



प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
आज़ादी का
अमृत महोत्सव



CPGRAMS

Monthly Report

January 2023

[Report Number 9]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- Hon'ble Minister of State of Personnel PG, Pensions addressed the council of ministries on 4th January, 2023, enclosing a copy of Annual Report of CPGRAMS 2022
- Secretary DARPG chaired a meeting on secretariat reform and quality & pendency of grievances in CPGRAMS with all the Ministries/Departments on 4th January, 2023. Corruption-related pendency was reviewed and best practices were shared with the nodal officers. Ministries/Departments were requested to examine the ATRs to improve the ratings of feedbacks collected from the citizen by the call centre
- Additional Secretary DARPG held a meeting with officers of Department of Financial Services, Department of Health and Family Welfare and Ministry of Labour and Employment, who had more than 100 pending grievances as on 13th January, 2023. Special emphasis was given on root cause analysis for the increasing number of grievances

2. PG Cases

- In January, 2023, **123968 PG cases were received** on the CPGRAMS portal, **125922 PG cases were redressed** and there exists a **pendency of 67283 PG cases**, as of 31st January, 2023. The pendency in the Central Secretariat has decreased from **69204 PG cases at the end of December, 2022** to **67283 PG cases at the end of January, 2023**
- Department of Financial Services (Banking Division) [17026 grievances], Ministry of Labour and Employment [11139 grievances], Department of Financial Services (Insurance Division) [6429 grievances] and Central Board of Direct Taxes (Income Tax) [5524 grievances] have received the maximum number of grievances in January, 2023

3. PG Appeals

- In January, 2023, **15398 appeals were received** and **14320 appeals were disposed**. The Central Secretariat has a **pendency of 26306 PG Appeals at the end of January, 2023**
- Central Board of Direct Taxes (Income Tax) [3215 appeals], Ministry of Corporate Affairs [2076 appeals], Department of Health and Family Welfare [1088 appeals] and Ministry of Labour and Employment [1137 appeals] have the maximum pendency of appeals at the end of January, 2023

4. Grievance Redressal Index

- Department of Expenditure and Unique Identification Authority of India are the top performers in the Grievance Redressal Index within the Group A for January, 2023
- NITI Aayog and Department of Financial Services (Pension Reforms) are the top performers in the Grievance Redressal Index within the Group B for January, 2023

5. Pendency

- **21 Ministries/Departments** have more than **1000 pending grievances** as on 24th January, 2023
- Central Board of Direct Taxes (Income Tax) [7579 grievances] and Department of Personnel and Training [1912 grievances] have the highest number of grievances pending for more than 30 days

6. Grievances in Corruption Category

- Department of Financial Service (Banking Division) has the highest number of PG cases under the corruption category with **810 pending grievances**

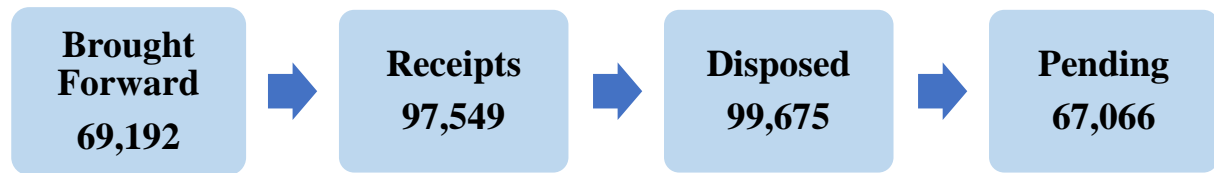
7. Average Closing Time

- Average Grievance Redressal Time in all the Ministries/Departments for the month of January, 2023 was **19 Days**

8. Feedback received from BSNL Call Centre

- For Central Ministries/Departments, **6017 grievances** have received the rating of **Excellent & Very Good**, directly from the citizens, in the feedbacks collected by the BSNL Call Centre from 1st January to 24th January, 2023

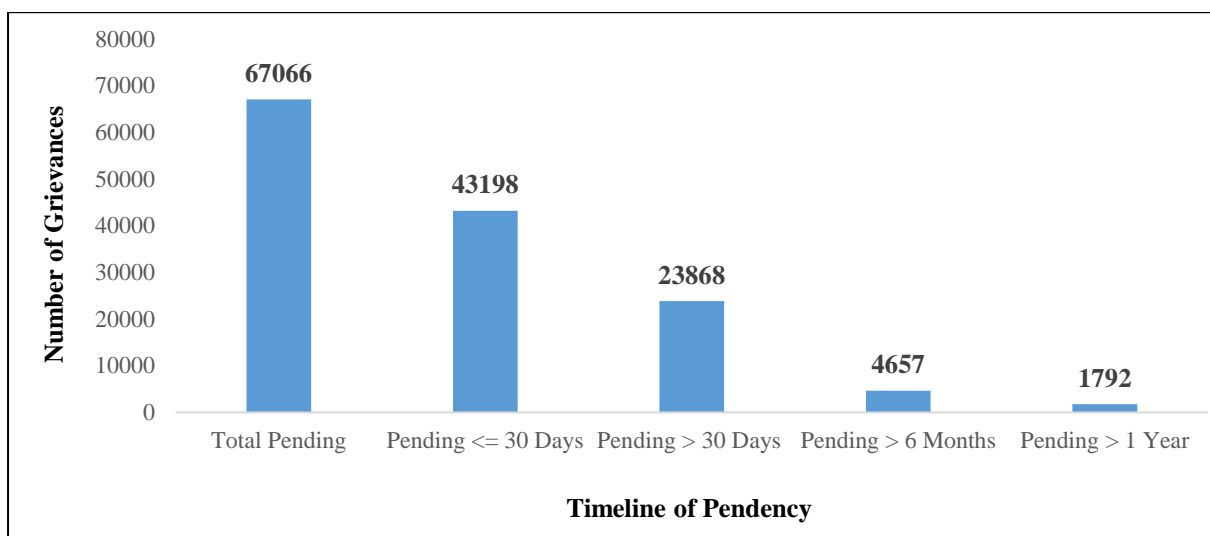
2. Review of Status of Disposal



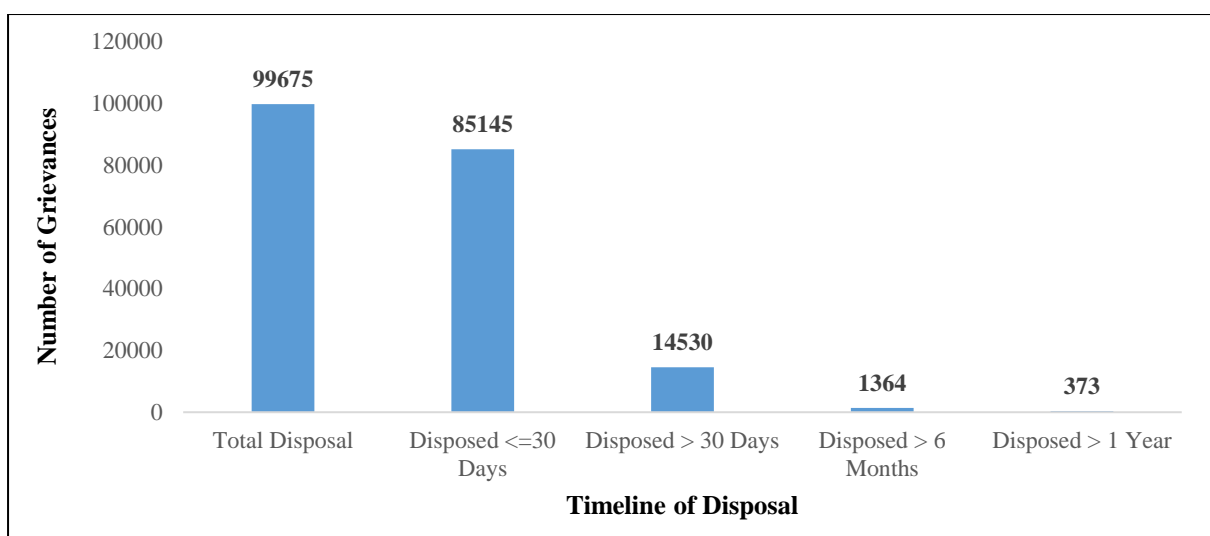
(Time Period: 01/01/2023 to 24/01/2023)

3. Age-wise Status of Grievances on CPGRAMS

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2023 to 24/01/2023)

4. Outreach through Common Service Centres (CSCs)

- 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). This integration has also helped the citizens in availing CPGRAMS related services in remote corners of the country owing to its presence in all the Gram Panchayats



(Time Period: 01/01/2023 to 24/01/2023)

- In the month of January 2023, a total of 4,278 grievances have been registered through the Common Service Centres
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 3468 grievances, followed by the Department of Financial Services (Banking Division) at the 2nd place, with the number standing at 112 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	3468	1688	1780
2	Department of Financial Services (Banking Division)	112	50	62
3	Department of Rural Development	110	91	19
4	Ministry of Labour and Employment	89	75	14
5	Unique Identification Authority of India	69	25	44
6	Department of Financial Services (Insurance Division)	40	25	15
7	Ministry of Panchayati Raj	38	24	14
8	Ministry of Housing and Urban Affairs	33	10	23
9	Department of Defence Finance	27	8	19
10	Ministry of Petroleum and Natural Gas	27	18	9

- 66.02% of grievances received by Department of Agriculture and Farmers Welfare have been filed through CSCs i.e. 3468 grievances out of 5253 receipts have been registered through CSCs
- Out of the total 4278 grievances registered, 3407 grievances have been registered under the CPGRAMS category “Agriculture”
- 75 grievances have been registered under the “COVID19 related issues” category followed by 72 grievances under the “Financial Services - Others Banking Sector” category

- Under the Reforms Category, the category “PMKISAN related issues” has received the maximum number of grievances with the number standing at 3446 grievances, followed by the category “Pradhan Mantri Awaas Yojana - Gramin (Rural)” with 89 grievances
- With respect to States/UTs, maximum grievances originated out of Punjab (1092 registrations) followed by Uttar Pradesh at 2nd place with 925 grievances registered through CSCs
- With respect to Districts, maximum grievances originated out of Mukhtsar (PB) (459 registrations) followed by Bathinda (PB) at 2nd place with 127 grievances registered through CSCs

S. No.	Name of State/UT	Number of Grievances
1	Punjab	1092
2	Uttar Pradesh	925
3	Jharkhand	651
4	Odisha	485
5	Maharashtra	284
6	Rajasthan	136
7	Haryana	94
8	Gujarat	93
9	West Bengal	83
10	Bihar	71

S. No.	Name of District	Number of Grievances
1	Muktsar (PB)	459
2	Bathinda (PB)	127
3	Pakaur (JH)	121
4	Fazilka (PB)	119
5	Garhwa (JH)	109
6	Satara (MH)	107
7	Balasore (OD)	98
8	Ranchi (JH)	86
9	Mayurbhanj (OD)	84
10	Ludhiana (PB)	65

(Time Period: 01/01/2023 to 24/01/2023)

5. Grievance Redressal Index

To assist the Ministries/Departments to review and streamline their Grievance Redressal System, and have a comparative assessment with other Ministries/Departments, this Grievance Redressal Index has been developed.

The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

The data used in preparing the Index has been taken from **1st January, 2023** to **24th January, 2023**.

Ministries/Departments has been categorized into two groups, based on the number of grievances received, to enable a fair comparison; 1st Group (Group A) contains Ministries/Departments receiving higher number of grievances (i.e. ≥ 500) while 2nd group (Group B) contains the ones receiving comparatively lesser number of grievances (i.e. < 500)

Revised GRI has been formulated on the basis of the following 5 Parameters:

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 30 Days to the Total Grievances Received	Positive	20%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	20%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	30%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	20%
5		Percentage of Appeals Filed to the Total Grievances Received	Negative	10%
Total Weightage				100%

5.1. Ranking of Ministries/Departments – Group A

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

S.No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	Department of Expenditure	1290	61.16%	1
2	Unique Identification Authority of India	2263	57.36%	2
3	Department of Justice	1628	56.58%	3
4	Ministry of Labour and Employment	14115	54.58%	4
5	Department of Financial Services (Insurance Division)	7517	54.24%	5
6	Department of Defence Finance	1815	53.09%	6
7	Department of Ex Servicemen Welfare	3364	52.12%	7
8	Department of Science and Technology	590	50.83%	8
9	Department of Posts	6395	48.20%	9
10	Ministry of Home Affairs	4868	48.13%	10
11	Ministry of Electronics & Information Technology	864	47.89%	11
12	Central Board of Indirect Taxes and Customs	1677	47.84%	12
13	Department of Telecommunications	4237	47.51%	13
14	Ministry of Railways (Railway Board)	6583	46.86%	14
15	O/o the Comptroller & Auditor General of India	1831	46.29%	15
16	Department of Financial Services (Banking Division)	23685	46.21%	16
17	Ministry of Panchayati Raj	768	45.86%	17
18	Ministry of Petroleum and Natural Gas	2650	45.75%	18
19	Ministry of Cooperation	1584	45.59%	19
20	Department of Agriculture and Farmers Welfare	10339	45.07%	20
21	Ministry of External Affairs	2319	44.45%	21
22	Department of Food and Public Distribution	641	43.79%	22
23	Ministry of Housing and Urban Affairs	2540	43.64%	23
24	Department of Consumer Affairs	1976	43.47%	24
25	Ministry of Culture	589	41.79%	25
26	Ministry of Environment, Forest and Climate Change	836	41.18%	26
27	Ministry of Civil Aviation	917	40.58%	27
28	Department of Defence	2250	40.51%	28
29	Department of Higher Education	2848	38.05%	29
30	Department of Social Justice and Empowerment	1200	37.13%	30
31	Ministry of Road Transport and Highways	2854	37.04%	31
32	Department of School Education and Literacy	2163	37.00%	32
33	Ministry of Information and Broadcasting	679	36.05%	33
34	Department of Health & Family Welfare	3361	36.05%	34
35	Department of Rural Development	2544	35.30%	35
36	Ministry of Women and Child Development	557	34.47%	36
37	Department of Drinking Water and Sanitation	852	33.80%	37
38	Ministry of Corporate Affairs	1655	32.15%	38
39	Central Board of Direct Taxes (Income Tax)	18404	31.91%	39
40	Department of Personnel and Training	4791	31.50%	40

41	Department of Military Affairs	799	30.93%	41
42	Department of Economic Affairs ACC Division	663	27.39%	42
43	Department of Revenue	3915	24.42%	43

* Disclaimer: 1. Scoring for Parameters 3 & 4 for the Department of Official languages & Ministry of Development of North Eastern Region has been done based data form month of December 2022 due to lack of sufficient data in month January 2023
2. Within parameter 5 all pending appeals from the previous have been carry forward

5.2. Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
1	NITI Aayog	242	65.86%	1
2	Department of Financial Services (Pension Reforms)	352	64.15%	2
3	Ministry of Parliamentary Affairs	186	59.35%	3
4	Department of Legal Affairs	218	55.58%	4
5	Ministry of Micro Small and Medium Enterprises	242	54.88%	5
6	Department of Space	50	54.20%	6
7	Department of Defence Production	236	53.38%	7
8	Ministry of Coal	468	52.52%	8
9	Ministry of Mines	90	50.22%	9
10	Department of Fisheries	48	49.58%	10
11	Ministry of Food Processing Industries	94	49.57%	11
12	Department of Pharmaceutical	111	49.31%	12
13	Department of Empowerment of Persons with Disabilities	247	48.62%	13
14	Department for Promotion of Industry and Internal Trade	142	47.57%	14
15	Ministry of Tribal Affairs	206	45.16%	15
16	Department of Land Resources	280	45.00%	16
17	Ministry of Development of North Eastern Region	19	44.57%	17
18	Department of Investment & Public Asset Management	85	44.24%	18
19	Ministry of Earth Sciences	55	42.67%	19
20	Department of Chemicals and Petrochemicals	44	42.27%	20
21	Ministry of Water Resources, River Development & Ganga Rejuvenation	227	41.57%	21
22	Department of Health Research	94	41.17%	22
23	Ministry of Power	417	39.88%	23
24	Legislative Department	130	39.65%	24
25	Ministry of Tourism	270	39.63%	25
26	Ministry of New and Renewable Energy	80	39.63%	26
27	Department of Public Enterprises	48	39.58%	27
28	Department of Commerce	425	38.66%	28
29	Ministry of Steel	117	37.49%	29
30	Department of Defence Research and Development	110	36.64%	30
31	Ministry of Minority Affairs	460	36.60%	31
32	Department of Sports	136	35.22%	32

S. No.	Name of Ministry/Department	Total Grievances	Score Percentage	Rank
33	Ministry of Textiles	153	34.93%	33
34	Ministry of Statistics and Programme Implementation	57	34.21%	34
35	Department of Agriculture Research and Education	159	33.95%	35
36	Ministry of Shipping	284	30.18%	36
37	Department of Youth Affairs	162	29.88%	37
38	Ministry of Ayush	311	28.89%	38
39	Department of Scientific & Industrial Research	139	28.56%	39
40	Department of Animal Husbandry, Dairying	254	27.85%	40
41	Department of Official Language	29	25.35%	41
42	Department of Atomic Energy	253	24.98%	42
43	Ministry of Skill Development and Entrepreneurship	253	23.34%	43
44	Department of Fertilizers	79	17.80%	44
45	Department of Heavy Industry	138	15.97%	45
46	Department of Bio Technology	31	13.55%	46

* Disclaimer: 1. Scoring for Parameters 3 & 4 for the Department of Official languages & Ministry of Development of North Eastern Region has been done based data form month of December 2022 due to lack of sufficient data in month January 2023
2. Within parameter 5 all pending appeals from the previous have been carry forward

6. Technological Enhancements

6.1. Dashboard developed by IIT – Kanpur

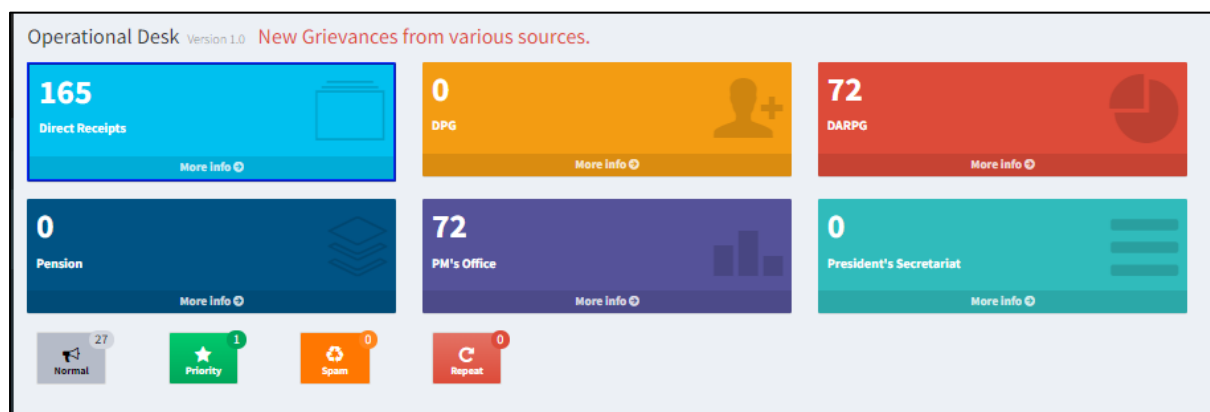
AI-enabled Public Grievance Analysis and Management

Grievance management for Central Government schemes has been successfully migrated online by the Department of Administrative Reforms and Public Grievances (DARPG) through their CPGRAMS system, resulting in significantly greater access to the public grievances system for citizens, and inevitably, a steep increase in the volume of grievances being received via CPGRAMS.

The IIT Kanpur team has developed artificial intelligence (AI) and machine learning (ML) techniques to conduct exploratory and predictive analyses of the grievances data with the hope that these analyses will help in bringing about systemic changes and policy interventions by the Ministries/Departments.


Findings from IIT Kanpur:

Based on the above, an IIT Kanpur developed Intelligence grievance portal has been made live. The portal is available at <https://srivalab-compute.cse.iitk.ac.in:5100/FlaskApp/login>. The user manual for the same is enclosed at Annexure 8 to this report. All Ministries/Departments will be given access to the portal and are requested to login and train the AI/ML algorithm developed by IIT Kanpur for their individual Ministry level issues. This will help the algorithm in better classification of grievances in 4 categories which it will then filter and transmit on each Grievance Redressal Officer's dashboard. A sample of a GRO Dashboard with this added functionality is shown below:



It is envisaged that these filters of Normal, Priority, Spam and Repeat will help the individual GRO's better utilise their limited resources for Grievance Redressal.

A User Manual is being sent to all Ministries/Departments, separately.



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Intelligent Grievances Management System

Category Analysis

Spatial Analysis

Profile

Logout

Primary

From: 01-02-2022 To: 01-02-2023 Show Closed Grievance ☒ Download

Fresh

State: Select State District: Select State First

Semantic

Enter Natural Language Query...

Search

prev

next

Priority

Registration Number	District	Received Date	Closing Date	Name
CAGAO/E/2022/00153	Ganjam	1/2/2022		Mr. Babuli Chandra Nayak
CBODT/E/2022/03565	Gurugram	1/2/2022		Sachin Singh
CBODT/E/2022/03723	Bhopal	1/2/2022		Ghanshyam Tiwari
CBODT/E/2022/03724	S.A.S. Nagar	1/2/2022	2/2/2022	mangal singh rana
CBOEC/E/2022/00658	Jalandhar	1/2/2022		CHIRAG GUMBER
CBOEC/E/2022/00672	Ernakulam	1/2/2022		BENNY KA
CERLY/T/2022/00007	No District/Not Known	1/2/2022		Y Ramana Rao
CGATP/P/2022/00173	No District/Not Known	1/2/2022		Ms Debashree Choudhury DAD

Repeat

Spam

Hindi

6.2 Analytics by CPGRAMS Data Strategy Unit (DSU)

Department of Administrative Reforms and Public Grievances has set up a Data Strategy Unit w.e.f. from March, 2022. DSU has developed an analytical dashboard that may be used for strategic decision making and policy-reforms for seamless delivery of services to the citizens. The dashboard provides GROs data analysis, trend analysis, geographical analysis, root cause analysis for all the Central Ministries/Departments and States/UTs.

1. Habitual Complainants:

DSU has identified habitual complainants who have filed thousands of grievances and appeals, thereby choking the system. These grievances create difficulties for the Grievance Redressal Officers in identifying genuine critical grievances.

Mr. Anand Thakur has filed 37,315 grievances, the maximum by a single person, followed by Mr. Atin Maity at the 2nd position who has registered 16199 grievances from *1st January, 2022 to 25th December, 2022*. While, Mr. Suneet Kapur has filed 7,401 appeals, followed by Mr. Jayesh Kulkarni who has filed 5,426 appeals from *1st January, 2022 to 17th November, 2022*.

S. No.	Email Address	Number of Grievances
1	anandthakur9999@gmail.com	37315
2	maityatin@gmail.com	16199
3	harpalhindustan@gmail.com	12803
4	niteshtrpathi85@gmail.com	10704
5	sudiptode1988@gmail.com	8368
6	suneetkapur17@gmail.com	10844
7	bs54541@gmail.com	6458
8	ashishshanker88@gmail.com	4229
9	suneetkapur17@gmail.com	10844
10	anu7321@gmail.com	9306

S. No.	Email Address	Number of Appeals
1	suneetkapur17@gmail.com	7401
2	jayesh.kulkarni1@gmail.com	5426
3	bhogal79@yahoo.co.in	4826
4	patil.kvs@gmail.com	2350
5	ashishshanker88@gmail.com	1976

2. Public Grievance Officers with maximum pendency:

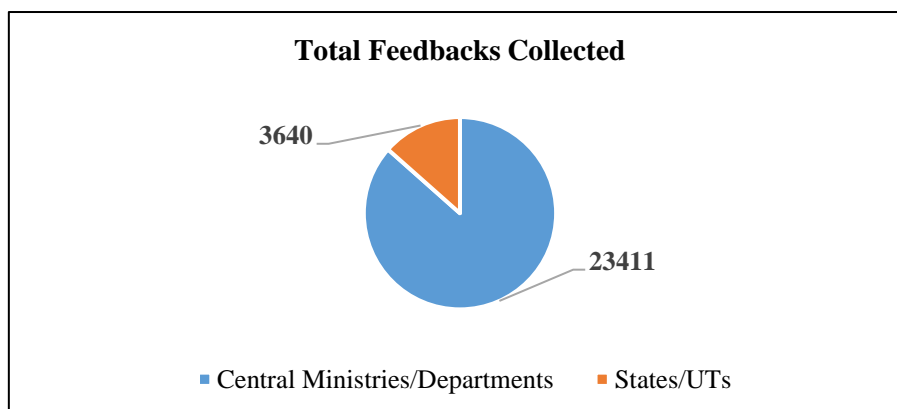
Smt. Rukmani Attri, Additional Director E-Services in Central Board of Direct Taxes (Income Tax) has the highest pendency of Public Grievances followed by Shri Surender Singh, Deputy Secretary, Department of Financial Services (Banking Division). The data has been taken from *1st January, 2022 to 31th January, 2023*.

From last month, Ministry of Railways, has moved out of the list and DoPT has been added.

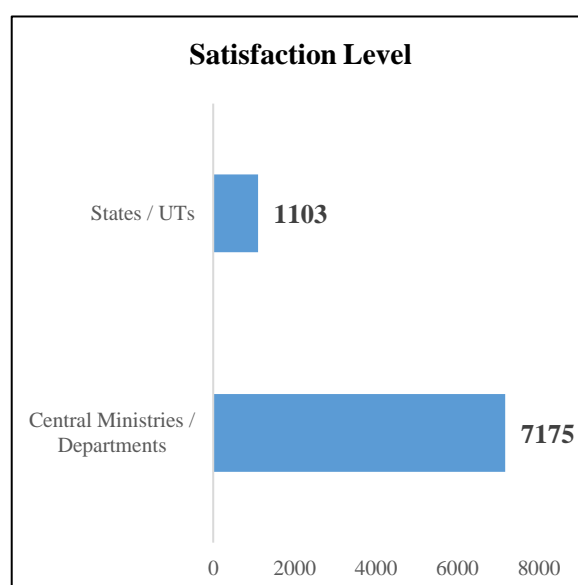
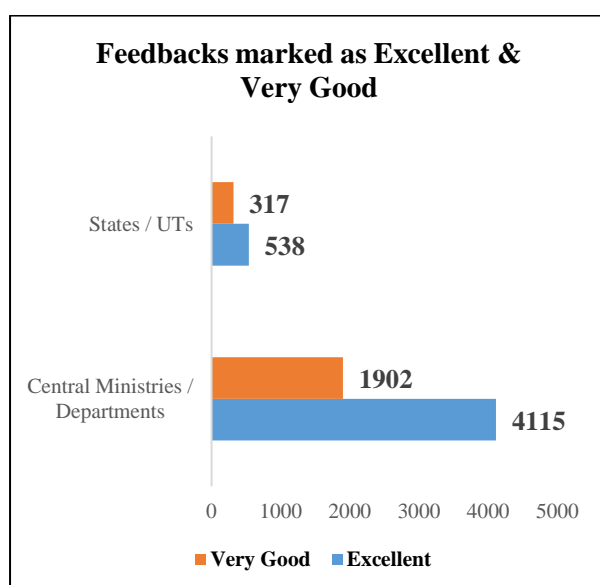
S. No.	PG Officer Name	Designation	Department	Receipt	Disposed	Pending
1	Rukmani Attri	Additional Director E-Services	Central Board of Direct Taxes (Income Tax)	67092	54768	12324
2	Surender Singh	Deputy Secretary	Department of Financial Services (Banking Division)	212357	204019	8338
3	Y. K. Singh	DGIT	Director General of Income Tax (System)	39962	34184	5778
4	Amrita Ranjan	Director of Income Tax	Commissioner of Income Tax CPC ITR	31557	26472	5085
5	A. K. Sinha	Deputy Secretary PG	Department of Agriculture and Farmers Welfare	49444	45778	3666
6	V. Srikanth	Director and Nodal PGO	Ministry of Labour and Employment	150858	147306	3552
7	Shri Juglal Singh	Director	Department of Personnel and Training	32383	29012	3371
8	Ravinder Kumar	Director	Department of Pension and Pensioners Welfare	58650	55435	3215
9	Pravin Kumar Tiwari	Regional P.F. Commissioner 1	Employee Provident Fund Organisation (Head Office)	131941	129113	2828
10	Dr. Pramod Kumar Meherda	Joint Secretary	Department of Agriculture and Farmers Welfare	30087	27438	2649

7. BSNL Feedback Call Centre

- From 1st January, 2023 to 24th January, 2023, the BSNL Feedback Call Centre has collected **27051 feedbacks** directly from the citizens



- The maximum feedbacks have been collected from the **Noida Centre (21126 feedbacks)** followed by **Vadodara Centre (3318 feedbacks)**
- With respect to feedbacks collected in regional languages, for Hindi Language, **5784 feedbacks** have received the Satisfaction Level as “Satisfied” and **4721 feedbacks** were marked as “Excellent & Very Good”, followed by **Marathi Language** with **597 feedbacks** marked as “Satisfied” and **509 feedbacks** marked as “Excellent & Very Good”
- A total of **8278 citizens** have given the Satisfaction level for their grievance redressal as “Satisfied”



- Citizens were asked about the **process of filing** the grievance on CPGRAMS, for which, **16412 citizens** have given their feedback as “Excellent & Very Good”
- 13120 citizens** have said that **CPGRAMS has helped** them with their grievance redressal

8. Grievances on CPGRAMS Portal

- For the month of January, 2023, the Department of Financial Services (Banking Division) has received the maximum number of grievances with the department receiving 17026 grievances, followed by the Ministry of Labour and Employment at the 2nd place, with the number standing at 11139 registrations
- The Department of Agriculture and Farmers Welfare has disposed 7063 grievances and stands at the 3rd position in terms of disposal for the month of January, 2023
- In the year 2023, till 24th January, the Central Board of Direct Taxes (Income Tax) has received the 4th highest number of grievances (5390) and has disposed of 5835 grievances, thus standing at the 5th position in terms of disposal
- Ministry of Railways with 4150 receipts and 4121 disposals stands at the 4th position, both in terms of receipts and disposals, till 24th January, 2023
- As of 24th January, 2023, only Central Board of Direct Taxes (Income Tax) has more than 10,000 pending grievances, while 21 Ministries/Departments have more than 1000 pending grievances
- Central Board of Direct Taxes (Income Tax) with 7579 grievances pending for disposal for more than 30 days' tops the list; the Department of Revenue with 1909 grievances pending for disposal stands at the 3rd position
- Under the Corruption category, 286 citizens have filed 1451 grievances out of 3432 grievances, across all the Central Ministries/Departments

9. Average Closing Time of Grievances on CPGRAMS Portal

- After the adoption of CPGRAMS 7.0, the Average Closing Time of Grievances has subsequently reduced in the Central Ministries/Departments
- 15 Ministries/Departments have an Average Closing Time greater than the Standard Redressal Time of 30 days while 74 Ministries/Departments are disposing the grievances within an Average Closing Time period of 30 days
- Ministry of New and Renewable Energy with a high Average Closing Time of 82 days (against 63 grievances) tops the list, followed by the Department of Revenue with an Average Closing Time of 74 days (against 1463 disposals)

10. Public Grievance Officers on CPGRAMS Portal

- Numbers of PG Officers mapped onto the CPGRAMS in December have increased, on the back of the massive reforms undertaken by the Department of Administrative Reforms and Public Grievances under “Universalisation of CPGRAMS”
- Number of PG officers mapped onto the CPGRAMS stands at 78831 officers, including both, Central Ministries/Departments officers & States/UTs officers, with the former contributing 45136 officers to the total
- Department of Rural Development has the maximum number of mappings with 9123 officers, followed by the Central Board of Direct Taxes (Income Tax), which has mapped 8713 officers, Department of Defence stands at the 3rd place with 3610 mappings
- 12 Ministries/Departments have mapped more than 1000 Public Grievance Officers onto the CPGRAMS

11. Appeal Status on CPGRAMS Portal

- In the year 2023, till 24th January, a total of 15398 appeals have been received by the Central Ministries/Departments, with additional 25228 appeals being brought forward from past years. 14320 appeals have been disposed of while 26306 appeals are still pending disposal
- Department of Financial Services (Banking Division) has received the maximum number of appeals in the month of January, 2023 with the department receiving 2689 appeals, followed by the Ministry of Labour and Employment standing at the 2nd position with 2517 appeals. The Top 3 list also includes the Department of Telecommunications with 1156 appeals
- Central Board of Direct Taxes (Income Tax) with 3215 appeals has the highest pendency among all the Ministries/Departments followed by the Ministry of Corporate Affairs with 2076 appeals pending for disposal
- Department of Rural Development has received the maximum number of appeals against the disposed of grievances with 38.47% of its disposed of grievances (1227) getting converted into appeals, followed by the Ministry of Cooperation standing at the 2nd position, for which 36.91% of its disposed of grievances (1509) got converted into appeals

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – January 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6659	17026	23685	15471	8214
2	Ministry of Labour and Employment	2976	11139	14115	10643	3472
3	Department of Financial Services (Insurance Division)	1088	6429	7517	6031	1486
4	Central Board of Direct Taxes (Income Tax)	13014	5390	18404	5835	12569
5	Department of Agriculture and Farmers Welfare	5086	5253	10339	7063	3276
6	Department of Posts	1942	4453	6395	4460	1935
7	Ministry of Railways (Railway Board)	2433	4150	6583	4121	2462
8	Department of Telecommunications	752	3485	4237	3498	739
9	Ministry of Home Affairs	1744	3124	4868	3364	1504
10	Department of Personnel and Training	2649	2142	4791	1174	3617

Annexure 1.2.: Maximum Number of Disposals – January 2023

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	6659	17026	23685	15471	8214
2	Ministry of Labour and Employment	2976	11139	14115	10643	3472
3	Department of Agriculture and Farmers Welfare	5086	5253	10339	7063	3276
4	Department of Financial Services (Insurance Division)	1088	6429	7517	6031	1486
5	Central Board of Direct Taxes (Income Tax)	13014	5390	18404	5835	12569
6	Department of Posts	1942	4453	6395	4460	1935
7	Ministry of Railways (Railway Board)	2433	4150	6583	4121	2462
8	Department of Telecommunications	752	3485	4237	3498	739
9	Ministry of Home Affairs	1744	3124	4868	3364	1504
10	Department of Ex Servicemen Welfare	1469	1895	3364	1874	1490

(Time Period: 01/01/2023 to 24/01/2023)

Annexure 1.3.: Ministries/Departments with more than 1000 Pending Grievances

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	13014	5390	18404	5835	12569
2	Department of Financial Services (Banking Division)	6659	17026	23685	15471	8214
3	Department of Personnel and Training	2649	2142	4791	1174	3617
4	Ministry of Labour and Employment	2976	11139	14115	10643	3472
5	Department of Agriculture and Farmers Welfare	5086	5253	10339	7063	3276
6	Ministry of Railways (Railway Board)	2433	4150	6583	4121	2462
7	Department of Revenue	3008	907	3915	1463	2452
8	Department of Posts	1942	4453	6395	4460	1935
9	Department of Health & Family Welfare	1835	1526	3361	1637	1724
10	Ministry of Home Affairs	1744	3124	4868	3364	1504
11	Department of Ex Servicemen Welfare	1469	1895	3364	1874	1490
12	Department of Financial Services (Insurance Division)	1088	6429	7517	6031	1486
13	Ministry of Road Transport and Highways	1296	1558	2854	1408	1446
14	Department of Defence	1174	1076	2250	852	1398
15	Department of Higher Education	1510	1338	2848	1516	1332
16	Department of Rural Development	1341	1203	2544	1227	1317
17	Department of School Education and Literacy	1392	771	2163	855	1308
18	Unique Identification Authority of India	1013	1250	2263	1131	1132
19	Ministry of External Affairs	1024	1295	2319	1259	1060
20	Ministry of Housing and Urban Affairs	863	1677	2540	1485	1055
21	Ministry of Petroleum and Natural Gas	1420	1230	2650	1599	1051

Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than 30 Days

S. No.	Name of Ministry/Department	Brought Forward	Total Received	Total Grievances	Total Disposal	Total Pending	> 30 Days
1	Central Board of Direct Taxes (Income Tax)	13014	5390	18404	5835	12569	7579
2	Department of Personnel and Training	2649	2142	4791	1174	3617	1912
3	Department of Revenue	3008	907	3915	1463	2452	1909
4	Ministry of Home Affairs	1744	3124	4868	3364	1504	989
5	Department of Health & Family Welfare	1835	1526	3361	1637	1724	939
6	Department of Defence	1174	1076	2250	852	1398	786
7	Department of School Education and Literacy	1392	771	2163	855	1308	701
8	Ministry of Railways (Railway Board)	2433	4150	6583	4121	2462	664
9	Ministry of Road Transport and Highways	1296	1558	2854	1408	1446	661
10	Ministry of External Affairs	1024	1295	2319	1259	1060	634

(Time Period: 01/01/2023 to 24/01/2023)

Annexure 2: Top 10 Ministries/Departments with Pending Grievances under Corruption Category

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Financial Services (Banking Division)	1325	515	810
2	Department of Personnel and Training	146	36	110
3	Department of Posts	182	101	81
4	Ministry of Panchayati Raj	131	75	56
5	Ministry of Labour and Employment	70	21	49
6	Department of Financial Services (Insurance Division)	102	62	40
7	Ministry of Railways (Railway Board)	111	79	32
8	Department of Telecommunications	100	77	23
9	Department of Rural Development	52	29	23
10	Ministry of Petroleum and Natural Gas	32	13	19

Annexure 3: Average Closing Time

Annexure 3.1.: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of New and Renewable Energy	63	82
2	Department of Revenue	1463	74
3	Central Board of Direct Taxes (Income Tax)	5835	69
4	Department of Drinking Water and Sanitation	347	69
5	Department of Social Justice and Empowerment	919	62
6	Department of Animal Husbandry, Dairying	196	62
7	Department of Atomic Energy	122	51
8	Ministry of Ayush	130	48
9	Ministry of Environment, Forest and Climate Change	619	47
10	Department of Economic Affairs ACC Division	289	43

Annexure 3.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Cooperation	1509	2
2	Department of Financial Services (Pension Reforms)	316	2
3	Ministry of Food Processing Industries	79	2
4	Department of Investment & Public Asset Management	63	3
5	Department of Financial Services (Insurance Division)	6031	4
6	O/o the Comptroller & Auditor General of India	1678	4
7	Department of Food and Public Distribution	521	4
8	NITI Aayog	229	4
9	Department of Public Enterprises	30	4
10	Department of Justice	1558	5

(Time Period: 01/01/2023 to 24/01/2023)

Annexure 4: Public Grievance Officers on CPGRAMS

Annexure 4.1.: Bifurcation of Central PG Officers among different levels

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Level 1	90	209	299
2	Level 2	3558	680	4238
3	Level 3	7542	632	8174
4	Level 4	12913	534	13447
5	Level 5	12059	384	12443
6	Level 6	5087	84	5171
7	Level 7	963	34	997
8	Level 8	367	0	367
Total		42579	2557	45136

Annexure 4.2.: Top 10 Ministries/Departments with Highest Number of Central PG Officers

S. No.	Name of Ministry/Department	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Department of Rural Development	8761	362	9123
2	Central Board of Direct Taxes (Income Tax)	8152	561	8713
3	Department of Defence	3509	101	3610
4	Central Board of Indirect Taxes and Customs	2309	46	2355
5	Ministry of Housing and Urban Affairs	2114	178	2292
6	Ministry of Railways (Railway Board)	1797	148	1945
7	Department of Financial Services (Banking Division)	1201	203	1404
8	Department of Telecommunications	1191	140	1331
9	Department of Posts	1088	38	1126
10	Ministry of Labour and Employment	955	161	1116

Annexure 5: Status of Action Taken Reports (ATR)

Annexure 5.1.: 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 Financial Services (Banking Division)	14735	13297	1069	369
2	Ministry of Labour and Employment	9917	1436	8367	114
3	Central Board of Direct Taxes (Income Tax)	5595	2327	3232	36
4	Department of Posts	4193	4078	107	8
5	Ministry of Railways (Railway Board)	3883	2679	731	473
6	Department of Telecommunications	3295	2305	597	393
7	Department of Ex Servicemen Welfare	1794	260	1531	3
8	O/o the Comptroller & Auditor General of India	1645	1639	4	2
9	Ministry of Petroleum and Natural Gas	1559	1552	2	5
10	Ministry of Cooperation	1389	1388	1	0

(Time Period: 01/01/2023 to 24/01/2023)

Annexure 6: Status of Appeals Filed on Closed Grievances

Annexure 6.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	3002	1079	4081	866	3215
2	Ministry of Corporate Affairs	1847	242	2089	13	2076
3	Ministry of Labour and Employment	1783	2517	4300	3163	1137
4	Department of Financial Services (Banking Division)	868	2689	3557	2443	1114
5	Department of Health & Family Welfare	1500	202	1702	614	1088
6	Ministry of Home Affairs	833	255	1088	22	1066
7	Department of Personnel and Training	1029	77	1106	44	1062
8	Department of Consumer Affairs	825	164	989	42	947
9	Department of Higher Education	859	326	1185	250	935
10	Ministry of Women and Child Development	866	66	932	0	932

Annexure 6.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Grievances Disposed
1	Department of Rural Development	2544	1227	472	38.47%
2	Ministry of Cooperation	1584	1509	557	36.91%
3	Department of Animal Husbandry, Dairying	254	196	72	36.73%
4	Department of Bio Technology	31	15	5	33.33%
5	Department of Telecommunications	4237	3498	1156	33.05%
6	Ministry of Minority Affairs	460	301	97	32.23%
7	Department of Atomic Energy	253	122	38	31.15%
8	Department of Defence Research and Development	110	45	12	26.67%
9	Department of Heavy Industry	138	85	22	25.88%
10	Department of Posts	6395	4460	1142	25.61%

(Time Period: 01/01/2023 to 24/01/2023)

Annexure 7.: Hon'ble MoS of Personnel PG, Pensions Letters to the Ministers

का.ज्ञा. सं.- एस 15/26/2022- लो.शि. (नीति)- डीएआरपीजी (ई.सं. 7717)

डॉ. जितेन्द्र सिंह

राज्य मंत्री (स्वतंत्र प्रभार),
विज्ञान एवं प्रौद्योगिकी मंत्रालय,
राज्य मंत्री (स्वतंत्र प्रभार) पृथ्वी विज्ञान मंत्रालय,
राज्य मंत्री प्रधान मंत्री कार्यालय,
राज्य मंत्री कर्मिक, लोक शिकायत एवं पेंशन मंत्रालय,
राज्य मंत्री परमाणु उर्जा विभाग तथा
राज्य मंत्री अंतरिक्ष विभाग
भारत सरकार



सत्यमेव जयते

DR. JITENDRA SINGH

Minister of State (Independent Charge),
of the Ministry of Science and Technology,
Minister of State (Independent Charge)
of the Ministry of Earth Sciences,
Minister of State in the Prime Minister's Office,
Minister of State in the Ministry of Personnel,
Public Grievances and Pensions,
Minister of State in the Department of Atomic Energy and
Department of Space,
Government of India

04 JAN 2023

आदरणीय श्री अमित शाह जी,

यह पत्र सीपीग्राम्स पोर्टल पर लोक शिकायतों के निवारण से संबंधित मेरे दिनांक 08.09.2022 के अ.शा. पत्र : एस-15/26/2022-पीजी(नीति)- डीएआरपीजी(ईसंख्या 7717) के अनुक्रम में है। मुझे वर्ष 2022 की वार्षिक सीपीग्राम्स रिपोर्ट संलग्न करते हुए प्रसन्नता हो रही है जिसमें 27 दिन के औसत निवारण अवधि के साथ 17.5 लाख लोक शिकायतों के निवारण की वार्षिक उपलब्धि दर्शाई गई है।

2. वर्ष 2022 में, डीएआरपीजी ने सीपीग्राम्स में दस चरणों के सुधार को अपनाया जिसमें शिकायतों का अंतिम छोर के अधिकारियों को स्वतः अग्रेषण, तत्काल प्रवृत्ति की शिकायतों की स्वतः फ्लैगिंग, एआई/एमएल का लाभ उठाना, सीपीग्राम्स पोर्टल की अंग्रेजी सहित 22 अनुसूचित भाषाओं में उपलब्धता, कार्य-प्रदर्शन के आधार पर मंत्रालयों/विभागों की रैंकिंग, 50 सीटर फीडबैक कॉल सेंटर, केंद्रीय मंत्रालयों/विभागों और राज्यों संघ राज्य क्षेत्रों के लिए मासिक रिपोर्ट शामिल हैं।

3. मैं आशा करता हूँ कि शिकायत निवारण की गुणवत्ता में और सुधार लाने और समय-सीमा को घटाने में यह रिपोर्ट उपयोगी होगी।

सादर,

संलग्न : यथोक्त

श्री अमित शाह,
माननीय गृह एवं सहकारिता मंत्री,
भारत सरकार,
नॉर्थ ब्लॉक,
नई दिल्ली।

भवदीय,

(डॉ. जितेन्द्र सिंह)

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राज्य मंत्री कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय,
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Minister of State in the Ministry of Personnel,
Public Grievances and Pensions,
Minister of State in the Department of Atomic Energy and
Department of Space,
Government of India

04 JAN 2023

Respected Smt. Nirmala Sitharaman ji,

Please refer to my DO letter of even number dated 08.09.2022 regarding progress achieved in redressal of Public Grievances in the CPGRAMS portal. I am happy to enclose herewith the CPGRAMS Annual Report for the year 2022 indicating annual achievement of 17.5 lakh PG Cases with an average disposal time of 27 days.

2. In 2022, the Department of Administrative Reforms & Public Grievances adopted a 10 step CPGRAMS reform which included auto-routing of grievances to the last mile, automatic flagging of urgent grievances leveraging AI/ML, CPGRAMS Portal in 22 scheduled languages along with English, Ranking of Ministries / Departments on their Performance, 50-seater Feedback Call Centre, monthly reports for both the Central Ministries/Departments and States/UTs amongst others.

3. I hope you will find the Report helpful in further enhancing quality of grievance redressal and reducing timelines.

With best regards,

Yours sincerely,

Encl: As above


(Dr. Jitendra Singh)

Smt. Nirmala Sitharaman,

Hon'ble Minister of Finance; and Corporate Affairs.
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