



The Department of Administrative Reforms and Public Grievances (DARPG) released the 40th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for November, 2025

In November, 2025, 60,450 PG cases were received for the States/UTs and 70,598 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 984 training courses have been completed, in which ~32,939 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) 40th monthly report for States/UTs for November, 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 November, 2025, 60,450 PG cases were received for the States/UTs and 70,598 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in November 2025 with 25,184 PG cases, followed by Delhi with 7,989 PG cases. As of 30th November 2025, the total pendency of PG cases on the CPGRAMS portal stands at 1,65,930 across all States and UTs. Moreover, 23 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 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 a total of 70,141 feedbacks in November, 2025, where, 28,669 feedbacks were collected from States/UTs.

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 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 984 training courses were conducted, training ~32,939 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	10,740
4	2025-26 (till 30 th November, 2025)	154	5,226
TOTAL		984	32,939

Key Highlights for the month of November, 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 12th November, 2025
- The Feedback Call Centre collected a total of 70,141 feedbacks in November, 2025, where, 28,669 feedbacks were collected from States/UTs

Status of Public Grievances on CPGRAMS

- In November, 2025, 60,450 PG cases were received for the States/UTs and 70,598 PG cases were redressed
- There has been a significant rise in the disposal of PG cases, rising from 63,305 in October to 70,598 in November.
- Uttar Pradesh recorded the highest number of disposals in November 2025 with 25,184 PG cases, followed by Delhi with 7,989 PG cases

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th November, 2025
- For States/UTs, as on 30th November, 2025, there exists a pendency of **1,65,930 PG cases**

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