



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

75
आज़ादी का
अमृत महोत्सव

CPGRAMS

Monthly Report States/UTs

October 2022

[Report Number 3 of 2022]



Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. PG Cases

- In October, 2022, **43888 PG cases** were received for the States/UTs and **48396 PG cases** were redressed
- For States/UTs, as on 25th October 2022, there exists a pendency of **169792 PG cases**
- The pendency in the States/UTs has decreased from **174300 PG cases at the end of September, 2022** to **169792 PG cases at the end of October, 2022**
- Government of Uttar Pradesh has received the maximum number of grievances in October, 2022 with the number standing at **15939** grievances
- Government of Madhya Pradesh has disposed the maximum number of grievances in October, 2022 with the number standing at **14653** grievances

2. Pendency

- **21 States/UTs** have more than 1000 pending grievances as on 25th October, 2022
- Government of Uttar Pradesh has the maximum number of pending grievances in October, 2022 with the number standing at **20842** grievances
- Government of Bihar has the highest number of grievances pending for more than 30 days with **16276** such grievances

3. PG Officers

- **32487 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 **7320 PG Officers** mapped

4. Average Closing Time

- **22 States/UTs** have their Average Closing Time of grievances more than the Standard Redressal Time of 30 days

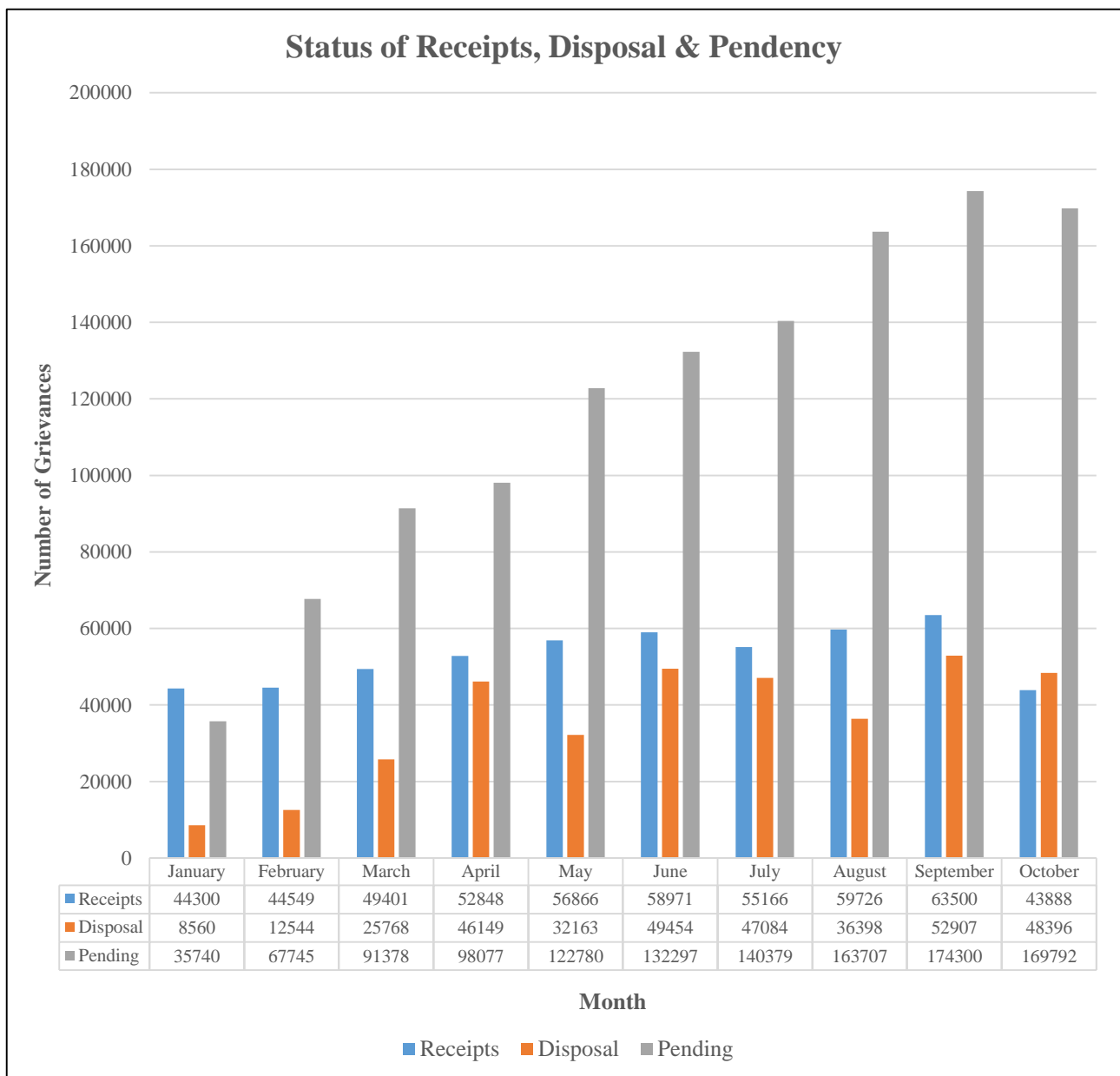
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/10/2022)

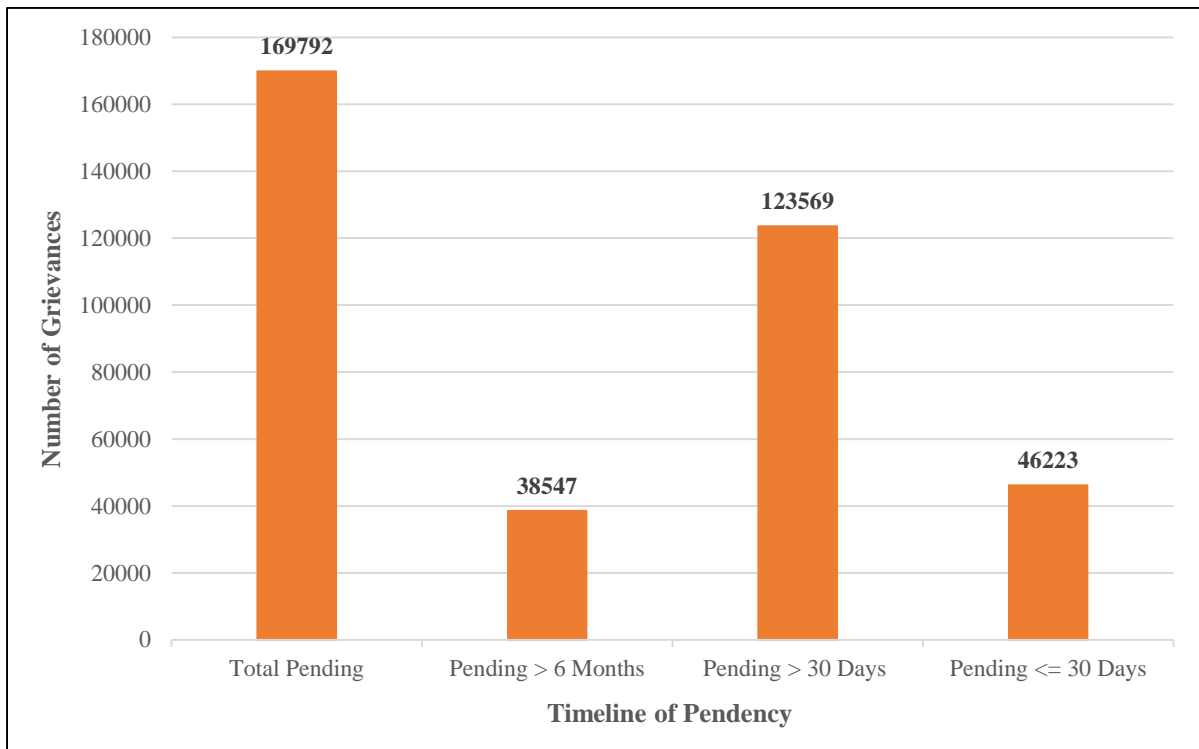
2.2. Month-wise Status of Grievances



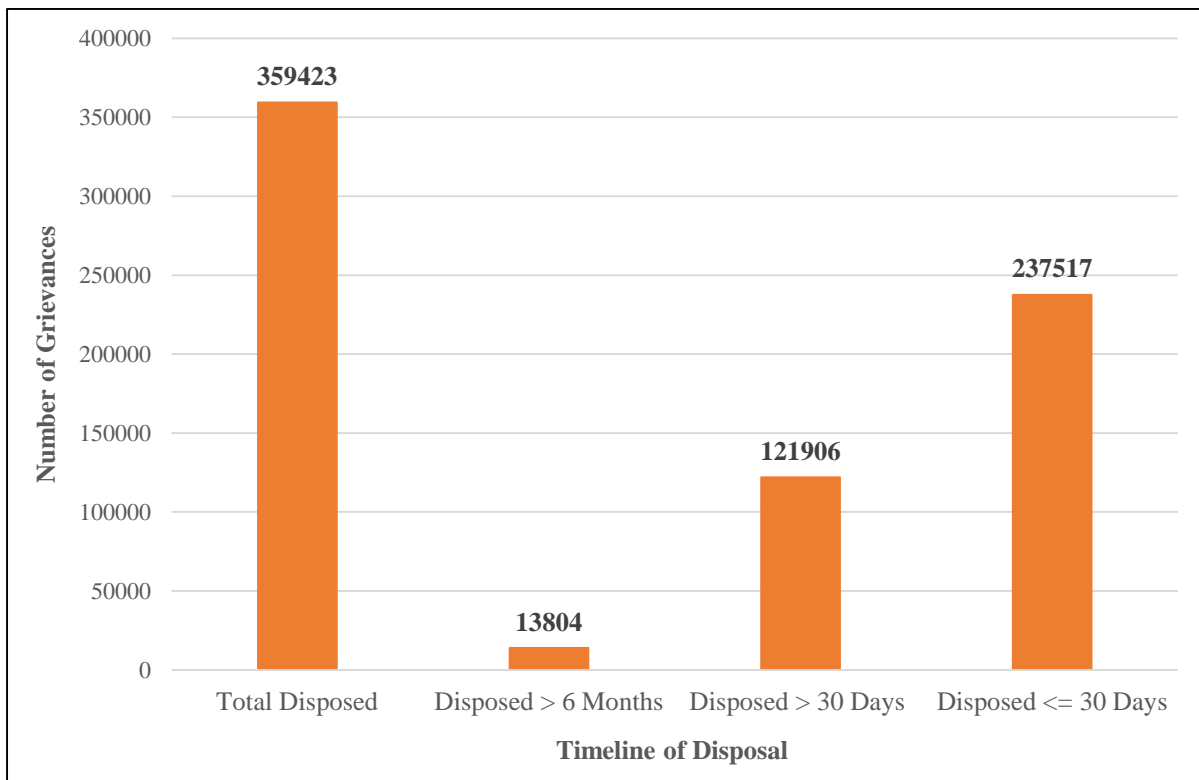
(Time Period: 01/01/2022 to 25/10/2022)

3. Age-wise Status of Grievances

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/10/2022)

4. Performance of States/UTs

- For the month of October, 2022, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 15939 grievances, followed by the Government of Gujarat at 2nd place, with the number standing at 3265 registrations. Government of Rajasthan with 2659 receipts in October, completes the Top 3 positions
- Government of Tamil Nadu recorded 1512 grievances in the month of October, thus placing it 9th in the list, with the Top 10 being closed by the Government of Uttarakhand which has received 1191 grievances
- In the month of October, 2022, Government of Madhya Pradesh has disposed the maximum number of grievances (14653) followed by the Government of Uttar Pradesh disposing 12461 grievances
- In the year 2022, till 25th October, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 194090 grievances, followed by the Government of Gujarat at 2nd place, with the number standing at 46422 registrations
- Government of Rajasthan recorded a total of 22014 grievances till 25th October, 2022, placing it 8th in the list, Government of Assam with 16272 grievances at the 9th position and Government of Tamil Nadu with 14353 grievances at the 10th position
- Disposal data's analysis for the year 2022, till 25th October, shows that Government of Uttar Pradesh has disposed of the maximum number of grievances (173248); followed by the Government of Gujarat at the 2nd place, which has disposed of 30140 grievances
- Government of NCT of Delhi with 18044 disposals stands at the 4th position, Government of Uttarakhand with 9796 disposals stands at the 7th position, and Government of Tamil Nadu with 9073 disposal closes the Top 10 list
- Government of Uttar Pradesh with a pendency of 20842 grievances tops the list of States/UTs with highest pendency, Government of Maharashtra with a pendency of 18471 grievances stands at the 3rd position, and Government of West Bengal with a pendency of 10430 stands at the 6th position
- Government of Punjab with 7551 grievances pending for disposal stands at the 8th position, Government of Assam standing at the 9th position with 6903 grievances pending for disposal, and the Top 10 list is closed by the Government of Jharkhand which has 5412 grievances pending for disposal

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 Bihar has the highest Average Closing Time of 145 days (against 9088 disposals), followed by the Government of Madhya Pradesh standing at the 2nd position with an Average Closing Time of 129 days (against 21100 disposals). Government of Haryana averaging 72 days (against 12013 disposals) closes out the Top 5 list, whereas Government of Maharashtra taking an average of 54 days to close out a grievance (against 8853 disposals) stands at the 7th position. The Top 10 list is closed by the Government of Himachal Pradesh which recorded an average of 46 days (against 866 disposals)
- Government of Telangana with Average Closing time of 5 days (against 4844 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 616 disposals) and the Government of Goa at the 3rd position, registering an Average Closing Time of 12 days (against 1332 disposals)
- Government of Union Territory of Lakshadweep stands at the 4th place with an Average Closing Time of 15 days (against 361 disposals), Government of Manipur standing at the 5th place, with an Average Closing Time of 16 days (against 36 disposals), with the Top 10 list closed by the Government of Uttar Pradesh averaging 24 days (against 173248 disposals)

6. Public Grievance Officers

- Numbers of PG Officers mapped onto CPGRAMS in October have increased as compared to the month of September, 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 32487 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7320 officers followed by the Government of Maharashtra which has mapped 4917 officers, and the Government of Gujarat standing at the 3rd place with 4536 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 1309 mappings, and the latter standing at the 10th position with 1065 officers mapped onto the CPGRAMS

7. Action Taken Reports (ATR) on Closed Grievances

- Government of Haryana has the highest number of ATR disposals, with a number of 8857 grievances, followed by the Government of Chhattisgarh at a distant number of 4473 disposals, standing at the 2nd place, Government of NCT of Delhi with 636 ATR format disposals closes the list of Top 10
- For the ATR disposals categorized as Fully Resolved, the Government of Gujarat with 4011 categorizations tops the list. Government of Chhattisgarh follows Gujarat with 3945 grievances categorized as Fully Resolved, standing at 2nd place. Government of Goa with 944 categorizations and the Government of Andaman & Nicobar categorizing 759 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 5608 grievances, followed by the Government of Telangana at the 2nd place, with 3965 such categorizations. Government of Maharashtra standing at the 3rd position (612 disposal), Government of Chhattisgarh (483 disposal) at the 4th place, and the Government of Tamil Nadu standing at the 5th position, with 283 such categorizations
- Government of Haryana has the maximum number of ATRs categorized as Pending Resolution, with the figure standing at 3114 disposals, the Government of Jharkhand with 520 categorizations standing at the 3rd position, and Government of Arunachal Pradesh standing at the 6th position, with 179 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 and Telangana is under process

Annexures

Annexure 1: Performance of States/UTs

Annexure 1.1.: Maximum Number of Receipts – October 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	15939	12461	20842
2	Government of Gujarat	3265	2440	16282
3	Government of Rajasthan	2659	1987	4105
4	Government of Maharashtra	2582	921	18471
5	Government of Madhya Pradesh	2271	14653	9390
6	Government of Bihar	2204	6209	19113
7	Government of NCT of Delhi	1824	1294	4486
8	Government of Haryana	1723	1343	11602
9	Government of Tamil Nadu	1512	1549	5280
10	Government of Uttarakhand	1191	1005	2534

Annexure 1.2.: Maximum Number of Disposals – October 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Madhya Pradesh	2271	14653	9390
2	Government of Uttar Pradesh	15939	12461	20842
3	Government of Bihar	2204	6209	19113
4	Government of Gujarat	3265	2440	16282
5	Government of Rajasthan	2659	1987	4105
6	Government of Tamil Nadu	1512	1549	5280
7	Government of Haryana	1723	1343	11602
8	Government of NCT of Delhi	1824	1294	4486
9	Government of Uttarakhand	1191	1005	2534
10	Government of Maharashtra	2582	921	18471

(Time Period: 01/10/2022 to 25/10/2022)

Annexure 1.3.: Maximum Number of Receipts

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	194090	173248	20842
2	Government of Gujarat	46422	30140	16282
3	Government of Madhya Pradesh	30490	21100	9390
4	Government of Bihar	28201	9088	19113
5	Government of Maharashtra	27324	8853	18471
6	Government of Haryana	23615	12013	11602
7	Government of NCT of Delhi	22530	18044	4486
8	Government of Rajasthan	22014	17909	4105
9	Government of Assam	16272	9369	6903
10	Government of Tamil Nadu	14353	9073	5280

Annexure 1.4.: Maximum Number of Disposals

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	194090	173248	20842
2	Government of Gujarat	46422	30140	16282
3	Government of Madhya Pradesh	30490	21100	9390
4	Government of NCT of Delhi	22530	18044	4486
5	Government of Rajasthan	22014	17909	4105
6	Government of Haryana	23615	12013	11602
7	Government of Uttarakhand	12330	9796	2534
8	Government of Assam	16272	9369	6903
9	Government of Bihar	28201	9088	19113
10	Government of Tamil Nadu	14353	9073	5280

(Time Period: 01/01/2022 to 25/10/2022)

Annexure 1.5.: States/UTs with more than 1000 Pending Grievances

S. No.	Name of State/UT	Total Receipts	Total Disposal	Total Pending
1	Government of Uttar Pradesh	194090	173248	20842
2	Government of Bihar	28201	9088	19113
3	Government of Maharashtra	27324	8853	18471
4	Government of Gujarat	46422	30140	16282
5	Government of Haryana	23615	12013	11602
6	Government of West Bengal	10668	238	10430
7	Government of Madhya Pradesh	30490	21100	9390
8	Government of Punjab	7954	403	7551
9	Government of Assam	16272	9369	6903
10	Government of Jharkhand	8965	3553	5412
11	Government of Tamil Nadu	14353	9073	5280
12	Government of Karnataka	13149	8158	4991
13	Government of Odisha	5353	463	4890
14	Government of Andhra Pradesh	5221	616	4605
15	Government of NCT of Delhi	22530	18044	4486
16	Government of Rajasthan	22014	17909	4105
17	Government of Jammu and Kashmir	6112	2443	3669
18	Government of Himachal Pradesh	3656	866	2790
19	Government of Uttarakhand	12330	9796	2534
20	Government of Chhattisgarh	6070	4803	1267
21	Government of Kerala	6050	4797	1253

Annexure 1.6.: 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	28201	9088	19113	16276
2	Government of Maharashtra	27324	8853	18471	15552
3	Government of Gujarat	46422	30140	16282	12946
4	Government of Haryana	23615	12013	11602	9619
5	Government of West Bengal	10668	238	10430	9315
6	Government of Punjab	7954	403	7551	6477
7	Government of Madhya Pradesh	30490	21100	9390	6462
8	Government of Assam	16272	9369	6903	6007
9	Government of Jharkhand	8965	3553	5412	4697
10	Government of Odisha	5353	463	4890	4283

(Time Period: 01/01/2022 to 25/10/2022)

Annexure 2: Average Closing Time

Annexure 2.1.: States/UTs with High Average Closing Time

S. No.	Name of State/UT	Average Closing Time	Disposal
1	Government of Bihar	145	9088
2	Government of Madhya Pradesh	129	21100
3	Government of Karnataka	80	8158
4	Government of Union Territory of Ladakh	75	110
5	Government of Haryana	72	12013
6	Government of Tamil Nadu	69	9073
7	Government of Maharashtra	54	8853
8	Government of Gujarat	50	30140
9	Government of Assam	49	9369
10	Government of Himachal Pradesh	46	866

Annexure 2.2.: States/UTs with Low Average Closing Time

S. No.	Name of State/UT	Average Closing Time	Disposal
1	Government of Telangana	5	4844
2	Government of Andhra Pradesh	9	616
3	Government of Goa	12	1332
4	Government of Union Territory of Lakshadweep	15	361
5	Government of Manipur	16	36
6	Government of Chhattisgarh	19	4803
7	Government of West Bengal	19	238
8	Government of Union Territory of Chandigarh	20	2738
9	Government of Jammu and Kashmir	22	2443
10	Government of Uttar Pradesh	24	173248

(Time Period: 01/01/2022 to 25/10/2022)

Annexure 3: Public Grievance Officers

Annexure 3.1.: 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	192	230
2	Level 2	2359	311	2670
3	Level 3	11326	269	11595
4	Level 4	8499	315	8814
5	Level 5	5792	90	5882
6	Level 6	2499	7	2506
7	Level 7	688	2	690
8	Level 8	72	3	75
9	Level 9	25	0	25
Grand Total		31298	1189	32487

Annexure 3.2.: 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	7147	173	7320
2	Government of Maharashtra	4758	159	4917
3	Government of Gujarat	4396	140	4536
4	Government of Assam	2368	53	2421
5	Government of Jharkhand	2325	65	2390
6	Government of Odisha	1689	25	1714
7	Government of NCT of Delhi	1548	101	1649
8	Government of Madhya Pradesh	1500	132	1632
9	Government of Tamil Nadu	1273	36	1309
10	Government of Bihar	988	77	1065

Annexure 4: Status of Action Taken Report (ATR)

Annexure 4.1.: Top 10 States/UTs with Highest Disposals of ATR Format

S. No.	Name of State/UT	Total ATR Disposals	Fully Resolved	Partially Resolved	Pending Resolution
1	Government of Haryana	8857	135	5608	3114
2	Government of Chhattisgarh	4473	3945	483	45
3	Government of Gujarat	4300	4011	47	242
4	Government of Telangana	4063	89	3965	9
5	Government of Tamil Nadu	1208	82	283	843
6	Government of Goa	947	944	1	2
7	Government of Andaman & Nicobar	834	759	65	10
8	Government of Assam	799	655	56	88
9	Government of Maharashtra	693	46	612	35
10	Government of NCT of Delhi	636	96	190	350

(Time Period: 01/01/2022 to 25/10/2022)

Annexure 5: 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	-	-	-
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	-	-	-

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
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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