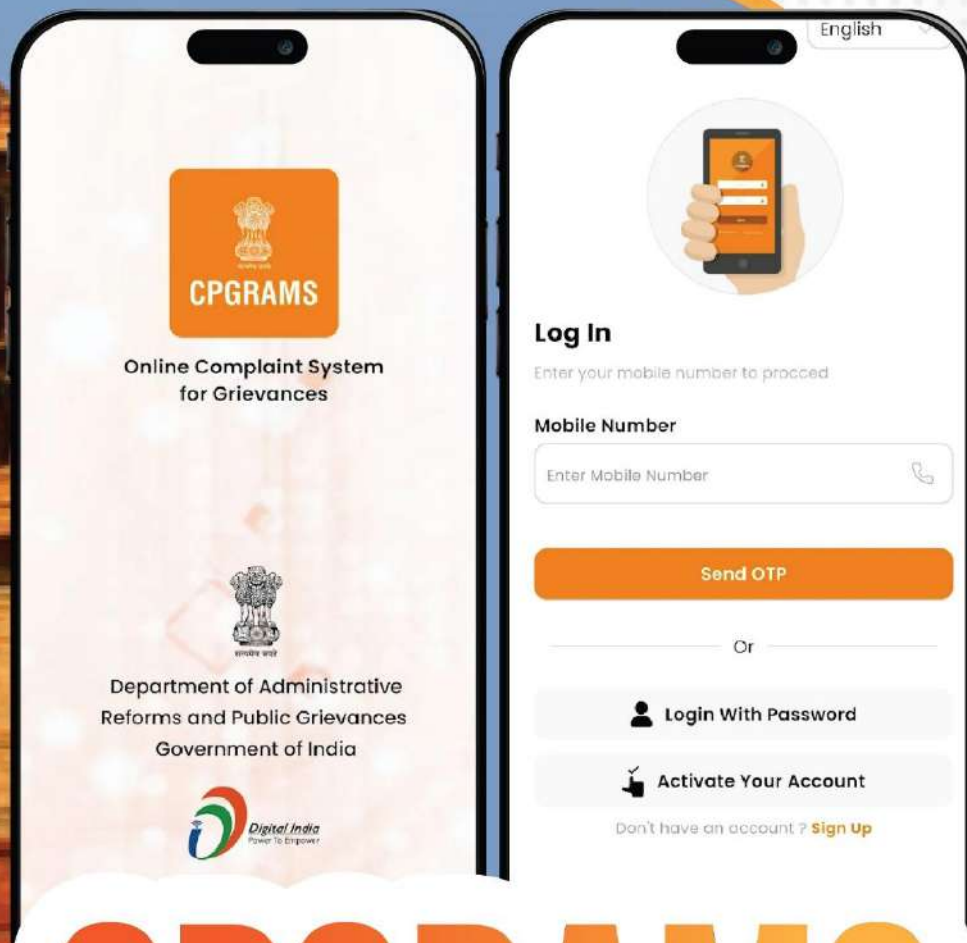




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

AUGUST 2025

(Report Number 40)

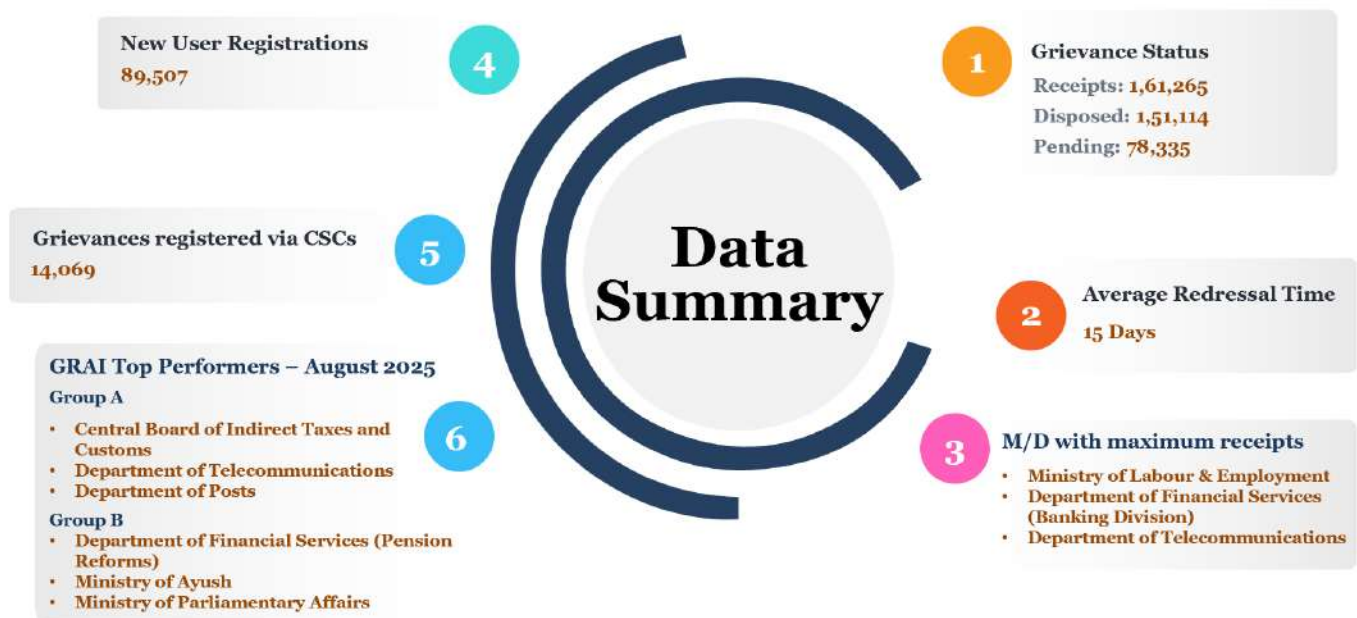
Department of Administrative Reforms
and Public Grievances

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1. KEY HIGHLIGHTS



Time Period – August, 2025

01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 13th August, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In August 2025, for the **38th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **78,335 grievances**, out of which 67.19% of the grievances are pending for less than 21 days
- The number of new **user registrations** for the month of August 2025 stands at **89,507**
- The Feedback Call Centre collected **68,043 feedbacks** in the month of August 2025, where **41,679 feedbacks** were collected for Central Ministries/Departments.

02 PG Cases

- In August 2025, **1,61,265 PG cases** were received on the CPGRAMS portal, **1,51,114 PG cases** were redressed and there exists a pendency of **78,335 PG cases**.
- Grievances registered via **Common Service Centers** stands at **14,069 grievances** for August, 2025.
- **31.03%** of the accounted grievances for August, 2025 were directed towards key departments such as the Ministry of Labour and Employment [23,104 grievances], Department of Financial Services (Banking Division) [17,496 grievances], and Department of Telecommunications [9,447 grievances]

- In August 2025, **25,019 appeals** were received and **21,639 appeals** were disposed
- **17,542 appeal pendency** recorded in August for the year 2025

03 PG Appeals

04 Grievance Redressal and Assessment Index

(AUGUST 2025)

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

2. CPGRAMS – CSC LIVE

Aadhaar related grievances with Unique Identification Authority of India (UIDAI)



To strengthen citizen-centric governance, the Department of Administrative Reforms and Public Grievances (DARPG), in collaboration with the Common Services Centres (CSC), organized a live session with the Unique Identification Authority of India (UIDAI) and CSC Village Level Entrepreneurs (VLEs) on Aadhaar-related grievances received through CPGRAMS.

The session witnessed participation from senior officials, including Shri V. Srinivas, Secretary, DARPG; Shri Bhuvnesh Kumar, CEO, UIDAI; and Shri B.K. Singh, Group President, CSC e-Governance Services India Ltd., along with VLEs from across the country. Shri B.K. Singh highlighted the critical role of CSCs in enabling last-mile grievance redressal, while Shri V. Srinivas presented trends in Aadhaar-related grievances in 2025, emphasizing the importance of VLEs in ensuring effective service delivery and raising awareness about CPGRAMS. Shri Bhuvnesh Kumar identified Aadhaar application, updation, and authentication as key grievance areas, underscoring CPGRAMS' role in their timely resolution.

The session also included inputs from VLEs in Varanasi (Uttar Pradesh), Dehradun (Uttarakhand), and districts of West Bengal, who shared ground-level experiences and success stories demonstrating the positive impact of grievance redressal.

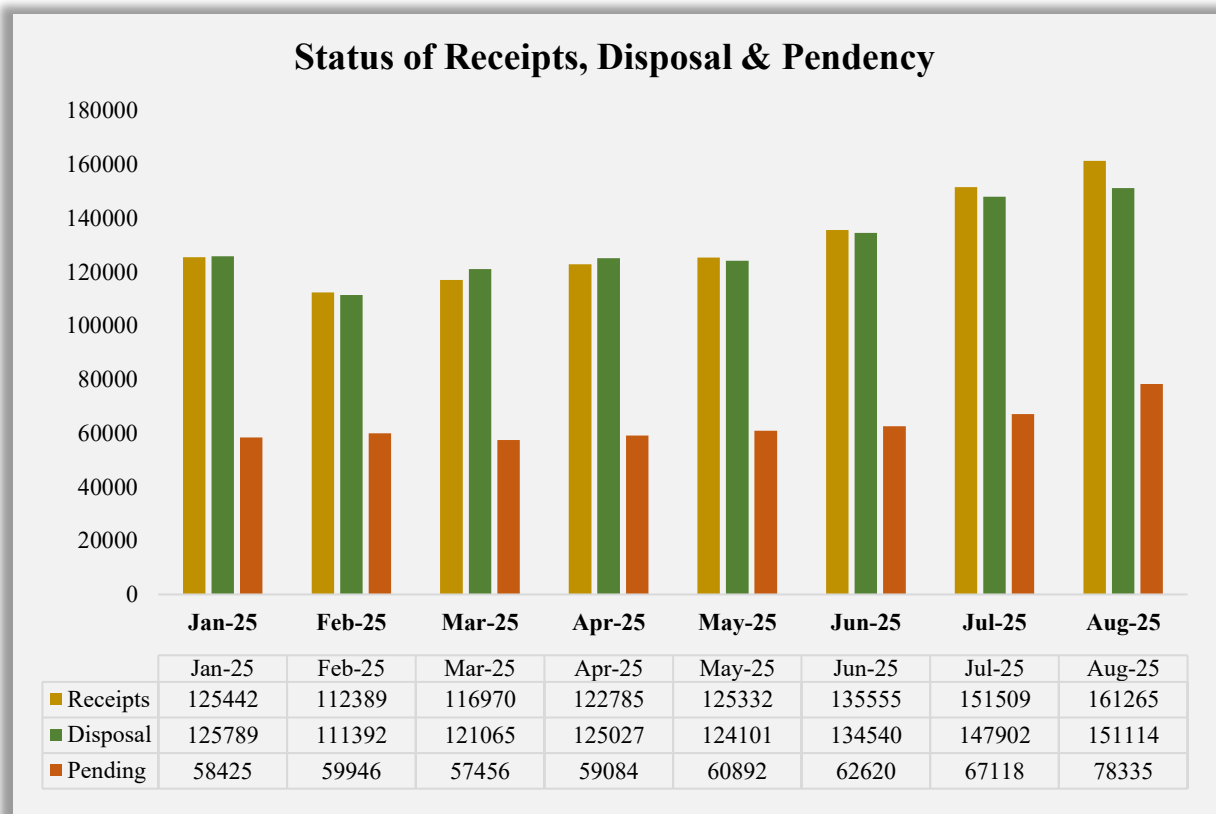
This initiative reflects the Hon'ble Prime Minister's vision of making grievance redressal mechanisms more citizen-friendly, accessible, and impactful. Through platforms like CPGRAMS and CSC, the Government continues to promote inclusive e-governance and strengthen responsive and accountable administration.

3. Review of Status of Grievances



Time Period: 01/01/2025 to 31/08/2025

Month-wise Status of Grievances



4. Grievance Redressal Assessment and Index – August, 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 August, 2025 to 31st August, 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	243	1304	1327	220	0.7959	1
2	Department of Telecommunications	742	9447	9206	983	0.7957	2
3	Department of Posts	1377	6935	6880	1432	0.794	3
4	Department of Land Resources	92	583	622	53	0.732	4
5	Ministry of Power	46	669	632	83	0.725	5
6	Ministry of Micro Small and Medium Enterprises	771	3903	3841	833	0.718	6
7	Department of Social Justice and Empowerment	241	969	958	252	0.698	7
8	Department of Justice	314	907	1055	166	0.684	8
9	Department of Revenue	163	893	846	210	0.681	9
10	Ministry of Environment, Forest and Climate Change	155	674	652	177	0.674	10
11	Ministry of Electronics & Information Technology	251	1347	1303	295	0.669	11
12	Department of Financial Services (Insurance Division)	727	2677	2574	830	0.659	12
13	Department of Agriculture and Farmers Welfare	834	5819	4502	2151	0.646	13
14	Department of Financial Services (Banking Division)	5420	17496	17104	5812	0.638	14
15	Central Board of Direct Taxes (Income Tax)	9082	4941	5889	8134	0.636	15
16	Department of School Education and Literacy	1172	2523	2635	1060	0.632	16
17	Ministry of Road Transport and Highways	955	6343	5422	1876	0.63	17
18	Department of Defence Finance	1944	3101	3456	1589	0.628	18
19	Ministry of Labour and Employment	14107	23104	23252	13959	0.6144	19
20	Department of Military Affairs	223	696	711	208	0.6138	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Unique Identification Authority of India	1721	5228	4822	2127	0.613	21
22	Department of Commerce	156	554	452	258	0.603	22
23	Department of Personnel and Training	807	2506	2519	794	0.602	23
24	Ministry of Corporate Affairs	557	1251	1353	455	0.6	24
25	Ministry of External Affairs	1230	2423	2290	1363	0.594	25
26	Department of Higher Education	1130	2853	2759	1224	0.581	26
27	Ministry of Skill Development and Entrepreneurship	382	2340	1940	782	0.576	27
28	Ministry of Cooperation	32	547	468	111	0.565	28
29	Department of Health & Family Welfare	1779	5049	4540	2288	0.564	29
30	Ministry of Railways (Railway Board)	3072	6812	6326	3558	0.559	30
31	Department of Consumer Affairs	933	2323	2232	1024	0.557	31
32	Ministry of Drinking Water and Sanitation	369	1218	1040	547	0.55	32
33	Ministry of Women and Child Development	396	781	786	391	0.548	33
34	Department of Defence	359	1755	1747	367	0.537	34
35	Ministry of Petroleum and Natural Gas	1362	2003	1387	1978	0.524	35
36	Ministry of Housing and Urban Affairs	2093	4231	3542	2782	0.507	36
37	Ministry of Home Affairs	3275	6604	5068	4811	0.478	37
38	Department of Ex Servicemen Welfare	2887	3033	2272	3648	0.465	38
39	Department of Rural Development	1171	1687	1454	1404	0.435	39
40	Department of Food and Public Distribution	125	1346	300	1171	0.426	40
41	Ministry of Panchayati Raj	913	1917	1264	1566	0.405	41
42	Staff Selection Commission	903	983	941	945	0.388	42

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	Department of Financial Services (Pension Reforms)	61	393	378	76	0.727	1
2	Ministry of Ayush	40	239	237	42	0.716	2
3	Ministry of Parliamentary Affairs	4	162	153	13	0.694	3
4	Department of Investment & Public Asset Management	14	73	71	16	0.686	4
5	NITI Aayog	12	406	391	27	0.684	5
6	Department of Pharmaceuticals	25	96	99	22	0.679	6
7	Ministry of Tribal Affairs	32	254	238	48	0.656	7
8	O/o the Comptroller & Auditor General of India	51	143	130	64	0.656	8
9	Department of Heavy Industry	13	181	148	46	0.64	9
10	Department of Public Enterprises	12	52	57	7	0.639	10
11	Department of Official Language	6	24	25	5	0.638	11
12	Department of Chemicals and Petrochemicals	9	50	49	10	0.633	12
13	Ministry of Food Processing Industries	14	62	48	28	0.626	13
14	Ministry of Tourism	47	221	212	56	0.614	14
15	Ministry of Development of North Eastern Region	1	20	19	2	0.602	15
16	Ministry of New and Renewable Energy	161	193	203	151	0.594	16
17	Ministry of Information and Broadcasting	134	460	408	186	0.586	17

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
18	Department of Sports	87	132	130	89	0.584	18
19	Department of Expenditure	83	208	191	100	0.568	19
20	Ministry of Culture	71	453	297	227	0.565	20
21	Ministry of Water Resources, River Development & Ganga Rejuvenation	174	409	365	218	0.559	21
22	Department of Health Research	42	91	92	41	0.554	22
23	Legislative Department	13	203	152	64	0.551	23
24	Department of Science and Technology	93	169	188	74	0.55	24
25	Department of Fisheries	13	51	44	20	0.541	25
26	Department of Scientific & Industrial Research	74	92	100	66	0.533	26
27	Department of Legal Affairs	337	415	444	308	0.52	27
28	Department of Bio Technology	37	29	42	24	0.517	28
29	Ministry of Mines	44	131	116	59	0.512	29
30	Department of Fertilizers	23	133	110	46	0.508	30
31	Department of Atomic Energy	57	153	119	91	0.506	31
32	Ministry of Civil Aviation	127	485	346	266	0.4979	32
33	Ministry of Statistics and Programme Implementation	12	29	29	12	0.4978	33
34	Department of Empowerment of Persons with Disabilities	188	366	351	203	0.492	34
35	Ministry of Shipping	72	142	159	55	0.488	35
36	Department for Promotion of Industry and Internal Trade	114	215	197	132	0.487	36

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
37	Ministry of Coal	201	401	380	222	0.48	37
38	Department of Space	37	30	32	35	0.475	38
39	Ministry of Steel	49	96	83	62	0.471	39
40	Department of Defence Production	130	172	191	111	0.461	40
41	Ministry of Textiles	35	103	89	49	0.459	41
42	Department of Agriculture Research and Education	85	197	179	103	0.457	42
43	Department of Animal Husbandry, Dairying	194	416	317	293	0.448	43
44	Ministry of Minority Affairs	164	158	174	148	0.436	44
45	Department of Youth Affairs	51	58	69	40	0.425	45
46	Department of Economic Affairs ACC Division	309	324	300	333	0.392	46
47	Ministry of Earth Sciences	9	31	25	15	0.378	47
48	Department of Defence Research and Development	34	58	58	34	0.376	48

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 August 2025, though the Ministry of Information and Broadcasting, Ministry of Culture, and Ministry of Civil Aviation have received 501, 513, and 507 grievances respectively, 408, 297, and 346 grievances respectively have been closed with new ATR and are considered for calculating the GRAI score.**

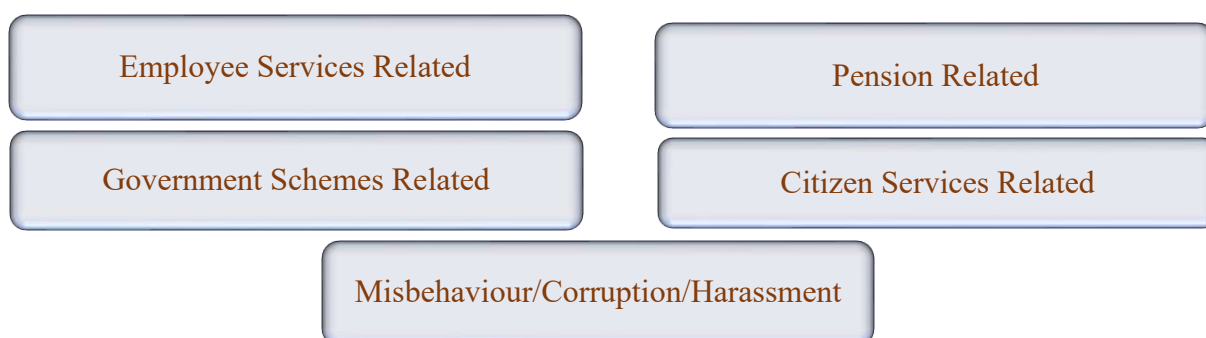
5. Categorisation

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 **30 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

6. Categorisation Impact Analysis

Department of Telecommunications

Before the Categorization exercise was carried out, Department of Telecommunications had 9 categories out of which 7 have been retained in the new categorization. Two Categories: **Others** and **Suggestions** have been removed and as a result there has been an almost consistent increase across all other categories except **Landline related**. The table below compares the grievances received by DoT across different categories before and after Categorization.

Categories	Grievances Received		% Change
	Before Categorization	After Categorization	
Mobile Related	13648	18997	 39%
Broadband Related	2688	5061	 88%
Tower Related	485	1551	 220%
Misbehaviour/ Corruption/ Harassment/ Financial irregularities	575	1185	 106%
Employee Services Related	480	1002	 109%
Landline Related	1245	1062	 -15%
Pension Related	97	176	 81%

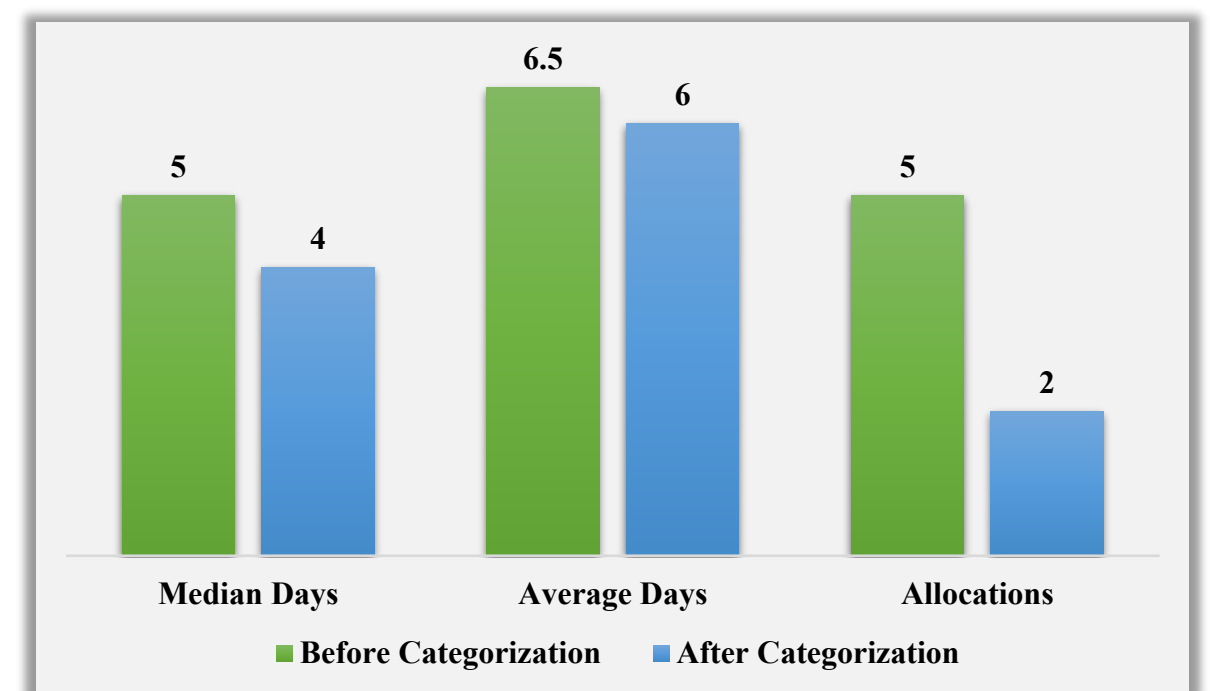
The next set of parameters showcasing difference in impact is resolution of grievances via final action taken, transferring the grievance and by returning the grievance.

Department of Telecommunications	Total Disposal	<= 21 Days	Grievances Disposed by		
			Final Action taken	Transferring grievance	Returning grievance
Before Categorization	26498	26429	25900 (97.74%)	235 (0.89%)	362 (1.37%)
After Categorization	35292	35168	34932 (98.98%)	175 (0.50 %)	184 (0.52%)
% Change	⬆️ 33%	⬆️ 33%	⬆️ 35%	⬆️ -26%	⬆️ -49%

Note: Since the categorization for the Department of Telecommunications was made live on 11th March, 2025, the period “Before Categorization” refers to the time period from 11th October, 2024 till 10th March, 2025 and the period “After Categorization” refers to the time period from 11th March till 11th August, 2025.

A further metric is looking at the Tree Dashboard data for the ministry before and after categorization exercise. The chart below compares the Department of Telecommunications on metrics such as:

- Median Days taken to resolve grievances
- Average Days taken to resolve grievances
- Allocations/too many movements for each grievance



This data has been taken from the Tree Dashboard from 11th October, 2024 till 11th August, 2025.

Next, there is a comparison of the number of appeals received before and after the categorization exercise was undertaken. For the Department of Telecommunications, appeals have shown an upward trend.

Status of Appeals for Department of Telecommunications	Brought Forward	Receipts	Disposal	Pending
Before Categorization	357	6226	6222	361
After Categorization	361	8554	8331	584

Note: Since the categorization for the Department of Telecommunications was made live on 11th March, 2025, the period “Before Categorization” refers to the time period from 11th October, 2024 till 10th March, 2025 and the period “After Categorization” refers to the time period from 11th March till 11th August, 2025.

In the end, Call Centre Feedback data has been attached after categorization which highlights the feedback data for the Department of Telecommunications. There has been approximately a 200% increase in the satisfaction percentage when compared to feedback data Pre-Categorization. Other relevant data from the Call Centre after Categorization is attached below:

Department of Telecommunications	Total Call Centre Feedback Received	Resolved	Satisfied	Not Satisfied	Not Resolved
After Categorization	13890	8945 (64%)	6192 (44.6%)	2753 (19.8%)	4945 (35.60%)

*Note: As the new Call Centre commenced operations in December 2024, data for the month may not be fully captured or reflected in the present analysis.

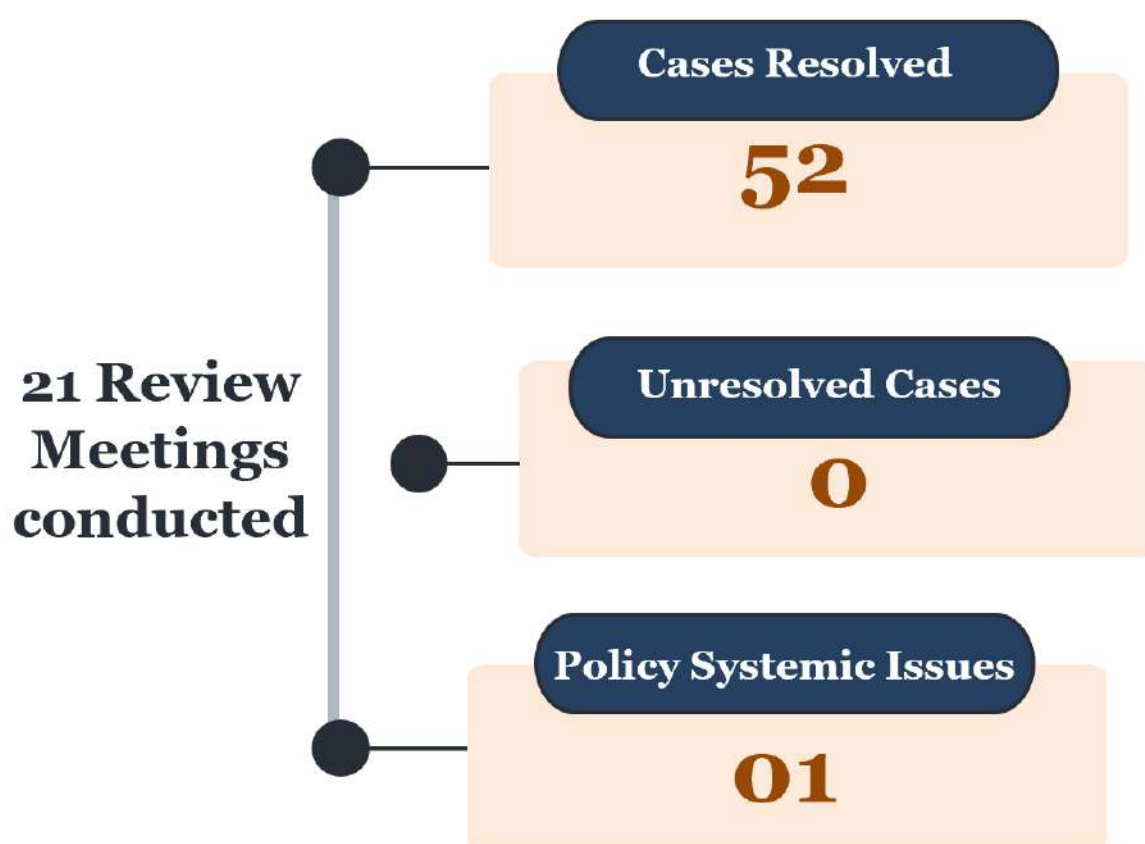
7. Review Meeting by Secretaries

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 August, 2025.

A total of **161 Review Meetings** were conducted between **14th February 2025 till 31st August 2025**. A total of 1,048 cases has been resolved; 43 systemic policy issues and 13 unresolved cases have been taken up.

7.1 Overview:



Time Period: 01/08/2025 to 31/08/2025

7.2. Status of Review Meetings Conducted – August 2025

A total of **21 Review Meetings** were conducted and **52 cases** were resolved in **August 2025**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings followed by the Ministry of Coal.

S.No.	Organisation Name	Meetings Conducted	Chaired By
1	Department of Ex Servicemen Welfare	3	Secretary
2	Ministry of Coal	1	Secretary
		1	Additional Secretary
3	Central Board of Direct Taxes (Income Tax)	1	Chairman
4	Department for Promotion of Industry and Internal Trade	1	Secretary
5	Department of Agriculture and Farmers Welfare	1	Hon'ble Minister of State
6	Department of Defence Research and Development	1	Secretary DD (R&D) & Chairman DRDO
7	Department of Financial Services (Banking Division)	1	Secretary
8	Department of Financial Services (Insurance Division)	1	Secretary
9	Department of Military Affairs	1	Secretary
10	Department of Personnel and Training	1	Secretary
11	Department of Rural Development	1	Secretary
12	Department of Science and Technology	1	Secretary
13	Department of Social Justice and Empowerment	1	Secretary
14	Ministry of Drinking Water and Sanitation	1	Secretary
15	Ministry of Micro Small and Medium Enterprises	1	Joint Secretary
16	Ministry of Parliamentary Affairs	1	Additional Secretary
17	Ministry of Power	1	Hon'ble Minister of State
18	Ministry of Railways (Railway Board)	1	Secretary
TOTAL		21	

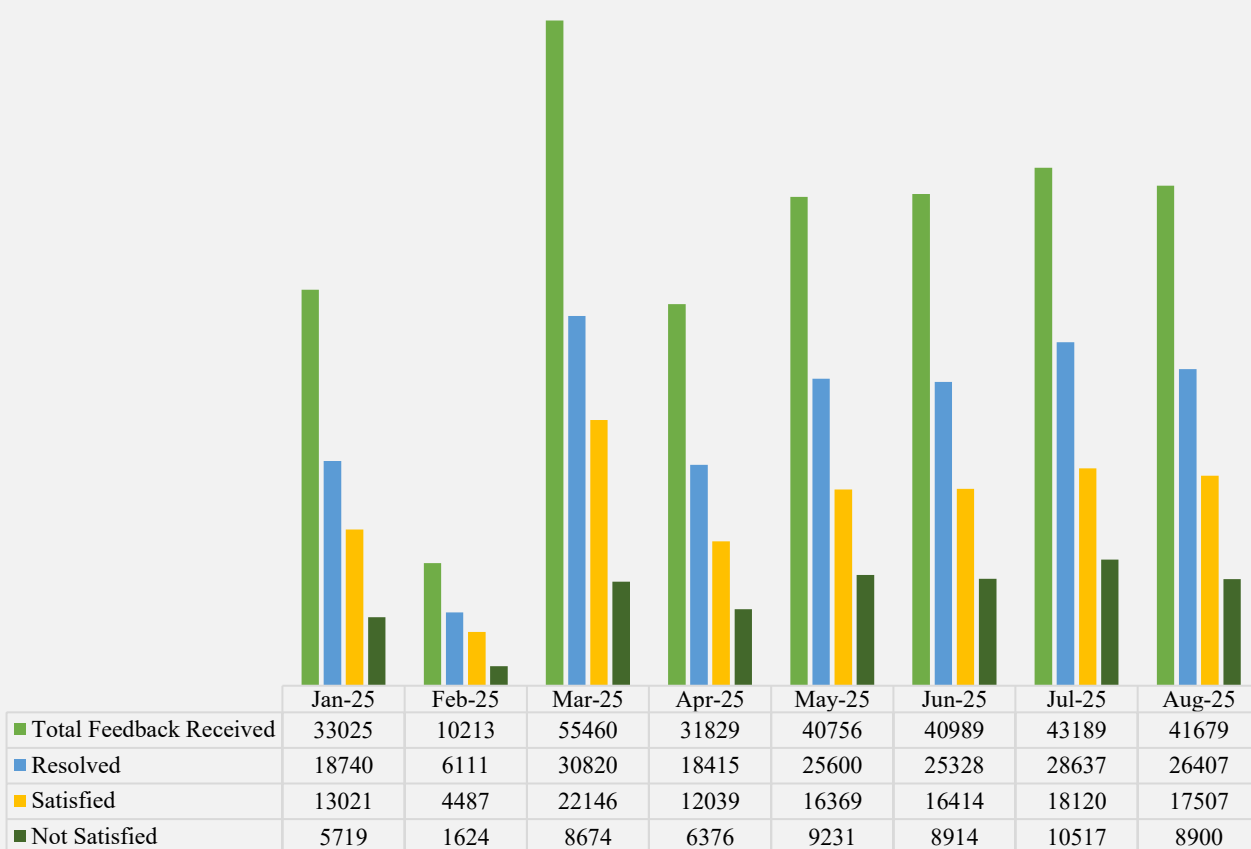
8. Feedback Call Centre

During the period from **1st January 2025 to 31st August 2025**, the Call Centre received a total of **2,97,140 feedback** in Central Ministries/Departments. Of these, **1,80,058 cases were successfully resolved**, reflecting a **resolution rate of over 60%** and 1,17,082 cases were Not Resolved. Among the resolved cases, **~67% of citizens expressed satisfaction** with the grievance redressal.

A total of **41,679 feedback** cases were received by the Call Centre in Central Ministries/Departments in August 2025.

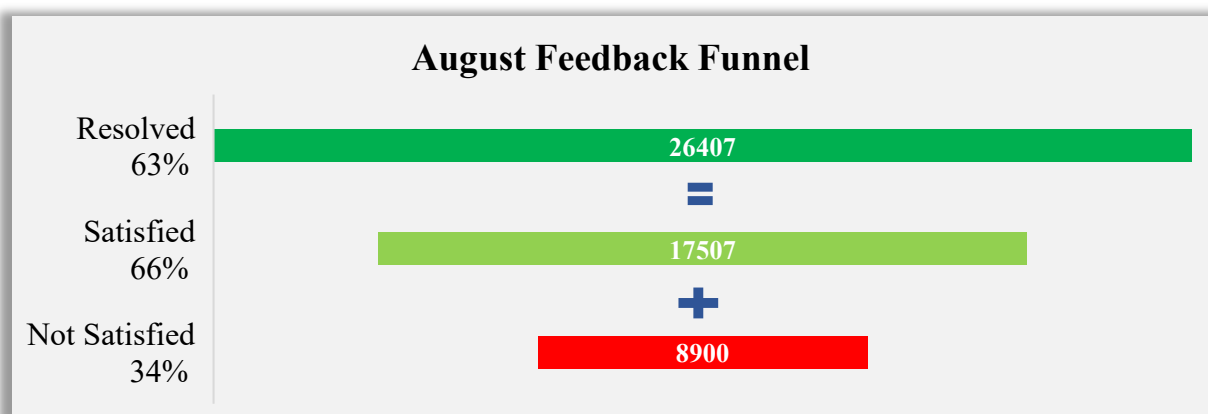
The column chart below tracks four key metrics regarding feedback from January through August 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.

Month-Wise Feedback Status



The funnel below illustrates the journey from total feedback received via Call Centre in August 2025 (41,679) through:

- Grievances Resolved (26,407)
- Post-resolution sentiment:
 - 17,507 satisfied (~66%)
 - 8,900 not – satisfied (~34%).



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

S.No.	Ministry / Department / State Government	Not Resolved
1	Ministry of Labour and Employment	2325
2	Department of Financial Services (Banking Division)	1783
3	Department of Telecommunications	1086
4	Department of Defence Finance	776
5	Ministry of Railways (Railway Board)	661
6	Department of Posts	615
7	Central Board of Direct Taxes (Income Tax)	428
8	Ministry of Micro Small and Medium Enterprises	427
9	Department of Agriculture and Farmers Welfare	426
10	Unique Identification Authority of India	424

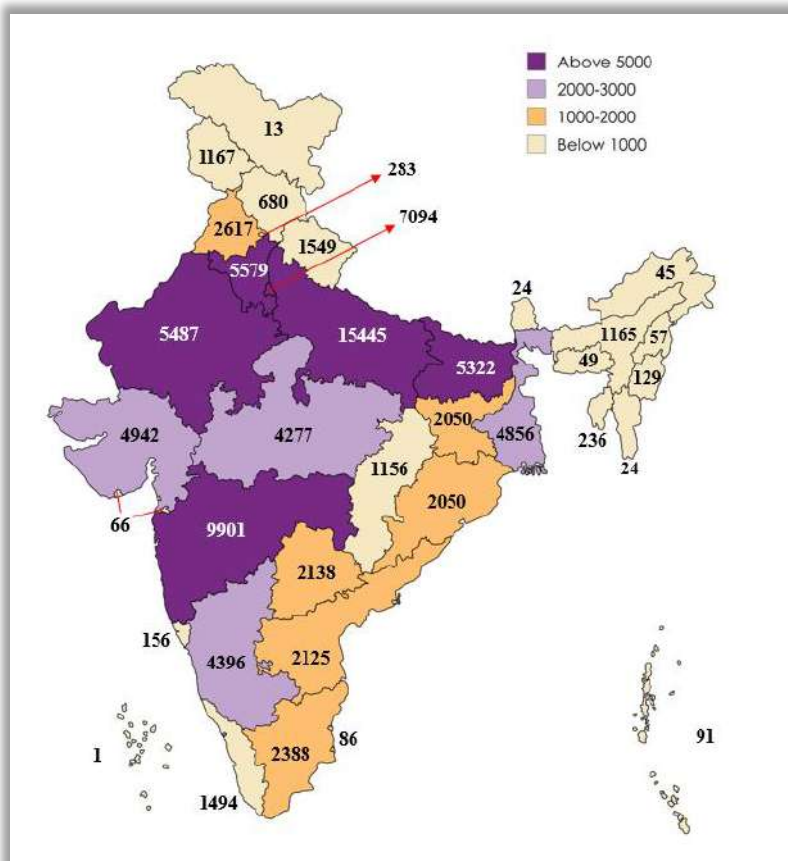
August, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department/State Government	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	4940	3464 (70%)	1476 (30%)
2	Department of Financial Services (Banking Division)	3185	2040 (64%)	1145 (36%)
3	Department of Telecommunications	2056	1432 (70%)	624 (30%)
4	Department of Defence Finance	1962	1366 (70%)	596 (30%)
5	Department of Posts	1897	1479 (78%)	418 (22%)
7	Central Board of Direct Taxes (Income Tax)	1511	1161 (77%)	350 (23%)
6	Ministry of Railways (Railway Board)	1032	556 (54%)	476 (46%)
8	Unique Identification Authority of India	819	586 (72%)	233 (28%)
9	Ministry of External Affairs	561	397 (71%)	164 (29%)
10	Department of Ex Servicemen Welfare	559	368 (66%)	191 (34%)

9. New User-Registrations

A total of **89,507 new users** has registered on CPGRAMS in August, 2025, through various channels, out of which, **15,445 registrations** are from Uttar Pradesh.

New user registration on CPGRAMS in States/UTs in August, 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
TOTAL		4,87,533

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

14,069

Disposed

8,552

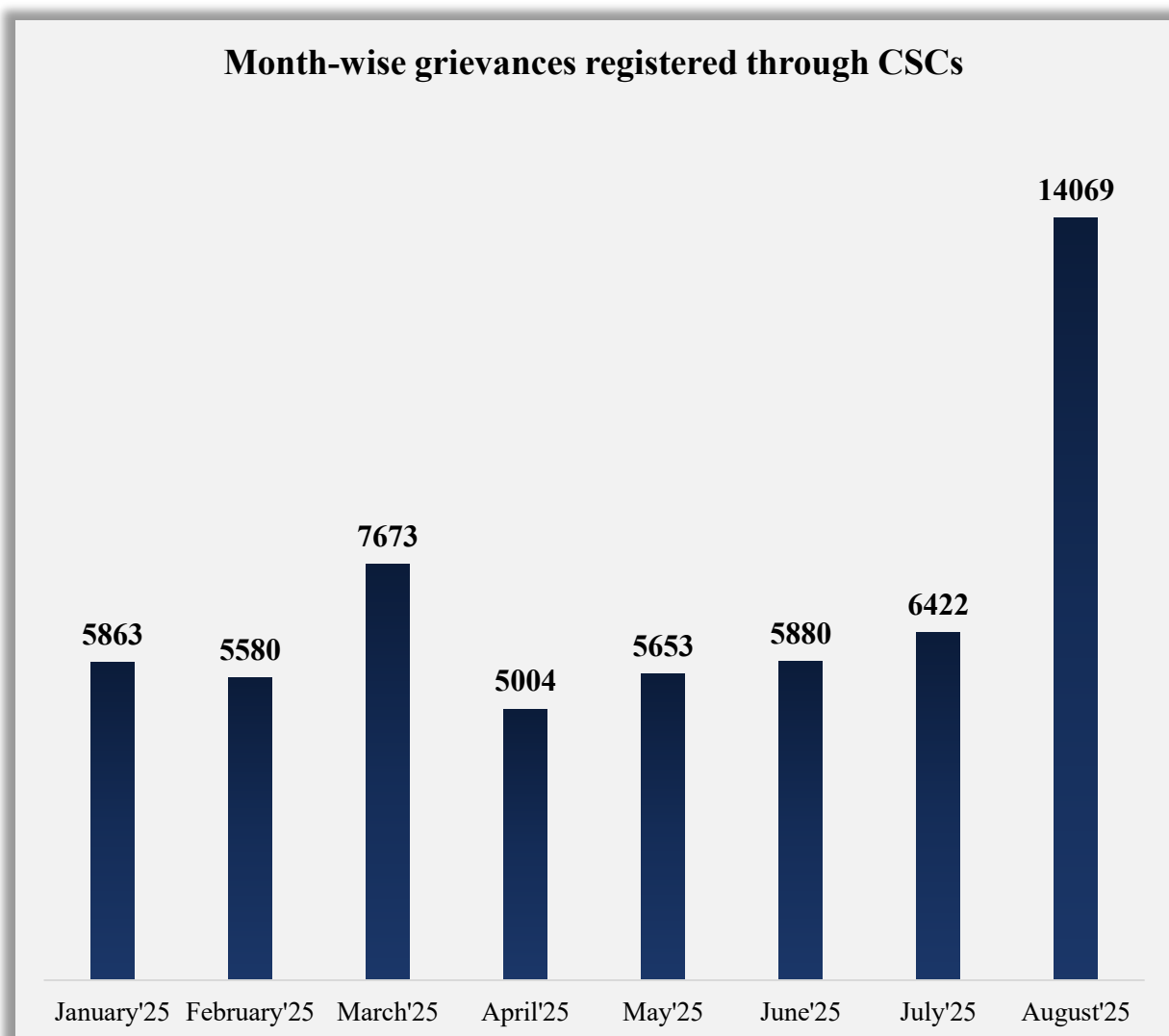
Pending

5,517

(Time Period: 01/08/2025 to 31/08/2025)

- **A total of 14,069 grievances has been registered through the Common Service Centres in the month of August, 2025:**

Month-wise grievances registered through CSCs



11. Taxonomy

11.1 Ministry of Health and Family Welfare

S. No.	AI Generated Category	Categorization
1	Medical Treatment & Patient Care Issues	<ul style="list-style-type: none"> • Medical Negligence & Malpractice (errors in treatment, staff negligence) • Delay in Treatment (untimely care, postponed medical attention, delayed interventions) • Access to Treatment (denied admission, lack of availability of essential care, non-acceptance of Ayushman/CGHS cards) • High Treatment Costs & Overcharging (excessive hospital charges, unethical billing, overpricing consumables) • Patient Support & Financial Assistance (requests for aid, urgent help for treatment expenses, government aid schemes)
2	Hospital Facilities, Infrastructure & Accountability	<ul style="list-style-type: none"> • Inadequate Facilities (bed shortages, poor conditions, lack of basic amenities) • Hospital Negligence & Mismanagement (mismanagement of patients, unclean facilities) • Staff Misconduct (unprofessional behaviour, mistreatment, bribery, corruption by staff) • Corruption in Hospital Operations (bribery in admissions, billing corruption, favouritism in hospital cases) • Accountability & Transparency (failure to investigate or act on hospital negligence, cover-ups of malpractice)
3	Health Insurance, Reimbursement & Card Issues	<ul style="list-style-type: none"> • Insurance Claim Rejections / Delays (denied or delayed settlements, CGHS/other scheme claims rejected) • Treatment & Coverage Disputes (denial of coverage) • Card Issuance & Delivery Delays (Ayushman / CGHS card approval, renewal, delivery problems) • Eligibility & Administrative Issues (confusion over CGHS/Ayushman eligibility, errors in card data) • Medical Reimbursements (delayed reimbursement of treatment costs under government schemes)
4	Medical Education, Training & Student Issues	<ul style="list-style-type: none"> • Medical Training Completion (delays or lack of clear policy for training completion) • Clinical & Practical Training Issues (gaps or delays in clinical/field training, pandemic-related disruptions) • Medical Student Support (students stranded abroad or in India, requests for assistance) • Corruption in Medical Education (allegations of malpractice and corruption in training/admissions) • Policy Implementation Delays (absence or delay of clear medical/education policies, bond-related disputes)
5	Public Health & Systemic Issues	<ul style="list-style-type: none"> • Public Health Hazards (negligence in sanitation, sewage, waste disposal, stagnant water, pollution-linked risks) • Health Scheme Exclusions (families/patients excluded from government health schemes without reason)

11.2 Department of Ex Servicemen Welfare

S. No.	AI Generated Category	Categorization
1	Pension Related Issues	<ul style="list-style-type: none"> • Payment & Disbursement Delays (arrears not cleared, non-payment of family/disability pension, OROP arrears) • Calculation & Revision Errors (pay fixation anomalies, errors in arrears or revisions under OROP/MACP) • PPO (Pension Payment Order) Problems (delayed issuance, non-receipt, incorrect details, pending corrections, SPARSH PPO delays)
2	Family Pension and Survivor Benefits	<ul style="list-style-type: none"> • Delayed Sanction & Release (family pension initiation and approval delays) • Calculation Discrepancies (incorrect family pension fixation, wrong entitlement amount) • Non-Receipt / Stoppage (cases where family pension stopped or never released) • Special Pensions (dual pensions, special family pension requests pending)
3	Disability Pension and Related Entitlements	<ul style="list-style-type: none"> • Disability Pension Delays (sanction/release pending, arrears not paid) • Incorrect Fixation (errors in calculation, inequality in benefits vs entitlement) • Non-Payment of Disability Allowances (hardship allowances, relief benefits not credited) • Appeals & Grievances (cases seeking revision or correction in disability pension)
4	Documentation and Record Errors	<ul style="list-style-type: none"> • Data Entry Mistakes (DOB, spouse details, service history inaccuracies, PPO data mismatches) • Service Record / Rank Errors (wrong rank recorded, entitlement mismatch) • Incomplete Documentation (delays due to missing or pending claim documents) • Arrears Records (incorrect arrears data, wrong reflection in pension system)
5	Claims, Gratuity and Allowances	<ul style="list-style-type: none"> • Gratuity & Retirement Claims (non-payment or delays in gratuity, ex-gratia settlements) • Allowances & Relief (non-payment of dearness relief, hardship allowance, other entitled allowances) • Entitlement Dues (pending sanction of benefits owed post-retirement or to families) • Approval Delays (slow sanctioning of entitlements, claims pending at multiple levels)

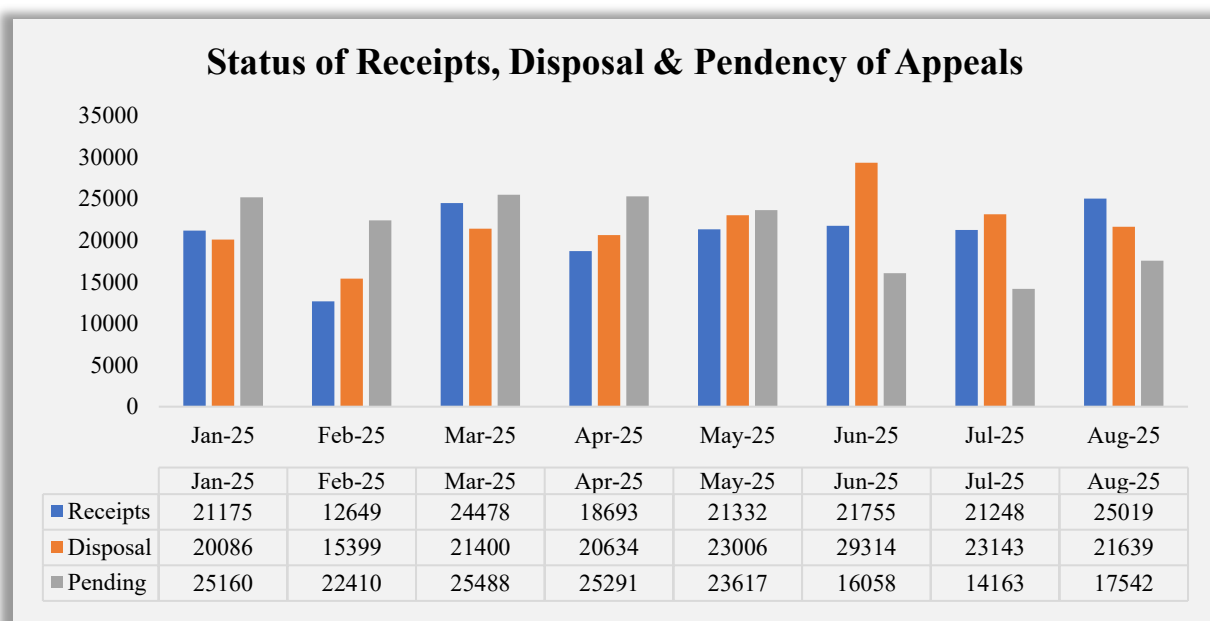
Data for the Taxonomy has been taken from the Tree Dashboard

12. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 31/08/2025

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

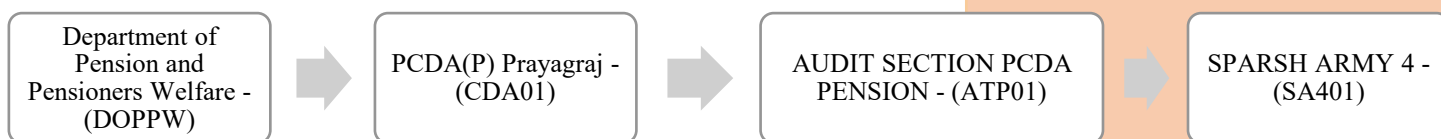
- The Average Closing Time of Appeals in the Central Ministries/Departments is **44 days** as on **31st August 2025**
- **36** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

13. Success Stories

“ Shrimati Pushpa Devi, a resident of Jaipur, Rajasthan, faced a prolonged delay in receiving ₹48,454 in pension arrears under Circular 560, even after the State Bank of India's CPPC had sent the non-payment certificate and draw statement to the SPARSH system in August 2024. Despite repeated clarifications, the authorities continued to request the same documents, and her grievance remained unresolved for months. Turning to CPGRAMS, she sought intervention, which led to prompt coordination between the relevant defence pension authorities and the bank. As a result, the full arrears amount was credited to her account on 19 May 2025, bringing long-awaited financial relief. ”

Grievance of Shrimati Pushpa Devi

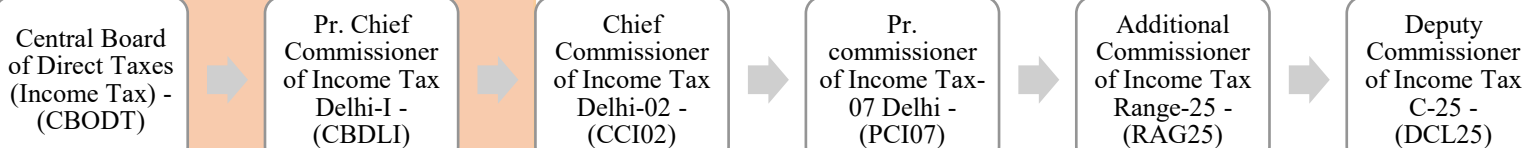
Timely Pension Arrears Payment



Grievance of Shri Amit Kumar Dey

Removal of Incorrect Tax Demand under Vivad-se- Vishwas Scheme

“ Shri Amit Kumar Dey from Gurugram, Haryana, filed a grievance regarding the continued reflection of an incorrect tax demand of ₹10,80,863 for AY 2017-18, despite full and final settlement under the Vivad se Vishwas Scheme 2020 and payment of ₹16,00,967 as directed by the Principal Commissioner of Income Tax. The delay in closure by the Assessing Officer led to repeated demand notices. Through CPGRAMS intervention, the matter was reviewed, and the correct effect of the VSVS order was given, removing the tax demand from the Income Tax portal ”



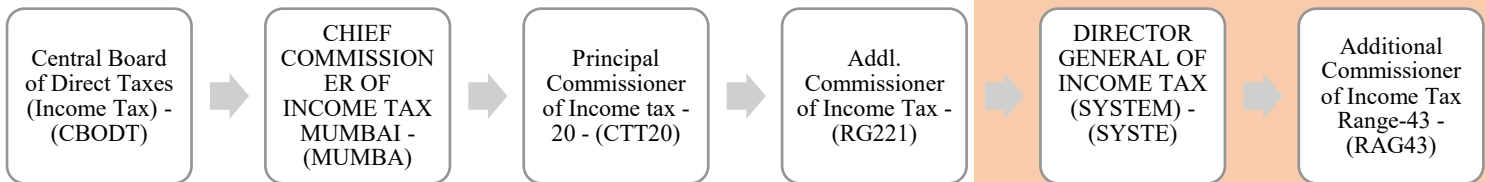
“

Shri Haresh V. Kagrana from Mumbai raised a grievance regarding a wrongly adjusted refund for AY 2003–04. Despite an order under Section 154 determining a refund of ₹26,29,113, only ₹3,60,134 was credited, while ₹22,68,979 was incorrectly adjusted by CPC. After escalating the matter through CPGRAMS, the jurisdictional AO uploaded the manual order, and the refund was sent to the banker for credit to Haresh’s pre-validated bank account. The issue was resolved, and the balance refund was scheduled for credit within 10–15 working days.

”

Grievance of Shri Haresh Kagrana

**Pending Income Tax
Refund of ₹22.68 Lakh**



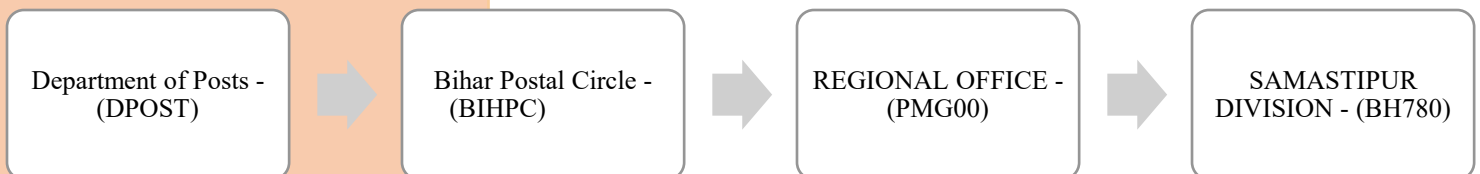
Grievance of Shri Prashant Kumar Jha

**Missing Deposit got
credited**

“





Shri Prashant Kumar Jha from Bishnupur Bathua, Samastipur, Bihar, faced a prolonged issue where a ₹20,000 deposit made in November 2020 to his daughter’s Sukanya Samridhi Yojana account at Dighra Sub Post Office was never reflected in the account after the transition from offline to online mode. Despite repeated follow-ups with local post office staff and multiple emails to various postal officials over nearly three years, the problem remained unresolved. He then lodged a grievance on CPGRAMS, which prompted the postal authorities to review the case and initiate rectification. The missing deposit was credited to the account, ensuring the child’s savings were accurately restored.

”



14. Media Outreach

PIBs and Tweets

	Ministry of Personnel, Public Grievances & Pensions
PARLIAMENT QUESTION: REDRESSAL OF PUBLIC GRIEVANCES	
Posted On: 07 AUG 2025 3:26PM by PIB Delhi	
	Ministry of Personnel, Public Grievances & Pensions
DARPG, in Collaboration with CSC, hosted a Live Session with UIDAI and CSC VLEs on 5th August 2025	
In line with the Government of India's commitment to improve citizen-centric governance, a live session was organized by the DARPG in collaboration with the Common Services Centre (CSC) to address Aadhaar-related grievances received via CPGRAMS portal.	
Posted On: 06 AUG 2025 4:13PM by PIB Delhi	
	Ministry of Personnel, Public Grievances & Pensions
PARLIAMENT QUESTION: Centralised Public Grievance Redress and Monitoring System (CPGRAMS)	
Posted On: 06 AUG 2025 3:01PM by PIB Delhi	
	Ministry of Personnel, Public Grievances & Pensions
DARPG collaboration with Right to Services (RTS) Commissioners of States/UTs for enhancement of e- services and improvement in e-Service Delivery across States and UTs under NeSDA Way Forward	
Total number of e-Services in India crossed 22000, and discussed the roadmap for saturation of e-Services	
NCGG to document the benefits of Right to Services Commissions and Impact on Improved Service Delivery in a comprehensive study over 9 months	
Pilot API integration of CPGRAMS and RTS with Haryana RTS Commission under completion for real time data sharing of State specific service grievances	
Posted On: 09 AUG 2025 12:16PM by PIB Delhi	

The Department of Administrative Reforms and Public Grievances (DARPG) released the 39th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of July, 2025

A total of 1,47,902 grievances were redressed by Central Ministries/Departments in July 2025.

For the 37th 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 Ministry of Power topped the Group A category in the GRAI rankings released for the month of July 2025.

Ministry of Parliamentary Affairs, Department of Pharmaceuticals, and Ministry of Tribal Affairs topped in Group B category in the GRAI rankings released for the month of July, 2025

Posted On: 11 AUG 2025 3:27PM by PIB Delhi

REDDRESSAL OF PUBLIC GRIEVANCES

In the years 2022, 2023, 2024 and 2025 the #CPGRAMS 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries

An appeal mechanism, with 80 Nodal Appellate Authorities and 1597 Sub Appellate Authorities, is available to the citizen in case the citizen is not satisfied with the resolution. In the years 2022, 2023, 2024 and 2025 (Till 30th June) a total of 7,75,240 appeals have been resolved

Read here: pib.gov.in/PressReleaseDet...

#ParliamentQuestion

3:05 PM - Aug 7, 2025 - 2,390 Views

PIB in Jammu, Kashmir & Ladakh
@PIB_Srinagar

DARPG, in Collaboration with CSC, hosted a Live Session with UIDAI and CSC VLEs on 5th August 2025

Read here: pib.gov.in/PressReleaseDet...

5th August 2025
4 PM Onwards

In this session, Shri Bhuvnesh Kumar, CEO, UIDAI, Shri V. Srinivas, Secretary, DARPG and Shri Sanjay Rakesh, MD & CEO, CSC SPV, will join us LIVE on the #CSC X Page.

#DigitalIndia #CPGRAMS #DigitalInclusion #CPGRAMSService #RuralEmpowerment #DigitalInclusion #CSCGrievanceService #DARPG #UIDAI #Aadhaar

4:18 PM - Aug 6, 2025 - 46 Views

PIB India
@PIB India

Centralised Public Grievance Redress and Monitoring System (#CPGRAMS)

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS (Centralised Public Grievance Redress and Monitoring System)

These reforms include the adoption of next-generation artificial intelligence technologies to enhance system capabilities, making CPGRAMS available in all 22 scheduled languages to overcome language barriers, and establishing a Data Strategy Unit for root cause analysis and systemic reform

Read here: pib.gov.in/PressReleaseDet...

#ParliamentQuestion

Budget	Total	Total	Total	Pending	Average
forwarded	Grievances	Grievances	Grievances	Grievances	time
	received	(including	closed	as on 28.7.2025	of
		household	of		Disposal
		Grievances)	Forwarded		time
12/194	4262119	4273181	51960	16 days	

3:33 PM - Aug 6, 2025 - 2,326 Views

DARPG
@DARPG_Govt

DARPG, in collaboration with @CSCGovt, successfully hosted a live session with @UIDAI and CSC VLEs to address common Aadhaar-related grievances received on the #CPGRAMS portal. The session featured insightful discussions led by Shri V. Srinivas, Secretary, DARPG; Shri Bhuvnesh Kumar, CEO, UIDAI; and Shri B.K. Singh, Group President, CSC SPV, focusing on key Aadhaar service issues and strengthening grassroots-level service delivery.

In the concluding segment, Shri V. Srinivas and Shri Bhuvnesh Kumar interacted with VLEs from Uttar Pradesh, Uttarakhand, and West Bengal to understand key grievances and address Aadhaar-related queries. VLEs also shared success stories highlighting effective grassroots grievance redressal.

Full session is available on YouTube:
YouTube Link: youtube.com/watch?v=AyUWH...

#DigitalIndia #DARPG #CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #PublicService #CSCPerCharChae #Aadhaar

CSCeGovt
@CSCGovt

A Session on Aadhaar Related Grievances with UIDAI...

5th August 2025
4 PM Onwards

In this session, Shri Bhuvnesh Kumar, CEO, UIDAI, Shri V. Srinivas, Secretary, DARPG and Shri Sanjay Rakesh, MD & CEO, CSC SPV, will join us LIVE on the #CSC X Page.

#DigitalIndia #CPGRAMS #DigitalInclusion #CPGRAMSService #RuralEmpowerment #DigitalInclusion #CSCGrievanceService #DARPG #UIDAI #Aadhaar

A Session on Aadhaar Related Grievances with UIDAI

5th August, 2025 | 4 PM Onwards

Speakers

Shri Bhuvnesh Kumar, CEO, UIDAI
Shri V. Srinivas, Secretary, DARPG
Shri Sanjay Rakesh, MD & CEO, CSC SPV

Join us LIVE on: [YouTube](https://youtube.com/watch?v=AyUWH...) [Facebook](https://facebook.com/UIDAI) [Twitter](https://twitter.com/UIDAI) [Instagram](https://instagram.com/UIDAI)

Follow us on: @cacachene, @CSCGovt, @commanservicecenters, CSCSPV

Digital India and 8 others

4:20 PM - Aug 2, 2025 - 3,676 Views

PIB India
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REFORMS IN CPGRAMS

Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens

In the period from 2022, 2023, 2024 and 2025 the CPGRAMS 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries

Read here: pib.gov.in/PressReleaseDet...

#ParliamentQuestion

10:49 AM - Aug 1, 2025 - 5,622 Views

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PUBLIC GRIEVANCE REDRESSAL FORUM

Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities

This single portal is connected to all Ministries and Departments of the Government of India and States and is accessible via a mobile application available on Google Play and integrated with UMANG

Read here: pib.gov.in/PressReleaseDet...

#ParliamentQuestion

6:24 PM - Aug 20, 2025 - 0,264 Views

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PUBLIC GRIEVANCE REDRESSAL FORUM

Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities

This single portal is connected to all Ministries and Departments of the Government of India and States and is accessible via a mobile application available on Google Play and integrated with UMANG

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6:24 PM - Aug 20, 2025 - 0,264 Views



3:46 PM · Aug 21, 2025 · 102 Views



6:55 PM · Aug 18, 2025 · 3,314 Views



4:28 PM · Aug 11, 2025 · 3,557 Views



1:23 PM · Aug 13, 2025 · 307 Views



7:09 PM · Aug 11, 2025 · 628 Views



Last edited 4:41 PM · Aug 6, 2025 · 2,790 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6985	165560	172545	158586	13959
2	Department of Financial Services (Banking Division)	6701	118048	124749	118937	5812
3	Department of Telecommunications	500	55014	55514	54531	983
4	Ministry of Railways (Railway Board)	2798	50671	53469	49911	3558
5	Department of Posts	1305	45506	46811	45379	1432
6	Ministry of Home Affairs	1495	45232	46727	41916	4811
7	Central Board of Direct Taxes (Income Tax)	9533	44231	53764	45630	8134
8	Department of Agriculture and Farmers Welfare	951	38027	38978	36827	2151
9	Department of Health & Family Welfare	1797	32576	34373	32085	2288
10	Unique Identification Authority of India	1780	28802	30582	28455	2127

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6985	165560	172545	158586	13959
2	Department of Financial Services (Banking Division)	6701	118048	124749	118937	5812
3	Department of Telecommunications	500	55014	55514	54531	983
4	Ministry of Railways (Railway Board)	2798	50671	53469	49911	3558
5	Central Board of Direct Taxes (Income Tax)	9533	44231	53764	45630	8134
6	Department of Posts	1305	45506	46811	45379	1432
7	Ministry of Home Affairs	1495	45232	46727	41916	4811
8	Department of Agriculture and Farmers Welfare	951	38027	38978	36827	2151
9	Department of Health & Family Welfare	1797	32576	34373	32085	2288
10	Unique Identification Authority of India	1780	28802	30582	28455	2127

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6985	165560	172545	158586	13959
2	Central Board of Direct Taxes (Income Tax)	9533	44231	53764	45630	8134
3	Department of Financial Services (Banking Division)	6701	118048	124749	118937	5812
4	Ministry of Home Affairs	1495	45232	46727	41916	4811
5	Department of Ex Servicemen Welfare	3044	26138	29182	25534	3648
6	Ministry of Railways (Railway Board)	2798	50671	53469	49911	3558
7	Ministry of Housing and Urban Affairs	1784	18560	20344	17562	2782
8	Department of Health & Family Welfare	1797	32576	34373	32085	2288
9	Department of Agriculture and Farmers Welfare	951	38027	38978	36827	2151
10	Unique Identification Authority of India	1780	28802	30582	28455	2127
11	Ministry of Petroleum and Natural Gas	1235	14496	15731	13753	1978
12	Ministry of Road Transport and Highways	975	26349	27324	25448	1876
13	Department of Defence Finance	1599	19432	21031	19442	1589
14	Ministry of Panchayati Raj	246	9507	9753	8187	1566
15	Department of Posts	1305	45506	46811	45379	1432
16	Department of Rural Development	1813	12489	14302	12898	1404
17	Ministry of External Affairs	784	13087	13871	12508	1363
18	Department of Higher Education	1056	17448	18504	17280	1224
19	Department of Food and Public Distribution	94	9688	9782	8611	1171
20	Department of School Education and Literacy	625	13420	14045	12985	1060
21	Department of Consumer Affairs	914	14747	15661	14637	1024

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9533	44231	53764	45630	8134	5598
2	Ministry of Labour and Employment	6985	165560	172545	158586	13959	4521
3	Ministry of Home Affairs	1495	45232	46727	41916	4811	2806
4	Department of Ex Servicemen Welfare	3044	26138	29182	25534	3648	2028
5	Ministry of Railways (Railway Board)	2798	50671	53469	49911	3558	1060
6	Ministry of Housing and Urban Affairs	1784	18560	20344	17562	2782	1055
7	Department of Health & Family Welfare	1797	32576	34373	32085	2288	975
8	Department of Rural Development	1813	12489	14302	12898	1404	755
9	Ministry of Panchayati Raj	246	9507	9753	8187	1566	749
10	Ministry of External Affairs	784	13087	13871	12508	1363	746

Annexure 2: Average Closing Time – 1st January 2025 to 31st August 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
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 31st August 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	23801	25830	23909	1921
2	Ministry of Labour and Employment	2268	34331	36599	34683	1916
3	Central Board of Direct Taxes (Income Tax)	2839	5331	8170	6917	1253
4	Ministry of Railways (Railway Board)	701	10032	10733	9890	843
5	Department of Defence Finance	837	6517	7354	6523	831
6	Ministry of Home Affairs	506	2005	2511	1701	810
7	Ministry of Housing and Urban Affairs	484	2400	2884	2195	689
8	Department of Ex Servicemen Welfare	109	4404	4513	4025	488
9	Ministry of Corporate Affairs	5958	2188	8146	7670	476
10	Unique Identification Authority of India	524	4908	5432	4973	459

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	1033	4
2	Department of Telecommunications	12240	5
3	Ministry of Parliamentary Affairs	9	5
4	Department of Ex Servicemen Welfare	4025	7
5	Ministry of Drinking Water and Sanitation	1374	7
6	Department of Posts	7229	8
7	Department of Agriculture and Farmers Welfare	3419	8
8	Department of Heavy Industry	249	9
9	Department of Land Resources	5	9
10	Ministry of Labour and Employment	34683	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	21031	19442	6517	33.52%
2	Ministry of Cooperation	4283	4172	1071	25.67%
3	Ministry of Textiles	740	691	172	24.89%
4	Ministry of Steel	841	779	180	23.11%
5	Department of Telecommunications	55514	54531	12526	22.97%
6	Department of Financial Services (Insurance Division)	19960	19130	4370	22.84%
7	Ministry of Corporate Affairs	10090	9635	2188	22.71%
8	Ministry of New and Renewable Energy	1972	1821	405	22.24%
9	Ministry of Women and Child Development	5860	5469	1193	21.81%
10	Ministry of Civil Aviation	4518	4251	924	21.74%

Annexure 4: Indicator-based Root Cause Analysis – August 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	0.39	24.96	62.53	40.17	76.58	66.67	0.67	20.00	60.17	20.80	67.27
2	Department of Financial Services (Banking Division)	4.70	7.92	64.35	62.59	65.03	62.72	0.00	12.00	51.37	24.16	60.29
3	Department of Telecommunications	0.03	13.93	85.76	89.27	100.00	91.67	0.00	7.00	55.22	25.50	84.96
4	Department of Posts	0.19	7.51	95.83	77.65	81.25	86.07	0.00	8.00	67.00	19.22	78.10
5	Ministry of Road Transport and Highways	0.05	14.26	64.79	44.11	77.36	53.33	0.23	7.00	39.16	11.72	63.99
6	Ministry of Home Affairs	3.11	10.84	56.96	13.20	54.68	24.05	0.89	11.00	38.19	6.29	12.15
7	Department of Agriculture and Farmers Welfare	0.14	56.55	47.06	49.85	72.73	80.00	0.00	10.00	43.16	10.77	67.67
8	Ministry of Railways (Railway Board)	5.05	2.75	48.78	46.60	59.15	56.94	0.10	16.00	44.77	25.49	58.68
9	Department of Health & Family Welfare	21.22	7.08	36.11	25.48	74.29	60.00	0.15	10.00	45.01	7.74	52.03
10	Central Board of Direct Taxes (Income Tax)	0.06	1.12	96.21	16.21	83.33	100.00	0.05	54.00	71.79	12.08	51.02
11	Unique Identification Authority of India	0.11	102.72	74.42	55.20	50.00	100.00	2.33	11.00	56.23	20.39	58.33
12	Ministry of Housing and Urban Affairs	0.57	2.71	28.74	19.33	56.73	43.40	0.00	14.00	46.60	11.76	30.54
13	Ministry of Micro Small and Medium Enterprises	0.14	26.80	27.01	74.61	100.00	66.67	0.00	5.00	39.95	12.36	81.29
14	Department of Defence Finance	0.39	4.52	23.60	42.47		100.00	0.29	19.00	64.50	24.31	50.03

#	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 Ex Servicemen Welfare	0.30	2.37	17.31	20.65	83.33	0.00	0.08	26.00	55.95	16.00	0.00
16	Department of Higher Education	0.69	6.72	60.69	43.85	67.95	50.00	0.00	13.00	46.29	22.58	54.87
17	Department of School Education and Literacy	0.25	12.30	58.67	52.88	77.78	80.43	0.00	12.00	38.57	15.98	43.55
18	Ministry of External Affairs	9.19	4.71	18.06	54.15	40.68	66.67	0.00	12.00	59.85	22.64	75.51
19	Department of Financial Services (Insurance Division)	10.84	8.20	90.97	64.62	80.95	77.78	0.00	10.00	42.49	29.16	74.40
20	Department of Consumer Affairs	5.97	57.38	45.00	43.38	79.07	82.76	0.00	14.00	43.02	23.71	36.89
21	Department of Personnel and Training	0.36	17.54	54.40	35.22	72.48	33.33	0.00	11.00	42.37	5.70	54.59
22	Ministry of Petroleum and Natural Gas	9.25	3.44	51.03	19.15	36.00	73.78	0.00	24.00	67.07	19.17	39.75
23	Ministry of Panchayati Raj	0.00	0.66	16.68	37.14	84.62	0.00	0.00	5.00	26.92	40.71	31.85
24	Ministry of Skill Development and Entrepreneurship	0.00	26.99	37.31	55.87	50.00	100.00	0.00	12.00	25.58	17.66	39.61
25	Department of Rural Development	0.27	0.17	2.79	14.09	68.00	24.64	0.00	20.00	38.16	14.71	19.37
26	Department of Food and Public Distribution	0.60	3.52	18.59	5.06	50.00	46.00	0.00	8.00	36.54	11.74	0.00
27	Department of Defence	0.37	1.75	57.53	53.83	77.27	93.75	0.00	8.00	29.55	0.00	
28	Ministry of Electronics & Information Technology	1.08	7.82	22.89	66.08	75.56	100.00	0.60	5.00	40.41	11.39	42.86
29	Ministry of Corporate Affairs	17.92	13.00	76.60	66.20	71.05	73.77	0.00	13.00	37.18	26.34	30.88
30	Ministry of Drinking Water and Sanitation	0.08	3.28	23.33	40.62	75.00	0.00	0.00	12.00	50.34	18.63	65.11
31	Central Board of Indirect Taxes and Customs	0.37	1.91	97.53	71.88	100.00	94.44	0.00	9.00	60.08	16.73	70.09
32	Staff Selection Commission	30.61	34.96	74.07	15.55	44.44	0.00	3.70	29.00	52.33	23.93	59.78
33	Department of Social Justice and Empowerment	1.09	11.61	69.62	56.03	88.10	100.00	0.00	7.00	43.98	15.93	62.44
34	Department of Revenue	0.37	17.19	97.87	39.19	68.18	33.33	0.00	8.00	45.45	2.47	84.21

#	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
35	Ministry of Women and Child Development	7.78	21.66	71.43	38.57	60.56	100.00	0.00	16.00	31.82	28.49	62.50
36	Department of Justice	0.27	68.00	90.91	29.27	84.72	97.50	0.00	10.00	40.30	4.20	92.50
37	Ministry of Environment, Forest and Climate Change	18.45	4.62	45.77	47.79	84.62	100.00	0.00	9.00	49.28	10.19	64.63
38	Ministry of Power	0.33	1.71	86.72	50.30	87.50	50.00	0.00	1.00	47.62	4.56	70.97
39	Department of Land Resources	0.00	72.25	75.00	51.30	85.71		0.00	3.00	50.00	0.49	66.67
40	Ministry of Cooperation	27.99	25.86	42.86	72.13	100.00	78.79	0.00	3.00	18.88	37.93	66.67
41	Department of Commerce	33.79	5.12	40.00	32.88	57.14	66.67	0.00	7.00	57.89	3.34	48.48
42	Department of Military Affairs	0.20	0.54	48.18	44.73	72.73	77.78	0.00	13.00	44.80	20.24	66.67
43	Ministry of Civil Aviation	1.23	1.38	31.16	51.42	55.56	40.00	0.00	8.00	38.93	32.28	29.57
44	Ministry of Information and Broadcasting	0.64	3.97	42.37	57.56	69.23	90.91	0.00	10.00	35.21	24.21	28.15
45	Ministry of Culture	0.88	2.82	41.98	39.03	85.71	0.00	0.00	14.00	56.63	13.09	19.23
46	Ministry of Water Resources, River Development & Ganga Rejuvenation	33.25	2.44	38.04	16.81	62.50	66.67	0.00	13.00	68.57	9.48	47.37
47	Department of Legal Affairs	0.51	20.84	26.32	7.16	56.00	47.06	0.00	24.00	46.67	0.00	
48	Department of Animal Husbandry, Dairying	1.31	11.58	36.36	9.73	53.70	0.00	0.00	40.00	51.28	11.91	41.67
49	Department of Financial Services (Pension Reforms)	51.90	61.33	100.00	64.62	100.00		0.00	7.00	53.33	9.94	74.42
50	Ministry of Coal	0.28	0.59	20.23	47.49	40.00	60.00	0.16	14.00	31.00	0.00	
51	NITI Aayog	0.55	5.40	5.97	67.03	100.00		0.00	1.00	16.67	0.29	50.00
52	Department of Empowerment of Persons with Disabilities	3.69	10.67	63.64	38.44	38.46	50.00	0.00	16.00	33.82	18.24	3.48
53	Department of Economic Affairs ACC Division	10.81	5.29	25.00	9.52	23.53	50.00	0.00	51.00	33.33	13.16	40.43
54	Ministry of Tourism	14.29	3.19	33.82	73.15	100.00	100.00	0.00	6.00	29.09	24.39	5.67
55	Department for Promotion of Industry and Internal Trade	18.04	2.16	28.89	19.92	66.67	50.00	0.00	18.00	40.43	20.51	69.39

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56	Ministry of New and Renewable Energy	0.00	4.36	38.64	31.86	100.00		0.00	17.00	60.24	19.80	40.51
57	Department of Expenditure	11.64	3.71	49.02	21.86			0.00	17.00	52.63	4.97	14.81
58	Ministry of Ayush	3.30	3.96	65.22	74.85	100.00	66.67	0.00	6.00	47.73	25.15	83.93
59	Ministry of Tribal Affairs	0.00	1.97	31.46	69.46	84.62		0.00	6.00	34.29	21.29	64.10
60	Department of Agriculture Research and Education	0.00	0.65	18.25	24.08	66.67	0.00	0.00	21.00	26.09	17.45	71.05
61	Department of Heavy Industry	2.50	2.54	41.27	67.97	66.67	100.00	0.00	4.00	49.06	32.28	66.10
62	Legislative Department	2.52	4.54	40.00	37.00	63.64		0.00	5.00	40.00	10.09	0.00
63	Ministry of Minority Affairs	0.63	2.63	58.33	26.14	80.00	0.00	0.00	27.00	28.13	28.40	39.81
64	Department of Science and Technology	0.68	1.43	41.75	33.99	0.00	40.00	0.00	12.00	56.52	10.64	68.97
65	Department of Defence Production	0.00	0.61	32.03	29.61	66.67	40.00	0.00	18.00	35.71	22.14	4.92
66	Department of Atomic Energy	0.00	1.82	69.01	35.10	0.00	35.71	0.00	10.00	60.87	24.05	38.24
67	Ministry of Parliamentary Affairs	0.00	7.81	100.00	68.29	81.25		6.25	2.00	66.67	0.86	0.00
68	Department of Sports	1.61	2.48	46.00	37.00	100.00	100.00	0.00	20.00	26.83	26.67	88.24
69	Ministry of Mines	22.88	2.62	68.89	33.66	50.00	33.33	0.00	16.00	28.57	11.83	43.48
70	Ministry of Shipping	30.77	1.65	66.20	41.30	50.00	0.00	0.00	20.00	45.71	19.82	31.82
71	O/o the Comptroller & Auditor General of India	0.00	0.88	58.33	43.31	100.00		0.00	12.00	44.44	11.22	48.48
72	Department of Fertilizers	15.31	2.65	51.35	46.53	50.00	92.31	0.00	11.00	20.00	24.32	28.57
73	Department of Pharmaceuticals	4.26	4.09	47.83	74.75	66.67	100.00	0.00	9.00	55.00	21.05	27.12
74	Ministry of Steel	4.35	1.05	35.23	37.31			0.00	16.00	23.08	36.00	40.68
75	Ministry of Textiles	0.00	1.73	45.10	43.64	0.00	0.00	0.00	12.00	38.46	26.39	70.59
76	Department of Health Research	15.66	0.58	15.49	36.90	50.00	0.00	0.00	14.00	61.54	7.50	58.33
77	Department of Investment & Public Asset Management	65.75	9.13	62.50	52.94	100.00	0.00	0.00	3.00	100.00	0.00	0.00

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78	Ministry of Food Processing Industries	52.54	1.90	16.13	25.00	100.00		0.00	5.00	100.00	2.33	0.00
79	Department of Scientific & Industrial Research	1.82	0.52	33.96	23.21	50.00	75.00	0.00	19.00	50.00	12.50	29.27
80	Department of Youth Affairs	0.00	2.89	68.42	18.99	0.00	0.00	0.00	36.00	37.50	13.56	47.06
81	Department of Fisheries	24.00	3.57	42.86	42.59			0.00	14.00	50.00	13.95	0.00
82	Department of Chemicals and Petrochemicals	0.00	3.67	41.67	50.00	100.00		0.00	7.00	40.00	9.30	13.04
83	Department of Defence Research and Development	0.00	0.43	7.14	28.17	50.00		0.00	31.00	15.79	40.00	72.73
84	Department of Public Enterprises	0.00	3.64	9.09	47.37	100.00	100.00	0.00	5.00	30.77	0.00	0.00
85	Department of Space	16.67	1.43	66.67	16.67	0.00		0.00	25.00	71.43	13.79	9.09
86	Department of Bio Technology	0.00	0.20	11.40	19.23	100.00		0.00	27.00	50.00	8.82	0.00
87	Ministry of Statistics and Programme Implementation	36.36	0.26	24.71	34.78	100.00	0.00	0.00	9.00	40.00	9.52	0.00
88	Department of Official Language	38.10	1.40	40.00	42.86			0.00	8.00	100.00	4.76	0.00
89	Ministry of Earth Sciences	14.29	0.72	13.79	20.00	50.00		0.00	27.00	25.00	33.33	57.14
90	Ministry of Development of North Eastern Region	0.00	0.75	8.33	75.00			0.00	2.00	20.00	17.65	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

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