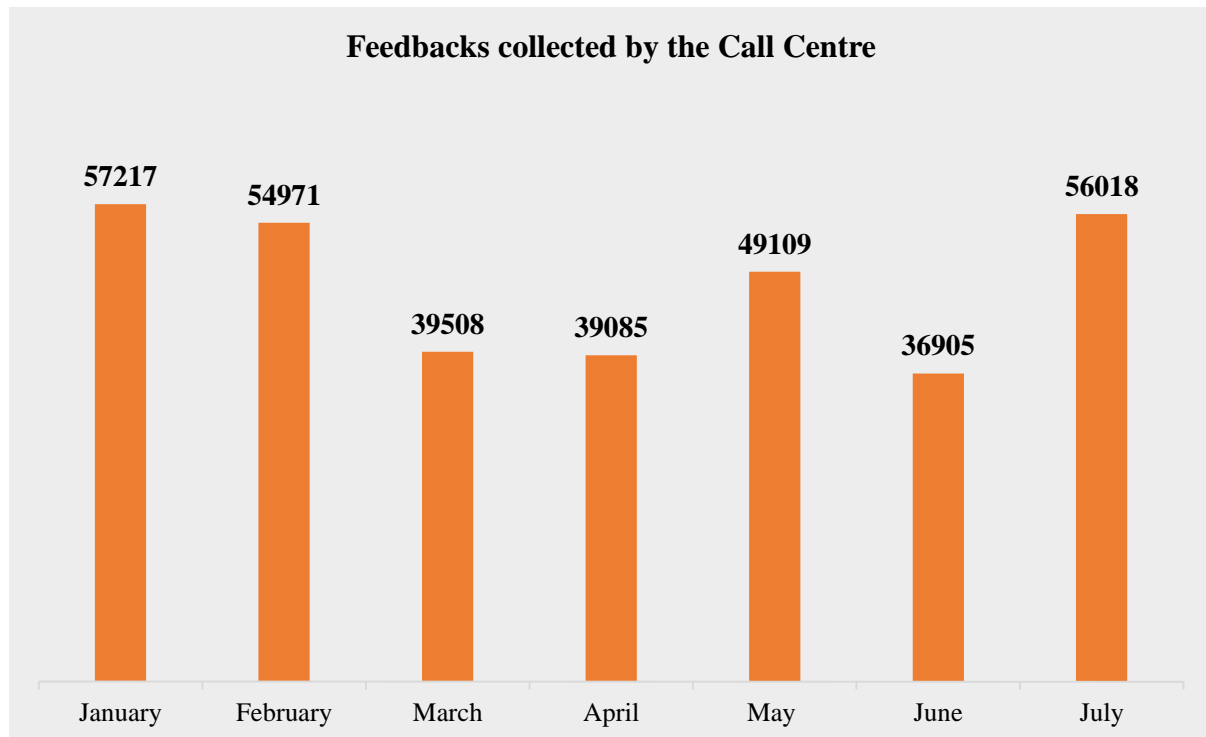
1.	Pradhan Mantri Awaas Yojana - Gramin (Rural)	31,585
2.	PMKISAN related issues	4,546
3.	HUDCO (Housing and Urban Development Corporation)	194
4.	Swachh Bharat Mission Related (Rural)	190
5.	Public Distribution System Related	111

- **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	% Receipts
1	Department of Rural Development	31,617	Pradhan Mantri Awaas Yojana - Gramin (Rural)	31,585	99.90%
2	Department of Agriculture and Farmers Welfare	4,589	PMKISAN related issues	4,546	99.06%
3	Department of Financial Services (Banking Division)	408	Fraud	57	13.97%
			Misbehaviour/Harassment/Corruption by Bank Staff	53	12.99%
4	Ministry of Housing and Urban Affairs	323	HUDCO (Housing and Urban Development Corporation)	194	60.06%
			Schemes, Programs & Other Divisions under MoHUA	105	32.51%
5	Ministry of Labour and Employment	286	PF Withdrawal	95	33.22%
			Others (EPFO)	54	18.88%
6	Ministry of Drinking Water and Sanitation	216	Swachh Bharat Mission related (Rural)	190	87.96%
			Jal Jeevan Mission related (Rural)	26	12.04%
7	Department of Telecommunications	207	Mobile Related	101	48.79%
			Broadband Related	28	13.53%
8	Unique Identification Authority of India	139	Non Updation of AADHAAR	62	44.60%
			Non-Enrolment and Non-Generation of Aadhaar	29	20.86%
9	Department of Food and Public Distribution	131	Public Distribution System related	111	84.73%
10	Department of Health & Family Welfare	96	Health Schemes	61	63.54%

6. Feedback Call Centre

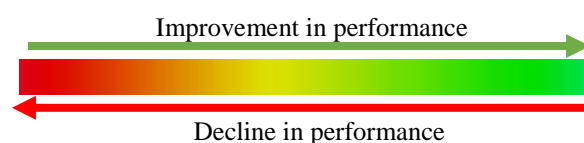
- From 1st January to 31st July, 2024, the Feedback Call Centre has collected **3,32,813** feedbacks, directly from the citizens



- Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 7 months**

S. No.	Name of Ministry/Department	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24
1	Ministry of Labour and Employment	49%	52%	55%	49%	53%	52%	51%
2	Department of Financial Services (Banking Division)	42%	45%	47%	45%	48%	48%	45%
3	Department of Rural Development	71%	74%	92%	92%	84%	82%	89%
4	Ministry of Railways (Railway Board)	34%	40%	41%	38%	38%	40%	37%
5	Central Board of Direct Taxes (Income Tax)	54%	57%	58%	57%	57%	63%	60%
6	Department of Ex Servicemen Welfare	51%	51%	53%	48%	54%	52%	55%
7	Department of Defence Finance	53%	55%	59%	58%	61%	66%	65%
8	Department of Posts	52%	53%	56%	57%	55%	56%	58%
9	Department of Telecommunications	37%	45%	52%	50%	49%	51%	49%
10	Ministry of Home Affairs	38%	39%	42%	33%	36%	37%	36%
11	Ministry of Petroleum and Natural Gas	60%	65%	61%	56%	60%	57%	60%
12	Department of Financial Services (Insurance Division)	34%	33%	38%	33%	41%	42%	38%
13	Unique Identification Authority of India	52%	55%	62%	53%	57%	57%	57%
14	Ministry of External Affairs	55%	55%	56%	56%	53%	53%	55%
15	Department of Health & Family Welfare	43%	49%	45%	47%	46%	49%	47%
16	Ministry of Housing and Urban Affairs	29%	32%	37%	28%	39%	34%	34%
17	Ministry of Road Transport and Highways	33%	33%	34%	32%	35%	31%	34%
18	Department of Consumer Affairs	37%	38%	42%	41%	42%	46%	43%
19	Department of School Education and Literacy	34%	37%	42%	35%	40%	39%	34%
20	Department of Higher Education	32%	41%	42%	41%	41%	38%	41%
21	Ministry of Corporate Affairs	28%	25%	29%	27%	26%	32%	34%
22	Central Board of Indirect Taxes and Customs	42%	43%	44%	49%	50%	53%	46%
23	Department of Food and Public Distribution	50%	52%	54%	46%	46%	53%	48%
24	Ministry of Electronics & Information Technology	44%	57%	59%	50%	55%	57%	50%
25	Ministry of Panchayati Raj	38%	41%	40%	37%	30%	36%	32%

**The above table contains data for Central Ministries/Departments for which more than 2000 feedbacks have been collected in the past 7 months*



7. Grievance Redressal Assessment and Index – July, 2024

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from July, 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 July, 2024 to 31st July, 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 with ATRs 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	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Revenue	141	694	816	19	0.864	1
2	Department of Rural Development	22713	111413	128190	5936	0.852	2
3	Central Board of Indirect Taxes and Customs	114	1163	1178	99	0.824	3
4	Department of Posts	986	4166	4142	1010	0.796	4
5	Department of Telecommunications	573	6073	5848	798	0.779	5
6	Unique Identification Authority of India	779	1740	1863	656	0.718	6
7	Ministry of Labour and Employment	4758	15655	15966	4447	0.718	7
8	Ministry of Cooperation	53	553	568	38	0.709	8
9	Ministry of Panchayati Raj	91	882	785	188	0.705	9
10	Ministry of Electronics & Information Technology	312	853	836	329	0.669	10
11	Department of Social Justice and Empowerment	167	695	656	206	0.661	11
12	Department of Financial Services (Insurance Division)	664	2040	2032	672	0.654	12
13	Ministry of Petroleum and Natural Gas	1367	1939	2154	1152	0.651	13
14	Ministry of Home Affairs	1193	4770	4758	1205	0.649	14
15	Ministry of Women and Child Development	214	598	604	208	0.643	15
16	Department of Food and Public Distribution	176	891	957	110	0.642	16
17	Ministry of Environment, Forest and Climate Change	232	520	571	181	0.641	17
18	Department of Agriculture and Farmers Welfare	3089	9517	10346	2261	0.635	18
19	Department of Personnel and Training	557	1522	1498	581	0.633	19
20	Ministry of Railways (Railway Board)	2354	5775	5656	2473	0.629	20
21	Department of Justice	261	884	982	163	0.625	21
22	Department of Defence	627	1430	1418	639	0.625	22

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
23	Ministry of Micro Small and Medium Enterprises	200	567	571	196	0.624	23
24	Department of Defence Finance	3414	3178	4054	2539	0.608	24
25	Department of Financial Services (Banking Division)	7927	13681	13680	7928	0.6	25
26	Ministry of Power	286	503	529	260	0.591	26
27	Ministry of Road Transport and Highways	824	2247	2133	938	0.589	27
28	Ministry of Corporate Affairs	644	1103	1221	526	0.581	28
29	Ministry of Housing and Urban Affairs	1237	3645	3594	1288	0.579	29
30	Department of School Education and Literacy	1017	1534	1646	905	0.573	30
31	Department of Health & Family Welfare	2772	3127	3328	2571	0.565	31
32	Ministry of Civil Aviation	269	639	633	275	0.555	32
33	Ministry of External Affairs	1187	1297	1339	1145	0.55	33
34	Department of Consumer Affairs	1236	1443	1560	1120	0.544	34
35	Central Board of Direct Taxes (Income Tax)	12720	4900	7631	9989	0.534	35
36	Ministry of Drinking Water and Sanitation	96	1005	263	838	0.526	36
37	Department of Ex Servicemen Welfare	4904	4672	5234	4342	0.516	37
38	Department of Higher Education	1768	1857	1320	2306	0.445	38

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, 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	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	16	146	159	3	0.756	1
2	Ministry of Ayush	32	160	155	37	0.737	2
3	Ministry of Mines	47	111	108	50	0.735	3
4	NITI Aayog	31	187	175	43	0.723	4
5	Ministry of Coal	145	355	342	158	0.721	5
6	Department of Land Resources	50	312	352	10	0.721	6
7	Department of Investment & Public Asset Management	20	53	68	5	0.715	7
8	Ministry of New and Renewable Energy	85	221	220	86	0.703	8
9	Ministry of Statistics and Programme Implementation	27	46	65	8	0.696	9
10	Department of Public Enterprises	15	31	36	10	0.694	10
11	Ministry of Shipping	61	143	137	67	0.684	11
12	Department of Commerce	159	362	412	109	0.662	12
13	Department of Science and Technology	50	89	96	43	0.652	13
14	Department of Scientific & Industrial Research	41	154	143	52	0.644	14
15	Ministry of Information and Broadcasting	200	343	340	203	0.638	15
16	Department of Expenditure	75	96	112	59	0.638	16
17	Department of Legal Affairs	146	206	285	65	0.631	17
18	Department of Heavy Industry	122	113	204	31	0.627	18
19	Department of Pharmaceuticals	27	99	83	43	0.625	19
20	Ministry of Tourism	114	228	214	128	0.623	20
21	Department of Chemicals and Petrochemicals	8	34	36	6	0.621	21
22	Department of Empowerment of Persons with Disabilities	69	256	228	97	0.614	22
23	Ministry of Textiles	74	101	93	82	0.592	23

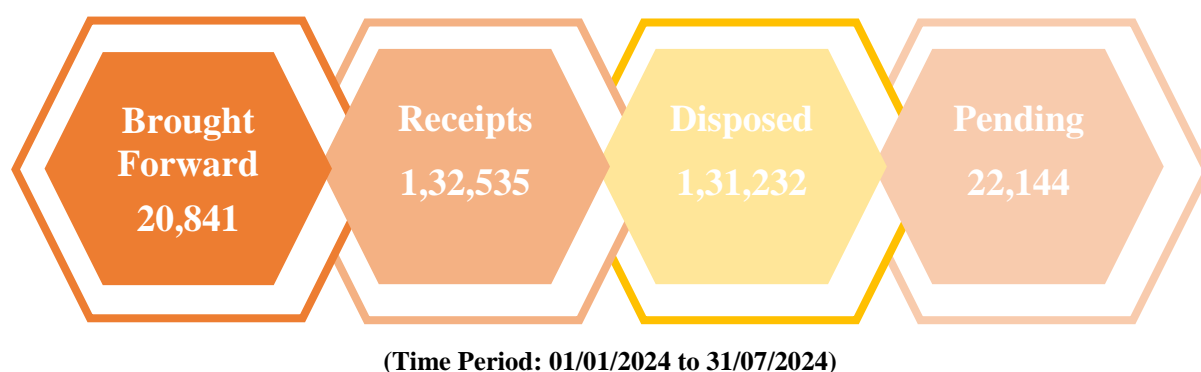
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
24	Ministry of Skill Development and Entrepreneurship	142	181	200	123	0.58	24
25	Department of Financial Services (Pension Reforms)	45	201	211	35	0.572	25
26	Department for Promotion of Industry and Internal Trade	184	154	239	99	0.572	26
27	O/o the Comptroller & Auditor General of India	74	98	94	78	0.569	27
28	Ministry of Development of North Eastern Region	16	18	31	3	0.568	28
29	Department of Defence Research and Development	66	52	90	28	0.562	29
30	Department of Health Research	67	90	79	78	0.55	30
31	Ministry of Water Resources, River Development & Ganga Rejuvenation	142	239	220	161	0.541	31
32	Department of Atomic Energy	102	98	148	52	0.541	32
33	Ministry of Minority Affairs	152	214	159	207	0.531	33
34	Staff Selection Commission	157	248	165	240	0.529	34
35	Ministry of Tribal Affairs	336	204	363	177	0.526	35
36	Department of Sports	69	107	75	101	0.524	36
37	Ministry of Earth Sciences	13	28	18	23	0.515	37
38	Department of Military Affairs	391	355	431	313	0.513	38
39	Department of Bio Technology	34	12	1	45	0.512	39
40	Legislative Department	22	50	21	51	0.51	40
41	Department of Fisheries	14	24	15	23	0.492	41
42	Ministry of Culture	196	207	140	263	0.491	42
43	Ministry of Steel	54	94	78	70	0.487	43
44	Department of Economic Affairs ACC Division	533	406	487	452	0.472	44
45	Department of Fertilizers	32	34	38	28	0.467	45
46	Department of Agriculture Research and Education	185	167	130	222	0.452	46

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
47	Department of Animal Husbandry, Dairying	220	163	209	174	0.44	47
48	Department of Space	18	70	29	59	0.433	48
49	Department of Defence Production	184	202	160	226	0.424	49
50	Department of Youth Affairs	87	51	53	85	0.417	50
51	Ministry of Food Processing Industries	35	47	50	32	0.415	51
52	Department of Official Language	25	13	12	26	0.386	52

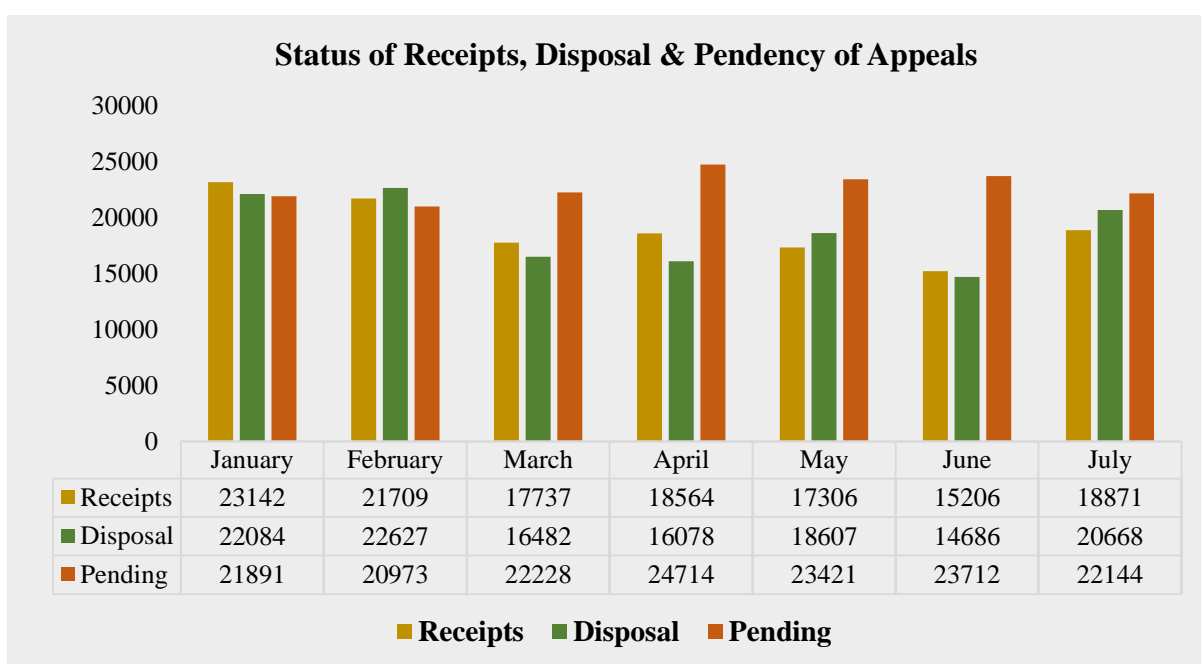
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

8. Review of Status of Appeals on CPGRAMS

8.1. Overview



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 **27 days** from 1st January to 31st July, 2024
- **41** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

9. Analysis of grievances on CPGRAMS

9.1. CPGRAMS Categories for the grievances registered

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

1. Department of Rural Development (Total Receipts – 1,11,413)

- **Pradhan Mantri Awas Yojana – Gramin - (98%)** → Request/Representation (for a new house)

2. Ministry of Labour & Employment (Total Receipts – 15,655)

- **EPFO (24%)**
- **PF Withdrawal (21%)** → Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (8%)** → Transfer in/out/Form 13/ Online transfer related issues
- **Pension (6%)** → Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension
- **Employer's grievance (5%)** → KYC related issue

3. Department of Financial Services (Banking Division) (Total Receipts – 13,681)

- **Fraud (11%)**
- **Deficiency in Customer Service Related (8%)** → Delay in service
- **Credit/Debit/ATM Card Related (7%)** → ATM/Credit Card Frauds
- **Misbehaviour/Harassment/Corruption by Bank Staff (5%)**
- **Service Matter Related (5%)**

4. Department of Agriculture and Farmers Welfare (Total Receipts – 9,517)

- **PMKISAN related (93%)** → Stoppage of installments after issue of few installments, non-receipt of PMKISAN Instalments, Approval of documents by State Govt.

5. Department of Telecommunication (Total Receipts – 6,073)

- **Mobile related (50%)** → Mobile Number Portability (MNP)
- **Broadband related (12%)** → Landline working but Internet not working/Frequent disconnection

9.2. AI Categories for the grievances registered

Using AI, the trend of categories across Top 4 Ministries/Departments, for a period of January to July, 2024, are as follows:

1. Department of Rural Development

- ✓ Pradhan Mantri Awas Yojana (PMAY)
- ✓ Housing Assistance Request
- ✓ Pradhan Mantri Awas Yojana (PMAY)
- ✓ Inclusion Status
- ✓ Beneficiary Selection Issues
- ✓ Misuse of Funds

2. Ministry of Labour & Employment

- ✓ PF Withdrawal
- ✓ PF Contribution
- ✓ Pension
- ✓ KYC Approval
- ✓ PF Transfer
- ✓ PF Claim

3. Department of Financial Services (Banking Division)

- ✓ Bank Staff Misconduct
- ✓ Bank Staff Misbehaviour
- ✓ Loan Processing Delays
- ✓ Insurance Claim Issues
- ✓ Subsidy Processing Delays
- ✓ Customer Harassment
- ✓ Account Issues
- ✓ Financial Fraud
- ✓ Unauthorized Transactions
- ✓ Delay in Transactions

4. Department of Telecommunications

- ✓ Refund Issues
- ✓ Network Issues
- ✓ Fraudulent Activities
- ✓ Financial Irregularities
- ✓ Service Delays
- ✓ Billing and Plan Issues

10. Success Stories

Grievance of Ex-Hav Shri Kamal Deo Prasad

Non-Credit of OROP-2 Arrears

Ex-Hav Shri Kamal Deo Prasad lodged a grievance with the Department of Ex-Servicemen Welfare via CPGRAMS, reporting the non-receipt of his OROP-2 arrears. In response, the department promptly addressed the issue by updating the necessary data and pushed for further investigation to ensure the timely resolution of the matter.

Post the department's thorough review, the arrears were successfully processed. Subsequently, the entire amount of **Rs 1,89,786** was deposited into his bank account, bringing the issue to a satisfactory conclusion. Shri Kamal Deo Prasad was informed of the successful resolution and the completion of the fund transfer.

Rectification Process: For pending OROP related arrears, the Non-Payment Certificate is submitted to the concerned PCDA (Principal Controller of Defence Accounts) Division and the grievance can be registered through Sparsh Pension Portal also. The data is updated on the Sparsh Pension Portal by the concerned division, and after due rectification of the data, the arrears are processed.

Grievance of Shri Rajkumar

Request for Reassessment and Refund Due to Errors in ITR for AY 2021-22 and AY 2022-23

Shri Rajkumar lodged a grievance with the Central Board of Direct Taxes (CBDT) on CPGRAMS regarding a pending refund of **Rs. 83,080** for ITR of AY 2021-22 and AY 2022-23, due to missed credits for advance tax and TDS. The Principal Commissioner of Income Tax (PCIT) Dehradun reported that the Income Tax Officer (ITO) of Ward-2(1)(1), Haldwani rectified the oversight by passing a rectification order which credited an advance tax payment of Rs. 65,000 and TDS of **Rs. 54,272**, alongside regular tax and SAT adjustments, resulting in a refund of **Rs. 73,122**.

The amount was successfully credited to Shri Rajkumar's account in April, 2024. The PCIT Dehradun confirmed that all necessary actions were completed, and the grievance was resolved.

Rectification Process: For ITR related grievances, the Central Board of Direct Taxes (Income Tax) identifies the jurisdiction of the concerned PAN Number, after which it is forwarded to the respective PCIT (Principal Commissioner of Income Tax) which cross-checks the claim, and after due rectification, the amount is credited.

Grievance of Shri Ganesh Chimaji Haegadmal

Misbehaviour by Ticket Booking Master at Pune Junction

Shri Ganesh Chimaji Haegadmal filed a grievance with the Ministry of Railways (Railway Board) on CPGRAMS regarding the rude behaviour of the ticket booking master at Pune Junction, who issued a pass with incorrect dates and responded dismissively when confronted. The railway administration addressed the issue by issuing a warning letter to the staff, and providing counselling to improve his behaviour. The administration expressed deep regret for the inconvenience caused.

The grievance was resolved within 10 days of filing and the railway administration assured Shri Haegadmal that measures have been taken to ensure courteous and vigilant behaviour by staff to prevent future grievances.

Rectification Process: For Railway-related grievances, the Ministry of Railways transfers the grievance to the Central Railways, which gets forwarded to the Divisional Railway Manager who then examines the case and after due diligence, the necessary action is taken.

Grievance of Shri Suryamohan

Unauthorized Median Opening Near Sriperumbudur Toll Plaza

The unauthorized median opening near Sriperumbudur Toll Plaza on NH-48 in Tamil Nadu, was causing multiple daily accidents, which is in proximity to the toll plaza. Despite repeated concerns, the issue remained unaddressed, posing a significant risk to commuters. Recognizing the urgency and severity of the safety hazard, the National Highways Authority of India (NHAI) took swift action to resolve the problem.

Within 11 days of the grievance being reported, NHAI coordinated with the contractor to implement immediate corrective measures. The contractor closed the unauthorized median opening by installing a hard crash barrier to prevent dangerous crossings and mitigate the risk of accidents. This intervention effectively addressed the safety concerns and ensured that the road would be safer for all commuters traveling near the Sriperumbudur Toll Plaza.

Rectification Process: In-case of Road Transport and Highways, the grievances are submitted to the Ministry which then transfers the grievance to the National Highways Authority of India (NHAI). The NHAI identifies and forwards it to the concerned regional office for examination which further gets examined by the PIU (Project Implementation Unit). Post investigation the necessary action is taken.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 26th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of June 2024

A total of 1,34,386 Grievances were Redressed by Central Ministries/Departments in June, 2024

For the 24th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

NITI Aayog, Department of Land Resources and Department of Investment & Public Asset Management topped in Group B category in the rankings released for the month of June, 2024

Posted On: 10 JUL 2024 8:08PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

90,686 public grievances redressed by Central Ministries/Departments from 1st to 11th July, 2024

25,989 public grievances redressed by States/UTs from 1st to 11th July, 2024

Posted On: 12 JUL 2024 5:24PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

1,43,650 public grievance redressed by Central Ministries/Departments from 1st to 18th July, 2024

38,934 public grievances redressed by States/UTs from 1st to 18th July, 2024

Posted On: 19 JUL 2024 6:33PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Government Enhances Grievance Redressal and launches Special Campaigns for Widows' Pension Assistance

"Grievances of Citizens from even remotest part of the country being addressed by CPGRAMS portal within a time bound manner" says Union Minister Dr. Jitendra Singh

Posted On: 31 JUL 2024 4:56PM by PIB Delhi

PIB in Mizoram
@PIBMizoram

DARPG released the 26th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of June 2024

pib.gov.in/PressReleasePa...

#MinistryofPersonnelPublicGrievancesPensions

12:34 PM · Jul 11, 2024 · 366 Views

PIB India
@PIB_India

The Department of Administrative Reforms and Public Grievances (DARPG) released the 26th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of June 2024

A total of 1,34,386 Grievances were Redressed by Central Ministries/Departments in June, 2024

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

@DARPG_GoI

8:14 PM · Jul 10, 2024 · 7,277 Views

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CBIC Ranks No. 1 in Grievance Redressal .

CBIC RANKS NO. 1 IN GRIEVANCE REDRESSAL

Central Board of Indirect Taxes and Customs tops in **Group A** category (> 500 grievances per month) in the rankings released for the month of June, 2024

~ As per DARPG's 26th CPGRAMS Report for June 2024

Ministry of Finance and 4 others

8:25 PM · Jul 11, 2024 · 16.9K Views

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Grievances resolved in CPGRAMS along with notable success stories

90,686 public grievances redressed by Central Ministries/Departments from 1st to 11th July, 2024

25,989 public grievances redressed by States/UTs from 1st to 11th July, 2024

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

@DARPG_GoI

The Top 5 Ministries/Departments in GoI for grievance redressal for the period from 1st to 11th July, 2024 are as follows:

S. No.	Name of Central Ministries/Departments	Total Disposal
1	Department of Rural Development	44,679
2	Ministry of Labour and Employment	9,762
3	Department of Financial Services (Banking Division)	5,109
4	Department of Agriculture and Farmers Welfare	4,911
5	Central Board of Direct Taxes (Income Tax)	5,338

6:18 PM · Jul 10, 2024 · 6,881 Views

PIB in Meghalaya
@PIBShillong

Grievances resolved in #cpgrams along with notable success stories

1,43,650 public grievance redressed by Central Ministries/Departments from 1st to 18th July, 2024

@DARPG_GoI

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

The Top 5 Ministries/Departments in GoI for grievance redressal for the period from 1st to 18th July, 2024 are as follows:

S. No.	Name of Ministry/Department	Total Disposal
1	Department of Rural Development	73,853
2	Ministry of Labour and Employment	9,074
3	Department of Financial Services (Banking Division)	7,561
4	Department of Agriculture and Farmers Welfare	6,030
5	Central Board of Direct Taxes (Income Tax)	4,737

12:02 PM · Jul 20, 2024 · 65 Views

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Grievances resolved in CPGRAMS along with notable success stories

1,43,850 public grievance redressed by Central Ministries/Departments from 1st to 18th July, 2024

38,934 public grievances redressed by States/UTs from 1st to 18th July, 2024

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@DARPG_Goi

(The Top 5 Ministries/Departments in Govt for grievance redressal for the period from 1st to 18th July, 2024 are as follows)

S. No.	Name of Ministry/Department	Total Disposal
1	Department of Rural Development	13,833
2	Ministry of Labour and Employment	8,076
3	Department of Financial Services (Banking Division)	7,961
4	Department of Agriculture and Farmers Welfare	6,050
5	Central Board of Direct Taxes (Income Tax)	4,737

Last edited 10:37 AM · Jul 20, 2024 · 4,148 Views

CSCeGov @CSCegov_

"#CSC has transformed governance through digital technology & by bridging the internet-rich divide. #CPGRAMS Day is celebrated on the 20th of every month to demonstrate commitment to a robust grievance redressal mechanism."

- V Srinivas, IAS, Secretary, @DARPG_Goi

#15YearsOfCSC

CSCeGov @CSCegov_

Thank you, Shri @svoruganti1466 Ji, for joining us at #CSCDiwas and celebrating #15YearsofCSC with your enlightening speech. Here's to many more years of @DARPG_Goi & @CSCegov_ partnership and helping citizens across the country!

#CPGRAMS #DigitalIndia

CNBC-TV18 @CNBCTV18Live

Govt grievance redressal portal gets 14 lakh complains in first 6 months of this year, #PMAY tops list | Q&A

@Timsyjaipuria



Govt grievance redressal portal gets 14 lakh complains in first 6 months of this year, PM...

From cnbctv18.com

9:59 AM · Jul 19, 2024 · 4,771 Views

CNBC-TV18 @CNBCTV18News

Union govt's grievance redressal department gets 14 lakh complaints in the last 6 months over welfare schemes. The PM Awas Yojana scheme to build rural housing tops the list with nearly 5 lakh complaints in 6 months. @Timsyjaipuria reports

#PMAwasYojana #WelfareScheme #GovtScheme



COMPLAINTS AGAINST GOVT SCHEMES
In 6 Months Of 2024

4.79 Lakh	51,851	20,565
PM Awas Yojana	PM Kisan	EPFO

Source: CPGRAMS Portal

BUSINESS 360
Complaints Over Govt's Welfare Schemes On The Rise

0:57 / 5:23

6:40 PM · Jul 18, 2024 · 2,588 Views

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Government Enhances Grievance Redressal and launches Special Campaigns for Widows' Pension Assistance

"Grievances of Citizens from even remotest part of the country being addressed by CPGRAMS portal within a time bound manner" says Union Minister @DrJitendraSingh

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

#ParliamentQuestion

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	590300	593300	587364	5936
2	Ministry of Labour and Employment	4919	99627	104546	100099	4447
3	Department of Financial Services (Banking Division)	8372	91296	99668	91740	7928
4	Department of Agriculture and Farmers Welfare	3543	61896	65439	63179	2261
5	Central Board of Direct Taxes (Income Tax)	10802	38769	49571	39582	9989
6	Ministry of Railways (Railway Board)	3144	36918	40062	37589	2473
7	Ministry of Housing and Urban Affairs	1419	35409	36828	35540	1288
8	Ministry of Home Affairs	1429	32450	33879	32674	1205
9	Department of Ex Servicemen Welfare	4036	31348	35384	31042	4342
10	Department of Posts	1638	31110	32748	31738	1010

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	590300	593300	587364	5936
2	Ministry of Labour and Employment	4919	99627	104546	100099	4447
3	Department of Financial Services (Banking Division)	8372	91296	99668	91740	7928
4	Department of Agriculture and Farmers Welfare	3543	61896	65439	63179	2261
5	Central Board of Direct Taxes (Income Tax)	10802	38769	49571	39582	9989
6	Ministry of Railways (Railway Board)	3144	36918	40062	37589	2473
7	Ministry of Housing and Urban Affairs	1419	35409	36828	35540	1288
8	Ministry of Home Affairs	1429	32450	33879	32674	1205
9	Department of Posts	1638	31110	32748	31738	1010
10	Department of Ex Servicemen Welfare	4036	31348	35384	31042	4342

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10802	38769	49571	39582	9989
2	Department of Financial Services (Banking Division)	8372	91296	99668	91740	7928
3	Department of Rural Development	3000	590300	593300	587364	5936
4	Ministry of Labour and Employment	4919	99627	104546	100099	4447
5	Department of Ex Servicemen Welfare	4036	31348	35384	31042	4342
6	Department of Health & Family Welfare	2180	20247	22427	19856	2571
7	Department of Defence Finance	913	20564	21477	18939	2539
8	Ministry of Railways (Railway Board)	3144	36918	40062	37589	2473
9	Department of Higher Education	1241	10351	11592	9287	2306
10	Department of Agriculture and Farmers Welfare	3543	61896	65439	63179	2261
11	Ministry of Housing and Urban Affairs	1419	35409	36828	35540	1288
12	Ministry of Home Affairs	1429	32450	33879	32674	1205
13	Ministry of Petroleum and Natural Gas	1848	13897	15745	14593	1152
14	Ministry of External Affairs	1506	9750	11256	10111	1145
15	Department of Consumer Affairs	1184	9617	10801	9682	1120
16	Department of Posts	1638	31110	32748	31738	1010

Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to July, 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	38769	49571	39582	9989	7049
2	Department of Rural Development	3000	590300	593300	587364	5936	1556
3	Department of Health & Family Welfare	2180	20247	22427	19856	2571	1412
4	Department of Ex Servicemen Welfare	4036	31348	35384	31042	4342	1401
5	Department of Higher Education	1241	10351	11592	9287	2306	1120
6	Department of Defence Finance	913	20564	21477	18939	2539	942
7	Department of Financial Services (Banking Division)	8372	91296	99668	91740	7928	872
8	Ministry of External Affairs	1506	9750	11256	10111	1145	680
9	Ministry of Home Affairs	1429	32450	33879	32674	1205	645
10	Ministry of Railways (Railway Board)	3144	36918	40062	37589	2473	362

Annexure 2: Average Closing Time – January to July, 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	2412	85
2	Central Board of Direct Taxes (Income Tax)	39582	67
3	Department of Fertilizers	350	65
4	Department of School Education and Literacy	9991	55
5	Department of Official Language	109	42
6	Ministry of Textiles	549	40
7	Ministry of Culture	1387	39
8	Staff Selection Commission	2295	37
9	Department of Defence Production	1124	36
10	Department of Military Affairs	2597	35

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Parliamentary Affairs	1125	2
2	Ministry of Cooperation	2872	3
3	NITI Aayog	2045	3
4	Department of Land Resources	2162	4
5	Department of Rural Development	587364	5
6	Ministry of Drinking Water and Sanitation	9438	5
7	Department of Food and Public Distribution	6165	5
8	Department of Telecommunications	31016	6
9	Ministry of Ayush	1310	6
10	Department of Agriculture and Farmers Welfare	63179	7

Annexure 3: Status of Appeals – January to July, 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	2454	5348	575	4773
2	Central Board of Direct Taxes (Income Tax)	2202	4993	7195	4937	2258
3	Department of Social Justice and Empowerment	1524	417	1941	1	1940
4	Department of Financial Services (Banking Division)	1535	21233	22768	21026	1742
5	Ministry of Railways (Railway Board)	790	9685	10475	9715	760
6	Department of Rural Development	734	2379	3113	2404	709
7	Department of Consumer Affairs	506	1821	2327	1692	635
8	Department of Financial Services (Insurance Division)	256	3814	4070	3479	591
9	Department of Defence Finance	796	3575	4371	3817	554
10	Ministry of Culture	500	220	720	167	553

Annexure 3.2.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
1	Department of Land Resources	148	1
2	NITI Aayog	31	1
3	Ministry of Cooperation	666	3
4	Department of Telecommunications	7997	4
5	Department of Empowerment of Persons with Disabilities	385	4
6	Department of Youth Affairs	66	4
7	Ministry of Labour and Employment	23496	5
8	Department of School Education and Literacy	1768	5
9	Central Board of Indirect Taxes and Customs	3184	7
10	Ministry of Parliamentary Affairs	56	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	1656	1578	559	35.42%
2	Central Board of Indirect Taxes and Customs	10179	10080	3061	30.36%
3	Department of Atomic Energy	910	858	261	30.41%
4	Department of Scientific & Industrial Research	727	675	195	28.89%
5	Ministry of Civil Aviation	4271	3996	1142	28.58%
6	Ministry of Steel	770	700	195	27.86%
7	Department of Financial Services (Insurance Division)	14404	13732	3814	27.77%
8	Ministry of Earth Sciences	225	202	54	26.73%
9	Department of Telecommunications	31814	31016	8006	25.81%
10	Ministry of Railways (Railway Board)	40062	37589	9685	25.77%



Department of Administrative Reforms and Public Grievances

Government of India

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