



The Department of Administrative Reforms and Public Grievances (DARPG) released the 39th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for October, 2025

In October, 2025, 64,736 PG cases were received for the States/UTs and 63,305 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 962 training courses have been completed, in which ~31,993 officers have been trained

Posted On: 10 NOV 2025 3:15PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 39th monthly report for States/UTs for October, 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 October 2025, a total of 64,736 PG cases were received across the States and UTs, out of which 63,305 cases were redressed. Uttar Pradesh recorded the highest number of disposals with 23,020 PG cases, followed by Haryana with 4,342 cases. As of 31st October 2025, the total pendency of PG cases on the CPGRAMS portal stands at 1,76,091 across all States and UTs. Moreover, 22 States/UTs have more than 1,000 pending PG cases each.

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal during October, 2025. A total of 52,876 new users has registered on CPGRAMS in October, 2025, through various channels, out of which, 8,442 registrations are from Uttar Pradesh. The Feedback Call Centre collected a total of 65,197 feedbacks in October, 2025, where, 27,011 feedbacks were collected from States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in October, 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 9,500 grievances has been registered through the Common Service Centres in the month of October, 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 962 training courses were conducted, training ~31,993 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	10,588
4	2025-26 (till 31 st October, 2025)	132	4,432
TOTAL		962	31,993

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

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.
- A monthly review meeting under the chairmanship of Secretary, DARPG was held on 31st October, 2025
- The Feedback Call Centre collected a total of 65,197 feedbacks in October, 2025, where, 27,011 feedbacks were collected from States/UTs

Status of Public Grievances on CPGRAMS

- In October, 2025, 64,736 PG cases were received for the States/UTs and 63,305 PG cases were redressed
- Uttar Pradesh recorded the highest number of disposals in October 2025 with 23,020 PG cases, followed by Haryana with 4,342 PG cases

Status of Pendency of Public Grievances on CPGRAMS

- 22 States/UTs have more than 1000 pending grievances as on 31st October, 2025
- For States/UTs, as on 31st October, 2025, there exists a pendency of 1,76,091 PG cases

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(Release ID: 2188319) Visitor Counter : 241

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