

The Department of Administrative Reforms and Public Grievances (DARPG) released the 36th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for July, 2025

In July, 2025, 77,280 PG cases were received for the States/UTs and 1,22,915 PG cases were redressed

Under the Sevottam Scheme, 899 training courses have been completed, in which 30,090 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) 36th monthly report for States/UTs for July, 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 1,22,915 grievances were redressed by the States and Union Territories in July, 2025. The pendency of grievances on the CPGRAMS portal stands at 1,59,835 grievances across the States/UTs for the month of July, 2025.

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal in the month of July, 2025. A total of 63,073 new users has registered on CPGRAMS in July, 2025, through various channels, out of which, 10,114 registrations are from Uttar Pradesh. The Feedback Call Centre collected 74,278 feedbacks in the month of July 2025, where 31,089 feedbacks were collected for States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in July, 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 6,422 grievances has been registered through the Common Service Centres in the month of July, 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 July, 2025 with the number standing at 29,128 grievances. 23 States/UTs have more than 1000 pending grievances as on 31st July, 2025. Uttar Pradesh and Gujarat disposed the maximum number of grievances in July, 2025, with the number standing at 30,878 and 5,290 grievances respectively. 17 States/UTs have disposed more than 1000 grievances in between 1st to 31st July, 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 899 training courses were conducted, training ~30,090 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	10,447
4	2025-26(till 31 st July 2025)	76	2,670
TOTAL		899	30,090

Key Highlights for the month of July, 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
- The Feedback Call Centre collected a total of 74,278 feedbacks in July, 2025, where, 31,089 feedbacks were collected from States/UTs

2. Status of Public Grievances on CPGRAMS:

- In July, 2025, 77,280 PG cases were received for the States/UTs and 1,22,915 PG cases were redressed
- The monthly disposal of PG cases in States/UTs increased from 63,135 in June 2025 to 1,22,915 in July 2025, with Uttar Pradesh recording the highest disposals

3. Status of Pendency of Public Grievances on CPGRAMS

- 23 States/UTs have more than 1000 pending grievances as on 31stJuly, 2025
- For States/UTs, as on 31st July, 2025, there exists a pendency of 1,59,835 PG cases

NKR/PSM

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