



**CPGRAMS**  
**MONTHLY REPORT**  
**JUNE 2022**

**Department of Administrative Reforms  
and Public Grievances**

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## 1. Introduction

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report seeks to provide a detailed analysis on types and categories of public grievances, nature of disposal, learnings from analysis of disposal and aspects of procedure and policy which have undergone improvement based on learning. Such an analysis has been done category-wise, ministry-wise, and efforts have been put in for a comprehensive grievance redressal system.

### Key Highlights

#### 1. PG Cases

- In June 2022, **0.75 lac PG cases were received** on the CPGRAMS portal, **0.78 lac PG cases were redressed** and there exists a **pendency of 0.94 lac PG cases**. The pendency in the Central Secretariat has come down from **0.97 lac PG cases end May 2022 to 0.94 lac PG cases end June**
- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Central Board of Direct Taxes, Ministry of Railways have received the maximum number of grievances

#### 2. PG Appeals

- In June 2022, **7432 appeals were received** and **9258 appeals were disposed**. The Central Secretariat has a **pendency of 19515 of PG Appeals end June 2022**
- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Department of Telecommunication have received the highest number of appeals

#### 3. Grievance Redressal Index

- Department of Agriculture & Farmers Welfare, Department of Posts, Department of Pharmaceuticals and Department for Promotion of Industry and Internal Trade are the top performers in the Grievance Redressal Index for June 2022

#### 4. Pendency

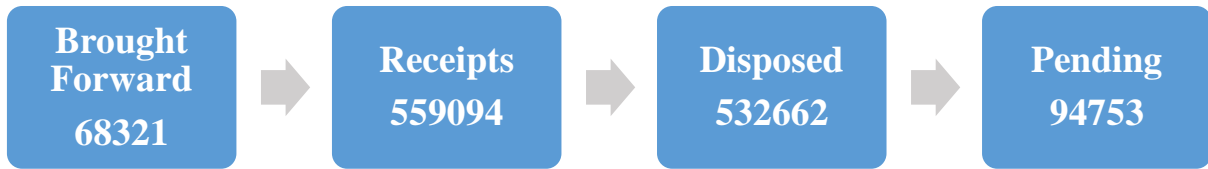
- **21 Ministries/Departments** have more than 1000 pending grievances as of 25<sup>th</sup> June 2022

#### 5. Grievances in Corruption Category

- Department of Financial Services (Banking Division) has the highest number of PG cases under the corruption category with **1605 pending grievances**

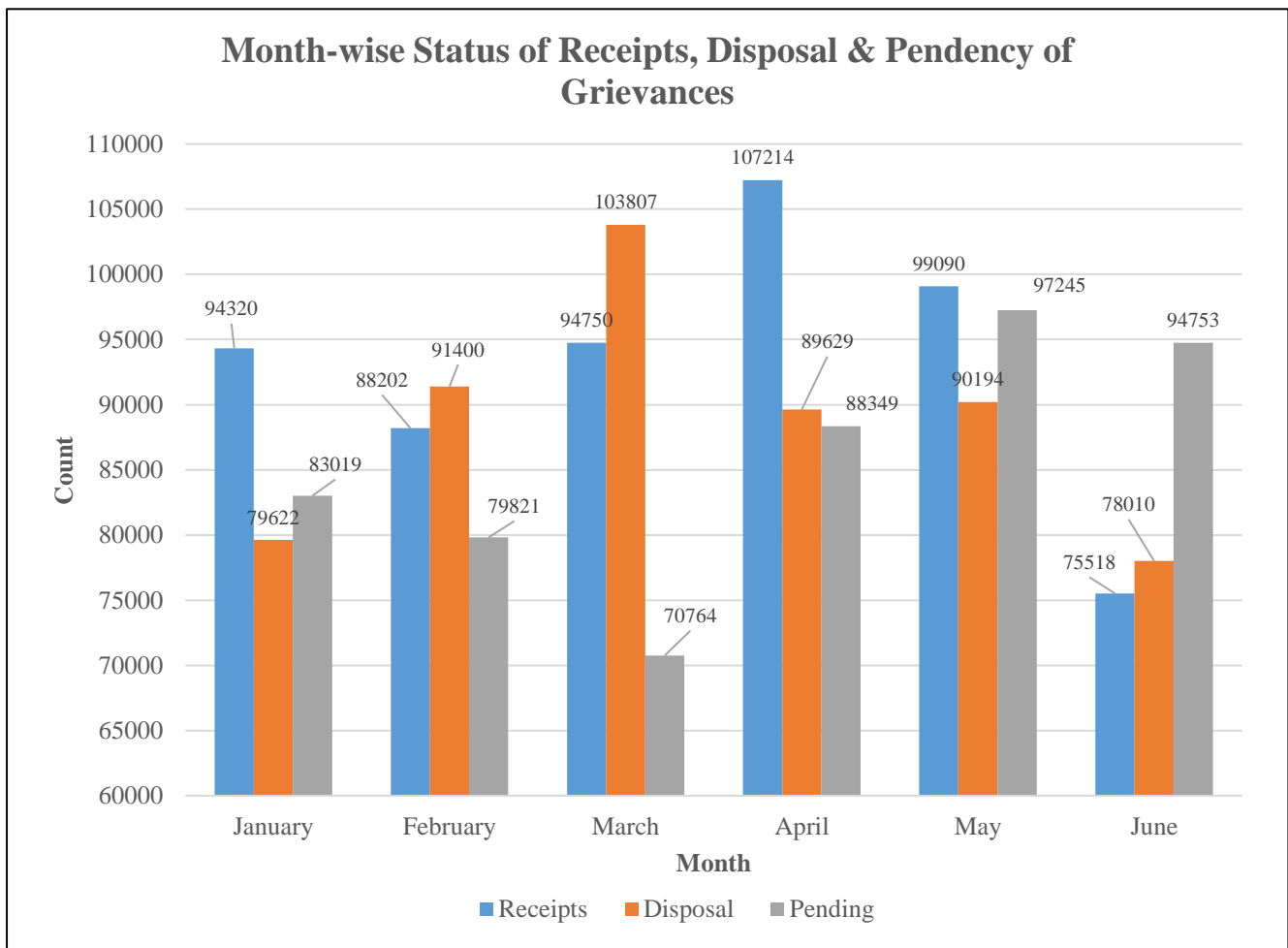
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2022 to 25/06/2022)

### 2.2. Month-wise Status of Grievances on CPGRAMS (Receipts, Disposal & Pendency)



Annexure 1

(Time Period: 01/01/2022 to 25/06/2022)

### 3. Grievance Redressal Index (Interim)

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

The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

This is an interim index and detailed analysis capturing other process is being formulated. This will be shared in the subsequent Monthly Report and a portal will also be developed by DARPG.

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

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 45 Days	Positive	30%
2		Percentage of Grievances pending for more than 45 Days	Negative	10%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent & Very Good	Positive	30%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average & Poor	Negative	20%
5		Percentage of Appeals Filed (on closed grievances)	Negative	10%
<b>Total Weightage</b>				<b>100%</b>

#### 3.1. Ranking of Ministries/ Departments

S. No.	Name of Ministry/Department	Percentage	Rank
1	Department of Agriculture and Farmers Welfare	69.92%	1
2	Department of Posts	69.86%	2
3	Department of Pharmaceutical	69.81%	3
4	Department for Promotion of Industry and Internal Trade	69.63%	4

S. No.	Name of Ministry/Department	Percentage	Rank
5	Department of Financial Services (Pension Reforms)	69.62%	5
6	Department of Expenditure	69.55%	6
7	Department of Public Enterprises	69.48%	7
8	Department of Land Resources	69.42%	8
9	Unique Identification Authority of India	69.33%	9
10	Department of Justice	69.32%	10
11	Ministry of Parliamentary Affairs	69.28%	11
12	Ministry of Food Processing Industries	68.94%	12
13	Ministry of Mines	68.39%	13
14	Ministry of Labour and Employment	68.33%	14
15	Ministry of Panchayati Raj	68.28%	15
16	Department of Financial Services (Insurance Division)	68.25%	16
17	Ministry of Drinking Water and Sanitation	68.16%	17
18	Department of Science and Technology	68.07%	18
19	Ministry of Electronics & Information Technology	67.82%	19
20	Ministry of Housing and Urban Affairs	67.64%	20
21	Department of Consumer Affairs	67.55%	21
22	Ministry of Petroleum and Natural Gas	67.38%	22
23	Ministry of Development of North Eastern Region	67.29%	23
24	Department of Chemicals and Petrochemicals	67.24%	24
25	Department of Financial Services (Banking Division)	67.17%	25
26	Department of Telecommunications	67.09%	26
27	Ministry of Corporate Affairs	66.73%	27
28	O/o the Comptroller & Auditor General of India	66.71%	28
29	Department of Food and Public Distribution	66.67%	29
30	Department of Defence Finance	66.65%	30
31	Department of Heavy Industry	66.59%	31
32	Ministry of New and Renewable Energy	66.50%	32
33	Ministry of Railways ( Railway Board)	66.42%	33
34	NITI Aayog	66.38%	34
35	Ministry of Power	66.20%	35
36	Department of Economic Affairs ACC Division	65.86%	36
37	Department of Commerce	65.85%	37
38	Department of Health Research	65.77%	38
39	Department of Defence Research and Development	65.59%	39
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	65.40%	40
41	Ministry of Women and Child Development	65.29%	41
42	Ministry of External Affairs	65.23%	42
43	Ministry of Steel	65.12%	43
44	Ministry of Tourism	65.09%	44
45	Ministry of Textiles	65.05%	45
46	Department of Bio Technology	64.87%	46
47	Department of Agriculture Research and Education	64.84%	47

S. No.	Name of Ministry/Department	Percentage	Rank
48	Department of Defence Production	64.73%	48
49	Ministry of Environment, Forest and Climate Change	64.64%	49
50	Department of School Education and Literacy	64.44%	50
51	Department of Investment & Public Asset Management	64.34%	51
52	Ministry of Road Transport and Highways	64.12%	52
53	Ministry of Coal	63.95%	53
54	Department of Empowerment of Persons with Disabilities	63.83%	54
55	Ministry of Ayush	63.35%	55
56	Department of Sports	63.13%	56
57	Ministry of Skill Development and Entrepreneurship	63.08%	57
58	Department of Animal Husbandry, Dairying	63.08%	58
59	Department of Fisheries	63.05%	59
60	Ministry of Home Affairs	62.83%	60
61	Department of Scientific & Industrial Research	62.68%	61
62	Department of Fertilizers	61.61%	62
63	Department of Legal Affairs	61.22%	63
64	Ministry of Tribal Affairs	60.89%	64
65	Department of Official Language	60.77%	65
66	Department of Social Justice and Empowerment	60.71%	66
67	Ministry of Micro Small and Medium Enterprises	60.53%	67
68	Ministry of Civil Aviation	59.73%	68
69	Ministry of Culture	59.42%	69
70	Ministry of Shipping	59.37%	70
71	Department of Higher Education	58.75%	71
72	Ministry of Information and Broadcasting	58.50%	72
73	Department of Rural Development	58.15%	73
74	Department of Youth Affairs	58.12%	74
75	Department of Defence	58.06%	75
76	Department of Ex Servicemen Welfare	57.98%	76
77	Ministry of Minority Affairs	57.66%	77
78	Central Board of Indirect Taxes and Customs	57.49%	78
79	Ministry of Earth Sciences	57.08%	79
80	Department of Military Affairs	55.60%	80
81	Department of Personnel and Training	55.36%	81
82	Legislative Department	54.14%	82
83	Department of Revenue	54.14%	83
84	Central Board of Direct Taxes (Income Tax)	52.66%	84
85	Ministry of Statistics and Programme Implementation	51.86%	85
86	Department of Atomic Energy	49.50%	86
87	Department of Space	48.88%	87
88	Ministry of Cooperation	41.06%	88
89	Department of Health & Family Welfare	40.08%	89



## 4. Performance of Ministries/Departments on CPGRAMS Portal

- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Central Board of Direct Taxes, Ministry of Railways are the top ministries which receive the maximum number of grievances. The Ministry of Cooperation also features in the list of maximum grievances receiving ministries (*Annexure 2.1 & 2.2*)
- Though aforementioned Ministries/Departments receive high number of grievances, however they also feature at the top in the Ministries/Departments disposing the maximum number of grievances with Department of Personnel and Training, Ministry of Housing and Urban Affairs & Department of Agriculture and Farmers Welfare rounding up the Top 10 (*Annexure 2.3*)
- Department of Health & Family Welfare, Department of Revenue, Department of Social Justice and Empowerment, Department of Defence, are Ministries/Departments with maximum number of pendency. 21 Ministries/Departments in total have more than 1000 pending grievances as of 25<sup>th</sup> June 2022 (*Annexure 2.4 & 2.5*)
- Grievances shall be disposed within 45 days; Ministry of Cooperation, Department of Health & Family Welfare, Central Board of Direct Taxes (Income tax), Department of Higher Education are the top ministries in the list complied under “Ministries /Departments with Pending Grievances pending for more than 45 days” (*Annexure 2.6*)

## 5. Category-wise Status of Grievances on CPGRAMS Portal

- All Departments/Ministries have been analysed on the basis of 6 categories namely Quality of Service / Civic Amenities Category, Employee Related Category, Allegation of Corruption / Malpractices Category, Harassment / Atrocities Category, Labour category & Financial Services out of the total of 23 categories (*Annexure 3 & 4*)
- Central Board of Direct Taxes (Income Tax), Department of Health & Family Welfare, Department of Posts are among the top 3 ministries with pending grievances under Quality-of-Service category with Ministry of Petroleum and Natural Gas, Ministry of Corporate Affairs & Ministry of Housing and Urban Affairs rounding up the list of top 10. The range varies from highest of 6365 to low of 177 for Top 10 (*Annexure 4.1*)
- Department of Financial Services (Banking Division) tops the list under Corruption category with 1605 pending grievances. Department of Rural Development, Department of Consumer Affairs & O/o the Comptroller & Auditor General of India feature in the list as well (*Annexure 4.3*)

- Department of Financial Services (Banking Division) tops the list under Harassment/Atrocities category as well with 292 pending grievances. Department of Social Justice and Empowerment, Ministry of Coal & Department of Higher Education round up the top 5 (*Annexure 4.4*)

## **6. Average Closing Time of Grievances on CPGRAMS Portal**

- Department of Legal Affairs, Ministry of Cooperation, Department of Military affairs are the top 3 Ministries/Departments with High Average Closing Time with Department of Fisheries, Department of Atomic Energy, Legislative Department , etc. Rounding up the list (*Annexure 5.1*)
- Aforementioned ministries have average closing time ranging from 66 days for Department of Atomic energy on the lower spectrum to as high as 228 days for Department of Legal Affairs on the higher spectrum (*Annexure 5.1*)
- Department of Defence Research and Development, Department of Science and Technology, Ministry of Corporate Affairs, Department of Agriculture and Farmers Welfare, etc. are few select ministries with Low Average Closing Time i.e closing grievances in the minimum time possible (*Annexure 5.2*)
- Department of Food and Public Distribution features on the higher spectrum with Average Closing time as low as 10 days to Ministry of Mines featuring on the lower spectrum with Average Closing Time of 15 days i.e 67 % less than the deadline of 45 days according to Standard Redressal Protocol (*Annexure 5.2*)

## **7. Public Grievances Officers on CPGRAMS Portal**

- 72,078 PG officers from both centre as well as states are mapped onto CPGRAMS portal with them categorised into 9 levels (*Annexure 6.1*)
- Approximately 41,500 Central PG officers are mapped onto the portal (*Annexure 6.2*)
- Department of Rural Development, Central Board of Direct Taxes (Income Tax) & Department of Defence are the top 3 ministries with highest number of Central PG officers mapped with Department of Telecommunications, Department of Posts & Ministry of Labour rounding up the list of Top 10 (*Annexure 6.3*)

## 8. Action Taken Reports (ATR) on Closed Grievances

- Resolved Grievances can be categorised into 3 levels namely Fully Resolved, Partially Resolved & Pending Resolution in the new ATR Format Disposal (*Annexure 7*)
- Overall, Department of Financial Services (Banking Division), Ministry of Labour and Employment & Ministry of Railways (Railway Board) are the top 3 ministries with the highest number of disposals in New ATR Format with Department of Personnel and Training, Department of Defence Finance, Department of Financial Services (Insurance Division), etc. featuring in the list as well; albeit on the lower spectrum (*Annexure 7.1*)
- Department of Financial Services (Banking Division) have the highest number of resolved grievances categorised as Fully Resolved with Ministry of Labour and Employment topping the list in Partially Resolved Category (*Annexure 7.1*)

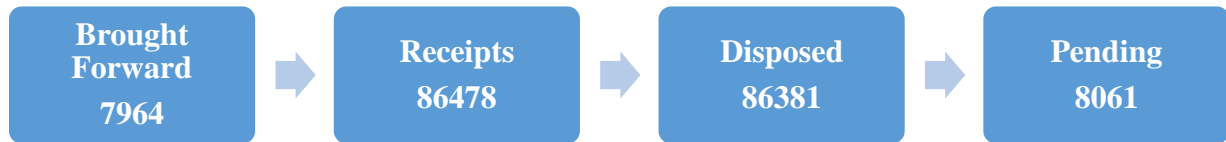
## 9. Appeal Status on CPGRAMS Portal

- Department of Financial Services (Banking Division), Ministry of Labour and Employment, Department of Telecommunication are among the Ministries/Departments with maximum (absolute) number of appeals received with Department of Health & Family Welfare, Department of Higher Education, Department of Financial Services (Insurance Division) featuring as well; are also in the Top 10 list (*Annexure 8*)
- Ministry of Corporate Affairs has disposed off 0 appeals whilst Department of Health & Family Welfare has disposed off 4 appeals (*Annexure 8.1*)
- Taking into account appeals received as a percentage of grievances disposed, Department of Atomic Energy features at the top with 56.33% followed by Department of Defence Production & Department of Heavy Industry (*Annexure 8.2*)
- Ministry of Tourism, Department of Chemicals and Petrochemicals & Ministry of Skill Development and Entrepreneurship round up the list under the aforementioned category

## 10. Root Cause Analysis of Select Ministries/Departments

### 10.1. Department of Financial Services (Banking Division)

#### Status of Grievances Received



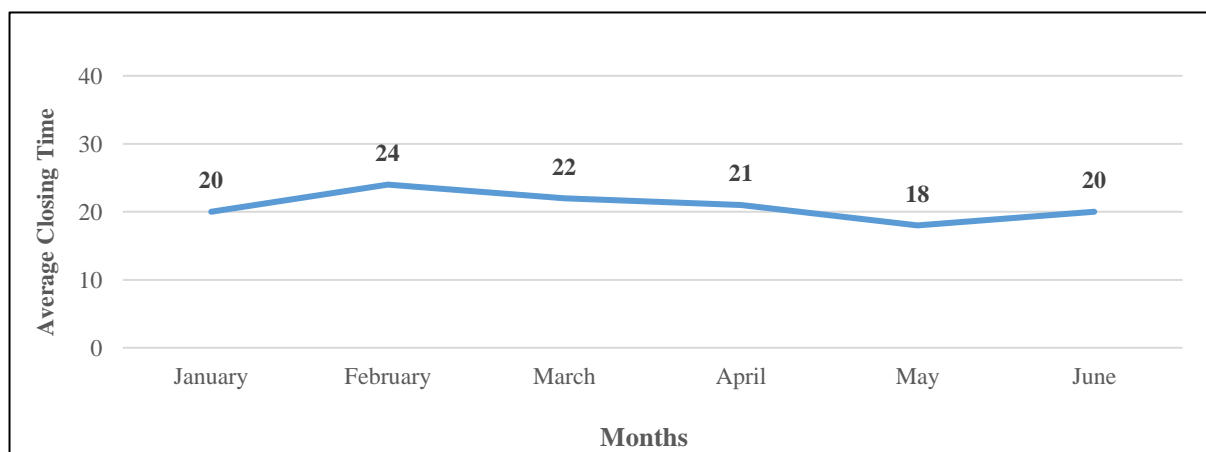
(Time Period: 01/01/2022 to 25/06/2022)

#### Status of PG Officers

A total of **1385 PG Officers** are mapped from the Department of Financial Services (Banking Division) on CPGRAMS. The Department should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	16	17
Level 2	82	89	171
Level 3	761	73	834
Level 4	240	4	244
Level 5	118	1	119
<b>Total</b>	<b>1202</b>	<b>183</b>	<b>1385</b>

#### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Department of Financial Services (Banking Division) for the Period January 2022 to June 2022 is **21 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022

## **Major Categories for which Grievances are received**

### **Pension / Retirement Benefits Related**

- Non-Payment of revised pension / arrears / incorrect amount credited
- Non-commencement of pension / family pension
- Delay / non-transfer of pension account

### **Loan / Government Sponsored Schemes related**

- Non-receipt of subsidy / delay in receipt of subsidy
- Non-opening of accounts / delay in openings of account
- Non-sanctioning of loans

### **Fraud Related**

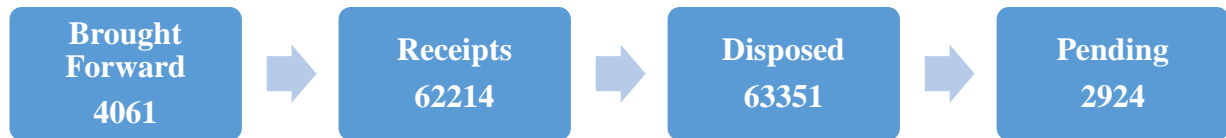
- Wrong / fraud entries in bank account
- False deduction of money, refund and other issues related to online transactions (amount debited but not received by the party, etc.)
- Poor services from bank (delays in providing services or refusing to provide services like opening account, scheme related, etc.)

### **Others**

- Corruption (loan & mortgage related issues, issues related to excessive cold calling / personal threats over phone)
- Appeal requests not been addressed appropriately

## 10.2. Ministry of Labour & Employment

### Status of Grievances Received



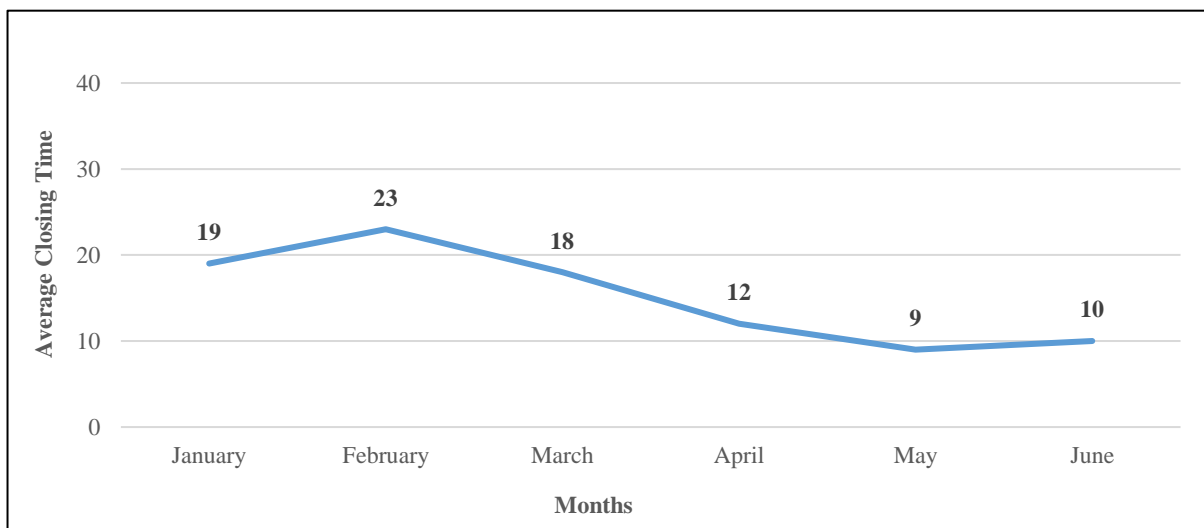
(Time Period: 01/01/2022 to 25/06/2022)

### Status of PG Officers

A total of **1091 PG Officers** are mapped from the Ministry of Labor & Employment of on CPGRAMS. The Ministry should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	8	9
Level 2	45	50	95
Level 3	360	90	450
Level 4	498	13	511
Level 5	26	1	27
<b>Total</b>	<b>930</b>	<b>162</b>	<b>1091</b>

### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Ministry of Labor & Employment for the Period January 2022 to June 2022 is **15 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022

## **Major Categories for which Grievances are received**

### **PF Withdrawal**

- Claim / settlement issues with PF (delays, money not transferred, rejecting claims)
- Correction of member's personal details like name, number etc.
- Delay in transfer of PF accounts / non transfer of accounts, benefits not received

### **Pension Related**

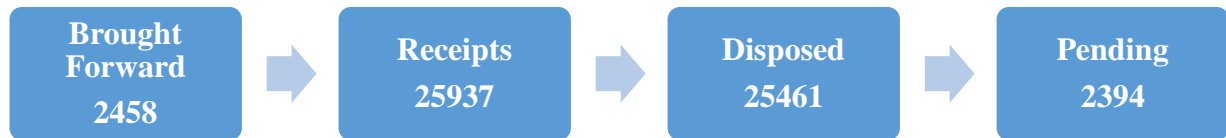
- Delay in settlement of pension / non release of pension arrears / non-release of family pension
- Issues related to calculation of pension

### **Private Sector Related**

- Companies not paying PF amount when employees exit
- Complaints raised with PF departments not being taken up
- Discrepancies in PF contribution by company
- Poor working conditions and employee/labour benefits (including wages) provided by private companies

### 10.3. Department of Posts

#### Status of Grievances Received



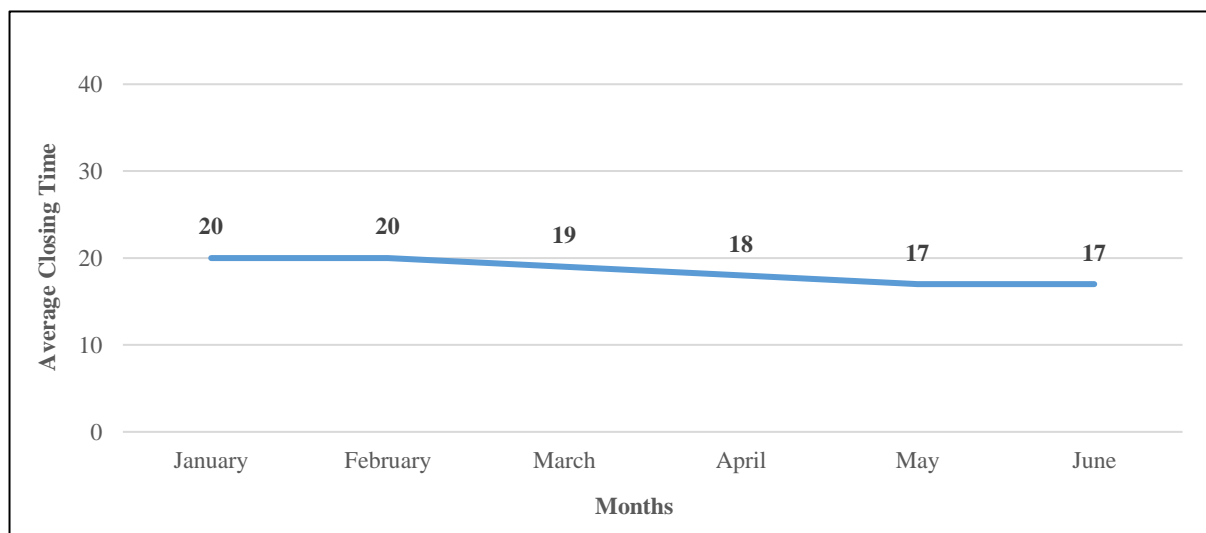
(Time Period: 01/01/2022 to 25/06/2022)

#### Status of PG Officers

A total of **1115 PG Officers** are mapped from the Department of Posts on CPGRAMS. The Department should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	7	8
Level 2	69	21	90
Level 3	514	8	522
Level 4	451	1	452
Level 5	43	0	43
<b>Total</b>	<b>1078</b>	<b>37</b>	<b>1115</b>

#### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Department of Posts for the Period January 2022 to June 2022 is **19 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022



## **Major Categories for which Grievances are received**

### **Delay / Non - Delivery / Abstraction of Postal Articles**

- Speed post letters
- Parcels/ Registered Parcels
- Registered letters / Registered letters with acknowledgement

### **Allegation of Corruption/ Malpractices/Harassment**

- Allegation of Corruption (Bribery to do job,etc.)
- Misbehaviour by Staff (Post office staff handling customer complaints poorly, rude behaviour,etc.)
- Harasment by Staff (Closing ATM card without permission, cheque book issues, etc)

### **Financial Scheme Related**

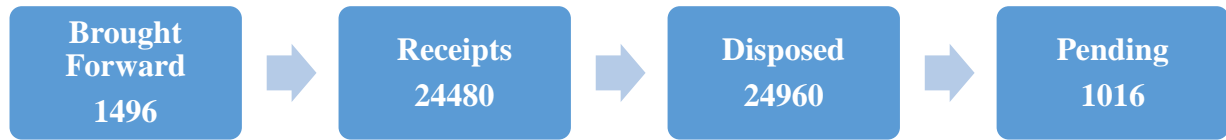
- Closure / Premature Closure of account
- Settlement of deceased claim case with nomination
- Transfer of account - Application
- Scheme and payment related issues (not linking Aadhaar with Government schemes, payments receipts not received, VPP payment issue)

### **Miscellaneous**

- Pension related issues such as not getting the benefits like medical, untimely pension, long dues, incorrect pension ,etc.
- Services like doorstep banking etc. not provided for RPwD (Person with Disability)

## 10.4. Department of Telecommunications

### Status of Grievances Received



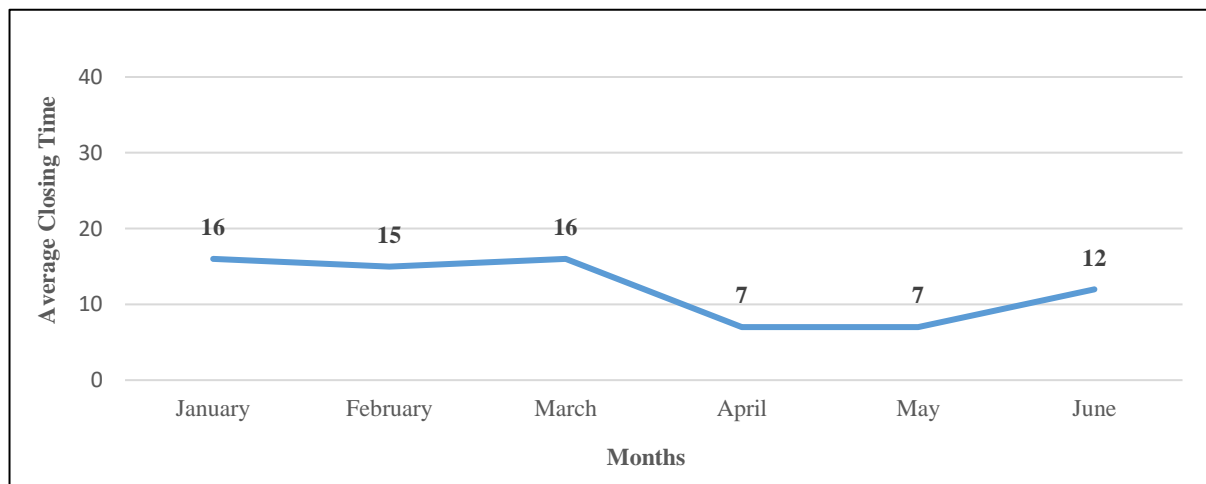
(Time Period: 01/01/2022 to 25/06/2022)

### Status of PG Officers

A total of **1334 PG Officers** are mapped from the Department of Telecommunication on CPGRAMS. The Department should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	14	15
Level 2	155	84	239
Level 3	162	22	184
Level 4	655	12	667
Level 5	157	1	158
Level 6	70	0	70
Level 7	1	0	1
<b>Total</b>	<b>1201</b>	<b>133</b>	<b>1334</b>

### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Department of Telecommunication for the Period January 2022 to June 2022 is **12 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022

## **Major Categories for which Grievances are received**

### **Mobile Related (Poor Services)**

- Improper Network Coverage
- Call Drop & Poor call quality
- Mobile Number Portability
- Activation/Deactivation of sim cards
- Complaints not taken seriously

### **Broadband Related (Poor Services)**

- Landline working but Internet not working
- Billing Issue
- Speed lower than committed

### **Tower Related**

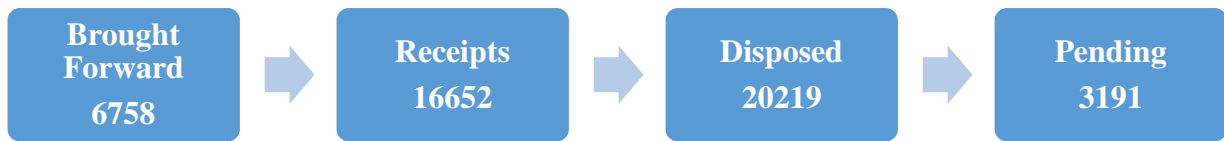
- Customer harassment , frauds committed by private companies like installation of towers at wrong places
- Health Hazard on back of tower installation

### **Miscellaneous**

- Payment/Refund/Pension related issues with BSNL/MTNL/and Private (Payment stuck, wrong bills, deposit not received, pension & related benefits not received)

## 10.5. Department of Personnel & Training

### Status of Grievances Received



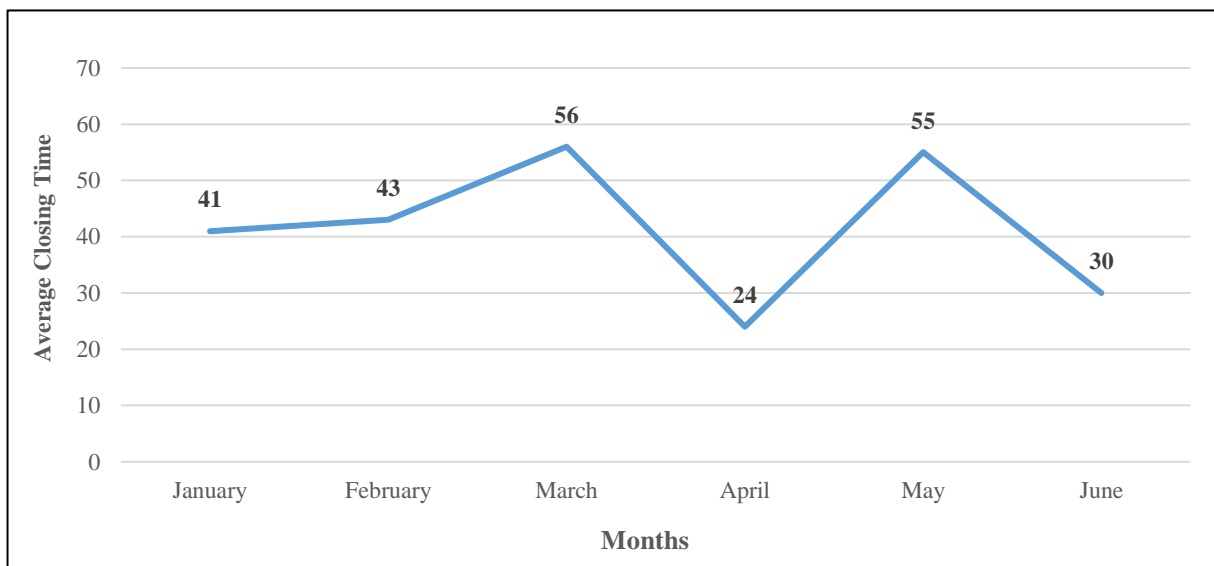
(Time Period: 01/01/2022 to 25/06/2022)

### Status of PG Officers

A total of **141 PG Officers** are mapped from the Department of Personnel & Training on CPGRAMS. The Department should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	0	1
Level 2	47	0	47
Level 3	49	0	49
Level 4	44	0	44
<b>Total</b>	<b>141</b>	<b>0</b>	<b>141</b>

### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Department of Personnel & Training for the Period January 2022 to June 2022 is **42 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022

## **Major Categories for which Grievances are received**

### **Exams Related**

- Issues with selection process of SSC CGL (slow process, no updates, no proper examination calendar, delays in release of results/joining details/allotment)
- Lack of transparency / hurdles in exam conduction
- Issues on back of exam calendar
- Low or no vacancies in SSC CAPF/CPO/etc.

### **Allegation of Corruption / Misconduct**

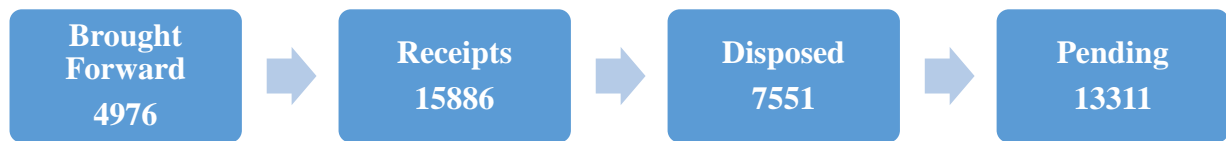
- Allegation of corruption
- Against Central Government officials
- Against State Government officials

### **Reservation issues in Posts & Services of Central Government**

- Gaps in implementation of reservation system in recruitment process, promotion, etc.
- Delay in procurement of caste certificates

## 10.6. Department of Health & Family Welfare

### Status of Grievances Received



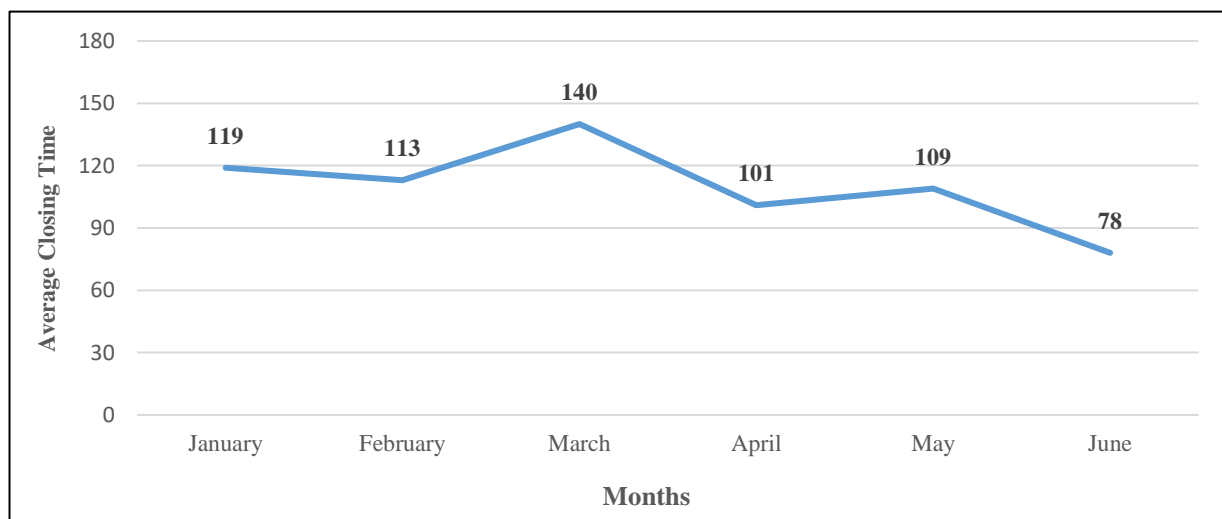
(Time Period: 01/01/2022 to 25/06/2022)

### Status of PG Officers

A total of **522 PG Officers** are mapped from the Department of Health & Family Welfare on CPGRAMS. The Department should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	3	4
Level 2	66	5	71
Level 3	326	6	332
Level 4	87	2	89
Level 5	26	0	26
<b>Total</b>	<b>506</b>	<b>16</b>	<b>522</b>

### Month-wise Status of Average Closing Time (January'22 to June'22)



Average Closing Time for Department of Health & Family Welfare for the Period January 2022 to June 2022 is **110 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022

## **Major Categories for which Grievances are received**

### **CGHS Health Centres**

- CGHS Cards (Non receipt, Error in cards, Transfer of cards, etc.)
- Medical re-imburements delay in claim settlement, deductions more than usual, etc.
- Hosnital servcies (denial of treatment. refusal of admission. excess charges taken by hosnital)

### **Medical Education Related**

- Issues on back of Foreign Medical Graduate Examination (Toughness of exam, etc.)
- Gap propasal between counelling & conduction of NEET PG / Inappropriate scheduling of NEET exams and MBBS final exams (poor counselling process, availability of seats, inadequate)
- Medical MSc/PhD holders made ineligible to work in Pharmacology and Microbiology as per latest guidlines
- No policy for supporting students who are pursuing medical courses from China, Ukraine and countries with similar situations

### **Health Schemes Related**

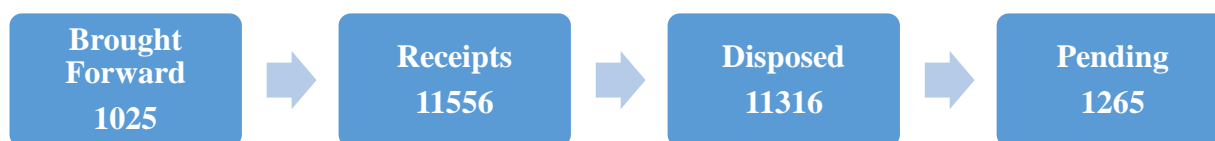
- Non inclusion of names in Ayushman Bharat scheme despite being eligible depriving them of benefits

### **Miscellaneous**

- Complaints against various medicine using harmful materials, unhealthy practices followed in food industries
- Issues with covid vaccination certificates (incorrect dosage number/name, non-acceptance)

## 10.7. Ministry of Road Transport & Highways

### Status of Grievances Received



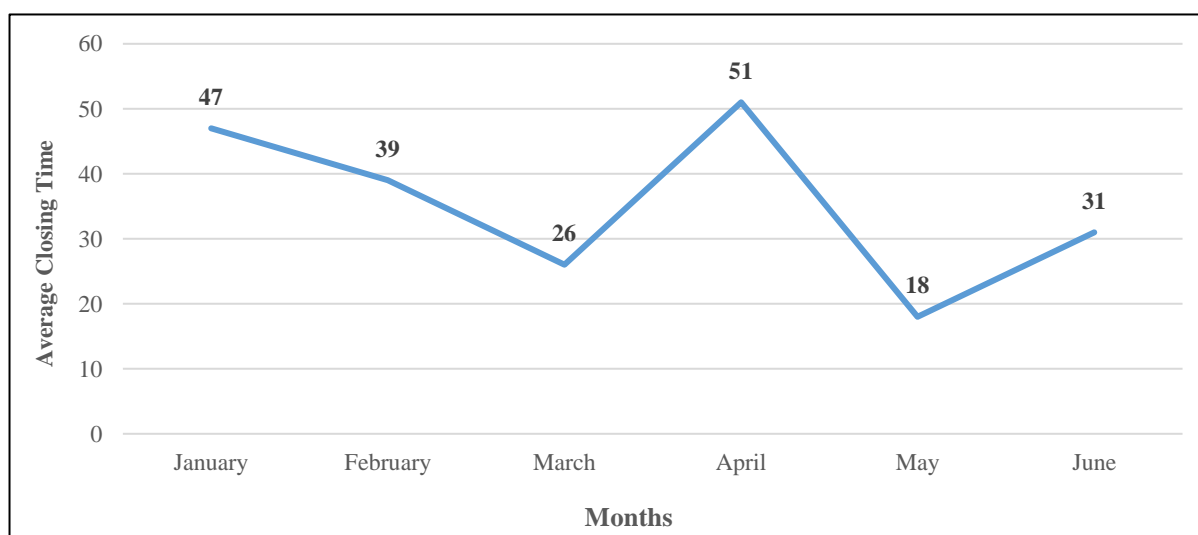
(Time Period: 01/01/2022 to 25/06/2022)

### Status of PG Officers

A total of **412 PG Officers** are mapped from the Ministry of Road Transport & Highways on CPGRAMS. The Ministry should validate the accounts of the PG Officers and should Update/Deactivate the non-functional accounts.

Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
Level 1	1	2	3
Level 2	56	0	56
Level 3	126	1	127
Level 4	217	1	218
Level 5	8	0	8
<b>Total</b>	<b>408</b>	<b>4</b>	<b>412</b>

### Month-wise Status of Average Closing Time (January'22 to May'22)



Average Closing Time for Ministry of Road Transport & Highways for the Period January 2022 to June 2022 is **35 Days**.

\*For June 2022, the data has been taken up to 25<sup>th</sup> June 2022



## **Major Categories for which Grievances are received**

### **Road & Highways Related**

- Poor or no construction of roads/highways leading to problems like traffic, flooding in nearby settlements, crossing roads, etc.
- Issues arising out of RTO ( delay in approvals of driving license , etc.)

### **User fee/Toll related**

- Incorrect amount being charged at toll plazas via FastTag
- Toll plaza staff harassing citizens ( complaints of fraud ,etc.)

### **Land acquisition related**

- Compensation against land acquired not yet received or Inadequate compensation received
- Damage done to remaining agricultural land/property
- Objection against the building of illegal highways (on agricultural lands)

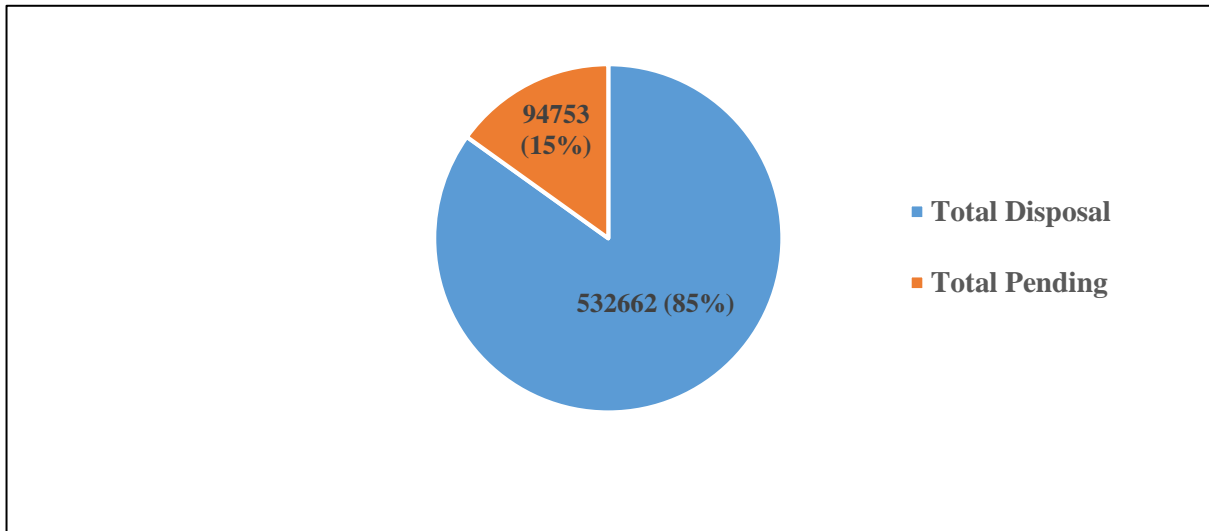
### **Miscellaneous**

- Examination/recruitment problems like discrepancy in selection process, no clarity from NHAI authority about results. Violations of policy/rules (mainly health standards)

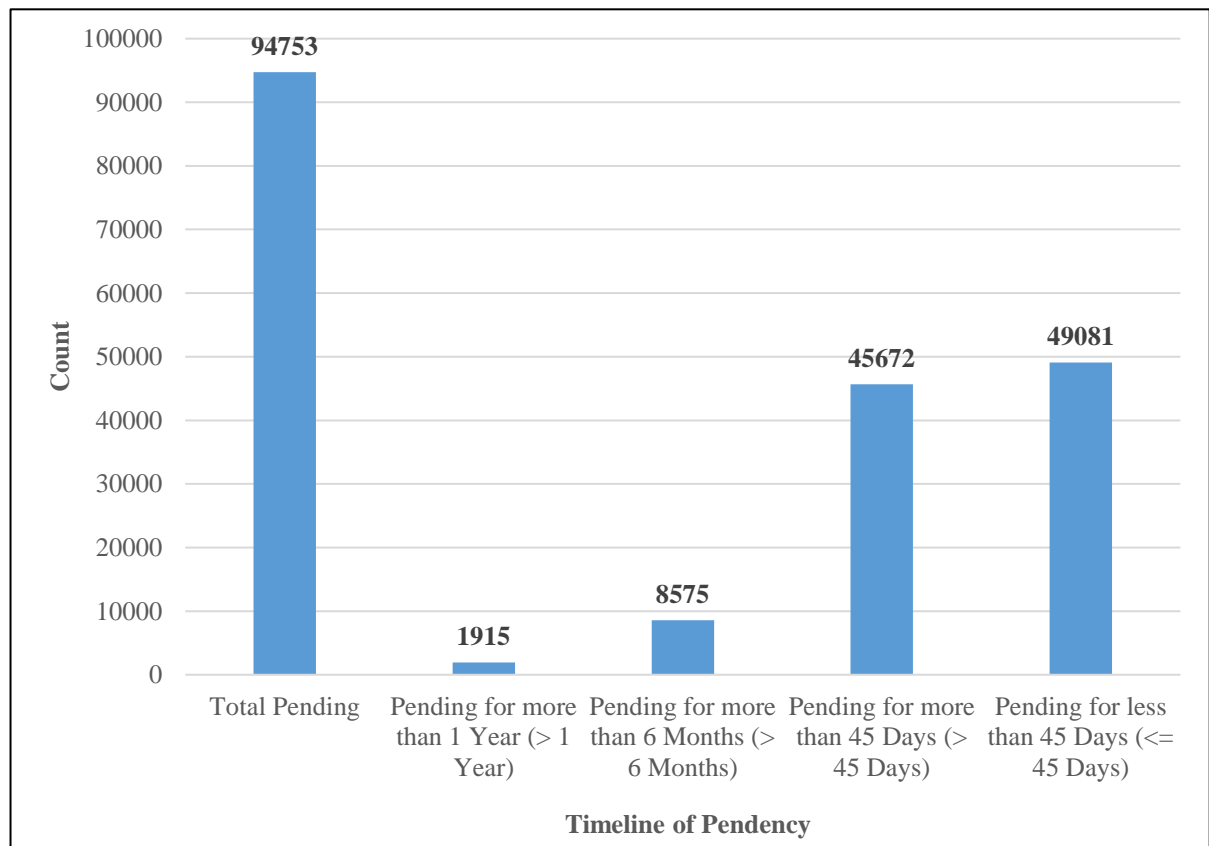
## Annexures

### Annexure 1: Status of Grievances

#### Annexure 1.1.: Total Grievances Received



#### Annexure 1.2.: Age-wise Pendency of Grievances



(Time Period: 01/01/2022 to 25/06/2022)

## Annexure 2: Performance of Ministries/Departments

### Annexure 2.1.: Maximum Number of Total Grievances Received

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	86478	<b>94442</b>	86381	8061
2	Ministry of Labour and Employment	4061	62214	<b>66275</b>	63351	2924
3	Central Board of Direct Taxes (Income Tax)	7759	26425	<b>34184</b>	23122	11062
4	Department of Posts	2458	25397	<b>27855</b>	25461	2394
5	Ministry of Railways (Railway Board)	1477	26235	<b>27712</b>	25748	1964
6	Department of Telecommunications	1496	24480	<b>25976</b>	24960	1016
7	Department of Personnel and Training	6758	16652	<b>23410</b>	20219	3191
8	Ministry of Home Affairs	1488	20751	<b>22239</b>	20794	1445
9	Department of Health & Family Welfare	4976	15886	<b>20862</b>	7551	13311
10	Ministry of Cooperation	2775	17232	<b>20007</b>	492	19515

### Annexure 2.2.: Maximum Number of Receipts

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	<b>86478</b>	94442	86381	8061
2	Ministry of Labour and Employment	4061	<b>62214</b>	66275	63351	2924
3	Central Board of Direct Taxes (Income Tax)	7759	<b>26425</b>	34184	23122	11062
4	Ministry of Railways (Railway Board)	1477	<b>26235</b>	27712	25748	1964
5	Department of Posts	2458	<b>25397</b>	27855	25461	2394
6	Department of Telecommunications	1496	<b>24480</b>	25976	24960	1016
7	Ministry of Home Affairs	1488	<b>20751</b>	22239	20794	1445
8	Ministry of Cooperation	2775	<b>17232</b>	20007	492	19515
9	Department of Personnel and Training	6758	<b>16652</b>	23410	20219	3191
10	Ministry of Housing and Urban Affairs	880	<b>16354</b>	17234	16154	1080

### Annexure 2.3.: Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	7964	86478	94442	<b>86381</b>	8061
2	Ministry of Labour and Employment	4061	62214	66275	<b>63351</b>	2924
3	Ministry of Railways (Railway Board)	1477	26235	27712	<b>25748</b>	1964
4	Department of Posts	2458	25397	27855	<b>25461</b>	2394
5	Department of Telecommunications	1496	24480	25976	<b>24960</b>	1016
6	Central Board of Direct Taxes (Income Tax)	7759	26425	34184	<b>23122</b>	11062
7	Ministry of Home Affairs	1488	20751	22239	<b>20794</b>	1445
8	Department of Personnel and Training	6758	16652	23410	<b>20219</b>	3191
9	Ministry of Housing and Urban Affairs	880	16354	17234	<b>16154</b>	1080
10	Department of Agriculture and Farmers Welfare	412	14723	15135	<b>14517</b>	618

(Time Period: 01/01/2022 to 25/06/2022)

#### Annexure 2.4.: Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	17232	20007	492	19515
2	Department of Health & Family Welfare	4976	15886	20862	7551	13311
3	Central Board of Direct Taxes (Income Tax)	7759	26425	34184	23122	11062
4	Department of Financial Services (Banking Division)	7964	86478	94442	86381	8061
5	Department of Personnel and Training	6758	16652	23410	20219	3191
6	Department of Revenue	2469	7375	9844	6845	2999
7	Ministry of Labour and Employment	4061	62214	66275	63351	2924
8	Department of Social Justice and Empowerment	1177	2542	3719	1048	2671
9	Department of Posts	2458	25397	27855	25461	2394
10	Department of Defence	1541	6251	7792	5754	2038

#### Annexure 2.5.: Ministries/Departments with more than 1000 Pending Grievances

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Cooperation	2775	17232	20007	492	<b>19515</b>
2	Department of Health & Family Welfare	4976	15886	20862	7551	<b>13311</b>
3	Central Board of Direct Taxes (Income Tax)	7759	26425	34184	23122	<b>11062</b>
4	Department of Financial Services (Banking Division)	7964	86478	94442	86381	<b>8061</b>
5	Department of Personnel and Training	6758	16652	23410	20219	<b>3191</b>
6	Department of Revenue	2469	7375	9844	6845	<b>2999</b>
7	Ministry of Labour and Employment	4061	62214	66275	63351	<b>2924</b>
8	Department of Social Justice and Empowerment	1177	2542	3719	1048	<b>2671</b>
9	Department of Posts	2458	25397	27855	25461	<b>2394</b>
10	Department of Defence	1541	6251	7792	5754	<b>2038</b>
11	Ministry of Railways (Railway Board)	1477	26235	27712	25748	<b>1964</b>
12	Department of Higher Education	1582	8854	10436	8962	<b>1474</b>
13	Central Board of Indirect Taxes and Customs	1017	6411	7428	5979	<b>1449</b>
14	Ministry of Home Affairs	1488	20751	22239	20794	<b>1445</b>
15	Department of Defence Finance	1740	10012	11752	10435	<b>1317</b>
16	Ministry of Road Transport and Highways	1025	11556	12581	11316	<b>1265</b>
17	Department of Rural Development	560	3559	4119	2996	<b>1123</b>
18	Ministry of Housing and Urban Affairs	880	16354	17234	16154	<b>1080</b>
19	Department of School Education and Literacy	987	9190	10177	9114	<b>1063</b>
20	Department of Military Affairs	1303	3043	4346	3323	<b>1023</b>
21	Department of Telecommunications	1496	24480	25976	24960	<b>1016</b>

(Time Period: 01/01/2022 to 25/06/2022)

### Annexure 2.6.: Top 10 Ministries/Departments with Pending Grievances for more than 45 Days

S. No.	Name of Ministry/Department	Brought Forward	Total Received	Total Disposal	Total Pending	> 45 Days
1	Ministry of Cooperation	2775	17232	492	19515	<b>16053</b>
2	Department of Health & Family Welfare	4976	15886	7551	13311	<b>9768</b>
3	Central Board of Direct Taxes (Income Tax)	7759	26425	23122	11062	<b>5978</b>
4	Department of Social Justice and Empowerment	1177	2542	1048	2671	<b>2034</b>
5	Department of Revenue	2469	7375	6845	2999	<b>1930</b>
6	Department of Personnel and Training	6758	16652	20219	3191	<b>1653</b>
7	Department of Defence	1541	6251	5754	2038	<b>1453</b>
8	Central Board of Indirect Taxes & Customs	1017	6411	5979	1449	<b>844</b>
9	Department of Higher Education	1582	8854	8962	1474	<b>548</b>
10	Department of Military Affairs	1303	3043	3323	1023	<b>531</b>

### Annexure 3: Category-wise Status of Grievances for 23 Categories

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	State Government Related	380849	128422	<b>509271</b>	150934	358337
2	Other Central Government Related	59665	202618	<b>262283</b>	197249	65034
3	Others	95294	124149	<b>219443</b>	123753	95690
4	Quality Of Service/Civic Amenities	56500	95418	<b>151918</b>	94717	57201
5	Employee Related	32687	73174	<b>105861</b>	72226	33635
6	Police	62429	21946	<b>84375</b>	24758	59617
7	Financial Services	7640	55371	<b>63011</b>	55010	8001
8	Allegation Of Corruption/Malpractices	12833	36147	<b>48980</b>	35446	13534
9	Covid-19 Related issues	21841	21827	<b>43668</b>	24690	18978
10	Housing	32993	8756	<b>41749</b>	12480	29269
11	Land Related Problems	28051	9147	<b>37198</b>	11332	25866
12	Labour Issues	10233	23060	<b>33293</b>	24169	9124
13	Education	16073	16716	<b>32789</b>	15598	17191
14	Financial Assistance	15206	2579	<b>17785</b>	3740	14045
15	Railway	1929	10651	<b>12580</b>	11161	1419
16	Implementation of Schemes	8312	4235	<b>12547</b>	5224	7323
17	Harassment/Atrocities	5603	5953	<b>11556</b>	5914	5642
18	External Affairs/Overseas Affairs	1314	8763	<b>10077</b>	8595	1482
19	Suggestion	3702	4922	<b>8624</b>	5172	3452
20	Agriculture	4833	1199	<b>6032</b>	1861	4171
21	Legal Matters/Judiciary	2367	800	<b>3167</b>	1076	2091
22	Environment Issues / Animal Welfare / Forest Conservation	1411	346	<b>1757</b>	463	1294
23	Urban Development	300	231	<b>531</b>	209	322

(Time Period: 01/01/2022 to 25/06/2022)

## Annexure 4: Pendency Status of Grievances of Ministries / Departments for Select Categories

### Annexure 4.1.: Quality of Service / Civic Amenities Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	4138	10647	14785	8420	6365
2	Department of Health & Family Welfare	1412	6968	8380	4059	4321
3	Department of Posts	1356	14097	15453	14147	1306
4	Department of Telecommunications	829	16490	17319	16758	561
5	Department of Financial Services (Banking Division)	463	5175	5638	5239	399
6	Ministry of Civil Aviation	415	2094	2509	2134	375
7	Ministry of Road Transport and Highways	352	3794	4146	3813	333
8	Ministry of Petroleum and Natural Gas	227	2768	2995	2734	261
9	Ministry of Corporate Affairs	122	3866	3988	3804	184
10	Ministry of Housing and Urban Affairs	161	8384	8545	8368	177

### Annexure 4.2.: Employee Related Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	2226	10353	12579	9387	3192
2	Ministry of Labour and Employment	1240	23101	24341	23070	1271
3	Ministry of Railways (Railway Board)	210	4805	5015	4422	593
4	Department of Defence	231	752	983	642	341
5	Department of Financial Services (Banking Division)	168	2526	2694	2359	335
6	Department of Ex Servicemen Welfare	344	2101	2445	2241	204
7	Ministry of Home Affairs	87	793	880	678	202
8	Department of Defence Finance	36	670	706	516	190
9	Department of Posts	123	1305	1428	1252	176
10	Department of Telecommunications	127	1618	1745	1601	144

### Annexure 4.3.: Allegation of Corruption / Malpractices Category

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	810	11538	12348	10743	1605
2	Department of Personnel and Training	315	1943	2258	1848	410
3	Ministry of Cooperation	133	274	407	52	355
4	Department of Health & Family Welfare	116	249	365	106	259
5	O/o the Comptroller & Auditor General of India	3	1268	1271	1023	248
6	Department of Rural Development	186	582	768	569	199
7	Department of Consumer Affairs	169	1035	1204	1038	166
8	Department of Social Justice and Empowerment	43	486	529	416	113
9	Department of Posts	128	1339	1467	1370	97
10	Department of Revenue	42	81	123	45	78

(Time Period: 01/01/2022 to 25/06/2022)

**Annexure 4.4.: Harassment / Atrocities Category**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	152	2223	2375	2083	292
2	Ministry of Home Affairs	130	505	635	460	175
3	Department of Social Justice and Empowerment	65	60	125	24	101
4	Ministry of Coal	32	405	437	373	64
5	Department of Higher Education	32	103	135	89	46
6	Department of Consumer Affairs	17	146	163	117	46
7	Department of Rural Development	1	100	101	61	40
8	Ministry of Tribal Affairs	44	351	395	359	36
9	Ministry of Cooperation	1	32	33	2	31
10	Ministry of Labour and Employment	16	216	232	211	21

**Annexure 4.5.: Labour Category**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	1211	17134	18345	17529	816
2	Ministry of Railways (Railway Board)	132	3092	3224	3081	143
3	Department of Personnel and Training	35	159	194	163	31
4	Department of Health & Family Welfare	9	24	33	6	27
5	Department of Higher Education	11	50	61	50	11
6	Department of Defence	6	41	47	37	10
7	Department of Financial Services (Banking Division)	12	84	96	89	7
8	Department of Military Affairs	6	18	24	18	6
9	Ministry of Skill Development and Entrepreneurship	2	33	35	29	6
10	Department of Revenue	8	8	16	11	5

**Annexure 4.6.: Financial Services Category**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Financial Services (Banking Division)	4320	44449	48769	44718	4051
2	Ministry of Cooperation	259	792	1051	81	970
3	Department of Financial Services (Insurance Division)	572	5781	6353	5825	528
4	Ministry of Civil Aviation	83	566	649	574	75
5	Department of Economic Affairs ACC Division	21	254	275	216	59
6	Department of Revenue	31	58	89	49	40
7	Central Board of Direct Taxes (Income Tax)	16	52	68	44	24
8	Department of Posts	10	288	298	278	20
9	Department of Consumer Affairs	35	1286	1321	1305	16
10	Ministry of Corporate Affairs	8	277	285	270	15

**(Time Period: 01/01/2022 to 25/06/2022)**

## Annexure 5: Average Closing Time

### Annexure 5.1.: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Department of Legal Affairs	2277	228
2	Ministry of Cooperation	492	183
3	Department of Military Affairs	3323	104
4	Department of Health & Family Welfare	7551	103
5	Department of Social Justice and Empowerment	1048	97
6	Department of Space	247	97
7	Legislative Department	438	79
8	Department of Revenue	6845	70
9	Department of Fisheries	160	69
10	Department of Atomic Energy	687	66

### Annexure 5.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Avg. Closing Time (in days)
1	Department of Food and Public Distribution	2193	10
2	Department of Defence Research and Development	725	11
3	Department of Telecommunications	24960	12
4	Department of Agriculture and Farmers Welfare	14517	12
5	Department of Science and Technology	3851	12
6	Department of Expenditure	3289	12
7	Ministry of Corporate Affairs	8437	13
8	Ministry of Housing and Urban Affairs	16154	14
9	Unique Identification Authority of India	5655	15
10	Ministry of Mines	1401	15

(Time Period: 01/01/2022 to 25/06/2022)



## Annexure 6: Public Grievance Officers on CPGRAMS

### Annexure 6.1.: Bifurcation of PG Officers among different levels (Central + State)

S. No.	Level	Nodal PG Officers Accounts	Delegated PG Officers Accounts	Total
1	Level 1	140	379	519
2	Level 2	5588	870	6458
3	Level 3	17405	791	18196
4	Level 4	19709	796	20505
5	Level 5	16956	410	17366
6	Level 6	6985	82	7067
7	Level 7	1472	38	1510
8	Level 8	400	2	402
9	Level 9	24	0	24
10	Level Not Assigned	31	0	31
<b>Total</b>		<b>68710</b>	<b>3368</b>	<b>72078</b>

### Annexure 6.2.: Bifurcation of Central PG Officers among different levels

S. No.	Level	Nodal PG Officers Accounts	Delegated PG Officers Accounts	Total
1	Level 1	102	193	295
2	Level 2	3286	571	3857
3	Level 3	6728	539	7267
4	Level 4	11783	506	12289
5	Level 5	11502	326	11828
6	Level 6	4656	75	4731
7	Level 7	903	36	939
8	Level 8	329	0	329
9	Level Not Assigned	31	0	31
<b>Total</b>		<b>39320</b>	<b>2246</b>	<b>41566</b>

### Annexure 6.3.: 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	8563	329	8892
2	Central Board of Direct Taxes (Income Tax)	7830	505	8335
3	Department of Defence	3212	96	3308
4	Central Board of Indirect Taxes & Customs	2291	44	2335
5	Ministry of Housing and Urban Affairs	2004	190	2194
6	Ministry of Railways (Railway Board)	1755	135	1890
7	Department of Financial Services (Banking Division)	1202	183	1385
8	Department of Telecommunications	1201	133	1334
9	Department of Posts	1078	37	1115
10	Ministry of Labour and Employment	930	162	1092

(Time Period: 01/01/2022 to 25/06/2022)

## Annexure 7: Status of Action Taken Report (ATR)

### Annexure 7.1.: Top 10 Ministries/Departments with Highest Disposals of ATR Format

S. No.	Name of Organisation	ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Department of Financial Services (Banking Division)	77939	65719	9126	3094
2	Ministry of Labour and Employment	63415	13239	49166	1010
3	Ministry of Railways (Railway Board)	24321	13089	7134	4098
4	Department of Posts	24178	23350	655	173
5	Department of Telecommunications	23914	18133	4597	1184
6	Central Board of Direct Taxes (Income Tax)	21905	2012	19784	109
7	Ministry of Housing and Urban Affairs	18350	14738	2536	1076
8	Department of Personnel and Training	15642	15017	473	152
9	Department of Defence Finance	10668	10304	137	227
10	Department of Financial Services (Insurance Division)	9183	7102	1443	638

## Annexure 8: Status of Appeals Filed on Closed Grievances

### Annexure 8.1.: Top 10 Ministries/Departments with Maximum Number of Appeals

S. No.	Name of Organisation	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Department of Financial Services (Banking Division)	2142	11179	13321	10543	2778
2	Ministry of Labour and Employment	338	7588	7926	7464	462
3	Department of Telecommunications	217	5932	6149	6042	107
4	Central Board of Direct Taxes (Income Tax)	1029	2000	3029	1590	1439
5	Department of Posts	182	2705	2887	2549	338
6	Ministry of Railways (Railway Board)	193	2510	2703	2378	325
7	Department of Health & Family Welfare	1655	424	2079	4	2075
8	Ministry of Corporate Affairs	1129	746	1875	0	1875
9	Department of Higher Education	897	825	1722	1202	520
10	Department of Financial Services (Insurance Division)	141	1249	1390	1268	122

### Annexure 8.2.: Top 10 Ministries/Departments with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Total Appeals	Total Appeals / Total Grievances Disposed
1	Department of Atomic Energy	851	687	387	56.33%
2	Department of Defence Production	1174	1114	571	51.26%
3	Department of Heavy Industry	559	494	154	31.17%
4	Department of Food and Public Distribution	2254	2193	666	30.37%
5	Department of Empowerment of Persons with Disabilities	1195	1166	326	27.96%
6	Department of Health & Family Welfare	20862	7551	2079	27.53%
7	Ministry of Tourism	909	827	222	26.84%
8	Department of Telecommunications	25976	24960	6149	24.64%
9	Department of Chemicals and Petrochemicals	248	225	52	23.11%
10	Ministry of Skill Development and Entrepreneurship	1329	1161	263	22.65%

(Time Period: 01/01/2022 to 25/06/2022)

**For any Queries or Suggestions, kindly Contact the Undersigned:**

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