



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

MAY 2026

Report Number 49

Department of Administrative Reforms and
Public Grievances



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1. Key Highlights

Data Summary: May 2026

1,76,719

1,78,423

81,075

Grievances Received – **Slight decrease**
Month on Month

Grievances Disposed – **-4% increase**
Month on Month

Grievances Pending – **Slight increase**
Month on Month

Disposals > Received

More grievances were resolved than received this month.

Pending Age Profile

64% of all pending grievances are less than 21 days old.

GRAI Top Performers – May 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 Financial Services (Insurance Division)
3. Department of Telecommunications

Group B: Top Performing

1. Department of Heavy Industries
2. Ministry of Textiles
3. Ministry of Parliamentary Affairs

Key Highlights

New Users

65,174 new users registered on the portal in May 2026.

Average Redressal Time

Grievances were resolved in an average of just 13 Days in May.

Grievances via CSCs

8,562 grievances were filed through Common Service Centres.

General Updates

- In May 2026, for the **47th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **81,075 grievances**, out of which **~64%** of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of May 2026 stands at **65,174**.
- The Feedback Call Centre collected **78,830 feedbacks** in May 2026, where **46,547 feedback** were collected for Central Ministries/Departments.
- The **CPGRAMS AI-Enabled Voice Chatbot, Samadhan Didi**, was launched by Hon'ble MoS (PP), Dr Jitendra Singh, on 30 May 2026 at Kartavya Bhawan, New Delhi, marking a significant advancement in digital public grievance redressal.

PG Cases Summary

- 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**.
- Grievances registered via **Common Service Centers** stands at **8,562 grievances** for May, 2026.
- **34%** of the accounted grievances for May, 2026 were directed towards key departments such as the Ministry of Labour and Employment [26,081 grievances], Department of Financial Services (Banking Division) [24,797 grievances], and Ministry of Petroleum and Natural Gas [9,289 grievances].

Appeals Summary

- In May 2026, **31925 appeals were received** and **31,149 appeals were disposed**.
- **21,752 appeal pendency** recorded in May for the year 2026.

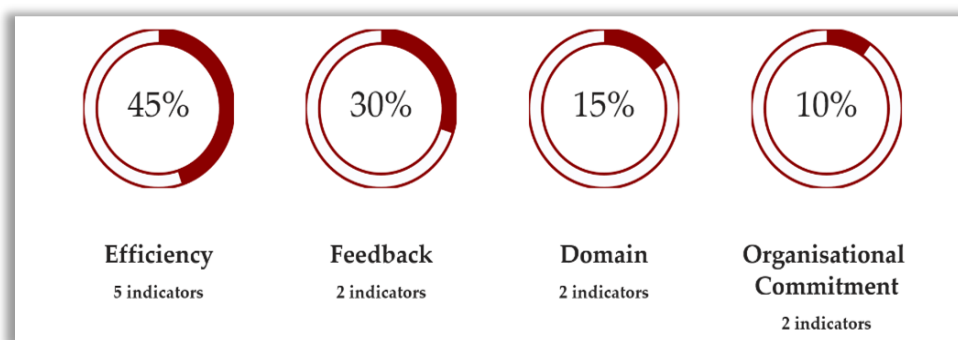
Grievance Redressal and Assessment Index

(GRAI – May, 2026)

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

2. Grievance Redressal and Assessment Index – May, 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	166	887	221	147	356	69	68	0	15	11	14	11	1	10	341	5	1	0	47	9	47	34	3
Department of Health & Family Welfare	993	5151	4594	1481	397	542	428	6	23	15	7	736	0	260	4987	223	23	0	558	19	104	98	1106
Department of Agriculture and Farmers Welfare	299	2740	2148	573	57	142	120	0	1	1	5	101	0	49	2193	52	7	1	175	3	12	12	2
Department of Consumer Affairs	385	3114	3243	2817	60	1049	1047	1	57	58	4	27	0	27	3266	344	56	3	1201	6	24	25	72
Department of Food and Public Distribution	2673	1654	1073	1007	114	545	332	77	38	48	32	2060	0	337	2085	355	28	0	668	13	3	13	5
Department of Land Resources	21	639	515	34	0	4	3	0	1	1	3	8	0	5	523	0	0	0	6	0	10	8	0
Department of Rural Development	637	1336	954	430	494	335	276	68	173	163	20	1278	0	308	1338	84	15	0	346	25	17	33	2
Department of School Education and Literacy	1614	2677	1496	1267	569	678	501	60	78	100	18	205	0	125	2461	266	42	3	785	18	42	29	7
Department of Telecommunications	757	6722	6585	6414	322	2403	2337	3	67	57	7	769	0	622	6664	1083	179	10	2786	1	26	27	3
Department of Higher Education	1800	3263	2208	1417	851	701	304	0	0	0	16	419	1	240	2889	308	40	3	792	27	60	53	8

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	
Unique Identification Authority of India	1653	3796	2784	2767	328	921	836	0	0	0	14	41	1	34	3511	746	85	0	1515	0	7	6	1
Ministry of Corporate Affairs	535	1295	1023	873	427	281	133	0	0	0	13	107	0	80	1130	76	9	1	257	9	17	16	199
Ministry of Drinking Water and Sanitation	673	1342	1023	694	9	371	338	0	1	0	15	445	0	118	1317	139	36	1	437	11	12	13	3
Ministry of Housing and Urban Affairs	1793	2842	1997	822	671	452	308	32	28	22	19	1626	1	497	2681	200	36	2	564	31	96	82	6
Ministry of Women and Child Development	375	739	727	523	89	228	222	0	0	0	14	38	0	23	838	57	12	0	223	31	47	55	16
Ministry of External Affairs	880	1670	1373	1307	434	409	362	0	2	2	20	534	0	113	1616	336	23	6	662	30	31	29	137
Ministry of Electronics & Information Technology	359	1431	1273	963	96	238	181	0	0	0	8	166	1	40	1335	103	10	0	275	16	38	32	9
Ministry of Micro Small and Medium Enterprises	687	1063	1301	1244	110	471	356	5	2	2	13	138	0	47	1442	133	20	0	661	2	5	5	5
Ministry of Civil Aviation	245	646	556	500	231	213	218	3	2	3	13	354	0	149	662	68	9	0	201	6	11	13	2
Ministry of Cooperation	64	722	500	403	19	271	217	0	2	0	4	23	0	12	506	24	5	0	233	0	4	1	156

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 Environment, Forest and Climate Change	361	938	733	296	61	157	141	3	10	6	13	134	0	82	908	30	4	0	136	18	59	56	140
Ministry of Labour and Employment	17016	25547	21103	19352	2913	7432	7098	0	8	7	17	954	6	566	26128	3478	509	11	8075	162	113	245	82
Ministry of Panchayati Raj	78	740	605	96	11	53	23	0	0	0	4	1384	0	524	606	101	29	0	427	0	19	14	0
Ministry of Road Transport and Highways	1330	5118	4277	1578	343	775	671	4	12	8	8	445	0	279	4783	239	48	0	896	41	124	99	5
Ministry of Power	24	1591	1528	124	10	22	17	0	1	1	2	338	0	321	1532	6	1	0	20	0	35	34	2
Central Board of Direct Taxes (Income Tax)	4805	5052	2371	2251	703	675	440	0	0	0	32	4268	3	4075	3948	769	75	3	1378	2	16	11	4
Central Board of Indirect Taxes and Customs	175	1063	925	603	52	144	131	4	35	32	8	614	0	600	994	122	14	1	223	0	8	7	10
Department of Ex Servicemen Welfare	1002	1193	947	898	2160	308	117	1	0	1	22	500	0	248	1404	233	22	1	493	2	7	6	7
Department of Financial Services (Banking Division)	2305	11334	10176	8749	675	2425	1997	365	1501	1234	7	2224	0	1612	10542	1714	176	3	3694	16	85	75	856
Department of Financial Services (Insurance Division)	294	1958	1912	1711	108	607	616	0	0	0	6	419	0	388	1956	265	48	1	731	5	44	47	18

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 Military Affairs	1167	1636	1457	1394	1167	532	447	0	0	0	19	1140	1	796	1899	299	54	1	787	11	18	21	6
Department of Personnel and Training	643	1809	1094	379	49	80	40	0	0	0	15	139	0	68	1397	26	2	0	81	35	91	59	12
Department of Revenue	435	1239	1227	268	2	43	38	3	16	11	8	52	0	41	1344	18	1	1	55	7	21	22	6
Department of Posts	1352	6259	6196	5579	390	1391	1373	3	21	21	8	923	0	922	6587	1251	75	23	2238	4	33	35	11
Department of Defence Finance	3618	5200	2548	2057	815	515	195	0	0	0	24	741	2	196	3959	577	59	2	1048	0	0	0	3
Department of Defence	235	1469	1339	853	0	0	0	8	29	31	6	786	0	756	1396	63	15	0	256	1	23	19	2
Department of Social Justice and Empowerment	221	982	756	315	73	117	118	0	8	6	7	80	0	55	821	57	10	0	182	9	27	28	4
Ministry of Home Affairs	2692	7782	6703	1772	479	842	472	7	2	8	14	616	1	373	7697	323	65	2	1276	74	443	400	151
Ministry of Railways (Railway Board)	3515	6224	3746	3641	1180	1553	1084	43	45	54	18	2252	2	1110	4832	684	96	4	1860	36	75	48	1662
Ministry of Petroleum and Natural Gas	14581	9271	2781	2715	1942	1730	0	10729	2074	10567	29	578	4	359	13216	5442	152	141	7307	52	23	29	415

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 Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Fisheries	13	42	41	34	11	13	0	0	0	0	10	13	0	7	47	3	1	0	14	3	1	4	14
Ministry of Heavy Industries	24	156	157	122	8	29	25	0	0	0	4	63	0	29	157	3	3	0	17	0	4	4	1
Department of Health Research	29	97	61	26	2	16	13	0	0	0	12	148	0	27	77	3	1	0	7	0	3	2	21
Department of Legal Affairs	89	363	374	67	0	0	0	0	0	0	7	16	0	6	391	2	0	0	7	3	16	19	1
Department of Animal Husbandry, Dairying	67	269	212	95	6	15	5	0	0	0	11	34	0	13	230	11	1	0	23	2	16	10	0
Department of Agriculture Research and Education	72	130	84	40	21	15	5	0	0	0	15	264	0	45	114	8	0	0	20	2	2	2	0
Department of Commerce	120	401	314	195	56	35	20	1	1	2	13	84	0	52	387	21	4	1	53	5	2	7	12
Department of Chemicals and Petrochemicals	3	64	56	21	9	3	0	0	0	0	1	12	0	7	56	0	0	0	4	0	0	0	2
Department of Fertilizers	13	62	39	20	3	9	2	4	5	8	11	38	0	23	46	4	0	0	12	0	0	0	22
Department for Promotion of Industry and Internal Trade	85	241	202	152	23	46	48	0	0	0	18	78	0	41	246	30	1	1	50	2	8	6	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	
NITI Aayog	36	321	329	43	1	2	2	0	0	0	1	67	0	5	331	5	0	0	7	3	6	7	3
Department of Public Enterprises	3	44	34	4	8	0	0	0	0	0	5	11	0	2	35	0	0	0	5	0	3	0	0
Department of Sports	68	156	108	94	12	48	44	0	0	0	16	51	0	28	137	9	3	0	45	2	1	1	3
Legislative Department	27	129	109	56	238	12	0	0	0	0	7	34	0	12	112	6	0	0	15	3	12	14	0
Department of Youth Affairs	34	87	52	17	5	9	11	0	0	0	15	19	0	13	69	6	1	0	14	0	3	3	0
Ministry of Ayush	29	246	215	145	16	32	33	1	10	6	6	46	0	32	219	11	1	0	33	2	2	3	8
Ministry of Food Processing Industries	18	46	45	20	51	6	2	0	2	1	12	32	0	7	55	2	2	0	11	1	5	6	22
Ministry of Development of North Eastern Region	0	17	14	5	30	2	1	0	0	0	2	15	0	3	14	2	1	0	5	0	2	1	0
Ministry of Skill Development and Entrepreneurship	47	211	148	75	98	26	6	0	0	0	9	64	0	25	163	6	2	0	25	0	1	0	0
Ministry of Tourism	153	285	369	257	27	40	58	26	28	54	9	68	0	27	399	22	3	0	62	1	2	2	29
Ministry of Coal	132	450	435	434	0	0	0	5	50	47	9	381	1	261	453	43	12	0	152	1	4	3	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 Parliamentary Affairs	5	123	116	33	0	0	0	0	0	0	3	16	0	16	119	0	0	0	0	1	11	11	0
Ministry of Water Resources, River Development & Ganga Rejuvenation	198	351	260	77	17	31	24	5	8	5	17	163	0	59	367	20	3	1	51	7	10	15	71
Ministry of Information and Broadcasting	100	341	305	250	48	75	87	10	13	10	8	79	0	55	321	48	5	0	106	5	16	19	2
Ministry of Statistics and Programme Implementation	47	58	35	26	12	18	9	2	4	1	23	88	0	34	66	8	2	0	14	0	2	1	19
Ministry of Shipping	56	156	128	118	25	33	40	5	8	9	19	75	0	49	150	6	1	1	31	0	2	2	39
O/o the Comptroller & Auditor General of India	54	133	102	46	42	23	0	0	0	0	10	132	0	77	119	3	4	0	23	1	2	0	0
Department of Atomic Energy	52	120	78	54	18	22	17	7	19	10	10	73	0	49	91	11	1	0	20	2	3	2	1
Department of Bio Technology	2	27	9	6	2	3	1	0	0	0	6	67	0	17	9	1	0	0	2	0	0	0	0
Department of Defence Production	91	197	110	104	170	56	10	4	14	12	19	232	0	78	169	23	2	0	57	2	13	4	0
Department of Defence Research and Development	22	27	16	13	4	2	5	0	0	0	43	99	0	10	28	5	1	0	8	0	0	0	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			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 Financial Services (Pension Reforms)	65	397	406	223	19	56	23	0	0	0	5	6	0	5	413	32	6	1	81	0	0	0	166
Department of Empowerment of Persons with Disabilities	120	481	402	242	95	80	86	0	0	0	8	29	0	26	447	41	4	0	96	2	13	9	23
Department of Investment & Public Asset Management	22	58	56	14	17	4	0	0	0	0	29	8	0	5	75	5	0	0	12	0	0	0	35
Department of Economic Affairs ACC Division	259	258	166	64	38	13	11	0	0	0	27	48	0	18	252	12	1	0	24	9	5	9	17
Department of Expenditure	42	122	96	43	3	10	10	0	0	0	14	129	0	61	111	10	0	1	14	0	2	1	20
Department of Science and Technology	70	95	91	69	15	17	16	3	5	7	16	95	0	47	125	11	2	0	29	1	2	3	1
Department of Scientific & Industrial Research	16	58	38	30	20	23	11	0	4	3	12	108	0	41	45	2	2	0	14	0	3	3	1
Department of Pharmaceuticals	42	109	95	69	69	20	1	0	1	0	10	24	0	19	103	11	2	0	27	0	3	1	8
Department of Space	20	46	34	29	6	9	3	0	0	0	13	21	0	19	46	4	0	0	7	0	0	0	3
Department of Official Language	1	11	11	8	0	3	2	0	0	0	2	15	0	14	11	0	0	0	2	0	1	1	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Staff Selection Commission	250	407	238	215	79	102	62	0	0	0	27	27	0	21	408	73	3	0	155	1	4	2	103
Ministry of Culture	85	380	331	293	64	79	62	2	4	3	11	167	0	86	370	32	3	0	99	3	3	5	3
Ministry of Earth Sciences	13	28	16	14	1	2	2	0	0	0	20	29	0	4	21	4	0	0	5	2	1	2	3
Ministry of Mines	40	128	102	22	15	8	11	3	23	18	8	46	0	26	109	2	0	0	6	2	9	9	1
Ministry of Minority Affairs	78	169	116	114	24	71	44	0	0	0	12	49	0	30	145	3	1	0	49	1	4	3	0
Ministry of New and Renewable Energy	102	285	224	127	20	58	49	0	0	0	12	44	0	40	271	25	3	1	75	0	6	2	2
Ministry of Steel	11	40	33	30	5	11	14	0	0	0	6	56	0	34	33	1	0	0	3	2	1	2	0
Ministry of Tribal Affairs	46	179	143	78	24	33	30	0	0	0	9	85	0	28	153	10	2	0	38	3	5	6	1
Ministry of Textiles	16	82	85	67	2	14	9	0	0	0	5	44	0	22	85	5	0	0	13	0	20	19	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)
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	Max = 111.12	Min = 0.21	0.70
1	Department of Justice	0.14	0.16	0.73	0.33	0.91	0.80	0.13	0.61	1.00	80.64	0.30	0.91
2	Department of Fisheries	0.62	0.00	0.00	0.52	1.00	0.72	0.29	1.00	0.67	3.23	0.97	0.54
3	Ministry of Heavy Industries	0.68	0.68	1.00	0.81	1.00	0.82	0.35	1.00	0.99	2.48	0.98	0.46
4	Department of Health & Family Welfare	0.24	0.46	0.52	0.67	1.00	0.89	0.44	0.80	0.79	7.00	0.94	0.35
5	Department of Health Research	0.21	0.72	1.00	0.43	1.00	0.79	0.57	0.67	0.78	0.66	1.00	0.18
6	Department of Legal Affairs	0.15		1.00	0.67	1.00		0.29	1.00	1.00	22.69	0.81	0.38

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	0.19	0.60	1.00	0.76	1.00	0.94	0.34	0.80	1.00	27.13	0.77	0.49
8	Department of Animal Husbandry, Dairying	0.28	0.24	1.00	0.48	1.00	0.93	0.52	0.56	1.00	7.91	0.93	0.38
9	Department of Agriculture Research and Education	0.20	0.14	1.00	0.29	1.00	0.87	0.40	0.50	1.00	0.49	1.00	0.17
10	Department of Consumer Affairs	0.81	0.94	1.00	0.81	1.00	0.68	0.34	0.83	0.98	115.33	0.00	1.00
11	Department of Commerce	0.37	0.22	1.00	0.38	1.00	0.91	0.49	1.00	0.97	4.77	0.96	0.62
12	Department of Chemicals and Petrochemicals	0.31	0.00	0.00	0.95	1.00	0.95	0.00	1.00	0.97	5.33	0.96	0.58
13	Department of Food and Public Distribution	0.23	0.50	0.42	0.00	1.00	0.74	0.57	0.81	1.00	0.80	1.00	0.16
14	Department of Fertilizers	0.27	0.17	0.89	0.48	1.00	0.80	0.33	1.00	0.65	1.63	0.99	0.61
15	Department for Promotion of Industry and Internal Trade	0.47	0.70	1.00	0.14	1.00	0.81	0.64	0.60	0.97	3.09	0.98	0.53
16	Department of Land Resources	0.05	0.75	1.00	0.86	1.00	0.99	0.00	0.80	1.00	79.88	0.31	0.63
17	Department of Rural Development	0.22	0.33	0.68	0.05	1.00	0.75	0.29	0.79	1.00	1.05	0.99	0.24
18	Department of School Education and Literacy	0.30	0.40	0.72	0.14	1.00	0.72	0.40	0.48	1.00	13.06	0.89	0.61
19	Department of Telecommunications	0.86	0.86	0.81	0.67	1.00	0.64	0.46	1.00	1.00	8.74	0.93	0.81
20	NITI Aayog	0.12	0.67	0.00	0.95	1.00	0.99	0.71	0.78	0.99	4.79	0.96	0.07

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	0.09	0.00	0.00	0.76	1.00	1.00	0.00	0.00	1.00	4.00	0.97	0.18
22	Department of Higher Education	0.28	0.20	1.00	0.24	1.00	0.76	0.44	0.61	1.00	7.79	0.93	0.57
23	Department of Sports	0.42	0.73	0.00	0.24	1.00	0.65	0.27	0.33	0.98	3.06	0.98	0.55
24	Legislative Department	0.36	0.00	0.00	0.67	1.00	0.89	0.40	0.93	1.00	3.79	0.97	0.35
25	Department of Youth Affairs	0.14	0.79	0.00	0.29	1.00	0.87	0.50	1.00	1.00	4.58	0.96	0.68
26	Unique Identification Authority of India	0.51	0.67	0.00	0.33	0.98	0.74	0.55	0.86	1.00	92.59	0.20	0.83
27	Ministry of Ayush	0.53	0.69	0.55	0.71	1.00	0.85	0.36	0.75	0.97	5.35	0.96	0.70
28	Ministry of Corporate Affairs	0.48	0.19	1.00	0.38	1.00	0.75	0.33	0.62	0.85	12.10	0.90	0.75
29	Ministry of Drinking Water and Sanitation	0.34	0.89	0.00	0.29	1.00	0.72	0.40	0.57	1.00	3.02	0.98	0.27
30	Ministry of Food Processing Industries	0.31	0.04	0.50	0.43	1.00	0.89	0.36	1.00	0.52	1.44	0.99	0.22
31	Ministry of Development of North Eastern Region	0.29	0.03	0.00	0.90	1.00	0.86	0.60	0.50	1.00	1.13	0.99	0.20
32	Ministry of Skill Development and Entrepreneurship	0.29	0.05	1.00	0.57	1.00	0.84	0.32	0.00	1.00	3.30	0.97	0.39
33	Ministry of Housing and Urban Affairs	0.18	0.27	0.37	0.10	1.00	0.83	0.42	0.65	1.00	1.75	0.99	0.31
34	Ministry of Women and Child Development	0.47	0.70	1.00	0.33	1.00	0.73	0.31	0.71	0.98	19.45	0.83	0.61

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	0.59	0.87	1.00	0.57	1.00	0.90	0.40	0.67	0.90	4.19	0.97	0.40
36	Ministry of Coal	0.75		0.85	0.57	1.00		0.36	0.60	1.00	1.18	0.99	0.69
37	Ministry of External Affairs	0.51	0.43	1.00	0.05	1.00	0.75	0.55	0.48	0.92	3.13	0.98	0.21
38	Ministry of Electronics & Information Technology	0.54	0.54	1.00	0.62	0.99	0.82	0.41	0.59	0.99	8.62	0.93	0.24
39	Ministry of Parliamentary Affairs	0.26		0.00	0.86	1.00	1.00	1.00	0.92	1.00	7.69	0.94	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.14	0.50	0.38	0.19	1.00	0.92	0.47	0.88	0.80	2.15	0.98	0.36
41	Ministry of Micro Small and Medium Enterprises	0.71	0.61	0.29	0.38	1.00	0.67	0.23	0.71	1.00	7.70	0.94	0.34
42	Ministry of Civil Aviation	0.56	0.49	0.60	0.38	1.00	0.68	0.38	0.76	1.00	1.82	0.99	0.42
43	Ministry of Cooperation	0.51	0.75	0.00	0.81	1.00	0.46	0.12	0.25	0.78	31.39	0.73	0.52
44	Ministry of Environment, Forest and Climate Change	0.23	0.65	0.46	0.38	1.00	0.83	0.25	0.73	0.85	7.00	0.94	0.61
45	Ministry of Information and Broadcasting	0.57	0.71	0.43	0.62	1.00	0.77	0.50	0.90	0.99	4.32	0.96	0.70
46	Ministry of Labour and Employment	0.45	0.69	0.88	0.19	0.99	0.72	0.50	0.89	1.00	26.78	0.77	0.59
47	Ministry of Panchayati Raj	0.12	0.36	1.00	0.81	1.00	0.91	0.30	0.74	1.00	0.53	1.00	0.38
48	Ministry of Road Transport and Highways	0.24	0.60	0.50	0.62	1.00	0.84	0.32	0.60	1.00	11.50	0.90	0.63

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	0.25	0.30	0.17	0.00	1.00	0.73	0.71	0.50	0.67	0.66	1.00	0.39
50	Ministry of Power	0.08	0.53	1.00	0.90	1.00	0.99	0.35	0.97	1.00	4.71	0.96	0.95
51	Ministry of Shipping	0.56	0.69	0.69	0.10	1.00	0.78	0.26	1.00	0.75	2.08	0.98	0.65
52	O/o the Comptroller & Auditor General of India	0.25	0.00	0.00	0.52	1.00	0.81	0.30	0.00	1.00	1.01	0.99	0.58
53	Central Board of Direct Taxes (Income Tax)	0.23	0.32	1.00	0.00	1.00	0.83	0.61	0.61	1.00	1.18	0.99	0.95
54	Central Board of Indirect Taxes and Customs	0.49	0.67	0.82	0.62	1.00	0.86	0.61	0.88	0.99	1.73	0.99	0.98
55	Department of Atomic Energy	0.31	0.43	0.38	0.52	1.00	0.76	0.60	0.40	0.99	1.64	0.99	0.67
56	Department of Bio Technology	0.21	0.20	1.00	0.71	1.00	0.67	0.50	1.00	1.00	0.40	1.00	0.25
57	Department of Ex Servicemen Welfare	0.41	0.05	1.00	0.00	1.00	0.78	0.52	0.67	0.99	2.39	0.98	0.50
58	Department of Defence Production	0.36	0.04	0.67	0.10	1.00	0.67	0.44	0.27	1.00	0.85	0.99	0.34
59	Department of Defence Research and Development	0.27	0.83	1.00	0.00	1.00	0.93	0.75	1.00	1.00	0.27	1.00	0.10
60	Department of Financial Services (Banking Division)	0.64	0.64	0.66	0.67	1.00	0.77	0.51	0.74	0.92	5.10	0.96	0.72
61	Department of Financial Services (Insurance Division)	0.76	0.86	1.00	0.71	1.00	0.69	0.43	0.96	0.99	4.67	0.96	0.93
62	Department of Financial Services (Pension Reforms)	0.48	0.31	0.00	0.76	1.00	0.86	0.48	1.00	0.58	66.17	0.43	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	0.50	0.26	1.00	0.10	1.00	0.72	0.45	0.72	1.00	1.44	0.99	0.70
64	Department of Empowerment of Persons with Disabilities	0.40	0.49	1.00	0.62	1.00	0.82	0.47	0.60	0.95	16.59	0.86	0.90
65	Department of Investment & Public Asset Management	0.18	0.00	0.00	0.00	1.00	0.95	0.42	1.00	0.40	7.25	0.94	0.63
66	Department of Economic Affairs ACC Division	0.12	0.22	1.00	0.00	1.00	0.95	0.54	0.64	0.93	5.38	0.96	0.38
67	Department of Expenditure	0.26	0.77	0.00	0.33	1.00	0.91	0.79	0.50	0.84	0.95	0.99	0.47
68	Department of Personnel and Training	0.15	0.31	1.00	0.29	1.00	0.94	0.35	0.47	0.99	13.01	0.89	0.49
69	Department of Revenue	0.16	0.84	0.58	0.62	1.00	0.97	0.36	0.79	1.00	23.83	0.80	0.79
70	Department of Science and Technology	0.42	0.50	0.88	0.24	1.00	0.86	0.45	1.00	0.99	1.00	0.99	0.49
71	Department of Scientific & Industrial Research	0.41	0.26	0.75	0.43	1.00	0.49	0.29	1.00	0.98	0.54	1.00	0.38
72	Department of Pharmaceuticals	0.46	0.01	0.00	0.52	1.00	0.81	0.48	0.33	0.93	4.54	0.96	0.79
73	Department of Posts	0.73	0.77	0.88	0.62	1.00	0.79	0.60	0.95	1.00	6.78	0.94	1.00
74	Department of Space	0.44	0.20	0.00	0.38	1.00	0.80	0.57	1.00	0.93	2.19	0.98	0.90
75	Department of Defence Finance	0.23	0.15	0.00	0.00	1.00	0.87	0.61	1.00	1.00	7.02	0.94	0.26
76	Department of Official Language	0.67	0.67	0.00	0.90	1.00	0.73	0.00	1.00	1.00	0.73	1.00	0.93

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	0.50		0.84	0.71	1.00		0.30	0.79	1.00	1.87	0.99	0.96
78	Department of Social Justice and Empowerment	0.26	0.62	0.75	0.67	1.00	0.86	0.37	0.78	1.00	12.28	0.90	0.69
79	Staff Selection Commission	0.33	0.34	0.00	0.00	1.00	0.75	0.49	0.40	0.75	15.07	0.87	0.78
80	Ministry of Culture	0.63	0.43	0.50	0.48	1.00	0.79	0.35	0.83	0.99	2.28	0.98	0.51
81	Ministry of Earth Sciences	0.34	0.67	1.00	0.05	1.00	0.90	0.80	0.67	0.89	0.97	0.99	0.14
82	Ministry of Home Affairs	0.17	0.36	0.89	0.33	1.00	0.89	0.31	0.77	0.98	12.63	0.89	0.61
83	Ministry of Mines	0.13	0.48	0.69	0.62	1.00	0.93	0.33	0.82	0.99	2.78	0.98	0.57
84	Ministry of Minority Affairs	0.46	0.46	0.00	0.43	1.00	0.51	0.08	0.60	1.00	3.45	0.97	0.61
85	Ministry of New and Renewable Energy	0.33	0.63	1.00	0.43	1.00	0.79	0.39	0.33	0.99	6.48	0.95	0.91
86	Ministry of Railways (Railway Board)	0.37	0.40	0.61	0.14	1.00	0.68	0.42	0.43	0.73	2.76	0.98	0.49
87	Ministry of Steel	0.59	0.88	1.00	0.71	1.00	0.67	0.33	0.67	1.00	0.71	1.00	0.61
88	Ministry of Petroleum and Natural Gas	0.11	0.00	0.83	0.00	0.99	0.87	0.78	0.39	0.96	16.04	0.86	0.62
89	Ministry of Tribal Affairs	0.35	0.53	0.00	0.57	1.00	0.78	0.32	0.75	0.99	2.11	0.98	0.33
90	Ministry of Textiles	0.68	0.56	1.00	0.76	1.00	0.84	0.38	0.95	1.00	1.86	0.99	0.50

Following are the comprehensive ranking tables for Group A and Group B of GRAI respectively. The data used in preparing the GRAI has been taken from **1st May to 31st May, 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	0.355	0.209	0.145	0.098	0.807	1
2	Department of Financial Services (Insurance Division)	0.379	0.168	0.146	0.094	0.786	2
3	Department of Telecommunications	0.384	0.164	0.150	0.084	0.783	3
4	Department of Consumer Affairs	0.398	0.152	0.134	0.070	0.754	4
5	Central Board of Indirect Taxes and Customs	0.294	0.220	0.138	0.098	0.751	5
6	Department of Financial Services (Banking Division)	0.316	0.192	0.122	0.079	0.710	6
7	Ministry of Power	0.227	0.200	0.147	0.095	0.670	7
8	Ministry of Labour and Employment	0.273	0.182	0.140	0.065	0.659	8
9	Ministry of Electronics &	0.308	0.185	0.113	0.045	0.651	9

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
	Information Technology						
10	Ministry of Women and Child Development	0.292	0.156	0.122	0.067	0.637	10
11	Department of Military Affairs	0.258	0.175	0.125	0.079	0.637	11
12	Department of Revenue	0.224	0.200	0.130	0.079	0.633	12
13	Department of Social Justice and Empowerment	0.243	0.184	0.130	0.075	0.632	13
14	Central Board of Direct Taxes (Income Tax)	0.203	0.217	0.115	0.097	0.631	14
15	Department of Agriculture and Farmers Welfare	0.248	0.192	0.132	0.057	0.629	15
16	Unique Identification Authority of India	0.229	0.193	0.137	0.064	0.623	16
17	Ministry of Civil Aviation	0.272	0.159	0.129	0.059	0.619	17
18	Ministry of Corporate Affairs	0.261	0.163	0.106	0.079	0.610	18
19	Ministry of External Affairs	0.270	0.195	0.098	0.044	0.607	19

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
20	Ministry of Micro Small and Medium Enterprises	0.289	0.136	0.124	0.052	0.601	20
21	Department of Ex Servicemen Welfare	0.221	0.195	0.120	0.064	0.600	21
22	Ministry of Panchayati Raj	0.219	0.183	0.126	0.056	0.585	22
23	Department of Health & Family Welfare	0.212	0.200	0.119	0.053	0.584	23
24	Department of Defence	0.309	0.046	0.131	0.097	0.583	24
25	Department of Higher Education	0.215	0.180	0.115	0.068	0.578	25
26	Ministry of Home Affairs	0.201	0.179	0.128	0.069	0.578	26
27	Ministry of Road Transport and Highways	0.219	0.174	0.114	0.071	0.578	27
28	Department of Land Resources	0.235	0.149	0.132	0.053	0.568	28
29	Department of Personnel and Training	0.200	0.193	0.102	0.061	0.556	29
30	Ministry of Petroleum and Natural Gas	0.146	0.248	0.092	0.069	0.555	30

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
31	Ministry of Environment, Forest and Climate Change	0.206	0.162	0.116	0.071	0.555	31
32	Department of School Education and Literacy	0.210	0.168	0.103	0.069	0.551	32
33	Department of Food and Public Distribution	0.177	0.197	0.133	0.041	0.548	33
34	Department of Defence Finance	0.124	0.222	0.150	0.047	0.543	34
35	Ministry of Drinking Water and Sanitation	0.210	0.168	0.111	0.048	0.537	35
36	Ministry of Railways (Railway Board)	0.218	0.165	0.083	0.064	0.530	36
37	Department of Rural Development	0.182	0.155	0.131	0.047	0.515	37
38	Ministry of Housing and Urban Affairs	0.151	0.188	0.118	0.051	0.508	38
39	Department of Justice	0.165	0.139	0.114	0.073	0.491	39
40	Ministry of Cooperation	0.258	0.088	0.070	0.058	0.475	40

2.6 Ranking of Ministries/Departments – Group B

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

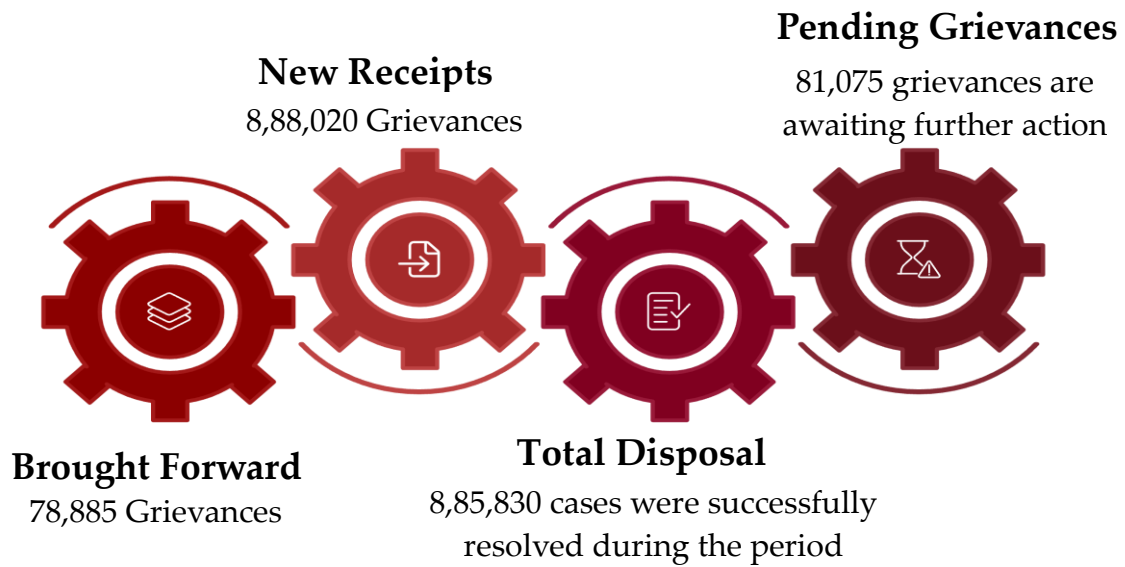
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Ministry of Heavy Industries	0.354	0.175	0.150	0.062	0.741	1
2	Ministry of Textiles	0.346	0.183	0.146	0.065	0.739	2
3	Ministry of Parliamentary Affairs	0.194	0.300	0.143	0.098	0.735	3
4	Ministry of Tourism	0.338	0.195	0.114	0.057	0.704	4
5	Ministry of Information and Broadcasting	0.287	0.190	0.141	0.078	0.696	5
6	Ministry of Steel	0.345	0.150	0.120	0.072	0.688	6
7	Department of Defence Research and Development	0.245	0.252	0.150	0.037	0.684	7
8	Department for Promotion of Industry and Internal Trade	0.283	0.218	0.112	0.066	0.679	8
9	Ministry of Ayush	0.290	0.183	0.126	0.077	0.675	9
10	Department of Commerce	0.243	0.210	0.148	0.072	0.673	10
11	Department of Empowerment of Persons with Disabilities	0.278	0.193	0.111	0.089	0.671	11
12	Department of Science and Technology	0.256	0.197	0.149	0.064	0.666	12

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
13	Ministry of Earth Sciences	0.251	0.256	0.114	0.039	0.660	13
14	Ministry of Culture	0.280	0.171	0.135	0.066	0.651	14
15	Ministry of Shipping	0.278	0.156	0.135	0.075	0.644	15
16	Department of Official Language	0.288	0.109	0.150	0.095	0.643	16
17	Department of Space	0.187	0.206	0.146	0.093	0.632	17
18	Ministry of New and Renewable Energy	0.263	0.176	0.090	0.092	0.621	18
19	Department of Financial Services (Pension Reforms)	0.220	0.202	0.125	0.071	0.618	19
20	Department of Animal Husbandry, Dairying	0.230	0.218	0.110	0.055	0.613	20
21	Ministry of Coal	0.355	0.054	0.114	0.078	0.601	21
22	Department of Expenditure	0.188	0.254	0.095	0.063	0.600	22
23	NITI Aayog	0.180	0.256	0.129	0.034	0.599	23
24	Department of Health Research	0.245	0.205	0.107	0.043	0.599	24
25	Department of Bio Technology	0.223	0.175	0.150	0.048	0.595	25
26	Department of Youth Affairs	0.162	0.205	0.150	0.077	0.594	26
27	Ministry of Mines	0.201	0.189	0.133	0.069	0.592	27
28	Department of Fertilizers	0.214	0.171	0.129	0.072	0.586	28

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
29	Department of Atomic Energy	0.209	0.204	0.096	0.077	0.585	29
30	Department of Economic Affairs ACC Division	0.175	0.224	0.114	0.055	0.567	30
31	Department of Fisheries	0.216	0.151	0.130	0.067	0.565	31
32	Legislative Department	0.170	0.194	0.144	0.054	0.562	32
33	Department of Scientific & Industrial Research	0.237	0.116	0.149	0.057	0.558	33
34	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.164	0.208	0.127	0.055	0.554	34
35	Department of Pharmaceuticals	0.184	0.193	0.086	0.084	0.547	35
36	Ministry of Tribal Affairs	0.199	0.165	0.127	0.053	0.544	36
37	Ministry of Food Processing Industries	0.186	0.188	0.121	0.045	0.541	37
38	Ministry of Development of North Eastern Region	0.170	0.219	0.105	0.044	0.537	38
39	Department of Agriculture Research and Education	0.197	0.190	0.105	0.042	0.534	39

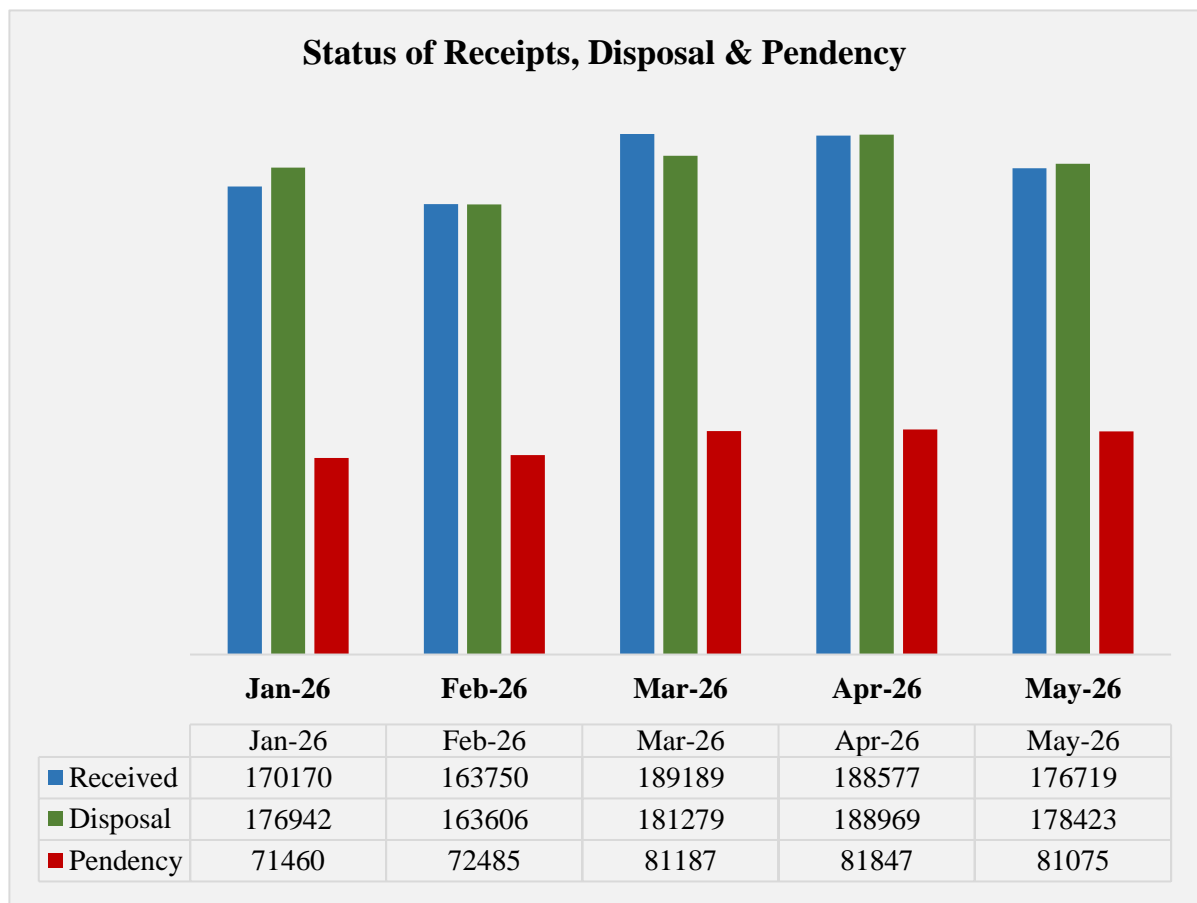
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
40	Department of Chemicals and Petrochemicals	0.174	0.142	0.148	0.070	0.533	40
41	Ministry of Skill Development and Entrepreneurship	0.223	0.174	0.060	0.057	0.513	41
42	Ministry of Statistics and Programme Implementation	0.149	0.216	0.085	0.057	0.508	42
43	Department of Sports	0.213	0.137	0.089	0.068	0.507	43
44	Staff Selection Commission	0.157	0.186	0.081	0.081	0.504	44
45	Department of Defence Production	0.193	0.166	0.084	0.053	0.496	45
46	Department of Investment & Public Asset Management	0.103	0.205	0.114	0.072	0.493	46
47	Ministry of Minority Affairs	0.212	0.089	0.114	0.072	0.486	47
48	Department of Legal Affairs	0.243	0.043	0.150	0.050	0.486	48
49	O/o the Comptroller & Auditor General of India	0.141	0.167	0.060	0.071	0.438	49
50	Department of Public Enterprises	0.119	0.150	0.060	0.042	0.371	50

3. Review of Status of Grievances



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

Month-wise Status of Grievances



4. CPGRAMS AI-Enabled Voice Chatbot: *Samadhan Didi*



On 30th May 2026, the Department of Administrative Reforms and Public Grievances (DARPG) launched the **CPGRAMS AI-Enabled Voice Chatbot, *Samadhan Didi*** marking a significant milestone in the evolution of digital grievance redressal in India. The chatbot was formally launched by Hon'ble Minister of State (Personnel, Public Grievances and Pensions), Dr Jitendra Singh, at Kartavya Bhawan, New Delhi, in the presence of senior officials from various Ministries/Departments, along with members of the media. The launch represents a major step towards making grievance registration more accessible, inclusive, and citizen-friendly through the use of Artificial Intelligence and multilingual technologies.

Developed as an intelligent conversational interface for CPGRAMS, the chatbot leverages advanced AI capabilities integrated with BHASHINI's Speech-to-Text, Text-to-Speech, language detection, translation, and transliteration services. The platform enables citizens to register grievances through voice or text in multiple Indian languages, thereby eliminating language barriers and reducing the complexity traditionally associated with grievance submission.

The chatbot is designed to guide citizens through a natural conversational process. Instead of requiring users to identify the appropriate Ministry, Department, category,

or sub-category, the system interacts with citizens through context-aware questions and automatically determines the correct grievance routing. This significantly simplifies the grievance filing process and enhances the overall user experience, particularly for first-time users and citizens with limited digital literacy.

Key Features of the CPGRAMS AI-Enabled Voice Chatbot

- Multilingual and voice-enabled grievance registration.
- AI-driven grievance classification and routing.
- Simplified and user-friendly interface.
- Improved accessibility for citizens with limited digital literacy.

Remarks by Hon'ble MoS (PP)

Hon'ble MoS (PP), Dr Jitendra Singh described the chatbot as a step towards the **“Democratization of the Public Grievance Mechanism”** and reaffirmed the Government's commitment to improving the **“Ease of Using”** public services. He emphasized that citizen-centric governance has remained a cornerstone of reforms under the leadership of Hon'ble Prime Minister Shri Narendra Modi. Highlighting the transformative role of technology, he noted that Artificial Intelligence is making grievance redressal more accessible, responsive, and efficient, while strengthening citizen engagement and improving the quality and speed of grievance resolution.

The launch of the CPGRAMS AI-Enabled Voice Chatbot aligns with the Government of India's vision of leveraging emerging technologies to strengthen citizen-centric governance. By making grievance registration simpler, faster, and more accessible, the chatbot is expected to improve citizen engagement, enhance the quality of grievance classification, and further strengthen the effectiveness of the CPGRAMS ecosystem.

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

As a continuing initiative under the Monthly CPGRAMS Reports, this chapter analyses the **ten most frequently recurring grievance categories across Ministries and Departments** on the CPGRAMS platform over the period 2022 to 2025. The first set of grievance categories were published in the April, 2026 Monthly Report. These next set of ten grievance categories account for **3,58,198** 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 eight 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	DPOST	Delay / Non-Delivery / Abstraction of Postal Articles	22,731	19,146	21,386	13,122	76,385
2	MoLBR	Transfer Related Issues (PF Transfer)	7,752	12,527	14,476	8,546	43,301
3	DEABD	Deficiency in Customer Service Related	9,519	9,590	11,538	2,426	33,073
4	MOLBR	Pension (EPS)	5,364	8,696	10,629	7,224	31,913

S.No.	Ministry	Category	2022	2023	2024	2025	Total
5	MEA	Passport Application Related	4,947	8,059	7,848	10,575	31,429
6	MoPNG	LPG / LPG Agency Related	4,957	4,555	8,994	11,416	29,922
7	DOTEL	Broadband Related	5,523	5,962	7,306	10,721	29,512
8	CBDT	PAN Issues	1,960	8,080	7,933	9,870	27,843
9	DEABD	Credit / Debit / ATM Cards Related	8,378	8,401	9,002	1,820	27,601
10	MoRTH	Construction & Maintenance of Roads (NH & State Roads)	3,751	4,014	5,633	13,821	27,219
Total Grievances in these Categories across 4 years: 3,58,198							

Note on 2025 figures: Several categories shown with the lower 2025 values (e.g., Transfer Related Issues, Deficiency in Customer Service, Credit/Debit/ATM Cards) 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. DPOST: Delay / Non-Delivery / Abstraction of Postal Articles

2022	2023	2024	2025	Total
22,731	19,146	21,386	13,122	76,385

ATR analysis under this category reveals recurring issues faced by citizens in this category. The most common is a gap between the tracking status and reality: the article shows "delivered" on the system, but the citizen has not received it. Across cases

involving PAN cards, LIC documents, job-offer letters and cheque books, complainants ask for a delivery slip, the receiver's name or signed proof — and this proof is rarely shared. Second, articles are returned or held on grounds the citizen disputes — "addressee absent," "insufficient address" or "left without instructions" — with several stating they were present, the address was correct, or that the postman handed letters to a local shop instead of delivering to the address. Third, grievances are closed without a reply, only a document is attached. Complaints are forwarded down the Circle–Region–Division chain and closed locally, often within days. However, the closing entry usually repeats the recorded delivery status or points to an attachment rather than sharing proof or investigating which leads the citizen to give poor feedback.

2. MoLBR: Transfer Related Issues (PF Transfer)

2022	2023	2024	2025	Total
7,752	12,527	14,476	8,546	43,301

ATR analysis of this grievance category reflects that most often, transfer requests are rejected on technical or record-based grounds the member cannot fix alone. Reasons can be: a missing "reason of exit," an EPS service or date-of-joining/exit mismatch, a "service break," or pension deducted on higher wages — after which the member is asked to furnish further details such as the ECR and TRRN numbers or a screenshot of the KYC pending with the employer, and is left to chase the correction. A second pattern is closure on the ground that the claim has "already been settled," sometimes years earlier, when the member's own account shows the amount has not reached the present member ID, with no proof shared to reconcile the two. Third, several grievances are not resolved but reassigned — the closing entry states the matter "pertains to" another Regional Office, such as Dadar or Powai, and forwards it onward. In most cases the grievance is closed locally by restating the record or enclosing an Annexure-K while the transfer itself remains unsettled, so members reopen or appeal and record poor feedback.

3. DEABD: Deficiency in Customer Service Related

2022	2023	2024	2025	Total
9,519	9,590	11,538	2,426	33,073

While these grievances span several banks — public-sector, private, India Post Payment Bank, credit-information companies and ombudsman bodies, but they all share a common shape. Each begins with a concrete service request that has stalled: an account left in "lien" or frozen status that is not released, an account closure pending for months, a cash withdrawal problem, the maturity amount / interest of a fixed deposit not credited, a wrong transfer awaiting reversal, or a credit (CIBIL) record the citizen says is incorrect and remains uncorrected. The more telling pattern is how these are closed. The overwhelming disposal entry is a standard line that "the customer has been advised suitably" or that "a suitable reply has been sent, copy attached," where the enclosed letter restates the bank's position or answers a different point, leaving the original concern untouched. In a few cases there is no attachment or closing remark at all as well. Citizens also describe being sent back repeatedly to resubmit documents already provided or to furnish fresh KYC, and unhelpful conduct at the branch. With the underlying service still incomplete, the citizen records the reply as a wrong or partial solution and accordingly gives poor feedback.

4. MoLBR: Pension (EPS)

2022	2023	2024	2025	Total
5,364	8,696	10,629	7,224	31,913

Almost every grievance here concerns the release of a family or survivor pension and three problems recur. First, settlement of the Form 10D pension is held up pending documents or verifications the claimant cannot easily complete – a Scheme Certificate that must be verified by or physically moved to another Regional Office, a missing Form 3A or Joint Declaration, proof of previous service, or contributions the former

employer has not remitted — and the claim is rejected or left "under process" until these are arranged. Second, family-pension cases stall in movement between offices; the closing entry frequently states that the matter "pertains to" or the file has been "forwarded to" another Regional Office for the scheme certificate or records, so the pension itself remains unpaid. Third, where a pension is closed as "settled," the claimant disputes the outcome — the amount paid is far less than expected, the arrears are not mentioned, or the office states the benefit was already withdrawn years earlier — with no breakup explaining how the figure was reached. Claimants (in several cases a widow, dependent or orphan chasing the pension of a deceased member) send repeated reminders, and with the pension unsettled or unexplained, record poor feedback.

5. MEA: Passport Application Related

2022	2023	2024	2025	Total
4,947	8,059	7,848	10,575	31,429

ATR analysis reveals that these grievances have been delayed well beyond the normal timeline — many pending for months, several for over a year — and common problems run through them. The most frequent is a stall at the police-verification stage: the passport is held because the Police Verification Report has not reached the passport office from the local police, and the case is closed by telling the applicant to follow up with their own police station, even where the local verification was already done. Another, near-universal pattern is the closure itself — most cases end by directing the applicant to "visit the RPO on any working day with original documents" or to book an in-person enquiry appointment, which neither explains the delay nor moves the file. Further, an office helpline numbers are attached with these cases which citizens report never connect. With deadlines for study, jobs, visas and family emergencies abroad slipping away, applicants record poor feedback.

6. MoPNG: LPG / LPG Agency Related

2022	2023	2024	2025	Total
4,957	4,555	8,994	11,416	29,922

ATR analysis of this grievance category shows that a large proportion of complaints relate to delays in LPG cylinder delivery, non-receipt of subsidy despite eligibility, and issues concerning the functioning of LPG distributors. A recurring trend observed is that grievances are often disposed of based on distributor records indicating delivery of cylinders or processing of subsidy benefits, whereas complainants continue to maintain that the service or benefit was not actually received. In subsidy-related matters, citizens are frequently advised to correct KYC details, Aadhaar-bank linkage, or consumer records, which often involves coordination with multiple agencies and may not be resolved immediately. Complaints relating to distributor conduct and service quality are generally addressed on the basis of reports submitted by the distributor concerned. As a result, many citizens file appeals, indicating that the issue may not have been fully resolved despite the grievance being formally closed.

7. DOTEL: Broadband Related: Billing Issues

2022	2023	2024	2025	Total
5,523	5,962	7,306	10,721	29,512

Grievances in this category are dominated by billing and disconnection disputes, where subscribers continue receiving payment demands or recovery calls after formally closing services or returning equipment — pointing to persistent delays in backend processing across Airtel, Jio, and BSNL. Delayed or withheld security deposit refunds surface as a distinct concern, with complainants waiting 60 to 150-plus days post device return, and action materialising only after formal escalation. Service quality failures — premature plan expiry, speeds well below contracted levels, and

non-activation of bundled OTT entitlements despite continued billing – form the other significant complaint cluster. Across most cases, disposals rest on provider assertions of backend rectifications with little independent verification, which explains why feedback is frequently marked poor or incomplete despite formal closure. Premature case closure without subscriber confirmation, unmet commitments by provider representatives, and near-total absence of proactive communication emerge as cross-cutting concerns that drive repeated reminders and re-escalations rather than genuine resolution.

8. CBDT: PAN Issues

2022	2023	2024	2025	Total
1,960	8,080	7,933	9,870	27,843

Action Taken Reports reveal top recurring issues include delayed PAN card deliveries, Aadhaar-PAN linking payment failures, and complex duplicate PAN deactivations. Citizens face systemic challenges like unresponsive vendor portals, unclear rejection grounds, and confusing inter-departmental transfers. Administratively, officers resolve these cases by tracking statuses and escalating concerns. The grievances indicate recurring challenges arising from data mismatches between records maintained across different systems, resulting in delays in PAN correction, updation, or validation requests. Citizen feedback also points to difficulty in understanding error messages and prolonged resolution timelines in cases involving duplicate PAN records or discrepancies between databases.

9. DEABD: Credit / Debit / ATM Cards Related

2022	2023	2024	2025	Total
8,378	8,401	9,002	1,820	27,601

Analysis of Action Taken Reports indicates credit and debit card disputes are primary recurring issues, often resulting in heavy reliance on the Banking Ombudsman. While citizens prioritize quick resolution of technical hurdles, administrative responses frequently employ template-driven language like "advised suitably," relying heavily on internal attachments rather than descriptive text. The grievances also indicate limited transparency in officer remarks, with many disposal responses providing generic updates, procedural redirections, or references to attached communications without clearly conveying the status of the underlying service request. Citizen feedback suggests that repeated transfers and indirect communication can make it difficult to understand the action taken, the authority responsible, and the expected path to resolution.

10. MoRTH: Construction & Maintenance of Roads: Matters related to State Roads

2022	2023	2024	2025	Total
3,751	4,014	5,633	13,821	27,219

The sample cases suggest many road conditions have remained unresolved over years despite repeated complaints. The ATRs seem to indicate that most cases are forwarded by NHAI as "not pertaining to this organisation," as the roads cited (state highways, municipal links, colony roads) fall outside NHAI jurisdiction. A recurring theme in the last-mile breakdown could be jurisdictional confusion — citizens approach the central portal for roads that seem to be maintained by State PWD, JDA, or municipal bodies, leading to repeated transfers and delays. Feedback indicates departments often acknowledge issues (patchwork, pending budgets, tenders) without firm timelines, while citizens point to slow and fragmented coordination.

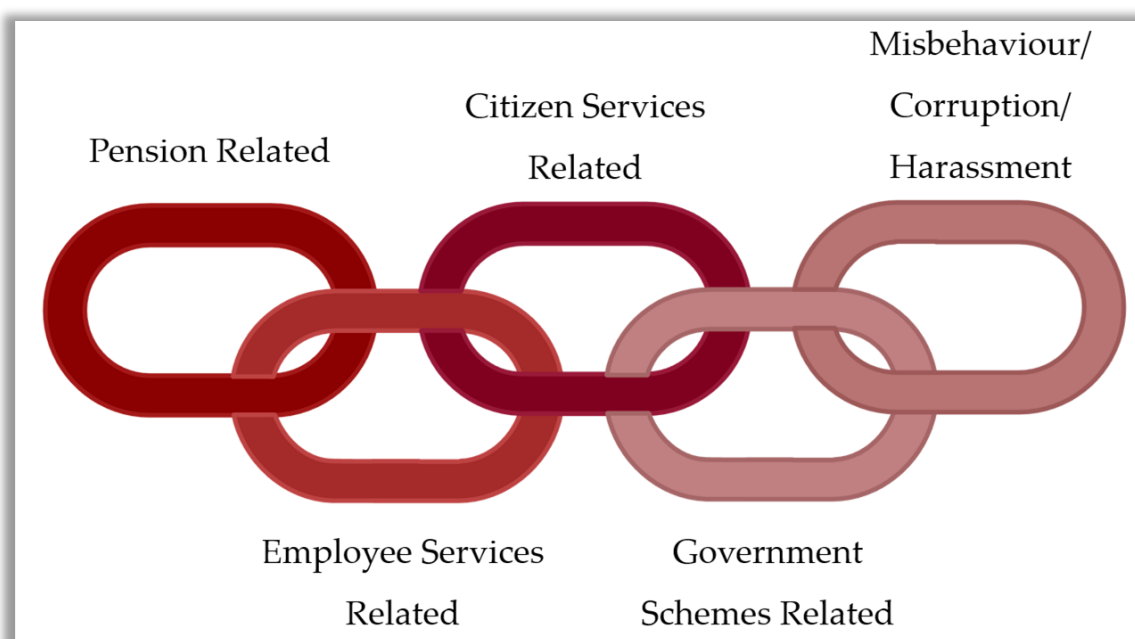
6. Categorisation

Overview

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

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

Uniform Key Categories Identified:



Progress so far

The Department has completed the categorisation analysis for **39 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

7. Review Meeting by Secretaries

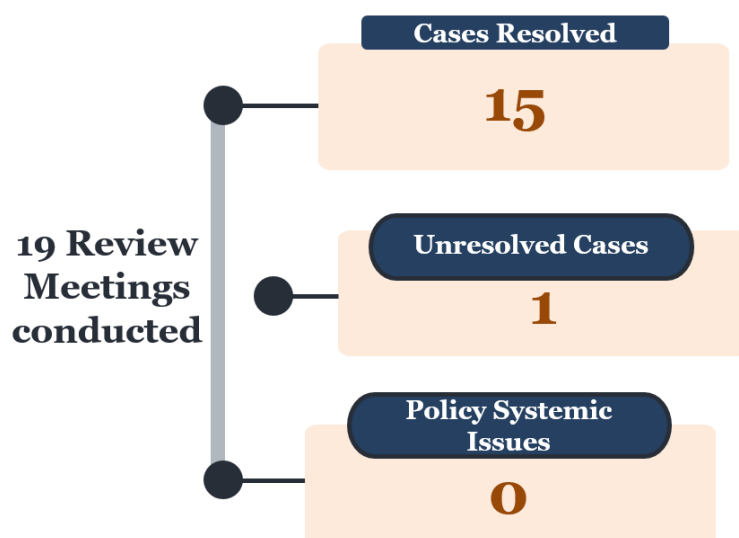
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

To facilitate this, DARPG has created a dedicated module in the CPGRAMS portal to enable review by Secretaries. This chapter attempts to present an overall picture regarding the status of Review Meetings conducted in May, 2026.

A total of **352 Review Meetings** were conducted between **14th February 2025 till 31st May, 2026**. A total of 1,770 cases has been resolved; 61 systemic policy issues and 25 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – May, 2026

A total of **19 Review Meetings** were conducted and **15 cases** were resolved in **May 2026**. Department of Ex-Servicemen Welfare and the Ministry of Textiles conducted the highest number of review meetings, with 4 and 3 meetings respectively.



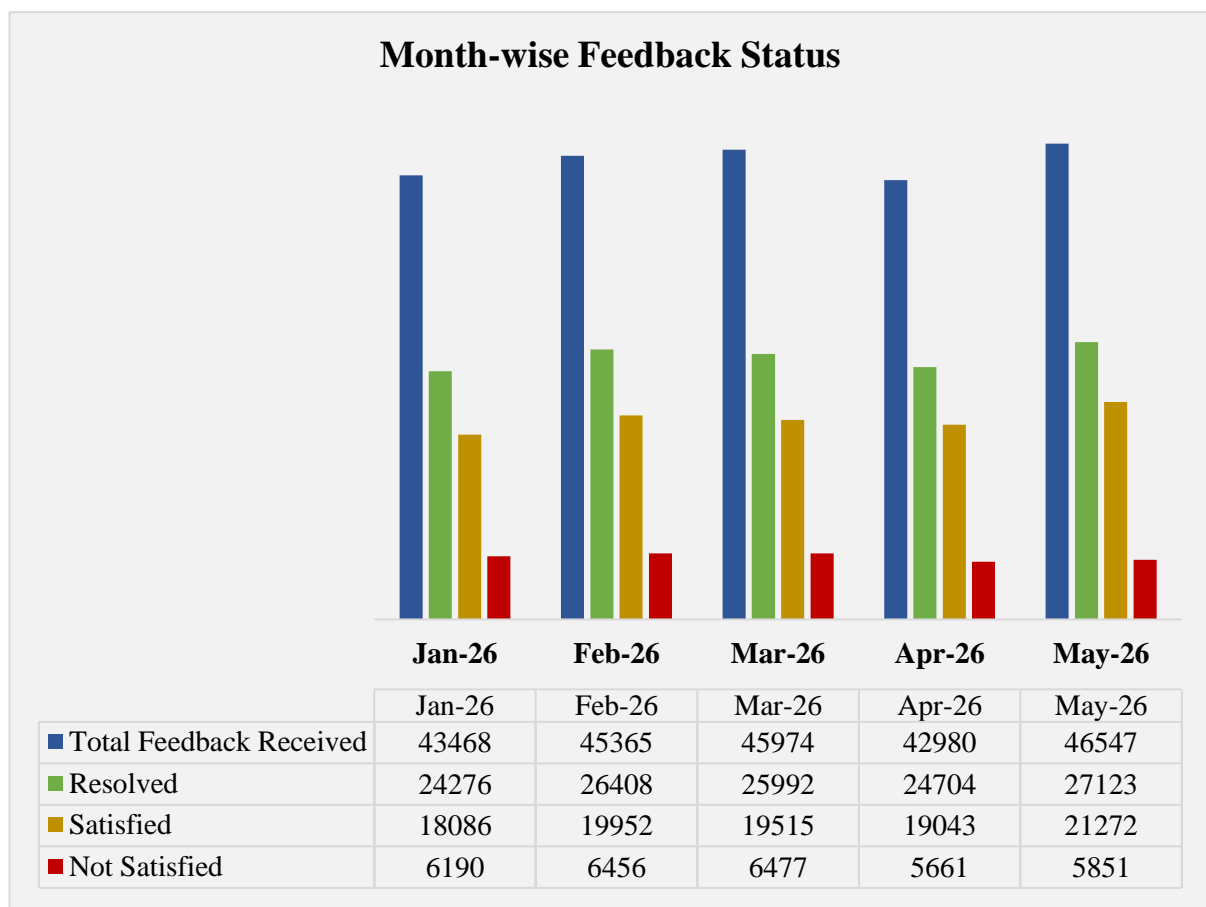
S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	4	Secretary
2	Ministry of Textiles	3	Secretary
3	Department of Social Justice and Empowerment	2	Secretary
4	Central Board of Direct Taxes (Income Tax)	1	Chairman
5	Department of Fertilizers	1	Secretary
6	Department of Official Language	1	Secretary
7	Department of Personnel and Training	1	Secretary
8	Department of Rural Development	1	Secretary
9	Ministry of Coal	1	Secretary
10	Ministry of Drinking Water and Sanitation	1	Secretary
11	Ministry of Labour and Employment	1	Secretary
12	Ministry of Micro Small and Medium Enterprises	1	Secretary
13	Ministry of Steel	1	Secretary
Total Meetings held in May, 2026		19	

8. Feedback Call Centre

During the period from 1st January 2026 to 31st May 2026, the Call Centre received a total of **2,24,334 feedback** in Central Ministries/Departments. Of these, **1,28,503 cases are resolved**, reflecting a **resolution rate of ~57%** and 95,831 cases are Not Resolved. Among the resolved cases, **~76% of citizens expressed satisfaction** with the grievance redressal.

A total of **46,547 feedback** cases were received by the Call Centre in Central Ministries/Departments in May 2026.

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



May Feedback Snapshot



May, 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	8075	3632
2	Department of Financial Services (Banking Division)	3694	1508
3	Department of Telecommunications	2786	1284
4	Ministry of Petroleum and Natural Gas	7307	1210
5	Ministry of Railways (Railway Board)	1860	843
6	Ministry of Home Affairs	1276	778
7	Department of Posts	2238	720
8	Department of Consumer Affairs	1201	705
9	Unique Identification Authority of India	1515	609
10	Ministry of Road Transport and Highways	896	515

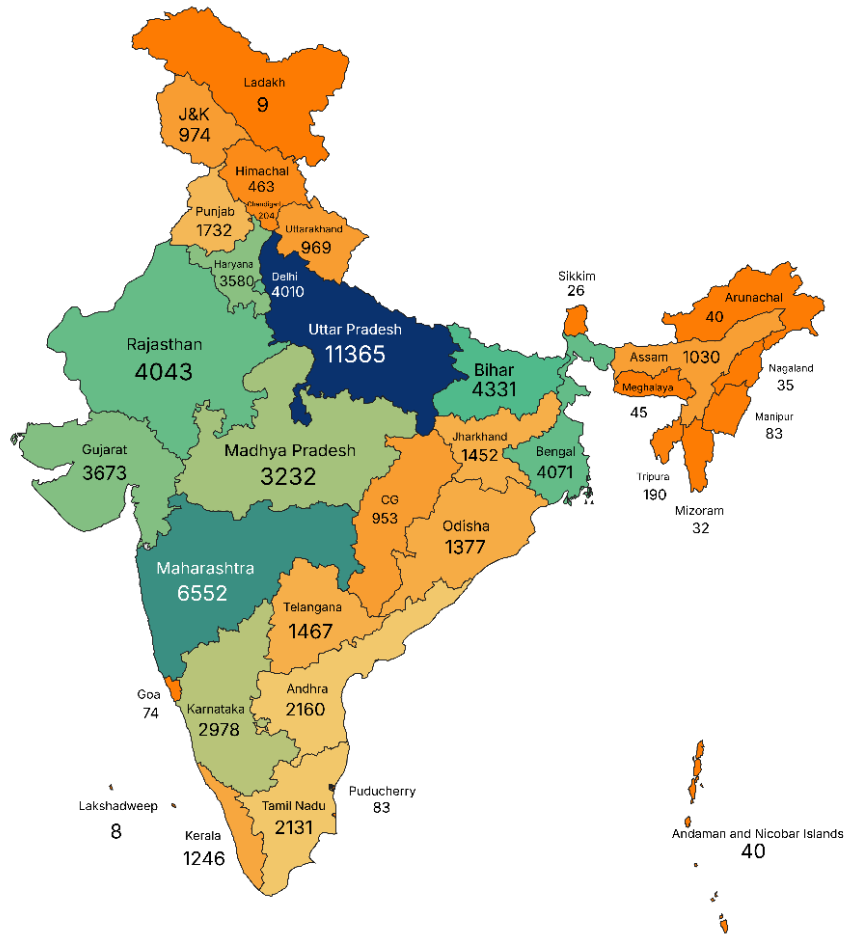
May, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Petroleum and Natural Gas	6097	5442 (89%)	655 (11%)
2	Ministry of Labour and Employment	4443	3478 (78%)	965 (22%)
3	Department of Financial Services (Banking Division)	2186	1714 (78%)	472 (22%)
4	Department of Posts	1518	1251 (82%)	267 (18%)
5	Department of Telecommunications	1502	1083 (72%)	419 (28%)
6	Ministry of Railways (Railway Board)	1017	684 (67%)	333 (33%)
7	Central Board of Direct Taxes (Income Tax)	929	769 (83%)	160 (17%)
8	Unique Identification Authority of India	906	746 (82%)	160 (18%)
9	Department of Defence Finance	695	577 (83%)	118 (17%)
10	Ministry of Home Affairs	498	323 (65%)	175 (35%)

9. New User Registration

A total of **65,174 new users** has registered on CPGRAMS in May, 2026, through various channels, out of which, **11,365 registrations** are from **Uttar Pradesh**.

New user registration on CPGRAMS in States/UTs in May, 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
TOTAL		3,57,755

10. Outreach through CSCs

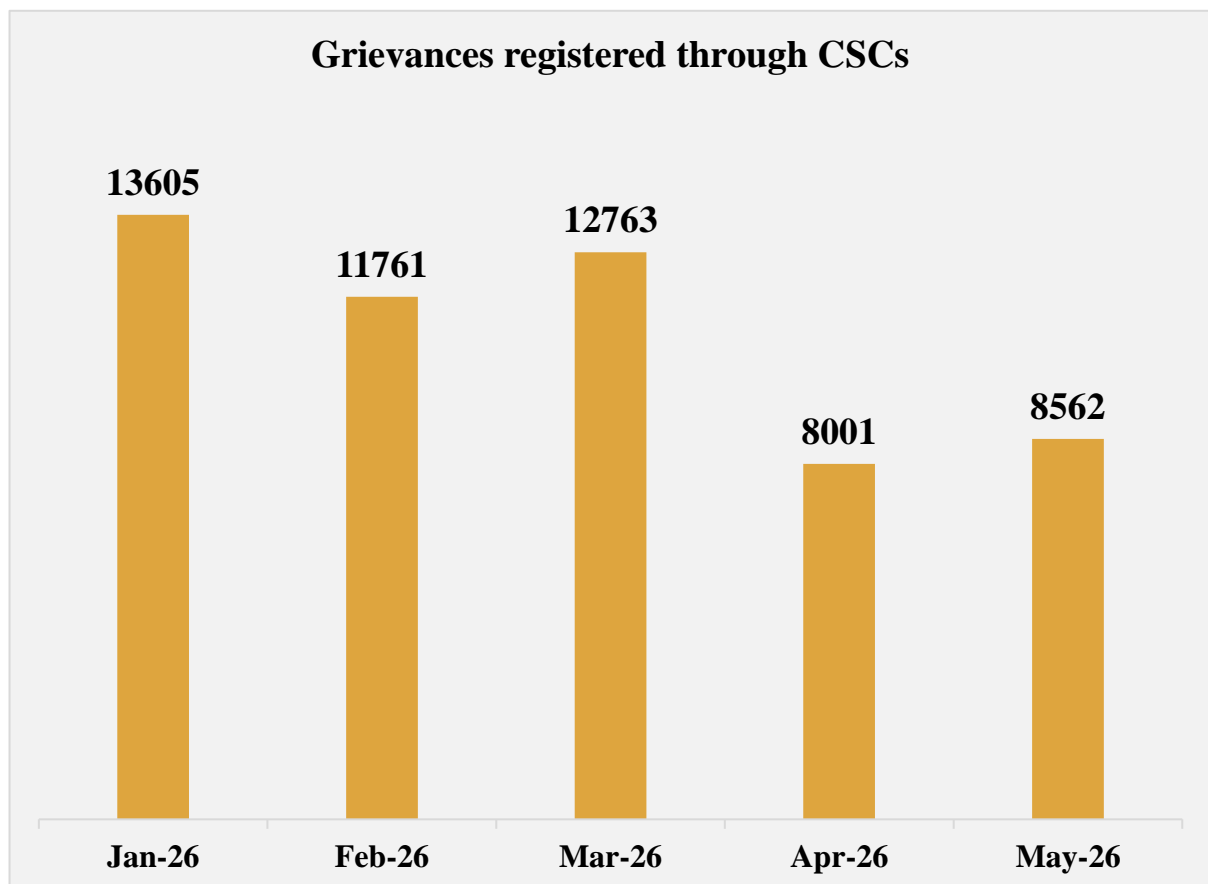
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



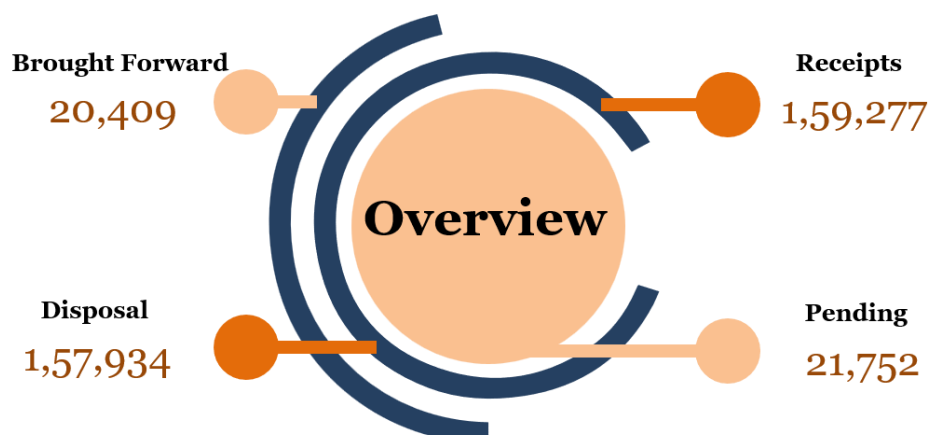
Time Period: 1st May, 2026 till 31st May, 2026

Overview of grievances registered through the Common Service Centres

A total of **8,562 grievances** were registered through Common Service Centres (CSCs) in May 2026.

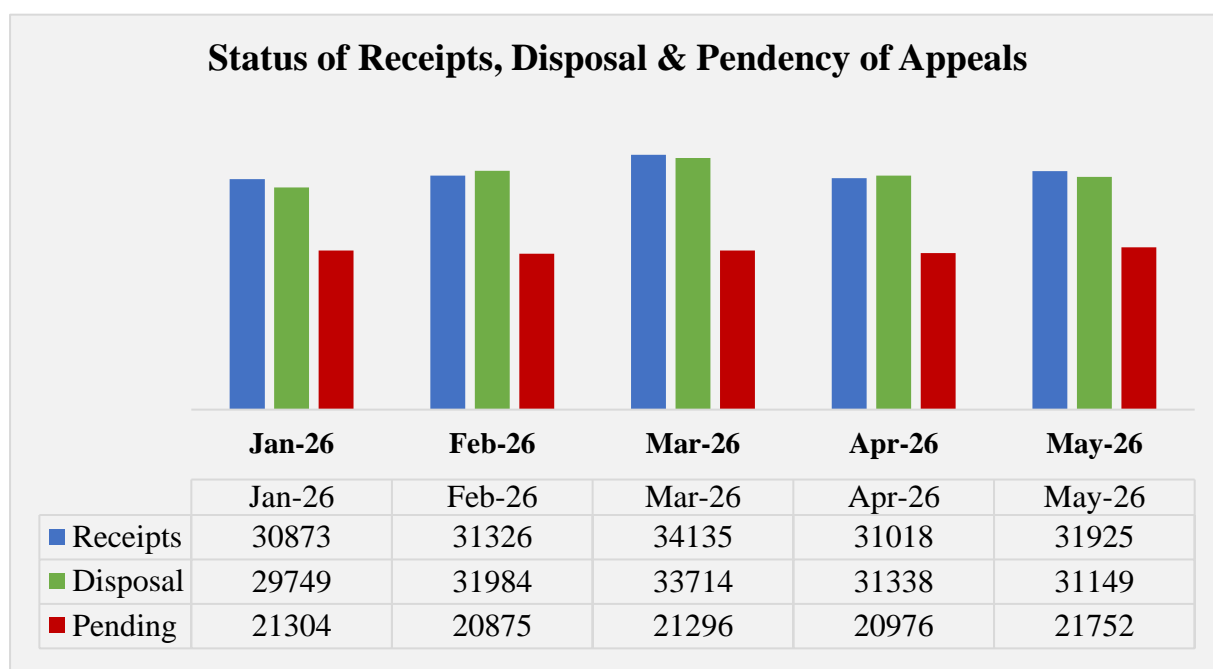


11. Review of Status of Appeals on CPGRAMS



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

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **21 days** as on **31st May, 2026**
- **31** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

12. Success Stories

Grievance of Shri Taran Kumar

Shri Taran Kumar from Assam faced difficulty due to the prolonged pendency of his Provident Fund claims under Forms 19 and 10C, despite repeated attempts to obtain updates from the concerned office. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and processed the pending claims. Subsequently, the Form 19 claim amounting to ₹9,037 and the Form 10C claim amounting to ₹6,743 were approved and credited to his bank account. The grievance was successfully resolved within the prescribed timeline of 21 days.

Settlement of Pending PF Claims

Ministry of Labour and Employment - (MOLBR)

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

ZONAL OFFICE MUMBAI-I BANDRA - (ZMHBN)

Regional Office, Mumbai (Bandra) - (ROBND)

Quick Closure of RD Account

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

State Bank of India - (SBIBK)

Bhopal Circle - (SBBPL)

AO BHOPAL - (BHOA1)

Grievance of Shri Shambhu Dayal Shrivastava

Shri Shambhu Dayal Shrivastava from Madhya Pradesh faced difficulty accessing his savings as he was unable to prematurely close his Recurring Deposit through the YONO application. Requiring the funds urgently, he filed a grievance on the CPGRAMS Portal. The concerned authorities promptly examined the matter and processed the closure of the deposit on the same day. Consequently, the maturity amount of ₹3,12,121 was credited to his savings account.

Delay in LPG Cylinder Delivery

Grievance of Shri Dheeraj Sharma

Shri Dheeraj Sharma from Punjab faced repeated delays in LPG cylinder delivery, causing inconvenience to his elderly parents. Despite multiple attempts to contact the delivery personnel, he received no timely response. He therefore filed a grievance on the CPGRAMS Portal. The concerned authorities promptly reviewed the matter and facilitated the pending refill delivery. The LPG cylinder was successfully delivered and confirmed by the complainant within 11 days.

Ministry of Petroleum
and Natural Gas -
(MPANG)

Indian Oil Corporation
Limited - (IOCLM)

LPG - (LPG12)

Punjab State Office -
(PSOLP)

Family Pension Arrears for Widow Daughter

Department of Pension
and Pensioners Welfare
- (DOPPW)

Department of Defence
Finance - (FADSS)

PCDA(P) Prayagraj -
(CDA01)

SPARSH ARMY 4 -
(SA401)

Grievance of Ms. Suman

Ms. Suman, a widow daughter of an ex-serviceman from Haryana, faced financial hardship due to the non-receipt of family pension arrears despite completing all required formalities. Seeking assistance, she filed a grievance on the CPGRAMS Portal. The concerned authorities promptly reviewed the matter and processed the pending dues. Family pension arrears amounting to ₹4,27,696 were credited to her account within 6 days.

13. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 48th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of April, 2026

A total of 1,88,969 grievances were redressed by Central Ministries/ Departments in April, 2026

For the 46th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Department of Official Language, Ministry of Textiles and Ministry of Steel topped in Group B category in the GRAI rankings released for the month of April, 2026

Posted On: 22 MAY 2026 2:10PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Minister of State (PP) Dr Jitendra Singh launches the CPGRAMS AI-enabled Voice 'Chatbot' 'Samadhan Didi'; terms it as Democratization of Public Grievance Mechanism in India

Dr Jitendra Singh says, the Reform showcases Government's 'Whole of the Nation Approach'; Urges States & other Stakeholders to adopt and integrate AI-driven, voice-assisted tools into their grievance portals

Citizens can now lodge grievances by simply speaking, in their own native language; the system automatically identifies the right Ministry and Department

Posted On: 30 MAY 2026 4:37PM by PIB Delhi

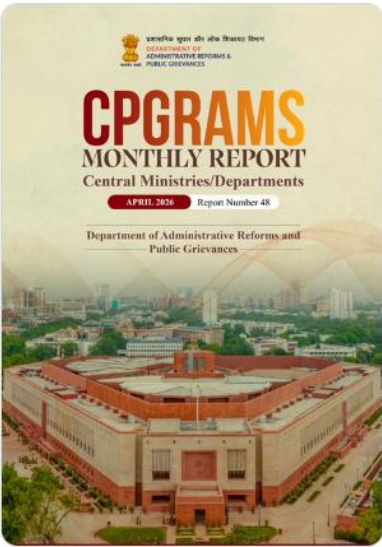
DARPG @DARPG_GoI

DARPG has released its 48th #CPGRAMS Monthly Report for April, 2026, for Central Ministries/Departments.

- 1) In April 2026, 1,88,577 PG cases were received on the CPGRAMS portal, 1,88,969 PG cases were redressed and there exists a pendency of 81,847 PG cases.
- 2) In April 2026, for the 46th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

For more information, please refer to the link below:
darpg.gov.in/sites/default/...

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



PMO India and 5 others

DARPG @DARPG_GoI

Hon'ble MoS (PP) Dr. @DritendraSingh launched the CPGRAMS AI-enabled Voice Chatbot at Kartavya Bhawan, New Delhi, today, 30.05.2026.

The Chatbot is a voice interfaced, citizen-friendly, multilingual grievance redressal platform on the CPGRAMS portal.

Dr. Jitendra Singh termed the transformation to the AI-enabled Voice Chatbot as the Democratization of the Public Grievance Mechanism in the nation, showcasing the Government's unwavering commitment to enhance Ease of Use for accessing public services.

The Chatbot lets citizens lodge grievances simply by speaking, in their own language, through a complete voice-based journey.

It automatically understands the concern and routes it to the correct Ministry/Department, identifying category & sub-category of the Grievances with no complex structures to navigate.

Powered by @_BHASHINI's speech & language technologies, it offers a seamless experience across 22 Indian languages under the 8th Schedule.

Built on a secure, self-hosted architecture ensuring data privacy, the Chatbot is a decisive step towards making grievance redressal accessible to every citizen.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Bhashini #DigitalIndia



PMO India and 7 others

DARPG @DARPG_GoI

DARPG organized a NextGen CPGRAMS Sub-Organization onboarding session for the Ministries and Departments of Government of India on 26 May 2026. This meeting was held in virtual mode with participation from over 1,000 locations including Central Ministries/Departments and their subordinate and field offices, and was attended by around 3,000 officers.

- Shri Puneet Yadav, Additional Secretary, DARPG, chaired the session and highlighted the institutional framework of NextGen CPGRAMS which will use AI-ML for strengthening public grievance redressal allowing ease of use for citizens with voice interface and features like multilevel escalation and scope of reopening of grievance for the citizen.
- For the efficient outcomes of the application, it was stressed that the correct mapping of Grievance Redressal Officers and the Grievance Categories was critical and to facilitate this DARPG had developed a Utility for the MDOs.
- DARPG team showcased a live demonstration of the utility where sub-organizations of the Ministries were onboarded and GROs and higher hierarchies of officials created and mapped to their Grievance Categories.

The session included Q&A from the participants and focused on enhancing institutional preparedness for the next phase of CPGRAMS reforms.

#NextGenCPGRAMS #CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #DigitalIndia



PMO India and 5 others

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13150	135204	148354	131900	16454
2	Department of Financial Services (Banking Division)	4274	118320	122594	119265	3329
3	Ministry of Petroleum and Natural Gas	2778	41369	44147	33510	10637
4	Department of Telecommunications	843	39426	40269	39451	818
5	Ministry of Home Affairs	5612	38255	43867	41024	2843
6	Ministry of Railways (Railway Board)	4412	38182	42594	37509	5085
7	Central Board of Direct Taxes (Income Tax)	5059	32205	37264	31269	5995
8	Department of Posts	1354	30969	32323	31295	1028
9	Department of Defence Finance	6495	28854	35349	30493	4856
10	Department of Health & Family Welfare	2052	28289	30341	29170	1171

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13150	135204	148354	131900	16454
2	Department of Financial Services (Banking Division)	4274	118320	122594	119265	3329
3	Ministry of Home Affairs	5612	38255	43867	41024	2843
4	Department of Telecommunications	843	39426	40269	39451	818

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
5	Ministry of Railways (Railway Board)	4412	38182	42594	37509	5085
6	Ministry of Petroleum and Natural Gas	2778	41369	44147	33510	10637
7	Department of Posts	1354	30969	32323	31295	1028
8	Central Board of Direct Taxes (Income Tax)	5059	32205	37264	31269	5995
9	Department of Defence Finance	6495	28854	35349	30493	4856
10	Department of Health & Family Welfare	2052	28289	30341	29170	1171

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13150	135204	148354	131900	16454
2	Ministry of Petroleum and Natural Gas	2778	41369	44147	33510	10637
3	Central Board of Direct Taxes (Income Tax)	5059	32205	37264	31269	5995
4	Ministry of Railways (Railway Board)	4412	38182	42594	37509	5085
5	Department of Defence Finance	6495	28854	35349	30493	4856
6	Department of Financial Services (Banking Division)	4274	118320	122594	119265	3329
7	Ministry of Home Affairs	5612	38255	43867	41024	2843
8	Department of Food and Public Distribution	2277	9976	12253	10011	2242
9	Department of Higher Education	1283	15032	16315	14134	2181
10	Ministry of Panchayati Raj	2126	9335	11461	9374	2087
11	Ministry of Housing and Urban Affairs	1836	15481	17317	15365	1952
12	Unique Identification Authority of India	2660	19877	22537	20589	1948

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
13	Department of School Education and Literacy	991	11209	12200	10367	1833
14	Ministry of Road Transport and Highways	1281	25990	27271	25625	1646
15	Department of Health & Family Welfare	2052	28289	30341	29170	1171
16	Department of Personnel and Training	834	11503	12337	11271	1066
17	Department of Posts	1354	30969	32323	31295	1028

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Labour and Employment	13150	135204	148354	131900	16454	7476
2	Ministry of Petroleum and Natural Gas	2778	41369	44147	33510	10637	4744
3	Central Board of Direct Taxes (Income Tax)	5059	32205	37264	31269	5995	3234
4	Department of Defence Finance	6495	28854	35349	30493	4856	2251
5	Ministry of Railways (Railway Board)	4412	38182	42594	37509	5085	1910
6	Department of Food and Public Distribution	2277	9976	12253	10011	2242	1446
7	Ministry of Panchayati Raj	2126	9335	11461	9374	2087	1304
8	Ministry of Home Affairs	5612	38255	43867	41024	2843	1146
9	Ministry of Housing and Urban Affairs	1836	15481	17317	15365	1952	947
10	Department of Higher Education	1283	15032	16315	14134	2181	782

Annexure 2: Average Closing Time – 1st January 2026 to 31st May 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	1727	52
2	Ministry of Panchayati Raj	9374	29
3	Department of Commerce	2116	29
4	Department of Food and Public Distribution	10011	28
5	Central Board of Direct Taxes (Income Tax)	31269	28
6	Ministry of Petroleum and Natural Gas	33510	27
7	Staff Selection Commission	2471	27
8	Department of Ex Servicemen Welfare	6809	26
9	Department of Defence Research and Development	521	25
10	Department of Youth Affairs	436	24

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

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
1	NITI Aayog	2120	2
2	Ministry of Parliamentary Affairs	915	2
3	Ministry of Power	5849	2
4	Department of Land Resources	3261	3
5	Department of Official Language	109	3
6	Department of Chemicals and Petrochemicals	484	3
7	Ministry of Heavy Industries	852	4
8	Department of Financial Services (Pension Reforms)	2175	5
9	Department of Financial Services (Insurance Division)	15812	5
10	Department of Defence	9453	5

Annexure 3: Status of Appeals – 1st January 2026 to 31st May 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	4506	5450	1817	3633
2	Ministry of Labour and Employment	2005	36149	38154	35508	2646
3	Ministry of Railways (Railway Board)	1008	7948	8956	7649	1307
4	Department of Financial Services (Banking Division)	1873	14582	16455	15390	1065
5	Department of Higher Education	563	3118	3681	2686	995
6	Department of Military Affairs	67	2913	2980	2062	918
7	Department of Defence Finance	668	3039	3707	2832	875
8	Ministry of Home Affairs	1170	4813	5983	5146	837
9	Central Board of Direct Taxes (Income Tax)	761	4053	4814	4032	782
10	Ministry of Housing and Urban Affairs	676	2336	3012	2385	627

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	4151	3
2	Department of Sports	172	5
3	Department of Financial Services (Insurance Division)	3767	8
4	Department of Posts	7442	8
5	Department of Revenue	140	8
6	Department of Telecommunications	12505	8

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
7	Ministry of Cooperation	1215	8
8	Ministry of External Affairs	2432	9
9	Ministry of Ayush	227	10
10	Ministry of Labour and Employment	35508	10

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

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Received	Appeals Received / Total Grievances Disposed
1	Ministry of Cooperation	3883	3603	1283	35.61%
2	Ministry of Minority Affairs	970	868	298	34.33%
3	Department of Telecommunications	40269	39451	12542	31.79%
4	Ministry of Corporate Affairs	7407	6705	2085	31.10%
5	Department of Consumer Affairs	14943	14710	4139	28.14%
6	Ministry of Civil Aviation	4472	4238	1184	27.94%
7	Ministry of Labour and Employment	148354	131900	36149	27.41%
8	Department of Military Affairs	11698	10785	2913	27.01%
9	Department of School Education and Literacy	12200	10367	2672	25.77%
10	Ministry of Drinking Water and Sanitation	6666	5967	1537	25.76%

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 (in days)	% 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"	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	13.96%	16.00%	73.33%	14	9.09%	20.23%	12.77%	60.71%	0.34%	80.64%	90.91%
2	Department of Fisheries	61.82%	0.00%	0.00%	10	0.00%	27.66%	28.57%	100.00%	33.33%	0.032	53.85%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
3	Ministry of Heavy Industries	67.78%	67.57%	100.00%	4	0.00%	18.47%	35.29%	100.00%	0.64%	0.025	46.03%
4	Department of Health & Family Welfare	24.10%	45.58%	51.72%	7	0.00%	10.87%	44.09%	79.67%	21.47%	0.070	35.33%
5	Department of Health Research	20.63%	72.22%	100.00%	12	0.00%	20.78%	57.14%	66.67%	21.65%	0.007	18.24%
6	Department of Legal Affairs	14.82%		100.00%	7	0.00%		28.57%	100.00%	0.28%	0.227	37.50%
7	Department of Agriculture and Farmers Welfare	18.85%	60.30%	100.00%	5	0.00%	6.48%	34.29%	80.00%	0.07%	0.271	48.51%
8	Department of Animal Husbandry, Dairying	28.27%	23.81%	100.00%	11	0.00%	6.52%	52.17%	55.56%	0.00%	0.079	38.24%
9	Department of Agriculture Research and Education	19.80%	13.89%	100.00%	15	0.00%	13.16%	40.00%	50.00%	0.00%	0.005	17.05%
10	Department of Consumer Affairs	80.51%	94.41%	100.00%	4	0.00%	32.12%	33.56%	83.33%	2.31%	1.153	100.00%
11	Department of Commerce	37.43%	21.98%	100.00%	13	0.00%	9.04%	49.06%	100.00%	2.99%	0.048	61.90%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
12	Department of Chemicals and Petrochemicals	31.34%	0.00%	0.00%	1	0.00%	5.36%	0.00%	100.00%	3.13%	0.053	58.33%
13	Department of Food and Public Distribution	23.27%	50.38%	41.74%	32	0.00%	26.14%	57.34%	81.25%	0.30%	0.008	16.36%
14	Department of Fertilizers	26.67%	16.67%	88.89%	11	0.00%	19.57%	33.33%	100.00%	35.48%	0.016	60.53%
15	Department for Promotion of Industry and Internal Trade	46.63%	69.57%	100.00%	18	0.00%	18.70%	64.00%	60.00%	2.90%	0.031	52.56%
16	Department of Land Resources	5.15%	75.00%	100.00%	3	0.00%	0.76%	0.00%	80.00%	0.00%	0.799	62.50%
17	Department of Rural Development	21.79%	33.29%	67.63%	20	0.00%	25.04%	28.61%	78.57%	0.15%	0.010	24.10%
18	Department of School Education and Literacy	29.53%	40.18%	72.46%	18	0.00%	27.55%	39.62%	48.33%	0.26%	0.131	60.98%
19	Department of Telecommunications	85.76%	85.76%	81.43%	7	0.00%	36.06%	45.66%	100.00%	0.04%	0.087	80.88%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
20	NITI Aayog	12.04%	66.67%	0.00%	1	0.00%	0.60%	71.43%	77.78%	0.93%	0.048	7.46%
21	Department of Public Enterprises	8.51%	0.00%	0.00%	5	0.00%	0.00%	0.00%	0.00%	0.00%	0.040	18.18%
22	Department of Higher Education	27.99%	19.59%	100.00%	16	0.24%	24.26%	44.32%	60.92%	0.25%	0.078	57.28%
23	Department of Sports	41.96%	73.33%	0.00%	16	0.00%	35.04%	26.67%	33.33%	1.92%	0.031	54.90%
24	Legislative Department	35.90%	0.00%	0.00%	7	0.00%	10.71%	40.00%	93.33%	0.00%	0.038	35.29%
25	Department of Youth Affairs	14.05%	78.57%	0.00%	15	0.00%	13.04%	50.00%	100.00%	0.00%	0.046	68.42%
26	Unique Identification Authority of India	50.78%	66.93%	0.00%	14	2.44%	26.23%	54.85%	85.71%	0.03%	0.926	82.93%
27	Ministry of Ayush	52.73%	68.75%	54.55%	6	0.00%	14.61%	36.36%	75.00%	3.25%	0.053	69.57%
28	Ministry of Corporate Affairs	47.70%	18.79%	100.00%	13	0.00%	24.87%	33.46%	61.54%	15.37%	0.121	74.77%
29	Ministry of Drinking Water and Sanitation	34.44%	88.95%	0.00%	15	0.00%	28.17%	40.27%	56.52%	0.22%	0.030	26.52%
30	Ministry of Food Processing Industries	31.25%	3.51%	50.00%	12	0.00%	10.91%	36.36%	100.00%	47.83%	0.014	21.88%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
31	Ministry of Development of North Eastern Region	29.41%	3.13%	0.00%	2	0.00%	14.29%	60.00%	50.00%	0.00%	0.011	20.00%
32	Ministry of Skill Development and Entrepreneurship	29.07%	4.84%	100.00%	9	0.00%	15.95%	32.00%	0.00%	0.00%	0.033	39.06%
33	Ministry of Housing and Urban Affairs	17.73%	27.43%	36.67%	19	0.06%	16.86%	42.20%	64.57%	0.21%	0.017	30.57%
34	Ministry of Women and Child Development	46.95%	70.03%	100.00%	14	0.00%	27.21%	30.94%	70.51%	2.17%	0.194	60.53%
35	Ministry of Tourism	58.68%	86.57%	100.00%	9	0.00%	10.03%	40.32%	66.67%	10.18%	0.042	39.71%
36	Ministry of Coal	74.57%		85.45%	9	0.26%	0.00%	36.18%	60.00%	0.22%	0.012	68.50%
37	Ministry of External Affairs	51.25%	42.94%	100.00%	20	0.00%	25.31%	55.14%	47.54%	8.20%	0.031	21.16%
38	Ministry of Electronics & Information Technology	53.80%	54.19%	100.00%	8	0.60%	17.83%	41.09%	59.26%	0.63%	0.086	24.10%

#	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 (in days)	% 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"	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	25.78%		0.00%	3	0.00%	0.00%	100.00%	91.67%	0.00%	0.077	100.00%
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	14.03%	50.00%	38.46%	17	0.00%	8.45%	47.06%	88.24%	20.23%	0.022	36.20%
41	Ministry of Micro Small and Medium Enterprises	71.09%	61.27%	28.57%	13	0.00%	32.66%	23.15%	71.43%	0.47%	0.077	34.06%
42	Ministry of Civil Aviation	56.12%	49.10%	60.00%	13	0.00%	32.18%	38.31%	76.47%	0.31%	0.018	42.09%
43	Ministry of Cooperation	51.27%	74.83%	0.00%	4	0.00%	53.56%	12.45%	25.00%	21.61%	0.314	52.17%
44	Ministry of Environment, Forest and Climate Change	22.79%	64.68%	46.15%	13	0.00%	17.29%	25.00%	72.73%	14.93%	0.070	61.19%
45	Ministry of Information and Broadcasting	56.69%	70.73%	43.48%	8	0.00%	23.36%	50.00%	90.48%	0.59%	0.043	69.62%
46	Ministry of Labour and Employment	45.47%	68.61%	87.50%	17	0.63%	28.44%	49.51%	89.09%	0.32%	0.268	59.33%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
47	Ministry of Panchayati Raj	11.74%	35.94%	100.00%	4	0.00%	8.75%	30.44%	73.68%	0.00%	0.005	37.86%
48	Ministry of Road Transport and Highways	24.47%	60.02%	50.00%	8	0.00%	16.20%	32.03%	60.00%	0.10%	0.115	62.70%
49	Ministry of Statistics and Programme Implementation	24.76%	30.00%	16.67%	23	0.00%	27.27%	71.43%	50.00%	32.76%	0.007	38.64%
50	Ministry of Power	7.68%	53.13%	100.00%	2	0.00%	1.44%	35.00%	97.14%	0.13%	0.047	94.97%
51	Ministry of Shipping	55.66%	68.97%	69.23%	19	0.00%	22.00%	25.81%	100.00%	25.00%	0.021	65.33%
52	O/o the Comptroller & Auditor General of India	24.60%	0.00%	0.00%	10	0.00%	19.33%	30.43%	0.00%	0.00%	0.010	58.33%
53	Central Board of Direct Taxes (Income Tax)	22.84%	31.93%	100.00%	32	0.07%	17.10%	61.47%	61.11%	0.08%	0.012	95.48%
54	Central Board of Indirect Taxes and Customs	48.71%	66.84%	82.05%	8	0.00%	14.49%	61.43%	87.50%	0.94%	0.017	97.72%
55	Department of Atomic Energy	31.40%	42.50%	38.46%	10	0.00%	24.18%	60.00%	40.00%	0.83%	0.016	67.12%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
56	Department of Bio Technology	20.69%	20.00%	100.00%	6	0.00%	33.33%	50.00%	100.00%	0.00%	0.004	25.37%
57	Department of Ex Servicemen Welfare	40.91%	4.74%	100.00%	22	0.00%	21.94%	51.93%	66.67%	0.59%	0.024	49.60%
58	Department of Defence Production	36.11%	4.42%	66.67%	19	0.00%	33.14%	43.86%	26.67%	0.00%	0.008	33.62%
59	Department of Defence Research and Development	26.53%	83.33%	100.00%	43	0.00%	7.14%	75.00%	100.00%	0.00%	0.003	10.10%
60	Department of Financial Services (Banking Division)	64.15%	64.42%	66.13%	7	0.00%	23.00%	51.25%	74.26%	7.55%	0.051	72.48%
61	Department of Financial Services (Insurance Division)	75.98%	86.15%	100.00%	6	0.00%	31.03%	42.95%	95.92%	0.92%	0.047	92.60%
62	Department of Financial Services (Pension Reforms)	48.27%	30.67%	0.00%	5	0.00%	13.56%	48.15%	100.00%	41.81%	0.662	83.33%
63	Department of Military Affairs	49.73%	26.31%	100.00%	19	0.09%	28.01%	44.98%	72.41%	0.37%	0.014	69.82%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
64	Department of Empowerment of Persons with Disabilities	40.27%	49.14%	100.00%	8	0.00%	17.90%	46.88%	60.00%	4.78%	0.166	89.66%
65	Department of Investment & Public Asset Management	17.50%	0.00%	0.00%	29	0.00%	5.33%	41.67%	100.00%	60.34%	0.073	62.50%
66	Department of Economic Affairs ACC Division	12.38%	21.57%	100.00%	27	0.00%	5.16%	54.17%	64.29%	6.59%	0.054	37.50%
67	Department of Expenditure	26.22%	76.92%	0.00%	14	0.00%	9.01%	78.57%	50.00%	16.39%	0.009	47.29%
68	Department of Personnel and Training	15.46%	31.01%	100.00%	15	0.00%	5.73%	34.57%	46.83%	0.66%	0.130	48.92%
69	Department of Revenue	16.01%	84.44%	57.89%	8	0.00%	3.20%	36.36%	78.57%	0.48%	0.238	78.85%
70	Department of Science and Technology	41.82%	50.00%	87.50%	16	0.00%	13.60%	44.83%	100.00%	1.05%	0.010	49.47%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
71	Department of Scientific & Industrial Research	40.54%	25.58%	75.00%	12	0.00%	51.11%	28.57%	100.00%	1.72%	0.005	37.96%
72	Department of Pharmaceuticals	45.70%	1.12%	0.00%	10	0.00%	19.42%	48.15%	33.33%	7.34%	0.045	79.17%
73	Department of Posts	73.30%	77.09%	87.50%	8	0.00%	21.12%	60.28%	94.59%	0.18%	0.068	99.89%
74	Department of Space	43.94%	20.00%	0.00%	13	0.00%	19.57%	57.14%	100.00%	6.52%	0.022	90.48%
75	Department of Defence Finance	23.33%	14.66%	0.00%	24	0.27%	13.01%	60.88%	100.00%	0.06%	0.070	26.45%
76	Department of Official Language	66.67%	66.67%	0.00%	2	0.00%	27.27%	0.00%	100.00%	0.00%	0.007	93.33%
77	Department of Defence	50.06%		83.78%	6	0.00%	0.00%	30.47%	79.17%	0.14%	0.019	96.18%
78	Department of Social Justice and Empowerment	26.18%	62.11%	75.00%	7	0.00%	14.25%	36.81%	77.78%	0.41%	0.123	68.75%
79	Staff Selection Commission	32.72%	34.25%	0.00%	27	0.00%	25.00%	49.03%	40.00%	25.31%	0.151	77.78%
80	Ministry of Culture	63.01%	43.36%	50.00%	11	0.00%	21.35%	35.35%	83.33%	0.79%	0.023	51.50%
81	Ministry of Earth Sciences	34.15%	66.67%	100.00%	20	0.00%	9.52%	80.00%	66.67%	10.71%	0.010	13.79%

#	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 (in days)	% 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"	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
82	Ministry of Home Affairs	16.92%	35.73%	88.89%	14	0.16%	10.94%	30.56%	77.37%	1.94%	0.126	60.55%
83	Ministry of Mines	13.10%	47.83%	69.23%	8	0.00%	7.34%	33.33%	81.82%	0.78%	0.028	56.52%
84	Ministry of Minority Affairs	46.15%	46.32%	0.00%	12	0.00%	48.97%	8.16%	60.00%	0.00%	0.034	61.22%
85	Ministry of New and Renewable Energy	32.82%	62.82%	100.00%	12	0.00%	21.40%	38.67%	33.33%	0.70%	0.065	90.91%
86	Ministry of Railways (Railway Board)	37.39%	39.66%	61.36%	18	0.09%	32.14%	42.15%	43.24%	26.70%	0.028	49.29%
87	Ministry of Steel	58.82%	87.50%	100.00%	6	0.00%	33.33%	33.33%	66.67%	0.00%	0.007	60.71%
88	Ministry of Petroleum and Natural Gas	11.38%	0.00%	82.54%	29	0.69%	13.09%	78.49%	38.67%	4.48%	0.160	62.11%
89	Ministry of Tribal Affairs	34.67%	52.63%	0.00%	9	0.00%	21.57%	31.58%	75.00%	0.56%	0.021	32.94%
90	Ministry of Textiles	68.37%	56.25%	100.00%	5	0.00%	16.47%	38.46%	95.00%	0.00%	0.019	50.00%

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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