



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



MGSIIPA



सत्यमेव जयते



CPGRAMS

MONTHLY REPORT

States/UTs

JANUARY 2026

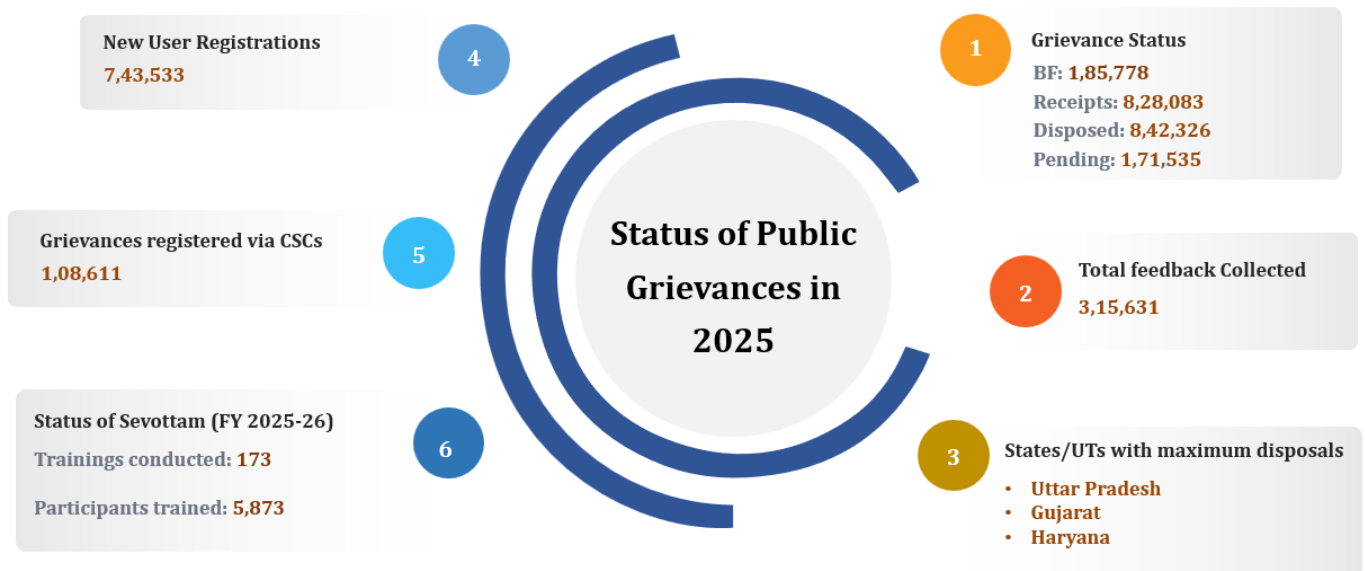
Report Number 42

Department of Administrative Reforms and
Public Grievances

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1. Year 2025 at a Glance



Highlights of 2025

- The CPGRAMS **Review Module** was operationalized at the State/UT level on **6 June 2025**, strengthening structured and senior-level grievance monitoring.
- DARPG published **“Effective Grievance Redressal: 100 Stories of Change”**, showcasing impactful best practices.
- **Three CSC–Live sessions** were successfully conducted in 2025 to enhance outreach, awareness, and engagement on the CPGRAMS platform.
- The **Sevottam Guidelines 2025–26**, along with a comprehensive model curriculum, training content, and andragogy, were developed to strengthen capacity-building initiatives.
- **National Workshops on “Effective Redressal of Public Grievances”** were conducted in Bhopal (20 February 2025), Thiruvananthapuram (25 April 2025), and New Delhi (9 July 2025), with participation from Central Ministries, State Governments, and State Administrative Training Institutes, facilitating knowledge exchange, collaboration, and dissemination of best practices in grievance redressal.

2. Summary- January 2026

Receipts: 71,714

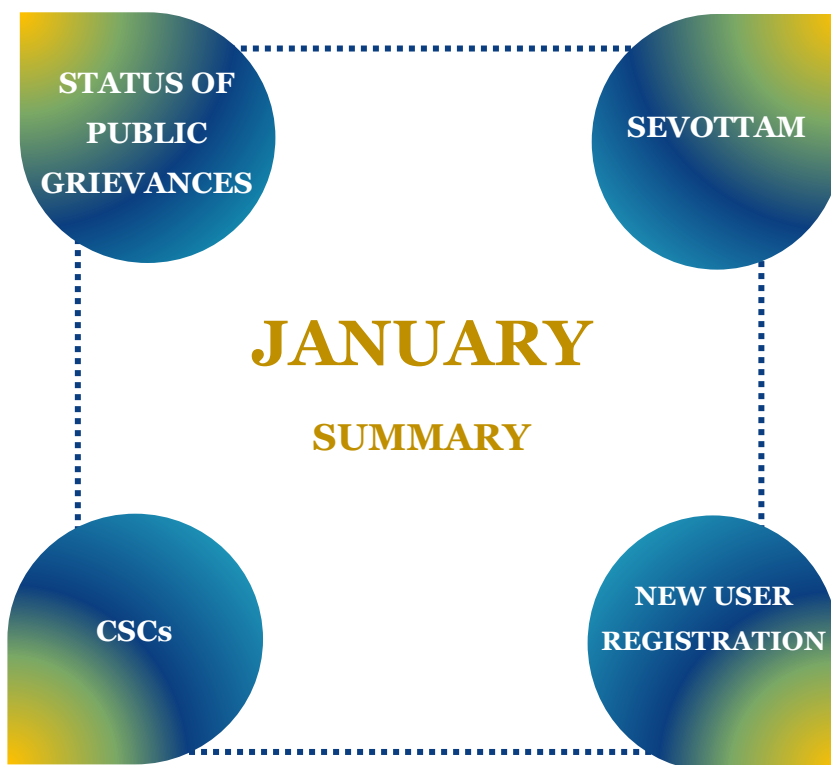
Disposal: 64,702

Pendency: 1,78,674

Training Courses: 1,034

Officers Trained: 34,812

(FY 2022-26)



Total Receipts: 13,605

Maximum: 8,331 (Karnataka)

Total Registrations: 67,728

Maximum: 11,172 (Uttar Pradesh)

3. Highlights- January 2026

General Highlights

- A monthly review meeting under the chairmanship of Additional Secretary, DARPG was held on **29th January, 2026** with the Nodal Officers of all the States/UTs and ATIs.
- The Feedback Call Centre collected a total of **68,727 feedback** in January, 2026, where, **25,259 feedbacks** were collected from States/UTs.
- Under the **Sevottam Scheme**, in the last four Financial Years (FY 2022-23 to FY 2025-26), **1,034 training courses** have been completed, in which **~34,812 officers** have been trained.
- In January 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **61%** of the total 13,605 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

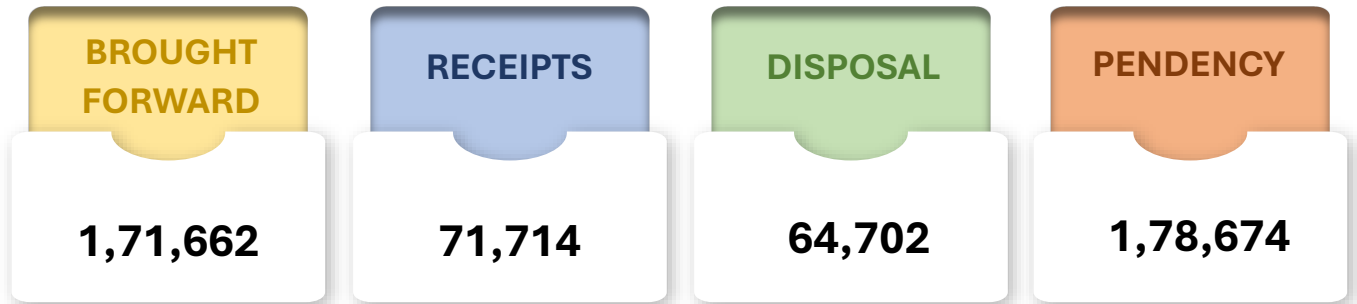
- In January, 2026, **71,714 PG cases** were received for the States/UTs and **64,702 PG cases** were redressed.
- **Uttar Pradesh** recorded the highest number of disposals in January 2026 with 24,049 PG cases, followed by **Gujarat** and **Delhi** with 6,065 and 4,624 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 31st January, 2026.
- For States/UTs, as on 31st January, 2026, there exists a pendency of **1,78,674 PG cases**.

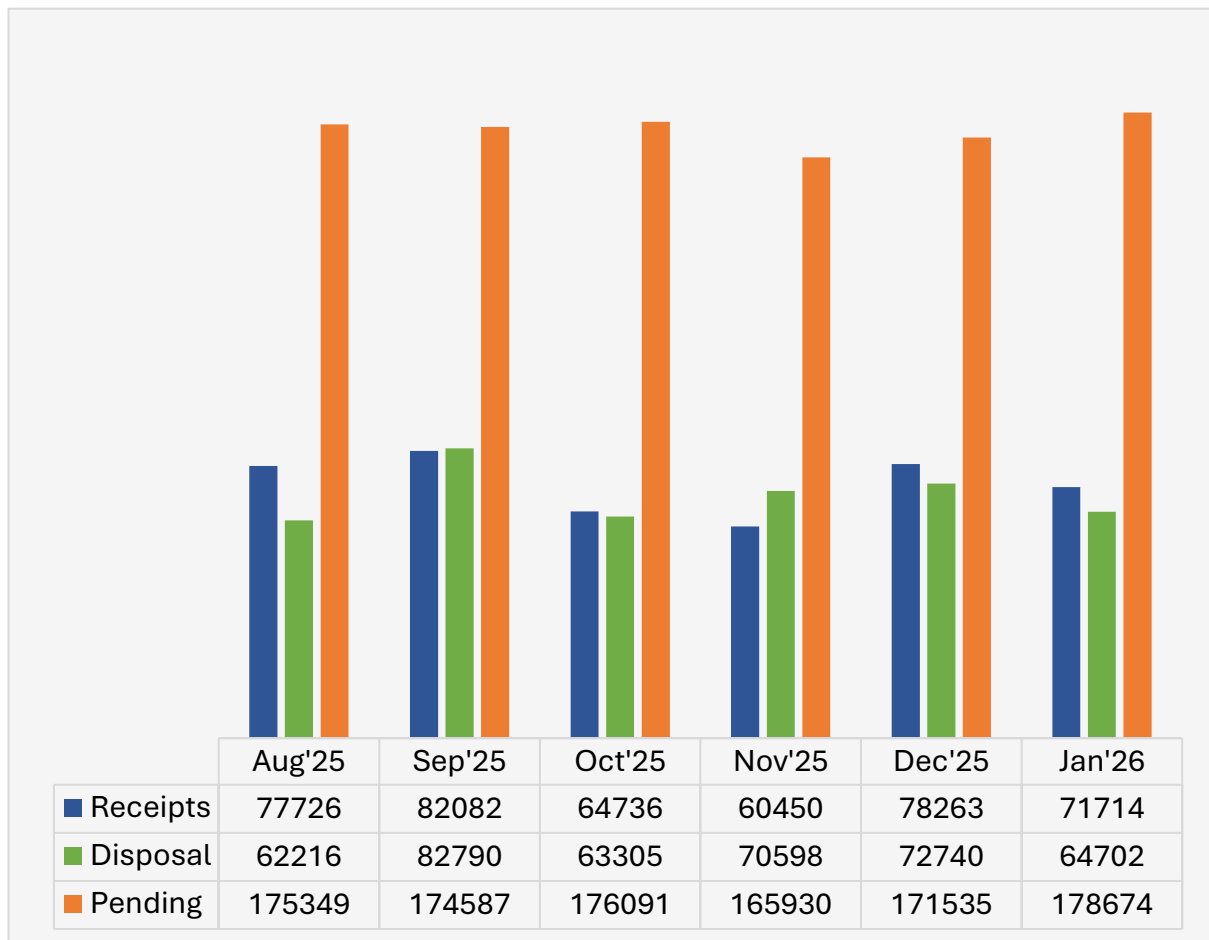
4. Overall Status of Grievances

Overview



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

Month-wise Status of Grievances



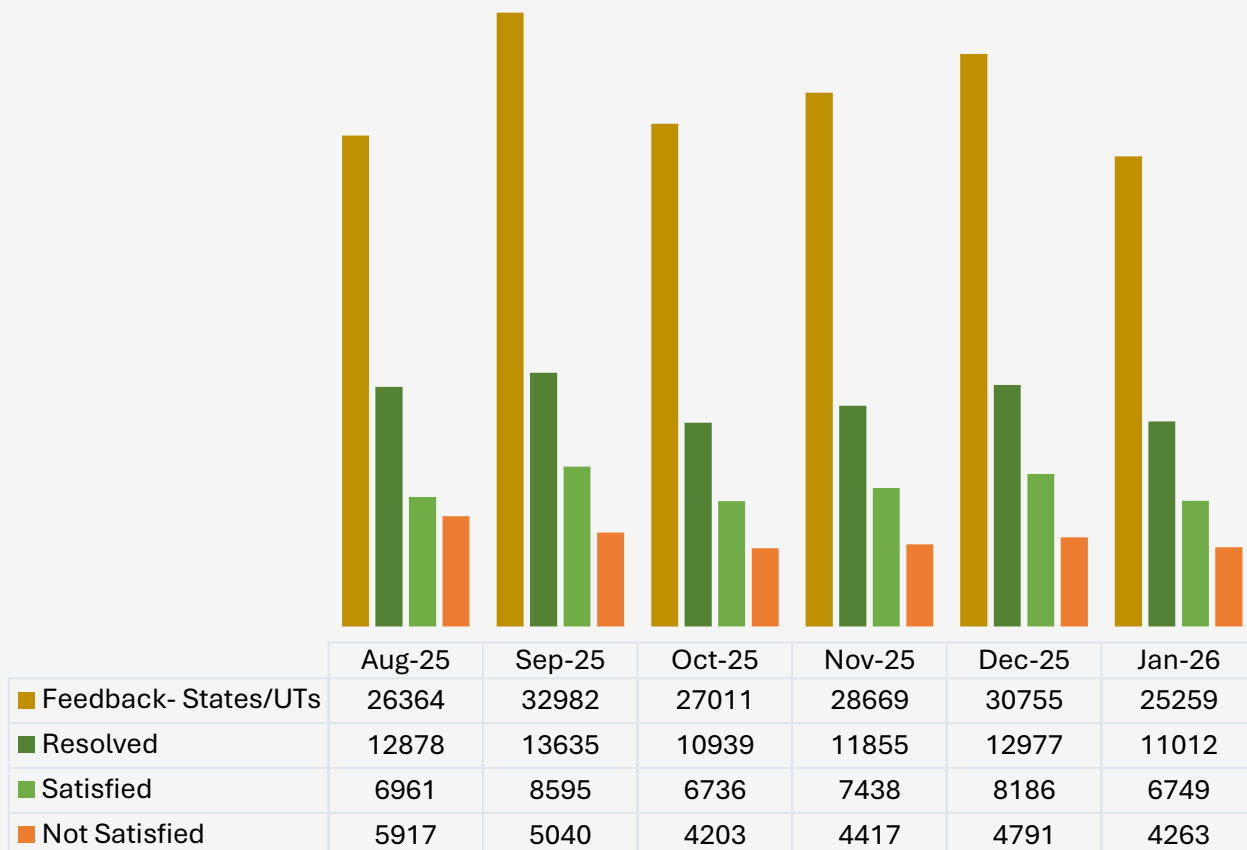
5. Feedback Call Centre

Overview

During the period from **1st January, 2026 to 31st January, 2026** a total of **68,727 feedbacks** were received out of which **25,259** were received from States/UTs through the Call Centre. A total of **11,012 grievances** were marked as **resolved** — reflecting a resolution rate of over **44%**. Among the resolved cases, over **61% of citizens expressed satisfaction** with the resolution provided.

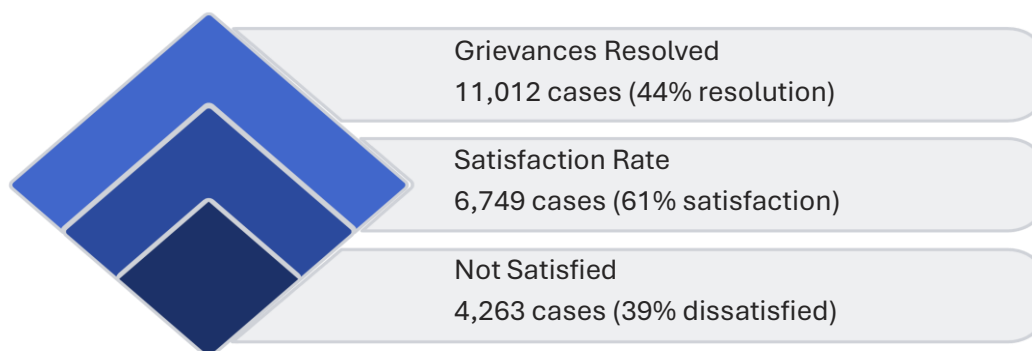
The column chart below presents four key metrics related to Call Centre feedback from August 2025 to January 2026: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.

Month-wise Feedback Analysis



The snapshot below illustrates the journey of **11,012 cases** resolved through the Call Centre in January, 2026:

January Feedback Snapshot



Total Feedback = Resolved + Unresolved
Resolved = Satisfied + Not Satisfied

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

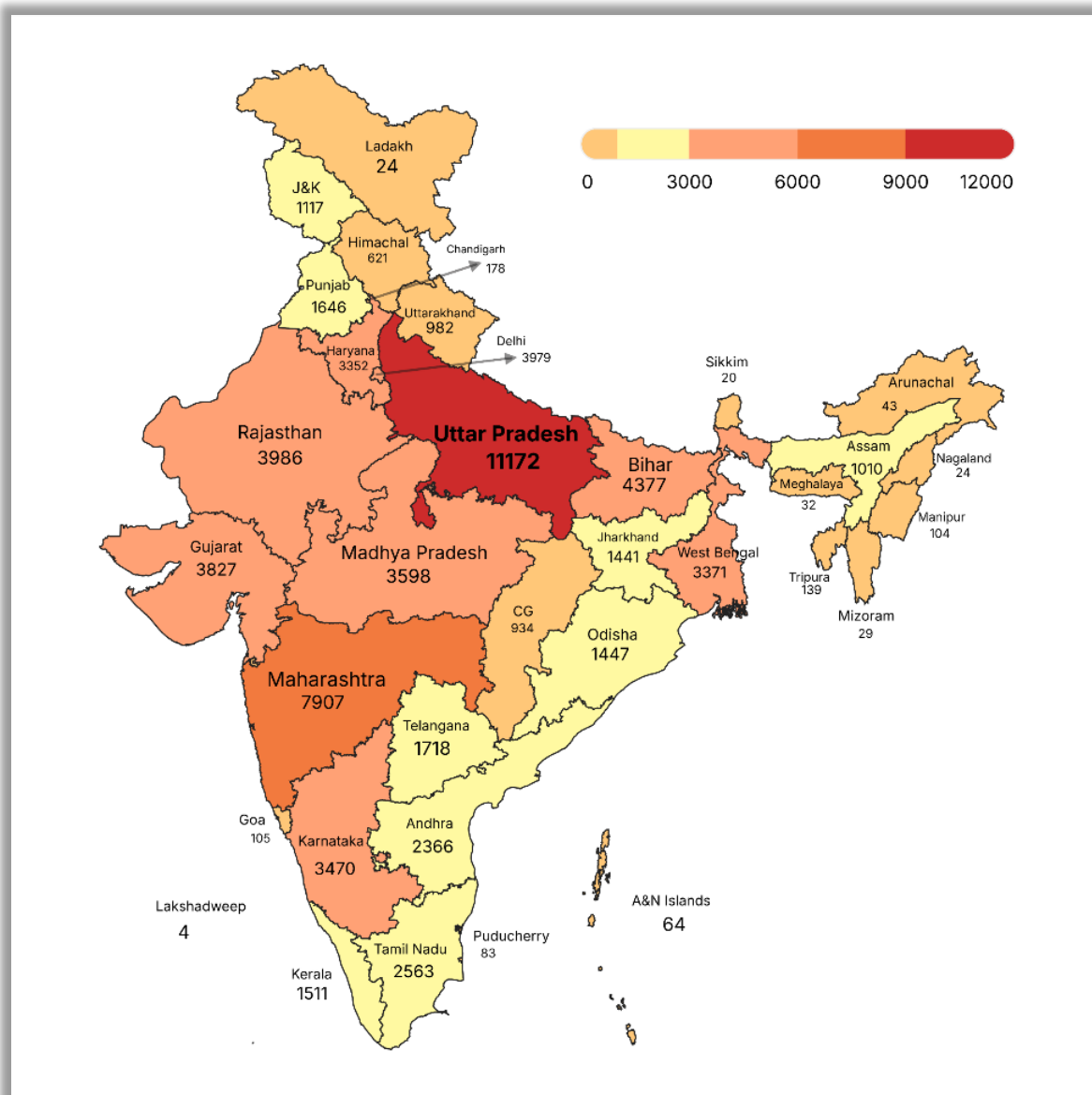
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Satisfied %
1	Government of Uttar Pradesh	5171	2783	54%
2	Government of Gujarat	810	552	68%
3	Government of Madhya Pradesh	612	465	76%
4	Government of Bihar	582	387	66%
5	Government of NCT of Delhi	581	353	61%
6	Government of Haryana	561	373	66%
7	Government of Rajasthan	439	287	65%
8	Government of Maharashtra	434	288	66%
9	Government of Karnataka	286	225	79%
10	Government of Uttarakhand	275	159	58%

6. New User Registration

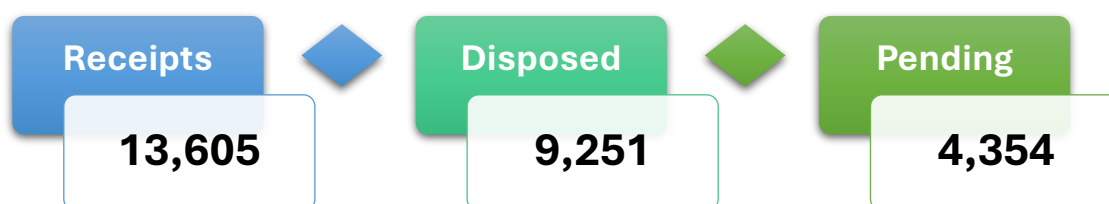
A total of **67,728 new users** has registered on CPGRAMS in January, 2026, through various channels, out of which, **11,172 registrations are from Uttar Pradesh.**

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



7. Common Service Centres

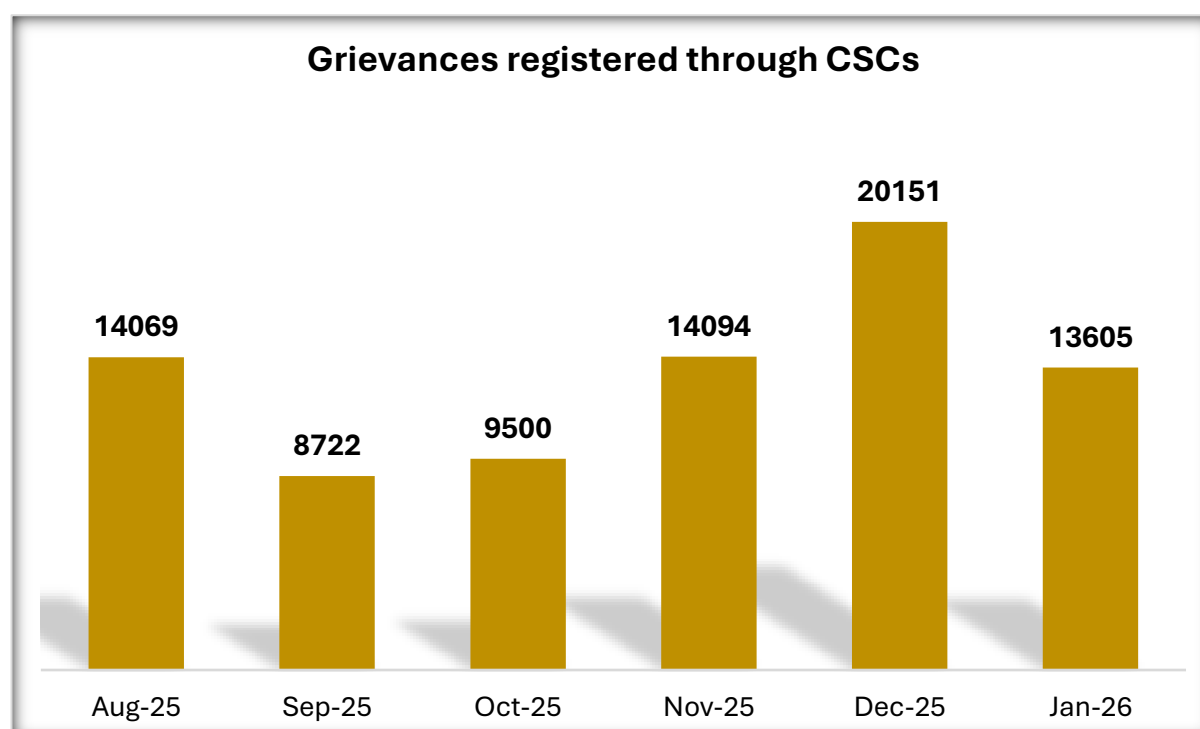
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



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

Overview of grievances registered through the Common Service Centres

A total of **13,605 grievances** were registered through Common Service Centres (CSCs) in **January 2026**.

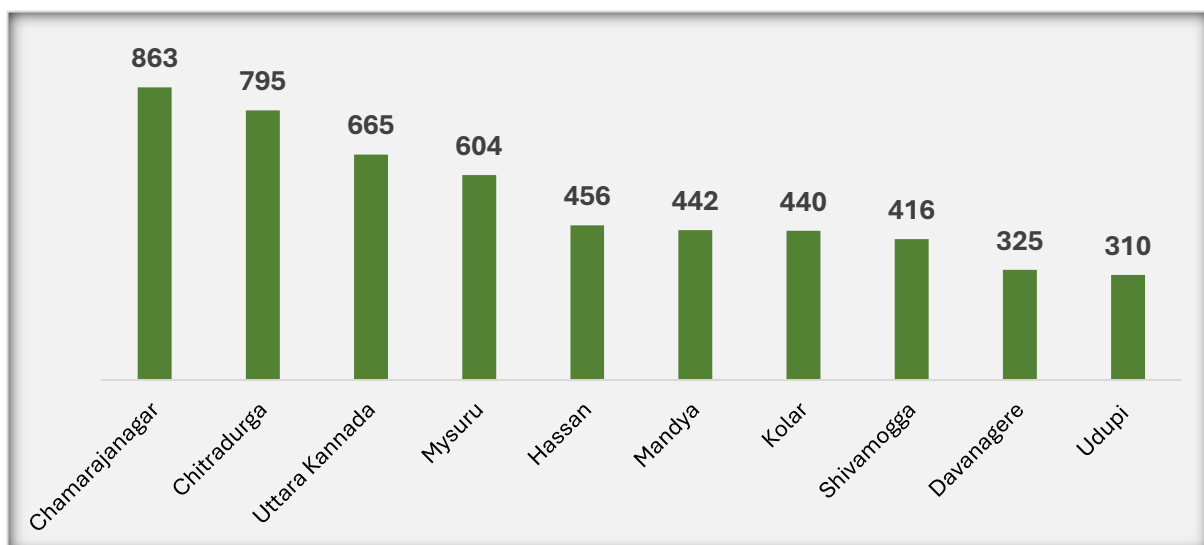


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in January 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	8331	Schemes	21%
		Mobile Related	19%
		Loan/ Subsidy and Delayed Payment Related	8%
		Training Matters	5%
		Tower Related	3%
Uttar Pradesh	2029	Public Distribution System related	17%
		PMKISAN related issues	9%
		Aadhaar Update	7%
		Employee Provident Fund Organisation	3%
		Customer Service Related	3%
Bihar	471	Public Distribution System related	21%
		LPG/LPG Agency related	18%
		Employee Provident Fund Organisation	6%
		Customer Service Related	6%
		PMKISAN related issues	5%

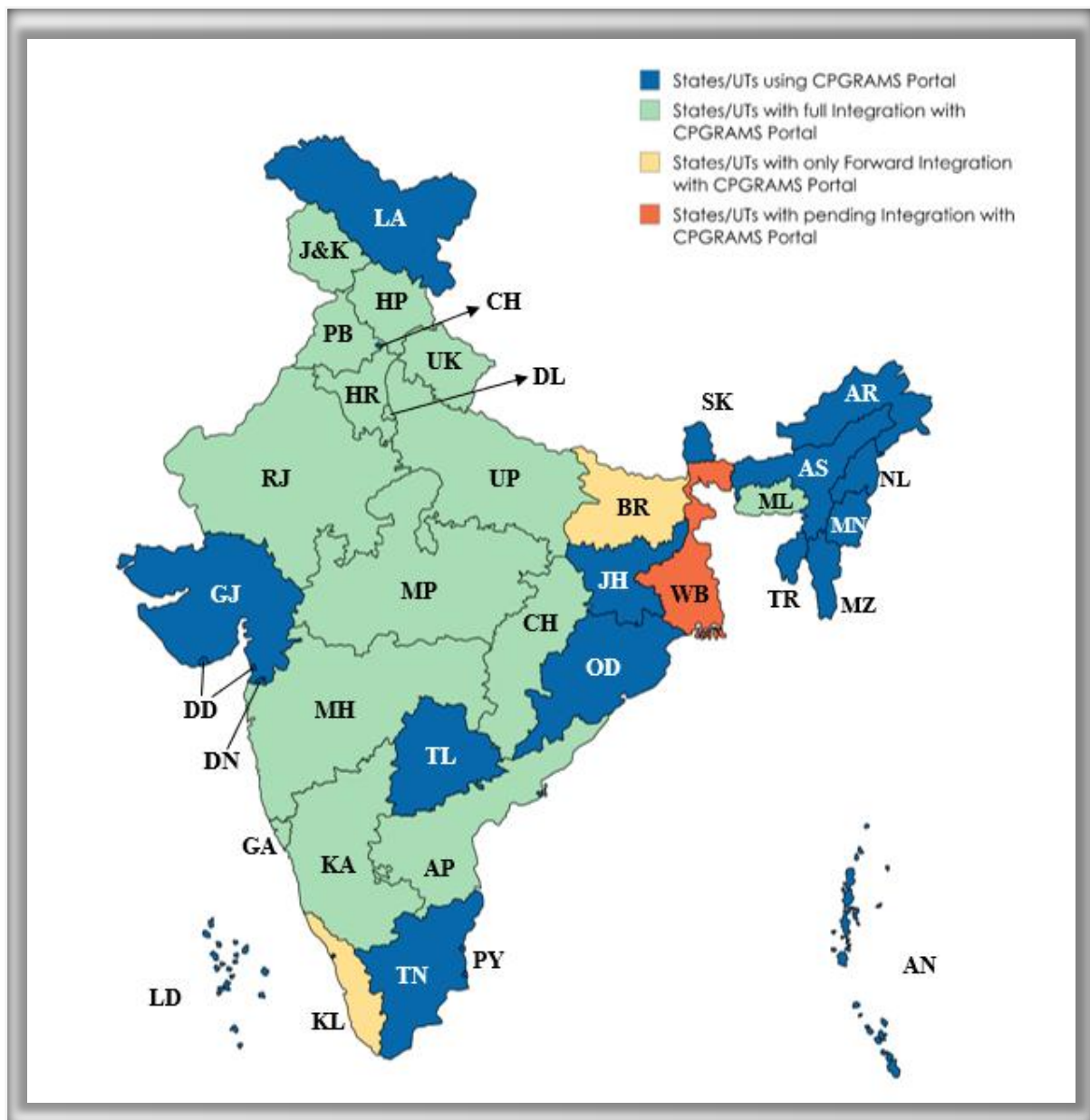
Karnataka: District-wise Grievance Distribution in January 2026

Karnataka dominates the grievance landscape, contributing a significant **61%** of all grievances registered through Common Service Centres (CSCs).



8. 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.



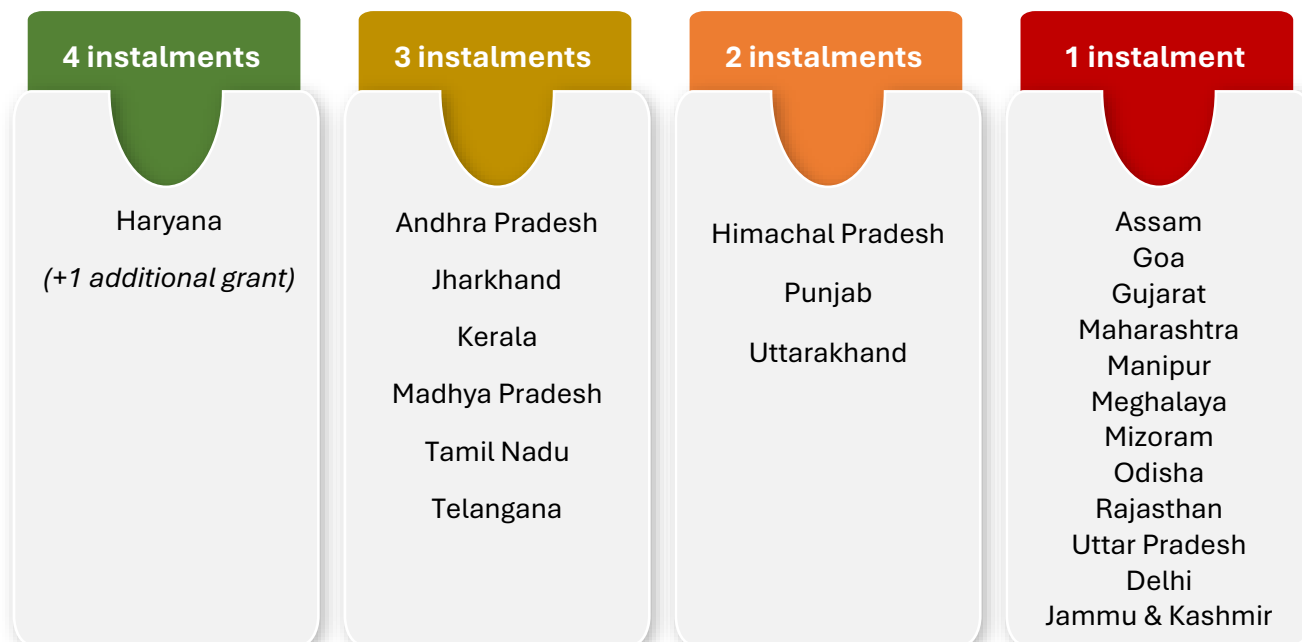
9. Sevottam Scheme

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.

10. Sevottam Scheme Portal

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



Key Moments from the Training Sessions conducted in January, 2026



Mahatma Gandhi State Institute of Public Administration (MGSIPA)

Dr. MCR HRD Institute, Hyderabad



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

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	50	1724
3	Tamil Nadu	ANNA Administrative Staff College	22	993
4	Telangana	Dr. MCR HRD Institute, Hyderabad	16	488
5	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	13	380
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	11	247
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	11	485
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	10	395
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	6	162
10	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	6	168
11	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	2	171
		Total	199	6958

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/>]

11. Success Stories

Grievance of Shri Bhim Singh Yadav

Shri Bhim Singh Yadav highlighted the issue of disruption of water supply in Village Malerna due to removal of the electricity meter of the water supply tubewell on account of non-payment of electricity bills by the concerned authority, which caused hardship to villagers. Seeking resolution, he lodged a grievance on the CPGRAMS Portal requesting immediate restoration of water supply. The concerned authorities reviewed the matter and informed that the electricity meter has been re-installed and water supply has been restored, thereby resolving the grievance.

**Restoration of
water supply
issue**

**Resolution of
Road
Maintenance**

Grievance of Shri. Kanishk Gupta

Shri Kanishk Gupta was facing an issue related to the poor condition of a road in Gurugram, which had been reported as part of a grievance on the CPGRAMS portal. Following the registration of the grievance, CPGRAMS facilitated its transfer and examination across the concerned Central, State, and local authorities to identify the appropriate jurisdiction. Through continuous follow-ups and coordination enabled by CPGRAMS, the grievance was ultimately taken up by the Municipal Corporation. Necessary action was undertaken, the issue was resolved, and the complainant conveyed satisfaction with the resolution.

Grievance of Shri Sumit Dhariwal

Shri Sumit Dhariwal reported that water was accumulating at Bilaspur Chowk on NH-48, Gurugram, causing severe inconvenience to residents and shopkeepers due to clogged drains and inadequate drainage. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and deployed staff and machinery to clear the accumulated water. Proper drainage arrangements were made, and the area is being regularly monitored to prevent recurrence, especially during rainfall, thereby resolving the grievance.

Resolution of Water Logging issue

Complaint regarding excess toll collection

Grievance of Shri. Kailash Sharma

Shri Kailash Sharma raised the issue of toll staff at Ghazipur Toll Plaza, District Dausa, forcibly charging excess toll from his LCV vehicle despite a valid FASTag of the applicable category, and collecting higher toll meant for another category. He also highlighted that FASTag was not being used at the toll plaza and payments were being taken in cash, causing repeated overcharging to him and other affected vehicle owners. Seeking resolution, he lodged a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter and imposed restrictions on the toll concessionaire, thereby resolving the grievance.

12. Media Outreach



ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – January, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	20735	25657	46392	24049	22343
2	Government of Gujarat	5210	5053	10263	6065	4198
3	Government of NCT of Delhi	5422	3926	9348	4624	4724
4	Government of Maharashtra	29832	3874	33706	3123	30583
5	Government of Haryana	8507	3870	12377	3533	8844
6	Government of Bihar	11885	3825	15710	3152	12558
7	Government of Madhya Pradesh	10394	3394	13788	2584	11204
8	Government of Rajasthan	2457	3141	5598	2250	3348
9	Government of Karnataka	8508	3127	11635	3483	8152
10	Government of Tamil Nadu	8087	2251	10338	1814	8524

Annexure 1.2: Maximum Number of Disposals – January 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	20735	25657	46392	24049	22343
2	Government of Gujarat	5210	5053	10263	6065	4198
3	Government of NCT of Delhi	5422	3926	9348	4624	4724
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9	Government of Rajasthan	2457	3141	5598	2250	3348
10	Government of Tamil Nadu	8087	2251	10338	1814	8524

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29832	3874	33706	3123	30583
2	Government of Uttar Pradesh	20735	25657	46392	24049	22343
3	Government of Bihar	11885	3825	15710	3152	12558
4	Government of Madhya Pradesh	10394	3394	13788	2584	11204
5	Government of Odisha	10828	1621	12449	1676	10773
6	Government of Haryana	8507	3870	12377	3533	8844
7	Government of Tamil Nadu	8087	2251	10338	1814	8524
8	Government of Karnataka	8508	3127	11635	3483	8152
9	Government of Himachal Pradesh	6825	338	7163	203	6960
10	Government of Chattisgarh	5547	1110	6657	537	6120
11	Government of Union Territory of Jammu and Kashmir	5597	754	6351	253	6098
12	Government of Punjab	5478	1196	6674	933	5741
13	Government of Andhra Pradesh	4424	1528	5952	1031	4921
14	Government of NCT of Delhi	5422	3926	9348	4624	4724
15	Government of Jharkhand	3520	1357	4877	658	4219
16	Government of Gujarat	5210	5053	10263	6065	4198
17	Government of Rajasthan	2457	3141	5598	2250	3348
18	Government of Assam	2430	617	3047	381	2666
19	Government of Uttarakhand	1611	1204	2815	1462	1353
20	Government of Manipur	1297	39	1336	4	1332
21	Government of Nagaland	1321	5	1326	0	1326

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	5	1326	0	1326	60	100.00%
2	Government of Manipur	1297	39	1336	4	1332	60	99.70%
3	Government of Meghalaya	263	12	275	2	273	102	99.27%
4	Government of Arunachal Pradesh	246	28	274	12	262	6	95.62%
5	Government of Assam	2430	617	3047	381	2666	75	87.50%
6	Government of Sikkim	28	6	34	11	23	59	67.65%
7	Government of Tripura	65	127	192	87	105	13	54.69%
8	Government of Mizoram	93	7	100	62	38	399	38.00%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	46266	65023	35191	29832	27958
2	Government of Odisha	18363	17445	35808	24983	10825	10051
3	Government of Bihar	7860	39200	47060	35177	11883	10046
4	Government of Madhya Pradesh	3592	41216	44808	34413	10395	9174
5	Government of Uttar Pradesh	12272	304907	317179	296444	20735	7578
6	Government of Tamil Nadu	7896	24207	32103	24015	8088	7198
7	Government of Himachal Pradesh	5711	3593	9304	2480	6824	6748
8	Government of Haryana	11067	42115	53182	44678	8504	6716
9	Government of Karnataka	5320	24712	30032	21517	8515	6455
10	Government of Union Territory of Jammu and Kashmir	7339	7936	15275	9678	5597	5564

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Tamil Nadu	1814	4
2	Government of Uttarakhand	1462	5
3	Government of Arunachal Pradesh	12	6
4	Government of Tripura	87	13
5	Government of Telangana	864	14
6	Government of Andaman & Nicobar	89	14
7	Government of Union Territory of Lakshadweep	13	20
8	Government of Punjab	933	26
9	Government of Odisha	1676	31
10	Government of Gujarat	6065	32



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001