



DARPG releases the 50th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for September, 2026

A total of 99,134 PG cases received for the States/UTs & 1,15,168 PG cases redressed in September, 2026,

Under the Sevottam Scheme, 1,312 training courses completed, in which ~43,738 officers have been trained in the last five Financial Years

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The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) 50th monthly report for States/UTs for September, 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 September, 2026, 99,134 PG cases were received for the States/UTs and 1,15,168 PG cases were redressed. Uttar Pradesh recorded the highest number of disposals in September, 2026 with 45,970 PG cases, followed by Andhra Pradesh with 8,340 PG cases. As of 30th September, 2026, the total pendency of PG cases on the CPGRAMS portal stands at 2,37,128 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 September, 2026. A total of 92,822 new users have registered on CPGRAMS in September, 2026, through various channels, out of which, the highest registrations are from Uttar Pradesh (15,742). The Feedback collected through Call Centre and Online are a total of 1,87,362 feedbacks in September, 2026, where, 75,568 feedbacks were collected from States/UTs.

The report also provides the state-wise analysis on the grievances registered through Common Service Centres in September, 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 12,996 grievances have been registered through the Common Service Centres in the month of September, 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 1,312 training courses were conducted, training ~43,738 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	331	10,887
5	2026-27 (till 30 th September)	146	4,997
TOTAL		1,312	43,738

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

General Highlights

- A Review Meeting was conducted with States/UTs on 24th September, 2026 to review the grievance redressal performance against service delivery benchmarks and identify measures to strengthen grievance redressal.
- West Bengal completed its full integration with CPGRAMS Portal on 22nd September, 2026.
- Under the Sevottam Scheme, in the last five Financial Years (FY 2022-23 to FY 2026-27), 1,312 training courses have been completed, in which ~43,738 officers have been trained.
- In September 2026, Karnataka received the highest number of grievances through CSCs, constituting 54% of the total 12,996 grievances received via CSCs.

Status of Public Grievances on CPGRAMS

- In September, 2026, 99,134 PG cases were received for the States/UTs and 1,15,168 PG cases were redressed, representing the highest disposal of the year.
- Uttar Pradesh recorded the highest number of disposals in September, 2026 with 45,970 PG cases, followed by Andhra Pradesh and Haryana with 8,340 and 6,437 PG cases respectively.

Status of Pendency of Public Grievances on CPGRAMS

- 23 States/UTs have more than 1000 pending grievances as on 30th September, 2026.
- For States/UTs, as on 30th September, 2026, there exists a pendency of 2,37,128 PG cases which represents an approximate 6.3% decrease over the pendency recorded in August 2026.

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