



Department of Administrative Reforms and Public Grievances releases 51st Monthly Report on CPGRAMS for Central Ministries/ Departments performance for the month of July, 2026

A total of 2,16,827 grievances were redressed by Central Ministries/ Departments in July, 2026.

For the 49th 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 July, 2026

Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Textiles topped in Group B category in the GRAI rankings released for the month of July, 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 July, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 51st report on Central Ministries/Departments published by DARPG.

The progress for July, 2026 indicates 2,16,827 Grievances redressed by Central Ministries/Departments. The Average Grievance Disposal Time in the Central Ministries/Departments for 2026 is 12 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 July, 2026. A total of 1,07,186 new users have registered on CPGRAMS in July, 2026, through various channels, out of which, 17,819 registrations are from Uttar Pradesh, 12,982 registrations from West Bengal and 10,156 from Maharashtra.

The said report also provides the month-wise analysis on the grievances registered through Common Service Centres in July, 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 9,475 grievances have been registered through the Common Service Centres in the month of July, 2026.

The report also presents an overview of the Review Meeting Module, which has been operationalised on 14th July 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 July, 2026, a total of 398 review meetings have been conducted, out of which 17 meetings were held in July, 2026.

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

General Highlights:

- In July 2026, for the 49th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The number of new user registrations for the month of July 2026 stands at 1,07,186, which is the highest for year 2026.

PG Cases:

- In July, 2026, 2,20,909 PG cases were received on the CPGRAMS portal, 2,16,827 PG cases were redressed and there exists a pendency of 83,866 PG cases.

PG Appeals:

- In July 2026, 19,778 appeals were received and 24,312 appeals were disposed.
- 17,219 appeal pendency recorded in July for the year 2026.

Grievance Redressal Assessment and Index (GRAI) – July, 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 July, 2026.
- Ministry of Development of North Eastern Region, Department of Official Language and Ministry of Textiles are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for July, 2026.

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