



The Department of Administrative Reforms and Public Grievances (DARPG) released the 43rd Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for February, 2026

In February, 2026, 75,914 PG cases were received for the States/UTs and 61,844 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 1,099 training courses have been completed, in which ~36,320 officers have been trained

Posted On: 17 MAR 2026 1:30PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 43rd monthly report for States/UTs for February, 2026. The said report provides a detailed analysis of types and categories of public grievances and the nature of disposal by the States/UTs.

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 with 4,792 PG cases. As of 28th February, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 1,92,877 across all States and UTs. Moreover, 22 States/UTs have more than 1,000 pending PG cases each.

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal during February, 2026. A total of 72,357 new users have registered on CPGRAMS in February, 2026, through various channels, out of which, 11,945 registrations are from Uttar Pradesh. The Feedback Call Centre collected a total of 70,434 feedbacks in February, 2026, where, 25,069 feedbacks were collected from States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in February, 2026. 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). A total of 11,761 grievances have been registered through the Common Service Centres in the month of February, 2026.

The report also provides the total number of training programmes conducted and officers trained over the last four financial years under the Sevottam Scheme. Between FY 2022–23 and FY 2025–26, a total of 1,099 training courses were conducted, training ~36,320 officers.

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	319	10,881
4	2025-26 (till 28 th February, 2026)	264	8,466
TOTAL		1,099	36,320

Key Highlights for the month of February, 2026, are as follows:

General Highlights

- A monthly review meeting under the chairmanship of Additional Secretary, DARPG was held on 25th February, 2026.
- The Feedback Call Centre collected a total of 70,434 feedbacks in February, 2026, where, 25,069 feedbacks were collected from States/UTs.

Status of Public Grievances on CPGRAMS

- 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 with 4,792 PG cases

Status of Pendency of Public Grievances on CPGRAMS

- **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

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