



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

75
आज़ादी का
अमृत महोत्सव

CPGRAMS

Monthly Report States/UTs

November 2022

[Report Number 4 of 2022]



Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. PG Cases

- In November, 2022, **48131 PG cases** were received for the States/UTs and **45622 PG cases** were redressed
- For States/UTs, as on 25th November 2022, there exists a pendency of **176550 PG cases**
- The pendency in the States/UTs has increased from **174041 PG cases at the end of October, 2022** to **176550 PG cases at the end of November, 2022**
- Government of Uttar Pradesh has received the maximum number of grievances in November, 2022 with the number standing at **18411** grievances
- Government of Uttar Pradesh has disposed the maximum number of grievances in November, 2022 with the number standing at **21732** grievances

2. Pendency

- **21 States/UTs** have more than 1000 pending grievances as on 25th November, 2022
- Government of Bihar has the maximum number of pending grievances in November, 2022 with the number standing at **21478** grievances
- Government of Bihar has the highest number of grievances pending for more than 30 days with **18724** such grievances

3. PG Officers

- **32892 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 **7352 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

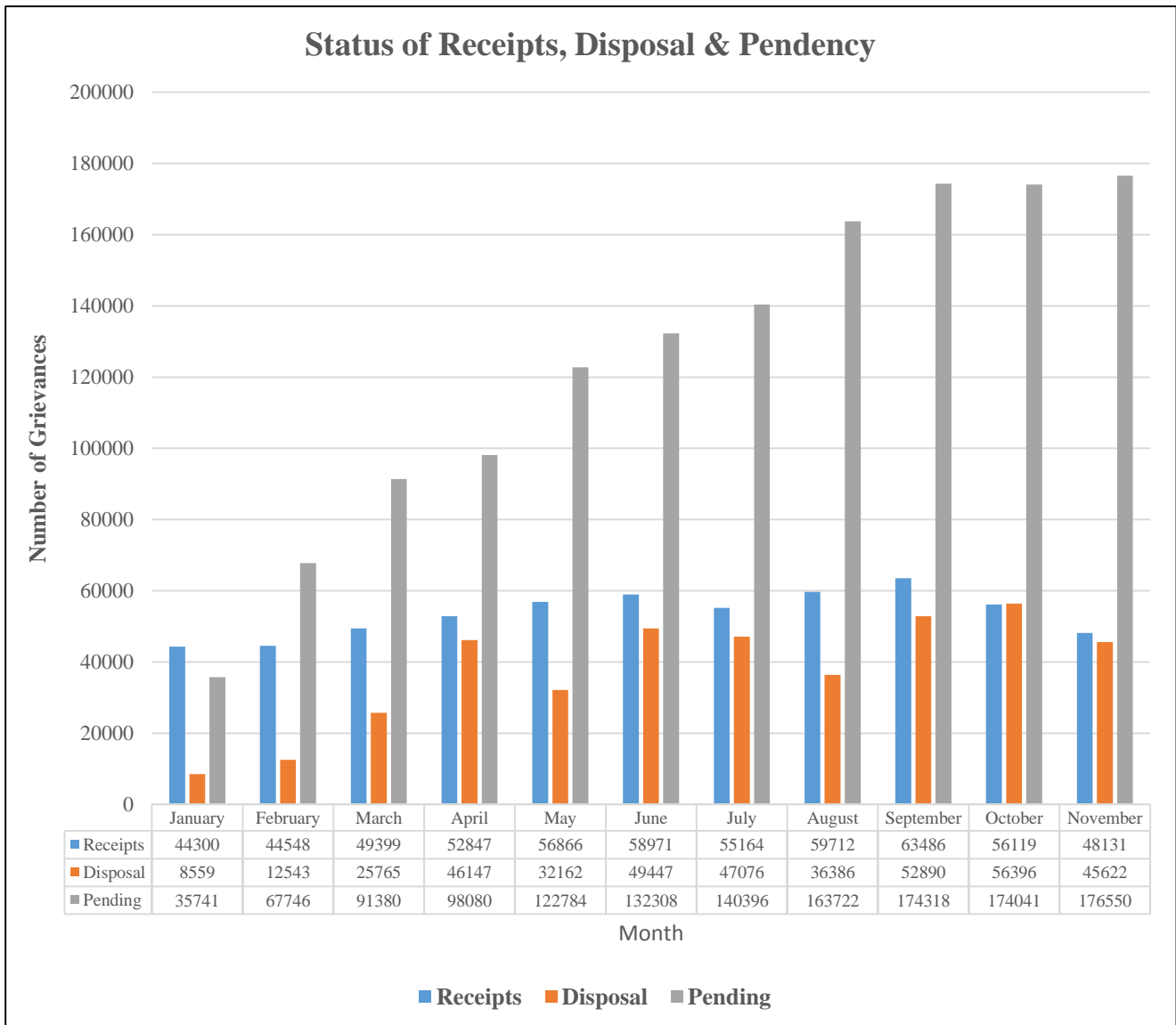
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2022 to 25/11/2022)

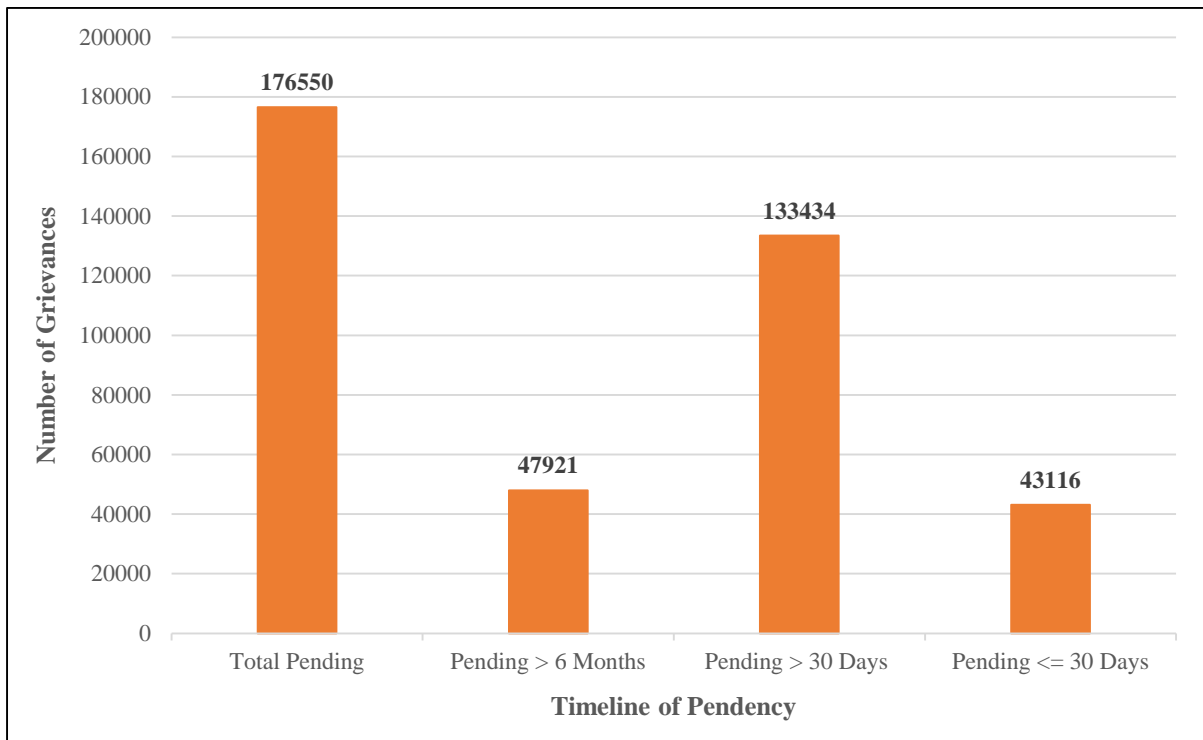
2.2. Month-wise Status of Grievances



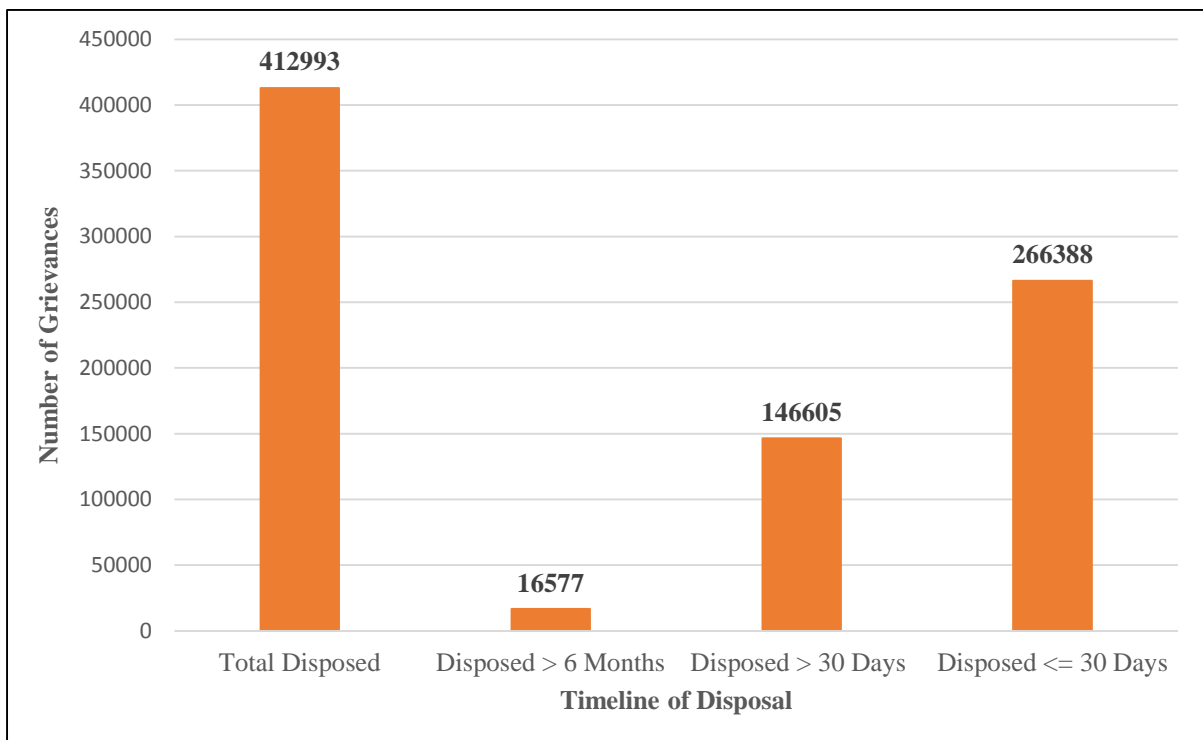
(Time Period: 01/01/2022 to 25/11/2022)

3. Age-wise Status of Grievances

3.1. Pendency



3.2. Disposal



(Time Period: 01/01/2022 to 25/11/2022)

4. Performance of States/UTs

- For the month of November, 2022, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 18411 grievances, followed by the Government of Gujarat at 2nd place, with the number standing at 3198 registrations. Government of Maharashtra with 2661 receipts in November, completes the Top 3 positions
- Government of Tamil Nadu recorded 1821 grievances in the month of November, thus placing it 8th in the list, with the Top 10 being closed by the Government of Punjab which has received 1478 grievances
- In the month of November, 2022, Government of Uttar Pradesh has disposed the maximum number of grievances (21732) followed by the Government of Gujarat disposing 3736 grievances
- In the year 2022, till 25th November, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 217074 grievances, followed by the Government of Gujarat at 2nd place, with the number standing at 50365 registrations
- Government of NCT of Delhi recorded a total of 24741 grievances till 25th November, 2022, placing it 8th in the list, Government of Assam with 17576 grievances at the 9th position and Government of Tamil Nadu with 16676 grievances at the 10th position
- Disposal data's analysis for the year 2022, till 25th November, shows that Government of Uttar Pradesh has disposed of the maximum number of grievances (198298); followed by the Government of Gujarat at the 2nd place, which has disposed of 34494 grievances
- Government of NCT of Delhi with 20220 disposals stands at the 5th position, Government of Uttarakhand with 11460 disposals stands at the 8th position, and Government of Maharashtra with 10209 disposal closes the Top 10 list
- Government of Bihar with a pendency of 21478 grievances tops the list of States/UTs with highest pendency, Government of Maharashtra with a pendency of 20444 grievances stands at the 2nd position, and Government of West Bengal with a pendency of 11679 grievances stands at the 6th position
- Government of Madhya Pradesh with 8559 grievances pending for disposal stands at the 8th position, Government of Assam standing at the 9th position with 6594 grievances pending for disposal, and the Top 10 list is closed by the Government of Karnataka which has 5908 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 143 days (against 9490 disposals), followed by the Government of Madhya Pradesh standing at the 2nd position with an Average Closing Time of 118 days (against 25118 disposals). Government of Haryana averaging 76 days (against 13857 disposals) closes out the Top 5 list, whereas Government of Maharashtra taking an average of 57 days to close out a grievance (against 10209 disposals) stands at the 9th position. The Top 10 list is closed by the Government of Gujarat which recorded an average of 55 days (against 34494 disposals)
- Government of Telangana with Average Closing time of 5 days (against 5571 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 10 days (against 628 disposals) and the Government of Goa at the 3rd position, registering an Average Closing Time of 13 days (against 1413 disposals)
- Government of Union Territory of Lakshadweep stands at the 4th place with an Average Closing Time of 16 days (against 378 disposals), Government of Manipur standing at the 5th place, with an Average Closing Time of 16 days (against 37 disposals), with the Top 10 list closed by the Government of Uttar Pradesh averaging 24 days (against 198298 disposals)

6. Public Grievance Officers

- Numbers of PG Officers mapped onto CPGRAMS in November 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 32892 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7352 officers, followed by the Government of Maharashtra which has mapped 4938 officers, and the Government of Gujarat standing at the 3rd place with 4579 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 1312 mappings, and the latter standing at the 10th position with 1067 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 10351 grievances, followed by the Government of Chhattisgarh at a distant number of 5308 disposals, standing at the 2nd place, Government of Jharkhand with 757 ATR format disposals closes the list of Top 10
- For the ATR disposals categorized as Fully Resolved, the Government of Chhattisgarh with 4764 categorizations tops the list. Government of Gujarat follows Chhattisgarh with 4388 grievances categorized as Fully Resolved, standing at 2nd place. Government of Goa with 971 categorizations and the Government of Andaman & Nicobar categorizing 823 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 6683 grievances, followed by the Government of Telangana at the 2nd place, with 4525 such categorizations. Government of Maharashtra standing at the 3rd position (660 disposal), Government of Chhattisgarh (498 disposal) at the 4th place, and the Government of Tamil Nadu standing at the 5th position, with 304 such categorizations
- Government of Haryana has the maximum number of ATRs categorized as Pending Resolution, with the figure standing at 3526 disposals, the Government of Jharkhand with 649 categorizations standing at the 3rd position, and Government of Arunachal Pradesh standing at the 6th position, with 212 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, Telangana, Tamil Nadu and Himachal Pradesh are under process

Annexures

Annexure 1: Performance of States/UTs

Annexure 1.1.: Maximum Number of Receipts – November 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	18411	21732	18776
2	Government of Gujarat	3198	3736	15871
3	Government of Maharashtra	2661	1223	20444
4	Government of Madhya Pradesh	2582	3716	8559
5	Government of Rajasthan	2142	2356	4238
6	Government of Bihar	2117	350	21478
7	Government of Haryana	2096	1463	12375
8	Government of Tamil Nadu	1821	2276	4713
9	Government of NCT of Delhi	1724	1712	4521
10	Government of Punjab	1478	4	9286

Annexure 1.2.: Maximum Number of Disposals – November 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	18411	21732	18776
2	Government of Gujarat	3198	3736	15871
3	Government of Madhya Pradesh	2582	3716	8559
4	Government of Rajasthan	2142	2356	4238
5	Government of Tamil Nadu	1821	2276	4713
6	Government of NCT of Delhi	1724	1712	4521
7	Government of Uttarakhand	957	1481	2115
8	Government of Haryana	2096	1463	12375
9	Government of Maharashtra	2661	1223	20444
10	Government of Assam	1072	1031	6594

(Time Period: 01/11/2022 to 25/11/2022)

Annexure 1.3.: Maximum Number of Receipts – January to November 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	217074	198298	18776
2	Government of Gujarat	50365	34494	15871
3	Government of Madhya Pradesh	33677	25118	8559
4	Government of Bihar	30968	9490	21478
5	Government of Maharashtra	30653	10209	20444
6	Government of Haryana	26232	13857	12375
7	Government of Rajasthan	24773	20535	4238
8	Government of NCT of Delhi	24741	20220	4521
9	Government of Assam	17576	10982	6594
10	Government of Tamil Nadu	16676	11963	4713

Annexure 1.4.: Maximum Number of Disposals – January to November 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	217074	198298	18776
2	Government of Gujarat	50365	34494	15871
3	Government of Madhya Pradesh	33677	25118	8559
4	Government of Rajasthan	24773	20535	4238
5	Government of NCT of Delhi	24741	20220	4521
6	Government of Haryana	26232	13857	12375
7	Government of Tamil Nadu	16676	11963	4713
8	Government of Uttarakhand	13575	11460	2115
9	Government of Assam	17576	10982	6594
10	Government of Maharashtra	30653	10209	20444

(Time Period: 01/01/2022 to 25/11/2022)

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

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Bihar	30968	9490	21478
2	Government of Maharashtra	30653	10209	20444
3	Government of Uttar Pradesh	217074	198298	18776
4	Government of Gujarat	50365	34494	15871
5	Government of Haryana	26232	13857	12375
6	Government of West Bengal	11932	253	11679
7	Government of Punjab	9691	405	9286
8	Government of Madhya Pradesh	33677	25118	8559
9	Government of Assam	17576	10982	6594
10	Government of Karnataka	14740	8832	5908
11	Government of Odisha	6215	569	5646
12	Government of Jharkhand	10132	4637	5495
13	Government of Andhra Pradesh	5879	628	5251
14	Government of Tamil Nadu	16676	11963	4713
15	Government of NCT of Delhi	24741	20220	4521
16	Government of Rajasthan	24773	20535	4238
17	Government of Jammu and Kashmir	6662	2455	4207
18	Government of Himachal Pradesh	3914	1096	2818
19	Government of Uttarakhand	13575	11460	2115
20	Government of Kerala	6796	5470	1326
21	Government of Chhattisgarh	6797	5693	1104

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	30968	9490	21478	18724
2	Government of Maharashtra	30653	10209	20444	17572
3	Government of Gujarat	50365	34494	15871	12797
4	Government of West Bengal	11932	253	11679	10423
5	Government of Haryana	26232	13857	12375	10176
6	Government of Punjab	9691	405	9286	7551
7	Government of Madhya Pradesh	33677	25118	8559	6104
8	Government of Assam	17576	10982	6594	5658
9	Government of Odisha	6215	569	5646	4827
10	Government of Uttar Pradesh	217074	198298	18776	4777

(Time Period: 01/01/2022 to 25/11/2022)

Annexure 2: Average Closing Time

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

S. No.	Name of State/UT	Average Closing Time (in days)	Disposal
1	Government of Bihar	143	9490
2	Government of Madhya Pradesh	118	25118
3	Government of Union Territory of Ladakh	79	135
4	Government of Karnataka	78	8832
5	Government of Haryana	76	13857
6	Government of Tamil Nadu	70	11963
7	Government of Assam	59	10982
8	Government of Jharkhand	59	4637
9	Government of Maharashtra	57	10209
10	Government of Gujarat	55	34494

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

S. No.	Name of State/UT	Average Closing Time (in days)	Disposal
1	Government of Telangana	5	5571
2	Government of Andhra Pradesh	10	628
3	Government of Goa	13	1413
4	Government of Union Territory of Lakshadweep	16	378
5	Government of Manipur	16	37
6	Government of West Bengal	19	253
7	Government of Chhattisgarh	20	5693
8	Government of Union Territory of Chandigarh	21	3167
9	Government of Jammu and Kashmir	22	2455
10	Government of Uttar Pradesh	24	198298

(Time Period: 01/01/2022 to 25/11/2022)

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	2364	316	2680
3	Level 3	11531	273	11804
4	Level 4	8562	320	8882
5	Level 5	5877	91	5968
6	Level 6	2525	7	2532
7	Level 7	694	2	696
8	Level 8	72	3	75
9	Level 9	25	0	25
Grand Total		31688	1204	32892

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	7178	174	7352
2	Government of Maharashtra	4779	159	4938
3	Government of Gujarat	4439	140	4579
4	Government of Jharkhand	2475	71	2546
5	Government of Assam	2396	55	2451
6	Government of Odisha	1692	25	1717
7	Government of NCT of Delhi	1581	101	1682
8	Government of Madhya Pradesh	1503	133	1636
9	Government of Tamil Nadu	1274	38	1312
10	Government of Bihar	990	77	1067

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	10351	142	6683	3526
2	Government of Chhattisgarh	5308	4764	498	46
3	Government of Telangana	4734	200	4525	9
4	Government of Gujarat	4696	4388	47	261
5	Government of Tamil Nadu	1410	100	304	1006
6	Government of Goa	974	971	1	2
7	Government of Assam	932	699	94	139
8	Government of Andaman & Nicobar	921	823	85	13
9	Government of NCT of Delhi	890	128	191	571
10	Government of Jharkhand	757	72	36	649

(Time Period: 01/01/2022 to 25/11/2022)

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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