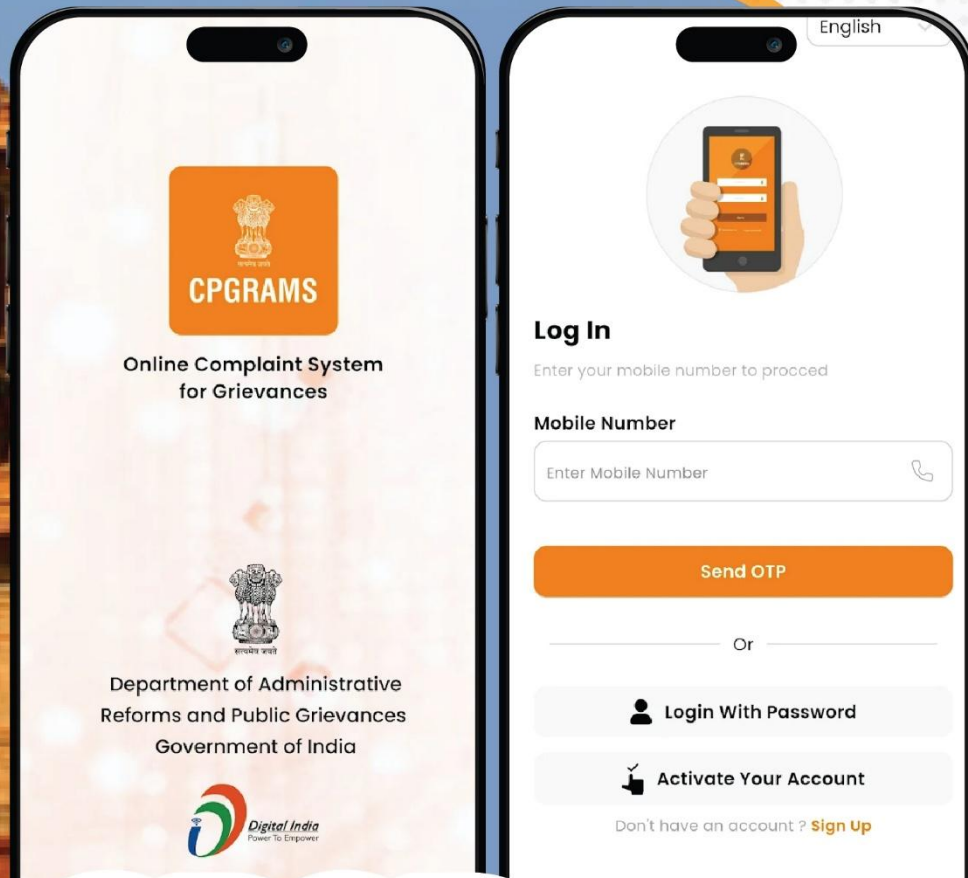




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



# CPGRAMS MONTHLY REPORT

## Central Ministries/Departments

FEBRUARY 2025

(Report Number 34)

Department of Administrative Reforms  
and Public Grievances

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# 1. Key Highlights

## General

01

- Monthly review meeting under the under the chairmanship of **Secretary, DARPG**, was held on 25<sup>th</sup> February, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In February 2025, for the **32<sup>nd</sup> month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **59,946 grievances**, out of which 63.86% of the grievances are pending for less than 21 days
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2025, from 1<sup>st</sup> January to 28<sup>th</sup> February, 2025 is **15 Days**
- The number of new **user registrations** on CPGRAMS for February, 2025 stands at **47,599**

## PG Cases

02

- In February 2025, **1,12,389 PG cases were received** on the CPGRAMS portal, **1,11,392 PG cases were redressed** and there exists a **pendency of 59,946 PG cases**, as of 28<sup>th</sup> February, 2025.
- Grievances registered via **Common Service Centers** stands at **5,580 grievances** in the month of February, 2025.
- **32%** of the accounted grievances in February 2025, were directed towards key departments such as the Ministry of Labour and Employment [17,933 grievances], Department of Financial Services (Banking Division) [12,661 grievances], and Central Board of Direct Taxes (Income Tax) [5,718 grievances]

## PG Appeals

03

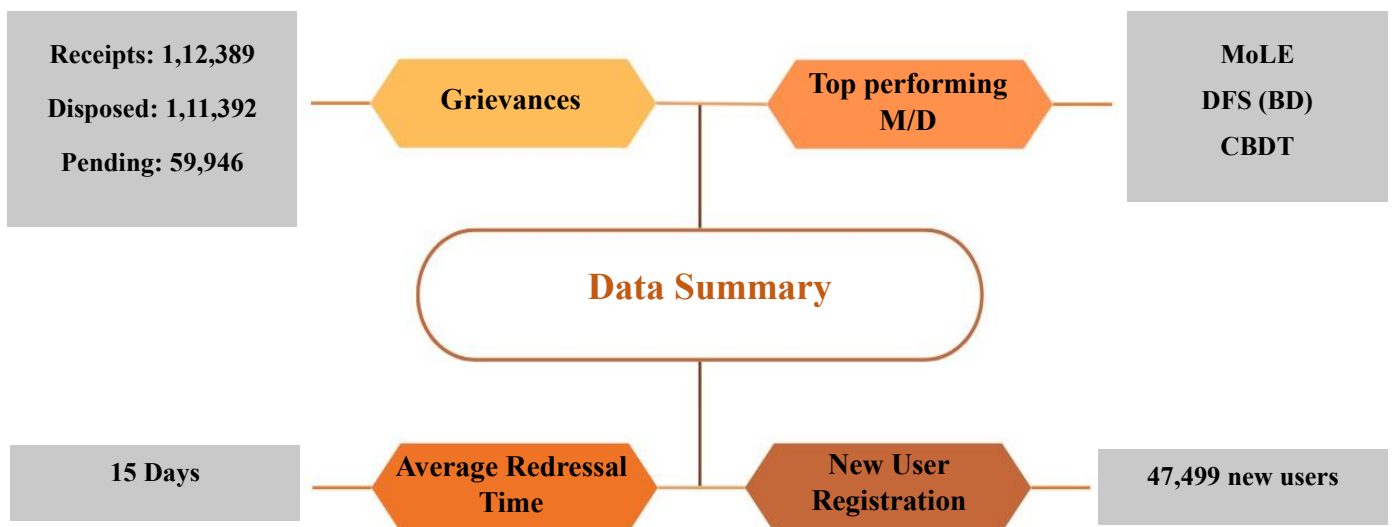
- In February 2025, **12,649 appeals were received** and **15,399 appeals were disposed**
- The Central Secretariat has a pendency of **22,410 PG Appeals** at the end of February, 2025

## Grievance Redressal Assessment and Index – February 2025

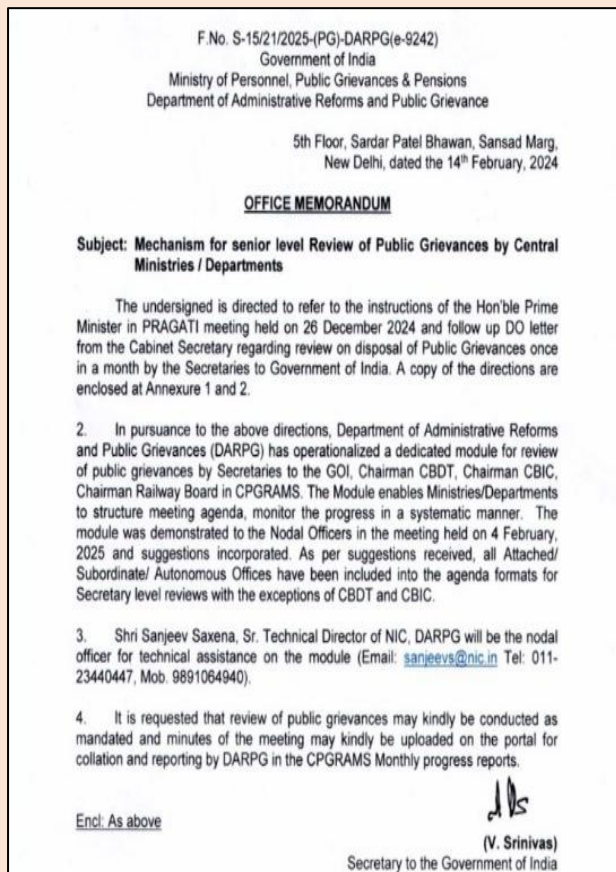
04

- **Department of Food and Public Distribution, Department of Telecommunications 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 February, 2025.
- **Ministry of Parliamentary Affairs, Department of Land Resources and Ministry of Ayush** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for February, 2025

### 1.1. Data Summary – February 2025



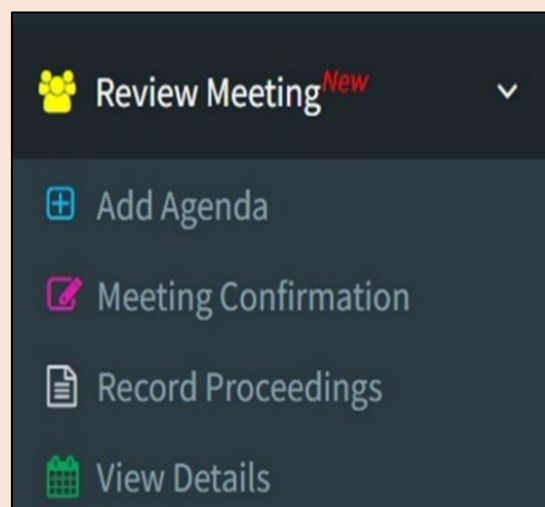
## 2. Review Module



### OM - Mechanism for Senior Level Review of Public Grievances

The module seeks to improve grievance disposal quality and maximizing citizen satisfaction by enabling senior-level reviews. Proactive grievance reviews offer valuable insights for policy improvements, helping Ministries and Departments identify systemic issues and drive effective governance reforms. The module streamlines the review process through structured agenda setting, workflow optimization, and a systematic approach to grievance evaluation.

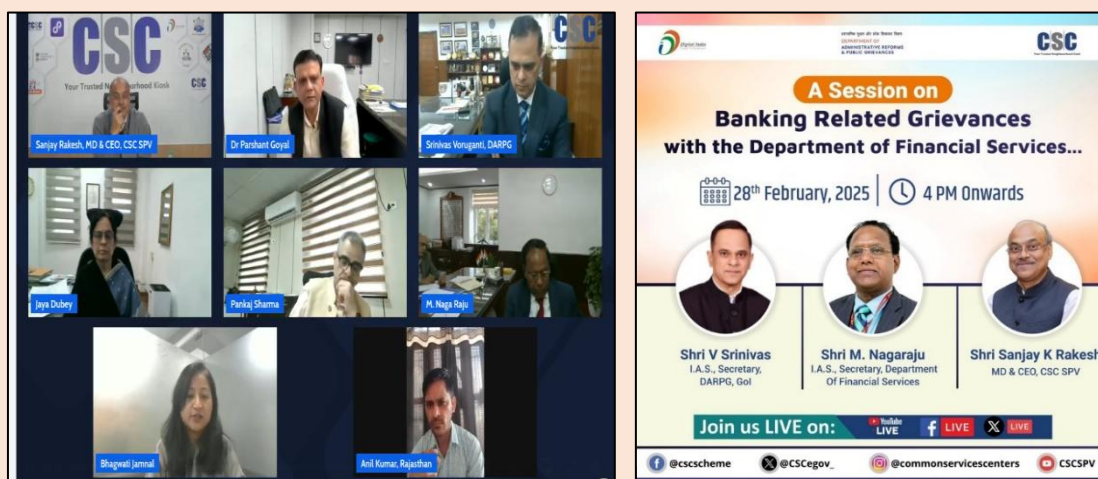
In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26<sup>th</sup> December, 2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30<sup>th</sup> January, 2025, directing all the Secretaries to the Government of India, to take reviews of public grievances in their respective Ministry/Department. In this regard, a dedicated module in the CPGRAMS Portal has been operationalized by DARPG for the Nodal Grievance Redressal Officers and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14<sup>th</sup> February, 2025.



**Review Module for States/UTs would be operationalized soon**

### 3. CPGRAMS – CSC Live Session

#### CPGRAMS - CSC Live Session on Banking related grievances with Department of Financial Services (Banking Division)



A live session on banking-related grievances through CPGRAMS was held on February 28, 2025, at 4 PM, in collaboration with the Department of Financial Services (Banking Division) and Village Level Entrepreneurs (VLEs) of CSCs. The session featured Shri V. Srinivas, Secretary, DARPG; Shri M. Nagaraju, Secretary, DFS (Banking Division); and Shri Sanjay Kumar Rakesh, MD & CEO, CSC.

During the discussion, Secretaries of DARPG and DFS (Banking Division) interacted with nine VLEs to understand the nature of grievances and their resolution process. A significant portion of grievances received by the Department of Financial Services (DFS) pertained to fraud-related issues.

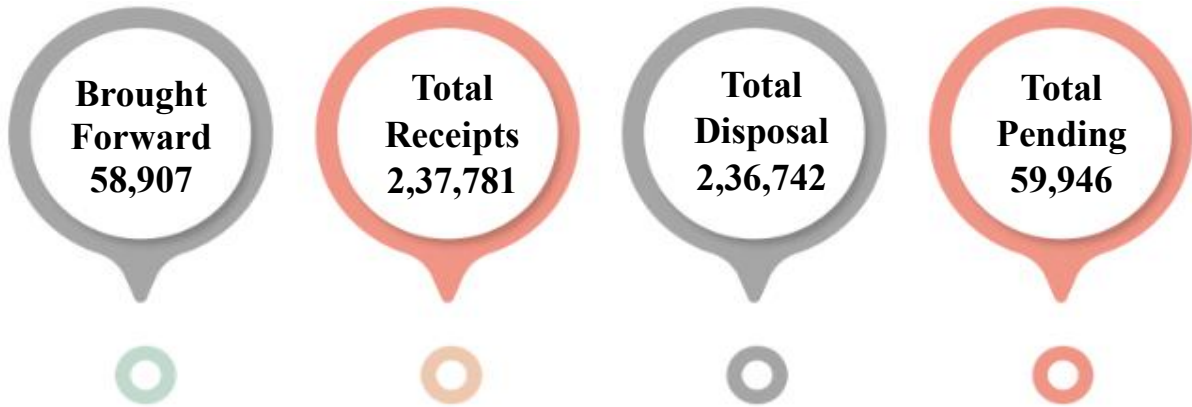
The VLEs shared instances of such grievances and the challenges in resolving them, which were noted for further action. Concluding the session, the Secretary, DARPG, emphasized strengthening collaboration with CSC to conduct similar engagements with other government departments.

#### Key data analytics from the live session highlighting outreach across social media platforms:

S No.	Social Media Handles	Reach
1	Facebook	1,58,951
2	X	51,275
3	WhatsApp	68,914
4	Instagram	12,164
5	YouTube	8,940
<b>Total</b>		<b>3,00,244</b>

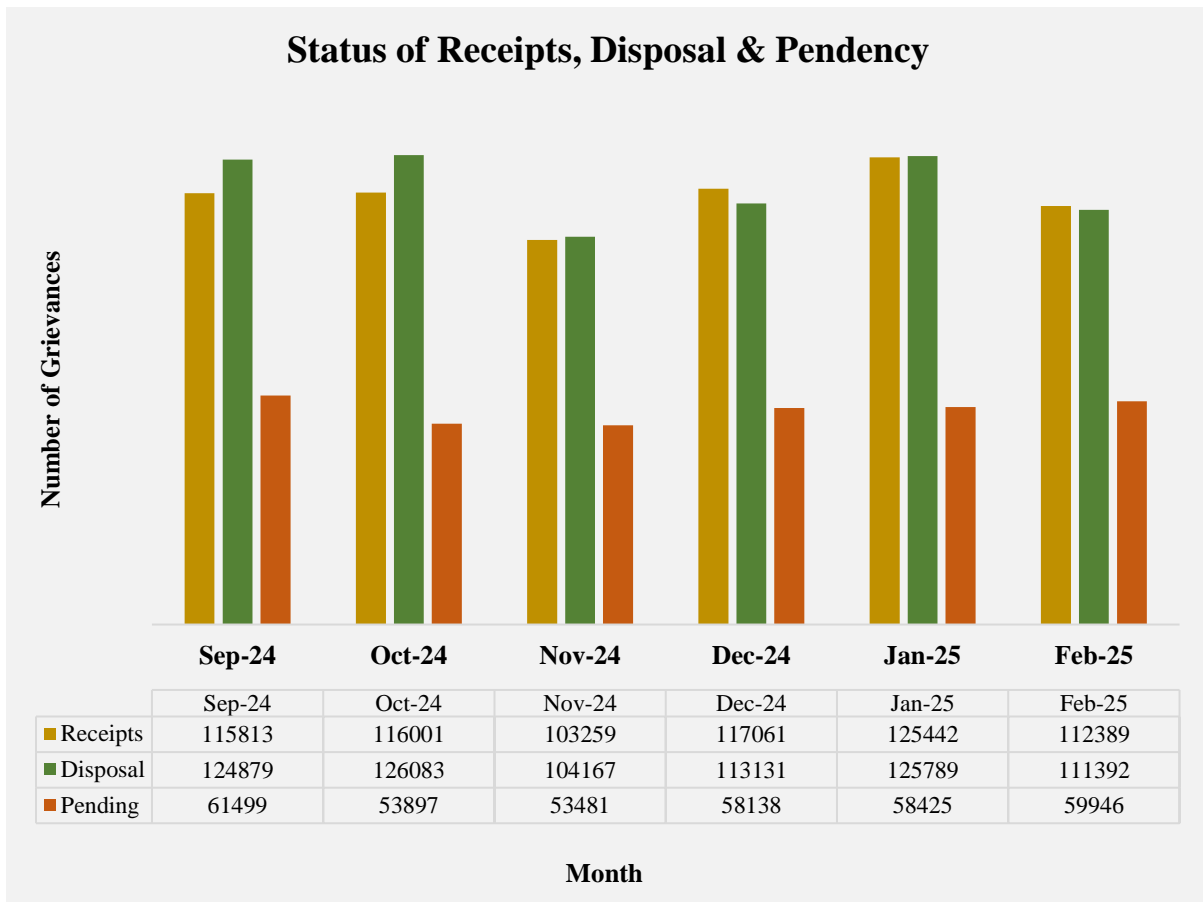
# 4. Review of Status of Grievances

## 4.1. Overview



Time Period: 01/01/2025 to 28/02/2025

## 4.2. Month-wise Status of Grievances





# 5. Grievance Redressal Assessment and Index – February, 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 **1<sup>st</sup> February, 2025 to 28<sup>th</sup> February, 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*

## 5.1. 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 Food and Public Distribution	102	1055	1046	111	0.802	1
2	Department of Telecommunications	584	5145	5142	587	0.801	2
3	Department of Posts	1103	4951	4578	1476	0.772	3
4	Central Board of Indirect Taxes and Customs	161	1025	977	209	0.71	4
5	Ministry of Panchayati Raj	472	893	1116	249	0.697	5
6	Ministry of Women and Child Development	243	558	600	201	0.666	6
7	Department of Agriculture and Farmers Welfare	319	5429	4381	1367	0.66	7
8	Department of Social Justice and Empowerment	168	639	543	264	0.659	8
9	Ministry of Micro Small and Medium Enterprises	525	2285	2010	800	0.658	9
10	Ministry of Labour and Employment	7029	17933	16973	7989	0.656	10
11	Unique Identification Authority of India	2000	2582	3038	1544	0.653	11
12	Ministry of Environment, Forest and Climate Change	187	582	601	168	0.644	12
13	Department of Defence	618	1323	1382	559	0.633	13
14	Ministry of Road Transport and Highways	797	2383	2263	917	0.6328	14
15	Department of Financial Services (Insurance Division)	661	2079	2057	683	0.621	15
16	Ministry of Railways ( Railway Board)	2856	5303	5507	2652	0.616	16
17	Department of Justice	258	1169	1336	91	0.612	17
18	Department of Financial Services (Banking Division)	6755	12661	12634	6782	0.61	18
19	Ministry of Electronics & Information Technology	231	806	777	260	0.6038	19

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Ex Servicemen Welfare	3582	3401	4466	2517	0.6035	20
21	Department of Personnel and Training	516	1441	1511	446	0.582	21
22	Ministry of Home Affairs	1497	4524	4414	1607	0.581	22
23	Ministry of External Affairs	777	1258	1164	871	0.578	23
24	Department of Health & Family Welfare	1867	3238	3358	1747	0.576	24
25	Ministry of Skill Development and Entrepreneurship	896	1208	1382	722	0.565	25
26	Central Board of Direct Taxes (Income Tax)	10123	5718	5413	10428	0.558	26
27	Ministry of Housing and Urban Affairs	1260	1736	1701	1295	0.549	27
28	Department of Defence Finance	1286	1738	1797	1227	0.548	28
29	Department of School Education and Literacy	570	1061	1087	544	0.543	29
30	Ministry of Petroleum and Natural Gas	1567	1635	1366	1836	0.519	30
31	Ministry of Drinking Water and Sanitation	270	687	555	402	0.512	31
32	Ministry of Corporate Affairs	544	1203	1009	738	0.504	32
33	Department of Higher Education	1081	1526	1618	989	0.502	33
34	Department of Rural Development	1026	1362	1472	916	0.478	34
35	Department of Consumer Affairs	976	1360	1142	1194	0.472	35

*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.*

*\*Ministries/Departments that have properly closed the ATRs are considered for GRAI ranking. As a result, ministries/departments with over 500 receipts may still be classified under Group B.*

## 5.2. 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	Ministry of Parliamentary Affairs	5	116	118	3	0.903	1
2	Department of Land Resources	18	411	412	17	0.86	2
3	Ministry of Ayush	36	174	187	23	0.798	3
4	Department of Revenue	44	674	667	51	0.782	4
5	Ministry of Tribal Affairs	173	354	412	115	0.765	5
6	Department of Heavy Industry	10	128	118	20	0.755	6
7	Ministry of Development of North Eastern Region	3	7	10	0	0.736	7
8	Ministry of Tourism	44	192	175	61	0.726	8
9	Ministry of Mines	60	115	131	44	0.725	9
10	Department of Official Language	1	16	12	5	0.723	10
11	Ministry of Coal	155	345	338	162	0.714	11
12	NITI Aayog	21	246	230	37	0.711	12
13	Department of Fisheries	13	31	39	5	0.702	13
14	Department of Chemicals and Petrochemicals	7	36	34	9	0.7	14
15	Ministry of Cooperation	125	418	480	63	0.68	15
16	Ministry of Food Processing Industries	18	37	37	18	0.666	16
17	O/o the Comptroller & Auditor General of India	60	108	115	53	0.649	17
18	Department of Legal Affairs	86	349	320	115	0.646	18
19	Department of Space	36	32	48	20	0.644	19
20	Department of Public Enterprises	5	42	38	9	0.64	20

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Ministry of Textiles	26	64	63	27	0.63	21
22	Department of Science and Technology	44	89	81	52	0.622	22
23	Department of Scientific & Industrial Research	52	74	95	31	0.619	23
24	Department of Commerce	100	337	310	127	0.611	24
25	Ministry of New and Renewable Energy	68	208	136	140	0.608	25
26	Department of Expenditure	139	175	222	92	0.58	26
27	Ministry of Power	174	384	403	155	0.578	27
28	Department of Pharmaceuticals	36	57	53	40	0.576	28
29	Department of Investment & Public Asset Management	24	120	139	5	0.575	29
30	Ministry of Earth Sciences	30	19	42	7	0.573	30
31	Department of Youth Affairs	59	40	49	50	0.572	31
32	Department of Empowerment of Persons with Disabilities	101	286	224	163	0.571	32
33	Department of Sports	77	72	97	52	0.566	33
34	Ministry of Information and Broadcasting	177	348	356	169	0.562	34
35	Department of Defence Research and Development	63	69	72	60	0.555	35
36	Department of Atomic Energy	109	215	233	91	0.547	36
37	Ministry of Water Resources, River Development & Ganga Rejuvenation	141	252	250	143	0.541	37
38	Department for Promotion of Industry and Internal Trade	83	150	140	93	0.538	38
39	Ministry of Statistics and Programme Implementation	19	25	24	20	0.531	39
40	Ministry of Steel	74	71	96	49	0.522	40

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Department of Financial Services (Pension Reforms)	44	287	301	30	0.521	41
42	Ministry of Shipping	37	86	66	57	0.515	42
43	Ministry of Civil Aviation	289	404	438	255	0.513	43
44	Department of Animal Husbandry, Dairying	101	176	196	81	0.508	44
45	Department of Agriculture Research and Education	229	96	68	257	0.507	45
46	Staff Selection Commission	687	312	568	431	0.506	46
47	Ministry of Culture	189	218	192	215	0.503	47
48	Ministry of Minority Affairs	172	111	175	108	0.499	48
49	Legislative Department	46	58	48	56	0.492	49
50	Department of Military Affairs	310	376	403	283	0.475	50
51	Department of Fertilizers	22	38	49	11	0.473	51
52	Department of Economic Affairs ACC Division	436	284	271	449	0.439	52
53	Department of Defence Production	167	139	130	176	0.425	53
54	Department of Health Research	37	52	66	23	0.414	54
55	Department of Bio Technology	28	12	16	24	0.269	55

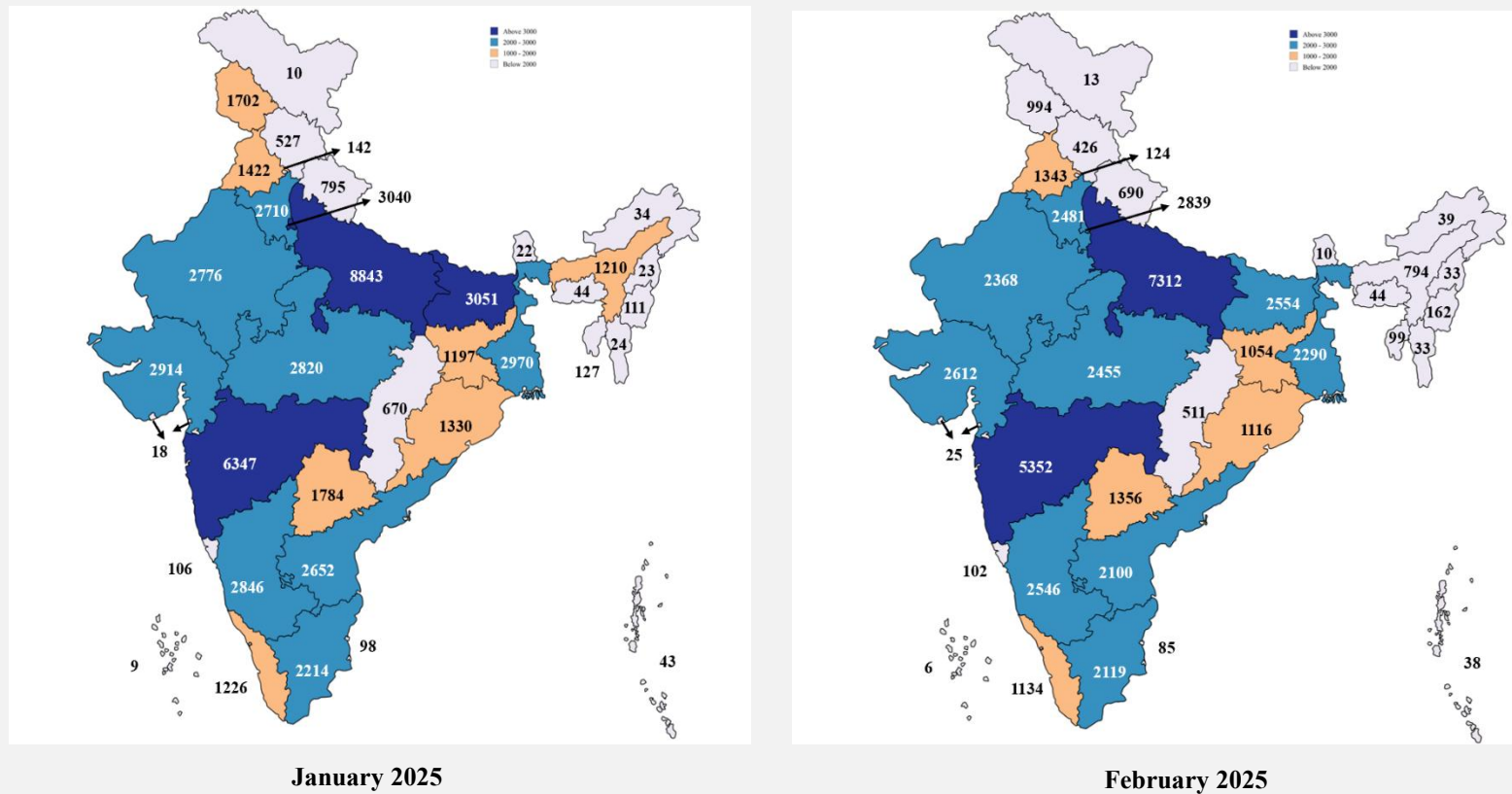
*Note: In case, the Ministry/Department has not received any appeal, grievance related to corruption, grievance categorised as 'Urgent' and no feedback, the respective indicator weight is being equally redistributed among the other indicators of that particular dimension while calculating the GRAI score.*

*\*Ministries/Departments that have properly closed the ATRs are considered for GRAI ranking. As a result, ministries/departments with over 500 receipts may still be classified under Group B.*

## 6. User-Registration on CPGRAMS

A total of **47,599** new users have registered on CPGRAMS in February, 2025, through various channels, out of which, **7,312** registrations are from Uttar Pradesh.

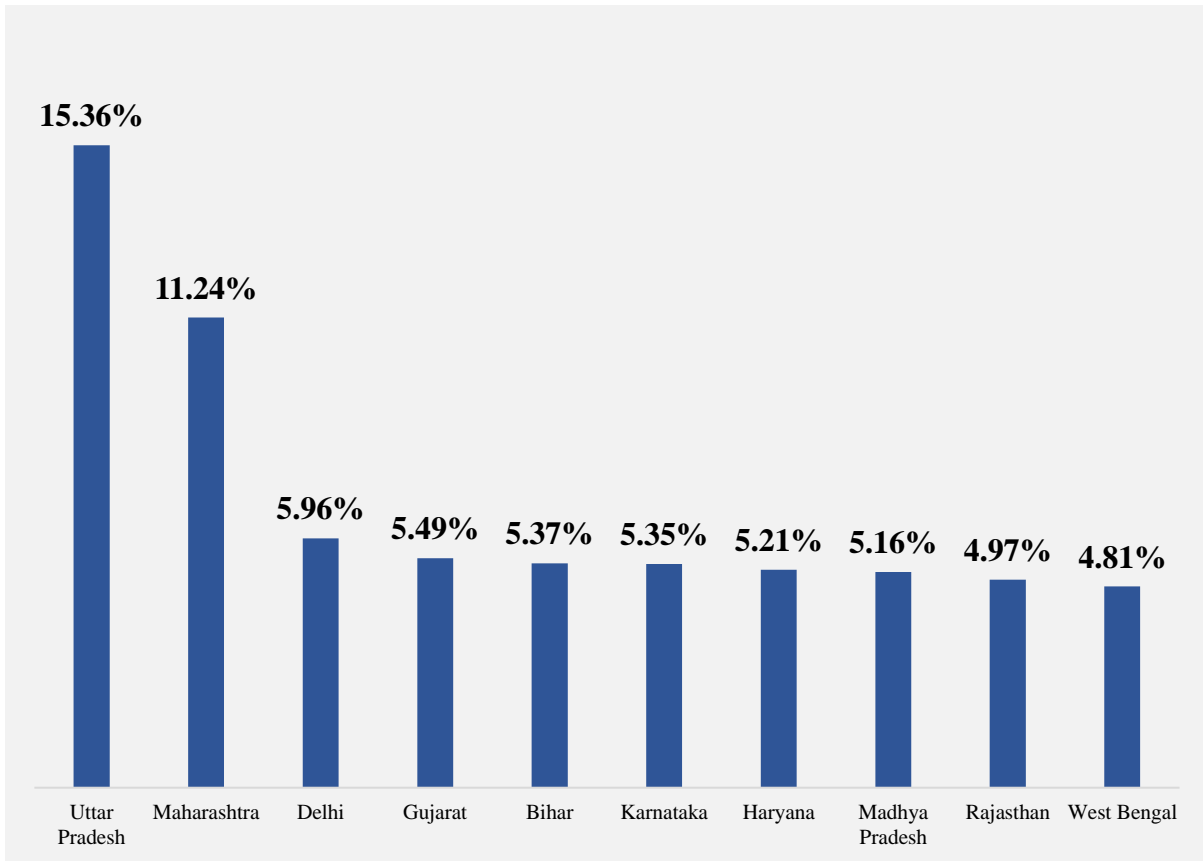
Comparison of States/UTs from which new users have registered on CPGRAMS in January, 2025 and February, 2025:



- **User Registration on CPGRAMS in the year 2025:**

S. No.	Month	Total New User Registration in 2025
1	January	56,214
2	February	47,599
<b>TOTAL</b>		<b>1,03,813</b>

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



Of the total new users registered in 2025, **15.36% are from Uttar Pradesh, followed by Maharashtra (11.24%) and Delhi (5.96%)**



# 7. Outreach through Common Service Centres

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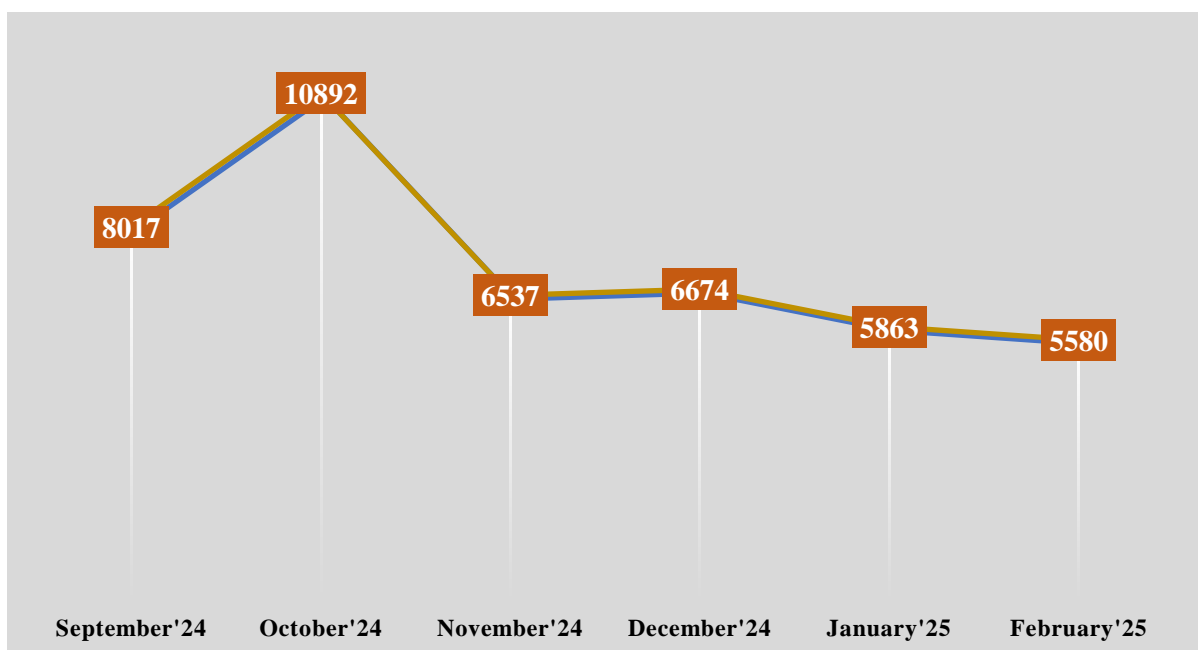
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



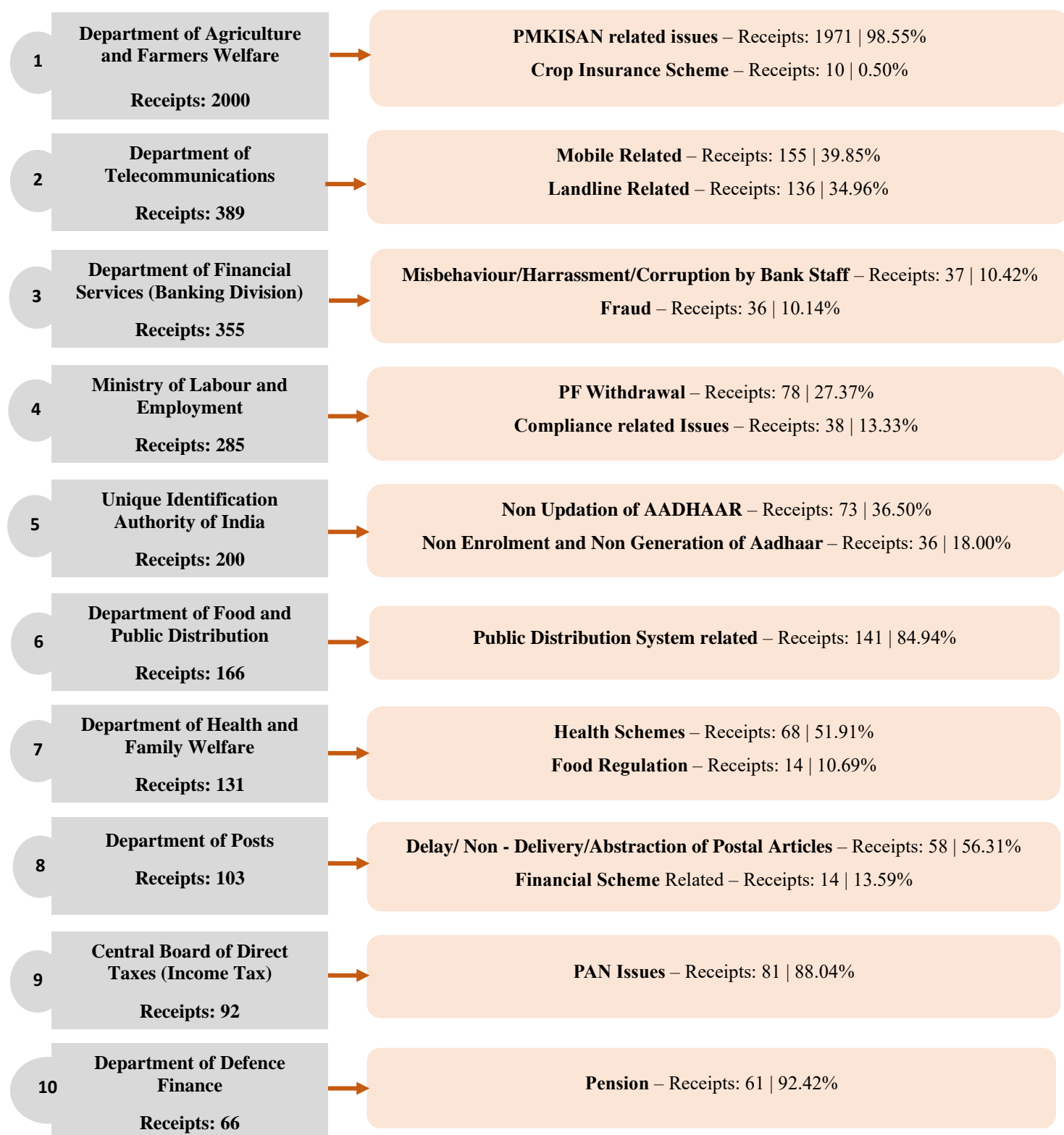
**Time Period:** 01/02/2025 to 28/02/2025

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

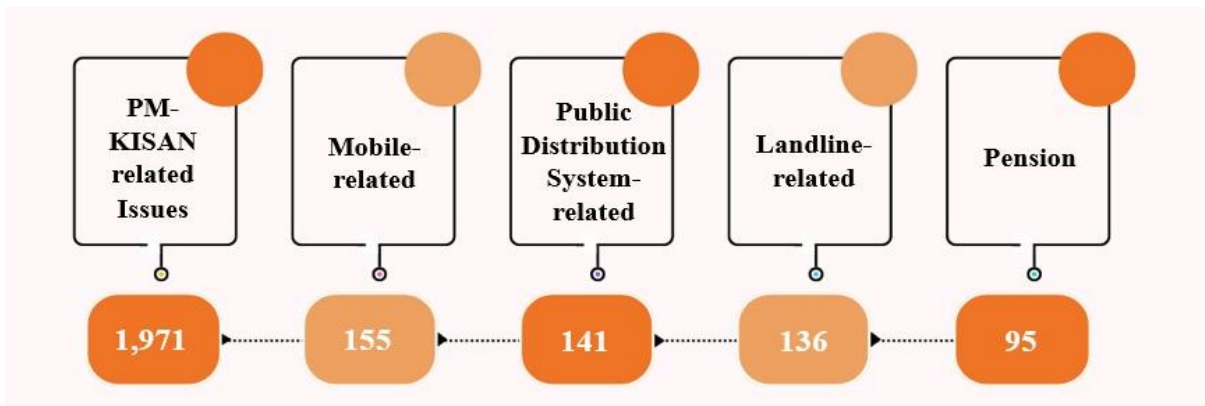
- A total of 5,580 grievances have been registered through the Common Service Centres in the month of February 2025



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



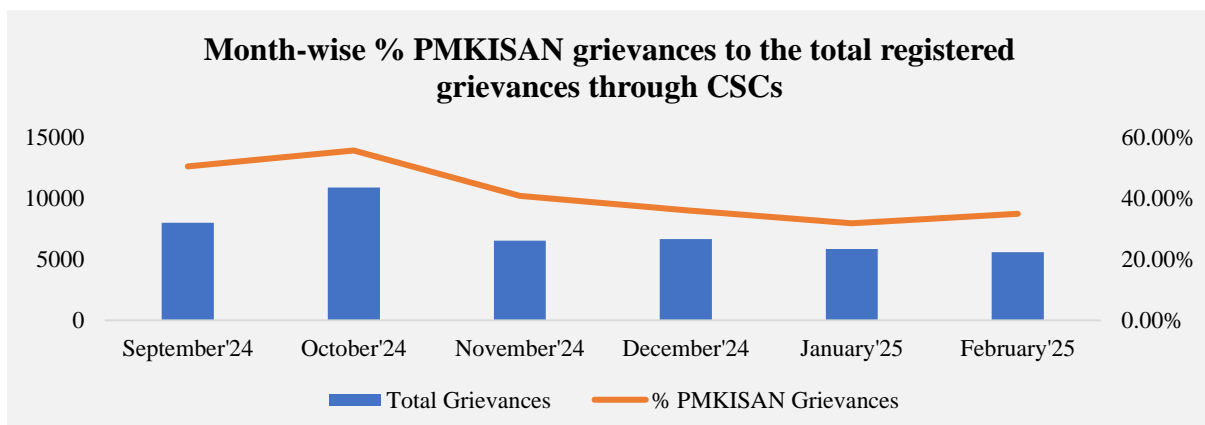
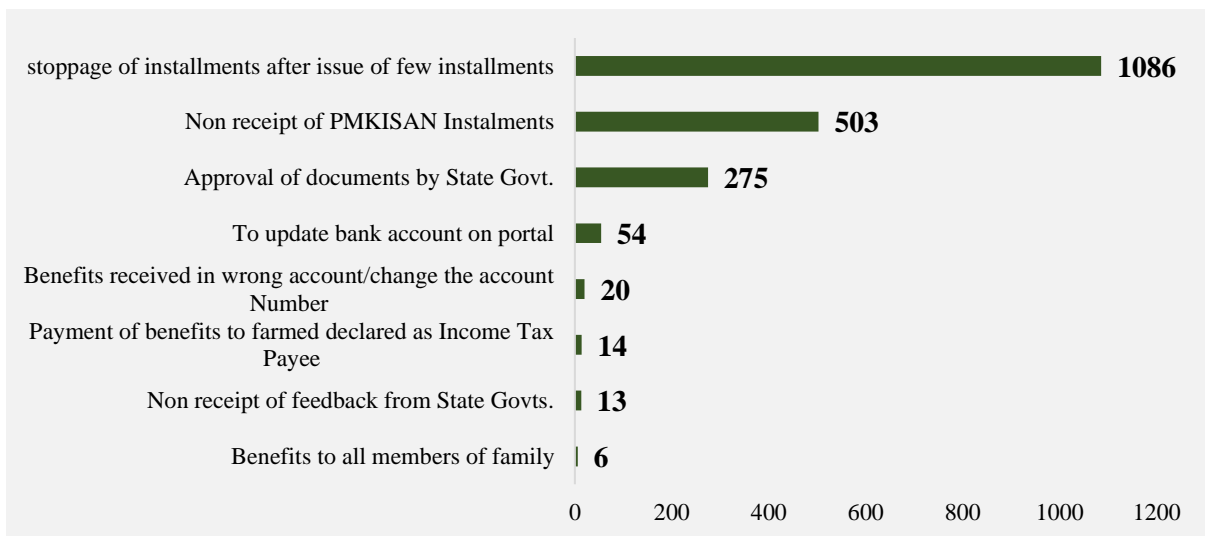
- **Categories from which the maximum grievances were registered via CSCs:**



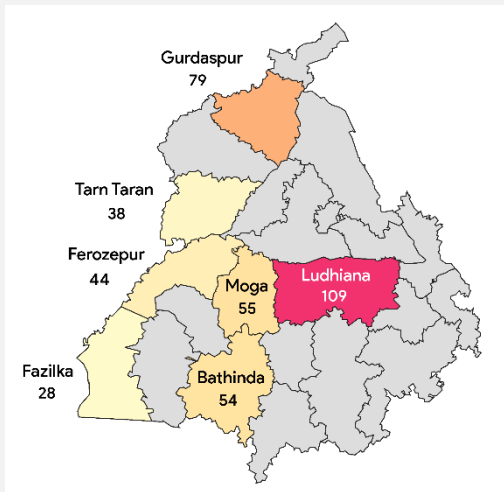
### PM-KISAN Scheme related Grievances

A total of 1,971 grievances were registered for the PMKISAN scheme in the month of February, 2025, through CSCs.

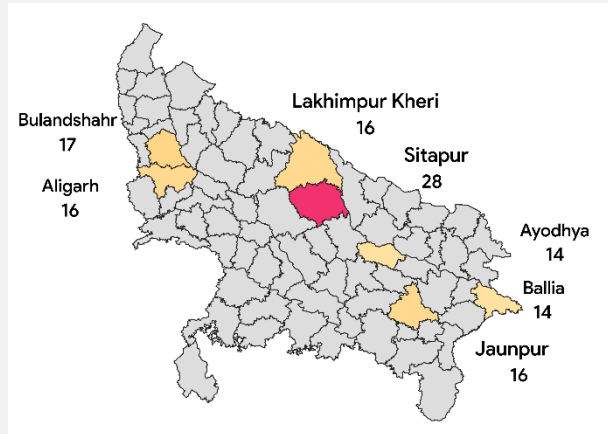
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in February, 2025:**



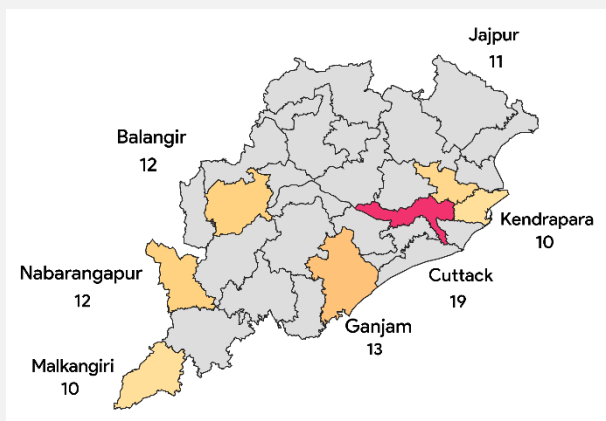
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in February 2025:



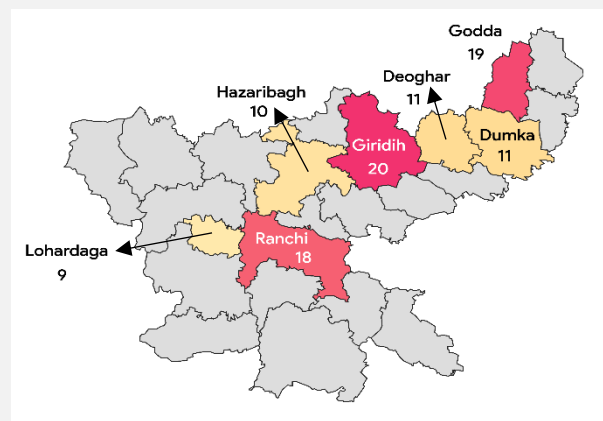
**Punjab**



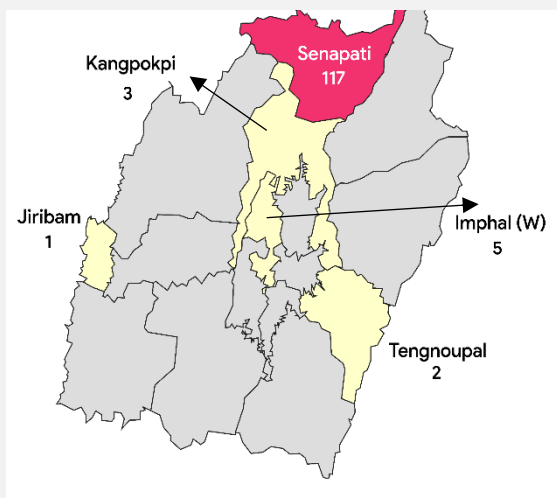
**Uttar Pradesh**



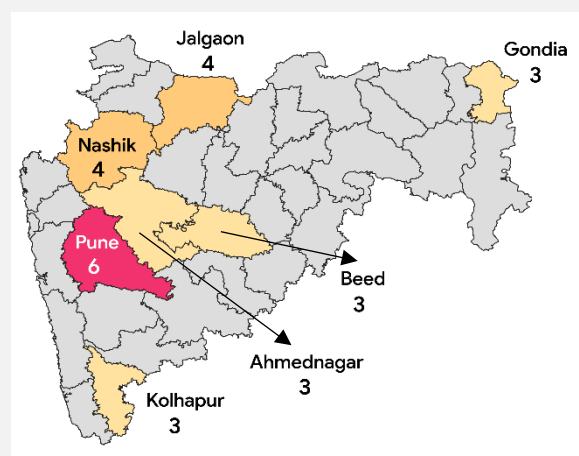
**Odisha**



**Jharkhand**



**Manipur**



**Maharashtra**

# 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 February 2025:

#### Ministry of Labour and Employment

(Total Receipts – 17,933)

- **EPFO (26.40%)**
- **PF Withdrawal (22.14%):** Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (7.85%):** Transfer in/out/Form 13/ Online transfer related issues
- **Pension (6.22%):** Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension

- **Fraud (8.31%)**
- **Deficiency in Customer Service Related (7.61%):** Delay in Service
- **Credit/Debit/ATM Cards Related (6.09%):** Levy of Service Charges
- **Misbehaviour/Harrasment/Corruption by Bank Staff (5.77%)**

#### Department of Financial Services (Banking Division)

(Total Receipts – 12,661)

#### Central Board of Direct Taxes (Income Tax)

(Total Receipts – 5,718)

- **Direct Taxes (62.28%):** Issues with IT Returns
- **PAN Issues (11.39%):** Delay in PAN issues
- **Corruption/Malpractices related (VCs, employees) (1.82%):** Inaction by Income Tax Department
- **Technical Issues with website (1.63%)**

- **PMKISAN related issues (84.97%):** stoppage of installments after issue of few installments
- **Crop Insurance Scheme (0.68%):** PMFBY - Claim Related
- **Crops related issues (0.53%)**
- **Policy related matters (0.52%):** National Commission on Farmers

#### Department of Agriculture and Farmers Welfare

(Total Receipts – 5,429)

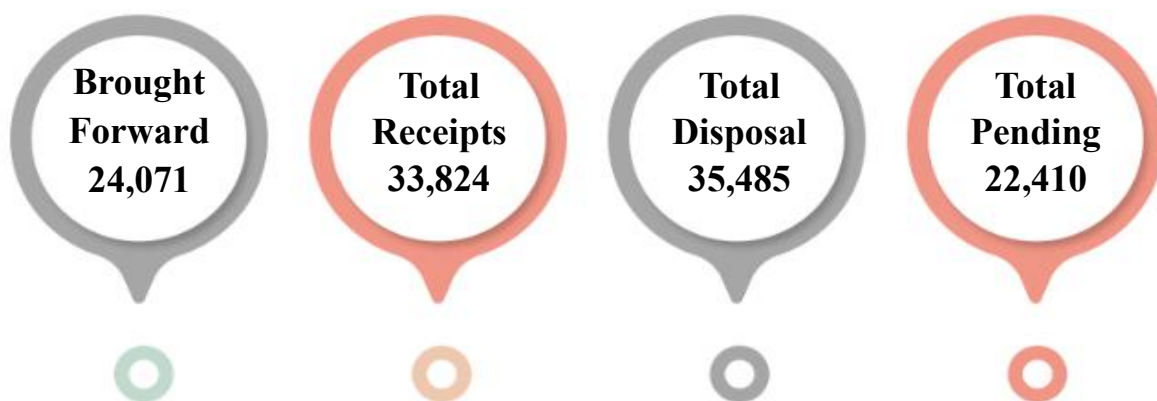
#### Ministry of Railways (Railway Board)

(Total Receipts – 5,303)

- **Issues related to Introduction/Extension/Stoppage of trains (8.35%)**
- **Service matter (6.02%)**
- **Tender/Contract Matters (5.62%)**
- **Complaint against staff other than Train and station (4.02%)**

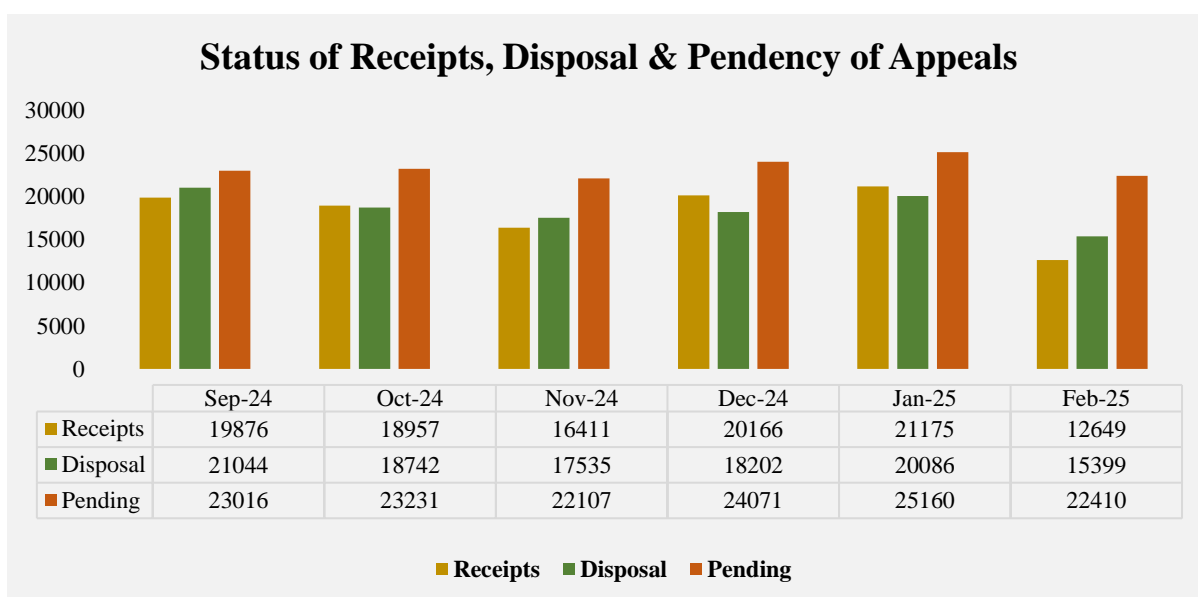
# 9. Review of Status of Appeals on CPGRAMS

## 9.1. Overview



Time Period: 01/01/2025 to 28/02/2025

## 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 **31 days** from 1<sup>st</sup> January to 28<sup>th</sup> February 2025
- **34** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

# 10. Success Stories

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## Grievance of Shri Ripu Sudan Shrivastava

### Pension Revision Under OROP-III

Shri Ripu Sudan Shrivastava submitted a grievance on the CPGRAMS portal regarding the revision of his basic pension from ₹24,763 to ₹25,750. Upon review, the authorities promptly updated his details on the SPARSH portal and confirmed that his pension had been revised under OROP-III. The revision was formally notified through Corr PPO 4. The complainant shall now access and verify the updated pension details via SPARSH login, ensuring transparency and ease of access



**Rectification Process:** The grievance regarding revision of his basic pension was submitted with the Department of Ex-Servicemen Welfare. The DDESW forwarded the case to the Controller General of Defence Accounts, who further directed it to the Principal Controller of Defence Accounts (Pension) and then to the SPARSH Air Force Section, PCDA (Pension) for an immediate intervention. In response, authorities confirmed that his details have been updated in the SPARSH portal and his pension has been revised as per OROP-III, notified via Corr PPO 4.

## Grievance of Shri Sumit Kumar

### Delay in processing of Insurance Claim

Shri Sumit Kumar's mother, Smt. Sheel Vati, had enrolled in the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through her Central Bank of India (Khanpur Branch) to secure her family's future. After she passed away on 30th September 2020, complainant applied for the insurance claim but faced delays and unfulfilled assurances despite multiple visits to the bank. Frustrated by the delay, he raised a grievance on the CPGRAMS Portal, seeking immediate intervention. In response, authorities confirmed that the claim had been settled and informed the complainant accordingly.



**Rectification Process:** A grievance regarding the delay in processing an insurance claim was submitted to the Department of Financial Services (Banking Division). It was forwarded to LIC, India, which then escalated it to the Central Office Pension & Group Schemes department for resolution. The concerned office confirmed that the claim had been settled and informed the complainant.

## Grievance of Shri Aariv Harsh Mori

### Delay in processing of Aadhaar enrolment

Shri Aariv Harsh Mori expressed deep concern over the prolonged processing of his son's Aadhaar enrolment, which had remained "Under Process" for over 30 days. He made multiple attempts to seek updates from Aadhaar centers in Rajkot and contacted the helpline and Gujarat Director's office, but received no response or was kept on hold without resolution. Frustrated by the delay and lack of communication, he filed a grievance on the CPGRAMS Portal, citing significant inconvenience in completing important tasks requiring Aadhaar. Following his complaint, he was finally notified that the enrolment had been successfully completed, allowing him to download the e-Aadhaar from the UIDAI website.



**Rectification Process:** A grievance regarding the delay in Aadhaar enrolment was submitted to Unique Identification Authority of India (UIDAI), which forwarded it to the Technology Centre Bangalore for prompt resolution. The concerned office confirmed that the enrolment had been successfully completed

## Grievance of Shri Nagarajan N

### Issuance of new ATM card

Shri Nagarajan N, a retired BSNL employee, submitted a grievance on the CPGRAMS portal regarding the unavailability of a new ATM card. He holds a savings account at Cuddalore Head Post Office for pension withdrawals and was using an ATM card valid until November 2024. When he inquired about a replacement, the post office staff informed him that new ATM cards were out of stock. In a written response to the grievance, the Tamil Nadu Postal Circle acknowledged supply chain issues but arranged for ATM cards on diversion to assist account holders at Cuddalore HO. As confirmed over the phone, a new ATM card was issued to complainant, **resolving his grievance within 2 weeks** to his full satisfaction.



**Rectification Process:** A grievance regarding the issuance of a new ATM card was submitted to the Department of Posts and forwarded to the Tamil Nadu Postal Circle. It was then escalated to the Postmaster General (CR) and SPOS Cuddalore for resolution. The Tamil Nadu Postal Circle acknowledged supply chain issues but arranged for ATM cards through diversion. As confirmed over the phone, a new ATM card was issued to the complainant.



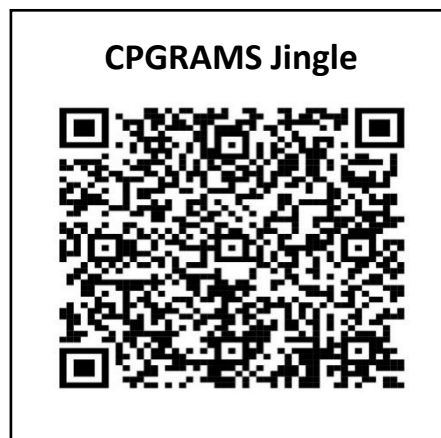
# 11. News on AIR

[Download](#) Mobile Application for NewsOnAIR

The channels can be accessed on radio having following frequencies:

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

**AIR radio jingle on CPGRAMS commenced from 12<sup>th</sup> February, 2025**



**Scan and Play**

# 12. Media Outreach

Ministry of Labour & Employment




## Secretary, Ministry of Labour and Employment Chairs Monthly Review Meeting on Public Grievance Disposal

### Emphasises on Quality of Grievance Disposal

Posted On: 12 FEB 2025 7:34PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



## The Department of Administrative Reforms and Public Grievances (DARPG) released the 33rd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of January, 2025

A total of 1,25,789 Grievances were Redressed by Central Ministries/Departments in January, 2025

For the 31st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Posts, Department of Telecommunications, and Department of Revenue topped in Group A category in the rankings released for the month of January, 2025

Department of Land Resources, Ministry of Parliamentary Affairs and Department of Heavy Industry topped in Group B category in the rankings released for the month of January, 2025

Posted On: 25 FEB 2025 4:19PM by PIB Delhi



**Ministry of Heavy Industries** @MHI\_GoI

The Ministry of Heavy Industries has secured the 3rd position in the Grievance Redressal Assessment & Index (GRAI) for January 2025 among Ministries/Departments with less than 500 grievances.

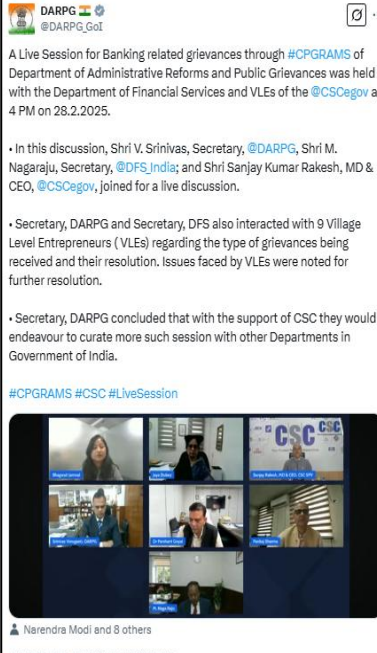
#CPGRAMS #MHI



**Grievance Redressal Assessment & Index (GRAI)**

The Ministry of Heavy Industries has been among the top performer in the Grievance Redressal Assessment & Index (GRAI) for Ministries/Departments with less than 500 grievances, securing the 3rd position in the GRAI ranking for January 2025.

5:58 PM · Feb 28, 2025 · 286 Views




**DARPG** @DARPG\_GoI

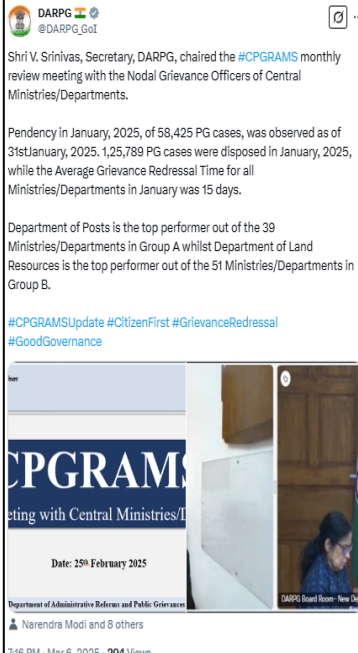
A Live Session for Banking related grievances through #CPGRAMS of Department of Administrative Reforms and Public Grievances was held with the Department of Financial Services and VLEs of the @CSCEgov at 4 PM on 28.2.2025.

- In this discussion, Shri V. Srinivas, Secretary, @DARPG, Shri M. Nagaraju, Secretary, @DFS\_India; and Shri Sanjay Kumar Rakesh, MD & CEO, @CSCEgov, joined for a live discussion.
- Secretary, DARPG and Secretary, DFS also interacted with 9 Village Level Entrepreneurs (VLEs) regarding the type of grievances being received and their resolution. Issues faced by VLEs were noted for further resolution.
- Secretary, DARPG concluded that with the support of CSC they would endeavour to curate more such session with other Departments in Government of India.

#CPGRAMS #CSC #LiveSession



8:26 PM · Feb 28, 2025 · 1,230 Views



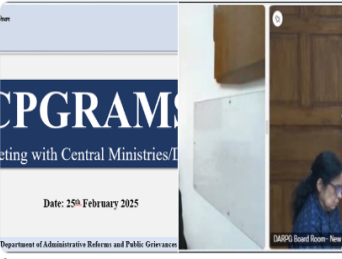
**DARPG** @DARPG\_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Officers of Central Ministries/Departments.

Pendency in January, 2025, of 58,425 PG cases, was observed as of 31st January, 2025. 1,25,789 PG cases were disposed in January, 2025, while the Average Grievance Redressal Time for all Ministries/Departments in January was 15 days.

Department of Posts is the top performer out of the 39 Ministries/Departments in Group A whilst Department of Land Resources is the top performer out of the 51 Ministries/Departments in Group B.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance



**CPGRAMS**  
Meeting with Central Ministries/Departments

Date: 25th February 2025

Department of Administrative Reforms and Public Grievances  
DARPG Board Room - New Delhi

7:16 PM · Mar 6, 2025 · 204 Views

## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – 1<sup>st</sup> January 2025 to 28<sup>th</sup> February 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6959	36900	43859	35870	7989
2	Department of Financial Services (Banking Division)	6658	26836	33494	26712	6782
3	Central Board of Direct Taxes (Income Tax)	9525	11911	21436	11008	10428
4	Ministry of Railways ( Railway Board)	2785	11267	14052	11400	2652
5	Department of Telecommunications	499	10797	11296	10709	587
6	Department of Agriculture and Farmers Welfare	916	10623	11539	10172	1367
7	Department of Posts	1297	10412	11709	10233	1476
8	Ministry of Home Affairs	1421	9438	10859	9252	1607
9	Department of Ex Servicemen Welfare	3039	7685	10724	8207	2517
10	Department of Health & Family Welfare	1743	7020	8763	7016	1747

#### Annexure 1.2.: Maximum Number of Disposals – 1<sup>st</sup> January 2025 to 28<sup>th</sup> February

2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6959	36900	43859	35870	7989
2	Department of Financial Services (Banking Division)	6658	26836	33494	26712	6782
3	Ministry of Railways ( Railway Board)	2785	11267	14052	11400	2652
4	Central Board of Direct Taxes (Income Tax)	9525	11911	21436	11008	10428
5	Department of Telecommunications	499	10797	11296	10709	587
6	Department of Posts	1297	10412	11709	10233	1476
7	Department of Agriculture and Farmers Welfare	916	10623	11539	10172	1367
8	Ministry of Home Affairs	1421	9438	10859	9252	1607

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
9	Department of Ex Servicemen Welfare	3039	7685	10724	8207	2517
10	Department of Health & Family Welfare	1743	7020	8763	7016	1747

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1<sup>st</sup> January 2025 to 28<sup>th</sup> February 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	9525	11911	21436	11008	10428
2	Ministry of Labour and Employment	6959	36900	43859	35870	7989
3	Department of Financial Services (Banking Division)	6658	26836	33494	26712	6782
4	Ministry of Railways ( Railway Board)	2785	11267	14052	11400	2652
5	Department of Ex Servicemen Welfare	3039	7685	10724	8207	2517
6	Ministry of Petroleum and Natural Gas	1230	3499	4729	2893	1836
7	Department of Health & Family Welfare	1743	7020	8763	7016	1747
8	Ministry of Home Affairs	1421	9438	10859	9252	1607
9	Unique Identification Authority of India	1780	5553	7333	5789	1544
10	Department of Posts	1297	10412	11709	10233	1476
11	Department of Agriculture and Farmers Welfare	916	10623	11539	10172	1367
12	Ministry of Housing and Urban Affairs	1764	3737	5501	4206	1295
13	Department of Defence Finance	1600	3501	5101	3874	1227
14	Department of Consumer Affairs	907	2941	3848	2654	1194

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9525	11911	21436	11008	10428	7164
2	Ministry of Labour and Employment	6959	36900	43859	35870	7989	2010

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
3	Ministry of Home Affairs	1421	9438	10859	9252	1607	1111
4	Ministry of Railways ( Railway Board)	2785	11267	14052	11400	2652	876
5	Department of Financial Services (Banking Division)	6658	26836	33494	26712	6782	875
6	Department of Health & Family Welfare	1743	7020	8763	7016	1747	824
7	Department of Ex Servicemen Welfare	3039	7685	10724	8207	2517	815
8	Ministry of Petroleum and Natural Gas	1230	3499	4729	2893	1836	587
9	Department of Defence Finance	1600	3501	5101	3874	1227	565
10	Ministry of Housing and Urban Affairs	1764	3737	5501	4206	1295	537

## Annexure 2: Average Closing Time – 1<sup>st</sup> January 2025 to 28<sup>th</sup> February 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	37	120
2	Central Board of Direct Taxes (Income Tax)	11008	52
3	Department of Defence Production	284	36
4	Department of Economic Affairs ACC Division	484	35
5	Department of Defence Finance	3874	32
6	Ministry of Petroleum and Natural Gas	2893	30
7	Department of Agriculture Research and Education	228	30
8	Legislative Department	145	28
9	Department of Fertilizers	87	28
10	Ministry of Earth Sciences	71	28

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Parliamentary Affairs	219	1
2	Department of Land Resources	806	2
3	NITI Aayog	645	2

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
4	Department of Agriculture and Farmers Welfare	10172	3
5	Department of Food and Public Distribution	2259	3
6	Department of Revenue	1478	4
7	Department of Heavy Industry	270	4
8	Ministry of Micro Small and Medium Enterprises	4378	5
9	Department of Financial Services (Pension Reforms)	604	5
10	Department of Chemicals and Petrochemicals	67	5

### Annexure 3: Status of Appeals – 1<sup>st</sup> January 2025 to 28<sup>th</sup> February 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	427	6385	12	6373
2	Central Board of Direct Taxes (Income Tax)	2839	1275	4114	1137	2977
3	Department of Consumer Affairs	1037	568	1605	3	1602
4	Department of Financial Services (Banking Division)	2029	4899	6928	5349	1579
5	Ministry of Labour and Employment	2268	6886	9154	8015	1139
6	Department of Defence Finance	833	1410	2243	1203	1040
7	Department of Rural Development	367	528	895	285	610
8	Department of Financial Services (Pension Reforms)	513	37	550	0	550
9	Department of Financial Services (Insurance Division)	464	890	1354	834	520
10	Ministry of Railways ( Railway Board)	701	2111	2812	2308	504

#### 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 Telecommunications	2051	5

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
3	Department of Empowerment of Persons with Disabilities	51	5
4	Department of Ex Servicemen Welfare	1483	6
5	Department of Agriculture and Farmers Welfare	648	6
6	Department of Pension and Pensioners Welfare	47	7
7	Ministry of External Affairs	441	8
8	Department of Posts	1383	9
9	Ministry of Cooperation	178	9
10	Department of Military Affairs	134	9

### 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	5101	3874	1410	36.40%
2	Ministry of Textiles	202	175	40	22.86%
3	Department of Consumer Affairs	3848	2654	568	21.40%
4	Ministry of Civil Aviation	1259	1004	214	21.31%
5	Department of Defence Production	460	284	57	20.07%
6	Department of Financial Services (Insurance Division)	5178	4495	890	19.80%
7	Ministry of Labour and Employment	43859	35870	6886	19.20%
8	Ministry of Corporate Affairs	2998	2260	427	18.89%
9	Department of Telecommunications	11296	10709	2015	18.82%
10	Ministry of Drinking Water and Sanitation	1569	1167	219	18.77%

#### Annexure 4: Indicator-based Root Cause Analysis – February 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	29.79	20.94	62.56	59.65	68.75	90.00	0.35	10.00	37.93	15.48	76.90
2	Department of Financial Services (Banking Division)	14.92	7.32	49.51	49.34	69.35	58.16	0.06	15.00	40.44	16.18	55.62
3	Central Board of Direct Taxes (Income Tax)	13.16	1.35	75.50	14.07	62.07	75.00	0.07	51.00	55.96	11.49	11.40
4	Department of Agriculture and Farmers Welfare	0.09	55.28	50.00	54.65	63.64	33.33	0.00	3.00	32.43	1.70	59.85
5	Department of Telecommunications	7.70	9.24	80.59	88.89	95.00	92.96	0.00	6.00	31.25	13.71	93.43
6	Department of Posts	0.49	5.27	77.87	70.43	88.57	69.93	0.00	8.00	47.83	9.88	75.86
7	Ministry of Railways ( Railway Board)	5.78	2.28	46.18	51.46	61.90	61.29	0.10	18.00	36.36	16.97	67.63
8	Ministry of Home Affairs	1.77	7.07	59.44	20.45	74.41	53.19	0.37	8.00	28.82	3.87	30.23
9	Department of Ex Servicemen Welfare	5.59	2.67	15.72	43.85	80.00	0.00	0.24	25.00	39.84	9.87	98.97
10	Department of Health & Family Welfare	19.23	4.83	33.23	28.52	69.23	65.57	0.00	14.00	38.43	6.47	35.56
11	Unique Identification Authority of India	0.31	88.14	82.76	48.29	100.00	50.00	3.45	19.00	55.82	15.04	72.86
12	Ministry of Road Transport and Highways	0.13	5.47	62.12	42.04	66.67	60.00	0.00	10.00	35.17	9.84	48.96



#	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
13	Ministry of Micro Small and Medium Enterprises	0.26	17.01	28.36	58.19	66.67	100.00	0.00	6.00	19.55	5.10	35.29
14	Department of Financial Services (Insurance Division)	12.68	6.42	76.21	62.65	66.67	60.00	0.00	10.00	28.13	18.76	37.65
15	Ministry of Housing and Urban Affairs	0.18	1.18	26.35	29.87	58.49	44.83	0.00	20.00	35.22	10.61	38.10
16	Department of Defence Finance	5.07	2.44	23.18	42.49	71.43	100.00	1.17	27.00	56.34	31.21	33.20
17	Ministry of Petroleum and Natural Gas	5.33	2.82	46.29	7.50	50.00	51.06	0.00	28.00	63.51	17.11	41.27
18	Department of Higher Education	31.17	3.14	46.75	30.18	69.81	44.44	0.00	18.00	25.93	17.75	44.30
19	Department of Consumer Affairs	6.38	31.00	46.51	25.70	56.76	64.71	2.33	18.00	26.05	14.91	0.19
20	Department of Rural Development	0.23	0.15	2.73	37.10	35.00	10.71	0.00	21.00	28.57	12.56	25.79
21	Department of Personnel and Training	0.32	10.18	51.64	38.55	83.75	10.00	0.00	9.00	15.00	5.07	41.53
22	Ministry of Skill Development and Entrepreneurship	0.08	17.76	29.85	53.25	40.00	0.00	1.49	14.00	41.49	10.70	61.24
23	Department of Defence	33.50	1.41	30.19	36.62	86.36	66.67	0.00	13.00	28.99	0.00	
24	Ministry of Corporate Affairs	16.12	12.54	63.83	36.94	50.00	54.29	0.00	15.00	19.18	15.41	0.22
25	Ministry of External Affairs	12.97	2.35	16.05	46.36	43.33	50.00	0.00	9.00	48.78	14.26	59.50
26	Department of Justice	30.90	142.00	87.50	35.20	91.67	87.50	0.00	18.00	32.20	2.70	10.71
27	Department of Food and Public Distribution	16.70	16.22	52.31	87.03	100.00	83.95	0.00	3.00	40.00	7.76	92.79
28	Department of School Education and Literacy	30.55	5.03	46.83	33.50	77.27	71.43	0.00	16.00	26.13	14.75	36.27
29	Central Board of Indirect Taxes and Customs	3.24	1.74	97.56	71.02	50.00	86.11	0.00	8.00	21.95	12.70	72.92
30	Ministry of Panchayati Raj	0.00	80.64	81.82	53.76	86.67	100.00	0.00	15.00	26.42	6.51	41.28
31	Ministry of Electronics & Information Technology	2.07	4.63	22.16	56.74	66.67	0.00	0.00	6.00	41.18	5.84	22.29

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32	Ministry of Drinking Water and Sanitation	0.15	2.30	22.37	38.75	42.86	0.00	0.00	12.00	26.98	14.13	59.38
33	Department of Social Justice and Empowerment	1.29	7.78	60.00	46.86	80.00	81.82	0.00	7.00	29.03	8.59	42.00
34	Ministry of Environment, Forest and Climate Change	26.97	4.46	46.88	40.41	59.09	100.00	0.00	10.00	27.78	5.36	88.14
35	Ministry of Women and Child Development	8.18	15.71	80.00	49.24	73.81	100.00	0.00	16.00	23.21	11.61	60.87
36	Ministry of Cooperation	24.10	19.76	38.10	70.99	87.50	95.65	0.00	11.00	17.65	11.95	78.43
37	Department of Land Resources	0.00	37.18	27.27	60.38	100.00		0.00	2.00		0.00	
38	Ministry of Civil Aviation	1.52	1.17	28.99	49.38	28.57	40.00	0.00	16.00	27.03	23.49	58.22
39	Ministry of Power	0.54	0.87	17.56	22.30	71.43	100.00	0.00	12.00	26.67	7.65	41.30
40	Department of Revenue	1.15	8.90	97.44	72.52	84.62	75.00	0.00	3.00	27.27	4.53	75.00
41	Ministry of Tribal Affairs	0.00	4.08	26.19	72.64	30.00		0.00	9.00	65.00	3.58	90.99
42	Department of Legal Affairs	1.52	17.26	26.32	19.43	76.92		0.00	12.00	50.00	0.00	
43	Department of Military Affairs	22.88	0.23	28.96	29.29	58.33	47.06	0.00	32.00	21.67	19.63	51.46
44	Department of Commerce	39.75	3.45	41.30	45.45	50.00	74.07	0.00	9.00	40.00	7.97	75.00
45	Ministry of Coal	0.00	0.51	18.98	51.22		62.50	0.17	13.00	36.36	0.00	
46	Staff Selection Commission	27.08	11.08	80.77	18.29	0.00		0.00	24.00	61.54	9.43	6.82
47	Department of Financial Services (Pension Reforms)	52.67	56.20	40.00	74.39			0.00	4.00	0.00	3.06	0.00
48	Department of Economic Affairs ACC Division	17.56	5.07	16.36	8.10	42.86	37.93	0.00	30.00	10.00	4.15	35.71
49	Department of Empowerment of Persons with Disabilities	5.43	9.52	75.86	39.94	20.00		0.00	11.00	50.00	15.38	18.60
50	Ministry of Information and Broadcasting	0.00	2.27	43.10	33.84	66.67	75.00	0.00	13.00	23.08	16.43	43.82

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51	Ministry of Water Resources, River Development & Ganga Rejuvenation	20.41	1.57	35.26	17.90	33.33	66.67	0.00	15.00	50.00	9.75	60.00
52	NITI Aayog	0.00	3.55	6.06	33.87	100.00		0.00	2.00	100.00	0.00	0.00
53	Ministry of New and Renewable Energy	1.45	5.05	29.27	27.63	100.00	50.00	0.00	11.00	28.57	10.53	82.35
54	Ministry of Culture	0.49	1.28	32.08	18.26	80.00	20.00	0.00	36.00	24.14	11.11	33.82
55	Ministry of Tourism	15.10	2.63	23.29	61.67	80.00	68.75	0.00	7.00	66.67	8.00	76.00
56	Department of Animal Husbandry, Dairying	30.99	5.34	28.13	22.49	72.22	100.00	0.00	21.00	0.00	2.69	7.14
57	Department of Expenditure	10.37	3.28	36.00	29.77	50.00		0.00	20.00	30.77	7.07	63.24
58	Department for Promotion of Industry and Internal Trade	11.35	1.64	27.91	35.42	83.33	0.00	0.00	17.00	28.57	14.16	65.91
59	Ministry of Ayush	4.35	3.00	54.35	75.89	100.00		0.00	5.00	50.00	7.48	70.59
60	Department of Atomic Energy	2.22	1.96	65.22	31.79	100.00	38.46	0.00	10.00	0.00	13.89	35.00
61	Department of Defence Production	10.61	0.58	30.13	9.16	50.00	33.33	0.00	35.00	16.67	18.95	58.24
62	Department of Investment & Public Asset Management	56.25	14.00	62.50	50.00	100.00		0.00	6.00	0.00	0.78	0.00
63	Ministry of Minority Affairs	0.00	1.82	58.33	21.25	57.14		0.00	31.00	11.54	18.93	50.00
64	Department of Heavy Industry	30.28	1.82	38.33	78.64	100.00	66.67	0.00	5.00	66.67	9.09	50.00
65	Ministry of Mines	20.95	2.50	33.33	45.93	100.00	100.00	0.00	21.00	40.00	0.00	
66	O/o the Comptroller & Auditor General of India	0.00	0.76	56.82	31.18	100.00		0.00	14.00	23.08	6.25	63.04
67	Ministry of Parliamentary Affairs	1.02	6.13	100.00	88.10	90.91		6.25	1.00		0.00	100.00
68	Department of Agriculture Research and Education	1.08	0.35	16.23	5.00	50.00	0.00	0.38	31.00	61.54	9.84	75.00
69	Department of Science and Technology	1.32	0.74	38.83	18.68	0.00	100.00	0.00	19.00	14.29	3.45	66.67
70	Ministry of Shipping	29.73	0.93	48.75	23.33	0.00	50.00	0.00	15.00	22.22	0.00	

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71	Department of Sports	2.90	1.41	42.86	30.15			0.00	28.00	23.08	19.32	59.26
72	Ministry of Steel	2.94	0.77	27.27	22.96		33.33	0.00	26.00	45.00	17.05	7.69
73	Ministry of Textiles	1.69	0.92	34.38	59.72	100.00	100.00	0.00	10.00	16.67	23.64	56.67
74	Department of Pharmaceuticals	7.02	2.19	46.15	30.38	50.00		0.00	17.00	66.67	15.69	20.51
75	Legislative Department	3.77	1.51	14.29	21.84	12.50		0.00	19.00	50.00	7.50	0.00
76	Department of Health Research	13.04	0.33	12.32	13.73	50.00	0.00	0.00	20.00	0.00	7.69	43.75
77	Department of Defence Research and Development	4.55	0.45	5.10	26.53	50.00	50.00	0.00	30.00	75.00	14.63	33.33
78	Department of Scientific & Industrial Research	2.56	0.37	32.38	31.71	100.00	50.00	0.00	39.00	100.00	30.19	56.00
79	Department of Public Enterprises	5.13	3.55	27.27	54.55		50.00	0.00	4.00	25.00	0.00	0.00
80	Department of Youth Affairs	5.56	1.89	57.89	14.46	80.00	0.00	0.00	31.00	66.67	2.33	0.00
81	Ministry of Food Processing Industries	44.44	1.13	28.13	30.56	100.00		0.00	16.00	100.00	0.00	0.00
82	Department of Chemicals and Petrochemicals	6.06	2.75	41.67	31.58	100.00		0.00	6.00	50.00	3.45	77.98
83	Department of Fisheries	35.71	2.00	35.71	67.86	100.00		0.00	8.00	33.33	6.06	60.00
84	Department of Fertilizers	23.08	0.72	47.22	38.89		0.00	0.00	20.00	0.00	18.18	77.78
85	Department of Space	12.00	1.19	57.14	28.26	100.00		0.00	24.00	66.67	13.51	44.12
86	Ministry of Earth Sciences	16.67	0.62	20.69	22.50	100.00	100.00	0.00	31.00	42.86	18.42	55.56
87	Ministry of Statistics and Programme Implementation	37.50	0.19	27.38	33.33			0.00	5.00		13.33	20.00
88	Department of Bio Technology	9.09	0.09	7.63	0.00		100.00	0.00	155.00	33.33	36.36	0.00
89	Department of Official Language	30.00	0.83	33.33	28.57			0.00	2.00		0.00	100.00
90	Ministry of Development of North Eastern Region	0.00	0.44	31.25	71.43			0.00	12.00		10.00	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