

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

RAJYA SABHA
UNSTARRED QUESTION NO.2993
(ANSWERED ON 13.08.2026)

PERFORMANCE OF CPGRAMS

2993. SHRI G.C. CHANDRASHEKHAR:

Will the **PRIME MINISTER** be pleased to state:

- (a) the Ministry-wise number of grievances received, disposed of and pending on the CPGRAMS portal during 2023-24 to 2025-26;
- (b) the Ministries where average disposal time exceeded prescribed timelines; and
- (c) whether Government has undertaken any independent citizen satisfaction survey?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)

- (a): The Ministry/Department wise details of grievances received, disposed of and pending on the CPGRAMS portal during FY 2023-24 to FY 2025-26 is enclosed at **Annexure-I**.
- (b): The Comprehensive Guidelines for Effective Redressal of Public Grievances issued on 23rd August 2024 advises the grievance redressal timelines of 21 days. The details of Ministry/Department wise average disposal time in the year 2025-26 are enclosed at **Annexure-II**.
- (c): To independently assess the citizen satisfaction on grievance resolution on CPGRAMS, a Feedback Call Centre is operational since July 2022.

Annexure-I**Central Ministry/Department wise progress report for FY 2023-24 (as on 05-08-2026)**

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Central Board of Direct Taxes (Income Tax)	13726	69638	71077	12287
Central Board of Indirect Taxes and Customs	483	13508	13839	152
Department for Promotion of Industry and Internal Trade	54	2497	2342	209
Department of Administrative Reforms and Public Grievances - PG Division	1065	6522	6458	1129
Department of Agriculture and Farmers Welfare	8323	123744	125329	6738
Department of Agriculture Research and Education	370	1345	1557	158
Department of Animal Husbandry, Dairying	60	1853	1754	159
Department of Atomic Energy	177	1323	1354	146
Department of Bio Technology	24	356	361	19
Department of Chemicals and Petrochemicals	72	474	537	9
Department of Commerce	219	4238	4218	239
Department of Consumer Affairs	862	17081	16976	967
Department of Defence	1147	15795	16226	716
Department of Defence Finance	1235	20999	19439	2795
Department of Defence Production	70	1959	1748	281
Department of Defence Research and Development	39	835	800	74
Department of Economic Affairs ACC Division	1231	3784	4336	679
Department of Empowerment of Persons with Disabilities	47	2957	2884	120
Department of Ex Servicemen Welfare	3379	41653	40983	4049
Department of Expenditure	89	2401	2398	92
Department of Fertilizers	59	532	486	105
Department of Financial Services (Banking Division)	6233	151770	150851	7152
Department of Financial Services (Insurance Division)	300	22932	22838	394
Department of Financial Services (Pension Reforms)	45	2872	2838	79
Department of Fisheries	18	478	464	32
Department of Food and Public Distribution	140	8423	8356	207
Department of Health & Family Welfare	2350	33774	32753	3371
Department of Health Research	41	1051	989	103
Department of Higher Education	1278	17080	17027	1331
Department of Investment & Public Asset Management	24	995	997	22

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Department of Justice	474	12729	12631	572
Department of Land Resources	18	3615	3590	43
Department of Legal Affairs	23	3783	3741	65
Department of Military Affairs	421	4691	4676	436
Department of Official Language	34	242	258	18
Department of Personnel and Training	3175	23385	25951	609
Department of Pharmaceuticals	64	974	996	42
Department of Posts	1933	58188	58928	1193
Department of Public Enterprises	0	569	555	14
Department of Revenue	2172	9710	11781	101
Department of Rural Development	1531	392552	371502	22581
Department of School Education and Literacy	1459	14474	13118	2815
Department of Science and Technology	118	1291	1338	71
Department of Scientific & Industrial Research	51	895	898	48
Department of Social Justice and Empowerment	275	8466	8477	264
Department of Space	60	547	553	54
Department of Sports	70	1122	1111	81
Department of Telecommunications	533	47810	47657	686
Department of Youth Affairs	75	779	770	84
Legislative Department	71	1226	1268	29
Ministry of Coal	161	3699	3713	147
Ministry of Ayush	91	2311	2361	41
Ministry of Civil Aviation	583	9089	9379	293
Ministry of Cooperation	352	30955	31196	111
Ministry of Corporate Affairs	772	25920	25990	702
Ministry of Culture	339	2774	2784	329
Ministry of Development of North Eastern Region	5	210	208	7
Ministry of Drinking Water and Sanitation	772	9943	7967	2748
Ministry of Earth Sciences	28	396	410	14
Ministry of Electronics & Information Technology	471	8431	8586	316
Ministry of Environment, Forest and Climate Change	188	5441	5389	240
Ministry of External Affairs	1070	19953	19432	1591
Ministry of Food Processing Industries	15	547	534	28
Ministry of Heavy Industries	41	1127	1080	88
Ministry of Home Affairs	1721	53179	53278	1622
Ministry of Housing and Urban Affairs	1141	47321	39017	9445
Ministry of Information and Broadcasting	431	3704	3794	341
Ministry of Labour and Employment	2318	161036	159343	4011

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Ministry of Micro Small and Medium Enterprises	82	2518	2446	154
Ministry of Mines	34	1075	1036	73
Ministry of Minority Affairs	140	2720	2580	280
Ministry of New and Renewable Energy	21	931	876	76
Ministry of Panchayati Raj	51	8283	8104	230
Ministry of Parliamentary Affairs	21	2934	2941	14
Ministry of Petroleum and Natural Gas	659	18924	17275	2308
Ministry of Power	185	4392	4354	223
Ministry of Railways (Railway Board)	2467	64542	64043	2966
Ministry of Road Transport and Highways	1254	22696	22891	1059
Ministry of Shipping	308	1669	1882	95
Ministry of Skill Development and Entrepreneurship	183	2313	2341	155
Ministry of Statistics and Programme Implementation	66	494	543	17
Ministry of Steel	50	1244	1210	84
Ministry of Textiles	67	983	906	144
Ministry of Tourism	101	2687	2665	123
Ministry of Tribal Affairs	169	2065	2140	94
Ministry of Water Resources, River Development & Ganga Rejuvenation	122	5251	5182	191
Ministry of Women and Child Development	301	6736	6656	381
NITI Aayog	20	4229	4195	54
O/o the Comptroller & Auditor General of India	132	5548	5457	223
Staff Selection Commission	1211	10542	11553	200
Unique Identification Authority of India	357	18870	18041	1186
Total	74217	1737599	1705792	106024

Central Ministry/Department wise progress report for FY 2024-25 (as on 05-08-2026)

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Central Board of Direct Taxes (Income Tax)	12287	63277	64906	10658
Central Board of Indirect Taxes and Customs	152	12671	12614	209
Department for Promotion of Industry and Internal Trade	209	2172	2267	114
Department of Administrative Reforms and Public Grievances - PG Division	1129	5041	5929	241
Department of Agriculture and Farmers Welfare	6738	86201	90278	2661
Department of Agriculture Research and Education	158	1613	1652	119
Department of Animal Husbandry, Dairying	159	1759	1729	189
Department of Atomic Energy	146	1740	1807	79
Department of Bio Technology	19	156	135	40
Department of Chemicals and Petrochemicals	9	361	363	7
Department of Commerce	239	4147	4230	156
Department of Consumer Affairs	967	17544	17527	984
Department of Defence	716	16674	16986	404
Department of Defence Finance	2795	28338	29970	1163
Department of Defence Production	281	1939	2091	129
Department of Defence Research and Development	74	739	775	38
Department of Economic Affairs ACC Division	679	3054	3377	356
Department of Empowerment of Persons with Disabilities	120	2924	2880	164
Department of Ex Servicemen Welfare	4049	47692	48362	3379
Department of Expenditure	92	1537	1521	108
Department of Fertilizers	105	430	512	23
Department of Financial Services (Banking Division)	7152	155225	156828	5549
Department of Financial Services (Insurance Division)	394	24084	24035	443
Department of Financial Services (Pension Reforms)	79	2951	2949	81
Department of Fisheries	32	364	381	15
Department of Food and Public Distribution	207	11215	11242	180
Department of Health & Family Welfare	3371	37681	38820	2232
Department of Health Research	103	813	876	40
Department of Higher Education	1331	19388	19526	1193
Department of Investment & Public Asset Management	22	800	800	22
Department of Justice	572	11229	11606	195

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Department of Land Resources	43	4246	4228	61
Department of Legal Affairs	65	3043	2924	184
Department of Military Affairs	436	4569	4678	327
Department of Official Language	18	206	217	7
Department of Personnel and Training	609	18009	17909	709
Department of Pharmaceuticals	42	1012	1006	48
Department of Posts	1193	53843	53785	1251
Department of Public Enterprises	14	565	574	5
Department of Revenue	101	8004	7996	109
Department of Rural Development	22581	354608	375928	1261
Department of School Education and Literacy	2815	14838	16684	969
Department of Science and Technology	71	1024	1032	63
Department of Scientific & Industrial Research	48	1192	1207	33
Department of Social Justice and Empowerment	264	7567	7569	262
Department of Space	54	550	577	27
Department of Sports	81	1099	1098	82
Department of Telecommunications	686	62961	63035	612
Department of Youth Affairs	84	633	644	73
Legislative Department	29	734	702	61
Ministry of Coal	147	4138	4078	207
Ministry of Ayush	41	1856	1868	29
Ministry of Civil Aviation	293	5744	5657	380
Ministry of Cooperation	111	4936	4861	186
Ministry of Corporate Affairs	702	13410	13680	432
Ministry of Culture	329	2433	2534	228
Ministry of Development of North Eastern Region	7	133	139	1
Ministry of Drinking Water and Sanitation	2748	9454	11869	333
Ministry of Earth Sciences	14	318	317	15
Ministry of Electronics & Information Technology	316	9328	9351	293
Ministry of Environment, Forest and Climate Change	240	6205	6166	279
Ministry of External Affairs	1591	15895	16575	911
Ministry of Food Processing Industries	28	427	437	18
Ministry of Heavy Industries	88	1324	1395	17
Ministry of Home Affairs	1622	55095	54999	1718
Ministry of Housing and Urban Affairs	9445	28546	36322	1669
Ministry of Information and Broadcasting	341	3951	4095	197
Ministry of Labour and Employment	4011	192160	189110	7061
Ministry of Micro Small and Medium Enterprises	154	15343	14866	631

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Ministry of Mines	73	1250	1277	46
Ministry of Minority Affairs	280	3201	3335	146
Ministry of New and Renewable Energy	76	2198	2172	102
Ministry of Panchayati Raj	230	9692	9781	141
Ministry of Parliamentary Affairs	14	1336	1344	6
Ministry of Petroleum and Natural Gas	2308	20343	20864	1787
Ministry of Power	223	5156	5192	187
Ministry of Railways (Railway Board)	2966	64381	64413	2934
Ministry of Road Transport and Highways	1059	27562	27504	1117
Ministry of Shipping	95	1259	1283	71
Ministry of Skill Development and Entrepreneurship	155	9129	8556	728
Ministry of Statistics and Programme Implementation	17	411	387	41
Ministry of Steel	84	1049	1065	68
Ministry of Textiles	144	847	962	29
Ministry of Tourism	123	2337	2392	68
Ministry of Tribal Affairs	94	3265	3311	48
Ministry of Water Resources, River Development & Ganga Rejuvenation	191	2870	2905	156
Ministry of Women and Child Development	381	7902	8042	241
NITI Aayog	54	3126	3132	48
O/o the Comptroller & Auditor General of India	223	1440	1583	80
Staff Selection Commission	200	5636	5056	780
Unique Identification Authority of India	1186	26097	25928	1355
Total	106024	1673645	1717570	62099

Central Ministry/Department wise progress report for FY 2025-26 (as on 05-08-2026)

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Central Board of Direct Taxes (Income Tax)	10658	67106	72906	4858
Central Board of Indirect Taxes and Customs	209	15359	15359	209
Department for Promotion of Industry and Internal Trade	114	2646	2620	140
Department of Administrative Reforms and Public Grievances - PG Division	241	4559	4432	368
Department of Agriculture and Farmers Welfare	2661	44825	46159	1327
Department of Agriculture Research and Education	119	1719	1756	82
Department of Animal Husbandry, Dairying	189	2952	3025	116
Department of Atomic Energy	79	1733	1763	49
Department of Bio Technology	40	285	318	7
Department of Chemicals and Petrochemicals	7	723	714	16
Department of Commerce	156	5097	5051	202
Department of Consumer Affairs	984	28561	28604	941
Department of Defence	404	20223	20265	362
Department of Defence Finance	1163	47927	45716	3374
Department of Defence Production	129	2130	2115	144
Department of Defence Research and Development	38	1069	1050	57
Department of Economic Affairs ACC Division	356	3260	3172	444
Department of Empowerment of Persons with Disabilities	164	4483	4488	159
Department of Ex Servicemen Welfare	3379	27452	29749	1082
Department of Expenditure	108	2306	2236	178
Department of Fertilizers	23	780	779	24
Department of Financial Services (Banking Division)	5549	221029	223667	2911
Department of Financial Services (Insurance Division)	443	32852	33212	83
Department of Financial Services (Pension Reforms)	81	4694	4675	100
Department of Fisheries	15	646	644	17
Department of Food and Public Distribution	180	18942	16300	2822
Department of Health & Family Welfare	2232	58436	58492	2176
Department of Health Research	40	1164	1159	45
Department of Higher Education	1193	31158	30462	1889
Department of Investment & Public Asset Management	22	966	901	87
Department of Justice	195	13047	13114	128
Department of Land Resources	61	8064	8027	98

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Department of Legal Affairs	184	4919	5050	53
Department of Military Affairs	327	11948	10993	1282
Department of Official Language	7	301	306	2
Department of Personnel and Training	709	25869	25726	852
Department of Pharmaceuticals	48	1242	1235	55
Department of Posts	1251	72215	72048	1418
Department of Public Enterprises	5	826	769	62
Department of Revenue	109	11920	11600	429
Department of Rural Development	1261	19162	19269	1154
Department of School Education and Literacy	969	22104	21885	1188
Department of Science and Technology	63	1810	1782	91
Department of Scientific & Industrial Research	33	1031	1021	43
Department of Social Justice and Empowerment	262	11083	11052	293
Department of Space	27	502	485	44
Department of Sports	82	1722	1701	103
Department of Telecommunications	612	98068	97951	729
Department of Youth Affairs	73	793	792	74
Legislative Department	61	1514	1519	56
Ministry of Coal	207	5143	5219	131
Ministry of Ayush	29	3785	3728	86
Ministry of Civil Aviation	380	8150	8169	361
Ministry of Cooperation	186	6781	6126	841
Ministry of Corporate Affairs	432	15081	14769	744
Ministry of Culture	228	3843	3938	133
Ministry of Development of North Eastern Region	1	147	148	0
Ministry of Drinking Water and Sanitation	333	12513	12184	662
Ministry of Earth Sciences	15	357	362	10
Ministry of Electronics & Information Technology	293	15153	15125	321
Ministry of Environment, Forest and Climate Change	279	9470	9271	478
Ministry of External Affairs	911	23266	22972	1205
Ministry of Food Processing Industries	18	632	637	13
Ministry of Heavy Industries	17	2210	2200	27
Ministry of Home Affairs	1718	79613	77615	3716
Ministry of Housing and Urban Affairs	1669	34160	33652	2177
Ministry of Information and Broadcasting	197	5622	5654	165
Ministry of Labour and Employment	7061	284103	275703	15461
Ministry of Micro Small and Medium Enterprises	631	43700	43404	927
Ministry of Mines	46	1815	1797	64

Ministry/Department/Organization	Carry forward	Received	Disposed	Pending
Ministry of Minority Affairs	146	1985	2043	88
Ministry of New and Renewable Energy	102	2585	2550	137
Ministry of Panchayati Raj	141	19620	17304	2457
Ministry of Parliamentary Affairs	6	1862	1847	21
Ministry of Petroleum and Natural Gas	1787	35987	26664	11110
Ministry of Power	187	8227	8349	65
Ministry of Railways (Railway Board)	2934	82640	81286	4288
Ministry of Road Transport and Highways	1117	53888	53553	1452
Ministry of Shipping	71	1797	1782	86
Ministry of Skill Development and Entrepreneurship	728	15833	16313	248
Ministry of Statistics and Programme Implementation	41	417	419	39
Ministry of Steel	68	1419	1453	34
Ministry of Textiles	29	1119	1129	19
Ministry of Tourism	68	3272	3195	145
Ministry of Tribal Affairs	48	3150	3126	72
Ministry of Water Resources, River Development & Ganga Rejuvenation	156	4279	4208	227
Ministry of Women and Child Development	241	9778	9625	394
NITI Aayog	48	4496	4494	50
O/o the Comptroller & Auditor General of India	80	2781	2759	102
Staff Selection Commission	780	8510	9013	277
Unique Identification Authority of India	1355	51561	51024	1892
Total	62099	1833972	1812923	83148

Details of Ministry/Department wise average disposal time in the year 2025-26

Ministry/Department/Organization	Average disposal time (In Days)
Central Board of Direct Taxes (Income Tax)	47
Central Board of Indirect Taxes and Customs	8
Department for Promotion of Industry and Internal Trade	15
Department of Administrative Reforms and Public Grievances - PG Division	35
Department of Agriculture and Farmers Welfare	9
Department of Agriculture Research and Education	22
Department of Animal Husbandry, Dairying	20
Department of Atomic Energy	14
Department of Bio Technology	31
Department of Chemicals and Petrochemicals	6
Department of Commerce	19
Department of Consumer Affairs	11
Department of Defence	7
Department of Defence Finance	19
Department of Defence Production	18
Department of Defence Research and Development	23
Department of Economic Affairs ACC Division	46
Department of Empowerment of Persons with Disabilities	13
Department of Ex Servicemen Welfare	31
Department of Expenditure	22
Department of Fertilizers	10
Department of Financial Services (Banking Division)	9
Department of Financial Services (Insurance Division)	8
Department of Financial Services (Pension Reforms)	5
Department of Fisheries	9
Department of Food and Public Distribution	18
Department of Health & Family Welfare	13
Department of Health Research	11
Department of Higher Education	15
Department of Investment & Public Asset Management	7
Department of Justice	8
Department of Land Resources	3
Department of Legal Affairs	14
Department of Military Affairs	12
Department of Official Language	7
Department of Personnel and Training	11
Department of Pharmaceuticals	9

Ministry/Department/Organization	Average disposal time (In Days)
Department of Posts	7
Department of Public Enterprises	4
Department of Revenue	7
Department of Rural Development	20
Department of School Education and Literacy	16
Department of Science and Technology	17
Department of Scientific & Industrial Research	17
Department of Social Justice and Empowerment	7
Department of Space	22
Department of Sports	17
Department of Telecommunications	6
Department of Youth Affairs	29
Legislative Department	12
Ministry of Coal	13
Ministry of Ayush	5
Ministry of Civil Aviation	15
Ministry of Cooperation	9
Ministry of Corporate Affairs	12
Ministry of Culture	14
Ministry of Development of North Eastern Region	2
Ministry of Drinking Water and Sanitation	14
Ministry of Earth Sciences	15
Ministry of Electronics & Information Technology	7
Ministry of Environment, Forest and Climate Change	10
Ministry of External Affairs	17
Ministry of Food Processing Industries	11
Ministry of Heavy Industries	4
Ministry of Home Affairs	17
Ministry of Housing and Urban Affairs	20
Ministry of Information and Broadcasting	12
Ministry of Labour and Employment	15
Ministry of Micro Small and Medium Enterprises	9
Ministry of Mines	12
Ministry of Minority Affairs	31
Ministry of New and Renewable Energy	15
Ministry of Panchayati Raj	20
Ministry of Parliamentary Affairs	2
Ministry of Petroleum and Natural Gas	28
Ministry of Power	4
Ministry of Railways (Railway Board)	15
Ministry of Road Transport and Highways	9

Ministry/Department/Organization	Average disposal time (In Days)
Ministry of Shipping	13
Ministry of Skill Development and Entrepreneurship	11
Ministry of Statistics and Programme Implementation	18
Ministry of Steel	13
Ministry of Textiles	11
Ministry of Tourism	8
Ministry of Tribal Affairs	6
Ministry of Water Resources, River Development & Ganga Rejuvenation	15
Ministry of Women and Child Development	13
NITI Aayog	2
O/o the Comptroller & Auditor General of India	10
Staff Selection Commission	32
Unique Identification Authority of India	13