

The Department of Administrative Reforms and Public Grievances (DARPG) released the 38th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of June, 2025

A total of 1,34,540 grievances were redressed by Central Ministries /Departments in June 2025

For the 36th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Land Resources, Department of Telecommunications, and Department of Posts topped the Group A category in the rankings released for the month of June 2025

Ministry of Tribal Affairs, Ministry of Parliamentary Affairs, and Ministry of Ayush topped in Group B category in the rankings released for the month of June, 2025

Posted On: 08 JUL 2025 8:10PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report for June 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 38th report on Central Ministries/Departments published by DARPG.

The progress for June 2025 indicates 1,34,540 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments from 1st June to 30th June, 2025 is 15 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 June 2025. A total of 58,502 new users registered in the month of June 2025, with maximum registrations from Uttar Pradesh (9,589 registrations). The Feedback Call Centre collected 68,132 feedbacks in the month of June 2025, where 39,240 feedbacks were collected for Central Ministries/Departments.

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

1. PG Cases:

- In June 2025, 1,35,555 PG cases were received on the CPGRAMS portal, 1,34,540 PG cases were redressed and there exists a pendency of 62,620 PG cases.

2. PG Appeals:

- In June 2025, 21,755 appeals were received and 29,314 appeals were disposed.
- In June 2025, the Central Secretariat recorded its highest number of appeal disposals over the past six months, addressing a total of 29,314 appeals.
- The lowest appeal pendency for the year 2025 was also recorded in June, with a total of just 16,058 pending appeals.

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

- Department of Land Resources, Department of Telecommunications, and Department of Posts are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for June, 2025
- Ministry of Tribal Affairs, Ministry of Parliamentary Affairs, and Ministry of Ayush are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for June, 2025.

NKR/PSM

(Release ID: 2143230)