



The Department of Administrative Reforms and Public Grievances (DARPG) released the 43rd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of November, 2025

A total of 1,42,856 grievances were redressed by Central Ministries/ Departments in November, 2025.

For the 41st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Telecommunications, Department of Posts, and Central Board of Indirect Taxes and Customs topped the Group A category in the GRAI rankings released for the month of November, 2025

Ministry of Parliamentary Affairs, Ministry of Power and Ministry of Coal topped in Group B category in the GRAI rankings released for the month of November, 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 November, 2025, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 43rd report on Central Ministries/Departments published by DARPG.

The progress for November, 2025 indicates 1,42,856 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments for 2025 is 16 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 November, 2025. A total of 57,180 new users has registered on CPGRAMS in November, 2025, through various channels, out of which, 8,739 registrations are from Uttar Pradesh. The Feedback Call Centre

collected 70,141 feedbacks in the month of November, 2025, where 41,472 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 November, 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 14,094 grievances has been registered through the Common Service Centres in the month of November, 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 November, 2025, a total of 223 review meetings has been conducted, out of which 17 meetings were held in November, 2025.

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

PG Cases:

- In November, 2025, 1,43,449 PG cases were received on the CPGRAMS portal, 1,42,856 PG cases were redressed and there exists a pendency of 67,859 PG cases.

PG Appeals:

- In November, 2025, 27,761 appeals were received and 25,690 appeals were disposed
- 18,955 appeal pendency recorded in November for the year 2025

Grievance Redressal Assessment and Index (GRAI) – November, 2025

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

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