

The Department of Administrative Reforms and Public Grievances (DARPG) released the 34th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of May, 2025

A total of 67,787 PG cases were received by States/UTs and 78,123 grievances were redressed in May, 2025

Under the Sevottam Scheme, 855 training courses have been completed, in which 28,438 officers have been trained

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 34th monthly report for States/UTs for May, 2025. The said report provides a detailed analysis of types and categories of public grievances and the nature of disposal by the States/UTs.

A total of 78,123 grievances were redressed by the States and Union Territories in May, 2025. The pendency of grievances on the CPGRAMS portal stands at 1,97,787 grievances across the States/UTs for the month of May, 2025. The Feedback Call Centre collected a total of 65,601 feedbacks in May, 2025, where, 26,633 feedbacks were collected from States/UTs

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal in the month of May, 2025. A total of 60,499 new users registered for the month of May, 2025, with maximum registrations from Uttar Pradesh (10,043 registrations).

The said report also provides the state-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.

Uttar Pradesh has received the maximum number of grievances in May, 2025 with the number standing at 26,634 grievances. 23 States/UTs have more than 1000 pending grievances as on 31st May, 2025. Uttar Pradesh and Gujarat disposed the maximum number of grievances in May, 2025, with the number standing at 26,658 and 14,369 grievances respectively. 14 States/UTs have disposed more than 1000 grievances in between 1st to 31st May, 2025.

The report also includes the status of grants released under the Sevottam Scheme in the FY 2024-25. In the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), 855 training courses have been completed, in which ~28,438 officers have been trained.

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	306	10,257
4	2025-26	33	1,208
TOTAL		855	28,438

Key Highlights for the month of May, 2025, are as follows:

1. Status of Public Grievances on CPGRAMS:
- In May, 2025, 67,787 PG cases were received for the States/UTs and 78,123 PG cases were redressed
 - The monthly disposal in States/UTs increased from 57,021 PG cases at the end of April, 2025 to 78,123 PG cases at the end of May, 2025
2. Status of Pendency of Public Grievances on CPGRAMS
- 23 States/UTs have more than 1000 pending grievances as on 31st May, 2025
 - For States/UTs, as on 31st May, 2025, there exists a pendency of 1,97,787 PG cases

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

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