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

सत्यमेव जयते

Centralized Public Grievance Redressal System: A Foundation for SMART Government

Presentation to the third 3rd Biennial Pan-Commonwealth Heads of Public Service on

'Institutionalization of Smart Government to enhance public service delivery'

Shri V. Srinivas, Secretary

Department of Administrative Reforms and Public Grievances & Department of Pension &Pensioners Welfare

Government of India

Structure of the Presentation

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2 WHAT IS CPGRAMS

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8 SECRETARIAT REFORMS- E-OFFICE

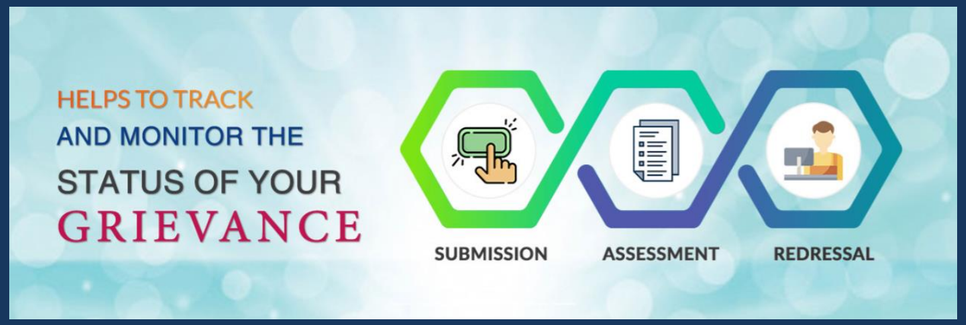
ABOUT THE DEPARTMENT

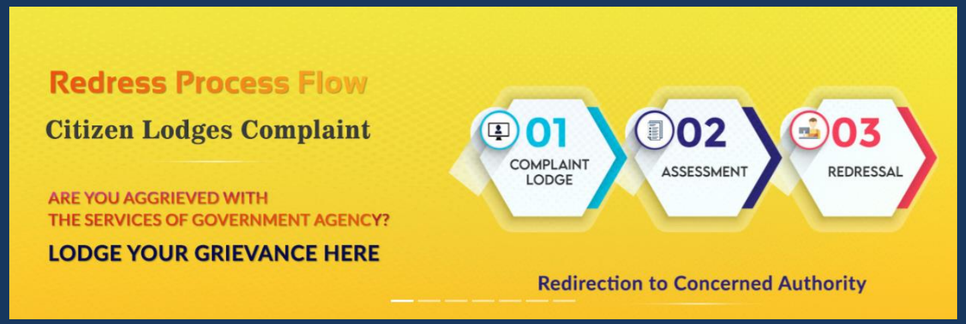
- The Department of Administrative Reforms and Public Grievances (DARPG) – drives administrative reforms and redress public grievance. DARPG endeavors to ease citizen interaction with Government.
- DARPG is the nodal agency to formulate policy guidelines for citizen-centric governance in the country.
- DARPG formulates public grievance redress mechanisms for effective and timely redress / settlement of citizen's grievances

In the years 2014-24, the Government of India has introduced far reaching administrative reforms, in personnel administration and governance. The quest for a new narrative in Governance is characterized by:

- ✓ **Secretariat Reforms**
- ✓ **Redressal of Public Grievances and Improving Service Delivery**
- ✓ **Benchmarking Governance**
- ✓ **Recognizing Meritocracy,**
- ✓ **Digital Transformation of Governance**
- ✓ **Swachhata Campaigns**

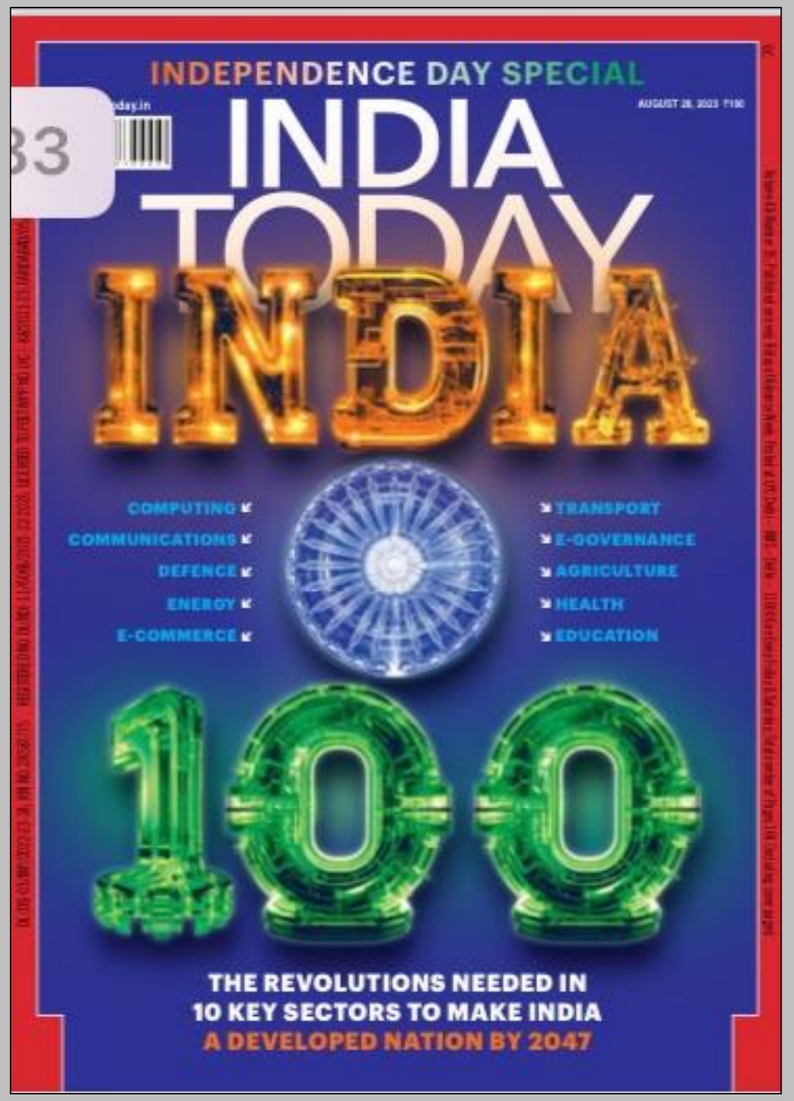
What is CPGRAMS?





- CPGRAMS is a **24x7 online grievance porta giving access** to the citizen to the highest authorities in the government to raise their grievances
- Every Ministry and States have role-based access to this system for their Government Officers across all levels
- CPGRAMS is also integrated with Other Grievance portals of Central Government/State Governments
- Millions of Citizen use CPGRAMS as a one stop solution for their grievances
- DARPG has over the last couple of years tried to integrate CPGRAMS with use of AI/ML for better understanding of citizen grievances

CPGRAMS FEATURED IN IT's 100 BIG TECH IDEAS



INDIA@100 | E-GOVERNANCE | AI SOLUTIONS

GOODBYE TO PAPERWORK

FOR GOVERNMENTS AND CITIZENRY ALIKE, DATA-DRIVEN INITIATIVES WILL ENSURE INFORMED DECISION-MAKING AND EASE OF ACCESS

Important papers stolen? Or, worse, destroyed in a fire? Soon, such events will be things of the past. Artificial Intelligence, with its ability to archive and analyse vast amounts of data, will 'dematerialise' documentation, and thus, revolutionise policymaking and service delivery. Whether it's a record of your land or health, your Aadhaar identity or your driving licence, everything will soon have a digital footprint, sans fear of destruction. Data privacy/security remains an area that needs urgent attention: this must harness the auto-corrective features that the technology itself contains so as to minimise or eliminate the scope of corruption or theft.

WHY IT IS A GAME CHANGER

In India, every state must mandatorily provide 16 digital services to the citizens. Though the implementation rate has been 67 per cent, the success of these and other offline services depends on the grievance redressal mechanism. Most governments do have online platforms allowing aggrieved citizens to file their complaints. But in a country with a population of 1.4 billion, scanning the large volume of complaints and acting on them is an exercise in futility, given the time it consumes and the lack of manpower. However, the use of AI is not only making the grievance redressal system faster and more accountable, it's also helping government agencies detect systemic flaws and map socio-economic issues in various geographic locations. The most shining example has been the Integrated Grievance Management System (IGMS) developed by the Department of Administrative Reforms and Public Grievances (DARPG), which Prime Minister Narendra Modi handles directly.

The use of AI facilitates instant categorisation of complaints, summarisation, and routing to the departments concerned. It can easily do keyword and semantic searches, point out oversight whenever required and display complaints in a dashboard in real time. The IGMS uses the same technology that powers ChatGPT. "The categorisation helps us identify and analyse the policy interventions required if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer. Prime Minister Modi is very serious about the effective implementation of this mechanism and often checks the dashboard," says V. Srinivas, Secretary, DARPG.

WHAT INDIA NEEDS TO MASTER

The AI-powered IGMS has been in use for all central government ministries and departments since February 2023. Such initiatives should now spread to all states as well. Digital infrastructure and services are not uniformly spread across all states in India. For instance, if Kerala offers 866 e-services, Rajasthan extends only 248, Bihar 234 and Gujarat 228. Smaller states such as Manipur, Nagaland and Sikkim don't even offer 50 such services. If states such as Andhra Pradesh are using blockchain to map land records, many states have not rolled out even the mandatory 50 digital services. Only 13 states have all 25 mandatory financial services online, while 13 others have the 13 mandatory services related to local governance and utility.

To ensure uniform and efficient services across the country, the government must first strengthen the digital infrastructure. On August 6, the Union cabinet approved Rs 1.39 lakh crore for BharatNet Project, its flagship project to enhance rural internet connectivity. The next important step will be to ensure that all Common Service Centres (CSC) remain functional throughout the year. In most remote areas, people cannot access these facilities because of lack of manpower and poor infrastructure.

Another key component in the efficient functioning of e-government services is trained manpower to handle these utilities. In several states, government officials are either not trained to use these digital innovations effectively or the frequency of training does not keep up with the speed of technological evolutions impacting these services. That's why the government built a trained human resource for last-mile delivery of digital services. The Centre has made it mandatory that every officer must undergo 50 hours of training on emerging technologies. States also must follow suit. ■

Illustration by NILANJAN DAS/AI

"The IGMS helps us identify the required policy interventions if similar complaints keep reappearing. We can also detect if there is inefficiency on the part of any department or officer"

– V. SRINIVAS
Secretary, DARPG

THE CHANGE-MAKERS

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Directly under PM Modi, it has been spearheading the use of new emerging technologies in e-governance applications all government agencies use

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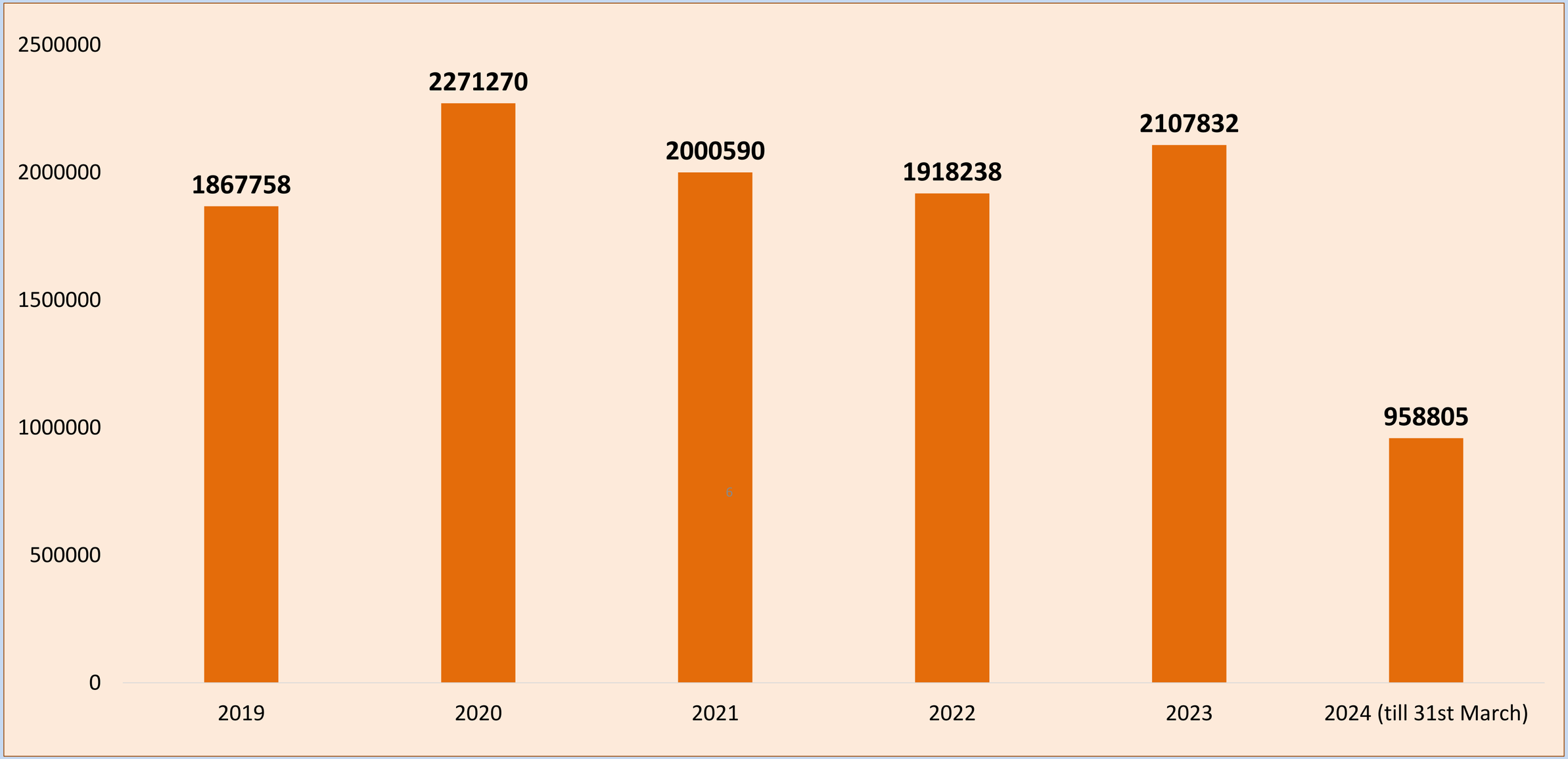
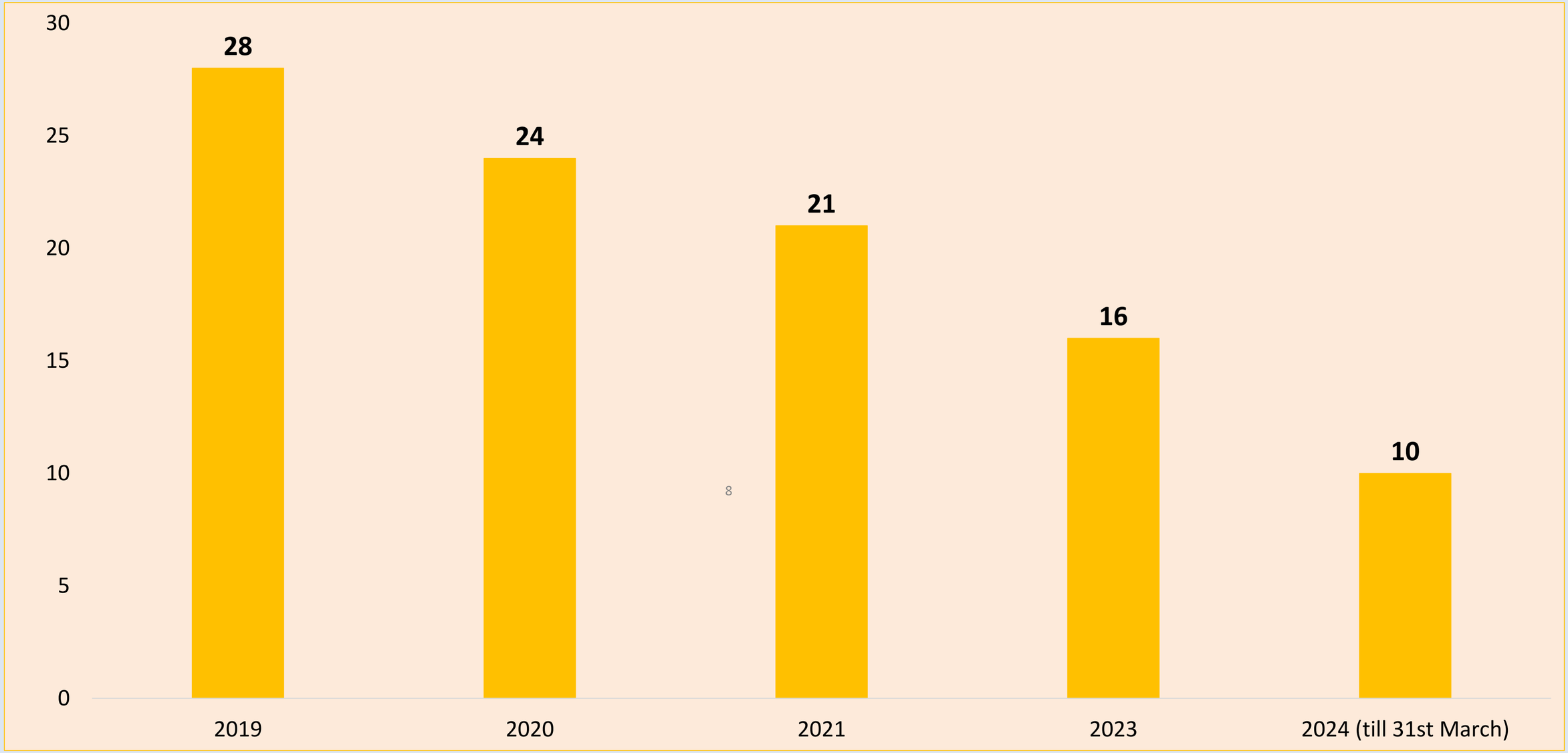
No. of digital services states have to mandatorily provide to the people. These include financial services as well as those related to local government and utility

GRIEVANCES RECEIVED ON CPGRAMS

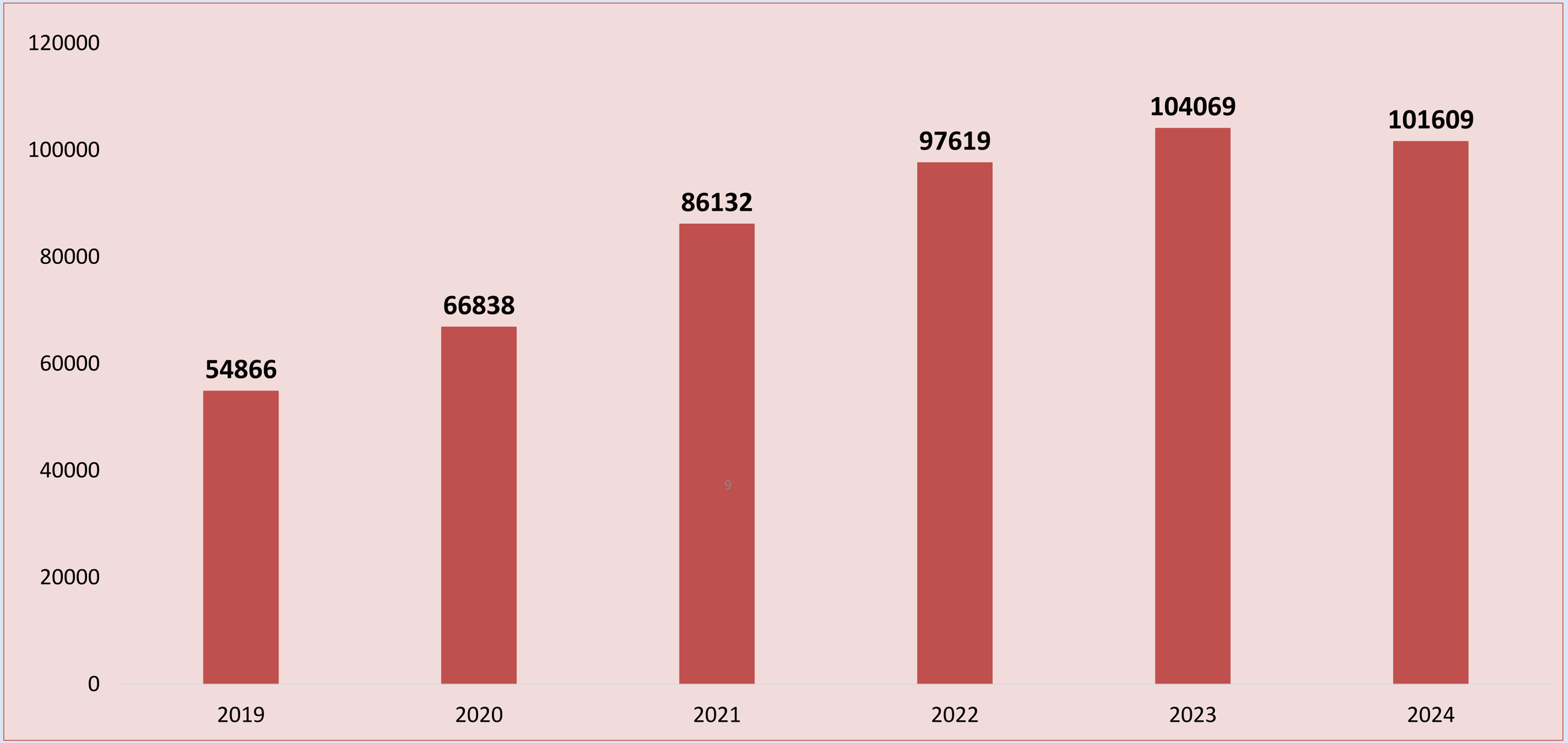


USER REGISTRATION ON CPGRAMS

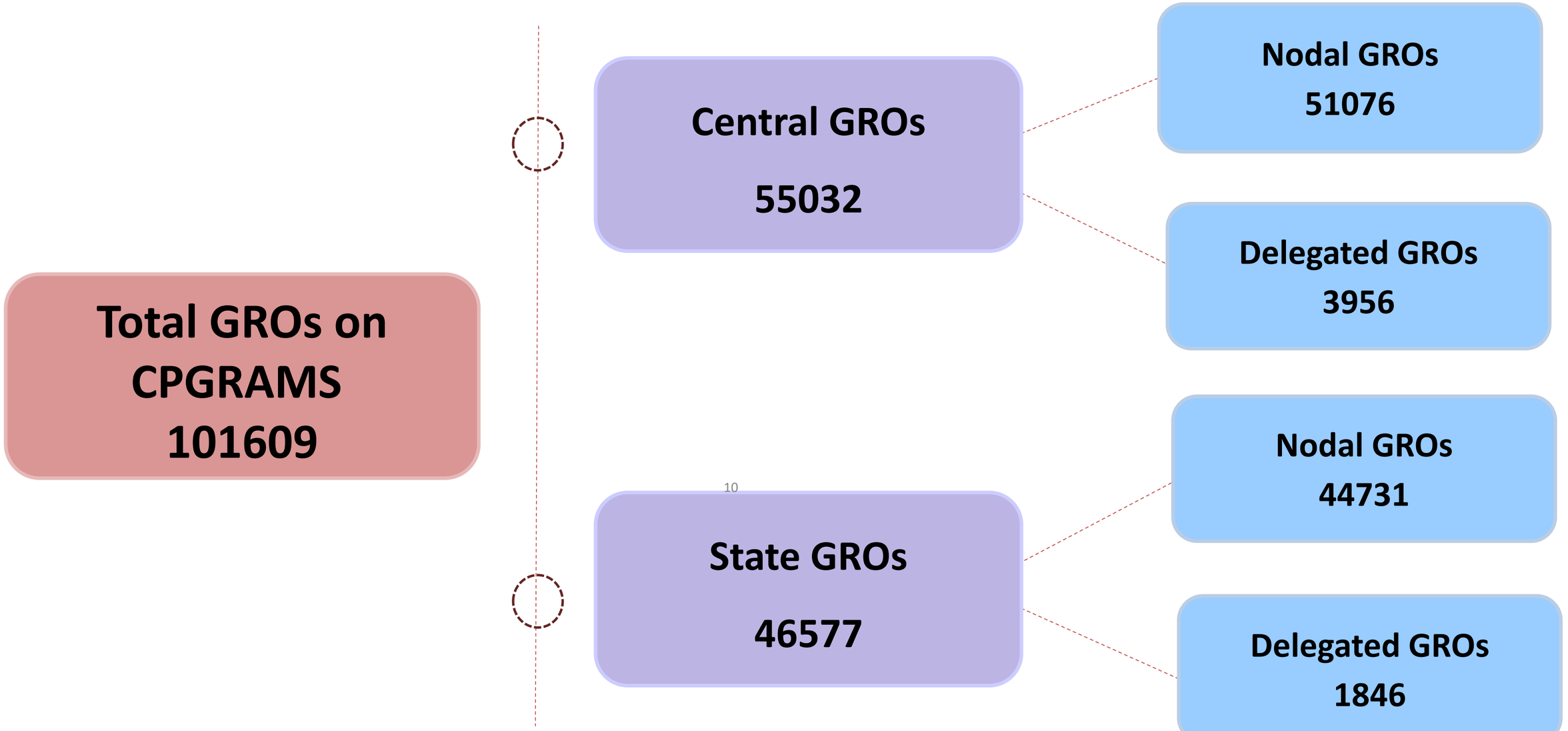
AVERAGE CLOSING TIME OF CENTRAL SECTRETARIAT ON CPGRAMS



GRIEVANCE REDRESSAL OFFICERS ON CPGRAMS



FURTHER BREAKUP OF REDRESSAL OFFICERS ON CPGRAMS



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Top 10 Ministries/Departments with Maximum Receipts – January to March, 2024

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Department of Rural Development	3000	374794	377794	355231	22563
2	Ministry of Labour and Employment	5093	42835	47928	43852	4076
3	Department of Financial Services (Banking Division)	8397	40562	48959	41900	7059
4	Department of Agriculture and Farmers Welfare	3530	36153	39683	33024	6659
5	Ministry of Housing and Urban Affairs	1424	25176	26600	17192	9408
6	Central Board of Direct Taxes (Income Tax)	10796	19163	29959	17574	12385
7	Ministry of Railways (Railway Board)	3140	16513	19653	16747	2906
8	Ministry of Home Affairs	1405	15293	16698	15309	1389
9	Department of Posts	1645	15052	16697	15530	1167
10	Department of Ex Servicemen Welfare	4034	13693	17727	13733	3994

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(Time Period: 01/01/2024 to 31/03/2024)

AVERAGE CLOSING TIME ON CPGRAMS – CENTRAL MINISTRIES

Top 10 Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	NITI Aayog	1402	2
2	Ministry of Cooperation	1332	2
3	Ministry of Drinking Water and Sanitation	3542	3
4	Ministry of Parliamentary Affairs	680	3
5	Ministry of Development of North Eastern Region	46	3
6	Department of Rural Development	355231	4
7	Department of Food and Public Distribution	3293	4
8	Department of Telecommunications	13222	5
9	Department of Legal Affairs	943	5
10	Department of Public Enterprises	159	5

(Time Period: 01/01/2024 to 31/03/2024)

MEDIA OUTREACH OF CPGRAMS

Prime Minister's Office

PM attends Chintan Shivir organized by DoPT

Posted On: 18 FEB 2023 10:09PM by PIB Delhi

The Prime Minister, Shri Narendra Modi today attended the Chintan Shivir organized by the Department of Personnel and Training.

The Prime Minister tweeted :

"Attended the Chintan Shivir organised by @DoPTGoI. Attended the Chintan Shivir organised by @DoPTGoI. Interacted with officers and highlighted ways to further improve synergy and efficiency in the department."

Ministry of Home Affairs

Under the leadership of Prime Minister Shri Narendra Modi and guidance of Home Minister Shri Amit Shah MHA is committed to ensure timely redressal of public grievances on Centralized Public Grievance redressal and Monitoring System (CPGRAMS)

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MHA consistently ranked amongst top 10 Ministries during 2023-24 in Grievance redressal Assessment Index (GRAI) performing well in all 15 indicators

During 2023-24 MHA performed exceptionally well by redressing 48,837 public grievances cases with average redressal time of 8 days against standard of 30 days

Citizen satisfaction also stands at 40%, DARPG observed that performance of MHA would serve as benchmark for other Ministries/Departments

Posted On: 15 MAR 2024 7:20PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

For the first time the average disposal time of public grievances by Central Ministries & Departments has reduced to 16 days, as recorded in May 2023, says Dr Jitendra Singh

"PM Modi has repeatedly flagged Grievance Redressal is important for accountability of the Government and also for the Citizen-centric Governance"

Dr Jitendra Singh launches Grievance Redressal Assessment and Index (GRAI) 2022

Department of Posts tops the ranking, closely followed by UIDAI in Group A

In Group B, Department of Financial Services (Pension Reforms) grabs the No.1 rank followed by the Department of Legal Affairs

Department of Land Resources and Department of Pharmaceuticals secured First and Second positions respectively in Group C

Posted On: 21 JUN 2023 5:46PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Dr. Jitendra Singh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard

DARPG under takes up Special Campaign 3.0 in a big way during the First week under the theme "Digital DARPG"

Major Thrust given to pan-India Unified Service Portals, Adoption of AI/ Emerging Technologies for Effective Redressal of Public Grievances

Posted On: 11 OCT 2023 10:19AM by PIB Delhi

MEDIA OUTREACH OF CPGRAMS

Narendra Modi ✓
@narendramodi

Attended the Chintan Shivir organised by @DoPTGoI. Interacted with officers and highlighted ways to further improve synergy and efficiency in the department.

9:55 PM · Feb 18, 2023 · **747.5K** Views

Dr Jitendra Singh ✓
@DrJitendraSingh

Living up to PM Sh @NarendraModi's commitment to provide citizen-centric and accountable governance, launched Grievance Redressal Assessment and Index by #DARPG, Ministry of Personnel, to monitor time-lines and other parameters related to public grievance redressal. #9YearsOfSeva

7:28 PM · Jun 21, 2023 · **2,408** Views

INDIAai ✓
@OfficialINDIAai

"🇮🇳 India Today Independence Day Special 🗞️: Check out the latest article "Goodbye to Paper Work" on DARPG's adoption of A.I. for effective public grievance redressal. ☎️ #AI #IndependenceDay #DARPG #PublicGrievances" @IndiaToday @IndiaTodayFLASH @IndiaTodayTech

> **V.Srinivas IAS** @svoruganti1466 · Aug 20
> India Today Independence Day Special Edition features an article titled "Goodbye to Paper Work" on the adoption of A.I. by DARPG in "Effective Redressal of Public Grievances" dt 20 August 2023

1:57 PM · Aug 20, 2023 · **621** Views

Dr Jitendra Singh ✓
@DrJitendraSingh

TREE Dashboard portal of #DARPG. Another step forward to realise PM Sh @NarendraModi's vision of citizen-centric and accountable governance.
2/2

7:47 PM · Sep 29, 2023 · **1,206** Views

Dr Jitendra Singh ✓
@DrJitendraSingh

First of its kind Artificial Intelligence driven initiative."Intelligent" Grievance Monitoring System (IGMS) 2.0 Public Grievance portal launched. Provision of Automated Analysis in
1/2

7:47 PM · Sep 29, 2023 · **4,214** Views

Chief Minister Assam ✓
@CMOfficeAssam

Our Govt is leaving no stone unturned to eradicate corruption from the State. Citizens can now report any instances of graft involving Government officials through the user-friendly online platform, Centralised Public Grievance Redressal and Monitoring System: HCM Dr @himantabiswa

12:49 PM · Aug 15, 2023 · **2,292** Views

BEST PRACTICES – USA

- Biden Administration has formulated the **President's Management Agenda (PMA)** which is grounded in a vision of an equitable, effective, and accountable Government that delivers results for all Americans

- The work of the PMA comprise sustained, multi-year, Government-wide efforts to advance each of the three PMA priorities (listed in the figure) and their supporting strategies

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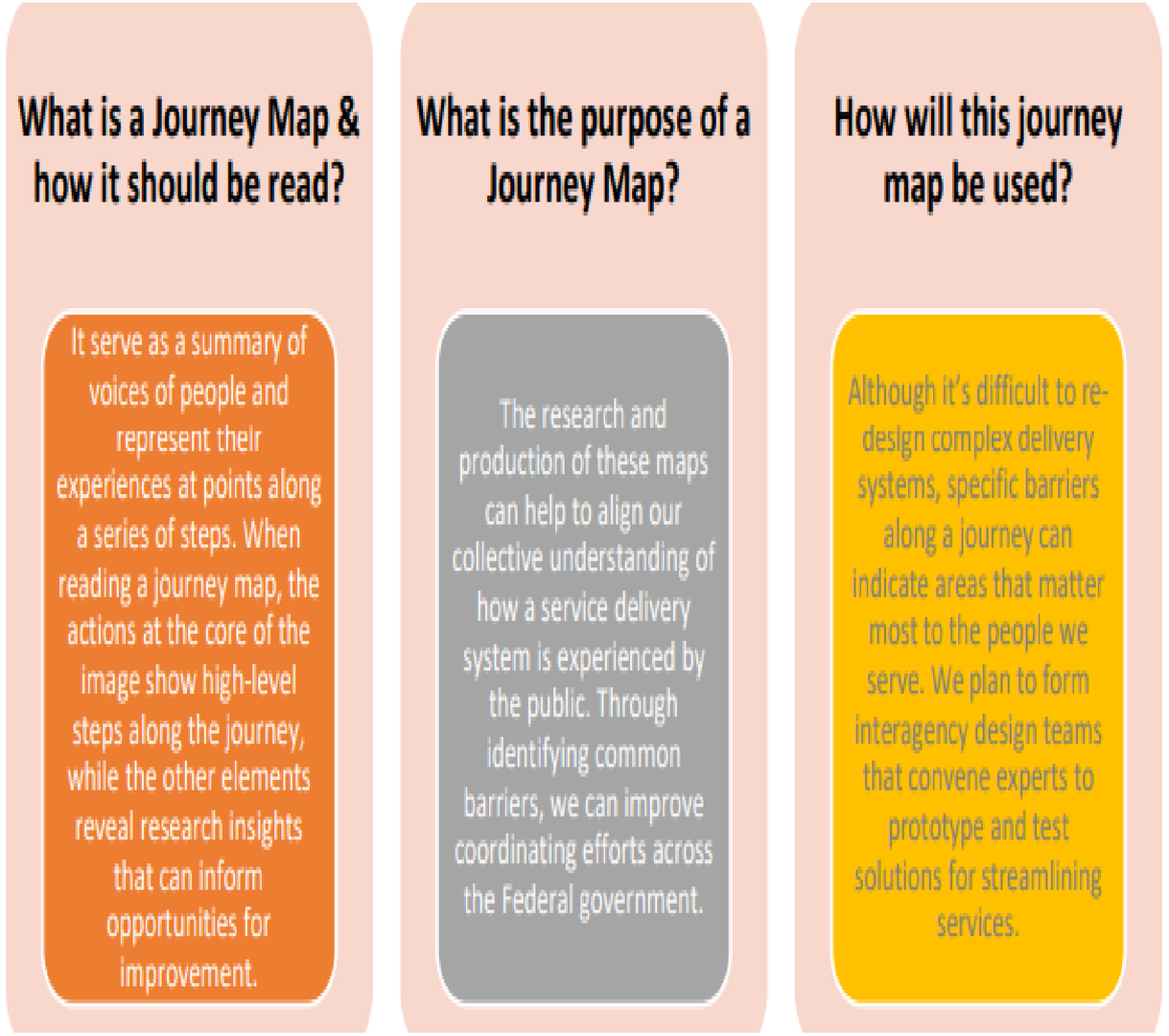
Through the performance.org, the Federal Government is working to improve five critical moments in people's lives:

- ✓ Approaching retirement
- ✓ Having a child and early childhood for low-income parents and children
- ✓ Facing a financial shock and becoming newly eligible for critical support
- ✓ Navigating transition to civilian life
- ✓ Recovering from a disaster

For recording people's experiences, a simple and user-friendly online form developed

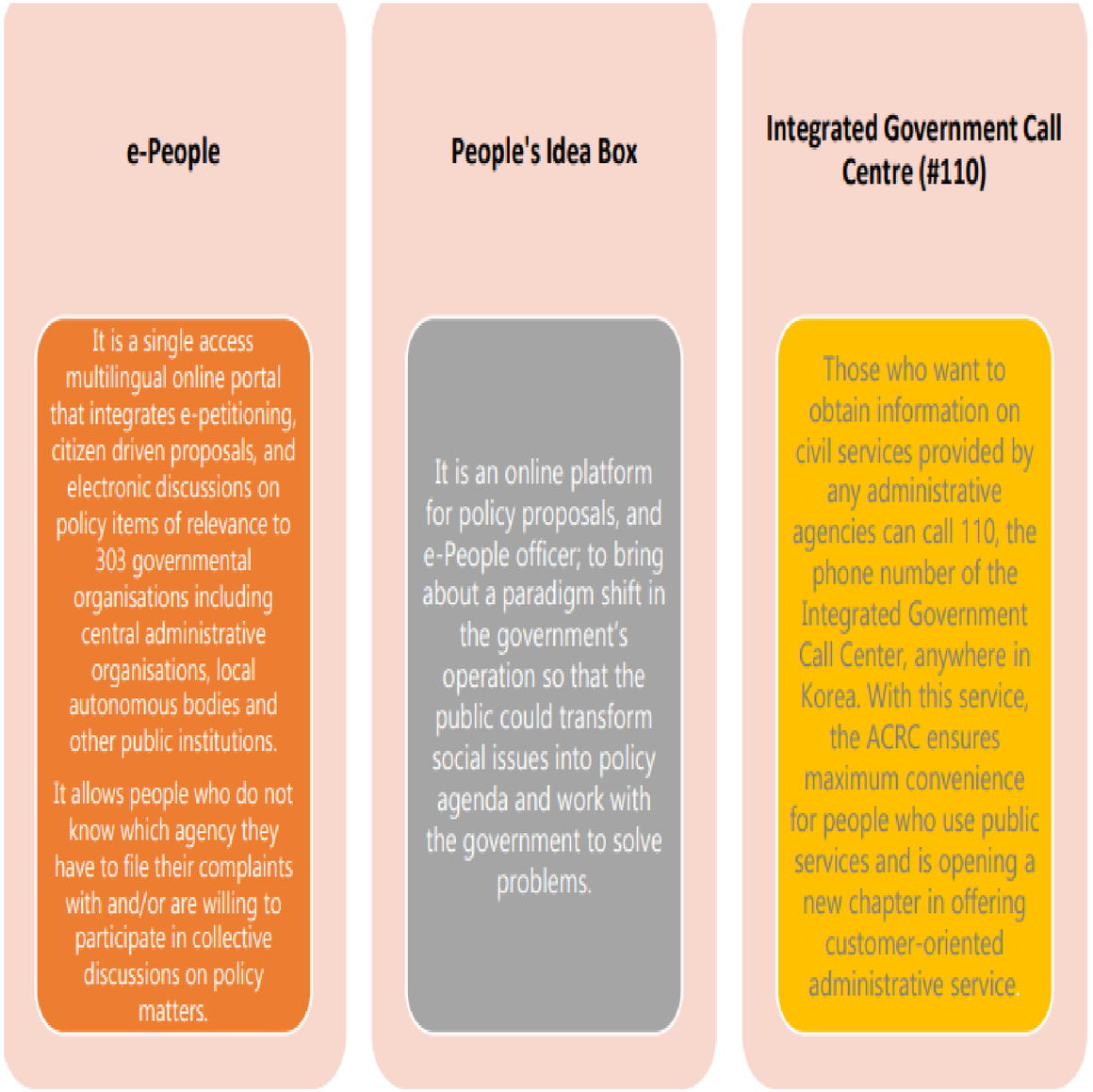


BEST PRACTICES – SINGAPORE

- Singapore has embarked on a journey to become a Smart Nation in November 2014, building upon its previous two successful whole-of-nation transformations in response to digital disruption
- The **LiFE SG app** of Singapore expanded from serving specific services to providing one-stop and personalized access to Government services for all citizens
- Citizen now can explore and easily access more than 40 Government services and discover recommended content through the personalized dashboard

BEST PRACTICES – SOUTH KOREA

- The **Anti-Corruption** and **Civil Rights Commission** of Korea was established on February 29, 2008 by integrating three institutions
- ACRC continued to actively resolve civil complaints, which are the voices of people
- A quick reaction unit for civil complaints was launched for a prompt protection of the rights and interests of people in vulnerable communities
- With the efforts of ACRC, Korea scored 61 out of 100 Corruption Perception Index (CPI).



❑ Enunciated in 2022

Timelines and closure of Grievances

- **Time Limits**: Upper limit of 30 days introduced for redressal by Ministries
- **Priority**: Staggered redressal of grievances suggested priority wise
- **Appeal**: Mechanism for appeal against resolution introduced
- **Feedback**: Outbound call centre started with the option of filing grievance for citizen
- **Reform / Restructure**: Feedback to be shared with Ministries who will devise internal mechanisms to deal with such feedback

Grievance Resolution Process and Root Cause Analysis

➢ Appointment of Officers

- Nodal GRO to be appointed by Ministries.
- Each Nodal Officer given a login id and password. He would then delegate user credentials to his subordinates

➢ Root Cause Analysis

- Ministries to conduct a root cause analysis through the analytical tools
- They take necessary steps to build capacity and deploy adequate resources

Endeavour of the Government was that individual citizen's voice be heard, and citizen must be empowered adequately to repose trust in the system

10 STEP CPGRAMS REFORMS

Universalisation of CPGRAMS 7.0

Auto-routing of grievances to the last mile officer and review of categorization

Technological Enhancements

Launch of IGMS 2.0 for categorical, spatial, and root cause analysis

Language Translation

Portal in 22 scheduled languages along with English, and integration of Bhashini with CPGRAMS

Grievance Redressal Index

Comprehensive Grievance Redressal Assessment & Index for ranking of Central Ministries/Departments

Feedback Call Centre

50 seater call centre collecting more than 1 lakh feedbacks directly from the citizens

One Nation - One Portal

Integration of State Portals and other GoI Portals with CPGRAMS

Inclusivity and Outreach

Empowering CSCs to reach to the remotest citizen

Training and Capacity Building

Conducted via iGot Platform and Sevottam Scheme

Monitoring Process

Monthly Reports for both the Central Ministries / Departments and States / UTs followed by review meetings

Data Strategy Unit

Automated analysis rolled out to all the Central Ministries / Departments

MONITORING PROCESS

- **CPGRAMS Monthly Reports**, one for Central Ministries/Departments and the other for States/UTs, are published by DARPG.
- **CPGRAMS Annual Report** for the year 2022 and 2023 released at the inaugural function of the Good Governance Week 2022 and 2023
- **22 Monthly Reports** for the Central Ministries/Departments, from May 2022 to February 2024 published
- **19 Monthly Reports**, from August 2022 to February 2024, compiled for the States/UTs published

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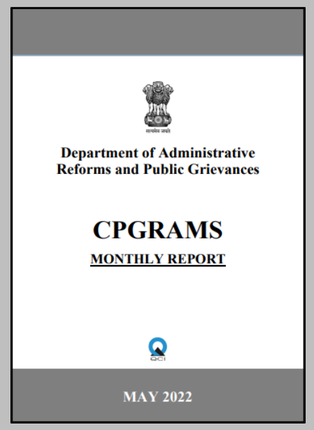
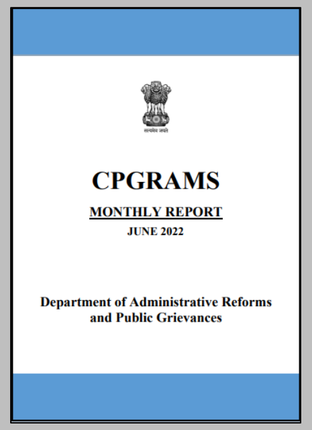
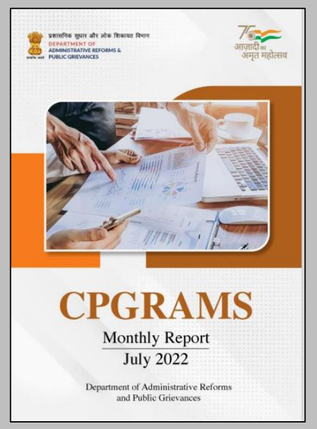
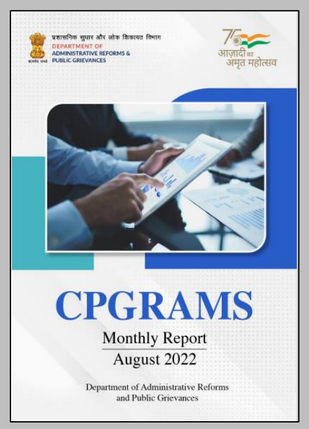
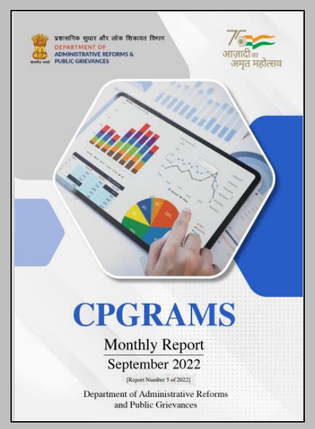
MONITORING PROCESS – CENTRAL MONTHLY REPORTS

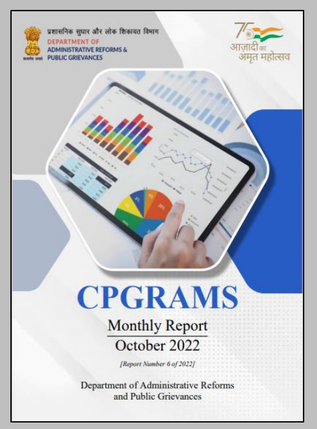


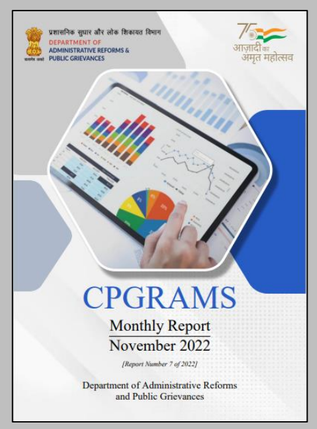


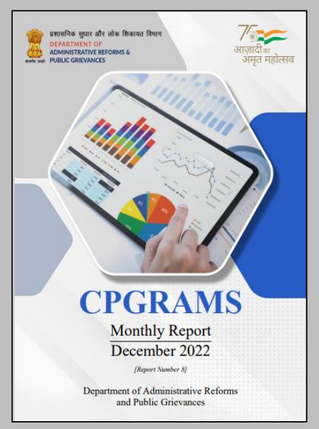


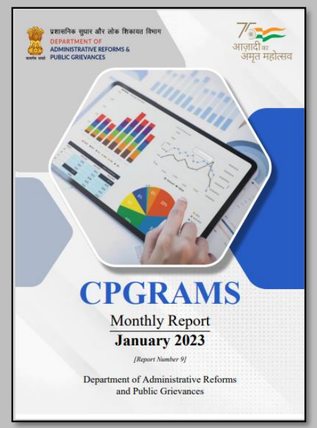


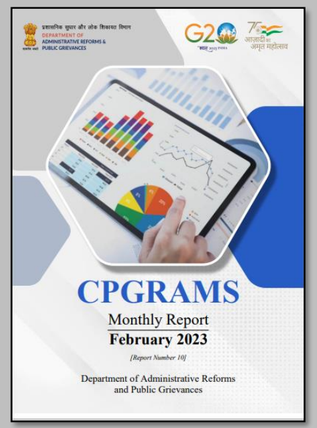


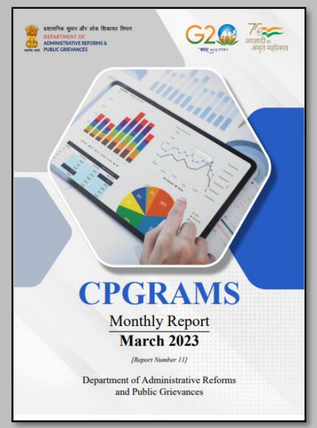


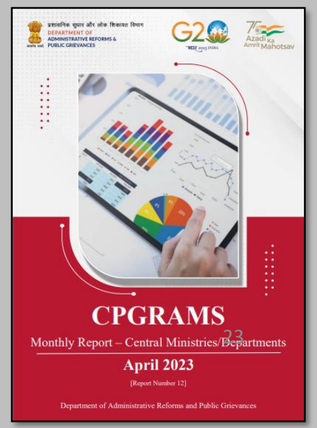


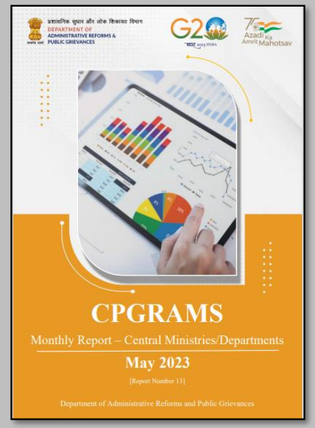


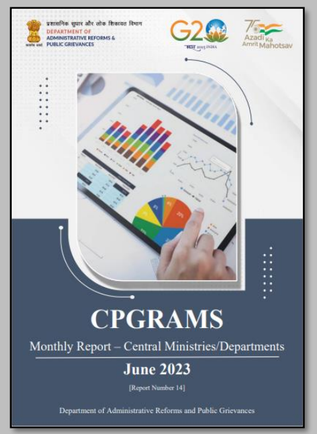


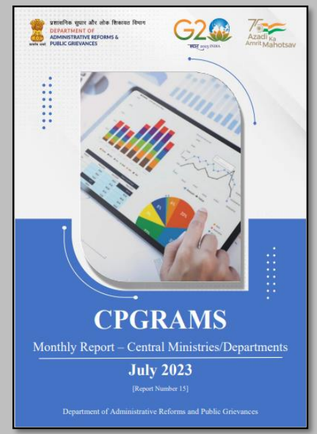


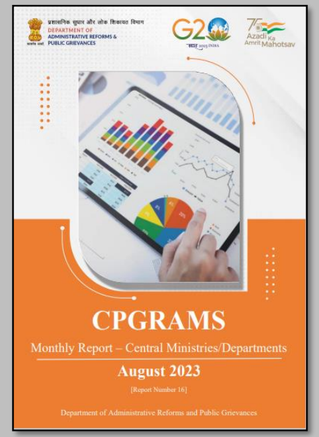


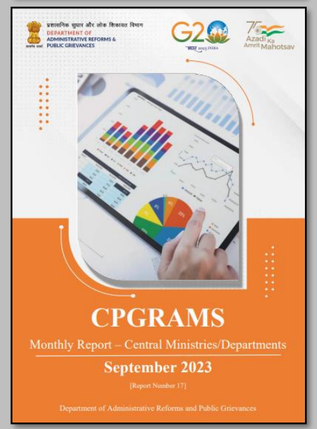


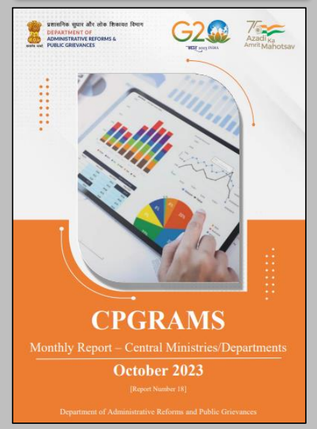


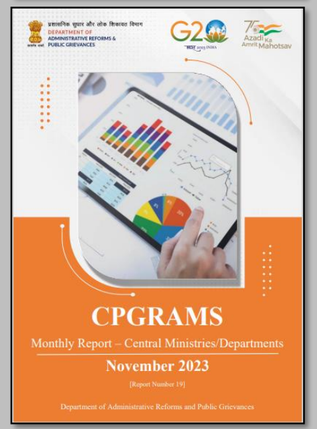


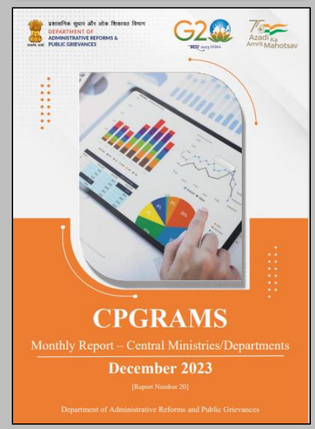


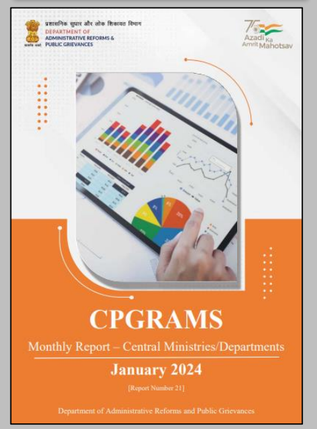


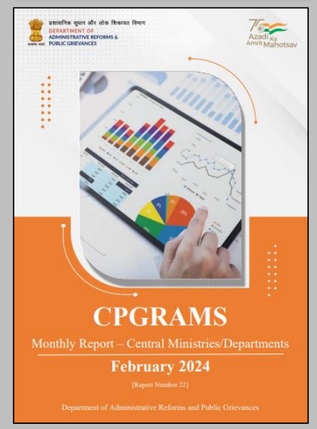




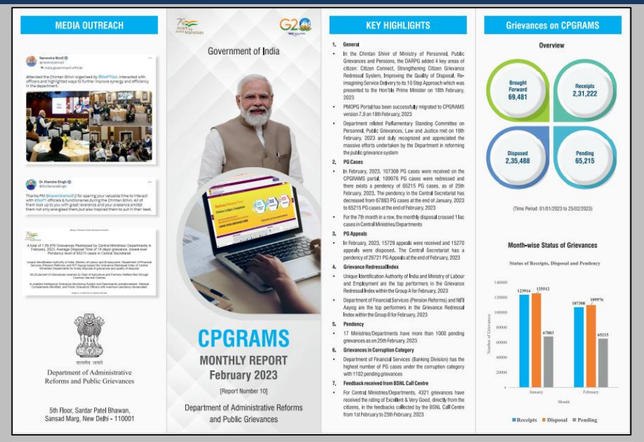


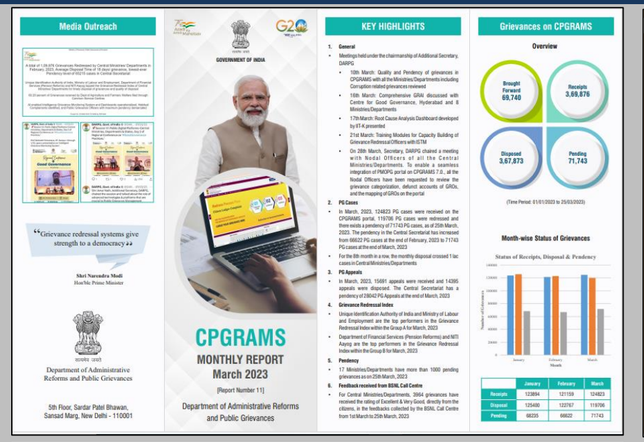


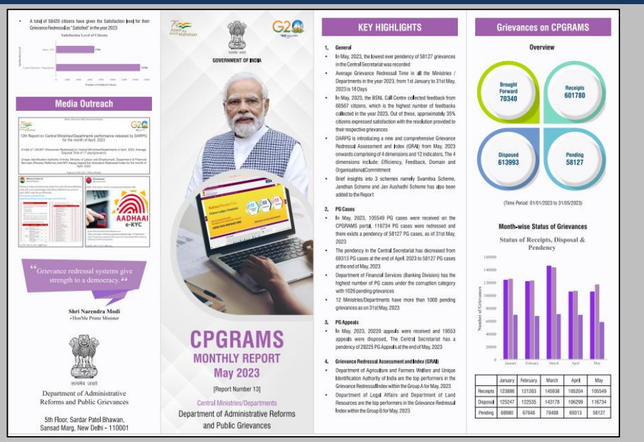


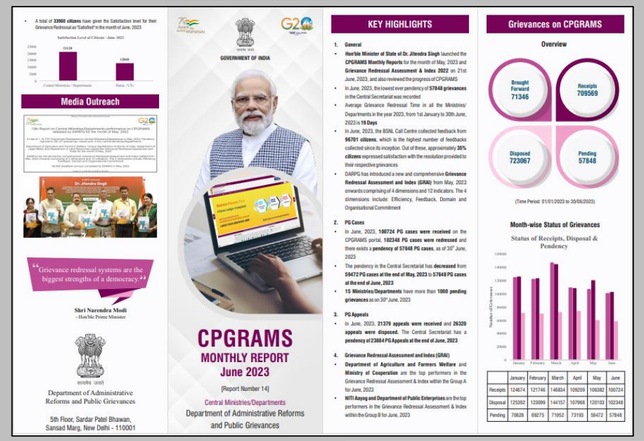


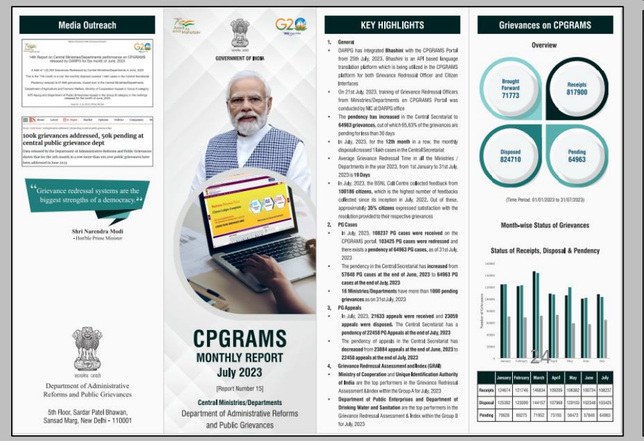
MONITORING PROCESS – FLYERS - CENTRAL

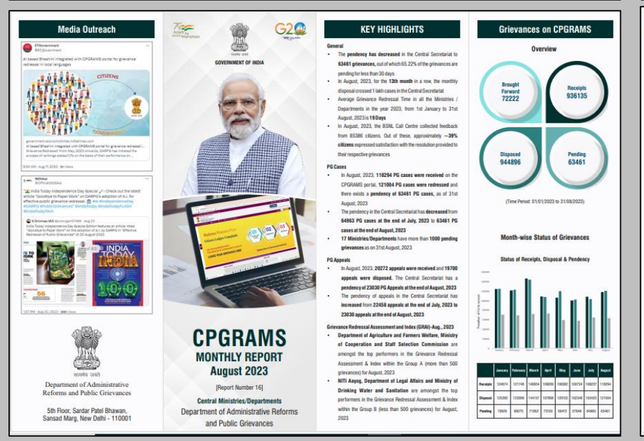


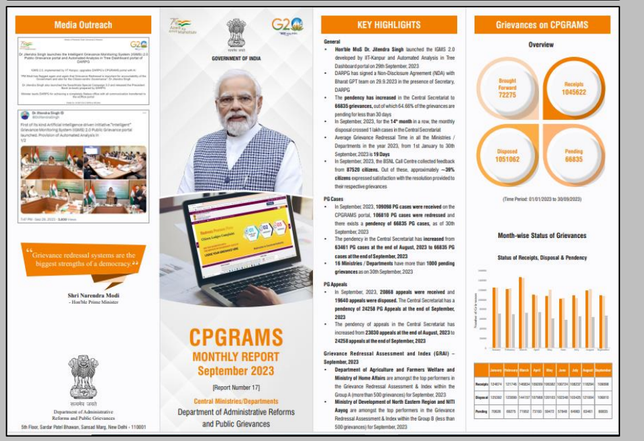


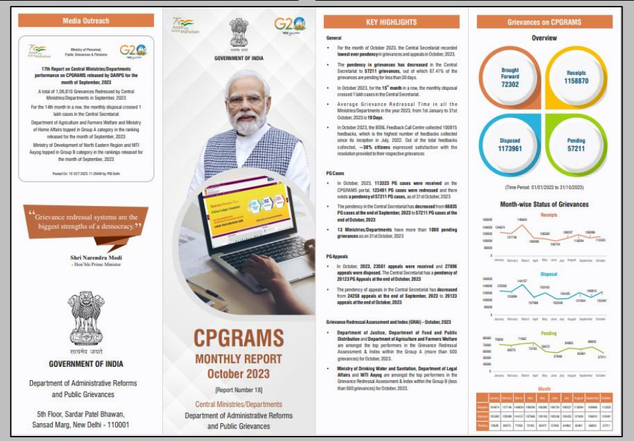


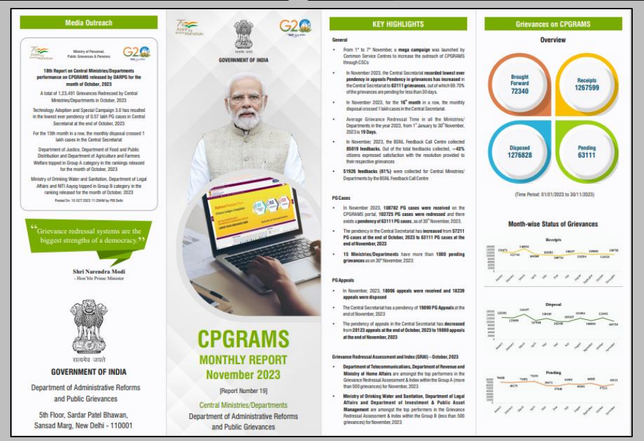


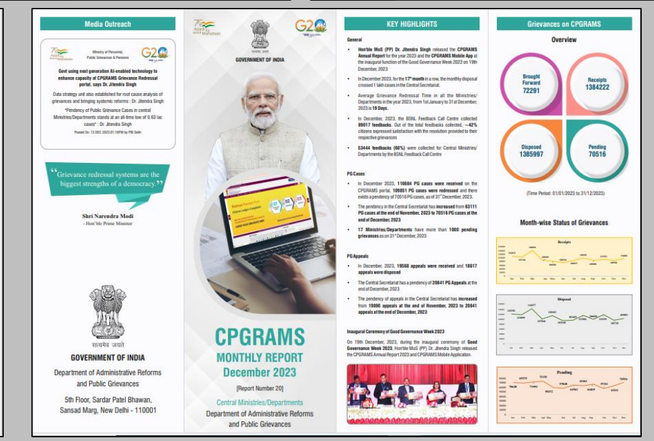




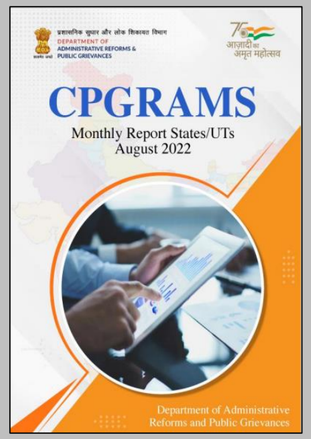


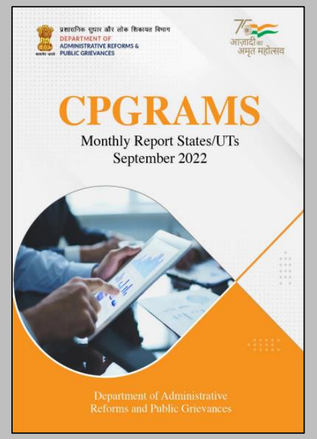


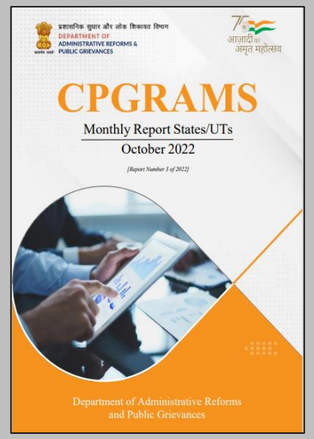


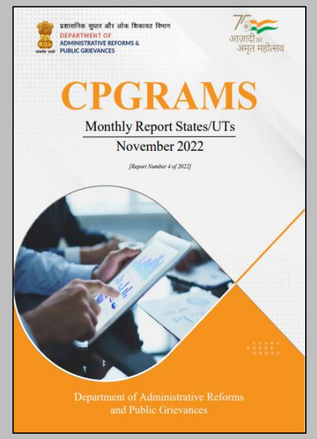


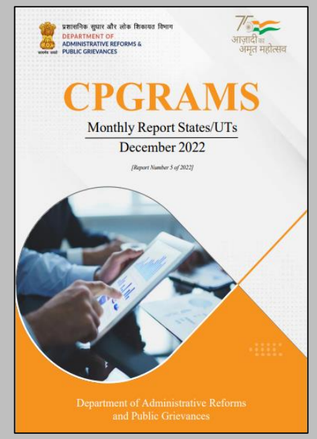
MONITORING PROCESS – STATES/UTs MONTHLY REPORTS

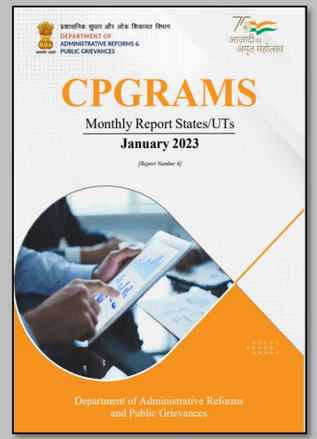


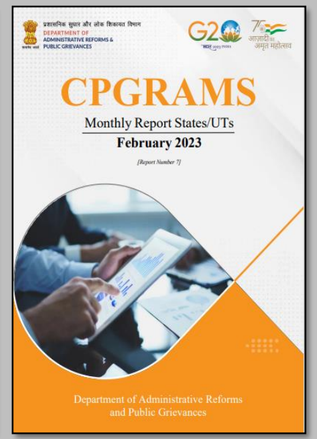


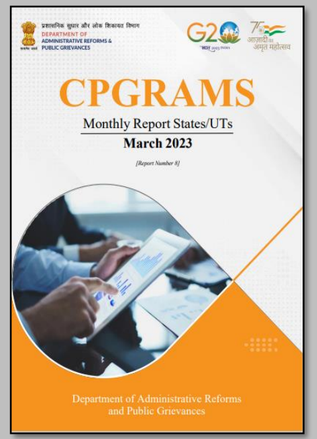


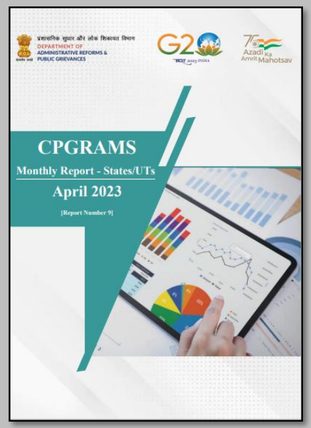


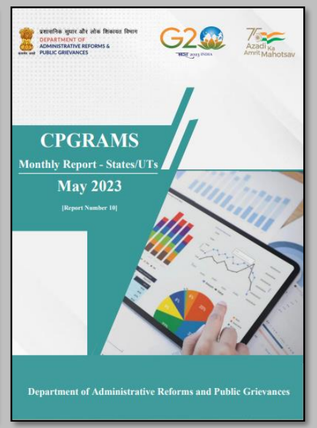


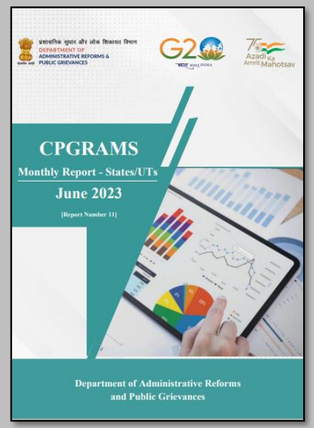


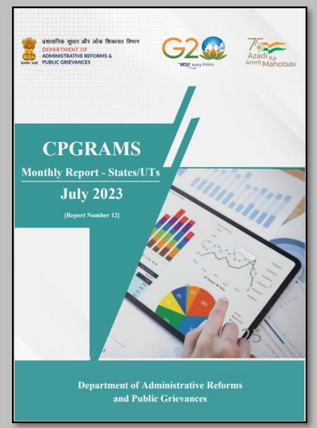


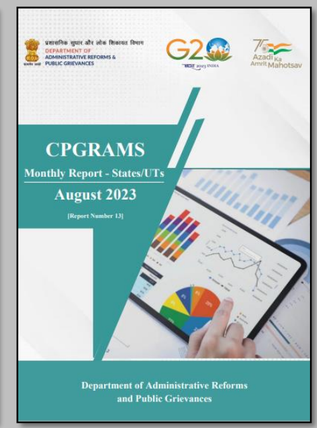


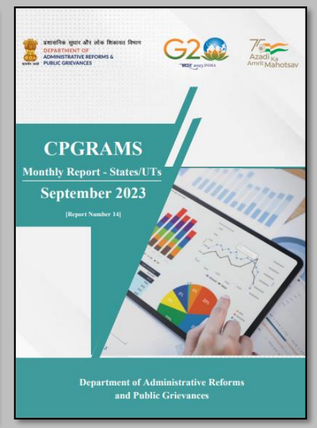


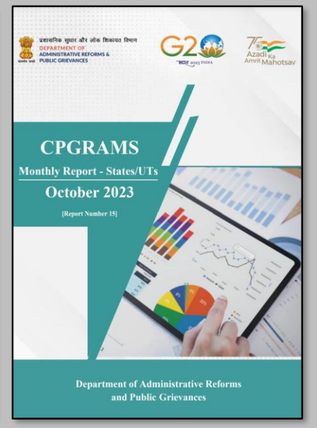


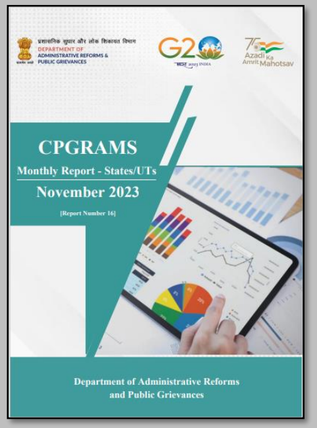


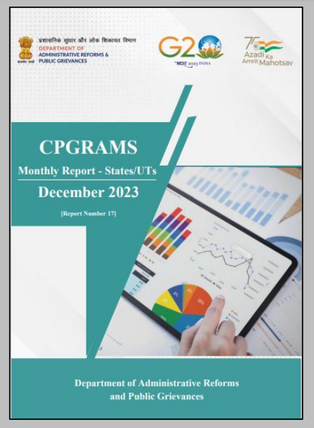


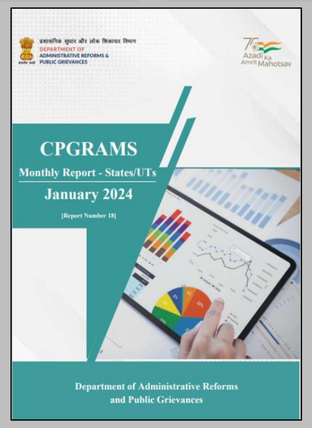


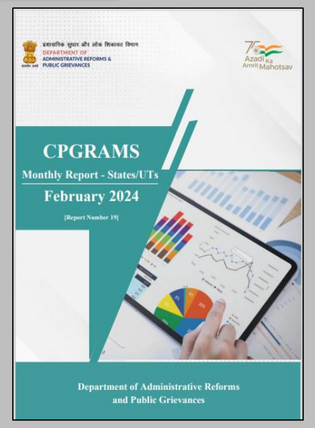




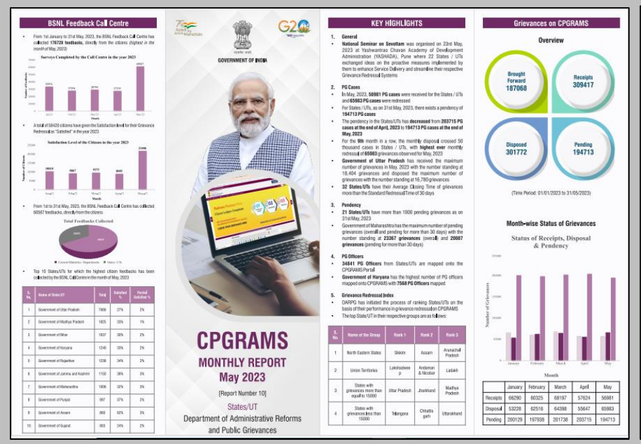


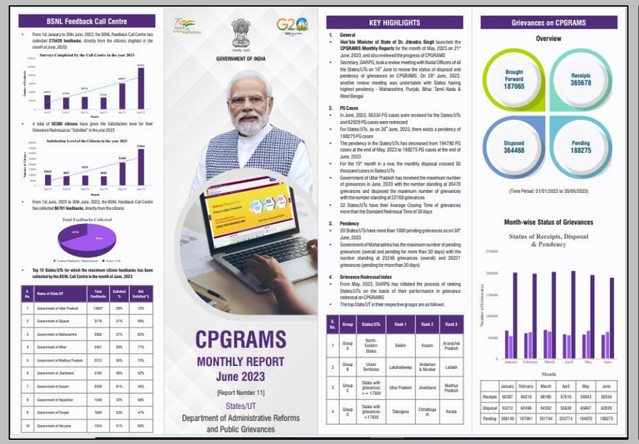


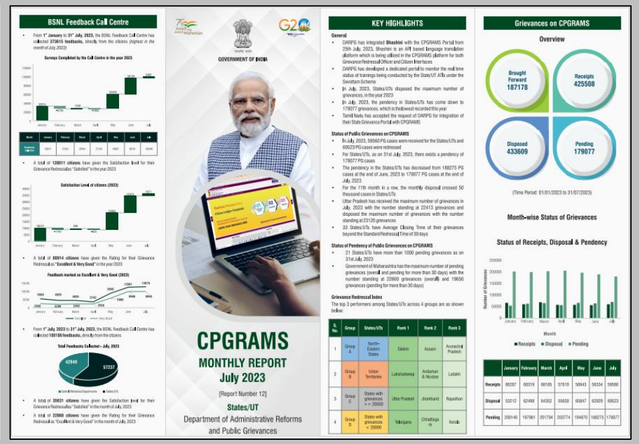


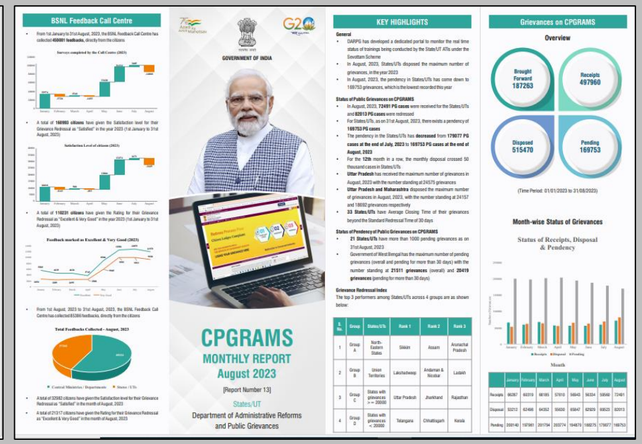


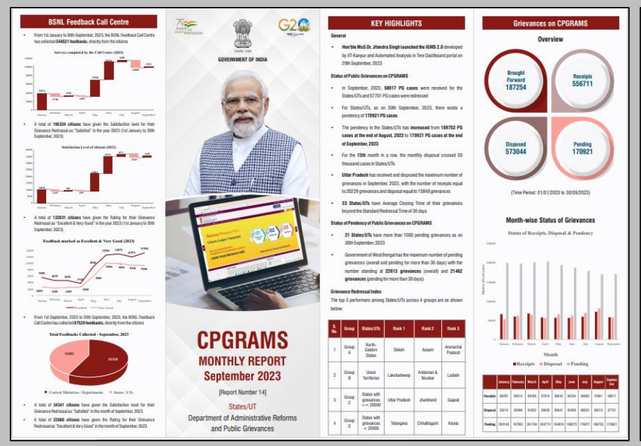
MONITORING PROCESS – FLYERS – STATES/UTs

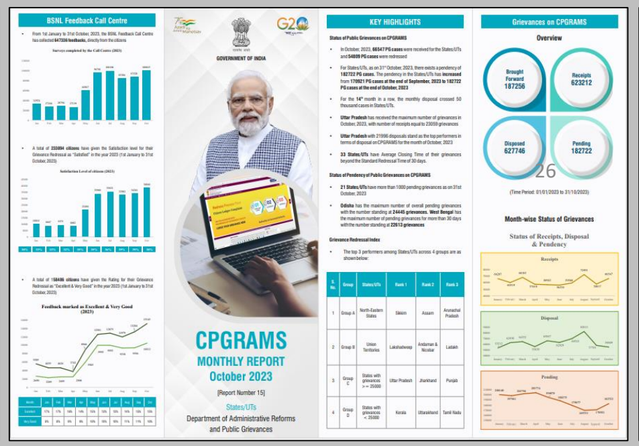


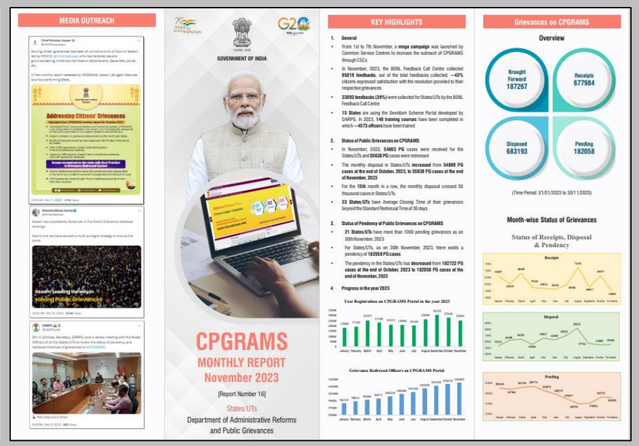


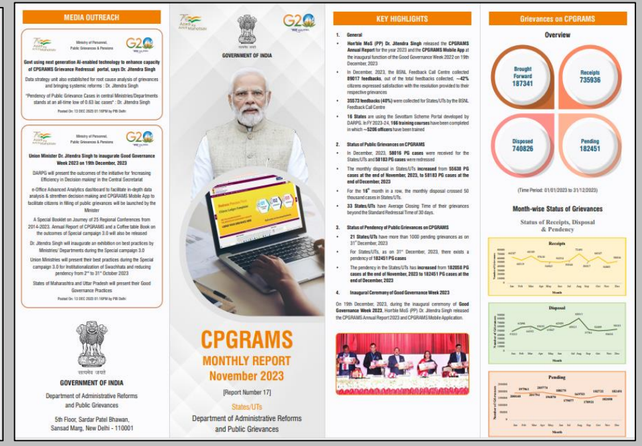












MONITORING PROCESS – MONTHLY REVIEW MEETINGS

DARPG @DARPG_GoI

Good Governance: Insights for New Generation Administrative Reforms!

During the Review of CPGRAMS Progress Meeting, e-book was released by Hon'ble MoS (PP) Shri @DrJitendraSingh Ji , which can be accessed from the following link:

ati.darpg.in.net/ebook/

PMO India and 9 others

9:12 PM · Jun 21, 2023 · **1,133** Views

DARPG @DARPG_GoI

Good Governance: Citizen First Approach!

Creative citizen centric solutions and in-depth root analysis was shared by officials to Hon'ble MoS (PP) Shri Jitendra Singh Ji, which gave primacy to the concerns of the Citizens during the Review of CPGRAMS Progress Meeting.

PMO India and 9 others

8:32 PM · Jun 21, 2023 · **1,427** Views

DARPG @DARPG_GoI

Secretary, DARPG, Shri V. Srinivas chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and States/UTs. The focus of the meeting was to evaluate the status of pendency and quality of disposal of grievances on #CPGRAMS.

PMO India and 8 others

6:25 PM · Feb 19, 2024 · **3,073** Views

DARPG @DARPG_GoI

Secretary, DARPG, Shri V. Srinivas chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and States/UTs to review the status of pendency and quality of redressal of grievances on #CPGRAMS.

PMO India and 8 others

6:44 PM · Jan 17, 2024 · **3,737** Views

DARPG @DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, took a review meeting with the Nodal Officers of all the States/UTs to review the status of pendency and redressal timelines of grievances on #CPGRAMS.

PMO India and 8 others

9:18 PM · Nov 8, 2023 · **1,024** Views

DARPG @DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, took a review meeting with the Nodal Officers of all the Central Ministries/Departments and assessed the status of pendency and quality of disposal of grievances on #CPGRAMS for the month of September 2023.

PMO India and 9 others

9:36 PM · Oct 12, 2023 · **2,733** Views

DARPG @DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the review meeting with the Nodal Officers of all the Central Ministries/Departments and assessed the status of pendency and quality of disposal of grievances on #CPGRAMS for the month of October 2023.

PMO India and 8 others

9:13 PM · Nov 8, 2023 · **3,849** Views

DARPG @DARPG_GoI

Secretary, DARPG, Shri V. Srinivas took a review meeting with 6 States having high pendency on #CPGRAMS.

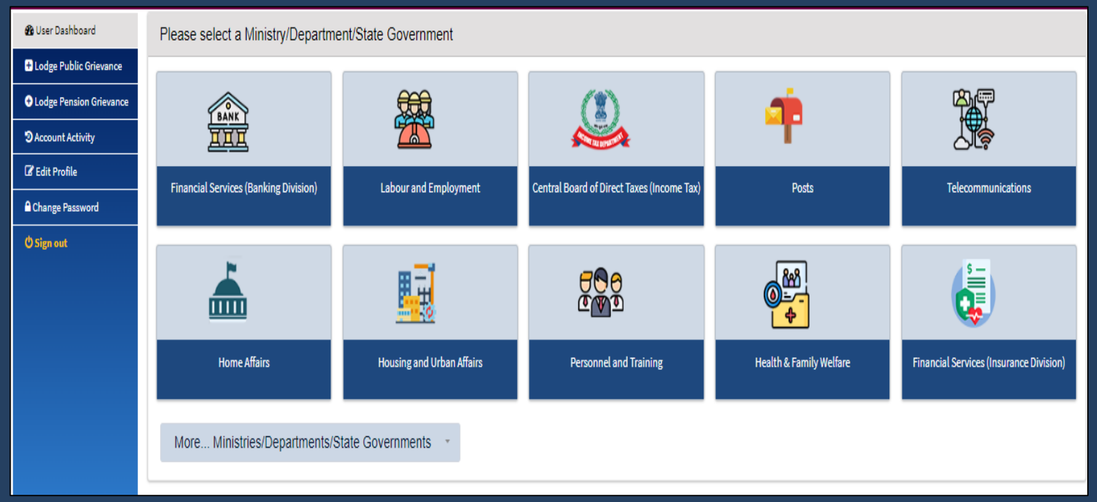
Officers from Maharashtra, West Bengal, Punjab, Odisha, Bihar and Haryana joined the meeting and updated about the status of disposal and pendency of grievances, and

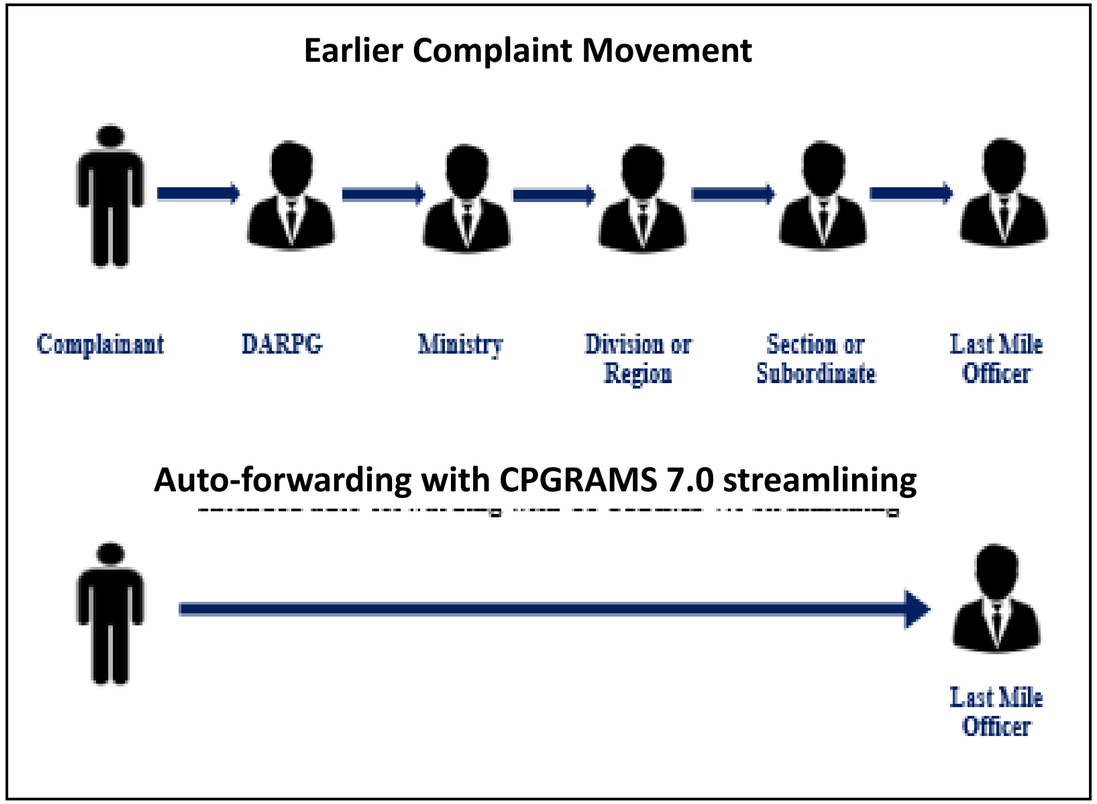
PMO India and 8 others

1:04 PM · Jul 25, 2023 · **785** Views

Universalization of CPGRAMS 7.0

Auto-forwarding of grievances by changing the method of data collection on CPGRAMS portal and **mapping of end-line officers**





28

Preliminary Grievance Analysis → Categorisation of Grievances → Information Sought from Citizen → Mapping of Last Mile Officers

All the 90 Ministries/Departments on-boarded on CPGRAMS 7.0

TECHNOLOGICAL ENHANCEMENTS

- **URGENT Grievances** identified based on keywords like corruption, sexual harassment, suicide, threat, danger, murder, violence, atrocities, etc., flagged on the dashboard for priority disposal
- Flagging of **Super Senior Citizen's Pension Grievances**
- Flagging of **Family Pension Grievances**
- An **AI/ML based dashboard** has been developed with IIT-Kanpur, enabling deeper analysis of CPGRAMS grievances by the Ministries/Departments, to help them bring about systemic changes and policy interventions

USE of AI/ML IN CPGRAMS

30

How do we summarize information from grievances?

DDPRO/E/2021/00373

Hi sir,This complaint related canteen stores department under defence ministry.in the MAO csd canteen the working staff sell goods in open market .the goods and essential things for defence personnel and their dependent .Every day they sell 50000rs goods in open market.they used the canteen smart card from the incoming .the name of staffMr.Arun GavadeMr.Manoj Lad and Mrs Manisha pednekar.there are appointed on contracatual basis.

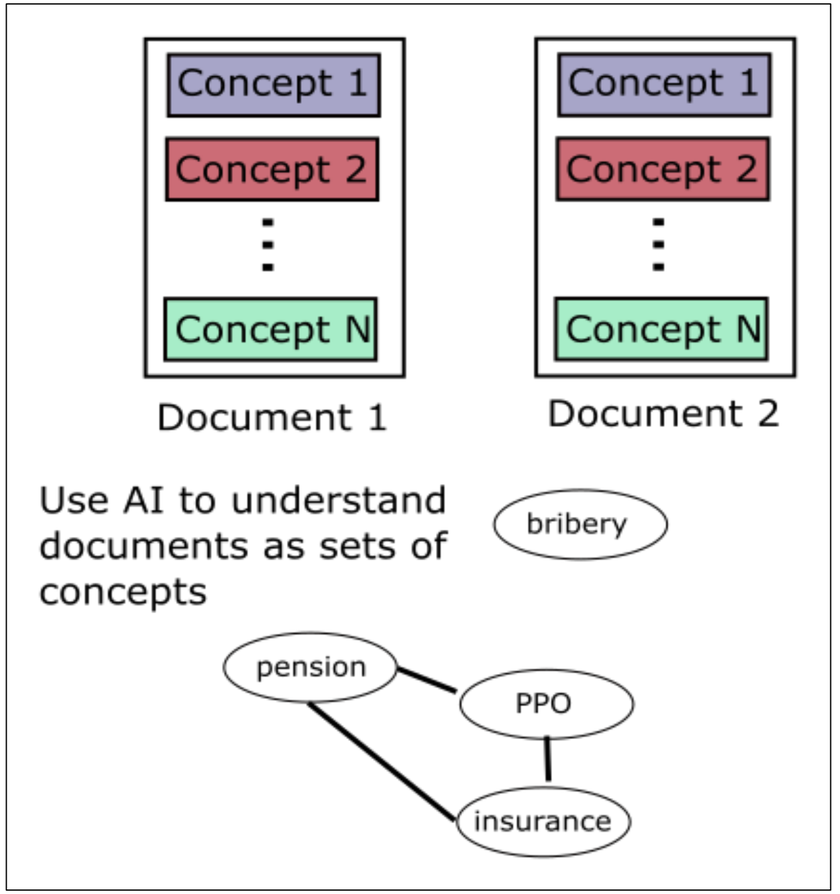
- **Traditional approach: ask officers to tag them into categories**
  - How do we decide the categories?
  - Category complexity limited to human cognitive limitations

- **Digital transformation: keyword-based search**
  - Will work well for complaints about domain-specific issues
  - Will not work well for systemic or cross-domain complaints – these are frequently more interesting

- **AI-based transformation: Semantic search**
  - Use AI to understand the gist of individual complaints
  - Under the gist of user queries
  - Retrieve most relevant complaints

A revolution in information processing

19th century information processing



21st century information processing

Use Case – Identifying Problem areas

From: 06 / 19 / 2018 To: 06 / 19 / 2021 Open complaints only: Analysis Counts

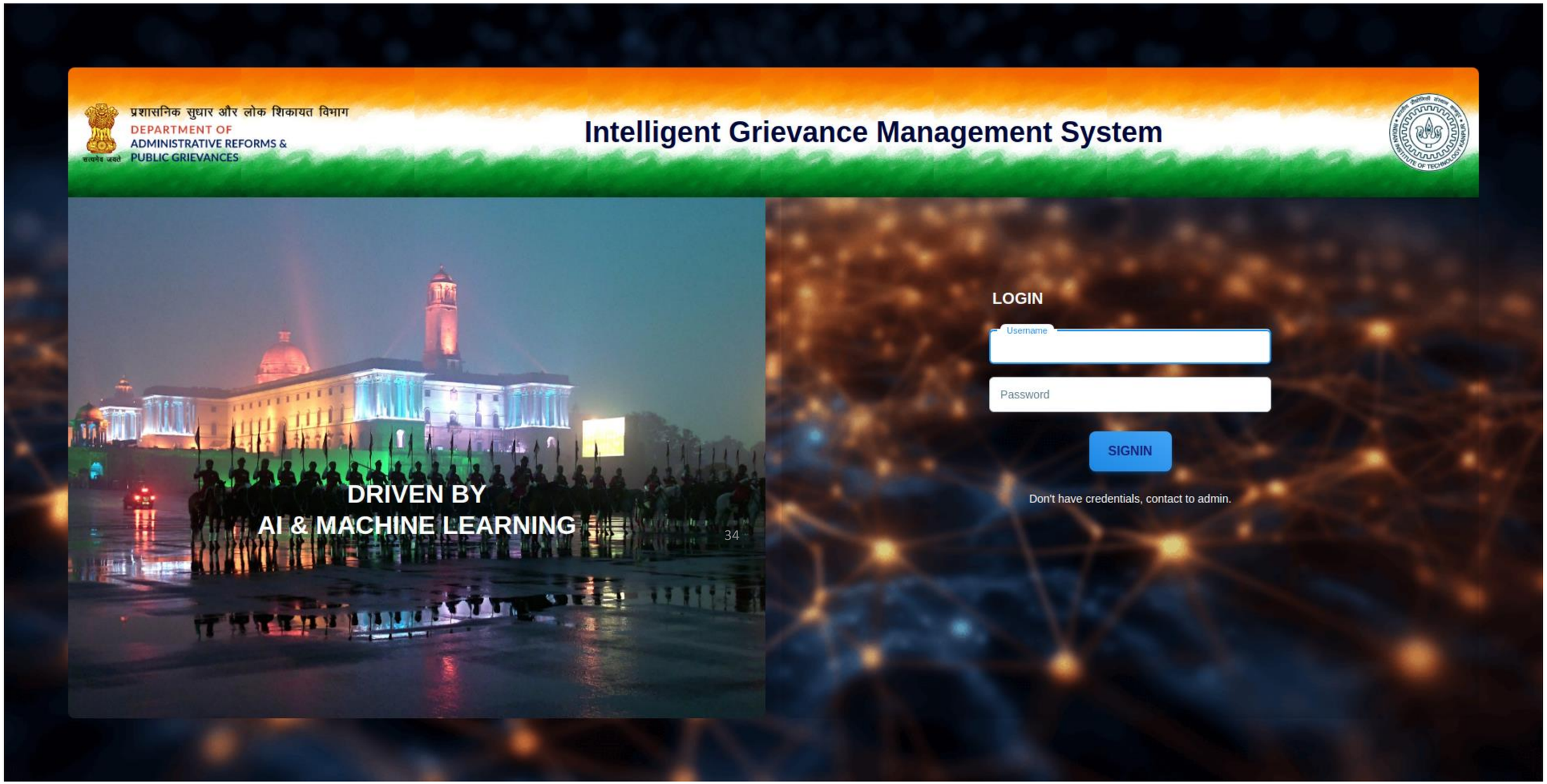
Select departmental

corruption officers asking for bribe

Registration Number	Jurisdiction	Received Date	Disposal Date	Name
MODEF/E/2020/04437	Danapur	18/11/2020		Poonam Tiwari
MODEF/E/2020/01995	Delhi	27/5/2020	11/9/2020	rajan jha
MODEF/E/2020/03778	Delhi	21/9/2020	24/11/2020	Avinash Kumar Pratihasth
DARPG/E/2019/03145	Srinagar	7/3/2019	27/6/2019	G A Beigh
MODEF/E/2018/05776	Siliguri	19/12/2018	5/8/2019	mahender kumar jain
MODEF/E/2019/02975	Allahabad	7/5/2019	15/10/2019	Hrishikesh Yadav
MODEF/E/2020/00876	Agra	24/3/2020	11/9/2020	Peeyush Bansal
MODEF/E/2021/01281	Bhopal	30/3/2021		Sandeep Kumar
MODEF/E/2018/03025	Pune	29/8/2018	4/9/2018	MANISH JOSHI
MODEF/E/2020/01555	Jaipur	1/5/2020	26/5/2020	Sidhardha Reddy Thokala
MODEF/E/2019/04900	Delhi	13/9/2019	28/11/2019	Ajeev Dhulia
DDESW/E/2019/01672	Delhi	18/9/2019	28/11/2019	Ajeev Dhulia
MODEF/E/2020/00532	Agra	22/2/2020	24/8/2020	Naveen Pathak
PMOPG/E/2018/0298077	Unknown	28/6/2018	23/8/2019	R DINESH KUMAR

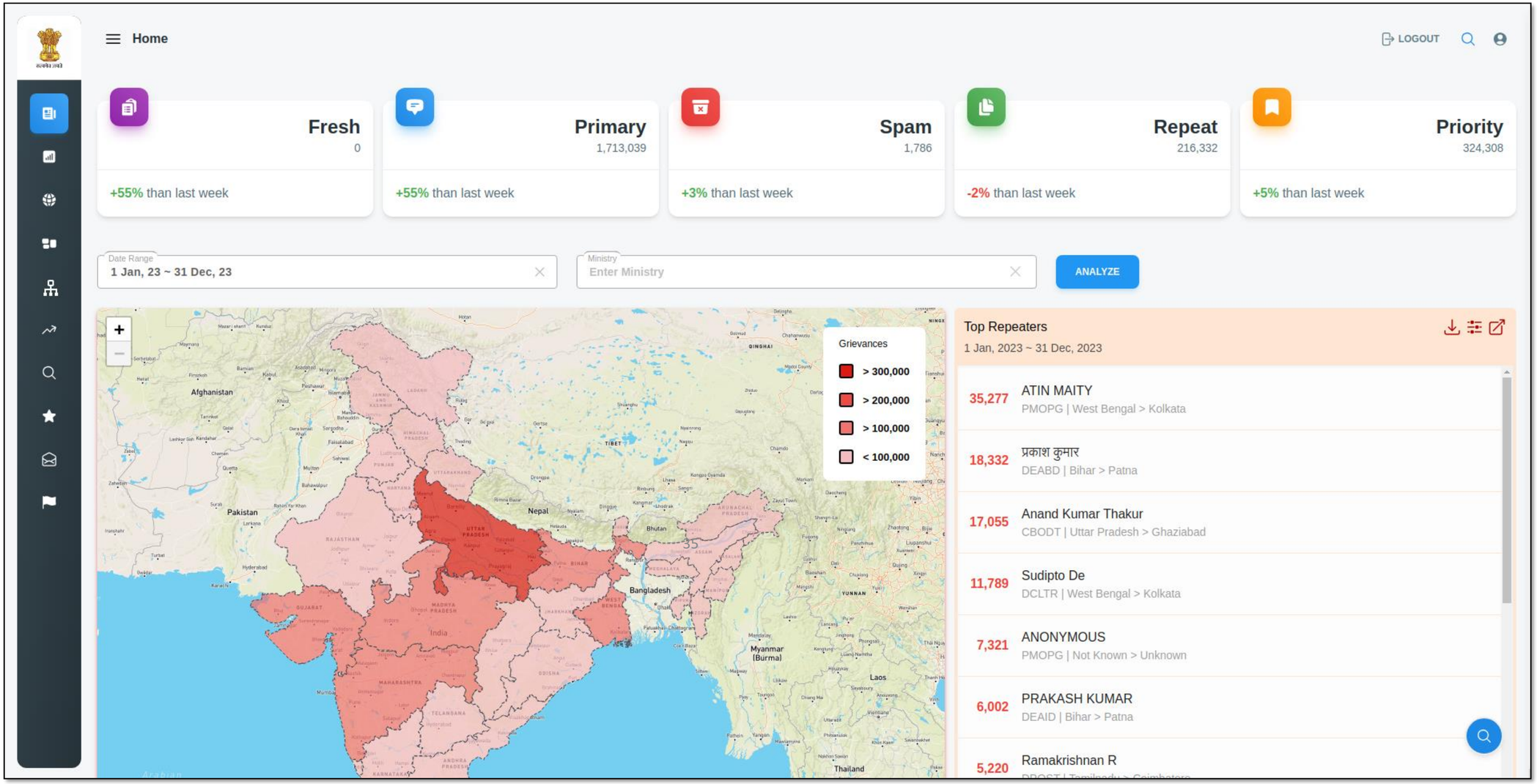
33

TECHNOLOGICAL ENHANCEMENTS



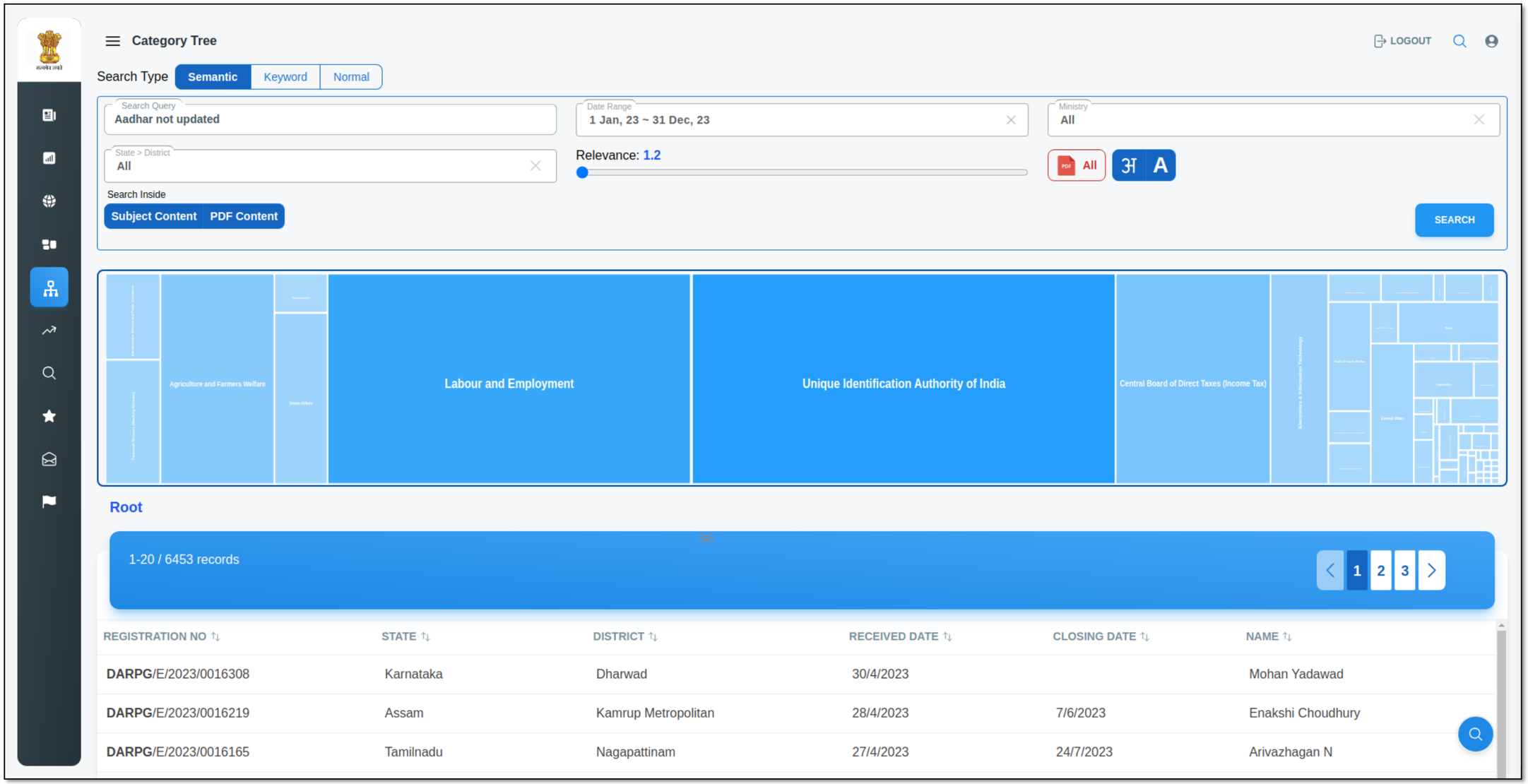
IGMS 2.0 developed

TECHNOLOGICAL ENHANCEMENTS



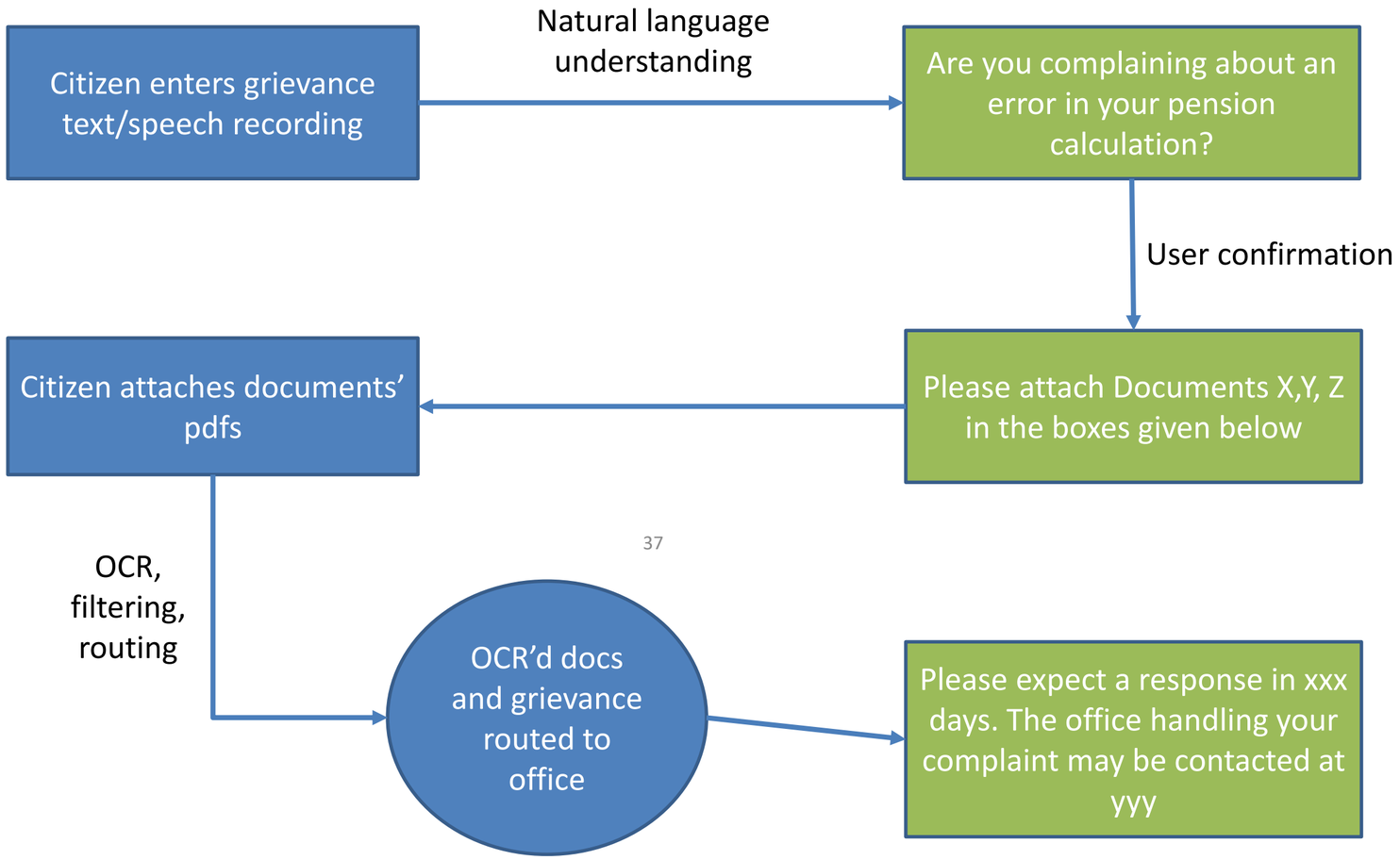
Bifurcation of grievances into different categories like Spam, Repeat, Priority and highlighting Habitual Complainants

TECHNOLOGICAL ENHANCEMENTS

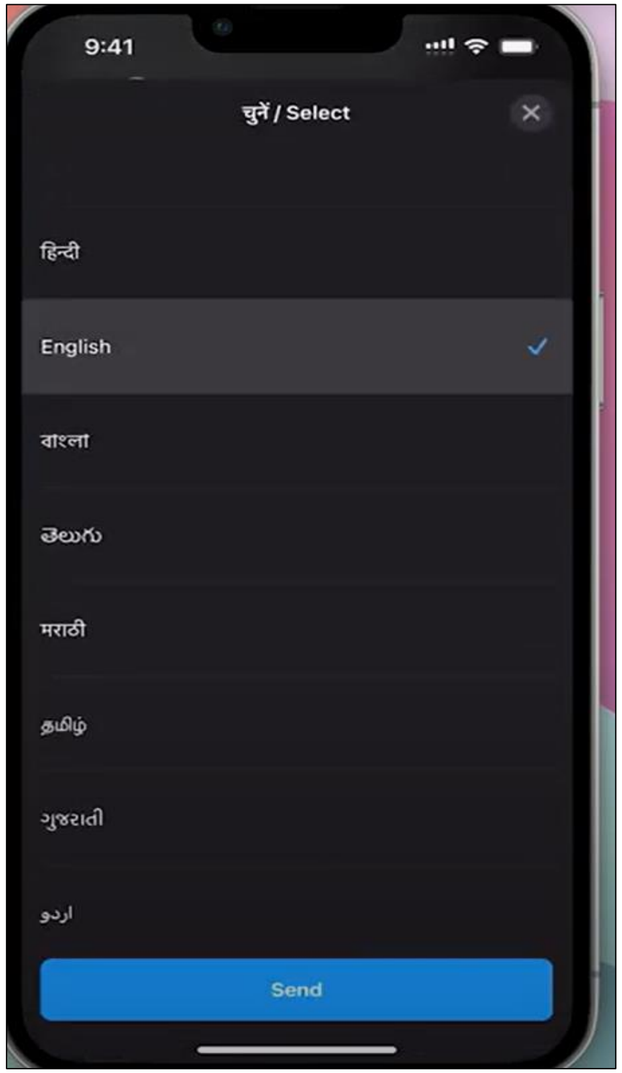


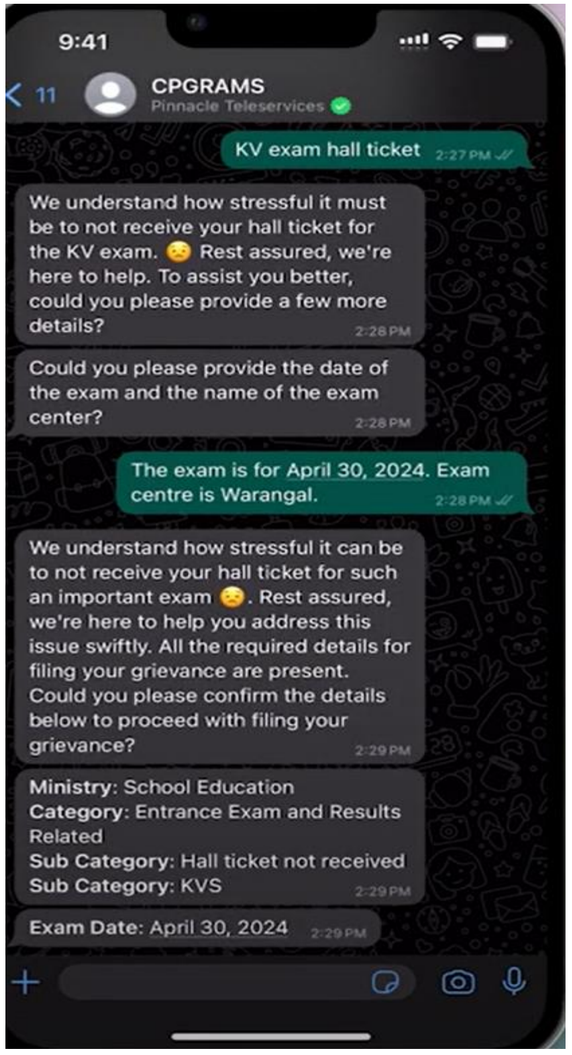
Category Tree for identifying issues category-wise

AI based channel for receiving a grievance



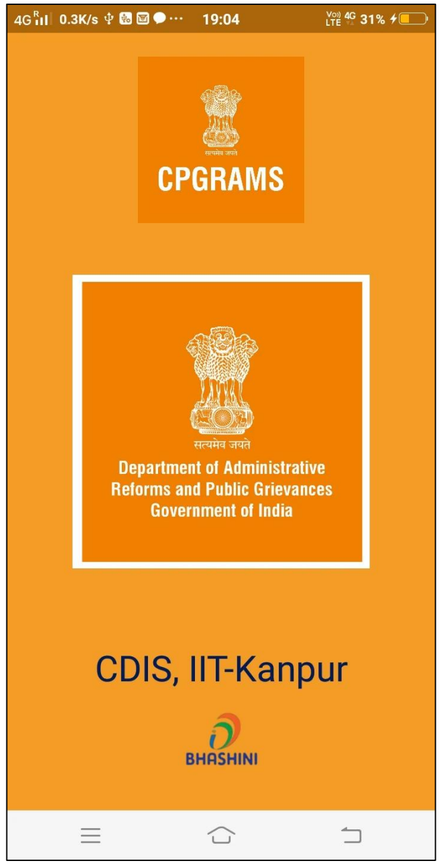
Use of WhatsApp to file a grievances (under POC currently)

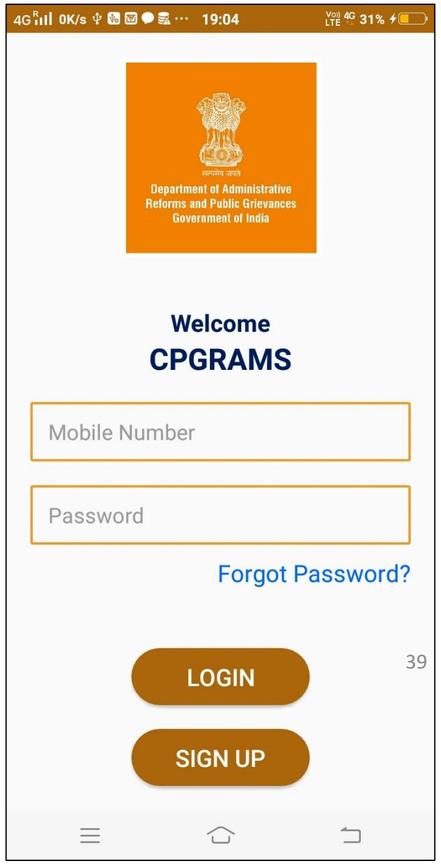


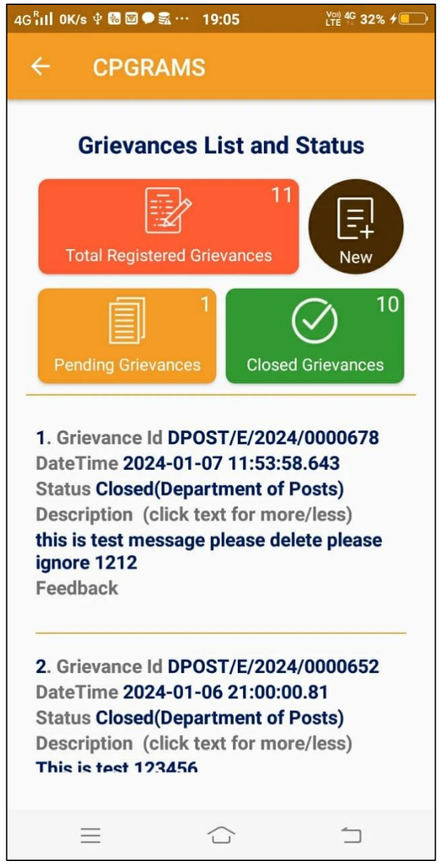


TECHNOLOGICAL ENHANCEMENTS

CPGRAMS App



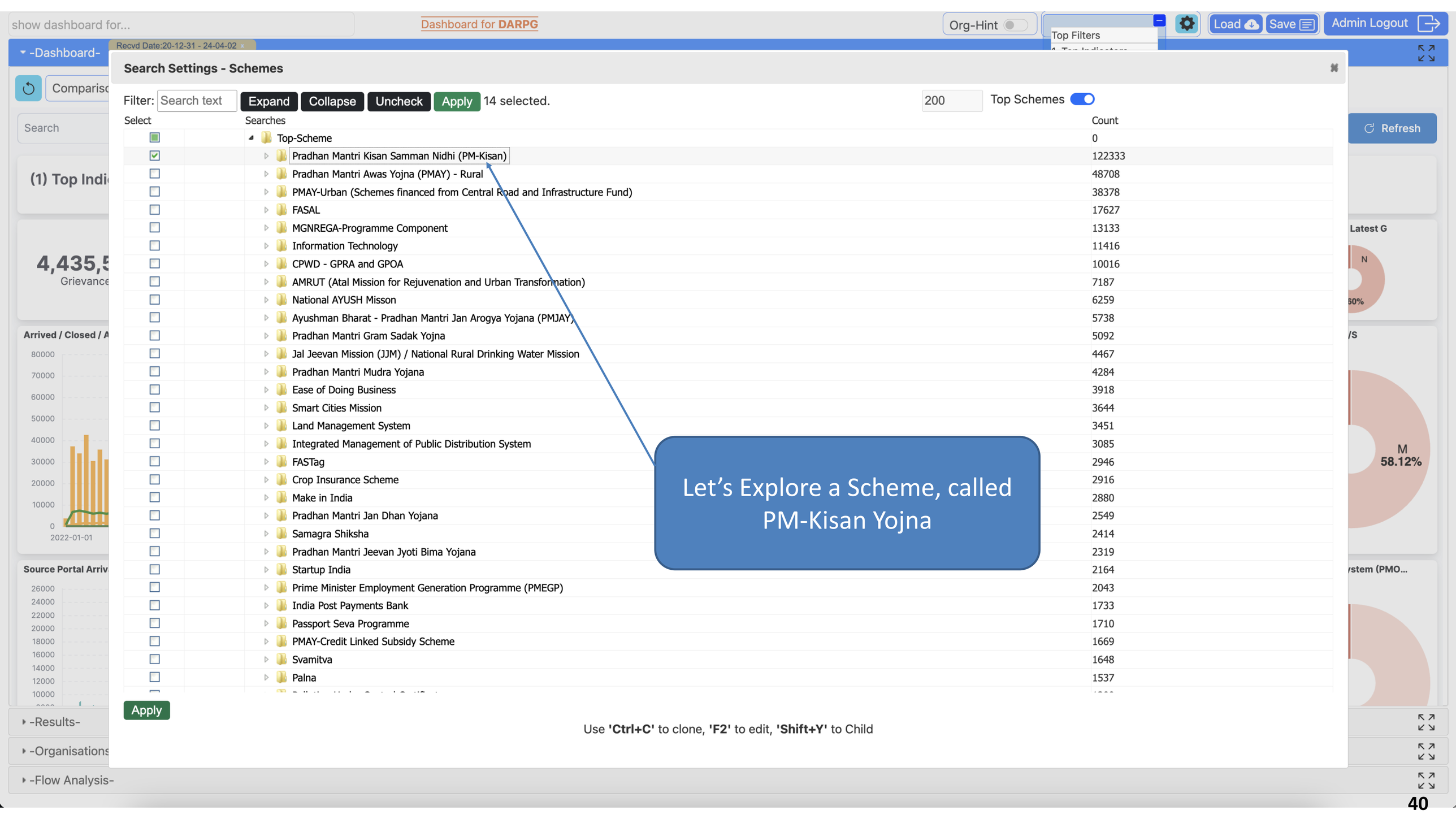


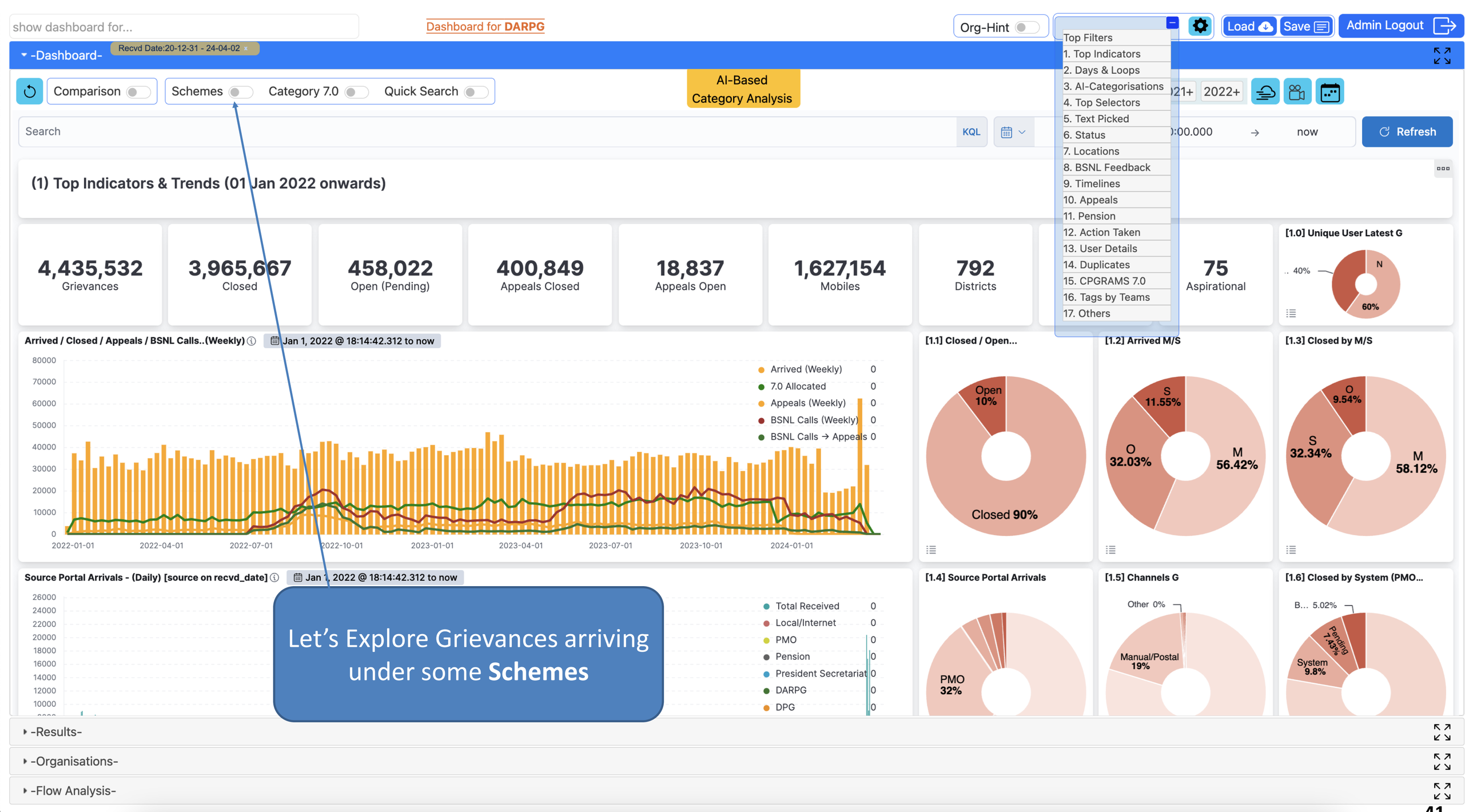


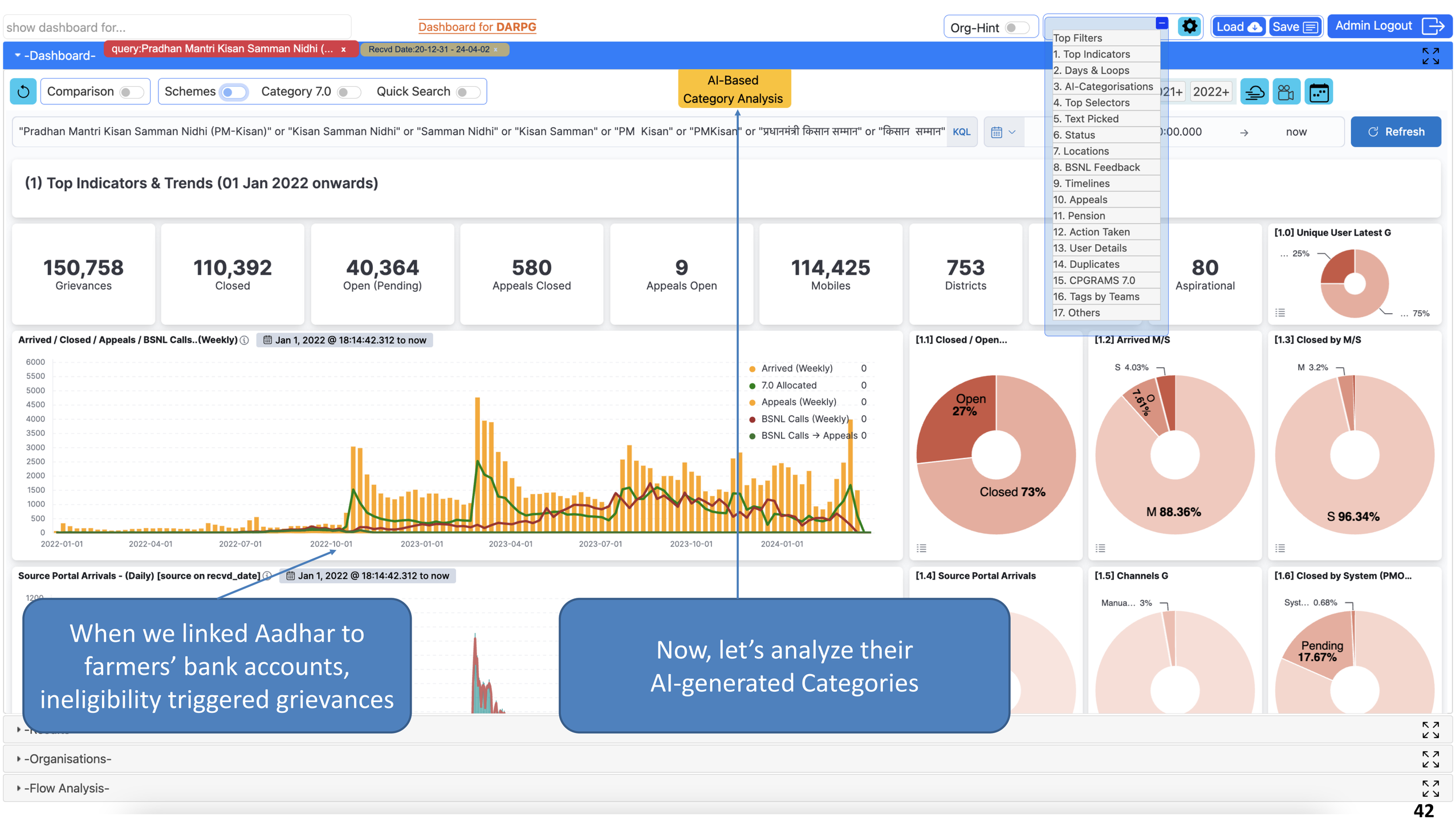
DARPG has developed “CPGRAMS App” through which citizens can register their grievances using the mobile phones. The application enables users to express concerns, submit grievances, communicate with Central Ministries/Departments and States/UT governments in both **English and Hindi, voice to text**.

DATA STRATEGY UNIT

The **Data Strategy Unit**, setup by DARPG, has developed an analytical dashboard which enables drawing insights, that may be leveraged for strategic decision making and policy based reforms. The automated analysis tool has been rolled out to all the Central Ministries/Departments.


show dashboard for...
Dashboard for DARPG
Org-Hint
Top Filters
Load
Save
Admin Logout
-Dashboard-
Recvd Date:20-12-31 - 24-04-02
Search Settings - Schemes
Filter: Search text
Expand
Collapse
Uncheck
Apply
14 selected.
200
Top Schemes
Select
Searches
Count
Top-Scheme 0
Pradhan Mantri Kisan Samman Nidhi (PM-Kisan) 122333
Pradhan Mantri Awas Yojna (PMAY) - Rural 48708
PMAY-Urban (Schemes financed from Central Road and Infrastructure Fund) 38378
FASAL 17627
MGNREGA-Programme Component 13133
Information Technology 11416
CPWD - GPRA and GPOA 10016
AMRUT (Atal Mission for Rejuvenation and Urban Transformation) 7187
National AYUSH Misson 6259
Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (PMJAY) 5738
Pradhan Mantri Gram Sadak Yojna 5092
Jal Jeevan Mission (JJM) / National Rural Drinking Water Mission 4467
Pradhan Mantri Mudra Yojana 4284
Ease of Doing Business 3918
Smart Cities Mission 3644
Land Management System 3451
Integrated Management of Public Distribution System 3085
FASTag 2946
Crop Insurance Scheme 2916
Make in India 2880
Pradhan Mantri Jan Dhan Yojana 2549
Samagra Shiksha 2414
Pradhan Mantri Jeevan Jyoti Bima Yojana 2319
Startup India 2164
Prime Minister Employment Generation Programme (PMEGP) 2043
India Post Payments Bank 1733
Passport Seva Programme 1710
PMAY-Credit Linked Subsidy Scheme 1669
Svamitva 1648
Palna 1537
Let’s Explore a Scheme, called PM-Kisan Yojna
Apply
Use 'Ctrl+C' to clone, 'F2' to edit, 'Shift+Y' to Child
Refresh
-Results-
-Organisations
-Flow Analysis-


show dashboard for...
Dashboard for DARPG
Org-Hint
Load
Save
Admin Logout
-Dashboard-
Recvd Date:20-12-31 - 24-04-02
Top Filters
1. Top Indicators
2. Days & Loops
3. AI-Categorisations
4. Top Selectors
5. Text Picked
6. Status
7. Locations
8. BSNL Feedback
9. Timelines
10. Appeals
11. Pension
12. Action Taken
13. User Details
14. Duplicates
15. CPGRAMS 7.0
16. Tags by Teams
17. Others
Comparison
Schemes
Category 7.0
Quick Search
AI-Based Category Analysis
2022+
Search
KQL
now
Refresh
(1) Top Indicators & Trends (01 Jan 2022 onwards)
4,435,532 Grievances
3,965,667 Closed
458,022 Open (Pending)
400,849 Appeals Closed
18,837 Appeals Open
1,627,154 Mobiles
792 Districts
75 Aspirational
[1.0] Unique User Latest G
40%
N
60%
Arrived / Closed / Appeals / BSNL Calls..(Weekly)
Jan 1, 2022 @ 18:14:42.312 to now
Arrived (Weekly) 0
7.0 Allocated 0
Appeals (Weekly) 0
BSNL Calls (Weekly) 0
BSNL Calls → Appeals 0
[1.1] Closed / Open...
Open 10%
Closed 90%
[1.2] Arrived M/S
S 11.55%
O 32.03%
M 56.42%
[1.3] Closed by M/S
O 9.54%
S 32.34%
M 58.12%
Source Portal Arrivals - (Daily) [source on recvd_date]
Jan 1, 2022 @ 18:14:42.312 to now
Total Received 0
Local/Internet 0
PMO 0
Pension 0
President Secretariat 0
DARPG 0
DPG 0
[1.4] Source Portal Arrivals
PMO 32%
[1.5] Channels G
Other 0%
Manual/Postal 19%
[1.6] Closed by System (PMO...
B... 5.02%
Pending 7.43%
System 9.8%
Let’s Explore Grievances arriving under some Schemes
-Results-
-Organisations-
-Flow Analysis-


show dashboard for...
Dashboard for DARPG
Org-Hint
Load
Save
Admin Logout
-Dashboard-
query:Pradhan Mantri Kisan Samman Nidhi (...
Recvd Date:20-12-31 - 24-04-02
Top Filters
1. Top Indicators
2. Days & Loops
3. AI-Categorisations
4. Top Selectors
5. Text Picked
6. Status
7. Locations
8. BSNL Feedback
9. Timelines
10. Appeals
11. Pension
12. Action Taken
13. User Details
14. Duplicates
15. CPGRAMS 7.0
16. Tags by Teams
17. Others
Comparison
Schemes
Category 7.0
Quick Search
AI-Based Category Analysis
"Pradhan Mantri Kisan Samman Nidhi (PM-Kisan)" or "Kisan Samman Nidhi" or "Samman Nidhi" or "Kisan Samman" or "PM Kisan" or "PMKisan" or "प्रधानमंत्री किसान सम्मान" or "किसान सम्मान"
KQL
2022+
now
Refresh
(1) Top Indicators & Trends (01 Jan 2022 onwards)
150,758 Grievances
110,392 Closed
40,364 Open (Pending)
580 Appeals Closed
9 Appeals Open
114,425 Mobiles
753 Districts
80 Aspirational
[1.0] Unique User Latest G
... 25%
... 75%
Arrived / Closed / Appeals / BSNL Calls..(Weekly)
Jan 1, 2022 @ 18:14:42.312 to now
Arrived (Weekly) 0
7.0 Allocated 0
Appeals (Weekly) 0
BSNL Calls (Weekly) 0
BSNL Calls → Appeals 0
2022-01-01
2022-04-01
2022-07-01
2022-10-01
2023-01-01
2023-04-01
2023-07-01
2023-10-01
2024-01-01
[1.1] Closed / Open...
Open 27%
Closed 73%
[1.2] Arrived M/S
S 4.03%
O 7.61%
M 88.36%
[1.3] Closed by M/S
M 3.2%
S 96.34%
Source Portal Arrivals - (Daily) [source on recvd_date]
Jan 1, 2022 @ 18:14:42.312 to now
[1.4] Source Portal Arrivals
[1.5] Channels G
Manua... 3%
[1.6] Closed by System (PMO...
Syst... 0.68%
Pending 17.67%
When we linked Aadhar to farmers' bank accounts, ineligibility triggered grievances
Now, let's analyze their AI-generated Categories
-Organisations-
-Flow Analysis-

show dashboard for...

Dashboard for DARPG

Org-Hint

Top Filters

1. Top Indicators

Load | Save | Admin Logout

-Dashboard- query:Pradhan Mantri Kisan Samman Nidhi (... x Recvd Date:20-12-31 - 24-04-02

AI Generated Category Tree

stop words (ignore always)

ignore from top-categories...

define top categories using top-words for generating tree...

Max Categories 10 Level 2

Go to Dashboard for - 'seeding'

- AI-Generated-Categories
  - kisan 3448
  - seeding 1738
  - payment 1456
  - installment 1044
  - pmkisan 324
  - land 299
  - receipt 335
  - scheme 177
  - account 175
  - registration 122
  - others 1398
    - incorrect 112
    - verification 88
    - beneficiary 78
    - installments 70
    - benefit 72
    - approval 61
    - benefits 63
    - update 38
    - application 40
    - nidhi 36
    - others 740
      - technical 29
      - record 25
      - kissan 26
      - bank 25
      - instalment 28
      - transfer 21
      - tax 15
      - others 518

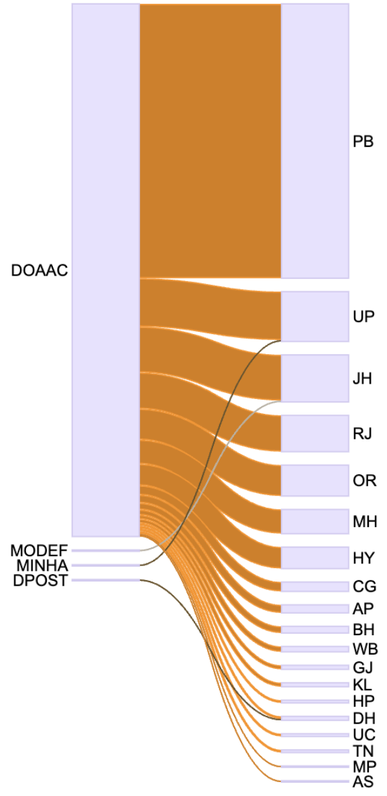
Let's view "Seeding" related grievances..

43 - incorrect land **seeding**
29 - incorrect land **seeding** status
20 - land **seeding** done
18 - incorrect **seeding** status
18 - land **seeding**
17 - land **seeding** status
14 - land **seeding**
13 - incomplete land **seeding**
12 - pmkisan land **seeding**
11 - land **seeding** updated
11 - no land **seeding**
9 - receipt **seeding**
9 - pmkisan land **seeding**
8 - incorrect land **seeding** information
8 - receipt land **seeding**
8 - land **seeding**
7 - incomplete land **seeding** process
7 - incorrect **seeding** details
6 - incorrect land **seeding** details
6 - incorrect land **seeding** portal
6 - land **seeding**
6 - land **seeding** problem
6 - land **seeding** status
6 - pmkisan installment land **seeding**
6 - verification land **seeding**
5 - land **seeding**
5 - incorrect land **seeding** number
5 - land **seeding** verification
5 - missing land **seeding** information
5 - payment **seeding**
5 - **seeding** land
4 - incorrect land **seeding**
4 - incorrect **seeding** status
4 - land **seeding** payment
4 - land **seeding** status updated
4 - problem land **seeding**
4 - **seeding** status updated

Flow-All | Flow-One

seeding

34 : L1_Arrival 66 : State



Selection Hover

AI_Categories
- Category AI - 1
- Category AI - 5
- Is_Version 7
- Cat_V7_Name
- Cat_V7_Org_Code
- Main_Cat
- Main_Sub_Cat
- Main Category

Appeal
- Appeal_Current_Status
- Appeal_Disposal_Type
- Appeal_Org_Code
- Appeal_Status
- Appellate_Action
- Appellate_Action_To_Show
- Appellate_Code
- Is_Appeal
- L1_Of_Appeal

ATR
- Bulk_Closure
- Disposal_Type_Text
- Grievance_Cause_Text
- Citizen_Demand_Text
- Resolution_Done_Text

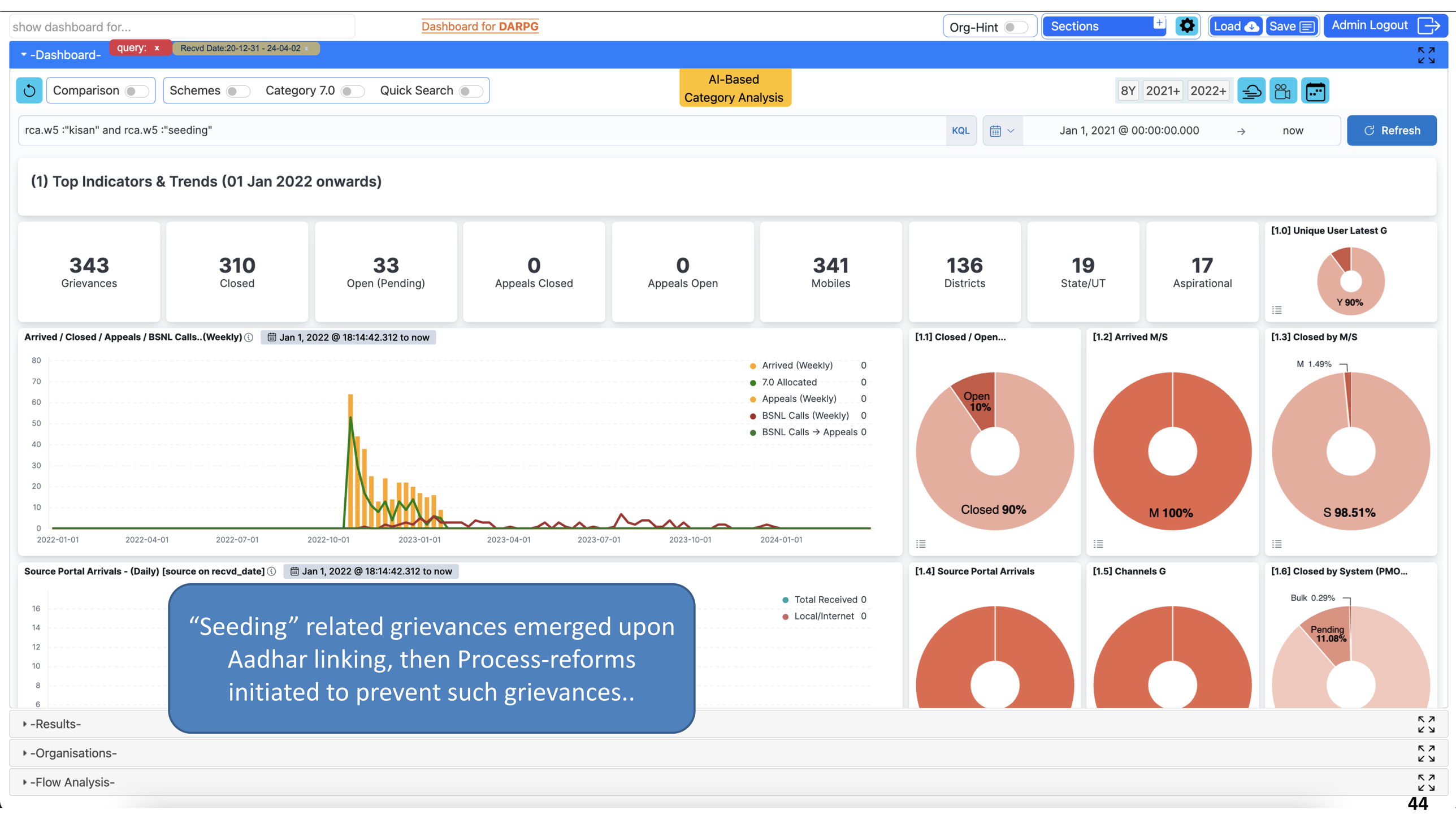
BSNL
- Bsnl_Appeal_Org
- Bsnl_Is_Appeal
- Bsnl_Rating
- Bsnl_Rating_Reason
- Bsnl_Regsiter
- Bsnl_Satisfaction
- Bsnl_Satisfaction_Reason

AI-generated Categories

AI-generated Titles

Flow Visualization

Flow Options...


show dashboard for...
Dashboard for DARPG
Org-Hint
Sections
Load
Save
Admin Logout
-Dashboard-
query: x
Recvd Date:20-12-31 - 24-04-02
Comparison
Schemes
Category 7.0
Quick Search
AI-Based Category Analysis
8Y
2021+
2022+
rca.w5 :"kisan" and rca.w5 :"seeding"
KQL
Jan 1, 2021 @ 00:00:00.000
now
Refresh
(1) Top Indicators & Trends (01 Jan 2022 onwards)
343 Grievances
310 Closed
33 Open (Pending)
0 Appeals Closed
0 Appeals Open
341 Mobiles
136 Districts
19 State/UT
17 Aspirational
[1.0] Unique User Latest G
Y 90%
Arrived / Closed / Appeals / BSNL Calls..(Weekly)
Jan 1, 2022 @ 18:14:42.312 to now
Arrived (Weekly) 0
7.0 Allocated 0
Appeals (Weekly) 0
BSNL Calls (Weekly) 0
BSNL Calls → Appeals 0
2022-01-01
2022-04-01
2022-07-01
2022-10-01
2023-01-01
2023-04-01
2023-07-01
2023-10-01
2024-01-01
[1.1] Closed / Open...
Open 10%
Closed 90%
[1.2] Arrived M/S
M 100%
[1.3] Closed by M/S
M 1.49%
S 98.51%
Source Portal Arrivals - (Daily) [source on recvd_date]
Jan 1, 2022 @ 18:14:42.312 to now
Total Received 0
Local/Internet 0
[1.4] Source Portal Arrivals
[1.5] Channels G
[1.6] Closed by System (PMO...
Bulk 0.29%
Pending 11.08%
"Seeding" related grievances emerged upon Aadhar linking, then Process-reforms initiated to prevent such grievances..
-Results-
-Organisations-
-Flow Analysis-

show dashboard for...

Dashboard for **DARPG**

seeding 7/147 Load Save Admin Logout

-Dashboard- query: x Recvd Date:20-12-31 - 24-04-02 x

-Results-

Search any.. Person

100 Process

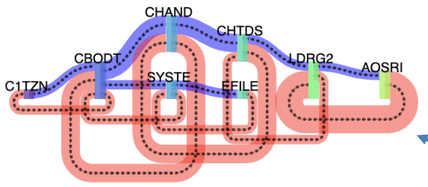
100 Record Policy

Multi-Select

Duplicate (**0**)

Registration No	Headline	Cause
DOAAC/E/2022/40297	PM Kisan Land Seeding	Land Seeding issue, Non-transf
DOAAC/E/2023/0001228	Incorrect Land Seeding Status	Incorrect Land Seeding status
DOAAC/E/2023/0001351	PMKisan land verification	Incomplete land verification and
DOAAC/E/2023/0002473	PMKSY Installment Error	Error in land seeding status
DOAAC/E/2023/0001051	Payment and seeding issue	Non-payment, land seeding not
MINHA/E/2023/0001733	Incomplete Land Seeding	Negligence in land seeding proc
DOAAC/E/2022/19414	Missing land seeding data	Missing land seeding verificatio
DOAAC/E/2022/21134	Incorrect land seeding	Incorrect land seeding status
DOAAC/E/2022/21149	No land seeding	Issue with land seeding
DOAAC/E/2022/21605	Verify land seeding option	Incorrect land seeding option
DOAAC/E/2022/22581	Land seeding approval	Land seeding not approved
DOAAC/E/2022/22745	Installment credit, land seeding status	Incorrect land seeding status
DOAAC/E/2022/27955	Land Seeding Verification	Verification documents for land
DOAAC/E/2022/27590	Land Seeding Pending	Pending land seeding for schem
DOAAC/E/2022/32111	Land seeding not found	Error in land seeding record
DOAAC/E/2022/32203	Incomplete Seeding Status	Land seeding issue not resolvec
DOAAC/E/2022/32549	Non-receipt, seeding issue	Land Seeding Status issue
DOAAC/E/2022/33191	PM-KISAN benefit issue	Land seeding status not update
DOAAC/E/2022/32836	PM Kisan Payment Delay	Land seeding issue, payment pe
DOAAC/E/2022/32666	Incomplete land seeding status	Land seeding issue, installment
DOAAC/E/2022/33133	Scheme installment not received	Land seeding status issue
DOAAC/E/2022/34969	Account Seeding Status	Late application processing
DOAAC/E/2022/34981	PM Kissan installment issue	Land seeding issue
DOAAC/E/2022/35544	PMKSN payment delay	Land seeding issue, non-payme
DOAAC/E/2022/19670	Incorrect Land Seeding	Incorrect land seeding number
CBODT/E/2022/11638	Incorrect seeding entry	Inadvertent seeding of wrong ch
DOAAC/E/2022/37321	Incorrect LAND SEEDING information	Issue with LAND SEEDING field
DOAAC/E/2022/40480	PM Kisan land seeding	Land seeding request not appro
DOAAC/E/2022/22008	Land Seeding Approval	Land seeding not approved
DOAAC/E/2022/28534	Land seeding issue	Land seeding issue, Benefit
DOAAC/E/2022/18730	Verify seeding for installment	Seeding option not verified

X Hide Looping Chart



Headline : Incorrect seeding entry

Grievance

Sir/Madam

Iam drafting this greivence on behalf of my client as ,it is state that we have inadvertently seeded an income tax challan in OLTAs application ,the details of the same are as:

Date
TAN
Name
Amount Type ASSESSMENT YEAR
TYPE OF PAYMENT :

Wrong Entry date 07.02.2022
Wrong Tan AMRN10438B
Name
New india assurance
Amount 26300

To be rectified with dated 07.02.2022 under
Tan no AMRG18898F GANIE GENERAL STORE 26300 NON COMPANY(0021) 2022-23 194Q.
If it is possible please rectify another refund the said amount to the tan no mentioned so that I can

Registration No	CBODT/E/2022/11638
Name	SAMEER AHMAD MALIK
Gender	M
Pin Code	192221
State	IN-JK
Complaint Channel	Electronic
Mode of Transfer	
Dispatch Type	Partially Accepted
Complaint Source	Local/Internet
Redress Code	
Rating	5
Type	Closed
Actions	19
Days	
District	Anantnag
Org Name	
L1 A	CBODT
L1 B	CBODT
L1 C	CBODT
Org Code	CBODT
Last Org	CBODT
Closed By	CBODT
L1 of Closed by	
ms A	
ms B	
ms C	
Closed with action status	
Received Date	2022-04-10T06:22:13.103Z

Movement of a grievance through different departments..

Schemes >> PM-Kisan >> AI-Generated Categories >> Seeding related Issues...!!

show dashboard for...

Org-Hint | Sections | Load | Save | Admin Logout

-Dashboard-

query: x | Recvd Date:20-12-31 - 24-04-02 x

-Results-

Search any..

100

100 Record

Multi-Select

Person

Process

Policy

Preview

Duplicate (0)

Registration No	Headline
DOAAC/E/2022/40297	PM Kisan Land Seeding
DOAAC/E/2023/0001228	Incorrect Land Seeding Status
DOAAC/E/2023/0001351	PMKisan land verification
DOAAC/E/2023/0002473	PMKSY Installment Error
DOAAC/E/2023/0001051	Payment and seeding issue
MINHA/E/2023/0001733	Incomplete Land Seeding
DOAAC/E/2022/19414	Missing land seeding data
DOAAC/E/2022/21134	Incorrect land seeding
DOAAC/E/2022/21149	No land seeding
DOAAC/E/2022/21605	Verify land seeding option
DOAAC/E/2022/22581	Land seeding approval
DOAAC/E/2022/22745	Installment credit, land seeding
DOAAC/E/2022/27955	Land Seeding Verification
DOAAC/E/2022/27590	Land Seeding Pending
DOAAC/E/2022/32111	Land seeding not found
DOAAC/E/2022/32203	Incomplete Seeding Status
DOAAC/E/2022/32549	Non-receipt, seeding issue
DOAAC/E/2022/33191	PM-KISAN benefit issue
DOAAC/E/2022/32836	PM Kisan Payment Delay
DOAAC/E/2022/32666	Incomplete land seeding status
DOAAC/E/2022/33133	Scheme installment not receive
DOAAC/E/2022/34969	Account Seeding Status
DOAAC/E/2022/34981	PM Kissan installment issue
DOAAC/E/2022/35544	PMKSN payment delay
DOAAC/E/2022/19670	Incorrect Land Seeding
CBODT/E/2022/11638	Incorrect seeding entry
DOAAC/E/2022/37321	Incorrect LAND SEEDING inform
DOAAC/E/2022/40480	PM Kisan land seeding
DOAAC/E/2022/22008	Land Seeding Approval
DOAAC/E/2022/28534	Land seeding issue
DOAAC/E/2022/18730	Verify seeding for installment

-Organisations-

-Flow Analysis-

Org-Hint (movable..)

CBODT	L1(M)	99999	Central Board Of Direct Taxes (income Ta...
Joint Director Of Incom...		Sh. Ramesh Chand	9013852180

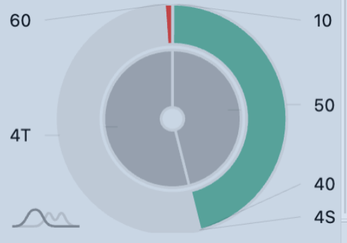
CBODT, Central Board Of Direct Taxes (income Tax)

Days	1	2	5	10	15	30	45	60	90	180	10000
%	2%	1%	3%	7%	7%	18%	12%	9%	12%	16%	8%

	Ministry	GRO	Tree
Rating Score	2.4	2.4	
Rxed	115040	115271	
Pending G Num	11528	1608	
Pending G Per	10.02	1.39	
Closed Number	87189	89067	
Closed Per	75.79	77.27	
Appeals Num	13997	13664	
Appeals Per	16.05	15.34	
Avg Delay In Closing	62.3	69.5	
Large ocations	48.06	47.97	
Disposed Time	87189	89067	
Disposed Past 3 Months	23983	26032	
Disposed Past 6 Months	29619	35332	
Avg Leaf Iterations	1.3	1.3	
Bulk Closed Per	1.87	1.88	
Movement Delays Per	93	93	
Avg Delay By Closer	3.3	3.4	
Close Score	391.8	371.1	

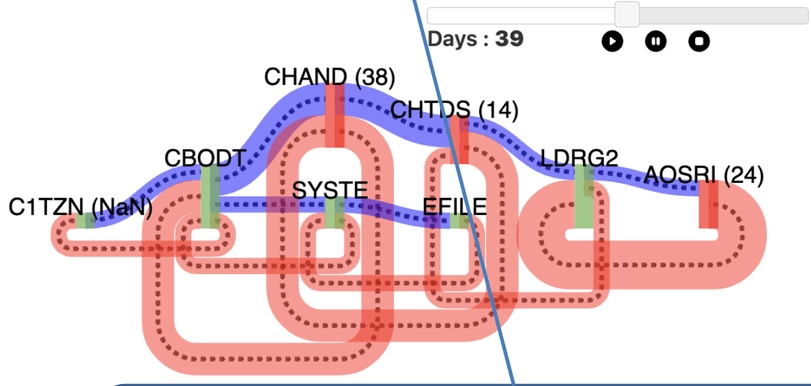
Org Code	CBODT
Org Name	Central Board of Direct Taxes (Income Tax)
Levels	1
Mini./State/Dept.	M
Tree Size	
L1	CBODT

50	Case Disposed Of	70680
10	No Action Required	103
4S	Case Disposed Locally	449
40	Examined At Our Level	77
4T	Sent to Subordinate Org	80589
60	Not Pertaining To This Org	1709
6T	Redirected To Other Org	
TR	Transfer To Other Org	
20	Case Transferred By Nodal	



Looping Iterations

ID	CBODT/E/2022/11638
Org All	CHAND, CHTDS, LDRG2, AOSRI, CBODT, SYSTE, EFILE
Movements	C1TZN, CHAND, CHTDS, LDRG2, CBODT, AOSRI, AOSRI, LDRG2, AOSRI, CHAND, SYSTE, CBODT, CHTDS, EFILE, SYSTE, CBODT, CHAND, CHTDS, CHAND, CBODT, C1TZN,
Delays	0, 0, 0, 0, 24, 0, 0, 0, 38, 0, 0, 14, 2, 2, 0, 0, 3, 1, 0, ,
Actions	19
Last Code	CASE DISPOSED OF



Can hover to Explore grievance movement through different departments and where it took longer...

...and side-by-side see the overall performance of those departments...

AI/ML journey of DARPG

127th Parliamentary Standing Committee:

"The Committee recommends the Department to use Artificial Intelligence to develop a mechanism in which grievance can be lodged through voice recording which will help the people who are unable to file grievances using CPGRAMS portal. (3.10)"

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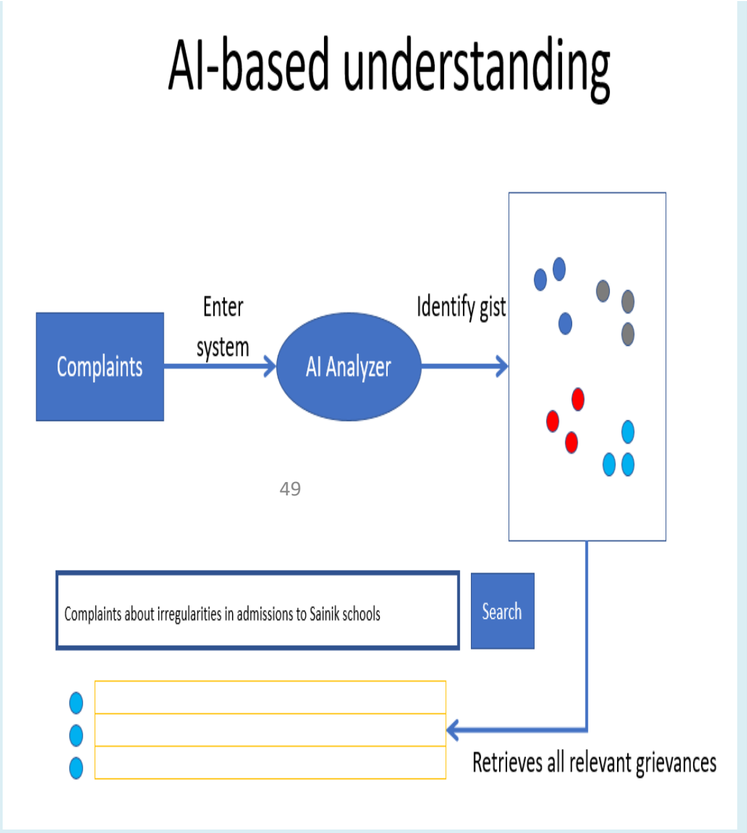
- **MoU with IIT Kanpur- December, 2021**
- **Adoption of Tree Dashboard, IGMS 1.0- August, 2022**
- **Adoption of IGMS 2.0 - August, 2023**
- **Adoption of CPGRAMS App - November, 2023**
- **Launch of CPGRAMS Chat bot - April , 2024**
- **Launch of CPGRAMS Smart App - July, 2024**

CPGRAMS + AI/ML =

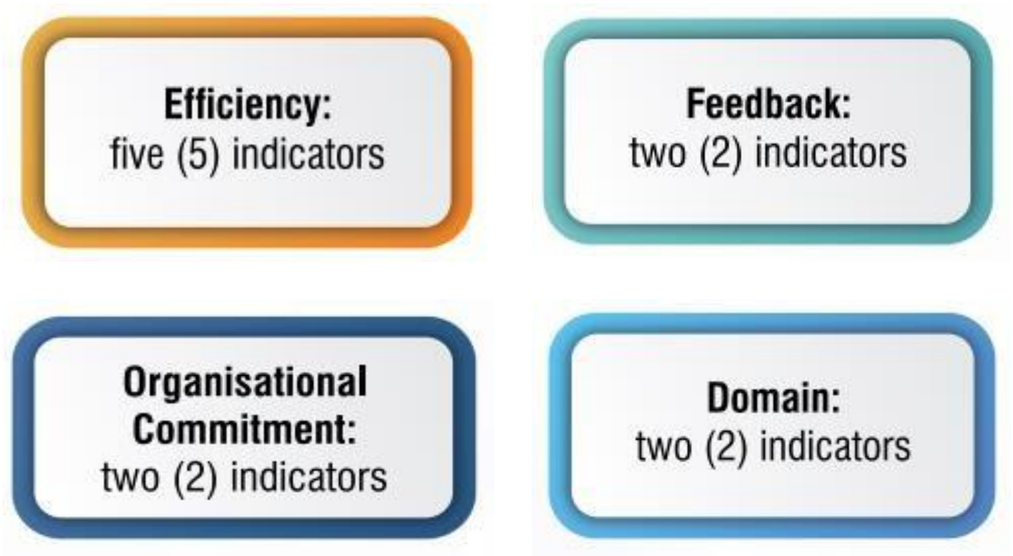


LANGUAGE TRANSLATION

AI based **BHASHINI** platform has now been seamlessly integrated with the CPGRAMS Portal

GRIEVANCE REDRESSAL ASSESSMENT & INDEX - CENTRAL

DARPG introduced a new and comprehensive **Grievance Redressal Assessment & Index (GRAI)** from May 2023 onwards with 4 dimensions and 11 indicators. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement. It presents a comparative assessment with other Ministries/Departments.



- The data used in preparing the GRAI is taken on a **monthly basis**
- The Ministries/Departments have been **categorised into two groups**, based on the number of grievances received during the period in consideration, to enable a fair comparison
- On monthly basis, GRAI is being published for Central Ministries/Departments in the **CPGRAMS Monthly Reports**

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A VISUAL DESCRIPTION OF TOP 10 MINISTRIES IN SEPTEMBER 2023

#	Name of Ministry/Department	% of Grievances Resolution within Timeline	% Growth in Grievance Registration	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Grievances with Excellent & Very Good Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Ministry of Labour and Employment	71.33	-4.44	89.45	76.32	9.00	0.09	25.99	34.25	75.76	27.17	11.65	24.32
2	Department of Financial Services (Banking Division)	54.02	-2.91	54.18	57.45	18.00	0.03	25.00	27.80	63.84	14.34	4.41	10.10
3	Department of Agriculture and Farmers Welfare	75.27	-15.36	27.03	75.00	5.00	0.00	0.26	24.66	100.00	0.06	99.98	15.18
4	Ministry of Railways (Railway Board)	55.60	-6.72	59.75	44.59	13.00	0.13	28.79	23.94	72.50	4.27	2.41	25.42
5	Central Board of Direct Taxes (Income Tax)	16.32	-10.54	26.97	42.86	62.00	0.03	21.04	35.15	85.90	21.30	0.52	10.84
6	Department of Posts	66.73	-4.65	65.75	61.42	11.00	0.00	28.00	34.39	83.33	23.29	3.89	35.87
7	Ministry of Home Affairs	71.97	-11.07	47.48	76.92	10.00	0.31	10.34	27.64	93.06	3.08	6.76	23.35
8	Department of Telecommunications	83.35	-7.41	87.40	84.40	6.00	0.00	34.95	22.48	93.10	7.76	2.30	12.92
9	Department of Ex Servicemen Welfare	35.83	-2.68	54.05	50.00	23.00	0.22	14.94	40.96	16.67	3.75	2.63	9.02
10	Department of Health & Family Welfare	46.46	-3.38	22.86	46.43	23.00	0.22	15.24	21.45	72.73	18.63	3.46	12.56

A VISUAL DESCRIPTION OF TOP 10 MINISTRIES IN FEBRUARY 2024

#	M/D	% of Grievances Resolution within Timeline	% of Appeals Redressed	% of Resolution of Corruption Grievances	Average Disposal Time	% Pendency with GROs	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Disposal of Complaints Labelled as "Urgent"	Adequacy of Categorisation	Ratio of GROs vis-à-vis Grievances	% of Active GROs
1	Department of Rural Development	12.11	25.35	38.89	19.00	0.00	5.52	74.10	50.00	0.01	2.99	2.40
2	Ministry of Labour and Employment	75.86	86.52	69.23	8.00	0.12	22.95	51.81	59.57	24.98	16.98	66.00
3	Department of Financial Services (Banking Division)	50.00	70.20	56.03	20.00	0.09	22.28	44.60	62.07	12.82	12.06	54.79
4	Ministry of Housing and Urban Affairs	48.38	46.66	61.70	7.00	0.00	6.73	32.00	53.85	0.08	7.30	24.47
5	Department of Agriculture and Farmers Welfare	83.23	33.80	60.00	5.00	0.00	0.32	52.68	83.33	0.10	91.11	43.43
6	Central Board of Direct Taxes (Income Tax)	17.46	27.37	63.16	63.00	0.05	14.19	56.51	85.87	14.04	1.52	84.40
7	Ministry of Railways (Railway Board)	60.95	62.40	53.89	14.00	0.05	24.99	40.13	85.29	4.12	2.62	43.26
8	Department of Posts	80.14	75.11	77.95	8.00	0.00	14.96	52.91	100.00	32.88	5.22	74.97
9	Ministry of Home Affairs	73.29	46.98	63.95	8.00	0.17	7.07	39.46	89.35	3.22	8.62	56.25
10	Department of Ex Servicemen Welfare	40.85	97.63	64.29	32.00	0.00	18.04	50.69	90.00	3.22	3.54	15.68

FEEDBACK CALL CENTRE

- DARPG in association with **Bharat Sanchar Nigam Limited (BSNL)** launched Feedback Call Centre in the month of July, 2022
- The establishment of the Feedback Call Centre aimed to **promote accountability and improve the quality of resolving grievances**
- Citizens provide direct feedback to the Call Centre, shedding light on the effectiveness of resolutions by Ministries/Departments and States/UTs in addressing their grievances
- The Call Centre operates in **4 cities: Noida, Vadodara, Zahirabad, and Marthandam**
- Feedback calls are conducted in **12 distinct languages**: English, Hindi, Gujarati, Marathi, Bengali, Telugu, Assamese, Odia, Tamil, Malayalam, Kannada, and Punjabi
- Citizens are provided with the choice to indicate their satisfaction level as either Satisfied, Partially Satisfied, or Not Satisfied with the resolution

Total Feedback Collected

13,40,947

Citizen Expressing Satisfaction

4,96,604

Excellent & Very Good Collected

3,34,844

Timeline: July 2022 to March 2024

ONE NATION ONE PORTAL – CENTRAL MINISTRIES/DEPARTMENTS

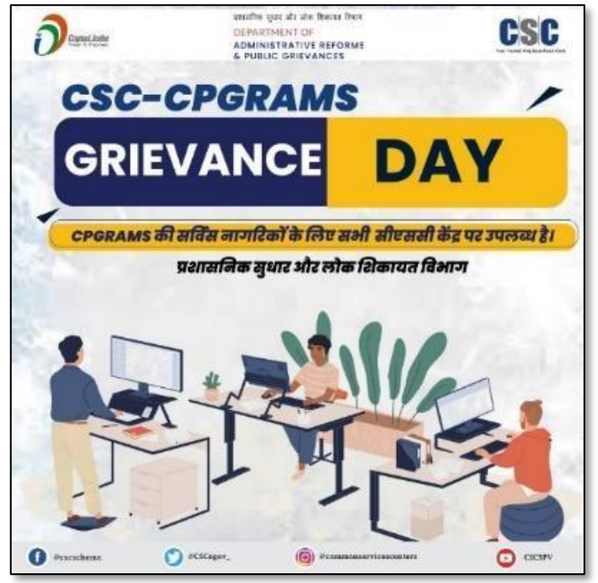
ONE NATION ONE PORTAL – STATES/UTs

Leveraging the network of Common Service Centres (CSCs) for rural outreach

- CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than **5 lakh CSCs**, associating with **2.5 lakh Village Level Entrepreneurs (VLEs)**.
- Common Service Centers has started organizing **CSC-CPGRAMS Grievance Day** on the 20th of every month from October, 2023.

CPGRAMS Stall at Civil Services Day 2023

CPGRAMS Stall at GPAI Summit 2023

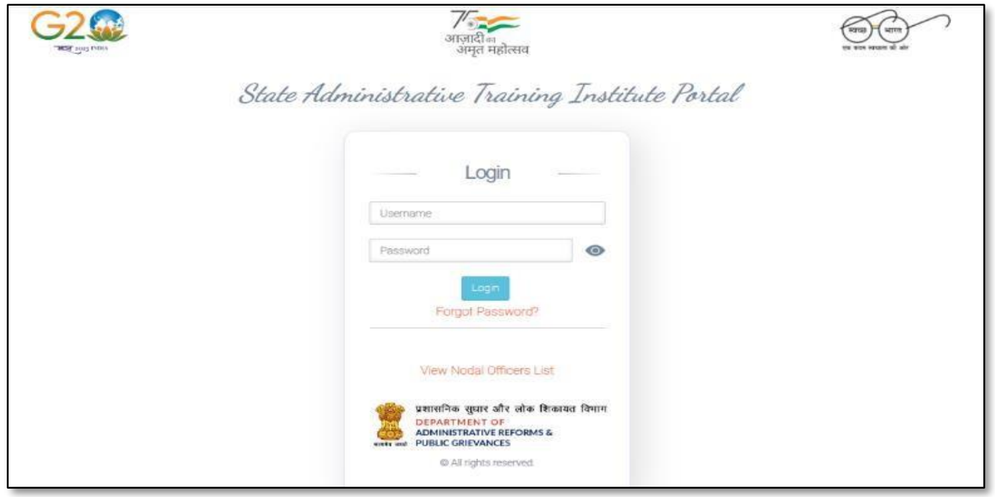


TRAINING AND CAPACITY BUILDING

- The Sevottam Scheme envisages capacity building of officers for improving service delivery and redressal of public grievances.
- Under the scheme, DARPG releases funds to State ATIs/CTIs for setting up a Sevottam Training Cell in the ATI.
- The **National Seminar on Sevottam** for Effective Redressal of Public Grievances was held at YASHADA, Pune on 23rd May 2023.z

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8496
2	2023-24	265	8401

Data as on 31st March, 2024



Link: https://ati.darpg.in.net/login/

SUCCESS STORY 1

Grievance Number: DEABD/E/2023/0076794

Complaint Name: Pappu Kumar Singh

Complaint Lodge Date: 08th November 2023

Complaint Closed Date: 08th February 2024

Total Time Taken for Resolution: 92 Days

Complaint Closed by: Reserve Bank of India

Mr. Singh deposited ₹1,90,000 into Mahindra Finance's account with the hope of purchasing a tractor. However, his money remained untouched for nearly four years, despite his persistent inquiries. A grievance led to an investigation, revealing the truth. Mr. Singh's deposit was refunded, and he received ₹85,000 in compensation for the hardships endured.

SUCCESS STORY 2

Grievance Number: MINIT/E/2023/0003486

Complaint Name: Akshay Kumar

Complaint Lodge Date: 16th August 2023

Complaint Closed Date: 30th August 2023

Total Time Taken for Resolution: 14 Days

Complaint Closed by: Unique Identification Authority of India

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Mr. Kumar, intending to update his Aadhar details, encountered an unethical practice at the enrolment center where he was charged double the standard fee without a receipt. Undeterred, he filed a grievance, leading to an investigation. Evidence revealed a pattern of overcharging, resulting in the operator's dismissal and a penalty imposed on the registrar, Yes Bank, emphasizing zero tolerance for such malpractices.

SUCCESS STORY 3

Grievance Number: MPANG/E/2024/0001645

Complaint Name: Rabiul Islam

Complaint Lodge Date: 09th February 2024

Complaint Closed Date: 06th March 2024

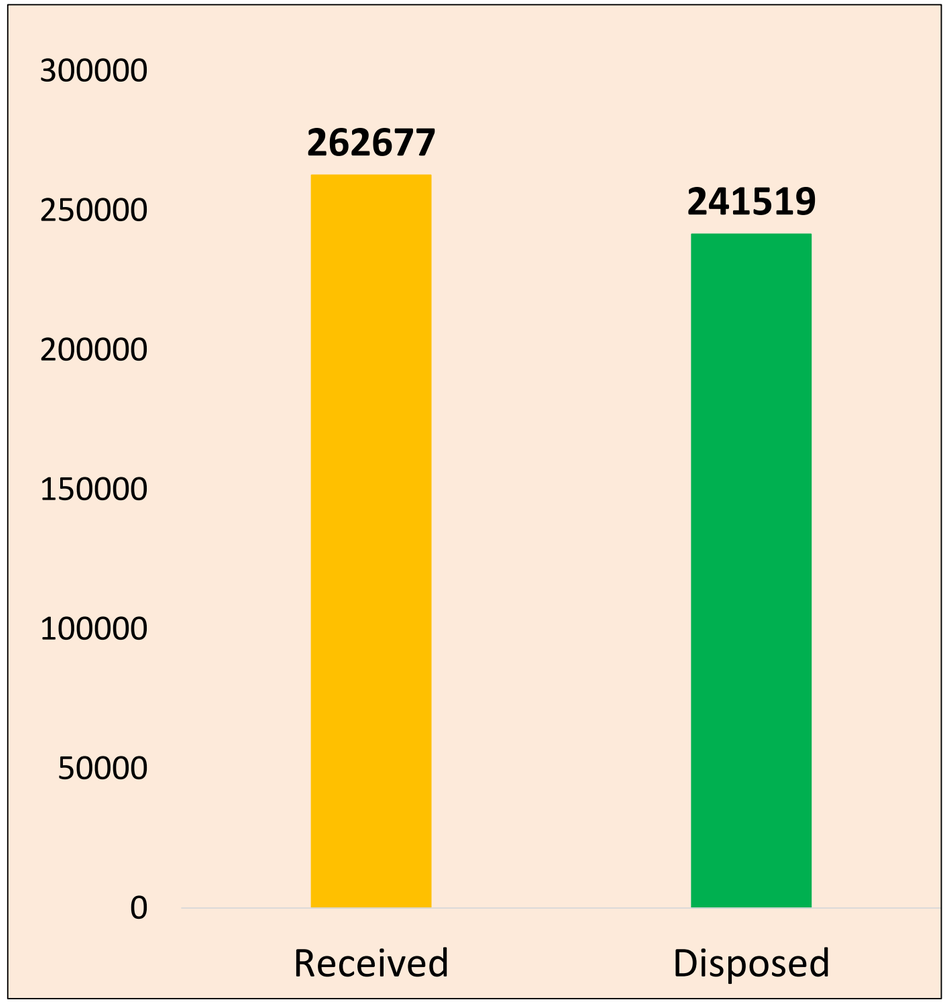
Total Time Taken for Resolution: 26 Days

Complaint Closed by: Ministry of Petroleum and Gas

After the passing of Mr. Rabiul Islam's father, who had an LPG connection with Indian Oil Corporation Limited (IOCL), it was insisted that he surrender the old connection and take a new connection with a composite cylinder. Mr. Islam approached the agency by filing a CPGRAMS, advocating for the transfer of the active connection from his late father's name to his own. A thorough investigation was initiated by MoPNG after the filing of the CPGRAMS. Mr. Islam's request was granted and the connection's name was successfully changed.

BEST PRACTICES IN GRIEVANCE REDRESSAL IN CPGRAMS - COVID

- A separate category '**COVID-19**' for lodging of public grievances by citizens during COVID
- The stipulated time for redressal of COVID-19 grievances was brought down to **3 days**
- A national Dashboard was launched for exclusive monitoring of COVID-19 public grievances
- Category wise daily reports were sent to Empowered Group



Disposal Rate = ~92%

SWAGAT
State Wide Attention on Grievances By Application of Technology
by
CMO Gujarat

Dr. Narander Kumar Meena, IAS

Collector and District Magistrate,

Devbhumi Dwarka District, Gujarat

Public Grievance Redressal System

https://aaplesarkar.maharashtra.gov.in/

An initiative by Chief Minister's Office, Mantralaya, Mumbai. Supported by Directorate of Information Technology (DIT)

Vision

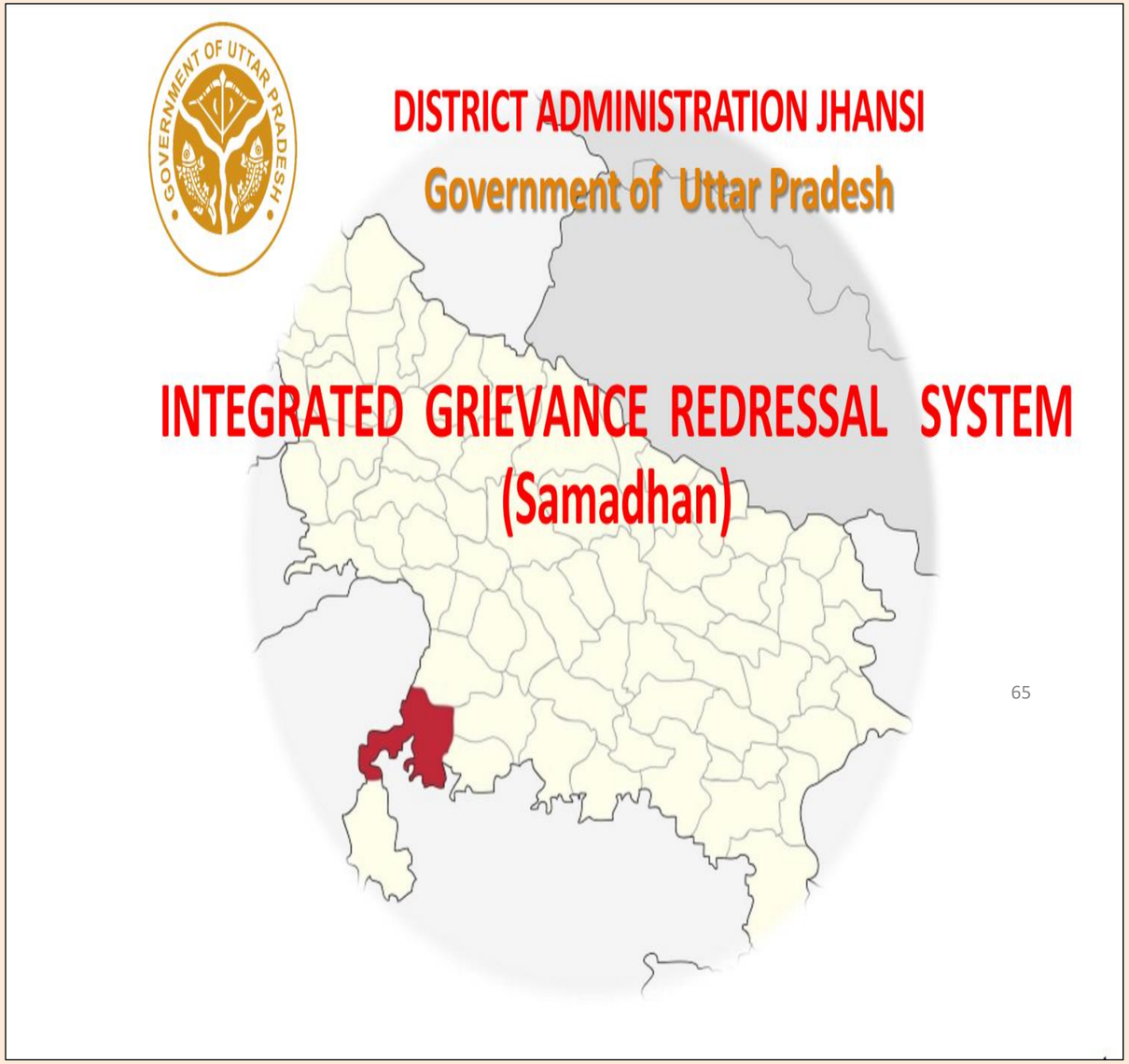
One-stop platform for citizens of Maharashtra to seek redressal of their grievances.

Methodology

- The grievances can be filed under appropriate category (District Administration/ Mantralaya departments).
- Once grievance has been submitted, a tracking number will be generated.
- Citizens can track the status of the grievance with the help of the tracking number.
- The grievance will be addressed by the competent authority within a period of 21 working days

REPLICATING GRIEVANCE PORTALS BEST PRACTICES

REPLICATING GRIEVANCE PORTALS BEST PRACTICES



National E- Service Delivery- NeSDA

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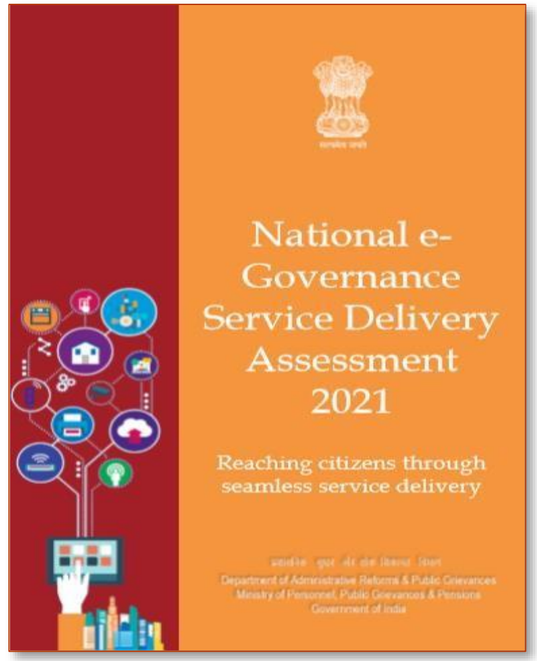
NeSDA | About

National e-Governance Service Delivery Assessment (NeSDA) assesses States/UTs and Central Ministries with regard to their delivery of e-services as a benchmarking exercise, covering seven sectors over 4 parameters.

Two NeSDA Reports (NeSDA 2019 & 2021) have been released, the third report (NeSDA 2023) is under formulation

To implement the recommendations, NeSDA Way Forward PMU monitor the monthly progress in e-service delivery, across States/UTs. DARPG has built NeSDA Way Forward Dashboard to collate timely data inputs from States/UTs.

NeSDA 2021 | Improvements from NeSDA 2019



1. Increased delivery of e-Services

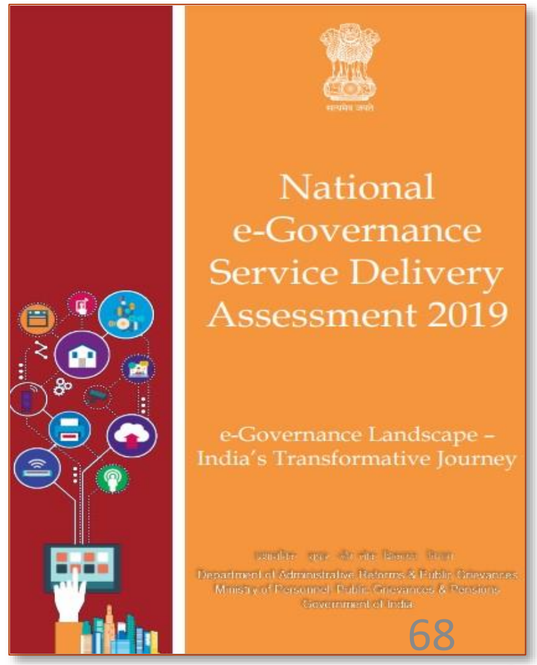
- Over **60% more services evaluated**, from 872 services in 2019 to 1400 services in 2021
- **69%% mandatory e-Services** delivered in 2021 by States/UTs, up from 48% in NeSDA 2019
- **74%** respondents for nation-wide **Citizen Assessment** Survey are Satisfied

2. Rise of Integrated / Centralized Portals

3. Improvement across Parameter Scores

In NeSDA 2021, scores have improved for –

- Parameters for State/UT/Central Ministry **Portals**
- Parameters for State/UT/Central Ministry **Services Portals**
- **Information Security & Privacy** was the most improved aspect across all sectors



NeSDA – Way Forward | Objective

Saturation of e-Services

- Increase in delivery of **total e-Services**
- Provision of all **56 mandatory services**
- **Identification of all G2B and G2C services provided**

Promote faceless and suo-moto entitlement-based delivery of services

- Monitor improvement in the number of services provided facelessly, i.e., without any physical visits, paperwork and human intervention. Provision of e-services to the citizens as per their entitlement, based on their socio-economic status

Rise in use of Unified / Centralized Portals for delivery of e-Services

- **Adoption of integrated service delivery through unified portal** provides multiple benefits including faster rollout of services, consistent interfaces, reduced friction and increased trust

Identification of bottlenecks and Dissemination of Best Practices

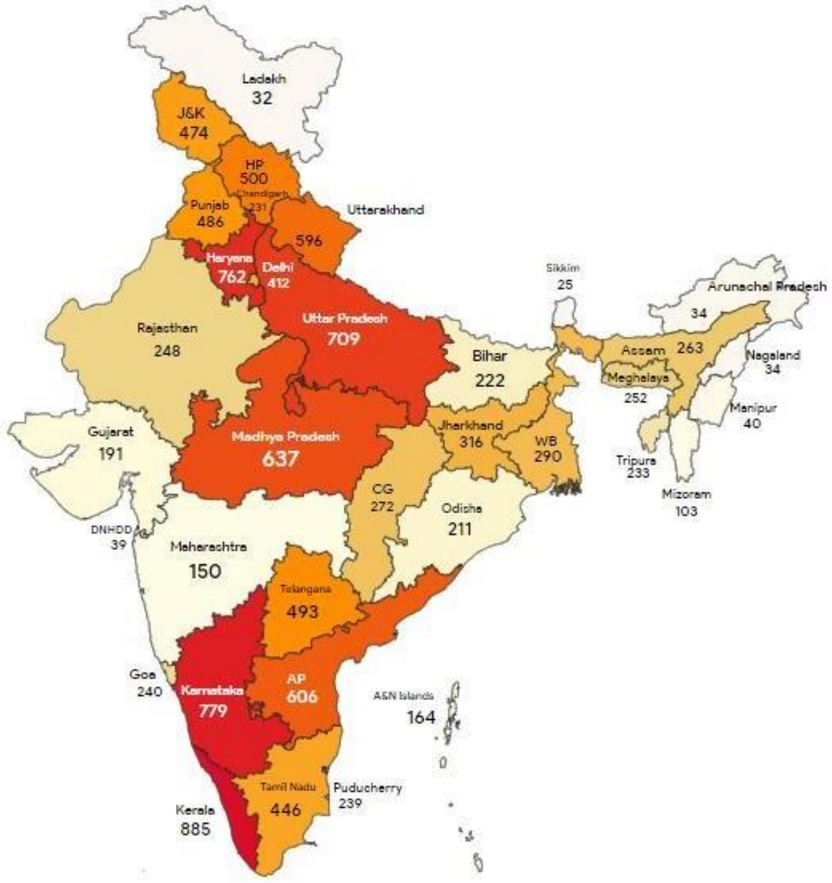
- Recognize the existing knowledge gaps and learn from best practices

NeSDA – Way Forward | Highlights

- **3 Regional Conferences** were organized on e-Governance in Bhopal, Mumbai and Guwahati, respectively
- **16,517 Total e-services** are provided across States/UTs
- **Jammu and Kashmir and Tamil Nadu** provide the highest number of e-Services, across States/UTs
- **76% Mandatory e-services** are available i.e., 1,528 out of 2,016 (56*36 States/UTs), an increase from 69% under NeSDA 2021
- **Jammu and Kashmir, Kerala, Assam and Odisha** provide 100% of their services through their identified Single **Unified Service Delivery Portal** i.e., e-UNNAT, e-Sevanam, Sewa Setu and Odisha One, respectively
- Meetings were held with **RTS Act Chief Commissioners/Appellate Officers** on 06.06.2023 and 09.10.2023, resp., on improving e-service delivery
- A **brainstorming session** was conducted on 04.01.2024 on the theme- Emerging and Future e-Governance Initiatives, and Emerging Technologies
- **Interactive session with Manipur and Jammu & Kashmir** to improve unified services delivery portals and leverage existing digital infrastructure
- **40+ Best practices** in e-service delivery were featured in 11 NeSDA Way Forward monthly reports
- **250+ Tweets, 15 PIBs** were issued by the department on e-Governance and NeSDA Way Forward

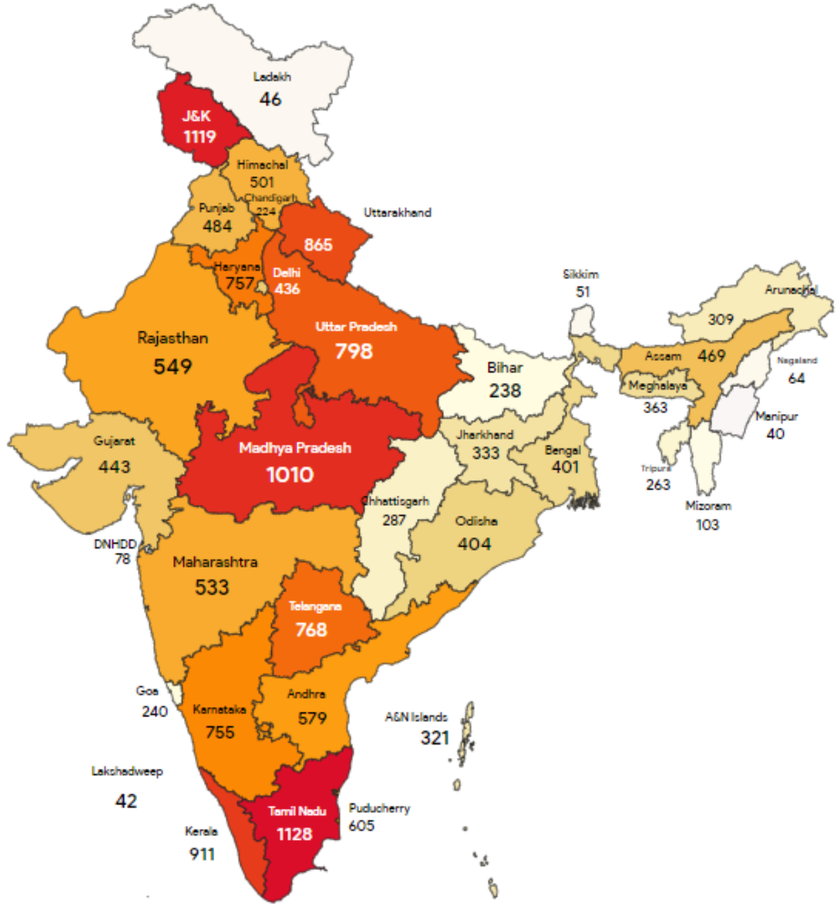
NeSDA – Way Forward | Expanding e-Service Delivery

42% Rise in mapping of Total e-Services on NeSDA Way Forward Dashboard from April'23 – February'24



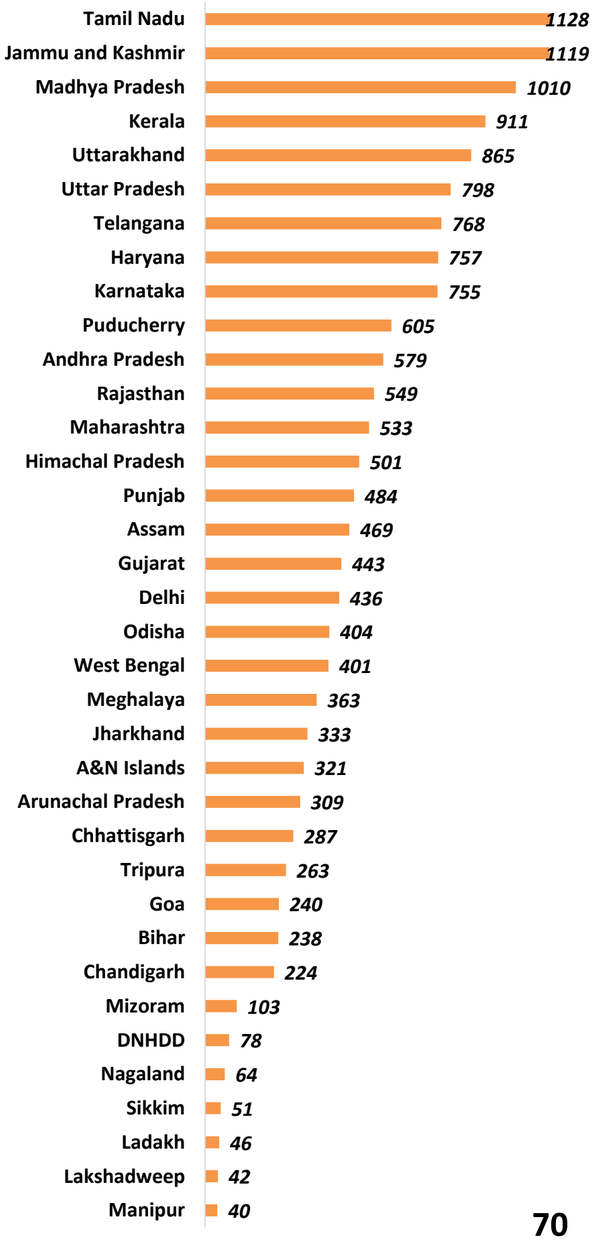
11,614 Total e-Services mapped on

NeSDA Way Forward Dashboard, April 2023



16,517 Total e-Services mapped on

NeSDA Way Forward Dashboard, February 2024

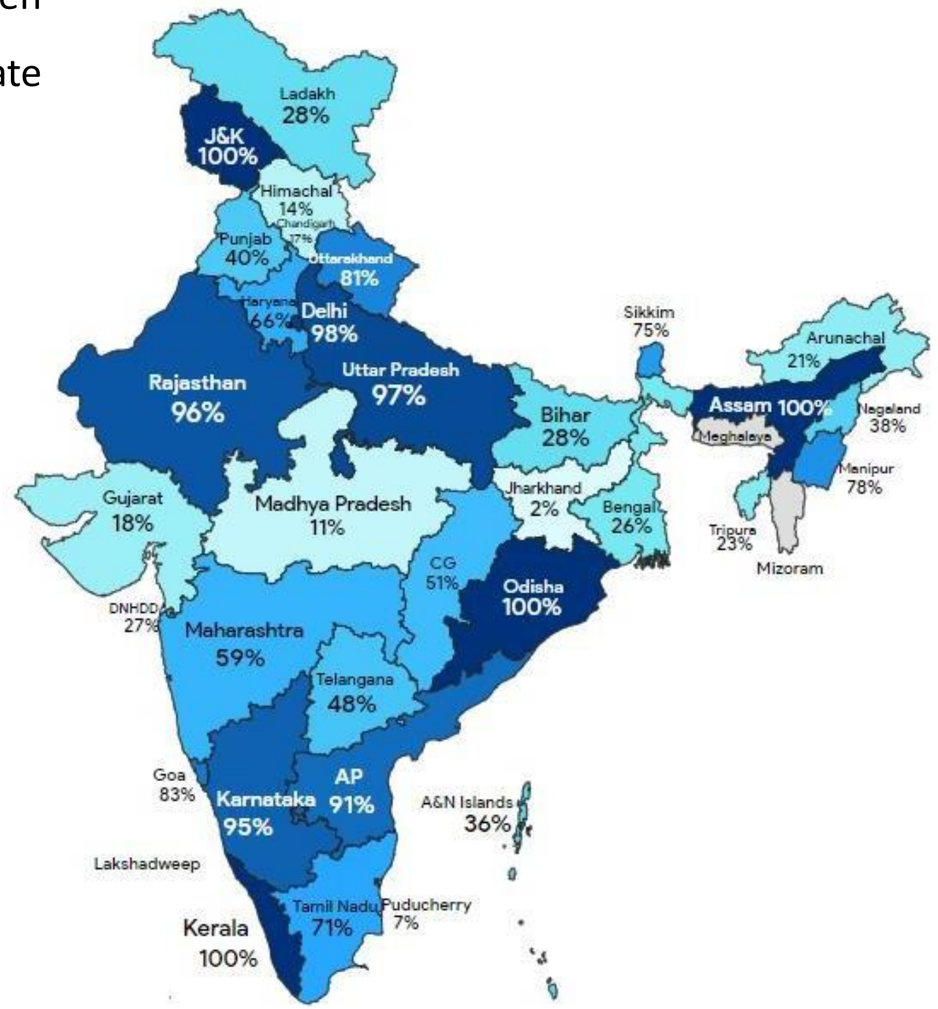


NeSDA – Way Forward | Unified Service Portal

A unified service delivery portal seamlessly integrates services across Departments to provide better governance and service availability. These help ensure that all citizen entitlements are available on the cloud, enhance the ease of doing business, and integrate a number of technologies for development activities.

Top 10 States/UTs with Highest Share (%) of e-Services Available on the Identified Single Unified Service Delivery Portal

#	State/UT	Share (%)	Unified Service Delivery Portal
1	**J&K**	100% (1119)	e-UNNAT
2	**Kerala**	100% (911)	e-Sevanam
3	**Assam**	100% (469)	Sewa Setu
4	**Odisha**	100% (404)	Odisha One
5	**Delhi**	98% (426)	e-District
6	**Uttar Pradesh**	97% (774)	Nivesh Mitra & e-District
7	**Rajasthan**	96% (529)	e-Mitra
8	**Karnataka**	95% (721)	Seva Sindhu
9	**Andhra Pradesh**	91% (524)	AP Seva
10	**Uttarakhand**	84% (724)	Apuni Sarkar



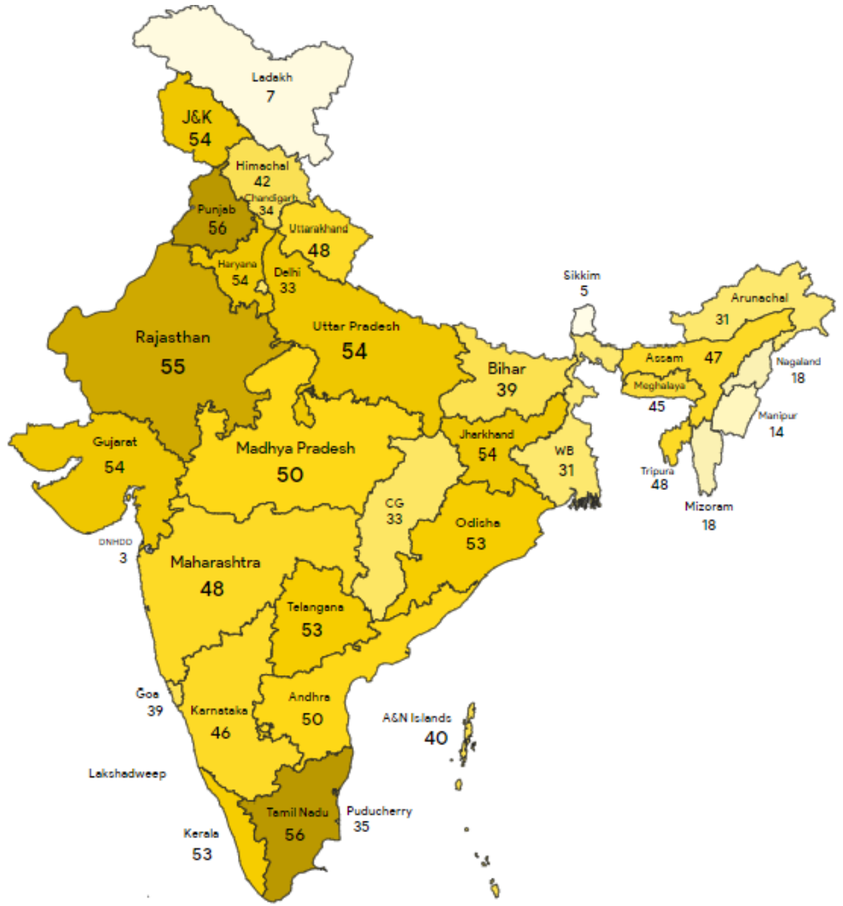
Share (%) of e-Services Available on the Identified Single Unified Service Delivery Portal

NeSDA – Way Forward | Growth in Mandatory e-Services

Rise in Saturation of Mandatory e-Services from 48% in NeSDA 2019 to 69% in NeSDA 2021 to 76% in NeSDA Way Forward, February 2024

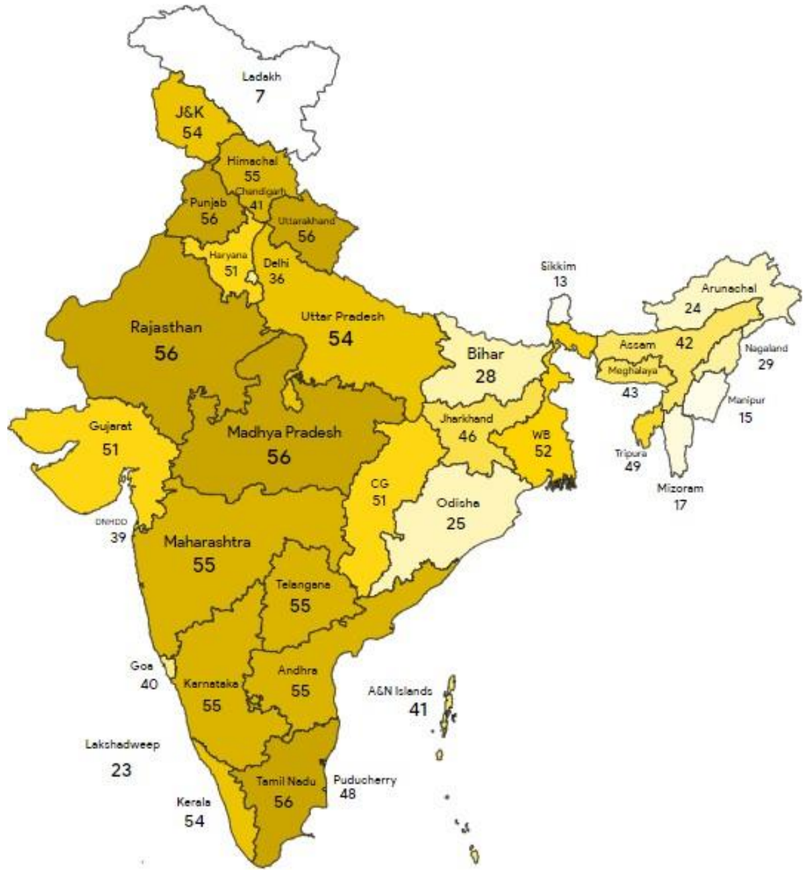
872 Mandatory e-services

48% Saturation in NeSDA 2019



1400 Mandatory e-services

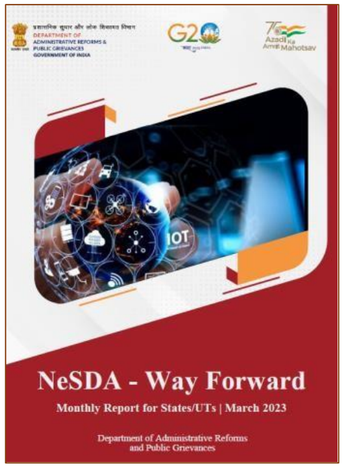
69% Saturation in NeSDA 2021



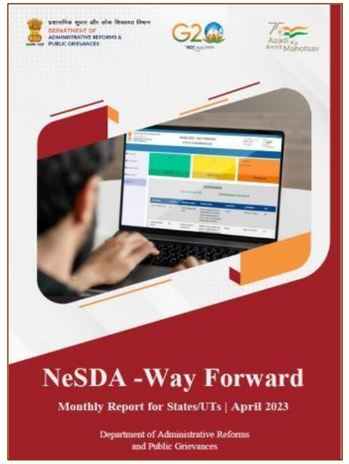
1528 Mandatory e-services

76% Saturation in NeSDA Way Forward, February 2024

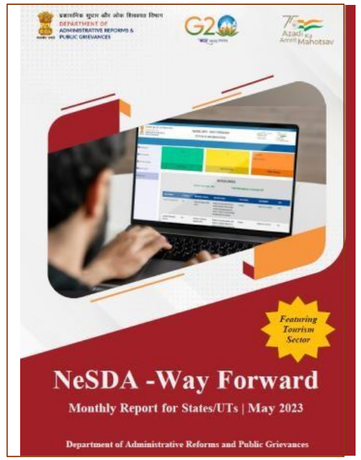
NeSDA – Way Forward | Monthly Reports & Annual Report



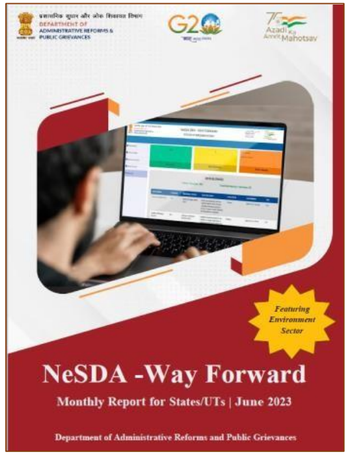
March 2023



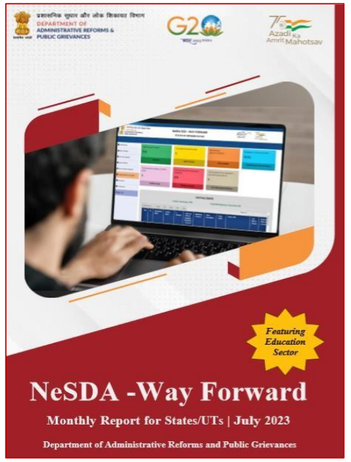
April 2023



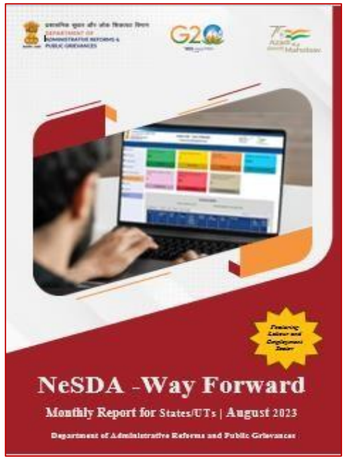
May 2023 – Tourism



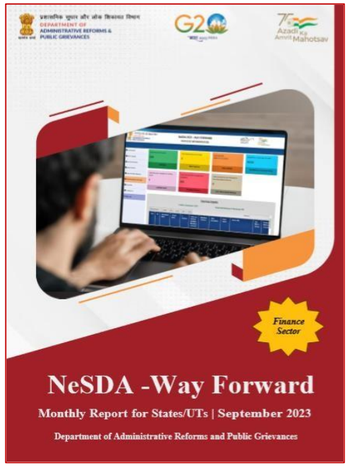
June 2023 - Environment



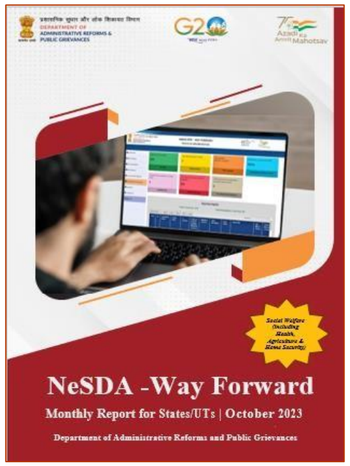
July 2023 - Education



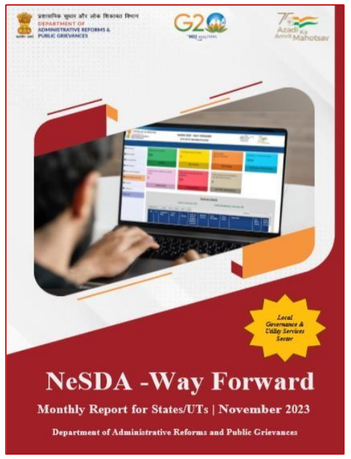
August 2023 – Labour & Employment



September 2023 - Finance

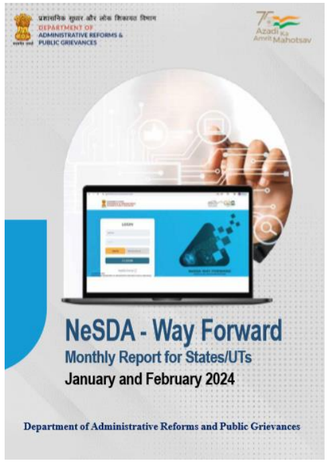


October 2023 – Social Welfare
Ind. Agriculture, Health & Home Security



November 2023 – Local Governance & Utility Services

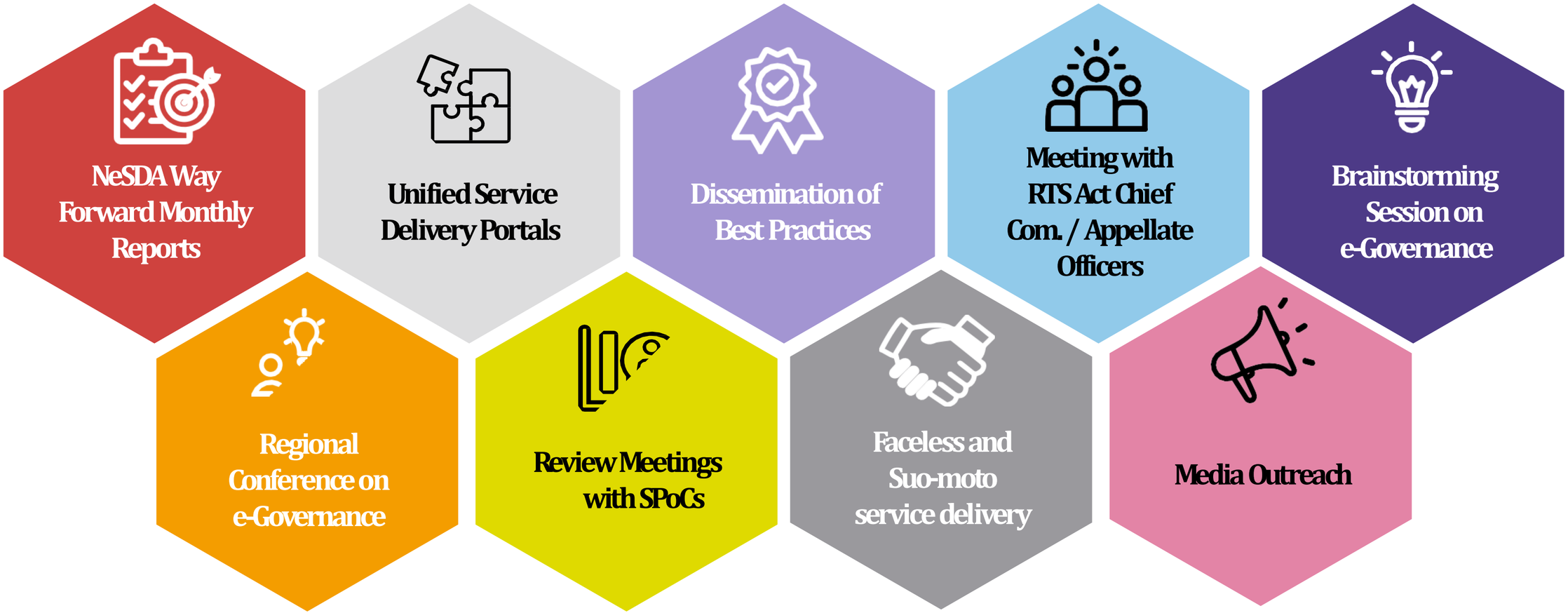
Annual Report 2023



January & February 2024

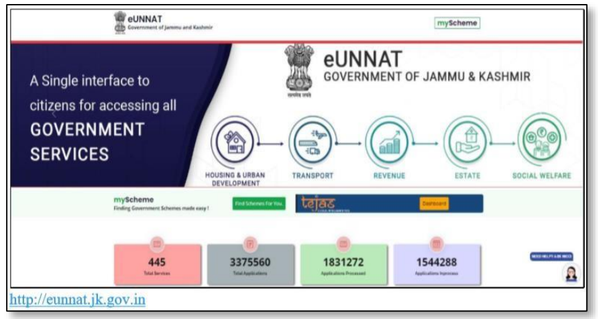
NeSDA – Way Forward | Multi-Pronged Approach

Enhancing e-Service Delivery



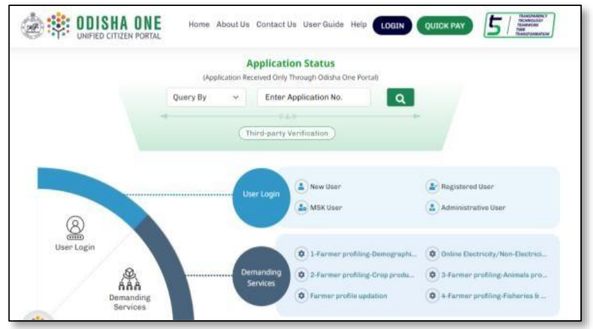
NeSDA – Way Forward | Best Practice

eUNNAT (Jammu & Kashmir)



Nivesh Mitra (Uttar Pradesh)

Odisha One (Odisha)



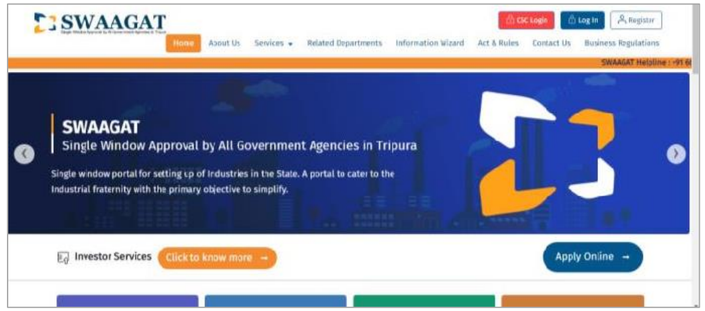
MeeSeva (Telangana)

Antyodaya Saral (Haryana)

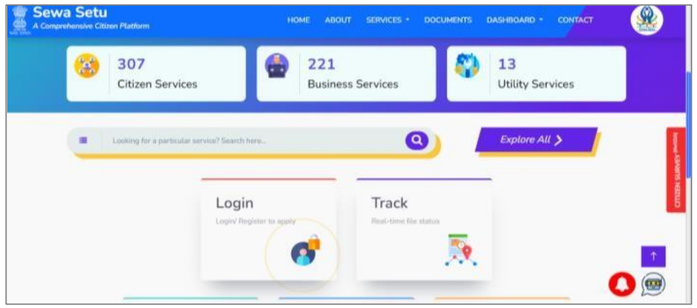
Connect Punjab (Punjab)

Seva Sindhu (Karnataka)

SWAAGAT (Tripura)



Sewa Setu (Assam)



NeSDA – Way Forward | Best Practice

AP Seva (Andhra Pradesh)

https://vswsonline.ap.gov.in/

eProposal System (Meghalaya)

https://eproposals.megplanning.gov.in/login

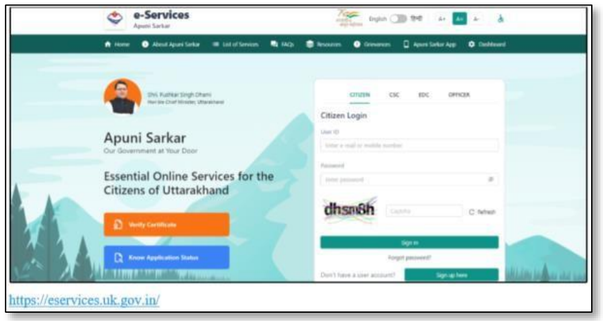
Bihar eLokSeva (Bihar)

https://serviceonline.bihar.gov.in/

Unified Data Hub (Puducherry)

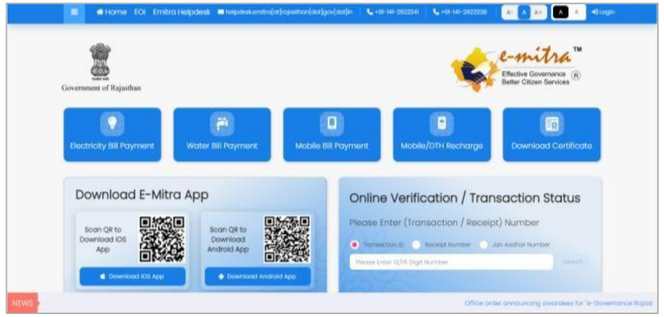
https://udh.py.gov.in/

Apuni Sarkar (Uttarakhand)



https://eservices.uk.gov.in/

e-Mitra (Rajasthan)

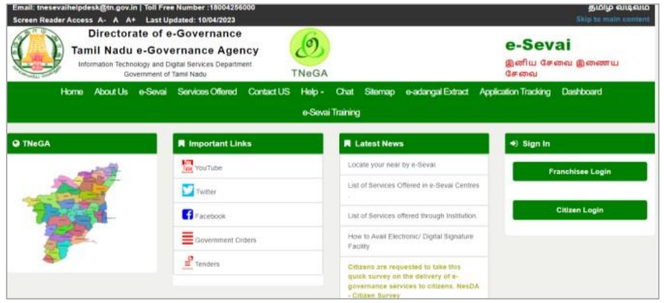


eSevanam (Kerala)

Goa Online (Goa)

www.Goaonline.gov.in

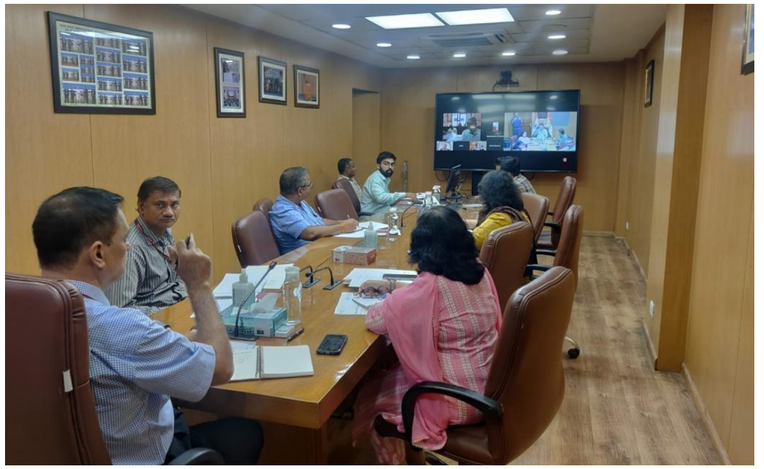
e-Sevai (Tamil Nadu)



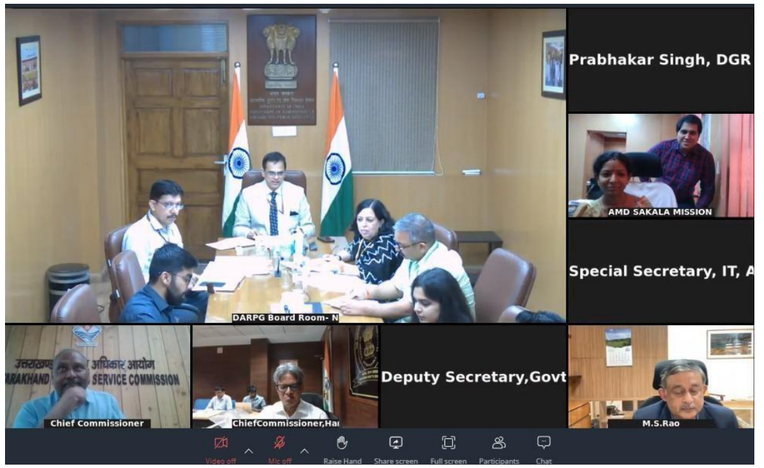
NeSDA – Way Forward | Right to Service (RTS) Commission

The DARPG has embarked on a collaborative initiative with the Chief Commissioners and Appellate Officers of the Right to Service (RTS) Act across various States/UTs. The department held two virtual meetings on 16.06.2023 and 09.10.2023, respectively.

This collaboration aims to leverage the RTS framework and enhance e-service delivery nationwide in line with the NeSDA Way Forward.



Meeting with Chief Commissioners of the RTS Act in States/UTs on 16.06.2023



Meeting with Chief Commissioners & Appellate officers of the RTS Act in States/UTs on 09.10.2023

Status of RTS Act across States/UTs

7	States/ UTs with established RTS Commission
23	States/UTs with enacted RTS Act without any Established RTS Commission
6	States/UTs with no RTS Act or any Established RTS Commission

NeSDA – Way Forward | Brainstorming Session

The DARPG conducted a **brainstorming session** on the theme- Emerging and Future e-Governance Initiatives, e-Commerce Initiatives, and Emerging Technologies on 04.01.2024 at CSoI, New Delhi.

15 domain experts and distinguished representatives from leading organizations, including PwC, QCI, Primus Partners, KPMG, Deloitte and EY attended the session along with the DARPG officials.

Govt Seeks Ideas to Push AI-Driven eGovernance

Experts suggest AI solutions in areas like crop disease diagnosis, face authentication etc

Anubhuti Vishnoi

New Delhi: As the government looks to scale up AI-backed face authentication across its offices and deepen penetration of e-services delivery to citizens, it is closely looking at how AI can be deployed in future models of e-governance with experts proposing a range of solutions from diagnosis of cataracts to crop diseases besides an Aadhar 2.0 and treating the family as a governance unit.

The Department of Administrative Reforms and Public Grievances (DARPG) recently brainstormed with nearly 15 domain experts from EY to PwC to stay in step with sweeping technology shifts and plan future public service delivery models using AI.

PWC, for instance, has submitted the case of rising cataracts in the country and how diagnosis can be timely, simplified and made cost effective through a smartphone app that can be used for both self-diagnosis and by volunteers on a door-to-door basis.

For farmers, a similar 'automated grain quality assessment' is recommended to speed up procurement besides using an AI-powered app to identify crop pests and diseases, and offer personalised farming advice based on climatic conditions, available subsidies, better farming practices and demand-supply trajectory.

PwC has also advocated a generative AI-based WhatsApp conversational assist service for citizen engagement, given India's WhatsApp user base of 487.5 million. KPMG has pitched using generative AI to ensure personalised attention in local languages to students based on previous academic records and test scores to address learning gaps, failure rates and access to accurate learning material.

Similarly, the use of AI for real time monitoring of road construction, sewage and utility mapping as well as vehicle violation detection are cited as potential areas of application. The experts have also suggested augmented reality-based guided tours to boost the potential of India's tourist places. Deloitte, meanwhile, has strongly pitched using genAI to make automated drawing up of Request for Proposals (RFPs), contracts, statement of work, legislations as well as summarising governmental or policy documents for citizens.

It also says that AI can help check bias in feedback on policy making and if only a particular section/sections are amplifying a viewpoint to influence policy decisions. A 'Virtual Public Servant' has been mooted as well-for a personalised citizen engagement in a natural language and by culling information from myriads of government sources across departments.

"The idea was basically that the government stays updated on technology advancement. We may not always have that expertise in house, hence the need to consult domain experts especially given the demand and need to scale up. For instance, just in the last eight months, over 6,000 exercises have been brought in. We need to saturate this space. Hence the need for face authentication for service delivery, Chat Gpt and e services- issues discussed with experts," said V. Srinivas, secretary, DARPG.

anubhuti.vishnoi@timesgroup.com

New Horizon

Administrative reforms dept brainstormed with 15 domain experts from EY to PwC recently

PWC - Submitted the case of rising cataracts and how diagnosis can be done through an app

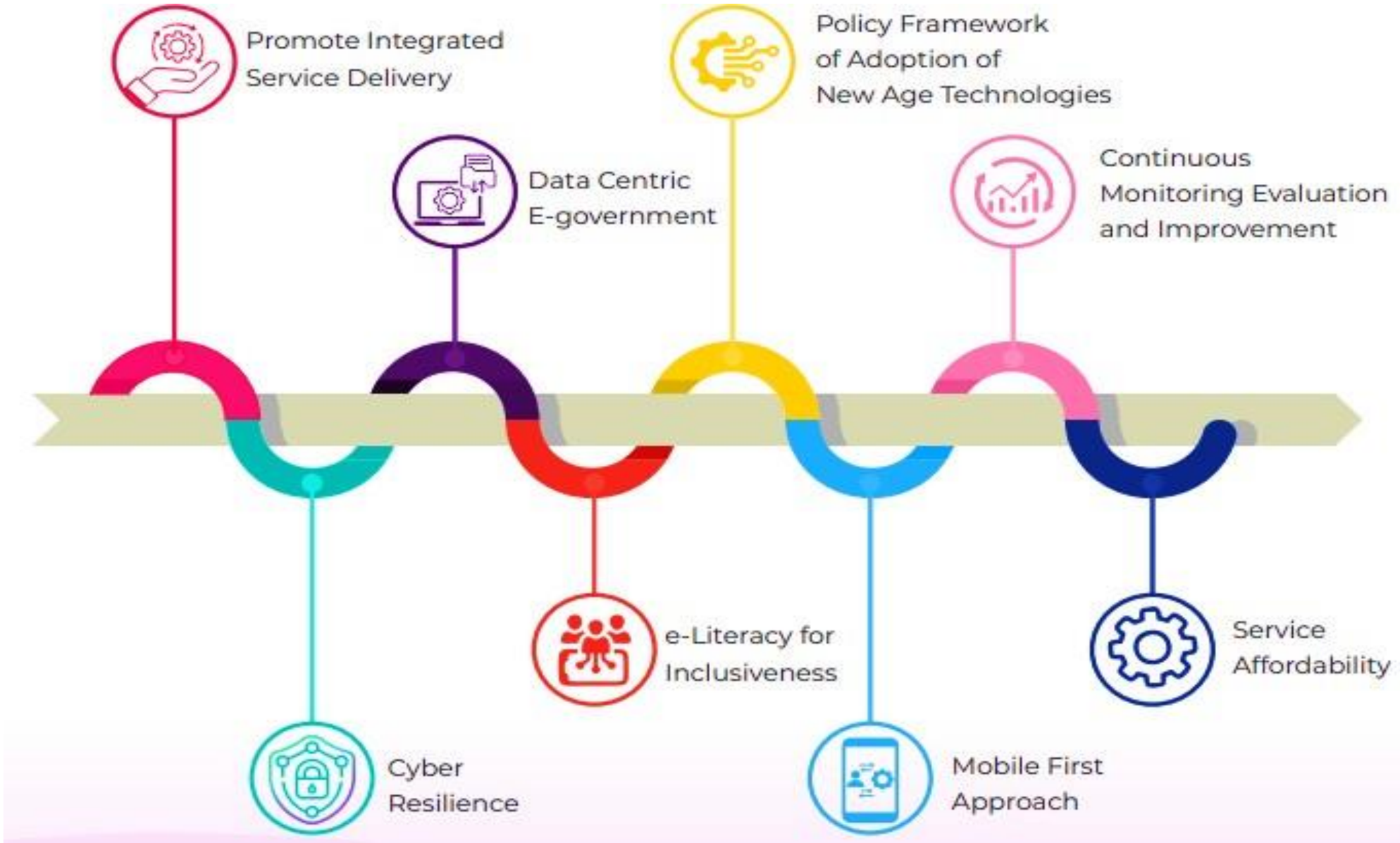
KPMG - Pitched an idea to ensure personalised attention in local languages to students using genAI

YOGESH

The roadmap forward, following the day long deliberations envisaged :

1. Promotion of Universalized face 3 Authentication processes for simplification of service delivery
2. Incorporation of Bhashini, service plus, etc. in e-governance initiatives
3. Immense potential of increasing the Mandatory e-Services to over 160
4. Focus on e-Office analytics and cyber-security measures
5. Enhanced Usage of AI in grievance redressal
6. Reaching to families, as a unit, through use of technology
7. Push towards e-commerce initiatives
8. Strong media outreach to disseminate best practices
9. Collaboration with State/UT Government
10. Need for Hackathons to further learn and disseminate the Gen AI good practices.

NeSDA – Way Forward | Roadmap Ahead



Secretariat Reforms – e-office

e-OFFICE : DIGITAL TRANSFORMATION OF GOVERNANCE – FEATURES

Enhances Efficiency, Transparency, & Accountability

Based on Central Secretariat Manual of eOffice Procedure (CSMeOP)

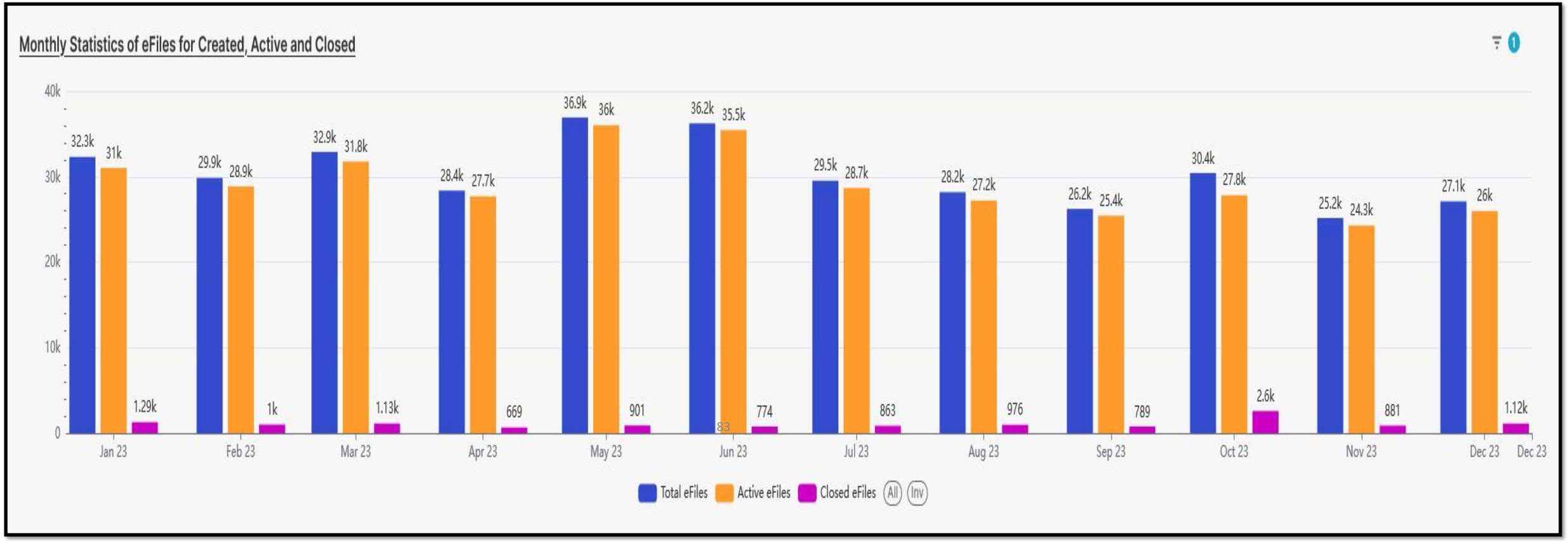
Built on Open Source Software Stack

Fast Tracking Government Decision Making

Generic Design : Single Product for Government at all levels

Promotes less paper office with greater collaboration and knowledge sharing

e-OFFICE : ANALYTICS DASHBOARD



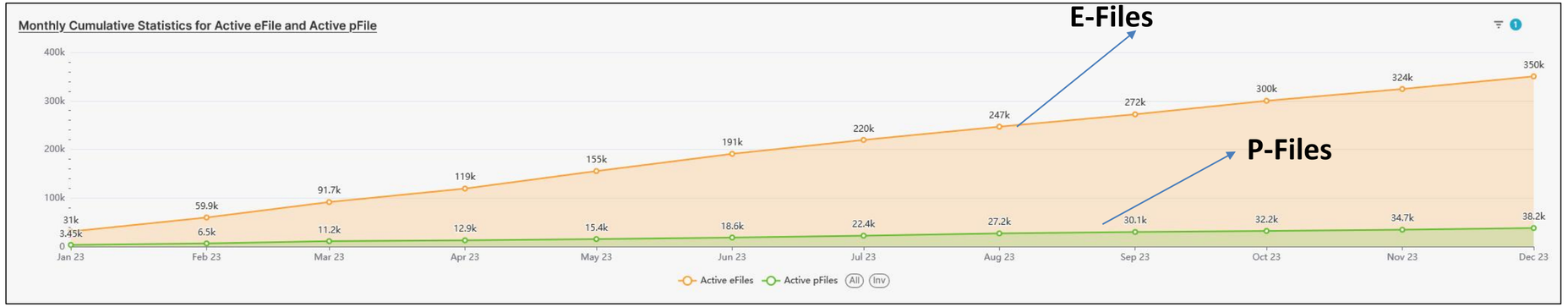
A Dashboard Monitoring nearly 3.8 Million Active files

BENEFITS OF e-OFFICE - ANALYTICS DASHBOARD

- Providing Real Time metrics to facilitate in-depth data analysis & strengthen Decision Making
- Decision making made user friendly, through Visualization of Data and Trends
- Identifying bottlenecks and creating scope for improvement
- Data Analysis to further streamline & strengthen e-Office
- Enable comprehensive implementation of IEDM

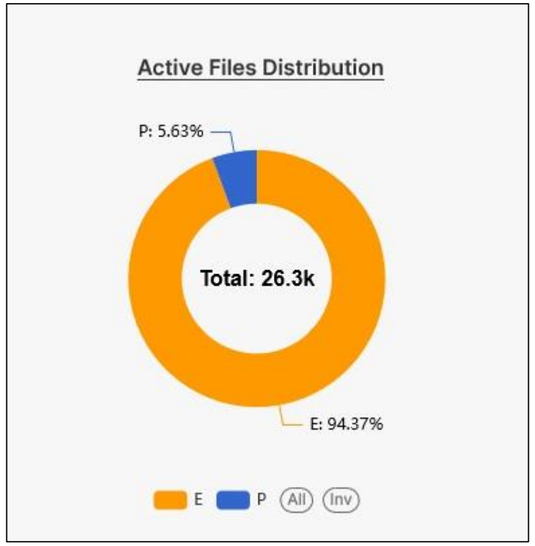
A transition from Physical File to e-File for a Transparent, Faster and Efficient Decision Making

2023

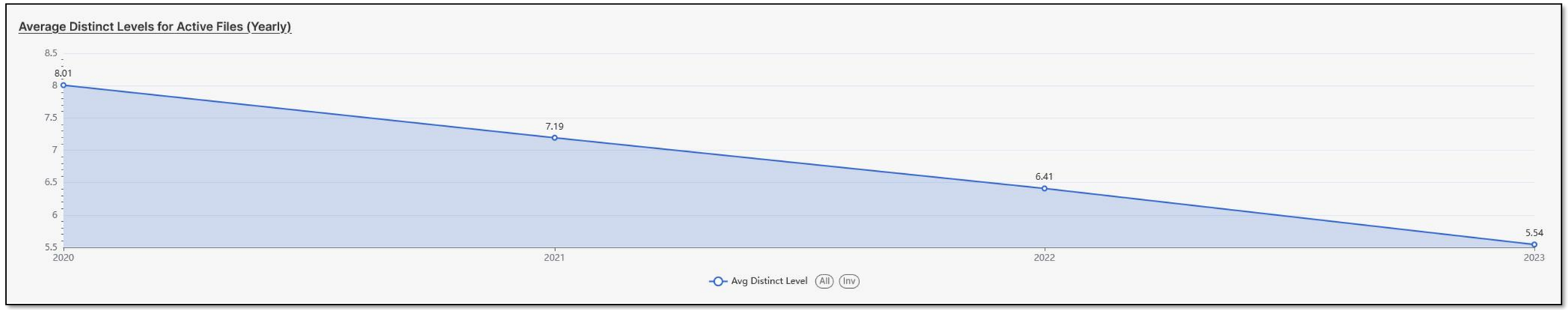


2024

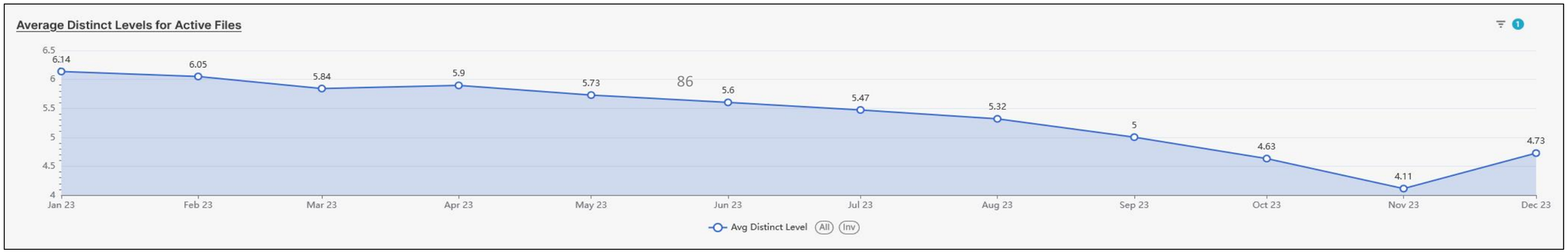
Nearly 95% new files opened in Mar 2024 were e-Files



Successful Delayering, towards a Flatter Hierarchy of Decision Making



2023

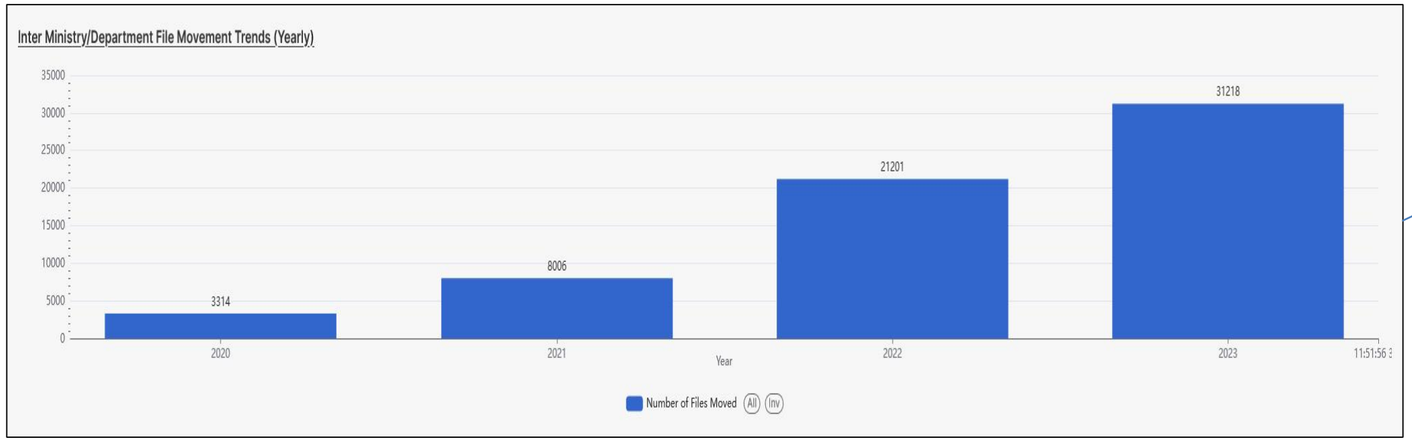


The distinct levels of file movement fell from an Average of 8.01 in 2020 to a minimum of 4.11 in Nov 2023.

The Average was 4.4 levels in March 2024

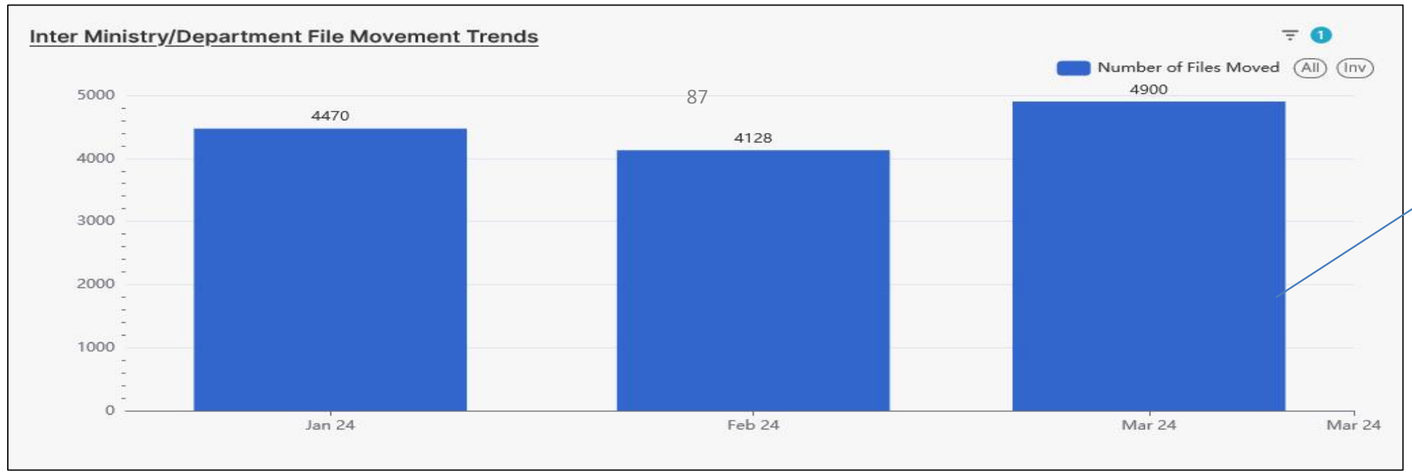
Inter Ministerial e-file movement links pivotal components of government decision making

2020-23



Average of about 2500 files per month in 2023.

2024

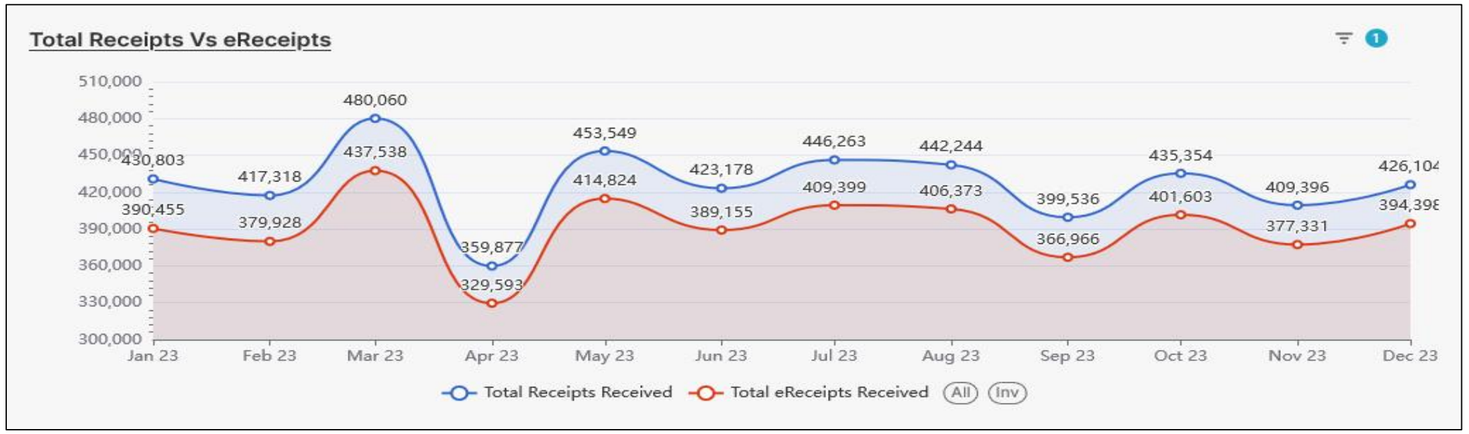


The Inter-Ministerial File movement is steadily increasing.

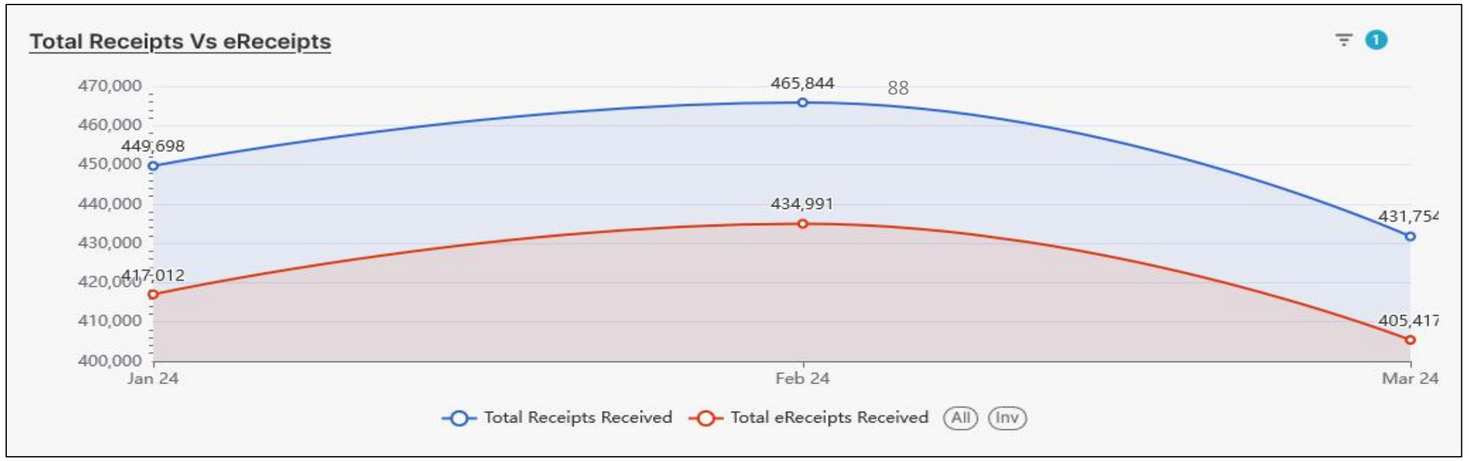
The figures for the Year 2024 are well over 4000 files movement in each month so far.

The progress in digitizing communications to Government, a shift to e-Receipts

2023



2024



Over 90% of Receipts are getting digitized as e-Receipts. This entails enhanced focus and tracking of action taken on each communication.

Nearly 93% of the Receipts were digitized in March 2024.

A highly secured environment
A gradual increase in DSC / e-Sign usage

89

There is a steady increase in DSC & e-Sign usage, specifically the **usage has doubled in the Year 2023 over the Year 2022.**

E-Office is work in progress
Future Initiatives

- Timely Closing and Parking of Files for a cleaner system
- Deduplication of Receipts
- Sensitization on usage of Digital Signature & e-Sign
- A flatter decision making of 3 Levels

Thank you