

Insurance Division, DFS Secures 2nd Rank in Group A Category Grievance Redressal Assessment & Index (GRAI) for May 2026

Banking Division, DFS ranks 6th in Group A category of the GRAI

प्रविष्टि तिथि: 09 JUL 2026 3:05PM by PIB Delhi

The Department of Financial Services (Banking and Insurance Divisions) has been receiving more than 2.50 lakh grievances annually. It has consistently figured among the top 10 Ministries/Departments in the Grievance Redressal Assessment & Index (GRAI) rankings since November 2025. For the month of May 2026, the Insurance Division secured the 2nd position in the Group A category (registering more than or equal to 500 grievances) in the GRAI rankings released by the Department of Administrative Reforms and Public Grievances. The Banking Division stood at the 6th position in the same category.

Since 7th January 2024, the Secretary, Department of Financial Services, has been personally reviewing 20 randomly selected grievances, with complainants participating directly alongside the Chairpersons, MDs, CEOs, and senior management of the concerned financial institutions. This initiative aims to improve customer trust and ensure meaningful resolution of grievances.

The Department of Financial Services has also conducted workshops on 'Effective Grievance Redressal Framework' with RBI, IRDAI, PFRDA, and all Public Sector Banks. These sessions focused on identifying the root causes of complaints and improving the quality of grievance resolution. They also encouraged institutions to address customer's concerns with professionalism, transparency, and empathy, thereby significantly strengthening public trust and improving service delivery. The Government aims to make governance more transparent, accountable, and citizen-centric.

SR/AD

(रिलीज़ आईडी: 2282804) आगंतुक पटल : 442

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Urdu , हिन्दी , Gujarati , Tamil , Telugu