



**DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES**



States/UTs

Report Number 47

**Department of Administrative Reforms and
Public Grievances**

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1. Summary- June 2026

Receipts: 96,190

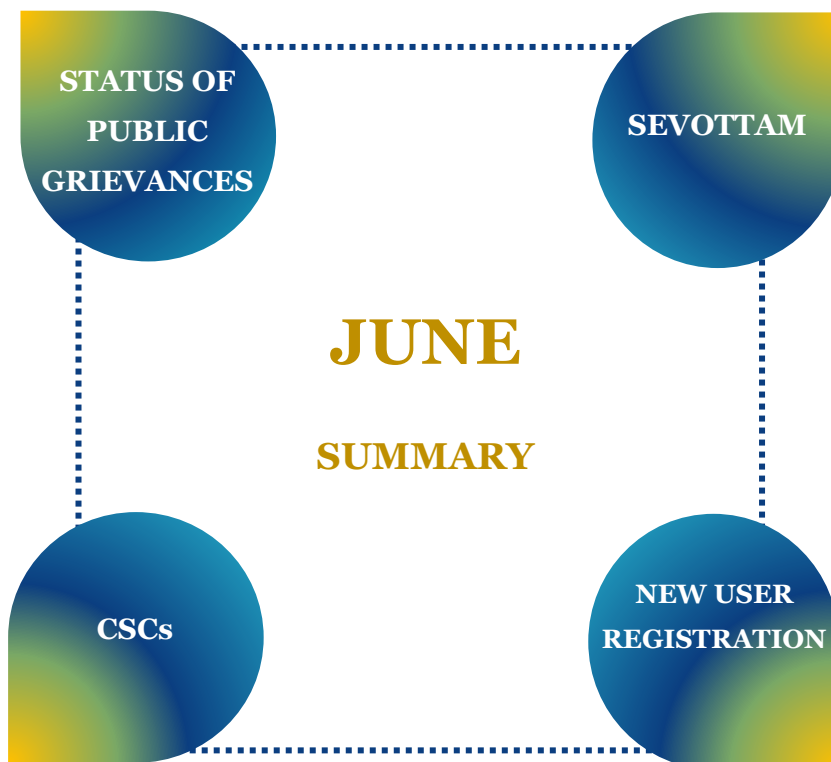
Disposal: 93,170

Pendency: 2,16,032

Training Courses: 1,196

Officers Trained: 39,509

(FY 2022-27)



Total Receipts: 6,262

Maximum: 1,740 (Uttar Pradesh)

Total Registrations: 83,544

Maximum: 15,287 (Uttar Pradesh)

2. Highlights- June 2026

General Highlights

- The Feedback Call Centre collected a total of **75,318 feedback** in June, 2026, where, **33,092 feedbacks** were collected from States/UTs.
- Under the **Sevottam Scheme**, in the last five Financial Years (FY 2022-23 to FY 2026-27), **1,196 training courses** have been completed, in which **~39,509 officers** have been trained.
- In June 2026, **Uttar Pradesh** received the highest number of grievances through CSCs, constituting **28%** of the total 6,262 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

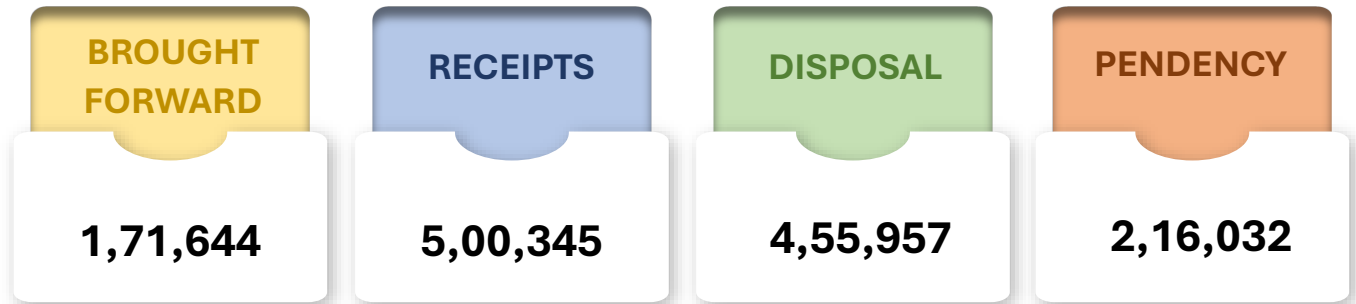
- In June, 2026, **96,190 PG cases** were received for the States/UTs and **93,170 PG cases** were redressed.
- **Uttar Pradesh** recorded the highest number of disposals in June, 2026 with 31,460 PG cases, followed by **Maharashtra** and **Haryana** with 7,619 and 7,183 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th June, 2026.
- For States/UTs, as on 30th June, 2026, there exists a pendency of **2,16,032 PG cases** which represents an approximate **26% increase** over the pendency recorded in December 2025.

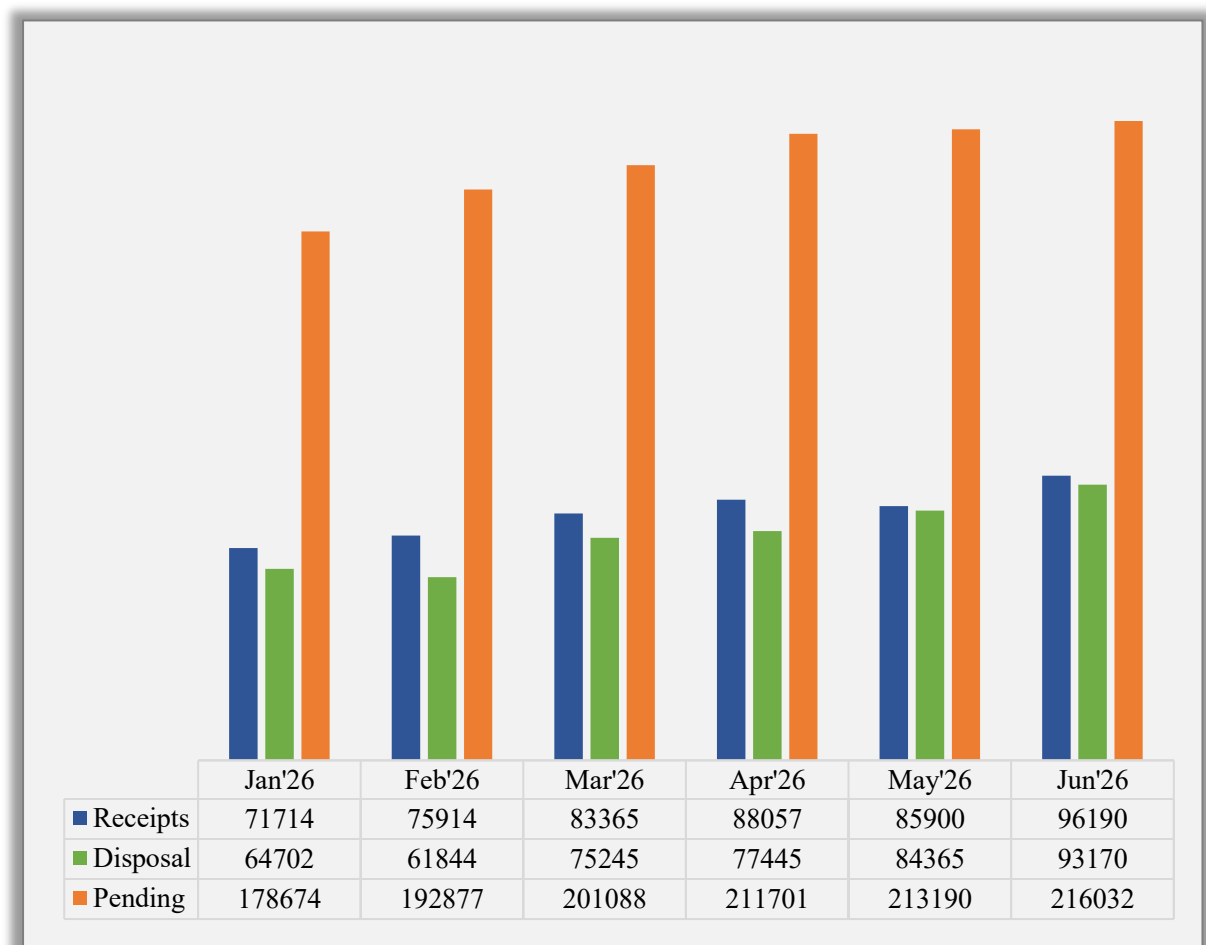
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 30/06/2026)

Month-wise Status of Grievances



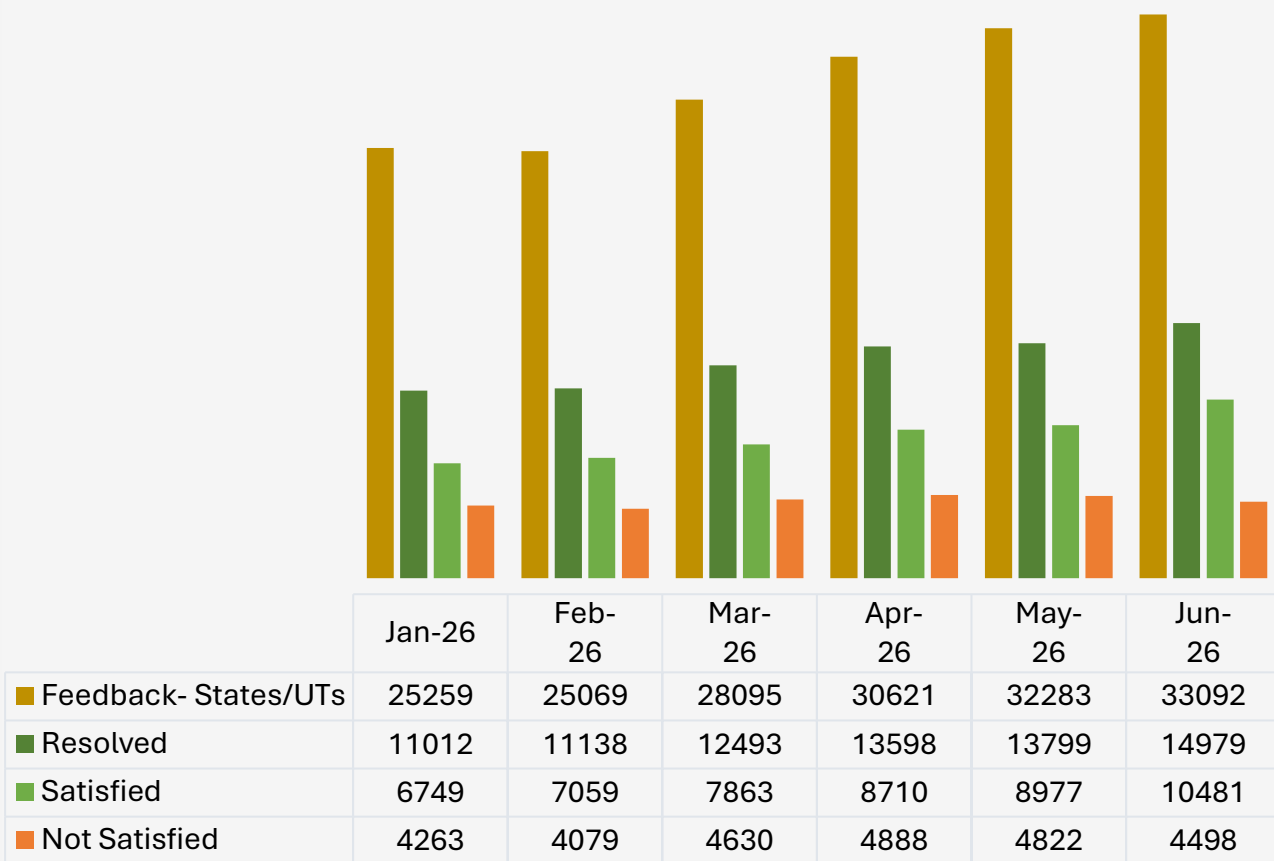
4. Feedback Call Centre

Overview

During the period from **1st June, 2026 to 30th June, 2026** a total of **75,318 feedbacks** were received out of which **33,092** were received from States/UTs through the Call Centre. A total of **14,979 grievances** were marked as **resolved** — reflecting a resolution rate of **45%**. Among the resolved cases, over **70% of citizens expressed satisfaction** with the resolution provided.

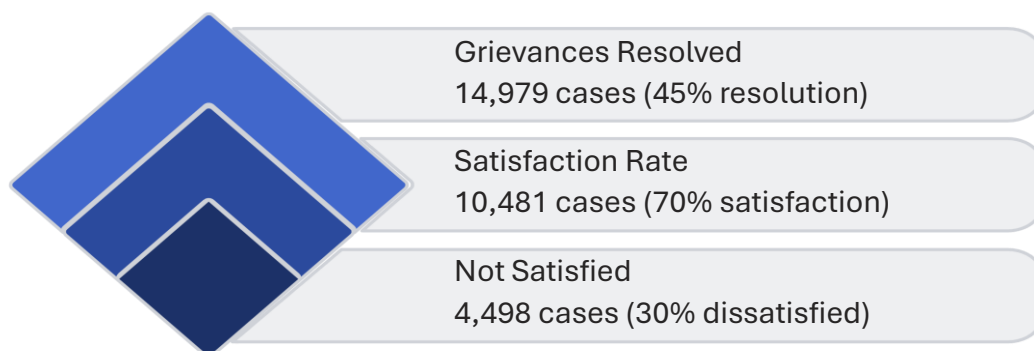
The column chart below presents four key metrics related to Call Centre feedback from January 2026 to June 2026: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.

Month-wise Feedback Analysis



The snapshot below illustrates the journey of **14,979 cases** resolved through the Call Centre in June, 2026:

June Feedback Snapshot



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

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

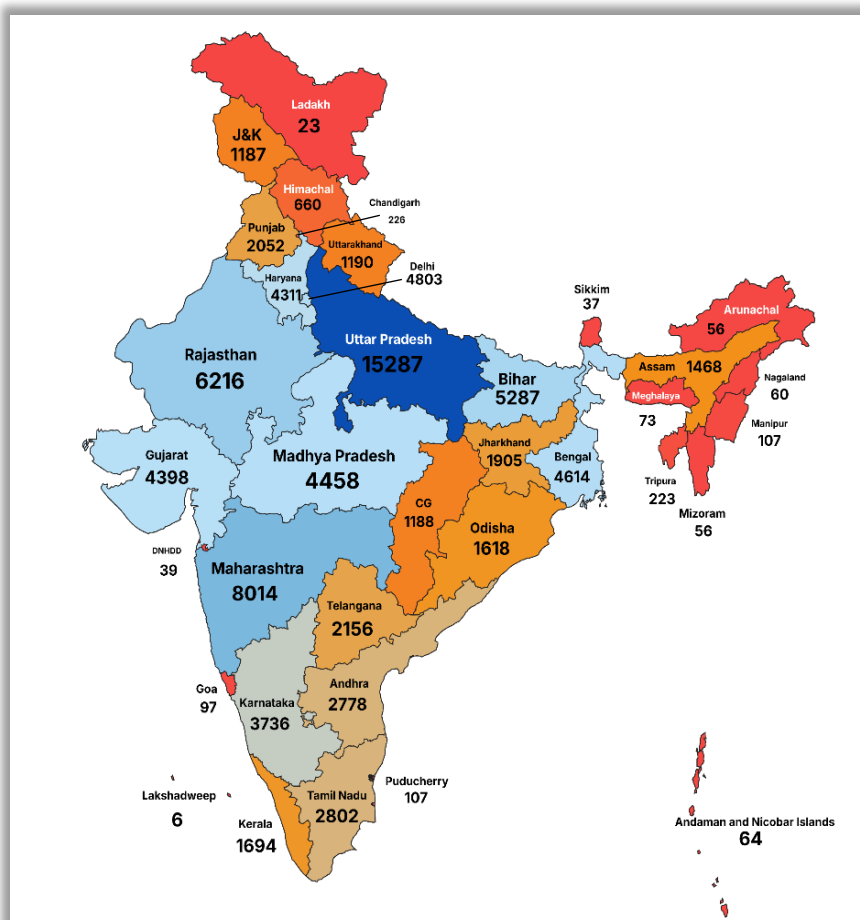
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5798	3822 (66%)	1976 (34%)
2	Government of Haryana	1102	874 (79%)	228 (21%)
3	Government of Maharashtra	1068	748 (70%)	320 (30%)
4	Government of NCT of Delhi	1020	693 (68%)	327 (32%)
5	Government of Madhya Pradesh	896	702 (78%)	194 (22%)
6	Government of Bihar	873	616 (71%)	257 (29%)
7	Government of Gujarat	855	600 (70%)	255 (30%)
8	Government of Rajasthan	754	509 (68%)	245 (32%)
9	Government of Chhattisgarh	569	406 (71%)	163 (29%)
10	Government of Karnataka	395	289 (73%)	106 (27%)

5. New User Registration

A total of **83,544 new users** registered on CPGRAMS in June, 2026, through various channels, out of which, **15,287 registrations are from Uttar Pradesh.**

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

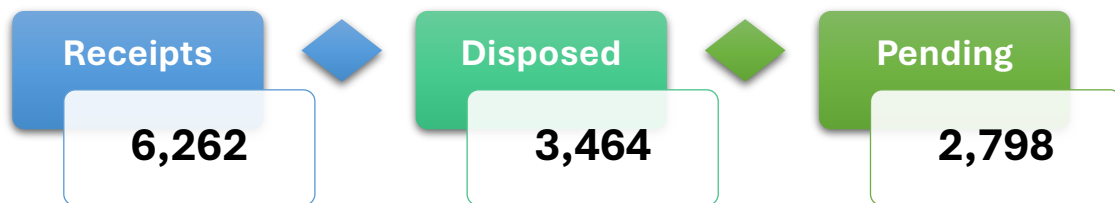


New User Registration on CPGRAMS in 2026

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
TOTAL		4,41,299

6. Common Service Centres

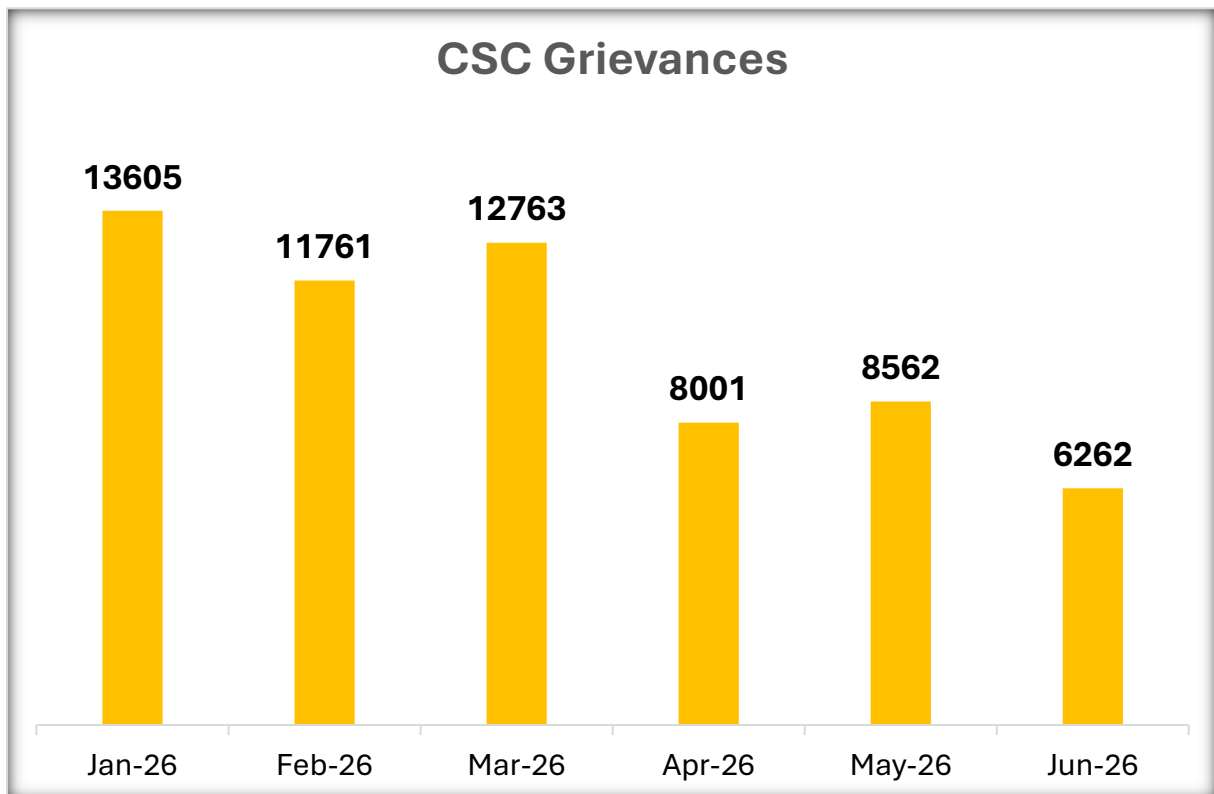
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/06/2026 to 30/06/2026)

Overview of grievances registered through the Common Service Centres

A total of **6,262 grievances** were registered through Common Service Centres (CSCs) in **June 2026**.

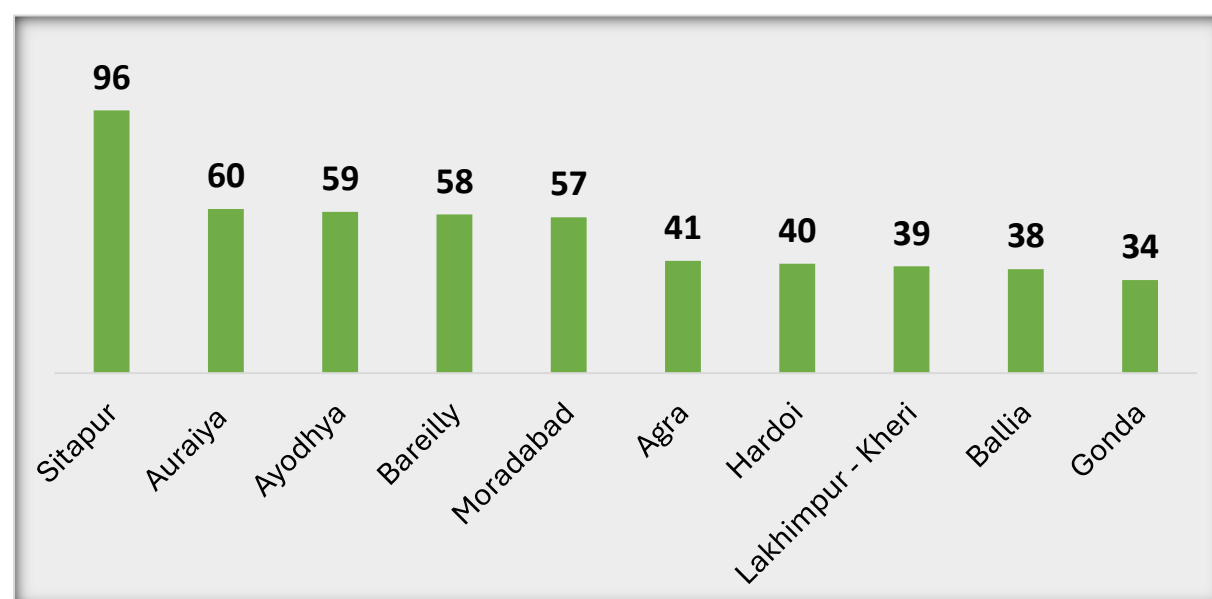


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in June 2026

State	Total Receipts	Top level Category	Receipts %
Uttar Pradesh	1740	PMKISAN related issues	14%
		Public Distribution System related	8%
		Aadhaar Update	7%
		Customer Service Related	4%
		Aadhaar Number Deactivated / Lost	4%
Karnataka	1723	Schemes	16%
		Other	8%
		Hospitals	6%
		Training Matters	5%
		Agricultural Insurance	4%
Bihar	327	LPG/LPG Agency related	17%
		Aadhaar Update	8%
		Customer Service Related	7%
		Aadhaar Number Deactivated / Lost	6%
		Public Distribution System related	6%

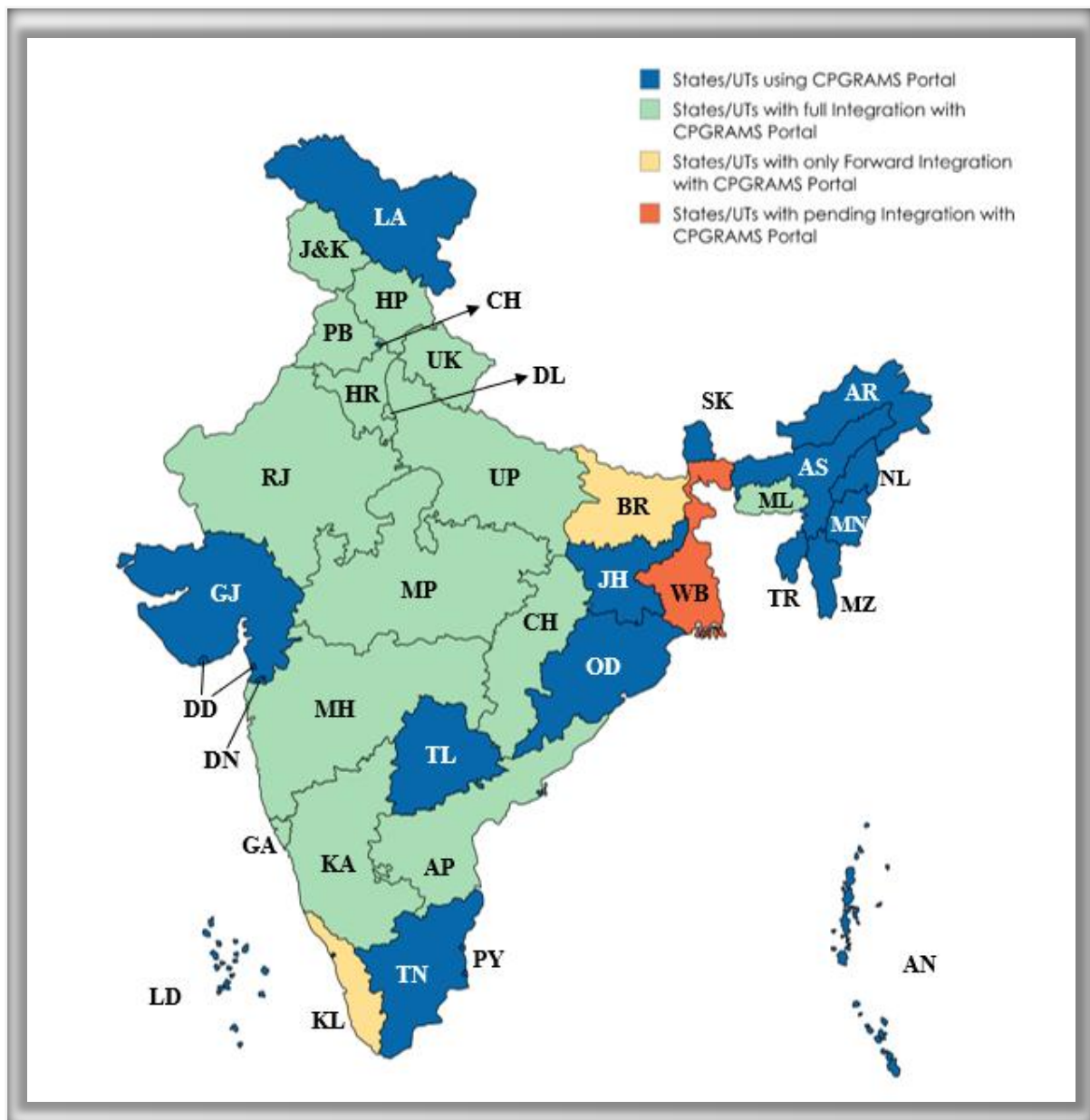
Uttar Pradesh: District-wise Grievance Distribution in June 2026

Uttar Pradesh dominates the grievance landscape, contributing a significant **28%** 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.



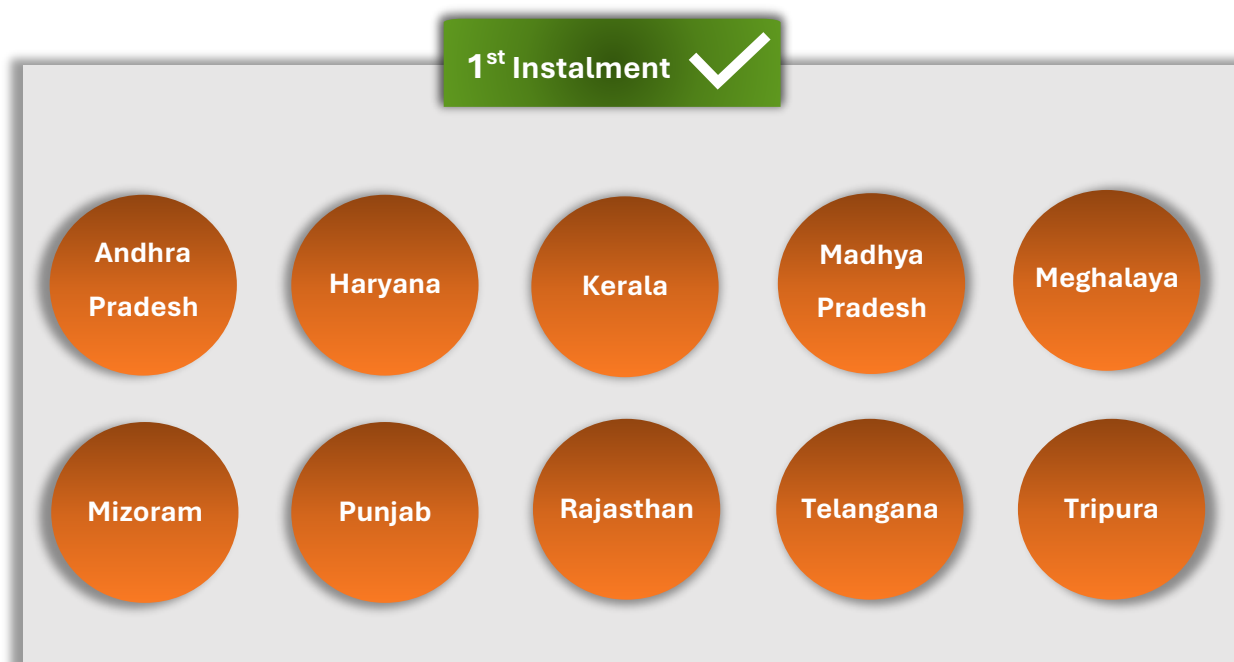
8. Sevottam Scheme

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 **10 ATIs** for FY 2026-27 have been approved and the first instalment of the grant has been released:

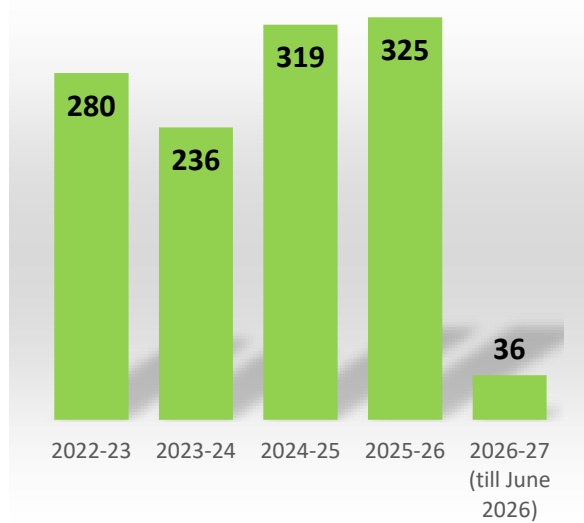


Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Achievement-cum-Performance Report for FY2025-26 and Proposals/Training Calendar for FY 2026-27 at the earliest to enable DARPG to release the grants accordingly.

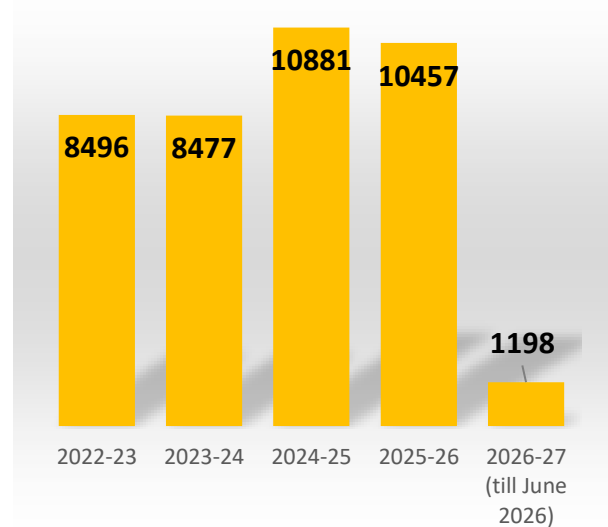
9. Sevottam Scheme Portal

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

Trainings Conducted- 1,196



Participants Trained- 39,509



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	19	708
2	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	12	323
3	Tamil Nadu	ANNA Administrative Staff College	3	145
4	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	22
		Total	36	1198

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	37	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	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	Mizoram	Administrative Training Institute (ATI), Aizawl	12	390
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	10	313
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	325	10457

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. Praveen Sharma

Mr. Praveen Sharma from Delhi raised concern over severe unhygienic conditions caused by garbage accumulation on a vacant plot, leading to foul smell, mosquito breeding, and risk of diseases for nearby residents. Despite earlier complaints, no action had been taken locally. He then filed a grievance on the CPGRAMS Portal. The concerned authorities promptly escalated the matter and coordinated with field officials. The plot was cleaned within 7 days, and photographic evidence of the sanitation work was also provided.

Cleaning of Garbage-Filled Plot

Frozen Bank Account

Grievance of Mr. Hashim

Mr. Hashim from Ghaziabad faced inconvenience after his bank account was placed under cyber lien in connection with an online fraud investigation, despite the lien amount being only ₹566. Even after submitting a request on the official unfreeze portal, no update was received. He then filed a grievance on the CPGRAMS Portal seeking intervention. The concerned authorities reviewed the matter, reconsidered the case, and after complete removal of the lien, the account was unfrozen within 12 days of filing the grievance.

Grievance of Mr. Parmar Sanjaysinh Chhtrsinh

Mr. Parmar Sanjaysinh Chhtrsinh from Gujarat faced prolonged delay in obtaining a new household electricity connection despite completing the required application process and submitting all necessary documents. Due to technical reasons, the meter installation and connection remained pending for several months, causing hardship to the family. He filed a grievance on the CPGRAMS Portal against the concerned electricity office. The concerned authorities promptly reviewed the matter, resolved the technical issue, installed the new electricity connection and provided meter within 2 days.

Delay in New Electricity Connection Release

Persistent Sewerage Overflow

Grievance of Mr. Rahul

Mr. Rahul from Ahmedabad highlighted persistent sewerage overflow and contaminated water issues in his locality caused by blocked drainage lines and poor maintenance. Despite repeated complaints, timely action had not been taken, causing inconvenience and health concerns for residents. He then filed a grievance on the CPGRAMS Portal along with photographs of the affected area. The concerned authorities promptly inspected the site, cleared the blocked sewer line and manhole, and removed accumulated sludge within 4 days of filing the grievance.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Department of Administrative Reforms and Public Grievances (DARPG) releases 46th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for May, 2026

A total of 85,900 PG cases received for the States/UTs and 84,365 PG cases redressed in May, 2026,

Under the Sevottam Scheme, in the last five Financial Years, 1,175 training courses have been completed, in which ~38,693 officers have been trained

Posted On: 23 JUN 2026 6:44PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



States Should Adopt Centre's Best Governance Practices to Accelerate Viksit Bharat Journey, says Union Minister Dr Jitendra Singh

Mission Karmayogi, CPGRAMS, Digital Life Certificate, CPGRAMS Grievance platform and other technology-driven governance systems have demonstrated how reforms can improve the life of citizens, says the Minister

Dr Jitendra Singh Showcases 12 Years of Landmark Reforms in Personnel, Public Grievances and Pensions

Governance Reforms Have Become Instruments of Social Transformation: Dr Jitendra Singh

12 Years of Governance Transformation Under PM Modi Lay Strong Foundation for Viksit Bharat 2047: Dr. Jitendra Singh

Posted On: 17 JUN 2026 5:02PM by PIB Delhi

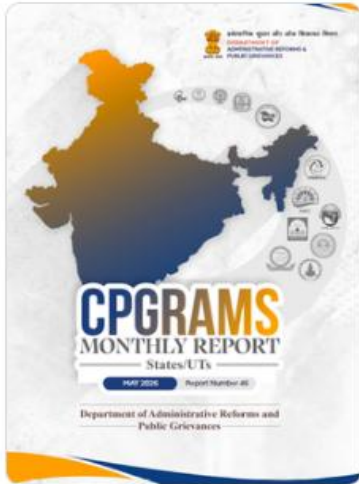
DARPG @DARPG_GoI

DARPG has released its 46th #CPGRAMS Monthly Report for May, 2026, for States/UTs.

- In May, 2026, 85,900 PG cases were received for the States/UTs and 84,365 PG cases were redressed.
- For States/UTs, as on 31st May, 2026, there exists a pendency of 2,13,190 PG cases which represents an approximate 24% increase over the pendency recorded in December 2025.

Full report can be accessed through the link below:
darpg.gov.in/sites/default/...

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



PMO India and 7 others

DARPG @DARPG_GoI

12 Years of Citizen-Centric Governance

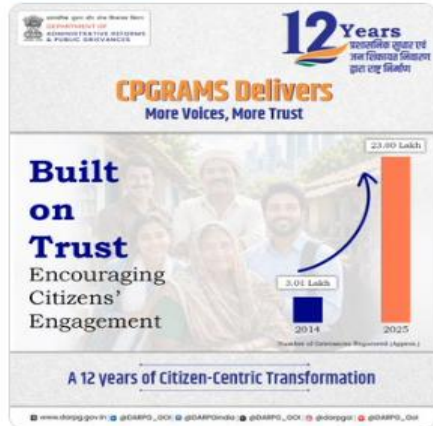
Over the past 12 years, technology-driven reforms, faster grievance redressal, and enhanced transparency have empowered citizens to directly engage with government institutions.

More citizens are choosing to raise their concerns through #CPGRAMS —an indicator of trust in a governance system committed to timely and effective grievance resolution.

Every grievance registered is a voice heard, and every resolution strengthens the bond between citizens and governance.

CPGRAMS continues to be a cornerstone of participative democracy, ensuring that citizen concerns remain at the heart of public administration.

#CPGRAMS #GoodGovernance #CitizenFirst #DARPG #TransformingGovernance #12YearsofAchievements #12YearsofReforms



PMO India and 7 others

DARPG @DARPG_GoI

Department of Administrative Reforms and Public Grievances, Government of India held a virtual meeting with the Government of West Bengal to discuss the 2-way integration of the Grievance Redressal Portal of West Bengal with #CPGRAMS for sharing and timely resolution of citizen grievances.

The meeting was attended by Shri Puneet Yadav, Additional Secretary, DARPG, and other senior officials from the Government of India and Shri Anoop Kumar Agarwal, Additional Chief Secretary, Government of West Bengal, and other senior State Government officials.

#GoodGovernance #DigitalIndia #CPGRAMS #Sevottam #PublicGrievanceRedressal #CapacityBuilding



7:41 PM - Jun 24, 2026 - 1,310 Views

DARPG @DARPG_GoI

Additional Secretary, DARPG, highlighted the role of CPGRAMS in timely grievance redressal across the country, progress in adopting multilingual voice based grievances filing through CPGRAMS Chatbot, reduction in grievance resolution timelines & pendency, and capacity building of State Grievance Redressal Officers under #Sevottam programme of Government of India.

The State Government conveyed its commitment to complete the integration of the State Grievance Redressal portal with CPGRAMS expeditiously. Once completed, all the 36 States and UTs will be onboarded or integrated with CPGRAMS for grievance redressal reaching the unique milestone of One Nation- One Portal for Public Grievances Redressal.

#GoodGovernance #DigitalIndia #CPGRAMS #Sevottam #PublicGrievanceRedressal #CapacityBuilding



7:46 PM - Jun 24, 2026 - 1,276 Views

ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – June, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	27717	32559	60276	31460	28816
2	Government of Gujarat	4780	6713	11493	6390	5103
3	Government of Haryana	14250	5881	20131	7183	12948
4	Government of Maharashtra	31096	5770	36866	7619	29247
5	Government of NCT of Delhi	10757	5462	16219	6076	10143
6	Government of Rajasthan	3285	5185	8470	3167	5303
7	Government of Madhya Pradesh	11471	5083	16554	4703	11851
8	Government of Bihar	14532	4255	18787	5128	13659
9	Government of Tamil Nadu	11418	2930	14348	3849	10499
10	Government of Karnataka	7339	2782	10121	3229	6892

Annexure 1.2: Maximum Number of Disposals – June 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	27717	32559	60276	31460	28816
2	Government of Maharashtra	31096	5770	36866	7619	29247
3	Government of Haryana	14250	5881	20131	7183	12948
4	Government of Gujarat	4780	6713	11493	6390	5103
5	Government of NCT of Delhi	10757	5462	16219	6076	10143
6	Government of Bihar	14532	4255	18787	5128	13659
7	Government of Madhya Pradesh	11471	5083	16554	4703	11851
8	Government of Tamil Nadu	11418	2930	14348	3849	10499
9	Government of Chhattisgarh	9854	1509	11363	3309	8054
10	Government of Karnataka	7339	2782	10121	3229	6892

Annexure 2: Performance of States/UTs - 1st January to 30th June, 2026**Annexure 2.1: States/UTs with more than 1000 Pending Grievances – 1st January to 30th June, 2026**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29800	30396	60196	30949	29247
2	Government of Uttar Pradesh	20738	171892	192630	163814	28816
3	Government of Bihar	11893	23897	35790	22131	13659
4	Government of Haryana	8471	28559	37030	24082	12948
5	Government of Madhya Pradesh	10382	24717	35099	23248	11851
6	Government of Tamil Nadu	8087	16831	24918	14419	10499
7	Government of Andhra Pradesh	4419	10837	15256	4994	10262
8	Government of NCT of Delhi	5458	27687	33145	23002	10143
9	Government of Odisha	10830	9305	20135	10165	9970
10	Government of Union Territory of Jammu and Kashmir	5595	5212	10807	1735	9072
11	Government of West Bengal	8204	11922	20126	11297	8829
12	Government of Punjab	5478	10125	15603	6818	8785
13	Government of Himachal Pradesh	6825	2346	9171	962	8209
14	Government of Chhattisgarh	5547	7774	13321	5267	8054
15	Government of Karnataka	8507	18984	27491	20599	6892
16	Government of Jharkhand	3520	10568	14088	8622	5466
17	Government of Rajasthan	2455	24980	27435	22132	5303
18	Government of Gujarat	5221	33853	39074	33971	5103
19	Government of Assam	2430	4769	7199	4167	3032
20	Government of Uttarakhand	1611	8134	9745	7824	1921
21	Government of Manipur	1297	293	1590	14	1576
22	Government of Nagaland	1321	76	1397	13	1384
23	Government of Telangana	85	6226	6311	5137	1174

Annexure 2.2: Maximum Pendency Percentage (North-Eastern States) – 1st January to 30th June, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	76	1397	13	1384	561	99.07%
2	Government of Manipur	1297	293	1590	14	1576	33	99.12%
3	Government of Meghalaya	263	146	409	79	330	209	80.68%
4	Government of Arunachal Pradesh	246	242	488	241	247	311	50.61%
5	Government of Assam	2430	4769	7199	4167	3032	74	42.12%
6	Government of Tripura	65	985	1050	788	262	23	24.95%
7	Government of Sikkim	28	91	119	84	35	62	29.41%
8	Government of Mizoram	93	74	167	124	43	285	25.75%

Annexure 2.3: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 30th June, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29800	30396	60196	30949	29247	25453
2	Government of Bihar	11893	23897	35790	22131	13659	10698
3	Government of Haryana	8471	28559	37030	24082	12948	9464
4	Government of Uttar Pradesh	20738	171892	192630	163814	28816	9350
5	Government of Odisha	10830	9305	20135	10165	9970	9107
6	Government of Tamil Nadu	8087	16831	24918	14419	10499	8953
7	Government of Madhya Pradesh	10382	24717	35099	23248	11851	8807
8	Government of Andhra Pradesh	4419	10837	15256	4994	10262	8748
9	Government of Union Territory of Jammu and Kashmir	5595	5212	10807	1735	9072	8430
10	Government of Himachal Pradesh	6825	2346	9171	962	8209	7880

Annexure 2.4: States/UTs with Low Average Closing Time - 1st January to 30th June, 2026

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	5137	6
2	Government of Union Territory of Chandigarh	2185	14
3	Government of Andaman & Nicobar	647	18
4	Government of Rajasthan	22132	23
5	Government of Tripura	788	23
6	Government of Gujarat	33971	25
7	Government of Uttar Pradesh	163814	25
8	Government of Puducherry	1119	27
9	Government of Uttarakhand	7824	37
10	Government of Punjab	6818	53



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001