



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

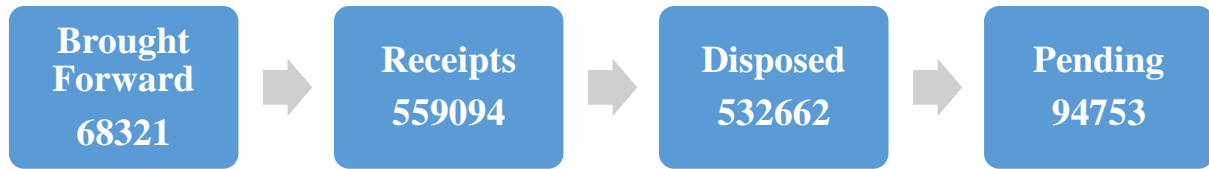
- **21 Ministries/Departments** have more than 1000 pending grievances as of 25th June 2022

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**

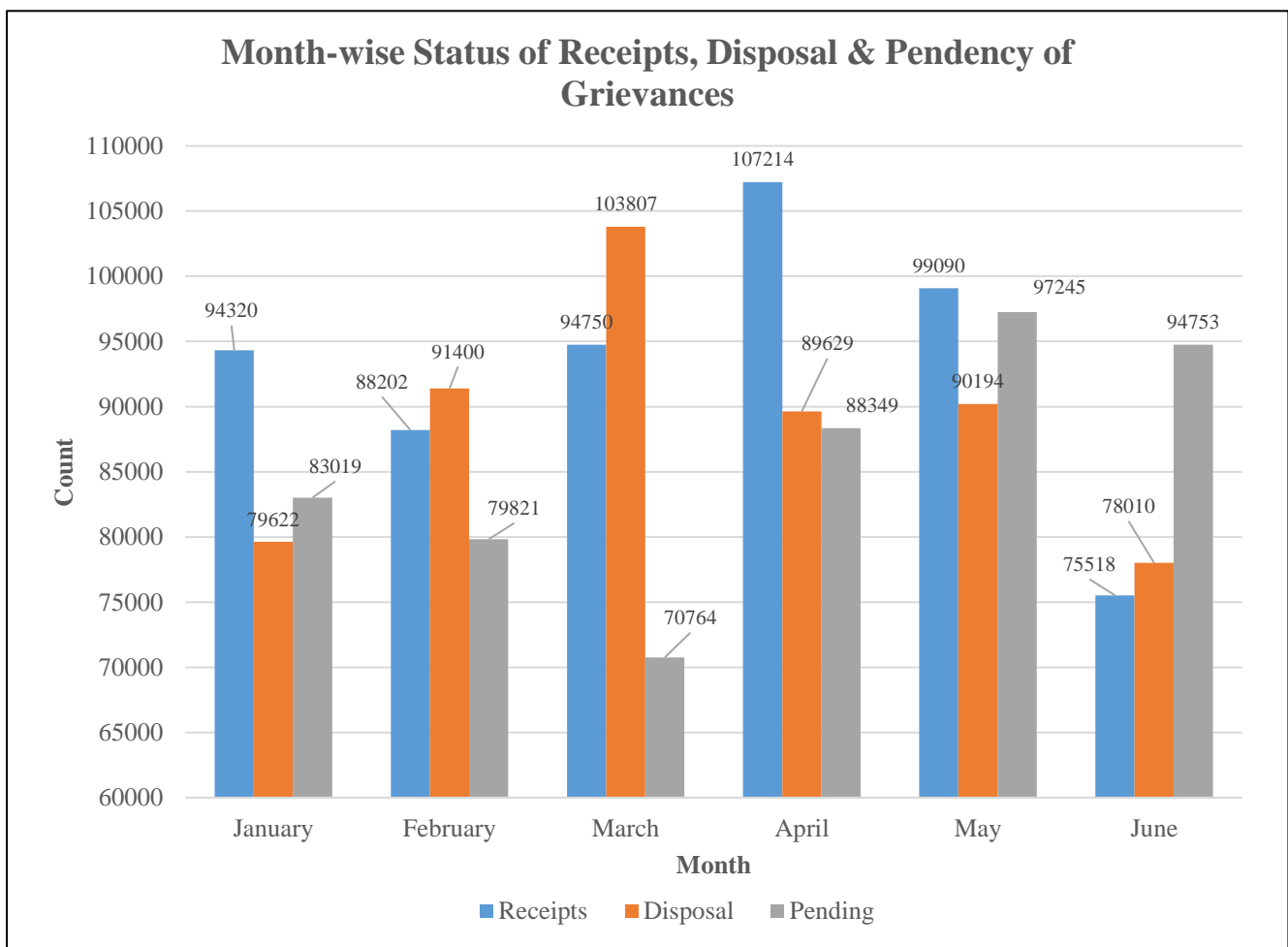
2. Review of Status of Disposal

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% |
| Total Weightage | | | | 100% |

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 25th 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*)

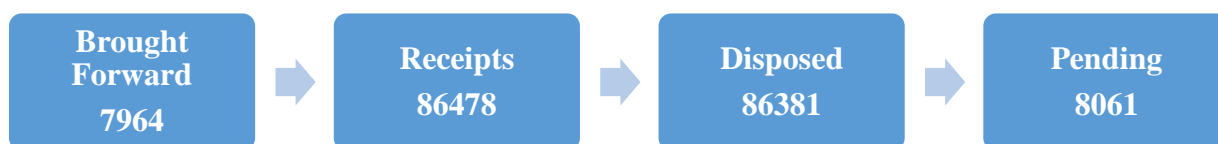
9. Appeal Status on CPGRAMS Portal

- 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



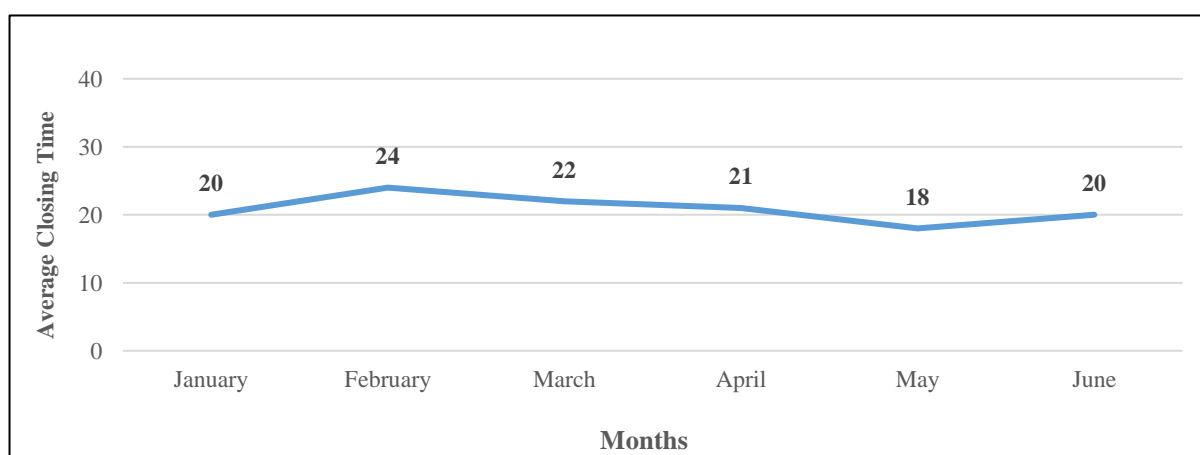
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 1202 | 183 | 1385 |

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 25th 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

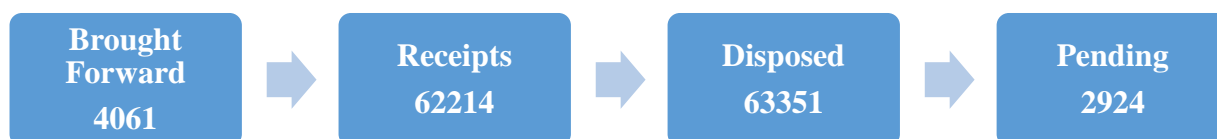
- Wrong / fraud entries in bank account
- False deduction of money, refund and other issues related to online transactions (amount debited but not received by the party, etc.)
- Poor services from bank (delays in providing services or refusing to provide services like opening account, scheme related,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



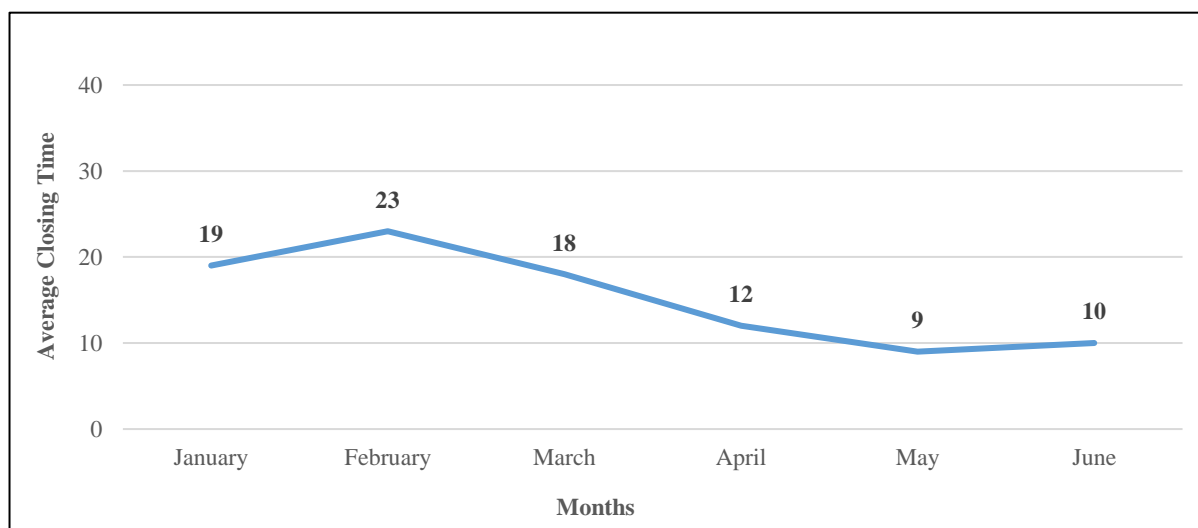
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 930 | 162 | 1091 |

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 25th 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

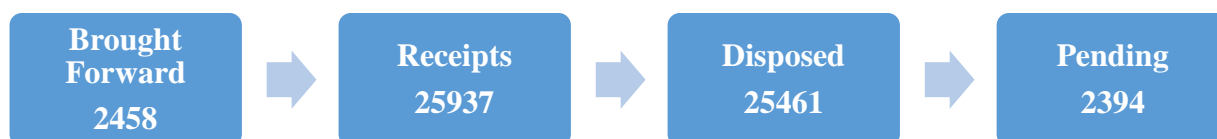
- Delay in settlement of pension / non release of pension arrears / non-release of family pension
- Issues related to calculation of pension

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



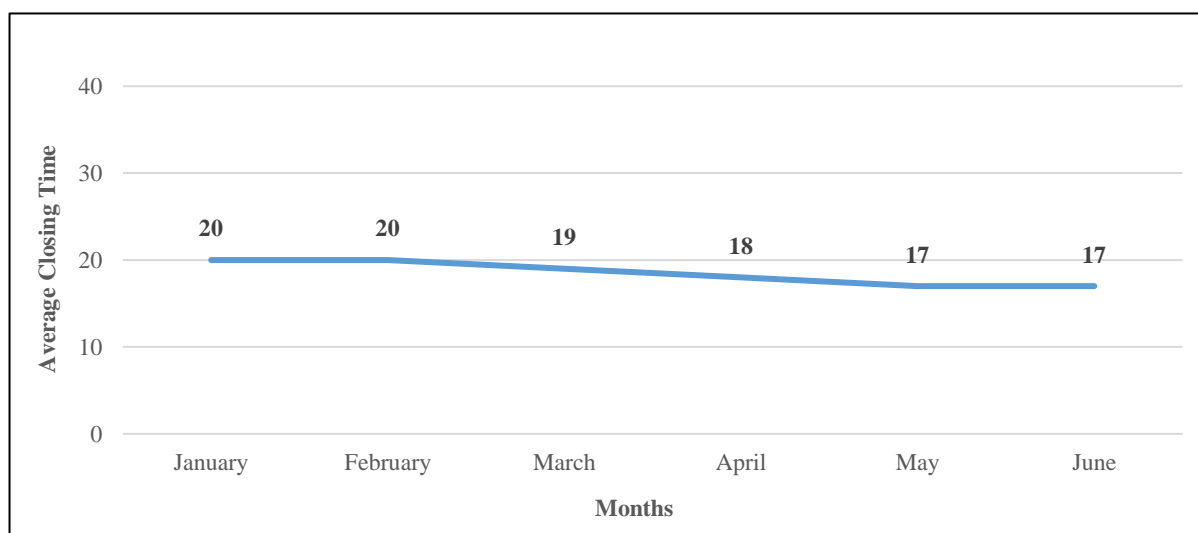
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 1078 | 37 | 1115 |

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 25th 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

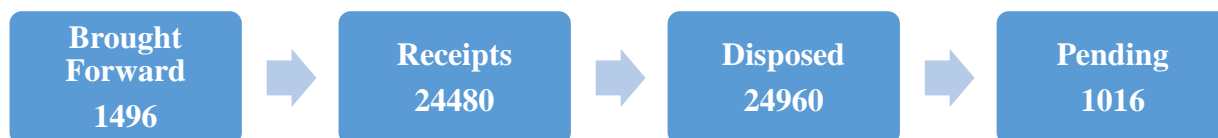
- Closure / Premature Closure of account
- Settlement of deceased claim case with nomination
- Transfer of account - Application
- Scheme and payment related issues (not linking Aadhaar with Government schemes, payments receipts not received, VPP payment issue)

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 Disablility)

10.4. Department of Telecommunications

Status of Grievances Received



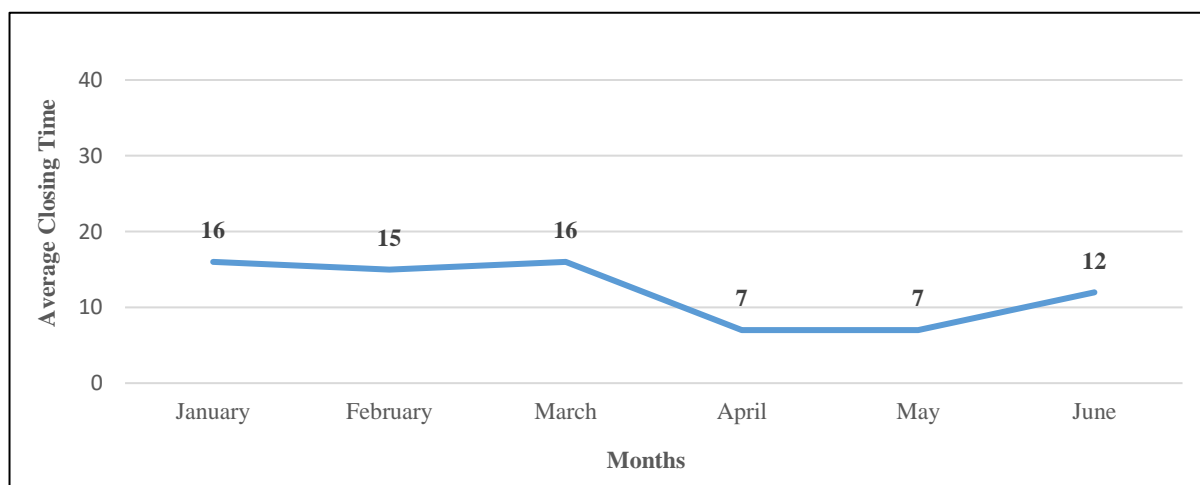
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 1201 | 133 | 1334 |

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 25th 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

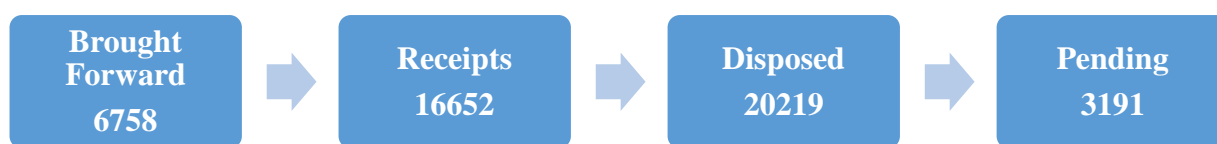
- Customer harassment , frauds committed by private companies like installation of towers at wrong places
- Health Hazard on back of tower installation

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



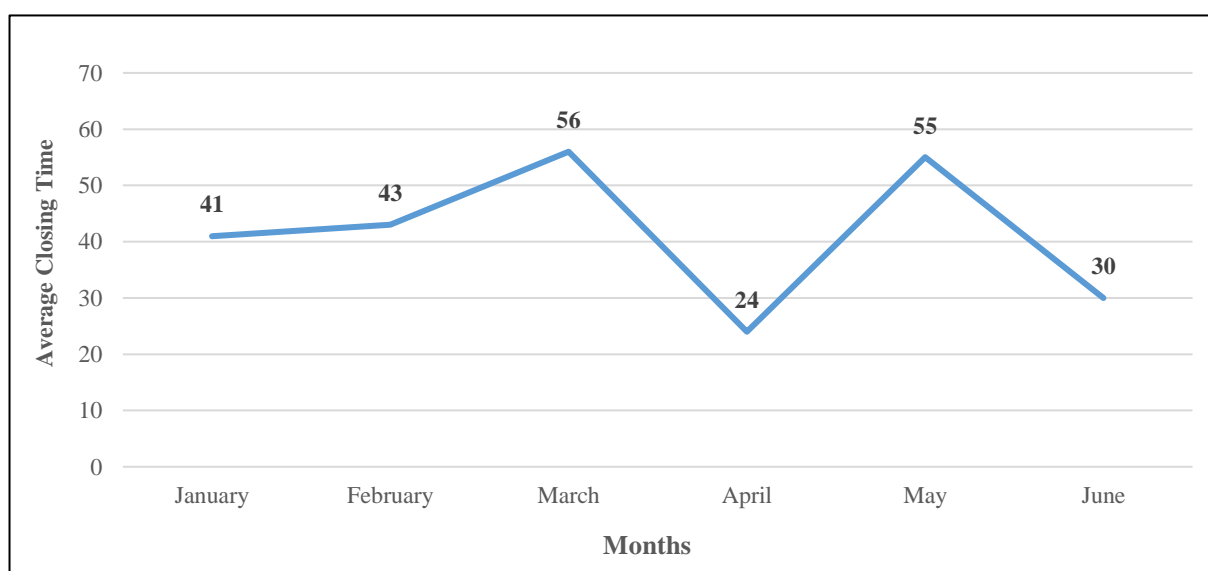
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 141 | 0 | 141 |

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 25th 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

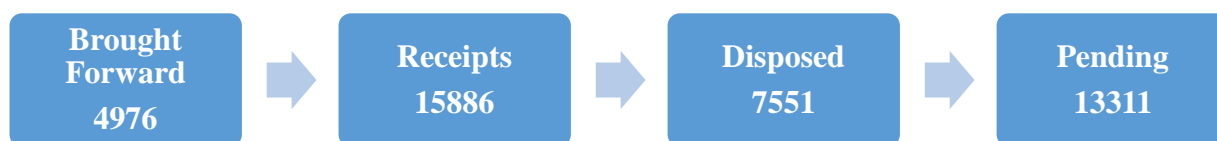
- Allegation of corruption
- Against Central Government officials
- Against State Government officials

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



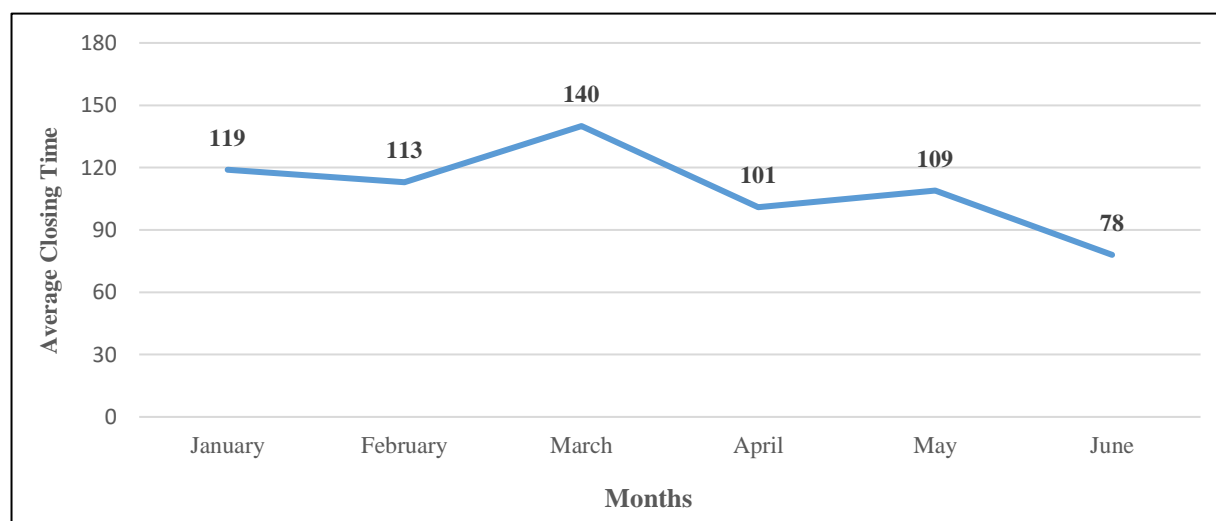
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 506 | 16 | 522 |

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 25th 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-imbursements delay in claim settlement, deductions more than usual, etc.
- Hospital services (denial of treatment, refusal of admission, excess charges taken by hospital)

Medical Education Related

- Issues on back of Foreign Medical Graduate Examination (Toughness of exam, etc.)
- Gap proposal between counselling & 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 guidelines
- No policy for supporting students who are pursuing medical courses from China, Ukraine and countries with similar situations

Health Schemes Related

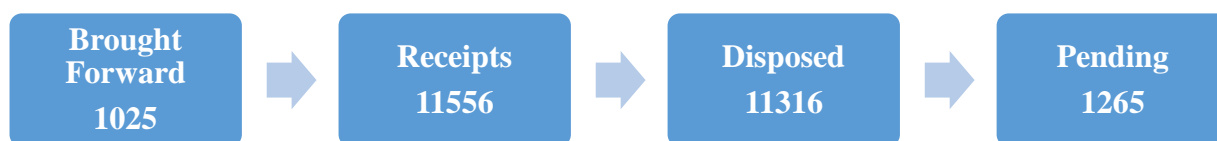
- Non inclusion of names in Ayushman Bharat scheme despite being eligible depriving them of benefits

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



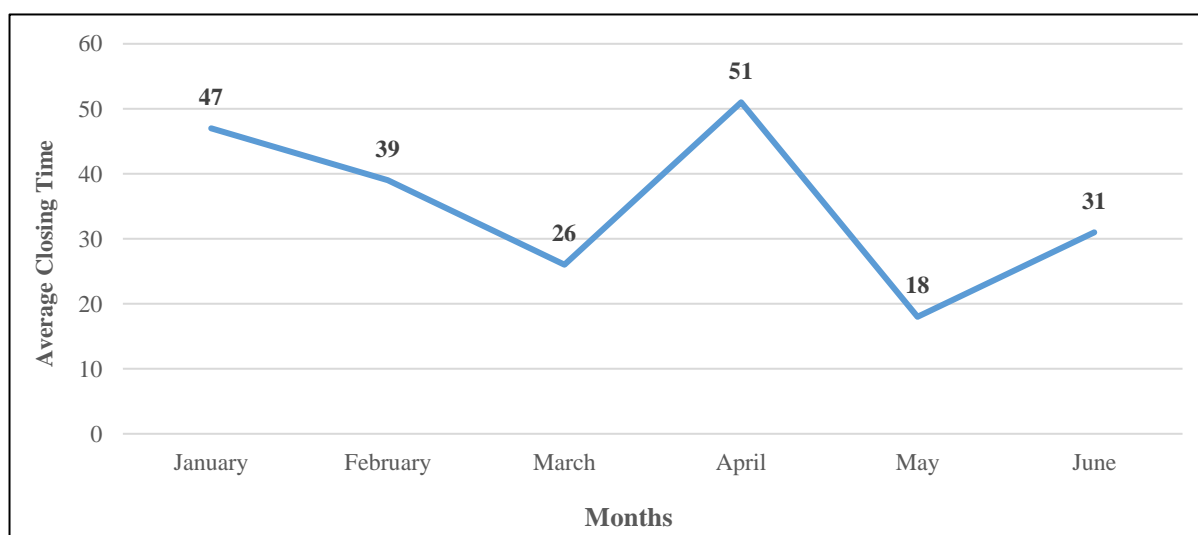
(Time Period: 01/01/2022 to 25/06/2022)

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 |
| Total | 408 | 4 | 412 |

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 25th 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)

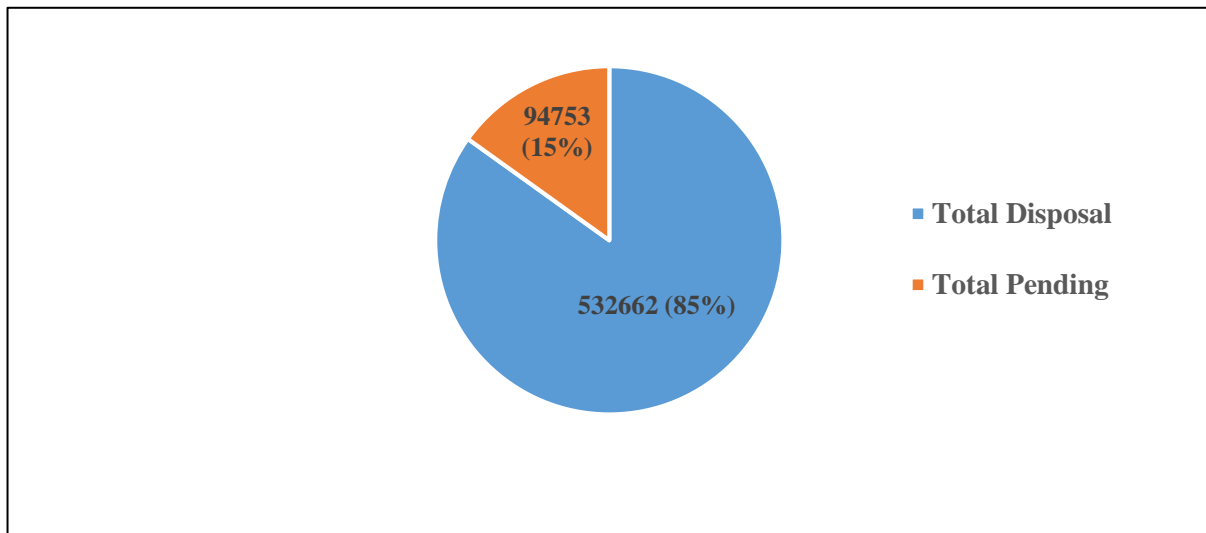
Miscellaneous

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

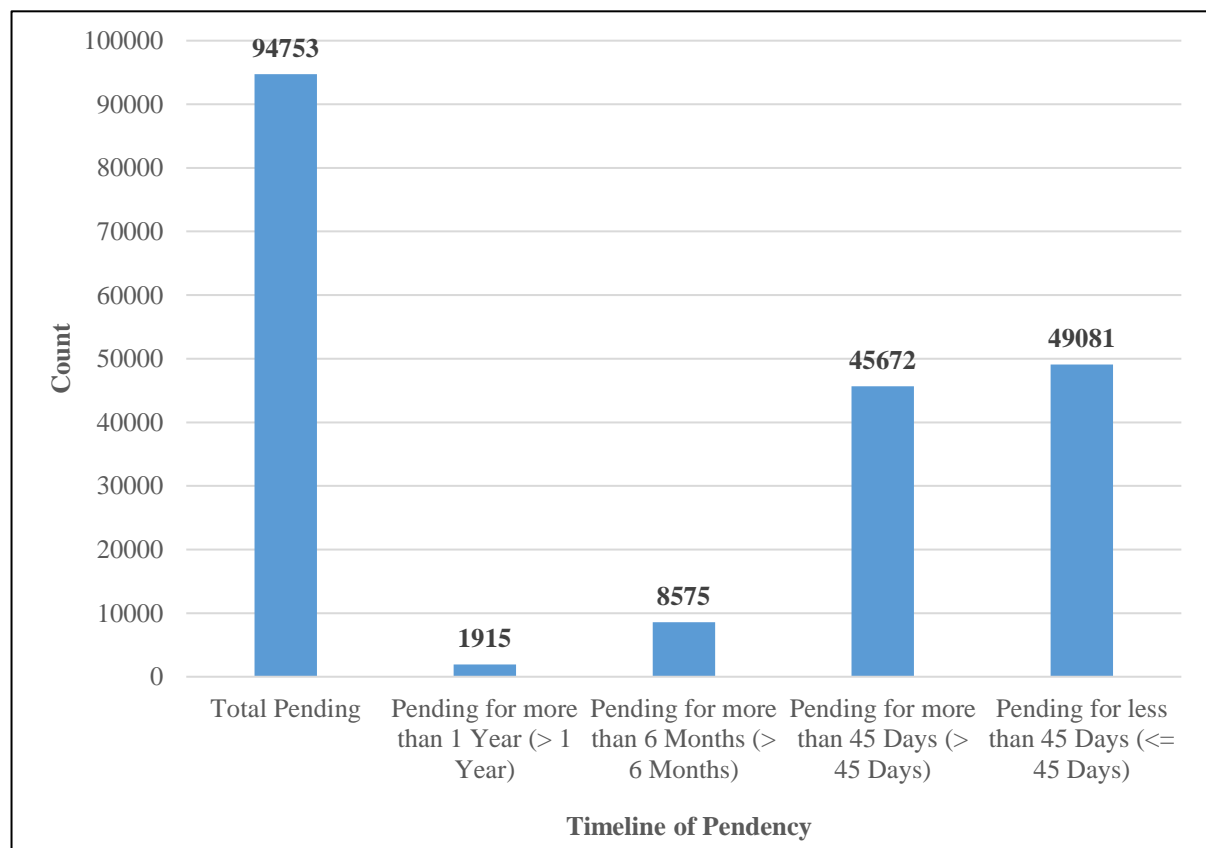
Annexures

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 | 94442 | 86381 | 8061 |
| 2 | Ministry of Labour and Employment | 4061 | 62214 | 66275 | 63351 | 2924 |
| 3 | Central Board of Direct Taxes (Income Tax) | 7759 | 26425 | 34184 | 23122 | 11062 |
| 4 | Department of Posts | 2458 | 25397 | 27855 | 25461 | 2394 |
| 5 | Ministry of Railways (Railway Board) | 1477 | 26235 | 27712 | 25748 | 1964 |
| 6 | Department of Telecommunications | 1496 | 24480 | 25976 | 24960 | 1016 |
| 7 | Department of Personnel and Training | 6758 | 16652 | 23410 | 20219 | 3191 |
| 8 | Ministry of Home Affairs | 1488 | 20751 | 22239 | 20794 | 1445 |
| 9 | Department of Health & Family Welfare | 4976 | 15886 | 20862 | 7551 | 13311 |
| 10 | Ministry of Cooperation | 2775 | 17232 | 20007 | 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 | 86478 | 94442 | 86381 | 8061 |
| 2 | Ministry of Labour and Employment | 4061 | 62214 | 66275 | 63351 | 2924 |
| 3 | Central Board of Direct Taxes (Income Tax) | 7759 | 26425 | 34184 | 23122 | 11062 |
| 4 | Ministry of Railways (Railway Board) | 1477 | 26235 | 27712 | 25748 | 1964 |
| 5 | Department of Posts | 2458 | 25397 | 27855 | 25461 | 2394 |
| 6 | Department of Telecommunications | 1496 | 24480 | 25976 | 24960 | 1016 |
| 7 | Ministry of Home Affairs | 1488 | 20751 | 22239 | 20794 | 1445 |
| 8 | Ministry of Cooperation | 2775 | 17232 | 20007 | 492 | 19515 |
| 9 | Department of Personnel and Training | 6758 | 16652 | 23410 | 20219 | 3191 |
| 10 | Ministry of Housing and Urban Affairs | 880 | 16354 | 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 | 86381 | 8061 |
| 2 | Ministry of Labour and Employment | 4061 | 62214 | 66275 | 63351 | 2924 |
| 3 | Ministry of Railways (Railway Board) | 1477 | 26235 | 27712 | 25748 | 1964 |
| 4 | Department of Posts | 2458 | 25397 | 27855 | 25461 | 2394 |
| 5 | Department of Telecommunications | 1496 | 24480 | 25976 | 24960 | 1016 |
| 6 | Central Board of Direct Taxes (Income Tax) | 7759 | 26425 | 34184 | 23122 | 11062 |
| 7 | Ministry of Home Affairs | 1488 | 20751 | 22239 | 20794 | 1445 |
| 8 | Department of Personnel and Training | 6758 | 16652 | 23410 | 20219 | 3191 |
| 9 | Ministry of Housing and Urban Affairs | 880 | 16354 | 17234 | 16154 | 1080 |
| 10 | Department of Agriculture and Farmers Welfare | 412 | 14723 | 15135 | 14517 | 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 | 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 |
| 11 | Ministry of Railways (Railway Board) | 1477 | 26235 | 27712 | 25748 | 1964 |
| 12 | Department of Higher Education | 1582 | 8854 | 10436 | 8962 | 1474 |
| 13 | Central Board of Indirect Taxes and Customs | 1017 | 6411 | 7428 | 5979 | 1449 |
| 14 | Ministry of Home Affairs | 1488 | 20751 | 22239 | 20794 | 1445 |
| 15 | Department of Defence Finance | 1740 | 10012 | 11752 | 10435 | 1317 |
| 16 | Ministry of Road Transport and Highways | 1025 | 11556 | 12581 | 11316 | 1265 |
| 17 | Department of Rural Development | 560 | 3559 | 4119 | 2996 | 1123 |
| 18 | Ministry of Housing and Urban Affairs | 880 | 16354 | 17234 | 16154 | 1080 |
| 19 | Department of School Education and Literacy | 987 | 9190 | 10177 | 9114 | 1063 |
| 20 | Department of Military Affairs | 1303 | 3043 | 4346 | 3323 | 1023 |
| 21 | Department of Telecommunications | 1496 | 24480 | 25976 | 24960 | 1016 |

(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 | 16053 |
| 2 | Department of Health & Family Welfare | 4976 | 15886 | 7551 | 13311 | 9768 |
| 3 | Central Board of Direct Taxes (Income Tax) | 7759 | 26425 | 23122 | 11062 | 5978 |
| 4 | Department of Social Justice and Empowerment | 1177 | 2542 | 1048 | 2671 | 2034 |
| 5 | Department of Revenue | 2469 | 7375 | 6845 | 2999 | 1930 |
| 6 | Department of Personnel and Training | 6758 | 16652 | 20219 | 3191 | 1653 |
| 7 | Department of Defence | 1541 | 6251 | 5754 | 2038 | 1453 |
| 8 | Central Board of Indirect Taxes & Customs | 1017 | 6411 | 5979 | 1449 | 844 |
| 9 | Department of Higher Education | 1582 | 8854 | 8962 | 1474 | 548 |
| 10 | Department of Military Affairs | 1303 | 3043 | 3323 | 1023 | 531 |

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 | 509271 | 150934 | 358337 |
| 2 | Other Central Government Related | 59665 | 202618 | 262283 | 197249 | 65034 |
| 3 | Others | 95294 | 124149 | 219443 | 123753 | 95690 |
| 4 | Quality Of Service/Civic Amenities | 56500 | 95418 | 151918 | 94717 | 57201 |
| 5 | Employee Related | 32687 | 73174 | 105861 | 72226 | 33635 |
| 6 | Police | 62429 | 21946 | 84375 | 24758 | 59617 |
| 7 | Financial Services | 7640 | 55371 | 63011 | 55010 | 8001 |
| 8 | Allegation Of Corruption/Malpractices | 12833 | 36147 | 48980 | 35446 | 13534 |
| 9 | Covid-19 Related issues | 21841 | 21827 | 43668 | 24690 | 18978 |
| 10 | Housing | 32993 | 8756 | 41749 | 12480 | 29269 |
| 11 | Land Related Problems | 28051 | 9147 | 37198 | 11332 | 25866 |
| 12 | Labour Issues | 10233 | 23060 | 33293 | 24169 | 9124 |
| 13 | Education | 16073 | 16716 | 32789 | 15598 | 17191 |
| 14 | Financial Assistance | 15206 | 2579 | 17785 | 3740 | 14045 |
| 15 | Railway | 1929 | 10651 | 12580 | 11161 | 1419 |
| 16 | Implementation of Schemes | 8312 | 4235 | 12547 | 5224 | 7323 |
| 17 | Harassment/Atrocities | 5603 | 5953 | 11556 | 5914 | 5642 |
| 18 | External Affairs/Overseas Affairs | 1314 | 8763 | 10077 | 8595 | 1482 |
| 19 | Suggestion | 3702 | 4922 | 8624 | 5172 | 3452 |
| 20 | Agriculture | 4833 | 1199 | 6032 | 1861 | 4171 |
| 21 | Legal Matters/Judiciary | 2367 | 800 | 3167 | 1076 | 2091 |
| 22 | Environment Issues / Animal Welfare / Forest Conservation | 1411 | 346 | 1757 | 463 | 1294 |
| 23 | Urban Development | 300 | 231 | 531 | 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 |
| Total | | 68710 | 3368 | 72078 |

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 |
| Total | | 39320 | 2246 | 41566 |

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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