



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

75
आज़ादी का
अमृत महोत्सव

CPGRAMS

Monthly Report States/UTs
September 2022



Department of Administrative
Reforms and Public Grievances

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1. Key Highlights

1. PG Cases

- In September, 2022, **49659 PG cases** were received for the States/UTs and **42701 PG cases** were redressed
- For States/UTs, as on 25th September 2022, there exists a pendency of **170632 PG cases**
- The pendency in the States/UTs has increased from **163674 PG cases at the end of August, 2022** to **170632 PG cases at the end of September, 2022**
- Government of Uttar Pradesh has received the maximum number of grievances in September, 2022 with the number standing at **19669** grievances

2. Pendency

- **21 States/UTs** have more than 1000 pending grievances as on 25th September, 2022
- Government of Bihar has the highest number of grievances pending for more than 30 days with **19726** such grievances

3. PG Officers

- **32098 PG Officers** from States/UTs are mapped onto the CPGRAMS Portal
- Government of Haryana has the highest number of PG officers mapped onto CPGRAMS with **7280 PG Officers** mapped

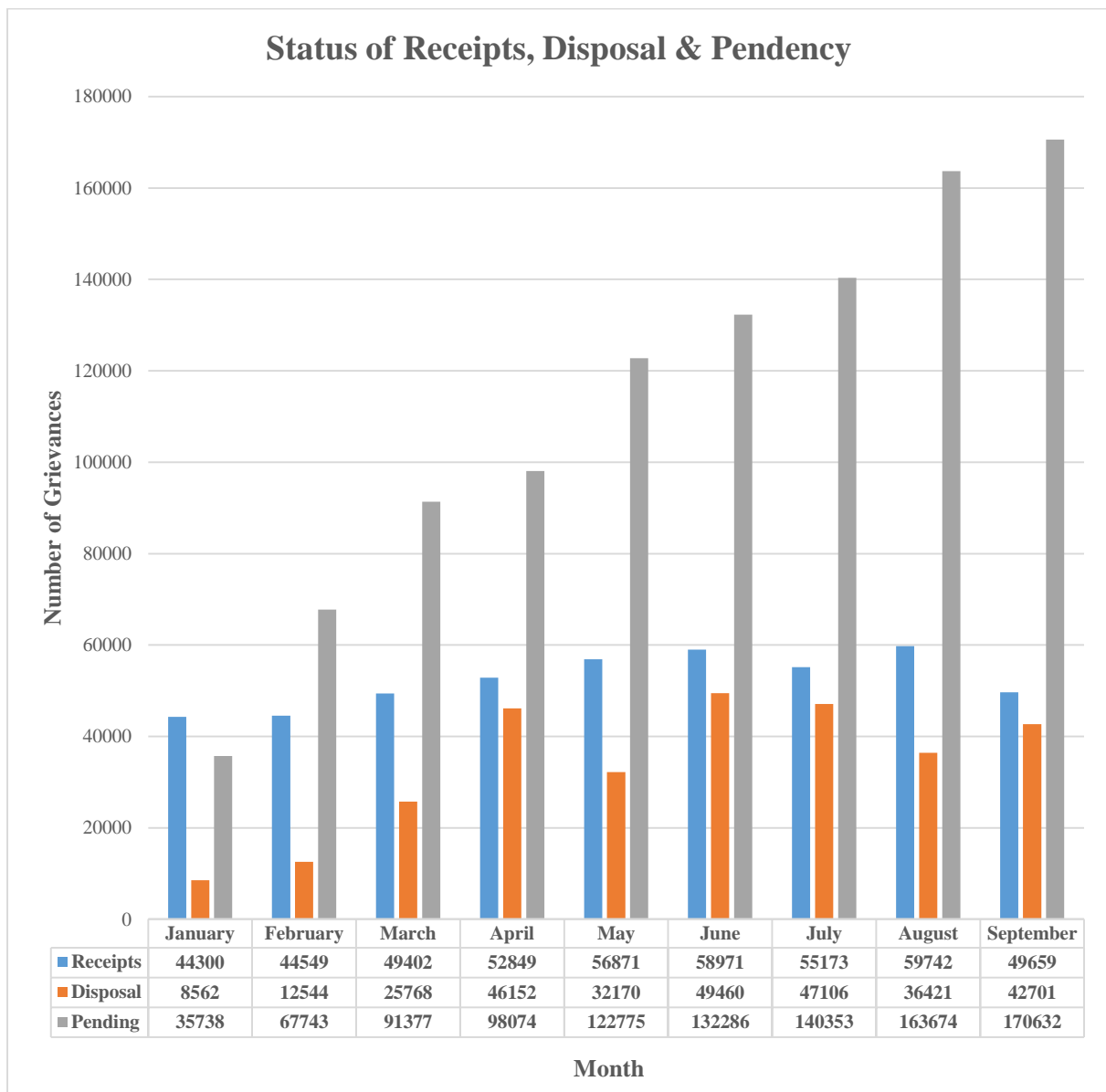
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/09/2022)

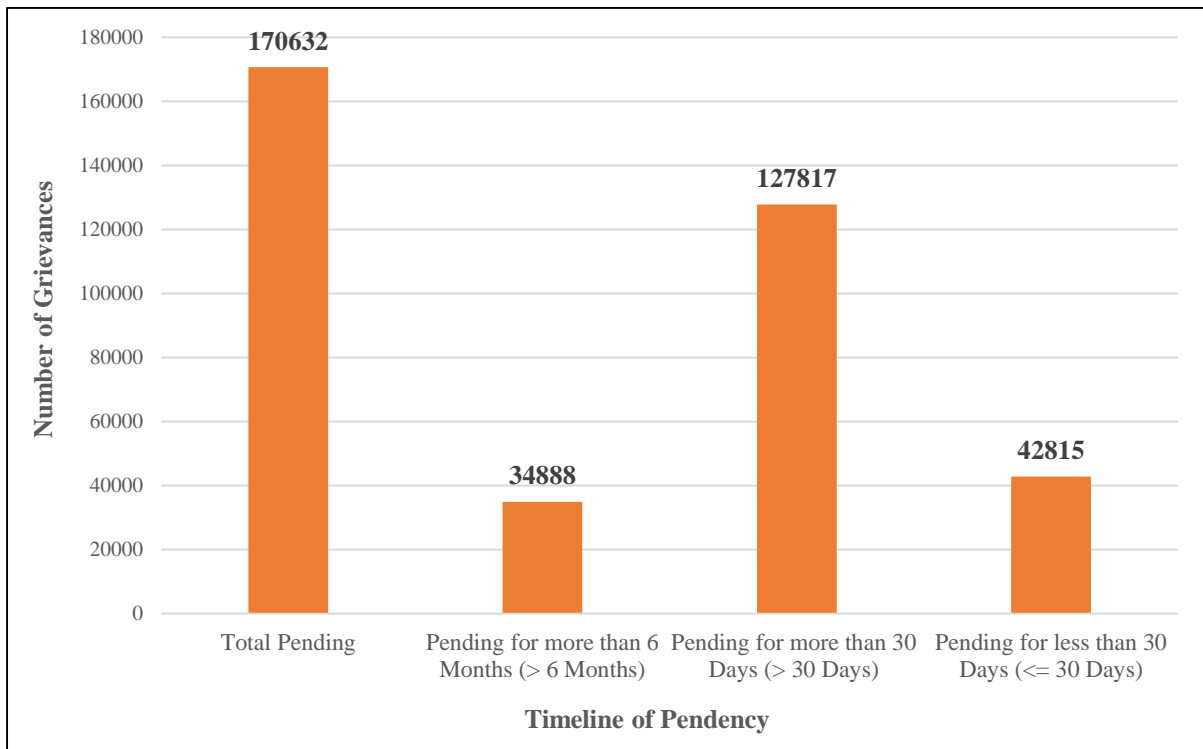
2.2. Month-wise Status of Grievances



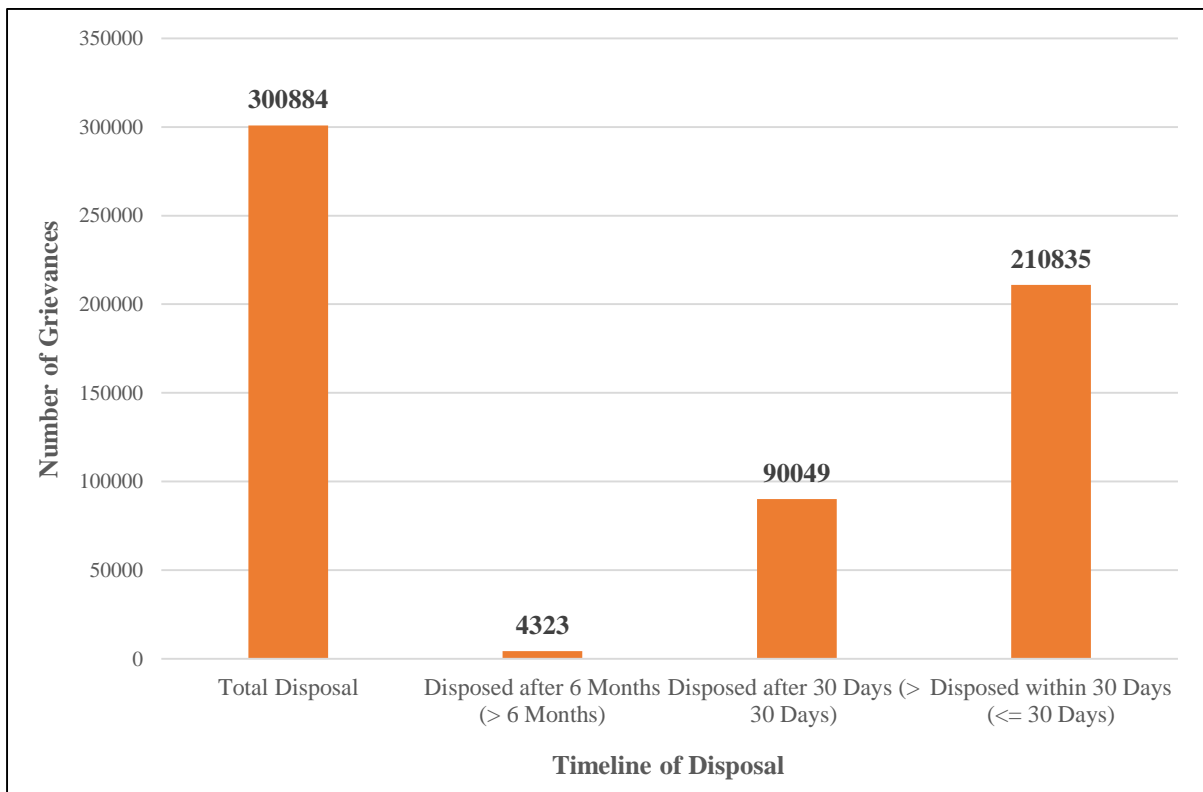
(Time Period: 01/01/2022 to 25/09/2022)

3. Age-wise Status of Grievances

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/09/2022)

4. Performance of States/UTs

- Government of Uttar Pradesh has received the maximum number of grievances in September, 2022, with the state receiving 19669 grievances, followed by the Government of Gujarat at 2nd place, with the figure standing at 3980 registrations. Government of Madhya Pradesh with 2848 receipts in September, completes the Top 3 slots
- Government of Assam recorded 1922 grievances being registered in September, thus placing it 9th in the list, with the Top 10 being closed by the Government of Tamil Nadu which has received 1379 grievances
- Government of Bihar with 2288 registrations stands at the 5th place whereas the Government of NCT of Delhi marked its presence at the 7th place with 2021 registrations in September
- Disposal data's analysis shows that Government of Uttar Pradesh has disposed of the maximum number of grievances in 2022 till 25th September, with 156034 grievances, followed by the Government of Gujarat at the 2nd place, which has disposed of 26683 grievances
- Government of Karnataka with 7173 disposals, and Government of Tamil Nadu with 6966 disposals, stands at the 9th & 10th position respectively, thereby closing the list of Top 10
- Government of Bihar with a pendency of 22719 grievances tops the list, whilst the Top 10 list is closed by the Government of Tamil Nadu, which has 5454 grievances pending for disposal
- Government of Maharashtra with 16783 grievances pending for disposal stands at the 3rd position, Government of West Bengal (9342 grievances) standing at the 7th in the list & Government of Punjab standing at the 9th position with 6501 grievances pending disposal by the State

5. Average Closing Time of Grievances

- 22 States/UTs have an Average Closing Time greater than the Standard Redressal Time of 30 days
- Government of Karnataka continues to top the list with the highest Average Closing Time of 87 days (against 7173 grievances), followed by the Government of Bihar at the 2nd position with an Average Closing Time as high as 85 days (against 2674 disposals).

Government of Haryana averaging 66 days (against 10330 disposals) closes out the Top 5 list, whereas Government of Gujarat taking an average of 51 days to close out a grievance (against 26683 disposals) stands at the 7th position. The Top 10 list is closed by the Government of Himachal Pradesh which recorded an average of 43 days (against 750 disposals)

- Government of Telangana with Average Closing time of 5 days (against 4255 disposals) tops the list of States/UTs with lowest Average Closing Time, followed by the Government of Andhra Pradesh at the 2nd position which averaged 9 days (against 622 disposals) and the Government of Goa at the 3rd position, registering an Average Closing Time of 10 days (against 1224 disposals)
- Government of Union Territory of Lakshadweep stands at the 4th place with an Average Closing Time of 15 days (against 323 disposals), Government of Manipur standing at the 6th place, with an Average Closing Time of 16 days (against 36 disposals), with the Top 10 list closed by the Government of Sikkim averaging 23 days (against 256 disposals)

6. Public Grievance Officers

- Numbers of PG Officers mapped onto CPGRAMS in September have increased, on the back of massive reforms activity undertaken by the Department of Administrative Reforms and Public Grievances
- Number of PG officers mapped onto CPGRAMS for States/UTs stands at 32098 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7280 officers followed by the Government of Maharashtra which has mapped 4807 officers, and the Government of Gujarat standing at the 3rd place with 4522 mappings
- The Top 10 list is closed by the Government of Tamil Nadu and the Government of Bihar with the former securing 9th place with 1300 mappings, and the latter standing at the 10th position with 1036 officers mapped

7. Action Taken Reports (ATR) on Closed Grievances

- Government of Haryana has the highest number of ATR disposals, with a number of 7473 grievances, followed by the Government of Chhattisgarh at a distant number of 4079

disposals, standing at the 2nd place, Government of NCT of Delhi with 509 ATR format disposals closes the list of Top 10

- For the ATR disposals categorized as Fully Resolved, the Government of Gujarat with 3636 categorizations tops the list. Government of Chhattisgarh follows Gujarat with 3556 grievances categorized as Fully Resolved, standing at 2nd place. Government of Goa with 918 categorizations and the Government of Assam categorizing 569 grievances as Fully Resolved, stands at the 3rd & 4th positions, respectively
- Government of Haryana has the highest number of grievances categorized as Partially resolved with the figure standing at 4610 grievances, followed by the Government of Telangana at the 2nd place, with 3494 such categorizations. Government of NCT of Delhi standing at the 6th position (190 grievances), Government of Andaman & Nicobar (62 grievances) at the 8th place, with the Top 10 list closed by the Government of Jharkhand sitting at the 10th position, with 36 such categorizations
- Government of Haryana has the maximum number of ATRs categorized as Pending Resolution, with the figure standing at 2741 grievances, the Government of Arunachal Pradesh standing at the 5th position, with 148 such categorizations

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/UT portals with CPGRAMS
- 18 States/UTs do not use a dedicated public grievance portal and instead leverage the CPGRAMS interface itself to resolve citizen's grievances
- Of the remaining 18 States/UTs which have dedicated public grievance portals, 2 States namely Tamil Nadu and West Bengal are pending with 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 with Reverse Integration with CPGRAMS, which means that the grievances received by these State portals cannot 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

9. Status update of the proposals for Sevottam received from States/UTs

- In a major capacity building effort involving personnel of different Departments of State Governments, the Department of Administrative Reforms & Public Grievances has launched a major scheme “Sevottam” under which the Department funds State ATIs/CTIs, for setting up of a Sevottam Training cell in ATI
- DARPG vide D.O. letter dated 15.06.2022 from the Secretary (AR&PG) has requested all the remaining States/UTs for sending their proposal for Sevottam
- Under the scheme, there is a provision for a lump-sum grant of up to Rs. 20 lakhs for five years, to each of the State ATIs/CTIs and the Department has requested the States/UTs for self-contained proposals regarding the same
- Grants to 6 States namely Haryana, Punjab, Uttar Pradesh, Jharkhand, Madhya Pradesh and Rajasthan has been released, while the proposal of Meghalaya is under process

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	172371	156034	16337
2	Government of Gujarat	42205	26683	15522
3	Government of Madhya Pradesh	27567	6442	21125
4	Government of Bihar	25393	2674	22719
5	Government of Maharashtra	24074	7291	16783
6	Government of Haryana	21359	10330	11029
7	Government of NCT of Delhi	20224	16311	3913
8	Government of Rajasthan	18732	15288	3444
9	Government of Assam	15069	8316	6753
10	Government of Tamil Nadu	12420	6966	5454

Annexure 1.2.: Maximum Number of Disposals

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	172371	156034	16337
2	Government of Gujarat	42205	26683	15522
3	Government of NCT of Delhi	20224	16311	3913
4	Government of Rajasthan	18732	15288	3444
5	Government of Haryana	21359	10330	11029
6	Government of Uttarakhand	10699	8507	2192
7	Government of Assam	15069	8316	6753
8	Government of Maharashtra	24074	7291	16783
9	Government of Karnataka	11675	7173	4502
10	Government of Tamil Nadu	12420	6966	5454

Annexure 1.3.: Maximum Number of Pendency

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Bihar	25393	2674	22719
2	Government of Madhya Pradesh	27567	6442	21125
3	Government of Maharashtra	24074	7291	16783
4	Government of Uttar Pradesh	172371	156034	16337
5	Government of Gujarat	42205	26683	15522
6	Government of Haryana	21359	10330	11029
7	Government of West Bengal	9559	217	9342
8	Government of Assam	15069	8316	6753
9	Government of Punjab	6881	380	6501
10	Government of Tamil Nadu	12420	6966	5454

(Time Period: 01/01/2022 to 25/09/2022)

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

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Bihar	25393	2674	22719
2	Government of Madhya Pradesh	27567	6442	21125
3	Government of Maharashtra	24074	7291	16783
4	Government of Uttar Pradesh	172371	156034	16337
5	Government of Gujarat	42205	26683	15522
6	Government of Haryana	21359	10330	11029
7	Government of West Bengal	9559	217	9342
8	Government of Assam	15069	8316	6753
9	Government of Punjab	6881	380	6501
10	Government of Tamil Nadu	12420	6966	5454
11	Government of Jharkhand	8071	3005	5066
12	Government of Karnataka	11675	7173	4502
13	Government of Odisha	4732	403	4329
14	Government of Andhra Pradesh	4661	622	4039
15	Government of NCT of Delhi	20224	16311	3913
16	Government of Rajasthan	18732	15288	3444
17	Government of Jammu and Kashmir	5538	2424	3114
18	Government of Himachal Pradesh	3299	750	2549
19	Government of Uttarakhand	10699	8507	2192
20	Government of Kerala	5400	4133	1267
21	Government of Chhattisgarh	5328	4328	1000

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	25393	2674	22719	19726
2	Government of Madhya Pradesh	27567	6442	21125	17605
3	Government of Maharashtra	24074	7291	16783	14366
4	Government of Gujarat	42205	26683	15522	11820
5	Government of Haryana	21359	10330	11029	8995
6	Government of West Bengal	9559	217	9342	8058
7	Government of Punjab	6881	380	6501	5557
8	Government of Assam	15069	8316	6753	5284
9	Government of Jharkhand	8071	3005	5066	4273
10	Government of Tamil Nadu	12420	6966	5454	4076

(Time Period: 01/01/2022 to 25/09/2022)

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

S. No.	Category	Receipts	Disposal	Pending
1	State Government Related	168737	98723	70014
2	Police	33834	21096	12738
3	Other Central Government Related	22981	13965	9016
4	Quality Of Service / Civic Amenities	19609	11124	8485
5	Employee Related	22840	16081	6759
6	Land Related Problems	10613	6103	4510
7	Housing	9608	5637	3971
8	Education	6998	3695	3303
9	Allegation Of Corruption / Malpractices	7613	5402	2211
10	Covid-19 Related issues	4088	2500	1588
11	Financial Assistance	3198	1812	1386
12	Implementation of Schemes	3769	2462	1307
13	Labour Issues	2244	1357	887
14	Agriculture	1413	839	574
15	Financial Services	1276	703	573
16	Harassment / Atrocities	1496	924	572
17	Suggestion	1757	1256	501
18	Legal Matters / Judiciary	751	405	346
19	Environment Issues / Animal Welfare / Forest Conservation	371	135	236
20	External Affairs / Overseas Affairs	508	287	221
21	Railway	345	240	105
22	Urban Development	204	137	67

Annexure 3: Average Closing Time

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

S. No.	Name of State/UT	Total Disposal	Average Closing Time (in days)
1	Government of Karnataka	7173	87
2	Government of Bihar	2674	85
3	Government of Madhya Pradesh	6442	72
4	Government of Tamil Nadu	6966	67
5	Government of Haryana	10330	66
6	Government of Union Territory of Ladakh	74	65
7	Government of Gujarat	26683	51
8	Government of Maharashtra	7291	47
9	Government of Assam	8316	46
10	Government of Himachal Pradesh	750	43

(Time Period: 01/01/2022 to 25/09/2022)

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

S. No.	Name of State/UT	Total Disposal	Average Closing Time (in days)
1	Government of Telangana	4255	5
2	Government of Andhra Pradesh	622	9
3	Government of Goa	1224	10
4	Government of Union Territory of Lakshadweep	323	15
5	Government of West Bengal	217	15
6	Government of Manipur	36	16
7	Government of Chhattisgarh	4328	19
8	Government of Union Territory of Chandigarh	2515	21
9	Government of Jammu and Kashmir	2424	22
10	Government of Sikkim	256	23

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 PG Officer Accounts
1	Level 1	38	191	229
2	Level 2	2356	308	2664
3	Level 3	11223	263	11486
4	Level 4	8368	312	8680
5	Level 5	5736	89	5825
6	Level 6	2478	7	2485
7	Level 7	629	2	631
8	Level 8	72	2	74
9	Level 9	24	0	24
Total		30924	1174	32098

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

S. No.	Name of State/UT	Nodal PG Officer Accounts	Delegated PG Officer Accounts	Total PG Officer Accounts
1	Government of Haryana	7109	171	7280
2	Government of Maharashtra	4650	157	4807
3	Government of Gujarat	4384	138	4522
4	Government of Assam	2320	49	2369
5	Government of Jharkhand	2293	65	2358
6	Government of Odisha	1642	25	1667
7	Government of NCT of Delhi	1540	97	1637
8	Government of Madhya Pradesh	1500	132	1632
9	Government of Tamil Nadu	1265	35	1300
10	Government of Bihar	959	77	1036

(Time Period: 01/01/2022 to 25/09/2022)

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	ATR Format Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Government of Haryana	7473	122	4610	2741
2	Government of Chhattisgarh	4079	3556	476	47
3	Government of Gujarat	3804	3636	46	122
4	Government of Telangana	3586	83	3494	9
5	Government of Tamil Nadu	987	55	259	673
6	Government of Goa	920	918	1	1
7	Government of Maharashtra	709	45	629	35
8	Government of Assam	663	569	31	63
9	Government of Andaman & Nicobar	641	569	62	10
10	Government of NCT of Delhi	509	95	190	224

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 25/09/2022)

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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