



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
आज़ादी का
अमृत महोत्सव

CPGRAMS

Monthly Report States/UTs
August 2022



Department of Administrative
Reforms and Public Grievances

CONTENTS

1. Introduction.....	3
2. Review of Status of Disposal.....	4
2.1. Overview.....	4
2.2. Month-wise Status of Grievances	4
3. Age-wise Status of Grievances	5
3.1. Pendency.....	5
3.2. Disposal.....	5
4. Performance of States/UTs	6
5. Average Closing Time of Grievances.....	6
6. Public Grievance Officers.....	7
7. Action Taken Reports (ATR) on Closed Grievances	7
8. Integration of State/UT Portals with CPGRAMS.....	8
Annexure 1: Performance of States/UTs	9
Annexure 1.1.: Maximum Number of Receipts.....	9
Annexure 1.2.: Maximum Number of Disposals	9
Annexure 1.3.: Maximum Number of Pendency	9
Annexure 1.4.: States/UTs with more than 1000 Pending Grievances.....	10
Annexure 1.5.: Top 10 States/UTs with grievances pending for more than 30 Days..	10
Annexure 2: Category-wise Status of Grievances for 22 Categories	11
Annexure 3: Average Closing Time	11
Annexure 3.1.: States/UTs with High Average Closing Time.....	11
Annexure 3.2.: States/UTs with Low Average Closing Time	12
Annexure 4: Public Grievance Officers	12
Annexure 4.1.: Bifurcation of States/UTs PG Officers among different levels	12
Annexure 4.2.: Top 10 States/UTs with Highest Number of States/UTs PG Officers	12
Annexure 5: Status of Action Taken Report (ATR)	13
Annexure 5.1.: Top 10 States/UTs with Highest Disposals of ATR Format.....	13
Annexure 6: Status of Integration of State/UT Portals with CPGRAMS.....	13

1. Introduction

The State/UT Monthly Report seeks to provide an overview on the functioning of the grievance mechanism of States and UTs by comprehensively analysing all of them on various parameters such as on the influx of grievances, their subsequent disposal and timeliness of grievance disposal. The monthly report also details inputs on the pendency of grievances registered under critical categories such as Corruption related and Police related.

In a significant reform step, the standard redressal time for grievances has been brought down from 45 days to 30 days.

The report also provides a brief of select States and UTs under the aforementioned parameters. The report has been compiled to enable States and UTs to increase their respective disposals.

Your suggestions on the 1st edition of the State/UTs Monthly Report will be appreciated.

Secretary, DARPG

Key Highlights

1. PG Cases

- In August 2022, **47148 PG cases were received** for the States/UTs, **29119 PG cases were redressed**
- For States/UTs, as on 25th August 2022, there exists a **pendency of 158371 PG cases**
- Government of Uttar Pradesh has received the maximum number of grievances in August 2022 with the number standing at **18489** grievances

2. Pendency

- **21 States/UTs have more than 1000 pending** grievances as on 25th August 2022
- Government of Bihar has the highest number of grievances pending for **more than 30 days** with **16386** such grievances

3. PG Officers

- Government of Haryana has the highest number of PG officers mapped onto CPGRAMS with **7252** PG Officers mapped

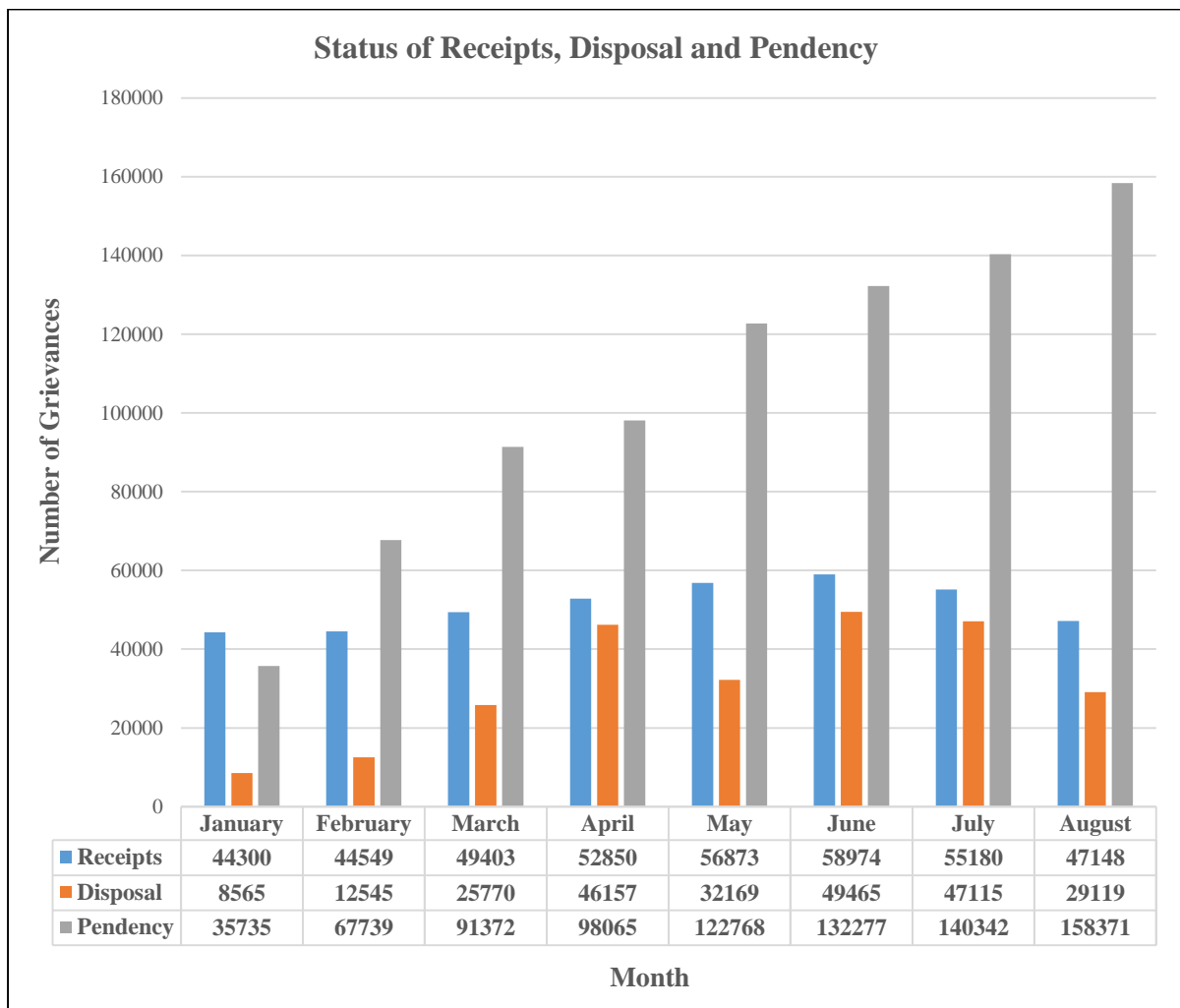
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/08/2022)

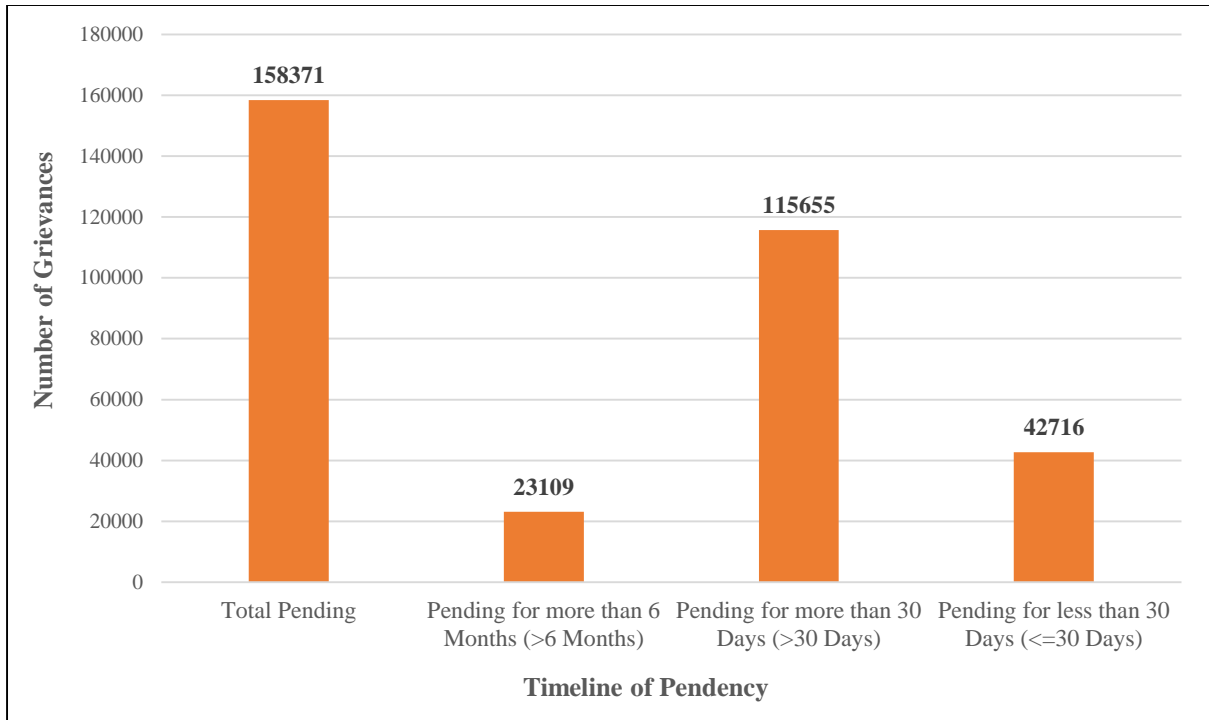
2.2. Month-wise Status of Grievances



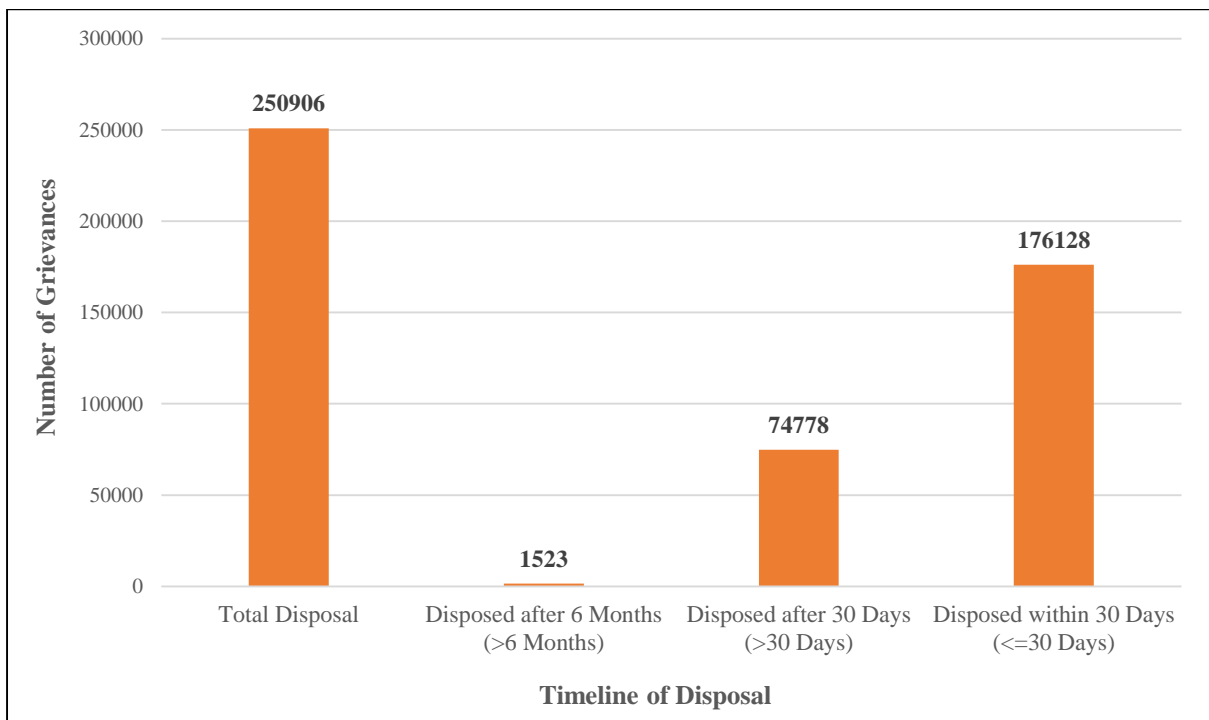
(Time Period: 01/01/2022 to 25/08/2022)

3. Age-wise Status of Grievances

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/08/2022)

4. Performance of States/UTs

- Uttar Pradesh stands at the top of the list of States and UTs with maximum grievances received (147783) followed by Gujarat at 2nd place with 37367 grievances and Madhya Pradesh at 3rd position with 24031 grievance registrations
- Assam with 12455 grievances occupies the 9th position followed by Tamil Nadu with the registration of 10652 grievances, thereby closing the list of Top 10
- Analysis of Disposal data shows that Uttar Pradesh with a staggering 132067 disposals is the table topper followed by Gujarat at 2nd position with 21568 disposals
- Karnataka with 5820 disposals and Maharashtra with 5681 disposals close out the list of Top 10 States and UTs with maximum disposals
- Bihar contributes the maximum to the overall pendency with 19956 grievances pending disposal i.e. 89.16% of total grievances registered still pending disposal followed by Madhya Pradesh with 17608 pendency (73.27%). Punjab with 5559 grievances pending disposal i.e. 93.74% grievance registrations still pending disposal closes out the Top 10 list
- Other notable names in the list of States and UTs with the highest pendency is Maharashtra at 5th position with 15489 grievances pending disposal (73.16%) and Haryana, which has the highest number of PG Officers mapped, at 6th position with 10497 grievances pending disposal (56%)
- 21 States and UTs have more than 1000 grievances pending disposal

5. Average Closing Time of Grievances

- Top 10 States/UTs contributing to the highest Average Closing Time start with the highest average closing time of 88 days for Karnataka (against 5820 disposals) to an average time of 43 days on the lower spectrum for Himachal Pradesh (against 748 disposals)
- Bihar occupies the 2nd place with an Average Closing Time of 77 days (against 2426 disposals). Ladakh averaging 52 days (against 56 disposals) and Arunachal Pradesh with an Average Closing Time of 43 days (against 361 disposals) stood at 6th and 9th position respectively
- Telangana with an Average Closing Time of 4 days (against 3770 disposals) tops the list of States and UTs with the Lowest Average Closing Time i.e. closing grievances in the minimum time possible

- Goa averaged 9 days (against 1120 disposals) capturing the 2nd position, immediately followed by Andhra Pradesh which recorded an Average Closing Time of 10 days (against 431 disposals)
- Lakshadweep with an Average Closing Time of 14 days (against 294 disposals) stood 5th followed by Chhattisgarh at 6th position which averaged 16 days (against 3673 disposals) and Manipur at 7th place, which recorded an Average Closing Time of 16 days (against 35 disposals)
- Nagaland with an average of 20 days (against 43 disposals) and Sikkim with an average of 21 days (against 227 disposals) occupied the 9th and 10th position respectively, thereby capping off the Top 10 list

6. Public Grievance Officers

- 31544 PG Officers from States and UTs are mapped onto the Grievance Portal with them categorized into 9 Levels
- Haryana has the highest number of PG officers mapped, with the number standing at 7252 officers followed by Maharashtra at 4659 officers, and Gujarat at 4509 officers. Odisha with 1640 mappings stood at 6th position
- NCT of Delhi with 1613 mappings, Tamil Nadu with 1290 officers mapped onto the Grievance Portal, and Bihar with 966 mappings occupy the 8th, 9th and 10th respectively, closing the list of Top 10

7. Action Taken Reports (ATR) on Closed Grievances

- Disposed of grievances can be categorized into 3 levels namely Fully Resolved, Partially Resolved and Pending Resolution in the ATR Format Disposal
- For the disposed of grievances categorized as Fully Resolved, the range varies from as high as 2922 grievances for the table toppers Chhattisgarh to a number of 107 grievances on the lower spectrum for the UT of Puducherry, thereby closing the list of Top 10
- Gujarat stood 2nd with it being the only other State (apart from Chhattisgarh) having more than 2000 Fully Resolved categorizations with the number for the same standing at 2300. Goa stood 3rd in the list with 836 categorizations.

- The list compiled under the aforementioned category has a good representation of UTs with Andaman and Nicobar (400 categorizations), Dadra and Nagar Haveli and Daman and Diu (333 categorizations), Lakshadweep (248 categorizations) and Chandigarh (125 categorizations) finding a spot at 5th, 6th, 8th and 9th positions respectively
- Haryana has the maximum number of grievances categorized as Partially Resolved with the number standing at 3400 followed by Telangana at 2nd position with 3032 categorizations. The subsequent States and UTs have a maximum, of 500 categorizations
- NCT of Delhi with 190 categorizations under the aforementioned category stood at 6th with the Top 10 list capped off by Bihar
- Haryana also tops the list of States/UTs which have categorized the maximum number of grievances as Pending Resolution followed by Tamil Nadu at 2nd spot and Jharkhand at 3rd spot

8. Integration of State/UT Portals with CPGRAMS

- Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of linking all the respective State/UTs portals with CPGRAMS
- 18 States/UTs with no dedicated Public Grievances Portal leverage the CPGRAMS interface itself to resolve citizen's grievances
- Of the remaining 18 States/UTs with dedicated Public Grievance portals, 2 States namely Tamil Nadu and West Bengal are pending Forward Integration with CPGRAMS, which means the grievances received in CPGRAMS pertaining to the 2 States cannot be pushed to/consumed by the State portals
- 6 States with dedicated Public Grievance portals, namely Bihar, Goa, Karnataka, Kerala, Tamil Nadu and West Bengal are pending Reverse Integration with CPGRAMS, which means that the grievances received by these State portals can't be pushed to/consumed by CPGRAMS
- Kerala, Rajasthan and West Bengal are the 3 States which still do not feature the CPGRAMS link on their state portal to enable the re-direction of the citizen

Annexures

Annexure 1: Performance of States/UTs

Annexure 1.1.: Maximum Number of Receipts

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	147783	132067	15716
2	Government of Gujarat	37367	21568	15799
3	Government of Madhya Pradesh	24031	6423	17608
4	Government of Bihar	22382	2426	19956
5	Government of Maharashtra	21170	5681	15489
6	Government of Haryana	18743	8246	10497
7	Government of NCT of Delhi	17723	13870	3853
8	Government of Rajasthan	16316	11631	4685
9	Government of Assam	12455	6304	6151
10	Government of Tamil Nadu	10652	5042	5610

Annexure 1.2.: Maximum Number of Disposals

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	147783	132067	15716
2	Government of Gujarat	37367	21568	15799
3	Government of NCT of Delhi	17723	13870	3853
4	Government of Rajasthan	16316	11631	4685
5	Government of Haryana	18743	8246	10497
6	Government of Uttarakhand	9076	6462	2614
7	Government of Madhya Pradesh	24031	6423	17608
8	Government of Assam	12455	6304	6151
9	Government of Karnataka	10328	5820	4508
10	Government of Maharashtra	21170	5681	15489

Annexure 1.3.: Maximum Number of Pendency

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Bihar	22382	2426	19956
2	Government of Madhya Pradesh	24031	6423	17608
3	Government of Gujarat	37367	21568	15799
4	Government of Uttar Pradesh	147783	132067	15716
5	Government of Maharashtra	21170	5681	15489
6	Government of Haryana	18743	8246	10497
7	Government of West Bengal	8263	193	8070
8	Government of Assam	12455	6304	6151
9	Government of Tamil Nadu	10652	5042	5610
10	Government of Punjab	5930	371	5559

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 1.4.: States/UTs with more than 1000 Pending Grievances

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Bihar	22382	2426	19956
2	Government of Madhya Pradesh	24031	6423	17608
3	Government of Gujarat	37367	21568	15799
4	Government of Uttar Pradesh	147783	132067	15716
5	Government of Maharashtra	21170	5681	15489
6	Government of Haryana	18743	8246	10497
7	Government of West Bengal	8263	193	8070
8	Government of Assam	12455	6304	6151
9	Government of Tamil Nadu	10652	5042	5610
10	Government of Punjab	5930	371	5559
11	Government of Rajasthan	16316	11631	4685
12	Government of Jharkhand	7140	2626	4514
13	Government of Karnataka	10328	5820	4508
14	Government of NCT of Delhi	17723	13870	3853
15	Government of Odisha	4162	362	3800
16	Government of Andhra Pradesh	4175	431	3744
17	Government of Uttarakhand	9076	6462	2614
18	Government of Jammu and Kashmir	4937	2367	2570
19	Government of Himachal Pradesh	2895	748	2147
20	Government of Kerala	4837	3721	1116
21	Government of Chhattisgarh	4728	3673	1055

Annexure 1.5.: Top 10 States/UTs with grievances pending for more than 30 Days

S. No.	Name of State/UT	Receipts	Disposal	Pending	Pending > 30 Days
1	Government of Bihar	22382	2426	19956	16386
2	Government of Madhya Pradesh	24031	6423	17608	14942
3	Government of Maharashtra	21170	5681	15489	12968
4	Government of Gujarat	37367	21568	15799	12178
5	Government of Haryana	18743	8246	10497	8324
6	Government of West Bengal	8263	193	8070	6954
7	Government of Punjab	5930	371	5559	4728
8	Government of Assam	12455	6304	6151	4581
9	Government of Tamil Nadu	10652	5042	5610	4105
10	Government of Jharkhand	7140	2626	4514	3786

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 2: Category-wise Status of Grievances for 22 Categories

S. No.	Category	Receipts	Disposal	Pending
1	State Government Related	147963	82958	65005
2	Police	29639	17816	11823
3	Quality Of Service/Civic Amenities	16538	8858	7680
4	Other Central Government Related	19010	11413	7597
5	Employee Related	20175	13481	6694
6	Land Related Problems	9157	5129	4028
7	Housing	8571	4878	3693
8	Education	6083	2878	3205
9	Allegation Of Corruption/Malpractices	6680	4582	2098
10	Covid-19 Related issues	3667	2124	1543
11	Financial Assistance	2922	1622	1300
12	Implementation of Schemes	2968	1971	997
13	Labour Issues	1945	1156	789
14	Harassment/Atrocities	1340	783	557
15	Financial Services	1120	600	520
16	Suggestion	1573	1100	473
17	Agriculture	973	595	378
18	Legal Matters/Judiciary	631	333	298
19	External Affairs/Overseas Affairs	435	229	206
20	Environment Issues / Animal Welfare / Forest Conservation	205	109	96
21	Railway	292	202	90
22	Urban Development	194	123	71

Annexure 3: Average Closing Time

Annexure 3.1.: States/UTs with High Average Closing Time

S. No.	Name of State/UT	Cases Disposed	Average Closing Time
1	Government of Karnataka	5820	88
2	Government of Bihar	2426	77
3	Government of Madhya Pradesh	6423	72
4	Government of Tamil Nadu	5042	65
5	Government of Haryana	8246	60
6	Government of Union Territory of Ladakh	56	52
7	Government of Assam	6304	49
8	Government of Gujarat	21568	45
9	Government of Arunachal Pradesh	361	43
10	Government of Himachal Pradesh	748	43

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 3.2.: States/UTs with Low Average Closing Time

S. No.	Name of State/UT	Cases Disposed	Average Closing Time
1	Government of Telangana	3770	4
2	Government of Goa	1120	9
3	Government of Andhra Pradesh	431	10
4	Government of West Bengal	193	12
5	Government of Union Territory of Lakshadweep	294	14
6	Government of Chhattisgarh	3673	16
7	Government of Manipur	35	16
8	Government of Jammu and Kashmir	2367	20
9	Government of Nagaland	43	20
10	Government of Sikkim	227	21

Annexure 4: Public Grievance Officers

Annexure 4.1.: Bifurcation of States/UTs PG Officers among different levels

S. No.	Level	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Level 1	38	189	227
2	Level 2	2326	308	2634
3	Level 3	11033	263	11296
4	Level 4	8137	308	8445
5	Level 5	5645	89	5734
6	Level 6	2476	7	2483
7	Level 7	627	2	629
8	Level 8	70	2	72
9	Level 9	24	0	24
Total		30376	1168	31544

Annexure 4.2.: Top 10 States/UTs with Highest Number of States/UTs PG Officers

S. No.	Name of State/UT	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total
1	Government of Haryana	7081	171	7252
2	Government of Maharashtra	4506	153	4659
3	Government of Gujarat	4372	137	4509
4	Government of Jharkhand	2274	65	2339
5	Government of Assam	2213	49	2262
6	Government of Odisha	1615	25	1640
7	Government of Madhya Pradesh	1500	132	1632
8	Government of NCT of Delhi	1516	97	1613
9	Government of Tamil Nadu	1255	35	1290
10	Government of Bihar	889	77	966

(Time Period: 01/01/2022 to 25/08/2022)

Annexure 5: Status of Action Taken Report (ATR)

Annexure 5.1.: Top 10 States/UTs with Highest Disposals of ATR Format

S. No.	Name of State/UT	New ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Government of Haryana	5730	77	3400	2253
2	Government of Chhattisgarh	3417	2922	450	45
3	Government of Telangana	3115	74	3032	9
4	Government of Gujarat	2432	2300	25	107
5	Government of Goa	837	836	0	1
6	Government of Tamil Nadu	727	27	231	469
7	Government of Maharashtra	576	41	500	35
8	Government of Andaman and Nicobar	458	400	48	10
9	Government of Assam	452	441	0	11
10	Government of NCT of Delhi	432	87	190	155

Annexure 6: Status of Integration of State/UT Portals with CPGRAMS

S. No.	Name of State/UT	Portal Type	Grievance - CPGRAMS to State Portal (Forward Integration)	Grievance - State Portal to CPGRAMS (Reverse Integration)	CPGRAMS Link on State Portal
1	Government of Andaman and Nicobar	CPGRAMS	-	-	-
2	Government of Andhra Pradesh	State Grievance Portal	Yes	Yes	Yes
3	Government of Arunachal Pradesh	CPGRAMS	-	-	-
4	Government of Assam	CPGRAMS	-	-	-
5	Government of Bihar	State Grievance Portal	Yes	No	Yes
6	Government of Chandigarh	CPGRAMS	-	-	-
7	Government of Chhattisgarh	State Grievance Portal	Yes	Yes	Yes
8	Government of Daman and Dadra	CPGRAMS	-	-	-
9	Government of Goa	State Grievance Portal	Yes	No	Yes
10	Government of Gujarat	CPGRAMS	-	-	-
11	Government of Haryana	State Grievance Portal	Yes	Yes	Yes
12	Government of Himachal Pradesh	State Grievance Portal	Yes	Yes	Yes
13	Government of Jammu and Kashmir	State Grievance Portal	Yes	Yes	Yes
14	Government of Jharkhand	CPGRAMS	-	-	-
15	Government of Karnataka	State Grievance Portal	Yes	No	Yes
16	Government of Kerala	State Grievance Portal	Yes	No	No
17	Government of Ladakh	CPGRAMS	-	-	-
18	Government of Lakshadweep	CPGRAMS	-	-	-

(Time Period: 01/01/2022 to 25/08/2022)

S. No.	Name of State/UT	Portal Type	Grievance - CPGRAMS to State Portal (Forward Integration)	Grievance - State Portal to CPGRAMS (Reverse Integration)	CPGRAMS Link on State Portal
19	Government of Madhya Pradesh	State Grievance Portal	Yes	Yes	Yes
20	Government of Maharashtra	CPGRAMS	-	-	-
21	Government of Manipur	CPGRAMS	-	-	-
22	Government of Meghalaya	State Grievance Portal	Yes	Yes	Yes
23	Government of Mizoram	CPGRAMS	-	-	-
24	Government of Nagaland	CPGRAMS	-	-	-
25	Government of NCT of Delhi	State Grievance Portal	Yes	Yes	Yes
26	Government of Odisha	CPGRAMS	-	-	-
27	Government of Puducherry	CPGRAMS	-	-	-
28	Government of Punjab	State Grievance Portal	Yes	Yes	Yes
29	Government of Rajasthan	State Grievance Portal	Yes	Yes	No
30	Government of Sikkim	CPGRAMS	-	-	-
31	Government of Tamil Nadu	State Grievance Portal	No	No	Yes
32	Government of Telangana	CPGRAMS	-	-	-
33	Government of Tripura	CPGRAMS	-	-	-
34	Government of Uttar Pradesh	State Grievance Portal	Yes	Yes	Yes
35	Government of Uttarakhand	State Grievance Portal	Yes	Yes	Yes
36	Government of West Bengal	State Grievance Portal	No	No	No

For any Queries or Suggestions, kindly Contact the Undersigned:

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