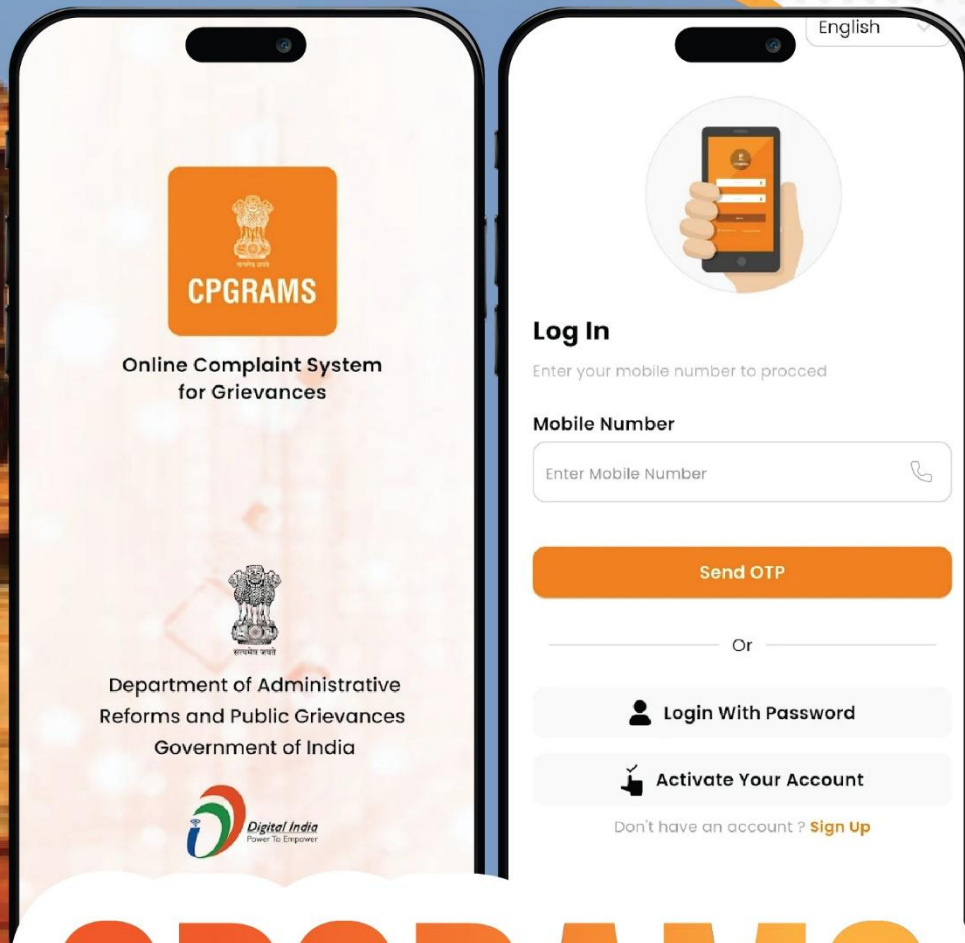




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



# CPGRAMS MONTHLY REPORT

## Central Ministries/Departments

NOVEMBER 2025

(Report Number 43)

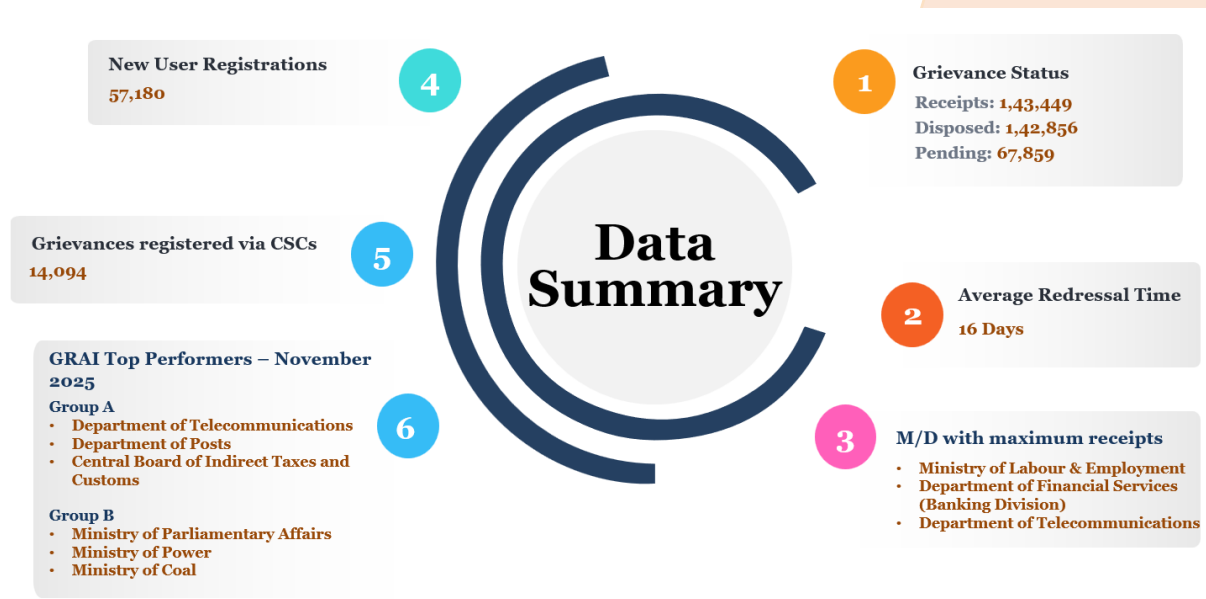
Department of Administrative Reforms  
and Public Grievances

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# 1. KEY HIGHLIGHTS



Time Period – November, 2025

## 01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 12<sup>th</sup> November, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In November 2025, for the **41<sup>st</sup> month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **67,859 grievances**, out of which ~65% of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of November 2025 stands at **57,180**.
- The Feedback Call Centre collected **70,141 feedbacks** in the month of November 2025, where **41,472 feedback** were collected for Central Ministries/Departments.

## 02 PG Cases

- In November 2025, **1,43,449 PG cases were received** on the CPGRAMS portal, **1,42,856 PG cases were redressed** and there exists a **pendency of 67,859 PG cases**.
- Grievances registered via **Common Service Centers** stands at **14,094 grievances** for November, 2025.
- **34%** of the accounted grievances for November, 2025 were directed towards key departments such as the Ministry of Labour and Employment [22,418 grievances], Department of Financial Services (Banking Division) [17,122 grievances], and Department of Telecommunications [9,296 grievances].

- In November 2025, **27,761 appeals were received** and **25,690 appeals were disposed**.
- **18,955 appeal pendency** recorded in November for the year 2025.

## 03 PG Appeals

## 04 Grievance Redressal and Assessment Index

(NOVEMBER, 2025)

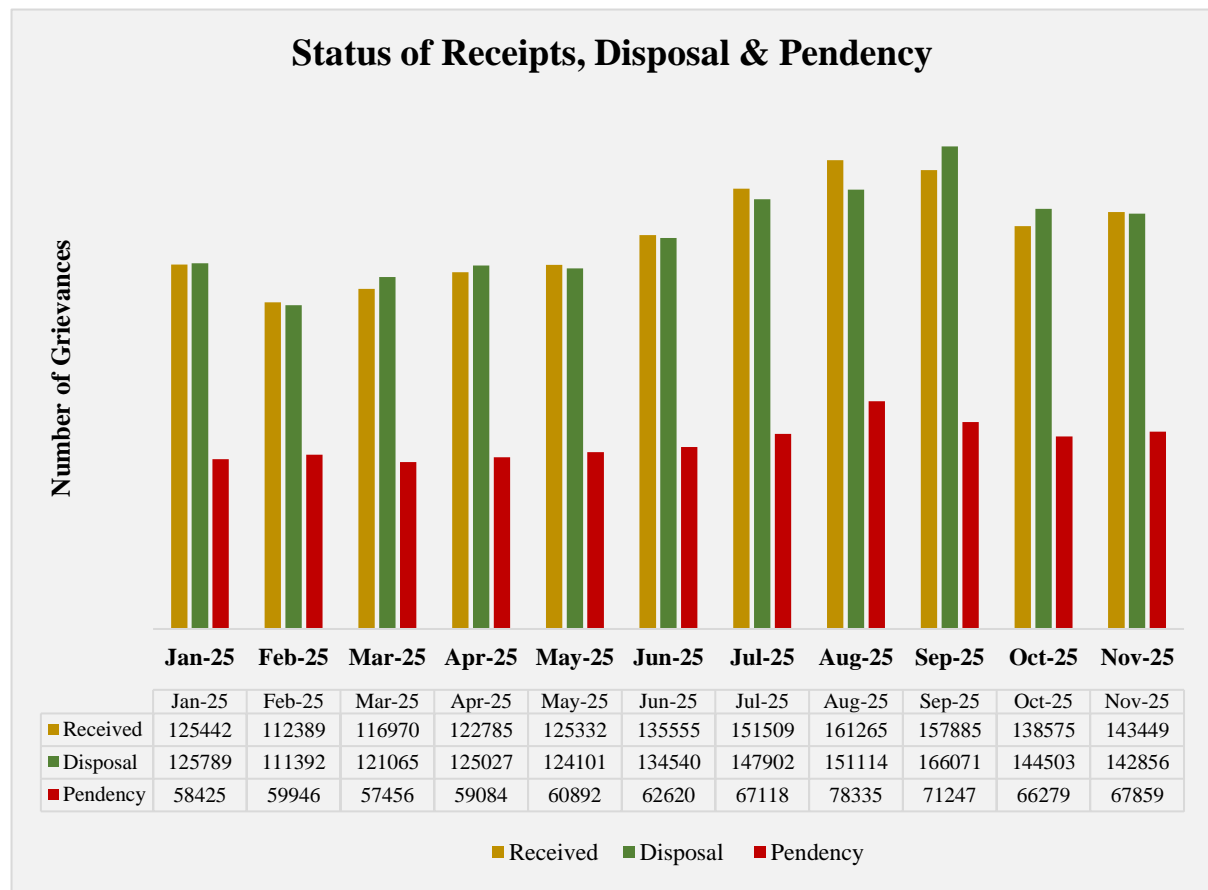
- **Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for November, 2025.
- **Ministry of Parliamentary Affairs, Ministry of Power and Ministry of Coal** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for November, 2025.

## 2. Review of Status of Grievances



Time Period: 01/01/2025 to 30/11/2025

### Month-wise Status of Grievances



### 3. Grievance Redressal Assessment and Index – November, 2025

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from May, 2023 onwards. 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.

The GRAI has the following 4 dimensions:

**Efficiency**  
5 indicators

**Feedback**  
2 indicators

**Domain**  
2 indicators

**Organisational  
Commitment**  
2 indicators

The data used in preparing the GRAI has been taken from **1<sup>st</sup> November, 2025 to 30<sup>th</sup> November, 2025**.

**GRAI has been formulated based on the following 4 dimensions and 11 indicators with the corresponding weightages:**

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved with ATRs within Timeline (within 21 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 21 days)	Negative	0.15
2	Feedback	0.30	6	% of Appeals Filed	Negative	0.50
			7	% of Resolution with "Satisfied" Remarks	Positive	0.50
3	Domain	0.15	8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
			9	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
4	Organisational Commitment	0.10	10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

**Note:** Positive = for which Higher Value is better; Negative Indicator = for which Lower Value is better

### 3.1 Ranking of Ministries/Departments – Group A

(Ministries/Departments with Total Grievances **more than equal to 500**)

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Telecommunications	727	9296	9268	755	0.798	1
2	Department of Posts	1332	5837	5736	1433	0.788	2
3	Central Board of Indirect Taxes and Customs	129	1219	1199	149	0.781	3
4	Department of Land Resources	12	566	530	48	0.724	4
5	Department of Defence	419	1386	1486	319	0.716	5
6	Department of Financial Services (Insurance Division)	450	2586	2565	471	0.696	6
7	Department of Financial Services (Banking Division)	3732	17122	17668	3186	0.685	7
8	Department of Revenue	170	913	839	244	0.68	8
9	Department of Agriculture and Farmers Welfare	537	3526	3137	926	0.661	9
10	Ministry of Road Transport and Highways	1503	4442	4560	1385	0.644	10
11	Department of Consumer Affairs	984	2339	2739	584	0.643	11
12	Department of Social Justice and Empowerment	176	764	751	189	0.639	12
13	Ministry of Civil Aviation	284	605	689	200	0.631	13
14	Ministry of Electronics & Information Technology	320	1220	1017	523	0.612	14
15	Ministry of Micro Small and Medium Enterprises	995	3569	3577	987	0.609	15
16	Central Board of Direct Taxes (Income Tax)	6401	5247	6004	5644	0.603	16
17	Ministry of Labour and Employment	13703	22418	24288	11833	0.6	17
18	Ministry of Corporate Affairs	502	1178	1123	557	0.59	18
19	Ministry of Environment, Forest and Climate Change	222	864	682	404	0.588	19
20	Department of Personnel and Training	711	1992	1961	742	0.5804	20
21	Ministry of Panchayati Raj	1835	1531	1632	1734	0.5799	21



S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
22	Department of Higher Education	1370	2256	2329	1297	0.566	22
23	Department of Health & Family Welfare	1551	4873	4443	1981	0.561	23
24	Ministry of External Affairs	1048	1670	1665	1053	0.55	24
25	Ministry of Drinking Water and Sanitation	464	921	896	489	0.538	25
26	Ministry of Housing and Urban Affairs	1847	2707	2878	1676	0.535	26
27	Ministry of Railways (Railway Board)	3521	6238	5793	3966	0.527	27
28	Department of Justice	171	834	780	225	0.524	28
29	Department of Ex Servicemen Welfare	2251	2417	3213	1455	0.516	29
30	Ministry of Women and Child Development	410	755	762	403	0.51	30
31	Unique Identification Authority of India	1578	4497	3967	2108	0.504	31
32	Department of Defence Finance	882	3938	2139	2681	0.494	32
33	Department of School Education and Literacy	662	1561	1150	1073	0.488	33
34	Ministry of Petroleum and Natural Gas	2633	1968	1853	2748	0.478	34
35	Ministry of Home Affairs	5517	6382	5654	6245	0.472	35
36	Department of Food and Public Distribution	1752	1443	1339	1856	0.462	36
37	Department of Rural Development	612	1344	1135	821	0.413	37

**Note:** In case the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

In case of Ministry of Panchayati Raj, grievances transferred to States/UTs have been omitted for the calculation of GRAI.

## 3.2 Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	10	140	143	7	0.817	1
2	Ministry of Power	50	465	457	58	0.76	2
3	Ministry of Coal	175	388	435	128	0.719	3
4	Department of Public Enterprises	13	41	34	20	0.7161	4
5	Department of Chemicals and Petrochemicals	6	27	30	3	0.716	5
6	Department of Financial Services (Pension Reforms)	46	294	295	45	0.713	6
7	Department of Youth Affairs	48	69	51	66	0.686	7
8	Ministry of AYUSH	40	306	294	52	0.682	8
9	Ministry of Culture	126	264	320	70	0.674	9
10	NITI Aayog	15	314	288	41	0.657	10
11	Ministry of Tourism	81	217	237	61	0.65	11
12	Department of Pharmaceuticals	22	79	68	33	0.648	12
13	Department of Science and Technology	75	163	183	55	0.646	13
14	Department of Health Research	26	88	81	33	0.637	14
15	Ministry of Heavy Industries	22	193	201	14	0.63	15
16	Department of Fertilizers	15	65	64	16	0.617	16
17	Ministry of Earth Sciences	19	32	32	19	0.614	17
18	Ministry of Development of North Eastern Region	0	16	14	2	0.598	18
19	Ministry of Mines	54	135	115	74	0.596	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Tribal Affairs	37	210	192	55	0.591	20
21	Ministry of Textiles	25	114	98	41	0.584	21
22	Department of Space	34	51	63	22	0.571	22
23	Department for Promotion of Industry and Internal Trade	89	205	193	101	0.566	23
24	Ministry of Information and Broadcasting	166	407	378	195	0.56	24
25	Department of Empowerment of Persons with Disabilities	173	315	313	175	0.559	25
26	Department of Investment & Public Asset Management	15	66	61	20	0.549	26
27	Ministry of Skill Development and Entrepreneurship	148	467	139	476	0.549	27
28	Ministry of Cooperation	69	424	349	144	0.544	28
29	Department of Fisheries	9	70	68	11	0.54	29
30	Ministry of New and Renewable Energy	106	120	181	45	0.5363	30
31	Department of Commerce	362	422	440	344	0.5358	31
32	Ministry of Water Resources, River Development & Ganga Rejuvenation	97	280	240	137	0.528	32
33	Department of Military Affairs	204	391	375	220	0.5259	33
34	Legislative Department	13	123	75	61	0.5259	34
35	Department of Agriculture Research and Education	96	162	163	95	0.525	35
36	Department of Sports	78	119	116	81	0.521	36
37	Department of Bio Technology	32	41	66	7	0.519	37
38	Department of Atomic Energy	53	123	114	62	0.516	38

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
39	Department of Defence Production	72	169	155	86	0.515	39
40	Ministry of Shipping	56	149	146	59	0.513	40
41	O/o the Comptroller & Auditor General of India	47	159	139	67	0.507	41
42	Ministry of Steel	44	106	109	41	0.503	42
43	Staff Selection Commission	1198	401	1087	512	0.479	43
44	Department of Legal Affairs	243	374	434	183	0.466	44
45	Department of Animal Husbandry, Dairying	145	215	173	187	0.46	45
46	Ministry of Minority Affairs	118	118	132	104	0.457	46
47	Ministry of Statistics and Programme Implementation	10	26	18	18	0.45	47
48	Department of Scientific & Industrial Research	40	65	61	44	0.4402	48
49	Department of Economic Affairs ACC Division	439	231	196	474	0.4397	49
50	Ministry of Food Processing Industries	7	56	52	11	0.436	50
51	Department of Official Language	3	20	15	8	0.425	51
52	Department of Expenditure	131	155	94	192	0.417	52
53	Department of Defence Research and Development	38	64	57	45	0.416	53

**Note:** In case, the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

\*In November 2025, though the **Department of Military Affairs and Ministry of Skill Development and Entrepreneurship** have received 585 and 1188 grievances respectively, 375 and 139 grievances respectively have been closed with new ATR and are considered for calculating the GRAI score.

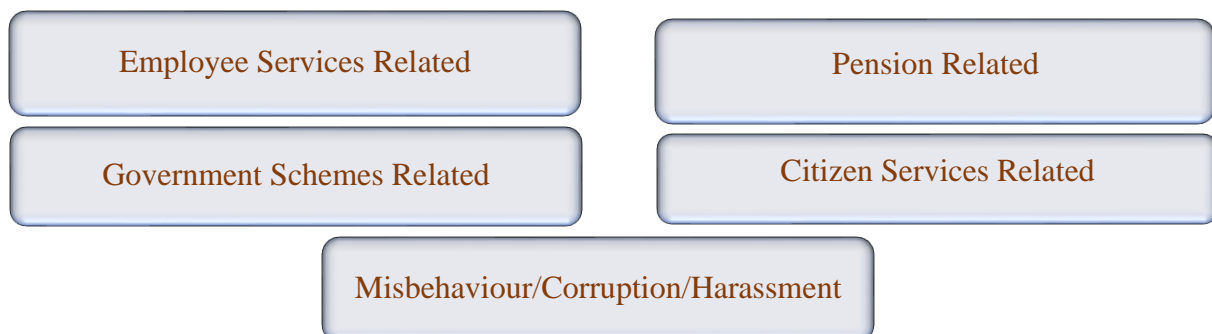
## 4. Categorisation

### Overview

In 2024, the Department of prime Reforms and Public Grievances (DARPG) undertook a significant initiative to revamp the existing categorization on the CPGRAMS portal for selected Central Ministries and Departments. This initiative focused on streamlining grievance redressal by introducing clear and precise categorization.

The primary objective of the new categorization system is to establish uniformity across all ministries by standardizing terminology and reducing redundancies at the initial level, aiming to enhance citizen convenience. This approach ensures consistency in categorizing grievances across various departments, thereby making the grievance filing process more citizen-centric. Furthermore, it will assist Ministries/Departments in identifying key areas of concern based on grievance trends, thereby enabling targeted improvements in service delivery.

**Uniform Key Categories Identified:** Few uniform key categories have been identified to streamline grievance handling across Central Ministries and Departments:



### Progress so far

The Department has completed the categorisation analysis for **35 Ministries/Departments**, of which **27 have been made live** to date. Subsequently, an OM was issued by DARPG on 9th September 2025, advising all Ministries/Departments to review their categorisation and GRO mapping.

**New categorisation for 27 Ministries/Departments has been made LIVE on the CPGRAMS Portal:**

S. No.	Name of Ministry/Department	LIVE made on
1	Department of Financial Services (Banking Division)	11th March, 2025
2	Department of Telecommunications	11th March, 2025
3	Ministry of External Affairs	26th May, 2025
4	Department of Drinking Water and Sanitation	26th May, 2025
5	Ministry of Road Transport and Highways	26th May, 2025
6	Unique Identification Authority of India	30th May, 2025
7	Department of Defence	30th May, 2025
8	Department of Military Affairs	30th May, 2025
9	Department of Defence Research and Development	5th June, 2025
10	Department of School Education and Literacy	5th June, 2025
11	Central Board of Direct Taxes (Income Tax)	5th June, 2025
12	Department of Posts	13th June, 2025
13	Department of Rural Development	13th June, 2025
14	Ministry of Labour and Employment	13th June, 2025
15	Central Board of Indirect Taxes and Customs	13th June, 2025
16	Department of Personnel and Training	25th June, 2025
17	Department of Consumer Affairs	1st July, 2025
18	Department of Food and Public Distribution	3rd July, 2025
19	Department of Agriculture and Farmers Welfare	4th July, 2025
20	Ministry of Heavy Industry	8th July, 2025
21	Department of Ex Servicemen Welfare	14th July, 2025
22	Department of Higher Education	18th July, 2025
23	Department of Justice	21st July, 2025
24	Department of Animal Husbandry and Dairying	23rd July, 2025
25	Ministry of Railways (Railway Board)	9th September, 2025
26	Ministry of Women and Child Development	14th October, 2025
27	Ministry of Mines	20 <sup>th</sup> November, 2025

## 5. Categorisation Impact Analysis

### Unique Identification Authority of India (UIDAI)

#### Overview

Before the Categorization exercise was carried out, the Unique Identification Authority of India operated with **75 Total Categories** (17 at Level 1 and 58 at Level 2). In the New Categorization for UIDAI, the structure has been streamlined to **43 Total Categories**, with only 9 at Level 1 and the remaining 34 at Level 2.

#### Grievance Flow: Key Outcomes

- Despite a massive **58% surge** in receipts (14,810 to 23,394), UIDAI has successfully increased its disposal rate to **93.60%**. This demonstrates that the new structure enables UIDAI to scale its grievance disposal even with higher inflows.
- Average Closure Time has dropped to **11 days** after categorization (down from **15 days**), confirming that operational speed and efficiency have improved even while handling higher grievance volumes.
- Appeals as a share of disposals decreased to **20.07%**

Unique Identification Authority of India	Brought Forward (a)	Received (b)	Disposal (%) (c)	Pending (d)	Appeals (%) (e) (Out of c only)	ACT (f)
Before Categorization	1780	14810	15382 (92.72%)	1208	3172 (20.62%)	15 days
After Categorization	1279	23394	23095 (93.60%)	1578	4636 (20.07%)	11 days

*Note: Since the categorization for the Unique Identification Authority of India was made live on 30<sup>th</sup> May, 2025, the period "Before Categorization" refers to the time period from 1<sup>st</sup> January, 2025 till 30<sup>th</sup> May, 2025 and the period "After Categorization" refers to the time period from 1<sup>st</sup> June till 31<sup>st</sup> October, 2025.*

## Disposal Efficiency and Quality

- Grievances resolved within 21 days grew from 12,616 to 20,118 cases (a **59%** increase). Consequently, the share of grievances addressed within 21-day period from **82% to 87%**, proving the ground-level impact that proper categorization brings to grievance redressal time.
- Final Action Taken cases increased significantly from 15,049 to 22,689 (**+51%**). This reflects improved categorization, which ensures grievances are routed to the right authority for a concrete resolution rather than being passed around.
- While the volume of grievances increased, the proportion of cases being transferred or returned **decreased to 1.29%** (down from 1.59%), indicating stronger frontline decision-making and fewer misclassifications.

Unique Identification Authority of India	Total Disposal	Grievances Disposed by					
		<= 21 Days	>21 days	Final Action taken	Transferring grievance	Returning grievance	Pulling of grievance by higher authority
<b>Before Categorization</b>	15382	12616 (82%)	2766	15049 (97.84%)	244 (1.59%)	89 (0.58%)	0
<b>After Categorization</b>	23095	20118 (86.67%)	2977	22689 (98.24%)	299 (1.29%)	107 (0.46%)	0

## Citizen Feedback Signals

- Total feedback received grew by **~27%** (from 8,065 to 10,234)

Unique Identification Authority of India	Total Feedback	Call Centre	Online	Resolved	Satisfied	Not Satisfied	Not Resolved
<b>Before Categorization</b>	8065	4986	3079	4079	3184	895	3986
<b>After Categorization</b>	10234	6610	3624	4859	3565	1294	5375

*Note: Total Feedback Received = Call Centre + Online = Resolved + Not Resolved  
Resolved = Satisfied + Not Satisfied*



## 6. Review Meeting by Secretaries

In line with the **Hon'ble Prime Minister's directions from the Pragati Meeting** on 26<sup>th</sup> December 2024, the Cabinet Secretary issued a DO letter on **30<sup>th</sup> January 2025**, urging all Secretaries to review public grievances in their respective Ministries/Departments.

To facilitate this, DARPG has created a dedicated module in the CPGRAMS portal to enable review by Secretaries. This chapter attempts to present an overall picture regarding the status of Review Meetings conducted in the month of November, 2025.

A total of **223 Review Meetings** were conducted between **14<sup>th</sup> February 2025 till 30<sup>th</sup> November, 2025**. A total of 1,338 cases has been resolved; 52 systemic policy issues and 17 unresolved cases have been taken up.

### 6.1 Status of Review Meetings Conducted – November 2025

A total of **17 Review Meetings** were conducted and **14 cases** were resolved in **November 2025**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings.

S.No.	Organisation Name	Meetings Conducted	Chaired By
1	Department of Ex Servicemen Welfare	3	Secretary
2	Central Board of Direct Taxes (Income Tax)	2	Pr. PGIT
3	Central Board of Indirect Taxes and Customs	1	Chairman
4	Department of Fertilizers	1	Economic Advisor
5	Department of Financial Services (Banking Division)	1	Secretary
6	Department of Financial Services (Insurance Division)	1	Secretary
7	Department of Military Affairs	1	Secretary
8	Department of Official Language	1	Secretary
9	Department of Science and Technology	1	Secretary
10	Ministry of Coal	1	Secretary
11	Ministry of Drinking Water and Sanitation	1	Secretary
12	Ministry of Parliamentary Affairs	1	Secretary
13	Ministry of Women and Child Development	1	Secretary
14	Unique Identification Authority of India	1	Secretary
TOTAL		17	

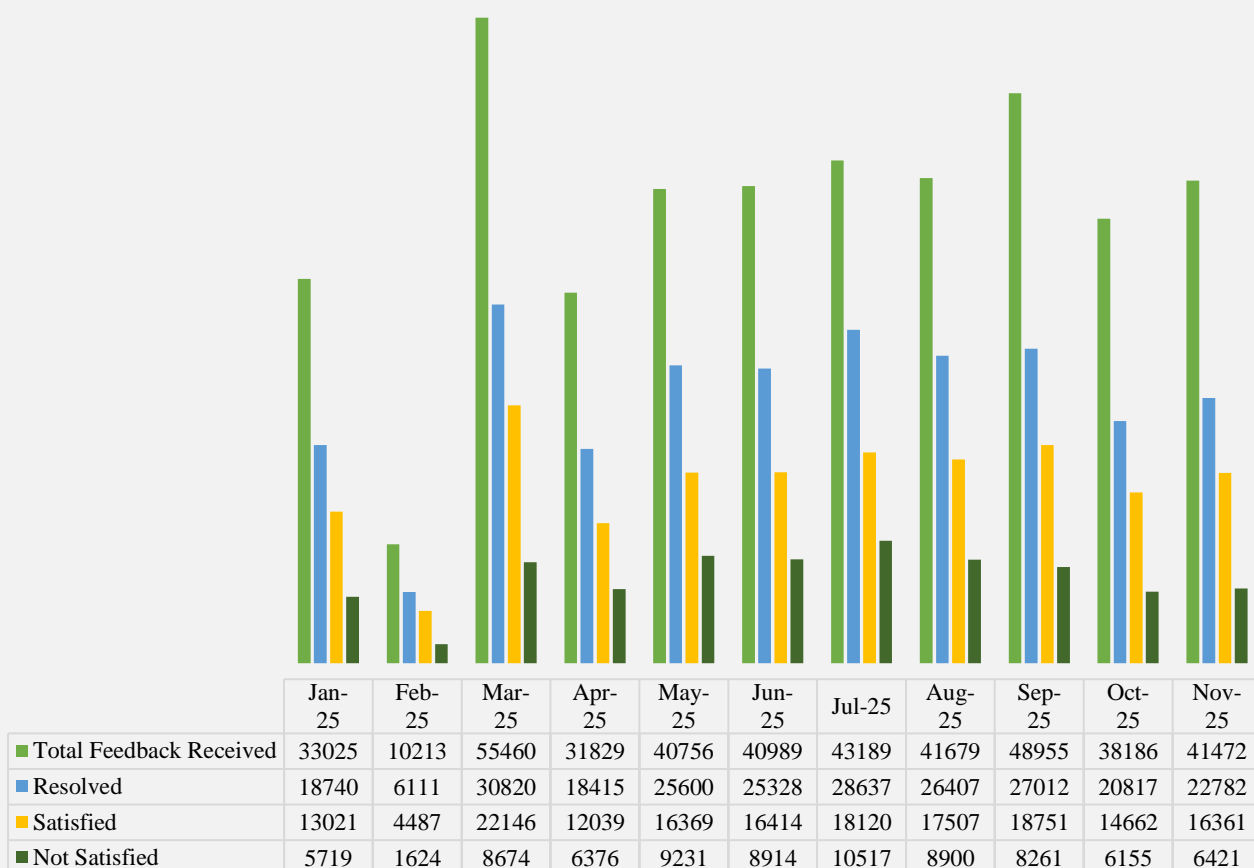
## 7. Feedback Call Centre

During the period from **1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025**, the Call Centre received a total of **4,25,753 feedback** in Central Ministries/Departments. Of these, **2,50,669 cases were resolved**, reflecting a **resolution rate of ~59%** and 1,75,084 cases were Not Resolved. Among the resolved cases, **~68% of citizens expressed satisfaction** with the grievance redressal.

A total of **41,472 feedback** cases were received by the Call Centre in Central Ministries/Departments in November 2025.

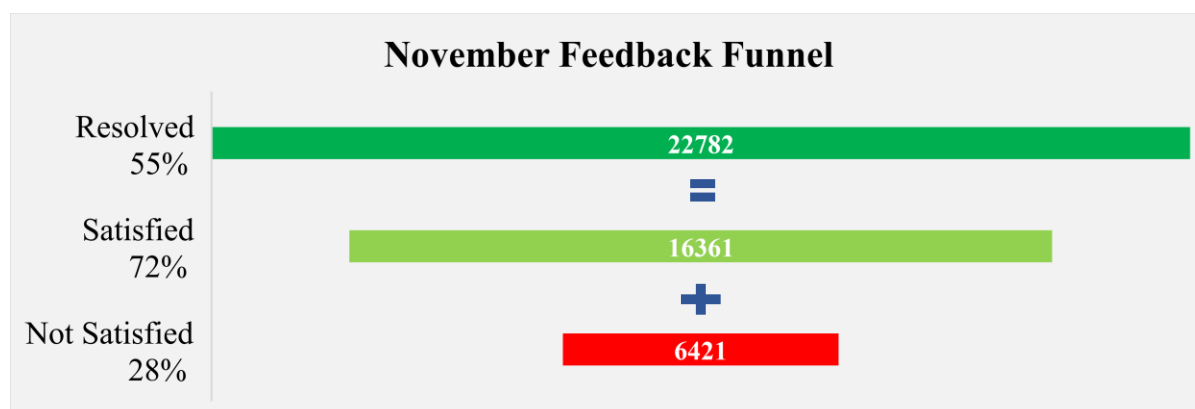
*The column chart below tracks four key metrics regarding feedback from January through November 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.*

**Month-Wise Feedback Status**



The funnel below illustrates the journey from total feedback received via Call Centre in November 2025 (41,472) through:

- Grievances Resolved (22,782)
- Post-resolution sentiment:
  - 16,361 satisfied (72%)
  - 6,421 not-satisfied (28%)



**November, 2025: Top 10 Ministries/Departments with the Highest Number of Unresolved Feedback received (ranked in descending order)**

S.No.	Ministry / Department	Not Resolved
1	Ministry of Labour and Employment	3350
2	Department of Financial Services (Banking Division)	2214
3	Department of Telecommunications	1151
4	Ministry of Micro Small and Medium Enterprises	820
5	Ministry of Railways (Railway Board)	733
6	Department of Posts	725
7	Department of Consumer Affairs	641
8	Central Board of Direct Taxes (Income Tax)	624
9	Department of Ex Servicemen Welfare	560
10	Unique Identification Authority of India	559

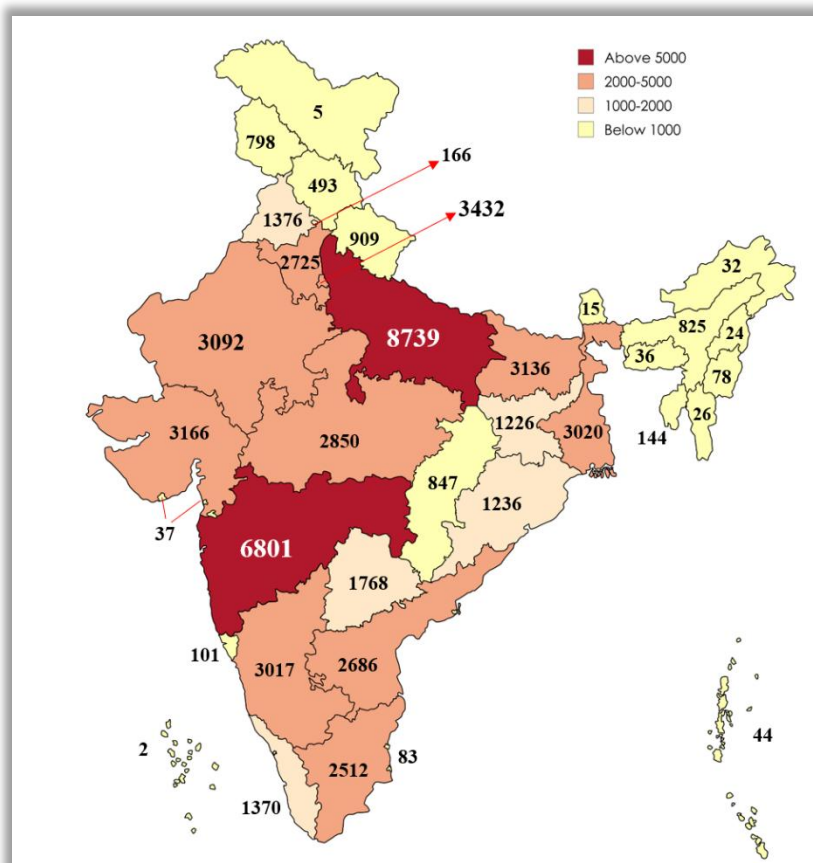
**November, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:**

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5150	3911 (76%)	1239 (24%)
2	Department of Financial Services (Banking Division)	2850	1959 (69%)	891 (31%)
3	Department of Posts	1521	1244 (82%)	277 (18%)
4	Central Board of Direct Taxes (Income Tax)	1413	1110 (79%)	303 (21%)
5	Department of Telecommunications	1386	1033 (75%)	353 (25%)
7	Department of Defence Finance	970	719 (74%)	251 (26%)
6	Ministry of Railways (Railway Board)	854	543 (64%)	311 (36%)
8	Department of Ex Servicemen Welfare	670	459 (69%)	211 (31%)
9	Ministry of Petroleum and Natural Gas	642	527 (82%)	115 (18%)
10	Unique Identification Authority of India	601	430 (72%)	171 (28%)

## 8. New User Registration

A total of **57,180** new users has registered on CPGRAMS in November, 2025, through various channels, out of which, **8,739** registrations are from Uttar Pradesh.

### New user registration on CPGRAMS in States/UTs in November, 2025:



### User Registration on CPGRAMS in the Year 2025:

S. No.	Month	Total New User Registration in 2025
1	January	56,214
2	February	47,599
3	March	49,912
4	April	62,227
5	May	60,499
6	June	58,502
7	July	63,073
8	August	89,507
9	September	78,353
10	October	52,876
11	November	57,180
TOTAL		6,18,762

## 9. Outreach through CSCs

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).

**Receipts**

**14,094**

**Disposed**

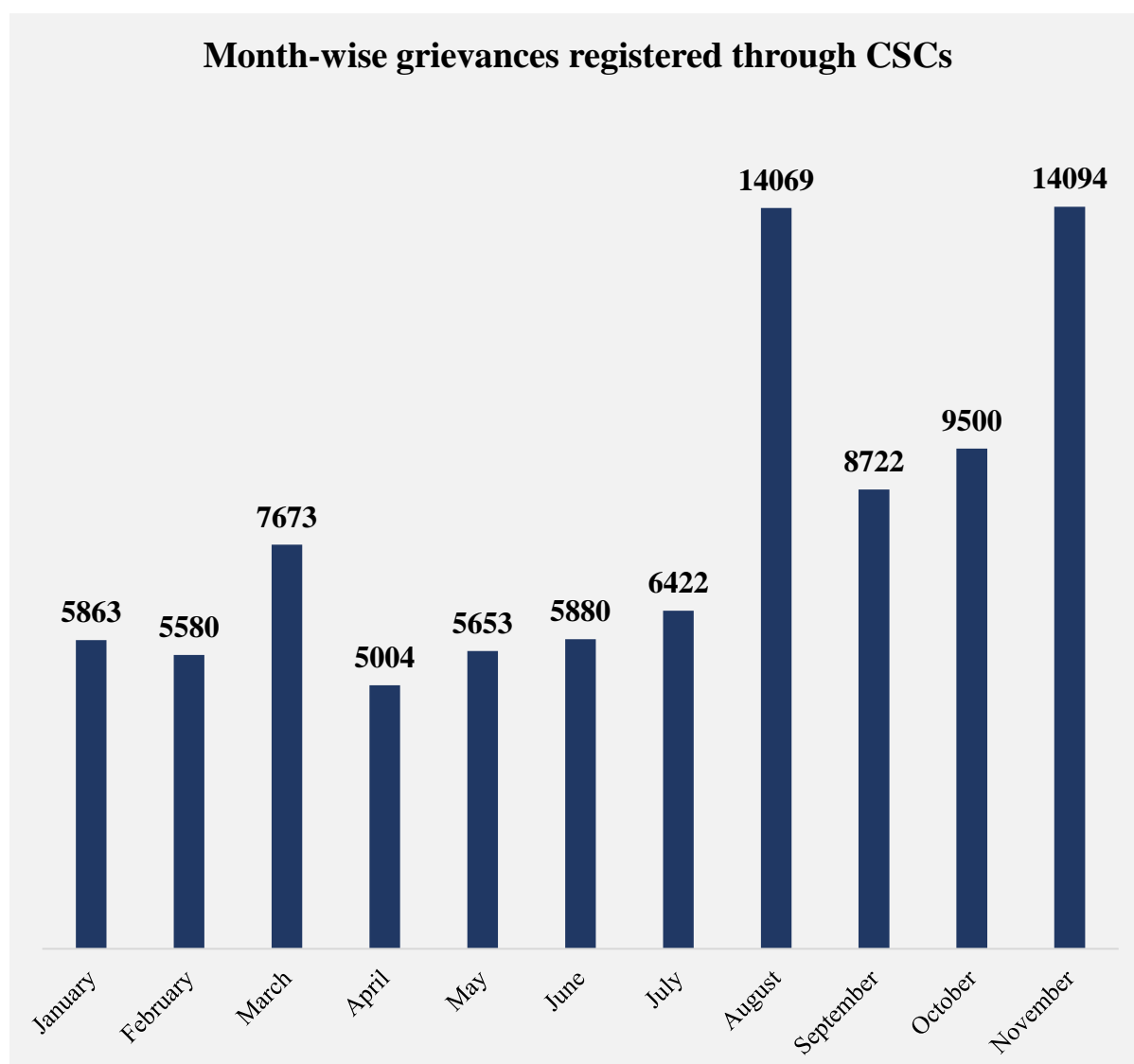
**9,678**

**Pending**

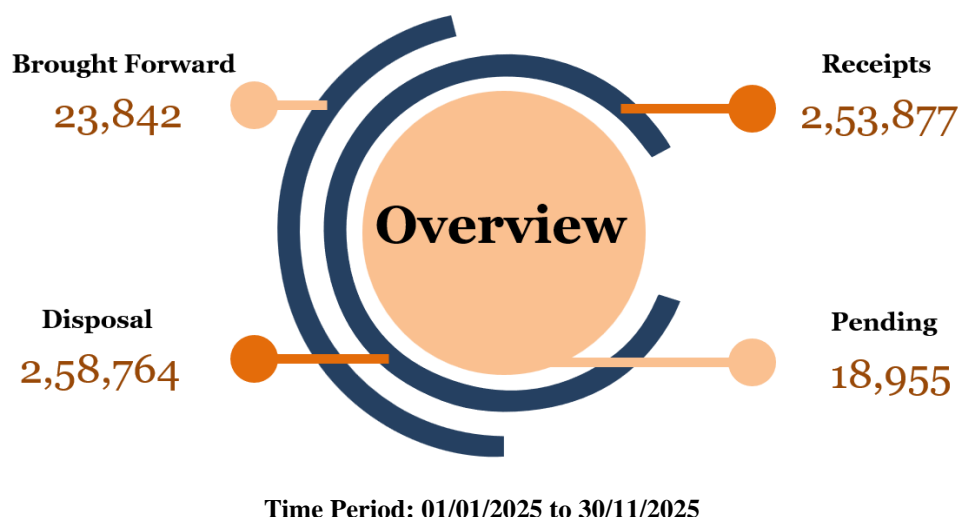
**4,416**

(Time Period: 01/11/2025 to 30/11/2025)

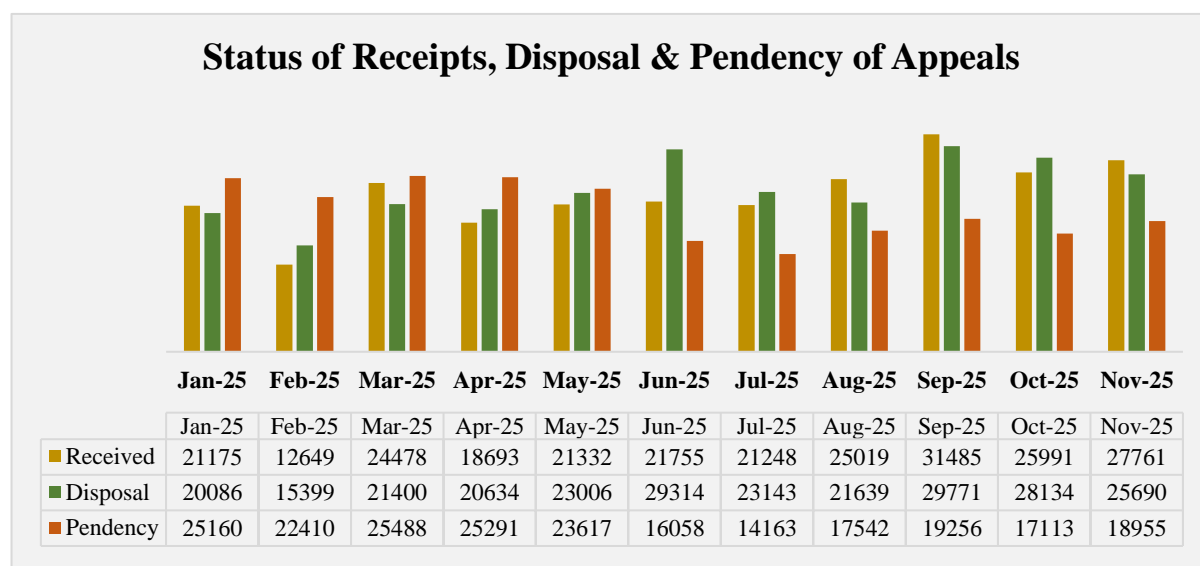
- **A total of 14,094 grievances has been registered through the Common Service Centres in the month of November, 2025:**



## 10. Review of Status of Appeals on CPGRAMS



### a. Month-wise Status of Appeals



### b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **36 days** as on **30<sup>th</sup> November, 2025**
- 36** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

## 11. Success Stories

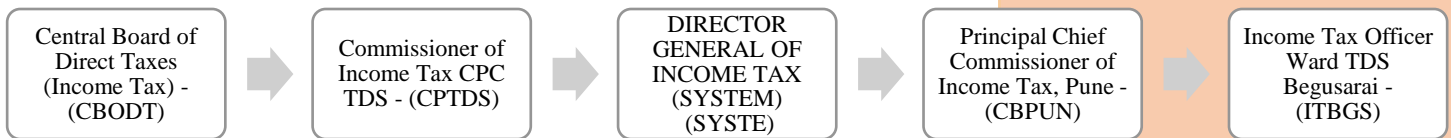
“

Miss Anjali Darak from Ichalkaranji, Maharashtra, faced prolonged hardship while trying to secure a refund of ₹21.69 lakh in excess TDS deducted. Despite submitting Form 26B with all required documents through the TRACES portal, her refund request was repeatedly left unprocessed as the TDS ward officer was unavailable and no other official accepted her application. She finally lodged a complaint formally on CPGRAMS. Acting upon the escalation, the Centralized Processing Cell reviewed her case, approved the refund request and transferred the refund amount successfully.

### Grievance of Miss Anjali Darak

**TDS Refund Released After  
CPGRAMS Escalation**

”



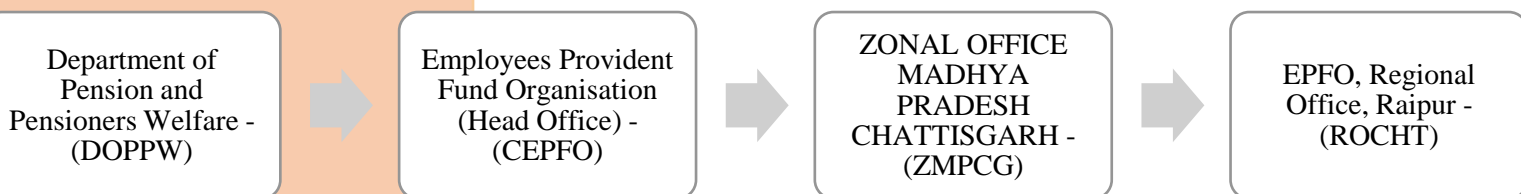
### Grievance of Shri K Savaraiyya

**Revised PPO and Arrears  
released after CPGRAMS  
Intervention**

“

Shri K. Savaraiyya, a retired NTPC employee from Bhilai, Chhattisgarh, faced months of uncertainty after depositing ₹36.87 lakh towards higher pension as demanded by EPFO Delhi North in May 2025. With no response through regular channels, he turned to CPGRAMS seeking urgent redressal. Following CPGRAMS intervention, the EPFO confirmed that his revised PPO had been issued, granting him a monthly pension of ₹38,765. The arrears amounting to ₹39.49 lakh were processed, with ₹8.49 lakh deducted as TDS, and the remaining ₹30.99 lakh along with the new pension credited to his account.

”





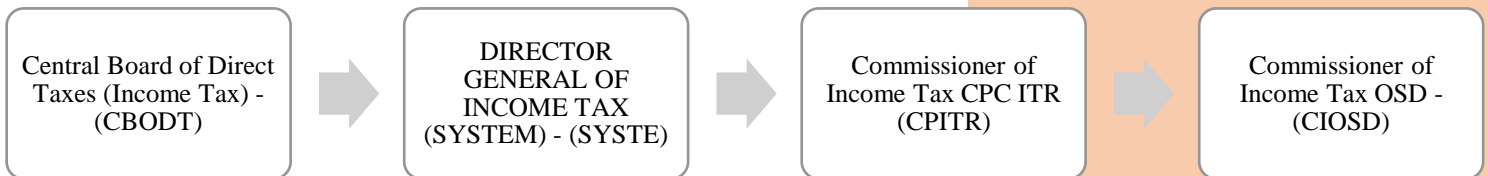
“

Shri Siddharth N. Shah reported that although a refund of ₹4,55,070 for AY 2018–19 had been processed, it was wrongly adjusted against demands for AYs 2011–12 and 2012–13, which had already been nullified by the ITAT, as well as against settled years under the Vivad Se Vishwas Scheme. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and confirmed that for AY 2012–13, the jurisdictional Assessing Officer had uploaded the manual order determining a refund of ₹8,94,331, which has been sent to the citizen's bank account.

## Grievance of Shri Siddharth N Shah

**Refund Adjustment  
Clarification and Released**

”



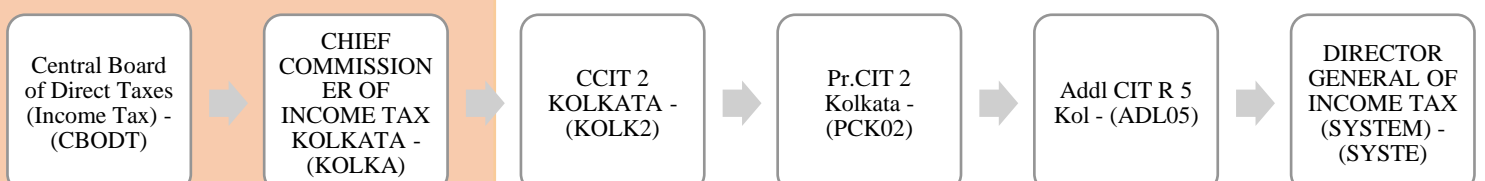
“

## Grievance of Shri Amit Kumar Chouhan

**Resolution of Non-credit of Advance Tax and TDS via CPGRAMS**

Shri Amit Kumar Chouhan reported non-credit of advance tax of ₹1,00,000 and TDS of ₹1,18,076 related to M/s Prognosis Commodities Pvt. Ltd., which had merged with another company. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and confirmed that a manual order under Section 154 read with Section 250 had been uploaded, and CPC determined a refund of ₹3,00,944, which was sent to the citizen's prevalidated bank account, thereby resolving the grievance.


”



# 12. Media Outreach

## PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions



**The Department of Administrative Reforms and Public Grievances (DARPG) released the 42nd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of October, 2025**

A total of 1,44,503 grievances were redressed by Central Ministries/ Departments in October, 2025

For the 40th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Land Resources, Central Board of Indirect Taxes and Customs, and Ministry of AYUSH topped the Group A category in the GRAI rankings released for the month of October, 2025

Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Power topped in Group B category in the GRAI rankings released for the month of October, 2025

Posted On: 10 NOV 2025 3:26PM by PIB Delhi


**DARPG** @DARPG\_GoI

DARPG has released its 42nd #CPGRAMS Monthly Report for October, 2025, for Central Ministries/Departments.

- In October 2025, 1,38,575 PG cases were received on the CPGRAMS portal, 1,44,503 PG cases were redressed and there exists a pendency of 66,279 PG cases.
- In October 2025, for the 40th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Full report can be accessed on:  
[darpg.gov.in/sites/default/](http://darpg.gov.in/sites/default/)...

#CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService




Narendra Modi and 8 others

**DARPG** @DARPG\_GoI

DARPG conducted a Capacity Building Programme for Grievance Redressal Officers of Central Ministries/Departments on 13.11.2025 under the Sevottam frame work, in partnership with NCGG at New Maharashtra Sadan.

Shri Puneet Yadav, Additional Secretary, DARPG, opened the session and addressed officers from @MHL\_GoI and @MoRD\_GoI on the goals and outcomes of the programme.

#GoodGovernance #DigitalIndia #CPGRAMS #Sevottam #PublicGrievanceRedressal #CapacityBuilding




**DARPG** @DARPG\_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the monthly review meeting of the #CPGRAMS with the Nodal Grievance Redressal Officers of Central Ministries and Departments.

- Ministries were encouraged to make active use of the Feedback Portal
- They were further urged to focus on timely completion of the feedback loop and effective redressal of unresolved grievances.
- Ministries/Departments with a high volume of grievances categorized under 'Others' were advised to carry out a detailed categorization exercise to ensure accurate routing of grievances to the last mile officers and facilitate their timely redressal.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance




**DARPG** @DARPG\_GoI

The programme featured practical, utility-focused sessions:

- PG Office Portal operations by Shri Sanjeev Saxena, NIC — improving monitoring and workflow discipline.
- Grievance analysis + a look at NextGen CPGRAMS by Shri Parthasarathy Bhaskar, DARPG.
- The case for Sevottam by @ASCIMEDIA — keeping governance citizen-centred.
- Tree Dash board demo by Shri Rajeev Shukla—using data for sharper oversight.

#GoodGovernance #DigitalIndia #CPGRAMS #Sevottam #CapacityBuilding




**DARPG** @DARPG\_GoI

The workshop concluded with a Way Forward session chaired by Dr. Surendra kumar Bagde, DG NCGG, with Dr. Renuka Mishra, Shri Gaya Prasad, and Dr. A P Singh.

The panel underlined the need for steady capacity building, better coordination, and technology-driven grievance redressal to strengthen citizen trust.

#GoodGovernance #DigitalIndia #PublicGrievanceRedressal #CPGRAMS



**PIB India** @PIB\_India

\* Department of Administrative Reforms and Public Grievances (@DARPG\_GoI) released the 42nd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of October, 2025

\* A total of 1,44,503 grievances were redressed by Central Ministries/ Departments in October, 2025

\* For the 40th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Read here: [pib.gov.in/PressReleaseDet...](http://pib.gov.in/PressReleaseDet...)

3:54 PM · Nov 10, 2025 · 5,383 Views

## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1: Maximum Number of Receipts – 1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6989	231786	238775	226943	11832
2	Department of Financial Services (Banking Division)	6705	170704	177409	174223	3186
3	Department of Telecommunications	500	81258	81758	81003	755
4	Ministry of Railways (Railway Board)	2799	70213	73012	69046	3966
5	Ministry of Home Affairs	1505	65153	66658	60413	6245
6	Department of Posts	1305	63125	64430	62997	1433
7	Central Board of Direct Taxes (Income Tax)	9534	58970	68504	62860	5644
8	Department of Agriculture and Farmers Welfare	959	48498	49457	48531	926
9	Department of Health & Family Welfare	1803	46739	48542	46561	1981
10	Unique Identification Authority of India	1780	42888	44668	42560	2108

#### Annexure 1.2: Maximum Number of Disposals – 1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6989	231786	238775	226943	11832
2	Department of Financial Services (Banking Division)	6705	170704	177409	174223	3186
3	Department of Telecommunications	500	81258	81758	81003	755
4	Ministry of Railways (Railway Board)	2799	70213	73012	69046	3966
5	Department of Posts	1305	63125	64430	62997	1433
6	Central Board of Direct Taxes (Income Tax)	9534	58970	68504	62860	5644
7	Ministry of Home Affairs	1505	65153	66658	60413	6245
8	Department of Agriculture and Farmers Welfare	959	48498	49457	48531	926
9	Department of Health & Family Welfare	1803	46739	48542	46561	1981
10	Unique Identification Authority of India	1780	42888	44668	42560	2108

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1<sup>st</sup>****January 2025 to 30<sup>th</sup> November 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6989	231786	238775	226943	11832
2	Ministry of Home Affairs	1505	65153	66658	60413	6245
3	Central Board of Direct Taxes (Income Tax)	9534	58970	68504	62860	5644
4	Ministry of Railways (Railway Board)	2799	70213	73012	69046	3966
5	Department of Financial Services (Banking Division)	6705	170704	177409	174223	3186
6	Ministry of Petroleum and Natural Gas	1235	20645	21880	19132	2748
7	Department of Defence Finance	1599	28019	29618	26937	2681
8	Unique Identification Authority of India	1780	42888	44668	42560	2108
9	Department of Health & Family Welfare	1803	46739	48542	46561	1981
10	Department of Food and Public Distribution	94	13986	14080	12224	1856
11	Ministry of Panchayati Raj	246	14583	14829	13095	1734
12	Ministry of Housing and Urban Affairs	1796	27603	29399	27723	1676
13	Department of Ex Servicemen Welfare	3047	33500	36547	35092	1455
14	Department of Posts	1305	63125	64430	62997	1433
15	Ministry of Road Transport and Highways	982	41008	41990	40606	1384
16	Department of Higher Education	1057	25421	26478	25182	1296
17	Department of School Education and Literacy	626	18440	19066	17993	1073
18	Ministry of External Affairs	785	18847	19632	18579	1053

**Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than****21 Days – 1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Ministry of Home Affairs	1505	65153	66658	60413	6245	4463
2	Central Board of Direct Taxes (Income Tax)	9534	58970	68504	62860	5644	3166
3	Ministry of Labour and Employment	6989	231786	238775	226943	11832	2662
4	Ministry of Railways (Railway Board)	2799	70213	73012	69046	3966	1662
5	Ministry of Petroleum and Natural Gas	1235	20645	21880	19132	2748	1422

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
6	Ministry of Panchayati Raj	246	14583	14829	13095	1734	1130
7	Department of Food and Public Distribution	94	13986	14080	12224	1856	1121
8	Department of Ex Servicemen Welfare	3047	33500	36547	35092	1455	818
9	Department of Defence Finance	1599	28019	29618	26937	2681	794
10	Department of Health & Family Welfare	1803	46739	48542	46561	1981	697

## Annexure 2: Average Closing Time – 1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025

### Annexure 2.1: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Central Board of Direct Taxes (Income Tax)	62860	55
2	Department of Bio Technology	283	48
3	Department of Economic Affairs ACC Division	2795	44
4	Department of Agriculture Research and Education	1591	36
5	Department of Youth Affairs	611	31
6	Department of Ex Servicemen Welfare	35092	30
7	Staff Selection Commission	9477	30
8	Ministry of Minority Affairs	1952	30
9	Ministry of Petroleum and Natural Gas	19132	28
10	Department of Defence Research and Development	821	24

### Annexure 2.2: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Department of Land Resources	6610	2
2	NITI Aayog	3687	2
3	Ministry of Parliamentary Affairs	1509	2
4	Ministry of Heavy Industries	1943	4
5	Department of Public Enterprises	685	4
6	Ministry of Development of North Eastern Region	125	4
7	Department of Financial Services (Pension Reforms)	3850	5
8	Ministry of AYUSH	2812	5
9	Department of Agriculture and Farmers Welfare	48531	6
10	Ministry of Power	6191	6

### Annexure 3: Status of Appeals – 1<sup>st</sup> January 2025 to 30<sup>th</sup> November 2025

#### Annexure 3.1: Top 10 Ministries/Departments with Maximum Pendency of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Department of Ex Servicemen Welfare	109	6429	6538	4421	2117
2	Department of Financial Services (Banking Division)	2029	35970	37999	36027	1972
3	Ministry of Labour and Employment	2268	51310	53578	51676	1902
4	Ministry of Home Affairs	506	3451	3957	3045	912
5	Ministry of Railways (Railway Board)	701	14167	14868	13976	892
6	Central Board of Direct Taxes (Income Tax)	2839	7529	10368	9507	861
7	Department of Defence Finance	837	8613	9450	8716	734
8	Ministry of Housing and Urban Affairs	484	3847	4331	3647	684
9	Ministry of Petroleum and Natural Gas	504	3310	3814	3163	651
10	Department of Rural Development	367	2666	3033	2491	542

#### Annexure 3.2: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
1	Ministry of Parliamentary Affairs	16	3
2	Ministry of Cooperation	1597	4
3	Ministry of Drinking Water and Sanitation	2143	5
4	Department of Telecommunications	19362	6
6	Department of Land Resources	14	6
5	Department of Posts	11192	8
7	Department of Agriculture and Farmers Welfare	4986	8
8	Ministry of Heavy Industries	440	8
9	Department of Sports	253	9
10	Department of Ex Servicemen Welfare	4421	10



**Annexure 3.3: Top 10 Ministries/Departments with Maximum Percentage of Appeals**

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
1	Department of Defence Finance	29618	26937	8613	31.97%
2	Ministry of Cooperation	5779	5635	1586	28.15%
3	Ministry of Steel	1192	1151	305	26.50%
4	Ministry of Textiles	1035	994	245	24.65%
5	Ministry of Heavy Industries	1957	1943	475	24.45%
6	Department of Telecommunications	81758	81003	19688	24.31%
7	Department of Financial Services (Insurance Division)	28074	27603	6592	23.88%
8	Ministry of Civil Aviation	6281	6081	1442	23.71%
9	Department of Consumer Affairs	23472	22888	5365	23.44%
10	Ministry of Minority Affairs	2056	1952	456	23.36%

#### Annexure 4: Indicator-based Root Cause Analysis – November, 2025

A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministries and Departments is presented. All 11 Indicators spread across four dimensions used in developing GRAI are analysed and presented with indicator scores for all 90 Ministries and Departments. For a quick visual interpretation, the indicator-wise performance of all the Ministries and Departments is presented through colour coding which is based on the percentile normalised score achieved by the respective Ministries and Departments.

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
1	Ministry of Labour and Employment	0.28	23.46	58.91	43.64	59.85	69.39	0.75	21.00	55.13	25.45	74.74
2	Department of Financial Services (Banking Division)	5.08	7.06	74.95	75.36	70.63	67.49	0.00	8.00	46.92	27.83	66.63
3	Department of Telecommunications	0.05	12.34	85.15	90.92	100.00	94.52	0.00	6.00	47.81	25.32	82.80
4	Department of Posts	0.17	6.32	98.57	73.95	100.00	88.34	0.00	8.00	61.00	23.91	78.95
5	Ministry of Home Affairs	1.99	9.69	57.97	9.59	47.88	16.98	1.19	19.00	33.80	10.50	40.08
6	Ministry of Railways (Railway Board)	28.03	2.42	47.62	40.79	50.85	69.86	0.09	15.00	43.92	30.34	59.96
7	Central Board of Direct Taxes (Income Tax)	0.04	1.13	96.73	22.06	74.19	64.71	0.05	57.00	63.18	16.02	44.77
8	Department of Health & Family Welfare	25.45	6.53	35.84	28.50	54.24	58.44	0.00	12.00	43.69	8.22	50.38
9	Ministry of Road Transport and Highways	0.11	10.12	65.98	37.37	77.31	64.29	0.00	10.00	39.90	10.81	62.03
10	Department of Defence Finance	0.08	5.57	22.24	32.98	0.00	60.00	0.14	16.00	61.02	26.37	50.10
11	Unique Identification Authority of India	0.08	85.12	72.09	48.37	14.29	62.50	2.33	12.00	45.00	29.31	60.95
12	Department of Agriculture and Farmers Welfare	0.34	34.16	49.02	54.01	100.00	62.50	0.00	7.00	29.02	13.19	66.52
13	Ministry of Micro Small and Medium Enterprises	0.24	23.91	19.71	64.56	50.00	100.00	0.00	9.00	28.19	23.66	68.05
14	Ministry of Housing and Urban Affairs	0.30	1.71	29.32	31.44	67.57	31.43	0.00	18.00	39.33	16.57	42.47
15	Department of Ex Servicemen Welfare	0.17	1.89	16.72	36.57	57.14	71.43	0.16	32.00	47.56	20.00	0.00



#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
16	Department of Consumer Affairs	6.04	56.12	48.78	78.85	69.70	87.72	0.00	11.00	37.07	33.92	84.28
17	Department of Higher Education	0.27	5.35	56.34	35.18	62.79	80.00	0.00	15.00	43.99	28.15	53.47
18	Department of Financial Services (Insurance Division)	11.79	7.02	93.81	77.48	78.38	83.33	0.00	7.00	40.75	33.93	82.71
19	Ministry of Petroleum and Natural Gas	6.33	3.42	52.71	6.88	24.00	50.48	0.17	31.00	64.93	17.37	28.25
20	Department of Personnel and Training	0.54	13.27	52.38	27.98	70.64	50.00	0.00	12.00	23.19	5.65	52.67
21	Ministry of External Affairs	7.66	3.12	16.99	52.82	23.91	66.67	0.19	12.00	54.86	24.67	42.66
22	Department of School Education and Literacy	0.34	7.38	55.45	28.80	27.78	62.96	0.00	16.00	38.23	30.70	52.66
23	Department of Food and Public Distribution	0.57	0.71	15.02	21.53	30.00	44.26	0.15	27.00	60.00	19.25	0.00
24	Department of Rural Development	0.08	0.14	2.93	27.00	66.67	35.85	0.00	15.00	23.22	34.42	26.11
25	Department of Defence	0.50	1.74	62.84	52.24	70.00	69.57	0.15	11.00	36.19	0.00	
26	Ministry of Electronics & Information Technology	0.68	7.07	22.29	46.50	53.13	75.00	0.00	7.00	44.29	13.67	53.09
27	Ministry of Corporate Affairs	14.57	11.13	72.45	55.67	70.97	76.00	0.00	14.00	30.66	25.15	29.05
28	Central Board of Indirect Taxes and Customs	0.84	1.60	99.66	76.69	91.43	93.02	0.00	7.00	49.55	20.49	70.14
29	Ministry of Drinking Water and Sanitation	0.23	2.34	22.28	43.25	50.00	50.00	0.00	16.00	44.51	29.08	71.17
30	Ministry of Environment, Forest and Climate Change	13.81	6.42	59.09	34.33	34.48	100.00	0.00	10.00	33.33	14.77	70.54
31	Department of Revenue	0.51	15.60	90.00	30.13	62.50	66.67	0.00	9.00	48.39	2.04	70.59
32	Department of Justice	0.00	64.00	54.55	19.37	72.88	50.00	0.00	11.00	33.33	6.39	0.00
33	Department of Social Justice and Empowerment	1.14	8.78	63.75	55.34	44.19	100.00	0.00	7.00	33.33	16.77	47.41
34	Ministry of Women and Child Development	1.48	16.90	65.00	34.17	50.52	66.67	0.00	17.00	26.32	31.73	62.41
35	Ministry of Panchayati Raj	0.16	0.47	21.52	26.38	66.67	50.00	0.00	8.00	34.30	7.59	69.84
36	Ministry of Civil Aviation	0.17	1.63	35.04	64.03	89.47	83.33	0.00	11.00	35.48	32.86	72.11
37	Department of Land Resources	0.00	69.38	75.00	49.50	100.00		0.00	3.00	16.67	0.77	100.00
38	Ministry of Skill Development and Entrepreneurship	0.21	7.13	47.06	10.69		66.67	0.00	19.00	40.74	10.71	5.80

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39	Ministry of Cooperation	29.08	20.14	38.10	56.27	100.00	85.00	0.00	5.00	12.50	42.07	92.86
40	Department of Military Affairs	0.24	0.40	45.64	37.13	55.56	54.55	0.00	15.00	25.60	27.47	68.35
41	Ministry of Information and Broadcasting	0.76	3.32	42.86	46.80	54.55	40.00	0.00	11.00	32.91	22.51	60.95
42	Department of Commerce	35.51	3.75	34.31	26.35	53.33	62.50	0.00	15.00	38.71	5.03	29.31
43	Ministry of Power	0.27	1.11	87.46	37.37	87.50		0.00	2.00	70.00	3.61	68.75
44	Ministry of Coal	0.84	0.58	17.92	66.93	100.00	50.00	0.33	11.00	29.91	0.00	
45	Department of Legal Affairs	0.84	18.74	15.79	32.14	57.50	22.22	5.26	16.00	13.33	0.00	
46	Staff Selection Commission	27.27	13.04	81.48	13.89	40.00		0.00	49.00	42.16	19.83	65.52
47	NITI Aayog	1.03	4.33	4.48	40.28	45.45	100.00	0.00	1.00	40.00	1.17	83.33
48	Department of Empowerment of Persons with Disabilities	5.54	9.32	80.65	33.25	40.00	100.00	0.00	16.00	39.08	26.47	45.99
49	Department of Financial Services (Pension Reforms)	45.71	46.67	83.33	73.10		100.00	0.00	4.00	50.85	10.75	100.00
50	Ministry of Water Resources, River Development & Ganga Rejuvenation	31.62	1.67	29.45	16.89	45.45	83.33	0.00	13.00	33.33	5.26	50.00
51	Department of Economic Affairs ACC Division	7.05	4.05	25.00	3.13	17.86	33.33	1.79	66.00	66.67	2.78	21.62
52	Ministry of AYUSH	1.38	4.74	63.04	68.57	83.33	83.33	0.00	6.00	30.77	24.50	75.00
53	Ministry of Tourism	11.32	3.12	33.82	57.14	100.00	97.62	0.00	7.00	18.75	15.35	54.35
54	Ministry of Culture	2.46	1.23	46.67	50.18	100.00	75.00	0.00	15.00	48.72	19.68	74.16
55	Department of Animal Husbandry, Dairying	1.03	5.74	32.35	6.32	28.57		0.00	19.00	39.13	10.95	22.22
56	Department for Promotion of Industry and Internal Trade	15.38	2.07	30.85	33.77	33.33	100.00	0.00	19.00	45.45	14.94	54.90
57	Ministry of Heavy Industries	1.20	2.65	44.44	90.67	100.00	50.00	0.00	3.00	19.75	40.59	58.24
58	Ministry of Tribal Affairs	0.64	1.73	23.08	56.72	40.00		0.00	6.00	34.55	28.03	87.50
59	Department of Defence Production	0.66	0.66	28.45	36.31	75.00	37.50	0.00	14.00	46.67	26.05	9.52
60	Department of Science and Technology	1.34	1.54	41.24	36.59	100.00	75.00	0.00	12.00	52.63	12.14	32.26
61	Department of Expenditure	18.24	1.92	23.38	9.24	50.00	0.00	0.00	31.00	53.85	14.86	0.00

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62	O/o the Comptroller & Auditor General of India	0.00	1.11	52.27	29.66	0.00		0.00	9.00	40.91	18.03	35.00
63	Department of Agriculture Research and Education	0.00	0.54	14.39	9.43	50.00	33.33	0.00	15.00	50.00	7.04	62.50
64	Ministry of Mines	9.02	2.65	58.70	16.35	75.00	50.00	0.00	12.00	63.64	7.61	29.17
65	Ministry of New and Renewable Energy	0.83	2.73	38.64	44.67	0.00	100.00	0.00	20.00	40.32	28.81	75.56
66	Ministry of Minority Affairs	0.00	1.98	57.63	26.29	80.00	0.00	0.00	25.00	22.86	32.06	53.57
67	Legislative Department	0.00	3.35	47.06	27.47	28.57		0.00	15.00	50.00	11.11	0.00
68	Ministry of Parliamentary Affairs	0.89	7.00	100.00	67.57	75.00		6.25	3.00		1.75	100.00
69	Ministry of Shipping	26.13	1.59	61.43	40.60	0.00	50.00	0.00	20.00	55.56	17.02	17.74
70	Ministry of Textiles	0.00	2.06	41.18	58.18	0.00	100.00	0.00	9.00	30.43	22.35	73.33
71	Department of Sports	1.98	2.02	42.00	31.71	16.67		0.00	19.00	29.63	24.21	95.65
72	Ministry of Steel	0.00	1.13	35.96	60.61	0.00	100.00	0.00	11.00	29.73	42.42	57.52
73	Department of Atomic Energy	0.00	1.28	70.42	24.73	0.00	20.00	0.00	12.00	64.29	21.67	59.38
74	Department of Health Research	12.05	0.57	13.79	40.32	71.43		0.00	6.00	46.15	11.43	85.71
75	Department of Pharmaceuticals	6.33	3.43	56.52	53.25	100.00		0.00	9.00	41.18	19.40	34.85
76	Department of Youth Affairs	0.00	3.63	47.37	31.07	0.00		0.00	8.00		4.08	100.00
77	Department of Investment & Public Asset Management	66.15	8.13	50.00	41.46	25.00	100.00	0.00	6.00	33.33	0.00	0.00
78	Department of Fertilizers	11.48	1.61	36.84	62.00		100.00	0.00	6.00	23.81	30.51	72.73
79	Department of Scientific & Industrial Research	0.00	0.54	36.45	26.83	0.00	50.00	0.00	20.00	40.91	31.71	58.00
80	Ministry of Food Processing Industries	63.46	1.63	15.63	46.15			0.00	7.00	0.00	2.17	1.50
81	Department of Fisheries	27.45	3.92	46.15	59.38			0.00	4.00	22.22	22.45	5.88
82	Department of Defence Research and Development	2.38	0.43	6.12	25.33	0.00	100.00	0.00	24.00	30.43	40.00	83.33
83	Department of Public Enterprises	5.41	3.36	27.27	23.08	100.00	100.00	0.00	3.00		0.00	0.00
84	Department of Space	8.11	1.76	71.43	25.49	77.78		0.00	15.00	28.57	15.38	50.00
85	Department of Chemicals and Petrochemicals	0.00	2.08	50.00	62.50	100.00		0.00	6.00	0.00	3.57	89.47

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86	Ministry of Earth Sciences	13.64	0.76	10.34	19.35	0.00	100.00	0.00	18.00	100.00	7.14	75.00
87	Ministry of Statistics and Programme Implementation	45.00	0.24	32.94	12.50		100.00	0.00	11.00	50.00	25.00	28.57
88	Department of Official Language	29.41	1.06	37.50	42.86			0.00	5.00	0.00	36.36	28.57
89	Ministry of Development of North Eastern Region	0.00	1.00	20.00	71.43			0.00	3.00	33.33	30.77	0.00
90	Department of Bio Technology	0.00	0.08	12.16	31.25			0.00	33.00	50.00	22.22	0.00

*Legends for Colour Code:*

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 30			5 - 10	
	25-50			30 - 45			10 - 15	
	<25			> 45			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001