



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES



# CPGRAMS

Monthly Report – Central Ministries/Departments

**September 2024**

[Report Number 29]

Department of Administrative Reforms and Public Grievances

# Contents

<b>1. Key Highlights .....</b>	<b>4</b>
<b>2. Review of Status of Grievances .....</b>	<b>7</b>
<b>2.1. Overview .....</b>	<b>7</b>
<b>2.2. Month-wise Status of Grievances.....</b>	<b>7</b>
<b>3. PSU Grievance Analysis.....</b>	<b>8</b>
<b>4. Taxonomy .....</b>	<b>12</b>
<b>4.1. Ministry of External Affairs .....</b>	<b>12</b>
<b>4.2. Department of Posts.....</b>	<b>13</b>
<b>5. Analysis of grievances on CPGRAMS .....</b>	<b>14</b>
<b>6. User-Registration on CPGRAMS .....</b>	<b>16</b>
<b>7. Outreach through Common Service Centres .....</b>	<b>18</b>
<b>8. Feedback Call Centre.....</b>	<b>20</b>
<b>9. Grievance Redressal Assessment and Index – September, 2024.....</b>	<b>22</b>
<b>9.1. Ranking of Ministries/Departments – Group A .....</b>	<b>23</b>
<b>9.2. Ranking of Ministries/Departments – Group B .....</b>	<b>25</b>
<b>10. Review of Status of Appeals on CPGRAMS.....</b>	<b>28</b>
<b>10.1. Overview .....</b>	<b>28</b>
<b>10.2. Month-wise Status of Appeals .....</b>	<b>28</b>
<b>10.3. Average Closing Time of Appeals .....</b>	<b>28</b>
<b>11. Success Stories.....</b>	<b>29</b>
<b>12. Media Outreach.....</b>	<b>31</b>

<b>Annexure 1: Performance of Ministries/Departments .....</b>	<b>33</b>
<b>Annexure 1.1.: Maximum Number of Receipts – January to September, 2024 .....</b>	<b>33</b>
<b>Annexure 1.2.: Maximum Number of Disposals – January to September, 2024 .....</b>	<b>33</b>
<b>Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances - January to September, 2024 .....</b>	<b>34</b>
<b>Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – January to September, 2024 .....</b>	<b>34</b>
<b>Annexure 2: Average Closing Time – January to September, 2024 .....</b>	<b>35</b>
<b>Annexure 2.1.: Ministries/Departments with High Average Closing Time .....</b>	<b>35</b>
<b>Annexure 2.2.: Ministries/Departments with Low Average Closing Time .....</b>	<b>35</b>
<b>Annexure 3: Status of Appeals – January to September, 2024 .....</b>	<b>36</b>
<b>Annexure 3.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals.</b>	<b>36</b>
<b>Annexure 3.2.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals .....</b>	<b>36</b>
<b>Annexure 3.3.: Top 10 Ministries/Departments with Maximum Percentage of Appeals .....</b>	<b>37</b>

# 1. Key Highlights

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In September 2024, a total of **1,15,813 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 **1,24,879 grievances** were disposed in the month, making September the **27th month in a row** where disposal crossed 1 lakh cases in the Central Secretariat, showcasing the system's efficiency, while **61,499 grievances** remain pending, as on 30<sup>th</sup> September, 2024.

**33%** of the accounted grievances, were directed towards key departments such as the **Ministry of Labour & Employment, Department of Financial Services (Banking Division), and Department of Agriculture and Farmer's Welfare.** The Average Grievance Redressal for all Ministries/Departments in the year 2024, from 1st January, 2024 to 30<sup>th</sup> September, 2024 stood at **13 days.**

Grievances registered via **Common Service Centers** decreased from 39,276 grievances in the month of August 2024 to **8,017 grievances** in the month of September, 2024. Furthermore, the number of new user registrations on CPGRAMS for September 2024 total to **50,393**, a growth that can be attributed to increased public awareness and confidence in the grievance redressal process.

Public grievance appeals in September numbered **19,876**, while **21,044 appeals** were disposed of and **23,016** pending, as on 30<sup>th</sup> September, 2024. The Feedback Call Centre collected **84,224 feedbacks** in September, 2024. Out of the total feedbacks, **48% citizens** expressed satisfaction with the resolution provided on their grievances. In September 2024, **50,737 feedbacks** were collected for the Central Ministries/Departments by the Feedback Call Centre, **54% citizens** expressed satisfaction on the resolution provided.

**National Conference on e-Governance (NCeG)** was held in Mumbai on 3<sup>rd</sup> and 4<sup>th</sup> September, 2024, where DARPG showcased the e-delivery of public services through CPGRAMS.

A stall was setup on the CPGRAMS Portal in the exhibition which was inaugurated by the Hon'ble Chief Minister of Maharashtra Shri Eknath Shinde.



Exhibition Stall on the CPGRAMS Portal during the NCeG 2024, Mumbai



Secretary, DARPG, briefing Hon'ble CM MH about the various reforms undertaken by the department on CPGRAMS

## Data Summary



Grievances – September, 2024

Received	Disposed	Pending
1,15,813	1,24,879	61,499



Top receiving Ministries



Average days taken for resolution

January – September, 2024: 13 Days

September 2024: 18 Days



New User Registrations

50,393 new users



Grievance Redressal Assessment & Index – September, 2024

Group A (more than equal to 500 grievances)

- Department of Revenue
- Central Board of Indirect Taxes and Customs
- Department of Posts

Group B (less than 500 grievances)

- Department of Land Resources
- Department of Investment and Public Asset Management
- Department of Empowerment of Persons with Disabilities



Feedback Collected – September, 2024

Overall – 84,224

Central Ministries/Departments – 50,737



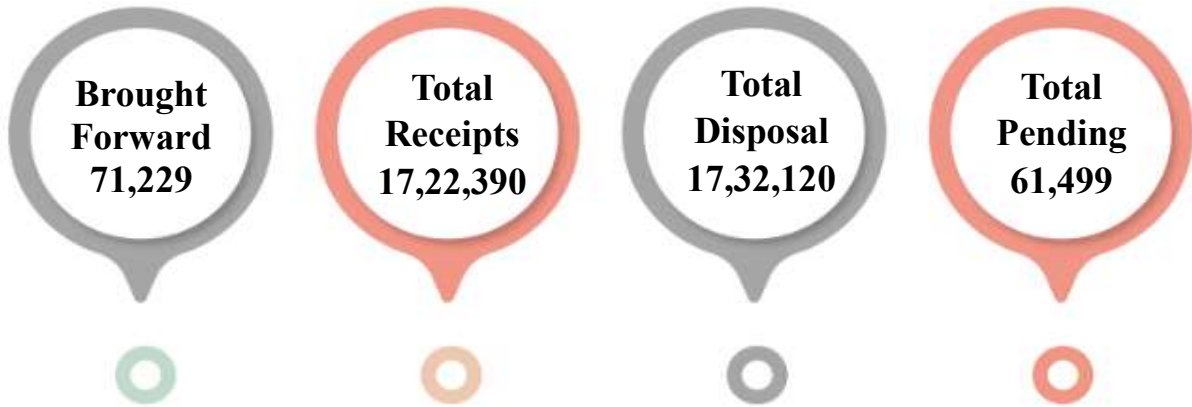
Satisfaction Rate

Overall – 48%

Central Ministries/Departments – 54%

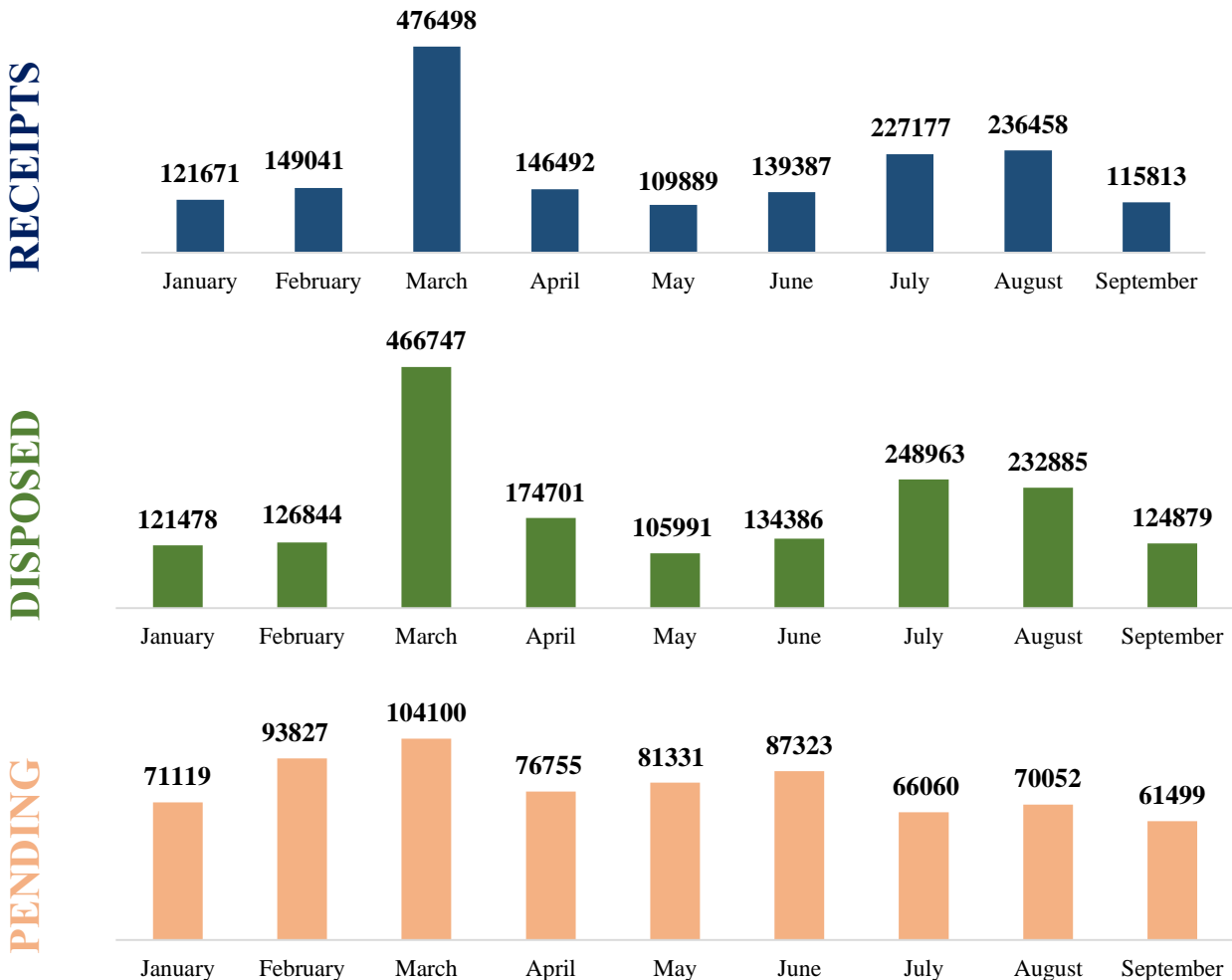
## 2. Review of Status of Grievances

### 2.1. Overview



Time Period: 01/01/2024 to 30/09/2024

### 2.2. Month-wise Status of Grievances



### 3. PSU Grievance Analysis

#### Public Sector Undertaking (PSU)

##### Overview

Public Sector Undertakings (PSUs) in India are government-owned corporations that are instrumental in driving economic growth, providing essential infrastructure and services, and generating employment opportunities. PSUs are classified based on their ownership as either Central Public Sector Undertakings (CPSUs), owned by the central government, or State Public Sector Undertakings (SPSUs), owned by state governments.

#### The status of grievances received by “Maha Ratna” PSUs in the year 2024:

S. No.	PSU	Receipts	Disposed	Pending
1	Indian Oil Corporation Limited	5,816	5,119	697
2	Hindustan Petroleum Corporation Limited	3,031	2,762	269
3	Bharat Petroleum Corporation Limited	2,306	2,027	279
4	National Thermal Power Corporation Limited	1,047	883	164
5	Rural Electrification Corporation Limited	879	674	205
6	Coal India Limited	840	743	97
7	Steel Authority of India Limited	437	364	73
8	Oil and Natural Gas Corporation	362	297	65
9	Bharat Heavy Electricals Limited	333	286	47
10	Gas Authority of India Limited	305	245	60
11	Power Grid Corporation of India Limited	239	162	77
12	Oil India Limited	59	38	21
13	Power Finance Corporation Limited	22	15	7

Time Period: 01/01/2024 to 30/09/2024



## PSU – Indian Oil Corporation Limited (IOCL)

### Overview

Source	Total Receipts	Disposal	Pending
States	94	67	27
Ministries	5,712	5,045	667

*Note:* Grievance data taken from Tree Dashboard for the period of January – September, 2024

Indian Oil Corporation Limited (IOCL) has received a total of 5,816 grievances between January to September, with 5,119 (88.02%) grievances disposed of and 697 (11.98%) grievances remain unresolved. The average resolution time stands at 22.3 days, indicating a need for process optimization to enhance customer satisfaction. A substantial number of these grievances are associated with the Pradhan Mantri Ujjwala Yojana (PMUY), primarily concerning delays in the provision of LPG connections.

This issue is particularly prevalent in Uttar Pradesh and West Bengal, the states with the highest number of complaints. The grievance timeline indicates a peak increase in March followed by a steady decrease in complaints in the following month, however, the recent months saw a spike in grievances under the IOCL-PSU category. This trend suggests that measures taken to address the issues are beginning to have a positive impact, although there is still considerable room for improvement in the grievance redressal mechanism to ensure timely service delivery and uphold the corporation's commitment to customer care.

### Top Issues

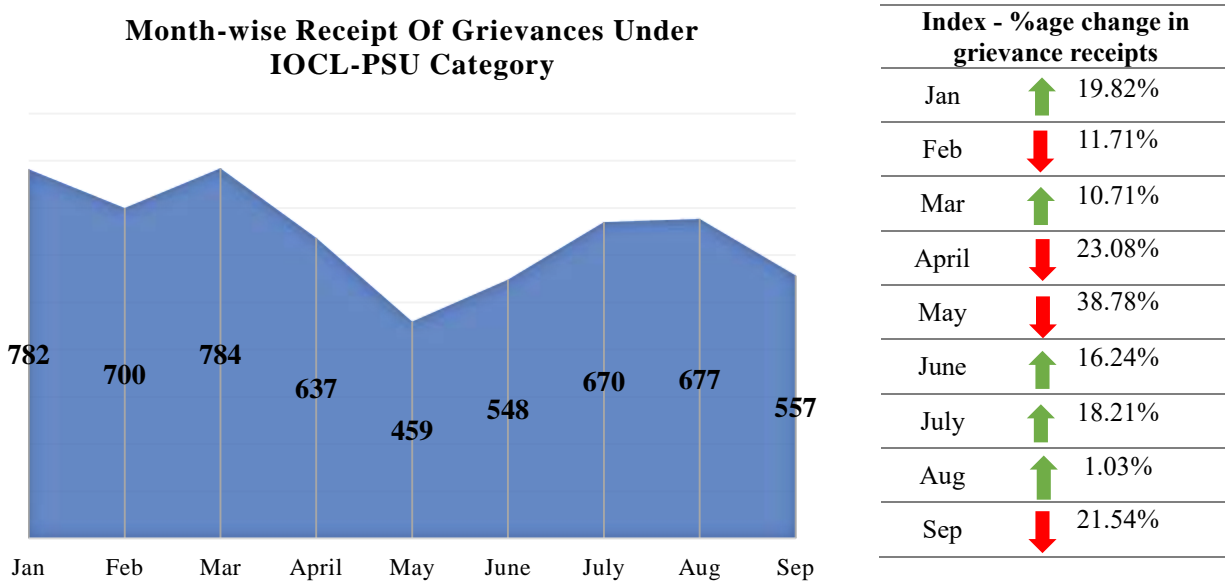
*Top Scheme: PM Ujjwala Yojana*

Major Heads	Micro Heads
Delivery	<ul style="list-style-type: none"><li>• Non-delivery of LPG cylinder</li><li>• Delay in documents approval process for LPG connection</li></ul>
Connection	<ul style="list-style-type: none"><li>• Non-receipt of LPG connection</li><li>• Discontinuance of LPG connection</li></ul>
Transfer	<ul style="list-style-type: none"><li>• LPG transfer process delayed</li></ul>
Misconduct	<ul style="list-style-type: none"><li>• Misconduct by sales officer</li><li>• Bribery for LPG gas connection</li><li>• Overcharging by gas agencies on LPG cylinders</li></ul>

Negligence	<ul style="list-style-type: none"> <li>Safety negligence by LPG distributor</li> <li>Illegal use of non-commercial LPG cylinders</li> </ul>
Others	<ul style="list-style-type: none"> <li>Delay in addressing petrol pump issue</li> <li>Non-receipt of LPG subsidy</li> <li>Key personal information correction in records</li> </ul>

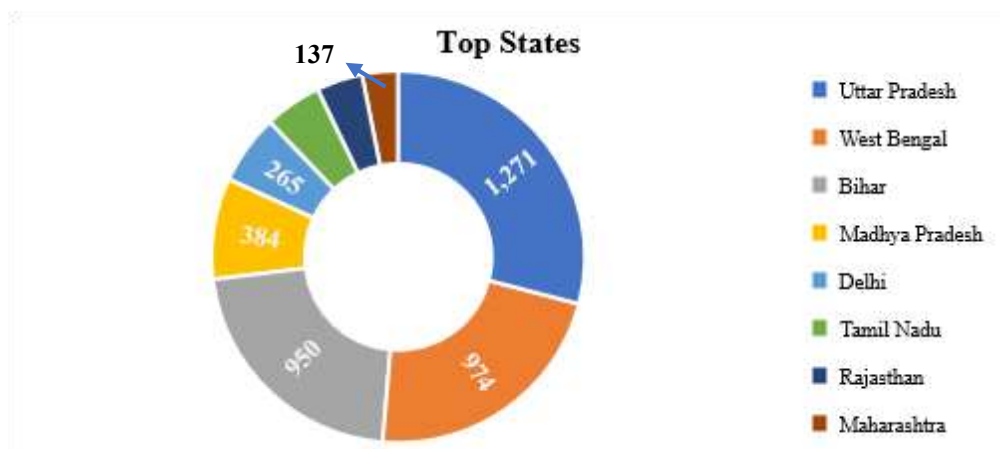
## Graphical Analysis

### Month-wise grievances received by IOCL-PSU during January – September, 2024



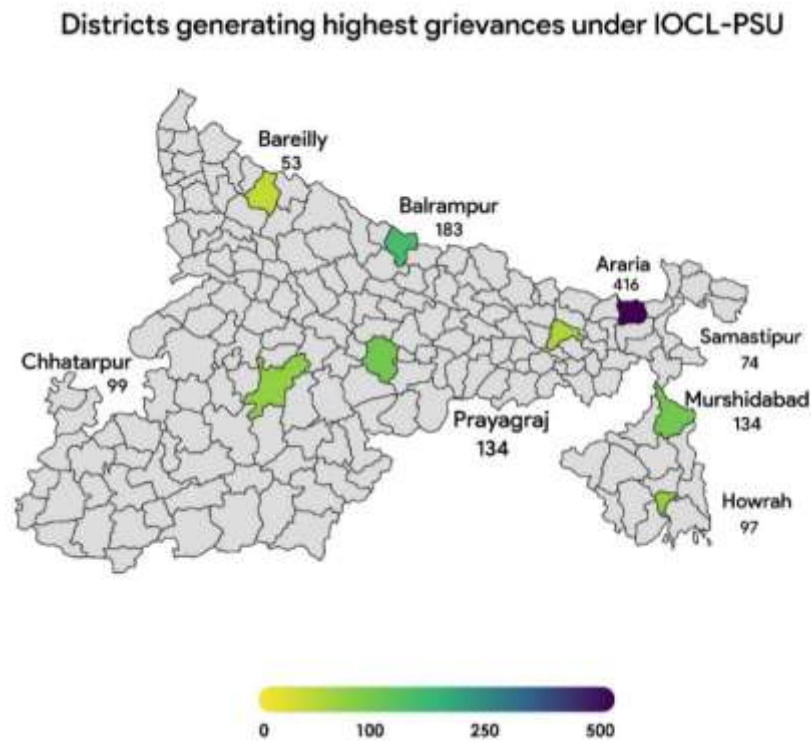
**Note:** The grievance data points out a notable fluctuation in grievances this year from January to September, 2024. Initially, the scheme steady increase followed by a peak in March. However, the following months showed steep decline with July and August again posing a spike in grievances.

### Top States/UTs registering grievances under IOCL-PSU during January-September, 2024



**Note:** Among the states, Uttar Pradesh has registered the highest number of grievances under IOCL-PSU category, followed by West Bengal and Bihar, indicating a high level of engagement with the scheme in these regions.

Map analysis of pin codes generating highest grievances under IOCL-PSU category during January-September, 2024



Top PIN Codes reporting maximum grievances under IOCL-PSU Category during January – September, 2024			
Rank		Rank	
1	Araria, Bihar (854329)	5	Howrah, West Bengal (711316)
2	Balrampur, Uttar Pradesh (271206)	6	Samastipur, Bihar (848131)
3	Prayagraj, Uttar Pradesh (212306)	7	Murshidabad, West Bengal (742175)
4	Chhatarpur, Madhya Pradesh (471001)	8	Bareilly, Uttar Pradesh (742187)

**Note:** Utilizing pin code data on the tree dashboard, enabled to pinpoint the districts with the highest number of grievances related to the IOCL-PSU category. The insights gained from this analysis are crucial for continuous improvement and targeted support within the PMUY framework.

# 4. Taxonomy

## 4.1. Ministry of External Affairs

S No.	AI Generated Category	Categorization
1	Passport	<ol style="list-style-type: none"><li>1. <b>Application Issues</b> (Delay in passport application processing)</li><li>2. <b>Renewal Delays</b> (Passport renewal application pending)</li><li>3. <b>File Closure</b> (Request for passport file closure letter, passport file closure verification)</li><li>4. <b>Dispatch Delays</b> (Passport dispatch delay)</li></ol>
2	Verification	<ol style="list-style-type: none"><li>1. <b>Police Verification Delays</b> (Police verification pending, police verification report delayed, corruption in verification process, unclear police verification report)</li><li>2. <b>Document Verification Delays</b> (Delay in verification of birth certificate, background, address)</li><li>3. <b>Status and Updates</b> (Status of police verification pending, Processing delay after verification)</li></ol>
3	Payment	<ol style="list-style-type: none"><li>1. <b>Service Non-Delivery</b> (Non-receipt of services after payment)</li></ol>
4	Visa	<ol style="list-style-type: none"><li>1. <b>Processing Delays</b> (Delay in processing of Visa application/student Visa/urgent Visa/spouse Visa, biometric issue causing Visa processing delay, challenges with Schengen Visa application process)</li><li>2. <b>Application Issues</b> (Visa application rejection, caregiver Visa application denied, clarity issue in Visa processing)</li><li>3. <b>Appointment Delays</b> (Unavailable/Delay in Visa appointment)</li><li>4. <b>Emergency and Urgent Requests</b> (Assistance needed for urgent family Visa processing)</li><li>5. <b>Transit Visa Issues</b> (Closed transit Visa hindering completion of studies)</li><li>6. <b>Agent Misconduct</b> (Agent manipulated Visa appointment)</li><li>7. <b>Fraud and Scams</b> (Cheating through fake Visa issuance and recruitment)</li><li>8. <b>Discrimination and Misconduct</b> (Discrimination in Visa issuance process)</li><li>9. <b>Documentation Issues</b> (APS certificate delay affecting Visa)</li></ol>

## 4.2. Department of Posts

S No.	AI Generated Category	Categorization
1	Delivery	<ol style="list-style-type: none"> <li><b>Incorrect Status Updates</b> (Misleading delivery information)</li> <li><b>Speed Post Issues</b> (Delay in speed post delivery service)</li> <li><b>Parcel Issues</b> (Non-delivery of parcels)</li> <li><b>Registered Letters</b> (Delay in registered article delivery, non-delivery of mail)</li> <li><b>International Delivery Issues</b> (International post-delivery delay)</li> <li><b>High Priority Deliveries</b> (Delay in delivery of Passport/PAN card/important document)</li> </ol>
2	Payment	<ol style="list-style-type: none"> <li><b>VPP Payment Issues</b> (Failure to receive VPP payment)</li> <li><b>Maturity Payments</b> (Non-payment of matured investment)</li> <li><b>Interest and Claims</b> (Delay/non-payment of interest/insurance claim/death claim)</li> <li><b>Pension and Retirement</b> (Delay in pension/arrears payment)</li> <li><b>KVP and NSC Payment</b> (Delay in payment of NSC/Kisan Vikas Patra)</li> <li><b>Gratuity and Arrears</b> (Non-payment of gratuity/allowance/benefits)</li> <li><b>Service and Parcel</b> (Non-payment for delivered parcel)</li> <li><b>General Payment Issues</b> (Delay/non-payment of dues/ incentives)</li> </ol>
3	Post Office	<ol style="list-style-type: none"> <li><b>Corruption and Misconduct</b> (Corruption in post office, post office staff negligence, postman not delivering speed post)</li> <li><b>Infrastructure Issues</b> (Water leakage in post office, post office mismanagement)</li> </ol>
4	Account	<ol style="list-style-type: none"> <li><b>Transfers</b> (NSC account transfer delay, PPF account transfer)</li> <li><b>Closures</b> (PPF account closure delay, premature account closure, RD/senior citizen account closure)</li> <li><b>Discrepancies</b> (Incorrect account balance)</li> <li><b>Unauthorized Actions</b> (Unauthorized withdrawal from account, account closed without proper communication, accessing deceased account for rightful inheritance)</li> <li><b>Fraud and Corruption</b> (Corruption in account opening, fraudulent activity in pension account, bribery for account closure, account blocked as exceeded number of complaints, account blockage money loss)</li> <li><b>Activation Issues</b> (Account activation process delay due to negligence)</li> </ol>
5	Postal	<ol style="list-style-type: none"> <li><b>Resource Misuse</b> (Misuse of postal authority, misuse of postal funds)</li> <li><b>Postal Order Issues</b> (Lack of postal order availability)</li> <li><b>Miscellaneous Issues</b> (Abstraction/tampering of postal articles, postal item returned, postal service denial)</li> </ol>

## 5. Analysis of grievances on CPGRAMS

### CPGRAMS Categories for the grievances registered

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

#### 1. Ministry of Labour and Employment (*Total Receipts – 16,038*)

- **EPFO (24.32%)**
- **PF Withdrawal (22.62%)** → Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (8.50%)** → Transfer in/out/Form 13/ Online transfer related issues
- **Pension (5.88%)** → Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension

#### 2. Department of Financial Services (Banking Division) (*Total Receipts – 12,791*)

- **Fraud (8.51%)**
- **Deficiency in Customer Service Related (7.84%)** → Delay in Service
- **Misbehavior/Harassment/Corruption by Bank Staff (6%)**
- **Credit/Debit/ATM Cards Related (5.86%)** → ATM/Credit Card Frauds

#### 3. Department of Agriculture and Farmers Welfare (*Total Receipts – 9,297*)

- **PMKISAN related issues (93.93)** → stoppage of installments after issue of few installments
- **Crop Insurance Scheme (1.19%)** → PMFBY - Claim Related
- **Employees related matters (0.37%)** → Service matters of employees of this Department
- **Policy related matters (0.30%)** → National Commission on Farmers

#### 4. Department of Telecommunication (*Total Receipts – 5,532*)

- **Mobile related (51.21%)** → Mobile Number Portability (MNP)
- **Broadband related (11.70%)** → Landline working but Internet not working/Frequent disconnection
- **Landline Related (4.77%)** → Telephone Faulty/dead
- **Employee Related / Services Related (1.99%)** → Pending any type of Bill/dues for payment

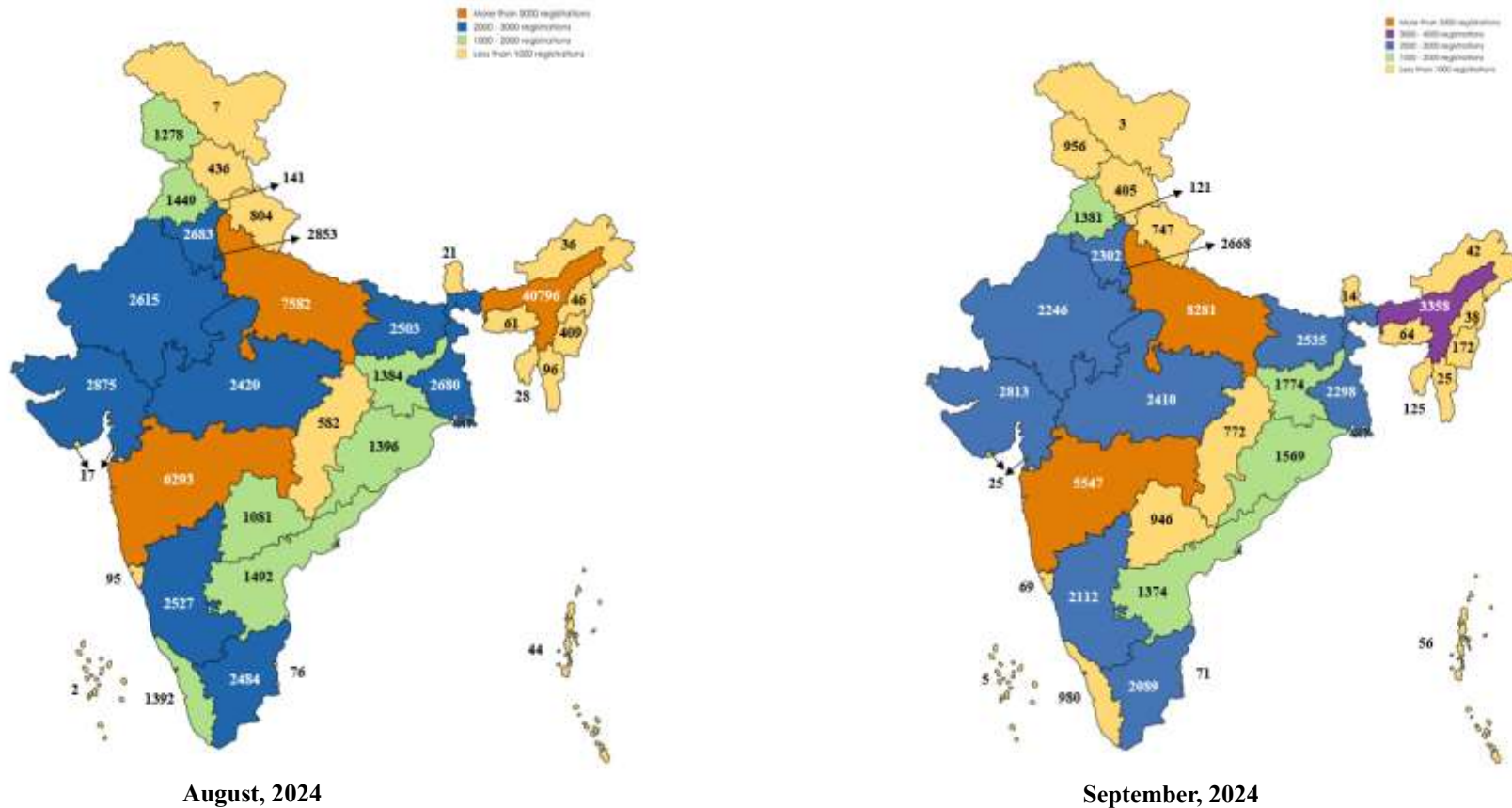
#### 5. Department of Railways (Railway Board) (*Total Receipts – 5,379*)

- **Issues related to Introduction/Extension/Stoppage of trains (8.29%)**
- **Service Matter (6.21%)**
- **Tender/Contract Matters (5.11%)**
- **Complaint against staff other than Train and station (3.90%)**

## 6. User-Registration on CPGRAMS

A total of **50,393** new users have registered on CPGRAMS in September, 2024, through various channels, out of which, **8,281** registrations are from **Uttar Pradesh**.

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

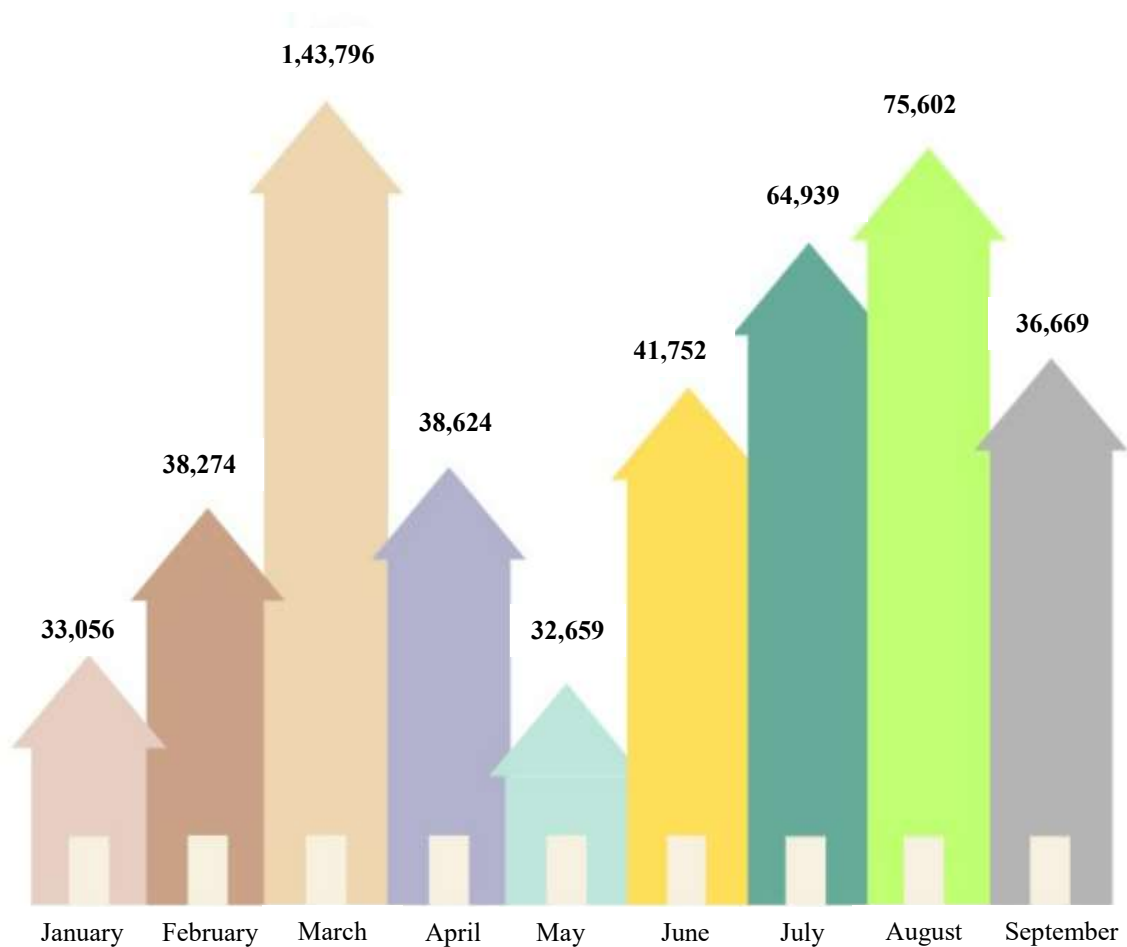




- **User Registration on CPGRAMS in the last 9 months:**

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
9	September	50,393
<b>TOTAL</b>		<b>6,49,699</b>

### User-Registrations through CPGRAMS Portal



# 7. Outreach through Common Service Centres

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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).

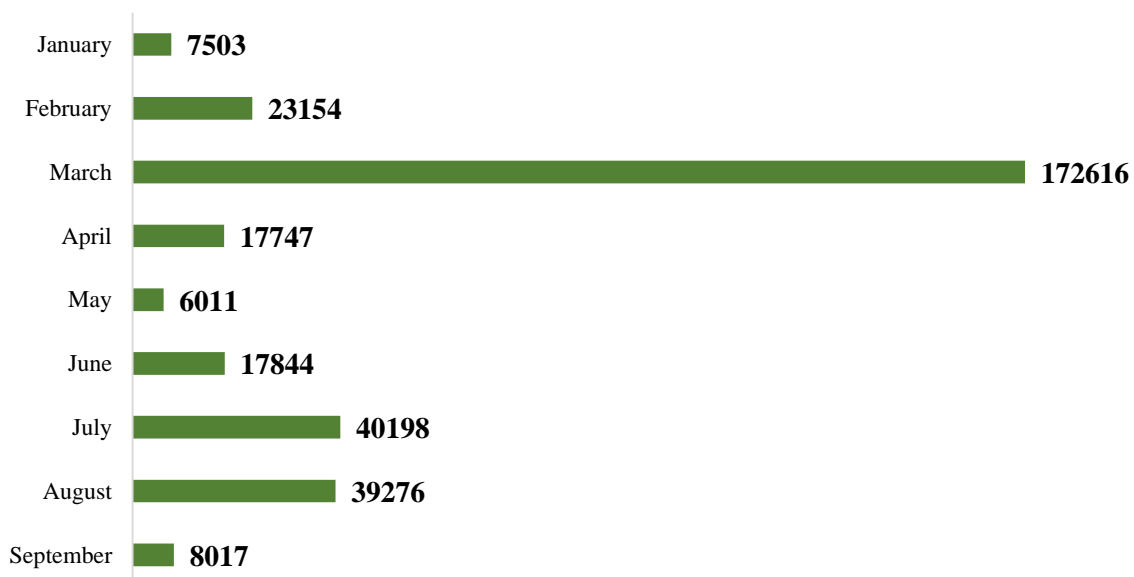


Time Period: 01/09/2024 to 30/09/2024

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

- A total of **8,017 grievances** have been registered through the Common Service Centres in the month of September, 2024

## Number of Grievances registered through CSCs



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

1.	PMKISAN related issues	4,051
2.	Pradhan Mantri Gram Sadak Yojana	204
3.	Public Distribution System related	132
4.	Mobile related	119
5.	Non - updation of Aadhar	100

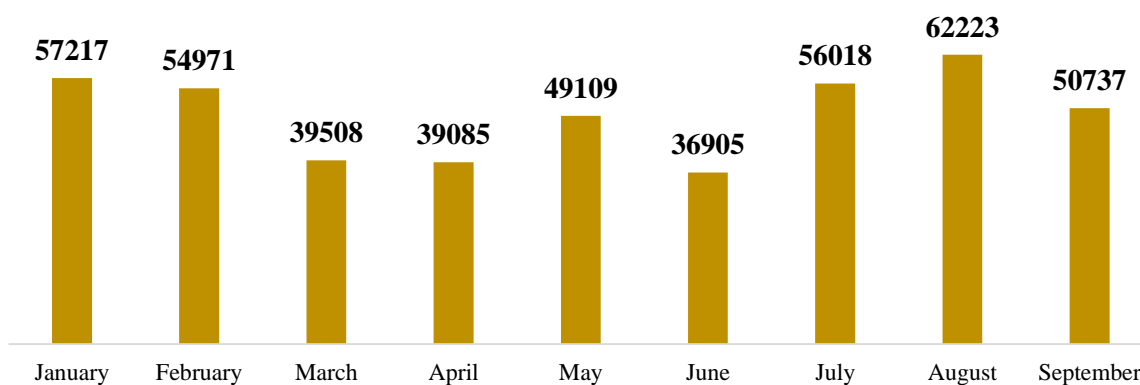
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Agriculture and Farmers Welfare	4111	PMKISAN related issues	4051	99%
2	Department of Rural Development	375	Pradhan Mantri Gram Sadak Yojana	204	54%
			BPL Division	57	15%
3	Department of Financial Services (Banking Division)	357	Fraud	56	16%
			Misbehaviour/Harrassment/Corruption by Bank Staff	54	15%
4	Unique Identification Authority of India	320	Non Updation of AADHAAR	100	31%
			Enrolment Center and Operator related Issues	73	23%
5	Ministry of Labour and Employment	261	PF Withdrawal	94	36%
			Others (EPFO)	59	23%
6	Department of Telecommunications	234	Mobile Related	119	51%
			Broadband Related	25	11%
7	Department of Health & Family Welfare	160	Health Schemes	77	48%
			Hospitals	10	6%
8	Department of Food and Public Distribution	144	Public Distribution System related	132	92%
9	Ministry of Housing and Urban Affairs	142	Schemes, Programs & Other Divisions under MoHUA	52	37%
			HUDCO (Housing and Urban Development Corporation)	50	35%
10	Department of Posts	98	Delay/ Non - Delivery/Abstraction of Postal Articles	37	38%
			Financial Scheme Related	35	36%

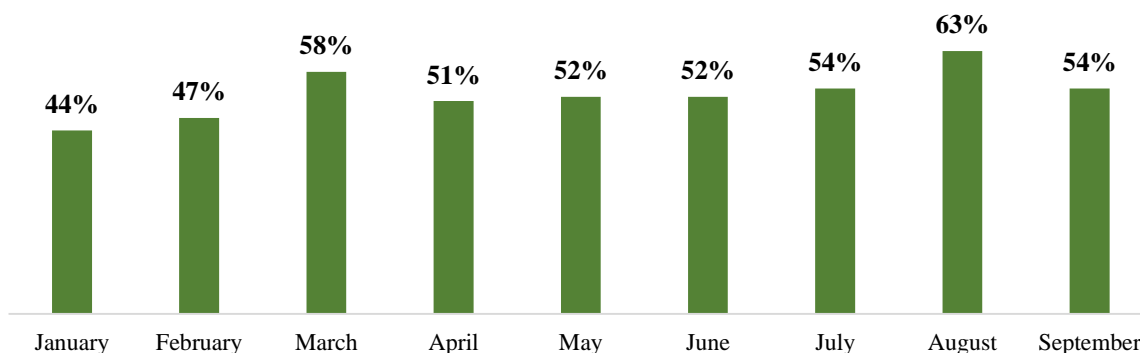
## 8. Feedback Call Centre

- From 1<sup>st</sup> January to 30<sup>th</sup> September, 2024, the Feedback Call Centre has collected **4,45,773** **feedbacks** for Central Ministries/Departments, directly from the citizens

### Feedbacks Collected by the Call Center



### Satisfaction Percentage of the Feedbacks Collected

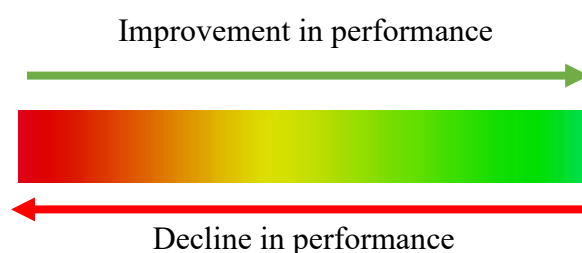


- Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 9 months**

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

S. No.	Name of Ministry/Department	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
5	Department of Ex Servicemen Welfare	51%	51%	53%	48%	54%	52%	55%	56%	58%
6	Central Board of Direct Taxes (Income Tax)	54%	57%	58%	57%	57%	63%	60%	57%	57%
7	Department of Defence Finance	53%	55%	59%	58%	61%	66%	65%	62%	63%
8	Department of Telecommunications	37%	45%	52%	50%	49%	51%	49%	47%	48%
9	Department of Posts	52%	53%	56%	57%	55%	56%	58%	58%	57%
10	Ministry of Home Affairs	38%	39%	42%	33%	36%	37%	36%	36%	37%
11	Ministry of Petroleum and Natural Gas	60%	65%	61%	56%	60%	57%	60%	57%	57%
12	Department of Financial Services (Insurance Division)	34%	33%	38%	33%	41%	42%	38%	35%	39%
13	Unique Identification Authority of India	52%	55%	62%	53%	57%	57%	57%	58%	57%
14	Department of Health & Family Welfare	43%	49%	45%	47%	46%	49%	47%	44%	45%
15	Ministry of External Affairs	55%	55%	56%	56%	53%	53%	55%	53%	59%
16	Ministry of Housing and Urban Affairs	29%	32%	37%	28%	39%	34%	34%	36%	39%
17	Ministry of Road Transport and Highways	33%	33%	34%	32%	35%	31%	34%	30%	31%
18	Department of Consumer Affairs	37%	38%	42%	41%	42%	46%	43%	35%	38%

*\*The above table contains data for Central Ministries/Departments for which more than 5000 feedbacks have been collected in the past 9 months.*



## 9. Grievance Redressal Assessment and Index – September, 2024

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from May, 2023 onwards. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement.

**The GRAI has the following 4 dimensions:**



The data used in preparing the GRAI has been taken from **1<sup>st</sup> September, 2024 to 30<sup>th</sup> September, 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*

## 9.1. 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	79	610	662	27	0.868	1
2	Central Board of Indirect Taxes and Customs	129	896	889	136	0.81	2
3	Department of Posts	1129	4238	4210	1157	0.803	3
4	Department of Telecommunications	769	5532	5452	849	0.8	4
5	Department of Food and Public Distribution	161	1046	1004	203	0.768	5
6	Department of Agriculture and Farmers Welfare	2754	9297	10781	1270	0.749	6
7	Department of Rural Development	6936	5317	10726	1527	0.72	7
8	Unique Identification Authority of India	945	2172	2220	897	0.719	8
9	Ministry of Labour and Employment	5757	16038	16225	5570	0.716	9
10	Ministry of Panchayati Raj	110	925	807	228	0.707	10
11	Department of Financial Services (Insurance Division)	709	1823	1960	572	0.705	11
12	Ministry of Electronics & Information Technology	290	776	821	245	0.697	12
13	Ministry of Road Transport and Highways	1032	2585	2684	933	0.685	13
14	Ministry of Drinking Water and Sanitation	365	696	663	398	0.68	14
15	Ministry of Petroleum and Natural Gas	1152	1728	1829	1051	0.673	15
16	Department of Social Justice and Empowerment	252	756	798	210	0.66	16
17	Ministry of Home Affairs	1307	4745	4761	1291	0.657	17
18	Department of Ex Servicemen Welfare	4140	3304	4671	2773	0.656	18
19	Ministry of Railways (Railway Board)	2781	5379	5426	2734	0.651	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Women and Child Development	313	591	639	265	0.639	20
21	Department of School Education and Literacy	1176	1278	1486	968	0.638	21
22	Department of Consumer Affairs	1196	1443	1738	901	0.635	22
23	Ministry of Housing and Urban Affairs	1689	2803	3264	1228	0.635	23
24	Ministry of External Affairs	1212	1290	1408	1094	0.632	24
25	Department of Defence	737	1353	1566	524	0.621	25
26	Department of Justice	186	898	802	282	0.617	26
27	Department of Personnel and Training	705	1739	1876	568	0.615	27
28	Ministry of Corporate Affairs	599	999	1042	556	0.612	28
29	Ministry of Micro Small and Medium Enterprises	267	1002	652	617	0.608	29
30	Department of Financial Services (Banking Division)	7544	12791	10926	9409	0.593	30
31	Department of Defence Finance	2279	2602	2459	2422	0.587	31
32	Department of Higher Education	1525	1533	2091	967	0.566	32
33	Central Board of Direct Taxes (Income Tax)	10048	4602	4895	9755	0.541	33
34	Department of Health & Family Welfare	3075	3128	2777	3426	0.54	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.*



## 9.2. 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 Land Resources	38	374	397	15	0.829	1
2	Department of Investment & Public Asset Management	13	50	60	3	0.797	2
3	Department of Empowerment of Persons with Disabilities	106	254	294	66	0.79	3
4	Ministry of Ayush	30	137	131	36	0.757	4
5	NITI Aayog	17	144	149	12	0.737	5
6	Ministry of Environment, Forest and Climate Change	168	420	476	112	0.736	6
7	Department of Legal Affairs	63	235	252	46	0.729	7
8	Ministry of Shipping	55	116	113	58	0.712	8
9	Department of Official Language	12	19	16	15	0.704	9
10	Department of Public Enterprises	19	32	51	0	0.69	10
11	Ministry of Parliamentary Affairs	3	106	108	1	0.689	11
12	Department of Chemicals and Petrochemicals	11	25	32	4	0.676	12
13	Ministry of Mines	48	110	120	38	0.673	13
14	Staff Selection Commission	212	371	433	150	0.665	14
15	Ministry of Cooperation	52	385	388	49	0.665	15
16	Department of Commerce	150	316	360	106	0.653	16
17	Department of Science and Technology	46	69	77	38	0.652	17
18	Department of Heavy Industry	43	99	97	45	0.65	18
19	Department of Financial Services (Pension Reforms)	38	243	237	44	0.646	19

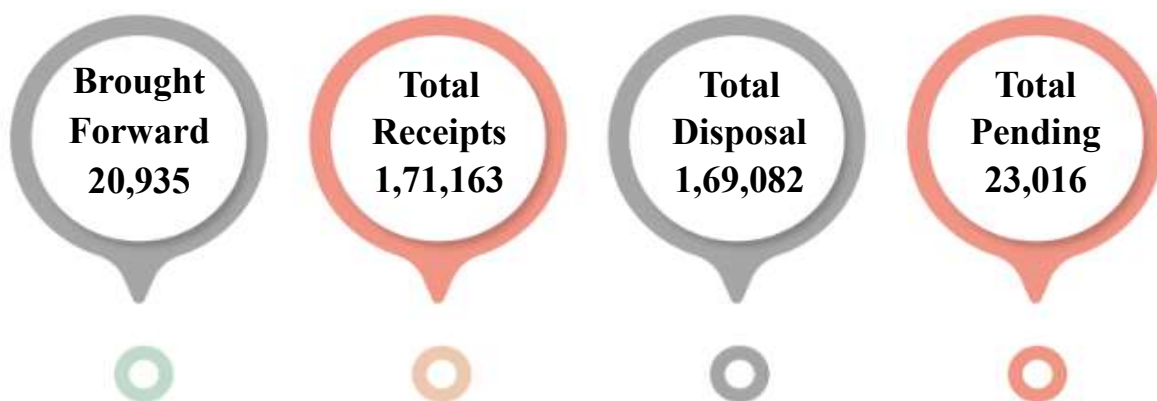
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Information and Broadcasting	179	345	373	151	0.644	20
21	Department of Atomic Energy	38	162	137	63	0.64	21
22	Ministry of Skill Development and Entrepreneurship	111	387	349	149	0.639	22
23	Ministry of Civil Aviation	282	490	542	230	0.632	23
24	Ministry of Tourism	150	180	215	115	0.631	24
25	Department of Pharmaceuticals	43	89	100	32	0.63	25
26	Ministry of Development of North Eastern Region	6	13	13	6	0.63	26
27	Department for Promotion of Industry and Internal Trade	125	161	182	104	0.619	27
28	Ministry of Water Resources, River Development & Ganga Rejuvenation	234	202	351	85	0.615	28
29	Ministry of Power	395	471	550	316	0.598	29
30	Department of Defence Research and Development	35	62	51	46	0.597	30
31	Department of Sports	174	114	137	151	0.594	31
32	Department of Expenditure	76	110	141	45	0.579	32
33	Ministry of New and Renewable Energy	69	165	130	104	0.554	33
34	Ministry of Textiles	71	77	84	64	0.553	34
35	Ministry of Statistics and Programme Implementation	15	33	31	17	0.553	35
36	Department of Defence Production	176	203	217	162	0.549	36
37	Ministry of Culture	314	272	366	220	0.543	37
38	Ministry of Coal	214	323	347	190	0.539	38
39	Department of Animal Husbandry, Dairying	271	122	195	198	0.536	39
40	Department of Scientific & Industrial Research	48	149	108	89	0.531	40

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Ministry of Food Processing Industries	34	34	40	28	0.516	41
42	Ministry of Tribal Affairs	211	234	249	196	0.51	42
43	Ministry of Steel	71	76	77	70	0.502	43
44	O/o the Comptroller & Auditor General of India	85	106	85	106	0.502	44
45	Department of Health Research	83	64	83	64	0.498	45
46	Department of Military Affairs	351	411	369	393	0.493	46
47	Department of Agriculture Research and Education	149	164	179	134	0.482	47
48	Department of Space	33	48	36	45	0.479	48
49	Department of Youth Affairs	86	41	79	48	0.477	49
50	Ministry of Minority Affairs	574	442	350	666	0.47	50
51	Department of Fisheries	20	41	16	45	0.467	51
52	Department of Fertilizers	17	23	25	15	0.441	52
53	Department of Economic Affairs ACC Division	375	224	191	408	0.398	53
54	Ministry of Earth Sciences	29	17	28	18	0.383	54
55	Legislative Department	39	58	29	68	0.374	55
56	Department of Bio Technology	52	22	7	67	0.253	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.*

# 10. Review of Status of Appeals on CPGRAMS

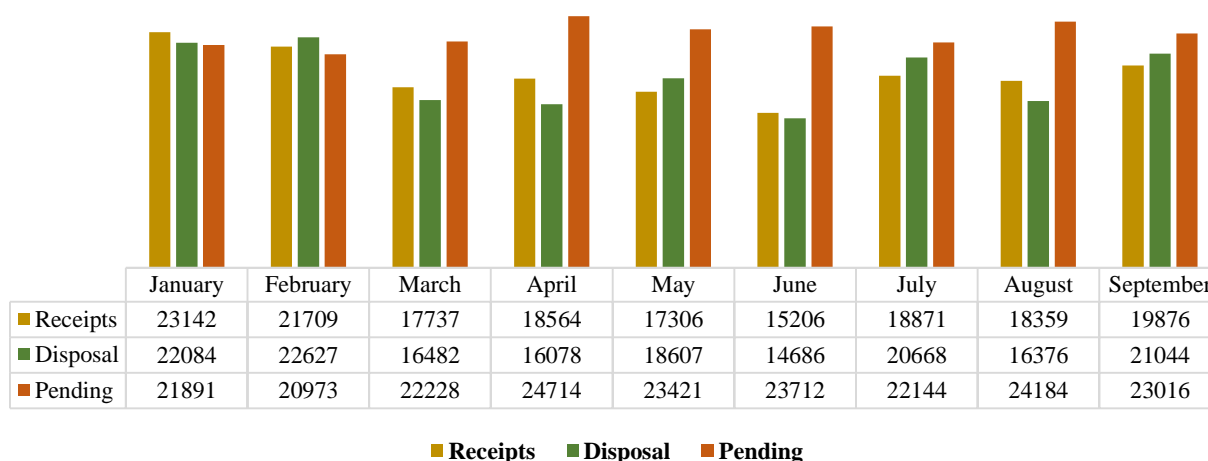
## 10.1. Overview



Time Period: 01/01/2024 to 30/09/2024

## 10.2. Month-wise Status of Appeals

Status of Receipts, Disposal & Pendency of Appeals



## 10.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **28 days** from 1<sup>st</sup> January to 30<sup>th</sup> September, 2024
- 40** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

# 11. Success Stories

## Grievance of Shri Biswa Ranjan Samal

### TDS Rectification and Demand Clearance

Shri Biswa Ranjan Samal filed his income tax return on time for the FY 2009-10. However, due to a delay by the Secretariat Administration Department, Assam Secretariat Civil, his TDS of ₹1,50,000 was not reflected in Form 26AS. After rigorous follow-ups, the TDS return was finally updated and reflected in his Form 26AS. Despite this, the citizen's request to the IT department for reprocessing, so that the demand could be squared off, was not addressed. As a result, the concerned citizen filed a CPGRAMS grievance.

Within 16 days of filing the grievance, the JAO passed a rectification order under Section 154 for AY 2010-11, reducing the demand to nil.

**Rectification Process:** The grievance was received by the Central Board of Direct Taxes (Income Tax) and auto-forwarded to the office of Principal Chief Commissioner of Income Tax, Bhubaneswar region and further taken up with the concerned circle office, all within a matter of 3 working days from the grievance filing date. Circle office was also instructed to submit the status report along with the documentary evidence on redressal of grievance immediately. The concerned office took cognisance of the matter and promptly passed the rectification order thereby redressing the citizen's grievance. A screenshot evidence of the same was uploaded on the CPGRAMS Portal as well.

## Grievance of Shri. Vivek Singh

### Account Freeze Due to Suspicious Transactions

Shri. Vivek, a small business owner, raised a grievance regarding the freezing of his Bank of Baroda account after making multiple transactions. The Bank froze his account due to the cyber fraud flagged against his account. Despite explaining the situation to the bank and undergoing verification (CPV), his account remained frozen and no concrete action was taken.

Concerned, he filed a CPGRAMS and within 8 days of filing the grievance, post due diligence by the bank, the account freeze was lifted.

**Rectification Process:** The grievance was received by the Department of Financial Services (Banking Division) and auto-forwarded to the Reserve Bank of India the same day. It was subsequently transferred to Kotak Mahindra Bank, which was instructed to redress the complaint in a time bound manner and provide their comments on the same. Bank investigated the matter on their end which included the branch manager speaking to the customer as well. Post due diligence, the account freeze was lifted and the Nodal Desk Officer took citizen's consent before closing the complaint. Bank uploaded detailed inputs on the CPGRAMS Portal as well for everyone's perusal.

## Grievance of Shri. Anurag Jain

### Pending Payment for Contract GEMC-511\*\*\*\*\*

The complainant, Anurag Jain reported a pending payment of ₹21,000 for contract GEMC-511687741711265, where materials were delivered on time and the CRAC was generated on 24/06/2023. Despite several reminders to the ordering officer, payment was not received within the stipulated 21 days as per GEM policy.

Concerned, the citizen filed a CPGRAMS and as a result, the outstanding payment along with the interest was released to the citizen.



**Rectification Process:** The grievance was initially received by the Department of Health & Family Welfare and promptly auto – forwarded to the Director, Directorate General of Health Services (DGHS), and then to Dr. Ram Manohar Lohia Hospital on the same day. The hospital took cognisance of the issue, and the case was resolved with confirmation that the payment, along with the accrued interest, had been made to the complainant. Consequently, the grievance was resolved and closed at the hospital level. Additionally, the hospital sent a formal written confirmation to the complainant, signed by the In-Charge of the Grievance Redressal Cell.

# 12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions




**The Department of Administrative Reforms and Public Grievances (DARPG) released the 28th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of August 2024**

A total of 2,32,885 Grievances were Redressed by Central Ministries/Departments in August, 2024



For the 26th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Department of Empowerment of Persons with Disabilities, Ministry of Ayush and NITI Aayog topped in Group B category in the rankings released for the month of August, 2024

Posted On: 11 SEP 2024 6:52PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

**List of grievances redressed on CPGRAMS released by Department of Administrative Reforms and Public Grievances**

67,688 public grievances redressed by Central Ministries/Departments from 1st to 18th September, 2024

Posted On: 19 SEP 2024 4:01PM by PIB Delhi

**PIB India** @PIB\_India

The Department of Administrative Reforms and Public Grievances (@DARPG\_GoI) released the 28th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of August 2024

A total of 2,32,885 Grievances were Redressed by Central Ministries/Departments in August, 2024

Read here: [pib.gov.in/PressReleaseDet...](http://pib.gov.in/PressReleaseDet...)

7:25 PM · Sep 11, 2024 · 2,762 Views

**Ministry of Labour & Employment, GoI** @LabourMinistry

Ministry of Labour & Employment has one of the lowest Average Closing Time of PG Appeals (06 days) for the period from 01.01.2024 to 31.08.2024.

#LabourMinistryIndia  
#MoLE  
#CPGRAMS



31 | Page





List of grievances redressed on CPGRAMS released by @DABPO\_Dot

67888 public grievances redressed by Central Ministries/Departments from 1st to 18th September, 2024

Read here: [pib.gov.in/PressReleases/P...](https://pib.gov.in/PressReleases/P...)

S. No.	Name of Ministry/Department	Total Disposal
1	Ministry of Labour and Employment	31,148
2	Department of Financial Services (Banking Division)	6,801
3	Department of Agriculture and Farmers Welfare	1,118
4	Department of Ea Services Welfare	1,219
5	Ministry of Railways (Railway Board)	1,116



**Public grievances will be settled soon, new guidelines issued**

- The central government has issued a new guideline to simplify the process to make the redressal of grievances timely, accessible, and meaningful
- Accordingly, along with simplifying the process of grievance redressal, the timeline for its settlement has also been reduced from 30 days to 21 days

Read more in the latest edition of [#NewIndiaSamachar](#)

[newindiasamachar.pib.gov.in/WriteReadData/...](https://newindiasamachar.pib.gov.in/WriteReadData/...)

**Ministry of Coal**

As part of the preparatory phase for **Special Campaign 4.0**, Ministry of Coal convened a comprehensive workshop today focused on **public grievance handling**.

During the meetings the emphasis was on the importance of a collaborative approach to enhance grievance redressal mechanisms.

#BHS2024 #swachhatapakhwade2024 #SwabhavSwachhata #SanskarSwachhata #SpecialCampaign4

During the preparatory phase of **SPECIAL CAMPAIGN 4.0** Ministry of Coal organized a workshop on handling public grievances.

**Topics Covered:**

- Overview of CP-GRAM
- Comprehensive guidelines for handling public grievances
- Current status of overdue grievances
- Comparison of historical trends with anticipated responses

Ministry of Information and Broadcasting and 2 others

10:28 AM - Sep 25, 2024 - 729 Views

Volume 5, Issue 06  
September 16-30, 2024  
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# NEW INDIA SAMACHAR

**'Make in India' LOCAL TO GLOBAL**

The 'Make in India' initiative, which is completing a decade-long journey on 25th September, is strengthening the resolve of a self-reliant and Viksit Bharat.

Click to view in full screen.

Ministry of Information and Broadcasting and 2 others

10:28 AM - Sep 21, 2024 - 4,092 Views



## Annexures

### Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	717936	720936	719409	1527
2	Ministry of Labour and Employment	4919	131039	135958	130388	5570
3	Department of Financial Services (Banking Division)	8372	116931	125303	115894	9409
4	Department of Agriculture and Farmers Welfare	3545	80665	84210	82940	1270
5	Central Board of Direct Taxes (Income Tax)	10802	49190	59992	50237	9755
6	Ministry of Railways (Railway Board)	3146	47720	50866	48132	2734
7	Department of Telecommunications	721	42692	43413	42564	849
8	Ministry of Home Affairs	1431	42127	43558	42267	1291
9	Ministry of Housing and Urban Affairs	1421	41954	43375	42147	1228
10	Department of Posts	1638	39708	41346	40189	1157

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	717936	720936	719409	1527
2	Ministry of Labour and Employment	4919	131039	135958	130388	5570
3	Department of Financial Services (Banking Division)	8372	116931	125303	115894	9409
4	Department of Agriculture and Farmers Welfare	3545	80665	84210	82940	1270
5	Central Board of Direct Taxes (Income Tax)	10802	49190	59992	50237	9755
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7	Department of Telecommunications	721	42692	43413	42564	849
8	Ministry of Home Affairs	1431	42127	43558	42267	1291
9	Ministry of Housing and Urban Affairs	1421	41954	43375	42147	1228
10	Department of Ex Servicemen Welfare	4035	39015	43050	40277	2773

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10802	49190	59992	50237	9755
2	Department of Financial Services (Banking Division)	8372	116931	125303	115894	9409
3	Ministry of Labour and Employment	4919	131039	135958	130388	5570
4	Department of Health & Family Welfare	2190	26568	28758	25332	3426
5	Department of Ex Servicemen Welfare	4035	39015	43050	40277	2773
6	Ministry of Railways (Railway Board)	3146	47720	50866	48132	2734
7	Department of Defence Finance	913	25770	26683	24261	2422
8	Department of Rural Development	3000	717936	720936	719409	1527
9	Ministry of Home Affairs	1431	42127	43558	42267	1291
10	Department of Agriculture and Farmers Welfare	3545	80665	84210	82940	1270
11	Ministry of Housing and Urban Affairs	1421	41954	43375	42147	1228
12	Department of Posts	1638	39708	41346	40189	1157
13	Ministry of External Affairs	1506	12318	13824	12730	1094
14	Ministry of Petroleum and Natural Gas	1848	17237	19085	18034	1051

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	10802	49190	59992	50237	9755	7435
2	Department of Health & Family Welfare	2190	26568	28758	25332	3426	2315
3	Department of Ex Servicemen Welfare	4035	39015	43050	40277	2773	1646
4	Department of Financial Services (Banking Division)	8372	116931	125303	115894	9409	1564
5	Department of Defence Finance	913	25770	26683	24261	2422	1252
6	Ministry of Railways (Railway Board)	3146	47720	50866	48132	2734	932

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
7	Ministry of Home Affairs	1431	42127	43558	42267	1291	810
8	Department of Rural Development	3000	717936	720936	719409	1527	742
9	Ministry of External Affairs	1506	12318	13824	12730	1094	582
10	Ministry of Labour and Employment	4919	131039	135958	130388	5570	465

## Annexure 2: Average Closing Time – January to September, 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	2949	76
2	Central Board of Direct Taxes (Income Tax)	50237	66
3	Department of Fertilizers	415	63
4	Department of School Education and Literacy	12632	48
5	Ministry of Textiles	728	39
6	Department of Official Language	159	39
7	Department of Defence Production	1539	38
8	Ministry of Culture	1912	37
9	Department of Youth Affairs	506	37
10	Department of Agriculture Research and Education	1168	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	1347	2
2	Ministry of Cooperation	3758	3
3	Department of Land Resources	2828	3
4	NITI Aayog	2389	3
5	Department of Rural Development	719409	5
6	Department of Food and Public Distribution	8115	5
7	Department of Telecommunications	42564	6

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
8	Ministry of Ayush	1580	6
9	Department of Public Enterprises	413	6
10	Department of Agriculture and Farmers Welfare	82940	7

### Annexure 3: Status of Appeals – January to September, 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	3119	6013	789	5224
2	Central Board of Direct Taxes (Income Tax)	2202	6491	8693	5965	2728
3	Department of Financial Services (Banking Division)	1535	27104	28639	26819	1820
4	Department of Social Justice and Empowerment	1524	572	2096	392	1704
5	Ministry of Labour and Employment	781	29913	30694	29766	928
6	Ministry of Railways (Railway Board)	790	12285	13075	12340	735
7	Department of Rural Development	734	2953	3687	3016	671
8	Department of Defence Finance	796	4433	5229	4667	562
9	Ministry of Petroleum and Natural Gas	370	2925	3295	2773	522
10	Department of Financial Services (Insurance Division)	256	4910	5166	4655	511

#### 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	38	1
3	Ministry of Cooperation	873	3
4	Department of Empowerment of Persons with Disabilities	486	3
5	Department of Telecommunications	11177	4
6	Department of Pension and Pensioners Welfare	182	4

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
7	Department of School Education and Literacy	2153	5
8	Ministry of Labour and Employment	29766	6
9	Ministry of Drinking Water and Sanitation	234	6
10	Ministry of Parliamentary Affairs	73	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	1859	1753	607	34.63%
2	Department of Atomic Energy	1185	1122	375	33.42%
3	Department of Scientific & Industrial Research	987	898	292	32.52%
4	Central Board of Indirect Taxes and Customs	12042	11906	3397	28.53%
5	Ministry of Civil Aviation	5211	4981	1398	28.07%
6	Ministry of Steel	930	860	241	28.02%
7	Department of Financial Services (Insurance Division)	18130	17558	4910	27.96%
8	Ministry of Earth Sciences	271	253	67	26.48%
9	Department of Telecommunications	43413	42564	11156	26.21%
10	Ministry of Railways (Railway Board)	50866	48132	12285	25.52%

