



**DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**



States/UTs

Report Number 48

**Department of Administrative Reforms and
Public Grievances**

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1. Summary- July 2026

Receipts: 1,01,047

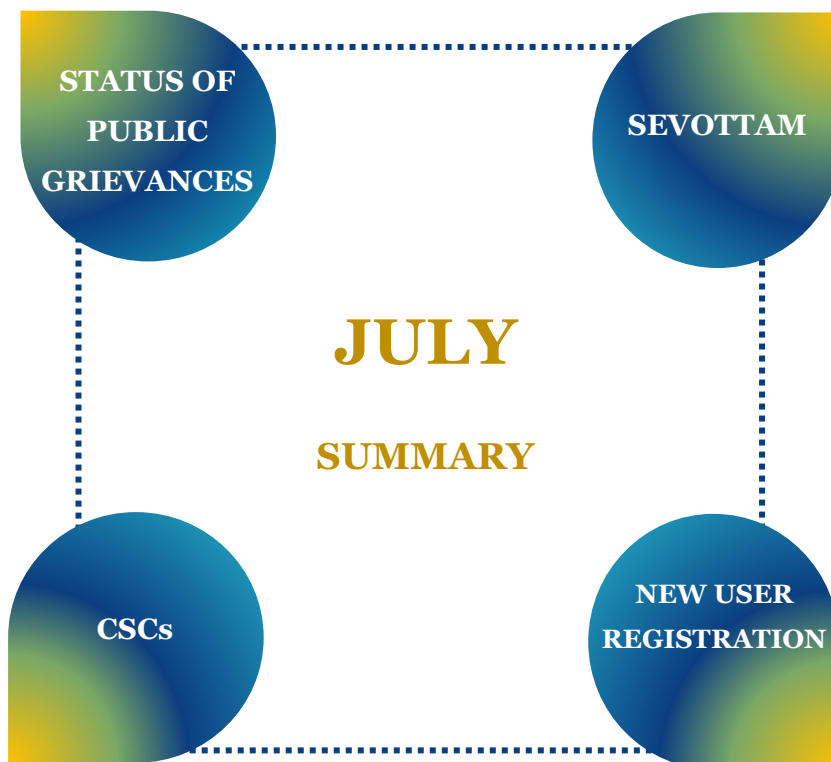
Disposal: 83,324

Pendency: 2,33,714

Training Courses: 1,217

Officers Trained: 40,077

(FY 2022-27)



Total Receipts: 9,475

Maximum: 2,799 (Uttar Pradesh)

Total Registrations: 1,07,186

Maximum: 17,819 (Uttar Pradesh)

2. Highlights- July 2026

General Highlights

- The **National Conference on e-Governance (NCeG)** was held in Jaipur on 1st and 2nd July. As part of the exhibition, a dedicated stall on the **CPGRAMS Portal** was set up.
- Under the **Sevottam Scheme**, in the last five Financial Years (FY 2022-23 to FY 2026-27), **1,217 training courses** have been completed, in which **~40,077 officers** have been trained.
- In July 2026, **Uttar Pradesh** received the highest number of grievances through CSCs, constituting **30%** of the total 9,475 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

- In July, 2026, **1,01,047 PG cases** were received for the States/UTs and **83,324 PG cases** were redressed.
- **Uttar Pradesh** recorded the highest number of disposals in July, 2026 with 24,694 PG cases, followed by **Rajasthan** and **Gujarat** with 6,774 and 6,228 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 31st July, 2026.
- For States/UTs, as on 31st July, 2026, there exists a pendency of **2,33,714 PG cases** which represents an approximate **36% increase** over the pendency recorded in December 2025.

3. National Conference on e-Governance (NCeG), 2026

The **National Conference on e-Governance (NCeG)** was held in Jaipur on 1st and 2nd July, where DARPG highlighted the e-delivery of public services through CPGRAMS.

As part of the exhibition, a dedicated stall on the **CPGRAMS Portal** was set up and inaugurated by the Hon'ble Chief Minister of Rajasthan, Shri Bhajan Lal Sharma and Hon'ble Minister for Information Technology and Communication Department of Rajasthan, Colonel Rajyavardhan Singh Rathore.



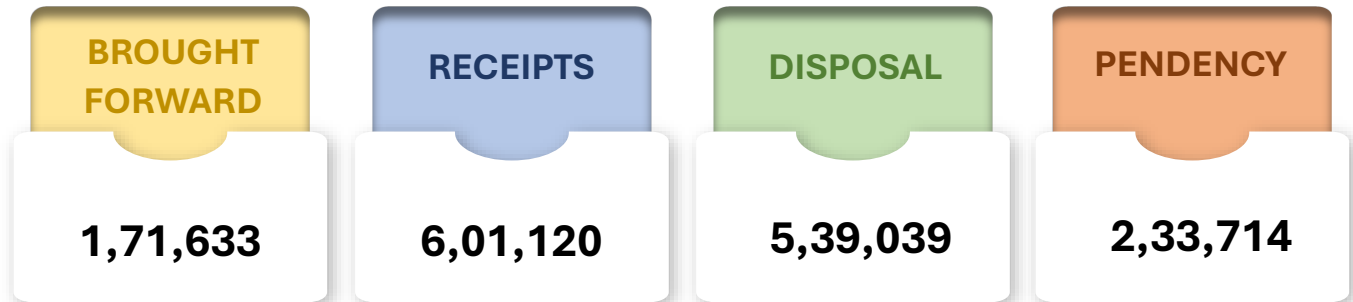
CPGRAMS Portal Exhibition Stall at NCeG 2026, Jaipur



Hon'ble CM of Rajasthan, Shri Bhajan Lal Sharma and Hon'ble Minister for IT&C, Colonel Rajyavardhan Singh Rathore visited the CPGRAMS stall

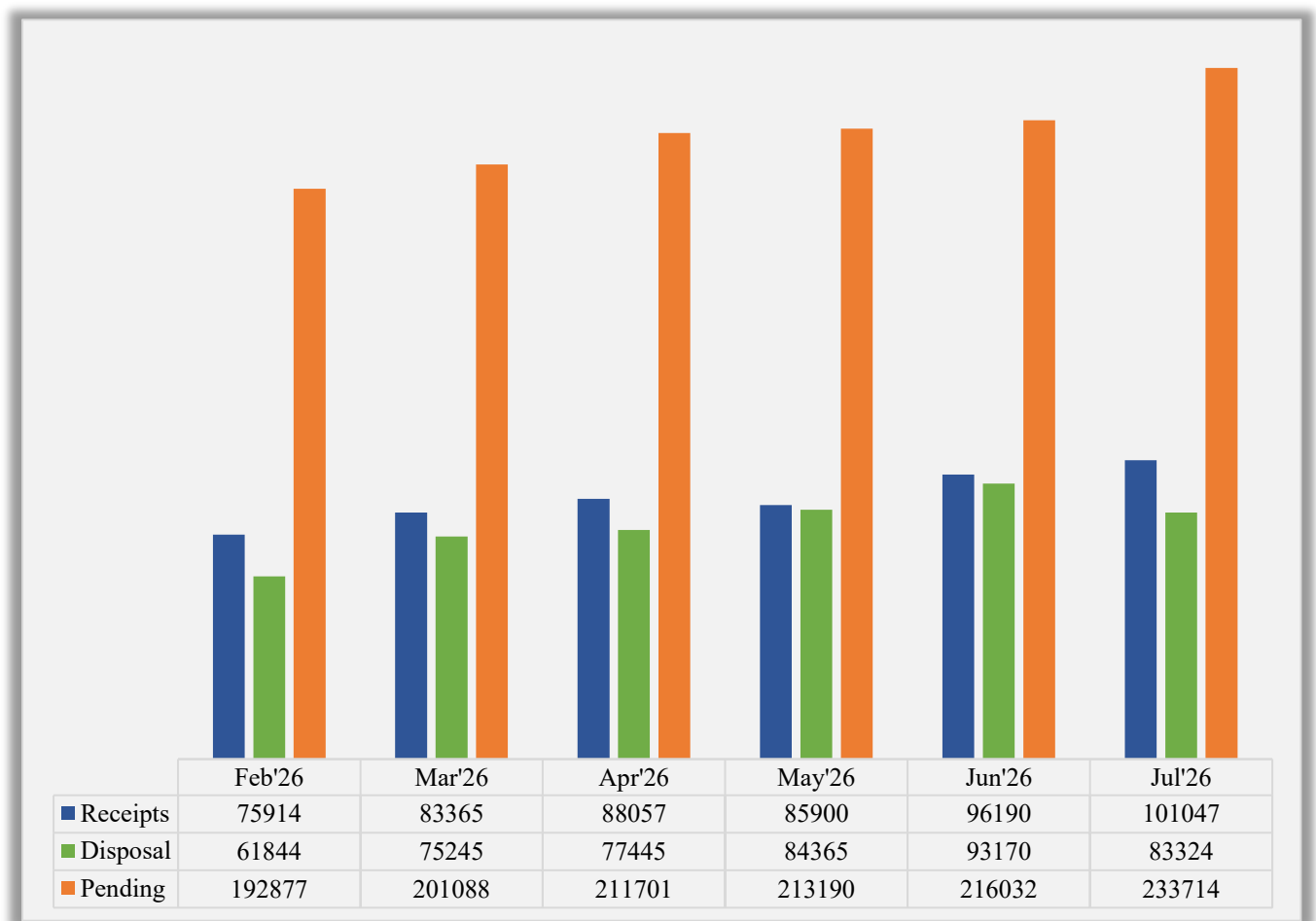
4. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 31/07/2026)

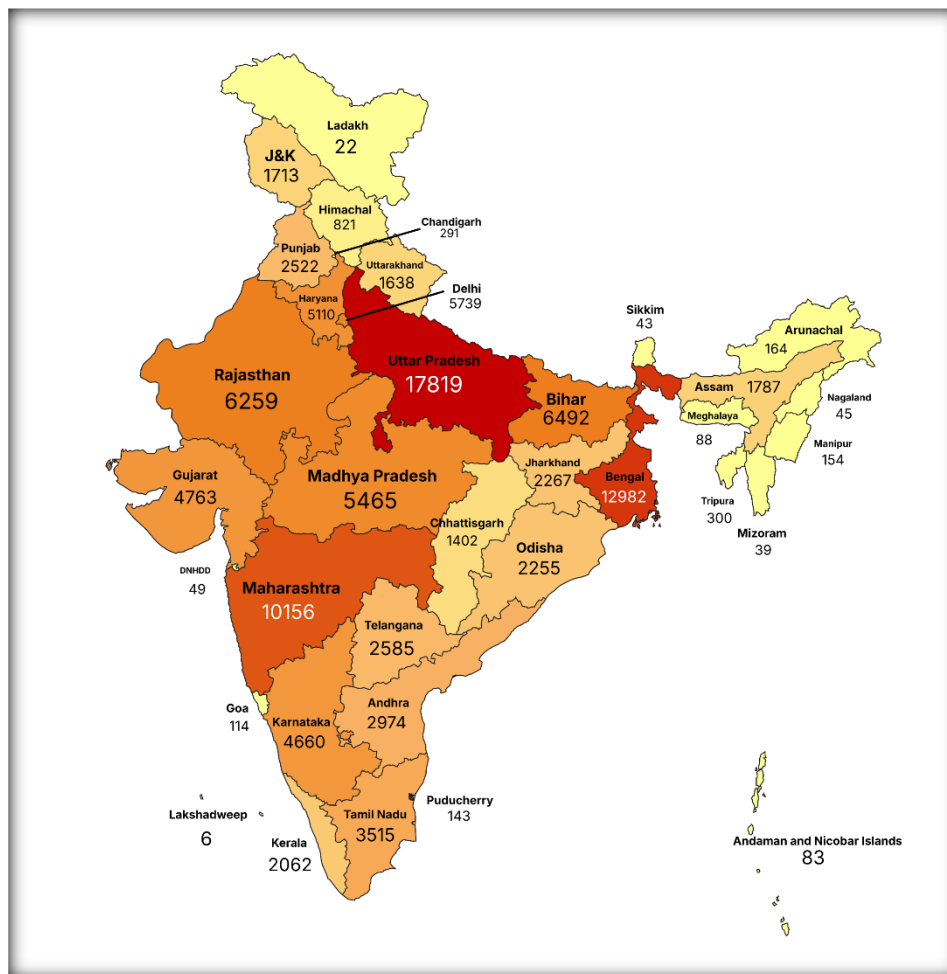
Month-wise Status of Grievances



5. New User Registration

A total of **1,07,186 new users** registered on CPGRAMS in July, 2026, through various channels, out of which, **17,819 registrations are from Uttar Pradesh.**

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

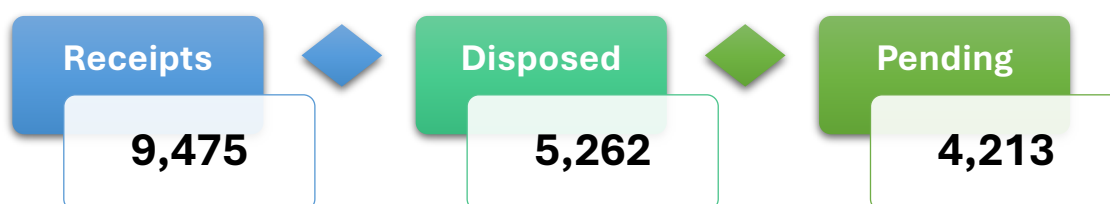


New User Registration on CPGRAMS in 2026

S. No.	Month	Total New User Registration in 2026
1	January	67,728
2	February	72,357
3	March	75,853
4	April	76,643
5	May	65,174
6	June	83,544
7	July	1,07,186
TOTAL		5,48,485

6. Common Service Centres

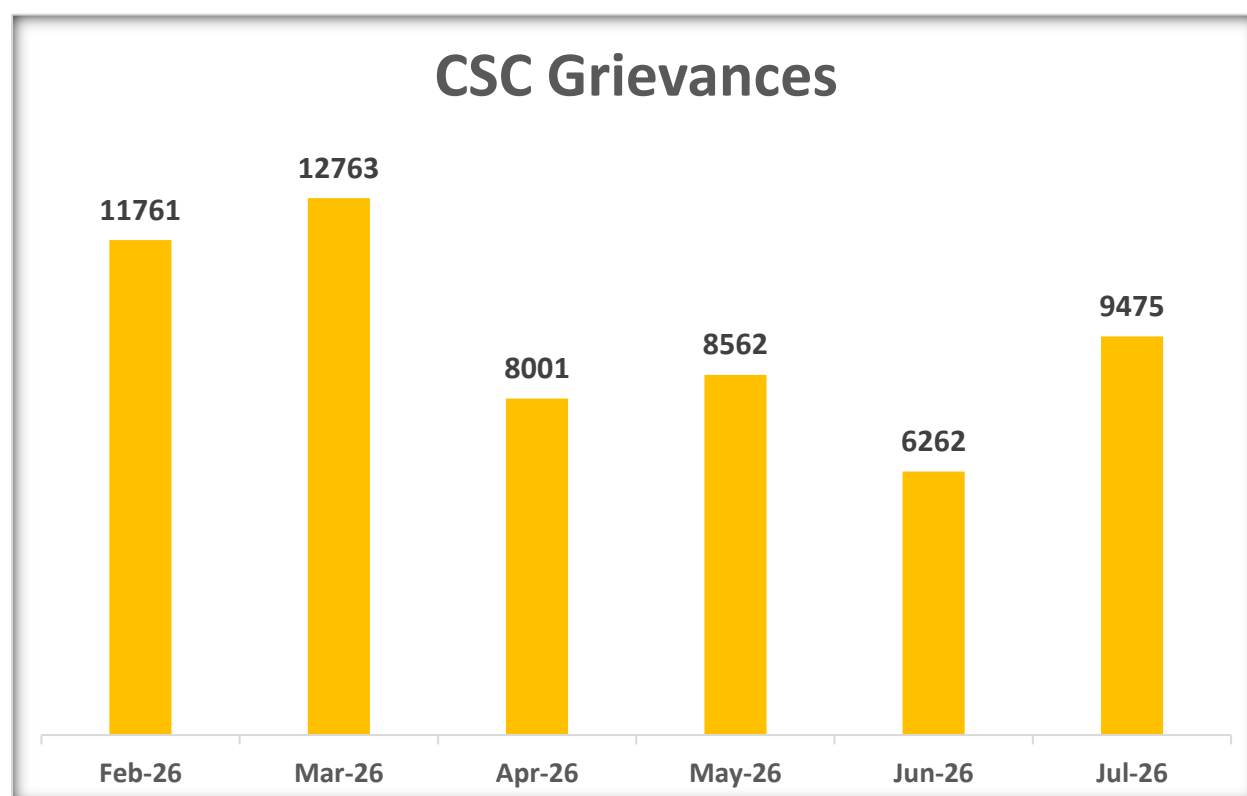
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/07/2026 to 31/07/2026)

Overview of grievances registered through the Common Service Centres

A total of **9,475 grievances** were registered through Common Service Centres (CSCs) in July 2026.

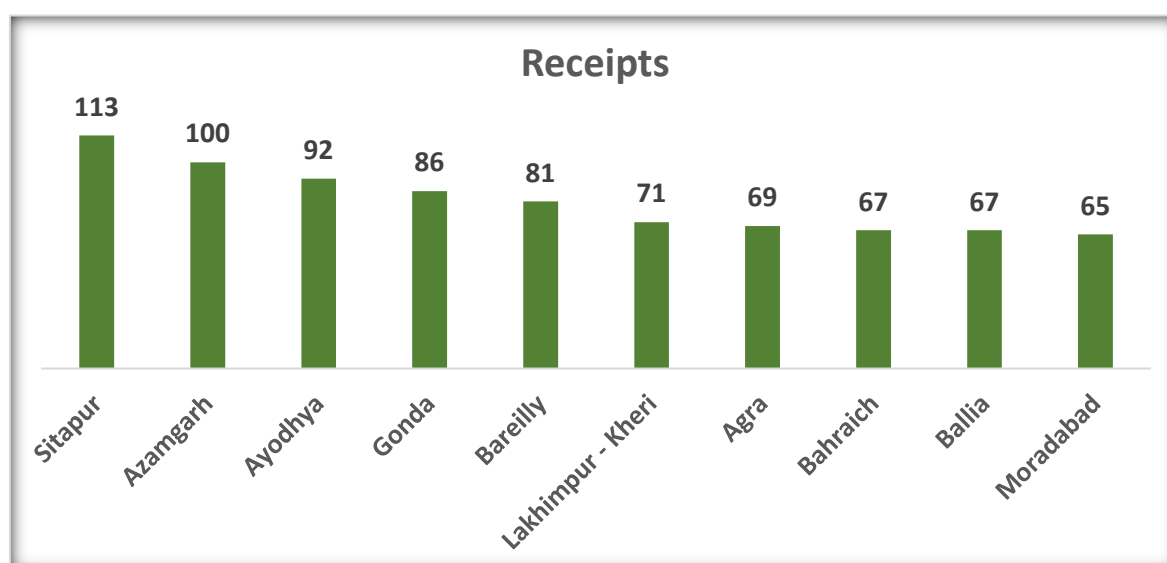


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in July 2026

State	Total Receipts	Top level Category	Receipts %
Uttar Pradesh	2799	PMKISAN related issues	9%
		Public Distribution System related	8%
		Aadhaar Update	6%
		Aadhaar Number Deactivated / Lost	5%
		LPG/LPG Agency related	4%
Karnataka	1965	Schemes	15%
		Training Matters	6%
		Hospitals	5%
		Health Schemes	4%
		Information related	4%
Bihar	501	LPG/LPG Agency related	20%
		Aadhaar Number Deactivated / Lost	8%
		Employee Provident Fund Organisation	8%
		Public Distribution System related	6%
		Customer Service Related	6%

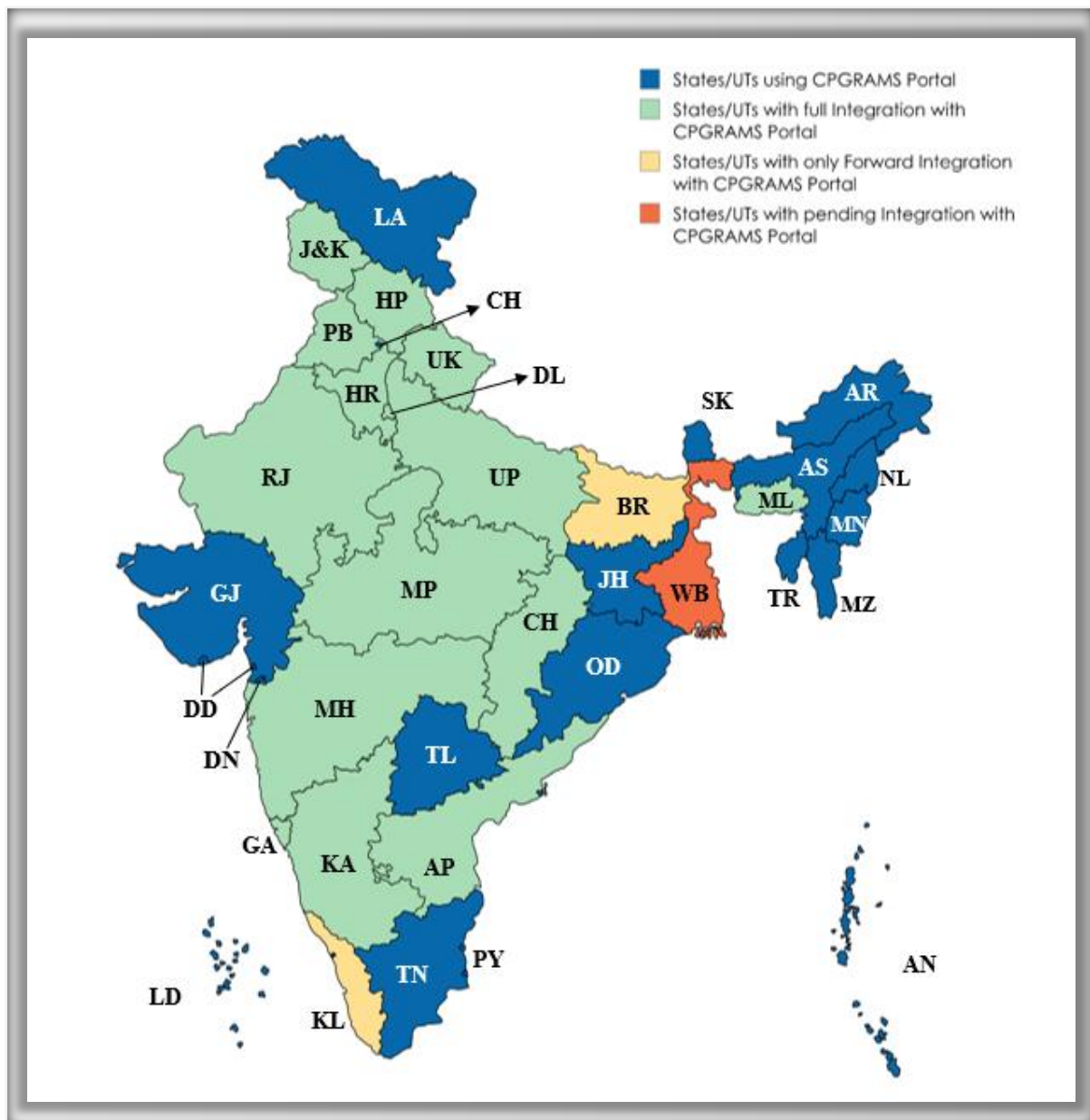
Uttar Pradesh: District-wise Grievance Distribution in July 2026

Uttar Pradesh dominates the grievance landscape, contributing a significant **30%** 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.



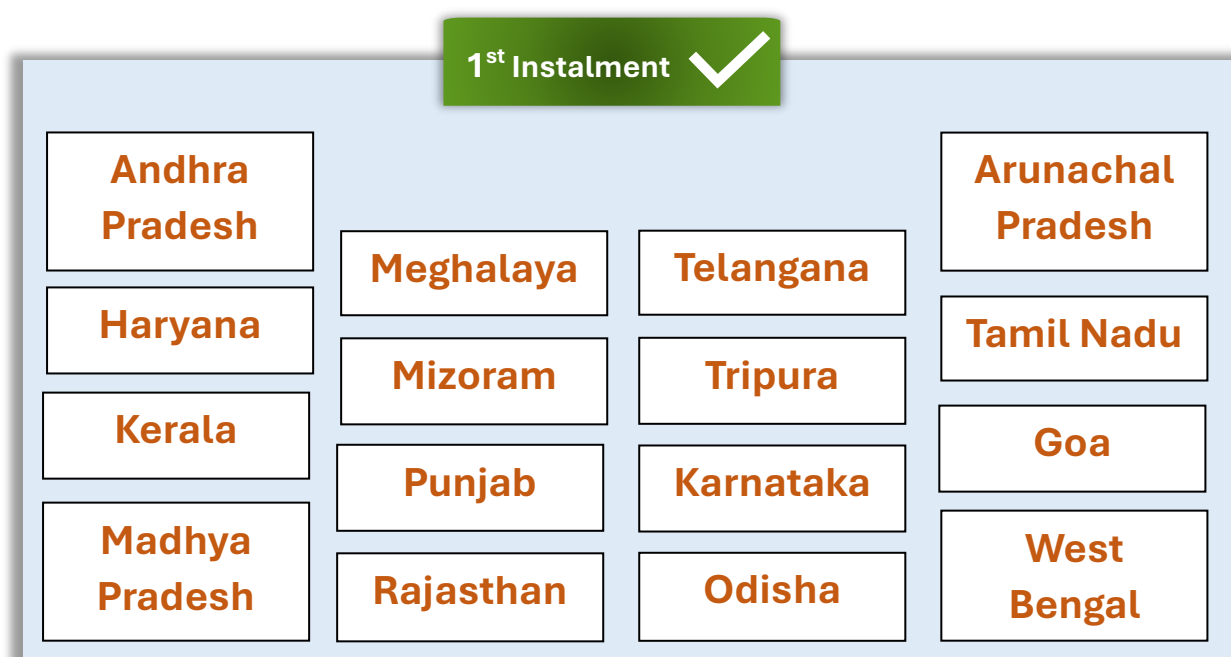
8. Sevottam Scheme

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 2026-27

Proposals received from following **16 ATIs** for FY 2026-27 have been approved and the first instalment of the grant has been released:

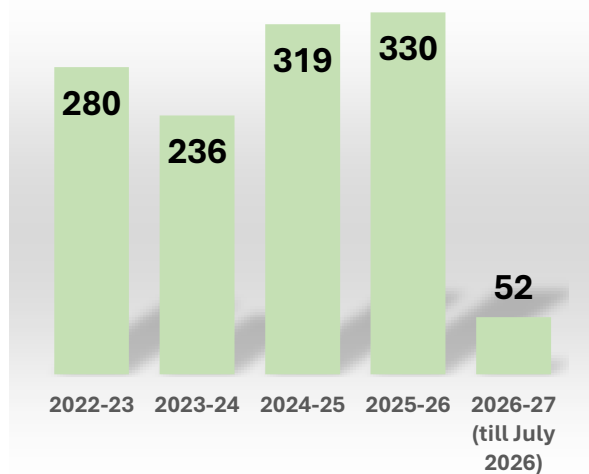


Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Achievement-cum-Performance Report for FY2025-26 and Proposals/Training Calendar for FY 2026-27 at the earliest to enable DARPG to release the grants accordingly.

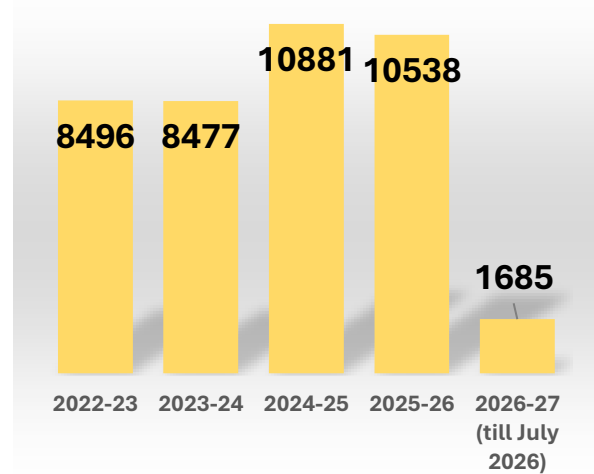
9. Sevottam Scheme Portal

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

Trainings Conducted- 1,217



Participants Trained- 40,077



Brief recap of the courses shared by States in FY 2026-27:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	28	1049
2	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	17	462
3	Tamil Nadu	ANNA Administrative Staff College	3	145
4	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	3	3
5	Telangana	Dr. MCR HRD Institute, Hyderabad	1	26
		Total	52	1685

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	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	39	1011
4	Tamil Nadu	ANNA Administrative Staff College	28	1241
5	Telangana	Dr. MCR HRD Institute, Hyderabad	27	785
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	22	623
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	17	758
8	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	15	408
9	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	334
10	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	13	294
11	Mizoram	Administrative Training Institute (ATI), Aizawl	12	390
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	12	366
13	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	7	162
14	Uttarakhand	Dr. R S Tolia Uttarakhand Academy of Administration (UAoA), Nainital	4	87
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	208
16	Karnataka	Administrative Training Institute (ATI), Mysuru	2	57
17	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	47
		Total	330	10538

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. Shaikh Mohammad Soyeb

Mr. Shaikh Mohammad Soyeb from Gujarat faced distress after receiving a delivery success message for a postal article, but the item had not reached him and repeated complaints failed to provide resolution even after sharing supporting evidence. He then filed a grievance on the CPGRAMS Portal seeking intervention. The concerned authorities promptly examined the matter and facilitated necessary action through the postal network. The article was delivered successfully, and proof of delivery bearing the recipient's signature was also provided within a week.

Delay in Postal Delivery

Prolonged Power Disruption

Grievance of Mr. Nagendra Pratap Singh

Mr. Nagendra Pratap Singh from Madhya Pradesh raised a grievance on the CPGRAMS Portal regarding prolonged power disruption in his village in Panna, after the village transformer got damaged. For nearly 10 days, the entire village remained without electricity, causing major inconvenience to residents and affecting daily life. Although the local electricity department had already been informed, no action had been taken. Following the grievance filed on CPGRAMS, the concerned authorities inspected the issue and replaced the damaged transformer within a week.

Grievance of Ms. Sarita Mishra

Ms. Sarita Mishra from Haryana faced hardship after her former employer allegedly withheld salary payments, exit documents, and final settlement benefits following her resignation. Despite repeated efforts, the matter remained unresolved, affecting her livelihood and career prospects. She then filed a grievance on the CPGRAMS Portal seeking intervention. Following conciliation and settlement, the employer released ₹1,24,274 through cheque. The applicant also received her experience letter and final settlement documents, returned the company laptop and charger, and the matter was closed with no dues pending.

Employee Dues and Exit Documents

Poor Road Condition

Grievance of Mr. Kumar Shanu

Mr. Kumar Shanu from Delhi raised concerns over the deteriorating condition of a recently repaired road in Gurugram, highlighting the reappearance of potholes within a few months of construction. The poor road condition was causing inconvenience to thousands of daily commuters and affecting traffic movement. He filed a grievance on the CPGRAMS Portal seeking corrective action. The concerned authorities reviewed the matter and ensured that the damaged stretch of the road was re-laid after the rainy season and the repair work was carried out by the contractor at its own cost.

11. Media Outreach



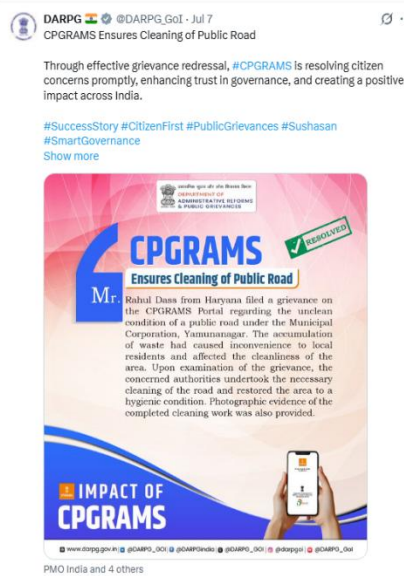
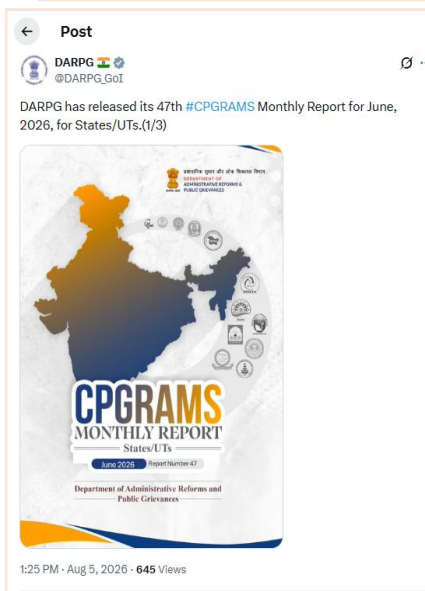
Ministry of Personnel, Public Grievances & Pensions

Department of Administrative Reforms and Public Grievances (DARPG) released the 47th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for June, 2026

In June, 2026, 96,190 PG cases were received for the States/UTs and 93,170 PG cases were redressed

Under the Sevottam Scheme, in the last five Financial Years, 1,196 training courses have been completed, in which ~39,509 officers have been trained

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ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – July, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	28816	34645	63461	24694	38767
2	Government of Gujarat	5108	6731	11839	6228	5611
3	Government of Haryana	12934	6492	19426	5239	14187
4	Government of Madhya Pradesh	11818	5735	17553	5264	12289
5	Government of Rajasthan	5295	5648	10943	6774	4169
6	Government of Maharashtra	29243	5557	34800	2856	31944
7	Government of NCT of Delhi	10160	5126	15286	5342	9944
8	Government of Bihar	13658	4965	18623	4615	14008
9	Government of Tamil Nadu	10499	2941	13440	3030	10410
10	Government of Karnataka	6888	2757	9645	2821	6824

Annexure 1.2: Maximum Number of Disposals – July 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	28816	34645	63461	24694	38767
2	Government of Rajasthan	5295	5648	10943	6774	4169
3	Government of Gujarat	5108	6731	11839	6228	5611
4	Government of NCT of Delhi	10160	5126	15286	5342	9944
5	Government of Madhya Pradesh	11818	5735	17553	5264	12289
6	Government of Haryana	12934	6492	19426	5239	14187
7	Government of Bihar	13658	4965	18623	4615	14008
8	Government of Odisha	9970	1682	11652	3211	8441
9	Government of Tamil Nadu	10499	2941	13440	3030	10410
10	Government of Maharashtra	29243	5557	34800	2856	31944

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	20738	206537	227275	188508	38767
2	Government of Maharashtra	29798	35941	65739	33795	31944
3	Government of Haryana	8470	34947	43417	29230	14187
4	Government of Bihar	11893	28860	40753	26745	14008
5	Government of Madhya Pradesh	10382	30377	40759	28470	12289
6	Government of Andhra Pradesh	4419	12789	17208	4996	12212
7	Government of West Bengal	8204	14652	22856	11304	11552
8	Government of Tamil Nadu	8084	19767	27851	17441	10410
9	Government of Union Territory of Jammu and Kashmir	5595	6298	11893	1875	10018
10	Government of NCT of Delhi	5456	32789	38245	28301	9944
11	Government of Punjab	5478	12397	17875	8677	9198
12	Government of Odisha	10829	10987	21816	13375	8441
13	Government of Himachal Pradesh	6825	2810	9635	1214	8421
14	Government of Chhattisgarh	5547	9205	14752	7180	7572
15	Government of Karnataka	8507	21735	30242	23418	6824
16	Government of Gujarat	5221	40580	45801	40190	5611
17	Government of Jharkhand	3518	12966	16484	11280	5204
18	Government of Rajasthan	2455	30599	33054	28885	4169
19	Government of Assam	2430	5852	8282	4843	3439
20	Government of Manipur	1297	398	1695	16	1679
21	Government of Nagaland	1321	103	1424	13	1411
22	Government of Uttarakhand	1611	9861	11472	10090	1382

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	103	1424	13	1411	439	99.09%
2	Government of Manipur	1297	398	1695	16	1679	29	99.06%
3	Government of Meghalaya	263	180	443	87	356	236	80.36%
4	Government of Arunachal Pradesh	246	306	552	264	288	287	52.17%
5	Government of Assam	2430	5852	8282	4843	3439	73	41.52%
6	Government of Sikkim	28	111	139	102	37	58	26.62%
7	Government of Tripura	65	1201	1266	1020	246	25	19.43%
8	Government of Mizoram	93	95	188	163	25	251	13.30%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29798	35941	65739	33795	31944	28228
2	Government of Uttar Pradesh	20738	206537	227275	188508	38767	16162
3	Government of Andhra Pradesh	4419	12789	17208	4996	12212	10865
4	Government of Bihar	11893	28860	40753	26745	14008	10792
5	Government of Haryana	8470	34947	43417	29230	14187	10421
6	Government of West Bengal	8204	14652	22856	11304	11552	9678
7	Government of Union Territory of Jammu and Kashmir	5595	6298	11893	1875	10018	9292
8	Government of Madhya Pradesh	10382	30377	40759	28470	12289	9031
9	Government of Tamil Nadu	8084	19767	27851	17441	10410	8854
10	Government of Himachal Pradesh	6825	2810	9635	1214	8421	8157

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	6576	11
2	Government of Union Territory of Chandigarh	2526	14
3	Government of Andaman & Nicobar	783	19
4	Government of Gujarat	40190	24
5	Government of Rajasthan	28885	25
6	Government of Tripura	1020	25
7	Government of Uttar Pradesh	188508	26
8	Government of Puducherry	1399	29
9	Government of Uttarakhand	10090	40
10	Government of Punjab	8677	51

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001