



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

States/UTs

FEBRUARY 2026 Report Number 43

Department of Administrative Reforms and
Public Grievances

CONTENTS

1. Summary- February 2026	3
2. Highlights- February 2026	4
3. Overall Status of Grievances	5
4. Feedback Call Centre	6
5. New User Registration	8
6. Common Service Centres	9
7. Integration of State/UTs Portals	11
8. Sevottam Scheme	12
9. Sevottam Scheme Portal.....	13
10. Success Stories	15
11. Media Outreach	17
ANNEXURES	19

1. Summary- February 2026

Receipts: 75,914

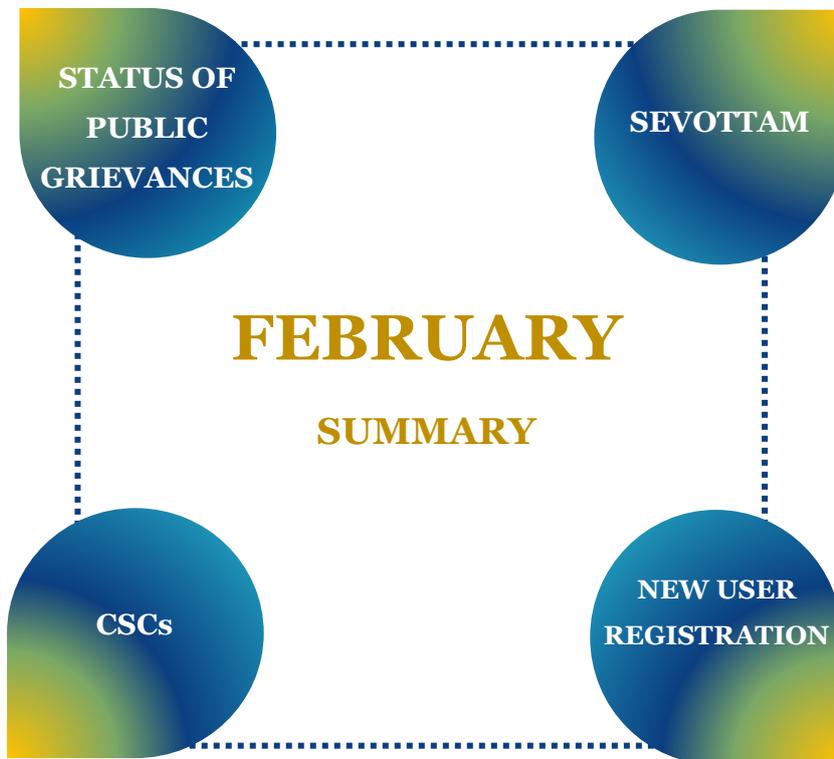
Disposal: 61,844

Pendency: 1,92,877

Training Courses: 1,099

Officers Trained: 36,320

(FY 2022-26)



Total Receipts: 11,761

Maximum: 6,733 (Karnataka)

Total Registrations: 72,357

Maximum: 11,945 (Uttar Pradesh)

2. Highlights- February 2026

General Highlights

- 01
- A monthly review meeting under the chairmanship of Additional Secretary, DARPG was held on **25th February, 2026** with the Nodal Officers of all the States/UTs and ATIs.
 - The Feedback Call Centre collected a total of **70,434 feedback** in February, 2026, where, **25,069 feedbacks** were collected from States/UTs.
 - Under the **Sevottam Scheme**, in the last four Financial Years (FY 2022-23 to FY 2025-26), **1,099 training courses** have been completed, in which **~36,320 officers** have been trained.
 - In February 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **57%** of the total 11,761 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

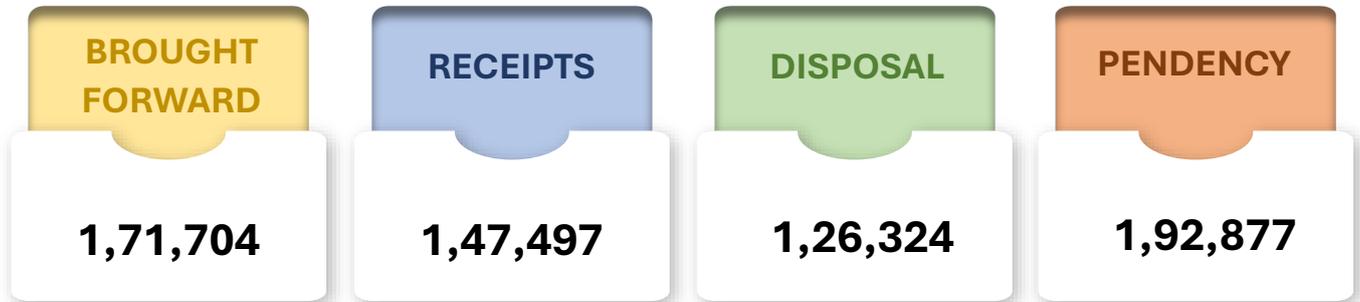
- 02
- In February, 2026, **75,914 PG cases** were received for the States/UTs and **61,844 PG cases** were redressed.
 - **Uttar Pradesh** recorded the highest number of disposals in February 2026 with 23,333 PG cases, followed by **Gujarat** and **Delhi** with 4,792 and 4,553 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 03
- **22 States/UTs** have more than 1000 pending grievances as on 28th February, 2026.
 - For States/UTs, as on 28th February, 2026, there exists a pendency of **1,92,877 PG cases** which is approximately **8% rise** from the previous month.

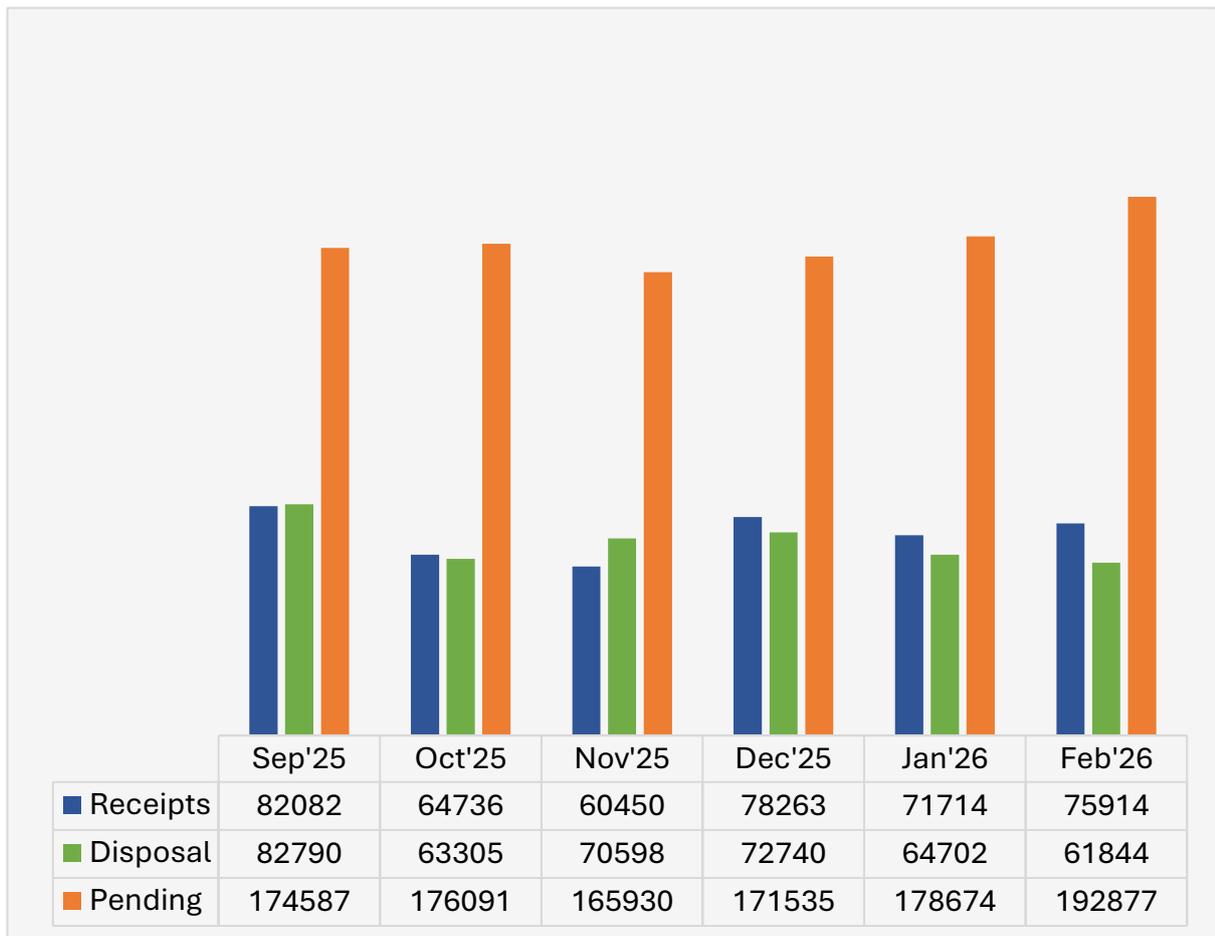
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 28/02/2026)

Month-wise Status of Grievances



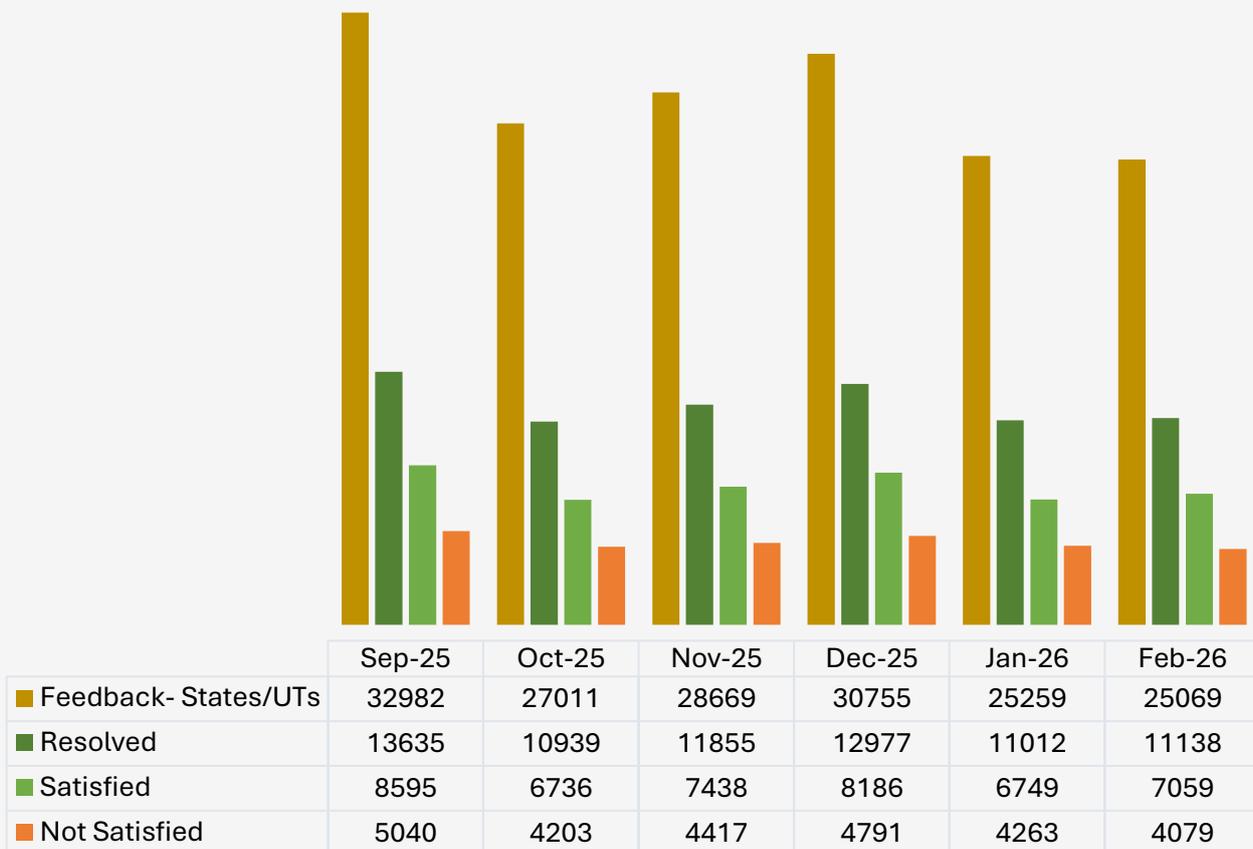
4. Feedback Call Centre

Overview

During the period from **1st February, 2026 to 28th February, 2026** a total of **70,434 feedbacks** were received out of which **25,069** were received from States/UTs through the Call Centre. A total of **11,138 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.

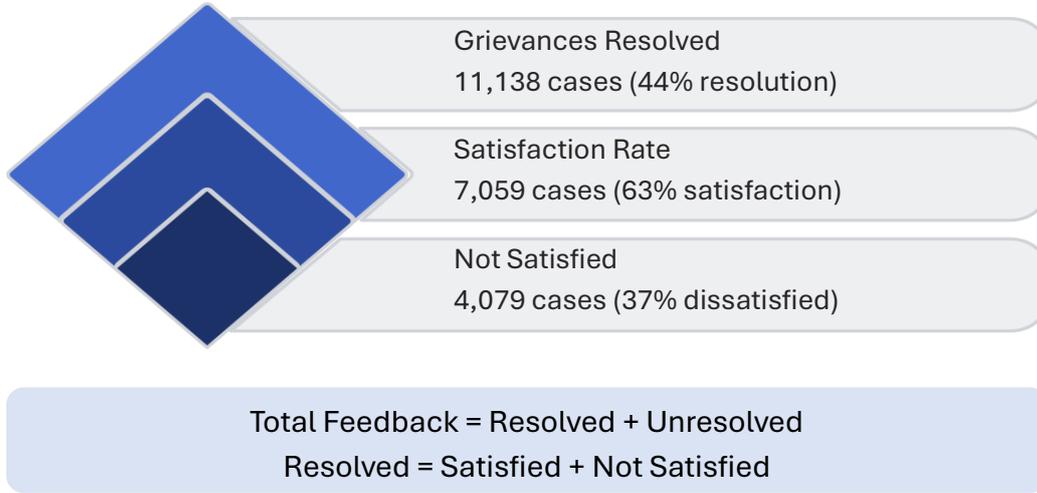
The column chart below presents four key metrics related to Call Centre feedback from September 2025 to February 2026: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.

Month-wise Feedback Analysis



The snapshot below illustrates the journey of **11,138 cases** resolved through the Call Centre in February, 2026:

February Feedback Snapshot



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

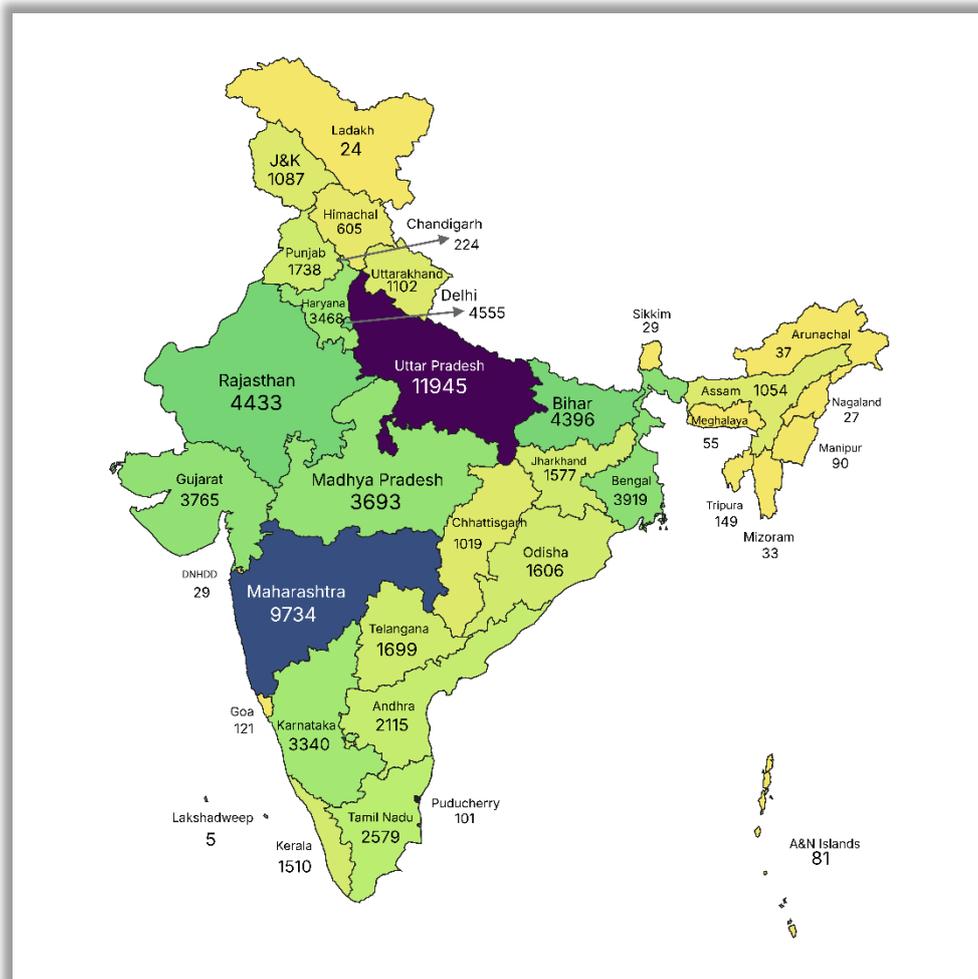
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	4676	2713 (58%)	1963 (42%)
2	Government of Gujarat	847	532 (63%)	315 (37%)
3	Government of Rajasthan	809	513 (63%)	296 (37%)
4	Government of Bihar	725	461 (64%)	264 (36%)
5	Government of Madhya Pradesh	720	517 (72%)	203 (28%)
6	Government of NCT of Delhi	592	387 (65%)	205 (35%)
7	Government of Haryana	442	312 (71%)	130 (29%)
8	Government of Maharashtra	375	268 (71%)	107 (29%)
9	Government of Karnataka	250	185 (74%)	65 (26%)
10	Government of Tamil Nadu	246	166 (67%)	80 (33%)

5. New User Registration

A total of **72,357 new users** has registered on CPGRAMS in February, 2026, through various channels, out of which, **11,945 registrations are from Uttar Pradesh.**

New User Registration on CPGRAMS from States/UTs in February, 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
TOTAL		1,40,085

6. Common Service Centres

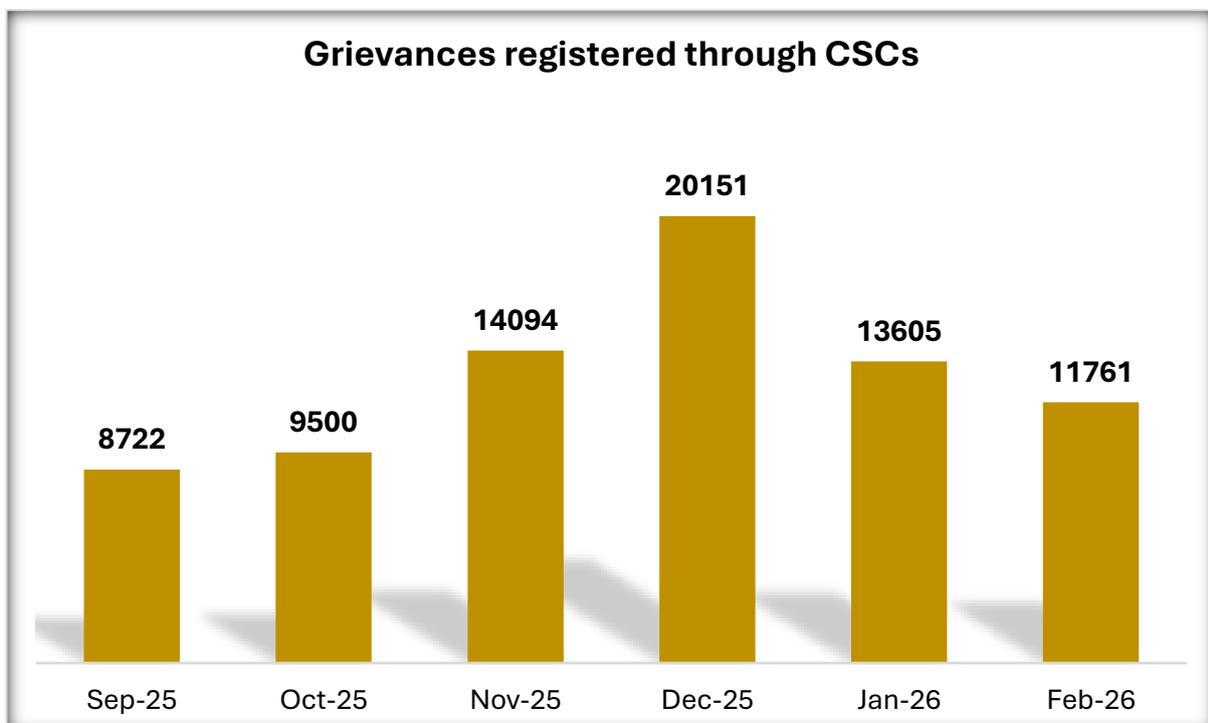
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/02/2026 to 28/02/2026)

Overview of grievances registered through the Common Service Centres

A total of **11,761 grievances** were registered through Common Service Centres (CSCs) in **February 2026**.

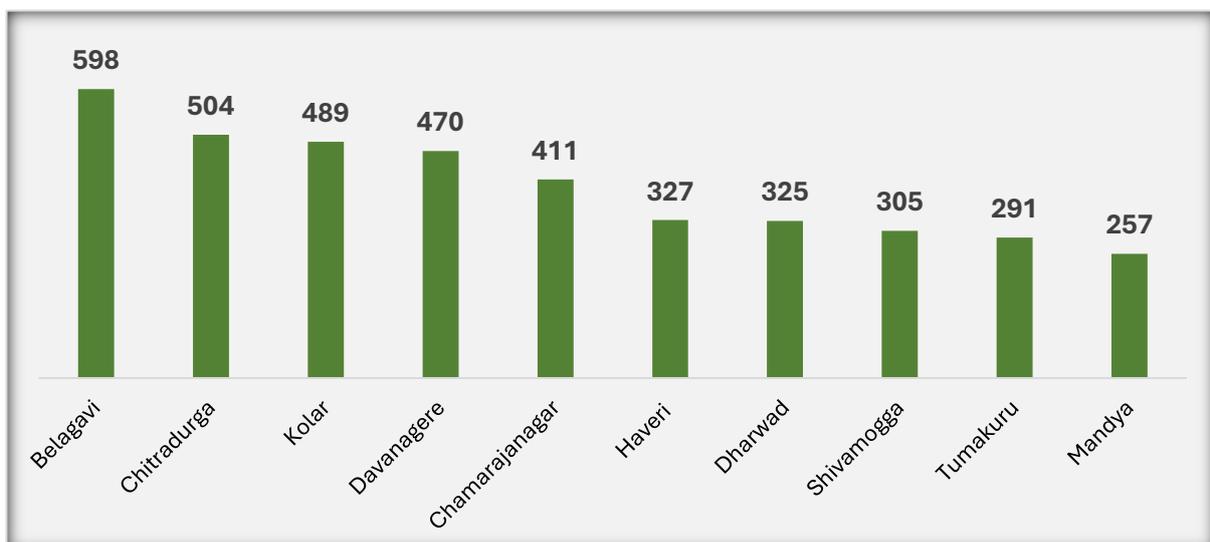


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in February 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	6733	Schemes	22%
		Mobile Related	10%
		Training Matters	5%
		Loan/ Subsidy and Delayed Payment Related	5%
		PAN Issues	3%
Uttar Pradesh	1743	PMKISAN related issues	11%
		Public Distribution System related	11%
		Aadhaar Update	5%
		Employee Provident Fund Organisation	5%
		Customer Service Related	3%
Chhattisgarh	414	PMKISAN related issues	20%
		Mobile Related	17%
		Government Schemes Related	5%
		Employee Provident Fund Organisation	4%
		Customer Service Related	3%

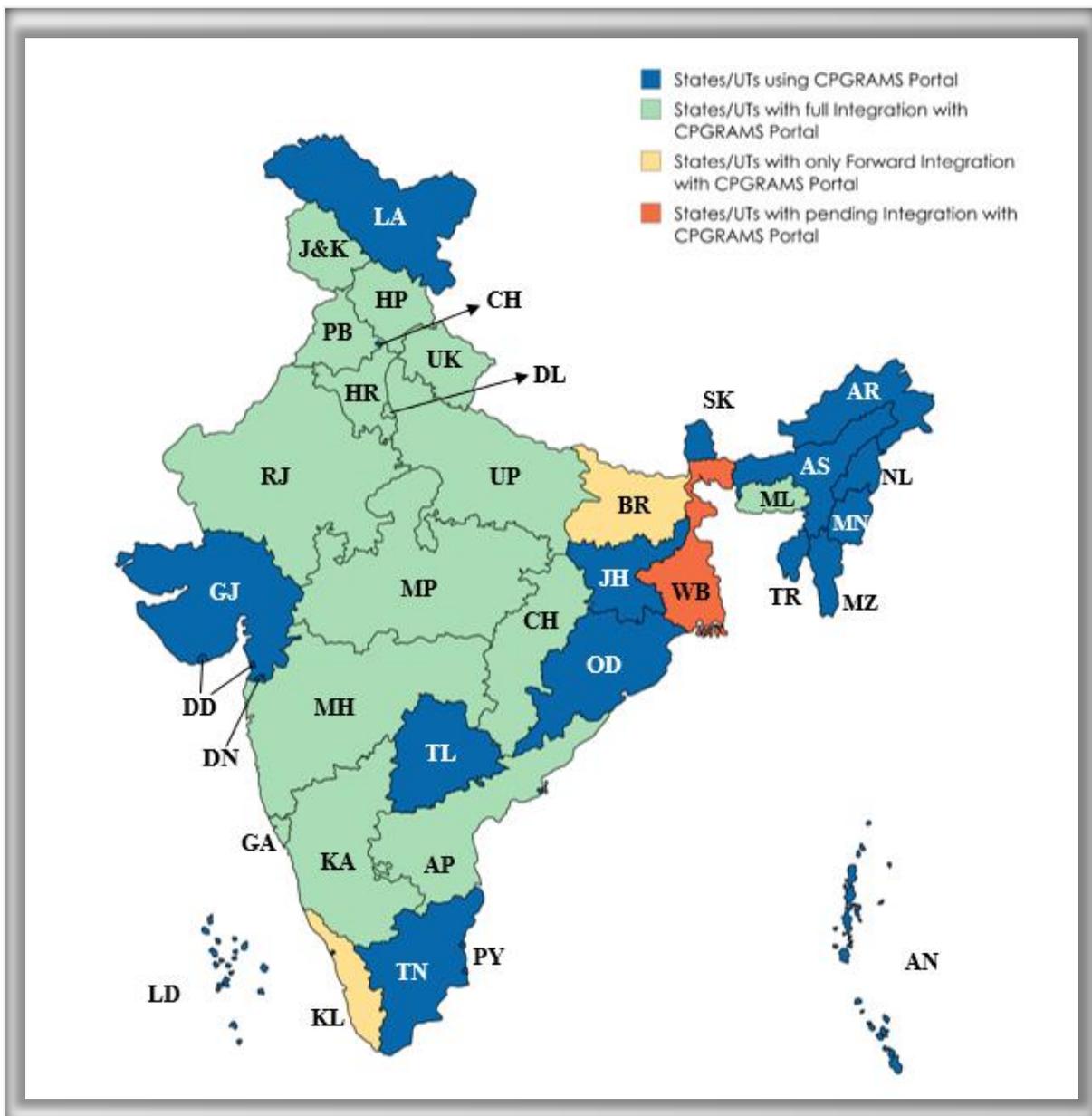
Karnataka: District-wise Grievance Distribution in February 2026

Karnataka dominates the grievance landscape, contributing a significant **57%** 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):

4 instalments	3 instalments	2 instalments	1 instalment
<ul style="list-style-type: none"> ✓ Haryana (+1 additional grant) ✓ Telangana ✓ Jharkhand 	<ul style="list-style-type: none"> ✓ Andhra Pradesh ✓ Kerala ✓ Madhya Pradesh ✓ Punjab ✓ Tamil Nadu ✓ Uttarakhand 	<ul style="list-style-type: none"> ✓ Himachal Pradesh ✓ Meghalaya ✓ Mizoram 	<ul style="list-style-type: none"> ✓ Assam ✓ Goa ✓ Gujarat ✓ Maharashtra ✓ Manipur ✓ Odisha ✓ Rajasthan ✓ Uttar Pradesh ✓ Delhi ✓ Jammu & Kashmir

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 February, 2026



Goa Institute of Public Administration and Rural Development (GIPARD)



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	57	1883
2	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
3	Tamil Nadu	ANNA Administrative Staff College	24	1048
4	Telangana	Dr. MCR HRD Institute, Hyderabad	24	691
5	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	22	770
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	16	478
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	334
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	13	485
9	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	12	277
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	10	185
11	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	8	168
12	Mizoram	Administrative Training Institute (ATI), Aizawl	3	90
13	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	208
14	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	47
15	Karnataka	Administrative Training Institute (ATI), Mysuru	2	57
16	Uttarakhand	Dr. R S Tolia Uttarakhand Academy of Administration (UAoA), Nainital	1	NA
		Total	264	8466

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. Narender Singh

Mr. Narender Singh reported an undue delay by Union Bank of India in crediting ₹4,31,182 as interest on delayed disability pension arrears. Although the bank confirmed the amount had been sent for approval, payment remained pending for over a month. Seeking resolution, he filed a grievance on the CPGRAMS portal. The authorities reviewed the case, processed the approval, and credited the due amount with applicable interest within seven days, thereby resolving the grievance.

Delay in credit of interest on disability pension arrears

KYC-Related Bank Account Freeze

Grievance of Mr. S K Rajibul Islam

Mr. S K Rajibul Islam lodged a grievance regarding the prolonged freezing of his Union Bank of India account due to pending KYC/Aadhaar updation, despite prior submission of required documents. The hold restricted access to his funds for over a month, causing financial distress, and repeated complaints elicited only automated responses. Seeking resolution, he lodged a grievance through CPGRAMS. The matter was promptly examined and resolved within two days, restoring access to his account and providing relief to the complainant.

Grievance of Mr. Nikhil Kandoliya

Mr. Nikhil Kandoliya raised concerns over improper solid waste management in his village under the Swachh Bharat Mission (Rural), where closure of garbage collection and dumping near residential houses, including a government hospital, caused serious sanitation and health risks. Despite repeated representations to local authorities, no action was taken. Seeking redressal, he filed a grievance on the CPGRAMS portal. The authorities examined the matter, coordinated with the Panchayat and rural development offices, and ensured removal of the garbage and cleaning of the site, thereby resolving the grievance and restoring hygienic conditions.

Issue of solid waste mismanagement in residential

— . . . — . . . — . . .

Grievance of Residents of Sector 40, Gurugram

Residents of Sector 40, Gurugram highlighted the issue of poor and dilapidated road conditions on a stretch near NH-48, which was causing severe inconvenience to daily commuters, school children, and working professionals, especially during the rainy season. Despite the persistent hardship, the lack of proper road infrastructure remained unaddressed. Seeking resolution, the grievance was filed on the CPGRAMS Portal. The concerned authorities reviewed the matter, coordinated with the local civic bodies, and initiated road carpeting work at the site, thereby resolving the grievance.

— . . . — . . . — . . .

Issue of poor road condition in Sector 40, Gurugram

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM

Posted On: 11 FEB 2026 12:58PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: CPGRAMS PORTAL

Posted On: 05 FEB 2026 3:57PM by PIB Delhi

The details of grievances registered and disposed of on the CPGRAMS portal across all Central Ministries/Departments and State/UT governments during the year 2023-24 and 2024-25 is as under:

Year	Grievances Registered	Grievances Disposed
2023-24	2316710	2528603
2024-25	2223186	2302236

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: GRIEVANCES TO PUBLIC SERVICES IN VARIOUS MINISTRIES/DEPARTMENTS

Posted On: 11 FEB 2026 12:58PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: IMPROVEMENT IN PUBLIC GRIEVANCE REDRESSAL SYSTEM

Posted On: 05 FEB 2026 12:57PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: PUBLIC GRIEVANCE REDRESSAL

Posted On: 05 FEB 2026 12:56PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 42nd Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for January, 2026

In January, 2026, 71,714 PG cases were received for the States/UTs and 64,702 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 1,034 training courses have been completed, in which ~34,812 officers have been trained

Posted On: 16 FEB 2026 5:29PM by PIB Delhi

DARPG @DARPG_GoI

DARPG has released its 42nd #CPGRAMS Monthly Report for January, 2026, for States/UTs.

- 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.

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

Narendra Modi and 7 others

DARPG @DARPG_GoI

Through effective grievance redressal, #CPGRAMS is resolving citizen concerns promptly, enhancing trust in governance, and creating a positive impact across India.

Delayed LPG Refill Delivery Resolved

#SuccessStory #CitizenFirst #PublicGrievances #Sushasan #SmartGovernance #GoodGovernance

Narendra Modi and 7 others

DARPG @DARPG_GoI

Shri Puneet Yadav, Additional Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Redressal Officers of States/UTs and representatives of all Administrative Training Institutes (ATIs).

- Emphasis was made on reducing rising pendency while ensuring quality and satisfactory grievance disposal.
- Under the #Sevottam Scheme, ATIs were requested to submit pending UCs at the earliest for timely release of grants.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #SevottamScheme

Narendra Modi and 7 others

DARPG @DARPG_GoI

CPGRAMS: Centralised Public Grievance Redress and Monitoring System, is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States.

Grievance redressal is a right and a responsibility shared by citizens and institutions. Through #CPGRAMS, citizens can raise #grievances related to public services and receive time-bound responses.

#EveryGrievanceMatters #DARPG #GoodGovernance #GrievanceRedressal #CitizenFirst #DigitalIndia #PublicService

Narendra Modi and 7 others

ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – February, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	22346	25434	47780	23333	24447
2	Government of Gujarat	4203	5020	9223	4792	4431
3	Government of Maharashtra	30581	4787	35368	2307	33061
4	Government of NCT of Delhi	4838	4415	9253	4553	4700
5	Government of Haryana	8847	4294	13141	2775	10366
6	Government of Bihar	12563	4066	16629	3982	12647
7	Government of Rajasthan	3345	3909	7254	3777	3477
8	Government of Madhya Pradesh	11206	3864	15070	2817	12253
9	Government of Karnataka	8149	3443	11592	2866	8726
10	Government of Tamil Nadu	8529	2294	10823	1955	8868

Annexure 1.2: Maximum Number of Disposals – February 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	22346	25434	47780	23333	24447
2	Government of Gujarat	4203	5020	9223	4792	4431
3	Government of NCT of Delhi	4838	4415	9253	4553	4700
4	Government of Bihar	12563	4066	16629	3982	12647
5	Government of Rajasthan	3345	3909	7254	3777	3477
6	Government of Karnataka	8149	3443	11592	2866	8726
7	Government of Madhya Pradesh	11206	3864	15070	2817	12253
8	Government of Haryana	8847	4294	13141	2775	10366
9	Government of Maharashtra	30581	4787	35368	2307	33061
10	Government of Tamil Nadu	8529	2294	10823	1955	8868

Annexure 2: Performance of States/UTs - 1st January to 28th February, 2026**Annexure 2.1: States/UTs with more than 1000 Pending Grievances – 1st January to 28th February, 2026**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29831	8660	38491	5430	33061
2	Government of Uttar Pradesh	20738	51091	71829	47382	24447
3	Government of Bihar	11890	7891	19781	7134	12647
4	Government of Madhya Pradesh	10396	7255	17651	5398	12253
5	Government of Odisha	10827	3023	13850	2719	11131
6	Government of Haryana	8510	8151	16661	6295	10366
7	Government of Tamil Nadu	8087	4543	12630	3762	8868
8	Government of Karnataka	8508	6560	15068	6342	8726
9	Government of Chattisgarh	5547	2358	7905	601	7304
10	Government of Himachal Pradesh	6826	707	7533	382	7151
11	Government of Union Territory of Jammu and Kashmir	5598	1515	7113	412	6701
12	Government of Punjab	5478	2580	8058	1869	6189
13	Government of Andhra Pradesh	4424	3027	7451	2490	4961
14	Government of NCT of Delhi	5442	8256	13698	8998	4700
15	Government of Jharkhand	3520	2906	6426	1738	4688
16	Government of Gujarat	5214	10069	15283	10852	4431
17	Government of Rajasthan	2457	7045	9502	6025	3477
18	Government of Assam	2430	1314	3744	1077	2667
19	Government of Uttarakhand	1611	2391	4002	2412	1590
20	Government of Manipur	1297	87	1384	4	1380
21	Government of Nagaland	1321	14	1335	2	1333

Annexure 2.2: Maximum Pendency Percentage (North-Eastern States) – 1st January to 28th February, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1321	14	1335	2	1333	4	99.85%
2	Government of Manipur	1297	87	1384	4	1380	60	99.71%
3	Government of Meghalaya	263	33	296	10	286	54	96.62%
4	Government of Arunachal Pradesh	246	61	307	36	271	19	88.27%
5	Government of Assam	2430	1314	3744	1077	2667	71	71.23%
6	Government of Sikkim	28	13	41	15	26	116	63.41%
7	Government of Tripura	65	244	309	163	146	14	47.25%
8	Government of Mizoram	93	17	110	69	41	369	37.27%

Annexure 2.3: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 28th February, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29831	8660	38491	5430	33061	29287
2	Government of Odisha	10827	3023	13850	2719	11131	10251
3	Government of Bihar	11890	7891	19781	7134	12647	9728
4	Government of Madhya Pradesh	10396	7255	17651	5398	12253	9650
5	Government of Uttar Pradesh	20738	51091	71829	47382	24447	8527
6	Government of Haryana	8510	8151	16661	6295	10366	7588
7	Government of Tamil Nadu	8087	4543	12630	3762	8868	7458
8	Government of Himachal Pradesh	6826	707	7533	382	7151	6888
9	Government of Karnataka	8508	6560	15068	6342	8726	6692
10	Government of Chattisgarh	5547	2358	7905	601	7304	6346

Annexure 2.4: States/UTs with Low Average Closing Time - 1st January to 28th February, 2026

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	1649	3
2	Government of Nagaland	2	4
3	Government of Union Territory of Chandigarh	891	12
4	Government of Tripura	163	14
5	Government of Andaman & Nicobar	190	15
6	Government of Arunachal Pradesh	36	19
7	Government of Uttar Pradesh	47382	21
8	Government of Rajasthan	6025	25
9	Government of Gujarat	10852	30
10	Government of Puducherry	395	30



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001