



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

AUGUST 2026

Report Number 52

Department of Administrative Reforms and
Public Grievances



Contents

1. Key Highlights.....	1
2. Grievance Redressal and Assessment Index – August, 2026.....	3
2.1 Indicator wise Formula Table and Weight Contribution	4
2.2 Group A: Data Used for Score Calculation (in no particular order).....	6
2.3 Group B: Data Used for Score Calculation (in no particular order)	11
2.4 Detailed Indicator wise Scores for Ministries/Departments (in no particular order).....	16
2.5 Ranking of Ministries/Departments – Group A	23
2.6 Ranking of Ministries/Departments – Group B	27
3. Review of Status of Grievances.....	30
4. PRIORITY AREA: Grievance Categories with Highest Grievance Numbers in the last 4 Years	31
5. Categorisation.....	38
6. Review Meeting by Secretaries	41
7. New User Registration	43
8. Outreach through CSCs	44
9. Review of Status of Appeals on CPGRAMS	45
10. Success Stories	46
11. Media Outreach.....	48
Annexures	49

1. Key Highlights

Data Summary: August 2026

2,51,147

Grievances Received

2,42,391

Grievances Disposed

93,864

Grievances Pending

Disposals < Received

Less grievances were resolved than received this month.

Pending Age Profile

69% of all pending grievances are less than 21 days old.

GRAI Top Performers — August 2026

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

Group A: Top Performing

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

Group B: Top Performing

1. Ministry of Steel
2. Ministry of Shipping
3. Ministry of Development of North Eastern Region

Key Highlights

New Users

1,38,801 new users registered on the portal in August 2026.

Average Redressal Time

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

Grievances via CSCs

8,999 grievances were filed through Common Service Centres.

General Updates

- **Review meetings** were held with Ministries/Departments on 7th, 11th and 12th August 2026, chaired by Secretary, DARPG, to review performance against service delivery benchmarks and identify measures to strengthen grievance redressal.
- In July 2026, for the **50th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **93,864 grievances**, out of which ~**69%** of the grievances are pending for less than 21 days.
- **New user registrations** recorded strong growth during the year, increasing from 67,728 in January to **1,38,801** in August 2026, reaching 2.05 times the January level.

PG Cases Summary

- In August 2026, **2,51,147 PG cases were received** on the CPGRAMS portal, **2,42,391 PG cases were redressed** and there exists a **pendency of 93,864 PG cases**.
- Grievances registered via **Common Service Centers** stands at **8,999 grievances** for August, 2026.
- **44%** of the accounted grievances for August, 2026 were directed towards key departments such as the Department of Rural Development [39,432 grievances]; Ministry of Labour and Employment [39,188 grievances] and Department of Financial Services (Banking Division) [31,163 grievances].

Appeals Summary

- In August 2026, **24,085 appeals were received** and **24,611 appeals were disposed**.
- **16,693 appeal pendency** recorded in August for the year 2026.

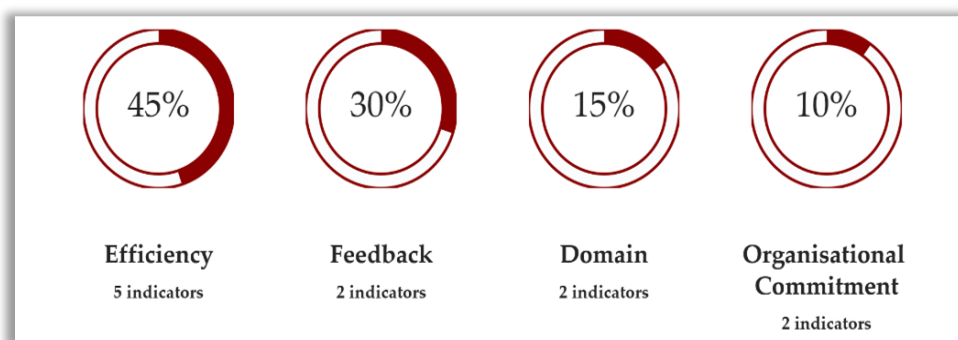
Grievance Redressal and Assessment Index

(GRAI – August, 2026)

- Department of Posts, Department of Telecommunications and Department of Financial Services (Insurance Division) are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for August, 2026.
- Ministry of Steel, Ministry of Shipping and Ministry of Development of North Eastern Region are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for August, 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 – August, 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. For Ministries/Departments not receiving any Feedback, their scoring has been done completely on the basis of the "% of Appeals Filed" indicator within the same dimension, accordingly adjusting the weight.

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 Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Justice	371	1003	710	194	175	75	1	10	22	29	15	10	1	8	794	15	21	237	15	71	61	0
Department of Health & Family Welfare	1256	5708	5049	2101	326	394	227	7	16	15	14	747	0	274	5504	409	434	2288	26	88	83	1143
Department of Legal Affairs	86	503	292	72	0	0	0	0	2	0	10	19	0	4	320	11	13	107	6	21	25	0
Department of Agriculture and Farmers Welfare	1042	3053	3011	346	19	28	20	0	7	7	11	102	0	52	3063	36	36	200	2	9	10	4
Department of Consumer Affairs	204	3404	3218	2733	49	612	632	0	49	49	2	27	0	28	3241	392	427	3025	1	42	40	54
Department of Food and Public Distribution	1194	1869	1318	1232	91	208	24	45	31	29	16	2072	1	328	1625	481	500	1562	2	7	2	5
Department of Land Resources	37	738	736	37	0	1	1	0	2	2	3	5	0	5	745	0	0	5	0	21	20	1
Department of Rural Development	1768	9485	4654	4033	133	173	102	26	28	19	7	1779	0	467	5183	338	562	2399	18	23	34	1
Department of School Education and Literacy	1363	2902	1898	1557	399	538	379	17	36	32	15	201	0	136	2635	427	468	2791	18	31	31	8
Department of Telecommunications	776	7300	6767	6580	193	1738	1690	9	107	100	6	718	0	676	6844	1573	1713	8449	0	33	31	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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Higher Education	3048	4280	2591	1528	1087	532	184	0	0	0	17	443	2	258	3393	442	484	2919	59	64	45	8
Unique Identification Authority of India	2741	6351	5114	5053	271	845	799	0	0	0	14	56	0	49	6428	1969	2082	7310	5	8	10	2
Ministry of Corporate Affairs	593	1342	1331	1167	633	493	412	0	5	0	15	106	0	97	1470	113	127	1490	3	26	15	199
Ministry of Drinking Water and Sanitation	611	1097	872	614	40	218	228	0	0	0	15	534	0	141	1088	214	244	1140	14	13	17	5
Ministry of Housing and Urban Affairs	1515	3512	2854	1265	429	399	266	14	39	30	14	1633	0	486	3543	309	356	2057	40	82	89	2
Ministry of Women and Child Development	127	758	654	445	16	95	85	0	11	10	7	35	0	30	669	97	105	747	49	75	105	18
Ministry of Coal	148	543	500	498	0	0	0	0	11	4	10	383	1	253	523	61	82	589	0	3	3	1
Ministry of External Affairs	1103	2222	1689	1627	393	324	306	0	0	0	12	535	1	147	1920	377	415	2140	30	24	27	212
Ministry of Electronics & Information Technology	561	1970	1852	1413	112	177	139	0	0	0	8	165	1	39	1930	204	212	1468	19	35	33	10
Ministry of Micro Small and Medium Enterprises	521	1418	976	918	216	81	30	3	1	3	12	191	0	47	1111	171	183	1200	0	4	0	3

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	Resolved	Total	Brought Forward	Receipts	Resolved	
Ministry of Civil Aviation	138	621	504	456	107	112	80	0	2	1	11	338	0	161	548	57	65	540	5	13	13	1
Ministry of Cooperation	385	1094	1111	840	19	329	294	0	0	0	10	23	0	13	1249	67	80	1130	2	3	3	209
Ministry of Environment, Forest and Climate Change	326	967	742	347	46	69	53	4	7	8	11	133	0	78	863	36	41	387	15	53	43	149
Ministry of Labour and Employment	17325	38740	31760	28819	2124	6913	5614	2	8	10	14	964	4	581	39227	7555	8025	42916	15	139	142	48
Ministry of Panchayati Raj	214	1051	1057	318	28	47	24	0	40	40	6	1432	0	603	1084	183	211	1497	6	9	13	1
Ministry of Road Transport and Highways	1547	5674	5009	2073	207	455	335	8	14	12	9	470	0	299	5608	388	461	2930	48	116	125	2
Ministry of Power	62	1316	1222	105	11	18	15	0	4	4	2	339	0	339	1233	13	15	74	0	32	27	0
Central Board of Direct Taxes (Income Tax)	4177	5090	3148	2955	672	592	363	0	0	0	31	4328	2	3978	4827	1121	1189	5551	6	24	18	2
Central Board of Indirect Taxes and Customs	153	1157	1078	791	50	151	151	1	22	18	8	635	0	631	1113	158	173	870	2	25	25	3
Department of Ex Servicemen Welfare	1013	1443	1034	925	57	181	226	1	0	1	25	544	0	257	1494	325	345	1562	3	13	9	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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Financial Services (Banking Division)	2496	14788	12526	10209	775	1612	1521	541	1607	1652	8	2475	0	1891	12947	2562	2739	12412	33	158	135	1037
Department of Financial Services (Insurance Division)	192	2606	2451	2230	30	567	536	0	2	2	6	451	0	411	2485	426	482	2676	3	51	49	21
Department of Military Affairs	1284	2175	2281	2090	457	342	338	0	0	0	13	1081	0	855	2579	435	484	2699	6	21	21	3
Department of Empowerment of Persons with Disabilities	82	587	545	379	23	95	101	0	0	0	5	29	0	25	559	54	60	431	3	14	16	29
Department of Personnel and Training	691	1811	1181	374	47	60	37	1	0	0	18	138	0	72	1491	22	27	258	21	81	73	7
Department of Revenue	220	1369	1172	299	0	19	19	4	4	6	17	53	0	36	1232	31	32	165	1	11	8	6
Department of Posts	548	8032	7759	6868	125	1248	1213	2	16	18	3	931	0	926	7832	1854	1957	8229	1	23	20	16
Department of Defence Finance	4414	5456	3067	2412	647	351	164	0	0	0	24	744	14	195	4888	1094	1153	5113	1	3	0	1
Department of Defence	315	2054	1843	1126	0	0	0	2	36	29	10	825	0	804	1921	136	150	913	4	37	33	4

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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Social Justice and Empowerment	555	1735	1092	606	45	104	66	0	0	0	15	79	1	51	1239	143	151	849	9	34	25	4
Ministry of Home Affairs	1959	7727	6385	4346	487	883	1127	4	4	8	10	1060	0	463	6783	803	895	5591	71	349	267	43
Ministry of Railways (Railway Board)	4230	7373	5408	5131	951	1386	996	48	112	84	23	2393	1	1236	7341	1381	1513	8343	44	49	57	1875
Ministry of Petroleum and Natural Gas	11407	6777	474	455	3934	254	34	2162	1599	1812	47	586	2	356	3040	1241	1300	4443	75	43	16	392

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 Pending more than 100 grievances > 21 days	More than 5 Logins		Satisfied	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Fisheries	6	46	41	29	4	6	0	1	17	16	5	16	0	13	43	6	7	40	0	3	3	18
Ministry of Heavy Industries	32	198	191	141	10	19	13	0	0	0	9	50	0	32	195	14	16	90	0	5	3	0
Department of Health Research	55	131	118	58	14	5	8	0	0	0	16	148	0	23	139	6	6	59	2	2	3	13
Department of Animal Husbandry, Dairying	85	295	221	81	11	21	15	0	0	0	11	33	0	14	265	10	10	99	2	11	6	1
Department of Agriculture Research and Education	56	135	68	28	8	7	13	0	0	0	26	266	0	55	90	7	7	55	0	0	0	1
Department of Commerce	136	419	348	242	24	23	11	0	2	2	9	82	0	63	409	35	37	205	1	5	5	1
Department of Chemicals and Petrochemicals	4	99	97	19	2	1	0	0	0	0	2	12	0	9	98	1	1	7	0	1	0	0
Department of Fertilizers	51	90	97	17	6	4	3	8	38	33	10	39	0	21	101	8	8	30	1	0	1	17

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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department for Promotion of Industry and Internal Trade	79	295	209	143	10	30	23	0	0	0	9	98	0	51	236	24	27	164	0	0	0	0
NITI Aayog	14	354	356	47	1	1	1	0	0	0	1	68	0	6	362	7	7	49	0	6	6	0
Department of Public Enterprises	22	93	1	1	8	0	0	0	0	0	14	11	0	11	1	1	1	7	0	2	0	1
Department of Sports	134	422	295	269	19	20	8	0	0	0	10	51	0	23	334	37	39	290	0	5	0	0
Legislative Department	24	149	144	56	278	9	6	0	0	0	5	34	0	16	146	6	6	55	1	7	8	0
Department of Youth Affairs	48	136	127	65	8	17	14	0	1	1	12	19	0	19	149	7	8	78	0	4	3	0
Ministry of Ayush	36	230	232	150	13	30	33	0	7	5	11	47	0	34	235	25	28	176	1	5	5	9
Ministry of Food Processing Industries	14	59	55	24	3	0	0	0	2	2	7	32	0	8	61	0	0	15	1	2	3	23
Ministry of Development of North Eastern Region	0	32	30	19	0	2	2	0	0	0	1	16	0	12	30	2	3	22	0	1	1	0
Ministry of Skill Development and Entrepreneurship	79	302	234	106	71	40	7	0	0	0	9	66	0	27	268	30	31	169	0	8	6	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	Resolved	Total	Brought Forward	Receipts	Resolved	
Ministry of Tourism	24	220	197	133	1	14	9	3	29	31	10	66	0	39	199	21	22	119	1	5	4	25
Ministry of Parliamentary Affairs	9	139	139	41	0	0	0	0	0	0	3	16	0	16	143	0	0	0	0	6	6	0
Ministry of Water Resources, River Development & Ganga Rejuvenation	199	441	350	136	12	40	16	5	26	16	12	167	0	64	436	38	41	210	2	16	11	71
Ministry of Information and Broadcasting	87	403	393	311	30	46	36	2	12	8	7	71	0	58	398	50	56	311	2	10	10	2
Ministry of Statistics and Programme Implementation	13	52	44	33	3	13	7	2	1	2	10	88	0	36	47	5	7	40	0	0	0	18
Ministry of Shipping	27	144	141	124	0	25	21	1	2	2	6	75	0	49	143	11	12	130	1	3	4	36
O/o the Comptroller & Auditor General of India	74	183	122	79	22	18	18	0	0	0	16	132	0	81	159	17	25	119	0	9	8	0
Department of Atomic Energy	33	131	76	54	18	24	11	9	27	17	12	70	0	53	95	18	18	82	1	4	2	0
Department of Bio Technology	11	22	19	15	1	6	4	0	0	0	13	67	0	18	24	5	6	24	0	0	0	2

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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Defence Production	69	188	98	85	29	22	15	3	9	4	15	233	0	77	130	34	39	150	1	3	3	0
Department of Defence Research and Development	22	45	18	15	0	0	0	0	0	0	20	58	0	12	32	12	14	49	1	2	0	0
Department of Financial Services (Pension Reforms)	33	302	304	225	12	36	37	0	0	0	7	5	0	5	306	31	33	204	0	0	0	2
Department of Investment & Public Asset Management	2	70	67	21	29	0	0	0	0	0	1	8	0	4	67	2	2	12	0	0	0	33
Department of Economic Affairs ACC Division	204	403	341	60	36	11	0	0	1	0	36	48	0	15	441	17	18	71	5	9	11	20
Department of Expenditure	70	228	189	119	10	28	16	0	0	0	16	149	0	85	219	7	9	123	0	1	0	28
Department of Science and Technology	62	147	124	99	11	24	13	0	6	5	12	96	0	45	144	38	39	121	1	2	2	2
Department of Scientific & Industrial Research	20	65	50	46	14	13	12	1	1	1	13	105	0	48	55	8	9	59	0	1	0	0
Department of Pharmaceuticals	59	134	118	92	44	17	0	1	6	7	13	24	0	20	133	26	31	125	1	1	2	5

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	Resolved	Total	Brought Forward	Receipts	Resolved	
Department of Space	37	72	61	55	16	8	0	0	0	0	10	21	0	16	63	24	24	74	2	0	2	10
Department of Official Language	0	13	8	2	0	1	0	0	0	0	1	15	0	11	8	1	1	5	0	1	1	0
Staff Selection Commission	1142	487	1042	1017	83	75	60	0	0	0	19	27	0	18	1376	276	279	1380	3	1	4	99
Ministry of Culture	88	354	289	265	15	52	42	0	2	2	9	175	0	88	305	50	53	375	0	5	3	0
Ministry of Earth Sciences	8	26	25	18	1	0	1	0	0	0	11	29	0	5	27	5	5	24	0	2	1	7
Ministry of Mines	57	140	119	45	10	6	6	6	21	22	12	47	0	29	155	2	2	48	5	4	7	0
Ministry of Minority Affairs	58	192	141	116	60	25	27	0	0	0	13	31	0	27	173	16	16	151	0	4	4	1
Ministry of New and Renewable Energy	153	409	322	235	33	53	71	0	0	0	11	45	0	45	385	49	54	290	0	3	1	1
Ministry of Steel	4	98	85	84	6	18	22	0	0	0	3	59	0	38	85	6	7	114	0	0	0	0
Ministry of Tribal Affairs	70	237	227	151	10	22	23	0	0	0	9	28	0	26	238	31	34	171	1	5	4	0
Ministry of Textiles	12	86	78	68	3	9	8	0	3	2	7	35	0	28	78	12	13	78	0	2	1	0

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

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

- 1. The header cells in **light orange colour** are the indicators where the orientation is negative. For the indicator of Ratio of Grievances vis-à-vis grievances received, the scores have been normalised as mentioned in the formula sheet above.
- 2. For Redressal of Grievances under the Corruption category, Ministries/Departments having corruption categories but not getting any corruption grievances have been given full score while those which don't have corruption categories have been given a **zero** score.
- 3. 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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
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	0.14	0.00	0.91	0.29	0.900	0.91	0.15	0.71	1.00	100.30	0.32	0.80
2	Department of Fisheries	0.56	0.00	0.89	0.76	1.000	0.86	0.33	1.00	0.61	2.88	0.98	0.81
3	Ministry of Heavy Industries	0.61	0.45	1.00	0.57	1.000	0.90	0.33	0.60	1.00	3.96	0.98	0.64
4	Department of Health & Family Welfare	0.30	0.32	0.65	0.33	1.000	0.93	0.37	0.73	0.80	7.64	0.95	0.37
5	Department of Health Research	0.31	0.42	1.00	0.24	1.000	0.96	0.20	0.75	0.90	0.89	1.00	0.16
6	Department of Legal Affairs	0.12		0.00	0.52	1.000		0.22	0.93	1.00	26.47	0.82	0.21
7	Department of Agriculture and Farmers Welfare	0.08	0.43	1.00	0.48	1.000	0.99	0.36	0.91	1.00	29.93	0.80	0.51

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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
8	Department of Animal Husbandry, Dairying	0.21	0.47	1.00	0.48	1.000	0.92	0.20	0.46	1.00	8.94	0.94	0.42
9	Department of Agriculture Research and Education	0.15	0.87	1.00	0.00	1.000	0.92	0.25	1.00	0.99	0.51	1.00	0.21
10	Department of Consumer Affairs	0.76	0.96	1.00	0.90	1.000	0.81	0.27	0.93	0.98	126.07	0.15	1.04
11	Department of Commerce	0.44	0.23	1.00	0.57	1.000	0.94	0.35	0.83	1.00	5.11	0.97	0.77
12	Department of Chemicals and Petrochemicals	0.18	0.00	0.00	0.90	1.000	0.99	0.29	0.00	1.00	8.25	0.95	0.75
13	Department of Food and Public Distribution	0.40	0.08	0.38	0.24	1.000	0.87	0.63	0.22	1.00	0.90	1.00	0.16
14	Department of Fertilizers	0.12	0.30	0.72	0.52	1.000	0.96	0.53	1.00	0.81	2.31	0.99	0.54
15	Department for Promotion of Industry and Internal Trade	0.38	0.58	1.00	0.57	1.000	0.87	0.31	1.00	1.00	3.01	0.98	0.52
16	Department of Land Resources	0.05	1.00	1.00	0.86	1.000	1.00	0.00	0.95	1.00	147.60	0.00	1.00
17	Department of Rural Development	0.36	0.33	0.35	0.67	1.000	0.97	0.38	0.83	1.00	5.33	0.97	0.26
18	Department of School Education and Literacy	0.37	0.40	0.60	0.29	1.000	0.80	0.32	0.63	1.00	14.44	0.90	0.68
19	Department of Telecommunications	0.81	0.88	0.86	0.71	1.000	0.75	0.39	0.94	1.00	10.17	0.93	0.94
20	NITI Aayog	0.13	0.50	0.00	0.95	1.000	1.00	0.29	1.00	1.00	5.21	0.97	0.09
21	Department of Public Enterprises	0.01	0.00	0.00	0.33	1.000	1.00	0.29	0.00	0.99	8.45	0.94	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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
22	Department of Higher Education	0.21	0.11	1.00	0.19	0.995	0.84	0.32	0.37	1.00	9.66	0.94	0.58
23	Department of Sports	0.48	0.21	0.00	0.52	1.000	0.94	0.26	0.00	1.00	8.27	0.95	0.45
24	Legislative Department	0.32	0.02	0.00	0.76	1.000	0.94	0.22	1.00	1.00	4.38	0.97	0.47
25	Department of Youth Affairs	0.35	0.56	1.00	0.43	1.000	0.89	0.19	0.75	1.00	7.16	0.95	1.00
26	Unique Identification Authority of India	0.56	0.72	0.00	0.33	1.000	0.87	0.55	0.77	1.00	113.41	0.23	0.88
27	Ministry of Ayush	0.56	0.77	0.71	0.48	1.000	0.87	0.30	0.83	0.96	4.89	0.97	0.72
28	Ministry of Corporate Affairs	0.60	0.37	0.00	0.29	1.000	0.66	0.16	0.52	0.85	12.66	0.92	0.92
29	Ministry of Drinking Water and Sanitation	0.36	0.88	1.00	0.29	1.000	0.80	0.40	0.63	1.00	2.05	0.99	0.26
30	Ministry of Food Processing Industries	0.33	0.00	1.00	0.67	1.000	1.00	0.00	1.00	0.61	1.84	0.99	0.25
31	Ministry of Development of North Eastern Region	0.59	1.00	0.00	0.95	1.000	0.93	0.23	1.00	1.00	2.00	0.99	0.75
32	Ministry of Skill Development and Entrepreneurship	0.28	0.06	1.00	0.57	1.000	0.85	0.36	0.75	1.00	4.58	0.97	0.41
33	Ministry of Housing and Urban Affairs	0.25	0.32	0.57	0.33	1.000	0.89	0.32	0.73	1.00	2.15	0.99	0.30
34	Ministry of Women and Child Development	0.50	0.77	0.91	0.67	1.000	0.86	0.27	0.85	0.98	21.66	0.86	0.86
35	Ministry of Tourism	0.55	0.60	0.97	0.52	1.000	0.93	0.36	0.67	0.89	3.33	0.98	0.59
36	Ministry of Coal	0.72		0.36	0.52	0.997		0.24	1.00	1.00	1.42	0.99	0.66
37	Ministry of External Affairs	0.49	0.43	1.00	0.43	0.998	0.83	0.37	0.50	0.90	4.15	0.97	0.27

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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
38	Ministry of Electronics & Information Technology	0.56	0.48	1.00	0.62	0.994	0.91	0.28	0.61	0.99	11.94	0.92	0.24
39	Ministry of Parliamentary Affairs	0.28		0.00	0.86	1.000		0.50	1.00	1.00	8.69	0.94	1.00
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.21	0.31	0.52	0.43	1.000	0.91	0.38	0.61	0.84	2.64	0.98	0.38
41	Ministry of Micro Small and Medium Enterprises	0.47	0.10	0.75	0.43	1.000	0.93	0.30	0.00	1.00	7.42	0.95	0.25
42	Ministry of Civil Aviation	0.60	0.37	0.50	0.48	1.000	0.80	0.23	0.72	1.00	1.84	0.99	0.48
43	Ministry of Cooperation	0.57	0.84	1.00	0.52	1.000	0.74	0.13	0.60	0.81	47.57	0.68	0.57
44	Ministry of Environment, Forest and Climate Change	0.27	0.46	0.73	0.48	1.000	0.92	0.20	0.63	0.85	7.27	0.95	0.59
45	Ministry of Information and Broadcasting	0.63	0.47	0.57	0.67	1.000	0.88	0.34	0.83	1.00	5.68	0.96	0.82
46	Ministry of Labour and Employment	0.51	0.62	1.00	0.33	0.996	0.82	0.36	0.92	1.00	40.19	0.73	0.60
47	Ministry of Panchayati Raj	0.25	0.32	1.00	0.71	1.000	0.96	0.26	0.87	1.00	0.73	1.00	0.42
48	Ministry of Road Transport and Highways	0.29	0.51	0.55	0.57	1.000	0.92	0.29	0.76	1.00	12.07	0.92	0.64
49	Ministry of Statistics and Programme Implementation	0.51	0.44	0.67	0.52	1.000	0.72	0.30	1.00	0.65	0.59	1.00	0.41
50	Ministry of Power	0.08	0.52	1.00	0.90	1.000	0.99	0.38	0.84	1.00	3.88	0.98	1.00
51	Ministry of Shipping	0.73	0.84	0.67	0.71	1.000	0.83	0.18	1.00	0.75	1.92	0.99	0.65

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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
52	O/o the Comptroller & Auditor General of India	0.31	0.45	0.00	0.24	1.000	0.89	0.35	0.89	1.00	1.39	0.99	0.61
53	Central Board of Direct Taxes (Income Tax)	0.32	0.29	1.00	0.00	1.000	0.88	0.42	0.60	1.00	1.18	0.99	0.92
54	Central Board of Indirect Taxes and Customs	0.60	0.75	0.78	0.62	1.000	0.86	0.38	0.93	1.00	1.82	0.99	0.99
55	Department of Atomic Energy	0.33	0.26	0.47	0.43	1.000	0.75	0.44	0.40	1.00	1.87	0.99	0.76
56	Department of Bio Technology	0.45	0.57	1.00	0.38	1.000	0.75	0.46	1.00	0.91	0.33	1.00	0.27
57	Department of Ex Servicemen Welfare	0.38	0.95	1.00	0.00	1.000	0.88	0.43	0.56	1.00	2.65	0.98	0.47
58	Department of Defence Production	0.33	0.29	0.33	0.29	1.000	0.83	0.49	0.75	1.00	0.81	1.00	0.33
59	Department of Defence Research and Development	0.22	1.00	1.00	0.05	1.000	1.00	0.53	0.00	1.00	0.78	1.00	0.21
60	Department of Financial Services (Banking Division)	0.59	0.64	0.77	0.62	1.000	0.88	0.43	0.71	0.93	5.97	0.96	0.76
61	Department of Financial Services (Insurance Division)	0.80	0.90	1.00	0.71	1.000	0.77	0.34	0.91	0.99	5.78	0.96	0.91
62	Department of Financial Services (Pension Reforms)	0.67	0.77	0.00	0.67	1.000	0.88	0.31	1.00	0.99	60.40	0.59	1.00
63	Department of Military Affairs	0.60	0.42	1.00	0.38	1.000	0.87	0.34	0.78	1.00	2.01	0.99	0.79

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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
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 Empowerment of Persons with Disabilities	0.57	0.86	1.00	0.76	1.000	0.83	0.26	0.94	0.95	20.24	0.86	0.86
65	Department of Investment & Public Asset Management	0.29	0.00	0.00	0.95	1.000	1.00	0.33	1.00	0.53	8.75	0.94	0.50
66	Department of Economic Affairs ACC Division	0.10	0.00	0.00	0.00	1.000	0.98	0.49	0.79	0.95	8.40	0.95	0.31
67	Department of Expenditure	0.40	0.42	0.00	0.24	1.000	0.87	0.13	0.00	0.88	1.53	0.99	0.57
68	Department of Personnel and Training	0.15	0.35	0.00	0.14	1.000	0.96	0.19	0.72	1.00	13.12	0.91	0.52
69	Department of Revenue	0.19	1.00	0.75	0.19	1.000	0.98	0.38	0.67	1.00	25.83	0.83	0.68
70	Department of Science and Technology	0.47	0.37	0.83	0.43	1.000	0.83	0.64	0.67	0.99	1.53	0.99	0.47
71	Department of Scientific & Industrial Research	0.54	0.44	0.50	0.38	1.000	0.76	0.29	0.00	1.00	0.62	1.00	0.46
72	Department of Pharmaceuticals	0.48	0.00	1.00	0.38	1.000	0.87	0.46	1.00	0.96	5.58	0.96	0.83
73	Department of Posts	0.80	0.88	1.00	0.86	1.000	0.84	0.46	0.83	1.00	8.63	0.94	0.99
74	Department of Space	0.50	0.00	0.00	0.52	1.000	0.87	0.65	1.00	0.86	3.43	0.98	0.76
75	Department of Defence Finance	0.24	0.16	0.00	0.00	0.981	0.93	0.44	0.00	1.00	7.33	0.95	0.26
76	Department of Official Language	0.15	0.00	0.00	0.95	1.000	0.88	0.40	1.00	1.00	0.87	1.00	0.73
77	Department of Defence	0.48		0.76	0.52	1.000		0.31	0.80	1.00	2.49	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	% Resolved and Satisfied	% 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 = 151.88	Normalised Score	
											Min = 0.48		
Weightages		0.45	0.15	0.15	0.10	0.15	0.50	0.50	0.60	0.40	0.30		0.70
78	Department of Social Justice and Empowerment	0.26	0.44	1.00	0.29	0.987	0.92	0.35	0.58	1.00	21.96	0.85	0.65
79	Staff Selection Commission	0.62	0.38	0.00	0.10	1.000	0.95	0.40	1.00	0.80	18.04	0.88	0.67
80	Ministry of Culture	0.60	0.63	1.00	0.57	1.000	0.83	0.27	0.60	1.00	2.02	0.99	0.50
81	Ministry of Earth Sciences	0.53	1.00	1.00	0.48	1.000	1.00	0.42	0.50	0.73	0.90	1.00	0.17
82	Ministry of Home Affairs	0.45	0.82	1.00	0.52	1.000	0.87	0.30	0.64	0.99	7.29	0.95	0.44
83	Ministry of Mines	0.23	0.38	0.81	0.43	1.000	0.96	0.08	0.78	1.00	2.98	0.98	0.62
84	Ministry of Minority Affairs	0.46	0.32	0.00	0.38	1.000	0.86	0.21	1.00	0.99	6.19	0.96	0.87
85	Ministry of New and Renewable Energy	0.42	0.83	1.00	0.48	1.000	0.86	0.36	0.33	1.00	9.09	0.94	1.00
86	Ministry of Railways (Railway Board)	0.44	0.43	0.53	0.00	1.000	0.81	0.35	0.61	0.75	3.08	0.98	0.52
87	Ministry of Steel	0.82	0.92	1.00	0.86	1.000	0.79	0.11	1.00	1.00	1.66	0.99	0.64
88	Ministry of Petroleum and Natural Gas	0.03	0.01	0.48	0.00	0.997	0.92	0.57	0.14	0.94	11.56	0.92	0.61
89	Ministry of Tribal Affairs	0.49	0.72	0.00	0.57	1.000	0.91	0.38	0.67	1.00	8.46	0.94	0.93
90	Ministry of Textiles	0.69	0.67	0.67	0.67	1.000	0.88	0.32	0.50	1.00	2.46	0.99	0.80

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 July to 31st July, 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	0.395	0.196	0.135	0.098	0.824	1
2	Department of Telecommunications	0.382	0.170	0.145	0.094	0.791	2
3	Department of Financial Services (Insurance Division)	0.389	0.167	0.141	0.093	0.790	3
4	Department of Consumer Affairs	0.394	0.162	0.143	0.077	0.776	4
5	Central Board of Indirect Taxes and Customs	0.321	0.187	0.143	0.099	0.750	5
6	Department of Empowerment of Persons with Disabilities	0.342	0.164	0.142	0.086	0.734	6
7	Department of Financial Services (Banking Division)	0.310	0.195	0.119	0.082	0.707	7
8	Ministry of Women and Child Development	0.312	0.169	0.135	0.086	0.702	8
9	Department of Military Affairs	0.303	0.181	0.130	0.085	0.699	9

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
10	Ministry of Labour and Employment	0.296	0.178	0.143	0.064	0.681	10
11	Ministry of Power	0.226	0.205	0.136	0.099	0.666	11
12	Ministry of Home Affairs	0.305	0.176	0.117	0.059	0.657	12
13	Unique Identification Authority of India	0.243	0.213	0.129	0.068	0.654	13
14	Ministry of Electronics & Information Technology	0.308	0.179	0.115	0.044	0.646	14
15	Department of Ex Servicemen Welfare	0.275	0.196	0.111	0.063	0.645	15
16	Department of Revenue	0.232	0.205	0.120	0.072	0.629	16
17	Ministry of Drinking Water and Sanitation	0.280	0.180	0.116	0.048	0.625	17
18	Ministry of Cooperation	0.331	0.130	0.103	0.060	0.623	18
19	Central Board of Direct Taxes (Income Tax)	0.219	0.194	0.114	0.094	0.621	19
20	Ministry of Panchayati Raj	0.240	0.183	0.138	0.059	0.620	20
21	Department of Land Resources	0.251	0.150	0.146	0.070	0.616	21

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
22	Ministry of Civil Aviation	0.269	0.153	0.125	0.063	0.610	22
23	Ministry of External Affairs	0.282	0.180	0.099	0.048	0.610	23
24	Department of Agriculture and Farmers Welfare	0.202	0.203	0.142	0.060	0.606	24
25	Ministry of Road Transport and Highways	0.222	0.181	0.129	0.072	0.604	25
26	Department of Social Justice and Empowerment	0.230	0.189	0.112	0.071	0.603	26
27	Department of Rural Development	0.216	0.201	0.135	0.047	0.600	27
28	Department of School Education and Literacy	0.222	0.167	0.117	0.074	0.581	28
29	Department of Health & Family Welfare	0.209	0.195	0.114	0.054	0.571	29
30	Ministry of Environment, Forest and Climate Change	0.223	0.168	0.108	0.070	0.569	30
31	Ministry of Coal	0.305	0.036	0.150	0.076	0.568	31
32	Department of Defence	0.285	0.047	0.132	0.098	0.563	32
33	Ministry of Railways (Railway Board)	0.221	0.174	0.100	0.066	0.560	33

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
34	Ministry of Housing and Urban Affairs	0.193	0.182	0.126	0.050	0.551	34
35	Ministry of Corporate Affairs	0.227	0.124	0.098	0.092	0.540	35
36	Department of Food and Public Distribution	0.191	0.225	0.080	0.041	0.537	36
37	Ministry of Micro Small and Medium Enterprises	0.240	0.183	0.060	0.046	0.529	37
38	Department of Higher Education	0.193	0.174	0.093	0.069	0.529	38
39	Department of Justice	0.164	0.159	0.124	0.066	0.512	39
40	Department of Personnel and Training	0.128	0.172	0.124	0.064	0.488	40
41	Ministry of Petroleum and Natural Gas	0.105	0.223	0.069	0.070	0.468	41
42	Department of Defence Finance	0.127	0.205	0.060	0.047	0.439	42
43	Department of Legal Affairs	0.144	0.034	0.143	0.039	0.360	43

2.6 Ranking of Ministries/Departments – Group B

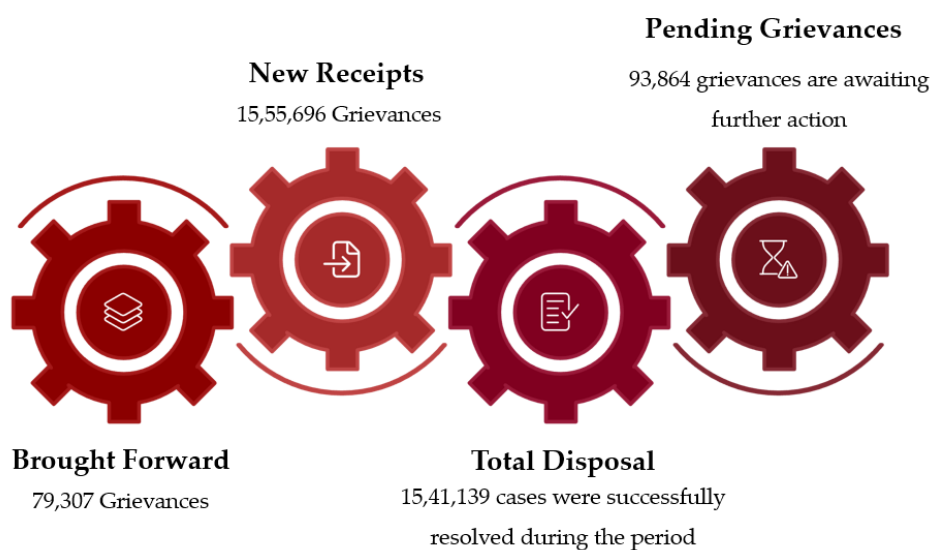
(Ministries/Departments with Total Grievances **less than 500**)

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
1	Ministry of Steel	0.402	0.135	0.150	0.075	0.762	1
2	Ministry of Shipping	0.348	0.150	0.135	0.075	0.709	2
3	Ministry of Development of North Eastern Region	0.298	0.174	0.150	0.082	0.704	3
4	Department of Financial Services (Pension Reforms)	0.286	0.179	0.150	0.088	0.702	4
5	Ministry of Information and Broadcasting	0.297	0.184	0.135	0.086	0.701	5
6	Ministry of Textiles	0.328	0.181	0.105	0.086	0.699	6
7	Ministry of Ayush	0.303	0.176	0.133	0.080	0.692	7
8	Ministry of Heavy Industries	0.315	0.185	0.114	0.074	0.689	8
9	Ministry of Tourism	0.307	0.194	0.113	0.071	0.685	9
10	Department of Pharmaceuticals	0.249	0.199	0.148	0.087	0.683	10
11	Department of Commerce	0.265	0.194	0.135	0.083	0.677	11
12	Ministry of Earth Sciences	0.331	0.213	0.089	0.042	0.674	12
13	Department for Promotion of Industry and Internal Trade	0.277	0.178	0.150	0.066	0.670	13
14	Ministry of Culture	0.324	0.166	0.114	0.065	0.669	14
15	Ministry of New and Renewable Energy	0.297	0.183	0.090	0.098	0.668	15

Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
16	Department of Science and Technology	0.264	0.220	0.119	0.063	0.666	16
17	Department of Fisheries	0.275	0.178	0.127	0.086	0.665	17
18	Department of Bio Technology	0.283	0.181	0.145	0.049	0.657	18
19	Department of Youth Affairs	0.264	0.162	0.128	0.099	0.651	19
20	Ministry of Tribal Affairs	0.241	0.193	0.120	0.093	0.648	20
21	Department of Space	0.193	0.228	0.142	0.083	0.646	21
22	Staff Selection Commission	0.224	0.202	0.138	0.073	0.637	22
23	Department of Fertilizers	0.184	0.224	0.139	0.067	0.614	23
24	Ministry of Statistics and Programme Implementation	0.268	0.154	0.129	0.059	0.610	24
25	Ministry of Minority Affairs	0.200	0.160	0.150	0.090	0.600	25
26	Ministry of Parliamentary Affairs	0.198	0.150	0.150	0.098	0.596	26
27	Department of Agriculture Research and Education	0.223	0.177	0.150	0.044	0.594	27
28	Ministry of Skill Development and Entrepreneurship	0.221	0.182	0.127	0.058	0.588	28
29	Department of Defence Research and Development	0.250	0.230	0.060	0.044	0.584	29
30	Department of Health Research	0.237	0.175	0.122	0.041	0.575	30
31	Ministry of Mines	0.213	0.157	0.130	0.073	0.573	31

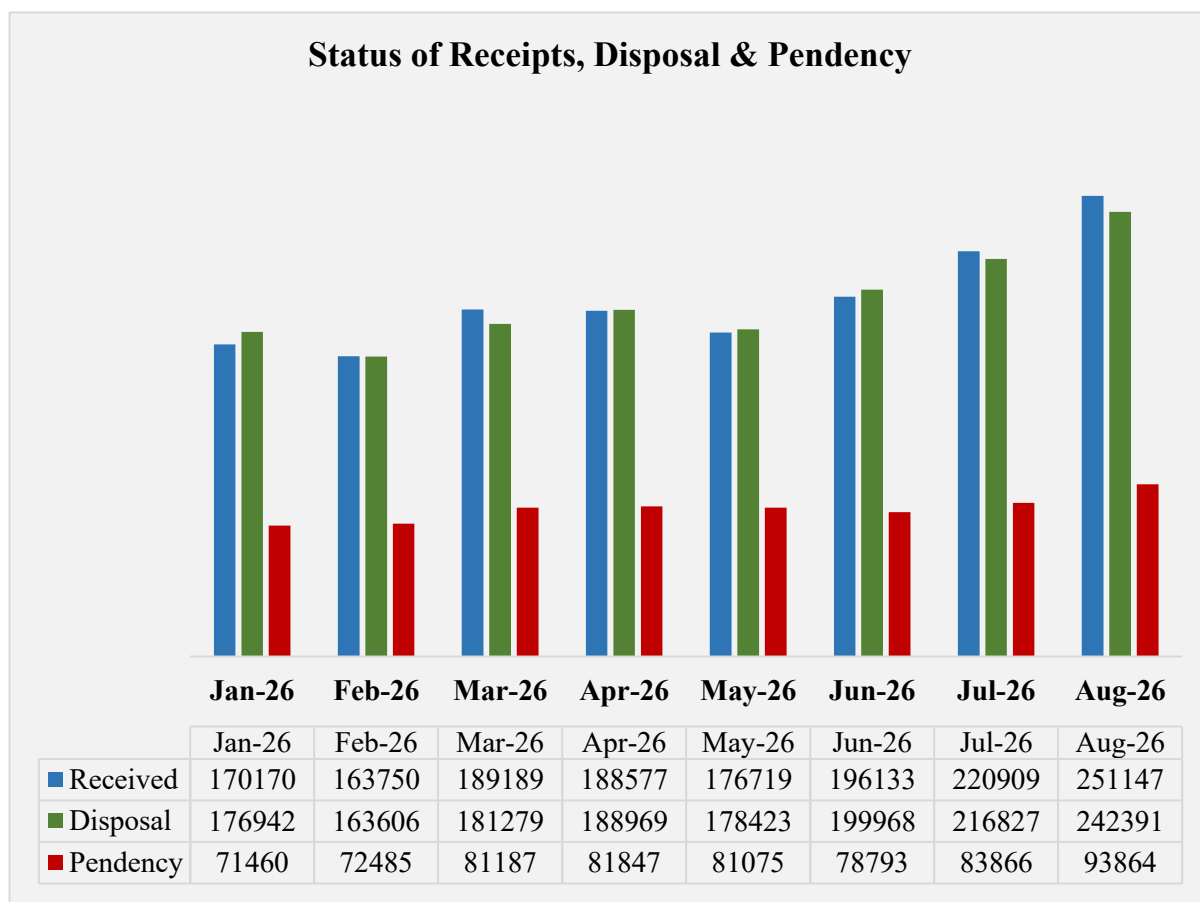
Sl. No.	Ministry / Department	Efficiency	Feedback	Domain	Organisational Commitment	GRAI Score	GRAI Rank
32	O/o the Comptroller & Auditor General of India	0.171	0.186	0.140	0.073	0.570	32
33	Department of Defence Production	0.190	0.198	0.128	0.053	0.568	33
34	Department of Official Language	0.142	0.191	0.150	0.081	0.564	34
35	Department of Atomic Energy	0.203	0.178	0.096	0.083	0.560	35
36	Department of Animal Husbandry, Dairying	0.231	0.168	0.101	0.058	0.559	36
37	Ministry of Food Processing Industries	0.232	0.150	0.127	0.047	0.555	37
38	Department of Investment & Public Asset Management	0.169	0.200	0.122	0.063	0.554	38
39	Legislative Department	0.169	0.173	0.150	0.062	0.554	39
40	NITI Aayog	0.170	0.192	0.150	0.035	0.548	40
41	Ministry of Water Resources, River Development & Ganga Rejuvenation	0.185	0.193	0.105	0.056	0.540	41
42	Department of Scientific & Industrial Research	0.258	0.158	0.060	0.062	0.538	42
43	Department of Sports	0.203	0.180	0.060	0.060	0.503	43
44	Department of Economic Affairs ACC Division	0.088	0.220	0.128	0.050	0.486	44
45	Department of Chemicals and Petrochemicals	0.146	0.191	0.060	0.081	0.478	45
46	Department of Expenditure	0.187	0.150	0.053	0.070	0.460	46
47	Department of Public Enterprises	0.084	0.193	0.059	0.098	0.435	47

3. Review of Status of Grievances



Time Period: 1st January, 2026 till 31st August, 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 four sets of grievance categories were published in the April, May, June and July 2026 Monthly Report respectively. These next set of ten grievance categories account for 1,13,526 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	DOLR	Land Regulation related matters	767	2,628	3,337	6,172	12,904
2	MoPR	Panchayat Development Related Matter	1,022	2,262	3,001	6,268	12,553
3	DoH&FW	Health Schemes	804	2,289	3,711	4,846	11,650
4	DoDWS	Jal Jeevan Mission related (Rural)	410	2,024	3,317	5,500	11,251
5	MoHUA	CPWD	1,123	2,316	2,934	4,808	11,181
6	DoH&FW	Medical Education	2,794	2,322	2,554	3,370	11,040
7	MoR	Service matter	879	3,214	3,905	3,007	11,005
8	DoCA	National Consumer Helpline Related issues	1,456	3,258	3,951	2,268	10,933

S. No.	Ministry	Category	2022	2023	2024	2025	Total
9	DoRD	Pradhan Mantri Gram Sadak Yojana	968	1,368	5,712	2,703	10,751
10	DoH&FW	Public Health	1,515	2,106	2,770	3,867	10,258
Total Grievances in these Categories across 4 years: 1,13,526							

Note on 2025 figures: Several categories shown with the lower 2025 values (e.g., National Consumer Helpline Related issues, Pradhan Mantri Gram Sadak Yojana) 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. DoLR: Land Regulation related matters

2022	2023	2024	2025	Total
767	2,628	3,337	6,172	12,904

Analysis of grievances in this category shows that repeated filing on the same land-related issue is a significant concern, particularly in cases relating to land mutation, records and encroachment. Multiple complaints on the same matter indicate that citizens are often re-lodging grievances when the initial disposal does not address the issue satisfactorily. A large proportion of grievances are also routed to State revenue authorities, as land-related matters largely fall within the domain of State Governments. While several grievances are disposed of quickly, a few remain pending for prolonged periods. Feedback further indicates that citizens were dissatisfied with the disposal, citing lack of direct communication or closure based on reports that were not shared with them. Despite this dissatisfaction, very few cases progressed to formal appeal, suggesting that citizens are more likely to express their dissatisfaction through feedback than pursue the appeal mechanism.

2. MoPR: Panchayat Development Related Matter

2022	2023	2024	2025	Total
1,022	2,262	3,001	6,268	12,553

Analysis of grievances in this category shows that unresolved local development works and complaints regarding Panchayat expenditure are the two major areas of concern. A significant number of grievances appear to have been closed initially but subsequently reopened or taken up through the appeal process, indicating that the first-level disposal was not always considered satisfactory by citizens. Grievances also pass through several levels of the Panchayati Raj and district administration, resulting in considerable movement between offices before disposal. Where closure has taken place, the timelines are relatively long in many cases. Citizen feedback largely refers to grievances being closed without resolution, being referred from one office to another, or the absence of field verification.

3. DoHFW: Health Schemes

2022	2023	2024	2025	Total
804	2,289	3,711	4,846	11,650

Grievance analysis of this category shows that delays in resolution and difficulties in accessing Ayushman Bharat/PMJAY benefits are the principal concerns. Grievances largely relate to hospitals not accepting valid Ayushman cards, delays in card generation or approval, and claims or reimbursements remaining pending for extended periods. Unlike some other Ministries, most cases remain within the health administration, indicating that the key challenge is not excessive external routing but delays in processing and resolution within the system. A considerable number of grievances also move to appeal, reflecting continued dissatisfaction after the initial disposal. Citizen feedback frequently states that the issue remained unresolved despite the departmental reply, with some citizens disputing claims that they had been contacted. The overall feedback indicates a need for closer follow-up with the concerned hospitals and beneficiaries before closing such grievances.

4. DDWS: Jal Jeevan Mission related (Rural)

2022	2023	2024	2025	Total
410	2,024	3,317	5,500	11,251

Analysis of grievances in this category shows that irregular water supply and incomplete or non-functional water infrastructure are the key issues raised by citizens. Since implementation of rural drinking water services largely rests with State Governments and local bodies, a substantial share of grievances are routed outside the Department for action. While such routing is understandable from an administrative perspective, several cases indicate that transfer to the concerned authority is followed by closure without clear evidence of resolution on the ground. Citizen feedback points to cases being marked as resolved on the basis of inspection reports or inter-departmental remarks, without the supporting details being communicated to the citizen. Formal appeals remain limited despite instances of poor or partial resolution, suggesting that many citizens do not pursue the matter further after closure.

5. MoHUA: CPWD

2022	2023	2024	2025	Total
1,123	2,316	2,934	4,808	11,181

Grievance analysis of this category shows that road and drainage maintenance, along with repair and allotment-related issues in government quarters, are the main areas requiring attention. These grievances often involve multiple offices, with cases moving between CPWD regional offices, Delhi Government authorities and State PWDs before reaching the concerned agency. Such extensive movement makes it difficult to establish clear ownership and can delay resolution. Although disposal timelines are relatively consistent, citizen feedback points to instances where the action taken did not fully address the original request. Complaints of partial work, seasonal closure of issues and transfer to another department without a clear

resolution are evident. In some cases, grievances are closed without clear confirmation that the reported issue has been fully addressed on the ground, indicating a gap between administrative disposal and actual resolution.

6. DoHFW: Medical Education

2022	2023	2024	2025	Total
2,794	2,322	2,554	3,370	11,040

ATR Analysis of this category shows recurring issues related to admission, student eligibility and academic progression. Cases involve problems with admission rules, internal assessment, stipends, relieving and experience certificates, and eligibility for further studies or employment. Delays occur when colleges or authorities do not provide the required documents, interpret rules differently, or do not provide a clear decision. Several cases also involve movement between the Department, National Medical Commission (NMC) and its boards before reaching the concerned authority. In some cases, grievances are closed after issuing a letter or clarification, while the complainant states that the issue remains unresolved. Feedback also highlights instances of replies being sent to the wrong institution, lack of a clear timeline for action, and closure without providing the requested academic or service-related outcome.

7. MoR: Service Matter

2022	2023	2024	2025	Total
879	3,214	3,905	3,007	11,005

Grievance analysis of this category shows recurring issues related to delayed or incorrect payment of salary, allowances and other financial dues. Employees have reported pending travelling allowance bills, differences in pay after promotion, delayed pay fixation and non-payment of benefits due under railway rules. Delays are also seen where bills or earlier applications cannot be traced, documents are pending with finance or personnel sections, or cases are moved between different divisions and offices. Action taken generally includes forwarding the case to the concerned railway unit and

examination by personnel or accounts sections, followed by a written reply. However, feedback in selected cases indicates that payments, revised pay fixation documents or final decisions remained pending or were only partly addressed.

8. DoCA: National Consumer Helpline Related issues

2022	2023	2024	2025	Total
1,456	3,258	3,951	2,268	10,933

Analysis of grievances in this category shows recurring issues related to delays or non-receipt of refunds for cancelled orders, returned products and disputed services. Delays often occur when companies do not respond, provide only a partial refund, dispute the consumer's claim or impose conditions for processing the refund. In several cases, consumers had made repeated requests or approached NCH before filing the CPGRAMS grievance. Action taken generally involves NCH forwarding the complaint to the concerned company and closing the case after receiving its response. Where no response is received, the case is closed after reminders, while the company's response is recorded as the basis for disposal in other cases. Feedback in selected cases indicates that consumers continued to consider the refund issue unresolved even after closure.

9. DoRD: Pradhan Mantri Gram Sadak Yojana

2022	2023	2024	2025	Total
968	1,368	5,712	2,703	10,751

ATR analysis of this grievance category shows recurring issues related to lack of road connectivity and poor road conditions in villages. Citizens report roads that have not been constructed despite long-standing demands, approved proposals or earlier complaints. Existing roads are also reported to be damaged, unsafe, waterlogged or difficult to use. Cases remain unresolved where roads do not meet PMGSY norms, are treated as State or local-government matters, or fall under another department or scheme. Action histories show repeated movement between the Department, rural road agencies and State authorities, followed by disposal based on an ATR or a clarification on jurisdiction. In some cases, citizens have reported that no visible construction or repair has taken place

despite earlier complaints. Feedback is largely negative, with complainants stating that the road remains unresolved or that the response does not reflect the actual condition on the ground.

10. DoHFW: Public Health

2022	2023	2024	2025	Total
1,515	2,106	2,770	3,867	10,258

Analysis of grievances in this category shows recurring issues related to poor sanitation, particularly uncollected and improperly disposed waste. Citizens report garbage on roads, pavements and vacant land, irregular waste collection, overflowing bins and incomplete cleaning. Open dumping, burning of waste and blocked drains are also reported, leading to foul smell, mosquitoes and unhygienic conditions. Grievances are often transferred between State departments and local or municipal authorities before action is recorded. Several cases are closed after an inspection, report or confirmation that cleaning has been carried out. However, complainants in some cases report that the problem continues or that only part of the affected area was cleaned. Feedback also highlights delays, repeated follow-ups and partial resolution, with sanitation issues continuing at the local level.

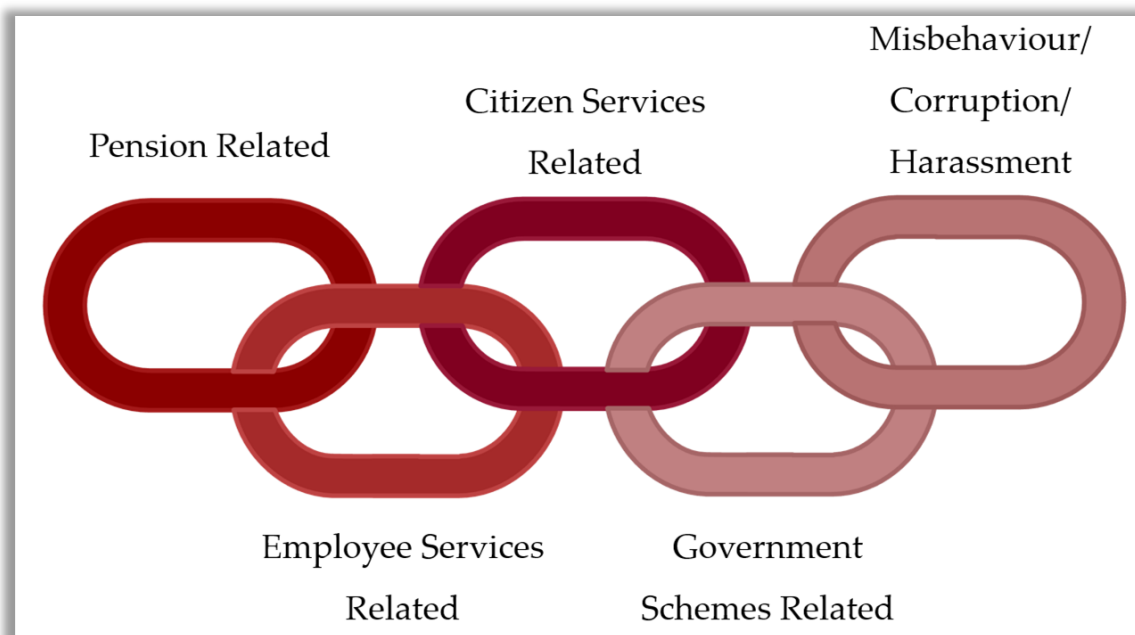
5. Categorisation

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

S. No.	Name of Ministry/Department	LIVE made on
16	Department of Personnel and Training	25 th June, 2025
17	Department of Consumer Affairs	1 st July, 2025
18	Department of Food and Public Distribution	3 rd July, 2025
19	Department of Agriculture and Farmers Welfare	4 th July, 2025
20	Ministry of Heavy Industry	8 th July, 2025
21	Department of Ex Servicemen Welfare	14 th July, 2025
22	Department of Higher Education	18 th July, 2025
23	Department of Justice	21 st July, 2025
24	Department of Animal Husbandry and Dairying	23 rd July, 2025
25	Ministry of Railways (Railway Board)	9 th September, 2025
26	Ministry of Women and Child Development	14 th October, 2025
27	Ministry of Mines	20 th November, 2025
28	Department of Financial Services (Insurance Division)	8 th December 2025
29	Ministry of Tribal Affairs	22 nd December, 2025
30	Department of Commerce	2 nd January, 2026
31	Ministry of Power	17 th February, 2026
32	Department of Official Language	11 th March, 2026
33	Ministry of New and Renewable Energy	24 th April, 2026
34	Department of Financial Services (Pension Reforms)	14th July 2026
35	Ministry of Home Affairs	23rd July 2026
36	Ministry of Micro Small and Medium Enterprises	31st July 2026

6. Review Meeting by Secretaries

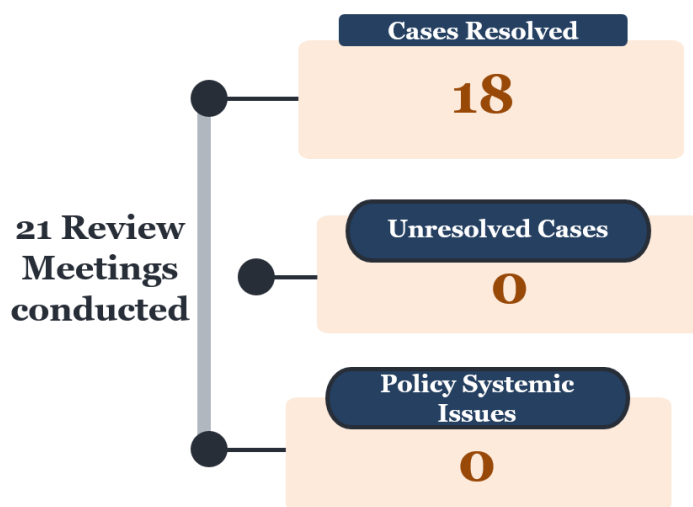
In line with the **Hon'ble Prime Minister's directions from the PRAGATI Meeting** on 26th December 2024, the Cabinet Secretary issued a DO letter on 30th January 2025, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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

A total of **424 Review Meetings** were conducted between **14th February 2025 till 31st August, 2026**. A total of 1,923 cases has been resolved; 64 systemic policy issues and 25 unresolved cases have been taken up.

Status of Review Meetings Conducted – August, 2026

A total of **21 Review Meetings** were conducted and **18 cases** were resolved in **August 2026**. Department of Ex-Servicemen Welfare, Department of Chemicals and Petrochemicals and Ministry of Textiles conducted the highest number of review meetings.

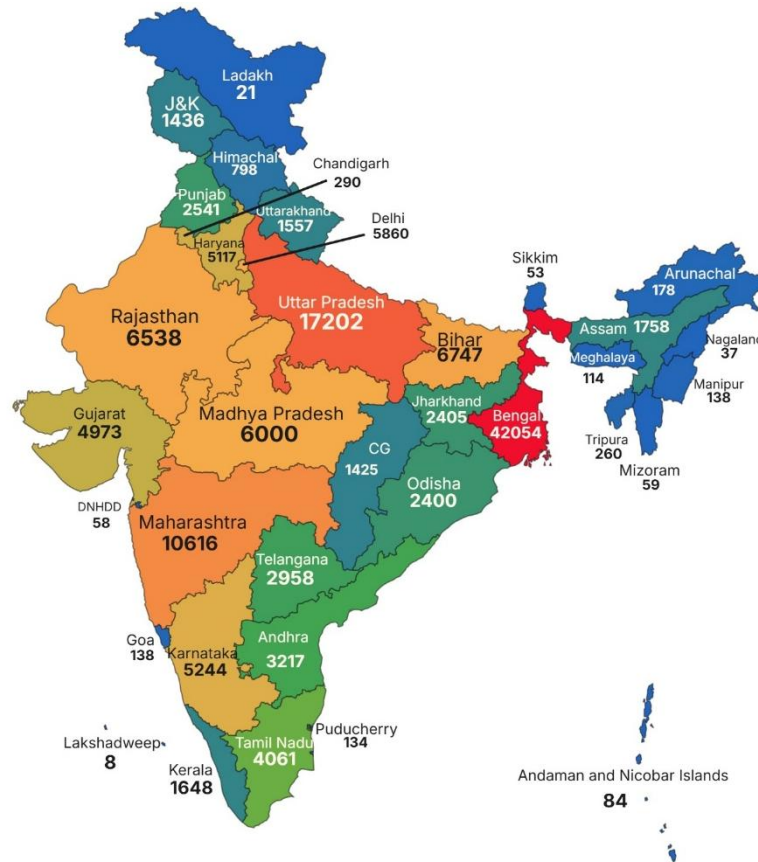


S.No.	Organisation Name	Meetings Conducted	Chaired by
1	Department of Ex Servicemen Welfare	4	Secretary
2	Department of Chemicals and Petrochemicals	3	Secretary
3	Ministry of Textiles	3	Secretary
4	Department of Scientific & Industrial Research	2	Secretary
5	Central Board of Direct Taxes (Income Tax)	1	Chairman
6	Central Board of Indirect Taxes and Customs	1	Chairman
7	Department of Official Language	1	Secretary
8	Department of Rural Development	1	Secretary
9	Ministry of Coal	1	Secretary
10	Ministry of Drinking Water and Sanitation	1	Secretary
11	Ministry of Labour and Employment	1	Secretary
12	Ministry of Power	1	Secretary
13	Ministry of Shipping	1	Secretary
Total Meetings held in July, 2026		21	

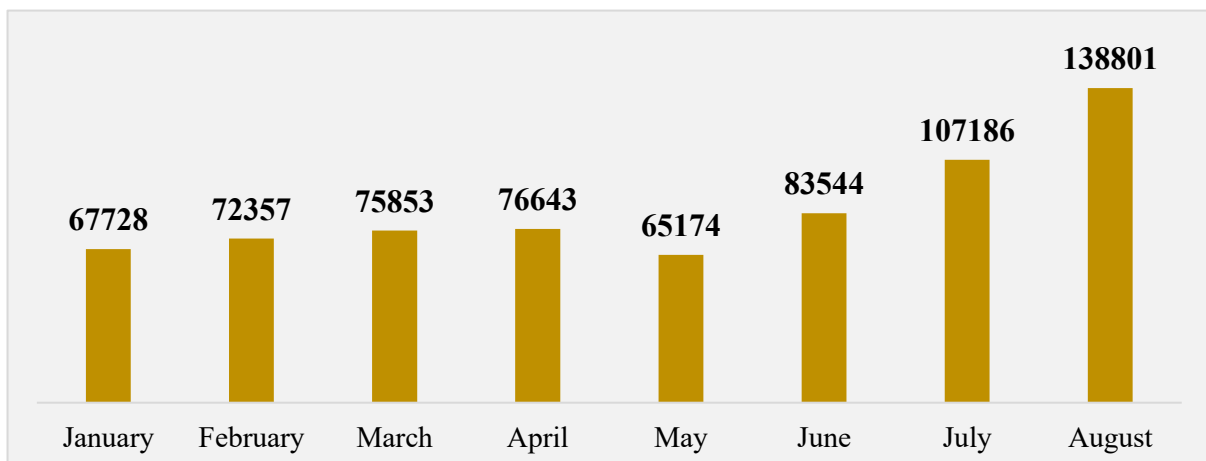
7. New User Registration

A total of **1,38,801 new users** has registered on CPGRAMS in August, 2026, through various channels, out of which, **~50% of the total registrations** are from West Bengal (42,054), Uttar Pradesh (17,202) and Maharashtra (10,616).

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

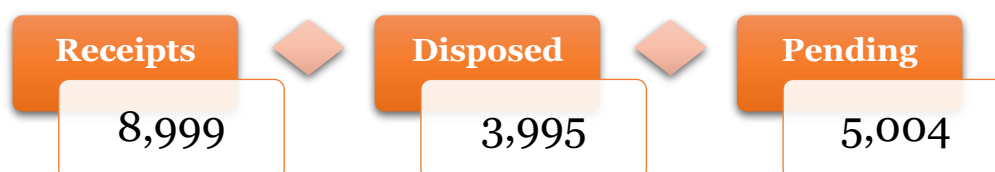


New User Registration on CPGRAMS in 2026



8. Outreach through CSCs

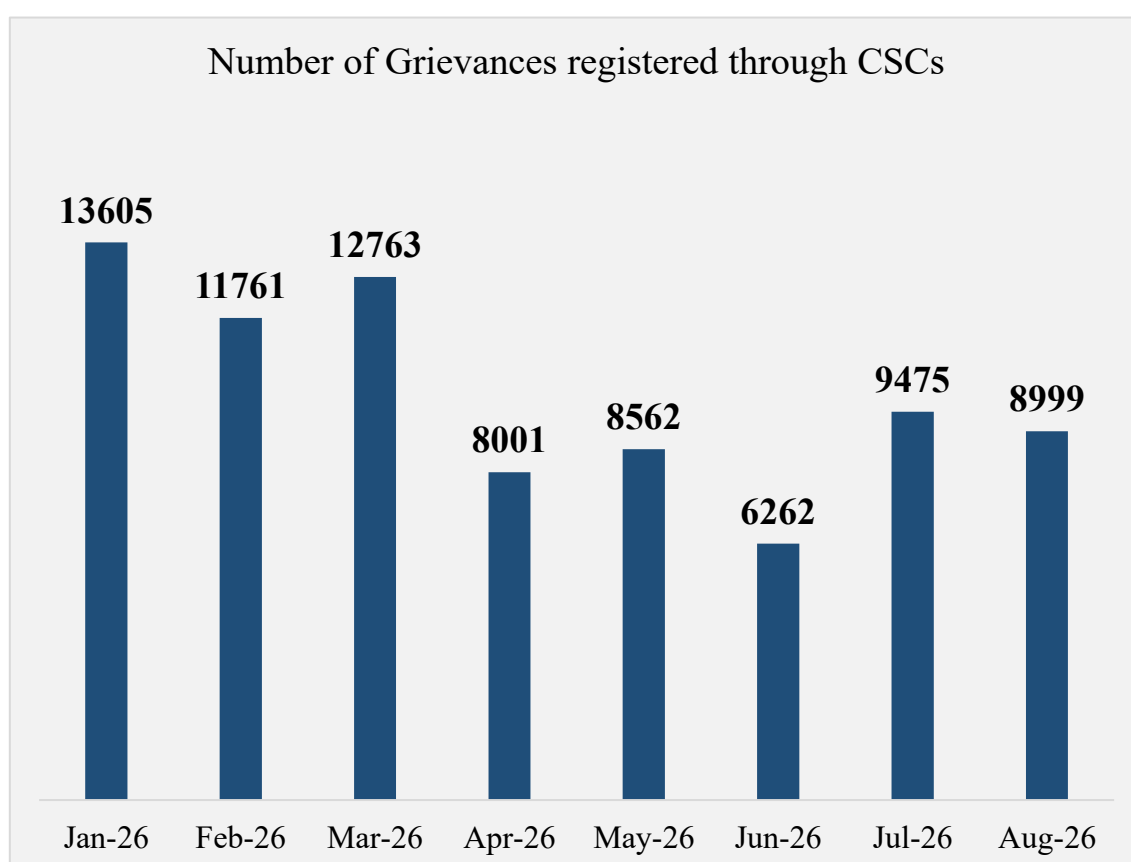
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



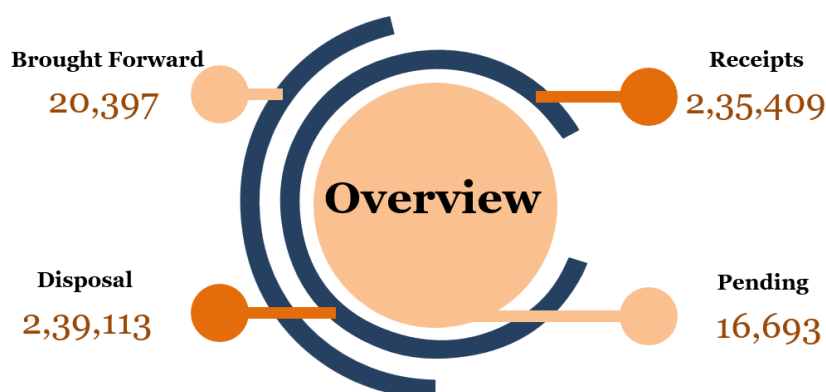
Time Period: 1st August, 2026 till 31st August, 2026

Overview of grievances registered through the Common Service Centres

A total of **8,999 grievances** were registered through Common Service Centres (CSCs) in **August 2026**.

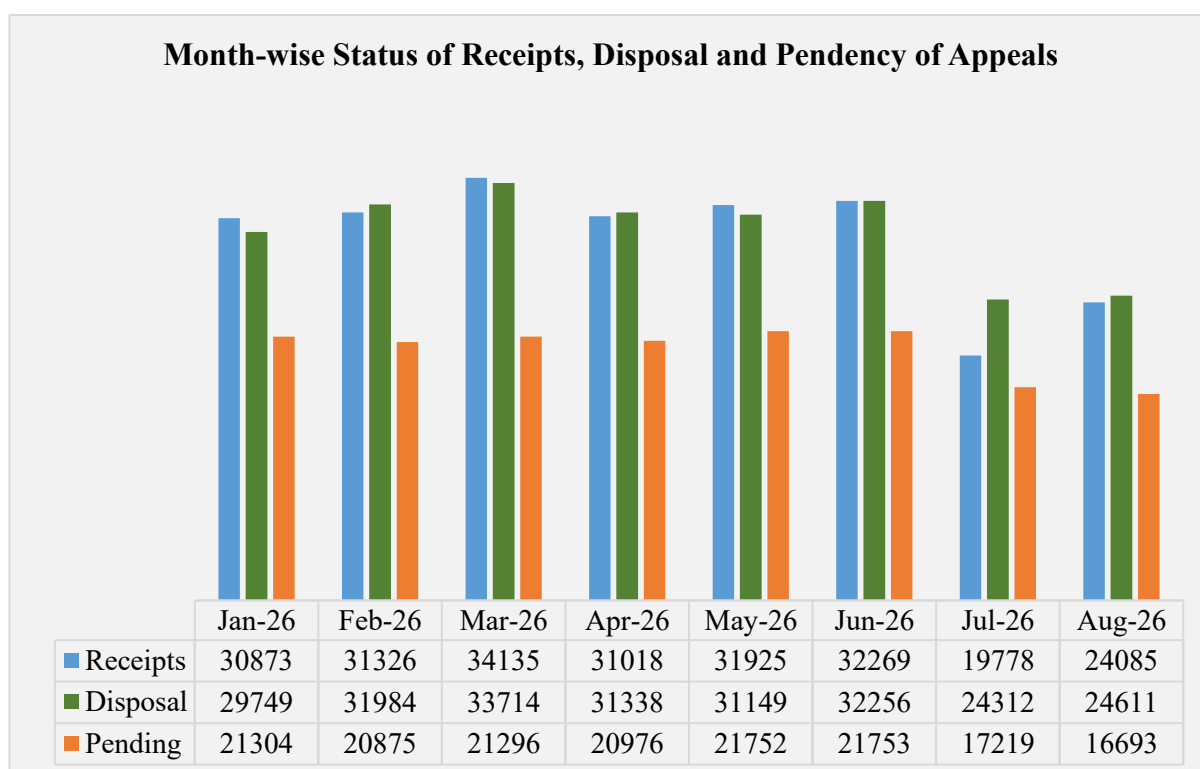


9. Review of Status of Appeals on CPGRAMS



Time Period: 1st January, 2026 till 31st August, 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 **22 days** as on **31st August, 2026**.
- **34** Ministries/Departments have their Appeals' Average Closing Time more than the standard time of 30 days.

10. Success Stories

Grievance of Mr. Abhimanyu Gotam

Mr. Abhimanyu Gotam filed a grievance on the CPGRAMS Portal regarding the deduction of toll charges despite having a valid monthly pass up to 17 March 2026. He stated that due to a system-related issue, his existing pass was deactivated upon renewal, resulting in duplicate pass charges and deduction of ₹340 from his fastag account. Within 3 days of filing the grievance, the concerned authorities investigated the matter, resolved the system issue, restored both passes, and initiated the refund of the deducted toll amount.

CPGRAMS Facilitates Refund of Toll Charges

Ministry of Road
Transport and
Highways - (MORTH)



NHAI - (NHAI)



NHAI RO Jammu -
(ROHJJ)



PIU Udhampur -
(PDUDH)

CPGRAMS Facilitates Transfer of PF and EPS Service

Ministry of Labour and
Employment - (MOLBR)



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



ZONAL OFFICE
MAHARASHTRA- PUNE
- (ZMHPU)



Regional Office,Pune
(Akurdi) - (ROPU2)

Grievance of Mr. Makarand Vijay Parkar

Mr. Makarand Vijay Parkar filed a grievance on the CPGRAMS Portal regarding repeated rejection of his Form 13 transfer claim for consolidation of his PF and EPS service records. Despite the successful transfer of his PF balance, he faced difficulty in transferring his service record due to an issue concerning the EPS membership. Upon examination of the grievance, the concerned authorities processed the Form 13 transfer claim and settled an amount of ₹6,98,442, transferring the amount to his specified PF account.

Grievance of Mr. Sanyam Jain

Mr. Sanyam Jain filed a grievance on the CPGRAMS Portal regarding the non-receipt of a revised marksheet following the re-evaluation of his Mathematics examination, in which his marks had increased from 70 to 74. Upon examination of the grievance, the concerned authorities confirmed that the original marksheet received from the school had been processed and the revised marksheet reflecting the increased marks had been issued. The revised marksheet was dispatched by Speed Post and was received by the concerned institution.

**CPGRAMS
Facilitates
Issuance of
Revised
Marksheet**

Department of School
Education and Literacy
- (DOSEL)



School 3 Section -
(SCH03)



Central Board of
Secondary Education -
(CBS01)



CBSE RO Ajmer -
(SEL14)

**CPGRAMS
Facilitates
Payment of
Pension Arrears**

Department of Pension
and Pensioners Welfare -
(DOPPW)



Department of Defence
Finance - (FADSS)



PCDA(P) Prayagraj -
(CDA01)



SPARSH ARMY 3 - (SA301)

Grievance of Mr. Banwari Lal Nuiyan

Mr. Banwari Lal Nuiyan filed a grievance on the CPGRAMS Portal regarding the non-payment of pension arrears amounting to ₹1,82,261 due under Circular No. 568. He stated that the required Non-Payment Certificate and calculation sheet had already been forwarded by the bank to the concerned pension authorities. Upon examination of the grievance, the concerned authorities confirmed that the arrears of ₹1,82,261 had been credited to the complainant's bank account.

11. Media Outreach



Prime Minister's Office

PM chairs 53rd PRAGATI Meeting

PM reviews six key infrastructure projects across the Railway, Road and Power sectors

Projects reviewed span across 9 States with cumulative investment of more than ₹30,000 crore

PM says Infrastructure projects should be viewed as an integrated whole, rather than as individual sections or packages

PM calls for continuous reforms across all stages of project implementation and a proactive work culture across Ministries and States

PM says Speed must go hand-in-hand with quality

While reviewing AgriStack, PM emphasises the need to leverage the latest digital technologies including AI to derive greater value from agricultural data

On cyber fraud and 'digital arrest', PM stresses training, public awareness, cyber-safety education and coordinated action

Posted On: 25 AUG 2026 8:56PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

Department of Administrative Reforms and Public Grievances releases 51st Monthly Report on CPGRAMS for Central Ministries/ Departments performance for the month of July, 2026

A total of 2,16,827 grievances were redressed by Central Ministries/ Departments in July, 2026.

For the 49th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

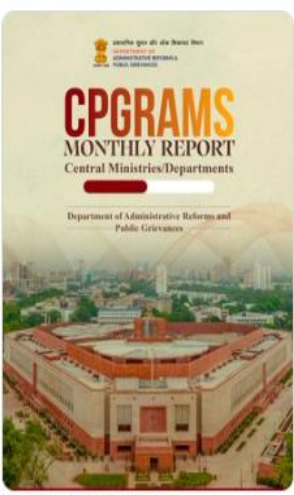
Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Textiles topped in Group B category in the GRAI rankings released for the month of July, 2026

Posted On: 31 AUG 2026 4:06PM by PIB Delhi



DARPG has released its 51st #CPGRAMS Monthly Report for July, 2026, for Central Ministries/Departments.

In July 2026, 2,20,909 PG cases were received on the CPGRAMS portal, 2,16,827 PG cases were redressed and there exists a pendency of 83,866 PG cases.



PMO India and 5 others

4:44 PM · Aug 31, 2026 · 1,733 Views

Annexures

Annexure 1: Performance of Ministries/Departments

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13160	232856	246016	229180	16836
2	Department of Financial Services (Banking Division)	4289	208377	212666	208250	4416
3	Ministry of Home Affairs	5647	67310	72957	70051	2906
4	Ministry of Railways (Railway Board)	4421	66896	71317	66958	4359
5	Department of Telecommunications	843	65903	66746	65511	1235
6	Ministry of Petroleum and Natural Gas	2779	61234	64013	48869	15144
7	Department of Rural Development	1023	60083	61106	54970	6136
8	Department of Posts	1357	54352	55709	54958	751
9	Central Board of Direct Taxes (Income Tax)	5060	51123	56183	51706	4477
10	Department of Health & Family Welfare	2095	47395	49490	48025	1465

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13160	232856	246016	229180	16836
2	Department of Financial Services (Banking Division)	4289	208377	212666	208250	4416
3	Ministry of Home Affairs	5647	67310	72957	70051	2906
4	Ministry of Railways (Railway Board)	4421	66896	71317	66958	4359

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
5	Department of Telecommunications	843	65903	66746	65511	1235
6	Department of Rural Development	1023	60083	61106	54970	6136
7	Department of Posts	1357	54352	55709	54958	751
8	Central Board of Direct Taxes (Income Tax)	5060	51123	56183	51706	4477
9	Ministry of Petroleum and Natural Gas	2779	61234	64013	48869	15144
10	Department of Health & Family Welfare	2095	47395	49490	48025	1465

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	13160	232856	246016	229180	16836
2	Ministry of Petroleum and Natural Gas	2779	61234	64013	48869	15144
3	Department of Rural Development	1023	60083	61106	54970	6136
4	Department of Defence Finance	6499	45736	52235	47247	4988
5	Central Board of Direct Taxes (Income Tax)	5060	51123	56183	51706	4477
6	Department of Financial Services (Banking Division)	4289	208377	212666	208250	4416
7	Ministry of Railways (Railway Board)	4421	66896	71317	66958	4359
8	Department of Higher Education	1288	27820	29108	25161	3947
9	Ministry of Home Affairs	5647	67310	72957	70051	2906
10	Unique Identification Authority of India	2661	38137	40798	38127	2671
11	Ministry of Panchayati Raj	2127	16131	18258	16152	2106
12	Department of School Education and Literacy	996	20422	21418	19786	1632
13	Ministry of Road Transport and Highways	1303	43673	44976	43363	1613
14	Ministry of Housing and Urban Affairs	1852	25994	27846	26361	1485
15	Department of Health & Family Welfare	2095	47395	49490	48025	1465

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
16	Department of Food and Public Distribution	2277	15632	17909	16470	1439
17	Ministry of External Affairs	1131	17006	18137	16725	1412
18	Department of Telecommunications	843	65903	66746	65511	1235
19	Department of Social Justice and Empowerment	220	11042	11262	10211	1051
20	Department of Agriculture and Farmers Welfare	1072	27055	28127	27099	1028
21	Department of Personnel and Training	848	18033	18881	17870	1011

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	> 21 Days
1	Ministry of Petroleum and Natural Gas	2779	61234	64013	48869	15144	10233
2	Ministry of Labour and Employment	13160	232856	246016	229180	16836	3426
3	Department of Defence Finance	6499	45736	52235	47247	4988	2363
4	Central Board of Direct Taxes (Income Tax)	5060	51123	56183	51706	4477	2197
5	Department of Higher Education	1288	27820	29108	25161	3947	2135
6	Ministry of Railways (Railway Board)	4421	66896	71317	66958	4359	1131
7	Ministry of Panchayati Raj	2127	16131	18258	16152	2106	1131
8	Department of Food and Public Distribution	2277	15632	17909	16470	1439	694
9	Ministry of External Affairs	1131	17006	18137	16725	1412	541
10	Ministry of Housing and Urban Affairs	1852	25994	27846	26361	1485	465

Annexure 2: Average Closing Time – 1st January 2026 to 31st August 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	3031	44
2	Department of Food and Public Distribution	16470	33
3	Ministry of Petroleum and Natural Gas	48869	31
4	Ministry of Panchayati Raj	16152	30
5	Central Board of Direct Taxes (Income Tax)	51706	28
6	Department of Ex Servicemen Welfare	10973	24
7	Staff Selection Commission	5504	23
8	Department of Defence Finance	47247	22
9	Department of Commerce	3561	21
10	Department of Defence Research and Development	799	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	148	1
2	Department of Land Resources	5830	2
3	NITI Aayog	3344	2
4	Ministry of Parliamentary Affairs	1463	2
5	Ministry of Power	10539	3
6	Department of Chemicals and Petrochemicals	807	3
7	Department of Official Language	184	3
8	Department of Consumer Affairs	25329	4
9	Department of Financial Services (Banking Division)	208250	5
10	Department of Financial Services (Insurance Division)	26208	5

Annexure 3: Status of Appeals – 1st January 2026 to 31st August 2026

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Ministry of Petroleum and Natural Gas	944	6155	7099	3887	3212
2	Ministry of Labour and Employment	2005	54166	56171	53288	2883
3	Department of Higher Education	563	4803	5366	4177	1189
4	Ministry of Railways (Railway Board)	1008	12264	13272	12345	927
5	Department of Financial Services (Banking Division)	1873	19614	21487	20672	815
6	Central Board of Direct Taxes (Income Tax)	761	5950	6711	6010	701
7	Ministry of Corporate Affairs	476	3522	3998	3485	513
8	Department of Defence Finance	668	4221	4889	4402	487
9	Ministry of Housing and Urban Affairs	676	3719	4395	3923	472
10	Department of School Education and Literacy	264	4545	4809	4398	411

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	6425	3
2	Department of Revenue	255	5
3	Department of Posts	12090	6
4	Department of Financial Services (Insurance Division)	5484	7
5	Ministry of Cooperation	2131	7
6	Department of Sports	233	7

S. No.	Name of Ministry/Department	Appeals Disposed	Average Closing Time (in Days)
7	Department of Telecommunications	18563	8
8	Ministry of Labour and Employment	53288	10
9	Ministry of Drinking Water and Sanitation	2346	10
10	Ministry of Ayush	366	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	6920	6690	2171	32%
2	Ministry of Corporate Affairs	11750	11285	3522	31%
3	Department of Telecommunications	66746	65511	18448	28%
4	Ministry of Minority Affairs	1594	1517	414	27%
5	Ministry of Civil Aviation	6526	6315	1593	25%
6	Department of Consumer Affairs	25696	25329	6384	25%
7	Ministry of Labour and Employment	246016	229180	54166	24%
8	Ministry of Drinking Water and Sanitation	10433	9812	2311	24%
9	Department of Defence Production	1849	1722	396	23%
10	Department of School Education and Literacy	21418	19786	4545	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	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution	% 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	% of Active Grievance Redressal Officers (GROs)
1	Department of Justice	14%	0%	91%	15.0	10%	91%	15%	71%	0%	100.30	80%
2	Department of Fisheries	56%	0%	89%	5.0	0%	86%	33%	100%	39%	2.88	81%
3	Ministry of Heavy Industries	61%	45%	100%	9.0	0%	90%	33%	60%	0%	3.96	64%
4	Department of Health & Family Welfare	30%	32%	65%	14.0	0%	93%	37%	73%	20%	7.64	37%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution	% 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	% of Active Grievance Redressal Officers (GROs)
5	Department of Health Research	31%	42%	100%	16.0	0%	96%	20%	75%	10%	0.89	16%
6	Department of Legal Affairs	12%		0%	10.0	0%		22%	93%	0%	26.47	21%
7	Department of Agriculture and Farmers Welfare	8%	43%	100%	11.0	0%	99%	36%	91%	0%	29.93	51%
8	Department of Animal Husbandry, Dairying	21%	47%	100%	11.0	0%	92%	20%	46%	0%	8.94	42%
9	Department of Agriculture Research and Education	15%	87%	100%	26.0	0%	92%	25%	100%	1%	0.51	21%
10	Department of Consumer Affairs	76%	96%	100%	2.0	0%	81%	27%	93%	2%	126.07	104%
11	Department of Commerce	44%	23%	100%	9.0	0%	94%	35%	83%	0%	5.11	77%
12	Department of Chemicals and Petrochemicals	18%	0%	0%	2.0	0%	99%	29%	0%	0%	8.25	75%
13	Department of Food and Public Distribution	40%	8%	38%	16.0	0%	87%	63%	22%	0%	0.90	16%
14	Department of Fertilizers	12%	30%	72%	10.0	0%	96%	53%	100%	19%	2.31	54%
15	Department for Promotion of Industry and Internal Trade	38%	58%	100%	9.0	0%	87%	31%	100%	0%	3.01	52%
16	Department of Land Resources	5%	100%	100%	3.0	0%	100%	0%	95%	0%	147.60	100%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution	% 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	% of Active Grievance Redressal Officers (GROs)
17	Department of Rural Development	36%	33%	35%	7.0	0%	97%	38%	83%	0%	5.33	26%
18	Department of School Education and Literacy	37%	40%	60%	15.0	0%	80%	32%	63%	0%	14.44	68%
19	Department of Telecommunications	81%	88%	86%	6.0	0%	75%	39%	94%	0%	10.17	94%
20	NITI Aayog	13%	50%	0%	1.0	0%	100%	29%	100%	0%	5.21	9%
21	Department of Public Enterprises	1%	0%	0%	14.0	0%	100%	29%	0%	1%	8.45	100%
22	Department of Higher Education	21%	11%	100%	17.0	0%	84%	32%	37%	0%	9.66	58%
23	Department of Sports	48%	21%	0%	10.0	0%	94%	26%	0%	0%	8.27	45%
24	Legislative Department	32%	2%	0%	5.0	0%	94%	22%	100%	0%	4.38	47%
25	Department of Youth Affairs	35%	56%	100%	12.0	0%	89%	19%	75%	0%	7.16	100%
26	Unique Identification Authority of India	56%	72%	0%	14.0	0%	87%	55%	77%	0%	113.41	88%
27	Ministry of Ayush	56%	77%	71%	11.0	0%	87%	30%	83%	4%	4.89	72%
28	Ministry of Corporate Affairs	60%	37%	0%	15.0	0%	66%	16%	52%	15%	12.66	92%
29	Ministry of Drinking Water and Sanitation	36%	88%	100%	15.0	0%	80%	40%	63%	0%	2.05	26%
30	Ministry of Food Processing Industries	33%	0%	100%	7.0	0%	100%	0%	100%	39%	1.84	25%
31	Ministry of Development of North Eastern Region	59%	100%	0%	1.0	0%	93%	23%	100%	0%	2.00	75%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution	% 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	% of Active Grievance Redressal Officers (GROs)
32	Ministry of Skill Development and Entrepreneurship	28%	6%	100%	9.0	0%	85%	36%	75%	0%	4.58	41%
33	Ministry of Housing and Urban Affairs	25%	32%	57%	14.0	0%	89%	32%	73%	0%	2.15	30%
34	Ministry of Women and Child Development	50%	77%	91%	7.0	0%	86%	27%	85%	2%	21.66	86%
35	Ministry of Tourism	55%	60%	97%	10.0	0%	93%	36%	67%	11%	3.33	59%
36	Ministry of Coal	72%		36%	10.0	0%		24%	100%	0%	1.42	66%
37	Ministry of External Affairs	49%	43%	100%	12.0	0%	83%	37%	50%	10%	4.15	27%
38	Ministry of Electronics & Information Technology	56%	48%	100%	8.0	1%	91%	28%	61%	1%	11.94	24%
39	Ministry of Parliamentary Affairs	28%		0%	3.0	0%		50%	100%	0%	8.69	100%
40	Ministry of Water Resources, River Development & Ganga Rejuvenation	21%	31%	52%	12.0	0%	91%	38%	61%	16%	2.64	38%
41	Ministry of Micro Small and Medium Enterprises	47%	10%	75%	12.0	0%	93%	30%	0%	0%	7.42	25%
42	Ministry of Civil Aviation	60%	37%	50%	11.0	0%	80%	23%	72%	0%	1.84	48%
43	Ministry of Cooperation	57%	84%	100%	10.0	0%	74%	13%	60%	19%	47.57	57%
44	Ministry of Environment, Forest and Climate Change	27%	46%	73%	11.0	0%	92%	20%	63%	15%	7.27	59%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
		% of Grievances Resolved with ATRs within Timeline (within 21 days)	% of Appeals Redressed within 30 days	% of Redressal of Grievances under Corruption Category	Average Disposal Time	% Pendency with GROs of More Than 100 Grievances (beyond 21 days)	% of Appeals Filed	% of Resolution	% 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	% of Active Grievance Redressal Officers (GROs)
45	Ministry of Information and Broadcasting	63%	47%	57%	7.0	0%	88%	34%	83%	0%	5.68	82%
46	Ministry of Labour and Employment	51%	62%	100%	14.0	0%	82%	36%	92%	0%	40.19	60%
47	Ministry of Panchayati Raj	25%	32%	100%	6.0	0%	96%	26%	87%	0%	0.73	42%
48	Ministry of Road Transport and Highways	29%	51%	55%	9.0	0%	92%	29%	76%	0%	12.07	64%
49	Ministry of Statistics and Programme Implementation	51%	44%	67%	10.0	0%	72%	30%	100%	35%	0.59	41%
50	Ministry of Power	8%	52%	100%	2.0	0%	99%	38%	84%	0%	3.88	100%
51	Ministry of Shipping	73%	84%	67%	6.0	0%	83%	18%	100%	25%	1.92	65%
52	O/o the Comptroller & Auditor General of India	31%	45%	0%	16.0	0%	89%	35%	89%	0%	1.39	61%
53	Central Board of Direct Taxes (Income Tax)	32%	29%	100%	31.0	0%	88%	42%	60%	0%	1.18	92%
54	Central Board of Indirect Taxes and Customs	60%	75%	78%	8.0	0%	86%	38%	93%	0%	1.82	99%
55	Department of Atomic Energy	33%	26%	47%	12.0	0%	75%	44%	40%	0%	1.87	76%
56	Department of Bio Technology	45%	57%	100%	13.0	0%	75%	46%	100%	9%	0.33	27%
57	Department of Ex Servicemen Welfare	38%	95%	100%	25.0	0%	88%	43%	56%	0%	2.65	47%

#	M/D	Efficiency					Feedback		Domain		Organisational Commitment	
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58	Department of Defence Production	33%	29%	33%	15.0	0%	83%	49%	75%	0%	0.81	33%
59	Department of Defence Research and Development	22%	100%	100%	20.0	0%	100%	53%	0%	0%	0.78	21%
60	Department of Financial Services (Banking Division)	59%	64%	77%	8.0	0%	88%	43%	71%	7%	5.97	76%
61	Department of Financial Services (Insurance Division)	80%	90%	100%	6.0	0%	77%	34%	91%	1%	5.78	91%
62	Department of Financial Services (Pension Reforms)	67%	77%	0%	7.0	0%	88%	31%	100%	1%	60.40	100%
63	Department of Military Affairs	60%	42%	100%	13.0	0%	87%	34%	78%	0%	2.01	79%
64	Department of Empowerment of Persons with Disabilities	57%	86%	100%	5.0	0%	83%	26%	94%	5%	20.24	86%
65	Department of Investment & Public Asset Management	29%	0%	0%	1.0	0%	100%	33%	100%	47%	8.75	50%
66	Department of Economic Affairs ACC Division	10%	0%	0%	36.0	0%	98%	49%	79%	5%	8.40	31%
67	Department of Expenditure	40%	42%	0%	16.0	0%	87%	13%	0%	12%	1.53	57%

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68	Department of Personnel and Training	15%	35%	0%	18.0	0%	96%	19%	72%	0%	13.12	52%
69	Department of Revenue	19%	100%	75%	17.0	0%	98%	38%	67%	0%	25.83	68%
70	Department of Science and Technology	47%	37%	83%	12.0	0%	83%	64%	67%	1%	1.53	47%
71	Department of Scientific & Industrial Research	54%	44%	50%	13.0	0%	76%	29%	0%	0%	0.62	46%
72	Department of Pharmaceuticals	48%	0%	100%	13.0	0%	87%	46%	100%	4%	5.58	83%
73	Department of Posts	80%	88%	100%	3.0	0%	84%	46%	83%	0%	8.63	99%
74	Department of Space	50%	0%	0%	10.0	0%	87%	65%	100%	14%	3.43	76%
75	Department of Defence Finance	24%	16%	0%	24.0	2%	93%	44%	0%	0%	7.33	26%
76	Department of Official Language	15%	0%	0%	1.0	0%	88%	40%	100%	0%	0.87	73%
77	Department of Defence	48%		76%	10.0	0%		31%	80%	0%	2.49	97%
78	Department of Social Justice and Empowerment	26%	44%	100%	15.0	1%	92%	35%	58%	0%	21.96	65%
79	Staff Selection Commission	62%	38%	0%	19.0	0%	95%	40%	100%	20%	18.04	67%
80	Ministry of Culture	60%	63%	100%	9.0	0%	83%	27%	60%	0%	2.02	50%
81	Ministry of Earth Sciences	53%	100%	100%	11.0	0%	100%	42%	50%	27%	0.90	17%
82	Ministry of Home Affairs	45%	82%	100%	10.0	0%	87%	30%	64%	1%	7.29	44%
83	Ministry of Mines	23%	38%	81%	12.0	0%	96%	8%	78%	0%	2.98	62%

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84	Ministry of Minority Affairs	46%	32%	0%	13.0	0%	86%	21%	100%	1%	6.19	87%
85	Ministry of New and Renewable Energy	42%	83%	100%	11.0	0%	86%	36%	33%	0%	9.09	100%
86	Ministry of Railways (Railway Board)	44%	43%	53%	23.0	0%	81%	35%	61%	25%	3.08	52%
87	Ministry of Steel	82%	92%	100%	3.0	0%	79%	11%	100%	0%	1.66	64%
88	Ministry of Petroleum and Natural Gas	3%	1%	48%	47.0	0%	92%	57%	14%	6%	11.56	61%
89	Ministry of Tribal Affairs	49%	72%	0%	9.0	0%	91%	38%	67%	0%	8.46	93%
90	Ministry of Textiles	69%	67%	67%	7.0	0%	88%	32%	50%	0%	2.46	80%

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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