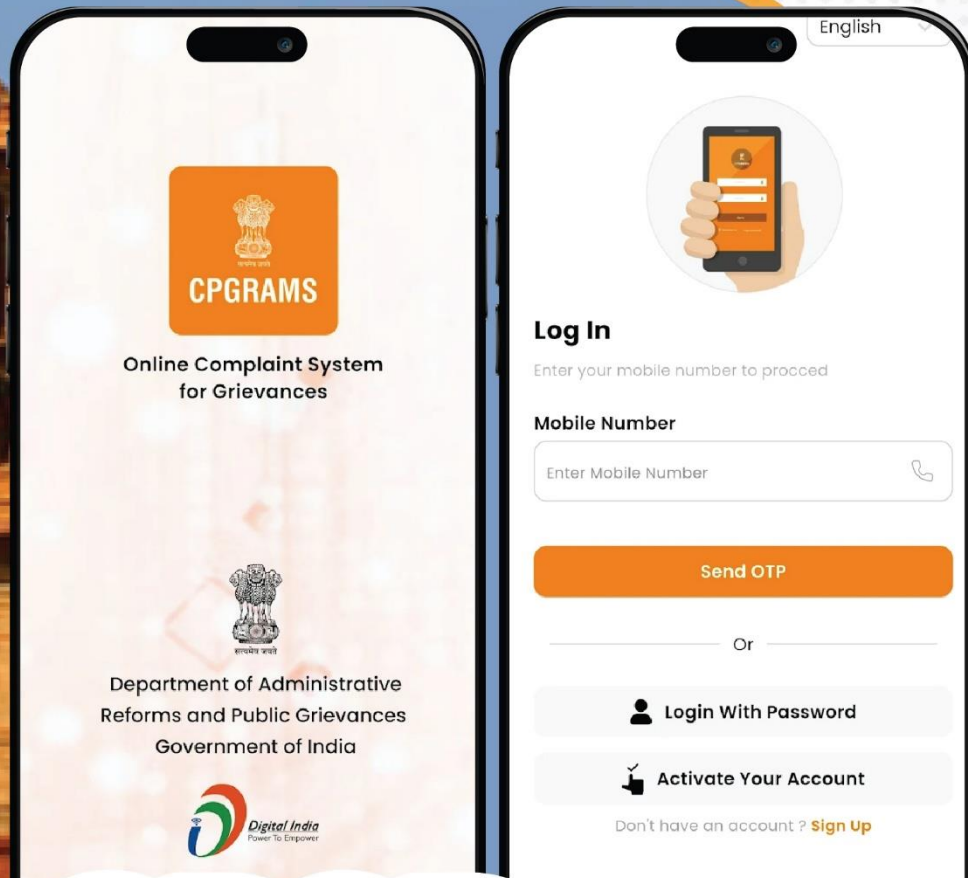




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

Central Ministries/Departments

JANUARY 2025

(Report Number 33)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

General

- In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26.12.2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30.1.2025 requesting to take senior level reviews of Public Grievances
- In this regard, a separate module in CPGRAMS has been operationalized by DARPG and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025
- Monthly review meeting under the under the chairmanship of **Secretary, DARPG**, was held on 22nd January, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In January 2025, for the **31st month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **58,425 grievances**, out of which 63.60% of the grievances are pending for less than 21 days
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2024, from 1st January to 31st January, 2025 is **15 Days**
- The number of new **user registrations** on CPGRAMS for January, 2025, stands at **56,214**
- In January, 2025, the Feedback Call Centre collected **53,821 feedbacks**.
- **33,028 feedbacks (61%)** were collected for Central Ministries/Departments by the Feedback Call Centre.

PG Cases

- In January 2025, **1,25,442 PG cases were received** on the CPGRAMS portal, **1,25,789 PG cases were redressed** and there exists a **pendency of 58,425 PG cases**, as of 31st January, 2025.
- Grievances registered via **Common Service Centers** decreased from 6,674 grievances in the month of December, 2024 to **5,863 grievances** in the month of January, 2025.

- **31%** of the accounted grievances in January 2025, were directed towards key departments such as the Ministry of Labour and Employment [18,968 grievances], Department of Financial Services (Banking Division) [14,185 grievances], and Central Board of Direct Taxes (Income Tax) [6,193 grievances]

PG Appeals

- In January 2025, **21,175 appeals were received** and **20,086 appeals were disposed**
- The Central Secretariat has a pendency of **25,160 PG Appeals** at the end of January, 2025

Grievance Redressal Assessment and Index (GRAI) – January, 2025

- **Department of Posts, Department of Telecommunications and Department of Revenue** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for January, 2025
- **Department of Land Resources, Ministry of Parliamentary Affairs and Department of Heavy Industry** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for January, 2025

1.1. Data Summary



Grievances – January, 2025

<i>Received</i>	<i>Disposed</i>	<i>Pending</i>
1,25,442	1,25,789	58,425



Top Receiving Ministries/Departments



Average Days taken for resolution

15 Days



New User Registrations

56,214 new users



Grievance Redressal Assessment and Index – January, 2025

Group A (more than equal to 500 grievances)

- Department of Posts
- Department of Telecommunications
- Department of Revenue

Group B (less than 500 grievances)

- Department of Land Resources
- Ministry of Parliamentary Affairs
- Department of Heavy Industry



Feedback Collected – January, 2025

Overall Feedback collected – **53,821**

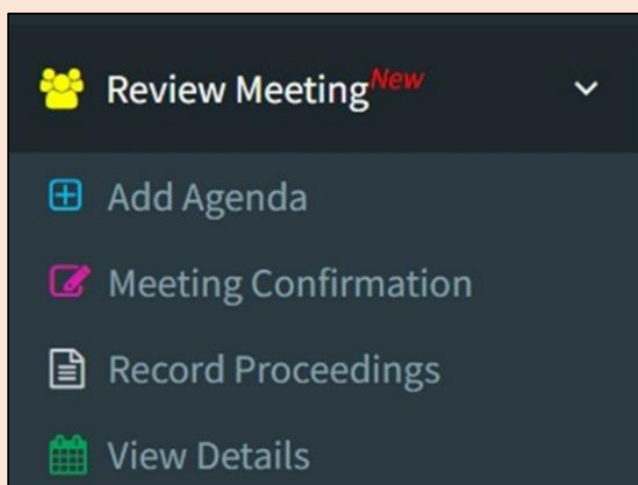
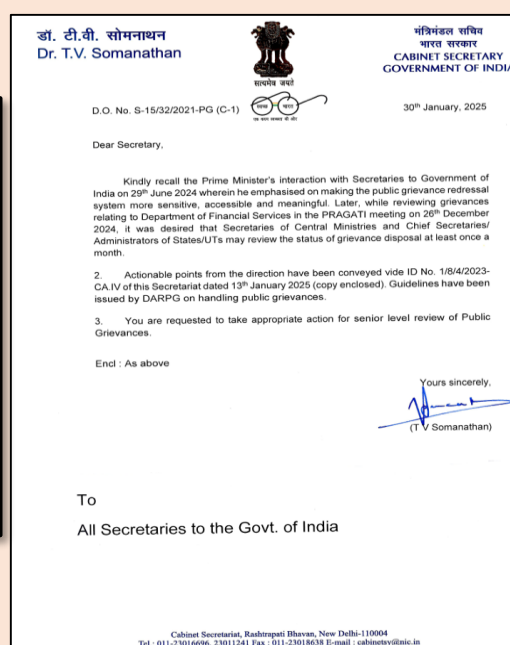


Feedback Collected

Central Ministries/Departments – **33,028**

2. Review Module

- In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26.12.2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30.1.2025 requesting to take senior level reviews of Public Grievances
- In this regard, a separate module in CPGRAMS has been operationalized by DARPG and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025

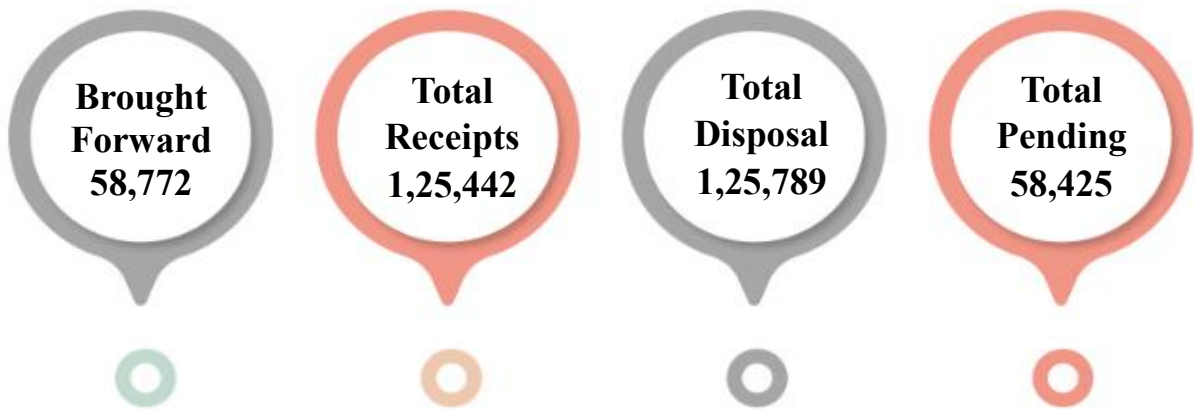


Note: It is required for all the Nodal officers to first set up the agenda and kindly upload their minutes post the review meetings on the Monitoring Portal.

The Nodal Officer will be able to record proceedings provided the officer has resolved the pending cases selected taken up for the review.

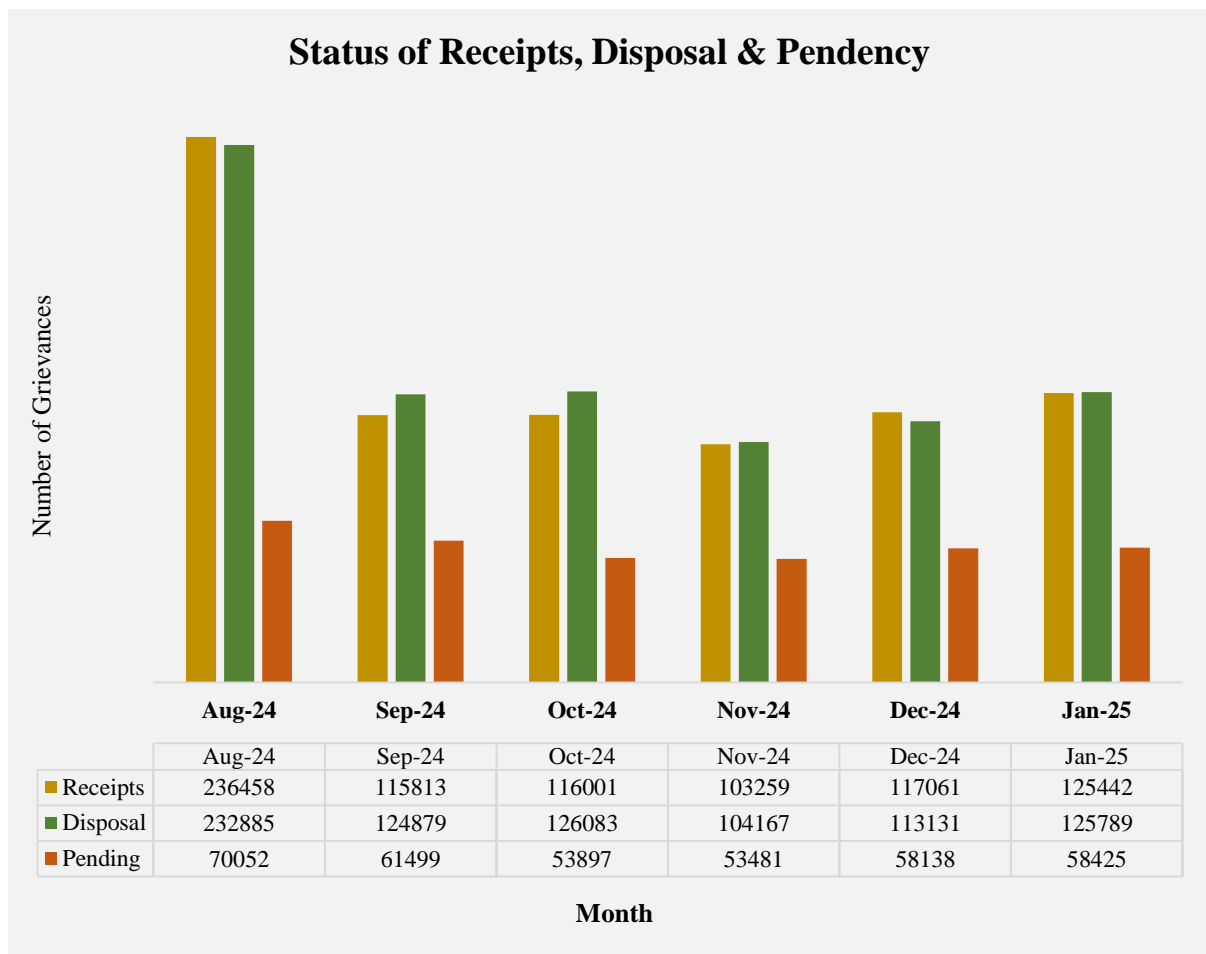
3. Review of Status of Grievances

3.1. Overview



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

3.2. Month-wise Status of Grievances



4. Grievance Redressal Assessment and Index – January, 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 January, 2025 to 31st January, 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 30 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 30 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

4.1. 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 Posts	1290	5462	5665	1087	0.849	1
2	Department of Telecommunications	494	5652	5570	576	0.829	2
3	Department of Revenue	77	777	812	42	0.825	3
4	Department of Agriculture and Farmers Welfare	915	5196	5802	309	0.808	4
5	Central Board of Indirect Taxes and Customs	189	1085	1120	154	0.801	5
6	Ministry of Micro Small and Medium Enterprises	257	2637	2377	517	0.732	6
7	Ministry of Tribal Affairs	93	626	546	173	0.716	7
8	Department of Food and Public Distribution	88	1227	1216	99	0.713	8
9	Department of Social Justice and Empowerment	210	675	726	159	0.705	9
10	Department of Financial Services (Insurance Division)	729	2373	2454	648	0.683	10
11	Ministry of Electronics & Information Technology	252	975	1001	226	0.664	11
12	Ministry of Drinking Water and Sanitation	271	611	612	270	0.66	12
13	Ministry of Labour and Employment	6955	18968	18925	6998	0.655	13
14	Ministry of External Affairs	771	1470	1466	775	0.648	14
15	Ministry of Road Transport and Highways	939	2567	2720	786	0.644	15
16	Department of Financial Services (Banking Division)	6638	14185	14138	6685	0.637	16
17	Ministry of Women and Child Development	347	654	760	241	0.6325	17
18	Department of Defence	568	1722	1695	595	0.632	18
19	Department of Personnel and Training	553	1839	1891	501	0.631	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Ministry of Home Affairs	1412	4915	4857	1470	0.622	20
21	Ministry of Railways (Railway Board)	2777	5966	5901	2842	0.605	21
22	Department of Ex Servicemen Welfare	3035	4284	3746	3573	0.604	22
23	Department of Health & Family Welfare	1732	3784	3685	1831	0.602	23
24	Ministry of Civil Aviation	275	578	568	285	0.601	24
25	Unique Identification Authority of India	1779	2971	2751	1999	0.584	25
26	Ministry of Skill Development and Entrepreneurship	468	1792	1365	895	0.5804	26
27	Ministry of Housing and Urban Affairs	1757	2002	2512	1247	0.58	27
28	Ministry of Corporate Affairs	693	1103	1254	542	0.577	28
29	Department of Justice	399	916	1064	251	0.572	29
30	Ministry of Environment, Forest and Climate Change	219	527	566	180	0.569	30
31	Department of Higher Education	1003	1969	1901	1071	0.5672	31
32	Department of Rural Development	1807	2459	3243	1023	0.5666	32
33	Department of School Education and Literacy	604	1152	1201	555	0.563	33
34	Central Board of Direct Taxes (Income Tax)	9524	6193	5608	10109	0.55	34
35	Staff Selection Commission	339	1231	883	687	0.534	35
36	Ministry of Petroleum and Natural Gas	1230	1864	1527	1567	0.525	36
37	Department of Consumer Affairs	907	1581	1518	970	0.509	37
38	Department of Defence Finance	1599	1767	2100	1266	0.499	38
39	Ministry of Panchayati Raj	244	874	648	470	0.46	39

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.

4.2. 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 Land Resources	8	404	395	17	0.867	1
2	Ministry of Parliamentary Affairs	5	101	104	2	0.835	2
3	Department of Heavy Industry	17	145	152	10	0.798	3
4	Ministry of Ayush	51	177	193	35	0.783	4
5	Ministry of Development of North Eastern Region	4	10	13	1	0.729	5
6	Department of Empowerment of Persons with Disabilities	120	257	276	101	0.711	6
7	Ministry of Tourism	25	207	188	44	0.705	7
8	Department of Financial Services (Pension Reforms)	50	296	318	28	0.697	8
9	Department of Public Enterprises	10	46	51	5	0.693	9
10	Ministry of Coal	200	497	542	155	0.678	10
11	Department of Legal Affairs	94	256	271	79	0.676	11
12	Ministry of Mines	53	116	109	60	0.672	12
13	Department of Sports	65	122	110	77	0.663	13
14	NITI Aayog	14	420	417	17	0.662	14
15	Ministry of New and Renewable Energy	60	157	150	67	0.659	15
16	Department of Chemicals and Petrochemicals	4	35	33	6	0.651	16
17	Department of Commerce	97	368	368	97	0.65	17
18	Department of Science and Technology	49	83	89	43	0.625	18
19	Ministry of Water Resources, River Development & Ganga Rejuvenation	109	277	245	141	0.621	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Pharmaceuticals	36	78	76	38	0.604	20
21	Department of Fertilizers	25	34	38	21	0.595	21
22	Department of Investment & Public Asset Management	9	59	60	8	0.593	22
23	Ministry of Cooperation	201	448	525	124	0.585	23
24	Ministry of Statistics and Programme Implementation	20	29	30	19	0.5821	24
25	Department of Official Language	7	18	24	1	0.5821	25
26	Ministry of Shipping	58	90	111	37	0.581	26
27	Ministry of Textiles	69	69	112	26	0.58	27
28	Department for Promotion of Industry and Internal Trade	131	166	215	82	0.565	28
29	Ministry of Minority Affairs	223	225	277	171	0.56	29
30	Department of Agriculture Research and Education	283	106	165	224	0.558	30
31	O/o the Comptroller & Auditor General of India	221	154	316	59	0.555	31
32	Department of Scientific & Industrial Research	35	119	103	51	0.542	32
33	Ministry of Information and Broadcasting	174	366	366	174	0.5389	33
34	Department of Atomic Energy	54	246	193	107	0.5387	34
35	Department of Animal Husbandry, Dairying	147	149	197	99	0.536	35
36	Ministry of Power	177	414	420	171	0.532	36
37	Department of Space	120	86	170	36	0.515	37
38	Department of Defence Research and Development	46	61	44	63	0.513	38
39	Department of Youth Affairs	46	49	37	58	0.509	39
40	Ministry of Culture	211	217	239	189	0.502	40

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Department of Economic Affairs ACC Division	396	257	215	438	0.498	41
42	Department of Health Research	30	67	63	34	0.4953	42
43	Department of Military Affairs	291	446	429	308	0.4947	43
44	Department of Expenditure	171	163	197	137	0.489	44
45	Ministry of Steel	58	105	89	74	0.449	45
46	Department of Fisheries	16	25	28	13	0.44	46
47	Ministry of Food Processing Industries	24	34	41	17	0.434	47
48	Legislative Department	77	66	100	43	0.425	48
49	Department of Bio Technology	38	11	21	28	0.407	49
50	Ministry of Earth Sciences	27	32	29	30	0.392	50
51	Department of Defence Production	145	176	154	167	0.352	51

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.

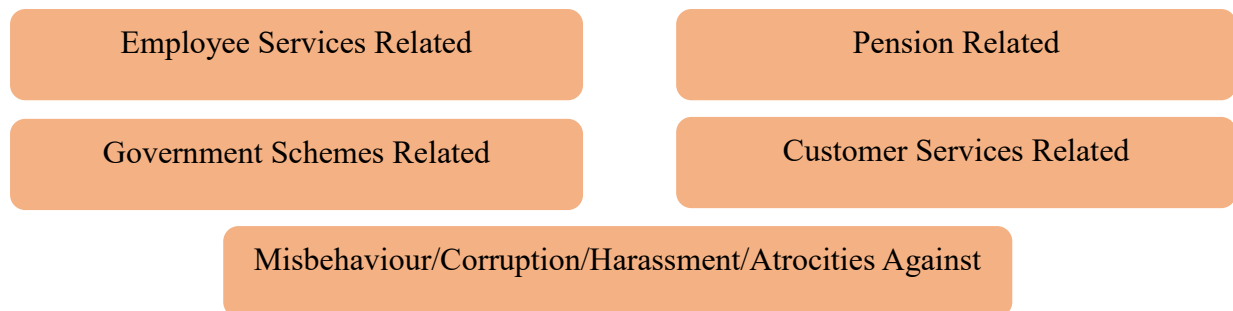
5. Categorisation

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.

One of the primary goals of the new categorization system is to achieve uniformity across all ministries by standardizing terminology. This approach ensures consistency in categorizing grievances across different departments.

Key Categories Identified: Few uniform key categories have been identified to streamline grievance handling:



Background

An effective grievance redressal system is essential for ensuring timely and efficient resolution of complaints. A well-structured categorization framework plays a crucial role in streamlining this process by enabling accurate classification and swift processing of grievances.

Currently, citizens often find it difficult to identify the most appropriate category for their grievances due to the complexity of existing classifications. The presence of numerous broad categories at the initial level can make the selection process overwhelming, leading to inconsistencies in classification. Additionally, the frequent use of the ‘Others’ category indicates a need for clearer distinctions and better-defined subcategories to ensure grievances are directed to the right authorities from the outset.

To address these issues, a structured and uniform categorization system has been introduced across all ministries. The key objectives of this new framework are:

- Ensuring uniformity in grievance categories across different departments.
- Maintaining consistency in terminology for better understanding.
- Enhancing efficiency in grievance redressal by minimizing misclassification.

This categorization aims to simplify the grievance filing process, reduce ambiguity, and accelerate resolutions by ensuring that grievances are routed correctly from the outset.

Progress so far:

The Department has successfully completed the preliminary analysis for **12 Departments/Ministries** to date. Of these, **12 DO letters** were issued between the last week of December 2024 and the last week of January 2025.

The **categorization for the top 3 Departments**: Department of Posts, Department of Financial Services (Banking Division), and Department of Telecommunications has been proposed after the discussion with the respective Department/Ministry.



DO Letters issued till now

- | | |
|--|---|
| 1. Ministry of External Affairs | 7. Department of School Education & Literacy |
| 2. Department of Financial Services (Banking Division) | 8. Department of Defence Research and Development |
| 3. Department of Posts | 9. Department of Ex-Servicemen Welfare |
| 4. Ministry of Labour and Employment | 10. Department of Rural Development |
| 5. Department of Defence | 11. Department of Personnel and Training |
| 6. Department of Telecommunications | 12. Ministry of Railways |

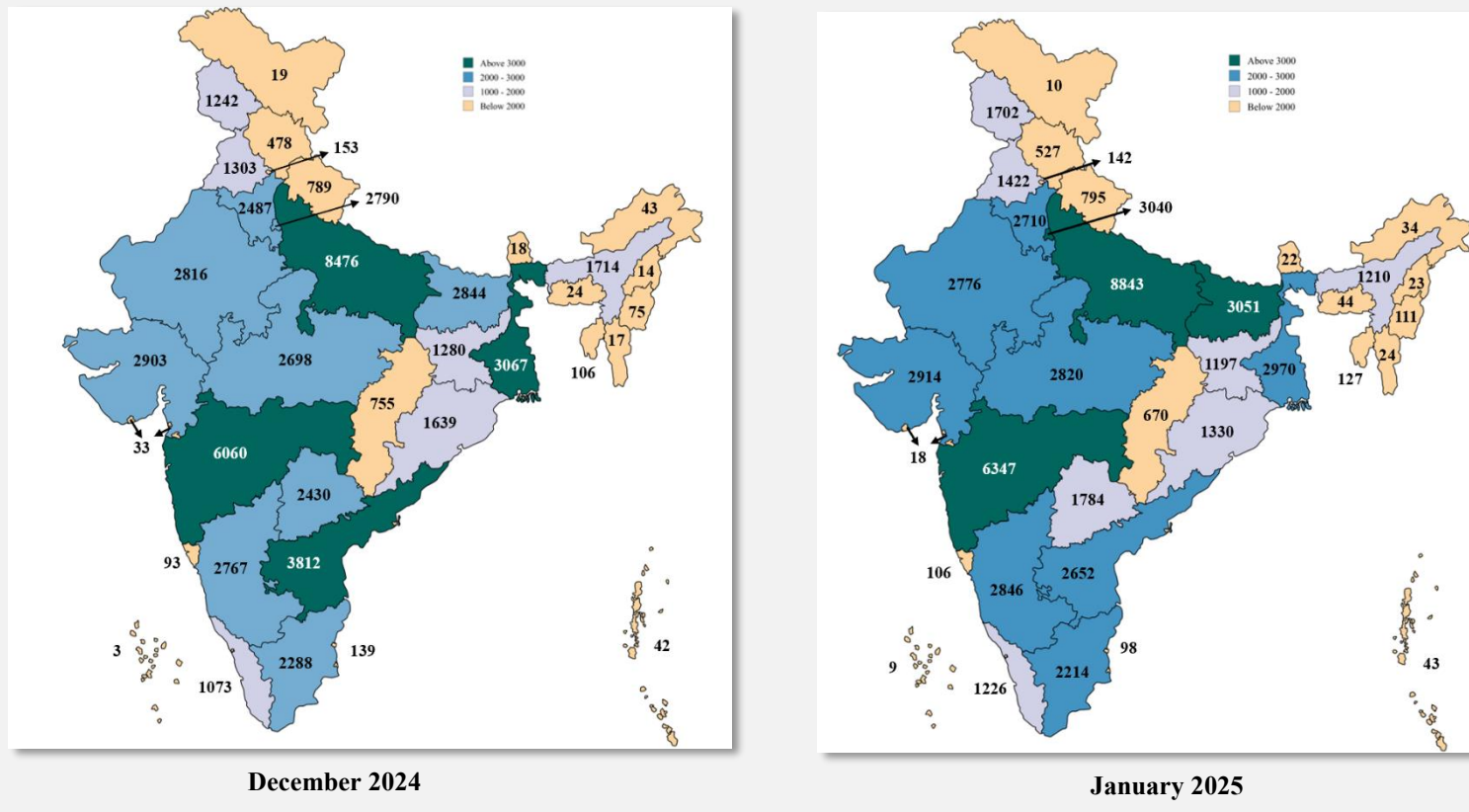
The Ministries/Departments marked in green have responded to the DO Letters sent by DARPG.

DARPG has directed all the Ministries/Departments to implement the new categorization framework and ensure timely responses to its DO Letters

6. User-Registration on CPGRAMS

A total of **56,214** new users have registered on CPGRAMS in January, 2025, through various channels, out of which, **8,843** registrations are from **Uttar Pradesh**.

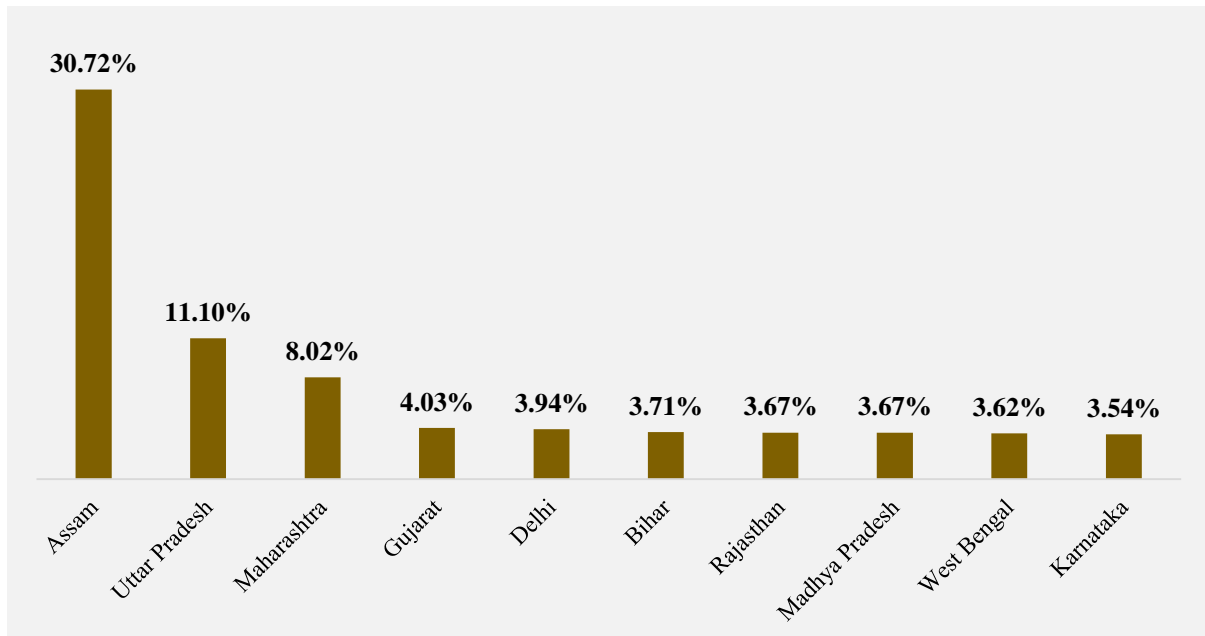
Comparison of States/UTs from which new users have registered on CPGRAMS in December, 2024 and January, 2025:



- **User Registration on CPGRAMS in the year 2024:**

S. No.	Month	Total New User Registration in 2024
1	January	49,543
2	February	50,109
3	March	1,62,135
4	April	53,134
5	May	49,486
6	June	64,367
7	July	79,848
8	August	90,684
9	September	50,393
10	October	50,940
11	November	39,999
12	December	56,490
TOTAL		7,97,128

Top 10 States/UTs from where new Users have been registered



Of the total new users registered in 2024, **30.72% are from Assam, followed by Uttar Pradesh (11.10%) and Maharashtra (8.02%)**

7. Outreach through Common Service Centres

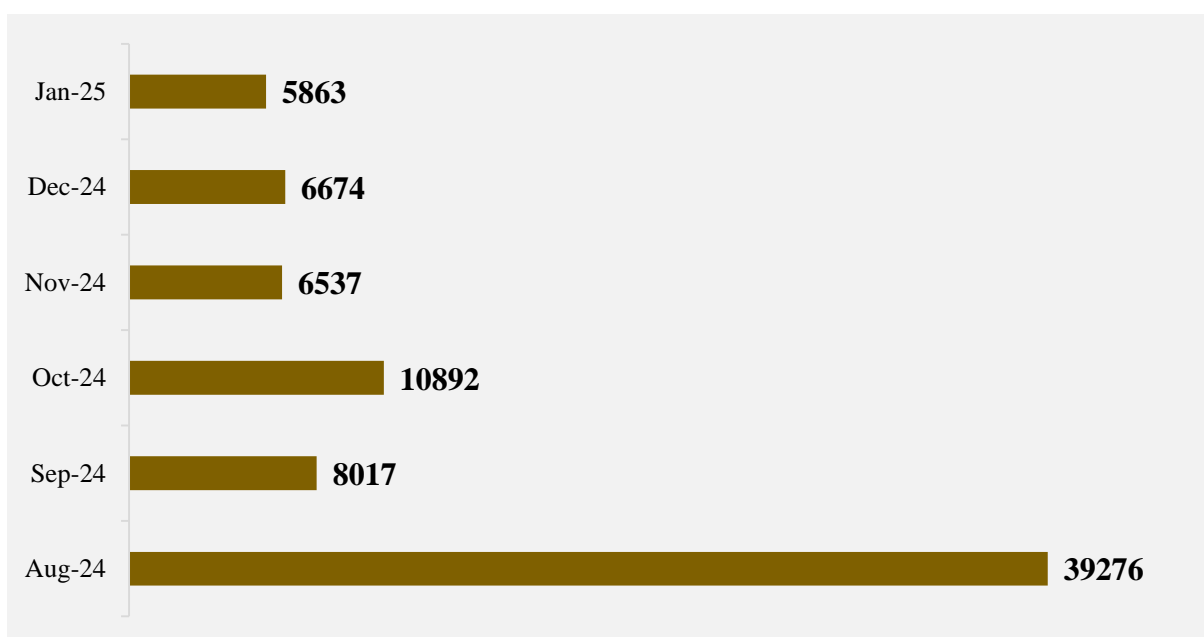
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



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

From October, 2023, on 20th of every month, CSC-CPGRAMS Day is being organised where VLEs encourage citizens to register their grievances on the CPGRAMS portal.

- A total of 5,863 grievances have been registered through the Common Service Centres in the month of January 2025



- **Categories from which the maximum grievances were registered via CSCs:**

1.	PMKISAN related issues	1,867
2.	Public Distribution System related	160
3.	Mobile Related	154
4.	Crop Insurance Scheme	124
5.	Pension	118

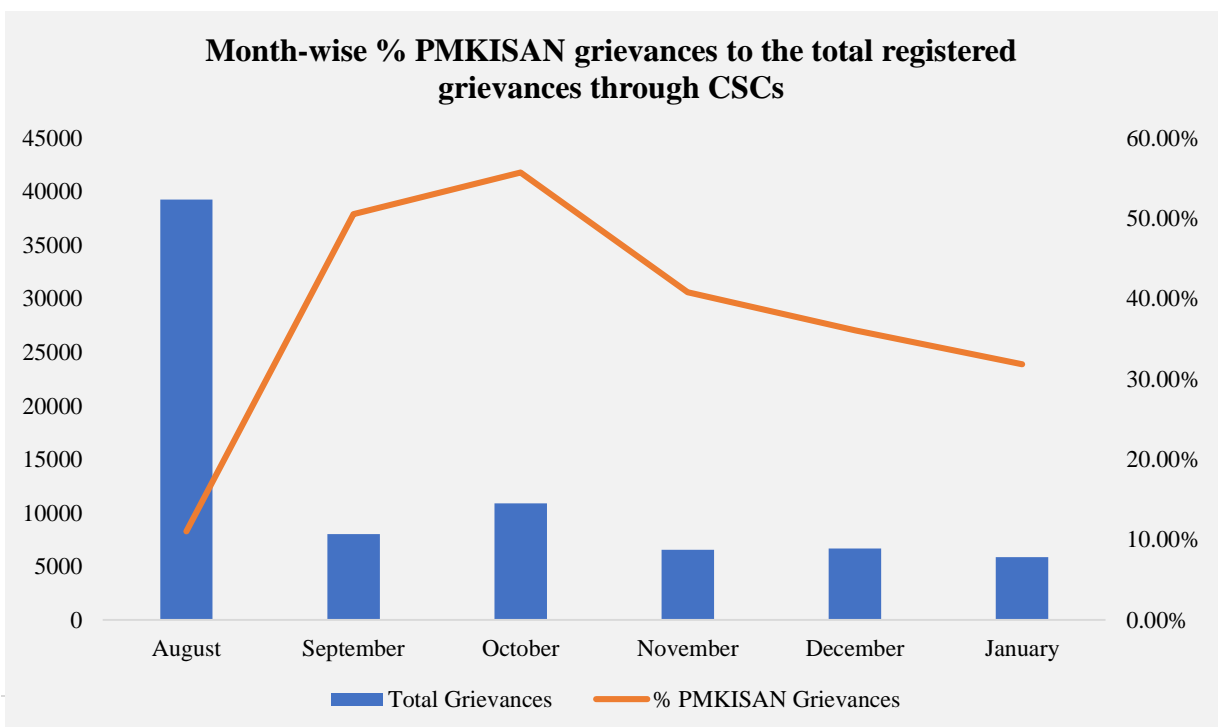
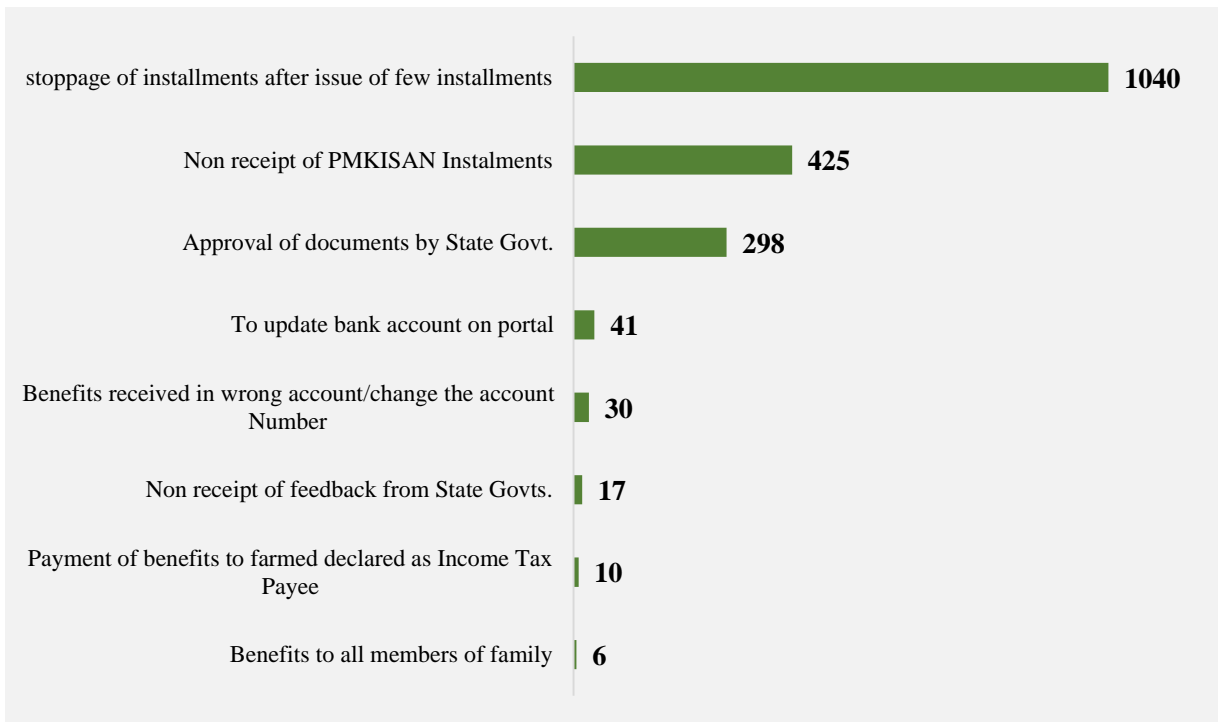
- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Department of Agriculture and Farmer's Welfare	2008	PMKISAN related issues	1867	92.98%
			Crop Insurance Scheme	124	6.18%
2	Department of Financial Services (Banking Division)	368	Misbehaviour/Harrassment/Corruption by Bank Staff	54	14.67%
			Fraud	40	10.87%
3	Ministry of Labour and Employment	326	PF Withdrawal	91	27.91%
			Others (EPFO)	60	18.40%
4	Department of Telecommunications	243	Mobile Related	154	63.37%
			Landline Related	20	8.23%
5	Unique Identification Authority of India	208	Non Updation of AADHAAR	84	40.38%
			Non Enrolment and Non Generation of Aadhaar	48	23.08%
6	Department of Food and Public Distribution	180	Public Distribution System-related	160	88.89%
7	Department of Posts	132	Delay/ Non - Delivery/Abstraction of Postal Articles	66	50.00%
			Financial Scheme Related	25	18.94%
8	Department of Health and Family Welfare	114	Health Schemes	73	64.04%
9	Department of Rural Development	110	Pradhan Mantri Gram Sadak Yojana	41	37.27%
			BPL Division	30	27.27%
10	Department of Ex-Servicemen Welfare	90	Service Related	44	48.89%
			Pension Related	39	43.33%

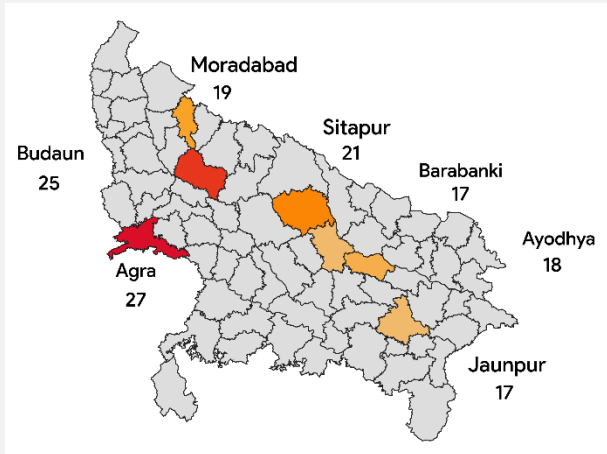
PM-KISAN Scheme related Grievances

A total of 1,867 grievances were registered for the PMKISAN scheme in the month of January, 2025, through CSCs.

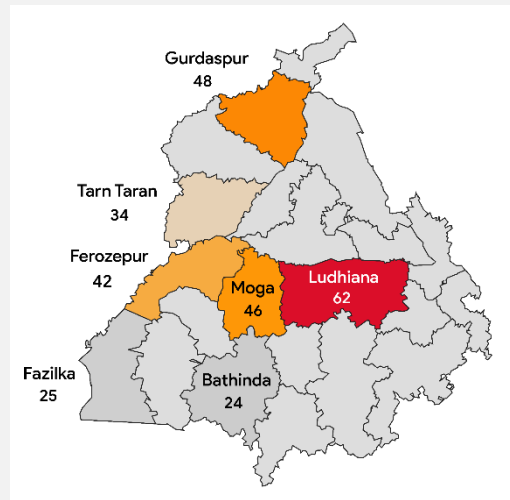
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in January, 2025:**



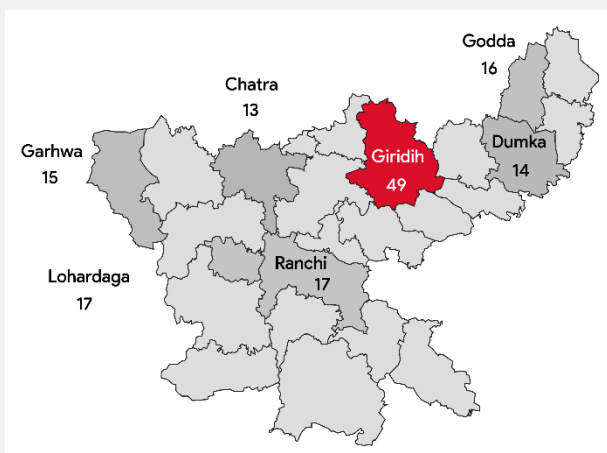
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in January 2025:



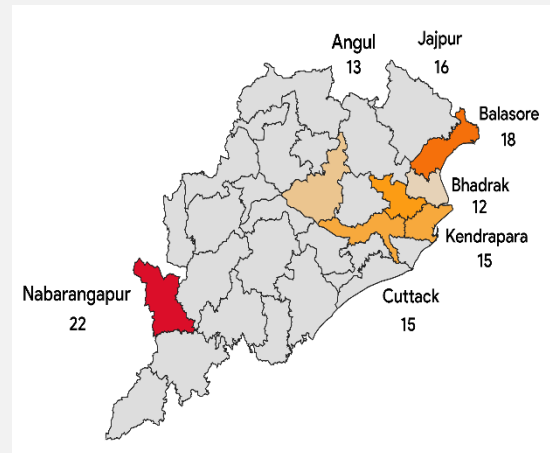
Uttar Pradesh



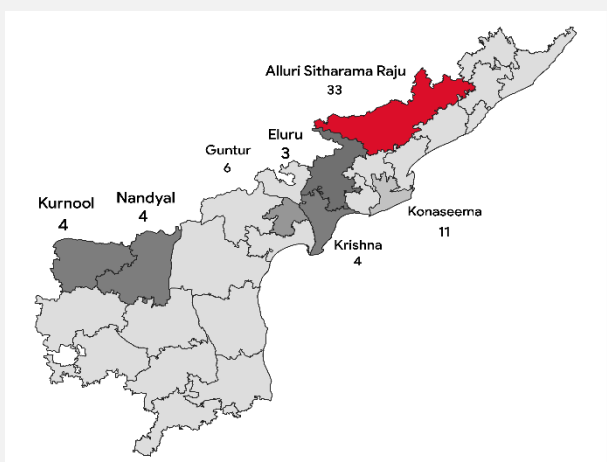
Punjab



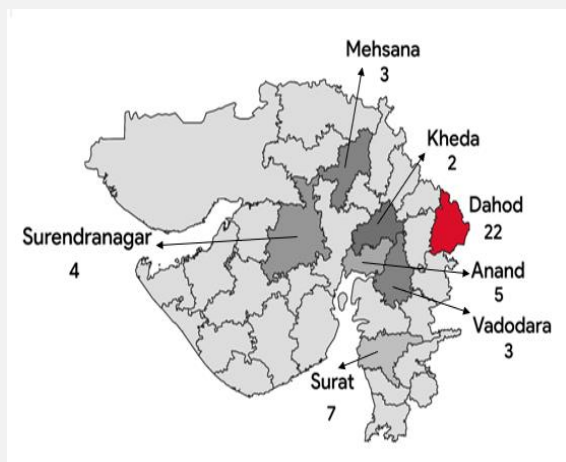
Jharkhand



Odisha



Andhra Pradesh



Gujarat

8. Analysis of grievances on CPGRAMS

CPGRAMS Categories for the grievances registered

Top 5 Ministries/Departments Category status as per the maximum number of receipts in January 2025:

Ministry of Labour and Employment

(Total Receipts – 18,968)

- **EPFO (26.27%)**
- **PF Withdrawal (21.59%):** Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (7.10%):** Transfer in/out/Form 13/ Online transfer related issues
- **Pension (6.58%):** Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension

- **Fraud (7.50%)**
- **Deficiency in Customer Service Related (7.30%):** Delay in Service
- **Misbehaviour/Harrasment/Corruption by Bank Staff (5.53%)**
- **Credit/Debit/ATM Cards Related (5.24%):** Levy of Service Charges

Department of Financial Services (Banking Division)

(Total Receipts – 14,185)

Central Board of Direct Taxes (Income Tax)

(Total Receipts – 6,193)

- **Direct Taxes (61.81%):** Issues with IT Returns
- **PAN Issues (10.59%):** Delay in PAN issues
- **Corruption/Malpractices related (VCs, employees) (1.53%):** Inaction by Income Tax Department
- **Technical Issues with website (1.26%)**

- **Issues related to Introduction/Extension/Stoppage of trains (6.47%)**
- **Tender/Contract Matters (5.83%)**
- **Service matter (5.62%)**
- **Complaint against staff other than Train and station (3.44%)**

Ministry of Railways

(Total Receipts – 5,966)

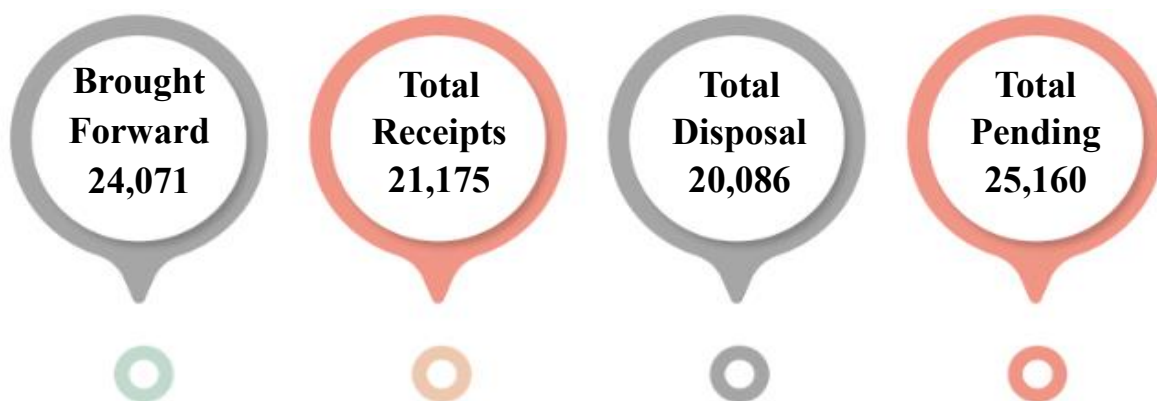
Department of Telecommunications

(Total Receipts – 5,652)

- **Mobile Related (49.63%):** Mobile Number Portability (MNP)
- **Broadband Related (7.96%):** Billing issue
- **Landline Related (3.95%):** Telephone Faulty/dead
- **Malpractices / Corruption / Complaint Related to financial irregularities (2.09%):** Employee Related Case

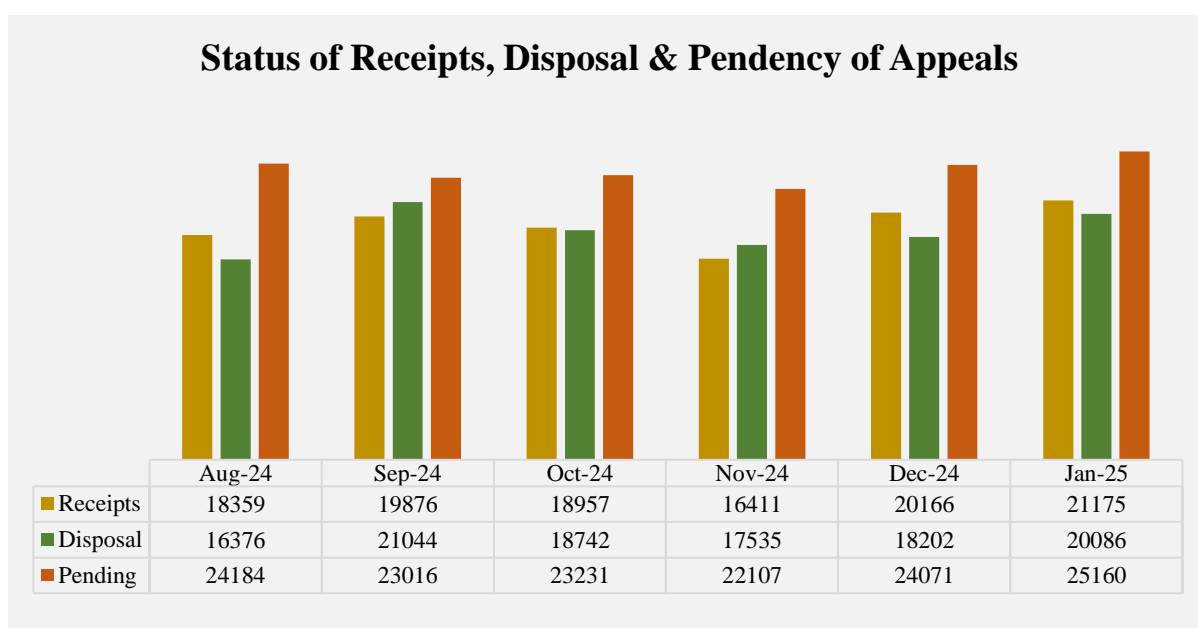
9. Review of Status of Appeals on CPGRAMS

9.1. Overview



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

9.2. Month-wise Status of Appeals



9.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **20 days** from 1st January to 31st January 2025
- **26** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

10. Success Stories

Grievance of Shri Rama Shankar Singh

Non-receipt of gratuity payment

Shri Rama Shankar Singh, who retired as Chief Travelling Ticket Inspector (CCTT) from Northeast Frontier Railways on 30th June 2024, faced delays in receiving his gratuity amount of approximately Rs. 16 lakhs, despite having submitted all the required No Dues certificates. Seeking intervention for the prompt release of his gratuity along with applicable interest, he filed a grievance on the CPGRAMS Portal. In response, the gratuity amount of **Rs. 16,33,500** was transferred to Shri Singh, resolving the grievance **within 10 days** to his utmost satisfaction.

Rectification Process: A grievance was raised by Shri Rama Shankar regarding the non-receipt of his gratuity payment, which was received by the Department of Pension and Pensioners' Welfare and subsequently transferred to the Ministry of Railways (Railway Board). The Railway Board further forwarded the grievance to Northeast Frontier Railway (NFRLY), which then assigned it to the Katihar Division for examination. The Katihar Division referred the matter to the Katihar Personnel Branch for immediate action, which, in turn, escalated it to the Divisional Railway Manager (DRM) for effective resolution. In response, the DRM provided a case report to the Personnel Branch, confirming that the gratuity bill had been settled and attaching a copy of the settlement details.

Grievance of Shri Ram Prasad Dhakar

Transfer of balance to new HDFC Smart Hub Vypaar Prepaid Card

Shri Ram Prasad Dhakar reported that his HDFC Smart Hub Vypaar Prepaid Card, which had a balance of Rs. 10,500, was accidentally lost. He promptly lodged a complaint with the customer care center and received a new card. However, the balance of Rs. 10,500 from the lost card was not credited to the new card. Despite filing multiple complaints with the HDFC Branch Manager over the past two years, the issue remained unresolved. Frustrated by the lack of action, Shri Dhakar raised a grievance on the CPGRAMS Portal, seeking a prompt resolution. In response, HDFC Bank provided a written confirmation that the balance of **Rs. 10,500 had been successfully transferred** from the lost card to the new one. The issue was resolved **within two weeks**, and Shri Dhakar praised the CPGRAMS platform for its efficient and effective grievance redressal mechanism.

Rectification Process: A grievance was lodged by Shri Ram Prasad Dhakar regarding the transfer of balance to a new HDFC Smart Hub Vypaar Prepaid Card, which was received by the Department of Financial Services (Banking Division) and automatically forwarded to the Reserve Bank of India (RBI). The RBI subsequently transferred the grievance to HDFC Bank for review. After examining the matter, HDFC Bank confirmed in writing that the balance of ₹10,500 had been successfully transferred from the lost card to the new one.



Grievance of Shri Selva Kumar

HDFC Account under debit freeze

Shri Selva Kumar received a notification from HDFC Bank stating that a Debit/Withdrawal Block had been placed on his account due to non-compliance with account guidelines. Following this, he visited the branch, completed the e-KYC process, and submitted the required documents as instructed. Despite repeating this process three times at the bank's request, his debit account remained frozen. Upon further inquiry, the bank informed Shri Kumar that the freeze was due to excessive UPI P2P transactions. The branch manager suggested converting his Farmer's Savings Account into a regular Savings Account as an alternative solution. However, this conversion was not processed, and the account's debit freeze remained unresolved. Frustrated by the delays and lack of resolution, Shri Kumar escalated the matter by filing a grievance on the CPGRAMS Portal, seeking immediate action. In response, HDFC Bank provided a written confirmation stating that the debit freeze on his account had been successfully removed. The grievance was resolved **within a week** to complainant's satisfaction.

Rectification Process: A grievance was filed by Shri Selva Kumar regarding a debit freeze placed on his HDFC Bank account, which was received by the Department of Financial Services (Banking Division) and automatically forwarded to the Reserve Bank of India (RBI). The RBI, in turn, transferred the grievance to HDFC Bank. In response, HDFC Bank confirmed in writing that the debit freeze on his account had been successfully lifted.



Grievance of Smt. Swati

Removal of EMI lock from device

Smt. Swati purchased a mobile phone on EMI, financed by Bajaj Finance. Despite completing all the EMI payments, her phone was locked by the financier. Seeking immediate resolution, she filed a grievance on the CPGRAMS portal. In response, Bajaj Finance confirmed in a written reply that the loan had been successfully closed and the EMI lock has been removed from her device. The grievance was successfully resolved to complainant's satisfaction.

Rectification Process: Smt. Swati filed a grievance regarding the removal of an EMI lock from her mobile device, which was received by the Department of Administrative Reforms and Public Grievances and forwarded to the Reserve Bank of India (RBI). The RBI subsequently transferred the grievance to Bajaj Finance Limited for immediate intervention. In response, Bajaj Finance confirmed in writing that the loan had been successfully closed and the EMI lock had been removed from the complainant's device.

11. News on AIR

[Download](#) Mobile Application for NewsOnAIR

The channels could also be accessed on radio having following frequencies:

FM Rainbow 102.6	1. National News <ul style="list-style-type: none">• Mid Break Morning News = 0800-0815 Hrs• Mid Break Evening News = 2045-2100 Hrs
FM Gold 100.1	2. 25 FM Rainbow & 4 FM Gold <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs
Vividh Bharati 106.4	3. 42 Vividh Bharati <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs
	4. 88 LRS Stations <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs
	5. Vividh Bharati (Udaipur) <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs
	6. Spots with Champions Trophy will be scheduled once it commences.

AIR radio jingle on CPGRAMS commenced from 12.2.2025



Scan and play

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – January 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6955	18968	25923	18925	6998
2	Department of Financial Services (Banking Division)	6638	14185	20823	14138	6685
3	Central Board of Direct Taxes (Income Tax)	9524	6193	15717	5608	10109
4	Ministry of Railways (Railway Board)	2777	5966	8743	5901	2842
5	Department of Telecommunications	494	5652	6146	5570	576
6	Department of Posts	1290	5462	6752	5665	1087
7	Department of Agriculture and Farmers Welfare	915	5196	6111	5802	309
8	Ministry of Home Affairs	1412	4915	6327	4857	1470
9	Department of Ex Servicemen Welfare	3035	4284	7319	3746	3573
10	Department of Health & Family Welfare	1732	3784	5516	3685	1831

Annexure 1.2.: Maximum Number of Disposals – January 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6955	18968	25923	18925	6998
2	Department of Financial Services (Banking Division)	6638	14185	20823	14138	6685
3	Ministry of Railways (Railway Board)	2777	5966	8743	5901	2842
4	Department of Agriculture and Farmers Welfare	915	5196	6111	5802	309
5	Department of Posts	1290	5462	6752	5665	1087
6	Central Board of Direct Taxes (Income Tax)	9524	6193	15717	5608	10109
7	Department of Telecommunications	494	5652	6146	5570	576
8	Ministry of Home Affairs	1412	4915	6327	4857	1470
9	Department of Ex Servicemen Welfare	3035	4284	7319	3746	3573
10	Department of Health & Family Welfare	1732	3784	5516	3685	1831

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances -
January 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	9524	6193	15717	5608	10109
2	Ministry of Labour and Employment	6955	18968	25923	18925	6998
3	Department of Financial Services (Banking Division)	6638	14185	20823	14138	6685
4	Department of Ex Servicemen Welfare	3035	4284	7319	3746	3573
5	Ministry of Railways (Railway Board)	2777	5966	8743	5901	2842
6	Unique Identification Authority of India	1779	2971	4750	2751	1999
7	Department of Health & Family Welfare	1732	3784	5516	3685	1831
8	Ministry of Petroleum and Natural Gas	1230	1864	3094	1527	1567
9	Ministry of Home Affairs	1412	4915	6327	4857	1470
10	Department of Defence Finance	1599	1767	3366	2100	1266
11	Ministry of Housing and Urban Affairs	1757	2002	3759	2512	1247
12	Department of Posts	1290	5462	6752	5665	1087
13	Department of Higher Education	1003	1969	2972	1901	1071
14	Department of Rural Development	1807	2459	4266	3243	1023

**Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than
21 Days – January 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9524	6193	15717	5608	10109	6829
2	Ministry of Labour and Employment	6955	18968	25923	18925	6998	1447
3	Department of Ex Servicemen Welfare	3035	4284	7319	3746	3573	1258
4	Ministry of Home Affairs	1412	4915	6327	4857	1470	1065
5	Ministry of Railways (Railway Board)	2777	5966	8743	5901	2842	1018
6	Department of Financial Services (Banking Division)	6638	14185	20823	14138	6685	866

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
7	Department of Health & Family Welfare	1732	3784	5516	3685	1831	851
8	Unique Identification Authority of India	1779	2971	4750	2751	1999	669
9	Department of Defence Finance	1599	1767	3366	2100	1266	649
10	Ministry of Housing and Urban Affairs	1757	2002	3759	2512	1247	546

Annexure 2: Average Closing Time – January 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	Department of Bio Technology	21	88
2	Central Board of Direct Taxes (Income Tax)	5608	55
3	Department of Economic Affairs ACC Division	215	41
4	Department of Defence Finance	2100	37
5	Department of Defence Production	154	34
6	Legislative Department	100	33
7	Ministry of Petroleum and Natural Gas	1527	32
8	Department of Expenditure	197	31
9	Department of Agriculture Research and Education	165	31
10	Department of Space	170	29

Annexure 2.2.: Ministries/Departments with Low Average Closing Time

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Department of Land Resources	395	1
2	Ministry of Parliamentary Affairs	104	1
3	NITI Aayog	417	2
4	Department of Agriculture and Farmers Welfare	5802	3
5	Ministry of Micro Small and Medium Enterprises	2377	4
6	Department of Food and Public Distribution	1216	4
7	Department of Heavy Industry	152	4
8	Department of Chemicals and Petrochemicals	33	4

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
9	Ministry of Electronics & Information Technology	1001	6
10	Ministry of Tourism	188	6

Annexure 3: Status of Appeals – January 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 Corporate Affairs	5958	278	6236	0	6236
2	Central Board of Direct Taxes (Income Tax)	2839	716	3555	749	2806
3	Ministry of Labour and Employment	2268	4199	6467	4275	2192
4	Department of Financial Services (Banking Division)	2029	2976	5005	3375	1630
5	Department of Consumer Affairs	1037	410	1447	0	1447
6	Department of Defence Finance	833	853	1686	676	1010
7	Ministry of Railways (Railway Board)	701	1307	2008	1258	750
8	Department of Rural Development	367	352	719	73	646
9	Ministry of Petroleum and Natural Gas	504	234	738	136	602
10	Department of Financial Services (Pension Reforms)	513	28	541	0	541

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	Department of Youth Affairs	3	1
2	Department of Ex Servicemen Welfare	614	4
3	Department of Military Affairs	81	4
4	Ministry of Parliamentary Affairs	1	4
5	Department of Telecommunications	1324	5
6	Department of Agriculture and Farmers Welfare	569	5
7	Department of Empowerment of Persons with Disabilities	43	5
8	Department of Pension and Pensioners Welfare	44	6

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
9	Ministry of External Affairs	275	7
10	Department of Posts	897	8

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	3366	2100	853	40.62%
2	Ministry of Panchayati Raj	1118	648	178	27.47%
3	Department of Consumer Affairs	2488	1518	410	27.01%
4	Department of Food and Public Distribution	1315	1216	308	25.33%
5	Department of Defence Production	321	154	39	25.32%
6	Department of Ex Servicemen Welfare	7319	3746	943	25.17%
7	Ministry of Textiles	138	112	27	24.11%
8	Department of Telecommunications	6146	5570	1319	23.68%
9	Ministry of Drinking Water and Sanitation	882	612	142	23.20%
10	Ministry of Cooperation	649	525	121	23.05%

Annexure 4: Indicator-based Root Cause Analysis – January 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	29.33	22.06	62.81	62.74	72.04	50.00	0.47	11.00	41.89	22.31	65.78
2	Department of Financial Services (Banking Division)	14.51	8.77	51.45	52.20	62.60	57.63	0.06	16.00	41.98	22.18	67.34
3	Central Board of Direct Taxes (Income Tax)	13.14	1.48	79.24	13.89	77.97	0.00	0.07	57.00	52.06	13.24	20.38
4	Department of Telecommunications	6.98	10.14	81.54	89.97	88.89	94.52	0.00	6.00	47.52	24.11	94.91
5	Department of Posts	0.41	5.78	79.61	77.99	100.00	87.29	0.00	8.00	53.91	14.97	82.37
6	Ministry of Railways (Railway Board)	5.15	2.53	47.13	51.10	67.50	56.18	0.10	16.00	32.85	26.24	62.31
7	Department of Agriculture and Farmers Welfare	0.13	52.94	45.92	85.48	77.78	100.00	0.00	3.00	34.64	7.93	90.75
8	Department of Ex Servicemen Welfare	5.50	3.36	17.30	34.60	100.00	100.00	0.16	26.00	35.25	25.36	57.87
9	Ministry of Home Affairs	2.64	7.40	61.65	27.72	77.73	59.09	0.38	8.00	27.24	6.03	42.01
10	Department of Health & Family Welfare	18.48	5.68	36.03	31.22	69.70	55.77	0.00	15.00	32.95	7.50	49.38
11	Unique Identification Authority of India	0.44	101.72	72.41	45.14	77.78	0.00	3.45	16.00	48.83	22.30	64.54
12	Ministry of Micro Small and Medium Enterprises	0.11	19.60	32.09	70.82	100.00	100.00	0.00	4.00	18.91	7.20	49.79
13	Ministry of Road Transport and Highways	0.12	5.88	62.36	48.20	78.57	33.33	0.00	11.00	33.26	17.25	63.31
14	Department of Rural Development	0.21	0.26	2.79	55.73	30.77	8.89	0.00	16.00	44.66	11.35	10.15

#	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
15	Department of Financial Services (Insurance Division)	11.27	7.31	77.85	67.83	76.09	87.50	0.00	11.00	33.74	26.53	50.88
16	Ministry of Housing and Urban Affairs	0.20	1.38	28.27	33.49	67.31	56.25	0.07	21.00	30.66	13.14	40.72
17	Department of Higher Education	30.39	4.05	47.40	34.35	65.96	57.14	0.00	16.00	35.48	19.45	47.91
18	Ministry of Petroleum and Natural Gas	6.44	3.21	49.48	5.29	33.33	52.07	0.00	32.00	57.76	15.36	19.24
19	Ministry of Skill Development and Entrepreneurship	0.06	26.54	31.34	52.28	0.00	50.00	0.00	16.00	39.40	12.56	44.06
20	Department of Defence Finance	3.12	2.52	26.24	37.64		0.00	1.17	38.00	50.63	41.40	39.82
21	Department of Personnel and Training	0.12	13.40	53.28	45.75	54.88	33.33	0.00	10.00	32.26	5.73	38.38
22	Department of Consumer Affairs	7.22	35.74	41.86	35.45	50.00	95.24	2.33	17.00	38.51	28.30	0.00
23	Department of Defence	27.47	1.83	29.59	35.14	68.75	78.26	0.00	11.00	20.37	0.00	
24	Ministry of External Affairs	13.44	2.84	16.91	53.44	50.00	100.00	0.00	12.00	45.52	21.10	66.27
25	Department of Food and Public Distribution	16.57	19.14	51.56	86.54	100.00	97.67	0.00	4.00	25.12	25.37	46.66
26	Staff Selection Commission	8.48	46.27	76.92	48.16	0.00	0.00	3.85	11.00	28.38	6.08	48.98
27	Department of School Education and Literacy	28.90	5.53	45.59	32.40	70.00	67.86	0.00	16.00	29.84	18.71	48.34
28	Ministry of Corporate Affairs	14.38	11.24	59.57	42.21	78.57	82.86	0.00	15.00	31.99	23.46	0.00
29	Ministry of Electronics & Information Technology	1.79	5.69	20.96	65.81	69.23	66.67	0.00	6.00	33.20	16.31	51.47
30	Central Board of Indirect Taxes and Customs	2.44	1.78	96.04	72.22	100.00	57.89	0.00	10.00	41.86	14.17	80.57
31	Department of Justice	31.22	110.50	37.50	30.43	83.12	66.67	0.00	7.00	12.73	1.95	64.41
32	Ministry of Panchayati Raj	0.00	79.00	63.64	39.69	25.00	100.00	9.09	10.00	9.42	27.81	86.55
33	Department of Revenue	0.14	18.82	100.00	76.49	100.00	75.00	0.00	6.00	24.14	3.79	85.71
34	Ministry of Women and Child Development	6.97	18.46	65.71	43.46	73.53	100.00	0.00	15.00	23.89	17.65	48.91
35	Department of Social Justice and Empowerment	1.09	8.05	70.00	58.64	78.57	100.00	0.00	10.00	31.33	11.16	21.32
36	Ministry of Drinking Water and Sanitation	0.17	2.05	27.15	52.98	80.00	100.00	0.00	15.00	33.17	23.95	77.03

#	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
37	Ministry of Tribal Affairs	0.51	7.01	26.19	69.55	80.00		0.00	9.00	47.71	11.09	17.80
38	Ministry of Civil Aviation	0.71	1.67	29.88	49.62	83.33	60.00	0.00	17.00	27.07	21.63	44.50
39	Ministry of Environment, Forest and Climate Change	19.88	4.05	44.53	38.26	73.08	0.00	0.00	11.00	21.62	10.87	71.13
40	Ministry of Cooperation	21.65	21.33	47.62	65.00	33.33	80.49	0.00	9.00	15.83	23.22	68.53
41	Ministry of Coal	0.48	0.70	20.86	55.91	100.00	40.00	0.17	14.00	15.09	0.00	
42	NITI Aayog	0.00	6.09	12.12	51.85	100.00		0.00	1.00	0.00	1.26	71.43
43	Department of Land Resources	0.00	36.55	36.36	70.18	80.00		0.00	1.00		0.00	
44	Ministry of Power	0.51	0.92	18.78	25.83	100.00	0.00	0.00	16.00	21.31	13.02	44.74
45	Department of Military Affairs	20.23	0.29	32.94	23.73	46.67	50.00	0.00	28.00	29.37	24.58	66.94
46	Department of Commerce	33.63	3.46	38.14	53.75	50.00	100.00	0.00	13.00	31.25	7.81	46.38
47	Department of Financial Services (Pension Reforms)	42.32	58.60	40.00	79.77	100.00		0.00	6.00	38.89	8.95	0.00
48	Ministry of Information and Broadcasting	1.80	2.40	43.97	32.89	56.25	25.00	0.00	17.00	32.99	21.61	47.06
49	Ministry of Water Resources, River Development & Ganga Rejuvenation	25.94	1.72	35.48	17.87	66.67	100.00	0.00	13.00	33.33	6.47	78.79
50	Department of Economic Affairs ACC Division	19.92	4.65	16.36	5.96	25.00	26.92	0.00	40.00	50.00	3.00	28.00
51	Department of Empowerment of Persons with Disabilities	2.41	8.59	86.21	47.12			0.00	14.00	34.88	19.07	79.63
52	Department of Legal Affairs	2.06	12.79	26.32	28.88	83.33	100.00	0.00	21.00	29.55	0.00	
53	Ministry of Minority Affairs	1.34	3.73	55.00	33.08	16.67		0.00	17.00	26.51	16.06	63.83
54	Ministry of Tourism	13.53	2.84	34.25	70.48	100.00	100.00	0.00	6.00	24.14	22.46	81.97
55	Ministry of Culture	0.53	1.18	29.56	23.48	50.00	0.00	0.00	24.00	31.25	10.36	22.22
56	Department of Defence Production	5.85	0.75	29.69	16.36	33.33	16.67	0.00	37.00	21.74	34.21	5.59
57	Department of Expenditure	8.92	3.14	34.00	10.23			0.00	32.00	34.78	19.13	0.00
58	Ministry of Ayush	8.92	3.41	65.22	79.23	100.00	100.00	0.00	7.00	28.57	17.16	87.76
59	Ministry of New and Renewable Energy	0.00	3.90	37.50	54.88	100.00	100.00	0.00	9.00	20.00	15.44	28.85

#	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
60	Department for Promotion of Industry and Internal Trade	9.03	1.80	29.07	39.62	71.43	66.67	0.00	21.00	25.42	22.16	55.56
61	Department of Animal Husbandry, Dairying	30.77	4.33	24.24	21.34	44.44	100.00	0.00	17.00	22.22	1.67	8.00
62	Department of Atomic Energy	0.00	2.04	62.32	28.85	50.00	55.56	0.00	11.00	20.00	20.63	50.00
63	Department of Heavy Industry	28.35	2.12	36.67	91.53	100.00	100.00	0.00	4.00	44.19	21.71	90.32
64	Department of Sports	0.85	2.46	45.83	50.29			0.00	9.00	23.68	20.39	73.68
65	O/o the Comptroller & Auditor General of India	0.00	0.84	59.09	24.68	0.00		0.00	17.00	44.00	6.99	10.87
66	Department of Agriculture Research and Education	3.00	0.38	20.38	11.30	0.00		0.38	30.00	55.00	11.84	90.91
67	Ministry of Steel	1.00	1.14	28.41	24.00	0.00	33.33	0.00	24.00	19.05	16.46	48.94
68	Ministry of Mines	12.37	2.31	33.33	35.77	60.00	100.00	0.00	14.00	27.27	0.00	0.00
69	Ministry of Parliamentary Affairs	0.00	5.44	37.50	86.21	100.00		6.25	1.00	66.67	2.22	50.00
70	Department of Space	8.64	4.05	65.00	6.00	0.00		0.00	29.00	50.00	3.09	0.00
71	Department of Scientific & Industrial Research	0.00	0.77	30.48	47.62	0.00	0.00	0.00	11.00	50.00	25.00	70.00
72	Ministry of Shipping	19.74	0.95	53.75	41.03	0.00	57.14	0.00	19.00	18.75	0.00	
73	Department of Pharmaceuticals	3.95	2.92	53.85	45.24	0.00		0.00	14.00	57.14	11.27	0.00
74	Department of Science and Technology	4.55	0.63	39.42	34.48	100.00	0.00	0.00	15.00	52.38	17.24	53.33
75	Department of Health Research	20.00	0.47	8.70	30.65	50.00	50.00	0.00	11.00	28.57	18.33	25.00
76	Ministry of Textiles	0.00	0.95	39.06	40.17	100.00		0.00	19.00	20.59	28.13	58.54
77	Legislative Department	1.69	1.69	25.71	13.79	42.86		0.00	34.00	0.00	5.95	0.00
78	Department of Investment & Public Asset Management	77.97	7.38	75.00	36.36	0.00		0.00	8.00		1.69	0.00
79	Department of Defence Research and Development	3.45	0.59	4.08	24.00	50.00	0.00	0.00	29.00	46.67	7.69	6.25
80	Department of Youth Affairs	2.04	2.58	63.16	18.07	42.86	0.00	0.00	24.00	42.86	14.29	10.34
81	Department of Public Enterprises	0.00	3.91	27.27	52.38		100.00	0.00	8.00	25.00	0.00	0.00
82	Department of Chemicals and Petrochemicals	2.94	2.83	58.33	65.22			0.00	4.00	0.00	3.13	0.00

#	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
83	Ministry of Food Processing Industries	63.64	1.03	21.88	28.21		100.00	0.00	17.00	0.00	5.13	0.00
84	Department of Fertilizers	9.68	0.86	55.56	30.61			0.00	22.00	25.00	21.88	75.00
85	Ministry of Earth Sciences	32.26	1.07	20.69	9.09		0.00	0.00	25.00	0.00	8.00	33.33
86	Department of Fisheries	32.00	1.79	35.71	29.41	50.00	100.00	0.00	17.00	0.00	21.43	0.00
87	Ministry of Statistics and Programme Implementation	21.74	0.28	28.05	29.73			0.00	22.00	60.00	19.05	11.11
88	Department of Official Language	47.06	1.42	50.00	83.33			0.00	4.00	0.00	9.52	0.00
89	Department of Bio Technology	0.00	0.09	9.40	2.17		0.00	0.00	94.00	0.00	10.53	60.00
90	Ministry of Development of North Eastern Region	0.00	0.56	31.25	77.78			0.00	9.00	50.00	16.67	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							



Department of Administrative Reforms and Public Grievances

Government of India

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