



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

States/UTs

MARCH 2026

Report Number 44

Department of Administrative Reforms and
Public Grievances

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1. Summary- March 2026

Receipts: 83,365

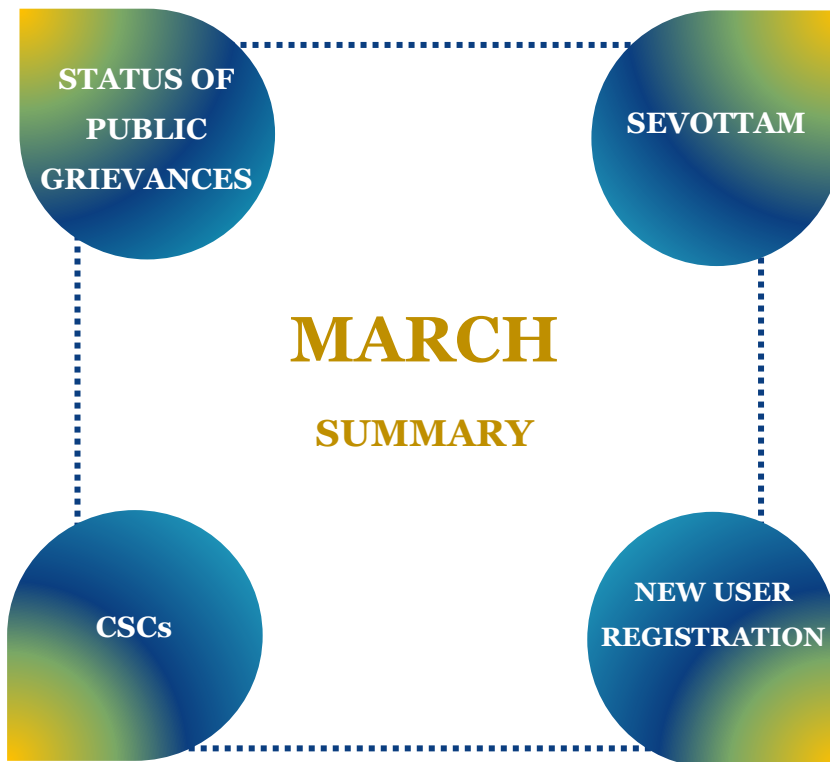
Disposal: 75,245

Pendency: 2,01,088

Training Courses: 1,134

Officers Trained: 37,620

(FY 2022-26)



Total Receipts: 12,763

Maximum: 5,738 (Karnataka)

Total Registrations: 75,853

Maximum: 12,865 (Uttar Pradesh)

2. Highlights- March 2026

General Highlights

- 01
- A monthly review meeting under the chairmanship of Additional Secretary, DARPG was held on **27th March, 2026** with the Nodal Officers of all the States/UTs and ATIs.
 - The Feedback Call Centre collected a total of **74,069 feedback** in March, 2026, where, **28,095 feedbacks** were collected from States/UTs.
 - Under the **Sevottam Scheme**, in the last four Financial Years (FY 2022-23 to FY 2025-26), **1,134 training courses** have been completed, in which **~37,620 officers** have been trained.
 - In March 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **45%** of the total 12,763 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

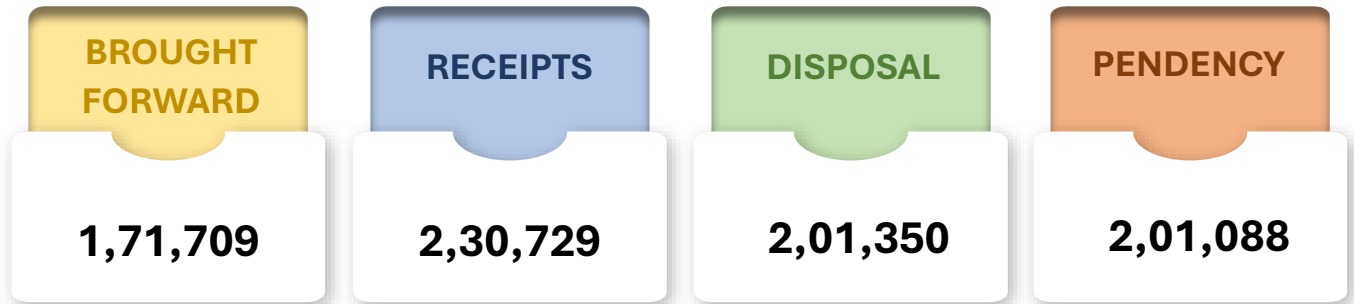
- 02
- In March, 2026, **83,365 PG cases** were received for the States/UTs and **75,245 PG cases** were redressed.
 - **Uttar Pradesh** recorded the highest number of disposals in March, 2026 with 22,985 PG cases, followed by **Gujarat** and **Maharashtra** with 5,417 and 4,286 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 03
- **22 States/UTs** have more than 1000 pending grievances as on 31st March, 2026.
 - For States/UTs, as on 31st March, 2026, there exists a pendency of **2,01,088 PG cases** which is approximately **4% rise** from the previous month.

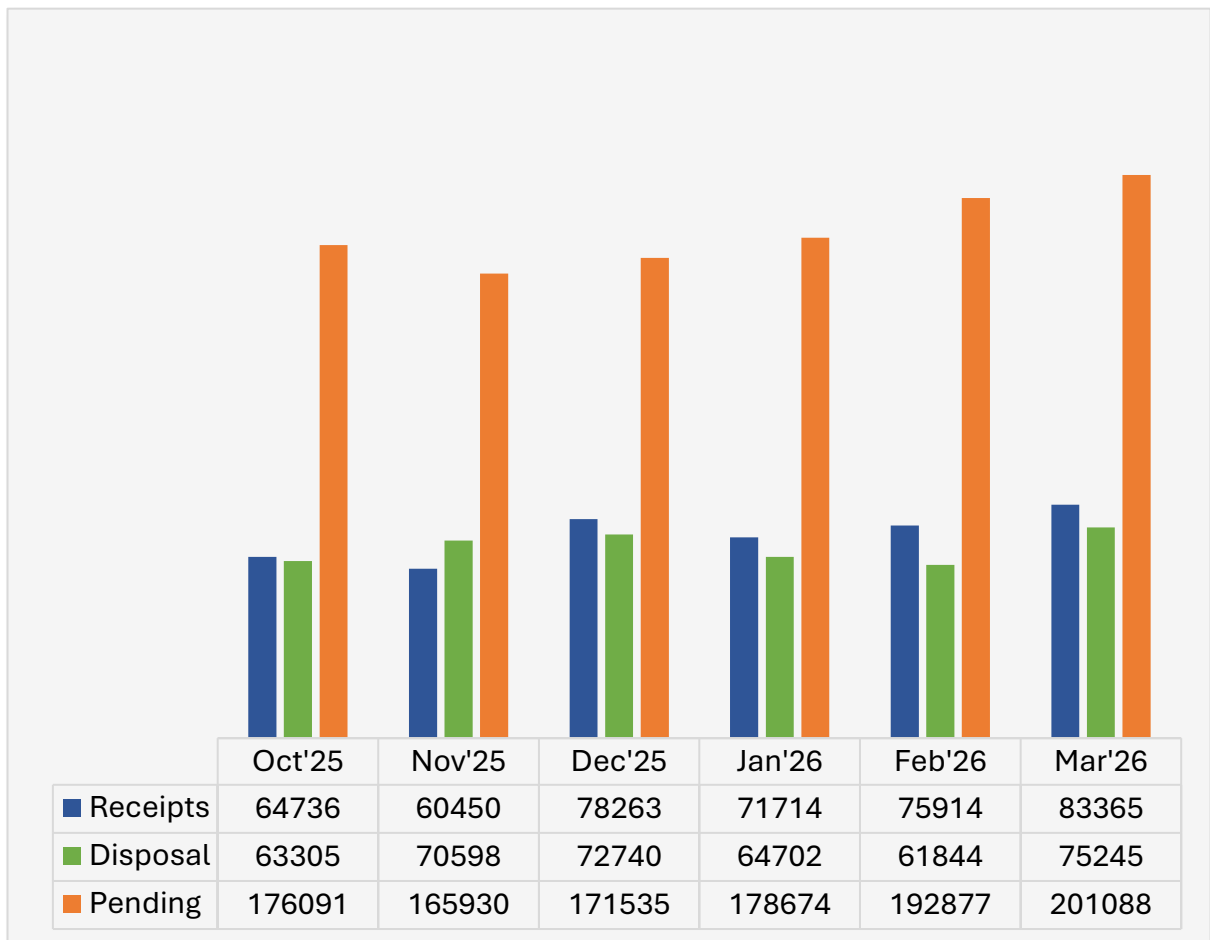
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 31/03/2026)

Month-wise Status of Grievances

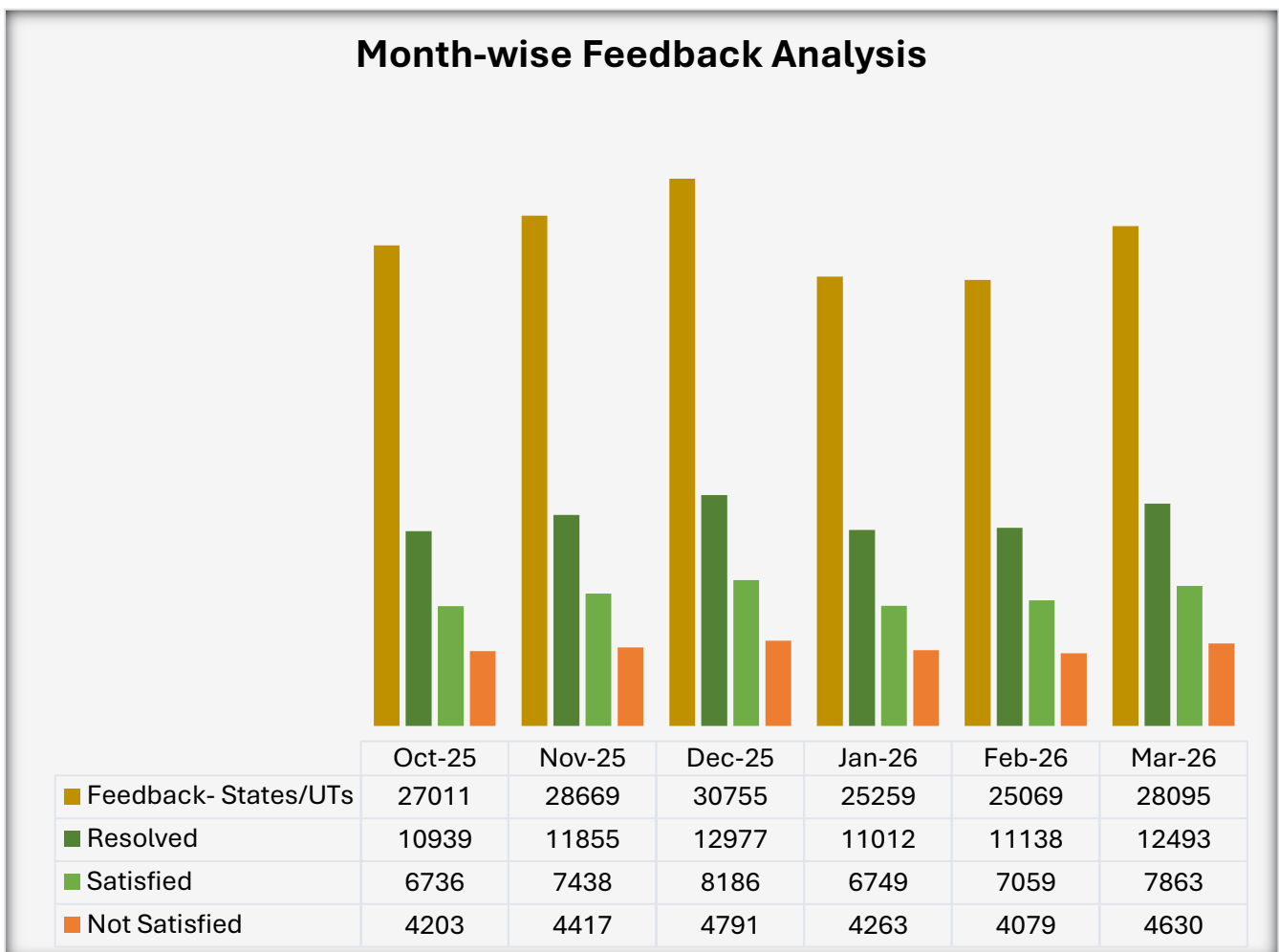


4. Feedback Call Centre

Overview

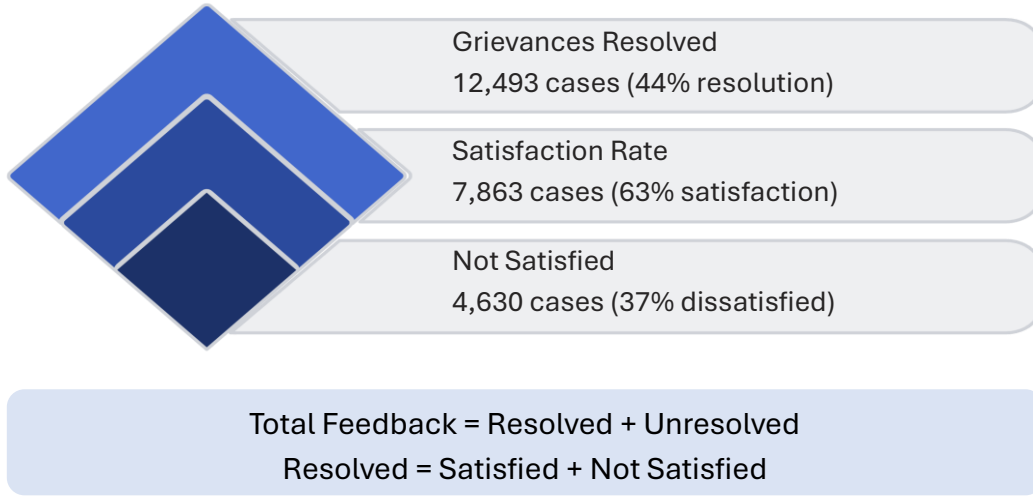
During the period from **1st March, 2026 to 31st March, 2026** a total of **74,069 feedbacks** were received out of which **28,095** were received from States/UTs through the Call Centre. A total of **12,493 grievances** were marked as **resolved** — reflecting a resolution rate of over **44%**. Among the resolved cases, over **63% of citizens expressed satisfaction** with the resolution provided.

The column chart below presents four key metrics related to Call Centre feedback from October 2025 to March 2026: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.



The snapshot below illustrates the journey of **12,493 cases** resolved through the Call Centre in March, 2026:

March Feedback Snapshot



Feedback Status: Top 10 States/UTs – March, 2026

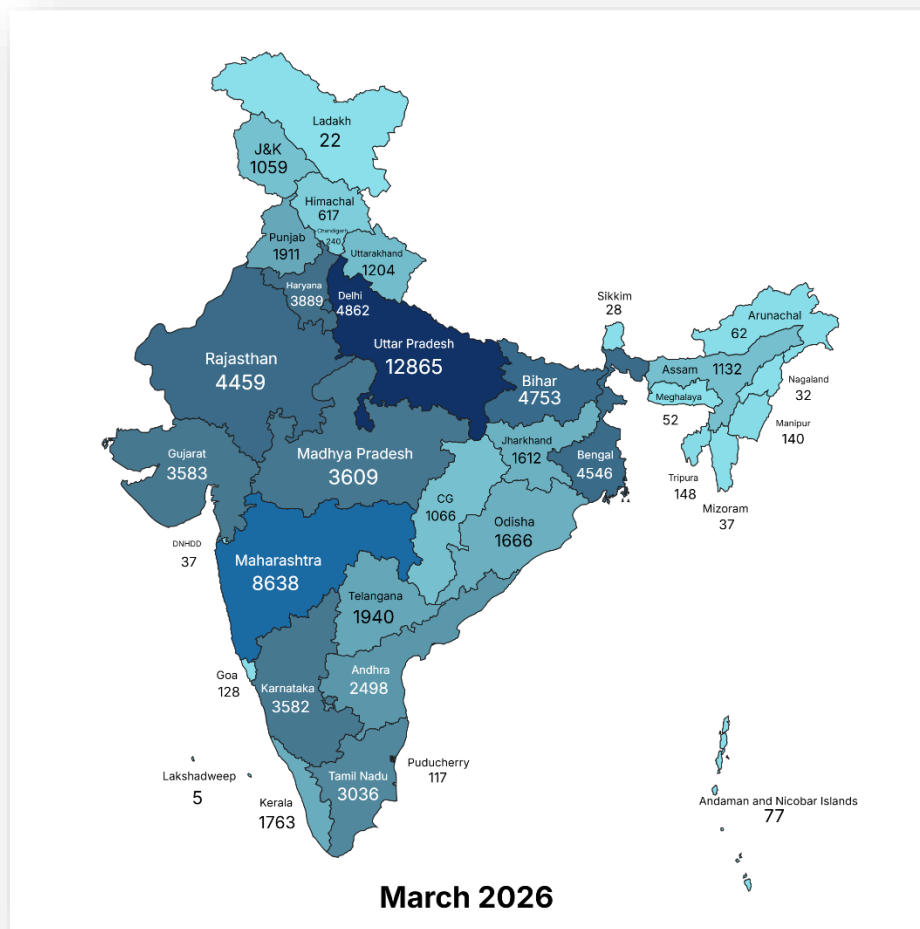
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5,723	3,204 (56%)	2,519 (44%)
2	Government of Rajasthan	869	574 (66%)	295 (34%)
3	Government of Gujarat	826	540 (65%)	286 (35%)
4	Government of Madhya Pradesh	696	551 (79%)	145 (21%)
5	Government of Bihar	656	413 (63%)	243 (37%)
6	Government of Maharashtra	575	369 (64%)	206 (36%)
7	Government of NCT of Delhi	503	320 (64%)	183 (36%)
8	Government of Haryana	461	314 (68%)	147 (32%)
9	Government of Andhra Pradesh	326	244 (75%)	82 (25%)
10	Government of Karnataka	296	241 (81%)	55 (19%)

5. New User Registration

A total of **75,853 new users** has registered on CPGRAMS in March, 2026, through various channels, out of which, **12,865 registrations are from Uttar Pradesh.**

New User Registration on CPGRAMS from States/UTs in March, 2026

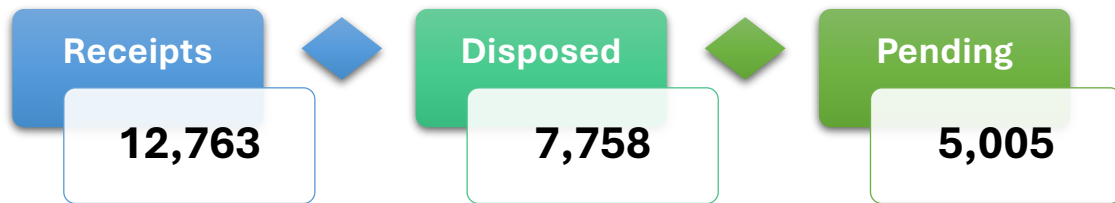


New User Registration on CPGRAMS in 2026

S. No.	Month	Total New User Registration in 2025
1	January	67,728
2	February	72,357
3	March	75,853
TOTAL		2,15,938

6. Common Service Centres

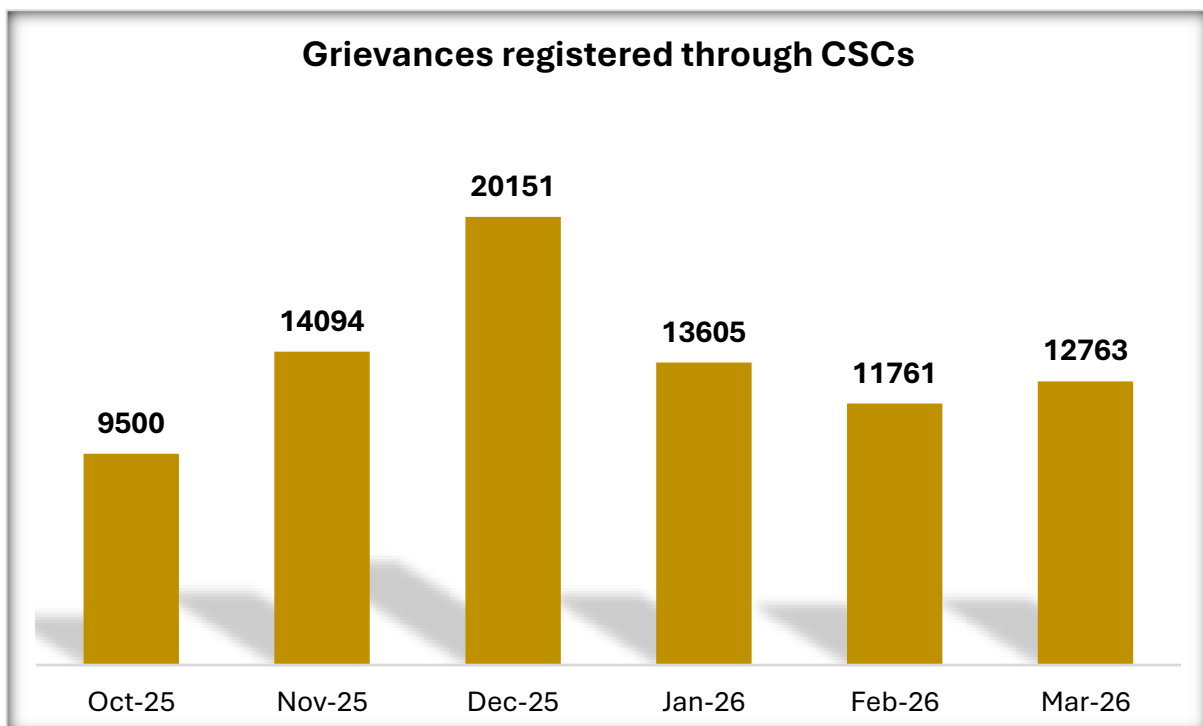
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/03/2026 to 31/03/2026)

Overview of grievances registered through the Common Service Centres

A total of **12,763 grievances** were registered through Common Service Centres (CSCs) in **March 2026**.

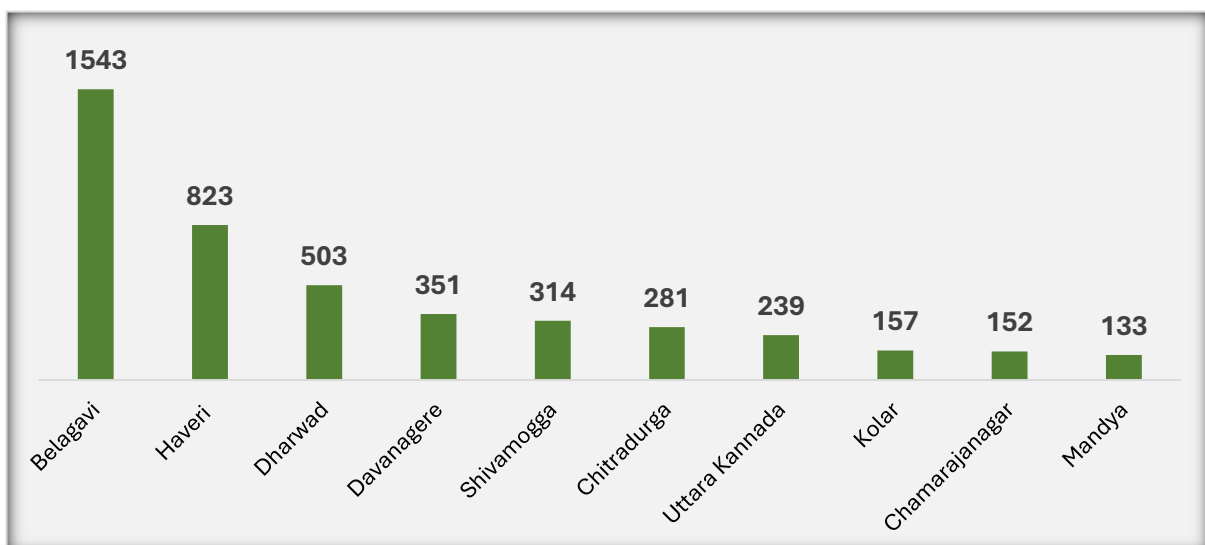


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in March 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	5738	Schemes	22%
		Training Matters	4%
		All India Services	4%
		Health Schemes	4%
		Loan/ Subsidy and Delayed Payment Related	3%
Uttar Pradesh	2011	PMKISAN related issues	16%
		Public Distribution System related	11%
		Aadhaar Update	5%
		LPG/LPG Agency related	4%
		Customer Service Related	3%
Bihar	413	Public Distribution System related	15%
		LPG/LPG Agency related	13%
		Employee Provident Fund Organisation	7%
		PMKISAN related issues	6%
		Customer Service Related	5%

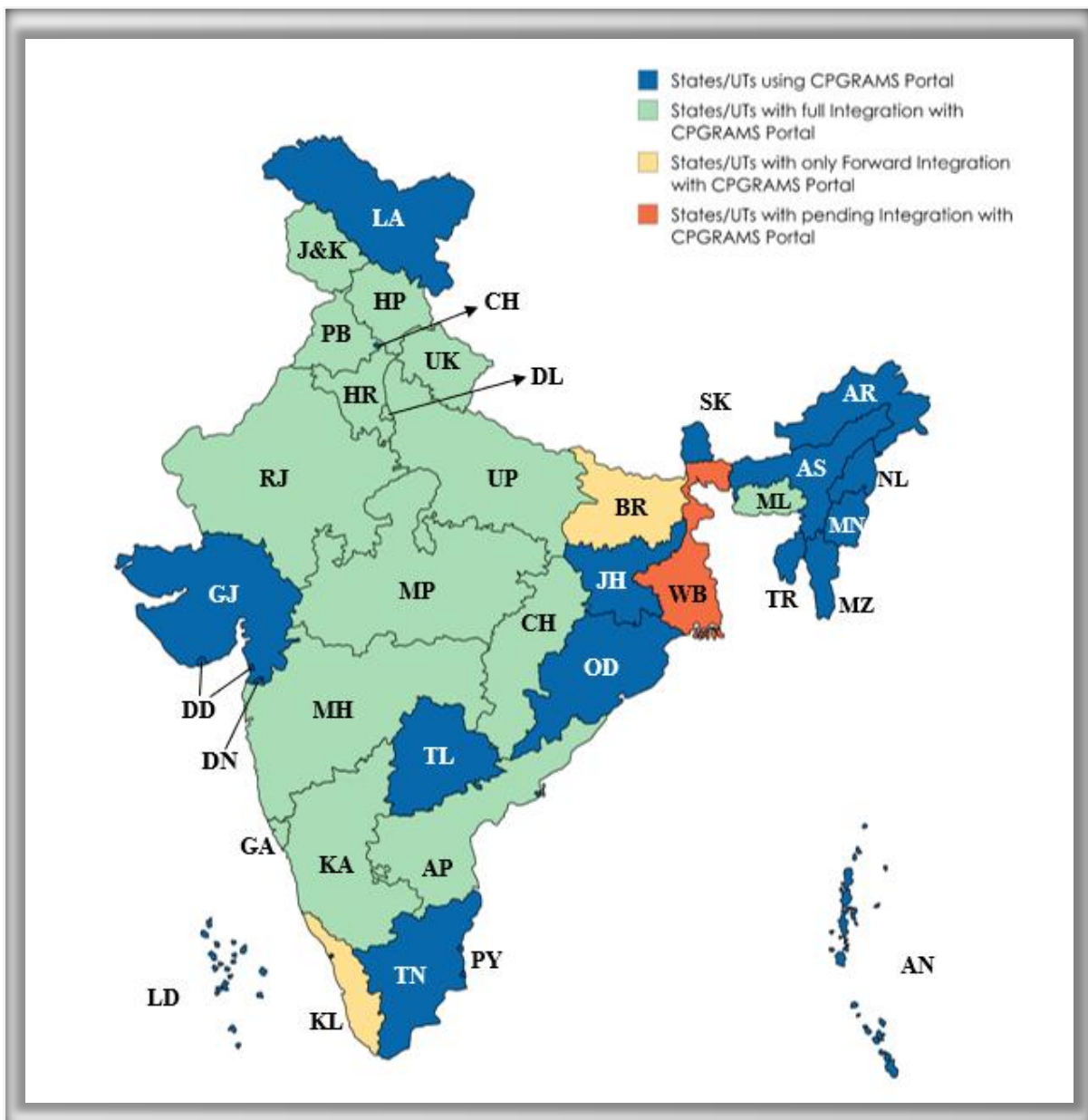
Karnataka: District-wise Grievance Distribution in March 2026

Karnataka dominates the grievance landscape, contributing a significant **45%** of all grievances registered through Common Service Centres (CSCs).



7. Integration of State/UTs Portals

Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of integrating all the respective States/UTs grievance portals with CPGRAMS.



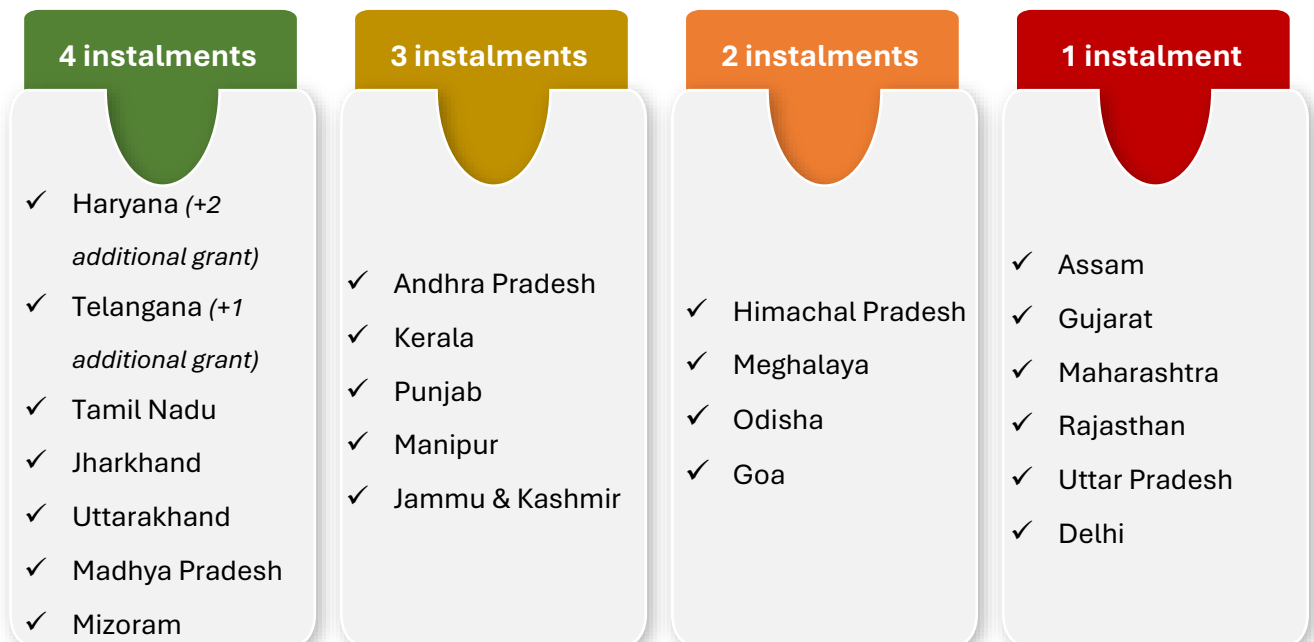
8. Sevottam Scheme

In a major capacity-building effort, the Department of Administrative Reforms & Public Grievances implements the “Sevottam Scheme”, under which the Department Funds State ATIs/CTIs, for setting up of a Sevottam Training cell in the ATI for capacity building of grievance redressal officers of State Governments

As per revised Guidelines of Sevottam Scheme issued by the Department on **3rd July, 2024**, State ATIs would be provided financial assistance of **Rs. 1500 per participant per day** for conducting training programmes on Sevottam Model and Grievance Redressal

ATIs receiving grants in Financial Year 2025-26

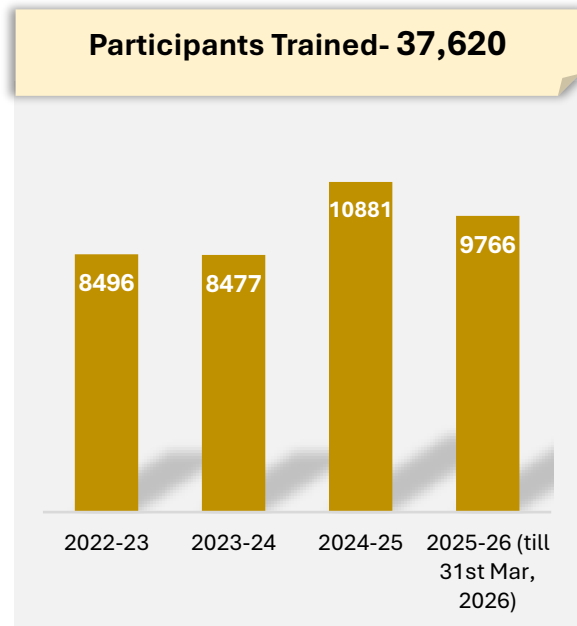
Proposals received from following **22 ATIs** for FY 2025-26 have been approved and the grant is being released in instalments based on receipt Utilization Certificates (UCs):



Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Proposals/Training Calendar for FY 2025-26 at the earliest to enable DARPG to release the next instalment of grant.

9. Sevottam Scheme Portal

Overview of trainings conducted and participants trained in the last four Financial Years



Key Moments from the Training Sessions conducted in March, 2026



Haryana Institute of Public Administration (HIPA)



Institute of Management in Government (IMG), Thiruvananthapuram

Brief recap of the courses shared by States in FY 2025-26:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	60	2022
2	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
3	Tamil Nadu	ANNA Administrative Staff College	28	1241
4	Telangana	Dr. MCR HRD Institute, Hyderabad	27	785
5	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	23	830
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	22	623
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	15	614
8	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	334
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	14	380
10	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	13	294
11	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	10	199
12	Mizoram	Administrative Training Institute (ATI), Aizawl	9	300
13	Uttarakhand	Dr. R S Tolia Uttarakhand Academy of Administration (UAoA), Nainital	4	87
14	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	208
15	Karnataka	Administrative Training Institute (ATI), Mysuru	2	57
16	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	47
		Total	299	9766

Note: All State/UT ATIs are requested to kindly update the status of trainings conducted / participants trained and ongoing courses on Sevottam Scheme Portal [<https://ati.darpg.in.net/login/>]

10. Success Stories

Grievance of Mr. Rakesh Kumar

Mr. Rakesh Kumar faced delayed salary and unpaid allowances for several months, causing financial hardship. He lodged a complaint through CPGRAMS with the concerned authorities. With the active intervention of the Government of Haryana, the case was diligently followed up through reminders and hearings. The authorities directed the employer to clear all pending dues. Mr. Rakesh Kumar later provided written confirmation that all payments had been received.

Pending Salary and Unpaid Allowances

Grievance of Mr. Bhavesh Kumar

Mr. Bhavesh Shah raised a grievance regarding a damaged small bridge over the Narmada Canal on State Highway 20 near Dudhrej, Surendranagar, which had been under slow repair for several months. The delay had caused heavy traffic congestion and forced commuters to travel an additional 4 km. The complaint was submitted through CPGRAMS to the concerned authorities. Following the grievance, the matter was reviewed and the remaining work expedited. The repair was completed and the bridge was opened for public use.

Damaged Bridge and Public Discomfort

Grievance of Mr. Vivek Kumar

Mr. Vivek Kumar, a B.Sc. Agriculture graduate, did not receive his degree certificate despite applying through the University's official portal and paying the requisite fees. To address the issue, he filed a grievance on the CPGRAMS portal. Following his submission, the complaint was taken up by the concerned state authority, which examined the matter and verified the application details. After review, the authority attached the degree certificate to its response on the portal and Mr. Kumar was able to access his degree certificate successfully.

**Delay in
providing Degree
Certificate**

**Delayed Land
Mutation Case**

Grievance of Mrs. Sayari Bhil

Mrs. Sayari Bhil, a resident of Rajasthan belonging to a marginalized community, had been struggling to get her land mutation registered since December 2025 — repeatedly approaching the concerned authority over nearly two months, only to face delays and deferrals. Having received no resolution despite multiple visits, she escalated the matter via CPGRAMS. The grievance was systematically routed to the concerned state authority, and the mutation was successfully registered within just one week of filing.

11. Media Outreach


Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: DIGITAL GRIEVANCE REDRESSAL THROUGH CENTRAL PLATFORMS

Posted On: 18 MAR 2026 3:41PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

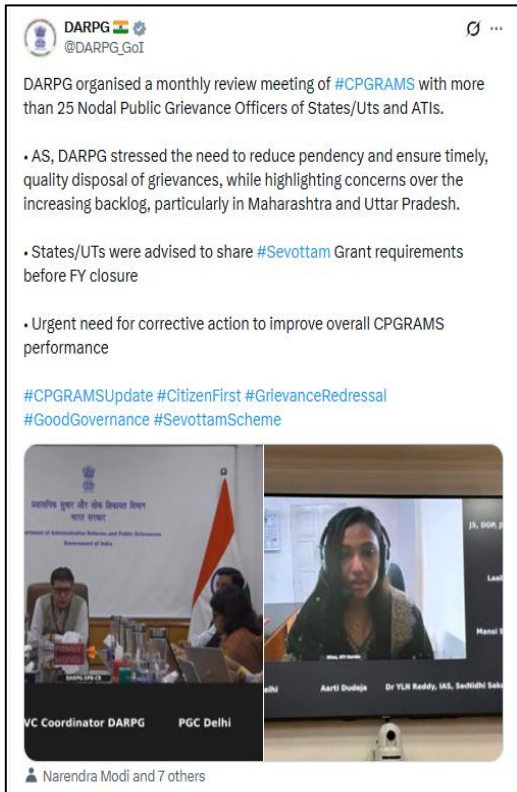


The Department of Administrative Reforms and Public Grievances (DARPG) released the 43rd Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for February, 2026

In February, 2026, 75,914 PG cases were received for the States/UTs and 61,844 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 1,099 training courses have been completed, in which ~36,320 officers have been trained

Posted On: 17 MAR 2026 1:30PM by PIB Delhi

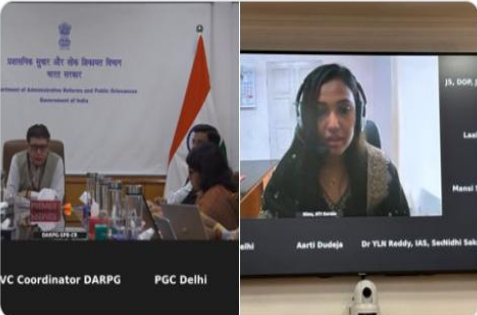


DARPG @DARPG_GoI

DARPG organised a monthly review meeting of #CPGRAMS with more than 25 Nodal Public Grievance Officers of States/UTs and ATIs.

- AS, DARPG stressed the need to reduce pendency and ensure timely, quality disposal of grievances, while highlighting concerns over the increasing backlog, particularly in Maharashtra and Uttar Pradesh.
- States/UTs were advised to share #Sevottam Grant requirements before FY closure
- Urgent need for corrective action to improve overall CPGRAMS performance

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #SevottamScheme



VC Coordinator DARPG PGC Delhi

Narendra Modi and 7 others



DARPG @DARPG_GoI

DARPG has released its 43rd #CPGRAMS Monthly Report for February, 2026, for States/UTs.

- In February, 2026, 75,914 PG cases were received for the States/UTs and 61,844 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in February 2026 with 23,333 PG cases, followed by Gujarat and Delhi with 4,792 and 4,553 PG cases respectively.

pib.gov.in/PressReleasePa...

#CPGRAMS #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService



CPGRAMS MONTHLY REPORT
States/UTs
FEBRUARY 2026 Report Number 43
Department of Administrative Reforms and Public Grievances

Narendra Modi and 7 others

ANNEXURES

Annexure 1: Performance of States/UTs – March, 2026

Annexure 1.1: Maximum Number of Receipts – March, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	24447	28065	52512	22985	29527
2	Government of Gujarat	4433	5460	9893	5417	4476
3	Government of Maharashtra	33058	5416	38474	4286	34188
4	Government of NCT of Delhi	4793	4708	9501	2175	7326
5	Government of Haryana	10367	4625	14992	3550	11442
6	Government of Rajasthan	3468	4199	7667	3818	3849
7	Government of Madhya Pradesh	12253	4126	16379	2442	13937
8	Government of Karnataka	8722	4041	12763	3676	9087
9	Government of Bihar	12652	3853	16505	2856	13649
10	Government of Tamil Nadu	8869	2566	11435	1382	10053

Annexure 1.2: Maximum Number of Disposals – March 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	24447	28065	52512	22985	29527
2	Government of Gujarat	4433	5460	9893	5417	4476
3	Government of Maharashtra	33058	5416	38474	4286	34188
4	Government of Rajasthan	3468	4199	7667	3818	3849
5	Government of Karnataka	8722	4041	12763	3676	9087
6	Government of Haryana	10367	4625	14992	3550	11442
7	Government of Bihar	12652	3853	16505	2856	13649
8	Government of Madhya Pradesh	12253	4126	16379	2442	13937
9	Government of NCT of Delhi	4793	4708	9501	2175	7326
10	Government of Andhra Pradesh	4960	1964	6924	1726	5198

Annexure 2: Performance of States/UTs - 1st January to 31st March, 2026**Annexure 2.1: States/UTs with more than 1000 Pending Grievances – 1st January to 31st March, 2026**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29829	14071	43900	9712	34188
2	Government of Uttar Pradesh	20738	79156	99894	70367	29527
3	Government of Madhya Pradesh	10396	11381	21777	7840	13937
4	Government of Bihar	11893	11744	23637	9988	13649
5	Government of Haryana	8510	12764	21274	9832	11442
6	Government of Odisha	10830	4411	15241	4119	11122
7	Government of Tamil Nadu	8087	7107	15194	5141	10053
8	Government of Karnataka	8508	10594	19102	10015	9087
9	Government of Chhattisgarh	5547	3578	9125	685	8440
10	Government of Himachal Pradesh	6825	1111	7936	543	7393
11	Government of NCT of Delhi	5447	12882	18329	11003	7326
12	Government of Punjab	5478	4256	9734	2704	7030
13	Government of Union Territory of Jammu and Kashmir	5595	2235	7830	1268	6562
14	Government of Andhra Pradesh	4423	4991	9414	4216	5198
15	Government of Jharkhand	3519	4624	8143	3209	4934
16	Government of Gujarat	5213	15527	20740	16264	4476
17	Government of Rajasthan	2457	11225	13682	9833	3849
18	Government of Assam	2430	2212	4642	1594	3048
19	Government of Uttarakhand	1611	3703	5314	3396	1918
20	Government of Manipur	1297	140	1437	8	1429
21	Government of Nagaland	1321	32	1353	2	1351

Annexure 2.2: Maximum Pendency Percentage (North-Eastern States) – 1st January to 31st March, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	32	1353	2	1351	4	99.85%
2	Government of Manipur	1297	140	1437	8	1429	52	99.44%
3	Government of Meghalaya	263	64	327	30	297	72	90.83%
4	Government of Arunachal Pradesh	246	99	345	55	290	43	84.06%
5	Government of Assam	2430	2212	4642	1594	3048	68	65.66%
6	Government of Sikkim	28	30	58	30	28	85	48.28%
7	Government of Tripura	65	428	493	326	167	18	33.87%
8	Government of Mizoram	93	27	120	76	44	342	36.67%

Annexure 2.3: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 31st March, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29829	14071	43900	9712	34188	30243
2	Government of Uttar Pradesh	20738	79156	99894	70367	29527	11819
3	Government of Madhya Pradesh	10396	11381	21777	7840	13937	11176
4	Government of Bihar	11893	11744	23637	9988	13649	10749
5	Government of Odisha	10830	4411	15241	4119	11122	10310
6	Government of Haryana	8510	12764	21274	9832	11442	8661
7	Government of Tamil Nadu	8087	7107	15194	5141	10053	8241
8	Government of Chhattisgarh	5547	3578	9125	685	8440	7500
9	Government of Himachal Pradesh	6825	1111	7936	543	7393	7145
10	Government of Karnataka	8508	10594	19102	10015	9087	6959

Annexure 2.4: States/UTs with Low Average Closing Time - 1st January to 31st March, 2026

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	2690	2
2	Government of Union Territory of Chandigarh	1207	13
3	Government of Andaman & Nicobar	279	16
4	Government of Tripura	326	18
5	Government of Uttar Pradesh	70367	23
6	Government of Rajasthan	9833	24
7	Government of Gujarat	16264	28
8	Government of Puducherry	626	28
9	Government of Uttarakhand	3396	38
10	Government of Andhra Pradesh	4216	52



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001