

Insurance Division, DFS Secures 3rd Rank in Group A Category of Grievance Redressal Assessment & Index (GRAI) for June 2026

Banking Division, DFS Ranks 6th, DFS Continues Among Top 10 Ministries/Departments Since November 2025

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report for June 2026. It provides a detailed analysis of types and categories of public grievances and the nature of disposal.

As per the report, the Department of Financial Services (Insurance Division) stands at 3rd position, and the Department of Financial Services (Banking Division) stands at 6th position. Also, the DFS has been consistently ranked among the top 10 in the GRAI rankings amongst various Ministries/Departments since November 2025.

During the month of June 2026, the Department of Financial Services disposed of more than thirty thousand grievances. Also, the senior officials of Department of Financial Services are personally reviewing randomly selected grievances on a regular basis. Workshops on "Effective Grievance Redressal Mechanism" are also being held regularly.

Such workshops play an important role in strengthening grievance redressal mechanisms by promoting best practices. They improve coordination among stakeholders, leverage technology, and foster a customer-centric culture.

The Department has demonstrated sustained commitment to timely, transparent and effective resolution of public grievances, reflecting its focus on responsive and accountable public service delivery.

The achievement underscores DFS's continuous efforts to improve the quality of grievance handling through robust monitoring mechanisms, regular reviews, and close coordination with the BFSI sector.

SR/AD

(रिलीज आईडी: 2295460) आगंतुक पटल : 763

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