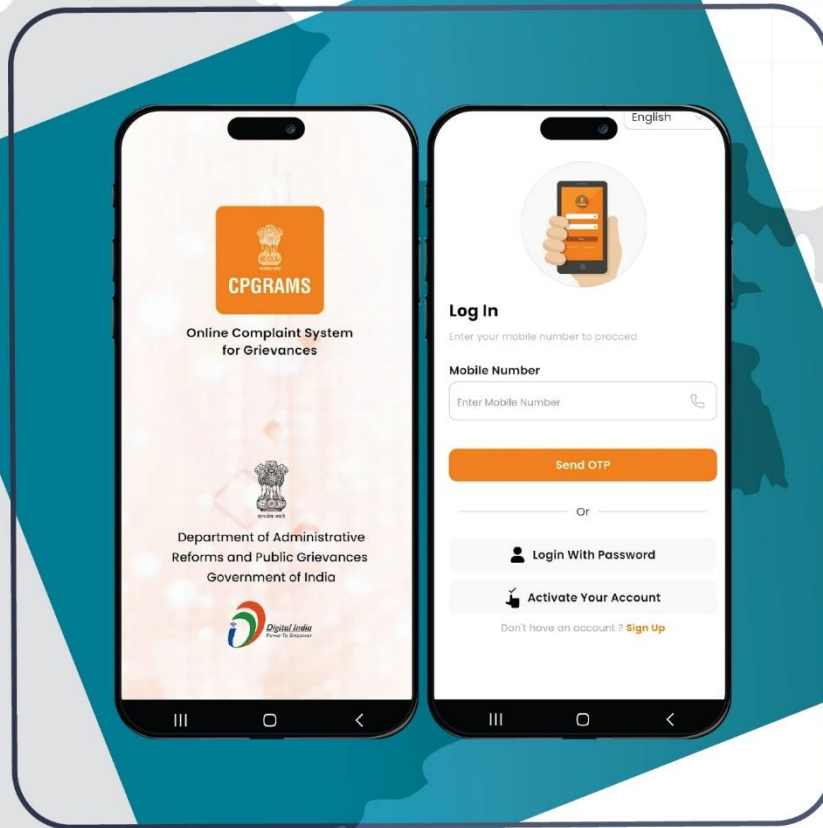




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

OCTOBER 2025

(Report Number 39)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

Data Summary – October, 2025

Receipts: 64,736

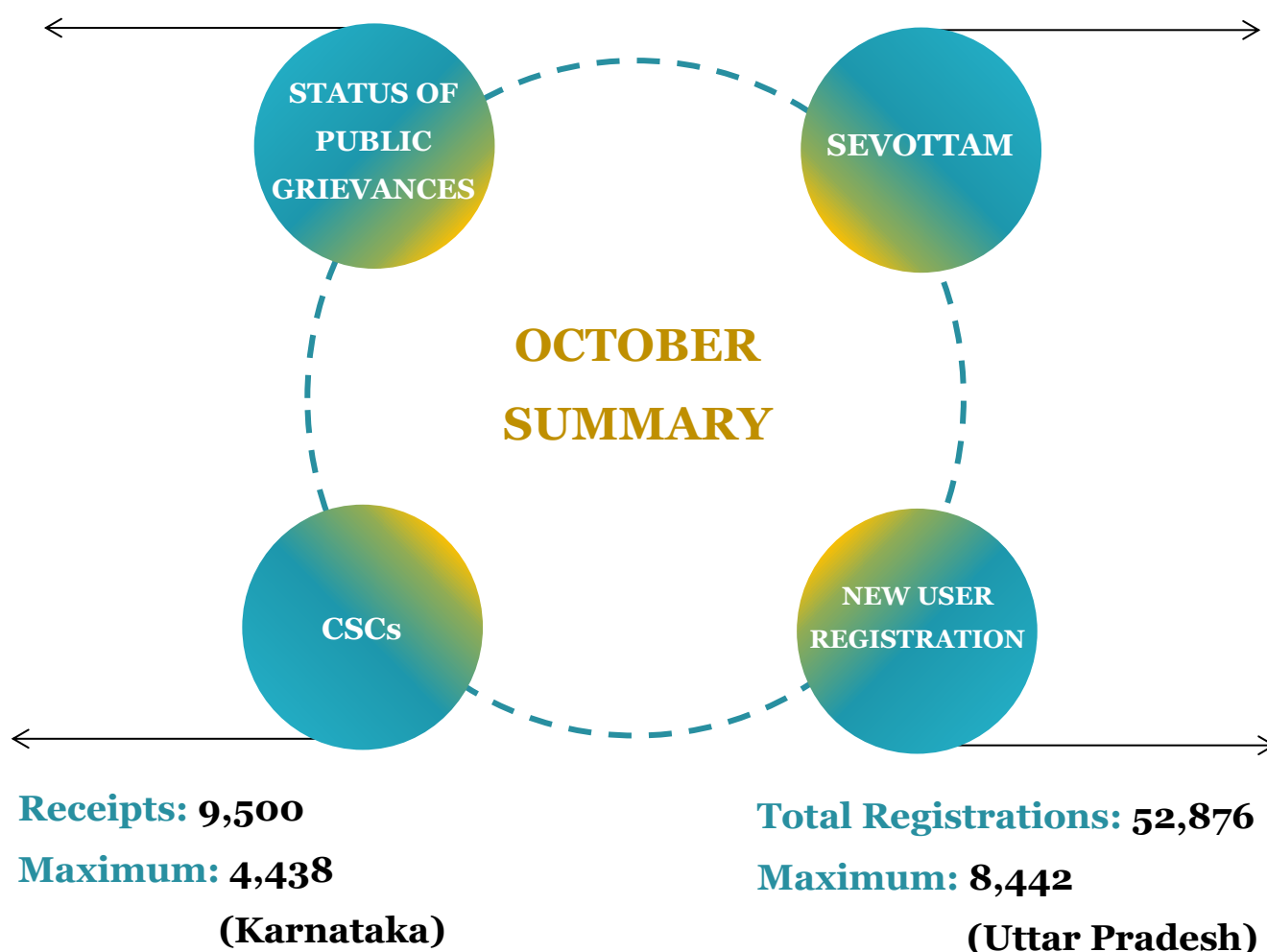
Disposal: 63,305

Pendency: 1,76,091

Training Courses: 962

Officers Trained: 31,993

(FY 2022-26)



01

General Highlights

- To facilitate senior-level review of PG cases in States/UTs, a dedicated **Review Module** has been operationalised, effective from **6th June 2025**.
- A monthly review meeting under the chairmanship of Secretary, DARPG was held on 31st October, 2025
- The Feedback Call Centre collected a total of **65,197 feedbacks** in October, 2025, where, **27,011 feedbacks** were collected from States/UTs
- Under the Sevottam Scheme, in the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **962 training courses** have been completed, in which **~31,993 officers** have been trained

Status of Public Grievances on CPGRAMS

02

- In October, 2025, **64,736 PG cases** were received for the States/UTs and **63,305 PG cases** were redressed
- **Uttar Pradesh** recorded the highest number of disposals in October 2025 with 23,020 PG cases, followed by **Haryana** with 4,342 PG cases

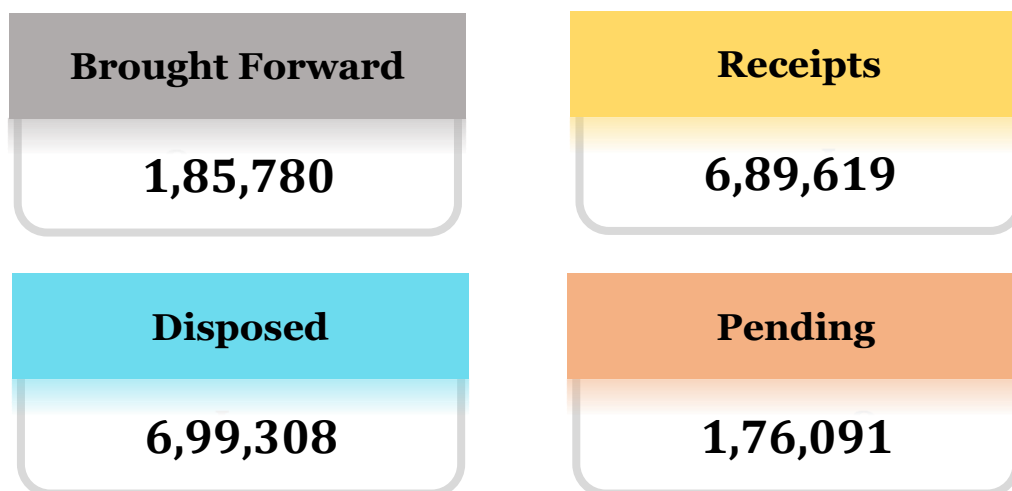
03

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 31st October, 2025
- For States/UTs, as on 31st October, 2025, there exists a pendency of **1,76,091 PG cases**

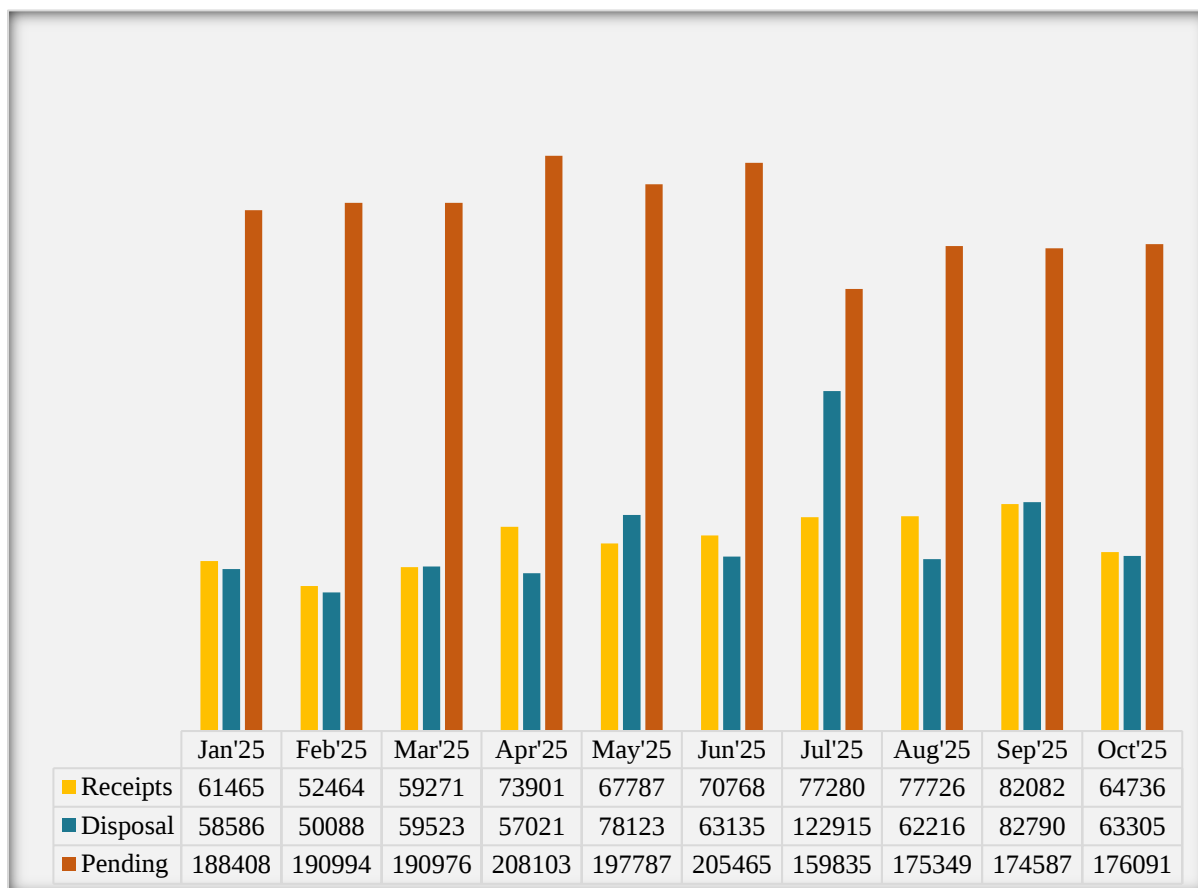
2. Review of Status of Grievances

2.1 Overview



(Time Period: 01/01/2025 to 31/10/2025)

2.2 Month-wise Status of Grievances



3. Feedback Call Centre

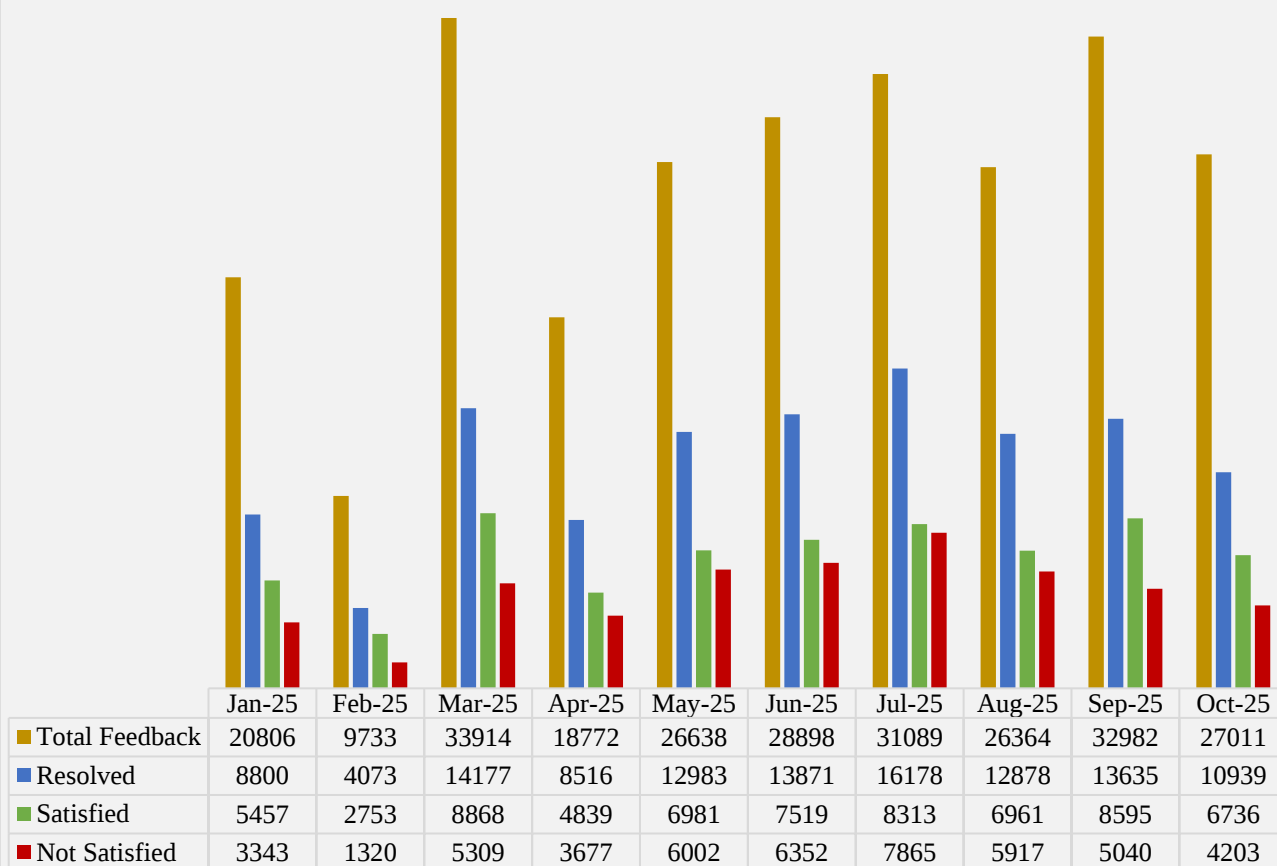


Overview

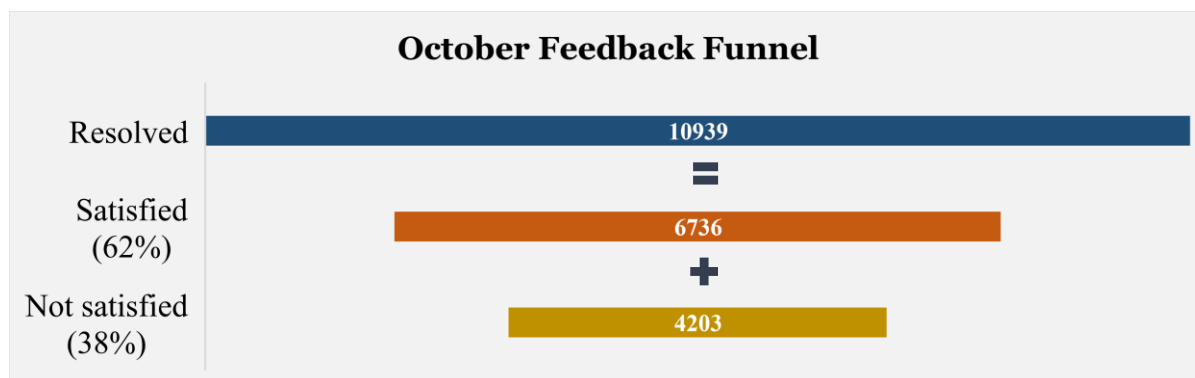
During the period from **1st January, 2025 to 31st October, 2025**, a total of **2,56,207 feedback** was received in States/UTs through the Call Centre, with **1,16,050 grievances** marked as **resolved** — reflecting a resolution rate of over **45%**. Among the resolved cases, over **58% of citizens expressed satisfaction** with the resolution provided. In October 2025, **27,011 feedback** was received for States/UTs out of 65,197 total feedback received.

The column chart below presents four key metrics related to Call Centre feedback from January to October 2025: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution

Month-wise Feedback Status



The funnel below illustrates the journey of 10,939 cases resolved through the Call Centre in October, 2025. Following resolution, 62% of citizens (6,736) reported being satisfied with the outcome, while the remaining 38% (4,203) expressed dissatisfaction.

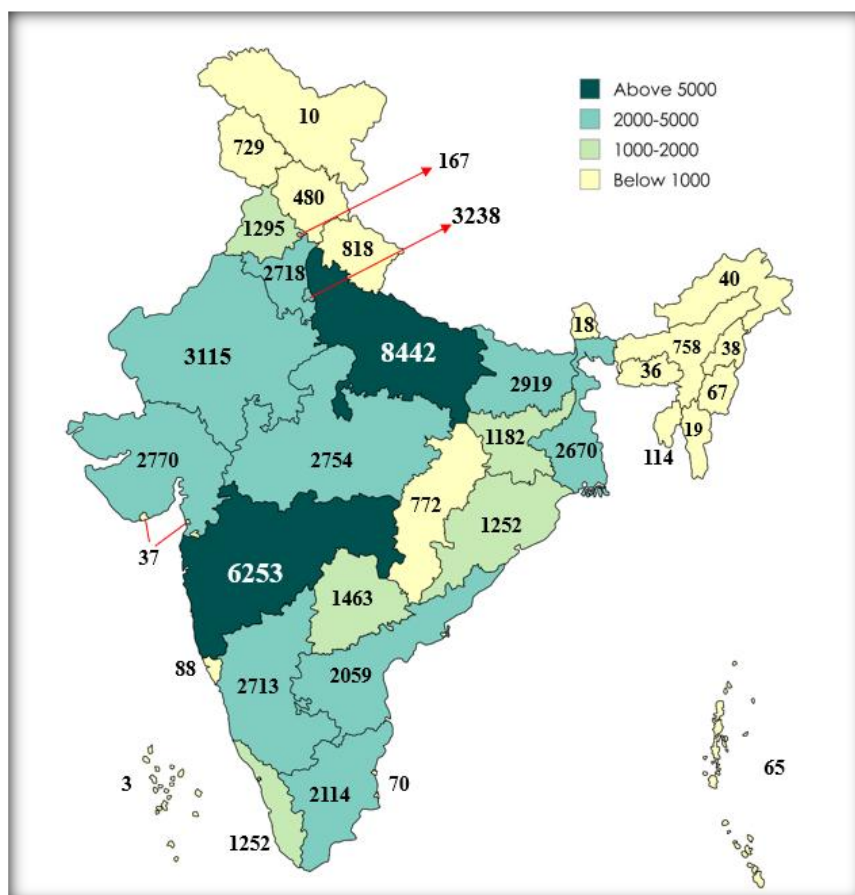


Feedback Status: Top 10 States/UTs – October, 2025

Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

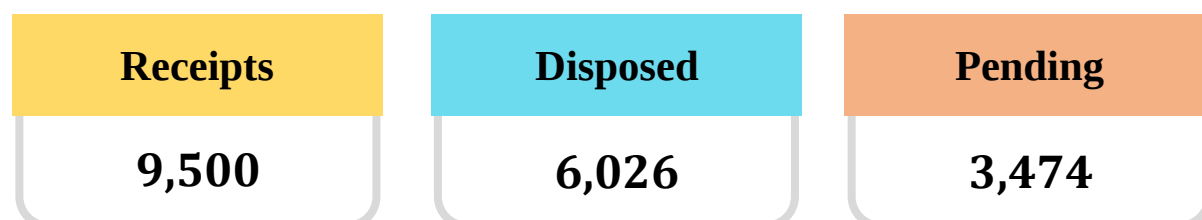
S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	4807	2873 (60%)	1934 (40%)
2	Government of Haryana	684	452 (66%)	232 (34%)
3	Government of Madhya Pradesh	677	493 (73%)	184 (27%)
4	Government of Rajasthan	641	370 (58%)	271 (42%)
5	Government of Maharashtra	601	430 (72%)	171 (28%)
6	Government of Gujarat	573	328 (57%)	245 (43%)
7	Government of Bihar	434	268 (62%)	166 (38%)
8	Government of Tamil Nadu	336	181 (54%)	155 (46%)
9	Government of NCT of Delhi	332	185 (56%)	147 (44%)
10	Government of Jharkhand	277	162 (58%)	115 (42%)

New user registration on CPGRAMS from States/UTs in October, 2025:

8 | Page

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).

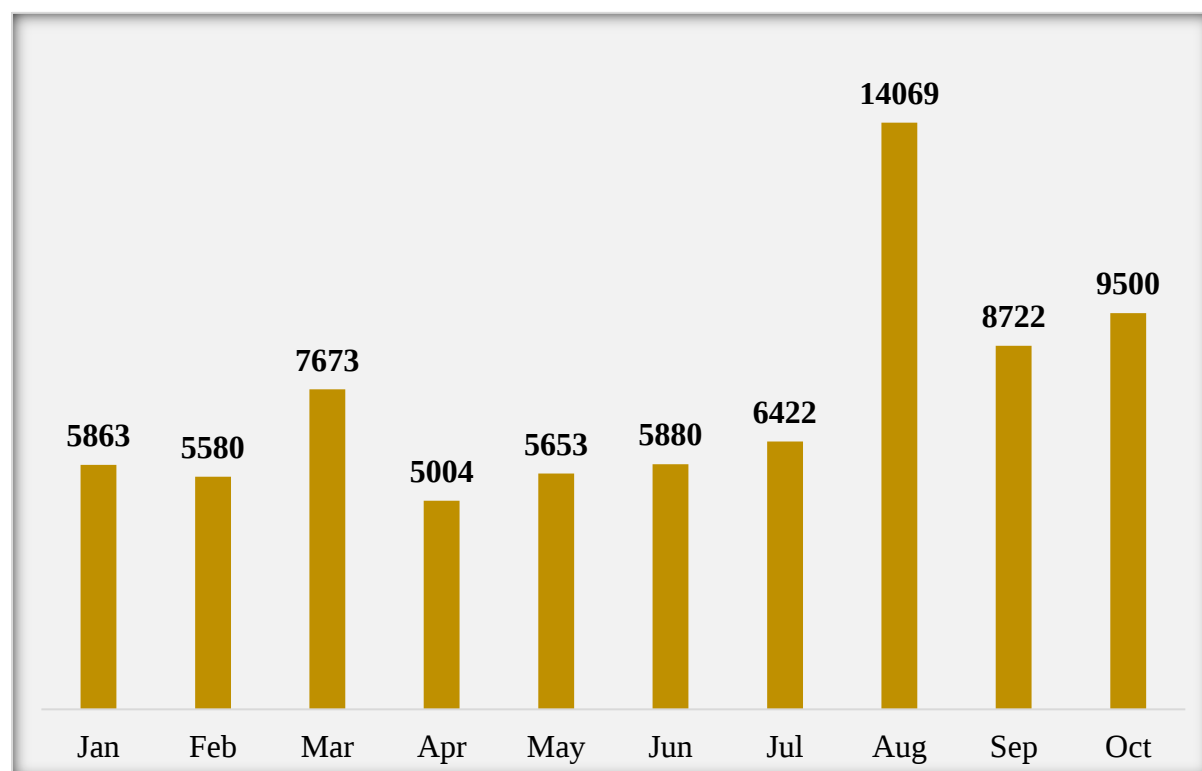


(Time Period: 01/10/2025 to 31/10/2025)



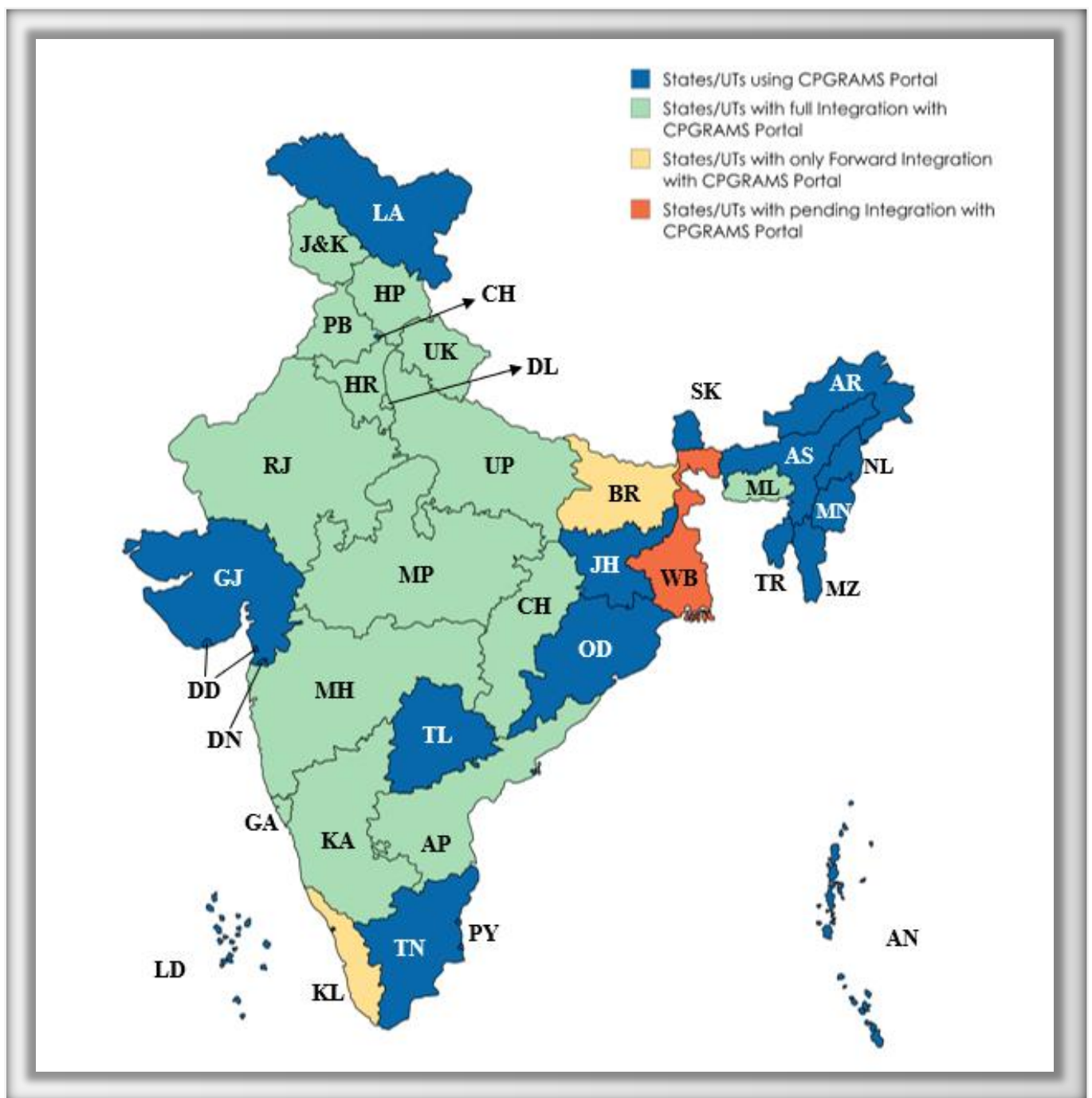
Overview of grievances registered through the Common Service Centres in the month of October, 2025:

A total of **9,500 grievances** has been registered through the Common Service Centres in the month of October, 2025.



6. 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 integrating all the respective States/UTs grievance portals with CPGRAMS.



7. 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

ATIs receiving grants in Financial Year 2025-26

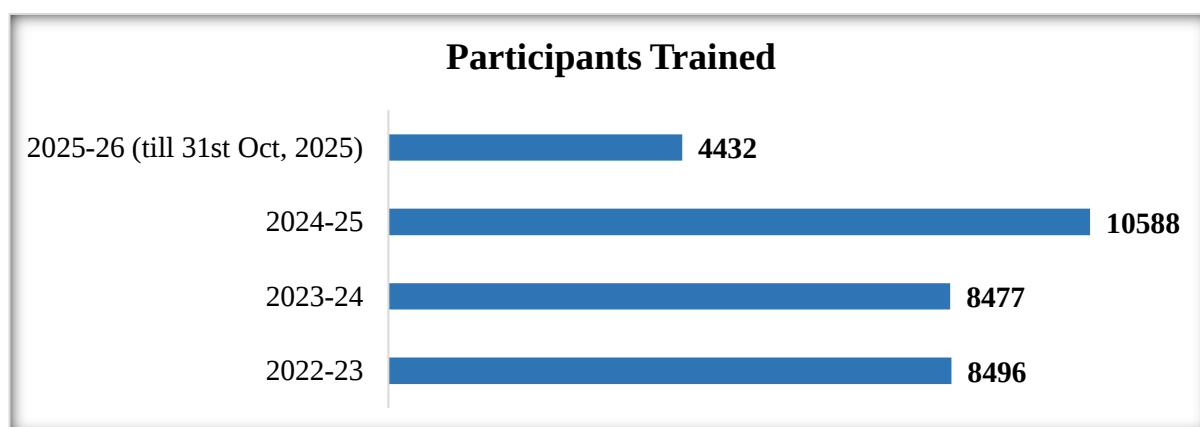
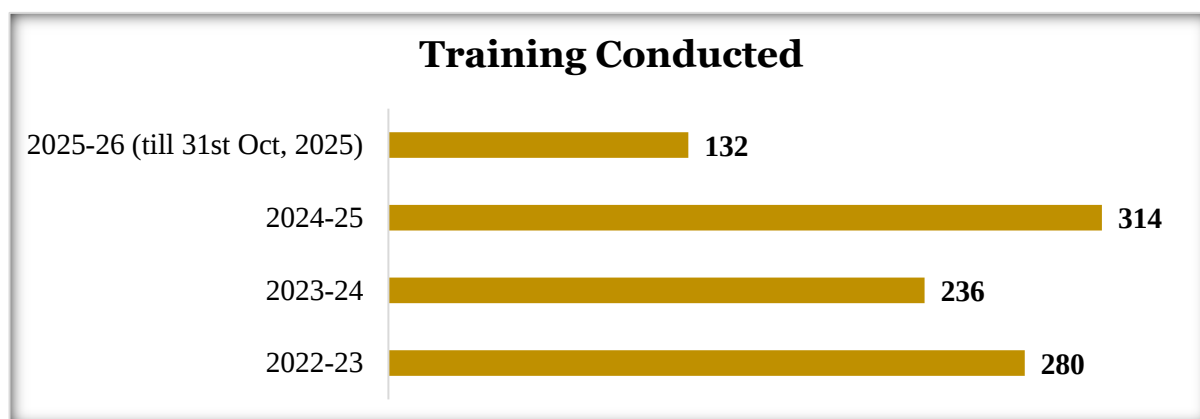
Proposals received from following 22 ATIs for FY 2025-26 has been approved and 1st instalment of grant is released:

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

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

8. Sevottam Scheme Portal

 Number of trainings conducted and participants trained in the last four Financial Years are as follows:



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

Trainings Conducted

962

Officers Trained

31,993



Brief recap of the courses shared by States in FY 2024-25:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	91	2963
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	54	2008
3	Tamil Nadu	ANNA Administrative Staff College	32	1069
4	Telangana	Dr. MCR HRD Institute, Hyderabad	30	897
5	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	600
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	18	584
7	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281
8	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	13	707
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	11	276
10	Assam	Assam Administrative Staff College (AASC), Guwahati	10	414
11	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	10	183
12	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	247
13	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)	2	149
14	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPPA)	1	15
15	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165
		Total	314	10558



Brief recap of the courses shared by States in FY 2025-26:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	38	1320
3	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	10	287
4	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	8	170
5	Tamil Nadu	ANNA Administrative Staff College	8	378
6	Telangana	Dr. MCR HRD Institute, Hyderabad	8	254
7	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	5	252
8	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	2	
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	1	26
		Total	132	4432

Note: 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.darpq.in.net/login/>]

Key Moments from the Training Sessions conducted in October, 2025



Haryana Institute of Public Administration (HIPA), Gurugram



Himachal Pradesh Institute of Public Administration (HPIPA), Shimla

9. Success Stories

“

Grievance of Shri. Swapnil Shalik

Shri Swapnil Shalik Jarare had applied for an Ayushman Bharat card; however, despite completing all requisite formalities, the application status continued to show as “pending.” Concerned about the delay, he lodged a grievance on the CPGRAMS portal. Upon review, the authorities verified the case and confirmed that the Ayushman Bharat card had been approved through the official portal. The grievance was accordingly resolved, and the citizen was duly informed.

”

**Delay in
Issuance of
Ayushman
Bharat Card**

**Water Supply
Restored**

“

Grievance of Shri. Vetandhar Nagad

Shri Vetandhar Nagad, a resident of village Nagad in Tehsil Chaukhutiya, District Almora, faced a prolonged disruption in drinking water supply from Jal Sansthan Ranikhet Chaukhutiya. Despite making several complaints and personally approaching the local departmental officials, no action was taken to address the issue. Seeking resolution, he filed a grievance on the CPGRAMS Portal, prompting the authorities to intervene. The concerned authorities reviewed the matter and the water supply was restored. As confirmed by the complainant through the portal, water supply is now functioning smoothly.

”

“ Grievance of Shri. Manjeet Kumar

Shri Manjeet Kumar faced difficulties when his application to change his daughter's name from Sakshi Pratap Rai to Sakshi Roy was rejected by GVMC - II, Visakhapatnam, without any valid reason. Despite seeking guidance on the proper process, no clear instructions were provided. Seeking resolution, he filed a grievance on the CPGRAMS Portal. In response, the authorities reviewed the matter and the name change was successfully processed. The grievance was resolved and the resolution was confirmed by Shri Manjeet Kumar during a follow-up phone call.

**Name Change
Request
Successfully
Processed**

”

**Drainage
Repairs
Initiated**

“

Grievance of Shri. Sanjeev Kumar

Shri. Sanjeev Kumar from Basti Jodhewal, Ludhiana, Punjab, was facing persistent waterlogging and poor road conditions along the Rahon Road stretch (NH-44) between Ludhiana and Rahon city. Despite repeated maintenance efforts, the issue of drainage failure and recurring road damage had persisted for years. Seeking resolution, he lodged a complaint on the CPGRAMS Portal. Following intervention through CPGRAMS, patchwork and drainage repair activities were initiated by the local engineering team to address the problem, ensuring improved road safety and relief to commuters in the affected area.

”

10. Media Outreach

PIBs and Tweets – October, 2025

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

The Department of Administrative Reforms and Public Grievances (DARPG) released the 41st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of September, 2025

A total of 1,66,071 grievances were redressed by Central Ministries/ Departments in September, 2025

For the 39th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Central Board of Indirect Taxes and Customs, Department of Posts and Department of Revenue topped the Group A category in the GRAI rankings released for the month of September, 2025

Ministry of Parliamentary Affairs, Ministry of Development of North Eastern Region and NITI Aayog topped in Group B category in the GRAI rankings released for the month of September, 2025

Posted On: 10 OCT 2025 11:15AM by PIB Delhi

DARPG @DARPG_GoI

DARPG has released its 38th #CPGRAMS Monthly Report for September, 2025, for States/UTs.

In September, 2025, 82,082 PG cases were received for the States/UTs and 82,790 PG cases were redressed.

The monthly disposal of grievances recorded a significant increase, rising from 82,216 in August 2025 to 82,790 in September 2025.

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

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

CPGRAMS MONTHLY REPORT States/UTs SEPTEMBER 2025 (Report Number 38)

Department of Administrative Reforms and Public Grievances

Narendra Modi and 8 others

3:52 PM · Oct 10, 2025 · 145 Views

DARPG @DARPG_GoI

A workshop on CPGRAMS and Special Campaign 5.0 was held at Krishi Bhawan, New Delhi, with @AgriGoI and DARPG. Shri Devesh Chaturvedi, Secretary DA&FW highlighted timely grievance redressal, sustainable practices, and achievements under Special Campaign 5.0. Shri V. Srinivas, Secretary, DARPG, presented key CPGRAMS reforms for citizen-centric grievance redressal. Shri Puneet Yadav, Additional Secretary, DARPG, shared analysis of DA&FW grievances, key trends, and actionable measures.

The workshop also showcased the Krishi Rakshak Portal, CPGRAMS dashboards, and creative e-waste innovations like 3D models of Drones, Tractors, Cultivators, reinforcing the Government's commitment to efficient grievance redressal and sustainability.

#GoodGovernance #DigitalIndia #CPGRAMS #PMKisan #SpecialCampaign5 #AgriGoI

Narendra Modi and 8 others

5:07 PM · Oct 10, 2025 · 215 Views

PIB India @PIB_India

Department of Administrative Reforms and Public Grievances (DARPG) released the 38th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for September, 2025

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal in the month of September, 2025. A total of 78,353 new users has registered on CPGRAMS in September, 2025, through various channels, out of which, 13,813 registrations are from Uttar Pradesh

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

@DARPG_GoI @DoPTGoI

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	314	10,533
4	2025-26 (till 30 th September 2025)	116	3,956
TOTAL		946	31,462

Narendra Modi and 8 others

Last edited 10:10 PM · Oct 31, 2025 · 588 Views

Annexures

Annexure 1: Performance of States/UTs – October, 2025

Annexure 1.1: Maximum Number of Receipts – October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	24677	22305	46982	23020	23962
2	Government of Gujarat	5359	4206	9565	3871	5694
3	Government of Maharashtra	27207	4203	31410	3691	27719
4	Government of Haryana	11513	3539	15052	4342	10710
5	Government of Madhya Pradesh	8526	3395	11921	2820	9101
6	Government of Bihar	13557	3318	16875	2783	14092
7	Government of NCT of Delhi	11668	2986	14654	2519	12135
8	Government of Rajasthan	2700	2963	5663	2942	2721
9	Government of Karnataka	6392	2451	8843	1760	7083
10	Government of Tamil Nadu	8184	2009	10193	3372	6821

Annexure 1.2: Maximum Number of Disposals – October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	24677	22305	46982	23020	23962
2	Government of Haryana	11513	3539	15052	4342	10710
3	Government of Gujarat	5359	4206	9565	3871	5694
4	Government of Maharashtra	27207	4203	31410	3691	27719
5	Government of Tamil Nadu	8184	2009	10193	3372	6821
6	Government of Rajasthan	2700	2963	5663	2942	2721
7	Government of Madhya Pradesh	8526	3395	11921	2820	9101
8	Government of Bihar	13557	3318	16875	2783	14092
9	Government of NCT of Delhi	11668	2986	14654	2519	12135
10	Government of Jharkhand	4417	1534	5951	2192	3759

Annexure 2: Performance of States/UTs - 1st Jan to 31st October, 2025

Annexure 2.1: Maximum Number of Receipts – 1st Jan to 31st October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	257100	269372	245410	23962
2	Government of Gujarat	5326	53127	58453	52759	5694
3	Government of Maharashtra	18757	38069	56826	29107	27719
4	Government of Haryana	11067	35008	46075	35365	10710
5	Government of Madhya Pradesh	3591	34647	38238	29137	9101
6	Government of NCT of Delhi	5730	33936	39666	27531	12135
7	Government of Bihar	7858	32877	40735	26643	14092
8	Government of Rajasthan	1407	30046	31453	28732	2721
9	Government of Tamil Nadu	7896	19245	27141	20320	6821
10	Government of Jharkhand	5810	17761	23571	19812	3759

Annexure 2.2: Maximum Number of Disposal – 1st Jan to 31st October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	257100	269372	245410	23962
2	Government of Gujarat	5326	53127	58453	52759	5694
3	Government of Haryana	11067	35008	46075	35365	10710
4	Government of Madhya Pradesh	3591	34647	38238	29137	9101
5	Government of Maharashtra	18757	38069	56826	29107	27719
6	Government of Rajasthan	1407	30046	31453	28732	2721
7	Government of NCT of Delhi	5730	33936	39666	27531	12135
8	Government of Bihar	7858	32877	40735	26643	14092
9	Government of Odisha	18363	14575	32938	21290	11648
10	Government of Tamil Nadu	7896	19245	27141	20320	6821

Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1st Jan to 31st October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	38069	56826	29107	27719
2	Government of Uttar Pradesh	12272	257100	269372	245410	23962
3	Government of Bihar	7858	32877	40735	26643	14092
4	Government of NCT of Delhi	5730	33936	39666	27531	12135
5	Government of Odisha	18363	14575	32938	21290	11648
6	Government of Haryana	11067	35008	46075	35365	10710
7	Government of Madhya Pradesh	3591	34647	38238	29137	9101
8	Government of Karnataka	5318	17487	22805	15722	7083
9	Government of Tamil Nadu	7896	19245	27141	20320	6821
10	Government of Himachal Pradesh	5711	3010	8721	1978	6743
11	Government of Union Territory of Jammu and Kashmir	7339	6708	14047	8311	5736
12	Government of Gujarat	5326	53127	58453	52759	5694
13	Government of West Bengal	39914	12256	52170	46482	5688
14	Government of Chattisgarh	2199	10327	12526	7693	4833
15	Government of Punjab	3114	15219	18333	13542	4791
16	Government of Jharkhand	5810	17761	23571	19812	3759
17	Government of Andhra Pradesh	4046	14704	18750	15344	3406
18	Government of Rajasthan	1407	30046	31453	28732	2721
19	Government of Assam	4580	6363	10943	8928	2015
20	Government of Uttarakhand	3035	13290	16325	14630	1695
21	Government of Nagaland	1280	154	1434	124	1310
22	Government of Manipur	2285	1387	3672	2446	1226

Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1st Jan to 31st October, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	154	1434	124	1310	853	91.35%
2	Government of Arunachal Pradesh	186	271	457	228	229	69	50.11%
3	Government of Meghalaya	467	220	687	456	231	391	33.62%
4	Government of Manipur	2285	1387	3672	2446	1226	209	33.39%
5	Government of Tripura	53	1381	1434	1279	155	41	10.81%
6	Government of Sikkim	27	115	142	119	23	67	16.20%
7	Government of Assam	4580	6363	10943	8928	2015	81	18.41%
8	Government of Mizoram	767	150	917	838	79	440	8.62%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	38069	56826	29107	27719	24846
2	Government of Bihar	7858	32877	40735	26643	14092	11883
3	Government of Odisha	18363	14575	32938	21290	11648	10665
4	Government of NCT of Delhi	5730	33936	39666	27531	12135	10288
5	Government of Uttar Pradesh	12272	257100	269372	245410	23962	9606
6	Government of Haryana	11067	35008	46075	35365	10710	8632
7	Government of Madhya Pradesh	3591	34647	38238	29137	9101	7061
8	Government of Himachal Pradesh	5711	3010	8721	1978	6743	6528
9	Government of Karnataka	5318	17487	22805	15722	7083	5840
10	Government of Tamil Nadu	7896	19245	27141	20320	6821	5701

Annexure 2.6: States/UTs with Low Average Closing Time - 1st Jan to 31st October, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	7803	10
2	Government of Andaman & Nicobar	974	13
3	Government of Union Territory of Chandigarh	3457	13
4	Government of Puducherry	1382	17
5	Government of Uttar Pradesh	245410	18
6	Government of Rajasthan	28732	28
7	Government of Gujarat	52759	37
8	Government of Madhya Pradesh	29137	37
9	Government of Tripura	1279	41
10	Government of Punjab	13542	46

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001