



The Department of Administrative Reforms and Public Grievances (DARPG) released the 48th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of April, 2026

A total of 1,88,969 grievances were redressed by Central Ministries/ Departments in April, 2026

For the 46th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs topped the Group A category in the GRAI rankings released for the month of April, 2026

Department of Official Language, Ministry of Textiles and Ministry of Steel topped in Group B category in the GRAI rankings released for the month of 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) monthly report for April, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 48th report on Central Ministries/Departments published by DARPG.

The progress for April, 2026 indicates 1,88,969 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments for 2026 is 13 days. These reports are part of the 10-step CPGRAMS reform process which was adopted by DARPG to improve the quality of disposal and reduce the timelines.

The report provides the data for new users registered through the CPGRAMS Portal in the month of 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 73,601

feedbacks in the month of April, 2026, where 42,980 feedbacks were collected for Central Ministries/Departments.

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 presents an overview of the Review Meeting Module, which has been operationalised on 14th April 2025 across Central Ministries and Departments. This module facilitates Secretary-level reviews of public grievances, thereby enhancing the efficiency of redressal mechanisms and improving citizen satisfaction. As of 30th April, 2026, a total of 331 review meetings have been conducted, out of which 25 meetings were held in April, 2026.

The following are the Key Highlights of the DARPG's monthly CPGRAMS report for April, 2026 for Central Ministries/ Departments:

PG Cases:

- In April, 2026, 1,88,577 PG cases were received on the CPGRAMS portal, 1,88,969 PG cases were redressed and there exists a pendency of 81,847 PG cases.

PG Appeals:

- In April, 2026, 31,018 appeals were received and 31,338 appeals were disposed.
- 20,976 appeal pendency recorded in April, 2026 for the year 2026.

Grievance Redressal Assessment and Index (GRAI) – April, 2026

- Department of Telecommunications, Department of Posts and Central Board of Indirect Taxes and Customs are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for April, 2026.
- Department of Official Language, Ministry of Textiles and Ministry of Steel are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for April, 2026.

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