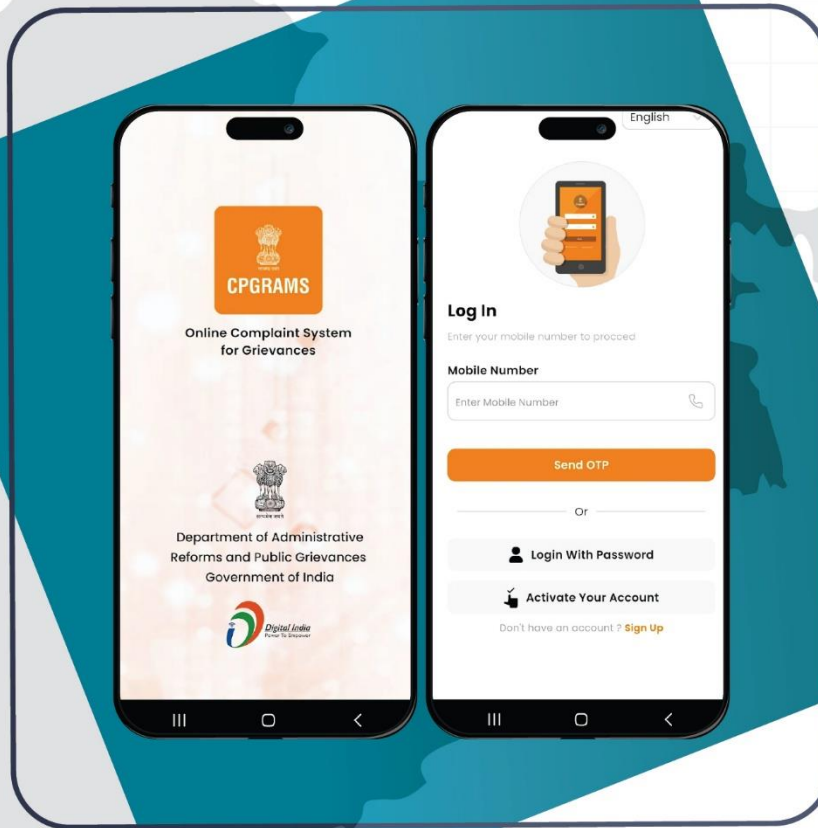




प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT States/UTs

JANUARY 2025

(Report Number 30)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

- In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26.12.2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30.1.2025 requesting to take senior level reviews of Public Grievances

1. General

- **56,214 new users** registered on the CPGRAMS Portal in January, 2025
- **5,863 grievances** were registered through **CSCs** on the CPGRAMS Portal in January, 2025
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 713 training courses have been completed, in which ~23,368 officers have been trained
- A monthly review meeting under the chairmanship of Secretary, DARPG, was held on 22nd January, 2025, with the Nodal Officers of all the States/UTs and DGs of ATIs

2. Status of Public Grievances on CPGRAMS

- In January, 2025, **61,465 PG cases** were received for the States/UTs and **58,586 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **67,193 PG cases** at the end of December, 2024 to **58,586 PG cases** at the end of January, 2025

3. Status of Pendency of Public Grievances on CPGRAMS

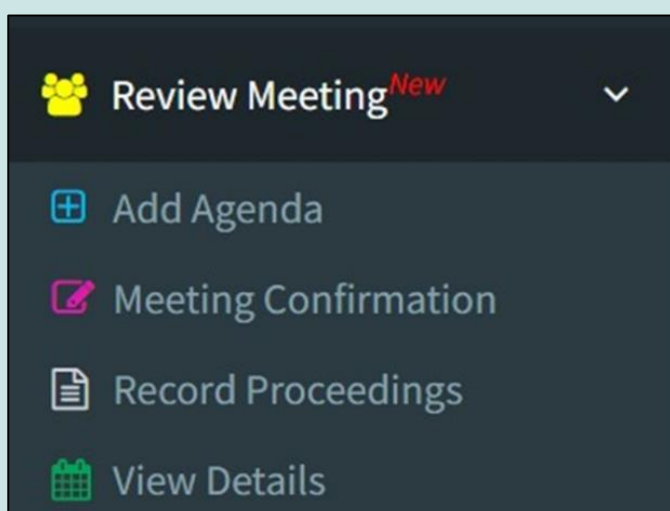
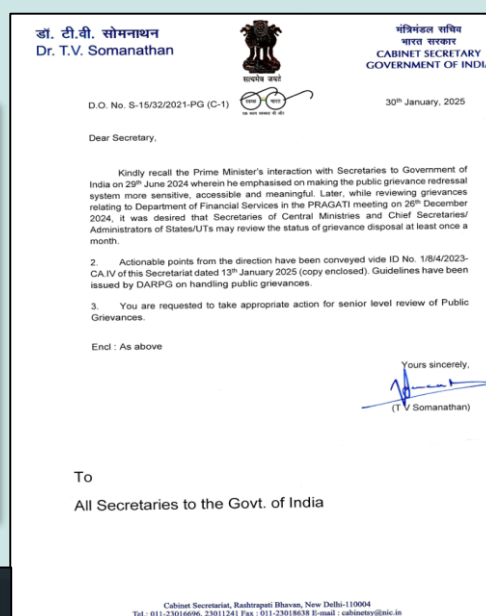
- **23 States/UTs** have more than 1000 pending grievances as on 31st January, 2025
- For States/UTs, as on 31st January, 2025, there exists a pendency of **1,88,408 PG cases**
- The pendency in the States/UTs has **increased** from **1,85,519 PG cases** at the end of December, 2024 to **1,88,408 PG cases** at the end of January, 2025

4. Feedback Call Centre

- The Feedback Call Centre collected **53,821 feedbacks** in January, 2025
- In January, 2025, **20,973 feedbacks** were collected for States/UTs by the Feedback Call Centre.

2. Review Module

- In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26.12.2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30.1.2025 requesting to take senior level reviews of Public Grievances
- In this regard, a separate module in CPGRAMS has been operationalized by DARPG and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025
- It is proposed to operationalise this to all States also.

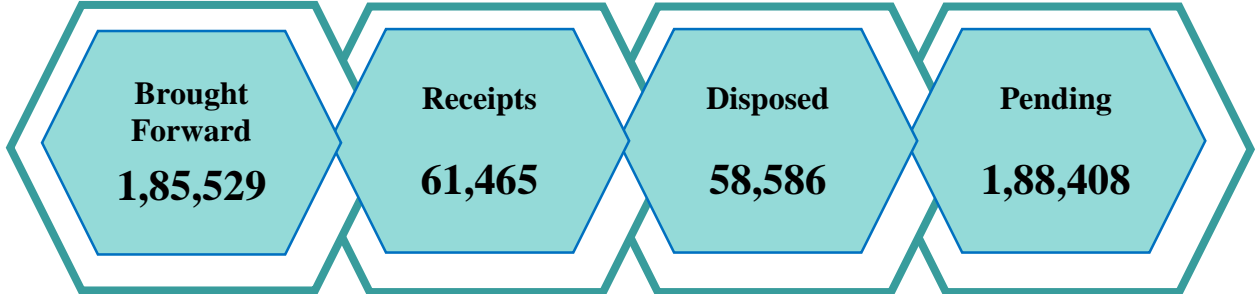


Note: It is required for all the Nodal officers to first set up the agenda and kindly upload their minutes post the review meetings on the Monitoring Portal.

The Nodal Officer will be able to record proceedings provided the officer has resolved the pending cases selected taken up for the review.

3. Review of Status of Grievances

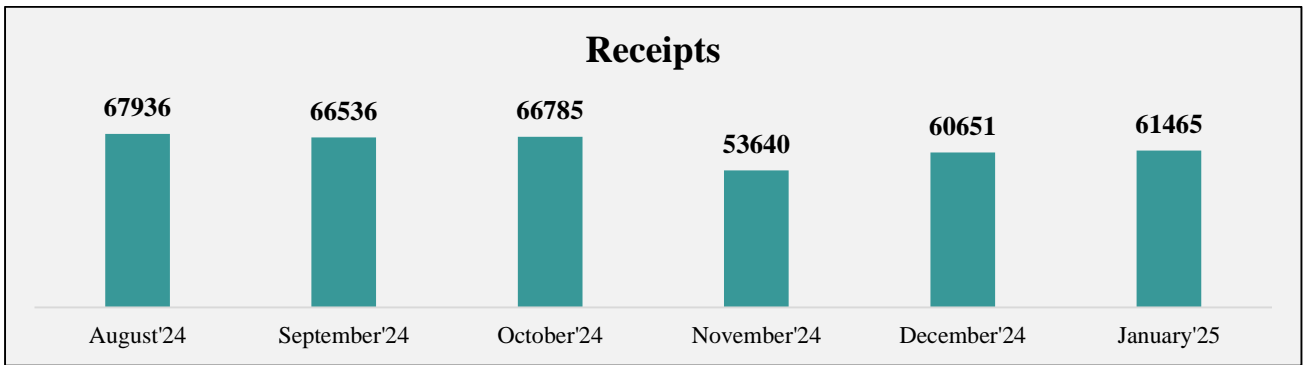
3.1 Overview



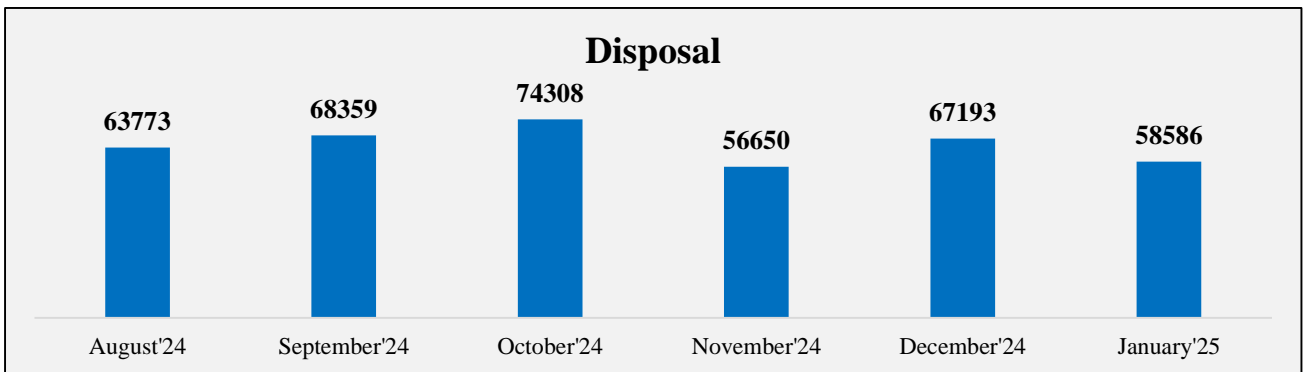
(Time Period: 01/01/2025 to 31/01/2025)

3.2 Month-wise Status of Grievances

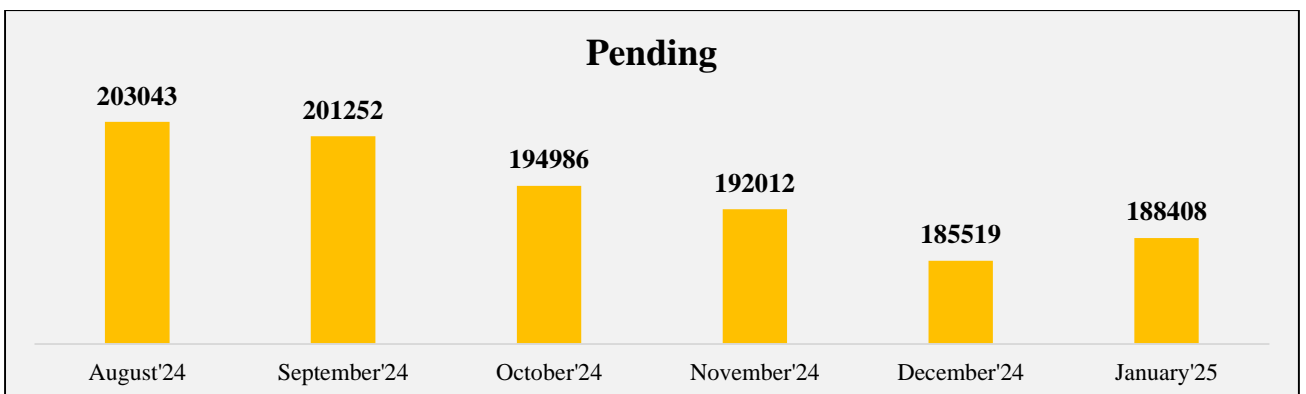
RECEIPTS



DISPOSED



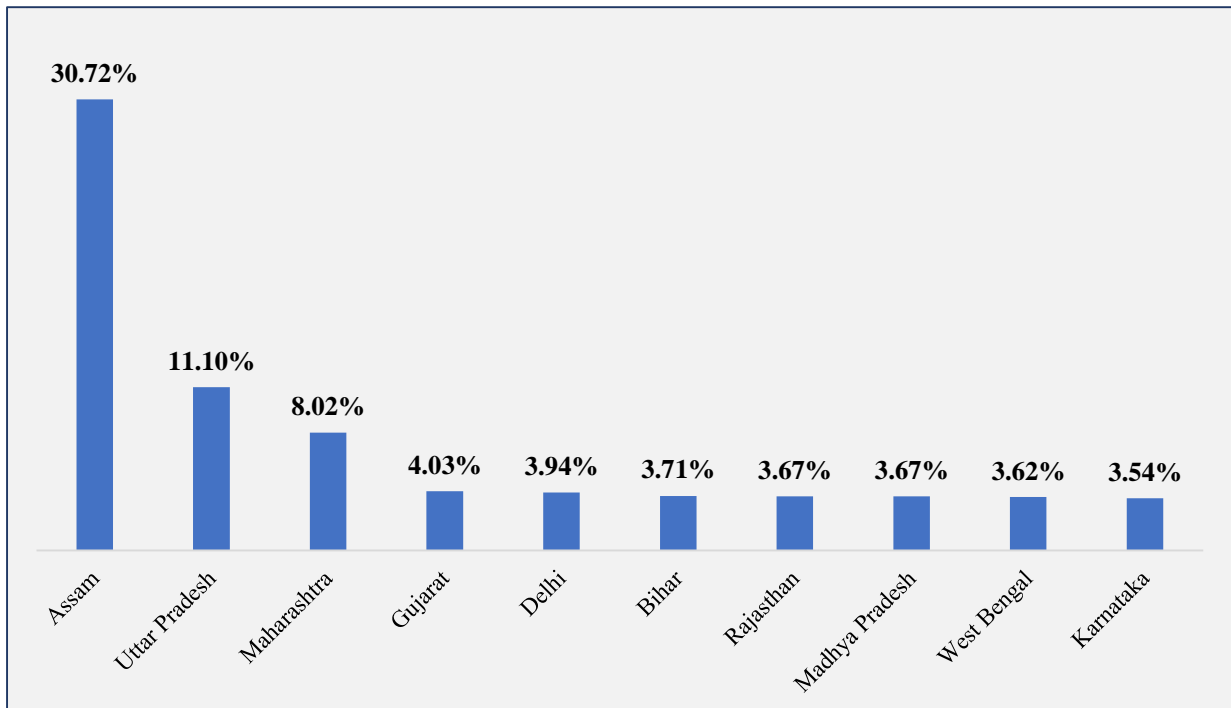
PENDING



- **User Registration on CPGRAMS in the Year 2024:**

S. No.	Month	Total New User Registration in 2024
1	January	49,543
2	February	50,109
3	March	1,62,135
4	April	53,134
5	May	49,486
6	June	64,367
7	July	79,848
8	August	90,684
9	September	50,393
10	October	50,940
11	November	39,999
12	December	56,490
TOTAL		7,97,128

Top 10 States/UTs from where new Users have been registered



Of the total new users registered in 2024, **30.72%** are from **Assam**, followed by **Uttar Pradesh (11.10%)** and **Maharashtra (8.02%)**

5. Outreach through Common Service Centres

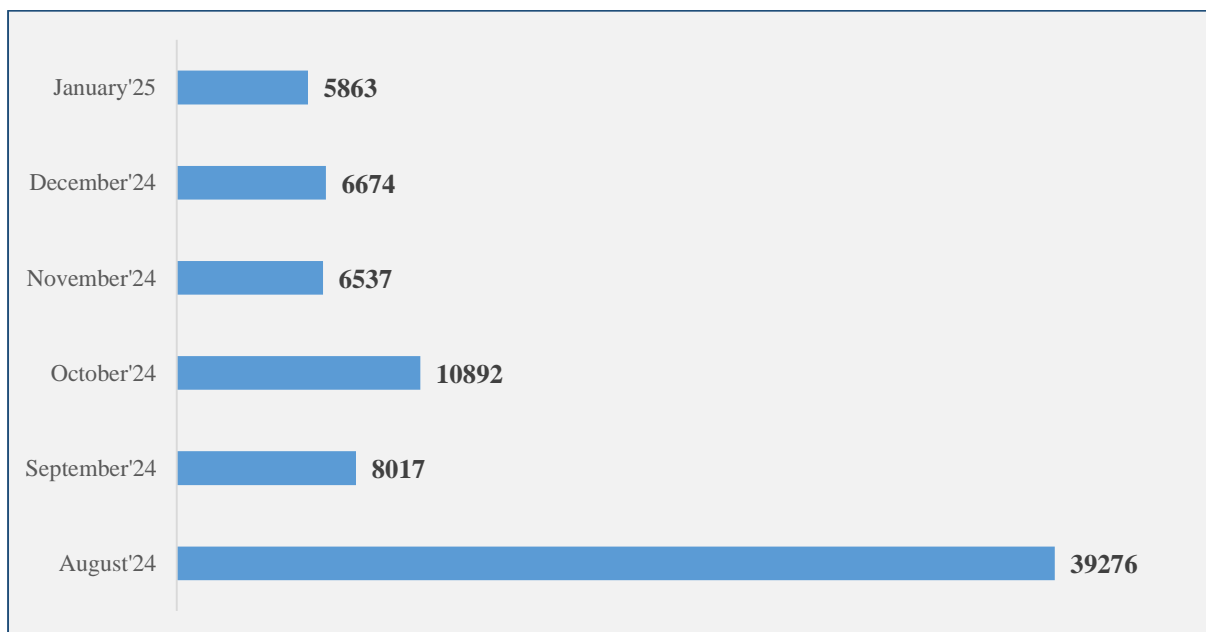
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/01/2025 to 31/01/2025)

From October, 2023, on 20th of every month, CSC-CPGRAMS Day is being organised where VLEs encourage citizens to register their grievances on the CPGRAMS portal.

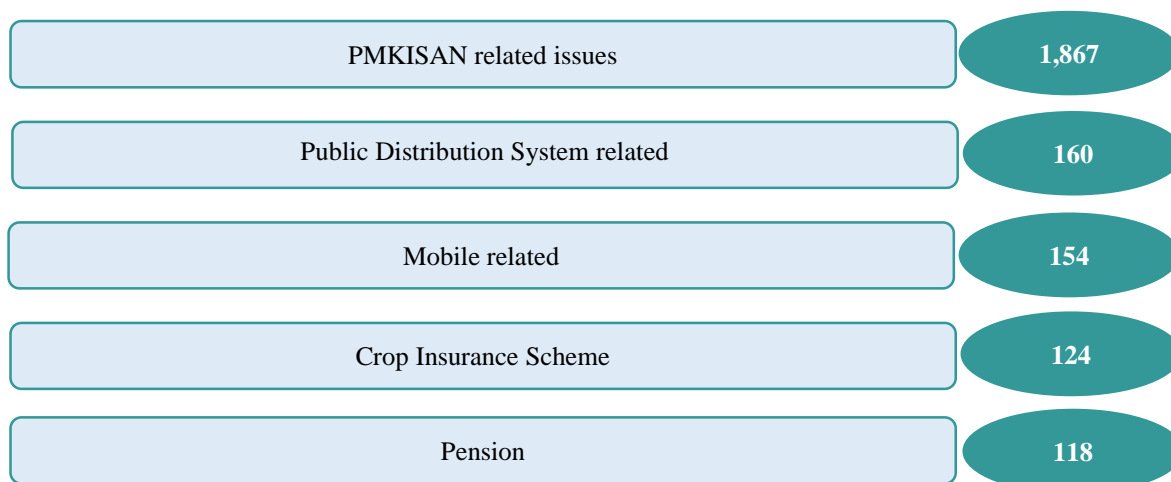
- **A total of 5,863 grievances have been registered through the Common Service Centres in the month of January, 2025**



- **State-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of State	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Uttar Pradesh	1725	PMKISAN related issues	521	30.20%
			Public Distribution System related	63	3.65%
2	Odisha	829	PMKISAN related issues	206	24.85%
			Crop Insurance Scheme	119	14.35%
3	Punjab	676	PMKISAN related issues	368	54.44%
			Mobile Related	76	11.24%
4	Jharkhand	359	PMKISAN related issues	239	66.57%
			Public Distribution System related	36	10.03%
5	Madhya Pradesh	261	PMKISAN related issues	33	12.64%
			Non Updation of Aadhar	20	7.66%
6	Bihar	246	PMKISAN related issues	42	17.07%
			Public Distribution System related	31	12.60%
7	West Bengal	238	PMKISAN related issues	50	21.01%
			LPG/LPG Agency related	39	16.39%
8	Assam	210	Pradhan Mantri Gram Sadak Yojana	39	18.57%
			BPL Division	28	13.33%
9	Maharashtra	164	PMKISAN related issues	53	32.32%
			Mobile Related	11	6.71%
10	Chhattisgarh	142	PMKISAN related issues	49	34.51%
			PF Withdrawal	17	11.97%

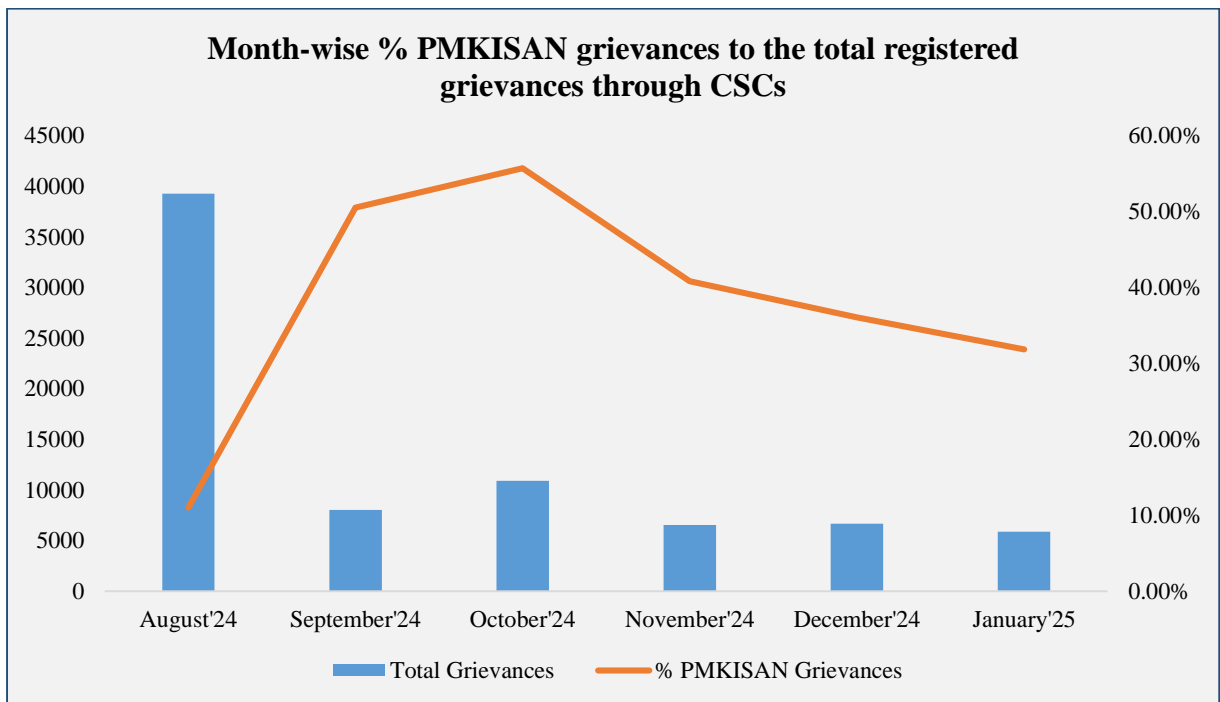
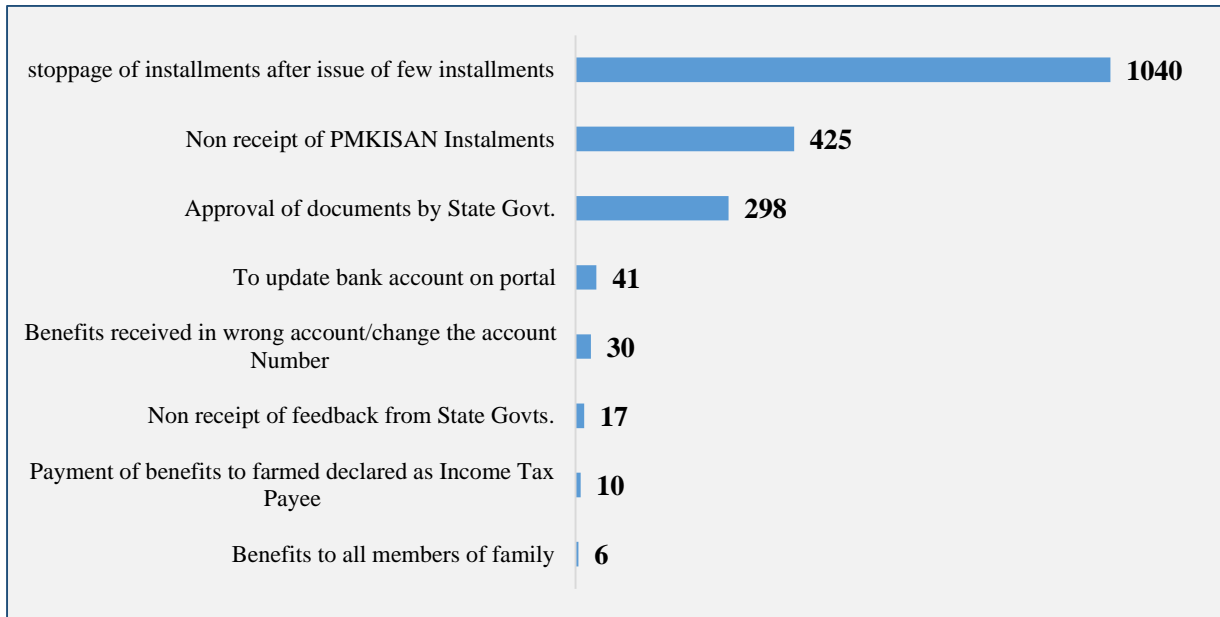
- **Top 5 categories for which the maximum grievances were registered through CSCs:**



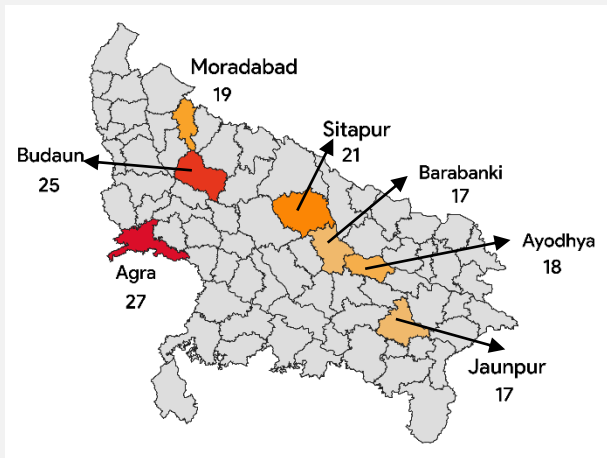
PM-KISAN Scheme related Grievances

A total of 1,867 grievances were registered for the PMKISAN scheme in the month of January, 2025, through CSCs.

- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in January, 2025:**



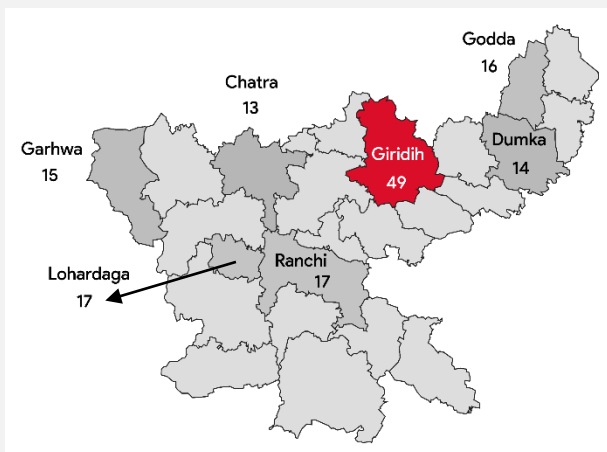
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in January, 2025:



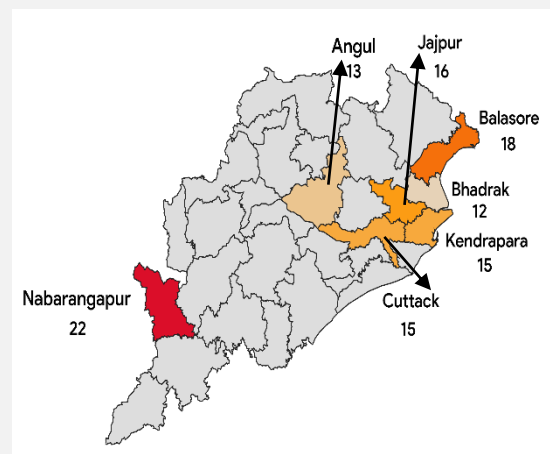
Uttar Pradesh



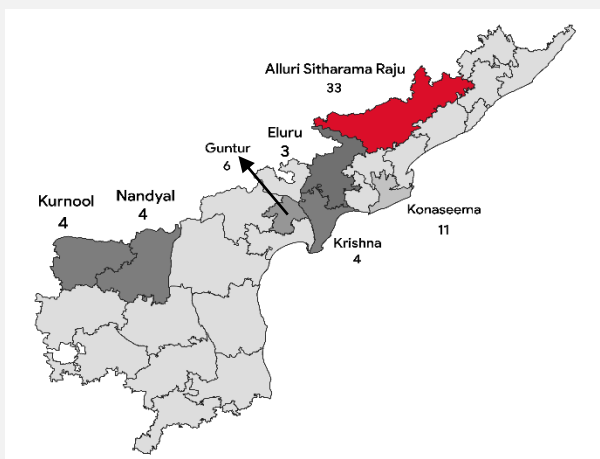
Punjab



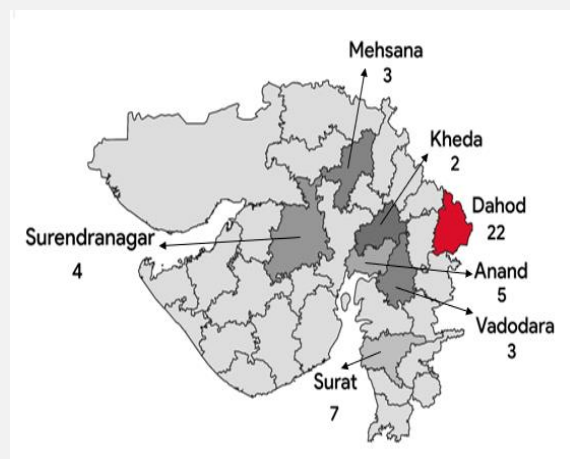
Jharkhand



Odisha



Andhra Pradesh



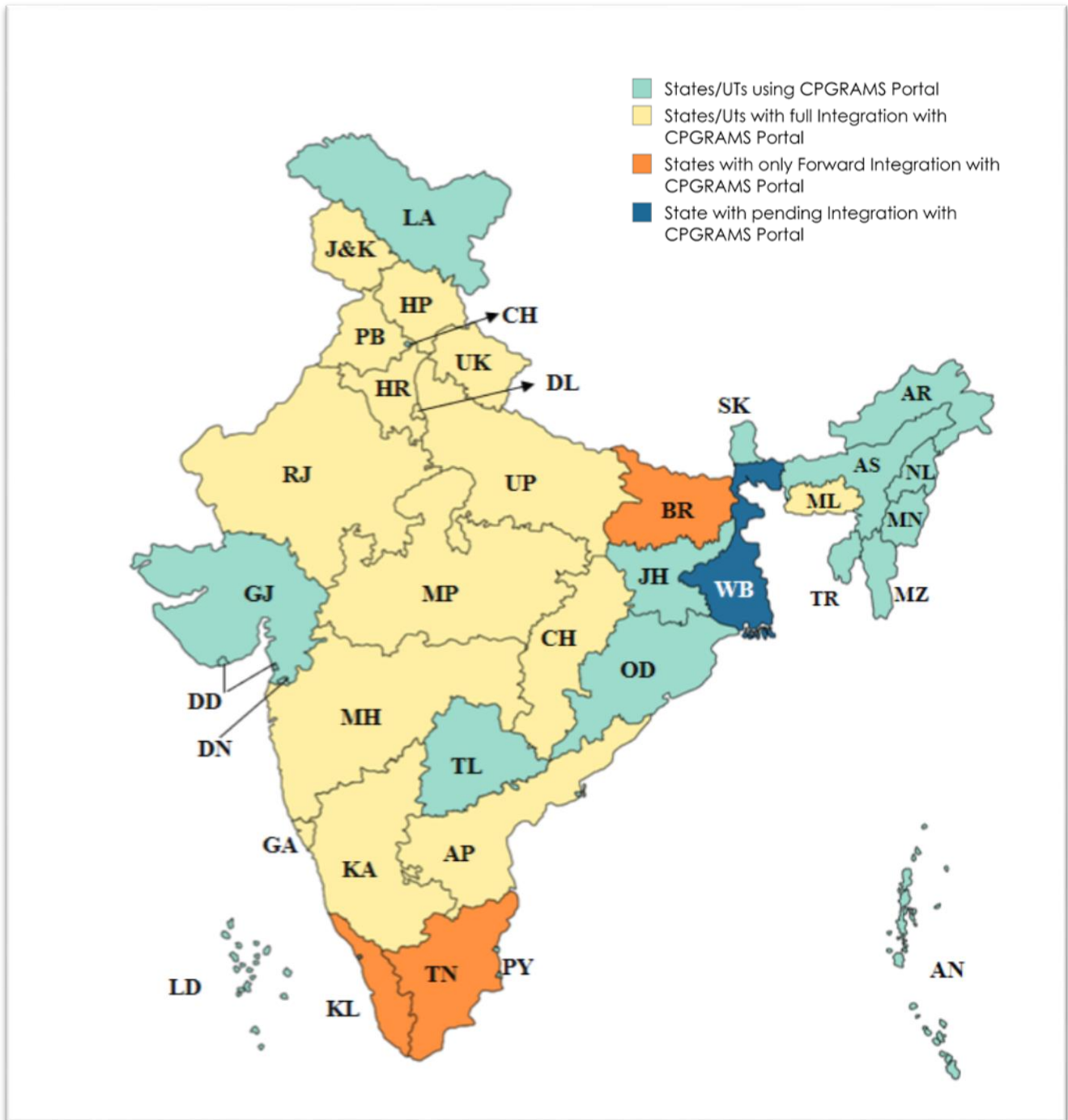
Gujarat

6. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in January, 2025
1	Uttar Pradesh	23,337
2	Gujarat	3,997
3	Maharashtra	3,519
5	Haryana	2,903
7	Rajasthan	2,675
10	Jharkhand	1,704
Note: 16 States/UTs have received more than 1000 grievances in January, 2025		
Disposal		
Rank	State/UT	Disposals in January, 2025
1	Uttar Pradesh	21,899
2	Maharashtra	5,138
3	Gujarat	3,727
4	Assam	3,062
9	NCT of Delhi	2,397
Note: 14 States/UTs have disposed more than 1000 grievances in January, 2025		
Pendency		
Rank	State/UT	Pendency in January, 2025
1	West Bengal	41,195
2	Odisha	18,974
3	Maharashtra	17,131
4	Uttar Pradesh	13,620
5	Haryana	11,053
10	Himachal Pradesh	5,813
Note:		
<ul style="list-style-type: none"> • 23 States have a pendency of more than 1000 grievances, as on 31st January, 2025 • Assam, Maharashtra and Jharkhand are the Top 3 States/UTs which have shown the maximum decrease in pendency from December, 2024 to January, 2025 		

7. Integration of State/UT Portals

Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of linking all the respective States/UTs grievance portals with CPGRAMS.



8. Sevottam Scheme

- In a major capacity-building effort, the Department of Administrative Reforms & Public Grievances implements the “**Sevottam Scheme**”, under which the Department Funds State ATIs/CTIs, for setting up of a Sevottam Training cell in the ATI for capacity building of grievance redressal officers of State Governments
- As per revised Guidelines of Sevottam Scheme issued by the Department on 3rd July, 2024, State ATIs would be provided financial assistance of Rs. 1500 per participant per day for conducting training programmes on Sevottam Model and Grievance Redressal
- In FY 2022-23, 19 ATIs were provided grants under Sevottam Scheme
- In FY 2023-24, 10 ATIs were provided grants under Sevottam Scheme

Financial Year 2024-25

- Proposals of 22 ATIs have been approved and first instalment, i.e. 25% of approved grant have been sanctioned.

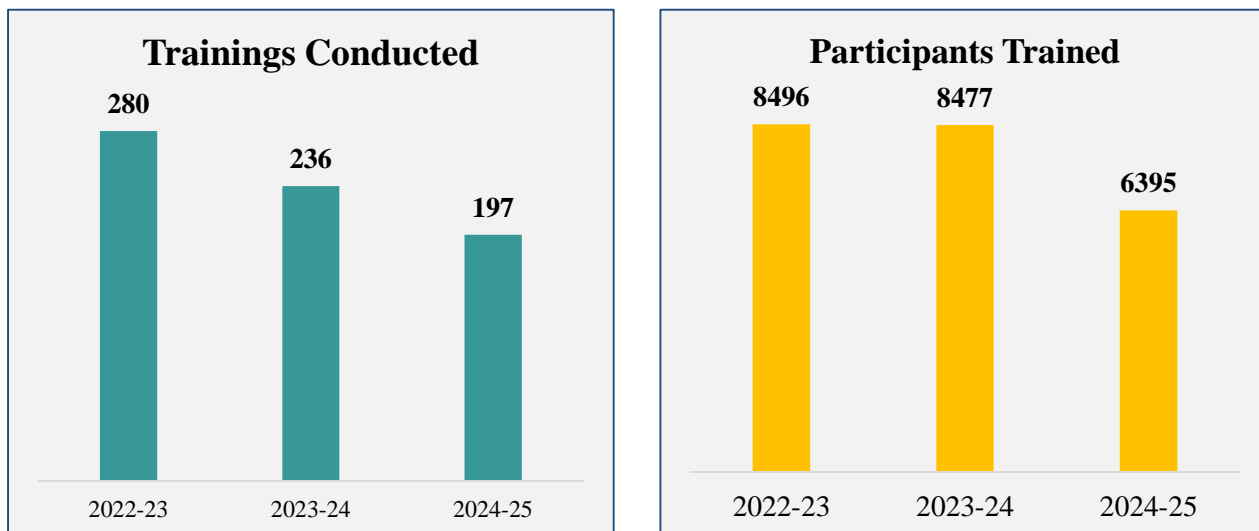
1. Kerala	9. Rajasthan	17. Gujarat
2. Arunachal Pradesh	10. Madhya Pradesh	18. Uttar Pradesh
3. Jammu & Kashmir	11. Andhra Pradesh	19. Himachal Pradesh
4. Assam	12. Telangana	20. Mizoram
5. Tamil Nadu	13. Goa	21. Manipur
6. Haryana	14. Delhi	22. Odisha
7. Punjab	15. Meghalaya	
8. Tripura	16. Jharkhand	

- 4 instalments of grant have been released to ATI Telangana, 3 instalments to ATI Haryana and Andhra Pradesh, 2 instalments to ATI Assam, Jharkhand, Punjab, Rajasthan, Tamil Nadu, Meghalaya and Himachal Pradesh.

All States/UTs are requested to submit the Utilization Certificate (UC) as soon as possible to enable DARPG to issue the next sanction

9. Sevottam Scheme Portal

Number of courses completed and officers trained in the last three Financial Years are as follows:



In the last three Financial Years (2022-23, 2023-24, 2024-25), **713 training courses** have been completed, in which **~23,368 officers** have been trained.

A brief recap of the courses shared by States in the Financial Year 2023-24 are as follows:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	48	1853	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	2	55	
3	Delhi	Delhi			4
4	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	24	571	
5	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	42	1210	
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	22	11

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	371	
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			17
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	7	186	6
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	9	563	
11	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	20	1051	
12	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	2	45	1
13	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh	20	760	
14	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	4	114	
15	Tamil Nadu	ANNA Administrative Staff College	23	877	
16	Telangana	Dr. MCR HRD Institute, Hyderabad	8	281	1
17	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala			20
18	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	10	518	1
Total			236	8477	61

A brief recap of the courses shared by States in the Financial Year 2024-25 are as follows:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	59	1840	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	9	305	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	3	69	
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	44	1632	1
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	10	180	
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	1		1
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			2
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	2	111	1
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	11	361	
10	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh	8	275	2
11	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	10	325	2
12	Tamil Nadu	ANNA Administrative Staff College	17	572	4
13	Telangana	Dr. MCR HRD Institute, Hyderabad	20	585	
14	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	140	
Total			197	6395	13

All State/UT ATIs are requested to kindly update the status of trainings conducted / participants trained and ongoing courses on Sevottam Scheme Portal [<https://ati.darpg.in.net/login/>]

10. Success Stories

Grievance of Smt. Indira Devi

Issuance of Certificate for single women

Smt. Indira Devi, a resident of Chudoli village, has lived alone for 15–16 years after being abandoned by her husband. Despite caring for her children alone, she was not receiving government benefits like Palanhar or pension. Following a request from the Sarpanch, the District Collector directed an investigation by the Village Development Officer and Patwari. Based on the findings, the Magistrate of Dhod issued a certificate of abandonment on the spot during the “Prashasan gaon Ki Ore” campaign. This enabled Smt. Indira Devi to receive immediate pension approval and access to other benefits for single women.

Grievance of Shri Prashant Sharma

Issuance of EWS Certificate

Shri Prashant Sharma stated that he had applied for an EWS certificate, however, his application was not processed. Despite addressing all objections and resubmitting the required documents, no action was taken, and the certificate remains unapproved. The complainant requested necessary action, following which the EWS certificate was issued to the applicant.

Grievance of Shri Deendayal Sharma

Disbursement of pending pension

The pension application of Shri Deendayal Sharma was initially rejected due to discrepancies in the submitted documents. Seeking to resolve the issue and have his pension approved, the complainant lodged a formal grievance. Upon contacting him over phone, he was requested to visit the Tehsil Office in Karauli with all necessary documents. After thorough verification at both the first and second levels, the discrepancies were resolved, and Shri Deendayal Sharma’s pension was successfully sanctioned.



Grievance of Smt. Sudesh Rani


Disbursement of pending pension under National & State Single Woman Pension Scheme

Smt. Sudesh Rani filed a grievance regarding delayed pension payments under the National and State Single Woman Pension Scheme. Despite her application being approved, pensions for July, August, and September 2024 had not been credited to her account via the DBT system, causing financial hardship. The authorities promptly acted on the grievance, verified the records, and disbursed the pending payments for July to October 2024 directly to her account under the DBT mechanism.

Grievance of Shri Sobaran Singh

Ration not provided to cardholders

Shri Sobaran Singh, village head of Digwar, Tehsil Pali, reported that the operator of a government ration shop, Shivcharan, refused to provide ration to cardholders, instead weighing sacks of sand after recording their fingerprints. Those who protested faced abuse and threats of false cases. Concerned villagers raised their grievances during Sampurna Samadhan Diwas. Their complaint prompted an investigation, which confirmed the misconduct and irregularities committed by the fair price sellers. With the District Magistrate's approval on 26th November 2024, an FIR was lodged against Shivcharan, Fair Price Seller. Further action is under process regarding which the complainant has also been informed.



11. News on AIR

[Download](#) Mobile Application for NewsOnAIR

The channels could also be accessed on radio having following frequencies:

FM Rainbow 102.6	1. National News <ul style="list-style-type: none">• Mid Break Morning News = 0800-0815 Hrs• Mid Break Evening News = 2045-2100 Hrs
FM Gold 100.1	2. 25 FM Rainbow & 4 FM Gold <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs
Vividh Bharati 106.4	3. 42 Vividh Bharati <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs 4. 88 LRS Stations <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs 5. Vividh Bharati (Udaipur) <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs 6. Spots with Champions Trophy will be scheduled once it commences.

AIR radio jingle on CPGRAMS commenced from 12.2.2025



Scan and Play

Annexures

Annexure 1: Performance of States

Annexure 1.1: Maximum Number of Receipts – January, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12182	23337	35519	21899	13620
2	Government of Gujarat	5309	3997	9306	3727	5579
3	Government of Maharashtra	18750	3519	22269	5138	17131
4	Government of Madhya Pradesh	3582	3338	6920	2864	4056
5	Government of Haryana	11052	2903	13955	2902	11053
6	Government of Bihar	7836	2683	10519	2612	7907
7	Government of Rajasthan	1391	2675	4066	2191	1875
8	Government of NCT of Delhi	5669	2450	8119	2397	5722
9	Government of Tamil Nadu	7898	1911	9809	1062	8747
10	Government of Jharkhand	5803	1704	7507	2449	5058

Annexure 1.2: Maximum Number of Disposals – January, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12182	23337	35519	21899	13620
2	Government of Maharashtra	18750	3519	22269	5138	17131
3	Government of Gujarat	5309	3997	9306	3727	5579
4	Government of Assam	4580	1294	5874	3062	2812
5	Government of Haryana	11052	2903	13955	2902	11053
6	Government of Madhya Pradesh	3582	3338	6920	2864	4056
7	Government of Bihar	7836	2683	10519	2612	7907
8	Government of Jharkhand	5803	1704	7507	2449	5058
9	Government of NCT of Delhi	5669	2450	8119	2397	5722
10	Government of Rajasthan	1391	2675	4066	2191	1875

Annexure 1.3: States/UTs with more than 1000 Pending Grievances – January, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39912	1285	41197	2	41195
2	Government of Odisha	18375	1499	19874	900	18974
3	Government of Maharashtra	18750	3519	22269	5138	17131
4	Government of Uttar Pradesh	12182	23337	35519	21899	13620
5	Government of Haryana	11052	2903	13955	2902	11053
6	Government of Tamil Nadu	7898	1911	9809	1062	8747
7	Government of Union Territory of Jammu and Kashmir	7344	764	8108	3	8105
8	Government of Bihar	7836	2683	10519	2612	7907
9	Government of Kerala	5775	539	6314	288	6026
10	Government of Himachal Pradesh	5713	274	5987	174	5813
11	Government of NCT of Delhi	5669	2450	8119	2397	5722
12	Government of Gujarat	5309	3997	9306	3727	5579
13	Government of Jharkhand	5803	1704	7507	2449	5058
14	Government of Andhra Pradesh	4047	1233	5280	471	4809
15	Government of Karnataka	5317	1296	6613	1924	4689
16	Government of Madhya Pradesh	3582	3338	6920	2864	4056
17	Government of Punjab	3114	1273	4387	1293	3094
18	Government of Assam	4580	1294	5874	3062	2812
19	Government of Uttarakhand	3030	918	3948	1209	2739
20	Government of Chattisgarh	2197	804	3001	522	2479
21	Government of Manipur	2285	33	2318	1	2317
22	Government of Rajasthan	1391	2675	4066	2191	1875
23	Government of Nagaland	1280	8	1288	0	1288

Annexure 1.4: Maximum Pendency Percentage (North-Eastern States) – January, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Nagaland	1280	8	1288	0	1288	-	100%
2	Government of Manipur	2285	33	2318	1	2317	8	100%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
3	Government of Mizoram	767	10	777	9	768	549	99%
4	Government of Meghalaya	467	29	496	34	462	322	93%
5	Government of Arunachal Pradesh	186	22	208	49	159	103	76%
6	Government of Sikkim	27	11	38	9	29	88	76%
7	Government of Tripura	53	107	160	69	91	28	57%
8	Government of Assam	4580	1294	5874	3062	2812	54	48%

Annexure 1.5: Top 10 States/UTs with grievances pending for more than 21 Days – January, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	39912	1285	41197	2	41195	40331
2	Government of Odisha	18375	1499	19874	900	18974	17949
3	Government of Maharashtra	18750	3519	22269	5138	17131	14780
4	Government of Haryana	11052	2903	13955	2902	11053	9413
5	Government of Tamil Nadu	7898	1911	9809	1062	8747	7647
6	Government of Union Territory of Jammu and Kashmir	7344	764	8108	3	8105	7562
7	Government of Bihar	7836	2683	10519	2612	7907	6100
8	Government of Kerala	5775	539	6314	288	6026	5831
9	Government of Himachal Pradesh	5713	274	5987	174	5813	5653
10	Government of NCT of Delhi	5669	2450	8119	2397	5722	4715

Annexure 2: Average Closing Time – January, 2025

Annexure 2.1.: States/UTs with Low Average Closing Time

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
1	Government of Kerala	288	4
2	Government of Uttar Pradesh	21899	14
3	Government of Union Territory of Chandigarh	319	15
4	Government of Telangana	594	16
5	Government of Rajasthan	2191	22
6	Government of Madhya Pradesh	2864	33
7	Government of Punjab	1293	48
8	Government of Gujarat	3727	51
9	Government of NCT of Delhi	2397	51
10	Government of Andhra Pradesh	471	51



Department of Administrative Reforms and Public Grievances

Government of India

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