



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

English

**CPGRAMS**

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

JUNE 2025

(Report Number 38)

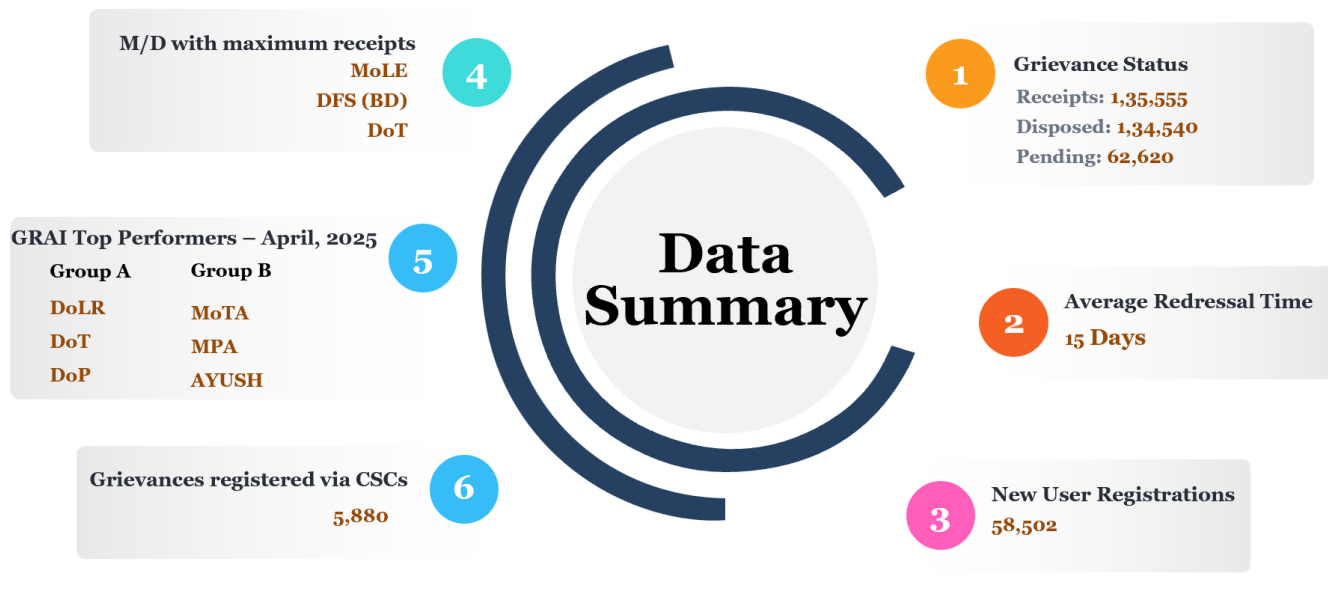
Department of Administrative Reforms  
and Public Grievances

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# 1. KEY HIGHLIGHTS



Time Period – June, 2025

## 01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 17<sup>th</sup> June, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In June 2025, for the **36<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 **62,620 grievances**, out of which 70.35% of the grievances are pending for less than 21 days
- The number of new **user registrations** for the month of June 2025 stands at **58,502**
- The Feedback Call Centre collected **68,132 feedbacks** in the month of June 2025, where **39,240 feedbacks** were collected for Central Ministries/Departments.

## 02 PG Cases

- In June 2025, **1,35,555 PG cases were received** on the CPGRAMS portal, **1,34,540 PG cases were redressed** and there exists a **pendency of 62,620 PG cases**.
- Grievances registered via **Common Service Centers** stands at **5,880 grievances** for June, 2025.
- **31.90%** of the accounted grievances for June, 2025 were directed towards key departments such as the Ministry of Labour and Employment [22,418 grievances], Department of Financial Services (Banking Division) [15,516 grievances], and Department of Telecommunications [7,699 grievances]

- In June 2025, **21,755 appeals were received** and **29,314 appeals were disposed**
- In June 2025, the Central Secretariat recorded its highest number of appeal disposals over the past six months, addressing a total of **29,314 appeals**.
- The lowest appeal pendency for the year 2025 was also recorded in June, with a total of **16,058 pending appeals**.

## 03 PG Appeals

## 04 Grievance Redressal and Assessment Index

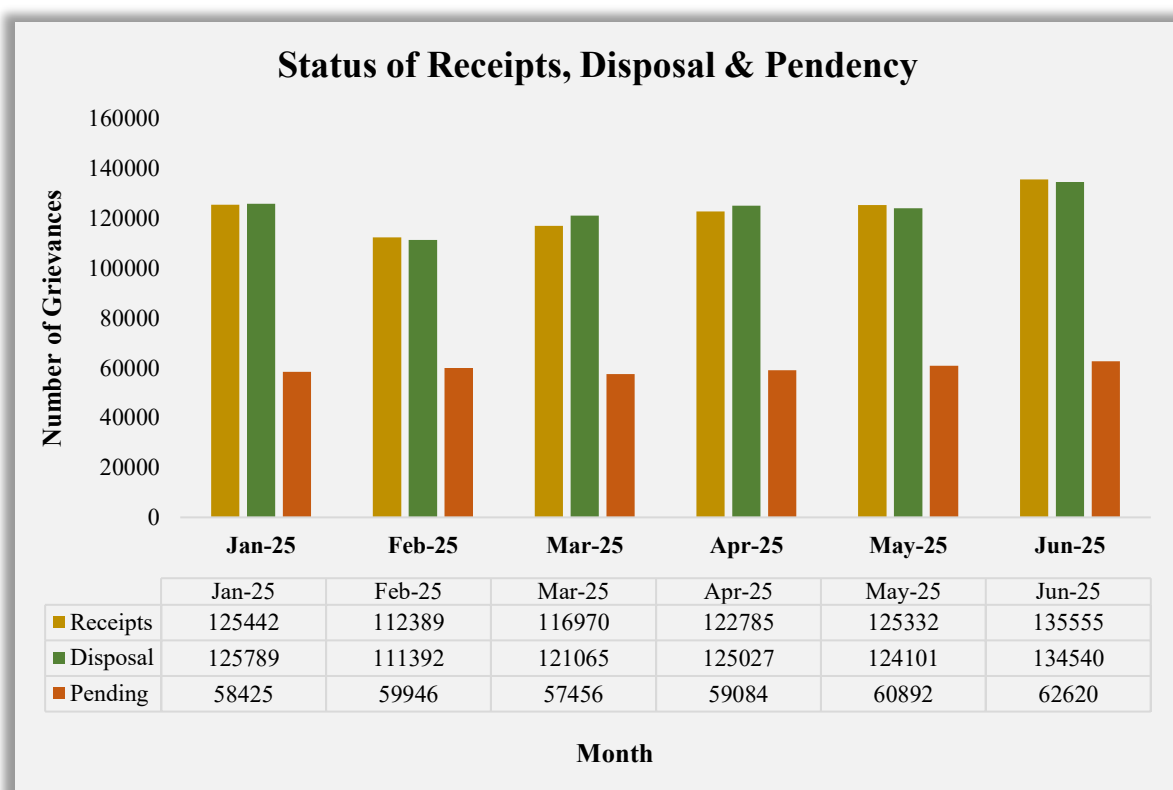
(JUNE,2025)

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

## 2. Review of Status of Grievances



### Month-wise Status of Grievances



### 3. Grievance Redressal Assessment and Index – June, 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> June, 2025 to 30<sup>th</sup> June, 2025**.

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

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

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

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

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Department of Land Resources	70	675	672	73	0.842	1
2	Department of Telecommunications	593	7699	7365	927	0.84	2
3	Department of Posts	1098	5416	5299	1215	0.828	3
4	Department of Social Justice and Empowerment	162	745	808	99	0.794	4
5	Ministry of Skill Development and Entrepreneurship	260	1171	1233	198	0.764	5
6	Ministry of Micro Small and Medium Enterprises	642	2127	2320	449	0.758	6
7	Central Board of Indirect Taxes and Customs	241	1191	1145	287	0.7493	7
8	Ministry of Electronics & Information Technology	206	1127	1100	233	0.7485	8
9	Ministry of Corporate Affairs	503	1188	1268	423	0.721	9
10	Ministry of Drinking Water and Sanitation	436	943	978	401	0.71	10
11	Department of Financial Services (Insurance Division)	793	2451	2471	773	0.708	11
12	Unique Identification Authority of India	1276	3758	3380	1654	0.704	12
13	Department of Defence	495	1520	1730	285	0.702	13
14	Department of Agriculture and Farmers Welfare	707	3649	3317	1039	0.698	14
15	Ministry of Labour and Employment	9095	22418	20896	10617	0.688	15
16	Ministry of Road Transport and Highways	1129	3246	3517	858	0.671	16
17	Department of Financial Services (Banking Division)	6319	15516	15157	6678	0.668	17
18	Department of Revenue	138	839	776	201	0.662	18
19	Ministry of Cooperation	186	612	593	205	0.66	19
20	Department of School Education and Literacy	772	1506	1555	723	0.654	20



S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Department of Consumer Affairs	811	2033	1928	916	0.652	21
22	Ministry of Power	93	683	706	70	0.6491	22
23	Ministry of Environment, Forest and Climate Change	84	565	519	130	0.649	23
24	Ministry of Railways ( Railway Board)	2788	6699	6614	2873	0.648	24
25	Department of Personnel and Training	684	2106	2126	664	0.6444	25
26	Ministry of Petroleum and Natural Gas	1337	1917	1993	1261	0.6438	26
27	Ministry of External Affairs	1095	1774	1782	1087	0.623	27
28	Department of Health & Family Welfare	1704	4613	4606	1711	0.622	28
29	Ministry of Home Affairs	1389	5799	5719	1469	0.62	29
30	Department of Ex Servicemen Welfare	4251	2423	4196	2478	0.617	30
31	Ministry of Women and Child Development	242	723	660	305	0.613	31
32	Central Board of Direct Taxes (Income Tax)	10873	5302	6589	9586	0.612	32
33	Department of Defence Finance	1602	3429	2588	2443	0.59	33
34	Staff Selection Commission	289	832	261	860	0.58	34
35	Department of Higher Education	1178	2345	2174	1349	0.575	35
36	Department of Food and Public Distribution	180	1372	1299	253	0.573	36
37	Department of Rural Development	993	1202	989	1206	0.563	37
38	Department of Justice	676	1312	1593	395	0.556	38
39	Ministry of Civil Aviation	390	620	496	514	0.551	39
40	Ministry of Housing and Urban Affairs	1305	2103	1976	1432	0.549	40
41	Ministry of Panchayati Raj	309	1300	966	643	0.539	41

**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.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Tribal Affairs	9	246	241	14	0.825	1
2	Ministry of Parliamentary Affairs	3	128	131	0	0.808	2
3	Ministry of Ayush	38	203	206	35	0.766	3
4	Department of Heavy Industry	17	191	189	19	0.75	4
5	Department of Investment & Public Asset Management	18	115	127	6	0.737	5
6	Ministry of Tourism	86	245	278	53	0.732	6
7	Ministry of Culture	96	226	243	79	0.699	7
8	NITI Aayog	18	348	356	10	0.694	8
9	Department of Pharmaceuticals	16	95	83	28	0.693	9
10	Department of Sports	81	112	109	84	0.674	10
11	Ministry of New and Renewable Energy	109	264	260	113	0.671	11
12	Department of Chemicals and Petrochemicals	6	42	46	2	0.67	12
13	Ministry of Steel	50	86	90	46	0.669	13
14	Ministry of Coal	215	482	473	224	0.664	14
15	Department of Atomic Energy	62	174	177	59	0.659	15
16	Department of Science and Technology	68	129	124	73	0.65	16
17	Department of Legal Affairs	252	368	543	77	0.648	17
18	Ministry of Information and Broadcasting	219	418	426	211	0.647	18
19	Department of Fertilizers	9	41	32	18	0.638	19

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
20	Department of Military Affairs	149	475	406	218	0.637	20
21	Ministry of Mines	34	112	121	25	0.634	21
22	Department of Expenditure	54	129	111	72	0.631	22
23	Ministry of Textiles	35	74	69	40	0.621	23
24	Department of Health Research	21	96	91	26	0.618	24
25	Ministry of Food Processing Industries	17	53	63	7	0.616	25
26	Department of Commerce	139	374	390	123	0.613	26
27	O/o the Comptroller & Auditor General of India	79	146	142	83	0.609	27
28	Department of Empowerment of Persons with Disabilities	200	307	355	152	0.603	28
29	Ministry of Water Resources, River Development & Ganga Rejuvenation	136	323	267	192	0.599	29
30	Department of Financial Services (Pension Reforms)	57	327	331	53	0.593	30
31	Department for Promotion of Industry and Internal Trade	123	201	191	133	0.582	31
32	Department of Public Enterprises	8	88	86	10	0.564	32
33	Department of Space	36	60	68	28	0.563	33
34	Department of Official Language	7	19	19	7	0.561	34
35	Department of Youth Affairs	32	46	32	46	0.56	35
36	Legislative Department	18	88	76	30	0.549	36
37	Ministry of Shipping	57	167	147	77	0.537	37
38	Department of Fisheries	14	38	39	13	0.532	38

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
39	Department of Defence Production	82	160	143	99	0.496	39
40	Ministry of Statistics and Programme Implementation	22	26	33	15	0.488	40
41	Department of Defence Research and Development	59	41	57	43	0.4833	41
42	Ministry of Minority Affairs	304	187	282	209	0.4826	42
43	Department of Agriculture Research and Education	136	98	99	135	0.476	43
44	Department of Economic Affairs ACC Division	281	277	247	311	0.474	44
45	Department of Scientific & Industrial Research	37	100	73	64	0.471	45
46	Ministry of Development of North Eastern Region	0	6	5	1	0.463	46
47	Department of Animal Husbandry, Dairying	127	162	137	152	0.438	47
48	Department of Bio Technology	29	21	18	32	0.403	48
49	Ministry of Earth Sciences	14	20	17	17	0.376	49

**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 June 2025, though the Ministry of Coal, and Department of Military Affairs have received 509, and 566 grievances respectively, 473 and 406 grievances respectively have been closed with new ATR and are considered for calculating the GRAI score.

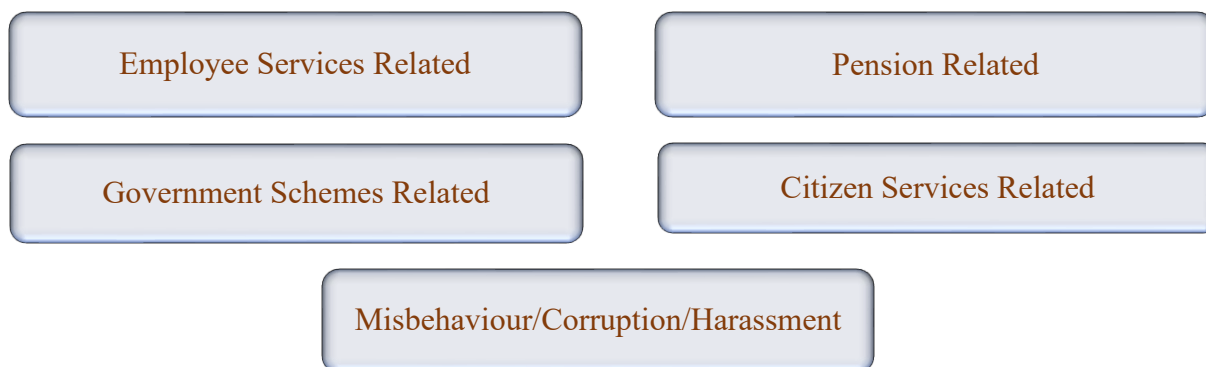
## 4. Categorisation

### 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:



### Progress so far

The Department has successfully completed the preliminary analysis for **30 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 the following 19 Departments/Ministries has been made **LIVE** on the CPGRAMS Portal:**

<b>11.03.2025</b>	<ul style="list-style-type: none"><li>Department of Financial Services (Banking Division)</li><li>Department of Telecommunication</li></ul>
<b>26.05.2025</b>	<ul style="list-style-type: none"><li>Ministry of External Affairs</li><li>Department of Drinking Water and Sanitation</li><li>Ministry of Road Transport and Highways</li></ul>
<b>30.05.2025</b>	<ul style="list-style-type: none"><li>Ministry of External Affairs</li><li>Department of Drinking Water and Sanitation</li><li>Ministry of Road Transport and Highways</li></ul>
<b>05.06.2025</b>	<ul style="list-style-type: none"><li>Defence Research and Development Organisation</li><li>Central Board of Direct Taxes</li><li>Department of School Education and Literacy</li></ul>
<b>13.06.2025</b>	<ul style="list-style-type: none"><li>Department of Posts</li><li>Department of Rural Development</li><li>Ministry of Labour and Employment</li><li>Central Board of Indirect Taxes and Customs</li></ul>
<b>25.06.2025</b>	<ul style="list-style-type: none"><li>Department of Personnel and Training</li></ul>
<b>01.07.2025</b>	<ul style="list-style-type: none"><li>Department of Consumer Affairs</li></ul>
<b>03.07.2025</b>	<ul style="list-style-type: none"><li>Department of Food and Public Distribution</li></ul>
<b>04.07.2025</b>	<ul style="list-style-type: none"><li>Department of Agriculture and Farmers Welfare</li></ul>

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 Financial Services (Banking Division)	<i>LIVE</i>
2	Department of Telecommunication	<i>LIVE</i>
3	Ministry of External Affairs	<i>LIVE</i>
4	Ministry of Road Transport and Highways	<i>LIVE</i>
5	Ministry of Drinking Water and Sanitation	<i>LIVE</i>
6	Unique Identification Authority of India	<i>LIVE</i>
7	Department of Defence	<i>LIVE</i>
8	Department of Military Affairs	<i>LIVE</i>
9	Department of School Education and Literacy	<i>LIVE</i>
10	Department of Defence Research and Development	<i>LIVE</i>
11	Central Board of Direct Taxes (Income Tax)	<i>LIVE</i>
12	Department of Posts	<i>LIVE</i>
13	Department of Rural Development	<i>LIVE</i>
14	Ministry of Labour and Employment	<i>LIVE</i>
15	Central Board of Indirect Taxes and Customs	<i>LIVE</i>

S. No.	Name of Ministry/Department	Current Status
16	Department of Personnel and Training	<i>LIVE</i>
17	Department of Consumer Affairs	<i>LIVE</i>
18	Department of Food and Public Distribution	<i>LIVE</i>
19	Department of Agriculture and Farmers Welfare	<i>LIVE</i>
20	Department of Higher Education	<i>Shared for implementation</i>
21	Department of Ex Servicemen Welfare	<i>Shared for implementation</i>
22	Ministry of Heavy Industry	<i>Shared for implementation</i>
23	Ministry of Women and Child Development	Categorisation and GRO Mapping pending
24	Ministry of Home Affairs	Categorisation and GRO Mapping pending
25	Department of Justice	Categorisation and GRO Mapping pending
26	Ministry of Tribal Affairs	Categorisation and GRO Mapping pending
27	Ministry of Railways (Railway Board)	Yet to respond
28	Department of Commerce	Yet to respond
29	Ministry of Petroleum and Natural Gas	Yet to respond
30	Ministry of Micro Small and Medium Enterprises	Yet to respond



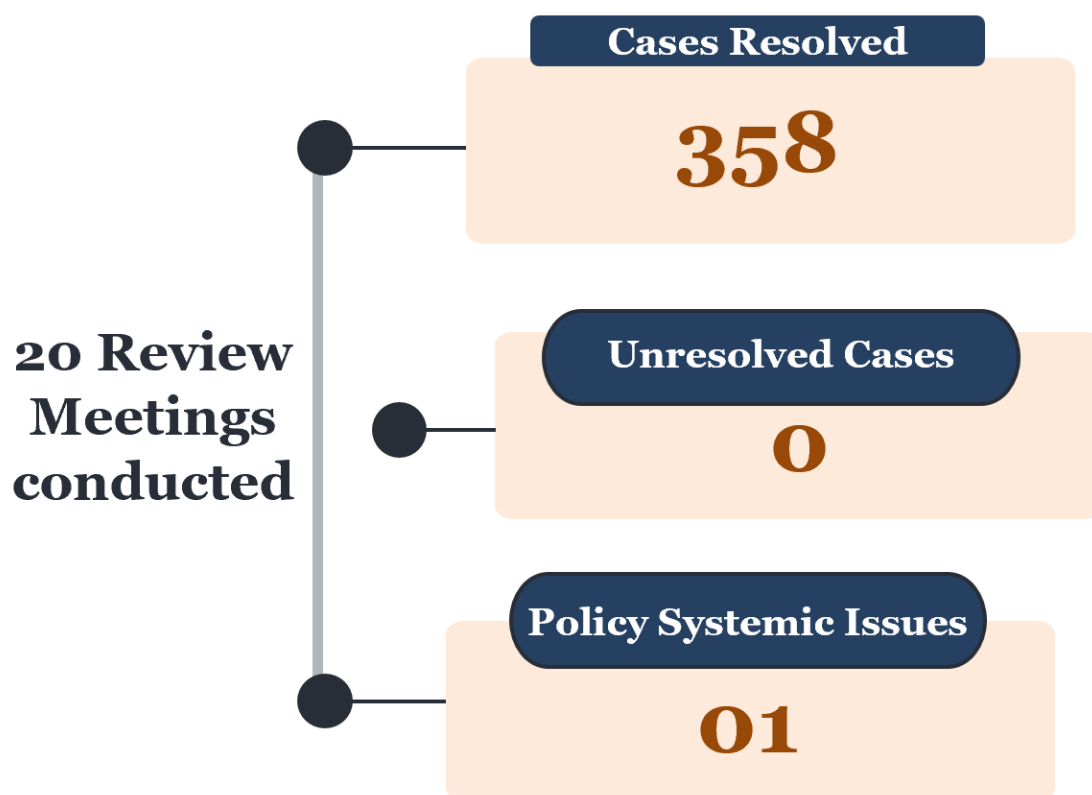
## 5. Review Meeting by Secretaries

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 created a dedicated module in the CPGRAMS portal to enable review by Secretaries. This chapter attempts to present an overall picture regarding the status of Review Meetings conducted in the month of June, 2025.

A total of **106 Review Meetings** were conducted between **14<sup>th</sup> February 2025 till 30<sup>th</sup> June 2025**. A total of 657 cases have been resolved, 33 systemic policy issues and 9 unresolved cases have been taken up.

### 5.1 Overview:



Time Period: 01/06/2025 to 30/06/2025

## 5.2. Status of Review Meetings Conducted – June 2025

A total of **20 Review Meetings** were conducted in **June 2025**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings followed by the Ministry of Women and Child Development.

S.no.	Organisation Name	Meetings Conducted	Chaired By
1	Central Board of Direct Taxes (Income Tax)	1	Pr. DGIT (Admn. And TPS)
2	Department for Promotion of Industry and Internal Trade	1	Secretary
3	Department of Commerce	1	Secretary
4	Department of Ex Servicemen Welfare	4	Secretary
5	Department of Fertilizers	1	Sr. EA, D/o Fertilizers
6	Department of Military Affairs	1	Secretary
7	Department of Personnel and Training	1	Secretary
8	Department of Rural Development	1	Secretary
9	Department of School Education and Literacy	1	Secretary
10	Department of Science and Technology	1	Secretary
11	Department of Social Justice and Empowerment	1	Secretary
12	Ministry of Drinking Water and Sanitation	1	Secretary
13	Ministry of Parliamentary Affairs	1	Secretary
14	Ministry of Shipping	1	Secretary
15	Ministry of Women and Child Development	3	Secretary
<b>TOTAL</b>		<b>20</b>	

## 6. Unique Identification Authority of India (UIDAI)

The Unique Identification Authority of India (UIDAI) is a statutory authority established under the provisions of the Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits and Services) Act, 2016 (“Aadhaar Act 2016”) on 12 July 2016 by the Government of India, under the Ministry of Electronics and Information Technology (MeitY). UIDAI was created to issue Unique Identification numbers (UID), named as "Aadhaar", to all residents of India. The UID had to be (a) robust enough to eliminate duplicate and fake identities, and (b) verifiable and authenticable in an easy, cost-effective way. As on 29th September 2023, the Authority has generated 138.08 crore Aadhaar numbers to the residents of India.

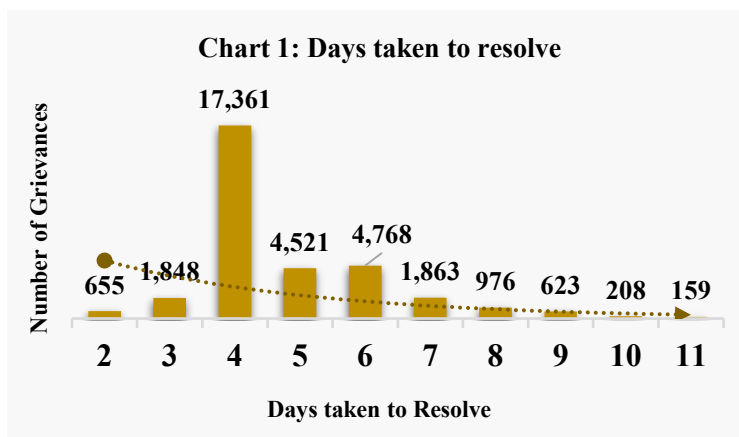
The bulk of UIDAI’s CPGRAMS cases fall in Aadhaar-issuance and update issues. The leading category is “Aadhaar Updation related queries” (4,568 cases, 16% of total). The next largest are “Non-Generation of Aadhaar” (3,525; 12%) and “SRN/URN under process/rejected” (3,352; 12%). Together, the top three categories account for roughly 40% of all grievances. The remaining top-ten categories each contribute 3–8% and include miscellany. In summary, the grievance volume is concentrated in Aadhaar enrolment/issuance and update processes (the top ~5 categories). These account for well over half of cases, indicating that targeted process improvements in enrolment and update handling could significantly reduce overall case numbers.

Category Name	Full Category	Count	Percentage
Aadhaar Updation related queries	Non Updation of AADHAAR > Aadhaar Updation related queries	4,568	16%
Non-Generation of Aadhaar	Non-Enrolment and Non-Generation of Aadhaar > Non-Generation of Aadhaar	3,525	12%
SRN/URN is under Process and SRN/URN is Rejected	Non Updation of AADHAAR > SRN/URN is under Process and SRN/URN is Rejected	3,352	12%
Aadhaar	Ministry of Electronics & Information Technology > Personal Identity Documents Related > Aadhaar	2,255	8%
Online Aadhaar updation related issues	Non Updation of AADHAAR > Online Aadhaar updation related issues	1,457	5%
Any Other Case	Misc > Any Other Case	1,296	5%

Category Name	Full Category	Count	Percentage
Documents related Issues for Aadhaar updation	Non Updation of AADHAAR > Documents related Issues for Aadhaar updation	937	3%
Any complaint against Enrolment Centre and Operator	Enrolment Centre and Operator related Issues > Any complaint against Enrolment Centre and Operator	788	3%
Enrolment issues of Senior Citizens and children	Non-Enrolment and Non-Generation of Aadhaar > Enrolment issues of Senior Citizens and children	780	3%
Aadhaar suspension or inactive Aadhaar	Aadhaar Number related Issues > Aadhaar suspension or inactive Aadhaar	757	3%

## Timeliness of redressal

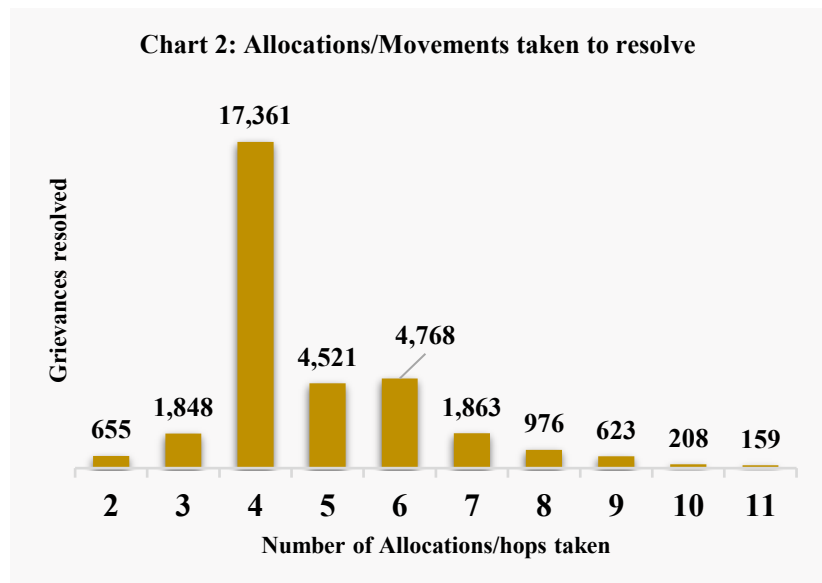
CPGRAMS mandates disposal of public grievances within 21 days. UIDAI's recent



performance meets this standard on average as most cases are resolved well within the 21-day limit. The distribution chart shows a heavy concentration of cases closed in the first days, with relatively only a few dragging beyond 10+ days.

## Allocation/hops/Too many movements taken to resolve

Chart 2 shows how many times a grievance is re-assigned ("hops") before final closure. In practice, a low average hop count indicates effective triage. As shown in the chart, UIDAI cases take a median of 4 allocations before resolution. Overall, the maximum number of cases fall under 4-6 allocations for grievances pertaining to UIDAI.

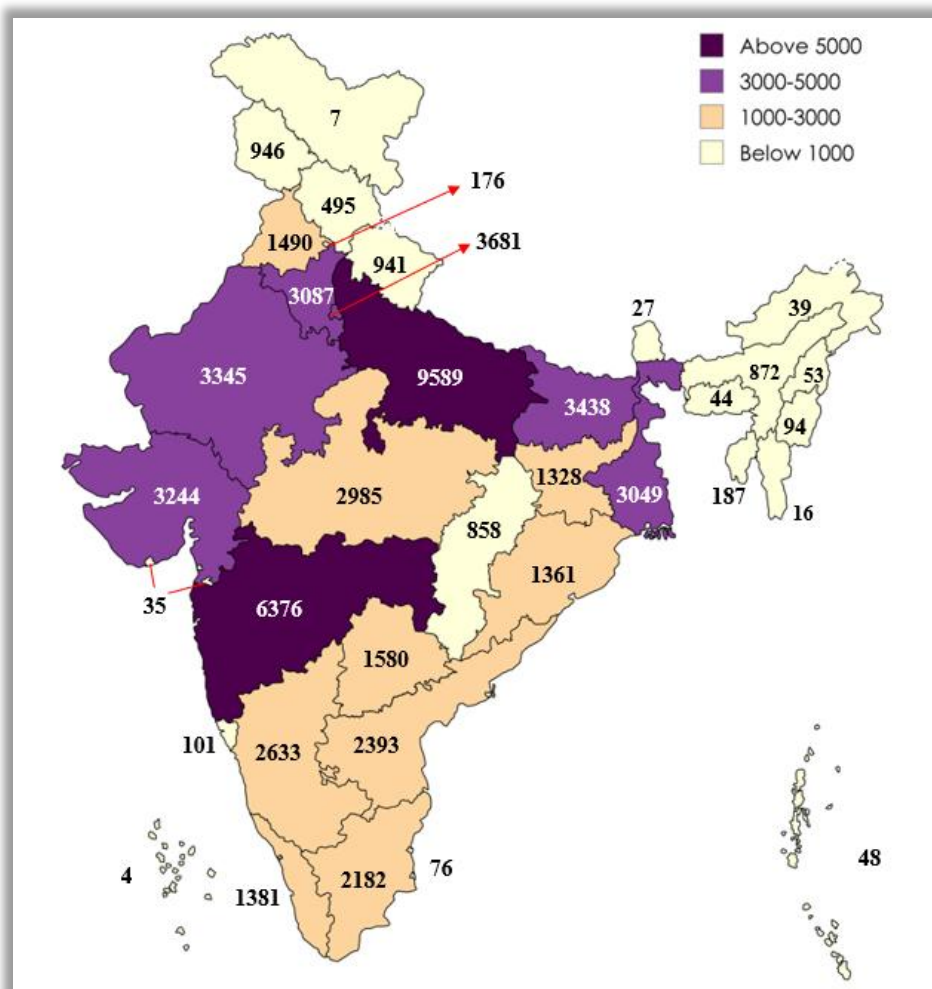




## 7. New User-Registrations

A total of **58,502** new users have registered on CPGRAMS in June, 2025, through various channels, out of which, **9,589** registrations are from Uttar Pradesh.

### New user registration on CPGRAMS in States/UTs in June, 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
4	April	62,227
5	May	60,499
6	June	58,502
TOTAL		3,34,953

## 8. 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).

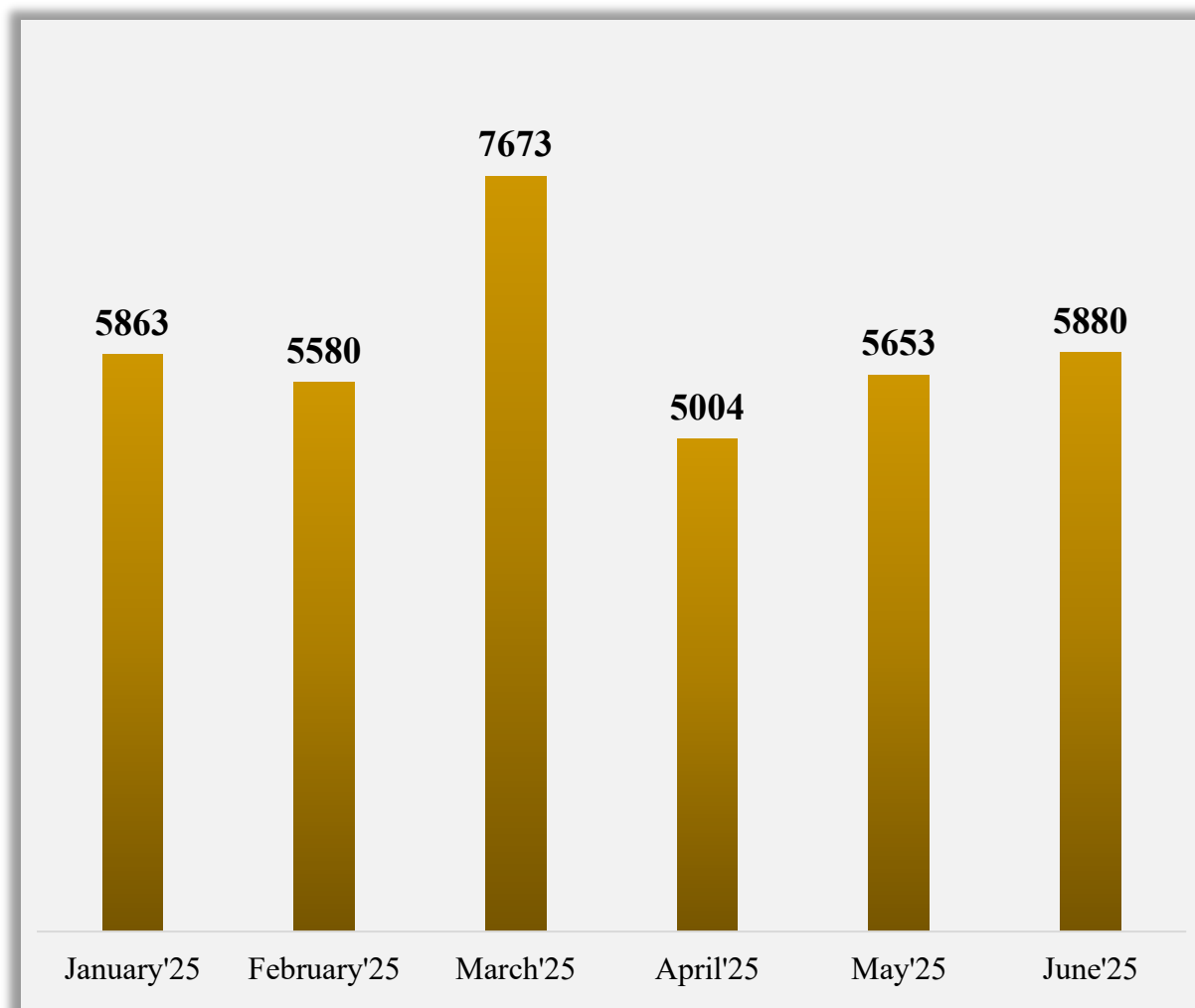
**Receipts**  
5,880

**Disposed**  
3,116

**Pending**  
2,764

(Time Period: 01/06/2025 to 30/06/2025)

- **A total of 5,880 grievances have been registered through the Common Service Centres in the month of June, 2025:**



• **Top 10 CSCs through which maximum grievances were registered in the month of June, 2025:**

S. No.	CSC ID	Grievances Registered	CSC State	CSC District	Grievance Category
1	412525370014	124	Chandigarh	Chandigarh	<ul style="list-style-type: none"> <li>Land Regulation related matters</li> </ul>
2	237755750016	43	Punjab	Pathankot	<ul style="list-style-type: none"> <li>Fraud</li> <li>Land Regulation related matters</li> <li>Loan Related</li> <li>PMKISAN related issues</li> </ul>
3	166999110014	39	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Crime related (Records, prisons and cyber cell)</li> </ul>
4	255153650018	39	Kerala	Alappuzha	<ul style="list-style-type: none"> <li>Direct Taxes</li> <li>Pension</li> <li>Pension Related</li> <li>Scheme Related</li> <li>Service Related</li> <li>Technical Issue Related</li> </ul>
5	735431280019	38	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Corruption/Malpractices related</li> <li>Fraud</li> <li>Matter Related to Unethical practices</li> <li>Matters related to Commissions</li> <li>National Commission for Protection of Child Rights</li> <li>National Commission for Women (NCW)</li> </ul>
6	245657660019	35	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Administrative Matters</li> </ul>
7	554276350010	30	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Customer Service Related</li> <li>National Commission for Women (NCW)</li> </ul>
8	325631470010	27	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Public Distribution System related</li> <li>Land Regulation related matters</li> <li>Direct Taxes</li> <li>Corruption/Malpractices related</li> <li>Scheme Related</li> <li>Administrative Matters</li> <li>Encroachment/Pathway Obstruction</li> <li>Mutation and Registry Disputes</li> <li>Disaster/Hardship Relief Related</li> <li>Court Case Jurisdiction/Relocation</li> <li>Requests</li> <li>Household Document Generation</li> <li>Drainage/Infrastructure Blockage</li> <li>Law &amp; Order / Threat to Safety</li> </ul>
9	455555670015	26	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none"> <li>Corruption/Malpractice related</li> <li>Scheme Related</li> <li>PWD Related</li> </ul>
10	634246720015	25	Odisha	Puri	<ul style="list-style-type: none"> <li>Landline Related</li> </ul>



## 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 June 2025:

#### Ministry of Labour and Employment

- **Employee Provident Fund Organisation (44%):** PF related
- **Chief Labour Commissioner (CLC) (3%):** Complaints related to Wages /delayed / less payment / non-payment / Bonus
- **Employee State Insurance Corporation (2%):** ESI online system related issues

**Total Receipts**  
**22,418**

**1**

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

- **Customer Service Related (20%):** Delay in Service
- **Fraud (10%):** Cyber Fraud
- **Loan related (8%):** Housing Loan related
- **Misbehaviour/Corruption/Harassment/Atrocities against (6%):** Harassment by Bank Staff

**Total Receipt**  
**15,516**

**2**

#### Department of Telecommunications

- **Mobile Related (46%):** Issues Related to Network Coverage
- **Broadband related (14%):** Broadband Faulty
- **Employee Service related (7%):** Issues related to Promotion
- **Tower Related (3%):** Tower installation related

**Total Receipts**  
**7,699**

**3**

#### Ministry of Railways

- **Issues related to Introduction/ Extension/ Stoppage of trains (9%)**
- **Tender/Contract Matters (5%)**
- **Service Matter (5%)**
- **Complaint against staff other than Train and station (3%)**

**Total Receipts**  
**6,699**

**4**

#### Ministry of Home Affairs

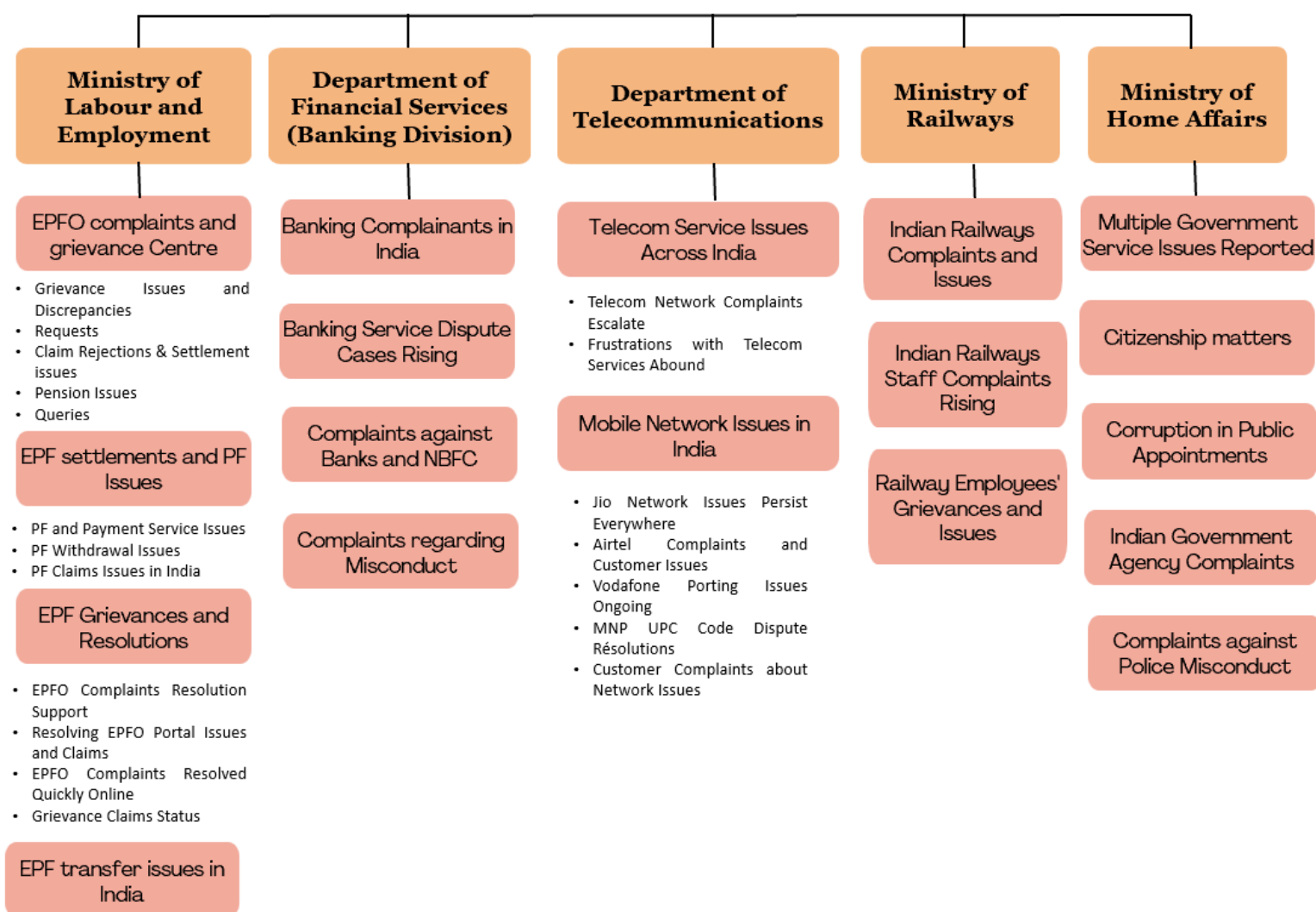
- **Crime related (Records, prisons and cyber cell) (15%)**
- **Employee Related/Services Related (Main Secretariat and SSO) (7%)**
- **Visa related matters and passport issue and verification (6%)**
- **Matter Related to Unethical practices (6%)**

**Total Receipts**  
**5,799**

**5**

# 10. Categories through IGMS Dashboard

**RCA Insights: Top 5 Ministries/Departments with Highest Grievance Receipts and Thematic Breakdowns from the IGMS Dashboard for the month of June 2025**



# 11. PSU Grievance Analysis

## Public Sector Undertaking (PSU)

### Overview

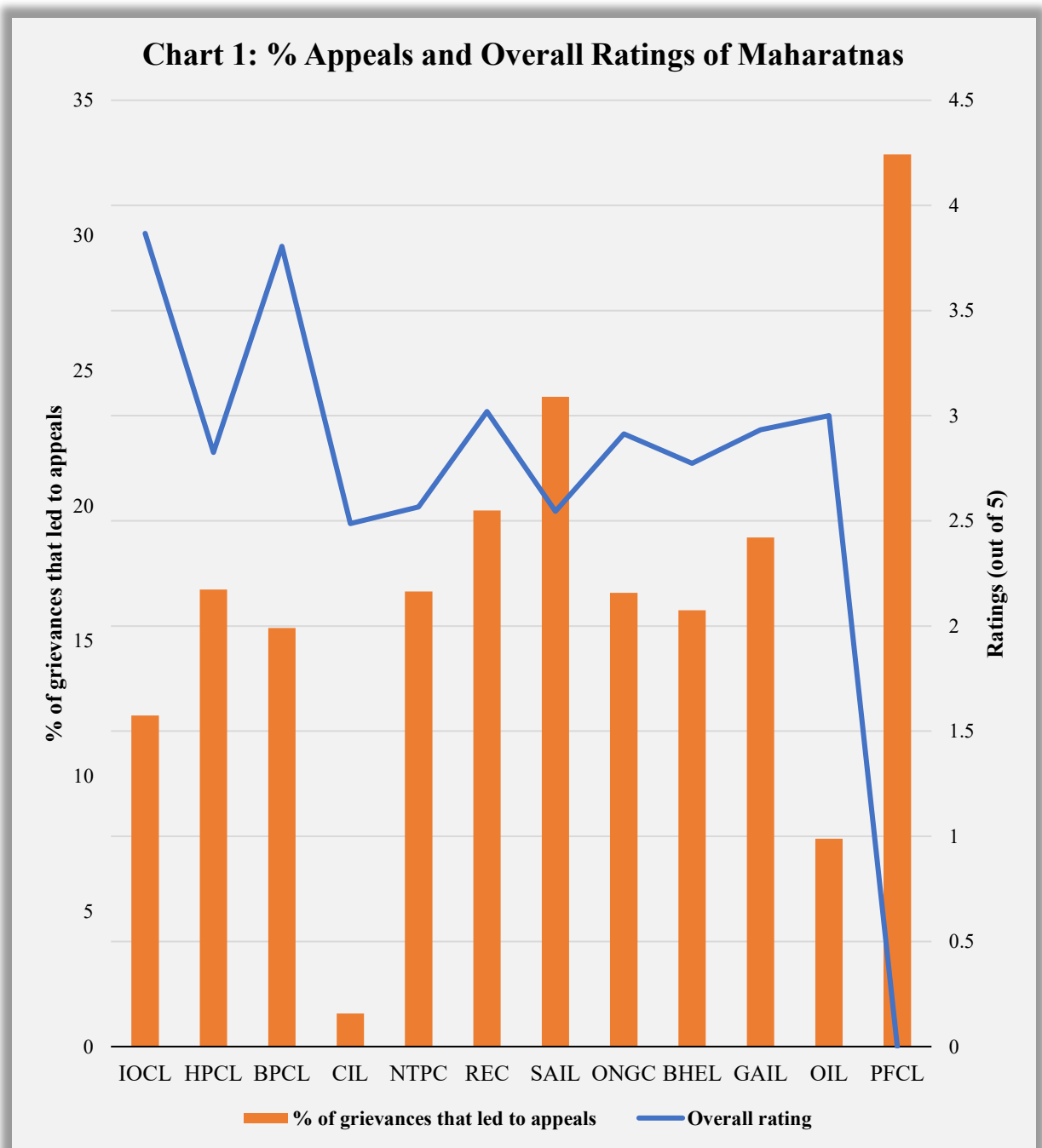
Public Sector Undertakings (PSUs) in India are government-owned corporations that are instrumental in driving economic growth, providing essential infrastructure and services, and generating employment opportunities. PSUs are classified based on their ownership as either Central Public Sector Undertakings (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, 2025 to 30<sup>th</sup> June, 2025:**

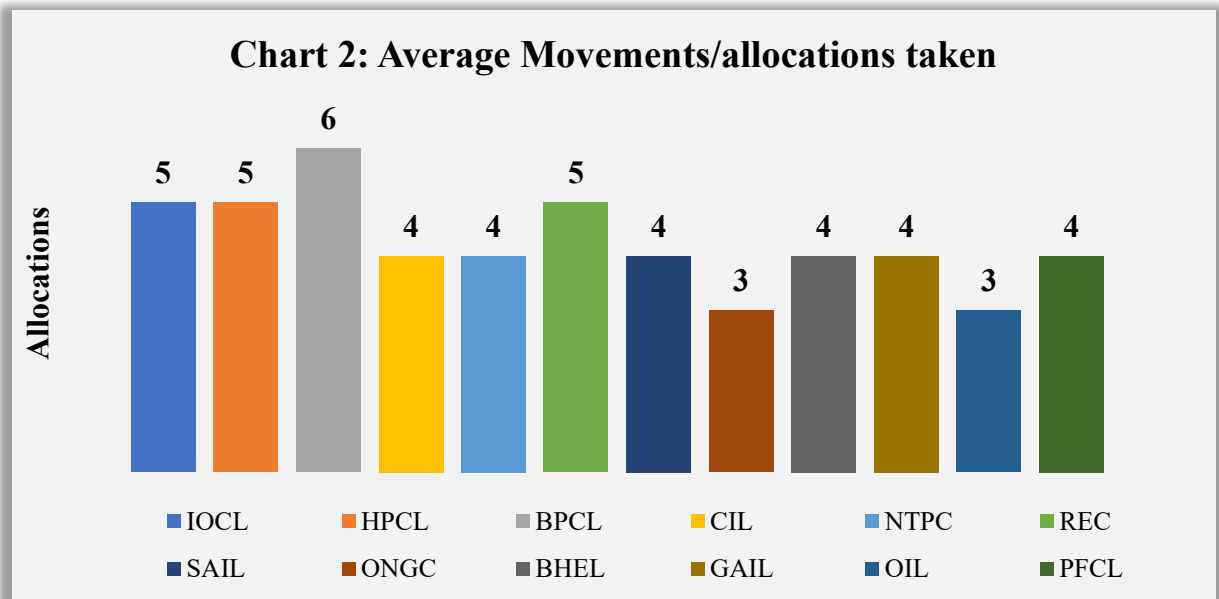
S. No.	PSU	Receipts	Disposed	Pending
1	Indian Oil Corporation Limited (IOCL)	3984	2121	1863
2	Hindustan Petroleum Corporation Limited (HPCL)	2122	930	1192
3	Bharat Petroleum Corporation Limited (BPCL)	1883	1078	805
4	National Thermal Power Corporation (NTPC)	907	501	406
5	Coal India Limited (CIL)	601	391	210
6	Bharat Heavy Electricals Limited (BHEL)	320	216	104
7	Oil and Natural Gas (ONGC)	306	167	139
8	Gas Authority of India Limited (GAIL)	239	104	135
9	Steel Authority of India (SAIL)	155	120	35
10	Oil India Limited (OIL)	13	3	10
11	Power Finance Corporation Limited (PFCL)	3	2	1
12	Rural Electrification Corporation Limited (RECL)	1	1	0
13	Power Grid of India Limited (PGIL)	0	0	0

For this month's report, there is additional analysis pertaining to status of PSUs and their grievance redressal. A comparative analysis has been done for all Maharatnas for the 6 monthly period of this year i.e., 1st January to 30th June, 2025. The parameters of this analysis are:

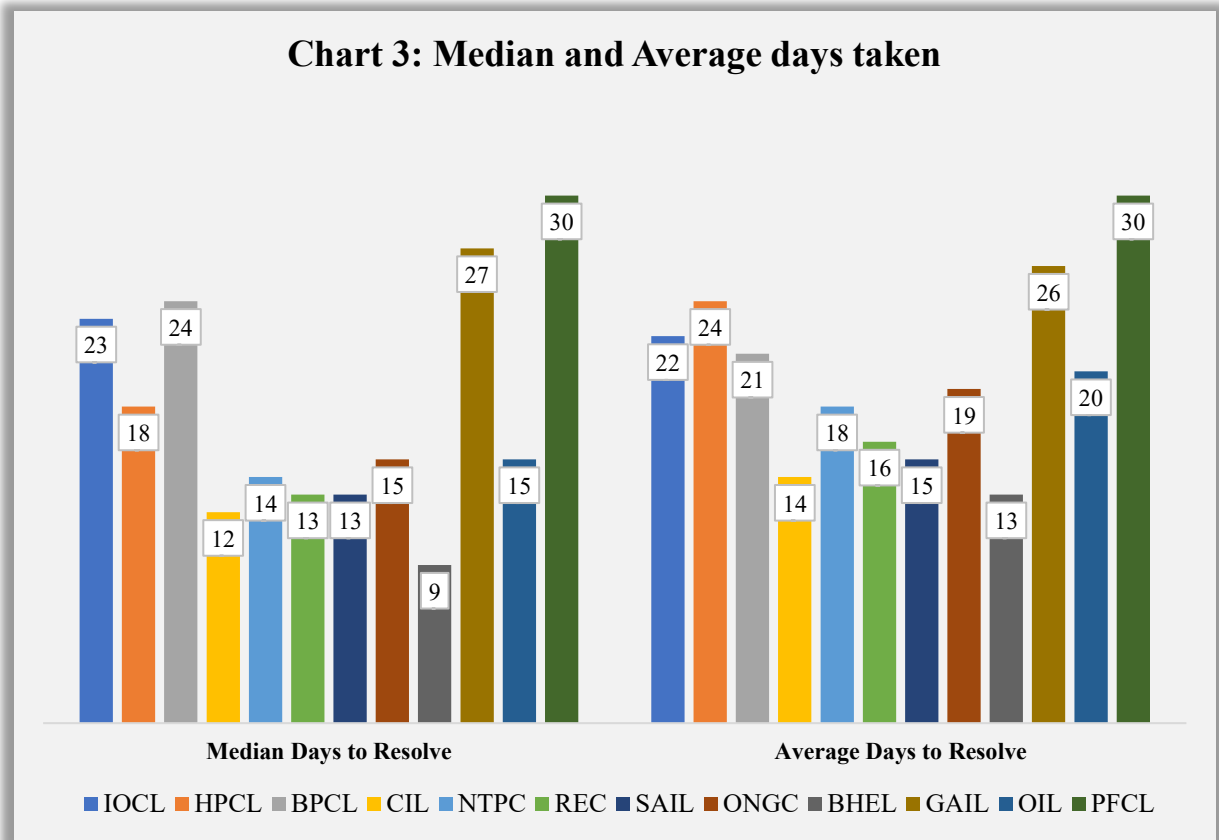
1. Percentage of grievances for each PSU that led to appeals thereby indicating the citizen satisfaction and cumulative ratings out of 5 for each PSU



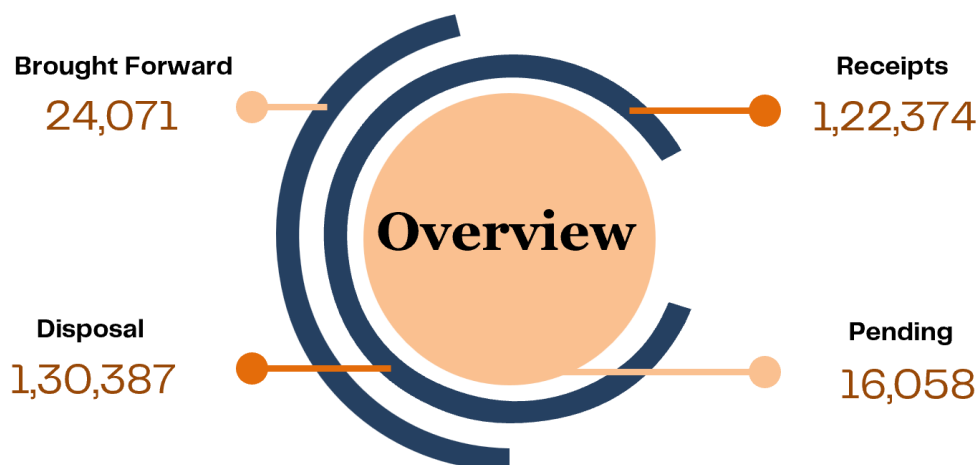
2. Average movements/allocations number- this shows how many ‘hops’ a grievance takes before successful grievance redressal



3. Median and average days taken by each PSU to resolve their grievances. The focus here is to highlight those PSUs which have a substantial gap between their median and average days taken to resolve grievances, as that shows inefficiency in the system

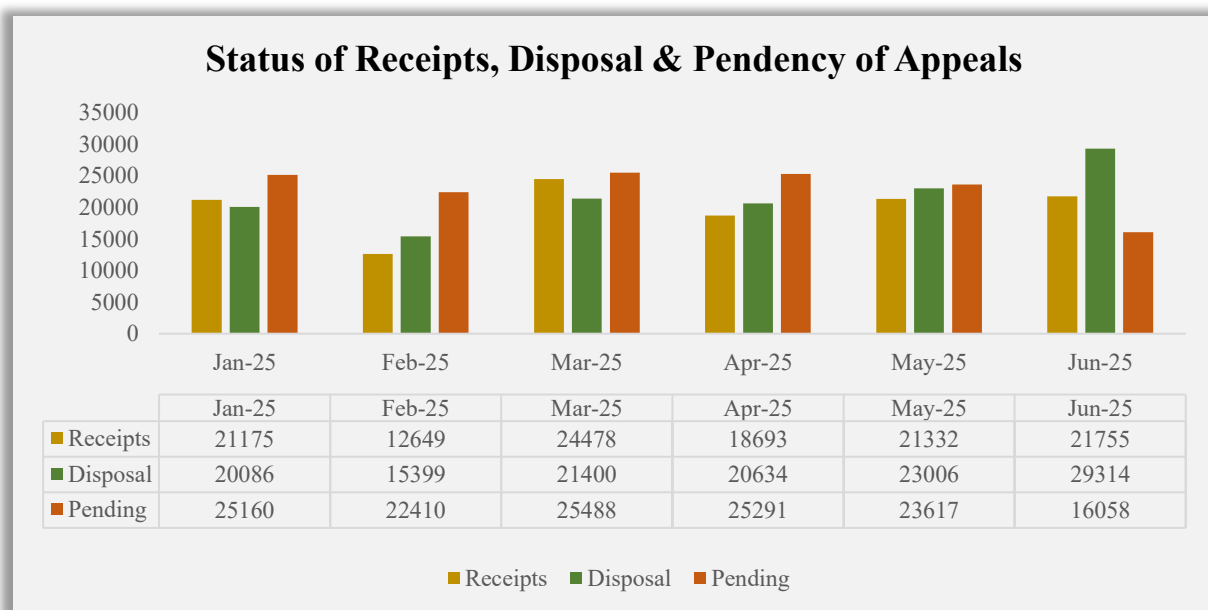


## 12. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 30/06/2025

### a. Month-wise Status of Appeals



### b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **49 days** from 1<sup>st</sup> January to 30<sup>th</sup> May 2025
- 36** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

## 13. Success Stories

“ Shri Jai Karan Singh had been awaiting a refund of ₹11,20,433 for AY 2020–21. Despite the order being issued, the refund was not received for a considerable time. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The matter was examined by the jurisdictional authorities and necessary approvals were obtained from the Range Head, PCIT, and CCIT. Upon review by the concerned authorities, a refund of ₹11,05,123 was credited to Shri Singh’s pre-validated and nominated bank account, resolving the issue.

### Grievance of Shri Jai Karan Singh

**Income Tax Refund credited after delay**

”

Settlement Delay for Major Prem Deep Anand



Department of Ex Servicemen Welfare



1. Army Headquarters  
2. Controller General of Defence Accounts



PCDA Officers Pune

### Grievance of Shri Sohan Singh

**OROP-II Arrear Credited Successfully**

“

Shri Sohan Singh, a resident of Village Musa, Tehsil & District Mansa, had served in the Indian Army from January 1984 to December 1999. Despite being eligible, he had not received the OROP-II arrears. Seeking resolution, he raised a grievance through the CPGRAMS Portal. Upon review by the concerned authorities, the pending OROP-II arrear amounting to ₹78,583/- was successfully credited to his bank account, resolving the issue.

”

OROP Arrear related issue



Department of Ex-Servicemen Welfare



Controller General of Defence Accounts



Principal Controller of Defence Accounts (Pensions)



SPARSH Army 3

## Grievance of Shri Akbar Ali

**Fastag Exemption  
Approved for Divyangjan**

“

Shri Akbar Ali, a person with disability, had applied for an exempted Fastag under NHAI's Physical Disability Exempted Category. Despite applying several months ago, the application status continued to reflect as "Pending for verification and approval at CO.Division" for a long time, causing concern. Seeking resolution, Shri Akbar Ali raised a grievance on the CPGRAMS Portal. Upon review, the concerned authorities verified the application and confirmed that the exempted Fastag was handed over to the applicant by the RO Jaipur, thereby resolving the issue. ”

Fastag Exemption  
Approval

Ministry of Road  
Transport and  
Highways

National Highway  
Authority of India  
(NHAI)

CO Division

“

MBB Enterprises LLP had fulfilled an order received through the GeM portal by delivering 5 units of VOLTRIQ All-in-One PCs. The items were received and confirmed by the buyer, and the CRAC was generated. However, despite GeM policy mandating payment within 15 days post-CRAC, the firm did not receive the payment of ₹2,10,972/-. Multiple follow-ups through calls, emails, and a grievance raised on the GeM portal yielded no response. Seeking resolution, they escalated the issue through CPGRAMS Portal. Upon review by the concerned authorities, the bill amount of ₹2,10,972/- was successfully processed by the accounts department, resolving the matter within 2 weeks. ”

## Grievance of MBB Enterprises

**GeM Payment Released  
After Delay**

GeM  
Payment  
Delay

Prime  
Minister's  
Office  
(PMOPG)

Railway  
Board

North  
Central  
Railway

Store  
Department

North  
Central  
Railway  
Prayagraj  
Division

Accounts  
Dept PRYJ  
Division





**DoT India** @DoT\_India

DoT's commitment to resolving citizen grievances consistently, earns top spots in March, April & May 2025.

#CPGRAMS

DARPG and 4 others

5:57 PM · Jun 14, 2025 · 3,798 Views

**PIB India** @PIB\_India

.@DARPG\_Gol released 37th CPGRAMS Report of Central Ministries/Departments for May 2025, showcasing Success Stories

The report features 4 success stories of effective grievance resolution from Central Ministries/Departments

- Grievance of Prem Deep: Settlement and Refund Issue
- Grievance of Syoprasad: TDS Credit Rectification and Refund
- Grievance of Kuruppathu: Request for Closure of Unused Demat Account
- Grievance of Ram Charan: Delay in Pension Disbursement

Read here: [pib.gov.in/PressReleaseDet...](https://pib.gov.in/PressReleaseDet...)

Last edited 12:04 PM · Jun 16, 2025 · 5,866 Views

**DoT India** @DoT\_India

DoT secures **#1 Rank** in Grievance Redressal for May 2025!

Citizen-centric service, our Top Priority.

#CPGRAMS

### 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	613	6255	6280	588	0.835	1
2	Department of Posts	1101	5080	3019	1082	0.813	2
3	Central Board of Indirect Taxes and Customs	262	1149	1177	234	0.7732	3
4	Ministry of Micro Small and Medium Enterprises	223	2746	2335	634	0.7729	4
5	Ministry of Environment, Forest and Climate Change	229	559	750	78	0.762	5
6	Ministry of Skill Development and Entrepreneurship	96	1229	1057	262	0.757	6

Jyotiraditya M. Scindia and 4 others

9:41 PM · Jun 16, 2025 · 8,946 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> June 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6975	117141	124116	113499	10617
2	Department of Financial Services (Banking Division)	6695	84249	90944	84266	6678
3	Department of Telecommunications	500	37867	38367	37440	927
4	Ministry of Railways ( Railway Board)	2795	36471	39266	36393	2873
5	Central Board of Direct Taxes (Income Tax)	9531	33323	42854	33268	9586
6	Ministry of Home Affairs	1471	32101	33572	32103	1469
7	Department of Posts	1303	31617	32920	31705	1215
8	Department of Agriculture and Farmers Welfare	938	28837	29775	28736	1039
9	Department of Health & Family Welfare	1783	22855	24638	22927	1711
10	Department of Ex Servicemen Welfare	3044	20094	23138	20660	2478

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6975	117141	124116	113499	10617
2	Department of Financial Services (Banking Division)	6695	84249	90944	84266	6678
3	Department of Telecommunications	500	37867	38367	37440	927
4	Ministry of Railways ( Railway Board)	2795	36471	39266	36393	2873
5	Central Board of Direct Taxes (Income Tax)	9531	33323	42854	33268	9586
6	Ministry of Home Affairs	1471	32101	33572	32103	1469
7	Department of Posts	1303	31617	32920	31705	1215
8	Department of Agriculture and Farmers Welfare	938	28837	29775	28736	1039
9	Department of Health & Family Welfare	1783	22855	24638	22927	1711
10	Department of Ex Servicemen Welfare	3044	20094	23138	20660	2478

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

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6975	117141	124116	113499	10617
2	Central Board of Direct Taxes (Income Tax)	9531	33323	42854	33268	9586
3	Department of Financial Services (Banking Division)	6695	84249	90944	84266	6678
4	Ministry of Railways ( Railway Board)	2795	36471	39266	36393	2873
5	Department of Ex Servicemen Welfare	3044	20094	23138	20660	2478
6	Department of Defence Finance	1599	12991	14590	12147	2443
7	Department of Health & Family Welfare	1783	22855	24638	22927	1711
8	Unique Identification Authority of India	1780	18755	20535	18881	1654
9	Ministry of Home Affairs	1471	32101	33572	32103	1469
10	Ministry of Housing and Urban Affairs	1780	11757	13537	12105	1432
11	Department of Higher Education	1052	11861	12913	11564	1349
12	Ministry of Petroleum and Natural Gas	1235	10569	11804	10543	1261
13	Department of Posts	1303	31617	32920	31705	1215
14	Department of Rural Development	1813	9266	11079	9873	1206
15	Ministry of External Affairs	783	8490	9273	8186	1087
16	Department of Agriculture and Farmers Welfare	938	28837	29775	28736	1039

**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> June 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9531	33323	42854	33268	9586	6730
2	Ministry of Labour and Employment	6975	117141	124116	113499	10617	2512
3	Ministry of Home Affairs	1471	32101	33572	32103	1469	956
4	Department of Ex Servicemen Welfare	3044	20094	23138	20660	2478	920
5	Ministry of Railways ( Railway Board)	2795	36471	39266	36393	2873	666
6	Department of Defence Finance	1599	12991	14590	12147	2443	575

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
7	Ministry of Housing and Urban Affairs	1780	11757	13537	12105	1432	560
8	Department of Rural Development	1813	9266	11079	9873	1206	548
9	Department of Health & Family Welfare	1783	22855	24638	22927	1711	535
10	Ministry of External Affairs	783	8490	9273	8186	1087	520

## Annexure 2: Average Closing Time – 1<sup>st</sup> January 2025 to 30<sup>th</sup> June 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	100	84
2	Central Board of Direct Taxes (Income Tax)	33268	57
3	Department of Agriculture Research and Education	820	47
4	Department of Economic Affairs ACC Division	1552	39
5	Department of Youth Affairs	283	37
6	Department of Ex Servicemen Welfare	20660	29
7	Ministry of Petroleum and Natural Gas	10543	28
8	Ministry of Culture	1521	28
9	Department of Defence Research and Development	470	28
10	Staff Selection Commission	4369	27

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

S. No.	Name of Ministry/Department	Cases Disposed	Average Closing Time (in days)
1	Ministry of Parliamentary Affairs	730	1
2	Department of Land Resources	3762	2
3	NITI Aayog	1824	2
4	Department of Food and Public Distribution	6673	3
5	Department of Public Enterprises	410	3
6	Department of Heavy Industry	901	4
7	Department of Financial Services (Pension Reforms)	1934	5
8	Department of Telecommunications	37440	6
9	Department of Agriculture and Farmers Welfare	28736	6
10	Department of Revenue	4588	6

### Annexure 3: Status of Appeals – 1<sup>st</sup> January 2025 to 30<sup>th</sup> June 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	Central Board of Direct Taxes (Income Tax)	2839	4067	6906	4228	2678
2	Department of Financial Services (Banking Division)	2029	17266	19295	17124	2171
3	Ministry of Labour and Employment	2268	25532	27800	26004	1796
4	Department of Defence Finance	837	4888	5725	4670	1055
5	Ministry of Railways ( Railway Board)	701	7530	8231	7450	781
6	Ministry of Housing and Urban Affairs	484	1723	2207	1699	508
7	Ministry of Petroleum and Natural Gas	504	1833	2337	1854	483
8	Ministry of Home Affairs	506	1483	1989	1563	426
9	Ministry of Corporate Affairs	5958	1577	7535	7112	423
10	Department of Health & Family Welfare	224	2107	2331	1982	349

#### 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	8291	5
2	Ministry of Parliamentary Affairs	8	5
3	Ministry of Cooperation	706	6
4	Department of Ex Servicemen Welfare	3818	7
5	Ministry of Drinking Water and Sanitation	1026	7
6	Department of Posts	5014	8
7	Department of Heavy Industry	172	8
8	Department of Agriculture and Farmers Welfare	2753	9
9	Department of Official Language	2	9
10	Department of Revenue	433	10

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

S. No.	Name of Ministry/Department	Total Grievances	Grievances Disposed	Appeals Receipts	Appeals Receipts / Total Grievances Disposed
1	Department of Defence Finance	14590	12147	4888	40.24%
2	Ministry of Textiles	549	509	132	25.93%
3	Ministry of Cooperation	3136	2931	692	23.61%
4	Ministry of New and Renewable Energy	1504	1391	318	22.86%
5	Department of Financial Services (Insurance Division)	14705	13932	3139	22.53%
6	Ministry of Labour and Employment	124116	113499	25532	22.50%
7	Department of Telecommunications	38367	37440	8388	22.40%
8	Ministry of Drinking Water and Sanitation	4971	4570	1018	22.28%
9	Ministry of Corporate Affairs	7544	7121	1577	22.15%
10	Ministry of Civil Aviation	3489	2975	652	21.92%

#### Annexure 4: Indicator-based Root Cause Analysis – June 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	10.95	24.93	61.07	55.15	75.54	58.33	0.34	12.00	56.89	21.49	67.41
2	Department of Financial Services (Banking Division)	4.76	7.38	44.01	55.90	68.03	64.40	0.00	13.00	48.48	22.19	54.55
3	Department of Telecommunications	0.05	10.43	85.71	86.35	91.67	86.79	0.00	6.00	54.71	24.99	89.41
4	Ministry of Railways ( Railway Board)	4.92	2.78	48.05	53.96	62.90	56.52	0.05	15.00	42.24	24.93	61.75
5	Department of Posts	0.09	5.74	77.15	77.53	94.74	82.46	0.00	7.00	61.73	16.96	79.70
6	Central Board of Direct Taxes (Income Tax)	2.13	1.23	90.12	12.61	67.44	75.00	0.10	66.00	65.69	11.70	41.45
7	Ministry of Home Affairs	1.57	8.28	56.94	26.89	73.59	67.57	0.54	9.00	39.10	4.90	43.87
8	Department of Health & Family Welfare	22.15	6.73	36.90	43.47	69.92	60.61	0.15	10.00	45.35	9.96	55.04
9	Unique Identification Authority of India	0.08	124.03	83.33	59.71	64.29		0.00	11.00	51.70	17.71	63.43
10	Department of Agriculture and Farmers Welfare	0.30	35.66	42.16	59.00	50.00	80.00	0.00	7.00	43.06	11.71	90.11
11	Department of Defence Finance	1.06	5.02	22.01	35.35	50.00		0.44	18.00	62.14	32.64	46.53
12	Ministry of Road Transport and Highways	0.28	7.44	64.14	52.28	70.97	50.00	0.00	12.00	38.65	12.43	56.69
13	Department of Ex Servicemen Welfare	0.33	1.90	16.25	15.17	62.50	100.00	0.16	37.00	57.82	14.02	92.04
14	Department of Higher Education	29.50	5.45	55.61	34.50	48.89	50.00	0.24	15.00	47.75	16.25	57.89



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15	Department of Financial Services (Insurance Division)	10.40	7.74	84.40	63.77	69.23	50.00	0.00	10.00	43.37	25.69	84.48
16	Ministry of Micro Small and Medium Enterprises	0.19	15.14	26.81	80.89	80.00	100.00	0.00	5.00	37.66	22.39	85.23
17	Ministry of Housing and Urban Affairs	0.34	1.39	28.05	24.59	52.38	34.88	0.00	21.00	47.29	12.96	30.68
18	Department of Consumer Affairs	7.07	51.51	46.15	47.49	75.00	68.75	0.00	12.00	39.97	23.31	82.18
19	Ministry of Petroleum and Natural Gas	6.57	3.33	55.30	39.95	50.00	71.03	0.00	23.00	65.08	20.79	47.95
20	Department of Personnel and Training	0.59	15.21	54.47	34.07	70.43	25.00	0.00	10.00	63.35	4.29	43.94
21	Ministry of External Affairs	7.51	3.50	18.83	47.12	36.73	100.00	0.00	23.00	57.79	21.27	40.66
22	Department of School Education and Literacy	4.20	7.30	58.16	45.76	58.33	90.70	0.00	14.00	37.75	19.72	57.17
23	Department of Food and Public Distribution	17.03	5.28	21.62	42.71	50.00	93.02	0.00	3.00	20.78	1.86	16.39
24	Department of Defence	0.54	1.55	49.28	50.46	78.57	70.00	0.00	11.00	36.26	0.00	
25	Ministry of Panchayati Raj	0.00	1.46	13.44	22.44	57.89	78.26	0.00	7.00	21.33	8.65	23.96
26	Department of Rural Development	0.09	0.13	2.89	19.48	52.17	13.73	0.00	21.00	30.92	19.55	41.42
27	Department of Justice	30.62	106.00	81.82	26.57	65.08	85.71	0.00	7.00	15.52	3.46	45.95
28	Ministry of Skill Development and Entrepreneurship	0.09	17.28	37.31	82.65			0.00	5.00	32.29	27.86	83.22
29	Ministry of Corporate Affairs	17.04	11.99	74.47	63.28	85.71	75.86	0.00	13.00	37.58	23.08	92.70
30	Ministry of Electronics & Information Technology	1.09	6.57	22.16	67.00	92.68	100.00	0.00	5.00	44.98	10.37	66.67
31	Central Board of Indirect Taxes and Customs	1.70	1.99	98.68	63.38	66.67	45.45	0.00	8.00	57.97	11.03	61.49
32	Ministry of Drinking Water and Sanitation	0.43	2.65	27.64	49.12	90.91	100.00	0.00	14.00	51.09	21.54	74.74
33	Staff Selection Commission	21.40	31.27	76.92	9.88	50.00	50.00	0.00	25.00	70.21	15.79	68.27
34	Department of Revenue	0.65	15.73	75.51	63.21	33.33	42.86	0.00	6.00	28.25	20.00	86.19

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35	Ministry of Women and Child Development	6.88	20.34	54.29	54.56	76.09	0.00	0.00	9.00	31.55	24.22	66.67
36	Department of Social Justice and Empowerment	1.13	8.78	75.31	75.69	89.29	100.00	0.00	5.00	37.40	13.89	77.84
37	Department of Land Resources	0.00	84.00	50.00	68.05	66.67	100.00	0.00	3.00		0.00	
38	Ministry of Power	0.32	1.68	28.30	53.50	90.48	0.00	0.00	4.00	36.36	4.21	63.64
39	Ministry of Cooperation	24.71	28.90	38.10	62.60	92.31	82.14	0.00	7.00	19.39	29.98	95.83
40	Ministry of Civil Aviation	1.49	1.73	29.51	29.65	65.38	28.57	0.00	19.00	43.94	21.56	27.64
41	Ministry of Environment, Forest and Climate Change	17.09	4.26	50.39	62.11	78.26	25.00	0.00	8.00	26.03	12.25	76.81
42	Ministry of Coal	0.21	0.80	20.72	50.58	71.43	62.50	0.16	16.00	36.59	0.00	
43	Department of Military Affairs	1.87	0.48	42.93	45.79	64.71	61.54	0.00	13.00	31.93	21.62	77.57
44	Ministry of Information and Broadcasting	0.27	3.09	39.83	37.31	69.23	45.45	0.00	15.00	54.90	12.38	66.67
45	Department of Commerce	38.27	3.58	47.00	46.78	70.00	75.00	0.00	10.00	32.35	4.99	52.94
46	NITI Aayog	0.00	4.95	10.61	63.27	100.00		0.00	2.00	9.09	0.60	75.00
47	Department of Financial Services (Pension Reforms)	46.56	64.00	40.00	62.98	0.00		0.00	6.00	55.17	8.05	57.67
48	Ministry of Water Resources, River Development & Ganga Rejuvenation	22.78	2.03	36.54	20.20	42.86	100.00	0.00	12.00	60.00	5.84	51.61
49	Department of Legal Affairs	2.25	16.37	21.05	30.31	85.71	100.00	0.00	16.00	30.43	0.00	
50	Department of Empowerment of Persons with Disabilities	6.21	10.00	65.52	35.14	66.67		0.00	20.00	54.55	13.77	0.00
51	Department of Economic Affairs ACC Division	14.23	4.77	21.43	9.57	60.00	36.84	0.00	27.00	13.33	4.33	57.63
52	Ministry of New and Renewable Energy	0.38	6.12	27.91	54.49	100.00		0.00	11.00	46.32	26.46	35.87
53	Ministry of Tourism	11.30	3.51	33.82	70.61	100.00	96.00	0.00	10.00	43.14	14.23	46.32
54	Ministry of Culture	0.95	1.30	45.68	48.93	100.00	66.67	0.00	19.00	41.18	16.22	78.50
55	Ministry of Minority Affairs	1.62	3.08	51.67	17.22	20.00	50.00	0.00	35.00	18.28	26.52	62.26

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56	Department for Promotion of Industry and Internal Trade	10.27	2.06	27.78	40.43	60.00	0.00	0.00	17.00	49.18	17.65	73.17
57	Department of Heavy Industry	30.00	3.00	38.33	89.14	75.00	77.78	0.00	3.00	51.52	21.39	81.82
58	Ministry of Tribal Affairs	0.58	2.04	33.33	88.89	75.00	100.00	0.00	4.00	61.54	9.15	78.95
59	Ministry of Ayush	7.36	3.54	67.39	77.03	33.33		0.00	6.00	53.33	7.55	89.47
60	Department of Animal Husbandry, Dairying	19.87	4.44	20.59	12.63	19.23	0.00	0.00	21.00	50.00	5.66	11.54
61	Ministry of Shipping	28.87	1.87	60.53	39.19	50.00	62.50	0.00	9.00	24.24	21.93	16.00
62	Department of Defence Production	1.48	0.59	28.70	29.51	20.00	12.50	0.00	17.00	42.86	19.23	19.63
63	Department of Atomic Energy	1.54	1.88	68.12	47.33	75.00	29.63	0.00	8.00	40.00	25.77	80.43
64	Department of Science and Technology	1.68	1.16	44.66	32.12	75.00	83.33	0.00	14.00	52.38	13.98	45.45
65	O/o the Comptroller & Auditor General of India	0.00	0.89	55.30	32.10	75.00	50.00	0.00	26.00	50.00	23.40	36.36
66	Department of Expenditure	17.86	2.24	38.00	34.56	100.00		0.00	13.00	56.06	32.14	52.50
67	Department of Investment & Public Asset Management	39.64	13.88	50.00	81.48	100.00	0.00	0.00	4.00	100.00	0.00	0.00
68	Department of Sports	0.92	2.22	55.10	35.26			0.00	24.00	33.33	17.71	96.00
69	Ministry of Parliamentary Affairs	0.00	6.44	100.00	97.50	100.00		6.25	2.00	50.00	0.00	
70	Department of Pharmaceuticals	9.47	4.13	56.52	67.42	100.00	75.00	0.00	8.00	44.00	21.25	0.00
71	Ministry of Mines	24.47	2.09	73.33	58.67	80.00	50.00	0.00	6.00	22.22	15.56	38.89
72	Department of Agriculture Research and Education	0.00	0.35	18.87	8.51	0.00	50.00	0.00	25.00	38.46	6.82	50.00
73	Department of Health Research	16.87	0.59	12.77	41.54	80.00	100.00	0.00	11.00	11.11	6.58	84.62
74	Department of Scientific & Industrial Research	0.00	0.76	33.96	35.78	0.00	33.33	0.00	15.00	27.27	23.40	0.00
75	Department of Public Enterprises	0.00	7.27	18.18	47.62	50.00	94.74	0.00	3.00	0.00	0.00	0.00
76	Ministry of Steel	1.27	0.90	31.82	45.90	100.00	100.00	0.00	15.00	39.39	29.49	48.53
77	Ministry of Textiles	0.00	1.12	36.36	51.52	100.00	50.00	0.00	13.00	23.81	33.85	42.86

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78	Legislative Department	1.39	2.06	31.43	32.20	50.00		0.00	11.00	33.33	6.78	0.00
79	Department of Space	7.14	2.67	52.38	55.95	0.00		0.00	14.00	33.33	16.67	11.54
80	Ministry of Food Processing Industries	37.74	1.66	25.00	63.16		100.00	0.00	13.00	66.67	6.67	0.00
81	Department of Youth Affairs	0.00	2.26	73.68	23.08	66.67	0.00	0.00	17.00	37.50	17.24	43.75
82	Department of Defence Research and Development	0.00	0.42	4.08	30.61	0.00		0.00	30.00	36.36	37.50	56.76
83	Department of Chemicals and Petrochemicals	2.56	3.25	33.33	77.27	100.00		0.00	5.00	12.50	9.52	0.00
84	Department of Fisheries	33.33	2.57	28.57	51.16			0.00	13.00	38.46	22.22	15.38
85	Department of Fertilizers	19.44	0.97	35.14	48.65	0.00	60.00	0.00	8.00	75.00	10.34	80.00
86	Department of Bio Technology	5.00	0.17	5.08	6.52	0.00		0.00	69.00	0.00	6.25	100.00
87	Ministry of Earth Sciences	35.29	0.59	13.79	20.00	33.33	0.00	0.00	15.00	0.00	25.00	50.00
88	Ministry of Statistics and Programme Implementation	35.71	0.16	24.71	3.70			0.00	37.00	66.67	5.26	60.00
89	Department of Official Language	25.00	0.92	38.46	56.25			0.00	8.00	33.33	23.08	0.00
90	Ministry of Development of North Eastern Region	0.00	0.25	12.50	50.00			0.00	0.00	14.29	133.33	0.00

### Legends for Colour Code:

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



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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