



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

October 2024

[Report Number 30]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

In October 2024, a total of **1,16,001 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 **1,26,083 grievances** were disposed in the month, making October the **28th month in a row** where disposal crossed 1 lakh cases in the Central Secretariat, showcasing the system's efficiency, while **53,897 grievances** remain pending, as on 31st October, 2024, which is the lowest recorded for the year 2024.

36% of the accounted grievances, were directed towards key departments such as the **Ministry of Labour & Employment, Department of Agriculture and Farmer's Welfare, 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 October, 2024 stood at **13 days**.

Grievances registered via **Common Service Centers** increased from 8,017 grievances in the month of September 2024 to **10,892 grievances** in the month of October, 2024. Furthermore, the number of new user registrations on CPGRAMS for October, 2024, total to **50,940**, a growth that can be attributed to increased public awareness and confidence in the grievance redressal process.

Public grievance appeals in October numbered **18,957**, while **18,742 appeals** were disposed of and **23,231** pending, as on 31st October, 2024. The Feedback Call Centre collected **66,825 feedbacks** in October, 2024. Out of the total feedbacks, **44% citizens** expressed satisfaction with the resolution provided on their grievances. In October, 2024, **38,678 feedbacks** were collected for the Central Ministries/Departments by the Feedback Call Centre, **50% citizens** expressed satisfaction on the resolution provided.

Data Summary



Grievances – October, 2024

Received	Disposed	Pending
1,16,001	1,26,083	53,897



Top receiving Ministries

MOLBR	DOAFW	DFS (BD)
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Majority grievances directed above.



Average days taken for resolution

13 Days



New User Registrations

50,940 new users



Grievance Redressal Assessment & Index – October, 2024

Group A (more than equal to 500 grievances)

- Ministry of Skill Development and Entrepreneurship
- Department of Posts
- Department of Food and Public Distribution

Group B (less than 500 grievances)

- Ministry of Parliamentary Affairs
- Department of Empowerment of Persons with Disabilities
- Department of Land Resources



Feedback Collected – October, 2024

Overall – 66,825

Central Ministries/Departments – 38,678



Satisfaction Rate

Overall – 44%

Central Ministries/Departments – 50%

CSC – CPGRAMS Live Session

Department of Agriculture and Farmer's Welfare

A live session with CSC VLEs was conducted on 24th October, 2024, by CSC and DARPG addressing the most common grievances related to the PM-KISAN scheme on the CPGRAMS Portal.

The session was attended by Secretary, DARPG, Shri V. Srinivas; Secretary, Agriculture, Dr Devesh Chaturvedi and Shri Sanjay Rakesh, MD & CEO, CSC.



During the session, Shri Sanjay Rakesh, MD & CEO, CSC, gave an overview presentation on CSC's journey with CPGRAMS in providing last-mile connectivity in remote areas and focused on grievance trend of PM-KISAN scheme. Secretary, DARPG, Shri V. Srinivas emphasized on the need for further popularization of CPGRAMS Portal by CSC VLEs. He also briefed on the new grievance redressal policy rolled out by the government which recommends qualitative grievance resolution within 21 days' timeline.

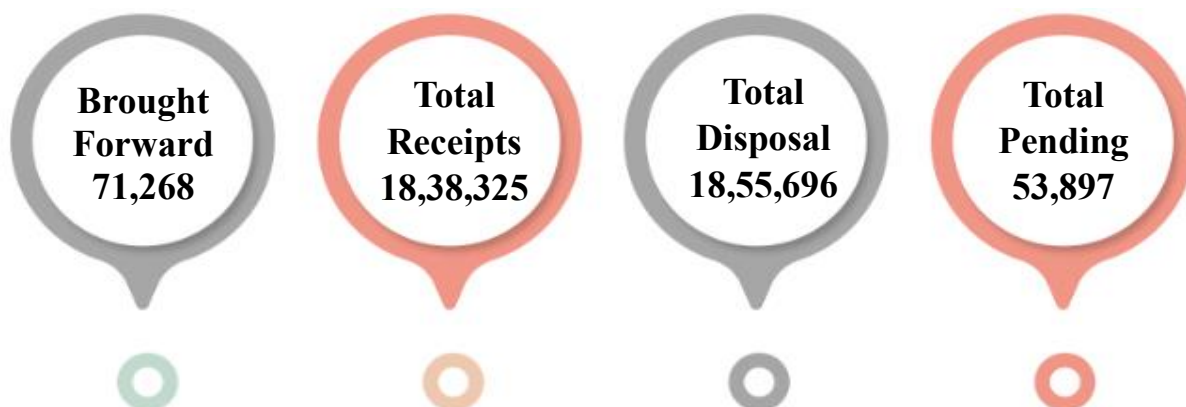
Secretary, Agriculture, Dr Devesh Chaturvedi appraised CSCs in enabling key government services at the grassroots level, bridging the digital divide. He encouraged CSCs to enrol the eligible beneficiaries of PM-KISAN while discussing in detail the eligibility criteria of the scheme. He also answered to various queries related to the scheme often raised by beneficiaries such as Aadhar authentication, bank account seeding & land records to apply successfully. He also mentioned that they have come up with Kisan e-Mitra ChatBot initiative to immediately resolve common queries with respect to the scheme.

At the end of the session, Secretary, DARPG, Shri V. Srinivas and Secretary, Agriculture, Dr Devesh Chaturvedi interacted with a few Village-level Entrepreneurs (VLEs) from Maharashtra, Madhya Pradesh, Assam and West Bengal to understand the major issues related to the PM-KISAN scheme raised by the farmers in their grievances and also took a note of suggestions received by the VLEs.

Live Session Link: <https://www.youtube.com/watch?v=M0Sdu-hdjMc>

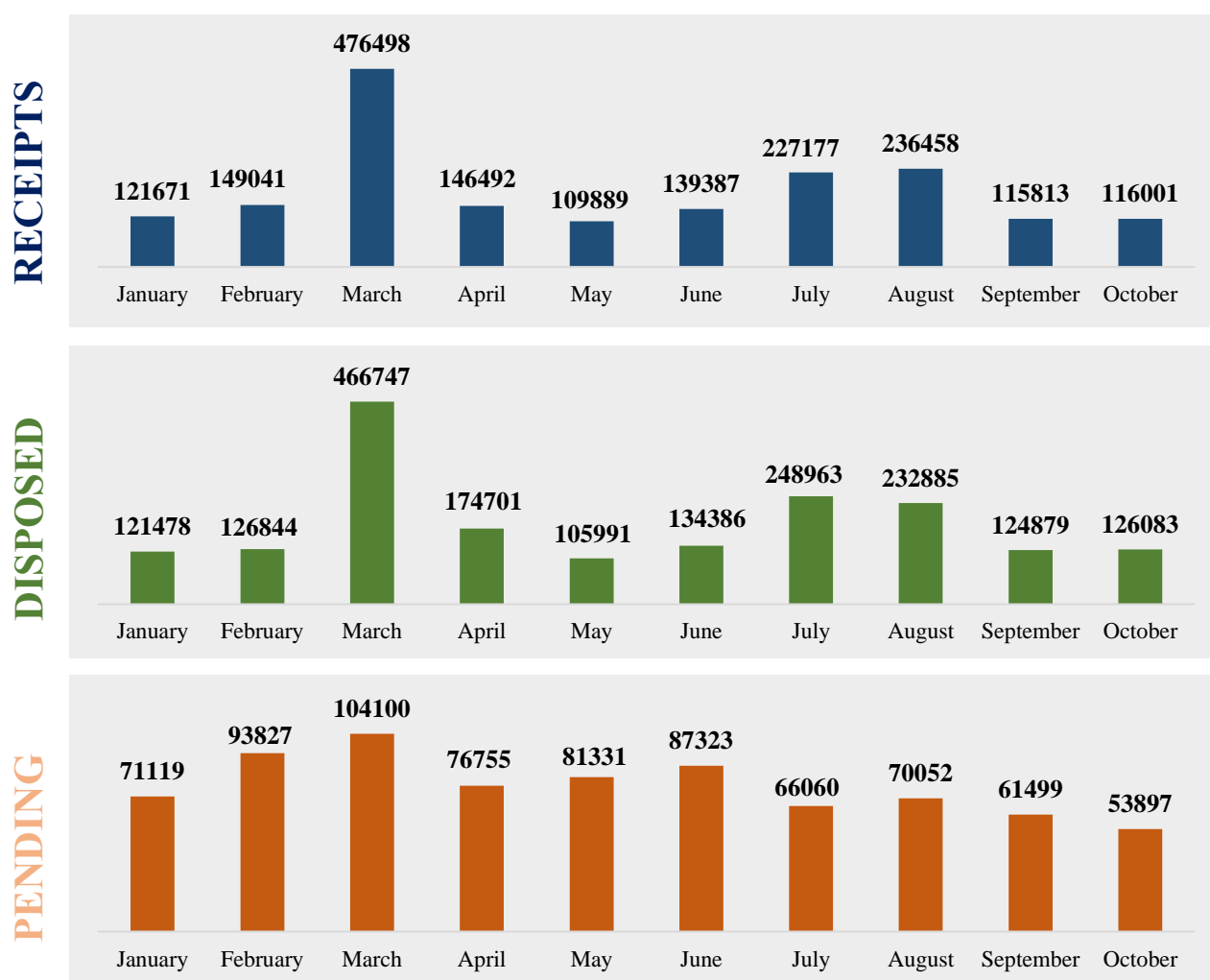
2. Review of Status of Grievances

2.1. Overview



Time Period: 01/01/2024 to 31/10/2024

2.2. Month-wise Status of Grievances



3. Grievance Redressal Assessment and Index – October, 2024

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

The GRAI has the following 4 dimensions:

Efficiency
5 indicators

Feedback
2 indicators

Domain
2 indicators

**Organisational
Commitment**
2 indicators

The data used in preparing the GRAI has been taken from **1st October, 2024 to 31st October, 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*

3.1. 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	Ministry of Skill Development and Entrepreneurship	159	705	743	121	0.793	1
2	Department of Posts	1186	4503	4594	1095	0.791	2
3	Department of Food and Public Distribution	215	1004	1112	107	0.774	3
4	Department of Telecommunications	863	5355	5601	617	0.769	4
5	Central Board of Indirect Taxes and Customs	174	999	1030	143	0.765	5
6	Ministry of Micro Small and Medium Enterprises	630	1479	1853	256	0.746	6
7	Department of Agriculture and Farmers Welfare	1329	12772	11842	2259	0.741	7
8	Department of Revenue	152	610	712	50	0.739	8
9	Department of Rural Development	1544	2469	3262	751	0.723	9
10	Ministry of Labour and Employment	5654	16016	16747	4923	0.694	10
11	Unique Identification Authority of India	907	1861	1885	883	0.674	11
12	Department of Financial Services (Insurance Division)	597	1941	1960	578	0.668	12
13	Ministry of Panchayati Raj	242	871	825	288	0.665	13
14	Department of Personnel and Training	667	1739	1983	423	0.66	14
15	Ministry of Minority Affairs	669	570	892	347	0.658	15
16	Ministry of Petroleum and Natural Gas	1067	1682	1770	979	0.649	16
17	Ministry of Road Transport and Highways	968	2459	2767	660	0.647	17
18	Ministry of Electronics & Information Technology	294	697	761	230	0.642	18
19	Department of Justice	358	879	1077	160	0.641	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Home Affairs	1510	4521	4729	1302	0.633	20
21	Department of Social Justice and Empowerment	253	669	690	232	0.622	21
22	Ministry of Drinking Water and Sanitation	407	667	782	292	0.622	22
23	Department of Financial Services (Banking Division)	9517	12466	14991	6992	0.608	23
24	Ministry of Railways (Railway Board)	2793	5161	5250	2704	0.604	24
25	Ministry of Corporate Affairs	592	1087	1192	487	0.589	25
26	Department of Health & Family Welfare	3487	3114	5219	1382	0.585	26
27	Ministry of External Affairs	1139	1306	1811	634	0.585	27
28	Department of Defence	695	1416	1435	676	0.584	28
29	Ministry of Women and Child Development	381	1183	1253	311	0.571	29
30	Ministry of Housing and Urban Affairs	1258	2230	2421	1067	0.566	30
31	Department of Consumer Affairs	943	1732	1688	987	0.55	31
32	Department of Higher Education	1124	1717	1758	1083	0.5294	32
33	Department of Ex Servicemen Welfare	2825	3445	3139	3131	0.5291	33
34	Department of Defence Finance	2449	1606	2159	1896	0.511	34
35	Department of School Education and Literacy	1027	1091	1318	800	0.507	35
36	Central Board of Direct Taxes (Income Tax)	9781	4851	4896	9736	0.481	36

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.

3.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances **less than 500**)

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	10	114	122	2	0.815	1
2	Department of Empowerment of Persons with Disabilities	80	273	331	22	0.776	2
3	Department of Land Resources	18	319	308	29	0.766	3
4	Ministry of New and Renewable Energy	112	180	245	47	0.714	4
5	Department of Public Enterprises	2	54	53	3	0.708	5
6	NITI Aayog	17	160	157	20	0.7075	6
7	Ministry of Tribal Affairs	204	184	320	68	0.707	7
8	Ministry of Coal	194	350	398	146	0.7067	8
9	Ministry of Ayush	42	138	136	44	0.696	9
10	Ministry of Development of North Eastern Region	10	3	11	2	0.672	10
11	Ministry of Mines	41	103	100	44	0.668	11
12	Department of Financial Services (Pension Reforms)	50	251	251	50	0.667	12
13	Ministry of Textiles	66	71	108	29	0.666	13
14	Ministry of Cooperation	109	401	405	105	0.664	14
15	Department for Promotion of Industry and Internal Trade	114	209	240	83	0.649	15
16	Department of Science and Technology	56	105	119	42	0.6374	16
17	Ministry of Information and Broadcasting	157	348	350	155	0.6368	17
18	Department of Pharmaceuticals	44	94	102	36	0.635	18
19	Department of Investment & Public Asset Management	10	52	55	7	0.631	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Chemicals and Petrochemicals	6	30	23	13	0.63	20
21	Department of Commerce	125	388	411	102	0.629	21
22	Ministry of Shipping	61	111	108	64	0.6189	22
23	Ministry of Environment, Forest and Climate Change	120	501	407	214	0.6185	23
24	Department of Official Language	18	18	28	8	0.598	24
25	Department of Legal Affairs	59	256	237	78	0.594	25
26	Ministry of Steel	77	106	121	62	0.58	26
27	Ministry of Power	336	405	529	212	0.578	27
28	Department of Atomic Energy	66	143	162	47	0.575	28
29	Department of Fertilizers	17	50	45	22	0.572	29
30	Ministry of Tourism	120	198	236	82	0.571	30
31	Ministry of Water Resources, River Development & Ganga Rejuvenation	88	209	203	94	0.568	31
32	Department of Animal Husbandry, Dairying	210	130	264	76	0.552	32
33	Ministry of Culture	223	177	242	158	0.541	33
34	Department of Fisheries	46	38	78	6	0.538	34
35	Department of Scientific & Industrial Research	89	177	163	103	0.536	35
36	Department of Heavy Industry	51	142	142	51	0.52	36
37	Department of Expenditure	50	125	83	92	0.518	37
38	Department of Defence Research and Development	49	88	77	60	0.516	38
39	Ministry of Food Processing Industries	34	34	64	4	0.514	39
40	Department of Economic Affairs ACC Division	431	265	290	406	0.498	40

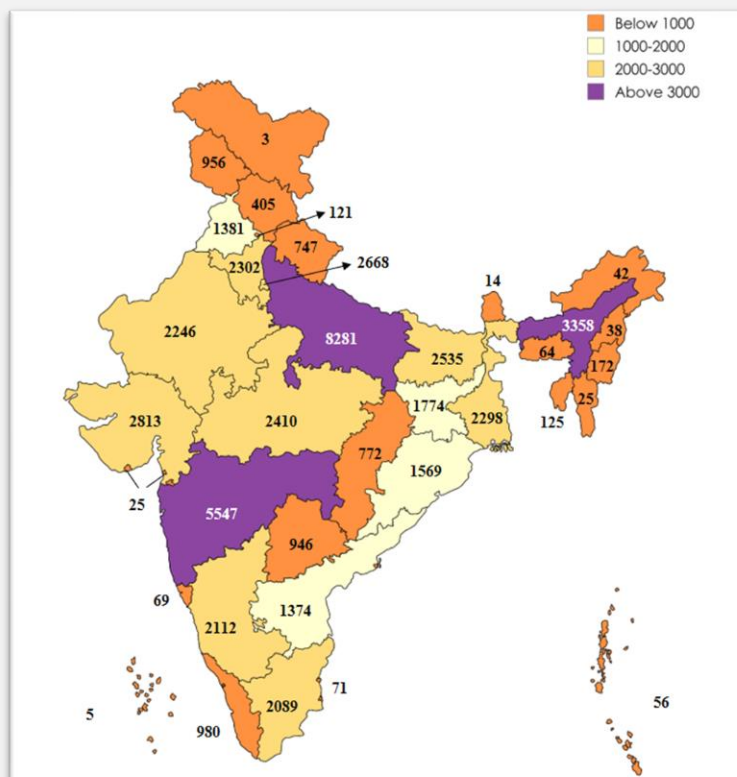
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Ministry of Civil Aviation	269	419	442	246	0.497	41
42	Department of Sports	154	59	123	90	0.494	42
43	Legislative Department	70	57	84	43	0.478	43
44	Department of Bio Technology	68	12	59	21	0.476	44
45	Staff Selection Commission	180	235	211	204	0.473	45
46	O/o the Comptroller & Auditor General of India	113	126	116	123	0.456	46
47	Ministry of Statistics and Programme Implementation	18	44	36	26	0.448	47
48	Department of Military Affairs	431	409	414	426	0.441	48
49	Ministry of Earth Sciences	19	31	25	25	0.436	49
50	Department of Defence Production	168	169	197	140	0.436	50
51	Department of Agriculture Research and Education	136	237	154	219	0.43	51
52	Department of Space	48	25	36	37	0.429	52
53	Department of Health Research	71	81	101	51	0.411	53
54	Department of Youth Affairs	51	44	33	62	0.356	54

***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.*

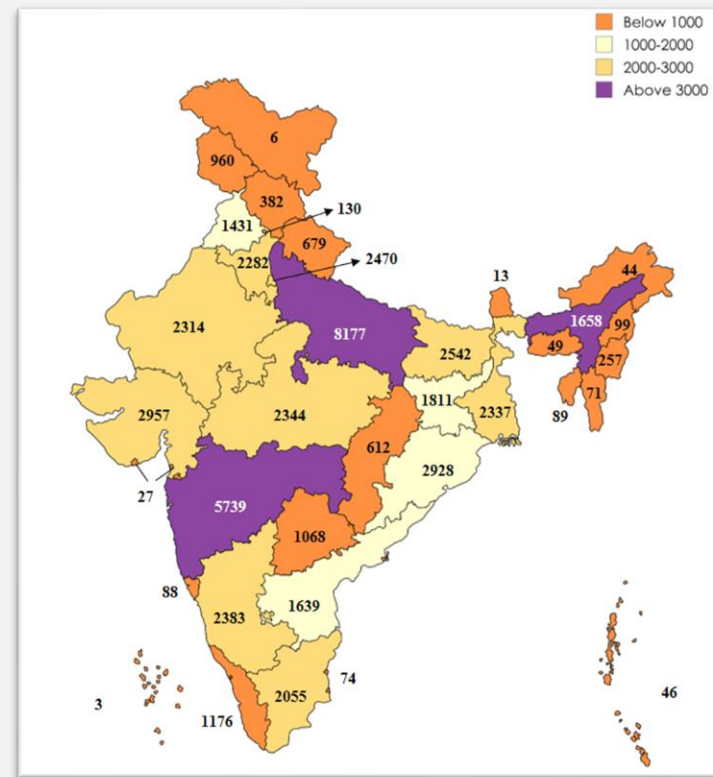
4. User-Registration on CPGRAMS

A total of **50,940** new users have registered on CPGRAMS in October, 2024, through various channels, out of which, **8,177** registrations are from **Uttar Pradesh**.

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



September, 2024

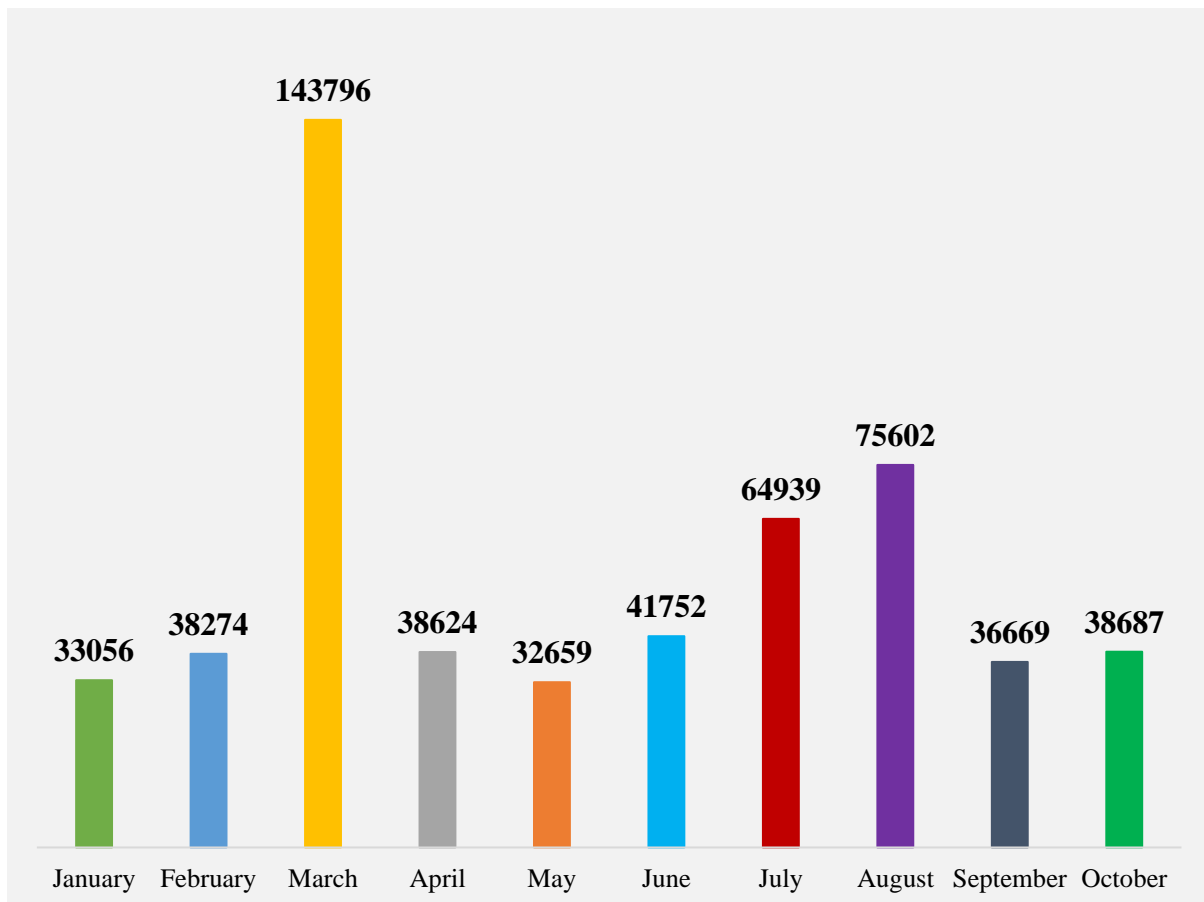


October, 2024

- **User Registration on CPGRAMS in the last 10 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
10	October	50,940
TOTAL		7,00,641

User-Registrations through CPGRAMS Portal



5. Outreach through Common Service Centres

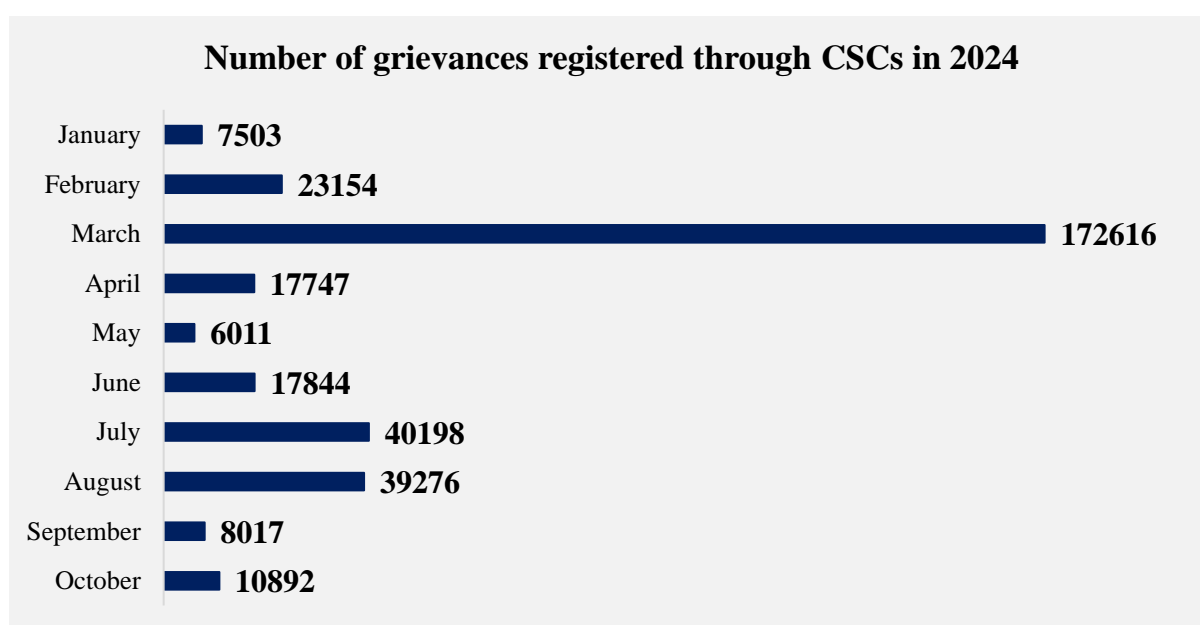
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



Time Period: 01/10/2024 to 31/10/2024

From October, 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 10,892 grievances have been registered through the Common Service Centres in the month of October, 2024



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

1.	PMKISAN related issues	6,070
2.	Mission Shakti (Women related)	350
3.	Public Distribution System related	162
4.	Administrative and other matters related to Central Social Welfare (CSWB)	159
5.	Mobile related	145

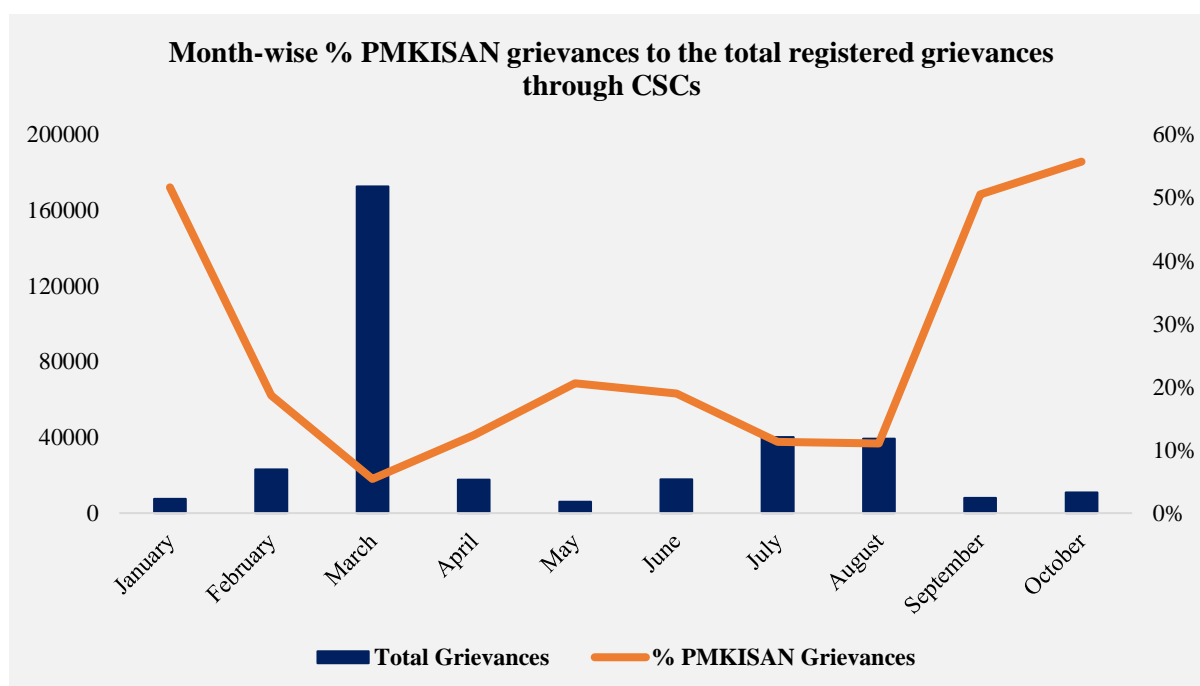
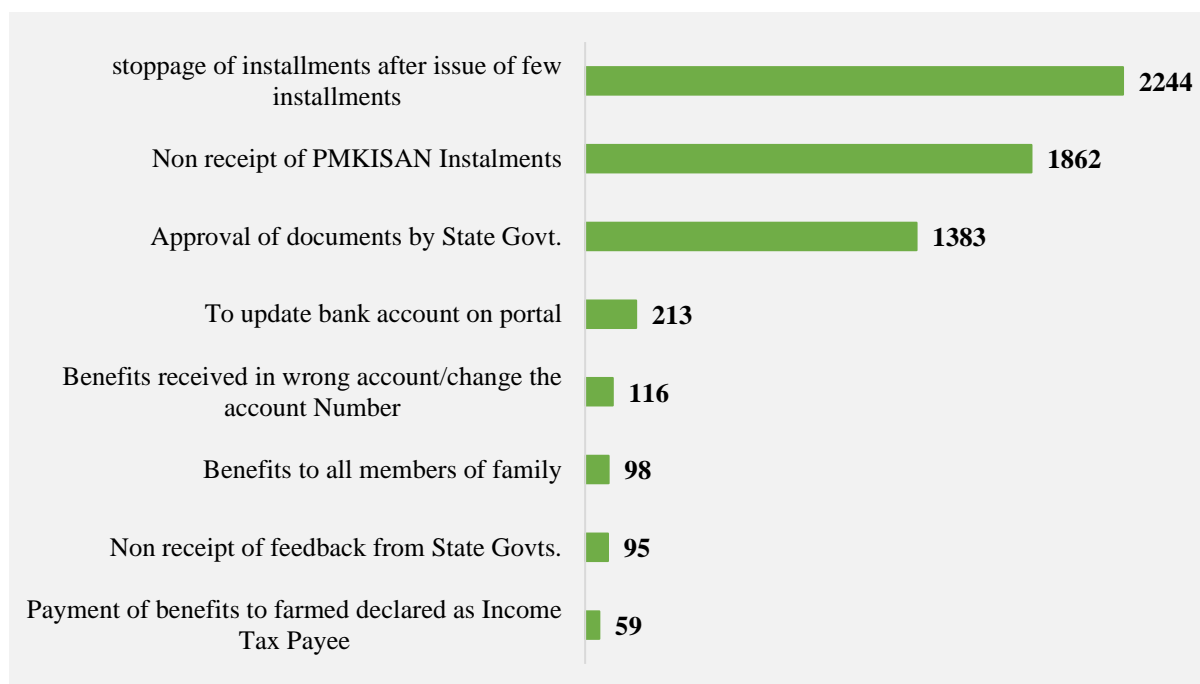
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Agriculture and Farmers Welfare	6150	PMKISAN related issues	6070	99%
2	Ministry of Women and Child Development	648	Mission Shakti (Women related)	350	54%
			Administrative and other matters related to Central Social Welfare Board (CSWB)	159	25%
3	Department of Financial Services (Banking Division)	392	Misbehaviour/Harassment/Corruption by Bank Staff	54	14%
			Fraud	49	13%
4	Ministry of Labour and Employment	250	PF Withdrawal	74	30%
			Compliance related Issues	25	10%
5	Department of Telecommunications	228	Mobile Related	145	64%
			Landline Related	25	11%
6	Unique Identification Authority of India	189	Non Updation of AADHAAR	66	35%
			Non Enrolment and Non Generation of Aadhaar	35	19%
7	Department of Food and Public Distribution	176	Public Distribution System related	162	92%
8	Department of Health & Family Welfare	163	Health Schemes	69	42%
9	Ministry of Housing and Urban Affairs	160	Schemes, Programs & Other Divisions under MoHUA	77	48%
			HUDCO (Housing and Urban Development Corporation)	51	32%
10	Department of Posts	120	Delay/ Non - Delivery/Abstraction of Postal Articles	78	65%
			Financial Scheme Related	26	22%

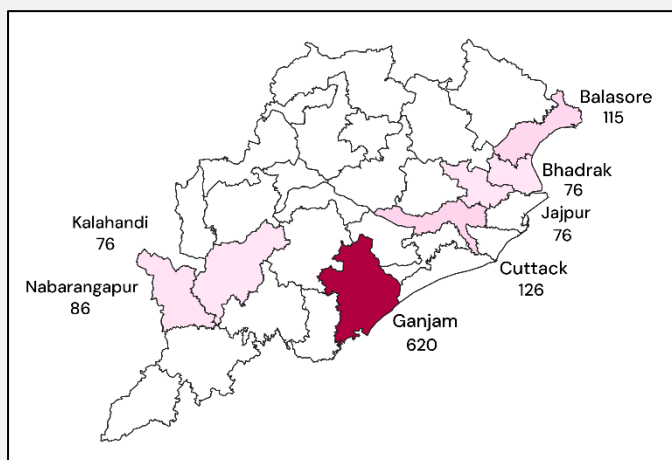
PM-KISAN Scheme related Grievances

A total of 6,070 grievances were registered for the PMKISAN scheme in the month of October, 2024, through CSCs.

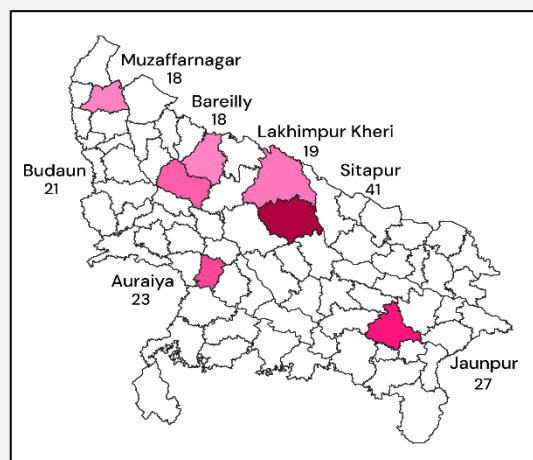
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in October, 2024:**



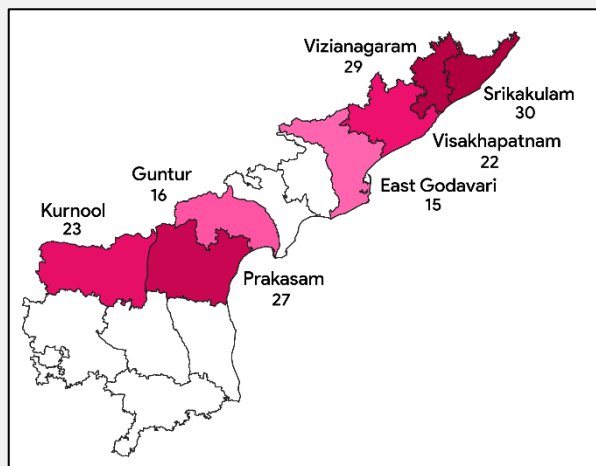
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in October, 2024:



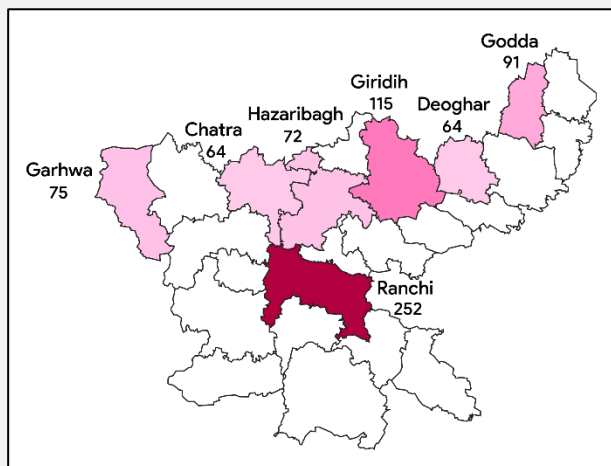
Odisha



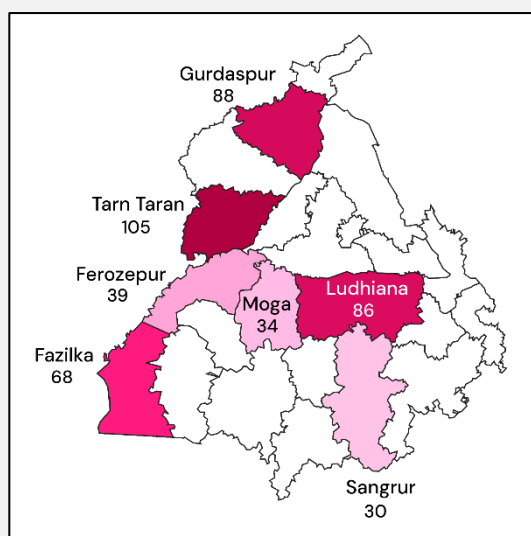
Uttar Pradesh



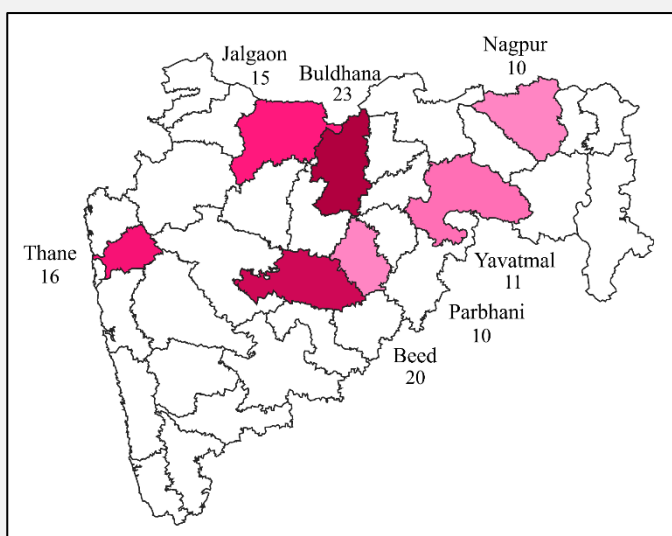
Andhra Pradesh



Jharkhand



Punjab

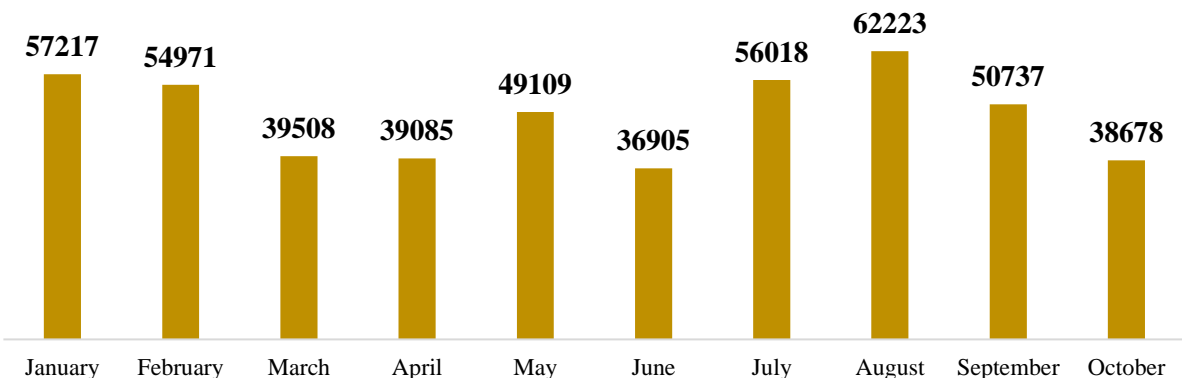


Maharashtra

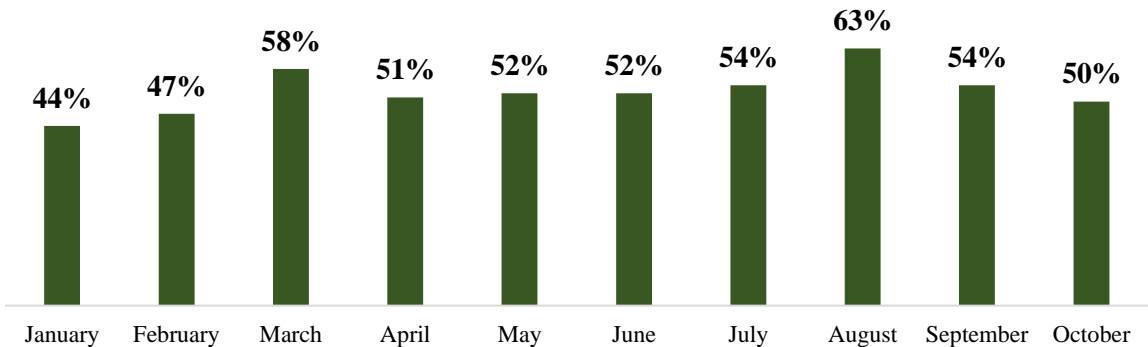
6. Feedback Call Centre

- From 1st January to 31st October, 2024, the Feedback Call Centre has collected **4,84,451** **feedbacks** for Central Ministries/Departments, directly from the citizens

Feedbacks Collected by the Call Center



Satisfaction Percentage of the Feedbacks Collected

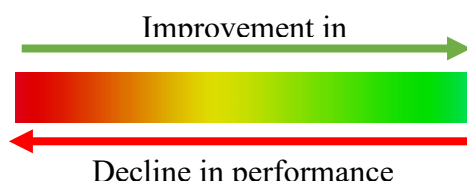


- Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 10 months in the year 2024**

S. No.	Name of Ministry/Department	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
1	Department of Rural Development	71%	74%	92%	92%	84%	82%	89%	94%	92%	84%
2	Ministry of Labour and Employment	49%	52%	55%	49%	53%	52%	51%	49%	53%	52%
3	Department of Financial Services (Banking Division)	42%	45%	47%	45%	48%	48%	45%	45%	45%	46%
4	Ministry of Railways (Railway Board)	34%	40%	41%	38%	38%	40%	37%	37%	40%	38%

S. No.	Name of Ministry/Department	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
5	Department of Ex Servicemen Welfare	51%	51%	53%	48%	54%	52%	55%	56%	58%	54%
6	Central Board of Direct Taxes (Income Tax)	54%	57%	58%	57%	57%	63%	60%	57%	57%	55%
7	Department of Defence Finance	53%	55%	59%	58%	61%	66%	65%	62%	63%	59%
8	Department of Telecommunications	37%	45%	52%	50%	49%	51%	49%	47%	48%	46%
9	Department of Posts	52%	53%	56%	57%	55%	56%	58%	58%	57%	56%
10	Ministry of Home Affairs	38%	39%	42%	33%	36%	37%	36%	36%	37%	35%
11	Ministry of Petroleum and Natural Gas	60%	65%	61%	56%	60%	57%	60%	57%	57%	60%
12	Department of Financial Services (Insurance Division)	34%	33%	38%	33%	41%	42%	38%	35%	39%	42%
13	Unique Identification Authority of India	52%	55%	62%	53%	57%	57%	57%	58%	57%	58%
14	Department of Health & Family Welfare	43%	49%	45%	47%	46%	49%	47%	44%	45%	42%
15	Ministry of External Affairs	55%	55%	56%	56%	53%	53%	55%	53%	59%	54%
16	Ministry of Housing and Urban Affairs	29%	32%	37%	28%	39%	34%	34%	36%	39%	33%
17	Ministry of Road Transport and Highways	33%	33%	34%	32%	35%	31%	34%	30%	31%	26%
18	Department of Consumer Affairs	37%	38%	42%	41%	42%	46%	43%	35%	38%	36%
19	Department of Higher Education	32%	41%	42%	41%	41%	38%	41%	40%	40%	42%

**The above table contains data for Central Ministries/Departments for which more than 5000 feedbacks have been collected in the past 10 months.*



7. 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 (IOCL)	7,489	6,672	778
2	Hindustan Petroleum Corporation Limited (HPCL)	3,829	3,426	378
3	Bharat Petroleum Corporation Limited (BPCL)	2,948	2,584	346
4	Coal India Limited (CIL)	1,282	1,126	152
5	National Thermal Power Corporation (NTPC)	1,212	1,010	192
6	Rural Electrification Corporation Limited (RECL)	962	753	203
7	Steel Authority of India (SAIL)	513	425	79
8	Oil and Natural Gas (ONGC)	424	347	76
9	Bharat Heavy Electricals Limited (BHEL)	391	331	57
10	Gas Authority of India Limited (GAIL)	373	292	75
11	Power Grid of India Limited (PGIL)	284	231	50
12	Oil India Limited (OIL)	63	47	16
13	Power Finance Corporation Limited (PFCL)	27	20	7

Time Period: 01/01/2024 to 31/10/2024

PSU – Hindustan Petroleum Corporation Limited (HPCL)

Overview

Source	Receipts	Disposal	Pending
States	29	21	8
Ministries/Departments	3,754	3,401	353

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

Hindustan Petroleum Corporation Limited (HPCL) has received a total of 3,829 grievances between January to October, with 3,426 (89.4%) grievances disposed of and 378 (9.87%) grievances remain unresolved. The average resolution time stands at 18.2 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.

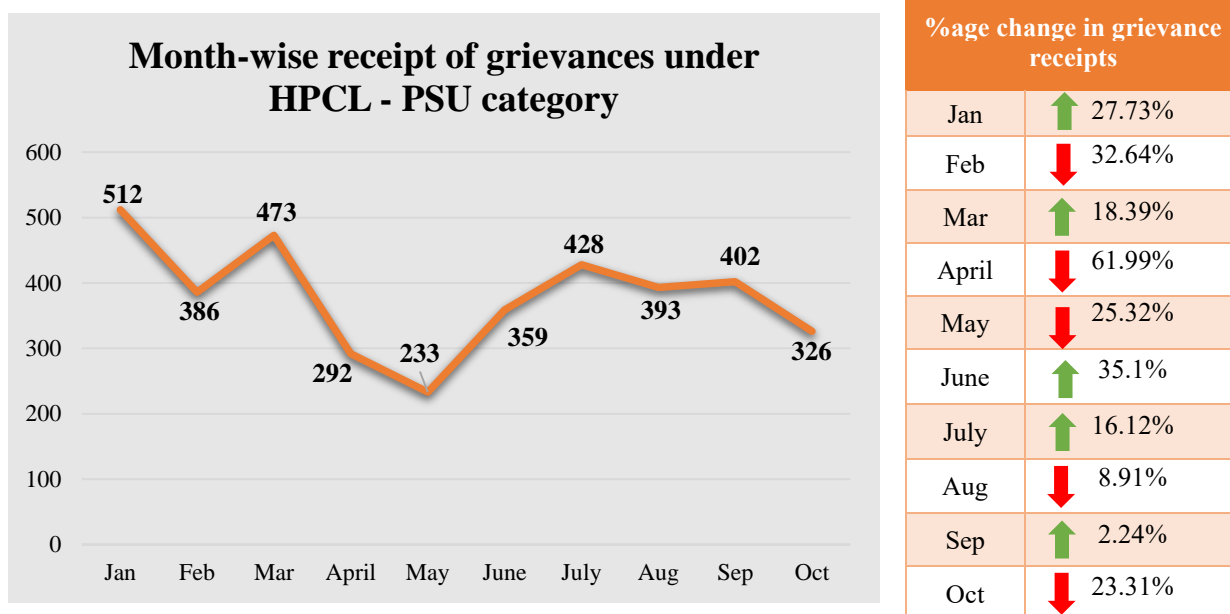
This issue is particularly prevalent in West Bengal, Bihar and Uttar Pradesh – receiving highest number of complaints. The grievance timeline indicates a peak increase in January followed by a steady decrease in complaints in the following month, however, the recent months saw a spike in grievances under the HPCL-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">Non-delivery of LPG cylinderDelay in documents approval process for LPG connection
Connection	<ul style="list-style-type: none">Non-receipt of LPG connectionDiscontinuance of LPG connection
Transfer	<ul style="list-style-type: none">LPG transfer process delayed
Corruption	<ul style="list-style-type: none">Bribery for LPG gas connectionOvercharging by gas agencies on LPG cylinders
Negligence	<ul style="list-style-type: none">Safety negligence by LPG distributorIllegal use of non-commercial LPG cylindersMisinformation provided by HPCL official
Others	<ul style="list-style-type: none">Delay in addressing petrol pump issueNon-receipt of LPG subsidyKey personal information correction in recordsDelay in Aadhaar linkage

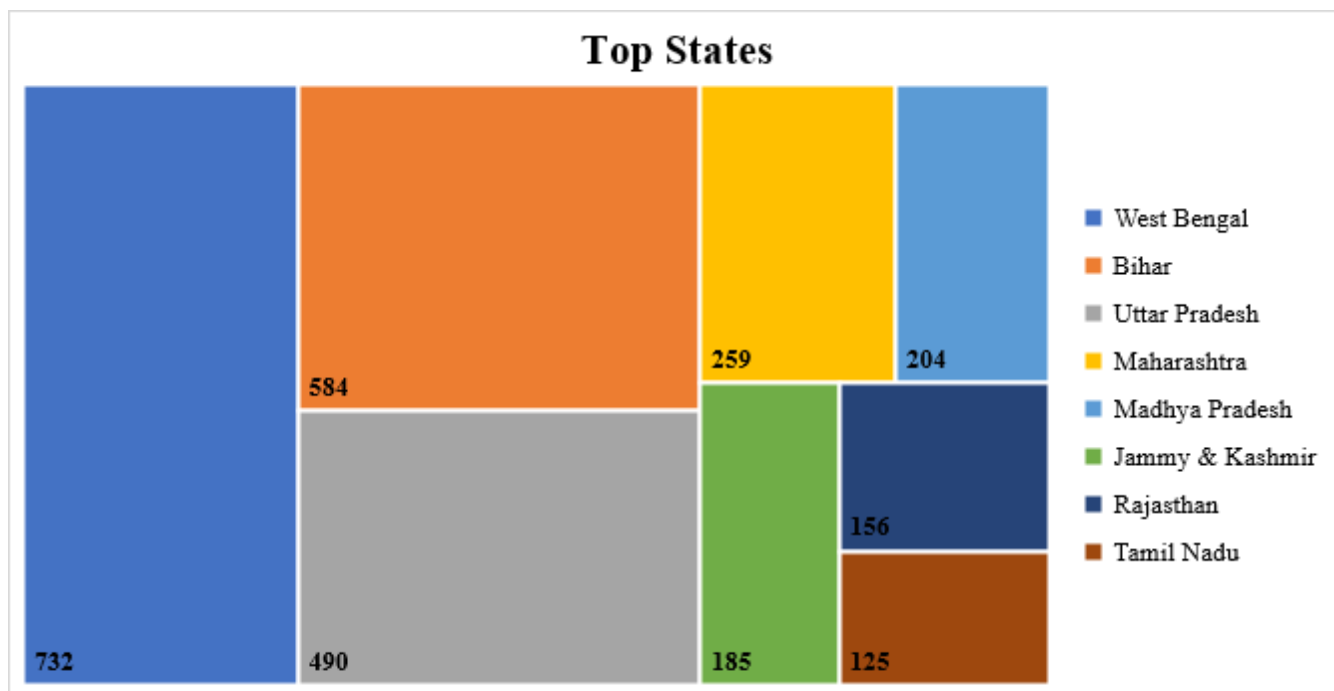
Graphical Analysis

Month-wise grievances received by HPCL-PSU during January – October, 2024



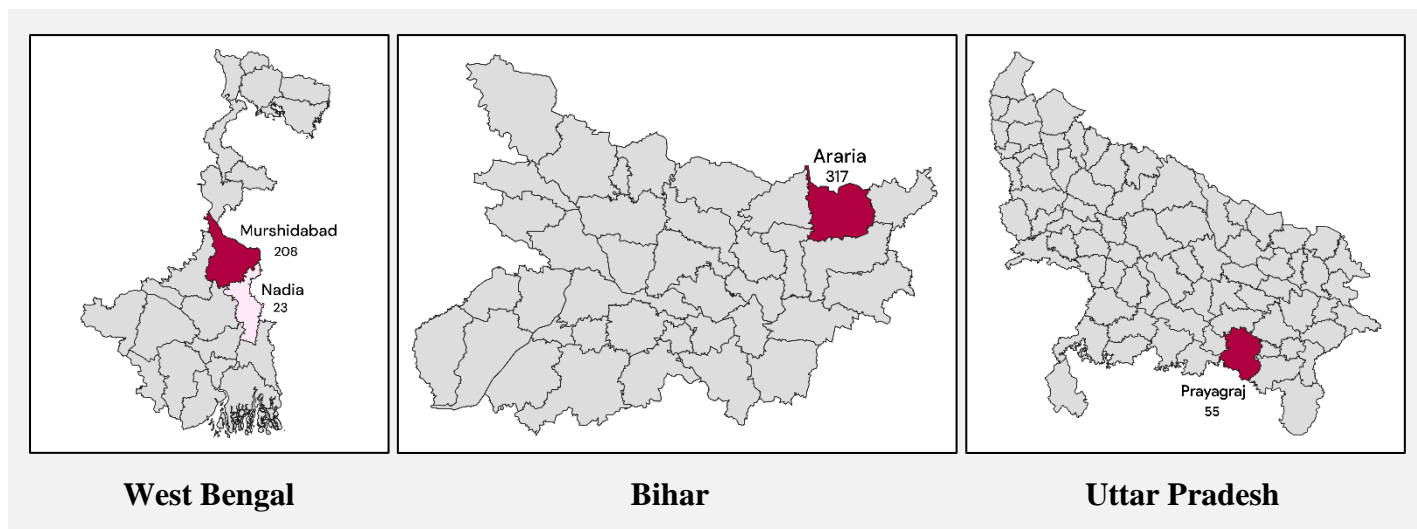
Note: The grievance data points out a notable fluctuation in grievances this year from January to October, 2024. Initially, the scheme peaked in January followed by a significant decline between March and May. However, the recent months showed a stagnant decline in grievances receipts.

Top States/UTs registering grievances under HPCL-PSU during January-October, 2024



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

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



S. No.	District	State	Pin code
1	Araria	Bihar	854329
2	Murshidabad	West Bengal	742175
3	Prayagraj	Uttar Pradesh	212306
4	Araria	Bihar	854311
5	Murshidabad	West Bengal	742166
6	Murshidabad	West Bengal	742406
7	Murshidabad	West Bengal	742133
8	Murshidabad	West Bengal	742165
9	Jaipur	Rajasthan	303702
10	Nadia	West Bengal	741152

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

8. Taxonomy

8.1. Department of Defence

S. No	AI Generated Category	Categorization
1	Corruption	<ol style="list-style-type: none"> Recruitment Issues (Corruption/misconduct in recruitment process/DGQA recruitment) Procurement and Contracts (Corruption in procurement process/contracts/tender process/bid selection process) Law Enforcement and Defence (Corruption in law enforcement/defence) Public Resource and Infrastructure (Corruption and misuse of public resource and public infrastructure development) Education Sector (Corruption in educational institutions) Criminal Activities and Negligence (Corruption and negligence/ criminal activities by officials) Miscellaneous Issues (Illegal construction corruption)
2	Illegal	<ol style="list-style-type: none"> Land Issues (Illegal land possession/encroachment of government land/public land, failure to address illegal constructions/encroachments) Vehicle and Parking Issues (Illegal use of vehicles/parking charges) Fraud and Document Forgery (Collusive illegal property sale, forgery in property records leading to illegal resumption)
3	Army	<ol style="list-style-type: none"> Misconduct and Corruption (Misuse of army identity, cheating by army personnel, alleged nepotism and favouritism in army appointments) Infrastructure and Land Issues (Army fencing blocking public road, alleged mishandling of land allocation by the army) Deployment and Security (army deployment on border) Discrimination and Welfare (Army discrimination LGBTQ+, army family discrimination, army family welfare) Identity and Documentation Issues (Aadhar rejected for army) Legal and Administrative (Appeal pending against illegal dismissal in army) Surveillance and Privacy Concerns (Army-imposed travel restrictions, army interference in building construction) Health and Safety (Army disability compensation)

S. No	AI Generated Category	Categorization
4	Process	<ol style="list-style-type: none"> Recruitment Delays (Delay in recruitment/joining/ verification/appointment process, mismanagement in recruitment, cancellation of recruitment process, delay in army CEE exam, army clerk recruitment, irregular selection process, lack of transparency in recruitment) Age and Qualification Issues (Age limit hindering recruitment, age limit criteria for army clerk recruitment) Application Delays (Application processing delay of Admit card/Ayushman/ECHS/Sambal/CSD card) Claim Processing Issues (Unresolved claims/reimbursement claims) Document Processing Delays (Delay in document processing) Administrative Processing Delays (Administrative delay in ACP processing procedures/compensation claim/ post discharge claims) Order and Permit Delays (Delay in processing order/arms license application/contractor enlistment renewal application) Miscellaneous Issues (delay in refund/publication process)
5	Pension	<ol style="list-style-type: none"> Payment Issues (Delay in pension approval/ sanctioning, Delay/Non-receipt of pension/family pension/disability pension, pension stopped without reason, communication breakdown in benefit processing) Calculation Errors (Incorrect pension details /calculation) Revision Delays (Delay in pension revision) Miscellaneous Issues (One Rank One Pension)
6	Payment/Pay	<ol style="list-style-type: none"> Non-Payment Issues (Non-payment / delayed arrears / salary / gratuity / allowance / CEA / HRA / Increment / Ex-gratia/Bonus, 7th pay commission allowance, communication breakdown in benefit processing) Contractual and Service Payments (Non-payment for service/AFPP fund) Goods and Supply Payments (Non-payment for delivered goods/outstanding dues) Discrepancy (Discrepancy in Basic Pay calculation, pay discrepancy for non-pensioners) Revision Issues (Non-revision/delayed revision of Basic Pay) Fixation Problems (Delay/Incorrect pay fixation, 6th CPC pay fixation error) Exclusion and Injustice (Arbitrary exclusion guideline not followed) Miscellaneous (Audit decision miscommunication in pay)
7	Request	<ol style="list-style-type: none"> Delays in Processing (Delay in processing appointment request/MACP request) Service Requests (Request for service extension/closure/compassionate posting)

S. No	AI Generated Category	Categorization
		3. Appointment Considerations (Appointment letter request, appointment request not process properly) 4. Fee Concerns (Request to reduce application fee) 5. Rank and Commission (Honorary commission rank/ notional increment request) 6. Job Related Requests (Job opportunity request/job request after demise) 7. Housing and Land (Request for housing, allotment combat soldier's landlessness wasteland request) 8. Correction Requests (Name correction request, account change request processing, abbreviated name used in army records needs correction)
8	Medical	1) Policy and Standards (Non-ratification/discrimination of/in medical standards) 2) Negligence and Care (Death due to medical negligence, lack of medical care) 3) Facilities and Infrastructure (Inadequate medical facilities, cantonment board not paying medical and mobile allowances, change canteen facilities due to medical) 4) Bias and Discrimination (Unfair medical rejection) 5) Documentation and Compliance (Missing medical document) 6) Medical Evaluations (Invalid medical board, medical examination standards, rules not followed for medical exam) 7) Consultation and Oversight (Clarity and coordination in medical standards oversight) 8) Assistance and Support (Financial relief for medical treatment, assistance required for medical board release delay, deduction in medical reimbursement amount is unclear)

8.2. Department of Agriculture and Farmers Welfare

S. No	AI Generated Category	Categorization
1	Payment	1. Delayed Transactions (delay/non-receipt of payment/instalment/fund disbursement) 2. Deposit Concerns (delay/non-payment of deposit/fixed deposit) 3. Investment Challenges (delay/non-payment of investment returns) 4. Scheme Delays (delay in payment of scheme/subsidy) 5. Beneficiary issues (beneficiary payment ineligibility) 6. Bank Account Issues (bank account update/error/closure/verification, maturity amount not received, benefit received in wrong account, Aadhar bank account seeding issue) 7. Agreement and Compliance (failure to honour deposit agreements/court order/EPFO)

S. No	AI Generated Category	Categorization
2	Land	<ol style="list-style-type: none"> Seeding Errors (incomplete/incorrect seeding, seeding verification, seeding approval delay) Legal and Ownership Disputes (illegal occupation, ownership dispute) Financial Impact (installments stoppage, payments delay) Data and Records Issues (incorrect data, record update needed) Documentation Problems (incomplete documentation) Status and Updates (status not updated) Neighbour and Boundary Disputes (neighbour/boundary dispute)
3	Approval	<ol style="list-style-type: none"> State level Issues (state approval delay/pending) Corruption Allegations (corruption in approval process) Loan Application Delays (loan approval delays/pending) District Level Delays (approval pending/delay at district level) Agricultural Issues (delay in approval of agricultural compensation/crop survey/crop insurance/PM-Kisan document/MSP credit to farmers)
4	Scheme	<ol style="list-style-type: none"> Benefit non-receipt (delay/non-receipt of PM-Kisan instalment) Fraud and Misappropriation (investment fraud) Registration and Eligibility Issues (registration/application error, ineligibility for payments) Technical and Account Issues (account not showing benefits, account number changed, address error affecting eligibility, account linking problem) Specific Scheme Issues (ATMA funds misused) Awareness and Processing Delays (awareness about insurance needed, bank negligence in disbursing loans)
5	Farmers	<ol style="list-style-type: none"> Support and Assistance (support for farmers, benefits not reaching farmers, impact on farmer's income) Technological Empowerment (empowering farmers through technology/application) Market and Price Issues (addressing fluctuating onion prices/low cotton prices, buffer stock/ban affecting farmers) Exploitation and Corruption (corruption affecting farmers through illegal seeds) Natural Disasters and Calamities (aid required for farmers affected by natural calamity)

9. Analysis of grievances on CPGRAMS

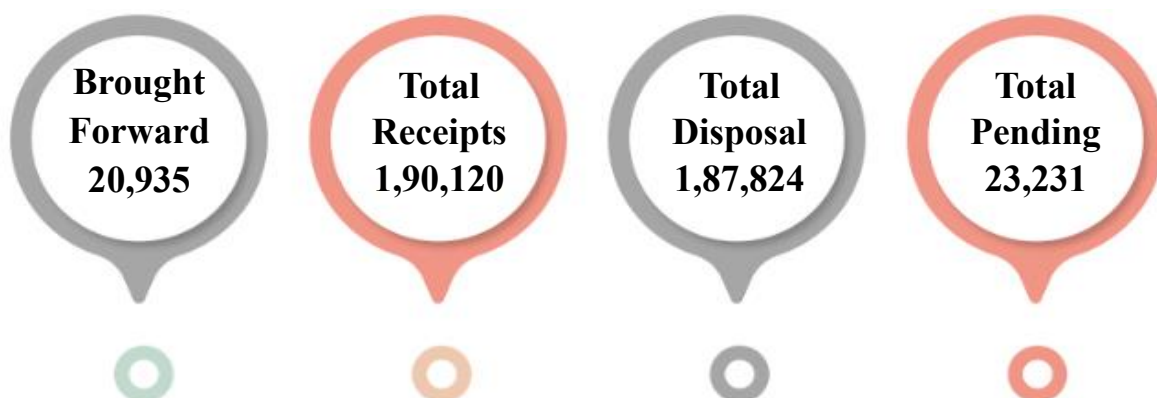
CPGRAMS Categories for the grievances registered

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



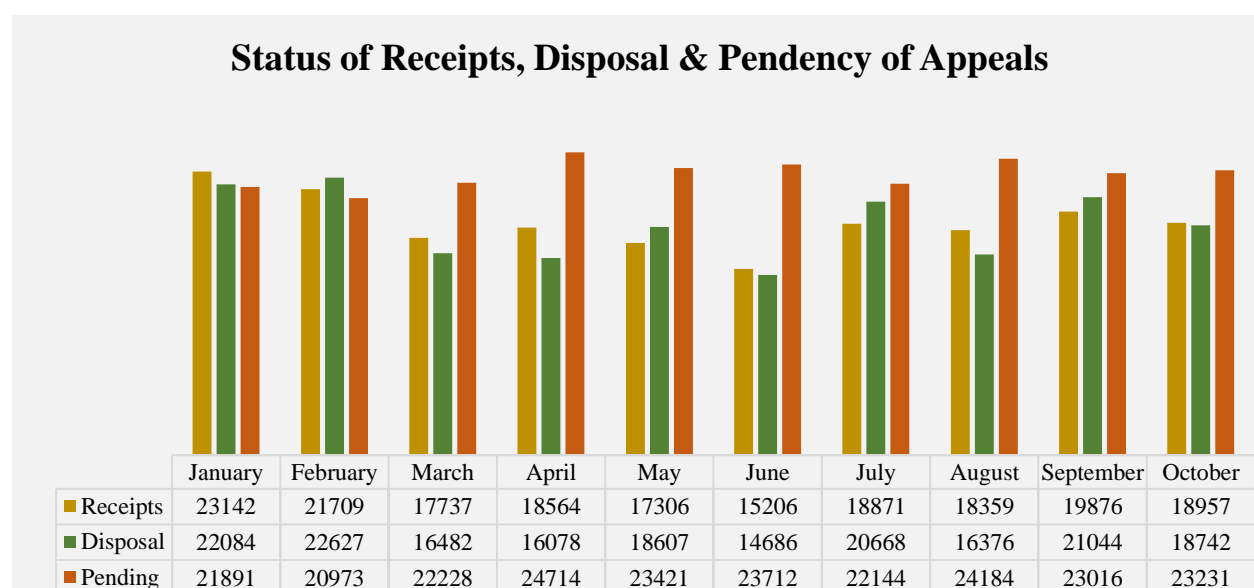
10. Review of Status of Appeals on CPGRAMS

10.1. Overview



Time Period: 01/01/2024 to 31/10/2024

10.2. Month-wise Status of Appeals



10.3. Average Closing Time of Appeals

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

11.Success Stories

Grievance of Smt. Rakhee

Delay in Gratuity Payment

Smt. Rakhee, the widow of Subedar Shashikant Nagekar, who expired before receipt of pension, reported that although the bank commenced her family pension and paid lifetime arrears, it has not yet credited the gratuity amount of Rs. 10,08,289. The bank stated that the gratuity cannot be paid since her husband expired before commencement of his pension. The gratuity remained unpaid, causing financial hardship as the citizen needed funds for her daughter's marriage.

Concerned, she approached CPGRAMS and as a result, full gratuity amount was credited to her account, within 1 month of her filing the grievance.

Rectification Process: The grievance was received by the Department of Pension and Pensioners Welfare and transferred to the sub-ordinate organisation – Department of Ex Servicemen Welfare and taken up by the Principal Controller of Defence Accounts Pension, which was instructed by the Controller General of Defence Accounts to examine and take necessary action. The grievance was then taken up and examined by the SPARSH ARMY and the case report was sent to the Principal Controller of Defence Accounts Pension. The concerned organisation took cognisance of the matter and the pending amount was credited thereby redressing the citizen's grievance.

Grievance of Shri. Kartik Suresh Kabra

Disputed Deduction in Insurance Claim Settlement

Kartik Suresh Kabra had submitted a claim to ICICI Lombard General Insurance Co. Ltd for treatment at Aadicura Hospital. He received a settlement letter from the company indicating a deduction of ₹16,100, allegedly due to an invoice not being available. Concerned, the citizen approached CPGRAMS requesting the insurance company to reconsider the deduction, attaching relevant documents, pleading his case.

Within 16 days of filing the grievance, the company redressed the grievance informing the citizen that the full amount has been paid back and expressed regret for the inconvenience caused to the citizen.

Rectification Process: The grievance was received by the Department of Financial Services (Insurance Division) and auto-forwarded to the Insurance Regulatory and Development Authority (IRDAH). IRDAH transferred the grievance to ICICI Lombard General Insurance Company Limited and was instructed to acknowledge the grievance and resolve as per the IRDAI rules and also per the Policy holder protection regulations, 2017 and upload the communication sent to the complainant on the Portal. ICICI Lombard General Ins. Co. Ltd acknowledged and examined the matter on their end and the deduction against the bills not available was paid and the settlement letter was uploaded on the portal for reference.

Grievance of Smt. Mini Moharana

Request for De-seeding of HDFC Bank Account and Seeding of Canara Bank Account for Aadhaar-DBT Linkage

The complainant, Smt. Mini Moharana, raised an issue regarding a mismatch in her Aadhaar-linked DBT data. She requested the de-seeding of her HDFC Bank account, which was linked to Aadhaar for DBT purposes but had an inactive seeding status since 29/10/2021. Additionally, she sought the seeding of her Canara Bank account for future DBT transactions and requested that this change be updated in the NPCI DBT system to ensure that the future payments would be credited to her Canara Bank account. Ms. Moharana's grievance was resolved within 12 days of filing it on the CPGRAMS portal, with her Canara Bank account successfully linked to her Aadhaar for future DBT transactions.



Rectification Process: The grievance was initially received by the Unique Identification of Authority of India (UIDAI) and transferred to the Department of Financial Services (Banking Division) and then to Canara bank and further taken up by the concerned Circle office. The bank took cognisance of the issue, and verified that the issue of Aadhar linking for DBT transactions is now resolved. Consequently, the grievance was resolved and the mail sent to the complainant was also uploaded on the portal.

12. Media Outreach



Ministry of Personnel, Public Grievances & Pensions

Department of Administrative Reforms and Public Grievances (DARPG) releases the 29th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments Performance for the Month of September, 2024

Total of 1,24,879 Grievances Redressed by Central Ministries/Departments in September, 2024

For the 27th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Department of Land Resources, Department of Investment and Public Asset Management and Department of Empowerment of Persons with Disabilities topped in Group B category in the rankings released for the month of September, 2024

Posted On: 15 OCT 2024 7:59PM by PIB Delhi



Ministry of Agriculture & Farmers Welfare

Activities of Department of Agriculture and Farmers' Welfare during 3rd Week of Special Campaign 4.0

Posted On: 18 OCT 2024 3:13PM by PIB Delhi



DARPG
@DARPG_GoI

As part of Special Campaign 4.0, DARPG has organized a workshop on Cyber Swachhata on 7th October 2024. The workshop featured a panel discussion on the current cyber security landscape in India and cybersecurity for e-office, Bhavishya, and CPGRAMS. Also, as best practice, initiatives regarding preserving historical records were showcased in an exhibition 'Abhilekh aur Sushasan' organised by DARPG and NAI.

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

[#SpecialCampaign4](#) [#CyberSecurity](#)

[@PMOIndia](#) [@DrJitendraSingh](#) [@svoruganti1466](#) [@PIB_India](#)
[@DDNewslive](#)



Agriculture INDIA
@AgriGoI

A meeting between Dr. Devesh Chaturvedi, Secretary, Department of Agriculture & Farmers Welfare (DA&FW), and Shri V. Srinivas, Secretary, Department of Administrative Reforms and Public Grievances (DARPG), was held today at Krishi Bhawan, New Delhi, to discuss the centralized grievance redressal mechanism of DARPG. Secretary DARPG presented a detailed overview of the grievance redressal process, explaining how the system is designed to ensure that complaints are addressed at the unit level. Additionally, there is a feedback mechanism involving verification through outgoing calls from the call center.

[#agrigoi](#) [#SpecialCampaign4.0](#) [#SwachhataPakhwada2024](#)
[#SwachhBharat](#) [#10YearsOfSwachhBharat](#) [#SwachhtaHiSeva2024](#)



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डॉ. देवेश चतुर्वेदी, सचिव, कृषि एवं किसान कल्याण विभाग ने 24 अक्टूबर 2024 को CSC-CPGRAMS शिकायत पोर्टल पर पीएम-किसान से संबंधित शिकायत निवारण पर एक ऑनलाइन सत्र में भाग लिया।

#CPGRAMS #DARPG #CPGRAMSService #RuralEmpowerment #DigitalInclusion #CSCGrievanceService

Translate post

12:12 PM · Oct 25, 2024 · 98 Views

DARPG
@DARPG_GoI

A live session with CSC VLEs was conducted today by CSC and DARPG addressing the most common grievances related to the PM-KISAN scheme on the #CPGRAMS Portal.

The session was attended by Secretary, DARPG, Shri V. Srinivas; Secretary, @AgriGoI, Dr Devesh Chaturvedi and Shri Sanjay Rakesh, MD & CEO, @CSCgov.

9:37 PM · Oct 24, 2024 · 258 Views

ADG PI - INDIAN ARMY
@adgpi

#SpecialCampaign4.0

#IndianArmy conducted a comprehensive online workshop on Centralised Public Grievance Redress and Monitoring System #CPGRAMS and #RTI online portal.

Public Information and Nodal Officers from Army Headquarter and all Command & Corps Headquarters attended the workshop with an aim to enhance awareness and streamline the use of the portals in #IndianArmy.

#IndianArmy is committed towards ensuring transparency, accountability and addressing grievances in a prompt manner.

#IndianArmy
@YearOfTechAbsorption
@DefenceMinIndia
@SpokespersonMoD
@HQ_IDS_India

9:15 PM · Oct 4, 2024 · 21.5K Views

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Activities of Department of Agriculture and Farmers' Welfare during 3rd Week of #SpecialCampaign4.0

Secretary DARPG visited the office of Secretary (A&FW) to discuss the issues relating to measures taken for strengthening CPGRAMS and also issue of a comprehensive guideline to strengthening Grievance Redressal Mechanism

Integration of all various platforms in this Department to CPGRAMS to provide citizen a single window experience and wider accessibility to various PG platforms which will help deduplication and save time and efforts of officials from resolving same grievances on multiple portals

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

4:12 PM · Oct 18, 2024 · 3,883 Views

PIB India
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Department of Administrative Reforms and Public Grievances (DARPG) releases the 29th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments Performance for the Month of September, 2024

Total of 1,24,879 Grievances Redressed by Central Ministries/Departments in September, 2024

For the 27th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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10:20 AM · Oct 16, 2024 · 3,066 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	720404	723404	722653	751
2	Ministry of Labour and Employment	4919	147055	151974	147051	4923
3	Department of Financial Services (Banking Division)	8372	129388	137760	130768	6992
4	Department of Agriculture and Farmers Welfare	3546	93436	96982	94723	2259
5	Central Board of Direct Taxes (Income Tax)	10804	54041	64845	55109	9736
6	Ministry of Railways (Railway Board)	3146	52879	56025	53321	2704
7	Department of Telecommunications	721	48047	48768	48151	617
8	Ministry of Home Affairs	1434	46648	48082	46780	1302
9	Department of Posts	1638	44209	45847	44752	1095
10	Ministry of Housing and Urban Affairs	1423	44183	45606	44539	1067

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	720404	723404	722653	751
2	Ministry of Labour and Employment	4919	147055	151974	147051	4923
3	Department of Financial Services (Banking Division)	8372	129388	137760	130768	6992
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9	Department of Posts	1638	44209	45847	44752	1095
10	Ministry of Housing and Urban Affairs	1423	44183	45606	44539	1067

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10804	54041	64845	55109	9736
2	Department of Financial Services (Banking Division)	8372	129388	137760	130768	6992
3	Ministry of Labour and Employment	4919	147055	151974	147051	4923
4	Department of Ex Servicemen Welfare	4035	42460	46495	43364	3131
5	Ministry of Railways (Railway Board)	3146	52879	56025	53321	2704
6	Department of Agriculture and Farmers Welfare	3546	93436	96982	94723	2259
7	Department of Defence Finance	913	27369	28282	26386	1896
8	Department of Health & Family Welfare	2194	29677	31871	30489	1382
9	Ministry of Home Affairs	1434	46648	48082	46780	1302
10	Department of Posts	1638	44209	45847	44752	1095
11	Department of Higher Education	1246	15259	16505	15422	1083
12	Ministry of Housing and Urban Affairs	1423	44183	45606	44539	1067

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	10804	54041	64845	55109	9736	7302
2	Department of Ex Servicemen Welfare	4035	42460	46495	43364	3131	1436
3	Department of Financial Services (Banking Division)	8372	129388	137760	130768	6992	1261
4	Department of Defence Finance	913	27369	28282	26386	1896	1227
5	Ministry of Railways (Railway Board)	3146	52879	56025	53321	2704	1030
6	Ministry of Home Affairs	1434	46648	48082	46780	1302	852
7	Department of Health & Family Welfare	2194	29677	31871	30489	1382	767
8	Ministry of Labour and Employment	4919	147055	151974	147051	4923	677

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
9	Ministry of Housing and Urban Affairs	1423	44183	45606	44539	1067	378
10	Department of Higher Education	1246	15259	16505	15422	1083	357

Annexure 2: Average Closing Time – January to October, 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	3213	73
2	Central Board of Direct Taxes (Income Tax)	55109	65
3	Department of Fertilizers	458	60
4	Department of School Education and Literacy	13891	47
5	Ministry of Culture	2151	40
6	Department of Youth Affairs	536	38
7	Department of Official Language	184	38
8	Department of Defence Production	1730	37
9	Department of Animal Husbandry, Dairying	1461	37
10	Ministry of Textiles	834	37

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	1459	2
2	Department of Land Resources	3133	3
3	NITI Aayog	2542	3
4	Department of Rural Development	722653	5
5	Department of Food and Public Distribution	9215	5
6	Department of Telecommunications	48151	6
7	Ministry of Cooperation	4098	6
8	Department of Public Enterprises	464	6
9	Department of Agriculture and Farmers Welfare	94723	7
10	Department of Financial Services (Pension Reforms)	2250	7

Annexure 3: Status of Appeals – January to October, 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	3391	6285	789	5496
2	Central Board of Direct Taxes (Income Tax)	2202	7072	9274	6701	2573
3	Ministry of Labour and Employment	781	33330	34111	31929	2182
4	Department of Financial Services (Banking Division)	1535	29974	31509	29785	1724
5	Department of Social Justice and Empowerment	1524	631	2155	595	1560
6	Department of Defence Finance	796	4919	5715	5115	600
7	Ministry of Railways (Railway Board)	790	13544	14334	13767	567
8	Ministry of Petroleum and Natural Gas	370	3230	3600	3066	534
9	Department of Financial Services (Pension Reforms)	346	138	484	0	484
10	Department of Higher Education	287	3400	3687	3230	457

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	40	1
3	Department of Empowerment of Persons with Disabilities	543	3
4	Department of Telecommunications	12618	4
5	Ministry of Cooperation	967	4
6	Department of School Education and Literacy	2232	5
7	Ministry of Drinking Water and Sanitation	342	5
8	Department of Pension and Pensioners Welfare	211	5
9	Ministry of Labour and Employment	31929	6
10	Central Board of Indirect Taxes and Customs	3651	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	1985	1862	629	33.78%
2	Department of Atomic Energy	1329	1282	430	33.54%
3	Department of Scientific & Industrial Research	1164	1061	324	30.54%
4	Department of Financial Services (Insurance Division)	20071	19493	5417	27.79%
5	Ministry of Civil Aviation	5630	5384	1493	27.73%
6	Central Board of Indirect Taxes and Customs	13041	12898	3565	27.64%
7	Ministry of Steel	1036	974	264	27.10%
8	Department of Telecommunications	48768	48151	12604	26.18%
9	Ministry of Railways (Railway Board)	56025	53321	13544	25.40%
10	Ministry of Earth Sciences	302	277	69	24.91%



Department of Administrative Reforms and Public Grievances

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