

The Department of Administrative Reforms and Public Grievances (DARPG) released the 37th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of Central Ministries/ Departments performance for the month of May, 2025

A total of 1,24,101 Grievances were Redressed by Central Ministries/ Departments in May, 2025

For the 35th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Ministry of Tribal Affairs, Ministry of Parliamentary Affairs and Department of Investment & Public Asset Management topped in Group B category in the rankings released for the month of May, 2025

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report for May 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 37th report on Central Ministries/Departments published by DARPG.

The progress for May 2025 indicates 1,24,101 Grievances Redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments from 1st May to 31st May 2025 is 16 days. These reports are part of the 10-step CPGRAMS reform process which was adopted by DARPG to improve the quality of disposal and reduce the timelines.

The report provides the data for new users registered through the CPGRAMS Portal in the month of May 2025. A total of 60,499 new users registered in the month of May 2025, with maximum registrations from Uttar Pradesh (10,043 registrations). The Feedback Call Centre collected 65,601 feedbacks in the month of May 2025, where 38,968 feedbacks were collected for Central Ministries/Departments.

The said report also provides the Ministry/Department-wise analysis on the grievances registered through Common Service Centres in May 2025. 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). 5,653 grievances were registered through CSCs in the month of May 2025. It also highlights the major issues/categories for which the maximum grievances were registered through CSCs.

The report also presents an overview of the Review Meeting Module, which has been operationalised across Central Ministries and Departments. This module facilitates Secretary-level reviews of public grievances, thereby enhancing the efficiency of redressal mechanisms and improving citizen satisfaction. For May 2025, a total of 28 review meetings have been conducted across Central Ministries and Departments.

The following are the Key Highlights of the DARPG's monthly CPGRAMS report for May 2025 for Central Ministries/ Departments:

1. PG Cases:

- In May 2025, 1,25,332 PG cases were received on the CPGRAMS portal, 1,24,101 PG cases were redressed and there exists a pendency of 60,892 PG cases.

2. PG Appeals:

- In May 2025, 21,332 appeals were received and 23,006 appeals were disposed.
- The Central Secretariat has a pendency of 23,617 PG Appeals for the period 1st May, 2025 to 31st May, 2025.

3. Grievance Redressal Assessment and Index (GRAI) – May 2025

- Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for May, 2025.
- Ministry of Tribal Affairs, Ministry of Parliamentary Affairs and Department of Investment and Public Asset Management are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for May, 2025.

Report Link: <https://darpg.gov.in/sites/default/files/2025-05-01.pdf>

NKR/ PSM

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