



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

MARCH 2026

Report Number 47

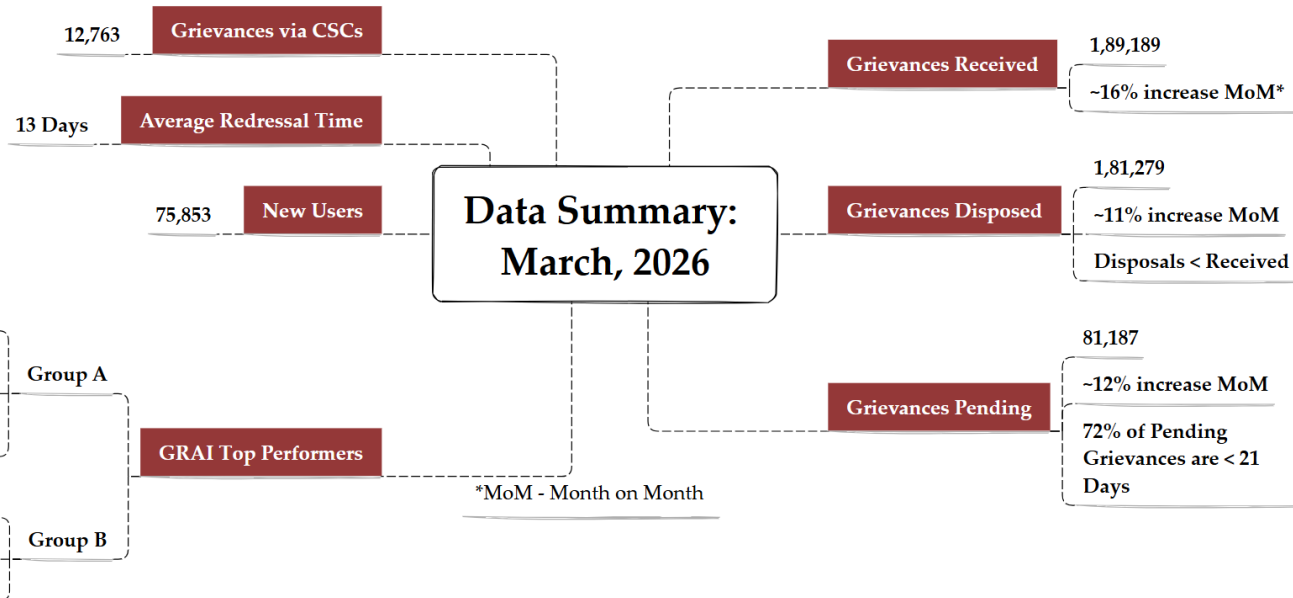
Department of Administrative Reforms and
Public Grievances



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1. Key Highlights



General Updates

- Monthly review meeting under the chairmanship of **Additional Secretary, DARPG**, was held on 27th March, 2026, with the Nodal Officers of all the Central Ministries/Departments.
- In March 2026, for the **45th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **81,187 grievances**, out of which ~**72%** of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of March 2026 stands at **75,853**.
- The Feedback Call Centre collected **74,069 feedbacks** in March 2026, where **45,974 feedback** were collected for Central Ministries/Departments.

PG Cases Summary

- In March 2026, **1,89,189 PG cases** were received on the CPGRAMS portal, **1,81,279 PG cases were redressed** and there exists a **pendency of 81,187 PG cases**.
- Grievances registered via **Common Service Centers** stands at **12,763 grievances** for March, 2026.
- **34%** of the accounted grievances for March, 2026 were directed towards key departments such as the Ministry of Labour and Employment [28,208 grievances], Department of Financial Services (Banking Division) [24,141 grievances], and Ministry of Petroleum and Natural Gas [12,801 grievances].

Appeals Summary

- In March 2026, **34,135 appeals** were received and **33,714 appeals** were disposed.
- **21,296 appeal pendency** recorded in March for the year 2026.

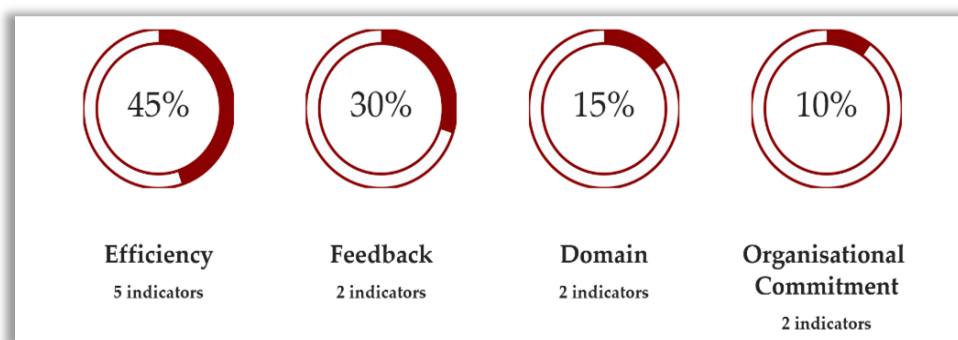
Grievance Redressal and Assessment Index

(GRAI – March, 2026)

- Department of Financial Services (Insurance Division), Department of Telecommunications and Central Board of Indirect Taxes and Customs are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for March, 2026.
- Department of Official Language, Ministry of Heavy Industries and Ministry of Textiles are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for March, 2026.
- From the Month of February, 2026, DARPG has removed normalization from GRAI methodology to make the GRAI Score Calculation easily verifiable.

2. Grievance Redressal and Assessment Index – March, 2026

DARPG has introduced a 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.



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

2.1 Indicator wise Formula Table and Weight Contribution

#	Dimensions	Weight	#	Indicators	Indicator Orientation*	Weight	Contribution % to GRAI	Data Points	Formula for Indicator Value
1	Efficiency	0.45	1	% of Grievances Resolved with ATRs within Timeline (within 21 days)	Positive	0.45	20.25%	(a) Total No. of Grievances brought forward	$(c/(a+b)) \times 100$
								(b) Total No. of Grievances Received	
								(c) Total No. of Grievances Resolved with ATRs within Timeline	
			2	% of Appeals Redressed within 30 Days	Positive	0.15	6.75%	(a) Total No. of Appeals brought forward	$(c/(a+b)) \times 100$
								(b) Total No. of Appeals Filed	
								(c) Total Appeal Redressed within 30 days	
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15	6.75%	(a) Total No. of Grievances Registered under Corruption Category brought forward	$(c/(a+b)) \times 100$
								(b) Total No. of Grievances Registered under Corruption Category	
								(c) Total No. of Grievance Resolved under Corruption Category	
			4	Average Resolution Time	Negative	0.10	4.5%	(a) Auto Calculated average Resolution Time	$1 - a/21^{\#}$
5	% Pendency more than 100 Grievances with GROs beyond 21 days	Negative	0.15	6.75%	(a) Total No. of GROs mapped (excluding inactivated) to CPGRAMS	$100 - ((b/a) \times 100)$			
					(b) Total No. of GROs with Pendency more than 100 Grievances > 21 days (cumulatively as on date)				

#	Dimensions	Weight	#	Indicators	Indicator Orientation*	Weight	Contribution % to GRAI	Data Points	Formula for Indicator Value
2	Feedback	0.30	1	% of Appeals Filed	Negative	0.50	15%	(a) Total No. of Grievances Resolved / Closed within 30 days (After removing Duplicate)	100-((b/a) X 100)
								(b) Total No. of Appeals Filed	
			2	% of Resolution with "Satisfied" Remarks	Positive	0.50	15%	(a) Total No. of Resolved / Closed Grievances Received Feedback as "Satisfied"	((a+b+c)/d) X100
								(b) Total No. of Resolved / Closed Grievances Received Feedback as "Partial Resolution"	
(c) Total No. of Resolved / Closed Grievances Received Feedback as "Delayed Resolution"									
(d) Total No. of Calls Made for Complaints Resolved / Closed									
3	Domain	0.15	1	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60	9%	(a) Total No. of Grievances Received and Categorised as "Urgent" Brought Forward	(c/(a+b)) X 100
								(b) Total No. of Grievances Received and Categorised as "Urgent"	
								(c) Total No. of Grievances Resolved Categorised as "Urgent"	
			2	Adequacy of Categorisation of Grievance by M/D	Negative	0.40	6%	(a) Total No. of Grievances Registered in the Category as "Others"	100-((a/b) X 100)
(b) Total No. of Grievances Received									
4	Org Commitment	0.10	1	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30	3%	(a) Total No. of Grievances Received	Normalised Formula has been applied
								(b) Total No. of GROs mapped (excluding inactivated) to CPGRAMS	
			2	% of Active GROs	Positive	0.70	7%	(a) GROs > 5 Log in	(a/b) X 100
								(b) Total No. of GROs mapped (excluding inactivated) to CPGRAMS	

#21 days is the average closing time mandated as per the Comprehensive Guidelines for Grievance Redressal released by DARPG in 2024.

2.2 Group A: Indicator Wise Scores Calculation from CPGRAMS Data (in no particular order)

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Labour and Employment	14226	27712	22464	20941	2819	7862	7537	0	1	0	13	929	3	546	26562	4355	603	18	9161	110	114	58	71
Department of Financial Services (Banking Division)	2265	12084	11524	9910	664	3019	2995	393	1643	1485	7	2076	0	1558	11831	1957	241	5	4416	16	114	86	911
Department of Telecommunications	692	7049	6970	6803	386	2613	2575	3	64	63	7	701	0	599	7022	1108	164	10	2726	0	27	25	4
Department of Defence Finance	2983	5749	4193	3492	881	673	371	0	0	0	15	711	3	163	5478	841	98	3	1500	1	2	3	3
Central Board of Direct Taxes (Income Tax)	5522	5669	3958	3762	836	982	805	0	0	0	32	4253	2	4126	6401	1275	125	2	2155	7	31	32	1
Department of Posts	1448	6228	5934	5449	368	1547	1443	5	9	8	8	923	0	921	6295	1217	93	13	2316	3	22	22	5
Ministry of Railways (Railway Board)	3495	6053	4162	3997	1039	1779	1246	49	72	70	18	2177	1	1062	5427	701	115	5	1956	43	47	55	1593
Ministry of Home Affairs	2631	6007	4556	1656	766	935	793	2	2	4	13	591	1	345	5163	236	46	0	1134	101	340	316	115
Ministry of Road Transport and Highways	1209	5353	4770	1764	422	739	645	6	6	7	7	439	0	276	5243	266	50	2	843	39	77	91	8
Department of Health & Family Welfare	1823	6306	5313	1669	490	556	478	17	26	33	10	732	0	280	6100	251	28	3	641	33	75	78	1379
Unique Identification Authority of India	1979	3593	2732	2714	389	1083	831	0	0	0	18	43	1	37	3708	661	63	5	1519	4	9	5	3
Ministry of Housing and Urban Affairs	1905	3240	2320	1102	589	496	280	34	41	25	18	1617	0	453	3053	206	45	0	612	53	59	68	12
Department of Agriculture and Farmers Welfare	3102	4303	4307	1520	216	765	361	1	0	1	16	101	0	51	6111	327	34	0	1088	2	9	4	4

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Micro Small and Medium Enterprises	1719	1376	1428	1332	292	746	655	2	2	2	19	133	0	37	2243	232	31	1	1059	5	6	6	7
Ministry of Petroleum and Natural Gas	1474	12765	2724	2630	993	716	461	524	4334	1836	16	573	0	338	3134	1190	57	9	1807	19	45	28	559
Department of Higher Education	1165	2882	1748	1136	704	541	255	0	0	0	13	415	0	235	2185	238	24	4	580	18	42	29	5
Department of Military Affairs	1222	2642	2196	2133	940	626	258	0	0	0	12	1071	1	698	2598	425	82	2	1086	11	16	17	1
Department of Financial Services (Insurance Division)	272	2300	2494	2288	77	877	897	1	1	2	5	419	0	394	2511	307	46	0	847	2	55	55	23
Department of Consumer Affairs	265	2889	2206	1824	47	714	728	1	99	82	5	26	0	24	2242	242	22	3	821	2	34	24	74
Ministry of External Affairs	1115	2124	1766	1677	380	554	545	0	0	0	15	525	0	103	2054	411	35	3	815	32	26	25	231
Department of Food and Public Distribution	2340	2027	900	805	377	411	419	51	36	13	29	2012	0	262	1550	278	19	0	535	3	6	3	7
Department of School Education and Literacy	1307	1907	1313	1025	390	555	301	22	39	48	19	205	0	122	2054	297	24	1	696	23	25	30	3
Department of Personnel and Training	716	1807	1431	503	63	102	72	0	0	0	13	139	0	70	1740	26	2	0	57	38	70	76	5
Department of Defence	278	1493	1408	855	0	0	0	4	27	26	6	739	0	656	1501	82	17	0	255	4	18	16	5
Department of Rural Development	1030	2662	2076	1683	732	681	504	98	139	106	12	5832	0	266	2564	215	25	0	875	3	12	10	3
Ministry of Electronics & Information Technology	285	1387	1270	876	117	200	197	1	0	1	7	166	0	42	1368	128	6	0	275	7	26	25	12
Department of Ex Servicemen Welfare	1004	1222	679	641	1653	271	0	2	3	3	28	1296	1	237	1142	225	25	2	464	7	5	7	5

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Corporate Affairs	547	1430	1132	988	404	312	281	2	0	2	13	108	0	80	1251	69	17	1	245	5	21	15	175
Department of Revenue	290	1205	978	220	11	47	27	1	10	5	9	52	0	44	1104	18	2	1	58	2	24	18	4
Central Board of Indirect Taxes and Customs	158	1102	1030	664	55	148	138	4	21	20	7	601	0	602	1082	149	9	0	262	0	8	8	2
Ministry of Drinking Water and Sanitation	566	1237	920	631	61	314	278	0	0	0	13	419	0	94	1147	121	33	0	362	4	18	11	5
Department of Social Justice and Empowerment	191	1202	1090	652	49	254	211	2	2	3	6	80	0	52	1124	77	22	0	306	13	29	32	4
Department of Justice	83	1105	1072	434	375	167	4	3	38	41	3	11	0	8	1093	25	4	0	130	11	79	77	0
Ministry of Power	32	1082	1055	118	16	19	22	0	0	0	1	337	0	310	1057	9	2	0	26	0	25	25	2
Ministry of Women and Child Development	293	863	756	491	65	227	193	0	0	0	10	38	0	26	794	52	4	0	223	23	80	67	11
Ministry of Environment, Forest and Climate Change	346	950	650	339	69	154	112	2	14	9	14	135	0	80	835	29	11	1	154	19	54	44	161
Ministry of Panchayati Raj	204	835	737	156	21	75	60	0	2	0	8	1389	0	236	807	59	12	0	237	2	11	11	0
Ministry of Civil Aviation	388	740	636	584	583	235	242	3	4	4	15	353	0	128	778	78	6	1	217	1	17	11	1
Ministry of Cooperation	477	711	241	132	66	106	1	0	6	0	20	21	1	12	362	12	2	0	81	2	2	4	148
Department of Land Resources	73	683	664	46	0	1	0	0	0	0	2	8	0	6	667	1	0	0	4	0	72	69	0

2.3 Group B: Indicator Wise Scores Calculation from CPGRAMS Data (in no particular order)

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pendency >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Staff Selection Commission	198	354	179	167	83	110	110	0	0	0	20	27	0	14	280	118	13	4	258	2	0	2	76
NITI Aayog	29	393	372	52	4	4	7	0	0	0	2	67	0	6	380	3	0	0	9	1	5	5	2
Ministry of Coal	132	383	373	369	0	0	0	0	4	1	9	507	1	127	385	40	4	0	144	1	8	4	1
Ministry of Ayush	97	371	383	139	8	46	30	0	2	1	5	46	0	32	387	25	4	1	74	0	3	3	8
Ministry of Skill Development and Entrepreneurship	219	236	113	46	73	33	21	0	0	0	22	67	0	26	267	19	6	0	81	0	0	0	1
Ministry of Information and Broadcasting	141	437	362	295	74	114	139	3	11	7	10	78	0	53	427	42	5	1	115	2	14	9	3
Department of Empowerment of Persons with Disabilities	102	438	348	225	114	95	82	0	1	1	8	30	0	26	395	39	4	0	106	3	6	8	28
Department of Financial Services (Pension Reforms)	56	450	419	241	58	55	34	0	0	0	5	6	0	5	424	26	6	0	74	0	1	1	156
Ministry of Water Resources, River Development & Ganga Rejuvenation	169	414	293	94	11	49	41	5	5	6	11	163	0	58	360	20	4	0	59	6	5	7	59
Department of Commerce	417	337	254	124	46	41	4	7	5	9	36	113	0	41	560	24	0	2	48	13	8	13	7
Department of Legal Affairs	143	417	474	140	0	0	0	0	0	0	7	19	0	4	520	10	1	0	53	11	27	37	1

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Tourism	124	280	221	132	34	41	45	13	29	35	12	68	0	20	274	12	1	0	38	2	9	8	23
Department of Economic Affairs ACC Division	423	256	120	32	28	9	8	0	0	0	52	55	0	20	242	11	2	0	16	19	6	5	10
Ministry of Culture	47	420	334	296	12	85	54	0	1	0	6	167	0	84	342	44	2	0	106	1	8	7	3
Department for Promotion of Industry and Internal Trade	105	281	207	130	13	27	18	0	0	0	12	96	0	31	252	20	2	0	53	2	6	7	4
Department of Animal Husbandry, Dairying	75	260	204	67	3	22	14	0	0	0	9	34	0	12	234	13	0	0	25	3	20	16	4
Ministry of New and Renewable Energy	128	251	184	75	17	28	13	0	1	1	14	44	0	38	244	25	7	1	58	0	5	5	3
Department of Defence Production	122	213	130	112	109	78	21	6	3	8	17	232	0	76	197	13	5	0	58	7	26	21	0
Department of Expenditure	135	133	59	28	81	12	5	0	0	0	27	124	0	52	116	9	1	0	16	0	1	1	28
Ministry of Tribal Affairs	31	181	141	100	15	23	15	0	0	0	8	91	0	31	144	8	2	0	34	3	8	10	1
Ministry of Minority Affairs	97	167	113	111	76	66	63	0	0	0	28	49	0	32	175	18	3	0	67	2	7	7	2
Ministry of Heavy Industries	15	141	127	84	19	18	23	1	0	1	4	63	0	30	128	10	2	0	24	1	5	6	0
O/o the Comptroller & Auditor General of India	60	168	111	63	48	23	4	0	0	0	12	132	0	81	129	10	2	0	28	2	1	2	2
Department of Defence Research and Development	62	44	16	14	0	9	6	0	0	0	33	99	0	13	50	1	0	0	7	0	1	0	1

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Agriculture Research and Education	85	134	110	34	9	16	17	0	0	0	12	264	0	45	139	9	0	0	14	0	0	0	1
Ministry of Mines	65	237	230	91	9	17	13	6	33	34	9	46	0	28	243	3	1	0	19	1	53	50	1
Department of Pharmaceuticals	41	131	119	89	53	23	3	0	0	0	9	24	0	16	122	15	0	0	33	0	7	7	5
Department of Sports	81	102	56	46	17	30	30	0	0	0	18	50	0	24	84	12	0	0	38	6	0	2	2
Ministry of Parliamentary Affairs	7	125	117	47	0	0	0	0	0	0	1	16	1	16	119	0	0	0	4	1	9	7	0
Ministry of Shipping	30	161	106	81	69	31	38	8	16	11	12	75	0	50	114	7	2	0	29	0	3	3	35
Department of Science and Technology	43	125	78	51	11	15	10	2	10	8	13	95	0	44	95	8	2	0	18	0	6	4	3
Legislative Department	34	142	117	72	207	10	0	0	0	0	7	34	0	13	121	4	0	0	14	3	4	4	0
Department of Health Research	32	106	75	33	2	9	4	0	0	0	10	149	0	20	94	4	0	0	9	1	3	2	14
Department of Atomic Energy	34	93	63	43	11	29	16	14	12	19	12	73	0	49	80	7	0	0	27	2	3	3	1
Department of Investment & Public Asset Management	46	85	44	22	17	0	0	0	0	0	8	8	0	5	44	1	0	0	1	0	0	0	51
Ministry of Steel	18	62	54	50	12	14	21	2	5	7	8	89	0	36	55	4	1	0	18	0	0	0	0
Ministry of Textiles	26	43	55	51	6	17	15	2	0	2	9	44	0	22	55	6	1	0	18	0	1	1	0
Department of Youth Affairs	39	80	36	13	14	6	7	0	0	0	13	19	0	10	46	3	0	0	9	0	1	0	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Fisheries	20	43	43	32	41	17	22	0	0	0	9	13	0	7	48	3	1	0	15	4	2	4	23
Department of Scientific & Industrial Research	30	69	59	55	16	22	16	0	0	0	12	107	0	43	62	8	2	0	16	0	1	1	0
Ministry of Food Processing Industries	20	39	42	14	136	8	0	1	0	1	8	32	0	5	50	1	0	0	8	0	0	0	15
Department of Public Enterprises	37	76	50	13	8	0	0	4	3	4	8	11	0	1	52	1	0	0	3	2	2	3	0
Department of Chemicals and Petrochemicals	8	161	151	40	4	6	1	0	0	0	3	12	0	8	155	0	0	0	4	0	1	1	0
Department of Space	25	50	16	13	8	3	2	0	0	0	23	21	0	15	31	1	0	0	3	1	2	3	6
Department of Fertilizers	14	36	24	15	10	8	6	5	11	7	16	38	0	20	27	3	0	0	5	0	1	1	7
Ministry of Statistics and Programme Implementation	17	45	17	10	8	2	2	0	0	0	16	86	0	27	24	3	0	0	6	0	0	0	14
Ministry of Earth Sciences	3	22	15	12	0	2	0	0	0	0	12	29	0	4	16	4	0	0	4	0	2	2	3
Department of Official Language	3	17	19	7	0	1	1	0	0	0	3	15	0	15	19	0	0	0	0	0	1	1	1
Department of Bio Technology	4	14	10	4	3	0	1	0	0	0	12	66	0	17	12	1	0	0	3	0	1	0	0
Ministry of Development of North Eastern Region	0	15	15	8	27	2	0	0	0	0	1	15	0	4	15	0	0	0	0	0	0	0	0

2.4 Detailed Indicator wise Scores for Ministries/Departments (in no particular order)

Pursuant to the positive response received after making changes in the GRAI calculations in February, DARPG has decided to also publish the data related to indicator wise scores in the interest of transparency and further assisting all Ministries and Departments in their GRAI Calculations. The following points must be kept in mind when reading the table below:

1. The headers in **light orange colour** are the indicators where the orientation is negative. For the indicator of Ratio of Grievances vis-à-vis grievances received, the scores have been normalised as mentioned in the formula sheet above.
2. The blank cells which are highlighted in **yellow** mean for that Ministry/Department, it was not possible to calculate the value for that indicator due to division by zero error. In all of these cases the weight of the respective indicator has been divided equally among other indicators of the same dimension.
3. Though most of the indicators are mentioned in Percentages (on a scale of 100), the presentation here is in decimals on a 1 – point scale due to space constraint.

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
1	Department of Justice	0.37	0.01	1.00	0.86	1.00	0.85	0.22	0.86	1.00	100.45	0.10	0.73
2	Department of Fisheries	0.51	0.38		0.57	1.00	0.65	0.27	0.67	0.47	3.31	0.97	0.54
3	Ministry of Heavy Industries	0.54	0.62	1.00	0.81	1.00	0.86	0.50	1.00	1.00	2.24	0.98	0.48
4	Department of Health & Family Welfare	0.21	0.46	0.77	0.52	1.00	0.91	0.44	0.72	0.78	8.61	0.92	0.38
5	Department of Health Research	0.24	0.36		0.52	1.00	0.90	0.44	0.50	0.87	0.71	1.00	0.13
6	Department of Legal Affairs	0.25			0.67	1.00		0.21	0.97	1.00	21.95	0.80	0.21
7	Department of Agriculture and Farmers Welfare	0.21	0.37	1.00	0.24	1.00	0.87	0.33	0.36	1.00	42.60	0.62	0.50

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
8	Department of Animal Husbandry, Dairying	0.20	0.56		0.57	1.00	0.91	0.52	0.70	0.98	7.65	0.93	0.35
9	Department of Agriculture Research and Education	0.16	0.68		0.43	1.00	0.88	0.64		0.99	0.51	1.00	0.17
10	Department of Consumer Affairs	0.58	0.96	0.82	0.76	1.00	0.68	0.33	0.67	0.97	111.12	0.00	0.92
11	Department of Commerce	0.16	0.05	0.75	-0.71	1.00	0.93	0.54	0.62	0.98	2.98	0.98	0.36
12	Department of Chemicals and Petrochemicals	0.24	0.10		0.86	1.00	0.96	0.00	1.00	1.00	13.42	0.88	0.67
13	Department of Food and Public Distribution	0.18	0.53	0.15	-0.38	1.00	0.73	0.56	0.33	1.00	1.01	0.99	0.13
14	Department of Fertilizers	0.30	0.33	0.44	0.24	1.00	0.70	0.60	1.00	0.81	0.95	0.99	0.53
15	Department for Promotion of Industry and Internal Trade	0.34	0.45		0.43	1.00	0.89	0.42	0.88	0.99	2.93	0.98	0.32
16	Department of Land Resources	0.06	0.00		0.90	1.00	1.00	0.25	0.96	1.00	85.38	0.23	0.75
17	Department of Rural Development	0.46	0.36	0.45	0.43	1.00	0.73	0.27	0.67	1.00	0.46	1.00	0.05
18	Department of School Education and Literacy	0.32	0.32	0.79	0.10	1.00	0.73	0.46	0.63	1.00	9.30	0.92	0.60
19	Department of Telecommunications	0.88	0.86	0.94	0.67	1.00	0.63	0.47	0.93	1.00	10.06	0.91	0.85
20	NITI Aayog	0.12	0.88		0.90	1.00	0.99	0.33	0.83	0.99	5.87	0.95	0.09
21	Department of Public Enterprises	0.12	0.00	0.57	0.62	1.00	1.00	0.33	0.75	1.00	6.91	0.94	0.09

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
22	Department of Higher Education	0.28	0.20		0.38	1.00	0.75	0.46	0.48	1.00	6.94	0.94	0.57
23	Department of Sports	0.25	0.64		0.14	1.00	0.64	0.32	0.33	0.98	2.04	0.98	0.48
24	Legislative Department	0.41	0.00		0.67	1.00	0.92	0.29	0.57	1.00	4.18	0.96	0.38
25	Department of Youth Affairs	0.11	0.35		0.38	1.00	0.87	0.33	0.00	1.00	4.21	0.96	0.53
26	Unique Identification Authority of India	0.49	0.56		0.14	0.98	0.71	0.48	0.38	1.00	83.56	0.25	0.86
27	Ministry of Ayush	0.30	0.56	0.50	0.76	1.00	0.88	0.41	1.00	0.98	8.07	0.93	0.70
28	Ministry of Corporate Affairs	0.50	0.39	1.00	0.38	1.00	0.75	0.36	0.58	0.88	13.24	0.88	0.74
29	Ministry of Drinking Water and Sanitation	0.35	0.74		0.38	1.00	0.73	0.43	0.50	1.00	2.95	0.98	0.22
30	Ministry of Food Processing Industries	0.24	0.00	1.00	0.62	1.00	0.84	0.13		0.62	1.22	0.99	0.16
31	Ministry of Development of North Eastern Region	0.53	0.00		0.95	1.00	0.87			1.00	1.00	0.99	0.27
32	Ministry of Skill Development and Entrepreneurship	0.10	0.20		-0.05	1.00	0.88	0.31		1.00	3.52	0.97	0.39
33	Ministry of Housing and Urban Affairs	0.21	0.26	0.33	0.14	1.00	0.84	0.41	0.61	1.00	2.00	0.98	0.28
34	Ministry of Women and Child Development	0.42	0.66		0.52	1.00	0.71	0.25	0.65	0.99	22.71	0.80	0.68
35	Ministry of Tourism	0.33	0.60	0.83	0.43	1.00	0.85	0.34	0.73	0.92	4.12	0.96	0.29
36	Ministry of Coal	0.72		0.25	0.57	1.00		0.31	0.44	1.00	0.76	1.00	0.25

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
37	Ministry of External Affairs	0.52	0.58		0.29	1.00	0.73	0.55	0.43	0.89	4.05	0.97	0.20
38	Ministry of Electronics & Information Technology	0.52	0.62	1.00	0.67	1.00	0.85	0.49	0.76	0.99	8.36	0.93	0.25
39	Ministry of Parliamentary Affairs	0.36			0.95	0.94	1.00	0.00	0.70	1.00	7.81	0.93	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.16	0.68	0.60	0.48	1.00	0.86	0.41	0.64	0.86	2.54	0.98	0.36
41	Ministry of Micro Small and Medium Enterprises	0.43	0.63	0.50	0.10	1.00	0.67	0.25	0.55	0.99	10.35	0.91	0.28
42	Ministry of Civil Aviation	0.52	0.30	0.57	0.29	1.00	0.70	0.39	0.61	1.00	2.10	0.98	0.36
43	Ministry of Cooperation	0.11	0.01	0.00	0.05	0.95	0.71	0.17	1.00	0.79	33.86	0.70	0.57
44	Ministry of Environment, Forest and Climate Change	0.26	0.50	0.56	0.33	1.00	0.82	0.27	0.60	0.83	7.04	0.94	0.59
45	Ministry of Information and Broadcasting	0.51	0.74	0.50	0.52	1.00	0.73	0.42	0.56	0.99	5.60	0.95	0.68
46	Ministry of Labour and Employment	0.50	0.71	0.00	0.38	1.00	0.70	0.54	0.26	1.00	29.83	0.73	0.59
47	Ministry of Panchayati Raj	0.15	0.63	0.00	0.62	1.00	0.91	0.30	0.85	1.00	0.60	1.00	0.17
48	Ministry of Road Transport and Highways	0.27	0.56	0.58	0.67	1.00	0.86	0.38	0.78	1.00	12.19	0.89	0.63
49	Ministry of Statistics and Programme Implementation	0.16	0.20		0.24	1.00	0.92	0.50		0.69	0.52	1.00	0.31

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
50	Ministry of Power	0.11	0.63		0.95	1.00	0.98	0.42	1.00	1.00	3.21	0.97	0.92
51	Ministry of Shipping	0.42	0.38	0.46	0.43	1.00	0.73	0.31	1.00	0.78	2.15	0.98	0.67
52	O/o the Comptroller & Auditor General of India	0.28	0.06		0.43	1.00	0.82	0.43	0.67	0.99	1.27	0.99	0.61
53	Central Board of Direct Taxes (Income Tax)	0.34	0.44		-0.52	1.00	0.85	0.65	0.84	1.00	1.33	0.99	0.97
54	Central Board of Indirect Taxes and Customs	0.53	0.68	0.80	0.67	1.00	0.86	0.60	1.00	1.00	1.83	0.99	1.00
55	Department of Atomic Energy	0.34	0.40	0.73	0.43	1.00	0.64	0.26	0.60	0.99	1.27	0.99	0.67
56	Department of Bio Technology	0.22	0.33		0.43	1.00	1.00	0.33	0.00	1.00	0.21	1.00	0.26
57	Department of Ex Servicemen Welfare	0.29	0.00	0.60	-0.33	1.00	0.76	0.54	0.58	1.00	0.94	0.99	0.18
58	Department of Defence Production	0.33	0.11	0.89	0.19	1.00	0.60	0.31	0.64	1.00	0.92	0.99	0.33
59	Department of Defence Research and Development	0.13	0.67		-0.57	1.00	0.82	0.14	0.00	0.98	0.44	1.00	0.13
60	Department of Financial Services (Banking Division)	0.69	0.81	0.73	0.67	1.00	0.74	0.50	0.66	0.92	5.82	0.95	0.75
61	Department of Financial Services (Insurance Division)	0.89	0.94	1.00	0.76	1.00	0.65	0.42	0.96	0.99	5.49	0.95	0.94
62	Department of Financial Services (Pension Reforms)	0.48	0.30		0.76	1.00	0.87	0.43	1.00	0.65	75.00	0.33	0.83
63	Department of Military Affairs	0.55	0.16		0.43	1.00	0.76	0.47	0.63	1.00	2.47	0.98	0.65

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
64	Department of Empowerment of Persons with Disabilities	0.42	0.39	1.00	0.62	1.00	0.76	0.41	0.89	0.94	14.60	0.87	0.87
65	Department of Investment & Public Asset Management	0.17	0.00		0.62	1.00	1.00	1.00		0.40	10.63	0.91	0.63
66	Department of Economic Affairs ACC Division	0.05	0.22		-1.48	1.00	0.96	0.81	0.20	0.96	4.65	0.96	0.36
67	Department of Expenditure	0.10	0.05		-0.29	1.00	0.90	0.63	1.00	0.79	1.07	0.99	0.42
68	Department of Personnel and Training	0.20	0.44		0.38	1.00	0.94	0.49	0.70	1.00	13.00	0.88	0.50
69	Department of Revenue	0.15	0.47	0.45	0.57	1.00	0.96	0.36	0.69	1.00	23.17	0.79	0.85
70	Department of Science and Technology	0.30	0.38	0.67	0.38	1.00	0.84	0.56	0.67	0.98	1.32	0.99	0.46
71	Department of Scientific & Industrial Research	0.56	0.42		0.43	1.00	0.65	0.63	1.00	1.00	0.64	1.00	0.40
72	Department of Pharmaceuticals	0.52	0.04		0.57	1.00	0.81	0.45	1.00	0.96	5.46	0.95	0.67
73	Department of Posts	0.71	0.75	0.57	0.62	1.00	0.75	0.57	0.88	1.00	6.75	0.94	1.00
74	Department of Space	0.17	0.18		-0.10	1.00	0.90	0.33	1.00	0.88	2.38	0.98	0.71
75	Department of Defence Finance	0.40	0.24		0.29	1.00	0.88	0.63	1.00	1.00	8.09	0.93	0.23
76	Department of Official Language	0.35	1.00		0.86	1.00	0.95		1.00	0.94	1.13	0.99	1.00
77	Department of Defence	0.48		0.84	0.71	1.00		0.39	0.73	1.00	2.02	0.98	0.89

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12	Min = 0.21	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
78	Department of Social Justice and Empowerment	0.47	0.70	0.75	0.71	1.00	0.77	0.32	0.76	1.00	15.03	0.87	0.65
79	Staff Selection Commission	0.30	0.57		0.05	1.00	0.61	0.52	1.00	0.79	13.11	0.88	0.52
80	Ministry of Culture	0.63	0.56	0.00	0.71	1.00	0.75	0.43	0.78	0.99	2.51	0.98	0.50
81	Ministry of Earth Sciences	0.48	0.00		0.43	1.00	0.88	1.00	1.00	0.86	0.76	1.00	0.14
82	Ministry of Home Affairs	0.19	0.47	1.00	0.38	1.00	0.82	0.25	0.72	0.98	10.16	0.91	0.58
83	Ministry of Mines	0.30	0.50	0.87	0.57	1.00	0.93	0.21	0.93	1.00	5.15	0.96	0.61
84	Ministry of Minority Affairs	0.42	0.44		-0.33	1.00	0.62	0.31	0.78	0.99	3.41	0.97	0.65
85	Ministry of New and Renewable Energy	0.20	0.29	1.00	0.33	1.00	0.89	0.57	1.00	0.99	5.70	0.95	0.86
86	Ministry of Railways (Railway Board)	0.42	0.44	0.58	0.14	1.00	0.67	0.42	0.61	0.74	2.78	0.98	0.49
87	Ministry of Steel	0.63	0.81	1.00	0.62	1.00	0.75	0.28		1.00	0.70	1.00	0.40
88	Ministry of Petroleum and Natural Gas	0.18	0.27	0.38	0.24	1.00	0.77	0.70	0.44	0.96	22.28	0.80	0.59
89	Ministry of Tribal Affairs	0.47	0.39		0.62	1.00	0.84	0.29	0.91	0.99	1.99	0.98	0.34
90	Ministry of Textiles	0.74	0.65	1.00	0.57	1.00	0.69	0.39	1.00	1.00	0.98	0.99	0.50

Following are the comprehensive ranking tables for Group A and Group B of GRAI respectively. The data used in preparing the GRAI has been taken from **1st March to 31st March, 2026**.

2.5 Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
1	Department of Financial Services (Insurance Division)	0.413	0.160	0.146	0.094	0.814	1
2	Department of Telecommunications	0.397	0.165	0.143	0.087	0.792	2
3	Central Board of Indirect Taxes and Customs	0.304	0.220	0.150	0.100	0.774	3
4	Department of Posts	0.329	0.199	0.139	0.098	0.765	4
5	Department of Financial Services (Banking Division)	0.341	0.187	0.115	0.081	0.724	5
6	Ministry of Electronics & Information Technology	0.313	0.201	0.128	0.046	0.687	6
7	Ministry of Power	0.220	0.211	0.150	0.094	0.674	7
8	Department of Consumer Affairs	0.339	0.151	0.118	0.065	0.673	8
9	Department of Social Justice and Empowerment	0.292	0.165	0.128	0.071	0.657	9
10	Department of Defence	0.305	0.116	0.125	0.092	0.639	10
11	Department of Defence Finance	0.210	0.226	0.150	0.044	0.629	11
12	Ministry of Corporate Affairs	0.280	0.166	0.105	0.078	0.629	12

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
13	Department of Military Affairs	0.246	0.184	0.117	0.075	0.622	13
14	Central Board of Direct Taxes (Income Tax)	0.163	0.225	0.136	0.098	0.621	14
15	Ministry of Road Transport and Highways	0.229	0.185	0.131	0.071	0.616	15
16	Ministry of Women and Child Development	0.266	0.145	0.118	0.072	0.600	16
17	Department of Justice	0.248	0.161	0.137	0.054	0.599	17
18	Ministry of External Affairs	0.265	0.192	0.092	0.043	0.592	18
19	Department of Personnel and Training	0.189	0.215	0.123	0.062	0.588	19
20	Department of Revenue	0.185	0.198	0.122	0.083	0.588	20
21	Unique Identification Authority of India	0.246	0.178	0.095	0.068	0.586	21
22	Department of Health & Family Welfare	0.215	0.202	0.112	0.055	0.584	22
23	Ministry of Civil Aviation	0.244	0.163	0.115	0.055	0.577	23
24	Department of School Education and Literacy	0.211	0.179	0.116	0.069	0.575	24
25	Ministry of Home Affairs	0.222	0.160	0.123	0.068	0.574	25
26	Ministry of Drinking Water and Sanitation	0.247	0.173	0.105	0.045	0.570	26
27	Ministry of Labour and Employment	0.233	0.187	0.083	0.063	0.567	27
28	Ministry of Railways (Railway Board)	0.228	0.164	0.099	0.063	0.554	28

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
29	Department of Land Resources	0.154	0.187	0.146	0.059	0.547	29
30	Ministry of Environment, Forest and Climate Change	0.207	0.162	0.104	0.070	0.543	30
31	Ministry of Petroleum and Natural Gas	0.159	0.220	0.097	0.065	0.541	31
32	Department of Higher Education	0.187	0.182	0.103	0.068	0.540	32
33	Department of Agriculture and Farmers Welfare	0.212	0.181	0.093	0.054	0.540	33
34	Department of Rural Development	0.233	0.151	0.120	0.033	0.538	34
35	Ministry of Micro Small and Medium Enterprises	0.235	0.138	0.109	0.047	0.528	35
36	Ministry of Panchayati Raj	0.168	0.181	0.136	0.042	0.527	36
37	Ministry of Housing and Urban Affairs	0.157	0.187	0.114	0.049	0.508	37
38	Department of Ex Servicemen Welfare	0.151	0.196	0.112	0.043	0.502	38
39	Department of Food and Public Distribution	0.134	0.193	0.090	0.039	0.456	39
40	Ministry of Cooperation	0.089	0.132	0.138	0.061	0.420	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.

2.6 Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

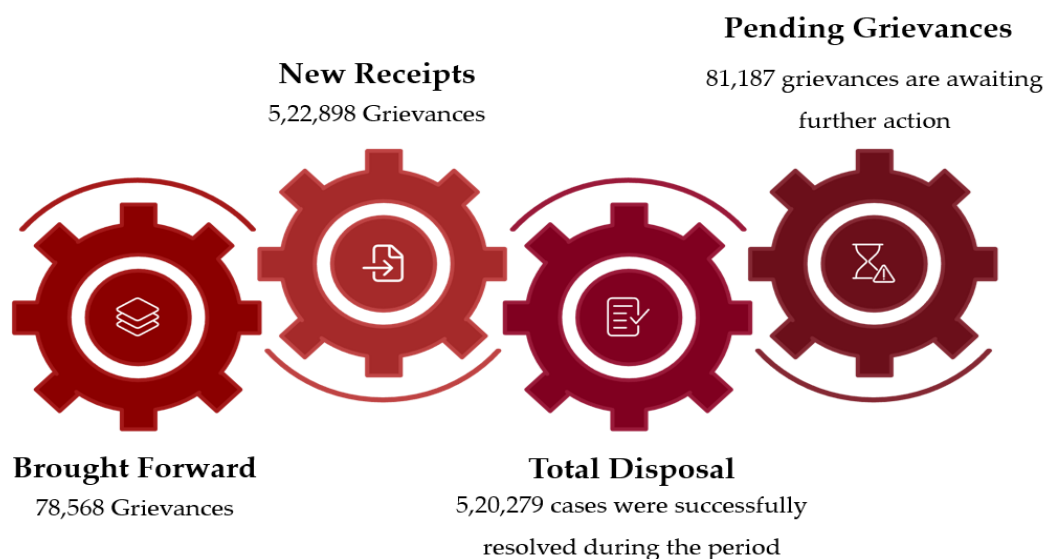
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
1	Department of Official Language	0.299	0.284	0.146	0.100	0.829	1
2	Ministry of Heavy Industries	0.322	0.204	0.150	0.063	0.739	2
3	Ministry of Textiles	0.354	0.162	0.150	0.065	0.731	3
4	Ministry of Development of North Eastern Region	0.260	0.260	0.150	0.048	0.719	4
5	Ministry of Steel	0.344	0.153	0.150	0.058	0.706	5
6	Ministry of Earth Sciences	0.216	0.281	0.142	0.040	0.679	6
7	Department of Empowerment of Persons with Disabilities	0.274	0.175	0.136	0.087	0.671	7
8	Department of Scientific & Industrial Research	0.268	0.191	0.150	0.058	0.667	8
9	Ministry of New and Renewable Energy	0.210	0.218	0.149	0.089	0.666	9
10	Department of Financial Services (Pension Reforms)	0.261	0.195	0.129	0.068	0.654	10
11	Ministry of Ayush	0.233	0.193	0.149	0.077	0.651	11
12	Ministry of Parliamentary Affairs	0.279	0.150	0.123	0.098	0.650	12
13	Department of Pharmaceuticals	0.237	0.190	0.148	0.075	0.649	13
14	Ministry of Culture	0.266	0.178	0.130	0.065	0.638	14
15	Ministry of Information and Broadcasting	0.278	0.173	0.110	0.076	0.637	15
16	Ministry of Mines	0.247	0.171	0.143	0.071	0.632	16
17	Ministry of Tribal Affairs	0.259	0.170	0.141	0.053	0.624	17

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
18	Department of Agriculture Research and Education	0.202	0.229	0.149	0.042	0.622	18
19	NITI Aayog	0.241	0.198	0.135	0.035	0.609	19
20	Department for Promotion of Industry and Internal Trade	0.223	0.196	0.138	0.052	0.609	20
21	Department of Science and Technology	0.217	0.210	0.119	0.062	0.607	21
22	Department of Animal Husbandry, Dairying	0.211	0.214	0.122	0.053	0.599	22
23	Ministry of Tourism	0.250	0.179	0.121	0.050	0.599	23
24	Ministry of Shipping	0.229	0.156	0.137	0.076	0.598	24
25	Department of Fertilizers	0.191	0.196	0.138	0.067	0.592	25
26	Department of Investment & Public Asset Management	0.160	0.300	0.060	0.071	0.590	26
27	Staff Selection Commission	0.202	0.170	0.137	0.063	0.571	27
28	Department of Chemicals and Petrochemicals	0.198	0.144	0.150	0.073	0.565	28
29	Legislative Department	0.215	0.180	0.111	0.056	0.563	29
30	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.208	0.191	0.109	0.054	0.562	30
31	Department of Atomic Energy	0.232	0.135	0.113	0.077	0.556	31
32	O/o the Comptroller & Auditor General of India	0.176	0.188	0.119	0.073	0.556	32
33	Department of Fisheries	0.263	0.137	0.088	0.067	0.555	33
34	Department of Space	0.132	0.185	0.143	0.079	0.540	34

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
35	Department of Health Research	0.200	0.202	0.097	0.039	0.539	35
36	Ministry of Minority Affairs	0.193	0.140	0.129	0.075	0.538	36
37	Ministry of Coal	0.298	0.092	0.100	0.047	0.537	37
38	Department of Public Enterprises	0.157	0.200	0.128	0.035	0.519	38
39	Ministry of Statistics and Programme Implementation	0.151	0.213	0.103	0.052	0.519	39
40	Department of Expenditure	0.094	0.228	0.137	0.059	0.519	40
41	Department of Defence Production	0.211	0.137	0.117	0.053	0.519	41
42	Department of Commerce	0.122	0.220	0.114	0.055	0.512	42
43	Ministry of Skill Development and Entrepreneurship	0.120	0.178	0.149	0.056	0.504	43
44	Department of Sports	0.202	0.144	0.089	0.063	0.498	44
45	Department of Bio Technology	0.188	0.200	0.060	0.048	0.496	45
46	Ministry of Food Processing Industries	0.211	0.145	0.092	0.041	0.489	46
47	Department of Legal Affairs	0.234	0.062	0.147	0.039	0.483	47
48	Department of Youth Affairs	0.161	0.180	0.060	0.066	0.468	48
49	Department of Economic Affairs ACC Division	0.022	0.266	0.076	0.054	0.418	49
50	Department of Defence Research and Development	0.134	0.144	0.059	0.039	0.376	50

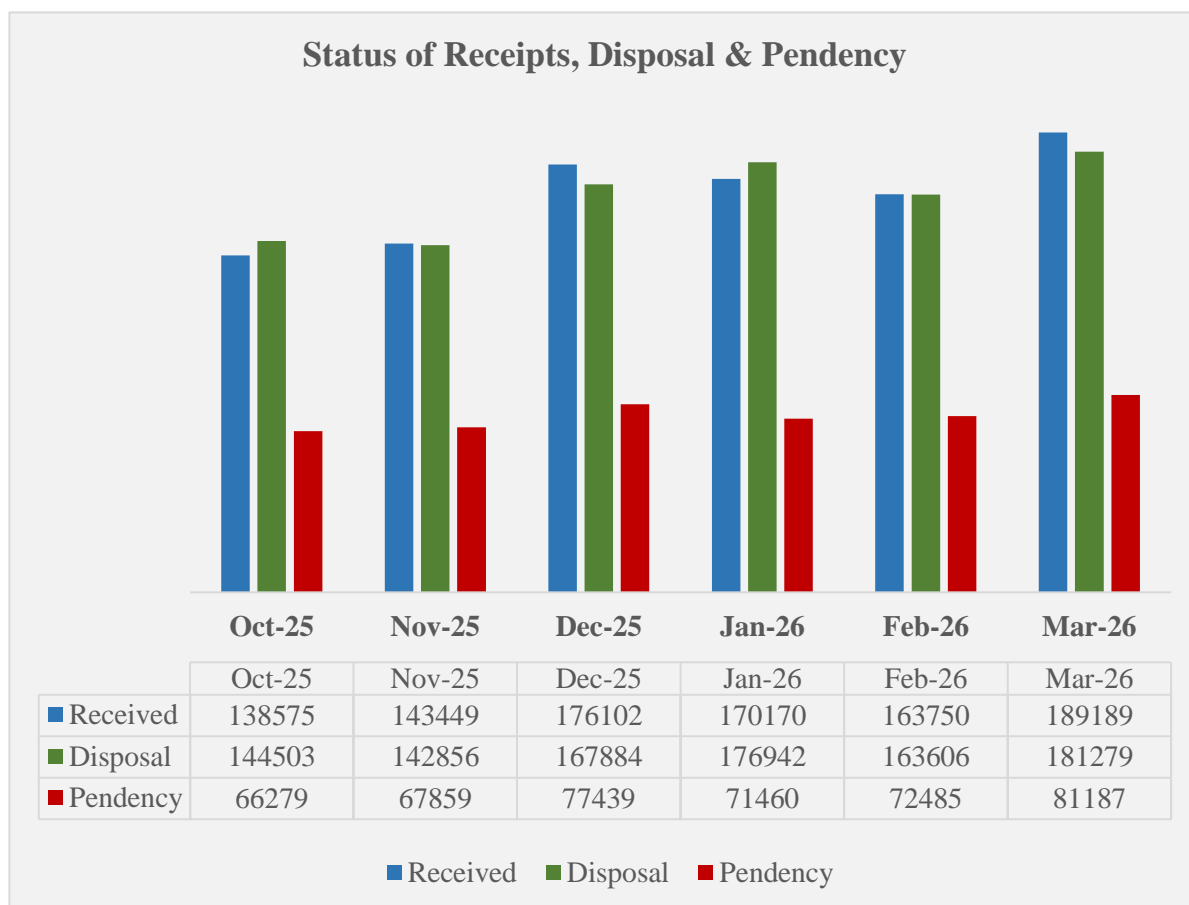
Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.

3. Review of Status of Grievances



Time Period: 1st January, 2026 till 31st March, 2026

Month-wise Status of Grievances



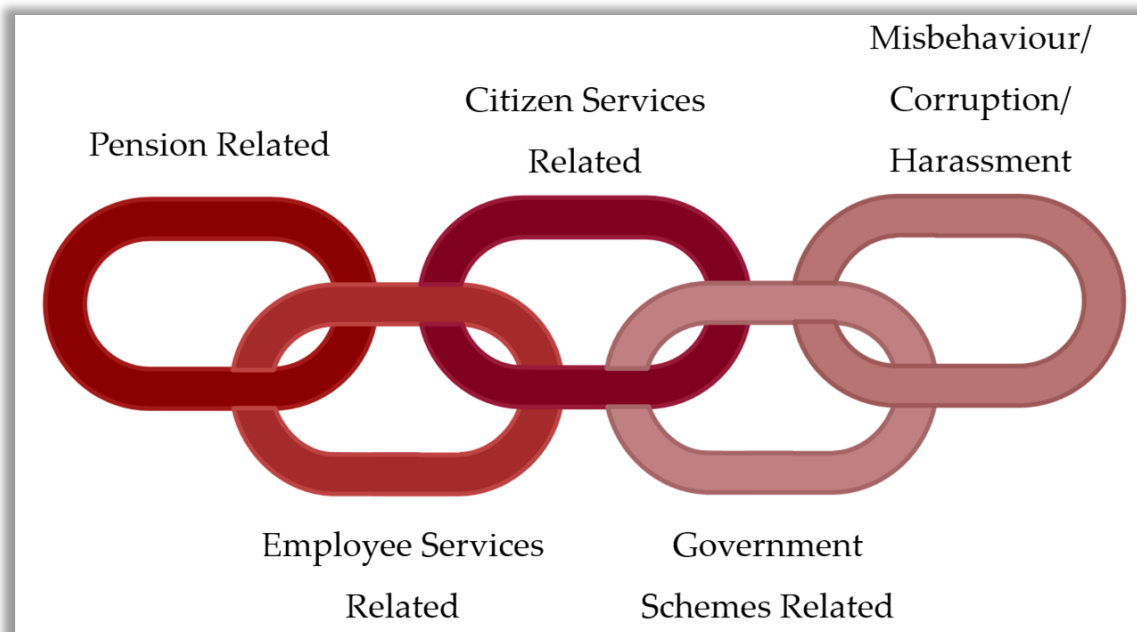
4. Categorisation

4.1 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:



4.2 Progress so far

The Department has completed the categorisation analysis for **39 Ministries/Departments**, of which 32 have been made LIVE. Subsequently, an OM was issued by DARPG on 9th September 2025, advising all Ministries/Departments to review their categorisation and GRO mapping.

New categorisation for 32 Ministries/Departments has been made LIVE on CPGRAMS Portal:

S. No.	Name of Ministry/Department	LIVE made on
1	Department of Financial Services (Banking Division)	11 th March, 2025
2	Department of Telecommunications	11 th March, 2025
3	Ministry of External Affairs	26 th May, 2025
4	Department of Drinking Water and Sanitation	26 th May, 2025
5	Ministry of Road Transport and Highways	26 th May, 2025
6	Unique Identification Authority of India	30 th May, 2025
7	Department of Defence	30 th May, 2025
8	Department of Military Affairs	30 th May, 2025
9	Department of Defence Research and Development	5 th June, 2025
10	Department of School Education and Literacy	5 th June, 2025
11	Central Board of Direct Taxes (Income Tax)	5 th June, 2025
12	Department of Posts	13 th June, 2025
13	Department of Rural Development	13 th June, 2025
14	Ministry of Labour and Employment	13 th June, 2025
15	Central Board of Indirect Taxes and Customs	13 th June, 2025
16	Department of Personnel and Training	25 th June, 2025
17	Department of Consumer Affairs	1 st July, 2025
18	Department of Food and Public Distribution	3 rd July, 2025
19	Department of Agriculture and Farmers Welfare	4 th July, 2025
20	Ministry of Heavy Industry	8 th July, 2025
21	Department of Ex Servicemen Welfare	14 th July, 2025
22	Department of Higher Education	18 th July, 2025
23	Department of Justice	21 st July, 2025
24	Department of Animal Husbandry and Dairying	23 rd July, 2025
25	Ministry of Railways (Railway Board)	9 th September, 2025
26	Ministry of Women and Child Development	14 th October, 2025
27	Ministry of Mines	20 th November, 2025
28	Department of Financial Services (Insurance Division)	8 th December 2025
29	Ministry of Tribal Affairs	22 nd December, 2025
30	Department of Commerce	2 nd January, 2026
31	Ministry of Power	17 th February, 2026
32	Department of Official Language	11 th March, 2026

5. Review Meeting by Secretaries

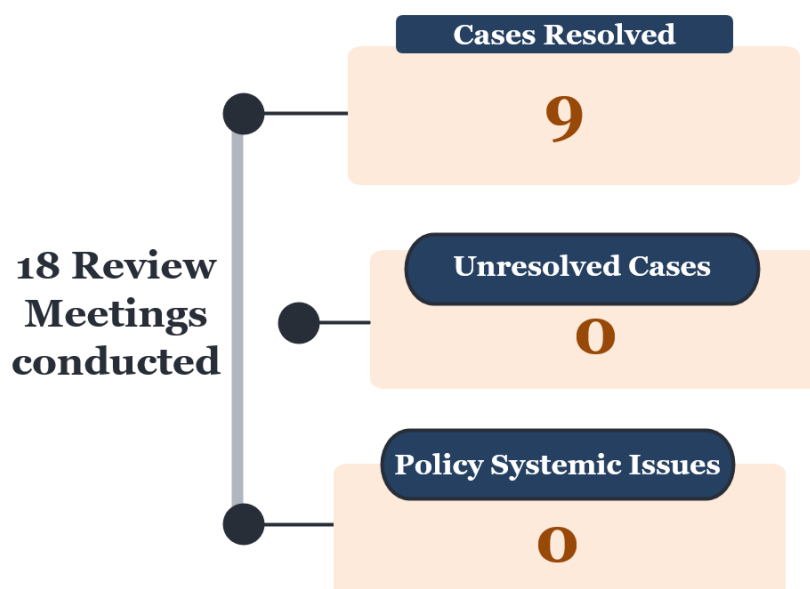
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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 March, 2026.

A total of **302 Review Meetings** were conducted between **14th February 2025 till 31st March, 2026**. A total of 1,621 cases has been resolved; 58 systemic policy issues and 24 unresolved cases have been taken up.

5.1 Status of Review Meetings Conducted – March, 2026

A total of **18 Review Meetings** were conducted and **9 cases** were resolved in **March 2026**. Ministry of Textiles has conducted the maximum number of Review meetings.



S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Ministry of Textiles	4	Secretary
2	Central Board of Direct Taxes (Income Tax)	1	Chairman
3	Department of Ex Servicemen Welfare	1	Joint Secretary
4	Department of Fertilizers	1	Economic Advisor
5	Department of Financial Services (Banking Division)	1	Secretary
6	Department of Financial Services (Insurance Division)	1	Secretary
7	Department of Military Affairs	1	Secretary
8	Department of Official Language	1	Secretary
9	Department of Posts	1	Secretary
10	Department of Revenue	1	Secretary
11	Department of Rural Development	1	Secretary
12	Ministry of Coal	1	Secretary
13	Ministry of Labour and Employment	1	Economic Advisor
14	Ministry of Parliamentary Affairs	1	Secretary
15	Ministry of Shipping	1	Secretary

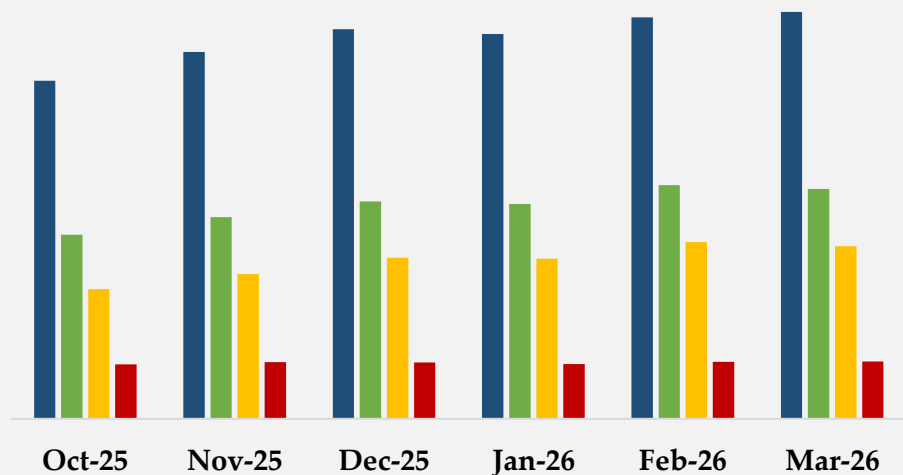
6. Feedback Call Centre

During the period from 1st January 2026 to 31st March 2026, the Call Centre received a total of **1,34,807 feedback** in Central Ministries/Departments. Of these, **76,676 cases are resolved**, reflecting a **resolution rate of ~57%** and 58,131 cases are Not Resolved. Among the resolved cases, **~75% of citizens expressed satisfaction** with the grievance redressal.

A total of **45,974 feedback** cases were received by the Call Centre in Central Ministries/Departments in March 2026.

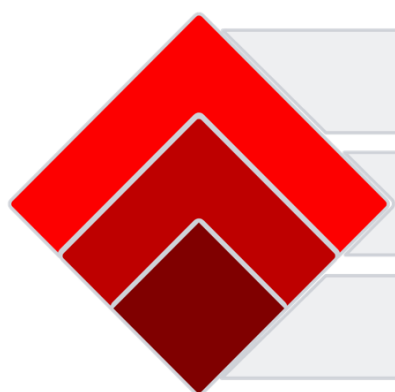
The column chart below tracks four key metrics regarding feedback from October through March 2026: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.

Month - Wise Feedback Status



	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Total Feedback Received	38186	41472	44032	43468	45365	45974
Resolved	20817	22782	24550	24276	26408	25992
Satisfied	14662	16361	18194	18086	19952	19515
Not Satisfied	6155	6421	6356	6190	6456	6477

March Feedback Snapshot



Grievances Resolved

25,992 cases (57% resolution)

Satisfaction Rate

19,515 cases (75% satisfaction)

Not Satisfied

6,477 cases (25% dissatisfied)

Total Feedback = Resolved + Unresolved

Resolved = Satisfied + Not Satisfied

March, 2026: Top 10 Ministries/Departments with the Highest Number of Unresolved Feedback received (ranked in descending order)

S.No.	Ministry / Department	Total Feedback	Not Resolved
1	Ministry of Labour and Employment	9161	3617
2	Department of Financial Services (Banking Division)	4416	1795
3	Department of Telecommunications	2726	1158
4	Ministry of Railways (Railway Board)	1956	899
5	Department of Posts	2316	777
6	Ministry of Micro Small and Medium Enterprises	1059	734
7	Ministry of Home Affairs	1134	729
8	Unique Identification Authority of India	1519	661
9	Department of Agriculture and Farmers Welfare	1088	656
10	Central Board of Direct Taxes (Income Tax)	2155	590

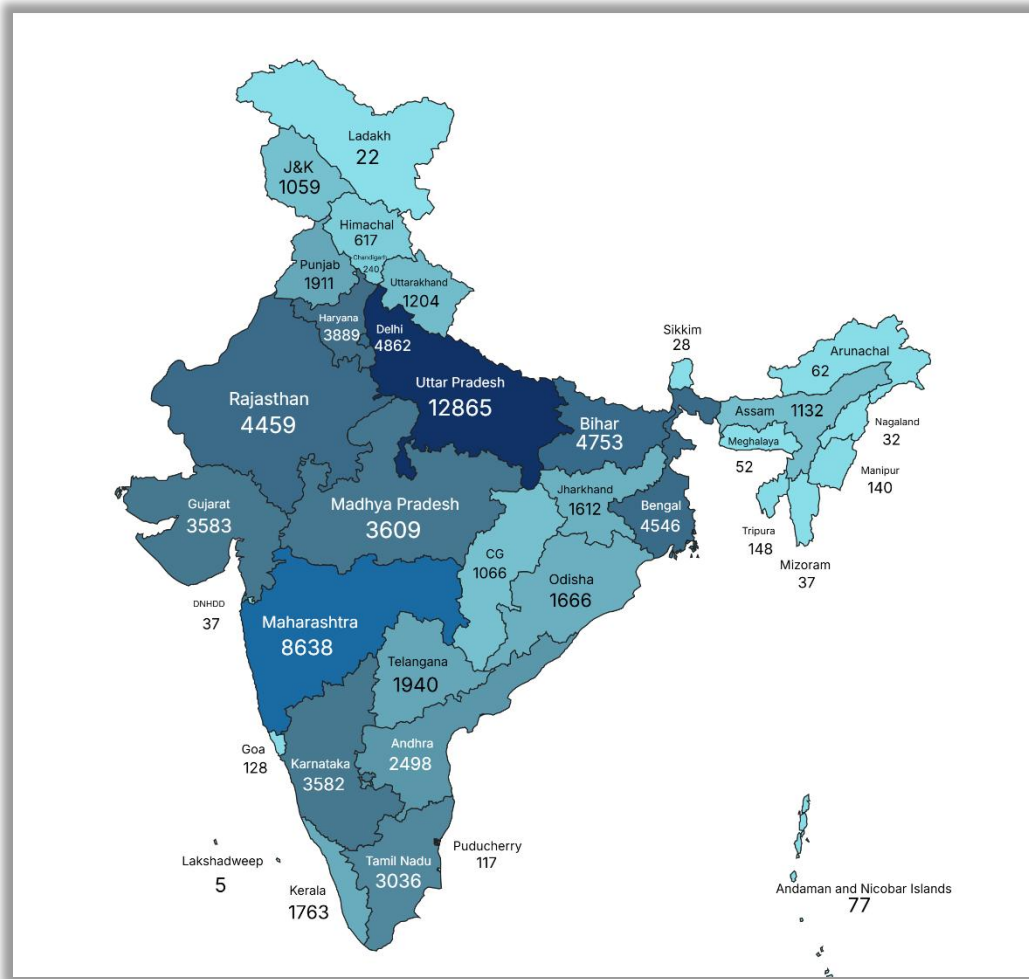
March, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5544	4355 (79%)	1189 (21%)
2	Department of Financial Services (Banking Division)	2621	1957 (75%)	664 (25%)
3	Department of Telecommunications	1568	1108 (71%)	460 (29%)
4	Central Board of Direct Taxes (Income Tax)	1565	1275 (81%)	290 (19%)
5	Department of Posts	1539	1217 (79%)	322 (21%)
7	Ministry of Petroleum and Natural Gas	1365	1190 (87%)	175 (13%)
6	Ministry of Railways (Railway Board)	1057	701 (66%)	356 (44%)
8	Department of Defence Finance	1026	841 (82%)	185 (18%)
9	Unique Identification Authority of India	858	661 (77%)	197 (23%)
10	Department of Military Affairs	597	425 (71%)	172 (29%)

7. New User Registration

A total of **75,853 new users** has registered on CPGRAMS in March, 2026, through various channels, out of which, **12,865 registrations are from Uttar Pradesh.**

New user registration on CPGRAMS in States/UTs in March, 2026



New User Registration on CPGRAMS in 2026

S. No.	Month	Total New User Registration in 2026
1	January	67,728
2	February	72,357
3	March	75,853
TOTAL		2,15,938

8. Outreach through CSCs

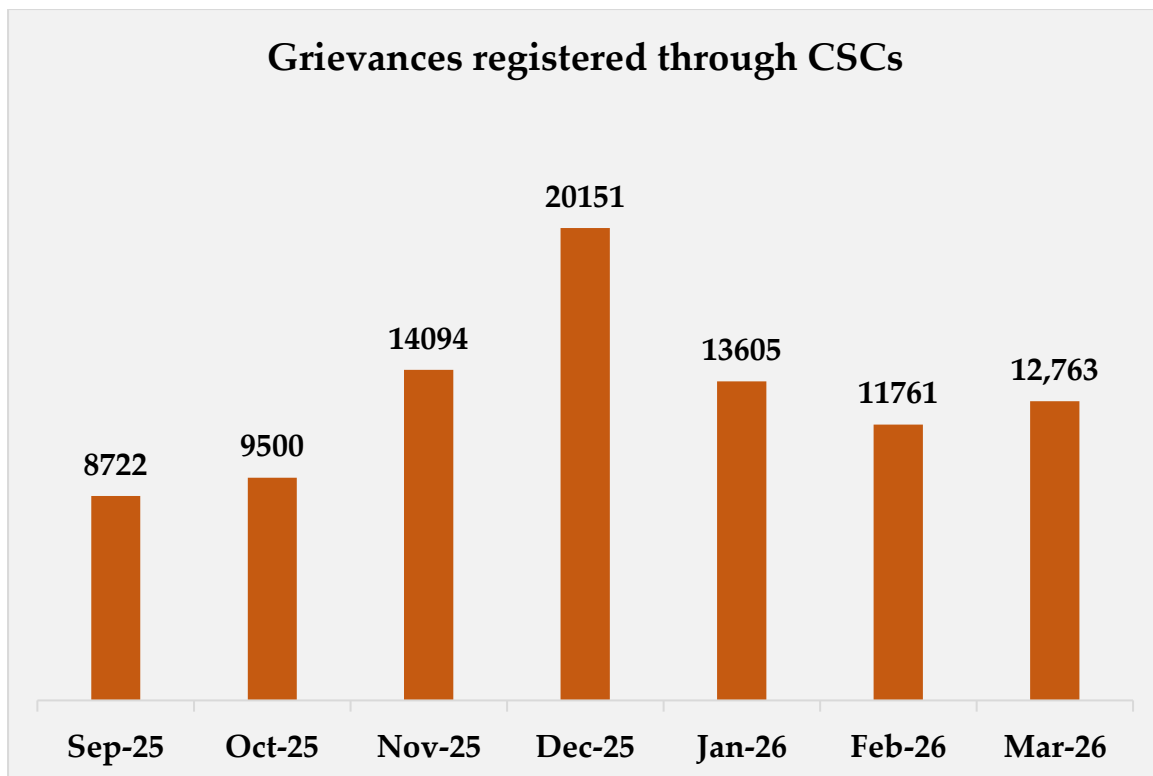
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



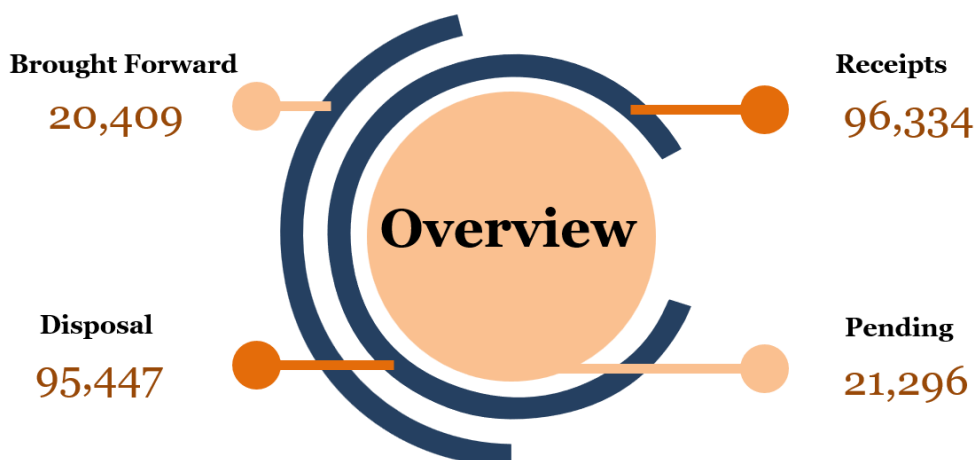
Time Period: 1st March, 2026 till 31st March, 2026

Overview of grievances registered through the Common Service Centres

A total of **12,763 grievances** were registered through Common Service Centres (CSCs) in **March 2026**.

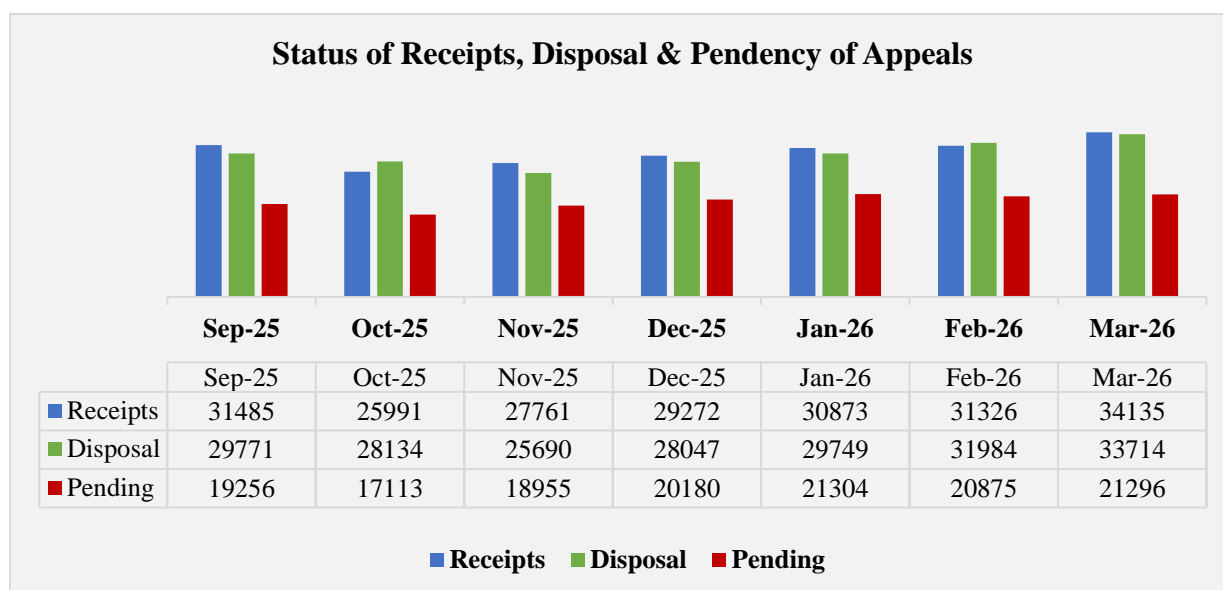


9. Review of Status of Appeals on CPGRAMS



Time Period: 1st January, 2026 till 31st March, 2026

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

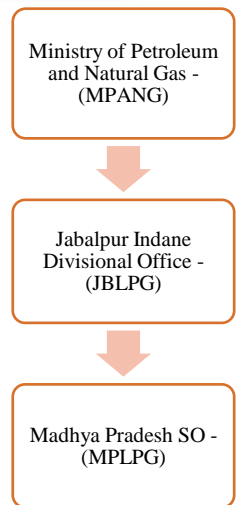
- The Average Closing Time of Appeals in the Central Ministries/Departments is **19 days** as on **31st March, 2026**
- **32** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

10. Success Stories

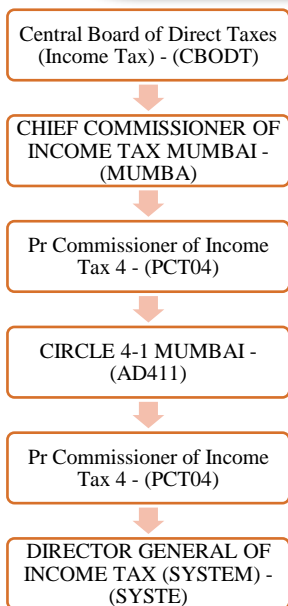
Grievance of Ms Preeti Shukla

Ms. Preeti Shukla lodged a grievance regarding delay in release of her PMUY (Ujjwala) LPG connection applied three months earlier at Madwas Gramin Indane Distributor in Madhya Pradesh. Although the connection had been allotted and a delivery message received, the cylinder was not provided and she was repeatedly asked to wait. Upon escalation through CPGRAMS, the issue was taken up with the distributor, who subsequently released and delivered the pending PMUY LPG connection to her. After confirmation of receipt, the grievance was closed as resolved.

PMUY LPG Connection Delivered via CPGRAMS



CPGRAMS Ensures Resolution of Pending Refund



Grievance of Shri Sachin Pilankar

Mr. Sachin Pilankar faced delays in receiving an income-tax refund of Rs. 3,89,42,206 and interest of Rs. 41,96,98,457 under Section 244A for AY 2009-10. A grievance was filed through CPGRAMS with the concerned authorities. The matter was diligently followed up through multiple reminders and coordination among various tax offices. The rectification application was processed, and both the refund and interest were credited to the taxpayer's bank account.

Grievance of Shri Kodali Dilip Kumar

Mr. Kodali Dilip Kumar from DK Enterprises faced non-payment of COD amount for a speed post parcel despite repeated follow-ups. A grievance was filed through CPGRAMS with the concerned authorities. The matter was promptly taken up with subordinate offices, and the COD amount of Rs. 1,499 for the article was released and confirmed delivered from Nagaram SO. The complainant was informed of the payment, and the grievance was successfully disposed of.

CPGRAMS
Enables Timely
Payment of
COD Amount

Department of Posts - (DPOST)

Hyderabad Sorting Division - (RMSHQ)

Hyderabad Head Quart Region - (HYHQR)

Telangana Circle - (TLGCL)

UP Postal Circle - (UPDOP)

Hyderabad South East Division - (HSEHQ)

Telangana Circle - (TLGCL)

CPGRAMS
Resolves Airtel
Fiber Activation
Dispute Promptly

Grievance of Shri Ajneshwar Kumar


Mr. Ajneshwar Kumar had made a payment of ₹1,498.60 towards broadband services but received no activation despite repeated follow-ups with the concerned service provider. Upon filing on CPGRAMS through the Department of Telecommunications, the service provider was prompted to act – the necessary device was installed and the matter resolved through a telephonic discussion with the complainant within 5 days of filing the grievance.

Department of Telecommunications - (DOTEL)

M/s.Bharti Airtel Ltd. - (BHATL)

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 46th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/Departments performance for the month of February, 2026

In February 2026, 1,63,750 PG cases were received on the CPGRAMS portal, and 1,63,606 PG cases were redressed

For the 44th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Telecommunications, Central Board of Indirect Taxes and Customs and Department of Posts topped the Group A category in the GRAI rankings released for the month of February, 2026

Ministry of Parliamentary Affairs, Ministry of AYUSH and Ministry of Textiles topped in Group B category in the GRAI rankings released for the month of February, 2026

Posted On: 17 MAR 2026 1:28PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: DIGITAL GRIEVANCE REDRESSAL THROUGH CENTRAL PLATFORMS

Posted On: 18 MAR 2026 3:41PM by PIB Delhi

The number of grievances received on the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), including through the mobile application, during the last five years and the current year, is given below:




DARPG @DARPG_GoI

DARPG has released its 46th #CPGRAMS Monthly Report for February, 2026, for Central Ministries/Departments.

- ➡ In February 2026, 1,63,750 PG cases were received on the CPGRAMS portal, 1,63,606 PG cases were redressed and there exists a pendency of 72,485 PG cases.
- ➡ In February 2026, for the 44th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

pib.gov.in/PressReleasePa...

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





DARPG @DARPG_GoI

DARPG, organised the monthly review meeting of the #CPGRAMS with the 70+ Nodal Grievance Redressal Officers of Central Ministries and Departments.

- ➡ The Additional Secretary, DARPG laid emphasis on reducing pendency of grievances, while simultaneously ensuring quality disposal.
- ➡ The revised Composite GRAI framework was discussed, highlighting rationalised indicators, mandatory Action Taken Reports (ATRs), improved grievance categorisation, and the importance of citizen feedback.
- ➡ The NextGen CPGRAMS Utility was presented, wherein Ministries/ Departments were guided on the process of furnishing information across various parameters in the tool, with emphasis on ensuring accuracy and completeness of the data submitted.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2026 to 31st March 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13134	81148	94282	78876	15406
2	Department of Financial Services (Banking Division)	4265	68784	73049	70331	2718
3	Department of Telecommunications	843	24079	24922	24200	722
4	Ministry of Railways (Railway Board)	4410	22563	26973	22713	4260
5	Ministry of Home Affairs	5565	21747	27312	23753	3559
6	Central Board of Direct Taxes (Income Tax)	5052	19729	24781	19948	4833
7	Ministry of Petroleum and Natural Gas	2778	18043	20821	9715	11106
8	Department of Posts	1352	18040	19392	18003	1389
9	Department of Defence Finance	6459	17843	24302	21050	3252
10	Department of Health & Family Welfare	2023	16773	18796	16745	2051

Annexure 1.2: Maximum Number of Disposals – 1st January 2026 to 31st March 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13134	81148	94282	78876	15406
2	Department of Financial Services (Banking Division)	4265	68784	73049	70331	2718
3	Department of Telecommunications	843	24079	24922	24200	722
4	Ministry of Home Affairs	5565	21747	27312	23753	3559
5	Ministry of Railways (Railway Board)	4410	22563	26973	22713	4260
6	Department of Defence Finance	6459	17843	24302	21050	3252

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
7	Central Board of Direct Taxes (Income Tax)	5052	19729	24781	19948	4833
8	Department of Posts	1352	18040	19392	18003	1389
9	Department of Health & Family Welfare	2023	16773	18796	16745	2051
10	Ministry of Micro Small and Medium Enterprises	3532	13358	16890	15972	918

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances –
1st January 2026 to 31st March 2026**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13134	81148	94282	78876	15406
2	Ministry of Petroleum and Natural Gas	2778	18043	20821	9715	11106
3	Central Board of Direct Taxes (Income Tax)	5052	19729	24781	19948	4833
4	Ministry of Railways (Railway Board)	4410	22563	26973	22713	4260
5	Ministry of Home Affairs	5565	21747	27312	23753	3559
6	Department of Defence Finance	6459	17843	24302	21050	3252
7	Department of Food and Public Distribution	2278	6210	8488	5670	2818
8	Department of Financial Services (Banking Division)	4265	68784	73049	70331	2718
9	Ministry of Panchayati Raj	2122	5760	7882	5433	2449
10	Ministry of Housing and Urban Affairs	1818	9361	11179	9070	2109
11	Department of Health & Family Welfare	2023	16773	18796	16745	2051
12	Unique Identification Authority of India	2659	12096	14755	12878	1877
13	Department of Higher Education	1278	8316	9594	7728	1866
14	Department of Posts	1352	18040	19392	18003	1389
15	Ministry of Road Transport and Highways	1252	15449	16701	15384	1317
16	Department of Agriculture and Farmers Welfare	1055	10182	11237	9939	1298

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
17	Department of Military Affairs	285	6611	6896	5618	1278
18	Ministry of External Affairs	1128	6446	7574	6381	1193
19	Department of School Education and Literacy	979	5633	6612	5446	1166
20	Department of Rural Development	1022	5898	6920	5782	1138
21	Department of Ex Servicemen Welfare	1118	3814	4932	3850	1082

Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – 1st January 2026 to 31st March 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Labour and Employment	13134	81148	94282	78876	15406	5672
2	Central Board of Direct Taxes (Income Tax)	5052	19729	24781	19948	4833	2345
3	Department of Food and Public Distribution	2278	6210	8488	5670	2818	1598
4	Ministry of Panchayati Raj	2122	5760	7882	5433	2449	1584
5	Ministry of Home Affairs	5565	21747	27312	23753	3559	1470
6	Ministry of Railways (Railway Board)	4410	22563	26973	22713	4260	1444
7	Department of Defence Finance	6459	17843	24302	21050	3252	1141
8	Ministry of Housing and Urban Affairs	1818	9361	11179	9070	2109	822
9	Department of Higher Education	1278	8316	9594	7728	1866	556
10	Department of Health & Family Welfare	2023	16773	18796	16745	2051	528

Annexure 2: Average Closing Time – 1st January 2026 to 31st March 2026

Annexure 2.1: Ministries/Departments (where Grievances Disposed > 100) with High Average Closing Time

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
1	Department of Economic Affairs ACC Division	987	47

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
2	Department of Commerce	1222	37
3	Central Board of Direct Taxes (Income Tax)	19948	29
4	Department of Ex Servicemen Welfare	3850	28
5	Staff Selection Commission	1556	28
6	Ministry of Minority Affairs	522	28
7	Ministry of Petroleum and Natural Gas	9715	27
8	Department of Food and Public Distribution	5670	26
9	Department of Youth Affairs	228	26
10	Ministry of Panchayati Raj	5433	25

Annexure 2.2: Ministries/Departments (where Grievances Disposed > 100) with Low Average Closing Time

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
1	Department of Land Resources	2018	2
2	NITI Aayog	1333	2
3	Ministry of Parliamentary Affairs	526	2
4	Ministry of Power	2772	3
5	Ministry of Heavy Industries	486	4
6	Department of Chemicals and Petrochemicals	257	4
7	Department of Public Enterprises	197	4
8	Department of Financial Services (Insurance Division)	9862	5
9	Department of Financial Services (Pension Reforms)	1256	5
10	Ministry of Ayush	1135	5

Annexure 3: Status of Appeals – 1st January 2026 to 31st March 2026

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	2005	21232	23237	20533	2704
2	Department of Ex Servicemen Welfare	1124	833	1957	0	1957
3	Ministry of Railways (Railway Board)	1008	4836	5844	4520	1324
4	Ministry of Petroleum and Natural Gas	944	1783	2727	1625	1102
5	Department of Defence Finance	668	2064	2732	1832	900
6	Department of Higher Education	563	1774	2337	1483	854
7	Department of Military Affairs	67	1712	1779	988	791
8	Central Board of Direct Taxes (Income Tax)	761	2655	3416	2692	724
9	Department of Rural Development	712	1364	2076	1408	668
10	Department of Financial Services (Banking Division)	1873	9584	11457	10807	650

Annexure 3.2: Top 10 Ministries/Departments (where Total Disposed > 100) with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
1	Department of Consumer Affairs	2205	5
2	Ministry of Cooperation	303	5
3	Department of Telecommunications	7714	7
4	Department of Posts	4404	7
5	Department of Financial Services (Insurance Division)	2563	7
6	Ministry of Ayush	142	7
7	Ministry of External Affairs	1646	8
8	Ministry of Labour and Employment	20533	9
9	Ministry of Micro Small and Medium Enterprises	2707	10

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
10	Ministry of Water Resources, River Development & Ganga Rejuvenation	112	10

Annexure 3.3: Top 10 Ministries/Departments (where Appeals Received >100) with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Received	Appeals Received / Total Grievances Disposed
1	Ministry of Minority Affairs	611	522	179	34.29%
2	Department of Telecommunications	24922	24200	7795	32.21%
3	Ministry of Cooperation	2295	1468	468	31.88%
4	Department of Military Affairs	6896	5618	1712	30.47%
5	Ministry of Corporate Affairs	4697	3966	1175	29.63%
6	Ministry of Civil Aviation	2963	2609	758	29.05%
7	Department of Consumer Affairs	8486	7576	2168	28.62%
8	Ministry of Labour and Employment	94282	78876	21232	26.92%
9	Ministry of Drinking Water and Sanitation	4090	3434	882	25.68%
10	Department of School Education and Literacy	6612	5446	1395	25.62%

Annexure 4: Summary of GRAI Indicator-based Root Cause Analysis

A two-dimensional analysis (vertical and horizontal) has been conducted to examine the root causes influencing the performance of each M&D. This analysis covers all 11 indicators across the four dimensions of GRAI, providing a comprehensive evaluation of the grievance redressal mechanisms.

The indicator scores for all 90 M&Ds have been analysed and presented, offering insights into their relative performance. To facilitate quick visual interpretation, a color-coded system has been used, based on indicator scores achieved by each M&D. This approach enables an intuitive comparison, highlighting strengths and areas needing improvement in grievance resolution efficiency.

Table: Indicator-based RCA (List in Descending Order of Number of Grievances Received)

#	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 more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
1	Ministry of Labour and Employment	0.26	29.83	58.77	49.93	25.89	0.00	0.32	13.00	54.32	29.60	70.56
2	Ministry of Petroleum and Natural Gas	4.38	22.28	58.99	18.47	43.75	37.79	0.00	16.00	69.51	22.85	26.97
3	Department of Financial Services (Banking Division)	7.54	5.82	75.05	69.06	66.15	72.94	0.00	7.00	49.89	25.52	81.32
4	Department of Telecommunications	0.06	10.06	85.45	87.88	92.59	94.03	0.00	7.00	47.03	37.21	85.86
5	Department of Health & Family Welfare	21.87	8.61	38.25	20.53	72.22	76.74	0.00	10.00	43.99	9.11	45.70
6	Department of Posts	0.08	6.75	99.78	70.99	88.00	57.14	0.00	8.00	57.12	24.58	75.35

#	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 more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
7	Ministry of Railways (Railway Board)	26.32	2.78	48.78	41.86	61.11	57.85	0.05	18.00	41.97	32.78	44.22
8	Ministry of Home Affairs	1.91	10.16	58.38	19.17	71.66	100.00	0.17	13.00	24.87	18.11	46.62
9	Department of Defence Finance	0.05	8.09	22.93	39.99	100.00		0.42	15.00	62.80	12.29	23.87
10	Central Board of Direct Taxes (Income Tax)	0.02	1.33	97.01	33.62	84.21		0.05	32.00	65.06	15.34	44.28
11	Ministry of Road Transport and Highways	0.15	12.19	62.87	26.88	78.45	58.33	0.00	7.00	37.72	14.09	55.56
12	Department of Agriculture and Farmers Welfare	0.09	42.60	50.50	20.53	36.36	100.00	0.00	16.00	33.18	12.52	36.80
13	Unique Identification Authority of India	0.08	83.56	86.05	48.71	38.46		2.33	18.00	47.99	29.21	56.45
14	Ministry of Housing and Urban Affairs	0.37	2.00	28.01	21.42	60.71	33.33	0.00	18.00	41.01	16.25	25.81
15	Department of Consumer Affairs	2.56	111.12	92.31	57.83	66.67	82.00	0.00	5.00	32.52	31.85	95.66
16	Department of Higher Education	0.17	6.94	56.63	28.07	48.33		0.00	13.00	45.86	24.76	20.48
17	Department of Rural Development	0.11	0.46	4.56	45.59	66.67	44.73	0.00	12.00	27.43	26.56	35.67
18	Department of Military Affairs	0.04	2.47	65.17	55.20	62.96		0.09	12.00	46.87	24.10	16.48
19	Department of Financial Services (Insurance Division)	1.00	5.49	94.03	88.96	96.49	100.00	0.00	5.00	41.68	34.93	94.03
20	Ministry of External Affairs	10.88	4.05	19.62	51.78	43.10		0.00	15.00	55.09	26.97	58.35
21	Department of Food and Public Distribution	0.35	1.01	13.02	18.43	33.33	14.94	0.00	29.00	55.51	26.52	53.17
22	Department of School Education and Literacy	0.16	9.30	59.51	31.89	62.50	78.69	0.00	19.00	46.26	27.02	31.85
23	Department of Personnel and Training	0.28	13.00	50.36	19.94	70.37		0.00	13.00	49.12	5.86	43.64
24	Department of Defence	0.33	2.02	88.77	48.28	72.73	83.87	0.00	6.00	38.82		

#	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 more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
25	Ministry of Corporate Affairs	12.24	13.24	74.07	49.97	57.69	100.00	0.00	13.00	35.51	24.94	39.25
26	Ministry of Electronics & Information Technology	0.87	8.36	25.30	52.39	75.76	100.00	0.00	7.00	48.73	14.62	62.15
27	Ministry of Micro Small and Medium Enterprises	0.51	10.35	27.82	43.04	54.55	50.00	0.00	19.00	24.93	33.26	63.10
28	Ministry of Drinking Water and Sanitation	0.40	2.95	22.43	35.00	50.00		0.00	13.00	42.54	27.38	74.13
29	Department of Ex Servicemen Welfare	0.41	0.94	18.29	28.80	58.33	60.00	0.08	28.00	54.31	23.73	0.00
30	Department of Revenue	0.33	23.17	84.62	14.72	69.23	45.45	0.00	9.00	36.21	4.26	46.55
31	Department of Social Justice and Empowerment	0.33	15.03	65.00	46.81	76.19	75.00	0.00	6.00	32.35	22.60	69.64
32	Department of Justice	0.00	100.45	72.73	36.53	85.56	100.00	0.00	3.00	22.31	15.28	0.74
33	Central Board of Indirect Taxes and Customs	0.18	1.83	100.17	52.70	100.00	80.00	0.00	7.00	60.31	13.68	67.98
34	Ministry of Power	0.18	3.21	91.99	10.59	100.00		0.00	1.00	42.31	1.80	62.86
35	Ministry of Environment, Forest and Climate Change	16.95	7.04	59.26	26.16	60.27	56.25	0.00	14.00	26.62	18.44	50.22
36	Ministry of Women and Child Development	1.27	22.71	68.42	42.47	65.05		0.00	10.00	25.11	28.59	66.10
37	Ministry of Panchayati Raj	0.00	0.60	16.99	15.01	84.62	0.00	0.00	8.00	29.96	9.29	62.50
38	Ministry of Civil Aviation	0.14	2.10	36.26	51.77	61.11	57.14	0.00	15.00	39.17	30.21	29.58
39	Ministry of Cooperation	20.82	33.86	57.14	11.11	100.00	0.00	4.76	20.00	17.28	29.28	0.58
40	Department of Land Resources	0.00	85.38	75.00	6.08	95.83		0.00	2.00	25.00	0.15	0.00
41	Department of Financial Services (Pension Reforms)	34.67	75.00	83.33	47.63	100.00		0.00	5.00	43.24	12.97	30.09
42	Department of Empowerment of Persons with Disabilities	6.39	14.60	86.67	41.67	88.89	100.00	0.00	8.00	40.57	24.05	39.23
43	Ministry of Information and Broadcasting	0.69	5.60	67.95	51.04	56.25	50.00	0.00	10.00	41.74	26.70	73.94
44	Ministry of Culture	0.71	2.51	50.30	63.38	77.78	0.00	0.00	6.00	43.40	24.85	55.67

#	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 more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
45	Department of Legal Affairs	0.24	21.95	21.05	25.00	97.37		0.00	7.00	20.75		
46	Ministry of Water Resources, River Development & Ganga Rejuvenation	14.25	2.54	35.58	16.12	63.64	60.00	0.00	11.00	40.68	13.61	68.33
47	NITI Aayog	0.51	5.87	8.96	12.32	83.33		0.00	2.00	33.33	1.05	87.50
48	Ministry of Coal	0.26	0.76	25.05	71.65	44.44	25.00	0.20	9.00	30.56		
49	Ministry of Ayush	2.16	8.07	69.57	29.70	100.00	50.00	0.00	5.00	40.54	11.89	55.56
50	Staff Selection Commission	21.47	13.11	51.85	30.25	100.00		0.00	20.00	52.33	39.29	56.99
51	Department of Commerce	2.08	2.98	36.28	16.45	61.90	75.00	0.00	36.00	54.17	7.32	4.60
52	Department for Promotion of Industry and Internal Trade	1.42	2.93	32.29	33.68	87.50		0.00	12.00	41.51	10.71	45.00
53	Ministry of Tourism	8.21	4.12	29.41	32.67	72.73	83.33	0.00	12.00	34.21	14.96	60.00
54	Department of Animal Husbandry, Dairying	1.54	7.65	35.29	20.00	69.57		0.00	9.00	52.00	9.40	56.00
55	Department of Economic Affairs ACC Division	3.91	4.65	36.36	4.71	20.00		0.00	52.00	81.25	3.72	21.62
56	Ministry of New and Renewable Energy	1.20	5.70	86.36	19.79	100.00	100.00	0.00	14.00	56.90	11.48	28.89
57	Ministry of Mines	0.42	5.15	60.87	30.13	92.59	87.18	0.00	9.00	21.05	7.00	50.00
58	Ministry of Skill Development and Entrepreneurship	0.42	3.52	38.81	10.11			0.00	22.00	30.86	12.36	19.81
59	Department of Defence Production	0.00	0.92	32.76	33.43	63.64	88.89	0.00	17.00	31.03	39.59	11.23
60	Ministry of Tribal Affairs	0.55	1.99	34.07	47.17	90.91		0.00	8.00	29.41	15.97	39.47
61	O/o the Comptroller & Auditor General of India	1.19	1.27	61.36	27.63	66.67		0.00	12.00	42.86	17.83	5.63
62	Ministry of Minority Affairs	1.20	3.41	65.31	42.05	77.78		0.00	28.00	31.34	37.71	44.37
63	Ministry of Shipping	21.74	2.15	66.67	42.41	100.00	45.83	0.00	12.00	31.03	27.19	38.00
64	Department of Chemicals and Petrochemicals	0.00	13.42	66.67	23.67	100.00		0.00	3.00	0.00	3.87	10.00
65	Legislative Department	0.00	4.18	38.24	40.91	57.14		0.00	7.00	28.57	8.26	0.00

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
66	Ministry of Heavy Industries	0.00	2.24	47.62	53.85	100.00	100.00	0.00	4.00	50.00	14.06	62.16
67	Department of Agriculture Research and Education	0.75	0.51	17.05	15.53			0.00	12.00	64.29	11.51	68.00
68	Department of Expenditure	21.05	1.07	41.94	10.45	100.00		0.00	27.00	62.50	10.34	5.38
69	Department of Pharmaceuticals	3.82	5.46	66.67	51.74	100.00		0.00	9.00	45.45	18.85	3.95
70	Ministry of Parliamentary Affairs	0.00	7.81	100.00	35.61	70.00		6.25	1.00	0.00	0.00	
71	Department of Science and Technology	2.40	1.32	46.32	30.36	66.67	66.67	0.00	13.00	55.56	15.79	38.46
72	Department of Health Research	13.21	0.71	13.42	23.91	50.00		0.00	10.00	44.44	9.57	36.36
73	Department of Sports	1.96	2.04	48.00	25.14	33.33		0.00	18.00	31.58	35.71	63.83
74	Department of Atomic Energy	1.08	1.27	67.12	33.86	60.00	73.08	0.00	12.00	25.93	36.25	40.00
75	Department of Investment & Public Asset Management	60.00	10.63	62.50	16.79			0.00	8.00	100.00	0.00	0.00
76	Department of Youth Affairs	0.00	4.21	52.63	10.92	0.00		0.00	13.00	33.33	13.04	35.00
77	Department of Public Enterprises	0.00	6.91	9.09	11.50	75.00	57.14	0.00	8.00	33.33	0.00	0.00
78	Department of Scientific & Industrial Research	0.00	0.64	40.19	55.56	100.00		0.00	12.00	62.50	35.48	42.11
79	Ministry of Steel	0.00	0.70	40.45	62.50		100.00	0.00	8.00	27.78	25.45	80.77
80	Department of Space	12.00	2.38	71.43	17.33	100.00		0.00	23.00	33.33	9.68	18.18
81	Ministry of Statistics and Programme Implementation	31.11	0.52	31.40	16.13			0.00	16.00	50.00	8.33	20.00
82	Department of Defence Research and Development	2.27	0.44	13.13	13.21	0.00		0.00	33.00	14.29	18.00	66.67
83	Ministry of Textiles	0.00	0.98	50.00	73.91	100.00	100.00	0.00	9.00	38.89	30.91	65.22
84	Department of Fisheries	53.49	3.31	53.85	50.79	66.67		0.00	9.00	26.67	35.42	37.93
85	Ministry of Food Processing Industries	38.46	1.22	15.63	23.73		100.00	0.00	8.00	12.50	16.00	0.00
86	Department of Fertilizers	19.44	0.95	52.63	30.00	100.00	43.75	0.00	16.00	60.00	29.63	33.33

#	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 more than 100 Grievances with GROs beyond 21 days	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed within 30 days
87	Ministry of Earth Sciences	13.64	0.76	13.79	48.00	100.00		0.00	12.00	100.00	12.50	0.00
88	Department of Official Language	5.88	1.13	100.00	35.00	100.00		0.00	3.00		5.26	100.00
89	Ministry of Development of North Eastern Region	0.00	1.00	26.67	53.33			0.00	1.00		13.33	0.00
90	Department of Bio Technology	0.00	0.21	25.76	22.22	0.00		0.00	12.00	33.33	0.00	33.33

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 - 21			5 - 10	
	25-50			21 - 30			10 - 15	
	<25			> 30			>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