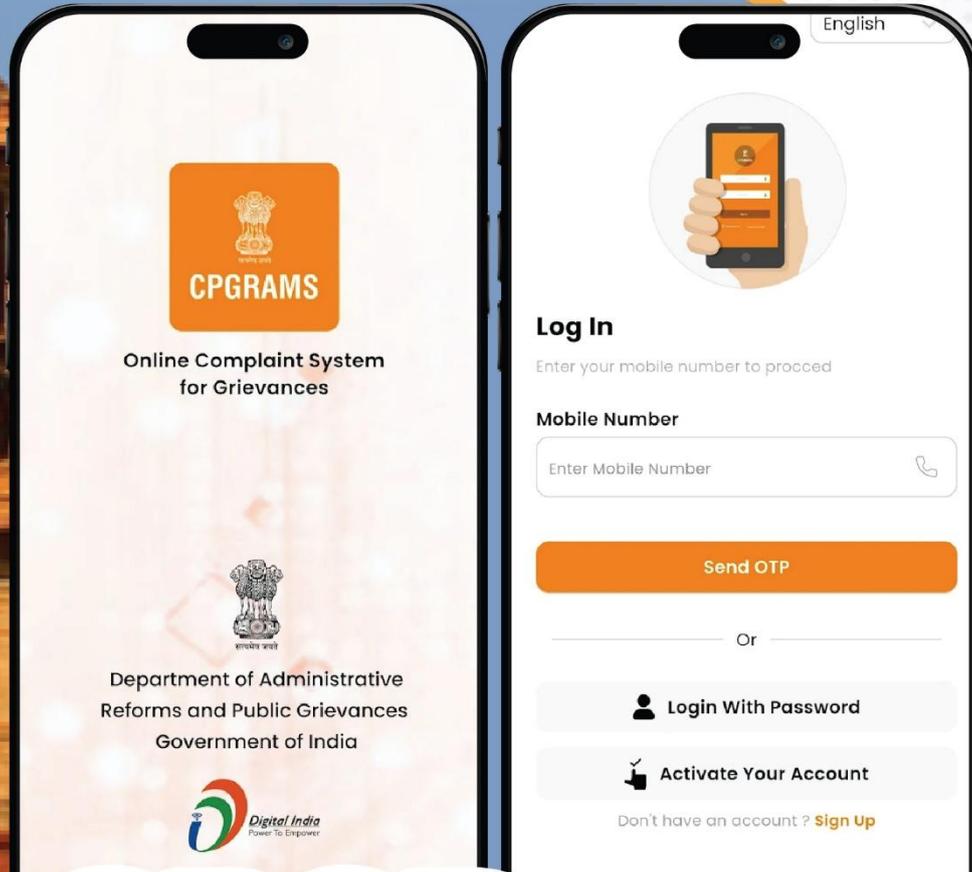




प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT

Central Ministries/Departments

JULY 2025

(Report Number 39)

Department of Administrative Reforms
and Public Grievances

Contents

1. Key Highlights.....	4
2. National Workshop on Effective Redressal of Public Grievances & NextGen CPGRAMS..	6
3. Review of Status of Grievances.....	7
4. Grievance Redressal Assessment and Index – July, 2025	8
4.1. Ranking of Ministries/Departments – Group A.....	9
4.2. Ranking of Ministries/Departments – Group B	11
5. Categorisation	14
6. Categorisation Impact Analysis (<i>new</i>)	17
7. Review Meeting by Secretaries (<i>new</i>)	19
8. Action Taken Report (ATR) (<i>new</i>)	21
9. Feedback Call Centre (<i>new</i>).....	24
10. New User-Registrations.....	27
11. Outreach through CSCs	28
12. Taxonomy (<i>new</i>)	31
12.1 Central Board of Direct Taxes (Income Tax)	31
12.2 Unique Identification Authority of India (UIDAI)	32
13. Review of Status of Appeals on CPGRAMS.....	33
14. Success Stories.....	34
15. Media Outreach.....	36

Annexure 1: Performance of Ministries/Departments	40
Annexure 1.1.: Maximum Number of Receipts – 1st January 2025 to 31st July 2025.....	40
Annexure 1.2.: Maximum Number of Disposals – 1st January 2025 to 31st July 2025	40
Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1st January 2025 to 31st July 2025.....	41
Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than 21 Days – 1st January 2025 to 31st July 2025.....	41
Annexure 2: Average Closing Time – 1st January 2025 to 31st July 2025.....	42
Annexure 2.1.: Ministries/Departments with High Average Closing Time	42
Annexure 2.2.: Ministries/Departments with Low Average Closing Time.....	42
Annexure 3: Status of Appeals – 1st January 2025 to 31st July 2025.....	43
Annexure 3.1.: Top 10 Ministries/Departments with Maximum Pendency of Appeals	43
Annexure 3.2.: Top 10 Ministries/Departments with Lowest Average Closing Time of Appeals.....	43
Annexure 3.3.: Top 10 Ministries/Departments with Maximum Percentage of Appeals	44
Annexure 4: Indicator-based Root Cause Analysis – July 2025.....	45

1. KEY HIGHLIGHTS



Time Period – July, 2025

01 General

- Monthly review meeting under the chairmanship of **Secretary, DARPG**, was held on 17th July, 2025, with the Nodal Officers of all the Central Ministries/Departments.
- In July 2025, for the **37th month** in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
- The **pendency** in the Central Secretariat stands at **67,118 grievances**, out of which 69.17% of the grievances are pending for less than 21 days
- The number of new **user registrations** for the month of July 2025 stands at **63,073**
- The Feedback Call Centre collected **74,278 feedbacks** in the month of July 2025, where **43,189 feedbacks** were collected for Central Ministries/Departments.

02 PG Cases

- In July 2025, **1,51,509 PG cases** were received on the CPGRAMS portal, **1,47,902 PG cases** were redressed and there exists a pendency of **67,118 PG cases**.
- Grievances registered via **Common Service Centers** stands at **6,422 grievances** for July, 2025.
- **32.60%** of the accounted grievances for July, 2025 were directed towards key departments such as the Ministry of Labour and Employment [25,324 grievances], Department of Financial Services (Banking Division) [16,370 grievances], and Department of Telecommunications [7,701 grievances]

- In July 2025, **21,248 appeals** were received and **23,143 appeals** were disposed
- The lowest appeal pendency for the year 2025 was also recorded in July, with a total of **14,163 pending appeals**.

03 PG Appeals

04 Grievance Redressal and Assessment Index

(JULY,2025)

- **Central Board of Indirect Taxes and Customs, Department of Posts, and Ministry of Power** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for July, 2025
- **Ministry of Parliamentary Affairs, Department of Pharmaceuticals, and Ministry of Tribal Affairs** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for July, 2025.

2. National Workshop on Effective Redressal of Public Grievances & NextGen CPGRAMS



The Department of Administrative Reforms and Public Grievances (DARPG) organized the National Workshop on “*Effective Redressal of Public Grievances and NextGen CPGRAMS*” on 9th July 2025 at the TN Chaturvedi Conference Hall, IIPA, New Delhi. The workshop was held in alignment with the Hon’ble Prime Minister’s vision of fostering transparent, responsive, and citizen-centric governance. It witnessed enthusiastic participation from senior officials of Central Ministries, State Governments, and Administrative Training Institutes (ATIs).

The Hon’ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, delivered the keynote address, emphasizing that public grievance redressal is a key performance indicator of government responsiveness. He highlighted the significant progress achieved through systemic reforms, particularly under the Next Generation CPGRAMS platform. As part of the workshop, key knowledge resources were also launched, including a ***Sevottam Training Modules and Comprehensive Study on Grievance Redressal by MDI, Gurgaon titled “CPGRAMS: From Grievances to Governance,”*** marking a strategic shift toward preventive grievance management and quality citizen service delivery.

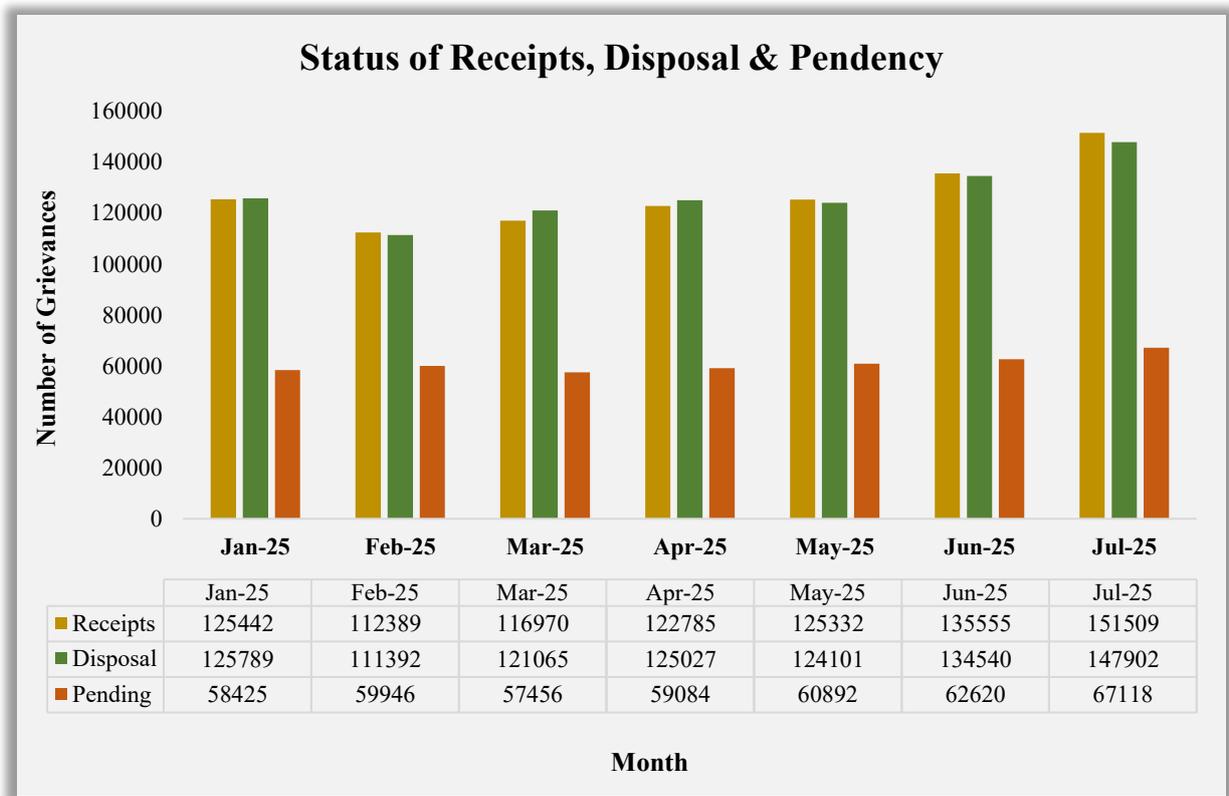
The workshop included technical sessions, best practices from States, and a plenary discussion on grievance redressal reforms, NextGen CPGRAMS, and the Sevottam framework. It emphasized the shift from reactive to preventive grievance handling through innovation and collaboration. The event concluded with a shared commitment to improving service delivery and citizen empowerment.

Link for proceedings: https://darpg.gov.in/sites/default/files/Proceedings_Report_of_Workshop_National_Workshop_DARPG_09.07.2025.pdf
Link for PPTs: https://darpg.gov.in/sites/default/files/PPTs_National%20Workshop_Delhi_9th%20July%202025.pdf

3. Review of Status of Grievances



Month-wise Status of Grievances



4. Grievance Redressal Assessment and Index – July, 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 **1st July, 2025 to 31st July, 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

4.1. Ranking of Ministries/Departments – Group A

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Central Board of Indirect Taxes and Customs	299	1240	1314	225	0.797	1
2	Department of Posts	1232	6954	6825	1361	0.794	2
3	Ministry of Power	79	687	724	42	0.773	3
4	Department of Defence	364	1707	1790	281	0.766	4
5	Department of Telecommunications	930	7701	7893	738	0.764	5
6	Department of Revenue	212	912	964	160	0.741	6
7	Ministry of Electronics & Information Technology	246	1384	1398	232	0.714	7
8	Department of Agriculture and Farmers Welfare	1067	3381	3635	813	0.696	8
9	Ministry of Micro Small and Medium Enterprises	469	2942	2666	745	0.69	9
10	Department of Social Justice and Empowerment	110	1050	930	230	0.683	10
11	Department of Land Resources	76	616	607	85	0.674	11
12	Ministry of Cooperation	207	602	780	29	0.673	12
13	Ministry of Environment, Forest and Climate Change	140	723	714	149	0.67	13
14	Department of Justice	415	1238	1372	281	0.658	14
15	Ministry of Skill Development and Entrepreneurship	191	1303	1109	385	0.652	15
16	Ministry of Road Transport and Highways	908	3760	3761	907	0.65	16
17	Department of Food and Public Distribution	255	1510	1642	123	0.648	17
18	Department of Financial Services (Insurance Division)	782	2580	2645	717	0.6365	18
19	Unique Identification Authority of India	1654	4821	4756	1719	0.6359	19
20	Department of Financial Services (Banking Division)	6783	16370	17889	5264	0.63	20

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
21	Ministry of Labour and Employment	10669	25324	21918	14075	0.606	21
22	Department of Consumer Affairs	924	2280	2282	922	0.601	22
23	Department of Health & Family Welfare	1745	4678	4677	1746	0.592	23
24	Central Board of Direct Taxes (Income Tax)	9590	5970	6489	9071	0.589	24
25	Ministry of Drinking Water and Sanitation	407	940	984	363	0.586	25
26	Ministry of External Affairs	1088	2177	2041	1224	0.582	26
27	Ministry of Railways (Railway Board)	2885	7394	7234	3045	0.58	27
28	Department of Personnel and Training	682	2052	1952	782	0.578	28
29	Staff Selection Commission	859	1246	1201	904	0.569	29
30	Ministry of Petroleum and Natural Gas	1263	1924	1827	1360	0.568	30
31	Department of Higher Education	1364	2742	2996	1110	0.564	31
32	Ministry of Women and Child Development	306	822	735	393	0.559	32
33	Ministry of Corporate Affairs	425	1300	1170	555	0.5518	33
34	Department of School Education and Literacy	732	2261	1838	1155	0.5516	34
35	Department of Defence Finance	2469	3405	3989	1885	0.538	35
36	Ministry of Home Affairs	1522	6536	4890	3168	0.507	36
37	Ministry of Panchayati Raj	644	1526	1260	910	0.484	37
38	Department of Ex Servicemen Welfare	2598	3028	2843	2783	0.48	38
39	Ministry of Housing and Urban Affairs	1455	2575	1948	2082	0.468	39
40	Department of Rural Development	1209	1537	1581	1165	0.424	40

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

4.2. Ranking of Ministries/Departments – Group B

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

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
1	Ministry of Parliamentary Affairs	4	128	131	1	0.904	1
2	Department of Pharmaceuticals	29	104	110	23	0.756	2
3	Ministry of Tribal Affairs	13	306	288	31	0.728	3
4	NITI Aayog	12	374	376	10	0.722	4
5	Ministry of Ayush	36	243	241	38	0.679	5
6	Department of Heavy Industry	20	204	212	12	0.661	6
7	Ministry of Coal	226	475	502	199	0.644	7
8	Ministry of Information and Broadcasting	214	496	566	144	0.641	8
9	Legislative Department	31	94	115	10	0.638	9
10	Ministry of Culture	81	335	339	77	0.637	10
11	Department of Financial Services (Pension Reforms)	68	458	479	47	0.636	11
12	Department of Official Language	7	30	31	6	0.634	12
13	Ministry of Tourism	54	273	281	46	0.631	13
14	Ministry of Development of North Eastern Region	1	11	11	1	0.619	14
15	Department of Science and Technology	74	179	163	90	0.618	15
16	Department of Commerce	128	485	466	147	0.617	16
17	Department of Public Enterprises	12	59	60	11	0.613	17
18	Department of Fertilizers	21	79	77	23	0.61	18

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
19	Ministry of Mines	25	131	113	43	0.606	19
20	Ministry of Shipping	78	152	160	70	0.604	20
21	Ministry of Textiles	40	90	94	36	0.598	21
22	Department of Expenditure	77	174	169	82	0.5963	22
23	Department of Empowerment of Persons with Disabilities	154	424	396	182	0.5957	23
24	Ministry of Civil Aviation	491	491	853	129	0.592	24
25	Department of Defence Research and Development	43	57	66	34	0.572	25
26	Department of Investment & Public Asset Management	13	107	106	14	0.571	26
27	Department of Sports	85	142	140	87	0.569	27
28	Department of Chemicals and Petrochemicals	2	54	47	9	0.566	28
29	Department of Military Affairs	196	446	431	211	0.561	29
30	Department of Fisheries	13	51	51	13	0.552	30
31	Ministry of Steel	46	114	111	49	0.5483	31
32	Department for Promotion of Industry and Internal Trade	133	255	274	114	0.5482	32
33	Ministry of Water Resources, River Development & Ganga Rejuvenation	192	283	303	172	0.529	33
34	Ministry of New and Renewable Energy	113	275	227	161	0.525	34
35	Ministry of Statistics and Programme Implementation	16	26	30	12	0.522	35
36	Ministry of Earth Sciences	17	35	43	9	0.509	36

S. No.	Ministry / Department	Brought Forward	Receipts	Disposal	Pending	GRAI Score	GRAI Rank
37	Department of Atomic Energy	59	165	167	57	0.502	37
38	Department of Youth Affairs	46	68	63	51	0.493	38
39	Ministry of Food Processing Industries	9	61	57	13	0.49	39
40	Ministry of Minority Affairs	209	165	211	163	0.483	40
41	O/o the Comptroller & Auditor General of India	85	147	182	50	0.476	41
42	Department of Economic Affairs ACC Division	312	311	319	304	0.463	42
43	Department of Bio Technology	32	39	35	36	0.462	43
44	Department of Scientific & Industrial Research	64	115	105	74	0.4533	44
45	Department of Legal Affairs	83	432	179	336	0.4531	45
46	Department of Health Research	27	102	90	39	0.446	46
47	Department of Defence Production	102	184	157	129	0.439	47
48	Department of Animal Husbandry, Dairying	152	229	191	190	0.438	48
49	Department of Agriculture Research and Education	138	106	162	82	0.401	49
50	Department of Space	28	41	32	37	0.391	50

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 July 2025, though the Ministry of Civil Aviation, and Department of Military Affairs have received 523, and 581 grievances respectively, 853 and 129 grievances respectively have been closed with new ATR and are considered for calculating the GRAI score.*

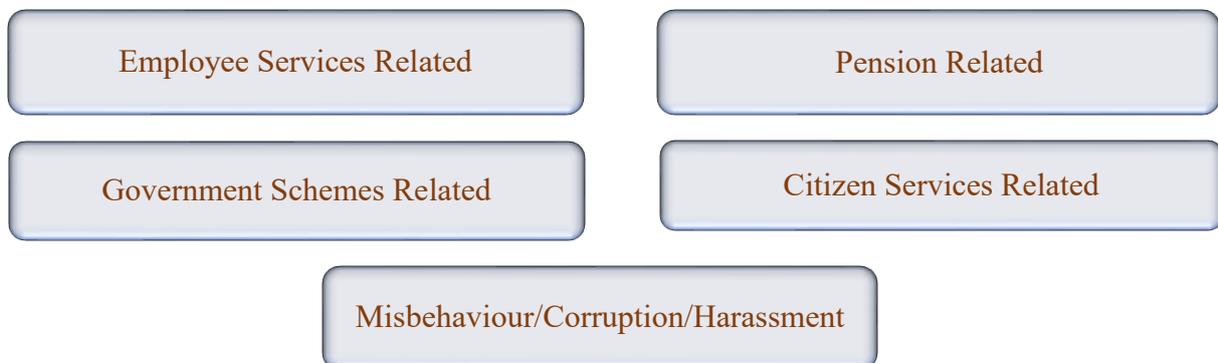
5. Categorisation

Overview

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

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 24 Ministries/Departments has been made LIVE on the CPGRAMS Portal:

11.03.2025	<ul style="list-style-type: none">• Department of Financial Services (Banking Division)• Department of Telecommunication
26.05.2025	<ul style="list-style-type: none">• Ministry of External Affairs• Department of Drinking Water and Sanitation• Ministry of Road Transport and Highways
30.05.2025	<ul style="list-style-type: none">• Unique Identification Authority of India• Department of Defence• Department of Military Affairs
05.06.2025	<ul style="list-style-type: none">• Defence Research and Development Organisation• Central Board of Direct Taxes• Department of School Education and Literacy
13.06.2025	<ul style="list-style-type: none">• Department of Posts• Department of Rural Development• Ministry of Labour and Employment• Central Board of Indirect Taxes and Customs
25.06.2025	<ul style="list-style-type: none">• Department of Personnel and Training
01.07.2025	<ul style="list-style-type: none">• Department of Consumer Affairs
03.07.2025	<ul style="list-style-type: none">• Department of Food and Public Distribution
04.07.2025	<ul style="list-style-type: none">• Department of Agriculture and Farmer's Welfare
08.07.2025	<ul style="list-style-type: none">• Ministry of Heavy Industry



*The revised categorization for the **Ministry of Railways** has been finalized and shared for implementation on the CPGRAMS Portal.*

Following **6 Ministries/Departments** are yet to submit their revised categorizations. DARPG has been consistently following up through emails and telephonic communication to expedite the process.

S. No.	Name of Ministry/Department	Current Status
1	Ministry of Women and Child Development	Categorisation and GRO Mapping pending
2	Ministry of Home Affairs	Categorisation and GRO Mapping pending
3	Ministry of Tribal Affairs	Categorisation and GRO Mapping pending
4	Department of Commerce	Yet to respond
5	Ministry of Petroleum and Natural Gas	Yet to respond
6	Ministry of Micro Small and Medium Enterprises	Yet to respond

6. Categorisation Impact Analysis

Department of Financial Services (Banking Division)

Before the Categorization exercise was carried out, Department of Financial Services (Banking Division) had **26 categories** at the Level 1. Now, DFS (BD) has been mapped to a total of **10 categories** at the level 1. The adjoining table provides the data for each of the categories after rationalisation.

Different schemes such as Start-Up India, PM-JDY, PM-JSY, etc. were categorized under Level 1 earlier. Now, a broader category: **Government Schemes related** subsumes these as well as Centrally Sponsored Schemes under a common Level 1 category giving the citizen ease of access and understanding.

S.No.	Categories	Grievances Received		% Change
		Before Categorization	After Categorization	
1	Customer Service Related	7939	12779	▲ 61%
2	Fraud	4498	6338	▲ 41%
3	Loan Related	2520	4683	▲ 86%
4	Misbehaviour/ Corruption/ Harassment/ Atrocities Against	3118	3727	▲ 20%
5	Credit/Debit/ATM Cards Related	3109	3560	▲ 15%
6	Non-Banking Finance Company (NBFC) other than Housing Finance Companies Related	1815	2478	▲ 37%
7	Government Schemes Related (PMAY, PMEGP, PMJDY, PMMY etc.)	2349	2386	▲ 2%
8	Administrative Matters	159	1256	▲ 690%
9	Employee Services Related	2713	1086	▼ -60%
10	Pension Related	787	933	▲ 19%

Since the categorization for both Departments was made live on 11th March, 2025, the period "Before Categorization" refers to the time period from 11th November, 2024 till 11th March, 2025 and the period "After Categorization" refers to the time period from 11th March till 11th July, 2025.

- The exceptional rise in grievances received under **Administrative Matters** is because it subsumes two earlier categories: Opening of New Branches and Vacation of Premises. In addition, BC/CSP/Vendor related matters and Other Administrative Matters have been added to the same at the request of the department.

- **Miscellaneous/Others Category (5804)** grievances in the Before Categorization stage has been removed to **eliminate** duplicity and enable better categorization of grievances received against the relevant vertical of the Department.
- A lot of categories have been rationalised, for example, earlier, Deficiency in Customer Service, Digital Payment, Service Charges and Bank Lockers each had their own Level 1 categories. Now these have been merged under a common Level 1 Category: **Customer Service Related** to simplify grievance filing procedure for the citizen.

The next set of parameters showcasing difference in impact is resolution of grievances via final action taken, transferring the grievance and by returning the grievance. It can be inferred looking at the following table that there is an increase in grievances disposed via final action taken and a decrease in transferring the grievances. However, the same is not observed for disposal via Returning the grievance which has risen 8%.

Department of Financial Services (Banking Division)	Total Disposal	<= 21 Days	Disposed by		
			Final Action	Transferring grievance	Returning grievance
Before Categorization	54260	44505	50120	2039	2095
After Categorization	59588	51645	55325	1988	2272
% Change	⬆️ 10%	⬆️ 16%	⬆️ 10%	⬇️ -3%	⬆️ 8%

Since the categorization for both Departments was made live on 11th March, 2025, the period "Before Categorization" refers to the time period from 11th November, 2024 till 11th March, 2025 and the period "After Categorization" refers to the time period from 11th March till 11th July, 2025.

Next, there is a comparison of the number of appeals received before and after the categorization exercise was undertaken. For the Department of Financial Services (Banking Division), appeals have shown an upward trend.

Status of Appeals for Department of Financial Services (Banking Division)	Brought Forward	Receipts	Disposal	Pending
Before Categorization	2026	11350	11311	2065
After Categorization	1994	12233	11773	2454

Since the categorization for both Departments was made live on 11th March, 2025, the period "Before Categorization" refers to the time period from 11th November, 2024 till 11th March, 2025 and the period "After Categorization" refers to the time period from 11th March till 11th July, 2025.

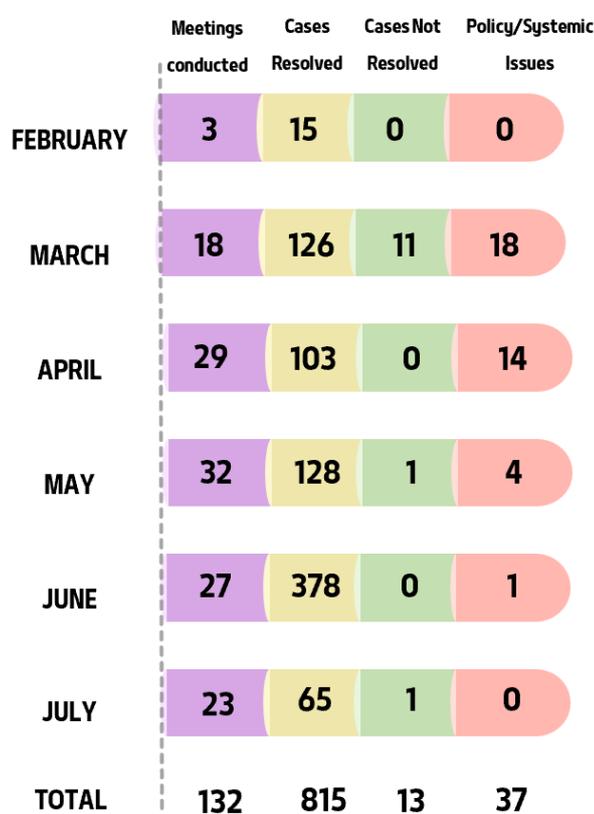
7. Review Meeting by Secretaries

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

To facilitate this, DARPG has 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 July, 2025.

A total of **132 Review Meetings** were conducted between **14th February 2025 till 31st July 2025**. A total of 815 cases has been resolved; 37 systemic policy issues and 13 unresolved cases have been taken up.

7.1 Overview:



Time Period: 14/02/2025 to 31/07/2025

7.2. Status of Review Meetings Conducted – July 2025

A total of **23 Review Meetings** were conducted in **July 2025**. Department of Ex Servicemen Welfare has conducted the maximum number of Review meetings followed by the Ministry of Power.

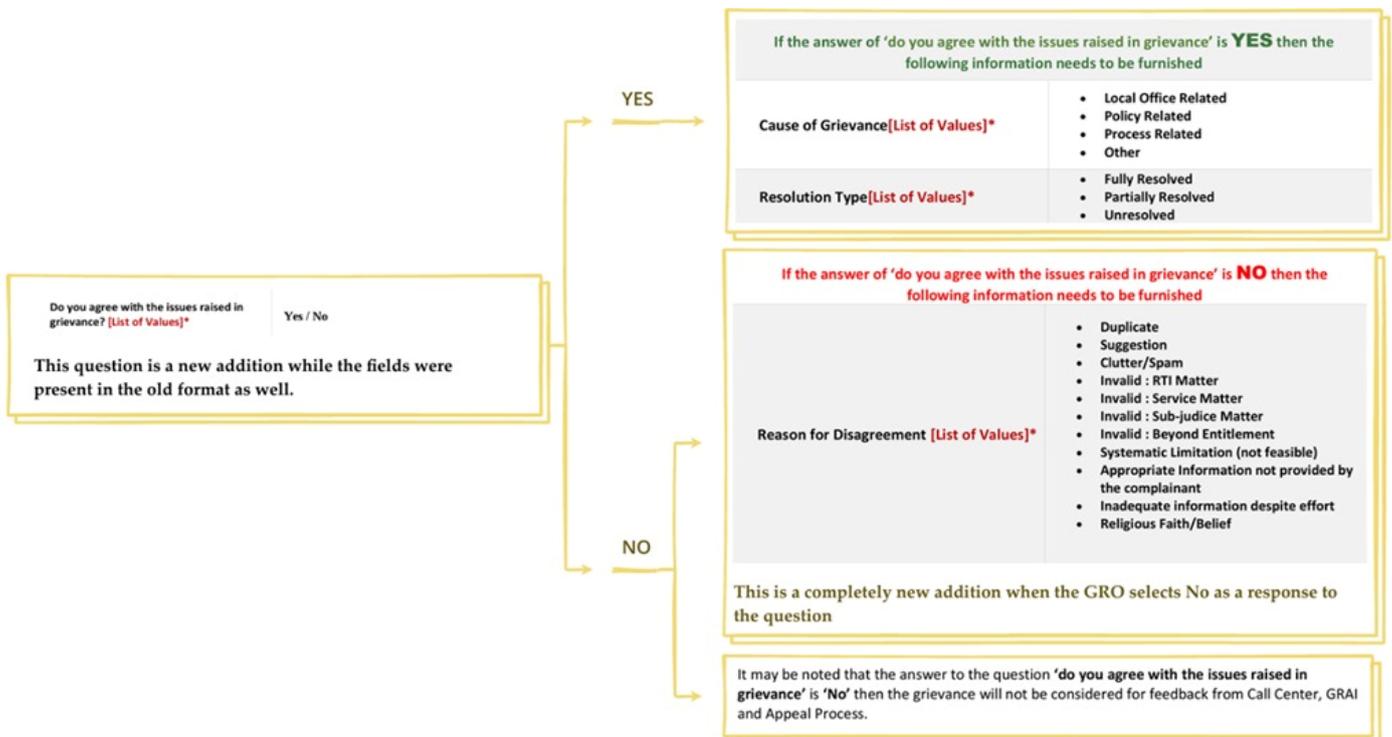
Organisation Name	Meetings Conducted	Chaired by
Department of Ex Servicemen Welfare	5	Secretary
Ministry of Power	1	Secretary
	1	Hon'ble Minister of State
Central Board of Direct Taxes (Income Tax)	1	Chairman
Department for Promotion of Industry and Internal Trade	1	Secretary
Department of Commerce	1	Secretary
Department of Fertilizers	1	Senior Economic Advisor
Department of Financial Services (Banking Division)	1	Secretary
Department of Financial Services (Insurance Division)	1	Secretary
Department of Military Affairs	1	Secretary
Department of Official Language	1	Secretary
Department of Posts	1	Secretary
Department of Rural Development	1	Secretary
Department of School Education and Literacy	1	Secretary
Department of Science and Technology	1	Secretary
Ministry of Civil Aviation	1	Secretary
Ministry of Drinking Water and Sanitation	1	Secretary
Ministry of Parliamentary Affairs	1	Secretary
Unique Identification Authority of India	1	Chief Executive Officer (CEO)
TOTAL	23	

8. Action Taken Report (ATR)

As per the Comprehensive Guidelines for Handling Public Grievances (OM dated 23rd August 2024), the Grievance Redressal Officer (GRO) is required to file a detailed Action Taken Report (ATR) post redressal.

In line with this, DARPG revamped the ATR format on CPGRAMS on 28th October, 2024, to facilitate quicker closure of frivolous cases and ensure meaningful documentation in others. For grievances identified as frivolous by the GRO, submission of a detailed ATR is no longer mandated, and the feedback option is disabled for such cases. CPGRAMS also receives citizen suggestions, which, if subject-specific, may be shared with the relevant Division of the concerned Ministry/Department, along with an acknowledgment to the citizen. The revised ATR format was finalized following multiple rounds of consultations held by DARPG with various Ministries/Departments.

The new format of the Action Taken Report (ATR) is outlined below:



The report outlines whether the issues raised by citizens were accepted as valid grievances or rejected with a classification (e.g., suggestion, duplicate, spam, or others).

- **Total Grievances Disposed Across Ministries/Departments for July 2025:** 1,47,902
- **Overall Acceptance Rate:** 72% (1,06,530)
- **Overall Rejection Rate (including duplicates, invalid, etc.):** 8% (11,450)

The remaining 20% of grievances were disposed of by the Ministries/Departments by marking them as "No Action Required", returning them, or transferring them to other Ministries/Departments (including DPG). This also includes cases disposed of by DPG, which has a different format for the Action Taken Report (ATR).

Top 5 Ministries/Departments with **notable acceptance of issues** include:

S.No.	Organisation	Acceptance of the issues
1	Ministry of Labour and Employment	20319 (93%)
2	Department of Financial Services (Banking Division)	13273 (74%)
3	Department of Telecommunications	7495 (95%)
4	Department of Posts	6396 (94%)
5	Central Board of Direct Taxes (Income Tax)	5711 (88%)

The percentage calculation is based on the total number of disposals pertaining to the respective Ministry/Department.

Top 5 Ministries/Departments with **rejection of issues and their reasons for rejection** include:

Organisation	Department of Financial Services (Banking Division)	Ministry of Railways (Railway Board)	Ministry of Home Affairs	Unique Identification Authority of India	Ministry of Labour and Employment
Rejection of the issues	2582 (14%)	1711 (24%)	593 (12%)	578 (12%)	492 (2%)
Duplicate	1026 (40%)	197 (12%)	123 (21%)	9 (2%)	33 (7%)
Suggestion	276 (11%)	625 (37%)	213 (36%)	18 (3%)	127 (26%)

Organisation	Department of Financial Services (Banking Division)	Ministry of Railways (Railway Board)	Ministry of Home Affairs	Unique Identification Authority of India	Ministry of Labour and Employment
Clutter/Spam	11 (0%)	52 (3%)	90 (15%)	0 (0%)	9 (2%)
Invalid: RTI Matter	28 (1%)	45 (3%)	4 (1%)	0 (0%)	4 (1%)
Invalid: Service Matter	186 (7%)	326 (19%)	3 (0%)	10 (2%)	15 (3%)
Invalid: Sub-judice Matter	81 (3%)	33 (2%)	1 (0%)	2 (0%)	9 (2%)
Invalid: Beyond Entitlement	178 (7%)	158 (9%)	5 (1%)	0 (0%)	123 (25%)
Systematic Limitation (not feasible)	450 (17%)	169 (10%)	23 (4%)	1 (0%)	26 (5%)
Appropriate Information not provided by the complainant	240 (9%)	73 (4%)	125 (21%)	534 (92%)	132 (27%)
Inadequate information despite effort	106 (4%)	31 (2%)	2 (0%)	4 (1%)	14 (3%)
Religious Faith/Belief	0 (0%)	2 (0%)	4 (1%)	0 (0%)	0 (0%)

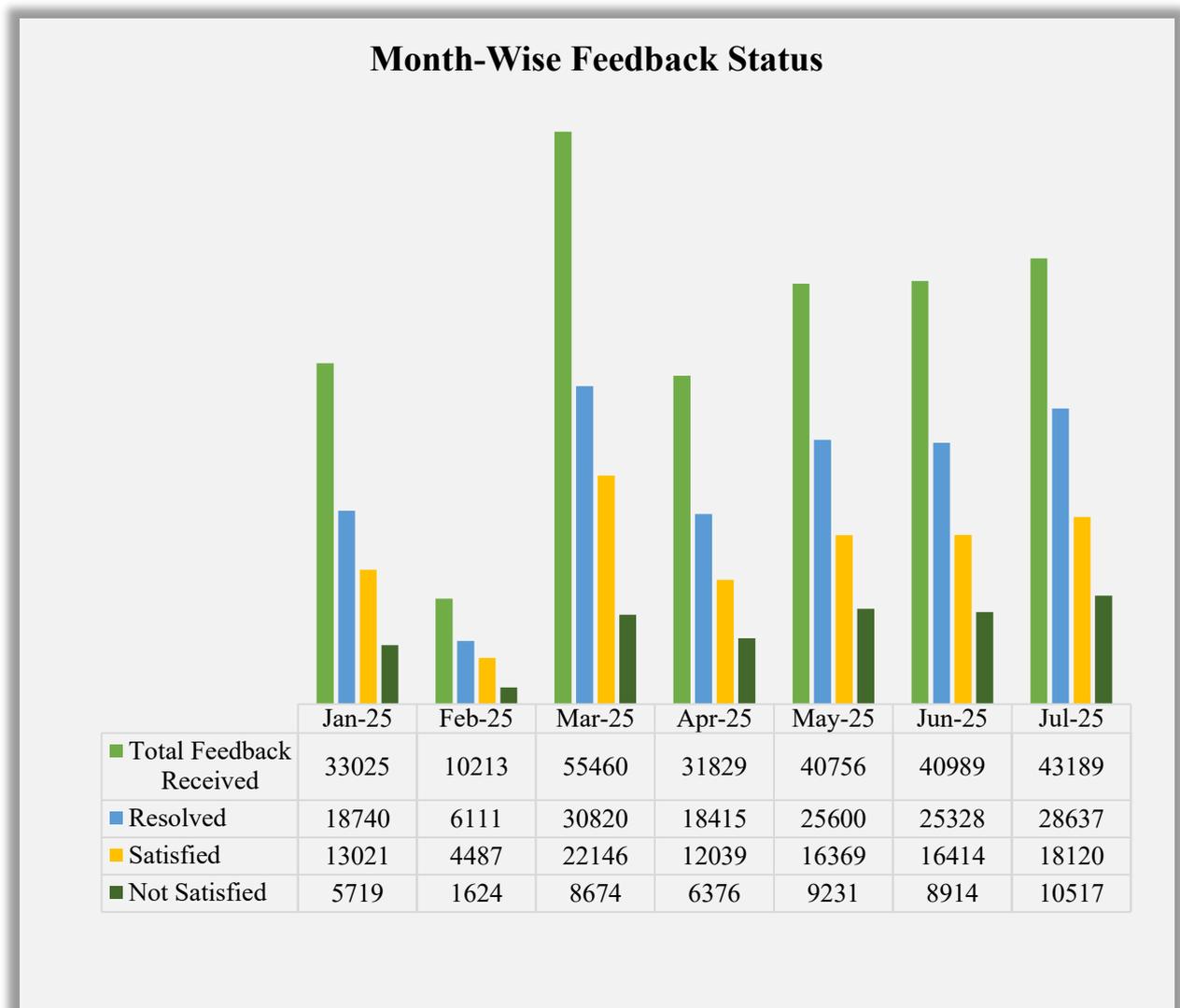
The percentage calculation is based on the total number of disposals pertaining to the respective Ministry/Department.

9. Feedback Call Centre

During the period from 1st January 2025 to 31st July 2025, the Call Centre received a total of **2,55,461** feedback. Of these, **1,53,651** cases were **successfully resolved**, reflecting a **resolution rate of over 60%** and 1,01,810 cases were Not Resolved. Among the resolved cases, **~63% of citizens expressed satisfaction** with the grievance redressal.

In July 2025, total feedback received from the Call Centre was **43,189**.

The column chart below tracks four key metrics regarding feedback from January through July 2025: total feedback received, grievances marked resolved, citizen satisfaction and dissatisfaction with resolution.



An Explainer on Call Centre Feedback Operation

The call-centre feedback process begins by establishing whether a citizen’s grievance has been resolved. As part of a standardized interaction protocol, each enquiry is classified immediately as either resolved or unresolved.

*For **resolved cases**, a secondary assessment captures the citizen’s level of satisfaction with the outcome, distinguishing between **Satisfied and Not Satisfied** resolutions. In instances of dissatisfaction, agents record the underlying cause—such as incomplete resolution, delays in case handling, or other factors—alongside any additional comments provided.*

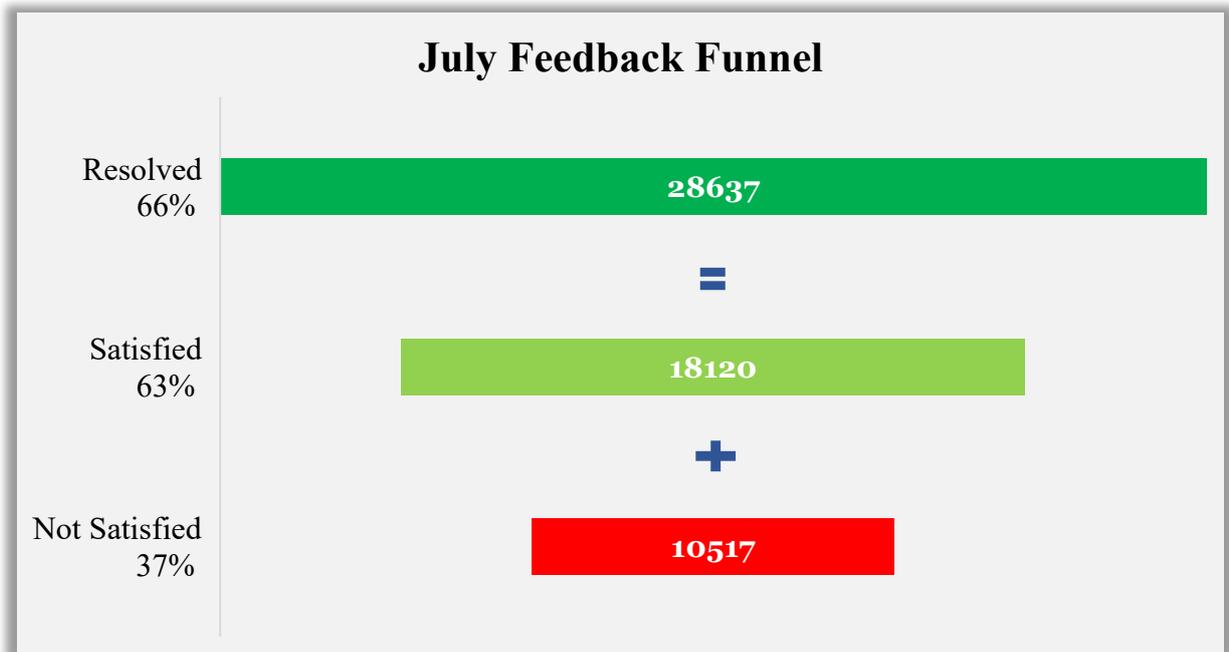
*For **unresolved grievances**, the process captures the specific reasons for non-resolution, including referrals to other departments without closure, reports of official misconduct or harassment, allegations of bribery demand, or other obstacles, with space for free-text elaboration where required. Every data point—resolution status, satisfaction rating, categorical reason and qualitative comment—is logged in a central database.*

As per the adjoining chart, in July, 63% of all feedback was captured via our call centre versus 37% submitted online. The call centre remains the primary source, highlighting its effectiveness for guided interactions, while the portal contributed over one-third of responses.



The funnel below illustrates the journey from total feedback received via Call Centre in July 2025 (43,189) through:

- Grievances Resolved (28,637)
- Post-resolution sentiment:
 - 18,120 satisfied (63%)
 - 10,517 dissatisfied (37%).



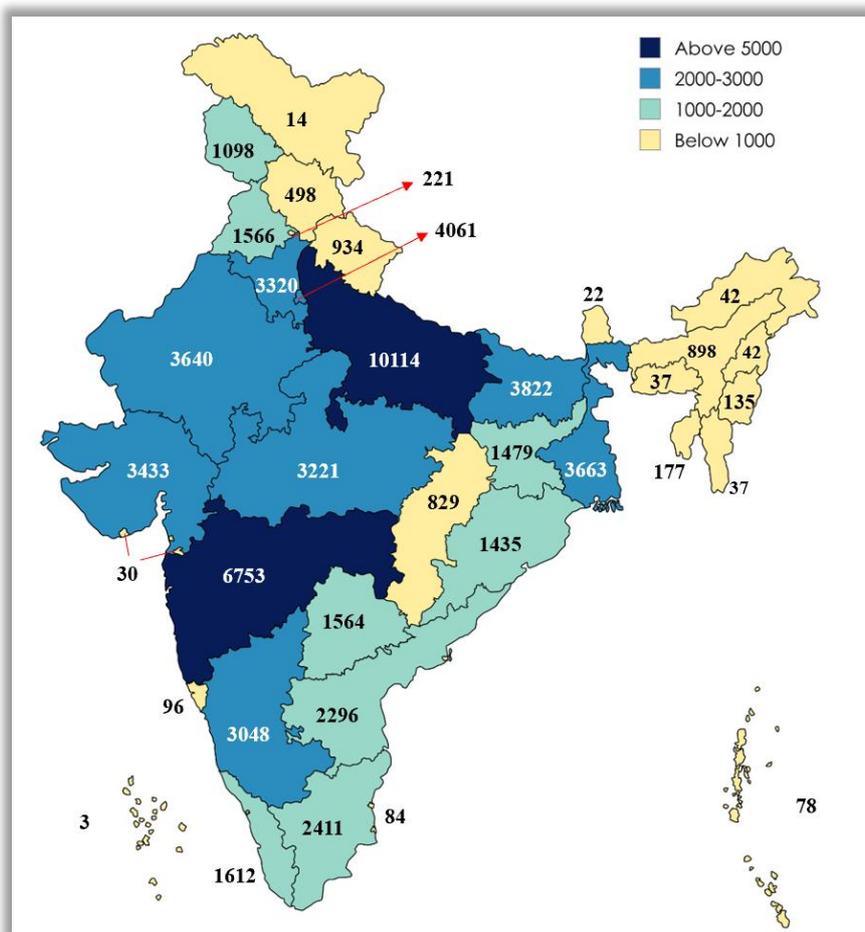
July, 2025: Top 10 Ministries and Departments (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

Ministry / Department / State Government	Total Grievances Resolved	Satisfied	Not Satisfied
Ministry of Labour and Employment	5376	3574 (66%)	1802 (34%)
Department of Financial Services (Banking Division)	3713	2309 (62%)	1404 (38%)
Department of Defence Finance	2335	1554 (67%)	781 (33%)
Department of Telecommunications	2119	1429 (67%)	690 (33%)
Department of Posts	1905	1429 (75%)	476 (25%)
Central Board of Direct Taxes (Income Tax)	1547	1153 (75%)	394 (25%)
Ministry of Railways (Railway Board)	1295	657 (51%)	638 (49%)
Unique Identification Authority of India	936	598 (64%)	338 (36%)
Ministry of Petroleum and Natural Gas	657	134 (20%)	523 (80%)
Ministry of Road Transport and Highways	498	217 (44%)	281 (56%)

10. New User-Registrations

A total of **63,073** new users has registered on CPGRAMS in July, 2025, through various channels, out of which, **10,114** registrations are from Uttar Pradesh.

New user registration on CPGRAMS in States/UTs in July, 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
7	July	63,073
TOTAL		3,98,026

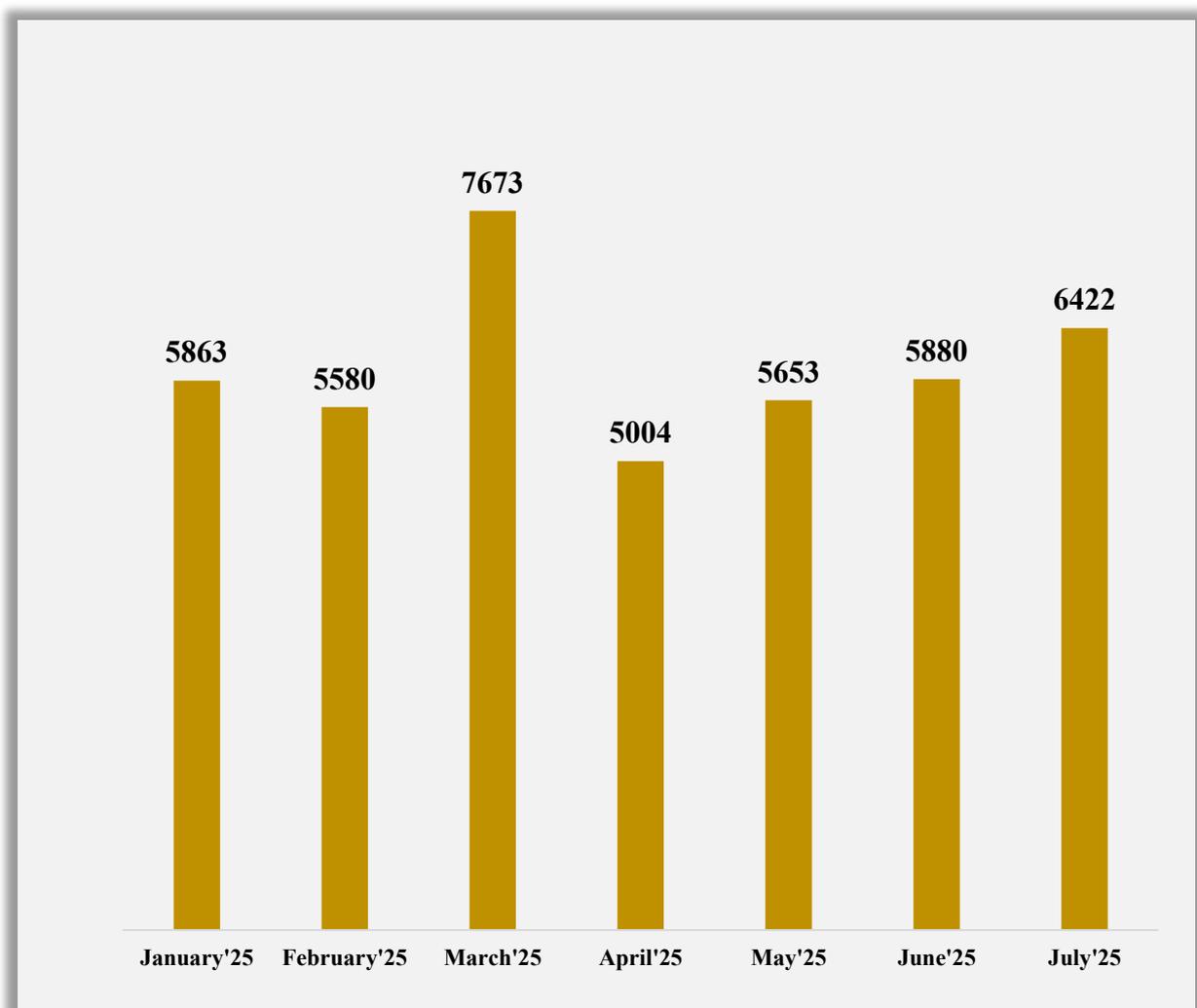
11. Outreach through CSCs

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 6,422	Disposed 3,689	Pending 2,733
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(Time Period: 01/07/2025 to 31/07/2025)

- **A total of 6,422 grievances has been registered through the Common Service Centres in the month of July, 2025:**



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

S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	Grievance Category
1	367317570015	73	Madhya Pradesh	Chhatarpur	<ul style="list-style-type: none"> Land Regulation related matters
2	461265570018	51	Uttar Pradesh	Kasganj	<ul style="list-style-type: none"> Misbehaviour / Corruption / Harassment
3	155247330013	50	Andhra Pradesh	Guntur	<ul style="list-style-type: none"> Technical Issues with website Border related matters Employee Related/Services Related (Main Secretariat and SSO) Award Related/Other National issues Citizenship matters
4	166999110014	46	Uttar Pradesh	Farrukhabad	<ul style="list-style-type: none"> Citizenship matters Crime related (Records, prisons and cyber cell)
5	917321166582	42	Karnataka	Yadgir	<ul style="list-style-type: none"> Establishment Loan/ Subsidy and Delayed Payment Related Child Labour
6	245657660019	41	Uttar Pradesh	Agra	<ul style="list-style-type: none"> Chief Labour Commissioner (CLC) Aadhaar Enrolment Pradhan Mantri Jeevan Jyoti Bima Yojana
7	137917510012	30	Uttar Pradesh	Pilibhit	<ul style="list-style-type: none"> Chief Labour Commissioner (CLC) Aadhaar Enrolment Pradhan Mantri Jeevan Jyoti Bima Yojana

S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	Grievance Category
8	917321109884	29	Karnataka	Chamarajanagar	<ul style="list-style-type: none"> • Administrative and service matter related • Animal Welfare • Cattle and Dairy Development • Employee related (pension PPO, Gratuity, Leave and Other) • Establishment • Fertilizers Subsidy • Forest and trees related • Implementation of Official • Language and Award related • Matters Related to Farmers Welfare (MSP, Price Support System, Agriculture Marketing) • Policy Matters • Request related to Schemes • Swachh Bharat Mission related (Rural) • Tower Related • Wildlife related
9	917321063191	27	Karnataka	Belgaum	<ul style="list-style-type: none"> • Mobile Related • Aadhaar Enrolment • PAN Issues • Ayush Schemes
10	917321114091	26	Karnataka	Davanagere	<ul style="list-style-type: none"> • Schemes • Training Matters

12. Taxonomy

12.1 Central Board of Direct Taxes (Income Tax)

S. No.	AI Generated Category	Categorization
1	Refund	<ul style="list-style-type: none"> • Refund Processing Delays (Delay or non-receipt of refund, Refund not received, Delayed processing of refund requests) • Tax Refund Issues (Delays or issues in income tax, ITR, or TDS refund processing and receipt, Errors/incorrect refund adjustments) • Refund Disbursement Failures (Refund not credited, Delay in payment or disbursement of refund)
2	Tax	<ul style="list-style-type: none"> • Incorrect Tax Demand and Calculations (Errors in tax calculation, Incorrect assessment, Wrong tax demand raised) • Corruption and Malpractices (Instances of corruption, bribery, or unethical practices in the income tax department) • Tax Payment Errors and Discrepancies (Errors in amount paid, Discrepancies in payment recognition or status) • Evasion and Investigation (Cases related to income tax evasion, Investigations into tax fraud or schemes) • Foreign Tax and Credit Issues (Issues in claiming or receiving foreign tax credits, Mismatches in tax credit entries) • Tax Demand and Rectification (Wrong or excessive tax demand notices and the process of getting them rectified)
3	Processing	<ul style="list-style-type: none"> • Rectification Application Issues (Delays in processing rectification requests or applications in tax filings)
4	PAN Issues	<ul style="list-style-type: none"> • PAN Card Issues (Delays or errors in PAN card issuance, incorrect PAN allocation, duplicate or multiple PANs, card delivery delays, PAN correction and update issues) • PAN Transfer and Jurisdiction (Delays in PAN transfer, transfer to correct jurisdiction) • Aadhaar and PAN Linking (Mismatch or issues in Aadhaar-PAN linking, incorrect or failed linkage) • PAN Delivery and Migration (Delays in PAN card delivery, activation, migration, or deletion) • TDS and Employer Issues (Employer not depositing TDS correctly against PAN)
5	Incorrect/Mismatch issues	<ul style="list-style-type: none"> • TDS Credit Issues (Errors in TDS credit, allocation, or mismatch in TDS credit processing) • Bank and Account Issues (Incorrect bank account details provided for refund or tax credit) • Data Entry and ITR Processing Issues (Incorrect personal info like DOB, data mismatch, or errors during ITR data entry/processing) • Assessment and Evaluation Errors (Issues with assessment year selection, tax assessment results, or income evaluation)

Data for the Taxonomy has been taken from the Tree Dashboard

12.2 Unique Identification Authority of India (UIDAI)

S. No.	AI Generated Category	Categorization
1	Aadhaar Updates	<ul style="list-style-type: none"> • Data Update Issues (Delays or errors in updating Aadhaar details — name, DOB, gender, etc.) • Address Update Problems (Delays, rejections, document issues, and mismatches during Aadhaar address updates) • Biometric Update Issues (Rejections or delays in updating biometric information) • Mobile Number Update Issues (Delays or failures in updating Aadhaar-linked mobile numbers) • Card Update Issues (Problems updating Aadhaar card data or reissuing cards with updated info) • Repeated Update Failures (Multiple update attempts leading to rejections or non-updates)
2	Aadhaar Enrolment & Generation	<ul style="list-style-type: none"> • Enrolment Issues (Delays, rejections, and corruption during Aadhaar Enrolment process) • Aadhaar Generation Delays (Failure or delay in generating Aadhaar after Enrolment) • Card Activation Issues (Problems activating newly generated Aadhaar cards)
3	Aadhaar Card Delivery	<ul style="list-style-type: none"> • Physical Card Delivery Delays (Non-receipt or delay of Aadhaar card or PVC card) • Lost or Missing Cards (Loss or non-traceability of Aadhaar physical cards after issuance)
4	Rejections & SRN/URN Failures	<ul style="list-style-type: none"> • SRN/URN Rejection Issues (Rejection of service/update requests due to invalid or unverified SRN/URNs) • Document/Data Rejections (Rejections due to invalid proof of identity/address or mismatched data)
5	Processing Delays	<ul style="list-style-type: none"> • Online Update Failures (Delays or technical failures in online Aadhaar updates) • Pending Requests (Requests stuck in pending status with no resolution or update)

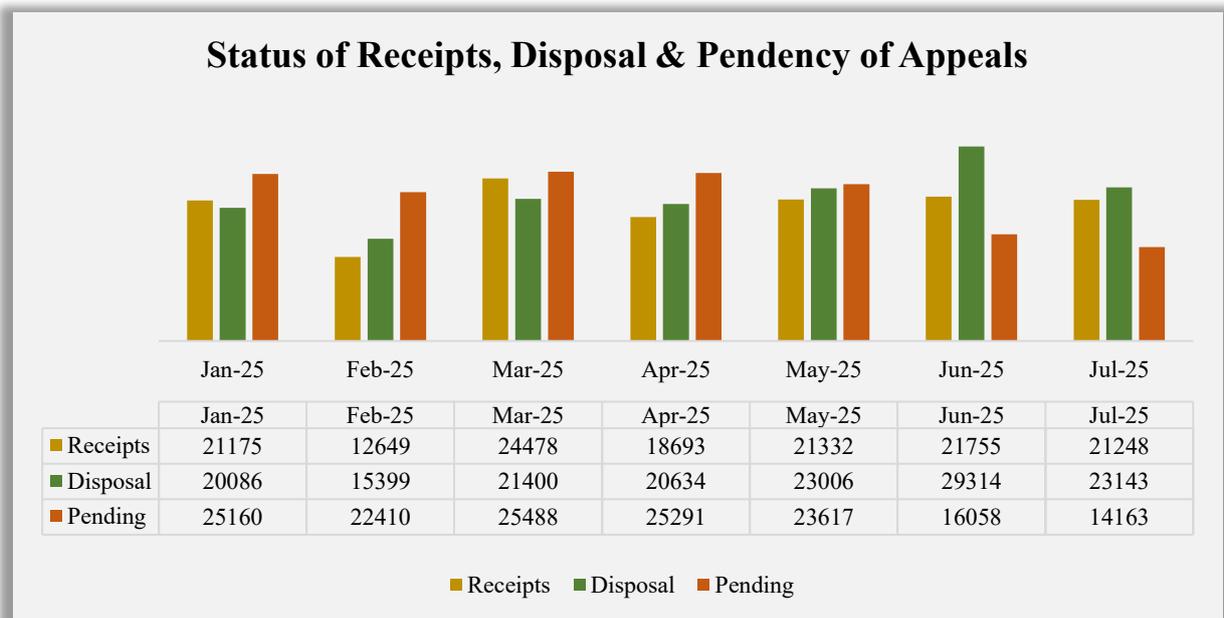
Data for the Taxonomy has been taken from the Tree Dashboard

13. Review of Status of Appeals on CPGRAMS



Time Period: 01/01/2025 to 31/07/2025

a. Month-wise Status of Appeals



b. Average Closing Time of Appeals

- The Average Closing Time of Appeals in the Central Ministries/Departments is **47 days** as on **31st July 2025**
- **36** Ministries/Departments have their Average Closing Time more than the standard time of 30 days

14. Success Stories

“ Shri Ranvir Singh, retired defence personnel noticed a discrepancy in his service pension, receiving ₹23,025 instead of the entitled ₹24,400 as per OROP-II for the rank of ACP Nb/Sub, despite completing over 24 years of service. Even after submitting a non-payment certificate and all relevant documents, no action was taken. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The matter was reviewed, and the revised pension was approved. Arrears of ₹54,139 and a gratuity difference of ₹25,709 were credited to his account, resolving the grievance satisfactorily. ”

Grievance of Shri Ranvir Singh

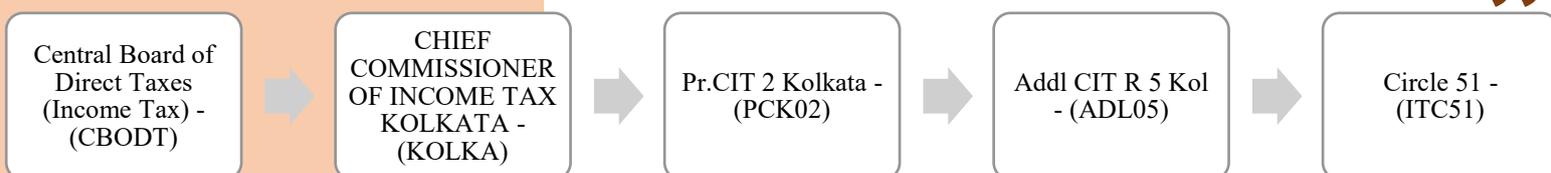
Service Pension Discrepancy Resolved and Arrears Credited



Grievance of Shri Sanjay Dugar

Relief After 17 Years – Long Pending Income Tax Grievance

“ Shri Sanjay Dugar from Kolkata had been facing a long-standing issue related to incorrect tax demand for Assessment Year 2008–09, wherein the Income Tax portal showed an outstanding demand of ₹3,53,506 due to short allowance of TDS credit — only ₹3,84,737 was acknowledged against the actual claim of ₹8,82,160. Despite repeated rectification requests since 2009, including one in December 2023 with all supporting documents, the matter remained unresolved. It was only after the grievance was filed on CPGRAMS that the matter was escalated to the appropriate authorities. Following the intervention, the Income Tax Department reviewed the records, accepted the rectification under Section 154/143(1), and issued a refund of ₹4,36,980 including interest under Section 244A. ”



Grievance of Shri Parveen Luthra

Unresolved Tax rectification

“ Shri Parveen Luthra, a senior citizen from Subhash Nagar, New Delhi, faced prolonged harassment over a year due to an unresolved rectification under Section 154 of the Income Tax Act for Assessment Year 2019–20, where a wrongful tax demand of ₹4.3 lakh was raised despite having paid ₹3.11 lakh in taxes including TDS and self-assessment. Despite repeated follow-ups, personal visits to the Income Tax Office, and assurances from officials that rectification had been processed, no correction appeared on the portal. With all routine efforts exhausted and no resolution in sight, he filed a grievance through CPGRAMS as a last resort. This triggered swift action across departmental hierarchies, and a rectification order was finally passed on 24 April 2025, fully correcting the records and nullifying the erroneous demand, thereby bringing much-needed closure to the issue. ”

Central Board
of Direct
Taxes
(Income Tax)
- (CBODT)

Pr. Chief
Commissioner
of Income
Tax Delhi-I -
(CBDLI)

Chief
Commissioner
of Income
Tax Delhi-03
- (CCI03)

Pr.
commissioner
of Income
Tax-15 Delhi
- (PCI15)

Deputy
Commissioner
of Income
Tax C-43 -
(DCL43)

Additional
Commissioner
of Income
Tax Range-43
- (RAG43)

“ 76-year-old Shri Jitendra Joshi from Bhavnagar faced undue hardship when his Life Certificate, required for continuation of annuity payments under LIC Policy No. XXXXXXXXXX, was wrongly rejected by the Bhavnagar branch. Despite submitting the certificate in proper format—as permitted at any LIC branch—the officer refused to accept it, citing jurisdictional issues. Following his grievance, LIC promptly updated the certificate in their system, forwarded the case to the WZ-IPP Cell for annuity release, and assured corrective steps. Mr. Joshi's annuity payments have resumed, and LIC has expressed regret for the inconvenience caused. ”

Grievance of Shri Jitendra Joshi

Life Certificate Accepted After Delay

DFS (Insurance
Division) -
(DEAID)

Life Insurance
Corporation of
India - (LICCO)

LIC WESTERN
ZONAL OFFICE
- (WZCRM)

Gandhinagar
Divisional Office
- (GANCR)

Life Insurance
Corporation of
India - (LICCO)

15. Media Outreach

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions



Grievance redressal must go beyond disposal to ensure citizen's satisfaction, Says Dr. Jitendra Singh

Grievance redressal ought to be a tool for systemic reform and ease of living: Minister
Governance Must seek Happiness for the citizen Without Harm to any fellow citizens: Minister
From 2 Lakh to 26 Lakh Grievances: Citizens Reconnecting with Government, Says Dr. Jitendra Singh

Posted On: 09 JUL 2025 4:17PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Dr. Jitendra Singh to address Half Yearly Progress on CPGRAMS & National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS

On this occasion Sevottam Training Modules curated by DARPG to be released
Review of progress on CPGRAMS to be conducted during the meeting by by MoS (PP) Dr. Jitendra Singh

Posted On: 08 JUL 2025 8:11PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 38th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of June, 2025

A total of 1,34,540 grievances were redressed by Central Ministries /Departments in June 2025
For the 36th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat
Department of Land Resources, Department of Telecommunications, and Department of Posts topped the Group A category in the rankings released for the month of June 2025
Ministry of Tribal Affairs, Ministry of Parliamentary Affairs, and Ministry of Ayush topped in Group B category in the rankings released for the month of June, 2025

Posted On: 08 JUL 2025 8:10PM by PIB Delhi

DARPG @DARPG_GoI

DARPG is organizing the "National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS" on 9th July, 2025, at TN Chaturvedi Conference Hall, IIPA, New Delhi.

Hon'ble MoS (PP) Dr. Jitendra Singh will deliver the key note address and will release the Sevottam Training Modules during the workshop. The workshop will include a technical session showcasing reform initiatives and innovations in grievance redressal.

The plenary session will feature addresses by Shri V. Srinivas, Secretary, DARPG, along with domain experts from academia and former civil servants, underscoring the importance of institutionalizing quality standards and citizen-first service delivery through frameworks such as Sevottam.

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

#DARPG #CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric #DigitalIndia

National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS
Under the auspices of
Dr. Jitendra Singh
Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology
Minister of State (Independent Charge) of the Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances and Pensions, Minister of State in the Department of Atomic Energy, and Minister of State in the Department of Space, Government of India.
9th July, 2025

Narendra Modi and 8 others
9:28 AM · Jul 9, 2025 · 273 Views

The News Now @NewsNowJK

Dr. Jitendra Singh attends National Workshop on Effective Redressal of Public Grievances, NextGen CPGRAMS & Progress Review at IIPA
[@DrJitendraSingh](https://www.instagram.com/DrJitendraSingh)

5:53 PM · Jul 9, 2025 · 15 Views

PIB In Meghalaya @PIBShillong

Union Minister of State @DrJitendraSingh to address Half Yearly Progress on CPGRAMS & National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS

On this occasion Sevottam Training Modules curated by DARPG to be released

Read: pib.gov.in/PressReleaseDet...

National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS
Under the auspices of
Dr. Jitendra Singh
Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology
Minister of State (Independent Charge) of the Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances and Pensions, Minister of State in the Department of Atomic Energy, and Minister of State in the Department of Space, Government of India.
9th July, 2025

1:44 PM · Jul 9, 2025 · 35 Views

PIB India @PIB_India

Union Minister of State @DrJitendraSingh to address Half Yearly Progress on CPGRAMS & National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS

On this occasion Sevottam Training Modules curated by DARPG to be released

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

National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS
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Dr. Jitendra Singh
Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology
Minister of State (Independent Charge) of the Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the Ministry of Personnel, Public Grievances and Pensions, Minister of State in the Department of Atomic Energy, and Minister of State in the Department of Space, Government of India.
9th July, 2025

10:41 AM · Jul 9, 2025 · 2,987 Views

PIB India @PIB_India

Grievance redressal must go beyond disposal to ensure citizen's satisfaction, Union Minister of State @DrJitendraSingh at the National Workshop on "Effective Redressal of Public Grievances, NextGen CPGRAMS and Progress Review"

From 2 Lakh to 26 Lakh Grievances: Citizens Reconnecting with Government, says the MoS

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

4:59 PM · Jul 9, 2025 · 3,850 Views

DARPG @DARPG_GoI

Shri Puneet Yadav, Additional Secretary, DARPG, presented the Half Yearly Progress on CPGRAMS during the National Workshop on Effective Redressal of Public Grievance & NextGen CPGRAMS, emphasizing DARPG's commitment to strengthening citizen grievance mechanisms through innovation and efficiency.

He underscored critical areas that warrant focused attention, such as ensuring timely resolution of grievances, reducing pendency levels across States and UTs, and strengthening institutional accountability within the grievance redressal framework.

#TransformingGovernance #CPGRAMS #DARPG

Narendra Modi and 8 others
Last edited 12:10 PM · Jul 9, 2025 · 247 Views

DARPG @DARPG_GoI

Shri D.C. Misra, Advisor (IT), DARPG, delivered an insightful presentation on #NextGen CPGRAMS, highlighting its upgraded technical architecture and citizen-centric features. He outlined key enhancements such as accelerated grievance resolution, simplified grievance logging, enhanced transparency, seamless inter-departmental data exchange, and strengthened citizen participation. Emphasising the role of data-driven decision-making, Shri Misra demonstrated how the revamped system is designed to build a more efficient, accountable, and digitally empowered grievance redressal ecosystem, aligned with the vision of Digital India.

#DARPG #CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric

Narendra Modi and 8 others
12:26 PM · Jul 9, 2025 · 262 Views

DARPG @DARPG_GoI

Professor Nirmaiya Bagchi from the Administrative Staff College of India (ASCI) delivered a detailed presentation on the Sevottam Training Modules.

He provided an overview of the curriculum structure, learning objectives, and pedagogical approach designed to build capacity in quality grievance redressal and citizen-centric service delivery. Emphasising the need for institutionalising standards of excellence in public service, Professor Bagchi highlighted how the training modules align with the Sevottam framework to promote efficiency, transparency, and accountability across government organisations.

#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric



Narendra Modi and 8 others

2:35 PM · Jul 9, 2025 · 279 Views

DARPG @DARPG_GoI

Smt. Sanyukta Samadder, Principal Secretary, Administrative Reforms, Government of Uttar Pradesh, delivered a detailed presentation on the state's Integrated Grievance Redressal System – Jansunwai.

She highlighted how Jansunwai has evolved into a robust, tech-enabled platform ensuring timely, transparent, and accountable grievance redressal. Emphasising the importance of real-time monitoring, interdepartmental coordination, and citizen feedback mechanisms, she showcased how the system has significantly improved service delivery across the state.

#CPGRAMS #Sevottam #PublicGrievanceRedressal #GoodGovernance



Narendra Modi and 8 others

1:48 PM · Jul 9, 2025 · 714 Views

DARPG @DARPG_GoI

Shri Sachin Sinha, Director General, RCVP Noronha Academy of Administration, shared insights on Madhya Pradesh's experience in implementing the Sevottam framework. He highlighted key initiatives undertaken to institutionalise quality standards in public service delivery, with a strong focus on capacity building, process re-engineering, and citizen-centric governance.

#CPGRAMS #Sevottam #PublicGrievanceRedressal #GoodGovernance



Narendra Modi and 8 others

3:23 PM · Jul 9, 2025 · 263 Views

DARPG @DARPG_GoI

The Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, joined the workshop and formally inaugurated the event with the ceremonial lighting of the lamp. He was accompanied by Shri V. Srinivas, Secretary, DARPG; Shri Puneet Yadav, Additional Secretary, DARPG; along with other senior officials.

#GoodGovernance #GrievanceRedressal #CPGRAMS #CitizenCentricGovernance



Narendra Modi and 8 others

4:27 PM · Jul 9, 2025 · 1,401 Views

DARPG @DARPG_GoI

Shri V. Srinivas, Secretary, DARPG, in his address at the workshop, highlighted key initiatives aimed at strengthening the grievance redressal ecosystem with a focus on enhancing citizen satisfaction. He emphasised the importance of timely resolution, accurate categorisation, and further streamlining of processes to drive efficiency and accountability. He concluded by stating that the workshop lays the foundation for a robust roadmap aligned with the Hon'ble Prime Minister's vision, reinforcing a citizen-first approach in governance.

#CPGRAMS #Sevottam #PublicGrievances #DigitalIndia #InclusiveGovernance #GoodGovernance



Narendra Modi and 8 others

5:06 PM · Jul 9, 2025 · 338 Views

DARPG @DARPG_GoI

Professor Avnish Kumar, Dean, School of Public Policy & Governance, delivered a detailed presentation on the study titled "From Grievance to Governance", which analyses the functioning and impact of the CPGRAMS platform. He shared key insights from the study, highlighting systemic trends, challenges, and actionable recommendations to improve grievance redressal outcomes.

#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric



Narendra Modi and 8 others

5:44 PM · Jul 9, 2025 · 264 Views

DARPG @DARPG_GoI

Attending the National Workshop through VC, Shri K Padmanabhaiah, IAS (Retired), Chairman, ASCI-Hyderabad highlighted several key components related to Sevottam modules. He stressed on the capacity building of organizations to deliver public grievance services effectively and efficiently.

#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric



Narendra Modi and 8 others

5:05 PM · Jul 9, 2025 · 261 Views

DARPG @DARPG_GoI

The Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, launched Sevottam Module 2025. In his keynote address, the Minister underscored the Government's vision for citizen-centric governance and stressed on the critical role of technology-driven grievance redressal systems. He emphasized that satisfaction of citizens should be given the top-most priority in such exercises.

#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric



Narendra Modi and 8 others

6:09 PM · Jul 9, 2025 · 946 Views

DARPG @DARPG_GoI

The Hon'ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, delivered the concluding remarks, outlining the Government's vision for citizen-centric governance and the critical role of technology-driven grievance redressal systems. He emphasised the importance of timely resolution, transparency, and accountability, and reaffirmed the commitment to continuously strengthen platforms like CPGRAMS to enhance public service delivery across all levels of government.

#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric



Narendra Modi and 8 others

6:18 PM · Jul 9, 2025 · 351 Views

Dr Jitendra Singh @DrJitendraSingh

From Jammu & Kashmir to Andhra Pradesh, from Maharashtra to Assam, it was an enriching interaction with civil servants and officers drawn from every State and UT of India...exchanging their experiences and practices in public grievance redressal, as they centrally align with next generation #CPGRAMS...a globally acknowledged success story emanating from @DARPG_GoI, Ministry of Personnel, and motivated by the belief that effective grievance redressal is at the core of "Maximum Governance, Minimum Government" Mantra given by PM Sh @narendramodi.

∴ National Workshop at #NIPA



3:45 PM · Jul 9, 2025 · 8,596 Views

Luis G Franceschi @lfranceschi

This meeting was special as we explored the Centralised Public Grievance Redress and Monitoring System (CPGRAMS), a cutting-edge platform empowering citizens across India.

India's digital transformation success serves as a model for Commonwealth countries, showcasing how technology can enhance public service delivery.

DARPG @DARPG_GoI · Jul 14

Prof. Luis G. Franceschi, Assistant Secretary-General Commonwealth Secretariat called on Shri V. Srinivas, Secretary DARPG and President IAS on 12th July, 2025 at Sardar Patel Bhawan. They exchanged views on evolving a mechanism for replicating India's best practice of



3:31 PM · Jul 14, 2025 · 1,155 Views

PIB India @PIB_India

Department of Administrative Reforms and Public Grievances (@DARPG_GoI) released the 38th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of June, 2025

A total of 1,34,540 grievances were redressed by Central Ministries /Departments in June 2025

For the 36th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Land Resources, Department of Telecommunications, and Department of Posts topped the Group A category in the rankings released for the month of June 2025

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



10:40 AM · Jul 9, 2025 · 6,290 Views

DARPG @DARPG_GoI

DARPG has released its 38th #CPGRAMS Monthly Report for June, 2025, for Central Ministries/Departments.

- 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.
- In June 2025, for the 36th month in a row, the monthly redressal crossed 1 lakh cases in the Central Secretariat

Full report can be accessed on darpg.gov.in/sites/default/...

#DARPG #CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService

CPGRAMS MONTHLY REPORT
Central Ministries/Departments
JUNE 2025 (Report Number 38)
Department of Administrative Reforms and Public Grievances

Narendra Modi and 8 others
3:36 PM - Jul 10, 2025 - 425 Views

DARPG @DARPG_GoI

A capacity-building session was held today for the Grievance Redressal Officers (GROs) of the @MinOfCultureGoI and @UIDAI

During the session, Shri Sanjeev Saxena, Senior Technical Director, NIC, DARPG, conducted a detailed walkthrough of the #CPGRAMS Citizen and Office Portal. The demonstration aimed to strengthen officials' understanding of digital tools available under CPGRAMS to enhance grievance handling, monitoring, and citizen engagement.

#CapacityBuilding #DARPG #CPGRAMS #GrievanceRedressal #CitizenFirst

Narendra Modi and 8 others
5:58 PM - Jul 23, 2025 - 777 Views

DARPG @DARPG_GoI

Under the chairmanship of Secretary DARPG, Shri V. Srinivas, a meeting was held to explore the expansion of #CPGRAMS training to Grievance Redressal Officers of the Central Government through Central Training Institutes. A 1-2 day training module has been proposed, with future sessions to be planned based on outcomes. A proposal is being prepared to map training institutes, estimate grants, and identify the number of officials to be trained.

Currently, DARPG offers capacity-building programs to State/UT officers via State Training Institutes under the #SEVOTAM Scheme.

Further, Secretary, DARPG emphasized the importance of providing citizens with time-bound comprehensive replies, and stressed the need to sensitize grievance redressal officers of Ministries/Departments on citizen-centric governance.

The meeting was attended by officials from @LabourMinistry, @CricIndia, @IncomeTaxIndia, @IndiaPostOffice, @DPSIndia and @SEBIupdates.

#CapacityBuilding #DARPG #CPGRAMS #GrievanceRedressal #Sevotam

Narendra Modi and 8 others
6:50 PM - Jul 23, 2025 - 369 Views

Office of Kiren Rijju @RijjuOffice

Minority beneficiaries can access grievance redressal through CPGRAMS, as well as via post & email. As per the CPGRAMS portal, public grievances received, disposed & pending during 2022-23, 2023-24 & 2024-25 have been recorded, with over 90% disposal rate.

@MOMIndia
#Parliament
#MonsoonSession2025

(a) Minority beneficiaries under various Government schemes may access grievance redressal mechanisms through the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS), as well as by post and by email.

(b) The details of public grievances received, disposed, and pending during 2022-23, 2023-24 and 2024-25 as per CPGRAMS portal are as under:

Year	Public grievances		
	received during the year	disposed during the year	pending at the end of year
2022-23	2570	2380	140
2023-24	2860	2580	280
2024-25	3481	3335	146

Kiren Rijju and Ministry of Minority Affairs
4:48 PM - Jul 21, 2025 - 420 Views

Ministry of Minority Affairs @MOMAIndia

In #RajyaSabha today, Hon'ble Union Minister of Minority Affairs, Shri Kiren Rijju, shared that more than 90% of 8,800+ grievances from minority beneficiaries received in three years via online grievance platform #CPGRAMS, post, or email, were resolved.

Read More: sansad.in/getFile/annex/...

#ParliamentaryQuestions #MonsoonSession2025
#MinorityAffairsinParliament #MinorityAffairs #GrievanceRedressal #BhagidatSeBhagayodaye

@KirenRijju @RijjuOffice @GeorgeKurianBjp @NMDFCIndia @PiBMinAffairs @PiBIndia @mygovindia

QUESTION ON
GRIEVANCE REDRESSAL UNDER
MINISTRY OF MINORITY AFFAIRS

was presented in the
Rajya Sabha

MONSOON SESSION 2025

- Minority beneficiaries can register complaints via CPGRAMS, by post, or through e-mail under schemes of the Ministry of Minority Affairs
- In the last three years, 8881 grievances were received, out of which 8295 were resolved

21ST JULY 2025

SHRI KIREN RIJJU
Hon'ble Union Minister of Parliamentary Affairs & Minority Affairs

www.minorityaffairs.gov.in | @MOMAINdia

6:28 PM - Jul 21, 2025 - 432 Views

Annexures

Annexure 1: Performance of Ministries/Departments

Annexure 1.1.: Maximum Number of Receipts – 1st January 2025 to 31st July 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6980	142461	149441	135366	14075
2	Department of Financial Services (Banking Division)	6699	100579	107278	102014	5264
3	Department of Telecommunications	500	45568	46068	45330	738
4	Ministry of Railways (Railway Board)	2795	43861	46656	43611	3045
5	Central Board of Direct Taxes (Income Tax)	9532	39291	48823	39752	9071
6	Ministry of Home Affairs	1481	38634	40115	36947	3168
7	Department of Posts	1304	38571	39875	38514	1361
8	Department of Agriculture and Farmers Welfare	941	32216	33157	32344	813
9	Department of Health & Family Welfare	1790	27530	29320	27574	1746
10	Unique Identification Authority of India	1780	23575	25355	23636	1719

Annexure 1.2.: Maximum Number of Disposals – 1st January 2025 to 31st July 2025

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6980	142461	149441	135366	14075
2	Department of Financial Services (Banking Division)	6699	100579	107278	102014	5264
3	Department of Telecommunications	500	45568	46068	45330	738
4	Ministry of Railways (Railway Board)	2795	43861	46656	43611	3045
5	Central Board of Direct Taxes (Income Tax)	9532	39291	48823	39752	9071
6	Department of Posts	1304	38571	39875	38514	1361
7	Ministry of Home Affairs	1481	38634	40115	36947	3168
8	Department of Agriculture and Farmers Welfare	941	32216	33157	32344	813
9	Department of Health & Family Welfare	1790	27530	29320	27574	1746
10	Unique Identification Authority of India	1780	23575	25355	23636	1719

**Annexure 1.3: Ministries/Departments with more than 1000 Pending Grievances – 1st
January 2025 to 31st July 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Ministry of Labour and Employment	6980	142461	149441	135366	14075
2	Central Board of Direct Taxes (Income Tax)	9532	39291	48823	39752	9071
3	Department of Financial Services (Banking Division)	6699	100579	107278	102014	5264
4	Ministry of Home Affairs	1481	38634	40115	36947	3168
5	Ministry of Railways (Railway Board)	2795	43861	46656	43611	3045
6	Department of Ex Servicemen Welfare	3044	23114	26158	23375	2783
7	Ministry of Housing and Urban Affairs	1783	14330	16113	14031	2082
8	Department of Defence Finance	1599	16366	17965	16080	1885
9	Department of Health & Family Welfare	1790	27530	29320	27574	1746
10	Unique Identification Authority of India	1780	23575	25355	23636	1719
11	Department of Posts	1304	38571	39875	38514	1361
12	Ministry of Petroleum and Natural Gas	1235	12493	13728	12368	1360
13	Ministry of External Affairs	783	10667	11450	10226	1224
14	Department of Rural Development	1813	10802	12615	11450	1165
15	Department of School Education and Literacy	620	10897	11517	10362	1155
16	Department of Higher Education	1054	14599	15653	14543	1110

**Annexure 1.4.: Top 10 Ministries/Departments with Pending Grievances for more than
21 Days – 1st January 2025 to 31st July 2025**

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
1	Central Board of Direct Taxes (Income Tax)	9532	39291	48823	39752	9071	6057
2	Ministry of Labour and Employment	6980	142461	149441	135366	14075	3981
3	Ministry of Home Affairs	1481	38634	40115	36947	3168	1546
4	Department of Ex Servicemen Welfare	3044	23114	26158	23375	2783	1280
5	Ministry of Housing and Urban Affairs	1783	14330	16113	14031	2082	807
6	Ministry of Railways (Railway Board)	2795	43861	46656	43611	3045	761

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending	>21 Days
7	Ministry of External Affairs	783	10667	11450	10226	1224	660
8	Department of Health & Family Welfare	1790	27530	29320	27574	1746	652
9	Department of Rural Development	1813	10802	12615	11450	1165	505
10	Department of Defence Finance	1599	16366	17965	16080	1885	478

Annexure 2: Average Closing Time – 1st January 2025 to 31st July 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	135	75
2	Central Board of Direct Taxes (Income Tax)	39752	57
3	Department of Agriculture Research and Education	979	47
4	Department of Economic Affairs ACC Division	1870	39
5	Department of Youth Affairs	345	36
6	Department of Ex Servicemen Welfare	23375	29
7	Ministry of Minority Affairs	1339	29
8	Department of Defence Research and Development	536	28
9	Ministry of Petroleum and Natural Gas	12368	27
10	Staff Selection Commission	5570	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	857	1
2	Department of Land Resources	4367	2
3	NITI Aayog	2198	2
4	Department of Food and Public Distribution	8313	3
5	Department of Heavy Industry	1112	4
6	Department of Public Enterprises	468	4
7	Department of Financial Services (Pension Reforms)	2398	5
8	Ministry of Ayush	1316	5
9	Department of Agriculture and Farmers Welfare	32344	6
10	Department of Telecommunications	45330	6

Annexure 3: Status of Appeals – 1st January 2025 to 31st July 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	4684	7523	5608	1915
2	Department of Financial Services (Banking Division)	2029	20343	22372	21001	1371
3	Ministry of Labour and Employment	2268	29618	31886	30695	1191
4	Department of Defence Finance	837	5689	6526	5691	835
5	Ministry of Railways (Railway Board)	701	8776	9477	8716	761
6	Ministry of Home Affairs	506	1722	2228	1589	639
7	Ministry of Housing and Urban Affairs	484	1991	2475	1891	584
8	Department of Financial Services (Insurance Division)	464	3734	4198	3783	415
9	Ministry of Petroleum and Natural Gas	504	2139	2643	2244	399
10	Department of Health & Family Welfare	224	2412	2636	2252	384

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	10166	5
2	Ministry of Cooperation	907	5
3	Ministry of Parliamentary Affairs	9	5
4	Department of Ex Servicemen Welfare	4025	7
5	Ministry of Drinking Water and Sanitation	1193	7
6	Department of Posts	6033	8
7	Department of Agriculture and Farmers Welfare	3015	8
8	Department of Heavy Industry	210	9
9	Ministry of Shipping	17	10
10	Department of Land Resources	3	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	17965	16080	5689	35.38%
2	Ministry of Textiles	638	602	153	25.42%
3	Ministry of Cooperation	3737	3708	889	23.98%
4	Department of Telecommunications	46068	45330	10255	22.62%
5	Ministry of New and Renewable Energy	1779	1618	365	22.56%
6	Department of Financial Services (Insurance Division)	17283	16566	3734	22.54%
7	Ministry of Corporate Affairs	8842	8287	1846	22.28%
8	Ministry of Steel	745	696	153	21.98%
9	Ministry of Labour and Employment	149441	135366	29618	21.88%
10	Ministry of Drinking Water and Sanitation	5911	5548	1206	21.74%

Annexure 4: Indicator-based Root Cause Analysis – July 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	0.37	27.81	63.39	48.10	76.03	36.36	0.45	13.00	60.05	18.85	80.32
2	Department of Financial Services (Banking Division)	4.46	8.28	52.93	63.45	69.03	65.83	0.00	13.00	52.71	20.07	73.53
3	Department of Telecommunications	0.03	11.42	85.41	90.17	93.33	100.00	0.00	7.00	57.28	24.52	91.69
4	Department of Posts	0.17	7.49	89.75	80.13	94.74	82.64	0.00	6.00	66.16	15.01	82.10
5	Ministry of Railways (Railway Board)	4.64	2.95	50.02	55.44	62.26	75.00	0.10	13.00	45.83	22.15	62.19
6	Ministry of Home Affairs	2.44	10.60	61.69	18.50	58.13	42.65	0.54	14.00	35.17	5.66	3.91
7	Central Board of Direct Taxes (Income Tax)	0.07	1.37	93.74	16.49	83.33	66.67	0.07	58.00	68.15	10.29	41.95
8	Department of Health & Family Welfare	21.53	6.64	35.67	34.93	75.22	66.35	0.00	12.00	53.77	7.03	39.82
9	Unique Identification Authority of India	0.07	132.97	78.13	63.55	33.33		0.00	11.00	57.45	14.32	65.35
10	Ministry of Road Transport and Highways	0.19	8.49	63.04	57.25	78.90	72.73	0.00	8.00	37.26	15.45	78.01
11	Department of Defence Finance	0.45	4.98	24.52	38.94	100.00	0.00	0.15	20.00	64.79	20.37	55.01
12	Department of Agriculture and Farmers Welfare	0.12	32.63	51.96	58.18	80.00	100.00	0.00	6.00	42.79	9.30	69.23
13	Department of Ex Servicemen Welfare	0.30	2.37	16.60	19.69	40.00	0.00	0.08	30.00	59.43	10.03	62.54
14	Ministry of Micro Small and Medium Enterprises	0.18	20.29	26.81	73.35	75.00	50.00	0.00	5.00	38.50	7.48	81.49

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
15	Department of Higher Education	15.47	6.26	61.89	41.58	70.18	45.45	0.00	16.00	49.37	15.89	52.25
16	Ministry of Housing and Urban Affairs	0.47	1.67	27.67	18.55	57.14	31.25	0.00	21.00	50.34	14.26	24.81
17	Department of Financial Services (Insurance Division)	10.47	8.32	93.01	66.82	88.46	100.00	0.00	10.00	44.56	27.36	50.36
18	Department of Consumer Affairs	6.11	56.48	47.50	47.74	73.47	82.93	0.00	13.00	46.68	18.31	84.54
19	Department of School Education and Literacy	0.56	11.06	60.00	40.53	66.67	58.33	0.00	14.00	41.78	18.67	48.47
20	Ministry of External Affairs	8.29	4.23	18.95	54.59	32.69	100.00	0.00	11.00	63.25	17.73	43.37
21	Ministry of Petroleum and Natural Gas	7.66	3.31	56.48	38.74	48.28	60.10	0.00	22.00	67.65	16.92	51.25
22	Department of Personnel and Training	0.94	14.52	59.68	33.57	72.73	45.45	0.00	11.00	34.00	7.88	44.72
23	Department of Food and Public Distribution	2.58	5.83	27.03	58.25	75.00	72.62	0.00	2.00	28.57	2.99	29.00
24	Ministry of Panchayati Raj	0.00	1.38	17.71	24.67	59.26	28.57	0.00	10.00	34.76	11.80	39.72
25	Department of Defence	0.49	1.65	56.17	60.24	90.91	84.62	0.00	9.00	41.81	0.00	
26	Department of Rural Development	0.00	0.16	3.50	16.37	80.00	40.58	0.00	31.00	29.41	19.44	52.78
27	Ministry of Electronics & Information Technology	0.74	8.18	24.85	72.23	75.00	66.67	0.00	6.00	56.60	7.29	62.42
28	Ministry of Skill Development and Entrepreneurship	0.08	19.37	44.78	69.68	100.00	0.00	0.00	6.00	28.21	7.97	62.11
29	Ministry of Corporate Affairs	18.29	13.67	72.34	60.27	65.52	63.33	0.00	11.00	32.49	24.06	51.39
30	Staff Selection Commission	23.96	44.67	74.07	16.34	62.50	100.00	0.00	28.00	70.34	14.05	66.31
31	Department of Justice	22.93	98.73	81.82	42.45	79.21	88.24	0.00	6.00	22.22	2.01	90.48
32	Central Board of Indirect Taxes and Customs	0.47	1.95	99.82	68.39	100.00	78.95	0.00	10.00	63.35	9.27	76.40
33	Department of Social Justice and Empowerment	0.50	12.58	68.35	64.42	63.16	88.89	0.00	5.00	46.07	11.24	46.27
34	Ministry of Drinking Water and Sanitation	0.33	2.53	26.94	49.05	83.33		0.00	14.00	48.04	20.19	64.23
35	Department of Revenue	0.80	18.15	97.92	59.59	92.86	80.00	0.00	8.00	31.00	8.08	98.98

#	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
36	Ministry of Women and Child Development	6.56	23.09	60.00	48.83	75.51	50.00	0.00	12.00	34.22	21.29	75.93
37	Ministry of Environment, Forest and Climate Change	17.99	4.89	46.48	60.69	80.00	100.00	0.00	9.00	30.49	9.52	77.50
38	Department of Land Resources	0.00	76.75	87.50	40.27	90.00		0.00	4.00	0.00	0.50	100.00
39	Ministry of Power	0.33	1.71	72.52	67.44	100.00	75.00	0.00	3.00	39.29	4.89	86.96
40	Ministry of Cooperation	19.80	28.62	47.62	91.94	100.00	97.78	0.00	7.00	24.60	25.29	98.05
41	Ministry of Civil Aviation	0.41	1.39	38.53	51.34	90.00	90.00	0.00	27.00	48.59	18.76	28.95
42	Department of Commerce	34.66	4.58	41.41	43.96	71.43	52.38	0.00	9.00	51.52	2.85	44.44
43	Department of Military Affairs	0.22	0.50	52.88	43.75	72.73	70.00	0.00	14.00	43.88	25.23	83.46
44	Department of Financial Services (Pension Reforms)	45.66	87.60	40.00	75.00	0.00		0.00	4.00	50.00	7.03	96.65
45	Ministry of Information and Broadcasting	1.61	3.68	41.53	58.93	72.41	55.56	0.00	12.00	45.71	11.00	58.14
46	Department of Legal Affairs	1.65	22.37	21.05	8.59	74.07	0.00	5.26	10.00	46.67	0.00	
47	Ministry of Coal	0.47	0.69	20.16	50.48	66.67	50.00	0.16	16.00	34.40	0.00	
48	Department of Empowerment of Persons with Disabilities	5.61	14.14	82.76	46.81	57.14	100.00	0.00	11.00	55.97	17.20	0.00
49	NITI Aayog	0.60	5.09	7.58	61.90	91.67		0.00	1.00	40.00	0.60	66.67
50	Ministry of Culture	1.33	1.86	46.30	64.40	40.00	100.00	0.00	12.00	50.00	19.27	83.95
51	Department of Economic Affairs ACC Division	11.64	5.21	28.57	12.55	56.25	42.86	0.00	33.00	11.11	4.84	69.23
52	Ministry of Water Resources, River Development & Ganga Rejuvenation	21.71	1.80	40.38	19.22	50.00	80.00	0.00	18.00	48.48	6.83	31.43
53	Ministry of New and Renewable Energy	0.00	6.35	39.53	39.08	50.00		0.00	13.00	42.50	21.36	63.21
54	Ministry of Tourism	10.90	3.91	36.76	79.92	66.67	100.00	0.00	5.00	33.33	17.47	24.17
55	Department for Promotion of Industry and Internal Trade	15.42	2.67	31.11	42.41	57.14	0.00	0.00	14.00	55.81	8.86	46.88

#	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
56	Department of Animal Husbandry, Dairying	13.49	6.32	20.59	9.64	47.37	0.00	0.00	16.00	42.86	3.11	3.57
57	Ministry of Ayush	2.93	4.46	67.39	77.33	50.00	100.00	0.00	5.00	43.10	17.89	63.89
58	Ministry of Tribal Affairs	0.00	2.29	32.14	80.25	85.71		0.00	4.00	51.16	15.12	80.00
59	Department of Heavy Industry	8.94	2.84	39.68	91.95	66.67	100.00	0.00	4.00	42.37	25.81	67.86
60	Department of Science and Technology	1.18	1.65	46.60	26.45	66.67	75.00	0.00	11.00	70.59	8.21	39.13
61	Ministry of Minority Affairs	0.00	2.75	56.67	25.61	80.00	100.00	0.00	40.00	35.00	25.71	41.49
62	Department of Defence Production	0.00	0.69	29.87	22.13	40.00	75.00	0.00	22.00	38.46	19.33	14.68
63	Department of Expenditure	25.87	2.80	43.14	28.57	100.00		0.00	14.00	47.62	8.47	60.42
64	Ministry of Shipping	19.26	1.90	69.01	44.05	75.00	71.43	0.00	23.00	48.28	10.85	37.14
65	Department of Sports	0.00	2.70	52.00	41.92	100.00	0.00	0.00	15.00	28.21	14.96	90.00
66	Ministry of Mines	20.49	2.71	75.56	41.46	80.00	66.67	0.00	5.00	30.00	7.92	36.84
67	Department of Atomic Energy	0.00	1.66	69.01	43.85	25.00	50.00	0.00	11.00	52.17	27.17	55.88
68	Ministry of Parliamentary Affairs	0.00	6.50	100.00	93.55	100.00		6.25	1.00		0.94	100.00
69	O/o the Comptroller & Auditor General of India	0.00	0.78	56.82	46.92	0.00	0.00	0.00	16.00	42.86	18.18	56.86
70	Department of Pharmaceuticals	9.80	4.43	56.52	70.97	100.00	100.00	0.00	10.00	52.63	5.88	42.65
71	Department of Agriculture Research and Education	0.00	0.39	16.73	6.63	0.00	0.00	0.00	46.00	64.71	7.28	25.00
72	Ministry of Steel	1.96	1.16	35.23	46.10		100.00	0.00	15.00	38.24	27.37	47.54
73	Department of Investment & Public Asset Management	61.39	12.63	62.50	60.34	100.00	50.00	0.00	7.00	0.00	0.99	0.00
74	Department of Health Research	24.71	0.60	10.64	35.53	75.00		0.00	10.00	10.00	22.54	66.67
75	Department of Scientific & Industrial Research	0.00	0.77	35.85	18.18		50.00	0.00	23.00	28.57	18.00	0.00
76	Ministry of Textiles	1.23	1.31	40.32	61.95		100.00	0.00	13.00	26.09	25.30	66.67
77	Legislative Department	0.00	2.14	45.71	57.78	83.33		0.00	9.00	33.33	4.40	0.00

#	M/D	Adequacy of Categorization	Ratio of GROs vis-à-vis Grievances	% of Active GROs	% of Grievances Resolution within Timeline with ATRs	% of Disposal of Complaints Labelled as "Urgent"	% of Resolution of Corruption Grievances	% Pendency with GROs	Average Disposal Time	% of Resolution with "Satisfied" Remarks	% of Appeals Filed	% of Appeals Redressed
78	Department of Youth Affairs	0.00	3.37	73.68	14.12	100.00	0.00	0.00	30.00	20.00	8.77	35.71
79	Department of Fertilizers	14.75	1.65	51.35	48.33	100.00	61.54	0.00	16.00	33.33	12.96	62.50
80	Ministry of Food Processing Industries	48.33	1.88	31.25	52.27	0.00		0.00	9.00	36.36	5.36	0.00
81	Department of Public Enterprises	1.79	5.09	27.27	31.82	81.82	100.00	0.00	6.00	33.33	0.00	0.00
82	Department of Defence Research and Development	0.00	0.57	9.18	36.08	80.00	100.00	0.00	26.00	25.00	10.94	73.91
83	Department of Chemicals and Petrochemicals	1.89	4.42	33.33	57.14	50.00		0.00	2.00	16.67	6.52	0.00
84	Department of Fisheries	34.00	3.57	50.00	60.00			0.00	10.00	33.33	14.00	33.33
85	Department of Space	20.51	1.86	66.67	9.68	66.67	0.00	0.00	26.00	55.56	21.43	0.00
86	Department of Bio Technology	3.03	0.29	15.79	7.84	0.00		0.00	50.00	100.00	5.56	0.00
87	Department of Official Language	18.52	1.80	46.67	42.86			0.00	6.00	40.00	8.00	83.33
88	Ministry of Statistics and Programme Implementation	22.73	0.26	31.76	13.33	0.00	100.00	0.00	46.00	37.50	0.00	100.00
89	Ministry of Earth Sciences	27.78	0.62	17.24	29.17	75.00	100.00	0.00	20.00	33.33	15.00	50.00
90	Ministry of Development of North Eastern Region	0.00	0.63	12.50	83.33			0.00	3.00	0.00	10.00	0.00

Legends for Colour Code:

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



Department of Administrative Reforms and Public Grievances

Government of India

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