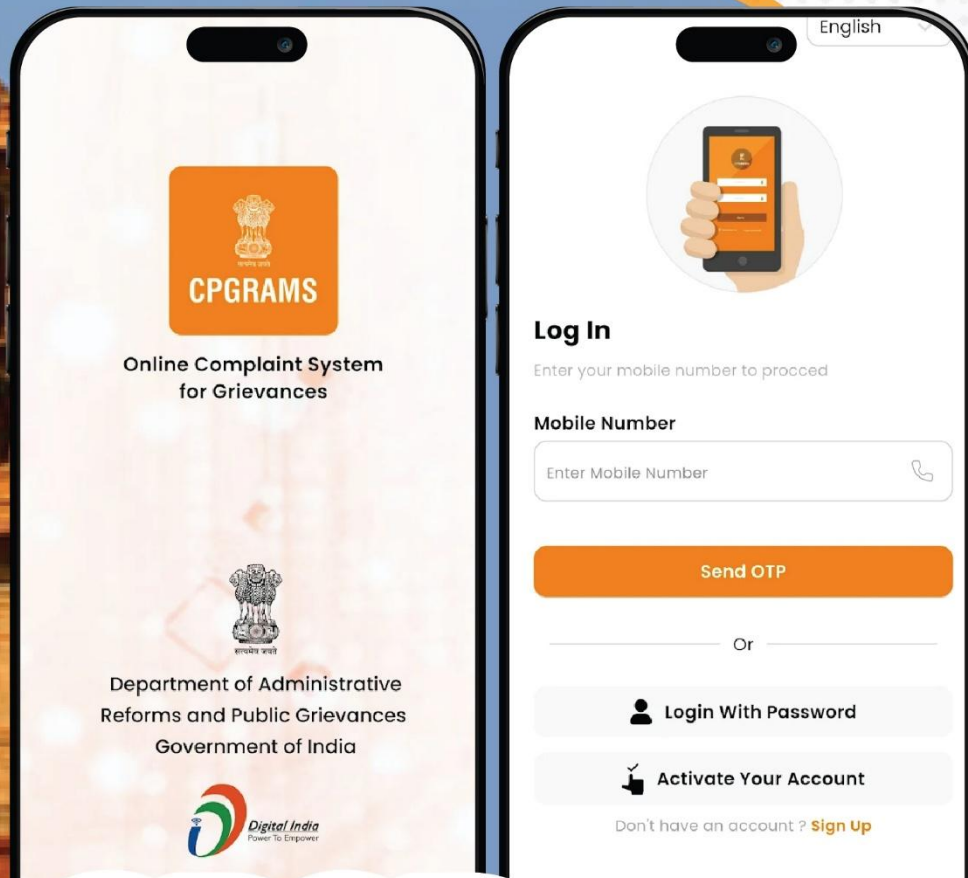




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT

Central Ministries/Departments

MARCH 2025

(Report Number 35)

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 19th March, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In March 2025, for the **33rd month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **57,456 grievances**, out of which 62.65% of the grievances are pending for less than 21 days
- The number of new **user registrations** on CPGRAMS as of 28th March, 2025 stands at **49,912**
- DARPG signed a **Master Service Agreement** with **Digital India Bhashini** on **28th March, 2025**, to implement a multimodal, multilingual e-Governance solution for CPGRAMS

PG Cases

02

- As of 28th March 2025, **1,16,970 PG cases were received** on the CPGRAMS portal, **1,21,065 PG cases were redressed** and there exists a **pendency of 57,456 PG cases**.
- Grievances registered via **Common Service Centers** stands at **7,150 grievances** for the period 1st March 2025 to 28th March, 2025.
- **31%** of the accounted grievances as of 28th March 2025, were directed towards key departments such as the Ministry of Labour and Employment [17,000 grievances], Department of Financial Services (Banking Division) [13,095 grievances], and Department of Telecommunications [6,430 grievances]

PG Appeals

03

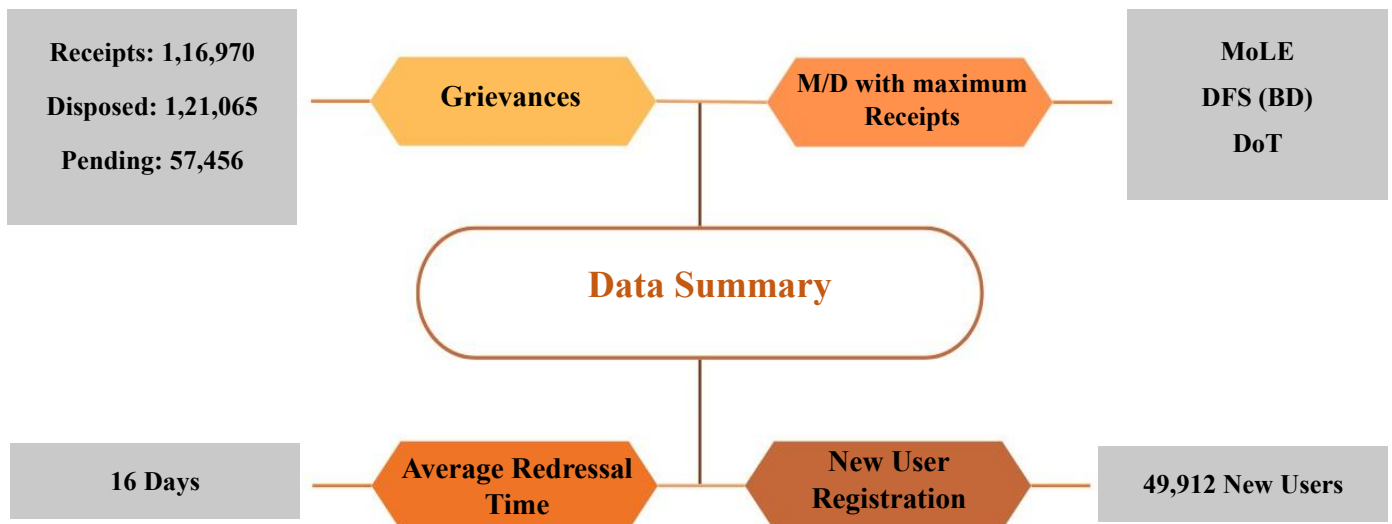
- As of 28th March 2025, **24,478** appeals were received and **21,400** appeals were disposed
- The Central Secretariat has a pendency of **25,488 PG Appeals** for the period 1st March 2025 to 28th March, 2025.

Grievance Redressal Assessment and Index – March 2025




04

- **Department of Telecommunications, Department of Posts, and Central Board of Indirect Taxes and Customs** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) as of 28th March, 2025.
- **Ministry of Parliamentary Affairs, Ministry of Tribal Affairs and Department of Heavy Industry** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) as of 28th March, 2025

1.1. Data Summary – as of 28th March 2025

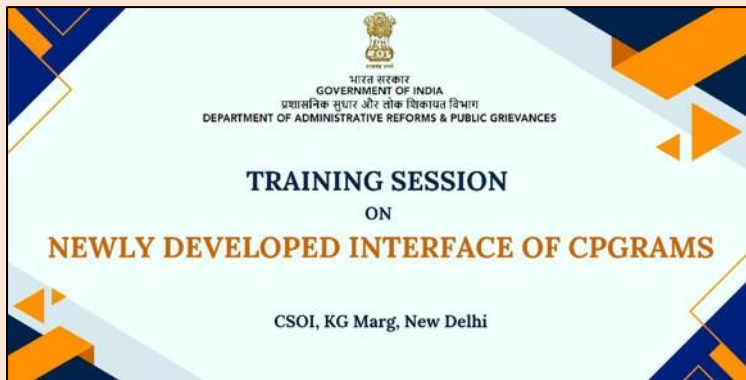


2. Review Meeting Module – Trainings

<p>डॉ. टी.वी. सोमनाथन Dr. T.V. Somanathan</p>  <p>सर्वोच्च न्यायालय GOVERNMENT OF INDIA</p> <p>D.O. No. S-15/32/2021-PG (C-1)</p> <p>30th January, 2025</p> <p>Dear Secretary,</p> <p>Kindly recall the Prime Minister's interaction with Secretaries to Government of India on 29th June 2024 wherein he emphasised on making the public grievance redressal system more sensitive, accessible and meaningful. Later, while reviewing grievances relating to Department of Financial Services in the PRAGATI meeting on 26th December 2024, it was desired that Secretaries of Central Ministries and Chief Secretaries/ Administrators of States/UTs may review the status of grievance disposal at least once a month.</p> <p>2. Actionable points from the direction have been conveyed vide ID No. 1/8/4/2023-CA/IV of this Secretariat dated 13th January 2025 (copy enclosed). Guidelines have been issued by DARPG on handling public grievances.</p> <p>3. You are requested to take appropriate action for senior level review of Public Grievances.</p> <p>Encl: As above</p> <p>Yours sincerely,  (T.V. Somanathan)</p> <p>To All Secretaries to the Govt. of India</p>	<p style="text-align: center;">Annexure - 1</p> <p style="text-align: center;">F.No. S-15/21/2025-(PG)-DARPG(e-9242) Government of India Ministry of Personnel, Public Grievances & Pensions Department of Administrative Reforms and Public Grievance</p> <p style="text-align: center;">5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi, dated the 14th February, 2024</p> <p style="text-align: center;">OFFICE MEMORANDUM</p> <p>Subject: Mechanism for senior level Review of Public Grievances by Central Ministries / Departments</p> <p>The undersigned is directed to refer to the instructions of the Hon'ble Prime Minister in PRAGATI meeting held on 26 December 2024 and follow up DO letter from the Cabinet Secretary regarding review on disposal of Public Grievances once in a month by the Secretaries to Government of India. A copy of the directions are enclosed at Annexure 1 and 2.</p> <p>2. In pursuance to the above directions, Department of Administrative Reforms and Public Grievances (DARPG) has operationalized a dedicated module for review of public grievances by Secretaries to the GOI, Chairman CBDT, Chairman CBIC, Chairman Railway Board in CPGRAMS. The Module enables Ministries/Departments to structure meeting agenda, monitor the progress in a systematic manner. The module was demonstrated to the Nodal Officers in the meeting held on 4 February, 2025 and suggestions incorporated. As per suggestions received, all Attached/ Subordinate/ Autonomous Offices have been included into the agenda formats for Secretary level reviews with the exceptions of CBDT and CBIC.</p> <p>3. Shri Sanjeev Saxena, Sr. Technical Director of NIC, DARPG will be the nodal officer for technical assistance on the module (Email: sanjeevs@nic.in Tel: 011-23440447, Mob. 9891064940).</p> <p>4. It is requested that review of public grievances may kindly be conducted as mandated and minutes of the meeting may kindly be uploaded on the portal for collation and reporting by DARPG in the CPGRAMS Monthly progress reports.</p> <p>Encl: As above</p> <p style="text-align: right;"> (V. Srinivas) Secretary to the Government of India</p> <p>To, 1. Secretaries to the Govt as per list attached 2. Chairman CBDT, CBIC, 3. Chairman Railway Board 4. Chairman SEBI 5. Governor RBI</p>
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In pursuit of the directions of Hon'ble Prime Minister in the Pragati Meeting dated 26th 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 30th 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 14th February, 2025.



DARPG conducted a 3-hour capacity-building workshop on 5th March and 12th March, 2025, for Nodal Grievance Officers (GROs) of Central Ministries/Departments on the newly operationalized **Review**

Meeting Module in the CPGRAMS Portal. This module enables Secretary-level reviews of public grievances, ensuring effective redressal and maximizing citizen satisfaction. This initiative will enhance accountability and responsiveness of the Ministries/Departments towards grievance redressal.



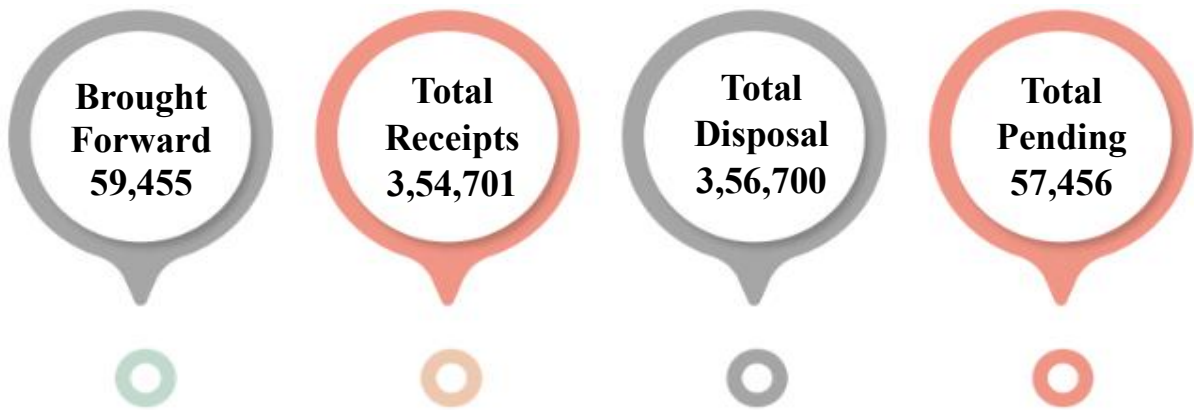
Senior Technical Director, NIC-DARPG, presented key features & implementation process of the CPGRAMS Review Meeting Module, highlighting agenda setting, functionalities & implementation process. An interactive session followed, where a team from NIC-DARPG addressed participants' technical queries on the CPGRAMS Review Meeting Module, providing insights &

solutions to ensure effective utilization of the module.

The workshop saw participation of more than 130 officers representing various Central Ministries and Departments.

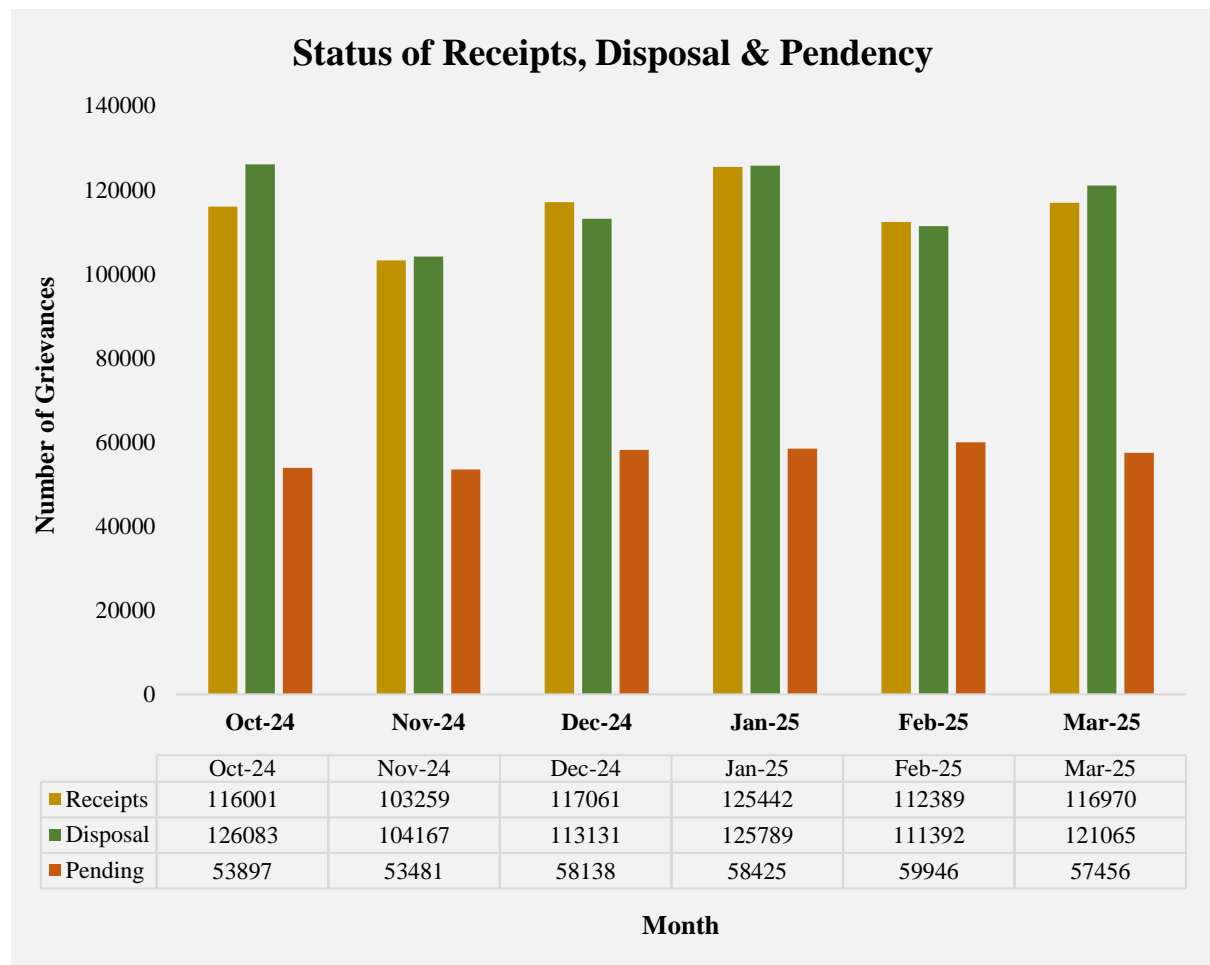
3. Review of Status of Grievances

3.1. Overview



Time Period: 01/01/2025 to 28/03/2025

3.2. Month-wise Status of Grievances



4. Grievance Redressal Assessment and Index – March, 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 March, 2025 to 28th March, 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 Telecommunications	596	6430	6656	370	0.804	1
2	Department of Posts	1493	4943	5395	1041	0.783	2
3	Central Board of Indirect Taxes and Customs	215	1041	1049	207	0.762	3
4	Department of Revenue	145	922	1021	46	0.737	4
5	Ministry of Panchayati Raj	258	946	1122	82	0.707	5
6	Department of Agriculture and Farmers Welfare	1382	6400	5706	2076	0.672	6
7	Department of Food and Public Distribution	119	1023	1047	95	0.662	7
8	Staff Selection Commission	431	1224	1066	589	0.654	8
9	Department of Defence	766	1527	2043	250	0.645	9
10	Department of Social Justice and Empowerment	295	654	737	212	0.631	10
11	Ministry of Labour and Employment	8034	17000	18173	6861	0.631	11
12	Ministry of Road Transport and Highways	945	2481	2575	851	0.619	12
13	Ministry of Women and Child Development	213	631	648	196	0.609	13
14	Department of Justice	200	1129	1246	83	0.607	14
15	Ministry of Drinking Water and Sanitation	405	682	817	270	0.604	15
16	Department of Financial Services (Insurance Division)	708	2315	2329	694	0.603	16
17	Unique Identification Authority of India	1545	2861	3211	1195	0.597	17
18	Ministry of Corporate Affairs	757	1096	1471	382	0.587	18
19	Department of Personnel and Training	506	1627	1581	552	0.586	19
20	Ministry of Home Affairs	1706	5227	5352	1581	0.584	20
21	Department of Financial Services (Banking Division)	6880	13095	14104	5871	0.58	21
22	Ministry of Railways (Railway Board)	2676	6121	6051	2746	0.58	22
23	Ministry of External Affairs	892	1194	1252	834	0.577	23

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
24	Ministry of Electronics & Information Technology	322	779	883	218	0.572	24
25	Ministry of Micro Small and Medium Enterprises	810	1732	1869	673	0.571	25
26	Ministry of Skill Development and Entrepreneurship	726	991	1045	672	0.564	26
27	Ministry of Environment, Forest and Climate Change	181	572	538	215	0.548	27
28	Department of Consumer Affairs	1215	1494	1791	918	0.547	28
29	Ministry of Civil Aviation	264	512	430	346	0.5422	29
30	Department of Health & Family Welfare	1834	3346	3246	1934	0.5421	30
31	Ministry of Petroleum and Natural Gas	1840	1571	1736	1675	0.521	31
32	Department of School Education and Literacy	564	1362	1105	821	0.515	32
33	Department of Defence Finance	1236	1631	1790	1077	0.513	33
34	Department of Ex Servicemen Welfare	2540	3474	2704	3310	0.512	34
35	Central Board of Direct Taxes (Income Tax)	10437	5239	5103	10573	0.491	35
36	Ministry of Housing and Urban Affairs	1312	1829	1674	1467	0.484	36
37	Department of Rural Development	923	1473	1262	1134	0.477	37
38	Department of Higher Education	1093	1596	1612	1077	0.475	38

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.

GRAI Ranking for Central Ministries and Departments is based on the overall Feedbacks collected (~77K) (Call Centre + Online) for the month of March, 2025

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	Ministry of Parliamentary Affairs	9	119	128	0	0.769	1
2	Ministry of Tribal Affairs	119	214	308	25	0.765	2
3	Department of Heavy Industry	23	150	157	16	0.708	3
4	Department of Public Enterprises	10	86	91	5	0.707	4
5	NITI Aayog	40	284	312	12	0.704	5
6	Ministry of Coal	164	377	346	195	0.696	6
7	Department of Land Resources	22	453	458	17	0.691	7
8	Ministry of Development of North Eastern Region	0	6	5	1	0.688	8
9	Ministry of Tourism	64	175	186	53	0.626	9
10	Ministry of Ayush	30	147	153	24	0.618	10
11	Department of Science and Technology	62	110	116	56	0.614	11
12	Department of Investment & Public Asset Management	26	59	80	5	0.607	12
13	Department of Official Language	6	11	10	7	0.601	13
14	Department of Chemicals and Petrochemicals	13	30	37	6	0.597	14
15	Department of Legal Affairs	125	321	281	165	0.595	15
16	Department of Financial Services (Pension Reforms)	41	307	295	53	0.595	16
17	Ministry of Power	160	420	428	152	0.592	17
18	Department of Sports	53	91	68	76	0.591	18
19	Ministry of Earth Sciences	7	29	23	13	0.59	19

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Empowerment of Persons with Disabilities	167	275	272	170	0.583	20
21	Department for Promotion of Industry and Internal Trade	92	187	177	102	0.579	21
22	Ministry of New and Renewable Energy	141	253	298	96	0.576	22
23	Ministry of Shipping	58	114	110	62	0.574	23
24	Department of Health Research	25	81	69	37	0.569	24
25	Department of Atomic Energy	91	158	177	72	0.568	25
26	O/o the Comptroller & Auditor General of India	54	126	110	70	0.566	26
27	Department of Space	20	34	27	27	0.554	27
28	Department of Pharmaceuticals	45	81	86	40	0.55	28
29	Ministry of Information and Broadcasting	179	329	350	158	0.5429	29
30	Ministry of Water Resources, River Development & Ganga Rejuvenation	145	226	227	144	0.5429	30
31	Ministry of Cooperation	75	491	410	156	0.541	31
32	Department of Scientific & Industrial Research	33	66	68	31	0.5399	32
33	Department of Expenditure	144	163	202	105	0.5396	33
34	Department of Commerce	142	331	343	130	0.538	34
35	Department of Fertilizers	10	44	38	16	0.528	35
36	Ministry of Mines	47	110	123	34	0.527	36
37	Ministry of Textiles	29	71	77	23	0.51	37
38	Department of Military Affairs	292	496	471	317	0.504	38
39	Department of Agriculture Research and Education	261	116	274	103	0.483	39
40	Department of Bio Technology	26	17	4	39	0.477	40

S. No.	Ministry / Department	Brought Forward	*Receipts	Disposal	Pending	GRAI Score	GRAI Rank
41	Ministry of Minority Affairs	108	136	110	134	0.468	41
42	Ministry of Culture	217	240	245	212	0.466	42
43	Department of Defence Research and Development	61	60	91	30	0.461	43
44	Department of Animal Husbandry, Dairying	95	178	108	165	0.456	44
45	Ministry of Food Processing Industries	19	34	44	9	0.447	45
46	Legislative Department	58	55	58	55	0.446	46
47	Ministry of Steel	49	91	76	64	0.4463	47
48	Department of Fisheries	5	31	22	14	0.4332	48
49	Department of Defence Production	178	151	199	130	0.431	49
50	Department of Economic Affairs ACC Division	457	201	314	344	0.416	50
51	Department of Youth Affairs	55	48	31	72	0.407	51
52	Ministry of Statistics and Programme Implementation	22	43	35	30	0.405	52

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.

GRAI Ranking for Central Ministries and Departments is based on the overall Feedbacks collected (~77K) (Call Centre + Online) for the month of March, 2025

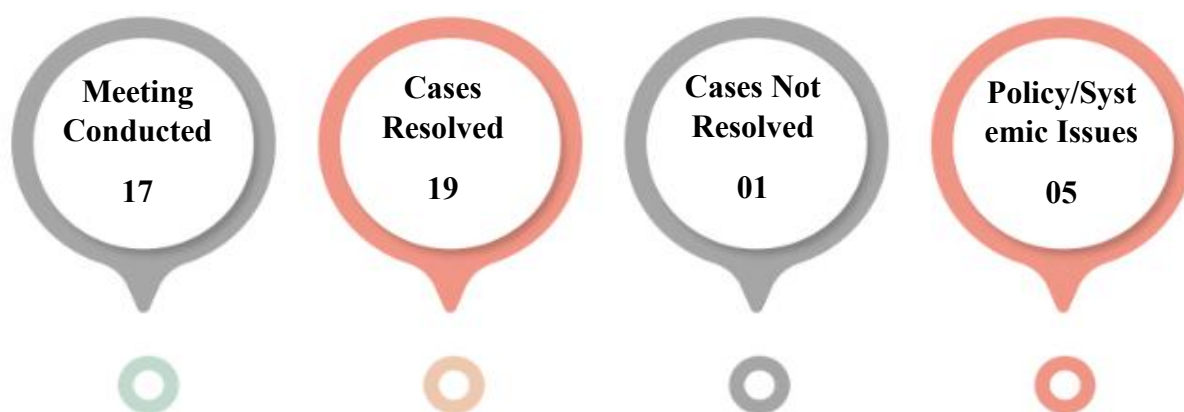
5. Review Meetings conducted by Ministries/Departments

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

To facilitate this, DARPG has launched a dedicated module in the CPGRAMS Portal for Nodal Grievance Redressal Officers. Additionally, the Secretary, DARPG, issued an OM to all Ministries/Departments on 14th February 2025 and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025.

DARPG has also organized two capacity-building workshops on 5th and 12th March 2025 for Nodal Grievance Redressal Officers (GROs) on the newly launched Review Meeting Module in CPGRAMS. This module enables Secretary-level reviews of public grievances, enhancing redressal efficiency and improving citizen satisfaction. Over 130 officers from various Central Ministries and Departments participated in these workshops.

Overview:



Time Period: 01/01/2025 to 28/03/2025

Status of Review Meetings Conducted:

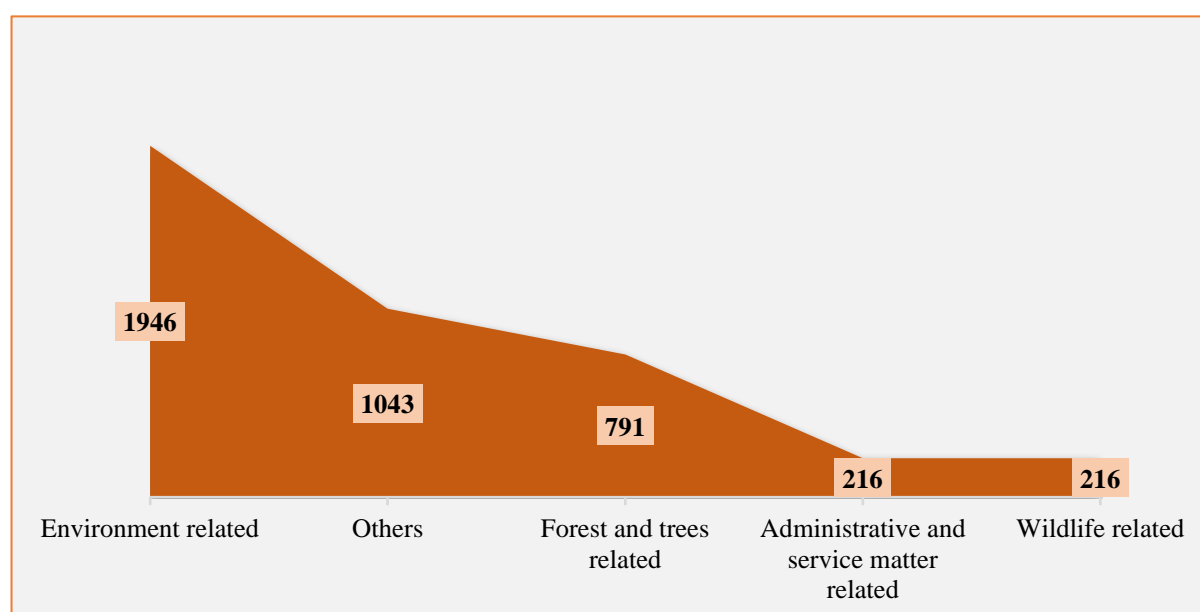
S.no.	Organisation Name	Meeting Date	Meetings Conducted	Meeting Chaired by
1	Department of Ex Servicemen Welfare	13.03.2025	1	Secretary
		20.03.2025	1	Secretary
2	Central Board of Direct Taxes (Income Tax)	28.02.2025	1	Chairman, CBDT, the Pr. DGIT (Admn. & TPS)
		26.03.2025	1	Chairman
3	Ministry of Coal	26.03.2025	1	Secretary
4	Department of Water Resources, River Development & Ganga Rejuvenation	20.03.2025	1	Secretary
5	Department of Science and Technology	19.03.2025	1	Secretary
6	Ministry of New and Renewable Energy	18.03.2025	1	Secretary
7	Department of Rural Development	17.03.2025	1	Secretary
8	Department of Official Language	13.03.2025	1	Secretary
9	Department for Promotion of Industry and Internal Trade	11.03.2025	1	Secretary
10	Department of Legal Affairs	10.03.2025	1	Chairman
11	Department of Drinking Water and Sanitation	28.02.2025	1	Secretary
12	Department of Bio Technology	25.02.2025	1	Director (PVGRC) & Nodal Public Grievance Officer
13	Ministry of Women and Child Development	20.02.2025	1	Secretary
14	Department of Fisheries	18.02.2025	1	Secretary
	TOTAL		16	

6. Environment related Grievance Analysis

1. Overview

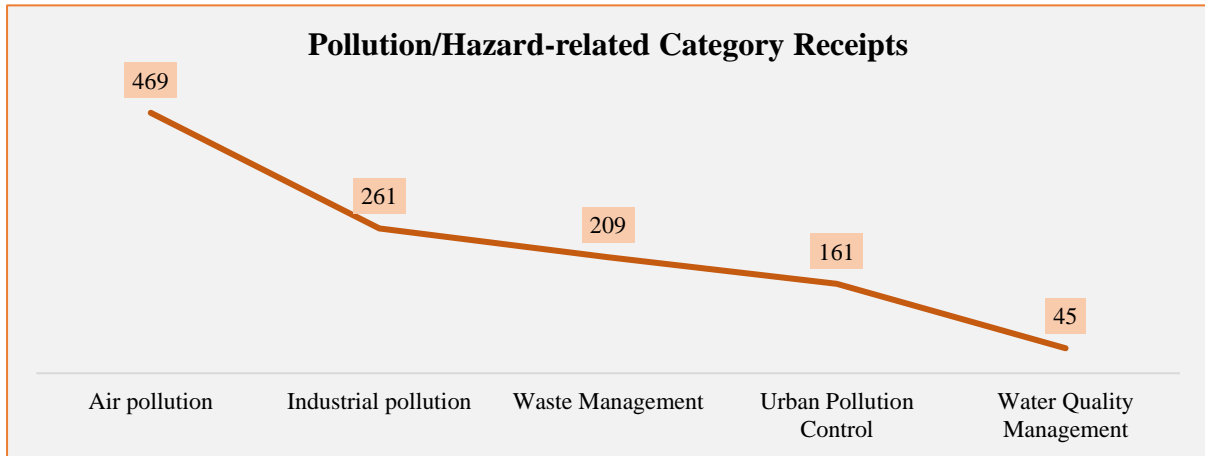
Between March 1, 2024, and February 28, 2025, the Ministry of Environment, Forest, and Climate Change received 4,288 grievances, with the majority falling under the ‘Environment-related’ category. Among these, pollution and hazard-related grievances linked to CPCB accounted for the highest share, underscoring critical policy issues in air pollution, industrial emissions, waste management, and urban pollution control. This analysis examines key pollution concerns, evaluates existing CPCB guidelines, identifies policy gaps, and provides actionable recommendations to strengthen the grievance redressal mechanism in environmental governance.

Graph: Top grievance categories receiving significant number of receipts under Ministry of Environment, Forest and Climate Change during 1st March, 2024 – 28th February, 2025



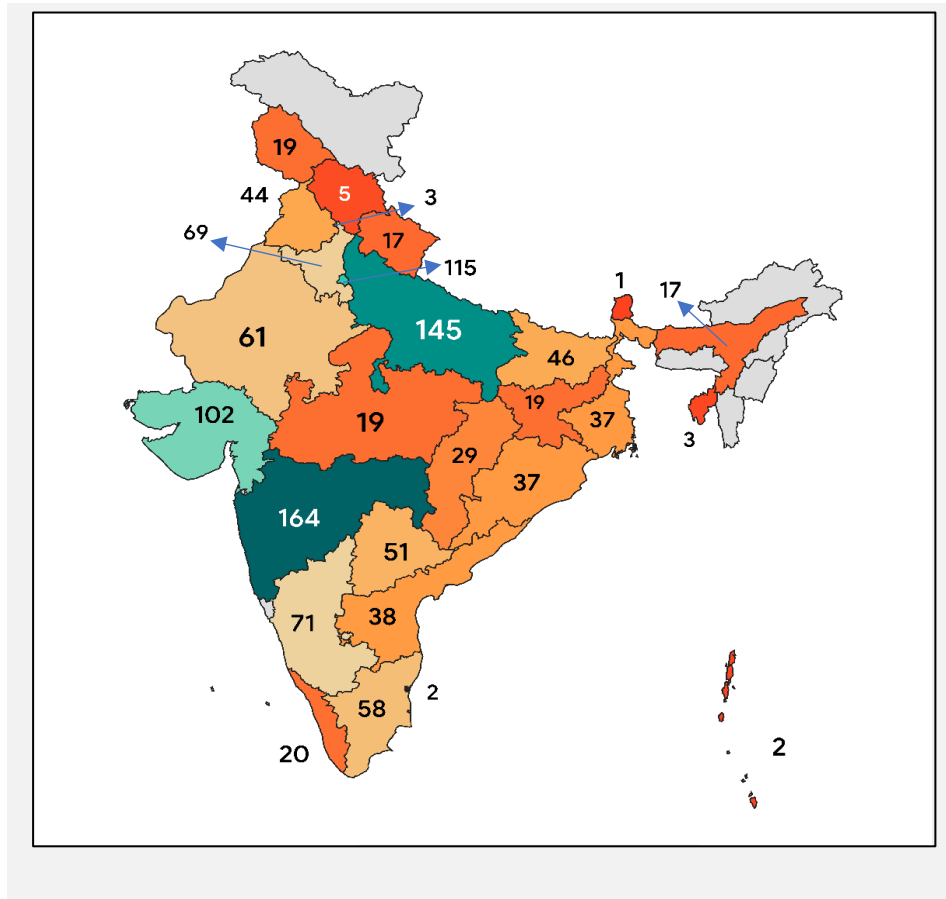
Note: The ‘Environment-Related’ category receives 45% of grievance receipts under MoEFCC, covering range of issues such as pollution, environmental clearance, and climate change. The ‘Others’ category ranks second with 24.32% receipts, highlighting the need for improved grievance classification to ensure relevant issues are categorized appropriately.

Graph: Top grievance categories under ‘Pollution/Hazard-related’ category within ‘Environment-related’ category receiving significant number of receipts during 1st March, 2024 – 28th February, 2025



Note: The graph highlights that air pollution is the most reported environmental concern, followed by industrial pollution (261) and waste management (209). The overall trend suggests a need for stronger policy focus on air and industrial pollution, as they dominate citizen grievances.

Map: States reporting maximum grievance receipts under ‘Pollution/Hazard related (CPCB)’ category during 1st March, 2024 – 28th February, 2025



Inference:

- **Maharashtra Leads in Pollution Grievances:** With 164 complaints, Maharashtra ranks highest due to rapid urbanization and dust from construction sites, particularly in Mumbai, which worsens air quality and AQI levels.
- **Correlation with Air Quality Rankings:** High grievance-reporting states like Maharashtra, Uttar Pradesh, Delhi and Gujarat, align with the 2025 World Air Quality Index, reflecting severe pollution levels in cities like Delhi, Mumbai, and Ahmedabad.
- **Regional Disparities in Reporting:** While industrialized states show high grievances, some polluted regions may underreport due to lack of awareness or accessibility.

2. Category Analysis – Pollution/Hazard related (CPCB)

S No.	Top Categories	Issues Highlighted	Policy Guidelines	Policy Issues
1	Air Pollution	<p>Industrial & Construction Pollution – Illegal industries, RMC plants, and stone crushers are causing severe air pollution, leading to respiratory diseases and environmental damage. Lack of AQI monitoring and enforcement worsens the situation.</p> <p>Toxic Burning & Negligence – Unchecked waste burning and industrial emissions near residential/spiritual areas are causing severe health hazards, requiring urgent intervention.</p>	<p>Consent Requirement¹: Industries, including hospitality units, must obtain Consent to Establish (NOC) and Consent to Operate (CTO) from SPCB/PCC as per the Water Act (1974) and Air Act (1981).</p> <p>Compliance & Monitoring: Non-compliant units face environmental compensation, and Continuous Emission Monitoring (CEM)² Systems must track emissions per CPCB guidelines.</p>	<p>Weak Enforcement: Poor AQI monitoring allows illegal industries to operate unchecked.</p> <p>Regulatory lapse: over waste burning and toxic emissions near residential areas.</p> <p>Compliance Gaps: Many industries bypass NOC/CTO and emission monitoring requirements.</p>
2	Industrial Pollution	<p>Industrial and Mining-Related Pollution – Unregulated factories, stone crushing, coal ash dumping, and refinery emissions are severely deteriorating air quality, causing respiratory illnesses and environmental degradation.</p>	<p>Regulatory Compliance: Stone crushing units³ must obtain CTE & CTO, ensure digital verification of compliance through photos/videos, install CCTV/PTZ cameras with 30-day storage, and adhere to emission norms under</p>	<p>Lax Enforcement: Weak regulation allows illegal stone crushing and coal ash dumping to persist.</p>

¹Mechanism/Guidelines for Control of Pollution and Enforcement of Environment Norms at Individual Establishments and the Area/Cluster of Restaurants/Hotels/Motels/Banquets etc. Prepared by CPCB [Source: [Link](#)]

² Guidelines for Continuous Emission Monitoring Systems, CPCB, August, 2018 [Source: [Link](#)]

³ Environmental Guidelines for Stone Crushing Units, CPCB, July, 2023 [Source: [Link](#)]

S No.	Top Categories	Issues Highlighted	Policy Guidelines	Policy Issues
		<p>Negligence and Lack of Regulation – Authorities have failed to enforce pollution control measures, allowing illegal industries and hazardous activities to continue unchecked, endangering public health and safety.</p>	<p>the Environment (Protection) Rules, 1986.</p> <p>Fly Ash Disposal Guidelines⁴: Disposal in abandoned mines must follow CPCB guidelines, maintain a 500m clearance from water bodies, keep the disposal area moist, and cover with 70 cm overburden and 30 cm soil for vegetation growth.</p>	<p>Inadequate Oversight: Poor monitoring of industrial emissions worsens air pollution and health risks.</p> <p>Non-Compliance: Many units bypass digital verification, CCTV installation, and fly ash disposal norms.</p>
3	Waste Management	<p>Unregulated Waste Disposal: Unauthorized dumping, burning, and accumulation of garbage in residential areas, railway lines, and public spaces, posing health and environmental risks.</p> <p>Regulatory Violations: Hospitals and industries operating without proper waste management systems, lacking required clearances, and issues with CPCB's EPR portal hindering compliance.</p>	<p>Solid Waste Compliance⁵: Units must manage and dispose of waste per Solid Waste Management Rules, 2016, ensuring bulk waste generators (100 kg/day+) follow prescribed handling, segregation, and disposal norms.</p> <p>Waste Treatment & Recycling: Food waste must be processed via organic waste converters, hazardous waste (used oil, batteries) must be disposed of through authorized recyclers, and plastic waste should be minimized and sent for registered recycling.</p> <p>Prohibited Practices: Waste must not be burned, buried, or dumped in public spaces, drains, or water bodies. Hotels/restaurants must ensure segregation at source and hand over recyclable materials to authorized agencies.</p>	<p>Weak Enforcement: Unchecked dumping and burning of waste persist due to poor regulatory oversight.</p> <p>Non-Compliance: Hospitals and industries operate without proper waste management or clearances.</p> <p>EPR System Issues: Inefficiencies in CPCB's EPR portal hinder effective waste tracking and compliance.</p>
4	Urban Pollution Control	<p>Air, Water, and Land Pollution: Unchecked industrial emissions, illegal waste dumping, burning of</p>	<p>Noise Pollution Control⁶: State governments must categorize areas into industrial, commercial,</p>	<p>Weak Enforcement: Lack of strict monitoring allows</p>

⁴ MoEFCC Office Memorandum dated 28th August, 2019 [Source: [Link](#)]

⁵ Mechanism/Guidelines for Control of Pollution and Enforcement of Environment Norms at Individual Establishments and the Area/Cluster of Restaurants/Hotels/Motels/Banquets etc. Prepared by CPCB [Source: [Link](#)]

⁶ Implementation of Noise Rules [Source: [Link](#)]

S No.	Top Categories	Issues Highlighted	Policy Guidelines	Policy Issues
		<p>garbage, and sewer overflows are causing severe environmental degradation, impacting public health and violating pollution control norms.</p> <p>Noise and Construction Violations: Excessive noise from industrial units, extended construction hours, and unauthorized demolition activities exceed permissible limits, disrupting residential areas and violating environmental regulations.</p>	<p>residential, or silence zones, enforce ambient noise standards, regulate vehicular and developmental noise, and maintain 100m silence zones around hospitals, educational institutions, and courts.</p>	<p>unchecked industrial emissions and waste dumping.</p> <p>Regulatory Lapses: Poor oversight on construction noise and unauthorized demolitions disrupts residential areas.</p> <p>Non-Compliance: Silence zones near hospitals and schools are not effectively enforced.</p>

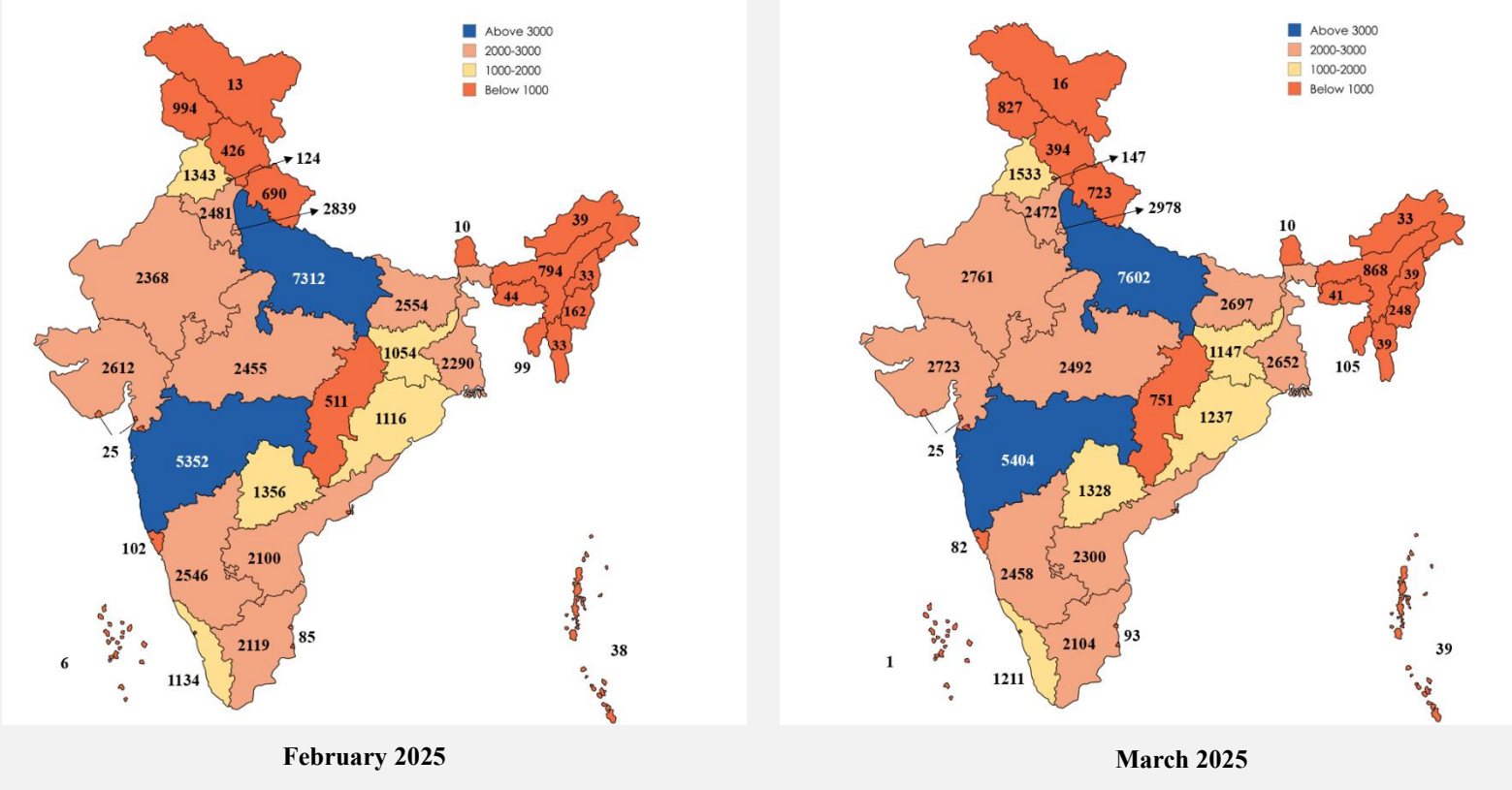
3. Suggested actionable points

- **Strengthen Enforcement & Monitoring:** Implement real-time AQI and noise monitoring, conduct regular inspections, and impose strict penalties on industries violating pollution norms, including illegal emissions, waste dumping, and non-compliant stone crushing units.
- **Enhance Digital Compliance Systems:** Improve the CPCB’s EPR portal, mandate digital verification (photos/videos) for consent renewals, and integrate AI-based tracking to ensure effective waste management, fly ash disposal, and emission control compliance.
- **Public Grievance Redressal Acceleration:** Establish a dedicated online grievance portal linked with SPCBs and local bodies, ensuring time-bound resolution, public tracking of complaints, and automatic escalation for unresolved issues.
- **Awareness & Capacity Building:** Launch public awareness campaigns on pollution hazards, conduct training for industries and local authorities on compliance measures, and promote community participation in waste management and environmental protection.

7. User-Registration on CPGRAMS

A total of **49,912** new users have registered on CPGRAMS in March, 2025, through various channels, out of which, **7,602** registrations are from **Uttar Pradesh**.

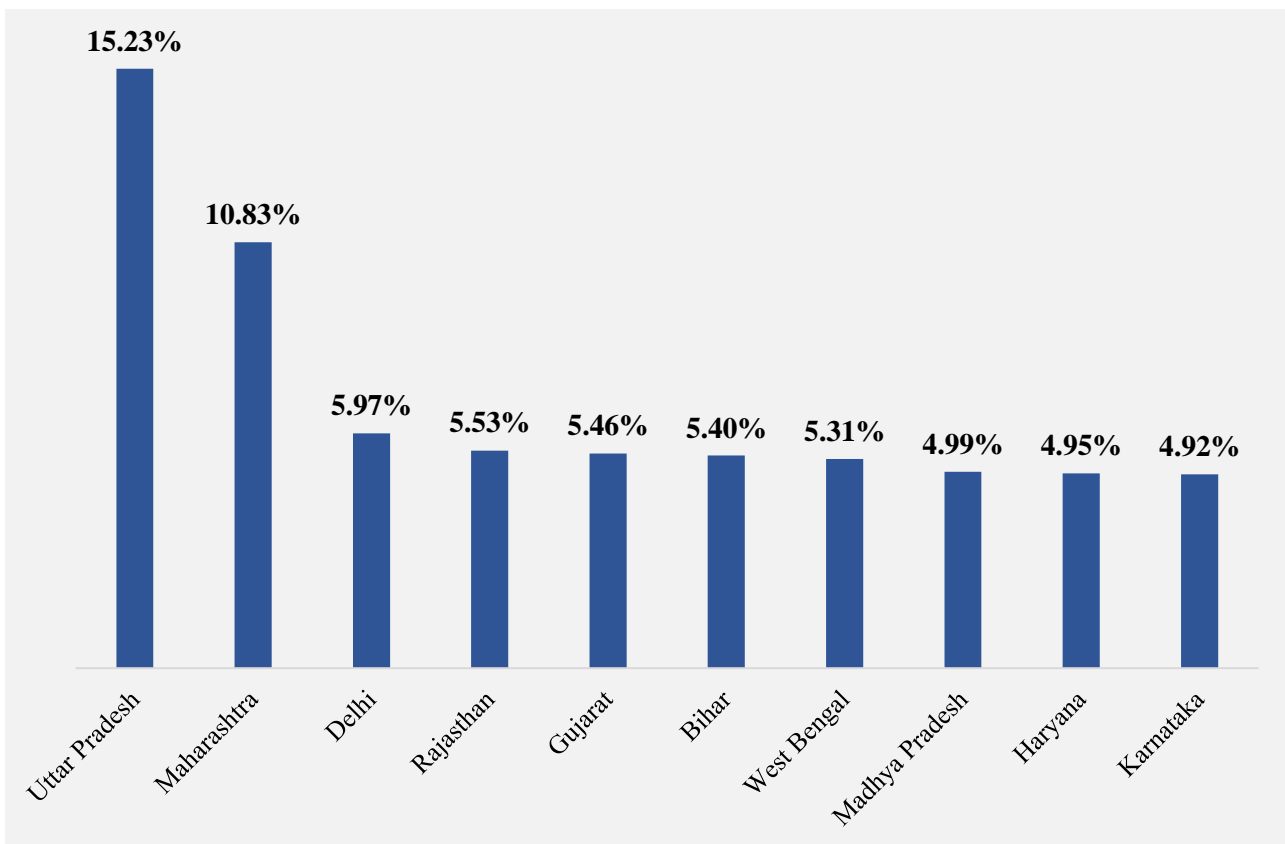
Comparison of States/UTs from which new users have registered on CPGRAMS in February, 2025 and March, 2025:



- **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
3	March	49,912
TOTAL		1,53,725

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



Of the total new users registered in 2025, **15.23% are from Uttar Pradesh, followed by Maharashtra (10.83%) and Delhi (5.97%).**

8. Outreach through Common Service Centres

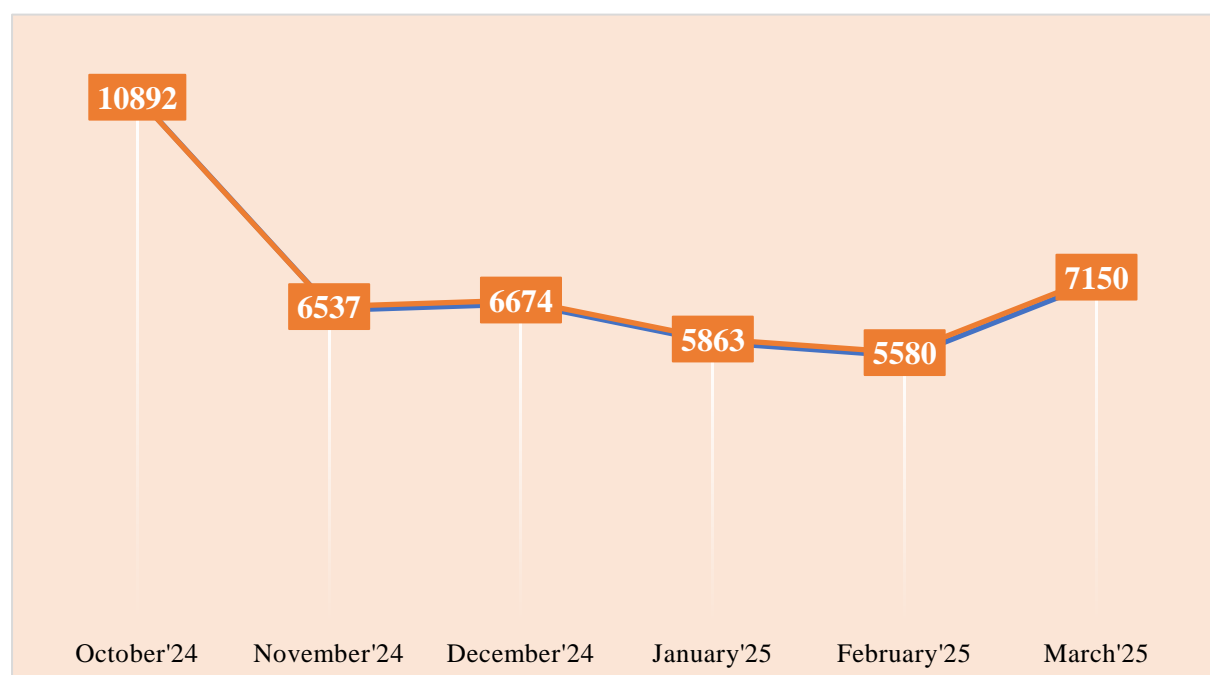
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



Time Period: 01/03/2025 to 28/03/2025

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 7,150 grievances have been registered through the Common Service Centres as of 28th March, 2025:



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

1	Department of Agriculture and Farmers Welfare Receipts: 2736	PMKISAN related issues – Receipts: 2706 98.90% Crop Insurance Scheme – Receipts: 11 0.40%
2	Department of Telecommunications Receipts: 497	Mobile Related – Receipts: 333 67.00% Landline Related – Receipts: 85 17.10%
3	Department of Financial Services (Banking Division) Receipts: 452	Customer Service Related – Receipts: 100 22.12% Fraud – Receipts: 62 13.72%
4	Unique Identification Authority of India Receipts: 223	Non Enrolment and Non Generation of Aadhaar – Receipts: 48 21.52% Aadhaar Number related Issues – Receipts: 34 15.25%
5	Ministry of Labour and Employment Receipts: 220	Others (EPFO) – Receipts: 62 28.18% PF Withdrawal – Receipts: 54 24.55%
6	Department of Food and Public Distribution Receipts: 160	Public Distribution System related – Receipts: 145 90.63%
7	Department of Posts Receipts: 133	Delay/ Non - Delivery/Abstraction of Postal Articles – Receipts: 48 36.09% Financial Scheme Related – Receipts: 44 33.08%
8	Department of Health & Family Welfare Receipts: 121	Health Schemes – Receipts: 57 47.11% Hospitals – Receipts: 14 11.57%
9	Ministry of Petroleum and Natural Gas Receipts: 100	LPG/LPG Agency related – Receipts: 95 95.00%
10	Department of Rural Development Receipts: 95	Pradhan Mantri Gram Sadak Yojana – Receipts: 37 38.95% MGNREGA Related – Receipts: 29 30.53%

9. 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 March 2025:



10. PSU Grievance Analysis

Public Sector Undertaking (PSU)

Overview

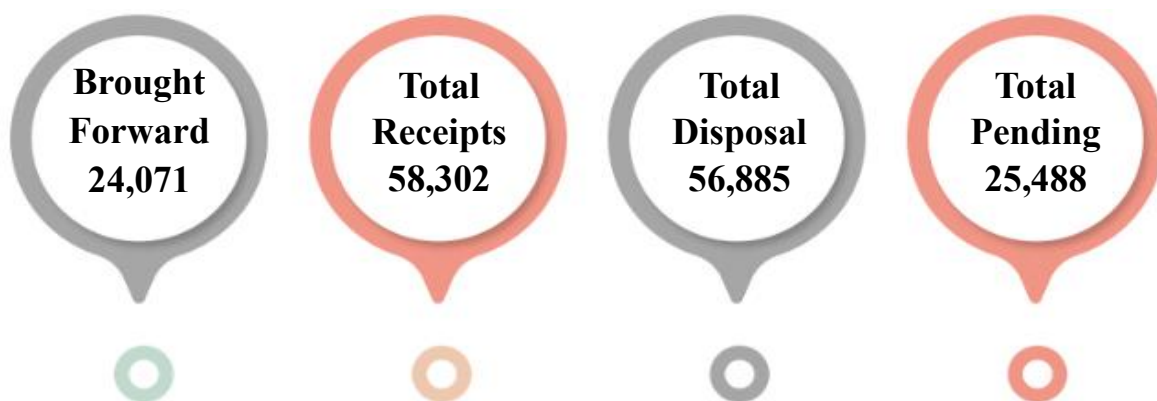
Public Sector Undertakings (PSUs) in India are government-owned corporations that are instrumental in driving economic growth, providing essential infrastructure and services, and generating employment opportunities. PSUs are classified based on their ownership as either Central Public Sector Undertakings (CPSUs), owned by the central government, or State Public Sector Undertakings (SPSUs), owned by state governments.

The status of grievances received by “Maha Ratna” PSUs for the period 1st January, 2024 to 31st March, 2025:

S. No.	PSU	Receipts	Disposed	Pending
1	Indian Oil Corporation Limited (IOCL)	10744	10438	306
2	Hindustan Petroleum Corporation Limited (HPCL)	5398	5241	157
3	Bharat Petroleum Corporation Limited (BPCL)	4559	4464	95
4	Coal India Limited (CIL)	2330	2204	126
5	National Thermal Power Corporation (NTPC)	1471	1408	63
6	Rural Electrification Corporation Limited (RECL)	1129	1006	123
7	Steel Authority of India (SAIL)	695	660	35
8	Oil and Natural Gas (ONGC)	549	515	34
9	Bharat Heavy Electricals Limited (BHEL)	489	472	17
10	Gas Authority of India Limited (GAIL)	467	448	19
11	Power Grid of India Limited (PGIL)	375	352	23
12	Oil India Limited (OIL)	78	74	4
13	Power Finance Corporation Limited (PFCL)	44	38	6

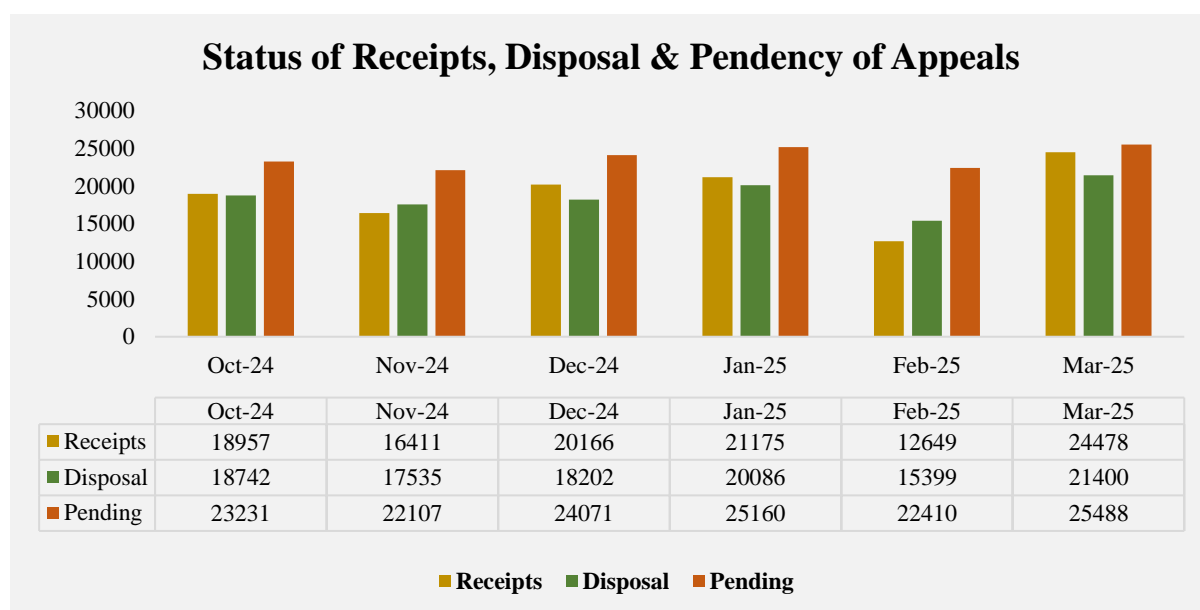
11. Review of Status of Appeals on CPGRAMS

11.1. Overview



Time Period: 01/01/2025 to 28/03/2025

11.2. Month-wise Status of Appeals



11.3. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **25 days** from 1st January to 28th March 2025
- **31** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

12. Success Stories

Grievance of Shri Prakash Kumar Agarwal

Delay in PF Withdrawal Claim

Shri Prakash Kumar Agarwal faced delays in the processing of his PF withdrawal claim (Form 19) despite fulfilling all requirements. Having worked for over 12 years, he submitted his application, ensuring TDS exemption as per regulations. After repeated documentation requests over six months, he filed a grievance on the CPGRAMS Portal. Following that, concerned authorities processed his claim promptly, and the final PF settlement of ₹35,31,303/- was issued, **resolving the matter within the same day.**

Rectification Process: A grievance regarding the delay in a PF withdrawal claim was submitted to the Employees' Provident Fund Organisation (EPFO) Head Office. The case was promptly forwarded to the Regional Office, Mumbai (Nariman Point) for immediate intervention. As a result, the authorities swiftly processed the claim, issuing the final PF settlement of ₹35,31,303/- on the same day, ensuring a quick resolution.

Grievance of Shri Vishal Sharma

Non-Receipt of LPG Subsidy

Shri Vishal Verma, holding an HP Gas LPG connection registered in the name of Ms. Anita Verma, faced subsidy non-receipt issues for several months. Upon inquiry at the LPG office, he was informed that his Aadhaar was not linked with NPCI, and he was advised to contact his bank. However, the bank confirmed that the Aadhaar was correctly linked with NPCI. Seeking a resolution, he filed a grievance on the CPGRAMS Portal. After verification by concerned authority, the subsidy was transferred to Ms. Anita Verma's account.

Rectification Process: A grievance regarding the delay in receiving an LPG subsidy was submitted to the Department of Administrative Reforms and Public Grievances (DARPG). The case was promptly forwarded to the Ministry of Petroleum and Natural Gas (MoPNG) for immediate intervention. After verification by the concerned authorities, the subsidy was successfully transferred to Ms. Anita Verma's account.

Grievance of Shri Souptik Sarkar

NFSC Fellowship Disbursement Delay

Shri Souptik Sarkar, a Ph.D. student at Bidhan Chandra Krishi Viswavidyalaya, faced difficulties in linking his account for the National Fellowship for Scheduled Castes (NFSC) under the UGC NET December session. Despite completing all formalities on the Canara Bank Scholarship Portal, his request was repeatedly rejected due to subject classification issues. Seeking resolution, he filed a grievance on the CPGRAMS Portal. In response, the authorities reviewed the case, and linking request under the NFSC scheme was approved based on an explanation from the Registrar of Bidhan Chandra Krishi Viswavidyalaya.



Rectification Process: A grievance regarding the delay in NFSC fellowship disbursement was submitted to the Ministry of Social Justice and Empowerment (MoSJE). The case was forwarded to the National Scheduled Caste Finance Development Corporation (NSFDC) for immediate intervention. Following a review, the authorities approved the linking request under the NFSC scheme, resolved the issue.

Grievance of Smt. Bhumika Naresh Gaikwad

National Overseas Scholarship Processing Delay

Smt. Bhumika Naresh Gaikwad, selected under the National Overseas Scholarship (NOS) 2024 for a Master of Commerce (Extension) at the University of Sydney, faced delays in receiving her final award letter. Despite completing all formalities, including income and caste verification, she awaited confirmation for months, leading to uncertainty and the need to defer her university intake. With no clear response from the NOS office, she filed a grievance on the CPGRAMS Portal. Following this, the concerned authority issued her final award letter, ensuring she could proceed without further disruptions. The grievance was promptly resolved **within just three days of filing**.



Rectification Process: A grievance regarding the delay in processing the National Overseas Scholarship was submitted to the Department of Social Justice and Empowerment (DSJE). The case was first forwarded to the MSJE - National Fellowship Scheme (DRNFS) and then to the National Fellowship Scheme (USNFS) for immediate intervention. As a result, the concerned authority swiftly issued the final award letter, allowing the applicant to proceed without further delays. The grievance was successfully resolved within three days.

13. Media Outreach

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 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 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.
FM Gold 100.1	
Vividh Bharati 106.4	

AIR radio jingle on CPGRAMS commenced from 12.2.2025



Scan and play

Telecast Status of DARPG – CPGRAMS at Spot & L Bands – DD News

Telecast status of **DARPG-CPGRAMS Spot & L Bands**. The campaign started from 26th march 2025 onwards on DD News.

Telecast status of 40sec. spot of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:27 hrs, 9:15 hrs, 13:18 hrs, 15:20 hrs. Prime Time: - 19:19 hrs., 21:31 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time:- 7:19 hrs, 9:12hrs, 11:25 hrs, 15:14 hrs. Prime Time:- 19:26 hrs, 21:28 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 8:25 hrs, 11:19hrs, 15:16 hrs, 17:41 hrs. Prime Time:- 19:52 hrs, 20:47 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 7:10 hrs, 08:48 hrs, 9:14 hrs, 10:10 hrs. Prime Time:- 19:48 hrs, 20:49 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 7:11 hrs, 08:49 hrs, 9:24 hrs, 10:12 hrs. Prime Time:- 19:50 hrs, 20:42 hrs.

Telecast status of 10sec. L Bands of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:14 hrs, 8:42 hrs, 13:20 hrs. Prime Time: - 19:05 hrs., 20:40 hrs, 21:48 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time: - 8:03 hrs, 9:15 hrs, 9:34 hrs. Prime Time: - 20:29 hrs., 20:35 hrs, 21:32 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 9:04 hrs, 13:21 hrs, 15:12 hrs Prime Time: - 20:41 hrs., 20:50 hrs, 21:07 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 8:17 hrs, 8:36 hrs, 10:19 hrs Prime Time: - 19:51 hrs., 20:53 hrs, 21:14 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 8:38 hrs, 9:03 hrs, 10:05 hrs Prime Time: - 19:19 hrs, 19:22 hrs, 20:16 hrs

Scroll Message of DARPG-CPGRAMS is running from 26th March 2025.

Ministry of Personnel, Public Grievances & Pensions




CPGRAMS-10 Step Reforms deepened with focus on quality of grievance redressal and improving citizen satisfaction

The CPGRAMS 10-step reforms being undertaken in pursuance of the PM Directions in Pragati Meeting on 26.12.2024

Posted On: 04 MAR 2025 5:49PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



DARPG organizes capacity building workshop on newly operationalized Review Meeting Module on 05th March, 2025

The workshop was organized in line with the direction of the Hon'ble Prime Minister from the Pragati Review Meeting on 26th December, 2024, for senior level reviews for timely and quality redressal of public grievances

75 officials from various Central Ministries/Departments participated in the workshop at CSOI, K.G. Marg, Delhi

Posted On: 06 MAR 2025 4:57PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 34th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of February, 2025

A total of 1,11,392 Grievances were Redressed by Central Ministries/Departments in February, 2025


For the 32nd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Food and Public Distribution, Department of Telecommunications, and Department of Posts topped in Group A category in the rankings released for the month of February, 2025

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

Posted On: 17 MAR 2025 11:34AM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



DARPG and Bhashini collaborate together to launch a multimodal multilingual solution for citizens for filing grievances

This initiative is in pursuance of the directions of Hon'ble PM to each Ministry/ Department to effect qualitative improvements in

Grievance Redressal systems to make them more sensitive, accessible and meaningful

The solution is expected to be launched by July 2025

Posted On: 28 MAR 2025 6:34PM by PIB Delhi

PIB India @PIB_India

CPGRAMS-10 Step Reforms deepened with focus on quality of grievance redressal and improving citizen satisfaction

The CPGRAMS 10-step reforms being undertaken in pursuance of the PM Directions in Pragati Meeting on 26.12.2024

The grievance redressal timelines have been brought down to 15 days, and over 20 lac citizen feedbacks have been collected through the feedback call center.

It is envisaged that the deepening of the CPGRAMS 10-Step Reforms will ensure greater efficiency, accountability, and citizen satisfaction in grievance redressal.

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

6:14 PM · Mar 4, 2025 · 3,924 Views

PIB in Nagaland @PIBKohima

@DARPG_Gol released the 34th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of February, 2025

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

12:16 PM · Mar 17, 2025 · 11 Views

DARPG @DARPG_GoI

In an effort to expand the outreach of #CPGRAMS across the nation, #CPGRAMS jingle is now live on @AkashvaniAIR.

Tune in to the below channels on radio:

- FM Rainbow 102.6
- FM Gold 100.1
- VividhBharati 106.4

Now, citizens can easily access #CPGRAMS for seamless grievance redressal on pgportal.gov.in

Scan the QR Code to listen to the #CPGRAMS jingle.

#CPGRAMS #PublicService #GrievanceRedressal #GoodGovernance #AIR #Radio #DigitalIndia



DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

CPGRAMS JINGLE

QR Code

@DARPG_GoI @DARPGIndia @darpggol @DARPG_GoI www.darpg.gov.in

Narendra Modi and 8 others

5:06 PM · Mar 13, 2025 · 1,008 Views

PIB India @PIB_India

@DARPG_Gol organizes capacity building workshop on newly operationalized Review Meeting Module on 5th March, 2025

The workshop was organized in line with the direction of Prime Minister @narendramodi from the Pragati Review Meeting on 26th December, 2024, for senior level reviews for timely and quality redressal of public grievances

75 officials from various Central Ministries/Departments participated in the workshop at CSOI, K.G. Marg, Delhi

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



TRAINING SESSION ON ELOPED INTERFACE O

CSOI, KG Marg, New Delhi

5:35 PM · Mar 6, 2025 · 2,805 Views

PIB India @PIB_India

Department of Administrative Reforms and Public Grievances (DARPG) released the 34th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of February, 2025

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For the 32nd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Food and Public Distribution, Department of Telecommunications, and Department of Posts topped in Group A category in the rankings released for the month of February, 2025

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

11:54 AM · Mar 17, 2025 · 2,517 Views

PIB in Manipur @PIBImphal

@DARPG_Gol released the 34th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of February, 2025

@PIB_India @MIB_India

More : pib.gov.in/PressReleasePa...

11:47 AM · Mar 17, 2025 · 20 Views


DARPG @DARPG_GoI

DARPG conducted a 3-hour capacity-building workshop on March 5, 2025, for Nodal Grievance Officers (GROs) of Central Ministries/Departments on the newly operationalized Review Meeting Module in the #CPGRAMS Portal. This module enables Secretary-level reviews of public grievances, ensuring effective redressal and maximizing citizen satisfaction.

In line with the Hon'ble Prime Minister's directions in the PRAGATI meeting on December 26, 2024, DARPG has operationalized a dedicated module for Nodal GROs in the #CPGRAMS Portal. This initiative facilitates senior-level reviews of public grievance cases in each Ministry and Department, enhancing accountability and responsiveness.

The workshop saw participation of more than 75 officers representing various Central Ministries and Departments.

#CPGRAMS #ReviewModule #PublicGrievances #GrievanceRedressal #PublicService #DigitalIndia #CitizenCentric #GoodGovernance



TRAINING SESSION ON DEVELOPED INTERFACE O CSOI, KG Marg, New Delhi

Narendra Modi and 8 others

6:47 PM · Mar 6, 2025 · 261 Views

PIB India @PIB_India

.@DARPG_GoI to deepen collaboration with Right to Services Commissioners of 10 States for improving service delivery and effective redressal of public grievances in pursuance of directions of Prime Minister @narendramodi in Pragati Meeting on March 5, 2025

Next Gen Technology options to be adopted for Integration of RTS Portals of States with CPGRAMS portal and Reverse Integration through Web API's to be pursued

Citizen Grievances on CPGRAMS portal for improving Service Delivery of State Governments to be mapped and shared with Right to Services Commissioners for notifying such services/ digitization of the services

Best practices in Improving Service Delivery through the Right to Service Commissioners to be documented

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



5:37 PM · Mar 6, 2025 · 3,124 Views

BHASHINI @BHASHINI

We are pleased to announce that the Master Service Agreement for the multimodal multilingual solution on the nextgen CPGRAMS has been signed today between the BHASHINI - (Digital India BHASHINI Division) and Department of Administrative Reforms and Public Grievances, Government of India.

This collaboration marks a significant step towards enhancing the accessibility and navigation experience on the CPGRAMS portal, making it more user-friendly for all citizens.

We look forward to the improvements this solution will bring in facilitating smoother public grievance redressal.

@GoI_MeitY @amitabhng @svoruganti1466

#BHASHINI #DigitalIndia #CPGRAMS #PublicGrievance #Innovation #Accessibility

DARPG @DARPG_GoI

DARPG signed Master Service Agreement with Digital India @BHASHINI on March 28, 2025, to implement a multimodal, multilingual solution for #CPGRAMS.

The collaboration introduces AI-powered grievance lodging solution, ensuring seamless, language-inclusive grievance registration for a more efficient and citizen-centric governance system.

#CPGRAMS #Bhashini #DigitalIndia #EasyAccess #CitizenCentric #GrievanceRedressal #GoodGovernance



MASTER SERVICE AGREEMENT SIGNING OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES AND DIGITAL INDIA BHASHINI FOR Multimodal Multilingual Solution of Central Public Grievance Redress and Monitoring

Narendra Modi and 8 others

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – 1st January 2025 to 28th March 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6967	53896	60863	54002	6861
2	Department of Financial Services (Banking Division)	6688	39915	46603	40732	5871
3	Ministry of Railways (Railway Board)	2791	17387	20178	17432	2746
4	Department of Telecommunications	500	17226	17726	17356	370
5	Central Board of Direct Taxes (Income Tax)	9526	17150	26676	16103	10573
6	Department of Agriculture and Farmers Welfare	922	17022	17944	15868	2076
7	Department of Posts	1301	15355	16656	15615	1041
8	Ministry of Home Affairs	1458	14664	16122	14541	1581
9	Department of Ex Servicemen Welfare	3044	11159	14203	10893	3310
10	Department of Health & Family Welfare	1769	10361	12130	10196	1934

Annexure 1.2.: Maximum Number of Disposals – 1st January 2025 to 28th March 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6967	53896	60863	54002	6861
2	Department of Financial Services (Banking Division)	6688	39915	46603	40732	5871
3	Ministry of Railways (Railway Board)	2791	17387	20178	17432	2746
4	Department of Telecommunications	500	17226	17726	17356	370
5	Central Board of Direct Taxes (Income Tax)	9526	17150	26676	16103	10573
6	Department of Agriculture and Farmers Welfare	922	17022	17944	15868	2076
7	Department of Posts	1301	15355	16656	15615	1041
8	Ministry of Home Affairs	1458	14664	16122	14541	1581
9	Department of Ex Servicemen Welfare	3044	11159	14203	10893	3310
10	Department of Health & Family Welfare	1769	10361	12130	10196	1934

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

January 2025 to 28th March 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	9526	17150	26676	16103	10573
2	Ministry of Labour and Employment	6967	53896	60863	54002	6861
3	Department of Financial Services (Banking Division)	6688	39915	46603	40732	5871
4	Department of Ex Servicemen Welfare	3044	11159	14203	10893	3310
5	Ministry of Railways (Railway Board)	2791	17387	20178	17432	2746
6	Department of Agriculture and Farmers Welfare	922	17022	17944	15868	2076
7	Department of Health & Family Welfare	1769	10361	12130	10196	1934
8	Ministry of Petroleum and Natural Gas	1232	5070	6302	4627	1675
9	Ministry of Home Affairs	1458	14664	16122	14541	1581
10	Ministry of Housing and Urban Affairs	1768	5565	7333	5866	1467
11	Unique Identification Authority of India	1780	8414	10194	8999	1195
12	Department of Rural Development	1812	5292	7104	5970	1134
13	Department of Defence Finance	1600	5130	6730	5653	1077
14	Department of Higher Education	1049	5088	6137	5060	1077
15	Department of Posts	1301	15355	16656	15615	1041

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

21 Days – 1st January 2025 to 28th March 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9526	17150	26676	16103	10573	7639
2	Ministry of Labour and Employment	6967	53896	60863	54002	6861	2488
3	Department of Ex Servicemen Welfare	3044	11159	14203	10893	3310	1132
4	Ministry of Home Affairs	1458	14664	16122	14541	1581	1106
5	Department of Health & Family Welfare	1769	10361	12130	10196	1934	950

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
6	Ministry of Railways (Railway Board)	2791	17387	20178	17432	2746	730
7	Ministry of Housing and Urban Affairs	1768	5565	7333	5866	1467	648
8	Department of Financial Services (Banking Division)	6688	39915	46603	40732	5871	598
9	Ministry of External Affairs	780	3922	4702	3868	834	544
10	Department of Rural Development	1812	5292	7104	5970	1134	496

Annexure 2: Average Closing Time – 1st January 2025 to 28th March 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	40	117
2	Department of Agriculture Research and Education	498	60
3	Central Board of Direct Taxes (Income Tax)	16103	52
4	Department of Economic Affairs ACC Division	789	41
5	Department of Defence Production	481	34
6	Department of Defence Research and Development	207	32
7	Department of Defence Finance	5653	30
8	Ministry of Petroleum and Natural Gas	4627	30
9	Department of Youth Affairs	114	30
10	Legislative Department	201	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	1260	2
2	NITI Aayog	954	2
3	Ministry of Parliamentary Affairs	343	2
4	Department of Agriculture and Farmers Welfare	15868	4
5	Department of Food and Public Distribution	3302	4
6	Department of Public Enterprises	179	4

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
7	Department of Financial Services (Pension Reforms)	889	5
8	Department of Heavy Industry	424	5
9	Department of Telecommunications	17356	6
10	Department of Revenue	2448	6

Annexure 3: Status of Appeals – 1st January 2025 to 28th March 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	801	6759	165	6594
2	Central Board of Direct Taxes (Income Tax)	2839	2089	4928	1594	3334
3	Department of Financial Services (Banking Division)	2029	8590	10619	7864	2755
4	Ministry of Labour and Employment	2268	11784	14052	12752	1300
5	Department of Defence Finance	833	2258	3091	1940	1151
6	Department of Consumer Affairs	1037	977	2014	1189	825
7	Department of Financial Services (Insurance Division)	464	1530	1994	1202	792
8	Ministry of Railways (Railway Board)	701	3607	4308	3601	707
9	Ministry of Petroleum and Natural Gas	504	812	1316	691	625
10	Department of Rural Development	367	790	1157	563	594

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	8	1
2	Department of Telecommunications	3667	4
3	Department of Ex Servicemen Welfare	2329	6
4	Department of Agriculture and Farmers Welfare	1244	7
5	Department of Pension and Pensioners Welfare	47	7
6	Ministry of Drinking Water and Sanitation	382	8

S. No.	Name of Ministry/Department	Appeals Disposed	ACT Appeals
7	Ministry of Cooperation	321	8
8	Department of Revenue	124	8
9	Ministry of Parliamentary Affairs	5	8
10	Department of Agriculture Research and Education	53	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	6730	5653	2258	39.94%
2	Ministry of Textiles	273	250	63	25.20%
3	Department of Food and Public Distribution	3397	3302	758	22.96%
4	Ministry of Civil Aviation	1774	1428	326	22.83%
5	Department of Financial Services (Insurance Division)	7502	6808	1530	22.47%
6	Ministry of Cooperation	1567	1411	317	22.47%
7	Ministry of New and Renewable Energy	680	584	131	22.43%
8	Department of Consumer Affairs	5346	4428	977	22.06%
9	Ministry of Labour and Employment	60863	54002	11784	21.82%
10	Ministry of Drinking Water and Sanitation	2251	1981	430	21.71%

Annexure 4: Indicator-based Root Cause Analysis – March 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	30.16	19.76	63.00	62.67	79.55	75.00	0.35	10.00	38.14	27.03	78.60
2	Department of Financial Services (Banking Division)	8.38	7.19	48.81	56.15	55.91	68.70	0.06	14.00	34.67	28.41	47.51
4	Department of Agriculture and Farmers Welfare	0.16	65.21	44.90	50.59	87.50	100.00	0.00	6.00	27.42	13.14	74.41
5	Department of Telecommunications	2.18	10.99	84.49	94.13	100.00	94.25	0.00	6.00	38.83	25.81	97.75
7	Ministry of Railways (Railway Board)	4.45	2.71	47.02	52.19	60.87	65.06	0.10	16.00	28.44	28.13	64.24
3	Central Board of Direct Taxes (Income Tax)	13.17	1.25	77.23	13.25	45.16	50.00	0.05	51.00	45.62	16.84	12.07
6	Department of Posts	0.69	5.27	77.92	75.67	90.48	88.94	0.00	9.00	53.40	18.40	81.79
8	Ministry of Home Affairs	1.76	7.74	58.96	25.21	78.81	61.02	0.19	11.00	21.31	6.67	35.79
9	Department of Ex Servicemen Welfare	5.70	2.73	15.86	32.20	50.00	50.00	0.16	23.00	35.23	31.38	99.30
10	Department of Health & Family Welfare	20.50	4.94	33.03	25.10	70.00	64.91	0.00	20.00	30.06	9.94	41.57
11	Unique Identification Authority of India	0.18	94.77	83.33	61.30	57.14	50.00	3.33	15.00	42.66	23.60	62.90

#	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
12	Ministry of Road Transport and Highways	0.16	5.68	61.06	46.30	69.35	60.00	0.00	10.00	27.28	16.27	54.75
14	Department of Financial Services (Insurance Division)	11.00	7.09	78.62	65.75	71.70	66.67	0.00	10.00	28.61	32.29	31.72
15	Ministry of Housing and Urban Affairs	0.28	1.24	26.40	24.91	58.33	27.78	0.07	20.00	25.90	19.75	33.70
13	Ministry of Micro Small and Medium Enterprises	0.35	12.46	31.16	51.00	100.00	0.00	0.00	11.00	21.66	19.68	52.28
16	Department of Defence Finance	4.82	2.32	24.12	43.42	100.00		1.18	26.00	51.13	48.46	39.09
17	Ministry of Petroleum and Natural Gas	6.50	2.70	47.50	14.61	50.00	71.58	0.17	29.00	52.15	19.32	26.24
18	Department of Higher Education	31.34	3.31	43.75	26.26	55.26	30.00	0.00	20.00	31.40	19.82	42.72
21	Department of Personnel and Training	0.40	12.20	47.54	38.00	56.32	45.45	0.00	10.00	19.01	6.74	55.84
19	Department of Consumer Affairs	6.20	34.93	45.24	29.69	71.88	73.33	0.00	23.00	30.59	23.56	58.95
20	Department of Rural Development	0.35	0.16	2.40	33.44	64.29	9.88	0.00	17.00	30.19	22.51	31.88
23	Department of Defence	30.90	1.60	38.00	47.44	83.33	84.62	0.00	22.00	19.13	0.00	
28	Department of School Education and Literacy	31.02	6.46	49.76	30.91	50.00	82.46	0.00	17.00	26.98	21.53	51.38
25	Ministry of External Affairs	11.21	2.33	15.64	49.43	41.18	100.00	0.00	12.00	43.18	24.93	53.00
26	Department of Justice	33.48	137.38	62.50	50.27	94.38	77.42	0.00	9.00	12.21	4.46	52.88
24	Ministry of Corporate Affairs	15.68	11.33	74.47	60.11	83.33	81.97	0.00	16.00	21.21	26.21	2.68
27	Department of Food and Public Distribution	17.73	15.47	54.55	85.04	100.00	94.23	0.00	5.00	25.51	35.31	49.62

#	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
22	Ministry of Skill Development and Entrepreneurship	0.00	14.66	26.87	53.48	100.00	0.00	1.49	7.00	23.18	16.54	40.77
30	Ministry of Panchayati Raj	0.00	85.64	72.73	88.82	100.00	85.29	0.00	7.00	12.75	29.72	89.65
29	Central Board of Indirect Taxes and Customs	3.00	1.56	89.79	69.66	100.00	95.45	0.00	8.00	38.67	14.87	56.21
46	Staff Selection Commission	14.82	29.85	92.31	26.45	63.64	100.00	0.00	27.00	63.41	13.80	59.75
31	Ministry of Electronics & Information Technology	2.10	4.57	17.37	52.96	85.71	0.00	0.60	17.00	31.06	14.61	50.97
32	Ministry of Drinking Water and Sanitation	0.15	2.19	22.98	54.39	71.43	100.00	0.00	13.00	28.06	26.34	51.33
35	Ministry of Women and Child Development	5.78	17.80	57.14	58.11	66.10	100.00	0.00	11.00	18.78	25.43	47.01
34	Ministry of Environment, Forest and Climate Change	15.85	4.44	42.97	41.32	90.24	0.00	0.00	10.00	14.35	11.95	54.29
40	Department of Revenue	1.88	13.28	97.50	77.20	69.23	90.00	0.00	12.00	11.00	13.47	92.94
33	Department of Social Justice and Empowerment	2.28	6.51	61.73	45.39	76.92	97.30	0.00	13.00	21.37	15.24	42.93
38	Ministry of Civil Aviation	0.99	1.49	29.71	35.80	84.38	40.00	0.00	25.00	29.40	23.61	49.20
36	Ministry of Cooperation	29.80	23.33	42.86	59.81	57.14	72.22	0.00	7.00	13.10	33.99	88.82
37	Department of Land Resources	0.00	64.43	42.86	54.90	100.00		0.00	2.00	0.00	0.00	
43	Department of Military Affairs	16.83	0.42	40.76	28.24	54.55	55.00	0.00	28.00	22.99	24.29	77.94
39	Ministry of Power	0.99	0.95	19.67	23.20	57.89	100.00	0.00	12.00	28.99	9.45	75.00
45	Ministry of Coal	0.57	0.57	17.63	49.19	100.00	85.71	0.16	14.00	23.05	0.00	
42	Department of Legal Affairs	1.27	16.58	21.05	35.92	70.59	50.00	0.00	14.00	13.48	0.00	
44	Department of Commerce	36.77	3.20	35.05	33.44	50.00	92.86	0.00	11.00	32.39	13.46	37.88
47	Department of Financial Services (Pension Reforms)	45.75	61.20	40.00	63.53	100.00		0.00	5.00	30.77	10.20	0.00
52	NITI Aayog	0.00	4.11	10.61	57.35	100.00		0.00	3.00	60.87	0.34	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
50	Ministry of Information and Broadcasting	1.52	2.26	40.17	35.86	81.82	33.33	0.00	15.00	20.45	20.36	47.37
49	Department of Empowerment of Persons with Disabilities	3.82	9.03	65.52	35.11	33.33	100.00	0.00	14.00	21.05	21.43	88.76
53	Ministry of New and Renewable Energy	0.40	6.05	31.71	51.73	100.00	33.33	0.00	14.00	20.65	32.87	86.41
54	Ministry of Culture	1.72	1.47	28.93	19.57	28.57	33.33	0.00	29.00	46.06	17.89	10.71
51	Ministry of Water Resources, River Development & Ganga Rejuvenation	19.18	1.40	37.18	18.07	73.33	75.00	0.00	16.00	24.69	14.42	72.09
48	Department of Economic Affairs ACC Division	12.82	3.55	32.73	9.14	11.11	34.78	0.00	49.00	21.95	6.85	26.32
58	Department for Promotion of Industry and Internal Trade	12.43	2.01	30.68	38.16	80.00		0.00	19.00	25.23	17.65	66.67
41	Ministry of Tribal Affairs	0.00	2.06	23.81	73.72	90.00		0.00	11.00	65.18	12.12	69.05
56	Department of Animal Husbandry, Dairying	16.76	5.41	15.63	4.28	41.18	75.00	0.00	24.00	25.81	9.68	31.43
55	Ministry of Tourism	10.47	2.36	27.40	63.64	66.67	100.00	0.00	9.00	26.16	22.35	56.52
57	Department of Expenditure	6.90	2.90	34.00	28.00	100.00		0.00	22.00	36.87	24.48	23.53
61	Department of Defence Production	3.68	0.59	27.51	15.58	0.00	100.00	0.00	32.00	22.08	22.73	26.42
64	Department of Heavy Industry	30.37	2.25	36.67	85.51	100.00	83.33	0.00	5.00	32.41	21.01	82.86
60	Department of Atomic Energy	0.00	1.90	69.57	45.03	0.00	81.82	0.00	11.00	36.78	21.05	45.95
63	Ministry of Minority Affairs	0.76	2.18	53.33	28.26	40.00	0.00	0.00	18.00	13.59	24.00	68.42
59	Ministry of Ayush	3.39	2.62	66.67	74.55	0.00	50.00	0.00	7.00	31.78	21.49	77.42
68	Department of Agriculture Research and Education	0.00	0.42	19.62	9.42	50.00	50.00	0.00	86.00	33.53	12.36	77.14
70	Ministry of Shipping	21.00	1.28	55.13	30.33	50.00	60.00	0.00	14.00	12.50	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
66	O/o the Comptroller & Auditor General of India	1.02	0.74	50.76	32.14		0.00	0.00	8.00	14.29	10.53	56.00
67	Ministry of Parliamentary Affairs	2.06	6.06	100.00	87.18	100.00		6.25	5.00	23.53	2.83	100.00
69	Department of Science and Technology	1.05	0.94	41.58	35.71		100.00	0.00	15.00	21.31	13.58	28.57
65	Ministry of Mines	18.28	2.21	35.71	51.52	66.67	50.00	0.00	9.00	17.28	17.17	0.00
72	Ministry of Steel	0.00	0.98	29.55	25.58	28.57	100.00	0.00	20.00	24.14	37.31	22.95
71	Department of Sports	1.18	1.73	36.73	29.55	100.00		0.00	20.00	26.47	20.00	69.57
74	Department of Pharmaceuticals	3.85	3.00	53.85	32.29	100.00	0.00	0.00	21.00	31.43	18.75	41.30
76	Department of Health Research	10.53	0.55	9.42	22.95	66.67	33.33	0.00	14.00	53.57	9.84	73.33
73	Ministry of Textiles	3.03	1.03	34.38	52.44		0.00	0.00	15.00	20.29	33.82	33.33
62	Department of Investment & Public Asset Management	50.00	7.00	62.50	62.16	0.00		0.00	9.00	66.67	0.00	0.00
75	Legislative Department	0.00	1.54	11.43	5.49	55.56		0.00	28.00	20.00	6.25	0.00
79	Department of Public Enterprises	0.00	4.91	36.36	60.00	100.00	100.00	0.00	2.00	30.00	0.00	0.00
80	Department of Youth Affairs	0.00	2.37	42.11	4.35	50.00	0.00	0.00	40.00	25.00	17.86	15.63
77	Department of Defence Research and Development	7.32	0.42	9.18	27.16	83.33	100.00	0.00	39.00	18.42	35.09	17.65
78	Department of Scientific & Industrial Research	2.56	0.37	27.62	38.33		100.00	0.00	20.00	18.60	37.50	52.17
87	Ministry of Statistics and Programme Implementation	32.43	0.44	26.19	13.73			0.00	39.00	15.38	11.11	18.18
81	Ministry of Food Processing Industries	41.94	0.97	25.00	36.84	0.00	100.00	0.00	20.00	0.00	2.70	0.00
83	Department of Fisheries	35.48	2.21	28.57	50.00			0.00	8.00	9.52	38.10	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
85	Department of Space	16.13	1.48	71.43	19.51			0.00	20.00	40.00	13.64	31.82
82	Department of Chemicals and Petrochemicals	0.00	2.17	50.00	35.29	100.00	100.00	0.00	9.00	0.00	6.67	3.85
84	Department of Fertilizers	23.08	0.72	47.22	40.74		33.33	0.00	7.00	22.22	18.75	60.00
86	Ministry of Earth Sciences	16.67	0.83	17.24	32.00	50.00	100.00	0.00	12.00	45.45	17.65	85.71
88	Department of Bio Technology	0.00	0.14	5.93	0.00	0.00		0.00	87.00	100.00	0.00	0.00
89	Department of Official Language	0.00	0.92	41.67	20.00	100.00		0.00	13.00	0.00	0.00	
90	Ministry of Development of North Eastern Region	0.00	0.25	31.25	50.00			0.00	1.00	50.00	0.00	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

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