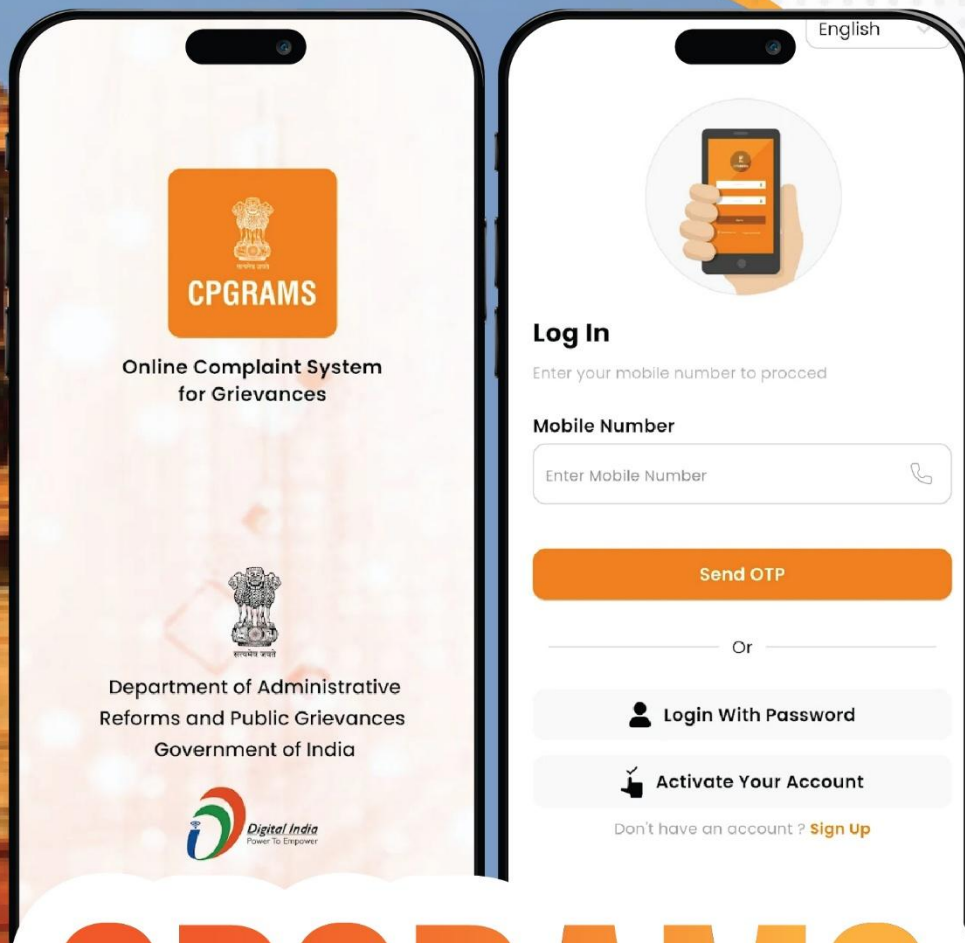




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT

Central Ministries/Departments

OCTOBER 2025

(Report Number 42)

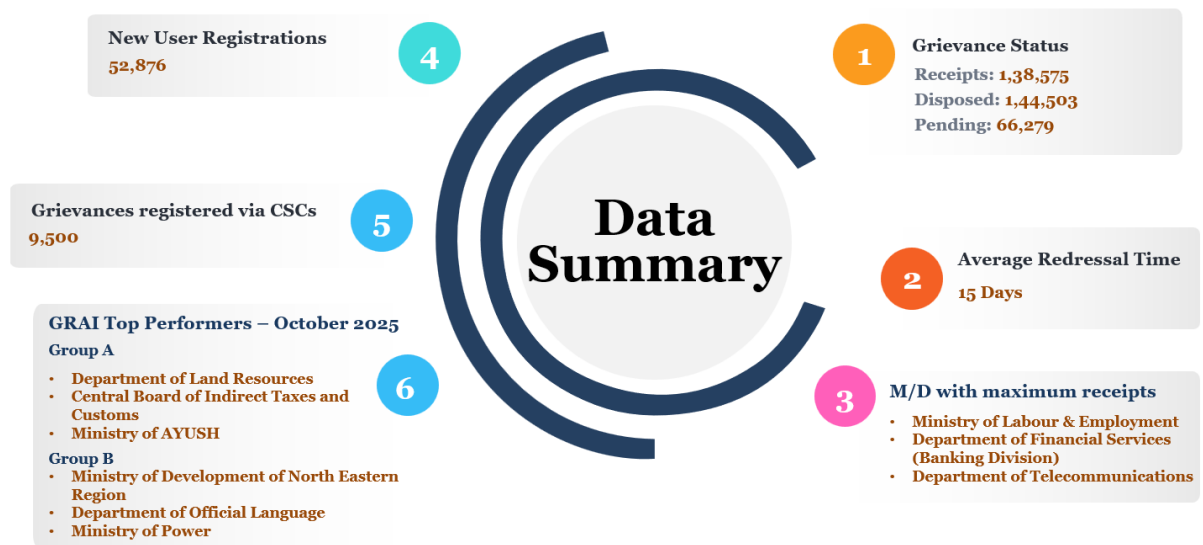
Department of Administrative Reforms
and Public Grievances

Contents

1. Key Highlights	3
2. Review of Status of Grievances	6
3. Grievance Redressal Assessment and Index – October, 2025	7
3.1 Ranking of Ministries/Departments – Group A	8
3.2 Ranking of Ministries/Departments – Group B	10
4. Categorisation	13
5. Categorisation Impact Analysis	15
6. Review Meeting by Secretaries	17
7. Feedback Call Centre	18
8. New User Registration	21
9. Outreach through CSCs	22
10. Review of Status of Appeals on CPGRAMS	23
11. Success Stories	24
12. Media Outreach	26
Annexure 1: Performance of Ministries/Departments	27
Annexure 1.1: Maximum Number of Receipts – 1st January 2025 to 31st October 2025...	27
Annexure 1.2: Maximum Number of Disposals – 1st January 2025 to 31st October 2025.	27
Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1st January 2025 to 31 st October 2025	28
Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – 1 st January 2025 to 31 st October 2025	28
Annexure 2: Average Closing Time – 1st January 2025 to 31st October 2025	29

Annexure 2.1: Ministries/Departments with High Average Closing Time	29
Annexure 2.2: Ministries/Departments with Low Average Closing Time	29
Annexure 3: Status of Appeals – 1st January 2025 to 31st October 2025	30
Annexure 3.1: Top 10 Ministries/Departments with Maximum Pendency of Appeals.....	30
Annexure 3.2: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals.....	30
Annexure 3.3: Top 10 Ministries/Departments with Maximum Percentage of Appeals....	31
Annexure 4: Indicator-based Root Cause Analysis – October 2025	32

1. KEY HIGHLIGHTS



Time Period – October, 2025

01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 31st October, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In October 2025, for the **40th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **66,279 grievances**, out of which 59.33% of the grievances are pending for less than 21 days
- The number of new **user registrations** for the month of October 2025 stands at **52,876**
- The Feedback Call Centre collected **65,197 feedback** in the month of October 2025, where **38,186 feedback** were collected for Central Ministries/Departments.

02

PG Cases

- 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**.
- Grievances registered via **Common Service Centers** stands at **9,500 grievances** for October, 2025.
- **32.58%** of the accounted grievances for October, 2025 were directed towards key departments such as the Ministry of Labour and Employment [20,238 grievances], Department of Financial Services (Banking Division) [16,848 grievances], and Department of Telecommunications [8,067 grievances]

- In October 2025, **25,991 appeals were received** and **28,134 appeals were disposed**
- **17,113 appeal pendency** recorded in October for the year 2025

03

PG Appeals

04

Grievance Redressal and Assessment Index

(OCTOBER, 2025)

- **Department of Land Resources, Central Board of Indirect Taxes and Customs, and Ministry of AYUSH** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for October, 2025
- **Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Power** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for October, 2025.

05 GRAI Low Performers 2025

A meeting chaired by the Cabinet Secretary was held on **18th September 2025** to review the performance of the **Department of Administrative Reforms and Public Grievances (DARPG)**. It was advised that **DARPG should follow up with all Ministries/Departments, particularly those identified as low performers in the GRAI**. The table below presents the month-wise GRAI rankings of the five lowest-performing ministries/departments for each month, along with the frequency indicating how many times each ministry/department appeared in the bottom five of the Group A rankings.

Name of Ministry/Department	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Frequency
Department of Rural Development		34	37		37	37	40	39	36	38	8
Department of Ex Servicemen Welfare			34	37	34		38	38	38		6
Ministry of Panchayati Raj	39					41	37	41	37		5
Ministry of Housing and Urban Affairs			36		35	40	39				4
Staff Selection Commission	35							42	40	41	4
Central Board of Direct Taxes (Income Tax)			35	34	36						3
Department of Higher Education		33	38	36							3
Ministry of Petroleum and Natural Gas	36			35						37	3
Ministry of Home Affairs							36		39	39	3
Department of Justice					38	38					2
Department of Consumer Affairs	37	35									2
Department of Defence Finance	38			38							2
Department of Food and Public Distribution								40		40	2
Ministry of Civil Aviation						39					1
Department of Drinking Water and Sanitation		31									1
Ministry of Corporate Affairs		32									1

2. Review of Status of Grievances

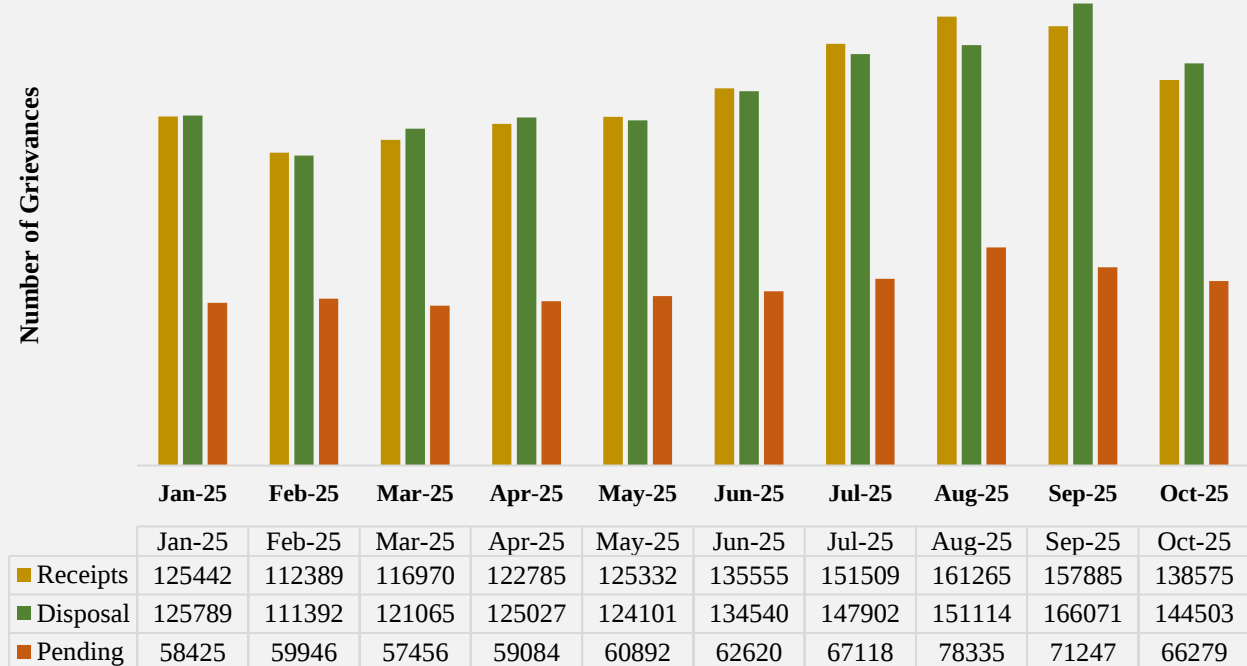


Time Period: 01/01/2025 to 31/10/2025

Month-wise Status of Grievances

Status of Receipts, Disposal & Pendency

Number of Grievances



Month

3. Grievance Redressal Assessment and Index – October, 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 **1st October, 2025 to 31st October, 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 Land Resources	40	525	557	8	0.911	1
2	Central Board of Indirect Taxes and Customs	226	1364	1471	119	0.779	2
3	Ministry of AYUSH	47	629	636	40	0.758	3
4	Department of Telecommunications	914	8067	8262	719	0.752	4
5	Department of Posts	1404	5472	5553	1323	0.751	5
6	Department of Social Justice and Empowerment	182	815	832	165	0.721	6
7	Department of Defence	413	1359	1399	373	0.706	7
8	Department of Agriculture and Farmers Welfare	359	3158	3001	516	0.705	8
9	Department of Financial Services (Insurance Division)	736	2641	2935	442	0.703	9
10	Department of Revenue	168	945	954	159	0.693	10
11	Department of Financial Services (Banking Division)	4928	16848	18141	3635	0.67	11
12	O/o the Comptroller & Auditor General of India	47	1044	1045	46	0.669	12
13	Ministry of Panchayati Raj	1840	1675	1683	1832	0.662	13
14	Ministry of Environment, Forest and Climate Change	152	760	696	216	0.643	14
15	Ministry of Road Transport and Highways	1326	4329	4200	1455	0.636	15
16	Ministry of Electronics & Information Technology	315	1151	1156	310	0.6153	16
17	Department of Personnel and Training	718	1901	1948	671	0.6146	17
18	Department of Higher Education	1305	2599	2557	1347	0.612	18
19	Ministry of Corporate Affairs	469	1235	1210	494	0.605	19
20	Ministry of Labour and Employment	13208	20238	19790	13656	0.596	20
21	Department of Health & Family Welfare	2243	4496	5227	1512	0.595	21

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
22	Central Board of Direct Taxes (Income Tax)	7156	4244	5007	6393	0.588	22
23	Department of Consumer Affairs	1433	2718	3176	975	0.585	23
24	Ministry of External Affairs	1173	1876	2007	1042	0.582	24
25	Department of School Education and Literacy	1127	1416	1889	654	0.576	25
26	Ministry of Civil Aviation	313	550	587	276	0.571	26
27	Department of Defence Finance	1557	1561	2328	790	0.57	27
28	Ministry of Micro Small and Medium Enterprises	498	3959	3469	988	0.568	28
29	Ministry of Drinking Water and Sanitation	487	985	1010	462	0.568	29
30	Ministry of Skill Development and Entrepreneurship	272	1570	1235	607	0.542	30
31	Department of Ex Servicemen Welfare	3575	1792	3134	2233	0.529	31
32	Ministry of Railways (Railway Board)	3471	6223	6195	3499	0.528	32
33	Unique Identification Authority of India	1929	4445	4798	1576	0.528	33
34	Department of Justice	158	897	903	152	0.527	34
35	Ministry of Housing and Urban Affairs	1874	2732	2796	1810	0.507	35
36	Ministry of Women and Child Development	421	773	786	408	0.505	36
37	Ministry of Petroleum and Natural Gas	2084	2046	1500	2630	0.499	37
38	Department of Rural Development	981	1351	1756	576	0.491	38
39	Ministry of Home Affairs	5460	6104	6179	5385	0.476	39
40	Department of Food and Public Distribution	1628	1380	1257	1751	0.458	40
41	Staff Selection Commission	1309	932	1044	1197	0.416	41

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 Development of North Eastern Region	0	13	13	0	0.808	1
2	Department of Official Language	4	22	25	1	0.751	2
3	Ministry of Power	19	434	414	39	0.739	3
4	NITI Aayog	12	333	332	13	0.7141	4
5	Department of Financial Services (Pension Reforms)	91	352	405	38	0.7136	5
6	Department of Heavy Industry	36	266	281	21	0.707	6
7	Ministry of Parliamentary Affairs	7	198	203	2	0.697	7
8	Ministry of Food Processing Industries	11	60	67	4	0.673	8
9	Legislative Department	54	113	155	12	0.669	9
10	Department of Pharmaceuticals	51	106	135	22	0.666	10
11	Department of Fisheries	19	64	74	9	0.660	11
12	Ministry of Tourism	58	291	269	80	0.658	12
13	Ministry of Coal	183	402	411	174	0.658	13
14	Department of Fertilizers	21	80	88	13	0.649	14
15	Department of Empowerment of Persons with Disabilities	86	362	281	167	0.649	15
16	Department for Promotion of Industry and Internal Trade	126	182	221	87	0.6445	16
17	Ministry of Tribal Affairs	78	281	323	36	0.6436	17
18	Ministry of Cooperation	81	472	491	62	0.636	18

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
19	Department of Investment & Public Asset Management	10	69	65	14	0.633	19
20	Department of Science and Technology	95	171	193	73	0.625	20
21	Ministry of Water Resources, River Development & Ganga Rejuvenation	135	301	344	92	0.603	21
22	Department of Health Research	40	86	102	24	0.602	22
23	Department of Animal Husbandry, Dairying	220	237	313	144	0.599	23
24	Ministry of Culture	125	289	289	125	0.598	24
25	Ministry of Information and Broadcasting	224	460	522	162	0.592	25
26	Department of Youth Affairs	40	70	64	46	0.588	26
27	Department of Defence Production	99	190	217	72	0.584	27
28	Ministry of New and Renewable Energy	95	154	143	106	0.576	28
29	Department of Bio Technology	22	30	20	32	0.575	29
30	Ministry of Textiles	44	69	88	25	0.573	30
31	Department of Chemicals and Petrochemicals	11	50	55	6	0.560	31
32	Department of Space	21	56	43	34	0.553	32
33	Ministry of Shipping	78	136	160	54	0.544	33
34	Ministry of Minority Affairs	144	129	155	118	0.5411	34
35	Department of Public Enterprises	4	74	66	12	0.5407	35
36	Ministry of Statistics and Programme Implementation	19	33	42	10	0.5406	36
37	Department of Military Affairs	191	380	345	226	0.538	37
38	Department of Sports	74	109	107	76	0.528	38

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
39	Department of Commerce	267	472	382	357	0.519	39
40	Ministry of Mines	87	118	153	52	0.518	40
41	Department of Defence Research and Development	38	100	101	37	0.515	41
42	Department of Atomic Energy	63	122	132	53	0.501	42
43	Department of Agriculture Research and Education	62	138	104	96	0.499	43
44	Department of Legal Affairs	229	423	412	240	0.494	44
45	Department of Scientific & Industrial Research	65	76	101	40	0.490	45
46	Ministry of Earth Sciences	15	40	36	19	0.478	46
47	Ministry of Steel	62	107	125	44	0.441	47
48	Department of Economic Affairs ACC Division	410	253	226	437	0.390	48
49	Department of Expenditure	129	117	118	128	0.387	49

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 October 2025, though the **Department of Military Affairs, Ministry of Power, Department of Commerce** have received **604, 524, and 505 grievances respectively**, **345, 414, and 382 grievances respectively** have been closed with new ATR and are considered for calculating the GRAI score.

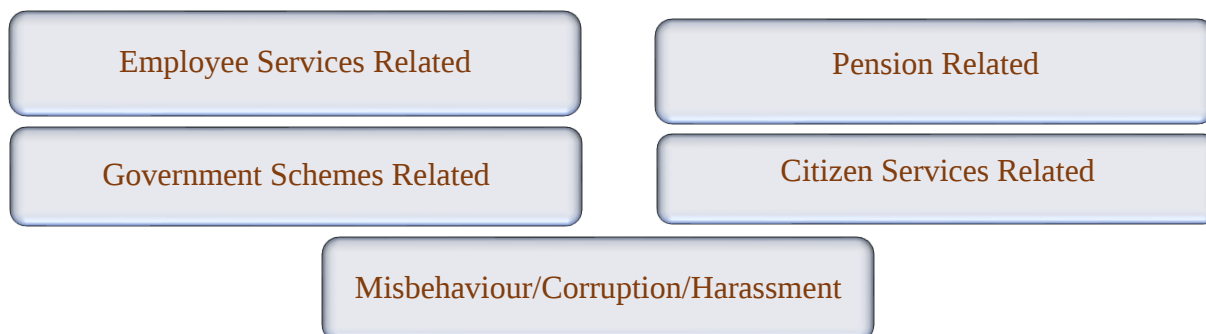
4. Categorisation

Overview

In 2024, the Department of Administrative 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 successfully completed the preliminary analysis for **31 Departments/Ministries** to date. Of these, **29 DO letters** were issued between the last week of December 2024 and the first week of April, 2025.

New categorisation for 26 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

5. Categorisation Impact Analysis

Ministry of Road Transport and Highways (MoRTH)

Overview

Before the Categorization exercise was carried out, Ministry of Road Transport and Highways had 8 Level 1 Categories, all of which have been retained in the New Categorization. Out of these, the nomenclature of 5 categories has been modified to provide more clarity to citizens. At the Level 2, the categorization exercise has reduced from 31 to 29 sub-categories, 6 sub-categories have been modified to expand and clarify scope and 10 new sub-categories have been added. Thus, out of the original 31 sub categories, 16 have been added or modified and only 15 sub-categories have been retained.

Grievance Flow: Key Outcomes

- Despite an 82.6% surge in receipts (12,806 to 23,380), the ministry reduced pendency by 7.6% (1,306 to 1,207).
- Average Closure Time remained competitive at 10 days (down from 11).
- Appeals as a share of disposals decreased from 21.80% to 20.92%.

Ministry of Road Transport and Highways	Brought Forward (a)	Received (b)	Disposal (%) (c)	Pending (d)	Appeals (%) (e) (Out of c only)	ACT (f)
Before Categorization	930	12806	12575 (91.55%)	1161	2090 (16.62%)	11 days
After Categorization	1161	23380	22763 (92.75%)	1778	3435 (15.17%)	10 days

Note: Since the categorization for the Ministry of Road Transport and Highways was made live on 26th May, 2025, the period “Before Categorization” refers to the time period from 26th December, 2024 till 25th May, 2025 and the period “After Categorization” refers to the time period from 26th May till 26th October, 2025.

Disposal Efficiency and Quality

- Expedited resolutions (≤ 21 days) grew from 10,630 to 20,184 cases (+90%), with their share of total disposals increasing from 85% to 89%.
- Final Action Taken cases nearly doubled from 6,337 to 10,260 (+61.9%).
- Transfers increased in absolute terms but remain proportional (44.61% to 50.85%).

Ministry of Road Transport and Highways	Total Disposal	Grievances Disposed by					
		≤ 21 Days	>21 days	Final Action taken	Transferring grievance	Returning grievance	Pulling of grievance by higher authority
Before Categorization	12575	10630 (85%)	1945 (15%)	6337 (50.39%)	5610 (44.61%)	628 (4.99%)	0
After Categorization	22763	20184 (89%)	2579 (11%)	10260 (45.07%)	11574 (50.85%)	926 (4.07%)	3 (0.01%)

Citizen Feedback Signals

- Total feedback grew ~75% (from 3887 to 6782)

Ministry of Road Transport and Highways	Total Feedback	Call Centre	Online	Resolved	Satisfied	Not Satisfied	Not Resolved
Before Categorization	3887	2224	1663	1442	873	569	2445
After Categorization	6782	4422	2360	2491	1368	1123	4291

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

Note: Since the categorization for the Ministry of Road Transport and Highways was made live on 26th May, 2025, the period “Before Categorization” refers to the time period from 26th December, 2024 till 25th May, 2025 and the period “After Categorization” refers to the time period from 26th May till 26th October, 2025.

6. Review Meeting by Secretaries

In line with the **Hon'ble Prime Minister's directions from the Pragati Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on **30th 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 October, 2025.

A total of **199 Review Meetings** were conducted between **14th February 2025 till 31st October 2025**. A total of 1,245 cases has been resolved; 50 systemic policy issues and 15 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – October 2025

A total of **12 Review Meetings** were conducted and **5 cases** were resolved in **October 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	Department of Financial Services (Banking Division)	1	Secretary
3	Department of Financial Services (Insurance Division)	1	Secretary
4	Department of Personnel and Training	1	Secretary
5	Department of Rural Development	1	Secretary
6	Department of Social Justice and Empowerment	1	Secretary
7	Ministry of Coal	1	Secretary
8	Ministry of Drinking Water and Sanitation	1	DDG, DDWS
9	Ministry of Parliamentary Affairs	1	Secretary
10	Ministry of Women and Child Development	1	Secretary
TOTAL		12	

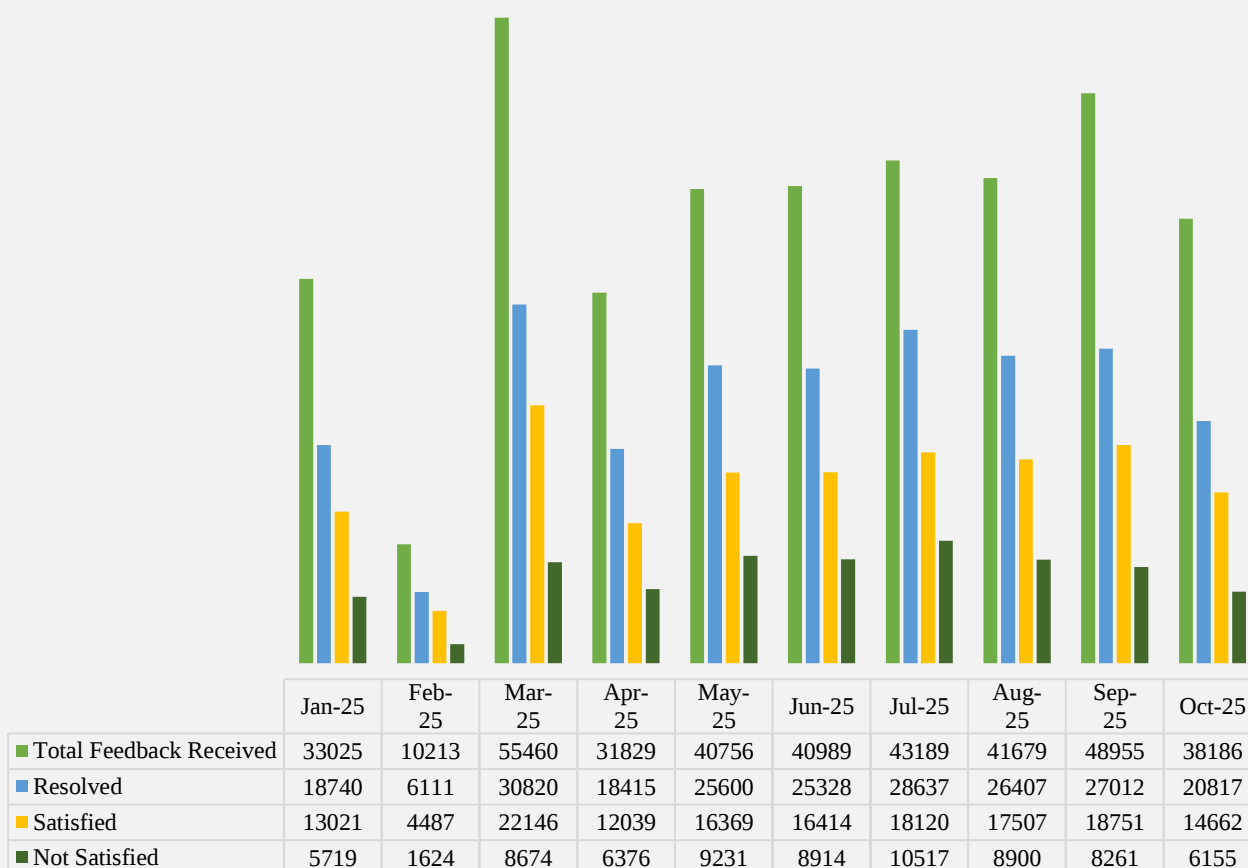
7. Feedback Call Centre

During the period from **1st January 2025 to 31st October 2025**, the Call Centre received a total of **3,84,281 feedback** in Central Ministries/Departments. Of these, **2,27,887 cases were resolved**, reflecting a **resolution rate of ~59%** and 1,56,394 cases were Not Resolved. Among the resolved cases, **~67% of citizens expressed satisfaction** with the grievance redressal.

A total of **38,186 feedback** cases were received by the Call Centre in Central Ministries/Departments in October 2025.

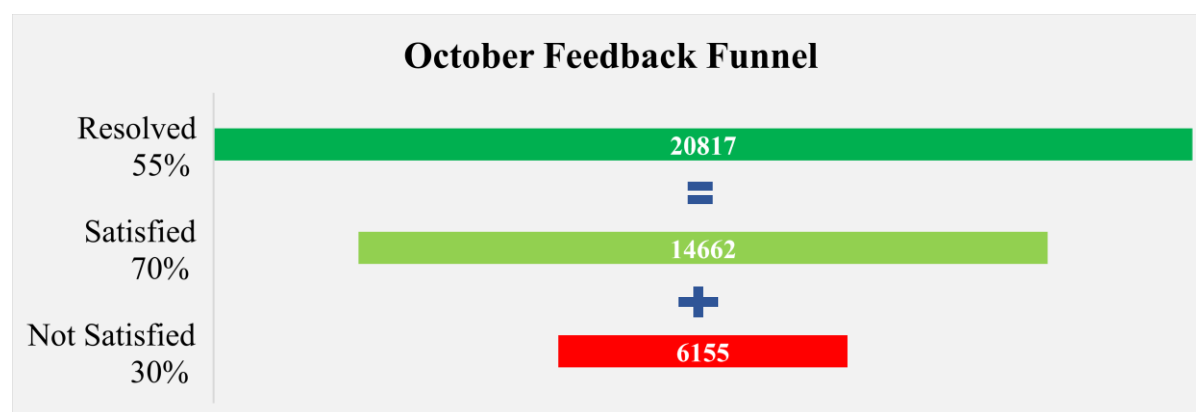
The column chart below tracks four key metrics regarding feedback from January through October 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.

Month-Wise Feedback Status



The funnel below illustrates the journey from total feedback received via Call Centre in October 2025 (38,186) through:

- Grievances Resolved (20,817)
- Post-resolution sentiment:
 - 14,662 satisfied (70%)
 - 6,155 not-satisfied (30%)



October, 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	2722
2	Department of Financial Services (Banking Division)	2247
3	Department of Telecommunications	1373
4	Ministry of Railways (Railway Board)	703
5	Unique Identification Authority of India	683
6	Department of Posts	672
7	Department of Ex Servicemen Welfare	597
8	Department of Defence Finance	522
9	Ministry of Road Transport and Highways	460
10	Ministry of Home Affairs	442

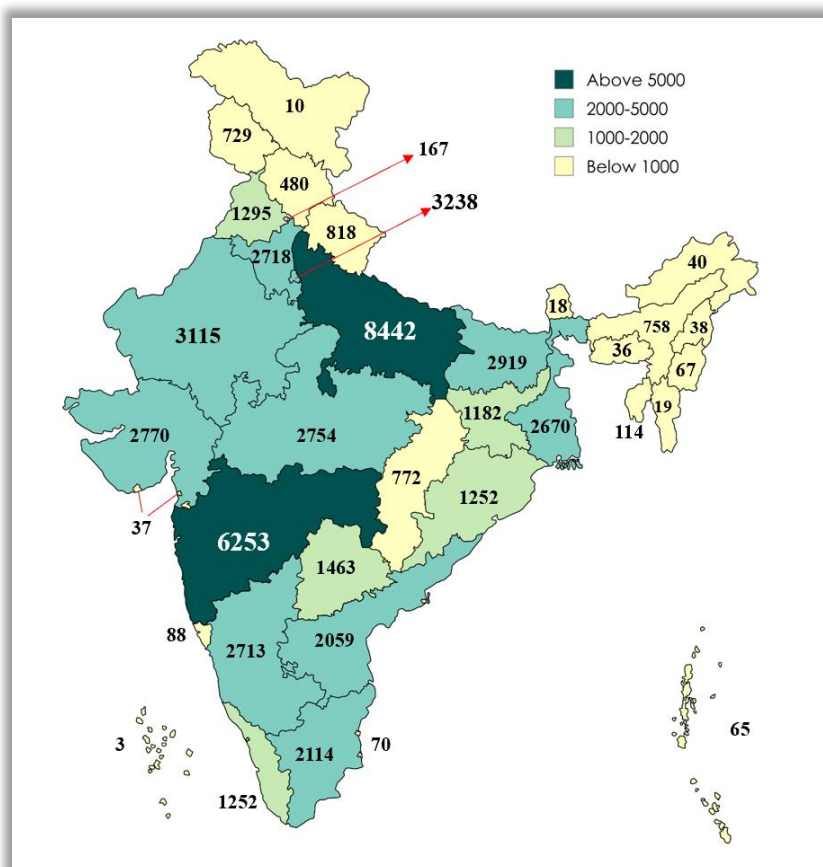
October, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	3952	2934 (74%)	1018 (26%)
2	Department of Financial Services (Banking Division)	2794	1935 (69%)	859 (31%)
3	Department of Telecommunications	1499	1052 (70%)	447 (30%)
4	Department of Posts	1337	1084 (81%)	253 (19%)
5	Department of Defence Finance	1017	738 (73%)	279 (27%)
7	Central Board of Direct Taxes (Income Tax)	878	721 (82%)	157 (18%)
6	Ministry of Railways (Railway Board)	773	428 (55%)	345 (45%)
8	Department of Ex Servicemen Welfare	761	494 (65%)	267 (35%)
9	Unique Identification Authority of India	712	505 (71%)	207 (29%)
10	Ministry of Petroleum and Natural Gas	529	457 (86%)	72 (14%)

8. New User Registration

A total of **52,876 new users** has registered on CPGRAMS in October, 2025, through various channels, out of which, **8,442 registrations** are from Uttar Pradesh.

New user registration on CPGRAMS in States/UTs in October, 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
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).

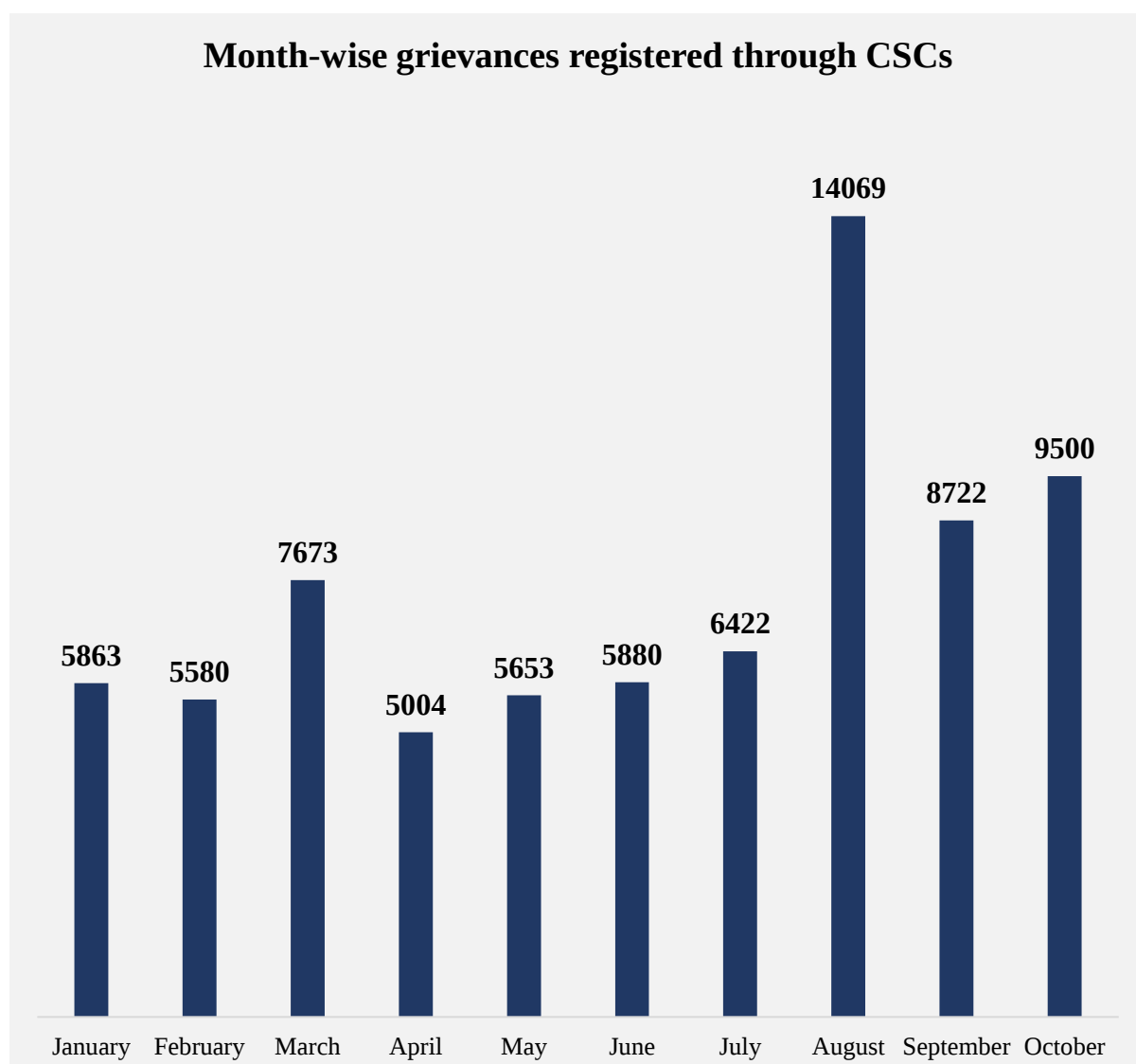
Receipts
9,500

Disposed
6,026

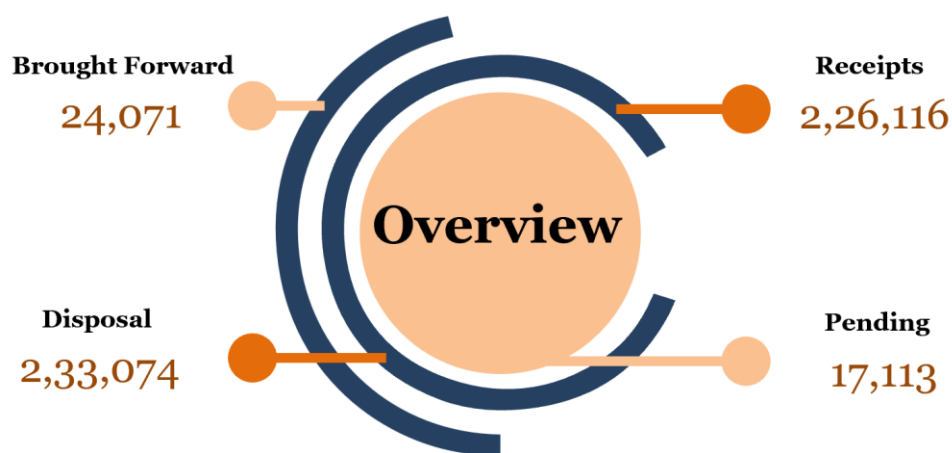
Pending
3,474

(Time Period: 01/10/2025 to 31/10/2025)

- **A total of 9,500 grievances has been registered through the Common Service Centres in the month of October, 2025:**



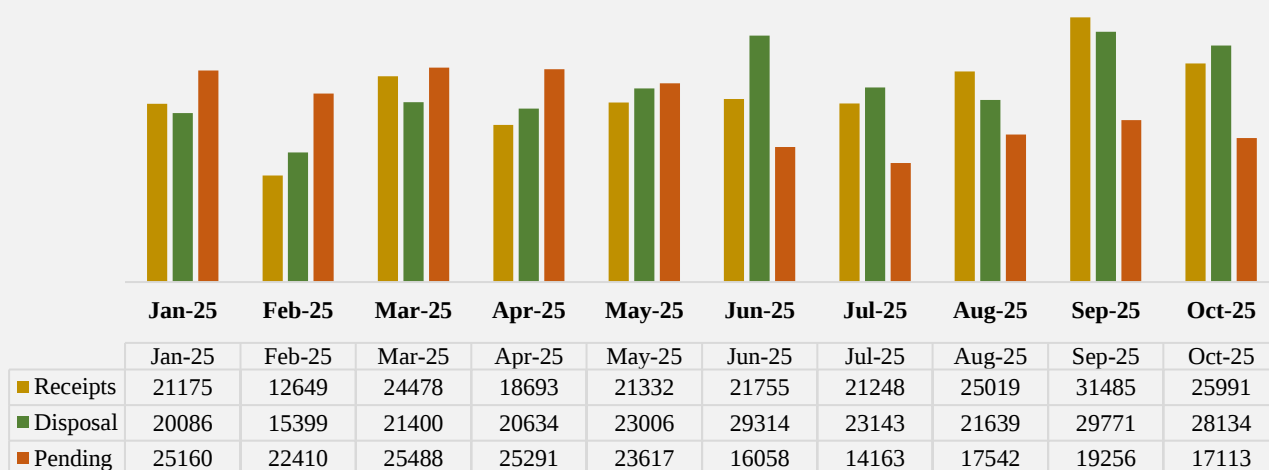
10. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 31/10/2025

a. Month-wise Status of Appeals

Status of Receipts, Disposal & Pendency of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **38 days** as on **31st October 2025**
- 36** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

11. Success Stories

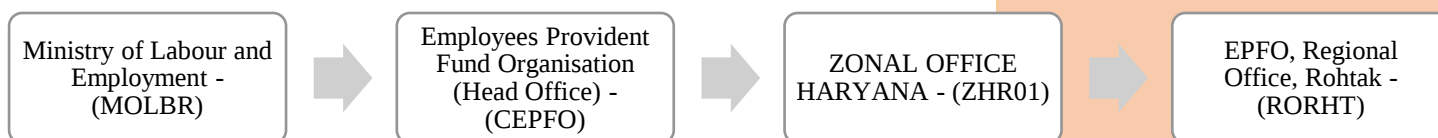
“

Shri Jaivir Singh from Bhiwani, Haryana, submitted a grievance on CPGRAMS regarding non-release of his higher pension arrears despite approval of revised pension. Although his joint option for higher wages had been accepted and higher pension disbursed from July 2024, arrears for the period April 2016 to July 2025 remained pending due to documentation requirements. Following the escalation, the EPFO Regional Office, Rohtak, verified the PAN details and processed the arrear payment of ₹12,81,496, which was subsequently credited to his Punjab National Bank account.

Grievance of Shri Jaivir Singh

**Pension Arrears Released
by EPFO**

”



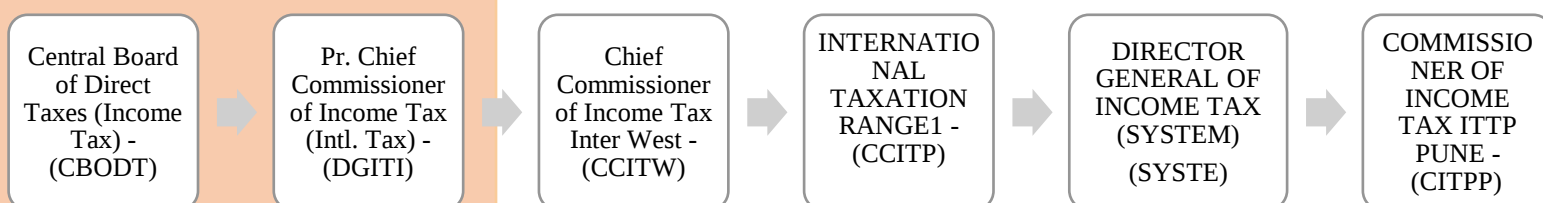
Grievance of Shri Anil Yadav

**Tax Refund Secured
Through CPGRAMS**

“

Shri Anil Sundar Yadav reported that his income tax refund of ₹14,25,360 for AY 2017-18 was processed by the AO but could not be credited due to a technical issue in the CPC system. Seeking resolution, he filed a grievance via CPGRAMS after multiple attempts to track the refund through the DOT website. The concerned authorities reviewed the case, confirmed that the jurisdictional AO had uploaded the manual order determining the refund of ₹1,428,040, and ensured it was credited to the citizen's account.

”



“

Shri Nirajkumar Jain reported an incorrect deduction of INR 1,03,120 from his insurance claim under the pretext of "reasonable and customary charges." He stated that the charges incurred were standard and necessary for his treatment, and the hospital had billed as per approved rates. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The concerned authorities reviewed the case and informed that the amount of Rs. 1,03,120 is payable. The TPA disbursed the amount, thereby resolving the grievance satisfactorily.

Grievance of Shri Nirajkumar Jain

**Insurance Claim Rectified
Post Escalation via
CPGRAMS**

”

Department of Financial Services (Insurance Division)
- (DEAID)



United India Insurance Company Limited - (UIICL)

“

Grievance of Shri Naresh Chauhan

**Solar Subsidy Released
via CPGRAMS
Escalation**

Shri Naresh Singh Chauhan, an 83-year-old retired State Government employee, faced an issue wherein despite installing a 6-kW rooftop solar panel and fulfilling all requirements, the subsidy amount of ₹1,08,000 was not received, and the vendor cited delays from the government side. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and informed that the subsidy amount had been released, advising him to check his bank statement for confirmation.

”

Ministry of New and Renewable Energy -
(MONRE)



Solar Park - (SCIPV)



PM Surya Ghar -
(SCGRT)



REC Ltd - (REC02)

12. Media Outreach

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions

75
Azadi Ka
Amrit Mahotsav

The Department of Administrative Reforms and Public Grievances (DARPG) released the 41st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of September, 2025

A total of 1,66,071 grievances were redressed by Central Ministries/ Departments in September, 2025

For the 39th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Central Board of Indirect Taxes and Customs, Department of Posts and Department of Revenue topped the Group A category in the GRAI rankings released for the month of September, 2025

Ministry of Parliamentary Affairs, Ministry of Development of North Eastern Region and NITI Aayog topped in Group B category in the GRAI rankings released for the month of September, 2025

Posted On: 10 OCT 2025 11:15AM by PIB Delhi

DARPG @DARPG_GoI

DARPG has released its 41st #CPGRAMS Monthly Report for September, 2025, for Central Ministries/Departments.

- In September 2025, 1,57,885 PG cases were received on the CPGRAMS portal, 1,66,071 PG cases were redressed and there exists a pendency of 71,247 PG cases.

- In August 2025, for the 39th 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/...

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



CPGRAMS MONTHLY REPORT
Central Ministries/Departments
SEPTEMBER 2025 (Report Number 41)
Department of Administrative Reforms and Public Grievances

Narendra Modi and 8 others
3:42 PM - Oct 10, 2025 - 153 Views

DARPG @DARPG_GoI

A workshop on CPGRAMS and Special Campaign 5.0 was held at Krishi Bhawan, New Delhi, with @AgriGoI and DARPG. Shri Devesh Chaturvedi, Secretary DA&FW highlighted timely grievance redressal, sustainable practices, and achievements under Special Campaign 5.0. Shri V. Srinivas, Secretary, DARPG, presented key CPGRAMS reforms for citizen-centric grievance redressal. Shri Puneet Yadav, Additional Secretary, DARPG, shared analysis of DA&FW grievances, key trends, and actionable measures.

The workshop also showcased the Krishi Rakshak Portal, CPGRAMS dashboards, and creative e-waste innovations like 3D models of Drones, Tractors, Cultivators, reinforcing the Government's commitment to efficient grievance redressal and sustainability.

#GoodGovernance #DigitalIndia #CPGRAMS #PMKisan #SpecialCampaign5 #AgriGoI



3:42 PM - Oct 10, 2025 - 153 Views

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.

In the meeting, RBI delivered a detailed presentation on the Ombudsman Scheme, outlining its key features and powers. The Additional Secretary, DARPG emphasised the importance of accurate categorisation in CPGRAMS, urging Ministries to refine and share correct mappings for better analysis. Emphasis was also laid on ensuring quality grievance redressal over mere disposal numbers.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



12:08 PM - Oct 10, 2025 - 4,433 Views

PIB India @PIB_India

Department of Administrative Reforms and Public Grievances (DARPG) released the 41st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of September, 2025

The report provides the data for new users registered through the CPGRAMS Portal in the month of September 2025. A total of 78,353 new users has registered on CPGRAMS in September, 2025, through various channels, out of which, 13,613 registrations are from Uttar Pradesh

Read here: piib.gov.in/PressReleasePa...

@DARPG_GoI

12:08 PM - Oct 10, 2025 - 4,433 Views

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2025 to 31st October 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6988	209377	216365	202709	13656
2	Department of Financial Services (Banking Division)	6704	153591	160295	156660	3635
3	Department of Telecommunications	500	71962	72462	71743	719
4	Ministry of Railways (Railway Board)	2799	63977	66776	63277	3499
5	Ministry of Home Affairs	1504	58777	60281	54896	5385
6	Department of Posts	1305	57289	58594	57271	1323
7	Central Board of Direct Taxes (Income Tax)	9534	53723	63257	56864	6393
8	Department of Agriculture and Farmers Welfare	954	44974	45928	45412	516
9	Department of Health & Family Welfare	1801	41871	43672	42160	1512
10	Unique Identification Authority of India	1780	38393	40173	38597	1576

Annexure 1.2: Maximum Number of Disposals – 1st January 2025 to 31st October 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6988	209377	216365	202709	13656
2	Department of Financial Services (Banking Division)	6704	153591	160295	156660	3635
3	Department of Telecommunications	500	71962	72462	71743	719
4	Ministry of Railways (Railway Board)	2799	63977	66776	63277	3499
5	Department of Posts	1305	57289	58594	57271	1323
6	Central Board of Direct Taxes (Income Tax)	9534	53723	63257	56864	6393
7	Ministry of Home Affairs	1504	58777	60281	54896	5385
8	Department of Agriculture and Farmers Welfare	954	44974	45928	45412	516
9	Department of Health & Family Welfare	1801	41871	43672	42160	1512
10	Unique Identification Authority of India	1780	38393	40173	38597	1576

Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1st
January 2025 to 31st October 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6988	209377	216365	202709	13656
2	Central Board of Direct Taxes (Income Tax)	9534	53723	63257	56864	6393
3	Ministry of Home Affairs	1504	58777	60281	54896	5385
4	Department of Financial Services (Banking Division)	6704	153591	160295	156660	3635
5	Ministry of Railways (Railway Board)	2799	63977	66776	63277	3499
6	Ministry of Petroleum and Natural Gas	1235	18677	19912	17282	2630
7	Department of Ex Servicemen Welfare	3044	31088	34132	31899	2233
8	Ministry of Panchayati Raj	246	13052	13298	11466	1832
9	Ministry of Housing and Urban Affairs	1788	24897	26685	24875	1810
10	Department of Food and Public Distribution	94	12543	12637	10886	1751
11	Unique Identification Authority of India	1780	38393	40173	38597	1576
12	Department of Health & Family Welfare	1801	41871	43672	42160	1512
13	Ministry of Road Transport and Highways	980	36570	37550	36095	1455
14	Department of Higher Education	1056	23166	24222	22875	1347
15	Department of Posts	1305	57289	58594	57271	1323
16	Staff Selection Commission	339	9249	9588	8391	1197
17	Ministry of External Affairs	785	17178	17963	16921	1042

Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than
21 Days – 1st January 2025 to 31st October 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Ministry of Labour and Employment	6988	209377	216365	202709	13656	5488
2	Central Board of Direct Taxes (Income Tax)	9534	53723	63257	56864	6393	4424
3	Ministry of Home Affairs	1504	58777	60281	54896	5385	3755
4	Department of Ex Servicemen Welfare	3044	31088	34132	31899	2233	1422
5	Ministry of Railways (Railway Board)	2799	63977	66776	63277	3499	1326
6	Ministry of Panchayati Raj	246	13052	13298	11466	1832	1277

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
7	Ministry of Petroleum and Natural Gas	1235	18677	19912	17282	2630	1186
8	Department of Food and Public Distribution	94	12543	12637	10886	1751	1076
9	Ministry of Housing and Urban Affairs	1788	24897	26685	24875	1810	803
10	Staff Selection Commission	339	9249	9588	8391	1197	777

Annexure 2: Average Closing Time – 1st January 2025 to 31st October 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	Department of Bio Technology	217	58
2	Central Board of Direct Taxes (Income Tax)	56864	55
3	Department of Economic Affairs ACC Division	2600	43
4	Department of Agriculture Research and Education	1428	39
5	Department of Youth Affairs	562	33
6	Ministry of Minority Affairs	1820	31
7	Department of Ex Servicemen Welfare	31898	30
8	Ministry of Petroleum and Natural Gas	17282	28
9	Staff Selection Commission	8391	28
10	Department of Defence Research and Development	765	25

Annexure 2.2: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Parliamentary Affairs	1374	1
2	NITI Aayog	3401	2
3	Department of Land Resources	6084	3
4	Department of Heavy Industry	1744	4
5	Department of Public Enterprises	652	4
6	Ministry of Development of North Eastern Region	111	4
7	Department of Financial Services (Pension Reforms)	3564	5
8	Ministry of Ayush	2519	5
9	Department of Telecommunications	71743	6
10	Department of Agriculture and Farmers Welfare	45412	6

Annexure 3: Status of Appeals – 1st January 2025 to 31st October 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 Financial Services (Banking Division)	2029	32162	34191	32019	2172
2	Ministry of Labour and Employment	2268	45299	47567	46041	1526
3	Department of Ex Servicemen Welfare	109	5791	5900	4421	1479
4	Ministry of Home Affairs	506	2947	3453	2435	1018
5	Department of Defence Finance	837	8068	8905	7979	926
6	Ministry of Railways (Railway Board)	701	12860	13561	12642	919
7	Ministry of Housing and Urban Affairs	484	3389	3873	3136	737
8	Central Board of Direct Taxes (Income Tax)	2839	6681	9520	8809	711
9	Ministry of Petroleum and Natural Gas	504	2981	3485	2911	574
10	Department of Higher Education	380	4076	4456	3933	523

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 Cooperation	1454	4
2	Ministry of Parliamentary Affairs	14	4
3	Ministry of Drinking Water and Sanitation	1906	5
4	Department of Telecommunications	17411	6
6	Department of Land Resources	10	6
5	Department of Posts	9889	8
7	Department of Agriculture and Farmers Welfare	4690	8
8	Department of Heavy Industry	387	8
9	Department of Sports	231	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	25702	24912	7954	31.93%
2	Ministry of Cooperation	5355	5293	1434	27.09%
3	Ministry of Steel	1086	1042	262	25.14%
4	Ministry of Textiles	921	896	224	25.00%
5	Department of Telecommunications	72462	71743	17321	24.14%
6	Department of Financial Services (Insurance Division)	25490	25048	5830	23.28%
7	Department of Heavy Industry	1765	1744	400	22.94%
8	Ministry of Civil Aviation	5676	5400	1224	22.67%
9	Ministry of Minority Affairs	1938	1820	412	22.64%
10	Ministry of Women and Child Development	7472	7064	1599	22.64%

Annexure 4: Indicator-based Root Cause Analysis – October 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	0.48	21.75	60.42	40.24	74.75	55.88	1.21	18.00	54.72	24.41	78.37
2	Department of Financial Services (Banking Division)	4.68	7.18	74.72	72.12	76.00	72.18	0.00	10.00	47.05	27.54	64.32
3	Department of Telecommunications	0.00	10.57	83.82	89.67	100.00	95.70	0.00	7.00	44.32	32.17	91.42
4	Ministry of Home Affairs	2.21	9.17	51.61	6.86	55.42	25.93	1.35	22.00	29.59	8.56	41.59
5	Department of Posts	0.07	5.93	97.46	73.14	76.47	77.60	0.00	9.00	59.73	21.12	81.67
6	Ministry of Railways (Railway Board)	27.38	2.33	49.34	43.80	65.22	56.18	0.09	16.00	40.45	29.67	57.67
7	Ministry of Road Transport and Highways	0.16	9.75	66.59	44.33	69.63	75.00	0.23	11.00	39.45	17.39	77.41
8	Department of Health & Family Welfare	22.62	6.14	35.27	33.21	70.37	71.43	0.00	14.00	47.90	10.34	56.05
9	Central Board of Direct Taxes (Income Tax)	0.11	0.90	97.45	13.93	75.00	25.00	0.07	59.00	67.21	12.71	53.65
10	Unique Identification Authority of India	0.11	83.67	72.09	55.48	66.67	0.00	2.33	15.00	43.94	28.36	75.10
11	Ministry of Micro Small and Medium Enterprises	0.11	25.62	24.82	67.59	0.00	50.00	0.00	10.00	31.48	5.70	28.29
12	Department of Agriculture and Farmers Welfare	0.13	30.73	47.06	69.49	72.73	100.00	0.00	5.00	31.93	13.60	93.16
13	Ministry of Housing and Urban Affairs	0.26	1.75	30.94	22.70	63.64	41.46	0.06	21.00	40.81	18.38	36.41
14	Department of Consumer Affairs	7.28	65.66	46.34	46.27	73.08	70.64	0.00	17.00	40.91	22.09	80.05
15	Department of Higher Education	0.36	6.19	62.25	39.84	71.67	70.83	0.00	15.00	44.61	17.12	47.85

#	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 Financial Services (Insurance Division)	12.22	7.25	93.79	78.31	86.15	90.00	0.00	9.00	40.63	31.94	88.93
17	Ministry of Petroleum and Natural Gas	7.98	3.49	54.53	9.91	18.52	75.40	0.17	32.00	69.00	17.94	20.50
18	Ministry of External Affairs	8.30	3.53	20.00	51.90	39.53	45.45	0.00	17.00	56.49	21.13	83.93
19	Department of Ex Servicemen Welfare	0.34	1.40	17.11	28.80	75.00	100.00	0.16	34.00	49.93	21.68	0.00
20	Department of Personnel and Training	0.55	13.03	58.40	27.09	72.87	63.64	0.00	12.00	30.19	5.05	70.32
21	Department of Defence Finance	0.26	2.20	22.54	44.52	100.00	25.00	0.00	21.00	60.36	27.47	43.47
22	Department of School Education and Literacy	0.82	6.74	60.00	38.24	78.57	60.00	0.00	20.00	36.43	25.18	69.49
23	Department of Food and Public Distribution	0.30	0.69	13.98	21.45	0.00	40.00	0.10	22.00	63.29	19.90	31.76
24	Ministry of Corporate Affairs	14.91	12.57	75.79	59.82	52.38	87.18	0.00	12.00	31.33	20.59	37.48
25	Department of Rural Development	0.08	0.13	3.14	23.01	70.00	64.56	0.00	37.00	37.86	16.50	17.93
26	Department of Defence	0.61	1.46	54.27	51.28	64.00	77.14	0.13	10.00	40.00	0.00	
27	Ministry of Electronics & Information Technology	0.73	6.59	22.29	60.31	65.63	25.00	0.00	8.00	45.15	14.35	65.11
28	Central Board of Indirect Taxes and Customs	0.98	1.74	100.00	75.12	83.33	84.62	0.00	8.00	51.22	15.05	82.78
29	Ministry of Drinking Water and Sanitation	0.83	2.53	21.90	45.15	66.67	50.00	0.00	14.00	47.13	25.77	75.14
30	Staff Selection Commission	28.09	34.15	66.67	15.11	59.46		7.41	27.00	46.81	25.48	74.29
31	O/o the Comptroller & Auditor General of India	0.00	6.73	56.06	29.46	50.00	100.00	0.00	2.00	60.00	1.93	45.45
32	Department of Revenue	0.50	16.39	89.80	45.41	88.24	63.64	0.00	7.00	47.62	2.93	23.08
33	Department of Social Justice and Empowerment	1.47	9.48	75.95	64.69	86.05	71.43	0.00	7.00	39.06	12.85	84.17
34	Ministry of Environment, Forest and Climate Change	16.17	5.58	54.55	51.14	74.00	50.00	0.00	7.00	34.29	10.53	85.84
35	Ministry of Panchayati Raj	0.14	0.58	17.50	49.11	86.67	100.00	0.00	13.00	27.73	8.42	77.55
36	Department of Justice	0.41	66.00	81.82	35.29	69.39		0.00	11.00	12.07	10.81	1.28
37	Ministry of Women and Child Development	5.49	18.71	63.16	41.78	54.44	0.00	0.00	15.00	28.64	27.60	79.71
38	Ministry of Skill Development and Entrepreneurship	0.00	10.00	54.41	11.50	100.00	33.33	0.00	24.00	31.48	16.51	73.91

#	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
39	Ministry of Ayush	0.95	11.50	65.22	71.33	88.89	90.91	0.00	3.00	31.11	6.55	87.72
40	Ministry of Civil Aviation	0.95	1.50	31.71	48.80	65.38	83.33	0.00	13.00	39.06	26.36	45.15
41	Department of Land Resources	0.00	64.25	75.00	79.03	100.00	100.00	0.00	5.00	100.00	0.55	100.00
42	Department of Commerce	40.59	4.68	39.60	26.83	53.33	52.17	0.00	13.00	33.33	5.18	26.42
43	Ministry of Cooperation	26.81	22.38	33.33	79.90	100.00	72.41	0.00	6.00	16.19	25.77	94.16
44	Ministry of Power	0.67	1.32	86.35	52.73	100.00	100.00	0.00	3.00	16.67	4.58	87.50
45	Ministry of Information and Broadcasting	0.92	3.66	43.70	52.64	66.67	50.00	0.00	13.00	38.52	21.10	57.55
46	Department of Military Affairs	1.25	0.40	44.97	35.10	66.67	46.15	0.00	15.00	39.60	28.99	74.65
47	Department of Legal Affairs	0.51	20.74	21.05	25.96	59.09	42.86	5.26	7.00	17.24	0.00	
48	Ministry of Coal	0.28	0.59	19.38	59.21	50.00	66.67	0.16	13.00	28.30	0.00	
49	Department of Financial Services (Pension Reforms)	48.41	57.50	83.33	78.41	100.00	50.00	0.00	5.00	40.00	11.93	100.00
50	Department of Empowerment of Persons with Disabilities	3.68	10.52	80.65	37.89	60.00	100.00	0.00	9.00	40.48	15.83	78.83
51	NITI Aayog	1.68	4.45	7.46	82.42	100.00		0.00	2.00	20.00	1.36	40.00
52	Ministry of Water Resources, River Development & Ganga Rejuvenation	25.51	1.80	38.65	25.00	85.71	75.00	0.00	14.00	39.29	11.55	92.11
53	Ministry of Tourism	10.18	4.19	35.29	63.02	100.00	96.00	0.00	7.00	29.51	24.81	88.89
54	Ministry of Culture	0.79	1.53	47.88	47.90	66.67	66.67	0.00	14.00	45.68	23.33	55.56
55	Department of Economic Affairs ACC Division	6.50	4.39	26.79	3.35	28.00	32.14	1.79	88.00	30.77	6.10	25.58
56	Department of Heavy Industry	0.83	3.84	42.86	90.17	100.00	100.00	0.00	4.00	32.14	31.64	81.67
57	Ministry of Tribal Affairs	0.00	2.38	23.60	53.78	66.67	100.00	0.00	13.00	45.71	19.05	73.97
58	Department of Animal Husbandry, Dairying	0.99	5.97	41.18	15.77	83.33	100.00	0.00	27.00	42.31	11.57	67.19
59	Department for Promotion of Industry and Internal Trade	15.29	1.87	30.77	44.21	100.00	100.00	0.00	15.00	51.67	17.95	53.70
60	Department of Defence Production	0.00	0.70	29.87	35.75	62.50	66.67	0.00	17.00	52.63	17.86	54.32
61	Department of Science and Technology	2.60	1.59	45.36	31.43	83.33	50.00	0.00	13.00	65.22	10.87	36.36

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62	Ministry of New and Renewable Energy	0.00	3.41	38.64	27.45			0.00	15.00	54.05	19.57	22.94
63	Ministry of Parliamentary Affairs	0.00	8.25	81.25	79.07	87.50		6.25	3.00	0.00	1.48	100.00
64	Department of Agriculture Research and Education	0.78	0.49	18.56	22.37	25.00	50.00	0.00	17.00	57.89	17.02	33.33
65	Ministry of Minority Affairs	1.61	2.10	61.02	25.39	100.00	100.00	0.00	49.00	27.27	27.89	43.09
66	Ministry of Mines	16.19	2.28	65.22	26.72	50.00	66.67	0.00	22.00	20.00	15.63	48.48
67	Department of Atomic Energy	0.00	1.46	67.61	33.33	25.00	35.00	0.00	13.00	33.33	21.98	42.42
68	Department of Expenditure	18.81	1.98	37.25	14.06	0.00	50.00	0.00	27.00	16.67	11.49	0.00
69	Ministry of Shipping	35.71	1.40	60.00	34.81	50.00	60.00	0.00	28.00	63.64	16.16	8.00
70	Department of Pharmaceuticals	6.12	4.26	60.87	77.69			0.00	8.00	31.43	22.22	36.14
71	Department of Sports	0.00	1.90	52.00	32.28	0.00	100.00	0.00	19.00	33.33	26.74	100.00
72	Ministry of Steel	3.16	1.07	39.33	64.47	0.00	50.00	0.00	14.00	35.29	41.82	11.25
73	Legislative Department	0.00	2.59	44.12	59.09	87.50		0.00	11.00	50.00	5.41	0.00
74	Department of Health Research	19.74	0.52	19.31	50.00	71.43	100.00	0.00	11.00	33.33	19.05	71.43
75	Department of Investment & Public Asset Management	51.52	8.25	62.50	46.15	50.00	0.00	0.00	4.00		0.00	0.00
76	Department of Public Enterprises	0.00	6.00	18.18	33.33	85.71	60.00	0.00	3.00	0.00	0.00	0.00
77	Department of Fertilizers	31.25	1.73	56.76	63.33		81.25	0.00	11.00	40.00	16.42	84.00
78	Ministry of Textiles	0.00	1.24	47.06	62.65	100.00	0.00	0.00	11.00	29.41	31.51	72.50
79	Department of Youth Affairs	3.77	2.79	73.68	22.97	100.00		0.00	13.00	25.00	13.33	46.67
80	Department of Space	5.66	2.52	80.95	20.34	0.00		0.00	21.00	54.55	15.79	78.57
81	Department of Scientific & Industrial Research	2.00	0.47	31.78	23.60	100.00	0.00	0.00	39.00	44.44	18.87	9.76
82	Department of Fisheries	24.00	3.85	38.46	60.00		100.00	0.00	9.00	25.00	8.62	80.00
83	Department of Defence Research and Development	0.00	0.45	8.16	18.67	50.00		0.00	42.00	36.36	17.95	100.00
84	Ministry of Food Processing Industries	72.73	1.42	19.35	79.17	100.00	100.00	0.00	6.00	50.00	6.00	3.65
85	Department of Chemicals and Petrochemicals	0.00	2.25	41.67	35.29	100.00		0.00	6.00	0.00	3.45	0.00
86	Department of Bio Technology	0.00	0.23	12.39	9.30			0.00	62.00	100.00	7.69	0.00

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87	Ministry of Earth Sciences	24.00	0.86	20.69	12.50			0.00	21.00	66.67	18.75	0.00
88	Ministry of Statistics and Programme Implementation	29.41	0.20	28.24	36.67	100.00	100.00	0.00	19.00	20.00	28.00	69.23
89	Department of Official Language	17.65	1.06	62.50	80.00			0.00	6.00	66.67	10.00	40.00
90	Ministry of Development of North Eastern Region	0.00	0.73	20.00	100.00			0.00	1.00	66.67	0.00	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