



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

States/UTs

MAY 2026

Report Number 46

Department of Administrative Reforms and
Public Grievances

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1. Summary- May 2026

Receipts: 85,900

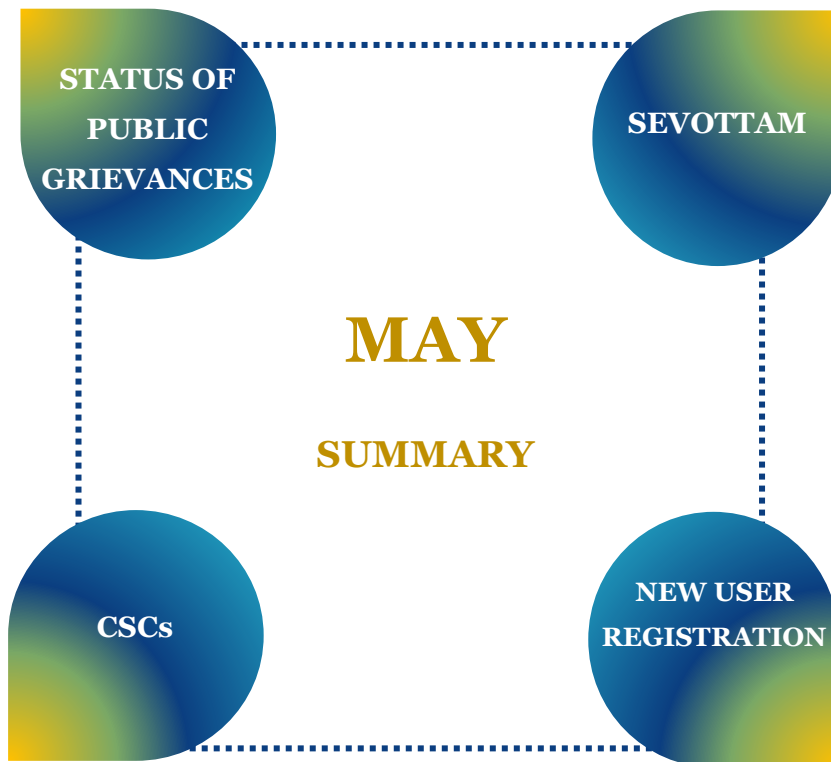
Disposal: 84,365

Pendency: 2,13,190

Training Courses: 1,175

Officers Trained: 38,693

(FY 2022-27)



Total Receipts: 8,562

Maximum: 2,590 (Karnataka)

Total Registrations: 65,174

Maximum: 11,365 (Uttar Pradesh)

2. Highlights- May 2026

General Highlights

- 01
- The Feedback Call Centre collected a total of **78,830 feedback** in May, 2026, where, **32,283 feedbacks** were collected from States/UTs.
 - Under the **Sevottam Scheme**, in the last five Financial Years (FY 2022-23 to FY 2026-27), **1,175 training courses** have been completed, in which **~38,693 officers** have been trained.
 - In May 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **30%** of the total 8,562 grievances received via CSCs.
 - The **CPGRAMS AI-Enabled Voice Chatbot “Samadhan Didi”**, was launched by Hon’ble MoS (PP), Dr. Jitendra Singh, on 30 May 2026 at Kartavya Bhawan, New Delhi, marking a significant advancement in digital public grievance redressal.

Status of Public Grievances on CPGRAMS

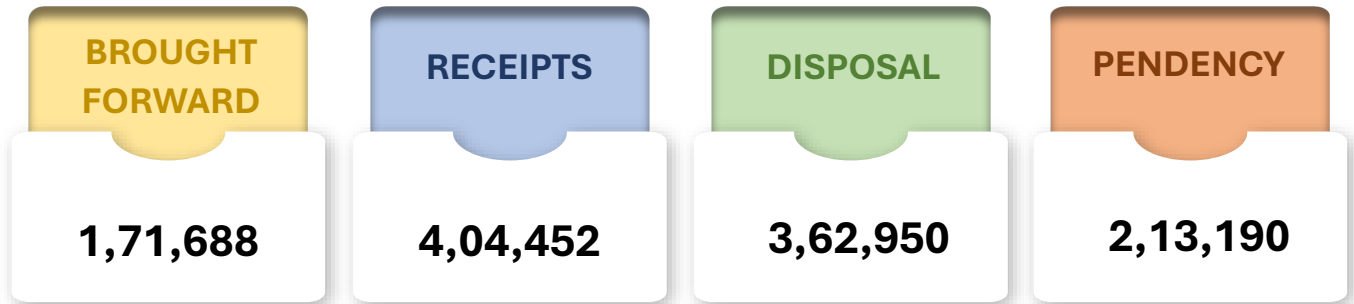
- 02
- In May, 2026, **85,900 PG cases** were received for the States/UTs and **84,365 PG cases** were redressed.
 - **Uttar Pradesh** recorded the highest number of disposals in May, 2026 with 27,030 PG cases, followed by **Maharashtra** and **Madhya Pradesh** with 9,476 and 7,908 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 03
- **22 States/UTs** have more than 1000 pending grievances as on 31st May, 2026.
 - 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.

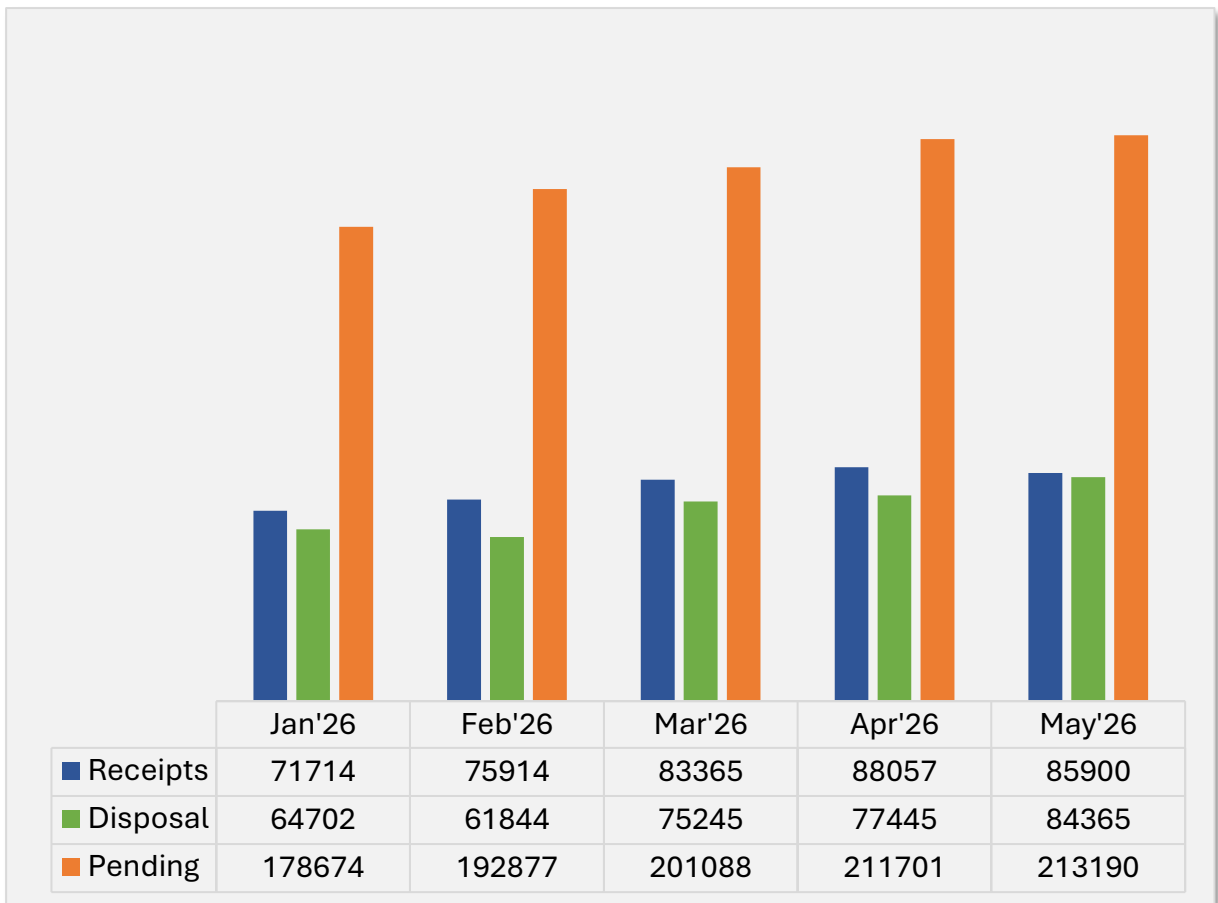
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 31/05/2026)

Month-wise Status of Grievances



4. CPGRAMS AI-Enabled Voice Chatbot: Samadhan Didi



On **30th May 2026**, the Department of Administrative Reforms and Public Grievances (DARPG) launched the **CPGRAMS AI-Enabled Voice Chatbot, *Samadhan Didi*** marking a significant milestone in the evolution of digital grievance redressal in India. The chatbot was formally launched by Hon'ble Minister of State (Personnel, Public Grievances and Pensions), Dr. Jitendra Singh, at Kartavya Bhawan, New Delhi, in the presence of senior officials from various Ministries/Departments, along with members of the media. The launch represents a major step towards making grievance registration more accessible, inclusive, and citizen-friendly through the use of Artificial Intelligence and multilingual technologies.

Developed as an intelligent conversational interface for CPGRAMS, the chatbot leverages advanced AI capabilities integrated with BHASHINI's Speech-to-Text, Text-to-Speech, language detection, translation, and transliteration services. The platform enables citizens to register grievances through voice or text in multiple Indian languages, thereby eliminating language barriers and reducing the complexity traditionally associated with grievance submission.

The chatbot is designed to guide citizens through a natural conversational process. Instead of requiring users to identify the appropriate Ministry, Department, category, or

sub-category, the system interacts with citizens through context-aware questions and automatically determines the correct grievance routing. This significantly simplifies the grievance filing process and enhances the overall user experience, particularly for first-time users and citizens with limited digital literacy.

Key Features of the CPGRAMS AI-Enabled Voice Chatbot

- Multilingual and voice-enabled grievance registration.
- AI-driven grievance classification and routing.
- Simplified and user-friendly interface.
- Improved accessibility for citizens with limited digital literacy.

Remarks by Hon'ble MoS (PP)

Hon'ble MoS (PP), Dr. Jitendra Singh described the chatbot as a step towards the **“Democratization of the Public Grievance Mechanism”** and reaffirmed the Government's commitment to improving the **“Ease of Using”** public services. He emphasized that citizen-centric governance has remained a cornerstone of reforms under the leadership of Hon'ble Prime Minister Shri Narendra Modi. Highlighting the transformative role of technology, he noted that Artificial Intelligence is making grievance redressal more accessible, responsive, and efficient, while strengthening citizen engagement and improving the quality and speed of grievance resolution.

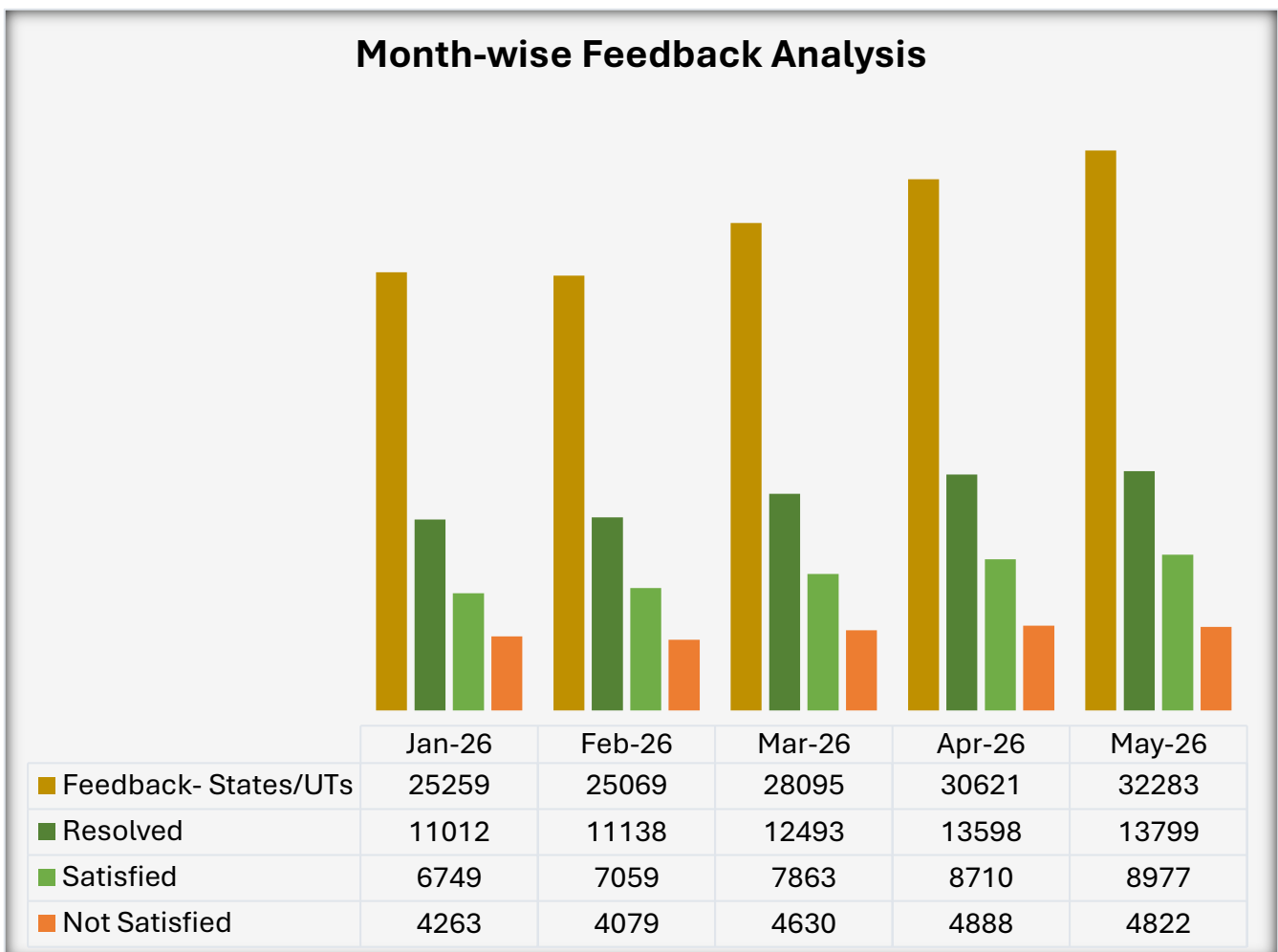
The launch of the CPGRAMS AI-Enabled Voice Chatbot aligns with the Government of India's vision of leveraging emerging technologies to strengthen citizen-centric governance. By making grievance registration simpler, faster, and more accessible, the chatbot is expected to improve citizen engagement, enhance the quality of grievance classification, and further strengthen the effectiveness of the CPGRAMS ecosystem.

4. Feedback Call Centre

Overview

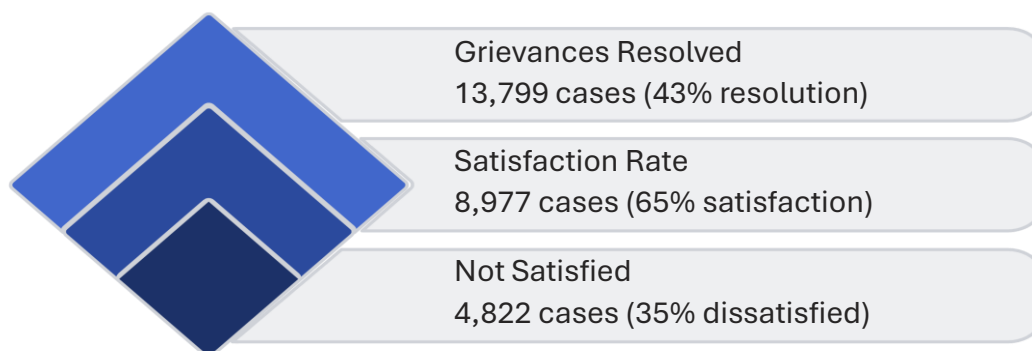
During the period from **1st May, 2026 to 31st May, 2026** a total of **78,830 feedbacks** were received out of which **32,283** were received from States/UTs through the Call Centre. A total of **13,799 grievances** were marked as **resolved** — reflecting a resolution rate of **43%**. Among the resolved cases, over **65% 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 May 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 **13,799 cases** resolved through the Call Centre in May, 2026:

May Feedback Snapshot



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

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

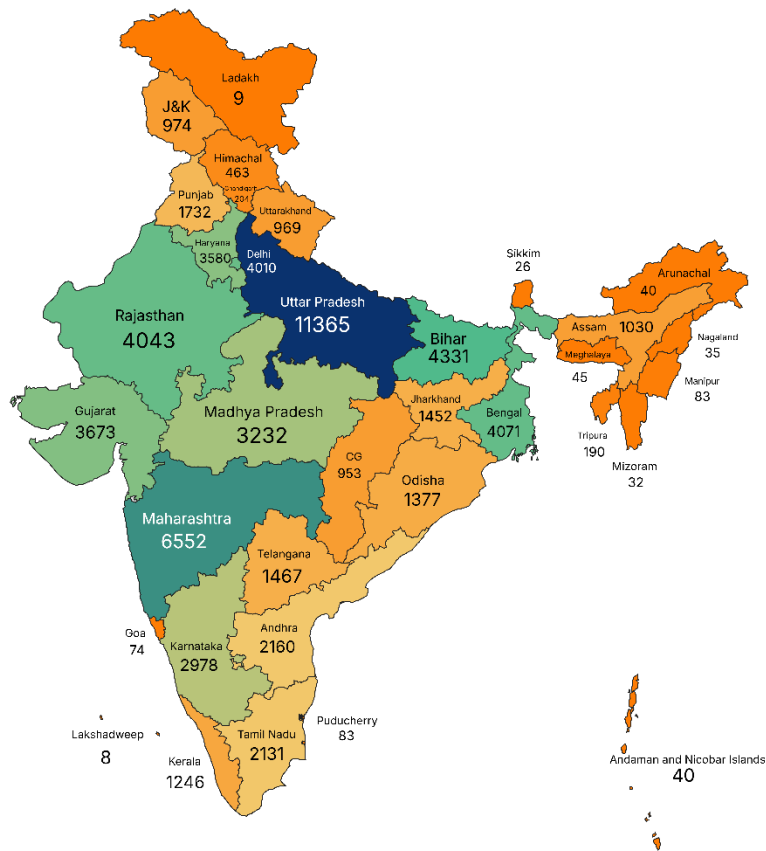
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5571	3276 (59%)	2295 (41%)
2	Government of Madhya Pradesh	1409	1029 (73%)	380 (27%)
3	Government of Maharashtra	1161	793 (68%)	368 (32%)
4	Government of Rajasthan	951	597 (63%)	354 (37%)
5	Government of Bihar	766	509 (66%)	257 (34%)
6	Government of Gujarat	730	471 (65%)	259 (35%)
7	Government of Haryana	524	394 (75%)	130 (25%)
8	Government of Karnataka	381	300 (79%)	81 (21%)
9	Government of Jharkhand	370	253 (68%)	117 (32%)
10	Government of NCT of Delhi	334	240 (72%)	94 (28%)

5. New User Registration

A total of **65,174 new users** has registered on CPGRAMS in May, 2026, through various channels, out of which, **11,365 registrations are from Uttar Pradesh.**

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

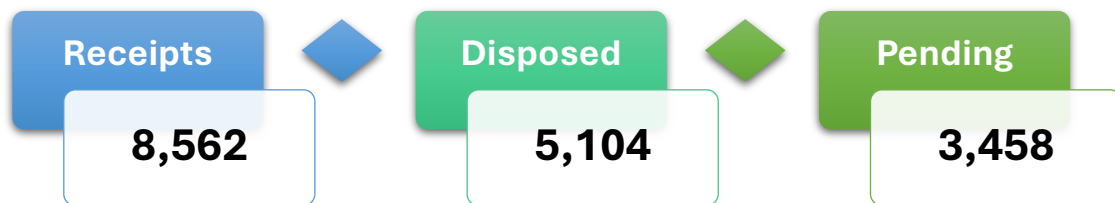


New User Registration on CPGRAMS in 2026

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
TOTAL		3,57,755

6. Common Service Centres

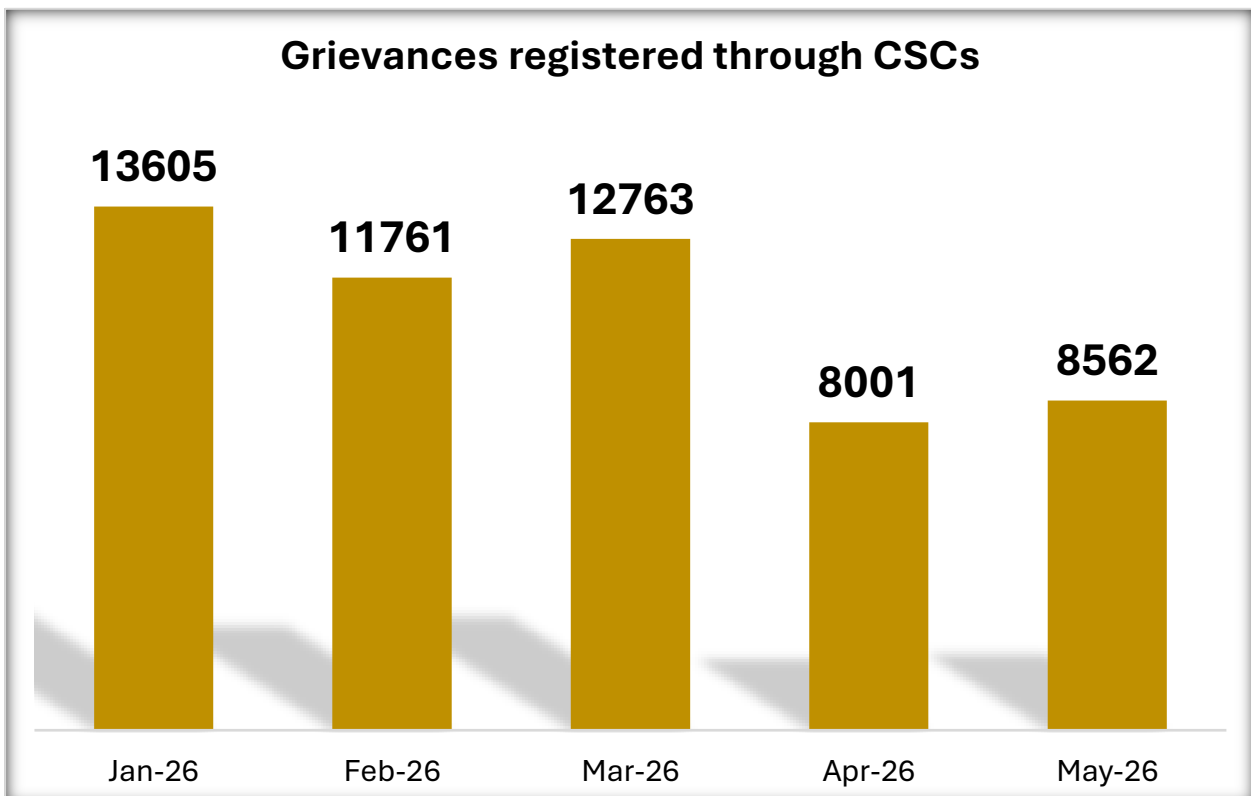
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/05/2026 to 31/05/2026)

Overview of grievances registered through the Common Service Centres

A total of **8,562 grievances** were registered through Common Service Centres (CSCs) in **May 2026**.

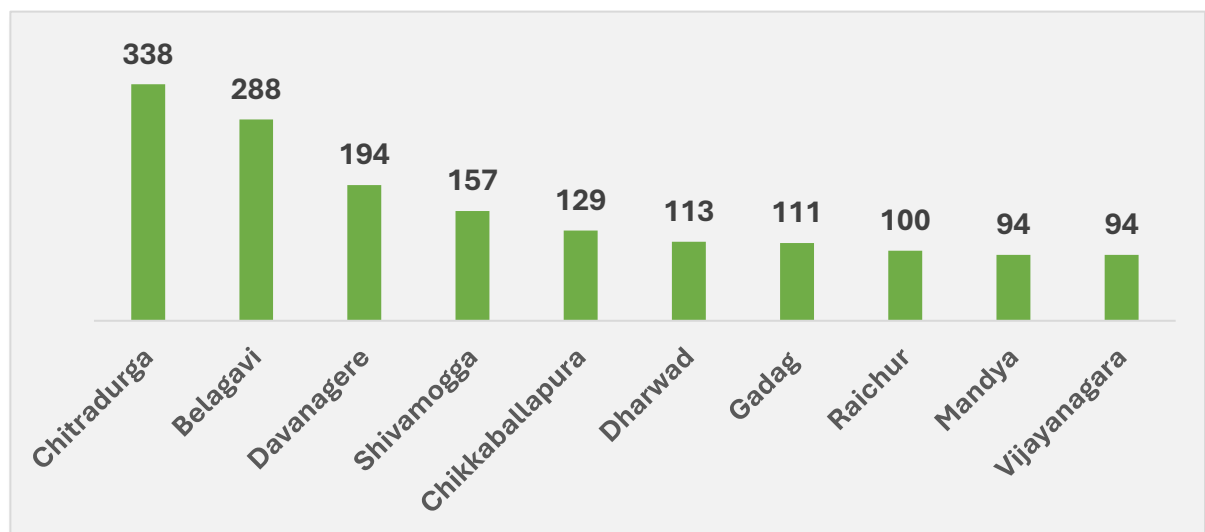


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in May 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	2590	Schemes	16%
		PAN Issues	6%
		Training Matters	6%
		Hospitals	5%
		Child Labour	4%
Uttar Pradesh	2116	PMKISAN related issues	9%
		LPG/LPG Agency related	7%
		Public Distribution System related	7%
		Aadhaar Update	5%
		Customer Service Related	4%
Bihar	425	LPG/LPG Agency related	22%
		Customer Service Related	8%
		Public Distribution System related	6%
		Employee Provident Fund Organisation	4%
		Fraud	4%

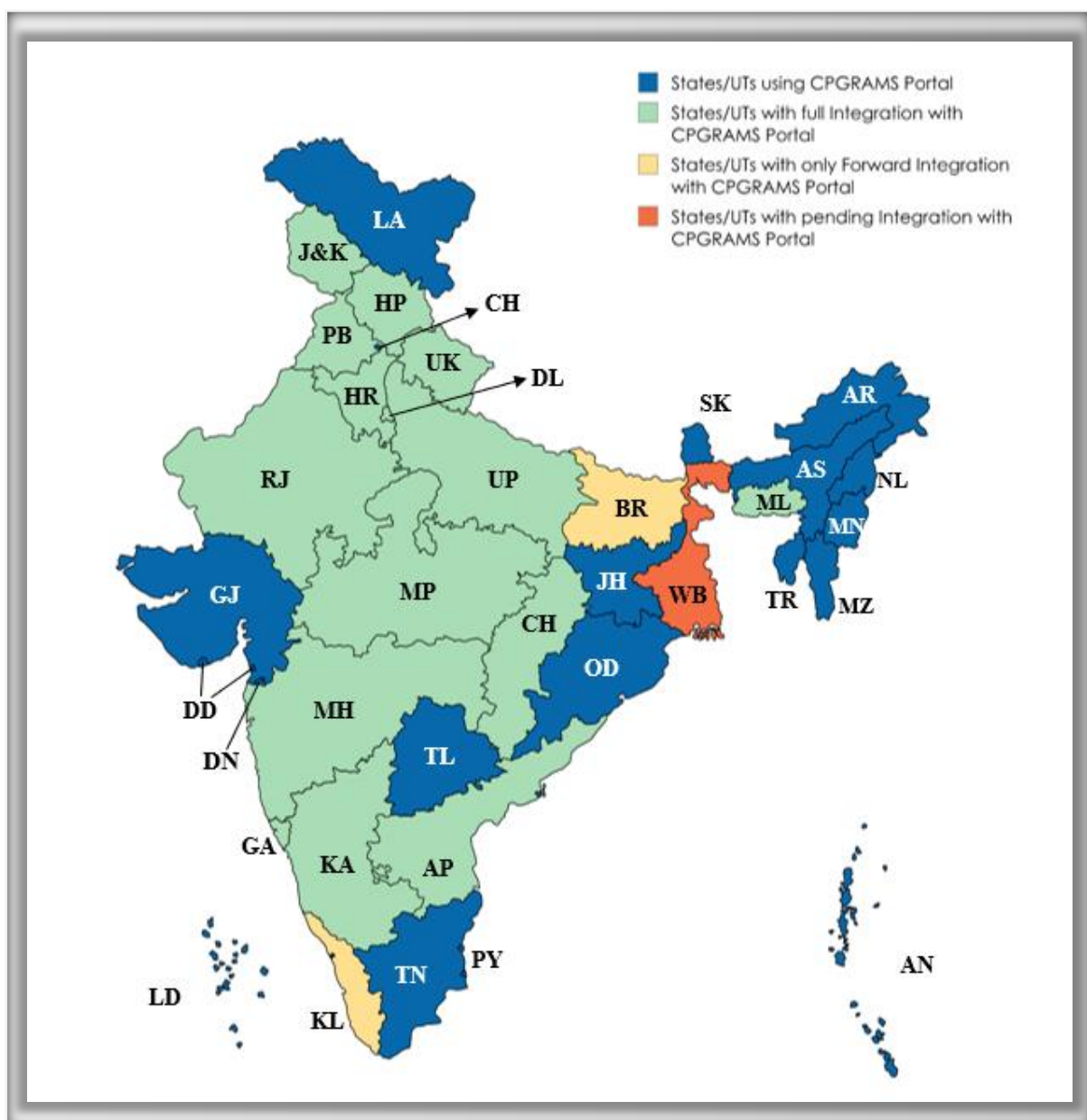
Karnataka: District-wise Grievance Distribution in May 2026

Karnataka 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.



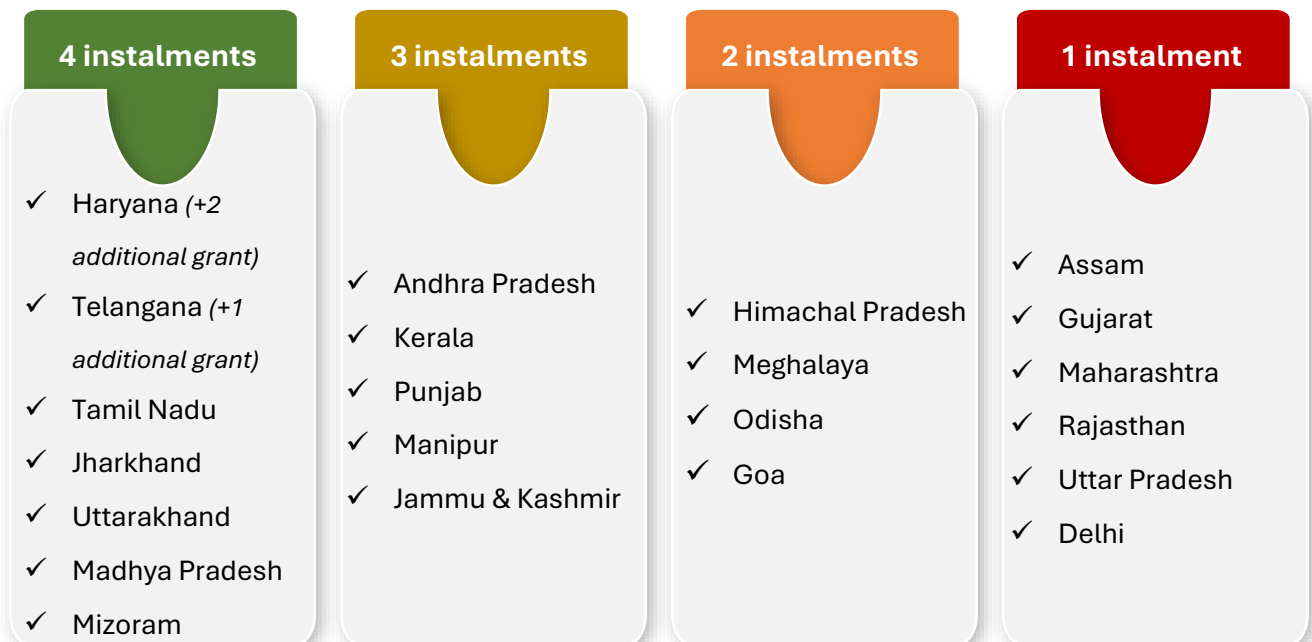
8. Sevottam Scheme

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 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):



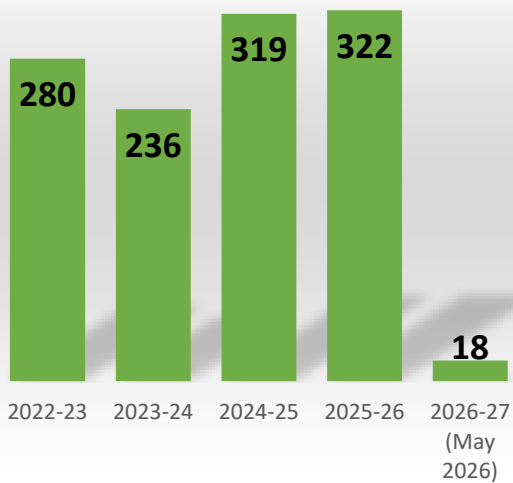
Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Achievement-cum-Performance Report for FY2025-26 and Proposals/Training Calendar for FY 2026-27 at the earliest to enable DARPG to release the grants accordingly.

9. Sevottam Scheme Portal

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

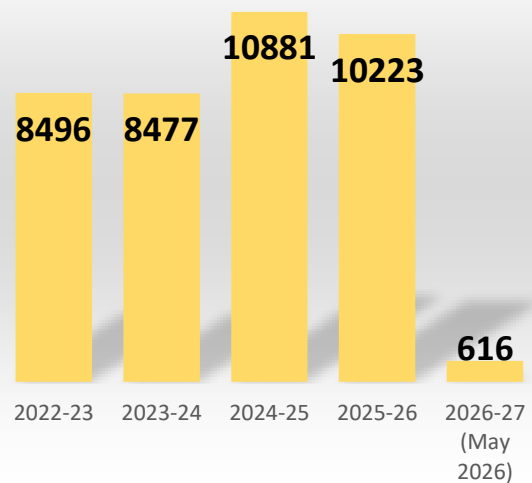
Trainings Conducted- 1,175

Training Conducted



Participants Trained- 38,693

Participants Trained



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	12	465
2	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	4	129
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	22
		Total	18	616

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	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	313
12	Mizoram	Administrative Training Institute (ATI), Aizawl	9	300
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	322	10223

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. Farhan Haider

Mr. Farhan Haider filed a complaint highlighting severe sanitation issues in Lahji Nagar, Indore, including garbage accumulation, clogged drains, and waterlogging, posing health risks. Despite concerns in a city known for cleanliness, no immediate action was visible. Through CPGRAMS, the matter was escalated to the concerned authority. Within a week, necessary cleaning and corrective measures were undertaken, restoring sanitation and addressing public health concerns in the area.

Severe Sanitation Issues posing health risks


Non-functional Street Light causing safety concerns

Grievance of Mr. Heruwala Yash

Mr. Heruwala Yash from Gujarat faced inconvenience due to a non-functional street light outside his residence, causing safety concerns for several days. After no immediate resolution at the local level, he filed a grievance on the CPGRAMS Portal. The concerned authorities promptly addressed the issue and restored the street light in the area. The issue was resolved within 4 days.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 45th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for April, 2026

In April, 2026, 88,057 PG cases were received for the States/UTs and 77,445 PG cases were redressed

Under the Sevottam Scheme, in the last five Financial Years, 1,159 training courses have been completed, in which 38,270 officers have been trained

Posted On: 22 MAY 2026 2:07PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 45th

Ministry of Personnel, Public Grievances & Pensions



Minister of State (PP) Dr Jitendra Singh launches the CPGRAMS AI-enabled Voice 'Chatbot' 'Samadhan Didi'; terms it as Democratization of Public Grievance Mechanism in India

Dr Jitendra Singh says, the Reform showcases Government's 'Whole of the Nation Approach'; Urges States & other Stakeholders to adopt and integrate AI-driven, voice-assisted tools into their grievance portals

Citizens can now lodge grievances by simply speaking, in their own native language; the system automatically identifies the right Ministry and Department

Posted On: 30 MAY 2026 4:37PM by PIB Delhi



DARPG has released its 45th #CPGRAMS Monthly Report for April, 2026, for States/UTs.

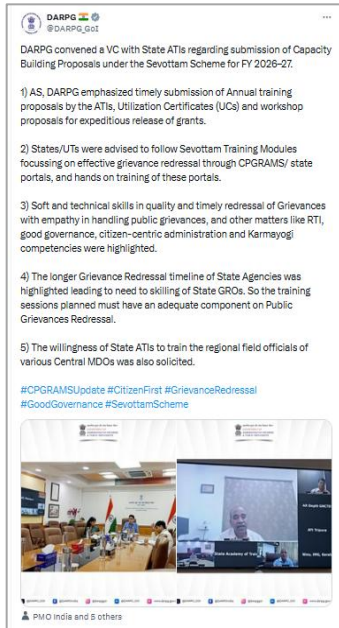
- In April, 2026, 88,057 PG cases were received for the States/UTs and 77,445 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in April, 2026 with 34,969 PG cases, followed by Gujarat and Rajasthan with 5,829 and 4,220 PG cases respectively.

For more information, please refer to the link below:
darpg.gov.in/sites/default/

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




PMO India and 5 others



DARPG convened a VC with State ATIs regarding submission of Capacity Building Proposals under the Sevottam Scheme for FY 2026-27.

- AS, DARPG emphasized timely submission of Annual training proposals by the ATIs, Utilization Certificates (UCs) and workshop proposals for expeditious release of grants.
- States/UTs were advised to follow Sevottam Training Modules focusing on effective grievance redressal through CPGRAMS/ state portals, and hands on training of these portals.
- Soft and technical skills in quality and timely redressal of Grievances with empathy in handling public grievances, and other matters like RTI, good governance, citizen-centric administration and Karmayogi competencies were highlighted.
- The longer Grievance Redressal timeline of State Agencies was highlighted leading to need to skilling of State GROs. So the training sessions planned must have an adequate component on Public Grievances Redressal.
- The willingness of State ATIs to train the regional field officials of various Central MDs was also solicited.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #SevottamScheme



PMO India and 5 others



DARPG organized a NextGen CPGRAMS Sub-Organization onboarding session for the Ministries and Departments of Government of India on 26 May 2026. This meeting was held in virtual mode with participation from over 1000 locations including Central Ministries/Departments and their subordinate and field offices, and was attended by around 3,000 officers.

- Shri Puneet Yadav, Additional Secretary, DARPG, chaired the session and highlighted the institutional framework of NextGen CPGRAMS which will use AI-ML for strengthening public grievance redressal allowing ease of use for citizens with voice interface and features like multilevel escalation and scope of reopening of grievance for the citizen.
- For the efficient outcomes of the application, it was stressed that the correct mapping of Grievance Redressal Officers and the Grievance Categories was critical and to facilitate this DARPG had developed a Utility for the MDs.
- DARPG team showcased a live demonstration of the utility where sub-organizations of the Ministries were onboarded and GROs and higher hierarchies of officials created and mapped to their Grievance Categories.

The session included Q&A from the participants and focused on enhancing institutional preparedness for the next phase of CPGRAMS reforms.

#NextGenCPGRAMS #CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #DigitalIndia



PMO India and 5 others



Honble MoS (PP) Dr. @JitendraSingh launched the CPGRAMS AI-enabled Voice Chatbot at Kartavya Bhawan, New Delhi, today, 30.05.2026.

The Chatbot is a voice interfaced, citizen-friendly, multilingual grievance redressal platform on the CPGRAMS portal.

Dr. Jitendra Singh termed the transformation to the AI-enabled Voice Chatbot as the Democratization of the Public Grievance Mechanism in the nation, showcasing the Government's unwavering commitment to enhance Ease of Use for accessing public services.

The Chatbot lets citizens lodge grievances simply by speaking, in their own language, through a complete voice-based journey.

It automatically understands the concern and routes it to the correct Ministry/Department, identifying category & sub-category of the Grievances with no complex structures to navigate.

Powered by @_BHASHINI's speech & language technologies, it offers a seamless experience across 22 Indian languages under the 8th Schedule.

Built on a secure, self-hosted architecture ensuring data privacy, the Chatbot is a decisive step towards making grievance redressal accessible to every citizen.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Bhashini #DigitalIndia



PMO India and 7 others

ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – May, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	25648	29099	54747	27030	27717
2	Government of Gujarat	4410	5866	10276	5503	4773
3	Government of Maharashtra	35562	5050	40612	9476	31136
4	Government of Haryana	13015	5018	18033	3717	14316
5	Government of Tamil Nadu	11392	4737	16129	4713	11416
6	Government of NCT of Delhi	8664	4448	13112	2304	10808
7	Government of Rajasthan	3991	4239	8230	4940	3290
8	Government of Madhya Pradesh	15382	4027	19409	7908	11501
9	Government of Bihar	14611	3829	18440	3909	14531
10	Government of Karnataka	8488	2871	11359	4021	7338

Annexure 1.2: Maximum Number of Disposals – May 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	25648	29099	54747	27030	27717
2	Government of Maharashtra	35562	5050	40612	9476	31136
3	Government of Madhya Pradesh	15382	4027	19409	7908	11501
4	Government of Gujarat	4410	5866	10276	5503	4773
5	Government of Rajasthan	3991	4239	8230	4940	3290
6	Government of Tamil Nadu	11392	4737	16129	4713	11416
7	Government of Karnataka	8488	2871	11359	4021	7338
8	Government of Bihar	14611	3829	18440	3909	14531
9	Government of Haryana	13015	5018	18033	3717	14316
10	Government of NCT of Delhi	8664	4448	13112	2304	10808

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29809	24678	54487	23351	31136
2	Government of Uttar Pradesh	20738	139333	160071	132354	27717
3	Government of Bihar	11893	19642	31535	17004	14531
4	Government of Haryana	8513	22726	31239	16923	14316
5	Government of Madhya Pradesh	10386	19670	30056	18555	11501
6	Government of Tamil Nadu	8087	13909	21996	10580	11416
7	Government of Odisha	10830	7710	18540	7411	11129
8	Government of NCT of Delhi	5450	22337	27787	16979	10808
9	Government of Chhattisgarh	5547	6265	11812	1958	9854
10	Government of Andhra Pradesh	4423	8779	13202	4972	8230
11	Government of Union Territory of Jammu and Kashmir	5595	4325	9920	1733	8187
12	Government of Punjab	5478	7933	13411	5454	7957
13	Government of Himachal Pradesh	6825	1850	8675	814	7861
14	Government of Karnataka	8507	16204	24711	17373	7338
15	Government of Gujarat	5216	27143	32359	27586	4773
16	Government of Jharkhand	3519	8463	11982	7325	4657
17	Government of Rajasthan	2455	19818	22273	18983	3290
18	Government of Assam	2430	3698	6128	3270	2858
19	Government of Uttarakhand	1611	6533	8144	6239	1905
20	Government of Manipur	1297	259	1556	12	1544
21	Government of Nagaland	1321	62	1383	7	1376

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	62	1383	7	1376	2	99.49%
2	Government of Manipur	1297	259	1556	12	1544	35	99.23%
3	Government of Meghalaya	263	112	375	63	312	142	83.20%
4	Government of Arunachal Pradesh	246	194	440	168	272	172	61.82%
5	Government of Assam	2430	3698	6128	3270	2858	73	46.64%
6	Government of Tripura	65	771	836	533	303	20	36.24%
7	Government of Sikkim	28	67	95	67	28	70	29.47%
8	Government of Mizoram	93	52	145	117	28	298	19.31%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29809	24678	54487	23351	31136	27742
2	Government of Bihar	11893	19642	31535	17004	14531	11834
3	Government of Haryana	8513	22726	31239	16923	14316	11155
4	Government of Odisha	10830	7710	18540	7411	11129	10479
5	Government of Tamil Nadu	8087	13909	21996	10580	11416	9778
6	Government of Uttar Pradesh	20738	139333	160071	132354	27717	9664
7	Government of Chhattisgarh	5547	6265	11812	1958	9854	8912
8	Government of Madhya Pradesh	10386	19670	30056	18555	11501	8780
9	Government of NCT of Delhi	5450	22337	27787	16979	10808	7673
10	Government of Himachal Pradesh	6825	1850	8675	814	7861	7654

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	3990	3
2	Government of Union Territory of Chandigarh	1832	14
3	Government of Andaman & Nicobar	536	18
4	Government of Tripura	533	20
5	Government of Rajasthan	18983	23
6	Government of Uttar Pradesh	132354	25
7	Government of Gujarat	27586	26
8	Government of Puducherry	981	27
9	Government of Uttarakhand	6239	37
10	Government of Punjab	5454	53

