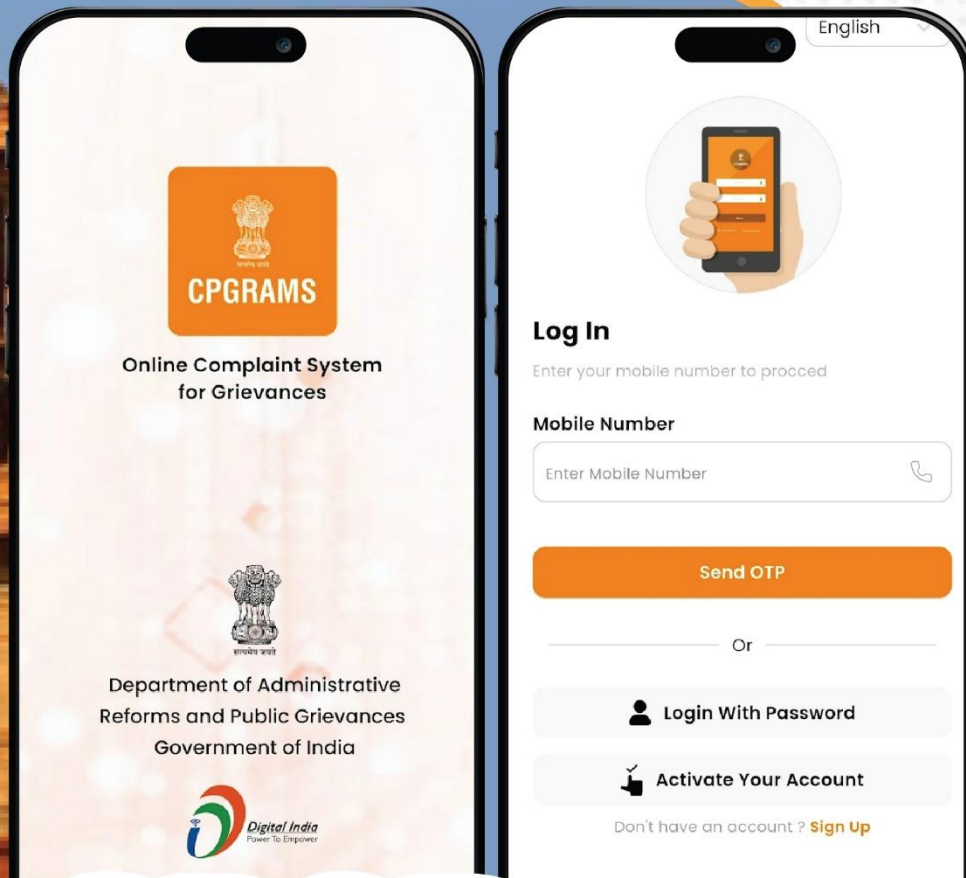




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT

Central Ministries/Departments

DECEMBER 2025

(Report Number 44)

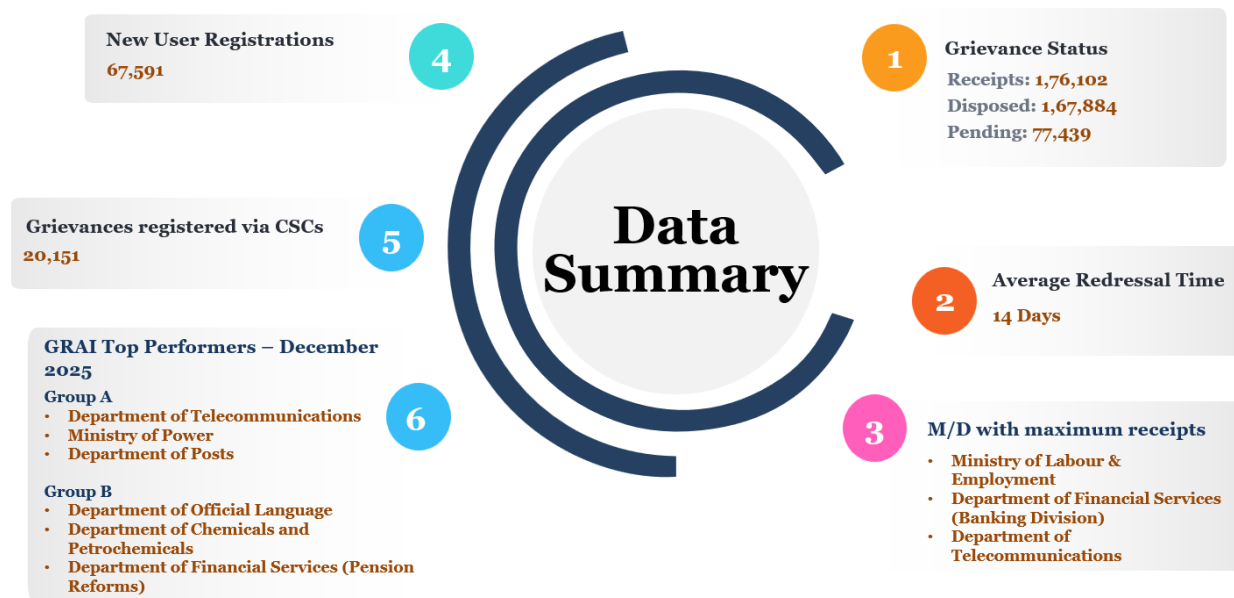
Department of Administrative Reforms
and Public Grievances

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1. KEY HIGHLIGHTS



Time Period – December, 2025

01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 24th December, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In December 2025, for the **42nd month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The **pendency** in the Central Secretariat stands at **77,439 grievances**, out of which ~68% of the grievances are pending for less than 21 days.
- The number of new **user registrations** for the month of December 2025 stands at **67,591**.
- The Feedback Call Centre collected **74,787 feedbacks** in the month of December 2025, where **44,032 feedback** were collected for Central Ministries/Departments.

02 PG Cases

- In December 2025, **1,76,102 PG cases** were received on the CPGRAMS portal, **1,67,884 PG cases** were redressed and there exists a **pendency of 77,439 PG cases**.
- Grievances registered via **Common Service Centers** stands at **20,151 grievances** for December, 2025.
- **34%** of the accounted grievances for December, 2025 were directed towards key departments such as the Ministry of Labour and Employment [26,366 grievances], Department of Financial Services (Banking Division) [22,315 grievances], and Department of Telecommunications [10,371 grievances].

- In December 2025, **29,272 appeals** were received and **28,047 appeals** were disposed.
- **20,180 appeal pendency** recorded in December for the year 2025.

03 PG Appeals

04 Grievance Redressal and Assessment Index

(DECEMBER, 2025)

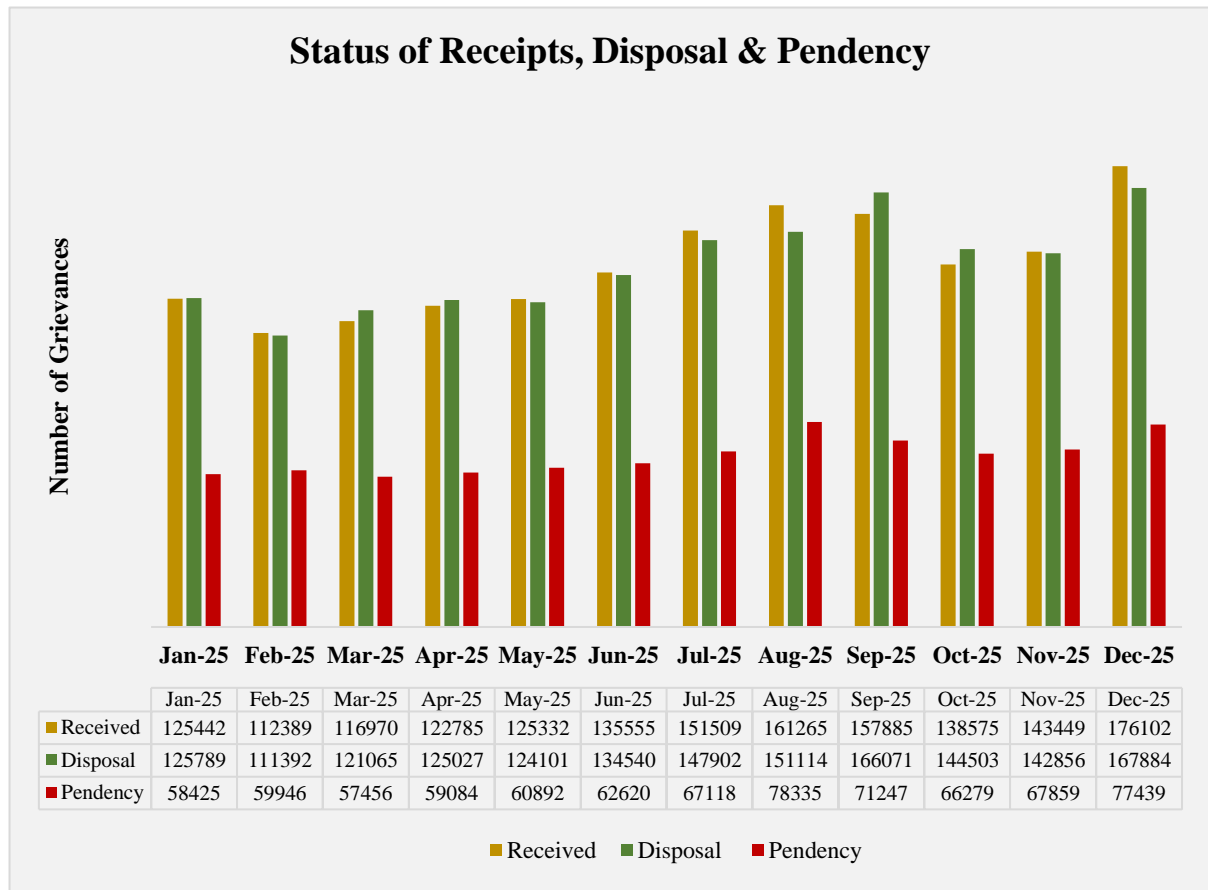
- **Department of Telecommunications, Ministry of Power and Department of Posts** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for December, 2025.
- **Department of Official Language, Department of Chemicals and Petrochemicals and Department of Financial Services (Pension Reforms)** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for December, 2025.

2. Review of Status of Grievances



Time Period: 01/01/2025 to 31/12/2025

Month-wise Status of Grievances



3. Grievance Redressal Assessment and Index – December, 2025

DARPG has introduced a new and 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.

The GRAI has the following 4 dimensions:



The data used in preparing the GRAI has been taken from **1st December to 31st December, 2025**.

GRAI has been formulated based on the following 4 dimensions and 11 indicators with the corresponding weightages:

#	Dimensions	Weights	#	Indicators	Orientation of Indicator*	Weights
1	Efficiency	0.45	1	% of Grievances Resolved with ATRs within Timeline (within 21 days)	Positive	0.45
			2	% of Appeals Redressed	Positive	0.15
			3	% of Resolution of Grievances under Corruption Category	Positive	0.15
			4	Average Resolution Time	Negative	0.10
			5	% Pendency with GROs (beyond 21 days)	Negative	0.15
2	Feedback	0.30	6	% of Appeals Filed	Negative	0.50
			7	% of Resolution with "Satisfied" Remarks	Positive	0.50
3	Domain	0.15	8	% of Resolution of Complaints Labelled as "Urgent"	Positive	0.60
			9	Adequacy of Categorisation of Grievance by M/D	Negative	0.40
4	Organisational Commitment	0.10	10	Ratio of GROs vis-à-vis Grievances Received	Negative	0.30
			11	% of Active Grievance Redressal Officers (GROs)	Positive	0.70

Note: Positive = for which Higher Value is better; Negative Indicator = for which Lower Value is better

3.1 Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Telecommunications	761	10371	10293	839	0.796	1
2	Ministry of Power	64	653	648	69	0.793	2
3	Department of Posts	1460	6649	6777	1332	0.785	3
4	Central Board of Indirect Taxes and Customs	176	1260	1256	180	0.765	4
5	Department of Defence	426	1636	1760	302	0.744	5
6	Department of Revenue	263	1101	1095	269	0.704	6
7	Department of Financial Services (Insurance Division)	478	2976	2976	478	0.686	7
8	Ministry of Electronics & Information Technology	532	1498	1763	267	0.685	8
9	Department of Financial Services (Banking Division)	3286	22315	21485	4116	0.679	9
10	Department of Social Justice and Empowerment	197	921	924	194	0.673	10
11	Department of Agriculture and Farmers Welfare	942	3682	3584	1040	0.667	11
12	Ministry of Road Transport and Highways	1492	5067	5351	1208	0.65	12
13	Ministry of Environment, Forest and Climate Change	420	1218	1162	476	0.639	13
14	Department of Consumer Affairs	618	2750	2697	671	0.6344	14
15	Department of Land Resources	56	710	672	94	0.634	15
16	Central Board of Direct Taxes (Income Tax)	5657	5911	6533	5035	0.632	16
17	Ministry of Labour and Employment	11902	26366	25178	13090	0.62	17
18	Department of Personnel and Training	759	2643	2652	750	0.616	18
19	Department of Defence Finance	2698	7211	3475	6434	0.609	19
20	Ministry of Corporate Affairs	571	1178	1251	498	0.601	20
21	Department of Health & Family Welfare	2026	5510	5571	1965	0.595	21
22	Ministry of Micro Small and Medium Enterprises	997	7638	5113	3522	0.584	22
23	Department of Higher Education	1348	2601	2694	1255	0.58	23

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
24	Department of School Education and Literacy	1086	1736	1851	971	0.568	24
25	Ministry of Drinking Water and Sanitation	501	1186	1108	579	0.565	25
26	Ministry of Civil Aviation	206	1231	919	518	0.551	26
27	Ministry of External Affairs	1058	1973	1910	1121	0.541	27
28	Ministry of Panchayati Raj	1735	2058	1674	2119	0.537	28
29	Department of Ex Servicemen Welfare	1464	1358	1705	1117	0.521	29
30	Ministry of Petroleum and Natural Gas	2751	2480	2458	2773	0.5209	30
31	Ministry of Housing and Urban Affairs	1891	3021	3144	1768	0.52	31
32	Unique Identification Authority of India	2110	5155	4608	2657	0.517	32
33	Ministry of Railways (Railway Board)	3999	7586	7224	4361	0.514	33
34	Ministry of Cooperation	146	591	457	280	0.509	34
35	Ministry of Women and Child Development	413	904	790	527	0.498	35
36	Department of Rural Development	834	1873	1720	987	0.481	36
37	Department of Food and Public Distribution	1859	2135	1719	2275	0.479	37
38	Ministry of Home Affairs	6399	7741	8663	5477	0.477	38
39	Ministry of Skill Development and Entrepreneurship	526	1924	1882	568	0.444	39
40	Department of Justice	241	982	491	732	0.365	40

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

In case of Ministry of Panchayati Raj, grievances transferred to States/UTs have been omitted for the calculation of GRAI.

3.2 Ranking of Ministries/Departments – Group B

(Ministries/Departments with Total Grievances less than 500)

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Official Language	8	24	31	1	0.832	1
2	Department of Chemicals and Petrochemicals	4	58	53	9	0.783	2
3	Department of Financial Services (Pension Reforms)	51	452	480	23	0.768	3
4	Ministry of AYUSH	57	312	320	49	0.758	4
5	NITI Aayog	48	410	444	14	0.746	5
6	Ministry of Parliamentary Affairs	12	168	175	5	0.736	6
7	Department of Pharmaceuticals	33	99	113	19	0.722	7
8	Ministry of Heavy Industries	14	201	201	14	0.684	8
9	Ministry of Tourism	64	367	332	99	0.681	9
10	Ministry of Coal	128	394	379	143	0.667	10
11	Department of Science and Technology	56	124	118	62	0.6609	11
12	Department of Public Enterprises	20	62	72	10	0.6607	12
13	Department of Legal Affairs	194	425	577	42	0.651	13
14	Ministry of Culture	71	297	296	72	0.63	14
15	Department of Health Research	35	106	102	39	0.628	15
16	Ministry of Development of North Eastern Region	2	12	14	0	0.627	16
17	Ministry of Earth Sciences	19	27	33	13	0.605	17
18	Ministry of New and Renewable Energy	45	170	139	76	0.604	18
19	Department of Space	22	36	30	28	0.603	19
20	Department for Promotion of Industry and Internal Trade	104	209	203	110	0.596	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Department of Atomic Energy	62	139	148	53	0.5946	21
22	Department of Sports	82	193	194	81	0.5945	22
23	Department of Youth Affairs	66	74	71	69	0.593	23
24	Department of Empowerment of Persons with Disabilities	177	343	342	178	0.588	24
25	Ministry of Information and Broadcasting	197	446	495	148	0.585	25
26	Department of Fertilizers	17	82	67	32	0.584	26
27	Ministry of Mines	75	175	149	101	0.573	27
28	Ministry of Shipping	63	111	125	49	0.568	28
29	Ministry of Tribal Affairs	57	262	271	48	0.565	29
30	Department of Expenditure	196	360	350	206	0.557	30
31	Department of Animal Husbandry, Dairying	190	294	365	119	0.556	31
32	Ministry of Textiles	41	101	92	50	0.555	32
33	O/o the Comptroller & Auditor General of India	68	166	169	65	0.552	33
34	Department of Investment & Public Asset Management	20	84	93	11	0.547	34
35	Department of Agriculture Research and Education	95	180	193	82	0.542	35
36	Ministry of Food Processing Industries	19	61	55	25	0.533	36
37	Department of Commerce	350	430	469	311	0.527	37
38	Department of Scientific & Industrial Research	44	62	82	24	0.5131	38
39	Legislative Department	64	132	114	82	0.513	39
40	Department of Bio Technology	7	20	11	16	0.5112	40
41	Ministry of Water Resources, River Development & Ganga Rejuvenation	141	391	317	215	0.5111	41

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
42	Ministry of Minority Affairs	106	161	136	131	0.504	42
43	Department of Military Affairs	199	426	351	274	0.48	43
44	Ministry of Steel	41	136	122	55	0.477	44
45	Department of Defence Production	87	137	151	73	0.453	45
46	Staff Selection Commission	512	399	537	374	0.428	46
47	Ministry of Statistics and Programme Implementation	18	31	27	22	0.423	47
48	Department of Defence Research and Development	45	103	87	61	0.414	48
49	Department of Fisheries	11	70	59	22	0.403	49
50	Department of Economic Affairs ACC Division	480	248	193	535	0.366	50

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

In December 2025, though the **Department of Military Affairs has received 590 grievances, 351 grievances have been closed with new ATR and are considered for calculating the GRAI score.*

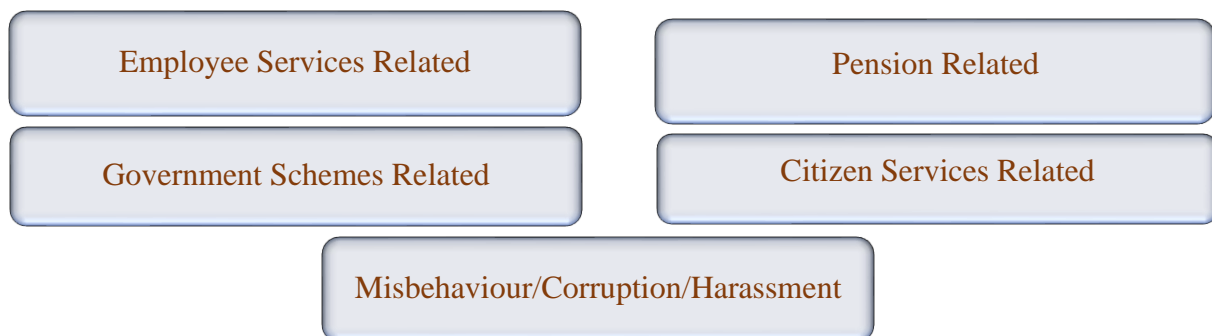
4. Categorisation

Overview

In 2024, the Department of prime 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: Few uniform key categories have been identified to streamline grievance handling across Central Ministries and Departments:



Progress so far

The Department has completed the categorisation analysis for **35 Ministries/Departments**, of which **29 have been made live** to date. 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 29 Ministries/Departments has been made LIVE on the CPGRAMS Portal:

S. No.	Name of Ministry/Department	LIVE made on
1	Department of Financial Services (Banking Division)	11th March, 2025
2	Department of Telecommunications	11th March, 2025
3	Ministry of External Affairs	26th May, 2025
4	Department of Drinking Water and Sanitation	26th May, 2025
5	Ministry of Road Transport and Highways	26th May, 2025
6	Unique Identification Authority of India	30th May, 2025
7	Department of Defence	30th May, 2025
8	Department of Military Affairs	30th May, 2025
9	Department of Defence Research and Development	5th June, 2025
10	Department of School Education and Literacy	5th June, 2025
11	Central Board of Direct Taxes (Income Tax)	5th June, 2025
12	Department of Posts	13th June, 2025
13	Department of Rural Development	13th June, 2025
14	Ministry of Labour and Employment	13th June, 2025
15	Central Board of Indirect Taxes and Customs	13th June, 2025
16	Department of Personnel and Training	25th June, 2025
17	Department of Consumer Affairs	1st July, 2025
18	Department of Food and Public Distribution	3rd July, 2025
19	Department of Agriculture and Farmers Welfare	4th July, 2025
20	Ministry of Heavy Industry	8th July, 2025
21	Department of Ex Servicemen Welfare	14th July, 2025
22	Department of Higher Education	18th July, 2025
23	Department of Justice	21st July, 2025
24	Department of Animal Husbandry and Dairying	23rd July, 2025
25	Ministry of Railways (Railway Board)	9th September, 2025
26	Ministry of Women and Child Development	14th October, 2025
27	Ministry of Mines	20th November, 2025
28	Department of Financial Services (Insurance Division)	8th December, 2025
29	Ministry of Tribal Affairs	22nd December, 2025

5. Categorisation Impact Analysis

Department of Defence

Overview

Before the Categorization exercise was carried out, the Department of Defence operated with **105 Total Categories** (15 at Level 1 and 55 at Level 2 and rest in Level 3 and beyond). In the New Categorization for Department of Defence, while the **total categories** have gone up to **112**, categories at Level 1 have been reduced to 12, those at Level 2 are **54** and the net increase in total categories is coming from the **Level 3** and beyond categories which have gone up from **35 to 46** enabling more effective final selection of categories by the citizen.

Grievance Flow: Key Outcomes

- Average Closure Time has dropped to **8 days** after categorization (down from **12 days**), confirming that operational speed and efficiency have improved even while handling higher grievance volumes.
- Even though there has been a minute drop in the number of grievances received by the Department of Defence before and after categorisation, the disposal percentages remain the same at 94%.
- Appeals as a share of disposals decreased marginally to **10.76%**.

Department of Defence	Brought Forward (a)	Received (b)	Disposal (%) (c)	Pending (d)	Appeals (%) (e) (Out of c only)	ACT (f)
Before Categorization	674	8367	8559 (94.67%)	482	931 (10.88%)	12 days
After Categorization	518	7957	8019 (94.62%)	456	863 (10.76%)	8 days

Note: Since the categorization for the Department of Defence was made live on 30th May, 2025, the period "Before Categorization" refers to the time period from 1st January, 2025 till 29th May, 2025 and the period "After Categorization" refers to the time period from 1st June till 31st October, 2025.

Disposal Efficiency and Quality

- Even though the grievances resolved within 21 days fell from 7,168 (out of a total 8,559 grievances) to 7,073 (out of a total 8,019 grievances), the percentage of grievances disposed within 21 days saw a **5% increase**.
- Final Action Taken cases have increased by **3%**
- Correlating these findings with the decrease in Average Closing Time of grievances to **4 days** clearly indicates the impact of the categorisation exercise to be positive.

Department of Defence	Total Disposal	Grievances Disposed by					Pulling of grievance by higher authority
		<= 21 Days	>21 days	Final Action taken	Transferring grievance	Returning grievance	
Before Categorization	8559	7168 (83.75%)	1391	3533 (41.28%)	3567 (41.68%)	1459 (17.05%)	0
After Categorization	8019	7073 (88.20%)	946	3534 (44%)	3076 (38.36%)	1408 (17.56%)	0

Citizen Feedback Signals

Department of Defence	Total Feedback	Call Centre	Online	Resolved	Satisfied	Not Satisfied	Not Resolved
Before Categorization	1776	856	920	520	285	235	1256
After Categorization	1654	880	774	556	292	264	1098

*Note: Total Feedback Received = Call Centre + Online = Resolved + Not Resolved
Resolved = Satisfied + Not Satisfied*

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 the month of December, 2025.

A total of **242 Review Meetings** were conducted between **14th February 2025 till 31st December, 2025**. A total of 1,455 cases has been resolved; 54 systemic policy issues and 23 unresolved cases have been taken up.

6.1 Status of Review Meetings Conducted – December 2025

A total of **17 Review Meetings** were conducted and **11 cases** were resolved in **December 2025**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings.

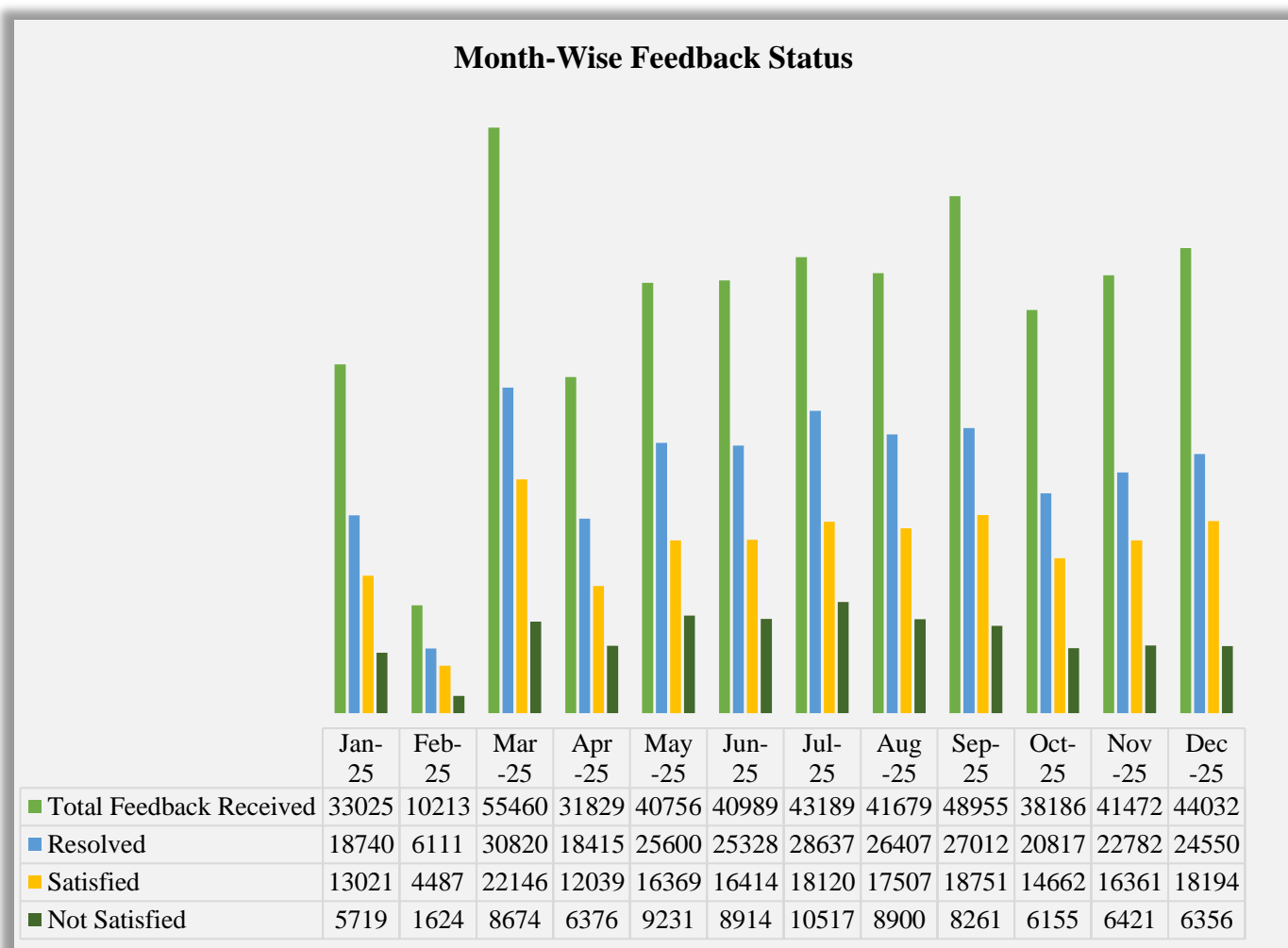
S.No.	Organisation Name	Meetings Conducted	Chaired By
1	Department of Ex Servicemen Welfare	2	Secretary/JS
2	Central Board of Direct Taxes (Income Tax)	1	Secretary
3	Department for Promotion of Industry and Internal Trade	1	Secretary
4	Department of Fertilizers	1	Economic Advisor
5	Department of Financial Services (Banking Division)	1	Secretary
6	Department of Financial Services (Insurance Division)	1	Secretary
7	Department of Military Affairs	1	Secretary
8	Department of Official Language	1	Secretary
9	Department of Rural Development	1	Secretary
10	Department of School Education and Literacy	1	Secretary
11	Department of Science and Technology	1	Secretary
12	Department of Social Justice and Empowerment	1	Secretary
13	Ministry of Coal	1	Secretary
14	Ministry of Labour and Employment	1	Economic Advisor
15	Ministry of Parliamentary Affairs	1	Secretary
16	Ministry of Shipping	1	Secretary
TOTAL		17	

7. Feedback Call Centre

During the period from **1st January 2025 to 31st December 2025**, the Call Centre received a total of **4,69,785 feedback** in Central Ministries/Departments. Of these, **2,75,219 cases were resolved**, reflecting a **resolution rate of ~59%** and 1,94,566 cases were Not Resolved. Among the resolved cases, **~68% of citizens expressed satisfaction** with the grievance redressal.

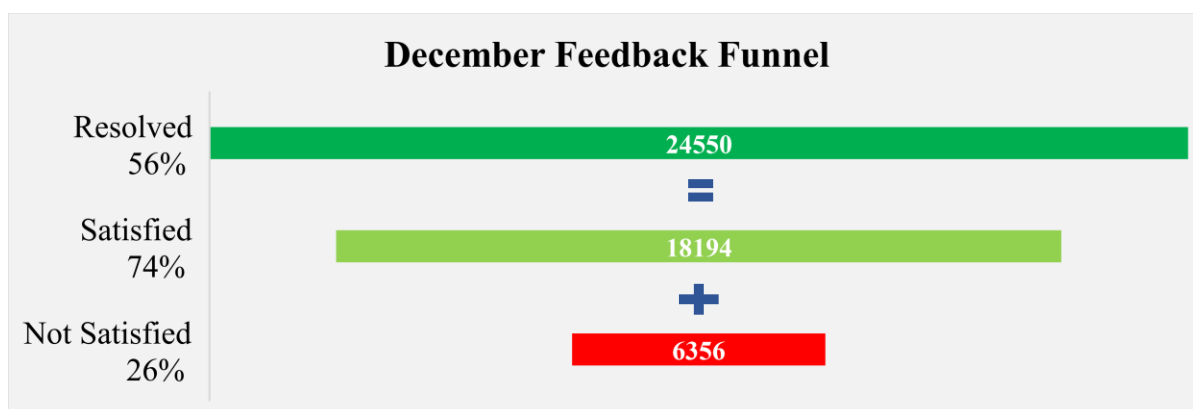
A total of **44,032 feedback** cases were received by the Call Centre in Central Ministries/Departments in December 2025.

The column chart below tracks four key metrics regarding feedback from January through December 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.



The funnel below illustrates the journey from total feedback received via Call Centre in December 2025 (44,032) through:

- Grievances Resolved (24,550)
- Post-resolution sentiment:
 - 18,194 satisfied (74%)
 - 6,356 not-satisfied (26%)



December, 2025: Top 10 Ministries/Departments with the Highest Number of Unresolved Feedback received (ranked in descending order)

S.No.	Ministry / Department	Not Resolved
1	Ministry of Labour and Employment	3294
2	Department of Financial Services (Banking Division)	2204
3	Department of Telecommunications	1139
4	Ministry of Micro Small and Medium Enterprises	927
5	Department of Posts	860
6	Ministry of Railways (Railway Board)	784
7	Unique Identification Authority of India	701
8	Central Board of Direct Taxes (Income Tax)	657
9	Department of Agriculture and Farmers Welfare	590
10	Department of Consumer Affairs	564

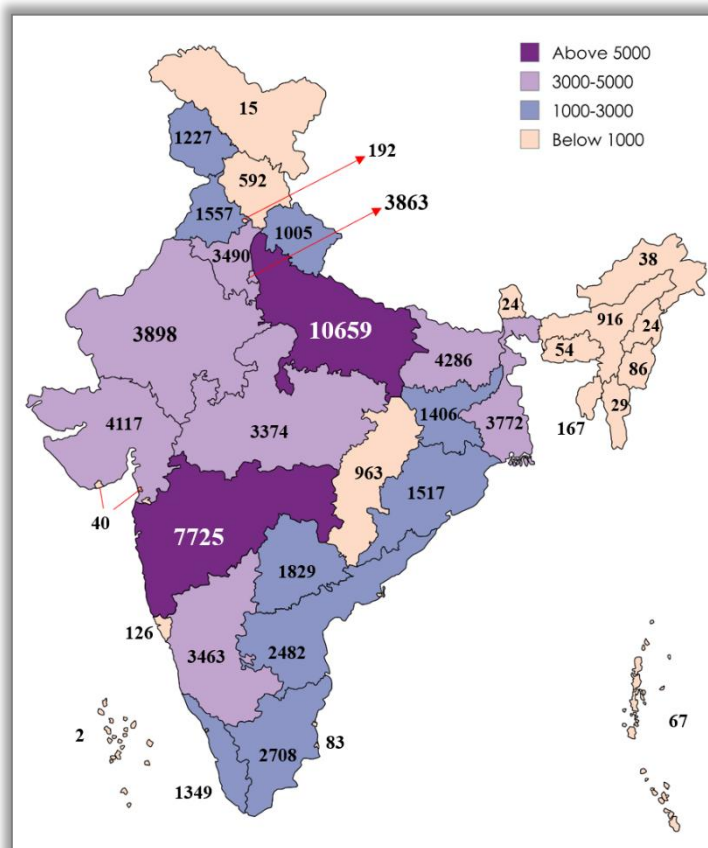
December, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S.No.	Ministry/Department	Total Grievances Resolved	Satisfied	Not Satisfied
1	Ministry of Labour and Employment	5319	4196 (79%)	1123 (21%)
2	Department of Financial Services (Banking Division)	3180	2307 (73%)	873 (27%)
3	Department of Posts	1619	1327 (82%)	292 (18%)
4	Central Board of Direct Taxes (Income Tax)	1498	1177 (79%)	321 (21%)
5	Department of Telecommunications	1436	1093 (76%)	343 (24%)
7	Department of Defence Finance	1052	858 (82%)	194 (18%)
6	Ministry of Railways (Railway Board)	978	631 (65%)	347 (35%)
8	Unique Identification Authority of India	766	568 (74%)	198 (26%)
9	Ministry of Petroleum and Natural Gas	731	628 (86%)	103 (14%)
10	Ministry of Home Affairs	479	303 (63%)	176 (37%)

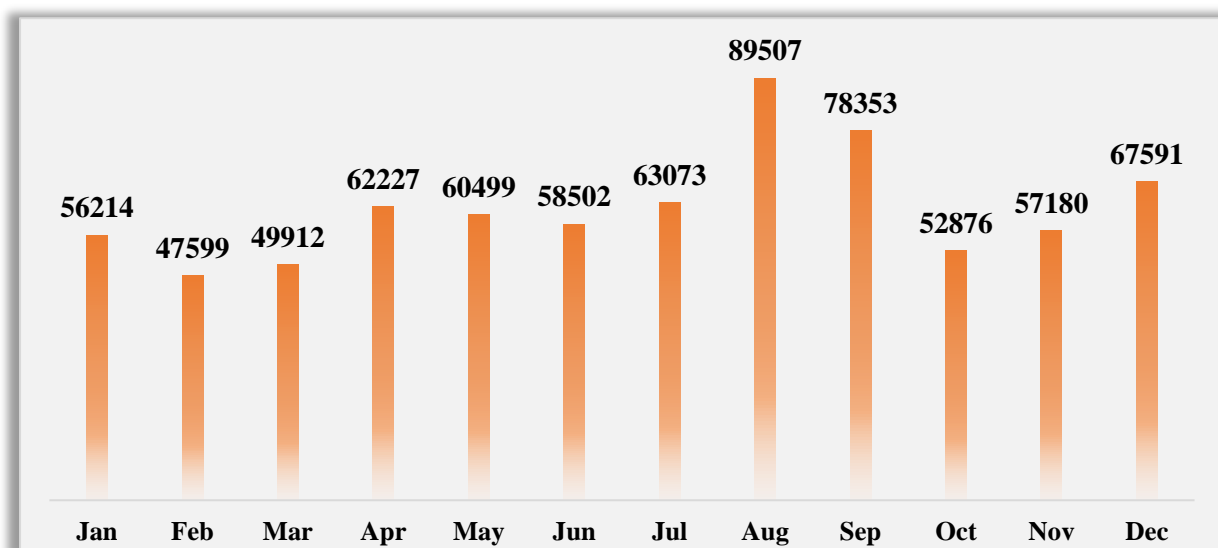
8. New User Registration

A total of **67,591** new users has registered on CPGRAMS in December, 2025, through various channels, out of which, **10,659** registrations are from Uttar Pradesh.

New user registration on CPGRAMS in States/UTs in December, 2025:



User Registration on CPGRAMS in the Year 2025:



9. Outreach through CSCs

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

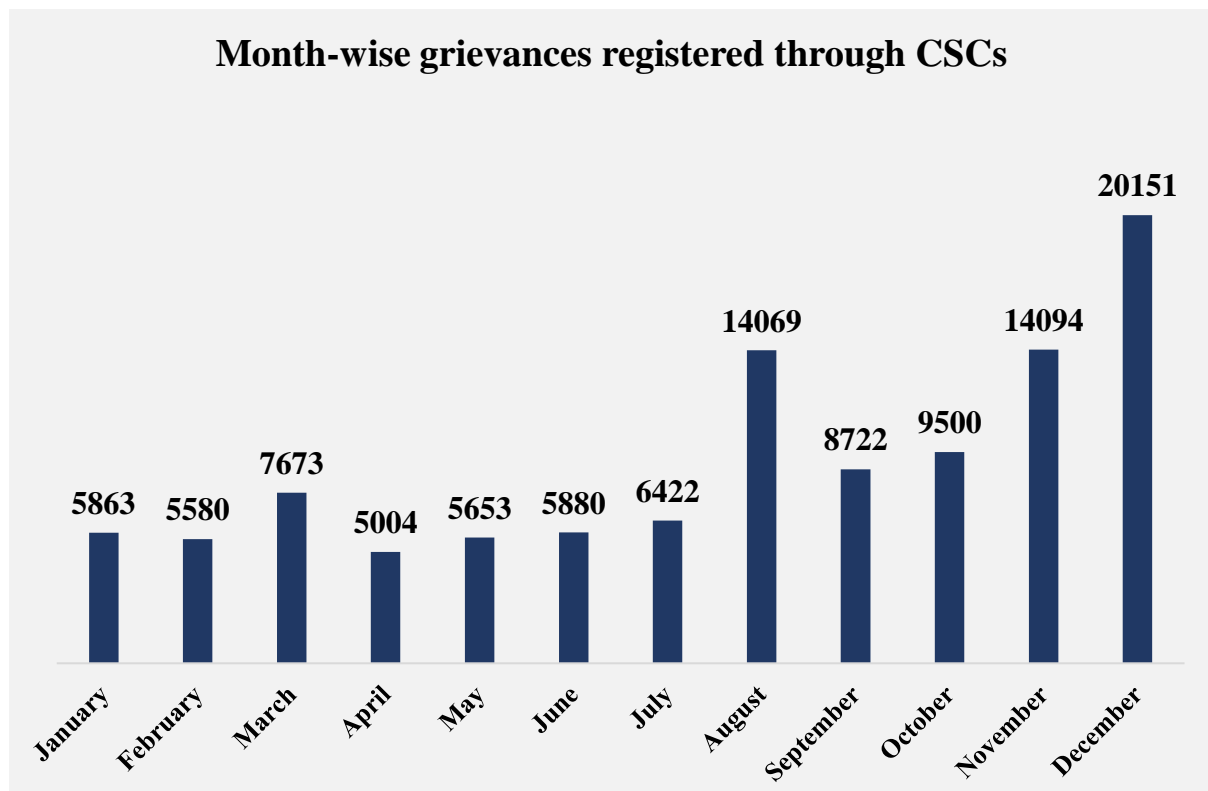


(Time Period: 01/12/2025 to 31/12/2025)

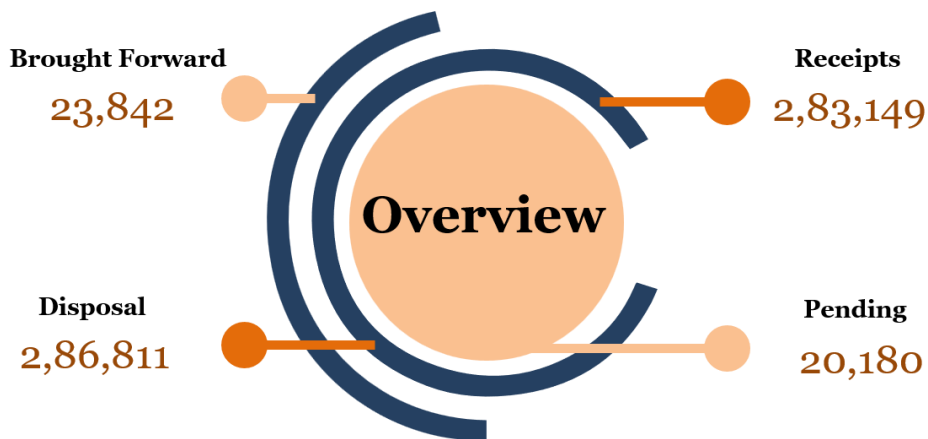
A total of 20,151 grievances has been registered through the Common Service Centres in the month of December, 2025:

A total of **20,151 grievances** were registered through Common Service Centres (CSCs) in **December 2025**, representing the highest monthly volume recorded during the year.

Notably, **Karnataka** contributed nearly **73%** of the total grievances registered through CSCs during this period.

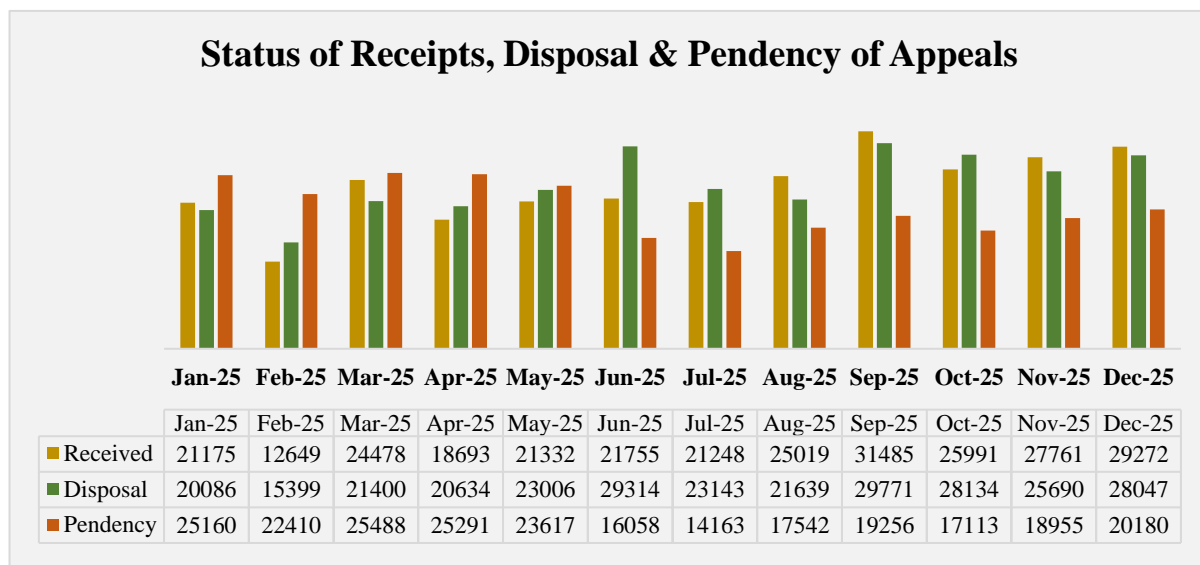


10. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 31/12/2025

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **36 days** as on **31st December, 2025**
- **35** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

11. Success Stories

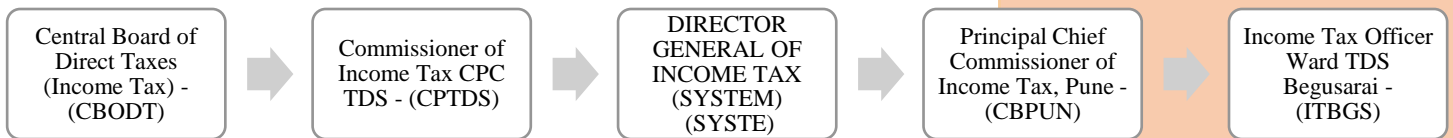
“

Shri Pratik Surve of Sangli, Maharashtra, was facing difficulty in transfer of his provident fund balance due to a technical rejection, despite assurances from the concerned PF office that corrective action had been initiated. The problem was not solved through normal channels. Finally, the citizen approached CPGRAMS seeking intervention. Following CPGRAMS action, the Regional PF Office confirmed that the process to include the rejected transfer-out amount had been initiated. The grievance was resolved with assurance of reflection of the amount in his PF account, and the case was closed to the citizen’s satisfaction.

Grievance of Shri Pratik Surve

PF Transfer Issue Resolved Through CPGRAMS

”



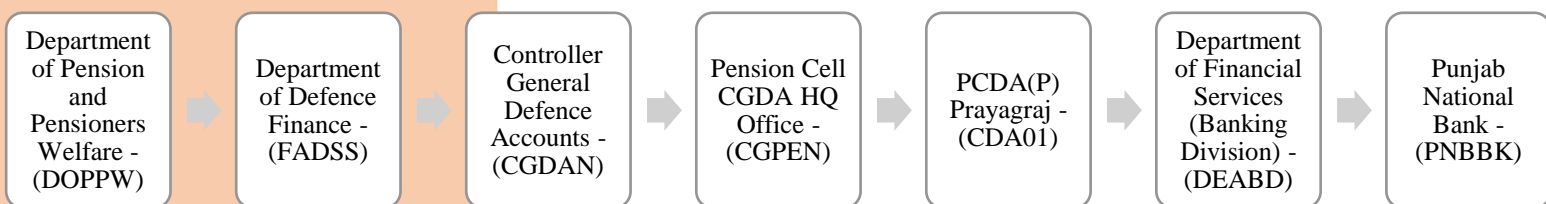
“

Shri Surender Singh, a service pensioner from Bhiwani, Haryana, had raised a grievance regarding incorrect fixation of gratuity and non-payment of balance amount and arrears. Despite pursuing the matter through normal pension disbursement channels, the issue remained unresolved. As a last resort, Shri Surender Singh approached CPGRAMS seeking correction and release of his dues. Following CPGRAMS intervention, the CPPC Chandigarh processed gratuity and commutation-related arrears amounting to ₹16.48 lakh for credit to his bank account. The grievance was resolved to the satisfaction of the pensioner, who recorded positive feedback on closure.

”

Grievance of Shri Surender Singh

Pension Gratuity and Arrears Released After CPGRAMS Intervention



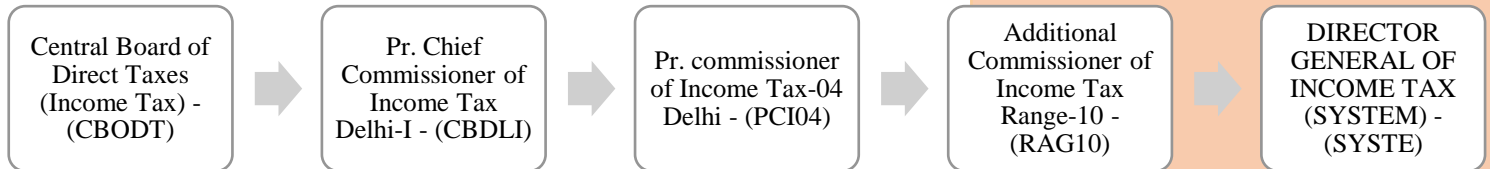
“

Shri Ashutosh Kumar Singh was facing the issue of an incorrect tax demand raised after the CPC, Bengaluru passed an order under Section 154 of the Income Tax Act, wherein an addition of ₹1,10,55,085 was made and a demand of ₹29,22,830 was raised due to disallowance of business losses and unabsorbed depreciation. Seeking resolution, he raised a grievance on the CPGRAMS portal, submitting that the original return for AY 2021–22 had been filed within the extended due date, and that the disallowance made by CPC was a mistake apparent from the record. The concerned authorities reviewed the matter, and a rectification

Grievance of Shri Ashutosh K Singh

**Rectification Completed,
Addressing the Assessee's
Concern**

”



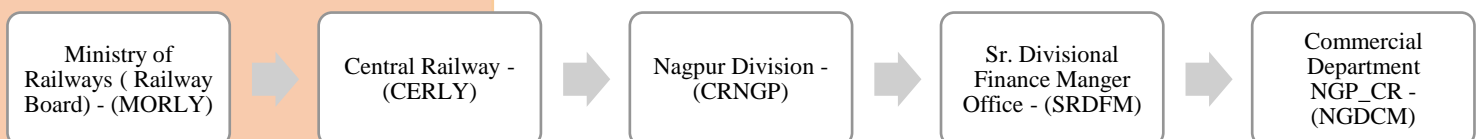
Grievance of Shri Vikram Divadkar

**Long-Pending Refund
Released**

“

Shri Vikram Divadkar was facing the issue of a long-pending refund of ₹11,93,000 related to the Catering & Tea Stall at Nagpur Railway Station, which had remained unresolved despite repeated reminders to the concerned railway authorities. Seeking resolution, he raised a grievance on the CPGRAMS portal, highlighting the financial strain caused by the prolonged delay. The matter was reviewed by the concerned departments, and after receiving the requisite remarks from the Commercial Department and credit confirmation from the Traffic Office, the Finance Department processed and released the refund for ₹11,93,321.


”



12. Media Outreach

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 43rd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of November, 2025

A total of 1,42,856 grievances were redressed by Central Ministries/ Departments in November, 2025.

For the 41st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Telecommunications, Department of Posts, and Central Board of Indirect Taxes and Customs topped the Group A category in the GRAI rankings released for the month of November, 2025

Ministry of Parliamentary Affairs, Ministry of Power and Ministry of Coal topped in Group B category in the GRAI rankings released for the month of November, 2025

प्रकाशित तिथि: 15 DEC 2025 11:41AM by PIB Delhi

DARPG @DARPG_GoI · Dec 12, 2025

DARPG has released its 43rd #CPGRAMS Monthly Report for November, 2025, for Central Ministries/Departments.

- In November 2025, 1,43,449 PG cases were received on the CPGRAMS portal, 1,42,856 PG cases were redressed and there exists a pendency of 67,859 PG cases.
- In November 2025, for the 41st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.

Full report can be accessed on:
darpg.gov.in/sites/default/...

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



Narendra Modi and 7 others

DARPG @DARPG_GoI

Shri Puneet Yadav, Additional Secretary, DARPG, chaired the monthly review meeting of the #CPGRAMS with the Nodal Grievance Redressal Officers of Central Ministries and Departments.

- Ministries/Departments were advised to actively use the Review Meeting Module for conducting and monitoring grievance review meetings.
- Emphasis was placed on improving disposal numbers while simultaneously ensuring quality disposal of grievances, with a focus on effective and satisfactory resolution.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



Narendra Modi and 7 others

PIB India @PIB_India

The Department of Administrative Reforms and Public Grievances (DARPG) released the 43rd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of November, 2025

- A total of 1,42,856 grievances were redressed by Central Ministries/ Departments in November, 2025
- For the 41st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- Department of Telecommunications, Department of Posts, and Central Board of Indirect Taxes and Customs topped the Group A category in the GRAI rankings released for the month of November, 2025
- Ministry of Parliamentary Affairs, Ministry of Power and Ministry of Coal topped in Group B category in the GRAI rankings released for the month of November, 2025

Read here: pib.gov.in/PressReleasePa...

@DoPTGoI
 12:12 PM · Dec 15, 2025 · 7,967 Views



The first Preparatory meeting on “Prashasan Gaon Ki Ore” - Nationwide campaign 2025 for Redressal of Public Grievances and Improving Service Delivery was held with all AR Secretaries of the States and all DCs DMs on 10.12.2025

Secretary, DARPG addressed the participants and Additional Secretary, DARPG presented the PPT on Guidelines of ‘Prashasan Gaon Ki Ore’ 2025 campaign

Posted On: 11 DEC 2025 3:00PM by PIB Delhi



A Nationwide Campaign ‘Prashasan Gaon Ki Ore’ will be launched on 19th December, 2025 during the 5th Good Governance Week 2025

The one-week programme will be held from 19th – 25th December, 2025 covering events in New Delhi, States/UTs and all the Districts

Dr. Jitendra Singh, MoS (PP) will inaugurate a one-day workshop on 25th December, 2025, on Best Practices during the Special Campaign 5.0 by Ministries/Departments

The Assessment Report on Special Campaign 5.0, Annual Report of CPGRAMS, Compendium of guidelines on reservation for Ex-serviceman will be released and AI Powered Recruitment Rules Generator will be launched

DARPG will present the outcomes of the initiative for ‘Increasing Efficiency in Decision Making’ in the Central Secretariat and will also present best practices during the Special Campaign 5.0 for Institutionalization of Swachhata and reducing pendency from 2nd to 31st October, 2025

Posted On: 08 DEC 2025 6:03PM by PIB Delhi



PARLIAMENT QUESTION: GRIEVANCES REDRESSAL THROUGH CPGRAMS

Posted On: 18 DEC 2025 3:44PM by PIB Delhi



Department of Administrative Reforms and Public Grievances- Year End Review 2025



PARLIAMENT QUESTION: NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

Posted On: 11 DEC 2025 5:36PM by PIB Delhi


PIB India @PIB_India

NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

@DARPG.GoI has taken several initiatives for Good Governance which inter alia include, CPGRAMS (Centralized Public Grievance Redress and Monitoring System) for time bound grievance redressal and monitoring through dashboards, Adoption of E-Office across government for digital noting, file tracking and electronic movement of files to reduce processing time & improve transparency and accountability along with reducing levels of file movements for efficiency in decision making, PM Awards for excellence in Public Administration for recognition of Good Governance practices across States/Ministries and their dissemination for replication, through National Good Governance Webinar Series, Regional Conferences and Extensive use of dashboards, service analytics & citizen feedback through Call Centre to ensure transparency & accountability

Read here: pib.gov.in/PressReleasePa...

#ParliamentQuestion



PIB India @PIB_India

GRIEVANCES REDRESSAL THROUGH #CPGRAMS

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS

The Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024 reducing the grievance redressal timelines from 30 days to 21 days

These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms

Read here: pib.gov.in/PressReleasePa...

#ParliamentQuestion

The year wise details of grievances received on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and disposed of since 2022 is as under:

Year	Received	Disposed
2022	19,18,238	21,43,468
2023	19,53,057	23,07,674
2024	26,15,321	26,45,869
2025 (up to 09.12.25)	21,17,346	21,16,766

PIB India @PIB_India

Year End Review 2025- Department of Administrative Reforms and Public Grievances

Successful conduct of 28th National e-Governance Conference at Visakhapatnam, Andhra Pradesh, and adoption of Visakhapatnam declaration

Operationalizing of #CPGRAMS Portal for senior-level review of grievances organisation of two National Workshops on 'Sevottam for Effective Redressal of Public Grievances

Successful conclusion of Scheme for Prime Minister's Awards for Excellence in Public Administration 2023 & 2024 and conferring of Awards on #CivilServicesDay 2025

Successful conduct of #SpecialCampaign5.0 for institutionalization of #Swachhata and Reducing Pendency in Government

Read here: pib.gov.in/PressReleasePa...

#YearEndReview @DARPG.GoI

7:21 PM · Dec 12, 2025 · 3,705 Views

DARPG @DARPG.GoI

Year-End Review 2025

📌 CPGRAMS & Sevottam | 2025 Highlights:


- ➡ CPGRAMS revamped for citizen-centric grievance redressal; updated categorisation live for 27 Ministries
- ➡ Senior-level grievance review module operationalised with officer trainings
- ➡ Sevottam curriculum & From Grievance to Governance released; 22 ATIs to train 15,000 GROs
- ➡ 100 Stories of Change booklet showcasing CPGRAMS best practices released

Details: pib.gov.in/PressReleasePa...

प्रशासनिक सुधार और लोक शिकाया विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

Year End Review 2025
CPGRAMS

- 20+ lakh grievances disposed in 2025 with an average resolution time of 15 days in Central Ministries/Departments
- 30+ lakh users on the portal, with 6.7+ lakh new users registered this year
- 10+ lakh citizen feedbacks received via call centre & portal, crossing 10+ lakh submissions
- Sevottam training initiated for Gol officers (Nov 2025) for the first time, with 154 courses completed, training 5,226+ officers (2025-26), including 5,226 officers trained
- 3 National Workshops held at Bhopal, Thiruvananthapuram & Delhi, plus launch of Senior-level Review Meeting Module & new Sevottam Guidelines for Grievance



📌 @DARPG_GOI @DARPGIndia @darpggol www.darpg.gov

👤 Narendra Modi and 7 others

9:21 PM · Dec 30, 2025 · 1,068 Views

DRDO @DRDO_India

"PARIVEDNA: A workshop on Grievance Redressal in DRDO" was organised at DRDE Gwalior during 19-20 Dec 2025 for the Nodal Officers for CPGRAMS of various DRDO labs.

The event was inaugurated by Dr Mayank Dwivedi DG (HR) in gracious presence of Dr MM Parida, Director DRDE and Dr SK Dwivedi, Director DOR.

Shri Puneet Yadav, Addl Secretary DARPG, Govt of India joined the workshop through VC and provided his valuable insights to the participants.

Aligned with vision of Hon'ble Prime minister to ensure a citizen centric government, this workshop will play a significant role in building a robust grievance redressal infrastructure in DRDO.



Ministry of Defence, Government of India and DARPG

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1: Maximum Number of Receipts – 1st January 2025 to 31st December 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6995	258146	265141	252051	13090
2	Department of Financial Services (Banking Division)	6706	192995	199701	195585	4116
3	Department of Telecommunications	500	91628	92128	91289	839
4	Ministry of Railways (Railway Board)	2802	77795	80597	76236	4361
5	Ministry of Home Affairs	1514	72876	74390	68913	5477
6	Department of Posts	1305	69773	71078	69746	1332
7	Central Board of Direct Taxes (Income Tax)	9534	64880	74414	69379	5035
8	Department of Health & Family Welfare	1803	52243	54046	52081	1965
9	Department of Agriculture and Farmers Welfare	960	52179	53139	52099	1040
10	Unique Identification Authority of India	1780	48043	49823	47166	2657

Annexure 1.2: Maximum Number of Disposals – 1st January 2025 to 31st December 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6995	258146	265141	252051	13090
2	Department of Financial Services (Banking Division)	6706	192995	199701	195585	4116
3	Department of Telecommunications	500	91628	92128	91289	839
4	Ministry of Railways (Railway Board)	2802	77795	80597	76236	4361
5	Department of Posts	1305	69773	71078	69746	1332
6	Central Board of Direct Taxes (Income Tax)	9534	64880	74414	69379	5035
7	Ministry of Home Affairs	1514	72876	74390	68913	5477
8	Department of Agriculture and Farmers Welfare	960	52179	53139	52099	1040
9	Department of Health & Family Welfare	1803	52243	54046	52081	1965
10	Unique Identification Authority of India	1780	48043	49823	47166	2657

Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1st

January 2025 to 31st December 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6995	258146	265141	252051	13090
2	Department of Defence Finance	1599	35218	36817	30383	6434
3	Ministry of Home Affairs	1514	72876	74390	68913	5477
4	Central Board of Direct Taxes (Income Tax)	9534	64880	74414	69379	5035
5	Ministry of Railways (Railway Board)	2802	77795	80597	76236	4361
6	Department of Financial Services (Banking Division)	6706	192995	199701	195585	4116
7	Ministry of Micro Small and Medium Enterprises	262	37071	37333	33811	3522
8	Ministry of Petroleum and Natural Gas	1235	23124	24359	21586	2773
9	Unique Identification Authority of India	1780	48043	49823	47166	2657
10	Department of Food and Public Distribution	94	16120	16214	13939	2275
11	Ministry of Panchayati Raj	246	16641	16887	14768	2119
12	Department of Health & Family Welfare	1803	52243	54046	52081	1965
13	Ministry of Housing and Urban Affairs	1811	30607	32418	30650	1768
14	Department of Posts	1305	69773	71078	69746	1332
15	Department of Higher Education	1057	28022	29079	27824	1255
16	Ministry of Road Transport and Highways	993	46068	47061	45853	1208
17	Ministry of External Affairs	785	20818	21603	20482	1121
18	Department of Ex Servicemen Welfare	3049	34856	37905	36788	1117
19	Department of Agriculture and Farmers Welfare	960	52179	53139	52099	1040

Annexure 1.4: Top 10 Ministries/Departments with Pending Grievances for more than

21 Days – 1st January 2025 to 31st December 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Ministry of Home Affairs	1514	72876	74390	68913	5477	3552
2	Ministry of Labour and Employment	6995	258146	265141	252051	13090	3122
3	Central Board of Direct Taxes (Income Tax)	9534	64880	74414	69379	5035	2591

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
4	Department of Defence Finance	1599	35218	36817	30383	6434	2271
5	Ministry of Railways (Railway Board)	2802	77795	80597	76236	4361	1802
6	Ministry of Petroleum and Natural Gas	1235	23124	24359	21586	2773	1261
7	Department of Food and Public Distribution	94	16120	16214	13939	2275	1165
8	Ministry of Panchayati Raj	246	16641	16887	14768	2119	1102
9	Ministry of Housing and Urban Affairs	1811	30607	32418	30650	1768	839
10	Department of Health & Family Welfare	1803	52243	54046	52081	1965	798

Annexure 2: Average Closing Time – 1st January 2025 to 31st December 2025

Annexure 2.1: Ministries/Departments with High Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Central Board of Direct Taxes (Income Tax)	69379	54
2	Department of Bio Technology	294	47
3	Department of Economic Affairs ACC Division	2981	44
4	Department of Agriculture Research and Education	1784	34
5	Staff Selection Commission	10014	31
6	Department of Ex Servicemen Welfare	36788	30
7	Ministry of Minority Affairs	2086	30
8	Department of Youth Affairs	682	30
9	Ministry of Petroleum and Natural Gas	21586	29
10	Department of Defence Research and Development	908	24

Annexure 2.2: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	NITI Aayog	4124	2
2	Ministry of Parliamentary Affairs	1679	2
3	Department of Land Resources	7276	3
4	Ministry of Heavy Industries	2144	4
5	Department of Public Enterprises	757	4
6	Ministry of Development of North Eastern Region	139	4
7	Department of Financial Services (Pension Reforms)	4323	5

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
8	Ministry of AYUSH	3127	5
9	Department of Agriculture and Farmers Welfare	52099	6
10	Ministry of Power	6833	6

Annexure 3: Status of Appeals – 1st January 2025 to 31st December 2025

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Appeals	Disposal	Pending
1	Ministry of Labour and Employment	2268	57278	59546	57541	2005
2	Department of Financial Services (Banking Division)	2029	39715	41744	39871	1873
3	Ministry of Home Affairs	506	4132	4638	3468	1170
4	Department of Ex Servicemen Welfare	109	6779	6888	5764	1124
5	Ministry of Railways (Railway Board)	701	15594	16295	15287	1008
6	Ministry of Petroleum and Natural Gas	504	3693	4197	3253	944
7	Department of Food and Public Distribution	320	1905	2225	1379	846
8	Central Board of Direct Taxes (Income Tax)	2839	8395	11234	10473	761
9	Department of Rural Development	367	3000	3367	2655	712
10	Ministry of Housing and Urban Affairs	484	4246	4730	4054	676

Annexure 3.2: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
1	Ministry of Cooperation	1723	3
2	Ministry of Parliamentary Affairs	19	3
3	Department of Telecommunications	21636	6
4	Department of Land Resources	16	6
6	Department of Agriculture and Farmers Welfare	5618	7
5	Department of Posts	12809	8
7	Ministry of Drinking Water and Sanitation	2385	8
8	Department of Sports	274	8
9	Ministry of Labour and Employment	57541	10
10	Ministry of Heavy Industries	516	10

Annexure 3.3: Top 10 Ministries/Departments with Maximum Percentage of Appeals

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
1	Department of Defence Finance	36817	30383	9214	30.33%
2	Ministry of Cooperation	6368	6088	1706	28.02%
3	Ministry of Steel	1328	1273	353	27.73%
4	Ministry of Heavy Industries	2158	2144	545	25.42%
5	Ministry of Civil Aviation	7513	6995	1709	24.43%
6	Ministry of Textiles	1136	1086	264	24.31%
7	Department of Consumer Affairs	26220	25549	6163	24.12%
8	Department of Telecommunications	92128	91289	21898	23.99%
9	Department of Financial Services (Insurance Division)	31048	30570	7321	23.95%
10	Ministry of Minority Affairs	2217	2086	498	23.87%

Annexure 4: Indicator-based Root Cause Analysis – December, 2025

A two-dimensional (vertical and horizontal) analysis of the root causes of performance of each Ministries and Departments is presented. All 11 Indicators spread across four dimensions used in developing GRAI are analysed and presented with indicator scores for all 90 Ministries and Departments. For a quick visual interpretation, the indicator-wise performance of all the Ministries and Departments is presented through colour coding which is based on the percentile normalised score achieved by the respective Ministries and Departments.

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
1	Ministry of Labour and Employment	0.35	28.14	60.22	51.05	66.67	59.09	0.65	15.00	56.93	24.17	74.38
2	Department of Financial Services (Banking Division)	6.32	7.90	75.38	73.00	72.08	65.78	0.00	7.00	50.50	26.49	67.39
3	Department of Telecommunications	0.04	14.30	85.42	91.31	100.00	92.55	0.00	6.00	48.89	22.80	86.76
4	Ministry of Micro Small and Medium Enterprises	0.07	52.27	23.91	53.16	71.43	75.00	0.72	7.00	26.06	18.64	72.06
5	Department of Defence Finance	0.07	10.22	21.63	24.20	100.00	100.00	0.72	17.00	63.15	17.91	49.96
6	Department of Posts	0.09	7.18	99.23	78.90	91.67	89.87	0.00	7.00	59.30	22.44	82.67
7	Ministry of Home Affairs	1.49	10.70	55.93	11.48	62.10	28.97	1.02	30.00	35.41	9.93	26.55
8	Ministry of Railways (Railway Board)	25.16	2.87	49.39	43.13	47.22	43.84	0.09	17.00	43.98	27.19	56.57
9	Central Board of Direct Taxes (Income Tax)	0.06	1.25	98.09	30.46	84.62	60.00	0.05	41.00	63.25	15.50	55.94
10	Department of Health & Family Welfare	23.31	7.62	34.88	34.11	68.92	66.67	0.00	8.00	46.75	6.52	46.54
11	Ministry of Road Transport and Highways	0.14	11.65	66.82	49.40	70.94	63.64	0.00	9.00	37.15	10.93	62.46
12	Unique Identification Authority of India	0.26	96.53	69.77	43.17	70.00	33.33	2.33	15.00	45.54	29.89	60.60
13	Department of Agriculture and Farmers Welfare	0.17	35.59	49.02	62.75	83.33	100.00	0.00	7.00	28.75	18.98	77.45
14	Ministry of Housing and Urban Affairs	0.34	1.90	28.84	24.82	60.56	48.89	0.00	25.00	41.25	13.17	37.79
15	Department of Consumer Affairs	4.55	65.93	51.22	73.93	82.61	63.64	0.00	6.00	32.69	30.27	93.15

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
16	Department of Higher Education	0.40	6.17	57.70	38.71	72.73	73.33	0.00	14.00	40.71	23.86	49.91
17	Ministry of Petroleum and Natural Gas	7.48	4.31	54.80	15.24	54.17	72.06	0.17	33.00	66.47	15.76	8.84
18	Department of Financial Services (Insurance Division)	3.27	7.73	91.48	80.27	81.82	50.00	0.00	7.00	41.57	30.69	76.12
19	Department of Food and Public Distribution	0.39	1.04	16.11	26.62	45.45	40.35	0.20	25.00	62.34	19.83	1.59
20	Ministry of External Affairs	7.52	3.64	17.82	54.67	49.25	25.00	0.00	13.00	52.71	24.51	48.23
21	Department of Personnel and Training	0.49	12.92	48.59	31.17	73.87	75.00	0.00	10.00	33.66	4.98	54.61
22	Department of Rural Development	0.06	0.19	3.32	37.04	69.57	30.53	0.00	11.00	34.11	23.41	18.98
23	Department of School Education and Literacy	0.24	8.30	60.59	33.58	66.67	71.74	0.00	18.00	39.32	23.24	62.34
24	Ministry of Electronics & Information Technology	1.26	8.62	23.49	66.35	81.13	100.00	0.00	9.00	45.82	14.80	57.30
25	Department of Defence	0.22	1.86	65.07	60.35	75.00	92.59	0.00	8.00	33.33	0.00	
26	Department of Ex Servicemen Welfare	0.74	1.05	17.15	35.82	57.14	28.57	0.00	28.00	54.46	20.74	54.92
27	Ministry of Environment, Forest and Climate Change	13.64	8.81	57.46	44.53	75.42	100.00	0.00	13.00	37.72	14.30	65.96
28	Ministry of Civil Aviation	0.09	3.31	31.44	56.69	50.00	75.00	0.00	8.00	44.20	31.41	25.21
29	Ministry of Drinking Water and Sanitation	0.44	2.90	24.81	40.31	85.71	0.00	0.00	14.00	48.52	20.65	79.08
30	Ministry of Corporate Affairs	15.91	11.29	73.47	57.21	80.65	83.78	0.00	14.00	31.99	25.76	37.17
31	Central Board of Indirect Taxes and Customs	0.20	1.64	98.67	73.42	86.67	80.95	0.00	8.00	52.29	17.77	78.15
32	Department of Revenue	0.20	19.66	94.00	31.57	75.00	71.43	0.00	8.00	50.00	1.37	82.61
33	Department of Justice	0.22	83.09	63.64	17.88	18.84	100.00	9.09	11.00	20.00	21.32	0.00
34	Department of Social Justice and Empowerment	1.16	10.76	71.25	59.59	58.49	100.00	0.00	9.00	37.16	17.95	73.99
35	Ministry of Women and Child Development	2.04	20.80	57.50	38.56	58.33	60.00	0.00	13.00	22.67	32.08	50.00
36	Ministry of Panchayati Raj	0.00	0.56	22.15	17.89	100.00	55.56	0.00	13.00	24.25	7.30	22.58
37	Department of Land Resources	0.00	87.50	75.00	39.41	85.71	100.00	0.00	6.00	0.00	0.45	66.67
38	Ministry of Skill Development and Entrepreneurship	0.00	9.30	53.73	8.53	0.00	100.00	0.00	28.00	36.96	17.78	19.59

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39	Ministry of Power	0.17	1.76	92.56	50.30	100.00	100.00	0.00	5.00	68.42	4.54	56.67
40	Ministry of Cooperation	24.02	27.95	38.10	44.90	57.14	50.00	0.00	6.00	11.83	26.49	96.18
41	Department of Financial Services (Pension Reforms)	43.44	73.67	100.00	89.47	100.00		0.00	3.00	36.62	9.15	79.07
42	Department of Military Affairs	0.23	0.42	46.73	33.73	60.00	44.44	0.00	16.00	29.57	36.18	60.82
43	Ministry of Information and Broadcasting	0.48	3.26	40.31	55.00	84.00	54.55	0.00	15.00	35.66	23.25	37.87
44	Department of Commerce	33.00	3.81	33.33	20.45	58.82	69.23	0.00	31.00	55.56	5.53	23.81
45	Ministry of Water Resources, River Development & Ganga Rejuvenation	29.46	2.37	35.58	14.33	44.44	75.00	0.00	15.00	33.33	6.56	55.17
46	Staff Selection Commission	24.61	14.15	74.07	22.62	14.29		0.00	35.00	53.59	28.39	28.39
47	NITI Aayog	0.79	5.64	10.45	77.78	93.33		0.00	1.00	25.00	1.47	85.71
48	Department of Legal Affairs	0.55	19.00	26.32	40.31	96.77	100.00	0.00	25.00	23.33	0.00	
49	Ministry of Tourism	10.53	5.31	29.41	57.51	100.00	93.48	0.00	7.00	40.82	13.31	65.63
50	Ministry of Coal	0.00	0.58	17.50	60.04	66.67	66.67	0.32	12.00	30.16	0.00	
51	Department of Empowerment of Persons with Disabilities	5.13	9.75	90.63	38.64	81.25	100.00	0.00	19.00	42.16	30.67	34.71
52	Ministry of AYUSH	1.39	6.26	69.57	73.89	85.71	93.33	0.00	6.00	56.52	17.01	73.02
53	Ministry of Culture	0.83	1.45	44.85	62.84	0.00	100.00	0.00	10.00	53.25	18.88	73.13
54	Department of Economic Affairs ACC Division	5.49	4.47	24.53	4.62	12.90	31.25	1.89	44.00	33.33	6.51	2.50
55	Department of Animal Husbandry, Dairying	0.00	6.24	41.18	12.70	81.82		0.00	24.00	40.00	5.51	51.22
56	Department for Promotion of Industry and Internal Trade	13.78	2.09	25.53	42.97	88.89	33.33	0.00	14.00	58.00	18.99	66.67
57	Ministry of Tribal Affairs	0.00	2.00	24.18	57.98	50.00		0.00	10.00	41.51	24.18	31.37
58	Department of Expenditure	12.36	2.23	32.50	17.69	100.00	100.00	0.00	27.00	44.00	9.46	3.17
59	Ministry of Heavy Industries	1.72	2.81	48.39	91.62	100.00	100.00	0.00	3.00	31.15	40.70	70.37
60	Ministry of New and Renewable Energy	0.61	3.73	29.55	27.89	100.00	100.00	0.00	13.00	47.50	19.08	46.55
61	Ministry of Mines	0.00	3.54	63.04	22.78	100.00	66.67	0.00	13.00	22.22	12.69	38.24
62	Ministry of Minority Affairs	0.00	2.71	54.24	30.50	100.00	0.00	0.00	19.00	39.53	31.11	47.87

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63	Department of Agriculture Research and Education	0.65	0.58	16.67	20.00	66.67	66.67	0.00	16.00	46.67	11.11	37.04
64	Department of Sports	3.95	3.04	52.00	45.07	83.33		0.00	19.00	38.24	22.60	61.76
65	O/o the Comptroller & Auditor General of India	0.00	1.11	56.82	34.69	66.67		0.00	13.00	35.71	18.25	25.49
66	Ministry of Steel	0.83	1.35	35.96	56.58	50.00		0.00	14.00	16.67	45.71	56.25
67	Legislative Department	0.85	3.44	41.18	29.75	40.00		0.00	11.00	36.36	10.00	0.00
68	Department of Science and Technology	0.87	1.19	43.30	29.91	75.00		0.00	11.00	64.29	6.19	70.37
69	Ministry of Parliamentary Affairs	0.87	7.19	100.00	81.40	100.00		6.25	2.00	0.00	2.56	100.00
70	Department of Defence Production	0.99	0.44	29.74	28.57	50.00	57.14	0.00	20.00	41.38	31.63	14.29
71	Department of Pharmaceuticals	4.12	4.22	65.22	76.53		100.00	0.00	8.00	46.67	11.93	1.79
72	Ministry of Shipping	22.58	1.27	67.12	45.90	75.00	75.00	0.00	22.00	31.58	18.60	29.85
73	Department of Defence Research and Development	1.08	0.95	8.16	33.09	75.00		0.00	27.00	16.67	40.79	45.45
74	Ministry of Textiles	0.00	1.92	45.83	47.90	50.00	0.00	0.00	11.00	50.00	25.00	77.78
75	Department of Atomic Energy	0.00	1.30	66.20	31.91	0.00	48.28	0.00	11.00	77.78	13.04	63.64
76	Department of Health Research	16.30	0.63	19.05	40.24	100.00		0.00	9.00	50.00	8.43	44.44
77	Department of Investment & Public Asset Management	67.07	10.25	50.00	52.50	100.00		0.00	8.00	0.00	0.00	0.00
78	Department of Fertilizers	14.86	1.95	50.00	22.22		73.08	0.00	10.00	50.00	15.52	60.00
79	Department of Youth Affairs	1.37	3.84	68.42	23.21	80.00		0.00	22.00	42.86	11.94	62.50
80	Department of Fisheries	40.98	4.69	46.15	53.45		50.00	0.00	9.00	0.00	35.56	15.63
81	Ministry of Food Processing Industries	46.55	1.81	15.63	29.79	100.00		0.00	19.00	55.56	7.84	0.00
82	Department of Public Enterprises	1.79	5.09	18.18	39.13	100.00	100.00	0.00	6.00	50.00	0.00	0.00
83	Department of Chemicals and Petrochemicals	0.00	4.33	50.00	55.56	100.00	100.00	0.00	4.00		2.17	0.00
84	Department of Scientific & Industrial Research	0.00	0.44	38.89	36.62	25.00	100.00	0.00	21.00	29.41	21.15	34.38
85	Department of Space	25.00	1.71	61.90	19.61	100.00		0.00	20.00	77.78	19.23	54.55
86	Ministry of Statistics and Programme Implementation	40.00	0.29	30.59	17.50			0.00	25.00	33.33	15.00	25.00

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87	Ministry of Earth Sciences	4.76	0.72	10.34	21.21	100.00		0.00	20.00	66.67	15.38	80.00
88	Department of Official Language	26.32	1.19	56.25	76.92	100.00		0.00	5.00	100.00	13.04	87.50
89	Department of Bio Technology	11.11	0.24	12.16	5.26	0.00		0.00	17.00	100.00	0.00	0.00
90	Ministry of Development of North Eastern Region	0.00	0.67	20.00	100.00			0.00	2.00	20.00	33.33	0.00

Legends for Colour Code:

Colour Code	Score Range	Description	Colour Code	Indicator Value	Description	Colour Code	Indicator Value	Description
	>75	for all indicators except Average Disposal Time and Ratio of GROs vis-à-vis Grievance Registered		<15	Average Disposal Time		< 5	Ratio of GROs vis-à-vis Grievance Registered
	50-75			15 - 30			5 - 10	
	25-50			30 - 45			10 - 15	
	<25			> 45			>15	
	Grievance & Appeals Not Received and No Calls made for Feedback							

