



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

APRIL 2026

Report Number 48

Department of Administrative Reforms and
Public Grievances



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1. Key Highlights

Data Summary: April 2026

1,88,577

1,88,969

81,847

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

65% of all pending grievances are less than 21 days old.

GRAI Top Performers – April 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 Telecommunications
2. Department of Posts
3. Central Board of Indirect Taxes and Customs

Group B: Top Performing

1. Department of Official Language
2. Ministry of Textiles
3. Ministry of Steel

Key Highlights

New Users

76,643 new users registered on the portal in April 2026.

Average Redressal Time

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

Grievances via CSCs

8,001 grievances were filed through Common Service Centres.

General Updates

- In April 2026, for the **46th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **81,847 grievances**, out of which **~65%** of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of April 2026 stands at **76,643**.
- The Feedback Call Centre collected **73,601 feedbacks** in April 2026, where **42,980 feedback** were collected for Central Ministries/Departments.
- A new chapter titled: **“PRIORITY AREA Grievance Categories with Highest Grievance Numbers in the last 4 Years”** has been added as a regular feature to the CPGRAMS Monthly Report for Central Ministries/Departments.

PG Cases Summary

- 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**.
- Grievances registered via **Common Service Centers** stands at **8,001 grievances** for April, 2026.
- **35%** of the accounted grievances for April, 2026 were directed towards key departments such as the Ministry of Labour and Employment [27,979 grievances], Department of Financial Services (Banking Division) [24,759 grievances], and Ministry of Petroleum and Natural Gas [14,038 grievances].

Appeals Summary

- In April 2026, **31,018 appeals were received** and **31,338 appeals were disposed**.
- **20,976 appeal pendency** recorded in April for the year 2026.

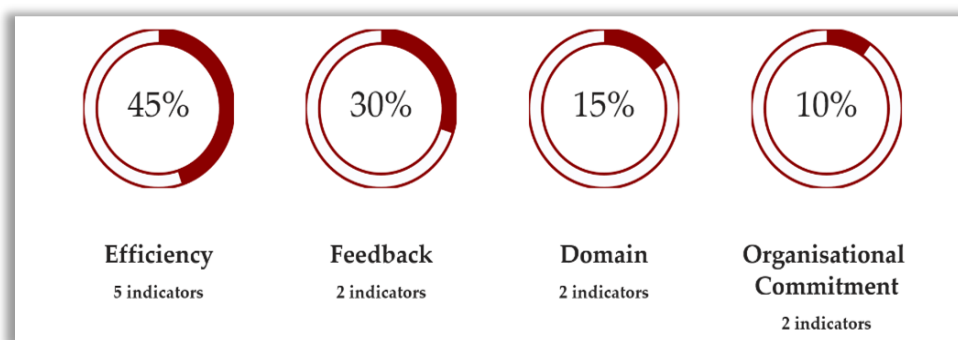
Grievance Redressal and Assessment Index

(GRAI – April, 2026)

- Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for April, 2026.
- Department of Official Language, Ministry of Textiles and Ministry of Steel are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for April, 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 – April, 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: Indicator Wise Scores Calculation from CPGRAMS Data (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	
Ministry of Labour and Employment	15192	27480	20561	19446	2701	7323	6619	1	8	9	15	952	4	575	25453	4606	633	30	9009	162	214	204	89
Department of Financial Services (Banking Division)	1953	11940	10940	9268	650	2476	2405	451	1373	1393	7	2163	0	1535	11274	2250	269	3	4922	31	82	89	820
Department of Telecommunications	690	7314	7152	6965	424	2326	2405	4	57	58	7	766	0	600	7223	1228	155	5	2848	2	26	27	0
Department of Defence Finance	3197	5527	3609	2951	900	460	191	0	0	0	18	713	7	169	5018	1076	149	3	1871	0	1	1	8
Central Board of Direct Taxes (Income Tax)	4583	5254	2980	2840	724	723	549	0	0	0	29	4266	3	4124	4854	1172	110	3	1978	4	10	11	2
Department of Posts	1372	6348	6021	5486	425	1437	1439	6	11	14	7	926	0	919	6347	1238	80	20	2251	3	15	14	16
Ministry of Railways (Railway Board)	3551	5946	4339	4188	1319	1552	1350	47	65	63	18	2229	3	1114	5616	791	129	6	2063	33	71	63	1396
Ministry of Home Affairs	3291	6766	6210	1641	538	500	543	0	10	4	14	609	2	356	7126	284	58	1	1382	116	394	429	128
Ministry of Road Transport and Highways	1354	5337	4930	1699	371	656	597	4	6	6	7	443	0	288	5388	240	47	0	804	28	116	102	7
Department of Health & Family Welfare	1918	5499	5638	2333	371	554	375	10	24	28	12	733	0	278	6383	229	23	5	543	27	100	109	1079
Unique Identification Authority of India	1821	3709	3018	3002	524	939	996	0	0	0	14	41	1	34	3839	760	73	6	1604	7	2	8	9
Ministry of Housing and Urban Affairs	2081	3144	2483	1045	638	495	361	49	40	49	19	1618	0	474	3371	177	31	1	507	46	73	86	6
Department of Agriculture and Farmers Welfare	1250	2767	3622	692	539	163	423	0	0	0	7	101	0	49	3718	73	4	0	203	7	9	13	5

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 Micro Small and Medium Enterprises	788	1301	1105	1037	337	289	360	1	9	4	16	133	0	41	1329	200	37	0	989	3	1	2	3
Ministry of Petroleum and Natural Gas	11095	14024	3279	3230	1102	992	35	8606	4468	8405	24	576	3	346	10490	1053	60	6	1643	36	44	28	473
Department of Higher Education	1765	3168	2348	1427	821	613	292	0	0	0	15	419	0	239	3062	246	33	0	609	29	45	45	8
Department of Military Affairs	1167	2345	1956	1889	789	666	163	0	0	0	13	1144	1	780	2319	509	108	1	1203	8	21	15	2
Department of Financial Services (Insurance Division)	54	2131	1840	1713	54	620	566	0	4	4	5	420	0	382	1853	297	62	3	894	2	37	34	14
Department of Consumer Affairs	904	3114	3593	3017	29	922	886	24	76	99	7	27	0	27	3643	272	37	1	928	12	52	58	74
Ministry of External Affairs	1094	1952	1863	1792	354	468	386	0	0	0	15	533	0	110	2105	339	28	5	713	33	21	22	140
Department of Food and Public Distribution	2761	2014	1055	944	218	433	468	74	49	42	28	2068	0	279	2051	300	18	0	555	5	15	7	7
Department of School Education and Literacy	1148	2761	1448	1230	503	599	355	21	66	44	18	205	0	124	2260	216	21	0	607	17	25	25	17
Department of Personnel and Training	629	1845	1328	347	57	61	49	0	0	0	17	139	0	72	1719	20	3	0	86	26	82	69	6
Department of Defence	256	1554	1528	961	0	0	0	4	35	32	5	796	0	759	1594	58	17	0	230	4	43	45	5
Department of Rural Development	984	1893	1580	1001	662	461	454	118	111	120	12	1737	0	295	1991	103	19	0	404	4	37	14	4
Ministry of Electronics & Information Technology	284	1512	1340	1029	101	236	205	0	0	0	7	166	0	41	1418	99	10	0	257	6	30	20	14
Department of Ex Servicemen Welfare	1061	1457	1038	978	1920	328	0	2	2	3	24	1296	2	246	1505	244	25	3	476	5	6	9	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	
Ministry of Corporate Affairs	688	1301	1313	1155	395	358	259	0	0	0	14	106	0	83	1433	55	10	0	263	10	17	18	223
Department of Revenue	356	1266	921	214	29	17	44	4	15	13	10	52	0	44	1145	13	2	0	29	5	21	16	5
Central Board of Indirect Taxes and Customs	154	1089	982	635	56	167	157	4	28	27	8	614	0	607	1043	159	15	1	267	0	10	10	4
Ministry of Drinking Water and Sanitation	655	1151	845	536	76	284	324	0	0	0	15	438	0	102	1148	142	35	0	356	11	15	16	8
Department of Social Justice and Empowerment	254	1208	1153	666	91	234	219	0	4	3	6	80	0	54	1222	77	22	3	266	9	37	35	1
Department of Justice	103	877	770	223	486	107	65	0	18	18	6	11	0	7	790	42	2	0	199	13	59	61	0
Ministry of Power	24	1345	1319	282	13	90	89	0	2	2	1	339	0	314	1327	6	1	0	14	0	37	37	3
Ministry of Women and Child Development	305	965	780	509	85	181	174	0	0	0	10	38	0	26	817	48	16	0	198	27	80	59	11
Ministry of Environment, Forest and Climate Change	460	1067	947	406	99	178	165	6	31	35	13	134	0	82	1169	46	9	2	155	28	73	83	164
Ministry of Panchayati Raj	162	781	841	198	24	62	68	0	0	0	7	1396	0	296	864	44	15	1	248	2	12	14	0
Ministry of Civil Aviation	320	758	703	624	219	213	158	3	4	4	14	353	0	141	818	86	21	1	248	7	8	10	4
Ministry of Cooperation	827	860	1055	843	170	544	608	0	0	0	17	23	0	15	1633	14	3	0	95	0	6	6	177
Department of Land Resources	92	615	667	51	1	1	2	0	0	0	4	8	0	6	690	2	0	0	4	3	11	14	0

2.3 Group B: Indicator Wise Scores Calculation from CPGRAMS Data (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	
Staff Selection Commission	243	436	205	191	79	77	65	0	0	0	23	27	0	20	389	120	8	2	246	0	3	0	104
NITI Aayog	46	366	366	60	1	2	2	0	0	0	2	67	0	5	374	5	0	0	18	2	11	10	3
Ministry of Coal	127	428	390	386	0	0	0	3	16	14	10	489	1	152	421	37	13	0	143	4	2	5	3
Ministry of Ayush	71	169	203	151	24	44	45	1	5	5	8	46	0	31	208	29	3	0	83	0	2	0	6
Ministry of Skill Development and Entrepreneurship	101	230	188	91	80	28	7	0	0	0	15	64	0	34	247	14	1	0	45	0	2	2	0
Ministry of Information and Broadcasting	138	441	444	393	42	89	74	7	27	19	10	72	0	55	468	40	4	1	97	6	18	19	4
Department of Empowerment of Persons with Disabilities	137	491	457	320	121	111	73	0	1	1	9	29	0	24	497	32	6	1	112	1	8	6	24
Department of Financial Services (Pension Reforms)	87	446	457	258	45	45	46	0	0	0	7	6	0	5	473	22	5	0	65	0	0	0	177
Ministry of Water Resources, River Development & Ganga Rejuvenation	222	371	299	109	18	38	38	4	5	4	14	163	0	59	391	14	1	0	41	3	9	5	73
Department of Commerce	160	326	260	184	80	30	23	2	0	1	22	83	0	54	353	15	2	0	35	6	13	13	6
Department of Legal Affairs	44	401	328	75	0	0	0	0	0	0	4	19	0	5	343	7	0	0	43	1	33	30	6

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Ministry of Tourism	124	373	321	178	28	40	31	12	41	38	10	68	0	23	347	37	3	1	76	1	8	8	31
Department of Economic Affairs ACC Division	394	235	146	53	23	20	4	0	0	0	87	54	0	23	352	1	2	0	9	16	7	13	15
Ministry of Culture	119	465	476	434	43	94	70	1	8	7	7	167	0	78	490	45	5	0	126	2	12	10	6
Department for Promotion of Industry and Internal Trade	112	241	204	154	17	45	35	0	0	0	13	79	0	39	264	23	3	1	46	1	6	5	6
Department of Animal Husbandry, Dairying	85	230	194	77	9	23	24	0	0	0	10	34	0	11	227	8	0	0	20	6	9	11	4
Ministry of New and Renewable Energy	130	273	231	134	28	39	39	0	0	0	15	44	0	40	293	19	1	0	36	0	2	2	0
Department of Defence Production	118	187	128	109	160	62	39	1	10	7	18	232	0	76	187	17	1	0	44	11	15	23	0
Department of Expenditure	114	164	147	98	75	18	16	0	0	0	30	127	0	67	234	6	1	0	12	0	1	1	19
Ministry of Tribal Affairs	67	191	179	133	19	31	18	0	0	0	8	91	0	27	190	15	1	0	42	1	9	6	0
Ministry of Minority Affairs	88	187	157	143	30	48	53	0	0	0	12	49	0	26	194	24	1	0	81	2	5	6	0
Ministry of Heavy Industries	24	142	139	108	14	21	22	0	0	0	4	63	0	31	139	12	2	0	51	0	4	4	0
O/o the Comptroller & Auditor General of India	86	159	147	78	49	36	20	0	0	0	13	132	0	80	178	10	1	0	26	1	0	0	1
Department of Defence Research and Development	47	47	25	23	3	15	14	0	0	0	26	99	0	11	54	2	0	0	7	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 Agriculture Research and Education	72	129	86	28	5	16	0	0	0	0	17	264	0	53	128	9	4	1	24	0	2	0	1
Ministry of Mines	53	150	133	43	12	21	16	5	27	27	10	46	0	27	151	5	0	1	20	4	7	7	2
Department of Pharmaceuticals	52	147	148	117	62	41	12	0	1	1	8	24	0	18	153	11	2	0	41	0	0	0	6
Department of Sports	89	155	128	115	17	31	34	0	0	0	20	51	0	24	169	19	1	0	41	3	0	1	0
Ministry of Parliamentary Affairs	13	127	131	43	0	1	1	0	0	0	3	16	1	16	135	2	0	0	4	3	6	8	0
Ministry of Shipping	66	128	99	81	9	32	16	10	10	15	15	75	0	50	135	16	0	0	31	0	1	1	36
Department of Science and Technology	56	154	92	59	11	21	13	3	6	6	22	95	0	47	124	10	2	0	18	2	5	5	1
Legislative Department	41	136	133	66	217	21	0	0	0	0	7	34	0	13	141	5	0	0	11	3	7	8	1
Department of Health Research	31	115	87	48	7	8	12	0	0	0	12	149	0	23	109	3	0	0	9	2	0	2	9
Department of Atomic Energy	28	138	74	45	22	24	23	6	30	19	10	73	0	49	87	11	1	0	16	2	9	5	5
Department of Investment & Public Asset Management	86	52	58	15	17	0	0	0	0	0	22	8	0	4	105	0	0	0	1	0	4	4	28
Ministry of Steel	10	57	51	51	5	10	10	0	0	0	8	56	0	39	52	3	2	0	15	0	4	2	1
Ministry of Textiles	13	56	51	48	8	11	17	0	2	2	8	44	0	18	52	6	1	0	19	0	0	0	0
Department of Youth Affairs	69	81	63	36	13	15	12	0	0	0	30	19	0	14	115	15	0	0	35	1	0	1	2

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback rated as:			Number of Feedback Calls	Urgent Category Grievances			Grievances Registered in "Others" Category
	Brought Forward	Receipts	Resolved Within Timeline	Resolved with ATR within Timeline	Brought Forward	Receipts	Resolved within 30 Days	Brought Forward	Receipts	Resolved		Mapped (excluding inactive)	With Pending >100 (for >21 Days)	>5 Logins		Satisfied	Partial Resolution	Delayed Resolution		Brought Forward	Receipts	Resolved	
Department of Fisheries	13	49	48	37	11	14	13	0	0	0	5	13	0	4	48	0	1	0	6	2	5	4	21
Department of Scientific & Industrial Research	32	85	63	57	15	20	12	0	3	2	14	108	0	42	76	10	1	0	22	0	2	1	0
Ministry of Food Processing Industries	12	45	33	11	144	1	0	0	1	0	9	32	0	8	36	1	0	0	1	0	2	2	25
Department of Public Enterprises	47	60	76	25	8	0	0	0	0	0	16	11	0	1	103	0	0	0	4	0	1	1	0
Department of Chemicals and Petrochemicals	14	146	149	61	9	3	3	0	0	0	3	12	0	8	154	0	0	0	5	0	1	1	1
Department of Space	36	44	30	26	5	12	7	0	0	0	19	21	0	16	57	6	0	0	13	0	1	1	11
Department of Fertilizers	19	51	39	20	6	9	10	9	14	17	14	38	0	18	49	3	1	0	11	0	0	0	12
Ministry of Statistics and Programme Implementation	36	47	20	19	5	9	0	0	2	0	24	88	0	28	35	3	0	0	11	0	2	2	17
Ministry of Earth Sciences	8	31	22	19	2	4	5	0	0	0	12	29	0	3	25	3	2	0	9	0	2	0	4
Department of Official Language	1	7	7	3	0	0	0	0	0	0	2	15	0	14	7	1	0	0	3	0	0	0	0
Department of Bio Technology	6	7	5	5	1	3	1	0	0	0	25	66	0	19	10	1	0	0	2	1	0	1	0
Ministry of Development of North Eastern Region	0	17	17	6	29	1	0	0	0	0	1	15	0	3	17	2	1	1	4	0	0	0	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. The blank cells which are highlighted in **yellow** mean for that Ministry/Department, it was not possible to calculate the value for that indicator due to division by zero error. In all of these cases the weight of the respective indicator has been divided equally among other indicators of the same dimension.
3. 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.
4. For the Indicator Average Disposal Time, Ministries/Departments taking more than 21 days on average are being given a score of **zero** instead of a negative score.

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	0.30		0.70
1	Department of Justice	0.23	0.11	1.00	0.71	1.000	0.86	0.22	0.85	1.00	79.73	0.31	0.64
2	Department of Fisheries	0.60	0.52		0.76	1.000	0.71	0.17	0.57	0.57	3.77	0.97	0.31
3	Ministry of Heavy Industries	0.65	0.63		0.81	1.000	0.85	0.27	1.00	1.00	2.25	0.98	0.49
4	Department of Health & Family Welfare	0.31	0.41	0.82	0.43	1.000	0.91	0.47	0.86	0.80	7.50	0.94	0.38
5	Department of Health Research	0.33	0.80		0.43	1.000	0.93	0.33	1.00	0.92	0.77	0.99	0.15
6	Department of Legal Affairs	0.17			0.81	1.000		0.16	0.88	0.99	21.11	0.82	0.26

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	0.17	0.60		0.67	1.000	0.96	0.38	0.81	1.00	27.40	0.76	0.49
8	Department of Animal Husbandry, Dairying	0.24	0.75		0.52	1.000	0.90	0.40	0.73	0.98	6.76	0.94	0.32
9	Department of Agriculture Research and Education	0.14	0.00		0.19	1.000	0.88	0.58		0.99	0.49	1.00	0.20
10	Department of Consumer Affairs	0.75	0.93	0.99	0.67	1.000	0.75	0.33	0.91	0.98	115.33	0.00	1.00
11	Department of Commerce	0.38	0.21	0.50	0.00	1.000	0.92	0.49	0.68	0.98	3.93	0.97	0.65
12	Department of Chemicals and Petrochemicals	0.38	0.25		0.86	1.000	0.98	0.00	1.00	0.99	12.17	0.90	0.67
13	Department of Food and Public Distribution	0.20	0.72	0.34	0.00	1.000	0.79	0.57	0.35	1.00	0.97	0.99	0.13
14	Department of Fertilizers	0.29	0.67	0.74	0.33	1.000	0.82	0.36		0.76	1.34	0.99	0.47
15	Department for Promotion of Industry and Internal Trade	0.44	0.56		0.38	1.000	0.83	0.59	0.71	0.98	3.05	0.97	0.49
16	Department of Land Resources	0.07	1.00		0.81	1.000	1.00	0.50	1.00	1.00	76.88	0.33	0.75
17	Department of Rural Development	0.35	0.40	0.52	0.43	1.000	0.77	0.30	0.34	1.00	1.09	0.99	0.17
18	Department of School Education and Literacy	0.31	0.32	0.51	0.14	1.000	0.73	0.39	0.60	0.99	13.47	0.88	0.60
19	Department of Telecommunications	0.87	0.87	0.95	0.67	1.000	0.68	0.49	0.96	1.00	9.55	0.92	0.78
20	NITI Aayog	0.15	0.67		0.90	1.000	0.99	0.28	0.77	0.99	5.46	0.95	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	0.23	0.00		0.24	1.000	1.00	0.00	1.00	1.00	5.45	0.95	0.09
22	Department of Higher Education	0.29	0.20		0.29	1.000	0.80	0.46	0.61	1.00	7.56	0.94	0.57
23	Department of Sports	0.47	0.71		0.05	1.000	0.82	0.49	0.33	1.00	3.04	0.97	0.47
24	Legislative Department	0.37	0.00		0.67	1.000	0.85	0.45	0.80	0.99	4.00	0.97	0.38
25	Department of Youth Affairs	0.24	0.43		0.00	1.000	0.87	0.43	1.00	0.98	4.26	0.96	0.74
26	Unique Identification Authority of India	0.54	0.68		0.33	0.976	0.76	0.52	0.89	1.00	90.46	0.22	0.83
27	Ministry of Ayush	0.63	0.66	0.83	0.62	1.000	0.79	0.39	0.00	0.96	3.67	0.97	0.67
28	Ministry of Corporate Affairs	0.58	0.34		0.33	1.000	0.75	0.25	0.67	0.83	12.27	0.89	0.78
29	Ministry of Drinking Water and Sanitation	0.30	0.90		0.29	1.000	0.75	0.50	0.62	0.99	2.63	0.98	0.23
30	Ministry of Food Processing Industries	0.19	0.00	0.00	0.57	1.000	0.97	1.00		0.44	1.41	0.99	0.25
31	Ministry of Development of North Eastern Region	0.35	0.00		0.95	1.000	0.94			1.00	1.13	0.99	0.20
32	Ministry of Skill Development and Entrepreneurship	0.27	0.06		0.29	1.000	0.89	0.33		1.00	3.59	0.97	0.53
33	Ministry of Housing and Urban Affairs	0.20	0.32	0.55	0.10	1.000	0.85	0.41	0.72	1.00	1.94	0.98	0.29
34	Ministry of Women and Child Development	0.40	0.65		0.52	1.000	0.78	0.32	0.55	0.99	25.39	0.78	0.68

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	0.36	0.46	0.72	0.52	1.000	0.88	0.54	0.89	0.92	5.49	0.95	0.34
36	Ministry of Coal	0.70		0.74	0.52	0.998		0.35	0.83	0.99	0.88	0.99	0.31
37	Ministry of External Affairs	0.59	0.47		0.29	1.000	0.78	0.52	0.41	0.93	3.66	0.97	0.21
38	Ministry of Electronics & Information Technology	0.57	0.61		0.67	1.000	0.83	0.42	0.56	0.99	9.11	0.92	0.25
39	Ministry of Parliamentary Affairs	0.31			0.86	0.938	0.99	0.50	0.89	1.00	7.94	0.93	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.18	0.68	0.44	0.33	1.000	0.90	0.37	0.42	0.80	2.28	0.98	0.36
41	Ministry of Micro Small and Medium Enterprises	0.50	0.58	0.40	0.24	1.000	0.78	0.24	0.50	1.00	9.78	0.92	0.31
42	Ministry of Civil Aviation	0.58	0.37	0.57	0.33	1.000	0.74	0.44	0.67	0.99	2.15	0.98	0.40
43	Ministry of Cooperation	0.50	0.85		0.19	1.000	0.67	0.18	1.00	0.79	37.39	0.68	0.65
44	Ministry of Environment, Forest and Climate Change	0.27	0.60	0.95	0.38	1.000	0.85	0.37	0.82	0.85	7.96	0.93	0.61
45	Ministry of Information and Broadcasting	0.68	0.56	0.56	0.52	1.000	0.81	0.46	0.79	0.99	6.13	0.95	0.76
46	Ministry of Labour and Employment	0.46	0.66	1.00	0.29	0.996	0.71	0.58	0.54	1.00	28.87	0.75	0.60
47	Ministry of Panchayati Raj	0.21	0.79		0.67	1.000	0.93	0.24	1.00	1.00	0.56	1.00	0.21
48	Ministry of Road Transport and Highways	0.25	0.58	0.60	0.67	1.000	0.88	0.36	0.71	1.00	12.05	0.90	0.65

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	0.23	0.00		0.00	1.000	0.74	0.27		0.64	0.53	1.00	0.32
50	Ministry of Power	0.21	0.86		0.95	1.000	0.93	0.50	1.00	1.00	3.97	0.97	0.93
51	Ministry of Shipping	0.42	0.39	0.75	0.29	1.000	0.76	0.52	1.00	0.72	1.71	0.99	0.67
52	O/o the Comptroller & Auditor General of India	0.32	0.24		0.38	1.000	0.80	0.42	0.00	0.99	1.20	0.99	0.61
53	Central Board of Direct Taxes (Income Tax)	0.29	0.38		0.00	0.999	0.85	0.65	0.79	1.00	1.23	0.99	0.97
54	Central Board of Indirect Taxes and Customs	0.51	0.70	0.84	0.62	1.000	0.84	0.66	1.00	1.00	1.77	0.99	0.99
55	Department of Atomic Energy	0.27	0.50	0.53	0.52	1.000	0.72	0.75	0.45	0.96	1.89	0.98	0.67
56	Department of Bio Technology	0.38	0.25		0.00	1.000	0.70	0.50	1.00	1.00	0.11	1.00	0.29
57	Department of Ex Servicemen Welfare	0.39	0.00	0.75	0.00	0.998	0.78	0.57	0.82	1.00	1.12	0.99	0.19
58	Department of Defence Production	0.36	0.18	0.64	0.14	1.000	0.67	0.41	0.88	1.00	0.81	0.99	0.33
59	Department of Defence Research and Development	0.24	0.78		0.00	1.000	0.72	0.29		1.00	0.47	1.00	0.11
60	Department of Financial Services (Banking Division)	0.67	0.77	0.76	0.67	1.000	0.78	0.51	0.79	0.93	5.52	0.95	0.71
61	Department of Financial Services (Insurance Division)	0.78	0.84	1.00	0.76	1.000	0.67	0.40	0.87	0.99	5.07	0.96	0.91
62	Department of Financial Services (Pension Reforms)	0.48	0.51		0.67	1.000	0.90	0.42		0.60	74.33	0.36	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	0.54	0.11		0.38	0.999	0.71	0.51	0.52	1.00	2.05	0.98	0.68
64	Department of Empowerment of Persons with Disabilities	0.51	0.31	1.00	0.57	1.000	0.78	0.35	0.67	0.95	16.93	0.85	0.83
65	Department of Investment & Public Asset Management	0.11	0.00		0.00	1.000	1.00	0.00		0.46	6.50	0.94	0.50
66	Department of Economic Affairs ACC Division	0.08	0.09		0.00	1.000	0.94	0.33	0.57	0.94	4.35	0.96	0.43
67	Department of Expenditure	0.35	0.17		0.00	1.000	0.92	0.58	1.00	0.88	1.29	0.99	0.53
68	Department of Personnel and Training	0.14	0.42		0.19	1.000	0.96	0.27	0.64	1.00	13.27	0.89	0.52
69	Department of Revenue	0.13	0.96	0.68	0.52	1.000	0.99	0.52	0.62	1.00	24.35	0.79	0.85
70	Department of Science and Technology	0.28	0.41	0.67	0.00	1.000	0.83	0.67	0.71	0.99	1.62	0.99	0.49
71	Department of Scientific & Industrial Research	0.49	0.34		0.33	1.000	0.74	0.50	0.50	1.00	0.79	0.99	0.39
72	Department of Pharmaceuticals	0.59	0.12		0.62	1.000	0.73	0.32		0.96	6.13	0.95	0.75
73	Department of Posts	0.71	0.77	0.82	0.67	1.000	0.77	0.59	0.78	1.00	6.86	0.94	0.99
74	Department of Space	0.33	0.41		0.10	1.000	0.79	0.46	1.00	0.75	2.10	0.98	0.76
75	Department of Defence Finance	0.34	0.14		0.14	0.990	0.91	0.66	1.00	1.00	7.75	0.93	0.24
76	Department of Official Language	0.38			0.90	1.000	1.00			1.00	0.47	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	0.53		0.82	0.76	1.000		0.33	0.96	1.00	1.95	0.98	0.95
78	Department of Social Justice and Empowerment	0.46	0.67	0.75	0.71	1.000	0.81	0.38	0.76	1.00	15.10	0.87	0.68
79	Staff Selection Commission	0.28	0.42		0.00	1.000	0.80	0.53	0.00	0.76	16.15	0.86	0.74
80	Ministry of Culture	0.74	0.51	0.78	0.67	1.000	0.81	0.40	0.71	0.99	2.78	0.98	0.47
81	Ministry of Earth Sciences	0.49	0.83		0.43	1.000	0.84	0.56	0.00	0.87	1.07	0.99	0.10
82	Ministry of Home Affairs	0.16	0.52	0.40	0.33	0.997	0.93	0.25	0.84	0.98	11.11	0.90	0.58
83	Ministry of Mines	0.21	0.48	0.84	0.52	1.000	0.86	0.30	0.64	0.99	3.26	0.97	0.59
84	Ministry of Minority Affairs	0.52	0.68		0.43	1.000	0.75	0.31	0.86	1.00	3.82	0.97	0.53
85	Ministry of New and Renewable Energy	0.33	0.58		0.29	1.000	0.87	0.56	1.00	1.00	6.20	0.95	0.91
86	Ministry of Railways (Railway Board)	0.44	0.47	0.56	0.14	0.999	0.72	0.45	0.61	0.77	2.67	0.98	0.50
87	Ministry of Steel	0.76	0.67		0.62	1.000	0.81	0.33		0.98	1.02	0.99	0.70
88	Ministry of Petroleum and Natural Gas	0.13	0.02	0.64	0.00	0.995	0.91	0.68	0.35	0.97	24.35	0.79	0.60
89	Ministry of Tribal Affairs	0.52	0.36		0.62	1.000	0.84	0.38	0.60	1.00	2.10	0.98	0.30
90	Ministry of Textiles	0.70	0.89	1.00	0.62	1.000	0.79	0.37		1.00	1.27	0.99	0.41

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 April to 30th April, 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 Telecommunications	0.397	0.175	0.147	0.082	0.801	1
2	Department of Posts	0.349	0.205	0.130	0.098	0.782	2
3	Central Board of Indirect Taxes and Customs	0.303	0.224	0.150	0.099	0.776	3
4	Department of Financial Services (Insurance Division)	0.385	0.161	0.138	0.092	0.776	4
5	Department of Consumer Affairs	0.379	0.162	0.140	0.070	0.752	5
6	Department of Financial Services (Banking Division)	0.336	0.194	0.127	0.078	0.735	6
7	Ministry of Power	0.261	0.215	0.150	0.094	0.720	7
8	Unique Identification Authority of India	0.279	0.192	0.140	0.065	0.676	8
9	Department of Land Resources	0.235	0.225	0.150	0.063	0.672	9
10	Department of Social Justice and Empowerment	0.288	0.179	0.128	0.073	0.669	10
11	Department of Defence	0.317	0.098	0.146	0.096	0.657	11

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
12	Ministry of Labour and Employment	0.284	0.195	0.109	0.065	0.652	12
13	Department of Revenue	0.229	0.225	0.115	0.083	0.652	13
14	Ministry of Electronics & Information Technology	0.303	0.189	0.109	0.045	0.646	14
15	Central Board of Direct Taxes (Income Tax)	0.180	0.225	0.131	0.097	0.633	15
16	Department of Health & Family Welfare	0.233	0.208	0.125	0.055	0.622	16
17	Ministry of Environment, Forest and Climate Change	0.243	0.182	0.125	0.071	0.620	17
18	Ministry of Civil Aviation	0.263	0.176	0.120	0.057	0.616	18
19	Ministry of Road Transport and Highways	0.229	0.185	0.124	0.072	0.610	19
20	Ministry of Panchayati Raj	0.238	0.176	0.150	0.045	0.609	20
21	Ministry of Cooperation	0.278	0.127	0.138	0.066	0.608	21
22	Department of Defence Finance	0.178	0.235	0.150	0.045	0.608	22
23	Ministry of Women and Child Development	0.260	0.165	0.109	0.071	0.605	23
24	Department of Agriculture and Farmers Welfare	0.214	0.200	0.133	0.057	0.604	24
25	Department of Military Affairs	0.235	0.184	0.107	0.077	0.603	25
26	Ministry of Corporate Affairs	0.261	0.150	0.110	0.082	0.602	26
27	Ministry of External Affairs	0.271	0.195	0.092	0.044	0.602	27

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
28	Ministry of Drinking Water and Sanitation	0.243	0.187	0.115	0.046	0.591	28
29	Department of Ex Servicemen Welfare	0.197	0.203	0.133	0.043	0.576	29
30	Department of Justice	0.221	0.163	0.136	0.054	0.574	30
31	Ministry of Railways (Railway Board)	0.233	0.176	0.100	0.064	0.573	31
32	Ministry of Home Affairs	0.178	0.177	0.135	0.068	0.557	32
33	Department of Higher Education	0.183	0.189	0.115	0.068	0.554	33
34	Ministry of Micro Small and Medium Enterprises	0.245	0.153	0.105	0.049	0.552	34
35	Department of School Education and Literacy	0.194	0.169	0.113	0.069	0.544	35
36	Ministry of Housing and Urban Affairs	0.171	0.190	0.125	0.050	0.536	36
37	Ministry of Petroleum and Natural Gas	0.138	0.238	0.089	0.066	0.531	37
38	Department of Personnel and Training	0.162	0.185	0.117	0.063	0.527	38
39	Department of Food and Public Distribution	0.179	0.204	0.091	0.039	0.514	39
40	Department of Rural Development	0.220	0.161	0.091	0.042	0.513	40

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.

2.6 Ranking of Ministries/Departments – Group B

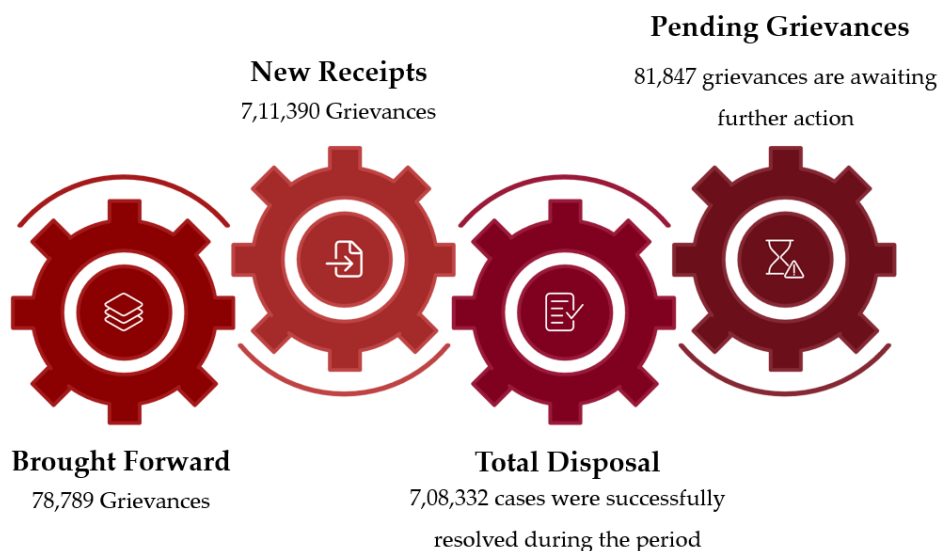
(Ministries/Departments with Total Grievances **less than 500**)

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Department of Official Language	0.287	0.300	0.150	0.095	0.832	1
2	Ministry of Textiles	0.364	0.174	0.150	0.058	0.746	2
3	Ministry of Steel	0.346	0.171	0.147	0.079	0.743	3
4	Ministry of Parliamentary Affairs	0.259	0.224	0.140	0.098	0.720	4
5	Ministry of Heavy Industries	0.330	0.169	0.150	0.064	0.713	5
6	Ministry of Information and Broadcasting	0.304	0.191	0.131	0.082	0.708	6
7	Ministry of Culture	0.335	0.181	0.124	0.062	0.701	7
8	Ministry of Development of North Eastern Region	0.221	0.282	0.150	0.044	0.697	8
9	Ministry of New and Renewable Energy	0.224	0.213	0.150	0.092	0.680	9
10	Department of Empowerment of Persons with Disabilities	0.285	0.169	0.117	0.084	0.654	10
11	Department for Promotion of Industry and Internal Trade	0.251	0.212	0.123	0.064	0.650	11
12	Ministry of Minority Affairs	0.282	0.159	0.137	0.066	0.645	12
13	Ministry of Tourism	0.243	0.214	0.135	0.052	0.644	13
14	Department of Pharmaceuticals	0.261	0.157	0.144	0.081	0.644	14
15	Ministry of Shipping	0.242	0.192	0.133	0.076	0.643	15
16	Ministry of Ayush	0.324	0.176	0.058	0.076	0.634	16
17	Department of Financial	0.275	0.198	0.090	0.069	0.632	17

S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
	Services (Pension Reforms)						
18	Department of Health Research	0.251	0.189	0.145	0.041	0.625	18
19	Ministry of Coal	0.331	0.105	0.135	0.052	0.622	19
20	Ministry of Tribal Affairs	0.266	0.183	0.114	0.050	0.613	20
21	Department of Chemicals and Petrochemicals	0.242	0.147	0.150	0.074	0.612	21
22	Department of Expenditure	0.176	0.226	0.143	0.067	0.612	22
23	Department of Atomic Energy	0.215	0.221	0.099	0.077	0.612	23
24	Department of Science and Technology	0.197	0.225	0.124	0.064	0.610	24
25	Department of Animal Husbandry, Dairying	0.234	0.195	0.125	0.051	0.604	25
26	Department of Space	0.196	0.188	0.135	0.083	0.602	26
27	Department of Sports	0.250	0.196	0.090	0.062	0.598	27
28	Department of Commerce	0.192	0.210	0.120	0.075	0.597	28
29	Department of Youth Affairs	0.173	0.195	0.149	0.080	0.597	29
30	Legislative Department	0.207	0.196	0.132	0.056	0.591	30
31	Department of Fertilizers	0.235	0.177	0.115	0.063	0.590	31
32	Department of Scientific & Industrial Research	0.241	0.186	0.105	0.057	0.588	32
33	Ministry of Earth Sciences	0.288	0.209	0.052	0.037	0.587	33
34	Ministry of Mines	0.224	0.174	0.116	0.070	0.585	34
35	NITI Aayog	0.229	0.191	0.129	0.034	0.582	35
36	Department of Fisheries	0.306	0.131	0.086	0.051	0.574	36
37	Department of Bio Technology	0.190	0.180	0.150	0.050	0.570	37

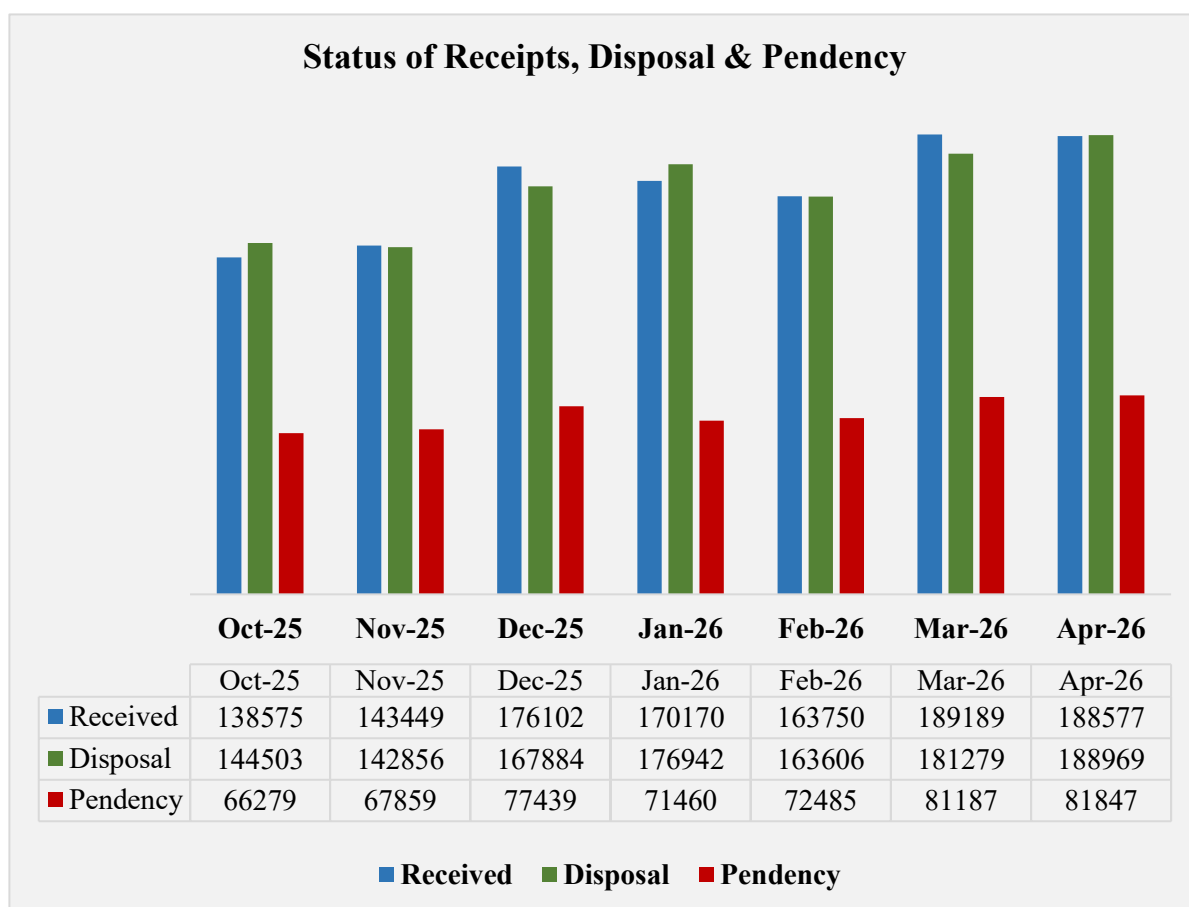
S. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
38	Ministry of Skill Development and Entrepreneurship	0.168	0.183	0.150	0.066	0.567	38
39	Department of Defence Production	0.201	0.162	0.140	0.053	0.555	39
40	Department of Defence Research and Development	0.204	0.151	0.150	0.038	0.543	40
41	Ministry of Food Processing Industries	0.132	0.296	0.067	0.047	0.542	41
42	Department of Agriculture Research and Education	0.127	0.219	0.149	0.044	0.538	42
43	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.196	0.190	0.086	0.055	0.526	43
44	O/o the Comptroller & Auditor General of India	0.198	0.183	0.060	0.072	0.513	44
45	Staff Selection Commission	0.181	0.200	0.046	0.078	0.504	45
46	Department of Public Enterprises	0.150	0.150	0.150	0.035	0.485	46
47	Department of Economic Affairs ACC Division	0.111	0.191	0.107	0.059	0.468	47
48	Department of Legal Affairs	0.227	0.049	0.139	0.043	0.457	48
49	Ministry of Statistics and Programme Implementation	0.135	0.152	0.096	0.052	0.435	49
50	Department of Investment & Public Asset Management	0.108	0.150	0.069	0.063	0.391	50

3. Review of Status of Grievances



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

Month-wise Status of Grievances



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

As a new 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. These ten grievance categories account for more than 5,01,000 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. This analysis of high-volume and repeating grievances will continue to be pursued in the CPGRAMS Monthly Reports, with the next sets of high-volume grievance categories being discussed each month.

The ten grievance categories discussed herewith span six central Ministries and Departments as per the Table below. Three departments – DOAAC, DEABD, and MOLBR – each contribute multiple categories. 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	DOAAC	Stoppage of installments after issue of few installments	16,154	73,048	50,300	12,600	1,52,102
2	CBODT	Refund Matter / Wrong Demand	11,112	22,630	18,137	15,897	67,776
3	DOAAC	Non-Receipt of PM-KISAN Instalments	2,447	18,462	22,026	5,829	48,764

4	MOLBR	Delay in final settlement / Final PF withdrawal / PF settled but not credited	7,908	10,717	14,201	10,865	43,691
5	DEABD	Fraud	8,376	11,922	13,478	7,814	41,590
6	DOAAC	Approval of Documents by State Government	—	15,072	17,734	4,503	37,309
7	DOTEL	Issues Related to Network Coverage	3,426	3,452	4,658	19,687	31,223
8	DEABD	Misbehaviour / Harassment / Corruption by Bank Staff	7,749	8,158	8,650	6,133	30,690
9	MOLBR	Correction of Member Personal Details	6,988	8,977	8,837	—	24,802
10	DOURD	Complaint / Request for PMAY	—	8,641	15,213	—	23,854

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. DOAAC: Stoppage of Installments After Issue of Few Installments

2022	2023	2024	2025	Total
16,154	73,048	50,300	12,600	1,52,102

Farmer's complaints reflect incomplete land digitisation, land revenue records not linked to PM KISAN Portals, non-responsive block agriculture offices, and absence of any mechanism to track correction status after

lodging a grievance. DOAAC's administrative response follows a uniform template of auto-forwarding grievances to the state government. Repeat filings by the same farmers across multiple grievance cycles are observed, confirming that procedural disposal does not reliably restore instalment payments.

2. CBODT - Refund Matter / Wrong Demand

2022	2023	2024	2025	Total
11,112	22,630	18,137	15,897	67,776

ATR analysis reveals that the dominant failure mode is a rectification loop, under Section 154 on ITBA, between Jurisdictional Assessing Officer (JAO) and the Centralised Processing Centre (CPC), leaving the refund indefinitely pending. Additional grievances mention outstanding demands from assessment years as far back as 2009-10, incorrect application of Section 115BAC, stale PAN jurisdiction data requiring multiple transfers, and bank account validation holds. Citizens complain about procedural closures or Auto System replies without a reasoned order for disposal. Or where grievances are marked disposed after an internal order is passed but the refund not reaching the taxpayer's bank account. CBODT's standard ATR instruction – "kindly direct the AO to take action and upload the status report" – recurs without verified follow-up or escalation.

3. DOAAC - Non-Receipt of PM-KISAN Instalments

2022	2023	2024	2025	Total
2,447	18,462	22,026	5,829	48,764

ATR analysis reveals a recurring set of last-mile failures: e-KYC pending at bank or portal level despite farmer compliance; NPCI mapping remaining inactive even when the Aadhaar-linked account is operational; Aadhaar-to-land-record name mismatches that trigger automated rejection and demand affidavits; lag between bank-end Aadhaar seeding and portal synchronisation; and false duplicate flags on shared family land.

Patwari and tehsil-level gatekeeping further extends timelines, with some cases stuck for over a year before central escalation moves them, and banks frequently fail to assist elderly farmers in completing NPCI procedures.

4. MOLBR - Delay in Final Settlement / Final PF Withdrawal / PF Settled but Not Credited

2022	2023	2024	2025	Total
7,908	10,717	14,201	10,865	43,691

ATR analysis reflects the following recurring issues raised by complainants: employer-side errors under the Aatmanirbhar Bharat Rozgar Yojana (ABRY) scheme that have led to UAN account freezing; Form 15G/H non-submission triggering automatic Form 19 rejection; Aadhaar-to-UAN name mismatches; inter-Regional Office EPS diversion delays; claims by deceased members' families stalled where Annexure-K has reportedly been withheld by the employer; and Form 31 advance rejections citing unmerged prior accounts. Citizens facing settlement delays are reported to include retired workers, recently separated employees, medical emergency cases, and families of deceased members – all groups with immediate financial need and limited procedural capacity. EPFO's CPGRAMS responses predominantly consist of auto-forwarding to Regional Offices, and multiple cases show the same citizen filing three to four successive grievances before receiving resolution.

5. DEABD - Fraud

2022	2023	2024	2025	Total
8,376	11,922	13,478	7,814	41,590

The consistent growth through 2024 may reflect rapid expansion of digital financial services, increased exposure to OTP-based fraud and phishing, and growing citizen awareness of CPGRAMS as a redressal mechanism; the 2025 decline may indicate improved preventive controls or, alternatively, reduced citizen confidence in achieving

actual financial recovery. Complaints predominantly relate to unauthorised UPI and NEFT transactions, OTP and social engineering fraud, investment scams via WhatsApp and Telegram, mis-selling of insurance products by bank staff, and identity theft for loan creation. These issues are reported to disproportionately affect senior citizens, rural account holders, and less digitally literate users, who allege limited alternative institutional recourse. DEABD's administrative role is largely supervisory – routing grievances to banks and the RBI – and ATR analysis reflects a recurring pattern of procedural closures based on bank communication, where complainants allege absence of actual financial restitution. This gap between complaint disposal and fund recovery appears to be a defining concern in this category.

6. DOAAC - Approval of Documents by State Government

2022	2023	2024	2025	Total
—	15,072	17,734	4,503	37,309

This captures PM-KISAN beneficiary applicants whose land ownership documents, Aadhaar seeding, khatauni uploads, and beneficiary authentication remain pending across state, district, and block verification layers. Case analysis suggests that grievance outcomes depend more on the quality of administrative engagement. Unsatisfied cases are observed to point towards procedural disposal, vague remarks, and verification responsibility moving across layers without clear ownership; satisfied cases reflect factual verification, transparent clarification, and active facilitation. Citizens – particularly widows, farmers in inheritance disputes, and applicants in states with lagging land-record digitisation – allege barriers where verification responsibility circulates between state, district, and block authorities. Stronger document verification SOPs, Aadhaar-based application traceability, and designated district-level PM-KISAN coordination officers may significantly reduce approval pendency and repeat grievance cycles.

7. DOTEL - Issues Related to Network Coverage

2022	2023	2024	2025	Total
3,426	3,452	4,658	19,687	31,223

Grievances span weak signal coverage, call drops, slow internet speeds, indoor connectivity failures, frequent optical fibre cable disruptions, and complete network outages during electricity failures attributed to inadequate tower battery backup. Citizens in rural areas allege disproportionate impact, as they increasingly depend on mobile connectivity for online education, e-governance services, telemedicine, and digital financial transactions — making network failure a barrier to welfare access, not merely a service inconvenience. DoT's administrative response involves forwarding grievances to Telecom Service Providers (TSPs) with reminders and timeline monitoring. ATR analysis reflects that resolution is inconsistent across cases, with several grievances being closed after generic network optimisation assurances.

8. DEABD - Misbehaviour / Harassment / Corruption by Bank Staff

2022	2023	2024	2025	Total
7,749	8,158	8,650	6,133	30,690

Complaints relate to allegations of rude and threatening conduct by bank officials, coercive loan recovery practices, delays in KYC updates and account services, mis-selling of insurance and financial products, refusal of basic banking access, and alleged bribery during document processing. These issues are reported to disproportionately affect senior citizens, rural customers, widows, pensioners, and the economically vulnerable, who remain dependent on physical branch interactions. ATR analysis reflects a recurring pattern of disposal through standardised responses — "customer has been suitably communicated" or "reply attached" — where substantive inquiry into the misconduct allegations is not always evident.

9. MOLBR - Correction of Member Personal Details

2022	2023	2024	2025	Total
6,988	8,977	8,837	—	24,802

The sustained volume reflects issues in EPFO's Aadhaar-UAN integration, legacy record digitisation gaps, and the system's dependence on employer verification for every correction request. Aadhaar-to-EPFO mismatches in name, date of birth, or father's name are reported to be common and to directly block PF transfers, withdrawal claims, and pension applications, making this an enabling bottleneck that amplifies grievances across multiple settlement categories. ATR analysis reflects a recurring set of issues raised by complainants: corrections marked "resolved" on the portal while underlying records appear unchanged; closed or non-responsive employers refusing to attest Joint Declaration forms; jurisdictional transfer loops between Regional Offices; and contradictory guidance where employers claim approval but the PF portal does not reflect. Migrant workers and pensioners are reported to be disproportionately affected.

10. DOURD - Complaint / Request for PMAY (Urban)

2022	2023	2024	2025*	Total
—	8,641	15,213	—	23,854

ATR analysis reflects a recurring set of issues raised by complainants: CLSS subsidies blocked where banks have not uploaded documents to the Central Nodal Agency (NHB/HUDCO) portal; instalments released from the Centre but stuck at the State Nodal Account (SNA) level before reaching the beneficiary; geo-tagging and physical verification delays at the Urban Local Body (ULB) level; Aadhaar-to-bank name mismatches triggering automated rejection; income certificate delays at the Tehsil level; and exclusion errors where eligible applicants are absent from SECC-2011 or Awaas+ 2018 databases. EWS families, migrants, and unorganised sector workers are reported to be disproportionately affected.

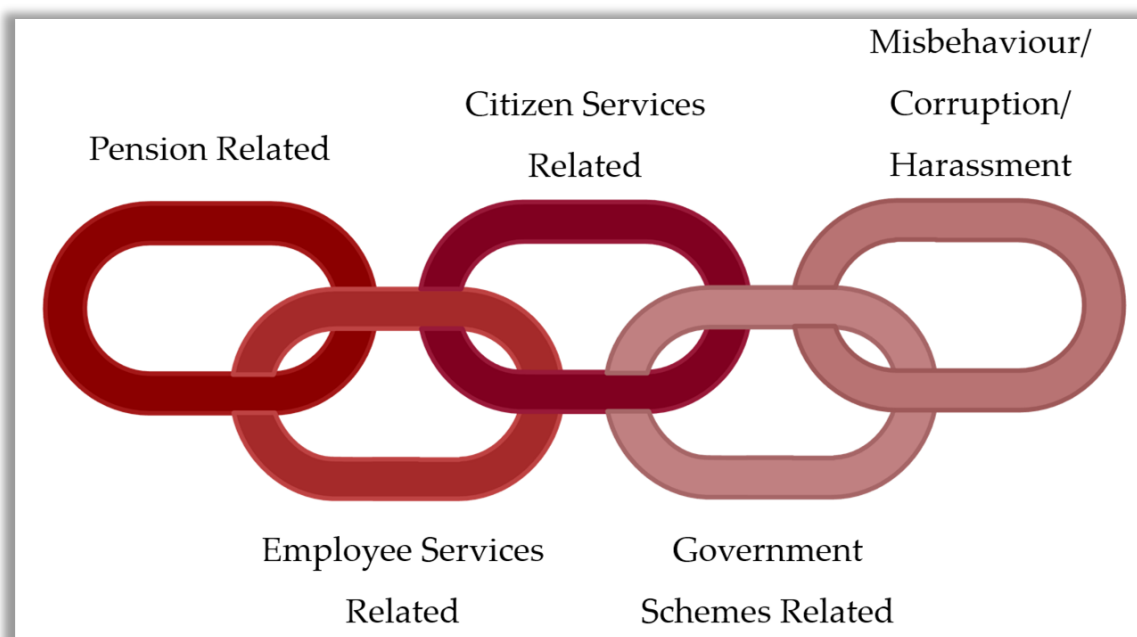
5. Categorisation

5.1 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:



5.2 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

6. Review Meeting by Secretaries

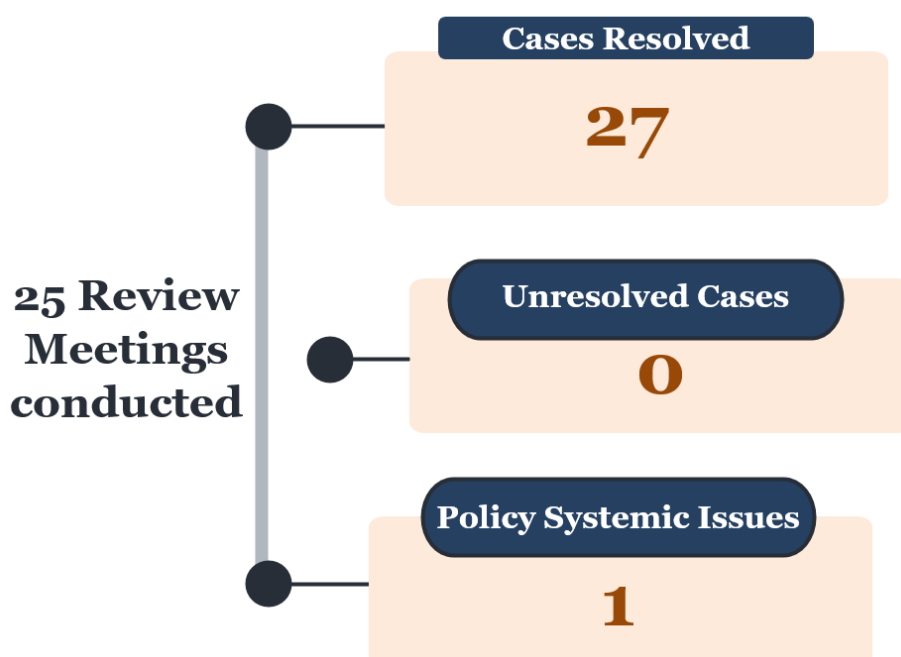
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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

A total of **331 Review Meetings** were conducted between **14th February 2025 till 30th April, 2026**. A total of 1,690 cases has been resolved; 61 systemic policy issues and 24 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – April, 2026

A total of **25 Review Meetings** were conducted and **27 cases** were resolved in **April 2026**. Ministry of Textiles and Department of Ex-Servicemen Welfare have conducted the maximum number of Review meetings (four meetings each).



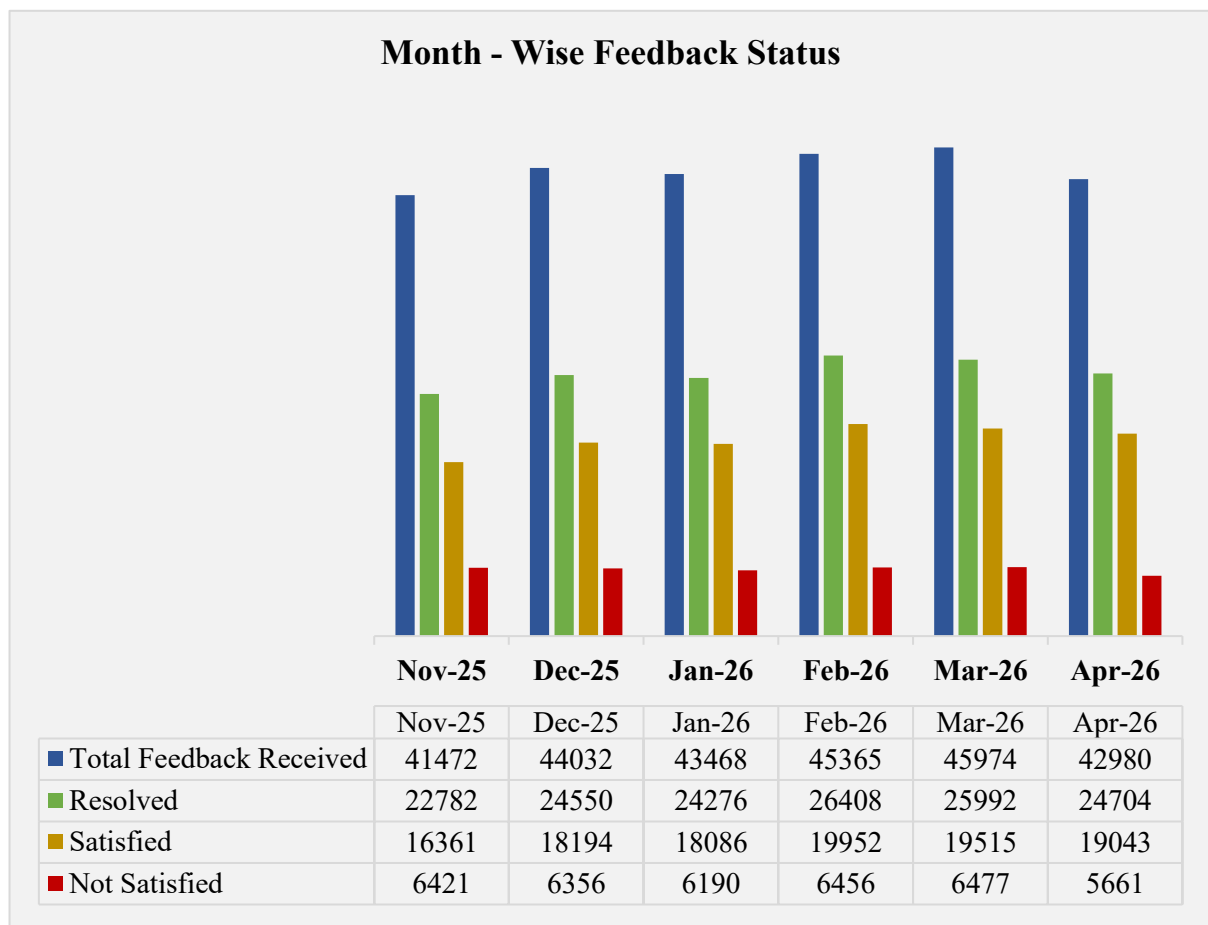
S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	4	Joint Secretary
2	Ministry of Textiles	4	Secretary
3	Ministry of Drinking Water and Sanitation	2	Secretary
4	Central Board of Direct Taxes (Income Tax)	1	Chairman
5	Department of Fertilizers	1	Economic Advisor
6	Department of Financial Services (Banking Division)	1	Secretary
7	Department of Financial Services (Insurance Division)	1	Secretary
8	Department of Military Affairs	1	Secretary
9	Department of Official Language	1	Secretary
10	Department of Science and Technology	1	Secretary
11	Department of Social Justice and Empowerment	1	Secretary
12	Ministry of Coal	1	Secretary
13	Ministry of Information and Broadcasting	1	Secretary
14	Ministry of Labour and Employment	1	Economic Advisor
15	Ministry of Mines	1	Secretary
16	Ministry of Shipping	1	Secretary
17	Ministry of Steel	1	Secretary
18	Ministry of Women and Child Development	1	Secretary
Total Meetings held in April, 2026		25	

7. Feedback Call Centre

During the period from 1st January 2026 to 30th April 2026, the Call Centre received a total of **1,77,787 feedback** in Central Ministries/Departments. Of these, **1,01,380 cases are resolved**, reflecting a **resolution rate of ~57%** and 76,407 cases are Not Resolved. Among the resolved cases, **~76% of citizens expressed satisfaction** with the grievance redressal.

A total of **42,980 feedback** cases were received by the Call Centre in Central Ministries/Departments in April 2026.

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



April Feedback Snapshot



April, 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	7881	3398
2	Department of Financial Services (Banking Division)	3707	1552
3	Department of Telecommunications	2810	1256
4	Ministry of Railways (Railway Board)	1838	819
5	Department of Posts	2224	758
6	Department of Consumer Affairs	1045	593
7	Ministry of Petroleum and Natural Gas	4201	582
8	Unique Identification Authority of India	1427	575
9	Ministry of Home Affairs	890	558
10	Department of Military Affairs	1031	515

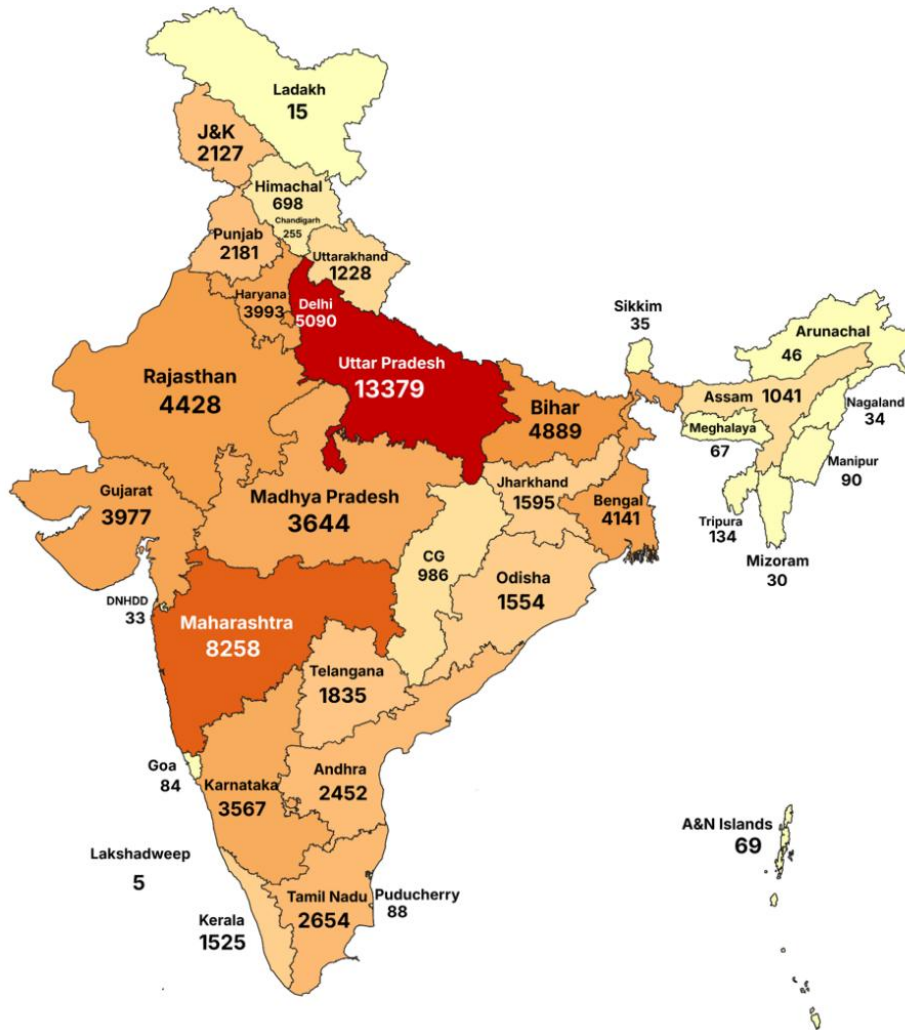
April, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	4483	3562 (79%)	921 (21%)
2	Ministry of Petroleum and Natural Gas	3619	3288 (91%)	331 (9%)
3	Department of Financial Services (Banking Division)	2155	1664 (77%)	491 (23%)
4	Department of Telecommunications	1554	1145 (74%)	409 (26%)
5	Department of Posts	1466	1188 (81%)	278 (19%)
7	Central Board of Direct Taxes (Income Tax)	1073	871 (81%)	368 (19%)
6	Ministry of Railways (Railway Board)	1019	651 (64%)	202 (36%)
8	Unique Identification Authority of India	852	688 (81%)	164 (19%)
9	Department of Defence Finance	784	652 (83%)	132 (17%)
10	Department of Military Affairs	516	340 (66%)	136 (34%)

8. New User Registration

A total of **76,643** new users has registered on CPGRAMS in April, 2026, through various channels, out of which, **13,379** registrations are from **Uttar Pradesh**.

New user registration on CPGRAMS in States/UTs in April, 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
TOTAL		2,92,581

9. Outreach through CSCs

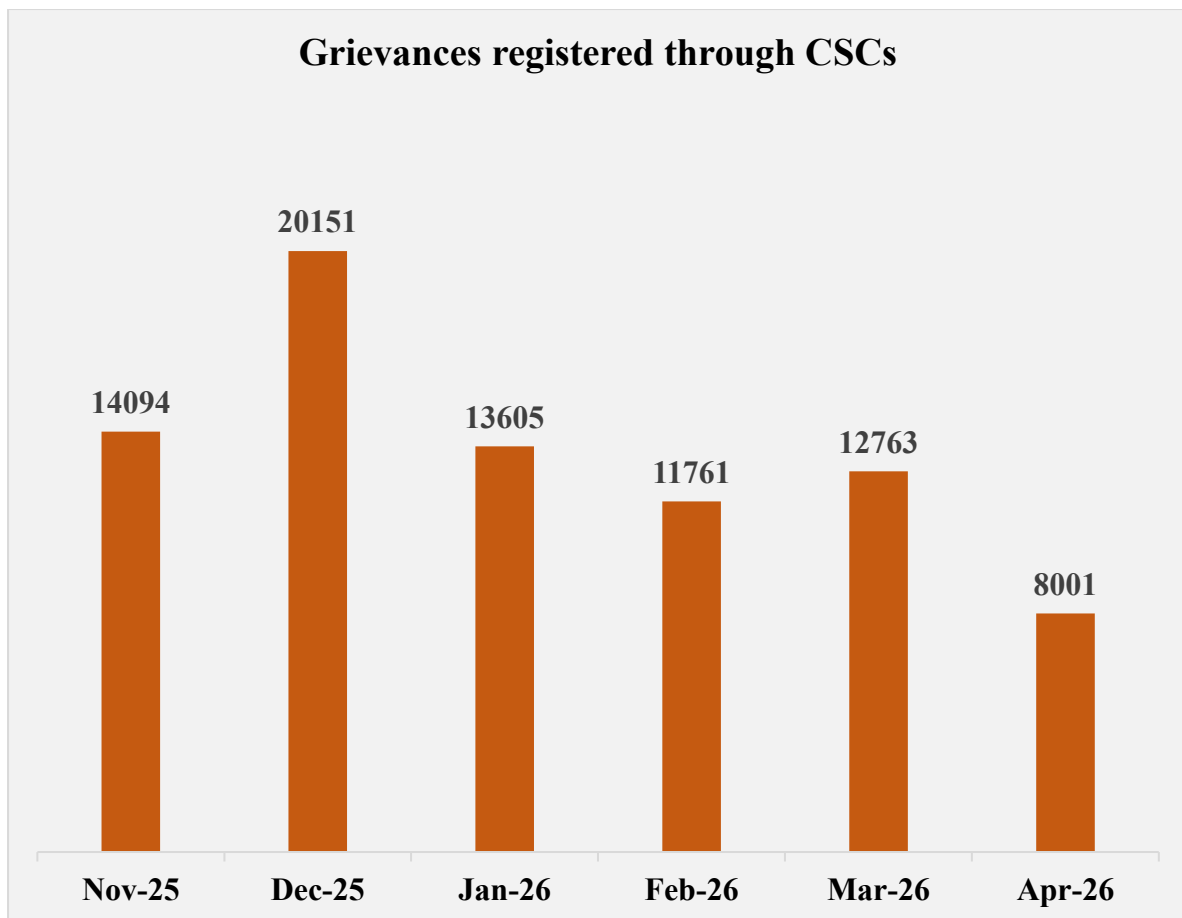
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



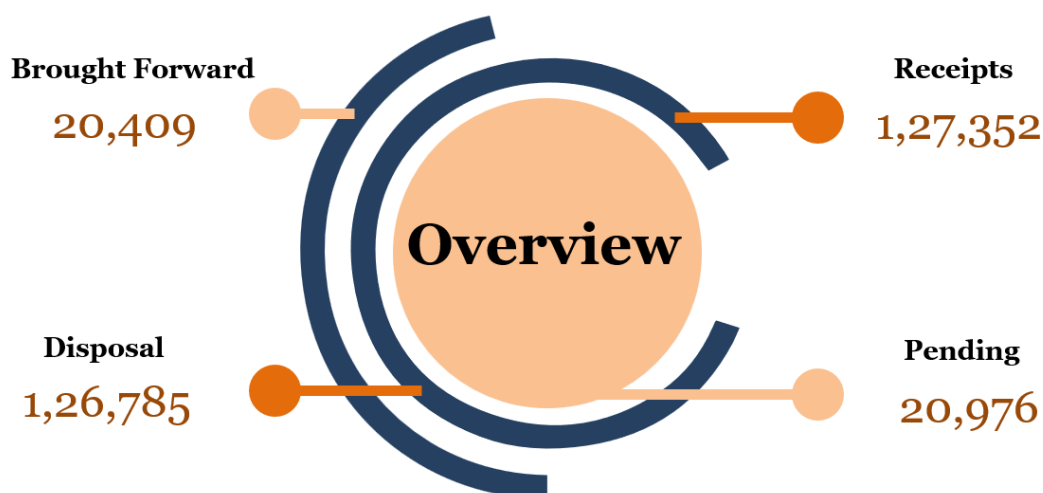
Time Period: 1st April, 2026 till 30th April, 2026

Overview of grievances registered through the Common Service Centres

A total of **8,001 grievances** were registered through Common Service Centres (CSCs) in **April 2026**.

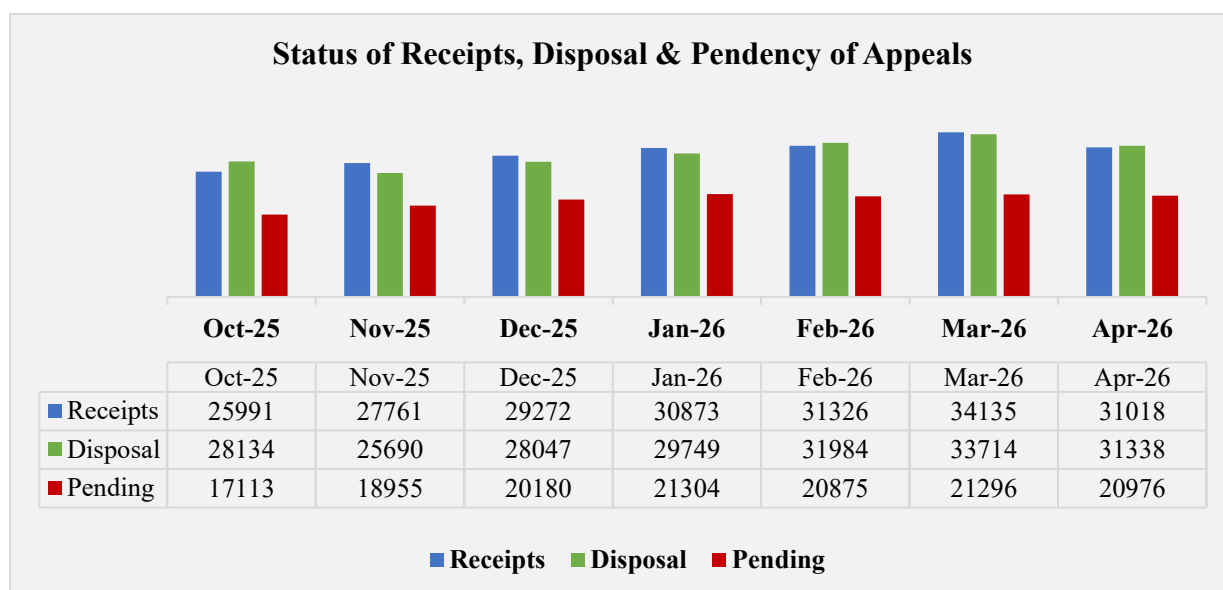


10. Review of Status of Appeals on CPGRAMS



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

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

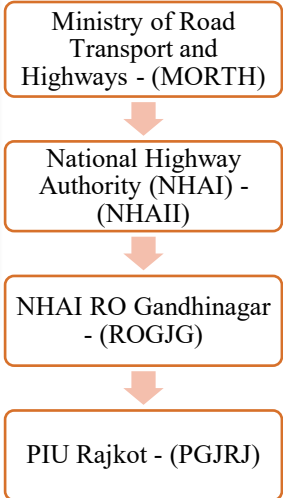
- The Average Closing Time of Appeals in the Central Ministries/Departments is **19 days** as on **30th April, 2026**
- **31** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days

11. Success Stories

Grievance of Shri Harsh

Mr. Harsh raised a grievance regarding unsafe road conditions, poor maintenance, and lack of safety measures on a busy highway stretch Ashapuri Chowkdi bridge, causing risk to commuters. The issue was escalated through CPGRAMS. Upon review, construction activities were streamlined, underpasses were opened for public use, and pending works were expedited. Additionally, safety arrangements such as barricades, reflectors, warning signs, and traffic marshals were strengthened. The grievance was addressed within 4 days.

Highway Safety Improved After CPGRAMS Intervention



Foul Drinking Water Issue Resolved Through CPGRAMS

Prime Minister's Office - (PMOPG)

Government of Uttar Pradesh - (GOVUP)

Government of Uttar Pradesh - (GOVUP)

Grievance of Shri Suraj Pal Singh

Mr. Suraj Pal Singh reported supply of dirty and foul-smelling drinking water in a residential locality in Lucknow and sought urgent action. Through CPGRAMS, the complaint was forwarded to the concerned authorities. Corrective measures were implemented promptly, ensuring improved water quality. The issue was successfully resolved restoring safe and hygienic water supply to residents within 9 days of filing the grievance on the portal.

**NSC Maturity
Amount Credit
Expedited via
CPGRAMS**

Grievance of Shri Rajiv Kumar Patar

Mr. Rajiv Kumar Patar, a farmer from Jamtara, Jharkhand, faced difficulty in receiving the maturity amount of ₹10,000 from his NSC despite repeated visits to the concerned authority. The payment remained pending for long, causing financial distress. He lodged a grievance on the CPGRAMS portal, which enabled requisite escalation. Within four days of filing the complaint, the issue was examined and the maturity amount was successfully credited to his account.

Department of Posts
- (DPOST)

Jharkhand Postal
Circle - (JHAPC)

Santhal Pargana
Division - (DUMPD)

B. Deoghar Division
- (DEOPD)

**Refund of
Wrongful
Deduction
Ensured via
CPGRAMS**

Grievance of Shri Chetan Pratap Naruka

Mr. Chetan Pratap Naruka from Jaipur had applied for a housing loan from LIC Housing Finance Limited; however, despite cancellation of the loan disbursement, he reported a wrongful deduction of ₹7,089 as Pre-EMI. Even after repeatedly approaching the organization, he received no response. Through CPGRAMS intervention, the matter was escalated to the concerned authorities. Within 10 days of filing the grievance, the refund was processed and collected by the complainant.


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

NATIONAL
HOUSING BANK -
(NHBNK)

LIC Housing
Finance Ltd. -
(LICH2)


12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 47th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of March, 2026

Ministry of Personnel, Public Grievances & Pensions




PARLIAMENT QUESTION: IMPROVEMENT OF CPGRAMS

Posted On: 01 APR 2026 6:10PM by PIB Delhi

The details of grievances received, disposed and pending in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) during the last ten years and the current year, Ministry/Department, State/Union Territory and year-wise, are given in Annexures I, II and III respectively.

Ministry of Personnel, Public Grievances & Pensions



Dr. Jitendra Singh Addresses 18th Civil Services Day, Highlights Surge in PM's Excellence Awards; Says Entries Rise from 1,216 in 2023 to 2,035 in 2025

iGOT Karmayogi platform crosses 1.63 crore users with access to over 4,770 training courses

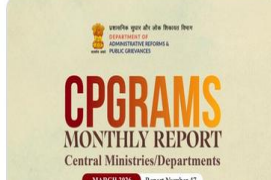
Grievance redressal through CPGRAMS has expanded from around 2 lakh complaints annually in 2014 to 25–30 lakh at present, with over 95% of cases disposed of and average resolution time reduced from 60 days to about 12 days, says the Minister citing figures

DARPG @DARPG_GoI · Apr 17
DARPG has released its 47th #CPGRAMS Monthly Report for March, 2026, for Central Ministries/Departments.

- In March 2026, 1,89,189 PG cases were received on the CPGRAMS portal, 1,81,279 PG cases were redressed and there exists a pendency of 81,187 PG cases.
- In March 2026, for the 45th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

For more information, please refer to the PIB link below:
piib.gov.in/PressReleasePa...

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



DARPG @DARPG_GoI · Apr 30
Department of Administrative Reforms & Public Grievances (DARPG) started the NextGen CPGRAMS Development Pilot with Three Ministries and their Departments and Organizations i.e. Ministry of Finance, Ministry of Labour & Employment and Ministry of Rural Development and the Directorate of Public Grievances (DPG).

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



PMO India and 8 others

DARPG @DARPG_GoI · Apr 30
Participants were briefed on the key features and enablers of NextGen CPGRAMS, including AI-driven grievance categorisation, Voice enabled Grievance Filing and Chatbot, Auto Escalation, Review and Re-opening features, and multichannel like Web, Mobile App, Chatbot, E-Mail & Social Media for lodging grievances, Integrated Dashboard, and multi-platform integration etc.

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



PMO India and 8 others

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13147	109124	122271	105014	17257
2	Department of Financial Services (Banking Division)	4270	93530	97800	94694	3106
3	Ministry of Petroleum and Natural Gas	2778	32080	34858	20227	14631
4	Department of Telecommunications	843	32019	32862	32070	792
5	Ministry of Railways (Railway Board)	4412	30284	34696	30616	4080
6	Ministry of Home Affairs	5603	29475	35078	32077	3001
7	Central Board of Direct Taxes (Income Tax)	5054	26108	31162	26120	5042
8	Department of Posts	1354	24531	25885	24499	1386
9	Department of Defence Finance	6494	23550	30044	26330	3714
10	Department of Health & Family Welfare	2037	22781	24818	23780	1038

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13147	109124	122271	105014	17257
2	Department of Financial Services (Banking Division)	4270	93530	97800	94694	3106
3	Ministry of Home Affairs	5603	29475	35078	32077	3001
4	Department of Telecommunications	843	32019	32862	32070	792
5	Ministry of Railways (Railway Board)	4412	30284	34696	30616	4080
6	Department of Defence Finance	6494	23550	30044	26330	3714

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
7	Central Board of Direct Taxes (Income Tax)	5054	26108	31162	26120	5042
8	Department of Posts	1354	24531	25885	24499	1386
9	Department of Health & Family Welfare	2037	22781	24818	23780	1038
10	Ministry of Road Transport and Highways	1265	20834	22099	20817	1282

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13147	109124	122271	105014	17257
2	Ministry of Petroleum and Natural Gas	2778	32080	34858	20227	14631
3	Central Board of Direct Taxes (Income Tax)	5054	26108	31162	26120	5042
4	Ministry of Railways (Railway Board)	4412	30284	34696	30616	4080
5	Department of Defence Finance	6494	23550	30044	26330	3714
6	Department of Financial Services (Banking Division)	4270	93530	97800	94694	3106
7	Ministry of Home Affairs	5603	29475	35078	32077	3001
8	Department of Food and Public Distribution	2277	8285	10562	7830	2732
9	Ministry of Panchayati Raj	2126	7511	9637	7474	2163
10	Department of Higher Education	1282	11647	12929	11042	1887
11	Ministry of Housing and Urban Affairs	1835	12573	14408	12552	1856
12	Unique Identification Authority of India	2660	15968	18628	16923	1705
13	Department of School Education and Literacy	990	8476	9466	7803	1663
14	Department of Posts	1354	24531	25885	24499	1386
15	Ministry of Road Transport and Highways	1265	20834	22099	20817	1282
16	Department of Military Affairs	285	9547	9832	8620	1212

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
17	Department of Health & Family Welfare	2037	22781	24818	23780	1038
18	Department of Ex Servicemen Welfare	1119	5279	6398	5384	1014

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Labour and Employment	13147	109124	122271	105014	17257	7116
2	Ministry of Petroleum and Natural Gas	2778	32080	34858	20227	14631	5544
3	Central Board of Direct Taxes (Income Tax)	5054	26108	31162	26120	5042	2558
4	Department of Food and Public Distribution	2277	8285	10562	7830	2732	1669
5	Ministry of Panchayati Raj	2126	7511	9637	7474	2163	1603
6	Ministry of Railways (Railway Board)	4412	30284	34696	30616	4080	1474
7	Department of Defence Finance	6494	23550	30044	26330	3714	1462
8	Ministry of Home Affairs	5603	29475	35078	32077	3001	1408
9	Ministry of Housing and Urban Affairs	1835	12573	14408	12552	1856	893
10	Department of Higher Education	1282	11647	12929	11042	1887	648

Annexure 2: Average Closing Time – 1st January 2026 to 30th April 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	1417	57
2	Department of Commerce	1653	33
3	Central Board of Direct Taxes (Income Tax)	26120	28
4	Department of Food and Public Distribution	7830	27

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
5	Department of Ex Servicemen Welfare	5384	27
6	Staff Selection Commission	1989	27
7	Department of Youth Affairs	360	27
8	Ministry of Petroleum and Natural Gas	20227	25
9	Ministry of Panchayati Raj	7474	25
10	Department of Expenditure	1121	25

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

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
1	Ministry of Power	4217	2
2	Department of Land Resources	2717	2
3	NITI Aayog	1751	2
4	Ministry of Parliamentary Affairs	747	2
5	Ministry of Heavy Industries	666	4
6	Department of Chemicals and Petrochemicals	423	4
7	Department of Financial Services (Insurance Division)	12766	5
8	Department of Financial Services (Pension Reforms)	1756	5
9	Department of Social Justice and Empowerment	4666	6
10	Ministry of Ayush	1379	6

Annexure 3: Status of Appeals – 1st January 2026 to 30th April 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	28633	30638	27722	2916
2	Department of Ex Servicemen Welfare	1124	1178	2302	78	2224
3	Ministry of Petroleum and Natural Gas	944	2775	3719	1777	1942
4	Ministry of Railways (Railway Board)	1008	6390	7398	6212	1186
5	Department of Military Affairs	67	2381	2448	1275	1173
6	Department of Higher Education	563	2392	2955	2095	860
7	Department of Defence Finance	668	2524	3192	2377	815
8	Central Board of Direct Taxes (Income Tax)	761	3378	4139	3436	703
9	Department of Financial Services (Banking Division)	1873	12137	14010	13335	675
10	Ministry of Housing and Urban Affairs	676	1874	2550	1879	671

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	3096	4
2	Department of Sports	128	6
3	Department of Financial Services (Insurance Division)	3131	7
4	Department of Posts	5956	7
5	Department of Telecommunications	10147	8
6	Ministry of External Affairs	2035	8
7	Department of Revenue	102	9
8	Ministry of Cooperation	998	9
9	Ministry of Labour and Employment	27722	9

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
10	Ministry of Water Resources, River Development & Ganga Rejuvenation	151	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	3157	3103	1012	32.61%
2	Department of Telecommunications	32862	32070	10126	31.57%
3	Ministry of Minority Affairs	801	722	227	31.44%
4	Ministry of Corporate Affairs	6052	5500	1675	30.45%
5	Department of Military Affairs	9832	8620	2381	27.62%
6	Ministry of Civil Aviation	3770	3520	971	27.59%
7	Ministry of Labour and Employment	122271	105014	28633	27.27%
8	Department of Consumer Affairs	11725	11342	3090	27.24%
9	Department of School Education and Literacy	9466	7803	1994	25.55%
10	Department of Defence Production	944	825	208	25.21%

Annexure 4: Summary of GRAI Indicator-based Root Cause Analysis

A two-dimensional analysis (vertical and horizontal) has been conducted to examine the root causes influencing the performance of each M&D.

This analysis covers all 11 indicators across the four dimensions of GRAI, providing a comprehensive evaluation of the grievance redressal mechanisms.

The indicator scores for all 90 M&Ds have been analysed and presented, offering insights into their relative performance. To facilitate quick visual interpretation, a color-coded system has been used, based on indicator scores achieved by each M&D. This approach enables an intuitive comparison, highlighting strengths and areas needing improvement in grievance resolution efficiency.

Table: Indicator-based RCA

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
1	Department of Justice	22.76%	10.96%	100.00%	6	0.00%	13.54%	22.11%	84.72%	0.00%	79.727	63.64%
2	Department of Fisheries	59.68%	52.00%		5	0.00%	29.17%	16.67%	57.14%	42.86%	3.769	30.77%
3	Ministry of Heavy Industries	65.06%	62.86%		4	0.00%	15.11%	27.45%	100.00%	0.00%	2.254	49.21%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
4	Department of Health & Family Welfare	31.45%	40.54%	82.35%	12	0.00%	8.68%	47.33%	85.83%	19.62%	7.502	37.93%
5	Department of Health Research	32.88%	80.00%		12	0.00%	7.34%	33.33%	100.00%	7.83%	0.772	15.44%
6	Department of Legal Affairs	16.85%			4	0.00%	0.00%	16.28%	88.24%	1.50%	21.105	26.32%
7	Department of Agriculture and Farmers Welfare	17.23%	60.26%		7	0.00%	4.38%	37.93%	81.25%	0.18%	27.396	48.51%
8	Department of Animal Husbandry, Dairying	24.44%	75.00%		10	0.00%	10.13%	40.00%	73.33%	1.74%	6.765	32.35%
9	Department of Agriculture Research and Education	13.93%	0.00%		17	0.00%	12.50%	58.33%	0.00%	0.78%	0.489	20.08%
10	Department of Consumer Affairs	75.09%	93.17%	99.00%	7	0.00%	25.31%	33.41%	90.63%	2.38%	115.333	100.00%
11	Department of Commerce	37.86%	20.91%	50.00%	22	0.00%	8.50%	48.57%	68.42%	1.84%	3.928	65.06%
12	Department of Chemicals and Petrochemicals	38.13%	25.00%		3	0.00%	1.95%	0.00%	100.00%	0.68%	12.167	66.67%
13	Department of Food and Public Distribution	19.77%	71.89%	34.15%	28	0.00%	21.11%	57.30%	35.00%	0.35%	0.974	13.49%
14	Department of Fertilizers	28.57%	66.67%	73.91%	14	0.00%	18.37%	36.36%		23.53%	1.342	47.37%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
15	Department for Promotion of Industry and Internal Trade	43.63%	56.45%		13	0.00%	17.05%	58.70%	71.43%	2.49%	3.051	49.37%
16	Department of Land Resources	7.21%	100.00%		4	0.00%	0.14%	50.00%	100.00%	0.00%	76.875	75.00%
17	Department of Rural Development	34.79%	40.43%	52.40%	12	0.00%	23.15%	30.20%	34.15%	0.21%	1.090	16.98%
18	Department of School Education and Literacy	31.47%	32.21%	50.57%	18	0.00%	26.50%	39.04%	59.52%	0.62%	13.468	60.49%
19	Department of Telecommunications	87.02%	87.45%	95.08%	7	0.00%	32.20%	48.74%	96.43%	0.00%	9.548	78.33%
20	NITI Aayog	14.56%	66.67%		2	0.00%	0.53%	27.78%	76.92%	0.82%	5.463	7.46%
21	Department of Public Enterprises	23.36%	0.00%		16	0.00%	0.00%	0.00%	100.00%	0.00%	5.455	9.09%
22	Department of Higher Education	28.93%	20.36%		15	0.00%	20.02%	45.81%	60.81%	0.25%	7.561	57.04%
23	Department of Sports	47.13%	70.83%		20	0.00%	18.34%	48.78%	33.33%	0.00%	3.039	47.06%
24	Legislative Department	37.29%	0.00%		7	0.00%	14.89%	45.45%	80.00%	0.74%	4.000	38.24%
25	Department of Youth Affairs	24.00%	42.86%		30	0.00%	13.04%	42.86%	100.00%	2.47%	4.263	73.68%
26	Unique Identification Authority of India	54.29%	68.08%		14	2.44%	24.46%	52.31%	88.89%	0.24%	90.463	82.93%

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		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D	Ratio of GROs vis-à-vis Grievances Received	% of Active Grievance Redressal Officers (GROs)
27	Ministry of Ayush	62.92%	66.18%	83.33%	8	0.00%	21.15%	38.55%	0.00%	3.55%	3.674	67.39%
28	Ministry of Corporate Affairs	58.07%	34.40%		14	0.00%	24.98%	24.71%	66.67%	17.14%	12.274	78.30%
29	Ministry of Drinking Water and Sanitation	29.68%	90.00%		15	0.00%	24.74%	49.72%	61.54%	0.70%	2.628	23.29%
30	Ministry of Food Processing Industries	19.30%	0.00%	0.00%	9	0.00%	2.78%	100.00%	100.00%	55.56%	1.406	25.00%
31	Ministry of Development of North Eastern Region	35.29%	0.00%		1	0.00%	5.88%	100.00%		0.00%	1.133	20.00%
32	Ministry of Skill Development and Entrepreneurship	27.49%	6.48%		15	0.00%	11.34%	33.33%	100.00%	0.00%	3.594	53.13%
33	Ministry of Housing and Urban Affairs	20.00%	31.86%	55.06%	19	0.00%	14.68%	41.22%	72.27%	0.19%	1.943	29.30%
34	Ministry of Women and Child Development	40.08%	65.41%		10	0.00%	22.15%	32.32%	55.14%	1.14%	25.395	68.42%
35	Ministry of Tourism	35.81%	45.59%	71.70%	10	0.00%	11.53%	53.95%	88.89%	8.31%	5.485	33.82%
36	Ministry of Coal	69.55%		73.68%	10	0.20%	0.00%	34.97%	83.33%	0.70%	0.875	31.08%
37	Ministry of External Affairs	58.83%	46.96%		15	0.00%	22.23%	52.17%	40.74%	7.17%	3.662	20.64%

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38	Ministry of Electronics & Information Technology	57.29%	60.83%		7	0.00%	16.64%	42.41%	55.56%	0.93%	9.108	24.70%
39	Ministry of Parliamentary Affairs	30.71%			3	6.25%	0.74%	50.00%	88.89%	0.00%	7.938	100.00%
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	18.38%	67.86%	44.44%	14	0.00%	9.72%	36.59%	41.67%	19.68%	2.276	36.20%
41	Ministry of Micro Small and Medium Enterprises	49.64%	57.51%	40.00%	16	0.00%	21.75%	23.96%	50.00%	0.23%	9.782	30.83%
42	Ministry of Civil Aviation	57.88%	36.57%	57.14%	14	0.00%	26.04%	43.55%	66.67%	0.53%	2.147	39.94%
43	Ministry of Cooperation	49.97%	85.15%		17	0.00%	33.31%	17.89%	100.00%	20.58%	37.391	65.22%
44	Ministry of Environment, Forest and Climate Change	26.59%	59.57%	94.59%	13	0.00%	15.23%	36.77%	82.18%	15.37%	7.963	61.19%
45	Ministry of Information and Broadcasting	67.88%	56.49%	55.88%	10	0.00%	19.02%	46.39%	79.17%	0.91%	6.125	76.39%
46	Ministry of Labour and Employment	45.57%	66.03%	100.00%	15	0.42%	28.77%	58.49%	54.26%	0.32%	28.866	60.40%
47	Ministry of Panchayati Raj	21.00%	79.07%		7	0.00%	7.18%	24.19%	100.00%	0.00%	0.559	21.20%

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48	Ministry of Road Transport and Highways	25.39%	58.13%	60.00%	7	0.00%	12.18%	35.70%	70.83%	0.13%	12.047	65.01%
49	Ministry of Statistics and Programme Implementation	22.89%	0.00%		24	0.00%	25.71%	27.27%	100.00%	36.17%	0.534	31.82%
50	Ministry of Power	20.60%	86.41%		1	0.00%	6.78%	50.00%	100.00%	0.22%	3.968	92.63%
51	Ministry of Shipping	41.75%	39.02%	75.00%	15	0.00%	23.70%	51.61%	100.00%	28.13%	1.707	66.67%
52	O/o the Comptroller & Auditor General of India	31.84%	23.53%		13	0.00%	20.22%	42.31%	0.00%	0.63%	1.205	60.61%
53	Central Board of Direct Taxes (Income Tax)	28.87%	37.94%		29	0.07%	14.89%	64.96%	78.57%	0.04%	1.232	96.67%
54	Central Board of Indirect Taxes and Customs	51.09%	70.40%	84.38%	8	0.00%	16.01%	65.54%	100.00%	0.37%	1.774	98.86%
55	Department of Atomic Energy	27.11%	50.00%	52.78%	10	0.00%	27.59%	75.00%	45.45%	3.62%	1.890	67.12%
56	Department of Bio Technology	38.46%	25.00%		25	0.00%	30.00%	50.00%	100.00%	0.00%	0.106	28.79%
57	Department of Ex Servicemen Welfare	38.84%	0.00%	75.00%	24	0.15%	21.79%	57.14%	81.82%	0.48%	1.124	18.98%
58	Department of Defence Production	35.74%	17.57%	63.64%	18	0.00%	33.16%	40.91%	88.46%	0.00%	0.806	32.76%

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59	Department of Defence Research and Development	24.47%	77.78%		26	0.00%	27.78%	28.57%		0.00%	0.475	11.11%
60	Department of Financial Services (Banking Division)	66.71%	76.94%	76.37%	7	0.00%	21.96%	51.24%	78.76%	6.87%	5.520	70.97%
61	Department of Financial Services (Insurance Division)	78.40%	83.98%	100.00%	5	0.00%	33.46%	40.49%	87.18%	0.66%	5.074	90.95%
62	Department of Financial Services (Pension Reforms)	48.41%	51.11%		7	0.00%	9.51%	41.54%		39.69%	74.333	83.33%
63	Department of Military Affairs	53.79%	11.20%		13	0.09%	28.72%	51.37%	51.72%	0.09%	2.050	68.18%
64	Department of Empowerment of Persons with Disabilities	50.96%	31.47%	100.00%	9	0.00%	22.33%	34.82%	66.67%	4.89%	16.931	82.76%
65	Department of Investment & Public Asset Management	10.87%	0.00%		22	0.00%	0.00%	0.00%	100.00%	53.85%	6.500	50.00%
66	Department of Economic Affairs ACC Division	8.43%	9.30%		87	0.00%	5.68%	33.33%	56.52%	6.38%	4.352	42.59%
67	Department of Expenditure	35.25%	17.20%		30	0.00%	7.69%	58.33%	100.00%	11.59%	1.291	52.76%
68	Department of Personnel and Training	14.03%	41.53%		17	0.00%	3.55%	26.74%	63.89%	0.33%	13.273	51.80%

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69	Department of Revenue	13.19%	95.65%	68.42%	10	0.00%	1.48%	51.72%	61.54%	0.39%	24.346	84.62%
70	Department of Science and Technology	28.10%	40.63%	66.67%	22	0.00%	16.94%	66.67%	71.43%	0.65%	1.621	49.47%
71	Department of Scientific & Industrial Research	48.72%	34.29%		14	0.00%	26.32%	50.00%	50.00%	0.00%	0.787	38.89%
72	Department of Pharmaceuticals	58.79%	11.65%		8	0.00%	26.80%	31.71%		4.08%	6.125	75.00%
73	Department of Posts	71.06%	77.28%	82.35%	7	0.00%	22.64%	59.44%	77.78%	0.25%	6.855	99.24%
74	Department of Space	32.50%	41.18%		19	0.00%	21.05%	46.15%	100.00%	25.00%	2.095	76.19%
75	Department of Defence Finance	33.83%	14.04%		18	0.98%	9.17%	65.63%	100.00%	0.14%	7.752	23.70%
76	Department of Official Language	37.50%			2	0.00%	0.00%	33.33%		0.00%	0.467	93.33%
77	Department of Defence	53.09%		82.05%	5	0.00%	0.00%	32.61%	95.74%	0.32%	1.952	95.35%
78	Department of Social Justice and Empowerment	45.55%	67.38%	75.00%	6	0.00%	19.15%	38.35%	76.09%	0.08%	15.100	67.50%
79	Staff Selection Commission	28.13%	41.67%		23	0.00%	19.79%	52.85%	0.00%	23.85%	16.148	74.07%
80	Ministry of Culture	74.32%	51.09%	77.78%	7	0.00%	19.18%	39.68%	71.43%	1.29%	2.784	46.71%
81	Ministry of Earth Sciences	48.72%	83.33%		12	0.00%	16.00%	55.56%	0.00%	12.90%	1.069	10.34%

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82	Ministry of Home Affairs	16.32%	52.31%	40.00%	14	0.33%	7.02%	24.82%	84.12%	1.89%	11.110	58.46%
83	Ministry of Mines	21.18%	48.48%	84.38%	10	0.00%	13.91%	30.00%	63.64%	1.33%	3.261	58.70%
84	Ministry of Minority Affairs	52.00%	67.95%		12	0.00%	24.74%	30.86%	85.71%	0.00%	3.816	53.06%
85	Ministry of New and Renewable Energy	33.25%	58.21%		15	0.00%	13.31%	55.56%	100.00%	0.00%	6.205	90.91%
86	Ministry of Railways (Railway Board)	44.10%	47.02%	56.25%	18	0.13%	27.64%	44.89%	60.58%	23.48%	2.668	49.98%
87	Ministry of Steel	76.12%	66.67%		8	0.00%	19.23%	33.33%	50.00%	1.75%	1.018	69.64%
88	Ministry of Petroleum and Natural Gas	12.86%	1.67%	64.29%	24	0.52%	9.46%	68.11%	35.00%	3.37%	24.347	60.07%
89	Ministry of Tribal Affairs	51.55%	36.00%		8	0.00%	16.32%	38.10%	60.00%	0.00%	2.099	29.67%
90	Ministry of Textiles	69.57%	89.47%	100.00%	8	0.00%	21.15%	36.84%		0.00%	1.273	40.91%

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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