



DARPG releases the 52nd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of August, 2026

A total of 2,42,391 grievances redressed by Central Ministries/ Departments in August, 2026.

For the 50th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

Department of Posts, Department of Telecommunications & Department of Financial Services (Insurance Division) top Group A category in the GRAI rankings released for the month of August, 2026

Ministry of Steel, Ministry of Shipping & Ministry of Development of North Eastern top in Group B category in the GRAI rankings released for the month of August, 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 August, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 52nd report on Central Ministries/Departments published by DARPG.

The progress for August, 2026 indicates 2,42,391 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 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, 17,202 registrations from Uttar Pradesh and 10,616 from Maharashtra.

The report also provides the month-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 presents an overview of the Review Meeting Module, which has been operationalised on 14th August 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 August, 2026, a total of 424 review meetings have been conducted, out of which 21 meetings were held in August, 2026.

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

General Highlights:

- Review meetings were held with Ministries/Departments on 7th, 11th and 12th August 2026, chaired by Secretary, DARPG, to review performance against service delivery benchmarks and identify measures to strengthen grievance redressal.
- In August 2026, for the 50th month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat.
- The pendency in the Central Secretariat stands at 93,864 grievances, out of which ~69% of the grievances are pending for less than 21 days.
- The number of new user registrations for the month of August 2026 stands at 1,38,801, which is the highest for year 2026.

PG Cases:

- In August, 2026, 2,51,147 PG cases were received on the CPGRAMS portal, 2,42,391 PG cases were redressed and there exists a pendency of 93,864 PG cases.
- Grievances registered via Common Service Centers stands at 8,999 grievances for August, 2026.
- 44% of the accounted grievances for August, 2026 were directed towards key departments such as the Department of Rural Development [39,432 grievances]; Ministry of Labour and Employment [39,188 grievances] and Department of Financial Services (Banking Division) [31,163 grievances].

PG Appeals:

- In August 2026, 24,085 appeals were received and 24,611 appeals were disposed.
- 16,693 appeal pendency recorded in August for the year 2026.

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

Link of the Report

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