

# **COVID 19 Grievance Report**

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**DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES**

**30 APRIL, 2020**

# TIMELINE

30<sup>th</sup>  
March

- **DARPG directions to Central Ministries/ State Governments on handling COVID 19 PG cases**

1<sup>st</sup>  
April

- **NATIONAL COVID 19 MONITOR LAUNCHED BY DR. JITENDRA SINGH MOSPP**
- <https://pgportal.gov.in/cpgoffice> ; <https://darpg.gov.in>

30<sup>th</sup>  
April

- PG cases received – 71774; PG cases redressed – 46374
- Central Ministries – 45013; PG cases Redressed - 37955



- Daily Reports of COVID 19 PG case disposal to EG - 10
- 20,000 Grievances manually analyzed/ feedback calls made in 100 cases



- 6 rounds of VC's with Central Ministries + State Governments
- Separate Cell constituted for migrant labour grievances

# COVID-19 DASHBOARD BY DARPG

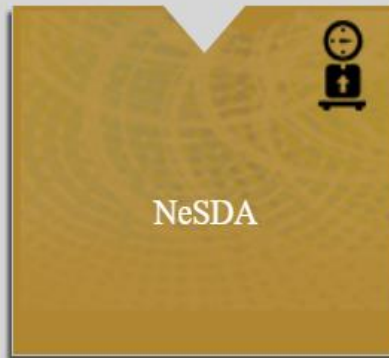
## DARPG DASHBOARD - 2019



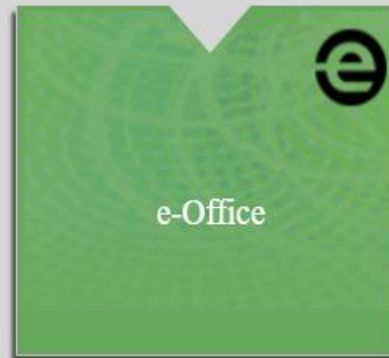
69,257  
Grievances Received



6,84,050/6,29,651  
Grievances Disposed/ Received



78  
e-Service Delivery Assessed



15,49,013/3,152  
e-files Created/fortnightly  
increase



397  
International Civil Servants  
Trained



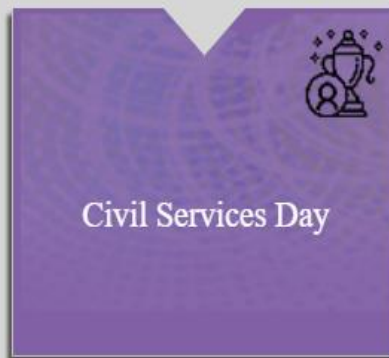
739/20  
Nomination /Awards



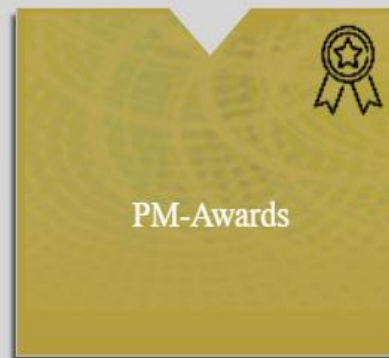
258  
Officers Attended



86  
Produced



12  
CSD Organized



2,614  
Nominations Received



34  
Conducted



48  
Initiatives Funded

# Category wise COVID-19 grievances received (as on 29/04/2020)

Period	Total Number of Grievances Received	Status of Resolution
Daily	2517	1800
Cumulative	71774	48374

Number of Grievances under different categories	
Date: 29/ 04/ 2020	
Category Not Assigned	204
Hospital Infrastructure and Quarantine	70
Evacuation / Overseas Indians Issues	164
Supply Related Issues	139
Migrant Labor Issues	51
Civil Aviation issues	34
Banking / Financial issues	137
School and Higher Education Issues	23
Salary Related and Employee Issues	231
Suggestions	476
Issues being faced by farmers	20
Persons stranded in various parts of India due to lockdown	307
Various issues arising out of implementation of restrictions imposed due to lockdown,including permission for travel due to extreme exigencies, namely, medical emergency and death cases	117
complaints of slackness in implementation of lockdown	34
COVID 19- Center(Misc.)	117
COVID 19- State (Misc.)	393
Total	2517
Status of Resolution	1800



## SUMMARY (30-03-20 to 28-04-20)

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Total No. of Grievances Received – 71,774

Total No. of Grievances Disposed – 46,374

Disposal – 64.61%

### Central Ministries

Received – 45,013

Disposed – 37,955

Disposal – 84.32%

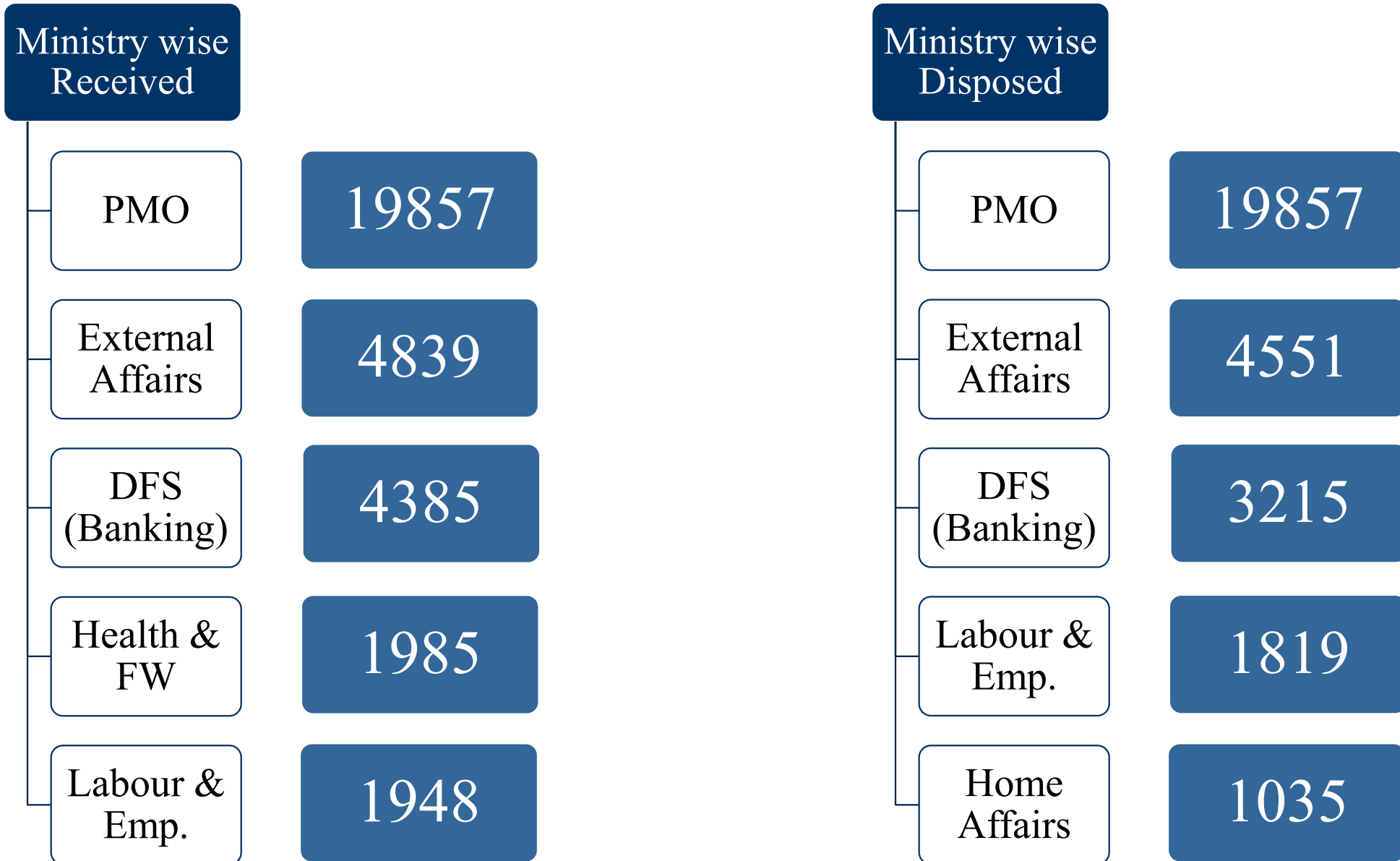
### State Govts.

Received – 25,504

Disposed – 8,190

Disposal – 32.11%

# Ministry Wise Receipt and Disposal - Maximum



# State Govt. Wise Receipt and Disposal - Maximum

## State wise Received

Maharashtra	4000
Bihar	2810
Uttar Pradesh	2616
Haryana	1953
Gujarat	1952

## State wise Disposed

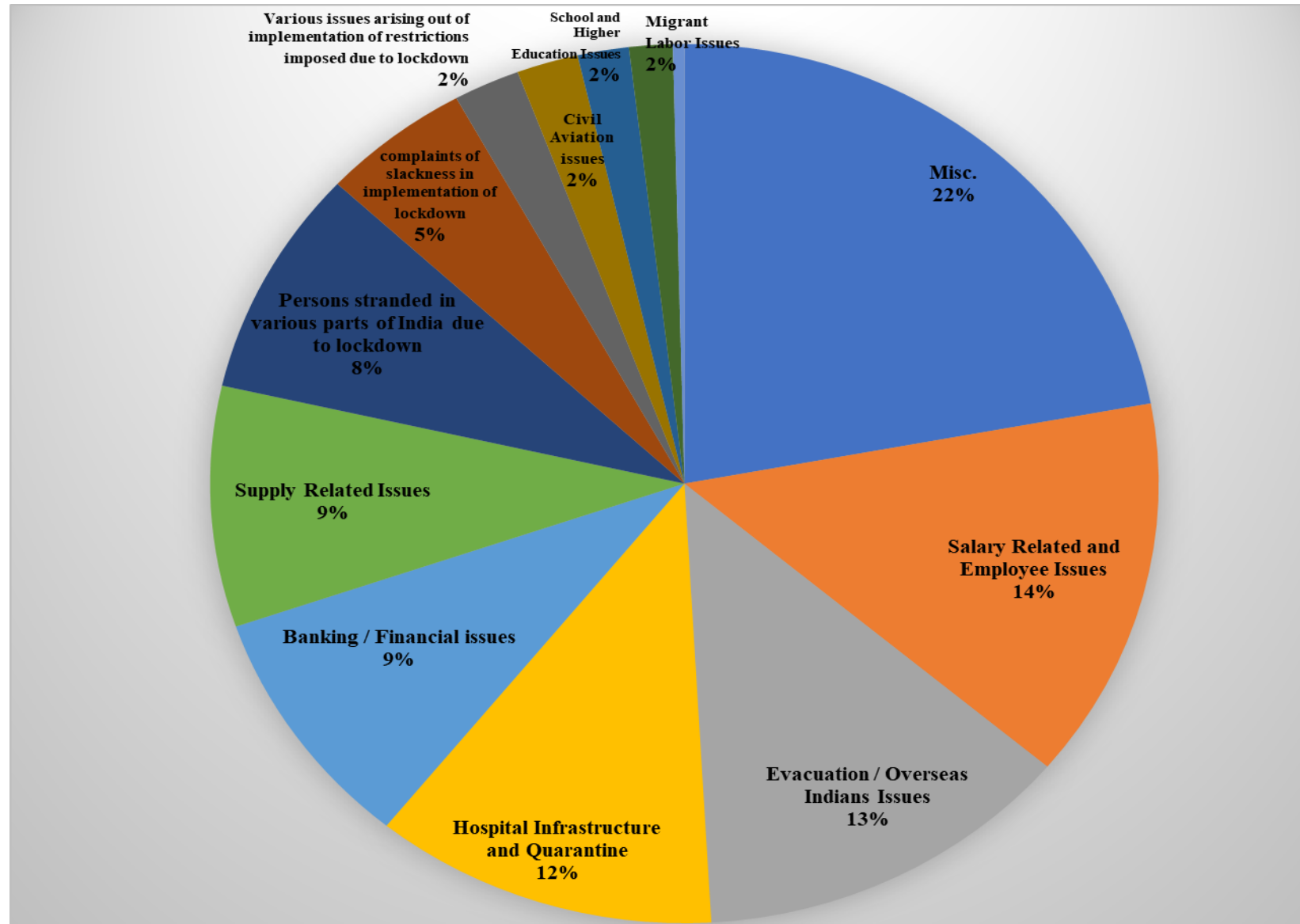
Haryana	1559
Maharashtra	1360
Bihar	1249
Karnataka	836
Uttar Pradesh	481

# COVID 19 Grievance Categories

S.no	Categories
1	Hospital Infrastructure and Quarantine
2	Evacuation / Overseas Indians Issues
3	Supply Related Issues
4	Migrant Labor Issues
5	Civil Aviation issues
6	Banking / Financial issues
7	School and Higher Education Issues
8	Salary Related and Employee Issues
9	Issues being faced by farmers
10	Persons stranded in various parts of India due to lockdown
11	Various issues arising out of implementation of restrictions imposed due to lockdown, including permission for travel due to extreme exigencies, namely, medical emergency and death cases
12	complaints of slackness in implementation of lockdown
13	Misc.
14	Category Not Assigned
15	Suggestions



# Category wise Grievances Received (30-03-20 to 27-04-20)



# Success Stories (Central Ministries/Departments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
DEABD/E/2020/14185	31.03.2020 In respect of giving exemption from penalty and interest due to delay in payment of sbi credit card. Madam, There is a humble request in the above subject that a large population of India use the credit card of State Bank of India. As these days the lock down of the covid 19 (corona virus) has been closed throughout the country due to avoidance of infection. Credit card payments are causing major hurdles due to the arrest of the lock down. There is a provision of penalty and interest for timely non-payment of credit card, due to which millions of consumers of the country will be forced to pay penalty and interest due to not being able to make payment on time due to this lock down, as well as due to all these consumers. The CIBIL score will also deteriorate. Therefore, you are requested to make an appropriate recommendation to the authorized officer of sbi credit card for giving exemption on penalty and interest in case of non-payment in time.	03.04.2020	प्रति,श्रीमान नरेन्द्र जी मोदी,माननीय प्रधानमंत्रीभारत सरकार, नई दिल्लीयह एप्लिकेशन बहुत ही ज्यादा कारगर साबित हुई है। मैंने पहली बार इस एप्लिकेशन को डाउनलोड करके इस्तेमाल किया है। मैंने दिनांक 30 मार्च 2020 मंगलवार को इस एप्लिकेशन पर आवेदन किया था, जिसका निराकरण दिनांक 03 अप्रैल 2020 शुक्रवार को कर दिया गया जो कि प्रशंसनीय है। मैं मेरा संशय दूर करने के लिए माननीय प्रधानमंत्री श्री नरेन्द्र जी मोदी व उनकी इस My Grievance टीम को हार्दिक शुभकामनाएं प्रेषित करते हुए धन्यवाद ज्ञापित करता हूँ।भवदीयप्रकाश पारवानीमो	Financial Services (Banking Division)

# Success Stories (Central Ministries/Departments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
DEABD/E/2020/16613	15.04.2020 Deficiency in Customer Service Related >> Delay in Service Bank : Canara Bank Branch / Name of Bank and Branch : Merta city branch code 3378 Canara bank ----- Respected officer, Letter attached in the form of PDF, the same letter was sent to Canara bank merta branch, but till date amount is not refunded and no communication received, its more than 1 month after sending the letter. Please take action expeditiously, now due to corona i dont have income and iam facing financial problems, hence kindly request you to refund the amount to my account at earliest Jai hind	21.04.2020	Thank you , the amount is reccredited to my account. This was pending from more than 1 month. But now it has been solved in just 2 days. thanks to DARPG for making new rules to address the grievance in 3 days time in this tough time of Covid 19. & thanks to PM Narendra Modi & Tomar sir. Jai hind	Financial Services (Banking Division)



## Success Stories (Central Ministries/Departments) (contd.)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
DHLTH/E/2 020/02836	02.04.2020 Shortage of Medicines Name of medicine : HCQS 300 mg Indication of the medicine : For treatment of SLE ----- Sir, My daughter is suffering from SLE and is undergoing OPD treatment from Rheumatology Department of AIIMS, New Delhi. She is taking HCQS 300 mg on daily basis on the prescription of Doctor. However, for the past 6-7 days, I am not able to get HCQS 300 mg which is one of the regular medicine to be taken on daily basis by patient of SLE as it is not available in nearby pharmacies as well as online pharmacies. We are running short of medicine. Kindly Help on SOS pl.	08.04.2020	Very Prompt redressal of grievance and we got medicine through local pharmacy on the information provided by Drug Inspector Mob: 9810369757. We have also received very good response from AIIMS Rheumatology Department in getting the medicine HCQS 300 mg for my daughter.	Health & Family Welfare



## Success Stories (Central Ministries/Departments) (contd.)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
DPOST/E/2020/09233	<p>15.04.2020</p> <p>1. Reference is made to speedpost consignment no. EU163862319IN dated 18 Mar 20 sent to me with medicines from Sahibabad, U.P. to Nonglyer P.O. (Pin 793009) Shillong, Meghalaya. 2. Last online tracking status shows consignment at Ghaziabad NSG as on 19 Mar 20. 3. Following are my grievances:- (a) no update post 19 Mar 20. (b) no response on any customer care no. (c) No information on Post office website on starting of postal services 4. Items urgently required, kindly provide update on above</p>	20.04.2020	<p>Excellent effort by the CPGRAMS teams. Ecstatic to see the amazing response, which was beyond my expectations. Starting from the day when the complaint was launched, continuous updates were made available. Followed by calls from Shillong GPO and extra effort by them to deliver my medicines at campus gate today. Keep it up, team. Only desirable thing is if postal dept could keep up with similar efficiency, as prior to lodging complaint it was impossible to obtain any update/ response from any available means of communication.</p>	Posts



## Success Stories (Central Ministries/Departments) (contd.)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
DOCOM/E/2020/00304	<p>20.03.2020</p> <p>DGFT NT No.50 dt 03/03/2020 restricting exports of 13 APIs and 13 Formulations made out of 13 APIs in question While Dept was right in imposing restrictions in larger public interest but they failed to take into account a fact that MSMEs were involved in those APIs / Formulations with pre-notification export commitments and restrictions imposed were not anyway serving the purpose of restrictions - Covid-19. Exporters had availed of pre-shipment credit from the banks and in want of proof of Export BL, banks are behind them to reverse funding granted to them, crippling their businesses. Pharmexcil had represented the matter on 11/3/2020 but until now no solution has been suggested by the Dept to resolve this crisis. I earnestly request to kindly bail out the industry belonging to MSME segment and oblige before its too late for them, creating a situation like "Operation Successful, Patient Died"</p>	12.04.2020	<p>Wholehearted compliments that despite huge work pressures in current situation, top to bottom of our govt machinery doing it best in serving the nation. I salute to each one of you / them.</p>	Commerce



## Success Stories (Central Ministries/Departments) (contd.)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
MOLBR/E/2020/04677	02.04.2020 Respected sir/madam Yesterday I have applied 30000 PF advance for my father because my father face corona virus infection and I have no many for this treatment and for my home daily need purchase item my business close and no any other income I don t want withdrawal my PF because PF is my saving but what can I do I don t want take money any relatives or any person so I apply PF advance and I humbly request you to please approve my PF advance 30000 as soon as possible thank you	03.04.2020	Excellent my problem has been solved very Excellent services thank you so much	Labour & Employment



## Success Stories (Central Ministries/Departments) (contd.)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2 020/0275045	01.04.2020 I am a patient of Chronic Kidney Disease Stage 4D. Got my Kidney Transplant Surgery in Year 2014 at Batra Hospital New Delhi. Unfortunately I am also diagnosed with Blood cancer also in February 2020. I am Running out of my Life Saving Drugs Due to COVID 19 Pandemic related National Lockdown which are not available at any nearby medical store including Pradhanmantri Jan Aushadhi Kendra also. Medicines Salt Name are Given Below. Tacrolimus 1 MG Mycophenolate Mofetil 500 Mg Imatinib Mesylate 400 Mg And Clonidine 0.1 Mg please help me in saving My life with the help of above mentioned medicines	10.04.2020	A heart full thank to all concerned officers of central and state government who provided me my life saving drugs at my door step helping me to save my life as well as helping me to follow the orders related to national lock down to contain the pandemic Covid 19 with such quick and prompt action I am fully confident that phir jeet jaayega india phir muskurayega india, jai hind	Pharmaceuticals





## Success Stories (State Governments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2020/0133776	<p>19.03.2020</p> <p>Dear Prime Minister We appreciate your efforts in containing Corona Virus in India. Sir, we are with you and want all Indians to be safe. We also appreciate your efforts in your saying, " Work from Home." But sorry to say that all the institutions are not following the same. The teachers of the schools are still being called to the school although there is no work in the school as the students are not coming. There is always a danger of spread of the virus through teachers. The teachers commute from far off places in public transport. We do not want any case to be reported among the teaching community. Please ask the Education Ministers of the states to declare holidays for the teaching as well as non teaching staff. Regards SP Singh (HoD)</p>	21.04.2020	<p>Dear PM and PMOI am grateful to all concerned who look into our problems and solve. My grievance has been looked into. Special thanks to DEO Sonipat. THANK YOU VERY MUCH.God bless you all. Regards SP Singh</p>	Govt. of Haryana



## Success Stories (State Governments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2 020/0207630	<p>25.03.2020</p> <p>Sir With due respect I want to draw your attention towards a problem being caused due to nationwide lock down. Sir my wife is pregnant and we are expecting a baby on 12th April 2020. Presently I am at Tehri Garhwal while my family resides at Bageshwar which is around 225 km away from here. At present only my old parents who are also suffering from sugar and high blood pressure are present at home except my wife. If they go to hospital to assist her during delivery, they may be exposed to covid19 virus. Also since hemoglobin of my wife is very low, hence she may need blood doner. Having same blood group I could have helped her with blood donation. Hence it is requested to kindly allow travel of someone who is only responsible person at his home during medical emergency in the family. I am ready to hire a vehicle for this travel so that virus may not spread. Also any other instructions in this regard will be followed fully. Sir kindly allow me to go to my family on 5th April so that I can help my wife during her delivery.</p>	15.04.2020	Thanks to PMO India and UK Govt for providing necessary help. Special thanks to SDM Tehri for providing vehicle pass.	Uttarakhand



## Success Stories (State Governments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2 020/0229410	26.03.2020 I am senior citizen, Garbage not being lifted Under Panvel Municipal corporation Water supply is not normal Under CIDCO TO FIGHT AGAINST CORONA COVID 19 ABOVE IS ESSENTIAL	20.04.2020	Sir,I am Rajnikant Pathak, 71,very much grateful to you and ur team for resolving my issues.Now our society is getting sufficient water supply to fight with CORONA, MANY THANKS TO CIDCO OFFICIALS. GARBAGE is now being lifted regularly, cleanliness is well maintained, a big thanks to PANVEL MUNICIPAL CORPORATION. Hope this would be maintained in FUTURE TOO. Regards Rajnikant Pathak 9757398080	Govt. of Maharashtra



## Success Stories (State Governments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2020/0310998	11.04.2020 Dear Sir, I would like to request you that due to lockdown my wife and my six month daughter got stuck @ Dehradun and they are not able to come home,her vaccination is also pending my wife is not able to visit any dr due to lock down, my daughter is just completed six month both are not able to cater this requirement and very far away from me. Please help me so that they can come to home safely. Regards Deepanker	24.04.2020	I really Appreciate the work by Entire team I am very happy with the response received by Team Thanks once againRegardsDeepanker	Govt. of Uttar Pradesh



## Success Stories (State Governments)

Registration No.	Date and Grievance description	Date of redressal	Appreciation by Citizen	Ministry/State Government Disposing the Grievance
PMOPG/E/2 020/0352994	<p>24.04.2020</p> <p>Respected Sir, This is to submit that my daughter Anushree Banerjee is taking coaching in ALLEN Coaching, Kota , Rajasthan. At present she is residing in Subhra Residency (Girls Hostel), 253 , Rajeeva Gandhi Nagar Kota-324009 . Due to outbreak of COVID -19, most of the States viz. UP, Uttarakhand, Gujrat, Hariyana and Madhya Pradesh have taken timely action and has evacuated their students from Kota. Through various media reports it has come to our knowledge that Govt of Chhattisgarh has taken a delayed action and has now written to Home ministry for Permission for evacuation of students. The said permission has not yet come. My humble submission is that , most of the Hostels are already evacuated and the hostel where my daughter is residing has only four students left. Left over students are gripped with anxiety , panic and disappointment. Only one month is left for their JEE Mains -II Exam for which they were taking coaching in Kota. If the students are not sent to their homes timely, the very purpose of sending them to Kota for coaching will be defeated. In this context your urgent intervention is required. Please talk to Hon'ble Home minister , Govt of India and also Hon'ble Chief Minister Govt of Chhattisgarh to immediately sort out the issues and grant permission for evacuation of students of Chhattisgarh from Kota. It is further requested that as the distance between Chhattisgarh (in my case from Bhilai ) to Kota is more than 1000 Km, hence it will be very difficult for students of teenage to travel through Buses. As such many parents are willing to bring their wards to Chhattisgarh through their our own vehicle . This will also reduce the burden on the State Govt to some extent. Hence please talk to Hon'ble Home minister , Govt of India and Hon'ble Chief Minister Govt of Chhattisgarh urgently to grant permission for personel / hired Vehicle to bring Children from Kota Rajasthan. Rgds Thanks Arvind Banerjee Mobile - 97551-86002 F/o Anushree Banerjee Street No 2, Plot No 291 B Smriti Nagar , Junwani , Bhilai , Dist -Durg Chhattisgarh - 490020</p>	26.04.2020	<p>Thank you very much Sir for quick disposal. Although permission for personnel vehicle has not been given , may be its a policy decision, still the Govts have taken a decision for evacuation of students from Kota and Buses have already been sent, along with medical staff and other Govt machinery. Once again, thanks lot Sir for taking pain and disposal of my grievance .</p>	Govt. of Chhattisgarh





# Pro Active Steps Taken



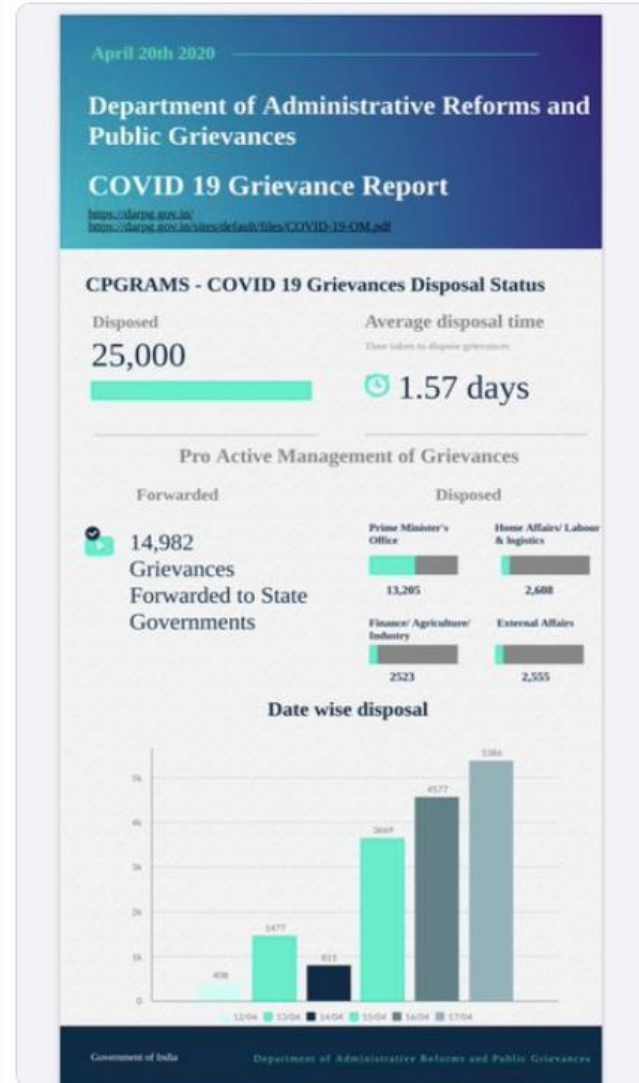
Dr Jitendra Singh  
@DrJitendraSingh

Under the guidance of PM Sh Narendra Modi, the Department of Administrative Reforms & Public Grievances, Ministry of Personnel, is ensuring prompt redressal of #COVID related grievances.



DARPG, Govt. of India  
@DARPG\_GoI

[darpg.gov.in/sites/default/...](https://darpg.gov.in/sites/default/...)



Dr. Jitendra Singh and 2 others

April 29th 2020

## Department of Administrative Reforms and Public Grievances

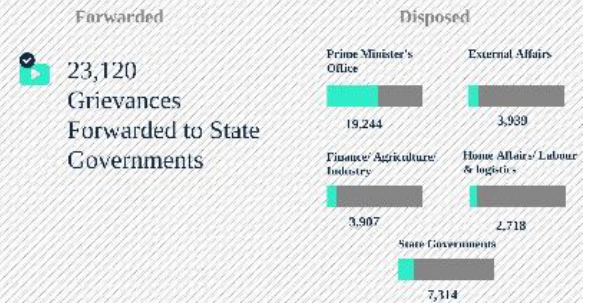
### COVID 19 Grievance Report

<https://darpg.gov.in/>  
<https://darpg.gov.in/sites/default/files/COVID-19-OM.pdf>

#### CPGRAMS - COVID 19 Grievances Disposal Status



#### Pro Active Management of Grievances



#### Date wise disposal



Government of India Department of Administrative Reforms and Public Grievances

# Thank You

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