



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



CPGRAMS

Monthly Report - States/UTs

April 2023

[Report Number 9]



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1. Key Highlights

1. General

- Meeting with Grievance Redressal Officers of the States/UTs was held on 26th April, 2023, to review the pendency and disposal of public grievances on CPGRAMS and progress of integration of State/UT portals with CPGRAMS. Nodal Officers were requested to have regular meetings with GROs to expedite redressal and improve average closing time
- Dedicated meeting with Grievance Redressal Officers of North Eastern States was also held on 26th April, 2023. Comments from North Eastern states were sought on the subject **“Effective Redressal of Grievances by Strengthening Public Grievance System”**
- Beta version of Sevottam Training Programmes Monitoring Portal is ready and a demonstration was given to ATIs in the review meetings held on 26th April 2023

2. PG Cases

- In April, 2023, **57,630 PG cases** were received for the States/UTs and **55,742 PG cases** were redressed
- For States/UTs, as on 30th April 2023, there exists a pendency of **2,03,409 PG cases**
- The pendency in the States/UTs has increased from **2,01,523 PG cases at the end of March, 2023** to **2,03,409 PG cases at the end of April, 2023**
- For the **8th** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **Government of Uttar Pradesh** has received the maximum number of grievances in April, 2023 with the number standing at 18,322 grievances and disposed the maximum number of grievances with the number standing at 20,074 grievances

3. Pendency

- **22 States/UTs** have more than 1000 pending grievances as on 30th April, 2023
- **Government of Maharashtra** has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **23,758 grievances** (overall) and **20,168 grievances** (pending for more than 30 days)

4. PG Officers

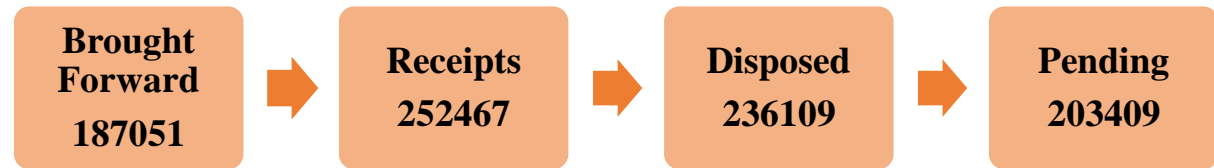
- **34,506 PG Officers** from States/UTs are mapped onto the CPGRAMS Portal
- **Government of Haryana** has the highest number of PG officers mapped onto CPGRAMS with **7,477 PG Officers** mapped

5. Average Closing Time

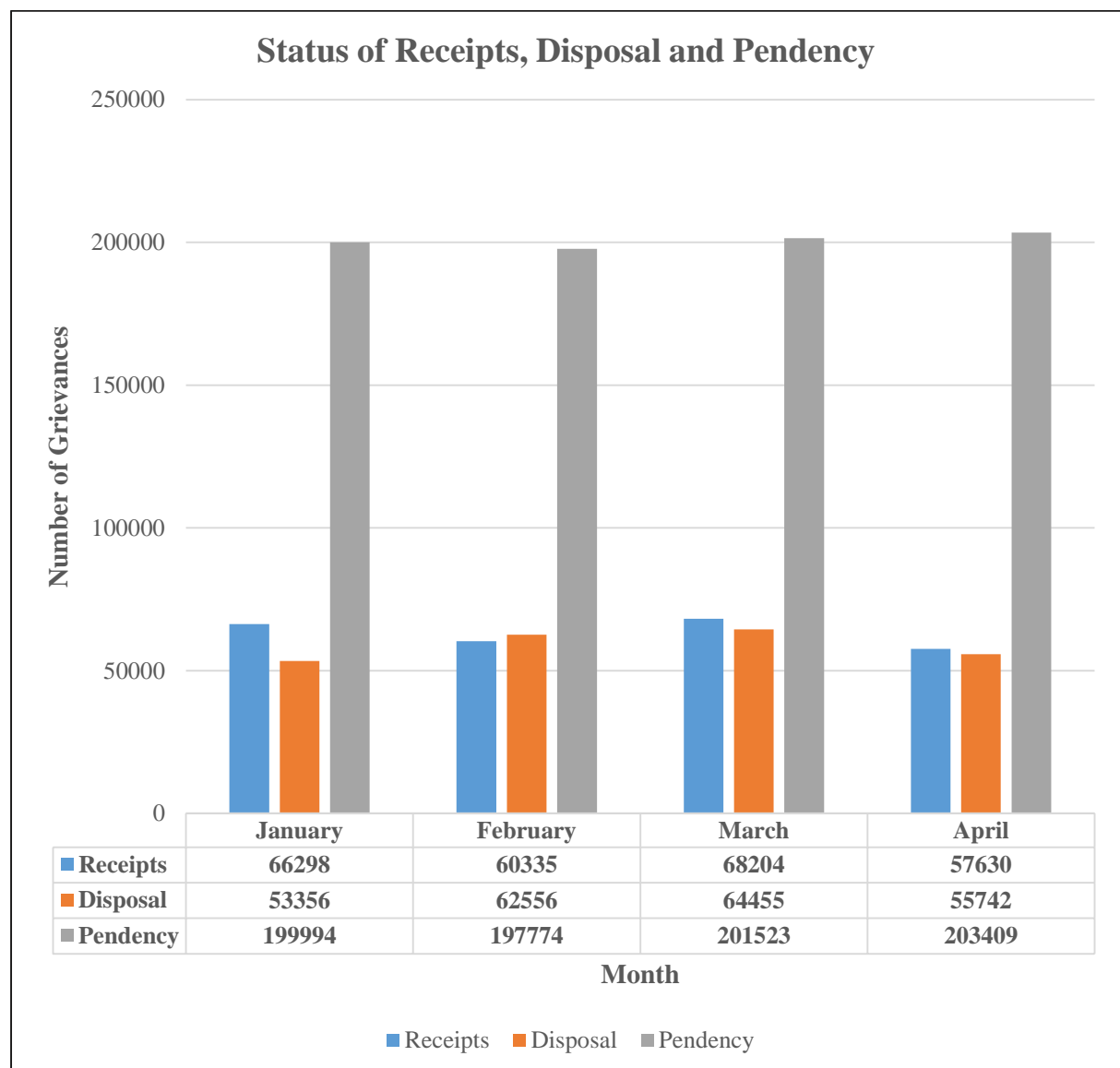
- **25 States/UTs** have their Average Closing Time of grievances more than the Standard Redressal Time of 30 days

2. Review of Status of Disposal

2.1. Overview



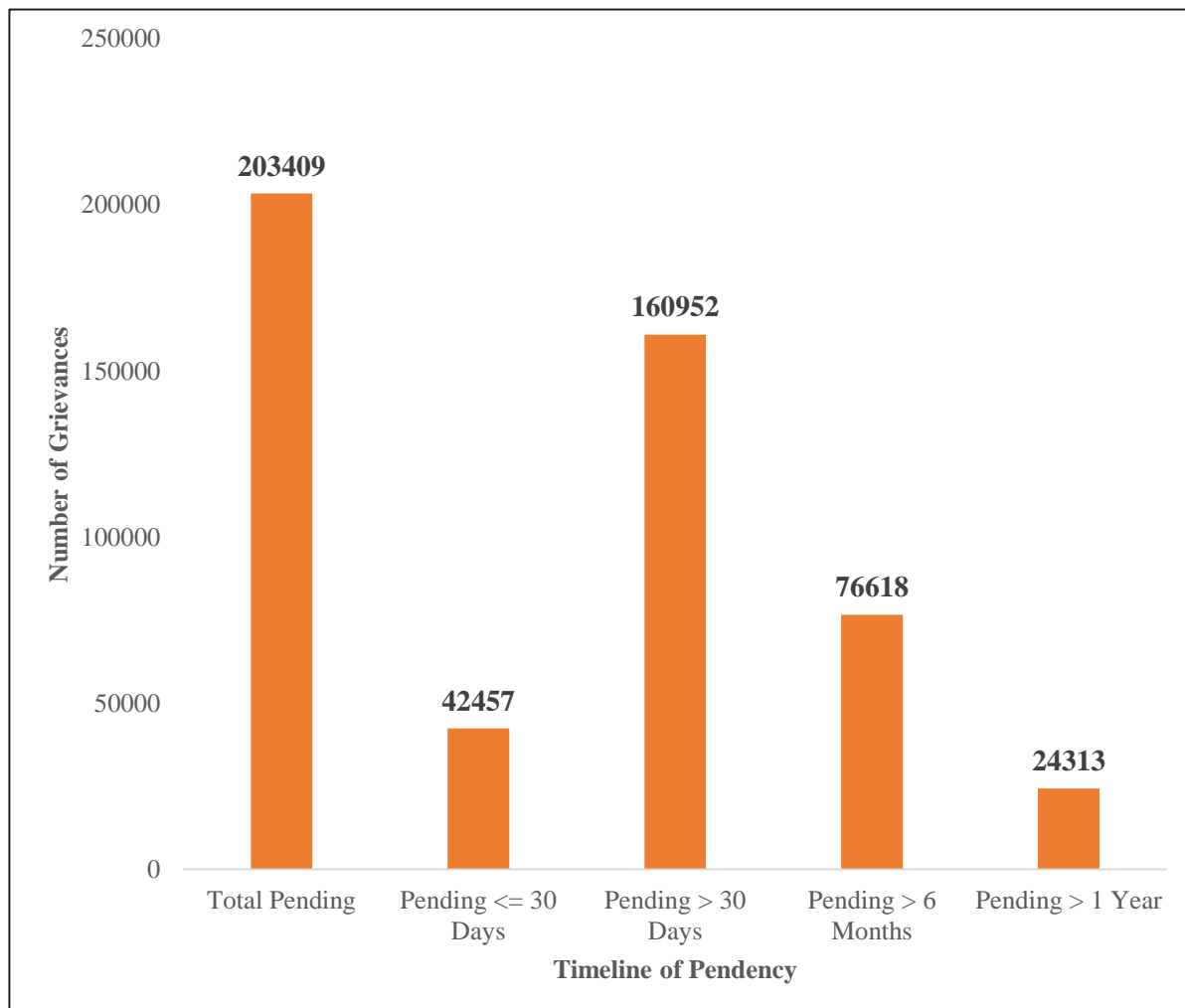
2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 30/04/2023)

3. Age-wise Status of Grievances

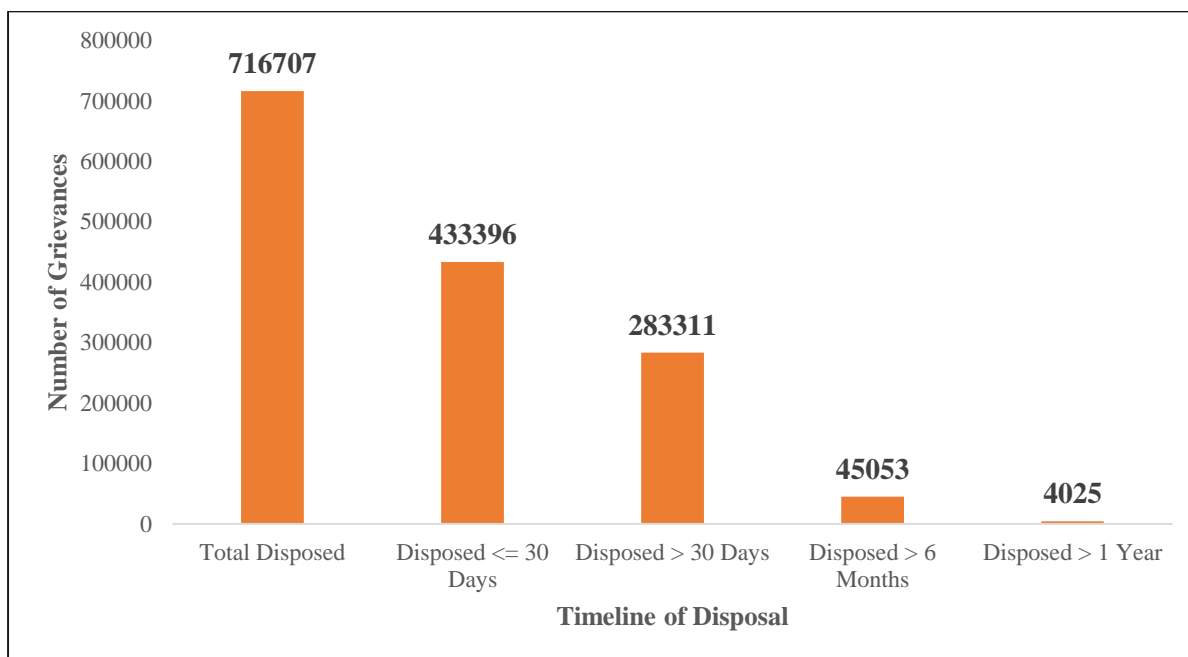
3.1. Pendency



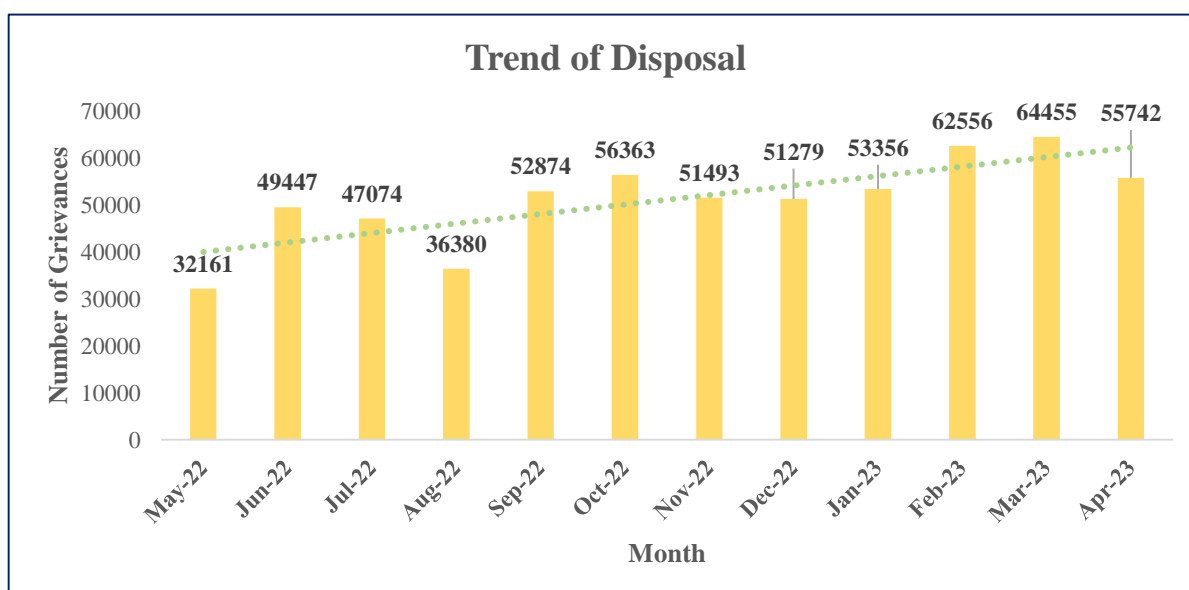
- **79.13 %** of total pendency i.e., 160952 grievances have been pending disposal for more than 30 Days
- **37.67 %** of total pendency has been ageing for more than 6 months i.e., 76,618 grievances. Such huge time delays in disposing grievances shall considerably affect Average Closing Time of respective States/UTs
- Government of West Bengal, Government of Maharashtra and Government of Bihar are the only 3 States with each having more than 3000 grievances pending disposal for more than 1 year. The numbers stand at 3957, 3686 and 3260 grievances respectively

(Time Period: 01/01/2023 to 30/04/2023)

3.2. Disposal

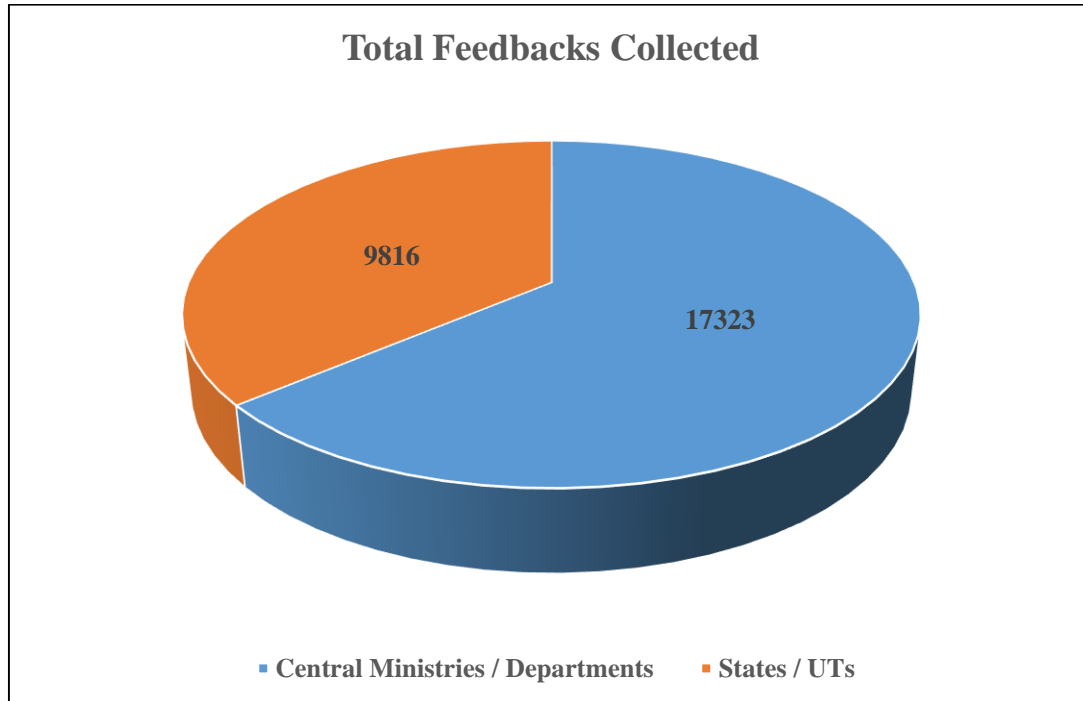


- Major chunk of grievances i.e., **60.47 %** of total disposals have happened within the Standard Grievance Redressal Time of 30 Days
- Government of Telangana and Government of Union Territory of Lakshadweep are the only 2 states which have disposed of all their grievances within 6 months' time period whereas Government of Mizoram's **61.49 %** disposals were after the grievances had aged for more than 6 months
- Total 7 States/UTs have disposed of all their grievances within 1 year time period. 5 States/UTs, apart from the above 2, are namely Government of Union Territory of Dadra & Nagar Haveli and Daman & Diu, Government of Sikkim, Government of Arunachal Pradesh, Government of Andaman & Nicobar and Government of Jammu and Kashmir

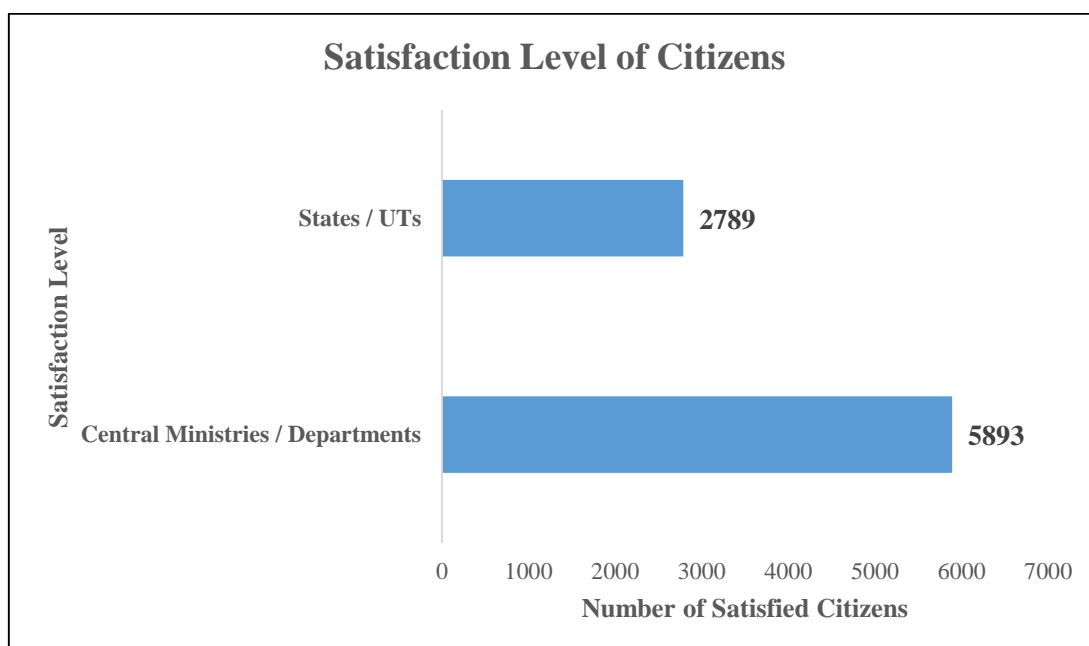


4. BSNL Feedback Call Centre

- From 1st April, 2023 to 30th April, 2023, the BSNL Feedback Call Centre has collected **27139 feedbacks**, directly from the citizens

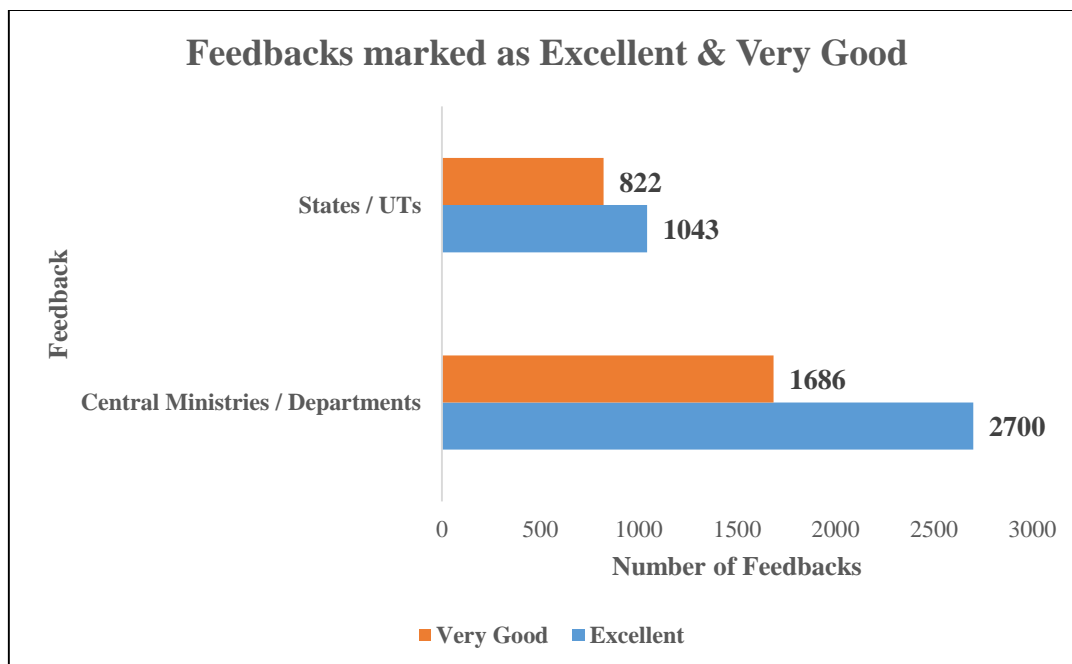


- A total of **8682 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied”

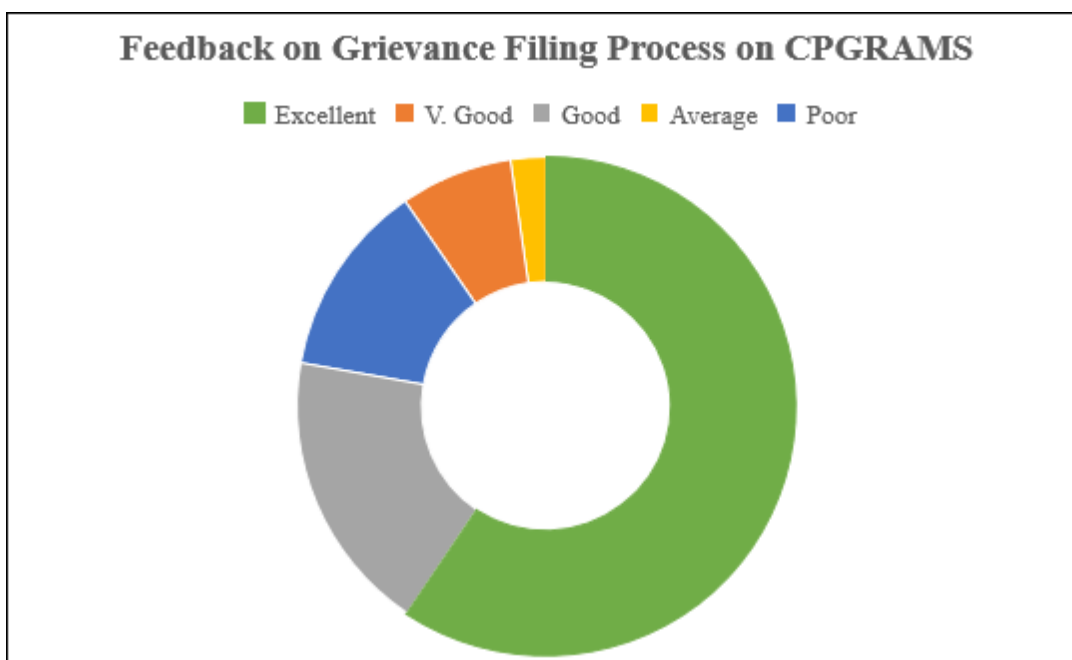


(Time Period: 01/04/2023 to 30/04/2023)

- A total of **6251 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good”



- Citizens were asked about the **process of filing** the grievance on CPGRAMS, for which, **18100 citizens** have given their feedback as “Excellent & Very Good”



- **12084 citizens** have said that **CPGRAMS has helped** them with their grievance redressal

(Time Period: 01/04/2023 to 30/04/2023)

5. Parliamentary Standing Committee

The Department appeared before the Parliamentary Standing Committee of Ministry of Personnel, Public Grievances and Pensions on 28th April, 2023. The Department has implemented 36 recommendations of PSC in the period 2019-23

Parliamentary Standing Committee Recommendations under implementation by Department:

- **Separate Grievance Portals for NE States** – Consultation meeting held with North Eastern States on 26th April, 2023
- **Focus on Disposal Quality** - The BSNL Call Centre has been requested to improve the % of successful calls made for seeking feedback on disposed grievances to achieve the target of maximum disposal quality of grievances. Technology upgradation of BSNL, live dashboard for BSNL data analytics and SMS in Regional languages are also under process.
- **Scheme-wise analysis by Data Strategy Unit** – PMAY Scheme examined in March. 3 Schemes namely Samagra Siksha, Health & Wellness Centres, Har Ghar Jal to be examined in April, 2023
- **Voice enabled Grievance lodging** – BSNL has been directed to explore the setting up of an incoming call centre so that voice enabled grievances can be lodged
- **Disposal rate of State/UT related grievances** – Dedicated monthly review meetings being held. Conference with States/UTs to be held in YASHADA, Pune on 23rd May, 2023
- **Improvements in My Grievance App** – The NIC has been requested to ensure that the application “MyGrievance App” to be upgraded for iOS and Android version. Department partnering with IIT Kanpur
- **Grievance Redressal Index** – Monthly Reviews of GRAI Data Sets with Central Ministries/Departments being undertaken

6. Outreach through Common Service Centres (CSCs)

- CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs). This integration has also helped the citizens in availing CPGRAMS related services in remote corners of the country owing to its presence in all the Gram Panchayats



- A total of **29,975 grievances** have been registered through the Common Service Centres in the year 2023 till 30th April, 2023
- The Government of Punjab has received the maximum number of grievances with the department receiving 8999 grievances in 2023, followed by the Government of Uttar Pradesh at the 2nd place, with the number standing at 6655 registrations

Sr. No.	Name of State/UT	Receipts	Disposed	Pending
1	Government of Punjab	8999	989	8010
2	Government of Uttar Pradesh	6655	5808	847
3	Government of Jharkhand	3176	2081	1095
4	Government of Manipur	2236	0	2236
5	Government of Odisha	2217	48	2169
6	Government of Maharashtra	1855	422	1433
7	Government of Rajasthan	1154	617	537
8	Government of Chattisgarh	647	610	37
9	Government of West Bengal	590	0	590
10	Government of Haryana	551	184	367

- 91.75 %** of grievances received by Government of Manipur in the year 2023 have been filed through CSCs i.e., 2236 grievances out of 2437 receipts have been registered through CSCs
- 7 States/UTs namely Government of Manipur, Government of West Bengal, Government of Jammu and Kashmir, Government of Nagaland, Government of Mizoram, Government of Tripura and Government of Union Territory of Daman & Diu have not disposed of a single grievance received through CSCs.
- The category “*PMKISAN related issues*” has received the maximum number of grievances with the number standing at 27013 grievances i.e., **90.12 %** of total registrations through CSCs were PM KISAN related issues

(Time Period: 01/01/2023 to 30/04/2023)

Sr. No.	PM KISAN Related Issue	Receipts	Disposed	Pending
1	Stoppage of instalments after issue of few instalments	21311	7404	13907
2	Non receipt of PMKISAN instalments	2538	1024	1514
3	Approval of documents by State Government	1843	856	987
4	To update bank account on portal	715	251	464
5	Benefits received in wrong account/change the account number	317	133	184
6	Payment of benefits to farmer declared as Income Tax Payee	183	56	127
7	Non-receipt of feedback from State Governments	77	40	37
8	Benefits to all members of family	28	15	13
9	PMKISAN related issues	1	0	1

- With respect to States/UTs, maximum grievances originated out of Punjab (8914 registrations) followed by Uttar Pradesh at 2nd place with 6628 grievances registered through CSCs
- With respect to Districts, maximum grievances originated out of Tamenglong (MN) (2236 registrations) followed by Muktsar (PB) at 2nd place with 1474 grievances registered through CSCs

Sr. No.	Name of State/UT	Number of Grievances
1	Punjab	8914
2	Uttar Pradesh	6628
3	Jharkhand	3193
4	Manipur	2253
5	Odisha	2235
6	Maharashtra	1904
7	Rajasthan	1144
8	Chhattisgarh	642
9	West Bengal	602
10	Haryana	564

Sr. No.	Name of District	Number of Grievances
1	Tamenglong	2236
2	Muktsar	1474
3	Bathinda	1394
4	Tarn Taran	1087
5	Fazilka	692
6	Ludhiana	671
7	Mansa	504
8	Sangrur	480
9	Balasore	469
10	Satara	434

(Time Period: 01/04/2023 to 30/04/2023)

7. Performance of States/UTs

- For States/UTs, till 30th April, 2023, a total of 252467 grievances have been received with additional 187051 grievances being brought forward from the year 2022, 236109 grievances have been disposed of while 203409 grievances are still pending disposal
- For the month of April, 2023, the Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 18322 grievances, followed by the Government of Punjab at 2nd place, with the number standing at 5331 registrations. The Government of Maharashtra with 3934 receipts in April, completes the Top 3 positions
- Government of Assam recorded 2228 grievances in the month of April, thus placing it 9th in the list, with the Top 10 being closed by the Government of Bihar which has received 1897 grievances
- In the month of April, 2023, the Government of Uttar Pradesh has disposed of the maximum number of grievances (20074) followed by the Government of Bihar disposing of 8011 grievances
- Government of Maharashtra with a pendency of 23758 grievances tops the list of States/UTs with the highest pendency, the Government of West Bengal with a pendency of 17862 grievances stands at the 3rd position, and the Government of Odisha with a pendency of 12855 grievances stands at the 7th position
- As of 30th April, 2023, Government of Maharashtra is the only state with a pendency of more than 20,000 grievances while 7 states have more than 10,000 pending grievances

8. Average Closing Time of Grievances

- Overall Average Closing Time of all States/UTs is 50 Days
- Overall Average Closing Time of North-Eastern States is 60 Days
- Government of Mizoram has the highest Average Closing Time of 247 days (against 335 disposals), followed by the Government of Punjab standing at the 2nd position with an Average Closing Time of 135 days (against 14320 disposals). The Government of Bihar with an Average Closing Time of 133 days (against 28775 disposals) closes out the Top 3 positions, whereas Government of Union Territory of Ladakh averaging 119 days (against 433 disposals) stands at the 4th position. Government of Andhra Pradesh taking an average of 97 days to close out a grievance (against 1247 disposals) stood at the 6th position, the Government of Tripura recording an average of 75 days (against 2139 disposals) closed out the Top 10 list

- Government of Telangana with Average Closing time of 6 days (against 8270 disposals) tops the list of States/UTs with lowest Average Closing Time, followed by the Government of Union Territory of Lakshadweep at the 2nd position which averaged 15 days (against 548 disposal) and the Government of Jammu & Kashmir at the 3rd position, registering an Average Closing Time of 22 days (against 2473 disposal)
- Government of Goa stands at the 4th place with an Average Closing Time of 23 days (against 1786 disposals), the Government of Chattisgarh standing at the 6th place, with an Average Closing Time of 25 days (against 10131 disposals), and the Government of Arunachal Pradesh averaging 27 days (against 678 disposals) stands at the 9th place. Government of Union Territory of Chandigarh with an Average Closing Time of 29 days (against 4216 disposals) closes out the Top 10 list.

9. Public Grievance Officers

- Number of PG officers mapped onto CPGRAMS for States/UTs stands at 34,506 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7477 officers, followed by the Government of Maharashtra which has mapped 5117 officers, and the Government of Gujarat standing at the 3rd place with 4787 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 1377 mappings, and the latter standing at the 10th position with 1070 officers mapped onto the CPGRAMS

10. 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 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 and West Bengal are the 2 States which still do not feature the CPGRAMS link on their state portal to enable the re-direction of the citizen

11. Sevottam Scheme

- In a major capacity building effort, 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 for capacity building of grievance redressal officers
- DARPG vide D.O. letter dated 15.06.2022 and 02.12.2022 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 per year to each of the State ATIs/CTIs, and the Department has requested the States/UTs for self-contained proposals regarding the same
- Grants to 19 States/UTs namely Haryana, Punjab, Uttar Pradesh, Jharkhand, Madhya Pradesh, Rajasthan, Meghalaya, West Bengal, Maharashtra, Gujarat, Andhra Pradesh, Telangana, Tamil Nadu, Himachal Pradesh, Goa, Tripura, Mizoram, Kerala and Jammu & Kashmir have been released
- The proposals of 3 States namely Karnataka, Odisha and Sikkim are under process, for FY 22-23
- New proposals of 3 states namely Assam, Haryana and Delhi have been received for FY 23-24
- States are requested to submit their respective Sevottam proposals within 3 months of FY 23-24

Annexures

Annexure 1: Performance of States

Annexure 1.1.: Maximum Number of Receipts – January to April 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15882	82538	98420	84687	13733
2	Government of Punjab	15037	18191	33228	13907	19321
3	Government of Gujarat	16829	16766	33595	17472	16123
4	Government of Maharashtra	23679	14470	38149	14391	23758
5	Government of Assam	7309	12916	20225	14237	5988
6	Government of Madhya Pradesh	8296	12303	20599	12165	8434
7	Government of Rajasthan	4083	11396	15479	10707	4772
8	Government of Haryana	12938	9838	22776	10439	12337
9	Government of Jharkhand	6030	9787	15817	8530	7287
10	Government of Bihar	18099	9223	27322	13115	14207

Annexure 1.2.: Maximum Number of Disposals – January to April 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15882	82538	98420	84687	13733
2	Government of Gujarat	16829	16766	33595	17472	16123
3	Government of Maharashtra	23679	14470	38149	14391	23758
4	Government of Assam	7309	12916	20225	14237	5988
5	Government of Punjab	15037	18191	33228	13907	19321
6	Government of Bihar	18099	9223	27322	13115	14207
7	Government of Madhya Pradesh	8296	12303	20599	12165	8434
8	Government of Rajasthan	4083	11396	15479	10707	4772
9	Government of Haryana	12938	9838	22776	10439	12337
10	Government of NCT of Delhi	4699	8385	13084	8591	4493

Annexure 1.3.: Maximum Pendency Percentage (North-Eastern States) – January to April 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Disposed	Pending	Average Closing Time (in Days)	Pendency Percentage
1	Government of Manipur	575	2437	31	2981	89	98.97
2	Government of Nagaland	355	166	13	508	39	97.50
3	Government of Arunachal Pradesh	115	171	139	147	27	51.40
4	Government of Meghalaya	136	160	165	131	25	44.26
5	Government of Mizoram	411	131	326	216	247	39.85
6	Government of Assam	7309	12916	14237	5988	59	29.61
7	Government of Tripura	724	467	899	292	75	24.52
8	Government of Sikkim	45	118	152	11	34	6.75

(Time Period: 01/03/2023 to 30/04/2023)

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	23679	14470	38149	14391	23758
2	Government of Punjab	15037	18191	33228	13907	19321
3	Government of West Bengal	13217	4695	17912	50	17862
4	Government of Gujarat	16829	16766	33595	17472	16123
5	Government of Bihar	18099	9223	27322	13115	14207
6	Government of Uttar Pradesh	15882	82538	98420	84687	13733
7	Government of Odisha	7889	5659	13548	693	12855
8	Government of Haryana	12938	9838	22776	10439	12337
9	Government of Karnataka	6300	4953	11253	2043	9210
10	Government of Madhya Pradesh	8296	12303	20599	12165	8434
11	Government of Andhra Pradesh	5510	2077	7587	185	7402
12	Government of Jharkhand	6030	9787	15817	8530	7287
13	Government of Jammu and Kashmir	4814	2258	7072	11	7061
14	Government of Assam	7309	12916	20225	14237	5988
15	Government of Rajasthan	4083	11396	15479	10707	4772
16	Government of NCT of Delhi	4699	8385	13084	8591	4493
17	Government of Tamil Nadu	4963	7121	12084	8018	4066
18	Government of Himachal Pradesh	2660	1313	3973	629	3344
19	Government of Manipur	575	2437	3012	31	2981
20	Government of Uttarakhand	1818	4494	6312	3865	2447
21	Government of Chattisgarh	1284	3490	4774	3452	1322
22	Government of Kerala	1370	2208	3578	2470	1108

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending>30 Days
1	Government of Maharashtra	23679	14470	38149	14391	23758	20168
2	Government of West Bengal	13217	4695	17912	50	17862	16725
3	Government of Punjab	15037	18191	33228	13907	19321	14199
4	Government of Gujarat	16829	16766	33595	17472	16123	13508
5	Government of Bihar	18099	9223	27322	13115	14207	12477
6	Government of Odisha	7889	5659	13548	693	12855	11152
7	Government of Haryana	12938	9838	22776	10439	12337	10136
8	Government of Karnataka	6300	4953	11253	2043	9210	8349
9	Government of Andhra Pradesh	5510	2077	7587	185	7402	6846
10	Government of Jammu and Kashmir	4814	2258	7072	11	7061	6601

(Time Period: 01/01/2023 to 30/04/2023)

Annexure 2: Average Closing Time

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

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
1	Government of Mizoram	335	247
2	Government of Punjab	14320	135
3	Government of Bihar	28775	133
4	Government of Union Territory of Ladakh	433	119
5	Government of Maharashtra	25702	108
6	Government of Andhra Pradesh	1247	97
7	Government of Madhya Pradesh	41658	93
8	Government of Haryana	26643	90
9	Government of Manipur	77	89
10	Government of Tripura	2139	75

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

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
1	Government of Telangana	8270	6
2	Government of Union Territory of Lakshadweep	548	15
3	Government of Jammu and Kashmir	2473	22
4	Government of Goa	1786	23
5	Government of Uttar Pradesh	309611	24
6	Government of Chattisgarh	10131	25
7	Government of Meghalaya	617	25
8	Government of West Bengal	327	25
9	Government of Arunachal Pradesh	678	27
10	Government of Union Territory of Chandigarh	4216	29

(Time Period: 01/01/2023 to 30/04/2023)

Annexure 3: Public Grievance Officers

Annexure 3.1.: Bifurcation of States/UTs PG Officers among different levels

Sr. No.	Level	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Level 1	38	200	238
2	Level 2	2433	331	2764
3	Level 3	12080	305	12385
4	Level 4	9124	327	9451
5	Level 5	6166	92	6258
6	Level 6	2573	11	2584
7	Level 7	724	2	726
8	Level 8	72	3	75
9	Level 9	25	0	25
Grand Total		33235	1271	34506

Annexure 3.2.: Top 10 States/UTs with Highest Number of PG Officers

Sr. No.	Name of State/UT	Nodal PG Officer Accounts	Delegated PG Officers Accounts	Total
1	Government of Haryana	7298	179	7477
2	Government of Maharashtra	4948	169	5117
3	Government of Gujarat	4641	146	4787
4	Government of Jharkhand	2773	81	2854
5	Government of Assam	2693	61	2754
6	Government of Odisha	1806	25	1831
7	Government of NCT of Delhi	1651	114	1765
8	Government of Madhya Pradesh	1555	136	1691
9	Government of Tamil Nadu	1339	38	1377
10	Government of Bihar	993	77	1070

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 Disposal	Fully Resolved	Partially Resolved	Pending Resolution
1	Government of Assam	3327	3293	18	16
2	Government of Haryana	2857	237	1782	838
3	Government of Chattisgarh	2685	2558	121	6
4	Government of Telangana	1968	48	1920	0
5	Government of NCT of Delhi	1233	84	2	1147
6	Government of Gujarat	1007	866	0	141
7	Government of Jharkhand	346	35	13	298
8	Government of Odisha	317	310	2	5
9	Government of Tamil Nadu	288	9	11	268
10	Government of Andaman & Nicobar	226	187	21	18

(Time Period: 01/01/2023 to 30/04/2023)

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 D&N and D&D	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	-	-	-
24	Government of Nagaland	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
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	Yes
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

Annexure 6: Sevottam Sanction Letters issued to the 19 States

1. Jaipur, Rajasthan
2. Ranchi, Jharkhand
3. Bhopal, Madhya Pradesh
4. Gurugram, Haryana
5. Chandigarh, Punjab
6. Lucknow, Uttar Pradesh
7. Shillong, Meghalaya
8. Guntur, Andhra Pradesh
9. Shimla, Himachal Pradesh
10. Kolkata, West Bengal
11. Ahmedabad, Gujarat
12. Pune, Maharashtra
13. Hyderabad, Telangana
14. Aizawl, Mizoram
15. Chennai, Tamil Nadu
16. Thiruvananthapuram, Kerala
17. Agartala, Tripura
18. Srinagar, Jammu & Kashmir
19. Panaji, Goa

F. No: K-11026/03/2019-PG (Policy) (C.No.6172)

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 30.06.2022, 2022

ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs.20,00,000/- (Rupees twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favour of "The Director General & Pr. Secy (Training) HCM, Rajasthan State Institute of Public Administration, Jaipur, Rajasthan", for continuation of Sovottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. HCM, Rajasthan State Institute of Public Administration, Jaipur, Rajasthan shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above


(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

- ✓ 1. Cash Section, DARPG (2 copies)
2. Director General, HCM Rajasthan, State Institute of Public Administration, Malviya Nagar, Jawaharlal Nehru Marg, Jaipur, Rajasthan – 302017
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder.





F. No: K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 06.06.2022
30

ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs 20,00,000/- (Rupees Twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General Shri Krishna Institute of Public Administration, Ranchi, Jharkhand", for continuation of Sovottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. Shri Krishna Institute of Public Administration, Ranchi, Jharkhand shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above

(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
LokNayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. Director General, Shri Krishna Institute of Public Administration (SKIPA), Mear's Road, Ranchi, Jharkhand – 834008,
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi,
4. Budget Folder.

11/7/22

जासी विद्या बाय
11/07/2022
ISSUED

F. No: K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 01.07.2022


ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs20,00,000/- (Rupees Twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General RCVP Noronha Academy of Administration & Management, Bhopal, Madhya Pradesh", for continuation of Sevottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. RCVP Noronha Academy of Administration & Management shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above


(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467


The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
LokNayak Bhavan, Khan Market
New Delhi- 110003

o/c

Copy to:-

1. Cash Section, DARPG (2 copies)
2. Director General, RCVP Noronha Academy of Administration & Management, Arera Colony, Post Bag No. 506, Near 1100 Qtrs. Hitkarini Nagar, Bhopal, Madhya Pradesh – 462016,
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi, 4. Budget Folder.

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11/7/22

F. No: K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 01.07.2022


ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs.20,00,000/- (Rupees twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (bank details enclosed) in favour of "The Director, Haryana Institute of Public Administration (HIPA), Gurugram", for continuation of Sovottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. Haryana Institute of Public Administration (HIPA), Gurugram shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above


(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467


The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
LokNayak Bhavan, Khan Market
New Delhi- 110003

o/c

Copy to:-

1. Cash Section, DARPG (2 copies)
2. Director General, Haryana Institute of Public Administration (HIPA), 76, HIPA Complex, Sector-18 Gurugram
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder.

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11/7/2022

F.No. K-11026/03/2019-PG(Policy) (C. No. 6172)

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 01.07.2022


ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs.8,00,000/- (Rupees Eight lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General Mahatma Gandhi State Institute of Public Administration , Chandigarh, Punjab ", for continuation of Sovottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. Mahatma Gandhi State Institute of Public Administration shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above


(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
LokNayak Bhavan, Khan Market
New Delhi- 110003

o/c

Copy to:-

1. Cash Section, DARPG (2 copies)
2. Director General, Mahatma Gandhi State Institute of Public Administration ,MGSIPA Complex, Institutional Area, Sector - 26, Chandigarh, Punjab – 160019
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi,
4. Budget Folder.

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11/7/22

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Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 08.07.2022


ORDER

Sanction of the Competent Authority is hereby conveyed to release of Rs 20,00,000/- (Rupees Twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General U. P. Academy of administration & Management, Lucknow, Uttar Pradesh", for continuation of Sovottam Training Cell in the Academy, established under sub-scheme under Sevottam (Plan) titled "Scheme for Strengthening of State Administrative Training Institutes/Central Training Institutes" during the 12th Plan Period. The Director General U. P. Academy of administration & Management, Lucknow shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide note # 92, Dated 08.06.2022.

Encl. As stated above

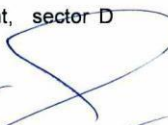

(Tirth Ram)
Under Secretary to the Govt. of India
Tel No. 23401467

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
LokNayakBhavan, Khan Market
New Delhi- 110003

o/c

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director General U. P. Academy of administration & Management, sector D Aliganj Lucknow, Uttar Pradesh
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi,
4. Budget Folder.


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ISSUED 08/07/2022

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan,
Sansad Marg, New Delhi
Dated: 27th December, 2022

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs 20.00.000/- (Rupees Twenty lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favour of "The Director, Meghalaya Administrative Training Institute (MATI), Shilong, Meghalaya", for setting up of Sevottam Cell in the Institute and conducting 20 training programmes. Meghalaya Administrative Training Institute (MATI) shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the CFY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#120 dated 16.12.2022.

Encl. As stated above

o/c Prashant
27.12.22

(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
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Copy to:

1. Cash Section, DARPG (2 copies)
2. Director, Meghalaya Administrative Training Institute (MATI), Mawdiangdian, Shilong, Meghalaya - 793018
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

B. S.
27/12/22

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General, Andhra Pradesh Human Resource Development Institute (APHRDI), Guntur, Andhra Pradesh", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Andhra Pradesh Human Resource Development Institute (APHRDI), Guntur shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

O/C Prashant
10-1-23

(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director General, Andhra Pradesh Human Resource Development Institute (APHRDI), Kaza Village, Venkatarreddypalem, Mangalagiri(M), Guntur, Andhra Pradesh -522503,
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

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11/01/2023
जारी किया गया
1350 FT

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director, Himachal Pradesh Institute of Public Administration, Shimla", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Himachal Pradesh Institute of Public Administration, Shimla shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

o/c Prashant
10-1-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Gurpreet
11/1/23
जारी किया गया
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Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director, Himachal Pradesh Institute of Public Administration, Fairiawn, Shimla -171012
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs 19,74,500/- (Rupees Nineteen Lakh Seventy Four Thousand Five Hundred only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General, Netaji Subhas Administrative Training Institute, Kolkata (West Bengal)", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Netaji Subhas Administrative Training Institute, Kolkata shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

O/c Prashant
10-1-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director General, Netaji Subhas Administrative Training Institute, Block FC, Sector-III, Salt Lake, Kolkata (West Bengal) - 700106
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

Sanctioned
11/1/23
जारी किया गया
ISSUED

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General, Sardar Patel Institute of Public Administration (SPIPA), Ahmedabad, Gujarat", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Sardar Patel Institute of Public Administration (SPIPA), Ahmedabad shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

O/C Prashant
10-1-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director General, Sardar Patel Institute of Public Administration (SPIPA), Opp. ISRO, Satellite Road, Ahmedabad, Gujarat - 380 015
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

Prashant
11/1/23
जारी किया गया
ISSUED

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General, Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune, Maharashtra", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune, shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

o/c Prashant
10-1-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director General, Yashwantrao Chavan Academy of Development Administration (YASHADA), Raj Bhavan Complex, Baner Road, Pune, Maharashtra - 411007
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

R. Singh
11/1/2023
RECEIVED

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 10th January, 2023
13th

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director General, Dr. MCR Human Resource Development Institute of Telangana, Hyderabad", for setting up / continuation of Sevottam Cell in the Institute and conducting training programmes. Dr. MCR Human Resource Development Institute of Telangana shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

o/c Prashant
13-01-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director General, Dr. MCR Human Resource Development Institute of Telangana, Road No.25, Jubilee Hills, Hyderabad - 500 033
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

SKP
13.1.23
जारी किया गया
ISSUED

F. No. K-11026/03/2019-PG (Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 20th February, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "Administrative Training Institute, Govt. of Mizoram, Aizawal", for setting up/continuation of Sevottam Cell in the Institute and conducting training programs. Administrative Training Institute, Government of Mizoram, Aizawal, shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#163, Dated 08.02.2023.

Encl: As stated above


(Santosh Kumar)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director, Government of Mizoram, Administrative Training Institute, Mineco, Khatla, Mizoram, Aizawal - 796001
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

F. No. K-11026/03/2019-PG(Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi
Dated: 27th January, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "The Director, Anna Administrative Staff College, Chennai (Tamil Nadu)", for setting up / continuation of Sevottam Cell in the Institute and conducting training programmes. Anna Administrative Staff College, Chennai shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#140, Dated 07.01.2023.

Encl. As stated above

O/C Prashant
27-1-23
(Prashant Pandey)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:

1. Cash Section, DARPG (2 copies)
2. The Director, Anna Administrative Staff College, 163/ I, P.S. Kumerasamy Raja Salai, Raia Arnamalaipuram, Chennai - 600 028
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

27/1/2023
कर्मचारी विभाग
11-1-23
11-1-23

F. No. K-11026/03/2019-PG (Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 13th February, 2023


ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "Institute of Management in Government, Vikas Bhavan, PO, Thiruvanthapuram, for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Institute of Management in Government, Vikas Bhavan, PO, Thiruvanthapuram, shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#163, Dated 08.02.2023.

Encl: As stated above


(Santosh Kumar)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director, Institute of Management in Government, Vikas Bhavan, PO, Thiruvanthapuram.
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

F. No. K-11026/03/2019-PG (Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 15th February, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "State Institute of Public Administration and Rural Development (SIPARD), Agartala, Tripura", for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. State Institute of Public Administration and Rural Development (SIPARD), Agartala, Tripura, shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#163, Dated 08.02.2023.

Encl: As stated above



(Santosh Kumar)

Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director General, State Administrative of Public Administration and Rural Development (SIPARD), Arundhatinagar, Sarba Dharma Mission, Camper Bazar, Agartala, Tripura, Pin.799003
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

F. No. K-11026/03/2019-PG (Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 15th February, 2023

ORDER

Sanction of the Competent Authority is hereby conveyed for release of **Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes)** as lump sum grant, through e-payment (Bank details enclosed) in favor of "Jammu & Kashmir Institute of Management, Public Administration & Rural Development, Srinagar, for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Jammu & Kashmir Institute of Management, Public Administration & Rural Development shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 - C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component - Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.
3. The Sanction is based on the concurrence of IFD vide Note#163, Dated 08.02.2023.

Encl: As stated above



(Santosh Kumar)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director, Jammu & Kashmir Institute of Management, Public Administration & Rural Development, Main Campus, M.A. Road, Srinagar - 190001.
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder

F. No. K-11026/03/2019-PG (Policy) (C.No.6172)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms and Public Grievances

5th Floor, Sardar Patel Bhavan, Sansad Marg,
New Delhi, Dated: 27th February, 2023

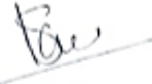
ORDER

Sanction of the Competent Authority is hereby conveyed for release of Rs. 20,00,000/- (Rupees Twenty Lakh only) (including applicable taxes) as lump sum grant, through e-payment (Bank details enclosed) in favor of "Goa Institute of Public Administration & Rural Development, Goa, for setting up/continuation of Sevottam Cell in the Institute and conducting training programmes. Goa Institute of Public Administration & Rural Development shall submit achievement-cum-performance report within one month after the closure of financial year. A certificate of actual utilization of the grant, including the unspent balance carried forward prescribed for each component, should also be furnished as per the GFR 12 – C (Rule 239 of GFR 2017). However, expenditure on hardware for Sevottam Cell may be incurred after furnishing an undertaking that no funds for the purpose are being received under any other scheme.

2. The expenditure involved is debatable to Major Head 2070- Other Administrative Services 42.01.20, Other Administrative Expenses, Component – Sevottam, under Demand No.74, Ministry of Personnel, Public Grievances and Pensions for the FY 2022-23.

3. The Sanction is based on the concurrence of IFD vide Note#163, Dated 08.02.2023.

Encl: As stated above


(Santosh Kumar)
Under Secretary to the Govt. of India
Tel No. 23401480

The Pay & Accounts Officer
Ministry of Personnel, Public Grievances and Pensions
Department of Administrative Reforms & Public Grievances
Lok Nayak Bhavan, Khan Market
New Delhi- 110003

Copy to:-

1. Cash Section, DARPG (2 copies)
2. The Director (Training) & Secretary, GIPARD Society, Ella Farm, Old Goa.
3. AFA (Pers.), Ministry of Home Affairs, North Block, New Delhi
4. Budget Folder



Department of Administrative Reforms and Public Grievances

Government of India

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001