

S. No	Indicator to be monitored by DARPG (Min/Dept wise)	Previous Month (November 2024)	Current Month (December 2024)	Year To Date (1st January 2024 to 31st December 2024)	Year To Date (Previous Year) (1st January 2023 to 31st December 2023)
1	CPGRAMS				
1a	Opening Balance of grievances	54389	54208	71303	72291
1b	Number of grievances filed	103259	117061	2058502	1384222
1c	Number of grievances redressed	104167	113131	2071667	1385997
1d	Number of grievances pending [(1a+1b)-1c]	53481	58138	58138	70516
1e	% of grievances disposed vis a vis total number of grievances filed [1c/(1a+1b)*100]	66.08%	66.05%	97.27%	95.16%
1f	Average time taken to resolve grievances vis a vis prescribed timeline	13 Days (1st January 2024 to 30th November 2024)	13 Days (1st January 2024 to 31st December 2024)	13 Days (1st January 2024 to 31st December 2024)	19 Days (1st January 2023 to 31st December 2023)
1g	Opening Balance of grievance appeals	23231	22107	20935	25228
1h	Number of appeals filed	16411	20166	226697	241027
1i	Number of appeals redressed	17535	18202	223561	245414
1j	Number of appeals pending [(1g+1h)-1i]	22107	24071	24071	20841
1k	% of appeals filed [(1g+1h)/1c*100]	38.06%	37.36%	11.95%	19.21%
1l	% of appeals disposed [1i/(1g+1h)*100]	44.23%	43.05%	90.27%	92.17%
1m	Average time taken to dispose appeals	31 Days (1st January 2024 to 30th November 2024)	33 Days (1st January 2024 to 31st December 2024)	33 Days (1st January 2024 to 31st December 2024)	37 Days (1st January 2023 to 31st December 2023)
1n	Poorest performing 5 Ministries / Departments on Grievance Redressal & Assessment Ind	<p>Group A (Total 35 M/D) (Registered Grievances more than equal to 500)</p> <p>31) Department of Consumer Affairs (GRAI Score- 0.568) 32) Department of Rural Development (GRAI Score- 0.565) 33) Ministry of Corporate Affairs (GRAI Score- 0.565) 34) Central Board of Direct Taxes (Income Tax) (GRAI Score- 0.559) 35) Department of Defence Finance (GRAI Score- 0.549)</p> <p>Group B (Total 55 M/D) (Registered Grievances less than 500)</p> <p>51) O/o the Comptroller & Auditor General of India (GRAI Score- 0.468) 52) Department of Scientific & Industrial Research (GRAI Score- 0.445) 53) Department of Defence Production (GRAI Score- 0.442) 54) Department of Health Research (GRAI Score- 0.435) 55) Legislative Department (GRAI Score- 0.393)</p>		<p>GRAI 2024 (1st January 2024 to 31st December 2024)</p> <p>Group A (Total 28 M/D) (M&D with registered grievances > 10000)</p> <p>24) Department of Defence Finance (GRAI Score - 0.059) 25) Ministry of External Affairs (GRAI Score - 0.059) 26) Department of Justice (GRAI Score - 0.052) 27) Department of Ex Servicemen Welfare (GRAI Score - 0.047) 28) Department of Rural Development (GRAI Score - 0.036)</p> <p>Group B (Total 33 M/D) (M&D with registered grievances 2000 to 9999)</p> <p>29) Department of Economic Affairs ACC (GRAI Score - 0.056) 30) Ministry of Power (GRAI Score - 0.052) 31) Department of Commerce (GRAI Score - 0.050) 32) Department of Financial Services (Pen sion Reforms) (GRAI Score - 0.046) 33) Ministry of Drinking Water and Sanitation (GRAI Score - 0.040)</p> <p>Group C (Total 29 M/D) (M&D with registered grievances <2000)</p> <p>25) Department of Health Research (GRAI Score - 0.047) 26) Ministry of Development of North Eastern (GRAI Score - 0.038) 27) Department of Defence Research and De velopment (GRAI Score - 0.037) 28) Department of Animal Husbandry, Dairying (GRAI Score - 0.029) 29) Department of Economic Affairs ACC Division (GRAI Score - 0.056)</p>	<p>GRAI 2023 (1st January 2023 to 31st December 2023)</p> <p>Group A (Total 28 M/D) (M&D with registered grievances > 10000)</p> <p>24) Central Board of Direct Taxes (Income Tax) (GRAI Score- 0.607) 25) Department of Defence Finance (GRAI Score- 0.601) 26) Department of Ex Servicemen Welfare (GRAI Score- 0.600) 27) Department of Rural Development (GRAI Score- 0.577) 28) Department of School Education and Literacy (GRAI Score- 0.550)</p> <p>Group B (Total 33 M/D) (M&D with registered grievances 2000 to 9999)</p> <p>29) Ministry of Information and Broadcasting (GRAI Score- 0.613) 30) Ministry of Civil Aviation (GRAI Score- 0.611) 31) Department of Military Affairs (GRAI Score- 0.556) 32) Ministry of Culture (GRAI Score- 0.543) 33) Department of Economic Affairs ACC Division (GRAI Score- 0.534)</p> <p>Group C (Total 28 M/D) (M&D with registered grievances <2000)</p> <p>24) Ministry of Textiles (GRAI Score- 0.557) 25) Department of Atomic Energy (GRAI Score- 0.537) 26) Department of Heavy Industry (GRAI Score- 0.527) 27) Ministry of Statistics and Programme Implementation (GRAI Score- 0.487) 28) Department of Fertilizers (GRAI Score- 0.428)</p>