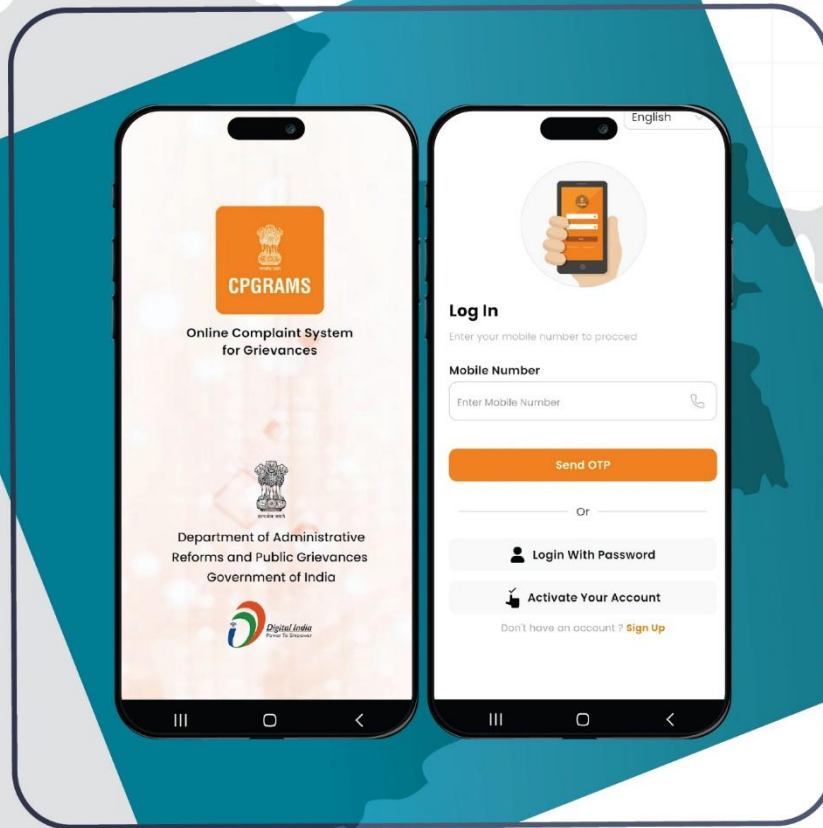




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

SEPTEMBER 2025 (Report Number 38)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

Data Summary – September, 2025

Receipts: 82,082

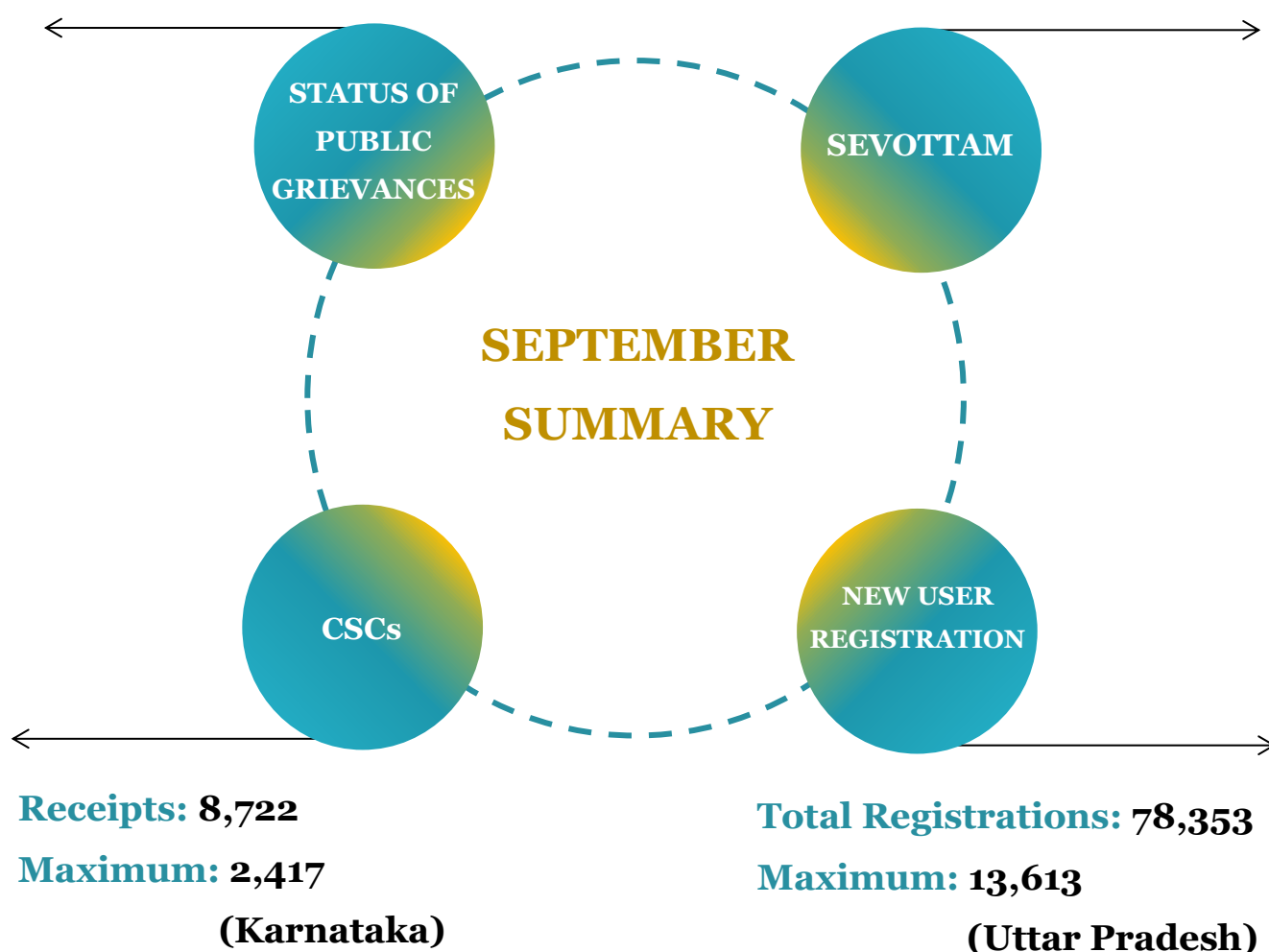
Disposal: 82,790

Pendency: 1,74,587

Training Courses: 946

Officers Trained: 31,462

(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 24th September, 2025
- DARPG has published the Success Story Booklet, ***“Effective Grievance Redressal: 100 Stories of Change”***, highlighting best practices under the CPGRAMS initiative*
- The Feedback Call Centre collected a total of **81,937 feedbacks** in September, 2025, where, **32,982 feedbacks** were collected from States/UTs

Status of Public Grievances on CPGRAMS

02

- 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 **62,216 in August 2025 to 82,790 in September 2025**.
- **Uttar Pradesh** recorded the highest number of disposals in September 2025 with 24,814 PG cases, followed by **Kerala** with 7,710 PG cases

03

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 30th September, 2025
- For States/UTs, as on 30th September, 2025, there exists a pendency of **1,74,587 PG cases**

*Link for Booklet: https://darpg.gov.in/sites/default/files/Success_Stories_Booklet.pdf

The National Conference on e-Governance (NCeG) was held in Visakhapatnam on 22nd–23rd September 2025, where DARPG highlighted the e-delivery of public services through CPGRAMS.

*As part of the exhibition, a dedicated stall on the **CPGRAMS Portal** was set up and inaugurated by the Hon'ble Chief Minister of Andhra Pradesh, Shri N. Chandrababu Naidu.*



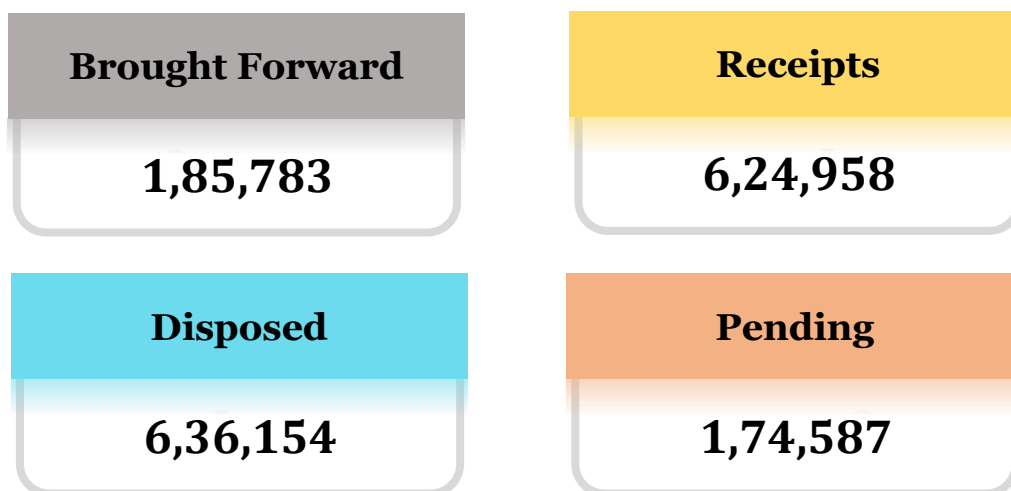
CPGRAMS Portal Exhibition Stall at NCeG 2025, Visakhapatnam



Secretary, DARPG, briefing the Hon'ble Chief Minister of Andhra Pradesh on the key reforms introduced by the department in CPGRAMS

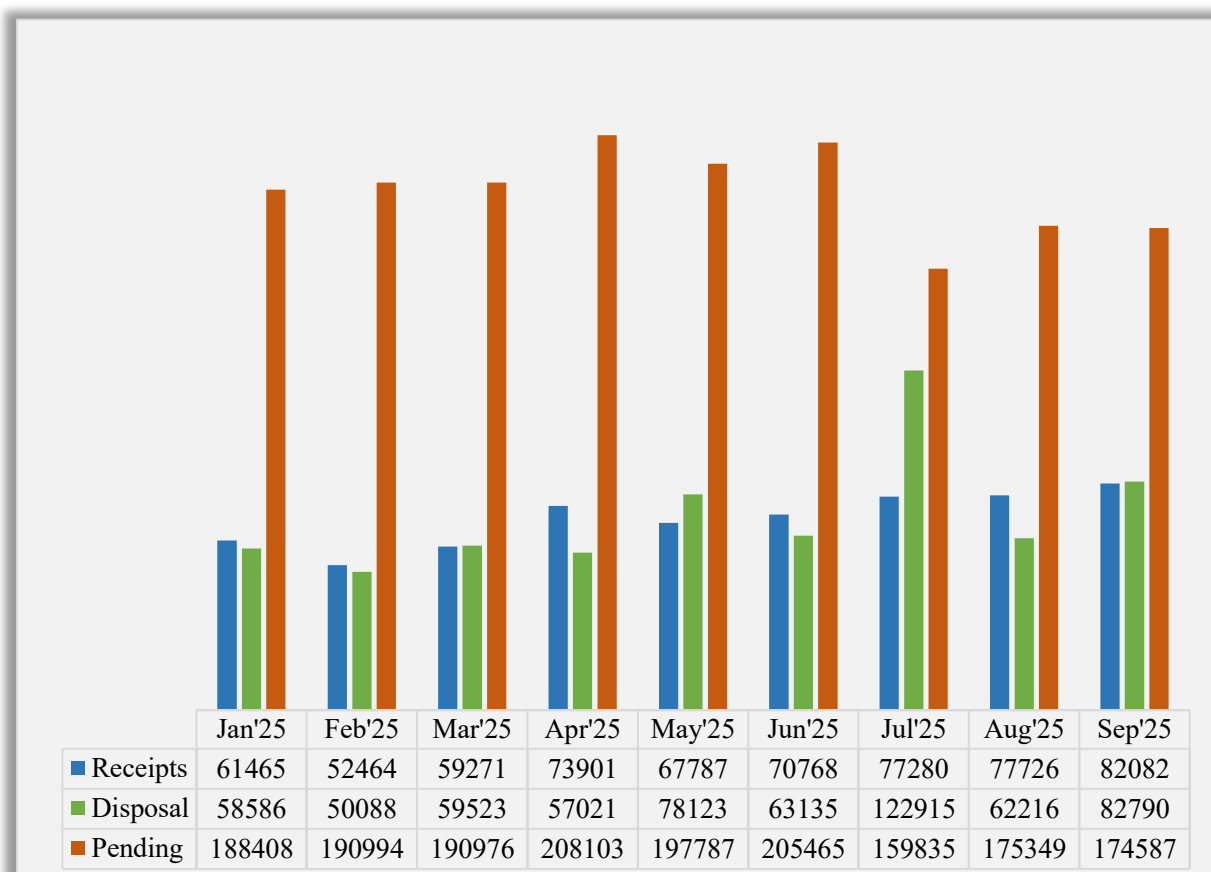
2. Review of Status of Grievances

2.1 Overview



(Time Period: 01/01/2025 to 30/09/2025)

2.2 Month-wise Status of Grievances



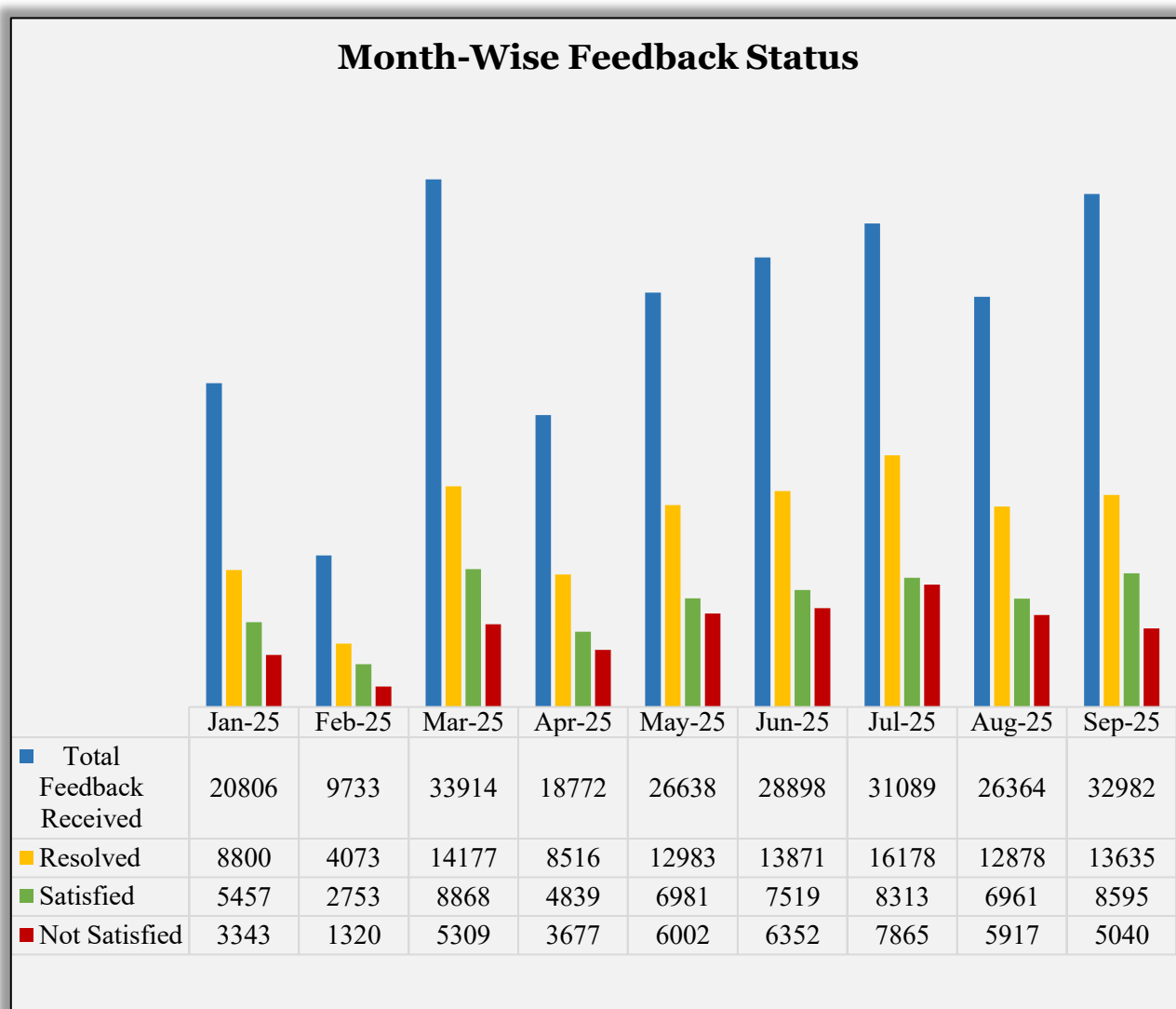
3. Feedback Call Centre



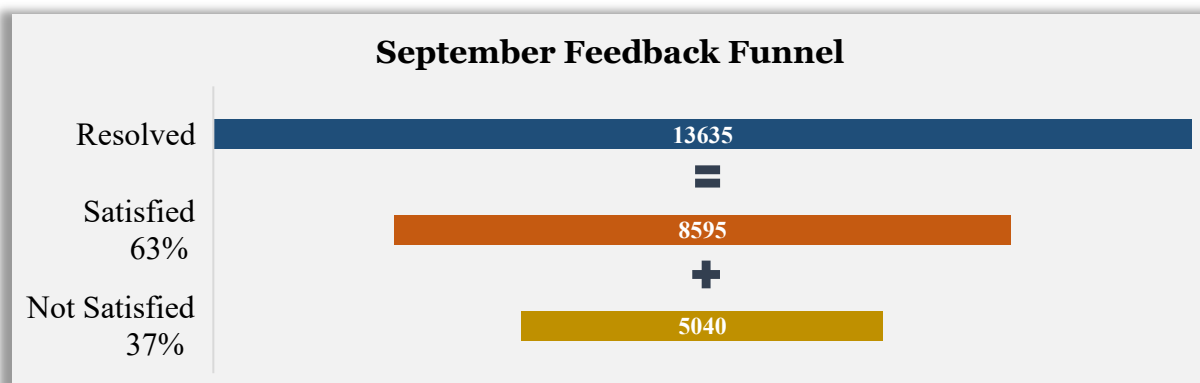
Overview

During the period from **1st January 2025 to 30th September 2025**, a total of **2,29,196 feedback** was received in States/UTs through the Call Centre, with **1,05,111 grievances** marked as **resolved**—reflecting a resolution rate of over **46%**. Among the resolved cases, over **57% of citizens expressed satisfaction** with the resolution provided. In September 2025, **32,982 feedback** was received for States/UTs out of 81,937 total feedback received.

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



The funnel below illustrates the journey of 13,635 cases resolved through the Call Centre in September, 2025. Following resolution, 63% of citizens (8,595) reported being satisfied with the outcome, while the remaining 37% (5,040) expressed dissatisfaction.



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

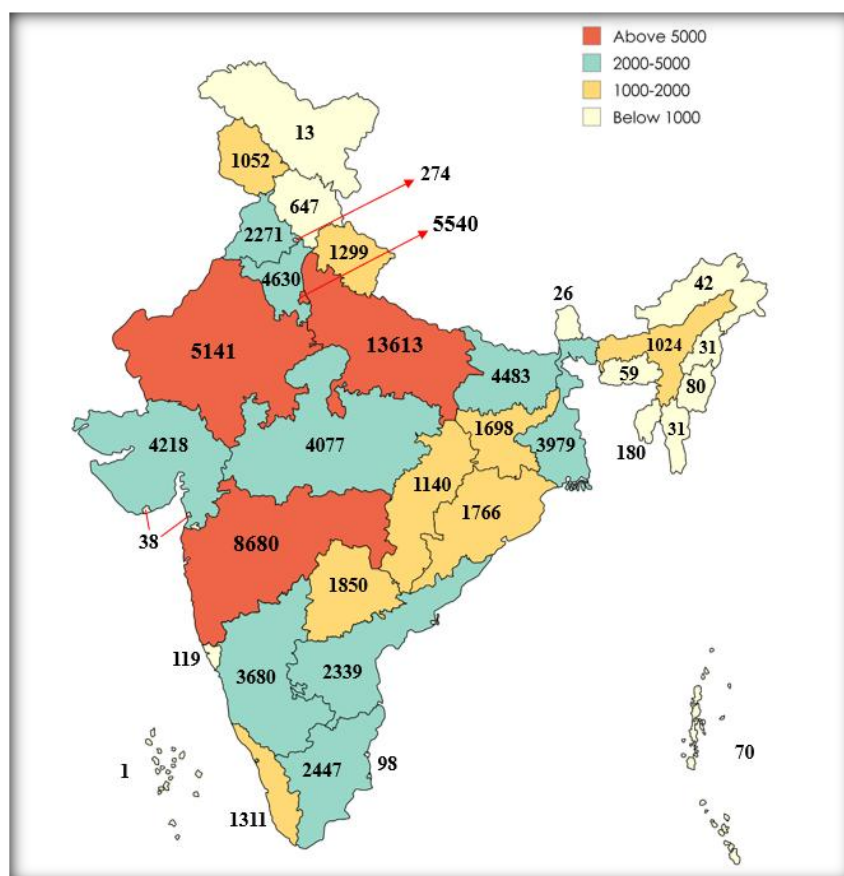
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5343	3254 (61%)	2089 (39%)
2	Government of Gujarat	875	502 (57%)	373 (43%)
3	Government of Haryana	778	512 (66%)	266 (34%)
4	Government of Rajasthan	700	428 (61%)	272 (39%)
5	Government of Madhya Pradesh	891	689 (77%)	202 (23%)
6	Government of Kerala	606	436 (72%)	170 (28%)
7	Government of Bihar	548	326 (59%)	222 (41%)
8	Government of Tamil Nadu	458	243 (53%)	215 (47%)
9	Government of Maharashtra	369	244 (66%)	125 (34%)
10	Government of Jharkhand	368	218 (59%)	150 (41%)

4. New User Registrations

A total of **78,353 new users** has registered on CPGRAMS in September, 2025, through various channels, out of which, **13,613 registrations are from Uttar Pradesh.**

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

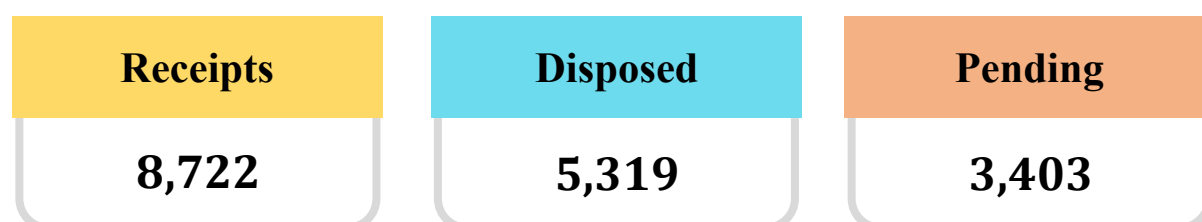


User Registration on CPGRAMS in the Year 2025:

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
TOTAL		5,65,886

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).

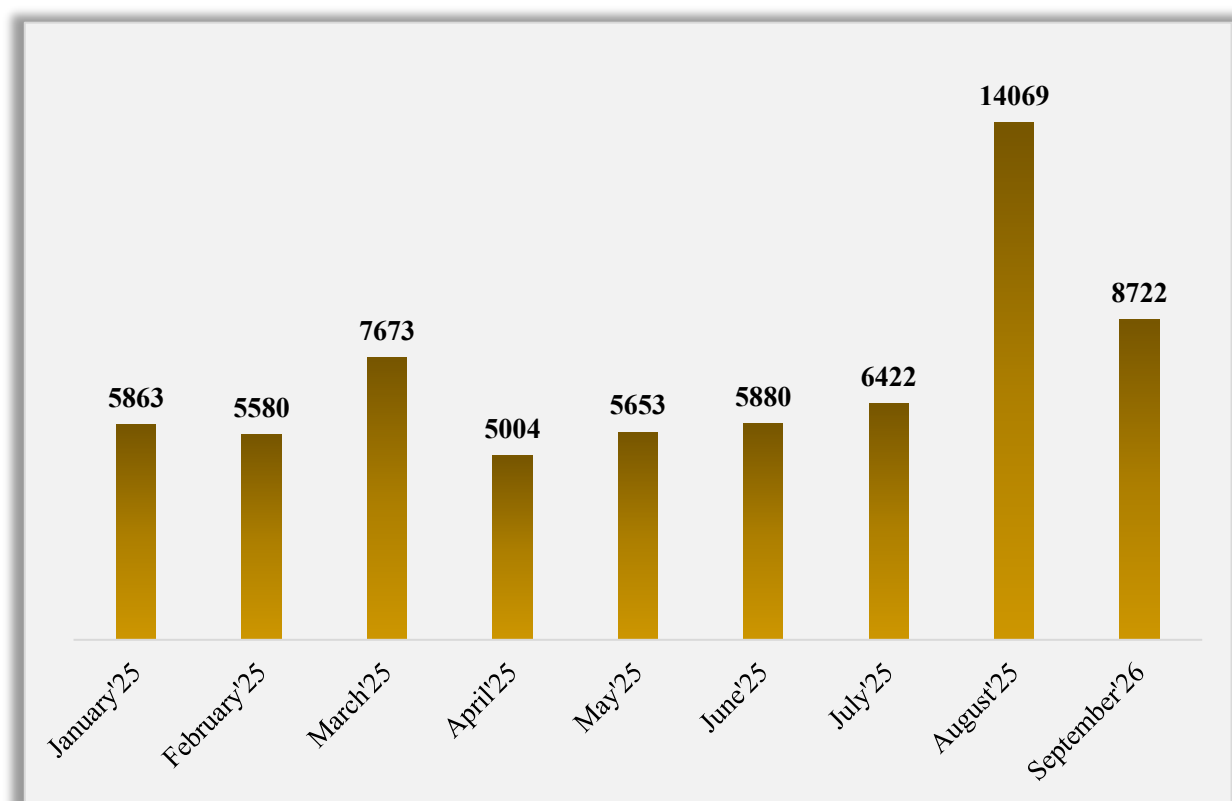


(Time Period: 01/09/2025 to 30/09/2025)



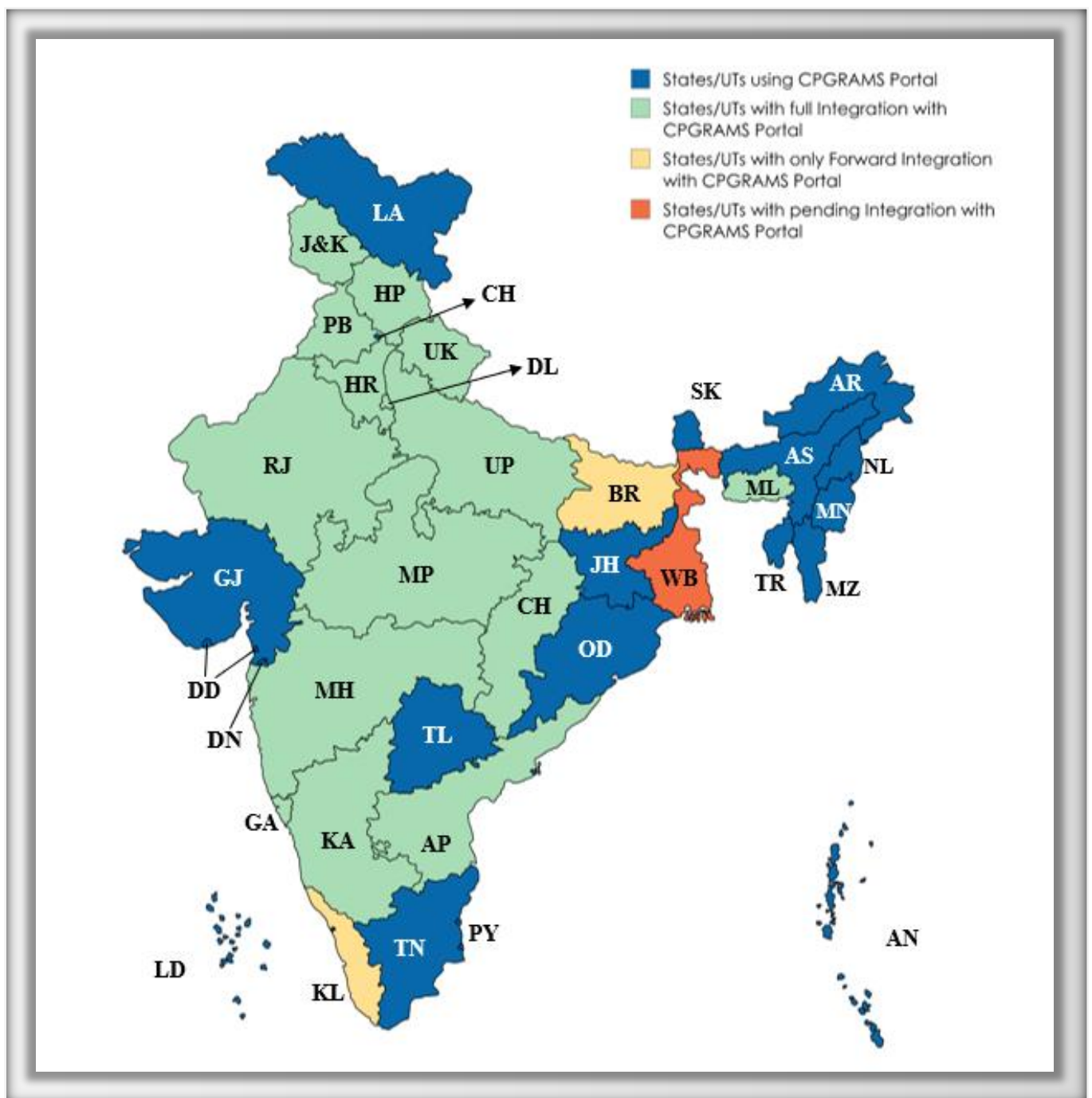
Overview of grievances registered through the Common Service Centres in the month of September, 2025:

A total of **8,722 grievances** has been registered through the Common Service Centres in the month of September, 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

- Proposals from Odisha, Uttarakhand, and Jammu & Kashmir are currently under process
- The second instalment has been disbursed to the Haryana Administrative Training Institute (ATI).

ATIs receiving grants in Financial Year 2025-26

Proposals received from following 19 ATIs for FY 2025-26 has been approved and 1st instalment of grant is released:

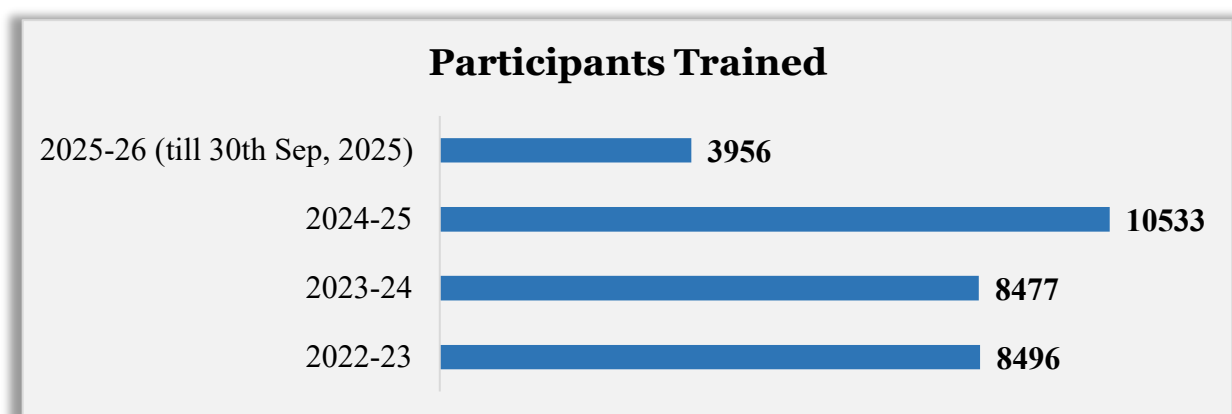
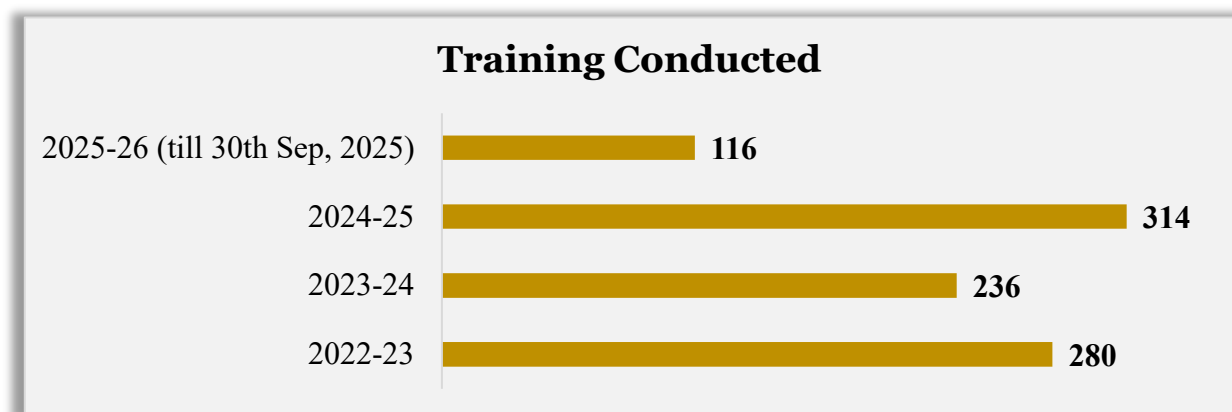
1. Andhra Pradesh	8. Kerala	15. Tamil Nadu
2. Assam	9. Madhya Pradesh	16. Telangana
3. Delhi	10. Maharashtra	17. Uttar Pradesh
4. Gujarat	11. Meghalaya	18. Goa
5. Haryana	12. Mizoram	19. Manipur
6. Himachal Pradesh	13. Punjab	
7. Jharkhand	14. Rajasthan	

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

946

Officers Trained

31,462



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	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 (SKIPPA)	1	15
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	11	276
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	13	707
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	240
		Total	314	10533



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	31	1060
3	Himachal Pradesh	Dr. Manmohan Singh, Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	7	149
4	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	5	252
5	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	1	26
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	6	182
7	Tamil Nadu	ANNA Administrative Staff College	6	301
8	Telangana	Dr. MCR HRD Institute, Hyderabad	8	240
		Total	116	3955

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 September, 2025



Andhra Pradesh Human Resource Development Institute (APHRDI)



Meghalaya Administrative Training Institute (MATI), Shillong



Haryana Institute of Public Administration (HIPA), Gurugram



Himachal Pradesh Institute of Public Administration (HPIPA), Shimla

9. Success Stories

“ ***Grievance of Smt. Manjeet Kaur*** ”

Smt. Manjeet Kaur from Kurukshetra, Haryana, faced hardship when her Bank of Baroda account, holding over ₹5 lakh in agricultural income, was frozen due to a cyber complaint. Despite multiple visits to the bank, no clarity was provided, and essential family payments were held up. Seeking resolution, she filed a grievance on the CPGRAMS Portal. The grievance was escalated to the concerned authorities, and upon review, it was found that the freeze was caused by a minor flagged amount of ₹2,500. Her account was subsequently unfrozen, with only ₹801 placed under lien, thereby restoring her access to the full amount. The grievance was resolved and closed to the satisfaction of the citizen.

**Amount
Released After
Wrongful
Account Freeze**

**Billing Dispute
Resolved by
Electricity
Board**

“ ***Grievance of Shri. Vishnu Kumar Jha*** ”

Shri Vishnu Kumar Jha from Bokaro, Jharkhand, was facing issues of repeated wrongful billing despite having cleared his dues earlier. Even after submitting applications to the local electricity office, his account continued to reflect arrears with accumulating interest. Seeking resolution, he raised a grievance on the CPGRAMS Portal. Upon escalation, the Electricity Supply Division verified the records and reconciled the payment. The disputed amount of ₹2,664 was duly adjusted against his account, as per the official receipt, thereby correcting the billing records and providing full relief to the citizen. The grievance was resolved and closed to the satisfaction of the citizen.

“ Grievance of Shri. A J Raj

Shri A. J. Raj, a bereaved husband, faced several months of delay in receiving the insurance claims under the Pradhan Mantri Jeevan Jyoti Bima Yojana and Pradhan Mantri Suraksha Bima Yojana following the tragic demise of his wife. Despite submitting all the required documents and making repeated follow-ups, the claim remained unsettled, leaving him in financial distress. Seeking resolution, he approached the CPGRAMS Portal. With timely intervention, the insurance claims were processed and settled, providing crucial financial support to the grieving family and ensuring due justice under the government-backed schemes. The grievance was resolved and closed to the satisfaction of the citizen.

”

**Delayed
PMJJBY
Death Claim**

**Blocked
Drain Cleared**

“ Grievance of Ms. Sonam

Ms. Sonam, a resident of Mahu Kala, Nayapura Yagyashala, Gangapur City, District Sawai Madhopur, Rajasthan, had been facing difficulties due to the blockage of a drainage line by some nearby residents. As a result, wastewater was accumulating on the road, causing severe inconvenience not only to her but also to other passersby. The stagnant water had begun to emit a foul odour and had become a breeding ground for flies and mosquitoes, posing a serious health hazard. Seeking resolution, she filed a grievance on the CPGRAMS Portal. As per the report received from the Gram Vikas Adhikari, the blocked drain was cleared, and the issue stands resolved.

”

PIBs and Tweets – September, 2025

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances released the 37th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for August, 2025

In August, 2025, 77,726 PG cases were received for the States/UTs and 62,216 PG cases were redressed

Under the Sevottam Scheme, 917 training courses have been completed, in which 30,622 officers have been trained

Posted On: 15 SEP 2025 4:01PM by PIB Delhi

DARPG @DARPG_GoI · Sep 16
DARPG has released its 37th **#CPGRAMS** Monthly Report for August, 2025, for States/UTs.

- In August, 2025, 77,726 PG cases were received for the States/UTs and 62,216 PG cases were redressed
- Uttar Pradesh recorded the highest number of disposals in August 2025 with 25,724 PG cases, followed by Gujarat with 4,794 PG cases.

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

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

Narendra Modi and 8 others

PIB India @PIB_India
The Department of Administrative Reforms and Public Grievances released the 37th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for August, 2025

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Under the Sevottam Scheme, 917 training courses have been completed, in which 30,622 officers have been trained

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

@DARPG_GoI

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	312	10,507
4	2025-26 (till 31 st August 2025)	89	3,142
TOTAL		917	30,622

4:09 PM · Sep 15, 2025 · 4,703 Views

DARPG @DARPG_GoI
The CPGRAMS initiative of the central government is successfully bridging the gap between citizens and the administration, turning grievances into stories of relief, justice and empowerment. This inspiring compendium, "Effective Grievance Redressal: 100 Stories of Change," reflects how timely redressal is not just about solving problems, but about restoring faith in the system and making a real difference in the lives of ordinary citizens—driving trust and positive change across the nation.

Read the full booklet: drive.google.com/file/d/10vPOTO...

#DARPG #GoodGovernance #CPGRAMS #SuccessStory #CitizenFirst #PublicGrievances #Sushasan #SmartGovernance

Narendra Modi and 8 others

8:15 PM · Sep 4, 2025 · 426 Views

DARPG @DARPG_GoI · Sep 24
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).

Secretary, DARPG, encouraged all States and UTs to actively use the Tree and IGMS Dashboards, underscoring their importance in enabling effective analysis of grievance-related datasets. States and UTs were directed to upload the minutes of their review meetings on the portal to strengthen monitoring. They were further instructed to submit their proposals under the **#SevottamScheme** at the earliest to facilitate the timely release of grants and ensure smooth implementation.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Sevottam

Narendra Modi and 8 others

Annexures

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

Annexure 1.1: Maximum Number of Receipts – September, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	21064	28425	49489	24814	24675
2	Government of Gujarat	5761	5956	11717	6377	5340
3	Government of Maharashtra	25634	5061	30695	3488	27207
4	Government of NCT of Delhi	9540	4906	14446	2781	11665
5	Government of Haryana	11603	4665	16268	4772	11496
6	Government of Madhya Pradesh	8056	4246	12302	3777	8525
7	Government of Bihar	12676	4110	16786	3235	13551
8	Government of Rajasthan	2850	3852	6702	4003	2699
9	Government of Karnataka	5806	2642	8448	2058	6390
10	Government of Tamil Nadu	10577	2062	12639	4457	8182

Annexure 1.2: Maximum Number of Disposals – September, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	21064	28425	49489	24814	24675
2	Government of Kerala	8172	520	8692	7710	982
3	Government of Gujarat	5761	5956	11717	6377	5340
4	Government of Haryana	11603	4665	16268	4772	11496
5	Government of Tamil Nadu	10577	2062	12639	4457	8182
6	Government of Rajasthan	2850	3852	6702	4003	2699
7	Government of Madhya Pradesh	8056	4246	12302	3777	8525
8	Government of Maharashtra	25634	5061	30695	3488	27207
9	Government of Bihar	12676	4110	16786	3235	13551
10	Government of NCT of Delhi	9540	4906	14446	2781	11665

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	234795	247067	222392	24675
2	Government of Gujarat	5326	48930	54256	48916	5340
3	Government of Maharashtra	18757	33869	52626	25419	27207
4	Government of Haryana	11067	31478	42545	31049	11496
5	Government of Madhya Pradesh	3591	31265	34856	26331	8525
6	Government of NCT of Delhi	5730	30961	36691	25026	11665
7	Government of Bihar	7858	29562	37420	23869	13551
8	Government of Rajasthan	1407	27085	28492	25793	2699
9	Government of Tamil Nadu	7898	17240	25138	16956	8182
10	Government of Jharkhand	5810	16230	22040	17627	4413

Annexure 2.2: Maximum Number of Disposal – 1st Jan to 30th September, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	234795	247067	222392	24675
2	Government of Gujarat	5326	48930	54256	48916	5340
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7	Government of NCT of Delhi	5730	30961	36691	25026	11665
8	Government of Bihar	7858	29562	37420	23869	13551
9	Government of Odisha	18364	13114	31478	19529	11949
10	Government of Jharkhand	5810	16230	22040	17627	4413

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	33869	52626	25419	27207
2	Government of Uttar Pradesh	12272	234795	247067	222392	24675
3	Government of Bihar	7858	29562	37420	23869	13551
4	Government of Odisha	18364	13114	31478	19529	11949
5	Government of NCT of Delhi	5730	30961	36691	25026	11665
6	Government of Haryana	11067	31478	42545	31049	11496
7	Government of Madhya Pradesh	3591	31265	34856	26331	8525
8	Government of Tamil Nadu	7898	17240	25138	16956	8182
9	Government of Himachal Pradesh	5711	2674	8385	1816	6569
10	Government of Karnataka	5318	15038	20356	13966	6390
11	Government of Union Territory of Jammu and Kashmir	7339	6153	13492	7654	5838
12	Government of Gujarat	5326	48930	54256	48916	5340
13	Government of Punjab	3114	13978	17092	12423	4669
14	Government of West Bengal	39914	11120	51034	46479	4555
15	Government of Chattisgarh	2199	9224	11423	6886	4537
16	Government of Jharkhand	5810	16230	22040	17627	4413
17	Government of Andhra Pradesh	4046	13152	17198	13760	3438
18	Government of Rajasthan	1407	27085	28492	25793	2699
19	Government of Assam	4580	5815	10395	8607	1788
20	Government of Uttarakhand	3035	11769	14804	13455	1349
21	Government of Nagaland	1280	145	1425	122	1303
22	Government of Manipur	2285	1348	3633	2444	1189

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	145	1425	122	1303	867	91.44%
2	Government of Arunachal Pradesh	186	239	425	216	209	72	49.18%
3	Government of Meghalaya	467	196	663	420	243	410	36.65%
4	Government of Manipur	2285	1348	3633	2444	1189	210	32.73%
5	Government of Tripura	53	1207	1260	946	314	31	24.92%
6	Government of Sikkim	27	102	129	110	19	69	14.73%
7	Government of Assam	4580	5815	10395	8607	1788	83	17.20%
8	Government of Mizoram	767	143	910	803	107	454	11.76%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	33869	52626	25419	27207	23382
2	Government of Odisha	18364	13114	31478	19529	11949	10839
3	Government of Bihar	7858	29562	37420	23869	13551	10602
4	Government of Haryana	11067	31478	42545	31049	11496	8718
5	Government of NCT of Delhi	5730	30961	36691	25026	11665	8356
6	Government of Uttar Pradesh	12272	234795	247067	222392	24675	7390
7	Government of Tamil Nadu	7898	17240	25138	16956	8182	6975
8	Government of Himachal Pradesh	5711	2674	8385	1816	6569	6333
9	Government of Madhya Pradesh	3591	31265	34856	26331	8525	5985
10	Government of Union Territory of Jammu and Kashmir	7339	6153	13492	7654	5838	5353

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	7139	11
2	Government of Union Territory of Chandigarh	3150	12
3	Government of Andaman & Nicobar	901	13
4	Government of Uttar Pradesh	222392	17
5	Government of Puducherry	1171	17
6	Government of Rajasthan	25793	29
7	Government of Tripura	946	31
8	Government of Madhya Pradesh	26331	36
9	Government of Gujarat	48916	38
10	Government of Punjab	12423	47

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001