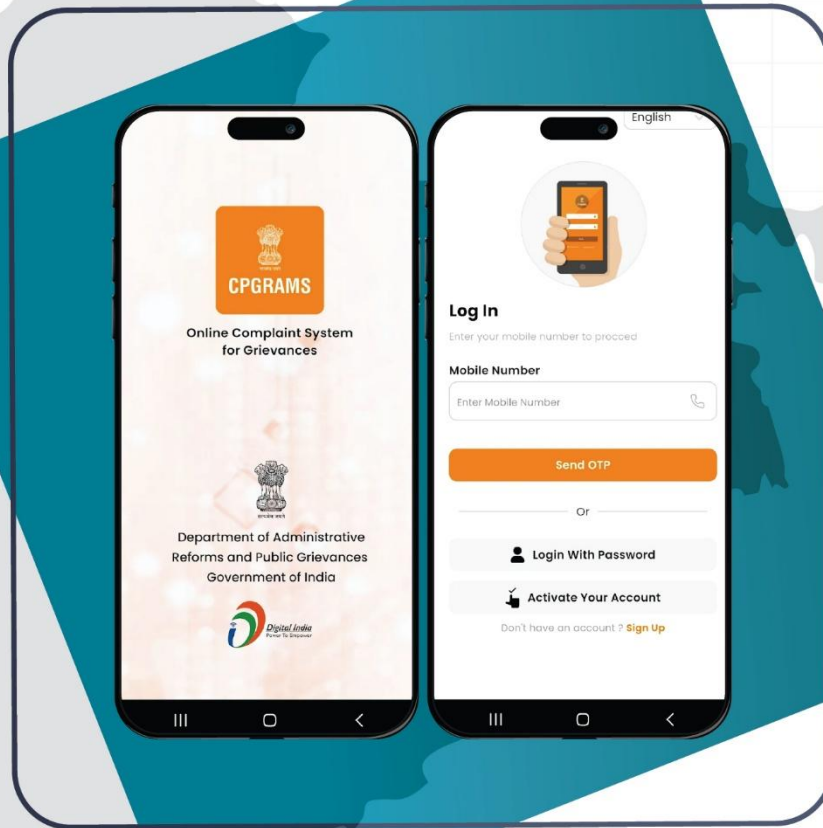




सत्यमेव जयते

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



# CPGRAMS

## MONTHLY REPORT

### States/UTs

AUGUST 2025

(Report Number 37)

Department of Administrative Reforms  
and Public Grievances

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# 1. Key Highlights

*To facilitate senior-level review of PG cases in States/UTs, a dedicated Review Module has been operationalised, effective from 6th June 2025.*

## Data Summary – August, 2025

**Receipts: 77,726**

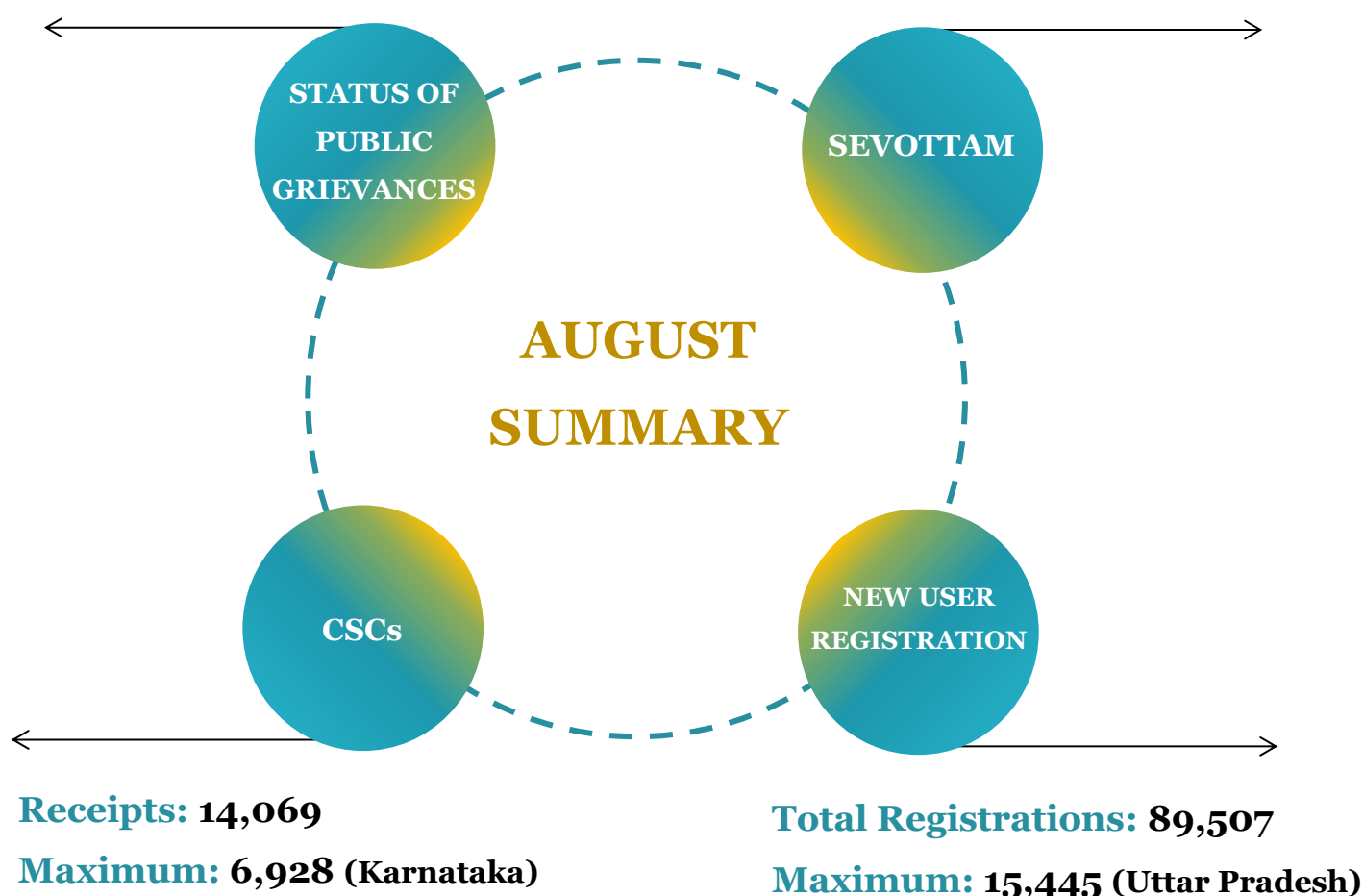
**Disposal: 62,216**

**Pendency: 1,75,349**

**Training Courses: 917**

**Officers Trained: 30,622**

*(FY 2022-26)*



01

## General Highlights

- A monthly review meeting under the chairmanship of Secretary, DARPG was held on 13<sup>th</sup> August, 2025
- Secretary, DARPG delivered the inaugural address at the National Conference on State Capacity in India – Building Individual and Institutional Capacities, held via video conference on 21<sup>st</sup> August, 2025
- The Feedback Call Centre collected a total of **68,043 feedbacks** in August, 2025, where, **26,364 feedbacks** were collected from States/UTs
- In the last four financial years (FY 2022-23 to FY 2025-26), under the Sevottam Scheme, **917 training courses** have been conducted, training approximately **~30,622 officers**

## Status of Public Grievances on CPGRAMS

02

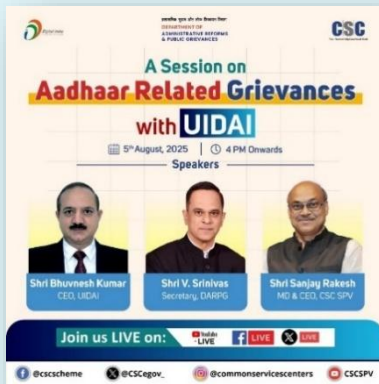
- In August, 2025, **77,726 PG cases** were received for the States/UTs and **62,216 PG cases** were redressed
- **Uttar Pradesh** recorded the highest number of disposals in August 2025 with 25,724 PG cases, followed by **Gujarat** with 4,794 PG cases.

03

## Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> August, 2025
- For States/UTs, as on 31<sup>st</sup> August, 2025, there exists a pendency of **1,75,349 PG cases**

## 2. CPGRAMS – CSC Live



### **Aadhaar related grievances with Unique Identification Authority of India (UIDAI)**

To strengthen citizen-centric governance, the Department of Administrative Reforms and Public Grievances (DARPG), in collaboration with the Common Services Centres (CSC), organized a live session with the Unique Identification Authority of India (UIDAI) and CSC Village Level Entrepreneurs (VLEs) on Aadhaar-related grievances received through CPGRAMS.

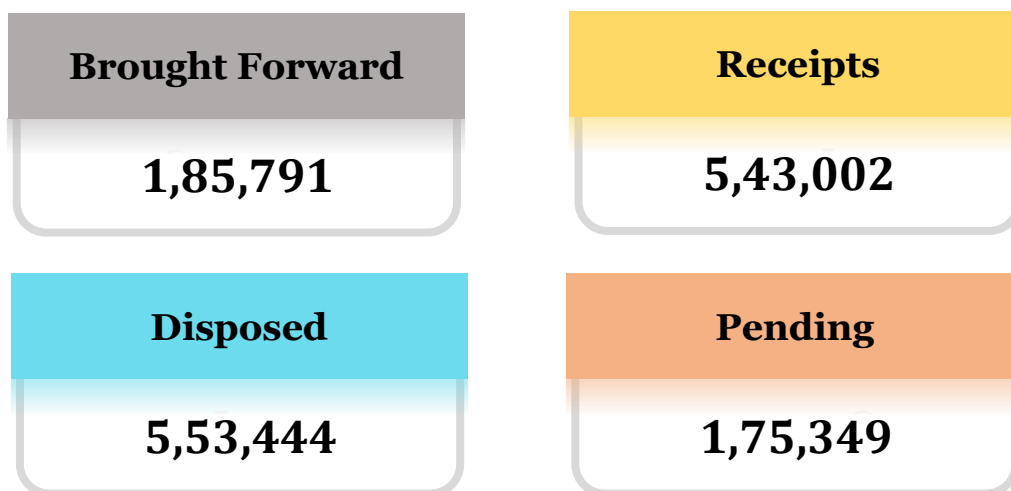
The session witnessed participation from senior officials, including Shri V. Srinivas, Secretary, DARPG; Shri Bhuvnesh Kumar, CEO, UIDAI; and Shri B.K. Singh, Group President, CSC e-Governance Services India Ltd., along with VLEs from across the country. Shri B.K. Singh highlighted the critical role of CSCs in enabling last-mile grievance redressal, while Shri V. Srinivas presented trends in Aadhaar-related grievances in 2025, emphasizing the importance of VLEs in ensuring effective service delivery and raising awareness about CPGRAMS. Shri Bhuvnesh Kumar identified Aadhaar application, updation, and authentication as key grievance areas, underscoring CPGRAMS' role in their timely resolution.

The session also included inputs from VLEs in Varanasi (Uttar Pradesh), Dehradun (Uttarakhand), and districts of West Bengal, who shared ground-level experiences and success stories demonstrating the positive impact of grievance redressal.

This initiative reflects the Hon'ble Prime Minister's vision of making grievance redressal mechanisms more citizen-friendly, accessible, and impactful. Through platforms like CPGRAMS and CSC, the Government continues to promote inclusive e-governance and strengthen responsive and accountable administration.

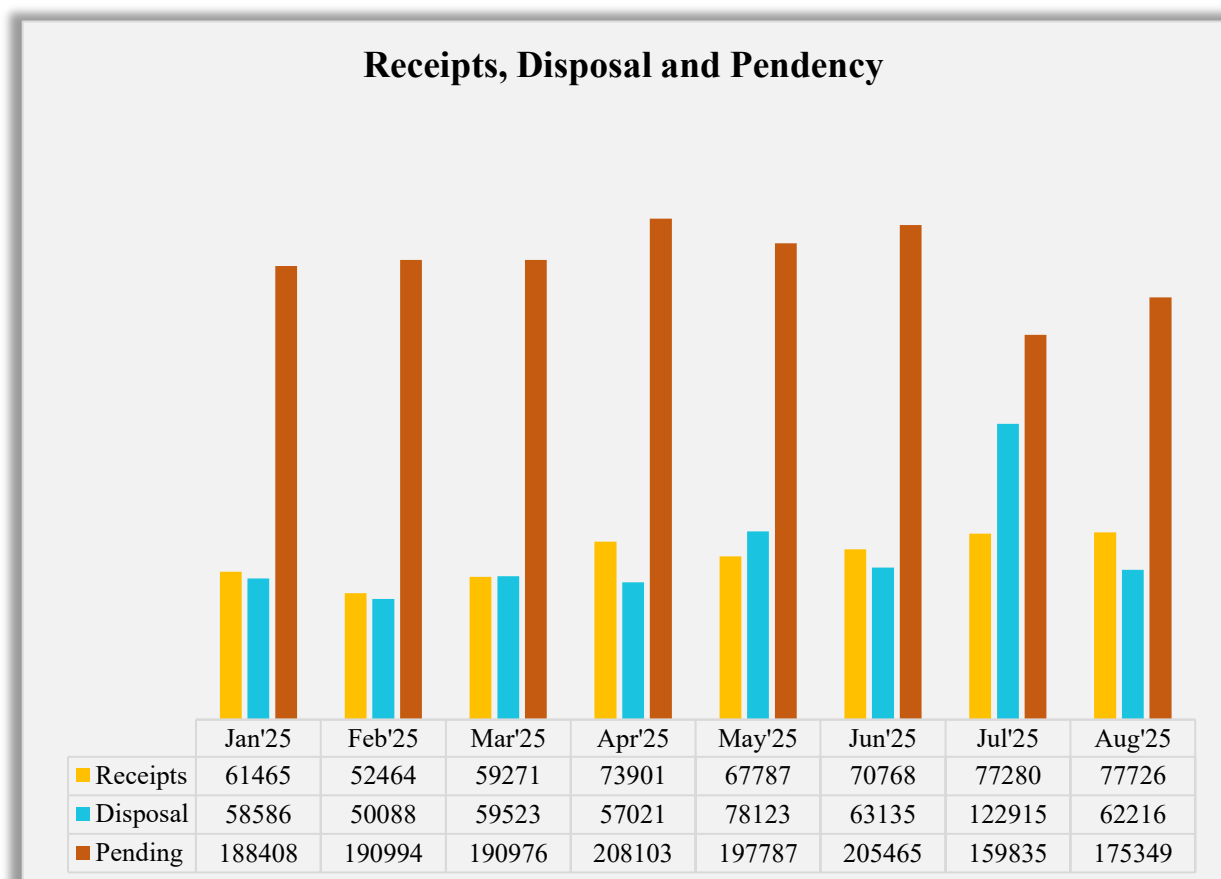
## 3. Review of Status of Grievances

### 3.1 Overview



(Time Period: 01/01/2025 to 31/08/2025)

### 3.2 Month-wise Status of Grievances

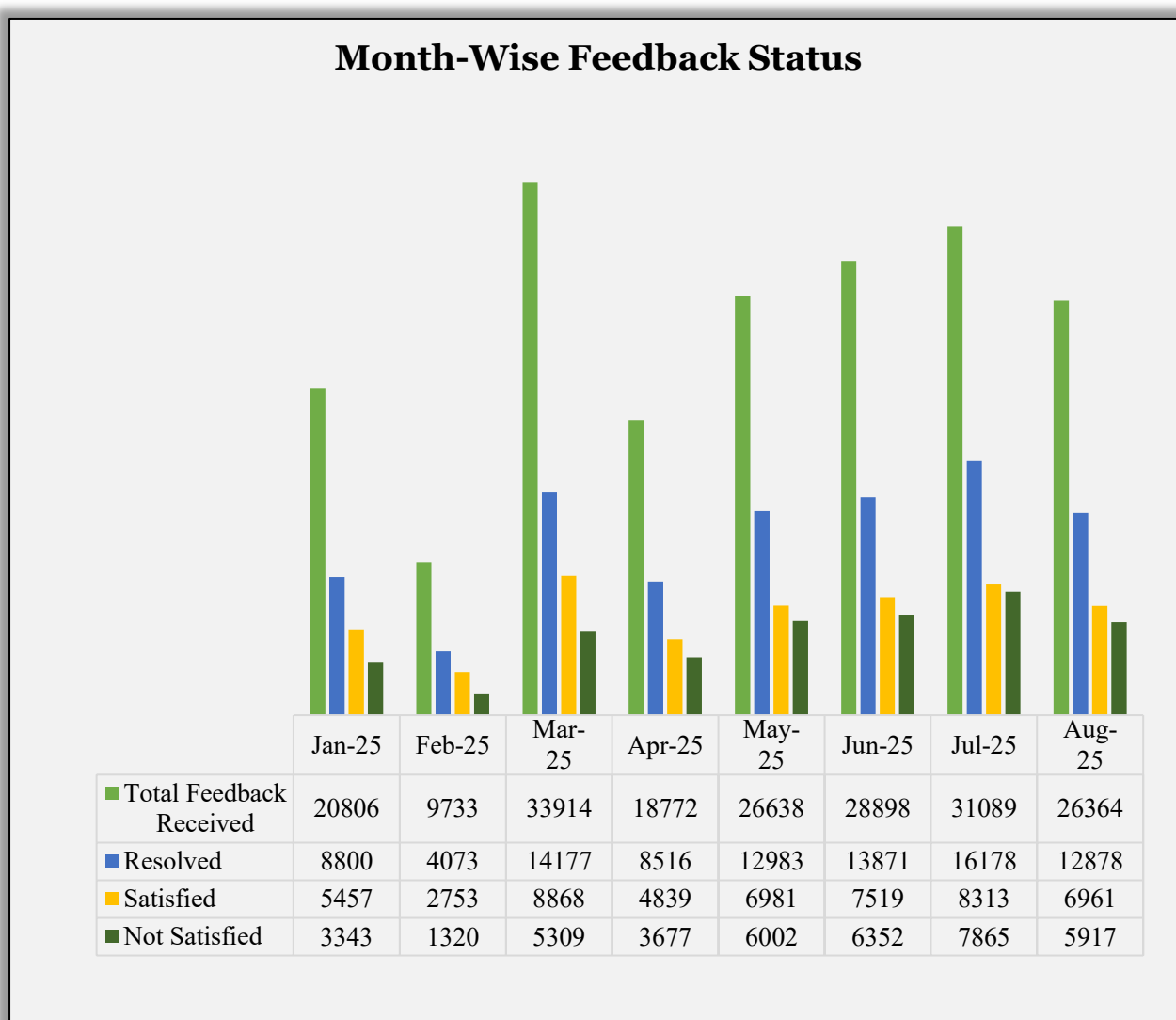


## 4. Feedback Call Centre

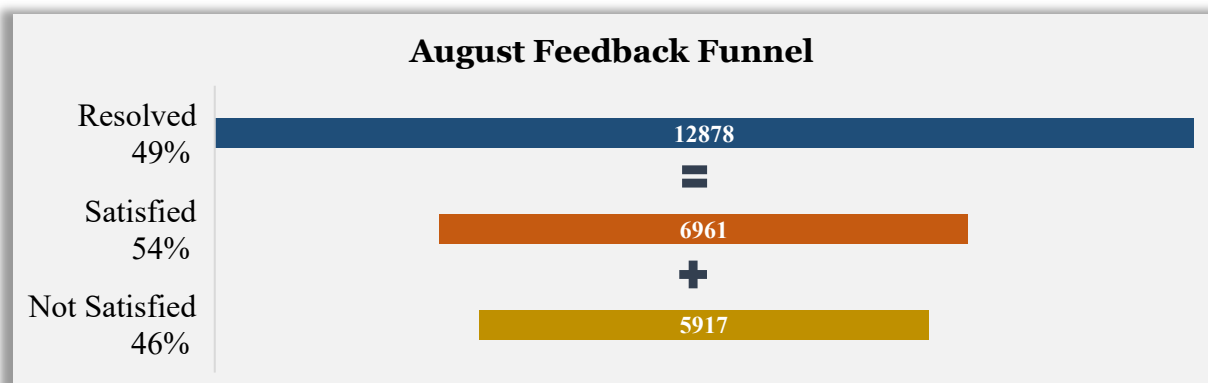
### Overview

During the period from **1<sup>st</sup> January 2025 to 31<sup>st</sup> August 2025**, a total of **1,96,214 feedback** was received in States/UTs through the Call Centre, with 91,476 grievances marked as resolved—reflecting a resolution rate of over 46%. Among the resolved cases, over **56% of citizens expressed satisfaction** with the resolution provided. In August 2025, **26,364 feedback** was received for States/UTs out of 68,043 total feedback received.

*The column chart below presents four key metrics related to Call Centre feedback from January to August 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 12,878 cases resolved through the Call Centre in August, 2025. Following resolution, 54% of citizens (6,961) reported being satisfied with the outcome, while the remaining 46% (5,917) expressed dissatisfaction.



## Feedback Status: Top 10 States/UTs – August 2025

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

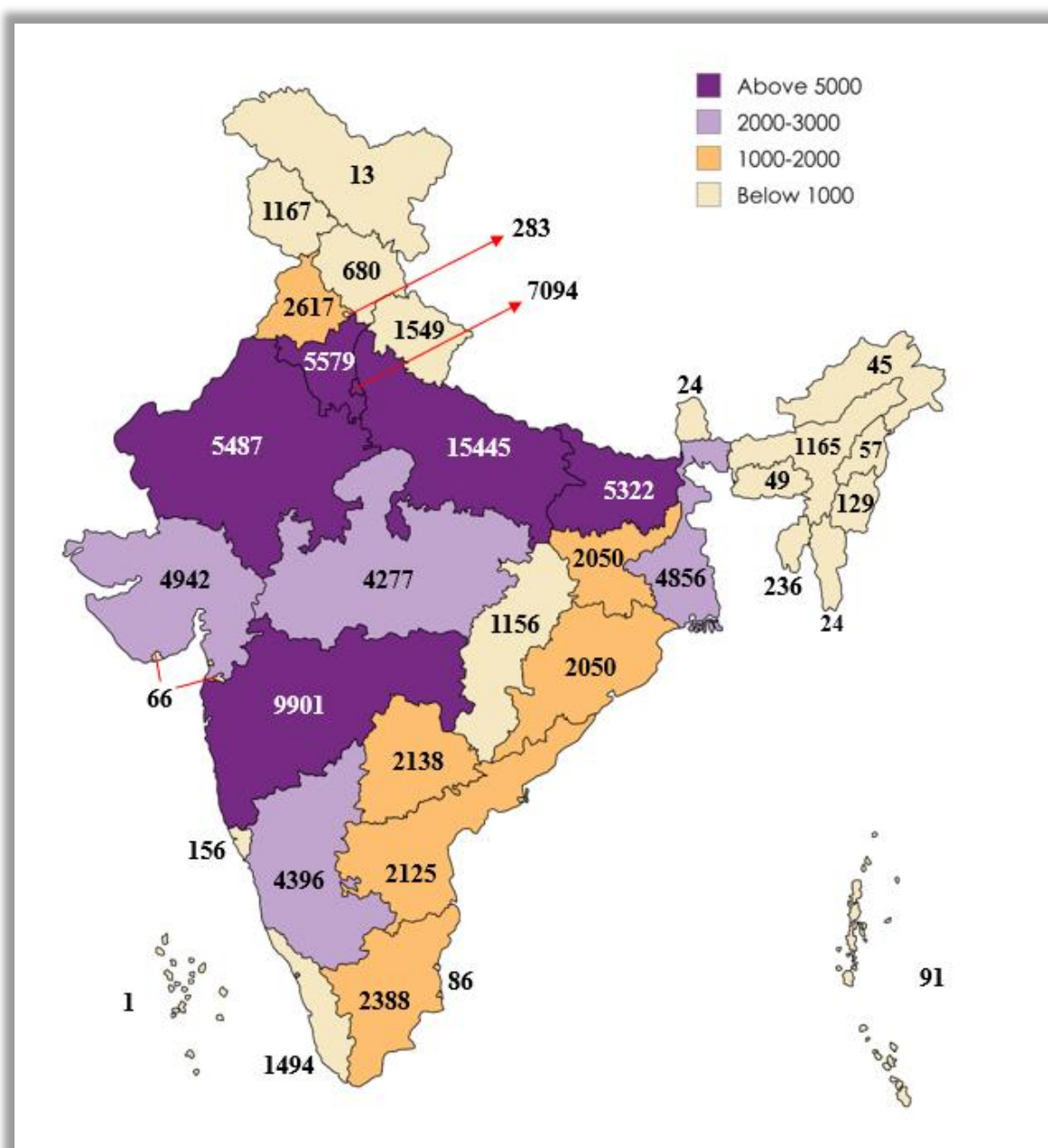
S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	6414	3350 (52%)	3064 (48%)
2	Government of Haryana	742	441 (59%)	301 (41%)
3	Government of Rajasthan	700	338 (48%)	362 (52%)
4	Government of Gujarat	667	323 (48%)	344 (52%)
5	Government of Bihar	595	301 (51%)	294 (49%)
6	Government of Madhya Pradesh	465	312 (67%)	153 (33%)
7	Government of Jammu and Kashmir	408	259 (63%)	149 (37%)
8	Government of NCT of Delhi	399	207 (52%)	192 (48%)
9	Government of Andhra Pradesh	347	194 (56%)	153 (44%)
10	Government of Odisha	319	199 (62%)	120 (38%)

## 5. New User Registrations

A total of **89,507** new users has registered on CPGRAMS in August, 2025, through various channels, out of which, **15,445** registrations are from Uttar Pradesh.



### New user registration on CPGRAMS from States/UTs in August, 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
TOTAL		4,87,533

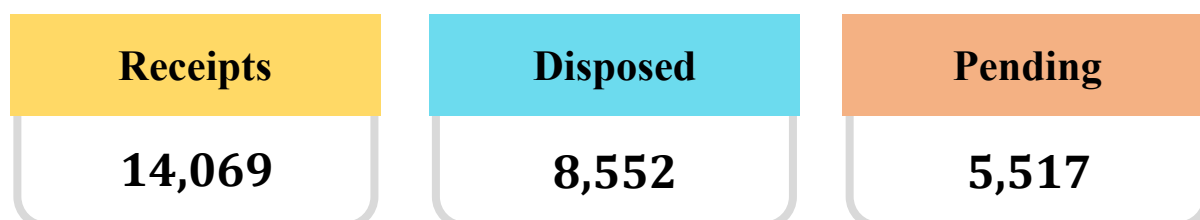


## Percentage Change of new user registration on CPGRAMS:

S. No.	Name of State/UT	Total Users Registered (July)	Total Users Registered (August)	% Change
1	Uttar Pradesh	10114	15445	53% ↑
2	Maharashtra	6753	9901	47% ↑
3	Delhi	4061	7094	75% ↑
4	Haryana	3320	5579	68% ↑
5	Rajasthan	3640	5487	51% ↑
6	Bihar	3822	5322	39% ↑
7	Gujarat	3433	4942	44% ↑
8	West Bengal	3663	4856	33% ↑
9	Karnataka	3048	4396	44% ↑
10	Madhya Pradesh	3221	4277	33% ↑
11	Punjab	1566	2617	67% ↑
12	Tamil Nadu	2411	2388	-1% ↓
13	Telangana	1564	2138	37% ↑
14	Andhra Pradesh	2296	2125	-7% ↓
15	Jharkhand	1479	2050	39% ↑

## 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).

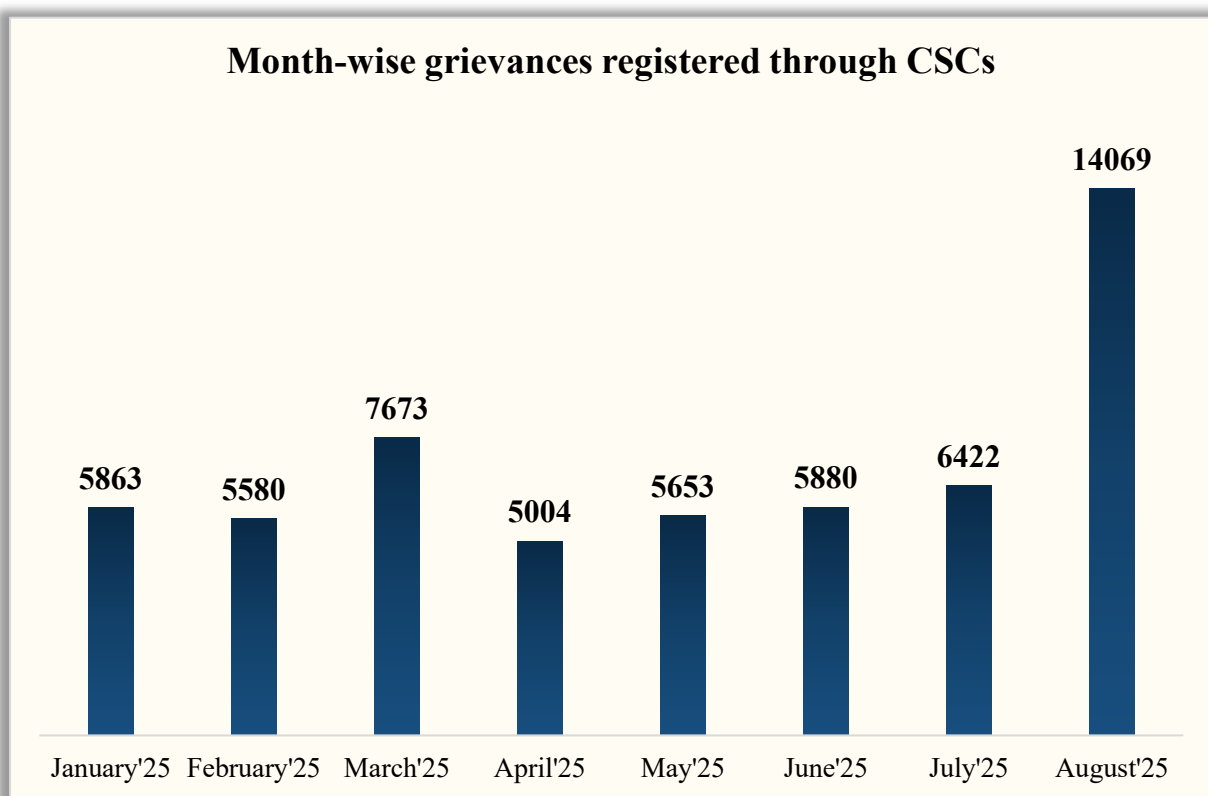


(Time Period: 01/08/2025 to 31/08/2025)



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

A total of **14,069** grievances has been registered through the Common Service Centres in the month of August, 2025.



## 7. Categories through IGMS Dashboard

### Uttar Pradesh

- Government Citizen Services
- Residential Services Issues
- Public Service Disputes
- Pension Payment Disputes
- Utility Services Disputes
- Government Service Disputes
- Electricity Billing Issues
- Infrastructure Disputes and Grievances
- Uttar Pradesh Grievances
- Encroachment and Civic Issues
- Service Disruptions & Grievances
- Service Delivery Disruptions
- Infrastructure Delay Problems

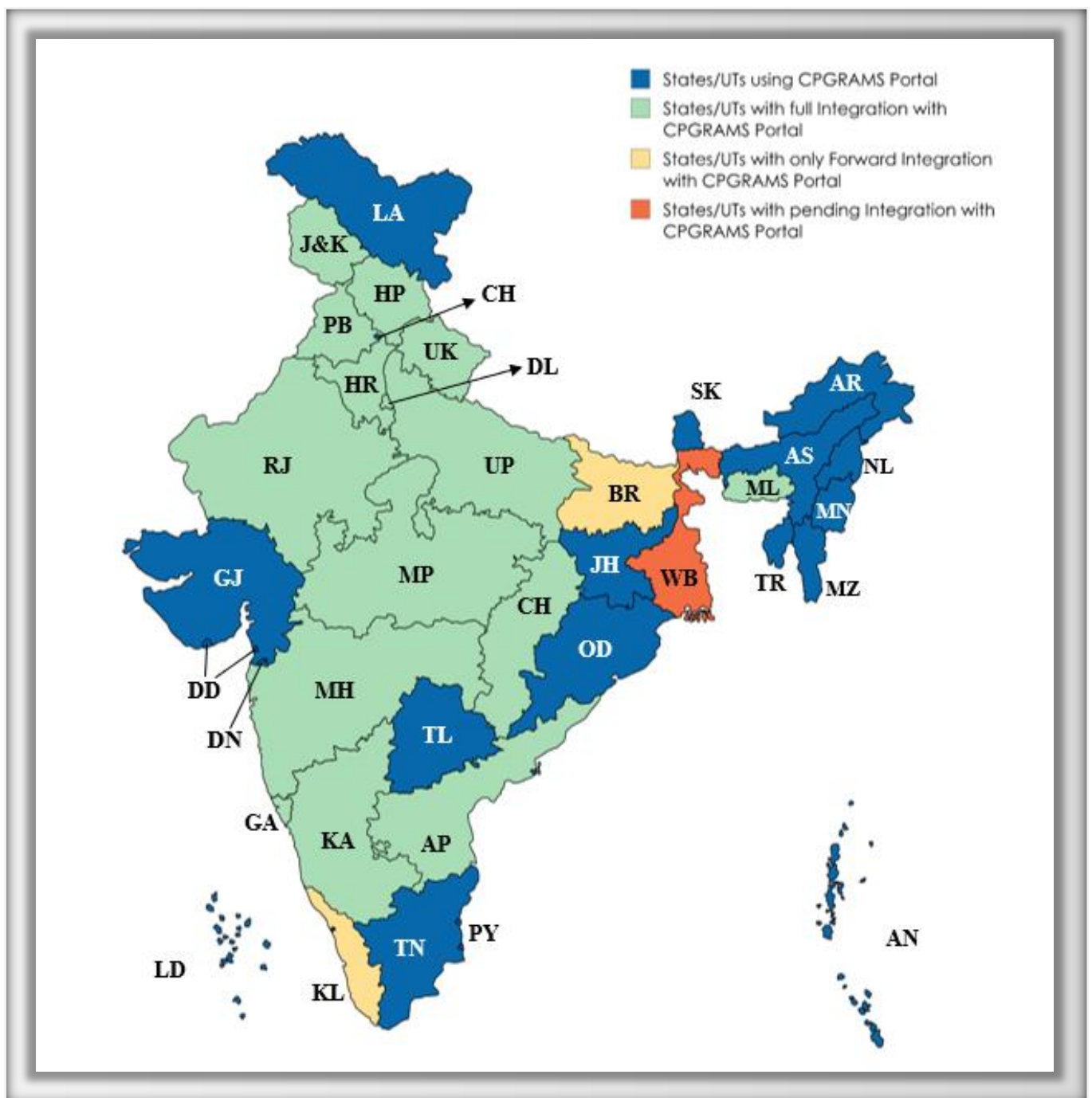
### Gujarat

- Infrastructure Development Disputes
- Infrastructure Disputes in Gujarat
- Gujarat Public Grievances
- Gujarat State Governance Issues
- Government Service Issues
- Road Infrastructure Issues
- Road Infrastructure Issues
- Service Delivery Issues
- Civic Issues in Gujarat
- Government Service Disputes
- Gujarat Governance Issues
- Service Delivery Issues

*Note: The data presented has been sourced from the IGMS Dashboard and should be treated as indicative.*

## 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 integrating 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

### 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:**

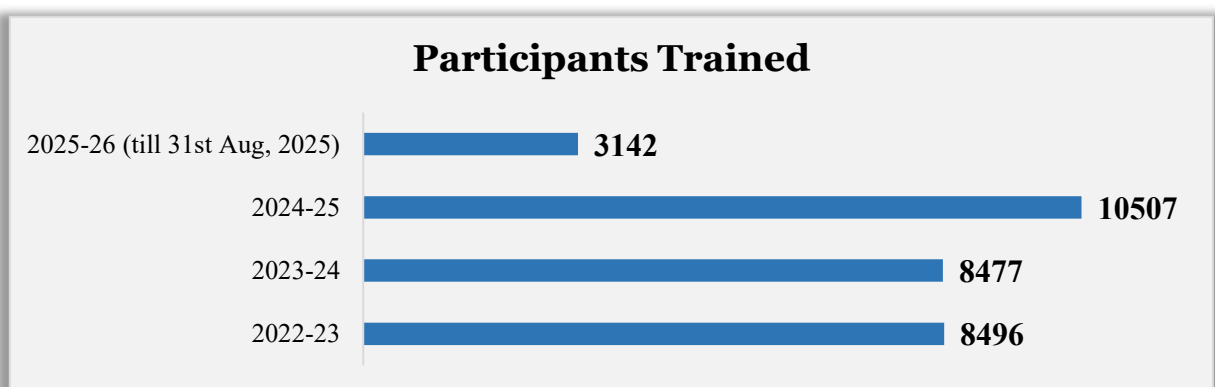
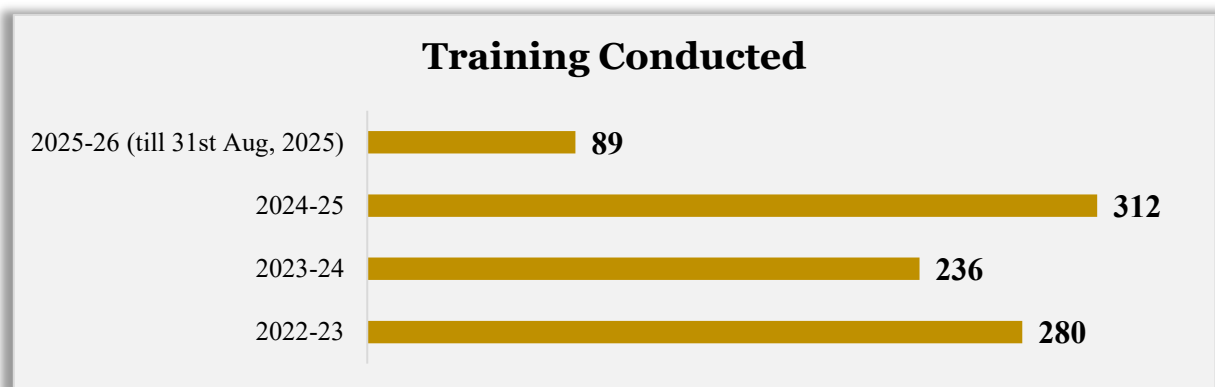
1. Andhra Pradesh	8. Kerala	15. Tamil Nadu
2. Assam	9. Madhya Pradesh	16. Telangana
3. Delhi	10. Maharashtra	17. Uttar Pradesh
4. Gujarat	11. Meghalaya	18. Goa
5. Haryana	12. Mizoram	19. Manipur
6. Himachal Pradesh	13. Punjab	
7. Jharkhand	14. Rajasthan	

**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

## 10. 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**

**917**

**Officers Trained**

**30,622**



**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	9	251
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	239
		<b>Total</b>	<b>312</b>	<b>10507</b>



**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	44	1476
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	26	918
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	6	136
4	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	4	222
5	Tamil Nadu	ANNA Administrative Staff College	5	268
6	Telangana	Dr. MCR HRD Institute, Hyderabad	4	122
		<b>Total</b>	<b>89</b>	<b>3142</b>

**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/>]

# 11. Success Stories

## “ *Grievance of Shri Manan Choudhary*

Shri Mannan Choudhary from Delhi was facing issue regarding the cancellation of the Haryana Group Housing Scheme draw for the 4S Aster Avenue project, for which he had paid a booking amount of ₹1,45,635. The draw, initially held on 27th January 2025, was later cancelled due to concerns raised by the Town and Country Planning (TCP) Department, citing that all allottees were from a single district. Since the cancellation, no clarity was provided on refunds or the possibility of a redraw, despite repeated follow-ups. Seeking resolution, he filed his complaint on the CPGRAMS portal and subsequently, TCP Haryana has informed that a committee has been constituted to investigate the matter, including a review of the e-draw software. The amount was refunded as per the suggestions of the committee and the citizen was satisfied.

**Resolution of  
Haryana Group  
Housing  
Scheme Draw**

”

**Delay in Bank  
Account  
Unfreezing**

## “ *Grievance of Shri Harish*

Shri Harish from Mumbai City, Maharashtra, was facing issue regarding the continued freezing of his Kotak Mahindra Bank accounts despite the VAT Department having issued a release order. The issue stemmed from a communication gap between the VAT office and the bank, causing severe hardship to the complainant. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. Upon review by the concerned authorities, the matter was promptly addressed—the release order was re-sent with the correct reference number, ensuring the account was unfrozen and normal operations restored.

”

## **“ Grievance of Shri Krishnapal Ahirwar**

Shri Krishnapal Ahirwar, a student of Electrical Engineering from Sagar Institute of Science, Technology and Engineering in Bhopal, Madhya Pradesh, faced a delay in receiving 60% of his entitled National Means-cum-Merit Scholarship Scheme (NMMSS) funds for the academic year 2022–23. While the state portion of 40% was successfully credited, the central government’s share remained pending due to an account-related issue. After the problem with his bank account was resolved and multiple follow-ups were made, the grievance was transferred from the Department of Higher Education to the Department of School Education and Literacy and subsequently to the Government of Madhya Pradesh. The issue was finally resolved and the complaint was closed, ensuring that the student received his rightful scholarship support.

”

**Pending  
NMMSS  
Scholarship  
Credited**

**Road  
Obstruction  
Cleared After  
Intervention**

## **“ Grievance of Shri Kamal Kishore Sharma**

Shri Kamal Kishore Sharma from Kamrup Metropolitan, Assam, was facing issue regarding construction materials obstructing the narrow 3-meter-wide Saptarshi Path near Guwahati Public School, Panjabari. The blockage posed serious risks to emergency vehicles, municipal services, and residents. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. Acting on the complaint, the Guwahati Municipal Corporation conducted a site inspection and ensured complete removal of the materials. The action was confirmed through official communication along with photographic evidence, restoring safe and obstruction-free passage for the public.

”

## PIBs and Tweets – August, 2025



Ministry of Personnel, Public Grievances & Pensions

### PARLIAMENT QUESTION: REDRESSAL OF PUBLIC GRIEVANCES

Posted On: 07 AUG 2025 3:26PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### DARPG, in Collaboration with CSC, hosted a Live Session with UIDAI and CSC VLEs on 5th August 2025

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

Posted On: 06 AUG 2025 4:13PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### PARLIAMENT QUESTION: Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

Posted On: 06 AUG 2025 3:01PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### DARPG collaboration with Right to Services (RTS) Commissioners of States/UTs for enhancement of e- services and improvement in e-Service Delivery across States and UTs under NeSDA Way Forward

Total number of e-Services in India crossed 22000, and discussed the roadmap for saturation of e-Services

NCGG to document the benefits of Right to Services Commissions and Impact on Improved Service Delivery in a comprehensive study over 9 months

Pilot API integration of CPGRAMS and RTS with Haryana RTS Commission under completion for real time data sharing of State specific service grievances

Posted On: 09 AUG 2025 12:16PM by PIB Delhi

## The Department of Administrative Reforms and Public Grievances (DARPG) released the 36th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for July, 2025

In July, 2025, 77,280 PG cases were received for the States/UTs and 1,22,915 PG cases were redressed

Under the Sevottam Scheme, 899 training courses have been completed, in which 30,090 officers have been trained

Posted On: 11 AUG 2025 3:25PM by PIB Delhi

**PIB in Jammu Kashmir & Ladakh**  
@PIBSrinagar

DARPG, in Collaboration with CSC, hosted a Live Session with UIDAI and CSC VLEs on 5th August 2025

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



4:48 PM - Aug 6, 2025 - 47 Views

**PIB India**  
@PIB\_India

### REDRESSAL OF PUBLIC GRIEVANCES

In the years 2022, 2023, 2024 and 2025 the **#CPGRAMS** 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries

An appeal mechanism, with 90 Nodal Appellate Authorities and 1597 Sub Appellate Authorities, is available to the citizen in case the citizen is not satisfied with the resolution. In the years 2022, 2023, 2024 and 2025 (Till 30th June) a total of 7,75,240 appeals have been resolved

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

**#ParliamentQuestion**

3:58 PM - Aug 7, 2025 - 2,388 Views

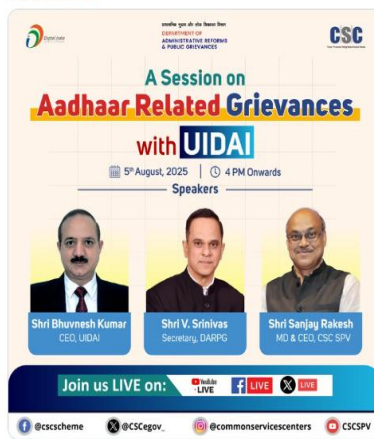
**CSCeGov**  
@CSCegov

A Session on Aadhaar Related Grievances with UIDAI...

5th August 2025  
4 PM Onwards

In this session, Shri Bhuvnesh Kumar, CEO, UIDAI, Shri V. Srinivas, Secretary, DARPG and Shri Sanjay Rakesh, MD & CEO, CSC SPV, will join us LIVE on the **#CSC X** Page.

**#DigitalIndia #CPGRAMS #DigitalInclusion #CPGRAMService #RuralEmpowerment #DigitalInclusion #CSCGrievanceService #DARPG #UIDAI #Aadhaar**



Digital India and 9 others

**PIB India**  
@PIB\_India

### Centralised Public Grievance Redress and Monitoring System (#CPGRAMS)

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS (Centralised Public Grievance Redress and Monitoring System)

These reforms include the adoption of next-generation artificial intelligence technologies to enhance system capabilities, making CPGRAMS available in all 22 scheduled languages to overcome language barriers, and establishing a Data Strategy Unit for root cause analysis and systemic reform

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

**#ParliamentQuestion**

Brought forward grievances	Total grievances received	Total Grievances closed (including brought forward grievances)	Pending grievances as on 28.5.2025	Average time of Disposal during this time
75790	4362459	4273289	64960	16 days

3:33 PM - Aug 6, 2025 - 2,525 Views

**Admn Staff College of India (ASCI)**  
@ASCI MEDIA

Shri V. Srinivas, IAS, Secretary, DARPG, delivers the Inaugural Address on Capacity Building of Grievance Officers- Sevottam Framework of GoI," which sets the tone for the International Conference on State Capacity in India.

**#bagchinirmalya @DARPG\_GoI @svoruganti466**



3:46 PM - Aug 21, 2025 - 102 Views


**DARPG**  
@DARPG\_GoI

DARPG, in collaboration with **@CSCegov**, successfully hosted a live session with **@UIDAI** and CSC VLEs to address common Aadhaar-related grievances received on the **#CPGRAMS** portal. The session featured insightful discussions led by Shri V. Srinivas, Secretary, DARPG; Shri Bhuvnesh Kumar, CEO, UIDAI; and Shri B.K. Singh, Group President, CSC SPV, focusing on key Aadhaar service issues and strengthening grassroots-level service delivery.

In the concluding segment, Shri V. Srinivas and Shri Bhuvnesh Kumar interacted with VLEs from Uttar Pradesh, Uttarakhand, and West Bengal to understand key grievances and address Aadhaar-related queries. VLEs also shared success stories highlighting effective grassroots grievance redressal.

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

**#DigitalIndia #DARPG #CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #PublicService #CSCPaCharcha #Aadhaar**



**DARPG** @DARPG\_GoI

DARPG has released its 36th #CPGRAMS Monthly Report for July, 2025, for States/UTs.

- In July, 2025, 77,280 PG cases were received for the States/UTs and 1,22,915 PG cases were redressed
- The monthly disposal of PG cases in States/UTs increased from 63,135 in June 2025 to 1,22,915 in July 2025, with Uttar Pradesh recording the highest disposals

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

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



Department of Administrative Reforms and Public Grievances

Narendra Modi and 8 others

**PIB India** @PIB\_India

### REFORMS IN CPGRAMS

Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens

In the period from 2022, 2023, 2024 and 2025 the CPGRAMS 10 step reforms enabled redressal of 80,36,042 grievances, mapped 1,05,681 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 16 days in 2025 and reduced pendency to 62,620 Public Grievances as on 30th June, 2025 for Central Ministries

Read here: [pib.gov.in/PressReleaseDet...](http://pib.gov.in/PressReleaseDet...)

#ParliamentQuestion

10:49 AM · Aug 1, 2025 · 6,618 Views

**Information & PR, J&K** @diprjk

Chief Secretary Atal Dulloo reviewed the public grievance redressal system in J&K, stressing upgrades to JK Samadhan & CPGRAMS for faster, citizen-friendly service. Also called for a dedicated PSGA portal to ensure timely, accountable public service delivery. #GoodGovernance #JKAdmin



9:29 PM · Aug 1, 2025 · 628 Views

**PIB India** @PIB\_India

### PUBLIC GRIEVANCE REDRESSAL FORUM

Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities

This single portal is connected to all Ministries and Departments of the Government of India and States and is accessible via a mobile application available on Google Play and integrated with UMANG

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#ParliamentQuestion

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**DARPG** @DARPG\_GoI

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).

The Secretary provided an overview of the Tree and IGMS Dashboards, enabling States/UTs to analyze grievance-related datasets effectively. ASCI presented the Sevottam Modules for capacity-building programmes, followed by a discussion with the State ATIs on their adoption in training curricula. Additionally, CGG Hyderabad, presented the Grievance Redressal Assessment Index (GRAI) for States/UTs, which is being developed to rank their grievance redressal performance of States/UTs.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Sevottam



Narendra Modi and 8 others

**PIB India** @PIB\_India

Department of Administrative Reforms and Public Grievances (DARPG) released the 36th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for July, 2025

In July, 2025, 77,280 PG cases were received for the States/UTs and 1,22,915 PG cases were redressed

Under the Sevottam Scheme, 899 training courses have been completed, in which 30,090 officers have been trained

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S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	307	10,447
4	2025-26 (till 31 <sup>st</sup> July 2025)	76	2,670
<b>TOTAL</b>		<b>899</b>	<b>30,090</b>

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# Annexures

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

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19333	<b>27455</b>	46788	25724	21064
2	Government of Gujarat	5354	<b>5200</b>	10554	4794	5760
3	Government of NCT of Delhi	7538	<b>4570</b>	12108	2561	9547
4	Government of Haryana	11470	<b>4468</b>	15938	4332	11606
5	Government of Maharashtra	22585	<b>4370</b>	26955	1292	25663
6	Government of Bihar	11181	<b>4118</b>	15299	2621	12678
7	Government of Madhya Pradesh	5786	<b>3822</b>	9608	1541	8067
8	Government of Rajasthan	2403	<b>3638</b>	6041	3191	2850
9	Government of Karnataka	4890	<b>3139</b>	8029	2223	5806
10	Government of Jharkhand	4220	<b>2096</b>	6316	1595	4721

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19333	27455	46788	<b>25724</b>	21064
2	Government of Gujarat	5354	5200	10554	<b>4794</b>	5760
3	Government of Haryana	11470	4468	15938	<b>4332</b>	11606
4	Government of Rajasthan	2403	3638	6041	<b>3191</b>	2850
5	Government of Bihar	11181	4118	15299	<b>2621</b>	12678
6	Government of NCT of Delhi	7538	4570	12108	<b>2561</b>	9547
7	Government of Karnataka	4890	3139	8029	<b>2223</b>	5806
8	Government of Odisha	12668	1565	14233	<b>1976</b>	12257
9	Government of Andhra Pradesh	4145	1487	5632	<b>1902</b>	3730
10	Government of Tamil Nadu	10496	1807	12303	<b>1730</b>	10573

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	<b>206370</b>	218642	197578	21064
2	Government of Gujarat	5326	<b>42988</b>	48314	42554	5760
3	Government of Maharashtra	18757	<b>28837</b>	47594	21931	25663
4	Government of Madhya Pradesh	3591	<b>27033</b>	30624	22557	8067
5	Government of Haryana	11068	<b>26832</b>	37900	26294	11606
6	Government of NCT of Delhi	5734	<b>26069</b>	31803	22256	9547
7	Government of Bihar	7857	<b>25459</b>	33316	20638	12678
8	Government of Rajasthan	1407	<b>23234</b>	24641	21791	2850
9	Government of Tamil Nadu	7898	<b>15181</b>	23079	12506	10573
10	Government of Jharkhand	5812	<b>14336</b>	20148	15427	4721

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	206370	218642	<b>197578</b>	21064
2	Government of Gujarat	5326	42988	48314	<b>42554</b>	5760
3	Government of Haryana	11068	26832	37900	<b>26294</b>	11606
4	Government of Madhya Pradesh	3591	27033	30624	<b>22557</b>	8067
5	Government of NCT of Delhi	5734	26069	31803	<b>22256</b>	9547
6	Government of Maharashtra	18757	28837	47594	<b>21931</b>	25663
7	Government of Rajasthan	1407	23234	24641	<b>21791</b>	2850
8	Government of Bihar	7857	25459	33316	<b>20638</b>	12678
9	Government of Odisha	18367	11436	29803	<b>17546</b>	12257
10	Government of Jharkhand	5812	14336	20148	<b>15427</b>	4721

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	28837	47594	21931	<b>25663</b>
2	Government of Uttar Pradesh	12272	206370	218642	197578	<b>21064</b>
3	Government of Bihar	7857	25459	33316	20638	<b>12678</b>
4	Government of Odisha	18367	11436	29803	17546	<b>12257</b>
5	Government of Haryana	11068	26832	37900	26294	<b>11606</b>
6	Government of Tamil Nadu	7898	15181	23079	12506	<b>10573</b>
7	Government of NCT of Delhi	5734	26069	31803	22256	<b>9547</b>
8	Government of Kerala	5777	3885	9662	1490	<b>8172</b>
9	Government of Madhya Pradesh	3591	27033	30624	22557	<b>8067</b>
10	Government of Himachal Pradesh	5711	2280	7991	1185	<b>6806</b>
11	Government of Union Territory of Jammu and Kashmir	7339	5388	12727	6766	<b>5961</b>
12	Government of Karnataka	5317	12399	17716	11910	<b>5806</b>
13	Government of Gujarat	5326	42988	48314	42554	<b>5760</b>
14	Government of Chattisgarh	2199	7990	10189	5131	<b>5058</b>
15	Government of Jharkhand	5812	14336	20148	15427	<b>4721</b>
16	Government of Punjab	3114	12032	15146	10891	<b>4255</b>
17	Government of Andhra Pradesh	4046	11292	15338	11608	<b>3730</b>
18	Government of West Bengal	39914	9636	49550	46471	<b>3079</b>
19	Government of Rajasthan	1407	23234	24641	21791	<b>2850</b>
20	Government of Assam	4580	5196	9776	8161	<b>1615</b>
21	Government of Uttarakhand	3035	10079	13114	11586	<b>1528</b>
22	Government of Nagaland	1280	135	1415	120	<b>1295</b>
23	Government of Manipur	2285	1244	3529	2437	<b>1092</b>

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	135	1415	120	1295	881	91.52%
2	Government of Arunachal Pradesh	186	212	398	187	211	60	53.02%
3	Government of Meghalaya	467	171	638	417	221	412	34.64%
4	Government of Manipur	2285	1244	3529	2437	1092	210	30.94%
5	Government of Tripura	53	1050	1103	830	273	32	24.75%
6	Government of Sikkim	27	87	114	94	20	68	17.54%
7	Government of Assam	4580	5196	9776	8161	1615	84	16.52%
8	Government of Mizoram	767	99	866	786	80	461	9.24%

**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> August, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	28837	47594	21931	25663	22499
2	Government of Odisha	18367	11436	29803	17546	12257	11061
3	Government of Bihar	7857	25459	33316	20638	12678	9781
4	Government of Tamil Nadu	7898	15181	23079	12506	10573	9388
5	Government of Haryana	11068	26832	37900	26294	11606	8717
6	Government of Kerala	5777	3885	9662	1490	8172	8027
7	Government of Himachal Pradesh	5711	2280	7991	1185	6806	6579
8	Government of NCT of Delhi	5734	26069	31803	22256	9547	6479
9	Government of Uttar Pradesh	12272	206370	218642	197578	21064	5507
10	Government of Madhya Pradesh	3591	27033	30624	22557	8067	5436

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Kerala	1490	5
2	Government of Andaman & Nicobar	762	12
3	Government of Telangana	6244	12
4	Government of Union Territory of Chandigarh	2860	12
5	Government of Uttar Pradesh	197578	16
6	Government of Puducherry	1041	17
7	Government of Rajasthan	21791	30
8	Government of Tripura	830	32
9	Government of Gujarat	42554	36
10	Government of Madhya Pradesh	22557	36



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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