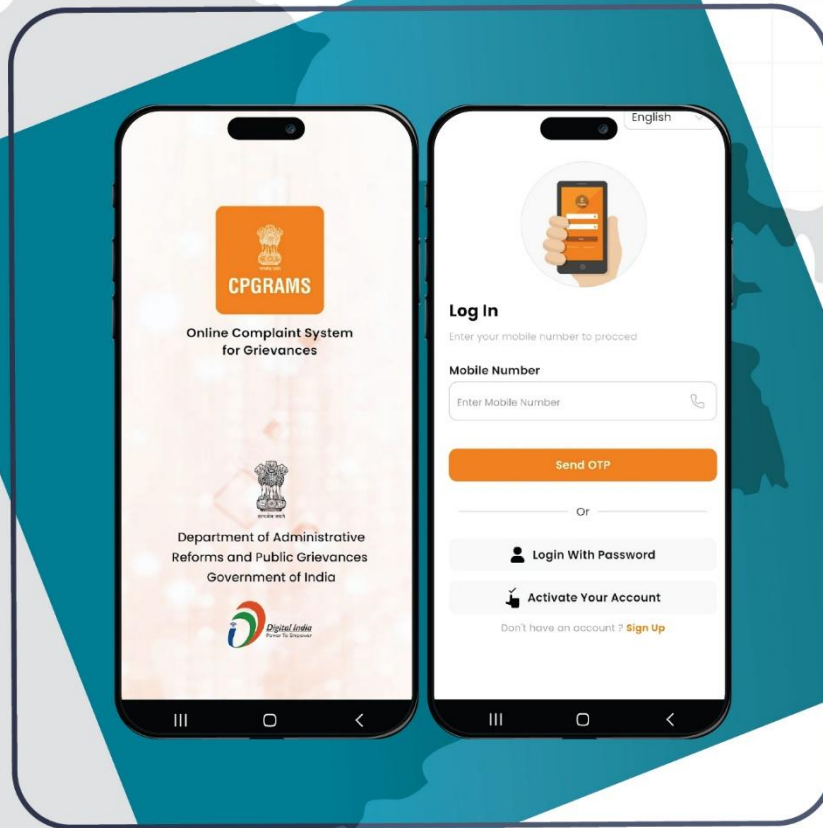




सत्यमेव जयते

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



# CPGRAMS

## MONTHLY REPORT

### States/UTs

MAY 2025

(Report Number 34)

Department of Administrative Reforms  
and Public Grievances

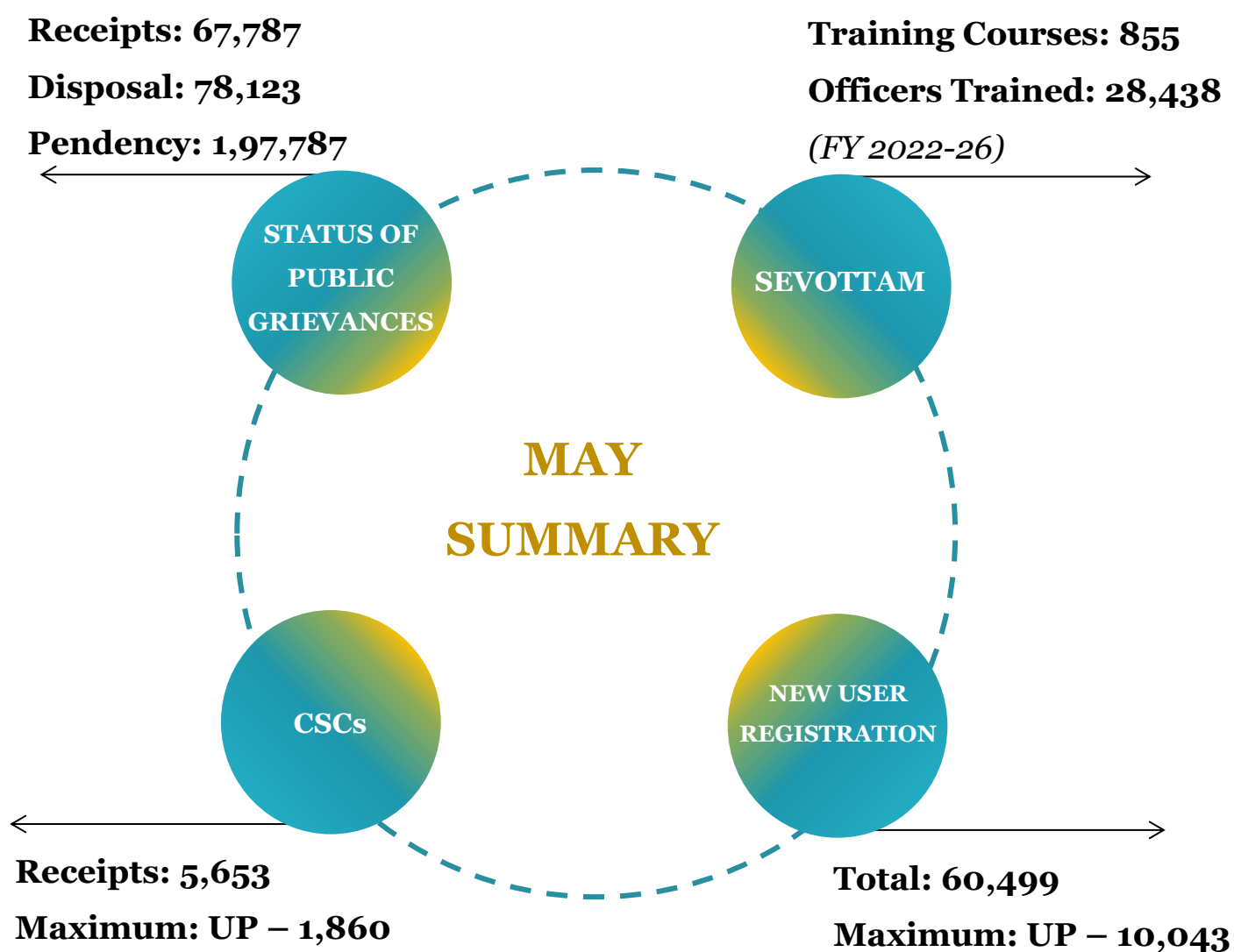
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# 1. Key Highlights

- ➔ 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 is set to be operational from June 2025.

## Data Summary – May, 2025



01

## General Highlights

- **Monthly review meeting** under the chairmanship of Secretary, DARPG, was conducted on 21<sup>st</sup> May, 2025, with the Nodal Officers of all the States/UTs
- The Feedback Call Centre collected a total of **65,601 feedbacks** in May, 2025, where, **26,633 feedbacks** were collected from States/UTs
- In the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **855 training courses** have been completed, in which **~28,438 officers** have been trained
- DARPG, in collaboration with ASCI Hyderabad, is developing the **Sevottam Guidelines 2025-26** along with a model curriculum, content, and andragogy for Sevottam Capacity Building Programmes

## Status of Public Grievances on CPGRAMS

02

- In May, 2025, **67,787 PG cases** were received for the States/UTs and **78,123 PG cases** were redressed
- The monthly disposal of PG cases in States/UTs **increased** from **57,021 in April 2025** to **78,123 in May 2025**, with **Uttar Pradesh** recording the highest disposals

03

## Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> May, 2025
- For States/UTs, as on 31<sup>st</sup> May, 2025, there exists a pendency of **1,97,787 PG cases**

## 2. DARPG Collaboration with ASCI



### Developing Model Curriculum, Content and Andragogy for the Sevottam Capacity Building Programmes

The Department of Administrative Reforms & Public Grievances (DARPG), Government of India, on boarded the Administrative Staff College of India (ASCI), Hyderabad, as its Knowledge Partner to design a Model Curriculum, Content, and Andragogy for Sevottam Training Programmes. These DARPG-funded programmes are being delivered by Administrative Training Institutes (ATIs) to Grievance Redressal Officers (GROs) across the country. With its decades-long expertise in policy research and public sector capacity building, ASCI is well-positioned to enhance the effectiveness and impact of these trainings.



### Progress of work

The ASCI Team carried out the following activities in addition to desk research and gap analysis:

1.

**National Workshop Participation:** Attended the National Workshop on Sevottam at RCVP Noronha Academy of Administration and Management, Bhopal (February 2025), to gain a comprehensive understanding of the training programmes delivered by various Administrative Training Institutes (ATIs).

2.

**Training Observations:** Participated in Sevottam training sessions at Andhra Pradesh Human Resource Development Institute (APHRDI), Andhra Pradesh (12 March 2025), and Anna Administrative Staff College (AASC), Chennai, Tamil Nadu (19–20 March 2025), to assess the existing curriculum, training methodology, and participant profiles.

3.

**Stakeholder Consultations:** Engaged with Nodal Officers from MCRHRDI (Telangana), APHRDI, MATI (Meghalaya), AASC (Tamil Nadu), SKIPA (Jharkhand), and IMG (Kerala) to gather insights on current practices and areas for improvement.

**4. State-Level Interactions:** Held in-person discussions with Nodal Grievance Redressal Officers in Andhra Pradesh, Tamil Nadu, Telangana, and Kerala to understand ground-level grievance redressal mechanisms and training needs.

**5. Training Needs Assessment (TNA):** Circulated a nationwide TNA questionnaire among Sevottam trainees to identify key gaps and priority areas for enhancing the training programmes.

### Stakeholder Consultations

In April 2025, the ASCI Study Team met DARPG officials in New Delhi to review project progress and draft the Sevottam Training Guidelines for 2025–26. They also attended a training session at HIPA, Gurgaon, and consulted with HIPA officials to assess existing content, delivery methods, and future directions.



Sevottam Training Session in Haryana Institute of Public Administration (HIPA) on 4<sup>th</sup> April, 2025

### Dissemination of Research Findings and Draft Sevottam Guidelines

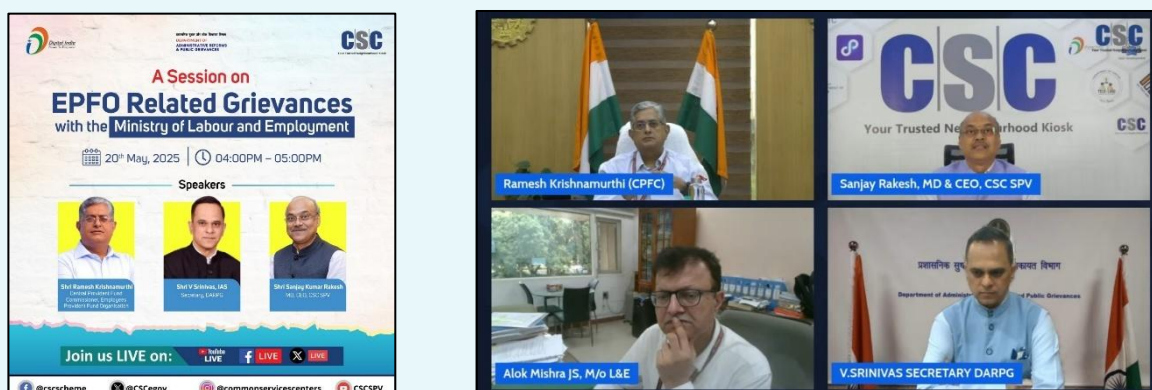
On April 25, 2025, Prof. Nirmalya Bagchi presented the Draft Sevottam Guidelines (2025–26) at the 5th National Sevottam Workshop on Effective Redressal of Grievances held in Institute of Management in Government (IMG), Thiruvananthapuram, Kerala. Drawing from the study findings and other suggestions from various stakeholders, ASCI is now in the process of finalising the Draft Sevottam Guidelines for 2025- 26 and the Model Curriculum, Content and Andragogy for the Sevottam Capacity Building Programmes.



Prof. Nirmalya Bagchi, Head, Centre for Management Studies (CMS), ASCI, presenting on the Draft Sevottam Guidelines 2025-26



### 3. CPGRAMS- CSC Live Session



#### **EPFO related grievances with Ministry of Labour and Employment**

To strengthen citizen-centric governance, a live session was conducted by the Department of Administrative Reforms and Public Grievances (DARPG) and the Common Services Centres (CSC) in collaboration with the Ministry of Labour and Employment and CSC VLEs to address EPFO-related grievances received on the CPGRAMS portal.

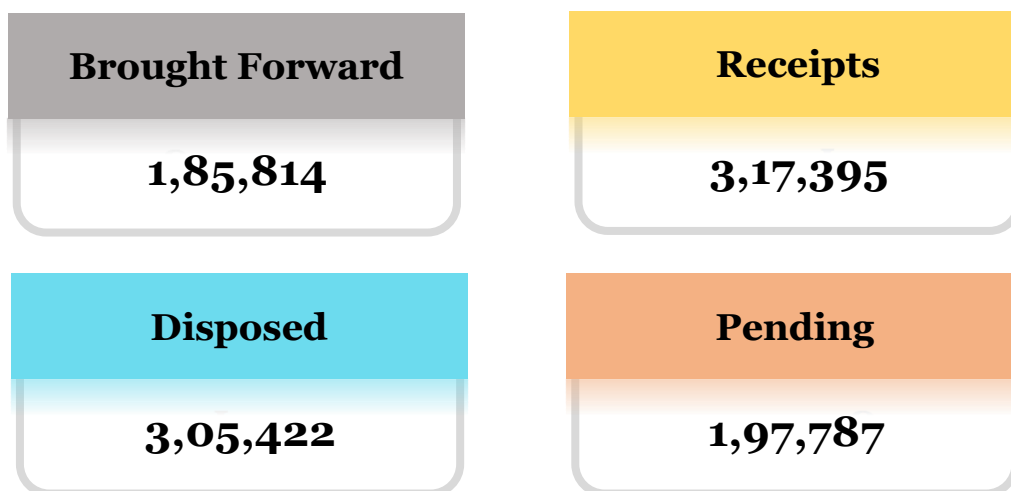
The session was attended by Shri V. Srinivas, Secretary, DARPG; Shri Ramesh Krishnamurthi, Central Provident Fund Commissioner, Employees' Provident Fund Organisation; Shri Alok Mishra, Joint Secretary, Ministry of Labour and Employment; and Shri Sanjay Kumar Rakesh, MD & CEO, CSC e-Governance Services India Ltd. Village Level Entrepreneurs (VLEs) from across the country also participated in this virtual interaction.

During the session, Shri Sanjay Kumar Rakesh underscored the significant role played by CSCs and VLEs in delivering last-mile grievance redressal services, especially in remote and rural areas. Secretary, DARPG presented key trends and insights related to EPFO grievances received through CSCs in 2025, emphasizing the need to enhance awareness about the CPGRAMS platform among citizens. Shri Ramesh Krishnamurthi highlighted recent reforms introduced by EPFO to streamline service delivery, such as simplified procedures for PF withdrawals, UAN generation through the UMANG app, and seamless account transfers.

The session concluded with an engaging interaction between senior officials and VLEs from Maharashtra, Gujarat, and Uttarakhand to understand citizen concerns and gather feedback from the field.

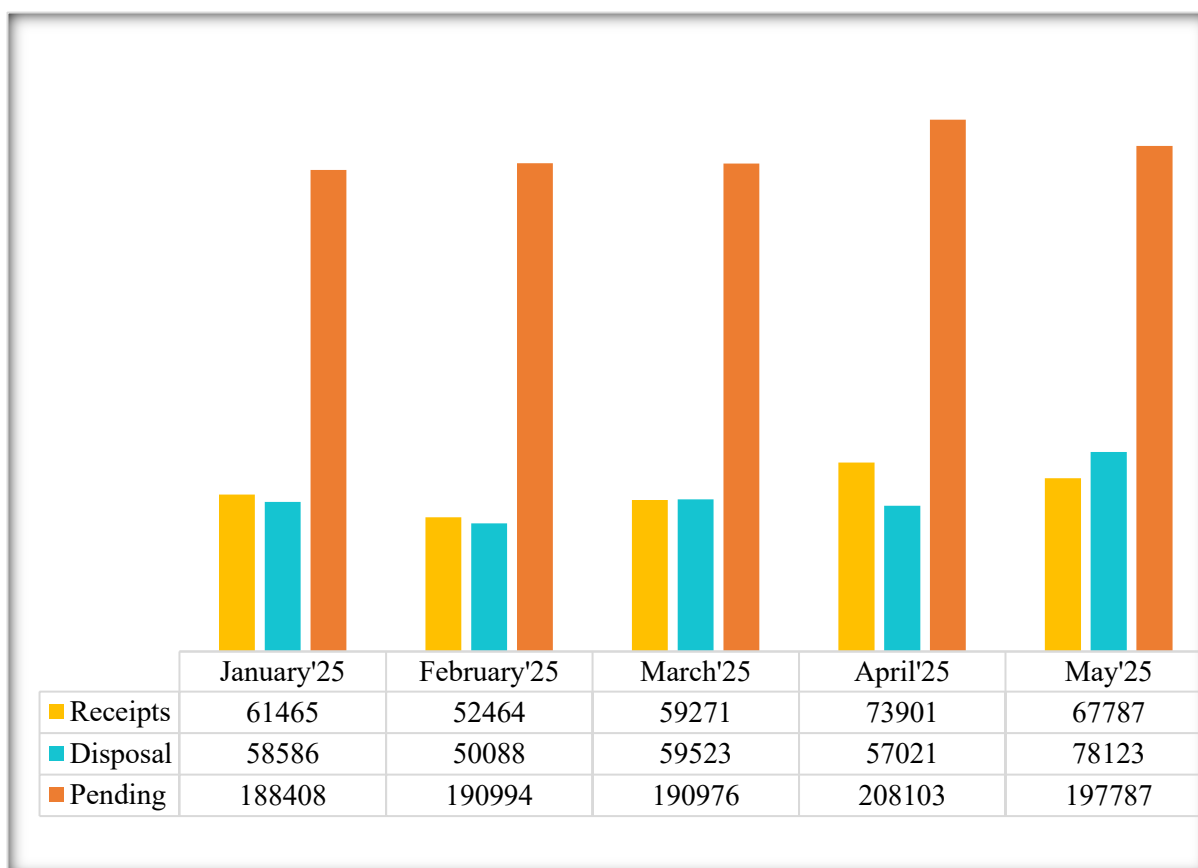
## 4. Review of Status of Grievances

### 4.1 Overview



(Time Period: 01/01/2025 to 31/05/2025)

### 4.2 Month-wise Status of Grievances



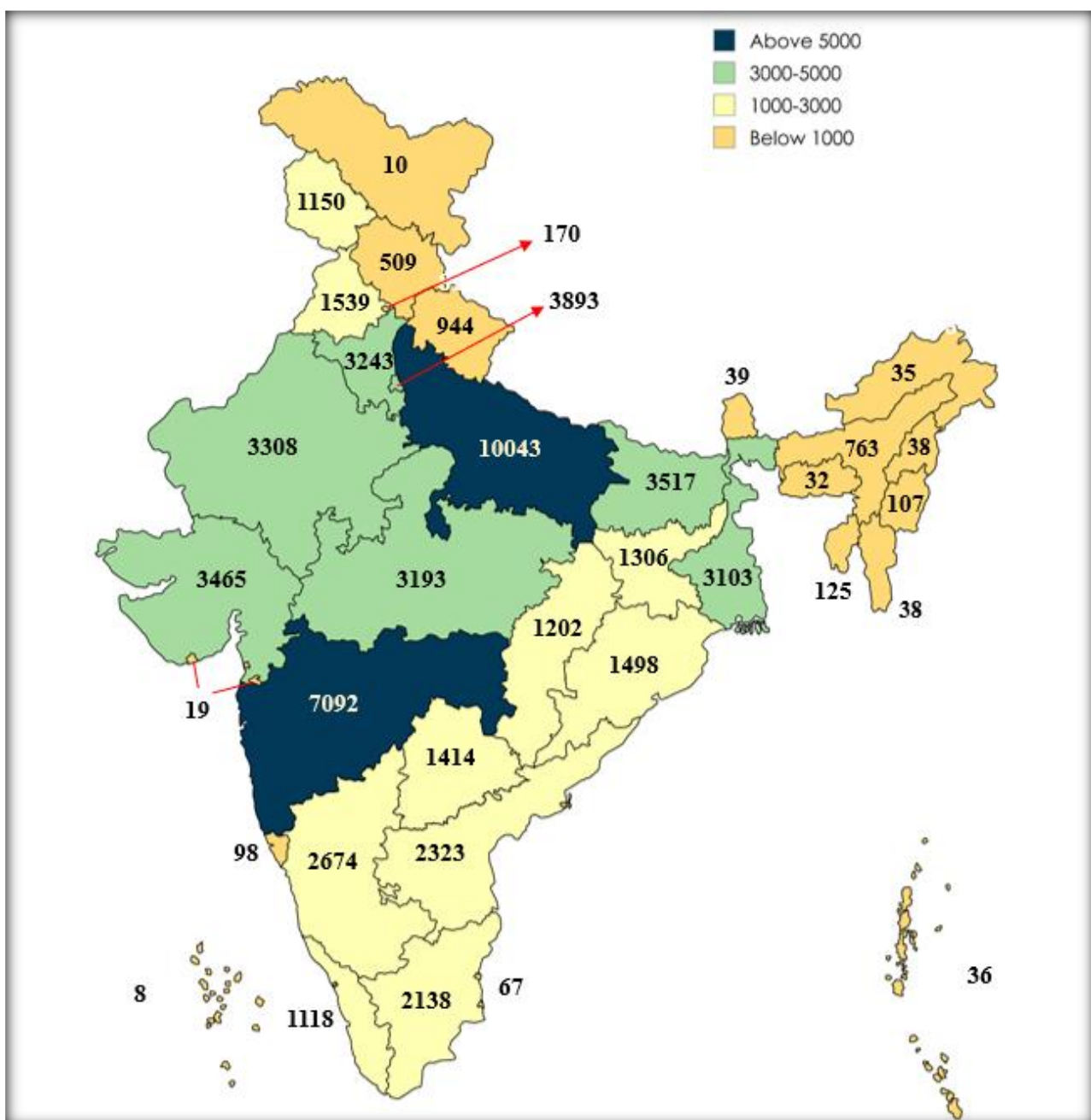


## 5. New User Registrations

A total of **60,499** new users have registered on CPGRAMS in May, 2025, through various channels, out of which, **10,043** registrations are from Uttar Pradesh.



### New user registration on CPGRAMS from States/UTs in May, 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
4	April	62,227
5	May	60,499
TOTAL		2,76,451

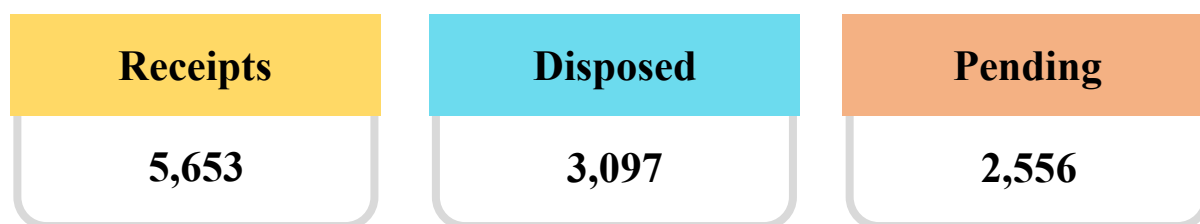


## Percentage Change of new user registration on CPGRAMS in States/UTs:

S. No.	Name of State/UT	Total Users Registered (April)	Total Users Registered (May)	% Increase
1	Uttar Pradesh	7602	10043	↑ 32%
2	Maharashtra	5404	7092	↑ 31%
3	Delhi	2978	3893	↑ 31%
4	Bihar	2697	3517	↑ 30%
5	Gujarat	2723	3465	↑ 27%
6	Rajasthan	2761	3308	↑ 20%
7	Haryana	2472	3243	↑ 31%
8	Madhya Pradesh	2492	3193	↑ 28%
9	West Bengal	2652	3103	↑ 17%
10	Karnataka	2458	2674	↑ 9%
11	Andhra Pradesh	2300	2323	↑ 1%
12	Tamil Nadu	2104	2138	↑ 2%
13	Punjab	1533	1539	0%
14	Odisha	1237	1498	↑ 21%
15	Telangana	1419	1414	~0%

## 6. 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).

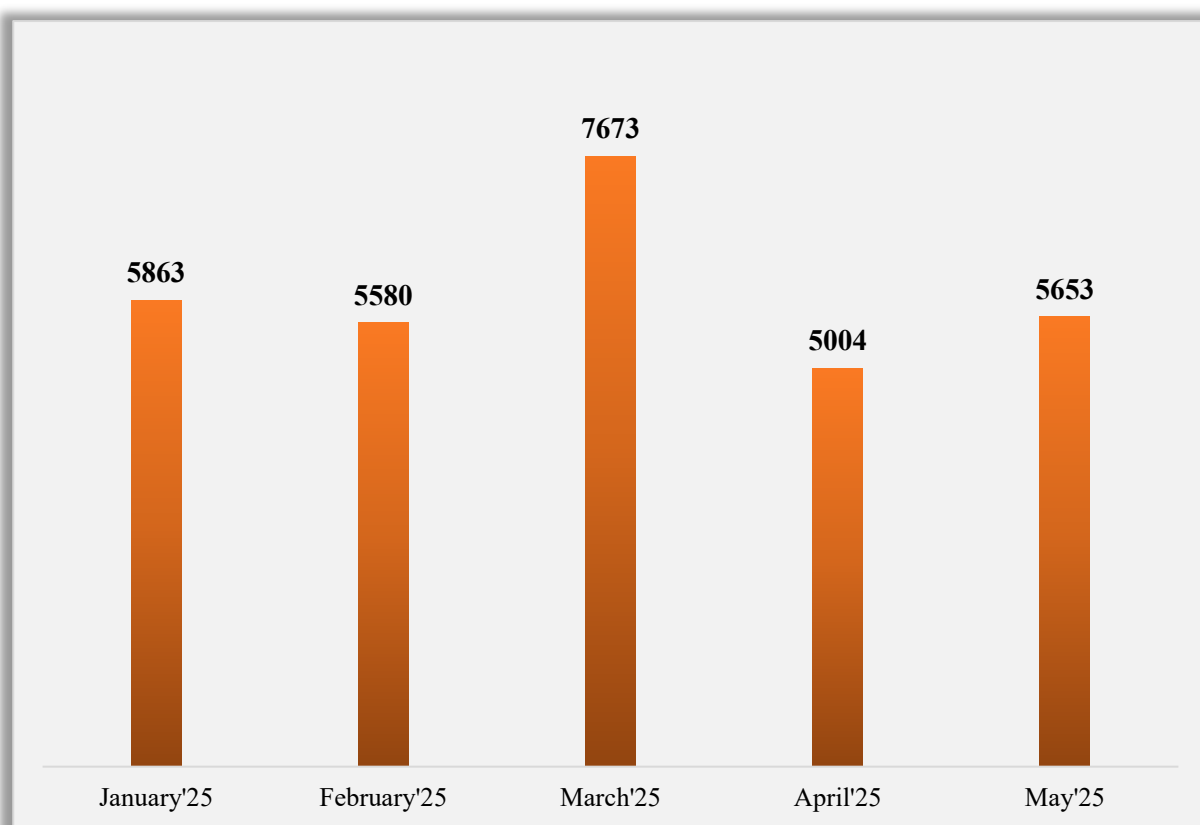


(Time Period: 01/05/2025 to 31/05/2025)



### Overview of grievances registered through the Common Service Centres in the month of May, 2025:

A total of **5,653** grievances have been registered through the Common Service Centres in the month of May, 2025





## CSCs with more than 20 grievances registered in May, 2025:

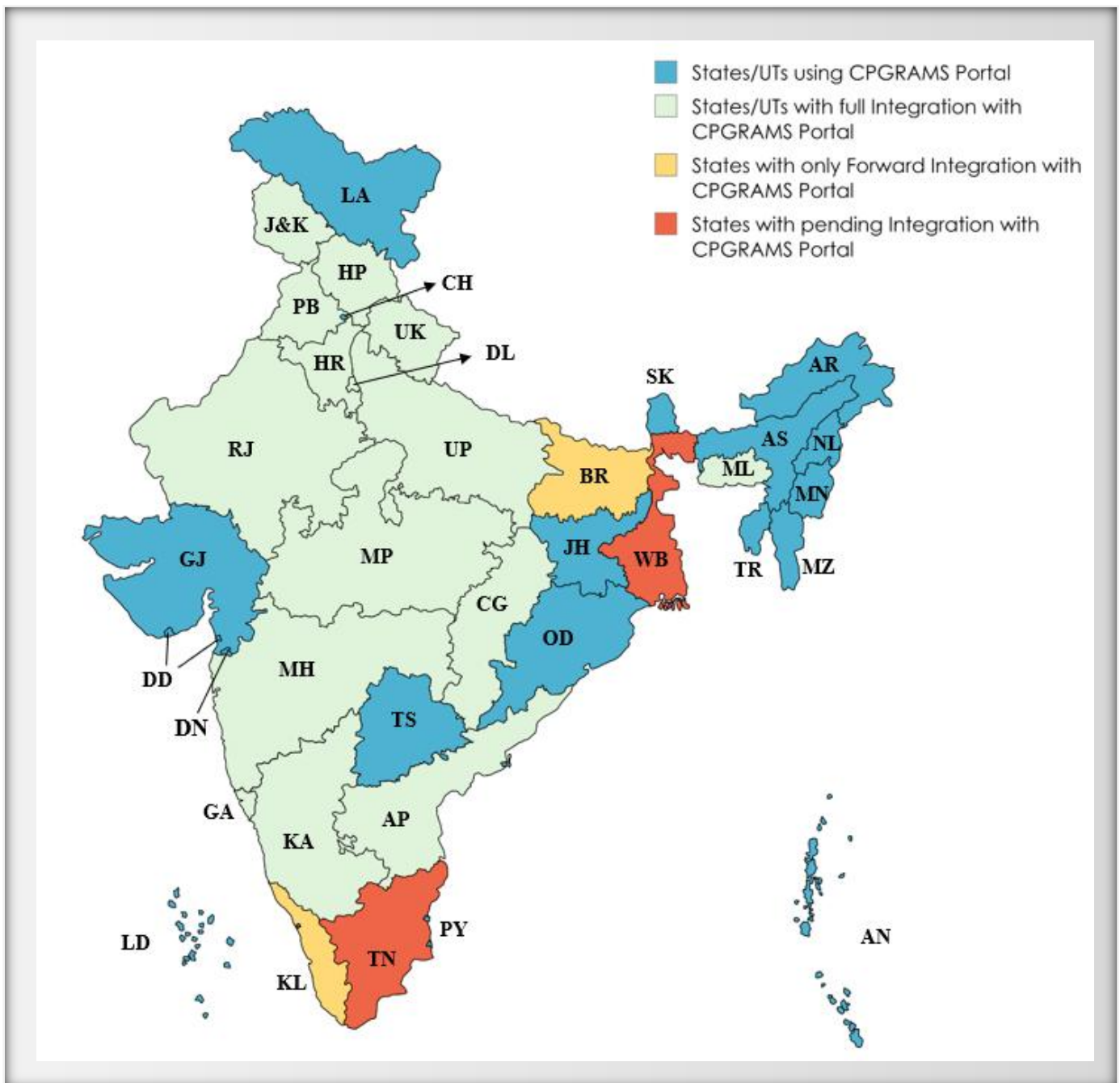
S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District
1	166999110014	68	Uttar Pradesh	Gautam Buddha Nagar
2	639612940018	54	Jammu And Kashmir	Ganderbal
3	264371650018	46	West Bengal	Murshidabad
4	533147430012	46	Chhattisgarh	Rajnandgaon
5	255153650018	42	Kerala	Alappuzha
6	735431280019	37	Uttar Pradesh	Gautam Buddha Nagar
7	237755750016	35	Punjab	Pathankot
8	223627140016	32	Odisha	Puri
9	688895070016	31	Uttar Pradesh	Gautam Buddha Nagar
10	612473530011	25	Odisha	Puri
11	217162730011	24	Uttar Pradesh	Gautam Buddha Nagar
12	464571460011	24	Punjab	Pathankot
13	798754440011	24	Uttar Pradesh	Gautam Buddha Nagar
14	212373340011	23	Punjab	Pathankot
15	241474770014	21	Uttar Pradesh	Gautam Buddha Nagar
16	245657660019	21	Uttar Pradesh	Gautam Buddha Nagar
17	327472540013	21	Punjab	Pathankot
18	412525370014	21	Chandigarh	Chandigarh
19	373322620019	20	West Bengal	Murshidabad
20	554276350010	20	Uttar Pradesh	Gautam Buddha Nagar
21	562732670018	20	Andhra Pradesh	Nandyal

## 7. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in 1 <sup>st</sup> to 31 <sup>st</sup> May, 2025
1	Government of Uttar Pradesh	26634
2	Government of Gujarat	6825
3	Government of NCT of Delhi	3380
4	Government of Haryana	3356
5	Government of Maharashtra	3264
6	Government of Madhya Pradesh	3110
<i>Note: 17 States/UTs have received more than 1000 grievances in between 1<sup>st</sup> to 31<sup>st</sup> May, 2025</i>		
Disposal		
Rank	State/UT	Disposals in 1 <sup>st</sup> to 31 <sup>st</sup> May, 2025
1	Government of Uttar Pradesh	26658
2	Government of Gujarat	14369
3	Government of Rajasthan	4272
4	Government of Odisha	4024
5	Government of Madhya Pradesh	3338
6	Government of NCT of Delhi	3323
<i>Note: 14 States/UTs have disposed more than 1000 grievances in between 1<sup>st</sup> to 31<sup>st</sup> May, 2025</i>		
Pendency		
Rank	State/UT	Pendency as on 31 <sup>st</sup> May, 2025
1	Government of West Bengal	45169
2	Government of Maharashtra	19049
3	Government of Uttar Pradesh	18453
4	Government of Odisha	15383
5	Government of Haryana	11250
6	Government of Bihar	10367
<i>Note: 23 States have a pendency of more than 1000 grievances, as on 31<sup>st</sup> May, 2025</i>		

## 8. 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.



## 9. 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

### ATIs receiving grants in Financial Year 2024-25

**In FY 2024-25, 23 ATIs were provided grants under the Sevottam Scheme:**

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	

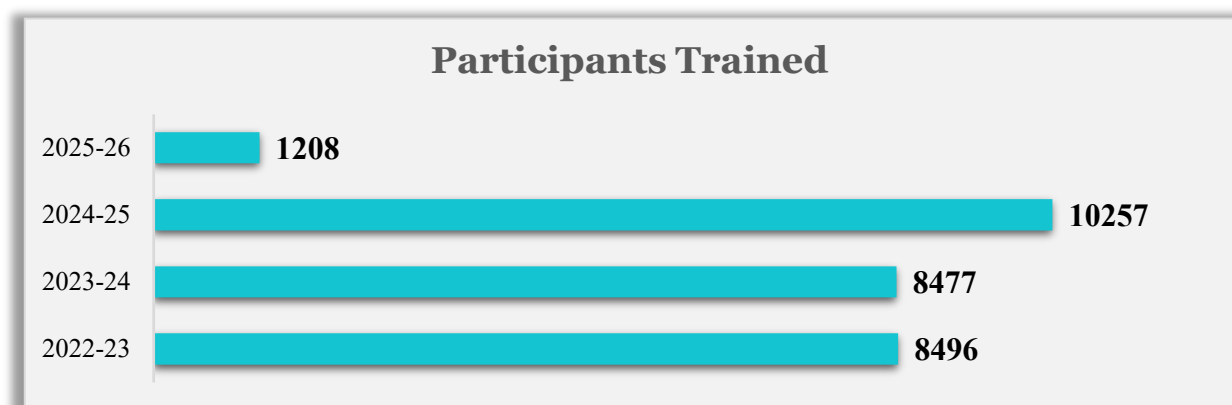
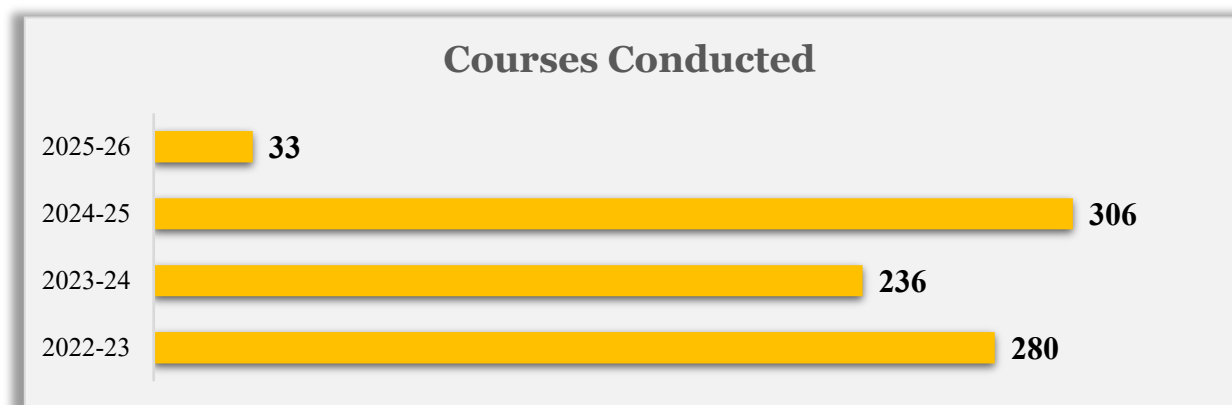
**Note:** All States/UTs are requested to submit the Utilization Certificate (UC) and Proposals/Training Calendar for FY 2025-26 at the earliest to enable DARPG to issue the next sanction



## 10. Sevottam Scheme Portal



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



**Total number of training courses conducted and officers trained in the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26):**

**Trainings Conducted**

**855**

**Officers Trained**

**28,438**



**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
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
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281
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
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	4	191
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	584
10	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	18	584
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	12	517
13	Tamil Nadu	ANNA Administrative Staff College	32	1067
14	Telangana	Dr. MCR HRD Institute, Hyderabad	30	897
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	239
		<b>Total</b>	<b>306</b>	<b>10257</b>

*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/>]*



**A brief recap of the courses shared by States in the Financial Year 2025-26 are as follows:**

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	15	507
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	11	382
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	57
4	Tamil Nadu	ANNA Administrative Staff College	3	200
5	Telangana	Dr. MCR HRD Institute, Hyderabad	2	62
Total			33	1208

**\*\*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/>]**

### Key Moments and Insights from the Training Sessions



*Training Session conducted by Himachal Pradesh Institute of Public Administration (HPIPA), Shimla*



*Training Session conducted by Dr. MCR HRD Institute, Hyderabad*



# 11. Success Stories

“

Shri Rajesh Choudhary faced repeated rejections of his GST registration application over a span of three months, despite having responded to all departmental queries. The delay caused financial losses to his MSME startup, as potential clients required a valid GST number to proceed with business transactions. He also raised concerns about the lack of transparency regarding the reasons for rejection. Seeking redressal, he filed a grievance on the CPGRAMS portal. Following this, the concerned officer reviewed the application, verified the details, and approved the GST registration. A GST number has now been issued, thereby resolving the grievance.

”

## Delay in GST Registration for MSME

## Irregular Power Supply Issue

“

Shri Pawan Rajput, a resident of Rajendra Nagar, Bareilly, faced frequent power outages due to a faulty connection from the nearby electricity pole. This not only caused severe discomfort during the summer nights but also posed a risk to household appliances. Despite raising multiple complaints through the electricity helpline, the issues remained unresolved, and complaints were closed without action. Seeking resolution, he filed a grievance on the CPGRAMS portal. Upon review, the concerned authorities visited the site and rectified the faulty connection. The grievance was resolved within 15 days.

”

“ Shri Faiz Mohammad Ayyub, a resident of Ainuddinpur, Kareli, Prayagraj, Uttar Pradesh, raised a concern regarding stagnant rainwater around his house leading to a severe mosquito infestation. He also reported the overgrowth of poisonous weeds, increasing the risk of snake sightings and endangering his family's safety. Seeking immediate action, he filed a grievance on the CPGRAMS portal, requesting weed removal, mosquito control spray, and garbage clearance. Upon review, the concerned authorities cleaned the area, removed the overgrown vegetation, and conducted mosquito repellent spraying to address the issue. The grievance was resolved and closed.

### **Request for Area Cleaning and Mosquito Control**

”

### **Relocation of Electricity Power Line**

“

Smt. Shakraben Ratilal Solanki, a resident of Umrai, Vadodara, faced a construction halt due to an overhead electricity service line passing through her property. Despite submitting a request to the local office, no action was taken, and she was asked to bear the relocation cost of Rs. 5000-6000 for a line laid without her consent. Seeking resolution, she filed a grievance on the CPGRAMS Portal. The concerned authorities reviewed the case and the service line was promptly relocated to a nearby pole. The grievance was resolved and closed.

”

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



**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 26<sup>th</sup> March 2025 onwards on DD News.

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

Date of Telecast	26 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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 26<sup>th</sup> March 2025.



# PIBs and Tweets – May, 2025

Ministry of Personnel, Public Grievances & Pensions



**Live Session conducted by DARPG and CSC with VLEs on 20th May, 2025**

In line with the Government of India's commitment to improve citizen-centric governance, a live session was organized today by the DARPG in collaboration with the Common Services Centre (CSC) to address EPFO-related grievances received via the CPGRAMS portal

Posted On: 21 MAY 2025 12:23PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions




**DARPG to deepen collaboration with Right to Services (RTS) Commissioners of States/UTs for improving quality of grievance redressal and citizen satisfaction through the RTS framework**

CPGRAMS-RTS linkage to strengthen time-bound service delivery by greater adoption of e-Services and faster grievance redressal

**Haryana RTS Commission to implement the pilot project**

Posted On: 31 MAY 2025 5:34PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions




**The Department of Administrative Reforms and Public Grievances (DARPG) released the 33rd Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of April, 2025**

**73,901 PG cases were received by States/UTs as in April, 2025**

**A total of 57,021 grievances redressed by States/UTs in April, 2025. Pendency in States/UTs stands at 2,08,103 grievances**

Posted On: 16 MAY 2025 5:21PM by PIB Delhi

 **DARPG** @DARPG\_GoI

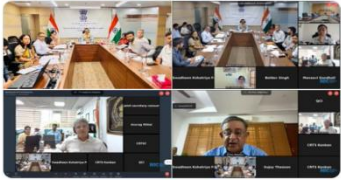
Shri V. Srinivas, IAS, Secretary, DARPG chaired a virtual meeting with the Right to Services (RTS) Commissioners today, i.e. 30th May, 2025 for deepening collaboration for improving public grievances redressal through the RTS framework.

It was decided to collaborate through CPGRAMS-RTS integration to strengthen time-bound service delivery for improving public grievance redressal ecosystem. The Haryana RTS Commission will implement the pilot project.

The RTS Commissions were also invited to submit proposal under the State Collaborative Initiative for expanding digital services

#eGovernance #NeSDA

#DigitalIndia #GoodGovernance #CitizenFirst



9:28 PM · May 30, 2025 · 456 Views

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During the meeting, presentations were made by Smt. Sarita Chauhan, IAS, Joint Secretary, and Shri Parthasarathy Bhaskar D, Deputy Secretary, DARPG on the value addition through NeSDA framework and CPGRAMS-RTS integration.

RTS Commissioners from Haryana, Maharashtra, Meghalaya, Assam, Uttarakhand, and West Bengal appreciated DARPG's data-driven, technology-led approach. They endorsed the integration of grievance trends into service notification, for improving service categorization, grievance redressal, and time-bound delivery.

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A Session on EPFO Related Grievances with the Ministry of Labour and Employment...

20th May 2025 (Today)  
4 PM Onwards

Join our key Speakers LIVE on the #CSC X Page.

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**A Session on EPFO Related Grievances with the Ministry of Labour and Employment**

20th May, 2025 | 04:00 PM - 05:00 PM

**Speakers**

Shri Ramesh Krishnamurthi, Central Provident Fund Commissioner, Government of India  
Shri V. Srinivas, IAS, Secretary, DARG  
Shri Sanjay Kumar Rakesh, MD, CEO, CSC SPV

Join us LIVE on: YouTube, Facebook, X, LinkedIn

#cscscheme @CSCeGov @commonservicescenters CSCSPV

**PIB India**  
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Live Session conducted by DARGP and CSC with VLEs on 20th May, 2025

In line with the Government of India's commitment to improve citizen-centric governance, a live session was organized today by the DARGP in collaboration with the Common Services Centre (CSC) to address EPFO-related grievances received via the CPGRAMS portal

Read here: [pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)

**A Session on EPFO Related Grievances with the Ministry of Labour and Employment**

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Shri Sanjay Kumar Rakesh, MD, CEO, CSC SPV

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1:21 PM - May 21, 2025 - 5,659 Views

**DARGP**  
@DARGP\_GoI

A live session was conducted on 20th May, 2025 by DARGP and CSC with the Ministry of Labour and Employment and CSC VLEs to address common EPFO-related grievances received on the #CPGRAMS portal. The session featured insightful discussions with Shri V. Srinivas, Secretary, DARGP; Shri Ramesh Krishnamurthi, Central Provident Fund Commissioner, @sociallepto; Shri Alok Mishra, Joint Secretary, @LabourMinistry; and Shri Sanjay Kumar Rakesh, MD & CEO, @CSCeGov.

Full session is available on YouTube Link: [youtube.com/watch?v=4-dfvt...](https://youtube.com/watch?v=4-dfvt...)

#DigitalIndia #DARGP #CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #PublicService #DigitalInclusion #CSCParCharcha #FinancialInclusion

**A Session on EPFO Related Grievances with the Ministry of Labour and Employment**

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Shri Sanjay Kumar Rakesh, MD, CEO, CSC SPV

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**DARGP**  
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Shri V. Srinivas, Secretary, DARGP, delivered an insightful presentation on the grievance trends received through CSCs in 2025. He highlighted that Uttar Pradesh topped the list among the five states with the highest volume of grievances submitted via CSCs, indicating active citizen engagement at the grassroots level.

He further stressed the importance of strengthening outreach efforts by CSC VLEs to promote wider adoption and awareness of the #CPGRAMS portal, ensuring that more citizens—especially in rural and remote areas—can access grievance redressal services efficiently.

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**Overview**

CSC Portal and is available at more than 1 lakh CSCs for the month of April, 2025

Maximum grievances registered through CSCs for the month of April, 2025

Department of Administrative Reforms and Public Grievances

10:58 AM - May 21, 2025 - 77 Views

**DARGP**  
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During the session, Shri Sanjay Kumar Rakesh, MD & CEO, @CSCeGov, shared insights on CSC's journey with #CPGRAMS in delivering last-mile grievance redressal services in remote areas.

He also expressed his appreciation to the Secretary, DARGP, for fostering a collaborative approach by involving CSCs to strengthen grassroots-level access to the #CPGRAMS Portal.

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Department of Administrative Reforms and Public Grievances

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**DARGP**  
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At the end of the session, Shri V. Srinivas, Secretary, DARGP and Shri Ramesh Krishnamurthi, Central Provident Fund Commissioner, @sociallepto, interacted with a few Village-level Entrepreneurs (VLEs) from Maharashtra, Gujarat and Uttarakhand to understand the major EPFO-related grievances raised by the citizens and also took a note of suggestions received by the VLEs.

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Track your grievance status with a unique Registration Number

Scan to know more

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#DigitalIndia #CPGRAMS @DARGP\_GoI

**Have a Grievance regarding a Government Service? Solve it with CPGRAMS**

Track your grievance status with a unique Registration Number

Scan to know more

**DARGP**  
@DARGP\_GoI

DARGP has released its 33rd #CPGRAMS Monthly Report for April, 2025, for States/UTs.

A total of 57,021 grievances were redressed by States/UTs in April, 2025

A total of 73,901 grievances were received by States/UTs in April, 2025

Full report can be accessed on [dargp.gov.in/sites/default/...](https://dargp.gov.in/sites/default/...)

#CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService

**CPGRAMS MONTHLY REPORT States/UTs**

APRIL, 2025 (Report Number 33)

Department of Administrative Reforms and Public Grievances

# Annexures

## Annexure 1: Performance of States/UTs – May, 2025

### Annexure 1.1: Maximum Number of Receipts – May, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18477	26634	45111	26658	18453
2	Government of Gujarat	12496	6825	19321	14369	4952
3	Government of NCT of Delhi	6412	3380	9792	3323	6469
4	Government of Haryana	10772	3356	14128	2878	11250
5	Government of Maharashtra	17661	3264	20925	1876	19049
6	Government of Madhya Pradesh	4654	3110	7764	3338	4426
7	Government of Bihar	10292	2998	13290	2923	10367
8	Government of Rajasthan	4835	2522	7357	4272	3085
9	Government of Jharkhand	4666	1838	6504	2814	3690
10	Government of Tamil Nadu	9962	1701	11663	2166	9497

### Annexure 1.2: Maximum Number of Disposals – May, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18477	26634	45111	26658	18453
2	Government of Gujarat	12496	6825	19321	14369	4952
3	Government of Rajasthan	4835	2522	7357	4272	3085
4	Government of Odisha	17939	1468	19407	4024	15383
5	Government of Madhya Pradesh	4654	3110	7764	3338	4426
6	Government of NCT of Delhi	6412	3380	9792	3323	6469
7	Government of Bihar	10292	2998	13290	2923	10367
8	Government of Haryana	10772	3356	14128	2878	11250
9	Government of Jharkhand	4666	1838	6504	2814	3690
10	Government of Tamil Nadu	9962	1701	11663	2166	9497



**Annexure 2: Performance of States/UTs - 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025****Annexure 2.1: Maximum Number of Receipts – 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	121290	133562	115109	18453
2	Government of Gujarat	5328	28145	33473	28521	4952
3	Government of Maharashtra	18757	16672	35429	16380	19049
4	Government of Madhya Pradesh	3591	15612	19203	14777	4426
5	Government of Haryana	11067	14633	25700	14450	11250
6	Government of NCT of Delhi	5741	14578	20319	13850	6469
7	Government of Bihar	7858	14261	22119	11752	10367
8	Government of Rajasthan	1407	12751	14158	11073	3085
9	Government of Tamil Nadu	7902	9479	17381	7884	9497
10	Government of Jharkhand	5810	8268	14078	10388	3690

**Annexure 2.2: Maximum Number of Disposal – 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	121290	133562	115109	18453
2	Government of Gujarat	5328	28145	33473	28521	4952
3	Government of Maharashtra	18757	16672	35429	16380	19049
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7	Government of Bihar	7858	14261	22119	11752	10367
8	Government of Rajasthan	1407	12751	14158	11073	3085
9	Government of Jharkhand	5810	8268	14078	10388	3690
10	Government of Odisha	18373	6522	24895	9512	15383

**Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39914	5287	45201	32	45169
2	Government of Maharashtra	18757	16672	35429	16380	19049
3	Government of Uttar Pradesh	12272	121290	133562	115109	18453
4	Government of Odisha	18373	6522	24895	9512	15383
5	Government of Haryana	11067	14633	25700	14450	11250
6	Government of Bihar	7858	14261	22119	11752	10367
7	Government of Tamil Nadu	7902	9479	17381	7884	9497
8	Government of Kerala	5777	2281	8058	826	7232
9	Government of Union Territory of Jammu and Kashmir	7346	3027	10373	3714	6659
10	Government of NCT of Delhi	5741	14578	20319	13850	6469
11	Government of Himachal Pradesh	5712	1289	7001	768	6233
12	Government of Gujarat	5328	28145	33473	28521	4952
13	Government of Karnataka	5316	5902	11218	6498	4720
14	Government of Andhra Pradesh	4046	6694	10740	6165	4575
15	Government of Madhya Pradesh	3591	15612	19203	14777	4426
16	Government of Chattisgarh	2199	4942	7141	2836	4305
17	Government of Jharkhand	5810	8268	14078	10388	3690
18	Government of Punjab	3114	7691	10805	7610	3195
19	Government of Rajasthan	1407	12751	14158	11073	3085
20	Government of Uttarakhand	3035	5775	8810	7066	1744
21	Government of Assam	4581	3185	7766	6041	1725
22	Government of Nagaland	1280	80	1360	15	1345
23	Government of Manipur	2285	959	3244	2149	1095

**Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	80	1360	15	1345	462	98.90%
2	Government of Mizoram	767	55	822	23	799	286	97.20%
3	Government of Meghalaya	467	99	566	122	444	207	78.45%
4	Government of Arunachal Pradesh	186	149	335	155	180	57	53.73%
5	Government of Manipur	2285	959	3244	2149	1095	220	33.75%
6	Government of Sikkim	27	50	77	54	23	71	29.87%
7	Government of Tripura	53	612	665	479	186	26	27.97%
8	Government of Assam	4581	3185	7766	6041	1725	74	22.21%

**Annexure 2.5: Top 10 States/UTs with grievances pending for more than 21 Days – 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of West Bengal	39914	5287	45201	32	45169	44356
2	Government of Maharashtra	18757	16672	35429	16380	19049	16867
3	Government of Odisha	18373	6522	24895	9512	15383	14352
4	Government of Haryana	11067	14633	25700	14450	11250	9175
5	Government of Bihar	7858	14261	22119	11752	10367	8435
6	Government of Tamil Nadu	7902	9479	17381	7884	9497	8426
7	Government of Kerala	5777	2281	8058	826	7232	7128
8	Government of Union Territory of Jammu and Kashmir	7346	3027	10373	3714	6659	6253
9	Government of Himachal Pradesh	5712	1289	7001	768	6233	6063
10	Government of Uttar Pradesh	12272	121290	133562	115109	18453	5275

## Annexure 2.6: States/UTs with Low Average Closing Time - 1<sup>st</sup> Jan to 31<sup>st</sup> May, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Kerala	826	4
2	Government of Andaman & Nicobar	477	12
3	Government of Union Territory of Chandigarh	1502	13
4	Government of Puducherry	589	14
5	Government of Uttar Pradesh	115109	15
6	Government of Telangana	3874	16
7	Government of Tripura	479	26
8	Government of Rajasthan	11073	33
9	Government of Gujarat	28521	35
10	Government of Madhya Pradesh	14777	36





**Department of Administrative Reforms and Public Grievances**

**Government of India**

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001