



The Department of Administrative Reforms and Public Grievances (DARPG) released the 45th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for April, 2026

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 45th monthly report for States/UTs for April, 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 April, 2026, 88,057 PG cases were received for the States/UTs and 77,445 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in April, 2026 with 34,959 PG cases, followed by Gujarat with 5,829 PG cases. As of 30th April, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,11,701 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 April, 2026. A total of 76,643 new users have registered on CPGRAMS in April, 2026, through various channels, out of which, 13,379 registrations are from Uttar Pradesh. The Feedback Call Centre collected a total of 73,601 feedbacks in April, 2026, where, 30,621 feedbacks were collected from States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in April, 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 8,001 grievances have been registered through the Common Service Centres in the month of April, 2026.

The report also provides the total number of training programmes conducted and officers trained over the last five financial years under the Sevottam Scheme. Between FY 2022–23 and FY 2026–27, a total of 1,159 training courses were conducted, training ~38,270 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	313	10,033
5	2026-27 (till 30 th April)	11	383
TOTAL		1,159	38,270

Key Highlights for the month of April, 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.
- Under the Sevottam Scheme, in the last five Financial Years (FY 2022-23 to FY 2026-27), 1,159 training courses have been completed, in which ~38,270 officers have been trained.
- The Feedback Call Centre collected a total of 73,601 feedback in April, 2026, where, 30,621 feedbacks were collected from States/UTs.

Status of Public Grievances on CPGRAMS

- In April, 2026, 88,057 PG cases were received for the States/UTs and 77,445 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in April, 2026 with 34,959 PG cases, followed by Gujarat with 5,829 PG cases.

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 30th April, 2026.
- For States/UTs, as on 30th April, 2026, there exists a pendency of **2,11,701 PG cases**

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