

The Department of Administrative Reforms and Public Grievances (DARPG) released the 39th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of July, 2025

A total of 1,47,902 grievances were redressed by Central Ministries/Departments in July 2025.

For the 37th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Central Board of Indirect Taxes and Customs, Department of Posts, and Ministry of Power topped the Group A category in the GRAI rankings released for the month of July 2025.

Ministry of Parliamentary Affairs, Department of Pharmaceuticals, and Ministry of Tribal Affairs stopped in Group B category in the GRAI rankings released for the month of July, 2025

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report for July 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 39<sup>th</sup> report on Central Ministries/Departments published by DARPG.

The progress for July 2025 indicates 1,47,902 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments for 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 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 43,189 feedbacks were collected for Central Ministries/Departments.

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.

The report also presents an overview of the Review Meeting Module, which has been operationalised on 14<sup>th</sup> February 2025 across Central Ministries and Departments. This module facilitates Secretary-level reviews of public grievances, thereby enhancing the efficiency of redressal mechanisms and improving citizen satisfaction. As of 31<sup>st</sup> July 2025, a total of 132 review meetings has been conducted, out of which 23 meetings held in July 2025.

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

1. PG Cases:

- In July 2025, 1,51,509 PG cases were received on the CPGRAMS portal, 1,47,902 PG cases were redressed and there exists a pendency of 67,118 PG cases.

2. PG Appeals:

- In July 2025, 21,248 appeals were received and 23,143 appeals were disposed
- The lowest appeal pendency for the year 2025 was also recorded in July, with a total of 14,163 pending appeals.

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

- Central Board of Indirect Taxes and Customs, Department of Posts, and Ministry of Power are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for July, 2025
- Ministry of Parliamentary Affairs, Department of Pharmaceuticals, and Ministry of Tribal Affairs are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for July, 2025.

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