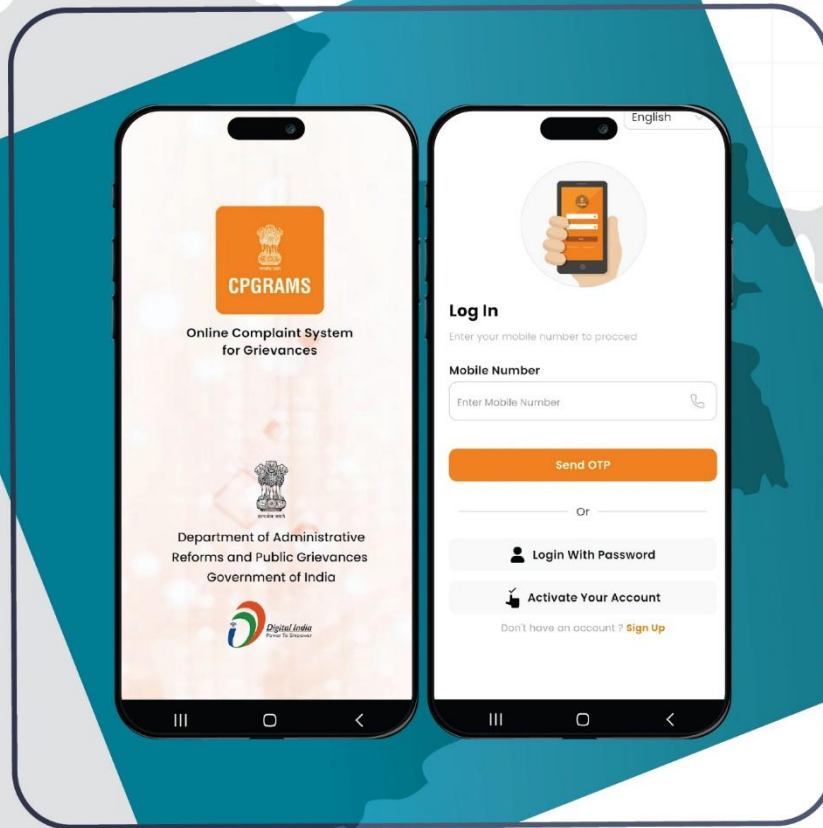




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

NOVEMBER 2025 (Report Number 40)

Department of Administrative Reforms
and Public Grievances

CONTENTS

1. Key Highlights	3
2. Review of Status of Grievances	5
2.1 Overview	5
2.2 Month-wise Status of Grievances	5
3. Feedback Call Centre.....	6
4. New User Registrations	8
5. Outreach through Common Service Centres	9
6. Integration of State/UT Portals	10
7. Sevottam Scheme	11
8. Sevottam Scheme Portal.....	12
9. Success Stories	15
10. Media Outreach.....	17
Annexures	18

1. Key Highlights

Data Summary – November, 2025

Receipts: 60,450

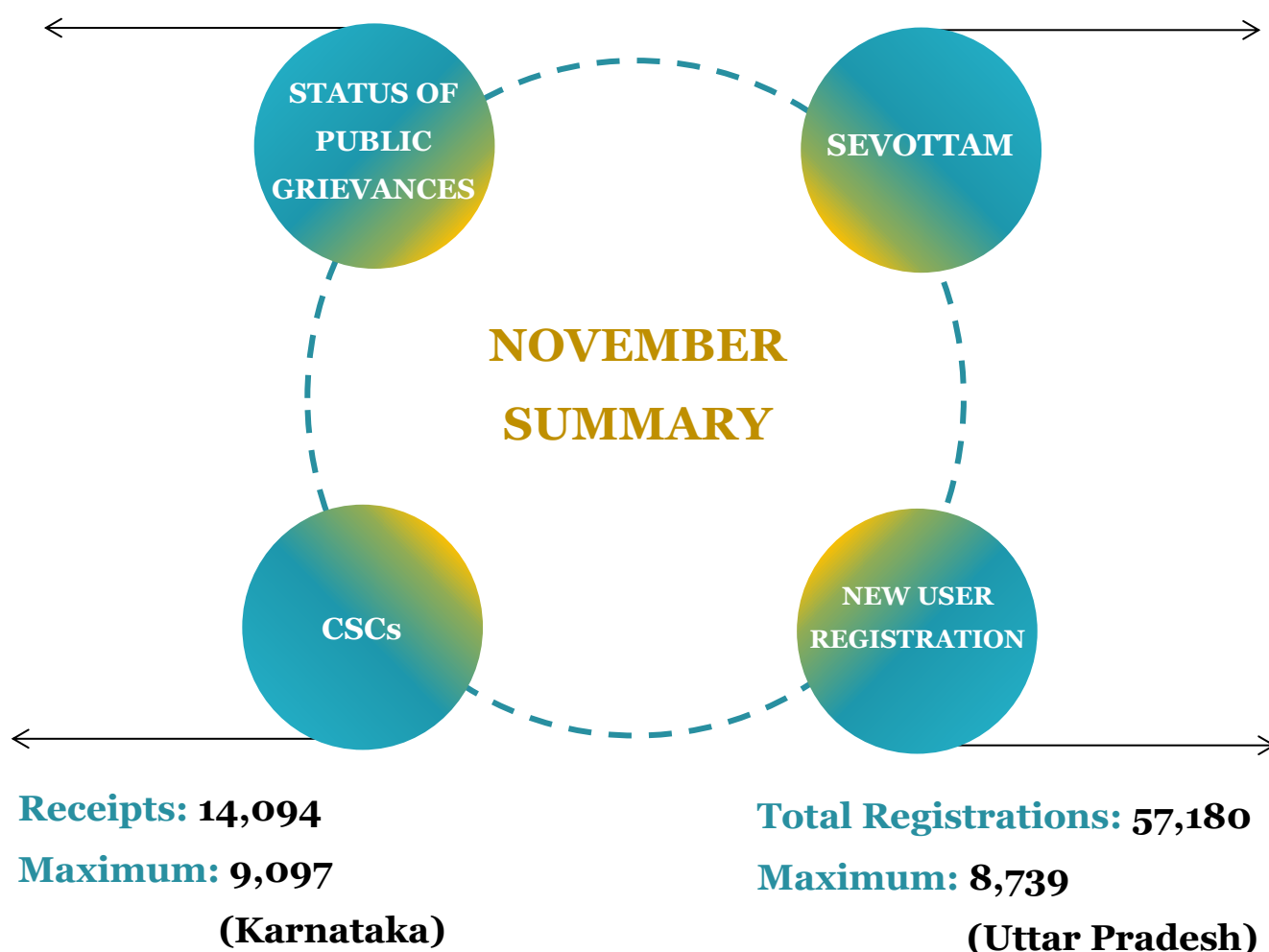
Disposal: 70,598

Pendency: 1,65,930

Training Courses: 984

Officers Trained: 32,939

(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 12th November, 2025
- The Feedback Call Centre collected a total of **70,141 feedbacks** in November, 2025, where, **28,669 feedbacks** were collected from States/UTs
- Under the Sevottam Scheme, in the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **984 training courses** have been completed, in which **~32,939 officers** have been trained

Status of Public Grievances on CPGRAMS

02

- In November, 2025, **60,450 PG cases** were received for the States/UTs and **70,598 PG cases** were redressed
- There has been a significant **rise** in the disposal of PG cases, rising from **63,305 in October** to **70,598 in November**.
- **Uttar Pradesh** recorded the highest number of disposals in November 2025 with 25,184 PG cases, followed by **Delhi** with 7,989 PG cases

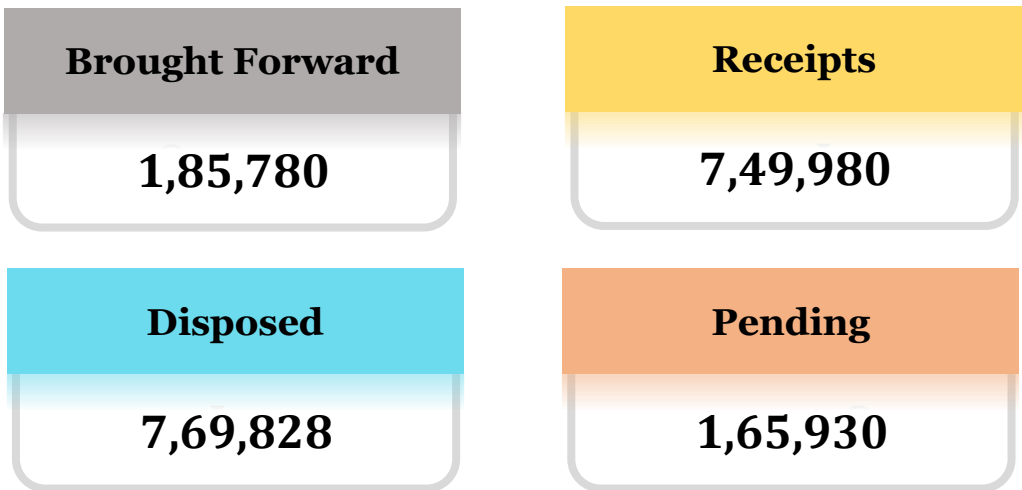
03

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th November, 2025
- For States/UTs, as on 30th November, 2025, there exists a pendency of **1,65,930 PG cases**

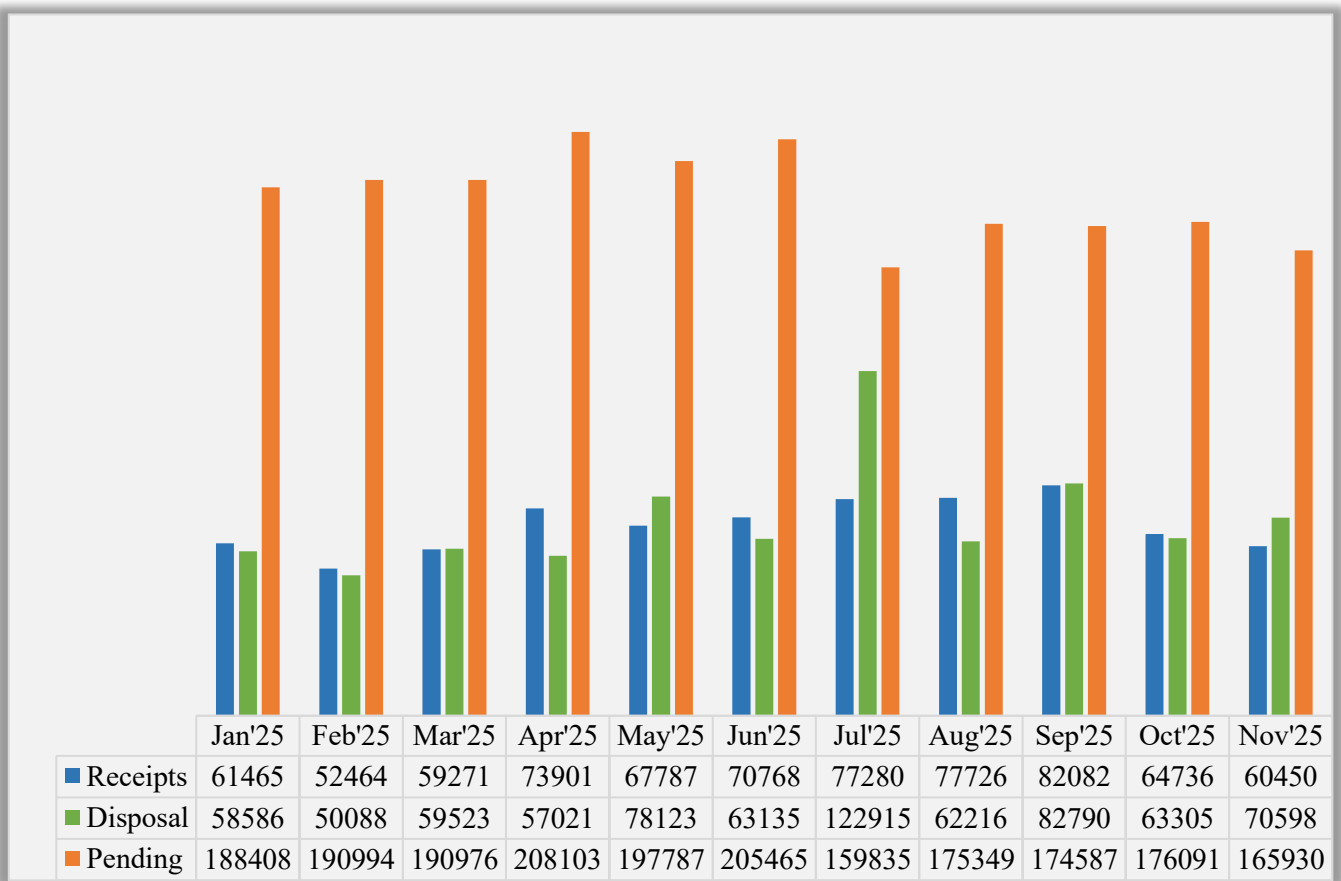
2. Review of Status of Grievances

2.1 Overview



(Time Period: 01/01/2025 to 30/11/2025)

2.2 Month-wise Status of Grievances



3. Feedback Call Centre

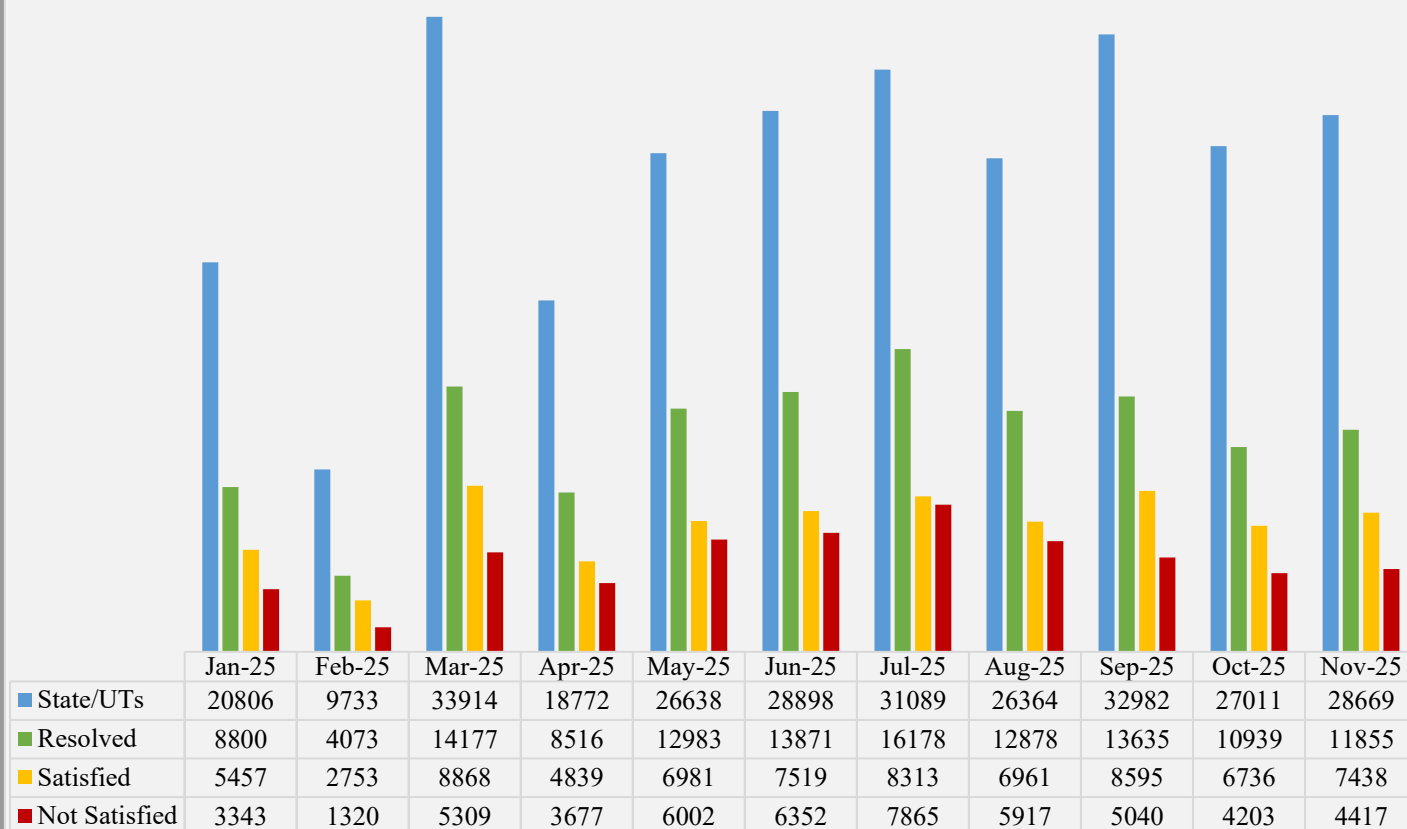


Overview

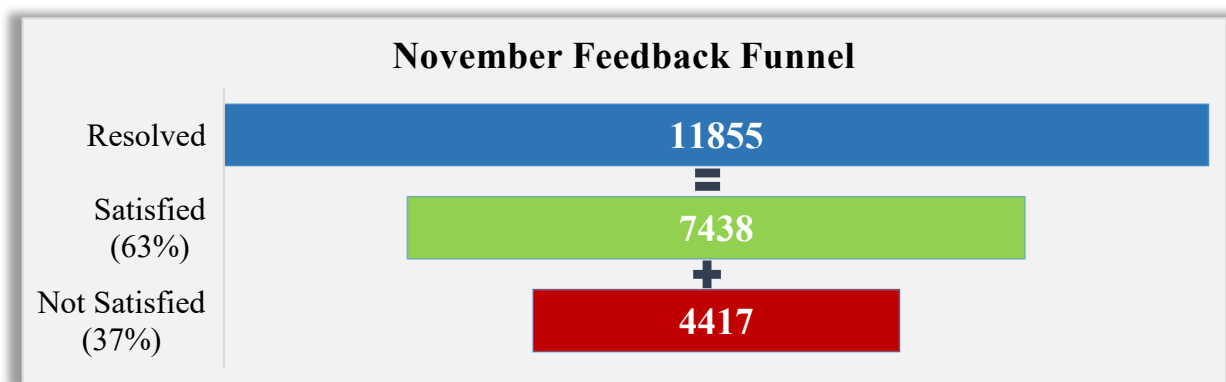
During the period from **1st January, 2025 to 30th November, 2025**, a total of **2,84,876 feedback** was received in States/UTs through the Call Centre, with **1,27,905 grievances** marked as **resolved** — reflecting a resolution rate of over **45%**. Among the resolved cases, over **58% of citizens expressed satisfaction** with the resolution provided. In November 2025, **28,669 feedback** was received for States/UTs out of 70,141 total feedback received.

The column chart below presents four key metrics related to Call Centre feedback from January to November 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 11,855 cases resolved through the Call Centre in November, 2025. Following resolution, 63% of citizens (7,438) reported being satisfied with the outcome, while the remaining 37% (4,417) expressed dissatisfaction.



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

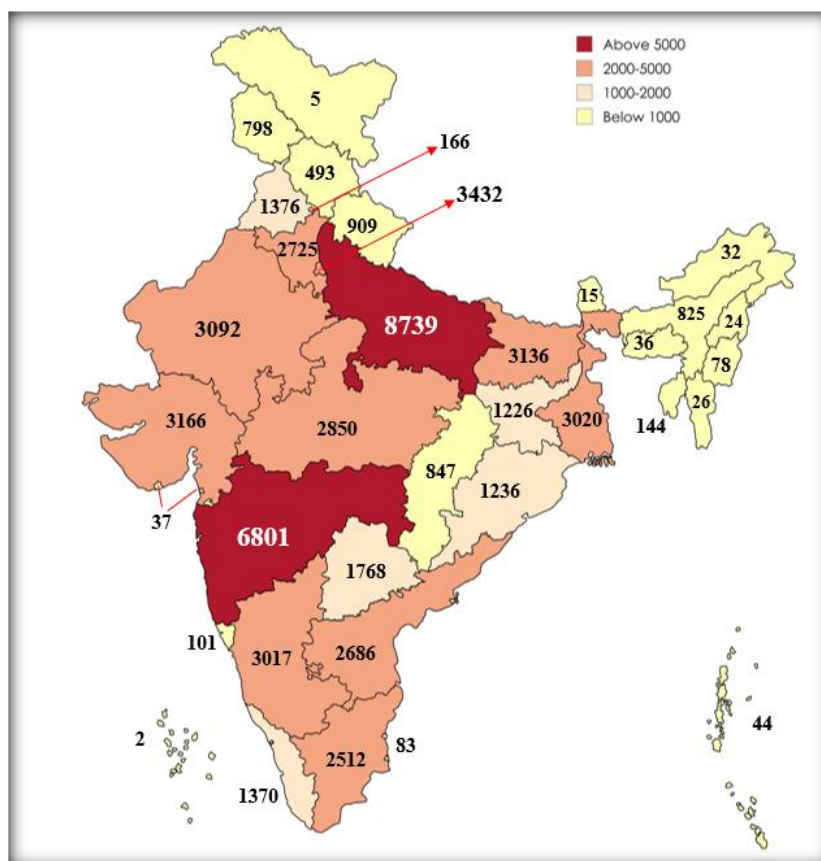
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5027	3121 (62%)	1906 (38%)
2	Government of NCT of Delhi	1126	672 (60%)	454 (40%)
3	Government of Haryana	874	602 (69%)	272 (31%)
4	Government of Madhya Pradesh	676	487 (72%)	189 (28%)
5	Government of Gujarat	673	394 (59%)	279 (41%)
6	Government of Rajasthan	626	351 (56%)	275 (44%)
7	Government of Bihar	478	301 (63%)	177 (37%)
8	Government of Maharashtra	453	308 (68%)	145 (32%)
9	Government of Tamil Nadu	257	141 (55%)	116 (45%)
10	Government of Jharkhand	254	169 (67%)	85 (33%)

4. New User Registrations

A total of **57,180 new users** has registered on CPGRAMS in November, 2025, through various channels, out of which, **8,739 registrations** are from Uttar Pradesh.

New user registration on CPGRAMS from States/UTs in November, 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
6	June	58,502
7	July	63,073
8	August	89,507
9	September	78,353
10	October	52,876
11	November	57,180
TOTAL		6,75,942

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).

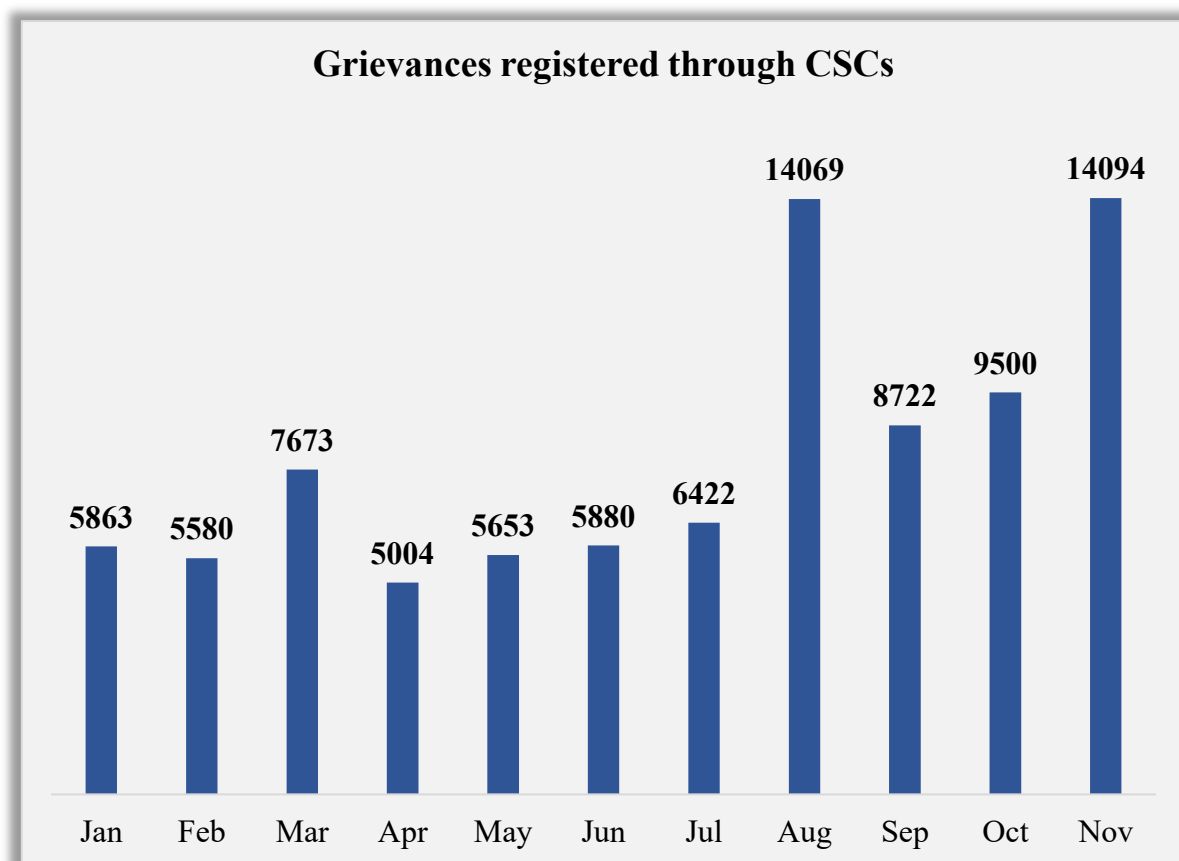


(Time Period: 01/11/2025 to 30/11/2025)



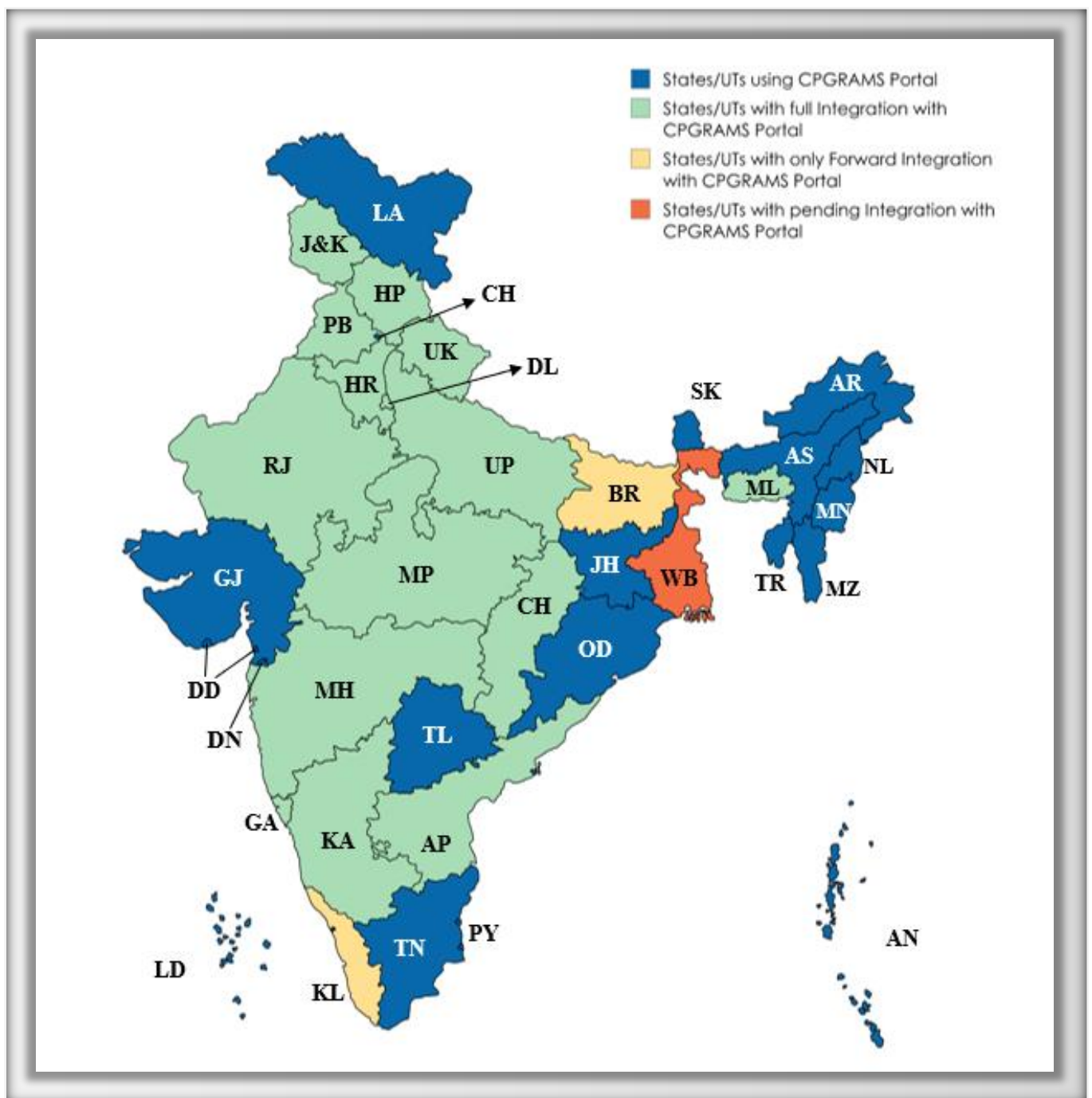
Overview of grievances registered through the Common Service Centres in the month of November, 2025:

A total of **14,094** grievances has been registered through the Common Service Centres in the month of November, 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 have been approved and the grant is being released in instalments based on receipt UCs:

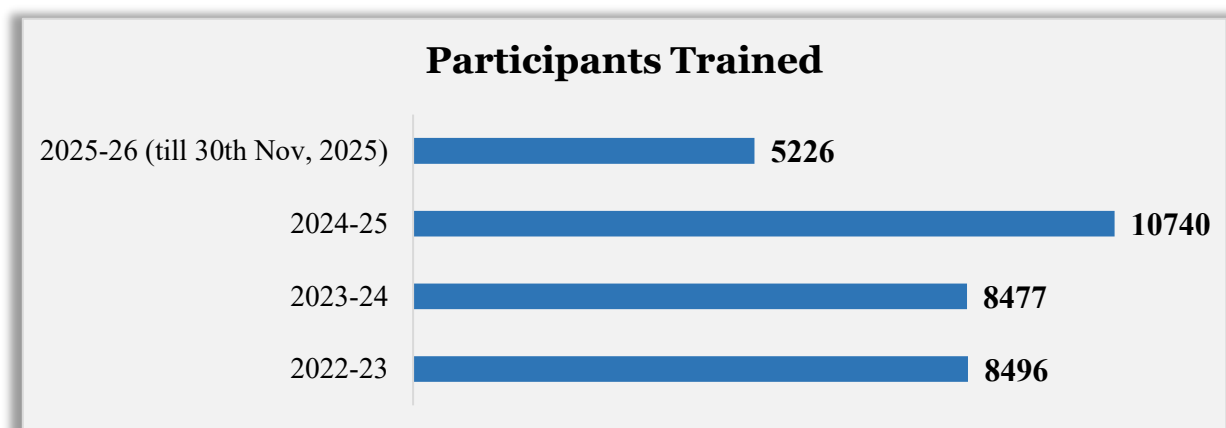
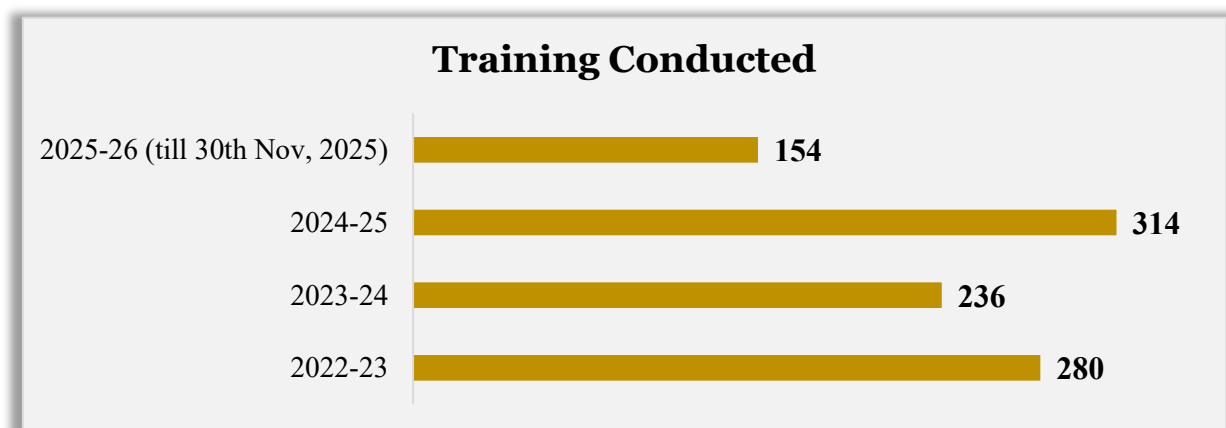
1. Andhra Pradesh	9. Madhya Pradesh	17. Uttar Pradesh
2. Assam	10. Maharashtra	18. Goa
3. Delhi	11. Meghalaya	19. Manipur
4. Gujarat	12. Mizoram	20. Odisha
5. Haryana	13. Punjab	21. Uttarakhand
6. Himachal Pradesh	14. Rajasthan	22. Jammu & Kashmir
7. Jharkhand	15. Tamil Nadu	
8. Kerala	16. Telangana	

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 release the next installment of grant.

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

984

Officers Trained

32,939



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	458
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	10740

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	44	1529
3	Tamil Nadu	ANNA Administrative Staff College	13	606
4	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA)	10	288
5	Telangana	Dr. MCR HRD Institute, Hyderabad	10	314
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	9	195
7	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	9	382
8	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	4	97
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	3	70
		Total	154	5226

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.darpg.in.net/login/>]

Key Moments from the Training Sessions conducted in November, 2025



Haryana Institute of Public Administration (HIPA), Gurugram



Meghalaya Administrative Training Institute (MATI), Shillong

9. Success Stories

“

Grievance of Shri Clayton D’Costa

Shri Clayton D’Costa reported that the Punjab National Bank, Velsao Pale Branch, was once again facing disruption in water supply, causing inconvenience to daily operations. The issue had previously occurred due to damage caused by highway construction work. Seeking a permanent resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and clarified that the recurring issue was caused by frequent damage to the AC pipeline during NHAI work. The damaged AC pipeline has now been replaced with a DI pipeline, and the water supply to the branch has been fully restored

”

**Restoration of
Water Supply**

**Non-receipt of
Degree
Certificate**

“

Grievance of Shri. Ankit Saini

Shri Ankit Saini reported that despite completing his course in 2023 from Engineering College, Ajmer, he had not yet received his degree certificate and had received no response to his repeated emails to the college authorities. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and the citizen received the degree certificate from the college.

”

“

Grievance of Shri. Sumit Kumar

Shri Sumit Kumar reported the presence of two large potholes on Topal Singh Marg in Vivekanand Gram (Jogiwala), posing a safety hazard, especially to two-wheeler riders during the night and rainy season. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and informed that after the repair of a water leakage by the Uttarakhand Jal Sansthan, the potholes were repaired by the department and the photographs confirming the completed repair work were also attached.

”

**Repair of
Potholes on
Topal Singh
Marg**

**MBA Result
Updated
After Long
Delay**

“

Grievance of Ms. Ritu

Ms. Ritu, a distance education student of Maharshi Dayanand University, faced prolonged issues with her MBA result due to being incorrectly marked absent in two subjects—Financial Management (B31) and Planning & Managing Retail Business (H35)—despite having appeared for the examinations in January 2014. Despite repeated follow-ups with her study centre since the result was first declared in February 2015, no correction was made for several years. Seeking resolution, she filed a grievance on the CPGRAMS portal. The matter was taken up by the concerned authorities, the records were re-examined, and the result was updated to reflect her actual performance. The grievance was resolved and closed.

”

10. Media Outreach

PIBs and Tweets – November, 2025

Ministry of Personnel, Public Grievances & Pensions

75 Azadi Ka Amrit Mahotsav

The Department of Administrative Reforms and Public Grievances (DARPG) released the 39th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for October, 2025

In October, 2025, 64,736 PG cases were received for the States/UTs and 63,305 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 962 training courses have been completed, in which ~31,993 officers have been trained

प्रविष्टि तिथि: 10 NOV 2025 3:15PM by PIB Delhi

DARPG @DARPG_GoI

DARPG has released its 39th #CPGRAMS Monthly Report for October, 2025, for States/UTs.

- 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

Full report can be accessed on:
darpg.gov.in/sites/default/...

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

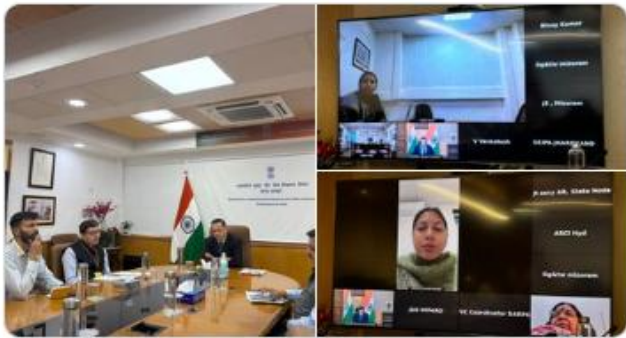


Narendra Modi and 8 others
11:58 AM · Nov 11, 2025 · 346 Views

Shri V. Srinivas, Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Redressal Officers of States/UTs and representatives of all Administrative Training Institutes (ATIs).

- ➔ ASCI presented an update on the National Workshop on Model Curriculum, Content, and Andragogy for Capacity Building of State Government Officials held on 30th October.
- ➔ States/UTs were encouraged to actively use the Feedback Portal to analyse the feedbacks received from the citizens.
- ➔ States/UTs were encouraged to use the Review Meeting Module and upload the details pertaining to the meetings conducted to review the grievance redressal.
- ➔ ATIs were advised to participate in ASCI's upcoming Training of Trainers workshops to strengthen state-level training capacity.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Sevottam



Narendra Modi and 8 others
11:18 AM · Nov 14, 2025 · 491 Views

Annexures

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

Annexure 1.1: Maximum Number of Receipts – November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	23964	21069	45033	25184	19849
2	Government of Gujarat	5693	4038	9731	5044	4687
3	Government of Maharashtra	27719	3704	31423	2586	28837
4	Government of NCT of Delhi	12114	3053	15167	7989	7178
5	Government of Haryana	10719	3041	13760	5110	8650
6	Government of Madhya Pradesh	9098	2999	12097	2627	9470
7	Government of Karnataka	7085	2964	10049	2496	7553
8	Government of Bihar	14092	2598	16690	3280	13410
9	Government of Rajasthan	2715	2510	5225	3389	1836
10	Government of Tamil Nadu	6819	2091	8910	1796	7114

Annexure 1.2: Maximum Number of Disposals – November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	23964	21069	45033	25184	19849
2	Government of NCT of Delhi	12114	3053	15167	7989	7178
3	Government of Haryana	10719	3041	13760	5110	8650
4	Government of Gujarat	5693	4038	9731	5044	4687
5	Government of Rajasthan	2715	2510	5225	3389	1836
6	Government of Bihar	14092	2598	16690	3280	13410
7	Government of Madhya Pradesh	9098	2999	12097	2627	9470
8	Government of Maharashtra	27719	3704	31423	2586	28837
9	Government of Karnataka	7085	2964	10049	2496	7553
10	Government of Tamil Nadu	6819	2091	8910	1796	7114

Annexure 2: Performance of States/UTs - 1st January to 30th November, 2025**Annexure 2.1: Maximum Number of Receipts – 1st January to 30th November, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	278169	290441	270592	19849
2	Government of Gujarat	5326	57157	62483	57794	4687
3	Government of Maharashtra	18757	41772	60529	31692	28837
4	Government of Haryana	11067	38038	49105	40455	8650
5	Government of Madhya Pradesh	3591	37642	41233	31763	9470
6	Government of NCT of Delhi	5730	36955	42685	35507	7178
7	Government of Bihar	7858	35470	43328	29918	13410
8	Government of Rajasthan	1407	32550	33957	32121	1836
9	Government of Tamil Nadu	7895	21330	29225	22111	7114
10	Government of Karnataka	5319	20449	25768	18215	7553

Annexure 2.2: Maximum Number of Disposal – 1st January to 30th November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	278169	290441	270592	19849
2	Government of Gujarat	5326	57157	62483	57794	4687
3	Government of Haryana	11067	38038	49105	40455	8650
4	Government of NCT of Delhi	5730	36955	42685	35507	7178
5	Government of Rajasthan	1407	32550	33957	32121	1836
6	Government of Madhya Pradesh	3591	37642	41233	31763	9470
7	Government of Maharashtra	18757	41772	60529	31692	28837
8	Government of Bihar	7858	35470	43328	29918	13410
9	Government of Odisha	18363	15877	34240	22948	11292
10	Government of Tamil Nadu	7895	21330	29225	22111	7114

Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1st January to 30th November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	41772	60529	31692	28837
2	Government of Uttar Pradesh	12272	278169	290441	270592	19849
3	Government of Bihar	7858	35470	43328	29918	13410
4	Government of Odisha	18363	15877	34240	22948	11292
5	Government of Madhya Pradesh	3591	37642	41233	31763	9470
6	Government of Haryana	11067	38038	49105	40455	8650
7	Government of Karnataka	5319	20449	25768	18215	7553
8	Government of NCT of Delhi	5730	36955	42685	35507	7178
9	Government of Tamil Nadu	7895	21330	29225	22111	7114
10	Government of Himachal Pradesh	5711	3274	8985	2123	6862
11	Government of West Bengal	39914	13347	53261	46491	6770
12	Government of Union Territory of Jammu and Kashmir	7339	7185	14524	8775	5749
13	Government of Punjab	3114	16355	19469	14457	5012
14	Government of Chhattisgarh	2199	11317	13516	8586	4930
15	Government of Gujarat	5326	57157	62483	57794	4687
16	Government of Andhra Pradesh	4046	16172	20218	16569	3649
17	Government of Jharkhand	5810	19186	24996	21524	3472
18	Government of Assam	4580	6922	11502	9356	2146
19	Government of Rajasthan	1407	32550	33957	32121	1836
20	Government of Uttarakhand	3035	14492	17527	15902	1625
21	Government of Nagaland	1280	162	1442	128	1314
22	Government of Manipur	2285	1426	3711	2448	1263
23	Government of Kerala	5777	5537	11314	10311	1003

Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1st January to 30th November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	162	1442	128	1314	827	91.12%
2	Government of Arunachal Pradesh	186	297	483	245	238	68	49.28%
3	Government of Meghalaya	467	247	714	461	253	388	35.43%
4	Government of Manipur	2285	1426	3711	2448	1263	209	34.03%
5	Government of Assam	4580	6922	11502	9356	2146	81	18.66%
6	Government of Sikkim	27	120	147	121	26	66	17.69%
7	Government of Mizoram	767	169	936	848	88	437	9.40%
8	Government of Tripura	53	1531	1584	1483	101	41	6.38%

Annexure 2.5: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 30th November, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	41772	60529	31692	28837	26132
2	Government of Bihar	7858	35470	43328	29918	13410	11509
3	Government of Odisha	18363	15877	34240	22948	11292	10556
4	Government of Uttar Pradesh	12272	278169	290441	270592	19849	7980
5	Government of Madhya Pradesh	3591	37642	41233	31763	9470	7487
6	Government of Haryana	11067	38038	49105	40455	8650	6907
7	Government of Himachal Pradesh	5711	3274	8985	2123	6862	6686
8	Government of Karnataka	5319	20449	25768	18215	7553	6189
9	Government of West Bengal	39914	13347	53261	46491	6770	5935
10	Government of NCT of Delhi	5730	36955	42685	35507	7178	5856

Annexure 2.6: States/UTs with Low Average Closing Time - 1st January to 30th November, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	8644	9
2	Government of Union Territory of Chandigarh	3878	12
3	Government of Andaman & Nicobar	1082	13
4	Government of Puducherry	1504	17
5	Government of Uttar Pradesh	270592	19
6	Government of Rajasthan	32121	27
7	Government of Gujarat	57794	38
8	Government of Madhya Pradesh	31763	39
9	Government of Tripura	1483	41
10	Government of Punjab	14457	45



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001