



Department of Administrative Reforms and Public Grievances (DARPG) releases the 48th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for July, 2026

A total of 1,01,047 PG cases received for the States/UTs and 83,324 PG cases redressed in July, 2026

Under the Sevottam Scheme, in the last five Financial Years, 1,217 training courses completed, in which about 40,077 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) 48th monthly report for States/UTs for July, 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 July, 2026, 1,01,047 PG cases were received for the States/UTs and 83,324 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in July, 2026 with 24,694 PG cases, followed by Rajasthan with 6,774 PG cases. As of 31st July, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,33,714 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 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.

The said report also provides the state-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 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 1,217 training courses were conducted, training ~40,077 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	330	10,538
5	2026-27 (till 31 st July)	52	1,685
TOTAL		1,217	40,077

Key Highlights for the month of July, 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 July 2025.
- Under the Sevottam Scheme, in the last five Financial Years (FY 2022-23 to FY 2026-27), 1,217 training courses have been completed, in which ~40,077 officers have been trained.
- The National Conference on e-Governance (NCeG) was held in Jaipur on 1st and 2nd July. As part of the exhibition, a dedicated stall on the CPGRAMS Portal was set up.

Status of Public Grievances on CPGRAMS

- In July, 2026, 1,01,047 PG cases were received for the States/UTs and 83,324 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in July, 2026 with 24,694 PG cases, followed by Rajasthan with 6,774 PG cases.

Status of Pendency of Public Grievances on CPGRAMS

- **22 States/UTs** have more than 1000 pending grievances as on 31st July, 2026.
- For States/UTs, as on 31st July, 2026, there exists a pendency of **2,33,714 PG cases**

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