



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

FEBRUARY 2026

Report Number 46

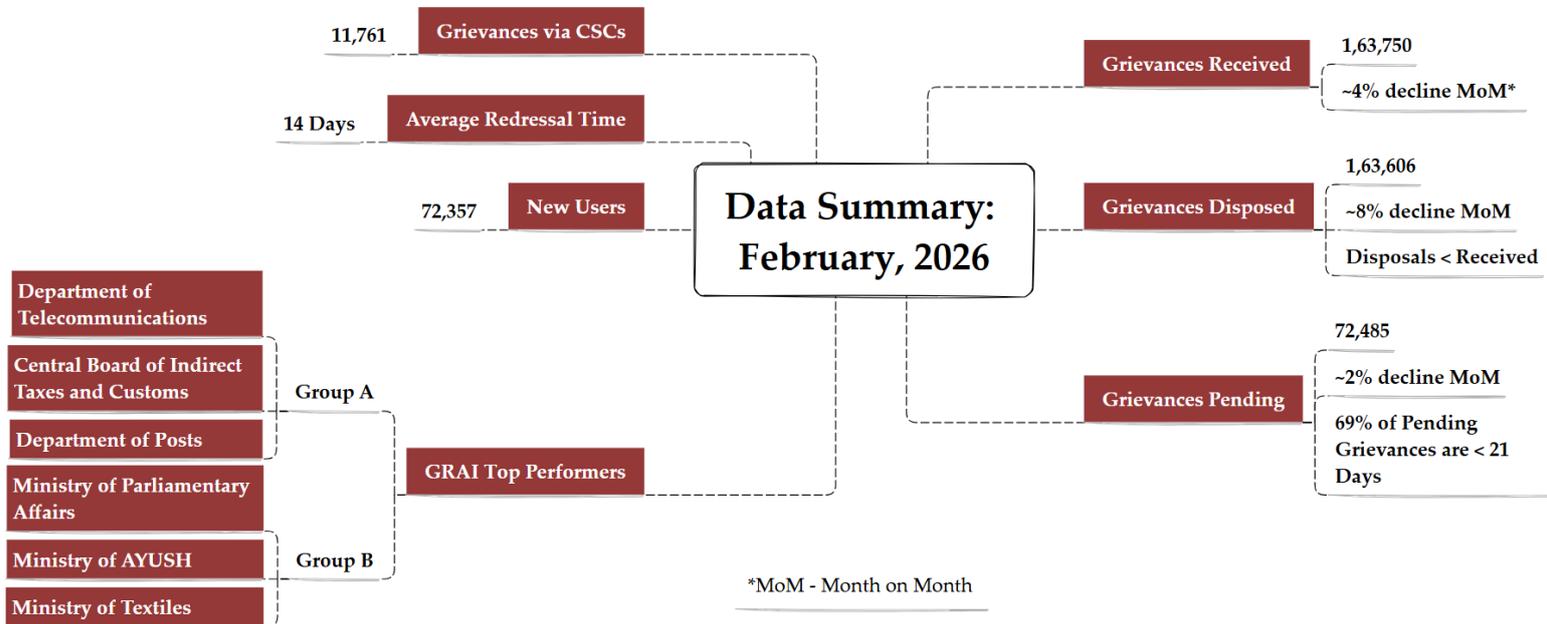
Department of Administrative Reforms and
Public Grievances



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1. Key Highlights



General Updates

- Monthly review meeting under the chairmanship of **Additional Secretary, DARPG**, was held on 25th February, 2026, with the Nodal Officers of all the Central Ministries/Departments.
- In February 2026, for the **44th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **72,485 grievances**, out of which ~69% of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of February 2026 stands at **72,357**.
- The Feedback Call Centre collected **70,434 feedbacks** in February 2026, where **45,365 feedback** were collected for Central Ministries/Departments.

PG Cases Summary

- In February 2026, **1,63,750 PG cases were received** on the CPGRAMS portal, **1,63,606 PG cases were redressed** and there exists a **pendency of 72,485 PG cases**.
- Grievances registered via **Common Service Centers** stands at **11,761 grievances** for February, 2026.
- **34%** of the accounted grievances for February, 2026 were directed towards key departments such as the Ministry of Labour and Employment [26,472 grievances], Department of Financial Services (Banking Division) [21,888 grievances], and Department of Telecommunications [7,297 grievances].

Appeals Summary

- In February 2026, **31,326 appeals were received** and **31,984 appeals were disposed**.
- **20,875 appeal pendency** recorded in February for the year 2026.

Grievance Redressal and Assessment Index

(GRAI – February, 2026)

- Department of Telecommunications, Central Board of Indirect Taxes and Customs and Department of Posts are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for February, 2026.
- Ministry of Parliamentary Affairs, Ministry of AYUSH and Ministry of Textiles are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for February, 2026.
- For the Month of February, 2026, DARPG has removed normalization after the calculation of scores as per the stated formula. This will allow the verification of

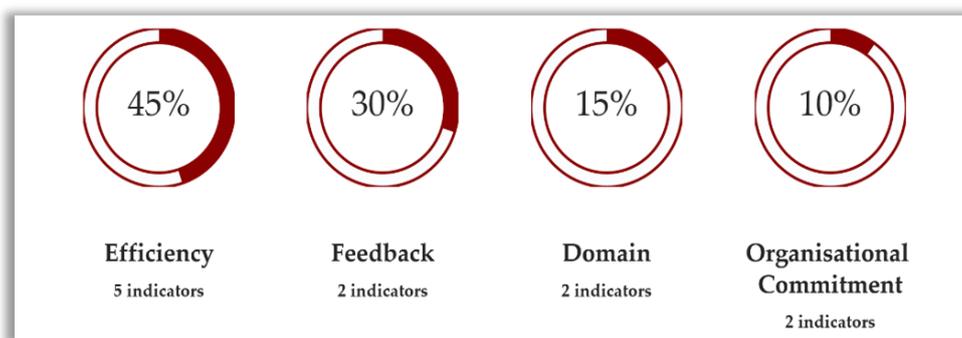
scores easily for the Ministries/ Departments with respect to the monthly CPGRAMS transaction data. Accordingly:

- A. For the 8 indicators calculated as percentages - there is no normalisation.
- B. For the indicator of Average Disposal Time, a negative indicator, the 21 days' timeline has been taken as a scale and positive credit has been given for earlier disposed grievances. That is, a ministry disposing grievances with an average of 3 days has got a positive credit of $1-3/21$. For all Ministries and Departments taking more than 21 days on average for disposal of grievances, for a particular month, and earning a negative credit, a score of 0 has been awarded for the month of February. From April onwards, the negative credit will be incorporated for GRAI Score Calculations.
- C. For the indicator of Adequacy of Categorisation of Grievances by M/Ds, which is a Negative Indicator, score has also been calibrated on percentage basis by positively rewarding M/Ds with fewer grievances received against "others" categories and using the formula:
$$\text{Score} = 1 - \frac{\text{Number of Grievances received in "others" category}}{\text{Total number of grievances received.}}$$
- D. For the indicator of Ratio of GROs vis-à-vis grievances received, there is a wide variation across M/Ds therefore, the scores have been relatively normalised.

This whole process will make the GRAI Score Calculation easy to verify for all the component indicators for the Ministries and Departments through a clear, measurable and verifiable chart. Also, it will facilitate the concerned M/Ds to work on specific areas of improvement by focussing on individual indicators.

2. Grievance Redressal and Assessment Index – February, 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	$(21-a)/21^{\#}$
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.

Note: The indicator specific colour codes used in the above table can be used to refer to data from the following tables for both Group A and Group B Ministries/Departments.

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

M/D	Grievances brought forward	Grievances Received	Resolved within timeline	Complaints Resolved with ATR within Timeline 2	Total Number of Appeals brought forward	Total Number of Appeals Filed	Total Appeal Redressed within 30 days	Total Number of Grievances Registered under Corruption Category brought forward	Total Number of Grievances Registered under Corruption Category	Total Number of Grievances Resolved under Corruption Category	Average Resolution Time	Total No. of GRs mapped (excluding inactive) to CPGRAMS	Total No. of GROs with Pendency more than 100 Grievances >21 days (cumulatively as on date)	GROs > 5 Log in	Total Number of Grievances Resolved / Closed (After removing Duplicate)	Feedback rate as Satisfied	Feedback rate as Partial Resolution	Feedback rate as Delayed Resolution	Total number of feedback calls	Total Number of Grievances Received and Categorized as "Urgent" Brought Forward	Total Number of Grievances Received and Categorized as "Urgent"	Total Number of Grievances Resolved Categorized as "Urgent"	Total Number of Grievances Registered in the Category as "Others"
Department of Justice	260	916	1004	541	240	238	0	9	30	37	9	11	0	5	1095	42	2	0	199	4	59	54	1
Department of Health & Family Welfare	2556	4873	4581	1556	371	404	218	28	55	63	12	732	0	276	5405	229	23	5	543	46	63	75	1110
Department of Agriculture and Farmers Welfare	2294	2821	707	172	88	139	8	1	1	1	25	101	1	49	2001	73	4	0	203	0	4	2	2
Department of Consumer Affairs	447	2172	2317	1984	78	782	807	3	42	38	5	26	0	23	2360	272	37	1	928	3	28	29	62
Department of Food and Public Distribution	2289	1835	1035	962	154	361	123	37	12	14	31	2002	0	295	1746	300	18	0	555	5	3	5	7

Department of Land Resources	48	602	571	43	3	4	7	0	0	0	2	8	0	3	575	2	0	0	4	4	7	11	1
Department of Rural Development	1021	1350	873	515	585	381	178	120	65	84	19	9022	0	290	1290	103	19	0	404	3	7	6	3
Department of School Education and Literacy	1091	1800	952	835	351	455	276	11	19	17	19	205	0	123	1520	216	21	0	607	11	37	25	2
Department of Telecommunications	738	6800	6769	6650	339	2522	2465	6	80	81	6	703	0	601	6812	1228	155	5	2848	0	24	24	5
Department of Higher Education	1145	2393	1785	1182	637	558	270	2	8	3	14	412	0	256	2315	246	33	0	609	21	40	43	3
Unique Identification Authority of India	2098	3390	2403	2388	618	1011	1028	2	2	2	20	43	2	34	3416	760	73	6	1604	6	9	9	5
Ministry of Corporate Affairs	547	1175	1031	896	470	350	181	2	34	34	12	108	0	73	1120	55	10	0	263	9	14	15	148
Ministry of Drinking Water and Sanitation	504	1035	779	568	53	293	285	1	1	1	13	402	0	83	936	142	35	0	356	7	10	12	8
Ministry of Housing and Urban Affairs	1700	2992	2106	984	638	435	278	24	15	21	16	1613	0	442	2733	177	31	1	507	53	74	73	8
Ministry of Women and Child Development	309	758	643	446	97	188	204	2	1	2	12	38	0	26	738	48	16	0	198	15	64	52	16
Ministry of External Affairs	1103	1962	1627	1574	337	552	464	3	1	1	22	523	0	95	1922	339	28	5	713	37	25	29	144
Ministry of Electronics & Information Technology	303	1314	1263	937	91	192	139	0	3	0	6	166	0	39	1310	99	10	0	257	13	36	42	12
Ministry of Micro Small and Medium Enterprises	1320	2720	1641	1511	638	691	1027	2	4	4	13	133	0	33	2233	200	37	0	989	4	9	8	7
Ministry of Civil Aviation	408	705	589	519	520	255	87	0	2	1	14	352	0	129	717	86	21	1	248	4	9	12	4
Ministry of Cooperation	235	657	311	158	15	123	72	7	7	11	15	21	0	12	416	14	3	0	95	1	2	1	152
Ministry of Environment, Forest and Climate Change	313	756	598	300	59	121	96	0	11	7	12	135	0	79	716	46	9	2	155	22	51	53	115

Ministry of Labour and Employment	1363 9	2604 3	202 35	1936 1	206 9	685 9	577 9	3	8	6	16	928	4	56 4	2530 0	460 6	633	30	900 9	80	99	66	71
Ministry of Panchayati Raj	135	745	634	126	26	58	63	0	2	2	6	1383	0	26 1	644	44	15	1	248	4	7	9	0
Ministry of Road Transport and Highways	1288	4894	457 5	1790	360	751	648	6	8	9	7	437	0	28 5	5001	240	47	0	804	29	98	89	3
Ministry of Power	25	846	795	76	12	17	10	0	0	0	1	337	0	30 6	801	6	1	0	14	0	15	15	3
Central Board of Direct Taxes (Income Tax)	5154	5880	318 8	3007	868	851	644	2	1	0	33	4243	3	41 03	5097	117 2	110	3	197 8	3	25	21	4
Central Board of Indirect Taxes and Customs	152	1047	965	689	40	146	127	2	16	16	8	633	0	59 7	1011	159	15	1	267	1	6	7	7
Department of Ex Servicemen Welfare	983	1212	864	810	140 7	256	0	0	1	0	24	1281	1	23 5	1182	244	25	3	476	3	8	3	9
Department of Financial Services (Banking Division)	2623	1226 0	116 78	1030 8	177 4	325 6	433 5	460	1028	1013	7	2069	0	15 33	1212 5	225 0	269	3	492 2	22	92	93	701
Department of Financial Services (Insurance Division)	315	2198	220 1	2051	80	815	817	0	8	6	5	406	0	36 7	2223	297	62	3	894	4	23	24	19
Department of Military Affairs	691	2358	166 5	1603	455	585	85	3	8	7	11	1064	1	53 9	1783	509	108	1	120 3	11	13	12	0
Department of Personnel and Training	505	1766	118 9	374	63	89	67	3	2	2	12	139	0	59	1398	20	3	0	86	29	75	61	6
Department of Revenue	211	1056	868	176	4	20	13	2	6	6	7	52	0	43	949	13	2	0	29	4	15	15	8
Department of Posts	1335	5731	531 2	5055	305	138 4	127 9	20	164	165	7	923	0	92 1	5601	123 8	80	20	225 1	2	11	10	10
Department of Defence Finance	3646	5926	457 9	3675	820	642	372	1	0	1	18	706	4	16 9	6537	107 6	149	3	187 1	1	3	3	2
Department of Defence	274	1489	136 2	765	0	0	0	2	15	14	6	738	0	51 7	1460	58	17	0	230	5	20	20	1

Department of Social Justice and Empowerment	215	974	963	582	183	205	271	0	11	10	5	80	0	61	990	77	22	3	266	9	39	35	3
Staff Selection Commission	252	546	353	341	91	120	114	0	0	0	24	27	0	20	590	120	8	2	246	0	3	1	103
Ministry of Home Affairs	2786	5548	4698	2292	1970	1162	2039	13	9	15	16	591	1	324	5547	284	58	1	1382	134	309	344	81
Ministry of Railways (Railway Board)	3483	5623	4006	3865	1020	1532	1136	32	65	45	18	2159	2	1056	5117	791	129	6	2063	31	56	41	1491
Ministry of Petroleum and Natural Gas	2831	2612	1836	1797	1063	683	324	383	757	836	29	572	0	329	3956	1053	60	6	1643	22	18	21	160

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

M/D	Total Number of Grievances brought forward	Total Number of Grievances Received	Resolved within timeline	Total Number of Complaints Resolved with ATR within Timeline 2	Total Number of Appeals brought forward	Total Number of Appeals Filed	Total Appeal Redressed within 30 days	Total Number of Grievances Registered under Corruption Category brought forward	Total Number of Grievances Registered under Corruption Category	Total Number of Grievances Resolved under Corruption Category	Average Resolution Time	Total No. of GRs mapped (excluding inactive) to CPGRAMS	Total No. of GROs with Pendency more than 100 Grievances >21 days (cumulatively as on date)	GROs > 5 Log in	Total Number of Grievances Resolved / Closed (After removing Duplicate)	Feedback rate as Satisfied	Feedback rate as Partial Resolution	Feedback rate as Delayed Resolution	Total number of feedback calls	Total Number of Grievances Received and Categorized as "Urgent"	Total Number of Grievances Received and Categorized as "Urgent"	Total Number of Grievances Resolved Categorized as "Urgent"	Total Number of Grievances Registered in the Category as "Others"
Department of Fisheries	9	58	37	23	33	8	0	0	0	0	7	13	0	5	40	0	1	0	6	0	4	0	26
Ministry of Heavy Industries	22	154	156	126	21	46	44	1	1	2	4	63	0	30	157	12	2	0	51	0	1	0	1
Department of Health Research	13	85	44	21	8	8	13	0	0	0	8	147	0	19	50	3	0	0	9	0	2	1	16
Department of Legal Affairs	78	323	240	78	0	0	0	0	0	0	5	19	0	5	254	7	0	0	43	3	29	20	0
Department of Animal Husbandry, Dairying	97	220	200	51	4	28	29	1	1	2	10	34	0	13	225	8	0	0	20	2	11	10	2
Department of Agriculture Research and Education	79	142	90	42	12	20	16	2	0	1	24	264	0	50	133	9	4	1	24	1	0	1	1
Department of Commerce	477	352	142	84	42	19	6	14	0	9	40	102	1	35	334	15	2	0	35	14	7	5	7

Department of Chemicals and Petrochemicals	18	39	48	27	2	4	1	0	0	0	6	12	0	7	51	0	0	0	5	0	0	0	0
Department of Fertilizers	18	38	31	17	5	11	4	5	15	14	11	38	0	24	38	3	1	0	11	0	2	1	10
Department for Promotion of Industry and Internal Trade	86	227	167	109	14	20	19	0	2	0	10	96	0	24	195	23	3	1	46	2	5	5	10
NITI Aayog	21	463	454	104	1	10	7	0	0	0	2	67	0	6	458	5	0	0	18	2	5	6	2
Department of Public Enterprises	11	47	19	3	8	0	0	3	1	2	6	11	0	1	19	0	0	0	4	0	2	0	0
Department of Sports	90	123	96	88	14	34	28	2	0	1	15	50	0	30	128	19	1	0	41	3	5	2	1
Legislative Department	22	101	76	34	20 1	6	0	0	0	0	8	34	0	13	85	5	0	0	11	1	8	6	0
Department of Youth Affairs	56	60	47	30	4	19	9	0	0	0	34	19	0	11	76	15	0	0	35	2	1	3	1
Ministry of Ayush	53	434	384	277	10	44	46	0	1	1	6	46	0	29	385	29	3	0	83	0	2	2	12
Ministry of Food Processing Industries	11	49	33	13	13 6	1	1	0	2	1	10	32	0	5	39	1	0	0	1	1	2	3	26
Ministry of Development of North Eastern Region	2	9	11	3	27	0	0	0	0	0	0	15	0	3	11	2	1	1	4	0	0	0	0
Ministry of Skill Development and Entrepreneurship	74	423	135	70	56	34	11	0	0	0	13	67	1	31	168	14	1	0	45	0	0	0	0
Ministry of Tourism	125	291	271	161	24	41	28	14	36	46	10	68	0	23	296	37	3	1	76	3	5	6	30
Ministry of Coal	132	447	416	411	0	0	0	0	3	3	9	505	1	12 4	446	37	13	0	143	0	4	3	1
Ministry of Parliamentary Affairs	11	123	126	47	0	4	4	0	0	0	3	16	1	16	128	2	0	0	4	2	8	10	1
Ministry of Water Resources, River Development & Ganga Rejuvenation	205	375	308	89	19	33	32	1	5	3	15	163	0	59	404	14	1	0	41	9	13	16	82
Ministry of Information and Broadcasting	147	415	357	279	70	87	56	3	10	6	10	77	0	56	400	40	4	1	97	6	8	12	4
Ministry of Statistics and Programme Implementation	27	31	27	19	3	9	4	1	0	1	16	86	0	26	39	3	0	0	11	0	0	0	13
Ministry of Shipping	51	116	104	87	47	26	4	12	5	11	14	74	0	49	129	16	0	0	31	0	1	1	32
O/o the Comptroller & Auditor General of India	75	149	501	65	27	25	4	0	0	0	10	132	0	78	142	10	1	0	26	2	1	0	0

Department of Atomic Energy	28	83	123	27	7	10	4	10	13	10	11	73	0	52	57	11	1	0	16	0	2	0	0
Department of Bio Technology	4	11	47	2	6	1	2	0	0	0	9	66	0	10	8	1	0	0	2	0	0	0	0
Department of Defence Production	86	194	6	97	89	45	19	1	2	0	14	232	0	73	144	17	1	0	44	3	9	5	0
Department of Defence Research and Development	30	147	115	15	14	6	10	0	0	0	29	99	0	9	36	2	0	0	7	0	0	0	0
Department of Financial Services (Pension Reforms)	61	392	17	227	65	51	41	1	1	1	5	6	0	6	400	22	5	0	65	0	0	0	153
Department of Empowerment of Persons with Disabilities	130	413	393	253	93	110	72	0	1	1	9	30	0	24	417	32	6	1	112	3	8	7	23
Department of Investment & Public Asset Management	23	72	365	15	17	0	0	0	0	0	5	8	0	5	51	0	0	0	1	0	3	3	52
Department of Economic Affairs ACC Division	414	249	50	40	30	7	0	6	5	4	39	53	0	13	206	1	2	0	9	18	3	2	12
Department of Expenditure	174	193	110	77	73	9	0	1	1	1	22	124	0	49	156	6	1	0	12	0	2	1	22
Department of Science and Technology	90	102	95	45	16	12	11	1	3	2	45	95	0	46	132	10	2	0	18	0	2	2	1
Department of Scientific & Industrial Research	31	53	76	35	24	16	10	0	1	0	14	108	0	45	52	10	1	0	22	0	0	0	1
Department of Pharmaceuticals	44	128	39	79	40	27	3	0	1	1	9	23	0	13	126	11	2	0	41	0	0	0	6
Department of Space	28	39	118	26	10	6	7	0	0	0	14	21	0	14	37	6	0	0	13	0	1	0	3
Department of Official Language	2	13	26	2	0	0	0	0	0	0	4	16	0	10	11	1	0	0	3	0	0	0	5
Ministry of Culture	113	233	10	231	19	88	93	0	4	3	10	167	0	83	292	45	5	0	126	1	5	5	2
Ministry of Earth Sciences	14	24	264	13	1	1	2	0	0	0	18	29	0	3	31	3	2	0	9	0	1	1	2
Ministry of Mines	60	133	23	32	8	14	11	3	9	9	13	46	0	28	124	5	0	1	20	0	4	3	0
Ministry of Minority Affairs	134	161	102	115	66	68	44	0	0	0	19	58	0	36	196	24	1	0	81	5	2	5	0
Ministry of New and Renewable Energy	86	216	123	38	14	21	14	2	1	3	13	44	0	18	166	19	1	0	36	1	0	1	1
Ministry of Steel	15	71	118	50	25	22	24	0	3	2	10	89	0	37	57	3	2	0	15	1	0	1	0
Ministry of Tribal Affairs	63	167	56	133	26	56	62	0	0	0	9	91	0	30	191	15	1	0	42	3	9	10	4
Ministry of Textiles	37	66	178	67	18	22	34	1	3	3	9	44	0	21	76	6	1	0	19	0	0	0	0

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 February to 28th February, 2026.**

2.4 Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
1	Department of Telecommunications	0.400	0.168	0.150	0.086	0.804	1
2	Central Board of Indirect Taxes and Customs	0.318	0.227	0.150	0.095	0.790	2
3	Department of Posts	0.354	0.202	0.129	0.098	0.783	3
4	Department of Financial Services (Insurance Division)	0.379	0.156	0.139	0.091	0.766	4
5	Department of Financial Services (Banking Division)	0.342	0.187	0.130	0.080	0.738	5
6	Department of Consumer Affairs	0.376	0.150	0.142	0.062	0.730	6
7	Department of Social Justice and Empowerment	0.309	0.176	0.125	0.079	0.690	7
8	Department of Revenue	0.213	0.224	0.131	0.081	0.648	8
9	Department of Land Resources	0.239	0.224	0.150	0.029	0.642	9
10	Department of Defence Finance	0.236	0.234	0.127	0.044	0.641	10

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
11	Ministry of Electronics & Information Technology	0.250	0.192	0.137	0.044	0.622	11
12	Ministry of Power	0.151	0.222	0.150	0.093	0.616	12
13	Ministry of Road Transport and Highways	0.239	0.181	0.123	0.072	0.615	13
14	Ministry of Women and Child Development	0.265	0.160	0.118	0.071	0.614	14
15	Ministry of Labour and Employment	0.257	0.197	0.093	0.063	0.610	15
16	Department of Defence	0.293	0.098	0.132	0.078	0.601	16
17	Ministry of Panchayati Raj	0.247	0.173	0.134	0.043	0.596	17
18	Ministry of Corporate Affairs	0.271	0.140	0.111	0.073	0.596	18
19	Central Board of Direct Taxes (Income Tax)	0.148	0.222	0.127	0.097	0.595	19
20	Ministry of Petroleum and Natural Gas	0.196	0.226	0.104	0.069	0.595	20
21	Ministry of Drinking Water and Sanitation	0.249	0.178	0.123	0.044	0.593	21
22	Department of Military Affairs	0.244	0.178	0.105	0.065	0.591	22
23	Ministry of Environment, Forest and Climate Change	0.223	0.180	0.116	0.069	0.588	23
24	Unique Identification	0.231	0.184	0.114	0.057	0.586	24

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
	Authority of India						
25	Ministry of Civil Aviation	0.218	0.162	0.143	0.055	0.578	25
26	Staff Selection Commission	0.224	0.199	0.079	0.075	0.576	26
27	Ministry of Home Affairs	0.224	0.156	0.129	0.065	0.574	27
28	Department of Health & Family Welfare	0.199	0.210	0.108	0.054	0.572	28
29	Department of Justice	0.250	0.151	0.137	0.032	0.570	29
30	Department of Higher Education	0.186	0.183	0.123	0.071	0.563	30
31	Ministry of Micro Small and Medium Enterprises	0.258	0.140	0.115	0.040	0.552	31
32	Ministry of External Affairs	0.224	0.185	0.098	0.041	0.548	32
33	Ministry of Railways (Railway Board)	0.221	0.172	0.087	0.063	0.543	33
34	Department of School Education and Literacy	0.192	0.164	0.107	0.069	0.531	34
35	Department of Personnel and Training	0.177	0.181	0.113	0.055	0.525	35
36	Ministry of Housing and Urban Affairs	0.175	0.188	0.112	0.049	0.523	36
37	Department of Food and Public Distribution	0.150	0.205	0.116	0.040	0.511	37

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
38	Department of Ex Servicemen Welfare	0.142	0.203	0.084	0.043	0.472	38
39	Ministry of Cooperation	0.204	0.132	0.076	0.059	0.472	39
40	Department of Agriculture and Farmers Welfare	0.110	0.196	0.105	0.054	0.465	40
41	Department of Rural Development	0.159	0.151	0.114	0.032	0.456	41

2.5 Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	0.293	0.220	0.150	0.097	0.761	1
2	Ministry of Ayush	0.340	0.191	0.148	0.071	0.750	2
3	Ministry of Textiles	0.333	0.162	0.150	0.063	0.708	3
4	Ministry of Development of North Eastern Region	0.206	0.300	0.150	0.044	0.700	4
5	Ministry of Culture	0.337	0.164	0.134	0.064	0.700	5
6	Ministry of Earth Sciences	0.253	0.228	0.145	0.037	0.663	6
7	Ministry of Information and Broadcasting	0.247	0.187	0.137	0.079	0.649	7
8	Ministry of Tourism	0.261	0.210	0.121	0.052	0.644	8
9	Ministry of Shipping	0.235	0.197	0.133	0.076	0.642	9
10	Ministry of Steel	0.288	0.142	0.150	0.059	0.639	10
11	Ministry of Coal	0.360	0.105	0.127	0.047	0.639	11
12	Department of Empowerment of Persons with Disabilities	0.279	0.163	0.114	0.081	0.637	12
13	Department of Pharmaceuticals	0.257	0.165	0.143	0.068	0.633	13
14	Ministry of Heavy Industries	0.361	0.147	0.060	0.063	0.630	14
15	Department of Animal Husbandry, Dairying	0.252	0.191	0.129	0.054	0.627	15
16	Ministry of New and Renewable Energy	0.205	0.214	0.150	0.057	0.626	16

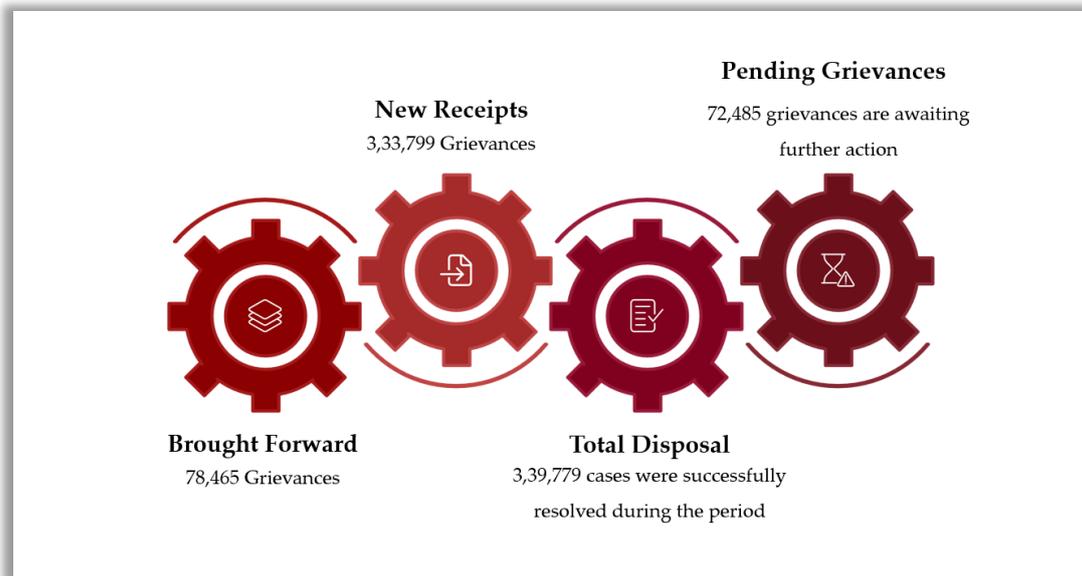
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
17	Department of Science and Technology	0.175	0.236	0.149	0.064	0.625	17
18	Ministry of Food Processing Industries	0.169	0.296	0.118	0.040	0.624	18
19	Department of Financial Services (Pension Reforms)	0.261	0.193	0.091	0.077	0.622	19
20	Ministry of Tribal Affairs	0.261	0.163	0.134	0.052	0.611	20
21	Department of Chemicals and Petrochemicals	0.247	0.138	0.150	0.070	0.605	21
22	NITI Aayog	0.241	0.188	0.137	0.034	0.600	22
23	Department for Promotion of Industry and Internal Trade	0.199	0.223	0.122	0.047	0.590	23
24	Department of Agriculture Research and Education	0.173	0.215	0.150	0.043	0.581	24
25	Ministry of Mines	0.203	0.178	0.128	0.072	0.580	25
26	Department of Sports	0.237	0.183	0.082	0.071	0.574	26
27	Department of Bio Technology	0.173	0.206	0.150	0.041	0.570	27
28	Department of Youth Affairs	0.174	0.177	0.149	0.069	0.569	28
29	Department of Scientific & Industrial Research	0.184	0.179	0.147	0.059	0.569	29
30	Legislative Department	0.183	0.208	0.120	0.056	0.567	30
31	Department of Atomic Energy	0.183	0.236	0.060	0.080	0.559	31
32	Department of Space	0.227	0.195	0.055	0.076	0.553	32
33	Department of Health Research	0.238	0.176	0.094	0.039	0.547	33

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
34	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.187	0.193	0.112	0.055	0.546	34
35	Department of Fertilizers	0.215	0.161	0.089	0.074	0.539	35
36	Department of Official Language	0.164	0.200	0.092	0.074	0.530	36
37	Ministry of Statistics and Programme Implementation	0.235	0.156	0.087	0.051	0.529	37
38	Department of Expenditure	0.144	0.229	0.098	0.057	0.528	38
39	Ministry of Skill Development and Entrepreneurship	0.148	0.170	0.150	0.060	0.528	39
40	Ministry of Minority Affairs	0.173	0.144	0.124	0.073	0.514	40
41	O/o the Comptroller & Auditor General of India	0.187	0.187	0.060	0.071	0.505	41
42	Department of Investment & Public Asset Management	0.166	0.150	0.107	0.071	0.493	42
43	Department of Commerce	0.137	0.214	0.080	0.053	0.485	43
44	Department of Defence Production	0.162	0.164	0.098	0.052	0.476	44
45	Department of Defence Research and Development	0.118	0.168	0.150	0.036	0.472	45
46	Department of Legal Affairs	0.229	0.049	0.116	0.042	0.437	46
47	Department of Fisheries	0.201	0.145	0.033	0.055	0.434	47

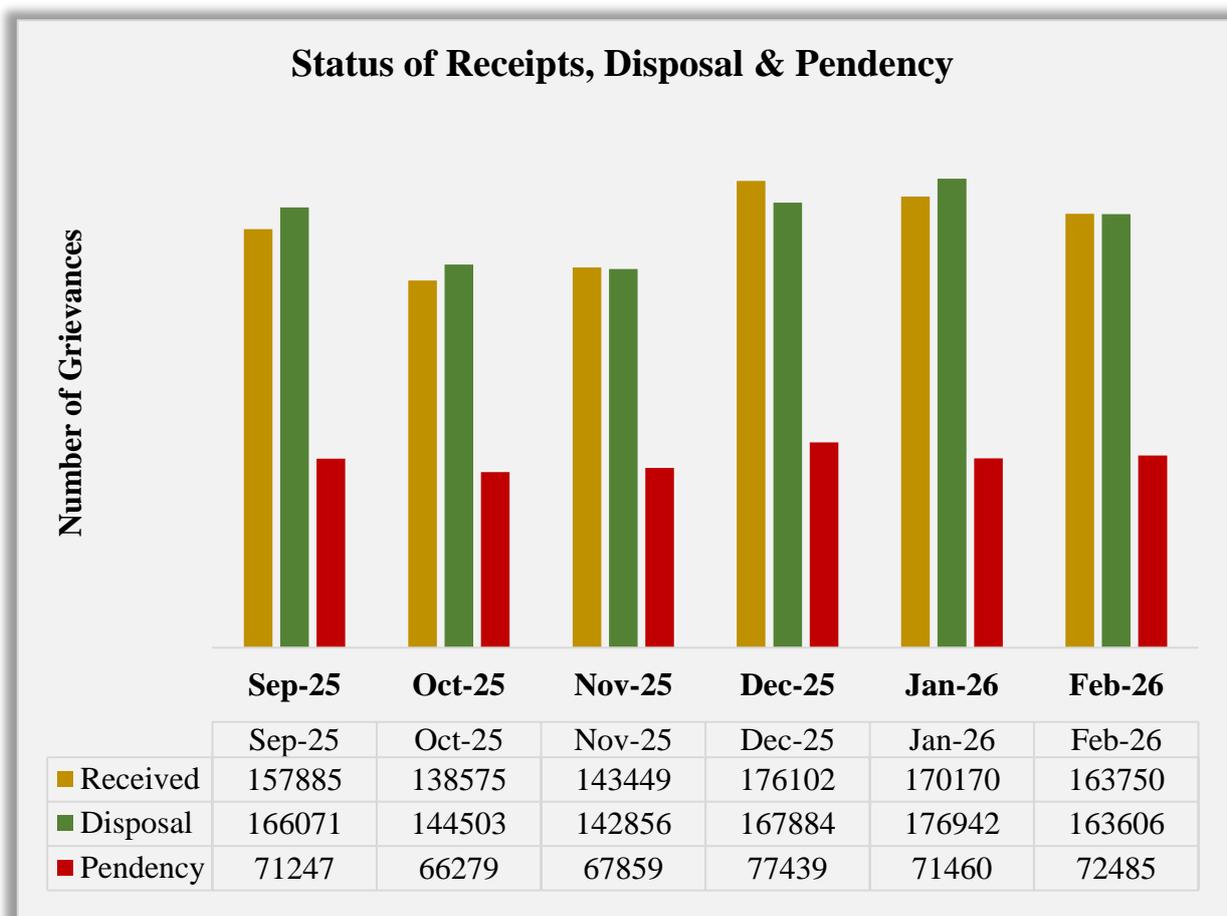
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Org. Commitment	GRAI Score	GRAI Rank
48	Department of Economic Affairs ACC Division	0.104	0.195	0.066	0.046	0.410	48
49	Department of Public Enterprises	0.144	0.150	0.060	0.035	0.389	49

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

3. Review of Status of Grievances



Month-wise Status of Grievances



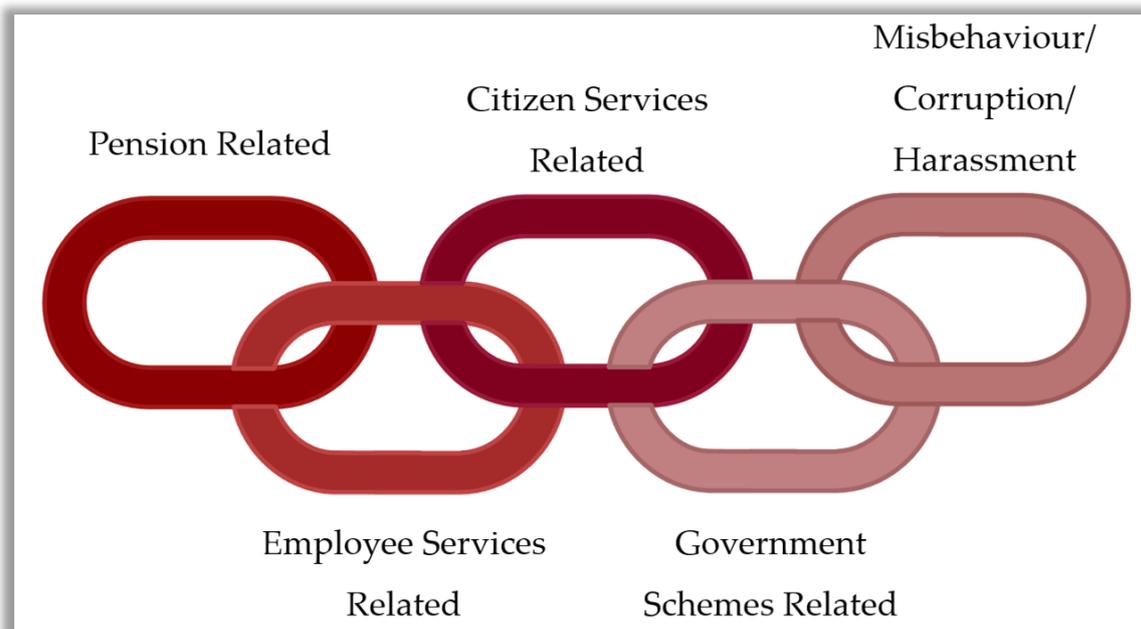
4. Categorisation

4.1 Overview

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

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

Uniform Key Categories Identified:



4.2 Progress so far

The Department has completed the categorisation analysis for **39 Ministries/Departments**, of which 31 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 31 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

5. Review Meeting by Secretaries

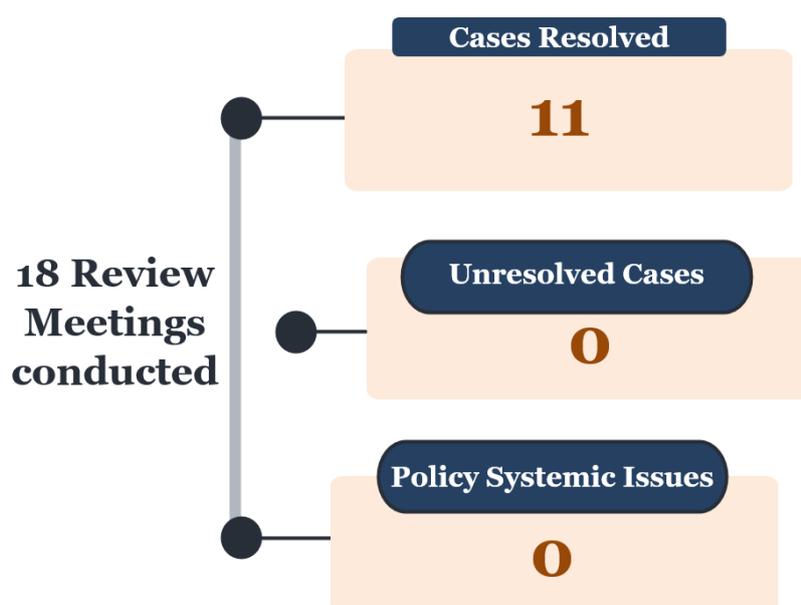
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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

A total of **283 Review Meetings** were conducted between **14th February 2025 till 28th February, 2026**. A total of 1,588 cases has been resolved; 58 systemic policy issues and 24 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – February 2026

A total of **18 Review Meetings** were conducted and **11 cases** were resolved in **February 2026**. Ministry of Textiles has conducted the maximum number of Review meetings.



S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Ministry of Textiles	3	Secretary
2	Central Board of Direct Taxes (Income Tax)	1	Chairman
3	Department of Ex Servicemen Welfare	1	Joint Secretary
4	Department of Fertilizers	1	Sr. Economic Advisor
5	Department of Financial Services (Banking Division)	1	Secretary
6	Department of Financial Services (Insurance Division)	1	Secretary
7	Department of Posts	1	Secretary
8	Department of Rural Development	1	Secretary
9	Department of Science and Technology	1	Secretary
10	Department of Social Justice and Empowerment	1	Secretary
11	Ministry of Coal	1	Additional Secretary
12	Ministry of Corporate Affairs	1	Secretary
13	Ministry of Information and Broadcasting	1	Secretary
14	Ministry of Labour and Employment	1	Economic Advisor
15	Ministry of Micro Small and Medium Enterprises	1	Minister of State
16	Ministry of Parliamentary Affairs	1	Secretary

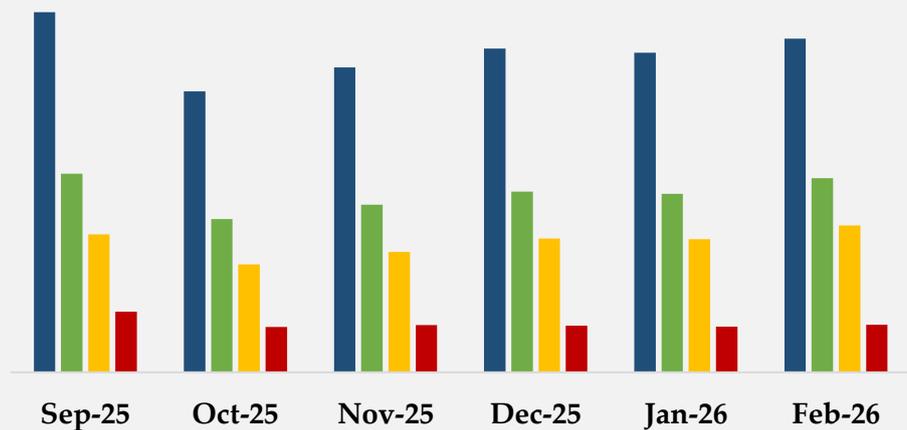
6. Feedback Call Centre

During the period from 1st January 2026 to 28th February 2026, the Call Centre received a total of **88,833 feedback** in Central Ministries/Departments. Of these, **50,684 cases were resolved**, reflecting a **resolution rate of ~57%** and 38,149 cases were Not Resolved. Among the resolved cases, **~75% of citizens expressed satisfaction** with the grievance redressal.

A total of **45,365 feedback** cases were received by the Call Centre in Central Ministries/Departments in February 2026.

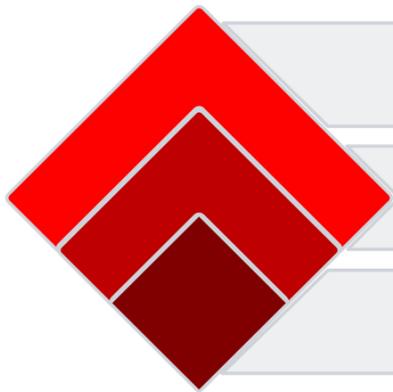
The column chart below tracks four key metrics regarding feedback from September through February 2026: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.

Month - Wise Feedback Status



	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
Total Feedback Received	48955	38186	41472	44032	43468	45365
Resolved	27012	20817	22782	24550	24276	26408
Satisfied	18751	14662	16361	18194	18086	19952
Not Satisfied	8261	6155	6421	6356	6190	6456

February Feedback Snapshot



Grievances Resolved

26,408 cases (58% resolution)

Satisfaction Rate

19,952 cases (76% satisfaction)

Not Satisfied

6,456 cases (24% dissatisfied)

Total Feedback = Resolved + Unresolved

Resolved = Satisfied + Not Satisfied

February, 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	9009	5775
2	Department of Financial Services (Banking Division)	4922	2970
3	Department of Telecommunications	2848	1634
4	Ministry of Railways (Railway Board)	2063	1174
5	Ministry of Home Affairs	1382	497
6	Department of Posts	2251	1497
7	Ministry of Micro Small and Medium Enterprises	989	297
8	Unique Identification Authority of India	1604	941
9	Central Board of Direct Taxes (Income Tax)	1978	1440
10	Department of Defence Finance	1871	1337

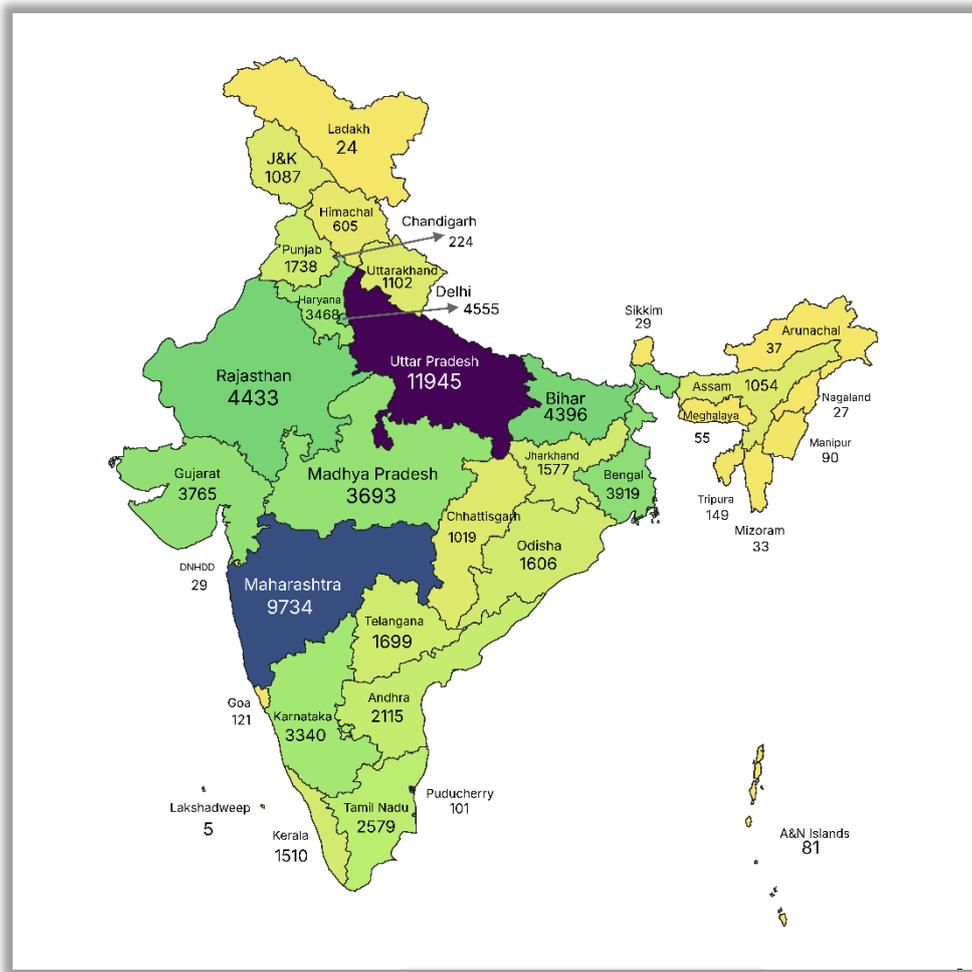
February, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5775	4606 (80%)	1169 (20%)
2	Department of Financial Services (Banking Division)	2970	2250 (76%)	720 (24%)
3	Department of Telecommunications	1634	1228 (75%)	406 (25%)
4	Department of Posts	1497	1238 (83%)	259 (17%)
5	Central Board of Direct Taxes (Income Tax)	1440	1172 (81%)	268 (19%)
7	Department of Defence Finance	1337	1076 (80%)	261 (20%)
6	Ministry of Petroleum and Natural Gas	1229	1053 (86%)	176 (14%)
8	Ministry of Railways (Railway Board)	1174	791 (67%)	383 (23%)
9	Unique Identification Authority of India	941	760 (81%)	181 (19%)
10	Department of Military Affairs	699	509 (73%)	190 (27%)

7. New User Registration

A total of **72,357 new users** has registered on CPGRAMS in February, 2026, through various channels, out of which, **11,945 registrations are from Uttar Pradesh.**

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



New User Registration on CPGRAMS in 2026

S. No.	Month	Total New User Registration in 2025
1	January	67,728
2	February	72,357
TOTAL		1,40,085

8. Outreach through CSCs

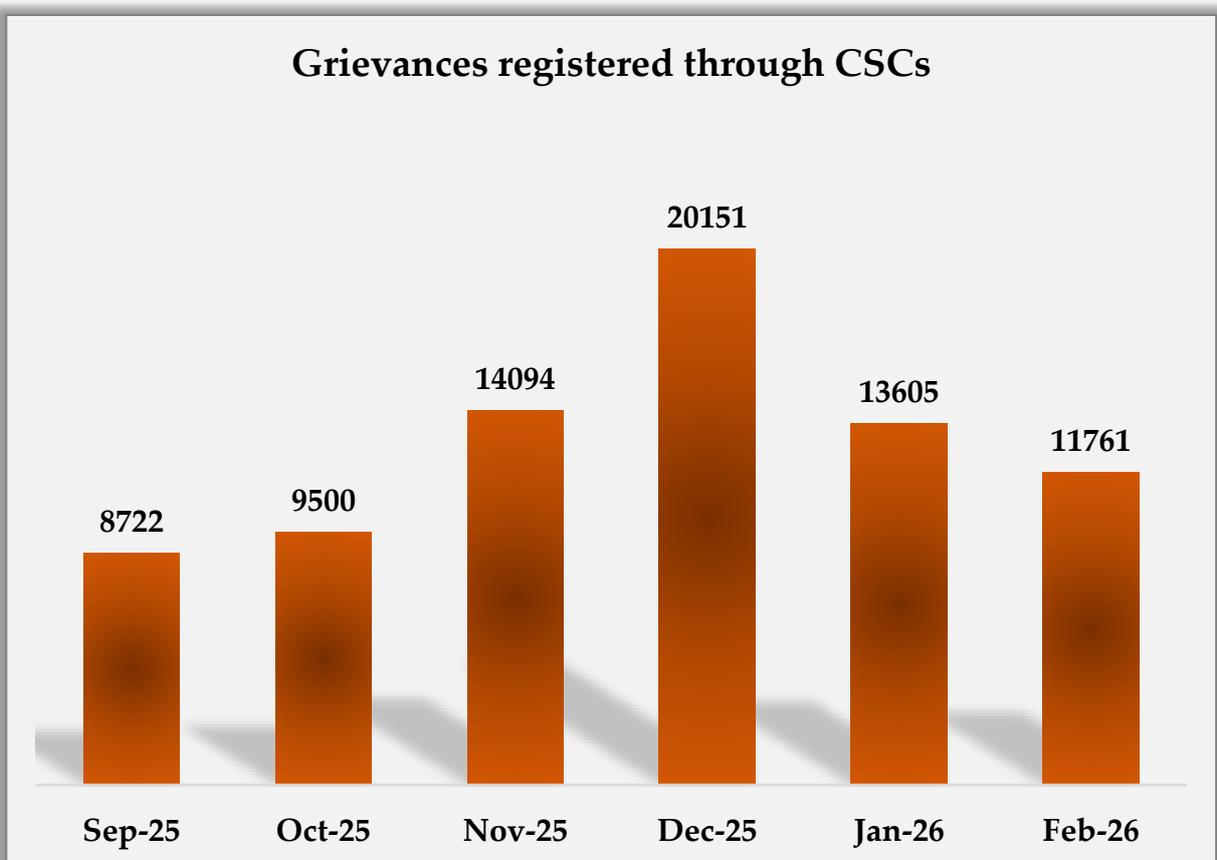
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



Time Period: 1st February, 2026 till 28th February, 2026

Overview of grievances registered through the Common Service Centres

A total of **11,761 grievances** were registered through Common Service Centres (CSCs) in **February 2026**.

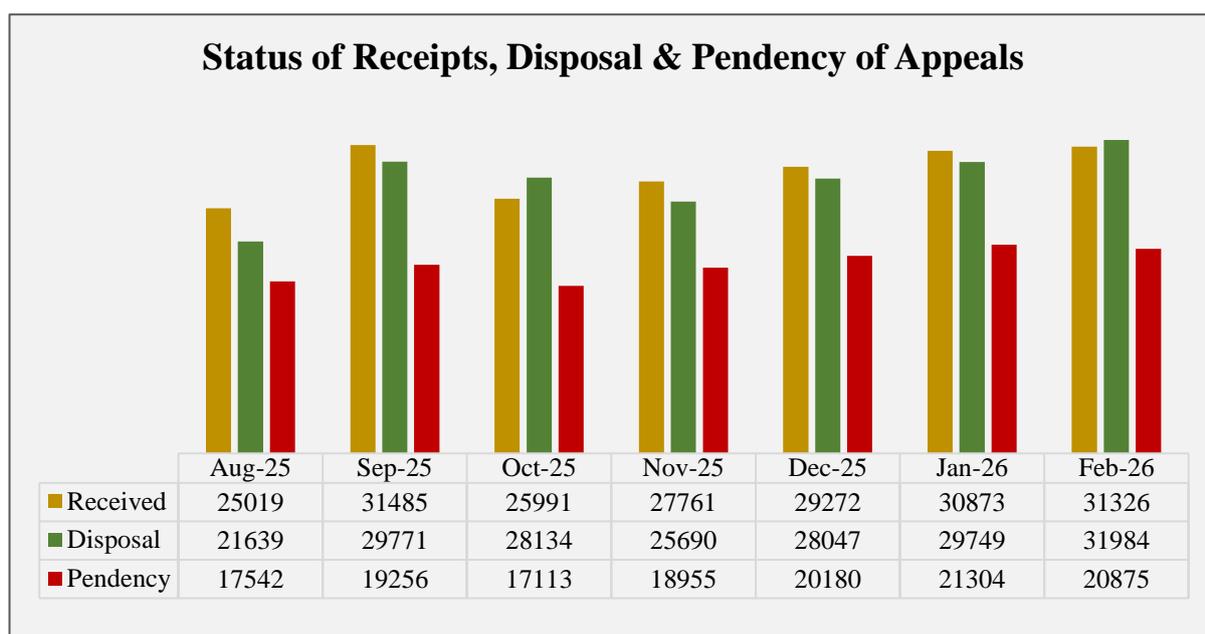


9. Review of Status of Appeals on CPGRAMS



Time Period: 1st January, 2026 till 28th February, 2026

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **19 days** as on **28th February, 2026**
- **25** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

10. Success Stories

Grievance of Shri Srinivas

Mr. V. Srinivas had paid ₹2,72,000 as self-assessment tax for AY 2020–21; however, due to human error, the amount was deposited under the major head “Wealth Tax” instead of “Income Tax”. As a result, the payment was not credited correctly and a tax demand continued to reflect. Despite pursuing the matter with the concerned authorities since May 2025, the issue remained unresolved. Upon approaching CPGRAMS, the case was examined, challan credit was granted, and a rectification order was processed.

Long-Pending Challan Correction Issue Resolved

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

Chief Commissioner of Income Tax, Hyderabad - (CCIT2)

Addl. Commissioner of Incometax Range2 Hyderabad - (ADCR2)

Income Tax Officer Ward 11_1 Hyderabad - (ITD23)

Long-Pending Pension Transferred via CPGRAMS

Department of Pension and Pensioners Welfare - (DOPPW)

Department of Telecommunications - (DOTEL)

Controller General of Communication Accounts - (JCGCA)

Bharat Sanchar Nigam Limited Corporate Office - (BSNLC)

CCA Gujarat - (CCAGJ)

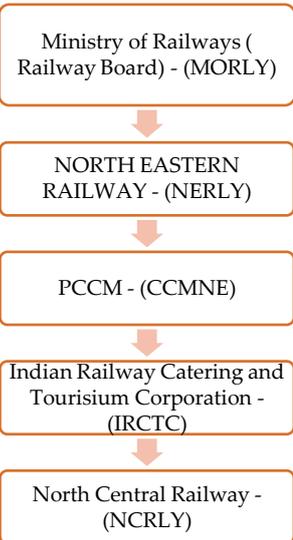
Grievance of Shri Balasubramanian

Mr. R. R. Balasubramanian filed grievances regarding prolonged pendency from the side of AIBSNLREA in transfer of pension cases of three persons from one CCA office to another, causing inconvenience to the pensioners. The matter was escalated via CPGRAMS, which ensured coordinated follow-up among the concerned authorities. Upon intervention, two pension cases were successfully transferred. The remaining case was processed further upon receipt of the required signed documents.

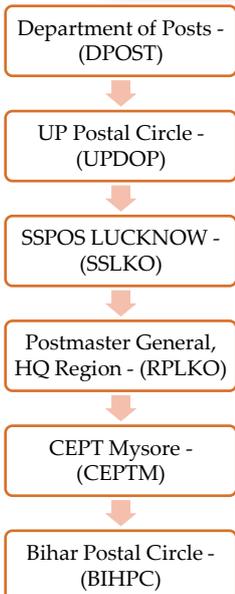
Grievance of Shri Sonu Gupta

Mr. Sonu Gupta lodged a grievance regarding non-receipt of ₹780 TDR refund. The refund had been pending for a considerable period, causing inconvenience. Upon submission of the complaint on CPGRAMS, the matter was examined and redirected to the concerned authority for appropriate action. The case was reviewed at the competent level, necessary directions were issued for early resolution and the refund was approved for disbursement to Mr. Sonu's account.

**CPGRAMS
Facilitates
Approval of
Pending TDR**



**VPP Payment
Resolved Through
CPGRAMS**



Grievance of Shri V S Patel

Mr. Vaidya Sanjeev Patel lodged a grievance stating that although the addressee had paid the VPP (Value Payable Post) amount to the postman, he had not received the corresponding payment. Upon escalation through CPGRAMS, the matter was promptly taken up with the concerned postal authorities and redirected to the appropriate circle for action. After verification, the pending payment was successfully delivered to the complainant within a week of filing the grievance.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 45th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of January, 2026

A total of 1,76,942 grievances were redressed by Central Ministries/ Departments in January, 2026.

For the 43rd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

DARPG @DARPG_GoI

DARPG has released its 45th #CPGRAMS Monthly Report for January, 2026, for Central Ministries/Departments.

- In January 2026, 1,70,170 PG cases were received on the CPGRAMS portal, 1,76,942 PG cases were redressed and there exists a pendency of 71,460 PG cases.
- In January 2026, for the 43rd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

#CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst

DARPG @DARPG_GoI

DARPG convened a virtual meeting with Ministries/Departments, wherein @cgg_hyd presented the conceptual and operational framework of the Grievance Redressal Assessment & Index (#GRAI), along with a detailed deliberation on its computation methodology.

During the deliberations, Ministries/Departments raised certain operational and methodological concerns regarding the calculation of #GRAI scores, particularly with reference to monthly evaluation and rankings. The meeting provided a comprehensive platform to address these issues and further strengthen transparency, objectivity, and credibility in the grievance redressal assessment process.

DARPG @DARPG_GoI

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

- Emphasis was laid by Additional Secretary DARPG on reducing the number of pending grievances, while simultaneously ensuring quality disposal.
- Ministries were also requested to accord the highest priority to furnishing the data of Escalation Matrix and GRO- Grievance Categories mapping, sought for NextGen CPGRAMS. DARPG will share a Utility to all the MDOs to facilitate the sharing of information.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance

DARPG @DARPG_GoI

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

Passport Issued after Delay Resolved

#SuccessStory #CitizenFirst #PublicGrievances #Sushasan #SmartGovernance #GoodGovernance



Narendra Modi and 7 others
7:22 PM · Feb 25, 2026 · 592 Views

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CPGRAMS

Impact of CPGRAMS

RESOLVED

Passport Issued after Delay Resolved

*M*r. Huzefa Mansuri had applied for a passport under the normal category, and his police verification was completed with a positive report. Despite fulfilling all formalities and submitting complete and valid documents, his application status continued to show "under review at Regional Passport".

Even after multiple visits and follow-ups, he did not receive any clear response or timeline, causing significant hardship. Seeking resolution, he filed a grievance on the CPGRAMS Portal regarding the undue delay in issuance of his passport. The concerned authorities examined the matter, and his passport was promptly processed and dispatched through Speed Post to his registered address. The grievance was resolved within three days.



PARLIAMENT QUESTION: CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

Posted On: 11 FEB 2026 12:58PM by PIB Delhi

As on 31.01.2026, the average time of disposal of public grievances for Central Government Ministries/ Departments is 15 days while the prescribed resolution timeline in Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is 21 days. Hence, at any time there are a large number of grievances under process as per the approved timelines while a few grievances may take longer than the prescribed timeline for their disposal.

In the CPGRAMS, on matters related to the States/ Districts the grievances are marked to the State Nodal officers and the grievance pendency figures are captured and maintained Statewise.

In the year 2025, average disposal time of grievances on CPGRAMS was 15 days for Central Government Ministries/ Departments. The number of grievances pending on CPGRAMS with Central Government Ministries/ Departments for more than 90 days, as on 31.01.2026, were 5845 out of pending grievances totalling 71887 Central Government Ministries/ Departments grievances.

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the grievance redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the Comprehensive Guidelines for Effective Redressal of Public Grievances were issued in August 2024 to reduce grievance redressal timelines from 30 days to 21 days, and to mandate establishment of dedicated grievance cells, emphasis on root cause analysis and action on citizen feedback. To facilitate senior-level review, a Review Meeting Module has been operationalised in CPGRAMS in February 2025. DARPG provides financial assistance to Administrative Training Institutes under the Sevottam Scheme for capacity building of officers of State/UT governments on grievance redressal mechanisms. During the last four years, 1,010 such training programmes have been conducted, benefitting 33,775 Grievance Redressal Officers. DARPG also conducts monthly review meetings with State/UT Nodal Officers to ensure timely disposal of grievances. Further, DARPG organized a one week 'Prashasan Gaon Ko Ore' Campaign from 19th to 25th December 2025, which, *inter-alia*, aims at resolving pending public grievances in CPGRAMS.

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

PARLIAMENT QUESTION: GRIEVANCES TO PUBLIC SERVICES IN VARIOUS MINISTRIES/DEPARTMENTS

Posted On: 11 FEB 2026 12:58PM by PIB Delhi

Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. During the last three years (2023, 2024 and 2025), Ministries/Departments of Government of India received 51,15,713 public grievances on CPGRAMS out of which 43,56,331 grievances, i.e. around 85%, were disposed of within prescribed time limit.

RTI Matters are not taken up for redressal in CPGRAMS.

The Government has put in place multiple mechanisms to improve transparency and accountability, which include CPGRAMS for time-bound grievance redressal with dashboard-based monitoring, adoption of e-Office for electronic movement of files, National e-Service Delivery Assessment (NeSDA) for assessing the quality and efficiency of public service delivery portals, Extensive use of dashboards, service delivery analytics, and citizen feedback through call centres. Further, the Right to Information Act, 2005 provides a statutory framework for transparency and accountability by mandating proactive disclosure of information under Section 4, thereby placing substantial information in the public domain and reducing the need for individual RTI applications.

This information was given by Union Minister of State (Independent Charge) for Science & Technology and Earth Sciences, and Minister of State in the Prime Minister's Office, Personnel, Public Grievances and Pensions, Atomic Energy and Space, Dr. Jitendra Singh, in a written reply in the Lok Sabha on Wednesday.

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

PARLIAMENT QUESTION: CPGRAMS PORTAL

Posted On: 05 FEB 2026 3:57PM by PIB Delhi

The details of grievances registered and disposed of on the CPGRAMS portal across all Central Ministries/Departments and State/UT governments during the year 2023-24 and 2024-25 is as under:

Year	Grievances Registered	Grievances Disposed
2023-24	2316710	2528603
2024-25	2223186	2302236

In the years 2023-24 and 2024-25, average disposal time of public grievances on CPGRAMS was 16 days and 15 days for Central Ministries/Departments and 119 days and 64 days for State/UT governments respectively.

All Central Ministries/Departments and State/Territories governments have role-based access to Centralised Public Grievance Redress and Monitoring System (CPGRAMS) for processing of public grievances related to their subjects. There is API based integration of Grievance Portals of 17 States/UTs and 04 Central Ministries whereas other States use CPGRAMS portal as their grievance portal. CPGRAMS has also been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs.

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

PARLIAMENT QUESTION: PUBLIC GRIEVANCE REDRESSAL

Posted On: 05 FEB 2026 12:56PM by PIB Delhi

The details of public grievances received and redressed through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) by State/UT governments, along with number of reminders filed by complainants during the last five years (2021 to 2025) is placed at Annexure-I. Appeal mechanism is available on CPGRAMS for grievances pertaining to Central Ministries/Departments.

CPGRAMS is a 24x7 online, citizen-facing platform that facilitates the lodging, forwarding, monitoring, and review of public grievances. The responsibility for grievance redressal, including initiation of disciplinary action against officials for failure to resolve grievances or for providing misleading replies, vests with the concerned Ministries/Departments and respective State/Union Territory Governments.

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the grievance redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the Comprehensive Guidelines for Effective Redressal of Public Grievances were issued in August 2024 to rationalise grievance redressal timelines from 30 days to 21 days, and to mandate establishment of dedicated grievance cells, emphasis on root cause analysis, action on citizen feedback, and strengthening of grievance escalation mechanisms. A dedicated Review Meeting Module has been operationalised in CPGRAMS to facilitate senior-level review of public grievances. For capacity building of officers of State/UT governments on grievance redressal mechanisms, financial assistance is provided to Administrative Training Institutes under the Sevottam Scheme. During the last four years, 1,010 such training programmes have been conducted, benefitting 33,775 Grievance Redressal Officers from States/UTs. DARPG also conducts monthly review meetings with Nodal Officers of all State/UTs to ensure timely disposal of grievances.

Annexure-I

DARPG @DARPG_GoI

CPGRAMS: Centralised Public Grievance Redress and Monitoring System, is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States.

Grievance redressal is a right and a responsibility shared by citizens and institutions.

Through #CPGRAMS, citizens can raise #grievances related to public services and receive time-bound responses.

#EveryGrievanceMatters #DARPG #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

PARLIAMENT QUESTION: IMPROVEMENT IN PUBLIC GRIEVANCE REDRESSAL SYSTEM

Posted On: 05 FEB 2026 12:57PM by PIB Delhi

Ministry/Department-wise details of the number of grievances received and redressed on the CPGRAMS portal during the last three years is placed at Annexure-I.

In the year 2025, average disposal time of grievances on CPGRAMS was 64 days for State/UT Governments.

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the grievance redressal process through the implementation of the 10-Step Reforms under CPGRAMS. Further, the Comprehensive Guidelines for Effective Redressal of Public Grievances were issued in August 2024 to rationalise grievance redressal timelines and to mandate establishment of dedicated grievance cells, emphasis on root cause analysis, action on citizen feedback, and strengthening of grievance escalation mechanisms. A dedicated Review Meeting Module has been operationalised in CPGRAMS to facilitate senior-level review of public grievances. For capacity building of officers of State/UT governments on grievance redressal mechanisms, financial assistance is provided to Administrative Training Institutes under the Sevottam Scheme. During the last four years, 1,010 such training programmes have been conducted, benefitting 33,775 officers from States/UTs. DARPG also conducts monthly review meetings with Nodal Officers of all State/UTs to ensure timely disposal of grievances. Further, the Government is undertaking the fresh development of an end-to-end IT solution for the Public Grievance System of the Government of India using latest emerging technologies.

Annexure-I

Ministry/Department-wise details of the number of grievances received and redressed on the CPGRAMS portal during the last three years (2023 to 2025)

DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CPGRAMS

Centralised Public Grievance Redress And Monitoring System

Centralised Public Grievance Redress and Monitoring System
(केंद्रीकृत सार्वजनिक शिकायत निवारण एवं निगरानी प्रणाली)

An online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2026 to 28th February 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13133	52943	66076	51661	14415
2	Department of Financial Services (Banking Division)	4260	44654	48914	45744	3170
3	Department of Telecommunications	842	16420	17262	16532	730
4	Ministry of Railways (Railway Board)	4408	14926	19334	15125	4209
5	Ministry of Home Affairs	5558	14423	19981	17095	2886
6	Central Board of Direct Taxes (Income Tax)	5051	12988	18039	11968	6071
7	Department of Defence Finance	6443	11903	18346	15321	3025
8	Department of Posts	1350	11702	13052	11575	1477
9	Department of Health & Family Welfare	2014	10110	12124	10103	2021
10	Ministry of Micro Small and Medium Enterprises	3529	10105	13634	11441	2193

Annexure 1.2: Maximum Number of Disposals – 1st January 2026 to 28th February 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13133	52943	66076	51661	14415
2	Department of Financial Services (Banking Division)	4260	44654	48914	45744	3170
3	Ministry of Home Affairs	5558	14423	19981	17095	2886
4	Department of Telecommunications	842	16420	17262	16532	730

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
5	Department of Defence Finance	6443	11903	18346	15321	3025
6	Ministry of Railways (Railway Board)	4408	14926	19334	15125	4209
7	Central Board of Direct Taxes (Income Tax)	5051	12988	18039	11968	6071
8	Department of Posts	1350	11702	13052	11575	1477
9	Ministry of Micro Small and Medium Enterprises	3529	10105	13634	11441	2193
10	Department of Health & Family Welfare	2014	10110	12124	10103	2021

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances –
1st January 2026 to 28th February 2026**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13133	52943	66076	51661	14415
2	Central Board of Direct Taxes (Income Tax)	5051	12988	18039	11968	6071
3	Ministry of Railways (Railway Board)	4408	14926	19334	15125	4209
4	Department of Financial Services (Banking Division)	4260	44654	48914	45744	3170
5	Department of Agriculture and Farmers Welfare	1051	5785	6836	3725	3111
6	Department of Defence Finance	6443	11903	18346	15321	3025
7	Ministry of Home Affairs	5558	14423	19981	17095	2886
8	Department of Food and Public Distribution	2277	4099	6376	3993	2383
9	Ministry of Panchayati Raj	2122	3762	5884	3622	2262
10	Ministry of Micro Small and Medium Enterprises	3529	10105	13634	11441	2193
11	Unique Identification Authority of India	2659	8344	11003	8904	2099
12	Department of Health & Family Welfare	2014	10110	12124	10103	2021
13	Ministry of Housing and Urban Affairs	1815	6020	7835	5872	1963
14	Ministry of Petroleum and Natural Gas	2778	5243	8021	6532	1489

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
15	Department of Posts	1350	11702	13052	11575	1477
16	Department of School Education and Literacy	979	3621	4600	3214	1386
17	Department of Military Affairs	285	3711	3996	2714	1282
18	Department of Higher Education	1277	5329	6606	5386	1220
19	Ministry of Road Transport and Highways	1242	10038	11280	10102	1178
20	Ministry of External Affairs	1126	4237	5363	4207	1156
21	Department of Rural Development	1021	3108	4129	3033	1096
22	Department of Ex Servicemen Welfare	1117	2586	3703	2689	1014

Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – 1st January 2026 to 28th February 2026

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Labour and Employment	13133	52943	66076	51661	14415	4301
2	Central Board of Direct Taxes (Income Tax)	5051	12988	18039	11968	6071	2686
3	Ministry of Panchayati Raj	2122	3762	5884	3622	2262	1436
4	Ministry of Railways (Railway Board)	4408	14926	19334	15125	4209	1413
5	Department of Food and Public Distribution	2277	4099	6376	3993	2383	1374
6	Ministry of Home Affairs	5558	14423	19981	17095	2886	1352
7	Department of Agriculture and Farmers Welfare	1051	5785	6836	3725	3111	1281
8	Department of Defence Finance	6443	11903	18346	15321	3025	971
9	Ministry of Housing and Urban Affairs	1815	6020	7835	5872	1963	816
10	Department of Health & Family Welfare	2014	10110	12124	10103	2021	800

Annexure 2: Average Closing Time – 1st January 2026 to 28th February 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	686	46
2	Department of Commerce	531	40
3	Ministry of Petroleum and Natural Gas	6532	32
4	Central Board of Direct Taxes (Income Tax)	11968	30
5	Staff Selection Commission	1263	30
6	Department of Youth Affairs	178	30
7	Department of Ex Servicemen Welfare	2689	28
8	Department of Science and Technology	330	28
9	Ministry of Home Affairs	17095	27
10	Ministry of Minority Affairs	343	27

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

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
1	Department of Land Resources	1327	2
2	NITI Aayog	928	2
3	Ministry of Parliamentary Affairs	359	2
4	Ministry of Power	1563	3
5	Department of Public Enterprises	143	3
6	Ministry of Heavy Industries	333	4
7	Department of Financial Services (Pension Reforms)	819	5
8	Ministry of Ayush	702	5
9	Department of Telecommunications	16532	6
10	Department of Social Justice and Empowerment	2120	6

Annexure 3: Status of Appeals – 1st January 2026 to 28th February 2026

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Ministry of Labour and Employment	2005	13304	15309	12480	2829
2	Department of Ex Servicemen Welfare	1124	562	1686	0	1686
3	Ministry of Railways (Railway Board)	1008	3045	4053	3014	1039
4	Ministry of Petroleum and Natural Gas	944	1067	2011	1018	993
5	Department of Military Affairs	67	1086	1153	212	941
6	Department of Defence Finance	668	1391	2059	1178	881
7	Central Board of Direct Taxes (Income Tax)	761	1671	2432	1596	836
8	Ministry of Home Affairs	1170	2536	3706	2940	766
9	Department of Rural Development	712	683	1395	655	740
10	Department of Higher Education	563	1220	1783	1061	722

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	Ministry of Cooperation	301	5
2	Department of Consumer Affairs	1473	6
3	Department of Telecommunications	5127	7
4	Department of Posts	2829	7
5	Ministry of Ayush	112	7
6	Department of Financial Services (Insurance Division)	1663	8
7	Department of Agriculture and Farmers Welfare	307	8
8	Ministry of Labour and Employment	12480	9
9	Ministry of Micro Small and Medium Enterprises	2006	9
10	Ministry of External Affairs	1064	9

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	897	421	362	85.99%
2	Department of Telecommunications	8084	7354	5170	70.30%
3	Ministry of Civil Aviation	1185	793	523	65.95%
4	Ministry of Corporate Affairs	1838	1225	768	62.69%
5	Ministry of Micro Small and Medium Enterprises	5379	3186	1975	61.99%
6	Unique Identification Authority of India	5667	3568	2181	61.13%
7	Ministry of Drinking Water and Sanitation	1584	970	568	58.56%
8	Department of Consumer Affairs	2752	2491	1454	58.37%
9	Ministry of Minority Affairs	298	199	113	56.78%
10	Department of Military Affairs	3295	2013	1086	53.95%

