



The Department of Administrative Reforms and Public Grievances (DARPG) released the 42nd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of October, 2025

A total of 1,44,503 grievances were redressed by Central Ministries/ Departments in October, 2025

For the 40th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Land Resources, Central Board of Indirect Taxes and Customs, and Ministry of AYUSH topped the Group A category in the GRAI rankings released for the month of October, 2025

Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Power topped in Group B category in the GRAI rankings released for the month of October, 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 October 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 42nd report on Central Ministries/Departments published by DARPG.

The progress for October 2025 indicates 1,44,503 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 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 65,197 feedback in the month of October 2025, where 38,186 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 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 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 31st October 2025, a total of 199 review meetings has been conducted, out of which 12 meetings were held in October 2025.

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

PG Cases:

- In October 2025, 1,38,575 PG cases were received on the CPGRAMS portal, 1,44,503 PG cases were redressed and there exists a pendency of 66,279 PG cases.

PG Appeals:

- In October 2025, 25,991 appeals were received and 28,134 appeals were disposed
- 17,113 appeal pendency recorded in October for the year 2025

Grievance Redressal Assessment and Index (GRAI) – October 2025

- Department of Land Resources, Central Board of Indirect Taxes and Customs, and Ministry of AYUSH are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 50s0 grievances) for October, 2025
- Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Power are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for October, 2025.

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