



DARPG releases the 49th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for August, 2026

A total of 98,997 PG cases received for the States/UTs and 79,639 PG cases redressed in August, 2026

Under the Sevottam Scheme, in the last five Financial Years, 1,270 training courses have been completed, in which ~42,011 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) 49th monthly report for States/UTs for August, 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 August, 2026, 98,997 PG cases were received for the States/UTs and 79,639 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in August, 2026 with 28,939 PG cases, followed by Gujarat with 6,810 PG cases. As of 31st August, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,53,040 across all States and UTs. Moreover, 23 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 August, 2026. A total of 1,38,801 new users have registered on CPGRAMS in August, 2026, through various channels, out of which, 42,054 registrations are from West Bengal.

The report also provides the state-wise analysis on the grievances registered through Common Service Centres in August, 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 8,999 grievances have been registered through the Common Service Centres in the month of August, 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
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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 August)	105	3,619
TOTAL		1,270	42,011

Key Highlights for the month of August, 2026, are as follows:

General Highlights

- Under the Sevottam Scheme, in the last five Financial Years (FY 2022-23 to FY 2026-27), 1,270 training courses have been completed, in which ~42,011 officers have been trained.
- In August 2026, West Bengal received the highest number of grievances through CSCs, constituting 44% of the total 8,999 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

- In August, 2026, 98,997 PG cases were received for the States/UTs and 79,639 PG cases were redressed.
- Uttar Pradesh recorded the highest number of disposals in August, 2026 with 28,939 PG cases, followed by Gujarat and Rajasthan with 6,810 and 5,895 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st August, 2026.
- For States/UTs, as on 31st August, 2026, there exists a pendency of **2,53,040 PG cases**

Link of the Report

NKR/Anand

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