



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

August 2024

[Report Number 28]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

In August 2024, a total of **2,36,458 grievances** were filed with the Central Ministries/Departments, indicating a significant engagement of the public with the grievance redressal mechanism of the government. A significant **2,32,885 grievances** were disposed in the month, making August the **26th month in a row** where disposal crossed 1 lakh cases in the Central Secretariat, showcasing the system's efficiency, while **70,052 grievances** remain pending, as on 31st August, 2024.

A majority of the grievances, accounting for **64%**, were directed towards key departments such as the **Department of Rural Development, Ministry of Labour & Employment, and Department of Financial Services (Banking Division)**. The Average Grievance Redressal for all Ministries/Departments in the year 2024, from 1st January, 2024 to 31st August, 2024 stood at **12 days**.

Grievances registered via **Common Service Centers** decreased from 40,198 grievances in the month of July 2024 to **39,276 grievances** in the month of August, 2024. Additionally, new user registrations on CPGRAMs rose by **12%**, totaling **90,684**, which could be attributed to increased public awareness and trust in the grievance redressal process.

Public grievance appeals in August numbered **18,359**, while **16,376 appeals** were disposed of and **28,184** pending, as on 31st August, 2024. The Feedback Call Centre collected **94,275 feedbacks** in August, 2024. Out of the total feedbacks, **54% citizens** expressed satisfaction with the resolution provided on their grievances. In August 2024, **62,223 feedbacks** were collected for the Central Ministries/Departments by the Feedback Call Centre, **63% citizens** expressed satisfaction on the resolution provided.

On **23rd August, 2024**, the **Department of Administrative Reforms and Public Grievances** has issued [comprehensive guidelines for handling public grievances](#) in line with the **Hon'ble Prime Minister's** directions for making grievance redressal time-bound, accessible and meaningful.

The 2024 Policy Guidelines reiterate the Government's commitment for **Effective Grievance Redressal** and manifest the technology improvements undertaken with the 10-step reform process adopted.

The key highlights of the Comprehensive Guidelines for Handling Public Grievances are as follows:

1. An integrated user-friendly grievance filing platform with CPGRAMS www.pgportal.gov.in being the common open platform on which grievances can be registered by citizens which will operate as a single window experience.
2. Appointment of Nodal Officers for Public Grievances in all Ministries/ Departments who will address grievances promptly, fairly and efficiently. Ministries/ Departments with high grievance loads to have dedicated Nodal Officers.
3. The Role of the Nodal Officer is effective categorization, monitoring pendency, examine the feedback for process and policy improvements, undertake root cause analysis, collation of monthly data sets and supervisory oversight of the Grievance Redressal Officers of the Ministry/ Department.
4. Dedicated Grievance Cells shall be set-up in every Ministry/ Department with sufficient resources having knowledge of schemes and activities.
5. The timelines for effective grievance redressal have been reduced to 21 days. In cases where grievance redressal is likely to take longer, citizens shall be given an interim reply.
6. An escalation process has been envisaged with the appointment of appellate officers and sub-nodal appellate officers in Ministries/ Departments.
7. The Redressal of Grievances shall be undertaken in a whole of government approach and action taken report shall be filed by the grievance redressal officers on CPGRAMS.
8. The feedback on disposed grievances shall be sent to the citizen by SMS and email. Every disposed grievance, feedback shall be collected through the feedback call centre and if the citizen is not satisfied he can file an appeal to the next senior authority.
9. Government will undertake an analysis of the feedback from citizens using the AI powered analytical tools – the tree dashboard and the intelligent grievance monitoring dashboard.
10. A grievance redressal assessment index for ranking Ministries/ Departments shall be issued on a monthly basis.
11. Training and Capacity building of grievance officers on CPGRAMS shall be conducted through 36 Administrative Training Institutes of States/ UT's under the SEVOTTAM scheme.
12. Ministries/ Departments are encouraged to periodically review grievance redressal in Senior Officers Meetings and ensure adequate communication and awareness of the grievance redressal systems amongst all stakeholders.

Data Summary



Grievances – August, 2024

Received	Disposed	Pending
2,36,458	2,32,885	70,052



Top receiving Ministries



Average days taken for resolution

12 Days



New User Registrations

90,684 new users



Grievance Redressal Assessment & Index – August, 2024

Group A (more than equal to 500 grievances)

- Central Board of Indirect Taxes and Customs
- Department of Posts
- Department of Rural Development

Group B (less than 500 grievances)

- Department of Empowerment of Persons with Disabilities
- Ministry of Ayush
- NITI Aayog



Feedback Collected – August, 2024

Overall – **94,275**

Central Ministries/Departments – **62,223**



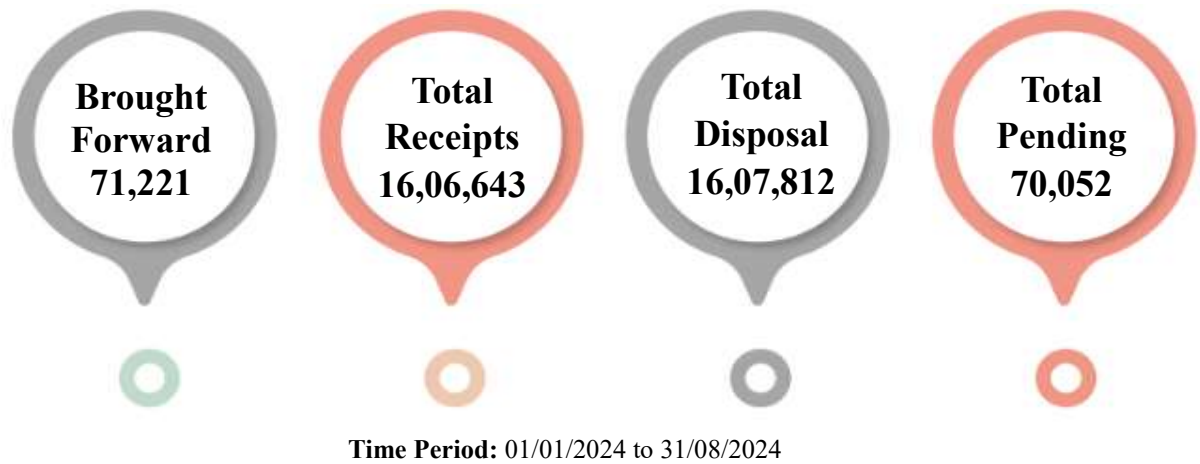
Satisfaction Rate

Overall – **54%**

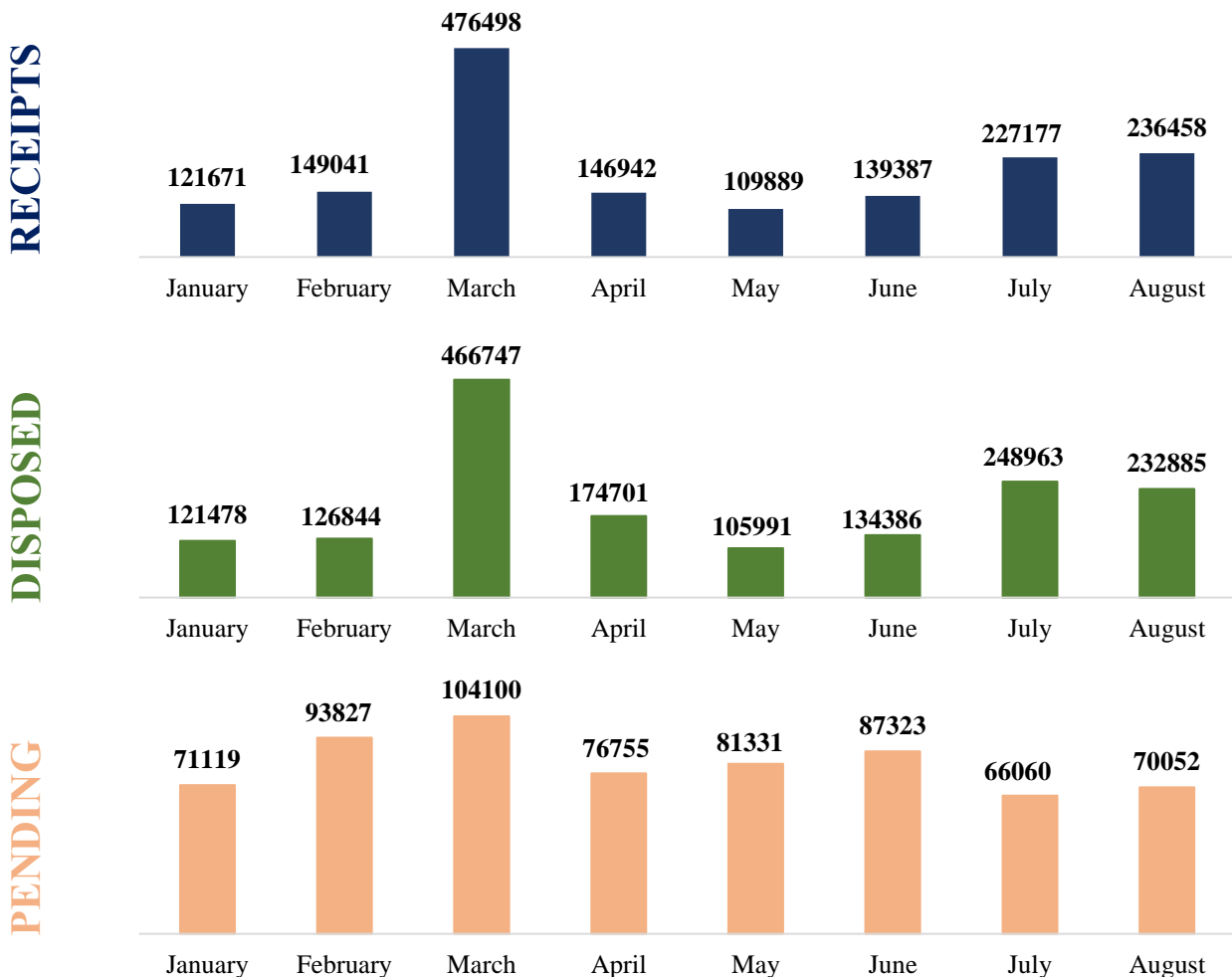
Central Ministries/Departments – **63%**

2. Review of Status of Grievances

2.1. Overview



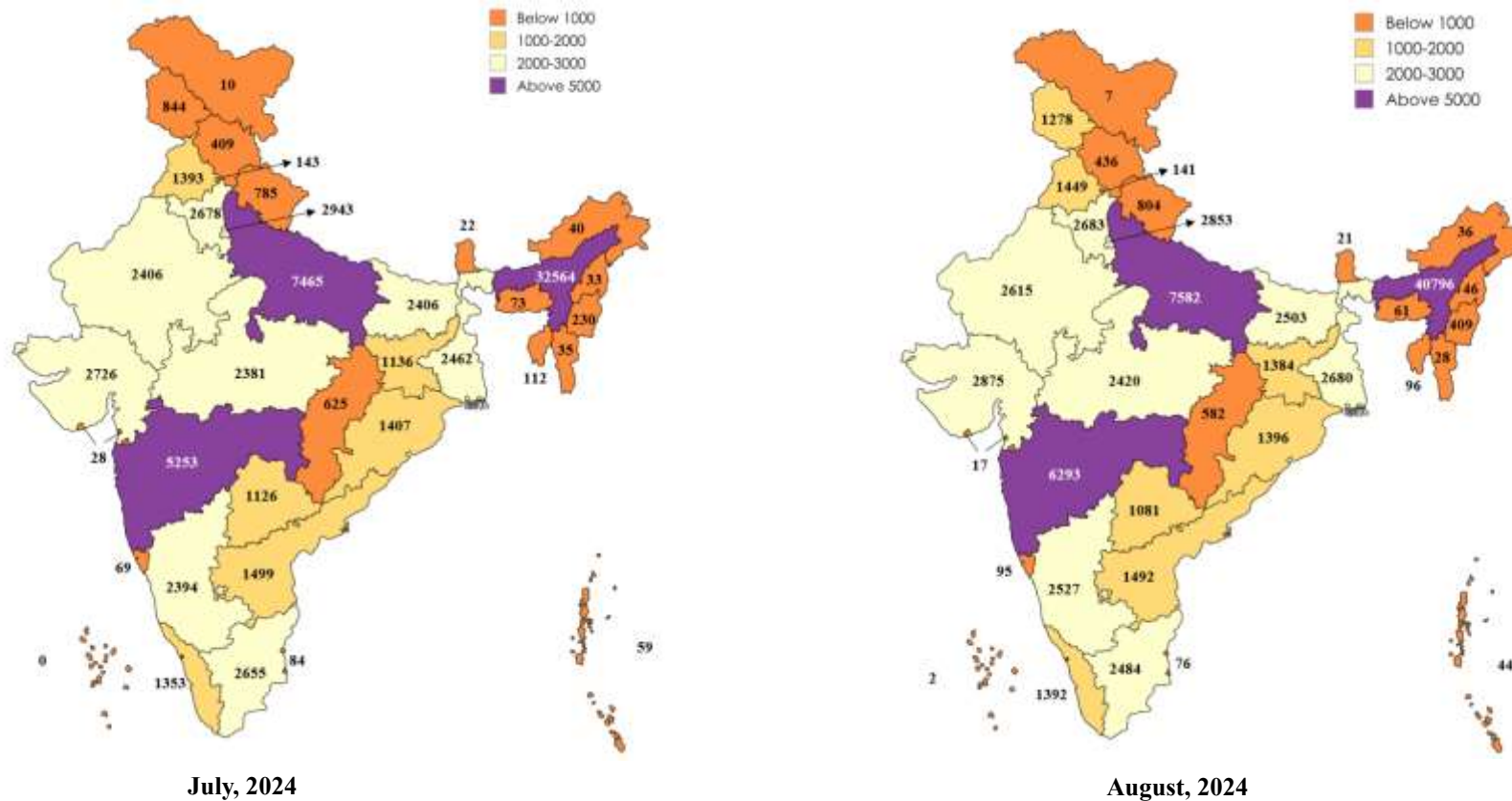
2.2. Month-wise Status of Grievances



3. User-Registration on CPGRAMS

A total of **90,684** new users have registered on CPGRAMS in August, 2024, through various channels, out of which, **40,796** registrations are from Assam.

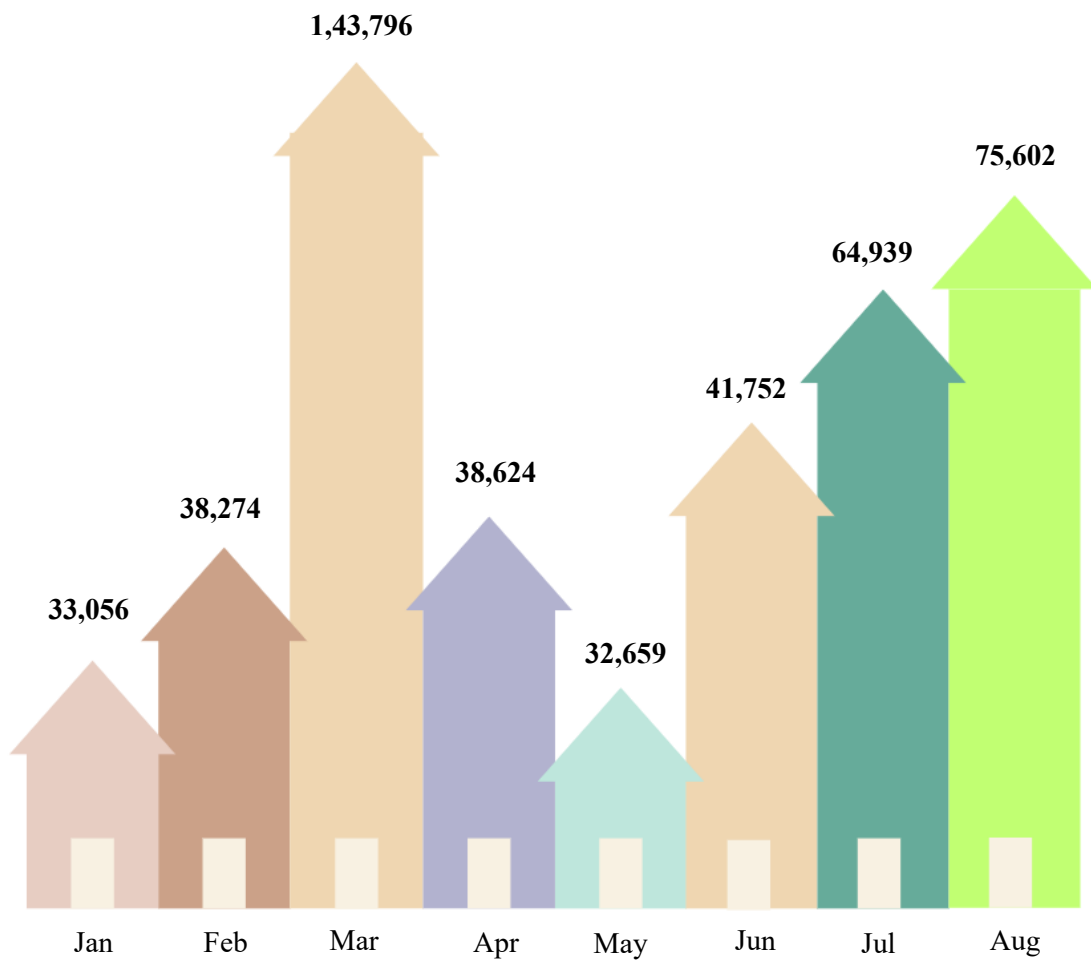
Comparison of States/UTs from which new users have registered on CPGRAMS in July and August, 2024:



- **User Registration on CPGRAMS in the last 8 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
8	August	90,684
TOTAL		5,99,306

User-Registrations through CPGRAMS Portal



4. Outreach through Common Service Centres

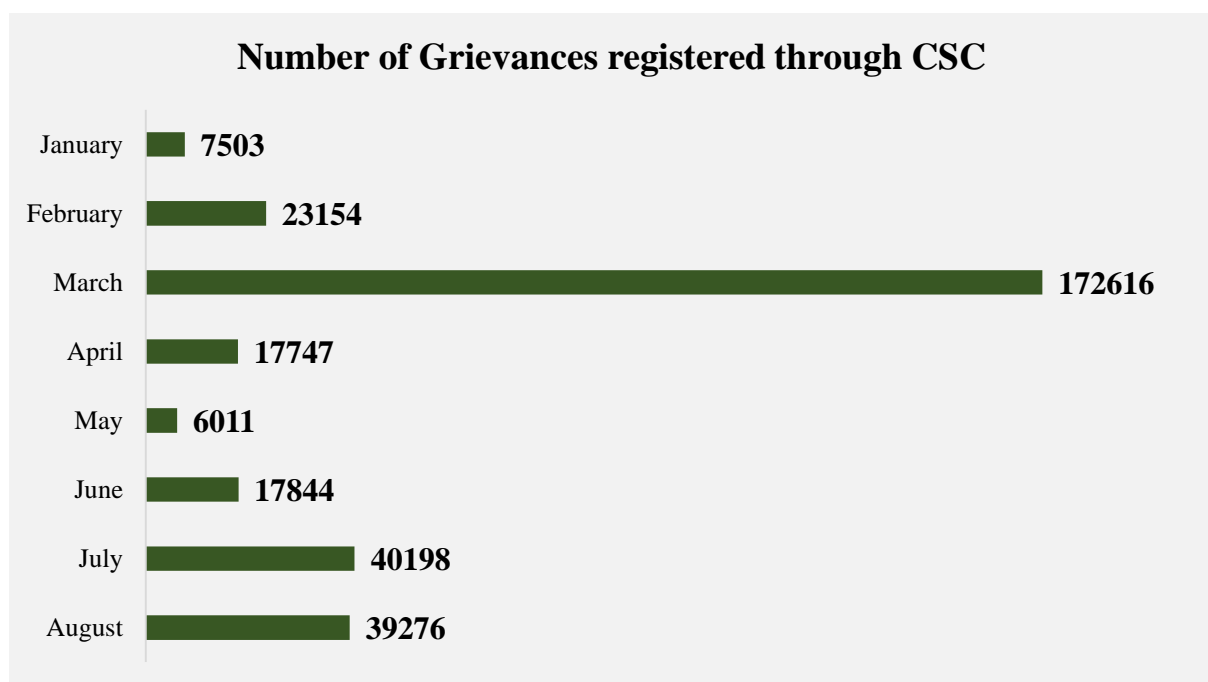
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



Time Period: 01/08/2024 to 31/08/2024

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 **39,276 grievances** have been registered through the Common Service Centres in the month of August, 2024



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

1.	Pradhan Mantri Awaas Yojana - Gramin (Rural)	30,193
2.	PMKISAN related issues	4,332
3.	Mobile Related	253
4.	HUDCO (Housing and Urban Development Corporation)	151
5.	Pradhan Mantri Gram Sadak Yojana	147

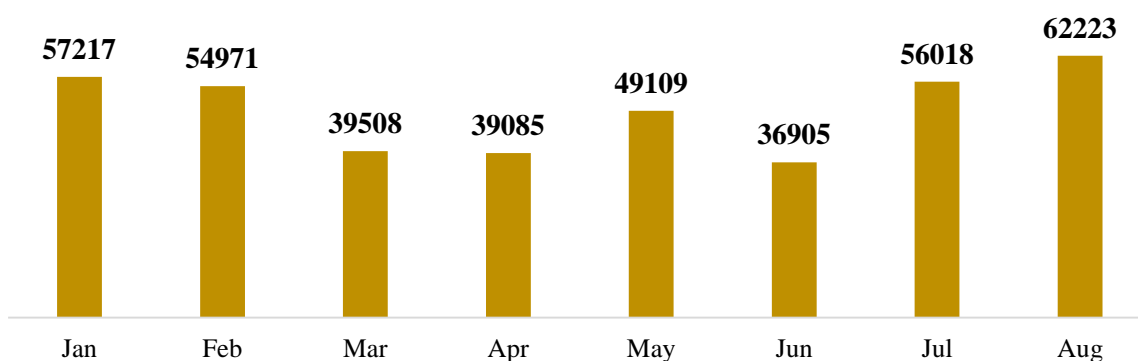
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Rural Development	30418	Pradhan Mantri Awaas Yojana - Gramin (Rural)	30193	99.26%
2	Department of Agriculture and Farmers Welfare	4422	PMKISAN related issues	4332	97.96%
3	Department of Financial Services (Banking Division)	478	Fraud	52	10.88%
			Misbehaviour/Harassment/Corruption by Bank Staff	47	9.83%
4	Ministry of Housing and Urban Affairs	416	HUDCO (Housing and Urban Development Corporation)	151	36.30%
			CGEWHO (Central Government Employee Welfare Housing Organisation)	142	34.13%
5	Department of Telecommunications	403	Mobile Related	253	62.78%
			Broadband Related	61	15.14%
6	Unique Identification Authority of India	331	Non Updation of AADHAAR	119	35.95%
			Non-Enrolment and Non-Generation of Aadhaar	63	19.03%
7	Ministry of Labour and Employment	251	PF Withdrawal	88	35.06%
			Others (EPFO)	34	13.55%
8	Department of Health & Family Welfare	168	Health Schemes	61	36.31%
9	Department of Food and Public Distribution	151	Public Distribution System related	137	90.73%
10	Department of Posts	141	Delay/ Non - Delivery/Abstraction of Postal Articles	70	49.65%

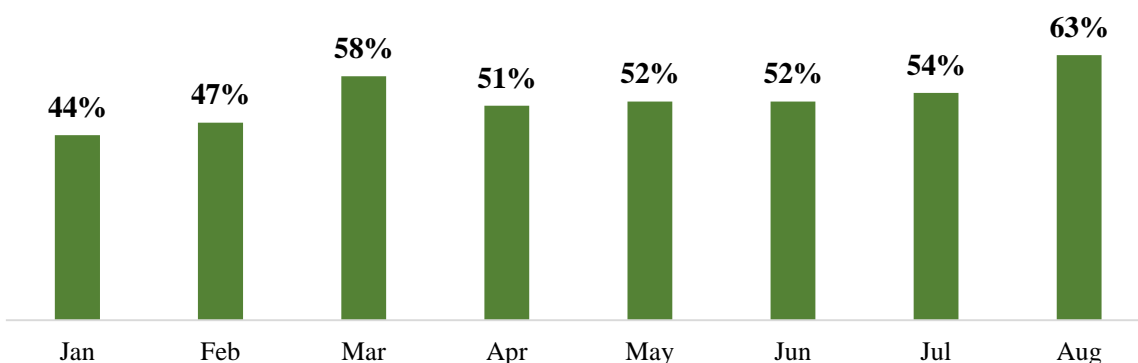
5. Feedback Call Centre

- From 1st January to 31st August, 2024, the Feedback Call Centre has collected **3,95,036** feedbacks for Central Ministries/Departments, directly from the citizens

Feedbacks Collected by the Call Center



Satisfaction Percentage of the Feedbacks Collected



- Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 8 months**

S. No.	Name of Ministry/Department	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24
1	Department of Rural Development	71%	74%	92%	92%	84%	82%	89%	94%
2	Ministry of Labour and Employment	49%	52%	55%	49%	53%	52%	51%	49%
3	Department of Financial Services (Banking Division)	42%	45%	47%	45%	48%	48%	45%	45%
4	Ministry of Railways (Railway Board)	34%	40%	41%	38%	38%	40%	37%	37%
5	Department of Ex Servicemen Welfare	51%	51%	53%	48%	54%	52%	55%	56%

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

**The above table contains data for Central Ministries/Departments for which more than 2000 feedbacks have been collected in the past 8 months*



6. Grievance Redressal Assessment and Index – August, 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 August, 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

6.1. 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	Central Board of Indirect Taxes and Customs	101	971	951	121	0.7881	1
2	Department of Posts	1027	4364	4273	1118	0.7878	2
3	Department of Rural Development	5934	122321	121320	6935	0.7784	3
4	Department of Telecommunications	805	6068	6109	764	0.7771	4
5	Department of Revenue	28	646	600	74	0.7766	5
6	Ministry of Panchayati Raj	191	821	905	107	0.748	6
7	Department of Food and Public Distribution	111	997	951	157	0.742	7
8	Ministry of Cooperation	40	514	501	53	0.719	8
9	Ministry of Labour and Employment	4470	15383	14139	5714	0.711	9
10	Unique Identification Authority of India	657	2100	1814	943	0.706	10
11	Ministry of Drinking Water and Sanitation	837	879	1353	363	0.704	11
12	Ministry of Electronics & Information Technology	335	824	875	284	0.695	12
13	Ministry of Home Affairs	1242	4939	4905	1276	0.688	13
14	Department of Financial Services (Insurance Division)	675	1903	1878	700	0.641	14
15	Ministry of Road Transport and Highways	957	2440	2382	1015	0.636	15
16	Ministry of Railways (Railway Board)	2492	5425	5159	2758	0.632	16
17	Department of Defence	651	1418	1356	713	0.629	17
18	Department of Agriculture and Farmers Welfare	2272	9474	9016	2730	0.624	18
19	Department of Financial Services (Banking Division)	7969	12852	13321	7500	0.614	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Social Justice and Empowerment	214	651	618	247	0.612	20
21	Ministry of Women and Child Development	211	775	678	308	0.610	21
22	Ministry of Petroleum and Natural Gas	1154	1612	1616	1150	0.603	22
23	Department of Justice	174	998	1003	169	0.602	23
24	Department of Personnel and Training	595	1605	1522	678	0.595	24
25	Department of Defence Finance	2560	2614	2911	2263	0.589	25
26	Department of School Education and Literacy	912	1427	1173	1166	0.579	26
27	Department of Ex Servicemen Welfare	4355	4362	4599	4118	0.567	27
28	Ministry of Housing and Urban Affairs	1304	3743	3376	1671	0.565	28
29	Ministry of Corporate Affairs	526	1068	997	597	0.551	29
30	Department of Health & Family Welfare	2606	3206	2756	3056	0.544	30
31	Central Board of Direct Taxes (Income Tax)	9989	5820	5768	10041	0.520	31
32	Department of Higher Education	2311	1665	2457	1519	0.519	32
33	Ministry of External Affairs	1146	1278	1215	1209	0.505	33
34	Department of Consumer Affairs	1126	1450	1391	1185	0.475	34

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.

6.2. 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	Department of Empowerment of Persons with Disabilities	98	265	257	106	0.756	1
2	Ministry of Ayush	37	132	139	30	0.747	2
3	NITI Aayog	46	169	200	15	0.736	3
4	Ministry of Mines	54	96	102	48	0.728	4
5	Ministry of Parliamentary Affairs	5	114	119	0	0.712	5
6	Ministry of Coal	159	379	325	213	0.707	6
7	Department of Legal Affairs	68	255	262	61	0.703	7
8	Ministry of Development of North Eastern Region	4	16	14	6	0.693	8
9	Ministry of Shipping	67	105	119	53	0.673	9
10	Ministry of Environment, Forest and Climate Change	189	439	463	165	0.651	10
11	Ministry of New and Renewable Energy	86	170	188	68	0.635	11
12	Department of Expenditure	60	108	94	74	0.632	12
13	Department of Heavy Industry	31	103	91	43	0.628	13
14	Department of Public Enterprises	10	70	61	19	0.628	14
15	Ministry of Statistics and Programme Implementation	8	34	27	15	0.627	15
16	Department of Commerce	119	376	351	144	0.621	16
17	Ministry of Information and Broadcasting	205	361	389	177	0.618	17
18	Department of Land Resources	12	297	273	36	0.618	18
19	Staff Selection Commission	241	299	330	210	0.616	19

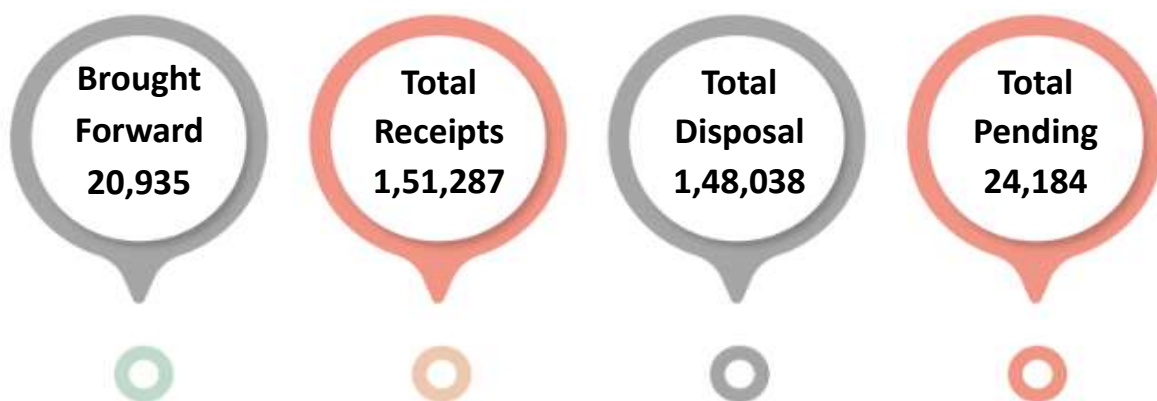
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Micro Small and Medium Enterprises	198	417	348	267	0.608	20
21	Department of Scientific & Industrial Research	54	112	117	49	0.595	21
22	Department of Pharmaceuticals	50	75	85	40	0.591	22
23	Department of Atomic Energy	50	113	125	38	0.589	23
24	Ministry of Earth Sciences	23	29	24	28	0.575	24
25	Department for Promotion of Industry and Internal Trade	98	186	161	123	0.573	25
26	Department of Science and Technology	44	90	89	45	0.571	26
27	Department of Agriculture Research and Education	221	154	226	149	0.571	27
28	Ministry of Civil Aviation	276	451	447	280	0.569	28
29	Department of Investment & Public Asset Management	7	78	75	10	0.568	29
30	Department of Financial Services (Pension Reforms)	38	232	238	32	0.562	30
31	Ministry of Tourism	128	189	168	149	0.562	31
32	Department of Chemicals and Petrochemicals	5	32	27	10	0.561	32
33	Ministry of Minority Affairs	208	449	84	573	0.537	33
34	Legislative Department	51	60	73	38	0.525	34
35	Department of Defence Research and Development	26	51	42	35	0.524	35
36	Ministry of Textiles	82	84	96	70	0.519	36
37	Ministry of Skill Development and Entrepreneurship	124	171	188	107	0.516	37
38	Ministry of Steel	70	84	83	71	0.505	38

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
39	Ministry of Water Resources, River Development & Ganga Rejuvenation	163	362	292	233	0.494	39
40	Department of Space	59	42	68	33	0.488	40
41	Department of Military Affairs	315	364	332	347	0.483	41
42	Department of Health Research	78	60	56	82	0.483	42
43	Department of Fisheries	21	28	29	20	0.483	43
44	Department of Economic Affairs ACC Division	449	279	360	368	0.473	44
45	Department of Sports	102	154	82	174	0.471	45
46	Department of Official Language	26	20	35	11	0.471	46
47	Department of Youth Affairs	85	41	39	87	0.464	47
48	O/o the Comptroller & Auditor General of India	79	97	93	83	0.463	48
49	Department of Fertilizers	26	29	39	16	0.446	49
50	Ministry of Culture	263	210	160	313	0.422	50
51	Ministry of Power	263	428	299	392	0.414	51
52	Department of Defence Production	224	148	197	175	0.413	52
53	Ministry of Tribal Affairs	181	230	201	210	0.409	53
54	Ministry of Food Processing Industries	33	40	42	31	0.391	54
55	Department of Animal Husbandry, Dairying	174	164	69	269	0.36	55
56	Department of Bio Technology	43	12	3	52	0.272	56

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. Review of Status of Appeals on CPGRAMS

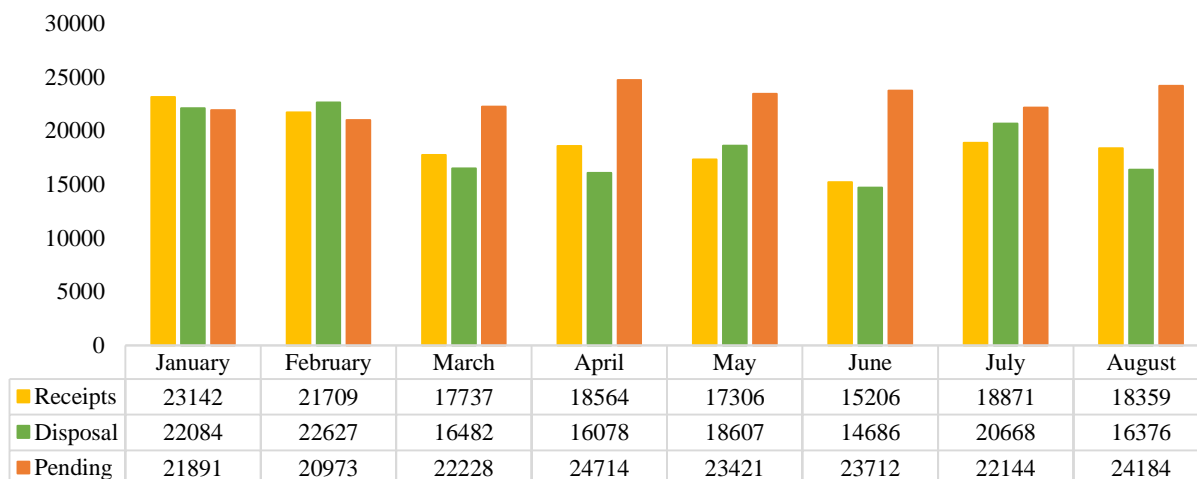
7.1. Overview



Time Period: 01/01/2024 to 31/08/2024

7.2. Month-wise Status of Appeals

Status of Receipts, Disposal & Pendency of Appeals



7.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **27 days** from 1st January to 31st August, 2024
- 39** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

8. Success Stories

Grievance of Shri Rashpal Singh

Restoration of Disability Pension and Payment of Arrears

Shri Rashpal Singh, a retired Naib Subedar, reported that his Disability Pension, which had been credited through SPARSH after his migration in August 2023, was discontinued starting from September 2023. He also highlighted that the arrears amounting to approximately **Rs. 1,29,117/-** for the period from September 2023 to April 2024 were not credited. He requested prompt restoration and payment of the arrears.

The issue was resolved with an arrear amount of **Rs. 1,78,148/-** being credited to his bank account on August 8, 2024, and he was advised to update his bank passbook.

Rectification Process: For pension-related arrears, the grievance is submitted to the Department of Pension and Pensioners' Welfare, which is automatically forwarded to the subordinate organization, the Department of Defence Finance. It is then transferred to the Controller General of Defence Accounts and the Pension Cell, which identifies the relevant Principal Controller of Defence Accounts (PCDA) division. The grievance can also be registered through the Sparsh Pension Portal. The concerned division updates the data on the Sparsh Pension Portal, and after necessary corrections, the arrears are processed.

Grievance of Shri Rahul

Delay in PF Final Settlement amount of Rs. 3,92,956/-

The citizen reported that their PF final settlement claim, submitted a month ago via Form 19, was still pending processing and requested urgent approval due to an immediate need for funds. The resolution confirmed that the PF claim has been settled with an amount of **Rs. 3,92,956/-**, and the citizen was advised to verify the settlement. The grievance was resolved within 23 days of filing the grievance.

Rectification Process: In the case of the above grievance, it is first submitted to the Ministry of Labour and Employment. The grievance is then automatically forwarded to the Employees Provident Fund Organisation (CEPFO), which identifies the relevant Regional Office responsible for resolving the issue.

Grievance on behalf of Shri Tushar Gosavi

Pending Rectification for TDS Credit

The citizen, Tushar Gosavi, requested rectification for the assessment year 2019-20, noting that their second rectification filed on August 13, 2023, for non-credit of TDS was still pending. They sought the credit of TDS and issuance of a rectified intimation under Section 154. The resolution confirmed that the rectification order under Section 154 was completed on July 30, 2024, granting a TDS credit of **Rs. 56,484/-**. The rectification order was enclosed, and the grievance was marked as resolved.



Rectification Process: For TDS related grievances, it is submitted to the Central Board of Direct Taxes (Income Tax). It then gets auto forwarded to the Director General of Income Tax, who identifies the jurisdiction of the concerned PAN Number. The grievance is subsequently directed to the respective Chief Commissioner and Principal Commissioner of Income Tax who cross-checks the claim. After due rectifications, the amount is credited.

Grievance of Paras Textile

Incorrect charge of ₹3,148.17 debited by the bank

A grievance was filed by Paras Textile on the CPGRAMS portal regarding incorrect debit of **₹3,148.17** from their account by the ICICI bank on 3rd April, 2024. Upon reviewing the account statements, it was found that the charges were made in error to and is attributable to an oversight by the concerned organization. As stated in the resolution provided by the Ministry, Paras Textile confirmed that the amount was credited back to their account, within 14 days of filing the grievance on the CPGRAMS portal.



Rectification Process: For grievances related to incorrect debits, complaints are initially submitted to the Department of Financial Services (Banking Division), which are the auto forwarded to the Reserve Bank of India (RBI). The RBI then directs the grievance to the relevant bank associated with the complaint for resolution.

9. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Union Minister Dr. Jitendra Singh highlights Successful Implementation of 10-Step CPGRAMS Reforms, drastically improving grievance redressal efficiency

Posted On: 07 AUG 2024 5:45PM by PIB Delhi

Dr. Jitendra Singh, Union Minister of State (Independent Charge) for Science and Technology, Minister of State (Independent Charge) for Earth Sciences, MoS PMO, Department of Atomic Energy, Department of Space, and MoS Personnel, Public Grievances and Pensions stated that in the year 2022 the 10-step CPGRAMS reforms process was adopted by Government for improving quality of disposal and reducing the time lines for grievance redressal while answering an Unstarred Question in Lok Sabha Today.

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 27th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of July 2024

A total of 2,48,963 Grievances were Redressed by Central Ministries/Departments in July, 2024

For the 25th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Revenue, Department of Rural Development and Central Board of Indirect Tax and Customs topped in Group A category in the rankings released for the month of July, 2024

Ministry of Parliamentary Affairs, Ministry of Ayush and Ministry of Mines topped in Group B category in the rankings released for the month of July, 2024

Posted On: 09 AUG 2024 7:30PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

91,505 public grievance redressed by Central Ministries/Departments from 1st to 12th August, 2024

Posted On: 14 AUG 2024 12:20PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Union Government issues Comprehensive Guidelines for Handling Public Grievances

Posted On: 26 AUG 2024 5:46PM by PIB Delhi

PIB India @PIB_India

The Department of Administrative Reforms and Public Grievances (DARPG) released the 24th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of July, 2024

73,550 PG cases were received by States/UTs in July, 2024

A total of 70,067 grievances redressed by States/UTs in July, 2024
Pendency in States/UTs stands at 1,98,869 grievances

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

8:51 PM · Aug 9, 2024 · 4,863 Views

Dr Jitendra Singh @DrJitendraSingh

Dev Discourse: Dr. Jitendra Singh Highlights Success of #CPGRAMS Portal in Addressing Citizens' Grievances
#DARPG #LokSabha



Dr. Jitendra Singh Highlights Success of CPGRAMS Portal in Addressing Citizens' Grieva...

From devdiscourse.com

9:06 AM · Aug 1, 2024 · 1,012 Views

Dr Jitendra Singh @DrJitendraSingh

Dev Discourse: Government Addresses Majority of Public Grievances Through #CPGRAMS Portal
#DARPG #LokSabha

Read:
devdiscourse.com/article/law-or...

Dr Jitendra Singh @DrJitendraSingh

Deccan Herald: Centre gets 14.41 lakh public grievances between January and July this year, disposes 13.75 lakh
#DARPG #LokSabha

Dr Jitendra Singh @DrJitendraSingh

Amar Ujala: इस वर्ष जुलाई तक 14.41 लाख सार्वजनिक शिकायतें मिलीं, 13.75 लाख का हुआ निपटारा
#DARPG #LokSabha

PIB in Tamil Nadu @pibchennai

The Union Government Issues Comprehensive Guldelines for Handling Public Grievances to make grievance redressal time-bound, accessible, and meaningful.

Details: pib.gov.in/PressReleasePa...

PIB India @PIB_India

Union Minister @DrJitendraSingh highlights the Successful Implementation of 10-Step CPGRAMS Reforms, drastically improving grievance redressal efficiency

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



5:57 PM · Aug 7, 2024 · 5,290 Views

PIB India @PIB_India

The Union Government Issues Comprehensive Guidelines for Handling Public Grievances to make grievance redressal time-bound, accessible, and meaningful.

The Guidelines for Effective Redressal of Public Grievances seek to empower citizens, streamline the process, and bring greater clarity and focus to the redressal of public grievances.

Details: pib.gov.in/PressReleasePa...

The key highlights of the Comprehensive Guidelines for Handling Public Grievances are as follows:

1. An independent user-friendly grievance filing platform with CPGRAMS will support gov in taking the necessary steps to address the grievance and ensure timely redressal.
2. Appointment of Public Officers for Public Grievances in all Ministries/Departments will address grievance through, letter and electronic. Ministries/Departments will have grievance redressal Public Officers.
3. The Role of the Public Officers in effective implementation, ensuring proactive, regular and feedback the process and public representatives, redressal and case resolution, regularity, timeliness and transparency, ensuring the role of the Public Officers in the Ministry/Department.
4. Detailed instructions like shall be sent to all Ministry/Departments with sufficient detail to bring knowledge of activities and activities.
5. The timeline for redressal of public grievances shall be reduced to 72 hours. In case where public grievances redressal is likely to take longer timeline shall be given as per the nature of the grievance.
6. An independent grievance redressal mechanism with the appointment of special officers and ad-hoc special officers in Ministries/Departments.
7. The System of Grievance Redressal to be established in a robust and government approach and action taken shall be clear to the grievance redressal officers in CPGRAMS.
8. The feedback on redressal of public grievances shall be sent to the Ministry/DO and user. Every redressal of public grievances shall be followed through the feedback and system and if the grievance is not resolved for the user to report to the grievance redressal authority.
9. Grievance redressal mechanism shall be established in a robust and government approach and action taken shall be clear to the grievance redressal officers in CPGRAMS.
10. A grievance redressal mechanism shall be established in a robust and government approach and action taken shall be clear to the grievance redressal officers in CPGRAMS.
11. Training and Capacity building of grievance officers in CPGRAMS shall be conducted through 11 days intensive training sessions of States/UTs under the NCTD/DO scheme.
12. Ministries/Departments are encouraged to proactively resolve public grievances redressal in their Ministries/Departments and ensure regular communication and interaction of the grievance redressal system through CPGRAMS.

DoPT

10:00 AM · Aug 27, 2024 · 13.5K Views

पीआईसी हिंदी @PIBHindi · Aug 27

केन्द्र सरकार ने लोक शिकायतों के निपटारे के लिए व्यापक दिशानिर्देश जारी किए

लिफ्ट करें cgportal.gov.in

विवरण: pib.gov.in/PressReleasePa... (1/2)

@DoPTGov

1 2 4 825

पीआईसी हिंदी @PIBHindi

लोक शिकायतों के प्रभावी निराकरण के लिए दिशा-निर्देश नागरिकों को सशक्त बनाने, प्रक्रिया को सुव्यवस्थित करने, लोक शिकायतों के निवारण को तेकर अधिक स्पष्टता और ध्यान केंद्रित करने का प्रयास करते हैं।

pib.gov.in/PressReleasePa... (2/2)

Translate post

10:06 AM · Aug 27, 2024 · 711 Views

PIB in Odisha @PIBBhubaneswar

Union Government issues Comprehensive Guidelines for Handling Public Grievances

The Grievance Redressal timelines under the 2022 policy guidelines were 30 days, which have been brought down to 21 days.

pib.gov.in/PressReleasePa...

The Tribune @thetribunechd

Centre cuts public grievances redressal time to 21 days

Deccan Herald @DeccanHerald

The #Centre has reduced redressal time of #public #grievances, raised on a dedicated portal, to 21 days, from the existing 30 days.

Zee Business @ZeeBusiness

The Union Government rolls out new guidelines to enhance grievance redressal effectiveness

#GovernmentUpdate #GrievanceRedressal #PolicyChanges

Economic Times @EconomicTimes

Centre cuts #PublicGrievances #redressal time to 21 days

All India Radio News Trivandrum @airnews_tvm

Centre has issued Comprehensive Guidelines for Handling Public Grievances with an aim to make grievance redressal time-bound, accessible and meaningful.

@airnewsalerts
@airnews_tvm

Mint @livemint

The union govt has unveiled new guidelines aimed at improving the handling of public grievances. These guidelines are designed to empower citizens and bring greater efficiency to the grievance redressal processes.

NDTV @ndtv

Centre's New Guidelines Promise Public Grievance Redressal Within 21 Days

CNBC-TV18 @CNBCTV18Live

Govt aims to redress public grievances in 21 Days, down from 30 days set in 2022

@TimsyJaipuria

Anuvadini AI @Anuvadini

DARPG is using #Anuvadini AI—a state-of-the-art Global AI Translation Tool to translate CPGRAMS Monthly Reports into regional languages.

#NarendraModiji #aitranslation

Source: megplanning.gov.in/Circulars/CPGR...



Narendra Modi and 6 others

5:19 PM · Aug 14, 2024 · 109 Views

News18 @CNNNews18

#News18Explains | The maximum time needed to resolve a complaint has been reduced from 60 days to 21 days under the current the grievance redressal system as per a new directive by the government

#ModiGovernment

news18.com/explainers/how...



12:41 PM · Aug 26, 2024 · 1,178 Views

All India Radio News @airnewsalerts

Centre issues Comprehensive Guidelines for Handling Public Grievances with an aim to make grievance redressal time-bound, accessible and meaningful.

The citizens can register their grievances on ptportal.gov, which will operate as a single window experience.

@DOPPWIndia |

Amar Ujala @AmarUjalaNews

Central Govt: अब मात्र इतने दिन में होगा जन शिकायत का निवारण, आयकी शिकायतों को नहीं लौटा सकेगे मंत्रालय-विभाग

#CentralGovt #PublicGrievances #RedressalTime #ModiGovt

DD News @DDNewsLive

The Union Government has unveiled Comprehensive Guidelines for Handling Public Grievances, aiming to empower citizens and streamline the grievance redressal process. With a focus on efficiency, grievances will now be addressed within 21 days, ensuring a more accessible and meaningful experience for all.

#PublicGrievances #CitizenEmpowerment

@DoPTGol @PIB_India @MIB_India

8:00 PM · Aug 27, 2024 · 5,382 Views

West Central Railway @wc_railway

केन्द्रीकृत लोक शिकायत एवं निगरानी प्रणाली (CPGRAMS) के माध्यम से श्री पीतम सिंह की शिकायत से अवगत होकर पश्चिम मध्य रेल द्वारा त्वरित कार्यवाही की गई एवं इनकी समस्या का निदान किया गया। #CPGRAMS #IndianRailways

Translate post

परिचय मध्य रेल आपकी समस्याओं एवं शिकायत के निवारण हेतु प्रतिक्रम

CPGRAMS
केन्द्रीकृत लोक शिकायत निवारण एवं निगरानी प्रणाली
Success Stories

Shri Pitam Singh
Registration No
DOPPW/E/2024/0045757

Case Detail :
Payment of settlement dues and revised PPO

The pension and arrears amount of Rs 264842/- of Pensioner Shri Pitam Singh has been paid vide CO7 No. XXXXXXXXXXXX074 dated 12.07.2024 and the PPO has been sent to the concerned bank for pension payment.

8:07 PM · Aug 12, 2024 · 1,305 Views

Western Railway @WesternRly

🌟 Smoother Journeys Ahead! 🌟

We've got your back!

When a Divyang user ran into trouble booking a ticket via the UTS app due to an incorrect PWD concession card number, WR's Ahmedabad Division team sprang into action.

They quickly sorted things out and provided top-notch support! 🌟

#CPGRAM

West Central Railway @wc_railway

केन्द्रीकृत लोक शिकायत एवं निगरानी प्रणाली (CPGRAMS) के माध्यम से श्री कृष्ण कुमार की शिकायत से अवगत होकर पश्चिम मध्य रेल द्वारा त्वरित कार्यवाही की गई एवं इनकी समस्या का निदान किया गया। #CPGRAMS #IndianRailways

Translate post

परिचय मध्य रेल आपकी समस्याओं एवं शिकायत के निवारण हेतु प्रतिक्रम

CPGRAMS
केन्द्रीकृत लोक शिकायत निवारण एवं निगरानी प्रणाली
Success Stories

Shri Krishna Kumar
Registration No
DOPPW/E/2024/0045657

Case Detail :
Revised pay fixation and revised PPO releted

Pension benefits as per revised pay have been paid in July 2024. A copy of the revised PPO and revised pay fixation roll has been provided to the complainants

1:01 PM · Aug 16, 2024 · 875 Views

Western Railway @WesternRly

🔧 Efficiently Resolved!

An issue concerning Ms. Dropada Vilas Gaikwad's late husband's pending PPO arrears was addressed by updating and dispatching the PPO to the bank.

WR approached the bank and coordinated with them to resolve the issue promptly. 🌟

#CPGRAM

9:34 PM · Aug 12, 2024 · 2,450 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	712619	715619	708684	6935
2	Ministry of Labour and Employment	4919	115004	119923	114209	5714
3	Department of Financial Services (Banking Division)	8372	104147	112519	105019	7500
4	Department of Agriculture and Farmers Welfare	3545	71370	74915	72185	2730
5	Central Board of Direct Taxes (Income Tax)	10801	44588	55389	45348	10041
6	Ministry of Railways (Railway Board)	3145	42342	45487	42729	2758
7	Ministry of Housing and Urban Affairs	1421	39152	40573	38902	1671
8	Ministry of Home Affairs	1431	37386	38817	37541	1276
9	Department of Telecommunications	721	37160	37881	37117	764
10	Department of Ex Servicemen Welfare	4035	35711	39746	35628	4118

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	712619	715619	708684	6935
2	Ministry of Labour and Employment	4919	115004	119923	114209	5714
3	Department of Financial Services (Banking Division)	8372	104147	112519	105019	7500
4	Department of Agriculture and Farmers Welfare	3545	71370	74915	72185	2730
5	Central Board of Direct Taxes (Income Tax)	10801	44588	55389	45348	10041
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7	Ministry of Housing and Urban Affairs	1421	39152	40573	38902	1671
8	Ministry of Home Affairs	1431	37386	38817	37541	1276
9	Department of Telecommunications	721	37160	37881	37117	764
10	Department of Posts	1638	35472	37110	35992	1118

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10801	44588	55389	45348	10041
2	Department of Financial Services (Banking Division)	8372	104147	112519	105019	7500
3	Department of Rural Development	3000	712619	715619	708684	6935
4	Ministry of Labour and Employment	4919	115004	119923	114209	5714
5	Department of Ex Servicemen Welfare	4035	35711	39746	35628	4118
6	Department of Health & Family Welfare	2190	23445	25635	22579	3056
7	Ministry of Railways (Railway Board)	3145	42342	45487	42729	2758
8	Department of Agriculture and Farmers Welfare	3545	71370	74915	72185	2730
9	Department of Defence Finance	913	23175	24088	21825	2263
10	Ministry of Housing and Urban Affairs	1421	39152	40573	38902	1671
11	Department of Higher Education	1241	12017	13258	11739	1519
12	Ministry of Home Affairs	1431	37386	38817	37541	1276
13	Ministry of External Affairs	1506	11028	12534	11325	1209
14	Department of Consumer Affairs	1184	11065	12249	11064	1185
15	Department of School Education and Literacy	1669	10654	12323	11157	1166
16	Ministry of Petroleum and Natural Gas	1848	15509	17357	16207	1150
17	Department of Posts	1638	35472	37110	35992	1118
18	Ministry of Road Transport and Highways	1209	16076	17285	16270	1015

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10801	44588	55389	45348	10041	6130
2	Department of Rural Development	3000	712619	715619	708684	6935	2733
3	Department of Health & Family Welfare	2190	23445	25635	22579	3056	1675
4	Department of Ex Servicemen Welfare	4035	35711	39746	35628	4118	1437
5	Department of Financial Services (Banking Division)	8372	104147	112519	105019	7500	897
6	Department of Defence Finance	913	23175	24088	21825	2263	822
7	Department of Higher Education	1241	12017	13258	11739	1519	735
8	Ministry of Home Affairs	1431	37386	38817	37541	1276	715
9	Ministry of Railways (Railway Board)	3145	42342	45487	42729	2758	642
10	Ministry of External Affairs	1506	11028	12534	11325	1209	636

Annexure 2: Average Closing Time – January to August, 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	2769	78
2	Central Board of Direct Taxes (Income Tax)	45348	67
3	Department of Fertilizers	391	66
4	Department of School Education and Literacy	11157	52
5	Department of Official Language	144	43
6	Ministry of Textiles	645	40
7	Ministry of Culture	1547	39
8	Department of Defence Production	1323	39
9	Staff Selection Commission	2624	36
10	Department of Agriculture Research and Education	989	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	Ministry of Parliamentary Affairs	1242	2
2	Ministry of Cooperation	3371	3
3	NITI Aayog	2242	3
4	Department of Land Resources	2433	4
5	Department of Rural Development	708684	5
6	Department of Food and Public Distribution	7115	5
7	Department of Telecommunications	37117	6
8	Ministry of Ayush	1449	6
9	Department of Agriculture and Farmers Welfare	72185	7
10	Ministry of Drinking Water and Sanitation	10792	7

Annexure 3: Status of Appeals – January to August, 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	2759	5653	789	4864
2	Central Board of Direct Taxes (Income Tax)	2202	5770	7972	5440	2532
3	Department of Social Justice and Empowerment	1524	485	2009	57	1952
4	Department of Financial Services (Banking Division)	1535	24136	25671	23907	1764
5	Department of Rural Development	734	2693	3427	2485	942
6	Ministry of Labour and Employment	781	26486	27267	26437	830
7	Ministry of Railways (Railway Board)	790	10949	11739	11090	649
8	Department of Financial Services (Insurance Division)	256	4368	4624	3991	633
9	Department of Higher Education	287	2522	2809	2205	604
10	Department of Consumer Affairs	506	2112	2618	2015	603

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	34	1
3	Ministry of Cooperation	764	3
4	Department of Telecommunications	9480	4
5	Department of Empowerment of Persons with Disabilities	430	4
6	Department of Pension and Pensioners Welfare	147	4
7	Department of School Education and Literacy	1935	5
8	Ministry of Labour and Employment	26437	6
9	Ministry of Drinking Water and Sanitation	92	6
10	Ministry of Parliamentary Affairs	62	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	1753	1670	582	34.85%
2	Department of Atomic Energy	1023	985	319	32.39%
3	Central Board of Indirect Taxes and Customs	11147	11026	3251	29.48%
4	Ministry of Civil Aviation	4722	4442	1258	28.32%
5	Department of Financial Services (Insurance Division)	16307	15607	4368	27.99%
6	Ministry of Steel	854	783	219	27.97%
7	Department of Scientific & Industrial Research	839	790	217	27.47%
8	Ministry of Earth Sciences	254	226	58	25.66%
9	Ministry of Railways (Railway Board)	45487	42729	10949	25.62%
10	Department of Telecommunications	37881	37117	9493	25.58%

