



2025 Focused on Governance Reforms to Improve Ease of Living for citizens: Dr Jitendra Singh

At the same time, ease of working for government employees by providing work-friendly environment, says Minister

Mission Karmayogi Expands Rapidly in 2025, iGOT Crosses 1.45 Crore Government Employees

Digital Life Certificate Campaign Covers 1.68 Crore Pensioners as Pension Grievance Redressal Hits Record

CPGRAMS Disposes Over 20 Lakh Public Grievances in 2025 as Governance Reforms Gather Pace

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Union Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, said that 2025 was a year that focused on governance reforms aimed at improving ease of living for citizens, alongside creating a more enabling and work-friendly environment for government employees.

Addressing a year-ender press conference here, the Minister highlighted the year-end achievements of the Ministry of Personnel, Public Grievances and Pensions, covering the work of the Department of Personnel and Training, the Department of Administrative Reforms and Public Grievances, and the Department of Pension and Pensioners' Welfare.

Dr Jitendra Singh said the reforms undertaken during the year were guided by the principle of minimum government and maximum governance, with a focus on simplifying procedures, reducing pendency and using technology to make government more responsive and citizen-centric. He noted that governance outcomes in 2025 reflected a maturing reform process, where digital tools, institutional innovation and human-centric approaches were brought together to deliver tangible improvements in public service delivery.

Highlighting capacity building as a key pillar of governance reform, the Minister said Mission Karmayogi continued to expand its footprint during the year. The iGOT-Karmayogi platform crossed 1.45 crore registered government employees, offering over 4,155 high-quality e-learning courses in 23 languages, with 28 States and Union Territories onboarded. He said new features such as the iGOT Marketplace,

specialisation programmes in seven thematic areas including artificial intelligence, cybersecurity and public policy, and AI-driven tools like AI Sarthi, AI Tutor and the AI-enabled Capacity Building Planning tool were made live to support role-based skilling across government.

The Minister also mentioned large-scale training under the Rashtriya Karmayogi Jan Seva Programme covered over 8.73 lakh employees during the year, reinforcing the spirit of "Seva Bhav" in service delivery. The launch of the NSCSTI 2.0 framework and the establishment of 29 Karmayogi Digital Learning Labs in State Administrative Training Institutes further strengthened the national training ecosystem.

The Minister also referred to transparency and citizen-centric initiatives under DoPT, including the expansion of the RTI online portal to 2,899 public authorities with strengthened security features, and improved service-related grievance redressal through the Central Administrative Tribunal. He noted that the Tribunal achieved a disposal rate of 92.94 per cent by September 2025, supported by digital case management systems and upgraded infrastructure in Lucknow and Guwahati, along with expanded regional outreach through circuit sittings.

Speaking on grievance redressal reforms, Dr Jitendra Singh said, the Centralised Public Grievance Redress and Monitoring System continued to serve as a key platform for citizen engagement. During 2025, more than 20 lakh public grievances were disposed of, with an average resolution time of 15 days in Central Ministries and Departments. Over 10 lakh feedback responses were received from citizens, and new monitoring mechanisms, training modules and national workshops were introduced to improve the quality of grievance redressal. He also highlighted the observance of Good Governance Week and the Prashasan Gaon Ki Ore campaign across States and districts, aimed at taking administration closer to citizens through a mission-mode approach.

The Minister said Special Campaign 5.0, implemented across 84 Ministries and Departments, focused on institutionalising swachhata and reducing pendency in government offices. The campaign covered 11.6 lakh cleanliness sites, led to the closure or weeding out of 29.52 lakh files, freed 233.75 lakh square feet of office space and generated Rs 833.92 crore through scrap disposal during the year, contributing to improved efficiency and workplace practices in government offices.

Highlighting pensioner welfare initiatives, Dr Jitendra Singh said the Digital Life Certificate Campaign 4.0, conducted in November 2025, was the largest ever, generating 1.68 crore digital life certificates across 2,000 districts, sub-divisions and cities, with more than 1.01 crore certificates submitted using face authentication technology. He said digitisation of pension sanction and payment tracking through the Bhavishya platform continued to expand, while pension grievance redressal reached its highest level in any calendar year, with over 1.12 lakh grievances resolved. Pension Adalats, pre-retirement counselling workshops, the Anubhav Awards and a national workshop on pension litigation further strengthened outreach and grievance resolution for pensioners.

Earlier, the Secretary, DoPT, DARPG and DoPPW, Rachna Shah outlined the Ministry's priorities and initiatives during the presentation, stating that all reforms undertaken during the year were anchored in transparency, efficiency and citizen-centricity. She said the Ministry's efforts across recruitment reforms, capacity building, grievance redressal and pension services were guided by the overarching vision of building a responsive and future-ready governance system, aligned with the goal of Viksit Bharat.

Concluding the briefing, the Minister said the governance reforms and institutional innovations undertaken in 2025 would continue to inform policy and administrative practices in the coming years, as the Ministry builds on these foundations to further improve service delivery and public trust in government institutions.

The press conference was attended on the dais by Manoj Kumar Dwivedi, Additional Secretary, DoPT; Puneet Yadav, Additional Secretary, DARPG; and Dhruvajyoti Sengupta, Joint Secretary, DoPPW, reflecting coordinated participation of the three departments under the Ministry.





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