



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

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Central Ministries/Departments

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Department of Administrative Reforms and
Public Grievances



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1. Key Highlights

Data Summary: September 2026

2,27,837

Grievances Received

2,38,579

Grievances Disposed

85,687

Grievances Pending

Disposals > Received

More grievances were resolved than received this month.

Pending Age Profile

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

GRAI Top Performers — September 2026

The following departments and ministries have demonstrated outstanding performance in grievance redressal this month, ranked under their respective groups.

Group A: Top Performing

1. Department of Posts
2. Department of Financial Services (Insurance Division)
3. Department of Telecommunications

Group B: Top Performing

1. Ministry of Textiles
2. Ministry of Heavy Industries
3. Ministry of Tourism

Key Highlights

New Users

92,822 new users registered on the portal in September 2026.

Average Redressal Time

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

Grievances via CSCs

12,996 grievances were filed through Common Service Centres.

General Updates

- In September 2026, for the **51st month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **85,687 grievances**, out of which **~68%** of the grievances are pending for less than 21 days.
- **New user registrations** during September 2026 stood at **92,822**, out of which **~17%** are from Uttar Pradesh.
- In September 2026, Ministries/Departments received **1,11,794 feedback** through **Call Centre and online**. Of these, **48,741 cases were resolved** and among the resolved cases, **~81%** of citizens (39,436) expressed satisfaction.

PG Cases Summary

- In September 2026, **2,27,837 PG cases were received** on the CPGRAMS portal, **2,38,579 PG cases were redressed** and there exists a **pendency of 85,687 PG cases**.
- Grievances registered via **Common Service Centers** stands at **12,996 grievances** for September, 2026.
- **35%** of the accounted grievances for September, 2026 were directed towards key departments such as the Ministry of Labour and Employment [37,492 grievances]; Department of Financial Services (Banking Division) [31,968 grievances] and Ministry of Railways (Railway Board) [9,914 grievances];

Appeals Summary

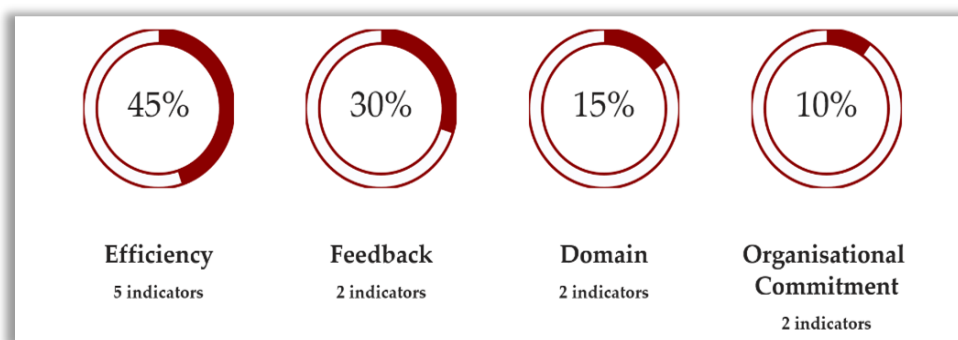
- In September 2026, **48,653 appeals were received** and **42,116 appeals were disposed**.
- **23,230 appeal pendency** recorded in September for the year 2026.

Grievance Redressal and Assessment Index (GRAI – September, 2026)

- Department of Posts, Department of Financial Services (Insurance Division) and Department of Telecommunications are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for September, 2026.
- Ministry of Textiles, Ministry of Heavy Industries and Ministry of Tourism are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for September, 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 – September, 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 Grievances Received vis-à-vis GROs	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)	$100 - ((b/a) \times 100)$
								(b) Total No. of Appeals Filed	
			2	% of Resolution with "Satisfied" Remarks*	Positive	0.50	15%	(a) Resolved and Satisfied Feedback (Online + Call Centre)	$(a/b) \times 100$
								(b) Total Feedback	
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	$(c/(a+b)) \times 100$
								(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"	$100 - ((a/b) \times 100)$
								(b) Total No. of Grievances Received	
4	Org Commitment	0.10	1	Ratio of Grievances Received vis-à-vis GROs	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	$(a/b) \times 100$
								(b) Total No. of GROs mapped (excluding inactivated) to CPGRAMS	

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

*Note: Both online feedback and Call Centre feedback data has been considered for GRAI Score calculations.

2.2 Group A: Data Used for Score Calculation (in no particular order)

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pendency more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Department of Justice	520	989	1199	450	189	190	6	15	44	59	23	10	0	9	1415	47	279	19	50	63	0
Department of Health & Family Welfare	1352	6810	6241	2057	392	727	428	8	11	12	8	748	0	284	6756	560	1636	26	108	113	1585
Department of Legal Affairs	250	517	644	195	0	0	0	0	0	0	11	19	0	9	718	18	140	2	28	26	5
Department of Agriculture and Farmers Welfare	1055	3047	2767	837	17	309	196	0	4	3	12	90	0	74	2852	104	493	0	5	4	5
Department of Consumer Affairs	399	3765	3826	3273	25	1379	1381	2	37	39	4	27	0	28	3909	550	2370	3	52	49	65
Department of Food and Public Distribution	1380	1816	1308	1184	267	538	491	55	38	45	25	2076	1	367	1722	515	1119	6	7	9	4
Department of Land Resources	34	755	744	47	0	1	0	0	3	2	5	5	0	5	752	0	4	1	6	6	0
Department of Rural Development	576	1606	945	443	174	998	932	25	12	10	12	1977	0	455	1180	353	1959	5	25	11	1
Department of School Education and Literacy	1609	2833	1753	1534	411	996	717	0	0	0	18	195	0	131	2835	582	1983	16	28	29	3
Department of Telecommunications	1103	6972	6786	6520	228	2950	2822	11	153	146	7	727	0	679	6879	1893	6154	1	29	29	1
Department of Higher Education	3601	4581	3055	1922	1142	1005	588	0	0	0	19	445	1	265	4100	612	1988	63	49	42	6
Unique Identification Authority of India	2575	7370	5960	5907	280	1968	1740	0	0	0	12	56	0	50	6975	2692	5399	2	6	7	6

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Ministry of Corporate Affairs	444	1301	1207	996	504	536	359	0	0	0	11	107	0	96	1333	121	837	13	23	28	210
Ministry of Drinking Water and Sanitation	620	1111	854	595	29	384	389	0	0	0	15	540	0	151	1091	225	775	9	11	15	4
Ministry of Women and Child Development	155	730	657	394	25	202	169	2	21	19	7	35	0	33	683	99	391	8	33	27	14
Ministry of Coal	155	589	532	523	0	192	3	4	2	5	10	385	2	262	543	67	434	0	12	10	1
Ministry of External Affairs	1338	2446	1724	1680	377	583	401	0	1	0	18	535	0	213	2160	546	1435	26	30	21	247
Ministry of Electronics & Information Technology	613	1981	1898	1432	136	434	350	0	0	0	11	165	1	39	2022	355	944	19	33	33	12
Ministry of Micro Small and Medium Enterprises	756	3440	1084	1017	221	542	407	1	5	3	16	191	0	50	1662	202	973	4	5	4	8
Ministry of Civil Aviation	210	697	691	617	113	226	211	1	4	3	11	341	0	153	740	76	389	4	25	27	3
Ministry of Cooperation	236	1325	1372	1146	45	573	394	0	0	0	6	38	0	14	1432	65	800	2	4	6	207
Ministry of Environment, Forest and Climate Change	519	1035	768	270	60	155	108	16	8	22	27	135	0	80	1086	45	255	26	53	62	172
Ministry of Labour and Employment	16811	36960	31722	28485	2876	11845	9750	1	13	13	13	926	4	607	37867	10150	26194	11	128	134	49
Ministry of Panchayati Raj	162	1164	1128	280	44	159	173	0	0	0	5	1430	0	709	1148	194	1275	2	10	10	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Ministry of Road Transport and Highways	1674	5936	5189	2293	229	1242	994	10	16	17	10	470	0	316	5953	462	2234	39	82	88	6
Ministry of Power	122	1286	1178	120	11	24	23	0	17	15	6	345	0	325	1218	12	65	6	33	34	0
Central Board of Direct Taxes (Income Tax)	4069	4857	3312	3106	701	965	615	0	0	0	28	4333	2	4040	5013	1547	3143	11	18	20	0
Central Board of Indirect Taxes and Customs	186	1140	1134	792	46	217	183	4	13	16	8	646	0	647	1167	224	564	2	20	18	3
Department of Ex Servicemen Welfare	966	1485	1051	944	12	470	352	0	1	1	23	552	0	329	1505	388	1077	7	7	14	9
Department of Financial Services (Banking Division)	3106	13469	11765	9355	815	3201	1940	438	1083	1299	10	2481	0	1879	12444	3287	8667	48	155	162	1000
Department of Financial Services (Insurance Division)	259	2566	2604	2330	60	991	987	0	4	4	8	462	0	412	2643	518	1917	4	48	51	25
Department of Military Affairs	850	2865	1682	1475	138	622	372	0	1	0	13	1099	1	851	1999	521	1589	4	25	13	0
Department of Empowerment of Persons with Disabilities	115	655	613	391	8	144	100	0	0	0	10	29	0	26	671	62	252	1	9	9	21
Department of Personnel and Training	898	2196	1538	420	63	97	50	1	0	1	24	138	0	75	2091	40	185	27	66	58	7
Department of Revenue	326	1491	1522	320	0	35	31	1	6	6	7	53	0	42	1598	40	98	2	16	18	0

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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		Mappe d	With Pendenc y more than 100 grievanc es > 21 days	More than 5 Logins		Satisfie d and Resolv ed	Total Feedback (Online + Call Centre)	Broug ht Forward	Rece pts	Reso lved	
Department of Posts	744	7682	7624	6830	148	2580	2535	0	15	15	3	930	0	930	7748	2553	6227	4	28	28	5
Department of Defence Finance	4704	5581	3438	2261	487	837	256	0	0	0	26	746	10	204	5889	1549	2921	4	0	4	0
Department of Defence	561	2030	2047	1282	0	0	0	8	26	27	14	834	0	805	2245	157	726	7	28	29	4
Department of Social Justice and Empowerment	996	1547	1112	490	75	329	226	1	0	1	23	80	0	57	1769	264	720	16	38	37	4
Staff Selection Commission	215	744	312	299	57	216	159	0	0	0	18	27	0	21	462	261	604	0	0	0	163
Ministry of Home Affairs	2786	7813	7276	4915	241	2318	2382	5	5	10	11	1075	0	459	8090	1062	4333	124	336	319	27
Ministry of Railways (Railway Board)	3327	7560	6369	6056	921	3006	2104	61	75	96	17	2406	1	1221	7613	1645	6021	31	65	55	1770
Ministry of Petroleum and Natural Gas	15108	5987	2101	2048	3204	1062	3	4548	2714	5521	56	590	2	357	7063	2492	4204	101	32	42	330
Department of Urban Development*	1501	3302	2882	1306	465	734	503	25	29	27	13	1639	0	497	3620	431	1512	33	78	92	6

**Note: Ministry of Housing and Urban Affairs has been bifurcated into Department of Capital Development and Department of Urban Development. The data for Department of Urban Development has been reflected in CPGRAMS. For the Department of Capital Development, integration with CPGRAMS is currently in progress and will soon be finalised.*

2.3 Group B: Data Used for Score Calculation (in no particular order)

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pendancy more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Department of Fisheries	7	64	48	33	10	12	10	1	21	15	8	16	0	14	55	1	19	0	0	0	22
Ministry of Heavy Industries	28	211	196	145	16	41	43	0	0	0	5	51	0	33	198	9	66	0	7	7	0
Department of Health Research	40	127	108	56	4	21	22	0	0	0	10	147	0	34	132	19	52	1	4	5	10
Department of Animal Husbandry, Dairying	107	328	188	48	11	25	25	0	0	0	19	31	0	14	243	17	52	7	6	8	3
Department of Agriculture Research and Education	91	202	127	32	2	19	13	0	0	0	13	266	0	55	178	5	37	0	0	0	0
Department of Commerce	140	392	312	198	32	39	19	0	6	6	21	82	0	63	393	43	107	0	12	10	5
Department of Chemicals and Petrochemicals	15	89	87	23	2	1	1	0	0	0	13	12	0	9	99	2	4	0	1	1	0
Department of Fertilizers	37	118	127	48	4	13	11	21	37	52	9	39	0	22	135	4	28	0	0	0	30

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Department for Promotion of Industry and Internal Trade	124	284	243	172	14	72	60	0	0	0	11	97	0	78	298	47	141	0	3	2	8
NITI Aayog	10	291	283	49	1	6	6	0	0	0	2	68	0	4	289	13	37	0	9	7	0
Department of Public Enterprises	95	85	53	15	8	0	0	0	0	0	24	11	0	1	121	2	11	2	0	2	0
Department of Sports	179	180	98	86	30	70	22	0	0	0	24	51	0	25	208	45	137	5	6	6	0
Legislative Department	26	154	149	64	23	15	10	0	0	0	15	34	0	14	156	3	24	0	5	4	3
Department of Youth Affairs	37	125	115	74	9	29	24	0	0	0	14	19	0	18	134	13	52	1	5	6	0
Ministry of Ayush	35	375	343	129	7	42	26	2	1	2	8	47	0	33	346	24	101	1	1	2	7
Ministry of Food Processing Industries	19	66	51	19	3	4	2	1	7	4	13	32	0	8	56	2	7	0	0	0	27
Ministry of Development of North Eastern Region	2	17	16	12	0	8	8	0	0	0	1	16	0	9	16	3	13	0	0	0	0
Ministry of Skill Development and Entrepreneurship	99	326	187	102	90	41	26	0	0	0	15	67	0	26	240	30	95	2	2	2	1

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pendancy more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Ministry of Tourism	44	256	232	160	6	31	31	5	31	34	8	66	0	33	240	28	71	0	4	3	26
Ministry of Parliamentary Affairs	9	133	134	40	0	0	0	0	0	0	26	17	0	17	139	1	3	0	7	5	0
Ministry of Water Resources, River Development & Ganga Rejuvenation	194	460	371	132	31	62	22	15	13	26	15	167	0	70	462	31	124	7	13	9	74
Ministry of Information and Broadcasting	77	422	370	288	36	79	76	2	26	13	9	69	0	57	383	71	211	2	9	8	2
Ministry of Statistics and Programme Implementation	18	45	41	29	8	15	11	1	1	2	15	92	0	39	49	9	28	0	0	0	21
Ministry of Shipping	25	192	160	128	4	51	47	1	18	6	6	75	0	51	164	33	110	0	4	4	29
O/o the Comptroller & Auditor General of India	83	157	108	72	15	47	16	0	0	0	13	132	0	84	131	19	89	1	4	5	0
Department of Atomic Energy	40	183	112	82	29	27	22	10	35	27	11	70	0	53	124	21	60	2	5	4	2
Department of Bio Technology	8	31	17	12	3	0	1	0	0	0	12	67	0	19	21	5	10	0	1	0	1

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Department of Defence Production	100	252	132	119	20	45	29	14	9	12	16	134	0	67	205	25	97	1	8	1	0
Department of Defence Research and Development	34	44	15	15	0	16	14	0	0	0	30	59	0	10	33	10	34	3	4	3	1
Department of Financial Services (Pension Reforms)	32	435	381	247	11	52	50	0	0	0	4	5	0	5	383	39	108	0	1	1	3
Department of Investment & Public Asset Management	6	75	79	30	29	7	0	0	0	0	2	8	0	3	79	2	14	0	0	0	34
Department of Economic Affairs ACC Division	161	287	222	49	42	11	7	0	0	0	31	48	0	14	301	4	26	4	7	5	16
Department of Expenditure	62	201	198	118	18	55	55	0	0	0	12	153	0	96	219	15	84	0	0	0	17
Department of Science and Technology	54	189	139	87	20	36	24	1	3	4	17	96	0	48	171	26	72	1	2	3	7
Department of Scientific & Industrial Research	25	65	64	53	11	27	29	1	4	5	10	105	0	47	66	9	41	1	0	1	1
Department of Pharmaceuticals	56	163	134	99	35	35	9	0	2	2	17	24	0	17	149	27	85	0	2	2	6

M/D	Grievances				Appeals			Corruption Category Grievances			Average Resolution Time	Number of GROs			Grievances Resolved (after removing duplicates)	Feedback		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	With Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied and Resolved	Total Feedback (Online + Call Centre)	Brought Forward	Receipts	Resolved	
Department of Space	34	147	50	50	16	17	5	0	0	0	16	21	0	18	66	22	47	0	0	0	14
Department of Official Language	2	20	14	4	1	2	2	0	0	0	1	15	0	11	14	0	3	0	1	1	0
Ministry of Culture	134	403	393	371	23	137	120	0	0	0	9	172	0	105	426	70	275	2	4	4	3
Ministry of Earth Sciences	7	27	24	17	0	5	2	0	0	0	7	29	0	4	24	7	14	1	1	2	5
Ministry of Mines	42	153	107	45	6	27	11	7	6	12	12	47	0	26	138	2	43	2	6	6	0
Ministry of Minority Affairs	72	201	173	135	28	80	62	0	0	0	10	32	0	25	190	19	122	0	13	10	0
Ministry of New and Renewable Energy	170	492	383	234	5	107	51	0	0	0	11	45	0	43	483	90	242	2	4	4	0
Ministry of Steel	7	119	79	73	2	38	30	0	0	0	5	59	0	41	79	4	60	0	1	0	0
Ministry of Tribal Affairs	80	246	220	157	7	68	41	0	0	0	9	29	0	25	241	49	152	2	1	3	0
Ministry of Textiles	17	78	74	62	4	25	23	1	1	1	7	35	0	31	74	18	53	1	1	2	0

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

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

- 1. The header cells in **light orange colour** are the indicators where the orientation is negative. For the indicator of Ratio of Grievances vis-à-vis grievances received, the scores have been normalised as mentioned in the formula sheet above.
- 2. For Redressal of Grievances under the Corruption category, Ministries/Departments having corruption categories but not getting any corruption grievances have been given full score while those which don't have corruption categories have been given a **zero** score.
- 3. Though most of the indicators are mentioned in Percentages (on a scale of 100), the presentation here is in decimals on a 1 – point scale due to space constraint.

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
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	0.30	0.02	1.00	0.00	1.000	0.87	0.17	0.91	1.00	98.90	0.35	0.90
2	Department of Fisheries	0.46	0.45	0.68	0.62	1.000	0.78	0.05	1.00	0.66	4.00	0.98	0.88
3	Ministry of Heavy Industries	0.61	0.75	1.00	0.76	1.000	0.79	0.14	1.00	1.00	4.14	0.98	0.65
4	Department of Health & Family Welfare	0.25	0.38	0.63	0.62	1.000	0.89	0.34	0.84	0.77	9.10	0.94	0.38

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0 Min = 0.46	Normalised Score	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
5	Department of Health Research	0.34	0.88	1.00	0.52	1.000	0.84	0.37	1.00	0.92	0.86	1.00	0.23
6	Department of Legal Affairs	0.25		1.00	0.48	1.000		0.13	0.87	0.99	27.21	0.82	0.47
7	Department of Agriculture and Farmers Welfare	0.20	0.60	0.75	0.43	1.000	0.89	0.21	0.80	1.00	33.86	0.78	0.82
8	Department of Animal Husbandry, Dairying	0.11	0.69	1.00	0.10	1.000	0.90	0.33	0.62	0.99	10.58	0.93	0.45
9	Department of Agriculture Research and Education	0.11	0.62	1.00	0.38	1.000	0.89	0.14	1.00	1.00	0.76	1.00	0.21
10	Department of Consumer Affairs	0.79	0.98	1.00	0.81	1.000	0.65	0.23	0.89	0.98	139.44	0.08	1.04
11	Department of Commerce	0.37	0.27	1.00	0.00	1.000	0.90	0.40	0.83	0.99	4.78	0.97	0.77
12	Department of Chemicals and Petrochemicals	0.22	0.33	0.00	0.38	1.000	0.99	0.50	1.00	1.00	7.42	0.95	0.75
13	Department of Food and Public Distribution	0.37	0.61	0.48	0.00	1.000	0.69	0.46	0.69	1.00	0.87	1.00	0.18
14	Department of Fertilizers	0.31	0.65	0.90	0.57	1.000	0.90	0.14	1.00	0.75	3.03	0.98	0.56
15	Department for Promotion of Industry and Internal Trade	0.42	0.70	1.00	0.48	1.000	0.76	0.33	0.67	0.97	2.93	0.98	0.80
16	Department of Land Resources	0.06	0.00	0.67	0.76	1.000	1.00	0.00	0.86	1.00	151.00	0.00	1.00

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
17	Department of Rural Development	0.20	0.80	0.27	0.43	1.000	0.15	0.18	0.37	1.00	0.81	1.00	0.23
18	Department of School Education and Literacy	0.35	0.51	1.00	0.14	1.000	0.65	0.29	0.66	1.00	14.53	0.91	0.67
19	Department of Telecommunications	0.81	0.89	0.89	0.67	1.000	0.57	0.31	0.97	1.00	9.59	0.94	0.93
20	NITI Aayog	0.16	0.86	0.00	0.90	1.000	0.98	0.35	0.78	1.00	4.28	0.97	0.06
21	Department of Public Enterprises	0.08	0.00	0.00	0.00	1.000	1.00	0.18	1.00	1.00	7.73	0.95	0.09
22	Department of Higher Education	0.23	0.27	1.00	0.10	0.998	0.75	0.31	0.38	1.00	10.29	0.93	0.60
23	Department of Sports	0.24	0.22	0.00	0.00	1.000	0.66	0.33	0.55	1.00	3.53	0.98	0.49
24	Legislative Department	0.36	0.26	0.00	0.29	1.000	0.90	0.13	0.80	0.98	4.53	0.97	0.41
25	Department of Youth Affairs	0.46	0.63	0.00	0.33	1.000	0.78	0.25	1.00	1.00	6.58	0.96	0.95
26	Unique Identification Authority of India	0.59	0.77	0.00	0.43	1.000	0.72	0.50	0.88	1.00	131.61	0.13	0.89
27	Ministry of Ayush	0.31	0.53	0.67	0.62	1.000	0.88	0.24	1.00	0.98	7.98	0.95	0.70
28	Ministry of Corporate Affairs	0.57	0.35	1.00	0.48	1.000	0.60	0.14	0.78	0.84	12.16	0.92	0.90
29	Ministry of Drinking Water and Sanitation	0.34	0.94	1.00	0.29	1.000	0.65	0.29	0.75	1.00	2.06	0.99	0.28
30	Ministry of Food Processing Industries	0.22	0.29	0.50	0.38	1.000	0.93	0.29	1.00	0.59	2.06	0.99	0.25

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0 Min = 0.46	Normalised Score	
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
31	Ministry of Development of North Eastern Region	0.63	1.00	0.00	0.95	1.000	0.50	0.23	1.00	1.00	1.06	1.00	0.56
32	Ministry of Skill Development and Entrepreneurship	0.24	0.20	1.00	0.29	1.000	0.83	0.32	0.50	1.00	4.87	0.97	0.39
33	Ministry of Women and Child Development	0.45	0.74	0.83	0.67	1.000	0.70	0.25	0.66	0.98	20.86	0.86	0.94
34	Ministry of Tourism	0.53	0.84	0.94	0.62	1.000	0.87	0.39	0.75	0.90	3.88	0.98	0.50
35	Ministry of Coal	0.70	0.02	0.83	0.52	0.995	0.65	0.15	0.83	1.00	1.53	0.99	0.68
36	Ministry of External Affairs	0.44	0.42	0.00	0.14	1.000	0.73	0.38	0.38	0.90	4.57	0.97	0.40
37	Ministry of Electronics & Information Technology	0.55	0.61	1.00	0.48	0.994	0.79	0.38	0.63	0.99	12.01	0.92	0.24
38	Ministry of Parliamentary Affairs	0.28		0.00	0.00	1.000		0.33	0.71	1.00	7.82	0.95	1.00
39	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.20	0.24	0.93	0.29	1.000	0.87	0.25	0.45	0.84	2.75	0.98	0.42
40	Ministry of Micro Small and Medium Enterprises	0.24	0.53	0.50	0.24	1.000	0.67	0.21	0.44	1.00	18.01	0.88	0.26
41	Ministry of Civil Aviation	0.68	0.62	0.60	0.48	1.000	0.69	0.20	0.93	1.00	2.04	0.99	0.45

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
42	Ministry of Cooperation	0.73	0.64	1.00	0.71	1.000	0.60	0.08	1.00	0.84	34.87	0.77	0.37
43	Ministry of Environment, Forest and Climate Change	0.17	0.50	0.92	0.00	1.000	0.86	0.18	0.78	0.83	7.67	0.95	0.59
44	Ministry of Information and Broadcasting	0.58	0.66	0.46	0.57	1.000	0.79	0.34	0.73	1.00	6.12	0.96	0.83
45	Ministry of Labour and Employment	0.53	0.66	0.93	0.38	0.996	0.69	0.39	0.96	1.00	39.91	0.74	0.66
46	Ministry of Panchayati Raj	0.21	0.85	1.00	0.76	1.000	0.86	0.15	0.83	1.00	0.81	1.00	0.50
47	Ministry of Road Transport and Highways	0.30	0.68	0.65	0.52	1.000	0.79	0.21	0.73	1.00	12.63	0.92	0.67
48	Ministry of Statistics and Programme Implementation	0.46	0.48	1.00	0.29	1.000	0.69	0.32	1.00	0.53	0.49	1.00	0.42
49	Ministry of Power	0.09	0.66	0.88	0.71	1.000	0.98	0.18	0.87	1.00	3.73	0.98	0.94
50	Ministry of Shipping	0.59	0.85	0.32	0.71	1.000	0.69	0.30	1.00	0.85	2.56	0.99	0.68
51	O/o the Comptroller & Auditor General of India	0.30	0.26	0.00	0.38	1.000	0.64	0.21	1.00	1.00	1.19	1.00	0.64
52	Central Board of Direct Taxes (Income Tax)	0.35	0.37	1.00	0.00	1.000	0.81	0.49	0.69	1.00	1.12	1.00	0.93

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
53	Central Board of Indirect Taxes and Customs	0.60	0.70	0.94	0.62	1.000	0.81	0.40	0.82	1.00	1.76	0.99	1.00
54	Department of Atomic Energy	0.37	0.39	0.60	0.48	1.000	0.78	0.35	0.57	0.99	2.61	0.99	0.76
55	Department of Bio Technology	0.31	0.33	1.00	0.43	1.000	1.00	0.50	0.00	0.97	0.46	1.00	0.28
56	Department of Ex Servicemen Welfare	0.39	0.73	1.00	0.00	1.000	0.69	0.36	1.00	0.99	2.69	0.99	0.60
57	Department of Defence Production	0.34	0.45	0.52	0.24	1.000	0.78	0.26	0.11	1.00	1.88	0.99	0.50
58	Department of Defence Research and Development	0.19	0.88	1.00	0.00	1.000	0.52	0.29	0.43	0.98	0.75	1.00	0.17
59	Department of Financial Services (Banking Division)	0.56	0.48	0.85	0.52	1.000	0.74	0.38	0.80	0.93	5.43	0.97	0.76
60	Department of Financial Services (Insurance Division)	0.82	0.94	1.00	0.62	1.000	0.63	0.27	0.98	0.99	5.55	0.97	0.89
61	Department of Financial Services (Pension Reforms)	0.53	0.79	0.00	0.81	1.000	0.86	0.36	1.00	0.99	87.00	0.43	1.00
62	Department of Military Affairs	0.40	0.49	0.00	0.38	0.999	0.69	0.33	0.45	1.00	2.61	0.99	0.77
63	Department of Empowerment of Persons with Disabilities	0.51	0.66	1.00	0.52	1.000	0.79	0.25	0.90	0.97	22.59	0.85	0.90

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
64	Department of Investment & Public Asset Management	0.37	0.00	0.00	0.90	1.000	0.91	0.14	1.00	0.55	9.38	0.94	0.38
65	Department of Economic Affairs ACC Division	0.11	0.13	1.00	0.00	1.000	0.96	0.15	0.45	0.94	5.98	0.96	0.29
66	Department of Expenditure	0.45	0.75	0.00	0.43	1.000	0.75	0.18	1.00	0.92	1.31	0.99	0.63
67	Department of Personnel and Training	0.14	0.31	1.00	0.00	1.000	0.95	0.22	0.62	1.00	15.91	0.90	0.54
68	Department of Revenue	0.18	0.89	0.86	0.67	1.000	0.98	0.41	1.00	1.00	28.13	0.82	0.79
69	Department of Science and Technology	0.36	0.43	1.00	0.19	1.000	0.79	0.36	1.00	0.96	1.97	0.99	0.50
70	Department of Scientific & Industrial Research	0.59	0.76	1.00	0.52	1.000	0.59	0.22	1.00	0.98	0.62	1.00	0.45
71	Department of Pharmaceuticals	0.45	0.13	1.00	0.19	1.000	0.77	0.32	1.00	0.96	6.79	0.96	0.71
72	Department of Posts	0.81	0.93	1.00	0.86	1.000	0.67	0.41	0.88	1.00	8.26	0.95	1.00
73	Department of Space	0.28	0.15	0.00	0.24	1.000	0.74	0.47	1.00	0.90	7.00	0.96	0.86
74	Department of Defence Finance	0.22	0.19	0.00	0.00	0.987	0.86	0.53	1.00	1.00	7.48	0.95	0.27
75	Department of Official Language	0.18	0.67	0.00	0.95	1.000	0.86	0.00	1.00	1.00	1.33	0.99	0.73
76	Department of Defence	0.49		0.79	0.33	1.000		0.22	0.83	1.00	2.43	0.99	0.97

S. No.	M/Ds	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 Grievances Received vis-à-vis GROs (Normalized)		% of Active Grievance Redressal Officers (GROs)
											Max = 151.0	Normalised Score	
											Min = 0.46		
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 Social Justice and Empowerment	0.19	0.56	1.00	0.00	1.000	0.81	0.37	0.69	1.00	19.34	0.87	0.71
78	Staff Selection Commission	0.31	0.58	0.00	0.14	1.000	0.53	0.43	1.00	0.78	27.56	0.82	0.78
79	Ministry of Culture	0.69	0.75	1.00	0.57	1.000	0.68	0.25	0.67	0.99	2.34	0.99	0.61
80	Ministry of Earth Sciences	0.50	0.40	1.00	0.67	1.000	0.79	0.50	1.00	0.81	0.93	1.00	0.14
81	Ministry of Home Affairs	0.46	0.93	1.00	0.48	1.000	0.71	0.25	0.69	1.00	7.27	0.95	0.43
82	Ministry of Mines	0.23	0.33	0.92	0.43	1.000	0.80	0.05	0.75	1.00	3.26	0.98	0.55
83	Ministry of Minority Affairs	0.49	0.57	0.00	0.52	1.000	0.58	0.16	0.77	1.00	6.28	0.96	0.78
84	Ministry of New and Renewable Energy	0.35	0.46	1.00	0.48	1.000	0.78	0.37	0.67	1.00	10.93	0.93	0.96
85	Ministry of Railways (Railway Board)	0.56	0.54	0.71	0.19	1.000	0.61	0.27	0.57	0.77	3.14	0.98	0.51
86	Ministry of Steel	0.58	0.75	1.00	0.76	1.000	0.52	0.07	0.00	1.00	2.02	0.99	0.69
87	Ministry of Petroleum and Natural Gas	0.10	0.00	0.76	0.00	0.997	0.85	0.59	0.32	0.94	10.15	0.94	0.61
88	Ministry of Tribal Affairs	0.48	0.55	1.00	0.57	1.000	0.72	0.32	1.00	1.00	8.48	0.95	0.86
89	Ministry of Textiles	0.65	0.79	0.50	0.67	1.000	0.66	0.34	1.00	1.00	2.23	0.99	0.89
90	Department of Urban Development	0.27	0.42	0.50	0.38	1.000	0.80	0.29	0.83	1.00	2.01	0.99	0.30

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 September to 30th September, 2026**.

2.5 Ranking of Ministries/Departments – Group A

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

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Department of Posts	0.400	0.162	0.139	0.098	0.799	1
2	Department of Financial Services (Insurance Division)	0.393	0.134	0.148	0.091	0.767	2
3	Department of Telecommunications	0.381	0.132	0.147	0.094	0.753	3
4	Department of Consumer Affairs	0.397	0.132	0.139	0.075	0.743	4
5	Central Board of Indirect Taxes and Customs	0.327	0.182	0.133	0.100	0.742	5
6	Department of Revenue	0.251	0.208	0.150	0.080	0.689	6
7	Department of Empowerment of Persons with Disabilities	0.306	0.155	0.139	0.088	0.688	7
8	Ministry of Labour and Employment	0.299	0.161	0.147	0.068	0.675	8
9	Department of Financial Services (Banking Division)	0.296	0.168	0.127	0.082	0.673	9

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
10	Ministry of Cooperation	0.359	0.102	0.141	0.049	0.651	10
11	Ministry of Women and Child Development	0.294	0.144	0.118	0.092	0.647	11
12	Ministry of Civil Aviation	0.309	0.133	0.144	0.061	0.647	12
13	Unique Identification Authority of India	0.259	0.182	0.139	0.066	0.647	13
14	Ministry of Electronics & Information Technology	0.309	0.174	0.117	0.044	0.644	14
15	Central Board of Direct Taxes (Income Tax)	0.230	0.195	0.122	0.095	0.643	15
16	Department of Ex Servicemen Welfare	0.262	0.157	0.150	0.071	0.640	16
17	Ministry of Home Affairs	0.313	0.144	0.122	0.059	0.638	17
18	Ministry of Power	0.221	0.175	0.138	0.095	0.629	18
19	Ministry of Coal	0.290	0.120	0.135	0.077	0.623	19
20	Ministry of Panchayati Raj	0.270	0.152	0.135	0.065	0.621	20
21	Ministry of Corporate Affairs	0.295	0.111	0.120	0.090	0.617	21

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
22	Ministry of Drinking Water and Sanitation	0.281	0.141	0.127	0.049	0.598	22
23	Department of Agriculture and Farmers Welfare	0.219	0.165	0.132	0.081	0.598	23
24	Department of Urban Development*	0.246	0.153	0.127	0.070	0.597	24
25	Ministry of Road Transport and Highways	0.242	0.150	0.125	0.075	0.592	25
26	Department of Social Justice and Empowerment	0.212	0.177	0.122	0.076	0.587	26
27	Department of School Education and Literacy	0.246	0.141	0.119	0.074	0.581	27
28	Department of Health & Family Welfare	0.215	0.185	0.122	0.055	0.577	28
29	Department of Justice	0.196	0.155	0.142	0.073	0.567	29
30	Ministry of Railways (Railway Board)	0.272	0.132	0.098	0.065	0.567	30
31	Department of Food and Public Distribution	0.216	0.172	0.122	0.042	0.553	31
32	Department of Defence	0.281	0.032	0.134	0.097	0.545	32
33	Ministry of Environment, Forest and Climate Change	0.198	0.155	0.121	0.070	0.544	33

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
34	Department of Personnel and Training	0.184	0.175	0.116	0.065	0.540	34
35	Staff Selection Commission	0.176	0.145	0.137	0.079	0.537	35
36	Department of Military Affairs	0.198	0.153	0.100	0.084	0.535	36
37	Department of Defence Finance	0.124	0.208	0.150	0.048	0.530	37
38	Department of Higher Education	0.205	0.159	0.094	0.070	0.528	38
39	Department of Land Resources	0.159	0.150	0.137	0.070	0.516	39
40	Ministry of Petroleum and Natural Gas	0.138	0.216	0.085	0.070	0.510	40
41	Ministry of External Affairs	0.192	0.167	0.088	0.057	0.503	41
42	Ministry of Micro Small and Medium Enterprises	0.197	0.132	0.100	0.045	0.474	42
43	Department of Legal Affairs	0.254	0.019	0.137	0.058	0.469	43
44	Department of Rural Development	0.200	0.050	0.093	0.046	0.389	44

**Note: Ministry of Housing and Urban Affairs has been bifurcated into Department of Capital Development and Department of Urban Development. The data for Department of Urban Development has been reflected in CPGRAMS. For the Department of Capital Development, integration with CPGRAMS is currently in progress and will soon be finalised.*

2.6 Ranking of Ministries/Departments – Group B

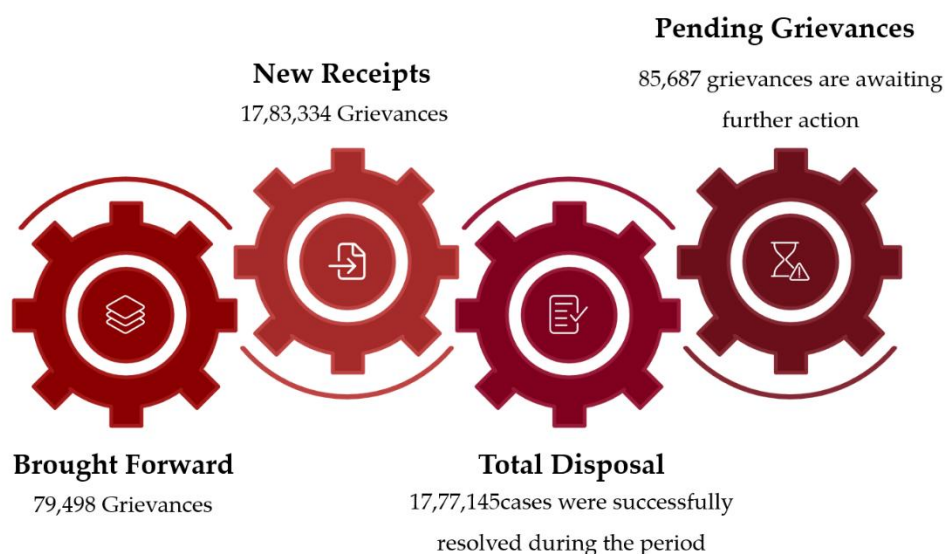
(Ministries/Departments with Total Grievances **less than 500**)

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Ministry of Textiles	0.317	0.150	0.150	0.092	0.709	1
2	Ministry of Heavy Industries	0.343	0.139	0.150	0.075	0.707	2
3	Ministry of Tourism	0.324	0.190	0.121	0.064	0.699	3
4	Ministry of Tribal Affairs	0.295	0.156	0.150	0.089	0.690	4
5	Ministry of Culture	0.351	0.140	0.120	0.072	0.683	5
6	Department of Financial Services (Pension Reforms)	0.265	0.184	0.150	0.083	0.681	6
7	Ministry of Information and Broadcasting	0.286	0.170	0.125	0.087	0.667	7
8	Ministry of Earth Sciences	0.293	0.194	0.139	0.040	0.665	8
9	Ministry of Shipping	0.298	0.148	0.141	0.077	0.665	9
10	Department of Scientific & Industrial Research	0.329	0.122	0.149	0.061	0.661	10
11	Department of Health Research	0.286	0.181	0.145	0.046	0.658	11
12	Department for Promotion of Industry and Internal Trade	0.289	0.164	0.118	0.086	0.657	12
13	Ministry of New and Renewable Energy	0.259	0.173	0.120	0.095	0.646	13
14	Department of Commerce	0.228	0.195	0.134	0.083	0.641	14
15	Ministry of Development of North Eastern Region	0.306	0.110	0.150	0.069	0.635	15

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
16	Ministry of Ayush	0.240	0.167	0.149	0.078	0.634	16
17	Department of Pharmaceuticals	0.244	0.162	0.148	0.078	0.632	17
18	Department of Science and Technology	0.245	0.173	0.148	0.065	0.630	18
19	Department of Fertilizers	0.260	0.157	0.135	0.069	0.621	19
20	Department of Youth Affairs	0.218	0.155	0.150	0.095	0.618	20
21	Department of Fisheries	0.266	0.125	0.129	0.091	0.611	21
22	Ministry of Statistics and Programme Implementation	0.273	0.152	0.122	0.060	0.607	22
23	Department of Chemicals and Petrochemicals	0.152	0.223	0.150	0.081	0.607	23
24	Department of Atomic Energy	0.230	0.170	0.111	0.083	0.594	24
25	Department of Expenditure	0.228	0.139	0.145	0.074	0.586	25
26	Department of Bio Technology	0.239	0.225	0.058	0.050	0.572	26
27	Department of Animal Husbandry, Dairying	0.209	0.184	0.115	0.060	0.567	27
28	Department of Agriculture Research and Education	0.216	0.154	0.150	0.044	0.565	28
29	Ministry of Steel	0.337	0.088	0.060	0.078	0.563	29
30	NITI Aayog	0.199	0.200	0.130	0.033	0.562	30
31	Department of Space	0.144	0.182	0.144	0.089	0.559	31
32	Ministry of Minority Affairs	0.230	0.110	0.129	0.084	0.553	32

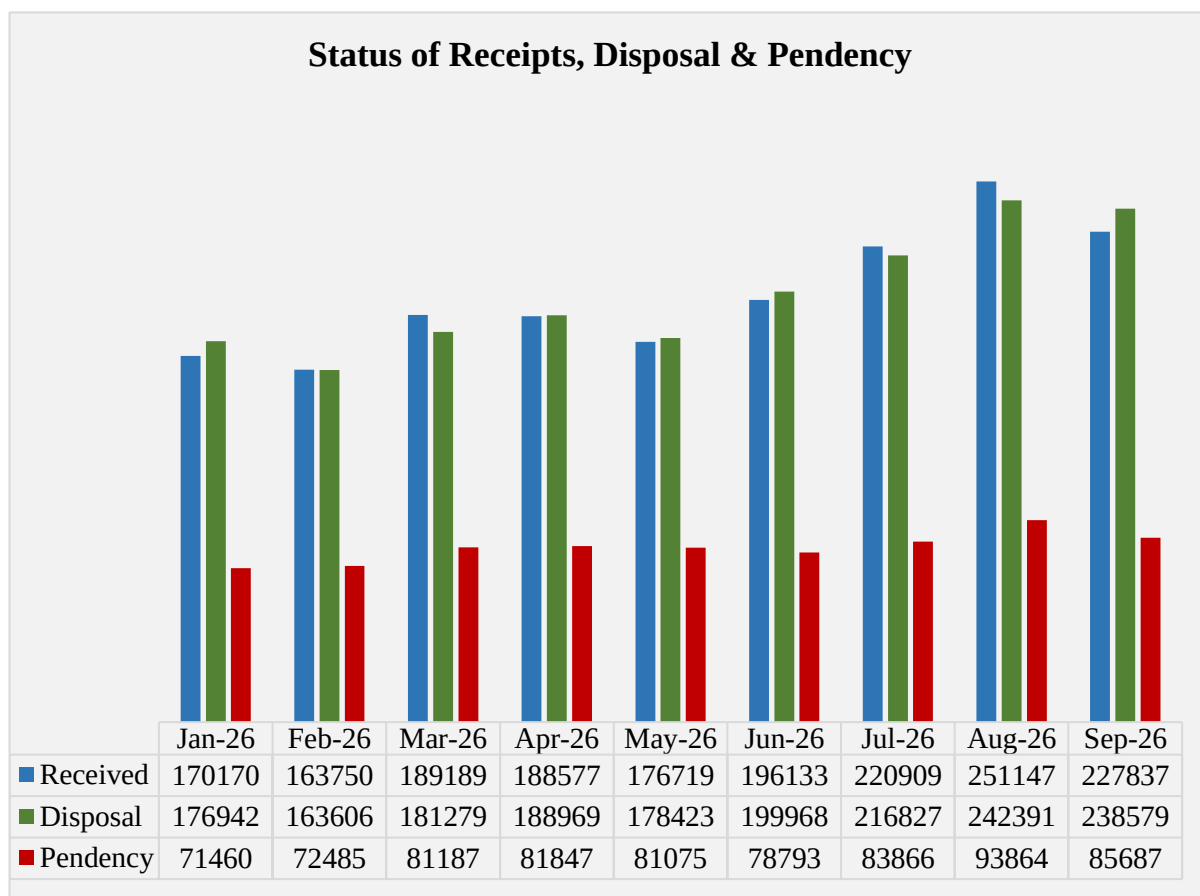
Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
33	Department of Official Language	0.192	0.129	0.150	0.081	0.552	33
34	Ministry of Skill Development and Entrepreneurship	0.210	0.172	0.105	0.056	0.543	34
35	Ministry of Mines	0.218	0.128	0.128	0.068	0.542	35
36	Ministry of Food Processing Industries	0.183	0.182	0.125	0.047	0.538	36
37	Department of Investment & Public Asset Management	0.183	0.158	0.123	0.054	0.519	37
38	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.200	0.167	0.091	0.059	0.517	38
39	O/o the Comptroller & Auditor General of India	0.163	0.128	0.150	0.074	0.515	39
40	Legislative Department	0.170	0.154	0.131	0.058	0.513	40
41	Department of Defence Production	0.212	0.156	0.070	0.065	0.502	41
42	Department of Defence Research and Development	0.233	0.121	0.097	0.042	0.493	42
43	Department of Economic Affairs ACC Division	0.166	0.168	0.098	0.049	0.481	43
44	Department of Sports	0.131	0.149	0.109	0.064	0.452	44
45	Department of Public Enterprises	0.084	0.177	0.150	0.035	0.447	45
46	Ministry of Parliamentary Affairs	0.146	0.050	0.124	0.099	0.419	46

3. Review of Status of Grievances



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

Month-wise Status of Grievances



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

As a continuing initiative under the Monthly CPGRAMS Reports, this chapter analyses the **ten most frequently recurring grievance categories across Ministries and Departments** on the CPGRAMS platform over the period 2022 to 2025. The top five sets of grievance categories were published in the April, May, June, July and August Monthly Report respectively. These next set of ten grievance categories account for 92,640 grievances during the last four years. It is felt that a focus on the root cause of these recurring grievances may allow for better resolution and reduced future grievances.

The ten grievance categories discussed herewith span nine Central Ministries and Departments as per the Table below. The analyses that follow are grounded in Action Taken Reports (ATRs) available on the CPGRAMS portal and, where possible, identification of root causes behind the recurrence of grievances under specific areas for the consideration of the concerned MDOs.

Table: Recurring High-Volume Ministry-Category Pairs by Grievance Volume

S. No.	Ministry	Category	2022	2023	2024	2025	Total
1	DoPT	Allegation of corruption / misconduct	3,342	2,847	2,571	1,442	10,202
2	DoR	Corruption/ Malpractices related	961	2,492	3,101	3,557	10,111
3	MoR	Tender/ Contract Matters	772	2,621	3,161	2,876	9,430
4	MCA	Investors Education & Protection Fund	642	1,926	3,272	3,549	9,389
5	DoCA	Consumer Protection Unit Related	2,232	2,880	2,584	1,587	9,283
6	DoP	Allegation of Corruption/ Malpractices/Harassment	2,037	2,038	3,128	2,011	9,214
7	DFS (BD)	Service Charges Related	2,165	2,757	3,457	756	9,135
8	UIDAI	Non-Enrolment and Non-Generation of Aadhaar	1,253	2,276	3,468	2,057	9,054

S. No.	Ministry	Category	2022	2023	2024	2025	Total
9	MoLE	Service Matters	2,067	2,367	2,963	1,474	8,871
10	DoT	Tower Related	782	963	1,117	5,089	7,951
Total Grievances in these Categories across 4 years: 92,640							

Note on 2025 figures: Several categories shown with the lower 2025 values (e.g., Allegation of corruption / misconduct, Consumer Protection Unit Related, Service Charges Related, Non-Enrolment and Non-Generation of Aadhaar , Service Matters) reflect a 2025 re-categorisation, under which a portion of these grievances migrated to newly consolidated categories. The 2025 dip in these rows is therefore partly a taxonomy related effect and should not be read as a genuine fall in citizen grievances.

Analysis based on the ATRs and Citizen Feedback: This analysis of the ATRs is based on a random sample of about 50 ATRs with citizen Feedback responses for each of the above listed Grievance Categories. In case if a noticeable pattern is seen in the composition of the complainants, the same is also mentioned.

1. DoPT – Allegation of Corruption/Misconduct

2022	2023	2024	2025	Total
3,342	2,847	2,571	1,442	10,202

Analysis of this category indicates that the primary concerns relate to suspected bribery or recruitment-related irregularities, as well as allegations of officials withholding information, altering reports or protecting the persons against whom complaints have been made. Such grievances are generally examined through the appropriate vigilance mechanism and, where the matter falls under another Ministry or organisation, are transferred to the competent authority for necessary examination and action. The ATRs indicate that grievances are often transferred to the concerned vigilance or institutional authority and subsequently disposed of with replies that may be unclear or not directly address the issues raised, such as “The grievance is filed”. A recurring concern reflected in citizen feedback is whether the underlying allegations were actually examined before closure. Citizens have also questioned cases where the

investigation findings or reasons for the decision are not communicated, or where the alleged inaction remains unresolved.

2. DoR – Corruption/Malpractices Related

2022	2023	2024	2025	Total
961	2,492	3,101	3,557	10,111

Analysis of this category indicates that the major recurring concerns relate to land and revenue records, particularly discrepancies in land classification, mutation, patta and other records maintained by State Revenue authorities. Since a significant portion of these grievances fall under the jurisdiction of State authorities, the Department of Revenue forwards them to the concerned State Revenue Department, District Collector or field-level revenue authority for examination and necessary action. This often adds an additional level of coordination before the grievance reaches the competent authority. In several cases, action is subsequently taken through the concerned local revenue offices, based on which the Department of Revenue records the grievance as disposed of. However, citizen feedback indicates continued concerns regarding the basis of such closures, particularly where the underlying discrepancy in land records or the specific action sought by the citizen is not clearly addressed or resolved.

3. MoR – Tender/Contract Matters

2022	2023	2024	2025	Total
772	2,621	3,161	2,876	9,430

Analysis of grievances in this category shows that delayed payment for goods and services supplied to Railway units is a recurring concern. Suppliers report that materials or services have already been provided against Railway or GeM orders, while payment remains pending beyond the expected period. The issue persists when payment-related files move between Stores, Accounts and other Railway offices before reaching the concerned section, increasing the time taken for disposal. The

Action Taken Reports indicate repeated internal transfers according to departmental responsibility, followed by disposal. Feedback suggests that the complainants remain dissatisfied with the reply given as their payment is not released even after closure on the portal.

4. MCA — Investors Education & Protection Fund

2022	2023	2024	2025	Total
642	1,926	3,272	3,549	9,389

Analysis of this category shows that the recurring issue is delay in returning shares and unpaid dividends to investors whose assets have been transferred to the Investor Education and Protection Fund (IEPF). In many cases, complainants have already completed the required claim process and submitted supporting documents, but their shares or dividend remain under process for extended periods. The cases are generally transferred by the Ministry of Corporate Affairs to the IEPF Authority, which responds with the current processing status or confirms that the shares have been credited while dividend payment is still pending. While such responses establish that the claim is being processed, recurring feedback indicates continued concern over the time taken to release the investor's money.

5. DoCA — Consumer Protection Unit Related

2022	2023	2024	2025	Total
2,232	2,880	2,584	1,587	9,283

ATR analysis of this category shows that the primary issue is non-receipt or delay of refunds after cancellation, return or a disputed transaction. In many cases, the consumer has already been assured by the company that the refund was processed, but the amount has not appeared in the account, creating a gap between refund initiation and actual receipt. National Consumer Helpline (NCH) generally takes up the matter with the company and, where a response is received, the grievance is disposed of with the advice to contact the bank or approach the Consumer

Commission for further relief. The substantive concern reflected in the feedback is therefore not merely whether the company has initiated or processed the refund, but whether the amount has actually been received by the consumer.

6. DoP - Allegation of Corruption/Malpractices/Harassment

2022	2023	2024	2025	Total
2,037	2,038	3,128	2,011	9,214

Analysis of this category indicates that the primary recurring concerns relate to non-delivery, improper return and disputed delivery of postal articles, with some complainants also alleging malpractice by postal staff. Citizens report instances where articles were marked as delivered despite not being received, returned for reasons they dispute, or retained without an apparent delivery attempt. Action Taken Reports generally rely on reports or local inquiries by the concerned postal office to establish the status of the article. However, citizen feedback continues to highlight concerns regarding incorrect or inconsistent delivery records, non-receipt of important articles and closure of grievances without the underlying delivery issue being satisfactorily resolved.

7. DFS (BD) - Service Charges Related

2022	2023	2024	2025	Total
2,165	2,757	3,457	756	9,135

Analysis of this category shows that the recurring issue is disputed or excessive bank charges and deductions from customer accounts. Grievances commonly arise where customers believe charges such as overdue, cheque-bounce or other service fees were applied incorrectly, particularly when the underlying transaction was subsequently debited or settled. The bank's examination may explain the basis of the charge, but this does not necessarily resolve the customer's request for reversal of the disputed amount. In some cases, the grievance also reflects dissatisfaction with the communication around deductions, with complainants stating that they were not

adequately informed before charges were imposed. The recurring concern is therefore the actual financial deduction and whether it should be reversed, rather than simply receiving an explanation of the bank's charging process.

8. UIDAI – Non-Enrolment and Non-Generation of Aadhaar

2022	2023	2024	2025	Total
1,253	2,276	3,468	2,057	9,054

Analysis of this category indicates that repeated rejection of Aadhaar enrolment due to biometric duplication or matching is a recurring concern. Citizens report making multiple enrolment attempts but receiving the same rejection, including cases where their biometrics are found to match those associated with another Aadhaar holder. This results in repeated cycles of correction and re-enrolment, where the concerned person is advised to update the conflicting biometric record and subsequently undertake fresh enrolment, but the application continues to be rejected. Action Taken Reports generally provide a procedural explanation and advise re-enrolment or correction of the conflicting biometric record. However, the recurring concern in citizen feedback is that the Aadhaar is still not generated despite repeated attempts and complaints, leaving citizens unable to access services requiring an Aadhaar number.

9. MoLE - Service Matters

2022	2023	2024	2025	Total
2,067	2,367	2,963	1,474	8,871

Analysis of this category shows that the recurring issue is non-payment or delayed payment of wages and other employment-related dues, particularly where employees have already completed their work but are unable to receive their pending payments from the employer. In several cases, employees report repeated follow-ups with the employer without a clear resolution, with the issue becoming more pronounced after termination or separation from service. The grievances are often transferred by the

Ministry of Labour & Employment to the appropriate labour authority for examination; however, some cases are subsequently found to fall under State Labour Departments rather than the Central Labour Commissioner, resulting in further transfer loop causing delay. Citizen feedback indicates that despite such transfers and reports, the actual release of pending salary or dues remain unresolved.

10. DoT - Tower Related

2022	2023	2024	2025	Total
782	963	1,117	5,089	7,951

ATR analysis of this category shows that the primary issue is inadequate mobile network coverage and the demand for a new functioning tower, with some cases also involving objections to tower installation. Citizens generally seek for a tangible improvement in connectivity, particularly where existing coverage is weak or a proposed tower has been delayed. In tower-installation cases, the response focuses on whether the operator has obtained the required permissions and whether the installation meets applicable requirements. However, this procedural verification does not always address the citizen's concern about location, delay or actual service availability. Feedback also shows citizens seeking verification of tower permissions and documents when they believe an installation is irregular, highlighting concerns about whether official records match the actual situation on the ground.

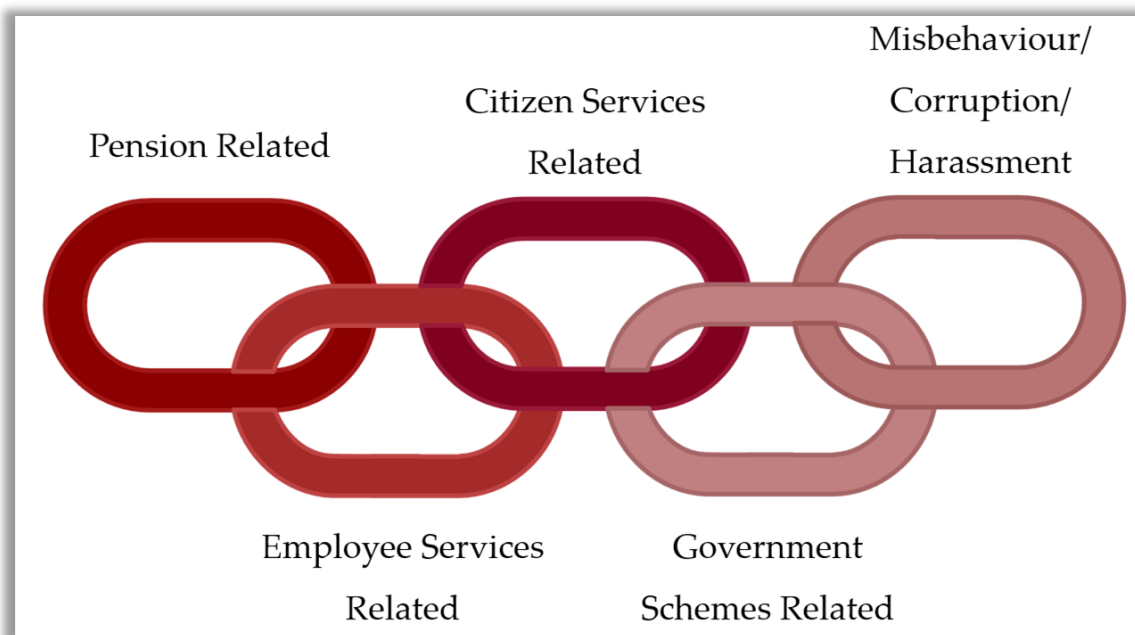
5. Categorisation

Overview

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

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

Uniform Key Categories Identified:



Progress so far

The Department has completed the categorisation analysis for **44 Ministries/Departments**, of which 36 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 36 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

S. No.	Name of Ministry/Department	LIVE made on
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
34	Department of Financial Services (Pension Reforms)	14 th July 2026
35	Ministry of Home Affairs	23 rd July 2026
36	Ministry of Micro Small and Medium Enterprises	31 st July 2026

Note:

1. Ministries/Departments are requested to review their existing categorisation and mapping and undertake necessary updation, wherever required, to ensure that grievances are appropriately categorised and mapped to the concerned Grievance Redressal Officers (GROs).
2. The revised categorisation of the Ministry of Development of North Eastern Region (DoNER) is currently under implementation and will be updated on CPGRAMS Portal soon.

6. Review Meeting by Secretaries

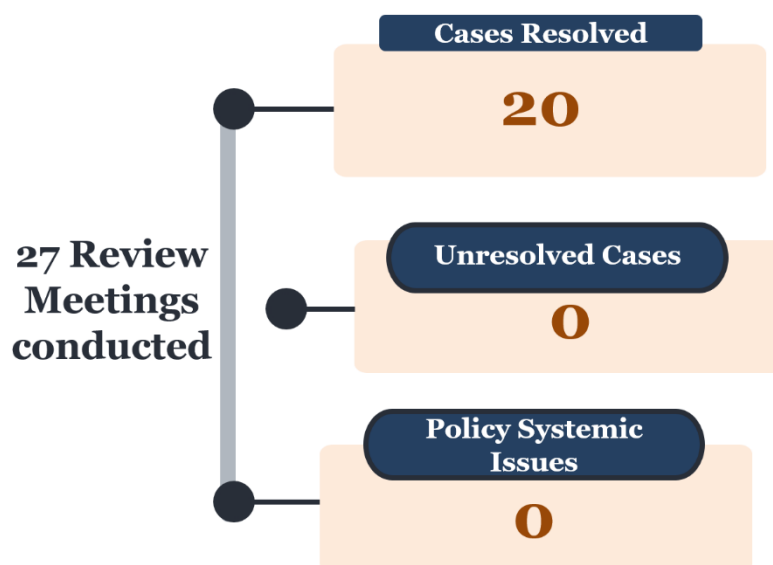
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on **30th January 2025**, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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 September, 2026.

A total of **454 Review Meetings** were conducted between **14th February 2025 till 30th September, 2026**. A total of 1,972 cases has been resolved; 64 systemic policy issues and 25 unresolved cases have been taken up.

Status of Review Meetings Conducted – September, 2026

A total of **27 Review Meetings** were conducted and **20 cases** were resolved in **September 2026**. Department of Ex-Servicemen Welfare and Ministry of Labour and Employment conducted the highest number of review meetings.

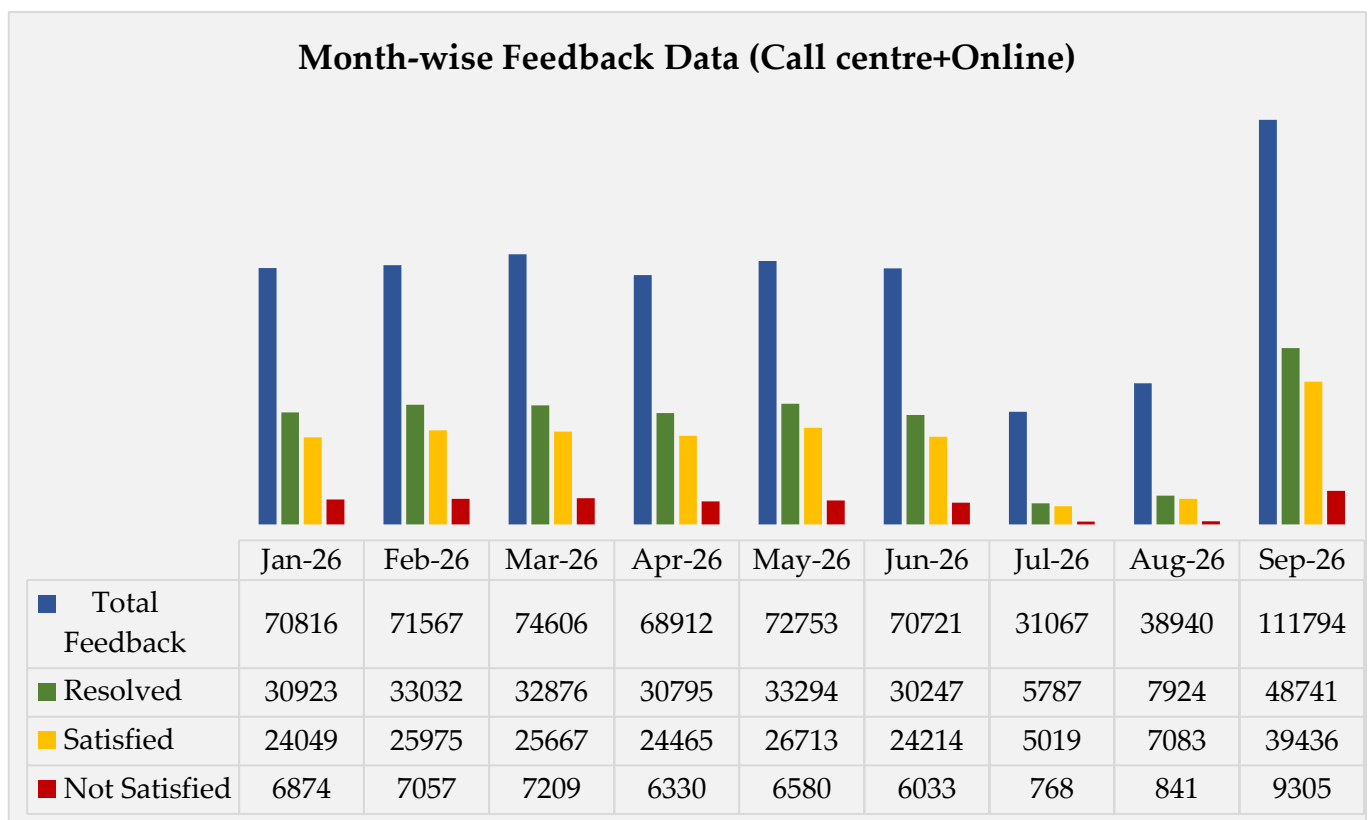


S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	4	Secretary
2	Ministry of Labour and Employment	4	Secretary
3	Department of Chemicals and Petrochemicals	3	Secretary
4	Ministry of Textiles	3	Secretary
5	Department of Science and Technology	2	Secretary
6	Central Board of Direct Taxes (Income Tax)	1	Chairman
7	Department of Financial Services (Banking Division)	1	Secretary
8	Department of Financial Services (Insurance Division)	1	Secretary
9	Department of Military Affairs	1	Secretary
10	Department of Official Language	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 Power	1	Secretary
15	Ministry of Shipping	1	Secretary
16	Ministry of Women and Child Development	1	Secretary
Total Meetings held in September, 2026		27	

7. Feedback Analysis

During September 2026, Ministries/Departments received **1,11,794 feedback** through **Call Centre and online**. Of these, **48,741 (43.6%) were resolved** and **63,053 (56.4%) were Not Resolved**. Among the resolved cases, **~81% of citizens (39,436) expressed satisfaction**, while 9,305 (~19%) were not satisfied. During January to September 2026, a total of 6,11,176 feedback was received, of which 2,53,619 (41.5%) were resolved and of the resolved cases, 2,02,621 (~80%) were satisfied.

The column chart below tracks four key metrics regarding feedback from January to September 2026: total feedback received (Call centre + Online), grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.



Note: The feedback figures for July and August were comparatively lower, as the Feedback Call Centre was undergoing certain operational changes during the period. With the resumption of regular operations, feedback figures increased slightly in September.

September Feedback Snapshot



September, 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	26194	14363
2	Department of Financial Services (Banking Division)	8667	4754
3	Ministry of Railways (Railway Board)	6021	3755
4	Department of Telecommunications	6154	3678
5	Department of Posts	6227	3113
6	Ministry of Home Affairs	4333	2866
7	Unique Identification Authority of India	5399	2360
8	Department of Consumer Affairs	2370	1614
9	Ministry of Road Transport and Highways	2234	1509
10	Ministry of Petroleum and Natural Gas	4204	1351

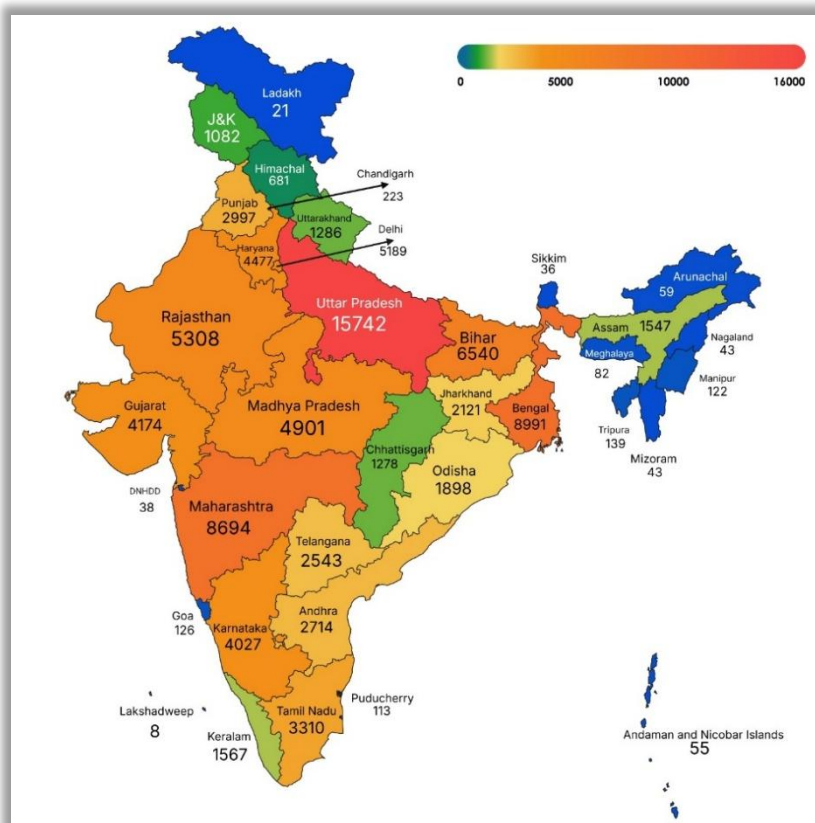
September, 2026: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	11,831	10,150 (86%)	1,681 (14%)
2	Department of Financial Services (Banking Division)	3,913	3,287 (84%)	626 (16%)
3	Department of Posts	3,114	2,553 (82%)	561 (18%)
4	Unique Identification Authority of India	3,039	2,692 (89%)	347 (11%)
5	Ministry of Petroleum and Natural Gas	2,853	2,492 (87%)	361 (13%)
7	Department of Telecommunications	2,476	1,893 (77%)	583 (24%)
6	Ministry of Railways (Railway Board)	2,266	1,645 (73%)	621 (27%)
8	Central Board of Direct Taxes (Income Tax)	1,810	1,547 (86%)	263 (15%)
9	Department of Defence Finance	1,800	1,549 (86%)	251 (14%)
10	Ministry of Home Affairs	1,467	1,062 (72%)	405 (28%)

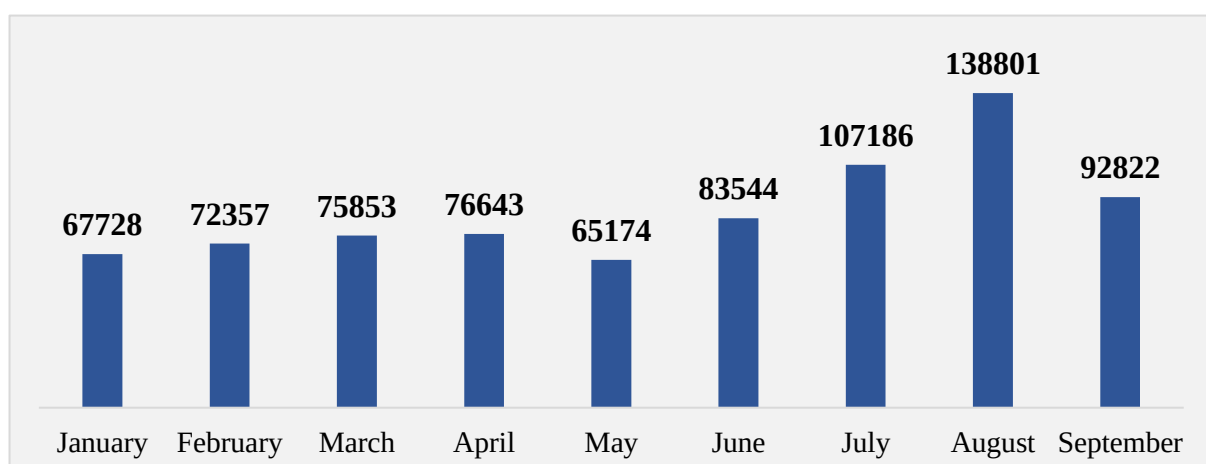
8. New User Registration

A total of **92,822 new users** has registered on CPGRAMS in September, 2026, through various channels, out of which, **~36% of the total registrations** are from Uttar Pradesh (15,742), West Bengal (8,991), and Maharashtra (8,694).

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

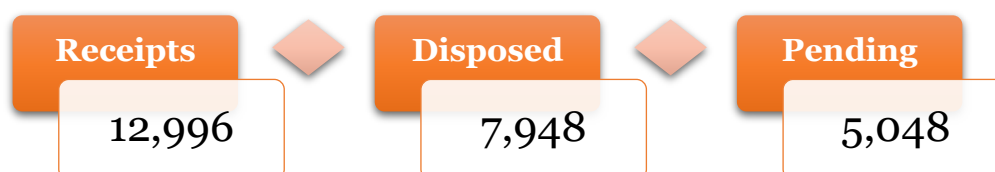


New User Registration on CPGRAMS in 2026



9. Outreach through CSCs

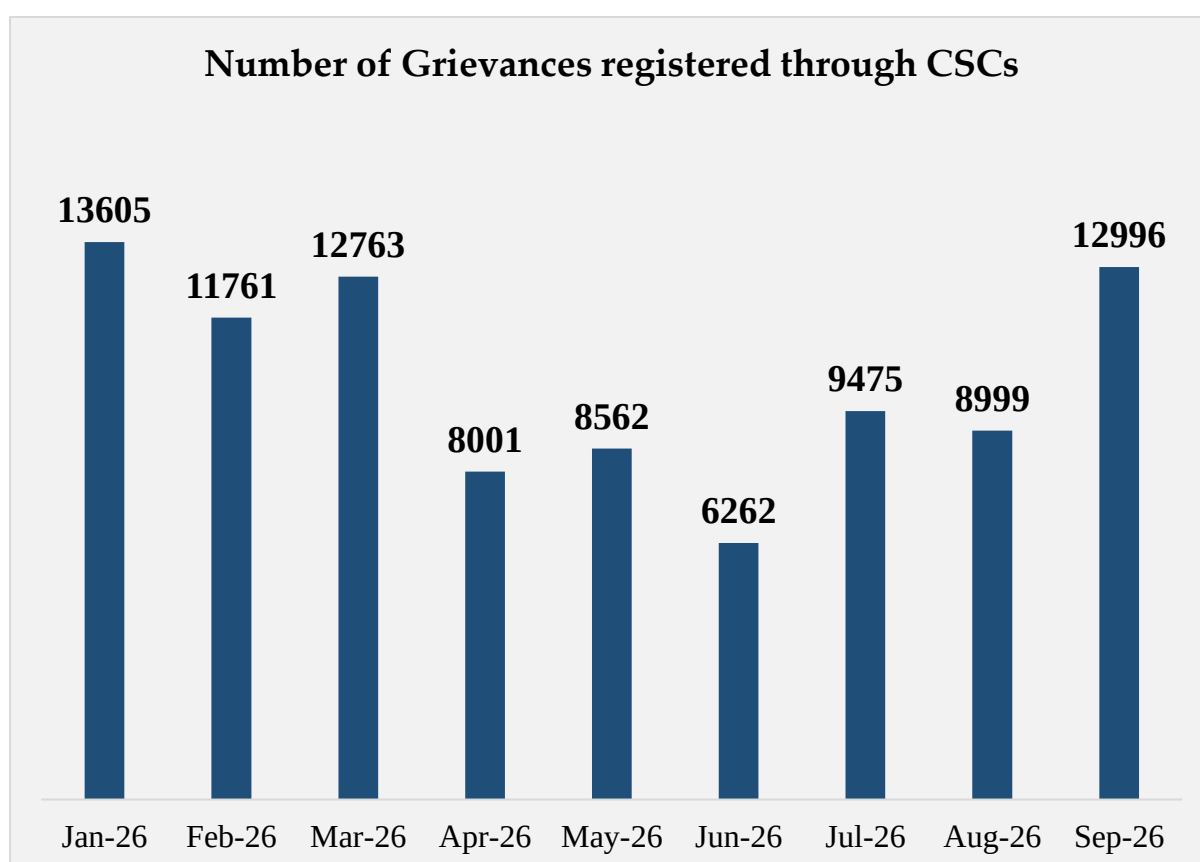
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



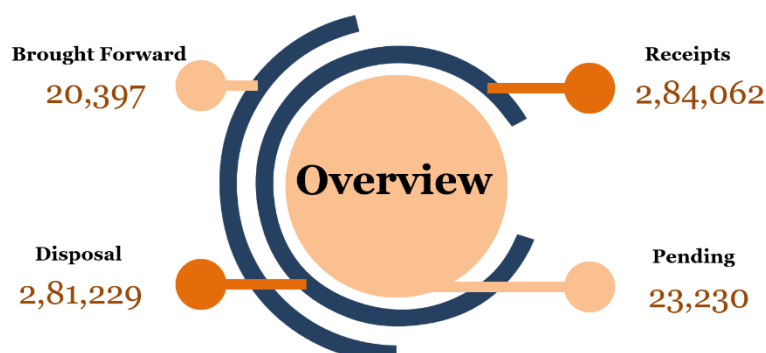
Time Period: 1st September, 2026 till 30th September, 2026

Overview of grievances registered through the Common Service Centres

A total of **12,996 grievances** were registered through Common Service Centres (CSCs) in **September 2026**.

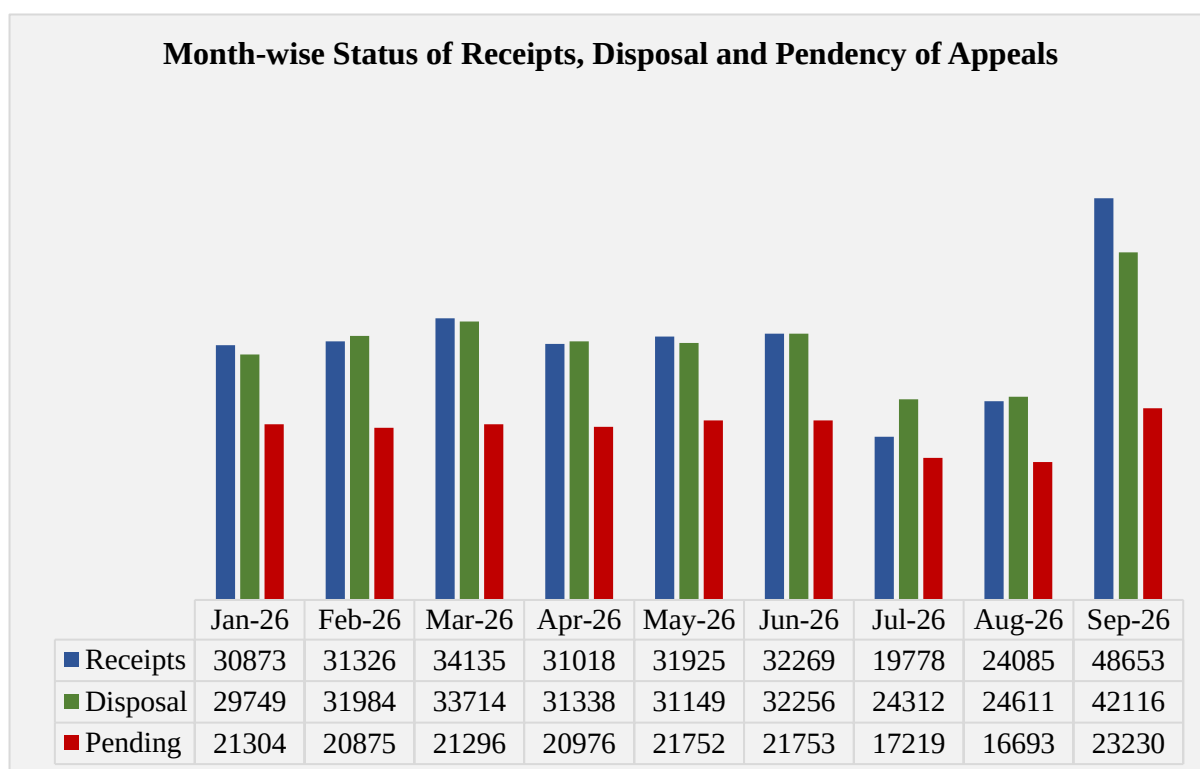


10. Review of Status of Appeals on CPGRAMS



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

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

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

11. Success Stories

Grievance of Ms. Deeksha Bhardwaj

Ms. Deeksha Bhardwaj, Lt Col (Retd) faced prolonged delay in receiving her outstanding pay and allowances following release from the Army, despite repeated follow-ups and submission of required documents. She filed a grievance on the CPGRAMS Portal seeking resolution of the pending dues. Within 13 days, the concerned authorities rectified the technical issues and credited the balance amount of ₹5,26,652.

CPGRAMS Resolves Pending Army Pay and Allowances

Department of
Defence Finance -
(FADSS))

↓
Controller General
Defence Accounts -
(CGDAN)

↓
PCDA (O) Pune -
(CDA02)

↓
LWSS Section -
(LWSS1)

CPGRAMS Resolves Pending TDR Refund

Ministry of Railways (Railway Board) - (MORLY)

↓
WEST CENTRAL
RAILWAY - (WCRLY)

↓
ACCOUNTS - (FAWCR)

↓
Indian Railway Catering
and Tourism
Corporation - (IRCTC)

Grievance of Mr. Kamal

Mr. Kamal from Madhya Pradesh filed a grievance mentioning that TDR refund of ₹1,130 remained pending despite an earlier communication regarding its processing. He sought resolution of the delayed refund. Within 8 days, the concerned authorities examined the matter and processed the refund of ₹1,130 to the complainant's respective account

**CPGRAMS
Facilitates
Release of
Pending Gratuity**

Grievance of Mr. Sanyam Jain

Mr. Virendra Sharma from Madhya Pradesh filed a grievance on the CPGRAMS Portal regarding the non-release of gratuity following retirement from BSNL under the Voluntary Retirement Scheme. Upon examination, the concerned authorities issued an order for payment of ₹25,38,383, comprising the deferred retirement gratuity along with admissible interest for the delayed period. The complainant was informed of the payment order for release of the gratuity amount. The grievance was successfully resolved within 6 days through CPGRAMS.

Department of
Telecommunications -
(DOTEL)

Bharat Sanchar Nigam
Limited Corporate Office
- (BSNLC)

Madhya Pradesh
Telecom Circle -
(CGMMP)

Controller General of
Communication
Accounts - (JCGCA)

**CPGRAMS
Facilitates
Delivery of PAN
Card**

Grievance of Mr. Mota Ram

Mr. Mota Ram filed a grievance on the CPGRAMS Portal regarding the non-receipt of his PAN card despite the Speed Post article being incorrectly marked as delivered. Upon examination, the concerned authorities confirmed that the article was subsequently delivered to the complainant and provided the Proof of Delivery (POD). The grievance was successfully resolved within 12 days through CPGRAMS.

Department of
Posts - (DPOST)

Rajasthan Postal
Circle - (RAJPG)

SPOs Sirohi -
(WR307)

AD RO Jodhpur -
(RJDR)

12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



DARPG releases the 52nd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of August, 2026

A total of 2,42,391 grievances redressed by Central Ministries/ Departments in August, 2026.

For the 50th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Posts, Department of Telecommunications & Department of Financial Services (Insurance Division) top Group A category in the GRAI rankings released for the month of August, 2026

Ministry of Steel, Ministry of Shipping & Ministry of Development of North Eastern top in Group B category in the GRAI rankings released for the month of August, 2026

Posted On: 25 SEP 2026 5:40PM by PIB Delhi



Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13168	270333	283501	267594	15907
2	Department of Financial Services (Banking Division)	4318	240313	244631	240439	4192
3	Ministry of Railways (Railway Board)	4421	76808	81229	77933	3296
4	Ministry of Home Affairs	5662	75895	81557	79037	2520
5	Department of Telecommunications	845	75803	76648	75452	1196
6	Ministry of Petroleum and Natural Gas	2779	67234	70013	55981	14032
7	Department of Rural Development	1025	67045	68070	67050	1020
8	Department of Posts	1358	62396	63754	63073	681
9	Central Board of Direct Taxes (Income Tax)	5060	57216	62276	58351	3925
10	Department of Health & Family Welfare	2113	55134	57247	55836	1411

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13168	270333	283501	267594	15907

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
2	Department of Financial Services (Banking Division)	4318	240313	244631	240439	4192
3	Ministry of Home Affairs	5662	75895	81557	79037	2520
4	Ministry of Railways (Railway Board)	4421	76808	81229	77933	3296
5	Department of Telecommunications	845	75803	76648	75452	1196
6	Department of Rural Development	1025	67045	68070	67050	1020
7	Department of Posts	1358	62396	63754	63073	681
8	Central Board of Direct Taxes (Income Tax)	5060	57216	62276	58351	3925
9	Ministry of Petroleum and Natural Gas	2779	67234	70013	55981	14032
10	Department of Health & Family Welfare	2113	55134	57247	55836	1411

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13168	270333	283501	267594	15907
2	Ministry of Petroleum and Natural Gas	2779	67234	70013	55981	14032
3	Department of Defence Finance	6499	51503	58002	53606	4396
4	Department of Financial Services (Banking Division)	4318	240313	244631	240439	4192
5	Department of Higher Education	1292	32664	33956	29873	4083
6	Central Board of Direct Taxes (Income Tax)	5060	57216	62276	58351	3925
7	Ministry of Railways (Railway Board)	4421	76808	81229	77933	3296

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
8	Unique Identification Authority of India	2662	45699	48361	45389	2972
9	Ministry of Micro Small and Medium Enterprises	3535	25889	29424	26884	2540
10	Ministry of Home Affairs	5662	75895	81557	79037	2520
11	Ministry of Panchayati Raj	2127	18767	20894	18851	2043
12	Department of Military Affairs	294	23234	23528	21812	1716
13	Ministry of Road Transport and Highways	1310	49646	50956	49298	1658
14	Ministry of External Affairs	1137	19545	20682	19057	1625
15	Department of School Education and Literacy	998	23444	24442	22834	1608
16	Department of Food and Public Distribution	2282	17575	19857	18383	1474
17	Department of Health & Family Welfare	2113	55134	57247	55836	1411
18	Department of Agriculture and Farmers Welfare	1074	30169	31243	29992	1251
19	Department of Telecommunications	845	75803	76648	75452	1196
20	Department of Urban Development	1853	29372	31225	30042	1183
21	Department of Rural Development	1025	67045	68070	67050	1020
22	Department of Personnel and Training	861	20776	21637	20630	1007

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Petroleum and Natural Gas	2779	67234	70013	55981	14032	####
2	Ministry of Labour and Employment	13168	270333	283501	267594	15907	3320

3	Department of Higher Education	1292	32664	33956	29873	4083	2287
4	Department of Defence Finance	6499	51503	58002	53606	4396	2010
5	Central Board of Direct Taxes (Income Tax)	5060	57216	62276	58351	3925	1907
6	Ministry of Panchayati Raj	2127	18767	20894	18851	2043	1123
7	Department of Food and Public Distribution	2282	17575	19857	18383	1474	737
8	Ministry of Railways (Railway Board)	4421	76808	81229	77933	3296	613
9	Ministry of External Affairs	1137	19545	20682	19057	1625	549
10	Department of Urban Development	1853	29372	31225	30042	1183	408

Annexure 2: Average Closing Time – 1st January 2026 to 30th September 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	3379	42
2	Ministry of Petroleum and Natural Gas	55981	34
3	Department of Food and Public Distribution	18383	32
4	Ministry of Panchayati Raj	18851	29
5	Central Board of Direct Taxes (Income Tax)	58351	27
6	Department of Ex Servicemen Welfare	12490	24
7	Staff Selection Commission	6032	23
8	Department of Defence Finance	53606	23
9	Department of Commerce	4031	21

S. No.	Name of Ministry/Department	Grievances Disposed	Average Closing Time (in Days)
10	Department of Defence Research and Development	864	20

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 Development of North Eastern Region	166	1
2	NITI Aayog	3665	2
3	Ministry of Power	11913	3
4	Department of Land Resources	6594	3
5	Department of Official Language	217	3
6	Department of Consumer Affairs	29344	4
7	Ministry of Parliamentary Affairs	1652	4
8	Department of Chemicals and Petrochemicals	913	4
9	Department of Financial Services (Banking Division)	240440	5
10	Department of Posts	63073	5

Annexure 3: Status of Appeals – 1st January 2026 to 30th September 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	66038	68043	63690	4353
2	Ministry of Petroleum and Natural Gas	944	7217	8161	4549	3612
3	Department of Financial Services (Banking Division)	1873	22841	24714	22702	2012

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
4	Ministry of Railways (Railway Board)	1008	15281	16289	14741	1548
5	Department of Higher Education	563	5825	6388	5325	1063
6	Central Board of Direct Taxes (Income Tax)	761	6919	7680	6782	898
7	Department of Defence Finance	668	5058	5726	4832	894
8	Department of Health & Family Welfare	355	4418	4773	4189	584
9	Department of Urban Development	676	4457	5133	4563	570
10	Ministry of External Affairs	382	4135	4517	3968	549

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	7810	3
2	Department of Revenue	286	4
3	Department of Posts	14713	6
4	Department of Financial Services (Insurance Division)	6472	7
5	Ministry of Cooperation	2525	7
6	Department of Telecommunications	21404	8
7	Ministry of Drinking Water and Sanitation	2736	9
8	Ministry of Ayush	392	10
9	Department of Sports	268	10
10	Ministry of Textiles	144	10

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

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Received	Appeals Received / Total Grievances Disposed
1	Ministry of Cooperation	8258	8129	2744	34%
2	Ministry of Corporate Affairs	13145	12733	4061	32%
3	Ministry of Minority Affairs	1801	1718	494	29%
4	Department of Telecommunications	76648	75452	21401	28%
5	Department of Consumer Affairs	29599	29343	7763	26%
6	Ministry of Civil Aviation	7298	7129	1819	26%
7	Ministry of Labour and Employment	283501	267594	66038	25%
8	Ministry of Drinking Water and Sanitation	11590	10945	2695	25%
9	Department of School Education and Literacy	24442	22834	5543	24%
10	Department of Posts	63754	63073	14549	23%

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

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

This analysis covers all 11 indicators across the four dimensions of GRAI, providing a comprehensive evaluation of the grievance redressal mechanisms. The indicator scores for all 90 M&Ds have been analysed and presented, offering insights into their relative performance.

To facilitate quick visual interpretation, a color-coded system has been used, based on indicator scores achieved by each M&D. This approach enables an intuitive comparison, highlighting strengths and areas needing improvement in grievance resolution efficiency.

Table: Indicator-based RCA

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time (in Days)	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D (% of grievances filed as "Others")	Ratio of Grievances Received vis-à-vis GROs	% of Active Grievance Redressal Officers (GROs)
1	Department of Justice	29.8%	1.6%	100.0%	23.0	0.00%	13.4%	16.8%	91.3%	0.0%	98.90	90.0%
2	Department of Fisheries	46.5%	45.5%	68.2%	8.0	0.00%	21.8%	5.3%	100.0%	34.4%	4.00	87.5%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time (in Days)	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D (% of grievances filed as "Others")	Ratio of Grievances Received vis-à-vis GROs	% of Active Grievance Redressal Officers (GROs)
3	Ministry of Heavy Industries	60.7%	75.4%	100.0%	5.0	0.00%	20.7%	13.6%	100.0%	0.0%	4.14	64.7%
4	Department of Health & Family Welfare	25.2%	38.2%	63.2%	8.0	0.00%	10.8%	34.2%	84.3%	23.3%	9.10	38.0%
5	Department of Health Research	33.5%	88.0%	100.0%	10.0	0.00%	15.9%	36.5%	100.0%	7.9%	0.86	23.1%
6	Department of Legal Affairs	25.4%		100.0%	11.0	0.00%	0.0%	12.9%	86.7%	1.0%	27.21	47.4%
7	Department of Agriculture and Farmers Welfare	20.4%	60.1%	75.0%	12.0	0.00%	10.8%	21.1%	80.0%	0.2%	33.86	82.2%
8	Department of Animal Husbandry, Dairying	11.0%	69.4%	100.0%	19.0	0.00%	10.3%	32.7%	61.5%	0.9%	10.58	45.2%
9	Department of Agriculture Research and Education	10.9%	61.9%	100.0%	13.0	0.00%	10.7%	13.5%	100.0%	0.0%	0.76	20.7%
10	Department of Consumer Affairs	78.6%	98.4%	100.0%	4.0	0.00%	35.3%	23.2%	89.1%	1.7%	139.44	103.7%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time (in Days)	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D (% of grievances filed as "Others")	Ratio of Grievances Received vis-à-vis GROs	% of Active Grievance Redressal Officers (GROs)
11	Department of Commerce	37.2%	26.8%	100.0%	21.0	0.00%	9.9%	40.2%	83.3%	1.3%	4.78	76.8%
12	Department of Chemicals and Petrochemicals	22.1%	33.3%	0.0%	13.0	0.00%	1.0%	50.0%	100.0%	0.0%	7.42	75.0%
13	Department of Food and Public Distribution	37.0%	61.0%	48.4%	25.0	0.05%	31.2%	46.0%	69.2%	0.2%	0.87	17.7%
14	Department of Fertilizers	31.0%	64.7%	89.7%	9.0	0.00%	9.6%	14.3%	100.0%	25.4%	3.03	56.4%
15	Department for Promotion of Industry and Internal Trade	42.2%	69.8%	100.0%	11.0	0.00%	24.2%	33.3%	66.7%	2.8%	2.93	80.4%
16	Department of Land Resources	6.0%	0.0%	66.7%	5.0	0.00%	0.1%	0.0%	85.7%	0.0%	151.00	100.0%
17	Department of Rural Development	20.3%	79.5%	27.0%	12.0	0.00%	84.6%	18.0%	36.7%	0.1%	0.81	23.0%
18	Department of School Education and Literacy	34.5%	51.0%	100.0%	18.0	0.00%	35.1%	29.3%	65.9%	0.1%	14.53	67.2%

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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 (in Days)	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution with "Satisfied" Remarks	% of Resolution of Complaints Categorised as "Urgent" (Combining Policy and Process Complaints)	Adequacy of Categories identified by M/D (% of grievances filed as "Others")	Ratio of Grievances Received vis-à-vis GROs	% of Active Grievance Redressal Officers (GROs)
19	Department of Telecommunications	80.7%	88.8%	89.0%	7.0	0.00%	42.9%	30.8%	96.7%	0.0%	9.59	93.4%
20	NITI Aayog	16.3%	85.7%	0.0%	2.0	0.00%	2.1%	35.1%	77.8%	0.0%	4.28	5.9%
21	Department of Public Enterprises	8.3%	0.0%	0.0%	24.0	0.00%	0.0%	18.2%	100.0%	0.0%	7.73	9.1%
22	Department of Higher Education	23.5%	27.4%	100.0%	19.0	0.22%	24.5%	30.8%	37.5%	0.1%	10.29	59.6%
23	Department of Sports	24.0%	22.0%	0.0%	24.0	0.00%	33.7%	32.8%	54.5%	0.0%	3.53	49.0%
24	Legislative Department	35.6%	26.3%	0.0%	15.0	0.00%	9.6%	12.5%	80.0%	1.9%	4.53	41.2%
25	Department of Youth Affairs	45.7%	63.2%	0.0%	14.0	0.00%	21.6%	25.0%	100.0%	0.0%	6.58	94.7%
26	Unique Identification Authority of India	59.4%	77.4%	0.0%	12.0	0.00%	28.2%	49.9%	87.5%	0.1%	131.61	89.3%
27	Ministry of Ayush	31.5%	53.1%	66.7%	8.0	0.00%	12.1%	23.8%	100.0%	1.9%	7.98	70.2%
28	Ministry of Corporate Affairs	57.1%	34.5%	100.0%	11.0	0.00%	40.2%	14.5%	77.8%	16.1%	12.16	89.7%
29	Ministry of Drinking Water and Sanitation	34.4%	94.2%	100.0%	15.0	0.00%	35.2%	29.0%	75.0%	0.4%	2.06	28.0%

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30	Ministry of Food Processing Industries	22.4%	28.6%	50.0%	13.0	0.00%	7.1%	28.6%	100.0%	40.9%	2.06	25.0%
31	Ministry of Development of North Eastern Region	63.2%	100.0%	0.0%	1.0	0.00%	50.0%	23.1%	100.0%	0.0%	1.06	56.3%
32	Ministry of Skill Development and Entrepreneurship	24.0%	19.8%	100.0%	15.0	0.00%	17.1%	31.6%	50.0%	0.3%	4.87	38.8%
33	Ministry of Women and Child Development	44.5%	74.4%	82.6%	7.0	0.00%	29.6%	25.3%	65.9%	1.9%	20.86	94.3%
34	Ministry of Tourism	53.3%	83.8%	94.4%	8.0	0.00%	12.9%	39.4%	75.0%	10.2%	3.88	50.0%
35	Ministry of Coal	70.3%	1.6%	83.3%	10.0	0.52%	35.4%	15.4%	83.3%	0.2%	1.53	68.1%
36	Ministry of External Affairs	44.4%	41.8%	0.0%	18.0	0.00%	27.0%	38.0%	37.5%	10.1%	4.57	39.8%
37	Ministry of Electronics & Information Technology	55.2%	61.4%	100.0%	11.0	0.61%	21.5%	37.6%	63.5%	0.6%	12.01	23.6%

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38	Ministry of Parliamentary Affairs	28.2%		0.0%	26.0	0.00%	0.0%	33.3%	71.4%	0.0%	7.82	100.0%
39	Ministry of Water Resources, River Development & Ganga Rejuvenation	20.2%	23.7%	92.9%	15.0	0.00%	13.4%	25.0%	45.0%	16.1%	2.75	41.9%
40	Ministry of Micro Small and Medium Enterprises	24.2%	53.3%	50.0%	16.0	0.00%	32.6%	20.8%	44.4%	0.2%	18.01	26.2%
41	Ministry of Civil Aviation	68.0%	62.2%	60.0%	11.0	0.00%	30.5%	19.5%	93.1%	0.4%	2.04	44.9%
42	Ministry of Cooperation	73.4%	63.8%	100.0%	6.0	0.00%	40.0%	8.1%	100.0%	15.6%	34.87	36.8%
43	Ministry of Environment, Forest and Climate Change	17.4%	50.2%	91.7%	27.0	0.00%	14.3%	17.6%	78.5%	16.6%	7.67	59.3%
44	Ministry of Information and Broadcasting	57.7%	66.1%	46.4%	9.0	0.00%	20.6%	33.6%	72.7%	0.5%	6.12	82.6%

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45	Ministry of Labour and Employment	53.0%	66.2%	92.9%	13.0	0.43%	31.3%	38.7%	96.4%	0.1%	39.91	65.6%
46	Ministry of Panchayati Raj	21.1%	85.2%	100.0%	5.0	0.00%	13.9%	15.2%	83.3%	0.0%	0.81	49.6%
47	Ministry of Road Transport and Highways	30.1%	67.6%	65.4%	10.0	0.00%	20.9%	20.7%	72.7%	0.1%	12.63	67.2%
48	Ministry of Statistics and Programme Implementation	46.0%	47.8%	100.0%	15.0	0.00%	30.6%	32.1%	100.0%	46.7%	0.49	42.4%
49	Ministry of Power	8.5%	65.7%	88.2%	6.0	0.00%	2.0%	18.5%	87.2%	0.0%	3.73	94.2%
50	Ministry of Shipping	59.0%	85.5%	31.6%	6.0	0.00%	31.1%	30.0%	100.0%	15.1%	2.56	68.0%
51	O/o the Comptroller & Auditor General of India	30.0%	25.8%	0.0%	13.0	0.00%	35.9%	21.3%	100.0%	0.0%	1.19	63.6%
52	Central Board of Direct Taxes (Income Tax)	34.8%	36.9%	100.0%	28.0	0.05%	19.2%	49.2%	69.0%	0.0%	1.12	93.2%

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53	Central Board of Indirect Taxes and Customs	59.7%	69.6%	94.1%	8.0	0.00%	18.6%	39.7%	81.8%	0.3%	1.76	100.2%
54	Department of Atomic Energy	36.8%	39.3%	60.0%	11.0	0.00%	21.8%	35.0%	57.1%	1.1%	2.61	75.7%
55	Department of Bio Technology	30.8%	33.3%	100.0%	12.0	0.00%	0.0%	50.0%	0.0%	3.2%	0.46	28.4%
56	Department of Ex Servicemen Welfare	38.5%	73.0%	100.0%	23.0	0.00%	31.2%	36.0%	100.0%	0.6%	2.69	59.6%
57	Department of Defence Production	33.8%	44.6%	52.2%	16.0	0.00%	22.0%	25.8%	11.1%	0.0%	1.88	50.0%
58	Department of Defence Research and Development	19.2%	87.5%	100.0%	30.0	0.00%	48.5%	29.4%	42.9%	2.3%	0.75	16.9%
59	Department of Financial Services (Banking Division)	56.4%	48.3%	85.4%	10.0	0.00%	25.7%	37.9%	79.8%	7.4%	5.43	75.7%
60	Department of Financial Services (Insurance Division)	82.5%	93.9%	100.0%	8.0	0.00%	37.5%	27.0%	98.1%	1.0%	5.55	89.2%

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61	Department of Financial Services (Pension Reforms)	52.9%	79.4%	0.0%	4.0	0.00%	13.6%	36.1%	100.0%	0.7%	87.00	100.0%
62	Department of Military Affairs	39.7%	48.9%	0.0%	13.0	0.09%	31.1%	32.8%	44.8%	0.0%	2.61	77.4%
63	Department of Empowerment of Persons with Disabilities	50.8%	65.8%	100.0%	10.0	0.00%	21.5%	24.6%	90.0%	3.2%	22.59	89.7%
64	Department of Investment & Public Asset Management	37.0%	0.0%	0.0%	2.0	0.00%	8.9%	14.3%	100.0%	45.3%	9.38	37.5%
65	Department of Economic Affairs ACC Division	10.9%	13.2%	100.0%	31.0	0.00%	3.7%	15.4%	45.5%	5.6%	5.98	29.2%
66	Department of Expenditure	44.9%	75.3%	0.0%	12.0	0.00%	25.1%	17.9%	100.0%	8.5%	1.31	62.7%
67	Department of Personnel and Training	13.6%	31.3%	100.0%	24.0	0.00%	4.6%	21.6%	62.4%	0.3%	15.91	54.3%

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68	Department of Revenue	17.6%	88.6%	85.7%	7.0	0.00%	2.2%	40.8%	100.0%	0.0%	28.13	79.2%
69	Department of Science and Technology	35.8%	42.9%	100.0%	17.0	0.00%	21.1%	36.1%	100.0%	3.7%	1.97	50.0%
70	Department of Scientific & Industrial Research	58.9%	76.3%	100.0%	10.0	0.00%	40.9%	22.0%	100.0%	1.5%	0.62	44.8%
71	Department of Pharmaceuticals	45.2%	12.9%	100.0%	17.0	0.00%	23.5%	31.8%	100.0%	3.7%	6.79	70.8%
72	Department of Posts	81.1%	92.9%	100.0%	3.0	0.00%	33.3%	41.0%	87.5%	0.1%	8.26	100.0%
73	Department of Space	27.6%	15.2%	0.0%	16.0	0.00%	25.8%	46.8%	100.0%	9.5%	7.00	85.7%
74	Department of Defence Finance	22.0%	19.3%	0.0%	26.0	1.34%	14.2%	53.0%	100.0%	0.0%	7.48	27.3%
75	Department of Official Language	18.2%	66.7%	0.0%	1.0	0.00%	14.3%	0.0%	100.0%	0.0%	1.33	73.3%
76	Department of Defence	49.5%		79.4%	14.0	0.00%	0.0%	21.6%	82.9%	0.2%	2.43	96.5%

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77	Department of Social Justice and Empowerment	19.3%	55.9%	100.0%	23.0	0.00%	18.6%	36.7%	68.5%	0.3%	19.34	71.3%
78	Staff Selection Commission	31.2%	58.2%	0.0%	18.0	0.00%	46.8%	43.2%	100.0%	21.9%	27.56	77.8%
79	Ministry of Culture	69.1%	75.0%	100.0%	9.0	0.00%	32.2%	25.5%	66.7%	0.7%	2.34	61.0%
80	Ministry of Earth Sciences	50.0%	40.0%	100.0%	7.0	0.00%	20.8%	50.0%	100.0%	18.5%	0.93	13.8%
81	Ministry of Home Affairs	46.4%	93.1%	100.0%	11.0	0.00%	28.7%	24.5%	69.3%	0.3%	7.27	42.7%
82	Ministry of Mines	23.1%	33.3%	92.3%	12.0	0.00%	19.6%	4.7%	75.0%	0.0%	3.26	55.3%
83	Ministry of Minority Affairs	49.5%	57.4%	0.0%	10.0	0.00%	42.1%	15.6%	76.9%	0.0%	6.28	78.1%
84	Ministry of New and Renewable Energy	35.3%	45.5%	100.0%	11.0	0.00%	22.2%	37.2%	66.7%	0.0%	10.93	95.6%
85	Ministry of Railways (Railway Board)	55.6%	53.6%	70.6%	17.0	0.04%	39.5%	27.3%	57.3%	23.4%	3.14	50.7%
86	Ministry of Steel	57.9%	75.0%	100.0%	5.0	0.00%	48.1%	6.7%	0.0%	0.0%	2.02	69.5%

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87	Ministry of Petroleum and Natural Gas	9.7%	0.1%	76.0%	56.0	0.34%	15.0%	59.3%	31.6%	5.5%	10.15	60.5%
88	Ministry of Tribal Affairs	48.2%	54.7%	100.0%	9.0	0.00%	28.2%	32.2%	100.0%	0.0%	8.48	86.2%
89	Ministry of Textiles	65.3%	79.3%	50.0%	7.0	0.00%	33.8%	34.0%	100.0%	0.0%	2.23	88.6%
90	Department of Urban Development	27.2%	42.0%	50.0%	13.0	0.00%	20.3%	28.5%	82.9%	0.2%	2.01	30.3%

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							

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