



The Department of Administrative Reforms and Public Grievances (DARPG) released the 44th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for March, 2026

In March, 2026, 83,365 PG cases were received for the States/UTs and 75,245 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 1,134 training courses have been completed, in which ~37,620 officers have been trained

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 44th monthly report for States/UTs for March, 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 March, 2026, 83,365 PG cases were received for the States/UTs and 75,245 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in March, 2026 with 22,985 PG cases, followed by Gujarat with 5,417 PG cases. As of 31st March, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,01,088 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 March, 2026. A total of 75,853 new users have registered on CPGRAMS in March, 2026, through various channels, out of which, 12,865 registrations are from Uttar Pradesh. The Feedback Call Centre collected a total of 74,069 feedbacks in March, 2026, where, 28,095 feedbacks were collected from States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in March, 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 12,763 grievances have been registered through the Common Service Centres in the month of March, 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 1,134 training courses were conducted, training ~37,620 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 31 st March, 2026)	299	9,766
TOTAL		1,134	37,620

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

General Highlights

- To facilitate senior-level review of PG cases in States/UTs, a dedicated Review Module has been operationalised, effective from 6th June 2025.
- A monthly review meeting under the chairmanship of Additional Secretary, DARPG was held on 27th March, 2026.
- The Feedback Call Centre collected a total of 74,069 feedbacks in March, 2026, where, 28,095 feedbacks were collected from States/UTs.

Status of Public Grievances on CPGRAMS

- In March, 2026, 83,365 PG cases were received for the States/UTs and 75,245 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in March, 2026 with 22,985 PG cases, followed by Gujarat with 5,417 PG cases.

Status of Pendency of Public Grievances on CPGRAMS

- 22 States/UTs have more than 1000 pending grievances as on 31st March, 2026.
- For States/UTs, as on 31st March, 2026, there exists a pendency of 2,01,088 PG cases

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