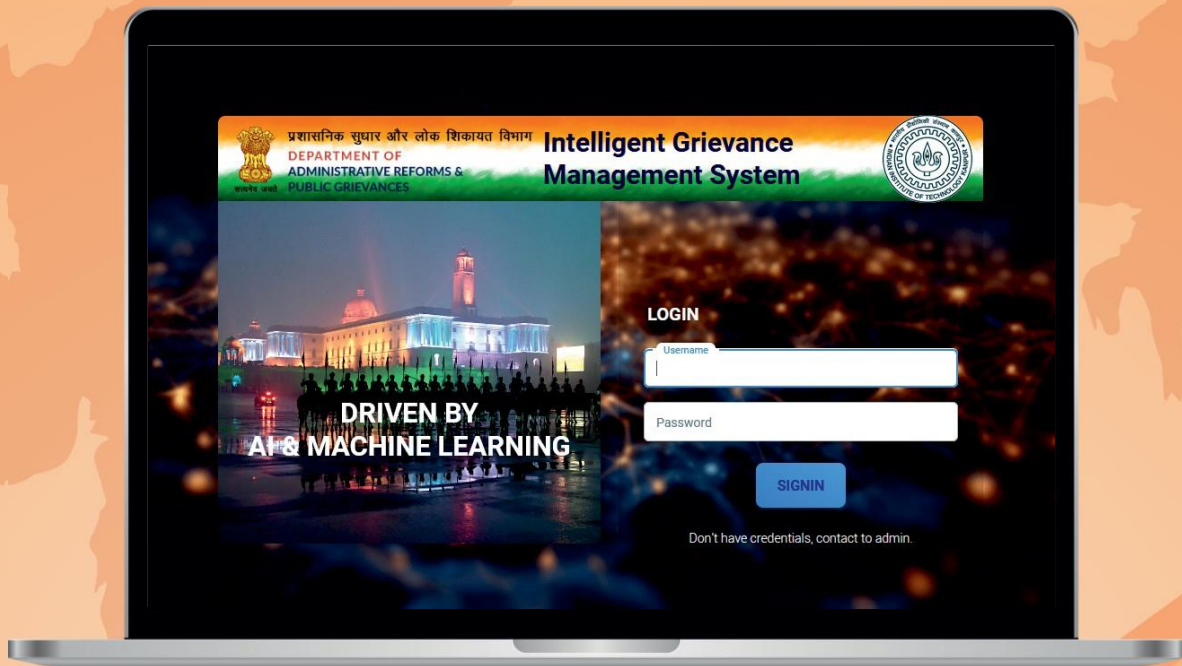




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

सत्यमेव जयते



CPGRAMS

Monthly Report – Central Ministries/Departments

May 2024

[Report Number 25]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

General

- In May 2024, for the **23rd month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency has increased** in the Central Secretariat to **81331 grievances**, out of which 59.87% of the grievances are pending for less than 30 days
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2024, from 1st January to 31st May, 2024 is **12 Days**
- In May, 2024, the BSNL Feedback Call Centre collected **71996 feedbacks**. Out of the total feedbacks collected, **~49%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **49109 feedbacks (68%)** were collected for Central Ministries/Departments by the BSNL Feedback Call Centre, **~52%** citizens expressed satisfaction with the resolution provided

PG Cases

- In May 2024, **109889 PG cases were received** on the CPGRAMS portal, **105991 PG cases were redressed** and there exists a **pendency of 81331 PG cases**, as of 31st May, 2024.
- A total number of registrations of grievances through **Common Service Centres** has **reduced** from 17747 grievances in April, 2024 to **6011 grievances** in May, 2024
- 37% of the grievances in the Central Secretariat were received by 3 Ministries/Departments. Department of Rural Development [14044 grievances], Ministry of Labour and Employment [13894 grievances], and Department of Financial Services (Banking Division) [12513 grievances] have received the maximum number of grievances in May, 2024

PG Appeals

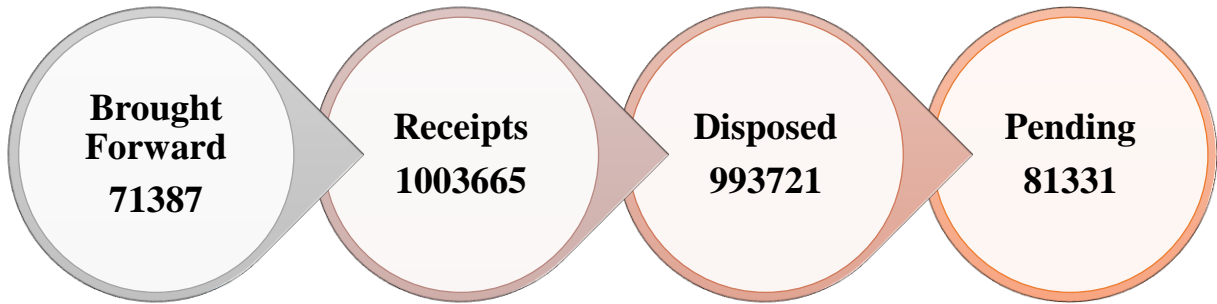
- In May, 2024, **17306 appeals were received** and **18607 appeals were disposed**
- The Central Secretariat has a pendency of **23421 PG Appeals** at the end of May, 2024

Grievance Redressal Assessment and Index (GRAI) – May, 2024

- **Department of Revenue, Central Board of Indirect Taxes and Customs and Ministry of Drinking Water and Sanitation** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than 500 grievances) for May, 2024
- **NITI Aayog, Ministry of Parliamentary Affairs and Ministry of Ayush** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for May, 2024

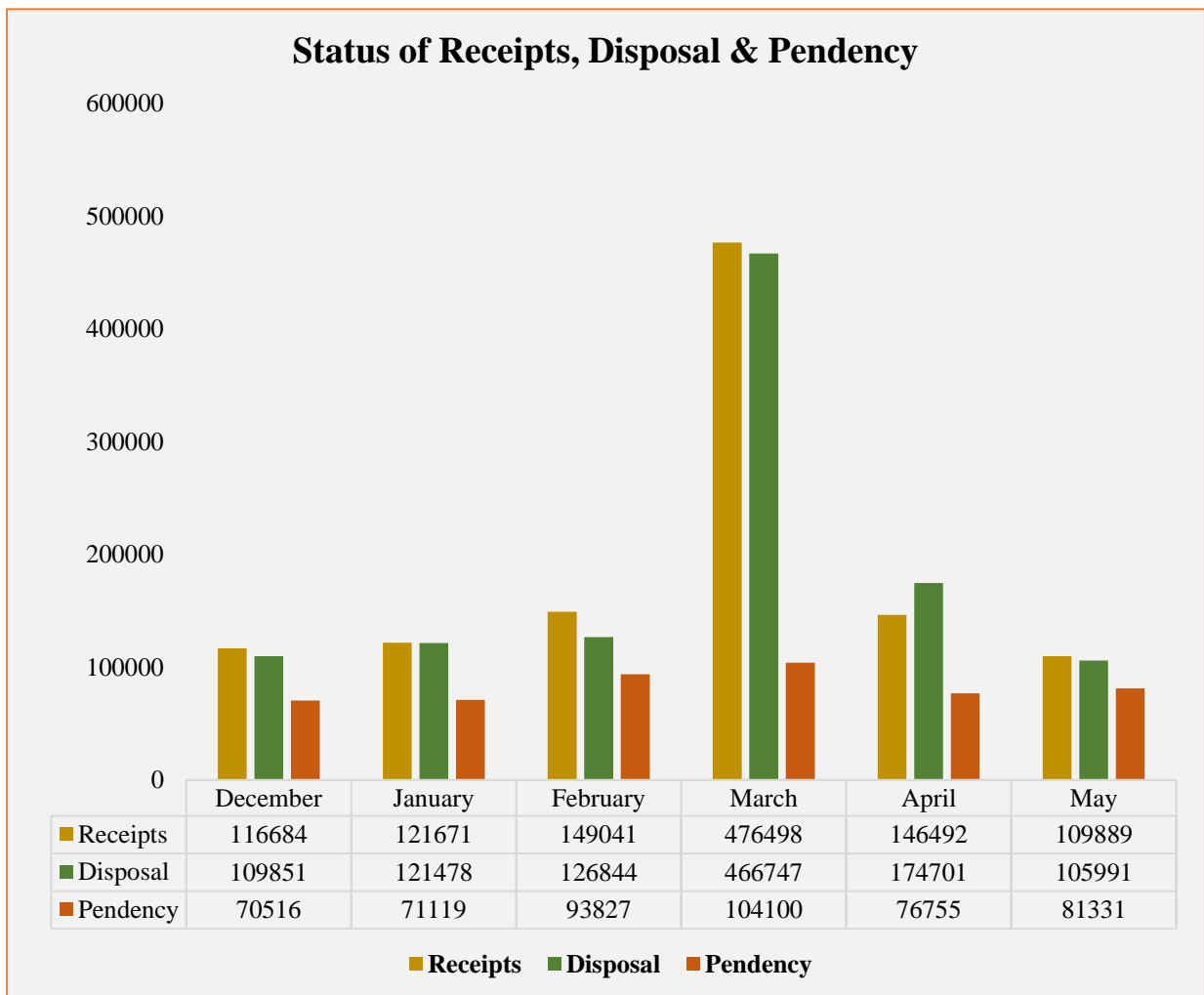
2. Review of Status of Grievances

2.1. Overview



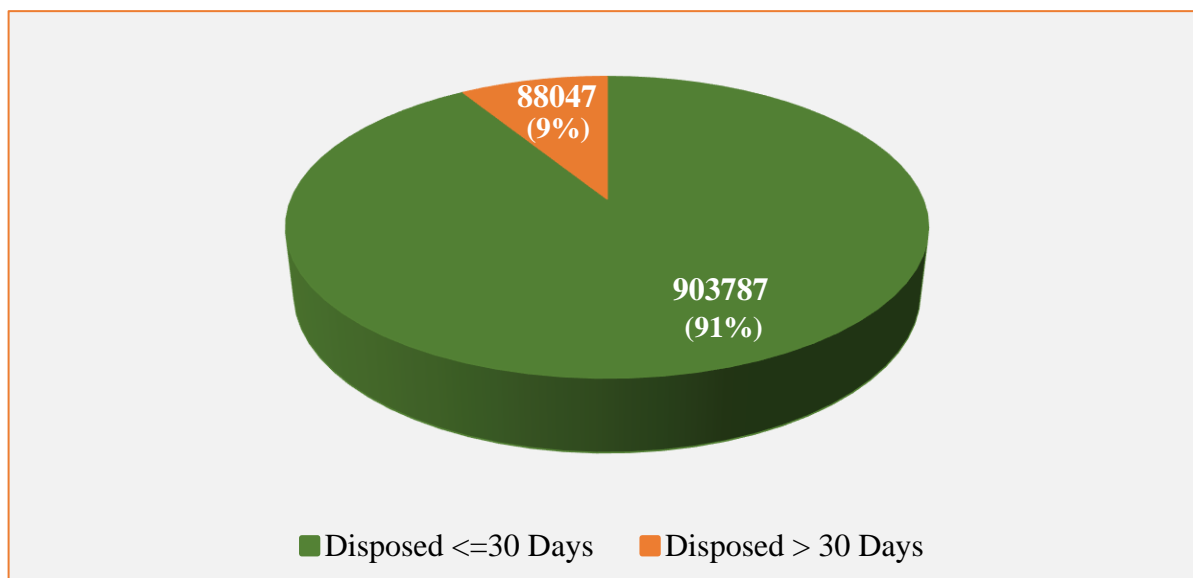
(Time Period: 01/01/2024 to 31/05/2024)

2.2. Month-wise Status of Grievances



3. Status of Disposal and Pendency

3.1. Disposal

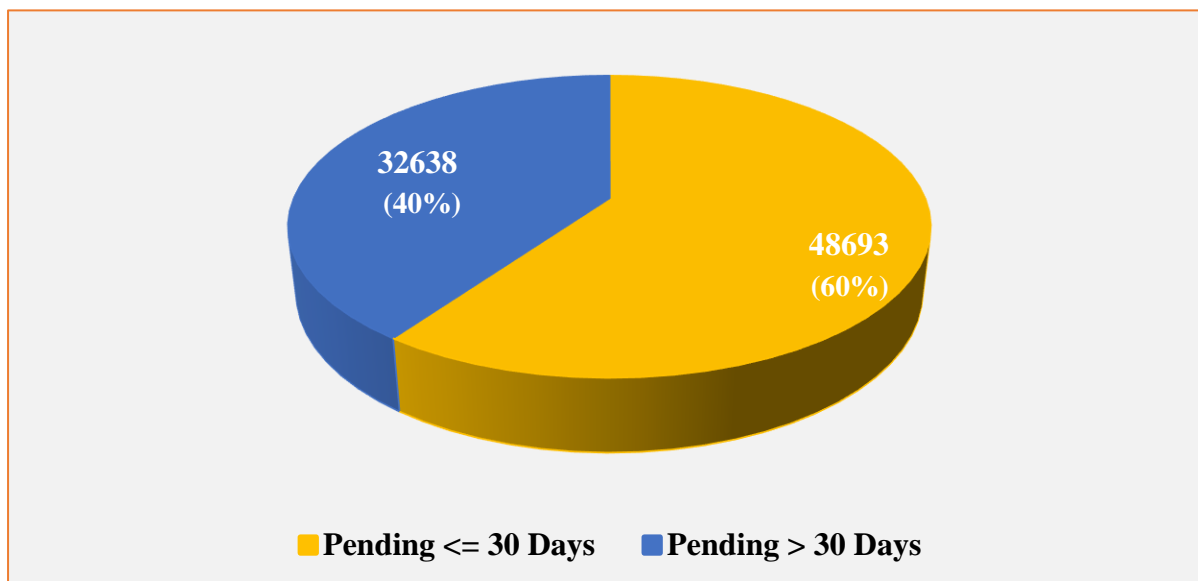


Performance of Central Ministries/Departments in terms of % grievances disposed within 30 days:

<u>Name of Ministry/Department</u>	<u>% Disposal <=30 days</u>
Ministry of Drinking Water and Sanitation	99.93%
Department of Telecommunications	99.87%
Department of Agriculture and Farmers Welfare	98.96%
Department of Rural Development	98.93%
Central Board of Indirect Taxes and Customs	97.31%
Department of Higher Education	71.81%
Ministry of Petroleum and Natural Gas	71.68%
Ministry of Housing and Urban Affairs	69.22%
Department of School Education and Literacy	60.38%
Central Board of Direct Taxes (Income Tax)	48.70%

**Note: % Disposal is taken for Ministry/Department with more than 5000 grievances disposed*

3.2. Pendency



Performance of Central Ministries/Departments in terms of % grievances pending for more than 30 days:

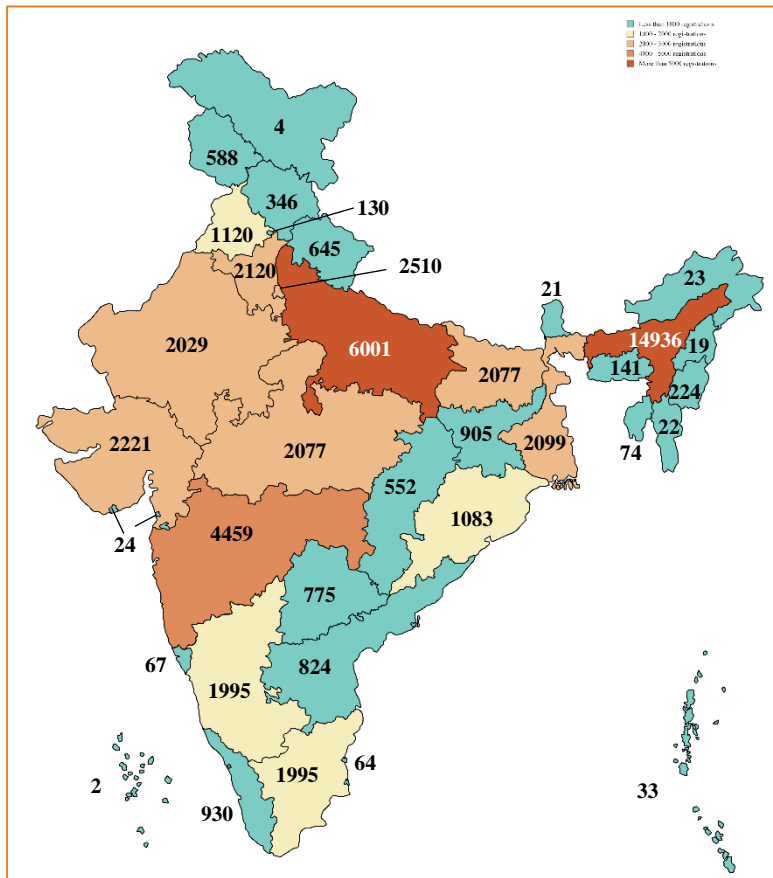
<u>Name of Ministry/Department</u>	<u>% Pending for >30 Days</u>
Department of Economic Affairs ACC Division	73.69%
Central Board of Direct Taxes (Income Tax)	71.07%
Ministry of Housing and Urban Affairs	66.30%
Department of School Education and Literacy	60.13%
Ministry of Home Affairs	58.25%
Department of Financial Services (Insurance Division)	5.90%
Unique Identification Authority of India	5.65%
Department of Posts	5.53%
Ministry of Corporate Affairs	3.58%
Department of Telecommunications	0.98%

**Note: % Pendency is taken for Ministry/Department having more than 500 grievances pending*

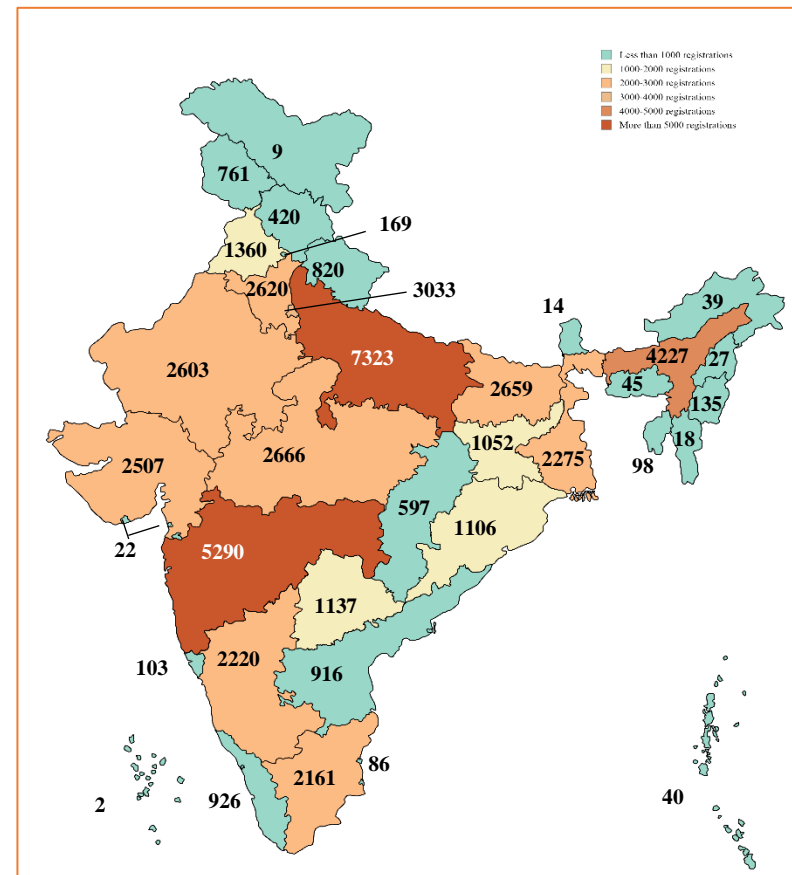
4. User-Registration on CPGRAMS

State/UT from which new users have registered on CPGRAMS in May, 2024:

A total of **49486** new users have registered on CPGRAMS through various channels, out of which, **7323** registrations are from **Uttar Pradesh**.



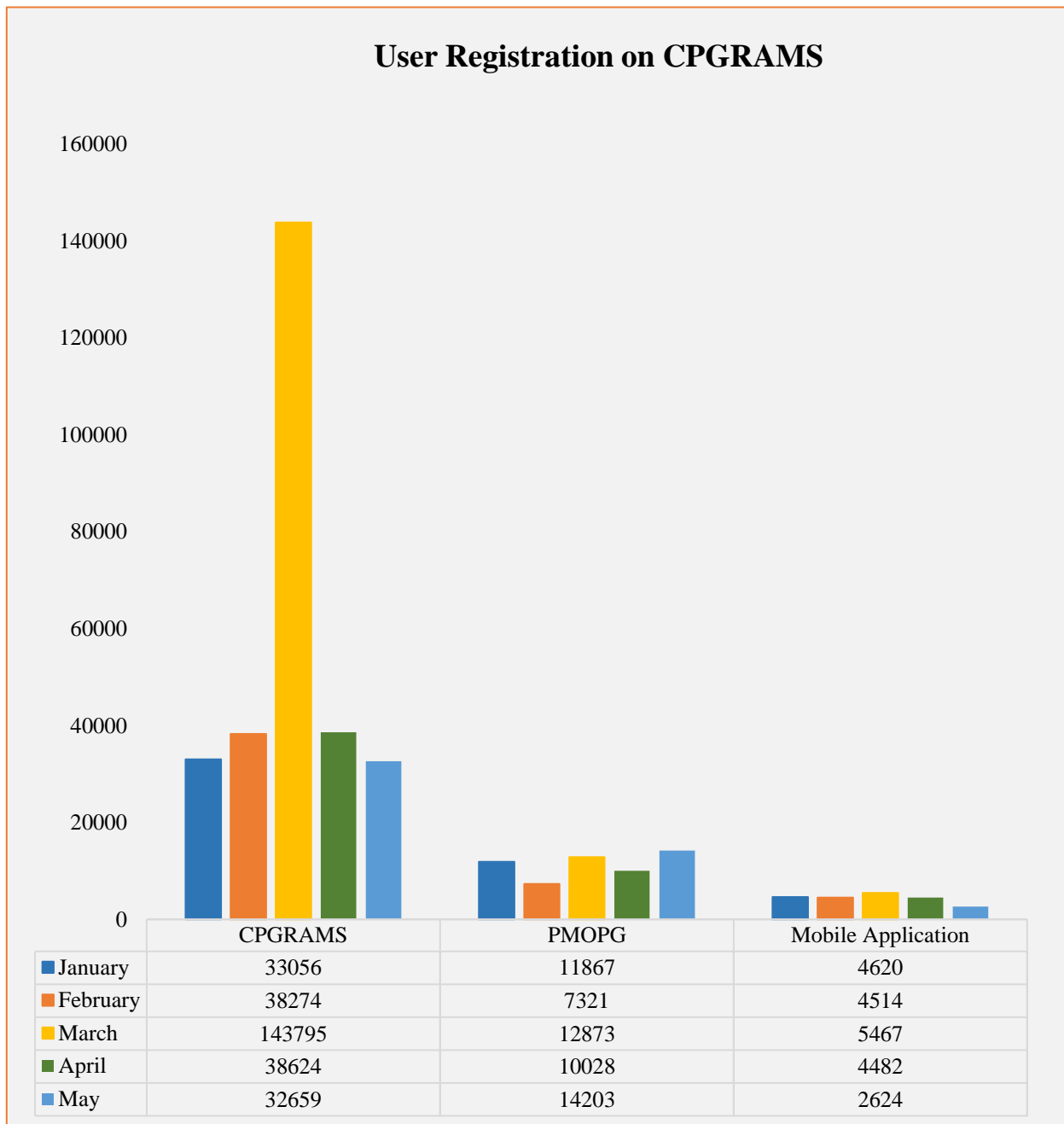
April 2024



May 2024

- **User Registration on CPGRAMS in the last 5 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49543
2	February	50109
3	March	162135
4	April	53134
5	May	49486
TOTAL		3,64,407



- **Number of Grievances registered by New Users in Ministries / Departments / States / UTs:**

S. No.	Name of Ministry/Department/State/UT	May-24
1	Department of Rural Development	4915
2	Ministry of Labour and Employment	3398
3	Department of Financial Services (Banking Division)	2128
4	Central Board of Direct Taxes (Income Tax)	1784
5	Department of Agriculture and Farmers Welfare	978
6	Ministry of Home Affairs	881
7	Department of Telecommunications	823
8	Department of Posts	819
9	Ministry of Railways (Railway Board)	783
10	Department of Health & Family Welfare	762

35% - Department of Rural Development

24% - Ministry of Labour and Employment

17% - Department of Financial Services (Banking Division)

} % of grievances registered in respective Ministries / Departments (through CSCs) to the total grievances registered via all the channels

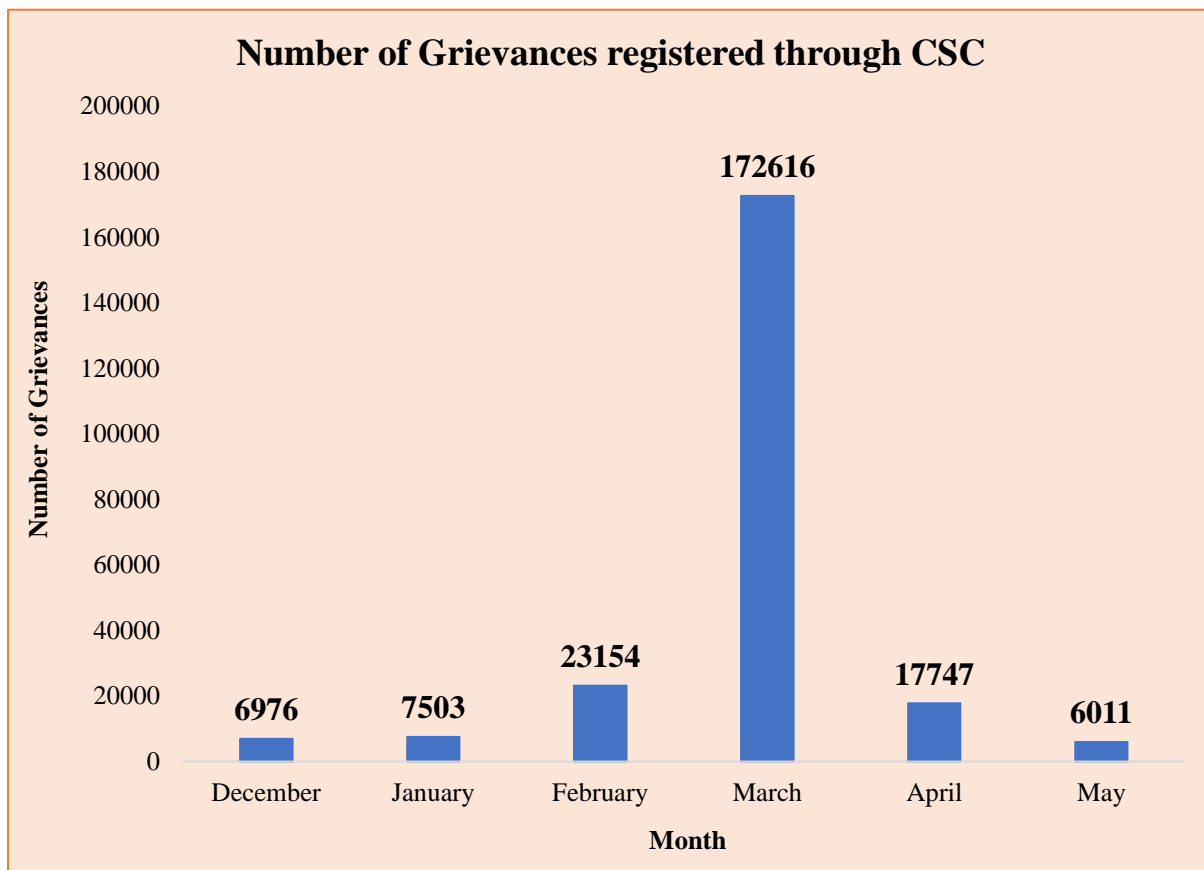
5. Outreach through Common Service Centres

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: 01/04/2024 to 31/05/2024)

- A total of **6011 grievances** have been registered through the Common Service Centres in the month of May, 2024



- **Top 10 Ministries/Departments/States/UTs for which the maximum grievances were registered through CSCs:**

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Rural Development	2273	548	1725
2	Department of Agriculture and Farmers Welfare	1292	141	1151
3	Department of Financial Services (Banking Division)	334	161	173
4	Department of Telecommunications	230	224	6
5	Government of Uttar Pradesh	208	10	198
6	Ministry of Labour and Employment	200	163	37
7	Department of Posts	125	111	14
8	Government of Andhra Pradesh	119	78	41
9	Unique Identification Authority of India	115	91	24
10	Central Board of Direct Taxes (Income Tax)	84	47	37

- **Top 5 Reform Level Category from which the maximum grievances were registered via CSCs:**

T O P L E V E L	Pradhan Mantri Awaas Yojana – Gramin (Rural)	2256
	PMKISAN related issues	1236
	Mobile related	99
	PF Withdrawal	71
	Normal Fresh/Re-issue Passport application	56

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Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)	1994
Stoppage of installments after issue of few installments	691
Non receipt of PMKISAN Instalments	276
Approval of documents by State Govt.	198
Negligence of request for new house by official / GPs (State Govt./ Block)	111

- **State-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of State	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
1	Assam	2383	Pradhan Mantri Awaas Yojana - Gramin (Rural)	2220
			Swachh Bharat Mission related (Rural)	34
2	Uttar Pradesh	831	PMKISAN related issues	233
			Financial Scheme Related	28
3	Andhra Pradesh	540	Mobile Related	54
			Tower Related	36
4	Punjab	413	PMKISAN related issues	265
			Mobile Related	15
5	Jharkhand	238	PMKISAN related issues	152

S. No.	Name of State	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
			Financial Scheme Related	13
6	Maharashtra	229	PMKISAN related issues	120
			Normal Fresh/ Re-issue Passport application	31
7	West Bengal	182	PMKISAN related issues	55
			LPG/LPG Agency related	24
8	Madhya Pradesh	162	Health Schemes	19
			PMKISAN related issues	15
9	Odisha	159	PMKISAN related issues	69
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	28
10	Bihar	153	PMKISAN related issues	14
			Public Distribution System related	10

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

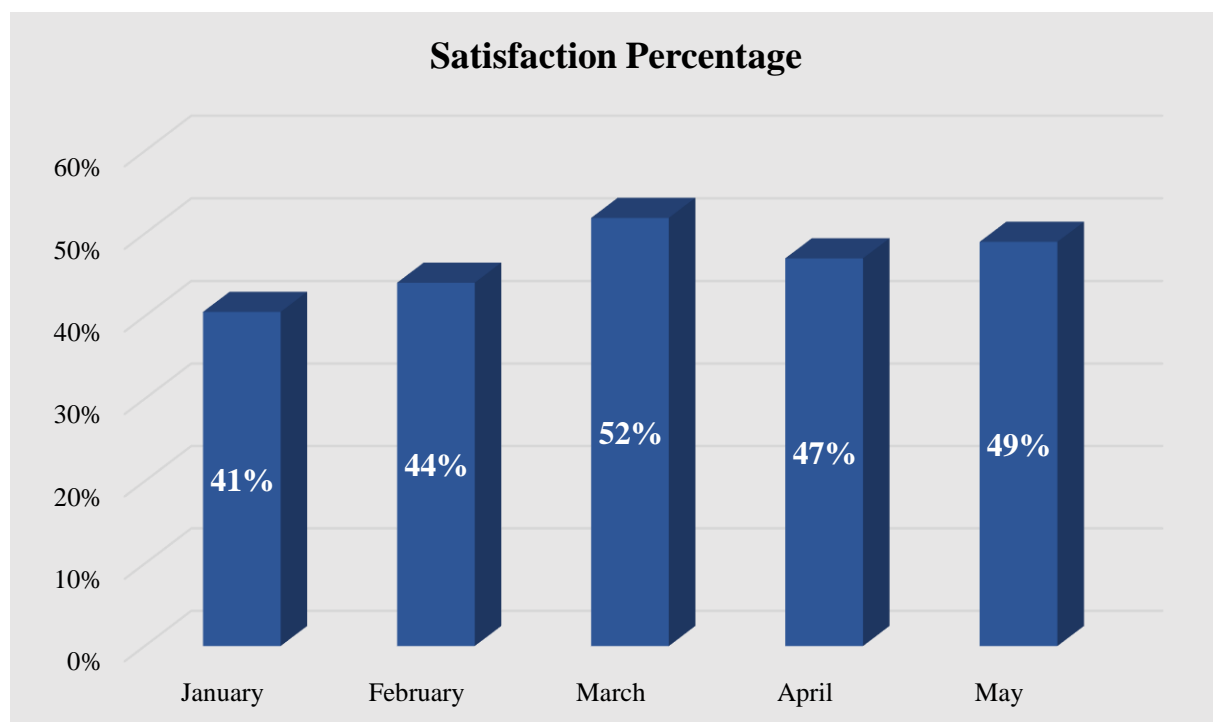
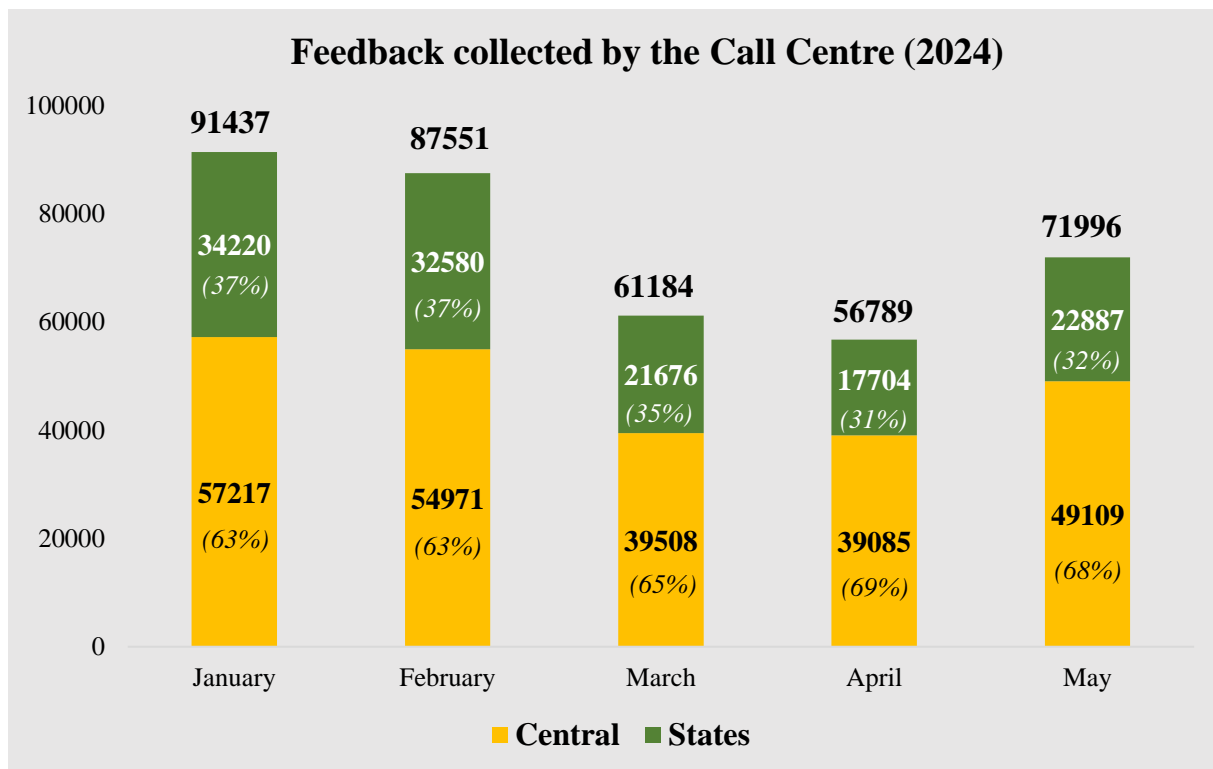
S. No.	Name of Ministry/Department	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
1	Department of Rural Development	2273	Pradhan Mantri Awaas Yojana - Gramin (Rural)	2256
			MGNREGA Related	16
2	Department of Agriculture and Farmers Welfare	1292	PMKISAN related issues	1236
			Plant Protection Matters	22
3	Department of Financial Services (Banking Division)	334	Fraud	44
			Service Matter Related	40
4	Department of Telecommunications	230	Mobile Related	99
			Tower Related	39

S. No.	Name of Ministry/Department	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
5	Ministry of Labour and Employment	200	PF Withdrawal	71
			Others (EPFO)	38
6	Department of Posts	125	Financial Scheme Related	45
			Delay/ Non - Delivery/Abstraction of Postal Articles	27
7	Unique Identification Authority of India	115	Non Updation of AADHAAR	42
			Non-Enrolment and Non-Generation of Aadhaar	20
8	Central Board of Direct Taxes (Income Tax)	84	PAN Issues	44
9	Ministry of Drinking Water and Sanitation	78	Swachh Bharat Mission related (Rural)	48
			Jal Jeevan Mission related (Rural)	30
10	Department of Health and Family Welfare	66	Health Schemes	43

- ✓ In May, 2024, the maximum number of grievances were registered under the category “Pradhan Mantri Awaas Yojana - Gramin (Rural)” with total registrations of **2256 grievances**
- ✓ Maximum grievances pertain to the category “Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)” with **1994** such grievances, followed by “Stoppage of installments after issue of few installments”, with **691** such grievances
- ✓ In May, 2024, **1236 grievances** were registered under the category “PMKISAN related issues”

6. Feedback Call Centre

- From 1st January to 31st May, 2024, the BSNL Feedback Call Centre has collected **368957** feedbacks, directly from the citizens



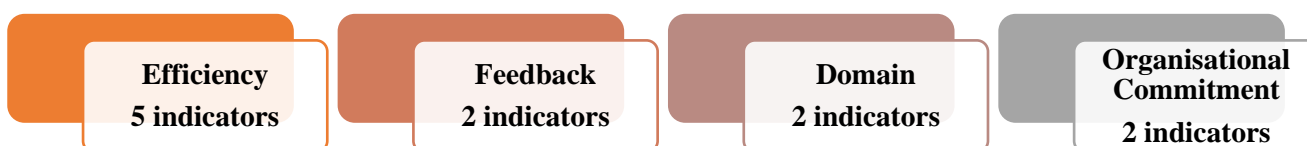
- **Trend of Satisfaction across Ministries/Departments for which maximum feedbacks has been collected in the last 6 months**

S. No.	Name of Ministry/Department	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
1	Ministry of Labour and Employment	52%	49%	52%	55%	49%	53%
2	Department of Financial Services (Banking Division)	42%	42%	45%	47%	45%	48%
3	Department of Rural Development	71%	71%	74%	92%	92%	84%
4	Ministry of Railways (Railway Board)	36%	34%	40%	41%	38%	38%
5	Central Board of Direct Taxes (Income Tax)	57%	54%	57%	58%	57%	57%
6	Department of Defence Finance	55%	53%	55%	59%	58%	61%
7	Department of Ex Servicemen Welfare	50%	51%	51%	53%	48%	54%
8	Department of Posts	52%	52%	53%	56%	57%	55%
9	Department of Telecommunications	40%	37%	45%	52%	50%	49%
10	Ministry of Home Affairs	37%	38%	39%	42%	33%	36%
11	Ministry of Petroleum and Natural Gas	56%	60%	65%	61%	56%	60%
12	Department of Financial Services (Insurance Division)	32%	34%	33%	38%	33%	41%
13	Unique Identification Authority of India	47%	52%	55%	62%	53%	57%
14	Ministry of External Affairs	56%	55%	55%	56%	56%	53%
15	Department of Health & Family Welfare	47%	43%	49%	45%	47%	46%
16	Ministry of Housing and Urban Affairs	29%	29%	32%	37%	28%	39%
17	Ministry of Road Transport and Highways	30%	33%	33%	34%	32%	35%
18	Department of Consumer Affairs	39%	37%	38%	42%	41%	42%
19	Department of Higher Education	30%	32%	41%	42%	41%	41%
20	Ministry of Corporate Affairs	26%	28%	25%	29%	27%	26%

7. Grievance Redressal Assessment and Index – May, 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 May, 2024 to 31st May, 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 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

7.1. Ranking of Ministries/Departments – Group A

(Ministries/Departments with Total Grievances **more than equal to 500**)

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	Department of Revenue	642	0.417	0.210	0.149	0.095	0.871	1
2	Central Board of Indirect Taxes and Customs	1103	0.421	0.192	0.148	0.096	0.857	2
3	Ministry of Drinking Water and Sanitation	786	0.364	0.300	0.150	0.028	0.842	3
4	Department of Posts	3991	0.390	0.201	0.127	0.088	0.806	4
5	Department of Telecommunications	4053	0.408	0.178	0.128	0.083	0.796	5
6	Department of Food and Public Distribution	583	0.388	0.183	0.134	0.067	0.771	6
7	Ministry of Panchayati Raj	520	0.409	0.156	0.150	0.056	0.771	7
8	Department of Agriculture and Farmers Welfare	3346	0.356	0.196	0.144	0.049	0.745	8
9	Ministry of Labour and Employment	13893	0.353	0.187	0.120	0.074	0.733	9
10	Ministry of Home Affairs	4157	0.329	0.198	0.136	0.070	0.733	10
11	Unique Identification Authority of India	1575	0.346	0.190	0.105	0.076	0.717	11
12	Ministry of Road Transport and Highways	1791	0.351	0.158	0.125	0.076	0.711	12
13	Department of Financial Services (Insurance Division)	1836	0.353	0.165	0.113	0.079	0.711	13
14	Ministry of Railways (Railway Board)	5003	0.323	0.163	0.121	0.064	0.670	14
15	Department of Financial Services (Banking Division)	12513	0.297	0.182	0.101	0.068	0.649	15
16	Ministry of Electronics & Information Technology	611	0.300	0.206	0.094	0.045	0.644	16

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
17	Department of Defence	1358	0.308	0.203	0.084	0.049	0.644	17
18	Ministry of Petroleum and Natural Gas	1723	0.242	0.217	0.107	0.062	0.627	18
19	Department of Personnel and Training	1209	0.268	0.183	0.111	0.063	0.624	19
20	Department of Consumer Affairs	1413	0.254	0.187	0.108	0.054	0.603	20
21	Department of School Education and Literacy	1180	0.247	0.172	0.111	0.069	0.599	21
22	Ministry of External Affairs	1394	0.287	0.187	0.082	0.040	0.596	22
23	Ministry of Corporate Affairs	1131	0.256	0.142	0.110	0.077	0.586	23
24	Department of Defence Finance	2897	0.240	0.213	0.073	0.050	0.576	24
25	Department of Health & Family Welfare	2800	0.226	0.194	0.102	0.053	0.574	25
26	Department of Rural Development	14044	0.181	0.263	0.092	0.030	0.565	26
27	Central Board of Direct Taxes (Income Tax)	5339	0.139	0.212	0.095	0.100	0.546	27
28	Department of Ex Servicemen Welfare	5522	0.202	0.209	0.085	0.039	0.535	28
29	Department of Higher Education	1396	0.222	0.174	0.078	0.061	0.535	29
30	Ministry of Housing and Urban Affairs	1554	0.161	0.198	0.099	0.050	0.508	30
31	Department of Justice	845	0.182	0.169	0.088	0.027	0.465	31

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score

7.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
1	NITI Aayog	133	0.447	0.270	0.150	0.036	0.903	1
2	Ministry of Ayush	196	0.402	0.185	0.147	0.070	0.804	2
3	Ministry of Parliamentary Affairs	94	0.365	0.228	0.150	0.060	0.803	3
4	Department of Land Resources	270	0.438	0.197	0.105	0.049	0.788	4
5	Ministry of Cooperation	304	0.436	0.150	0.132	0.064	0.782	5
6	Department of Public Enterprises	31	0.349	0.263	0.105	0.055	0.771	6
7	Department of Legal Affairs	171	0.413	0.179	0.132	0.047	0.770	7
8	Department of Pharmaceuticals	98	0.354	0.210	0.114	0.064	0.741	8
9	Ministry of Development of North Eastern Region	15	0.226	0.284	0.150	0.045	0.705	9
10	Ministry of Women and Child Development	483	0.342	0.131	0.126	0.083	0.683	10
11	Department of Social Justice and Empowerment	449	0.305	0.178	0.135	0.064	0.682	11
12	Ministry of Micro Small and Medium Enterprises	381	0.308	0.193	0.113	0.046	0.661	12
13	Ministry of Mines	103	0.300	0.182	0.127	0.051	0.660	13
14	Ministry of Tourism	209	0.325	0.176	0.114	0.044	0.659	14
15	Department of Empowerment of Persons with Disabilities	177	0.351	0.140	0.088	0.078	0.657	15
16	Ministry of Environment, Forest and Climate Change	470	0.322	0.173	0.103	0.057	0.656	16
17	Ministry of Coal	250	0.356	0.198	0.059	0.040	0.652	17
18	Ministry of Information and Broadcasting	277	0.296	0.178	0.119	0.060	0.652	18
19	Staff Selection Commission	202	0.253	0.215	0.104	0.080	0.652	19
20	Department of Health Research	67	0.287	0.205	0.119	0.037	0.648	20

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
21	Department of Expenditure	71	0.279	0.178	0.130	0.054	0.641	21
22	Ministry of New and Renewable Energy	161	0.312	0.135	0.150	0.043	0.640	22
23	Ministry of Shipping	95	0.263	0.182	0.132	0.059	0.636	23
24	Ministry of Power	430	0.284	0.188	0.123	0.038	0.634	24
25	Ministry of Civil Aviation	497	0.311	0.138	0.137	0.048	0.634	25
26	Department of Chemicals and Petrochemicals	26	0.293	0.139	0.136	0.062	0.630	26
27	Department of Defence Research and Development	66	0.277	0.168	0.150	0.034	0.629	27
28	O/o the Comptroller & Auditor General of India	83	0.262	0.234	0.060	0.072	0.629	28
29	Department of Commerce	263	0.286	0.212	0.080	0.050	0.627	29
30	Ministry of Water Resources, River Development & Ganga Rejuvenation	256	0.275	0.184	0.109	0.054	0.622	30
31	Department of Science and Technology	77	0.311	0.190	0.059	0.054	0.615	31
32	Department of Sports	51	0.248	0.153	0.150	0.058	0.609	32
33	Department of Financial Services (Pension Reforms)	190	0.291	0.204	0.060	0.048	0.602	33
34	Ministry of Skill Development and Entrepreneurship	199	0.211	0.192	0.149	0.050	0.602	34
35	Ministry of Statistics and Programme Implementation	26	0.308	0.122	0.108	0.048	0.586	35
36	Ministry of Minority Affairs	107	0.212	0.172	0.139	0.064	0.586	36
37	Ministry of Earth Sciences	36	0.259	0.180	0.100	0.038	0.577	37
38	Ministry of Textiles	43	0.184	0.182	0.150	0.052	0.568	38
39	Department for Promotion of Industry and Internal Trade	131	0.229	0.155	0.131	0.053	0.567	39
40	Legislative Department	44	0.255	0.129	0.120	0.043	0.547	40

#	Ministry / Department	Total Grievances	Dimension-wise Score				GRAI Score	GRAI Rank
			Efficiency	Feedback	Domain	Org. Commitment		
41	Ministry of Steel	72	0.192	0.149	0.150	0.053	0.544	41
42	Department of Heavy Industry	76	0.190	0.189	0.110	0.048	0.537	42
43	Ministry of Tribal Affairs	135	0.207	0.223	0.060	0.043	0.534	43
44	Department of Agriculture Research and Education	73	0.193	0.236	0.059	0.039	0.526	44
45	Department of Atomic Energy	135	0.225	0.118	0.105	0.077	0.525	45
46	Department of Defence Production	176	0.187	0.175	0.095	0.049	0.506	46
47	Department of Investment & Public Asset Management	77	0.275	0.150	0.000	0.073	0.498	47
48	Ministry of Culture	129	0.134	0.195	0.119	0.049	0.497	48
49	Ministry of Food Processing Industries	31	0.263	0.157	0.022	0.045	0.487	49
50	Department of Space	17	0.146	0.183	0.092	0.062	0.483	50
51	Department of Scientific & Industrial Research	72	0.218	0.116	0.090	0.046	0.470	51
52	Department of Fisheries	24	0.166	0.184	0.039	0.066	0.454	52
53	Department of Military Affairs	328	0.171	0.163	0.072	0.044	0.449	53
54	Department of Fertilizers	21	0.112	0.228	0.051	0.058	0.449	54
55	Department of Animal Husbandry, Dairying	122	0.157	0.203	0.056	0.030	0.446	55
56	Department of Bio Technology	9	0.094	0.150	0.150	0.033	0.427	56
57	Department of Youth Affairs	56	0.207	0.024	0.060	0.067	0.359	57
58	Department of Official Language	16	0.176	0.014	0.116	0.053	0.359	58
59	Department of Economic Affairs ACC Division	268	0.065	0.188	0.041	0.046	0.339	59

Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption and grievance categorised as 'Urgent', the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

7.3. Analysis of Monthly GRAI - May 2024

Group A: Department of Revenue has topped the ranking, followed by Central Board of Indirect Taxes and Customs, Ministry of Drinking Water and Sanitation, Department of Posts and Department of Telecommunications

Name of the M/D	April Rank	May Rank	Indicators Affecting Rank Change
Department of Justice	20	31	<ul style="list-style-type: none"> • % of Appeals Redressed • % Pendency with GROs
Department of Ex Servicemen Welfare	17	28	<ul style="list-style-type: none"> • % of Appeals Redressed • % of Active GROs
Department of Defence	11	17	<ul style="list-style-type: none"> • % of Resolution of Corruption Grievances • % of Resolution with “Satisfied” Remarks • % of Active GROs
Ministry of Electronics & Information Technology	11	17	<ul style="list-style-type: none"> • % Pendency with GROs • % of Resolution of Corruption Grievances
Department of Personnel and Training	13	19	<ul style="list-style-type: none"> • % of Appeals Redressed • % of Resolution of Corruption Grievances • % of Resolution with “Satisfied” Remarks

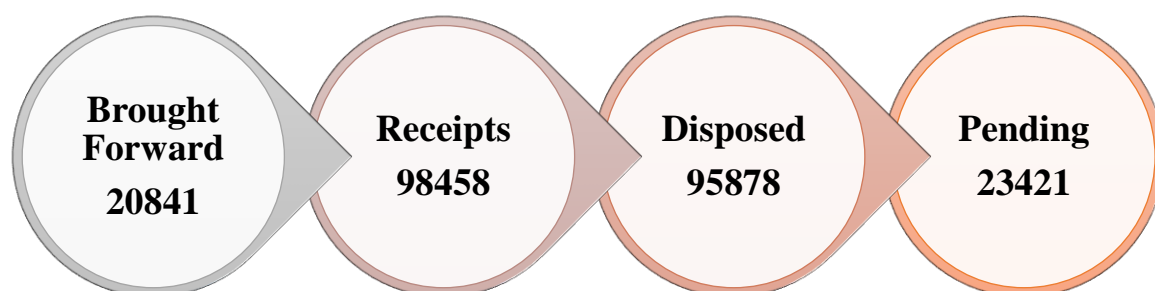
Group B: NITI Aayog has topped the ranking followed by Ministry of Parliamentary Affairs, Ministry of Ayush, Department of Land Resources and Ministry of Cooperation

Name of the M/D	April Rank	May Rank	Indicators Affecting Rank Change
Department of Investment & Public Asset Management	4	47	<ul style="list-style-type: none"> • % of Appeals Redressed • Adequacy of Categorisation
Ministry of Food Processing Industries	22	49	<ul style="list-style-type: none"> • % of Appeals Redressed • Adequacy of Categorisation • % of Active GROs
Ministry of Tribal Affairs	17	43	<ul style="list-style-type: none"> • % of Appeals Redressed • % of Resolution of Corruption Grievances • % of Active GROs
Department of Chemicals and Petrochemicals	2	26	<ul style="list-style-type: none"> • % of Appeals Redressed • % of Resolution with “Satisfied” Remarks
Department of Fisheries	29	52	<ul style="list-style-type: none"> • % of Appeals Redressed • Average disposal time
Department of Official Language	39	58	<ul style="list-style-type: none"> • % of Grievances Resolution within Timeline • % Appeal Filed

Name of the M/D	April Rank	May Rank	Indicators Affecting Rank Change
Department of Economic Affairs ACC Division	40	59	<ul style="list-style-type: none"> • % of Grievances Resolution within Timeline • % of Appeals Redressed • Average disposal time • % of Resolution of Corruption Grievances • % of Disposal of Complaints Labelled as "Urgent" • % of Active GROs
Department of Scientific & Industrial Research	33	51	<ul style="list-style-type: none"> • % of Appeals Redressed • % of Active GROs
Ministry of Statistics and Programme Implementation	18	35	<ul style="list-style-type: none"> • % of Active GROs
Legislative Department	23	40	<ul style="list-style-type: none"> • % of Appeals Redressed • % Active GROs

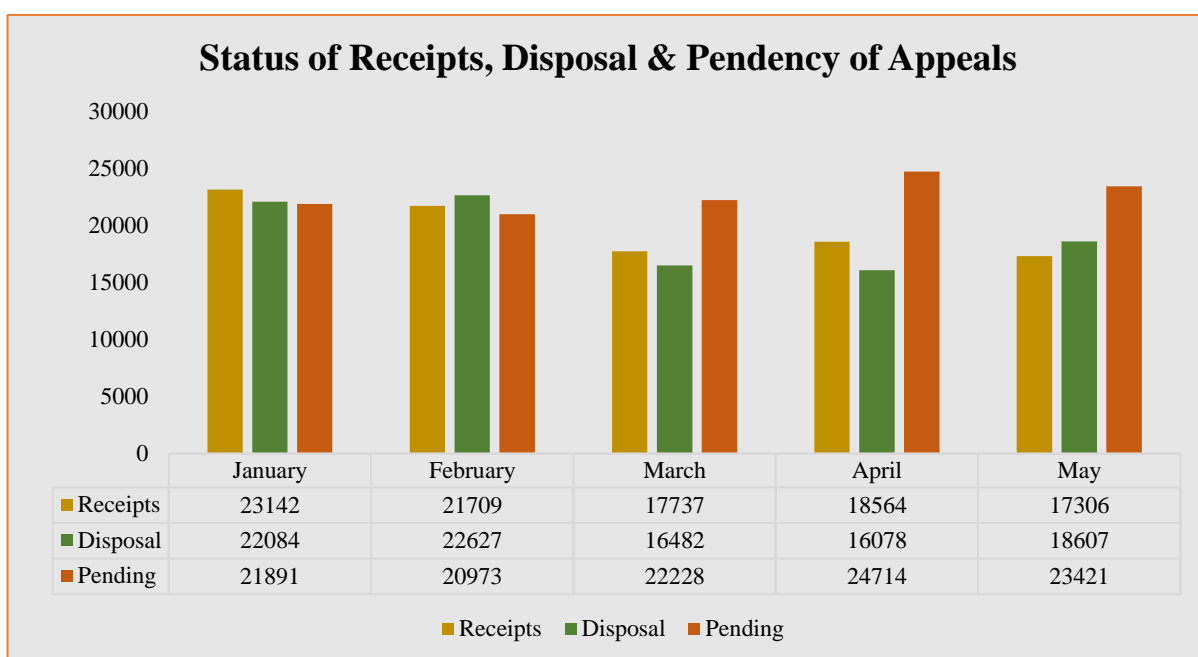
8. Review of Status of Appeals on CPGRAMS

8.1. Overview



(Time Period: 01/01/2024 to 31/05/2024)

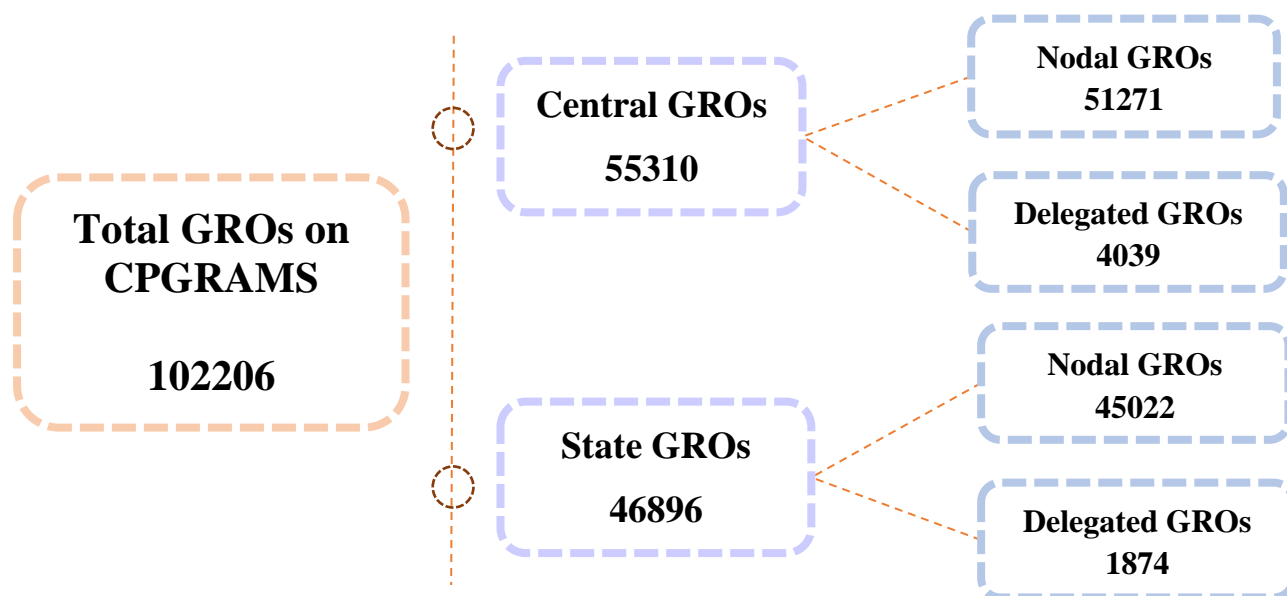
8.2. Month-wise Status of Appeals



8.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **24 days** from 1st January to 31st May, 2024
- 33 Ministries/Departments have their Average Closing Time more than the standard time of 30 days

9. Grievance Redressal Officers on CPGRAMS



Top 10 Ministries/Departments with maximum GRO's mapped

S. No.	Ministries/Departments	Total GRO Accounts Created	Nodal GROs	Delegated GROs
1	Central Board of Direct Taxes (Income Tax)	11177	10208	969
2	Department of Rural Development	10430	9840	590
3	Ministry of Housing and Urban Affairs	3877	3541	336
4	Department of Defence	3337	3247	90
5	Department of Financial Services (Banking Division)	2761	2408	353
6	Ministry of Railways (Railway Board)	2469	2239	230
7	Department of Telecommunications	1451	1263	188
8	Department of Ex Servicemen Welfare	1397	1337	60
9	Ministry of Labour and Employment	1349	1111	238
10	Department of Military Affairs	1269	1157	112

10. Success Stories

Complaint Name: John Jildoss J
Complaint Lodge Date: 28th February 2024
Complaint Closed Date: 30th April 2024

GRIEVANCE CLOSED BY

Department of Rural Development

TIME TAKEN FOR RESOLUTION

31 DAYS

Grievance Number: DORLD/E/2024/0018196



GRIEVANCE RELATED TO:

Poor quality of roads under Pradhan Mantri Gram Sadak Yojana. It was highly unfortunate that the previously damaged tar road in the specified stretch had been re-laid merely as a metal road, without the mandatory application of tar or bitumen. This oversight led to significant difficulties for the general public, who experienced considerable hardship while using the aforementioned stretch.

The schoolchildren of Esha School were particularly affected, suffering greatly due to the unsuitable condition of the road for riding bicycles or two-wheelers. Even walking on this stretch proved to be exceedingly challenging.

Given these circumstances, it was imperative to take appropriate actions to relay the road using tar or bitumen as soon as possible. It was crucial to ensure the safety of all, with a particular emphasis on protecting the well-being of the schoolchildren.



RESOLUTION:

The citizen filed a grievance on CPGRAMS, looking for a necessary solution. The Additional Collector/Project Director, Thoothukudi acted upon the grievance made by the citizen through CPGRAMS portal within 16 days (16th March 2024) and submitted a report specifying that the strengthening of Kootampuli to Sirupadu had been sanctioned and the work is under progress. The Bituminous concrete has been laid over on 14th March 2024 and the road was made motorable.

Complaint Name: Aniket Sanjay Mantri
Complaint Lodge Date: 28th March 2024
Complaint Closed Date: 01st May 2024

GRIEVANCE CLOSED BY

Department of Defence Production

TIME TAKEN FOR RESOLUTION

33 DAYS

Grievance Number: DDPRO/E/2024/0000127



GRIEVANCE RELATED TO:

PBG amount of Rs. 27,365/- was not being released by Grey Iron Foundry Jabalpur.

The company supplied material to Grey Iron Foundry Jabalpur under Purchase Order No. GEMC511687720079302 dated 10/12/2021. Subsequently, they applied for the release of Performance Bank Guarantee (PBG) amounting to Rs 27,365/- after the stipulated period.

The PBG Release format was submitted twice, both in soft copy via email to gif.ofb@nic.in and in hard copy via courier. Despite multiple follow-ups through email and telephone over the past year, the PBG has not been released by Grey Iron Foundry.

Obtaining a response and the release of the PBG has proven to be extremely challenging for the citizen. Hence, requested for intervention in the matter to facilitate the release of their PBG.



RESOLUTION:

Upon the submission of a grievance by a concerned citizen through CPGRAMS, the matter was diligently reviewed at the factory level.

Subsequently, the Performance Security Deposit (PSD) amounting to Rs. 27,365/- (FDR No. 0320611) associated with GeM Contract No. GEMC511687720e79302 was disbursed on April 17, 2024. A formal notification of this transaction was promptly dispatched for record-keeping and reference.

Complaint Name: Komal Singh
Complaint Lodge Date: 25th April 2024
Complaint Closed Date: 01st May 2024

GRIEVANCE CLOSED BY

Ministry of Ayush

TIME TAKEN FOR RESOLUTION

6 DAYS

Grievance Number: AYUSH/E/2024/0000354



GRIEVANCE RELATED TO:

The citizen is a final year BAMS student at Tibbia College, Delhi University, set to complete the internship by July 10, 2024. However, the AIAPGET 2024 cut-off date for internship completion is June 30, 2024. This 11–15-day delay means many students risk losing a year. They request extending the cut-off date to July 31, 2024, to allow eligible students to meet the requirements for AIAPGET-2024.

This extension would prevent unjust delays in their academic and professional progress and ensure a fair examination process. They appreciate attention to this matter and seek a favourable response.



RESOLUTION:

The citizen filed a grievance on CPGRAMS, seeking resolution. After reviewing the representations made by the students in CPGRAMS, the extension of completion of date for internship for eligibility of AIAPGET is under active consideration of the commission which shall be initiated to NTA in due course of time.

Complaint Name: Gayatri Devi

Complaint Lodge Date: 06th April 2024

Complaint Closed Date: 04th May 2024

GRIEVANCE CLOSED BY

Government of Bihar

TIME TAKEN FOR RESOLUTION

28 DAYS

Grievance Number: DARPG/E/2024/0004888



GRIEVANCE RELATED TO:

Gayatri Devi, a resident of Village Sobh, Post Office Bhadea, Police Station Barachatti, District Gaya, applied for an electricity connection from SBPDCL.

Her request number is 52361680972. Despite completing all the required processes, the meter has not been installed. She attempted to contact the JE, Mr. Rajesh Kumar, but he did not answer her calls.

Additionally, she tried to reach him at his office in Sullebatta, but he was not available. She has experienced considerable difficulties in getting her meter installed and requests that her issue be resolved as soon as possible.



RESOLUTION:

After multiple calls and visits to the JE, Mr. Rajesh Kumar, no action was taken on her application. Ms Gayatri Devi then decided to file a grievance on CPGRAMS.

Post investigation a formal notice was issued to the Public Authority, Assistant Electrical Engineer of the Electrical Supply Subdivision, Dobhi. Subsequently, the Public Authority reported via office letter number-236, dated 23.04.2024, that in response to the complaint, a meter with number-313513 has been installed on the complainant's premises by the Junior Electrical Engineer, Barachatti, with a consumer number-229310430251.

Thus, the Public Authority has resolved the complaint, and therefore, further proceedings are hereby concluded.

Complaint Name: Dablu Ghosh
Complaint Lodge Date: 29th April 2024
Complaint Closed Date: 7th May 2024

GRIEVANCE CLOSED BY

Government of Jharkhand

TIME TAKEN FOR RESOLUTION

8 DAYS

Grievance Number: PMOPG/E/2024/0078010



GRIEVANCE RELATED TO:

In the village of Janardanpur, situated within the Bagdehri Gram Panchayat of Kundhit Block, Jamtara District, two handpumps near the Lakshmi Temple have been dysfunctional for several months. The village is currently grappling with a severe water crisis, and the summer heat has only worsened the situation.

The villagers, desperate for relief, have repeatedly appealed to both the head of the Gram Panchayat and the local Jal Sahiya. Each time, they hoped their pleas would bring the much-needed repair of the handpumps. However, their requests have gone unanswered, leaving the community to suffer in the relentless heat.

The villagers request that the matter be taken seriously and that the relevant authorities be instructed to repair the handpumps as soon as possible to alleviate the situation. The restoration of these handpumps would bring immense relief to the villagers, quenching their thirst and easing their daily struggles.

The villagers would be forever grateful for any prompt assistance provided to resolve this critical issue.



RESOLUTION:

The citizen filed a grievance on CPGRAMS, looking for a necessary solution. Concerned authority uploaded a report informing that the two handpumps were repaired.

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	9635	14044	23679	4989	18690
2	Ministry of Labour and Employment	4571	13894	18465	13873	4592
3	Department of Financial Services (Banking Division)	8074	12513	20587	12642	7945
4	Department of Ex Servicemen Welfare	3717	5522	9239	4301	4938
5	Central Board of Direct Taxes (Income Tax)	14142	5339	19481	5179	14302
6	Ministry of Railways (Railway Board)	2591	5003	7594	5470	2124
7	Ministry of Home Affairs	1242	4157	5399	4254	1145
8	Department of Telecommunications	558	4053	4611	3999	612
9	Department of Posts	993	3991	4984	4080	904
10	Department of Agriculture and Farmers Welfare	301	3346	3647	3394	253

Annexure 1.2.: Maximum Number of Disposals – May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	4571	13894	18465	13873	4592
2	Department of Financial Services (Banking Division)	8074	12513	20587	12642	7945
3	Ministry of Railways (Railway Board)	2591	5003	7594	5470	2124
4	Central Board of Direct Taxes (Income Tax)	14142	5339	19481	5179	14302
5	Department of Rural Development	9635	14044	23679	4989	18690
6	Ministry of Housing and Urban Affairs	5565	1554	7119	4760	2359
7	Department of Ex Servicemen Welfare	3717	5522	9239	4301	4938
8	Ministry of Home Affairs	1242	4157	5399	4254	1145
9	Department of Posts	993	3991	4984	4080	904
10	Department of Telecommunications	558	4053	4611	3999	612

Annexure 1.3.: Maximum Number of Receipts – January to May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	438248	441248	422558	18690
2	Ministry of Labour and Employment	5098	70607	75705	71113	4592
3	Department of Financial Services (Banking Division)	8404	65583	73987	66042	7945

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
4	Department of Agriculture and Farmers Welfare	3534	44135	47669	47416	253
5	Ministry of Housing and Urban Affairs	1434	29430	30864	28505	2359
6	Central Board of Direct Taxes (Income Tax)	10802	29274	40076	25774	14302
7	Ministry of Railways (Railway Board)	3146	26275	29421	27297	2124
8	Ministry of Home Affairs	1423	23427	24850	23705	1145
9	Department of Posts	1646	23416	25062	24158	904
10	Department of Ex Servicemen Welfare	4034	22795	26829	21891	4938

Annexure 1.4.: Maximum Number of Disposals – January to May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	438248	441248	422558	18690
2	Ministry of Labour and Employment	5098	70607	75705	71113	4592
3	Department of Financial Services (Banking Division)	8404	65583	73987	66042	7945
4	Department of Agriculture and Farmers Welfare	3534	44135	47669	47416	253
5	Ministry of Housing and Urban Affairs	1434	29430	30864	28505	2359
6	Ministry of Railways (Railway Board)	3146	26275	29421	27297	2124
7	Central Board of Direct Taxes (Income Tax)	10802	29274	40076	25774	14302
8	Department of Posts	1646	23416	25062	24158	904
9	Ministry of Home Affairs	1423	23427	24850	23705	1145
10	Department of Ex Servicemen Welfare	4034	22795	26829	21891	4938

Annexure 1.5: Ministries/Departments with more than 1000 Pending Grievances - January to May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	438248	441248	422558	18690
2	Central Board of Direct Taxes (Income Tax)	10802	29274	40076	25774	14302
3	Department of Financial Services (Banking Division)	8404	65583	73987	66042	7945
4	Department of Ex Servicemen Welfare	4034	22795	26829	21891	4938
5	Ministry of Labour and Employment	5098	70607	75705	71113	4592
6	Department of Defence Finance	914	14438	15352	12136	3216
7	Department of Health & Family Welfare	2178	14349	16527	14136	2391
8	Ministry of Housing and Urban Affairs	1434	29430	30864	28505	2359
9	Ministry of Railways (Railway Board)	3146	26275	29421	27297	2124
10	Ministry of Petroleum and Natural Gas	1856	10319	12175	10395	1780
11	Department of School Education and Literacy	1672	6331	8003	6729	1274

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
12	Department of Higher Education	1242	6773	8015	6758	1257
13	Ministry of Home Affairs	1423	23427	24850	23705	1145
14	Ministry of External Affairs	1505	7182	8687	7637	1050

Annexure 1.6.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days – January to May, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>30 Days
1	Central Board of Direct Taxes (Income Tax)	10802	29274	40076	25774	14302	10165
2	Department of Rural Development	3000	438248	441248	422558	18690	7990
3	Ministry of Housing and Urban Affairs	1434	29430	30864	28505	2359	1564
4	Department of Health & Family Welfare	2178	14349	16527	14136	2391	1391
5	Department of Defence Finance	914	14438	15352	12136	3216	1373
6	Department of Financial Services (Banking Division)	8404	65583	73987	66042	7945	1091
7	Department of Ex Servicemen Welfare	4034	22795	26829	21891	4938	941
8	Department of School Education and Literacy	1672	6331	8003	6729	1274	766
9	Department of Economic Affairs ACC Division	750	1458	2208	1292	916	675
10	Ministry of Home Affairs	1423	23427	24850	23705	1145	667

Annexure 2: Average Closing Time – January to May, 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	1292	64
2	Central Board of Direct Taxes (Income Tax)	25774	62
3	Department of Fertilizers	250	60
4	Department of School Education and Literacy	6729	56
5	Ministry of Textiles	418	45
6	Staff Selection Commission	1887	41
7	Department of Official Language	77	40
8	Department of Defence Production	812	34
9	Ministry of Culture	986	33
10	Department of Atomic Energy	600	32

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Cooperation	1955	2
2	NITI Aayog	1743	2
3	Ministry of Parliamentary Affairs	854	2
4	Department of Food and Public Distribution	4577	4
5	Department of Rural Development	422558	5
6	Department of Telecommunications	21204	5
7	Department of Land Resources	1506	5
8	Department of Public Enterprises	238	5
9	Ministry of Development of North Eastern Region	70	5
10	Ministry of Ayush	1059	6

Annexure 3: Status of Action Taken Reports (ATR) – January to May, 2024

Annexure 3.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format

S. No.	Name of Ministry/Department	Total ATR Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Rural Development	421813	420572	887	354
2	Ministry of Labour and Employment	63972	57546	6018	408
3	Department of Financial Services (Banking Division)	58522	48819	7133	2570
4	Ministry of Railways (Railway Board)	26581	20587	4570	1424
5	Central Board of Direct Taxes (Income Tax)	23617	10384	13068	165
6	Department of Ex Servicemen Welfare	21044	17182	3853	9
7	Department of Defence Finance	20565	19773	110	682
8	Department of Posts	19915	18226	1579	110
9	Department of Telecommunications	19017	18283	479	255
10	Ministry of Petroleum and Natural Gas	10965	10908	22	35

Annexure 4: Status of Appeals – January to May, 2024

Annexure 4.1.: 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	1782	4676	330	4346
2	Department of Ex Servicemen Welfare	419	3747	4166	2204	1962
3	Central Board of Direct Taxes (Income Tax)	2202	3607	5809	3877	1932
4	Department of Social Justice and Empowerment	1524	325	1849	0	1849
5	Department of Rural Development	734	1783	2517	1174	1343
6	Ministry of Labour and Employment	781	16766	17547	16329	1218

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
7	Department of Financial Services (Banking Division)	1535	15744	17279	16243	1036
8	Department of Health & Family Welfare	591	1566	2157	1393	764
9	Ministry of Railways (Railway Board)	790	7061	7851	7111	740
10	Ministry of Culture	500	181	681	51	630

Annexure 4.2.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time of Appeals
1	Department of Land Resources	148	1
2	NITI Aayog	24	1
3	Ministry of Cooperation	455	2
4	Department of Youth Affairs	60	2
5	Department of Empowerment of Persons with Disabilities	300	3
6	Department of Telecommunications	5759	4
7	Ministry of Labour and Employment	16329	5
8	Department of School Education and Literacy	1199	6
9	Central Board of Indirect Taxes and Customs	2848	7
10	Ministry of Water Resources, River Development & Ganga Rejuvenation	84	8

Annexure 4.3.: 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	1465	1403	520	37.06%
2	Department of Scientific & Industrial Research	516	463	159	34.34%
3	Central Board of Indirect Taxes and Customs	8098	8021	2721	33.92%
4	Ministry of Earth Sciences	173	152	46	30.26%
5	Department of Financial Services (Insurance Division)	10530	9903	2818	28.46%
6	Ministry of Civil Aviation	3212	3010	855	28.41%
7	Ministry of Steel	597	520	144	27.69%
8	Department of Telecommunications	21816	21204	5653	26.66%
9	Ministry of Railways (Railway Board)	29421	27297	7061	25.87%
10	Department of Atomic Energy	714	600	154	25.67%

Annexure 5: Indicator-based Root Cause Analysis – May, 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.

(List in Descending Order of Number of Grievances Received)

#	M/D	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Department of Rural Development	19.72	24.03	31.91	9.00	0.02	6.94	84.25	35.29	0.06	1.58	2.36
2	Ministry of Labour and Employment	72.62	68.63	75.00	9.00	0.13	22.58	53.17	89.53	27.98	17.39	66.33
3	Department of Financial Services (Banking Division)	52.01	77.15	56.92	19.00	0.00	20.86	48.14	57.45	14.22	11.21	56.81
4	Department of Ex Servicemen Welfare	36.21	0.00		26.00	0.16	12.03	54.67	30.00	2.70	4.35	15.35
5	Central Board of Direct Taxes (Income Tax)	11.64	24.51	42.86	65.00	0.08	11.88	56.35	54.35	19.72	1.34	94.69
6	Ministry of Railways (Railway Board)	64.05	67.27	65.05	17.00	0.00	25.13	40.36	72.41	5.96	2.55	48.14
7	Ministry of Home Affairs	70.80	51.72	63.93	12.00	0.00	5.74	39.29	86.79	2.74	7.23	57.91
8	Department of Telecommunications	86.64	96.30	81.25	6.00	0.00	24.36	49.34	81.82	8.07	5.74	74.08
9	Department of Posts	79.50	85.77	90.58	9.00	0.00	17.66	56.52	77.78	3.83	4.35	80.48
10	Department of Agriculture and Farmers Welfare	90.29	40.54	50.00	7.00	0.00	0.38	31.11	92.86	0.06	34.85	40.63
11	Department of Defence Finance	30.81	50.66	80.00	30.00	0.60	14.79	60.98	16.67	3.38	4.34	30.88

#	M/D	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
12	Department of Health & Family Welfare	42.46	32.51	35.16	24.00	0.49	12.27	44.71	61.84	19.50	4.57	34.26
13	Department of Financial Services (Insurance Division)	70.30	78.68	74.29	11.00	0.00	26.79	44.06	68.63	11.82	6.18	69.36
14	Ministry of Road Transport and Highways	64.95	70.77	100.00	16.00	0.00	21.37	32.74	72.73	0.11	4.24	65.17
15	Ministry of Petroleum and Natural Gas	28.94	48.18	86.55	30.00	0.00	13.07	61.23	56.25	5.05	3.13	45.19
16	Unique Identification Authority of India	65.24	60.22	100.00	14.00	0.00	22.25	55.07	50.00	0.57	58.33	85.19
17	Ministry of Housing and Urban Affairs	14.24	42.06	42.86	57.00	0.08	6.08	39.43	44.29	0.77	1.19	29.30
18	Department of Consumer Affairs	39.93	45.52	64.58	21.00	0.00	14.44	43.36	58.33	6.44	32.86	46.51
19	Department of Higher Education	33.01	45.25	46.43	30.00	0.00	22.33	44.22	44.87	30.66	2.99	44.54
20	Ministry of External Affairs	49.29	73.44	53.33	18.00	0.00	23.03	53.75	34.48	12.12	2.89	17.22
21	Department of Defence	60.68		48.15	16.00	0.00	0.00	35.23	50.00	29.46	1.39	28.29
22	Department of Personnel and Training	56.68	44.78	25.93	13.00	0.00	11.11	36.17	57.27	0.66	10.08	49.17
23	Department of School Education and Literacy	35.89	88.10	66.67	72.00	0.00	19.97	40.12	77.42	25.85	5.78	56.37
24	Ministry of Corporate Affairs	57.92	0.03	50.00	13.00	0.00	25.53	27.27	68.00	15.03	12.16	68.82
25	Central Board of Indirect Taxes and Customs	92.22	86.67	94.12	7.00	0.00	16.85	49.12	100.00	2.99	1.91	90.63
26	Department of Justice	40.09	16.25	81.25	15.00	12.50	9.20	24.47	59.09	35.27	105.63	37.50
27	Ministry of Drinking Water and Sanitation	97.38	0.00		1.00	0.00	0.00		100.00	0.51	8.10	3.09
28	Department of Revenue	90.56	78.95	100.00	7.00	0.00	2.57	43.33	100.00	1.25	17.83	94.44
29	Ministry of Electronics & Information Technology	59.96	75.94	33.33	15.00	0.00	13.95	54.84	40.00	2.29	3.59	22.94
30	Department of Food and Public Distribution	82.50	71.50	89.84	6.00	0.00	21.88	49.54	100.00	22.81	9.40	54.84

#	M/D	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
31	Ministry of Panchayati Raj	87.79	77.98	100.00	9.00	0.00	23.70	33.86	100.00	0.00	47.27	54.55
32	Ministry of Civil Aviation	63.13	65.84	50.00	15.00	0.00	28.33	27.88	85.71	0.60	1.49	27.25
33	Ministry of Women and Child Development	70.30	79.59	80.00	14.00	2.56	39.56	37.58	78.26	5.59	12.38	76.92
34	Ministry of Environment, Forest and Climate Change	66.76	47.90		16.00	0.00	11.09	29.58	61.11	15.96	3.62	39.23
35	Department of Social Justice and Empowerment	69.23	0.00	83.33	10.00	0.00	7.30	28.07	84.62	1.34	5.10	48.86
36	Ministry of Power	60.25	23.33	60.00	12.00	0.00	9.63	37.78	71.43	1.16	1.01	13.38
37	Ministry of Micro Small and Medium Enterprises	52.97	84.62	62.50	19.00	0.00	11.30	43.24	60.00	1.31	3.07	25.00
38	Department of Military Affairs	24.46	4.23	47.06	39.00	0.00	20.97	35.29	27.78	18.29	0.30	20.44
39	Ministry of Cooperation	95.17	87.50	100.00	1.00	0.00	25.95	33.13	100.00	24.34	14.48	52.38
40	Ministry of Information and Broadcasting	42.08	67.89	100.00	24.00	0.00	21.75	46.05	66.67	1.81	2.39	43.10
41	Department of Land Resources	93.62			2.00	0.00	0.00	31.25	50.00	0.00	24.55	36.36
42	Department of Economic Affairs ACC Division	3.48	3.85	9.38	51.00	5.26	16.39	46.15	3.70	31.34	4.70	24.56
43	Department of Commerce	59.63	47.92	44.44	18.00	0.00	6.89	50.00	55.56	42.21	2.71	29.90
44	Ministry of Water Resources, River Development & Ganga Rejuvenation	55.19	52.94	33.33	13.00	0.00	8.49	33.33	70.00	19.53	1.71	34.67
45	Ministry of Coal	61.71		100.00	14.00	0.00	0.00	31.71	0.00	1.60	0.42	15.85
46	Ministry of Tourism	61.09	45.88	96.77	14.00	0.00	14.47	35.59	66.67	8.13	2.82	21.62
47	Staff Selection Commission	52.23	10.42	66.67	29.00	0.00	13.00	60.00		25.74	8.42	70.83
48	Ministry of Skill Development and Entrepreneurship	45.14	37.31	0.00	29.00	0.00	12.37	43.48	100.00	1.01	2.93	29.41
49	Ministry of Ayush	92.77	82.00	66.67	5.00	0.00	18.88	47.12	100.00	4.08	4.26	56.52
50	Department of Financial Services (Pension Reforms)	87.67	0.00	0.00	5.00	0.00	4.85	42.31		50.00	38.00	40.00

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51	Department of Empowerment of Persons with Disabilities	61.37	79.55	100.00	13.00	0.00	21.25	20.41	33.33	2.82	6.32	67.86
52	Department of Defence Production	36.96	3.25	16.67	20.00	0.00	16.47	37.50	47.06	10.23	0.77	27.39
53	Department of Legal Affairs	84.16		100.00	8.00	0.00	0.00	19.05	80.00	0.00	9.50	27.78
54	Ministry of New and Renewable Energy	75.28	69.51	0.00	4.00	0.00	29.50	27.50		0.00	5.03	21.88
55	Ministry of Tribal Affairs	47.06	6.82	0.00	7.00	0.00	2.73	52.38	0.00	0.00	1.61	20.24
56	Department of Atomic Energy	31.32	73.86	36.36	40.00	0.00	36.42	25.00	50.00	0.00	1.96	65.22
57	NITI Aayog	97.48	100.00		3.00	0.00	4.52	85.71	100.00	0.00	1.99	10.45
58	Department for Promotion of Industry and Internal Trade	38.32	36.71		39.00	0.00	20.26	29.13	90.00	14.50	1.66	32.91
59	Ministry of Culture	22.27	0.00	0.00	35.00	0.00	13.79	47.76	66.67	0.78	0.82	27.22
60	Department of Animal Husbandry, Dairying	14.38	15.84	50.00	43.00	0.00	11.43	50.00	13.79	22.95	5.55	4.55
61	Ministry of Minority Affairs	31.34	48.05		53.00	0.00	16.77	36.17	87.50	0.00	1.95	47.27
62	Ministry of Mines	49.02		71.43	17.00	0.00	0.00	21.05		12.62	2.45	30.95
63	Department of Pharmaceuticals	79.61	75.00	50.00	12.00	0.00	8.06	50.00	66.67	8.16	3.92	48.00
64	Ministry of Shipping	43.90		50.00	26.00	0.00	0.00	21.05	100.00	25.26	1.07	41.57
65	Ministry of Parliamentary Affairs	97.94	100.00		2.00	12.50	11.34	66.67	100.00	0.00	5.88	43.75
66	O/o the Comptroller & Auditor General of India	49.49	65.12	40.00	37.00	0.00	9.56	68.42	0.00	0.00	0.63	58.33
67	Department of Science and Technology	58.09	60.61	75.00	19.00	0.00	18.18	50.00	0.00	1.30	0.71	34.86
68	Department of Investment & Public Asset Management	48.98	0.00	100.00	5.00	0.00	0.00	0.00		83.12	9.63	62.50
69	Department of Heavy Industry	29.76	5.65	50.00	30.00	0.00	21.05	52.63	72.22	21.05	1.27	26.67
70	Department of Agriculture Research and Education	12.32	75.00		50.00	0.00	10.53	70.59	0.00	1.37	0.29	13.78
71	Ministry of Steel	26.03	21.88		34.00	0.00	21.74	27.27		0.00	0.82	32.95

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72	Department of Scientific & Industrial Research	46.30	0.00	28.57	11.00	0.00	49.09	40.00	33.33	0.00	0.69	23.81
73	Department of Expenditure	49.61	52.50		25.00	0.00	20.45	45.00	100.00	28.17	1.51	34.04
74	Department of Health Research	43.55	66.67	100.00	44.00	0.00	7.41	46.15	75.00	11.94	0.52	11.63
75	Department of Defence Research and Development	41.18	52.17	100.00	35.00	0.00	22.95	41.38	100.00	0.00	0.68	7.22
76	Department of Youth Affairs	25.77	77.78	0.00	11.00	0.00	78.57	16.22	0.00	0.00	2.95	52.63
77	Department of Sports	37.37	44.12		19.00	0.00	31.82	42.31	100.00	0.00	1.06	39.58
78	Legislative Department	55.56	0.00		17.00	0.00	10.87	0.00	66.67	0.00	1.26	20.00
79	Ministry of Textiles	30.48	28.92	33.33	53.00	0.00	23.44	51.43	100.00	0.00	0.69	32.26
80	Ministry of Earth Sciences	45.28	0.00	100.00	21.00	0.00	15.63	40.00		27.78	1.24	13.79
81	Department of Public Enterprises	83.33	0.00	100.00	5.00	0.00	0.00	75.00	50.00	0.00	2.82	36.36
82	Ministry of Food Processing Industries	45.00	0.00	100.00	12.00	0.00	15.79	25.00		70.97	1.00	22.58
83	Ministry of Statistics and Programme Implementation	48.72	53.33	100.00	10.00	0.00	40.91	33.33	100.00	57.69	0.33	26.25
84	Department of Chemicals and Petrochemicals	69.77	0.00		11.00	0.00	5.71	0.00		7.69	2.36	45.45
85	Department of Fisheries	32.08	0.00		62.00	0.00	11.90	37.50	0.00	29.17	2.00	50.00
86	Department of Fertilizers	15.52	0.00		82.00	0.00	17.95	75.00	16.67	33.33	0.58	38.89
87	Department of Space	11.76	19.05	50.00	57.00	0.00	12.00	37.50	50.00	17.65	0.85	45.00
88	Department of Official Language	9.38	38.46		23.00	0.00	75.00			18.75	1.33	33.33
89	Ministry of Development of North Eastern Region	41.67	0.00		13.00	0.00	8.33	100.00		0.00	1.15	23.08
90	Department of Bio Technology	3.57	0.00	0.00	34.00	0.00	0.00	0.00		0.00	0.08	5.66

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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