



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

JULY 2026

Report Number 51

Department of Administrative Reforms and
Public Grievances



Contents

1. Key Highlights.....	1
2. National Conference on e-Governance (NCeG), 2026 (<i>new</i>)	3
3. Grievance Redressal and Assessment Index – July, 2026.....	4
3.1 Indicator wise Formula Table and Weight Contribution	5
3.2 Group A: Data Used for Score Calculation (in no particular order).....	7
3.3 Group B: Data Used for Score Calculation (in no particular order)	11
3.4 Detailed Indicator wise Scores for Ministries/Departments (in no particular order).....	16
3.5 Ranking of Ministries/Departments – Group A	23
3.6 Ranking of Ministries/Departments – Group B	27
4. Review of Status of Grievances.....	30
5. PRIORITY AREA: Grievance Categories with Highest Grievance Numbers in the last 4 Years (<i>new</i>)	31
6. Categorisation.....	38
7. Review Meeting by Secretaries	41
7.1 Status of Review Meetings Conducted – July, 2026	41
8. New User Registration	43
9. Outreach through CSCs	44
10. Review of Status of Appeals on CPGRAMS	45
11. Success Stories	46
12. Media Outreach.....	48
Annexures	49

1. Key Highlights

Data Summary: July 2026

2,20,909

Grievances Received

2,16,827

Grievances Disposed

83,866

Grievances Pending

Disposals < Received

Less grievances were resolved than received this month.

Pending Age Profile

69% of all pending grievances are less than 21 days old.

GRAI Top Performers — July 2026

The following departments and ministries have demonstrated outstanding performance in grievance redressal this month, ranked under their respective groups.

Group A: Top Performing

1. Department of Posts
2. Department of Telecommunications
3. Department of Financial Services (Insurance Division)

Group B: Top Performing

1. Ministry of Development of North Eastern Region
2. Department of Official Language
3. Ministry of Textiles

Key Highlights

New Users

1,07,186 new users registered on the portal in June 2026.

Average Redressal Time

Grievances were resolved in an average of just 12 Days in July.

Grievances via CSCs

9,475 grievances were filed through Common Service Centres.

General Updates

- In July 2026, for the **49th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **83,866 grievances**, out of which **~69%** of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of July 2026 stands at **1,07,186**, which is the highest for year 2026.

PG Cases Summary

- In July 2026, **2,20,909 PG cases were received** on the CPGRAMS portal, **2,16,827 PG cases were redressed** and there exists a **pendency of 83,866 PG cases**.
- Grievances registered via **Common Service Centers** stands at **9,475 grievances** for July, 2026.
- **33%** of the accounted grievances for July, 2026 were directed towards key departments such as the Ministry of Labour and Employment [32,990 grievances], Department of Financial Services (Banking Division) [30,876 grievances] and Ministry of Home Affairs [9,973 grievances].

Appeals Summary

- In July 2026, **19,778 appeals were received** and **24,312 appeals were disposed**.
- **17,219 appeal pendency** recorded in July for the year 2026.

Grievance Redressal and Assessment Index

(GRAI – July, 2026)

- Department of Posts, Department of Telecommunications and Department of Financial Services (Insurance Division) are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for July, 2026.
- Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Textiles are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for July, 2026.
- *From the Month of February, 2026, DARPG has removed normalization from GRAI methodology to make the GRAI Score Calculation easily verifiable.*

2. National Conference on e-Governance (NCeG), 2026

The National Conference on e-Governance (NCeG) was held in Jaipur on 1st and 2nd July, where DARPG highlighted the e-delivery of public services through CPGRAMS.

*As part of the exhibition, a dedicated stall on the **CPGRAMS Portal** was set up and inaugurated by the Hon'ble Chief Minister of Rajasthan, Shri Bhajan Lal Sharm and Hon'ble Minister for Information Technology and Communication Department of Rajasthan, Colonel Rajyavardhan Singh Rathore.*



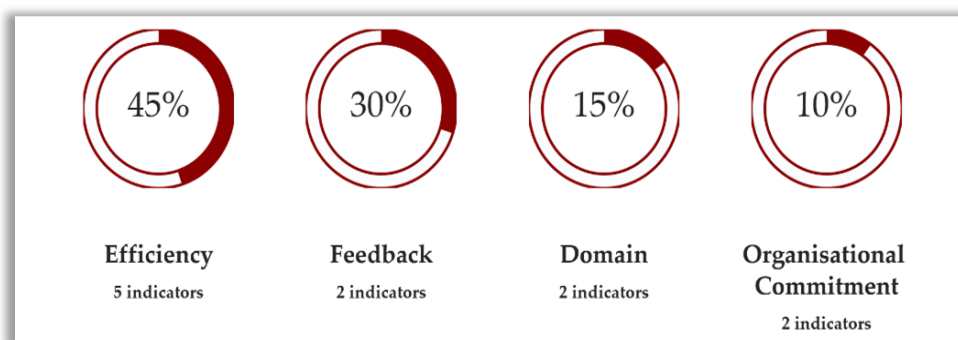
CPGRAMS Portal Exhibition Stall at NCeG 2026, Jaipur



Hon'ble CM of Rajasthan, Shri Bhajan Lal Sharma and Hon'ble Minister for IT&C, Colonel Rajyavardhan Singh Rathore visited the CPGRAMS stall

3. Grievance Redressal and Assessment Index – July, 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 Grievances Received vis-à-vis GROs	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

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

3.1 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)	$100 - ((b/a) \times 100)$
								(b) Total No. of Appeals Filed	
			2	% of Resolution with "Satisfied" Remarks*	Positive	0.50	15%	(a) Resolved Feedback	$(a/b) \times 100$
								(b) Total Feedback	
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	$(c/(a+b)) \times 100$
								(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"	$100 - ((a/b) \times 100)$
								(b) Total No. of Grievances Received	
4	Org Commitment	0.10	1	Ratio of Grievances Received vis-à-vis GROs	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	$(a/b) \times 100$
								(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.

*Note: Due to the transition to new multilingual feedback call centre during July for CPGRAMS, only online feedback data has been considered for GRAI Score calculations, regular Feedback calculations shall be added from August, 2026 monthly report onwards. For Ministries/Departments not receiving any Feedback online as well, their scoring has been done completely on the basis of the "% of Appeals Filed" indicator within the same dimension, accordingly adjusting the weight.

3.2 Group A: Data Used for Score Calculation (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:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Department of Justice	640	888	950	269	158	66	1	27	21	44	15	11	1	8	1095	0	0	16	97	18	59	62	2
Department of Health & Family Welfare	1184	5922	5333	2120	448	340	361	5	19	18	7	740	0	281	5802	0	0	71	492	20	119	114	1289
Department of Legal Affairs	109	547	518	107	0	0	0	0	0	0	7	19	0	5	579	0	0	3	36	5	39	39	2
Department of Agriculture and Farmers Welfare	2113	3835	4821	723	78	64	100	0	2	2	9	102	0	53	4915	0	0	12	92	3	8	10	7
Department of Consumer Affairs	322	3423	3505	2919	21	516	487	0	41	41	2	27	0	28	3531	0	0	61	659	3	26	27	75
Department of Food and Public Distribution	2004	1901	1519	1414	453	261	457	64	48	67	62	2053	0	367	2663	0	0	214	451	4	5	7	2
Department of Land Resources	28	824	818	54	1	0	1	0	0	0	1	8	0	6	825	0	0	0	1	0	8	8	0
Department of Rural Development	502	3726	1537	804	168	154	129	42	42	48	11	1826	0	391	1777	0	0	40	251	6	35	22	2
Department of School Education and Literacy	1407	3084	2349	2025	603	527	608	20	34	45	14	202	0	131	3108	0	0	107	702	15	51	48	12
Department of Telecommunications	946	7584	7648	7477	175	1719	1692	6	101	97	7	718	0	676	7681	0	0	276	2230	0	47	47	3
Department of Higher Education	2538	4393	2774	1777	1125	480	311	0	0	0	17	442	2	256	3738	0	0	112	673	54	54	44	14

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	Urgent Category Grievances			Grievances Registered in "Others" Category
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Unique Identification Authority of India	2388	6227	4839	4785	445	780	912	0	0	0	12	41	1	34	5787	0	0	519	1422	4	12	10	0
Ministry of Corporate Affairs	676	1397	1273	1078	664	373	245	0	0	0	13	106	0	88	1464	0	0	51	480	3	28	25	217
Ministry of Drinking Water and Sanitation	682	1336	1090	804	69	221	250	0	0	0	15	470	0	142	1401	0	0	44	310	12	18	16	10
Ministry of Housing and Urban Affairs	1474	3508	2580	1199	684	339	315	31	26	43	18	1637	0	519	3444	0	0	46	461	24	118	101	8
Ministry of Women and Child Development	142	947	893	637	63	104	151	0	3	3	6	36	0	30	915	0	0	14	140	3	84	32	18
Ministry of Coal	155	541	514	513	0	0	0	3	2	5	9	381	1	259	532	0	0	21	121	2	10	12	1
Ministry of External Affairs	927	2247	1798	1741	374	304	268	0	0	0	12	536	0	111	2008	0	0	75	424	36	36	43	205
Ministry of Electronics & Information Technology	627	2629	2594	2099	126	218	226	0	0	0	7	166	1	44	2686	0	0	47	295	10	44	33	12
Ministry of Micro Small and Medium Enterprises	312	1498	1124	1031	195	54	33	2	4	2	10	191	0	52	1217	0	0	6	70	1	2	3	3
Ministry of Civil Aviation	286	559	641	597	106	128	120	1	4	5	10	354	0	143	706	0	0	18	169	3	15	13	2
Ministry of Cooperation	214	1045	845	734	51	176	208	5	11	0	9	23	0	11	877	0	0	3	228	1	3	2	222

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	Urgent Category Grievances			Grievances Registered in "Others" Category
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Ministry of Environment, Forest and Climate Change	394	929	839	358	64	72	85	4	5	5	13	133	0	82	1001	0	0	5	94	31	54	70	152
Ministry of Labour and Employment	12983	32520	21412	19396	2318	4586	4096	2	8	10	15	959	7	577	27973	0	0	1178	6589	28	101	114	56
Ministry of Panchayati Raj	79	965	823	151	16	21	7	0	0	0	3	1424	0	578	828	0	0	25	372	2	14	10	0
Ministry of Road Transport and Highways	1688	6116	5525	2371	344	411	493	8	6	9	9	466	0	311	6271	0	0	66	554	56	118	126	5
Ministry of Power	42	1530	1475	153	19	19	20	0	0	0	2	340	0	321	1490	0	0	6	34	2	26	28	3
Central Board of Direct Taxes (Income Tax)	5155	5034	3442	3232	839	465	428	0	0	0	32	4305	2	4095	5731	0	0	179	817	6	15	14	4
Central Board of Indirect Taxes and Customs	214	1134	1130	797	70	127	142	5	29	33	7	632	0	626	1180	0	0	75	247	0	11	9	3
Department of Ex Servicemen Welfare	1080	1462	1041	968	4	132	78	0	1	0	21	485	1	249	1506	0	0	152	323	10	12	19	6
Department of Financial Services (Banking Division)	2126	12564	11086	9102	980	1200	1201	437	1868	1620	7	2427	0	1756	11481	0	0	569	2641	37	135	131	1056
Department of Financial Services (Insurance Division)	191	2478	2396	2197	50	478	498	0	5	5	6	452	0	418	2441	0	0	84	642	2	36	35	19
Department of Military Affairs	1246	2967	2384	2309	446	280	163	0	0	0	13	1103	0	849	2869	0	0	79	465	4	21	17	72

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Department of Empowerment of Persons with Disabilities	165	585	622	386	33	73	69	0	0	0	6	29	0	26	666	0	0	13	93	0	17	14	23
Department of Personnel and Training	619	1901	1347	393	92	63	73	1	0	0	19	138	0	74	1748	0	0	7	100	30	56	61	4
Department of Revenue	297	1515	1520	339	2	18	20	5	11	11	6	53	0	29	1588	0	0	4	26	4	16	17	4
Department of Posts	598	7550	7537	6633	116	1164	1148	1	20	19	3	929	0	929	7615	0	0	525	1874	5	45	49	10
Department of Defence Finance	4779	5911	3549	2827	875	291	184	0	0	0	27	743	15	198	6133	0	0	248	636	2	0	1	4
Department of Defence	284	2186	2091	1379	0	0	0	6	22	25	4	801	0	786	2175	0	0	22	254	5	32	32	50
Department of Social Justice and Empowerment	406	1711	1424	703	102	72	113	0	1	1	9	79	0	60	1592	0	0	16	104	11	28	30	1
Staff Selection Commission	772	1236	294	283	73	56	35	0	0	0	22	27	1	20	759	0	0	16	86	2	7	6	124
Ministry of Home Affairs	1231	8650	7551	4300	1690	684	1862	0	4	4	6	1043	0	466	7787	0	0	88	960	44	418	375	199
Ministry of Railways (Railway Board)	4296	7491	5110	4848	1134	1199	1058	48	77	77	17	2360	3	1224	6438	0	0	270	1768	43	76	62	1853
Ministry of Petroleum and Natural Gas	10324	6162	673	644	4533	365	99	3772	651	3340	48	586	2	361	5045	0	0	190	634	61	32	18	371

3.3 Group B: Data Used for Score Calculation (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:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Department of Fisheries	10	39	38	24	0	4	0	0	8	7	7	16	0	9	44	0	0	0	7	0	0	0	13
Ministry of Heavy Industries	22	214	197	140	10	20	20	0	0	0	4	58	0	31	199	0	0	1	21	0	2	2	1
Department of Health Research	54	156	112	65	16	15	13	0	0	0	11	148	0	23	129	0	0	0	17	3	5	5	10
Department of Animal Husbandry, Dairying	67	246	199	109	20	16	20	0	0	0	9	33	0	13	222	0	0	3	30	2	7	6	0
Department of Agriculture Research and Education	73	153	108	39	7	12	11	0	0	0	15	265	0	54	148	0	0	2	19	0	2	1	0
Department of Commerce	91	420	331	234	44	17	18	1	4	5	7	82	0	65	362	0	0	4	28	4	2	5	3
Department of Chemicals and Petrochemicals	3	107	106	27	0	2	0	0	0	0	2	12	0	10	106	0	0	1	5	0	0	0	1
Department of Fertilizers	23	118	80	35	8	4	5	7	26	25	7	39	0	24	89	0	0	3	9	0	2	1	27
Department for Promotion of Industry and Internal Trade	112	277	262	173	18	13	18	0	0	0	9	78	0	54	298	0	0	9	25	2	1	3	2

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
NITI Aayog	11	289	280	48	1	1	1	0	0	0	1	67	0	7	287	0	0	0	2	0	8	8	2
Department of Public Enterprises	36	70	73	17	8	0	0	0	0	0	10	11	0	1	85	0	0	0	3	0	4	4	0
Department of Sports	97	222	124	124	10	17	6	0	0	0	16	51	0	27	158	0	0	3	20	0	1	1	1
Legislative Department	20	160	149	83	261	17	0	0	0	0	5	34	0	14	149	0	0	2	21	0	6	3	0
Department of Youth Affairs	83	133	92	32	5	14	9	0	0	0	20	19	0	17	157	0	0	3	18	1	2	2	1
Ministry of Ayush	42	285	280	169	14	44	45	2	4	6	5	47	0	36	282	0	0	7	57	2	4	6	4
Ministry of Food Processing Industries	13	55	43	23	1	3	0	1	0	1	7	32	0	8	49	0	0	0	3	0	1	1	25
Ministry of Development of North Eastern Region	0	19	19	16	0	0	0	0	0	0	1	16	0	5	19	0	0	0	0	0	1	1	0
Ministry of Skill Development and Entrepreneurship	92	375	304	167	77	27	22	0	0	0	8	64	0	21	338	0	0	5	34	1	3	4	1
Ministry of Tourism	27	266	263	172	2	22	23	2	33	32	5	68	0	33	266	0	0	7	32	0	3	2	31

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Ministry of Parliamentary Affairs	1	110	101	27	0	0	0	0	0	0	1	16	0	16	102	0	0	0	0	0	15	15	0
Ministry of Water Resources, River Development & Ganga Rejuvenation	125	483	330	116	24	25	27	3	0	3	10	167	0	64	399	0	0	4	42	2	9	9	94
Ministry of Information and Broadcasting	92	453	409	315	37	48	50	4	17	15	7	71	0	57	424	0	0	7	86	2	26	24	1
Ministry of Statistics and Programme Implementation	17	50	45	33	4	7	8	0	3	1	10	88	0	38	52	0	0	2	10	0	1	1	15
Ministry of Shipping	36	152	144	122	1	23	24	0	6	5	10	75	0	49	159	0	0	3	41	1	4	4	27
O/o the Comptroller & Auditor General of India	55	147	88	48	37	14	2	0	0	0	13	132	0	80	105	0	0	5	22	0	1	1	2
Department of Atomic Energy	41	150	94	63	24	13	13	9	22	18	13	73	0	50	122	0	0	2	20	1	4	2	0
Department of Bio Technology	11	32	24	15	7	1	6	0	0	0	13	67	0	22	29	0	0	1	2	0	0	0	0
Department of Defence Production	67	183	122	94	31	31	29	3	10	8	13	233	0	73	148	0	0	3	37	0	5	4	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Department of Defence Research and Development	21	53	19	17	2	4	6	0	0	0	20	99	0	9	46	0	0	0	4	0	3	2	0
Department of Financial Services (Pension Reforms)	24	408	391	224	20	30	33	0	0	0	4	6	0	5	398	0	0	3	37	0	1	1	76
Department of Investment & Public Asset Management	13	72	81	31	25	4	0	0	0	0	4	8	0	4	83	0	0	0	5	0	2	2	39
Department of Economic Affairs ACC Division	240	328	239	52	36	4	2	0	0	0	43	48	0	18	347	0	0	0	5	6	16	16	20
Department of Expenditure	38	214	153	92	15	12	16	0	0	0	8	129	0	67	166	0	0	2	15	0	1	1	32
Department of Science and Technology	56	164	123	92	17	12	13	1	1	2	14	96	0	46	146	0	0	2	18	1	2	2	1
Department of Scientific & Industrial Research	50	62	71	66	16	18	13	15	1	15	14	103	0	46	83	0	0	4	28	0	1	1	0
Department of Pharmaceuticals	59	171	166	121	67	28	11	2	5	6	10	24	0	18	175	0	0	5	36	1	5	6	18
Department of Space	18	65	32	30	22	11	3	0	0	0	13	21	0	16	38	0	0	3	16	1	2	1	15
Department of Official Language	0	11	10	4	2	0	2	0	0	0	2	15	0	12	10	0	0	0	0	0	0	0	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Total Feedback	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		Brought Forward	Receipts	Resolved Within Timeline		Brought Forward	Receipts	Resolved		Brought Forward	Receipts	Resolved	
Ministry of Culture	153	388	387	343	25	60	64	0	3	3	11	176	0	97	444	0	0	7	75	1	7	8	3
Ministry of Earth Sciences	19	36	29	22	0	5	4	0	0	0	20	29	0	5	43	0	0	0	6	0	0	0	1
Ministry of Mines	72	179	160	58	12	12	10	7	33	33	10	46	0	28	177	0	0	0	16	4	8	7	0
Ministry of Minority Affairs	130	197	178	158	56	40	27	0	0	0	17	31	0	26	266	0	0	10	56	1	4	5	0
Ministry of New and Renewable Energy	105	377	283	163	33	40	22	0	0	0	11	45	0	44	324	0	0	6	47	0	0	0	0
Ministry of Steel	8	111	103	99	1	31	26	1	1	2	4	57	0	37	103	0	0	1	44	0	0	0	0
Ministry of Tribal Affairs	106	239	250	174	21	39	49	0	0	0	12	28	0	25	279	0	0	3	49	5	6	10	0
Ministry of Textiles	12	72	62	53	4	7	8	0	0	0	7	35	0	28	63	0	0	2	9	0	1	1	0

3.4 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 header cells 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. For Redressal of Grievances under the Corruption category, Ministries/Departments having corruption categories but not getting any corruption grievances have been given full score while those which don't have corruption categories have been given a **zero** score.
- 3. The blank cells which are highlighted in **yellow** in the Average Disposal Time Column means that Ministry/Department has taken more than 21 days on average to resolve grievances in the month and are being given a score of **zero** instead of a negative score.
- 4. 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.
- 5. **Due to the transition to new multilingual feedback call centre during July for CPGRAMS, only online feedback data has been considered for GRAI Score calculations, regular Feedback calculations shall be added from August, 2026 monthly report onwards. For Ministries/Departments not receiving any Feedback online as well, their scoring has been done completely on the basis of the “% of Appeals Filed” indicator within the same dimension, accordingly adjusting the weight.*

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
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	0.18	0.00	0.92	0.29	0.909	0.94	0.16	0.81	1.00	80.73	0.47	0.73
2	Department of Fisheries	0.49	0.00	0.88	0.67	1.000	0.91	0.00	1.00	0.67	2.44	0.99	0.56
3	Ministry of Heavy Industries	0.59	0.67	1.00	0.81	1.000	0.90	0.05	1.00	1.00	3.69	0.98	0.53
4	Department of Health & Family Welfare	0.30	0.46	0.75	0.67	1.000	0.94	0.14	0.82	0.78	8.00	0.95	0.38

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
5	Department of Health Research	0.31	0.42	1.00	0.48	1.000	0.88	0.00	0.63	0.94	1.05	1.00	0.16
6	Department of Legal Affairs	0.16		1.00	0.67	1.000		0.08	0.89	1.00	28.79	0.81	0.26
7	Department of Agriculture and Farmers Welfare	0.12	0.70	1.00	0.57	1.000	0.99	0.13	0.91	1.00	37.60	0.75	0.52
8	Department of Animal Husbandry, Dairying	0.35	0.56	1.00	0.57	1.000	0.93	0.10	0.67	1.00	7.45	0.95	0.39
9	Department of Agriculture Research and Education	0.17	0.58	1.00	0.29	1.000	0.92	0.11	0.50	1.00	0.58	1.00	0.20
10	Department of Consumer Affairs	0.78	0.91	1.00	0.90	1.000	0.85	0.09	0.93	0.98	126.78	0.17	1.04
11	Department of Commerce	0.46	0.30	1.00	0.67	1.000	0.95	0.14	0.83	0.99	5.12	0.97	0.79
12	Department of Chemicals and Petrochemicals	0.25	0.00	0.00	0.90	1.000	0.98	0.20	1.00	0.99	8.92	0.94	0.83
13	Department of Food and Public Distribution	0.36	0.64	0.60		1.000	0.90	0.47	0.78	1.00	0.93	1.00	0.18
14	Department of Fertilizers	0.25	0.42	0.76	0.67	1.000	0.96	0.33	1.00	0.77	3.03	0.98	0.62
15	Department for Promotion of Industry and Internal Trade	0.44	0.58	1.00	0.57	1.000	0.96	0.36	1.00	0.99	3.55	0.98	0.69
16	Department of Land Resources	0.06	1.00	1.00	0.95	1.000	1.00	0.00	1.00	1.00	103.00	0.32	0.75
17	Department of Rural Development	0.19	0.40	0.57	0.48	1.000	0.91	0.16	0.54	1.00	2.04	0.99	0.21

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
18	Department of School Education and Literacy	0.45	0.54	0.83	0.33	1.000	0.83	0.15	0.73	1.00	15.27	0.90	0.65
19	Department of Telecommunications	0.88	0.89	0.91	0.67	1.000	0.78	0.12	1.00	1.00	10.56	0.93	0.94
20	NITI Aayog	0.16	0.50	0.00	0.95	1.000	1.00	0.00	1.00	0.99	4.31	0.97	0.10
21	Department of Public Enterprises	0.16	0.00	0.00	0.52	1.000	1.00	0.00	1.00	1.00	6.36	0.96	0.09
22	Department of Higher Education	0.26	0.19	1.00	0.19	0.995	0.87	0.17	0.41	1.00	9.94	0.94	0.58
23	Department of Sports	0.39	0.22	0.00	0.24	1.000	0.89	0.15	1.00	1.00	4.35	0.97	0.53
24	Legislative Department	0.46	0.00	0.00	0.76	1.000	0.89	0.10	0.50	1.00	4.71	0.97	0.41
25	Department of Youth Affairs	0.15	0.47	0.00	0.05	1.000	0.91	0.17	0.67	0.99	7.00	0.96	0.89
26	Unique Identification Authority of India	0.56	0.74	0.00	0.43	0.976	0.87	0.36	0.63	1.00	151.88	0.00	0.83
27	Ministry of Ayush	0.52	0.78	1.00	0.76	1.000	0.84	0.12	1.00	0.99	6.06	0.96	0.77
28	Ministry of Corporate Affairs	0.52	0.24	1.00	0.38	1.000	0.75	0.11	0.81	0.84	13.18	0.92	0.83
29	Ministry of Drinking Water and Sanitation	0.40	0.86	1.00	0.29	1.000	0.84	0.14	0.53	0.99	2.84	0.98	0.30
30	Ministry of Food Processing Industries	0.34	0.00	1.00	0.67	1.000	0.94	0.00	1.00	0.55	1.72	0.99	0.25
31	Ministry of Development of North Eastern Region	0.84	1.00	0.00	0.95	1.000	1.00		1.00	1.00	1.19	1.00	0.31
32	Ministry of Skill Development and Entrepreneurship	0.36	0.21	1.00	0.62	1.000	0.92	0.15	1.00	1.00	5.86	0.96	0.33

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
33	Ministry of Housing and Urban Affairs	0.24	0.31	0.75	0.14	1.000	0.90	0.10	0.71	1.00	2.14	0.99	0.32
34	Ministry of Women and Child Development	0.58	0.90	1.00	0.71	1.000	0.89	0.10	0.37	0.98	26.31	0.83	0.83
35	Ministry of Tourism	0.59	0.96	0.91	0.76	1.000	0.92	0.22	0.67	0.88	3.91	0.98	0.49
36	Ministry of Coal	0.74		1.00	0.57	0.997		0.17	1.00	1.00	1.42	0.99	0.68
37	Ministry of External Affairs	0.55	0.40	1.00	0.43	1.000	0.85	0.18	0.60	0.91	4.19	0.98	0.21
38	Ministry of Electronics & Information Technology	0.64	0.66	1.00	0.67	0.994	0.92	0.16	0.61	1.00	15.84	0.90	0.27
39	Ministry of Parliamentary Affairs	0.24		0.00	0.95	1.000			1.00	1.00	6.88	0.96	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.19	0.55	1.00	0.52	1.000	0.94	0.10	0.82	0.81	2.89	0.98	0.38
41	Ministry of Micro Small and Medium Enterprises	0.57	0.13	0.33	0.52	1.000	0.96	0.09	1.00	1.00	7.84	0.95	0.27
42	Ministry of Civil Aviation	0.71	0.51	1.00	0.52	1.000	0.82	0.11	0.72	1.00	1.58	0.99	0.40
43	Ministry of Cooperation	0.58	0.92	0.00	0.57	1.000	0.80	0.01	0.50	0.79	45.43	0.70	0.48
44	Ministry of Environment, Forest and Climate Change	0.27	0.63	0.56	0.38	1.000	0.93	0.05	0.82	0.84	6.98	0.96	0.62
45	Ministry of Information and Broadcasting	0.58	0.59	0.71	0.67	1.000	0.89	0.08	0.86	1.00	6.38	0.96	0.80
46	Ministry of Labour and Employment	0.43	0.59	1.00	0.29	0.993	0.84	0.18	0.88	1.00	33.91	0.78	0.60

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
47	Ministry of Panchayati Raj	0.14	0.19	1.00	0.86	1.000	0.97	0.07	0.63	1.00	0.68	1.00	0.41
48	Ministry of Road Transport and Highways	0.30	0.65	0.64	0.57	1.000	0.93	0.12	0.72	1.00	13.12	0.92	0.67
49	Ministry of Statistics and Programme Implementation	0.49	0.73	0.33	0.52	1.000	0.87	0.20	1.00	0.70	0.57	1.00	0.43
50	Ministry of Power	0.10	0.53	1.00	0.90	1.000	0.99	0.18	1.00	1.00	4.50	0.97	0.94
51	Ministry of Shipping	0.65	1.00	0.83	0.52	1.000	0.86	0.07	0.80	0.82	2.03	0.99	0.65
52	O/o the Comptroller & Auditor General of India	0.24	0.04	0.00	0.38	1.000	0.87	0.23	1.00	0.99	1.11	1.00	0.61
53	Central Board of Direct Taxes (Income Tax)	0.32	0.33	1.00		1.000	0.92	0.22	0.67	1.00	1.17	1.00	0.95
54	Central Board of Indirect Taxes and Customs	0.59	0.72	0.97	0.67	1.000	0.89	0.30	0.82	1.00	1.79	0.99	0.99
55	Department of Atomic Energy	0.33	0.35	0.58	0.38	1.000	0.89	0.10	0.40	1.00	2.05	0.99	0.68
56	Department of Bio Technology	0.35	0.75	1.00	0.38	1.000	0.97	0.50	1.00	1.00	0.48	1.00	0.33
57	Department of Ex Servicemen Welfare	0.38	0.57	0.00	0.00	0.998	0.91	0.47	0.86	1.00	3.01	0.98	0.51
58	Department of Defence Production	0.38	0.47	0.62	0.38	1.000	0.79	0.08	0.80	1.00	0.79	1.00	0.31
59	Department of Defence Research and Development	0.23	1.00	1.00	0.05	1.000	0.91	0.00	1.00	1.00	0.54	1.00	0.09
60	Department of Financial Services (Banking Division)	0.62	0.55	0.70	0.67	1.000	0.90	0.22	0.76	0.92	5.18	0.97	0.72

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
61	Department of Financial Services (Insurance Division)	0.82	0.94	1.00	0.71	1.000	0.80	0.13	0.92	0.99	5.48	0.97	0.92
62	Department of Financial Services (Pension Reforms)	0.52	0.66	0.00	0.81	1.000	0.92	0.08	1.00	0.81	68.00	0.55	0.83
63	Department of Military Affairs	0.55	0.22	1.00	0.38	1.000	0.90	0.17	0.68	0.98	2.69	0.99	0.77
64	Department of Empowerment of Persons with Disabilities	0.51	0.65	1.00	0.71	1.000	0.89	0.14	0.82	0.96	20.17	0.87	0.90
65	Department of Investment & Public Asset Management	0.36	0.00	0.00	0.81	1.000	0.95	0.00	1.00	0.46	9.00	0.94	0.50
66	Department of Economic Affairs ACC Division	0.09	0.05	1.00		1.000	0.99	0.00	0.73	0.94	6.83	0.96	0.38
67	Department of Expenditure	0.37	0.59	0.00	0.62	1.000	0.93	0.13	1.00	0.85	1.66	0.99	0.52
68	Department of Personnel and Training	0.16	0.47	0.00	0.10	1.000	0.96	0.07	0.71	1.00	13.78	0.91	0.54
69	Department of Revenue	0.19	1.00	0.69	0.71	1.000	0.99	0.15	0.85	1.00	28.58	0.81	0.55
70	Department of Science and Technology	0.42	0.45	1.00	0.33	1.000	0.92	0.11	0.67	0.99	1.71	0.99	0.48
71	Department of Scientific & Industrial Research	0.59	0.38	0.94	0.33	1.000	0.78	0.14	1.00	1.00	0.60	1.00	0.45
72	Department of Pharmaceuticals	0.53	0.12	0.86	0.52	1.000	0.84	0.14	1.00	0.89	7.13	0.96	0.75
73	Department of Posts	0.81	0.90	0.90	0.86	1.000	0.85	0.28	0.98	1.00	8.13	0.95	1.00
74	Department of Space	0.36	0.09	0.00	0.38	1.000	0.71	0.19	1.00	0.77	3.10	0.98	0.76

S. No.	M/Ds	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	% Resolved *	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.88	Normalised Score	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
75	Department of Defence Finance	0.26	0.16	0.00		0.980	0.95	0.39	1.00	1.00	7.96	0.95	0.27
76	Department of Official Language	0.36	1.00	0.00	0.90	1.000	1.00		1.00	1.00	0.73	1.00	0.80
77	Department of Defence	0.56		0.89	0.81	1.000		0.09	0.86	0.98	2.73	0.99	0.98
78	Department of Social Justice and Empowerment	0.33	0.65	1.00	0.57	1.000	0.95	0.15	0.77	1.00	21.66	0.86	0.76
79	Staff Selection Commission	0.14	0.27	0.00		0.963	0.93	0.19	0.67	0.90	45.78	0.70	0.74
80	Ministry of Culture	0.63	0.75	1.00	0.48	1.000	0.86	0.09	1.00	0.99	2.20	0.99	0.55
81	Ministry of Earth Sciences	0.40	0.80	1.00	0.05	1.000	0.88	0.00	1.00	0.97	1.24	0.99	0.17
82	Ministry of Home Affairs	0.44	0.78	1.00	0.71	1.000	0.91	0.09	0.81	0.98	8.29	0.95	0.45
83	Ministry of Mines	0.23	0.42	0.83	0.52	1.000	0.93	0.00	0.58	1.00	3.89	0.98	0.61
84	Ministry of Minority Affairs	0.48	0.28	0.00	0.19	1.000	0.85	0.18	1.00	1.00	6.35	0.96	0.84
85	Ministry of New and Renewable Energy	0.34	0.30	1.00	0.48	1.000	0.88	0.13	1.00	1.00	8.38	0.95	0.98
86	Ministry of Railways (Railway Board)	0.41	0.45	0.62	0.19	0.999	0.81	0.15	0.52	0.75	3.17	0.98	0.52
87	Ministry of Steel	0.83	0.81	1.00	0.81	1.000	0.70	0.02	1.00	1.00	1.95	0.99	0.65
88	Ministry of Petroleum and Natural Gas	0.04	0.02	0.76		0.997	0.93	0.30	0.19	0.94	10.52	0.93	0.62
89	Ministry of Tribal Affairs	0.50	0.82	0.00	0.43	1.000	0.86	0.06	0.91	1.00	8.54	0.95	0.89
90	Ministry of Textiles	0.63	0.73	1.00	0.67	1.000	0.89	0.22	1.00	1.00	2.06	0.99	0.80

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 July to 31st July, 2026**.

3.5 Ranking of Ministries/Departments – Group A

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

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Department of Posts	0.393	0.169	0.148	0.098	0.808	1
2	Department of Telecommunications	0.396	0.135	0.150	0.094	0.775	2
3	Department of Financial Services (Insurance Division)	0.397	0.140	0.142	0.094	0.774	3
4	Department of Consumer Affairs	0.395	0.142	0.142	0.078	0.757	4
5	Central Board of Indirect Taxes and Customs	0.331	0.179	0.133	0.099	0.743	5
6	Department of Empowerment of Persons with Disabilities	0.315	0.155	0.132	0.089	0.690	6
7	Department of Financial Services (Banking Division)	0.308	0.167	0.124	0.080	0.677	7
8	Ministry of Women and Child Development	0.347	0.148	0.092	0.083	0.670	8
9	Ministry of Electronics & Information Technology	0.339	0.162	0.115	0.046	0.661	9

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
10	Ministry of Civil Aviation	0.336	0.139	0.125	0.058	0.658	10
11	Ministry of Power	0.231	0.175	0.150	0.095	0.651	11
12	Ministry of Home Affairs	0.308	0.151	0.132	0.060	0.650	12
13	Department of Social Justice and Empowerment	0.272	0.166	0.129	0.079	0.646	13
14	Department of Military Affairs	0.278	0.161	0.120	0.083	0.642	14
15	Ministry of Labour and Employment	0.274	0.152	0.139	0.065	0.631	15
16	Department of Revenue	0.251	0.171	0.136	0.063	0.622	16
17	Department of Land Resources	0.258	0.150	0.150	0.062	0.620	17
18	Ministry of Coal	0.366	0.026	0.150	0.077	0.619	18
19	Department of School Education and Literacy	0.266	0.147	0.125	0.072	0.611	19
20	Ministry of Corporate Affairs	0.273	0.128	0.123	0.086	0.610	20
21	Central Board of Direct Taxes (Income Tax)	0.221	0.171	0.120	0.096	0.608	21

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
22	Unique Identification Authority of India	0.248	0.185	0.116	0.058	0.607	22
23	Department of Food and Public Distribution	0.224	0.206	0.130	0.042	0.603	23
24	Department of Agriculture and Farmers Welfare	0.233	0.168	0.142	0.059	0.601	24
25	Ministry of Road Transport and Highways	0.242	0.158	0.125	0.074	0.600	25
26	Ministry of External Affairs	0.292	0.154	0.108	0.044	0.598	26
27	Department of Ex Servicemen Welfare	0.183	0.207	0.137	0.065	0.594	27
28	Ministry of Drinking Water and Sanitation	0.287	0.148	0.108	0.051	0.593	28
29	Ministry of Micro Small and Medium Enterprises	0.238	0.156	0.150	0.048	0.592	29
30	Department of Defence	0.332	0.013	0.136	0.098	0.580	30
31	Department of Health & Family Welfare	0.239	0.163	0.121	0.055	0.578	31
32	Ministry of Environment, Forest and Climate Change	0.219	0.147	0.124	0.072	0.562	32
33	Ministry of Panchayati Raj	0.216	0.156	0.116	0.058	0.547	33

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
34	Ministry of Cooperation	0.273	0.122	0.092	0.055	0.542	34
35	Department of Justice	0.172	0.166	0.132	0.065	0.535	35
36	Ministry of Railways (Railway Board)	0.231	0.145	0.092	0.066	0.534	36
37	Department of Higher Education	0.208	0.156	0.096	0.069	0.529	37
38	Department of Defence Finance	0.130	0.201	0.150	0.047	0.529	38
39	Ministry of Housing and Urban Affairs	0.194	0.150	0.124	0.052	0.520	39
40	Department of Rural Development	0.193	0.161	0.108	0.045	0.507	40
41	Department of Personnel and Training	0.135	0.155	0.124	0.065	0.479	41
42	Staff Selection Commission	0.112	0.167	0.114	0.073	0.466	42
43	Ministry of Petroleum and Natural Gas	0.128	0.184	0.074	0.071	0.457	43
44	Department of Legal Affairs	0.246	0.013	0.140	0.043	0.441	44

3.6 Ranking of Ministries/Departments – Group B

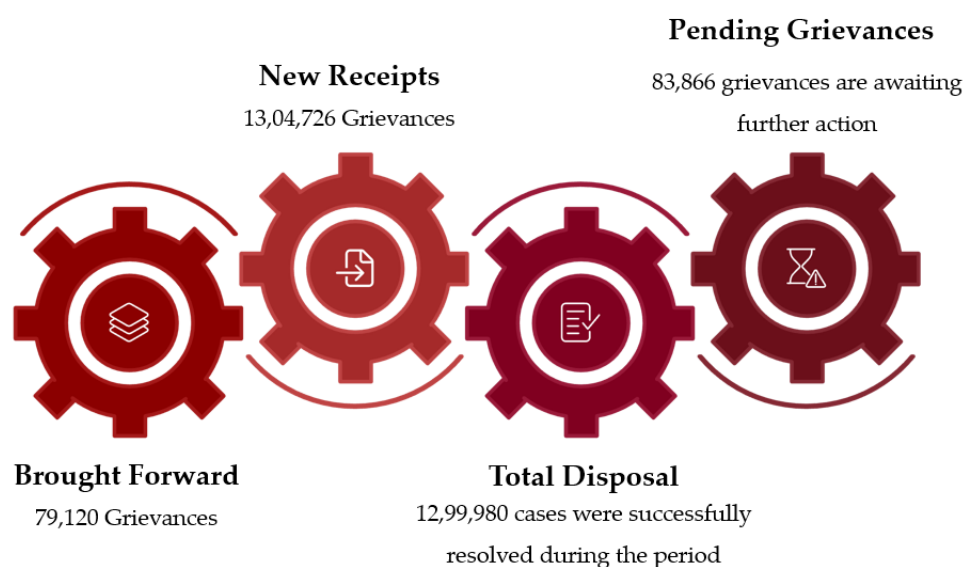
(Ministries/Departments with Total Grievances **less than 500**)

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Ministry of Development of North Eastern Region	0.348	0.300	0.150	0.052	0.850	1
2	Department of Official Language	0.249	0.300	0.150	0.086	0.785	2
3	Ministry of Textiles	0.342	0.167	0.150	0.086	0.744	3
4	Ministry of Steel	0.395	0.108	0.150	0.075	0.728	4
5	Department for Promotion of Industry and Internal Trade	0.290	0.197	0.150	0.078	0.715	5
6	Ministry of Ayush	0.326	0.145	0.149	0.083	0.703	6
7	Ministry of Culture	0.336	0.144	0.150	0.068	0.697	7
8	Department of Bio Technology	0.273	0.220	0.150	0.053	0.696	8
9	Ministry of Heavy Industries	0.337	0.142	0.150	0.067	0.695	9
10	Ministry of Tourism	0.347	0.170	0.113	0.063	0.694	10
11	Ministry of Shipping	0.346	0.139	0.121	0.075	0.682	11
12	Ministry of Information and Broadcasting	0.302	0.145	0.137	0.085	0.670	12
13	Department of Commerce	0.278	0.164	0.135	0.085	0.661	13
14	Ministry of New and Renewable Energy	0.245	0.151	0.150	0.097	0.643	14

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
15	Department of Scientific & Industrial Research	0.291	0.139	0.150	0.061	0.641	15
16	Department of Pharmaceuticals	0.263	0.147	0.144	0.081	0.635	16
17	Department of Fertilizers	0.227	0.193	0.136	0.073	0.629	17
18	Department of Financial Services (Pension Reforms)	0.253	0.151	0.139	0.075	0.618	18
19	Ministry of Tribal Affairs	0.244	0.138	0.142	0.091	0.615	19
20	Ministry of Statistics and Programme Implementation	0.262	0.160	0.132	0.060	0.614	20
21	Ministry of Skill Development and Entrepreneurship	0.250	0.160	0.150	0.052	0.611	21
22	Department of Science and Technology	0.265	0.154	0.120	0.063	0.602	22
23	Department of Animal Husbandry, Dairying	0.269	0.154	0.120	0.056	0.599	23
24	Ministry of Parliamentary Affairs	0.197	0.150	0.150	0.099	0.595	24
25	Ministry of Earth Sciences	0.272	0.133	0.148	0.042	0.595	25
26	Department of Fisheries	0.256	0.136	0.130	0.069	0.591	26
27	Ministry of Minority Affairs	0.193	0.154	0.150	0.088	0.585	27
28	Department of Expenditure	0.209	0.159	0.141	0.066	0.576	28
29	Department of Defence Research and Development	0.251	0.137	0.150	0.036	0.574	29
30	Department of Chemicals and Petrochemicals	0.158	0.177	0.149	0.087	0.571	30

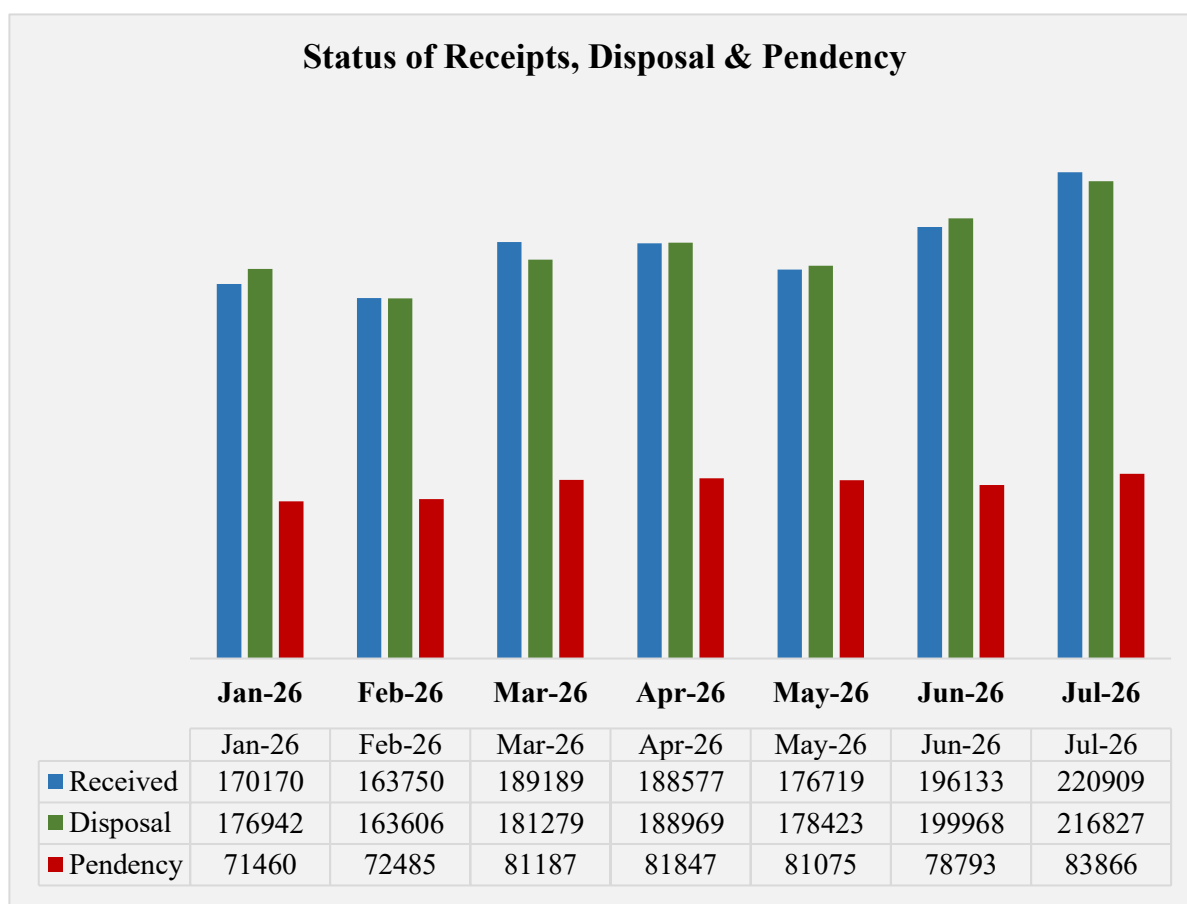
Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
31	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.234	0.155	0.122	0.056	0.568	31
32	Department of Defence Production	0.234	0.131	0.132	0.052	0.549	32
33	Ministry of Mines	0.222	0.140	0.113	0.072	0.546	33
34	Department of Sports	0.172	0.156	0.150	0.066	0.544	34
35	Ministry of Food Processing Industries	0.233	0.141	0.123	0.047	0.544	35
36	Department of Atomic Energy	0.214	0.149	0.096	0.078	0.537	36
37	Department of Health Research	0.247	0.133	0.112	0.041	0.533	37
38	Department of Agriculture Research and Education	0.222	0.154	0.105	0.044	0.525	38
39	O/o the Comptroller & Auditor General of India	0.135	0.164	0.149	0.072	0.521	39
40	Department of Space	0.164	0.135	0.136	0.083	0.518	40
41	NITI Aayog	0.177	0.149	0.150	0.037	0.512	41
42	Legislative Department	0.195	0.147	0.105	0.058	0.505	42
43	Department of Youth Affairs	0.132	0.162	0.120	0.091	0.504	43
44	Department of Investment & Public Asset Management	0.178	0.143	0.118	0.063	0.501	44
45	Department of Economic Affairs ACC Division	0.157	0.148	0.122	0.055	0.482	45
46	Department of Public Enterprises	0.124	0.150	0.150	0.035	0.459	46

4. Review of Status of Grievances



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

Month-wise Status of Grievances



5. PRIORITY AREA: Grievance Categories with Highest Grievance Numbers in the last 4 Years

As a continuing initiative under the Monthly CPGRAMS Reports, this chapter analyses the **ten most frequently recurring grievance categories across Ministries and Departments** on the CPGRAMS platform over the period 2022 to 2025. The top three sets of grievance categories were published in the April, May and June 2026 Monthly Report respectively. These next set of ten grievance categories account for 1,44,334 grievances during the last four years. It is felt that a focus on the root cause of these recurring grievances may allow for better resolution and reduced future grievances.

The ten grievance categories discussed herewith span nine Central Ministries and Departments as per the Table below. The analyses that follow are grounded in Action Taken Reports (ATRs) available on the CPGRAMS portal and, where possible, identification of root causes behind the recurrence of grievances under specific areas for the consideration of the concerned MDOs.

Table: Recurring High-Volume Ministry-Category Pairs by Grievance Volume

S.No.	Ministry	Category	2022	2023	2024	2025	Total
1	MoHUA	Schemes, Programs & Other Divisions under MoHUA	1,151	1,960	9,929	4,728	17,768
2	DoP	Financial Scheme Related	1,747	2,063	4,468	7,359	15,637
3	MoCA	Airlines Related	5,122	3,604	2,678	3,061	14,465
4	MoLBR	Recruitment	2,406	4,634	4,801	2,276	14,117
5	DFS (BD)	Housing Loan Related	5,437	3,731	4,071	821	14,060
6	DFS (BD)	Non-Banking Finance Company (NBFC) other than Housing Finance Companies Related	3,527	4,222	4,969	1,145	13,863
7	DoT	Landline Related	4,537	3,470	3,297	2,554	13,858

S.No.	Ministry	Category	2022	2023	2024	2025	Total
8	MoR	Issues related to Introduction/Extension/S toppage of trains	1,133	3,399	4,565	4,642	13,739
9	DoFPD	Public Distribution System related	549	2,652	5,420	4,851	13,472
10	DDWS	Swachh Bharat Mission related (Rural)	589	1,087	8,775	2,904	13,355
Total Grievances in these Categories across 4 years: 1,44,334							

*Note on 2025 figures: Several categories shown with the lower 2025 values (e.g., **Housing Loan Related, Non-Banking Finance Company (NBFC) other than Housing Finance Companies Related, Swachh Bharat Mission related (Rural)**) reflect a 2025 re-categorisation, under which a portion of these grievances migrated to newly consolidated categories. The 2025 dip in these rows is therefore partly a taxonomy related effect and should not be read as a genuine fall in citizen grievances.*

Analysis based on the ATRs and Citizen Feedback: This analysis of the ATRs is based on a random sample of about 50 ATRs with citizen Feedback responses for each of the above listed Grievance Categories. In case if a noticeable pattern is seen in the composition of the complainants, the same is also mentioned.

1. MoHUA: Schemes, Programs & Other Divisions under MoHUA

2022	2023	2024	2025	Total
1,151	1,960	9,929	4,728	17,768

Analysis of this category shows that the major recurring problem is delay — applications under PMAY (Urban) where verification has already been done at the field level, yet the subsidy or instalment simply doesn't come through, with the file said to be stuck at the panchayat, municipal, or state end for lack of budget or paperwork. A second pattern is grievances being closed by simply telling the citizen to go to the State Government or local body themselves, instead of the portal forwarding the matter — something citizens repeatedly point out defeats the purpose of filing a grievance in Central Ministry at the first place. A smaller but recurring set of cases concerns builders sitting on PMAY-linked housing possession for years

despite RERA orders. What comes through clearly in citizen feedback is that closures often feel like a formality — a generic reply, a "not our jurisdiction" line with no forwarding to whoever it does belong to, or no follow-up at all after the verification that was supposedly carried out.

2. DoP: Financial Scheme Related

2022	2023	2024	2025	Total
1,747	2,063	4,468	7,359	15,637

Analysis of this category shows that the most common complaint is an India Post Payments Bank account being frozen or put on hold, usually because of a cyber-fraud report filed against the account through the National Cybercrime Reporting Portal. In most such cases the whole account is blocked, not just the disputed amount, and the account holder is given no magistrate's order or any real timeline for when the hold will be reviewed. A second pattern involves accounts getting locked over Aadhaar/PAN mismatches, forcing the same person to visit the branch again and again for what should be a routine correction. In nearly all these cases, the branch itself cannot resolve the issue and simply points the citizen to customer care or the head office, with no fixed date for a fix. Feedback left after closure tells the same story repeatedly: the account is still frozen; the money still hasn't come back — even though the grievance was already marked resolved.

3. MoCA: Airlines Related

2022	2023	2024	2025	Total
5,122	3,604	2,678	3,061	14,465

ATR analysis of this category shows that most complaints stem from refunds that never arrive after a flight is cancelled, delayed, or rescheduled by the airline itself. Citizens report that the promised timeline passes and the money is still not credited, even though the airline's own record shows the refund as "processed." Where the ticket was booked through an online travel portal or agent, matters get more complicated still — the airline says the amount has already been sent to the platform,

the platform says it never received anything, and the passenger is left stuck between the two with no one taking ownership. A related pattern concerns compensation due under DGCA's Civil Aviation Requirements for last-minute cancellations, denied boarding, and lost or damaged baggage, where the grievance is closed on the basis of the airline's own internal criteria rather than any independent check against what the passenger actually claimed. Running through all of this is a common thread: grievances are marked "Disposed" without anyone confirming the refund or compensation actually reached the passenger. Citizen feedback repeatedly points to follow-ups that went unanswered, closures that contradict assurances the airline gave directly, and cases closed without informing the complainant.

4. MoLBR: Recruitment

2022	2023	2024	2025	Total
2,406	4,634	4,801	2,276	14,117

ATR analysis of this category reflects that most complaints registered under "Recruitment" do not concern recruitment processes but non-release of full and final settlement dues, salary, gratuity, or experience/relieving certificates withheld by private-sector employers, where the Ministry's role remains facilitative. A related pattern involves disputed or wrongful Provident Fund contributions attributed to employers who are non-cooperative or untraceable, where the recorded action states that an "email has been sent to the employer" or that "action will be taken upon receipt of report," without further verification or follow-up communicated to the member. Citizen feedback reflects that closures are frequently perceived as inadequate, with members stating the matter was "closed without resolution" or that no action was taken against the employer concerned, leading them to consider approaching a civil court.

5. DEABD: Housing Loan Related

2022	2023	2024	2025	Total
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5,437	3,731	4,071	821	14,060
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The most common complaint in this category is that interest rate cuts are not being passed on to borrowers. When RBI reduces the repo rate, or directs banks to shift loans from MCLR to repo/EBLR-linked pricing, borrowers say their loans are not updated — and the benefit is applied only after they file a grievance, if at all. A second pattern is delay at the time of loan closure: borrowers ready to pay, find the branch delaying acceptance of payment over document validity or internal timelines, so they end up paying extra interest for no fault of their own. This is often accompanied by wrongful deductions or refunds that are held back at closure or when the loan is transferred to another lender. As for how these complaints are handled, citizens often feel the response is inadequate: the same reply repeats even after filing an appeal against the resolution of grievance, specific questions go unanswered, and the closure remains perfunctory.

6. DEABD: Non-Banking Finance Company (NBFC) other than Housing Finance Companies Related

2022	2023	2024	2025	4-Year Total
3,527	4,222	4,969	1,145	13,863

Complaints under this category are predominantly about non-receipt of maturity amounts from Credit Cooperative societies despite completion of the deposit period. Citizens also allege that agents of these societies sought to re-invest matured deposits instead of returning them. In several cases, the ATR records that the claim was forwarded to the concerned society for verification and payment to be made if it is *actually due*, while other cases were redirected between authorities. The cases indicate that the depositor's claim is not the same as money received in lieu of the maturity amount.

7. DOTEL: Landline Related

2022	2023	2024	2025	4-Year Total
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4,537	3,470	3,297	2,554	13,858
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In the landline ATRs, two recurring features point to the same underlying service problem which is physical network infrastructure remains damaged or unavailable, leaving faults unresolved for extended periods. Distribution cables, pillars and optical-fibre routes are repeatedly cited as damaged, including damage associated with construction activity and cable theft. In some locations, replacement material or spare fibre is unavailable, while repeated damage to temporary overhead fibre further prolongs restoration. The citizens also complain that certain areas remain non-functional for Optical Fibre to Home services (FTTH). In several cases, restoration is described as dependent on vendor deployment, replacement of damaged infrastructure or availability of material, rather than on a routine fault-repair process.

8. MoRLY: Issues related to Introduction/Extension/Stoppage of trains

2022	2023	2024	2025	4-Year Total
1,133	3,399	4,565	4,642	13,739

The dominant issue in this category of grievances is the continued non-fulfilment of requests for train stoppages, new services or service extensions because the requested change depends on operational and infrastructure prerequisites. In a particular case study related to stoppage, it was identified that the absence of halt agents on the route is a direct cause for the train not stopping. Railways has also recorded stoppage of train as contingent on appointment of halt agents. Requests for longer trains or extensions remain linked to platform capacity and other operational requirements, while introduction of new trains is a matter requiring Railway Board-level consideration. The cases, therefore, show grievances being closed after the request is noted, transferred to the relevant branch, or it being a subject of future examination.

9. DOFPD: Public Distribution System related

2022	2023	2024	2025	4-Year Total
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549	2,652	5,420	4,851	13,472
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The citizens point to prolonged difficulty in addition or removal of names from ration cards, with applications and supporting documents remaining pending at the local level despite repeated submission. The cause is generally identified as local-office related, while departmental action often consists of forwarding the grievance to the State Government and closing the case on portal. Further, several grievances indicate that the requested updation depends on verification or processing by the local authority. Applications also remain pending over extended periods, including cases where documents had already been submitted through local channels and eligible family members continued to await inclusion.

10. DODWS: Swachh Bharat Mission related (Rural)

2022	2023	2024	2025	4-Year Total
589	1,087	8,775	2,904	13,355

The ATRs reveal two recurring issues: like applications in household-latrines cases remaining at the verification/approval stage and financial assistance pending after beneficiary-side requirements have been completed. In several cases, applications move through block, district and State authorities but the recorded status remains “under process” when the grievance is disposed. Separately, cases show construction or geo-tagging completed while the incentive or instalment remains awaited. The feedback confirms the issues with citizens reporting poor feedback for grievances in this category. The ATRs include cases where payment was reportedly awaited for more than an year.

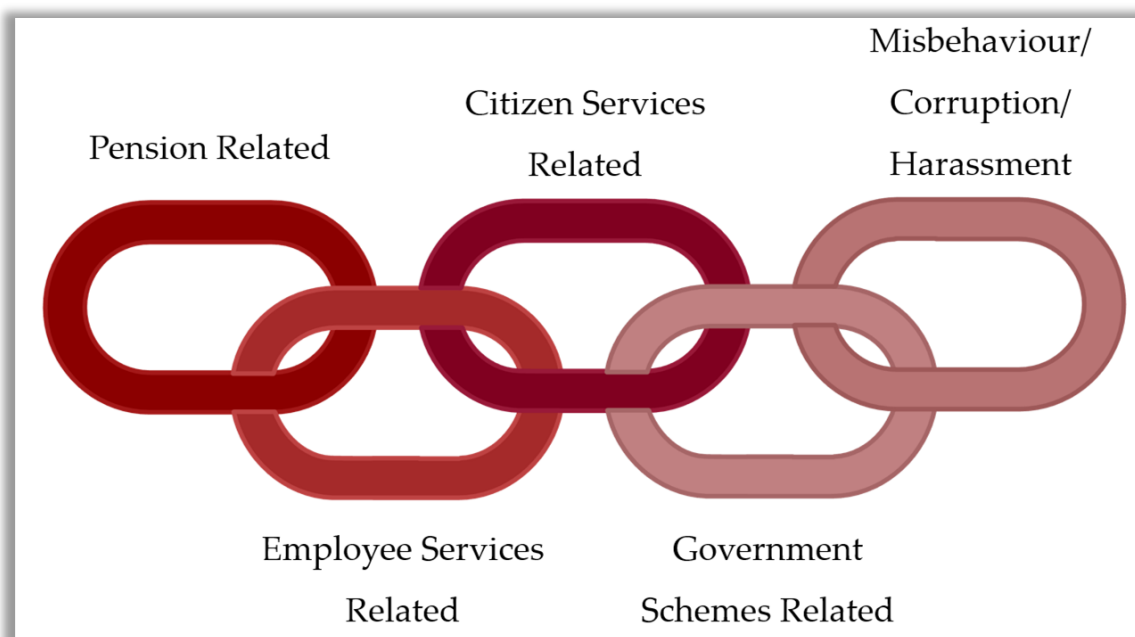
6. Categorisation

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:



Progress so far

The Department has completed the categorisation analysis for **44 Ministries/Departments**, of which 36 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 36 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

S. No.	Name of Ministry/Department	LIVE made on
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
33	Ministry of New and Renewable Energy	24 th April, 2026
34	Department of Financial Services (Pension Reforms)	14 th July 2026
35	Ministry of Home Affairs	23 rd July 2026
36	Ministry of Micro Small and Medium Enterprises	31 st July 2026

7. Review Meeting by Secretaries

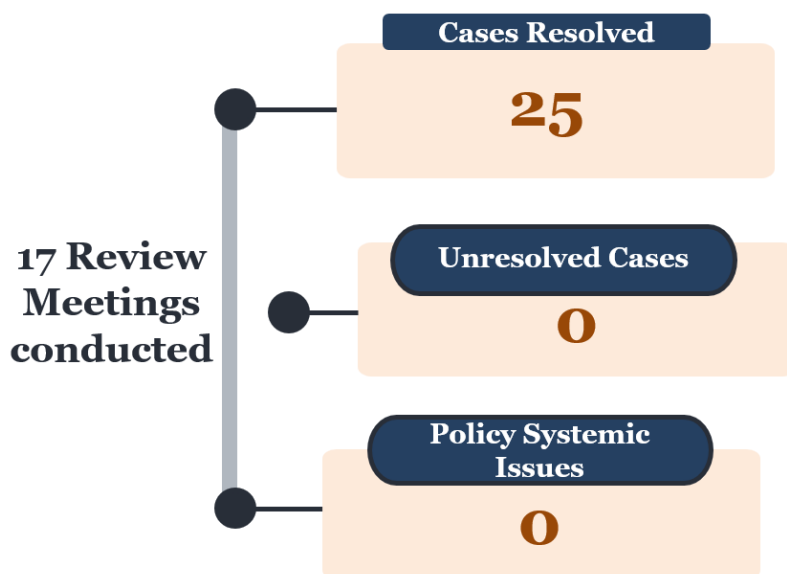
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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 July, 2026.

A total of **398 Review Meetings** were conducted between **14th February 2025 till 31st July, 2026**. A total of 1,878 cases has been resolved; 63 systemic policy issues and 25 unresolved cases have been taken up.

7.1 Status of Review Meetings Conducted – July, 2026

A total of **17 Review Meetings** were conducted and **25 cases** were resolved in **July 2026**. Department of Ex-Servicemen Welfare, Ministry of Information and Broadcasting and Ministry of Textiles conducted the highest number of review meetings.

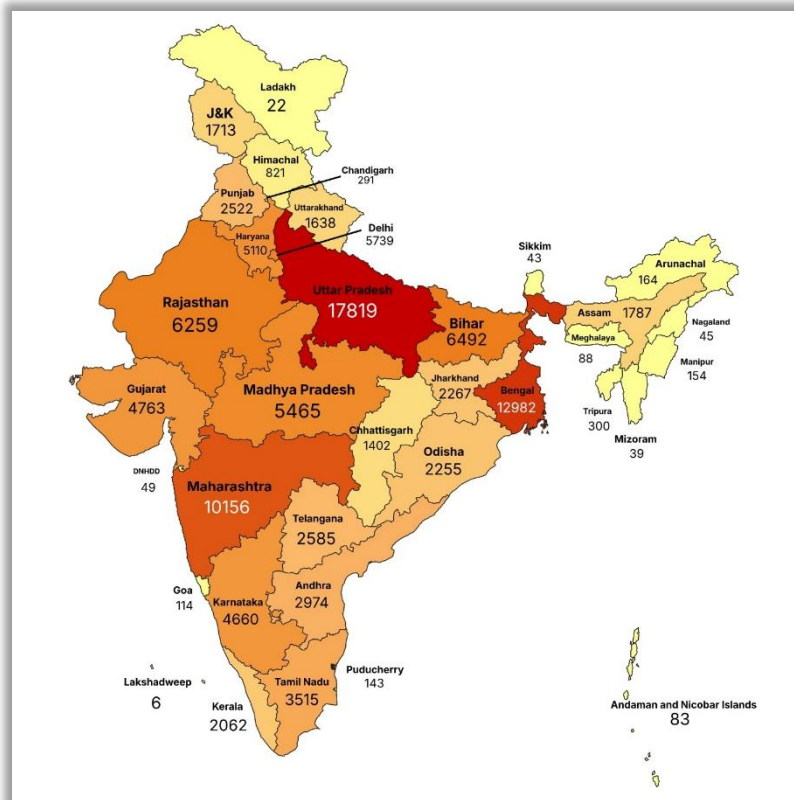


S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	4	Secretary
2	Ministry of Information and Broadcasting	3	Secretary
3	Ministry of Textiles	2	Secretary
4	Central Board of Direct Taxes (Income Tax)	1	Chairman
5	Department of Chemicals and Petrochemicals	1	Secretary
6	Department of Official Language	1	Secretary
7	Department of Science and Technology	1	Secretary
8	Ministry of Coal	1	Secretary
9	Ministry of Labour and Employment	1	Secretary
10	Ministry of Shipping	1	Secretary
11	Ministry of Women and Child Development	1	Secretary
Total Meetings held in July, 2026		17	

8. New User Registration

A total of **1,07,186 new users** has registered on CPGRAMS in July, 2026, through various channels, out of which, **38% of the total registrations** are from **Uttar Pradesh** (17,819), **West Bengal** (12,982) and **Maharashtra** (10,156).

New user registration on CPGRAMS in States/UTs in July, 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
4	April	76,643
5	May	65,174
6	June	83,544
7	July	1,07,186
TOTAL		5,48,485

9. Outreach through CSCs

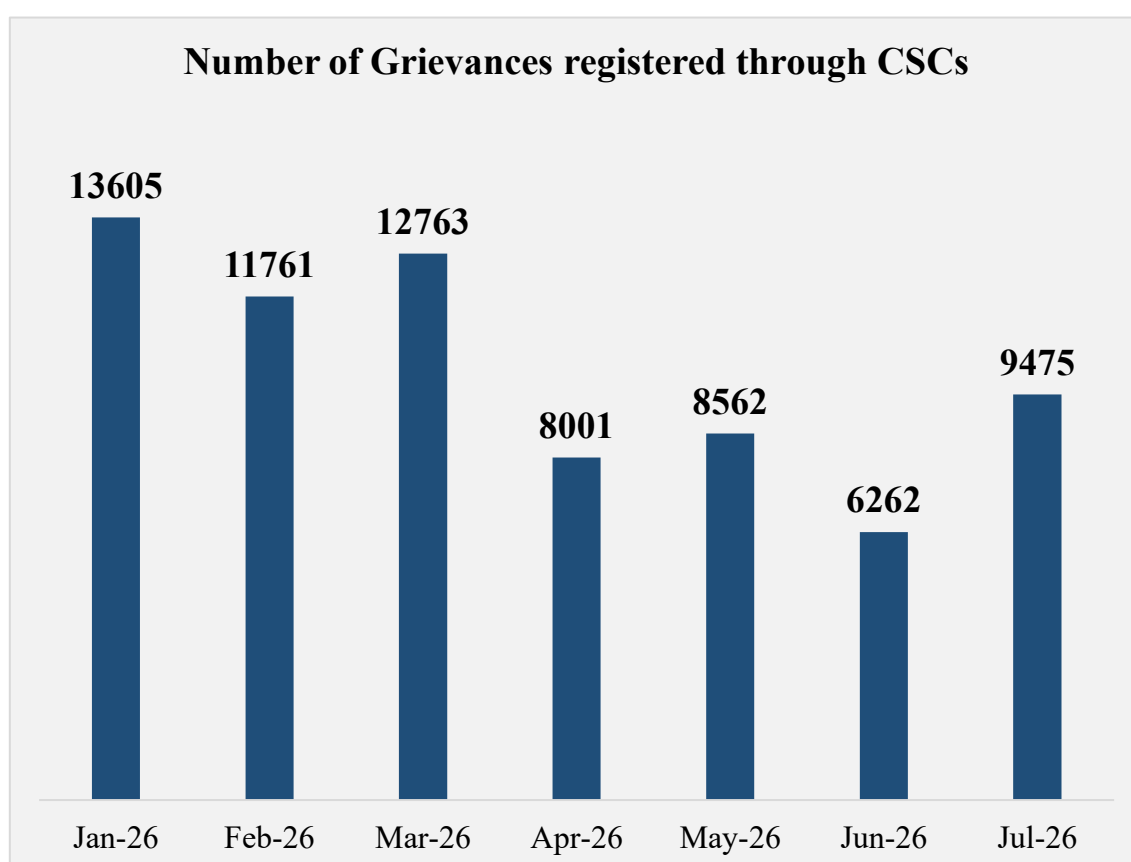
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



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

Overview of grievances registered through the Common Service Centres

A total of **9,475 grievances** were registered through Common Service Centres (CSCs) in **July 2026**.

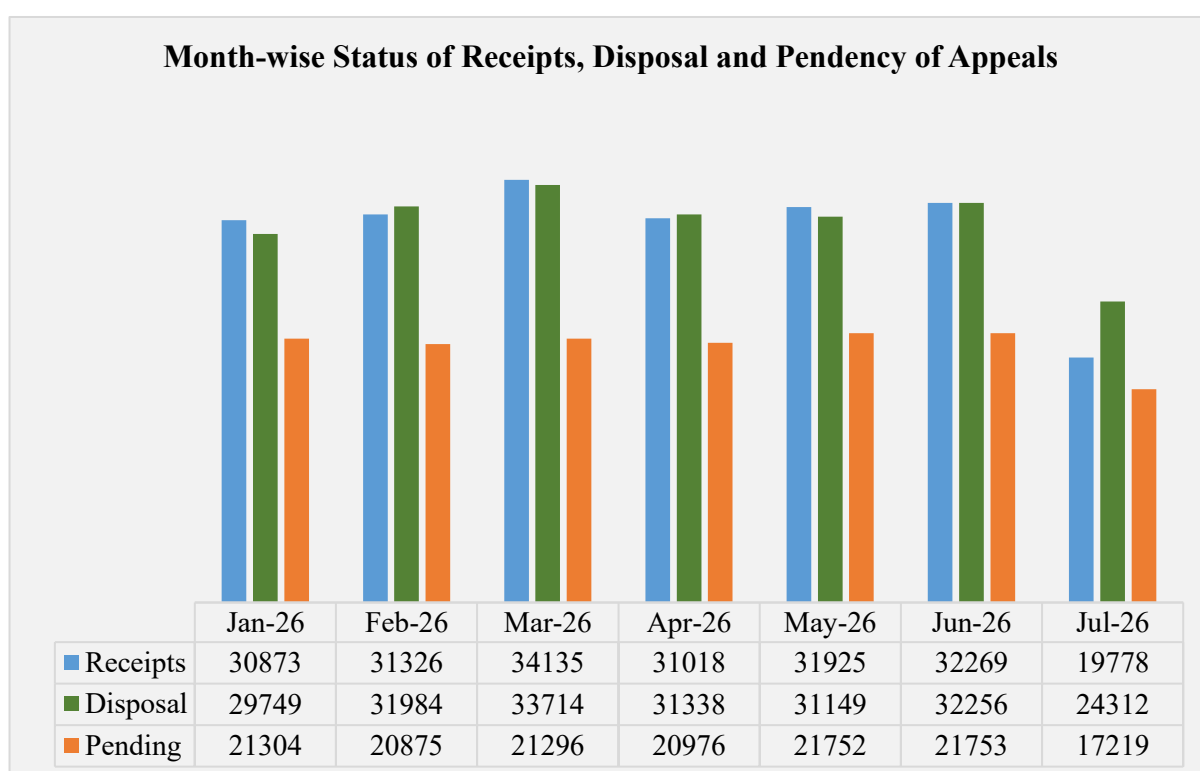


10. Review of Status of Appeals on CPGRAMS



Time Period: 1st January, 2026 till 31st July, 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 **21 days** as on 31st July, 2026.
- **34** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days.

11. Success Stories

Grievance of Mr. Vimal

Mr. Vimal filed a grievance on the CPGRAMS Portal regarding a failed UPI-based ATM cash withdrawal in which ₹4,000 was debited from his account but cash was not dispensed due to a power outage. Despite contacting the helpline, the amount was not refunded. Within two days of filing the grievance, the concerned authorities verified the failed transaction and reversed ₹4,000 to the complainant's account and the complainant was duly informed of the refund.

CPGRAMS Resolves Failed ATM Transaction

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



State Bank of India -
(SBIBK)



Lucknow Circle -
(SBLUC)

Resolution of Long-Pending Income Tax Refund

Central Board of Direct
Taxes (Income Tax) -
(CBODT)



Chief Commissioner of
Income Tax, Pune -
(CBPUN)



DIRECTOR GENERAL
OF INCOME TAX
(SYSTEM) - (SYSTE)



Commissioner of
Income Tax CPC ITR -
(CPITR)

Grievance of Mrs. Sujata Melmani

Mrs. Sujata Melmani filed a grievance on the CPGRAMS Portal regarding the non-resolution of a long-pending issue of short credit of Tax Deducted at Source (TDS) for Assessment Years 2010–11 and 2011–12. Following a review, it was confirmed that no demand was outstanding for AY 2010–11. For AY 2011–12, a refund of ₹66,140 was processed, with ₹20 adjusted against outstanding dues and the remaining ₹66,120 credited to the complainant's pre-validated bank account.

Release of Long-Pending Salary Arrears

Grievance of Mr. Mukul Jindal

Mr. Mukul Jindal filed a grievance on the CPGRAMS Portal regarding the non-payment of his late father's salary arrears, which had remained pending since 2018 despite repeated representations. The prolonged delay had caused financial and emotional hardship to the bereaved family. Upon examination of the grievance, the concerned authorities processed the pending case and approved the bill for ₹96,964, followed by its release towards the deceased employee's salary arrears.

Ministry of Railways (Railway Board) - (MORLY)



Northern Railway Delhi Division - (NRDEL)



Northern Railway Accounts section - (NRACS)



Northern Railway - (NRRLY)

CPGRAMS Enables Timely Loan Closure

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



State Bank of India - (SBIBK)



Lucknow Circle - (SBLUC)

Grievance of Mr. Ashutosh Kumar

Mr. Ashutosh Kumar filed a grievance on the CPGRAMS Portal regarding the non-closure of his personal loan despite the outstanding balance being limited to the final EMI of ₹6,081. As he was posted outside his home state, he requested closure through email, but received no response from the bank. Within two days of filing the grievance, the concerned bank processed the request, closed the loan account, and informed the complainant accordingly.

12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Department of Administrative Reforms and Public Grievances (DARPG) released the 50th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of June, 2026

A total of 1,99,968 grievances were redressed by Central Ministries/ Departments in June, 2026.

For the 48th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Posts, Department of Telecommunications and Department of Financial Services (Insurance Division) topped the Group A category in the GRAI rankings released for the month of June, 2026

Ministry of Textiles, Ministry of Tourism and Ministry of Information and Broadcasting topped in Group B category in the GRAI rankings released for the month of June, 2026

Posted On: 29 JUL 2026 12:00PM by PIB Delhi

 **DARPG**  @DARPG_GoI • Jul 20

अब शिकायत दर्ज करना हुआ और भी आसान!

बोलकर या टाइप करके CPGRAMS की AI सहायक समाधान दीदी के साथ अपनी शिकायत कुछ ही क्षणों में दर्ज करें।

तकनीक के माध्यम से हर नागरिक तक आसान और प्रभावी शिकायत निवारण सेवाएँ पहुँचाने की दिशा में एक और कदम।

आज ही समाधान दीदी के साथ अपनी शिकायत

[Show more](#)



PMO India and 3 others

6 6 12 2.1K

 **DARPG**  @DARPG_GoI • Jul 10

CPGRAMS Clarifies PM-KISAN Benefit Status

Through effective grievance redressal, #CPGRAMS is resolving citizen concerns promptly, enhancing trust in governance, and creating a positive impact across India.

[#SuccessStory](#) [#CitizenFirst](#) [#PublicGrievances](#) [#Sushasan](#)
[#SmartGovernance](#)

[Show more](#)



PMO India and 4 others

1 1 3 1.4K

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13156	193681	206837	189287	17550
2	Department of Financial Services (Banking Division)	4275	177244	181519	178099	3420
3	Ministry of Home Affairs	5631	58703	64334	62127	2207
4	Ministry of Railways (Railway Board)	4417	57344	61761	56323	5438
5	Department of Telecommunications	843	56428	57271	56418	853
6	Ministry of Petroleum and Natural Gas	2778	54454	57232	45790	11442
7	Department of Posts	1355	46062	47417	46884	533
8	Central Board of Direct Taxes (Income Tax)	5059	45136	50195	45707	4488
9	Department of Health & Family Welfare	2063	41097	43160	41827	1333
10	Department of Defence Finance	6497	40143	46640	42082	4558

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13156	193681	206837	189287	17550
2	Department of Financial Services (Banking Division)	4275	177244	181519	178099	3420
3	Ministry of Home Affairs	5631	58703	64334	62127	2207
4	Department of Telecommunications	843	56428	57271	56418	853

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
5	Ministry of Railways (Railway Board)	4417	57344	61761	56323	5438
6	Department of Posts	1355	46062	47417	46884	533
7	Ministry of Petroleum and Natural Gas	2778	54454	57232	45790	11442
8	Central Board of Direct Taxes (Income Tax)	5059	45136	50195	45707	4488
9	Department of Defence Finance	6497	40143	46640	42082	4558
10	Department of Health & Family Welfare	2063	41097	43160	41827	1333

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13156	193681	206837	189287	17550
2	Ministry of Petroleum and Natural Gas	2778	54454	57232	45790	11442
3	Ministry of Railways (Railway Board)	4417	57344	61761	56323	5438
4	Department of Defence Finance	6497	40143	46640	42082	4558
5	Central Board of Direct Taxes (Income Tax)	5059	45136	50195	45707	4488
6	Department of Financial Services (Banking Division)	4275	177244	181519	178099	3420
7	Department of Higher Education	1285	23339	24624	21414	3210
8	Unique Identification Authority of India	2661	31607	34268	31422	2846
9	Department of Rural Development	1023	20653	21676	18922	2754
10	Ministry of Home Affairs	5631	58703	64334	62127	2207
11	Ministry of Panchayati Raj	2126	13694	15820	13915	1905
12	Ministry of Housing and Urban Affairs	1849	22395	24244	22705	1539
13	Ministry of Road Transport and Highways	1297	37969	39266	37737	1529

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
14	Department of School Education and Literacy	993	17394	18387	17001	1386
15	Department of Military Affairs	285	17314	17599	16250	1349
16	Department of Health & Family Welfare	2063	41097	43160	41827	1333
17	Department of Food and Public Distribution	2277	13675	15952	14702	1250
18	Staff Selection Commission	374	4844	5218	3969	1249
19	Ministry of External Affairs	1131	14691	15822	14654	1168
20	Department of Agriculture and Farmers Welfare	1066	23953	25019	23985	1034
21	Department of Ex Servicemen Welfare	1119	9371	10490	9456	1034

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Petroleum and Natural Gas	2778	54454	57232	45790	11442	7122
2	Ministry of Labour and Employment	13156	193681	206837	189287	17550	4550
3	Central Board of Direct Taxes (Income Tax)	5059	45136	50195	45707	4488	2430
4	Ministry of Railways (Railway Board)	4417	57344	61761	56323	5438	2062
5	Department of Defence Finance	6497	40143	46640	42082	4558	2047
6	Department of Higher Education	1285	23339	24624	21414	3210	1278
7	Ministry of Panchayati Raj	2126	13694	15820	13915	1905	1122
8	Unique Identification Authority of India	2661	31607	34268	31422	2846	546
9	Department of Food and Public Distribution	2277	13675	15952	14702	1250	504

10	Department of Ex Servicemen Welfare	1119	9371	10490	9456	1034	484
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Annexure 2: Average Closing Time – 1st January 2026 to 31st July 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	2529	46
2	Department of Food and Public Distribution	14702	35
3	Ministry of Panchayati Raj	13915	30
4	Ministry of Petroleum and Natural Gas	45790	30
5	Central Board of Direct Taxes (Income Tax)	45707	28
6	Department of Ex Servicemen Welfare	9456	24
7	Staff Selection Commission	3969	24
8	Department of Commerce	3083	22
9	Department of Defence Finance	42082	22
10	Department of Defence Research and Development	712	21

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	Ministry of Development of North Eastern Region	115	1
2	Department of Land Resources	5082	2
3	Ministry of Parliamentary Affairs	1228	2
4	Ministry of Power	9188	2
5	NITI Aayog	2932	2
6	Department of Chemicals and Petrochemicals	697	3
7	Department of Official Language	170	3
8	Department of Consumer Affairs	21933	4
9	Ministry of Heavy Industries	1303	4

10	Department of Defence	15155	5
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Annexure 3: Status of Appeals – 1st January 2026 to 31st July 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 Petroleum and Natural Gas	944	5901	6845	24	3944
2	Ministry of Labour and Employment	2005	47239	49244	64	2130
3	Department of Higher Education	563	4270	4833	241	1139
4	Ministry of Railways (Railway Board)	1008	10873	11881	19	972
5	Department of Financial Services (Banking Division)	1873	18002	19875	787	775
6	Central Board of Direct Taxes (Income Tax)	761	5358	6119	2901	672
7	Ministry of Corporate Affairs	476	2972	3448	341	657
8	Department of Defence Finance	668	3870	4538	0	649
9	Ministry of Home Affairs	1170	7293	8463	119	487
10	Department of Military Affairs	67	3653	3720	596	457

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	5789	3
2	Department of Revenue	236	5
3	Department of Posts	10861	6
4	Department of Sports	224	6

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
5	Department of Financial Services (Insurance Division)	4947	7
6	Ministry of Cooperation	1822	7
7	Department of Telecommunications	16859	8
8	Ministry of Labour and Employment	47114	10
9	Ministry of Ayush	330	10
10	Ministry of Micro Small and Medium Enterprises	3953	11

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 Cooperation	5817	5435	1836	34%
2	Ministry of Corporate Affairs	10348	9737	2972	31%
3	Department of Telecommunications	57271	56418	16709	30%
4	Ministry of Minority Affairs	1393	1331	389	29%
5	Department of Consumer Affairs	22146	21933	5772	26%
6	Ministry of Civil Aviation	5833	5690	1481	26%
7	Ministry of Labour and Employment	206837	189287	47239	25%
8	Department of Defence Production	1623	1521	374	25%
9	Ministry of Drinking Water and Sanitation	9324	8706	2093	24%
10	Department of School Education and Literacy	18387	17001	4007	24%

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

#	Ministry / Department	Efficiency					Feedback		Domain		Organisational Commitment	
		% 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 (days)	% Pendency with GROs (>100 grievances beyond 21 days)	% of Appeals Filed	% of Resolved	% of Resolution of Complaints Categorised as Urgent	Adequacy of Categorisation (% registered as Others)	Ratio of Grievances Received vis-a-vis GROs	% of Active Grievance Redressal Officers (GROs)
1	Department of Justice	17.60	0.45	91.67	15	9.09	6.03	16.49	80.52	0.23	80.73	72.73
2	Department of Fisheries	48.98	0.00	87.50	7	0.00	9.09	0.00	100.00	33.33	2.44	56.25
3	Ministry of Heavy Industries	59.32	66.67	100.00	4	0.00	10.05	4.76	100.00	0.47	3.69	53.45
4	Department of Health & Family Welfare	29.83	45.81	75.00	7	0.00	5.86	14.43	82.01	21.77	8.00	37.97

#	Ministry / Department	Efficiency					Feedback		Domain		Organisational Commitment	
		% 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 (days)	% Pendency with GROs (>100 grievances beyond 21 days)	% of Appeals Filed	% of Resolved	% of Resolution of Complaints Categorised as Urgent	Adequacy of Categorisation (% registered as Others)	Ratio of Grievances Received vis-a-vis GROs	% of Active Grievance Redressal Officers (GROs)
5	Department of Health Research	30.95	41.94	100.00	11	0.00	11.63	0.00	62.50	6.41	1.05	15.54
6	Department of Legal Affairs	16.31		100.00	7	0.00	0.00	8.33	88.64	0.37	28.79	26.32
7	Department of Agriculture and Farmers Welfare	12.16	70.42	100.00	9	0.00	1.30	13.04	90.91	0.18	37.60	51.96
8	Department of Animal Husbandry, Dairying	34.82	55.56	100.00	9	0.00	7.21	10.00	66.67	0.00	7.45	39.39
9	Department of Agriculture Research and Education	17.26	57.89	100.00	15	0.00	8.11	10.53	50.00	0.00	0.58	20.38
10	Department of Consumer Affairs	77.94	90.69	100.00	2	0.00	14.61	9.26	93.10	2.19	126.78	103.70
11	Department of Commerce	45.79	29.51	100.00	7	0.00	4.70	14.29	83.33	0.71	5.12	79.27
12	Department of Chemicals and Petrochemicals	24.55	0.00	0.00	2	0.00	1.89	20.00	100.00	0.93	8.92	83.33
13	Department of Food and Public Distribution	36.21	64.01	59.82	62	0.00	9.80	47.45	77.78	0.11	0.93	17.88
14	Department of Fertilizers	24.82	41.67	75.76	7	0.00	4.49	33.33	100.00	22.88	3.03	61.54
15	Department for Promotion of Industry and Internal Trade	44.47	58.06	100.00	9	0.00	4.36	36.00	100.00	0.72	3.55	69.23
16	Department of Land Resources	6.34	100.00	100.00	1	0.00	0.00	0.00	100.00	0.00	103.00	75.00
17	Department of Rural Development	19.02	40.06	57.14	11	0.00	8.67	15.94	53.66	0.05	2.04	21.41
18	Department of School Education and Literacy	45.09	53.81	83.33	14	0.00	16.96	15.24	72.73	0.39	15.27	64.85
19	Department of Telecommunications	87.66	89.33	90.65	7	0.00	22.38	12.38	100.00	0.04	10.56	94.15

#	Ministry / Department	Efficiency					Feedback		Domain		Organisational Commitment	
		% 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 (days)	% Pendency with GROs (>100 grievances beyond 21 days)	% of Appeals Filed	% of Resolved	% of Resolution of Complaints Categorised as Urgent	Adequacy of Categorisation (% registered as Others)	Ratio of Grievances Received vis-a-vis GROs	% of Active Grievance Redressal Officers (GROs)
20	NITI Aayog	16.00	50.00	0.00	1	0.00	0.35	0.00	100.00	0.69	4.31	10.45
21	Department of Public Enterprises	16.04	0.00	0.00	10	0.00	0.00	0.00	100.00	0.00	6.36	9.09
22	Department of Higher Education	25.64	19.38	100.00	17	0.45	12.84	16.64	40.74	0.32	9.94	57.92
23	Department of Sports	38.87	22.22	0.00	16	0.00	10.76	15.00	100.00	0.45	4.35	52.94
24	Legislative Department	46.11	0.00	0.00	5	0.00	11.41	9.52	50.00	0.00	4.71	41.18
25	Department of Youth Affairs	14.81	47.37	0.00	20	0.00	8.92	16.67	66.67	0.75	7.00	89.47
26	Unique Identification Authority of India	55.54	74.45	0.00	12	2.44	13.48	36.50	62.50	0.00	151.88	82.93
27	Ministry of Ayush	51.68	77.59	100.00	5	0.00	15.60	12.28	100.00	1.40	6.06	76.60
28	Ministry of Corporate Affairs	52.00	23.63	100.00	13	0.00	25.48	10.62	80.65	15.53	13.18	83.02
29	Ministry of Drinking Water and Sanitation	39.84	86.21	100.00	15	0.00	15.77	14.19	53.33	0.75	2.84	30.21
30	Ministry of Food Processing Industries	33.82	0.00	100.00	7	0.00	6.12	0.00	100.00	45.45	1.72	25.00
31	Ministry of Development of North Eastern Region	84.21	100.00	0.00	1	0.00	0.00		100.00	0.00	1.19	31.25
32	Ministry of Skill Development and Entrepreneurship	35.76	21.15	100.00	8	0.00	7.99	14.71	100.00	0.27	5.86	32.81
33	Ministry of Housing and Urban Affairs	24.07	30.79	75.44	18	0.00	9.84	9.98	71.13	0.23	2.14	31.70
34	Ministry of Women and Child Development	58.49	90.42	100.00	6	0.00	11.37	10.00	36.78	1.90	26.31	83.33

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35	Ministry of Tourism	58.70	95.83	91.43	5	0.00	8.27	21.88	66.67	11.65	3.91	48.53
36	Ministry of Coal	73.71		100.00	9	0.26	0.00	17.36	100.00	0.18	1.42	67.98
37	Ministry of External Affairs	54.85	39.53	100.00	12	0.00	15.14	17.69	59.72	9.12	4.19	20.71
38	Ministry of Electronics & Information Technology	64.47	65.70	100.00	7	0.60	8.12	15.93	61.11	0.46	15.84	26.51
39	Ministry of Parliamentary Affairs	24.32		0.00	1	0.00	0.00		100.00	0.00	6.88	100.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	19.08	55.10	100.00	10	0.00	6.27	9.52	81.82	19.46	2.89	38.32
41	Ministry of Micro Small and Medium Enterprises	56.96	13.25	33.33	10	0.00	4.44	8.57	100.00	0.20	7.84	27.23
42	Ministry of Civil Aviation	70.65	51.28	100.00	10	0.00	18.13	10.65	72.22	0.36	1.58	40.40
43	Ministry of Cooperation	58.30	91.63	0.00	9	0.00	20.07	1.32	50.00	21.24	45.43	47.83
44	Ministry of Environment, Forest and Climate Change	27.06	62.50	55.56	13	0.00	7.19	5.32	82.35	16.36	6.98	61.65
45	Ministry of Information and Broadcasting	57.80	58.82	71.43	7	0.00	11.32	8.14	85.71	0.22	6.38	80.28
46	Ministry of Labour and Employment	42.63	59.33	100.00	15	0.73	16.39	17.88	88.37	0.17	33.91	60.17
47	Ministry of Panchayati Raj	14.46	18.92	100.00	3	0.00	2.54	6.72	62.50	0.00	0.68	40.59
48	Ministry of Road Transport and Highways	30.38	65.30	64.29	9	0.00	6.55	11.91	72.41	0.08	13.12	66.74
49	Ministry of Statistics and Programme Implementation	49.25	72.73	33.33	10	0.00	13.46	20.00	100.00	30.00	0.57	43.18

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50	Ministry of Power	9.73	52.63	100.00	2	0.00	1.28	17.65	100.00	0.20	4.50	94.41
51	Ministry of Shipping	64.89	100.00	83.33	10	0.00	14.47	7.32	80.00	17.76	2.03	65.33
52	O/o the Comptroller & Auditor General of India	23.76	3.92	0.00	13	0.00	13.33	22.73	100.00	1.36	1.11	60.61
53	Central Board of Direct Taxes (Income Tax)	31.72	32.82	100.00	32	0.05	8.11	21.91	66.67	0.08	1.17	95.12
54	Central Board of Indirect Taxes and Customs	59.12	72.08	97.06	7	0.00	10.76	30.36	81.82	0.26	1.79	99.05
55	Department of Atomic Energy	32.98	35.14	58.06	13	0.00	10.66	10.00	40.00	0.00	2.05	68.49
56	Department of Bio Technology	34.88	75.00	100.00	13	0.00	3.45	50.00	100.00	0.00	0.48	32.84
57	Department of Ex Servicemen Welfare	38.08	57.35	0.00	21	0.21	8.76	47.06	86.36	0.41	3.01	51.34
58	Department of Defence Production	37.60	46.77	61.54	13	0.00	20.95	8.11	80.00	0.00	0.79	31.33
59	Department of Defence Research and Development	22.97	100.00	100.00	20	0.00	8.70	0.00	100.00	0.00	0.54	9.09
60	Department of Financial Services (Banking Division)	61.96	55.09	70.28	7	0.00	10.45	21.54	76.16	8.40	5.18	72.35
61	Department of Financial Services (Insurance Division)	82.32	94.32	100.00	6	0.00	19.58	13.08	92.11	0.77	5.48	92.48
62	Department of Financial Services (Pension Reforms)	51.85	66.00	0.00	4	0.00	7.54	8.11	100.00	18.63	68.00	83.33
63	Department of Military Affairs	54.81	22.45	100.00	13	0.00	9.76	16.99	68.00	2.43	2.69	76.97

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64	Department of Empowerment of Persons with Disabilities	51.47	65.09	100.00	6	0.00	10.96	13.98	82.35	3.93	20.17	89.66
65	Department of Investment & Public Asset Management	36.47	0.00	0.00	4	0.00	4.82	0.00	100.00	54.17	9.00	50.00
66	Department of Economic Affairs ACC Division	9.15	5.00	100.00	43	0.00	1.15	0.00	72.73	6.10	6.83	37.50
67	Department of Expenditure	36.51	59.26	0.00	8	0.00	7.23	13.33	100.00	14.95	1.66	51.94
68	Department of Personnel and Training	15.60	47.10	0.00	19	0.00	3.60	7.00	70.93	0.21	13.78	53.62
69	Department of Revenue	18.71	100.00	68.75	6	0.00	1.13	15.38	85.00	0.26	28.58	54.72
70	Department of Science and Technology	41.82	44.83	100.00	14	0.00	8.22	11.11	66.67	0.61	1.71	47.92
71	Department of Scientific & Industrial Research	58.93	38.24	93.75	14	0.00	21.69	14.29	100.00	0.00	0.60	44.66
72	Department of Pharmaceuticals	52.61	11.58	85.71	10	0.00	16.00	13.89	100.00	10.53	7.12	75.00
73	Department of Posts	81.41	89.69	90.48	3	0.00	15.29	28.01	98.00	0.13	8.13	100.00
74	Department of Space	36.14	9.09	0.00	13	0.00	28.95	18.75	100.00	23.08	3.10	76.19
75	Department of Defence Finance	26.45	15.78	0.00	27	2.02	4.74	38.99	100.00	0.07	7.96	26.65
76	Department of Official Language	36.36	100.00	0.00	2	0.00	0.00		100.00	0.00	0.73	80.00
77	Department of Defence	55.83		89.29	4	0.00	0.00	8.66	86.49	2.29	2.73	98.13
78	Department of Social Justice and Empowerment	33.21	64.94	100.00	9	0.00	4.52	15.38	76.92	0.06	21.66	75.95
79	Staff Selection Commission	14.09	27.13	0.00	22	3.70	7.38	18.60	66.67	10.03	45.78	74.07

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80	Ministry of Culture	63.40	75.29	100.00	11	0.00	13.51	9.33	100.00	0.77	2.20	55.11
81	Ministry of Earth Sciences	40.00	80.00	100.00	20	0.00	11.63	0.00	100.00	2.78	1.24	17.24
82	Ministry of Home Affairs	43.52	78.43	100.00	6	0.00	8.78	9.17	81.17	2.30	8.29	44.68
83	Ministry of Mines	23.11	41.67	82.50	10	0.00	6.78	0.00	58.33	0.00	3.89	60.87
84	Ministry of Minority Affairs	48.32	28.12	0.00	17	0.00	15.04	17.86	100.00	0.00	6.35	83.87
85	Ministry of New and Renewable Energy	33.82	30.14	100.00	11	0.00	12.35	12.77	100.00	0.00	8.38	97.78
86	Ministry of Railways (Railway Board)	41.13	45.35	61.60	17	0.13	18.62	15.27	52.10	24.74	3.17	51.86
87	Ministry of Steel	83.19	81.25	100.00	4	0.00	30.10	2.27	100.00	0.00	1.95	64.91
88	Ministry of Petroleum and Natural Gas	3.91	2.02	75.51	48	0.34	7.23	29.97	19.35	6.02	10.52	61.60
89	Ministry of Tribal Affairs	50.43	81.67	0.00	12	0.00	13.98	6.12	90.91	0.00	8.54	89.29
90	Ministry of Textiles	63.10	72.73	100.00	7	0.00	11.11	22.22	100.00	0.00	2.06	80.00

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 - 21			5 - 10	
	25-50			21 - 30			10 - 15	
	<25			> 30			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							

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