



Department of Administrative Reforms and Public Grievances (DARPG) released the 50th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of June, 2026

A total of 1,99,968 grievances were redressed by Central Ministries/ Departments in June, 2026.

For the 48th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Ministry of Textiles, Ministry of Tourism and Ministry of Information and Broadcasting topped in Group B category in the GRAI rankings released for the month of June, 2026

प्रविष्टि तिथि: 29 JUL 2026 12:00PM by PIB Delhi

Department of Administrative Reforms and Public Grievances (DARPG) today released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) monthly report for June, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 50th report on Central Ministries/Departments published by DARPG.

The progress for June, 2026 indicates 1,99,968 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments for 2026 is 14 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 June, 2026. A total of 83,544 new users have registered on CPGRAMS in June, 2026, through various channels, out of which, 15,287 registrations are from Uttar Pradesh. The Feedback Call Centre collected 75,318

feedbacks in the month of June, 2026, where 42,226 feedbacks were collected for Central Ministries/Departments.

The report also provides the month-wise analysis on the grievances registered through Common Service Centres in June, 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 6,262 grievances have been registered through the Common Service Centres in the month of June, 2026.

The report also presents an overview of the Review Meeting Module, which has been operationalised on 14th June 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 June, 2026, a total of 377 review meetings have been conducted, out of which 24 meetings were held in June, 2026.

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

General Highlights:

- This report is the 50th edition of the CPGRAMS Monthly Report for Central Ministries/Departments, highlighting the sustained institutionalisation of monthly performance monitoring and analytical reporting on public grievance redressal.

PG Cases:

- In June, 2026, 1,96,133 PG cases were received on the CPGRAMS portal, 1,99,968 PG cases were redressed and there exists a pendency of 78,793 PG cases.

PG Appeals:

- In June 2026, 32,269 appeals were received and 32,256 appeals were disposed.
- 21,753 appeal pendency recorded in June for the year 2026.

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

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

[Click here for PDF file](#)

NKR/Anand

(रिलीज़ आईडी: 2290925) आगंतुक पटल : 537

इस विज्ञप्ति को इन भाषाओं में पढ़ें: Marathi , Urdu , हिन्दी , Gujarati , Tamil

