



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

# CPGRAMS

## MONTHLY REPORT

### Central Ministries/Departments

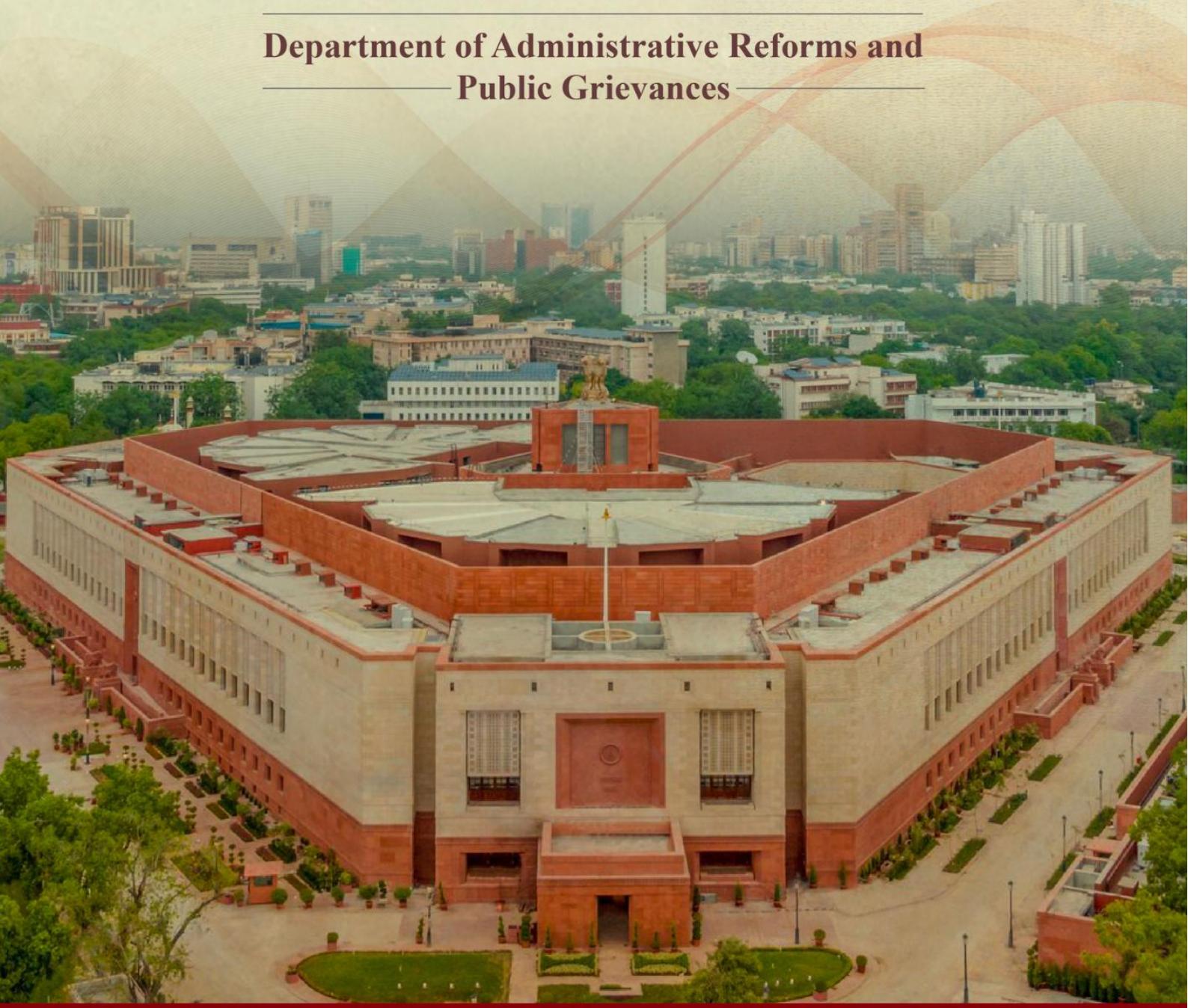
JANUARY 2026

Report Number 45

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Department of Administrative Reforms and  
Public Grievances

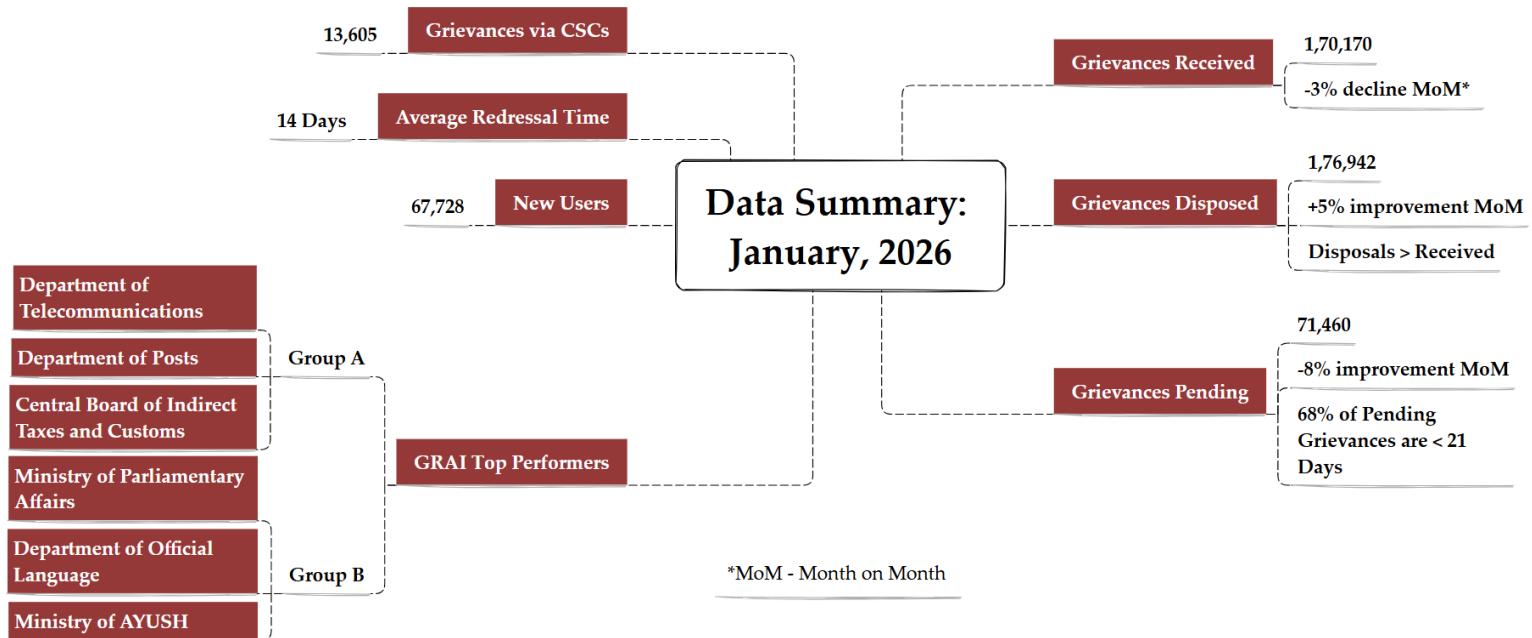
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# 1. Key Highlights



## General Updates

- Monthly review meeting under the chairmanship of **Additional Secretary, DARPG**, was held on 29<sup>th</sup> January, 2026, with the Nodal Officers of all the Central Ministries/Departments.
- In January 2026, for the **43<sup>rd</sup> month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **71,460 grievances**, out of which ~68% of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of January 2026 stands at **67,728**.
- The Feedback Call Centre collected **68,727 feedbacks** in January 2026, where **43,468 feedback** were collected for Central Ministries/Departments.

## PG Cases Summary

- In January 2026, 1,70,170 PG cases were received on the CPGRAMS portal, 1,76,942 PG cases were redressed and there exists a pendency of 71,460 PG cases.
- Grievances registered via Common Service Centers stands at 13,605 grievances for January, 2026.
- 34% of the accounted grievances for January, 2026 were directed towards key departments such as the Ministry of Labour and Employment [26,479 grievances], Department of Financial Services (Banking Division) [22,776 grievances], and Department of Telecommunications [9,123 grievances].

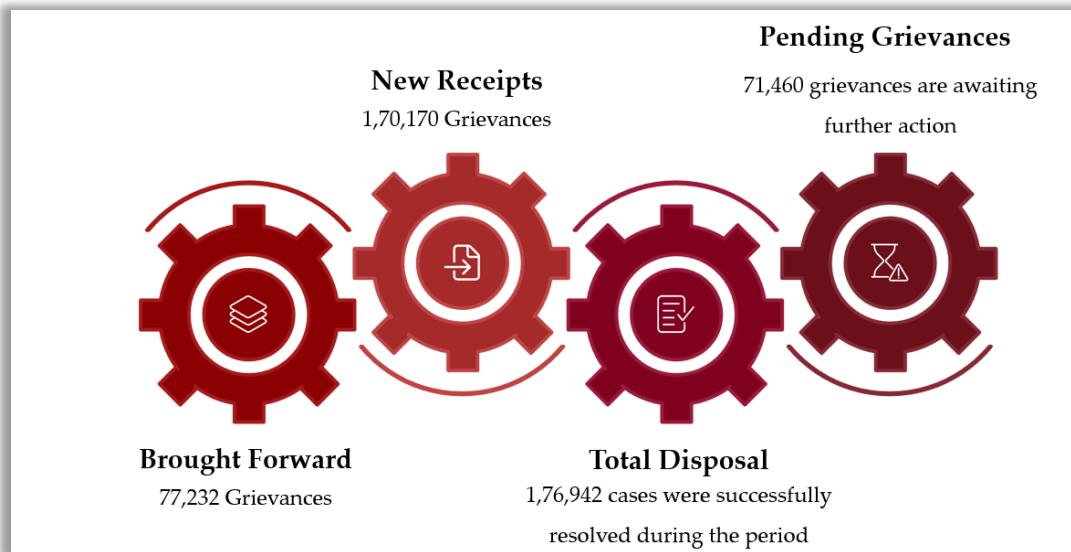
## Appeals Summary

- In January 2026, 30,873 appeals were received and 29,749 appeals were disposed.
- 21,304 appeal pendency recorded in January for the year 2026.

## Grievance Redressal and Assessment Index (GRAI – January, 2026)

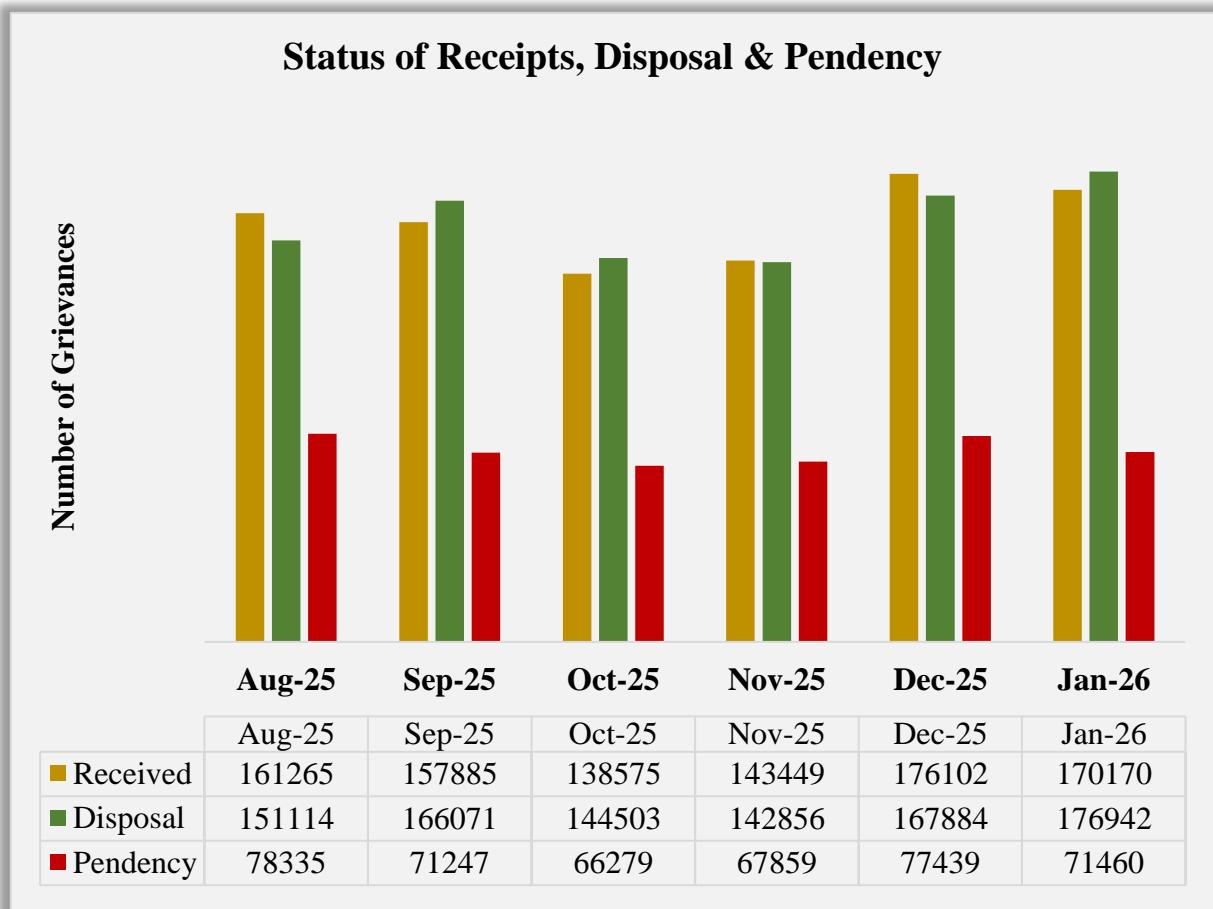
- Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for January, 2026.
- Ministry of Parliamentary Affairs, Department of Official Language and Ministry of AYUSH are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for January, 2026.

## 2. Review of Status of Grievances



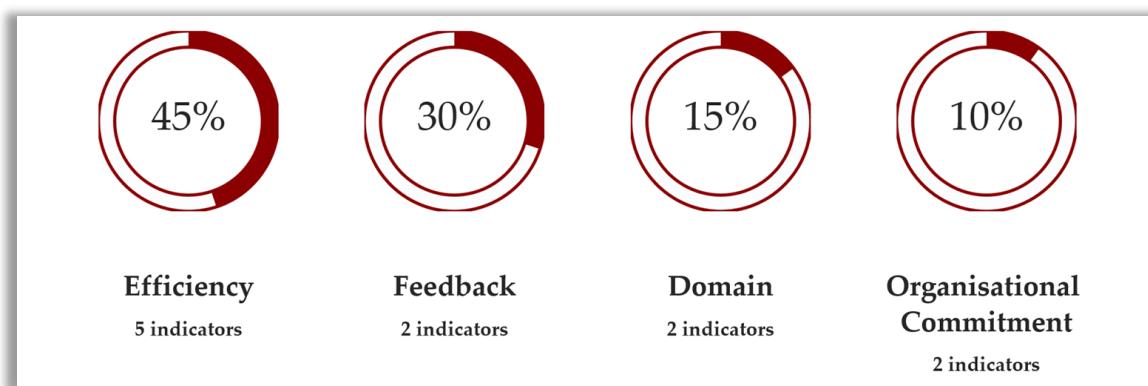
*Time Period: 1<sup>st</sup> January, 2026 till 31<sup>st</sup> January, 2026*

### Month-wise Status of Grievances



### 3. Grievance Redressal and Assessment Index – January, 2026

DARPG has introduced a new and comprehensive Grievance Redressal Assessment and Index (GRAI) from May, 2023 onwards. The objective of GRAI is to assist the Ministries/Departments to review, analyse and streamline their grievance redressal mechanism with identification of strengths and areas of improvement.



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

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
			7	% of Resolution with "Satisfied" Remarks	Positive	0.50
3	Domain	0.15	8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
			9	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
4	Organisational Commitment	0.10	10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

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

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 **1<sup>st</sup> January to 31<sup>st</sup> January, 2026**.

### 3.1 Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Telecommunications	841	9123	9182	782	0.843	1
2	Department of Posts	1343	5875	5876	1342	0.826	2
3	Central Board of Indirect Taxes and Customs	193	1364	1378	179	0.821	3
4	Department of Financial Services (Insurance Division)	485	2934	3040	379	0.818	4
5	Department of Consumer Affairs	684	2472	2722	434	0.773	5
6	Ministry of Power	69	635	638	66	0.772	6
7	Department of Financial Services (Banking Division)	4245	22776	23578	3443	0.763	7
8	Department of Defence	376	1697	1772	301	0.754	8
9	Ministry of Electronics & Information Technology	282	1376	1364	294	0.738	9
10	Department of Revenue	275	1194	1236	233	0.729	10
11	Department of Social Justice and Empowerment	206	1061	1030	237	0.683	11
12	Ministry of Labour and Employment	13129	26479	25835	13773	0.678	12
13	Ministry of Corporate Affairs	510	1408	1356	562	0.676	13
14	Ministry of Environment, Forest and Climate Change	486	907	1080	313	0.673	14
15	Ministry of Panchayati Raj	2121	1966	2138	1949	0.666	15
16	Central Board of Direct Taxes (Income Tax)	5045	6220	5719	5546	0.6658	16
17	Department of Land Resources	95	697	741	51	0.6644	17
18	Department of Personnel and Training	810	2217	2384	643	0.6638	18
19	Ministry of Road Transport and Highways	1229	5109	5072	1266	0.66	19
20	Ministry of Drinking Water and Sanitation	580	1145	1225	500	0.65	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Ministry of Civil Aviation	519	911	1005	425	0.647	21
22	Ministry of Cooperation	281	639	687	233	0.6339	22
23	Ministry of Micro Small and Medium Enterprises	3528	6221	8258	1491	0.6336	23
24	Ministry of Women and Child Development	529	949	1108	370	0.622	24
25	Department of Higher Education	1273	2734	2603	1404	0.611	25
26	Department of Food and Public Distribution	2277	2225	2173	2329	0.607	26
27	Department of School Education and Literacy	978	1756	1613	1121	0.605	27
28	Department of Ex Servicemen Welfare	1117	1363	1494	986	0.597	28
29	Ministry of External Affairs	1125	2160	2099	1186	0.589	29
30	Ministry of Railways (Railway Board)	4383	7657	7884	4156	0.583	30
31	Department of Health & Family Welfare	2006	4984	4219	2771	0.576	31
32	Ministry of Petroleum and Natural Gas	2777	2620	2518	2879	0.573	32
33	Department of Agriculture and Farmers Welfare	1050	2941	1661	2330	0.568	33
34	Department of Justice	733	967	1433	267	0.567	34
35	Unique Identification Authority of India	2659	4829	5336	2152	0.565	35
36	Ministry of Housing and Urban Affairs	1813	2981	3073	1721	0.559	36
37	Ministry of Home Affairs	5537	7645	10077	3105	0.557	37
38	Department of Defence Finance	6434	5818	8508	3744	0.552	38
39	Department of Rural Development	1020	1596	1527	1089	0.529	39
40	Department of Military Affairs	286	1165	705	746	0.453	40

### 3.2 Ranking of Ministries/Departments – Group B

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	8	175	176	7	0.869	1
2	Department of Official Language	3	25	25	3	0.795	2
3	Ministry of Ayush	50	298	295	53	0.766	3
4	NITI Aayog	19	449	448	20	0.745	4
5	Ministry of Coal	143	365	371	137	0.74	5
6	Ministry of Heavy Industries	14	153	143	24	0.715	6
7	Ministry of Culture	72	389	338	123	0.714	7
8	Department of Empowerment of Persons with Disabilities	178	425	465	138	0.699	8
9	Department of Fertilizers	32	68	78	22	0.691	9
10	Department of Defence Research and Development	61	75	106	30	0.681	10
11	Department of Pharmaceuticals	22	111	87	46	0.6783	11
12	Ministry of Development of North Eastern Region	0	6	4	2	0.6778	12
13	Department for Promotion of Industry and Internal Trade	110	203	215	98	0.674	13
14	Ministry of Information and Broadcasting	148	424	402	170	0.671	14
15	Ministry of Tourism	107	356	333	130	0.655	15
16	Ministry of Skill Development and Entrepreneurship	121	273	296	98	0.65	16
17	Ministry of Tribal Affairs	49	246	221	74	0.649	17
18	Ministry of Mines	101	174	209	66	0.645	18
19	Ministry of Steel	56	130	145	41	0.644	19
20	Department of Legal Affairs	54	464	434	84	0.641	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Department of Chemicals and Petrochemicals	9	51	43	17	0.641	21
22	Department of Health Research	40	105	124	21	0.6396	22
23	Ministry of Textiles	50	119	130	39	0.6396	23
24	Department of Scientific & Industrial Research	24	74	62	36	0.635	24
25	Staff Selection Commission	333	409	486	256	0.618	25
26	O/o the Comptroller & Auditor General of India	65	202	178	89	0.616	26
27	Department of Space	28	44	42	30	0.614	27
28	Department of Science and Technology	78	160	162	76	0.6112	28
29	Ministry of Earth Sciences	13	38	35	16	0.6105	29
30	Legislative Department	82	131	187	26	0.594	30
31	Department of Animal Husbandry, Dairying	120	261	247	134	0.584	31
32	Department of Financial Services (Pension Reforms)	28	434	409	53	0.583	32
33	Ministry of New and Renewable Energy	76	151	136	91	0.581	33
34	Department of Bio Technology	16	19	30	5	0.579	34
35	Ministry of Statistics and Programme Implementation	22	52	44	30	0.568	35
36	Department of Atomic Energy	53	117	120	50	0.565	36
37	Ministry of Shipping	51	131	110	72	0.56	37
38	Department of Fisheries	23	49	52	20	0.558	38
39	Department of Investment & Public Asset Management	16	72	66	22	0.554	39
40	Department of Defence Production	73	183	158	98	0.548	40
41	Ministry of Food Processing Industries	26	49	65	10	0.547	41
42	Ministry of Water Resources, River	218	419	421	216	0.542	42

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
	Development & Ganga Rejuvenation						
43	Department of Youth Affairs	71	80	97	54	0.539	43
44	Department of Public Enterprises	10	122	116	16	0.518	44
45	Department of Sports	83	176	157	102	0.513	45
46	Department of Expenditure	204	340	298	246	0.509	46
47	Department of Economic Affairs ACC Division	534	334	409	459	0.502	47
48	Department of Agriculture Research and Education	82	159	155	86	0.499	48
49	Ministry of Minority Affairs	135	146	144	137	0.477	49
50	Department of Commerce	321	332	143	510	0.426	50

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

*\*In January 2026, though the Ministry of Skill Development and Entrepreneurship and the Staff Selection Commission have received 1,286 grievances and 532 grievances respectively, 296 and 486 grievances respectively have been closed with new ATR and are considered for calculating the GRAI score.*

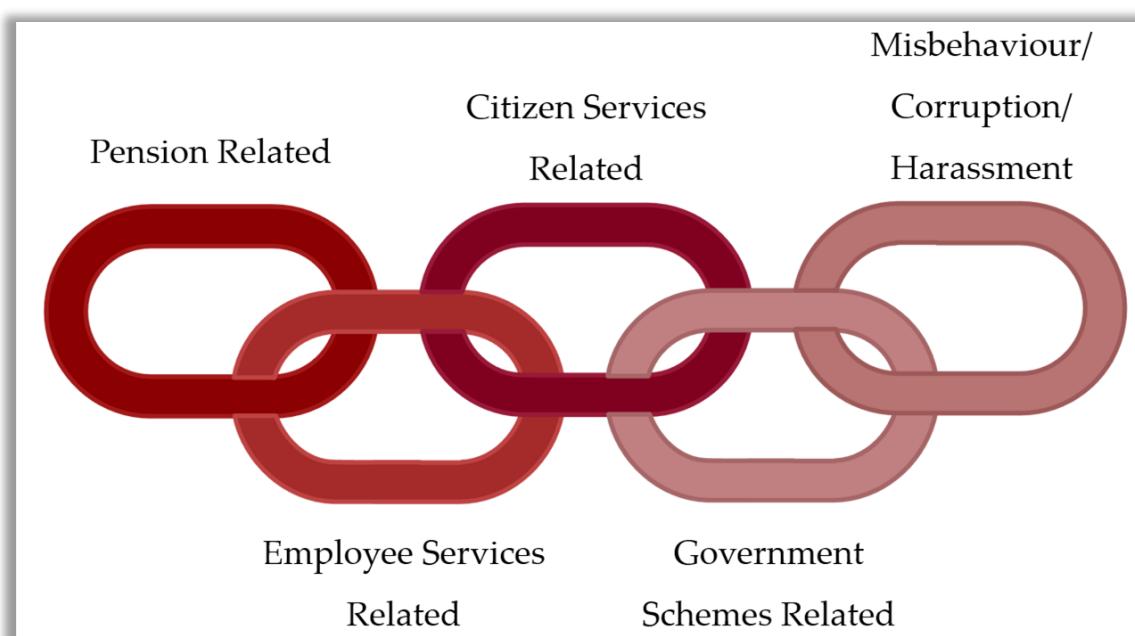
# 4. Categorisation

## 4.1 Overview

In 2024, the Department of Administrative Reforms and Public Grievances (DARPG) undertook a significant initiative to revamp the existing categorization on the CPGRAMS portal for selected Central Ministries and Departments. This initiative focused on streamlining grievance redressal by introducing clear and precise categorization.

The primary objective of the new categorization system is to establish uniformity across all ministries by standardizing terminology and reducing redundancies at the initial level, aiming to enhance citizen convenience. This approach ensures consistency in categorizing grievances across various departments, thereby making the grievance filing process more citizen-centric. Furthermore, it will assist Ministries/Departments in identifying key areas of concern based on grievance trends, thereby enabling targeted improvements in service delivery.

### Uniform Key Categories Identified:



## 4.2 Progress so far

The Department has completed the categorisation analysis for 35 **Ministries/Departments**, of which 30 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 30 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)	11th March, 2025
2	Department of Telecommunications	11th March, 2025
3	Ministry of External Affairs	26th May, 2025
4	Department of Drinking Water and Sanitation	26th May, 2025
5	Ministry of Road Transport and Highways	26th May, 2025
6	Unique Identification Authority of India	30th May, 2025
7	Department of Defence	30th May, 2025
8	Department of Military Affairs	30th May, 2025
9	Department of Defence Research and Development	5th June, 2025
10	Department of School Education and Literacy	5th June, 2025
11	Central Board of Direct Taxes (Income Tax)	5th June, 2025
12	Department of Posts	13th June, 2025
13	Department of Rural Development	13th June, 2025
14	Ministry of Labour and Employment	13th June, 2025
15	Central Board of Indirect Taxes and Customs	13th June, 2025
16	Department of Personnel and Training	25th June, 2025
17	Department of Consumer Affairs	1st July, 2025
18	Department of Food and Public Distribution	3rd July, 2025
19	Department of Agriculture and Farmers Welfare	4th July, 2025
20	Ministry of Heavy Industry	8th July, 2025
21	Department of Ex Servicemen Welfare	14th July, 2025
22	Department of Higher Education	18th July, 2025
23	Department of Justice	21st July, 2025
24	Department of Animal Husbandry and Dairying	23rd July, 2025
25	Ministry of Railways (Railway Board)	9th September, 2025
26	Ministry of Women and Child Development	14th October, 2025
27	Ministry of Mines	20 <sup>th</sup> November, 2025
28	Department of Financial Services (Insurance Division)	8th December 2025
29	Ministry of Tribal Affairs	22nd December, 2025
30	Department of Commerce	2 <sup>nd</sup> January, 2026

Note: The Revised Categorisation for Ministry of Power is under implementation on CPGRAMS Portal.

## 6. Review Meeting by Secretaries

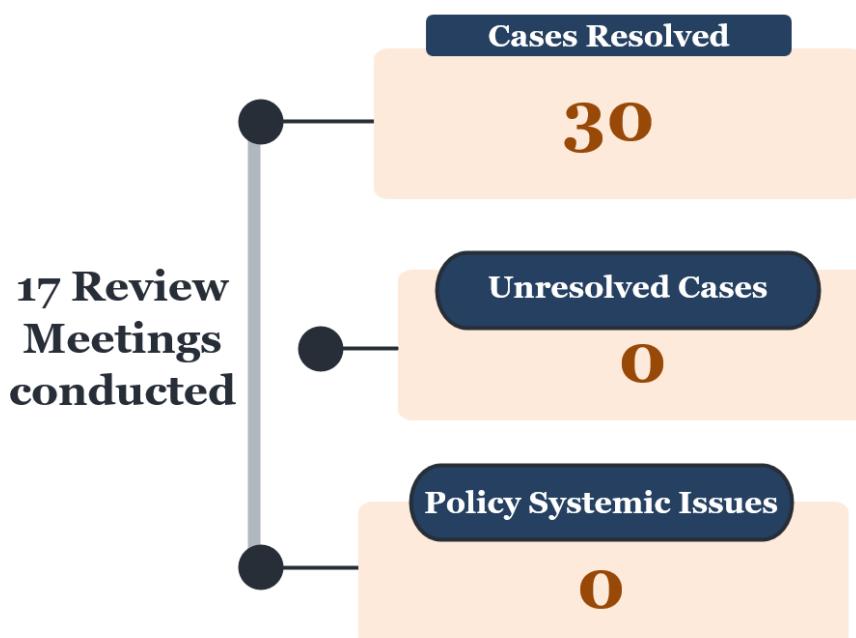
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26<sup>th</sup> December 2024, the Cabinet Secretary issued a DO letter on **30<sup>th</sup> January 2025**, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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 January, 2026.

A total of **264 Review Meetings** were conducted between **14<sup>th</sup> February 2025 till 31<sup>st</sup> January, 2026**. A total of 1,554 cases has been resolved; 58 systemic policy issues and 24 unresolved cases have been taken up.

### 6.1 Status of Review Meetings Conducted – January 2026

A total of **17 Review Meetings** were conducted and **11 cases** were resolved in **January 2026**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings.



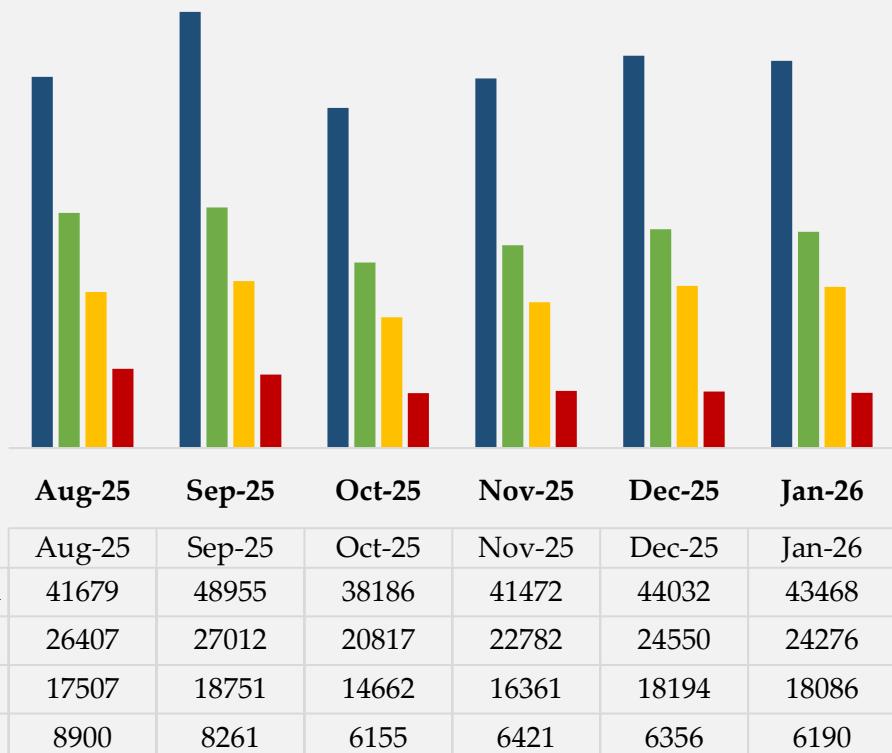
S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	2	Joint Secretary
2	Ministry of Women and Child Development	2	Secretary
3	Central Board of Direct Taxes (Income Tax)	1	Pr. DGIT
4	Central Board of Indirect Taxes and Customs	1	Chairman
5	Department for Promotion of Industry and Internal Trade	1	Secretary
6	Department of Chemicals and Petrochemicals	1	Secretary
7	Department of Financial Services (Banking Division)	1	Secretary
8	Department of Financial Services (Insurance Division)	1	Secretary
9	Department of Official Language	1	Secretary
10	Department of Rural Development	1	Secretary
11	Department of Science and Technology	1	Secretary
12	Ministry of Coal	1	Secretary
13	Ministry of Corporate Affairs	1	Secretary
14	Ministry of Drinking Water and Sanitation	1	Secretary
15	Ministry of Labour and Employment	1	Economic Advisor
16	Ministry of Parliamentary Affairs	1	Secretary
17	Ministry of Textiles	1	Secretary

## 7. Feedback Call Centre

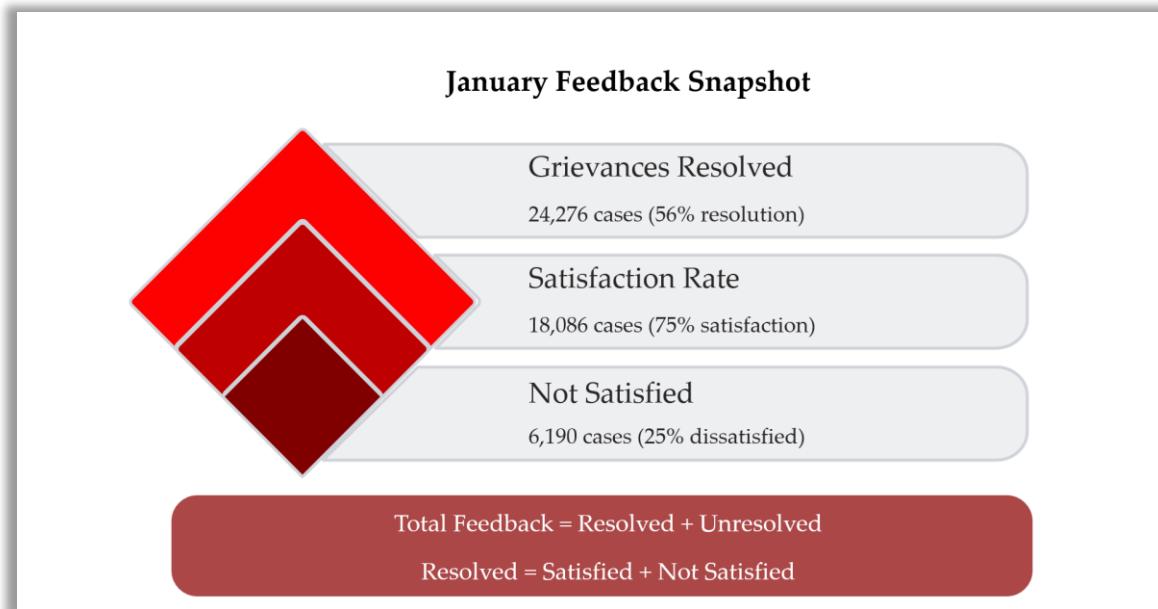
During the period from **1<sup>st</sup> January 2026 to 31<sup>st</sup> January 2026**, the Call Centre received a total of **68,727 feedback**. Of these, **43,468 cases** were for the Central Ministries and Departments while the rest belonged to the States/UTs. 24,276 cases were marked as **resolved**, reflecting a **resolution rate of ~56%** and 19,192 cases were **Not Resolved**. Among the resolved cases, **~75% of citizens expressed satisfaction** with the grievance redressal.

*The column chart below tracks key metrics regarding feedback from August, 2025 till January 2026: Total feedback received, Grievances marked resolved, Citizen Satisfaction and Dissatisfaction with Resolution.*

**Month - Wise Feedback Status**



The diagram below illustrates the journey from total feedback received via Call Centre in January 2026 (43,468):



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

S.No.	Ministry / Department	Total Feedback	Not Resolved
1	Ministry of Labour and Employment	8165	<b>3121</b>
2	Department of Financial Services (Banking Division)	4816	<b>1885</b>
3	Department of Telecommunications	2993	<b>1381</b>
4	Ministry of Micro Small and Medium Enterprises	1927	<b>1342</b>
5	Ministry of Home Affairs	1637	<b>1011</b>
6	Ministry of Railways (Railway Board)	1875	<b>793</b>
7	Department of Posts	2244	<b>782</b>
8	Unique Identification Authority of India	1546	<b>745</b>
9	Department of Defence Finance	1933	<b>617</b>
10	Central Board of Direct Taxes (Income Tax)	1602	<b>489</b>

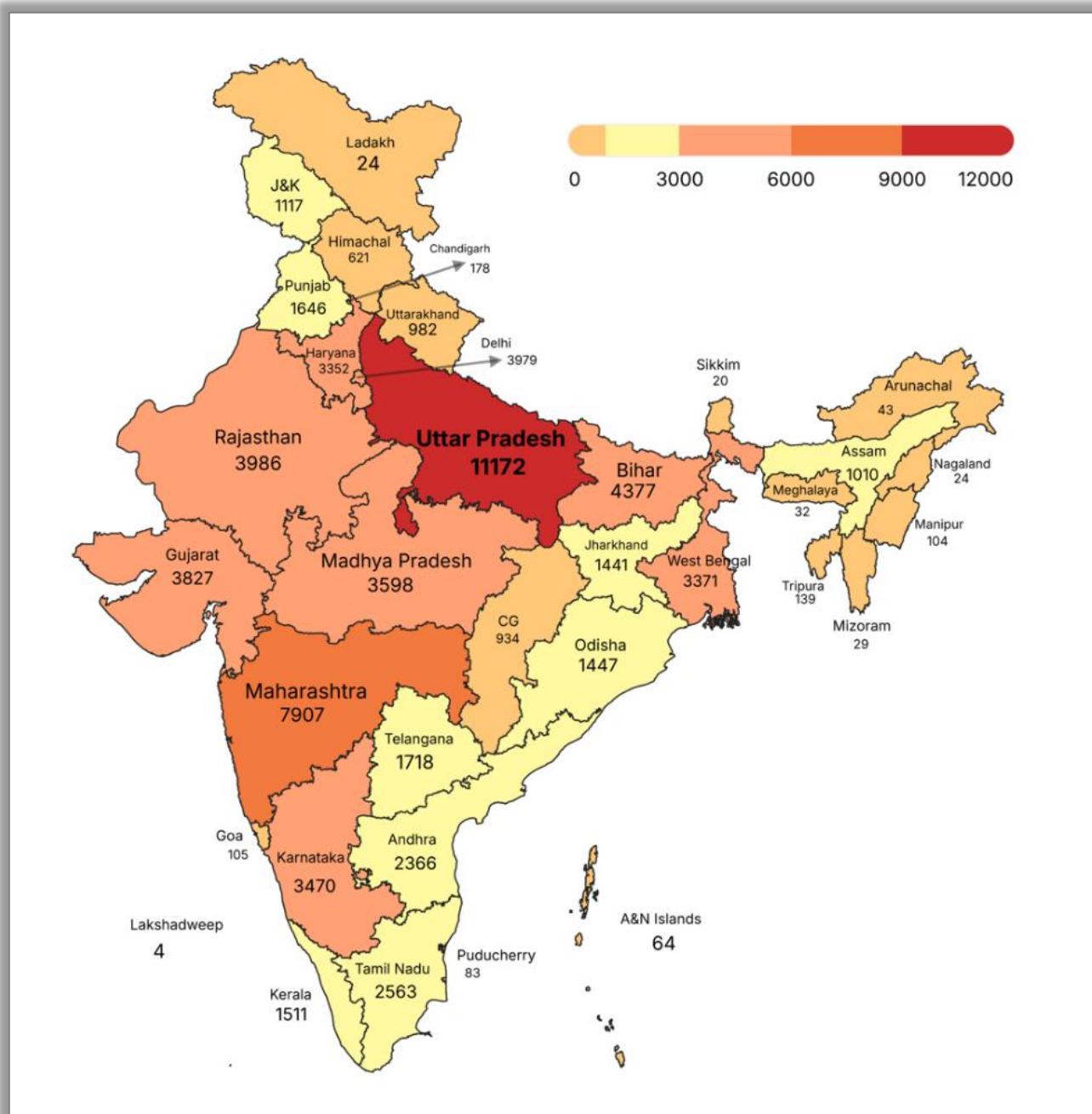
**January, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:**

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5044	3974 (79%)	1070 (21%)
2	Department of Financial Services (Banking Division)	2931	2213 (76%)	718 (24%)
3	Department of Telecommunications	1612	1206 (75%)	406 (25%)
4	Department of Posts	1462	1205 (82%)	257 (18%)
5	Department of Defence Finance	1316	1054 (80%)	262 (20%)
7	Central Board of Direct Taxes (Income Tax)	1113	861 (77%)	252 (23%)
6	Ministry of Railways (Railway Board)	1082	717 (66%)	365 (34%)
8	Ministry of Petroleum and Natural Gas	821	718 (87%)	103 (13%)
9	Unique Identification Authority of India	801	624 (78%)	177 (12%)
10	Ministry of Home Affairs	626	378 (60%)	248 (40%)

## 8. New User Registration

A total of **67,728 new users** has registered on CPGRAMS in January, 2026, through various channels, out of which, **11,172 registrations are from Uttar Pradesh**.

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



## 9. Outreach through CSCs

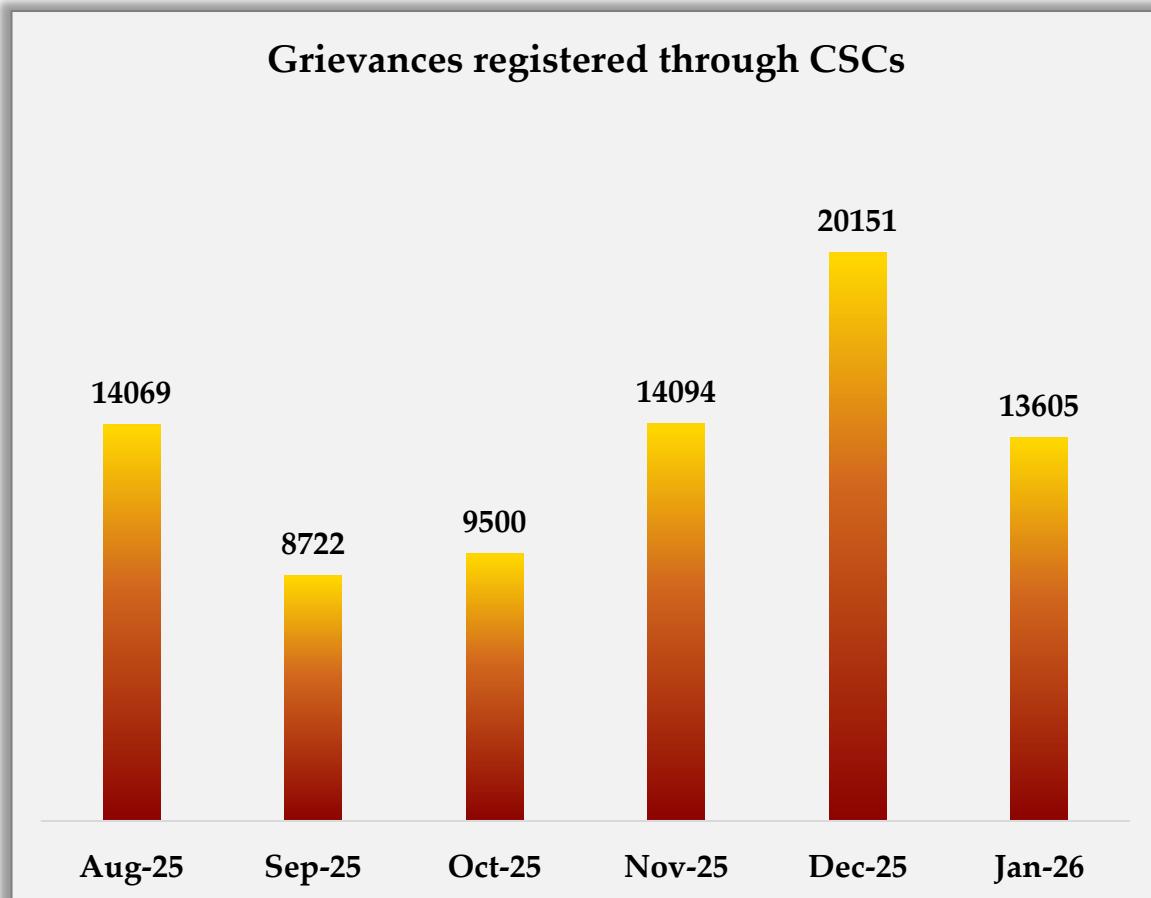
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



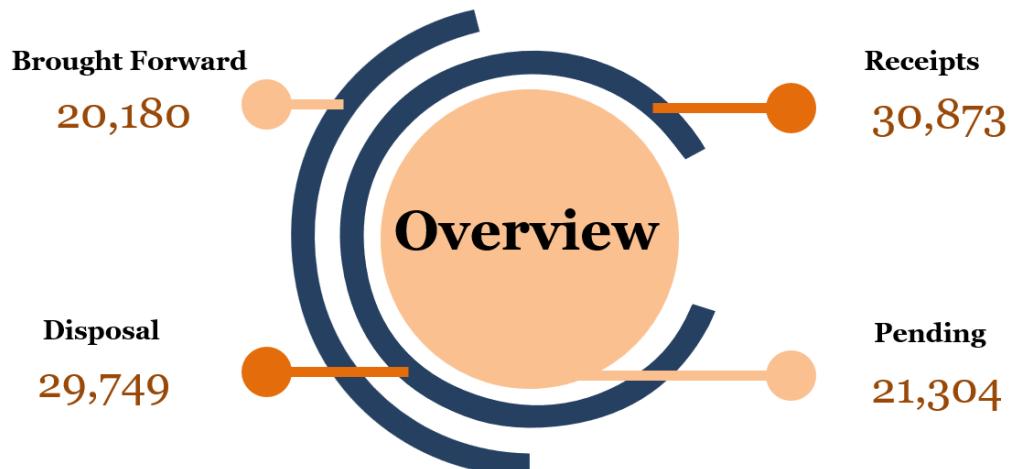
*Time Period: 1<sup>st</sup> January, 2026 till 31<sup>st</sup> January, 2026*

**A total of 13,605 grievances has been registered through the Common Service Centres in the month of January, 2026:**

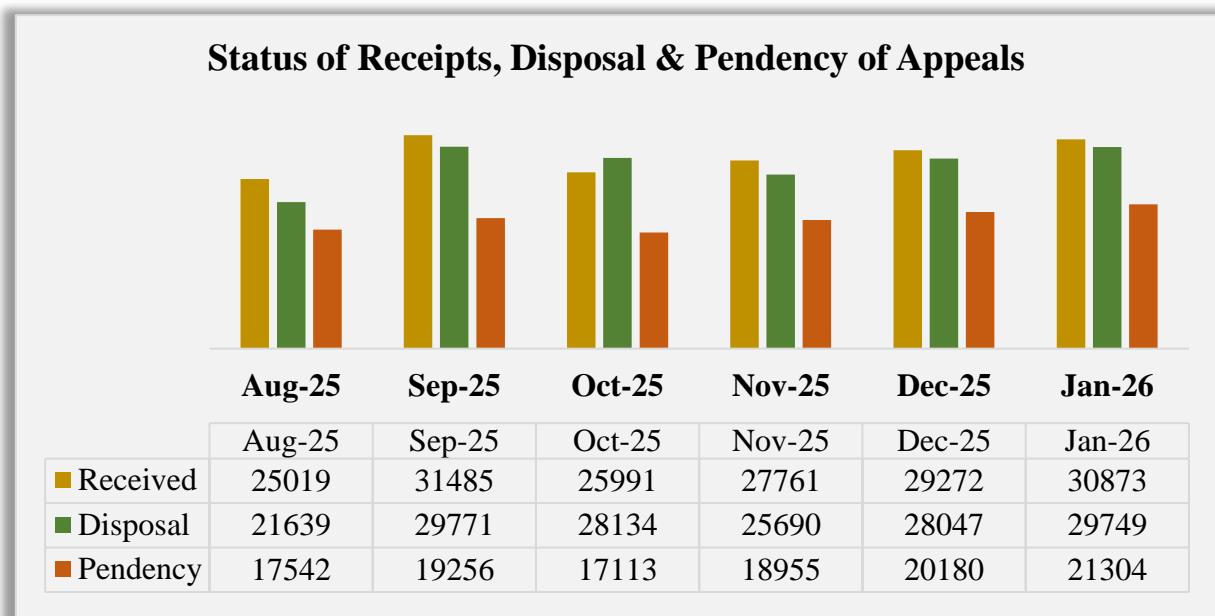
A total of 13,605 grievances were registered through Common Service Centres (CSCs) in January 2026 out of which **Karnataka** contributed nearly **61%**.



## 10. Review of Status of Appeals on CPGRAMS



### a. Month-wise Status of Appeals



### b. Average Closing Time of Appeals

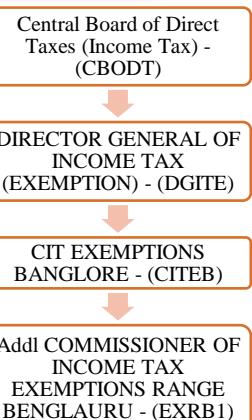
- The Average Closing Time of Appeals in the Central Ministries/Departments is 20 days as on 31<sup>st</sup> January, 2026
- 30 Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

# 11. Success Stories

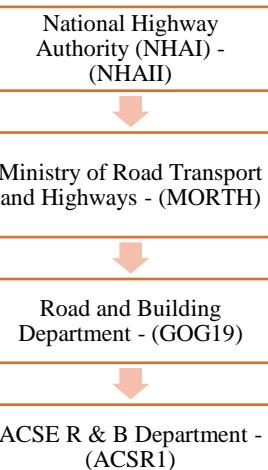
## Rectification of DDT Credit and Refund Issued

### Grievance of Romesh Films

Romesh Films Pvt. Ltd., a taxpayer company, raised a grievance regarding an incorrect demand for AY 2019–20 arising out of non-grant of Dividend Distribution Tax (DDT) credit of ₹2,86,818, wrongful adjustment of refunds pertaining to AY 2014–15. Seeking resolution, the company lodged a grievance on the CGRAMS Portal requesting rectification of mistakes apparent on record. The concerned authorities reviewed the matter, and passed a rectification order under section 154 through ITBA, which was duly accounted for by CPC. Consequently, a refund of ₹2,98,420 was determined and credited to the company's bank account.



## Hazardous Pothole on Rancharda–Thol–Kadi Road Rectified



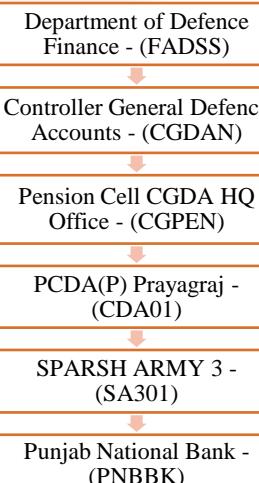
### Grievance of Shri Pratik Pancholi

Shri Pratik Pancholi, a citizen, raised a serious concern regarding a large pothole on a turning curve of the Rancharda–Thol–Kadi Road, posing a major accident risk due to poor night visibility, waterlogging during rains, and heavy student movement near the Skill Institute. Seeking resolution, he lodged a grievance on the CGRAMS Portal. The concerned authorities reviewed the matter and found that after gas pipeline work by Sabarmati Gas Ltd., the road had not been properly restored. The department subsequently carried out the necessary repairs at the location and completed the road restoration, thereby resolving the grievance.

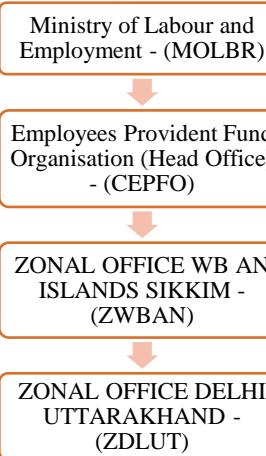
**Revision of  
Pension under  
OROP-2 and  
OROP-3 issued**

**Grievance of Shri Ramesh Sharma**

Shri Ramesh Sharma, a citizen and ex-serviceman retired in 2006 with the rank of MACP Havildar, was facing issue regarding non-revision of his pension under OROP-2 and OROP-3, despite being eligible. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and, as per SPARSH records, revised his pension to Rs. 24,825/- w.e.f. 01.07.2019 under OROP-2 and Rs. 26,825/- w.e.f. 01.07.2024 under OROP-3. Further, lumpsum arrears of Rs. 98,415/- towards OROP-2 and OROP-3 were credited to his bank account and his grievance was resolved successfully.



**Delay in issuance  
of revised PPO  
resolved via  
CPGRAMS**



**Grievance of Shri Jayanta Sen Sharma**

Shri Jayanta Sen Sarma highlighted the issue of prolonged delay and lack of clarity by EPFO Kolkata in issuing his revised PPO, despite credit of Rs. 61.61 lacs towards higher pension, approval of the speaking order, and confirmation that required documents were already available with the office. He faced repeated directions to visit the Pension Cell without clarity on the concerned officials or documents, and closure of his grievance without resolution. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and informed that a new PPO has been generated, with monthly pension fixed at Rs. 56,274/-, thereby resolving the grievance.

# 12. Media Outreach

**DARPG** @DARPG\_GoI

DARPG has released its 44th **#CPGRAMS** Monthly Report for December, 2025, for Central Ministries/Departments.

- In December 2025, 1,76,102 PG cases were received on the CPGRAMS portal, 1,67,884 PG cases were redressed and there exists a pendency of 77,439 PG cases.
- In December 2025, for the 42nd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

Full report can be accessed on: [darp.gov.in/sites/default/...](http://darp.gov.in/sites/default/)

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

@narendramodi | @PMOIndia | @DrJitendraSingh | @MIB\_India | @PIB\_India | @DDNewsLive | @airnewsalerts | @mygovindia



**DARPG** @DARPG\_GoI

A capacity-building training programme for the Grievance Redressal Officers of the Department of Official Language (@RajbhashaVibhag) was held on 27 January 2025 at the NDCC Building. The programme was organised to enhance institutional awareness of the **#CPGRAMS** portal and to improve the quality, timeliness, and citizen-centric delivery of public grievance redressal. The session emphasised best practices for effective grievance handling and disposal and was attended by more than 15 officers from the Department of Official Language.

#GoodGovernance #DigitalIndia #CPGRAMS #PublicGrievanceRedressal #CapacityBuilding



Narendra Modi and 7 others

**DARPG** @DARPG\_GoI

A capacity-building training session for Grievance Redressal Officers of the Department of Consumer Affairs (@jagograhakjago) was conducted on 16 January 2025 at Krishi Bhawan with the objective of strengthening institutional understanding of the **#CPGRAMS** portal and improving the quality, timeliness, and citizen-centricity of public grievance redressal. The session focused on enhancing effective grievance handling and disposal practices and was attended by over 50 officers from DoCA.

#GoodGovernance #DigitalIndia #CPGRAMS #PublicGrievanceRedressal #CapacityBuilding



Consumer Affairs @jagograhakjago

A workshop was conducted as part of a training programme for GROs/US/SO level officers to enhance the quality of disposal of public grievances on the CPGRAMS portal. The meeting was attended by representatives from NIC and DFPD, along with senior officers and officials of DoCA. #JagoGrahaKago #ConsumerRights #NCH1915 #eJagriti #ConsumerAwareness

**DARPG** @DARPG\_GoI

Shri Puneet Yadav, Additional Secretary, DARPG, chaired the monthly **#CPGRAMS** review meeting with Nodal Grievance Redressal Officers of Central Ministries and Departments. The discussion focused on reviewing grievance redressal performance, reducing pendency, and strengthening the quality, timeliness, and citizen-centricity of grievance disposal across Ministries/Departments.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



Narendra Modi and 7 others



Narendra Modi and 7 others

**DARPG** @DARPG\_GoI

A capacity-building training programme for the Grievance Redressal Officers of the Department of Official Language (@RajbhashaVibhag) was held on 27 January 2025 at the NDCC Building. The programme was organised to enhance institutional awareness of the **#CPGRAMS** portal and to improve the quality, timeliness, and citizen-centric delivery of public grievance redressal. The session emphasised best practices for effective grievance handling and disposal and was attended by more than 15 officers from the Department of Official Language.

#GoodGovernance #DigitalIndia #CPGRAMS #PublicGrievanceRedressal #CapacityBuilding



Consumer Affairs @jagograhakjago

A workshop was conducted as part of a training programme for GROs/US/SO level officers to enhance the quality of disposal of public grievances on the CPGRAMS portal. The meeting was attended by representatives from NIC and DFPD, along with senior officers and officials of DoCA. #JagoGrahaKago #ConsumerRights #NCH1915 #eJagriti #ConsumerAwareness



Office of Pralhad Joshi and 7 others

# Annexures

## Annexure 1: Performance of Ministries/Departments

### Annexure 1.1: Maximum Number of Receipts – 1<sup>st</sup> January 2026 to 31<sup>st</sup> January 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13129	26479	39608	25835	13773
2	Department of Financial Services (Banking Division)	4245	22776	27021	23578	3443
3	Department of Telecommunications	841	9123	9964	9182	782
4	Ministry of Railways (Railway Board)	4383	7657	12040	7884	4156
5	Ministry of Home Affairs	5537	7645	13182	10077	3105
6	Ministry of Micro Small and Medium Enterprises	3528	6221	9749	8258	1491
7	Central Board of Direct Taxes (Income Tax)	5045	6220	11265	5719	5546
8	Department of Posts	1343	5875	7218	5876	1342
9	Department of Defence Finance	6434	5818	12252	8508	3744
10	Ministry of Road Transport and Highways	1229	5109	6338	5072	1266

### Annexure 1.2: Maximum Number of Disposals – 1<sup>st</sup> January 2026 to 31<sup>st</sup> January 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13129	26479	39608	25835	13773
2	Department of Financial Services (Banking Division)	4245	22776	27021	23578	3443
3	Ministry of Home Affairs	5537	7645	13182	10077	3105
4	Department of Telecommunications	841	9123	9964	9182	782
5	Department of Defence Finance	6434	5818	12252	8508	3744

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
6	Ministry of Micro Small and Medium Enterprises	3528	6221	9749	8258	1491
7	Ministry of Railways (Railway Board)	4383	7657	12040	7884	4156
8	Department of Posts	1343	5875	7218	5876	1342
9	Central Board of Direct Taxes (Income Tax)	5045	6220	11265	5719	5546
10	Unique Identification Authority of India	2659	4829	7488	5336	2152

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances –**

**1<sup>st</sup> January 2026 to 31<sup>st</sup> January 2026**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13129	26479	39608	25835	13773
2	Central Board of Direct Taxes (Income Tax)	5045	6220	11265	5719	5546
3	Ministry of Railways (Railway Board)	4383	7657	12040	7884	4156
4	Department of Defence Finance	6434	5818	12252	8508	3744
5	Department of Financial Services (Banking Division)	4245	22776	27021	23578	3443
6	Ministry of Home Affairs	5537	7645	13182	10077	3105
7	Ministry of Petroleum and Natural Gas	2777	2620	5397	2518	2879
8	Department of Health & Family Welfare	2006	4984	6990	4219	2771
9	Department of Agriculture and Farmers Welfare	1050	2941	3991	1661	2330
10	Department of Food and Public Distribution	2277	2225	4502	2173	2329
11	Unique Identification Authority of India	2659	4829	7488	5336	2152
12	Ministry of Panchayati Raj	2121	1966	4087	2138	1949
13	Ministry of Housing and Urban Affairs	1813	2981	4794	3073	1721
14	Ministry of Micro Small and Medium Enterprises	3528	6221	9749	8258	1491
15	Department of Higher Education	1273	2734	4007	2603	1404

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
16	Department of Posts	1343	5875	7218	5876	1342
17	Ministry of Road Transport and Highways	1229	5109	6338	5072	1266
18	Ministry of External Affairs	1125	2160	3285	2099	1186
19	Department of School Education and Literacy	978	1756	2734	1613	1121
20	Department of Rural Development	1020	1596	2616	1527	1089

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Labour and Employment	13129	26479	39608	25835	13773	4228
2	Central Board of Direct Taxes (Income Tax)	5045	6220	11265	5719	5546	2675
3	Ministry of Home Affairs	5537	7645	13182	10077	3105	1637
4	Department of Defence Finance	6434	5818	12252	8508	3744	1561
5	Ministry of Railways (Railway Board)	4383	7657	12040	7884	4156	1471
6	Department of Food and Public Distribution	2277	2225	4502	2173	2329	1350
7	Ministry of Petroleum and Natural Gas	2777	2620	5397	2518	2879	1346
8	Ministry of Panchayati Raj	2121	1966	4087	2138	1949	1273
9	Department of Health & Family Welfare	2006	4984	6990	4219	2771	959
10	Unique Identification Authority of India	2659	4829	7488	5336	2152	795

**Annexure 2: Average Closing Time – 1<sup>st</sup> January 2026 to 31<sup>st</sup> January 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	409	54

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
2	Department of Commerce	143	38
3	Ministry of Minority Affairs	144	37
4	Staff Selection Commission	628	36
5	Ministry of Petroleum and Natural Gas	2518	35
6	Ministry of Home Affairs	10076	34
7	Central Board of Direct Taxes (Income Tax)	5719	32
8	Department of Ex Servicemen Welfare	1494	30
9	Department of Defence Finance	8507	24
10	Ministry of Housing and Urban Affairs	3072	24

**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	NITI Aayog	448	1
2	Department of Land Resources	741	2
3	Ministry of Parliamentary Affairs	176	2
4	Department of Public Enterprises	116	2
5	Ministry of Heavy Industries	143	3
6	Ministry of Power	638	4
7	Department of Financial Services (Pension Reforms)	409	5
8	Ministry of Ayush	295	5
9	Department of Revenue	1236	6
10	Department of Social Justice and Empowerment	1030	6

### Annexure 3: Status of Appeals – 1<sup>st</sup> January 2026 to 31<sup>st</sup> January 2026

#### Annexure 3.1: Top 10 Ministries/Departments with Maximum Pendency of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Ministry of Labour and Employment	13129	26479	39608	25835	13773
2	Central Board of Direct Taxes (Income Tax)	5045	6220	11265	5719	5546
3	Ministry of Railways (Railway Board)	4383	7657	12040	7884	4156
4	Department of Defence Finance	6434	5818	12252	8508	3744
5	Department of Financial Services (Banking Division)	4245	22776	27021	23578	3443
6	Ministry of Home Affairs	5537	7645	13182	10077	3105
7	Ministry of Petroleum and Natural Gas	2777	2620	5397	2518	2879
8	Department of Health & Family Welfare	2006	4984	6990	4219	2771
9	Department of Agriculture and Farmers Welfare	1050	2941	3991	1661	2330
10	Department of Food and Public Distribution	2277	2225	4502	2173	2329

#### 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	660	5
2	Ministry of Cooperation	229	5
3	Department of Agriculture and Farmers Welfare	296	7
4	Department of Posts	1493	7
5	Department of Telecommunications	2636	8
6	Ministry of Labour and Employment	6322	8
7	Department of Financial Services (Insurance Division)	845	9
8	Ministry of Environment, Forest and Climate Change	138	11

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
9	Ministry of External Affairs	555	11
10	Ministry of Micro Small and Medium Enterprises	969	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	Department of Military Affairs	1451	705	501	71.06%
2	Ministry of Cooperation	920	687	239	34.79%
3	Department of Telecommunications	9964	9182	2632	28.66%
4	Ministry of Civil Aviation	1430	1005	268	26.67%
5	Department of Higher Education	4007	2603	649	24.93%
6	Ministry of Labour and Employment	39608	25835	6392	24.74%
7	Department of Posts	7218	5876	1453	24.73%
8	Department of Consumer Affairs	3156	2722	672	24.69%
9	Ministry of External Affairs	3285	2099	512	24.39%
10	Department of School Education and Literacy	2734	1613	384	23.81%

#### Annexure 4: Indicator-based Root Cause Analysis – January, 2026

A two-dimensional analysis (vertical and horizontal) has been conducted to examine the root causes influencing the performance of each Ministry and Department. 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 Ministries and Departments have been analyzed and presented, offering insights into their relative performance. To facilitate quick visual interpretation, a color-coded system has been used, based on percentile-normalized scores achieved by each Ministry and Department. This approach enables an intuitive comparison, highlighting strengths and areas needing improvement in grievance resolution efficiency.

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

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
1	Ministry of Labour and Employment	0.33	28.46	59.74	50.45	57.95	81.25	0.66	14.00	56.21	25.11	75.20
2	Department of Financial Services (Banking Division)	6.33	7.16	75.24	75.47	82.39	63.15	0.00	8.00	52.30	22.59	65.58
3	Department of Telecommunications	0.05	12.15	85.06	90.94	100.00	93.26	0.00	6.00	46.44	30.91	88.40
8	Ministry of Railways (Railway Board)	28.02	2.80	51.07	42.17	50.63	55.42	0.09	24.00	45.76	26.06	59.67
7	Ministry of Home Affairs	2.22	9.98	54.92	26.96	76.38	85.23	0.51	39.00	27.43	17.34	22.28
6	Department of Posts	0.16	6.29	99.35	76.11	85.71	87.34	0.00	8.00	59.00	24.17	82.24

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pending with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
5	Department of Defence Finance	0.04	8.07	24.32	30.19	50.00	0.00	0.57	25.00	62.49	9.22	42.13
9	Central Board of Direct Taxes (Income Tax)	0.05	1.31	95.90	26.93	93.48	62.50	0.05	35.00	61.24	16.96	45.03
4	Ministry of Micro Small and Medium Enterprises	0.06	39.77	30.08	75.91	42.86	40.00	0.00	12.00	26.00	19.18	60.30
11	Ministry of Road Transport and Highways	0.06	11.68	63.74	51.41	77.95	16.67	0.00	8.00	39.53	12.03	61.21
10	Department of Health & Family Welfare	22.17	6.56	35.68	24.62	61.81	60.78	0.00	14.00	47.47	9.18	47.89
12	Unique Identification Authority of India	0.23	89.19	74.42	48.70	38.46	33.33	2.33	16.00	44.89	29.10	65.10
13	Department of Agriculture and Farmers Welfare	0.21	28.73	52.48	20.93	100.00	0.00	0.99	11.00	32.04	12.47	77.08
14	Ministry of Housing and Urban Affairs	0.21	1.80	29.25	27.67	57.55	58.93	0.06	24.00	38.28	15.24	41.87
16	Department of Higher Education	0.19	6.45	63.99	39.32	50.00	75.00	0.00	15.00	40.19	26.88	46.26
17	Ministry of Petroleum and Natural Gas	6.12	4.57	59.97	18.17	46.51	70.13	0.17	35.00	70.87	15.50	18.82
15	Department of Consumer Affairs	2.58	64.92	59.46	82.44	96.55	94.23	0.00	8.00	35.73	25.40	89.43
18	Department of Financial Services (Insurance Division)	1.01	6.61	83.89	83.85	87.50	100.00	0.00	7.00	42.94	29.39	91.14
19	Department of Food and Public Distribution	0.55	1.09	16.30	32.49	54.55	41.27	0.00	21.00	60.00	18.97	86.39
20	Ministry of External Affairs	10.36	3.98	19.35	53.05	38.71	25.00	0.19	16.00	53.58	26.24	63.03
21	Department of Personnel and Training	0.10	13.75	49.64	45.68	70.64	60.00	0.00	11.00	39.76	4.66	56.58
23	Department of School Education and Literacy	0.18	8.28	57.35	31.30	67.65	74.29	0.00	18.00	42.82	25.36	45.83
22	Department of Rural Development	0.07	0.16	3.14	29.85	61.54	30.39	0.01	15.00	39.80	22.85	41.87
25	Department of Defence	0.07	1.89	66.85	60.80	81.08	78.57	0.00	7.00	31.84	0.00	0.00

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pending with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
26	Department of Ex Servicemen Welfare	0.59	1.05	17.75	37.33	75.00	100.00	0.08	31.00	53.02	20.83	0.00
30	Ministry of Corporate Affairs	17.19	13.71	72.45	61.80	73.33	95.00	0.00	11.00	30.07	23.17	39.06
24	Ministry of Electronics & Information Technology	0.84	7.89	25.30	70.77	75.00	0.00	0.00	8.00	47.76	14.73	73.62
29	Ministry of Drinking Water and Sanitation	0.84	2.73	23.86	45.55	64.71	75.00	0.00	14.00	46.35	24.40	84.32
31	Central Board of Indirect Taxes and Customs	0.58	1.67	96.31	73.50	78.57	83.33	0.00	8.00	57.35	13.47	78.72
32	Department of Revenue	0.30	19.67	88.24	37.27	66.67	57.14	0.00	6.00	66.67	1.57	80.00
42	Department of Military Affairs	0.20	0.95	50.91	25.52	58.06	66.67	0.10	16.00	47.36	101.62	19.89
34	Department of Social Justice and Empowerment	0.71	12.38	63.75	65.39	76.09	66.67	0.00	6.00	34.25	20.82	28.24
27	Ministry of Environment, Forest and Climate Change	12.51	6.45	58.52	40.98	71.05	100.00	0.00	11.00	38.07	12.94	70.05
28	Ministry of Civil Aviation	0.46	2.49	32.57	57.04	71.43	100.00	0.00	13.00	47.84	29.68	2.80
36	Ministry of Panchayati Raj	0.00	0.63	22.53	45.82	69.23	100.00	0.00	11.00	26.50	6.58	77.19
35	Ministry of Women and Child Development	1.27	19.20	73.17	47.10	73.64	33.33	0.00	16.00	25.21	25.29	74.61
33	Department of Justice	0.14	66.09	63.64	29.97	92.19	0.00	0.00	14.00	20.93	6.26	6.61
37	Department of Land Resources	0.00	85.88	75.00	52.73	70.59	0.00	0.00	2.00	11.11	1.09	66.67
40	Ministry of Cooperation	19.97	30.29	61.90	54.79	83.33	80.00	0.00	12.00	11.71	35.04	93.85
39	Ministry of Power	0.18	1.63	87.20	50.00	92.31	100.00	0.00	2.00	45.00	3.52	61.29
41	Department of Financial Services (Pension Reforms)	43.81	70.00	83.33	76.11	0.00	0.00	0.00	5.00	37.68	14.87	2.99
47	NITI Aayog	0.24	6.22	8.96	79.03	86.67	0.00	0.00	1.00	18.18	0.72	75.00
46	Staff Selection Commission	18.75	15.41	81.48	26.69	100.00	0.00	0.00	41.00	46.30	19.34	65.40
45	Ministry of Water Resources, River Development & Ganga Rejuvenation	27.07	2.45	34.36	22.74	47.06	50.00	0.00	15.00	38.46	8.95	60.42

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pending with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
51	Department of Empowerment of Persons with Disabilities	3.76	12.87	87.10	52.69	70.00	100.00	0.00	13.00	37.14	22.01	54.63
43	Ministry of Information and Broadcasting	1.28	4.72	60.24	56.56	70.83	62.50	0.00	10.00	32.97	20.39	60.89
48	Department of Legal Affairs	1.07	19.63	21.05	41.78	73.68	0.00	0.00	5.00	18.60	0.00	0.00
53	Ministry of Culture	0.83	2.17	42.77	60.87	75.00	0.00	0.00	10.00	43.40	18.33	73.97
49	Ministry of Tourism	6.67	5.07	30.88	57.10	40.00	88.68	0.00	9.00	37.50	16.56	68.00
44	Department of Commerce	3.80	3.10	33.33	7.06	11.11	20.00	0.98	28.00	41.18	17.48	36.36
50	Ministry of Coal	0.00	0.51	18.48	59.91	100.00	100.00	0.16	12.00	28.74	0.00	0.00
38	Ministry of Skill Development and Entrepreneurship	0.33	4.58	52.24	44.97	0.00	0.00	0.00	16.00	22.73	18.73	58.21
54	Department of Economic Affairs ACC Division	6.10	5.57	24.53	5.41	40.00	57.14	0.00	57.00	60.00	3.10	38.78
58	Department of Expenditure	8.88	2.12	22.95	18.79	0.00	0.00	0.00	21.00	50.00	21.05	17.98
52	Ministry of Ayush	1.18	5.52	73.91	75.81	100.00	75.00	0.00	5.00	24.62	23.60	86.84
55	Department of Animal Husbandry, Dairying	0.95	6.21	41.18	23.70	71.43	0.00	0.00	16.00	43.75	10.06	89.47
56	Department for Promotion of Industry and Internal Trade	2.62	2.03	24.47	43.28	60.00	100.00	0.00	13.00	54.05	12.50	66.67
57	Ministry of Tribal Affairs	0.57	1.92	23.08	50.00	69.23	100.00	0.00	9.00	26.67	15.49	54.39
65	O/o the Comptroller & Auditor General of India	0.59	1.29	59.85	37.82	33.33	0.00	0.00	10.00	40.00	9.79	48.08
70	Department of Defence Production	1.32	0.65	29.74	34.87	25.00	50.00	0.00	16.00	47.62	19.23	30.47
63	Department of Agriculture Research and Education	0.00	0.56	17.05	16.43	50.00	0.00	0.00	13.00	32.00	9.86	61.29
64	Department of Sports	0.00	2.98	54.00	40.50	0.00	0.00	0.00	15.00	30.23	25.83	68.18
68	Department of Science and Technology	2.70	1.53	45.36	29.68	100.00	50.00	0.00	15.00	39.29	11.02	27.27
60	Ministry of New and Renewable Energy	0.00	3.32	56.82	20.90	50.00	0.00	0.00	20.00	64.86	14.84	72.00

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pending with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
61	Ministry of Mines	0.00	3.13	58.70	22.38	100.00	69.23	0.00	19.00	33.33	6.21	74.19
62	Ministry of Minority Affairs	0.00	2.48	63.79	18.98	0.00	100.00	0.00	38.00	25.58	31.91	29.79
69	Ministry of Parliamentary Affairs	0.00	8.56	100.00	83.33	77.78	0.00	6.25	1.00	100.00	2.99	100.00
72	Ministry of Shipping	25.89	1.51	59.46	41.55	100.00	12.50	0.00	15.00	21.74	24.39	29.85
59	Ministry of Heavy Industries	0.90	1.76	41.27	78.70	100.00	0.00	0.00	4.00	48.39	28.28	65.00
71	Department of Pharmaceuticals	2.73	4.78	60.87	52.83	66.67	100.00	0.00	9.00	40.00	25.58	48.05
74	Ministry of Textiles	0.00	2.20	47.73	63.78	0.00	0.00	0.00	10.00	30.00	27.84	45.45
76	Department of Health Research	11.34	0.66	14.97	48.68	0.00	0.00	0.00	13.00	33.33	15.79	65.22
67	Legislative Department	0.00	2.71	32.35	42.22	100.00	0.00	0.00	12.00	16.67	6.45	0.00
75	Department of Atomic Energy	0.00	1.13	66.67	25.81	80.00	57.69	0.00	17.00	12.50	33.85	76.67
79	Department of Youth Affairs	0.00	3.89	68.42	22.81	50.00	100.00	0.00	30.00	0.00	2.35	20.00
66	Ministry of Steel	0.00	0.81	41.57	61.39	80.00	100.00	0.00	13.00	17.39	47.14	66.67
77	Department of Investment & Public Asset Management	69.57	8.63	62.50	34.04	0.00	0.00	0.00	8.00	0.00	9.52	0.00
82	Department of Public Enterprises	0.00	6.09	27.27	62.50	0.00	25.00	0.00	3.00	0.00	0.00	0.00
78	Department of Fertilizers	11.29	1.63	52.63	44.83	0.00	81.48	0.00	8.00	46.67	13.85	66.67
84	Department of Scientific & Industrial Research	1.72	0.54	35.19	34.29	100.00	100.00	0.00	14.00	42.86	23.26	22.58
73	Department of Defence Research and Development	0.00	0.46	10.10	37.00	100.00	100.00	0.00	23.00	65.52	18.06	54.84
83	Department of Chemicals and Petrochemicals	0.00	3.67	58.33	39.13	100.00	0.00	0.00	4.00	0.00	5.26	60.00
86	Ministry of Statistics and Programme Implementation	31.82	0.52	36.47	24.53	0.00	66.67	0.00	32.00	55.56	20.00	75.00
85	Department of Space	13.95	2.05	71.43	34.78	0.00	0.00	0.00	20.00	50.00	30.77	41.18
81	Ministry of Food Processing Industries	47.62	1.31	18.75	51.28	0.00	0.00	0.00	11.00	66.67	13.21	4.23

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80	Department of Fisheries	47.06	2.62	38.46	45.45	100.00	100.00	0.00	12.00	0.00	15.00	0.00
87	Ministry of Earth Sciences	19.23	0.90	13.79	40.00	0.00	0.00	0.00	13.00	33.33	9.09	66.67
88	Department of Official Language	17.65	1.06	56.25	42.86	0.00	0.00	0.00	4.00	100.00	5.88	100.00
89	Department of Bio Technology	7.14	0.21	16.67	28.57	0.00	0.00	0.00	15.00	50.00	15.00	14.29
90	Ministry of Development of North Eastern Region	0.00	0.40	20.00	50.00	0.00	0.00	0.00	2.00	100.00	50.00	0.00

Legends for Colour Code:

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 21			5 - 10	
	25-50			21 - 30			10 - 15	
	<25			> 30			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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