

DARPG released 34th CPGRAMS Report of States/UTs for May 2025, showcasing Success Stories

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The report also features 4 success stories of effective grievance resolution from States/UTs:

1. Grievance of Shri Rajesh Choudhary: Delay in GST Registration for MSME

Shri Rajesh Choudhary faced repeated rejections of his GST registration application over a span of three months, despite having responded to all departmental queries. The delay caused financial losses to his MSME startup, as potential clients required a valid GST number to proceed with business transactions. He also raised concerns about the lack of transparency regarding the reasons for rejection. Seeking redressal, he filed a grievance on the CPGRAMS portal. Following this, the concerned officer reviewed the application, verified the details, and approved the GST registration. A GST number has now been issued, thereby resolving the grievance.

2. Grievance of Shri Pawan Rajput: Irregular Power Supply Issue

Shri Pawan Rajput, a resident of Rajendra Nagar, Bareilly, faced frequent power outages due to a faulty connection from the nearby electricity pole. This not only caused severe discomfort during the summer nights but also posed a risk to household appliances. Despite raising multiple complaints through the electricity helpline, the issues remained unresolved, and complaints were closed without action. Seeking resolution, he filed a grievance on the CPGRAMS portal. Upon review, the concerned authorities visited the site and rectified the faulty connection. The grievance was resolved within 15 days.

3. Grievance of Shri Faiz Mohammad Ayyub: Request for Area Cleaning and Mosquito Control

Shri Faiz Mohammad Ayyub, a resident of Ainuddinpur, Kareli, Prayagraj, Uttar Pradesh, raised a concern regarding stagnant rainwater around his house leading to a severe mosquito infestation. He also reported the overgrowth of poisonous weeds, increasing the risk of snake sightings and endangering his family's safety. Seeking immediate action, he filed a grievance on the CPGRAMS portal, requesting weed removal, mosquito control spray, and garbage clearance. Upon review, the concerned authorities cleaned the area, removed the overgrown vegetation, and conducted mosquito repellent spraying to address the issue. The grievance was resolved and closed.

4. Grievance of Smt. Shakraben Ratilal Solanki: Relocation of Electricity Power Line

Smt. Shakraben Ratilal Solanki, a resident of Umrai, Vadodara, faced a construction halt due to an overhead electricity service line passing through her property. Despite submitting a request to the local office, no action was taken, and she was asked to bear the relocation cost of Rs. 5000-6000 for a line laid without her consent. Seeking resolution, she filed a grievance on the CPGRAMS Portal. The concerned authorities reviewed the case and the service line was promptly relocated to a nearby pole. The grievance was resolved and closed.

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