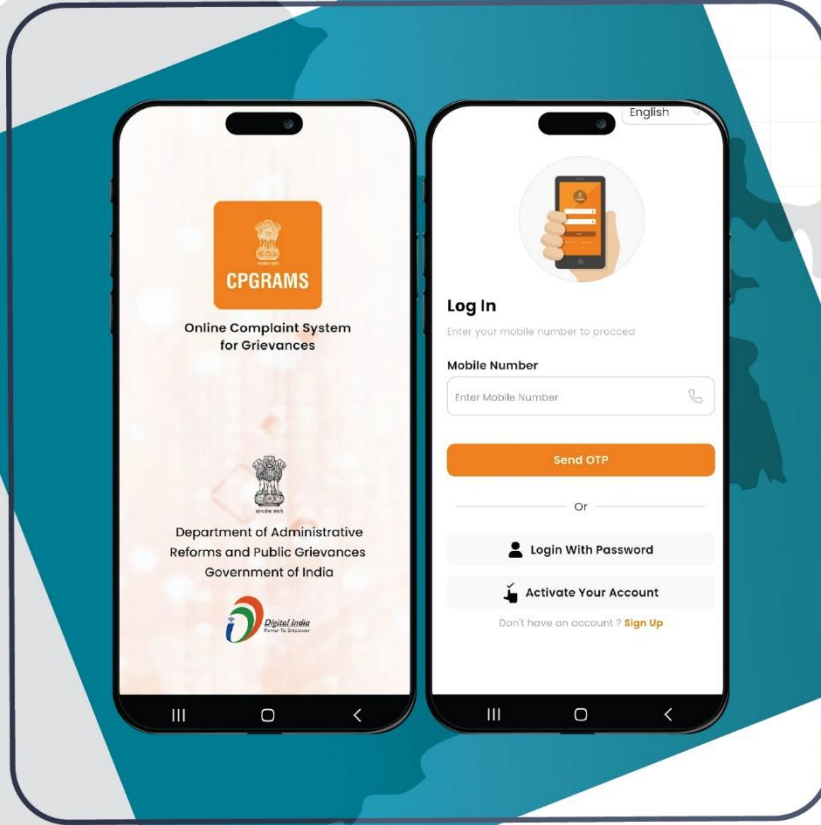




प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT States/UTs

MARCH 2025

(Report Number 32)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

To facilitate a senior level review of PG cases in each Ministry/Department a separate module in CPGRAMS is being operationalized. *The Review Module for States/UTs would be operationalized soon.*

General

01

- **49,912 new users** registered on the CPGRAMS Portal between 1st to 28th March, 2025
- **7,150 grievances** were registered through CSCs on the CPGRAMS Portal between 1st to 28th March, 2025
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 811 training courses have been completed, in which ~26,941 officers have been trained
- A **review meeting** under the chairmanship of Secretary, DARPG, was conducted on **19th March, 2025**, with the Nodal Officers of all the States/UTs
- DARPG signed a **Master Service Agreement** with **Digital India Bhashini** on **28th March, 2025**, to implement a multimodal, multilingual e-Governance solution for CPGRAMS

Status of Public Grievances on CPGRAMS

02

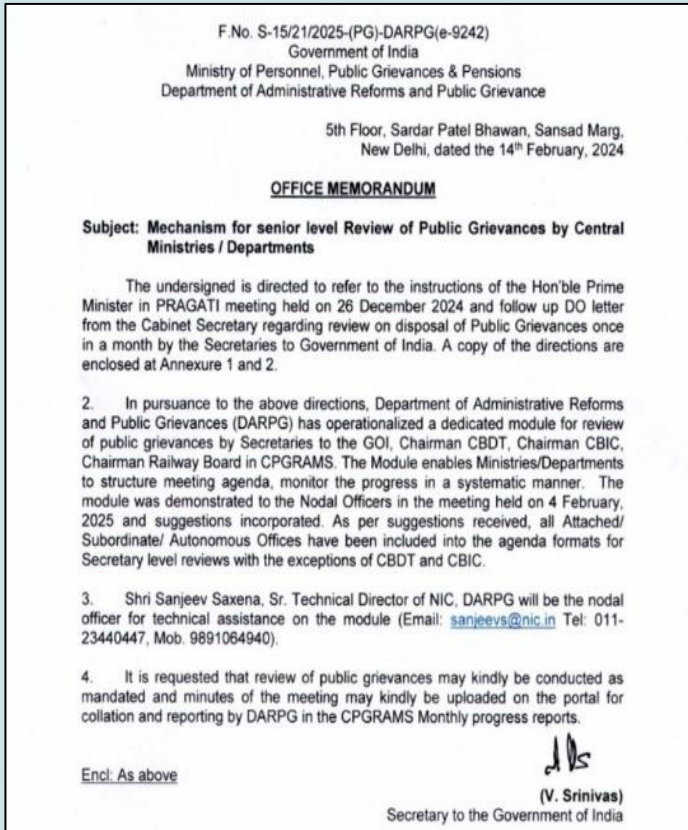
- From 1st to 28th March, 2025, **59,271 PG cases** were received for the States/UTs and **59,523 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **50,088 PG cases** at the end of February, 2025 to **59,523 PG cases** as on 28th March, 2025

Status of Pendency of Public Grievances on CPGRAMS

03

- **23 States/UTs** have more than 1000 pending grievances as on 28th March, 2025
- For States/UTs, as on 28th March, 2025, there exists a pendency of **1,90,976 PG cases**

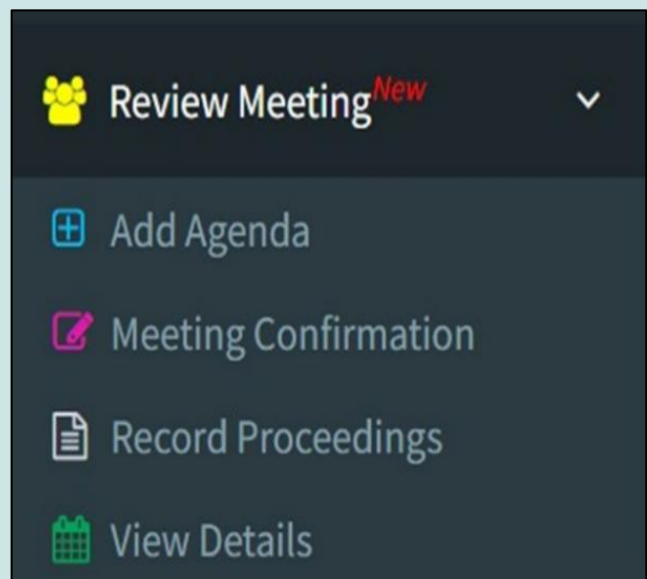
2. Review Module



OM - Mechanism for Senior Level Review of Public Grievances

The module seeks to improve grievance disposal quality and maximizing citizen satisfaction by enabling senior-level reviews. Proactive grievance reviews offer valuable insights for policy improvements, helping Ministries and Departments identify systemic issues and drive effective governance reforms. The module streamlines the review process through structured agenda setting, workflow optimization, and a systematic approach to grievance evaluation.

In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26th December, 2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30th January, 2025, directing all the Secretaries to the Government of India, to take reviews of public grievances in their respective Ministry/Department. In this regard, a dedicated module in the CPGRAMS Portal has been operationalized by DARPG for the Nodal Grievance Redressal Officers and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025.



Review Module for States/UTs would be operationalized soon

3. Review of Status of Grievances

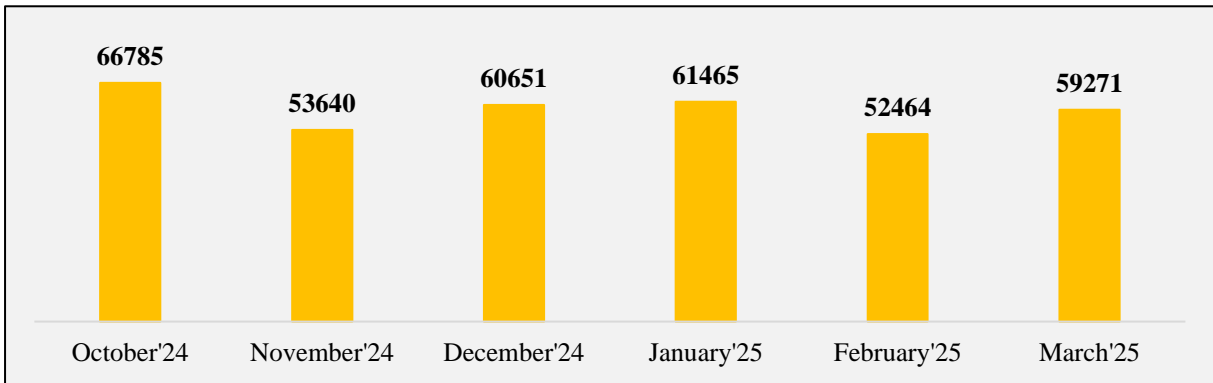
3.1 Overview



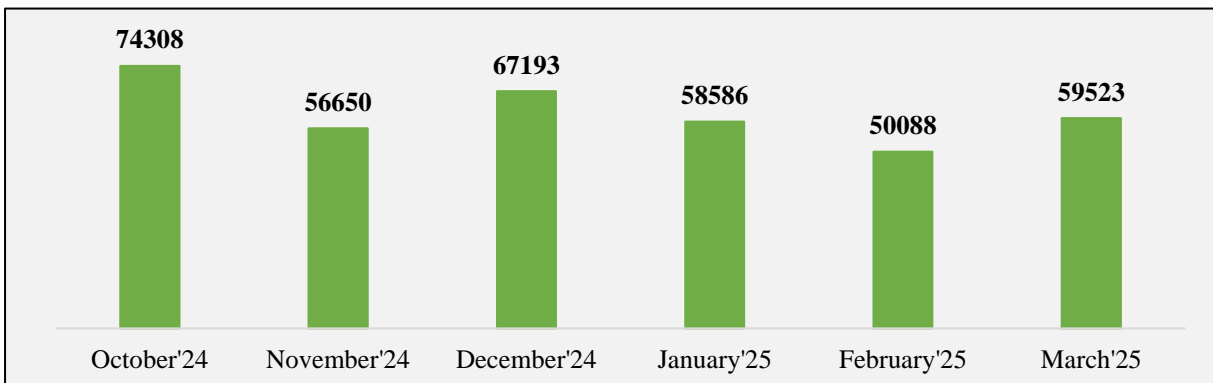
(Time Period: 01/01/2025 to 28/03/2025)

3.2 Month-wise Status of Grievances

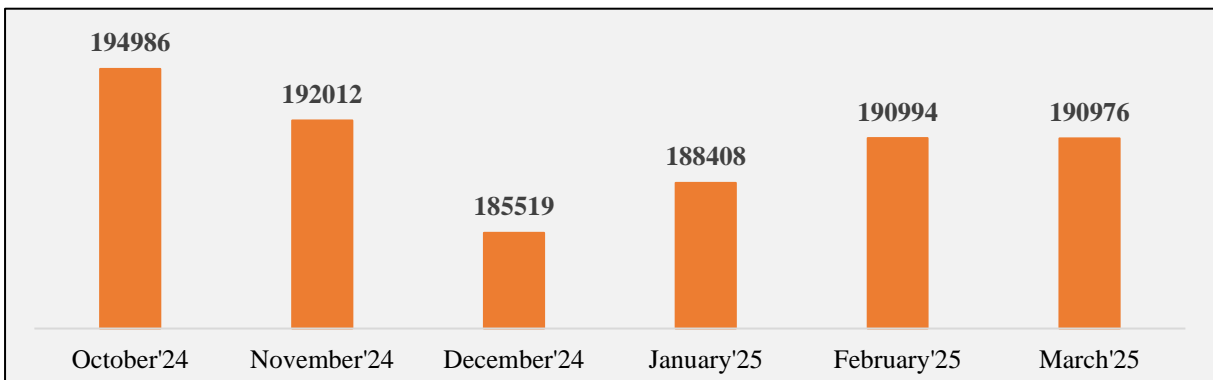
RECEIPTS



DISPOSED



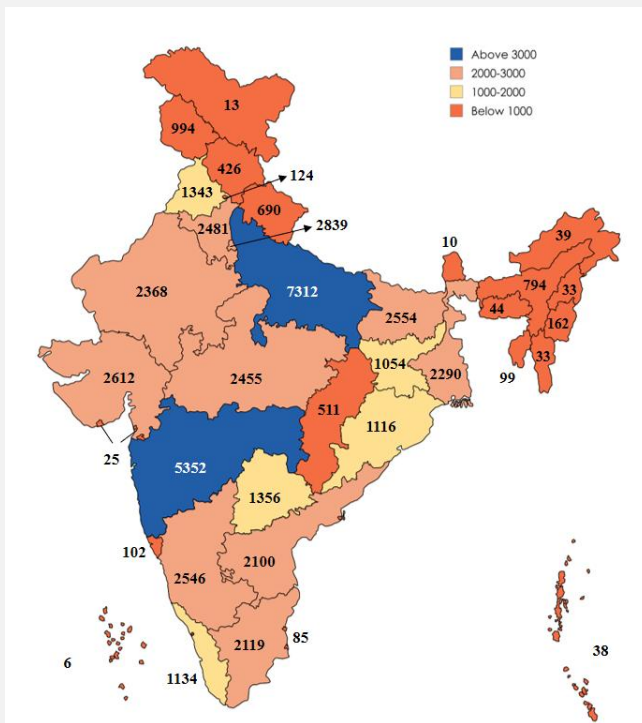
PENDING



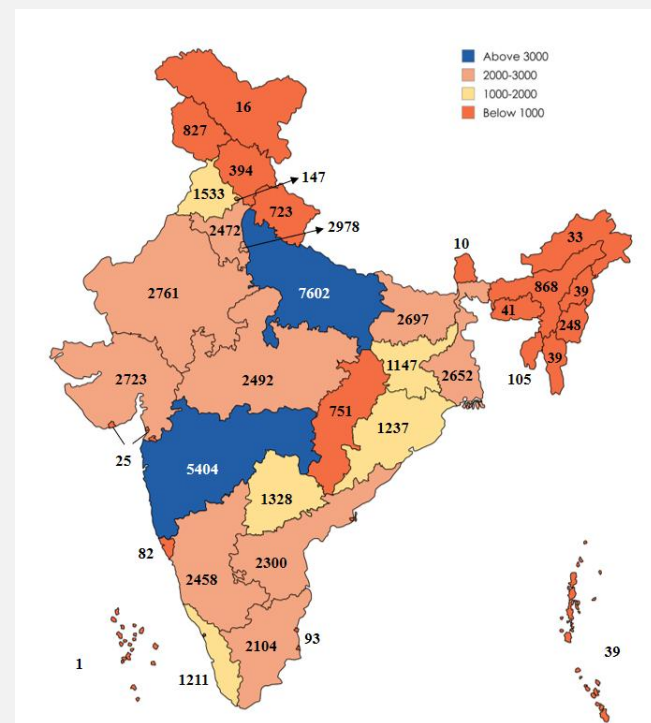
4. New User Registrations

A total of **49,912** new users have registered on CPGRAMS in March, 2025, through various channels, out of which, **7,602** registrations are from **Uttar Pradesh**.

Comparison of States/UTs from which new users have registered on CPGRAMS in February, 2025 and March, 2025:



February, 2025

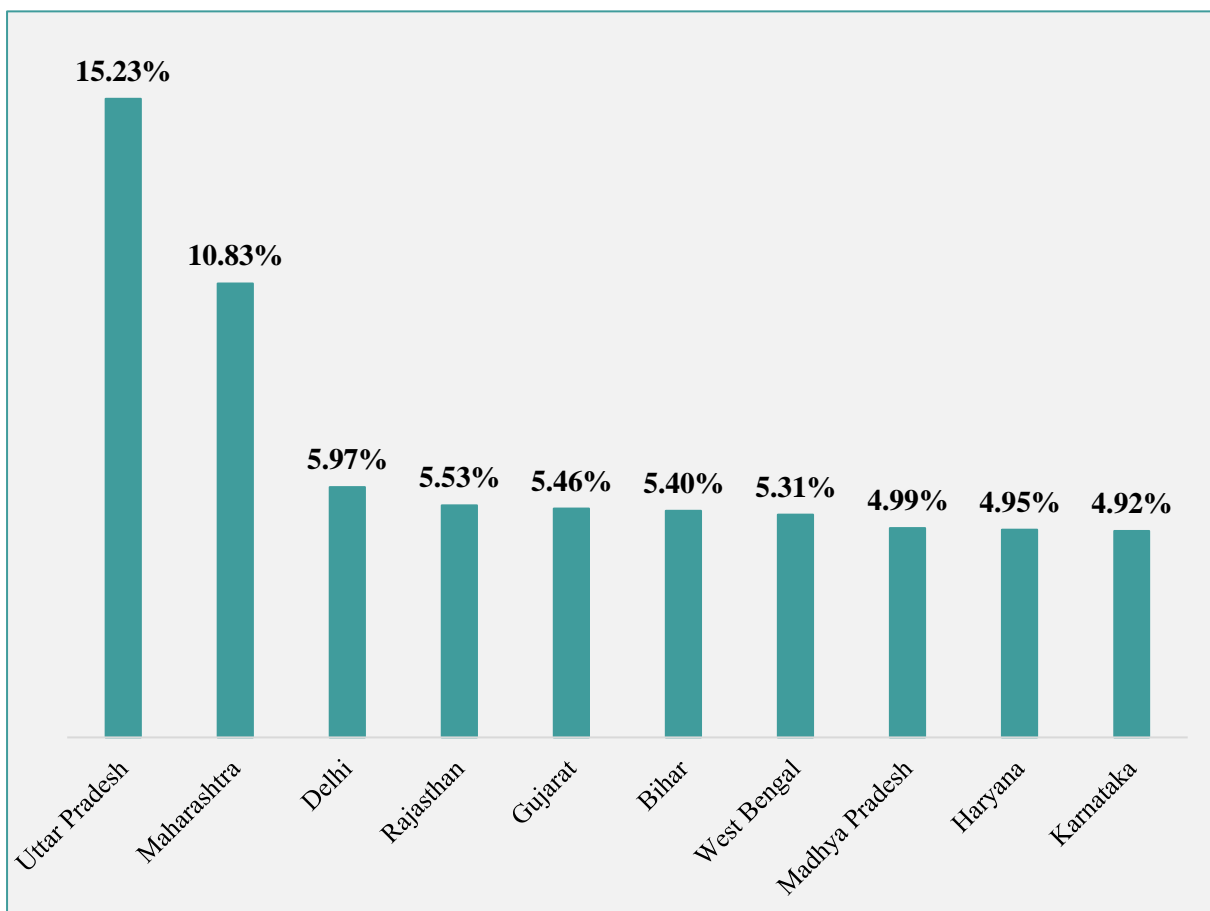


March, 2025

- **User Registration on CPGRAMS in the Year 2025:**

S. No.	Month	Total New User Registration in 2025
1	January	56,214
2	February	47,599
3	March	49,912
TOTAL		1,53,725

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



Of the total new users registered in 2025, **15.23% are from Uttar Pradesh, followed by Maharashtra (10.83%) and Delhi (5.97%).**

5. Outreach through Common Service Centres

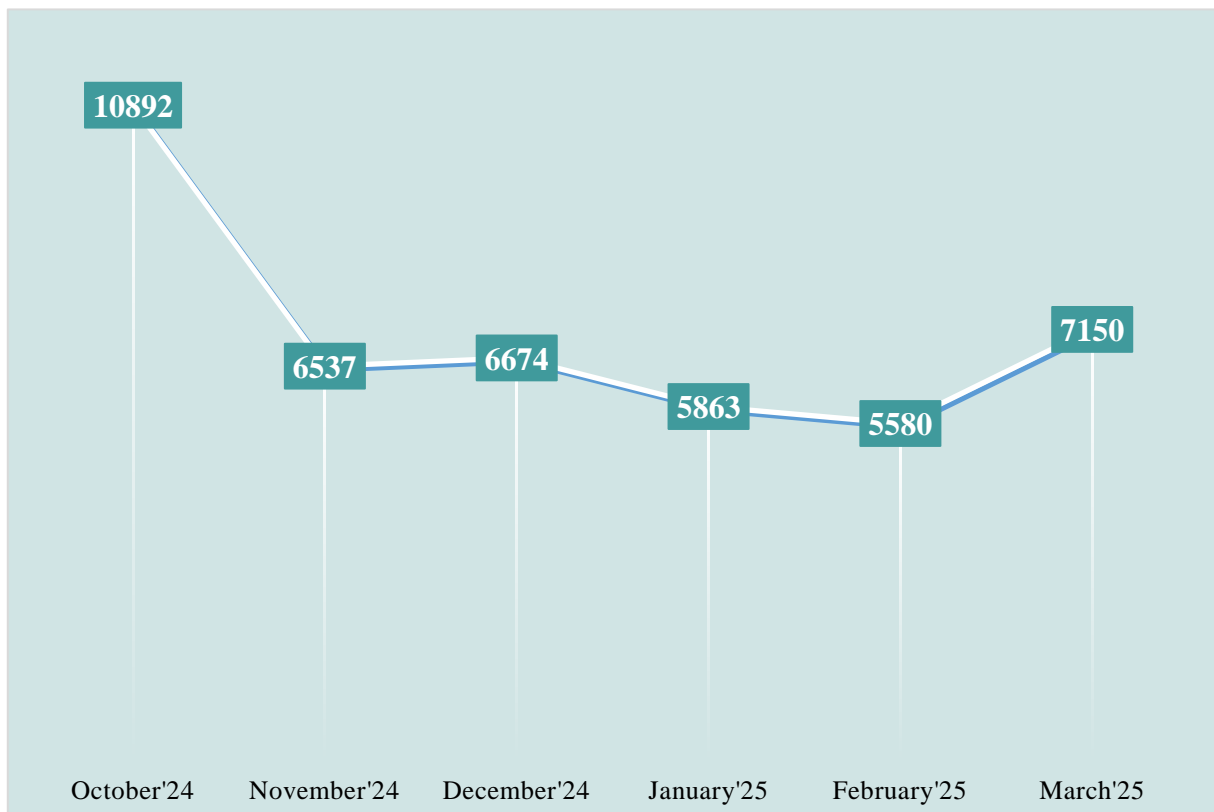
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



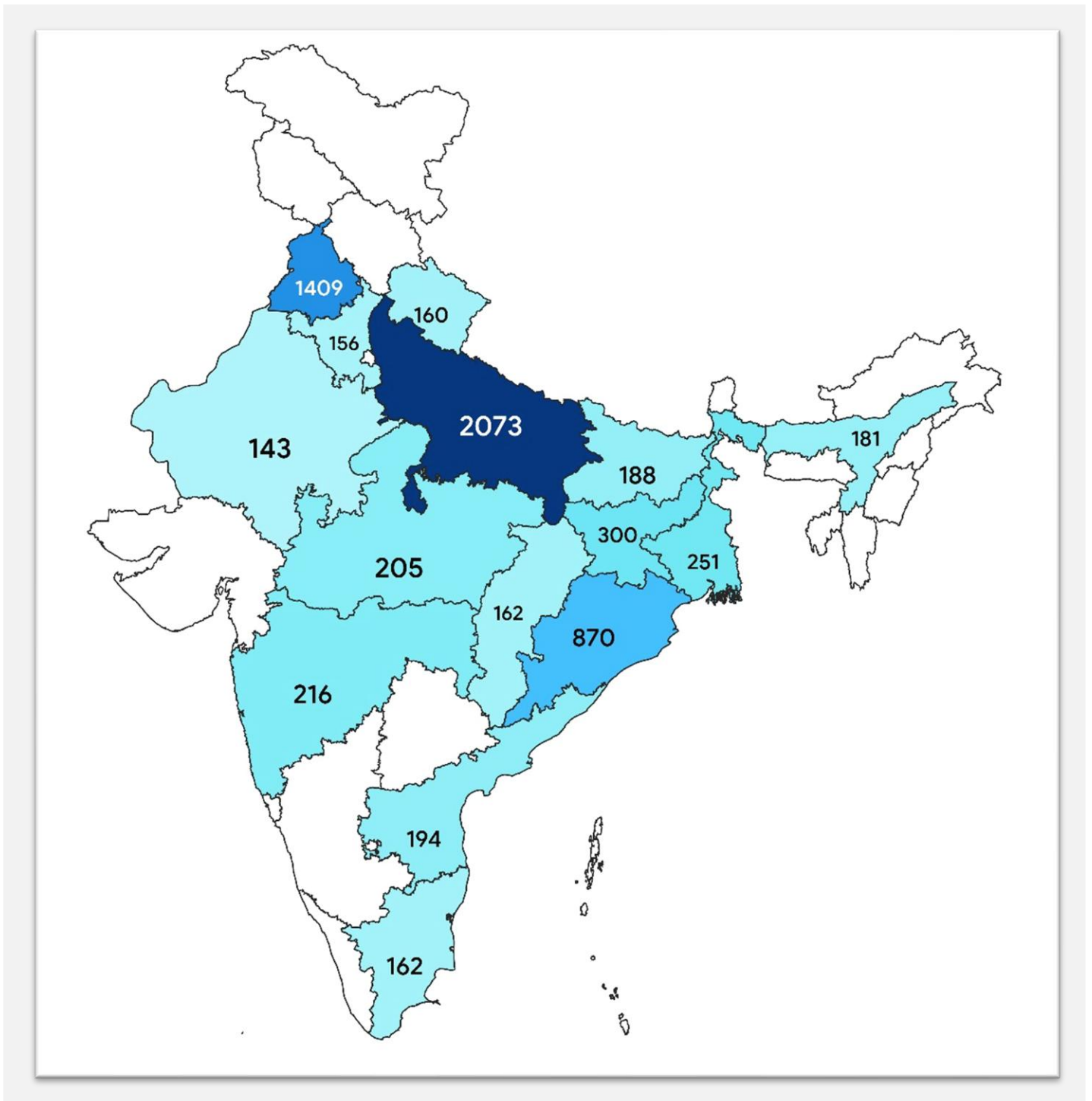
(Time Period: 01/03/2025 to 28/03/2025)

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 7,150 grievances have been registered through the Common Service Centres in the month of March, 2025, till 28th March, 2025:**



- State-wise bifurcation of grievances registered through CSCs [as per CSCs address]:



Uttar Pradesh witnessed the maximum registration of grievances through CSCs with 2073 registrations, followed by Punjab with 1409 registrations and Odisha with 870 registrations of grievances.

- **CSCs through which more than 20 grievances were registered from 1st to 28th March, 2025:**

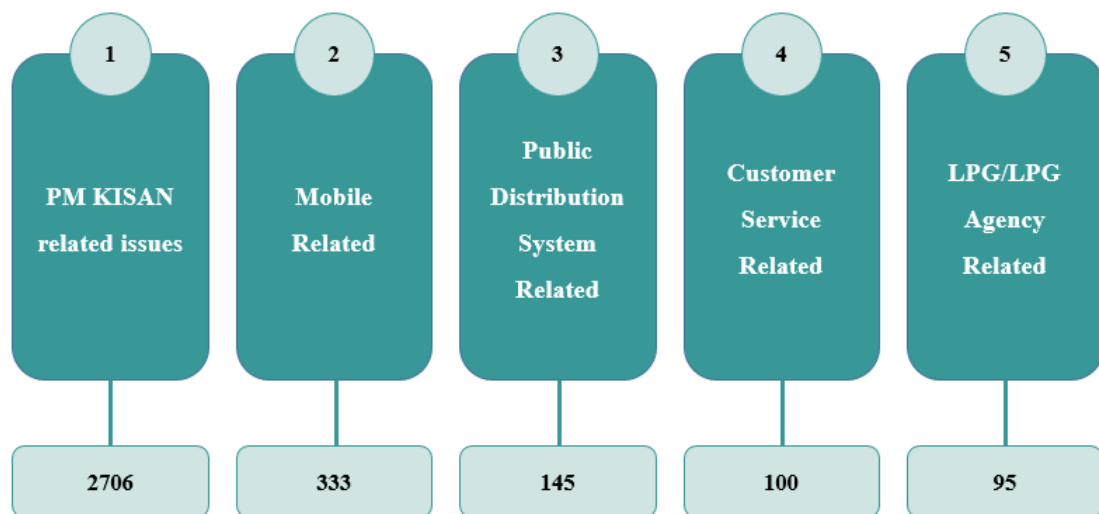
S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	CSC Locality
1	212373340011	53	Punjab	Ludhiana	Rural
2	623475510016	50	Odisha	Nuapada	Urban
3	365247270015	49	Odisha	Ganjam	Rural
4	255153650018	46	Kerala	Alappuzha	Rural
5	352141730019	42	Punjab	Ludhiana	Rural
6	242434350013	41	Punjab	Fazilka	Urban
7	325631470010	38	Uttar Pradesh	Amethi	Rural
8	461171150011	36	Odisha	Rayagada	Rural
9	771452650012	32	Punjab	Ferozpur	Urban
10	336657670013	30	Punjab	Moga	Rural
11	446454150016	28	Punjab	Shahid Bhagat Singh Nagar	Rural
12	367154220010	25	Bihar	Araria	Rural
13	423324760016	25	Punjab	Moga	Urban
14	478419620011	24	Uttar Pradesh	Shravasti	Rural
15	798754440011	24	Uttar Pradesh	Hardoi	Urban
16	152185210012	23	Uttar Pradesh	Gonda	Rural
17	463457540011	23	Jharkhand	Garhwa	Rural
18	425111610018	21	Punjab	Fazilka	Rural
19	541437430019	21	Odisha	Rayagada	Rural
20	472144160015	20	Punjab	Moga	Urban
21	627452240015	20	Odisha	Rayagada	Rural
22	735431280019	20	Uttar Pradesh	Ayodhya	Rural

- **State-wise categories for which maximum grievances have been registered through CSCs [as per CSCs address]:**

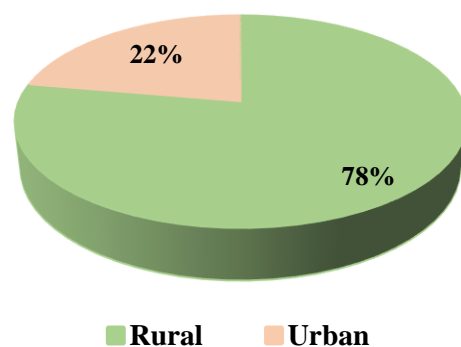
Uttar Pradesh 2073	PMKISAN related issues Receipts: 509 24.55%
	Public Distribution System related Receipts: 76 3.67%
Punjab 1409	PMKISAN related issues Receipts: 830 58.91%
	Mobile related Receipts: 184 13.06%
Odisha 870	PMKISAN related issues Receipts: 432 49.66%
	Landline related Receipts: 84 9.66%
Jharkhand 300	PMKISAN related issues Receipts: 162 54%
	Public Distribution System related Receipts: 35 11.67%
West Bengal 251	PMKISAN related issues Receipts: 37 14.74%
	LPG/LPG Agency related Receipts: 37 14.74%
Maharashtra 216	PMKISAN related issues Receipts: 91 42.13%
	Environment related Receipts: 13 6.02%
Madhya Pradesh 205	PMKISAN related issues Receipts: 54 26.34%
	Customer Service related Receipts: 8 3.90%

Andhra Pradesh 194	PMKISAN related issues Receipts: 143 73.71%
	Customer Service related Receipts: 4 2.06%
Bihar 188	PMKISAN related issues Receipts: 30 15.96%
	LPG/LPG Agency related Receipts: 30 15.96%
Assam 181	PMKISAN related issues Receipts: 43 23.76%
	Pradhan Mantri Gram Sadak Yojana Receipts: 27 14.92%

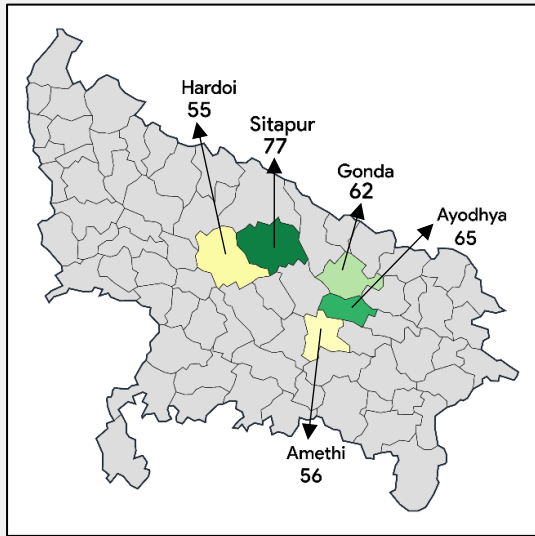
- **Top 5 categories for which the maximum grievances were registered through CSCs from 1st to 28th March, 2025:**



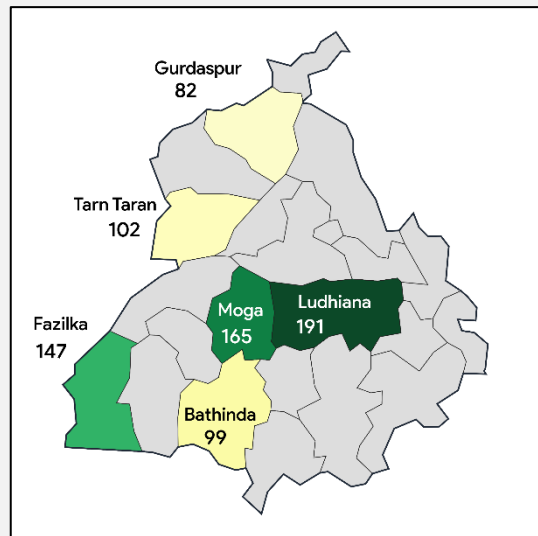
- **Locality of the Common Service Centres through which grievances were registered from 1st to 28th March, 2025**



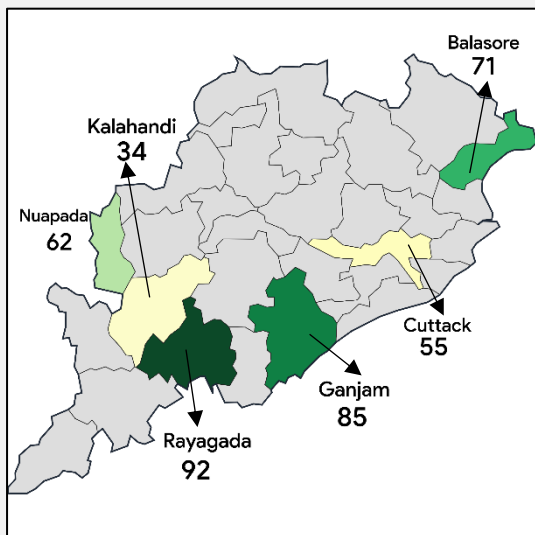
- District-wise bifurcation of grievances registered through CSCs in Top 6 States [as per CSCs address]:



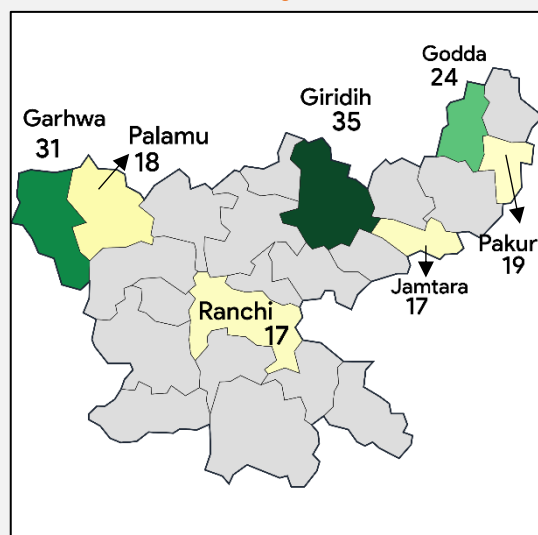
Uttar Pradesh



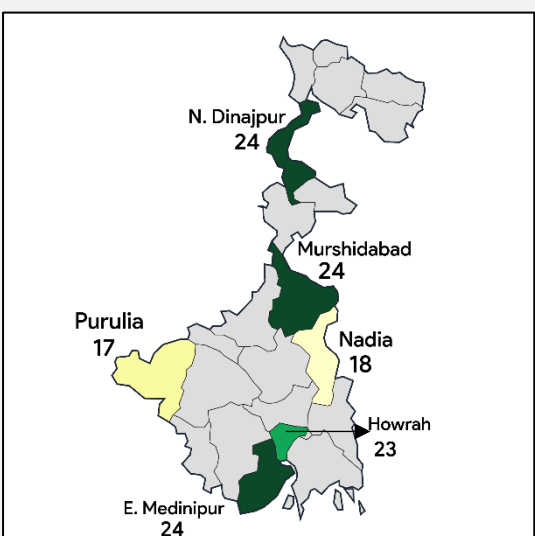
Punjab



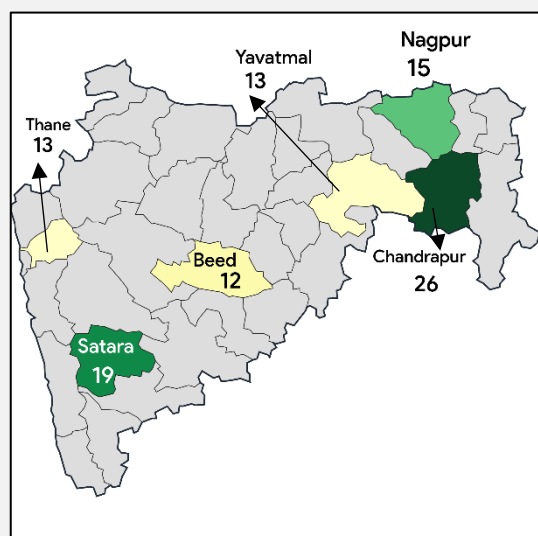
Odisha



Jharkhand



West Bengal

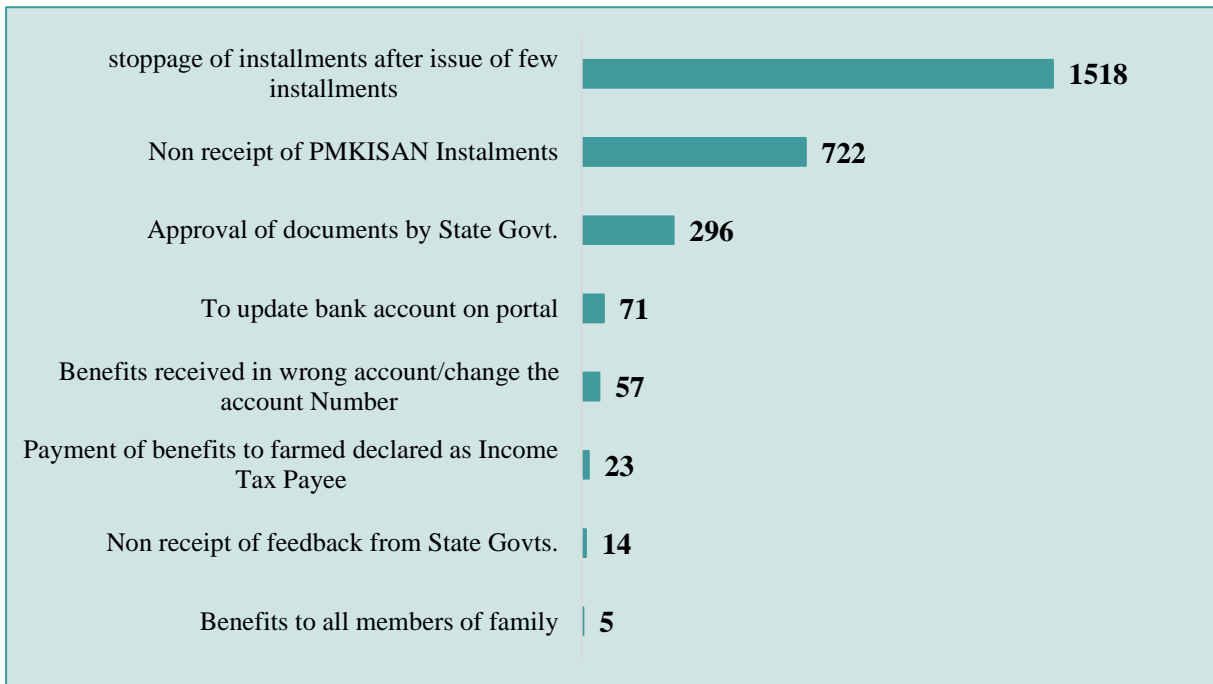


Maharashtra

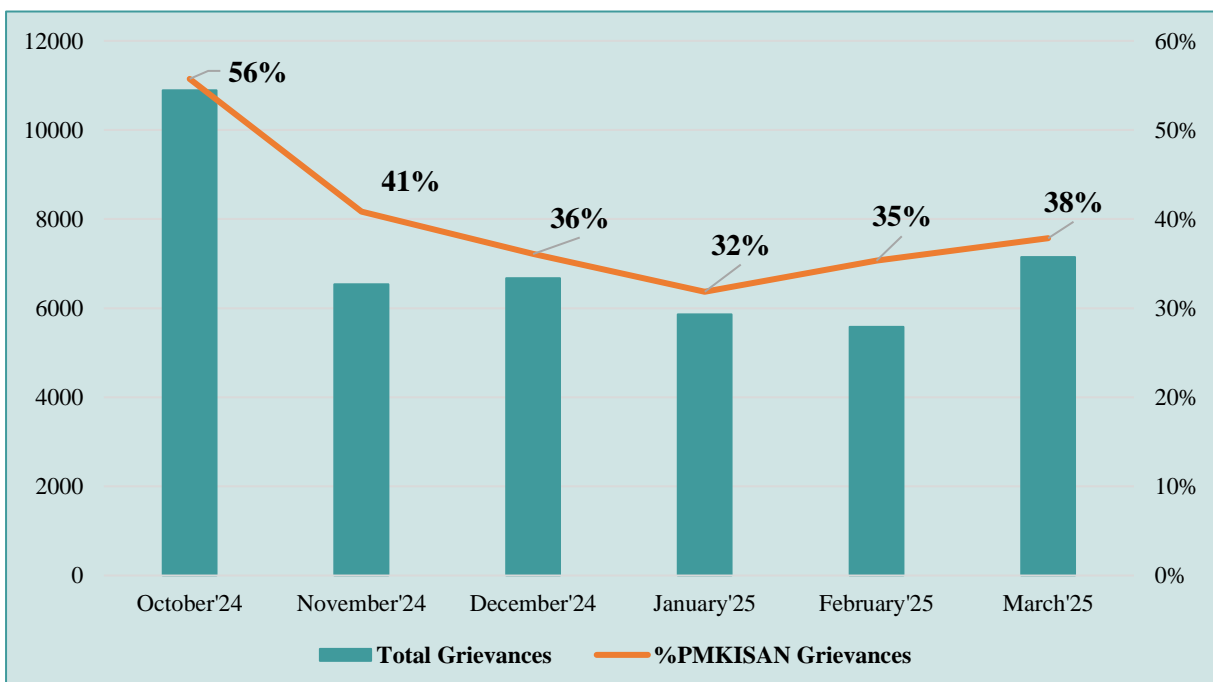
PM-KISAN Scheme related Grievances

A total of 2,706 grievances were registered for the PMKISAN scheme in the month of March, 2025, through CSCs, till 28th March, 2025.

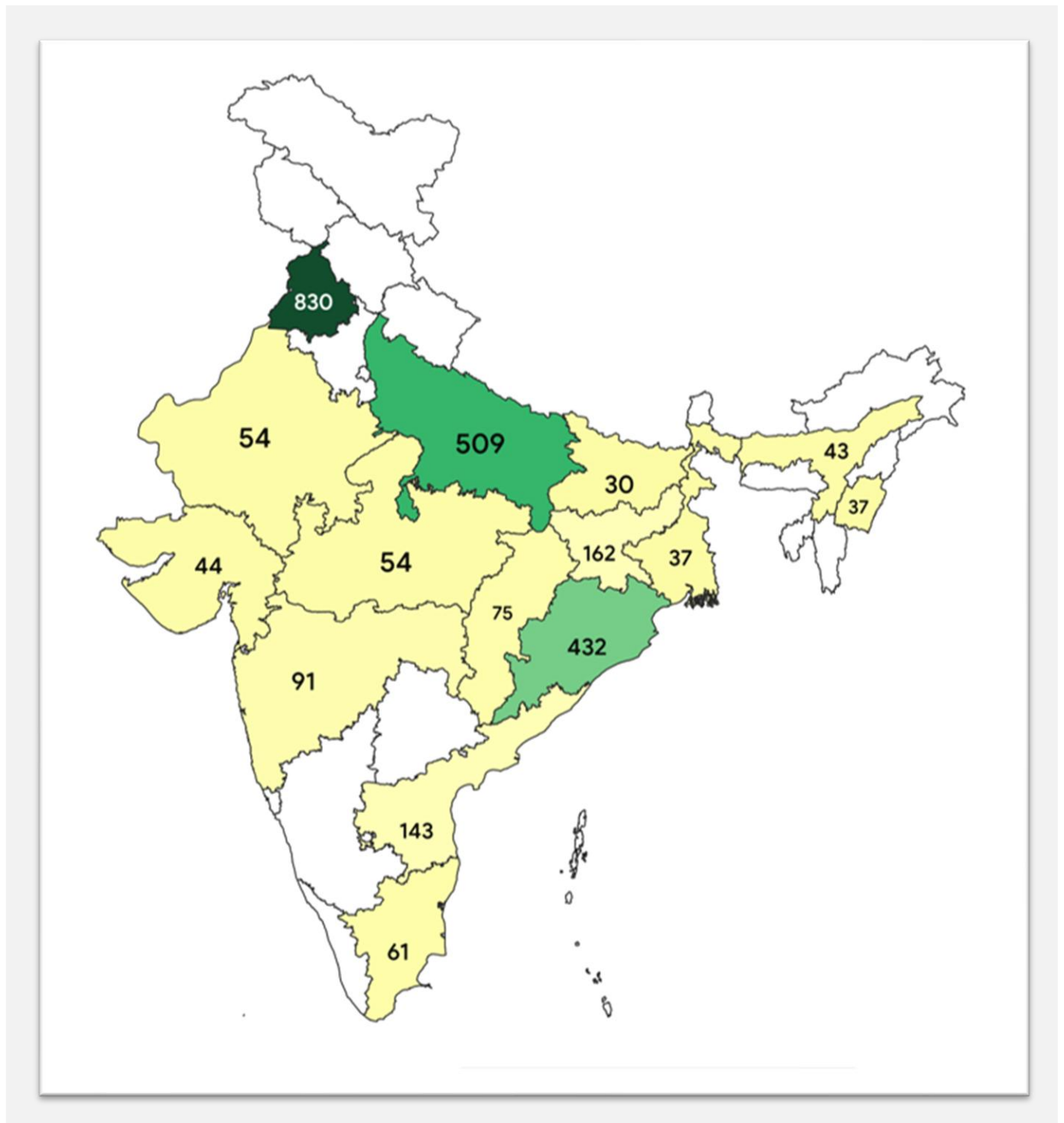
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs as of 28th March, 2025:**



- **% PMKISAN related grievances as compared to the Total Grievances registered through CSCs in the last 6 months:**



- State-wise bifurcation of grievances registered through CSCs for PMKISAN Scheme related Grievances [as per CSCs address]:



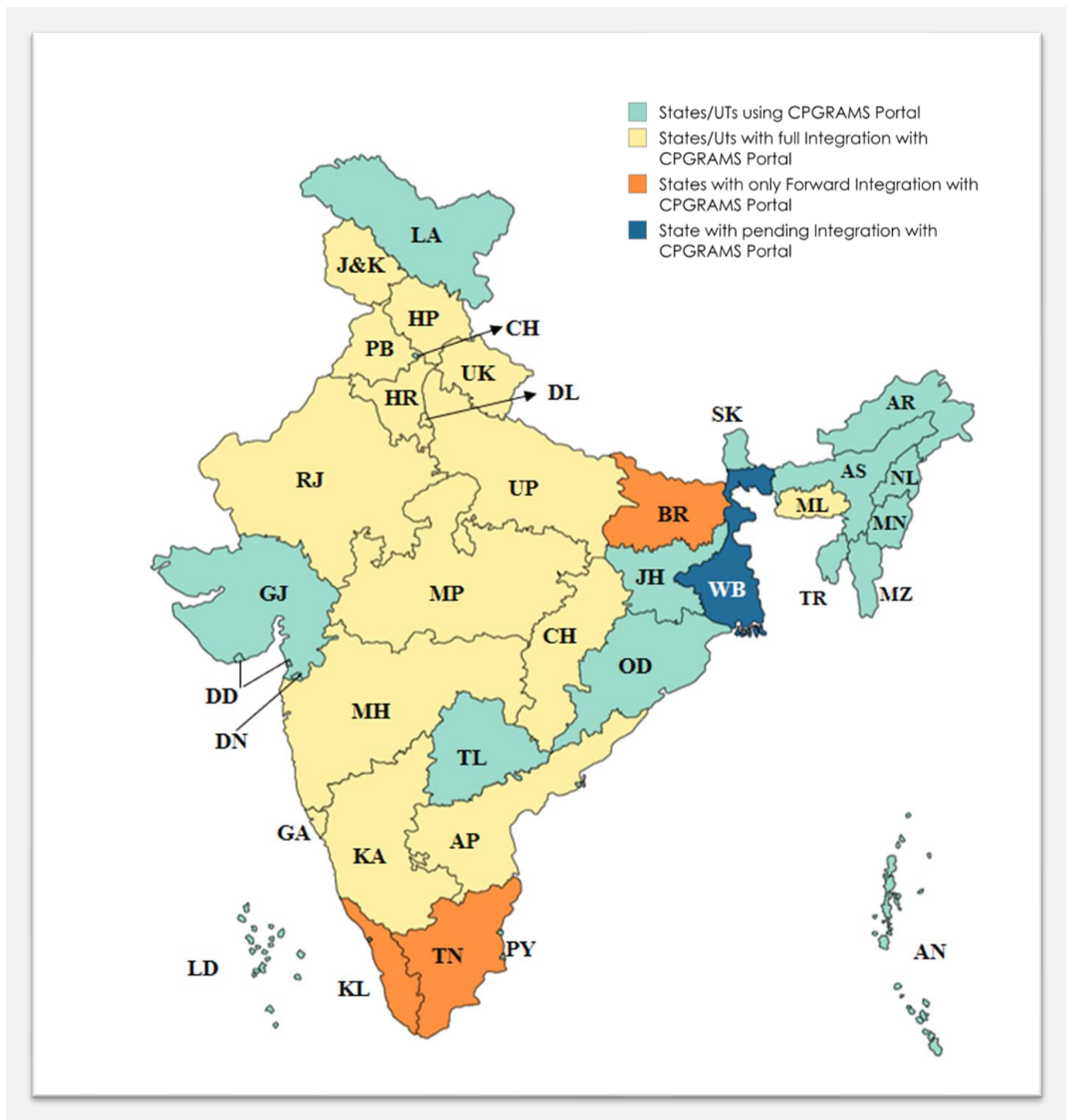
With respect to PMKISAN Scheme related grievances, Punjab witnessed the maximum registration of grievances through CSCs with 830 registrations, followed by Uttar Pradesh with 509 registrations and Odisha with 432 registrations of grievances.

6. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in 1 st to 28 th March, 2025
1	Government of Uttar Pradesh	22369
2	Government of Gujarat	3626
3	Government of Maharashtra	3256
4	Government of NCT of Delhi	2966
5	Government of Bihar	2920
10	Government of Punjab	2039
Note: 15 States/UTs have received more than 1000 grievances in between 1 st to 28 th March, 2025		
Disposal		
Rank	State/UT	Disposals in 1 st to 28 th March, 2025
1	Government of Uttar Pradesh	21113
2	Government of Maharashtra	3785
3	Government of Gujarat	3667
4	Government of NCT of Delhi	3651
5	Government of Andhra Pradesh	3252
10	Government of Bihar	2096
Note: 16 States/UTs have disposed more than 1000 grievances in between 1 st to 28 th March, 2025		
Pendency		
Rank	State/UT	Pendency as on 28 th March, 2025
1	Government of West Bengal	42868
2	Government of Odisha	19080
3	Government of Maharashtra	16854
4	Government of Uttar Pradesh	15218
5	Government of Haryana	10794
10	Government of Himachal Pradesh	6122
Note: 23 States have a pendency of more than 1000 grievances, as on 28 th March, 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

In FY 2024-25, proposals of 23 ATIs were approved and grants were released in instalments:

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	23. Karnataka
8. Tripura	16. Jharkhand	

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

4 Instalments

ATI Telangana, Andhra Pradesh, Madhya Pradesh, Haryana and Tamil Nadu

3 Instalments

ATI Assam, Jharkhand, Rajasthan, Meghalaya, Himachal Pradesh and Manipur

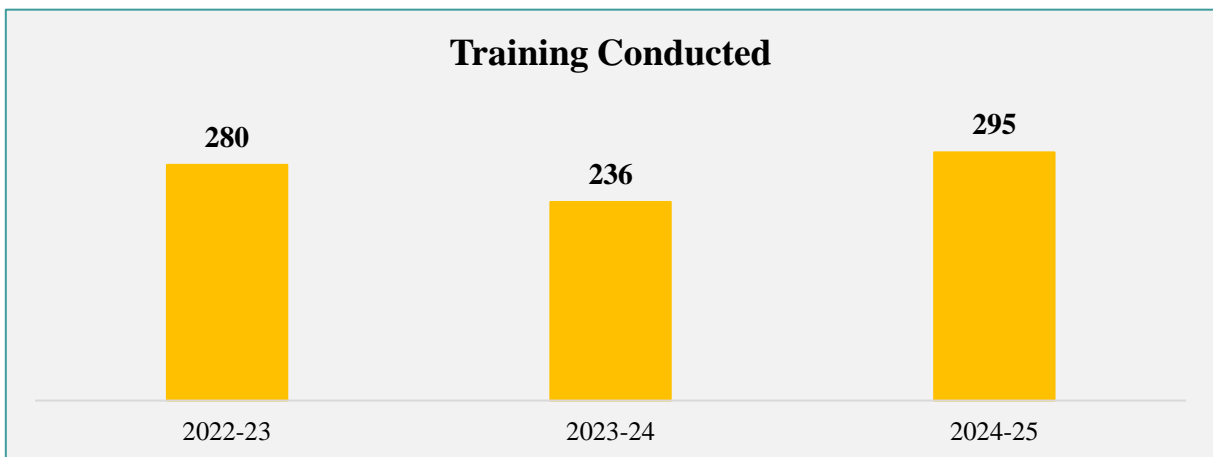
2 Instalments

ATI Punjab, Jammu & Kashmir, Delhi, Goa and Tripura

- ATI Telangana has been sanctioned additional grant

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), **811 training courses** have been completed, in which **~26,941 officers** have been trained.

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	91	2963	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	10	414	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	10	183	
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	54	2008	1
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281	2
6	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)	2	149	
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	1	15	1
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			7
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	4	191	1
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	562	
11	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165	1
12	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh	16	530	4
13	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	11	517	2
14	Tamil Nadu	ANNA Administrative Staff College	24	855	8
15	Telangana	Dr. MCR HRD Institute, Hyderabad	30	897	
16	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	238	
Total			295	9968	27

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 Shri Mallesh

Water Supply Restoration

Shri Mallesh faced a week-long disruption in tap water supply, affecting his daily needs. Unable to resolve the issue locally, he filed a grievance on the CPGRAMS Portal. In response, the concerned authorities took prompt action, and as per the report, the water supply was restored. The resolution ensured uninterrupted access to clean water. The grievance was resolved **within 9 days**.



Grievance of Shri Paokholal Changsan

Commutation Loan Processing Delay

Shri Paokholal Changsan, a pensioner, faced delays in receiving his commutation loan despite submitting his application to the concerned authorities. With no update on the status of his request, he filed a grievance on the CPGRAMS Portal seeking resolution. In response, the concerned authorities processed his application, and the sanction for commutation of pension was issued and delivered to the Treasury Office. The timely resolution of his grievance through CPGRAMS ensured he could access the loan without further delays.



Grievance of Shri Arjun Mahesh Lahoti

Delay in processing of GST Registration

Shri Arjun Mahesh Lahoti filed a grievance on the CPGRAMS Portal regarding the delay in processing his GST registration application, which had been pending for over a month without any action or queries raised by the department. He highlighted that the delay was affecting his business, as he was unable to issue GST invoices. In response, the concerned authorities took prompt action, and the registration certificate has now been approved, resolving the grievance.





Grievance of Shri Rajesh Dhariwal

Public Cleanliness Issue

Shri Rajesh Dhariwal filed a grievance on the CPGRAMS Portal regarding the lack of cleaning in his area for the past month, which was causing hygiene issues. In response, the concerned authorities took immediate action, ensured the area was cleaned, and instructed the local Jamadar to maintain regular cleanliness, ensuring citizen satisfaction.

Grievance of Smt Samia Khan

Board Exams Admit Card issuance

Smt Samia Khan faced difficulties as her daughter was denied permission to appear in the board exams due to unpaid fees at Arya Kanya Inter College. Due to her poor health, she was unable to clear the dues, leaving her daughter's future uncertain. Seeking urgent intervention, she filed a grievance on the CPGRAMS Portal. Responding promptly, the concerned authorities took swift action, ensuring that the school issued the admit card. The grievance was resolved within **12 days**.

11. Media Outreach

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

Telecast Status of DARPG – CPGRAMS at Spot & L Bands – DD News

Telecast status of **DARPG-CPGRAMS Spot & L Bands**. The campaign started from 26th march 2025 onwards on DD News.

Telecast status of 40sec. spot of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:27 hrs, 9:15 hrs, 13:18 hrs, 15:20 hrs. Prime Time: - 19:19 hrs., 21:31 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time:- 7:19 hrs, 9:12hrs, 11:25 hrs, 15:14 hrs. Prime Time:- 19:26 hrs, 21:28 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 8:25 hrs, 11:19hrs, 15:16 hrs, 17:41 hrs. Prime Time:- 19:52 hrs, 20:47 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 7:10 hrs, 08:48 hrs, 9:14 hrs, 10:10 hrs. Prime Time:- 19:48 hrs, 20:49 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 7:11 hrs, 08:49 hrs, 9:24 hrs, 10:12 hrs. Prime Time:- 19:50 hrs, 20:42 hrs.


Telecast status of 10sec. L Bands of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:14 hrs, 8:42 hrs, 13:20 hrs. Prime Time: - 19:05 hrs., 20:40 hrs, 21:48 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time: - 8:03 hrs, 9:15 hrs, 9:34 hrs. Prime Time: - 20:29 hrs., 20:35 hrs, 21:32 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 9:04 hrs, 13:21 hrs, 15:12 hrs Prime Time: - 20:41 hrs., 20:50 hrs, 21:07 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 8:17 hrs, 8:36 hrs, 10:19 hrs Prime Time: - 19:51 hrs., 20:53 hrs, 21:14 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 8:38 hrs, 9:03 hrs, 10:05 hrs Prime Time: - 19:19 hrs, 19:22 hrs, 20:16 hrs

Scroll Message of DARPG-CPGRAMS is running from 26th March 2025.

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions




CPGRAMS-10 Step Reforms deepened with focus on quality of grievance redressal and improving citizen satisfaction

The CPGRAMS 10-step reforms being undertaken in pursuance of the PM Directions in Pragati Meeting on 26.12.2024

Posted On: 04 MAR 2025 5:49PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



DARPG to deepen collaboration with Right to Services Commissioners of 10 States for improving service delivery and effective redressal of public grievances in pursuance of directions of Hon'ble Prime Minister in Pragati Meeting dated 5.3.2025


Next Gen Technology options to be adopted for Integration of RTS Portals of States with CPGRAMS portal and Reverse Integration through Web API's to be pursued

Citizen Grievances on CPGRAMS portal for improving Service Delivery of State Governments to be mapped and shared with Right to Services Commissioners for notifying such services/ digitization of the services

Best practices in Improving Service Delivery through the Right to Service Commissioners to be documented

Posted On: 06 MAR 2025 5:00PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 31st Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of February, 2025

52,464PG cases were received by States/UTs in February, 2025

A total of 50,088 grievances redressed by States/UTs in February, 2025. Pendency in States/UTs stands at 1,90,994 grievances

Posted On: 17 MAR 2025 11:35AM by PIB Delhi



DARPG and Bhashini collaborate together to launch a multimodal multilingual solution for citizens for filing grievances

This initiative is in pursuance of the directions of Hon'ble PM to each Ministry/ Department to effect qualitative improvements in

Grievance Redressal systems to make them more sensitive, accessible and meaningful

The solution is expected to be launched by July 2025

Posted On: 28 MAR 2025 6:34PM by PIB Delhi

PIB India @PIB_India

Department of Administrative Reforms and Public Grievances (DARPG) released the 31st Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of February, 2025

- ◆ 52,464PG cases were received by States/UTs in February, 2025
- ◆ A total of 50,088 grievances redressed by States/UTs in February, 2025. Pendency in States/UTs stands at 1,90,994 grievances

Read here: pib.gov.in/PressReleasePa...

11:55 AM · Mar 17, 2025 · 2,572 Views

PIB India @PIB_India

.@DARPG_GoI to deepen collaboration with Right to Services Commissioners of 10 States for improving service delivery and effective redressal of public grievances in pursuance of directions of Prime Minister @narendramodi in Pragati Meeting on March 5, 2025

Next Gen Technology options to be adopted for Integration of RTS Portals of States with CPGRAMS portal and Reverse Integration through Web API's to be pursued

Citizen Grievances on CPGRAMS portal for improving Service Delivery of State Governments to be mapped and shared with Right to Services Commissioners for notifying such services/ digitization of the services

Best practices in Improving Service Delivery through the Right to Service Commissioners to be documented

Read here: pib.gov.in/PressReleasePa...

PIB in Nagaland @PIBKohima

@DARPG_GoI released the 31st Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of February, 2025

52,464PG cases were received by States/UTs in February, 2025

Read here: pib.gov.in/PressReleasePa...

12:10 PM · Mar 17, 2025 · 8 Views

6:37 PM · Mar 6, 2025 · 3,124 Views

DARPG @DARPG_GoI

DARPG held a VC with Right to Services Commissioners from 10 States on 5th March, 2025, to enhance service delivery & public grievance redressal, in line with Hon'ble Prime Minister's directions from the PRAGATI Review Meeting dated 26th December, 2024.

#RightToService #PublicService #GrievanceRedressal #ServiceDelivery #GoodGovernance #EGovernance #CitizenCentric #PRAGATI

Narendra Modi and 8 others

7:28 PM · Mar 6, 2025 · 388 Views

PIB India @PIB_India

CPGRAMS-10 Step Reforms deepened with focus on quality of grievance redressal and improving citizen satisfaction

The CPGRAMS 10-step reforms being undertaken in pursuance of the PM Directions in Pragati Meeting on 26.12.2024

The grievance redressal timelines have been brought down to 15 days, and over 20 lac citizen feedbacks have been collected through the feedback call center.

It is envisaged that the deepening of the CPGRAMS 10-Step Reforms will ensure greater efficiency, accountability, and citizen satisfaction in grievance redressal.

Read more: pib.gov.in/PressReleasePa...

6:14 PM · Mar 4, 2025 · 3,923 Views

BHASHINI @BHASHINI

We are pleased to announce that the Master Service Agreement for the multimodal multilingual solution on the nextgen CPGRAMS has been signed today between the BHASHINI - (Digital India BHASHINI Division) and Department of Administrative Reforms and Public Grievances, Government of India.

This collaboration marks a significant step towards enhancing the accessibility and navigation experience on the CPGRAMS portal, making it more user-friendly for all citizens.

We look forward to the improvements this solution will bring in facilitating smoother public grievance redressal.

@GoI_Meity @amitabhmag @svoruganti1466

#BHASHINI #DigitalIndia #CPGRAMS #PublicGrievance #Innovation #Accessibility

PIB in Gujarat @PIBAhmedabad

વહીવટી સુધારા અને જાહેર ફરિયાદ વિભાગ (DARPG)એ ફેબ્રુઆરી, 2025ના રાજ્યો/કેન્દ્રશાસિત પ્રદેશો માટે સેન્ટ્રલાઇઝ્ડ પબ્લિક ગ્રીવન્સ રિડ્રેસ એન્ડ મોનિટરિંગ સિસ્ટમ (CPGRAMS)નો 31મો અહેવાલ બહાર પાડ્યો

વાંચો વિગતે: pib.gov.in/PressReleasePa...

3:31 PM · Mar 17, 2025 · 140 Views

PIB in Manipur @PIBImphal

.@DARPG_GoI released the 31st Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of February, 2025

@PIB_India @MIB_India

More : pib.gov.in/PressReleasePa...

11:46 AM · Mar 17, 2025 · 23 Views

PIB India @PIB_India

.@DARPG_GoI and #BHASHINI collaborate together to launch a multimodal multilingual solution for citizens for filing grievances

With the multilingual multimodal solution, it is envisaged that citizens cutting across regions will be able to file grievances on the CPGRAMS portal through 22 regional languages in an intuitive interface that will make grievance lodging much easier

The solution is expected to be launched by July 2025

Read here: pib.gov.in/PressReleasePa...

@_BHASHINI

MASTER SERVICE AGREEMENT SIGNING CEREMONY BETWEEN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES AND DIGITAL INDIA BHASHINI FOR Multimodal Multilingual Solution of nextgen Central Public Grievance Redress and Monitoring System

Last edited 6:48 PM · Mar 28, 2025 · 2,803 Views

DARPG GoI @DARPG_GoI

In an effort to expand the outreach of #CPGRAMS across the nation, #CPGRAMS jingle is now live on @AkashvaniAIR.

Tune in to the below channels on radio:

- FM Rainbow 102.6
- FM Gold 100.1
- VividhBharati 106.4

Now, citizens can easily access #CPGRAMS for seamless grievance redressal on pgportal.gov.in

Scan the QR Code to listen to the #CPGRAMS jingle.

#CPGRAMS #PublicService #GrievanceRedressal #GoodGovernance #AIR #Radio #DigitalIndia

Narendra Modi and 8 others

5:06 PM · Mar 13, 2025 · 1,007 Views

DARPG @DARPG_GoI

DARPG signed Master Service Agreement with Digital India @_BHASHINI on March 28, 2025, to implement a multimodal, multilingual solution for #CPGRAMS.

The collaboration introduces AI-powered grievance lodging solution, ensuring seamless, language-inclusive grievance registration for a more efficient and citizen-centric governance system.

#CPGRAMS #Bhashini #DigitalIndia #EasyAccess #CitizenCentric #GrievanceRedressal #GoodGovernance

MASTER SERVICE AGREEMENT SIGNING CEREMONY BETWEEN THE DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES AND DIGITAL INDIA BHASHINI FOR Multimodal Multilingual Solution of nextgen Central Public Grievance Redress and Monitoring System

Narendra Modi and 8 others

Annexures

Annexure 1: Performance of States

Annexure 1.1: Maximum Number of Receipts – 1st to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13962	22369	36331	21113	15218
2	Government of Gujarat	5827	3626	9453	3667	5786
3	Government of Maharashtra	17383	3256	20639	3785	16854
4	Government of NCT of Delhi	6121	2966	9087	3651	5436
5	Government of Bihar	8482	2920	11402	2096	9306
6	Government of Madhya Pradesh	4340	2879	7219	3109	4110
7	Government of Rajasthan	1673	2670	4343	2123	2220
8	Government of Haryana	10744	2624	13368	2574	10794
9	Government of Tamil Nadu	8844	2080	10924	1600	9324
10	Government of Punjab	3217	2039	5256	2438	2818

Annexure 1.2: Maximum Number of Disposals – 1st to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13962	22369	36331	21113	15218
2	Government of Maharashtra	17383	3256	20639	3785	16854
3	Government of Gujarat	5827	3626	9453	3667	5786
4	Government of NCT of Delhi	6121	2966	9087	3651	5436
5	Government of Andhra Pradesh	5368	1439	6807	3252	3555
6	Government of Madhya Pradesh	4340	2879	7219	3109	4110
7	Government of Haryana	10744	2624	13368	2574	10794
8	Government of Punjab	3217	2039	5256	2438	2818
9	Government of Rajasthan	1673	2670	4343	2123	2220
10	Government of Bihar	8482	2920	11402	2096	9306

Annexure 1.3.: Maximum Number of Receipts – 1st Jan to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12271	67469	79740	64522	15218
2	Government of Gujarat	5327	10743	16070	10284	5786
3	Government of Maharashtra	18757	9458	28215	11361	16854
4	Government of Madhya Pradesh	3591	9040	12631	8521	4110
5	Government of Haryana	11064	7998	19062	8268	10794
6	Government of Bihar	7858	7936	15794	6488	9306
7	Government of NCT of Delhi	5742	7662	13404	7968	5436
8	Government of Rajasthan	1407	7603	9010	6790	2220
9	Government of Tamil Nadu	7901	5646	13547	4223	9324
10	Government of Punjab	3114	4731	7845	5027	2818

Annexure 1.4.: Maximum Number of Disposal – 1st Jan to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12271	67469	79740	64522	15218
2	Government of Maharashtra	18757	9458	28215	11361	16854
3	Government of Gujarat	5327	10743	16070	10284	5786
4	Government of Madhya Pradesh	3591	9040	12631	8521	4110
5	Government of Haryana	11064	7998	19062	8268	10794
6	Government of NCT of Delhi	5742	7662	13404	7968	5436
7	Government of Rajasthan	1407	7603	9010	6790	2220
8	Government of Bihar	7858	7936	15794	6488	9306
9	Government of Jharkhand	5809	4529	10338	6078	4260
10	Government of Punjab	3114	4731	7845	5027	2818

Annexure 1.5: States/UTs with more than 1000 Pending Grievances – 1st Jan to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39914	2970	42884	16	42868
2	Government of Odisha	18375	3742	22117	3037	19080
3	Government of Maharashtra	18757	9458	28215	11361	16854
4	Government of Uttar Pradesh	12271	67469	79740	64522	15218
5	Government of Haryana	11064	7998	19062	8268	10794
6	Government of Tamil Nadu	7901	5646	13547	4223	9324
7	Government of Bihar	7858	7936	15794	6488	9306
8	Government of Union Territory of Jammu and Kashmir	7346	1813	9159	1619	7540
9	Government of Kerala	5777	1474	7251	598	6653
10	Government of Himachal Pradesh	5714	764	6478	356	6122
11	Government of Gujarat	5327	10743	16070	10284	5786
12	Government of NCT of Delhi	5742	7662	13404	7968	5436
13	Government of Karnataka	5316	3552	8868	3915	4953
14	Government of Jharkhand	5809	4529	10338	6078	4260
15	Government of Madhya Pradesh	3591	9040	12631	8521	4110
16	Government of Andhra Pradesh	4049	3654	7703	4148	3555
17	Government of Chhattisgarh	2199	1966	4165	1126	3039
18	Government of Punjab	3114	4731	7845	5027	2818
19	Government of Manipur	2285	261	2546	7	2539
20	Government of Assam	4581	2223	6804	4576	2228
21	Government of Rajasthan	1407	7603	9010	6790	2220
22	Government of Uttarakhand	3036	3123	6159	4537	1622
23	Government of Nagaland	1280	46	1326	13	1313

Annexure 1.6: Maximum Pendency Percentage (North-Eastern States) – 1st Jan to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Manipur	2285	261	2546	7	2539	330	99.73%
2	Government of Nagaland	1280	46	1326	13	1313	534	99.02%
3	Government of Mizoram	767	41	808	22	786	297	97.28%
4	Government of Meghalaya	467	62	529	91	438	207	82.80%
5	Government of Arunachal Pradesh	186	75	261	76	185	91	70.88%
6	Government of Tripura	53	334	387	249	138	27	35.66%
7	Government of Assam	4581	2223	6804	4576	2228	61	32.75%
8	Government of Sikkim	27	26	53	36	17	83	32.08%

Annexure 1.7: Top 10 States/UTs with grievances pending for more than 21 Days – 1st Jan to 28th Mar, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	39914	2970	42884	16	42868	42196
2	Government of Odisha	18375	3742	22117	3037	19080	18128
3	Government of Maharashtra	18757	9458	28215	11361	16854	14616
4	Government of Haryana	11064	7998	19062	8268	10794	9148
5	Government of Tamil Nadu	7901	5646	13547	4223	9324	7909
6	Government of Union Territory of Jammu and Kashmir	7346	1813	9159	1619	7540	7118

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
7	Government of Bihar	7858	7936	15794	6488	9306	7109
8	Government of Kerala	5777	1474	7251	598	6653	6348
9	Government of Himachal Pradesh	5714	764	6478	356	6122	5942
10	Government of Uttar Pradesh	12271	67469	79740	64522	15218	4317

Annexure 2: Average Closing Time – 1st Jan to 28th Mar, 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	598	4
2	Government of Andaman & Nicobar	280	12
3	Government of Union Territory of Chandigarh	986	13
4	Government of Uttar Pradesh	64522	14
5	Government of Puducherry	342	14
6	Government of Rajasthan	6790	20
7	Government of Telangana	1924	23
8	Government of Tripura	249	27
9	Government of Madhya Pradesh	8521	34
10	Government of Gujarat	10284	43



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001