

The Department of Administrative Reforms and Public Grievances (DARPG) released the 41st Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of September, 2025

A total of 1,66,071 grievances were redressed by Central Ministries/ Departments in September, 2025

For the 39th 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 Department of Revenue topped the Group A category in the GRAI rankings released for the month of September, 2025

Ministry of Parliamentary Affairs, Ministry of Development of North Eastern Region and NITI Aayog topped in Group B category in the GRAI rankings released for the month of September, 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 September 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 41st report on Central Ministries/Departments published by DARPG.

The progress for September 2025 indicates 1,66,071 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 September 2025. A total of 78,353 new users has registered on CPGRAMS in September, 2025, through various channels, out of which, 13,613 registrations are from Uttar Pradesh. The Feedback Call Centre collected 81,937 feedback in the month of September 2025, where 48,955 feedback were collected for Central Ministries/Departments.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in September, 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 8,722 grievances has been registered through the Common Service Centres in the month of September, 2025.

The report also presents an overview of the Review Meeting Module, which has been operationalised on 14th 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 30th September 2025, a total of 183 review meetings has been conducted, out of which 18 meetings held in September 2025.

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

PG Cases:

- In September 2025, 1,57,885 PG cases were received on the CPGRAMS portal, 1,66,071 PG cases were redressed and there exists a pendency of 71,247 PG cases.

PG Appeals:

- In September 2025, 31,485 appeals were received and 29,771 appeals were disposed
- 19,256 appeal pendency recorded in September for the year 2025

Grievance Redressal Assessment and Index (GRAI) – September 2025

- Central Board of Indirect Taxes and Customs, Department of Posts and Department of Revenue are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for September, 2025
- Ministry of Parliamentary Affairs, Ministry of Development of North Eastern Region and NITI Aayog are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for September, 2025.

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