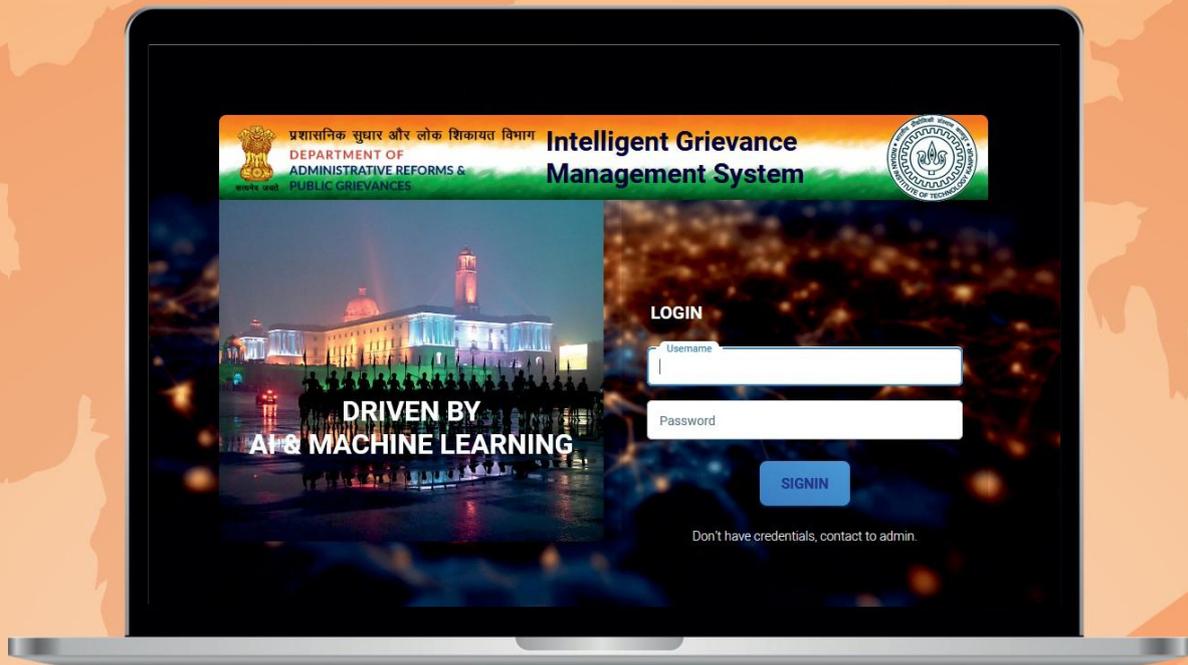




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES



CPGRAMS

Monthly Report – Central Ministries/Departments

December 2024

[Report Number 32]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

Dr Jitendra Singh, Hon'ble MoS (PP), chaired the Year-end Review Meeting on “**Effective Redressal of Public Grievances 2024**” held on 30th December, 2024.

He also released the **CPGRAMS Annual Report 2024** during the Good Governance Week event held on 25th December 2024.

Monthly review meeting under the under the chairmanship of **Secretary, DARPG**, was held on 18th December, 2024, with the Nodal Officers of all the Central Ministries/Departments.

To facilitate a senior level review of PG cases in each Ministry/Department a separate module in CPGRAMS is being operationalized.

In December 2024, a total of **1,17,061 grievances** were filed with the Central Ministries/Departments.

A significant **1,13,131 grievances** were disposed in the month, making December the **30th month in a row** where disposal crossed 1 lakh cases in the Central Secretariat, showcasing the system's efficiency, while **58,138 grievances** remain pending, as on 31st December, 2024.

31% of the accounted grievances, were directed towards key departments such as the **Ministry of Labour & Employment, Department of Financial Services (Banking Division), and Department of Agriculture and Farmer's Welfare**. The Average Grievance Redressal for all Ministries/Departments in the year 2024, from 1st January, 2024 to 31st December, 2024 stood at **13 days**.

Grievances registered via **Common Service Centers** increased from 6,537 grievances in the month of November, 2024 to **6,674 grievances** in the month of December, 2024.

The number of new user registrations on CPGRAMS for December, 2024, total to **56,490**, a growth that can be attributed to increased public awareness and confidence in the grievance redressal process.

Public grievance appeals in December numbered **20,166**, while **18,202 appeals** were disposed of and **24,071** pending, as on 31st December, 2024.

The Feedback Call Centre collected **47,238 feedbacks** in December, 2024.

61% citizens expressed satisfaction with the resolution provided on their grievances for the Top 10 Central Ministries/Departments in December 2024.

1.1. Data Summary



Grievances – December, 2024

<i>Received</i>	<i>Disposed</i>	<i>Pending</i>
1,17,061	1,13,131	58,138



Top Receiving Ministries/Departments



Average Days taken for resolution

13 Days



New User Registrations

56,490 new users



Grievance Redressal Assessment and Index –
December 2024

Group A (more than equal to 500 grievances)

- Department of Telecommunication
- Department of Posts
- NITI Aayog

Group B (less than 500 grievances)

- Department of Land Resources
- Department of Empowerment of Persons with Disabilities
- Department of Public Enterprises



Feedback Collected – December, 2024

Overall Feedback collected – **47,238**



Satisfaction Rate

Central Ministries/Departments – **61%**
(citizen satisfaction % for top 10 Ministries/Departments)

PRAGATI Review Meeting December, 2024



Hon'ble Prime Minister at the 45th edition of PRAGATI, 26th December, 2024

Hon'ble Prime Minister Shri Narendra Modi on 26th December, 2024 chaired the meeting of the 45th edition of PRAGATI, the ICT-based multi-modal platform for Pro-Active Governance and Timely Implementation, involving Centre and State governments.

During the interaction, Prime Minister reviewed Public Grievances related to the Banking & Insurance Sector. While Prime Minister noted the reduction in the time taken for disposal, he also emphasized on the quality of disposal of the grievances and directed that all senior officers review grievances periodically.

Year-end review of 'Effective Redressal of Public Grievances 2024'



Hon'ble MoS (PP) Dr Jitendra Singh



Officials at the Year-end Review

Hon'ble Minister of State for Personnel, Public Grievances and Pensions Dr Jitendra Singh chaired the year-end review meeting on "Effective Redressal of Public Grievances 2024". The review meeting was attended by more than 350 distinguished participants - the Nodal Appellate Officers and Nodal Public Grievance Officers from all the Central Ministries/Departments.

Discussions centered on the annual performance in grievance redressal, appeal redressal and key interventions to further enhance the effectiveness of grievance and appeal handling.

Hon'ble MoS (PP) highlighted major milestones of CPGRAMS:

- Increased public interest in grievance redressal mechanism of the nation, with CPGRAMS emerging as a key success story
- Through efforts, influence, and reach of CPGRAMS - the term 'grievance' has created a deterrent effect, leading to positive governance outcomes.
- Adoption of whole-of-government approach through integration, resulting in breakdown of silos.
- CPGRAMS has ushered in a new wave of democratization and enlightenment in governance frameworks.

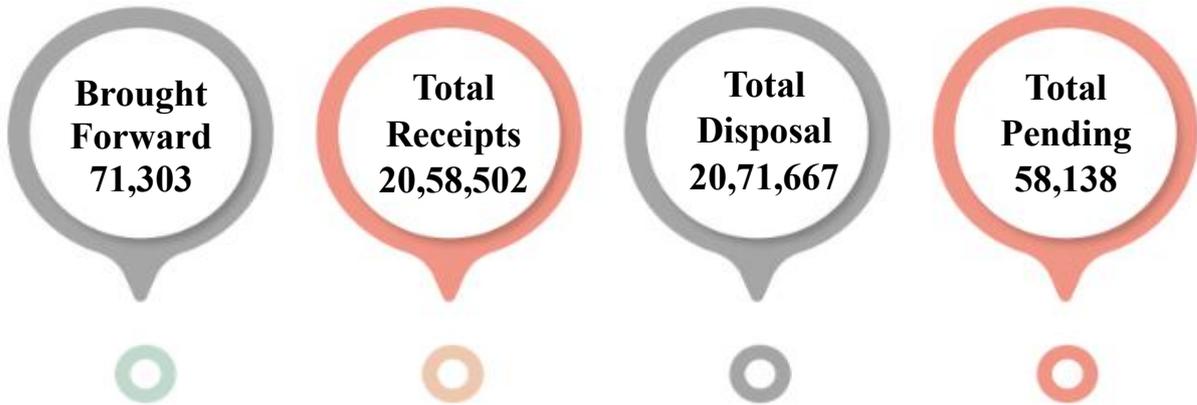
Hon'ble MoS (PP) concluded his address by emphasizing the need to exchange best practices, ideas, and experiences through workshops, seminars and meetings.

Internal Review of Department of Financial Services (DFS)

Secretary, Department of Financial Services (DFS), chaired a meeting on January 01, 2025 and reviewed 20 randomly-selected public grievances resolved by Public Sector Banks (PSBs) and insurance companies to assess resolution quality. The meeting was also attended by complainants, PSBs, insurance companies and regulators.

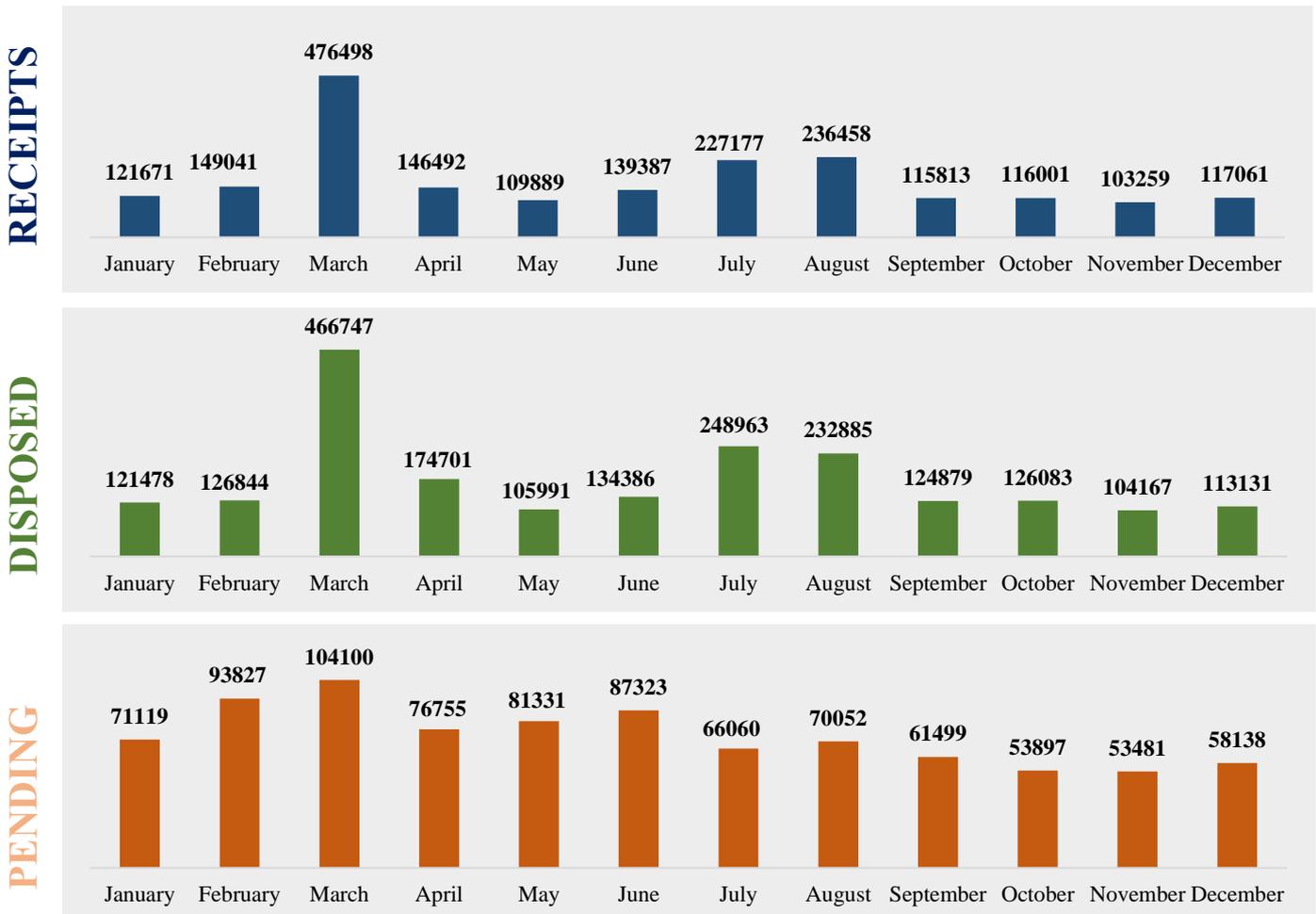
2. Review of Status of Grievances

2.1. Overview



Time Period: 01/01/2024 to 31/12/2024

2.2. Month-wise Status of Grievances



3. Grievance Redressal Assessment and Index – December, 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 **1st December, 2024 to 31st December, 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 Telecommunications	632	5347	5489	490	0.773	1
2	Department of Posts	1108	4963	4797	1274	0.77	2
3	NITI Aayog	29	660	677	12	0.76	3
4	Department of Revenue	62	679	674	67	0.759	4
5	Central Board of Indirect Taxes and Customs	186	983	989	180	0.748	5
6	Ministry of Micro Small and Medium Enterprises	609	2097	2460	246	0.748	6
7	Ministry of Skill Development and Entrepreneurship	354	1585	1472	467	0.711	7
8	Department of Agriculture and Farmers Welfare	740	5917	5770	887	0.696	8
9	Department of Food and Public Distribution	131	1114	1157	88	0.657	9
10	Department of Social Justice and Empowerment	262	713	771	204	0.646	10
11	Ministry of Road Transport and Highways	740	2585	2405	920	0.632	11
12	Ministry of Electronics & Information Technology	215	942	910	247	0.631	12
13	Ministry of Panchayati Raj	257	897	916	238	0.63	13
14	Department of Defence	561	1510	1526	545	0.625	14
15	Ministry of Labour and Employment	6181	17256	16495	6942	0.614	15
16	Ministry of Environment, Forest and Climate Change	285	525	596	214	0.611	16
17	Department of Financial Services (Insurance Division)	666	2061	2007	720	0.61	17
18	Ministry of Home Affairs	1331	4797	4754	1374	0.597	18
19	Department of Health & Family Welfare	1667	3423	3393	1697	0.591	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of External Affairs	760	1396	1389	767	0.587	20
21	Ministry of Petroleum and Natural Gas	981	1660	1413	1228	0.585	21
22	Department of Financial Services (Banking Division)	6365	13370	13150	6585	0.585	22
23	Department of Personnel and Training	416	1418	1306	528	0.582	23
24	Ministry of Women and Child Development	317	719	690	346	0.578	24
25	Department of Ex Servicemen Welfare	3123	3919	4024	3018	0.578	25
26	Ministry of Railways (Railway Board)	2771	5288	5310	2749	0.575	26
27	Ministry of Drinking Water and Sanitation	238	681	651	268	0.558	27
28	Unique Identification Authority of India	1165	2974	2357	1782	0.546	28
29	Department of Defence Finance	1891	1790	2094	1587	0.537	29
30	Department of Consumer Affairs	847	1499	1447	899	0.508	30
31	Department of School Education and Literacy	478	1046	934	590	0.507	31
32	Department of Higher Education	712	1742	1467	987	0.502	32
33	Central Board of Direct Taxes (Income Tax)	9717	5608	5905	9420	0.492	33
34	Ministry of Corporate Affairs	560	1117	987	690	0.492	34
35	Department of Justice	242	930	782	390	0.462	35
36	Department of Rural Development	921	2210	1325	1806	0.448	36
37	Ministry of Housing and Urban Affairs	1260	2095	1614	1741	0.447	37

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	23	423	438	8	0.889	1
2	Department of Empowerment of Persons with Disabilities	85	288	255	118	0.74	2
3	Department of Public Enterprises	8	46	46	8	0.728	3
4	Ministry of Parliamentary Affairs	5	127	130	2	0.682	4
5	Department of Pharmaceuticals	41	93	103	31	0.679	5
6	Department of Legal Affairs	90	283	285	88	0.677	6
7	Department of Heavy Industry	14	125	122	17	0.66	7
8	Ministry of Tourism	66	201	244	23	0.66	8
9	Department of Commerce	122	326	359	89	0.646	9
10	Ministry of Development of North Eastern Region	7	10	14	3	0.637	10
11	Department of Science and Technology	36	91	80	47	0.631	11
12	Ministry of Mines	46	117	110	53	0.628	12
13	Ministry of Minority Affairs	129	353	259	223	0.623	13
14	Ministry of Tribal Affairs	207	344	459	92	0.612	14
15	Ministry of Coal	149	444	393	200	0.61	15
16	Ministry of Shipping	88	119	150	57	0.609	16
17	Department of Financial Services (Pension Reforms)	58	301	314	45	0.604	17
18	Ministry of Power	215	447	490	172	0.598	18
19	Ministry of Statistics and Programme Implementation	25	38	44	19	0.588	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Bio Technology	27	14	3	38	0.585	20
21	Ministry of Ayush	55	154	158	51	0.585	21
22	Department of Investment & Public Asset Management	11	61	70	2	0.582	22
23	Ministry of Food Processing Industries	4	31	12	23	0.572	23
24	Department of Fertilizers	30	42	48	24	0.569	24
25	Department of Official Language	4	17	14	7	0.564	25
26	Staff Selection Commission	191	461	315	337	0.556	26
27	Department of Defence Research and Development	43	73	70	46	0.545	27
28	Department of Fisheries	19	29	33	15	0.54	28
29	Ministry of Water Resources, River Development & Ganga Rejuvenation	124	210	229	105	0.533	29
30	Ministry of Cooperation	94	377	277	194	0.527	30
31	Department of Atomic Energy	33	162	141	54	0.523	31
32	Department of Chemicals and Petrochemicals	5	21	22	4	0.515	32
33	Ministry of Textiles	39	93	63	69	0.513	33
34	Department of Sports	92	106	133	65	0.501	34
35	Ministry of Earth Sciences	32	25	30	27	0.492	35
36	Ministry of Steel	83	75	100	58	0.49	36
37	Ministry of Civil Aviation	207	430	363	274	0.486	37
38	Department of Expenditure	62	219	114	167	0.486	38
39	Department of Military Affairs	313	410	432	291	0.471	39
40	Ministry of New and Renewable Energy	41	149	130	60	0.47	40
41	Legislative Department	88	74	85	77	0.467	41

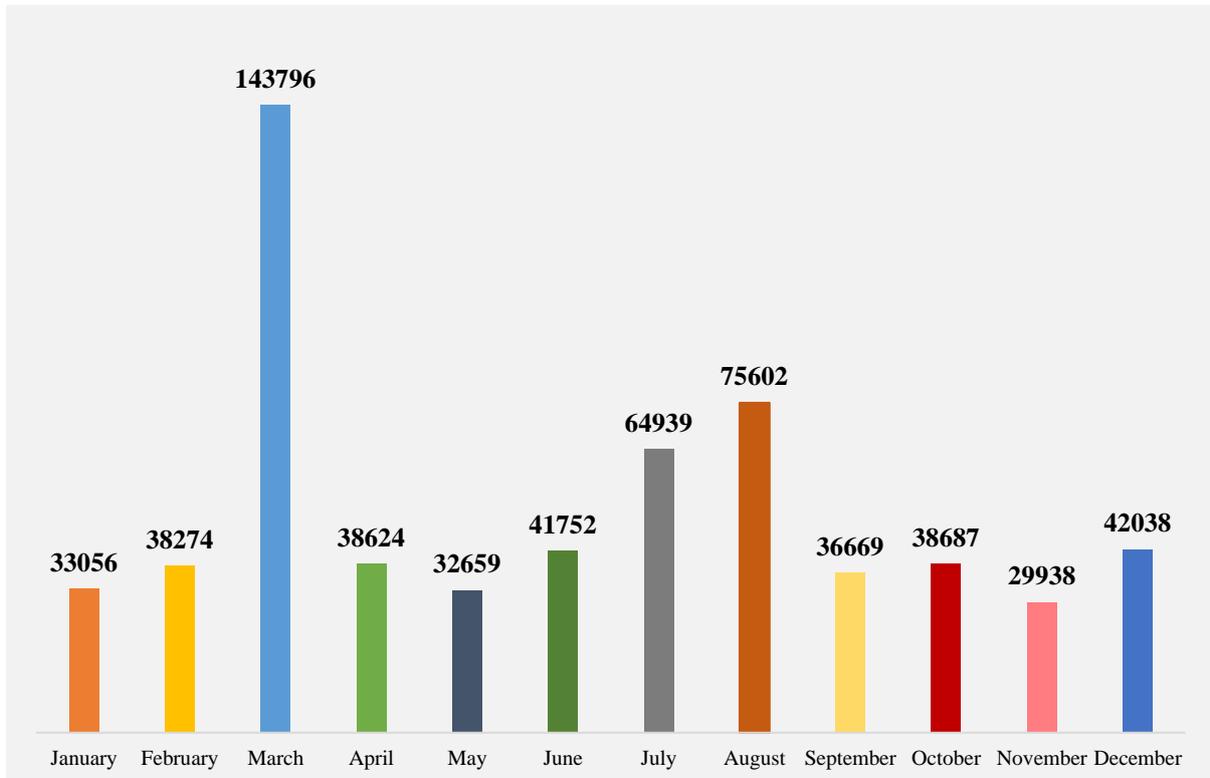
S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
42	Ministry of Information and Broadcasting	196	332	355	173	0.464	42
43	Department of Animal Husbandry, Dairying	96	149	101	144	0.458	43
44	Department of Defence Production	177	136	168	145	0.454	44
45	Department of Youth Affairs	55	53	62	46	0.452	45
46	Ministry of Culture	203	246	238	211	0.448	46
47	Department of Health Research	65	66	102	29	0.439	47
48	Department of Space	31	114	25	120	0.416	48
49	Department of Agriculture Research and Education	228	188	136	280	0.41	49
50	Department of Economic Affairs ACC Division	360	235	196	399	0.405	50
51	O/o the Comptroller & Auditor General of India	134	219	133	220	0.398	51
52	Department of Scientific & Industrial Research	35	89	89	35	0.386	52
53	Department for Promotion of Industry and Internal Trade	95	154	118	131	0.163	53

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.

- **User Registration on CPGRAMS in the last 12 months:**

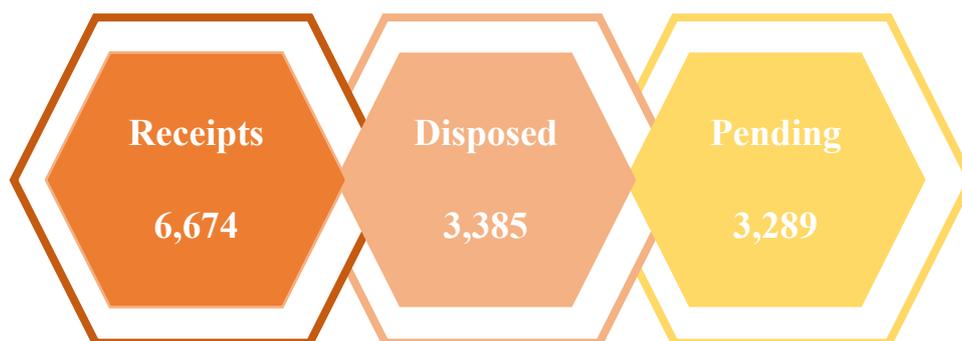
S. No.	Month	Total New User Registration in 2024
1	January	49,543
2	February	50,109
3	March	1,62,135
4	April	53,134
5	May	49,486
6	June	64,367
7	July	79,848
8	August	90,684
9	September	50,393
10	October	50,940
11	November	39,999
12	December	56,490
TOTAL		7,97,128

User-Registrations through CPGRAMS Portal



5. Outreach through Common Service Centres

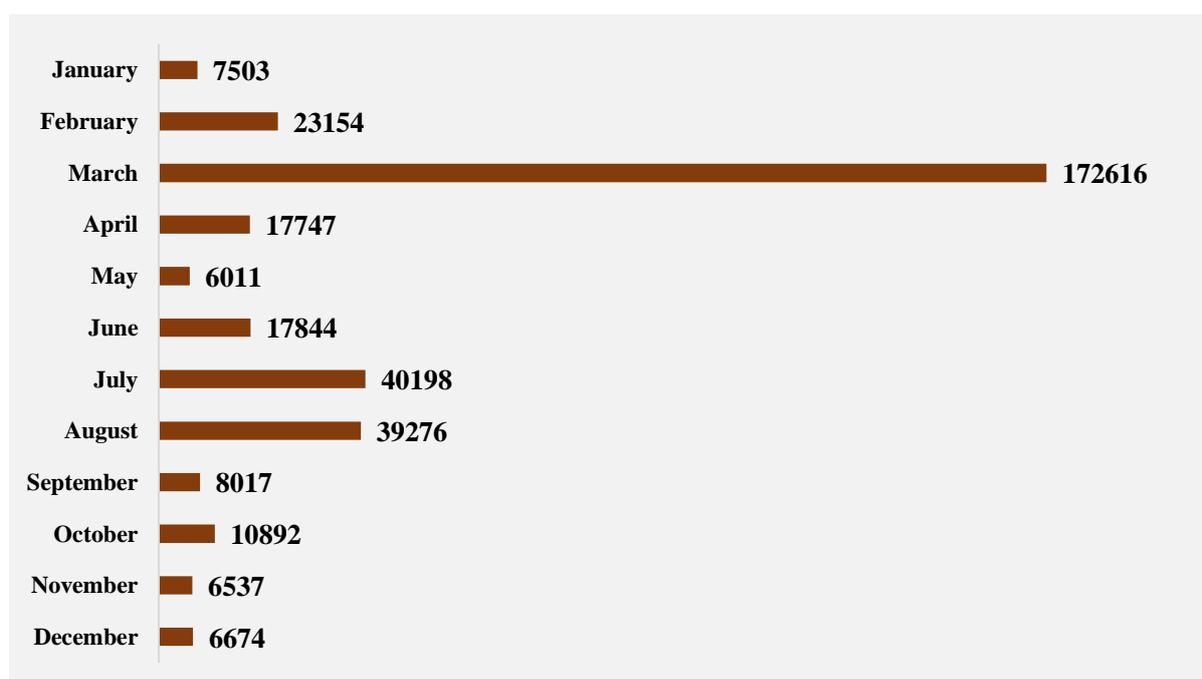
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



Time Period: 01/12/2024 to 31/12/2024

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 6,674 grievances have been registered through the Common Service Centres in the month of December, 2024



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

1.	PMKISAN related issues	2,408
2.	Public Distribution System related	148
3.	Rural Development Schemes related	144
4.	Non Updation of AADHAR	116
5.	Pradhan Mantri Gram Sadak Yojana	105

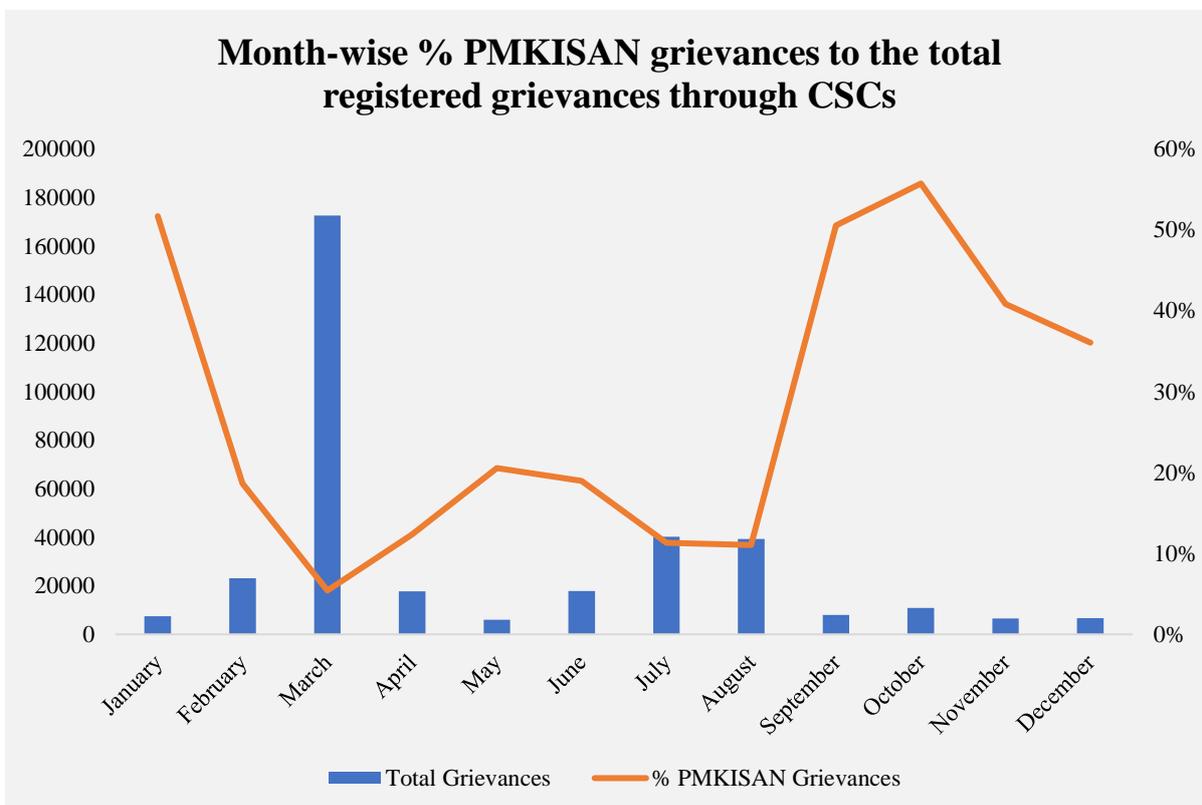
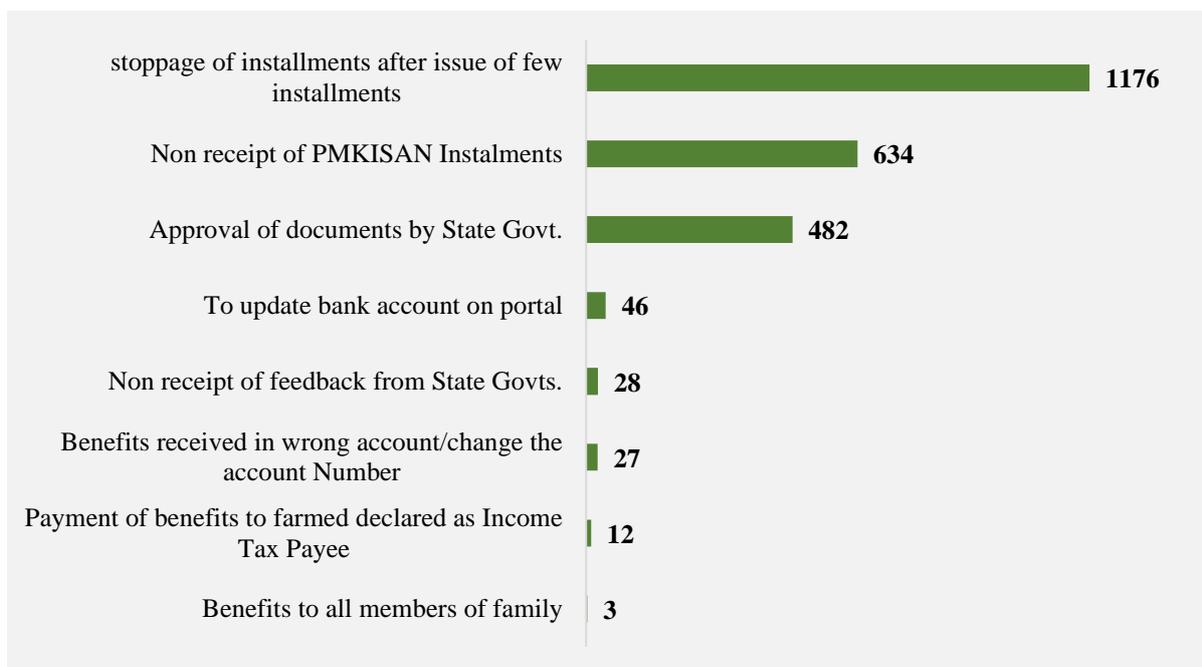
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Agriculture and Farmers Welfare	2457	PMKISAN related issues	2408	98.01%
			Crop Insurance Scheme	9	0.37%
2	Department of Financial Services (Banking Division)	372	Misbehaviour/Harrassment/Corruption by Bank Staff	58	15.59%
			Fraud	42	11.29%
3	Ministry of Labour and Employment	300	PF Withdrawal	95	31.67%
			Others (EPFO)	65	21.67%
4	Unique Identification Authority of India	276	Non Updation of AADHAAR	116	42.03%
			Non Enrolment and Non Generation of Aadhaar	65	23.55%
5	Department of Rural Development	198	Pradhan Mantri Gram Sadak Yojana	105	53.03%
			District Rural Development Agency	51	25.76%
6	Department of Food and Public Distribution	163	Public Distribution System related	148	90.80%
7	Department of Health & Family Welfare	152	Health Schemes	68	44.74%
			Food Regulation	20	13.16%
8	Department of Telecommunications	151	Mobile Related	84	55.63%
			Broadband Related	19	12.58%
9	NITI Aayog	144	Rural Development Schemes related	144	100.00%
10	Department of Posts	106	Delay/ Non - Delivery/Abstraction of Postal Articles	70	66.04%
			Financial Scheme Related	22	20.75%

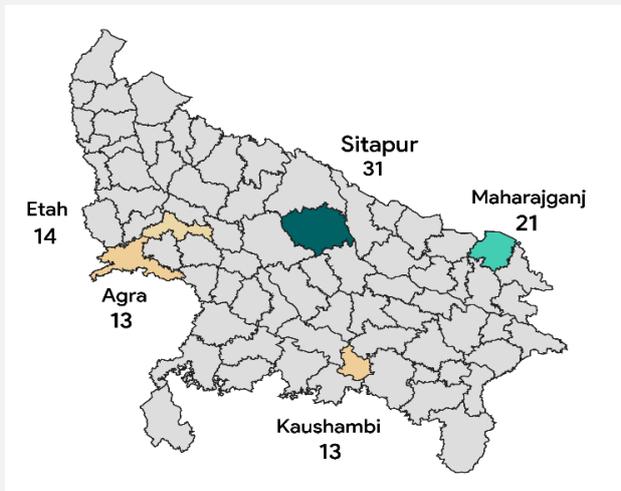
PM-KISAN Scheme related Grievances

A total of 2,408 grievances were registered for the PMKISAN scheme in the month of **December, 2024**, through CSCs.

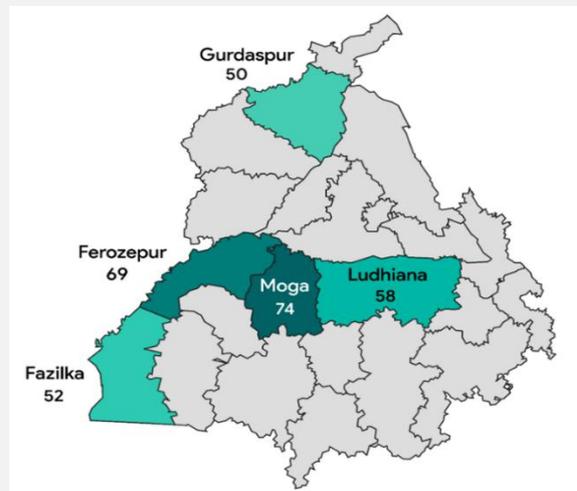
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in December, 2024:**



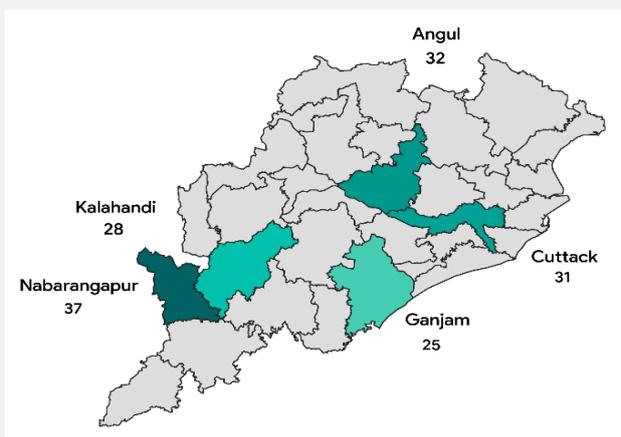
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in December, 2024:



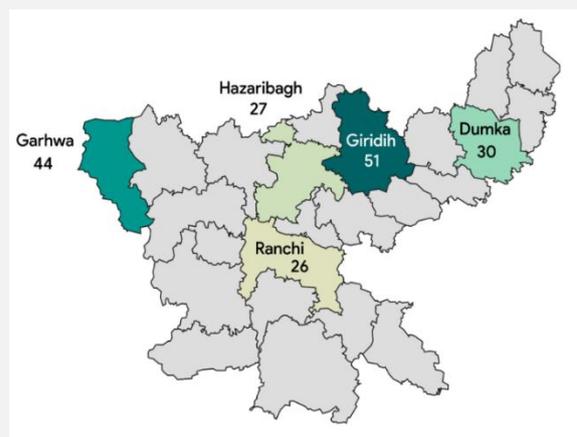
Uttar Pradesh



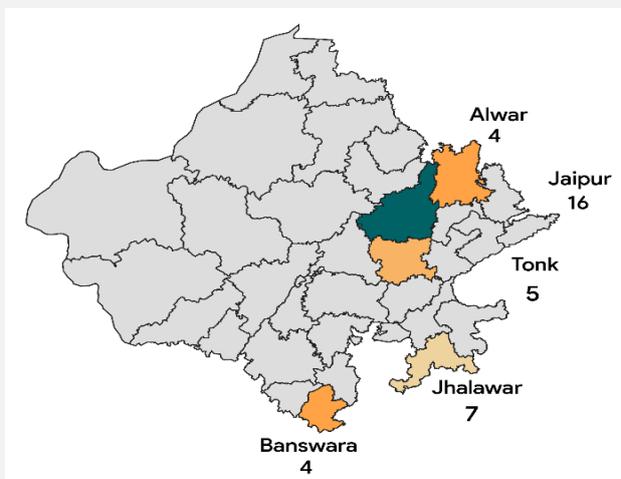
Punjab



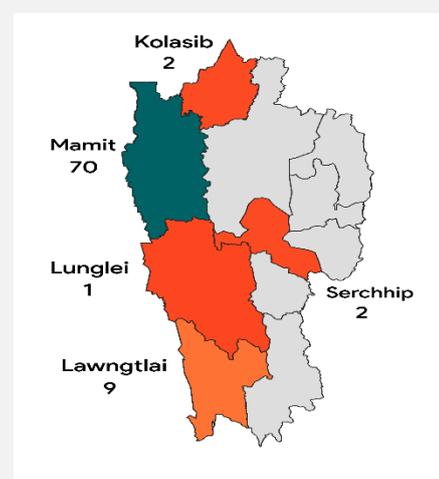
Odisha



Jharkhand



Rajasthan



Mizoram

6. Passport Application Analysis

Overview

Major Category	Brought Forward	Receipts	Disposal	Pending
Normal Fresh/Re-issue Passport Application	371	7,365	7,563	173

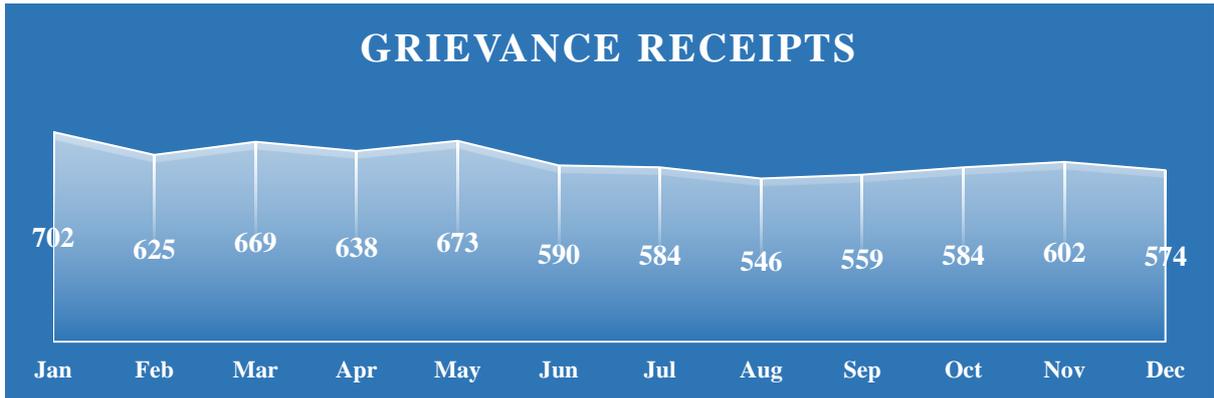
Note: ‘Normal Fresh/Re-issue passport Application’ category account for **69.26%** of the grievances received by the Ministry of External Affairs for the period of January – December, 2024

The grievance analysis for the *Normal Fresh/Re-issue Passport Application* category under the Ministry of External Affairs, spanning January to December 2024, reveals that this category accounted for 69.26% of the grievances received by the Ministry during the year. Notably, the number of grievances under this category experienced a significant decline in June, dropping by 12.33%. This downward trend continued steadily in July and August. However, a consistent rise in grievance receipts was observed during the final months of 2024.

Gender-wise distribution indicates that male applicants dominate grievance filings, representing over 75% of the total grievances in this category, whereas women contribute to just 22% of the complaints. Furthermore, the top five sub-categories collectively account for 93.79% of the grievances, with *Delay in Issuance of Passport* emerging as the most prominent sub-category, constituting 43.53% of the grievances. In terms of geographic distribution, Uttar Pradesh and Maharashtra lead in the number of grievances reported, contributing a significant portion to the overall figures.

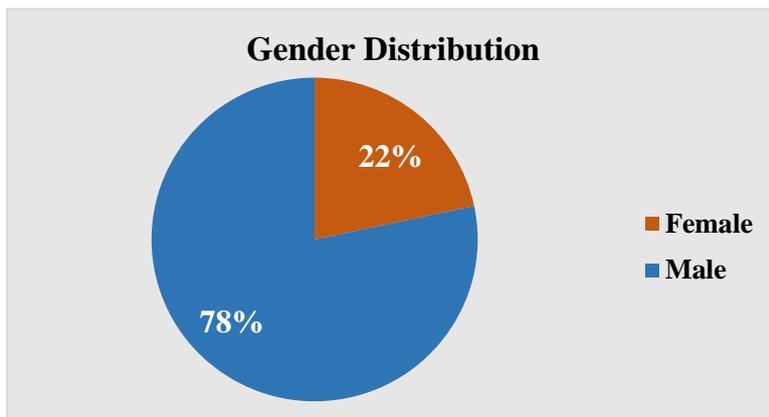
Graphical Analysis

Month-wise grievances received under ‘Normal Fresh/re-issue Passport Application’ category during January – December, 2024



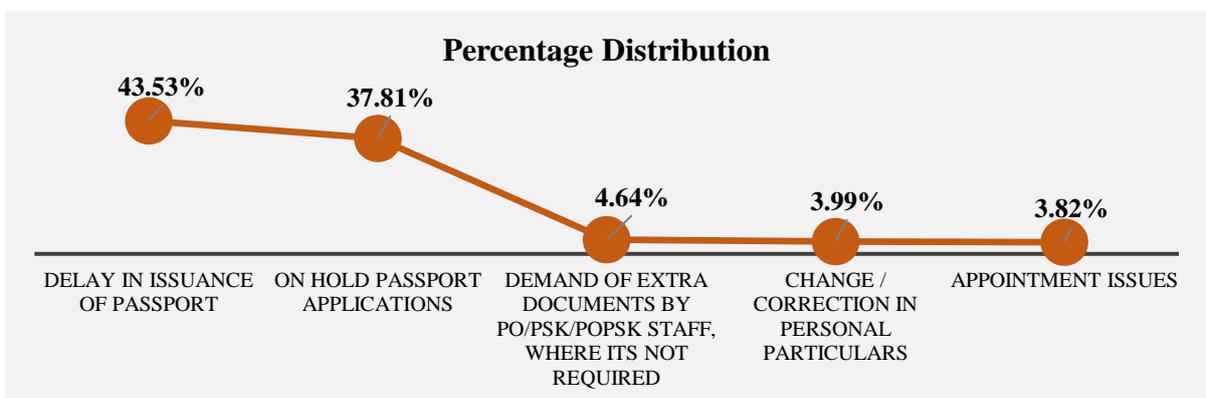
Note: The Ministry of External Affairs has noted a significant pattern in the grievances received under the Normal Fresh/re-issue passport application category. This category has received the highest number of grievances for the period of January to December, 2024. The grievances receipts witnessed significant slump in the month of June by 12.33%, followed by a steady decrease in July and August. However, there was a notable spike in grievance receipts in the last months of 2024.

Gender distribution of grievances receipts of under ‘Normal Fresh/re-issue of Passport Application’ category during January – December, 2024



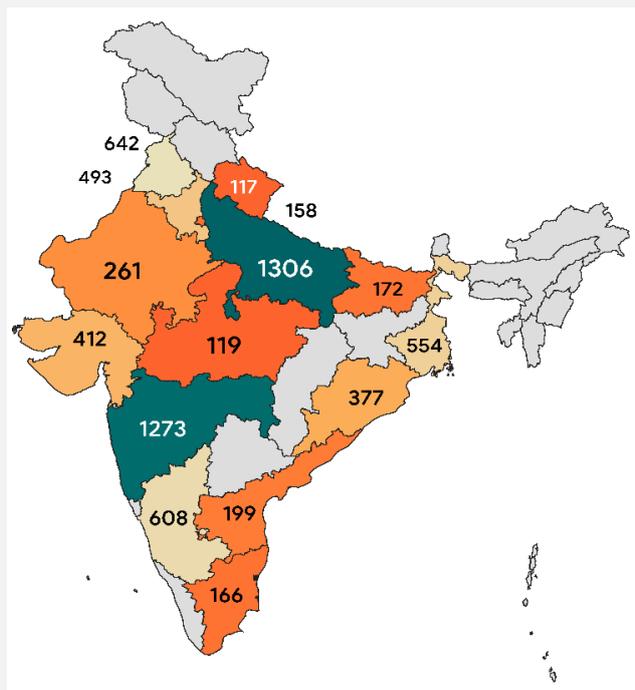
Note: From January to December, 2024, males constitute a significant portion of grievance filing (more than 75%) under the ‘Normal Fresh/re-issue of Passport Application’ category, whereas, women account for 22% of the grievance receipts only.

Sub-category-wise percentage distribution of grievance receipts under ‘Normal Fresh/Re-issue of Passport Application’ category during January – December, 2024



Note: The graph shows percentage distribution of sub-category-wise grievances received under ‘Normal Fresh/Re-issue of Passport Application’ category for the period of January-December, 2024. The top 5 sub-categories constitute **93.79%** of the grievances received with ‘Delay in issuance of passport’ account for a significant portion of 43.53%.

Top States reporting highest grievances under ‘Normal Fresh/Re-issue of Passport Application’ category during January – December, 2024 (based on citizen’s address)



Note: The map representation shows states-wise analysis based on citizen’s address reporting significant number of grievances received under the ‘Normal Fresh/Re-issue of Passport Application’ category during January – December, 2024. The Top 15 states constitute **92.94%** of the grievance receipts with **Uttar Pradesh and Maharashtra** having the major share of receipts followed by **Punjab, Karnataka and West Bengal** ranking in the Top 5.

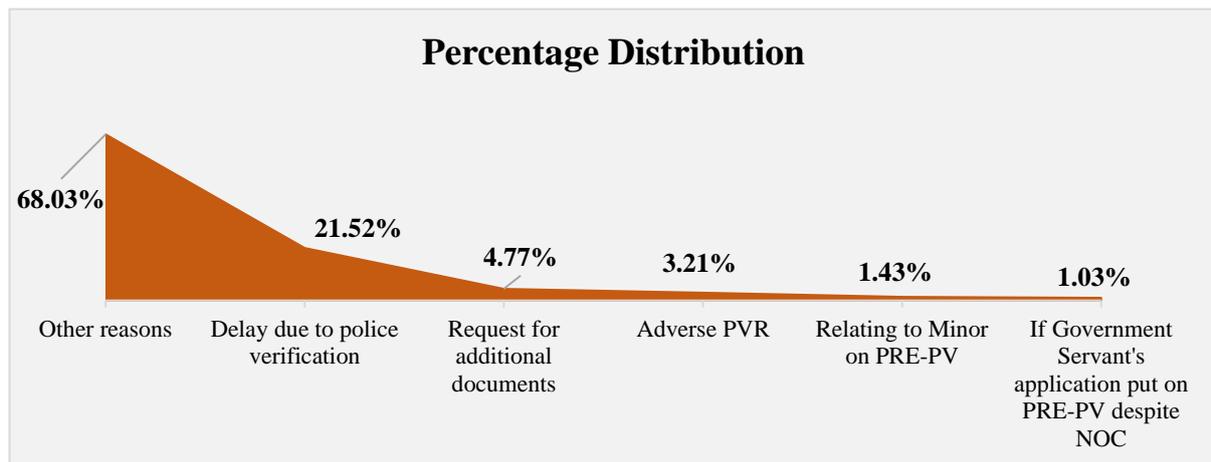
Top 10 Regional Passport Office (RPOs)			
S No.	Name	Number of Grievances	Percentage Share
1	Mumbai, RPO	1153	15.63%
2	Chandigarh, RPO	637	8.63%
3	Bangalore, RPO	618	8.38%
4	Kolkata, RPO	597	8.09%
5	Ghaziabad, RPO	496	6.72%
6	Lucknow, RPO	434	5.88%
7	Bareilly RPO	388	5.26%
8	Bhubaneshwar, RPO	369	5.00%
9	Ahmedabad RPO	356	4.83%
10	Jaipur, RPO	315	4.27%

Note: The table data shows Top 10 Regional Passport Offices (RPOs) receiving highest number of grievances under the ‘Normal Fresh/Re-issue of Passport Application’ category during January – December, 2024. As per the data, Top 10 RPOs constitutes **72.69%** of the grievance receipts with Mumbai, RPO accounting for 15.63% of the share followed by Chandigarh, RPO and Bangalore, RPO.

Analysis of topmost category under ‘Normal Fresh/Re-issue Passport Application’ category

Delay in issuance of passport’ is the topmost sub-category, encompassing 43.53% of the grievance receipts under ‘Normal Fresh/re-issue Passport Application’ for the period of January-December, 2024

Sub-category-wise percentage distribution of ‘Delay in issuance of passport’ category during January-December, 2024



Note: The percentage distribution of sub-categories under ‘Delay in issuance of passport’ during January-December, 2024 shows that ‘**Other Reasons**’ comprises **68.03%** of the grievance receipts followed by ‘Delay due to police verification’ accounting for 21.52% of the receipts. The analysis highlights the need for streamlining of last-level categories with an aim to reduce the number of the grievances filed under others category.

Recommendations for Delay in Issuance of Passport

1. The 'Other Reasons' category accounts for 68.03% of grievances received under 'Delay in Issuance of Passport' from January to December 2024. This significant proportion highlights the need to analyze and address critical issues currently not included in the detailed subcategories. By streamlining the categorization process, the system can achieve more precise grievance classification and enhance the user-friendly interface, ultimately improving the overall grievance redressal experience.
2. Technical terms such as PVR, PRE-PV, and NOC should be simplified to make it easier for citizens to identify relevant categories and file grievances.
3. The sub-categories under 'Delay in Issuance of Passport' should be revised to eliminate redundancies and ensure each category is distinct with an aim to prevent confusion among citizens.

7. Taxonomy

7.1. Department of Telecommunications

S. No.	AI Generated Category	Categorization
1	Service	<ul style="list-style-type: none"> • Contractual Actions (Contractual obligations with service provider, unauthorized activation of value-added service) • Customer Service Issue (Non-responsive customer service) • Service Activation and Installation Delays (Delay in broadband service activation/installation) • Network Provider Specific Issues (Jio SIM card deactivation/activation issue, Airtel denying new SIM, agent fraud in prepaid SIM sale) • Incorrect Charges (Incorrect postpaid billing charges, billing after disconnection, unauthorized billing deduction, recharge tariff issue) • Subscription Management (Unable to cancel subscription/close account) • Spam Control (Incoming of spam calls/unwanted marketing calls despite Do Not Disturb) • Deactivation and Activation (Unauthorized number deactivation) • Tower Concerns (Health concerns due to tower radiation)
2	Refund	<ul style="list-style-type: none"> • Deposit Issues (Delay in security deposit refund processing)
3	Speed	<ul style="list-style-type: none"> • Provider Related Issues (Airtel/Jio data speed lower than committed) • Geographical Factors (Slow internet speed and connectivity issue in rural area) • Peak Time Impact (Slow data speed during peak hours, frequent call drops)
4	Airtel	<ul style="list-style-type: none"> • Coverage Concerns (5G coverage unavailability) • Customer Service Delay (Airtel not deactivating SIM despite customer request, lack of timely response, ineffective DND implementation) • Billing and Plan Issues (5G data deducted from postpaid 4G data quota, automatically switched to higher plan, blocked outgoing SMS) • Blocking Issues (Blocking Mobile Number Portability request with false claim, blocking number without valid reason) • App Functionality Problems (App not reflecting recharge) • Corruption Allegations (Corruption by employees, blocking official email communication) • Miscellaneous Issues (Airtel FASTAG toll payment insufficiency)

7.2. Ministry of Railways (Railway Board)

S. No	AI Generated Category	Categorization
1	Train	<ul style="list-style-type: none"> • Connectivity and Direct Routes (Low train frequency or inadequate train services, need for direct train or more train options) • Service Disruption and Cancellation (Inconvenience due to train service disruption/discontinuation) • Route and Stoppage Requests/Issues (Train route extension/change, train stoppage request) • Refund and Compensation Issues (Delay in ticket refund, compensation for missed train connection, late train TDR rejection) • Timetable and Schedule Issues (Consistent train schedule delays, inconvenient train timings) • Miscellaneous (Train overcrowding issue)
2	Payment	<ul style="list-style-type: none"> • Processing and Compliance issues (Delay in payment for supplied goods/completed work, non-compliance with payment terms) • Arrears and Allowances (Delay /Non-payment of arrears/allowances/retirement benefits) • Salary Issues (Delay/non-payment of salary) • Compensation and Gratuity (Delay in payment of land compensation/gratuity) • Pension (Delay in disbursement of family/revised pension/PPO issuance, pension calculation discrepancy)
3	Railway	<ul style="list-style-type: none"> • Safety (Unsafe/congested railway crossing, railway crossing closure) • Encroachment (Illegal construction/encroachment on railway land) • Corruption (Corruption/misconduct/negligence by railway officials, railway concession denial) • Construction Delays (Delay in railway construction blocking access)
4	Process	<ul style="list-style-type: none"> • Recruitment Issues (Delay in recruitment process, discrimination against diploma and degree railway apprentices) • Appointment Delays (Delay in appointment process) • Transfer Issues (Delay in transfer process) • Promotion Issues (Delay/injustice in promotion process) • Corruption and Misconduct (Corruption in tender/ ticketing/ recruitment/ complaint resolution process) • Administrative Delay (Delay in process of land acquisition/ division allotment/ vendor registration/ railway bypassing consultation)

8. 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 December, 2024:

Ministry of Labour and Employment

(Total Receipts – 17,256)

- **EPFO (24.68%)**
- **PF Withdrawal (23.67%):** Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (7.37%):** Transfer in/out/Form 13/ Online transfer related issues
- **Pension (6.04%):** Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension

- **Fraud (8.65%)**
- **Deficiency in Customer Service Related (7.26%):** Delay in Service
- **Misbehaviour/Harrasment/Corruption by Bank Staff (6.02%)**
- **Credit/Debit/ATM Cards Related (5.61%):** ATM/Credit Card Frauds

Department of Financial Services (Banking Division)

(Total Receipts – 13,370)

Department of Agriculture and Farmers Welfare

(Total Receipts – 5,917)

- **PMKISAN related issues (88.32%):** stoppage of installments after issue of few installments
- **Crop Insurance Scheme (0.71%):** PMFBY - Claim Related
- **Employees related matters (0.56%):** Service matters of employees of this Department
- **Crops related issues (0.44%)**
- **Agriculture Credit (0.39%):** KCC and Agriculture Loan

- **Direct Taxes (58.76%):** Issues with IT Returns
- **PAN Issues (10.63%):** Delay in PAN issues
- **Corruption/Malpractices related (VCs, employees) (2.34%):** Inaction by Income Tax Department
- **Technical Issues with website (1.96%)**

Central Board of Direct Taxes (Income Tax)

(Total Receipts – 5,608)

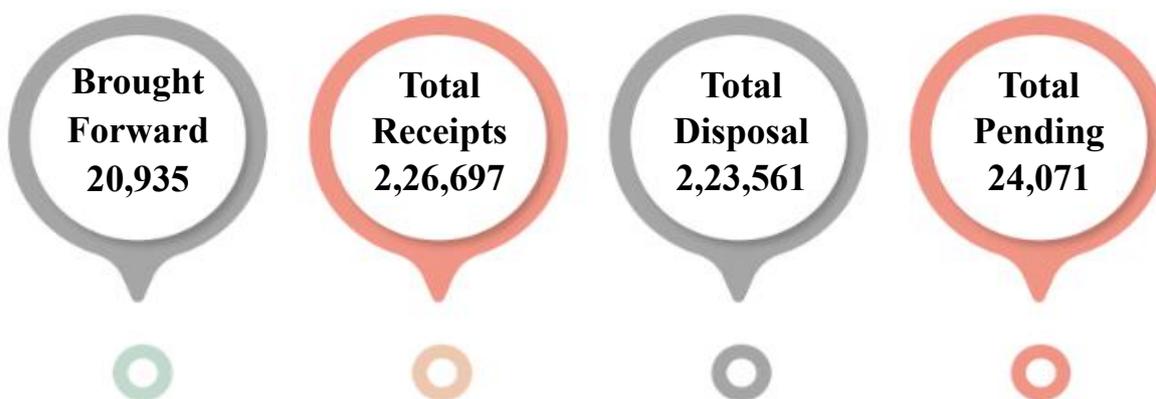
Department of Telecommunications

(Total Receipts – 5,347)

- **Mobile Related (48.96%):** Mobile Number Portability (MNP)
- **Broadband Related (10.16%):** Billing issue
- **Landline Related (4.51%):** Telephone Faulty/dead
- **Malpractices / Corruption / Complaint Related to financial irregularities (2.13%):** Employee Related Case

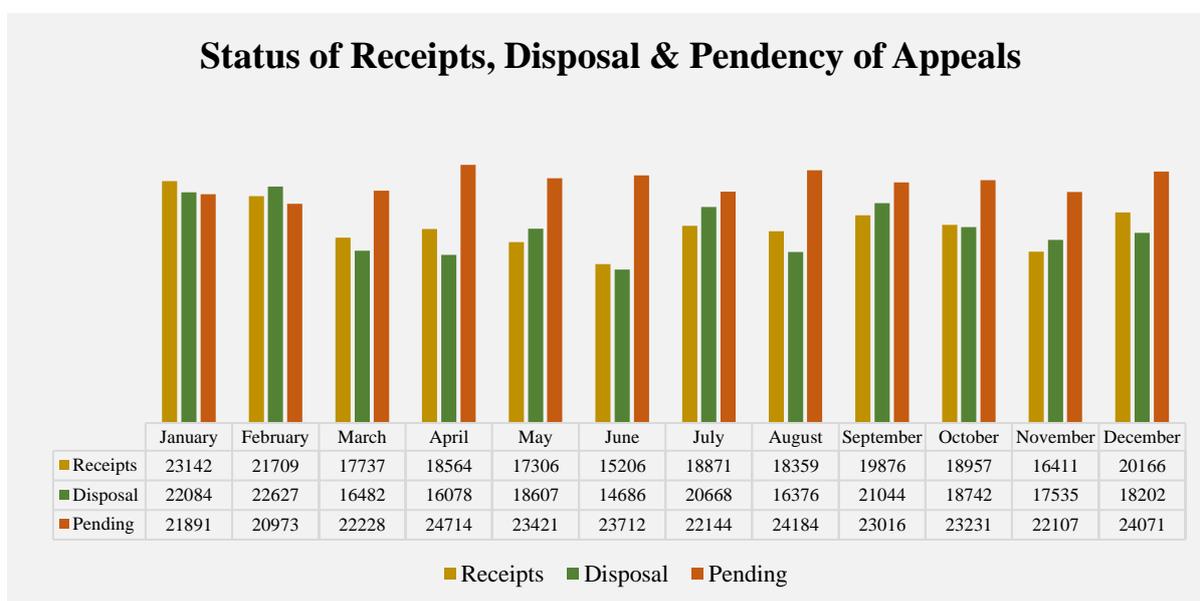
9. Review of Status of Appeals on CPGRAMS

9.1. Overview



Time Period: 01/01/2024 to 31/12/2024

9.2. Month-wise Status of Appeals



9.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **33 days** from 1st January to 31st December, 2024
- **40** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

10. Success Stories

Grievance of Shri Aijaz Ahmad Zende

Delay in Passport Verification Process

Shri Aijaz Ahmad Zende, a resident of Vijayapura, Karnataka, reported delays in the police verification process for his daughter's passport application. Despite waiting for over two months, the application status remained "under review" at the Regional Passport Office. Concerned about the prolonged delay, he lodged a grievance on the CPGRAMS portal, seeking prompt intervention. The authorities immediately addressed the issue, confirming that the passport application has been processed and printing has been initiated. The passport was scheduled for dispatch shortly thereafter. The grievance was resolved within 9 days of filing.

Rectification Process: A grievance filed by Shri Aijaz Ahmad Zende regarding delay in the police verification process was received by the Ministry of External Affairs and auto-forwarded to the Bangalore, Regional Passport Office. The Bangalore, RPO replied to the citizen by confirming that the concerned passport application has been processed and the same will be dispatched shortly.

Grievance of Ms. Rizwana

Discrepancy in the transfer of Provident Fund Account

Ms. Rizwana witnessed a discrepancy while transferring her PF account following an internal move from Deloitte India to Deloitte Asia Pacific. During the online transfer process, she noticed that Deloitte firms were missing from the previous employer dropdown menu, preventing successful processing of the transfer request.

Seeking resolution, she filed a grievance on the CPGRAMS Portal. The authorities promptly addressed the issue, confirming that the claim (Form 13) has been settled, successfully transferring an amount of ₹1,04,588. The grievance was resolved within 12 days of filing.

Rectification Process: A grievance filed by Ms. Rizwana regarding discrepancy in PF account transfer was received by the Ministry of Labour and Employment and auto-forwarded to the Employees Provident Fund Organisation (Head Office). Grievance was further auto forwarded and the grievance was delegated to the Regional Office, Mumbai (Dadar) for necessary action. The concerned office informed the citizen within a record 12 days that the member claim (Form 13) has been settled, transferring an amount of ₹1,04,588.

Grievance of Shri Bharat Singh

Delay in issuance of refund

Shri Bharat Singh booked a railway retiring room at Indore Junction, Madhya Pradesh, scheduled from 8:00 am on 23 October 2024 to 8:00 am on 24 October 2024. However, despite reserving Room No. 5, the citizen was denied access to the room, citing maintenance work and no refund was issued at the time.

Concerned about the matter, he raised a grievance on the CPGRAMS Portal. In response, the authorities apologized for the inconvenience caused and informed the citizen that a full refund has been initiated for the booking. The amount would be credited to the payment gateway within 5-7 working days.



Rectification Process: Shri Bharat Singh filed a grievance regarding non-receipt of refund for his railway retiring room booking. The Ministry of Railways (Railway Board) received the grievance and forwarded it to the Indian Railway Catering and Tourism Corporation (IRCTC) for necessary and immediate action. In response, IRCTC informed Shri Bharat Singh that a full refund had been initiated and would be credited to the payment gateway within 5-7 working days. The grievance was resolved to citizen's satisfaction.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: COMPLAINT REDRESSAL THROUGH CPGRAMS

Posted On: 19 DEC 2024 4:40PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: REFORMS IN CPGRAMS

Posted On: 19 DEC 2024 4:38PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: ENHANCING COMPLAINT REDRESSAL THROUGH CPGRAM

Posted On: 11 DEC 2024 4:28PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Over 1.12 Crore Grievances Resolved Between 2020-24, Including 1,68,964 Pension Related Issues in the Last Two Years: Union Minister Dr Jitendra Singh

Pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024: Dr Jitendra Singh

Posted On: 04 DEC 2024 5:35PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Union Minister Dr. Jitendra Singh Chairs Year-End Review of Effective redressal of Public Grievances 2024

"Dr. Jitendra Singh Advocates integration of 'Whole of Government approach with Whole of Nation' Approach

"Our Focus should be on Citizen Satisfaction along with Grievance Redressal" says Dr. Singh

AI- ML tools integrated in Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard facilitating predictive analyses of grievances, enabling systemic changes and policy interventions

Next-Gen CPGRAMS Portal under PM Modi gets a Boost with ₹270 Crore Sanction for AI-ML enabled Improvements

Revolutionizing Governance in 2024: 28 Lakh Citizens Connected to CPGRAMS with 44% Satisfaction Rate"

Dr. Jitendra Singh highlighted the reduction in grievance redressal time to 12 days in 2024

Posted On: 30 DEC 2024 5:52PM by PIB Delhi



The first Preparatory meeting on “Prashasan Gaon Ki Ore” – Nationwide campaign 2024 for Redressal of Public Grievances and Improving Service Delivery was held with all AR Secretaries of the States and all DCs/DMs on 10.12.2024.

Secretary, DARPG addressed the participants and Additional Secretary, DARPG presented the PPT on Guidelines of ‘PrashasanGaon Ki Ore’ 2024 campaign

Posted On: 11 DEC 2024 4:25PM by PIB Delhi



CPGRAMS: 3 Years, 70 Lakh Grievances Solved

A Citizen-Centric Path to a Better India

Posted On: 30 DEC 2024 1:57PM by PIB Delhi



The Department of Administrative Reforms and Public Grievances released the 31st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of November, 2024

A total of 1,04,167 Grievances were Redressed by Central Ministries/Departments in November, 2024

For the 29th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Agriculture and Farmers Welfare, Department of Telecommunication, and Department of Poststopped in Group ‘A’ category in the rankings released for the month of November, 2024

Department of Land Resources, Department of Empowerment of Persons with Disabilities, and Department of Heavy Industrytopped in Group ‘B’ category in the rankings released for the month of November, 2024

Posted On: 18 DEC 2024 4:41PM by PIB Delhi

PIB India @PIB_India

COMPLAINT REDRESSAL THROUGH CPGRAMS

A total of 1,12,30,957 grievances were redressed on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in last five years from 2020- 2024 (upto 31.10.2024) and an annual all-time high of 23,24,323 grievances have been redressed on CPGRAMS portal from January-October, 2024

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

#ParliamentQuestion

5:17 PM · Dec 19, 2024 · 3,668 Views

PIB India @PIB_India

REFORMS IN CPGRAMS

The Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens

In the period from 2022, 2023, and 2024, the CPGRAMS 10-step reforms enabled redressal of about 70,03,533 grievances, mapped 1,03,183 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 13 days in 2024 and reduced pendency to its lowest level of 54,339 Public Grievances as on 31 October 2024 for Central Ministries

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

#ParliamentQuestion

5:16 PM · Dec 19, 2024 · 3,795 Views

Dr Jitendra Singh @DrJitendraSingh

Yearend review of Grievance Management on CPGRAMS in 2024: "A success story achieved through integration of "Whole of Government" plus "Whole of Nation" approach, as envisioned by PM Sh @NarendraModi, aiming to enhance effective governance outcomes and citizen satisfaction. The Intelligent Grievance Monitoring System (IGMS) 2.0, incorporates Artificial Intelligence (AI) and Machine Learning (ML) to revolutionize grievance management on the #CPGRAMS platform". #DARPG, Ministry of Personnel

Last edited 8:03 PM - Dec 30, 2024 · 2,006 Views

DARPG @DARPG_GoI

Hon'ble MoS (PP) @DrJitendraSingh released the #CPGRAMS Annual Report 2024 at the Good Governance Day celebration on 25th December, 2024, at CSO, as part of the "Sushasan Saptah".

The report captures significant developments, trends, initiatives, and impact stories, presenting a holistic picture of the grievance redressal through the #CPGRAMS Portal and its contribution in improving the governance framework across the country.

Read the complete report on darp.gov.in/sites/default/...

#GoodGovernanceWeek #SushasanSaptah #CPGRAMS #DigitalIndia #PublicGrievance #CitizenCentricGovernance #TransformingIndia

V.Srinivas IAS and 6 others

6:06 PM · Dec 25, 2024 · 412 Views

QCI #QualityMatters @QualityCouncil

During the Good Governance Week 2024, Hon'ble Minister of State for Personnel, Public Grievances, and Pensions Dr. Jitendra Singh released the Special Campaign 4.0 Assessment Report and the CPGRAMS Annual Report 2024, prepared by the Quality Council of India PMUs with Department of Administrative Reforms and Public Grievances.

QCI is proud to have been working with DARPG on the key initiatives like Special Campaign and CPGRAMS Portal, striving to improve public service delivery and enhance the citizen experience with respect to grievance redressal.

The reports are available on:

Special Campaign 4.0 Assessment Report: darp.gov.in/sites/default/...

CPGRAMS Annual Report 2024: darp.gov.in/sites/default/...

@DrJitendraSingh | @svorugant1466 | @jaxyshah | @ct_kannan | @DARPG_GoI

3:20 PM · Dec 25, 2024 · 478 Views

DoPT @DoPTGoI

On Good Governance Day, 25th December 2024, Hon'ble MoS (PP) @DrJitendraSingh unveiled the CPGRAMS Annual Report 2024. The report showcased significant strides in administrative reforms (1/2)

Significant Strides in Administrative Reforms and Effective Redressal of Public Grievances

Hon'ble MoS (PP) Dr. Jitendra Singh Unveil CPGRAMS Annual Report 2024

On 25th December 2024

#GoodGovernanceDay

Follow Us: [DOPTNew Delhi](https://www.facebook.com/DOPTNewDelhi) [DOPTGoI](https://www.facebook.com/DOPTGoI)

PMO India and 5 others

3:05 PM · Dec 25, 2024 · 1,519 Views

All India Radio News @airnewsalerts

More than 1.12 crore public grievances were resolved during the period of January 2020 to October 2024 on the CPGRAMS portal: Govt

Read Full Story: newsonair.gov.in/more-than-1-12...

7:47 PM · Dec 11, 2024 · 1,602 Views

PIB India @PIB_India

Complaints received by Directorate of Public Grievances

Centralized Public Grievances Redress and Monitoring System (CPGRAMS) is a unified system for handling public grievances in Government of India. Over the past five years (2020–October 30, 2024), about 1,12,30,957 public grievances have been redressed through this system

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

#ParliamentQuestion

8:44 PM · Dec 11, 2024 · 2,282 Views

PIB India @PIB_India

CPGRAMS: 3 Years, 70 Lakh Grievances Solved

- > The government is prioritizing a citizen-centric approach for a developed Bharat, ensuring active participation from citizens in the development process. CPGRAMS (Centralized Public Grievance Redress and Monitoring System) plays a key role in bridging the gap between citizens and the government by swiftly addressing their concerns
- > From 2022 to 2024, CPGRAMS successfully resolved over 70 lakh grievances, helping to create a more responsive and efficient India
- > With 96,295 organizations registered, CPGRAMS has significantly improved citizen engagement and service delivery

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

Ministry of Information and Broadcasting @MIB_India

Connecting citizens with the government, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is helping India move towards a more responsive and citizen-focused government.

By simplifying the grievance process and ensuring quicker resolutions, it has built a stronger connection between the public and the government.

Read More: [linkedin.com/pulse/cpgrams-...](https://www.linkedin.com/pulse/cpgrams-...)

6:00 PM · Dec 30, 2024 · 2,189 Views

2:40 PM · Dec 30, 2024 · 3,815 Views

6:00 PM · Dec 30, 2024 · 2,189 Views

PIB in Chhattisgarh
@PIBRaipur

Connecting citizens with the government, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is helping India move towards a more responsive and citizen-focused government. By simplifying the grievance process and ensuring quicker resolutions, it has built a stronger connection between the public and the government. More: [linkedin.com/pulse/cpgrams-...](https://www.linkedin.com/pulse/cpgrams-...)

6:09 PM · Dec 30, 2024 · 22 Views

PIB in Manipur
@PIBImphal

CPGRAMS: 3 Years, 70 Lakh Grievances Solved

A Citizen-Centric Path to a Better India

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

6:17 PM · Dec 30, 2024 · 35 Views

DARPG
@DARPG_GoI

DARPG_GoI convened the Year-end Review Meeting on 'Effective Redressal of Public Grievances 2024'; today at the Indian Institute of Public Administration, Delhi. The meeting was chaired by the Hon'ble MoS (PP) [@DrJitendraSingh](#).

The review meeting saw the participation of over 350 officials including Nodal Appellate Officers and Nodal Public Grievance Officers from all the Central Ministries/Departments.

Discussions centered on the annual performance in grievance redressal, appeal redressal and key interventions to further enhance the effectiveness of grievance and appeal handling.

#CPGRAMS #GoodGovernance #GrievanceRedressal #PublicGrievance #DigitalIndia #CitizenCentricity #YearEndReview2024

7:56 PM · Dec 30, 2024 · 505 Views

PIB India
@PIB_India

Enhancing Complaint Redressal Through CPGRAM

The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen. The Government has mapped 103,183 Grievance Officers on the CPGRAMS portal which helped bring down the pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024.

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

#ParliamentQuestion

6:46 PM · Dec 11, 2024 · 2,882 Views

Agriculture INDIA
@AgriGoI

Department of Agriculture & Farmers Welfare (DA&FW) has secured the 1st rank in the Grievance Redressal Assessment & Index (Group A) for November 2024, as per the CPGRAMS Monthly Report by DARPG. With a remarkable grievance disposal rate of 99.28% from January to November 2024, the department resolved 101,707 out of 102,442 grievances, maintaining an average closing time of just 7 days, well ahead of the prescribed 21 days.

#AgriGoI #DARPG #CPGRAMS #GrievanceRedressal #SpecialCampaign4.0

PMO India and 9 others
Last edited 5:56 PM · Dec 18, 2024 · 1,575 Views

DARPG
@DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Redressal Officers of Central Ministries/Departments.

Lowest ever pendency in 2024, of 53,481 PG cases, was observed as of 30th November, 2024. 1,04,167 PG cases were disposed in November, 2024.

Department of Agriculture and Farmers Welfare is the top performer out of the 36 Ministries/Departments in Group A whilst Department of Land Resources is the top performer out of the 54 Ministries/Departments in Group B, in GRAI for November, 2024.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #GoodGovernanceWeek2024 #SushasanSaptah2024 #GoodGovernanceDay #4thGoodGovernanceDay #सुशासन_सप्ताह #सुशासन_दिवस #SmartGovernance

Dr Jitendra Singh and 7 others
8:54 PM · Dec 18, 2024 · 556 Views

PIB India
@PIB_India

Department of Administrative Reforms and Public Grievances (@DARPG_GoI) released the 31st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of November, 2024

A total of 1,04,167 Grievances were Redressed by Central Ministries/Departments in November, 2024

For the 29th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

5:03 PM · Dec 18, 2024 · 2,616 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	723996	726996	725190	1806
2	Ministry of Labour and Employment	4920	179830	184750	177808	6942
3	Department of Financial Services (Banking Division)	8375	155089	163464	156879	6585
4	Department of Agriculture and Farmers Welfare	3549	104811	108360	107473	887
5	Central Board of Direct Taxes (Income Tax)	10805	64772	75577	66157	9420
6	Ministry of Railways (Railway Board)	3148	63184	66332	63583	2749
7	Department of Telecommunications	721	58490	59211	58721	490
8	Ministry of Home Affairs	1437	55428	56865	55491	1374
9	Department of Posts	1638	53294	54932	53658	1274
10	Department of Ex Servicemen Welfare	4036	50177	54213	51195	3018

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	723996	726996	725190	1806
2	Ministry of Labour and Employment	4920	179830	184750	177808	6942
3	Department of Financial Services (Banking Division)	8375	155089	163464	156879	6585
4	Department of Agriculture and Farmers Welfare	3549	104811	108360	107473	887
5	Central Board of Direct Taxes (Income Tax)	10805	64772	75577	66157	9420
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7	Department of Telecommunications	721	58490	59211	58721	490
8	Ministry of Home Affairs	1437	55428	56865	55491	1374
9	Department of Posts	1638	53294	54932	53658	1274
10	Department of Ex Servicemen Welfare	4036	50177	54213	51195	3018

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	10805	64772	75577	66157	9420
2	Ministry of Labour and Employment	4920	179830	184750	177808	6942
3	Department of Financial Services (Banking Division)	8375	155089	163464	156879	6585
4	Department of Ex Servicemen Welfare	4036	50177	54213	51195	3018
5	Ministry of Railways (Railway Board)	3148	63184	66332	63583	2749
6	Department of Rural Development	3000	723996	726996	725190	1806
7	Unique Identification Authority of India	754	22703	23457	21675	1782
8	Ministry of Housing and Urban Affairs	1424	48016	49440	47699	1741
9	Department of Health & Family Welfare	2197	36173	38370	36673	1697
10	Department of Defence Finance	913	30901	31814	30227	1587
11	Ministry of Home Affairs	1437	55428	56865	55491	1374
12	Department of Posts	1638	53294	54932	53658	1274
13	Ministry of Petroleum and Natural Gas	1848	22067	23915	22687	1228

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	10805	64772	75577	66157	9420	6604
2	Department of Ex Servicemen Welfare	4036	50177	54213	51195	3018	1298
3	Ministry of Labour and Employment	4920	179830	184750	177808	6942	1285
4	Ministry of Railways (Railway Board)	3148	63184	66332	63583	2749	1061
5	Ministry of Home Affairs	1437	55428	56865	55491	1374	938
6	Department of Health & Family Welfare	2197	36173	38370	36673	1697	837
7	Department of Defence Finance	913	30901	31814	30227	1587	830

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
8	Department of Financial Services (Banking Division)	8375	155089	163464	156879	6585	701
9	Ministry of Housing and Urban Affairs	1424	48016	49440	47699	1741	687
10	Department of Rural Development	3000	723996	726996	725190	1806	384

Annexure 2: Average Closing Time – January to December, 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	3639	71
2	Central Board of Direct Taxes (Income Tax)	66157	65
3	Department of Fertilizers	568	51
4	Department of School Education and Literacy	16028	43
5	Ministry of Culture	2513	40
6	Department of Youth Affairs	650	38
7	Department of Defence Production	2015	36
8	Department of Animal Husbandry, Dairying	1668	35
9	Department of Agriculture Research and Education	1540	35
10	Department of Sports	1072	34

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	NITI Aayog	3590	2
2	Ministry of Parliamentary Affairs	1680	2
3	Department of Land Resources	3902	3
4	Department of Food and Public Distribution	11232	4
5	Ministry of Cooperation	4744	4
6	Department of Rural Development	725190	5
7	Department of Public Enterprises	549	5
8	Department of Telecommunications	58721	6

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
9	Department of Agriculture and Farmers Welfare	107473	7
10	Department of Financial Services (Pension Reforms)	2763	7

Annexure 3: Status of Appeals – January to December, 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	3853	6747	789	5958
2	Central Board of Direct Taxes (Income Tax)	2202	8538	10740	7901	2839
3	Ministry of Labour and Employment	781	40290	41071	38803	2268
4	Department of Financial Services (Banking Division)	1535	35930	37465	35436	2029
5	Department of Consumer Affairs	506	3550	4056	3019	1037
6	Department of Defence Finance	796	6129	6925	6092	833
7	Ministry of Railways (Railway Board)	790	15702	16492	15791	701
8	Unique Identification Authority of India	174	4793	4967	4443	524
9	Department of Financial Services (Pension Reforms)	346	167	513	0	513
10	Ministry of Home Affairs	924	3393	4317	3811	506

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	44	1
3	Department of Empowerment of Persons with Disabilities	625	3
4	Department of Telecommunications	15486	4
5	Ministry of Cooperation	1106	4
6	Ministry of Drinking Water and Sanitation	619	5
7	Department of Pension and Pensioners Welfare	263	5
8	Ministry of Labour and Employment	38803	7

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
9	Department of School Education and Literacy	2525	8
10	Ministry of Parliamentary Affairs	103	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	2304	2084	661	31.72%
2	Department of Atomic Energy	1625	1571	464	29.54%
3	Department of Scientific & Industrial Research	1308	1273	359	28.20%
4	Ministry of Steel	1225	1167	322	27.59%
5	Department of Financial Services (Insurance Division)	24089	23369	6403	27.40%
6	Ministry of Civil Aviation	6479	6205	1690	27.24%
7	Department of Telecommunications	59211	58721	15422	26.26%
8	Central Board of Indirect Taxes and Customs	14876	14696	3803	25.88%
9	Ministry of Railways (Railway Board)	66332	63583	15702	24.70%
10	Ministry of Earth Sciences	344	317	77	24.29%

Annexure 4: Indicator-based Root Cause Analysis – December, 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	27.64	20.31	63.67	61.58	81.37	50.00	0.24	10.00	53.99	23.81	53.65
2	Department of Financial Services (Banking Division)	14.48	8.44	49.93	53.38	60.47	62.44	0.00	15.00	49.35	24.34	60.50
3	Department of Agriculture and Farmers Welfare	0.05	60.69	41.24	73.89	57.14	50.00	0.00	4.00	53.64	6.75	61.59
4	Central Board of Direct Taxes (Income Tax)	15.04	1.32	80.75	15.85	78.41	0.00	0.07	65.00	57.52	15.22	16.62
5	Department of Telecommunications	6.94	9.76	81.40	91.24	100.00	91.30	0.00	5.00	51.93	27.13	94.69
6	Department of Posts	0.61	5.28	77.53	73.43	87.50	83.62	0.00	7.00	62.48	15.59	72.54
7	Ministry of Railways (Railway Board)	5.81	2.26	45.73	50.57	80.56	60.00	0.10	15.00	39.27	26.40	59.99
8	Ministry of Home Affairs	2.60	7.52	58.71	32.38	74.87	66.13	0.00	8.00	33.76	6.43	20.31
9	Department of Ex Servicemen Welfare	5.50	3.07	17.45	43.01	66.67	50.00	0.16	22.00	45.86	18.60	92.32
10	Department of Health & Family Welfare	20.41	5.14	35.03	34.95	75.00	57.69	0.15	11.00	43.90	9.00	55.49
11	Unique Identification Authority of India	0.51	109.07	74.07	45.15	50.00	100.00	0.00	15.00	44.07	29.48	43.90

#	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
12	Ministry of Road Transport and Highways	0.27	5.94	62.82	46.95	67.86	100.00	0.00	9.00	34.29	16.78	54.66
13	Ministry of Micro Small and Medium Enterprises	0.05	15.64	25.56	82.76	100.00	62.50	0.00	6.00	42.03	7.20	73.09
14	Ministry of Housing and Urban Affairs	0.24	1.46	27.85	24.31	36.96	20.00	0.00	19.00	35.29	18.13	26.11
15	Department of Rural Development	0.10	0.22	2.56	15.61	85.71	14.71	0.00	35.00	46.84	20.74	25.10
16	Department of Financial Services (Insurance Division)	11.36	6.60	76.39	63.13	58.54	88.89	0.00	10.00	40.61	29.23	54.69
17	Department of Defence Finance	3.79	2.50	27.22	33.72	100.00	100.00	1.16	42.00	62.15	34.76	45.98
18	Department of Higher Education	32.79	3.62	46.85	34.29	66.67	50.00	0.00	13.00	47.43	25.98	40.33
19	Ministry of Petroleum and Natural Gas	6.39	2.86	46.21	30.57	66.67	71.54	0.00	23.00	65.19	17.59	35.88
20	Ministry of Skill Development and Entrepreneurship	0.19	23.42	29.85	72.42	100.00	75.00	0.00	9.00	46.90	8.81	38.02
21	Department of Consumer Affairs	7.75	34.21	44.19	33.11	54.17	75.61	0.00	18.00	50.57	22.13	0.38
22	Department of Defence	29.19	1.27	26.13	39.12	75.00	68.18	0.00	11.00	32.45	0.00	
23	Ministry of External Affairs	11.02	2.69	17.73	52.12	60.00	75.00	0.00	13.00	54.70	24.14	68.71
24	Department of Personnel and Training	0.46	10.62	49.18	34.72	50.70	33.33	0.00	10.00	45.76	5.13	30.07
25	Department of Food and Public Distribution	16.25	17.41	50.00	89.43	100.00	94.74	0.00	3.00	35.29	26.27	8.31
26	Ministry of Corporate Affairs	16.43	11.46	64.89	33.02	75.00	65.79	0.00	15.00	34.83	26.51	0.00
27	Department of School Education and Literacy	31.81	5.05	47.06	27.82	55.56	73.68	0.00	14.00	37.84	20.66	50.72

#	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
28	Ministry of Electronics & Information Technology	2.38	5.53	22.75	59.83	35.71	100.00	0.00	7.00	54.19	15.38	43.84
29	Department of Justice	39.34	113.13	12.50	23.36	50.00	84.21	0.00	4.00	20.00	4.50	22.00
30	Ministry of Panchayati Raj	0.00	81.09	72.73	41.86	88.89	100.00	0.00	13.00	25.87	13.11	60.73
31	Central Board of Indirect Taxes and Customs	4.00	1.65	95.35	71.30	77.78	84.21	0.00	9.00	45.78	14.27	76.33
32	Ministry of Women and Child Development	6.85	19.86	61.11	43.57	75.56		0.00	12.00	31.21	18.39	42.69
33	Department of Social Justice and Empowerment	0.74	8.37	62.96	56.21	61.11	75.00	0.00	11.00	29.84	15.83	88.71
34	Ministry of Drinking Water and Sanitation	0.75	2.33	22.57	50.45	66.67	66.67	0.00	14.00	40.74	27.67	67.74
35	Department of Revenue	0.92	17.11	86.84	60.71	69.23	100.00	0.00	3.00	38.10	2.36	73.91
36	NITI Aayog	0.16	9.73	7.58	74.68	100.00		0.00	1.00	50.00	0.31	50.00
37	Ministry of Environment, Forest and Climate Change	18.83	4.02	46.09	36.60	81.82		0.00	13.00	43.66	10.52	54.22
38	Staff Selection Commission	12.94	16.35	76.92	27.57	60.00	0.00	0.00	23.00	61.45	16.54	64.75
39	Ministry of Power	0.95	0.99	17.14	17.86	100.00		0.00	20.00	50.00	7.03	55.56
40	Ministry of Civil Aviation	1.18	1.26	28.57	40.17	55.56	20.00	0.00	14.00	40.43	27.46	48.31
41	Department of Land Resources	0.00	38.27	27.27	76.09	100.00		0.00	2.00	0.00	0.00	
42	Ministry of Coal	0.00	0.63	17.33	52.60	33.33	66.67	0.17	12.00	18.18	0.00	
43	Ministry of Cooperation	26.67	17.86	38.10	29.92	75.00	70.83	0.00	12.00	29.82	19.64	70.67
44	Ministry of Minority Affairs	0.85	5.87	51.67	42.48	100.00		0.00	10.00	44.44	18.67	45.05
45	Department of Military Affairs	18.81	0.31	31.39	30.32	59.09	64.29	0.00	30.00	38.14	30.90	68.63
46	Department of Commerce	37.58	2.93	32.71	50.53	90.00	100.00	0.00	11.00	52.94	4.92	0.00
47	Ministry of Tribal Affairs	0.96	3.73	22.62	57.93	57.14		0.00	14.00	52.51	15.31	31.87
48	Department of Financial Services (Pension Reforms)	54.55	59.40	40.00	68.72	100.00		0.00	4.00	29.41	7.24	0.00

#	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
49	Department of Empowerment of Persons with Disabilities	0.73	9.45	79.31	57.57	100.00	100.00	0.00	9.00	50.94	17.95	88.37
50	Department of Legal Affairs	1.13	14.00	26.32	38.27	84.62		0.00	5.00	38.89	0.00	
51	Ministry of Information and Broadcasting	1.18	2.19	44.83	29.57	45.45	0.00	0.00	17.00	34.95	21.97	47.96
52	Ministry of Culture	0.86	1.47	36.48	17.14	20.00	40.00	0.00	41.00	41.07	16.10	38.57
53	Department of Economic Affairs ACC Division	14.78	4.18	20.00	5.09	46.15	52.00	0.00	63.00	14.29	6.29	29.63
54	Department of Expenditure	6.28	4.14	38.00	18.61	100.00	100.00	0.00	14.00	40.63	31.91	1.12
55	Ministry of Water Resources, River Development & Ganga Rejuvenation	27.80	1.32	32.90	22.22	75.00	75.00	0.00	14.00	25.93	7.41	37.93
56	O/o the Comptroller & Auditor General of India	0.00	1.51	52.27	9.31	33.33	0.00	0.00	36.00	25.00	19.05	44.44
57	Ministry of Tourism	8.21	2.67	32.88	72.41	90.00	88.89	0.00	14.00	29.17	19.82	74.32
58	Department of Agriculture Research and Education	1.10	0.67	15.19	12.14	0.00		0.37	27.00	28.89	23.14	88.24
59	Ministry of New and Renewable Energy	2.70	4.11	25.00	47.29	0.00	0.00	0.00	7.00	44.12	15.63	17.14
60	Department of Animal Husbandry, Dairying	24.49	4.45	24.24	10.82	41.67		0.00	19.00	28.57	6.67	29.03
61	Department for Promotion of Industry and Internal Trade	12.41	1.69	19.77	31.25	0.00	0.00	0.00	14.00	19.23	23.71	37.50
62	Ministry of Ayush	4.32	3.02	67.39	62.20	75.00		0.00	9.00	30.00	35.25	67.21
63	Department of Defence Production	3.94	0.55	31.88	25.20	85.71	40.00	0.00	23.00	37.50	27.87	6.62
64	Ministry of Parliamentary Affairs	0.00	7.25	25.00	94.34	100.00		6.25	1.00	14.29	9.32	100.00

#	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
65	Department of Space	3.57	5.60	65.00	5.22			0.00	35.00	16.67	29.41	29.41
66	Ministry of Shipping	35.85	1.33	53.75	31.58	100.00	80.00	0.00	30.00	14.29	0.00	
67	Department of Heavy Industry	36.27	1.70	36.67	84.16	100.00	0.00	0.00	4.00	54.84	22.22	87.50
68	Department of Sports	2.02	2.06	39.58	32.93	100.00		0.00	74.00	31.43	28.18	72.13
69	Ministry of Mines	17.89	2.26	33.33	41.35	66.67	66.67	0.00	7.00	25.00	0.00	
70	Department of Pharmaceuticals	8.05	3.35	53.85	43.62	100.00	0.00	0.00	15.00	63.64	6.74	23.33
71	Ministry of Textiles	1.15	1.36	32.81	26.27		0.00	0.00	22.00	50.00	23.64	51.72
72	Department of Atomic Energy	0.00	1.12	59.42	33.33	50.00	37.50	0.00	11.00	56.25	30.43	56.25
73	Ministry of Steel	0.00	0.84	31.82	34.23	60.00	100.00	0.00	20.00	34.38	32.98	35.85
74	Department of Science and Technology	2.74	0.70	37.50	22.97		100.00	0.00	13.00	38.46	6.00	50.00
75	Legislative Department	1.54	1.86	14.29	3.23	30.00		0.00	28.00	50.00	1.43	0.00
76	Department of Health Research	21.88	0.47	15.33	28.41	100.00	0.00	0.00	40.00	8.33	20.99	80.77
77	Department of Investment & Public Asset Management	68.97	7.25	62.50	63.64			0.00	6.00	50.00	0.00	0.00
78	Department of Defence Research and Development	2.04	0.50	6.12	34.15			0.00	20.00	58.82	22.50	18.75
79	Department of Youth Affairs	0.00	2.53	68.42	17.98		0.00	0.00	53.00	37.50	25.93	17.24
80	Department of Scientific & Industrial Research	2.17	0.44	30.48	26.87	0.00		0.00	23.00	46.67	36.84	28.57
81	Department of Public Enterprises	0.00	3.82	18.18	65.22	100.00	100.00	0.00	2.00	50.00	0.00	0.00
82	Department of Fertilizers	23.68	1.06	52.78	41.38			0.00	17.00	28.57	19.05	81.48

#	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
83	Ministry of Food Processing Industries	58.06	0.97	21.88	10.34	100.00	0.00	0.00	11.00	100.00	0.00	0.00
84	Ministry of Statistics and Programme Implementation	25.00	0.34	30.49	15.00	100.00		0.00	31.00	80.00	3.45	0.00
85	Department of Fisheries	37.04	1.93	42.86	21.88	100.00		0.00	23.00	33.33	8.70	33.33
86	Ministry of Earth Sciences	13.04	0.79	10.34	10.20		66.67	0.00	40.00	33.33	16.67	83.33
87	Department of Chemicals and Petrochemicals	5.26	1.58	33.33	30.77	100.00		0.00	13.00	33.33	20.00	0.00
88	Department of Bio Technology	0.00	0.13	5.66	2.44		0.00	0.00	26.00	100.00	0.00	0.00
89	Department of Official Language	14.29	1.17	33.33	0.00			0.00	2.00	33.33	0.00	
90	Ministry of Development of North Eastern Region	0.00	0.63	31.25	0.00			0.00	14.00	100.00	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							

