

The Department of Administrative Reforms and Public Grievances (DARPG) released the 35th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for June, 2025

A total of 70,768 PG cases were received by States/UTs and 63,135 grievances were redressed in June, 2025

Under the Sevottam Scheme, 874 training courses have been completed, in which 29,250 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) 35th monthly report for States/UTs for June, 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 63,135 grievances were redressed by the States and Union Territories in June, 2025. The pendency of grievances on the CPGRAMS portal stands at 2,05,465 grievances across the States/UTs for the month of June, 2025. The Feedback Call Centre collected a total of 68,132 feedbacks in June, 2025, where, 28,892 feedbacks were collected from States/UTs

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal in the month of June, 2025. A total of 58,502 new users registered for the month of June, 2025, with maximum registrations from Uttar Pradesh (9,589 registrations).

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in June, 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). A total of 5,880 grievances were registered through CSCs during the month of June 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 June, 2025 with the number standing at 28,497 grievances. 23 States/UTs have more than 1000 pending grievances as on 30th June, 2025. Uttar Pradesh and Gujarat disposed the maximum number of grievances in June, 2025, with the number standing at 25,870 and 3,986 grievances respectively. 16 States/UTs have disposed more than 1000 grievances in between 1st to 30th June, 2025.

The report also provides the total number of training programmes conducted and officers trained over the last four financial years under the Sevottam Scheme. Between FY 2022–23 and FY 2025–26, a total of 874 training courses were conducted, training ~29,250 officers.

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	307	10,436
4	2025-26	51	1,841
TOTAL		874	29,250

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

1. General Highlights

- To facilitate senior-level review of PG cases in States/UTs, a dedicated Review Module has been operationalised, effective from 6th June 2025.
- In collaboration with ASCI Hyderabad, DARPG has developed the Sevottam Guidelines 2025-26, along with a comprehensive model curriculum, training content, and andragogy for Sevottam Capacity Building Programmes.

2. Status of Public Grievances on CPGRAMS:

- In June, 2025, 70,768 PG cases were received for the States/UTs and 63,135 PG cases were redressed
- The monthly disposal of PG cases in States/UTs decreased from 78,123 in May 2025 to 63,135 in June 2025, with Uttar Pradesh recording the highest disposals

2. Status of Pendency of Public Grievances on CPGRAMS

- 23 States/UTs have more than 1000 pending grievances as on 30th June, 2025
 - For States/UTs, as on 30th June, 2025, there exists a pendency of 2,05,465 PG cases
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