

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO. 4752
(TO BE ANSWERED ON 29.03.2023)

COMPLAINTS AGAINST DEPARTMENTS

4752. SHRI ABDUL KHALEQUE:

Will the **PRIME MINISTER** be pleased to state:

- (a) the details of the number of complaints received against various Central Government Departments since 1st January 2016 till date, department-wise;
- (b) the details of standard turnaround time for grievances along with the number of grievances which have been cleared so far; and
- (c) the number of pending grievances and the reasons for delay in responding to such grievances on time?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (c): As per the Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) data, the details of number of complaints received, disposed and pending against various Central Government Departments since 1st January 2016 till 28.02.2023 is placed at Annex.I.

As per the DARPG guidelines, the grievances received on CPGRAMS shall be resolved promptly as soon as they are received but within a maximum period of 30 days. Government has reduced the standard redressal period of CPGRAMS from 60 days in 2020 to 45 days in 2021 and to 30 days in 2022.

As on 28.02.2023, total of 66,619 grievances are pending on CPGRAMS against Central Government Ministries/Departments. The average disposal time for Ministries/Departments for the month of February, 2023 stands at 18 days against the prescribed standard redressal time of 30 days.

Annex: 1 to the reply of Unstarred Question No: 4752, Lok Sabha (to be answered on 29.3.2023)

Details of Grievances of Central Ministries/Departments Received, Disposed, pending on CPGRAMS during the period 01.01.2016 to 28.02.2023 (In descending order of number of Receipts)

Sno	Gol Ministry/Department	Receipt	Disposal	Pending
1	Department of Financial Services (Banking Division)	985363	976920	8443
2	Department of Telecommunications	479636	478938	698
3	Ministry of Labour and Employment	463214	459442	3772
4	Ministry of Railways (Railway Board)	390659	387948	2711
5	Department of Posts	342130	339919	2211
6	Central Board of Direct Taxes (Income Tax)	318658	305295	13363
7	Ministry of Home Affairs	246446	245160	1286
8	Department of Personnel and Training	203232	199569	3663
9	Department of Agriculture and Farmers Welfare	197660	196242	1418
10	Department of Health & Family Welfare	194772	192581	2191
11	Department of Higher Education	172811	171737	1074
12	Department of Revenue	155607	153325	2282
13	Department of School Education and Literacy	148328	146905	1423
14	Department of Financial Services (Insurance Division)	143419	142631	788
15	Ministry of Housing and Urban Affairs	135517	134380	1137
16	Ministry of Petroleum and Natural Gas	127984	126937	1047
17	Ministry of Road Transport and Highways	114824	113699	1125
18	Central Board of Indirect Taxes and Customs	114776	114081	695
19	Ministry of External Affairs	112854	111707	1147
20	Department of Defence	106774	105666	1108
21	Ministry of Corporate Affairs	97889	97062	827
22	Department of Defence Finance	84959	84326	633
23	Department of Consumer Affairs	82451	81682	769
24	Unique Identification Authority of India	76276	75674	602
25	Department of Justice	75849	75723	126
26	Ministry of Civil Aviation	73281	72816	465
27	Department of Ex Servicemen Welfare	64204	61992	2212
28	Ministry of Electronics & Information Technology	58215	57872	343
29	Ministry of Information and Broadcasting	58135	57776	359
30	O/o the Comptroller & Auditor General of India	53746	53371	375
31	Department of Rural Development	46452	45178	1274

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32	Ministry of Environment, Forest and Climate Change	44673	44285	388
33	Ministry of Women and Child Development	41643	41409	234
34	Department of Social Justice and Empowerment	39336	39042	294
35	Ministry of Cooperation	37087	37027	60
36	Department of Expenditure	35594	35478	116
37	Department of Commerce	35549	35365	184
38	Department of Economic Affairs ACC Division	35014	34571	443
39	Ministry of Coal	32979	32823	156
40	Department of Food and Public Distribution	30765	30670	95
41	Ministry of Power	29416	29275	141
42	Department of Legal Affairs	26120	26116	4
43	Ministry of Ayush	23730	23634	96
44	Ministry of Water Resources, River Development & Ganga Rejuvenation	23679	23549	130
45	Department of Military Affairs	21682	21319	363
46	Department of Science and Technology	21680	21590	90
47	Ministry of Micro Small and Medium Enterprises	19928	19839	89
48	Ministry of Panchayati Raj	19471	19397	74
49	Department of Empowerment of Persons with Disabilities	19172	19125	47
50	Department of Defence Production	19095	18992	103
51	Ministry of Drinking Water and Sanitation	18189	17517	672
52	Ministry of Culture	17524	17242	282
53	Ministry of Skill Development and Entrepreneurship	17408	17294	114
54	NITI Aayog	16753	16743	10
55	Department for Promotion of Industry and Internal Trade	16186	16151	35
56	Department of Agriculture Research and Education	14620	14489	131
57	Ministry of Minority Affairs	14170	14031	139
58	Ministry of Shipping	13548	13269	279
59	Department of Financial Services (Pension Reforms)	13385	13359	26
60	Department of Health Research	13303	13261	42
61	Ministry of Tourism	13034	12939	95
62	Department of Pharmaceutical	12635	12591	44
63	Department of Sports	12325	12245	80
64	Ministry of Parliamentary Affairs	12223	12087	136
65	Department of Animal Husbandry, Dairying	11503	11472	31

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66	Ministry of Steel	11296	11257	39
67	Department of Atomic Energy	11047	10903	144
68	Ministry of Mines	10744	10724	20
69	Department of Heavy Industry	10633	10601	32
70	Ministry of Textiles	10389	10342	47
71	Department of Scientific & Industrial Research	9408	9271	137
72	Ministry of Tribal Affairs	8227	8064	163
73	Department of Administrative Reforms and Public Grievances	7968	7260	708
74	Legislative Department	7869	7800	69
75	Department of Defence Research and Development	7830	7786	44
76	Ministry of New and Renewable Energy	7358	7348	10
77	Department of Land Resources	7217	7198	19
78	Department of Youth Affairs	6882	6809	73
79	Department of Public Enterprises	6181	6179	2
80	Ministry of Food Processing Industries	5653	5632	21
81	Department of Fertilizers	5192	5131	61
82	Department of Investment & Public Asset Management	4919	4909	10
83	Department of Chemicals and Petrochemicals	4496	4472	24
84	Department of Space	4139	4095	44
85	Ministry of Earth Sciences	3853	3816	37
86	Ministry of Statistics and Programme Implementation	3771	3715	56
87	Department of Bio Technology	2913	2890	23
88	Department of Official Language	2537	2509	28
89	Ministry of Development of North Eastern Region	2164	2158	6
90	Department of Fisheries	1276	1264	12
91	Total Disposal of above 90 Ministries/Departments/Boards/Organisations 1.1.2016 to 28.2.2023	6863502	6796883	66619
92	Other Grievances Disposed from 1.1.2016 to 28.2.2023	3311780	3311780	0
93	Grand Total of Disposal through CPGRAMS from 1.1.2016 to 28.2.2023	10175282	10108663	66619