



Department of Administrative Reforms and Public Grievances (DARPG) releases 49th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of May, 2026

A total of 1,78,423 grievances redressed by Central Ministries/ Departments in May, 2026.

For the 47th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Posts, Department of Financial Services (Insurance Division) and Department of Telecommunications topped the Group A category in the GRAI rankings released for the month of May, 2026

Department of Heavy Industries, Ministry of Textiles and Ministry of Parliamentary Affairs topped in Group B category in the GRAI rankings released for the month of May, 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 May, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 49th report on Central Ministries/Departments published by DARPG.

The progress for May, 2026 indicates 1,78,423 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 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 78,830

feedbacks in the month of May, 2026, where 46,547 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 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 presents an overview of the Review Meeting Module, which has been operationalised on 14th May 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 31st May, 2026, a total of 352 review meetings have been conducted, out of which 19 meetings were held in May, 2026.

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

General Highlights:

- 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.

PG Cases:

- In May, 2026, 1,76,719 PG cases were received on the CPGRAMS portal, 1,78,423 PG cases were redressed and there exists a pendency of 81,075 PG cases.

PG Appeals:

- In May 2026, 31925 appeals were received and 31,149 appeals were disposed.
- 21,752 appeal pendency recorded in May for the year 2026.

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

- **Department of Posts, Department of Financial Services (Insurance Division) and Department of Telecommunications** are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for May, 2026.
- **Department of Heavy Industries, Ministry of Textiles and Ministry of Parliamentary Affairs** are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for May, 2026.

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Anand

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