

The Department of Administrative Reforms and Public Grievances (DARPG) released the 38th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for September, 2025

In September, 2025, 82,082 PG cases were received for the States/UTs and 82,790 PG cases were redressed

Under the Sevottam Scheme, 946 training courses have been completed, in which 31,462 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) 38th monthly report for States/UTs for September, 2025. The said report provides a detailed analysis of types and categories of public grievances and the nature of disposal by the States/UTs.

In September 2025, monthly disposal of grievances recorded a significant increase, rising from 62,216 in August 2025 to 82,790 in September 2025. The pendency of grievances on the CPGRAMS portal stands at 1,74,587 grievances across the States/UTs for the month of September, 2025. 22 States/UTs have more than 1000 pending grievances as on 30th September, 2025.

The report provides the data for new users registered on CPGRAMS through 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 a total of 81,937 feedbacks in September, 2025, where, 32,982 feedbacks were collected from States/UTs.

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 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 946 training courses were conducted, training ~31,462 officers.

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	314	10,533
4	2025-26 (till 30 th September 2025)	116	3,956
TOTAL		946	31,462

Key Highlights for the month of September, 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.
- DARPG has published the Success Story Booklet, “*Effective Grievance Redressal: 100 Stories of Change*”, highlighting best practices under the CPGRAMS initiative
- The Feedback Call Centre collected a total of 81,937 feedbacks in September, 2025, where, 32,982 feedbacks were collected from States/UTs

2. Status of Public Grievances on CPGRAMS

- In September, 2025, 82,082 PG cases were received for the States/UTs and 82,790 PG cases were redressed
- The monthly disposal of grievances recorded a significant increase, rising from 62,216 in August 2025 to 82,790 in September 2025.
- Uttar Pradesh recorded the highest number of disposals in September 2025 with 24,814 PG cases, followed by Kerala with 7,710 PG cases

3. Status of Pendency of Public Grievances on CPGRAMS

- 22 States/UTs have more than 1000 pending grievances as on 30th September, 2025
- For States/UTs, as on 30th September, 2025, there exists a pendency of 1,74,587 PG cases

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