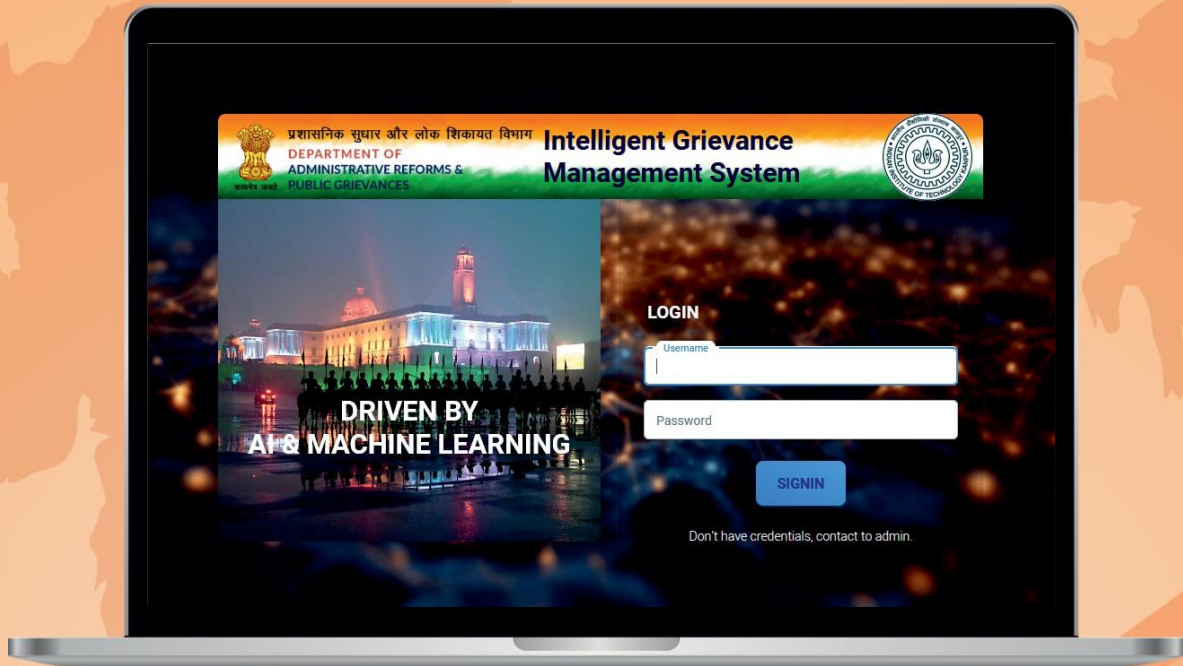




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES



# CPGRAMS

Monthly Report – Central Ministries/Departments

**November 2024**

[Report Number 31]

Department of Administrative Reforms and Public Grievances

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# 1. Key Highlights

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In November 2024, a total of **1,03,259 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 **1,04,167 grievances** were disposed in the month, making November the **29th month in a row** where disposal crossed 1 lakh cases in the Central Secretariat, showcasing the system's efficiency, while **53,481 grievances** remain pending, as on 30<sup>th</sup> November, 2024, which is the lowest recorded for the year 2024.

**32%** 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 1<sup>st</sup> January, 2024 to 30<sup>th</sup> November, 2024 stood at **13 days.**

Grievances registered via **Common Service Centers** decreased from 10,892 grievances in the month of October, 2024 to **6,537 grievances** in the month of November, 2024. Furthermore, the number of new user registrations on CPGRAMS for November, 2024, total to **39,999**, a growth that can be attributed to increased public awareness and confidence in the grievance redressal process.

Public grievance appeals in November numbered **16,411**, while **17,535 appeals** were disposed of and **22,107** pending, as on 30<sup>th</sup> November, 2024. The Feedback Call Centre collected **55,206 feedbacks** in November, 2024. Out of the total feedbacks, **44% citizens** expressed satisfaction with the resolution provided on their grievances. In November, 2024, **32,887 feedbacks** were collected for the Central Ministries/Departments by the Feedback Call Centre, **50% citizens** expressed satisfaction on the resolution provided.

## 1.1. Data Summary



### Grievances – November, 2024

Received	Disposed	Pending
1,03,259	1,04,167	53,481



### Top Receiving Ministries/Departments



Majority grievances directed above.



### Average Days taken for resolution

13 Days



### New User Registrations

39,999 new users



### Grievance Redressal Assessment and Index – November 2024

#### Group A (more than equal to 500 grievances)

- Department of Agriculture and Farmers Welfare
- Department of Telecommunication
- Department of Posts

#### Group B ((less than 500 grievances)

- Department of Land Resources
- Department of Empowerment of Persons with Disabilities
- Department of Heavy Industry



### Feedback Collected – November, 2024

Overall – 55,206

Central Ministries/Departments – 32,887



### Satisfaction Rate

Overall – 44%

Central Ministries/Departments – 50%

## 1.2. National Workshop on Effective Redressal of Public Grievances



**Dr Jitendra Singh, Hon'ble Minister of State**



**Key Officials at the Workshop**

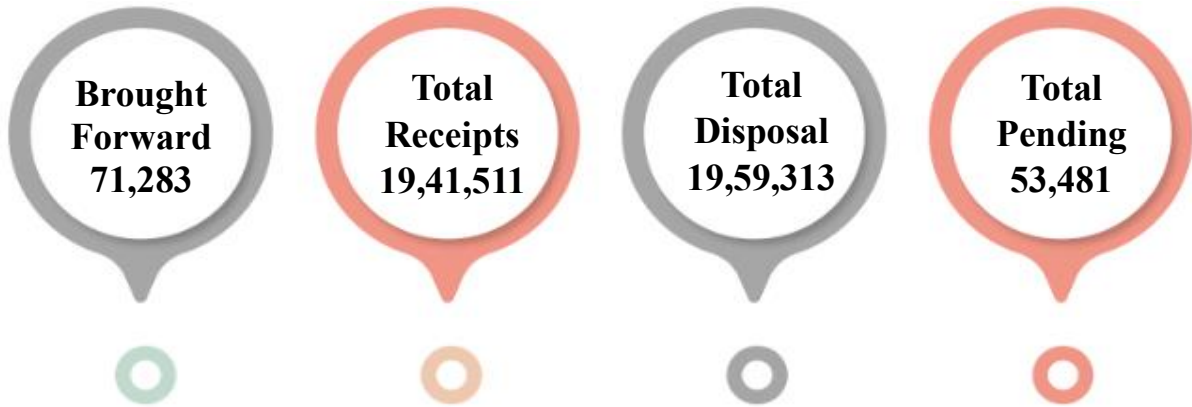
The National Workshop on Effective Redressal of Public Grievances, organized by the Department of Administrative Reforms and Public Grievances (DARPG) was held on 18<sup>th</sup> November 2024, which brought together over 500 officers from Central Ministries, State Governments, and Administrative Training Institutes. The workshop focused on promoting citizen-centric governance, addressing systemic challenges in grievance redressal, and showcasing innovative practices. In the workshop, Dr Jitendra Singh, Minister of State for Personnel, Public Grievances, and Pensions, delivered the keynote address in which he highlighted significant improvements in grievance resolution mechanism and role of technology-driven mechanisms in fostering transparency between the government and citizens.

The workshop spanned across six sessions, including plenary discussions and knowledge-sharing by experts. It also featured the launch of several key initiatives, including the **Grievance Redressal Assessment and Index (GRAI) 2023**, **CPGRAMS Mobile App**, and the **Monthly Reports for October 2024**. The detailed roadmap for improving grievance redressal mechanisms was outlined. This included establishing dedicated grievance cells in ministries and departments with high grievance volumes, training officials through capacity-building programs, and adopting regional best practices.

The event highlighted the critical need for technological integration, inclusivity through regional language support, and the adoption of innovative practices to strengthen governance and enhance public service delivery across the country.

## 2. Review of Status of Grievances

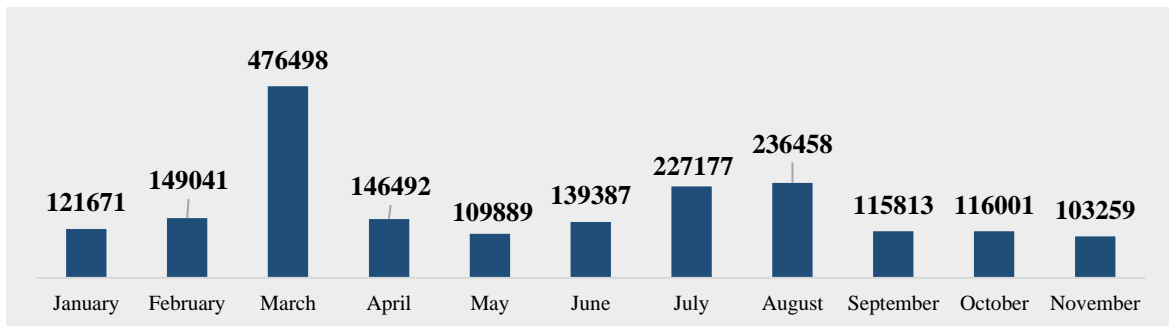
### 2.1. Overview



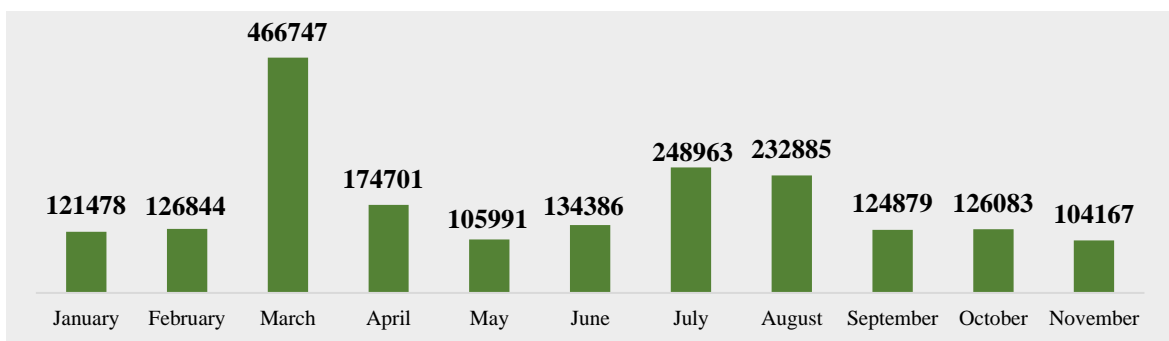
Time Period: 01/01/2024 to 30/11/2024

### 2.2. Month-wise Status of Grievances

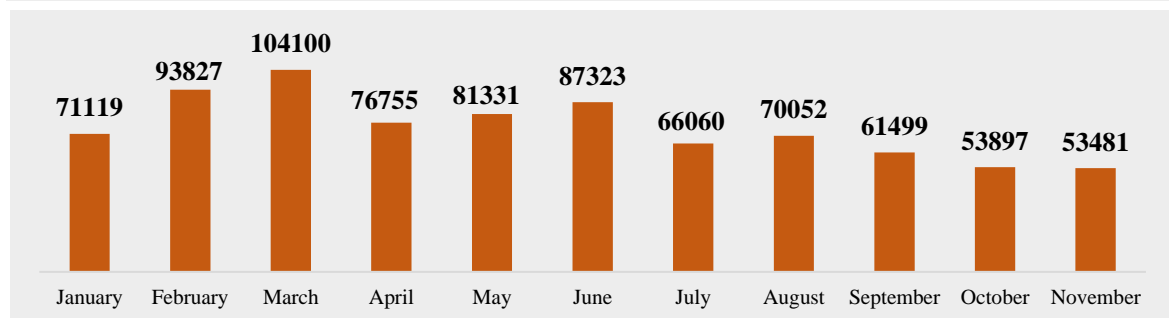
RECEIPTS



DISPOSED



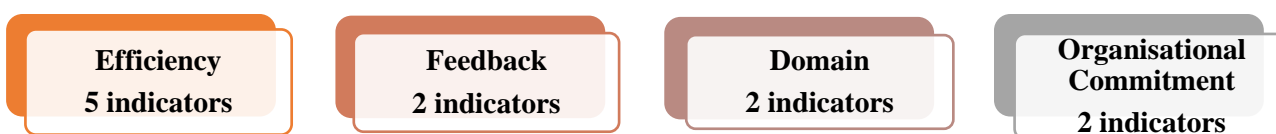
PENDING



### 3. Grievance Redressal Assessment and Index – November, 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> November, 2024 to 30<sup>th</sup> November, 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	Department of Agriculture and Farmers Welfare	2283	5459	7007	735	0.866	1
2	Department of Telecommunications	624	5096	5097	623	0.847	2
3	Department of Posts	1109	4123	4132	1100	0.803	3
4	Central Board of Indirect Taxes and Customs	150	854	825	179	0.796	4
5	Department of Food and Public Distribution	108	884	863	129	0.771	5
6	Ministry of Micro Small and Medium Enterprises	263	2027	1684	606	0.765	6
7	Ministry of Electronics & Information Technology	235	720	745	210	0.744	7
8	Department of Revenue	52	554	550	56	0.732	8
9	Ministry of Labour and Employment	4966	15524	14336	6154	0.73	9
10	Ministry of Skill Development and Entrepreneurship	124	1468	1240	352	0.721	10
11	Ministry of Panchayati Raj	289	772	805	256	0.715	11
12	Ministry of Road Transport and Highways	685	2178	2136	727	0.711	12
13	Ministry of Women and Child Development	317	625	626	316	0.687	13
14	Ministry of Petroleum and Natural Gas	980	1488	1492	976	0.685	14
15	Unique Identification Authority of India	885	1940	1661	1164	0.678	15
16	Ministry of Environment, Forest and Climate Change	215	610	546	279	0.674	16
17	Department of Financial Services (Insurance Division)	583	1961	1881	663	0.67	17
18	Ministry of Railways (Railway Board)	2719	5025	4998	2746	0.667	18

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
19	Department of Financial Services (Banking Division)	7042	12357	13258	6141	0.662	19
20	Department of Personnel and Training	449	1240	1293	396	0.654	20
21	Ministry of External Affairs	636	1343	1222	757	0.642	21
22	Department of Social Justice and Empowerment	235	596	578	253	0.638	22
23	Department of Defence	686	1291	1442	535	0.63	23
24	Ministry of Home Affairs	1341	3995	4057	1279	0.626	24
25	Department of Higher Education	1088	1378	1771	695	0.605	25
26	Department of School Education and Literacy	808	880	1216	472	0.604	26
27	Department of Health & Family Welfare	1417	3077	2863	1631	0.595	27
28	Ministry of Housing and Urban Affairs	1084	1739	1575	1248	0.595	28
29	Department of Ex Servicemen Welfare	3145	3802	3836	3111	0.586	29
30	Department of Justice	178	793	737	234	0.581	30
31	Department of Consumer Affairs	995	1469	1625	839	0.568	31
32	Department of Rural Development	752	1387	1217	922	0.565	32
33	Ministry of Corporate Affairs	485	1040	967	558	0.565	33
34	Central Board of Direct Taxes (Income Tax)	9742	5124	5161	9705	0.559	34
35	Department of Defence Finance	1908	1759	1846	1821	0.549	35

*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	Department of Land Resources	30	325	335	20	0.859	1
2	Department of Empowerment of Persons with Disabilities	23	225	164	84	0.808	2
3	Department of Heavy Industry	51	94	132	13	0.803	3
4	Department of Public Enterprises	3	44	40	7	0.8	4
5	Ministry of Ayush	45	162	154	53	0.784	5
6	Ministry of Coal	146	283	280	149	0.776	6
7	Ministry of Minority Affairs	347	325	543	129	0.768	7
8	Department of Atomic Energy	47	135	149	33	0.735	8
9	Ministry of New and Renewable Energy	48	133	140	41	0.727	9
10	Department of Chemicals and Petrochemicals	13	22	30	5	0.719	10
11	Ministry of Cooperation	107	357	372	92	0.713	11
12	Department of Financial Services (Pension Reforms)	53	208	211	50	0.709	12
13	Department of Science and Technology	42	71	78	35	0.709	13
14	Department of Fertilizers	22	70	64	28	0.708	14
15	Ministry of Parliamentary Affairs	6	95	99	2	0.707	15
16	Department of Pharmaceuticals	36	77	72	41	0.705	16
17	Ministry of Tourism	81	184	202	63	0.693	17
18	Ministry of Drinking Water and Sanitation	294	486	542	238	0.673	18
19	Department of Legal Affairs	82	229	224	87	0.663	19
20	Ministry of Statistics and Programme Implementation	26	26	27	25	0.662	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Ministry of Mines	45	87	87	45	0.66	21
22	Ministry of Development of North Eastern Region	2	9	5	6	0.659	22
23	Department of Bio Technology	21	16	10	27	0.658	23
24	Staff Selection Commission	204	285	297	192	0.651	24
25	NITI Aayog	21	380	375	26	0.65	25
26	Department of Youth Affairs	63	45	54	54	0.628	26
27	Department for Promotion of Industry and Internal Trade	83	164	153	94	0.627	27
28	Ministry of Shipping	64	93	69	88	0.615	28
29	Department of Space	37	28	34	31	0.614	29
30	Ministry of Power	216	358	364	210	0.614	30
31	Ministry of Civil Aviation	250	419	463	206	0.6	31
32	Department of Fisheries	6	41	28	19	0.599	32
33	Ministry of Steel	62	114	93	83	0.597	33
34	Department of Commerce	112	302	302	112	0.596	34
35	Ministry of Textiles	30	58	51	37	0.593	35
36	Ministry of Tribal Affairs	69	306	169	206	0.593	36
37	Ministry of Information and Broadcasting	155	284	244	195	0.592	37
38	Ministry of Food Processing Industries	6	26	29	3	0.59	38
39	Ministry of Water Resources, River Development & Ganga Rejuvenation	95	202	174	123	0.581	39
40	Department of Investment & Public Asset Management	10	48	51	7	0.574	40
41	Department of Defence Research and Development	60	45	62	43	0.572	41

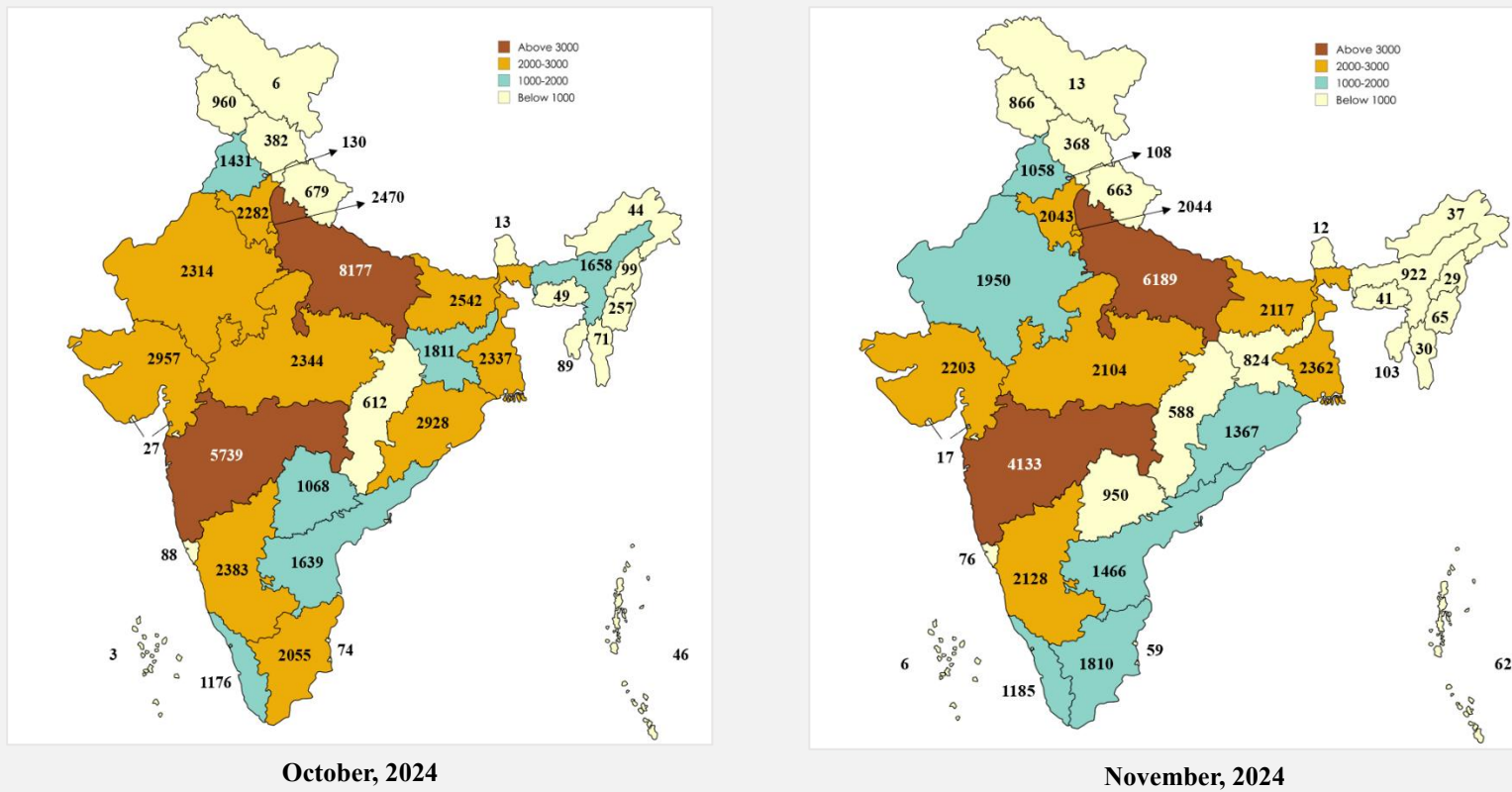
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
42	Department of Expenditure	95	108	148	55	0.568	42
43	Department of Animal Husbandry, Dairying	78	126	108	96	0.568	43
44	Department of Agriculture Research and Education	221	94	87	228	0.565	44
45	Department of Official Language	8	26	30	4	0.558	45
46	Department of Military Affairs	427	364	480	311	0.53	46
47	Ministry of Earth Sciences	26	17	11	32	0.485	47
48	Department of Sports	90	96	94	92	0.48	48
49	Department of Economic Affairs ACC Division	411	185	239	357	0.477	49
50	Ministry of Culture	160	170	128	202	0.473	50
51	O/o the Comptroller & Auditor General of India	123	100	89	134	0.468	51
52	Department of Scientific & Industrial Research	103	55	123	35	0.445	52
53	Department of Defence Production	140	154	119	175	0.442	53
54	Department of Health Research	52	65	54	63	0.435	54
55	Legislative Department	45	85	42	88	0.393	55

*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 **39,999 new users** have registered on CPGRAMS in November, 2024, through various channels, out of which, **6,189 registrations are from Uttar Pradesh.**

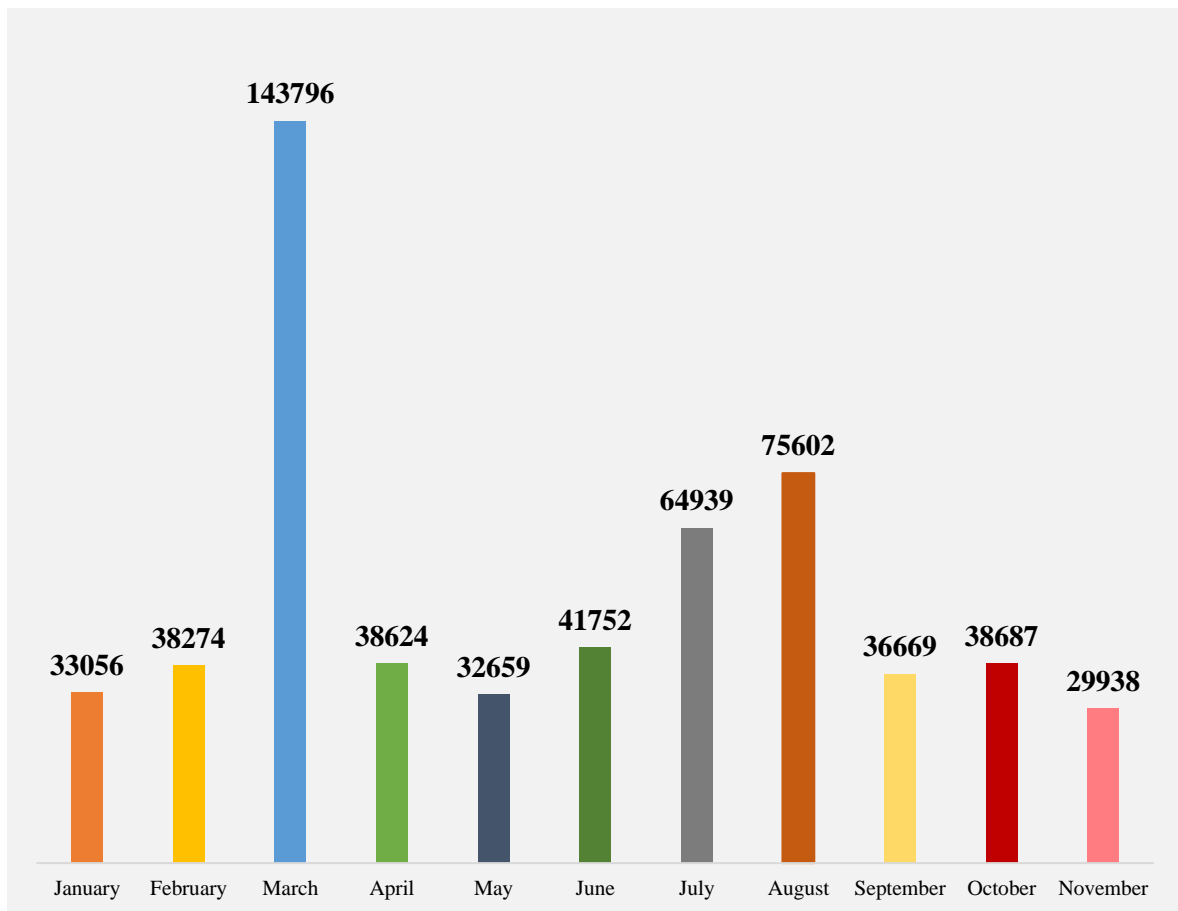
Comparison of States/UTs from which new users have registered on CPGRAMS in October and November, 2024:



- **User Registration on CPGRAMS in the last 11 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
11	November	39,999
<b>TOTAL</b>		<b>7,40,638</b>

### User-Registrations through CPGRAMS Portal



## 5. Outreach through Common Service Centres

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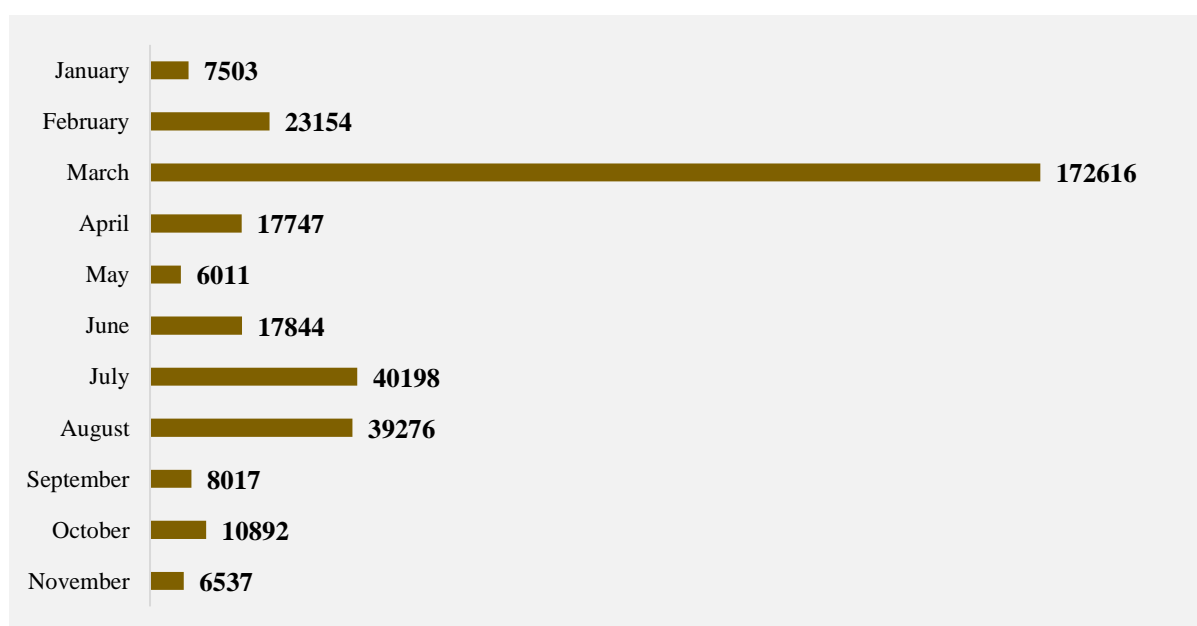
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



**Time Period:** 01/11/2024 to 30/11/2024

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 6,537 grievances have been registered through the Common Service Centres in the month of November, 2024





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

1.	PMKISAN related issues	2,669
2.	Mobile Related	132
3.	Public Distribution System related	101
4.	Rural Development Schemes related	83
5.	Pension	79

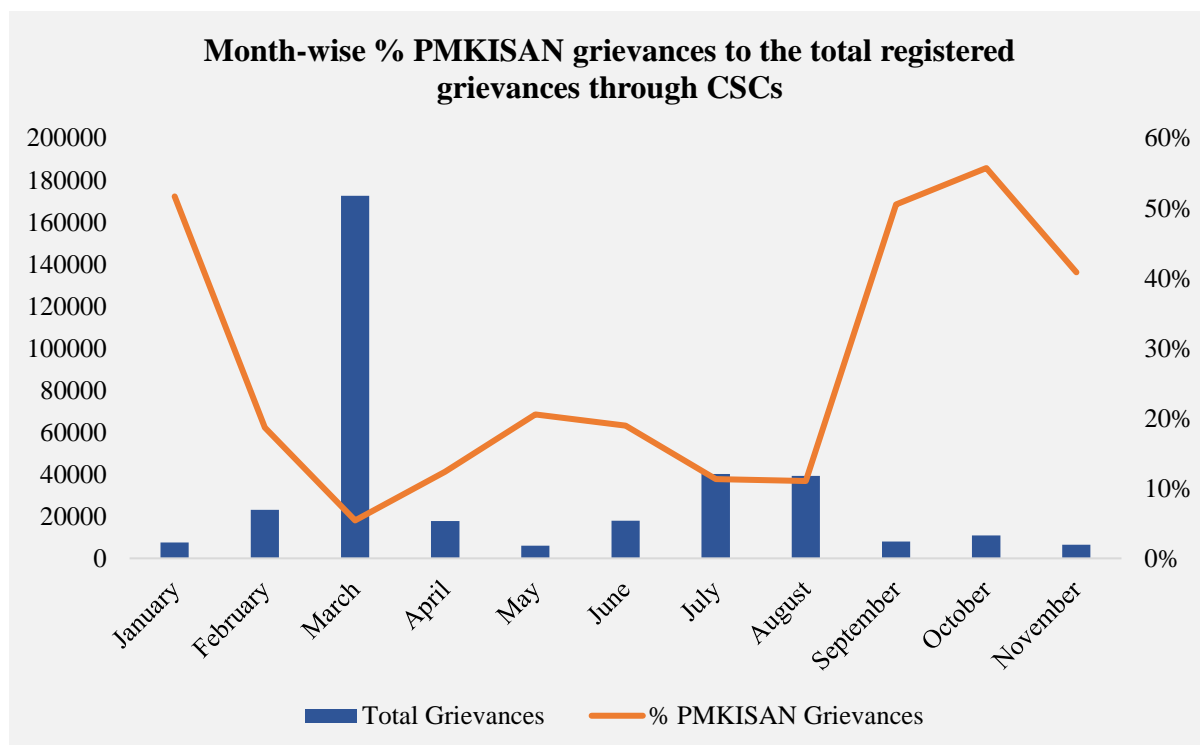
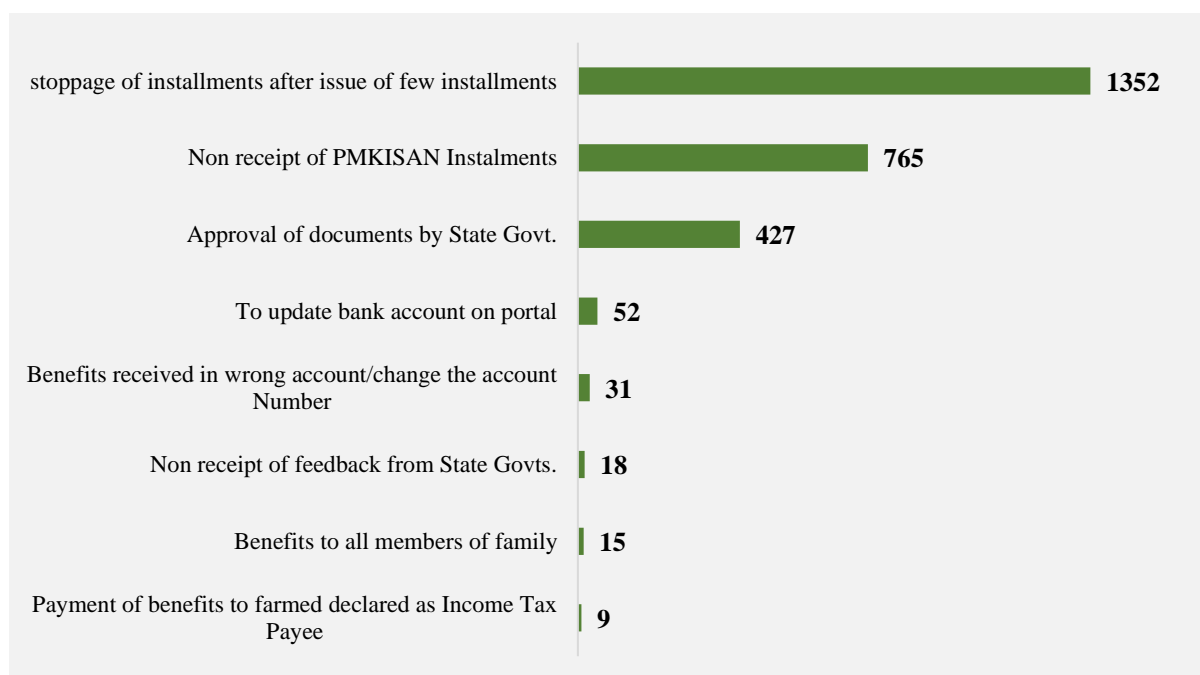
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Agriculture and Farmers Welfare	2745	PMKISAN related issues	2669	97%
			Crop Insurance Scheme	17	1%
2	Department of Financial Services (Banking Division)	333	Misbehaviour/Harrassment/Corruption by Bank Staff	48	14%
			Fraud	33	10%
3	Ministry of Labour and Employment	281	PF Withdrawal	78	28%
			Others (EPFO)	62	22%
4	Department of Telecommunications	212	Mobile Related	132	62%
			Broadband Related	13	6%
5	Unique Identification Authority of India	181	Non Updation of AADHAAR	75	41%
			Non Enrolment and Non Generation of Aadhaar	39	22%
6	Ministry of Women and Child Development	155	Mission Shakti (Women related)	72	46%
			Administration	36	23%
7	Department of Health & Family Welfare	153	Health Schemes	73	48%
			Food Regulation	21	14%
8	Department of Food and Public Distribution	119	Public Distribution System related	101	85%
9	Department of Posts	105	Delay/ Non - Delivery/Abstraction of Postal Articles	50	48%
			Financial Scheme Related	36	34%
10	Department of Ex Servicemen Welfare	91	Pension Related	47	52%
			Service Related	38	42%

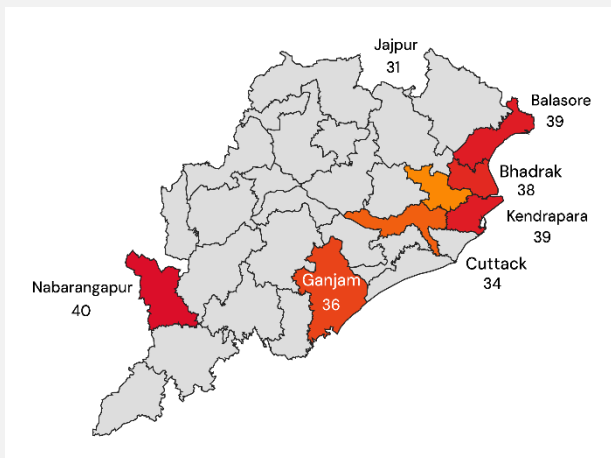
## PM-KISAN Scheme related Grievances

A total of 2,669 grievances were registered for the PMKISAN scheme in the month of November, 2024, through CSCs.

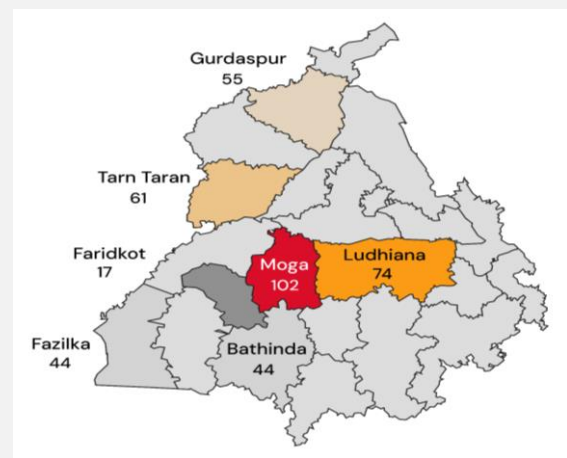
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in November, 2024:**



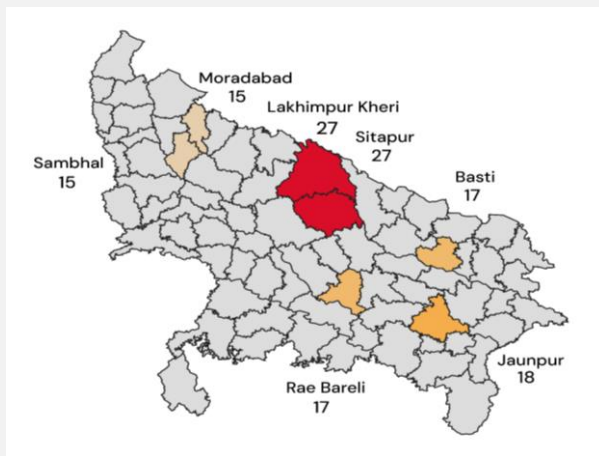
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in November, 2024:



**Odisha**



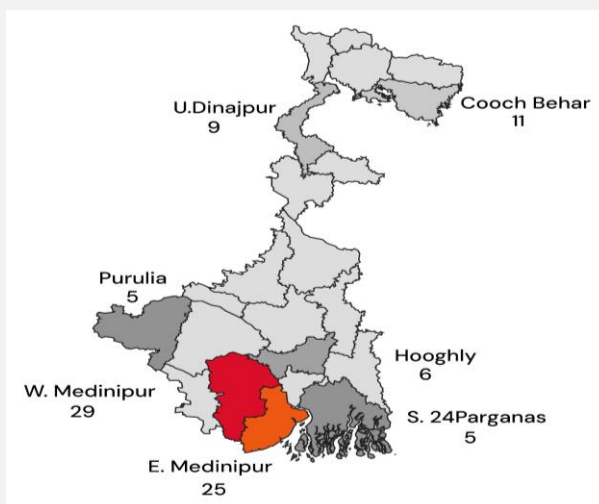
**Punjab**



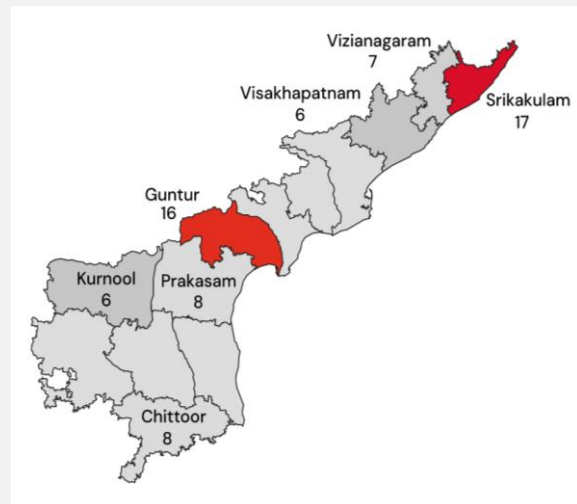
**Uttar Pradesh**



**Jharkhand**



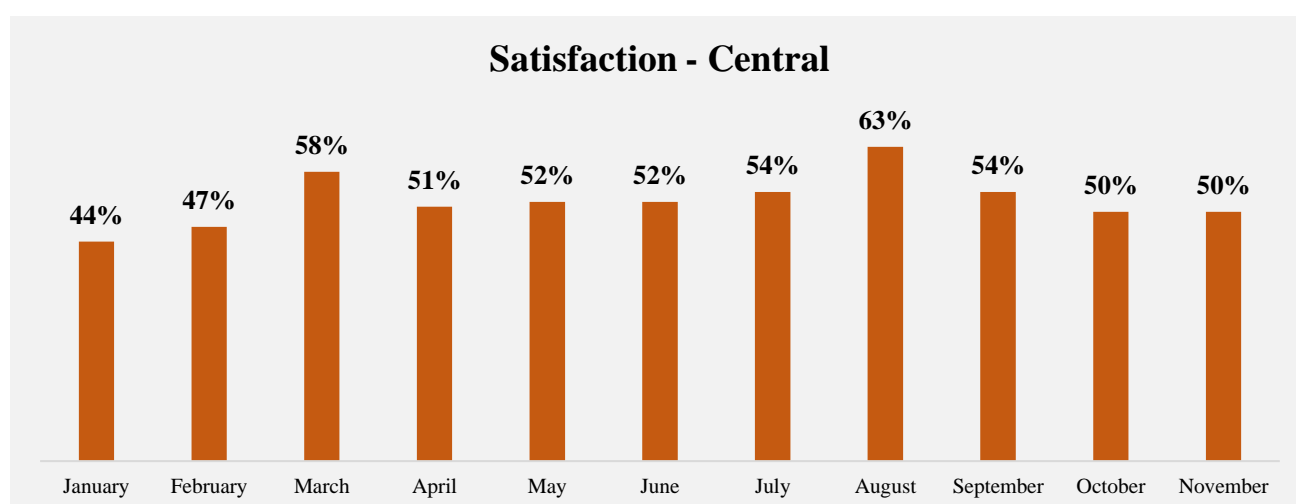
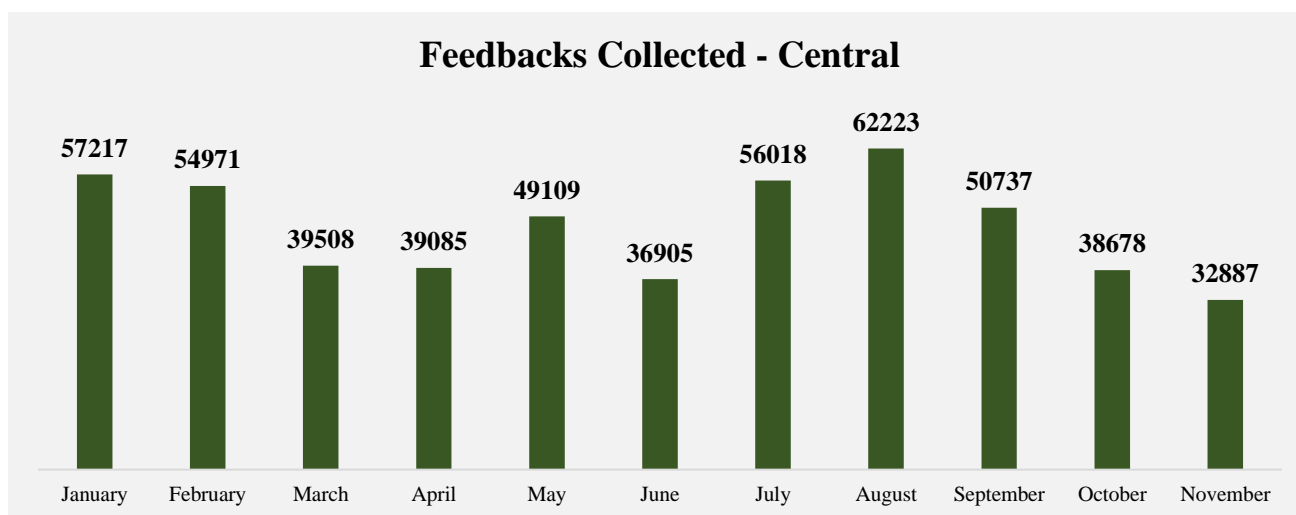
**West Bengal**



**Andhra Pradesh**

## 6. Feedback Call Centre

- From 1<sup>st</sup> January to 30<sup>th</sup> November, 2024, the Feedback Call Centre has collected **5,17,338** **feedbacks** for Central Ministries/Departments, directly from the citizens

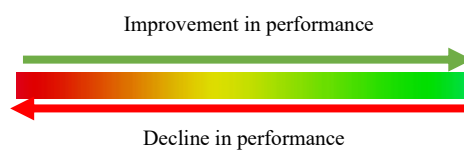


- Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 11 months in the year 2024**

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

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

*\*The above table contains data for Central Ministries/Departments for which more than 5000 feedbacks have been collected in the past 11 months.*



# 7. Banking Analysis

## State Bank of India

### Overview

	Receipts	Disposal	Pending
State Bank of India (SBI)	26,102	26,074	28

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

State Bank of India (SBI) has received a total 26,102 grievances between January to November, with 26,074 (99.89%) grievances disposed of and 28 (0.11%) grievances remain unresolved. The average resolution time stands at 15 days, indicating a need for process optimization to enhance customer satisfaction. Grievances lodged with SBI allied to top schemes are **PM Jeevan Jyoti Bima Yojana, PM Mudra Yojana and PM Garib Kalyan Rozgar Yojana**. Other major issues highlighted in the grievances recorded with the SBI are bank staff misconduct with customers, discrepancy in bank account and delay in loan processing among others.

The grievances for SBI are particularly originating from **Uttar Pradesh, Maharashtra and Bihar – top states receiving highest number of grievances**. SBI's grievance receipt trend of 2024 (till November 30, 2024) indicates a consistent grievance inflow throughout the year, wherein, October has recorded the highest receipts followed by a sharp decline in November recording the lowest grievances in 2024. The satisfaction level of SBI shows that 48% of the complainants are dissatisfied with the resolution provided to them while 46% of the complainants expressed satisfaction. The gap between satisfaction and dissatisfaction highlights a need for SBI to further analyse the causes of dissatisfaction and improve its grievance resolution mechanisms to build stronger customer trust and loyalty.

### Analysis of Top Schemes-related grievances registered with SBI

S No.	Top Schemes	Major Issues	Top States
1	PM Jeevan Jyoti Bima Yojana	<ul style="list-style-type: none"><li>• Delay in insurance claim processing/settlement/payment</li><li>• Unauthorized insurance premium deduction/renewal by bank</li><li>• Delay in death claim processing</li><li>• Bank's negligence in claim processing</li><li>• Insurance claim rejection</li><li>• Unauthorised enrolment in insurance scheme</li></ul>	<ol style="list-style-type: none"><li>1. Uttar Pradesh</li><li>2. Bihar</li><li>3. Madhya Pradesh</li></ol> <p>*The above top states <b>comprise 42.5%</b> of the grievance received under the scheme by SBI.</p>

S No.	Top Schemes	Major Issues	Top States
2	PM Mudra Yojana	<ul style="list-style-type: none"> <li>• Delay in mudra loan processing/approval/disbursement</li> <li>• Discrepancy in loan repayment deduction process</li> <li>• Delay in loan sanction letter</li> <li>• Financial assistance for startup</li> <li>• Error in subsidy amount calculation</li> <li>• Discrimination in loan approval</li> <li>• Application rejected for Mudra Loan</li> </ul>	<ol style="list-style-type: none"> <li>1. Uttar Pradesh</li> <li>2. Maharashtra</li> <li>3. Madhya Pradesh</li> </ol> <p>* The above top states <b>comprise 34.8%</b> of the grievance received under the scheme by SBI.</p>

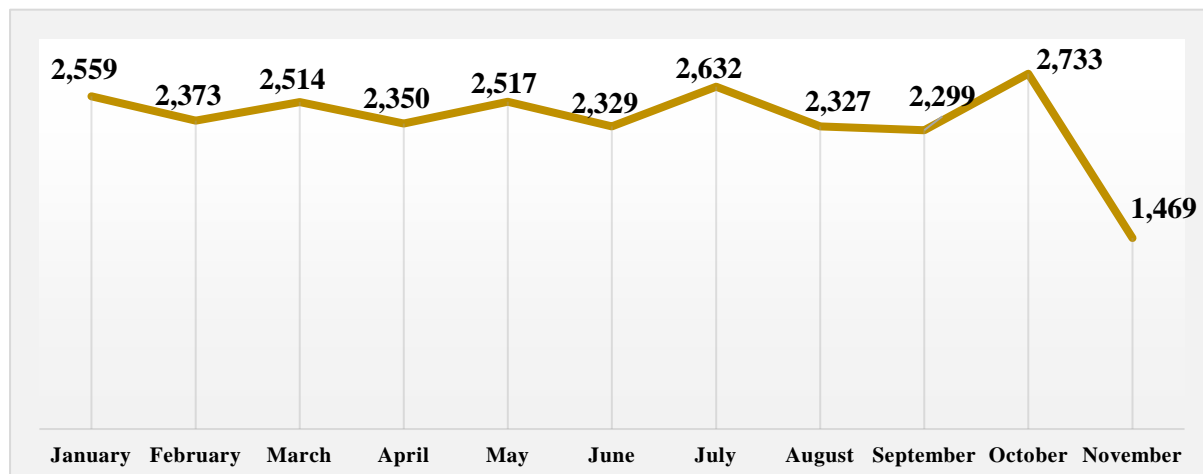
**Note:** The above table presents top scheme-wise analysis of major issues highlighted in the grievances received by the State Bank of India along with top states recording maximum grievances with SBI under the respective scheme category for the period of January to November, 2024

### Category-wise analysis of grievances received by SBI

S No.	Top Categories	Major Issues
1	Account-related	<ul style="list-style-type: none"> <li>• Delay in account transfer/closure/settlement/opening</li> <li>• Unauthorized account on hold/deduction</li> <li>• Delay in deceased's account settlement</li> <li>• Bank account fraud</li> </ul>
2	Loan-related	<ul style="list-style-type: none"> <li>• Delay in loan approval/processing/disbursement</li> <li>• Non-receipt of subsidy for education/housing loan</li> <li>• Delay in Mudra loan disbursement</li> <li>• Rejection of loan application</li> <li>• Corruption in loan approval process</li> </ul>
3	Bank-related	<ul style="list-style-type: none"> <li>• Delay in customer service by bank</li> <li>• Misconduct/harassment by bank staff</li> </ul>
4	Payment-related	<ul style="list-style-type: none"> <li>• Non-payment of pension arrears/insurance claim/family pension/interest/subsidy/pension commutation</li> <li>• Failure in payment transaction/refund/digital transaction</li> </ul>
5	Card-related	<ul style="list-style-type: none"> <li>• Credit card not closed despite request submitted</li> <li>• Rejection of credit card application</li> <li>• Delay in credit/debit card issuance</li> <li>• Unauthorized credit card charges/billing error</li> <li>• Debit card blocked without information</li> <li>• Failure in credit card transaction</li> <li>• Credit/debit card fraud</li> </ul>

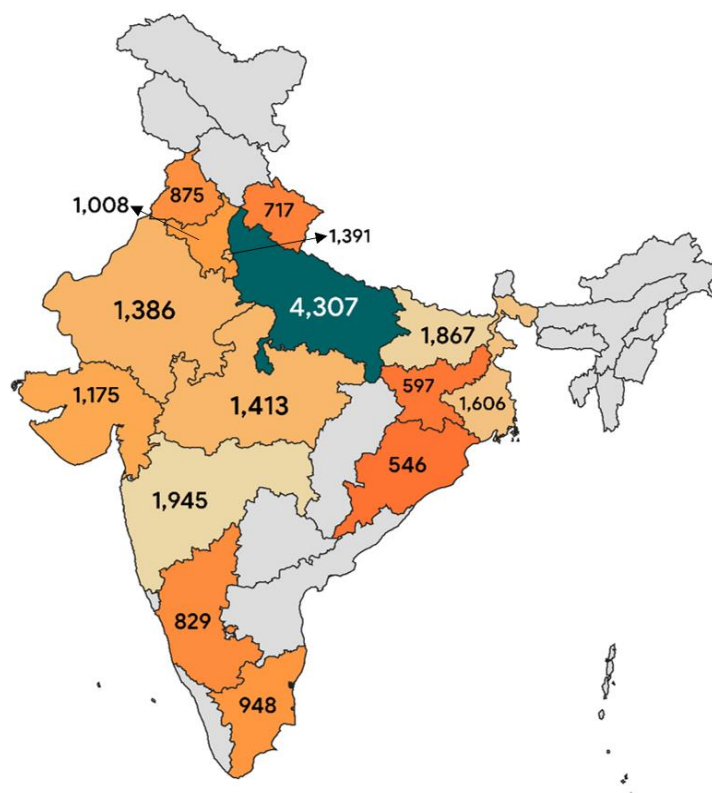
**Note:** The above table presents an overview analysis of top grievance receipt categories of State Bank of India and the major issues associated with the respective category.

## Month-wise grievance receipts trend of State Bank of India from January- November, 2024



**Note:** The above graph highlights month-wise grievance receipt trend of State Bank of India for the period of January-November, 2024, wherein, October has recorded the highest receipts followed by a sharp decline in November recording the lowest grievances in 2024.

## Top states recording highest grievances received by the State Bank of India from January-November, 2024





# 8. Taxonomy

## 8.1. Department of Rural Development

S. No	Category	Categorization
1	PMAY-Gramin	<ol style="list-style-type: none"> <li>1) <b>Requests</b> (Request/delay for Pradhan Mantri Awaas Yojana house allocation, failure to process housing request)</li> <li>2) <b>Assistance</b> (Seeking financial assistance for new house, denial of entitled assistance)</li> <li>3) <b>Non-receipt</b> (non-receipt of house under PMAY scheme)</li> <li>4) <b>Pending</b> (New house allocation pending)</li> <li>5) <b>Exclusion</b> (Name missing/exclusion from housing scheme list)</li> <li>6) <b>Inclusion</b> (Confirmation of housing inclusion status, inclusion in priority waiting/beneficiary list)</li> <li>7) <b>Registration Challenges</b> (PMAY-G registration issue)</li> <li>8) <b>ID and Documentation Issues</b> (PMAY-G ID not provided)</li> <li>9) <b>Eligibility and Verification Issues</b> (BPL beneficiary excluded from PMAY, deprivation of PMAY-G benefit)</li> </ol>
2	Corruption	<ol style="list-style-type: none"> <li>1) <b>Misallocation and Misuse</b> (Corruption in housing allocation/beneficiary selection/development projects)</li> <li>2) <b>Bribery</b> (Illegal demand for bribe payment, allegations of corruption in selection process)</li> <li>3) <b>Local and Rural Development</b> (Corruption by officials impacting rural development projects)</li> </ol>
3	Payment	<ol style="list-style-type: none"> <li>1) <b>Payment Delays</b> (Delay in payment for contractor/NREGA/arrears/goods)</li> <li>2) <b>Financial Hardship</b> (Financial distress due to non-payment)</li> </ol>

S. No	Category	Categorization
		3) <b>Employer and Employee Issues</b> (Delay in employer compliance, non-payment to outsourced workers) 4) <b>Miscellaneous Issues</b> (Incorrect payment account, funds not disbursed despite request, inaction on compensation payment)

## 8.2. Department of School Education and Literacy

S. No	Category	Categorization
1	School	1) <b>Financial Issues</b> (Mismanagement of school funds, Excessive/unregulated private school fees) 2) <b>Infrastructure Issues</b> (Safety issues in school building/bus, neglect of school infrastructure maintenance, lack of amenities in school, illegal occupation of school land) 3) <b>Teachers Issues</b> (Misconduct of school teachers, teacher shortage in school, unemployment of primary school teachers)
2	Admission	1) <b>Admission Process</b> (Delay in admission process/NIOS admission confirmation, discrimination/denial of admission for RTE/EWS/Disadvantaged Group, Kendriya Vidyalaya admission request) 2) <b>Age Criteria Issues</b> (Change in age criteria) 3) <b>Corruption and Bribery</b> (Corruption in school admission process) 4) <b>Specific Scenarios and Issues</b> (admission for orphaned child) 5) <b>Access and Equality</b> (Violation of education rights, gender/caste-based discrimination, educational challenges pertaining to marginalized communities/language barriers/Hindi medium)
3	Exam	1) <b>Exam Timing and Scheduling</b> (Exam date conflict/cancellation, administrative delay in exam date announcement)

S. No	Category	Categorization
		<ol style="list-style-type: none"> <li>2) <b>Exam Result Issues</b> (Delay/discrepancy in exam result, exam answer key errors, marksheet not received despite passing exam)</li> <li>3) <b>Exam Center and Logistics</b> (Inconvenient exam center location, exam center mismanagement, corruption in exam process)</li> <li>4) <b>Exam Eligibility and Criteria</b> (Age criteria for recruitment exam, age relaxation/eligibility for KVS exam)</li> <li>5) <b>Exam Documentation and Communication</b> (Delay in admit card issuance/other exam-related information disclosure)</li> <li>6) <b>Exam Coverage and Content</b> (Exam question paper coverage issue, wrong exam subject given)</li> </ol>
4	Payment	<ol style="list-style-type: none"> <li>1) <b>Salary Issues</b> (Non-payment of salary)</li> <li>2) <b>Service Remuneration</b> (Non-payment for services/goods/bills)</li> <li>3) <b>Benefit Issues</b> (Non-payment of medical allowance/retirement benefits/pension/arrears/other benefits)</li> <li>4) <b>Material Provision</b> (Non-receipt of study material after payment)</li> <li>5) <b>Corruption and Mismanagement</b> (Corruption in salary payment process, non-compliance with payment orders)</li> </ol>
5	Request	<ol style="list-style-type: none"> <li>1) <b>Study Centre Changes</b> (Request for NIOS study center change)</li> <li>2) <b>Transfer Requests</b> (Student transfer request, administrative transfer request)</li> <li>3) <b>Financial Assistance</b> (Request for financial assistance/admission fee refund/exam fee refund)</li> <li>4) <b>Withdrawal Requests</b> (Appeal withdrawal request)</li> <li>5) <b>Accommodation and Support</b> (Accommodation request for special needs)</li> <li>6) <b>Educational Material Requests</b> (Request for book acknowledgment/author's books for curriculum inclusion)</li> </ol>
6	Certificate	<ol style="list-style-type: none"> <li>1) <b>Transfer Certificate Issues</b> (Delay/non-issuance of transfer certificate)</li> </ol>

S. No	Category	Categorization
		2) <b>Name and Certification Corrections</b> (Delay in correction of name/date of birth on certificate) 3) <b>Specific Board and Exam Issues</b> (Delay in CBSE certificate/migration certificate/NIOS certification) 4) <b>Program and Equivalence Issues</b> (Delay in providing equivalence certificate, application issue with diploma certificate)
7	Scholarship	1) <b>Scholarship Disbursement Issues</b> (Delay in disbursement/non-receipt of scholarship/National Merit Scholarship/National Means cum-Merit Scholarship) 2) <b>Application and Processing Delays</b> (Delay in processing scholarship/national merit scholarship application)
8	Teacher	1) <b>Training and Competency</b> (Basic Training Certificate (BTC) appointment, teacher training college issues, best educator awards) 2) <b>Bribery and Corruption</b> (Bribery in appointments/transfers/recruitment/selection process) 3) <b>Transfer and Promotion Delays</b> (Delay in transfer/joining, discrepancy in promotion) 4) <b>Policy and Regulation</b> (Policy regulation breaches, cancellation of eligibility)

# 9. Analysis of grievances on CPGRAMS

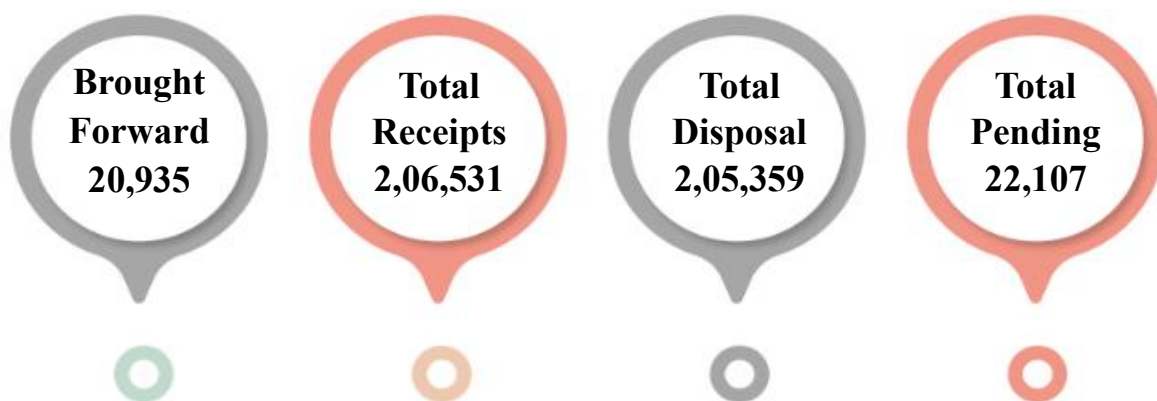
## CPGRAMS Categories for the grievances registered

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



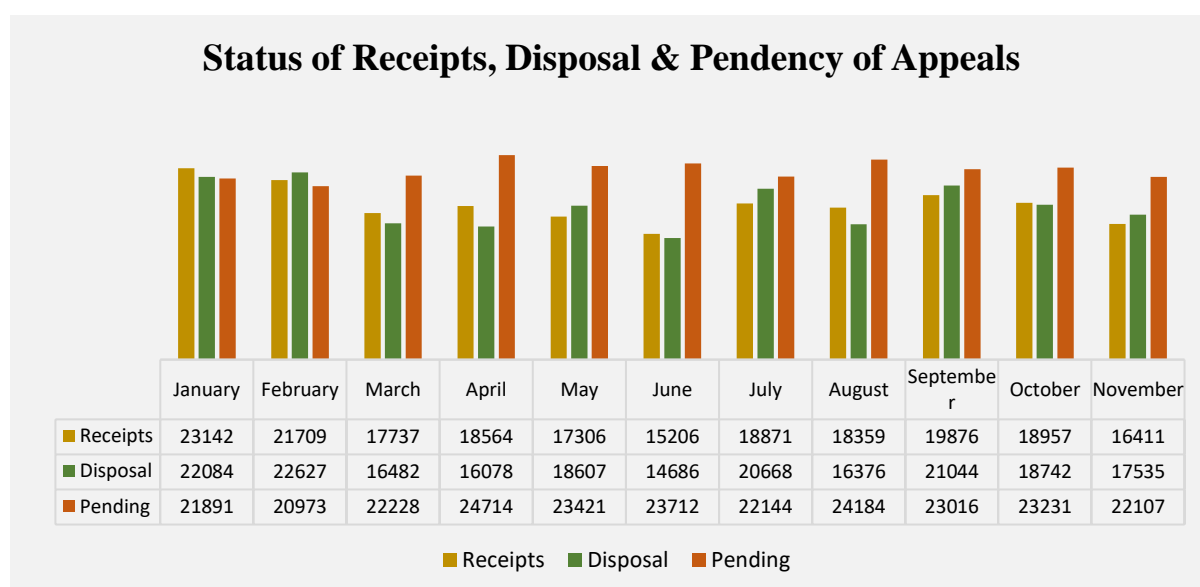
# 10. Review of Status of Appeals on CPGRAMS

## 10.1. Overview



Time Period: 01/01/2024 to 30/11/2024

## 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 **31 days** from 1<sup>st</sup> January to 30<sup>th</sup> November, 2024
- **39** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

# 11.Success Stories

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## Grievance of Shri Babu Lal Meena

### Closure of fake loan accounts




Shri Babu Lal Meena reported a fraud case involving ICICI Bank account number 00120105XXXX. Without his consent or sharing any OTP, two consumer loans amounting to ₹94,900 and ₹73,099 were sanctioned. The account holder became aware of the fraudulent activity when the first EMI was debited on March 4, 2024. Subsequently, the concerned citizen raised a grievance on the CPGRAMS Portal, requesting the recovery of the deducted EMI amount and the immediate cancellation of the fake loan accounts. In response to the grievance, ICICI Bank deactivated the loan accounts and initiated the refund process for the debited EMI, assuring that the amount would be refunded within 7 working days.

**Rectification Process:** A grievance filed by Shri Babu Lal Meena regarding the closure of fake loan accounts was received by the Department of Financial Services (Banking Division) and auto-forwarded to the RBI. The RBI directed the grievance to ICICI Bank for necessary action within a time-bound framework. ICICI Bank took cognizance of the case, contacted the citizen via telephone, and subsequently provided a written response. The bank confirmed that the two fraudulent consumer loans had been deactivated and that a refund for the debited EMI had been initiated.

## Grievance of Dr Babu KV

### Misleading homeopathic “Insulin Tablets”



Dr Babu KV, a CWC member of Indian Medical Association, was concerned regarding the alleged “Insulin Tablets” being manufactured by a Rajasthan based company pointing out that the labelling violated Drugs and Cosmetics Rules and branding the tablets as "Insulin" could mislead patients, potentially causing them to replace prescribed insulin injections with these tablets, risking health complications.

Concerned citizen filed a CPGRAMS and as a result, within a month of filing the grievance, **manufacturing license for the said product was cancelled** by the concerned authorities.

**Rectification Process:** Dr Babu KV's grievance about misleading homeopathic "Insulin Tablets" was received by the Prime Minister's Office and routed through the Department of Health & Family Welfare to Central Drugs Standard Control Organisation for a thorough investigation, all within 2 working days. CDSCO further forwarded the case report to AYUSH Drugs Division for necessary action. The AYUSH Drugs Division, in coordination with the Drugs Controller (Rajasthan) stated that the manufacturer's license for the said product stands cancelled. The resolution was informed to the complainant thereby effectively resolving the citizen's grievance, all within 1 month.

## Grievance of Shri Swajal Kapoor

### Delay in Claim Settlement

Shri Swajal Kapoor expressed frustration with prolonged delays in processing a health insurance claim. Hospitalized on 7th May 2024, the claim process started on 29th May. Despite frequent follow-ups and assurances of updates within 7 days, no resolution was provided. Calls to customer service remained yielded no results, with a recent attempt to escalate being met with a disconnected call. Concerned and exhausted, the citizen filed CPGRAMS in a bid to expedite the claim process. As a result, the claim was finally settled for ₹58,037/- within 25 days of filing the grievance.



**Rectification Process:** A grievance by Shri Swajal Kapoor regarding the delay in claim settlement was received by the Department of Health & Family Welfare (DHLTH). It was promptly transferred to the Department of Financial Services (Insurance Division), which immediately forwarded it to The New India Assurance Company Limited (NIACL). NIACL was instructed to acknowledge the complaint, settle it as per the rules on a priority basis, and provide a written reply to the citizen. After examining the case, NIACL resolved the grievance by settling the claim for ₹58,037/-.



## Annexures

### Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	721789	724789	723867	922
2	Ministry of Labour and Employment	4920	162576	167496	161342	6154
3	Department of Financial Services (Banking Division)	8374	141733	150107	143966	6141
4	Department of Agriculture and Farmers Welfare	3548	98894	102442	101707	735
5	Central Board of Direct Taxes (Income Tax)	10804	59165	69969	60264	9705
6	Ministry of Railways (Railway Board)	3148	57898	61046	58300	2746
7	Department of Telecommunications	721	53143	53864	53241	623
8	Ministry of Home Affairs	1436	50638	52074	50795	1279
9	Department of Posts	1638	48331	49969	48869	1100
10	Department of Ex Servicemen Welfare	4035	46261	50296	47185	3111

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	721789	724789	723867	922
2	Ministry of Labour and Employment	4920	162576	167496	161342	6154
3	Department of Financial Services (Banking Division)	8374	141733	150107	143966	6141
4	Department of Agriculture and Farmers Welfare	3548	98894	102442	101707	735
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8	Ministry of Home Affairs	1436	50638	52074	50795	1279
9	Department of Posts	1638	48331	49969	48869	1100
10	Department of Ex Servicemen Welfare	4035	46261	50296	47185	3111

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10804	59165	69969	60264	9705
2	Ministry of Labour and Employment	4920	162576	167496	161342	6154
3	Department of Financial Services (Banking Division)	8374	141733	150107	143966	6141
4	Department of Ex Servicemen Welfare	4035	46261	50296	47185	3111
5	Ministry of Railways (Railway Board)	3148	57898	61046	58300	2746
6	Department of Defence Finance	913	29119	30032	28211	1821
7	Department of Health & Family Welfare	2195	32752	34947	33316	1631
8	Ministry of Home Affairs	1436	50638	52074	50795	1279
9	Ministry of Housing and Urban Affairs	1423	45922	47345	46097	1248
10	Unique Identification Authority of India	754	19729	20483	19319	1164
11	Department of Posts	1638	48331	49969	48869	1100

**Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than  
21 Days – January to November, 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	59165	69969	60264	9705	6594
2	Department of Ex Servicemen Welfare	4035	46261	50296	47185	3111	1145
3	Department of Defence Finance	913	29119	30032	28211	1821	1048
4	Ministry of Labour and Employment	4920	162576	167496	161342	6154	892
5	Ministry of Railways (Railway Board)	3148	57898	61046	58300	2746	882
6	Ministry of Home Affairs	1436	50638	52074	50795	1279	881
7	Department of Financial Services (Banking Division)	8374	141733	150107	143966	6141	704
8	Department of Health & Family Welfare	2195	32752	34947	33316	1631	699
9	Ministry of Housing and Urban Affairs	1423	45922	47345	46097	1248	424

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
10	Department of Rural Development	3000	721789	724789	723867	922	373

## Annexure 2: Average Closing Time – January to November, 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	3447	71
2	Central Board of Direct Taxes (Income Tax)	60264	66
3	Department of Fertilizers	522	54
4	Department of School Education and Literacy	15099	45
5	Ministry of Culture	2276	39
6	Department of Defence Production	1849	37
7	Department of Youth Affairs	589	37
8	Department of Animal Husbandry, Dairying	1567	36
9	Department of Agriculture Research and Education	1404	36
10	Department of Military Affairs	4149	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	1553	2
2	Ministry of Cooperation	4469	3
3	Department of Land Resources	3467	3
4	NITI Aayog	2916	3
5	Department of Rural Development	723867	5
6	Department of Food and Public Distribution	10077	5
7	Department of Public Enterprises	504	5
8	Department of Telecommunications	53241	6
9	Department of Agriculture and Farmers Welfare	101707	7
10	Department of Financial Services (Pension Reforms)	2458	7

### Annexure 3: Status of Appeals – January to November, 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	3596	6490	789	5701
2	Central Board of Direct Taxes (Income Tax)	2202	7673	9875	7326	2549
3	Department of Financial Services (Banking Division)	1535	32868	34403	32277	2126
4	Ministry of Labour and Employment	781	36382	37163	36129	1034
5	Department of Social Justice and Empowerment	1524	694	2218	1225	993
6	Department of Defence Finance	796	5423	6219	5364	855
7	Department of Consumer Affairs	506	3240	3746	3015	731
8	Department of Ex Servicemen Welfare	419	7128	7547	6873	674
9	Ministry of Railways (Railway Board)	790	14516	15306	14720	586
10	Ministry of Petroleum and Natural Gas	370	3429	3799	3272	527

#### 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	42	1
3	Department of Empowerment of Persons with Disabilities	587	3
4	Ministry of Cooperation	1053	4
5	Department of Telecommunications	13910	5
6	Department of School Education and Literacy	2277	5
7	Ministry of Drinking Water and Sanitation	451	5
8	Department of Pension and Pensioners Welfare	229	5
9	Ministry of Labour and Employment	36129	7
10	Department of Posts	9410	9

### 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	2085	1951	645	33.06%
2	Department of Atomic Energy	1464	1431	450	31.45%
3	Department of Scientific & Industrial Research	1219	1184	345	29.14%
4	Department of Financial Services (Insurance Division)	22031	21368	5873	27.49%
5	Ministry of Civil Aviation	6049	5843	1595	27.30%
6	Ministry of Steel	1150	1067	291	27.27%
7	Central Board of Indirect Taxes and Customs	13894	13715	3684	26.86%
8	Department of Telecommunications	53864	53241	13910	26.13%
9	Ministry of Earth Sciences	319	287	73	25.44%
10	Ministry of Railways (Railway Board)	61046	58300	14516	24.90%

#### Annexure 4: Indicator-based Root Cause Analysis – November, 2024

A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministries and Departments is presented. All 11 Indicators spread across four dimensions used in developing GRAI are analysed and presented with indicator scores for all 90 Ministries and Departments. For a quick visual interpretation, the indicator-wise performance of all the Ministries and Departments is presented through colour coding which is based on the percentile normalised score achieved by the respective Ministries and Departments.

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
1	Ministry of Labour and Employment	27.96	18.80	63.99	59.25	75.61	60.00	0.00	11.00	53.37	21.25	79.61
2	Department of Financial Services (Banking Division)	14.19	7.98	48.26	47.80	63.33	64.14	0.07	17.00	47.16	22.69	53.36
3	Department of Agriculture and Farmers Welfare	0.09	56.06	42.27	80.50	71.43		0.00	7.00	65.37	4.22	91.02
4	Department of Telecommunications	6.89	9.02	83.04	88.23	75.00	92.21	0.00	5.00	48.60	24.72	89.99
5	Central Board of Direct Taxes (Income Tax)	14.95	1.22	81.62	10.57	61.25	11.11	0.07	73.00	59.43	12.03	18.87
6	Ministry of Railways ( Railway Board)	6.49	2.24	45.54	47.89	64.86	69.64	0.05	18.00	40.89	22.07	60.92
7	Department of Posts	0.69	4.35	76.58	71.45	40.00	89.69	0.00	9.00	56.55	15.35	76.81
8	Department of Ex Servicemen Welfare	5.18	2.98	16.77	35.57	71.43	0.00	0.24	27.00	50.24	14.24	29.38
9	Ministry of Home Affairs	2.53	6.38	57.97	24.86	75.28	65.00	0.19	10.00	32.11	5.79	30.88
10	Department of Health & Family Welfare	21.78	4.70	33.23	28.19	54.55	45.95	0.00	16.00	39.41	10.36	63.28
11	Ministry of Road Transport and Highways	0.32	5.07	62.24	49.73	78.79	75.00	0.00	9.00	31.05	14.15	72.47
12	Ministry of Micro Small and Medium Enterprises	0.20	15.31	17.42	69.37		25.00	0.00	3.00	57.14	2.63	36.97
13	Unique Identification Authority of India	0.16	71.15	81.48	44.04	100.00		3.70	14.00	51.62	20.39	55.32
14	Department of Financial Services (Insurance Division)	11.39	6.09	73.04	62.19	56.52	50.00	0.00	10.00	38.88	27.62	42.62

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
15	Department of Defence Finance	8.39	2.51	24.67	27.09	50.00	33.33	0.88	33.00	57.91	27.71	22.87
16	Ministry of Housing and Urban Affairs	0.18	1.21	29.76	30.28	60.38	46.43	0.00	18.00	38.79	16.31	39.32
17	Ministry of Petroleum and Natural Gas	6.33	2.56	45.44	37.36	47.37	91.16	0.00	24.00	63.38	13.41	28.93
18	Ministry of Skill Development and Entrepreneurship	0.14	21.73	26.87	74.62	0.00	100.00	0.00	7.00	49.31	4.74	39.05
19	Department of Consumer Affairs	6.17	33.98	47.62	36.85	50.00	72.97	0.00	19.00	35.31	22.78	0.00
20	Department of Higher Education	32.57	2.83	46.67	34.67	66.67	50.00	0.00	20.00	41.64	20.43	60.66
21	Department of Rural Development	0.24	0.14	2.47	32.24	63.64	0.00	0.00	22.00	55.10	18.90	16.62
22	Ministry of External Affairs	11.14	2.52	14.05	48.52	47.62	33.33	0.00	11.00	54.97	21.47	66.51
23	Department of Personnel and Training	0.35	9.52	47.93	39.45	55.36	25.00	0.00	10.00	41.18	5.31	62.89
24	Department of Defence	34.68	1.10	23.46	35.52	58.33	63.64	0.00	11.00	36.08	0.00	
25	Ministry of Corporate Affairs	17.71	10.69	61.70	39.35	44.44	67.50	0.00	14.00	31.72	22.88	0.00
26	Department of Food and Public Distribution	21.83	13.81	46.88	79.79	50.00	89.84	0.00	4.00	51.20	19.77	79.26
27	Department of School Education and Literacy	30.35	4.24	50.74	31.87	75.00	80.00	0.00	23.00	41.42	16.54	13.04
28	Department of Justice	39.54	97.38	25.00	34.45	76.36	87.50	0.00	5.00	22.00	3.06	54.29
29	Ministry of Panchayati Raj	0.00	70.09	72.73	59.10	55.56	100.00	0.00	12.00	40.91	21.98	63.43
30	Central Board of Indirect Taxes and Customs	4.26	1.49	99.01	69.87	66.67	72.73	0.00	9.00	46.39	17.55	72.68
31	Ministry of Electronics & Information Technology	2.97	4.18	21.30	61.13	75.00	75.00	0.00	9.00	52.36	11.74	57.59
32	Ministry of Women and Child Development	9.37	17.69	60.00	41.13	54.05		0.00	12.00	43.45	14.80	80.77
33	Ministry of Environment, Forest and Climate Change	16.03	4.73	43.75	38.94	55.17		0.00	11.00	46.94	7.87	60.71
34	Department of Social Justice and Empowerment	0.52	7.18	67.50	31.73	72.73	60.00	0.00	13.00	31.58	11.69	39.67
35	Department of Revenue	0.57	13.82	100.00	59.15	90.00	50.00	0.00	6.00	14.29	5.00	74.19

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
36	Ministry of Drinking Water and Sanitation	0.21	1.67	21.33	47.35	83.33	100.00	0.00	17.00	35.26	25.52	60.22
37	Ministry of Civil Aviation	0.00	1.20	29.55	47.86	40.00	25.00	0.00	19.00	38.21	24.00	61.03
38	NITI Aayog	0.00	5.56	13.64	53.33	100.00		0.00	1.00	0.00	0.56	50.00
39	Ministry of Cooperation	25.14	16.67	33.33	69.05	100.00	72.73	0.00	7.00	31.71	24.07	80.37
40	Ministry of Power	0.29	0.80	16.05	19.61	88.89	100.00	0.00	21.00	42.42	18.77	23.81
41	Ministry of Minority Affairs	0.93	5.55	68.97	59.67	50.00		0.00	20.00	56.08	8.92	65.15
42	Department of Land Resources	0.00	29.27	36.36	60.38	100.00		0.00	2.00		0.00	
43	Ministry of Tribal Affairs	0.00	3.64	13.10	30.77	0.00		0.00	14.00	56.86	13.33	43.75
44	Department of Military Affairs	26.51	0.28	25.09	26.72	47.06	66.67	0.00	42.00	32.93	28.70	69.70
45	Department of Commerce	43.60	2.75	26.67	43.31	14.29	83.33	0.00	9.00	54.17	5.73	0.00
46	Staff Selection Commission	31.39	10.54	84.62	34.57	0.00	100.00	0.00	20.00	54.55	7.38	49.21
47	Ministry of Coal	0.00	0.41	19.03	42.93	100.00	100.00	0.17	16.00	51.79	0.00	
48	Ministry of Information and Broadcasting	1.29	2.01	43.10	26.49	66.67		0.00	17.00	32.65	17.54	36.36
49	Department of Legal Affairs	2.71	11.63	21.05	34.38	86.67		0.00	11.00	25.00	0.00	
50	Department of Empowerment of Persons with Disabilities	2.39	7.21	68.97	58.82	100.00		0.00	7.00	53.13	25.33	97.78
51	Department of Financial Services (Pension Reforms)	52.45	40.80	40.00	58.99	100.00		0.00	8.00	62.50	3.41	0.00
52	Ministry of Water Resources, River Development & Ganga Rejuvenation	20.62	1.26	32.47	12.44	100.00	0.00	0.00	15.00	43.18	9.94	63.89
53	Department of Economic Affairs ACC Division	16.94	3.33	21.82	1.78	40.00	41.94	0.00	48.00	40.00	1.74	5.88
54	Ministry of Tourism	10.50	2.48	28.77	61.11	57.14	93.75	0.00	9.00	38.30	16.23	48.21
55	Ministry of Culture	1.29	0.98	26.58	14.58	0.00	0.00	0.00	39.00	32.35	15.69	80.42
56	Ministry of Ayush	1.31	3.33	56.52	59.21	100.00		0.00	9.00	52.00	15.94	60.00
57	Department for Promotion of Industry and Internal Trade	17.88	1.76	29.07	36.32	0.00	100.00	0.00	15.00	48.15	12.50	75.68
58	Department of Defence Production	6.72	0.59	30.13	13.22	42.86	40.00	0.00	35.00	35.29	46.34	21.54



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59	Ministry of New and Renewable Energy	0.76	3.74	25.71	57.69			0.00	13.00	44.12	16.06	48.28
60	Department of Animal Husbandry, Dairying	20.33	3.73	21.21	12.08	46.15	100.00	0.00	31.00	47.06	11.43	34.21
61	Ministry of Steel	0.90	1.26	28.41	21.43		100.00	0.00	24.00	30.43	31.76	47.62
62	Department of Expenditure	13.73	2.13	45.83	20.69	50.00	0.00	0.00	24.00	62.50	8.73	0.00
63	O/o the Comptroller & Auditor General of India	1.08	0.70	55.30	11.54	33.33	0.00	0.00	32.00	31.03	29.09	45.71
64	Department of Sports	0.00	1.92	45.83	28.32	25.00		0.00	80.00	27.27	20.93	18.92
65	Department of Agriculture Research and Education	2.20	0.34	18.49	6.97	0.00	100.00	0.38	35.00	60.00	17.95	70.00
66	Department of Heavy Industry	27.78	1.50	41.67	73.58	100.00	100.00	0.00	11.00	52.38	24.32	94.87
67	Ministry of Shipping	15.91	1.10	48.75	17.97	100.00	40.00	0.00	26.00	30.00	0.00	
68	Department of Atomic Energy	1.16	1.25	62.32	61.90	50.00	60.00	0.00	10.00	46.15	22.99	96.30
69	Legislative Department	0.00	2.43	8.57	7.44	37.50		0.00	26.00	0.00	13.16	0.00
70	Ministry of Parliamentary Affairs	1.22	5.13	12.50	91.11	100.00		6.25	3.00	25.00	14.29	76.92
71	Ministry of Mines	14.10	1.86	28.57	43.48	100.00	100.00	0.00	11.00	0.00	0.00	
72	Department of Pharmaceuticals	2.70	2.85	46.15	50.00			0.00	16.00	53.85	23.08	25.00
73	Department of Health Research	17.46	0.46	10.95	15.12	0.00	0.00	0.00	15.00	25.00	4.65	35.71
74	Department of Fertilizers	21.31	1.69	55.56	48.61			0.00	16.00	54.55	15.38	57.78
75	Department of Science and Technology	1.75	0.55	33.98	30.77		100.00	0.00	12.00	55.56	9.62	22.22
76	Ministry of Textiles	5.36	0.89	34.92	35.53	0.00		0.00	24.00	31.25	26.67	27.27
77	Department of Investment & Public Asset Management	62.50	6.00	62.50	52.38	100.00		0.00	6.00	0.00	2.04	0.00
78	Department of Youth Affairs	0.00	2.21	73.68	16.16	100.00	0.00	0.00	42.00	60.00	10.20	16.67
79	Department of Fisheries	29.27	2.93	35.71	28.57			0.00	9.00	33.33	3.57	50.00
80	Department of Public Enterprises	0.00	3.64	27.27	58.82		92.31	0.00	2.00		0.00	0.00
81	Department of Defence Research and Development	3.33	0.31	7.22	20.55	100.00		0.00	30.00	31.58	29.41	68.18

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82	Ministry of Food Processing Industries	52.17	0.72	25.00	50.00			0.00	11.00	50.00	0.00	0.00
83	Department of Space	4.35	1.15	80.00	8.70	100.00		0.00	33.00	50.00	24.00	34.09
84	Department of Scientific & Industrial Research	0.00	0.21	31.43	25.86	0.00		0.00	33.00	33.33	77.78	93.81
85	Department of Chemicals and Petrochemicals	0.00	1.67	50.00	54.55	100.00	100.00	0.00	9.00	33.33	7.14	0.00
86	Ministry of Earth Sciences	17.65	0.59	13.79	7.32	100.00	0.00	0.00	39.00	50.00	44.44	50.00
87	Ministry of Statistics and Programme Implementation	6.67	0.18	25.61	15.15			0.00	17.00	66.67	7.14	33.33
88	Department of Bio Technology	0.00	0.13	6.60	3.57			0.00	7.00	50.00	0.00	78.57
89	Department of Official Language	20.00	0.83	50.00	23.08			0.00	32.00	0.00	8.33	100.00
90	Ministry of Development of North Eastern Region	0.00	0.56	31.25	14.29			0.00	6.00	60.00	0.00	0.00

**Legends for Colour Code:**

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 30			5 - 10	
	25-50			30 - 45			10 - 15	
	<25			> 45			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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