

DARPG released 37th CPGRAMS Report of Central Ministries/Departments for May 2025, showcasing Success Stories

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The report features 4 success stories of effective grievance resolution from Central Ministries/Departments:

1. Grievance of Shri Prem Deep: Settlement and Refund Issue

Shri Prem Deep, after his Army release, submitted all required documents for settlement, but faced delays and no response from PCDA (Officers), Pune regarding partial dues of ₹90,936 and a PLI refund of ₹6,492. Despite multiple attempts, the matter remained unresolved, causing distress. Seeking resolution, he filed a grievance on the CPGRAMS portal. Upon review, authorities confirmed the PLI refund and release of ₹76,808 after adjustments, providing Statements of Accounts as proof. All dues were settled, and the grievance was close.

2. Grievance of Shri Syoprasad: TDS Credit Rectification and Refund

Shri Syoprasad, a salaried taxpayer, had filed his return for the Assessment Year 2014–15, claiming a TDS credit of ₹16,536. However, while processing the return, the credit was not given, and a demand of ₹16,560 was incorrectly raised. Despite submitting a rectification request and paying the demand, no correction was made, and additional interest under Section 220(2) was shown. Seeking resolution, he filed a grievance on the CPGRAMS portal. Upon review, the concerned authorities rectified the mistake and issued a refund of ₹18,360. The refund was credited to his revalidated bank account.

3. Grievance of Shri Kuruppathu: Request for Closure of Unused Demat Account

Shri Kuruppathu Sasidharan had raised concerns regarding the lack of response from Motilal Oswal Financial Services Limited despite his prior email requesting the closure of his demat and trading accounts, which he had never used. He expressed dissatisfaction over receiving promotional content while his service-related request remained unacknowledged. Seeking resolution, he filed a grievance on the CPGRAMS Portal. Upon review, the concerned authorities confirmed that the demat account had been closed, and the matter was accordingly resolved and disposed of.

4. Grievance of Shri Ram Charan: Delay in Pension Disbursement

Shri Ram Charan had submitted his pension application through the EPF portal, but received no updates regarding the status of his pension. Concerned about the prolonged delay and lack of clarity, he sought assistance to ensure timely disbursement of his entitled benefits. Seeking resolution, he filed a grievance on the CPGRAMS Portal. Upon review, it was confirmed that his pension claim had been approved, granting him a monthly pension of ₹3,546 along with arrears amounting to ₹26,595. The issue was accordingly resolved.

NKR/PSM

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