



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES



Online Complaint System  
for Grievances



Department of Administrative  
Reforms and Public Grievances  
Government of India



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# CPGRAMS

## MONTHLY REPORT

### Central Ministries/Departments

APRIL 2025

(Report Number 36)

Department of Administrative Reforms  
and Public Grievances



# Executive Summary

Each month, DARPG distils the evolving landscape of public grievance redressal—combining key metrics, targeted reviews, and in-depth analyses—to drive smarter policy action and ensuring a responsive government.

The opening chapter for this month's report sets the stage with updated trends in receipts, disposals and pendency, offering essential benchmarks for decision-makers. Grievance Redressal Assessment and Index is an important pillar of the CPGRAMS monthly report and has always encouraged competitiveness between various Ministries and Departments who eagerly await their updated ranks.

Building on core metrics, the Review Meeting Module spotlights departmental best practices—highlighting how clear timelines should be enforced, detailed follow-ups, and citizen-centric responses. The Banking and Financial Analysis then uncovers systemic gaps—from fraud controls to digital-payment shortfalls—drawing on year-long grievance trends.

Both sections converge on targeted policy interventions designed to close these critical gaps and enhance the overall effectiveness of grievance redressal.

While user registration update and Outreach to CSCs chapters reflect the new trends, Analysis of Grievances on CPGRAMS has been given a prominent face-lift. To amplify public awareness, media outreach efforts, including AIR radio jingles and DD News telecasts have been highlighted.

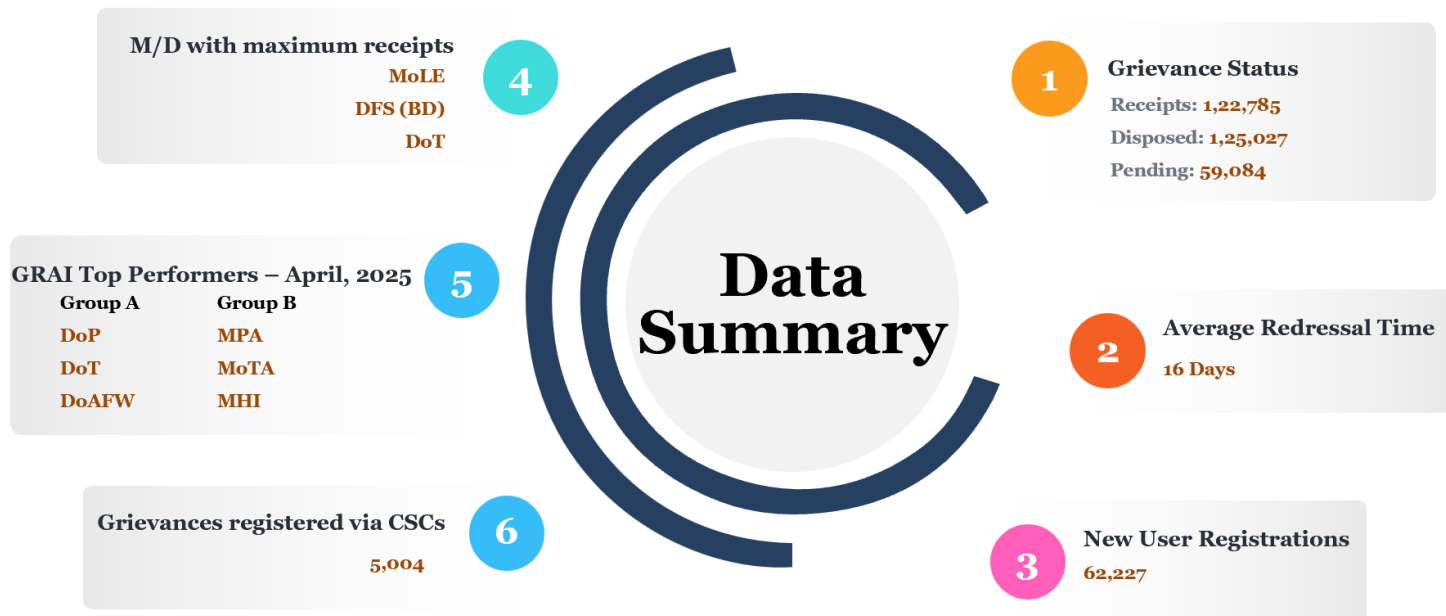
In sum, the report weaves high-level metrics and capability-building (the Review Module) into deep analytical chapters, with annexures offering granular, actionable insights—reinforcing DARPG's drive toward responsive governance.

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# 1. Key Highlights



Time Period – April, 2025

## General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 9<sup>th</sup> April, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In April 2025, for the **34<sup>th</sup> month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **59,084 grievances**, out of which 62.25% of the grievances are pending for less than 21 days
- The number of new **user registrations** on CPGRAMS for the month of April 2025 stands at **62,227**

## PG Cases

- In April 2025, **1,22,785 PG cases were received** on the CPGRAMS portal, **1,25,027 PG cases were redressed** and there exists a **pendency of 59,084 PG cases**.
- Grievances registered via **Common Service Centers** stands at **5,004 grievances** for April, 2025.
- **32.19%** of the accounted grievances for April, 2025 were directed towards key departments such as the Ministry of Labour and Employment [19,248 grievances], Department of Financial Services (Banking Division) [13,997 grievances], and Department of Telecommunications [6,274 grievances]

## PG Appeals

- In April 2025, **18,693 appeals were received** and **20,634 appeals were disposed**
- The Central Secretariat has a pendency of **25,291 PG Appeals** for the period 1<sup>st</sup> April, 2025 to 30<sup>th</sup> April, 2025.

## Grievance Redressal and Assessment Index - April 2025

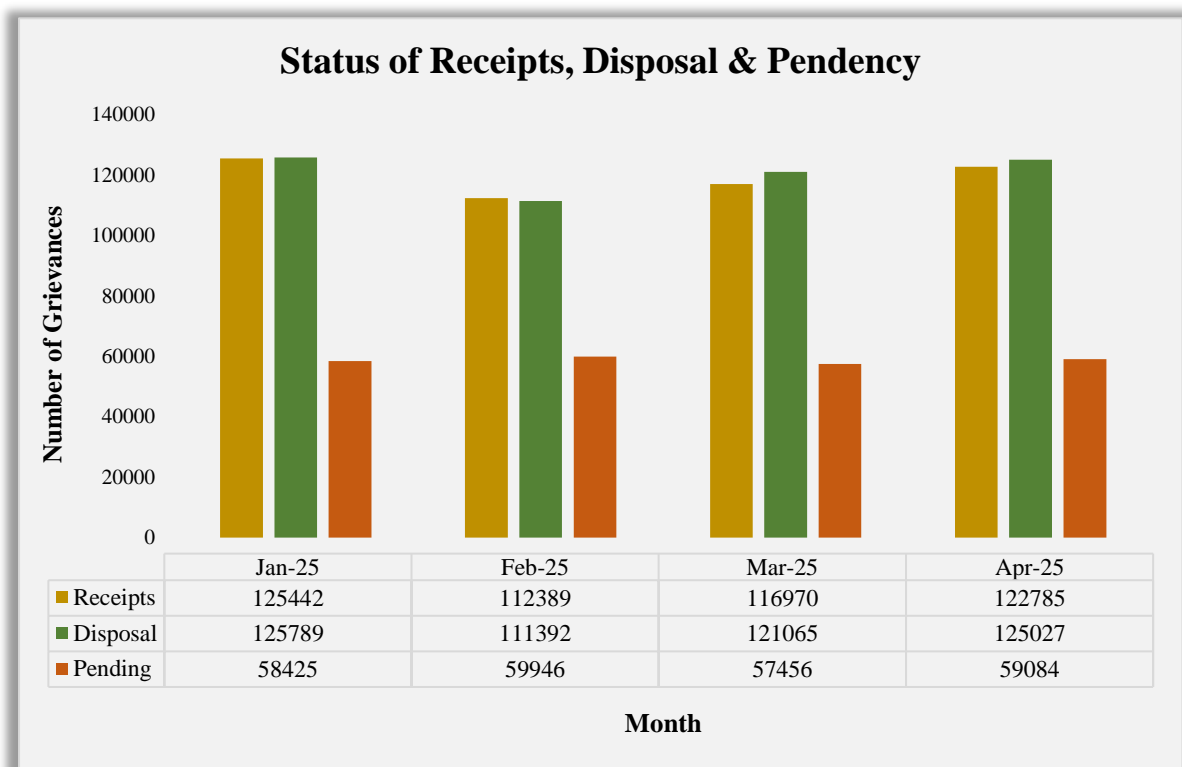
- **Department of Posts, Department of Telecommunications and Department of Agriculture and Farmers Welfare** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for April, 2025
- **Ministry of Parliamentary Affairs, Ministry of Tribal Affairs and Ministry of Heavy Industries** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for April, 2025

## 2. Review of Status of Grievances



Time Period: 01/01/2025 to 30/04/2025

### 2.2. Month-wise Status of Grievances





### 3. Grievance Redressal Assessment and Index – April, 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:

**Efficiency**  
5 indicators

**Feedback**  
2 indicators

**Domain**  
2 indicators

**Organisational  
Commitment**  
2 indicators

The data used in preparing the GRAI has been taken from **1<sup>st</sup> April, 2025 to 30<sup>th</sup> April, 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*



### 3.1. Ranking of Ministries/Departments – Group A

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

S. No.	Name of Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Posts	1233	5607	5761	1079	0.7997	1
2	Department of Telecommunications	608	6274	6272	610	0.7996	2
3	Department of Agriculture and Farmers Welfare	2616	4267	6585	298	0.781	3
4	Central Board of Indirect Taxes and Customs	198	1075	1017	256	0.767	4
5	Ministry of Micro Small and Medium Enterprises	626	1371	1778	219	0.727	5
6	Department of Land Resources	51	1165	953	263	0.708	6
7	Department of Defence	373	1918	1912	379	0.6951	7
8	Department of Food and Public Distribution	179	1009	1088	100	0.6947	8
9	Ministry of Panchayati Raj	139	930	999	70	0.69	9
10	Ministry of Environment, Forest and Climate Change	255	704	733	226	0.684	10
11	Unique Identification Authority of India	1354	3169	3147	1376	0.683	11
12	Department of Justice	180	1451	1345	286	0.682	12
13	Ministry of Skill Development and Entrepreneurship	726	799	1437	88	0.68	13
14	Ministry of Electronics & Information Technology	287	919	1011	195	0.67	14
15	Department of Social Justice and Empowerment	259	761	778	242	0.658	15
16	Ministry of Women and Child Development	240	689	678	251	0.64	16
17	Department of Consumer Affairs	977	1687	1856	808	0.632	17
18	Ministry of Drinking Water and Sanitation	327	824	847	304	0.631	18
19	Ministry of Labour and Employment	7019	19248	17777	8490	0.627	19
20	Ministry of Railways ( Railway Board)	2908	5958	5986	2880	0.619	20

S. No.	Name of Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Ministry of Road Transport and Highways	1050	2525	2635	940	0.6178	21
22	Ministry of Corporate Affairs	429	1151	1131	449	0.6176	22
23	Department of Health & Family Welfare	2171	3663	4321	1513	0.605	23
24	Department of Financial Services (Banking Division)	5507	13997	12897	6607	0.602	24
25	Ministry of Home Affairs	1639	5723	5926	1436	0.595	25
26	Department of Personnel and Training	688	1588	1625	651	0.589	26
27	Department of School Education and Literacy	950	1900	2116	734	0.581529	27
28	Department of Rural Development	1259	1568	1881	946	0.581528	28
29	Ministry of External Affairs	904	1359	1272	991	0.58	29
30	Department of Financial Services (Insurance Division)	441	2297	1893	845	0.564	30
31	Ministry of Civil Aviation	375	556	561	370	0.558	31
32	Ministry of Housing and Urban Affairs	1598	2066	2237	1427	0.529	32
33	Staff Selection Commission	780	759	831	708	0.523	33
34	Central Board of Direct Taxes (Income Tax)	10651	5090	4977	10764	0.516	34
35	Ministry of Petroleum and Natural Gas	1787	1758	1653	1892	0.507	35
36	Department of Higher Education	1177	1992	1882	1287	0.501	36
37	Department of Ex Servicemen Welfare	3378	3510	3247	3641	0.484	37
38	Department of Defence Finance	1166	1658	1728	1096	0.477	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.

## 3.2. Ranking of Ministries/Departments – Group B

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

S. No.	Name of Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	5	147	151	1	0.85	1
2	Ministry of Tribal Affairs	48	277	316	9	0.83	2
3	Department of Heavy Industries	17	157	158	16	0.744	3
4	Ministry of Ayush	29	138	134	33	0.722	4
5	Department of Empowerment of Persons with Disabilities	164	297	403	58	0.718	5
6	Department of Revenue*	91	358	368	81	0.694	6
7	Ministry of New and Renewable Energy	101	284	292	93	0.693	7
8	NITI Aayog	45	241	272	14	0.688	8
9	Department of Sports	81	159	124	116	0.677	9
10	Ministry of Development of North Eastern Region	1	10	9	2	0.674	10
11	Department of Pharmaceuticals	48	77	111	14	0.668	11
12	Ministry of Textiles	29	91	88	32	0.662	12
13	Department of Public Enterprises	4	83	84	3	0.646	13
14	Department of Financial Services (Pension Reforms)	75	334	365	44	0.639	14
15	Department of Legal Affairs	178	391	427	142	0.6345	15
16	Department of Science and Technology	62	100	117	45	0.6343	16
17	Ministry of Power	182	449	552	79	0.627	17
18	Ministry of Earth Sciences	15	26	33	8	0.6231	18
19	Department of Health Research	39	89	109	19	0.623	19
20	Department of Official Language	7	26	28	5	0.622	20
21	Ministry of Shipping	70	130	134	66	0.611	21
22	Ministry of Cooperation	180	427	470	137	0.61	22
23	Department of Commerce	153	358	380	131	0.607	23
24	Ministry of Mines	44	107	115	36	0.601	24
25	Ministry of Water Resources, River Development & Ganga Rejuvenation	153	320	260	213	0.589	25
26	Department of Space	27	23	37	13	0.5885	26
27	Department of Atomic Energy	79	158	152	85	0.5876	27
28	Ministry of Tourism	67	225	227	65	0.58	28
29	O/o the Comptroller & Auditor General of India	79	113	113	79	0.579	29
30	Department of Agriculture Research and Education	116	148	117	147	0.575	30

S. No.	Name of Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
31	Department for Promotion of Industry and Internal Trade	113	181	176	118	0.574	31
32	Department of Investment & Public Asset Management	20	61	79	2	0.567	32
33	Ministry of Coal	205	435	384	256	0.553	33
34	Department of Fertilizers	23	34	42	15	0.549	34
35	Ministry of Information and Broadcasting	195	427	371	251	0.543	35
36	Department of Military Affairs*	272	443	500	215	0.542	36
37	Department of Defence Research and Development	38	140	56	122	0.541	37
38	Ministry of Food Processing Industries	16	41	45	12	0.523	38
39	Department of Scientific & Industrial Research	33	82	67	48	0.516	39
40	Ministry of Minority Affairs	146	239	97	288	0.511	40
41	Department of Fisheries	15	29	25	19	0.505	41
42	Department of Expenditure	105	138	165	78	0.503	42
43	Ministry of Statistics and Programme Implementation	34	37	53	18	0.4969	43
44	Department of Economic Affairs ACC Division	352	210	218	344	0.4966	44
45	Ministry of Culture	228	232	270	190	0.473	45
46	Department of Youth Affairs	73	50	41	82	0.468	46
47	Department of Animal Husbandry, Dairying	188	162	208	142	0.455	47
48	Ministry of Steel	68	113	122	59	0.449	48
49	Legislative Department	60	98	94	64	0.449	49
50	Department of Chemicals and Petrochemicals	7	100	34	73	0.443	50
51	Department of Defence Production	129	147	191	85	0.428	51
52	Department of Bio Technology	40	20	27	33	0.414	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.

\*In April 2025, though the Department of Revenue and the Ministry of Military Affairs have received 714 and 570 grievances respectively, 368 grievances for the Department of Revenue and 500 grievances for the Ministry of Military Affairs have been closed with new ATR.

## 4. Categorisation

### Overview

In 2024, the Department of Administrative Reforms and Public Grievances (DARPG) undertook a significant initiative to revamp the existing categorization on the CPGRAMS portal for selected Central Ministries and Departments. This initiative focused on streamlining grievance redressal by introducing clear and precise categorization.

The primary objective of the new categorization system is to establish uniformity across all ministries by standardizing terminology and reducing redundancies at the initial level, aiming to enhance citizen convenience. This approach ensures consistency in categorizing grievances across various departments, thereby making the grievance filing process more citizen-centric.

**Uniform Key Categories Identified:** Few uniform key categories have been identified to streamline grievance handling across Central Ministries and Departments:



### Background

An effective grievance redressal system is vital for ensuring timely and efficient resolution of complaints. A well-structured categorization framework plays a key role in streamlining this process by enabling accurate classification and swift routing of grievances to the appropriate authorities.

At present, citizens often struggle to identify the most suitable category for their grievances due to the complexity and lack of clarity in existing classifications. The presence of numerous broad and overlapping categories at the initial level can make the selection process confusing, leading to inconsistent classification. Furthermore, the frequent use of the ‘Others’ category highlights the need for clearer distinctions and more precisely defined subcategories.

To address these challenges, a structured and uniform categorization system has been introduced across all Central Ministries and Departments. The key objectives of this new framework are to:

- Ensure uniformity in grievance categories across departments,
- Maintain consistency in terminology for easier understanding, and
- Enhance the efficiency of grievance redressal by reducing redundancies.

This standardized system aims to simplify the grievance filing process, reduce ambiguity, and accelerate resolution by ensuring that grievances are appropriately classified and directed from the outset.

## Progress so far

The Department has successfully completed the preliminary analysis for **29 Departments/Ministries** to date. Of these, **29 DO letters** were issued between the last week of December 2024 and the first week of April, 2025.

**New categorisation for *Department of Financial Services (Banking Division)* and *Department of Telecommunications* has been made LIVE on the CPGRAMS Portal from 11<sup>th</sup> March, 2025.**

a. **New categorization** along with mapping for the following Ministries/Departments have been shared for implementation on the CPGRAMS Portal:

- Ministry of External Affairs
- Department of Posts
- Ministry of Road Transport and Highways
- Department of Drinking Water and Sanitation
- Department of Rural Development

- b. Categorization proposed to the respective Departments/Ministries are as follows (*e-mails sent and DO letters issued*):

S. No.	Name of Ministry/Department	Current Status
1	Department of Telecommunications	<i>Live in portal</i>
2	Department of Financial Services (Banking Division)	<i>Live in portal</i>
3	Ministry of External Affairs	<i>New categorization (with mapping) shared for implementation on CPGRAMS Portal</i>
4	Ministry of Road Transport and Highways	<i>New categorization (with mapping) shared for implementation on CPGRAMS Portal</i>
5	Department of Posts	<i>New categorization (with mapping) shared for implementation on CPGRAMS Portal</i>
6	Ministry of Drinking Water and Sanitation	<i>New categorization (with mapping) shared for implementation on CPGRAMS Portal</i>
7	Department of Rural Development	<i>New categorization (with mapping) shared for implementation on CPGRAMS Portal</i>
8	Unique Identification Authority of India	Final update on proposed categorization is yet to be shared by UIDAI.
9	Department of School Education and Literacy	Final update on proposed categorization is yet to be shared by DoSEL
10	Ministry of Home Affairs	Final update on proposed categorization is yet to be shared by MHA.
11	Ministry of Women and Child Development	Final update on proposed categorization is yet to be shared by MoWCD
12	Department of Defence Research and Development	Final update on proposed categorization is yet to be shared by DRDO
13	Department of Personnel and Training	Final update on proposed categorization is yet to be shared by DoPT



S. No.	Name of Ministry/Department	Current Status
14	Department of Food and Public Distribution	Final update on proposed categorization is yet to be shared by DoFPD
15	Department of Defence	Clarification required on GRO Mapping from the Department
16	Department of Ex Servicemen Welfare	Clarification required on GRO Mapping from the Department
17	Ministry of Railways ( Railway Board)	Approval from Ministry awaited
18	Central Board of Direct Taxes (Income Tax)	Approval from Ministry awaited (no communication after meeting)
19	Ministry of Labour and Employment	GRO Mapping Awaited (received only mapping for half of the organizations in Mole)
20	Department of Heavy Industry	GRO Mapping Awaited
21	Department of Commerce	Yet to respond
22	Ministry of Petroleum and Natural Gas	Yet to respond
23	Department of Higher Education	Yet to respond
24	Ministry of Micro Small and Medium Enterprises	Yet to respond
25	Central Board of Indirect Taxes and Customs	Yet to respond
26	Ministry of Tribal Affairs	Yet to respond
27	Department of Consumer Affairs	Yet to respond
28	Department of Agriculture and Farmers Welfare	Yet to respond
29	Department of Justice	Yet to respond

## 5. Review Meeting Module

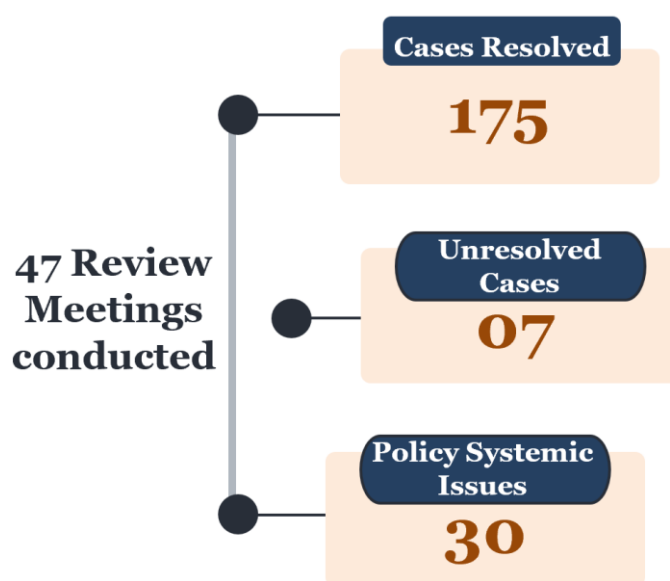
In line with the **Hon'ble Prime Minister's directions from the Pragati Meeting** on 26<sup>th</sup> December 2024, the Cabinet Secretary issued a DO letter on **30<sup>th</sup> January 2025**, urging all Secretaries to review public grievances in their respective Ministries/Departments.

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**.

**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.** The 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.

This chapter analyses their approaches, focusing on leadership, resolution outcomes, and opportunities for improvement, based on review meetings conducted.

### 5.1 Overview:



Time Period: 14/02/2025 to 30/04/2025

## 5.2. Status of Review Meetings Conducted:

S. No.	Name of Ministry/Department	Meetings Conducted	Meeting Date	Meeting Chaired by
1	Central Board of Direct Taxes (Income Tax)	3	24/04/2025	Chairman
			26/03/2025	
			28/02/2025	
2	Central Board of Indirect Taxes and Customs	1	08/04/2025	Chairman
3	Department for Promotion of Industry and Internal Trade	2	17/03/2025	Secretary
			09/04/2025	
4	Department of Agriculture and Farmers Welfare	1	03/04/2025	Secretary
5	Department of Biotechnology	1	04/03/2025	Secretary
6	Department of Chemicals and Petrochemicals	1	22/04/2025	Secretary
7	Department of Defence	1	02/04/2025	Secretary
8	Department of Ex-Servicemen Welfare	3	18/03/2025	Secretary
			20/03/2025	
			17/04/2025	
9	Department of Fertilizers	1	04/04/2025	Secretary
10	Department of Financial Services (Banking Division)	1	21/04/2025	Secretary
11	Department of Financial Services (Insurance Division)	1	21/04/2025	Secretary
12	Department of Fisheries	1	18/02/2025	Secretary
13	Department of Food and Public Distribution	1	23/04/2025	Secretary
14	Ministry of Heavy Industries	1	03/03/2025	Secretary
15	Department of Land Resources	1	07/04/2025	Secretary
16	Department of Legal Affairs	1	12/03/2025	Secretary
17	Department of Military Affairs	1	08/04/2025	Secretary
18	Department of Official Language	2	25/04/2025	Secretary
			13/03/2025	
19	Department of Personnel and Training	1	01/04/2025	Secretary
20	Department of Posts	1	26/03/2025	Secretary
21	Department of Revenue	1	07/04/2025	Secretary
22	Department of Rural Development	1	17/03/2025	Secretary

S. No.	Name of Ministry/Department	Meetings Conducted	Meeting Date	Meeting Chaired by
23	Department of School Education and Literacy	1	23/04/2025	Secretary
24	Department of Science and Technology	2	21/03/2025	Secretary
			29/04/2025	
25	Department of Social Justice and Empowerment	1	15/04/2025	Secretary
26	Department of Telecommunications	1	09/04/2025	Secretary
27	Ministry of Coal	2	30/04/2025	Secretary
			27/03/2025	
28	Ministry of Drinking Water and Sanitation	2	13/03/2025	Secretary
			24/04/2025	
29	Ministry of Environment, Forest and Climate Change	1	24/04/2025	Secretary
30	Ministry of New and Renewable Energy	1	18/03/2025	Secretary
31	Ministry of Parliamentary Affairs	1	29/04/2025	Secretary
32	Ministry of Railways (Railway Board)	2	29/04/2025	Chairman
			27/03/2025	
33	Ministry of Shipping	1	21/04/2025	Secretary
34	Ministry of Water Resources, River Development & Ganga Rejuvenation	1	20/03/2025	Secretary
35	Ministry of Women and Child Development	2	21/02/2025	Secretary
			13/03/2025	
36	Unique Identification Authority of India	1	24/03/2025	Secretary
TOTAL		47		

### 5.3. Key Observations from Review Meetings

Effective grievance redressal is a cornerstone of governance, ensuring that citizens' concerns are addressed promptly and effectively. Recent review meetings chaired by **the Chairman of CBIC, the Secretary of the Department of Ex-Servicemen Welfare (DESW), and the Secretary of the Department of Social Justice and Empowerment (DSJE)** have demonstrated effective use of the grievance redressal module, showcasing leadership-driven reforms, institutional practices, and citizen-focused responses

### **5.3.1. CBIC: Structured Follow-Up and Systemic Reforms**

The CBIC has demonstrated an approach towards improving grievance redressal processes. The Chairman personally reviewed cases, issued directives for improvements, and emphasized the dual importance of timely resolution and quality in grievance disposal.

The focus was not only on resolving grievances promptly but also on addressing the root causes to ensure that citizens' concerns were fully resolved, avoiding dissatisfaction.

Key improvements included:

- Reducing the average grievance disposal time from **9 days to 5 days**
- Ensuring that Grievance Redressal Officers (GROs) log in daily to the CPGRAMS portal, submitting timely action-taken reports

Several specific grievances highlighted the need for systemic changes, such as **addressing delays in warehouse licensing and registration applications**.

In response, the Chairman directed structural changes, including the increase in officers processing registration cases and the issuance of new Standard Operating Procedures (SOPs). These actions reflect a leadership focused on both immediate resolution and long-term improvements.

### **5.3.2. DESW: Grievance Resolution and Multi-Agency Coordination**

A review meeting was conducted by the department on 17th April 2025 to assess the progress of grievance redressal, with a particular focus on pension-related issues faced by ex-servicemen. The Secretary's proactive involvement has helped ensure that grievances are addressed efficiently, with defined timelines established for each case.

A significant number of grievances pertained to delayed or incorrect pension disbursements under the OROP scheme. Coordinated efforts were directed among DESW, CGDA, and banks such as PNB and SBI to resolve these issues. For instance, technical anomalies in pension processing were addressed by TCS, enabling smoother resolution. While some grievances are still under process, clear deadlines have been set for their resolution.

### **5.3.3. DSJE: Emphasis on Detailed Responses and GRO Accountability**

In the DSJE, the Secretary emphasized the importance of not only resolving grievances but also ensuring that responses were detailed and citizen-centric. During a review meeting on 15<sup>th</sup> April 2025, several grievances were discussed, with the Secretary urging GROs to avoid vague responses, such as "matter under scrutiny," and to engage actively in the process.

The highlights specific cases were delays in issuing Transgender Certificates and scholarship disbursements. In the case of scholarship delays, directed systemic changes to streamline the process and prevent further delays.

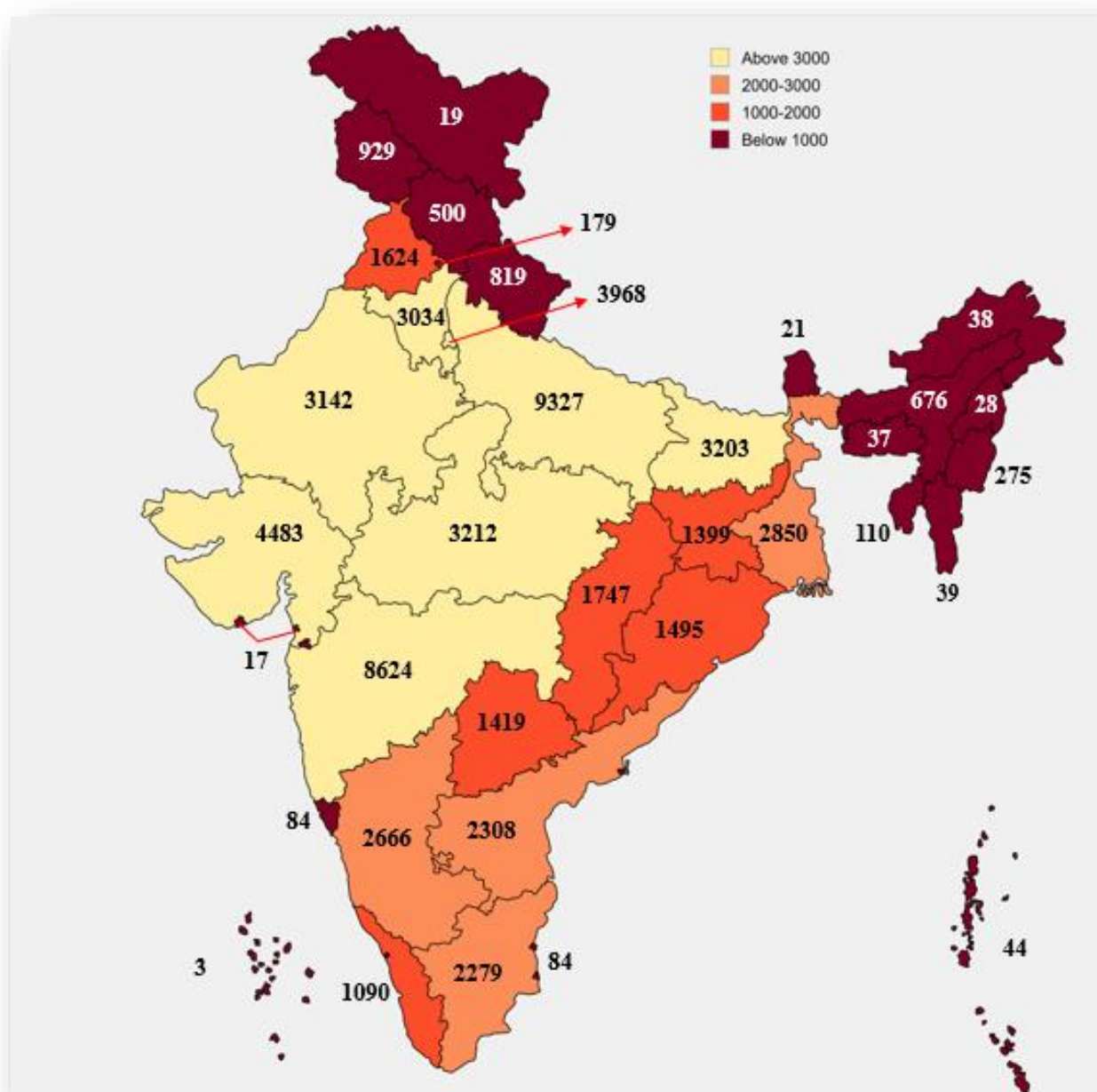
Additionally, emphasized the importance of timely communication with state governments to resolve issues and ensure that grievances were handled effectively. The DSJE's progress is notable, but consistent GRO engagement remains a challenge to sustain outcomes.

In conclusion, all three departments—CBIC, DESW, and DSJE—emphasized the critical importance of continuous monitoring of grievance resolution. The CBIC Chairman directed that the quality and timeliness of grievance disposal be actively monitored, while the DESW and DSJE established clear follow-up actions and deadlines for resolving pending cases. These efforts aim to ensure that no grievance remains unresolved for an extended period, strengthening governance and public trust in the process.

## 6. New User-Registrations

A total of **62,227 new users** have registered on CPGRAMS in April, 2025, through various channels, out of which, **9,327 registrations** are from Uttar Pradesh.

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





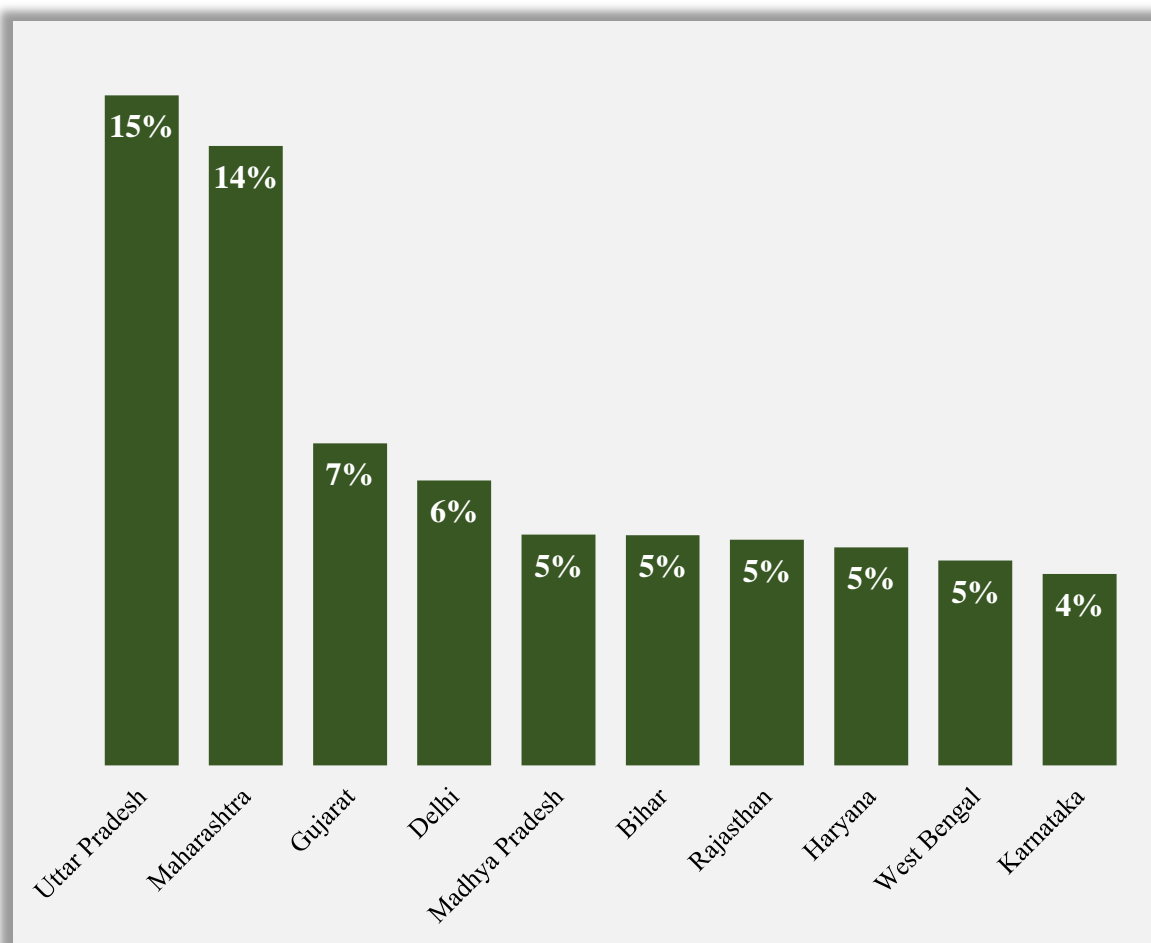
## Percentage Change of new user registration on CPGRAMS in States/UTs

S.no.	Name of State/UT	Total Users Registered (March)	Total Users Registered (April)	% Change
1	Uttar Pradesh	7602	9327	23%
2	Maharashtra	5404	8624	60%
3	Gujarat	2723	4483	65%
4	Delhi	2978	3968	33%
5	Madhya Pradesh	2492	3212	29%
6	Bihar	2697	3203	19%
7	Rajasthan	2761	3142	14%
8	Haryana	2472	3034	23%
9	West Bengal	2652	2850	7%
10	Karnataka	2458	2666	8%
11	Andhra Pradesh	2300	2308	~0%
12	Tamil Nadu	2104	2279	8%
13	Chhattisgarh	751	1747	133%
14	Punjab	1533	1624	6%
15	Odisha	1237	1495	21%

### 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
4	April	62,227
TOTAL		2,15,952

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



Of the total new users registered in 2025, **15% are from Uttar Pradesh**, followed by **Maharashtra (14%)** and **Gujarat (7%)**.

## 7. Outreach through CSCs

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

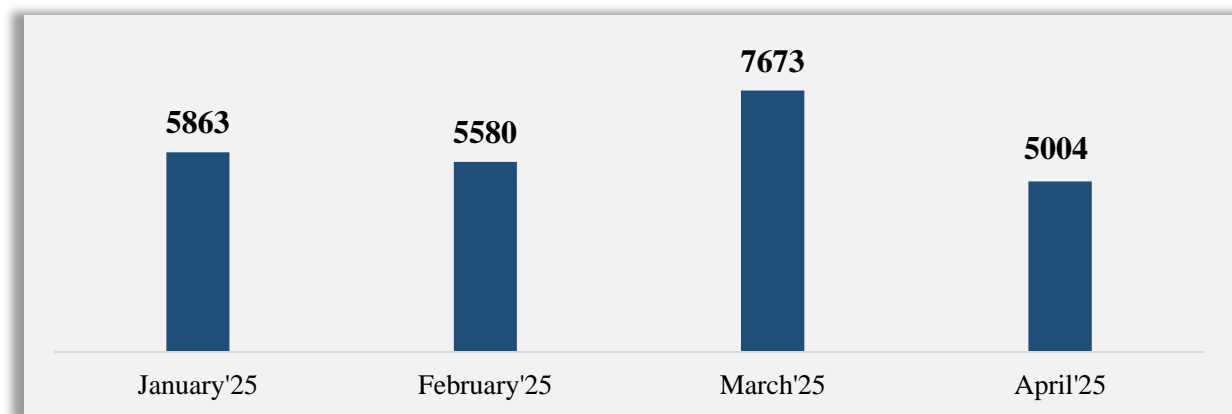
**Receipts**  
5,004

**Disposed**  
2,696

**Pending**  
2,308

(Time Period: 01/04/2025 to 30/04/2025)

- **A total of 5,004 grievances have been registered through the Common Service Centres in the month of April, 2025:**

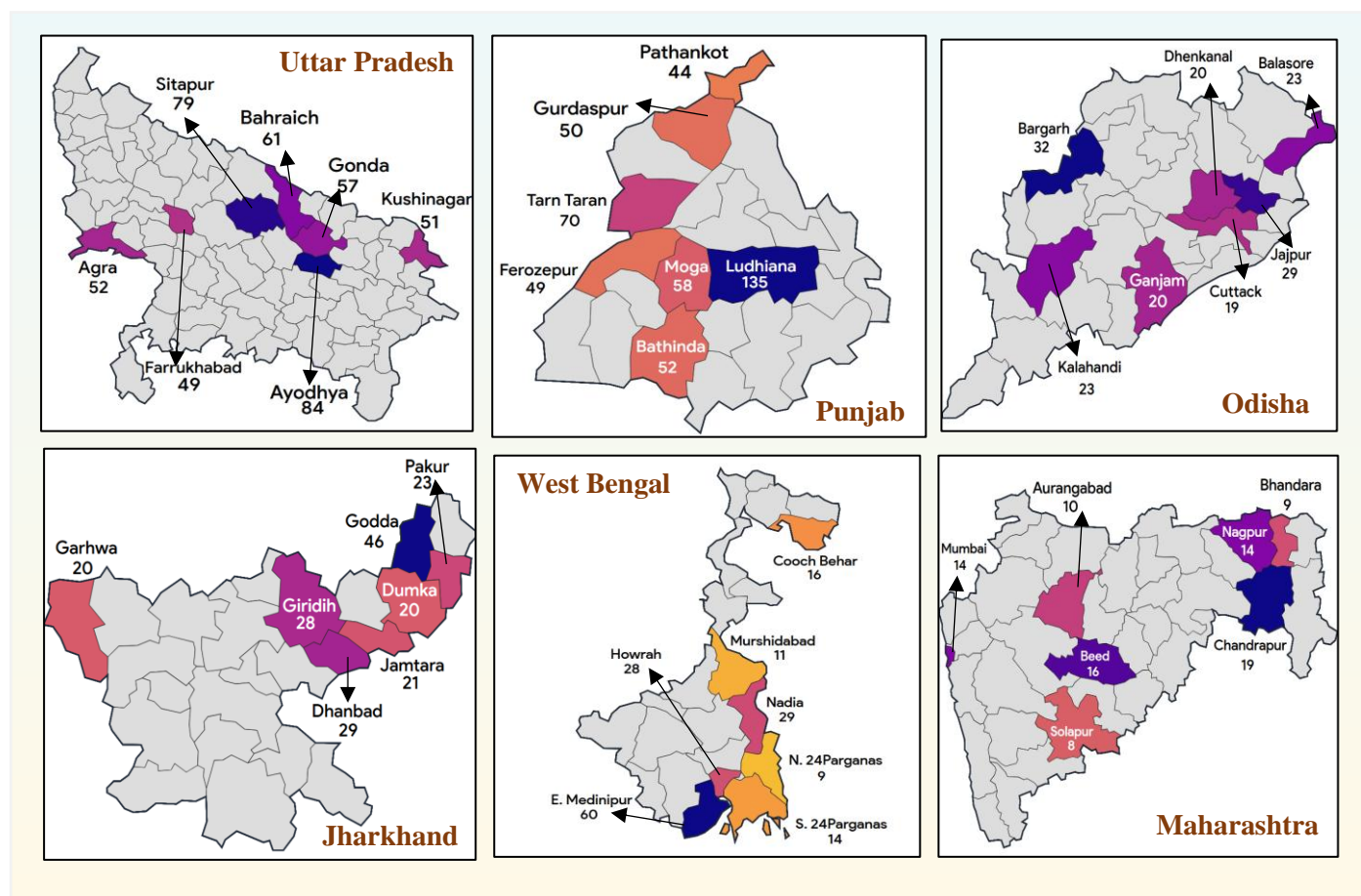


- **CSCs through which more than 20 grievances were registered in April, 2025:**

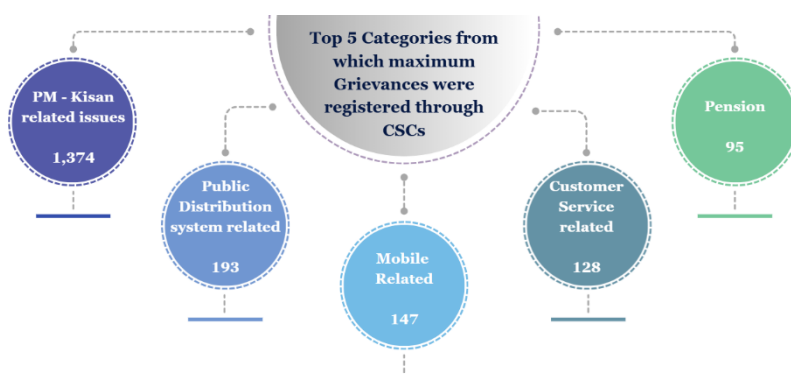
S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	CSC Locality
1	264371650018	45	West Bengal	Purba Medinipur	Rural
2	264371650018	38	Punjab	Ludhiana	Rural
3	264371650018	35	Assam	Dhubri	Rural
4	264371650018	34	Kerala	Alappuzha	Rural
5	264371650018	31	Uttar Pradesh	Ayodhya	Rural
6	264371650018	30	Uttar Pradesh	Farrukhabad	Urban
7	264371650018	26	Uttar Pradesh	Amethi	Rural
8	264371650018	24	Odisha	Bargarh	Rural

S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	CSC Locality
9	264371650018	21	Uttar Pradesh	Gonda	Rural
10	264371650018	21	Uttar Pradesh	Agra	Urban
11	264371650018	21	Punjab	Ludhiana	Rural

- **District-wise bifurcation of grievances registered through CSCs in Top 6 States [as per CSCs address]:**



- **Top 5 categories for which the maximum grievances were registered through CSCs in April, 2025:**



## 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 April 2025:

**Total Receipts – 19,248**

#### Ministry of Labour and Employment

- **EPFO (25.25%)**
- **PF Withdrawal (24.58%):** Delay in final settlement/Final PF withdrawal/PF settled but not credited
- **Transfer related issues (8.09%):** Transfer in/out/Form 13/ Online transfer related issues
- **Pension (7.10%):** Settlement of pension/delay in settlement of pension/ Non release of pension arrears/Non release of family pension

- **Customer Service Related (21.52%):** Other customer services
- **Fraud (9.97%):** Cyber Fraud
- **Loan related (7.42%):** Housing Loan related
- **Misbehaviour/Corruption/Harassment/Atrocities against (5.85%):** Harassment by Bank Staff

**Total Receipts – 13,997**

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

**Total Receipts – 6,274**

#### Department of Telecommunications

- **Mobile Related (26.35%):** Issues Related to Network Coverage
- **Broadband related (21.49%):** Broadband Faulty
- **Misbehaviour/Corruption/Harassment/Financial irregularities (8.13%):** Misbehaviour/Harassment by Officer/Staff
- **Tower Related (6.64%):** Tower installation related

- **Issues related to Introduction/Extension/Stoppage of trains (6.75%)**
- **Tender/Contract Matters (5.89%)**
- **Service matter (4.93%)**
- **Complaint against staff other than Train and station (3.24%)**

**Total Receipts – 5,958**

#### Ministry of Railways

**Total Receipts – 5,723**

#### Ministry of Home Affairs

- **Crime related (Records, prisons and cyber cell) (13.66%)**
- **Employee Related/Services Related (Main Secretariat and SSO) (8.18%)**
- **Internal security related matters (Including State police, excluding J&K and NE) (6.69%)**
- **Matter Related to Unethical practices (5.40%)**

# 9. 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 1<sup>st</sup> January, 2024 to 30<sup>th</sup> April, 2025:**

S. No.	PSU	Receipts	Disposed	Pending
1	Indian Oil Corporation Limited (IOCL)	10749	10459	290
2	Hindustan Petroleum Corporation Limited (HPCL)	5396	5245	151
3	Bharat Petroleum Corporation Limited (BPCL)	4558	4467	91
4	Coal India Limited (CIL)	2330	2228	102
5	National Thermal Power Corporation (NTPC)	1471	1414	57
6	Rural Electrification Corporation Limited (RECL)	1129	1026	103
7	Steel Authority of India (SAIL)	696	665	31
8	Oil and Natural Gas (ONGC)	549	520	29
9	Bharat Heavy Electricals Limited (BHEL)	489	475	14
10	Gas Authority of India Limited (GAIL)	467	450	17
11	Power Grid of India Limited (PGIL)	375	353	22
12	Oil India Limited (OIL)	78	75	3
13	Power Finance Corporation Limited (PFCL)	44	38	6

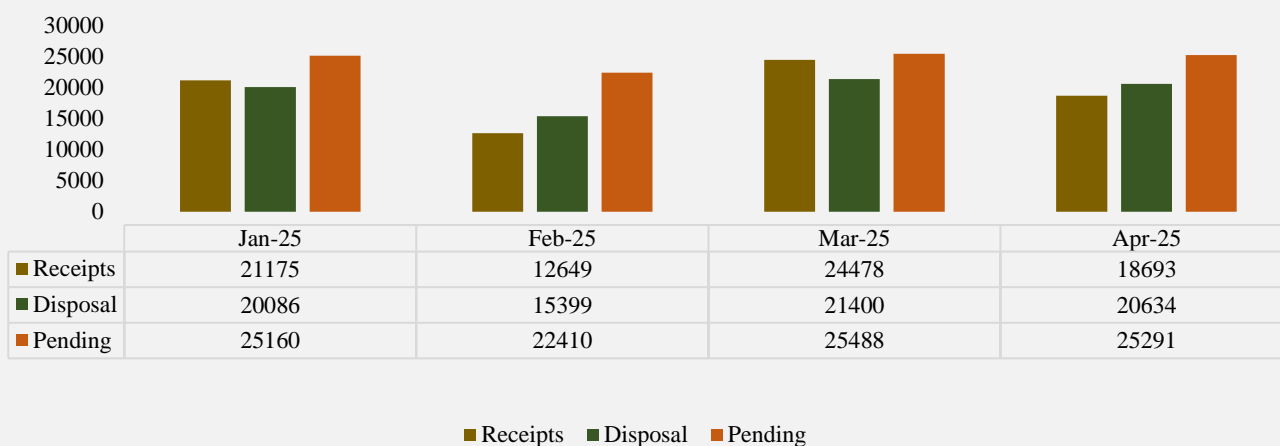
## 10. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 30/04/2025

### 10.1. Month-wise Status of Appeals

Status of Receipts, Disposal & Pendency of Appeals



### 10.2. Average Closing Time of Appeals

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



# 11. Success Stories

## Grievance of Shri Praful Masih

### Delay in Disbursement of NATS Stipend

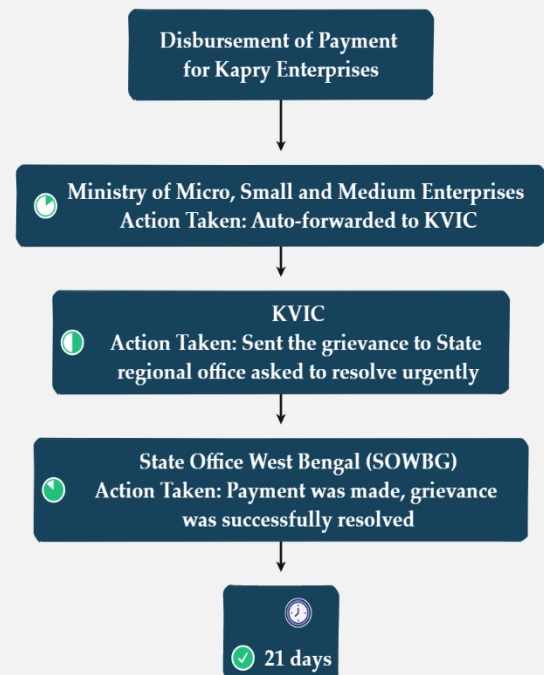
Shri Praful Masih, an apprentice registered under NATS with Enrollment ID AC\*\*\*, reported non-receipt of stipend for the months of November and December 2024, and January 2025. Despite repeated emails, no response was received. Facing financial strain due to the delay, he filed a grievance on CPGRAMS portal seeking resolution. The concerned authorities reviewed the matter and confirmed that stipend payments for all three months were successfully processed. The grievance was successfully resolved.



## Grievance of Kapry Enterprises, an MSME

### Disbursement of Pending Payment

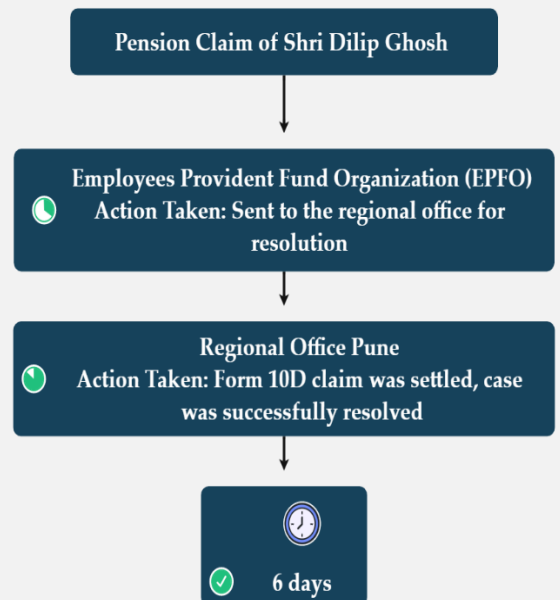
Kapry Enterprises, an MSME based in Mumbai, reported non-receipt of payment amounting to ₹4,464 for the supply of two LI UPS units delivered through the Government e-Marketplace (GeM). Despite multiple follow-ups and reminders, there was no response from the buyer, leading to severe financial strain on the firm. Seeking solution, the enterprise filed a grievance on CPGRAMS Portal. The authorities reviewed the matter, and the payment was successfully disbursed, resolving the issue within 3 weeks of filing the grievance.



## Grievance of Shri Dilip Kumar Ghosh

### Delay in Settlement of Pension Claim

Shri Dilip Kumar, a retired employee, reported repeated rejections of his online Form 10D claim under EPF A/C No. PU/\*\*\*\*\*, despite submitting the required documents, including a non-employment declaration and the declaration for pension disbursal. Concerned about the delay, he filed a grievance on the CPGRAMS portal. The matter was reviewed by the concerned authorities, and based on the provided details, the claim was approved. The pension was sanctioned with a monthly disbursal of ₹2,372. The grievance was successfully resolved.



## Grievance of Shri Pawan Saha

### Delay in Pre-Maturity Pay-out of LIC Policy

Shri Pawan Saha reported a delay in receiving the pre-maturity payout for his LIC policy, despite submitting all required documents at the Jiaganj branch. He was repeatedly informed of delays without any clear justification, despite the urgency of the matter due to a medical emergency in his family. Seeking resolution, he filed a grievance on the CPGRAMS portal. In response, the authorities reviewed the case and confirmed that the maturity amount of ₹9,696 had been paid via NEFT. The grievance was successfully resolved.



## 12. Next Gen CPGRAMS

The Department of Administrative Reforms and Public Grievances (DARPG) is leading the revolution of India's public grievance redressal mechanism through the development of the Next Generation Centralized Public Grievance Redress and Monitoring System (NextGen CPGRAMS) as a part of digital transformation in the existing CPGRAMS platform being operational since 2007. This flagship initiative aims to build a modern, efficient, and citizen-friendly grievance redressal platform by leveraging cutting-edge technologies such as artificial intelligence, multilingual digital interfaces, and data-driven analytics.

To drive this vision, DARPG onboarded E&Y LLP in May 2024 as a consulting partner to conceptualize, provide procurement assistance, monitor project implementation, and oversee execution in collaboration with the department and stakeholders. In line with a transparent and participatory approach, DARPG organized an Industry Consultation in October 2024, bringing together Industry Partners, Technology enablers, and domain experts to solicit insights on best practices, innovative tools, and scalable architecture. Feedback directly influenced the structuring of the RFP and system design, ensuring a practical and forward-looking solution.

Following a competitive bidding process, Accenture Solutions Pvt. Ltd. was onboarded as the System Integrator for designing, developing, and deploying the platform, ensuring simplified and effective grievance redressal with optimum utilization of technology and process reforms. A Master Service Agreement (MSA) was also signed with Digital India Bhashini Division (Bhashini) to implement a Multimodal Multilingual Solution (AI-Based Chatbot), enhancing accessibility across linguistic backgrounds.

Significant progress has been made - system and functional requirement specifications are finalized, and the development phase is underway. The platform shall offer omnichannel grievance submission (web portal, mobile app, voice interface, chatbot, CSCs), AI-based categorization and routing, role-based workflows for GROs, and a structured citizen feedback mechanism. Real-time dashboards and performance analytics shall empower administrators with actionable insights.

DARPG has held discussions with the Chief Information Commissioner to align the system with transparency mandates and ensure the grievance redressal process upholds good governance and public service delivery. The rollout strategy is being carefully designed for

effective adoption and robust performance. A phased approach shall be followed, beginning with a pilot in selected ministries/departments in September 2025. The pilot shall test technical capabilities, user experience, and integration, with feedback used for refinements. GRO training and support initiatives shall ensure smooth onboarding.

Upon successful evaluation, full-scale national deployment shall commence in December 2025, covering all ministries and departments and onboarding state governments for a unified and interoperable ecosystem. Awareness campaigns, multilingual support, and citizen education initiatives shall promote adoption. Through this rollout, NextGen CPGRAMS aims to become the cornerstone of responsive governance—enabling faster grievance resolution, higher satisfaction, and enhanced decision-making through interactive analytics.

# 13. Media Outreach

## News On AIR

[Download](#) Mobile Application for NewsOnAIR

The channels could also 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>FM Gold 100.1</b>	<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>Vividh Bharati 106.4</b>	<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>

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 26<sup>th</sup> march 2025 onwards on DD News.

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


Date of Telecast	26 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 26<sup>th</sup> March 2025.**

## PIBs and Tweets



Ministry of Personnel, Public Grievances & Pensions

Parliament Question: UNRESOLVED GRIEVANCES


Posted On: 02 APR 2025 4:35PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

Parliament Question: DISPOSAL RATE OF GRIEVANCE REDRESSAL MECHANISM

Posted On: 02 APR 2025 4:34PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 35th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of March, 2025

A total of 1,21,065 Grievances were Redressed by Central Ministries/Departments as of 28th March, 2025

For the 33rd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

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

Posted On: 15 APR 2025 7:45PM by PIB Delhi



## UNRESOLVED GRIEVANCES

Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. Since 2019, more than 1.15 crore grievances have been redressed, with around 103,183 Grievance Officers mapped on the CPGRAMS portal.

Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen through which the timelines of redressal have come down from 28 days in 2019 to 13 days in 2024 for Central Government.

Grievances related to policy issues raised by citizen might take larger time to resolve. In such cases, Government has issued detailed guidelines for use of CPGRAMS, the latest being on August 23, 2024, where it has prescribed a 21-day timeframe for grievance redressal, with mandatory interim replies if resolution within the stipulated time is not possible. As on 28.02.2025, there exists a pendency of 59,946 PG cases in Ministries/Departments of Government of India, out of which 63.86 % of grievances are pending for less than 21 days.

Read here: [pib.gov.in/PressReleasePa...](http://pib.gov.in/PressReleasePa...)

#ParliamentQuestion



5:06 PM - Apr 2, 2025 - 3,573 Views

## DISPOSAL RATE OF GRIEVANCE REDRESSAL MECHANISM

A total of 1,15,52,503 grievances were redressed from 2020-2024 and an annual all-time high of 26,45,869 grievances have been redressed on CPGRAMS portal from January-December, 2024. The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible and mapped 103,183 Grievance Officers on the CPGRAMS portal.

This helped bring down the pendency in Govt. of India to 59,946 Public Grievances as on 28.02.2025. The average timelines of redressal have come down from 28 days in 2019 to 15 days in February, 2025. Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024.

Read here: [pib.gov.in/PressReleasePa...](http://pib.gov.in/PressReleasePa...)

#ParliamentQuestion



5:05 PM - Apr 2, 2025 - 2,886 Views

The Department of Administrative Reforms and Public Grievances (@DARPG\_Govt) released the 35th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of March, 2025

A total of 1,21,065 Grievances were Redressed by Central Ministries/Departments as of 28th March, 2025

For the 33rd month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Read more: [pib.gov.in/PressReleasePa...](http://pib.gov.in/PressReleasePa...)

8:03 PM - Apr 15, 2025 - 2,797 Views

DoT has been ranked No.1 in the Grievance Redressal Assessment and Index (GRAI) for March 2025, with an average resolution time of 6 days, as per the DARPG report.

Fast, efficient & citizen-first!



DARPG and 7 others

Last edited 9:38 PM - Apr 4, 2025 - 4,675 Views

## Annexures

### Annexure 1: Performance of Ministries/Departments

#### Annexure 1.1.: Maximum Number of Receipts – 1<sup>st</sup> January 2025 to 30<sup>th</sup> April 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6968	74413	81381	72891	8490
2	Department of Financial Services (Banking Division)	6690	54715	61405	54798	6607
3	Department of Telecommunications	500	23913	24413	23803	610
4	Ministry of Railways ( Railway Board)	2794	23666	26460	23580	2880
5	Central Board of Direct Taxes (Income Tax)	9530	22592	32122	21358	10764
6	Department of Agriculture and Farmers Welfare	923	21803	22726	22428	298
7	Department of Posts	1302	21204	22506	21427	1079
8	Ministry of Home Affairs	1460	20702	22162	20726	1436
9	Department of Ex Servicemen Welfare	3044	14725	17769	14128	3641
10	Department of Health & Family Welfare	1773	14234	16007	14494	1513

#### Annexure 1.2.: Maximum Number of Disposals – 1<sup>st</sup> January 2025 to 30<sup>th</sup> April 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6968	74413	81381	72891	8490
2	Department of Financial Services (Banking Division)	6690	54715	61405	54798	6607
3	Department of Telecommunications	500	23913	24413	23803	610
4	Ministry of Railways ( Railway Board)	2794	23666	26460	23580	2880
5	Department of Agriculture and Farmers Welfare	923	21803	22726	22428	298
6	Department of Posts	1302	21204	22506	21427	1079
7	Central Board of Direct Taxes (Income Tax)	9530	22592	32122	21358	10764
8	Ministry of Home Affairs	1460	20702	22162	20726	1436
9	Department of Health & Family Welfare	1773	14234	16007	14494	1513
10	Department of Ex Servicemen Welfare	3044	14725	17769	14128	3641

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1<sup>st</sup>****January 2025 to 30<sup>th</sup> April 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Central Board of Direct Taxes (Income Tax)	9530	22592	32122	21358	10764
2	Ministry of Labour and Employment	6968	74413	81381	72891	8490
3	Department of Financial Services (Banking Division)	6690	54715	61405	54798	6607
4	Department of Ex Servicemen Welfare	3044	14725	17769	14128	3641
5	Ministry of Railways ( Railway Board)	2794	23666	26460	23580	2880
6	Ministry of Petroleum and Natural Gas	1235	6936	8171	6279	1892
7	Department of Health & Family Welfare	1773	14234	16007	14494	1513
8	Ministry of Home Affairs	1460	20702	22162	20726	1436
9	Ministry of Housing and Urban Affairs	1771	7776	9547	8120	1427
10	Unique Identification Authority of India	1780	11742	13522	12146	1376
11	Department of Higher Education	1050	7171	8221	6934	1287
12	Department of Defence Finance	1599	6868	8467	7371	1096
13	Department of Posts	1302	21204	22506	21427	1079

**Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than****21 Days – 1<sup>st</sup> January 2025 to 30<sup>th</sup> April 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9530	22592	32122	21358	10764	8020
2	Ministry of Labour and Employment	6968	74413	81381	72891	8490	2556
3	Department of Ex Servicemen Welfare	3044	14725	17769	14128	3641	1498
4	Ministry of Home Affairs	1460	20702	22162	20726	1436	1001
5	Ministry of Railways ( Railway Board)	2794	23666	26460	23580	2880	950
6	Department of Financial Services (Banking Division)	6690	54715	61405	54798	6607	807
7	Ministry of Housing and Urban Affairs	1771	7776	9547	8120	1427	665
8	Ministry of Petroleum and Natural Gas	1235	6936	8171	6279	1892	645

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
9	Department of Health & Family Welfare	1773	14234	16007	14494	1513	644
10	Ministry of External Affairs	781	5351	6132	5141	991	638

## Annexure 2: Average Closing Time – 1<sup>st</sup> January 2025 to 30<sup>th</sup> April 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	67	98
2	Department of Agriculture Research and Education	613	55
3	Central Board of Direct Taxes (Income Tax)	21358	53
4	Department of Economic Affairs ACC Division	1007	41
5	Department of Defence Production	673	31
6	Ministry of Petroleum and Natural Gas	6278	30
7	Department of Defence Research and Development	262	30
8	Ministry of Culture	943	28
9	Department of Defence Finance	7371	28
10	Department of Youth Affairs	155	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	Department of Land Resources	2212	2
2	Ministry of Parliamentary Affairs	497	2
3	NITI Aayog	1221	2
4	Department of Public Enterprises	269	3
5	Department of Food and Public Distribution	4388	4
6	Department of Agriculture and Farmers Welfare	22428	5
7	Ministry of Heavy Industries	588	5
8	Department of Financial Services (Pension Reforms)	1247	5
9	Department of Telecommunications	23803	6
10	Ministry of Ayush	664	6

### Annexure 3: Status of Appeals – 1<sup>st</sup> January 2025 to 30<sup>th</sup> April 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	1044	7002	235	6767
2	Central Board of Direct Taxes (Income Tax)	2839	2739	5578	1843	3735
3	Department of Financial Services (Banking Division)	2029	11447	13476	11043	2433
4	Ministry of Labour and Employment	2268	16271	18539	16973	1566
5	Department of Defence Finance	833	3114	3947	2714	1233
6	Department of Financial Services (Insurance Division)	464	2066	2530	1375	1155
7	Ministry of Railways ( Railway Board)	701	4880	5581	4827	754
8	Department of Financial Services (Pension Reforms)	513	95	608	27	581
9	Ministry of Home Affairs	506	1005	1511	990	521
10	Ministry of Petroleum and Natural Gas	504	1094	1598	1078	520

#### 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 Telecommunications	5270	4
2	Department of Ex Servicemen Welfare	2667	6
3	Ministry of Parliamentary Affairs	7	6
4	Ministry of Drinking Water and Sanitation	626	7
5	Ministry of Cooperation	428	7
6	Department of Pension and Pensioners Welfare	47	7
7	Department of Posts	3220	8
8	Department of Revenue	206	8
9	Ministry of Heavy Industries	97	9
10	Department of Official Language	2	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	8467	7371	3114	42.25%
2	Ministry of Textiles	370	338	83	24.56%
3	Department of Financial Services (Insurance Division)	9929	9084	2066	22.74%
4	Ministry of Labour and Employment	81381	72891	16271	22.32%
5	Ministry of Civil Aviation	2358	1988	441	22.18%
6	Department of Telecommunications	24413	23803	5249	22.05%
7	Ministry of Cooperation	2015	1878	410	21.83%
8	Ministry of Drinking Water and Sanitation	3141	2837	618	21.78%
9	Ministry of New and Renewable Energy	974	881	190	21.57%
10	Ministry of Corporate Affairs	5296	4847	1044	21.54%

#### Annexure 4: Indicator-based Root Cause Analysis – April 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	28.73	22.37	63.08	56.87	77.55	60.00	0.35	12.00	47.90	22.48	72.95
2	Department of Financial Services (Banking Division)	4.05	7.11	42.14	52.24	60.93	61.74	0.05	15.00	46.62	21.96	55.02
3	Department of Telecommunications	0.24	9.56	81.88	90.28	93.33	95.88	0.00	6.00	48.19	23.21	95.90
4	Department of Posts	0.38	5.96	77.94	77.54	94.44	86.08	0.00	7.00	57.38	13.96	81.54
5	Ministry of Railways ( Railway Board)	5.01	2.62	48.17	53.88	63.79	68.24	0.10	14.00	43.69	21.34	61.35
6	Central Board of Direct Taxes (Income Tax)	14.98	1.19	77.93	10.52	76.92	42.86	0.07	59.00	56.72	12.82	6.01
7	Ministry of Home Affairs	2.70	7.78	57.61	26.94	79.71	73.42	0.18	11.00	29.24	7.24	33.55
8	Department of Agriculture and Farmers Welfare	0.12	42.57	45.00	89.77	89.47	66.67	0.00	7.00	38.89	7.78	93.83
9	Department of Ex Servicemen Welfare	6.38	2.76	16.02	25.51	50.00	0.00	0.24	27.00	46.04	16.24	57.88
10	Department of Health & Family Welfare	19.13	5.37	38.46	33.17	71.95	65.08	0.15	21.00	45.69	8.37	64.94
11	Unique Identification Authority of India	0.16	103.37	83.33	57.39	100.00	100.00	3.33	15.00	49.37	16.59	63.90



#	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	0.28	5.75	61.06	39.30	71.19	37.50	0.00	12.00	40.28	11.57	62.67
13	Department of Financial Services (Insurance Division)	10.54	6.92	71.23	57.41	60.87	66.67	0.00	9.00	36.18	29.21	9.71
14	Ministry of Housing and Urban Affairs	0.45	1.38	26.70	26.90	64.91	41.46	0.07	19.00	36.97	13.31	35.42
15	Department of Higher Education	28.73	4.21	49.22	26.12	42.50	33.33	0.22	18.00	44.13	15.96	47.27
16	Department of School Education and Literacy	36.12	9.09	55.39	41.92	84.00	76.60	0.00	15.00	29.61	14.65	40.11
17	Ministry of Petroleum and Natural Gas	6.77	3.02	46.05	2.43	44.00	60.99	0.17	31.00	62.27	15.38	44.13
18	Department of Consumer Affairs	6.35	38.98	54.76	38.16	80.77	81.40	0.00	18.00	42.73	17.21	82.93
19	Department of Defence	28.82	1.95	42.24	57.24	89.66	75.00	0.00	7.00	26.04	0.00	
20	Department of Defence Finance	5.53	2.36	22.50	42.74		0.00	0.88	25.00	63.21	43.11	38.24
21	Department of Rural Development	0.07	0.17	2.50	47.25	63.64	52.17	0.00	17.00	35.39	11.82	56.05
22	Department of Personnel and Training	0.49	11.73	50.00	30.10	75.41	33.33	0.00	10.00	23.91	4.35	59.60
23	Department of Justice	29.03	172.25	87.50	44.52	85.54	100.00	0.00	3.00	31.52	3.73	82.52
24	Ministry of Micro Small and Medium Enterprises	0.37	9.69	33.09	83.22	100.00	60.00	0.00	7.00	29.97	13.42	80.39
25	Ministry of External Affairs	11.70	2.63	14.96	46.42	12.90	100.00	0.00	11.00	59.30	17.67	50.24
26	Department of Land Resources	0.00	145.00	37.50	14.74	95.45		0.00	2.00	0.00	0.00	
27	Ministry of Corporate Affairs	17.41	11.91	70.21	63.18	85.00	80.28	0.00	12.00	30.25	19.39	1.21
28	Department of Food and Public Distribution	18.37	15.26	51.52	58.77	100.00	86.79	0.00	3.00	18.18	5.53	72.13
29	Central Board of Indirect Taxes and Customs	3.81	1.67	89.96	61.50	92.31	89.47	0.00	8.00	55.49	11.12	65.38



#	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
30	Ministry of Panchayati Raj	0.22	5.84	6.92	87.23	87.50	100.00	0.00	4.00	13.06	21.16	91.44
31	Ministry of Electronics & Information Technology	2.06	5.23	24.55	67.32	53.85	80.00	0.00	9.00	40.33	10.53	63.49
32	Ministry of Drinking Water and Sanitation	0.12	2.40	21.30	50.51	80.00		0.00	13.00	42.41	20.55	77.22
33	Ministry of Skill Development and Entrepreneurship	0.00	11.51	38.81	52.34	100.00	100.00	0.00	26.00	28.95	9.40	63.30
34	Ministry of Environment, Forest and Climate Change	12.84	5.41	54.69	45.61	82.76	100.00	0.00	10.00	36.46	8.45	76.84
35	Ministry of Women and Child Development	7.33	19.49	60.00	59.51	76.19	100.00	0.00	11.00	27.92	18.56	38.58
36	Department of Social Justice and Empowerment	0.75	8.27	62.96	40.07	70.83	100.00	0.00	10.00	41.30	8.84	39.23
37	Staff Selection Commission	29.21	23.31	73.08	16.76	71.43		0.00	24.00	55.16	20.00	30.07
38	Ministry of Civil Aviation	0.55	1.55	28.65	37.95	47.62	77.78	0.00	18.00	35.45	20.22	64.29
39	Department of Military Affairs	19.04	0.49	44.87	41.62	75.86	53.33	0.00	23.00	25.19	25.05	74.12
40	Ministry of Cooperation	24.71	20.24	33.33	58.07	80.00	70.37	0.00	10.00	17.65	18.63	96.40
41	Ministry of Power	0.24	0.97	18.69	36.13	92.86	0.00	0.00	10.00	53.57	6.05	79.63
42	Ministry of Coal	0.24	0.68	18.78	41.00	0.00	50.00	0.16	16.00	25.35	0.00	
43	Department of Revenue	0.54	9.18	72.50	69.01	100.00	75.00	0.00	11.00	25.89	20.54	70.69
44	Department of Legal Affairs	0.55	19.00	26.32	33.56	83.33	100.00	0.00	12.00	8.33	0.00	
45	Ministry of Information and Broadcasting	0.57	3.01	43.59	26.94	27.27	66.67	0.00	15.00	50.98	12.20	21.95
46	Department of Commerce	36.64	3.40	41.84	46.53	50.00	50.00	0.00	10.00	53.57	4.94	40.68
47	Department of Financial Services (Pension Reforms)	38.39	64.60	40.00	77.37		100.00	0.00	6.00	42.22	7.98	4.44

#	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
48	Ministry of Water Resources, River Development & Ganga Rejuvenation	19.94	1.99	37.82	15.03	81.82	100.00	0.00	17.00	40.00	11.34	75.00
49	Ministry of New and Renewable Energy	0.36	6.85	34.15	63.85	100.00	66.67	0.00	12.00	51.52	18.47	67.19
50	Department of Empowerment of Persons with Disabilities	1.14	9.10	68.97	49.85	100.00	100.00	0.00	18.00	42.35	11.29	68.97
51	Ministry of Minority Affairs	2.10	3.97	50.00	14.59	50.00	0.00	0.00	25.00	60.87	12.50	34.38
52	NITI Aayog	0.00	3.44	6.06	57.89	100.00		0.00	2.00	16.67	0.00	66.67
53	Ministry of Tourism	11.31	2.99	29.73	59.28	50.00	87.50	0.00	9.00	29.23	14.09	1.79
54	Ministry of Tribal Affairs	0.00	2.58	28.57	93.24	75.00	100.00	0.00	5.00	66.98	9.96	95.00
55	Ministry of Culture	0.47	1.33	33.75	21.23	37.50	0.00	0.00	28.00	45.65	11.86	20.37
56	Department of Economic Affairs ACC Division	19.80	3.52	23.21	5.21	13.33	58.06	1.79	39.00	75.00	0.50	33.33
57	Department for Promotion of Industry and Internal Trade	7.65	1.91	32.58	37.60	66.67		0.00	15.00	35.29	16.03	55.00
58	Department of Sports	2.58	3.16	42.86	29.67			0.00	8.00	58.33	3.60	53.85
59	Department of Animal Husbandry, Dairying	19.59	4.63	28.13	17.81	50.00	0.00	0.00	21.00	26.32	4.97	21.21
60	Department of Agriculture Research and Education	1.36	0.55	18.49	8.89		60.00	0.00	31.00	41.67	9.09	85.00
61	Department of Defence Research and Development	0.74	1.38	5.10	14.11	75.00	75.00	0.00	26.00	37.50	10.87	61.76
62	Ministry of Heavy Industries	21.64	2.23	36.67	85.71	100.00	100.00	0.00	4.00	42.86	20.93	87.18
63	Department of Defence Production	5.26	0.58	29.69	28.07	14.29	0.00	0.00	26.00	37.93	16.33	11.65
64	Department of Atomic Energy	0.00	1.87	69.57	36.81	50.00	33.33	0.00	14.00	50.00	15.79	50.00
65	Department of Expenditure	14.63	2.46	36.00	31.88			0.00	15.00	45.83	26.40	2.00

#	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	Ministry of Parliamentary Affairs	0.00	7.19	100.00	95.74	100.00	100.00	6.25	0.00	50.00	1.69	100.00
67	Ministry of Ayush	2.65	2.51	66.67	71.30	100.00	75.00	0.00	6.00	33.33	13.21	52.38
68	Ministry of Shipping	20.91	1.41	53.85	40.79	71.43	25.00	0.00	20.00	31.58	0.00	
69	Ministry of Steel	0.97	1.17	32.95	35.71	28.57	28.57	0.00	17.00	19.23	23.71	33.80
70	Department of Chemicals and Petrochemicals	0.00	8.17	50.00	7.59	0.00		0.00	2.00	0.00	0.00	16.00
71	Ministry of Mines	14.74	2.26	35.71	47.92	100.00	57.14	0.00	12.00	22.73	15.79	57.14
72	O/o the Comptroller & Auditor General of India	0.00	0.70	56.06	33.33	0.00	100.00	0.00	14.00	40.00	10.23	56.52
73	Legislative Department	0.00	2.51	28.57	17.27	12.50		0.00	21.00	20.00	4.00	0.00
74	Department of Science and Technology	1.23	0.78	39.42	35.23	50.00	50.00	0.00	11.00	57.14	5.00	66.67
75	Ministry of Textiles	0.00	1.25	35.38	54.00	100.00	100.00	0.00	13.00	52.38	24.32	45.45
76	Department of Health Research	11.69	0.56	12.32	43.28	100.00	83.33	0.00	13.00	33.33	7.95	36.36
77	Department of Public Enterprises	0.00	6.73	18.18	77.78	60.00	100.00	0.00	2.00	0.00	0.00	0.00
78	Department of Pharmaceuticals	2.82	3.09	52.17	72.63		100.00	0.00	12.00	32.35	26.80	43.40
79	Department of Investment & Public Asset Management	68.42	7.13	62.50	48.57	100.00	0.00	0.00	12.00	33.33	0.00	0.00
80	Department of Youth Affairs	4.17	2.53	42.11	10.48	25.00	0.00	0.00	22.00	33.33	2.56	35.71
81	Department of Scientific & Industrial Research	2.33	0.41	32.38	18.03	0.00		0.00	15.00	60.00	15.00	57.14
82	Ministry of Food Processing Industries	61.54	1.22	15.63	48.65	100.00		0.00	11.00	16.67	9.30	0.00
83	Department of Fisheries	44.83	2.07	28.57	45.00			0.00	10.00	22.22	25.00	83.33
84	Ministry of Statistics and Programme Implementation	50.00	0.31	29.76	27.50	100.00		0.00	15.00	14.29	22.22	64.71

#	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 Fertilizers	11.54	0.70	45.95	25.81		83.33	0.00	16.00	0.00	12.00	66.67
86	Ministry of Earth Sciences	39.13	0.79	13.79	53.13	100.00		0.00	12.00	40.00	6.90	33.33
87	Department of Space	18.18	1.05	61.90	38.10		0.00	0.00	20.00	88.89	19.35	18.18
88	Department of Bio Technology	0.00	0.17	9.24	15.79	100.00		0.00	73.00	33.33	25.00	0.00
89	Department of Official Language	50.00	1.54	38.46	42.86			0.00	7.00	50.00	0.00	
90	Ministry of Development of North Eastern Region	0.00	0.56	31.25	16.67			0.00	8.00	100.00	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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