



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

75  
आज़ादी का  
अमृत महोत्सव

# CPGRAMS

Monthly Report States/UTs

December 2022

*[Report Number 5 of 2022]*



Department of Administrative Reforms  
and Public Grievances

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## 1. Key Highlights

### 1. General

- Meeting with the **DGs and Nodal Officers of all Administrative Training Institutes**, of all States/UTs was held on **6<sup>th</sup> December, 2022** resulting in receipt of **5 States (Karnataka, West Bengal, Maharashtra, Gujarat and Andhra Pradesh)** new self-contained proposals in regards to Sevottam scheme, for capacity building of GROs
- Meeting with **Grievance Redressal Officers** of the States/UTs was held on **5<sup>th</sup> December, 2022** to review the pendency status

### 2. PG Cases

- In December, 2022, **55291 PG cases** were received for the States/UTs and **51279 PG cases** were redressed
- For States/UTs, as on 25<sup>th</sup> December 2022, there exists a pendency of **183416 PG cases**
- The pendency in the States/UTs has increased from **179405 PG cases at the end of November, 2022** to **183416 PG cases at the end of December, 2022**
- **Government of Uttar Pradesh** has received the maximum number of grievances in December, 2022 with the number standing at **16064** grievances
- **Government of Uttar Pradesh** has disposed the maximum number of grievances in December, 2022 with the number standing at **20440** grievances

### 3. Pendency

- **21 States/UTs** have more than 1000 pending grievances as on 25<sup>th</sup> December, 2022
- **Government of Maharashtra** has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **23158 grievances** (overall) and **19705 grievances** (pending for more than 30 days)

### 4. PG Officers

- **33318 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 **7377 PG Officers** mapped

### 5. Average Closing Time

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

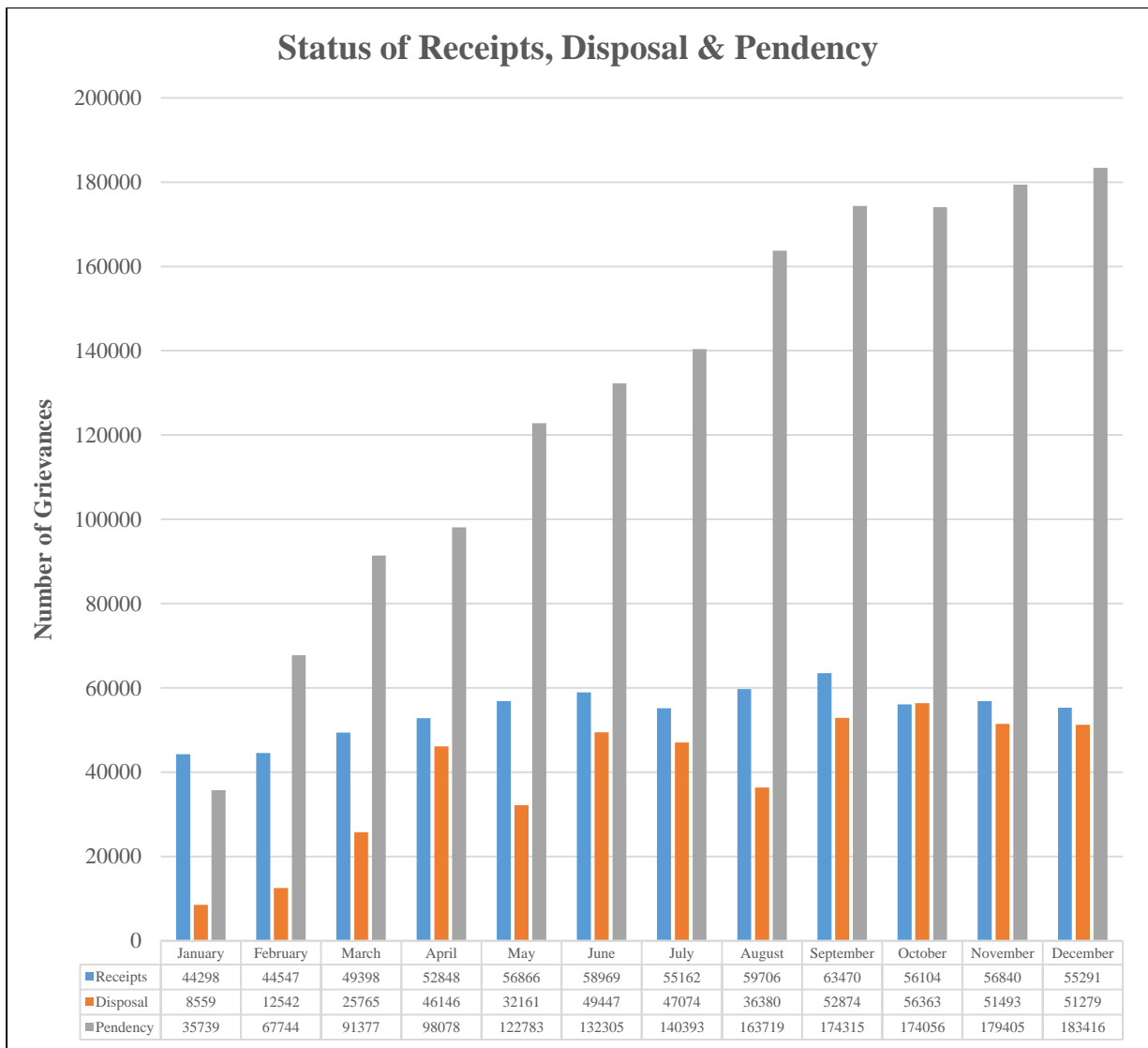
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2022 to 25/12/2022)

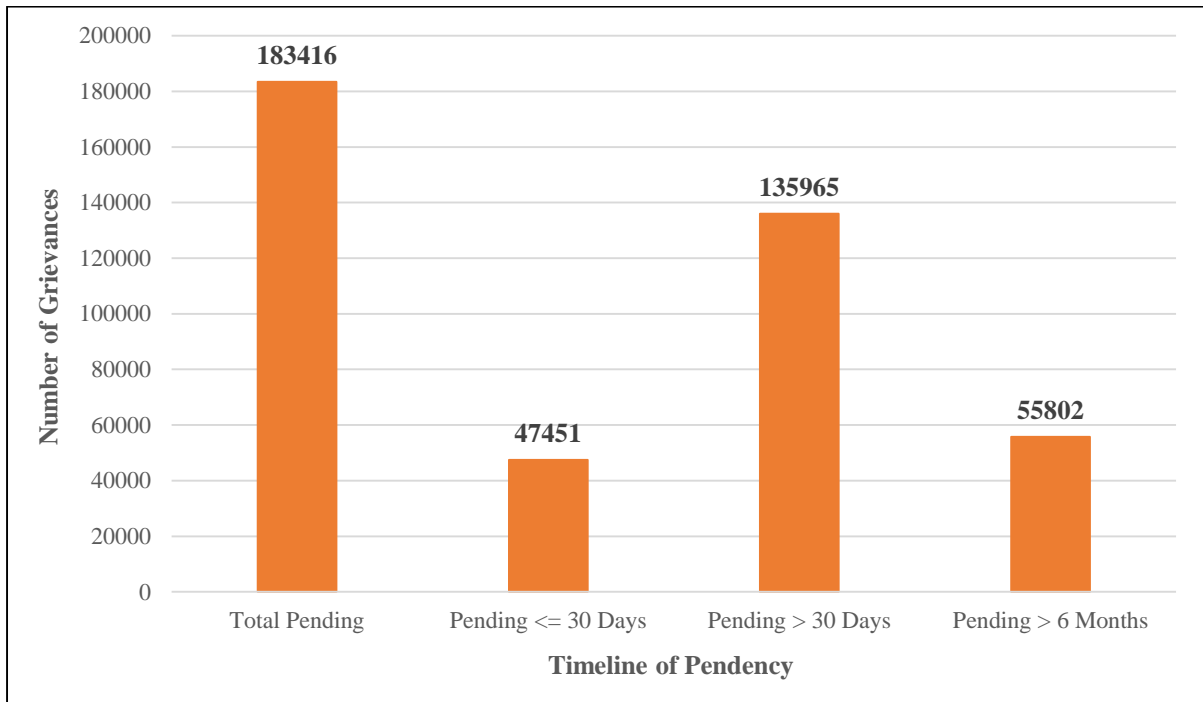
### 2.2. Month-wise Status of Grievances



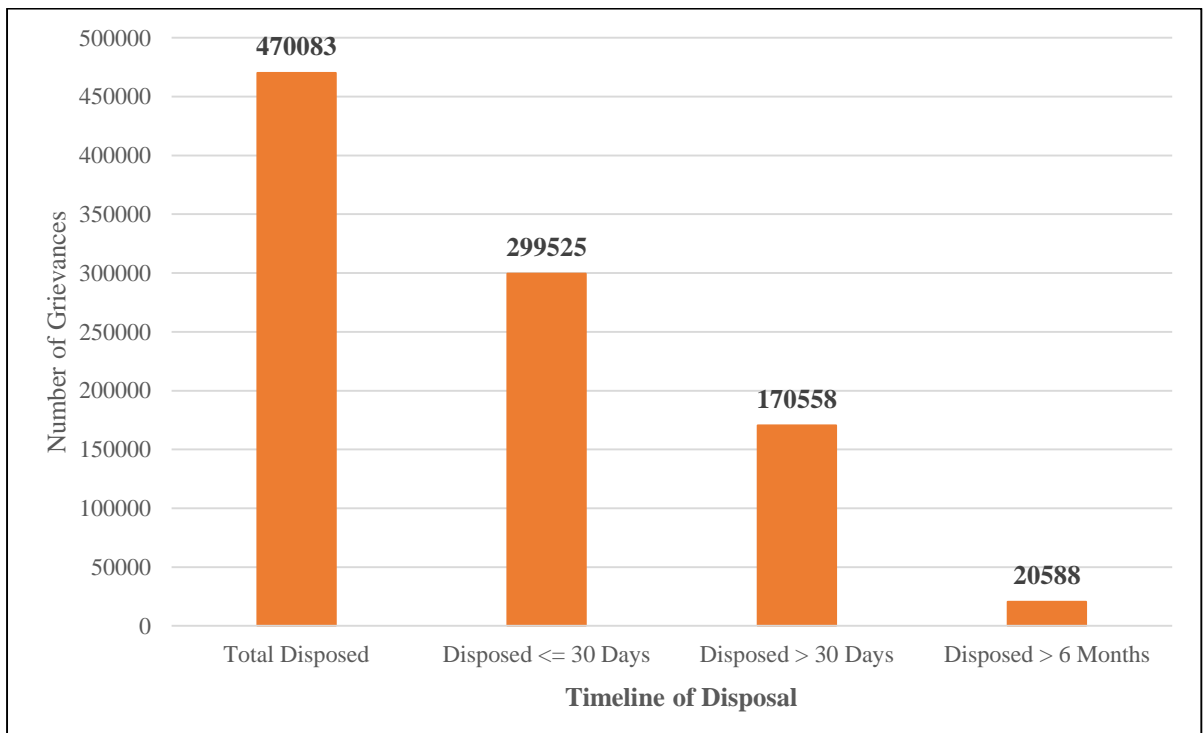
(Time Period: 01/01/2022 to 25/12/2022)

### 3. Age-wise Status of Grievances

#### 3.1. Pendency



#### 3.2. Disposal



(Time Period: 01/01/2022 to 25/12/2022)

#### 4. Performance of States/UTs

- For the month of December, 2022, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 16064 grievances, followed by the Government of Punjab at 2<sup>nd</sup> place, with the number standing at 4994 registrations. Government of Gujarat with 3709 receipts in December, completes the Top 3 positions
- Government of Haryana recorded 2027 grievances in the month of December, thus placing it 8<sup>th</sup> in the list, with the Top 10 being closed by the Government of Bihar which has received 1936 grievances
- In the month of December, 2022, Government of Uttar Pradesh has disposed the maximum number of grievances (20440) followed by the Government of Bihar disposing 5343 grievances
- In the year 2022, till 25<sup>th</sup> December, Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 236636 grievances, followed by the Government of Gujarat at 2<sup>nd</sup> place, with the number standing at 54659 registrations
- Government of NCT of Delhi recorded a total of 26740 grievances till 25<sup>th</sup> December, 2022, placing it 8<sup>th</sup> in the list, Government of Assam with 21198 grievances at the 9<sup>th</sup> position and Government of Tamil Nadu with 18673 grievances at the 10<sup>th</sup> position
- Disposal data's analysis for the year 2022, till 25<sup>th</sup> December, shows that Government of Uttar Pradesh has disposed of the maximum number of grievances (221348); followed by the Government of Gujarat at the 2<sup>nd</sup> place, which has disposed of 37900 grievances
- Government of NCT of Delhi with 22029 disposals stands at the 5<sup>th</sup> position, Government of Bihar with 14833 disposals stands at the 8<sup>th</sup> position, and Government of Uttarakhand with 12933 disposal closes the Top 10 list
- Government of Maharashtra with a pendency of 23158 grievances tops the list of States/UTs with highest pendency, Government of Bihar with a pendency of 18393 grievances stands at the 2<sup>nd</sup> position, and Government of West Bengal with a pendency of 12986 grievances stands at the 6<sup>th</sup> position
- Government of Madhya Pradesh with 8075 grievances pending for disposal stands at the 8<sup>th</sup> position, Government of Odisha standing at the 9<sup>th</sup> position with 7493 grievances pending for disposal, and the Top 10 list is closed by the Government of Assam which has 6305 grievances pending for disposal

## 5. Average Closing Time of Grievances

- 23 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 141 days (against 14833 disposals), followed by the Government of Union Territory of Ladakh standing at the 2<sup>nd</sup> position with an Average Closing Time of 121 days (against 301 disposals). Government of Odisha averaging 75 days (against 806 disposals) closes out the Top 5 list, whereas Government of Jharkhand taking an average of 69 days to close out a grievance (against 6214 disposals) stands at the 9<sup>th</sup> position. The Top 10 list is closed by the Government of Himachal Pradesh which recorded an average of 69 days (against 1514 disposals)
- Government of Telangana with Average Closing time of 5 days (against 6026 disposals) tops the list of States/UTs with lowest Average Closing Time, followed by the Government of Goa at the 2<sup>nd</sup> position which averaged 15 days (against 1494 disposals) and the Government of Union Territory of Lakshadweep at the 3<sup>rd</sup> position, registering an Average Closing Time of 16 days (against 400 disposals)
- Government of Union Territory of Chandigarh stands at the 4<sup>th</sup> place with an Average Closing Time of 20 days (against 3409 disposals), Government of West Bengal standing at the 5<sup>th</sup> place, with an Average Closing Time of 20 days (against 274 disposals), with the Top 10 list closed by the Government of Manipur averaging 27 days (against 46 disposals)

## 6. Public Grievance Officers

- Numbers of PG Officers mapped onto CPGRAMS in December 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 33318 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7377 officers, followed by the Government of Maharashtra which has mapped 4976 officers, and the Government of Gujarat standing at the 3<sup>rd</sup> place with 4652 mappings
- The Top 10 list is closed by the Government of Tamil Nadu and the Government of Bihar with the former securing 9<sup>th</sup> place with 1314 mappings, and the latter standing at the 10<sup>th</sup> position with 1069 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 12061 grievances, followed by the Government of Chhattisgarh at a distant number of 6097 disposals, standing at the 2<sup>nd</sup> place. Government of Jharkhand with 905 ATR format disposals closes the list of Top 10
- For the ATR disposals categorized as Fully Resolved, the Government of Chhattisgarh with 5312 categorizations tops the list. Government of Gujarat follows Chhattisgarh with 4710 grievances categorized as Fully Resolved, standing at the 2<sup>nd</sup> place. Government of Assam with 1104 categorizations, Government of Goa categorizing 998 grievances and Government of Andaman & Nicobar categorizing 945 grievances as Fully Resolved, stand s at the 3<sup>rd</sup>, 4<sup>th</sup> & 5<sup>th</sup> positions, respectively
- Government of Haryana has the highest number of grievances categorized as Partially Resolved with the figure standing at 7966 grievances, followed by the Government of Telangana at the 2<sup>nd</sup> place, with 4927 such categorizations. Government of Chhattisgarh stands at the 3<sup>rd</sup> position (739 disposal), Government of Maharashtra (679 disposal) at the 4<sup>th</sup> place, and the Government of Tamil Nadu stands at the 5<sup>th</sup> position, with 316 such categorizations
- Government of Haryana has the maximum number of ATRs categorized as Pending Resolution, with the figure stands at 3915 disposals, the Government of NCT of Delhi with 909 categorizations stands at the 3<sup>rd</sup> position, and Government of Arunachal Pradesh stands at the 6<sup>th</sup> position, with 240 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 separate dedicated public grievance portal and instead leverage the CPGRAMS interface entirely, 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 on CPGRAMS pertaining to the 2 States



cannot be pushed to/consumed by the State portals

- 4 States with dedicated public grievance portals, namely Bihar, 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 the 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 the 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 7 States namely Haryana, Punjab, Uttar Pradesh, Jharkhand, Madhya Pradesh, Rajasthan and Meghalaya have been released, while the proposals of 8 States namely Karnataka, West Bengal, Maharashtra, Gujarat, Andhra Pradesh, Telangana, Tamil Nadu and Himachal Pradesh are under process

## Annexures

### Annexure 1: Performance of States/UTs

#### Annexure 1.1.: Maximum Number of Receipts – December 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	16064	20440	15288
2	Government of Punjab	4994	4	14635
3	Government of Gujarat	3709	2818	16759
4	Government of Assam	3412	3660	6305
5	Government of Maharashtra	3118	732	23158
6	Government of Madhya Pradesh	2917	3361	8075
7	Government of Rajasthan	2681	2815	4121
8	Government of Haryana	2027	1758	12767
9	Government of Odisha	1972	217	7493
10	Government of Bihar	1936	5343	18393

#### Annexure 1.2.: Maximum Number of Disposals – December 2022

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	16064	20440	15288
2	Government of Bihar	1936	5343	18393
3	Government of Assam	3412	3660	6305
4	Government of Madhya Pradesh	2917	3361	8075
5	Government of Gujarat	3709	2818	16759
6	Government of Rajasthan	2681	2815	4121
7	Government of Haryana	2027	1758	12767
8	Government of Tamil Nadu	1654	1603	4890
9	Government of NCT of Delhi	1663	1589	4713
10	Government of Jharkhand	1898	1462	5940

(Time Period: 01/12/2022 to 25/12/2022)

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

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	236636	221348	15288
2	Government of Gujarat	54659	37900	16759
3	Government of Madhya Pradesh	37074	28999	8075
4	Government of Maharashtra	34248	11090	23158
5	Government of Bihar	33226	14833	18393
6	Government of Haryana	28582	15815	12767
7	Government of Rajasthan	27792	23671	4121
8	Government of NCT of Delhi	26740	22029	4713
9	Government of Assam	21198	14893	6305
10	Government of Tamil Nadu	18673	13783	4890

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

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Uttar Pradesh	236636	221348	15288
2	Government of Gujarat	54659	37900	16759
3	Government of Madhya Pradesh	37074	28999	8075
4	Government of Rajasthan	27792	23671	4121
5	Government of NCT of Delhi	26740	22029	4713
6	Government of Haryana	28582	15815	12767
7	Government of Assam	21198	14893	6305
8	Government of Bihar	33226	14833	18393
9	Government of Tamil Nadu	18673	13783	4890
10	Government of Uttarakhand	14727	12933	1794

(Time Period: 01/01/2022 to 25/12/2022)

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

S. No.	Name of State/UT	Receipts	Disposal	Pending
1	Government of Maharashtra	34248	11090	23158
2	Government of Bihar	33226	14833	18393
3	Government of Gujarat	54659	37900	16759
4	Government of Uttar Pradesh	236636	221348	15288
5	Government of Punjab	15047	412	14635
6	Government of West Bengal	13260	274	12986
7	Government of Haryana	28582	15815	12767
8	Government of Madhya Pradesh	37074	28999	8075
9	Government of Odisha	8299	806	7493
10	Government of Assam	21198	14893	6305
11	Government of Karnataka	15990	9764	6226
12	Government of Jharkhand	12154	6214	5940
13	Government of Andhra Pradesh	6454	900	5554
14	Government of Tamil Nadu	18673	13783	4890
15	Government of NCT of Delhi	26740	22029	4713
16	Government of Jammu and Kashmir	7172	2461	4711
17	Government of Rajasthan	27792	23671	4121
18	Government of Himachal Pradesh	4176	1514	2662
19	Government of Uttarakhand	14727	12933	1794
20	Government of Kerala	7390	6058	1332
21	Government of Chhattisgarh	7746	6513	1231

### 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 Maharashtra	34248	11090	23158	19705
2	Government of Bihar	33226	14833	18393	16171
3	Government of Gujarat	54659	37900	16759	13031
4	Government of West Bengal	13260	274	12986	11636
5	Government of Haryana	28582	15815	12767	10595
6	Government of Punjab	15047	412	14635	9193
7	Government of Madhya Pradesh	37074	28999	8075	5542
8	Government of Odisha	8299	806	7493	5422
9	Government of Karnataka	15990	9764	6226	5383
10	Government of Assam	21198	14893	6305	5022

(Time Period: 01/01/2022 to 25/12/2022)

## 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	141	14833
2	Government of Union Territory of Ladakh	121	301
3	Government of Madhya Pradesh	110	28999
4	Government of Haryana	81	15815
5	Government of Odisha	75	806
6	Government of Karnataka	74	9764
7	Government of Andhra Pradesh	70	900
8	Government of Tamil Nadu	69	13783
9	Government of Jharkhand	69	6214
10	Government of Himachal Pradesh	69	1514

### 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	6026
2	Government of Goa	15	1494
3	Government of Union Territory of Lakshadweep	16	400
4	Government of Union Territory of Chandigarh	20	3409
5	Government of West Bengal	20	274
6	Government of Chhattisgarh	22	6513
7	Government of Jammu and Kashmir	22	2461
8	Government of Uttar Pradesh	24	221348
9	Government of Union Territory of Dadra & Nagar Haveli and Daman & Diu	26	743
10	Government of Manipur	27	46

(Time Period: 01/01/2022 to 25/12/2022)

### 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
1	Level 1	38	192	230
2	Level 2	2405	325	2730
3	Level 3	11666	276	11942
4	Level 4	8683	322	9005
5	Level 5	5976	91	6067
6	Level 6	2533	7	2540
7	Level 7	702	2	704
8	Level 8	72	3	75
9	Level 9	25	0	25
<b>Grand Total</b>		<b>32100</b>	<b>1218</b>	<b>33318</b>

#### 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
1	Government of Haryana	7201	176	7377
2	Government of Maharashtra	4816	160	4976
3	Government of Gujarat	4512	140	4652
4	Government of Jharkhand	2585	74	2659
5	Government of Assam	2441	55	2496
6	Government of Odisha	1724	25	1749
7	Government of NCT of Delhi	1586	101	1687
8	Government of Madhya Pradesh	1503	133	1636
9	Government of Tamil Nadu	1276	38	1314
10	Government of Bihar	992	77	1069

### 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	12061	180	7966	3915
2	Government of Chhattisgarh	6097	5312	739	46
3	Government of Telangana	5151	215	4927	9
4	Government of Gujarat	5020	4710	47	263
5	Government of Tamil Nadu	1615	129	316	1170
6	Government of Assam	1368	1104	110	154
7	Government of NCT of Delhi	1248	145	194	909
8	Government of Andaman & Nicobar	1056	945	95	16
9	Government of Goa	1001	998	1	2
10	Government of Jharkhand	905	91	37	777

(Time Period: 01/01/2022 to 25/12/2022)

### 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	Yes	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	Yes	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	-	-	-

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
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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