



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

States/UTs

SEPTEMBER 2026

Report Number 50

Department of Administrative Reforms and
Public Grievances

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1. Summary- September 2026

Receipts: 99,134

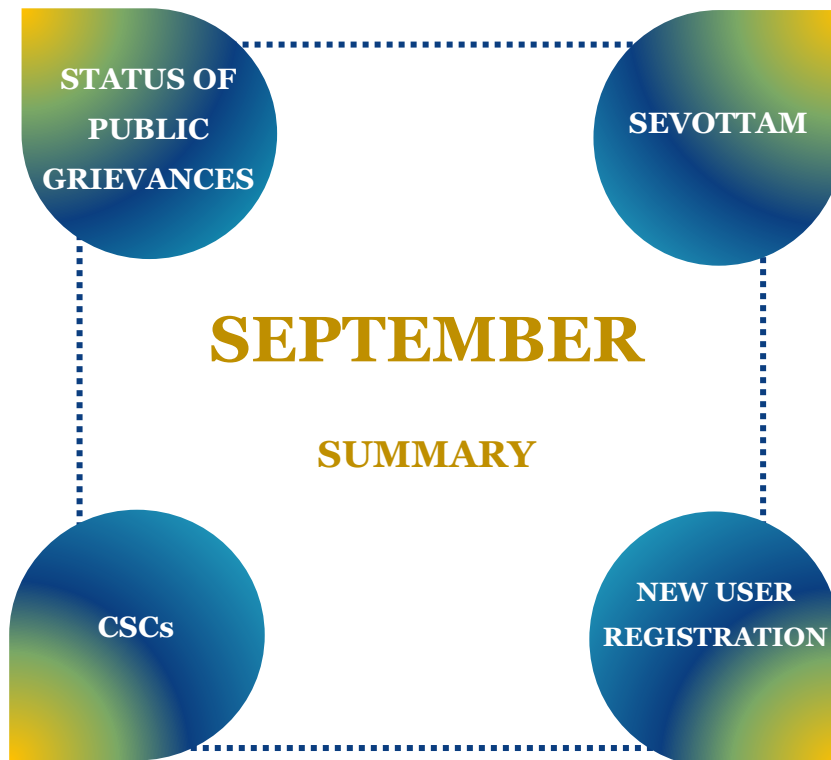
Disposal: 1,15,168

Pendency: 2,37,128

Training Courses: 1,312

Officers Trained: 43,738

(FY 2022-27)



Total Receipts: 12,996

Maximum: 6,953 (Karnataka)

Total Registrations: 92,822

Maximum: 15,742 (Uttar Pradesh)

Journey of CPGRAMS Monthly Reports – States/UTs | 2022–2026

State/UT reporting: from framework to monitoring, capacity and integration

Laying the Groundwork

2022

- First State/UT Monthly Report issued for monitoring (Aug 2022)
- First National Sevottam Workshop held at HIPA, Gurugram (Sep 2022)
- Sevottam Scheme revived and expanded: **19** ATIs availed grant in 2022-23, against **10** ATIs during 2012-13 to 2020-21
- **One Nation One Portal: 18** States using CPGRAMS; **16** States Forward Integration; **12** States Reverse Integration

2022

Scaling Capacity and Guidance

2024

- Revised Sevottam Guidelines issued
- National Workshop on Effective Redressal of Public Grievances, New Delhi (Nov 2024)
- Collaboration with **22** State Administrative Training Institutes for training and capacity building, at HIPA, Haryana
- **One Nation One Portal: 12** States using CPGRAMS; **3** States Forward Integration; **15** States Full Integration

2024

2025

2026

Building Monitoring Systems

2023

- Sevottam Scheme monitoring portal launched
- National Seminar on Sevottam at YASHADA, Maharashtra
- Tamil Nadu portal integration (Aug 2023)
- **One Nation One Portal: 17** States using CPGRAMS; **17** States Forward Integration; **15** States Reverse Integration

Institutionalising Standards

2025

- Sevottam Guidelines 2025–26 developed by DARPG with ASCI Hyderabad
- Three National Workshops on Sevottam and Effective Redressal of Public Grievances: Bhopal, Thiruvananthapuram, New Delhi
- MoS, PP launched the Model Curriculum, Content and Andragogy for institutionalised citizen-centric service delivery
- **One Nation One Portal: 13** States using CPGRAMS; **2** States Forward Integration; **15** States Full Integration

Deepening Integration, Institutionalised Review

- West Bengal Full Integration with CPGRAMS
- **50th** State/UT Monthly Report: continuous monitoring since August 2022

50th
Report

2. Highlights- September 2026

General Highlights

- A review meeting was chaired by Secretary, DARPG, with States/UTs on 24 September 2026 to assess their grievance redressal performance.
- West Bengal completed its full integration with CPGRAMS Portal on 22nd September, 2026.
- Under the **Sevottam Scheme**, in the last five Financial Years (FY 2022-23 to FY 2026-27), **1,312 training courses** have been completed, in which **~43,738 officers** have been trained.
- In September 2026, **Karnataka** received the highest number of grievances through CSCs, constituting **54%** of the total 12,996 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

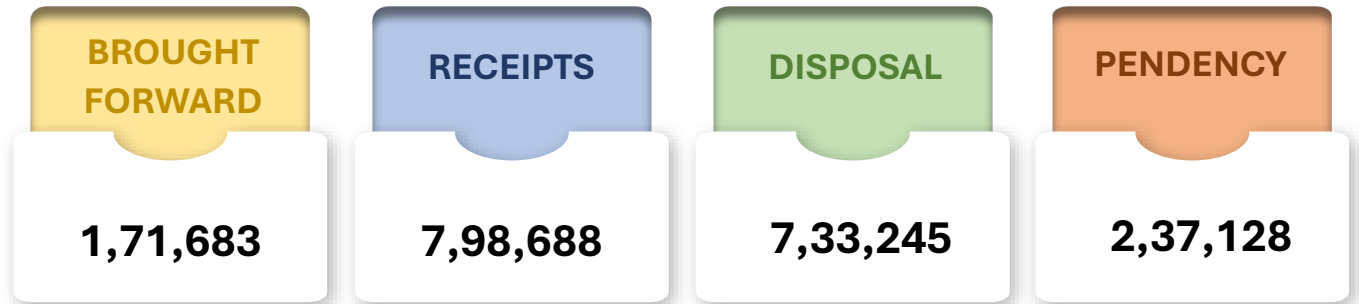
- In September, 2026, **99,134 PG cases** were received for the States/UTs and **1,15,168 PG cases** were redressed, representing the highest disposal of the year.
- **Uttar Pradesh** recorded the highest number of disposals in September, 2026 with 45,970 PG cases, followed by **Andhra Pradesh** and **Haryana** with 8,340 and 6,437 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th September, 2026.
- For States/UTs, as on 30th September, 2026, there exists a pendency of **2,37,128 PG cases** which represents an approximate **6.3% decrease** over the pendency recorded in August 2026.

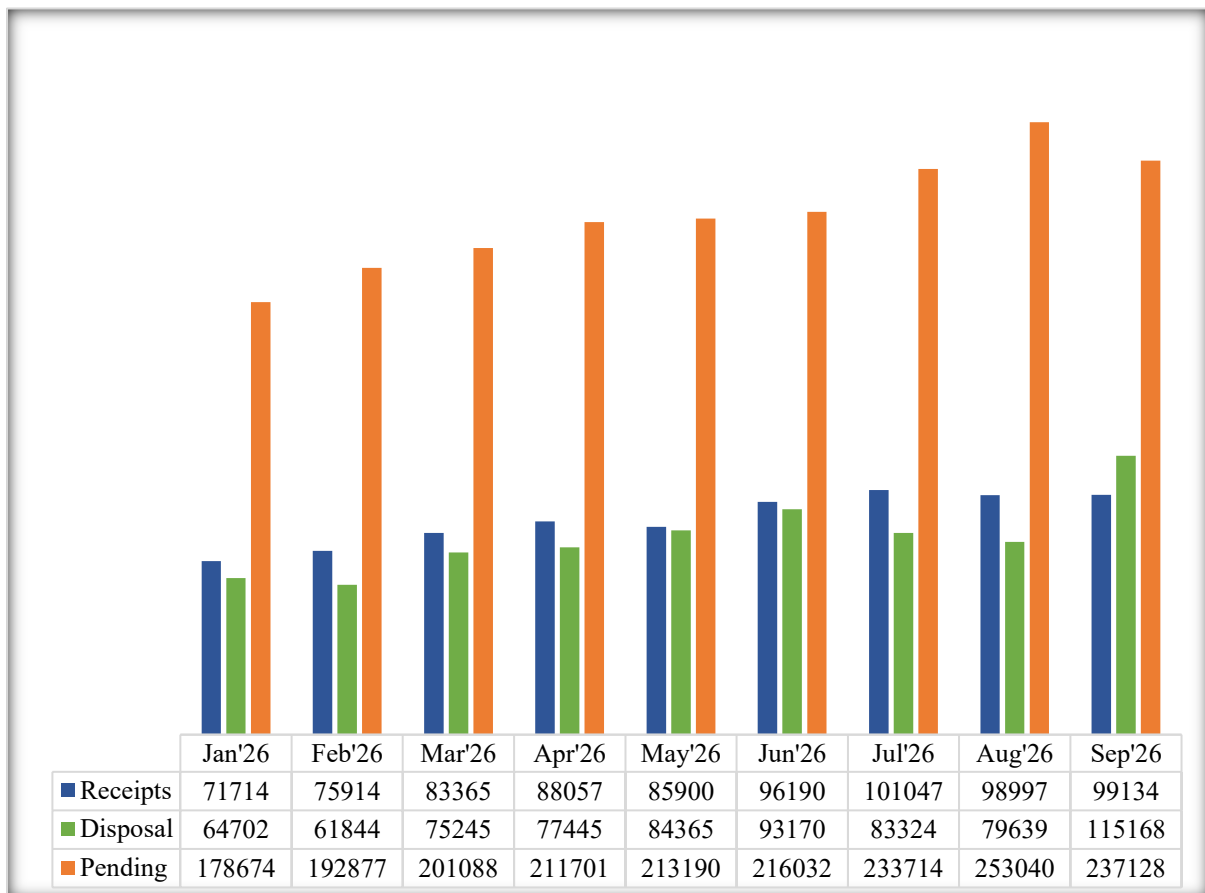
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 30/09/2026)

Month-wise Status of Grievances

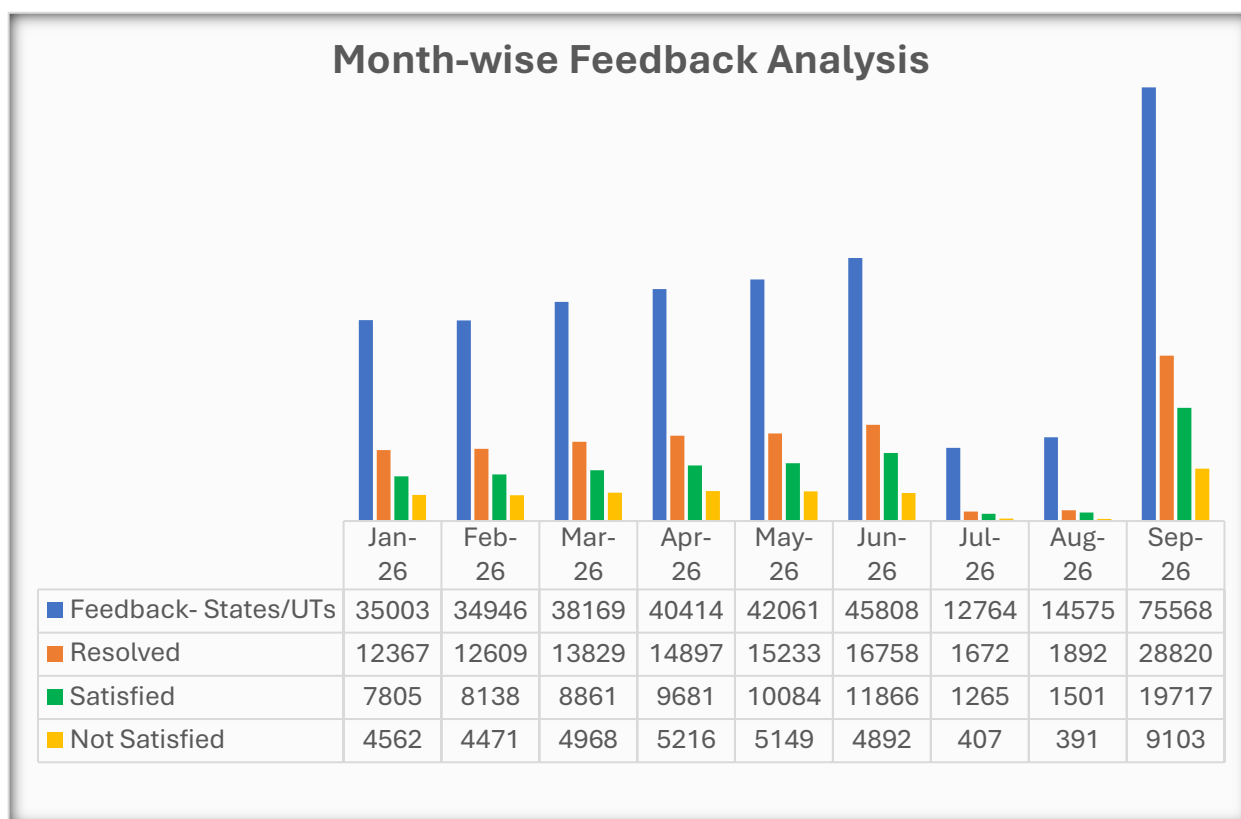


4. Feedback Analysis

Overview

During the period from **1st September, 2026 to 30th September, 2026** a total of **1,87,362 feedbacks** were received out of which **75,568** were received from States/UTs through Call Centre and online. A total of **28,820 grievances** were marked as **resolved** — reflecting a resolution rate of **38%**. Among the resolved cases, over **68% of citizens expressed satisfaction** with the resolution provided.

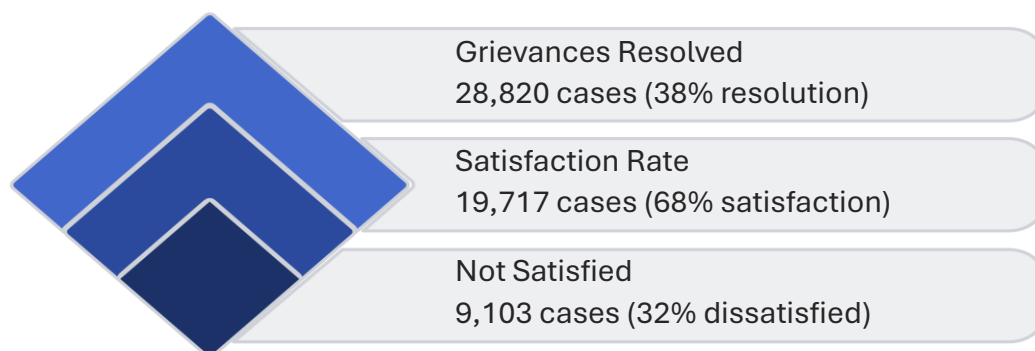
The column chart below presents four key metrics related to Call Centre and Online feedback from January 2026 to September 2026: total feedback received (Call Centre + Online), grievances marked resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.



Note: The feedback figures for July and August were comparatively lower, as the Feedback Call Centre was undergoing certain operational changes during the period. With the resumption of regular operations, feedback figures increased in September.

The snapshot below illustrates the journey of **28,820 resolved cases** through the Call Centre and online in September, 2026:

September Feedback Snapshot



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

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

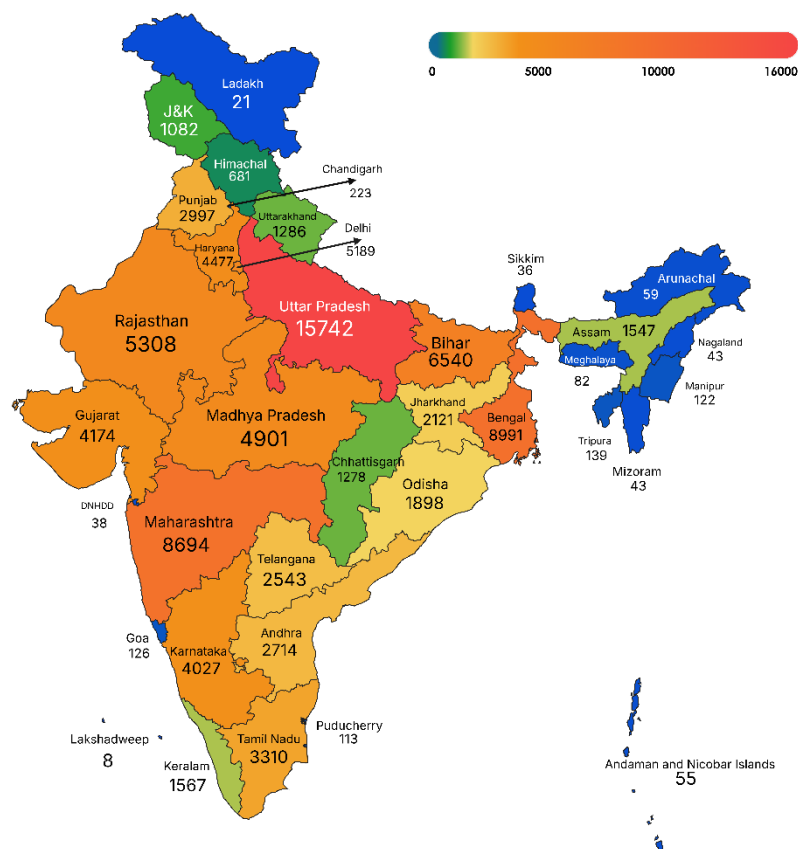
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	14179	8870 (63%)	5309 (37%)
2	Government of Madhya Pradesh	2455	1954 (80%)	501 (20%)
3	Government of Rajasthan	2112	1394 (66%)	718 (34%)
4	Government of Haryana	1630	1235 (76%)	395 (24%)
5	Government of Bihar	1170	824 (70%)	346 (30%)
6	Government of Gujarat	1136	843 (74%)	293 (26%)
7	Government of NCT of Delhi	969	693 (72%)	276 (28%)
8	Government of Andhra Pradesh	668	543 (81%)	125 (19%)
9	Government of Uttarakhand	642	420 (65%)	222 (35%)
10	Government of Jharkhand	608	437 (72%)	171 (28%)

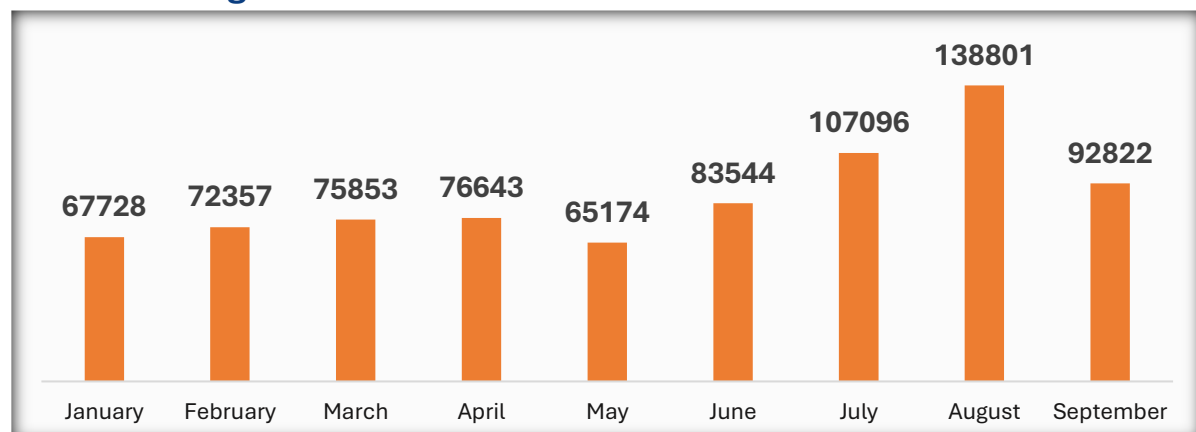
5. New User Registration

A total of **92,822 new users** registered on CPGRAMS in September, 2026, through various channels, out of which, **~36% of the total registrations** are from **Uttar Pradesh (15,742)**, **West Bengal (8,991)** and **Maharashtra (8,694)**.

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

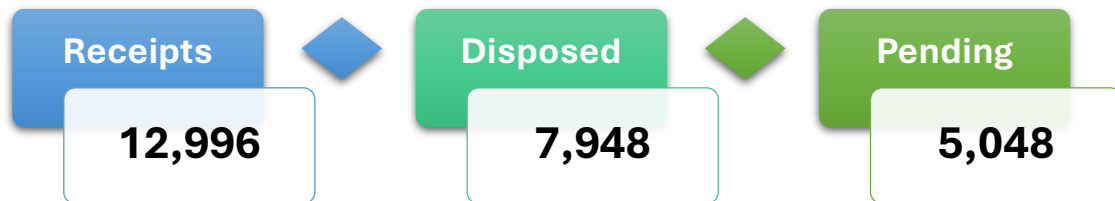


New User Registration on CPGRAMS in 2026



6. Common Service Centres

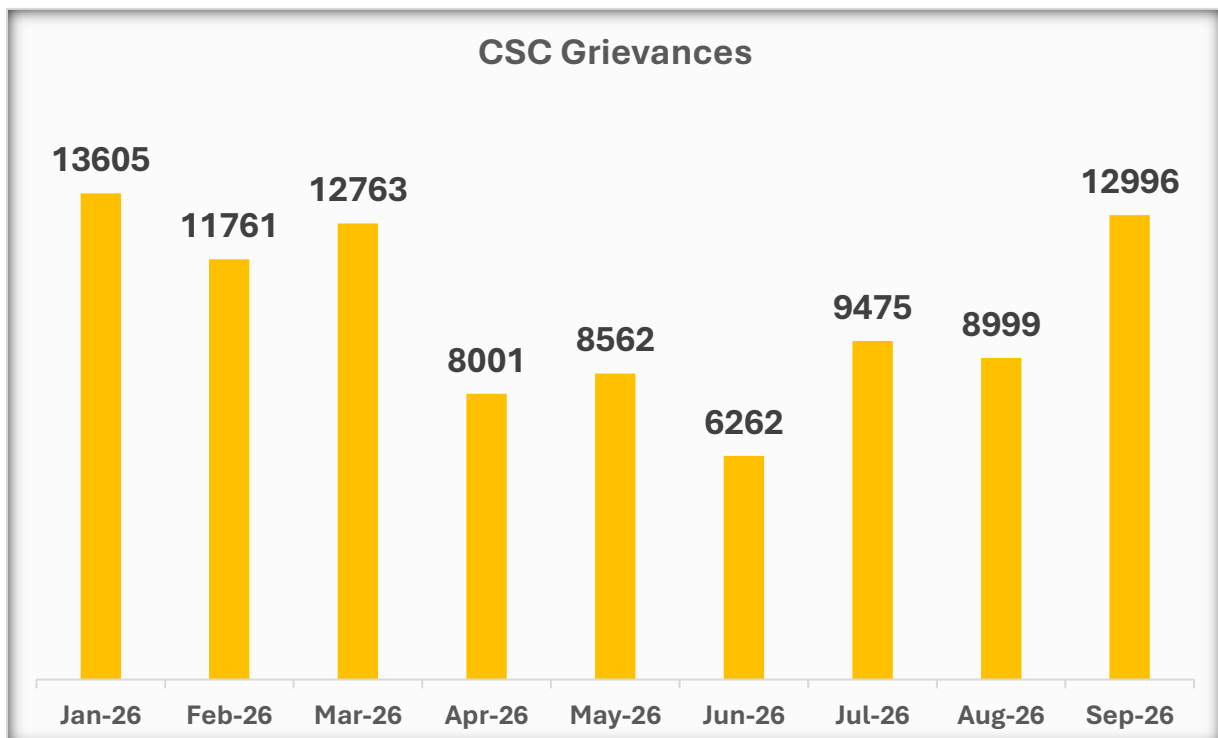
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/09/2026 to 30/09/2026)

Overview of grievances registered through the Common Service Centres

A total of **12,996 grievances** were registered through Common Service Centres (CSCs) in **September 2026**, out of which ~75% was contributed by **Karnataka (6,953)**, **Uttar Pradesh (1,934)** and **West Bengal (913)**.

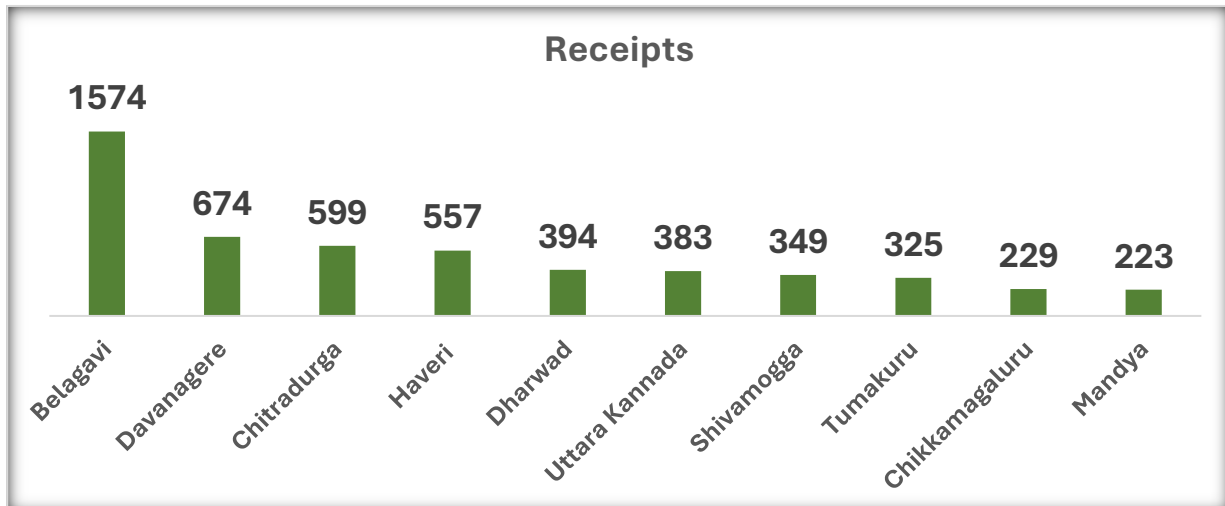


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in September 2026

State	Total Receipts	Top level Category	Receipts %
Karnataka	6953	Government Schemes Related	23%
		Training Matters	5.5%
		PAN Issues	4.3%
		Health Schemes	4.2%
		Hospitals	3.6%
Uttar Pradesh	1934	Public Distribution System related	9%
		Aadhaar Update	7%
		PMKISAN related issues	5%
		Aadhaar Number Deactivated / Lost	5%
		Employee Provident Fund Organisation	4%
West Bengal	913	Government Schemes Related	50%
		Aadhaar Number Deactivated / Lost	6%
		Customer Service Related	4%
		LPG/LPG Agency related	4%
		Employee Provident Fund Organisation	2%

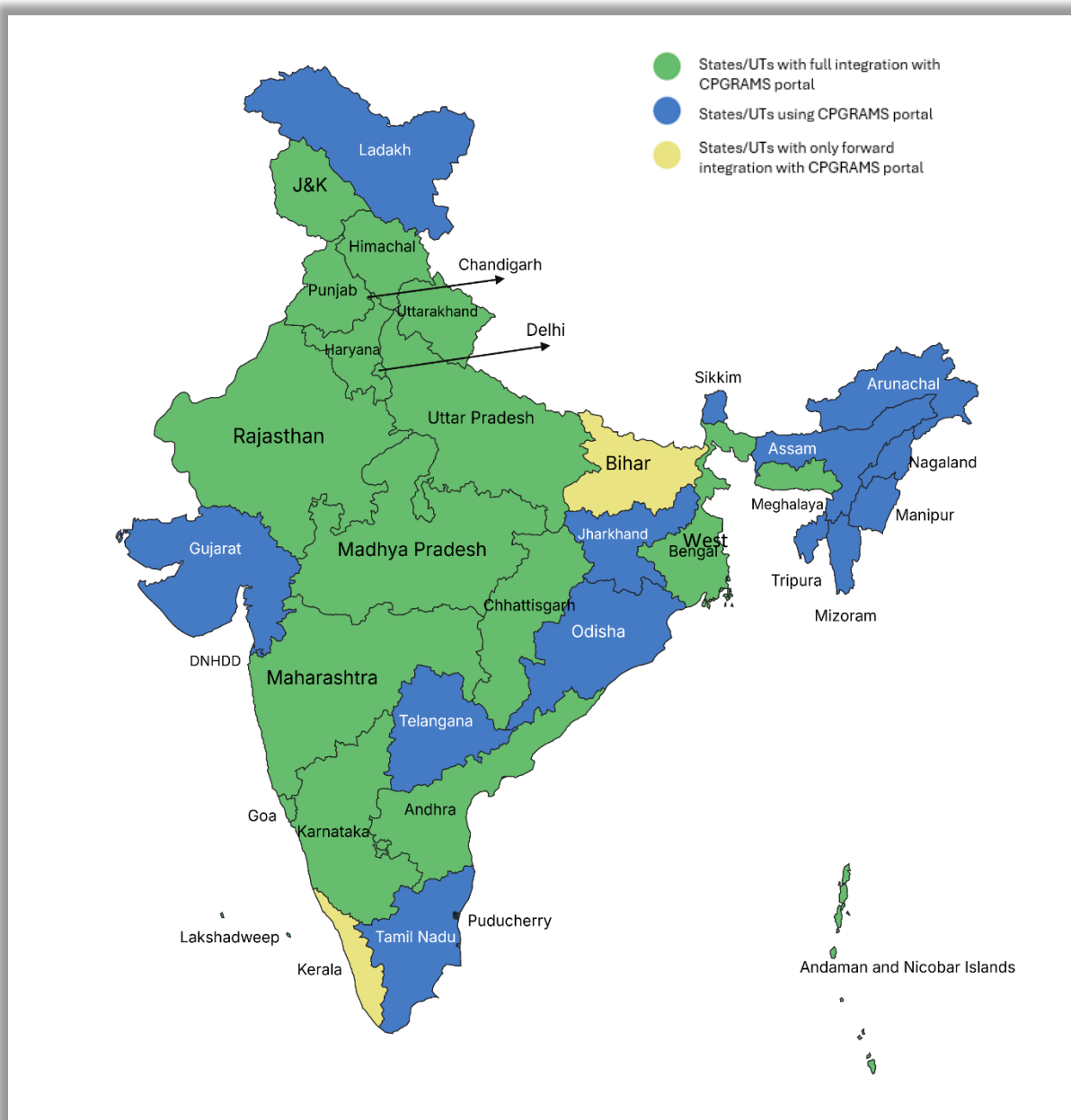
Karnataka: District-wise Grievance Distribution in September 2026

Karnataka dominates the grievance landscape, contributing a significant **54%** 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.



Note: West Bengal completed its full integration with CPGRAMS Portal on 22nd September, 2026.

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 **21 ATIs** for FY 2026-27 have been approved and the grant is being released in instalments based on receipt Utilization Certificates (UCs):

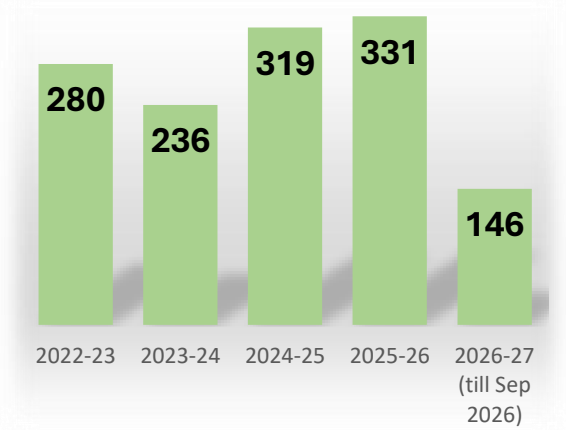
1st instalment		2nd instalment	3rd instalment
✓ Andhra Pradesh	✓ Arunachal Pradesh	✓ Mizoram	✓ Haryana
✓ Assam	✓ Goa	✓ Rajasthan	
✓ Himachal Pradesh	✓ Jammu & Kashmir		
✓ Jharkhand	✓ Karnataka		
✓ Keralam	✓ Madhya Pradesh		
✓ Meghalaya	✓ Odisha		
✓ Punjab	✓ Tamil Nadu		
✓ Telangana	✓ Tripura		
✓ Uttar Pradesh	✓ West Bengal		

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.

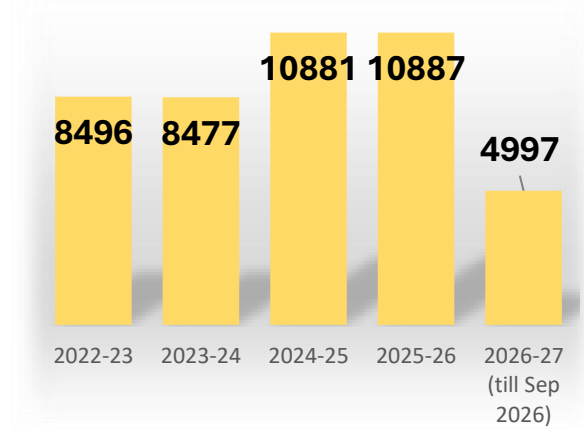
9. Sevottam Scheme Portal

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

Trainings Conducted- 1,312



Participants Trained- 43,738



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	39	1693
2	Tamil Nadu	ANNA Administrative Staff College	28	916
3	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	22	596
4	Telangana	Dr. MCR HRD Institute, Hyderabad	20	644
5	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	10	350
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	9	234
7	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	223
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	4	138
9	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	4	53
10	Mizoram	Administrative Training Institute (ATI), Aizawl	3	90

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
11	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	1	32
12	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala	1	28
		Total	146	4997

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	40	1360
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 (SKIPPA)	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	331	10887

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. Rajnesh Kumar

Mr. Rajnesh Kumar from Haryana filed a grievance on the CPGRAMS Portal regarding non-payment of his salary for the month of November by his employer. He stated that despite repeated requests for his dues, he was allegedly threatened instead of receiving payment. Upon examination of the grievance, the concerned authorities took up the matter with the employer. As a result, the complainant received a full and final settlement of ₹8,731.

Payment of Pending Salary

Road Repair and Maintenance

Grievance of Mr. Kaushal Budhwar

Mr. Kaushal Budhwar from Haryana filed a grievance on the CPGRAMS Portal regarding severe potholes and waterlogging on a busy road stretch, which posed safety risks to commuters and frequently disrupted traffic movement. The issue had persisted for a considerable period, causing inconvenience to residents, students, and daily commuters. Upon examination, the concerned authorities initiated repair and maintenance works on the affected stretch. Progress of the work was documented, and photographs along with work allotment details were provided as evidence.

Grievance of Mr. Jeevesh Verma

Mr. Jeevesh Verma from Jharkhand filed a grievance on the CPGRAMS Portal regarding a deduction made from his Full and Final Settlement by his former employer over alleged laptop damage. The complainant stated that the issue had been reported during his employment and that efforts to resolve the matter internally had not yielded a satisfactory outcome. Upon examination of the grievance, the concerned authorities took up the matter with the employer. Subsequently, the full and final settlement was completed and all dues were cleared, with no outstanding amount remaining.

Full and Final Settlement Dispute

Cleaning of Public Road

Grievance of Mr. Rahul Dass

Mr. Rahul Dass from Haryana filed a grievance on the CPGRAMS Portal regarding the unclean condition of a public road under the Municipal Corporation, Yamunanagar. The accumulation of waste had caused inconvenience to local residents and affected the cleanliness of the area. Upon examination of the grievance, the concerned authorities undertook the necessary cleaning of the road and restored the area to a hygienic condition. Photographic evidence of the completed cleaning work was also provided.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

75
Azadi Ka
Amrit Mahotsav

DARPG releases the 49th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for August, 2026

A total of 98,997 PG cases received for the States/UTs and 79,639 PG cases redressed in August, 2026

Under the Sevottam Scheme, in the last five Financial Years, 1,270 training courses have been completed, in which ~42,011 officers have been trained

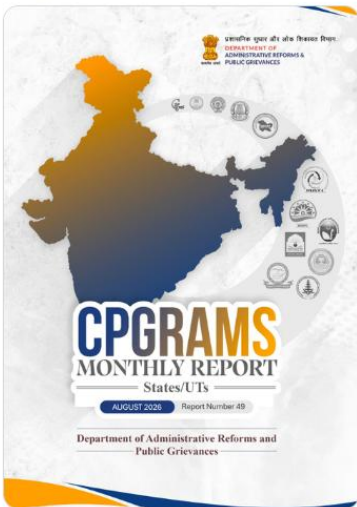
Posted On: 25 SEP 2026 5:39PM by PIB Delhi

← Post

 **DARPG** 
@DARPG_GoI

DARPG has released its 49th#CPGRAMS Monthly Report for August, 2026, for States/UTs.

Under the Sevottam Scheme, in the last five Financial Years (FY 2022-23 to FY 2026-27), 1,270 training courses have been completed, in which ~42,011 officers have been trained.



PMO India and 3 others

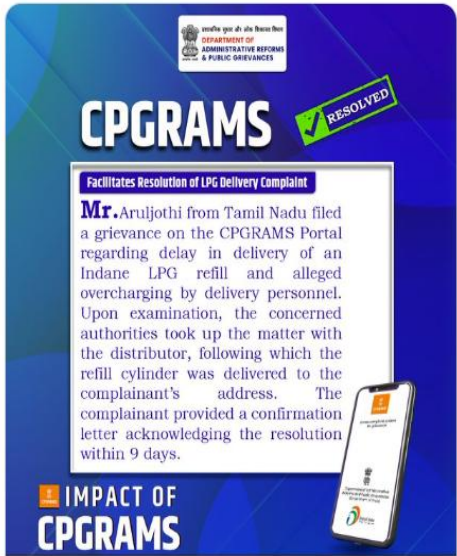
2:12 PM · Sep 25, 2026 · 1,204 Views

 **DARPG**  @DARPG_GoI · Sep 29

CPGRAMS Facilitates Resolution of LPG Delivery Complaint

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

#SuccessStory #CitizenFirst #PublicGrievances #Sushasan



PMO India and 4 others

ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – September, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	41430	31900	73330	45970	27360
2	Government of Gujarat	5170	6166	11336	5992	5344
3	Government of Haryana	14669	5949	20618	6437	14181
4	Government of Madhya Pradesh	12795	5809	18604	6005	12599
5	Government of Maharashtra	34080	5656	39736	4221	35515
6	Government of NCT of Delhi	14701	5412	20113	4460	15653
7	Government of Rajasthan	3887	5272	9159	5739	3420
8	Government of Bihar	13955	5092	19047	4675	14372
9	Government of Karnataka	7297	4783	12080	3714	8366
10	Government of Tamil Nadu	11042	3094	14136	4949	9187

Annexure 1.2: Maximum Number of Disposals – September 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	41430	31900	73330	45970	27360
2	Government of Andhra Pradesh	12701	2156	14857	8340	6517
3	Government of Haryana	14669	5949	20618	6437	14181
4	Government of Madhya Pradesh	12795	5809	18604	6005	12599
5	Government of Gujarat	5170	6166	11336	5992	5344
6	Government of Rajasthan	3887	5272	9159	5739	3420
7	Government of Tamil Nadu	11042	3094	14136	4949	9187
8	Government of Bihar	13955	5092	19047	4675	14372
9	Government of NCT of Delhi	14701	5412	20113	4460	15653
10	Government of Maharashtra	34080	5656	39736	4221	35515

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	29801	47230	77031	41516	35515
2	Government of Uttar Pradesh	20739	270028	290767	263407	27360
3	Government of West Bengal	8204	22438	30642	11317	19325
4	Government of NCT of Delhi	5487	43786	49273	33620	15653
5	Government of Bihar	11902	38630	50532	36160	14372
6	Government of Haryana	8480	46922	55402	41221	14181
7	Government of Madhya Pradesh	10338	42008	52346	39747	12599
8	Government of Union Territory of Jammu and Kashmir	5596	8305	13901	3429	10472
9	Government of Punjab	5480	16555	22035	12065	9970
10	Government of Tamil Nadu	8095	25584	33679	24493	9187
11	Government of Odisha	10840	14913	25753	16601	9152
12	Government of Chhattisgarh	5547	11688	17235	8378	8857
13	Government of Himachal Pradesh	6827	3732	10559	1897	8662
14	Government of Karnataka	8508	28961	37469	29103	8366
15	Government of Andhra Pradesh	4422	16652	21074	14558	6517
16	Government of Gujarat	5222	53075	58297	52953	5344
17	Government of Jharkhand	3517	17749	21266	16759	4507
18	Government of Assam	2430	7752	10182	6217	3965
19	Government of Rajasthan	2457	41427	43884	40464	3420
20	Government of Manipur	1297	608	1905	19	1886
21	Government of Uttarakhand	1614	13497	15111	13635	1476
22	Government of Nagaland	1322	134	1456	16	1440
23	Government of Keralam	1148	6388	7536	6428	1108

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Manipur	1297	608	1905	19	1886	56	99.00%
2	Government of Nagaland	1322	134	1456	16	1440	359	98.90%
3	Government of Meghalaya	263	250	513	143	370	230	72.12%
4	Government of Arunachal Pradesh	246	430	676	330	346	253	51.18%
5	Government of Assam	2430	7752	10182	6217	3965	73	38.94%
6	Government of Sikkim	28	157	185	143	42	56	22.70%
7	Government of Tripura	65	1628	1693	1395	298	26	17.60%
8	Government of Mizoram	93	137	230	193	37	233	16.09%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29801	47230	77031	41516	35515	31532
2	Government of West Bengal	8204	22438	30642	11317	19325	17445
3	Government of NCT of Delhi	5487	43786	49273	33620	15653	12840
4	Government of Bihar	11902	38630	50532	36160	14372	10743
5	Government of Haryana	8480	46922	55402	41221	14181	10412
6	Government of Union Territory of Jammu and Kashmir	5596	8305	13901	3429	10472	9862
7	Government of Uttar Pradesh	20739	270028	290767	263407	27360	9401
8	Government of Madhya Pradesh	10338	42008	52346	39747	12599	9217
9	Government of Punjab	5480	16555	22035	12065	9970	8823
10	Government of Himachal Pradesh	6827	3732	10559	1897	8662	8382

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	9573	12
2	Government of Union Territory of Chandigarh	3159	14
3	Government of Andaman & Nicobar	1034	20
4	Government of Rajasthan	40464	23
5	Government of Gujarat	52953	24
6	Government of Tripura	1395	26
7	Government of Uttar Pradesh	263407	27
8	Government of Puducherry	1758	31
9	Government of Uttarakhand	13635	41
10	Government of Punjab	12065	49



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001