

Kindly refer to your D.O. letter No.1/50/3/2024-Cab dated 24.10.2024. In so far as the Department of Administrative Reforms & Public Grievances is concerned, the report for the month of February, 2025 for your kind perusal is as follows:

- (i) Those policy and other matters pending due to **prolonged inter-ministerial consultations** –

NIL

- (ii) **Proposal/references pending for long in the Cabinet Secretariat or the Prime Minister's Office;**

The Department's proposal for rebranding of CPGRAMS with a new name and logo have been submitted for consideration to PMO on 25.7.2022 and are pending approval.

- (iii) Particular of any case in which there has been a **departure from Rules of Business**; and

NIL

- (iv) Any other matter/**significant development(s)**;

**(a) International Institute of Administrative Sciences (IIAS) - DARPG India Conference 2025**

The IIAS-DARPG India Conference 2025 was successfully held from 10<sup>th</sup> to 14<sup>th</sup> February 2025 in Bharat Mandapam, New Delhi. This event fostered knowledge dissemination across India's apex Public Policy Institutions and Universities. The five-day event witnessed the participation of over 750 delegates from 58 countries, including policymakers, academics and practitioners, who engaged in discussions on transformative governance models and inclusive public administration. Young achievers from State Governments, Central Government, apex Public Policy Institutions and Universities had the opportunity to present their work in this global forum and thousands of officials participated in the Conference deliberations online as the alumni of the National Centre for Good Governance from 34 countries.

One of the largest ever Conference conducted by IIAS in its 100-year history, it witnessed revitalized multi-lateralism with experts from United States, Europe and Asia exchanging knowledge, the amplified voice of the global South with many presentations from developing countries, the efforts being made to adopt Next Generation Reforms and empowering citizens at the last mile.

A 710-page volume edited by distinguished authors and experts titled "Viksit Bharat@2047: Governance Transformed" was launched. The book delves into

India's governance evolution and outlines a strategic road map to achieve developed nation status by 2047.

During the IAS-DARPG India Conference 2025, India fervently presented its case for the post of President amongst three other Presidential candidates from Austria, Bahrain and South Africa.

**(b) National Awards for e-Governance**

As of February 28, 2025, nominations for the National Awards for e-Governance have been invited, with 589 final applications received across six award categories.

**(c) 'NeSDA Way Forward' monthly Report**

The January 2025 edition of the "NeSDA Way Forward" monthly report for States and Union Territories has been released, highlighting a total of 19,834 recorded e-services. Out of the 2,016 mandatory e-services (56 per each of the 36 States/UTs), 1,584 are currently available, achieving a saturation level of over 78%.

**(d) Launch of Prime Minister's Awards, 2024 portal**

Total 1588 online nominations were received on the PM Awards web-portal (pmawards.gov.in) under Prime Minister's Awards for Excellence in Public Administration, 2024 within the prescribed timeline of 21st February, 2025, in the following categories:

**Category 1:** Holistic Development of Districts

**Category 2:** Aspirational Blocks Programme

**Category 3:** Innovations for Central Ministries/Departments, States, Districts

The category-wise nominations received were as under:

(a) Holistic Development of Districts – 437

(b) Aspirational Blocks Programme -426

(c) Innovations - 725

**(e) Redressal of Public Grievances - Meeting with Right to Service Chief Commissioners**

In pursuance of the Hon'ble Prime Minister's directions in PRAGATI review meeting dated 26.12.2024, the Department has deepened the CPGRAMS-10 Step Reforms with focus on quality of grievance redressal and improving citizen satisfaction. These reforms include introduction of Senior Officer Level Reviews of Grievance Redressal, Capacity Building Programs for GRO's under SEVOTTAM, Technology up gradation under the Next-gen CPGRAMS project and Effective

Metrics for monitoring quality of grievance redressal, adopting best practices from States, collaboration with Right To Services Commissions and improvements in the Feedback collection practices with the Feedback Call Centre, Documentation and Dissemination of success stories, enhanced media outreach on the CPGRAMS benefits.

The adoption of this 10-Step process has resulted in timely and qualitative disposal of public grievances in the period 2019-2024, during which period 1.12 crore public grievances have been redressed on the CPGRAMS portal, 103675 Grievance Redressal Officers have been mapped and over 30 lac citizens registered on the portal. 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.

2. The requisite Annexure as prescribed in the D.O. No.1/50/3/2024-Cab. Dated 29.11.2024 of Cabinet Secretariat, for the month of February, 2025 (Part-E) is also enclosed herewith

Yours sincerely,

Encl.: As above

Sd./-  
(V. Srinivas)

**Dr. T. V. Somanathan**  
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Copy to:

Principal Secretary to PM, PMO, South Block, New Delhi

(V. Srinivas)

S. No	Indicator to be monitored by DARPG (Min/Deptt. wise)	Previous Month (January 2025)	Current Month (February 2025)	Year To Date (1st January 2025 to 28 <sup>th</sup> February 2025)	Year To Date (Previous Year) (1st January 2024 to 31st December 2024)
1	<b>CPGRAMS</b>				
1a	Opening Balance of grievances	58772	58949	58907	71303
1b	Number of grievances filed	125442	112389	237781	2058502
1c	Number of grievances redressed	125789	111392	236742	2071667
1d	Number of grievances pending [(1a+1b)-1c]	58425	59946	59946	58138
1e	% of grievances disposed vis a vis total number of grievances filed [1c/(1a+1b)*100]	68.28%	65.01%	79.79%	97.27%
1f	Average time taken to resolve grievances vis a vis prescribed timeline	15 Days (1 <sup>st</sup> January 2025 to 31 <sup>st</sup> January 2025)	15 Days (1 <sup>st</sup> January 2025 to 28 <sup>th</sup> February 2025)	15 Days (1 <sup>st</sup> January 2025 to 28 <sup>th</sup> February 2025)	13 Days (1st January 2024 to 31st December 2024)
1g	Opening Balance of grievance appeals	24071	25160	24071	20935
1h	Number of appeals filed	21175	12649	33824	226697
1i	Number of appeals redressed	20086	15399	35485	223561
1j	Number of appeals pending [(1g+1h)-1i]	25160	22410	22410	24071
1k	% of appeals filed [(1g+1h)/1c*100]	35.97%	33.94%	24.45%	11.95%
1l	% of appeals disposed [1i/(1g+1h)*100]	44.39%	40.73%	61.29%	90.27%
1m	Average time taken to dispose appeals	20 Days (1 <sup>st</sup> January 2025 to 31 <sup>st</sup> January 2025)	31 Days (1 <sup>st</sup> January 2025 to 28 <sup>th</sup> February 2025)	31 Days (1 <sup>st</sup> January 2025 to 28 <sup>th</sup> February 2025)	33 Days (1st January 2024 to 31st December 2024)

S. No	Indicator to be monitored by DARPG (Min/Deptt. wise)	Previous Month (January 2025)	Current Month (February 2025)	Year To Date (1st January 2025 to 28 <sup>th</sup> February 2025)	Year To Date (Previous Year) (1st January 2024 to 31st December 2024)
In	Poorest performing 5 Ministries / Departments on Grievance Redressal & Assessment Index	<p><b>GRAI – January 2025</b></p> <p><b>Group A (Ministries/Departments with Total Grievances more than equal to 500)</b></p> <p>35) Staff Selection Commission (GRAI Score - 0.534)</p> <p>36) Ministry of Petroleum and Natural Gas (GRAI Score - 0.525)</p> <p>37) Department of Consumer Affairs (GRAI Score - 0.509)</p> <p>38) Department of Defence Finance (GRAI Score - 0.499)</p> <p>39) Ministry of Panchayati Raj (GRAI Score - 0.46)</p> <p><b>Group B (Ministries/Departments with Total Grievances less than 500)</b></p> <p>47) Ministry of Food Processing Industries (GRAI - 0.434)</p> <p>48) Legislative Department (GRAI - 0.425)</p> <p>49) Department of Bio Technology (GRAI - 0.407)</p> <p>50) Ministry of Earth Sciences (GRAI - 0.392)</p> <p>51) Department of Defence Production (GRAI - 0.352)</p>	Not yet released	Not yet released	*Annual GRAI 2024 is not yet released