



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



Online Complaint System
for Grievances



Department of Administrative
Reforms and Public Grievances
Government of India



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CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

SEPTEMBER 2025

(Report Number 41)

Department of Administrative Reforms
and Public Grievances

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1. KEY HIGHLIGHTS



Time Period – September, 2025

01
General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 24th September, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- DARPG has published the Success Story Booklet, “Effective Grievance Redressal: 100 Stories of Change”, highlighting best practices under the CPGRAMS initiative
- In September 2025, for the **39th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **71,247 grievances**, out of which 65.09% of the grievances are pending for less than 21 days
- The number of new **user registrations** for the month of September 2025 stands at **78,353**
- The Feedback Call Centre collected **81,937 feedback** in the month of September 2025, where **48,955 feedback** were collected for Central Ministries/Departments.

02 PG Cases

- 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**.
- Grievances registered via **Common Service Centers** stands at **8,722 grievances** for September, 2025.
- **32.45%** of the accounted grievances for September, 2025 were directed towards key departments such as the Ministry of Labour and Employment [23,590 grievances], Department of Financial Services (Banking Division) [18,760 grievances], and Department of Telecommunications [8,883 grievances]

- In September 2025, **31,485 appeals** were received and **29,771 appeals** were disposed
- **19,256 appeal pendency** recorded in September for the year 2025

03 PG Appeals

04 Grievance Redressal and Assessment Index

- **Central Board of Indirect Taxes and Customs, Department of Posts, and Department of Revenue** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for September, 2025
- **Ministry of Parliamentary Affairs, Ministry of Development of North Eastern Region** and **NITI Aayog** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for September, 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.

Ministry/Department	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Frequency
Department of Rural Development		34	37		37	37	40	39	36	7
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
Central Board of Direct Taxes (Income Tax)			35	34	36					3
Department of Higher Education		33	38	36						3
Staff Selection Commission	35							42	40	3
Department of Justice					38	38				2
Ministry of Petroleum and Natural Gas	36			35						2
Department of Consumer Affairs	37	35								2
Department of Defence Finance	38			38						2
Ministry of Home Affairs							36		39	2
Ministry of Civil Aviation						39				1
Department of Drinking Water and Sanitation		31								1
Ministry of Corporate Affairs		32								1
Department of Food and Public Distribution								40		1

2. National Conference on e-Governance (NCeG)

The National Conference on e-Governance (NCeG) was held in Visakhapatnam on 22nd–23rd September 2025, where DARPG highlighted the e-delivery of public services through CPGRAMS.

*As part of the exhibition, a dedicated stall on the **CPGRAMS Portal** was set up and inaugurated by the Hon'ble Chief Minister of Andhra Pradesh, Shri N. Chandrababu Naidu.*



CPGRAMS Portal Exhibition Stall at NCeG 2025, Visakhapatnam



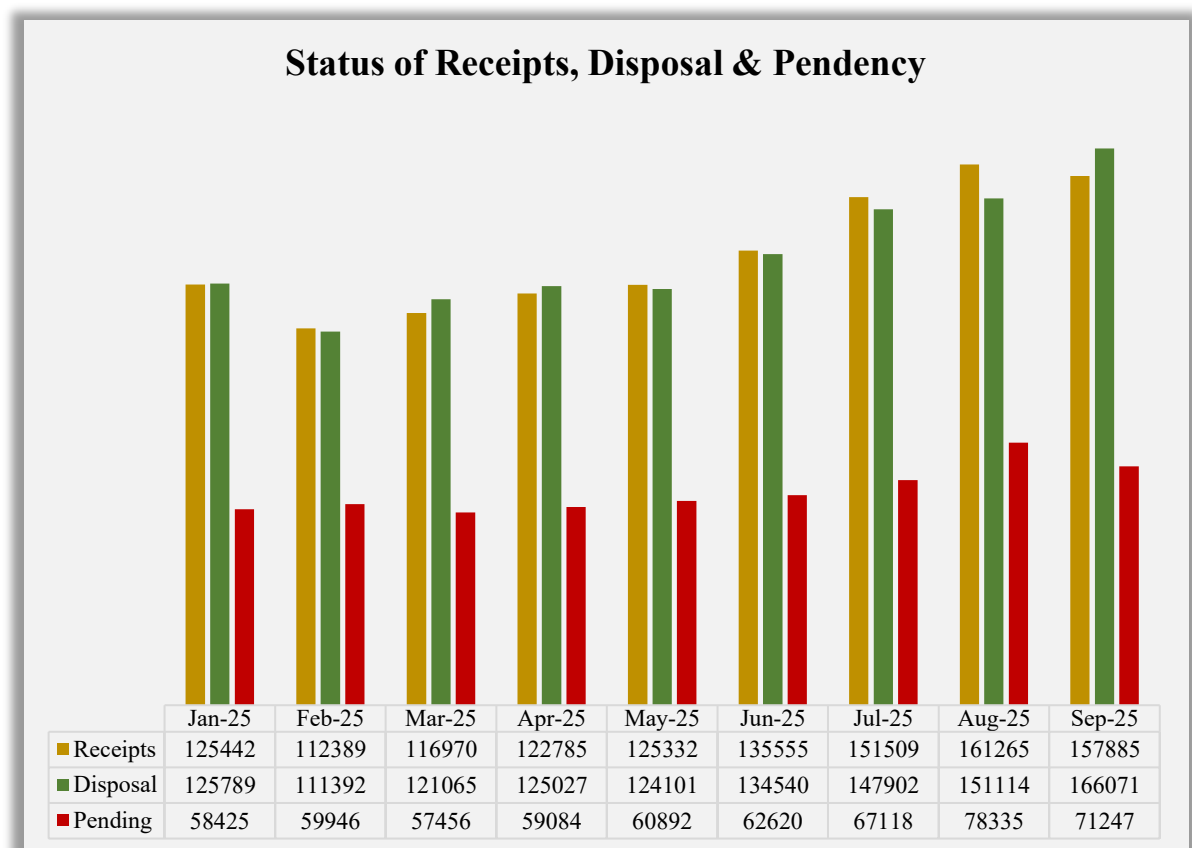
Secretary, DARPG, briefing the Hon'ble Chief Minister of Andhra Pradesh on the key reforms introduced by the department in CPGRAMS

3. Review of Status of Grievances



Time Period: 01/01/2025 to 30/09/2025

Month-wise Status of Grievances



4. Grievance Redressal Assessment and Index – September, 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 September, 2025 to 30th September, 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

4.1 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	Central Board of Indirect Taxes and Customs	271	1473	1532	212	0.805	1
2	Department of Posts	1451	6312	6376	1387	0.78	2
3	Department of Revenue	222	1057	1116	163	0.768	3
4	Ministry of Power	92	683	728	47	0.763	4
5	Department of Telecommunications	990	8883	8969	904	0.744	5
6	Department of Agriculture and Farmers Welfare	2166	3791	5610	347	0.733	6
7	Department of Social Justice and Empowerment	259	936	1019	176	0.726	7
8	Department of Defence	454	1628	1726	356	0.723	8
9	Department of Justice	185	1067	1115	137	0.7	9
10	Department of Land Resources	59	529	550	38	0.689	10
11	Department of Financial Services (Insurance Division)	836	2889	3000	725	0.681	11
12	Ministry of Electronics & Information Technology	329	1336	1361	304	0.6764	12
13	Department of Financial Services (Banking Division)	5941	18760	19892	4809	0.6758	13
14	Ministry of Micro Small and Medium Enterprises	851	2106	2482	475	0.671	14
15	Ministry of Road Transport and Highways	1919	5899	6534	1284	0.668	15
16	Ministry of Environment, Forest and Climate Change	185	758	793	150	0.661	16
17	Ministry of Corporate Affairs	458	1383	1387	454	0.65	17
18	Central Board of Direct Taxes (Income Tax)	8148	5250	6248	7150	0.635	18
19	Ministry of Cooperation	122	599	643	78	0.628	19
20	Ministry of Labour and Employment	14022	23590	24461	13151	0.615	20
21	Department of Personnel and Training	825	2123	2270	678	0.611	21

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
22	Department of Higher Education	1237	3124	3077	1284	0.589	22
23	Ministry of Housing and Urban Affairs	2809	3606	4566	1849	0.586	23
24	Department of Health & Family Welfare	2336	4802	4928	2210	0.585	24
25	Ministry of Petroleum and Natural Gas	1980	2137	2034	2083	0.5714	25
26	Ministry of External Affairs	1366	2220	2422	1164	0.5707	26
27	Unique Identification Authority of India	2136	5150	5362	1924	0.568	27
28	Ministry of Drinking Water and Sanitation	556	1100	1174	482	0.547	28
29	Department of School Education and Literacy	1070	2044	2000	1114	0.5465	29
30	Ministry of Civil Aviation	269	608	564	313	0.542	30
31	Ministry of Railways (Railway Board)	3591	7086	7234	3443	0.54	31
32	Department of Consumer Affairs	1041	2762	2382	1421	0.536	32
33	Department of Defence Finance	1681	3150	3324	1507	0.528	33
34	Department of Food and Public Distribution	1171	1476	1024	1623	0.519	34
35	Ministry of Women and Child Development	394	839	814	419	0.514	35
36	Department of Rural Development	1409	1618	2062	965	0.493	36
37	Ministry of Panchayati Raj	1570	1870	1601	1839	0.491	37
38	Department of Ex Servicemen Welfare	3685	3176	3351	3510	0.489	38
39	Ministry of Home Affairs	4921	7453	7011	5363	0.479	39
40	Staff Selection Commission	945	1201	837	1309	0.418	40

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.

4.2 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	16	161	176	1	0.891	1
2	Ministry of Development of North Eastern Region	2	16	18	0	0.824	2
3	NITI Aayog	32	467	490	9	0.771	3
4	Department of Chemicals and Petrochemicals	10	45	45	10	0.752	4
5	Ministry of Coal	224	439	480	183	0.716	5
6	Ministry of Earth Sciences	15	32	32	15	0.713	6
7	Department of Pharmaceuticals	23	132	104	51	0.712	7
8	Department of Financial Services (Pension Reforms)	80	413	405	88	0.71	8
9	Department of Official Language	6	40	42	4	0.708	9
10	Department of Public Enterprises	7	59	63	3	0.68	10
11	Ministry of Tourism	57	247	249	55	0.664	11
12	Department of Science and Technology	80	234	226	88	0.658	12
13	Legislative Department	65	165	178	52	0.657	13
14	Ministry of Culture	231	296	402	125	0.655	14
15	Ministry of Tribal Affairs	48	262	234	76	0.651	15
16	Department of Heavy Industry	47	194	207	34	0.641	16
17	Department of Fertilizers	46	83	109	20	0.639	17
18	Department of Investment & Public Asset Management	20	85	99	6	0.627	18

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
19	Ministry of Ayush	42	337	334	45	0.6173	19
20	Ministry of Information and Broadcasting	182	468	441	209	0.6168	20
21	Department for Promotion of Industry and Internal Trade	132	257	266	123	0.616	21
22	Department of Youth Affairs	40	84	84	40	0.601	22
23	Department of Empowerment of Persons with Disabilities	203	381	502	82	0.595	23
24	Ministry of Steel	62	138	138	62	0.584	24
25	Ministry of Textiles	50	112	119	43	0.581	25
26	Department of Expenditure	105	198	177	126	0.579	26
27	Department of Bio Technology	25	19	22	22	0.574	27
28	Ministry of Food Processing Industries	31	51	72	10	0.567	28
29	Ministry of New and Renewable Energy	151	211	265	97	0.566	29
30	Ministry of Water Resources, River Development & Ganga Rejuvenation	220	394	479	135	0.563	30
31	Ministry of Mines	61	193	169	85	0.559	31
32	Department of Animal Husbandry, Dairying	293	286	361	218	0.546	32
33	O/o the Comptroller & Auditor General of India	65	175	194	46	0.543	33
34	Department of Military Affairs	175	432	394	213	0.538	34
35	Department of Space	36	25	40	21	0.534	35
36	Department of Commerce	219	470	411	278	0.532	36
37	Department of Agriculture Research and Education	104	130	172	62	0.528	37

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
38	Department of Atomic Energy	91	128	156	63	0.508	38
39	Department of Health Research	42	109	111	40	0.5072	39
40	Department of Legal Affairs	311	426	518	219	0.5068	40
41	Department of Defence Production	112	174	187	99	0.506	41
42	Ministry of Shipping	56	161	141	76	0.5	42
43	Ministry of Skill Development and Entrepreneurship	458	346	592	212	0.499	43
44	Department of Defence Research and Development	34	74	70	38	0.498	44
45	Department of Sports	91	174	192	73	0.468	45
46	Department of Fisheries	20	49	50	19	0.447	46
47	Department of Scientific & Industrial Research	66	86	87	65	0.424	47
48	Ministry of Minority Affairs	148	149	153	144	0.4	48
49	Department of Economic Affairs ACC Division	334	290	216	408	0.384	49
50	Ministry of Statistics and Programme Implementation	12	42	35	19	0.293	50

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.

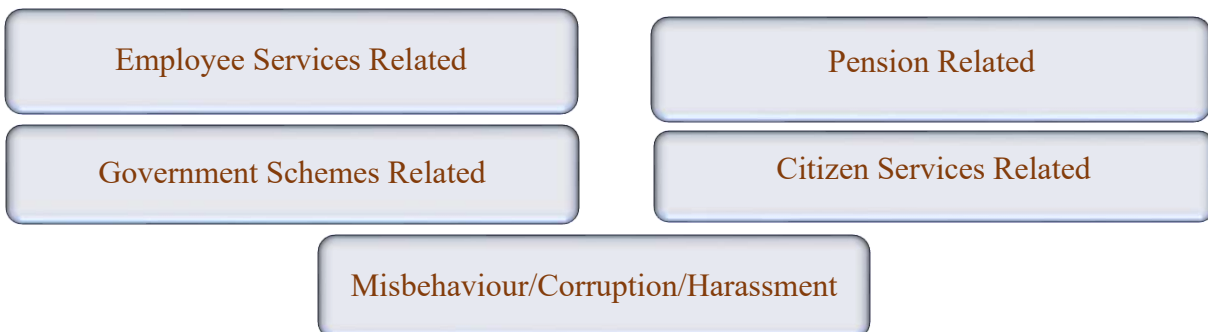
5. Categorisation

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 25 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

➔ The revised categorization for the **Ministry of Women and Child Development** has been finalized and shared for implementation on the CPGRAMS Portal.

6. Categorisation Impact Analysis

Ministry of External Affairs

Overview

Before the Categorization exercise was carried out, Ministry of External Affairs had 18 Level 1 Categories, 13 of which have been retained in the New Categorization. Three Categories: **Tatkaal Passport Application**, **Postal Issues** and **Indian Community Welfare Fund (ICWF) Related** have been subsumed under Passport Application Related and Others respectively. **Value-added service delivery issues** have been removed.

The Before and After Categorization Grievances have seen a consistent increase across all categories except the **Seafarers** which is in decline. **Imprisonment due to illegal Stay in foreign country** and **Transportation of Mortal remains** have not seen any change in receipt numbers. The table below compares the grievances received by MEA across top 3 categories before and after Categorization.

Categories	Grievances Received		% Change
	Before Categorization	After Categorization	
Passport Application Related	2448	4539	↑ 85%
Others (Attestation / Apostille / GEP / ICWF Related / PBBY Related etc.)	686	742	↑ 8%
Delay in issuance Police Clearance Certificate Application	115	157	↑ 37%

Note: Since the categorization for the Ministry of External Affairs was made live on 26th May, 2025, the period "Before Categorization" refers to the time period from 26th January, 2025 till 25th May, 2025 and the period "After Categorization" refers to the time period from 26th May till 26th September, 2025.

Grievance Flow: Key Outcomes

- Despite significantly higher receipts, pendency reduced from 1306 to 1207, pointing to superior grievance clearing with the new structure.

- Appeals rose in absolute terms (1026 to 1835) but edged down as a share of disposals from 21.80% to 20.92%, indicating slightly better first-pass quality in resolution even as volumes expanded.

Ministry of External Affairs	Brought Forward (a)	Received (b)	Disposal (%) (c)	Pending (d)	Appeals (%) (e) (Out of c only)	ACT (f)
Before Categorization	761	5251	4706 (78.28%)	1306	1026 (21.80%)	12 days
After Categorization	1306	8673	8772 (87.90%)	1207	1835 (20.92%)	18 days

Disposal Efficiency and Quality

- Total disposals nearly doubled from 4706 to 8772, and under 21 days disposals expanded in absolute terms from 4124 to 7334, demonstrating that quick closures scaled materially even though their share moved from 88% to 84% amid heavier inflows.
- Resolution quality improved: There is a marked increase in Grievances Resolved via Final Action Taken and correlative decrease in those grievances which were returned or transferred earlier due to poorer categorization.

Department of Telecommunications	Total Disposal	Grievances Disposed by					Pulling of grievance by higher authority
		<= 21 Days	>21 days	Final Action taken	Transferring grievance	Returning grievance	
Before Categorization	4706	4124 (88%)	582 (12%)	4359 (92.63%)	133 (2.83%)	214 (4.55%)	0
After Categorization	8772	7334 (84%)	1438 (16%)	8406 (95.84%)	52 (0.58%)	310 (3.53%)	4 (0.05%)

Citizen Feedback Signals

- Total feedback nearly doubled from 2542 to 4849, reflecting broader reach and engagement as categorization clarified citizen pathways and labelling issues.

- Resolved feedback increased from 1229 to 2577 and satisfied responses from 919 to 1898, indicating that improved routing and category clarity translated into more citizens receiving timely and satisfactory outcomes at scale.
- Call Centre and online channels both grew (Call Centre from 1480 to 3020; Online from 1062 to 1829), suggesting that new categorization improved channel discoverability.

Ministry of External Affairs	Total Feedback	Call Centre	Online	Resolved	Satisfied	Not Satisfied	Not Resolved
Before Categorization	2542	1480	1062	1229	919	310	1313
After Categorization	4849	3020	1829	2577	1898	679	2272

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

7. 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 September, 2025.

A total of **183 Review Meetings** were conducted between **14th February 2025 till 30th September 2025**. A total of 1,173 cases has been resolved; 43 systemic policy issues and 14 unresolved cases have been taken up.

7.1 Status of Review Meetings Conducted – September 2025

A total of **18 Review Meetings** were conducted and **7 cases** were resolved in **September 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	4	Secretary
2	Department of Agriculture and Farmers Welfare	1	Hon'ble Agriculture Minister
3	Department of Financial Services (Banking Division)	1	Economic Advisor
4	Department of Financial Services (Insurance Division)	1	EA Economic Advisor
5	Department of Military Affairs	1	Secretary
6	Department of Official Language	1	Secretary DD (R&D) & Chairman DRDO

S.No.	Organisation Name	Meetings Conducted	Chaired By
7	Department of Posts	1	Secretary
8	Department of Rural Development	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 Micro Small and Medium Enterprises	1	Hon'ble Minister of State
13	Ministry of New and Renewable Energy	1	Secretary
14	Ministry of Parliamentary Affairs	1	Secretary
15	Department of Chemicals and Petrochemicals	1	Secretary
TOTAL		18	

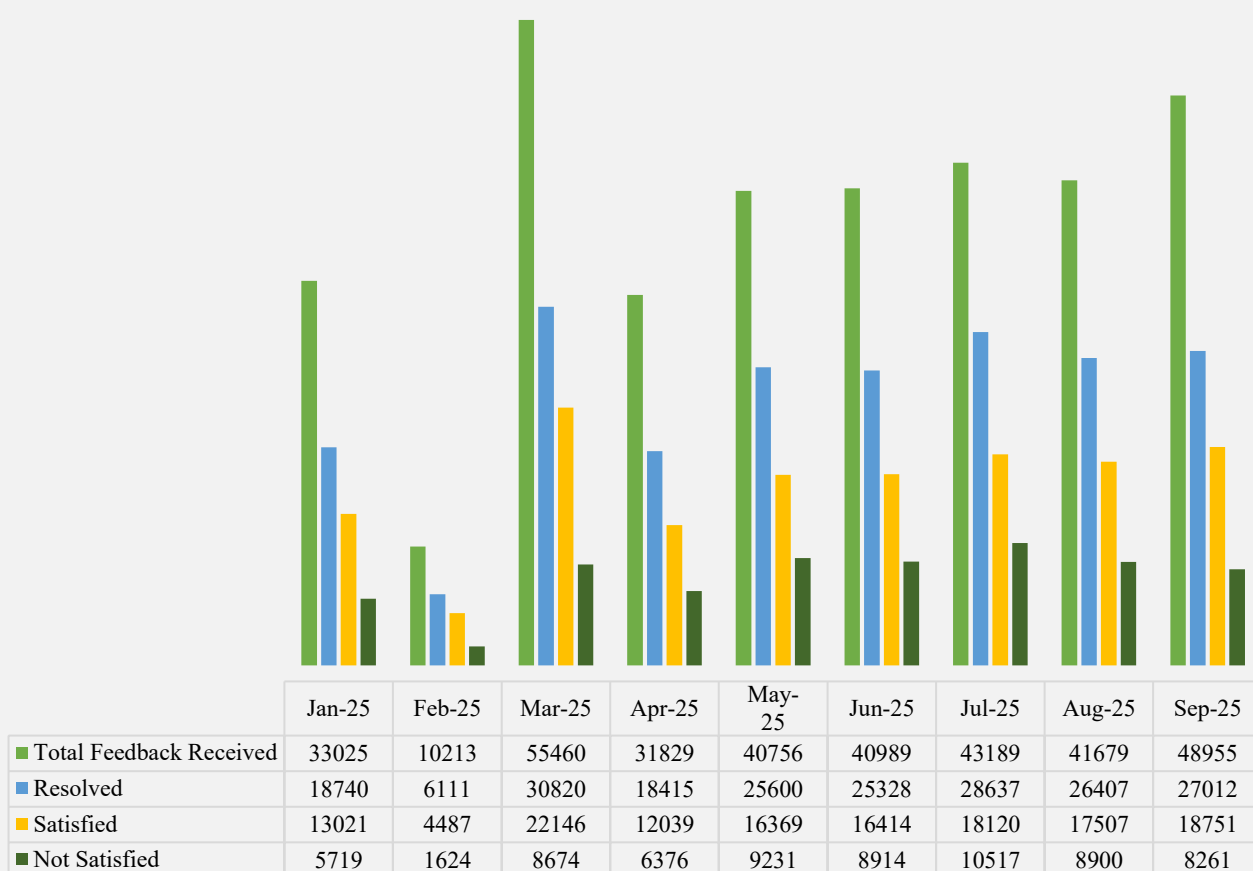
8. Feedback Call Centre

During the period from **1st January 2025 to 30th September 2025**, the Call Centre received a total of **3,46,095 feedback** in Central Ministries/Departments. Of these, **2,07,070 cases were resolved**, reflecting a **resolution rate of ~60%** and 1,39,025 cases were Not Resolved. Among the resolved cases, **~67% of citizens expressed satisfaction** with the grievance redressal.

A total of **48,955 feedback** cases were received by the Call Centre in Central Ministries/Departments in September 2025.

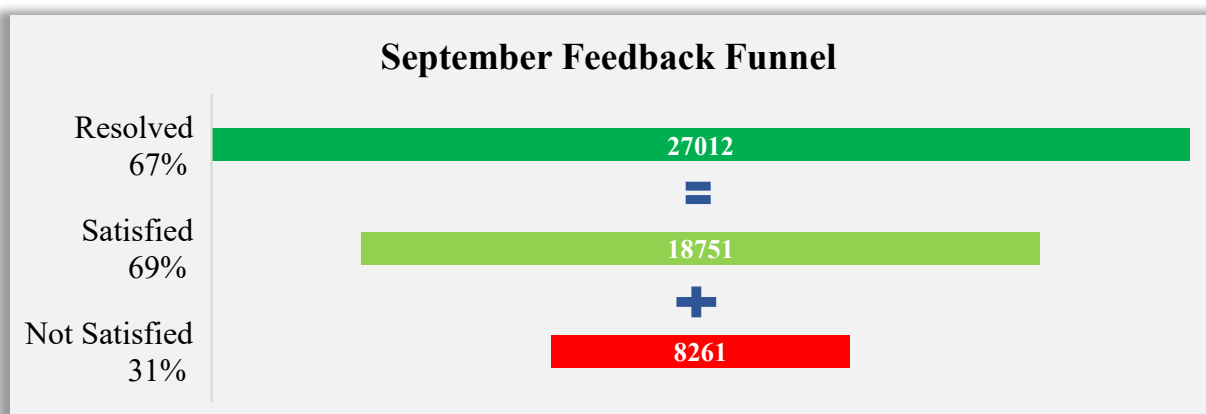
The column chart below tracks four key metrics regarding feedback from January through September 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.

Month-Wise Feedback Status



The funnel below illustrates the journey from total feedback received via Call Centre in September 2025 (48,955) through:

- Grievances Resolved (27,012)
- Post-resolution sentiment:
 - 18,751 satisfied (69%)
 - 8,261 not-satisfied (31%).



September, 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	3786
2	Department of Financial Services (Banking Division)	2760
3	Department of Telecommunications	1476
4	Department of Posts	943
5	Ministry of Railways (Railway Board)	935
6	Unique Identification Authority of India	793
7	Department of Defence Finance	761
8	Ministry of Road Transport and Highways	701
9	Department of Agriculture and Farmers Welfare	687
10	Central Board of Direct Taxes (Income Tax)	605

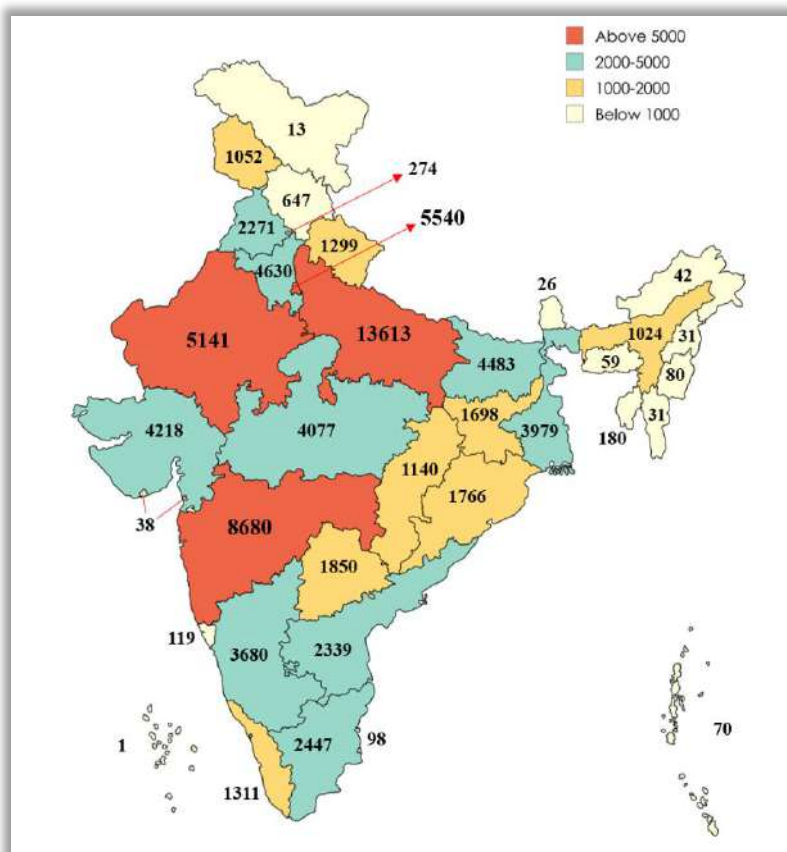
September, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5315	3779 (71%)	1536 (29%)
2	Department of Financial Services (Banking Division)	3559	2454 (69%)	1105 (31%)
3	Department of Telecommunications	2073	1481 (71%)	592 (29%)
4	Department of Posts	1894	1520 (80%)	374 (20%)
5	Department of Defence Finance	1654	1196 (72%)	458 (28%)
7	Central Board of Direct Taxes (Income Tax)	1433	1081 (75%)	352 (25%)
6	Ministry of Railways (Railway Board)	1021	603 (59%)	418 (41%)
8	Unique Identification Authority of India	805	590 (73%)	215 (27%)
9	Department of Ex Servicemen Welfare	664	444 (67%)	220 (33%)
10	Ministry of External Affairs	569	421 (74%)	148 (26%)

9. New User Registration

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.**

New user registration on CPGRAMS in States/UTs in September, 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
TOTAL		5,65,886

10. 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).

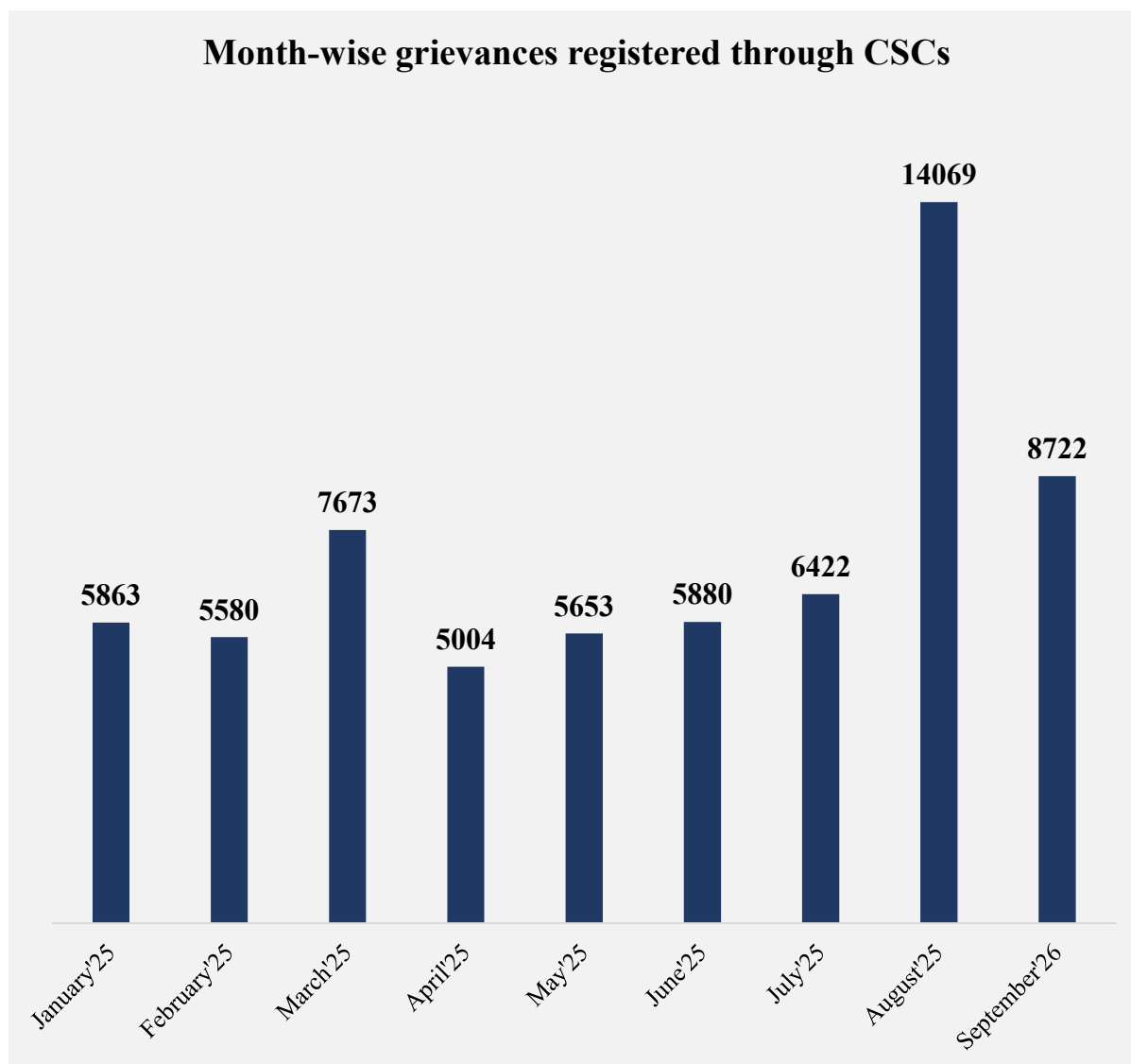
Receipts
8,722

Disposed
5,319

Pending
3,403

(Time Period: 01/09/2025 to 30/09/2025)

- **A total of 8,722 grievances has been registered through the Common Service Centres in the month of September, 2025:**

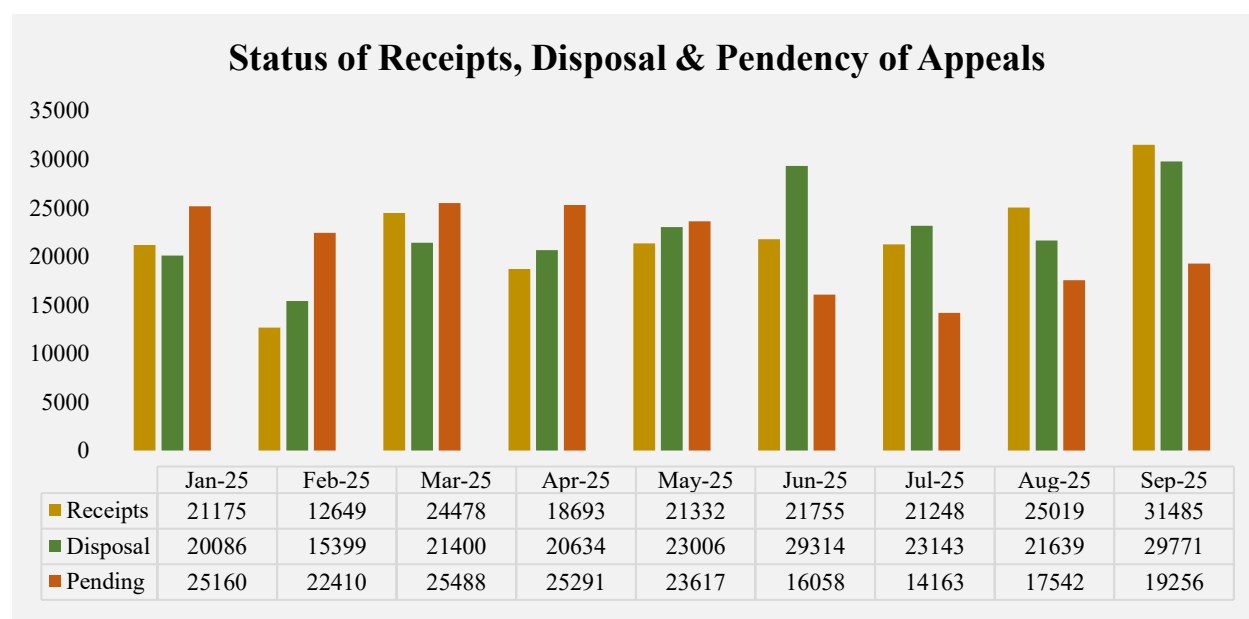


11. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 30/09/2025

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **40 days** as on **30th September 2025**
- **34** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

12. Success Stories

“

Ex-Serviceman Shri Puran Mal Lodha from Chittorgarh, Rajasthan, approached CPGRAMS seeking redressal for non-payment of his Disability Element, which had not been credited for decades despite repeated representations to the bank and CPPC Jaipur. His grievance highlighted long-pending arrears due under successive CPC and OROP revisions. Upon escalation, corrective action was taken, and arrears of ₹3,30,213 were credited to his account, ensuring long-awaited justice and financial relief to the veteran.

”

Grievance of Shri Puran Mal Lodha

**Disability Pension
Arrears Released**



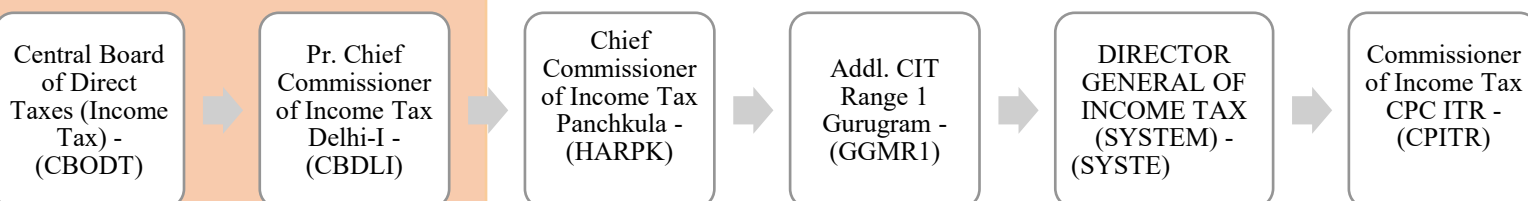
Grievance of Agilus Pathlabs

**Tax Refund with Interest
Secured Through
CPGRAMS**

“

Smt. Mamta Aggarwal, representing Agilus Pathlabs Pvt. Ltd., sought redressal for non-payment of interest under Section 244A of the Income Tax Act, despite already receiving a refund of ₹6.86 crore for AY 2013–14, as determined by ITAT and CIT(A) orders. The grievance highlighted that while the principal refund had been credited, statutory interest had not been disbursed. On escalation through CPGRAMS, the Jurisdictional Assessing Officer passed a rectification order under Section 154, and CPC processed the same, determining an additional refund of ₹2.50 crore towards interest. This amount was forwarded to the refund banker for credit into the assessee’s account, ensuring full compliance with the appellate

”



“

Shri Baldev Kapoor, a 94-year-old retired IAS officer and Punjab Government pensioner from Punjabi Bagh, Delhi, had been waiting for the release of his revised pension arrears for over a year. Despite repeated visits and reminders to the bank officials of Union Bank of India, Punjabi Bagh branch, his grievance remained unresolved, and he continued to receive only assurances. Finally, his son filed a grievance on the CPGRAMS portal. The matter was swiftly taken up, and within just a fortnight, his pension arrears were sanctioned. The grievance was formally resolved. Shri Kapoor and his family expressed deep satisfaction at the prompt and effective intervention through CPGRAMS, which provided long-awaited relief and timely justice.

”

Grievance of Shri Baldev Kapoor

**Timely Pension Arrears
Credited through
CPGRAMS**

Department of Financial Services
(Banking Division) - (DEABD)



Union Bank of India - (UNIBK)



FGMO DELHI - (FGMDE)

Grievance of Shri Moti Lal Yadav

**Arrears Credited After
Pension Rank
Correction**

“

Shri Moti Lal Yadav, a retired Honorary Captain from Sagar, Madhya Pradesh, noticed that from March to November 2024 he was being paid pension at the Lieutenant rank instead of his last held rank, leading to a shortfall in his entitled dues. Despite the rank being updated in his records, the arrears were not disbursed, leaving him frustrated. Seeking resolution, he turned to CPGRAMS and filed a grievance online. Prompt action was taken, and his revised pension benefits were processed, resulting in arrears of ₹2,84,999 being credited to his bank account, bringing timely relief and closure.

”

Department of Pension
and Pensioners Welfare
- (DOPPW)



PCDA(P) Prayagraj -
(CDA01)



SPARSH ARMY 4 -
(SA401)



PCDA(P) Prayagraj -
(CDA01)

13. Media Outreach

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions

75
Azadi Ka
Amrit Mahotsav

The Department of Administrative Reforms and Public Grievances released the 40th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of August, 2025

A total of 1,51,114 grievances were redressed by Central Ministries/Departments in August, 2025.

For the 38th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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


Department of Financial Services (Pension Reforms), Ministry of Ayush, and Ministry of Parliamentary Affairs topped in Group B category in the GRAI rankings released for the month of August, 2025

DARPG @DARPG_GoI

The CPGRAMS initiative of the central government is successfully bridging the gap between citizens and the administration, turning grievances into stories of relief, justice and empowerment. This inspiring compendium, "Effective Grievance Redressal: 100 Stories of Change," reflects how timely redressal is not just about solving problems, but about restoring faith in the system and making a real difference in the lives of ordinary citizens—driving trust and positive change across the nation.

Read the full booklet: drive.google.com/file/d/10vPGTD...

#DARPG #GoodGovernance #CPGRAMS #SuccessStory #CitizenFirst #PublicGrievances #Sustained #SmartGovernance



Narendra Modi and 8 others
8:45 PM · Sep 4, 2025 · 431 Views


DARPG @DARPG_GoI

DARPG has released its 40th #CPGRAMS Monthly Report for August, 2025, for Central Ministries/Departments.

- In August 2025, 1,51,265 PG cases were received on the CPGRAMS portal, 1,51,114 PG cases were redressed and there exists a pendency of 75,335 PG cases.
- In August 2025, for the 38th 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



Narendra Modi and 8 others
8:17 PM · Sep 18, 2025 · 698 Views

DFS @DFS_India

Department of Financial Services (Pension Reforms) topped in Group B category in the GRAI rankings on CPGRAMS for Central Ministries/ Departments performance for the month of August, 2025

@FinMinIndia

6:03 PM · Sep 18, 2025 · 2,662 Views

संसदीय कार्य मंत्रालय M/O Parliamentary Affairs @mpa_india

The Ministry of Parliamentary Affairs has secured its position among the top performers in the Grievance Redressal Assessment & Index (August 2025) under Group B (less than 500 grievances), reflecting its commitment to prompt and efficient grievance resolution.

@DARPG_GoI


12:41 PM · Sep 18, 2025 · 245 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.

Ministries/ Departments were requested to initiate policy interventions to improve their rankings, ensuring timely disposal of cases, and introducing systemic reforms to enhance accountability and responsiveness in the redressal process.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



Narendra Modi and 8 others
7:22 PM · Sep 24, 2025 · 790 Views

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2025 to 30th September 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6987	189145	196132	182981	13151
2	Department of Financial Services (Banking Division)	6702	136779	143481	138672	4809
3	Department of Telecommunications	500	63896	64396	63492	904
4	Ministry of Railways (Railway Board)	2799	57756	60555	57112	3443
5	Ministry of Home Affairs	1501	52678	54179	48816	5363
6	Department of Posts	1305	51817	53122	51735	1387
7	Central Board of Direct Taxes (Income Tax)	9534	49481	59015	51865	7150
8	Department of Agriculture and Farmers Welfare	951	41818	42769	42422	347
9	Department of Health & Family Welfare	1801	37376	39177	36967	2210
10	Unique Identification Authority of India	1780	33949	35729	33805	1924

Annexure 1.2: Maximum Number of Disposals – 1st January 2025 to 30th September

2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6987	189145	196132	182981	13151
2	Department of Financial Services (Banking Division)	6702	136779	143481	138672	4809
3	Department of Telecommunications	500	63896	64396	63492	904
4	Ministry of Railways (Railway Board)	2799	57756	60555	57112	3443
5	Central Board of Direct Taxes (Income Tax)	9534	49481	59015	51865	7150
6	Department of Posts	1305	51817	53122	51735	1387
7	Ministry of Home Affairs	1501	52678	54179	48816	5363
8	Department of Agriculture and Farmers Welfare	951	41818	42769	42422	347
9	Department of Health & Family Welfare	1801	37376	39177	36967	2210
10	Unique Identification Authority of India	1780	33949	35729	33805	1924

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6987	189145	196132	182981	13151
2	Central Board of Direct Taxes (Income Tax)	9534	49481	59015	51865	7150
3	Ministry of Home Affairs	1501	52678	54179	48816	5363
4	Department of Financial Services (Banking Division)	6702	136779	143481	138672	4809
5	Department of Ex Servicemen Welfare	3044	29303	32347	28837	3510
6	Ministry of Railways (Railway Board)	2799	57756	60555	57112	3443
7	Department of Health & Family Welfare	1801	37376	39177	36967	2210
8	Ministry of Petroleum and Natural Gas	1235	16633	17868	15785	2083
9	Unique Identification Authority of India	1780	33949	35729	33805	1924
10	Ministry of Housing and Urban Affairs	1788	22166	23954	22105	1849
11	Ministry of Panchayati Raj	246	11377	11623	9784	1839
12	Department of Food and Public Distribution	94	11164	11258	9635	1623
13	Department of Defence Finance	1599	22558	24157	22650	1507
14	Department of Consumer Affairs	915	17507	18422	17001	1421
15	Department of Posts	1305	51817	53122	51735	1387
16	Staff Selection Commission	339	8317	8656	7347	1309
17	Ministry of Road Transport and Highways	978	32242	33220	31936	1284
18	Department of Higher Education	1056	20568	21624	20340	1284
19	Ministry of External Affairs	785	15303	16088	14924	1164
20	Department of School Education and Literacy	626	15464	16090	14976	1114

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9534	49481	59015	51865	7150	4663
2	Ministry of Labour and Employment	6987	189145	196132	182981	13151	4284
3	Ministry of Home Affairs	1501	52678	54179	48816	5363	3345

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
4	Department of Ex Servicemen Welfare	3044	29303	32347	28837	3510	1885
5	Ministry of Panchayati Raj	246	11377	11623	9784	1839	1050
6	Department of Health & Family Welfare	1801	37376	39177	36967	2210	996
7	Ministry of Railways (Railway Board)	2799	57756	60555	57112	3443	935
8	Ministry of Housing and Urban Affairs	1788	22166	23954	22105	1849	838
9	Department of Food and Public Distribution	94	11164	11258	9635	1623	728
10	Ministry of Petroleum and Natural Gas	1235	16633	17868	15785	2083	672

Annexure 2: Average Closing Time – 1st January 2025 to 30th September 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	176	63
2	Central Board of Direct Taxes (Income Tax)	45630	56
3	Department of Agriculture Research and Education	1155	43
4	Department of Economic Affairs ACC Division	2162	40
5	Department of Youth Affairs	414	35
6	Department of Ex Servicemen Welfare	25534	29
7	Ministry of Minority Affairs	1512	29
8	Ministry of Petroleum and Natural Gas	13753	27
9	Staff Selection Commission	6510	27
10	Department of Defence Research and Development	594	27

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	1007	1
2	Department of Land Resources	4983	2
3	NITI Aayog	2586	2
4	Department of Food and Public Distribution	8611	3
5	Department of Heavy Industry	1259	4
6	Department of Public Enterprises	524	4

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
7	Department of Financial Services (Pension Reforms)	2761	5
8	Ministry of Ayush	1551	5
9	Ministry of Development of North Eastern Region	80	5
10	Department of Telecommunications	54531	6

Annexure 3: Status of Appeals – 1st January 2025 to 30th September 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	Ministry of Labour and Employment	2268	40602	42870	40531	2339
2	Department of Financial Services (Banking Division)	2029	28213	30242	28141	2101
3	Ministry of Home Affairs	506	2528	3034	1710	1324
4	Department of Defence Finance	837	7448	8285	7267	1018
5	Central Board of Direct Taxes (Income Tax)	2839	6127	8966	7978	988
6	Ministry of Railways (Railway Board)	701	11563	12264	11390	874
7	Department of Ex Servicemen Welfare	109	5116	5225	4421	804
8	Ministry of Housing and Urban Affairs	484	2891	3375	2718	657
9	Unique Identification Authority of India	524	6143	6667	6041	626
10	Ministry of Labour and Employment	2268	40602	42870	40531	2339

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	1325	4
2	Ministry of Parliamentary Affairs	12	4
3	Department of Telecommunications	14821	6
4	Ministry of Drinking Water and Sanitation	1637	6
6	Department of Posts	8653	8
5	Department of Agriculture and Farmers Welfare	4159	8
7	Department of Heavy Industry	289	9
8	Department of Land Resources	7	9

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
9	Department of Ex Servicemen Welfare	4421	10
10	Department of Sports	199	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	24157	22650	7448	32.88%
2	Ministry of Cooperation	4883	4805	1314	27.35%
3	Ministry of Textiles	852	809	203	25.09%
4	Department of Telecommunications	64396	63492	15184	23.91%
5	Ministry of Steel	979	917	217	23.66%
6	Department of Financial Services (Insurance Division)	22849	22124	5123	23.16%
7	Ministry of New and Renewable Energy	2183	2086	476	22.82%
8	Ministry of Women and Child Development	6699	6280	1427	22.72%
9	Ministry of Corporate Affairs	11469	11015	2486	22.57%
10	Ministry of Civil Aviation	5126	4813	1081	22.46%

Annexure 4: Indicator-based Root Cause Analysis – September 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	0.36	25.51	63.15	47.14	78.03	53.33	0.88	16.00	53.31	26.16	71.38
2	Department of Financial Services (Banking Division)	4.47	8.63	73.62	69.74	76.19	69.55	0.00	10.00	47.71	27.15	66.77
3	Department of Telecommunications	0.07	12.57	85.74	89.01	77.42	81.25	0.00	7.00	51.28	31.09	85.49
4	Department of Posts	0.13	6.88	96.01	77.03	86.67	78.28	0.00	7.00	59.96	22.95	79.41
5	Ministry of Home Affairs	2.10	10.37	56.68	13.28	57.71	28.00	1.18	16.00	32.39	9.57	0.68
6	Ministry of Road Transport and Highways	0.07	13.36	67.20	52.35	82.97	87.50	0.00	10.00	32.86	14.98	57.45
7	Ministry of Railways (Railway Board)	20.13	2.71	50.10	46.89	58.11	51.32	0.10	17.00	41.46	28.87	62.74
8	Central Board of Direct Taxes (Income Tax)	0.10	1.20	96.97	20.23	65.52	85.71	0.02	52.00	64.43	13.57	51.69
9	Department of Health & Family Welfare	21.27	6.79	35.67	27.35	64.34	51.85	0.00	12.00	45.65	9.27	64.56
10	Unique Identification Authority of India	0.27	101.56	74.42	57.46	66.67	50.00	2.33	12.00	44.12	28.11	62.99
11	Department of Agriculture and Farmers Welfare	0.21	36.85	49.02	85.51	64.71	100.00	0.00	9.00	31.63	12.83	81.68
12	Ministry of Housing and Urban Affairs	0.28	2.30	31.77	28.14	77.31	40.74	0.00	19.00	47.59	10.98	44.30
13	Department of Ex Servicemen Welfare	0.09	2.49	17.27	23.91	40.00	66.67	0.16	33.00	48.09	21.30	33.28
14	Department of Defence Finance	0.03	4.49	24.24	47.44	0.00		0.00	17.00	62.94	28.59	42.22

#	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
15	Department of Higher Education	0.43	7.42	61.03	48.58	69.91	53.85	0.00	12.00	39.93	24.78	47.47
16	Department of Consumer Affairs	5.66	67.98	47.50	40.71	56.82	45.59	0.00	14.00	39.43	28.95	96.39
17	Department of Financial Services (Insurance Division)	12.04	8.39	95.02	71.72	75.36	80.00	0.00	10.00	39.63	29.87	86.12
18	Ministry of Petroleum and Natural Gas	7.83	3.66	52.75	13.23	54.55	76.39	0.17	29.00	68.04	15.58	35.04
19	Ministry of External Affairs	8.63	4.15	20.23	54.61	46.15	50.00	0.00	17.00	56.56	24.15	44.05
20	Department of School Education and Literacy	0.72	9.79	61.00	38.14	62.50	74.07	0.00	16.00	36.74	28.21	43.53
21	Department of Personnel and Training	0.32	15.00	52.80	32.55	73.11	33.33	0.00	11.00	35.24	5.84	59.91
22	Ministry of Panchayati Raj	0.00	1.48	19.60	16.65	38.30	60.00	0.00	17.00	27.39	17.03	77.67
23	Ministry of Micro Small and Medium Enterprises	0.34	12.92	27.01	71.60	100.00	50.00	0.00	10.00	27.01	14.95	76.88
24	Department of Food and Public Distribution	0.21	0.85	18.13	11.96	20.00	47.83	0.00	25.00	69.90	8.39	6.45
25	Department of Defence	0.30	1.72	57.31	55.58	70.00	64.29	0.00	8.00	36.00	0.00	
26	Ministry of Corporate Affairs	15.27	13.99	78.95	63.75	85.71	83.33	0.00	9.00	34.30	22.98	46.49
27	Department of Rural Development	0.23	0.14	2.81	21.71	68.75	34.88	0.00	19.00	32.81	17.31	54.77
28	Ministry of Electronics & Information Technology	0.87	7.61	22.29	63.92	83.72	83.33	0.00	7.00	45.86	16.01	47.65
29	Staff Selection Commission	20.59	44.26	70.37	10.52	13.64	100.00	7.41	34.00	46.28	17.21	41.20
30	Ministry of Drinking Water and Sanitation	0.19	2.97	22.65	43.00	68.75	0.00	0.00	15.00	48.37	23.99	71.27
31	Central Board of Indirect Taxes and Customs	1.22	1.81	99.83	69.22	100.00	80.00	0.00	10.00	58.43	15.04	79.37
32	Department of Revenue	0.45	18.18	100.00	43.22	86.67	70.00	0.00	8.00	50.00	2.80	89.66
33	Department of Justice	0.45	80.45	72.73	58.96	93.75	72.73	0.00	5.00	21.62	8.05	96.00
34	Department of Social Justice and Empowerment	0.91	11.16	70.89	67.10	72.22	100.00	0.00	6.00	37.93	15.92	81.74
35	Ministry of Women and Child Development	10.86	21.65	59.46	43.73	60.64		0.00	13.00	25.29	31.24	55.26
36	Ministry of Environment, Forest and Climate Change	15.64	5.67	50.00	54.12	75.00	100.00	0.00	7.00	28.57	11.20	62.93
37	Ministry of Cooperation	23.15	28.38	47.62	83.77	100.00	92.00	0.00	6.00	14.45	34.54	96.07

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38	Ministry of Civil Aviation	0.17	1.68	33.14	50.68	40.00	66.67	0.00	13.00	36.26	29.68	65.98
39	Ministry of Power	0.00	1.67	92.35	65.31	93.33		0.00	2.00	28.57	7.62	75.00
40	Department of Land Resources	0.00	65.38	75.00	53.19	85.71		0.00	3.00	0.00	0.18	100.00
41	Department of Commerce	33.13	4.88	40.40	30.80	38.46	69.57	0.00	9.00	31.43	6.22	23.26
42	Ministry of Information and Broadcasting	1.25	4.06	45.76	50.41	85.29	81.82	0.00	11.00	42.00	25.34	46.41
43	Department of Military Affairs	0.22	0.45	47.60	39.00	68.75	66.67	0.00	15.00	30.66	31.99	75.00
44	Ministry of Skill Development and Entrepreneurship	0.00	6.06	52.24	30.13	50.00	100.00	0.00	24.00	33.64	35.39	56.78
45	Department of Legal Affairs	1.24	21.26	26.32	26.48	63.16	43.75	5.26	11.00	19.23	0.00	
46	Ministry of Coal	1.00	0.65	19.38	57.89	100.00	62.50	0.16	14.00	35.61	0.00	
47	Department of Financial Services (Pension Reforms)	35.10	66.00	100.00	67.57	66.67		0.00	5.00	45.16	14.25	84.85
48	NITI Aayog	0.51	5.88	5.97	87.74	83.33		0.00	2.00	60.00	0.00	0.00
49	Ministry of Water Resources, River Development & Ganga Rejuvenation	25.78	2.36	39.88	22.09	54.55	100.00	0.00	16.00	38.89	12.17	55.29
50	Department of Empowerment of Persons with Disabilities	6.21	10.41	82.35	57.65	81.82	75.00	0.00	16.00	33.99	28.66	23.25
51	Department of Economic Affairs ACC Division	9.45	4.91	32.14	4.29	17.39	10.00	0.00	25.00	12.50	4.17	16.67
52	Ministry of Ayush	4.46	5.85	67.39	80.09	0.00	60.00	0.00	5.00	33.33	21.24	65.63
53	Department of Animal Husbandry, Dairying	0.75	7.85	38.24	12.11	48.00	0.00	0.00	17.00	61.36	4.22	28.00
54	Ministry of Culture	0.39	1.58	49.08	47.89	23.08	100.00	0.00	17.00	60.00	15.21	64.58
55	Ministry of Tourism	9.17	3.53	36.76	72.96	50.00	100.00	0.00	7.00	40.24	23.11	81.91
56	Department for Promotion of Industry and Internal Trade	12.55	2.63	30.77	37.87	40.00	100.00	0.00	16.00	56.36	15.38	62.75
57	Department of Science and Technology	0.45	2.15	45.63	32.43	33.33	66.67	0.00	8.00	63.16	5.43	63.16
58	Ministry of New and Renewable Energy	0.48	4.75	38.64	34.97			0.00	22.00	52.17	27.41	30.51
59	Ministry of Tribal Affairs	0.00	2.31	28.09	59.18	71.43		0.00	6.00	45.71	15.20	37.50
60	Department of Heavy Industry	1.05	3.02	42.86	80.79	66.67		0.00	5.00	35.62	29.50	50.63

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61	Ministry of Mines	13.41	3.89	60.87	29.17	83.33	33.33	0.00	9.00	18.18	9.21	51.85
62	Department of Expenditure	16.57	3.43	49.02	21.05	100.00	0.00	0.00	16.00	63.16	12.77	31.71
63	Department of Sports	1.34	2.98	46.00	46.60	0.00	0.00	0.00	19.00	30.91	25.97	79.55
64	Ministry of Minority Affairs	1.38	2.46	62.71	27.05	66.67	0.00	0.00	38.00	30.30	37.84	30.51
65	Department of Defence Production	0.00	0.63	32.03	38.18	40.00	57.14	0.00	17.00	55.32	30.53	15.38
66	Legislative Department	0.00	4.12	38.24	39.56	91.67		0.00	7.00	57.14	6.11	0.00
67	Ministry of Shipping	25.36	2.00	57.97	43.33	0.00	20.00	0.00	15.00	40.00	10.89	17.07
68	Ministry of Steel	0.78	1.44	34.83	51.12	100.00	66.67	0.00	15.00	36.11	30.33	52.78
69	Ministry of Parliamentary Affairs	0.81	7.75	100.00	94.64	100.00		6.25	1.00	66.67	1.49	100.00
70	Department of Agriculture Research and Education	0.82	0.46	19.01	32.73	50.00	75.00	0.00	26.00	25.81	19.33	82.93
71	Department of Pharmaceuticals	8.20	5.30	56.52	51.35	100.00	100.00	0.00	7.00	65.38	13.33	0.00
72	Ministry of Textiles	0.97	2.02	47.06	52.67	83.33	100.00	0.00	12.00	23.08	31.00	58.54
73	Department of Health Research	15.84	0.71	18.18	37.63	42.86	33.33	0.00	11.00	20.00	13.40	72.22
74	Department of Atomic Energy	1.03	1.37	64.79	26.67	50.00	45.00	0.00	16.00	36.00	29.33	69.77
75	O/o the Comptroller & Auditor General of India	0.00	0.73	62.12	40.65	0.00		0.00	26.00	36.36	12.75	46.67
76	Department of Investment & Public Asset Management	65.00	10.00	62.50	65.79	0.00	50.00	0.00	8.00	75.00	3.37	0.00
77	Department of Youth Affairs	0.00	4.00	78.95	21.25	100.00	100.00	0.00	41.00	22.22	9.46	43.75
78	Department of Fertilizers	21.62	2.00	62.16	72.41	100.00	72.73	0.00	9.00	31.11	30.11	67.44
79	Department of Scientific & Industrial Research	0.00	0.61	37.38	19.42	50.00	100.00	0.00	31.00	14.29	29.27	24.39
80	Department of Defence Research and Development	0.00	0.66	8.16	41.18	66.67		0.00	13.00	22.22	34.55	84.00
81	Department of Public Enterprises	0.00	4.82	18.18	80.00	100.00	100.00	0.00	1.00	0.00	0.00	0.00
82	Ministry of Food Processing Industries	52.00	1.61	35.48	37.14	100.00		0.00	12.00	42.86	8.20	0.00
83	Department of Fisheries	18.60	3.07	35.71	44.00	100.00		0.00	13.00	0.00	31.58	16.67
84	Department of Chemicals and Petrochemicals	0.00	3.25	33.33	50.00	50.00		0.00	4.00		0.00	57.50

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85	Ministry of Statistics and Programme Implementation	48.48	0.39	27.06	10.00	50.00	0.00	0.00	11.00	0.00	22.73	14.29
86	Department of Official Language	13.79	1.81	31.25	75.00			0.00	5.00	50.00	3.45	0.00
87	Department of Space	12.50	1.14	66.67	23.64			0.00	29.00	41.67	22.22	42.11
88	Ministry of Earth Sciences	9.52	0.72	13.79	29.17	100.00		0.00	10.00	66.67	6.67	100.00
89	Department of Bio Technology	0.00	0.12	14.78	6.45			0.00	25.00	50.00	14.29	83.33
90	Ministry of Development of North Eastern Region	10.00	0.43	8.70	100.00			0.00	3.00		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							



Department of Administrative Reforms and Public Grievances

Government of India

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