

Dr. Jitendra Singh to address Half Yearly Progress on CPGRAMS & National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS

On this occasion Sevottam Training Modules curated by DARPG to be released

Review of progress on CPGRAMS to be conducted during the meeting by MoS (PP) Dr. Jitendra Singh

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The Department of Administrative Reforms and Public Grievances (DARPG), Ministry of Personnel, Public Grievances and Pensions, will be organizing a National Workshop on “Effective Redressal of Public Grievances and NextGen CPGRAMS” on 9th July 2025 at the TN Chaturvedi Conference Hall, Indian Institute of Public Administration (IIPA), New Delhi.

This workshop aligns with the Prime Minister’s vision of promoting transparent, responsive, and citizen-centric governance and represents a key milestone in the ongoing reforms of India’s grievance redressal architecture.

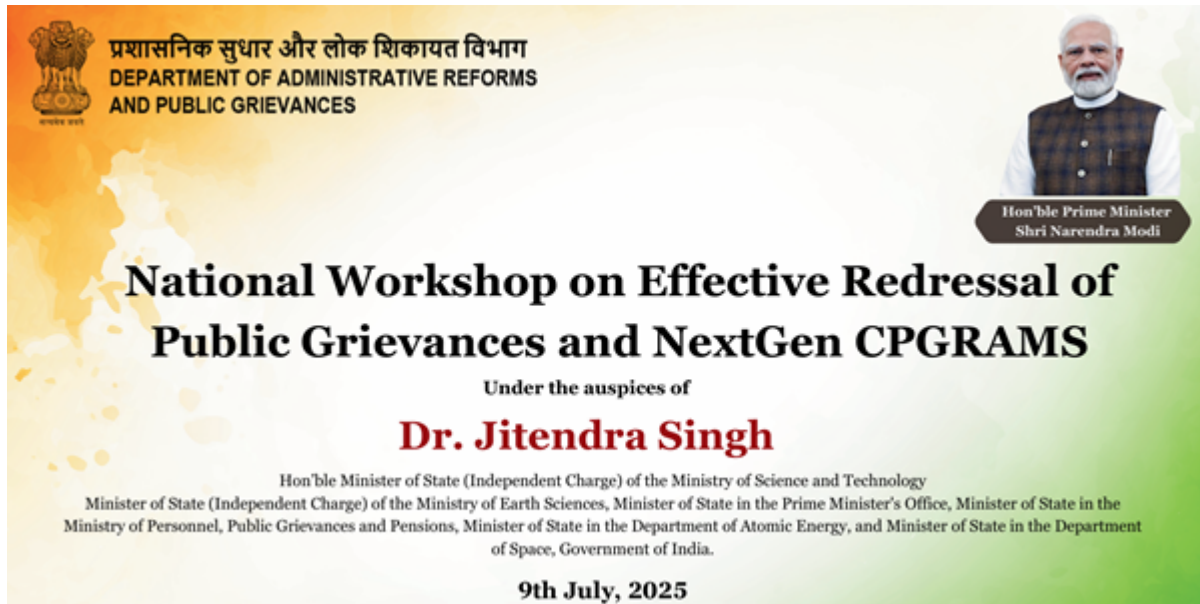
The workshop will be inaugurated by the Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, who will deliver the keynote address.

As part of the workshop, the Sevottam Training Modules curated by ASCII will be released for the benefit of Administrative Training Institutes of the country. These documents reflect DARPG’s commitment to building capacity among grievance redressal officers and to promoting a culture of proactive, preventive grievance management across ministries and departments.

The workshop will include a technical session showcasing reform initiatives and innovations in grievance redressal. Presentations will be made by senior officials from the Department and leading public administration experts. The session will feature a half-yearly progress review by Shri Puneet Yadav, Additional Secretary, DARPG; a presentation on Sevottam training by Prof. Nirmalaya Bagchi of ASCI; and insights from the Ministry of Railways by Shri Ratnesh Jha, Executive Director

Innovations at the state level will also be highlighted. Senior officials from the Governments of Rajasthan and Madhya Pradesh will present best practices in grievance resolution and capacity-building. The plenary session will feature addresses by Shri V. Srinivas, Secretary, DARPG, along with domain experts from academia and former civil servants, underscoring the importance of institutionalizing quality standards and citizen-first service delivery through frameworks such as Sevottam.

Over 200 senior officers from Central Ministries, State Governments, and Administrative Training Institutes (ATIs) are expected to participate. The workshop aims to provide a platform for knowledge exchange, dissemination of best practices, and strengthening the roadmap for NextGen CPGRAMS implementation.



The banner features the Government of India emblem on the left and a portrait of Prime Minister Narendra Modi on the right. The text is centered and includes the department name in Hindi and English, the workshop title, the Minister's name and title, and the date.

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF ADMINISTRATIVE REFORMS
AND PUBLIC GRIEVANCES

Hon'ble Prime Minister
Shri Narendra Modi

**National Workshop on Effective Redressal of
Public Grievances and NextGen CPGRAMS**

Under the auspices of
Dr. Jitendra Singh

Hon'ble Minister of State (Independent Charge) of the Ministry of Science and Technology
Minister of State (Independent Charge) of the Ministry of Earth Sciences, Minister of State in the Prime Minister's Office, Minister of State in the
Ministry of Personnel, Public Grievances and Pensions, Minister of State in the Department of Atomic Energy, and Minister of State in the Department
of Space, Government of India.

9th July, 2025

NKR/PSM

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