

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

LOK SABHA
STARRED QUESTION NO. 254
(TO BE ANSWERED ON 03.08.2022)

PUBLIC GRIEVANCES

***254. SHRI ANUMULA REVANTH REDDY:**
SHRI BHARTRUHARI MAHTAB:

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

- (a) the details including the number of public grievances/complaints received against the various Central Government Departments since 2014, Department-wise and year-wise along with the number and details of public grievances received through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in the current year till date;
- (b) the details including the number of grievances that were disposed of along with the number of pending grievances since 2014 as on date, Ministry/Department-wise and year-wise; and
- (c) the details of the initiatives taken by the Government for expeditious redressal of these grievances/ complaints?

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): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY OF LOK SABHA STARRED QUESTION NO. 254 FOR ANSWER ON 03.08.2022 BY SHRI ANUMULA REVANTH REDDY AND SHRI BHARTRUHARI MAHTAB REGARDING PUBLIC GRIEVANCES

(a) & (b): The details including the number of public grievances/complaints received and disposed against the various Central Government Departments since 2014, Department-wise and year-wise along with the number and details of public grievances received through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in the current year as on 30th June, 2022 is at Annex I.

(c): The Government has undertaken comprehensive reforms for timely grievance redressal which include the following: -

1. Reduced timelines for resolution of grievances received on CPGRAMS from 45 days to 30 days. The grievances of urgent nature shall be redressed on priority basis.
2. Feedback Call Centre to seek the citizen satisfaction operationalized.
3. The citizen has the option to file an appeal, if they are not satisfied with the grievance redressal.
4. CPGRAMS services available to citizens in several regional languages in addition to English and Hindi at all Common Services Centres and on UMANG App.
5. Capacity building of Grievance Resolution Officers of Central Ministries and Departments has been undertaken.
6. CPGRAMS version 7.0 has mapped last mile grievance officers to reduce the processing time for the grievances.
7. Monthly progress reports ranking Ministries/Departments on the status of disposal, root cause analysis, category wise status, appeal status and action taken reports are released and shared with Departments.

GOI Ministry/Department wise Progress report for calendar year 2014

Organisation Name	Received	Disposed	Pending
Department of Telecommunications	55920	53133	2787
Ministry of Railways (Railway Board)	25750	19043	6707
Department of Higher Education	15568	11352	4216
Department of Financial Services (Banking Division)	14964	13558	1406
Central Board of Direct Taxes (Income Tax)	14570	8809	5761
Ministry of Petroleum and Natural Gas	9905	8185	1720
Department of Defence	9889	6277	3612
Department of Posts	9523	7480	2043
Ministry of Home Affairs	9397	5164	4233
Ministry of External Affairs	8397	7924	473
Department of Personnel and Training	7348	6697	651
Department of Ex Servicemen Welfare	7214	6825	389
Ministry of Labour and Employment	6627	4457	2170
Department of Health & Family Welfare	5807	4884	923
Department of School Education and Literacy	5579	3091	2488
Ministry of Information and Broadcasting	4426	1579	2847
Ministry of Corporate Affairs	4324	2500	1824
Department of Consumer Affairs	4192	2872	1320
Ministry of Housing and Urban Affairs	4155	2567	1588
Department of Justice	4054	4023	31
Ministry of Road Transport and Highways	3757	1902	1855
Central Board of Indirect Taxes and Customs	3228	2617	611
Department of Financial Services (Insurance Division)	2675	2405	270
Ministry of Environment, Forest and Climate Change	2603	1074	1529
Ministry of Electronics & Information Technology	2203	2117	86
Ministry of Civil Aviation	2162	1323	839
Unique Identification Authority of India	2050	1960	90
Department of Revenue	2003	1308	695
Department of Defence Finance	1624	1197	427
Department of Social Justice and Empowerment	1617	1309	308
Department of Defence Production	1583	1421	162
Ministry of Minority Affairs	1578	1564	14
Department of Rural Development	1386	1308	78
Department of Science and Technology	1199	828	371
Ministry of Coal	1195	1051	144
Department of Legal Affairs	1120	1033	87
Ministry of Power	1119	975	144
Department of Economic Affairs ACC Division	1106	667	439
Ministry of Water Resources, River Development & Ganga Rejuv	1007	869	138
Department of Commerce	968	838	130
Ministry of Shipping	967	713	254
Ministry of Tourism	900	495	405

Organisation Name	Received	Disposed	Pending
Ministry of Women and Child Development	890	725	165
Department of Food and Public Distribution	880	833	47
Legislative Department	810	649	161
Ministry of Culture	805	596	209
Ministry of Drinking Water and Sanitation	805	666	139
Department of Agriculture and Farmers Welfare	804	746	58
Department of Empowerment of Persons with Disabilities	763	272	491
NITI Aayog	709	653	56
Ministry of Mines	656	546	110
O/o the Comptroller & Auditor General of India	630	599	31
Ministry of Micro Small and Medium Enterprises	617	455	162
Department for Promotion of Industry and Internal Trade	574	460	114
Ministry of Panchayati Raj	572	534	38
Ministry of Parliamentary Affairs	537	405	132
Department of Atomic Energy	522	472	50
Ministry of Steel	459	376	83
Ministry of Textiles	449	280	169
Department of Heavy Industry	430	335	95
Ministry of Tribal Affairs	425	412	13
Department of Animal Husbandry, Dairying	422	341	81
Department of Expenditure	394	330	64
Ministry of Ayush	381	129	252
Ministry of Statistics and Programme Implementation	350	302	48
Department of Agriculture Research and Education	322	264	58
Department of Defence Research and Development	313	286	27
Department of Pharmaceutical	306	233	73
Department of Youth Affairs	284	185	99
Department of Scientific & Industrial Research	273	196	77
Department of Public Enterprises	269	257	12
Department of Space	265	74	191
Department of Chemicals and Petrochemicals	246	232	14
Department of Land Resources	233	195	38
Ministry of New and Renewable Energy	216	167	49
Ministry of Earth Sciences	191	184	7
Department of Administrative Reforms and Public Grievances	189	134	55
Department of Health Research	183	0	183
Department of Investment & Public Asset Management	144	133	11
Department of Sports	133	0	133
Department of Bio Technology	124	99	25
Ministry of Food Processing Industries	108	100	8
Department of Fertilizers	100	77	23
Department of Official Language	90	67	23
Ministry of Development of North Eastern Region	62	22	40
Total	283594	223415	60179

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2015

Organisation Name	Received	Disposed	Pending
Department of Telecommunications	66751	62079	4672
Department of Financial Services (Banking Division)	55272	50166	5106
Ministry of Railways (Railway Board)	53400	43640	9760
Ministry of Home Affairs	38674	33668	5006
Department of Higher Education	34846	28303	6543
Central Board of Direct Taxes (Income Tax)	25455	17320	8135
Department of School Education and Literacy	25283	19709	5574
Ministry of Labour and Employment	24516	23488	1028
Department of Health & Family Welfare	23272	20109	3163
Department of Defence	19292	13824	5468
Department of Posts	18372	17508	864
Department of Personnel and Training	18341	17111	1230
Ministry of Housing and Urban Affairs	17757	15529	2228
Ministry of External Affairs	17137	16623	514
Ministry of Petroleum and Natural Gas	16411	14996	1415
Ministry of Road Transport and Highways	15852	11329	4523
Department of Revenue	14395	9182	5213
Ministry of Environment, Forest and Climate Change	12413	8173	4240
Department of Justice	11300	11074	226
Ministry of Information and Broadcasting	10679	4992	5687
Department of Agriculture and Farmers Welfare	9304	8155	1149
Central Board of Indirect Taxes and Customs	8384	7444	940
Ministry of Drinking Water and Sanitation	8006	7713	293
Department of Social Justice and Empowerment	7873	7431	442
Department of Financial Services (Insurance Division)	7173	6498	675
Department of Rural Development	7023	6016	1007
Ministry of Corporate Affairs	6533	4791	1742
Department of Ex Servicemen Welfare	6364	5299	1065
Department of Economic Affairs ACC Division	6356	5602	754
Ministry of Electronics & Information Technology	6127	5859	268
Ministry of Power	6083	5651	432
Ministry of Civil Aviation	5838	4467	1371
Department of Consumer Affairs	5515	4520	995
Ministry of Women and Child Development	5483	5229	254
Ministry of Water Resources, River Development & Ganga Rejuvenation	5306	4501	805
Department of Commerce	5231	4623	608
Department of Food and Public Distribution	4334	4153	181
Department of Science and Technology	3324	1962	1362
Ministry of Culture	2947	2571	376
Ministry of Coal	2879	2156	723
Department of Administrative Reforms and Public Grievances	2828	2806	22
Department of Empowerment of Persons with Disabilities	2786	2724	62
Department of Legal Affairs	2661	2000	661
Ministry of Micro Small and Medium Enterprises	2638	2425	213
Department for Promotion of Industry and Internal Trade	2612	2467	145
Unique Identification Authority of India	2580	2312	268
Department of Animal Husbandry, Dairying	2577	2313	264
Ministry of Tourism	2496	1830	666

Organisation Name	Received	Disposed	Pending
Ministry of New and Renewable Energy	2306	1670	636
Ministry of Ayush	2247	1877	370
Department of Sports	2209	1026	1183
Department of Defence Finance	2151	1752	399
NITI Aayog	2144	1010	1134
Department of Land Resources	2055	1992	63
Ministry of Textiles	1973	1854	119
Department of Expenditure	1912	1597	315
Department of Heavy Industry	1700	1263	437
Department of Defence Production	1649	1341	308
Department of Agriculture Research and Education	1632	1052	580
Department of Atomic Energy	1615	1396	219
Ministry of Parliamentary Affairs	1599	1508	91
Ministry of Steel	1584	1427	157
Ministry of Shipping	1427	1248	179
Ministry of Minority Affairs	1361	1176	185
Ministry of Mines	1205	975	230
Legislative Department	1170	903	267
Ministry of Skill Development and Entrepreneurship	1143	1009	134
Department of Pharmaceutical	1014	623	391
Department of Youth Affairs	934	881	53
Department of Scientific & Industrial Research	885	744	141
Department of Health Research	851	741	110
Ministry of Panchayati Raj	834	804	30
Department of Chemicals and Petrochemicals	827	789	38
Department of Defence Research and Development	786	747	39
O/o the Comptroller & Auditor General of India	786	711	75
Department of Space	766	656	110
Ministry of Tribal Affairs	730	641	89
Department of Public Enterprises	701	698	3
Ministry of Food Processing Industries	664	596	68
Department of Official Language	619	580	39
Department of Fertilizers	594	346	248
Ministry of Statistics and Programme Implementation	514	449	65
Ministry of Earth Sciences	485	412	73
Department of Bio Technology	477	300	177
Ministry of Development of North Eastern Region	464	383	81
Department of Investment & Public Asset Management	302	299	3
Total	706994	599817	107177

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2016

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	93962	73540	20422
Department of Telecommunications	72228	68468	3760
Ministry of Railways (Railway Board)	66919	53819	13100
Central Board of Direct Taxes (Income Tax)	40420	37233	3187
Department of Personnel and Training	38189	32033	6156
Department of Higher Education	33564	31741	1823
Ministry of Home Affairs	30957	25986	4971
Department of Posts	30286	28654	1632
Department of Revenue	26492	24366	2126
Ministry of Labour and Employment	25732	24649	1083
Department of School Education and Literacy	23793	22208	1585
Department of Health & Family Welfare	23763	20888	2875
Department of Defence	22353	18335	4018
Ministry of Road Transport and Highways	15419	13774	1645
Ministry of Petroleum and Natural Gas	15339	14007	1332
Ministry of Information and Broadcasting	13014	12346	668
Ministry of Housing and Urban Affairs	13007	11734	1273
Ministry of External Affairs	12944	12592	352
Ministry of Corporate Affairs	11172	9974	1198
Ministry of Environment, Forest and Climate Change	11146	10029	1117
Central Board of Indirect Taxes and Customs	10622	10136	486
Department of Financial Services (Insurance Division)	10606	9889	717
Department of Justice	10085	9640	445
Department of Ex Servicemen Welfare	8196	6977	1219
Ministry of Civil Aviation	7267	6310	957
Department of Consumer Affairs	7077	6240	837
Department of Agriculture and Farmers Welfare	6816	5861	955
Department of Economic Affairs ACC Division	6506	3386	3120
Unique Identification Authority of India	5922	5002	920
Ministry of Water Resources, River Development & Ganga Rejuv	5608	4671	937
Ministry of Electronics & Information Technology	5269	4913	356
Department of Commerce	4874	4512	362
Department of Social Justice and Empowerment	4864	4543	321
Department of Rural Development	4702	4160	542
Ministry of Women and Child Development	4628	3970	658
Ministry of Power	4015	3567	448
Department of Sports	3981	3411	570
Department of Food and Public Distribution	3898	3701	197
Department of Legal Affairs	3871	2834	1037
Ministry of Coal	3824	2884	940
Department of Defence Production	3601	3471	130
Department of Science and Technology	3529	3119	410
Department of Defence Finance	3410	2689	721
Ministry of Drinking Water and Sanitation	2988	2735	253
Department of Empowerment of Persons with Disabilities	2856	2634	222
NITI Aayog	2542	658	1884
Department for Promotion of Industry and Internal Trade	2511	2416	95

Organisation Name	Received	Disposed	Pending
Department of Expenditure	2485	2388	97
Ministry of Culture	2485	2362	123
Ministry of Skill Development and Entrepreneurship	2485	2266	219
Ministry of Micro Small and Medium Enterprises	2349	2257	92
Ministry of Ayush	2277	1861	416
Ministry of Steel	2169	2044	125
Department of Agriculture Research and Education	2141	1533	608
Department of Heavy Industry	2122	1996	126
Ministry of Tourism	2023	1543	480
Ministry of New and Renewable Energy	1964	1650	314
Ministry of Shipping	1830	1741	89
Department of Pharmaceutical	1825	1461	364
Department of Atomic Energy	1764	1390	374
Ministry of Minority Affairs	1573	1295	278
Ministry of Textiles	1564	1410	154
Department of Animal Husbandry, Dairying	1395	1211	184
Department of Scientific & Industrial Research	1253	1147	106
Ministry of Mines	1253	1010	243
Ministry of Panchayati Raj	1121	1076	45
O/o the Comptroller & Auditor General of India	1014	918	96
Ministry of Tribal Affairs	964	887	77
Department of Public Enterprises	944	908	36
Department of Health Research	933	813	120
Ministry of Parliamentary Affairs	906	861	45
Department of Youth Affairs	837	798	39
Department of Defence Research and Development	826	799	27
Legislative Department	826	604	222
Department of Land Resources	781	690	91
Department of Fertilizers	778	684	94
Department of Space	625	416	209
Ministry of Food Processing Industries	587	548	39
Ministry of Earth Sciences	502	464	38
Department of Chemicals and Petrochemicals	493	447	46
Department of Administrative Reforms and Public Grievances	488	437	51
Ministry of Statistics and Programme Implementation	466	424	42
Department of Bio Technology	418	304	114
Department of Official Language	380	362	18
Ministry of Development of North Eastern Region	347	291	56
Department of Investment & Public Asset Management	333	325	8
Total	814293	714326	99967

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2017

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	126721	121010	5711
Department of Telecommunications	81224	78082	3142
Ministry of Railways (Railway Board)	70967	64883	6084
Department of Posts	47226	43957	3269
Central Board of Direct Taxes (Income Tax)	47153	45123	2030
Department of Personnel and Training	39043	37702	1341
Department of Revenue	38493	35085	3408
Ministry of Labour and Employment	34120	32679	1441
Ministry of Home Affairs	33266	29178	4088
Department of Higher Education	28008	26375	1633
Department of Health & Family Welfare	27170	25312	1858
Central Board of Indirect Taxes and Customs	26957	25568	1389
Department of School Education and Literacy	19696	18705	991
Department of Defence	17960	15192	2768
Ministry of Petroleum and Natural Gas	17420	16375	1045
Unique Identification Authority of India	17029	15345	1684
Ministry of Housing and Urban Affairs	15456	14611	845
Ministry of External Affairs	13576	13402	174
Department of Financial Services (Insurance Division)	12236	11686	550
Ministry of Road Transport and Highways	11622	9498	2124
Department of Justice	11124	10955	169
Department of Economic Affairs ACC Division	9585	8600	985
Department of Consumer Affairs	9394	8876	518
Ministry of Corporate Affairs	8574	7876	698
Department of Ex Servicemen Welfare	8199	7825	374
Ministry of Coal	7999	6158	1841
Ministry of Information and Broadcasting	7644	6860	784
Ministry of Electronics & Information Technology	7597	7254	343
Ministry of Environment, Forest and Climate Change	7258	6827	431
Ministry of Civil Aviation	7070	6679	391
Department of Agriculture and Farmers Welfare	6073	4931	1142
Department of Rural Development	5441	4496	945
Department of Defence Finance	5432	4892	540
Ministry of Women and Child Development	4951	4556	395
Ministry of Power	4911	4554	357
Department of Legal Affairs	4657	3285	1372
Department of Social Justice and Empowerment	4559	4277	282
Ministry of Water Resources, River Development & Ganga Rejuv	4487	4036	451
Department of Commerce	4434	4258	176
NITI Aayog	3935	1235	2700
Department of Food and Public Distribution	3770	3607	163
Ministry of Ayush	3513	3168	345
Ministry of Skill Development and Entrepreneurship	3123	2869	254
Department of Expenditure	3005	2974	31
Department of Empowerment of Persons with Disabilities	2954	2707	247
Department of Science and Technology	2771	2635	136
Ministry of Drinking Water and Sanitation	2613	2498	115

Organisation Name	Received	Disposed	Pending
Ministry of Minority Affairs	2559	2297	262
Ministry of Micro Small and Medium Enterprises	2481	2417	64
Department of Agriculture Research and Education	2456	2376	80
Department for Promotion of Industry and Internal Trade	2399	2351	48
Department of Defence Production	2329	2141	188
Department of Sports	2257	2096	161
Ministry of Culture	2223	2037	186
Department of Pharmaceutical	2196	2091	105
Ministry of Shipping	1989	1744	245
Department of Heavy Industry	1847	1713	134
Ministry of Panchayati Raj	1734	1702	32
Ministry of Textiles	1713	1620	93
Ministry of Steel	1695	1579	116
Ministry of Tourism	1682	1550	132
Department of Atomic Energy	1675	1330	345
Department of Scientific & Industrial Research	1604	1477	127
Department of Animal Husbandry, Dairying	1476	1229	247
O/o the Comptroller & Auditor General of India	1460	1310	150
Ministry of Mines	1408	1185	223
Ministry of New and Renewable Energy	1275	1245	30
Department of Public Enterprises	1256	1190	66
Department of Youth Affairs	1217	1171	46
Department of Health Research	1176	1025	151
Ministry of Tribal Affairs	1090	753	337
Department of Land Resources	993	971	22
Legislative Department	891	686	205
Ministry of Parliamentary Affairs	843	785	58
Department of Defence Research and Development	825	804	21
Department of Space	810	579	231
Ministry of Earth Sciences	595	549	46
Ministry of Statistics and Programme Implementation	559	521	38
Department of Fertilizers	549	431	118
Department of Chemicals and Petrochemicals	534	503	31
Ministry of Food Processing Industries	524	476	48
Department of Investment & Public Asset Management	466	460	6
Department of Bio Technology	358	191	167
Department of Administrative Reforms and Public Grievances	350	306	44
Department of Official Language	314	288	26
Ministry of Development of North Eastern Region	295	270	25
Total	932519	866105	66414

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2018

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	107108	98239	8869
Department of Telecommunications	66634	64249	2385
Ministry of Railways (Railway Board)	57033	53407	3626
Department of Posts	44697	42166	2531
Ministry of Labour and Employment	36557	35361	1196
Central Board of Direct Taxes (Income Tax)	34155	31797	2358
Ministry of Home Affairs	32973	24579	8394
Department of Revenue	24997	18728	6269
Department of Health & Family Welfare	22452	20162	2290
Department of Higher Education	21119	19801	1318
Department of Personnel and Training	19869	18584	1285
Ministry of Petroleum and Natural Gas	19146	18260	886
Department of Defence	17148	13400	3748
Central Board of Indirect Taxes and Customs	15847	15041	806
Department of School Education and Literacy	15450	14510	940
Ministry of Road Transport and Highways	12557	11034	1523
Ministry of Housing and Urban Affairs	12435	11728	707
Department of Financial Services (Insurance Division)	11906	11247	659
Unique Identification Authority of India	11700	11429	271
Department of Defence Finance	10547	9222	1325
Ministry of External Affairs	9979	9362	617
Department of Consumer Affairs	8609	8135	474
Ministry of Corporate Affairs	8378	7574	804
Ministry of Information and Broadcasting	7988	6876	1112
Department of Justice	7752	7096	656
Ministry of Coal	6569	5790	779
Ministry of Electronics & Information Technology	6303	6039	264
Ministry of Environment, Forest and Climate Change	6090	5654	436
Ministry of Civil Aviation	6000	5501	499
Department of Agriculture and Farmers Welfare	5636	4966	670
Department of Ex Servicemen Welfare	5554	5190	364
O/o the Comptroller & Auditor General of India	4854	4711	143
Department of Rural Development	4721	3512	1209
Ministry of Power	4609	4285	324
Ministry of Water Resources, River Development & Ganga Rejuv	4301	3877	424
Department of Social Justice and Empowerment	4299	3395	904
Ministry of Women and Child Development	4187	4056	131
Department of Commerce	4003	3740	263
Department of Legal Affairs	3958	1980	1978
NITI Aayog	3819	3789	30
Department of Food and Public Distribution	3452	3250	202
Department of Expenditure	3436	3333	103
Department of Economic Affairs ACC Division	3390	3284	106
Ministry of Skill Development and Entrepreneurship	2678	2513	165
Department of Defence Production	2367	2249	118
Ministry of Ayush	2365	2101	264
Ministry of Micro Small and Medium Enterprises	2284	2094	190
Department of Pharmaceutical	2261	2005	256

Organisation Name	Received	Disposed	Pending
Department of Empowerment of Persons with Disabilities	2250	2041	209
Ministry of Minority Affairs	2194	1960	234
Ministry of Shipping	2131	1939	192
Department of Science and Technology	2058	1886	172
Ministry of Culture	2042	1741	301
Ministry of Drinking Water and Sanitation	1954	1679	275
Department of Atomic Energy	1894	1165	729
Department for Promotion of Industry and Internal Trade	1870	1787	83
Department of Agriculture Research and Education	1694	1597	97
Ministry of Textiles	1618	1525	93
Ministry of Steel	1574	1515	59
Department of Animal Husbandry, Dairying	1530	1249	281
Department of Heavy Industry	1506	1432	74
Department of Sports	1452	1377	75
Ministry of Panchayati Raj	1352	1333	19
Ministry of Mines	1304	1148	156
Department of Scientific & Industrial Research	1165	943	222
Ministry of Tribal Affairs	1161	1061	100
Ministry of Tourism	1160	1144	16
Department of Health Research	1113	809	304
Department of Public Enterprises	1089	1052	37
Department of Youth Affairs	957	886	71
Ministry of New and Renewable Energy	897	861	36
Legislative Department	879	720	159
Ministry of Parliamentary Affairs	875	856	19
Department of Defence Research and Development	798	758	40
Department of Chemicals and Petrochemicals	781	765	16
Department of Space	772	501	271
Department of Financial Services (Pension Reforms)	689	657	32
Ministry of Earth Sciences	664	642	22
Department of Fertilizers	627	569	58
Department of Land Resources	591	562	29
Ministry of Food Processing Industries	541	521	20
Ministry of Statistics and Programme Implementation	541	514	27
Department of Administrative Reforms and Public Grievances	462	444	18
Department of Investment & Public Asset Management	436	433	3
Department of Official Language	420	397	23
Department of Bio Technology	402	282	120
Ministry of Development of North Eastern Region	315	289	26
Total	779930	710341	69589

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2019

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	126908	118319	8589
Department of Telecommunications	64348	61708	2640
Ministry of Railways (Railway Board)	60435	55956	4479
Ministry of Labour and Employment	47768	46420	1348
Department of Posts	46509	44439	2070
Central Board of Direct Taxes (Income Tax)	40329	37290	3039
Ministry of Home Affairs	39055	32053	7002
Department of Revenue	24991	21046	3945
Department of Health & Family Welfare	21875	20541	1334
Department of Higher Education	21326	18790	2536
Ministry of Petroleum and Natural Gas	21233	20448	785
Department of Defence	17997	15157	2840
Central Board of Indirect Taxes and Customs	17223	16137	1086
Department of School Education and Literacy	16545	15156	1389
Ministry of Road Transport and Highways	15321	12549	2772
Department of Personnel and Training	14511	13754	757
Department of Defence Finance	14053	12565	1488
Department of Financial Services (Insurance Division)	14013	13216	797
Ministry of Housing and Urban Affairs	13531	12042	1489
Ministry of External Affairs	12785	12335	450
Department of Consumer Affairs	11510	10949	561
Ministry of Information and Broadcasting	11285	10583	702
Ministry of Corporate Affairs	9618	8728	890
Department of Justice	9565	9192	373
Unique Identification Authority of India	9159	8617	542
Department of Agriculture and Farmers Welfare	8069	7093	976
Ministry of Electronics & Information Technology	7260	6698	562
O/o the Comptroller & Auditor General of India	7201	7026	175
Ministry of Environment, Forest and Climate Change	6876	6538	338
Department of Ex Servicemen Welfare	6723	6380	343
Ministry of Civil Aviation	6633	5920	713
Department of Rural Development	6484	4913	1571
Department of Social Justice and Empowerment	6136	4952	1184
Department of Expenditure	5463	5397	66
Ministry of Women and Child Development	5317	5089	228
Department of Legal Affairs	5196	1998	3198
Ministry of Coal	5025	4158	867
Department of Food and Public Distribution	4675	4495	180
Department of Commerce	4292	3933	359
Ministry of Power	4175	3785	390
Ministry of Water Resources, River Development & Ganga Rejuv	4048	3323	725
Ministry of Ayush	3076	2765	311
Ministry of Drinking Water and Sanitation	2889	2424	465
Department of Economic Affairs ACC Division	2869	2602	267
Ministry of Micro Small and Medium Enterprises	2602	2289	313
Department of Empowerment of Persons with Disabilities	2515	2386	129
Ministry of Culture	2438	1887	551
Ministry of Skill Development and Entrepreneurship	2382	2157	225

Organisation Name	Received	Disposed	Pending
Department of Atomic Energy	2381	1778	603
Department of Defence Production	2133	2045	88
Ministry of Minority Affairs	2087	1975	112
Department of Financial Services (Pension Reforms)	2070	2035	35
Department for Promotion of Industry and Internal Trade	2069	1978	91
Department of Agriculture Research and Education	2011	1782	229
Ministry of Panchayati Raj	1966	1930	36
Department of Pharmaceutical	1862	1770	92
Department of Science and Technology	1854	1741	113
Department of Animal Husbandry, Dairying	1746	1534	212
Ministry of Shipping	1551	1212	339
NITI Aayog	1489	1444	45
Department of Heavy Industry	1437	1378	59
Ministry of Textiles	1413	1310	103
Department of Sports	1405	1218	187
Ministry of Tribal Affairs	1379	1265	114
Ministry of Tourism	1365	1317	48
Ministry of Mines	1354	1057	297
Ministry of Steel	1292	1237	55
Department of Scientific & Industrial Research	1271	1017	254
Department of Youth Affairs	1196	1099	97
Department of Health Research	1188	920	268
Legislative Department	1084	622	462
Department of Defence Research and Development	998	981	17
Department of Space	966	835	131
Ministry of New and Renewable Energy	889	851	38
Ministry of Parliamentary Affairs	831	817	14
Department of Public Enterprises	818	797	21
Department of Land Resources	768	604	164
Department of Investment & Public Asset Management	564	549	15
Ministry of Food Processing Industries	555	540	15
Ministry of Statistics and Programme Implementation	555	515	40
Department of Fertilizers	541	502	39
Department of Chemicals and Petrochemicals	519	506	13
Department of Administrative Reforms and Public Grievances	462	420	42
Ministry of Earth Sciences	417	393	24
Department of Bio Technology	412	376	36
Department of Official Language	388	371	17
Ministry of Development of North Eastern Region	304	276	28
Department of Fisheries	116	107	9
Total	861943	789302	72641

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2020

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	173843	163536	10307
Department of Telecommunications	86353	83665	2688
Department of Agriculture and Farmers Welfare	85490	62921	22569
Department of Posts	62208	59620	2588
Ministry of Labour and Employment	60349	58813	1536
Ministry of Home Affairs	44995	43385	1610
Ministry of Railways (Railway Board)	44977	41007	3970
Central Board of Direct Taxes (Income Tax)	43149	34003	9146
Department of Personnel and Training	38870	37213	1657
Department of Health & Family Welfare	30975	28614	2361
Department of Higher Education	30564	27402	3162
Department of School Education and Literacy	29264	27557	1707
Ministry of External Affairs	25137	24336	801
Ministry of Corporate Affairs	22585	21947	638
Department of Revenue	21634	16012	5622
Ministry of Civil Aviation	20973	19312	1661
Ministry of Housing and Urban Affairs	19288	18441	847
Department of Financial Services (Insurance Division)	19151	18297	854
Ministry of Petroleum and Natural Gas	18605	17935	670
Ministry of Road Transport and Highways	17732	16073	1659
O/o the Comptroller & Auditor General of India	16601	16445	156
Central Board of Indirect Taxes and Customs	15535	14327	1208
Department of Defence Finance	14875	13473	1402
Department of Defence	14562	12508	2054
Ministry of Electronics & Information Technology	13541	12521	1020
Department of Consumer Affairs	12722	11798	924
Ministry of Women and Child Development	10641	10475	166
Department of Justice	9750	9491	259
Ministry of Information and Broadcasting	9166	8647	519
Department of Ex Servicemen Welfare	8293	7227	1066
Department of Social Justice and Empowerment	8050	6890	1160
Unique Identification Authority of India	7588	6959	629
Department of Legal Affairs	7449	2862	4587
Ministry of Ayush	7273	6932	341
Department of Military Affairs	7255	5573	1682
Department of Expenditure	6588	6457	131
Department of Rural Development	6448	5925	523
Department of Commerce	5610	5379	231
Ministry of Environment, Forest and Climate Change	5186	5053	133
Ministry of Coal	5023	4533	490
Department of Health Research	4788	4088	700
Department of Economic Affairs ACC Division	4590	4110	480
Ministry of Micro Small and Medium Enterprises	4370	4138	232
Department of Food and Public Distribution	4346	4219	127
Ministry of Power	4092	3787	305
Ministry of Culture	3687	3177	510
NITI Aayog	3406	3360	46

Organisation Name	Received	Disposed	Pending
Department of Empowerment of Persons with Disabilities	3068	2973	95
Ministry of Water Resources, River Development & Ganga Rejuvenation	3034	2824	210
Department of Financial Services (Pension Reforms)	3002	2948	54
Department of Defence Production	2959	2866	93
Ministry of Parliamentary Affairs	2733	2690	43
Legislative Department	2656	2432	224
Department for Promotion of Industry and Internal Trade	2602	2549	53
Ministry of Shipping	2470	2273	197
Ministry of Minority Affairs	2397	2224	173
Department of Agriculture Research and Education	2336	2043	293
Department of Animal Husbandry, Dairying	2311	2197	114
Ministry of Tourism	2226	2154	72
Ministry of Skill Development and Entrepreneurship	2207	2117	90
Ministry of Panchayati Raj	2193	2146	47
Ministry of Drinking Water and Sanitation	2169	1989	180
Department of Pharmaceutical	2162	2107	55
Department of Atomic Energy	1778	1216	562
Department of Science and Technology	1643	1547	96
Department of Scientific & Industrial Research	1553	1296	257
Ministry of Textiles	1483	1382	101
Ministry of Mines	1447	1329	118
Ministry of Steel	1431	1295	136
Department of Defence Research and Development	1323	1311	12
Department of Sports	1284	1142	142
Department of Heavy Industry	1247	1189	58
Ministry of Tribal Affairs	1185	1079	106
Department of Youth Affairs	1117	1059	58
Department of Land Resources	993	954	39
Department of Investment & Public Asset Management	883	846	37
Ministry of New and Renewable Energy	813	771	42
Department of Bio Technology	783	744	39
Department of Administrative Reforms and Public Grievances	771	734	37
Department of Space	734	626	108
Department of Public Enterprises	698	668	30
Department of Chemicals and Petrochemicals	654	648	6
Ministry of Food Processing Industries	571	555	16
Ministry of Statistics and Programme Implementation	545	515	30
Department of Fertilizers	517	480	37
Ministry of Earth Sciences	399	382	17
Department of Fisheries	356	324	32
Department of Official Language	344	312	32
Ministry of Development of North Eastern Region	190	187	3
Total	1182844	1081566	101278

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for calendar year 2021

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	176885	168918	7967
Ministry of Labour and Employment	97912	93850	4062
Department of Telecommunications	62618	61122	1496
Central Board of Direct Taxes (Income Tax)	59715	51953	7762
Department of Posts	55755	53297	2458
Department of Agriculture and Farmers Welfare	55199	54787	412
Ministry of Railways (Railway Board)	54832	53348	1484
Department of Health & Family Welfare	43341	38318	5023
Ministry of Home Affairs	41121	39631	1490
Department of Financial Services (Insurance Division)	34879	33855	1024
Ministry of Housing and Urban Affairs	32102	31222	880
Department of School Education and Literacy	29788	28800	988
Department of Personnel and Training	29543	22784	6759
Department of Higher Education	25260	23676	1584
Ministry of Road Transport and Highways	23983	22943	1040
Department of Revenue	23175	20705	2470
Department of Defence Finance	21556	19816	1740
Ministry of Corporate Affairs	21109	20878	231
Ministry of Petroleum and Natural Gas	20178	19494	684
Ministry of External Affairs	19887	19551	336
Ministry of Civil Aviation	18157	17038	1119
Central Board of Indirect Taxes and Customs	17149	16131	1018
Department of Consumer Affairs	15872	15066	806
Department of Defence	15428	13880	1548
Unique Identification Authority of India	12138	11757	381
Department of Ex Servicemen Welfare	10957	9963	994
Ministry of Electronics & Information Technology	10862	10620	242
Department of Justice	10791	10662	129
Department of Military Affairs	8958	7654	1304
Department of Legal Affairs	8859	8137	722
Department of Social Justice and Empowerment	8055	6874	1181
Ministry of Information and Broadcasting	7537	7149	388
Department of Rural Development	7529	6965	564
Department of Commerce	7511	7241	270
Ministry of Women and Child Development	7406	7203	203
O/o the Comptroller & Auditor General of India	7338	7146	192
Department of Economic Affairs ACC Division	7176	6976	200
Department of Expenditure	5264	5186	78
Department of Food and Public Distribution	5221	5137	84
Ministry of Coal	4813	4545	268
Ministry of Power	4620	4448	172
Ministry of Environment, Forest and Climate Change	4419	4222	197
Department of Health Research	4232	4159	73
Ministry of Micro Small and Medium Enterprises	4091	3863	228
Ministry of Panchayati Raj	4083	3987	96
Ministry of Ayush	3973	3883	90
Ministry of Culture	3550	3367	183

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Pension Reforms)	3520	3471	49
Department of Empowerment of Persons with Disabilities	3516	3315	201
Department of Defence Production	3194	3109	85
Ministry of Parliamentary Affairs	3182	3130	52
NITI Aayog	2889	2854	35
Ministry of Mines	2848	2816	32
Ministry of Cooperation	2781	6	2775
Ministry of Shipping	2776	2627	149
Ministry of Drinking Water and Sanitation	2771	2718	53
Department of Science and Technology	2769	2636	133
Department of Agriculture Research and Education	2760	2656	104
Ministry of Tourism	2745	2680	65
Department for Promotion of Industry and Internal Trade	2673	2636	37
Ministry of Skill Development and Entrepreneurship	2628	2527	101
Ministry of Water Resources, River Development & Ganga Rejuvenation	2557	2385	172
Department of Atomic Energy	2396	2189	207
Ministry of Steel	2322	2287	35
Department of Pharmaceutical	2159	2117	42
Department of Animal Husbandry, Dairying	2071	1999	72
Ministry of Minority Affairs	1931	1793	138
Department of Fertilizers	1798	1722	76
Ministry of Tribal Affairs	1736	1652	84
Ministry of Textiles	1681	1557	124
Legislative Department	1645	1543	102
Department of Defence Research and Development	1597	1579	18
Department of Heavy Industry	1532	1485	47
Department of Sports	1513	1452	61
Department of Scientific & Industrial Research	1476	1357	119
Department of Land Resources	1111	1086	25
Department of Chemicals and Petrochemicals	1067	1059	8
Department of Investment & Public Asset Management	1067	1034	33
Ministry of Food Processing Industries	1066	1041	25
Ministry of New and Renewable Energy	960	921	39
Department of Youth Affairs	900	832	68
Ministry of Statistics and Programme Implementation	874	823	51
Department of Space	752	622	130
Ministry of Earth Sciences	745	720	25
Department of Public Enterprises	720	705	15
Department of Bio Technology	642	629	13
Ministry of Development of North Eastern Region	632	624	8
Department of Administrative Reforms and Public Grievances	549	380	169
Department of Official Language	464	441	23
Department of Fisheries	428	407	21
Total	1234270	1165829	68441

Note: The above numbers include Brought Forward cases

GOI Ministry/Department wise Progress report for 01-01-2022 to 30-06-2022

Organisation Name	Received	Disposed	Pending
Department of Financial Services (Banking Division)	96741	88738	8003
Ministry of Labour and Employment	67972	65176	2796
Central Board of Direct Taxes (Income Tax)	35370	24984	10386
Department of Posts	28627	26452	2175
Ministry of Railways (Railway Board)	28517	26572	1945
Department of Telecommunications	26646	25750	896
Department of Personnel and Training	23637	20499	3138
Ministry of Home Affairs	22766	21240	1526
Department of Health & Family Welfare	21397	7589	13808
Ministry of Cooperation	20356	730	19626
Ministry of Housing and Urban Affairs	17526	16446	1080
Department of Agriculture and Farmers Welfare	15394	14762	632
Department of Financial Services (Insurance Division)	13762	12883	879
Ministry of Road Transport and Highways	13129	11770	1359
Department of Defence Finance	12009	10679	1330
Department of Higher Education	10733	9288	1445
Department of School Education and Literacy	10465	9361	1104
Department of Revenue	10098	7305	2793
Ministry of External Affairs	9508	8613	895
Ministry of Corporate Affairs	9058	8543	515
Ministry of Petroleum and Natural Gas	9024	8240	784
Department of Defence	8033	5932	2101
Department of Consumer Affairs	7950	7017	933
Central Board of Indirect Taxes and Customs	7721	6114	1607
Department of Justice	7332	7230	102
Ministry of Civil Aviation	6540	5739	801
Unique Identification Authority of India	6252	5786	466
Department of Ex Servicemen Welfare	5937	5393	544
O/o the Comptroller & Auditor General of India	5093	4599	494
Department of Military Affairs	4573	3399	1174
Department of Rural Development	4284	3292	992
Ministry of Electronics & Information Technology	4070	3910	160
Department of Science and Technology	3953	3875	78
Department of Social Justice and Empowerment	3815	1045	2770
Department of Commerce	3601	3389	212
Department of Economic Affairs ACC Division	3472	3163	309
Department of Expenditure	3377	3302	75
Ministry of Women and Child Development	2576	2351	225
Ministry of Information and Broadcasting	2562	2121	441
Department of Legal Affairs	2349	2331	18
Department of Food and Public Distribution	2312	2243	69
Ministry of Power	2306	1970	336
Ministry of Environment, Forest and Climate Change	2293	2098	195
Ministry of Coal	2032	1779	253
Ministry of Panchayati Raj	1861	1767	94
Department of Financial Services (Pension Reforms)	1689	1670	19
Ministry of Parliamentary Affairs	1593	1582	11

Organisation Name	Received	Disposed	Pending
Department of Scientific & Industrial Research	1527	1405	122
Ministry of Micro Small and Medium Enterprises	1518	1349	169
Ministry of Mines	1447	1416	31
Ministry of Ayush	1371	1235	136
Ministry of Skill Development and Entrepreneurship	1371	1165	206
Department of Defence Production	1233	1148	85
Ministry of Drinking Water and Sanitation	1229	1195	34
Department of Empowerment of Persons with Disabilities	1224	1187	37
Ministry of Water Resources, River Development & Ganga Rejuvenation	1224	1136	88
Ministry of Culture	1203	968	235
Ministry of Food Processing Industries	1145	1118	27
Department of Agriculture Research and Education	1112	950	162
Department for Promotion of Industry and Internal Trade	1090	988	102
NITI Aayog	1040	1006	34
Ministry of Shipping	996	794	202
Ministry of Tourism	934	876	58
Ministry of Minority Affairs	916	748	168
Ministry of Textiles	870	800	70
Department of Atomic Energy	867	706	161
Department of Defence Research and Development	829	771	58
Department of Health Research	738	704	34
Department of Animal Husbandry, Dairying	728	595	133
Ministry of Steel	638	596	42
Department of Sports	604	494	110
Ministry of Tribal Affairs	573	512	61
Department of Heavy Industry	572	514	58
Department of Land Resources	561	553	8
Legislative Department	557	463	94
Department of Investment & Public Asset Management	549	496	53
Ministry of New and Renewable Energy	458	428	30
Department of Youth Affairs	434	378	56
Department of Fertilizers	388	339	49
Department of Pharmaceutical	381	367	14
Department of Public Enterprises	378	370	8
Ministry of Earth Sciences	344	285	59
Department of Administrative Reforms and Public Grievances	331	240	91
Department of Space	301	262	39
Department of Chemicals and Petrochemicals	253	244	9
Ministry of Statistics and Programme Implementation	222	195	27
Department of Bio Technology	195	183	12
Department of Fisheries	172	161	11
Department of Official Language	168	152	16
Ministry of Development of North Eastern Region	97	94	3
Total	643099	548303	94796

Note: The above numbers include Brought Forward cases