



Department of Administrative Reforms and Public Grievances (DARPG) releases 46th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for May, 2026

A total of 85,900 PG cases received for the States/UTs and 84,365 PG cases redressed in May, 2026,

Under the Sevottam Scheme, in the last five Financial Years, 1,175 training courses have been completed, in which ~38,693 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) 46th monthly report for States/UTs for May, 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 May, 2026, 85,900 PG cases were received for the States/UTs and 84,365 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in May, 2026 with 27,030 PG cases, followed by Maharashtra with 9,476 PG cases. As of 31st May, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,13,190 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 May, 2026. A total of 65,174 new users have registered on CPGRAMS in May, 2026, through various channels, out of which, 11,365 registrations are from Uttar Pradesh. The Feedback Call Centre collected a total of 78,830 feedbacks in May, 2026, where, 32,283 feedbacks were collected from States/UTs.

The said report also provides the state-wise analysis on the grievances registered through Common Service Centres in May, 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 8,562 grievances have been registered through the Common Service Centres in the month of May, 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 1,175 training courses were conducted, training ~38,693 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	322	10,223
5	2026-27 (till 31 st May)	18	616
TOTAL		1,175	38,693

Key Highlights for the month of May, 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), 1,175 training courses have been completed, in which ~38,693 officers have been trained.
- The Feedback Call Centre collected a total of 78,830 feedback in May, 2026, where, 32,283 feedbacks were collected from States/UTs.
- The **CPGRAMS AI-Enabled Voice Chatbot, Samadhan Didi**, was launched by Hon'ble MoS (PP), Dr. Jitendra Singh, on 30 May 2026 at Kartavya Bhawan, New Delhi, marking a significant advancement in digital public grievance redressal.

Status of Public Grievances on CPGRAMS

- In May, 2026, 85,900 PG cases were received for the States/UTs and 84,365 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in May, 2026 with 27,030 PG cases, followed by Maharashtra with 9,476 PG cases.

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 31st May, 2026.
- For States/UTs, as on 31st May, 2026, there exists a pendency of **2,13,190 PG cases**

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Anand

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