



DARPG releases the 53rd Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for Central Ministries/ Departments performance for the month of September, 2026

A total of 2,38,579 grievances redressed by Central Ministries/ Departments in September, 2026.

For the 51st month in a row, the monthly disposal crossed 1 lakh cases in the Central Secretariat

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

Ministry of Textiles, Ministry of Heavy Industries & Ministry of Tourism top in Group B category in the GRAI rankings released for the month of September, 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 September, 2026, which provides a detailed analysis of types and categories of public grievances and the nature of disposal. This is the 53rd report on Central Ministries/Departments published by DARPG.

The progress for September, 2026 indicates 2,38,579 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 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 (17%). The Feedback collected from Call Centre and Online is 1,87,362 feedbacks in the month of September, 2026, where 1,11,794 feedbacks were collected for Central Ministries/Departments.

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 presents an overview of the Review Meeting Module, which has been operationalised on 14th September 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 30th September, 2026, a total of 454 review meetings have been conducted, out of which 27 meetings were held in September, 2026.

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

PG Cases:

- In September 2026, 2,27,837 PG cases were received on the CPGRAMS portal, 2,38,579 PG cases were redressed and there exists a pendency of 85,687 PG cases.
- Grievances registered via Common Service Centers stands at 12,996 grievances for September, 2026.
- 35% of the accounted grievances for September, 2026 were directed towards key departments such as the Ministry of Labour and Employment [37,492 grievances]; Department of Financial Services (Banking Division) [31,968 grievances] and Ministry of Railways (Railway Board) [9,914 grievances]

PG Appeals:

- In September 2026, 48,653 appeals were received and 42,116 appeals were disposed.
- 23,230 appeal pendency recorded in September for the year 2026.

Grievance Redressal Assessment and Index (GRAI) – September, 2026

- Department of Posts, Department of Financial Services (Insurance Division) and Department of Telecommunications are amongst the top performers in the Grievance Redressal Assessment & Index within the Group A (more than equal to 500 grievances) for September, 2026.
- Ministry of Textiles, Ministry of Heavy Industries and Ministry of Tourism are amongst the top performers in Grievance Redressal Assessment & Index within the Group B (less than 500 grievances) for September, 2026.

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