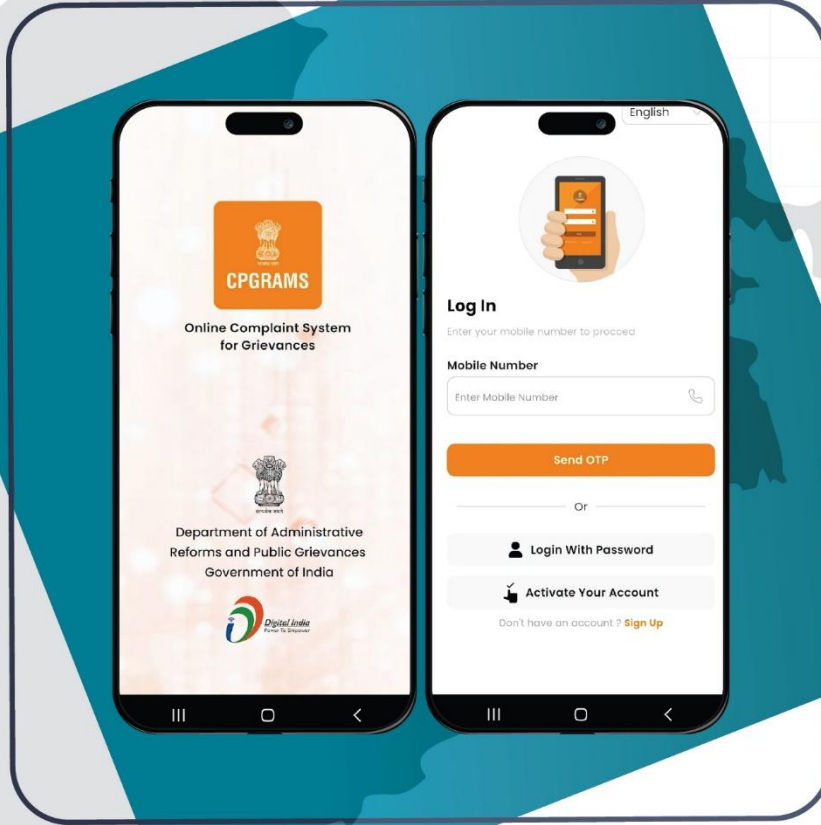




प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT States/UTs

DECEMBER 2025 (Report Number 41)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

Data Summary – December, 2025

Receipts: 78,263

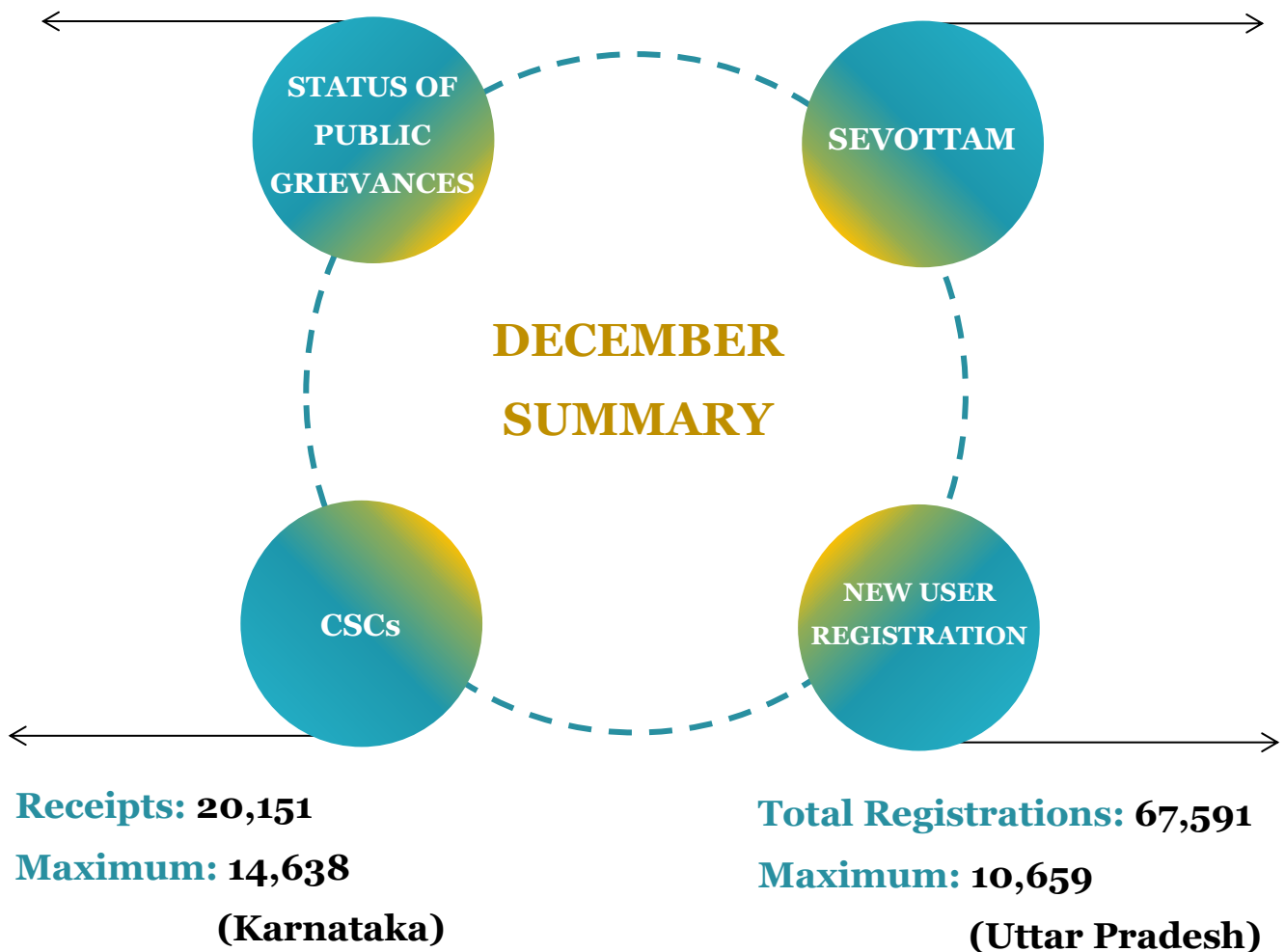
Disposal: 72,740

Pendency: 1,71,535

Training Courses: 1,008

Officers Trained: 33,727

(FY 2022-26)



01

General Highlights

- To facilitate senior-level review of PG cases in States/UTs, a dedicated **Review Module** has been operationalised, effective from **6th June 2025**.
- A monthly review meeting under the chairmanship of Secretary, DARPG was held on 24th December, 2025
- The Feedback Call Centre collected a total of **74,787 feedbacks** in December, 2025, where, **30,755 feedbacks** were collected from States/UTs
- Under the Sevottam Scheme, in the last four Financial Years (FY 2022-23 to FY 2025-26), **1,008 training courses** have been completed, in which **~33,727 officers** have been trained
- In December 2025, grievance registrations through **CSCs** peaked at **20,151**, the **highest for the year**, with **Karnataka** contributing nearly **73%** of the total.

Status of Public Grievances on CPGRAMS

02

- In December, 2025, **78,263 PG cases** were received for the States/UTs and **72,740 PG cases** were redressed
- There has been a **rise** in the disposal of PG cases, rising from **70,598 in November** to **72,740 in December**.
- **Uttar Pradesh** recorded the highest number of disposals in December 2025 with 25,854 PG cases, followed by **Gujarat** with 6,019 PG cases

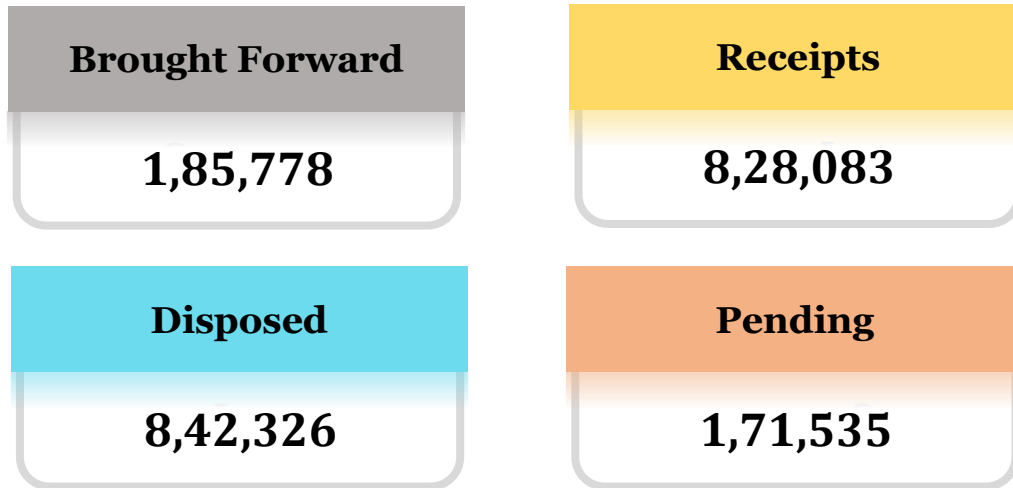
03

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st December, 2025
- For States/UTs, as on 31st December, 2025, there exists a pendency of **1,71,535 PG cases**

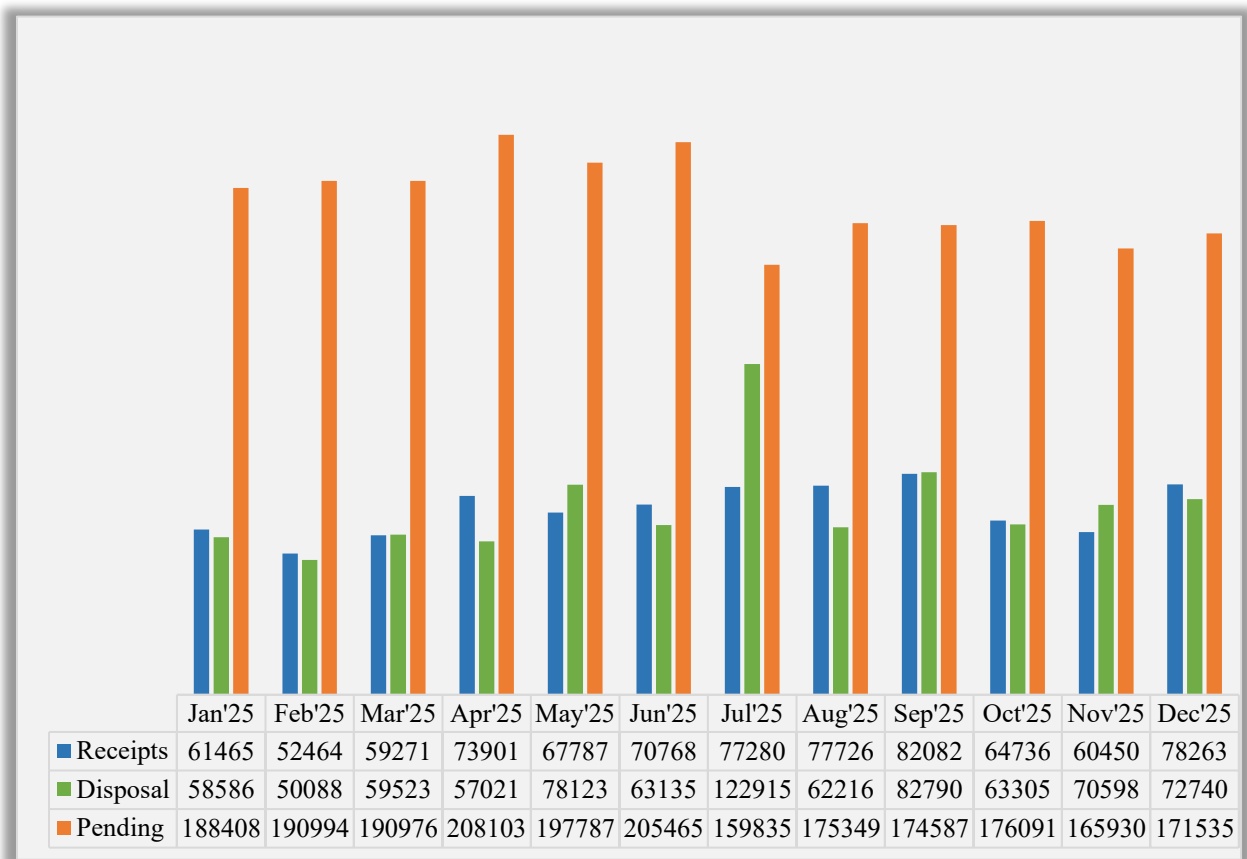
2. Review of Status of Grievances

2.1 Overview



(Time Period: 01/01/2025 to 31/12/2025)

2.2 Month-wise Status of Grievances



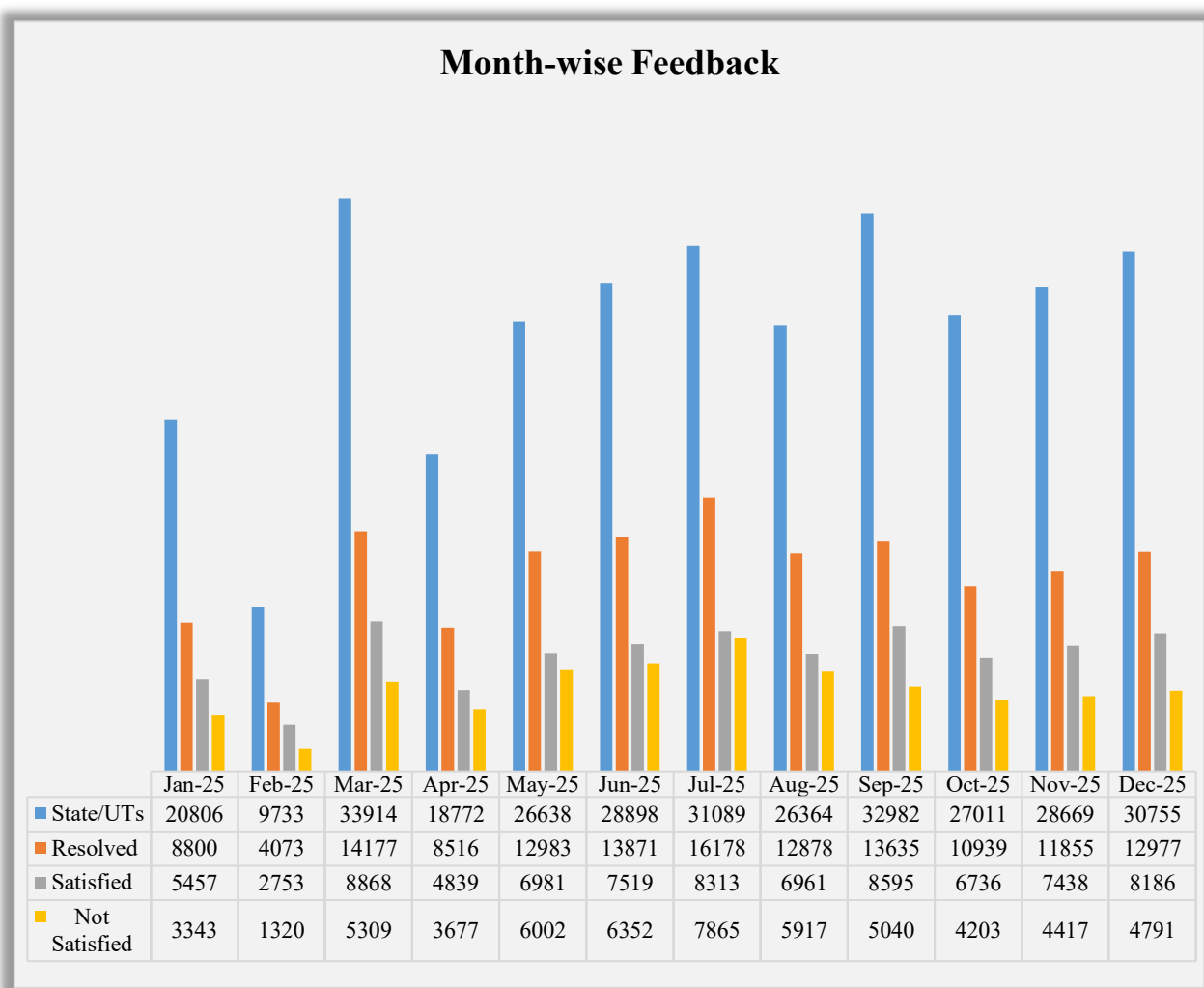
3. Feedback Call Centre



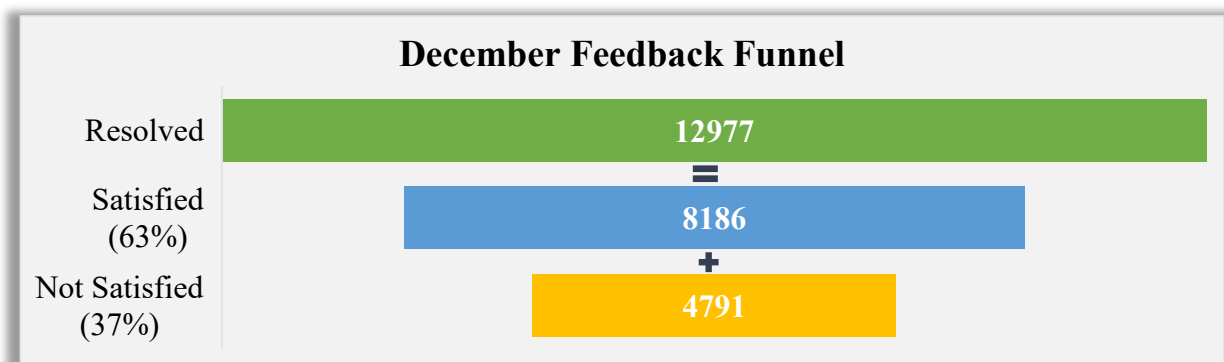
Overview

During the period from **1st January, 2025 to 31st December, 2025**, a total of **3,15,631 feedback** was received in States/UTs through the Call Centre, with **1,40,882 grievances** marked as **resolved** — reflecting a resolution rate of over **45%**. Among the resolved cases, over **59% of citizens expressed satisfaction** with the resolution provided. In December 2025, **30,755 feedback** was received for States/UTs out of 74,787 total feedback received.

The column chart below presents four key metrics related to Call Centre feedback from January to December 2025: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution



The funnel below illustrates the journey of 12,977 cases resolved through the Call Centre in December, 2025. Following resolution, 63% of citizens (8,186) reported being satisfied with the outcome, while the remaining 37% (4,791) expressed dissatisfaction.



Feedback Status: Top 10 States/UTs – December, 2025

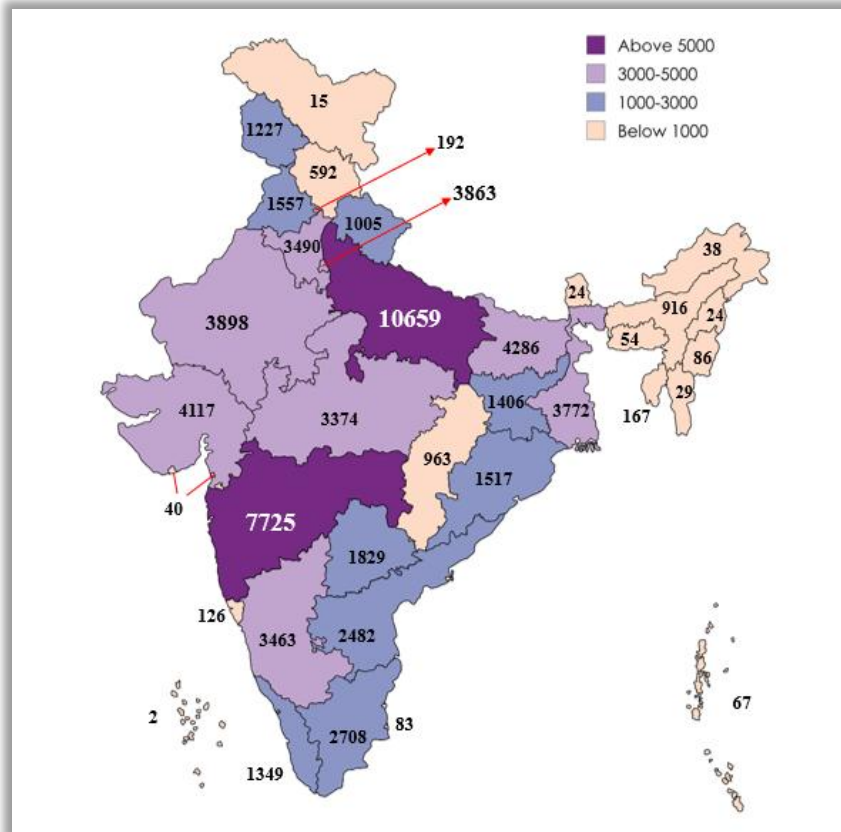
Top 10 States and UTs with Highest Number of Resolved Feedback received and their Satisfaction Status (Ranked in descending order):

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Government of Uttar Pradesh	5436	3216 (59%)	2220 (41%)
2	Government of Bihar	987	643 (65%)	344 (35%)
3	Government of NCT of Delhi	804	483 (60%)	321 (40%)
4	Government of Haryana	763	515 (67%)	248 (33%)
5	Government of Gujarat	759	488 (64%)	271 (36%)
6	Government of Madhya Pradesh	645	480 (74%)	165 (26%)
7	Government of Maharashtra	576	389 (68%)	187 (32%)
8	Government of Rajasthan	500	292 (58%)	208 (42%)
9	Government of Odisha	347	246 (71%)	101 (29%)
10	Government of Karnataka	294	220 (75%)	74 (25%)

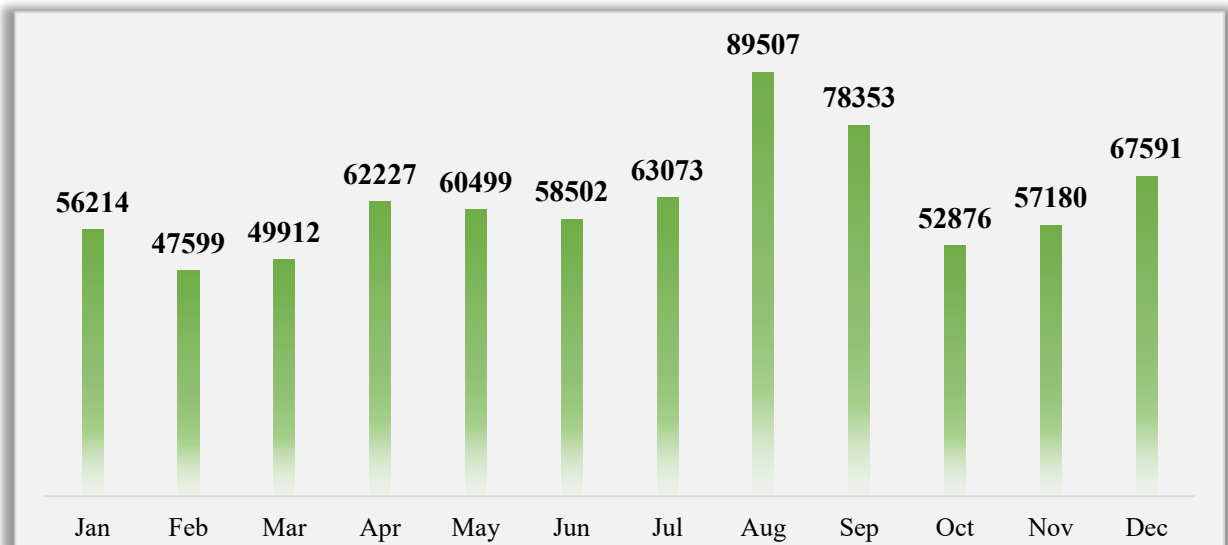
4. New User Registrations

A total of **67,591 new users** has registered on CPGRAMS in December, 2025, through various channels, out of which, **10,659 registrations** are from Uttar Pradesh.

New user registration on CPGRAMS from States/UTs in December, 2025:

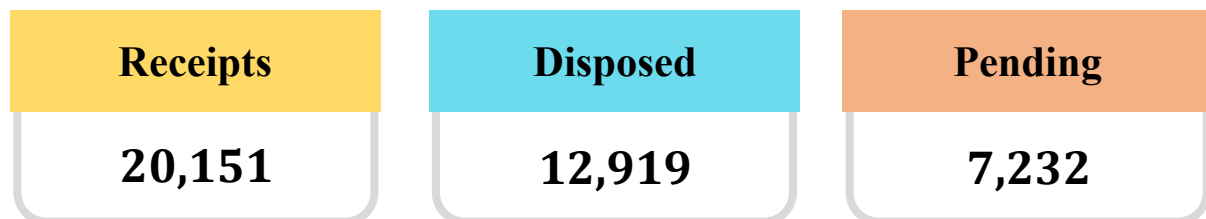


User Registration on CPGRAMS in the Year 2025:



5. Outreach through Common Service Centres

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).



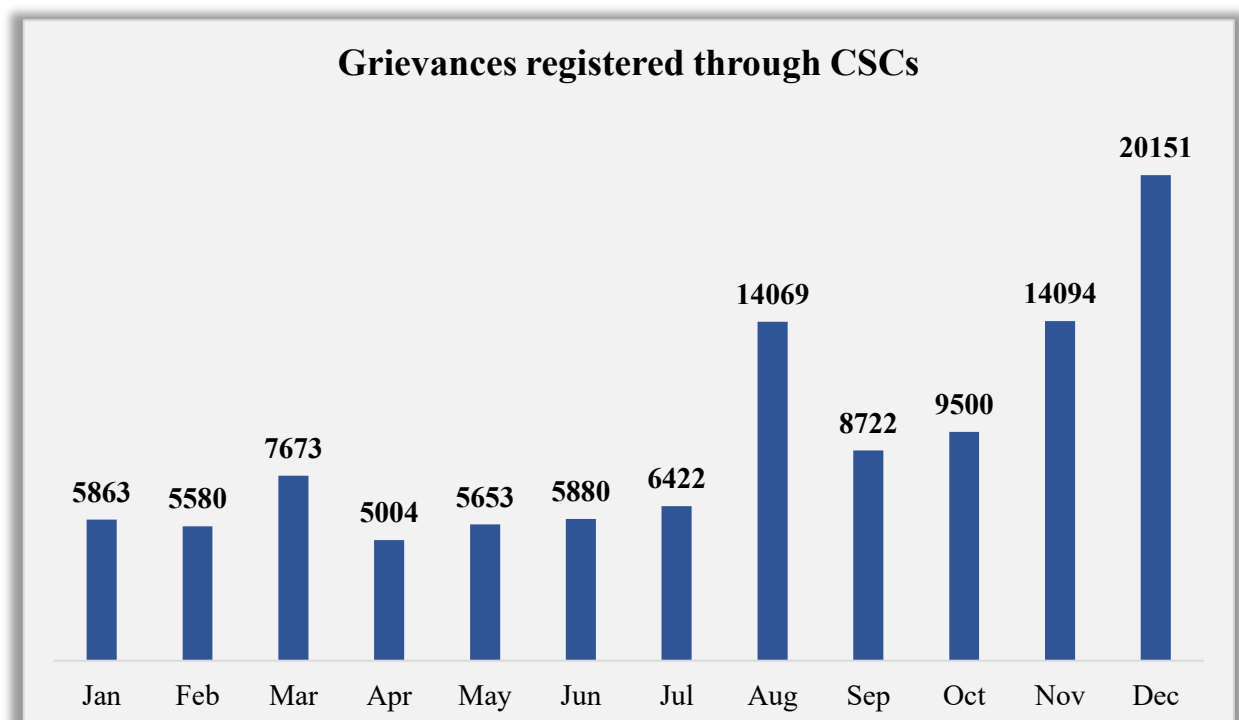
(Time Period: 01/12/2025 to 31/12/2025)



Overview of grievances registered through the Common Service Centres in the month of December, 2025:

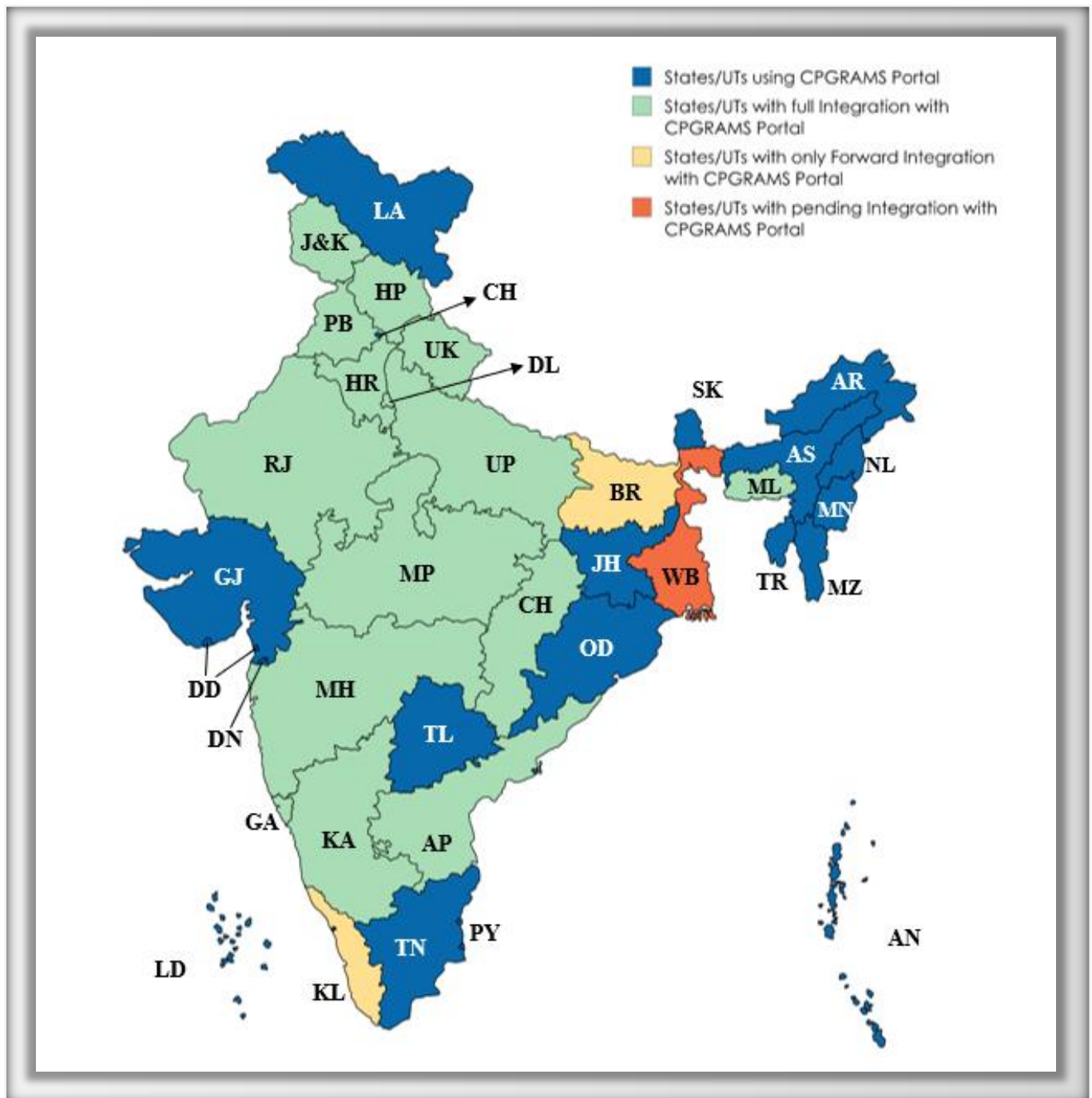
A total of **20,151 grievances** were registered through Common Service Centres (CSCs) in **December 2025**, representing the highest monthly volume recorded during the year.

Notably, **Karnataka** contributed nearly **73%** of the total grievances registered through CSCs during this period.



6. Integration of State/UT Portals

Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of integrating all the respective States/UTs grievance portals with CPGRAMS.



7. Sevottam Scheme

In a major capacity-building effort, the Department of Administrative Reforms & Public Grievances implements the “Sevottam Scheme”, under which the Department Funds State ATIs/CTIs, for setting up of a Sevottam Training cell in the ATI for capacity building of grievance redressal officers of State Governments

As per revised Guidelines of Sevottam Scheme issued by the Department on **3rd July, 2024**, State ATIs would be provided financial assistance of **Rs. 1500 per participant per day** for conducting training programmes on Sevottam Model and Grievance Redressal

ATIs receiving grants in Financial Year 2025-26

Proposals received from following 22 ATIs for FY 2025-26 have been approved and the grant is being released in instalments based on receipt Utilization Certificates (UCs)

(number of grants released is highlighted):

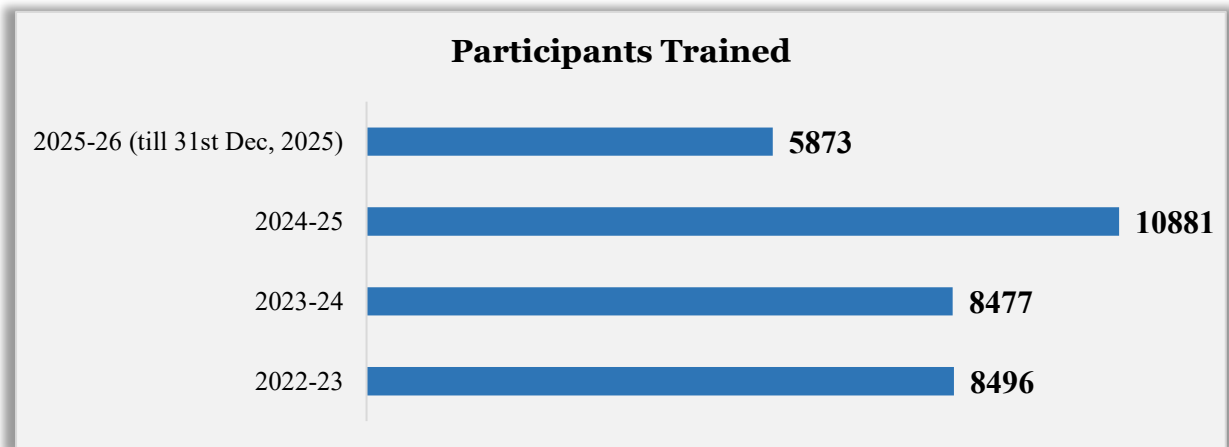
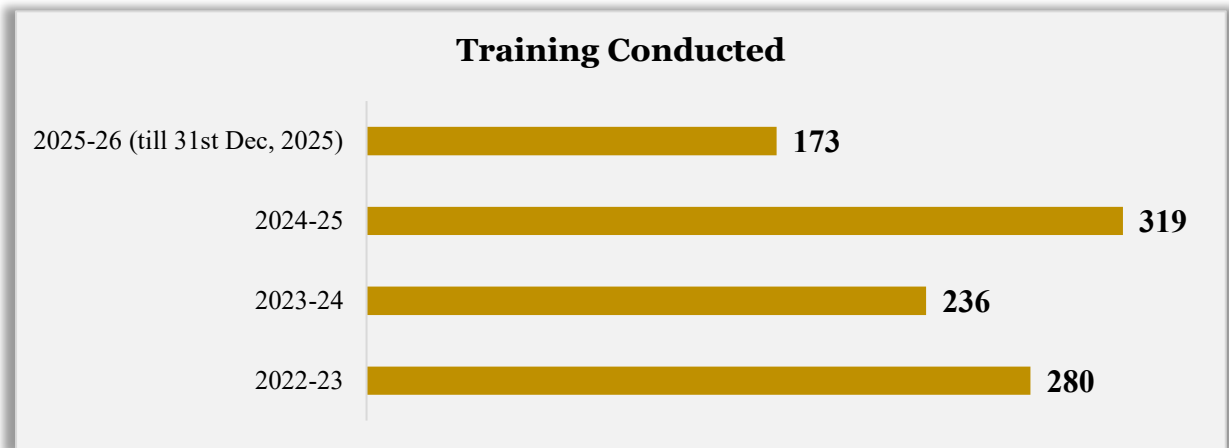
1. Andhra Pradesh- 1	9. Madhya Pradesh- 3	17. Uttar Pradesh- 1
2. Assam- 1	10. Maharashtra- 1	18. Goa- 1
3. Delhi- 1	11. Meghalaya- 1	19. Manipur- 1
4. Gujarat- 1	12. Mizoram- 1	20. Odisha- 1
5. Haryana- 4	13. Punjab- 2	21. Uttarakhand- 2
6. Himachal Pradesh- 2	14. Rajasthan- 1	22. Jammu & Kashmir- 1
7. Jharkhand- 3	15. Tamil Nadu- 2	
8. Kerala- 2	16. Telangana- 3	

Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Proposals/Training Calendar for FY 2025-26 at the earliest to enable DARPG to release the next installment of grant.

8. Sevottam Scheme Portal



Number of trainings conducted and participants trained in the last four Financial Years are as follows:



Total number of trainings conducted and participants trained in the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26):

Trainings Conducted

1,008

Officers Trained

33,727



Brief recap of the courses shared by States in FY 2024-25:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	91	2963
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	54	2008
3	Tamil Nadu	ANNA Administrative Staff College	32	1069
4	Telangana	Dr. MCR HRD Institute, Hyderabad	30	897
5	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	600
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA)	18	584
7	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281
8	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	13	707
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	11	458
10	Assam	Assam Administrative Staff College (AASC), Guwahati	10	414
11	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	10	183
12	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	5	141
13	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	247
14	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)	2	149
15	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPPA)	1	15
16	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165
		Total	319	10881

Note: All State/UT ATIs are requested to kindly update the status of trainings conducted / participants trained and ongoing courses on Sevottam Scheme Portal [<https://ati.darpg.in.net/login/>]

Brief recap of the courses shared by States in FY 2025-26:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	52	1745
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	49	1678
3	Tamil Nadu	ANNA Administrative Staff College	19	882
4	Telangana	Dr. MCR HRD Institute, Hyderabad	14	429
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	10	210
6	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA)	10	288
7	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	9	382
8	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	6	162
9	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	4	97
		Total	173	5873

Key Moments from the Training Sessions conducted in December, 2025



Haryana Institute of Public Administration (HIPA)



ANNA Administrative Staff College)

9. Success Stories



Grievance of Shri Manoj

Shri Manoj was facing the issue of a non-functional streetlight on Bandh Road, Sangam Vihar, in front of Savitri Barat Ghar near Bachhan Prasad Sarvodaya Kanya Vidyalaya, which had left the area dark and unsafe during the night. Seeking resolution, he raised a grievance on the CPGRAMS portal, requesting urgent repair of the streetlight. The concerned authorities reviewed the matter and promptly addressed the issue, ensuring that the faulty streetlight was repaired and made operational.



**Restoration of
Streetlight**

**Road Repair
Completed**

Grievance of Shri. Nitin Aggarwal

Shri Nitin Aggarwal was facing the issue of a severely damaged road near the garbage collection centre on Deer Park Road, Safdarjung Enclave, where a large pothole and improperly laid road surface had been causing accidents, especially for two-wheelers. Seeking resolution, he raised a grievance on the CPGRAMS portal, highlighting that despite repeated repairs by PWD, the road continued to deteriorate due to persistent water leakage from the Jal Board line, and no corrective action had been taken by the concerned authorities. The matter was reviewed, and the authorities subsequently repaired the road.



“ **Grievance of Shri. Aditya**

Shri Aditya was facing a severe sewer overflow inside his society due to blockage and cave-in of the DJB main sewer line located outside the boundary wall. After repeated requests to various authorities failed to yield results, he raised a grievance on the CPGRAMS portal seeking resolution. The situation had become highly unhygienic and hazardous, especially for ground-floor residents, children, and senior citizens, as sewage was overflowing from manholes and spreading a foul smell throughout the premises. Upon review of the grievance, the concerned authorities promptly initiated repair work, and the damaged sewer line was successfully repaired, restoring normal sanitation conditions in the society. ”

**Sewer Lines
Repaired**

**Approval of
Delayed
Ayushman
Bharat Card**


“ **Grievance of Smt. Gangabai Sonu Kasurrang**

Smt. Gangabai Sonu Kasurrang had completed all formalities for her Ayushman Bharat card, including Aadhaar-based eKYC through the Ayushman app. However, despite her efforts, the card approval remained pending for over a month with no updates or reasons provided, delaying her access to crucial health benefits under the scheme. Seeking resolution, she filed a grievance on the CPGRAMS portal. Following her complaint, the authorities reviewed the case and confirmed that her Ayushman Bharat beneficiary card had been approved through the official portal, thereby addressing her concern. ”

10. Media Outreach

PIBs and Tweets –December, 2025

Ministry of Personnel, Public Grievances & Pensions




The Department of Administrative Reforms and Public Grievances (DARPG) released the 40th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for November, 2025

In November, 2025, 60,450 PG cases were received for the States/UTs and 70,598 PG cases were redressed

Under the Sevottam Scheme, in the last four Financial Years, 984 training courses have been completed, in which ~32,939 officers have been trained

प्रविष्टि तिथि: 15 DEC 2025 11:43AM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



A Nationwide Campaign 'Prashasan Gaon Ki Ore' will be launched on 19th December, 2025 during the 5th Good Governance Week 2025

The one-week programme will be held from 19th – 25th December, 2025 covering events in New Delhi, States/UTs and all the Districts

Dr. Jitendra Singh, MoS (PP) will inaugurate a one-day workshop on 25th December, 2025, on Best Practices during the Special Campaign 5.0 by Ministries/Departments

The Assessment Report on Special Campaign 5.0, Annual Report of CPGRAMS, Compendium of guidelines on reservation for Ex-serviceman will be released and AI Powered Recruitment Rules Generator will be launched

DARPG will present the outcomes of the initiative for 'Increasing Efficiency in Decision Making' in the Central Secretariat and will also present best practices during the Special Campaign 5.0 for Institutionalization of Swachhata and reducing pendency from 2nd to 31st October, 2025

Posted On: 08 DEC 2025 6:03PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



PARLIAMENT QUESTION: NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

Posted On: 11 DEC 2025 5:36PM by PIB Delhi



The first Preparatory meeting on “Prashasan Gaon Ki Ore” - Nationwide campaign 2025 for Redressal of Public Grievances and Improving Service Delivery was held with all AR Secretaries of the States and all DCs DMs on 10.12.2025

Secretary, DARPG addressed the participants and Additional Secretary, DARPG presented the PPT on Guidelines of 'Prashasan Gaon Ki Ore' 2025 campaign

Posted On: 11 DEC 2025 3:00PM by PIB Delhi



PARLIAMENT QUESTION: GRIEVANCES REDRESSAL THROUGH CPGRAMS

Posted On: 18 DEC 2025 3:44PM by PIB Delhi



Department of Administrative Reforms and Public Grievances- Year End Review 2025

PIB India @PIB_India

NATIONAL GOOD GOVERNANCE REFORM INITIATIVE

@DARPG_GoI has taken several initiatives for Good Governance which inter alia include, CPGRAMS (Centralized Public Grievance Redress and Monitoring System) for time bound grievance redressal and monitoring through dashboards, Adoption of E-Office across government for digital noting, file tracking and electronic movement of files to reduce processing time & improve transparency and accountability along with reducing levels of file movements for efficiency in decision making, PM Awards for excellence in Public Administration for recognition of Good Governance practices across States/Ministries and their dissemination for replication, through National Good Governance Webinar Series, Regional Conferences and Extensive use of dashboards, service analytics & citizen feedback through Call Centre to ensure transparency & accountability

Read here: pib.gov.in/PressReleasePa...

#ParliamentQuestion

8:02 PM · Dec 11, 2025 · 2,224 Views

PIB India @PIB_India

GRIEVANCES REDRESSAL THROUGH #CPGRAMS

The Government has undertaken a comprehensive set of measures to reduce grievance pendency and improve the efficiency of the redressal process through the implementation of the 10-Step Reforms under CPGRAMS

The Government issued the Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024 reducing the grievance redressal timelines from 30 days to 21 days

These guidelines mandate the integration of public grievance platforms, establishment of dedicated grievance cells within Ministries and Departments, appointment of experienced and competent nodal and appellate officers, emphasis on root cause analysis and action on citizen feedback, and the strengthening of grievance escalation mechanisms

Read here: pib.gov.in/PressReleasePa...

#ParliamentQuestion

The year wise details of grievances received on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) and disposed of since 2022 is as under:

Year	Received	Disposed
2022	19,18,238	21,43,468
2023	19,53,057	23,07,674
2024	26,15,321	26,45,869
2025 (up to 09.12.25)	21,17,346	21,16,766

PIB India @PIB_India

Year End Review 2025- Department of Administrative Reforms and Public Grievances

Successful conduct of 28th National e-Governance Conference at Visakhapatnam, Andhra Pradesh, and adoption of Visakhapatnam declaration

Operationalizing of #CPGRAMS Portal for senior-level review of grievances organisation of two National Workshops on 'Sevottam for Effective Redressal of Public Grievances

Successful conclusion of Scheme for Prime Minister's Awards for Excellence in Public Administration 2023 & 2024 and conferring of Awards on #CivilServicesDay 2025

Successful conduct of #SpecialCampaign5.0 for institutionalization of #Swachhata and Reducing Pendency in Government

Read here: pib.gov.in/PressReleasePa...

#YearEndReview @DARPG_GoI

7:21 PM · Dec 12, 2025 · 3,704 Views

DARPG @DARPG_GoI

Shri Puneet Yadav, Additional Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Redressal Officers of States/UTs and representatives of all Administrative Training Institutes (ATIs).

- States/UTs were encouraged to actively use the Review Meeting Module to regularly monitor grievance disposal and ensure the quality of grievance redressal.
- Administrative Training Institutes (ATIs) were advised to submit the Utilization Certificate (UC) along with the Proposals/Training Calendar for FY 2025-26 at the earliest, to facilitate the timely release of the next instalment of grants by DARPG.

#CPGRAMSUpdate #CitizenFirst #GrievanceRedressal #GoodGovernance #Sevottam



Narendra Modi and 7 others

1:40 PM · Dec 26, 2025 · 966 Views

PIB India @PIB_India

The Department of Administrative Reforms and Public Grievances (DARPG) released the 40th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for November, 2025

The report provides the data for new users registered on CPGRAMS through CPGRAMS Portal during November, 2025. A total of 57,180 new users has registered on CPGRAMS in November, 2025, through various channels, out of which, 8,739 registrations are from Uttar Pradesh

Read here: pib.gov.in/PressReleasePa...

@DoPTGoI

S No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8,496
2	2023-24	236	8,477
3	2024-25	314	10,740
4	2025-26 (till 30 th November, 2025)	154	5,226
TOTAL		984	32,939


1:15 PM · Dec 15, 2025 · 2,333 Views

DARPG @DARPG_GoI

Year-End Review 2025

- CPGRAMS & Sevottam | 2025 Highlights:
- CPGRAMS revamped for citizen-centric grievance redressal; updated categorisation live for 27 Ministries
- Senior-level grievance review module operationalised with officer trainings
- Sevottam curriculum & From Grievance to Governance released; 22 ATIs to train 15,000 GROs
- 100 Stories of Change booklet showcasing CPGRAMS best practices released

Details: pib.gov.in/PressReleasePa...



20+ lakh grievances disposed in 2025 with an average resolution time of 15 days in Central Ministries/Departments

30+ lakh users on the portal, with 6.7+ lakh new users registered this year

10+ lakh citizen feedbacks received via call centre & portal, crossing 10+ lakh submissions

Sevottam training initiated for GoI officers (Nov 2025) for the first time, with 154 courses completed, training 5,226+ officers (2025-26), including 5,226 officers trained

3 National Workshops held at Bhopal, Thiruvananthapuram & Delhi, plus launch of Senior-level Review Meeting Module & new Sevottam Guidelines for Grievance

@DARPG_GoI @DARPGIndia @darpggoi www.darpg.gov.in

Narendra Modi and 7 others

9:24 PM · Dec 30, 2025 · 1,038 Views

Annexures

Annexure 1: Performance of States/UTs – December, 2025

Annexure 1.1: Maximum Number of Receipts – December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19851	26738	46589	25854	20735
2	Government of Gujarat	4724	5783	10507	5298	5209
3	Government of Maharashtra	28839	4498	33337	3505	29832
4	Government of Karnataka	7554	4267	11821	3306	8515
5	Government of NCT of Delhi	7164	4157	11321	6019	5302
6	Government of Haryana	8668	4094	12762	4258	8504
7	Government of Bihar	13414	3738	17152	5269	11883
8	Government of Madhya Pradesh	9470	3580	13050	2655	10395
9	Government of Rajasthan	1833	3357	5190	2733	2457
10	Government of Tamil Nadu	7121	2881	10002	1914	8088

Annexure 1.2: Maximum Number of Disposals – December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19851	26738	46589	25854	20735
2	Government of NCT of Delhi	7164	4157	11321	6019	5302
3	Government of Gujarat	4724	5783	10507	5298	5209
4	Government of Bihar	13414	3738	17152	5269	11883
5	Government of Haryana	8668	4094	12762	4258	8504
6	Government of Maharashtra	28839	4498	33337	3505	29832
7	Government of Karnataka	7554	4267	11821	3306	8515
8	Government of Rajasthan	1833	3357	5190	2733	2457
9	Government of Madhya Pradesh	9470	3580	13050	2655	10395
10	Government of Odisha	11294	1570	12864	2039	10825

Annexure 2: Performance of States/UTs - 1st January to 31st December, 2025

Annexure 2.1: Maximum Number of Receipts – 1st January to 31st December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	304907	317179	296444	20735
2	Government of Gujarat	5326	62932	68258	63049	5209
3	Government of Maharashtra	18757	46266	65023	35191	29832
4	Government of Haryana	11067	42115	53182	44678	8504
5	Government of Madhya Pradesh	3592	41216	44808	34413	10395
6	Government of NCT of Delhi	5722	41016	46738	41436	5302
7	Government of Bihar	7860	39200	47060	35177	11883
8	Government of Rajasthan	1407	35904	37311	34854	2457
9	Government of Karnataka	5320	24712	30032	21517	8515
10	Government of Tamil Nadu	7896	24207	32103	24015	8088

Annexure 2.2: Maximum Number of Disposal – 1st January to 31st December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	304907	317179	296444	20735
2	Government of Gujarat	5326	62932	68258	63049	5209
3	Government of Haryana	11067	42115	53182	44678	8504
4	Government of NCT of Delhi	5722	41016	46738	41436	5302
5	Government of Maharashtra	18757	46266	65023	35191	29832
6	Government of Bihar	7860	39200	47060	35177	11883
7	Government of Rajasthan	1407	35904	37311	34854	2457
8	Government of Madhya Pradesh	3592	41216	44808	34413	10395
9	Government of Odisha	18363	17445	35808	24983	10825
10	Government of Tamil Nadu	7896	24207	32103	24015	8088

Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1st January to 31st December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	46266	65023	35191	29832
2	Government of Uttar Pradesh	12272	304907	317179	296444	20735
3	Government of Bihar	7860	39200	47060	35177	11883
4	Government of Odisha	18363	17445	35808	24983	10825
5	Government of Madhya Pradesh	3592	41216	44808	34413	10395
6	Government of Karnataka	5320	24712	30032	21517	8515
7	Government of Haryana	11067	42115	53182	44678	8504
8	Government of West Bengal	39914	14786	54700	46496	8204
9	Government of Tamil Nadu	7896	24207	32103	24015	8088
10	Government of Himachal Pradesh	5711	3593	9304	2480	6824
11	Government of Union Territory of Jammu and Kashmir	7339	7936	15275	9678	5597
12	Government of Chattisgarh	2199	12516	14715	9168	5547
13	Government of Punjab	3114	17856	20970	15492	5478
14	Government of NCT of Delhi	5722	41016	46738	41436	5302
15	Government of Gujarat	5326	62932	68258	63049	5209
16	Government of Andhra Pradesh	4046	18009	22055	17631	4424
17	Government of Jharkhand	5810	20914	26724	23206	3518
18	Government of Rajasthan	1407	35904	37311	34854	2457
19	Government of Assam	4580	7638	12218	9788	2430
20	Government of Uttarakhand	3035	15742	18777	17168	1609
21	Government of Nagaland	1280	170	1450	129	1321
22	Government of Manipur	2285	1464	3749	2452	1297
23	Government of Kerala	5777	6238	12015	10878	1137

Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1st January to 31st December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	170	1450	129	1321	821	91.10%
2	Government of Arunachal Pradesh	186	333	519	273	246	67	47.40%
3	Government of Meghalaya	467	271	738	475	263	379	35.64%
4	Government of Manipur	2285	1464	3749	2452	1297	209	34.60%
5	Government of Assam	4580	7638	12218	9788	2430	80	19.89%
6	Government of Sikkim	27	129	156	128	28	64	17.95%
7	Government of Mizoram	767	199	966	872	94	425	9.73%
8	Government of Tripura	53	1714	1767	1702	65	40	3.68%

Annexure 2.5: Top 10 States/UTs with grievances pending for more than 21 Days – 1st January to 31st December, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	46266	65023	35191	29832	26677
2	Government of Odisha	18363	17445	35808	24983	10825	9959
3	Government of Bihar	7860	39200	47060	35177	11883	9320
4	Government of Madhya Pradesh	3592	41216	44808	34413	10395	8088
5	Government of West Bengal	39914	14786	54700	46496	8204	7162
6	Government of Himachal Pradesh	5711	3593	9304	2480	6824	6611
7	Government of Tamil Nadu	7896	24207	32103	24015	8088	6374
8	Government of Karnataka	5320	24712	30032	21517	8515	6351
9	Government of Uttar Pradesh	12272	304907	317179	296444	20735	6187
10	Government of Haryana	11067	42115	53182	44678	8504	6142

Annexure 2.6: States/UTs with Low Average Closing Time - 1st January to 31st December, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Telangana	9534	8
2	Government of Union Territory of Chandigarh	4268	12
3	Government of Andaman & Nicobar	1192	13
4	Government of Puducherry	1633	18
5	Government of Uttar Pradesh	296444	19
6	Government of Rajasthan	34854	27
7	Government of Gujarat	63049	38
8	Government of Madhya Pradesh	34413	40
9	Government of Tripura	1702	40
10	Government of Punjab	15492	44

