



सामर्थ्य आगते

प्रशासनिक सुधार और शोक शिकावत बिभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

JUNE, 2026

Report Number 50

Department of Administrative Reforms and
Public Grievances



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1. Key Highlights

Data Summary: June 2026

1,96,133

Grievances Received — Slight decrease
Month on Month

1,99,968

Grievances Disposed — ~11% increase
Month on Month

78,793

Grievances Pending — Slight decrease
Month on Month

Disposals > Received

More grievances were resolved than received this month.

Pending Age Profile

68% of all pending grievances are less than 21 days old.

GRAI Top Performers — June 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 Textiles
2. Ministry of Tourism
3. Ministry of Information and Broadcasting

Key Highlights

New Users

83,544 new users registered on the portal in June 2026.

Average Redressal Time

Grievances were resolved in an average of just 14 Days in June.

Grievances via CSCs

6,262 grievances were filed through Common Service Centres.

General Updates

- This is the **50th edition** of the CPGRAMS Monthly Report for Central Ministries/Departments, highlighting the sustained institutionalisation of monthly performance monitoring and analytical reporting on public grievance redressal.
- In June 2026, for the **48th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **78,793 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 June 2026 stands at **83,544**.
- The Feedback Call Centre collected **75,318 feedbacks** in June 2026, where **42,226 feedback** were collected for Central Ministries/Departments.

PG Cases Summary

- In June 2026, **1,96,133 PG cases were received** on the CPGRAMS portal, **1,99,968 PG cases were redressed** and there exists a **pendency of 78,793 PG cases**.
- Grievances registered via **Common Service Centers** stands at **6,262 grievances** for June, 2026.
- **33%** of the accounted grievances for June, 2026 were directed towards key departments such as the Department of Financial Services (Banking Division) [28,084 grievances], Ministry of Labour and Employment [25,518 grievances] and Ministry of Home Affairs [10,495 grievances].

Appeals Summary

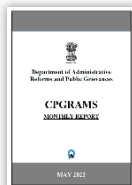
- In June 2026, **32,269 appeals were received** and **32,256 appeals were disposed**.
- **21,753 appeal pendency** recorded in June for the year 2026.

Grievance Redressal and Assessment Index

(GRAI – June, 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 June, 2026.
- Ministry of Textiles, Ministry of Tourism and Ministry of Information and Broadcasting are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for June, 2026.
- *From the Month of February, 2026, DARPG has removed normalization from GRAI methodology to make the GRAI Score Calculation easily verifiable.*

Journey of CPGRAMS Monthly Reports for Central Ministries and Departments (2022 – 2026)



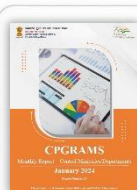
2022: Laying the Groundwork

The Foundation Year Reports

Established the framework for grievance monitoring, introduced the Grievance Redressal Index (GRI), and launched Root Cause Analysis of key grievance categories.

2023: Introduction of GRAI & Standardization of Reports

Standardized the monthly monitoring with Grievance Redressal Assessment and Index (GRAI) for ranking Ministries, alongside technology-enabled scheme-wise analysis.



2024: Scaling up of Citizen Engagement

Monthly reports tracked a surge in portal registrations, peaking with over 1.6 lakh users in March 2024 alone.



2025: Systemic Improvements



Monitoring Secretary Level Review Mechanism

Introduced monthly monitoring of Secretary-level review meetings as directed in Hon'ble PM's PRAGATI Meeting 2024 to strengthen accountability in grievance redressal.

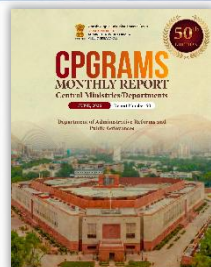


Categorization Revamp

Revamped CPGRAMS categorization across ewization across high volume Ministries, introducing 5 uniform key categories to standardize grievance classification.



2026: Raising the Bar



GRAI Process Improvements

Modernised the Monthly GRAI by rooting the indicators and scores in absolute Percentage calculations instead of Normalized Marks for Ministries/ Departments. Also started the publication of detailed GRAI data and scores in the Monthly reports for easy verification by M/Ds

Root Cause Analysis: Identifying Top 10 Recurring Grievances

Expanded reporting to analyze the Top 10 recurring grievance categories (2022-2025), enabling targeted systemic reforms.



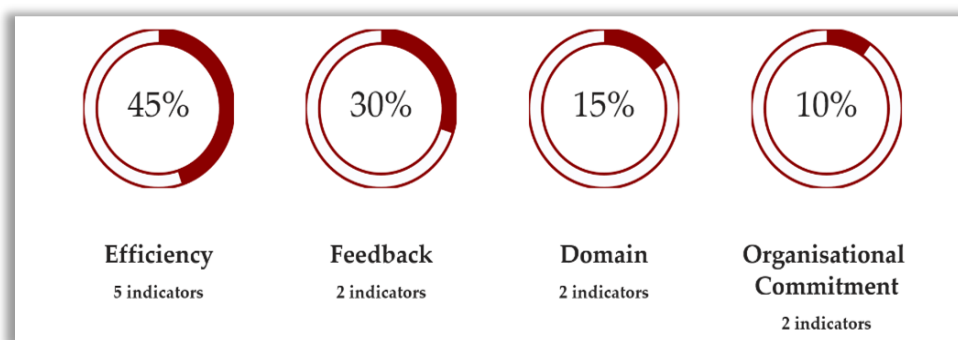
June 2026: The 50th Milestone

The 50th edition marks the evolution of the CPGRAMS Central Report as a key transparency tool for Central Ministries and Departments.

50th

2. Grievance Redressal and Assessment Index – June, 2026

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



GRAI has been formulated based on the following 4 dimensions and 11 indicators with the corresponding weightages:

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved with ATRs within Timeline (within 21 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 21 days)	Negative	0.15
2	Feedback	0.30	6	% of Appeals Filed	Negative	0.50
			7	% of Resolution with "Satisfied" Remarks	Positive	0.50
3	Domain	0.15	8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
			9	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
4	Organisational Commitment	0.10	10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

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

2.1 Indicator wise Formula Table and Weight Contribution

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

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

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

2.2 Group A: 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:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Justice	611	972	631	144	129	54	0	23	11	27	15	11	1	10	771	7	1	0	45	20	33	33	0
Department of Health & Family Welfare	1110	5561	4924	1793	380	474	313	16	20	29	8	735	0	274	5377	205	18	3	503	19	105	102	1180
Department of Agriculture and Farmers Welfare	841	4147	2814	635	72	168	146	0	0	0	10	102	0	52	2876	55	11	0	213	3	16	16	4
Department of Consumer Affairs	238	3520	3406	2892	54	1117	1149	2	51	53	2	27	0	27	3436	307	46	0	1079	5	36	38	81
Department of Food and Public Distribution	2187	1619	1010	912	296	344	178	67	38	46	30	2069	1	352	1670	264	17	0	469	3	11	9	6
Department of Land Resources	135	821	929	61	1	1	1	0	1	1	2	8	0	6	933	0	0	0	1	2	20	22	0
Department of Rural Development	436	1534	1103	477	196	270	209	36	58	49	10	1589	0	304	1278	55	16	0	259	7	18	18	0
Department of School Education and Literacy	1792	2766	1827	1550	612	807	647	46	46	74	19	202	0	131	3125	355	34	2	958	31	37	53	4
Department of Telecommunications	789	7425	7156	6982	380	2432	2603	8	99	99	7	711	0	675	7227	1033	153	5	2501	0	44	44	2
Department of Higher Education	2056	3559	2319	1337	967	664	344	0	0	0	15	437	2	250	2942	325	27	2	736	28	63	30	15
Unique Identification Authority of India	1882	5135	3822	3790	385	1115	1010	0	0	0	11	41	1	35	4516	855	76	0	1637	1	8	5	2

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Corporate Affairs	691	1397	1238	1059	507	351	131	0	0	0	13	106	0	91	1363	73	14	0	232	8	24	29	188
Ministry of Drinking Water and Sanitation	698	1232	1035	759	41	335	304	1	0	1	13	461	0	114	1234	153	39	0	391	10	19	17	7
Ministry of Housing and Urban Affairs	1934	3238	2602	1084	616	643	432	33	41	40	24	1632	0	502	3668	221	43	2	683	41	80	97	9
Ministry of Women and Child Development	215	680	671	433	89	198	219	0	0	0	9	38	0	29	714	35	10	0	161	8	28	26	18
Ministry of External Affairs	857	1983	1625	1563	446	428	374	0	0	0	17	536	0	120	1860	288	29	2	586	30	32	24	190
Ministry of Electronics & Information Technology	426	2128	1844	1428	140	314	305	0	0	0	7	166	1	47	1913	146	12	0	360	20	38	48	14
Ministry of Micro Small and Medium Enterprises	263	971	796	708	212	311	319	5	3	7	9	138	0	53	854	78	14	0	410	2	2	3	11
Ministry of Civil Aviation	206	660	520	464	118	169	175	3	3	5	9	354	0	138	555	58	9	1	153	4	25	24	1
Ministry of Cooperation	283	888	941	769	73	377	399	0	9	0	5	23	0	13	961	21	6	0	250	3	6	8	177
Ministry of Environment, Forest and Climate Change	380	1022	881	362	71	134	137	6	4	5	12	133	0	75	1000	31	4	1	127	20	76	65	147
Ministry of Labour and Employment	15959	25095	19773	17662	2640	6454	6326	1	9	8	25	955	4	564	27847	3146	403	9	6939	30	91	91	75

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Panchayati Raj	163	787	845	83	41	24	41	0	0	0	7	1410	0	602	865	46	15	0	259	4	15	17	0
Ministry of Road Transport and Highways	1729	5780	5097	1834	395	775	693	15	12	18	10	461	0	296	5849	214	56	2	828	70	122	134	8
Ministry of Power	50	1565	1525	155	15	27	20	0	1	1	1	339	0	320	1533	4	3	0	23	1	43	42	1
Central Board of Direct Taxes (Income Tax)	5573	5558	3143	2930	782	839	577	0	0	0	34	4289	0	4116	5598	1030	105	4	1708	7	21	21	4
Central Board of Indirect Taxes and Customs	230	1371	1259	908	56	195	172	7	37	39	11	623	0	617	1358	155	17	0	274	2	15	16	3
Department of Ex Servicemen Welfare	780	1395	856	808	223	231	449	0	0	0	19	487	0	254	1077	170	23	1	373	2	13	5	9
Department of Financial Services (Banking Division)	2327	11248	10297	8431	1065	2220	2265	493	1444	1362	8	2235	0	1651	10697	1520	162	3	3276	18	142	109	856
Department of Financial Services (Insurance Division)	256	2160	2171	1924	79	653	674	0	1	1	6	441	0	386	2198	268	43	1	685	1	34	33	24
Department of Military Affairs	843	2344	1565	1476	913	460	353	0	1	0	16	1155	0	821	1904	275	60	0	664	6	15	17	6
Department of Empowerment of Persons with Disabilities	142	614	547	372	45	114	118	0	2	1	5	29	0	24	571	51	7	0	123	5	9	14	24
Department of Personnel and Training	916	1807	1405	488	74	81	54	0	0	0	15	139	0	72	1907	39	2	0	96	64	50	64	7

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Revenue	302	1565	1453	314	7	71	76	6	13	13	7	52	0	31	1538	34	3	0	76	4	26	24	2
Department of Posts	1028	7208	7585	6751	319	1990	2168	1	26	26	3	924	0	924	7672	1340	123	25	2668	2	38	35	10
Department of Defence Finance	4672	5096	2790	2084	875	538	268	0	0	0	26	742	0	186	4740	680	79	4	1238	0	6	3	5
Department of Defence	302	1923	1876	1054	0	0	0	1	31	27	5	805	0	775	1960	62	12	0	239	5	32	32	8
Department of Social Justice and Empowerment	377	1394	1267	544	63	169	112	3	7	10	8	80	0	60	1371	83	11	0	277	6	25	18	3
Staff Selection Commission	211	1214	479	445	113	115	94	0	0	0	14	27	0	23	594	81	9	1	178	2	3	2	192
Ministry of Home Affairs	2584	9275	9278	4841	837	1791	653	1	0	1	14	771	0	428	10594	808	113	2	2423	107	394	458	172
Ministry of Railways (Railway Board)	4157	7461	4754	4571	1305	1653	1318	38	64	56	21	2270	0	1155	6356	644	94	3	1801	45	74	63	1917
Ministry of Petroleum and Natural Gas	10606	6907	1424	1351	3628	1030	15	6063	1456	5785	32	582	0	382	7182	2214	76	51	3196	45	30	14	391

2.3 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:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pendancy >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Fisheries	8	34	23	15	24	5	14	0	0	0	7	13	0	6	26	2	0	0	8	0	0	0	11
Ministry of Heavy Industries	23	184	181	136	11	39	38	0	0	0	4	60	0	30	183	3	3	0	35	0	6	6	0
Department of Health Research	43	144	95	39	5	20	9	0	0	0	12	148	0	29	118	1	0	0	12	1	3	2	15
Department of Legal Affairs	67	397	330	70	0	0	0	0	2	2	13	19	0	4	355	5	3	0	44	0	19	15	1
Department of Animal Husbandry, Dairying	91	198	180	77	14	29	21	0	0	0	10	33	0	13	207	6	0	0	30	6	9	13	0
Department of Agriculture Research and Education	82	103	64	30	23	17	17	0	0	0	29	264	0	61	107	5	0	0	16	2	0	2	0
Department of Commerce	124	421	369	244	58	35	26	0	8	6	10	85	0	59	424	17	3	0	46	0	9	5	4
Department of Chemicals and Petrochemicals	12	92	99	31	12	3	3	0	0	0	3	12	0	10	101	1	0	0	4	0	2	2	0
Department of Fertilizers	26	93	85	39	9	14	15	1	25	21	9	39	0	24	93	6	0	0	15	0	0	0	20

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pendency >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department for Promotion of Industry and Internal Trade	69	320	239	181	21	43	42	0	0	0	8	77	0	50	266	27	1	0	61	3	6	6	4
NITI Aayog	23	398	406	92	1	7	7	0	0	0	1	67	0	4	412	1	0	0	4	2	9	11	2
Department of Public Enterprises	10	68	35	10	8	0	0	0	0	0	4	11	0	1	35	0	2	0	3	1	0	1	0
Department of Sports	69	198	125	107	16	38	42	0	0	0	14	51	0	29	156	10	1	0	33	2	0	2	1
Legislative Department	34	141	136	58	250	11	0	0	0	0	7	34	14	14	151	2	0	0	8	1	3	4	0
Department of Youth Affairs	49	112	68	25	3	5	3	0	0	0	9	19	0	17	77	6	0	0	9	0	3	2	2
Ministry of Ayush	57	238	248	177	15	57	56	5	13	16	7	46	0	34	252	22	3	0	55	1	5	4	12
Ministry of Food Processing Industries	8	55	46	15	39	3	3	1	1	2	5	32	0	5	47	0	0	0	3	0	3	3	24
Ministry of Development of North Eastern Region	3	19	22	10	1	3	4	1	0	1	1	15	0	3	22	1	0	0	2	1	2	3	0
Ministry of Skill Development and Entrepreneurship	81	335	216	98	118	30	17	0	0	0	8	64	0	24	229	7	1	0	19	1	1	1	1

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Tourism	44	369	374	257	5	43	46	3	60	63	5	68	0	26	382	17	2	0	47	1	8	8	35
Ministry of Coal	123	491	422	417	0	0	0	6	8	10	9	380	1	243	443	36	4	1	126	2	8	8	0
Ministry of Parliamentary Affairs	10	81	88	34	0	0	0	0	0	0	5	16	0	16	91	0	0	0	0	1	4	5	0
Ministry of Water Resources, River Development & Ganga Rejuvenation	175	397	368	103	13	46	32	9	4	10	13	163	0	64	440	15	3	0	46	1	13	12	71
Ministry of Information and Broadcasting	117	427	417	364	29	85	71	11	14	19	8	72	0	58	438	39	6	0	94	2	11	11	6
Ministry of Statistics and Programme Implementation	31	58	53	44	17	9	18	6	0	5	13	88	0	36	67	5	2	0	26	1	0	0	23
Ministry of Shipping	51	153	145	129	6	31	32	3	3	5	7	75	0	47	154	11	3	0	36	0	1	0	44
O/o the Comptroller & Auditor General of India	60	114	73	35	46	13	0	0	0	0	14	132	0	83	97	9	2	0	20	2	0	2	0
Department of Atomic Energy	43	133	73	52	23	35	26	11	23	19	14	73	0	49	96	10	0	1	29	3	4	5	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pendency >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Bio Technology	18	32	35	25	2	7	2	0	0	0	11	67	0	16	36	2	2	0	7	0	0	0	0
Department of Defence Production	93	180	152	133	205	79	108	10	11	16	14	232	0	76	192	9	3	0	55	11	5	16	0
Department of Defence Research and Development	19	38	17	15	1	3	2	0	0	0	25	99	0	9	28	5	0	0	10	0	0	0	0
Department of Financial Services (Pension Reforms)	54	420	447	225	51	49	63	0	0	0	4	6	0	5	456	30	2	0	68	0	0	0	172
Department of Investment & Public Asset Management	5	69	59	20	21	4	0	0	0	0	3	8	0	5	62	0	0	0	6	0	2	2	25
Department of Economic Affairs ACC Division	248	319	184	56	33	10	5	0	1	0	37	48	0	18	294	3	0	0	11	4	5	2	18
Department of Expenditure	51	167	157	84	3	22	10	0	0	0	14	126	0	67	177	5	1	0	14	0	2	2	18
Department of Science and Technology	34	143	98	57	15	17	14	2	9	11	12	95	0	45	116	10	0	0	23	0	1	0	4
Department of Scientific & Industrial Research	26	90	45	38	29	15	12	1	18	4	14	105	0	45	57	3	0	0	10	0	0	0	1
Department of Pharmaceuticals	42	170	147	119	59	35	2	1	3	2	9	24	0	17	149	11	0	0	24	2	2	3	15

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Space	20	56	51	46	12	13	2	0	0	0	13	21	0	16	56	9	0	0	15	0	1	0	2
Department of Official Language	0	15	15	12	1	2	1	0	0	0	2	15	0	13	15	0	0	0	2	0	0	0	0
Ministry of Culture	85	380	273	240	42	92	99	2	2	4	10	176	0	97	300	20	7	0	89	1	5	5	7
Ministry of Earth Sciences	15	30	23	15	1	3	3	0	0	0	14	29	0	3	27	5	0	0	7	1	0	1	7
Ministry of Mines	46	188	135	39	12	11	5	7	44	47	10	46	0	26	155	2	1	0	11	1	11	8	0
Ministry of Minority Affairs	103	212	126	123	49	51	43	0	0	0	15	49	0	22	180	26	3	0	64	3	3	5	1
Ministry of New and Renewable Energy	102	338	276	165	28	62	51	0	0	0	10	45	0	44	328	37	3	1	71	4	3	7	1
Ministry of Steel	10	45	32	29	2	6	7	0	5	2	5	56	0	37	32	4	0	0	9	0	1	1	0
Ministry of Tribal Affairs	76	250	197	141	21	29	26	0	0	0	13	85	0	28	229	27	5	1	53	2	6	3	0
Ministry of Textiles	13	61	56	48	7	12	15	0	0	0	9	49	0	26	57	7	0	0	16	1	0	1	0

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

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

- 1. The 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.

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
1	Department of Justice	0.09	0.00	0.79	0.00	0.909	0.93	0.18	0.62	1.00	88.36	0.32	0.91
2	Department of Fisheries	0.36	0.48	0.00	0.67	1.000	0.81	0.25	1.00	0.68	2.62	0.98	0.46
3	Ministry of Heavy Industries	0.66	0.76	1.00	0.81	1.000	0.79	0.17	1.00	1.00	3.07	0.98	0.50
4	Department of Health & Family Welfare	0.27	0.37	0.81	0.62	1.000	0.91	0.45	0.82	0.79	7.57	0.94	0.37
5	Department of Health Research	0.21	0.36	1.00	0.43	1.000	0.83	0.08	0.50	0.90	0.97	1.00	0.20
6	Department of Legal Affairs	0.15		1.00	0.38	1.000		0.18	0.79	1.00	20.89	0.84	0.21

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
7	Department of Agriculture and Farmers Welfare	0.13	0.61	1.00	0.52	1.000	0.94	0.31	0.84	1.00	40.66	0.69	0.51
8	Department of Animal Husbandry, Dairying	0.27	0.49	1.00	0.52	1.000	0.86	0.20	0.87	1.00	6.00	0.96	0.39
9	Department of Agriculture Research and Education	0.16	0.43	1.00	0.00	1.000	0.84	0.31	1.00	1.00	0.39	1.00	0.23
10	Department of Consumer Affairs	0.77	0.98	1.00	0.90	1.000	0.67	0.33	0.93	0.98	130.37	0.00	1.00
11	Department of Commerce	0.45	0.28	0.75	0.52	1.000	0.92	0.43	0.56	0.99	4.95	0.96	0.69
12	Department of Chemicals and Petrochemicals	0.30	0.20	0.00	0.86	1.000	0.97	0.25	1.00	1.00	7.67	0.94	0.83
13	Department of Food and Public Distribution	0.24	0.28	0.44	0.00	1.000	0.79	0.60	0.64	1.00	0.78	1.00	0.17
14	Department of Fertilizers	0.33	0.65	0.81	0.57	1.000	0.85	0.40	1.00	0.78	2.38	0.98	0.62
15	Department for Promotion of Industry and Internal Trade	0.47	0.66	1.00	0.62	1.000	0.84	0.46	0.67	0.99	4.16	0.97	0.65
16	Department of Land Resources	0.06	0.50	1.00	0.90	1.000	1.00	0.00	1.00	1.00	102.63	0.21	0.75
17	Department of Rural Development	0.24	0.45	0.52	0.52	1.000	0.79	0.27	0.72	1.00	0.97	1.00	0.19
18	Department of School Education and Literacy	0.34	0.46	0.80	0.10	1.000	0.74	0.41	0.78	1.00	13.69	0.90	0.65
19	Department of Telecommunications	0.85	0.93	0.93	0.67	1.000	0.66	0.48	1.00	1.00	10.44	0.92	0.95
20	NITI Aayog	0.22	0.88	0.00	0.95	1.000	0.98	0.25	1.00	0.99	5.94	0.96	0.06

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
21	Department of Public Enterprises	0.13	0.00	0.00	0.81	1.000	1.00	0.67	1.00	1.00	6.18	0.96	0.09
22	Department of Higher Education	0.24	0.21	1.00	0.29	0.995	0.77	0.48	0.33	1.00	8.14	0.94	0.57
23	Department of Sports	0.40	0.78	0.00	0.33	1.000	0.76	0.33	1.00	0.99	3.88	0.97	0.57
24	Legislative Department	0.33	0.00	0.00	0.67	0.588	0.93	0.25	1.00	1.00	4.15	0.97	0.41
25	Department of Youth Affairs	0.16	0.38	0.00	0.57	1.000	0.94	0.67	0.67	0.98	5.89	0.96	0.89
26	Unique Identification Authority of India	0.54	0.67	0.00	0.48	0.976	0.75	0.57	0.56	1.00	125.24	0.04	0.85
27	Ministry of Ayush	0.60	0.78	0.89	0.67	1.000	0.77	0.45	0.67	0.95	5.17	0.96	0.74
28	Ministry of Corporate Affairs	0.51	0.15	1.00	0.38	1.000	0.74	0.38	0.91	0.87	13.18	0.90	0.86
29	Ministry of Drinking Water and Sanitation	0.39	0.81	1.00	0.38	1.000	0.73	0.49	0.59	0.99	2.67	0.98	0.25
30	Ministry of Food Processing Industries	0.24	0.07	1.00	0.76	1.000	0.94	0.00	1.00	0.56	1.72	0.99	0.16
31	Ministry of Development of North Eastern Region	0.45	1.00	1.00	0.95	1.000	0.86	0.50	1.00	1.00	1.27	0.99	0.20
32	Ministry of Skill Development and Entrepreneurship	0.24	0.11	1.00	0.62	1.000	0.87	0.42	0.50	1.00	5.23	0.96	0.38
33	Ministry of Housing and Urban Affairs	0.21	0.34	0.54	0.00	1.000	0.82	0.39	0.80	1.00	1.98	0.99	0.31
34	Ministry of Women and Child Development	0.48	0.76	1.00	0.57	1.000	0.72	0.28	0.72	0.97	17.89	0.87	0.76

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
35	Ministry of Tourism	0.62	0.96	1.00	0.76	1.000	0.89	0.40	0.89	0.91	5.43	0.96	0.38
36	Ministry of Coal	0.68		0.71	0.57	0.997		0.33	0.80	1.00	1.29	0.99	0.64
37	Ministry of External Affairs	0.55	0.43	1.00	0.19	1.000	0.77	0.54	0.39	0.90	3.70	0.97	0.22
38	Ministry of Electronics & Information Technology	0.56	0.67	1.00	0.67	0.994	0.84	0.44	0.83	0.99	12.82	0.90	0.28
39	Ministry of Parliamentary Affairs	0.37		0.00	0.76	1.000		1.00	1.00	1.00	5.06	0.96	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.18	0.54	0.77	0.38	1.000	0.90	0.39	0.86	0.82	2.44	0.98	0.39
41	Ministry of Micro Small and Medium Enterprises	0.57	0.61	0.88	0.57	1.000	0.64	0.22	0.75	0.99	7.04	0.95	0.38
42	Ministry of Civil Aviation	0.54	0.61	0.83	0.57	1.000	0.70	0.44	0.83	1.00	1.86	0.99	0.39
43	Ministry of Cooperation	0.66	0.89	0.00	0.76	1.000	0.61	0.11	0.89	0.80	38.61	0.71	0.57
44	Ministry of Environment, Forest and Climate Change	0.26	0.67	0.50	0.43	1.000	0.87	0.28	0.68	0.86	7.68	0.94	0.56
45	Ministry of Information and Broadcasting	0.67	0.62	0.76	0.62	1.000	0.81	0.48	0.85	0.99	5.93	0.96	0.81
46	Ministry of Labour and Employment	0.43	0.70	0.80	0.00	0.996	0.77	0.51	0.75	1.00	26.28	0.80	0.59
47	Ministry of Panchayati Raj	0.09	0.63	1.00	0.67	1.000	0.97	0.24	0.89	1.00	0.56	1.00	0.43
48	Ministry of Road Transport and Highways	0.24	0.59	0.67	0.52	1.000	0.87	0.33	0.70	1.00	12.54	0.91	0.64

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
49	Ministry of Statistics and Programme Implementation	0.49	0.69	0.83	0.38	1.000	0.87	0.27	0.00	0.60	0.66	1.00	0.41
50	Ministry of Power	0.10	0.48	1.00	0.95	1.000	0.98	0.30	0.95	1.00	4.62	0.97	0.94
51	Ministry of Shipping	0.63	0.86	0.83	0.67	1.000	0.80	0.39	0.00	0.71	2.04	0.99	0.63
52	O/o the Comptroller & Auditor General of India	0.20	0.00	0.00	0.33	1.000	0.87	0.55	1.00	1.00	0.86	1.00	0.63
53	Central Board of Direct Taxes (Income Tax)	0.26	0.36	1.00	0.00	1.000	0.85	0.67	0.75	1.00	1.30	0.99	0.96
54	Central Board of Indirect Taxes and Customs	0.57	0.69	0.89	0.48	1.000	0.86	0.63	0.94	1.00	2.20	0.99	0.99
55	Department of Atomic Energy	0.30	0.45	0.56	0.33	1.000	0.64	0.38	0.71	1.00	1.82	0.99	0.67
56	Department of Bio Technology	0.50	0.22	1.00	0.48	1.000	0.81	0.57	1.00	1.00	0.48	1.00	0.24
57	Department of Ex Servicemen Welfare	0.37	0.99	1.00	0.10	1.000	0.79	0.52	0.33	0.99	2.86	0.98	0.52
58	Department of Defence Production	0.49	0.38	0.76	0.33	1.000	0.59	0.22	1.00	1.00	0.78	1.00	0.33
59	Department of Defence Research and Development	0.26	0.50	1.00	0.00	1.000	0.89	0.50	1.00	1.00	0.38	1.00	0.09
60	Department of Financial Services (Banking Division)	0.62	0.69	0.70	0.62	1.000	0.79	0.51	0.68	0.92	5.03	0.96	0.74
61	Department of Financial Services (Insurance Division)	0.80	0.92	1.00	0.71	1.000	0.70	0.46	0.94	0.99	4.90	0.97	0.88
62	Department of Financial Services (Pension Reforms)	0.47	0.63	0.00	0.81	1.000	0.89	0.47	1.00	0.59	70.00	0.46	0.83

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
63	Department of Military Affairs	0.46	0.26	0.00	0.24	1.000	0.76	0.50	0.81	1.00	2.03	0.99	0.71
64	Department of Empowerment of Persons with Disabilities	0.49	0.74	0.50	0.76	1.000	0.80	0.47	1.00	0.96	21.17	0.84	0.83
65	Department of Investment & Public Asset Management	0.27	0.00	0.00	0.86	1.000	0.94	0.00	1.00	0.64	8.63	0.94	0.63
66	Department of Economic Affairs ACC Division	0.10	0.12	0.00	0.00	1.000	0.97	0.27	0.22	0.94	6.65	0.95	0.38
67	Department of Expenditure	0.39	0.40	0.00	0.33	1.000	0.88	0.43	1.00	0.89	1.33	0.99	0.53
68	Department of Personnel and Training	0.18	0.35	1.00	0.29	1.000	0.96	0.43	0.56	1.00	13.00	0.90	0.52
69	Department of Revenue	0.17	0.97	0.68	0.67	1.000	0.95	0.49	0.80	1.00	30.10	0.77	0.60
70	Department of Science and Technology	0.32	0.44	1.00	0.43	1.000	0.85	0.43	0.00	0.97	1.51	0.99	0.47
71	Department of Scientific & Industrial Research	0.33	0.27	0.21	0.33	1.000	0.74	0.30	1.00	0.99	0.86	1.00	0.43
72	Department of Pharmaceuticals	0.56	0.02	0.50	0.57	1.000	0.77	0.46	0.75	0.91	7.08	0.95	0.71
73	Department of Posts	0.82	0.94	0.96	0.86	1.000	0.74	0.56	0.88	1.00	7.80	0.94	1.00
74	Department of Space	0.61	0.08	0.00	0.38	1.000	0.77	0.60	1.00	0.96	2.67	0.98	0.76
75	Department of Defence Finance	0.21	0.19	0.00	0.00	1.000	0.89	0.62	1.00	1.00	6.87	0.95	0.25
76	Department of Official Language	0.80	0.33	0.00	0.90	1.000	0.87	0.00	1.00	1.00	1.00	1.00	0.87

S.No.	Ministries/Departments	Efficiency (45%)					Feedback (30%)		Domain (15%)		Organisational Commitment (10%)		
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with “Satisfied” Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 111.12		
											Min = 0.21		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
77	Department of Defence	0.47		0.84	0.76	1.000		0.31	0.86	1.00	2.39	0.98	0.96
78	Department of Social Justice and Empowerment	0.31	0.48	1.00	0.62	1.000	0.88	0.34	0.58	1.00	17.43	0.87	0.75
79	Staff Selection Commission	0.31	0.41	0.00	0.33	1.000	0.81	0.51	0.40	0.84	44.96	0.66	0.85
80	Ministry of Culture	0.52	0.74	1.00	0.52	1.000	0.69	0.30	0.83	0.98	2.16	0.99	0.55
81	Ministry of Earth Sciences	0.33	0.75	1.00	0.33	1.000	0.89	0.71	1.00	0.77	1.03	0.99	0.10
82	Ministry of Home Affairs	0.41	0.25	1.00	0.33	1.000	0.83	0.38	0.91	0.98	12.03	0.91	0.56
83	Ministry of Mines	0.17	0.22	0.92	0.52	1.000	0.93	0.27	0.67	1.00	4.09	0.97	0.57
84	Ministry of Minority Affairs	0.39	0.43	0.00	0.29	1.000	0.72	0.45	0.83	1.00	4.33	0.97	0.45
85	Ministry of New and Renewable Energy	0.38	0.57	1.00	0.52	1.000	0.81	0.58	1.00	1.00	7.51	0.95	0.98
86	Ministry of Railways (Railway Board)	0.39	0.45	0.55	0.00	1.000	0.74	0.41	0.53	0.74	3.29	0.98	0.51
87	Ministry of Steel	0.53	0.88	0.40	0.76	1.000	0.81	0.44	1.00	1.00	0.80	1.00	0.66
88	Ministry of Petroleum and Natural Gas	0.08	0.00	0.77	0.00	1.000	0.86	0.73	0.19	0.94	11.87	0.91	0.66
89	Ministry of Tribal Affairs	0.43	0.52	0.00	0.38	1.000	0.87	0.62	0.38	1.00	2.94	0.98	0.33
90	Ministry of Textiles	0.65	0.79	1.00	0.57	1.000	0.79	0.44	1.00	1.00	1.24	0.99	0.53

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 June to 30th June, 2026**.

2.5 Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Department of Posts	0.400	0.195	0.139	0.098	0.832	1
2	Department of Telecommunications	0.395	0.171	0.150	0.094	0.810	2
3	Department of Financial Services (Insurance Division)	0.391	0.174	0.144	0.090	0.799	3
4	Central Board of Indirect Taxes and Customs	0.310	0.223	0.145	0.099	0.776	4
5	Department of Consumer Affairs	0.398	0.150	0.142	0.070	0.760	5
6	Department of Financial Services (Banking Division)	0.315	0.196	0.117	0.081	0.709	6
7	Department of Empowerment of Persons with Disabilities	0.285	0.191	0.148	0.083	0.707	7
8	Ministry of Electronics & Information Technology	0.323	0.191	0.134	0.047	0.695	8

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
9	Central Board of Direct Taxes (Income Tax)	0.212	0.228	0.127	0.097	0.664	9
10	Ministry of Power	0.229	0.193	0.146	0.095	0.663	10
11	Ministry of Women and Child Development	0.310	0.150	0.123	0.079	0.663	11
12	Ministry of Civil Aviation	0.299	0.171	0.134	0.057	0.661	12
13	Department of Revenue	0.244	0.216	0.132	0.065	0.656	13
14	Ministry of Corporate Affairs	0.265	0.168	0.133	0.087	0.653	14
15	Ministry of Labour and Employment	0.255	0.192	0.128	0.065	0.640	15
16	Ministry of Home Affairs	0.249	0.182	0.141	0.066	0.639	16
17	Department of Ex Servicemen Welfare	0.281	0.196	0.090	0.066	0.633	17
18	Department of Social Justice and Empowerment	0.258	0.182	0.112	0.079	0.631	18
19	Ministry of Drinking Water and Sanitation	0.286	0.183	0.112	0.047	0.628	19
20	Ministry of Micro Small and Medium Enterprises	0.310	0.129	0.127	0.055	0.621	20

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
21	Ministry of External Affairs	0.284	0.197	0.089	0.045	0.615	21
22	Unique Identification Authority of India	0.242	0.198	0.110	0.061	0.611	22
23	Department of Health & Family Welfare	0.229	0.204	0.121	0.054	0.609	23
24	Ministry of Panchayati Raj	0.225	0.181	0.141	0.060	0.607	24
25	Department of Agriculture and Farmers Welfare	0.225	0.188	0.136	0.056	0.605	25
26	Department of School Education and Literacy	0.226	0.172	0.130	0.072	0.601	26
27	Ministry of Road Transport and Highways	0.226	0.179	0.123	0.072	0.600	27
28	Department of Military Affairs	0.189	0.189	0.133	0.079	0.591	28
29	Ministry of Cooperation	0.295	0.107	0.128	0.061	0.591	29
30	Department of Personnel and Training	0.208	0.208	0.110	0.063	0.589	30
31	Department of Defence	0.307	0.046	0.138	0.097	0.588	31
32	Department of Land Resources	0.222	0.150	0.150	0.059	0.581	32

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
33	Ministry of Environment, Forest and Climate Change	0.218	0.172	0.112	0.068	0.570	33
34	Department of Higher Education	0.210	0.188	0.089	0.068	0.556	34
35	Department of Defence Finance	0.124	0.225	0.150	0.046	0.545	35
36	Ministry of Railways (Railway Board)	0.214	0.173	0.092	0.065	0.544	36
37	Staff Selection Commission	0.174	0.198	0.087	0.079	0.537	37
38	Ministry of Housing and Urban Affairs	0.170	0.182	0.132	0.051	0.535	38
39	Department of Rural Development	0.206	0.159	0.125	0.043	0.533	39
40	Department of Food and Public Distribution	0.164	0.209	0.118	0.042	0.533	40
41	Ministry of Petroleum and Natural Gas	0.135	0.238	0.073	0.073	0.520	41
42	Department of Justice	0.133	0.166	0.116	0.073	0.489	42

2.6 Ranking of Ministries/Departments – Group B

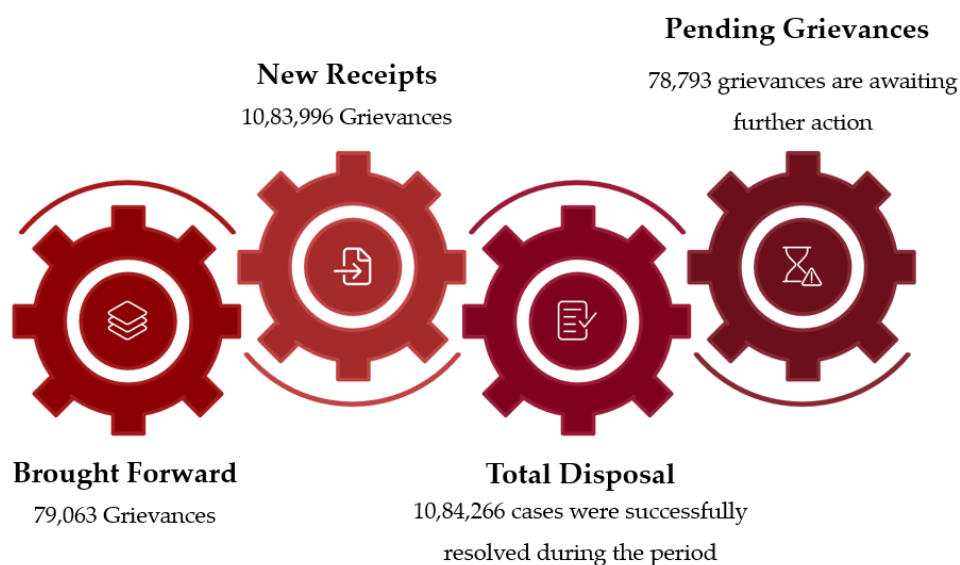
(Ministries/Departments with Total Grievances **less than 500**)

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Ministry of Textiles	0.345	0.184	0.150	0.067	0.746	1
2	Ministry of Tourism	0.360	0.194	0.134	0.056	0.744	2
3	Ministry of Information and Broadcasting	0.324	0.193	0.135	0.085	0.737	3
4	Ministry of Development of North Eastern Region	0.337	0.205	0.150	0.044	0.736	4
5	Ministry of New and Renewable Energy	0.273	0.208	0.150	0.097	0.728	5
6	Ministry of Heavy Industries	0.356	0.144	0.150	0.064	0.714	6
7	Ministry of Ayush	0.332	0.184	0.117	0.081	0.713	7
8	Ministry of Steel	0.295	0.189	0.150	0.076	0.709	8
9	Department for Promotion of Industry and Internal Trade	0.301	0.195	0.119	0.075	0.690	9
10	Ministry of Earth Sciences	0.268	0.240	0.136	0.037	0.682	10
11	Department of Bio Technology	0.273	0.207	0.150	0.047	0.676	11
12	Ministry of Culture	0.313	0.150	0.134	0.068	0.665	12
13	Department of Official Language	0.293	0.130	0.150	0.091	0.663	13
14	Department of Fertilizers	0.258	0.187	0.137	0.073	0.655	14
15	Department of Space	0.213	0.205	0.148	0.083	0.648	15
16	Department of Financial Services (Pension Reforms)	0.243	0.204	0.125	0.072	0.645	16

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
17	Department of Commerce	0.251	0.203	0.109	0.078	0.641	17
18	Ministry of Shipping	0.340	0.178	0.043	0.073	0.635	18
19	Department of Pharmaceuticals	0.242	0.184	0.122	0.078	0.626	19
20	Department of Defence Research and Development	0.222	0.209	0.150	0.036	0.617	20
21	Ministry of Parliamentary Affairs	0.213	0.150	0.150	0.099	0.612	21
22	Department of Youth Affairs	0.150	0.240	0.119	0.091	0.601	22
23	Department of Chemicals and Petrochemicals	0.180	0.183	0.150	0.087	0.600	23
24	Department of Animal Husbandry, Dairying	0.245	0.159	0.138	0.056	0.599	24
25	Department of Sports	0.216	0.163	0.150	0.069	0.598	25
26	Department of Expenditure	0.188	0.196	0.144	0.067	0.594	26
27	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.210	0.193	0.126	0.057	0.586	27
28	Ministry of Coal	0.329	0.049	0.132	0.075	0.584	28
29	Department of Defence Production	0.258	0.121	0.150	0.053	0.582	29
30	NITI Aayog	0.214	0.185	0.150	0.033	0.581	30
31	Ministry of Tribal Affairs	0.207	0.224	0.094	0.052	0.578	31
32	Ministry of Skill Development and Entrepreneurship	0.218	0.194	0.105	0.055	0.572	32
33	Ministry of Mines	0.202	0.180	0.120	0.069	0.571	33

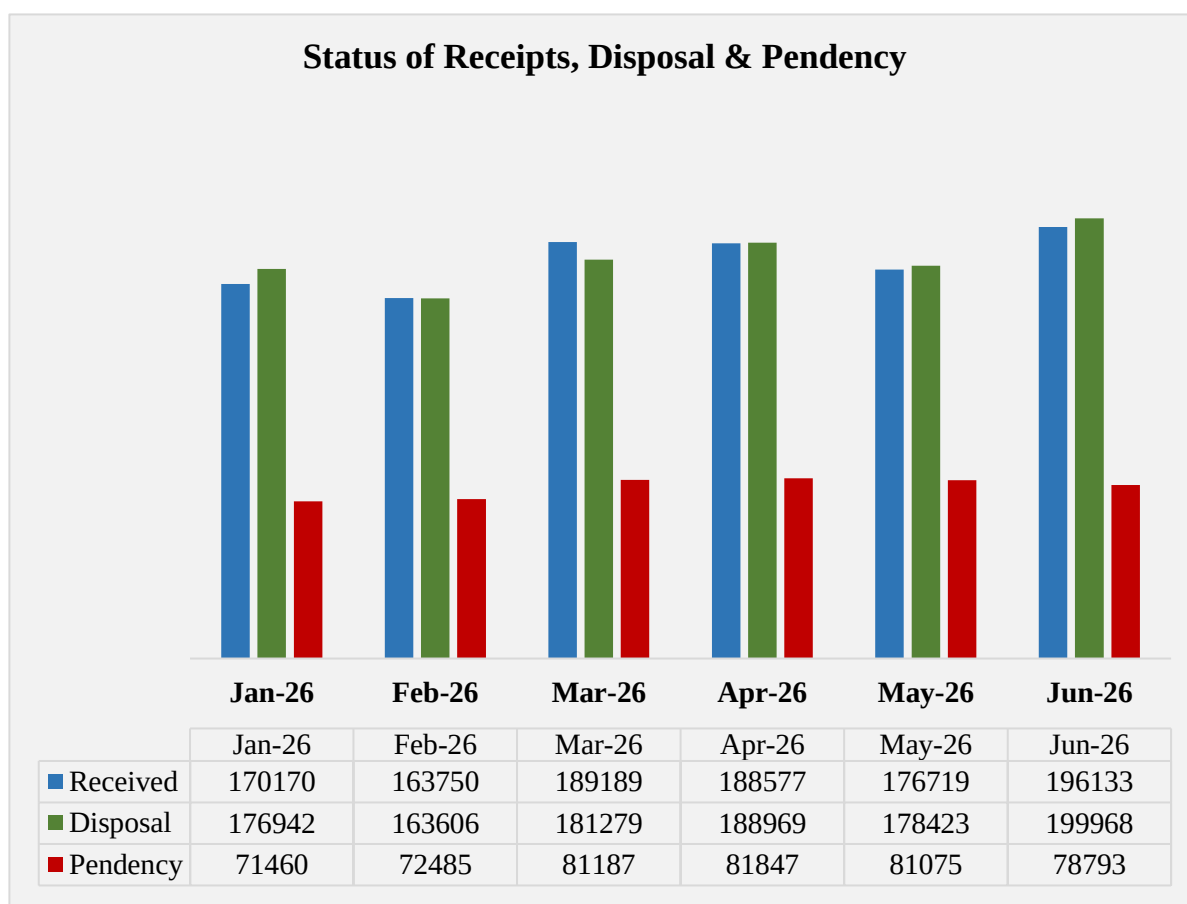
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
34	Department of Agriculture Research and Education	0.197	0.173	0.150	0.046	0.566	34
35	Department of Public Enterprises	0.130	0.250	0.150	0.035	0.565	35
36	Department of Science and Technology	0.249	0.193	0.058	0.063	0.563	36
37	Department of Atomic Energy	0.210	0.152	0.124	0.077	0.563	37
38	O/o the Comptroller & Auditor General of India	0.123	0.212	0.150	0.074	0.560	38
39	Ministry of Minority Affairs	0.188	0.175	0.135	0.061	0.559	39
40	Department of Fisheries	0.202	0.159	0.131	0.062	0.553	40
41	Ministry of Statistics and Programme Implementation	0.288	0.170	0.036	0.059	0.553	41
42	Department of Scientific & Industrial Research	0.181	0.156	0.149	0.060	0.546	42
43	Ministry of Food Processing Industries	0.222	0.140	0.124	0.041	0.527	43
44	Legislative Department	0.137	0.177	0.150	0.058	0.521	44
45	Department of Investment & Public Asset Management	0.161	0.140	0.128	0.072	0.501	45
46	Department of Health Research	0.221	0.137	0.099	0.044	0.500	46
47	Department of Legal Affairs	0.225	0.027	0.131	0.040	0.424	47
48	Department of Economic Affairs ACC Division	0.095	0.186	0.077	0.055	0.413	48

3. Review of Status of Grievances



Time Period: 1st January, 2026 till 30th June, 2026

Month-wise Status of Grievances



4. 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 first and second set of grievance categories were published in the April and May 2026 Monthly Report. These next set of ten grievance categories account for **2,29,863** 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	MoCOP	Central Registrar and Cooperative Society	4,854	24,036	1,051	1,614	31,555
2	MoRTH	Transport Related	4,047	4,062	5,351	12,471	25,931
3	MoLBR	Employer's grievance	5,692	7,208	7,892	3,854	24,646
4	DEAID	Non-settlement/Delay in Settlement/Less Settlement of Claims	4,789	5,318	6,023	7,269	23,399
5	DHLTH	Hospitals	2,929	4,130	5,765	9,018	21,842
6	DEABD	Service Matter Related	6,381	5,703	7,848	1,587	21,519
7	MoHUA	HUDCO (Housing and Urban Development Corporation)	1,242	1,546	12,885	5,205	20,878
8	FADSS	Pay & Allowance	887	2,330	7,531	9,718	20,466

S.No.	Ministry	Category	2022	2023	2024	2025	Total
9	MoLBR	Compliance related Issues	5,809	5,372	6,243	2,721	20,145
10	UIDAI	Non Updation of AADHAAR	1,817	5,671	7,831	4,163	19,482
Total Grievances in these Categories across 4 years: 2,29,863							

Note on 2025 figures: Several categories shown with the lower 2025 values (e.g., Employer's grievance, Service Matter Related, Compliance related Issues, Non-updation of AADHAAR 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. MoCOP: Central Registrar and Cooperative Society

2022	2023	2024	2025	Total
4,854	24,036	1,051	1,614	31,555

ATRs under this category shows that most complainants approach the Ministry only after exhausting remedies available within the concerned cooperative society or bank. Rather than seeking routine information, citizens generally request intervention in matters that have remained unresolved for long periods, such as disputes relating to management decisions, membership, elections, financial irregularities, or non-action by the concerned society. A common issue across the cases is that complainants perceive the Central Registrar as the authority of last resort and expect direct intervention where internal mechanisms have failed. However, many grievances involve issues that fall within the powers of the concerned cooperative society, State Registrar, or other statutory authority, resulting in cases being forwarded to the appropriate agency for examination. The records also indicate that several grievances relate to prolonged administrative inaction, with citizens repeatedly stating that

despite multiple representations, no substantive response has been received from the concerned authority, prompting them to seek intervention from the Ministry.

2. MoRTH: Transport Related

2022	2023	2024	2025	Total
4,047	4,062	5,351	12,471	25,931

Grievances in this category reflects that transport-related complaints are about the difficulty citizens face in identifying the authority responsible for addressing them. A large number of complainants report unsafe road conditions, damaged stretches, missing road furniture, or delayed maintenance, stating that the issue has persisted despite repeated representations to local authorities. One pattern that emerges consistently is that grievances are closed after informing the complainant that the road falls under the jurisdiction of another agency—such as the State PWD, NHAI or that the matter has been referred to the executing authority for necessary action. These responses often do not provide any indication of when the work will actually be completed. This is reflected in repeated grievances from the same locations, where citizens continue to report the persistence of the problem despite earlier assurances that the matter had been taken up with the concerned agency.

3. MoLBR: Employer's grievance

2022	2023	2024	2025	Total
5,692	7,208	7,892	3,854	24,646

ATR analysis of this category shows that employer-related grievances are largely linked to non-deposit or incorrect deposit of PF contributions, incomplete service records, and delays in updating employee details required for PF transfer and pension benefits. A recurring pattern across the cases is that employees continue to face difficulties because employers have not completed statutory formalities or submitted the required records, particularly in older cases involving service transfers and reconciliation of legacy PF accounts. In several instances, grievances are disposed of

with remarks such as *"the employer has been requested to submit the required records", "the claim has been forwarded to the employer for necessary action", or "necessary action is awaited from the employer."* However, citizen feedback suggests that these actions do not lead to resolution, as employees continue to pursue the same issue through appeals. The cases also reflect that many grievances remain pending for long periods due to the dependence on employer compliance and verification of historical employment records, leaving employees caught between the employer and the EPFO for matters that are beyond their direct control.

4. DEPID: Non-settlement/Delay in Settlement/Less Settlement of Claims

2022	2023	2024	2025	Total
4,789	5,318	6,023	7,269	23,399

Analysis of this grievance category suggests that most complaints arise when insurance claims remain pending for long periods, are settled for an amount lower than the sum assured, or are rejected under specific policy conditions such as premium lapse. Policyholders are repeatedly asked to submit additional documents, clarifications, or claim records even after completing the required formalities, resulting in prolonged delays in settlement. In some cases, these delays stretch several years beyond IRDA's prescribed turnaround time. Another common trend is that grievance disposal largely relies on the insurer's own reporting, policy terms, or branch-level assessment, with the nodal office forwarding the insurer's version. In several cases, the grievance is closed with remarks such as *"the grievance made by the complainant is suitably redressed in the letter/email sent to them"* or *"as reported by the insurer,"* even though citizens continue to contest the adequacy of the settlement and record poor feedback on the resolution provided.

5. DHLTH: Hospitals

2022	2023	2024	2025	Total
2,929	4,130	5,765	9,018	21,842

ATRs of this grievance category indicate that complaints are primarily related to denial or delay in treatment, refusal of cashless services under government health schemes, and disputes over hospital billing and charges. Beneficiaries report being denied admission or asked to make out-of-pocket payments despite being eligible under schemes such as Ayushman Bharat, CGHS, or ESI. Hospitals often attribute such cases to technical issues, package limitations, or incomplete beneficiary records. Another trend is regarding deficiencies in patient care, long waiting periods, unavailability of doctors or beds, and inadequate communication regarding treatment or referral procedures. In the sample ATRs analysed, grievances are closed on the basis of reports furnished by the concerned hospital or health authority, where citizens continue to allege that the underlying issue has not been fully addressed. Because of these issues, often appeals are raised against the closure offered.

6. DEABD: Service Matter Related

2022	2023	2024	2025	Total
6,381	5,703	7,848	1,587	21,519

ATRs of this category reveal that the major issue relates to delays and deficiencies in banking service delivery, non-processing of service requests, delays in closure of accounts, loans or deceased accounts, non-issuance of banking products despite completion of formalities, and unauthorised activation of banking services. ATRs show that such grievances are forwarded to the concerned bank, circle office or specialised branch for examination, following which the complainant is informed through written communication and the grievance is disposed after submission of the bank's reply. ATRs involve repeated reminders, clarifications and redirection on jurisdictional grounds prior to disposal. Several complainants report repeated follow-ups before receiving a substantive response or resolution.

7. MOHUA: Housing and Urban Development Corporation (HUDCO)

2022	2023	2024	2025	Total
1,242	1,546	12,885	5,205	20,878

The ATRs reveal that under this category, main problem relates to requests concerning housing schemes, particularly PMAY, with citizens seeking information on application status, eligibility, subsidy benefits and inclusion under the scheme. The grievances indicate that non-receipt of housing assistance or exclusion from the beneficiary list has prevented eligible applicants from accessing housing benefits. Another issue concerns deficiencies in urban civic infrastructure, including inadequate drinking water supply, low water pressure, drainage and stormwater infrastructure. Citizens report that these deficiencies have disrupted access to basic civic amenities, affected daily living conditions and remained unresolved despite repeated representations to the concerned authorities.

8. FADSS: Pay & Allowance

2022	2023	2024	2025	Total
887	2,330	7,531	9,718	20,466

ATRs under this category indicates that the primary issue relates to anomalies in basic pay fixation, with reasons like stepping up of pay, revision of the date of increment, and cases where personnel reported drawing lower basic pay than their juniors. There is an issue of multi-level processing of grievances across PAOs, CDA/PCDA offices and audit authorities for verification of service records, reconciliation of pay particulars and determination of jurisdiction before disposal. In several of these grievances, repeated transfers are made, requests for clarification and examination by multiple authorities is done prior to issuance of the final reply. Departmental communications are furnished without addressing the specific pay anomaly raised, grievances are disposed despite the claimed entitlement remaining unresolved, or replies are considered irrelevant to the issues highlighted in the grievance by the citizens.

9. MOLBR: Compliance related Issues

2022	2023	2024	2025	Total
5,809	5,372	6,243	2,721	20,145

The ATRs reveal that the issue under this category relates to delays in EPFO compliance services, particularly approval of joint declarations, correction of member details, UAN activation, KYC updation and linking of Aadhaar, resulting in inability to access provident fund services or process claims. Another issue concerns non-updation of employer records, delayed submission of contributions, incorrect service details and non-compliance by establishments affecting settlement of provident fund benefits and other member entitlements. Citizen feedback reflects dissatisfaction over prolonged pendency despite submission of required documents, repeated follow-ups for the same request and closure of grievances while the requested compliance or correction remains incomplete.

10. UIDAI: Non Updation of AADHAAR

2022	2023	2024	2025	Total
1,817	5,671	7,831	4,163	19,482

ATR analysis of this category shows that the bulk of grievances concern Date of Birth correction under exception handling, name or address updates, and biometric re-enrolment, and several problems recur through the case record. Cases are rejected on the ground stating that supporting documents could not be verified or that a scanned file could not be opened by the receiving office and the citizen is asked to resubmit or visit an enrolment centre in person. Second, a number of DOB requests are closed on the ground that the resident has "already exhausted" the once-in-lifetime update limit. The closing entry in most cases repeats a standard line such as being "advised suitably" or asked to "bear with us". Citizen feedback reflects dissatisfaction over prolonged processing timelines, repeated follow-ups, improper closures, and the absence of clear reasons for rejection or delay.

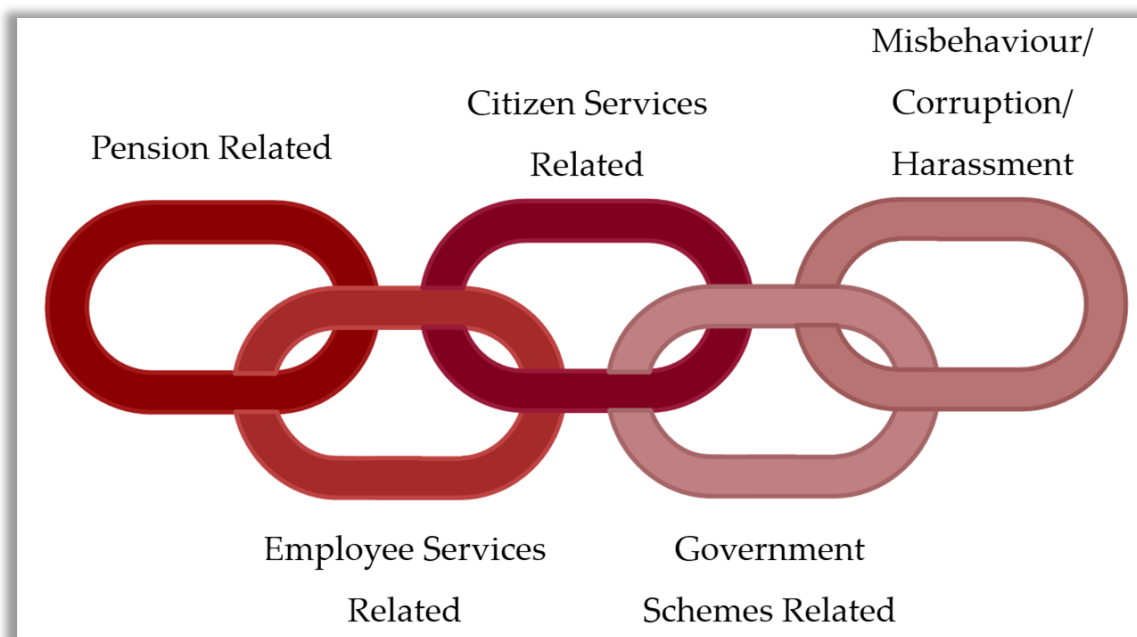
5. Categorisation

Overview

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

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

Uniform Key Categories Identified:



Progress so far

The Department has completed the categorisation analysis for **44 Ministries/Departments**, of which 33 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 33 Ministries/Departments has been made LIVE on CPGRAMS Portal:

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

6. Review Meeting by Secretaries

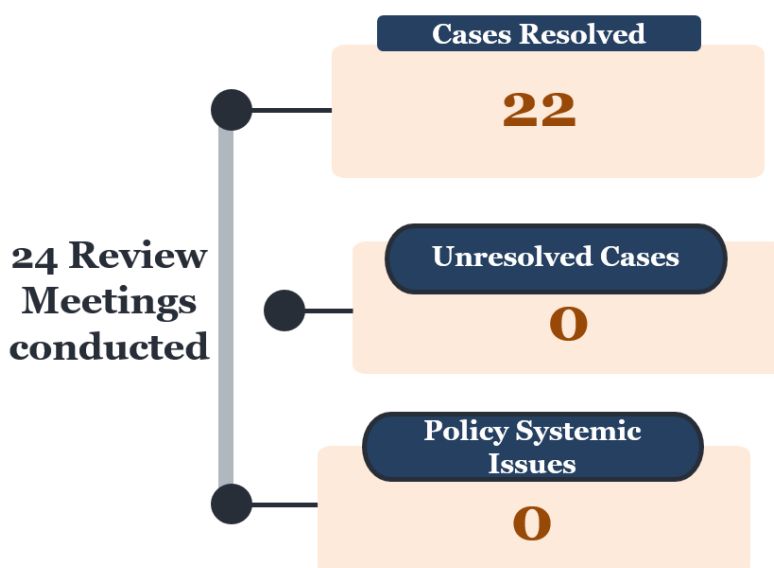
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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 June, 2026.

A total of **377 Review Meetings** were conducted between **14th February 2025 till 30th June, 2026**. A total of 1,812 cases has been resolved; 63 systemic policy issues and 25 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – June, 2026

A total of **24 Review Meetings** were conducted and **22 cases** were resolved in **June 2026**. Department of Chemicals and Petrochemicals, Department of Ex-Servicemen Welfare and the Ministry of Textiles conducted the highest number of review meetings.



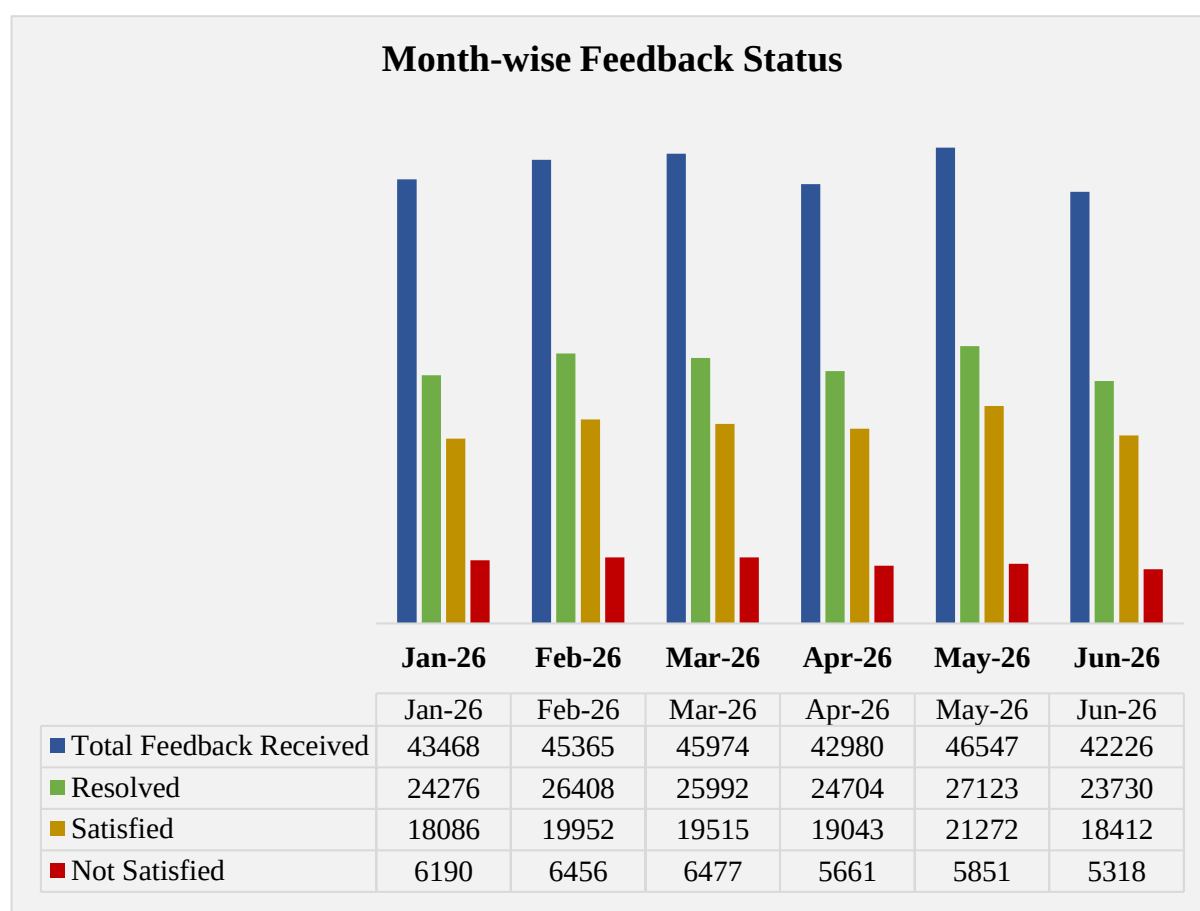
S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Chemicals and Petrochemicals	4	Secretary
2	Department of Ex Servicemen Welfare	4	Secretary
3	Ministry of Textiles	3	Secretary
4	Central Board of Direct Taxes (Income Tax)	1	Chairman
5	Department of Fertilizers	1	Secretary
6	Department of Official Language	1	Secretary
7	Department of Posts	1	Secretary
8	Department of School Education and Literacy	1	Secretary
9	Department of Science and Technology	1	Secretary
10	Department of Scientific & Industrial Research	1	Secretary
11	Ministry of Coal	1	Secretary
12	Ministry of Information and Broadcasting	1	Secretary
13	Ministry of Labour and Employment	1	Secretary
14	Ministry of New and Renewable Energy	1	Secretary
15	Ministry of Steel	1	Secretary
16	Ministry of Women and Child Development	1	Secretary
Total Meetings held in June, 2026		24	

7. Feedback Call Centre

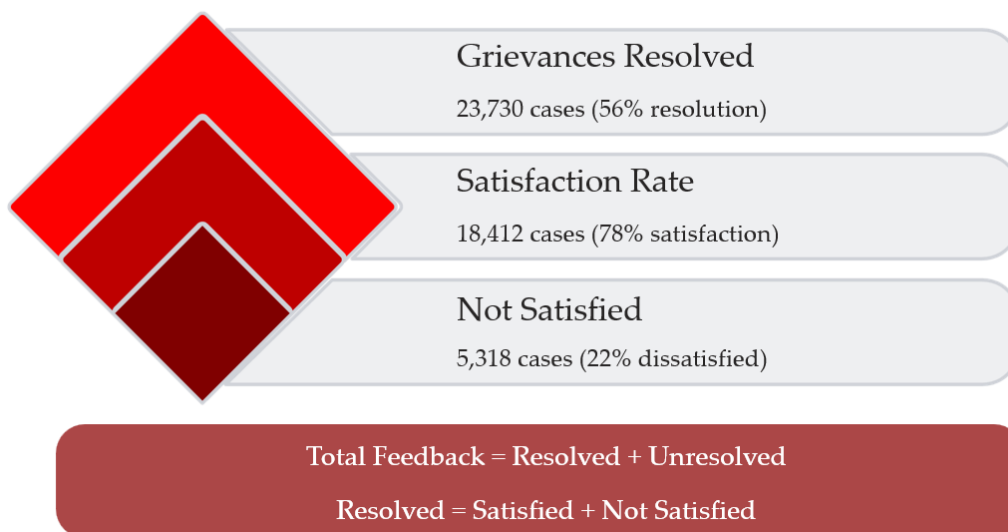
During the period from 1st January 2026 to 30th June, 2026, the Call Centre received a total of **2,66,560 feedback** in Central Ministries/Departments. Of these, **1,52,233 cases are resolved**, reflecting a **resolution rate of ~57%** and 1,14,327 cases are Not Resolved. Among the resolved cases, **~76% of citizens expressed satisfaction** with the grievance redressal.

A total of **42,226 feedback** cases were received by the Call Centre in Central Ministries/Departments in June 2026.

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



June Feedback Snapshot



June, 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	6939	2992
2	Department of Financial Services (Banking Division)	3276	1331
3	Ministry of Home Affairs	2423	1286
4	Department of Telecommunications	2501	1100
5	Department of Posts	2668	972
6	Ministry of Railways (Railway Board)	1801	853
7	Ministry of Petroleum and Natural Gas	3196	686
8	Department of Consumer Affairs	1079	652
9	Unique Identification Authority of India	1637	624
10	Central Board of Direct Taxes (Income Tax)	1708	484

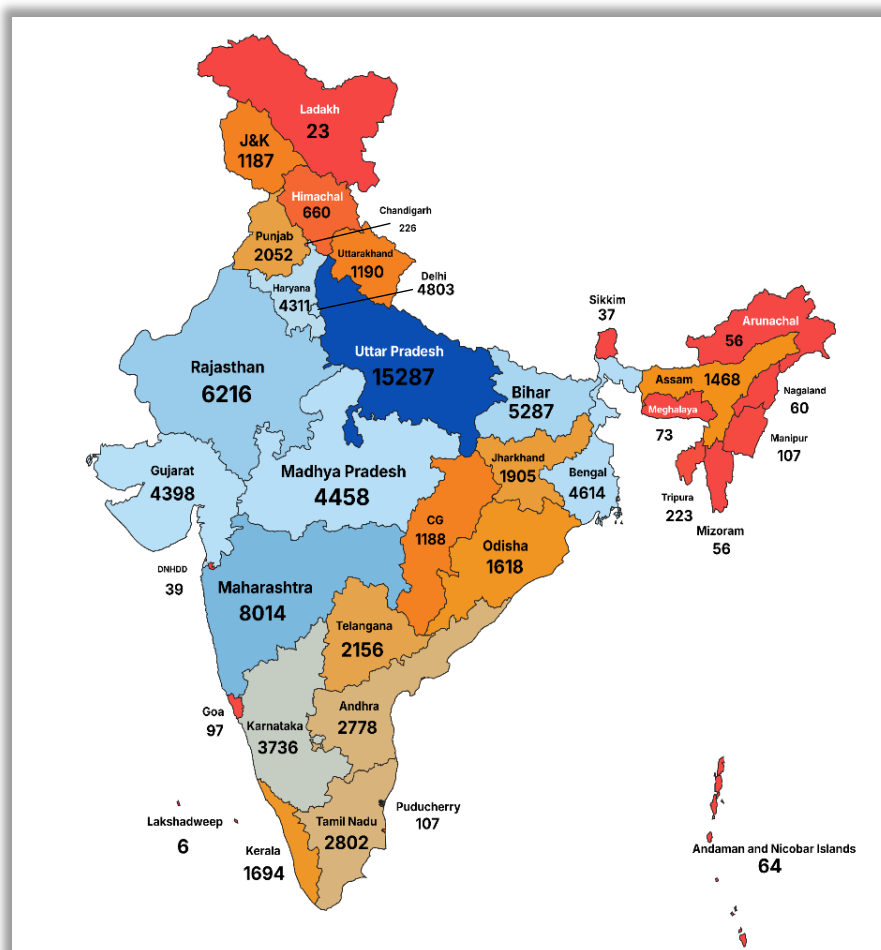
June, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	3947	3146 (80%)	801 (20%)
2	Ministry of Petroleum and Natural Gas	2510	2214 (88%)	296 (12%)
3	Department of Financial Services (Banking Division)	1945	1520 (78%)	425 (22%)
4	Department of Posts	1696	1340 (79%)	356 (21%)
5	Department of Telecommunications	1401	1033 (74%)	368 (26%)
6	Central Board of Direct Taxes (Income Tax)	1224	1030 (84%)	194 (16%)
7	Ministry of Home Affairs	1137	808 (71%)	329 (29%)
8	Unique Identification Authority of India	1013	855 (84%)	158 (16%)
9	Ministry of Railways (Railway Board)	948	644 (68%)	304 (32%)
10	Department of Defence Finance	823	680 (83%)	143 (17%)

8. New User Registration

A total of **83,544 new users** has registered on CPGRAMS in June, 2026, through various channels, out of which, **15,287 registrations** are from **Uttar Pradesh**.

New user registration on CPGRAMS in States/UTs in June, 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
TOTAL		4,41,299

9. Outreach through CSCs

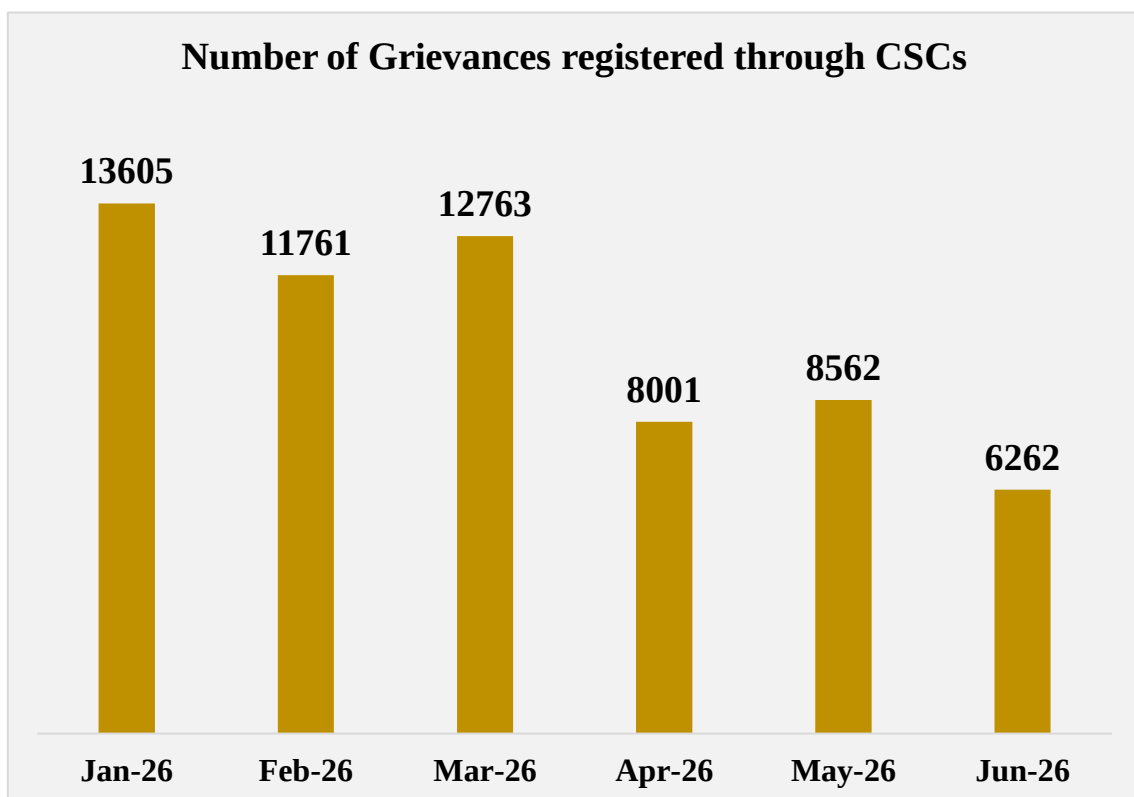
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



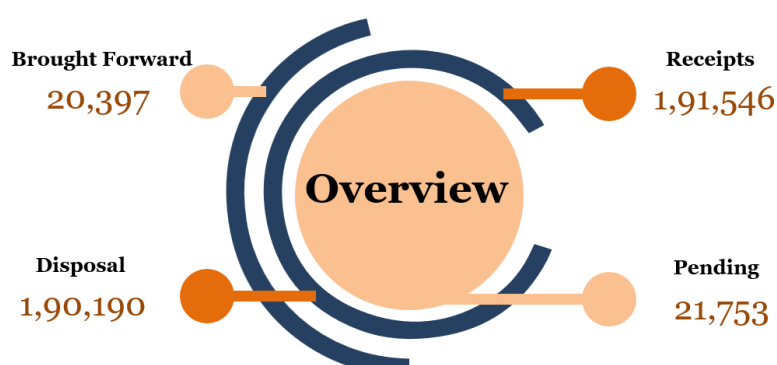
Time Period: 1st June, 2026 till 30th June, 2026

Overview of grievances registered through the Common Service Centres

A total of **6,262 grievances** were registered through Common Service Centres (CSCs) in **June 2026**.

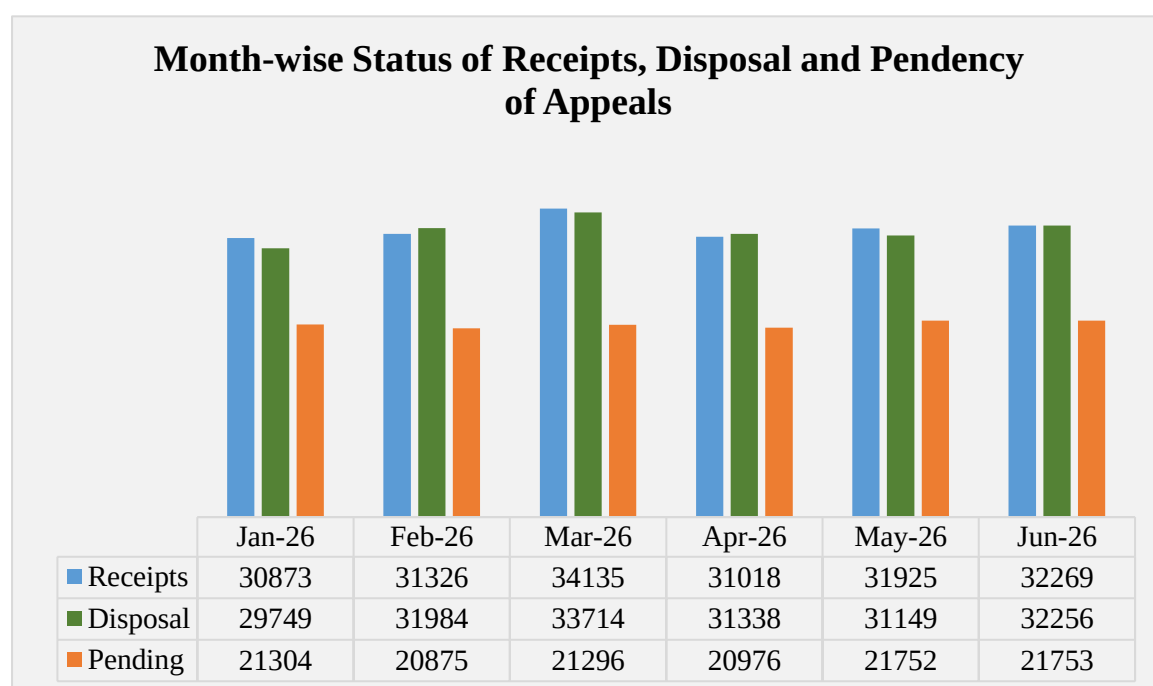


11. Review of Status of Appeals on CPGRAMS



Time Period: 1st January, 2026 till 30th June, 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 30th June, 2026
- **36** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

11. Success Stories

Grievance of Mr. Sanjay Kumar Choudhary

Mr. Sanjay Kumar Choudhary from Jharkhand experienced delays in the processing of his PF claims under Form 19 and Form 10C, which remained pending for over 50 days. He filed a grievance on the CPGRAMS Portal seeking assistance. Within 11 days, the concerned authorities reviewed the matter, settled both claims, and credited the approved amounts of ₹13,501 and ₹20,970 to his bank account.

**CPGRAMS
Facilitates
Timely
Settlement of PF**

Ministry of Labour and
Employment - (MOLBR)

Employees Provident
Fund Organisation
(Head Office) - (CEPFO)

ZONAL OFFICE
MUMBAI-I BANDRA -
(ZMHBN)

Regional Office
Mumbai Fort - (ROBD5)

**CPGRAMS Helps
Student Resolve
Frozen Bank Account
Issue**

Department of
Telecommunications -
(DOTEL)

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

State Bank of India -
(SBIBK)

Jaipur Circle - (SBJAI)

Grievance of Mr. Dashrath Kumar Verma

Mr. Dashrath Kumar Verma, a student from Rajasthan, faced financial hardship after his bank account was frozen following an accidental transaction. Despite approaching the bank and cyber authorities, he was unable to access his funds. He subsequently filed a grievance on the CPGRAMS Portal seeking urgent intervention. The concerned authorities promptly reviewed the matter, completed the necessary verification, and reassessed the account status. The account was unfrozen within a week.

**CPGRAMS
Resolves
RTR(A) License
Access Issue**

Grievance of Mr. George Kishore Stalin George

Mr. George Kishore Stalin George from Chennai encountered a technical issue on the Saral Sanchar portal that prevented him from accessing his approved RTR(A) licence, delaying his aviation licensing process. To seek urgent resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities promptly addressed the issue and ensured the dispatch and delivery of the RTR(A) licence booklet. The grievance was resolved within 18 days.

Department of
Telecommunications -
(DOTEL)

Wireless Advisor DOT -
(WIRAD)

RLO Delhi - (RLONR)

**CPGRAMS
Ensures Timely
Delivery of Books**

Department of School
Education and Literacy
- (DOSEL)

Bureau Head Inst. &
Training - (SEDU2)

School 3 Section -
(SCH03)

NATIONAL INSTITUTE
OF OPEN SCHOOLING -
(NIOS1)

Grievance of Mr. Sirpreet Singh

Mr. Sirpreet Singh, a Class XII open schooling student from Punjab, had not received his study books despite taking admission several months earlier. With his examinations less than a month away, he was forced to rely on PDFs, which was affecting his eyesight and health. Concerned about his preparation, he lodged a grievance on the CPGRAMS Portal seeking urgent dispatch of the books. Within four days, the concerned authorities dispatched the study material and shared the Speed Post consignment details for tracking.

12. Media Outreach



Ministry of Personnel, Public Grievances & Pensions

Department of Administrative Reforms and Public Grievances (DARPG) releases 49th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of May, 2026

A total of 1,78,423 grievances redressed by Central Ministries/ Departments in May, 2026.

For the 47th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Department of Heavy Industries, Ministry of Textiles and Ministry of Parliamentary Affairs topped in Group B category in the GRAI rankings released for the month of May, 2026

Posted On: 23 JUN 2026 6:47PM by PIB Delhi

DARPG @DARPG_GoI

12 Years of Citizen-Centric Governance

Over the past 12 years, technology-driven reforms, faster grievance redressal, and enhanced transparency have empowered citizens to directly engage with government institutions.

More citizens are choosing to raise their concerns through #CPGRAMS —an indicator of trust in a governance system committed to timely and effective grievance resolution.

Every grievance registered is a voice heard, and every resolution strengthens the bond between citizens and governance.

CPGRAMS continues to be a cornerstone of participative democracy, ensuring that citizen concerns remain at the heart of public administration.

#CPGRAMS #GoodGovernance #CitizenFirst #DARPG #TransformingGovernance #12YearsOfAchievements #12YearsOfReforms

PMO India and 7 others

8:31 PM - Jun 5, 2026 - 501 Views

DARPG @DARPG_GoI

DARPG has released its 49th CPGRAMS Monthly Report for May, 2026, for Central Ministries/Departments.

- In May 2026, 1,76,719 PG cases were received on the CPGRAMS portal, 1,78,423 PG cases were redressed and there exists a pendency of 81,075 PG cases.
- In May 2026, for the 47th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

Full report can be accessed through the link below:
[darpg.gov.in/sites/default/...](http://darpg.gov.in/sites/default/)

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

PMO India and 6 others

11:08 AM - Jun 23, 2026 - 2,013 Views

DARPG @DARPG_GoI

A capacity-building training programme on CPGRAMS for the Grievance Redressal Officers of the Controller General of Defence Accounts (@DefenceAccounts) was conducted via Video Conference on 18 June 2026.

A total of 41 officers participated in the programme. The session covered the CPGRAMS grievance redressal process, GRAI framework, Sevottam initiatives, grievance categorisation, quality and timely disposal to strengthen effective and citizen-centric grievance redressal.

#GoodGovernance #DigitalIndia #CPGRAMS #PublicGrievanceRedressal #CapacityBuilding #Sevottam

PMO India and 6 others

8:34 PM - Jun 19, 2026 - 381 Views

Ministry of Panchayati Raj, Government of India @moPr_GoI

Show translation

माननीय प्रधानमंत्री श्री नरेन्द्र मोदी जी के डिजिटल इंडिया विज़न को साकार करता #CPGRAMS पोर्टल, सहभागी एवं उत्तरदायी सुशासन की दिशा में एक प्रभावी और संवेदनशील पहल बनकर उभर रहा है। तमिलनाडु के तिरुप्पूर जिले के वेलाकुट्टे गाँव में नागरिकों को स्वच्छ और सुरक्षित जल सुनिश्चित करने हेतु किए गए कार्यों को इसके माध्यम से और अधिक सुदृढ़ बनाया गया।

पंचायती राज मंत्रालय के सम्मन्ध एवं स्थानीय प्रशासन की सक्रिय पहल से ग्रामीणों की वर्षों पुरानी दूषित पानी और गंदगी की समस्या का समाधान किया गया, जिसमें एक पुराने कुएँ का जीर्णोद्धार एवं पुनः स्तर पर स्वच्छता अभियान चलाकर त्वरित निस्तारण जैसे महत्वपूर्ण कार्य शामिल रहे।

यह उदाहरण दर्शाता है कि #CPGRAMS के माध्यम से ग्रामीण क्षेत्रों में जनसुविधाओं से जुड़ी छोटी से छोटी समस्या को भी प्रभावी, सुरक्षित एवं जनहितकारी बनाकर नागरिकों को सशक्त किया जा रहा है।

#CPGRAMS #DigitalIndia #PanchayatiRaj #MoPr #GoodGovernance #CitizenEngagement #ViksitBharat

@LalanSingh1 | @spingshbaghelpr | @mos_fehd_pr | @AIRNewsHindi | @PIB_India | @DDNewsHindi | @mygovindia | @airnewsalerts | @MoRD_GoI | @NICMeity | @GoI_Meity

PMO India and 6 others

8:15 PM - Jun 23, 2026 - 3,502 Views

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2026 to 30th June 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13154	160707	173861	160631	13230
2	Department of Financial Services (Banking Division)	4274	146390	150664	147555	3109
3	Ministry of Home Affairs	5621	48739	54360	53025	1335
4	Ministry of Petroleum and Natural Gas	2778	48291	51069	40736	10333
5	Ministry of Railways (Railway Board)	4415	47614	52029	46671	5358
6	Department of Telecommunications	843	47599	48442	47448	994
7	Central Board of Direct Taxes (Income Tax)	5059	38855	43914	38322	5592
8	Department of Posts	1354	38342	39696	39130	566
9	Department of Health & Family Welfare	2060	34444	36504	35194	1310
10	Department of Defence Finance	6497	34086	40583	35561	5022

Annexure 1.2: Maximum Number of Disposals – 1st January 2026 to 30th June 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13154	160707	173861	160631	13230
2	Department of Financial Services (Banking Division)	4274	146390	150664	147555	3109
3	Ministry of Home Affairs	5621	48739	54360	53025	1335
4	Department of Telecommunications	843	47599	48442	47448	994

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
5	Ministry of Railways (Railway Board)	4415	47614	52029	46671	5358
6	Ministry of Petroleum and Natural Gas	2778	48291	51069	40736	10333
7	Department of Posts	1354	38342	39696	39130	566
8	Central Board of Direct Taxes (Income Tax)	5059	38855	43914	38322	5592
9	Department of Defence Finance	6497	34086	40583	35561	5022
10	Department of Health & Family Welfare	2060	34444	36504	35194	1310

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances –
1st January 2026 to 30th June 2026**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13154	160707	173861	160631	13230
2	Ministry of Petroleum and Natural Gas	2778	48291	51069	40736	10333
3	Central Board of Direct Taxes (Income Tax)	5059	38855	43914	38322	5592
4	Ministry of Railways (Railway Board)	4415	47614	52029	46671	5358
5	Department of Defence Finance	6497	34086	40583	35561	5022
6	Department of Financial Services (Banking Division)	4274	146390	150664	147555	3109
7	Department of Higher Education	1284	18729	20013	17324	2689
8	Unique Identification Authority of India	2661	25197	27858	25322	2536
9	Department of Food and Public Distribution	2277	11680	13957	11820	2137
10	Department of Agriculture and Farmers Welfare	1065	20056	21121	19010	2111
11	Ministry of Panchayati Raj	2126	11468	13594	11689	1905
12	Ministry of Road Transport and Highways	1293	31816	33109	31439	1670

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
13	Ministry of Housing and Urban Affairs	1846	18820	20666	19157	1509
14	Department of School Education and Literacy	991	14107	15098	13653	1445
15	Ministry of Home Affairs	5621	48739	54360	53025	1335
16	Department of Health & Family Welfare	2060	34444	36504	35194	1310
17	Department of Military Affairs	285	14030	14315	13013	1302
18	Department of Ex Servicemen Welfare	1119	7891	9010	7911	1099

Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – 1st January 2026 to 30th June 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Petroleum and Natural Gas	2778	48291	51069	40736	10333	6056
2	Ministry of Labour and Employment	13154	160707	173861	160631	13230	3651
3	Central Board of Direct Taxes (Income Tax)	5059	38855	43914	38322	5592	2759
4	Department of Defence Finance	6497	34086	40583	35561	5022	2475
5	Ministry of Railways (Railway Board)	4415	47614	52029	46671	5358	1815
6	Department of Food and Public Distribution	2277	11680	13957	11820	2137	1350
7	Department of Higher Education	1284	18729	20013	17324	2689	1093
8	Ministry of Panchayati Raj	2126	11468	13594	11689	1905	1087
9	Ministry of Housing and Urban Affairs	1846	18820	20666	19157	1509	559
10	Unique Identification Authority of India	2661	25197	27858	25322	2536	485

Annexure 2: Average Closing Time – 1st January 2026 to 30th June 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	2092	48
2	Ministry of Panchayati Raj	11689	31
3	Ministry of Petroleum and Natural Gas	40736	28
4	Central Board of Direct Taxes (Income Tax)	38322	28
5	Department of Food and Public Distribution	11820	28
6	Department of Ex Servicemen Welfare	7911	25
7	Department of Commerce	2632	25
8	Staff Selection Commission	3140	24
9	Department of Defence Research and Development	614	22
10	Department of Youth Affairs	521	22

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 Power	7550	2
2	NITI Aayog	2594	2
3	Ministry of Parliamentary Affairs	1052	2
4	Department of Land Resources	4234	3
5	Department of Chemicals and Petrochemicals	589	3
6	Department of Official Language	139	3
7	Ministry of Heavy Industries	1080	4
8	Department of Financial Services (Banking Division)	147555	5
9	Department of Consumer Affairs	18268	5
10	Department of Defence	12081	5

Annexure 3: Status of Appeals – 1st January 2026 to 30th June 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	5536	6480	6	4546
2	Ministry of Labour and Employment	2005	42652	44657	14	2321
3	Ministry of Home Affairs	1170	6609	7779	58	1695
4	Department of Higher Education	563	3790	4353	488	1170
5	Ministry of Railways (Railway Board)	1008	9655	10663	278	1168
6	Department of Financial Services (Banking Division)	1873	16802	18675	15157	980
7	Department of Defence Finance	668	3577	4245	6396	875
8	Central Board of Direct Taxes (Income Tax)	761	4893	5654	1934	839
9	Ministry of Corporate Affairs	476	2585	3061	187	770
10	Ministry of Housing and Urban Affairs	676	2981	3657	0	697

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	5301	3
2	Department of Revenue	216	5
3	Department of Sports	216	5
4	Department of Posts	9700	7
5	Ministry of Cooperation	1614	7
6	Department of Telecommunications	15157	8

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
7	Department of Financial Services (Insurance Division)	4449	8
8	Ministry of Labour and Employment	42336	10
9	Ministry of Ayush	285	10
10	Ministry of Power	187	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	4774	4565	1660	36.36%
2	Ministry of Minority Affairs	1185	1050	349	33.24%
3	Ministry of Corporate Affairs	8866	8138	2585	31.76%
4	Department of Telecommunications	48442	47448	14989	31.59%
5	Department of Consumer Affairs	18590	18268	5256	28.77%
6	Ministry of Civil Aviation	5193	4876	1353	27.75%
7	Ministry of Labour and Employment	173861	160631	42652	26.55%
8	Department of Military Affairs	14315	13013	3373	25.92%
9	Ministry of Drinking Water and Sanitation	7937	7240	1872	25.86%
10	Department of Defence Production	1416	1332	343	25.75%

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

#	M/D	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
1	Department of Justice	9.1%	0.0%	79.41	15.00	9.1%	7.0%	17.8%	62.3%	0.0%	88.36	90.9%
2	Department of Fisheries	35.7%	48.3%	0.0%	7.00	0.0%	19.2%	25.0%	100.0%	32.4%	2.62	46.2%
3	Ministry of Heavy Industries	65.7%	76.0%	100.0%	4.00	0.0%	21.3%	17.1%	100.0%	0.0%	3.07	50.0%
4	Department of Health & Family Welfare	26.9%	36.7%	80.6%	8.00	0.0%	8.8%	44.9%	82.3%	21.2%	7.57	37.3%
5	Department of Health Research	20.9%	36.0%	100.0%	12.00	0.0%	16.9%	8.3%	50.0%	10.4%	0.97	19.6%
6	Department of Legal Affairs	15.1%		100.0%	13.00	0.0%	0.0%	18.2%	78.9%	0.3%	20.89	21.1%

#	M/D	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
7	Department of Agriculture and Farmers Welfare	12.7%	60.8%	100.0%	10.00	0.0%	5.8%	31.0%	84.2%	0.1%	40.66	51.0%
8	Department of Animal Husbandry, Dairying	26.6%	48.8%	100.0%	10.00	0.0%	14.0%	20.0%	86.7%	0.0%	6.00	39.4%
9	Department of Agriculture Research and Education	16.2%	42.5%	100.0%	29.00	0.0%	15.9%	31.3%	100.0%	0.0%	0.39	23.1%
10	Department of Consumer Affairs	77.0%	98.1%	100.0%	2.00	0.0%	32.5%	32.7%	92.7%	2.3%	130.37	100.0%
11	Department of Commerce	44.8%	28.0%	75.0%	10.00	0.0%	8.3%	43.5%	55.6%	1.0%	4.95	69.4%
12	Department of Chemicals and Petrochemicals	29.8%	20.0%	0.0%	3.00	0.0%	3.0%	25.0%	100.0%	0.0%	7.67	83.3%
13	Department of Food and Public Distribution	24.0%	27.8%	43.8%	30.00	0.0%	20.6%	59.9%	64.3%	0.4%	0.78	17.0%
14	Department of Fertilizers	32.8%	65.2%	80.8%	9.00	0.0%	15.1%	40.0%	100.0%	21.5%	2.38	61.5%
15	Department for Promotion of Industry and Internal Trade	46.5%	65.6%	100.0%	8.00	0.0%	16.2%	45.9%	66.7%	1.3%	4.16	64.9%
16	Department of Land Resources	6.4%	50.0%	100.0%	2.00	0.0%	0.1%	0.0%	100.0%	0.0%	102.63	75.0%
17	Department of Rural Development	24.2%	44.8%	52.1%	10.00	0.0%	21.1%	27.4%	72.0%	0.0%	0.97	19.1%
18	Department of School Education and Literacy	34.0%	45.6%	80.4%	19.00	0.0%	25.8%	40.8%	77.9%	0.1%	13.69	64.9%
19	Department of Telecommunications	85.0%	92.6%	92.5%	7.00	0.0%	33.7%	47.6%	100.0%	0.0%	10.44	94.9%
20	NITI Aayog	21.9%	87.5%	0.0%	1.00	0.0%	1.7%	25.0%	100.0%	0.5%	5.94	6.0%
21	Department of Public Enterprises	12.8%	0.0%	0.0%	4.00	0.0%	0.0%	66.7%	100.0%	0.0%	6.18	9.1%
22	Department of Higher Education	23.8%	21.1%	100.0%	15.00	0.5%	22.6%	48.1%	33.0%	0.4%	8.14	57.2%

#	M/D	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
23	Department of Sports	40.1%	77.8%	0.0%	14.00	0.0%	24.4%	33.3%	100.0%	0.5%	3.88	56.9%
24	Legislative Department	33.1%	0.0%	0.0%	7.00	41.2%	7.3%	25.0%	100.0%	0.0%	4.15	41.2%
25	Department of Youth Affairs	15.5%	37.5%	0.0%	9.00	0.0%	6.5%	66.7%	66.7%	1.8%	5.89	89.5%
26	Unique Identification Authority of India	54.0%	67.3%	0.0%	11.00	2.4%	24.7%	56.9%	55.6%	0.0%	125.24	85.4%
27	Ministry of Ayush	60.0%	77.8%	88.9%	7.00	0.0%	22.6%	45.5%	66.7%	5.0%	5.17	73.9%
28	Ministry of Corporate Affairs	50.7%	15.3%	100.0%	13.00	0.0%	25.8%	37.5%	90.6%	13.5%	13.18	85.8%
29	Ministry of Drinking Water and Sanitation	39.3%	80.9%	100.0%	13.00	0.0%	27.1%	49.1%	58.6%	0.6%	2.67	24.7%
30	Ministry of Food Processing Industries	23.8%	7.1%	100.0%	5.00	0.0%	6.4%	0.0%	100.0%	43.6%	1.72	15.6%
31	Ministry of Development of North Eastern Region	45.5%	100.0%	100.0%	1.00	0.0%	13.6%	50.0%	100.0%	0.0%	1.27	20.0%
32	Ministry of Skill Development and Entrepreneurship	23.6%	11.5%	100.0%	8.00	0.0%	13.1%	42.1%	50.0%	0.3%	5.23	37.5%
33	Ministry of Housing and Urban Affairs	21.0%	34.3%	54.1%	24.00	0.0%	17.5%	38.9%	80.2%	0.3%	1.98	30.8%
34	Ministry of Women and Child Development	48.4%	76.3%	100.0%	9.00	0.0%	27.7%	28.0%	72.2%	2.6%	17.89	76.3%
35	Ministry of Tourism	62.2%	95.8%	100.0%	5.00	0.0%	11.3%	40.4%	88.9%	9.5%	5.43	38.2%
36	Ministry of Coal	67.9%		71.4%	9.00	0.3%	0.0%	32.5%	80.0%	0.0%	1.29	63.9%
37	Ministry of External Affairs	55.0%	42.8%	100.0%	17.00	0.0%	23.0%	54.4%	38.7%	9.6%	3.70	22.4%
38	Ministry of Electronics & Information Technology	55.9%	67.2%	100.0%	7.00	0.6%	16.4%	43.9%	82.8%	0.7%	12.82	28.3%

#	M/D	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
39	Ministry of Parliamentary Affairs	37.4%		0.0%	5.00	0.0%	0.0%	100.0%	100.0%	0.0%	5.06	100.0%
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	18.0%	54.2%	76.9%	13.00	0.0%	10.5%	39.1%	85.7%	17.9%	2.44	39.3%
41	Ministry of Micro Small and Medium Enterprises	57.4%	61.0%	87.5%	9.00	0.0%	36.4%	22.4%	75.0%	1.1%	7.04	38.4%
42	Ministry of Civil Aviation	53.6%	61.0%	83.3%	9.00	0.0%	30.5%	44.4%	82.8%	0.2%	1.86	39.0%
43	Ministry of Cooperation	65.7%	88.7%	0.0%	5.00	0.0%	39.2%	10.8%	88.9%	19.9%	38.61	56.5%
44	Ministry of Environment, Forest and Climate Change	25.8%	66.8%	50.0%	12.00	0.0%	13.4%	28.3%	67.7%	14.4%	7.68	56.4%
45	Ministry of Information and Broadcasting	66.9%	62.3%	76.0%	8.00	0.0%	19.4%	47.9%	84.6%	1.4%	5.93	80.6%
46	Ministry of Labour and Employment	43.0%	69.6%	80.0%	25.00	0.4%	23.2%	51.3%	75.2%	0.3%	26.28	59.1%
47	Ministry of Panchayati Raj	8.7%	63.1%	100.0%	7.00	0.0%	2.8%	23.6%	89.5%	0.0%	0.56	42.7%
48	Ministry of Road Transport and Highways	24.4%	59.2%	66.7%	10.00	0.0%	13.3%	32.9%	69.8%	0.1%	12.54	64.2%
49	Ministry of Statistics and Programme Implementation	49.4%	69.2%	83.3%	13.00	0.0%	13.4%	26.9%	0.0%	39.7%	0.66	40.9%
50	Ministry of Power	9.6%	47.6%	100.0%	1.00	0.0%	1.8%	30.4%	95.5%	0.1%	4.62	94.4%
51	Ministry of Shipping	63.2%	86.5%	83.3%	7.00	0.0%	20.1%	38.9%	0.0%	28.8%	2.04	62.7%
52	O/o the Comptroller & Auditor General of India	20.1%	0.0%	0.0%	14.00	0.0%	13.4%	55.0%	100.0%	0.0%	0.86	62.9%

#	M/D	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
53	Central Board of Direct Taxes (Income Tax)	26.3%	35.6%	100.0%	34.00	0.0%	15.0%	66.7%	75.0%	0.1%	1.30	96.0%
54	Central Board of Indirect Taxes and Customs	56.7%	68.5%	88.6%	11.00	0.0%	14.4%	62.8%	94.1%	0.2%	2.20	99.0%
55	Department of Atomic Energy	29.5%	44.8%	55.9%	14.00	0.0%	36.5%	37.9%	71.4%	0.0%	1.82	67.1%
56	Department of Bio Technology	50.0%	22.2%	100.0%	11.00	0.0%	19.4%	57.1%	100.0%	0.0%	0.48	23.9%
57	Department of Ex Servicemen Welfare	37.1%	98.9%	100.0%	19.00	0.0%	21.4%	52.0%	33.3%	0.6%	2.86	52.2%
58	Department of Defence Production	48.7%	38.0%	76.2%	14.00	0.0%	41.1%	21.8%	100.0%	0.0%	0.78	32.8%
59	Department of Defence Research and Development	26.3%	50.0%	100.0%	25.00	0.0%	10.7%	50.0%	100.0%	0.0%	0.38	9.1%
60	Department of Financial Services (Banking Division)	62.1%	68.9%	70.3%	8.00	0.0%	20.8%	51.4%	68.1%	7.6%	5.03	73.9%
61	Department of Financial Services (Insurance Division)	79.6%	92.1%	100.0%	6.00	0.0%	29.7%	45.5%	94.3%	1.1%	4.90	87.5%
62	Department of Financial Services (Pension Reforms)	47.5%	63.0%	0.0%	4.00	0.0%	10.7%	47.1%	100.0%	41.0%	70.00	83.3%
63	Department of Military Affairs	46.3%	25.7%	0.0%	16.00	0.0%	24.2%	50.5%	81.0%	0.3%	2.03	71.1%
64	Department of Empowerment of Persons with Disabilities	49.2%	74.2%	50.0%	5.00	0.0%	20.0%	47.2%	100.0%	3.9%	21.17	82.8%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
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65	Department of Investment & Public Asset Management	27.0%	0.0%	0.0%	3.00	0.0%	6.5%	0.0%	100.0%	36.2%	8.63	62.5%
66	Department of Economic Affairs ACC Division	9.9%	11.6%	0.0%	37.00	0.0%	3.4%	27.3%	22.2%	5.6%	6.65	37.5%
67	Department of Expenditure	38.5%	40.0%	0.0%	14.00	0.0%	12.4%	42.9%	100.0%	10.8%	1.33	53.2%
68	Department of Personnel and Training	17.9%	34.8%	100.0%	15.00	0.0%	4.2%	42.7%	56.1%	0.4%	13.00	51.8%
69	Department of Revenue	16.8%	97.4%	68.4%	7.00	0.0%	4.6%	48.7%	80.0%	0.1%	30.10	59.6%
70	Department of Science and Technology	32.2%	43.8%	100.0%	12.00	0.0%	14.7%	43.5%	0.0%	2.8%	1.51	47.4%
71	Department of Scientific & Industrial Research	32.8%	27.3%	21.1%	14.00	0.0%	26.3%	30.0%	100.0%	1.1%	0.86	42.9%
72	Department of Pharmaceuticals	56.1%	2.1%	50.0%	9.00	0.0%	23.5%	45.8%	75.0%	8.8%	7.08	70.8%
73	Department of Posts	82.0%	93.9%	96.3%	3.00	0.0%	25.9%	55.8%	87.5%	0.1%	7.80	100.0%
74	Department of Space	60.5%	8.0%	0.0%	13.00	0.0%	23.2%	60.0%	100.0%	3.6%	2.67	76.2%
75	Department of Defence Finance	21.3%	19.0%	0.0%	26.00	0.0%	11.4%	61.6%	100.0%	0.1%	6.87	25.1%
76	Department of Official Language	80.0%	33.3%	0.0%	2.00	0.0%	13.3%	0.0%	100.0%	0.0%	1.00	86.7%
77	Department of Defence	47.4%		84.4%	5.00	0.0%	0.0%	31.0%	86.5%	0.4%	2.39	96.3%
78	Department of Social Justice and Empowerment	30.7%	48.3%	100.0%	8.00	0.0%	12.3%	33.9%	58.1%	0.2%	17.43	75.0%
79	Staff Selection Commission	31.2%	41.2%	0.0%	14.00	0.0%	19.4%	51.1%	40.0%	15.8%	44.96	85.2%
80	Ministry of Culture	51.6%	73.9%	100.0%	10.00	0.0%	30.7%	30.3%	83.3%	1.8%	2.16	55.1%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
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81	Ministry of Earth Sciences	33.3%	75.0%	100.0%	14.00	0.0%	11.1%	71.4%	100.0%	23.3%	1.03	10.3%
82	Ministry of Home Affairs	40.8%	24.8%	100.0%	14.00	0.0%	16.9%	38.1%	91.4%	1.9%	12.03	55.5%
83	Ministry of Mines	16.7%	21.7%	92.2%	10.00	0.0%	7.1%	27.3%	66.7%	0.0%	4.09	56.5%
84	Ministry of Minority Affairs	39.0%	43.0%	0.0%	15.00	0.0%	28.3%	45.3%	83.3%	0.5%	4.33	44.9%
85	Ministry of New and Renewable Energy	37.5%	56.7%	100.0%	10.00	0.0%	18.9%	57.7%	100.0%	0.3%	7.51	97.8%
86	Ministry of Railways (Railway Board)	39.3%	44.6%	54.9%	21.00	0.0%	26.0%	41.1%	52.9%	25.7%	3.29	50.9%
87	Ministry of Steel	52.7%	87.5%	40.0%	5.00	0.0%	18.8%	44.4%	100.0%	0.0%	0.80	66.1%
88	Ministry of Petroleum and Natural Gas	7.7%	0.3%	76.9%	32.00	0.0%	14.3%	73.2%	18.7%	5.7%	11.87	65.6%
89	Ministry of Tribal Affairs	43.3%	52.0%	0.0%	13.00	0.0%	12.7%	62.3%	37.5%	0.0%	2.94	32.9%
90	Ministry of Textiles	64.9%	78.9%	100.0%	9.00	0.0%	21.1%	43.8%	100.0%	0.0%	1.24	53.1%

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