



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

MONTHLY REPORT

States/UTs

AUGUST 2026

Report Number 49

Department of Administrative Reforms and
Public Grievances

CONTENTS

1. Summary- August 2026.....	3
2. Highlights- August 2026	4
3. Overall Status of Grievances	5
4. New User Registration	6
5. Common Service Centres	7
6. Integration of State/UTs Portals	9
7. Sevottam Scheme	10
8. Sevottam Scheme Portal.....	11
9. Success Stories	13
10. Media Outreach.....	15
ANNEXURES.....	16

1. Summary- August 2026

Receipts: 98,997

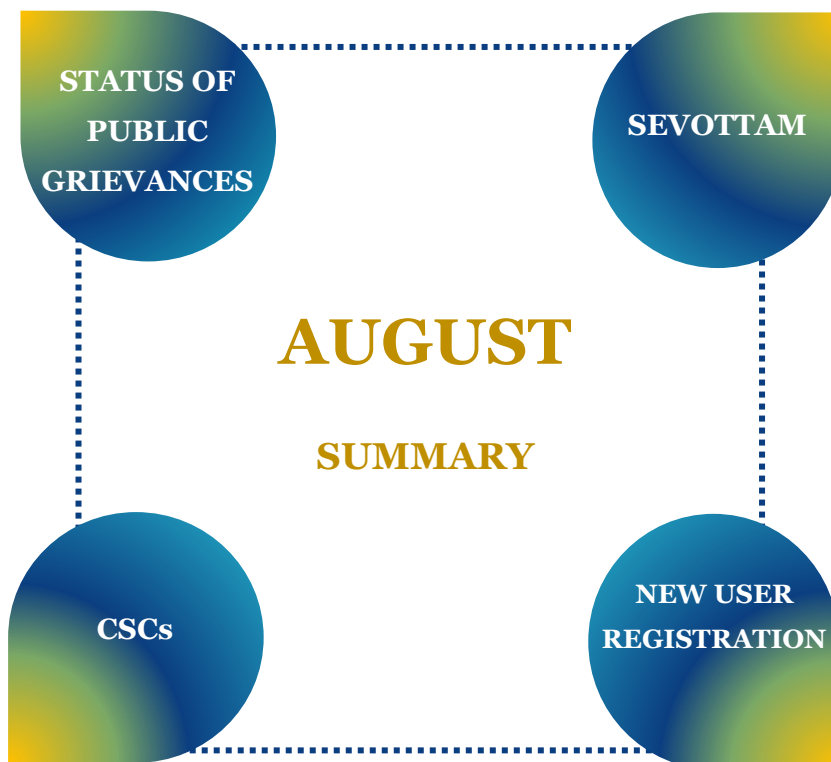
Disposal: 79,639

Pendency: 2,53,040

Training Courses: 1,270

Officers Trained: 42,011

(FY 2022-27)



Total Receipts: 8,999

Maximum: 3,929 (West Bengal)

Total Registrations: 1,38,801

Maximum: 42,054 (West Bengal)

2. Highlights- August 2026

General Highlights

- 01
- 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.
 - In August 2026, **West Bengal** received the highest number of grievances through CSCs, constituting **44%** of the total 8,999 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

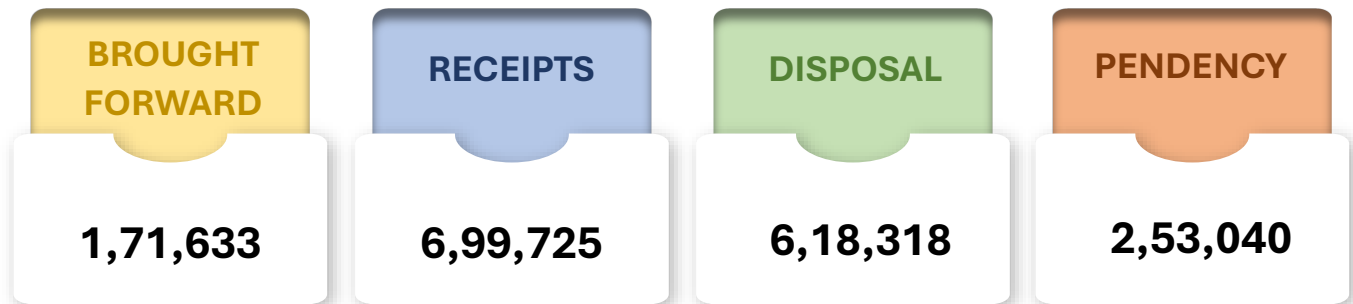
- 02
- In August, 2026, **98,997 PG cases** were received for the States/UTs and **79,639 PG cases** were redressed.
 - **Uttar Pradesh** recorded the highest number of disposals in August, 2026 with 28,939 PG cases, followed by **Gujarat** and **Rajasthan** with 6,810 and 5,895 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 03
- **23 States/UTs** have more than 1000 pending grievances as on 31st August, 2026.
 - For States/UTs, as on 31st August, 2026, there exists a pendency of **2,53,040 PG cases** which represents an approximate **47.5% increase** over the pendency recorded in December 2025.

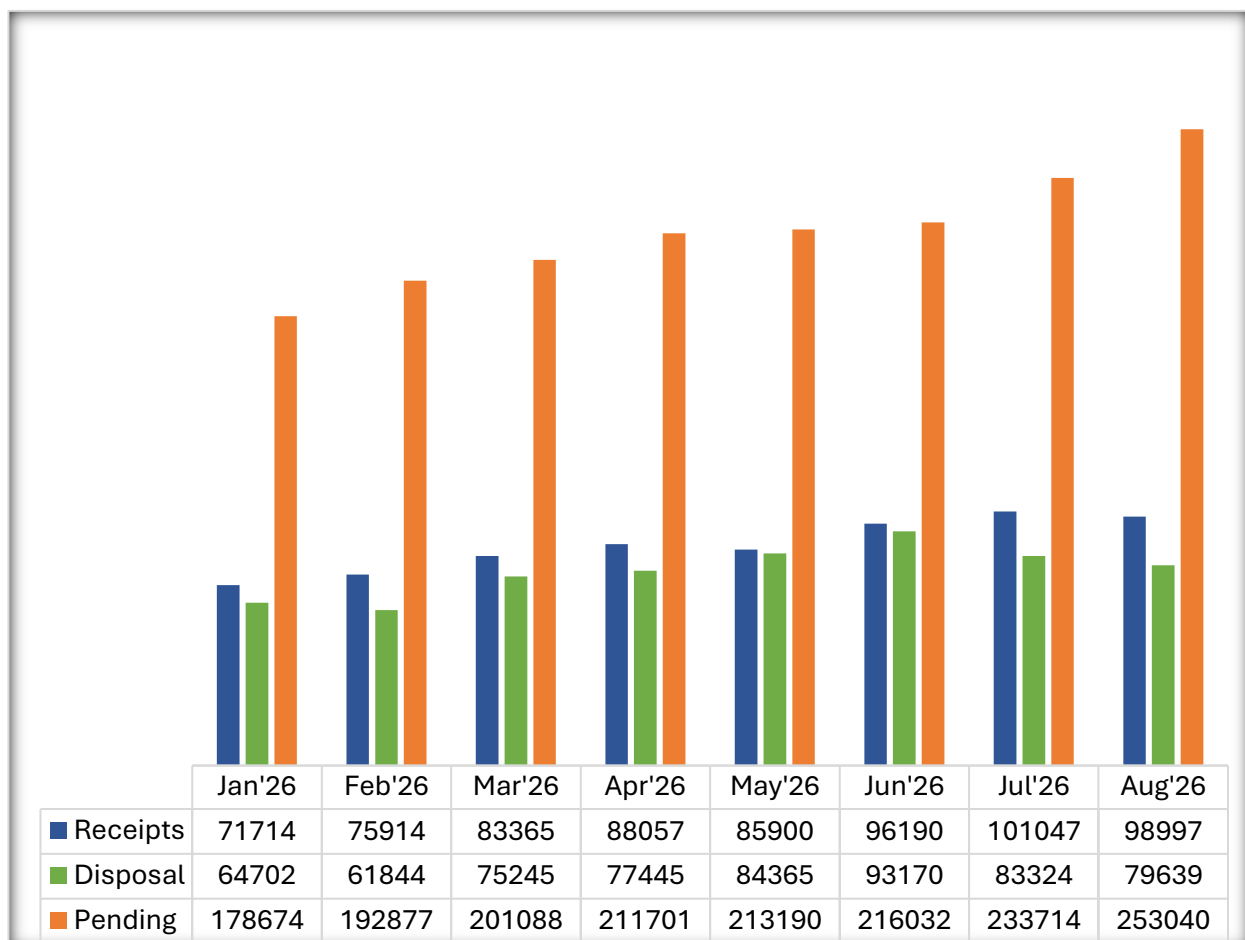
3. Overall Status of Grievances

Overview



(Time Period: 01/01/2026 to 31/08/2026)

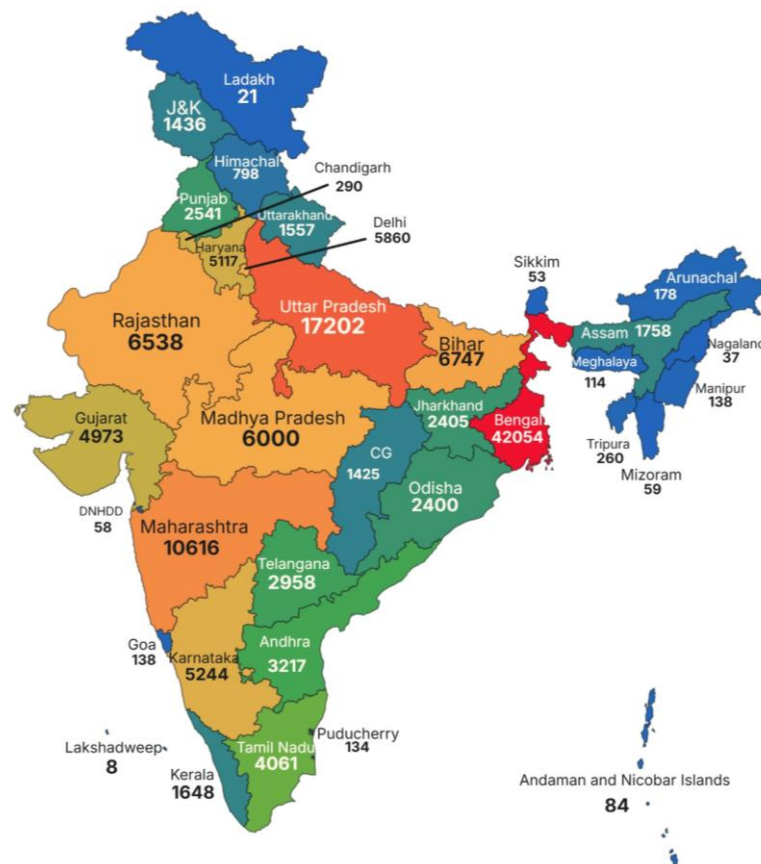
Month-wise Status of Grievances



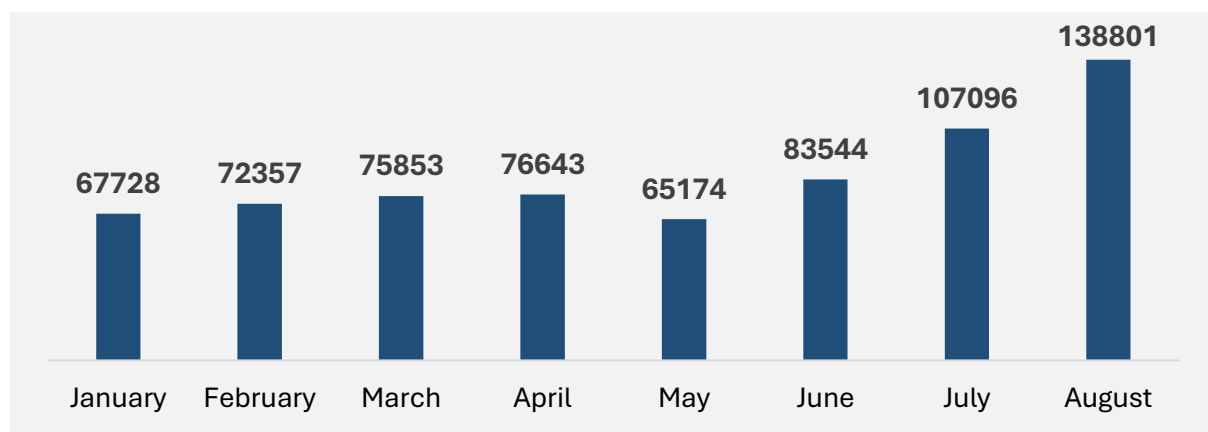
4. New User Registration

A total of **1,38,801 new users** registered on CPGRAMS in August, 2026, through various channels, out of which, **~50% of the total registrations** are from **West Bengal (42,054)**, **Uttar Pradesh (17,202)** and **Maharashtra (10,616)**.

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

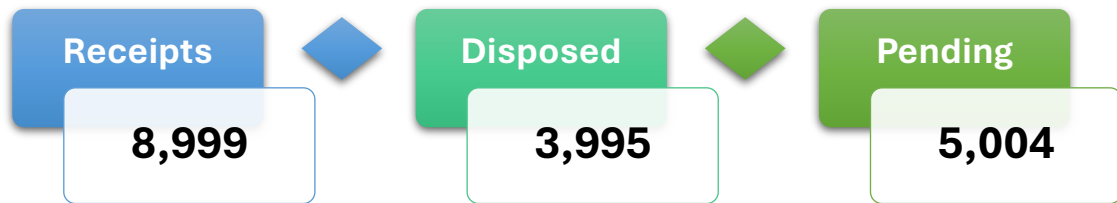


New User Registration on CPGRAMS in 2026



5. Common Service Centres

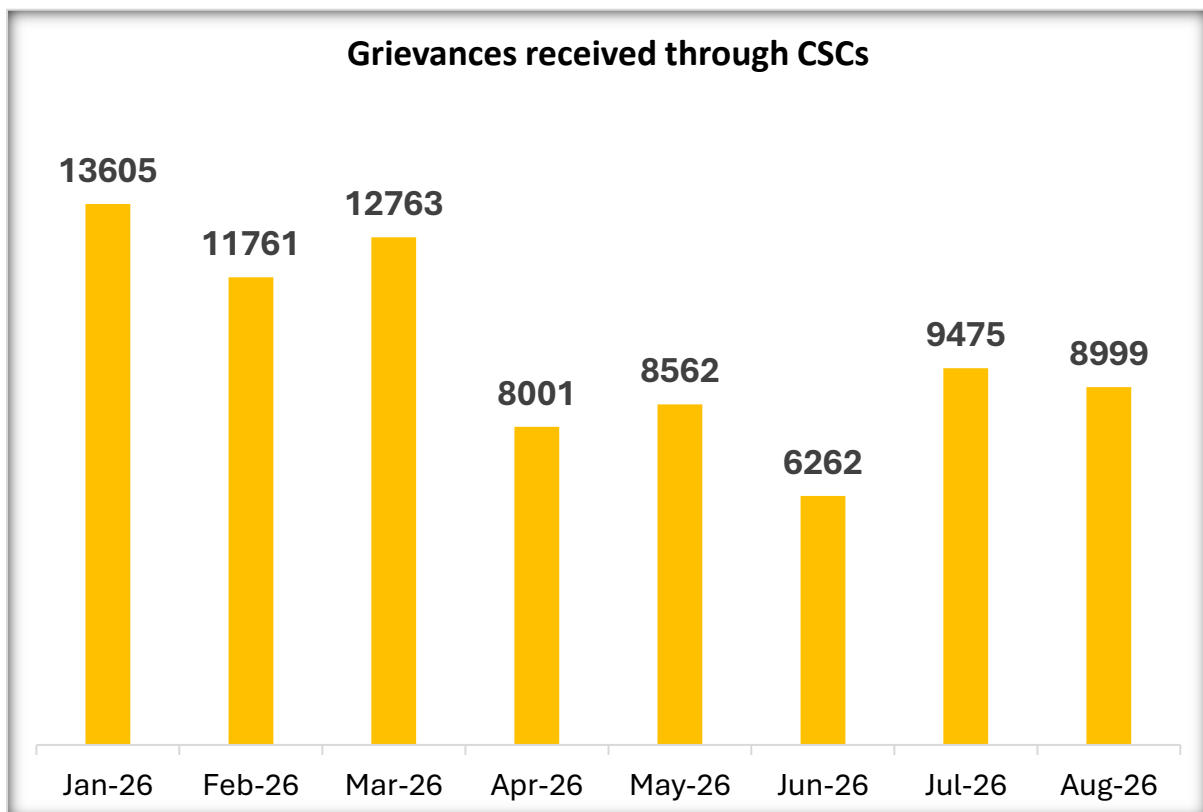
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/08/2026 to 31/08/2026)

Overview of grievances registered through the Common Service Centres

A total of **8,999 grievances** were registered through Common Service Centres (CSCs) in August 2026.

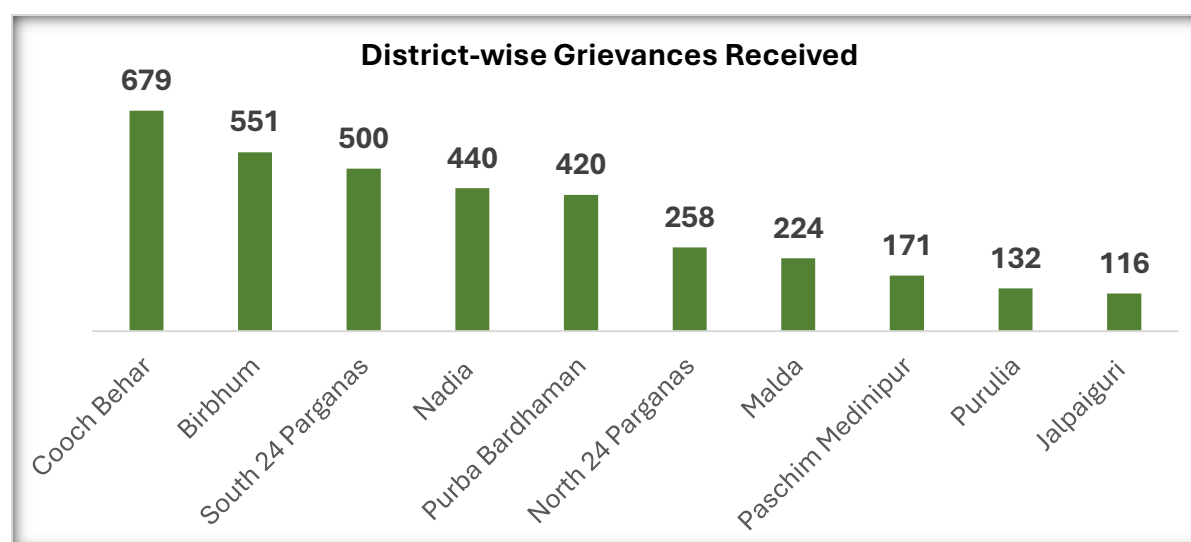


Top 3 States/UTs: Top level Category-wise Grievance Distribution in CSCs in August 2026

State	Total Receipts	Top level Category	Receipts %
West Bengal	3929	Government Schemes Related	35%
		LPG/LPG Agency related	0.6%
		Employee Provident Fund Organisation	0.4%
		Customer Service Related	0.3%
		Misbehaviour/ Corruption/ Harassment/ Atrocities Against	0.3%
Uttar Pradesh	1770	Public Distribution System related	7%
		Aadhaar Update	7%
		Aadhaar Number Deactivated / Lost	4%
		PMKISAN related issues	3%
		Employee Provident Fund Organisation	2%
Karnataka	1016	Government Schemes Related	17%
		PAN Issues	3%
		Hospitals	3%
		Training Matters	2%
		Health Schemes	1%

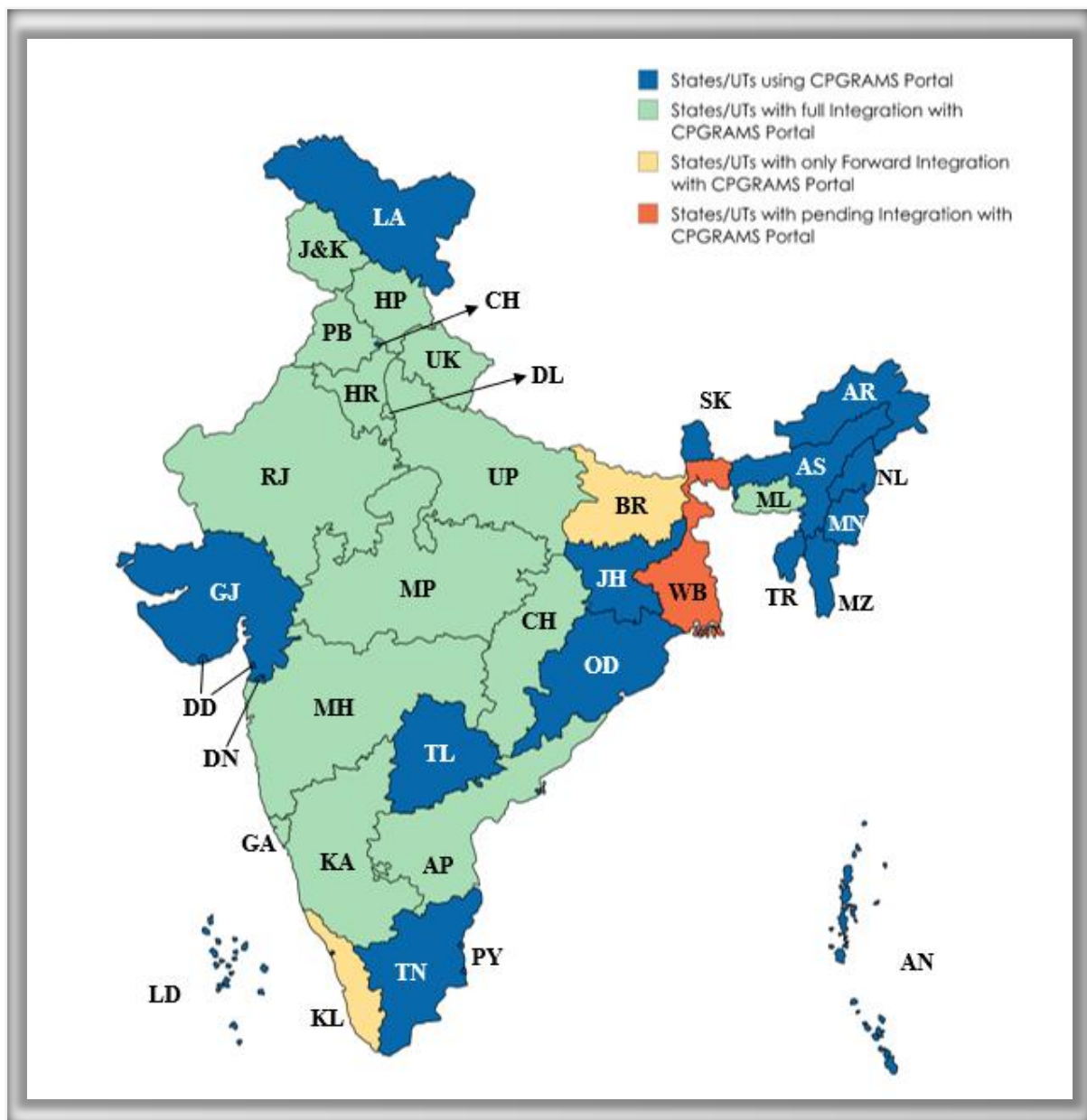
West Bengal: District-wise Grievance Distribution in August 2026

West Bengal dominates the grievance landscape, contributing a significant **44%** of all grievances registered through Common Service Centres (CSCs).



6. 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.



7. 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 **19 ATIs** for FY 2026-27 have been approved and the grant is being released in instalments based on receipt Utilization Certificates (UCs):

1st Instalment ✓

Andhra Pradesh	Kerala	Punjab	Uttar Pradesh
Arunachal Pradesh	Madhya Pradesh	Tamil Nadu	West Bengal
Goa	Meghalaya	Telangana	Assam
Karnataka	Odisha	Tripura	Jammu & Kashmir

2nd Instalment ✓

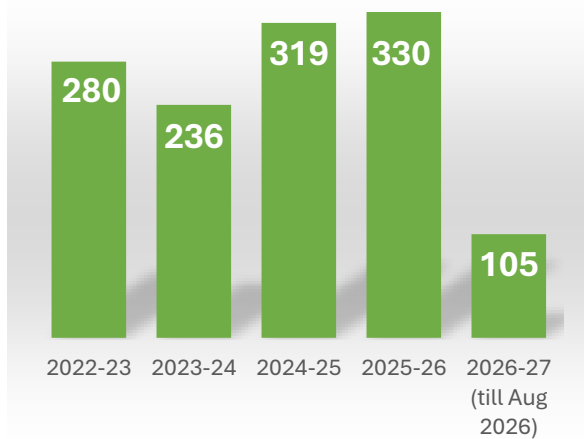
Haryana	Mizoram	Rajasthan
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Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Achievement-cum-Performance Report for FY2025-26 and Proposals/Training Calendar for FY 2026-27 at the earliest to enable DARPG to release the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

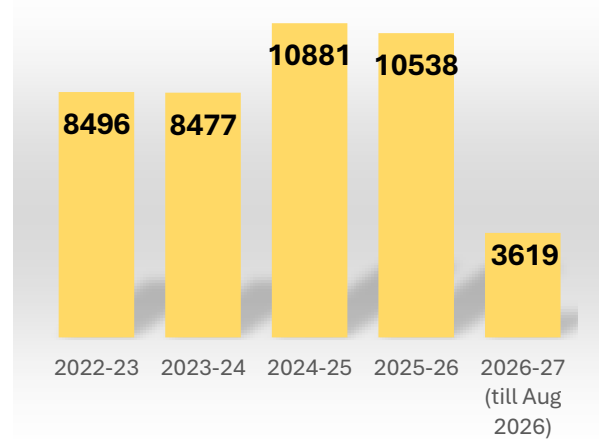
8. Sevottam Scheme Portal

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

Trainings Conducted- 1,270



Participants Trained- 42,011



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	35	1502
2	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	22	596
3	Tamil Nadu	ANNA Administrative Staff College	15	531
4	Telangana	Dr. MCR HRD Institute, Hyderabad	13	411
5	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPPA)	8	291
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	4	53
7	Mizoram	Administrative Training Institute (ATI), Aizawl	3	90
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	2	98
9	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	2	19
10	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala	1	28
Total			105	3619

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 (SKIPA)	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	330	10538

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/>]

9. Success Stories

Grievance of Mr. Vijay Kushwaha

Mr. Vijay Kushwaha from Uttar Pradesh faced difficulty in applying for his provisional degree after completing his Bachelor's degree in 2025. Although all semesters had been successfully cleared, the university's online document service portal incorrectly displayed certain subjects as "not cleared," preventing him from accessing the required service. Despite raising the issue through the portal, no satisfactory resolution was received. He then filed a grievance on the CPGRAMS Portal. The concerned authorities reviewed the matter, corrected the discrepancy, and resolved the issue within a week.

**Incorrect
Result on
University
Portal**

Grievance of Mr. Sukhvinder Singh

Mr. Sukhvinder Singh and Mrs. Manjeet Kaur from Uttarakhand faced difficulty accessing benefits under the Ayushman Bharat scheme because their Ayushman cards were marked as "Suspicious" on the portal. Despite having submitted valid identity and eligibility documents, they were unable to avail themselves of the scheme's benefits. A grievance was filed on the CPGRAMS Portal. The concerned authorities reviewed and verified the submitted records. Within a week, the portal reflected the beneficiaries' status as verified and approved.

**Incorrect
Marking on
Ayushman Card**

Grievance of Mr. Satish Chandra

Mr. Satish Chandra from Uttar Pradesh filed a grievance on the CPGRAMS Portal regarding non-payment of salary for four months by his employer, causing financial hardship to his family. Despite repeated requests, the pending wages had not been released. Upon examination of the grievance, the concerned authorities took up the matter with the employer. Consequently, ₹50,000 was transferred to the complainant's bank account through IMPS. The complainant confirmed receipt of the amount and expressed satisfaction with the resolution.

Non-payment of salary by the employer

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Grievance of Mr. Akshit Goel

Mr. Akshit Goel from Haryana filed a grievance on the CPGRAMS Portal regarding numerous potholes on Gohana Road in Sonipat, which were causing inconvenience and affecting smooth movement of traffic. Upon examination of the grievance, the concerned authorities inspected the site and undertook repair work on the affected road stretch. The entire road was repaired and restored to a satisfactory condition, improving commuter safety and convenience. Photographic evidence of the completed repairs was also provided.

Potholes on Road

— . . . — . . . — . . .

10. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Department of Administrative Reforms and Public Grievances (DARPG) releases the 48th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for July, 2026

A total of 1,01,047 PG cases received for the States/UTs and 83,324 PG cases redressed in July, 2026

Under the Sevottam Scheme, in the last five Financial Years, 1,217 training courses completed, in which about 40,077 officers have been trained

Posted On: 31 AUG 2026 4:15PM by PIB Delhi

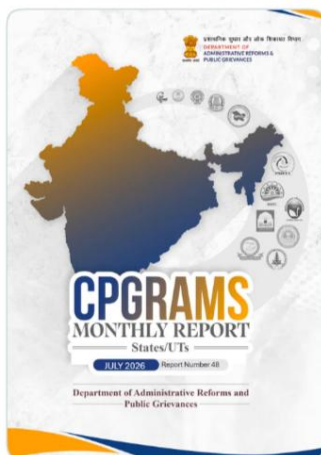
← Post



DARPG has released its 48th #CPGRAMS Monthly Report for July, 2026, for States/UTs.

In July, 2026, 1,01,047 PG cases were received for the States/UTs and 83,324 PG cases were redressed.

@PMOIndia @DrJitendraSingh @DigitalIndia @PIB_India @mygovindia @_BHASHINI



6:00 PM · Aug 31, 2026 · 1.8K Views

← Post



CPGRAMS Helps Restore Bank Account Operations

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

6:05 PM · Aug 8, 2026 · 3,224 Views

ANNEXURES

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

Annexure 1.1: Maximum Number of Receipts – August, 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	38769	31593	70362	28939	41423
2	Government of Gujarat	5611	6350	11961	6810	5151
3	Government of Haryana	14197	6074	20271	5612	14659
4	Government of Madhya Pradesh	12207	5940	18147	5355	12792
5	Government of NCT of Delhi	9989	5751	15740	1078	14662
6	Government of Maharashtra	31936	5671	37607	3525	34082
7	Government of Rajasthan	4153	5627	9780	5895	3885
8	Government of West Bengal	11552	5110	16662	5	16657
9	Government of Bihar	14013	4687	18700	4747	13953
10	Government of Tamil Nadu	10415	2739	13154	2135	11019

Annexure 1.2: Maximum Number of Disposals – August 2026

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	38769	31593	70362	28939	41423
2	Government of Gujarat	5611	6350	11961	6810	5151
3	Government of Rajasthan	4153	5627	9780	5895	3885
4	Government of Haryana	14197	6074	20271	5612	14659
5	Government of Madhya Pradesh	12207	5940	18147	5355	12792
6	Government of Bihar	14013	4687	18700	4747	13953
7	Government of Maharashtra	31936	5671	37607	3525	34082
8	Government of Jharkhand	5206	2453	7659	2741	4918
9	Government of Tamil Nadu	10415	2739	13154	2135	11019
10	Government of Telangana	991	1191	2182	1992	190

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	20739	238129	258868	217445	41423
2	Government of Maharashtra	29802	41587	71389	37307	34082
3	Government of West Bengal	8204	19762	27966	11309	16657
4	Government of NCT of Delhi	5472	38377	43849	29187	14662
5	Government of Haryana	8472	40995	49467	34808	14659
6	Government of Bihar	11896	33546	45442	31489	13953
7	Government of Madhya Pradesh	10334	36246	46580	33788	12792
8	Government of Andhra Pradesh	4421	14517	18938	6222	12716
9	Government of Tamil Nadu	8086	22501	30587	19568	11019
10	Government of Union Territory of Jammu and Kashmir	5595	7258	12853	1993	10860
11	Government of Punjab	5480	14418	19898	10216	9682
12	Government of Odisha	10838	12934	23772	14470	9302
13	Government of Himachal Pradesh	6826	3263	10089	1419	8670
14	Government of Chhattisgarh	5547	10521	16068	7750	8318
15	Government of Karnataka	8507	24182	32689	25391	7298
16	Government of Gujarat	5222	46919	52141	46990	5151
17	Government of Jharkhand	3519	15419	18938	14020	4918
18	Government of Rajasthan	2455	36170	38625	34740	3885
19	Government of Assam	2430	6806	9236	5732	3504
20	Government of Manipur	1297	542	1839	18	1821
21	Government of Uttarakhand	1614	11679	13293	11586	1707
22	Government of Nagaland	1322	116	1438	14	1424
23	Government of Keralam	1148	5725	6873	5720	1153

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1322	116	1438	14	1424	407	99.03%
2	Government of Manipur	1297	542	1839	18	1821	58	99.02%
3	Government of Meghalaya	263	226	489	104	385	275	78.73%
4	Government of Arunachal Pradesh	246	377	623	302	321	269	51.52%
5	Government of Assam	2430	6806	9236	5732	3504	73	37.94%
6	Government of Sikkim	28	130	158	120	38	57	24.05%
7	Government of Tripura	65	1449	1514	1205	309	26	20.41%
8	Government of Mizoram	93	109	202	186	16	238	7.92%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	29802	41587	71389	37307	34082	30187
2	Government of Uttar Pradesh	20739	238129	258868	217445	41423	20380
3	Government of West Bengal	8204	19762	27966	11309	16657	12450
4	Government of Andhra Pradesh	4421	14517	18938	6222	12716	11450
5	Government of Haryana	8472	40995	49467	34808	14659	11040
6	Government of Bihar	11896	33546	45442	31489	13953	10553
7	Government of NCT of Delhi	5472	38377	43849	29187	14662	10518
8	Government of Union Territory of Jammu and Kashmir	5595	7258	12853	1993	10860	10177
9	Government of Tamil Nadu	8086	22501	30587	19568	11019	9334
10	Government of Madhya Pradesh	10334	36246	46580	33788	12792	9017

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	8568	13
2	Government of Union Territory of Chandigarh	2804	14
3	Government of Andaman & Nicobar	911	20
4	Government of Rajasthan	34740	23
5	Government of Gujarat	46990	24
6	Government of Tripura	1205	26
7	Government of Uttar Pradesh	217445	26
8	Government of Puducherry	1534	31
9	Government of Uttarakhand	11586	40
10	Government of Punjab	10216	50



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001