



सत्यमेव जयते

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



# CPGRAMS

Monthly Report - States/UTs

May 2023

[Report Number 10]



Department of Administrative Reforms and Public Grievances

# CONTENTS

1. Key Highlights .....	4
2. Review of Status of Disposal .....	5
2.1. Overview .....	5
2.2. Month-wise Status of Grievances .....	5
3. Age-wise Status of Grievances .....	6
3.1. Pendency .....	6
3.2. Disposal .....	7
4. National Seminar on Sevottam (New) .....	8
5. SWAGAT Portal – 20 Years Celebration (New) .....	12
6. BSNL Feedback Call Centre .....	14
7. Grievance Redressal Index (New) .....	17
7.1. Overview .....	17
7.2. Ranking of North Eastern States – Group A .....	18
7.3. Ranking of Union Territories – Group B .....	18
7.4. Ranking of States – Group C .....	19
7.5. Ranking of States – Group D .....	19
8. Outreach through Common Service Centres (CSCs) .....	20
8.1. Overview .....	20
8.2. State-Wise Status of Grievances .....	21
9. Performance of States/UTs .....	22
10. Average Closing Time of Grievances .....	22
11. Public Grievance Officers .....	23
12. Integration of State/UT Portals with CPGRAMS .....	23
13. Sevottam Scheme .....	24

<b>Annexure 1: Performance of States .....</b>	<b>25</b>
<b>Annexure 1.1.: Maximum Number of Receipts – January to May, 2023.....</b>	<b>25</b>
<b>Annexure 1.2.: Maximum Number of Disposals – January to May, 2023.....</b>	<b>25</b>
<b>Annexure 1.3.: Maximum number of Disposals in May, 2023 .....</b>	<b>25</b>
<b>Annexure 1.4.: Maximum Pendency Percentage (North-Eastern States) – January to May, 2023 .....</b>	<b>26</b>
<b>Annexure 1.5.: States/UTs with more than 1000 Pending Grievances .....</b>	<b>26</b>
<b>Annexure 1.6.: Top 10 States/UTs with grievances pending for more than 30 Days 27</b>	
<b>Annexure 2: Average Closing Time.....</b>	<b>27</b>
<b>Annexure 2.1.: States/UTs with High Average Closing Time .....</b>	<b>27</b>
<b>Annexure 2.2.: States/UTs with Low Average Closing Time .....</b>	<b>27</b>
<b>Annexure 3: Public Grievance Officers.....</b>	<b>28</b>
<b>Annexure 3.1.: Bifurcation of States/UTs PG Officers among different levels .....</b>	<b>28</b>
<b>Annexure 3.2.: Top 10 States/UTs with Highest Number of PG Officers .....</b>	<b>28</b>
<b>Annexure 4: Status of Action Taken Report (ATR).....</b>	<b>28</b>
<b>Annexure 4.1.: Top 10 States/UTs with Highest Disposals of ATR Format .....</b>	<b>28</b>
<b>Annexure 5: Status of Integration of State/UT Portals with CPGRAMS .....</b>	<b>29</b>
<b>Annexure 6: Habitual Complainants (New).....</b>	<b>30</b>

# 1. Key Highlights

## 1. General

- Meeting with Grievance Redressal Officers of the States/UTs was held on 16<sup>th</sup> May, 2023, to review the pendency and disposal of public grievances on CPGRAMS and the progress of integration of State/UT portals with CPGRAMS. Nodal Officers were requested to conduct regular meetings with GROs to expedite redressal and improve average closing time of redressal of grievances
- **National Seminar on Sevottam** was organised on 23rd May, 2023 at Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune where 22 States/UTs exchanged ideas on the proactive measures implemented by them to enhance Service Delivery and streamline their respective Grievance Redressal Systems

## 2. PG Cases

- In May, 2023, **56981 PG cases** were received for the States/UTs and **65983 PG cases** were redressed
- For States/UTs, as on 31<sup>st</sup> May, 2023, there exists a pendency of **194713 PG cases**
- The pendency in the States/UTs has **decreased** from **203715 PG cases at the end of April, 2023** to **194713 PG cases at the end of May, 2023**
- For the **9<sup>th</sup>** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs, with **highest ever** monthly redressal of **65983** grievances observed for May, 2023
- **Government of Uttar Pradesh** has received the maximum number of grievances in May, 2023 with the number standing at 18,404 grievances and disposed the maximum number of grievances with the number standing at 16,780 grievances
- **32 States/UTs** have their Average Closing Time of grievances more than the Standard Redressal Time of 30 days

## 3. Pendency

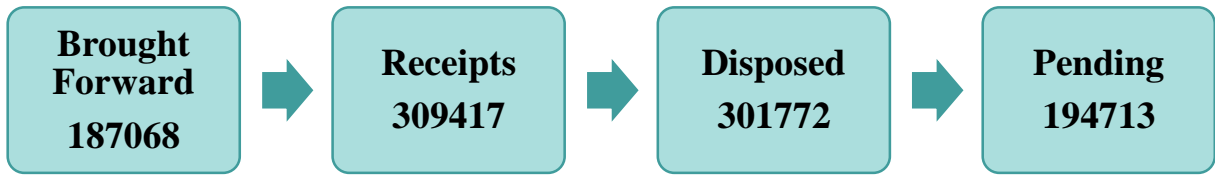
- **21 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> May, 2023
- Government of Maharashtra has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **23367 grievances** (overall) and **20087 grievances** (pending for more than 30 days)

## 4. PG Officers

- **34841 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 **7568 PG Officers** mapped

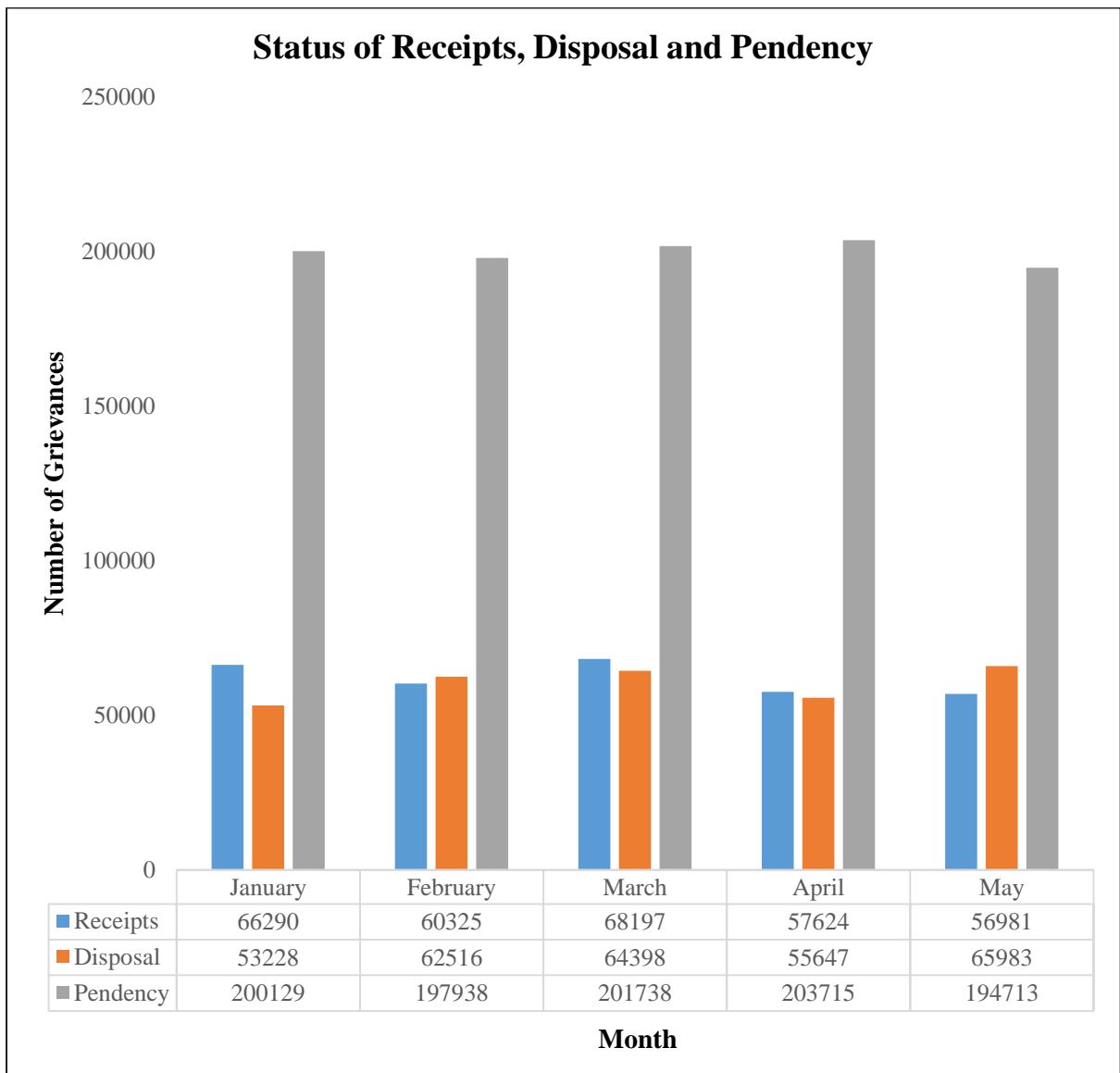
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2023 to 31/05/2023)

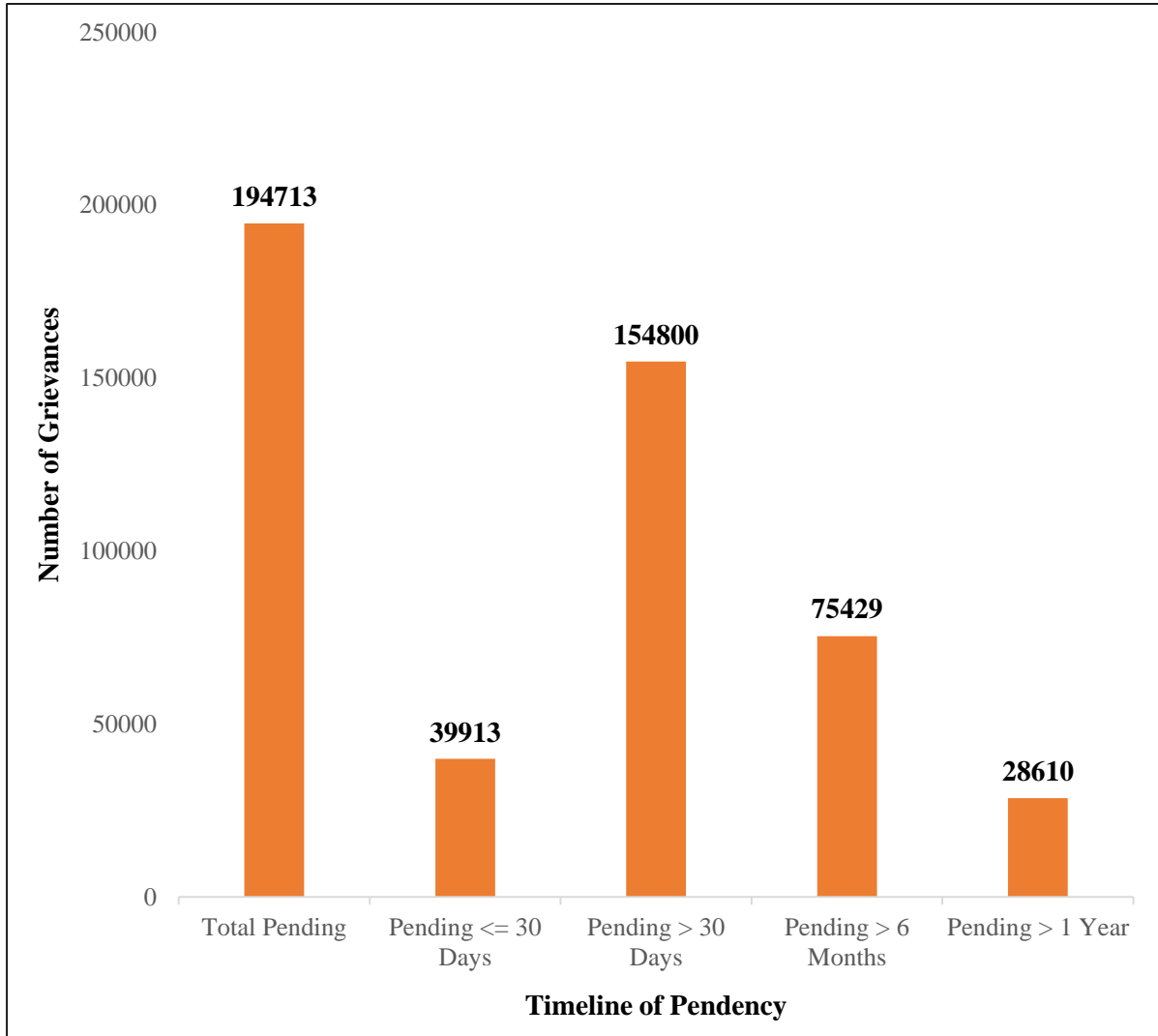
### 2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 31/05/2023)

### 3. Age-wise Status of Grievances

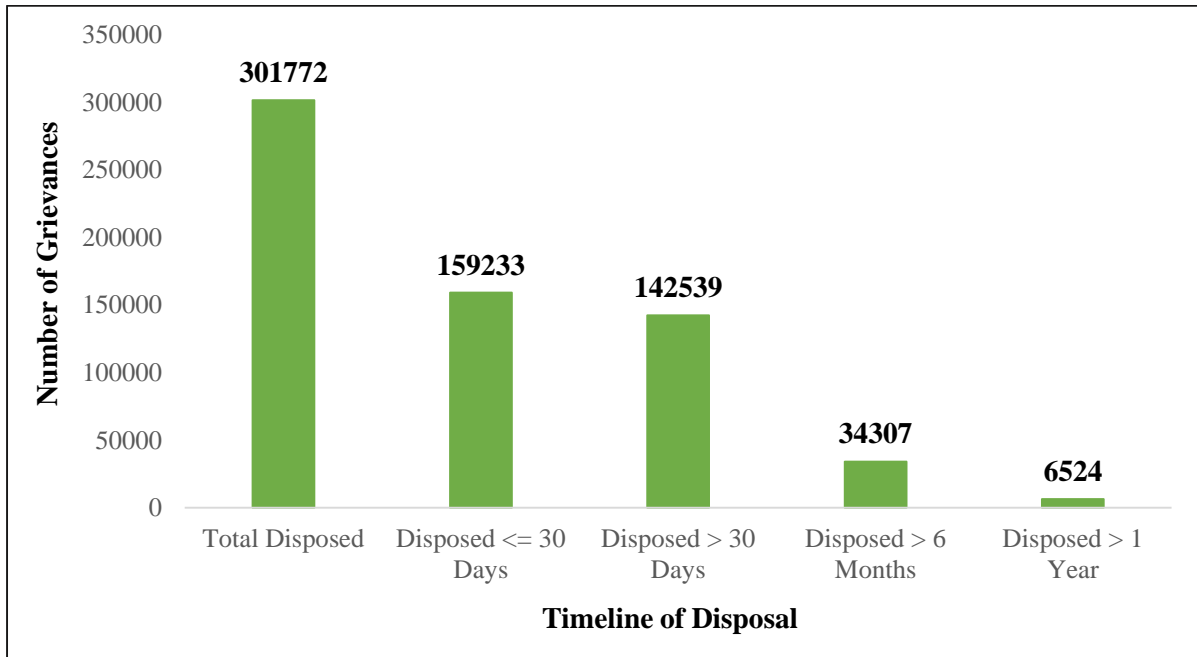
#### 3.1. Pendency



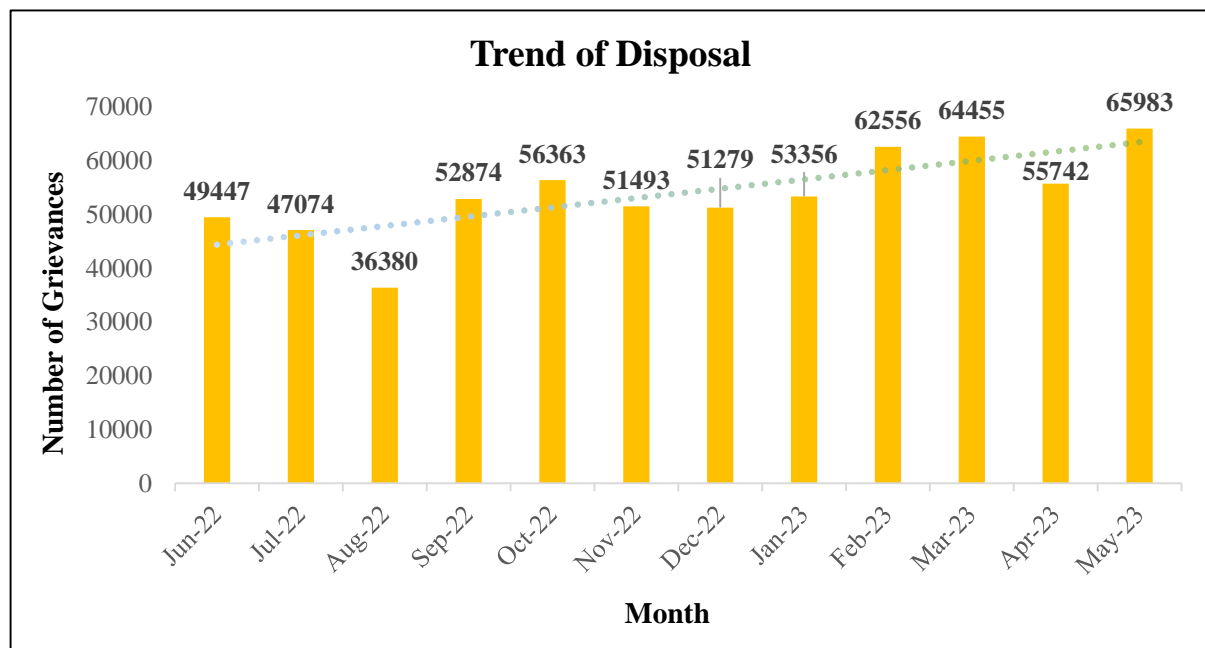
- **79.5 %** of total pendency i.e., 154800 grievances have been pending disposal for more than 30 Days
- **38.74 %** of total pendency has been ageing for more than 6 months i.e., 75429 grievances. Such huge time delays in disposing grievances shall considerably affect Average Closing Time of respective 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 4956, 4438 and 3741 grievances respectively

(Time Period: 01/01/2023 to 31/05/2023)

### 3.2. Disposal



- Government of Telangana and Government of Lakshadweep are the only 2 states which have disposed of all their grievances within 6 months' time period whereas Government of Maharashtra's **31.77 %** disposals were after the grievances had aged for more than 6 months
- Total 5 States/UTs have disposed of all their grievances within 1-year time period. 3 States/UTs, apart from the above 2, are namely Government of Dadra & Nagar Haveli and Daman & Diu, Government of Sikkim and Government of Andaman & Nicobar



## 4. National Seminar on Sevottam

National Seminar on Sevottam for Effective Redressal of Public Grievances was held at Yashwantrao Chavan Academy of Development Administration (YASHADA), Pune on 23<sup>rd</sup> May, 2023.



The Sevottam Scheme is a generic frame-work created by the Department of Administrative Reforms and Public Grievances in 2005 for quality based improvements in Public Service Delivery. It comprises of 3 modules: (i) Citizen's Charter; (ii) Grievance Redress Mechanism; (iii) Capability Building for quality based and timely delivery of services. Each of these modules has 3 criteria with 11 elements each, i.e., 33 elements that cover all the critical aspects of an efficient Public Service Delivery System.

Under the scheme, DARPG releases funds to State ATIs/CTIs for setting up of a Sevottam Training Cell in the ATI. The capability of the ATIs is built for becoming Consultants for implementation of Sevottam in various Departments/Public Organizations in the States/UTs and for becoming the facilitator for the certification of the State Departments/Organizations under IS 15700:2005 by BIS, New Delhi. 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 whose proposals are received in the Department.



The National Seminar on Sevottam was a culmination of the efforts of DARPG to replicate the best practices in Service Delivery and Grievance Redressal across States/UTs. The Seminar was joined by representatives of State ATIs and State Administrative Reform Departments.

The seminar provided a valuable platform for exchanging ideas and gaining insights into the proactive measures implemented by various States/UTs to enhance Service Delivery and streamline their Grievance Redressal Systems. Esteemed knowledge partners of the Department of Administrative Reforms and Public Grievances (DARPG) such as Quality Council of India, Centre for Good Governance, Bharat Sanchar Nigam Limited, IIT – Kanpur, Common Service Centres, and Data Strategy Unit shared enlightening information about their respective initiatives during the seminar.

The following presentations were made during the seminar:

1. **Sh. Rakesh Vyas**, OSD to CM Gujarat, gave a presentation on Gujarat's Grievance Redressal Portal SWAGAT
2. **Smt. Suman Pathak**, Deputy Director, enlightened the gathering on Jharkhand's Grievance Redressal Portal powered by CPGRAMS
3. **Smt. Aarti Dudeja** and **Sh. Shiv Prasad Sharma** gave a presentation on training modules at HIPA, Gurugram
4. **Sh. Rakesh Agarwal**, Principal General Manager, BSNL, shared insights on BSNL Feedback Call Centres
5. **Sh. Sanjay Rakesh**, Managing Director, CSC, explained the pivotal role of Common Service Centres (CSCs) in enhancing the outreach of CPGRAMS
6. **Professor Nisheeth Srivastava** gave a presentation on the Intelligent Grievance Management System and Root Cause Analysis tool developed by IIT Kanpur, powered by AI technology
7. **Smt. Rachna Srivastava**, Deputy Director General, NIC, gave an overview presentation on CPGRAMS 7.0
8. **Sh. Parthasarathy Bhaskar**, Deputy Secretary, DARPG gave an overview presentation on Sevottam Scheme
9. **Sh. Shantanu Gotmare**, Commissioner and Secretary, Administrative Reforms, Training, Pension and Public Grievances Department, Assam, provided insights on Assam's Sadbhavna and Sewa Setu

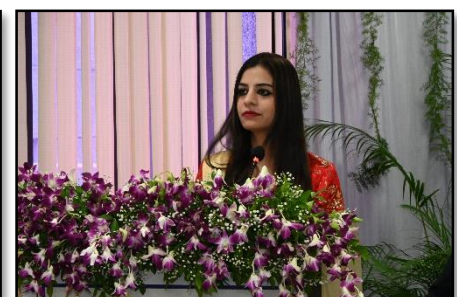
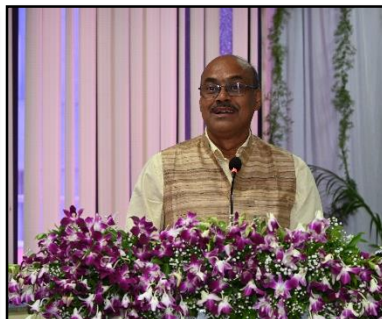
10. **Sh. R.P. Sisodia**, Director General, Andhra Pradesh Human Resource Development Institute (APHRDI) enlightened the gathering on Andhra Pradesh's SPANDANA Grievance Redressal System
11. **Smt. Azeeta Qureshi**, JKAS, gave a presentation on Jammu & Kashmir's Integrated Grievance Redress and Monitoring System (JKIGRAMS)
12. **Dr. Kota Tirupataiah** of MCRHRD presented the Prajavaani, the Grievance Redressal mechanism of Telangana Government
13. **Sh. G.K. Sharma**, Additional Director of HCM RIPA, gave insights on Rajasthan Sampark
14. **Sh. T.C. Gupta**, Chief Commissioner of Haryana, Right to Service Commission, briefed the gathering on The Right to Services Act
15. **Sh. Baldev Singh**, Chief Commissioner of Maharashtra State Commission for Right to Public Services, gave a presentation on Maharashtra's Right to Services Act
16. **Smt. Sujata Saunik**, Additional Chief Secretary, Department of General Administration, Maharashtra, gave closing remarks on seamless and citizen-centric governance
17. **Sh. V Srinivas**, Secretary, DARPG expressed gratitude to all the participants and gave his closing remarks
18. **Sh. Amar Nath**, Additional Secretary, DARPG graciously extended a heartfelt vote of thanks to all the participants for making the seminar a resounding success

#### Status of Trainings conducted by the States/UTs:

S. No	Name of ATI	Grant Date of Sanctioned Rs. 20 lacs	Grant Utilized in FY 2022-23	No. of Training Programmes		Officers Trained in 2022-23
				Proposed	Conducted in FY 2022-23	
1	SKIPPA, Ranchi, Jharkhand	30 <sup>th</sup> June, 2022	₹ 9,94,466	20	17	383
2	HIPA, Gurugram, Haryana	01 <sup>st</sup> July, 2022	₹ 19,26,100	30 (3 days)	30	1061
3	HCM RIPA, Jaipur, Rajasthan	30 <sup>th</sup> June, 2022	₹ 17,63,191	100	55	1268
4	Uttar Pradesh Academy of Administration and Management, Lucknow	08 <sup>th</sup> July, 2022	₹ 10,06,552	3 days training for 600 trainees (each batch having 25 participants)	11	658
5	APHRDI, Guntur, Andhra Pradesh	10 <sup>th</sup> January, 2023	₹ 20,00,000	100 (1 day)	71	2131
6	SIPARD, Agartala, Tripura	15 <sup>th</sup> February, 2023	₹ 52,500	30 training programmes (2 days)	1	35
7	Administrative Training Institute, Aizawl, Mizoram	20 <sup>th</sup> February, 2023	₹ 20,00,000	30 training programmes /		

S. No	Name of ATI	Grant Date of Sanctioned Rs. 20 lacs	Grant Utilized in FY 2022-23	No. of Training Programmes		Officers Trained in 2022-23
				Proposed	Conducted in FY 2022-23	
				900 officials (1/3 days)		
8	RCVP Noronha Academy of Administration and Management, Bhopal, Madhya Pradesh	01 <sup>st</sup> July, 2022	₹ 2,00,000	54 (5/3/1 days)	28 [1 - 5 day; 23- 3 day & 4 online]	1034
9	Mahatma Gandhi State Institute of Public Administration, Punjab	01 <sup>st</sup> July, 2022 [₹ 8,00,000]	₹ 7,62,546	20 (2 days)	20	536

### Some glimpses from the Seminar



## 5. SWAGAT Portal – 20 Years Celebration

The SWAGAT (State Wide Attention on Grievances by Application of Technology) Portal is a pioneering initiative by the Government of Gujarat, designed to streamline the grievance redressal process and ensure efficient governance.

It connects all the stakeholders in real-time for efficient resolution of grievances. Launched with the aim of empowering citizens and fostering transparency, SWAGAT has become a cornerstone of good governance in the state, with village to state level integration of public grievances.

### **4 Levels of SWAGAT covering Gujarat:**

#### **Gram SWAGAT**

- ✓ Started on 1<sup>st</sup> February 2011
- ✓ Gram SWAGAT headed by Talati Cum Mantri
- ✓ Held from 1<sup>st</sup> to 10<sup>th</sup> of every month at 13,695 Gram Panchayat Offices

#### **Taluka SWAGAT**

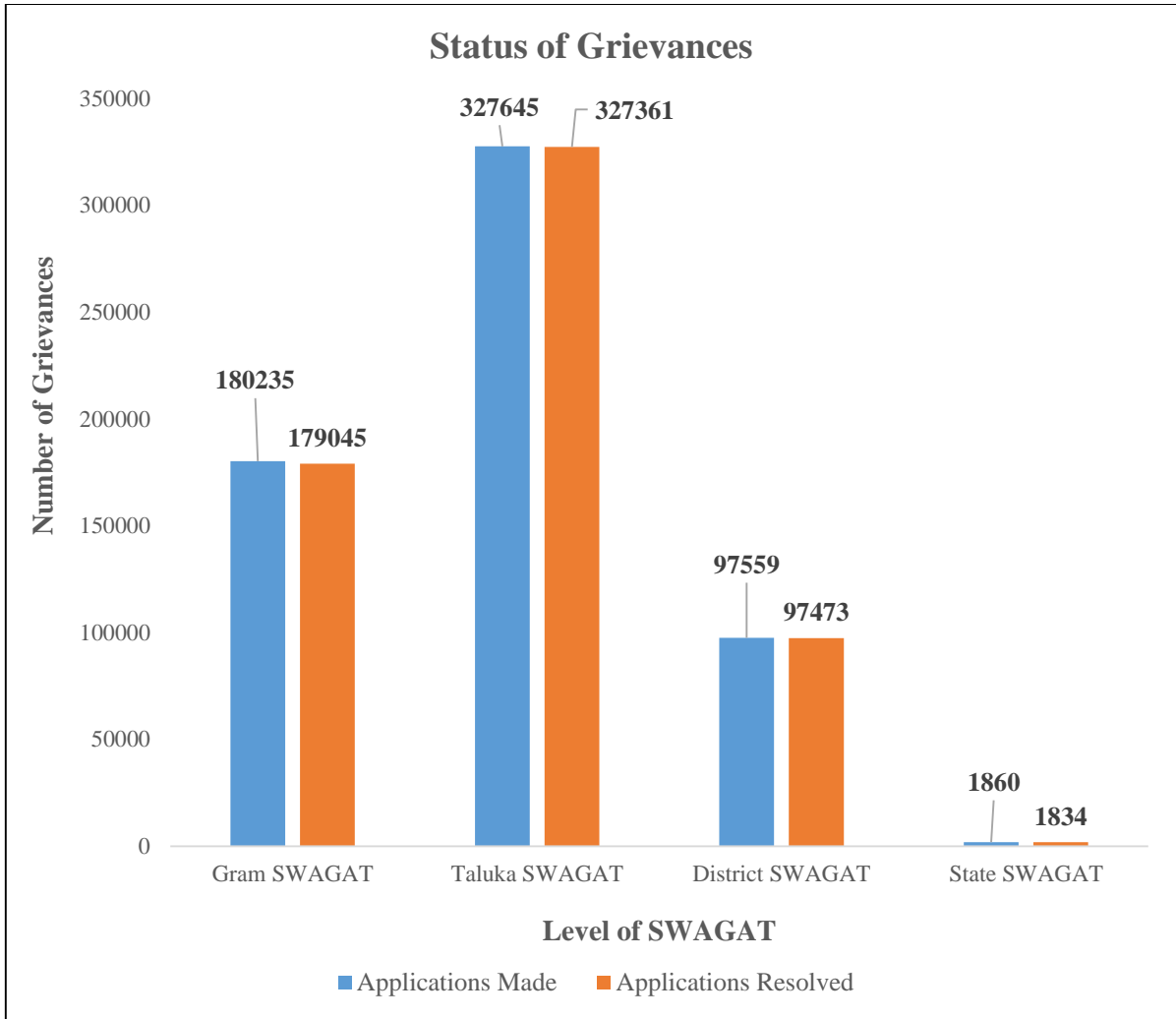
- ✓ Started on 1<sup>st</sup> January 2008
- ✓ Taluka SWAGAT headed by Sub Divisional Magistrate or Equivalent Class-1 officer
- ✓ Conducted on the 4<sup>th</sup> Wednesday of every month in 251 Taluka (Sub District) Offices

#### **District SWAGAT**

- ✓ Started on 24<sup>th</sup> April 2003
- ✓ District SWAGAT headed by District Magistrate
- ✓ Conducted on the 4<sup>th</sup> Thursday of every month in 33 District Offices

#### **State SWAGAT**

- ✓ Started on 24<sup>th</sup> April 2003
- ✓ State SWAGAT headed by Honourable Chief Minister
- ✓ Conducted on the 4<sup>th</sup> Thursday of every month at the Chief Minister's office



#### SWAGAT Impact

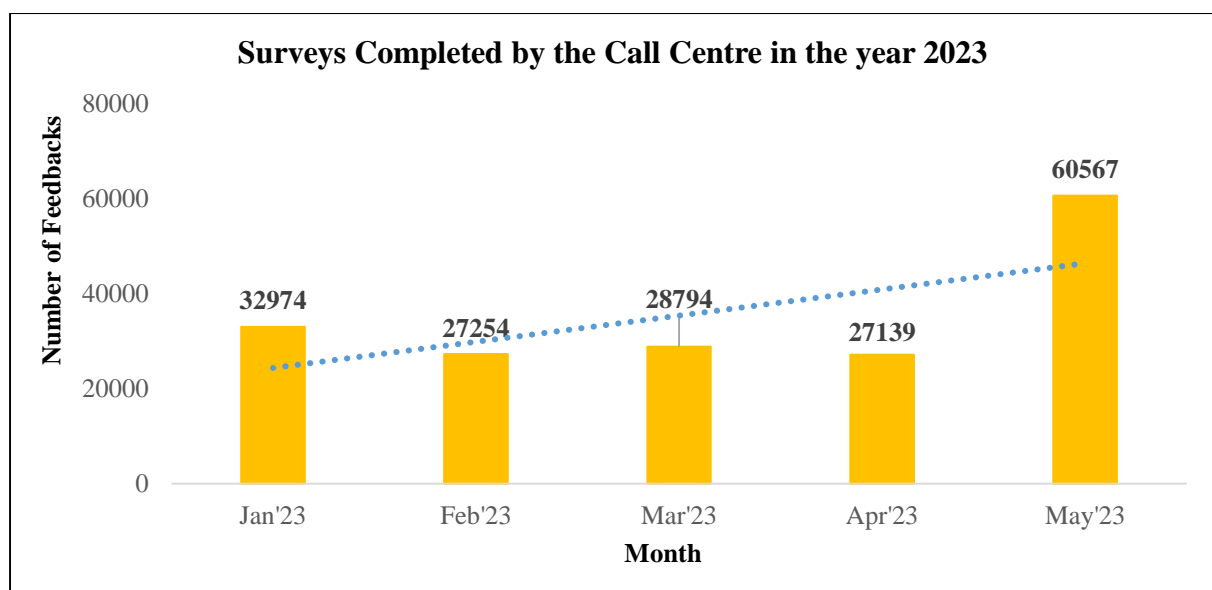
[Time Period: April, 2003 – 30/04/2023]

- **99.74%** of 607299 applications have been resolved
- Most grievances are resolved at the local level

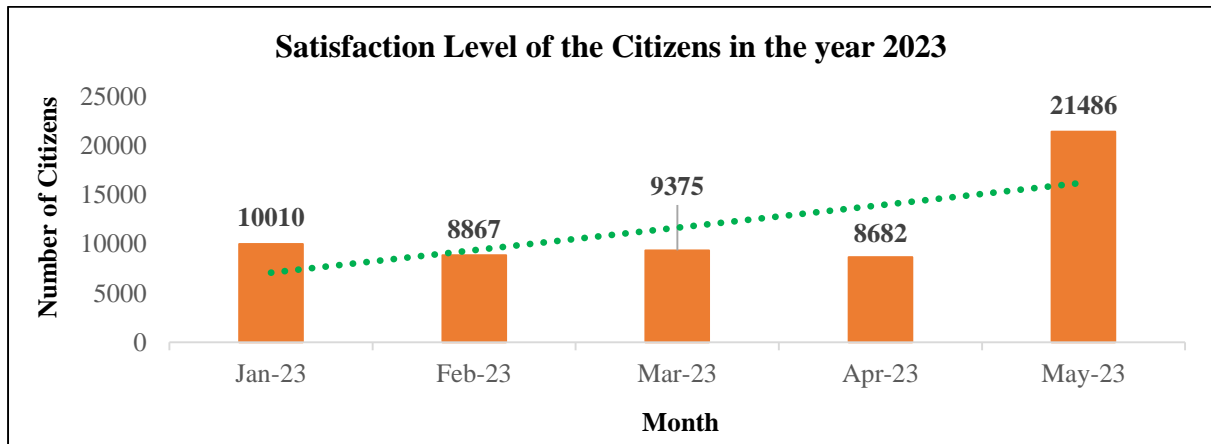


## 6. BSNL Feedback Call Centre

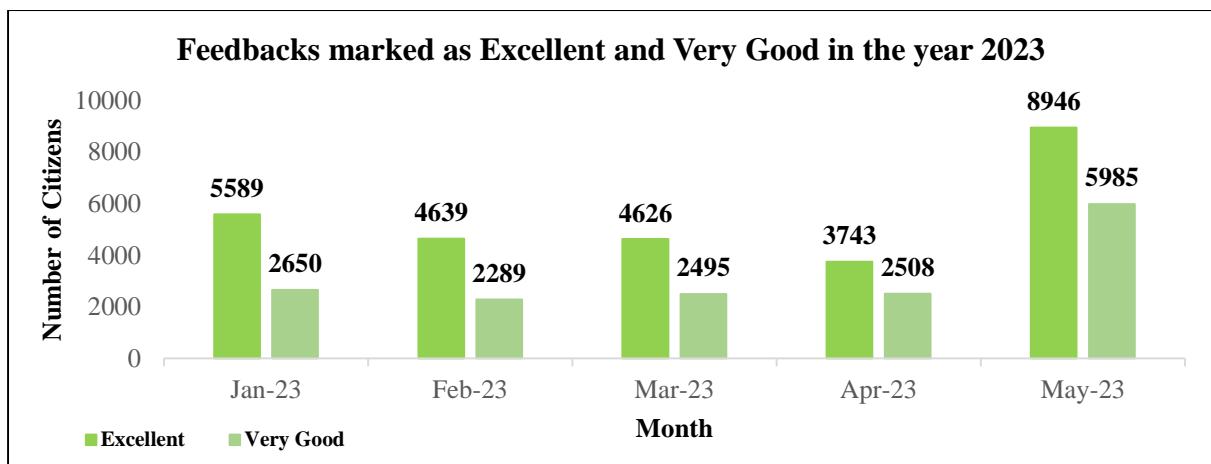
- On 10<sup>th</sup> May, 2023, Secretary, DARPG chaired a meeting with the **Chief Managing Director, BSNL** to review the performance of the Feedback Call Centre
- Key decisions taken during the meeting to improve the call centre performance are as follows:
  - ✓ Number of calls to be raised and every citizen whose grievance has been redressed to be contacted
  - ✓ The questionnaire of BSNL Call Centre being used to contact the customers to be simplified
  - ✓ New CLI lines to be added by BSNL and measures to be taken at the back end to ensure minimum wait for customer after he picks up the call
  - ✓ PG Division from DARPG to review the Call Centre operations every Wednesday
  - ✓ For unsuccessful feedback calls, SMS would be sent to customer to call back on a particular number for providing their feedback and the same complaint to open at agent's end on their CLI
  - ✓ BSNL Team informed that Quality Assessment test and de-briefing of call centre professionals will be done on regular basis, BSNL team also working on appointing senior level official for training of call centre professionals
- From 1<sup>st</sup> January to 31<sup>st</sup> May, 2023, the BSNL Feedback Call Centre has collected **176728 feedbacks**, directly from the citizens (*highest in the month of May, 2023*)



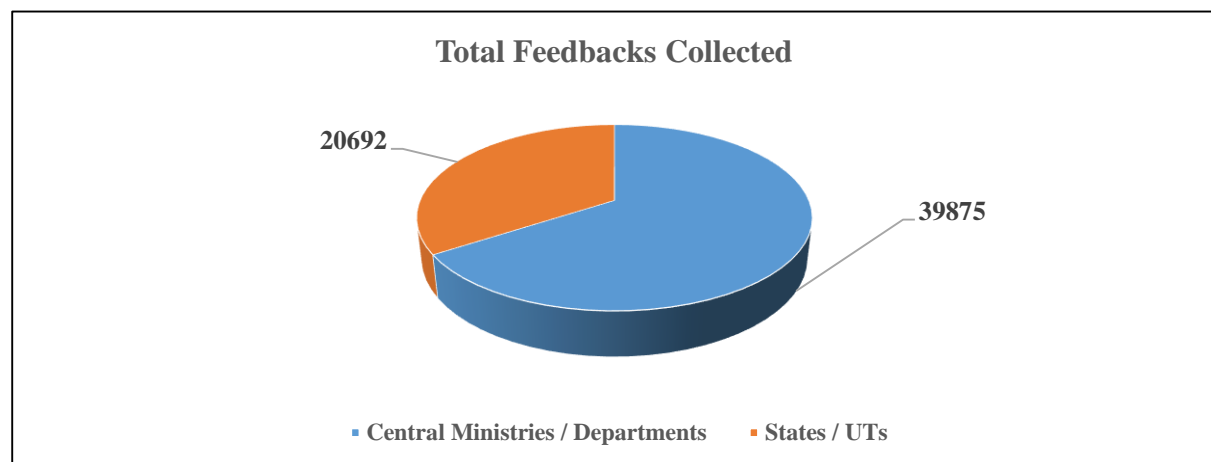
- A total of **58420 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023



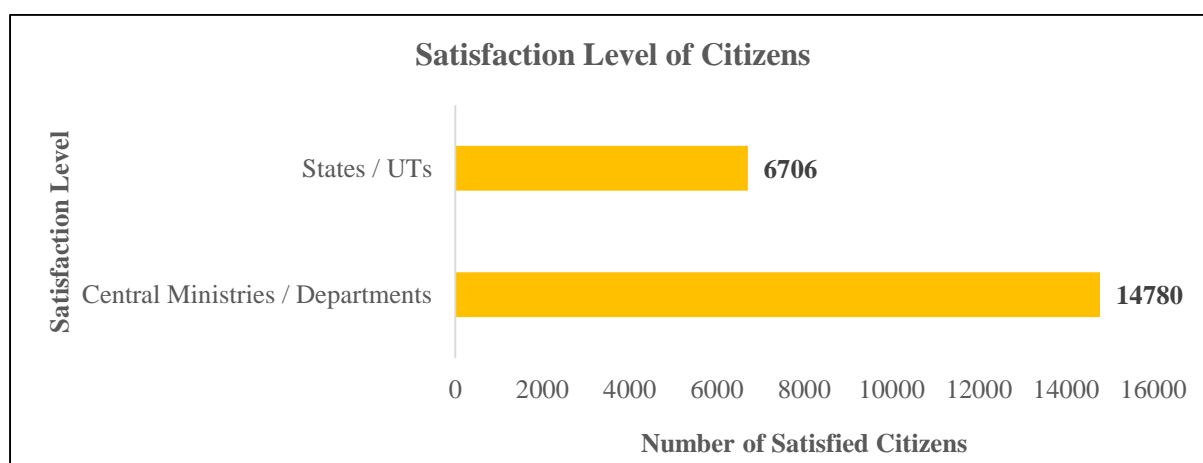
- A total of **43470 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023



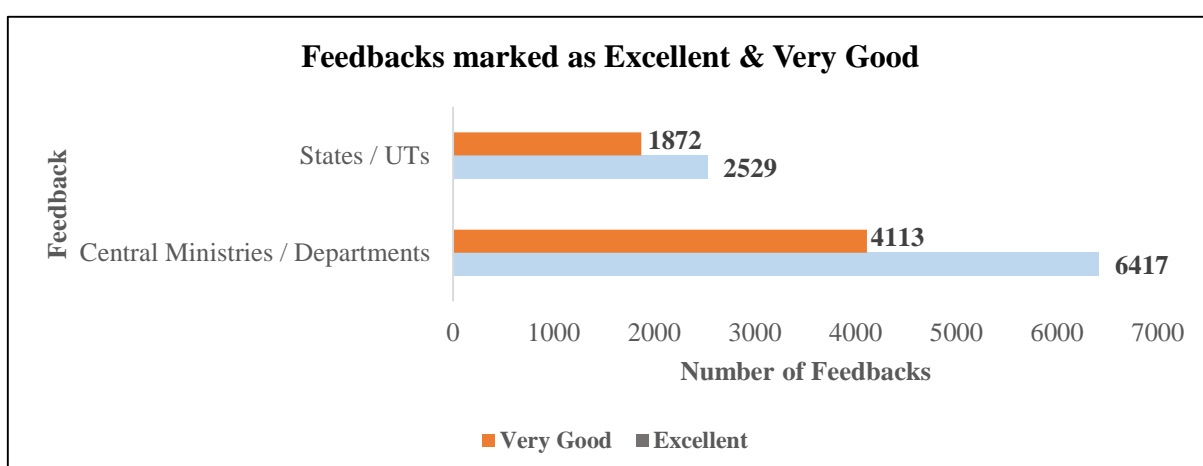
- From 1<sup>st</sup> May, 2023 to 31<sup>st</sup> May, 2023, the BSNL Feedback Call Centre has collected **60567 feedbacks**, directly from the citizens



- A total of **21486 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied”



- A total of **14931 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good”



- Top 10 States/UTs for which the highest citizen feedbacks has been collected by the BSNL Call Centre in the month of May, 2023

S. No.	Name of State/UT	Total	Satisfied %	Partial Satisfied %
1	Government of Uttar Pradesh	7068	27%	2%
2	Government of Madhya Pradesh	1825	33%	1%
3	Government of Bihar	1637	30%	2%
4	Government of Haryana	1240	33%	2%
5	Government of Rajasthan	1238	34%	2%
6	Government of Jammu and Kashmir	1150	38%	3%
7	Government of Maharashtra	1008	32%	3%
8	Government of Punjab	997	37%	2%
9	Government of Assam	860	62%	3%
10	Government of Gujarat	803	24%	2%



## 7. Grievance Redressal Index

### 7.1. Overview

To assist the States/UTs to review and streamline their Grievance Redressal System, and have a comparative assessment with other States/UTs, this Grievance Redressal Index has been developed.

The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

The data used in preparing the Index has been taken from **1<sup>st</sup> January, 2023 to 31<sup>st</sup> May, 2023**.

States/UTs have been categorized into 4 groups to enable a fair comparison; 1<sup>st</sup> Group (Group A) consists of all North Eastern States, 2<sup>nd</sup> Group (Group B) all the Union Territories, 3<sup>rd</sup> Group (Group C) comprises rest of the States receiving higher number of grievances (i.e.,  $\geq 15000$ ) and 4<sup>th</sup> Group (Group D) consists of rest of the States receiving lower number of grievances (i.e.,  $< 15000$ )

**The GRI has been formulated on the basis of the following 4 Parameters:**

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 30 Days to the Total Grievances Received	Positive	40%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	30%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	20%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	10%
<b>Total Weightage</b>				<b>100%</b>

## 7.2. Ranking of North Eastern States – Group A

*(North Eastern States)*

S. No.	Name of State	Total Grievances	Score Percentage	Rank
1	Government of Sikkim	173	64.90	1
2	Government of Assam	23757	54.89	2
3	Government of Arunachal Pradesh	311	51.72	3
4	Government of Meghalaya	308	51.38	4
5	Government of Tripura	1295	45.59	5
6	Government of Mizoram	555	26.35	6
7	Government of Nagaland	660	15.02	7
8	Government of Manipur	3121	11.45	8

- Government of Sikkim has scored a cumulative percentage of 64.90%, standing 1<sup>st</sup> in the comparative ranking of North-Eastern States
- Government of Nagaland with a net score of 15.02% stands 7<sup>th</sup> in the list while Government of Manipur with a net score of 11.45% stands last i.e., 8<sup>th</sup> among all the North-Eastern States

## 7.3. Ranking of Union Territories – Group B

*(Union Territories)*

S. No.	Name of Union Territory	Total Grievances	Percentage	Rank
1	Government of Lakshadweep	181	70.56	1
2	Government of Andaman & Nicobar	526	63.49	2
3	Government of Ladakh	150	55.20	3
4	Government of NCT of Delhi	15726	46.45	4
5	Government of Puducherry	1130	42.19	5
6	Government of Chandigarh	2092	34.41	6
7	Government of Daman & Diu	370	27.72	7
8	Government of Jammu and Kashmir	7592	27.44	8
9	Government of Dadra & Nagar Haveli	197	27.02	9

- Government of Lakshadweep with a net score of 70.56% stands 1<sup>st</sup> among all the Union Territories of India, with it being 1 of the only 2 States/UTs with a net score of more than 70%
- Government of Jammu and Kashmir with a cumulative percentage score of 27.44% stands 8<sup>th</sup> among all the Union Territories, Government of Dadra & Nagar Haveli with a net score of 27.02% stands last among all the Union Territories

## 7.4. Ranking of States – Group C

*(Rest of the States with Total Grievances more than equal to 15000 grievances)*

S. No.	Name of State	Total Grievances	Percentage	Rank
1	Government of Uttar Pradesh	116840	62.07	1
2	Government of Jharkhand	17854	46.14	2
3	Government of Madhya Pradesh	23789	43.05	3
4	Government of Rajasthan	17840	41.79	4
5	Government of Gujarat	37321	38.68	5
6	Government of Haryana	25182	28.08	6
7	Government of Bihar	29552	27.89	7
8	Government of Punjab	35598	25.66	8
9	Government of Maharashtra	41828	24.81	9
10	Government of West Bengal	19005	8.55	10

- Government of Uttar Pradesh with a cumulative score of 62.07% tops the Group C, which contains rest of the States with Total Grievances more than 15000
- Government of Jharkhand follows Government of Uttar Pradesh, standing 2<sup>nd</sup> in the list with a net score of 46.14% while Government of Maharashtra with a net score of 24.81% stands 9<sup>th</sup> in Group C, out of 10 States
- Government of West Bengal with a cumulative score of 8.55% stands last i.e., 10<sup>th</sup> in Group C, with the state being 1 of the only 2 States with a net score of less than 10%

## 7.5. Ranking of States – Group D

*(Rest of the States with Total Grievances less than 15000 grievances)*

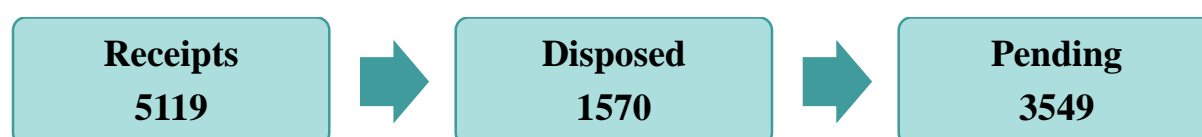
S. No.	Name of State	Total Grievances	Percentage	Rank
1	Government of Telangana	2633	72.49	1
2	Government of Chhattisgarh	5472	55.75	2
3	Government of Uttarakhand	7567	49.69	3
4	Government of Kerala	4158	48.11	4
5	Government of Tamil Nadu	13696	41.80	5
6	Government of Goa	826	32.15	6
7	Government of Himachal Pradesh	4251	20.48	7
8	Government of Karnataka	12072	15.36	8
9	Government of Odisha	14851	13.72	9
10	Government of Andhra Pradesh	8006	8.61	10

- Government of Telangana with a net score of 72.49% stands 1<sup>st</sup> in the Group D, which contains rest of the states with less than 15000 grievances and is the 2<sup>nd</sup> state with a net score more than 70 percentage points
- Government of Andhra Pradesh finishes last i.e., 10<sup>th</sup> in Group D with a cumulative score of 8.61%, with it being the 2<sup>nd</sup> state with a net score of less than 10%

## 8. Outreach through Common Service Centres (CSCs)

### 8.1. Overview

- 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



(Time Period: 01/05/2023 to 31/05/2023)

- A total of **5119 grievances** have been registered through the Common Service Centres in the month of May, 2023, till 31<sup>st</sup> May, 2023
- The Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 1593 grievances in May, 2023, followed by the Government of Punjab at the 2<sup>nd</sup> place, with the number standing at 1003 registrations

S. No.	Name of State/UT	Receipts	Disposed	Pending
1	Government of Uttar Pradesh	1593	694	899
2	Government of Punjab	1003	129	874
3	Government of Jharkhand	567	319	248
4	Government of Odisha	510	8	502
5	Government of Maharashtra	432	55	377
6	Government of Rajasthan	164	36	128
7	Government of Assam	143	118	25
8	Government of Chhattisgarh	123	116	7
9	Government of West Bengal	99	5	94
10	Government of Haryana	69	3	66

- 43.12 %** of grievances received by Government of Manipur in May, 2023 have been filed through CSCs i.e., 47 grievances out of 109 receipts have been registered through CSCs
- 6 States/UTs namely Government of Manipur, Government of Himachal Pradesh, Government of Nagaland, Government of Andhra Pradesh, Government of Mizoram and Government of Arunachal Pradesh have not disposed of a single grievance received through CSCs

- The category “*PM KISAN related issues*” has received the maximum number of grievances with the number standing at 4124 grievances
- Under “*PM KISAN related issues*” maximum grievances have been registered under category “stoppage of instalments after issue of few instalments”

## 8.2. State-Wise Status of Grievances

S. No.	Name of State/UT	Number of Grievances
1	Uttar Pradesh	1577
2	Punjab	1003
3	Jharkhand	572
4	Odisha	507
5	Maharashtra	435
6	Rajasthan	168
7	Assam	143
8	Chhattisgarh	125
9	West Bengal	100
10	Haryana	77

S. No.	Name of District	Number of Grievances
1	Tarn Taran (PB)	225
2	Budaun (UP)	217
3	Sitapur (UP)	129
4	Ranchi (JH)	112
5	Bathinda (PB)	102
6	Mansa (PB)	96
7	Hardoi (UP)	90
8	Ludhiana (PB)	82
9	Muktsar (PB)	81
10	Balasore (OD)	76

- In the month of May, 2023, with respect to States/UTs, maximum grievances originated out of Uttar Pradesh (1577 registrations) followed by Punjab at 2<sup>nd</sup> place with 1003 grievances registered through CSCs
- The maximum grievances from the Top 3 source states i.e., Uttar Pradesh, Punjab and Jharkhand pertain to “*PM KISAN related issues*”
- With respect to Districts, maximum grievances originated out of Tarn Taran (PB) (225 registrations) followed by Budaun (UP) at 2<sup>nd</sup> place with 217 grievances registered through CSCs in the month of May, 2023
- While the maximum grievances out of Tarn Taran were PM KISAN related issues, maximum grievances originating out of Budaun were related to “*Pradhman Mantri Awaas Yojana*”

(Time Period: 01/05/2023 to 31/05/2023)

## 9. Performance of States/UTs

- For States/UTs, till 31<sup>st</sup> May, 2023, a total of 309417 grievances have been received with additional 187068 grievances being brought forward from the year 2022, 301772 grievances have been disposed of while 194713 grievances are still pending disposal
- For the month of May, 2023, the Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 18404 grievances, followed by the Government of Gujarat at 2<sup>nd</sup> place, with the number standing at 3739 registrations. The Government of Maharashtra with 3679 receipts in May, completes the Top 3 positions
- Government of NCT of Delhi recorded 2643 grievances in the month of May, thus placing it 6<sup>th</sup> in the list, with the Top 10 being closed by the Government of Bihar which has received 2214 grievances
- In the month of May, 2023, the Government of Uttar Pradesh has disposed of the maximum number of grievances (16780) followed by the Government of Gujarat disposing of 7901 grievances and Government of Jammu and Kashmir at the 3<sup>rd</sup> place, disposing of 4260 grievances
- Government of Maharashtra with a pendency of 23367 grievances tops the list of States/UTs with the highest pendency, the Government of Punjab with a pendency of 18816 grievances stands at the 3<sup>rd</sup> position, the Government of Odisha with a pendency of 13996 grievances stands at the 5<sup>th</sup> position, with the Top 10 list closed by Government of Andhra Pradesh which has a pendency of 7783 grievances
- As of 31<sup>st</sup> May, 2023, Government of Maharashtra is the only state with a pendency of more than 20000 grievances while 7 states have more than 10000 pending grievances

## 10. Average Closing Time of Grievances

- Overall Average Closing Time of all States/UTs is 67 Days
- Overall Average Closing Time of North-Eastern States is 67 Days
- Government of Mizoram has the highest Average Closing Time of 249 days (against 328 disposals), followed by the Government of Jammu and Kashmir standing at the 2<sup>nd</sup> position with an Average Closing Time of 181 days (against 4271 disposals). The Government of Manipur with an Average Closing Time of 180 days (against 31 disposals) closes out the Top 3 positions, whereas Government of Maharashtra averaging 140 days (against 18,461 disposals) stands at the 4<sup>th</sup> position. Government of Ladakh taking an average of 121 days

to close out a grievance (against 123 disposals) stood at the 7<sup>th</sup> position, the Government of Gujarat recording an average of 103 days (against 25359 disposals) closed out the Top 10 list

- Government of Telangana with Average Closing time of 8 days (against 2524 disposals) tops the list of States/UTs with lowest Average Closing Time, followed by the Government of Lakshadweep at the 2nd position which averaged 12 days (against 171 disposal) and the Government of Andaman & Nicobar at the 3rd position, registering an Average Closing Time of 20 days (against 442 disposal)
- Government of Uttarakhand closes out the Top 5 position with an Average Closing Time of 41 days (against 5345 disposals), the Government of Sikkim standing at the 6th place, with an Average Closing Time of 43 days (against 166 disposals), and the Government of Chhattisgarh averaging 48 days (against 4433 disposals) stands at the 7<sup>th</sup> place. Government of NCT of Delhi with an Average Closing Time of 52 days (against 11018 disposals) closes out the Top 10 list.

## 11. Public Grievance Officers

- Number of PG officers mapped onto CPGRAMS for States/UTs stands at 34841 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7568 officers, followed by the Government of Maharashtra which has mapped 5115 officers, and the Government of Gujarat standing at the 3rd place with 4816 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 1386 mappings, and the latter standing at the 10th position with 1071 officers mapped onto the CPGRAMS

## 12. 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

### 13. Sevottam Scheme

- In a major capacity building effort, the Department of Administrative Reforms & Public Grievances implements “Sevottam Scheme”, 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 of State Governments
- 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 were released during the financial year 2022-23
- ATIs of Karnataka and Delhi, which have unspent balance of Sevottam grant released prior to FY 2022-23 have been requested, vide letters dated 08<sup>th</sup> May, 2023, to submit Utilization Certificate in respect of the entire grant released earlier or to refund unspent balance for their new proposals to be considered
- ATIs which have not spent the entire grant released in FY 2022-23 were requested, vide letter dated 08<sup>th</sup> May, 2023 as well as during the monthly meeting held on 16<sup>th</sup> May, 2023, to utilize unspent balance of grant, if any, and submit Utilization Certificates at the earliest
- As per information received so far, 4 ATIs, namely Haryana, Andhra Pradesh, Madhya Pradesh and Mizoram have fully utilized their Sevottam grant released in 2022-23 whereas 5 ATIs namely Jharkhand, Uttar Pradesh, Rajasthan, Punjab and Tripura have partially utilized their grant



## Annexures

### Annexure 1: Performance of States

#### Annexure 1.1.: Maximum Number of Receipts – January to May, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Government of Uttar Pradesh	15883	<b>100957</b>	116840	101465	15375
2	Government of Punjab	15037	<b>20561</b>	35598	16782	18816
3	Government of Gujarat	16824	<b>20497</b>	37321	25359	11962
4	Government of Maharashtra	23680	<b>18148</b>	41828	18461	23367
5	Government of Assam	7309	<b>16448</b>	23757	18064	5693
6	Government of Madhya Pradesh	8264	<b>15525</b>	23789	16121	7668
7	Government of Rajasthan	4083	<b>13757</b>	17840	13347	4493
8	Government of Haryana	12948	<b>12234</b>	25182	13254	11928
9	Government of Jharkhand	6031	<b>11823</b>	17854	11908	5946
10	Government of Bihar	18110	<b>11442</b>	29552	16585	12967

#### Annexure 1.2.: Maximum Number of Disposals – January to May, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Government of Uttar Pradesh	15883	100957	116840	<b>101465</b>	15375
2	Government of Gujarat	16824	20497	37321	<b>25359</b>	11962
3	Government of Maharashtra	23680	18148	41828	<b>18461</b>	23367
4	Government of Assam	7309	16448	23757	<b>18064</b>	5693
5	Government of Punjab	15037	20561	35598	<b>16782</b>	18816
6	Government of Bihar	18110	11442	29552	<b>16585</b>	12967
7	Government of Madhya Pradesh	8264	15525	23789	<b>16121</b>	7668
8	Government of Rajasthan	4083	13757	17840	<b>13347</b>	4493
9	Government of Haryana	12948	12234	25182	<b>13254</b>	11928
10	Government of Jharkhand	6031	11823	17854	<b>11908</b>	5946

#### Annexure 1.3.: Maximum number of Disposals in May, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Government of Uttar Pradesh	13751	18404	32155	<b>16780</b>	15375
2	Government of Gujarat	16124	3739	19863	<b>7901</b>	11962
3	Government of Jammu and Kashmir	7062	519	7581	<b>4260</b>	3321
4	Government of Maharashtra	23785	3679	27464	<b>4097</b>	23367
5	Government of Madhya Pradesh	8388	3238	11626	<b>3958</b>	7668
6	Government of Assam	5992	3532	9524	<b>3831</b>	5693
7	Government of Bihar	14286	2214	16500	<b>3533</b>	12967
8	Government of Jharkhand	7293	2036	9329	<b>3383</b>	5946
9	Government of Punjab	19389	2370	21759	<b>2943</b>	18816
10	Government of Haryana	12357	2407	14764	<b>2836</b>	11928

**Annexure 1.4.: Maximum Pendency Percentage (North-Eastern States) – January to May, 2023**

S. No.	Name of State/UT	Brought Forward	Receipts	Disposal	Pending	Average Disposal Time (in Days)	Pendency Percentage
1	Government of Manipur	575	2546	31	3090	180	<b>99.01</b>
2	Government of Nagaland	355	305	31	629	102	<b>95.30</b>
3	Government of Mizoram	411	144	328	227	249	<b>40.90</b>
4	Government of Meghalaya	137	171	215	93	64	<b>30.19</b>
5	Government of Assam	7309	16448	18064	5693	61	<b>23.96</b>
6	Government of Tripura	724	571	985	310	109	<b>23.94</b>
7	Government of Arunachal Pradesh	115	196	240	71	97	<b>22.83</b>
8	Government of Sikkim	45	128	166	7	43	<b>4.05</b>

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1	Government of Maharashtra	23680	18148	41828	18461	<b>23367</b>
2	Government of West Bengal	13217	5788	19005	54	<b>18951</b>
3	Government of Punjab	15037	20561	35598	16782	<b>18816</b>
4	Government of Uttar Pradesh	15883	100957	116840	101465	<b>15375</b>
5	Government of Odisha	7889	6962	14851	855	<b>13996</b>
6	Government of Bihar	18110	11442	29552	16585	<b>12967</b>
7	Government of Gujarat	16824	20497	37321	25359	<b>11962</b>
8	Government of Haryana	12948	12234	25182	13254	<b>11928</b>
9	Government of Karnataka	6304	5768	12072	2351	<b>9721</b>
10	Government of Andhra Pradesh	5515	2491	8006	223	<b>7783</b>
11	Government of Madhya Pradesh	8264	15525	23789	16121	<b>7668</b>
12	Government of Jharkhand	6031	11823	17854	11908	<b>5946</b>
13	Government of Assam	7309	16448	23757	18064	<b>5693</b>
14	Government of NCT of Delhi	4715	11011	15726	11018	<b>4708</b>
15	Government of Rajasthan	4083	13757	17840	13347	<b>4493</b>
16	Government of Tamil Nadu	4965	8731	13696	9786	<b>3910</b>
17	Government of Himachal Pradesh	2660	1591	4251	794	<b>3457</b>
18	Government of Jammu and Kashmir	4814	2778	7592	4271	<b>3321</b>
19	Government of Manipur	575	2546	3121	31	<b>3090</b>
20	Government of Uttarakhand	1818	5749	7567	5345	<b>2222</b>
21	Government of Chhattisgarh	1286	4186	5472	4433	<b>1039</b>

(Time Period: 01/01/2023 to 31/05/2023)

## Annexure 1.6.: Top 10 States/UTs with grievances pending for more than 30 Days

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposal	Pending	Pending > 30 Days
1	Government of Maharashtra	23680	18148	41828	18461	23367	20087
2	Government of West Bengal	13217	5788	19005	54	18951	17859
3	Government of Punjab	15037	20561	35598	16782	18816	17048
4	Government of Odisha	7889	6962	14851	855	13996	12715
5	Government of Bihar	18110	11442	29552	16585	12967	11372
6	Government of Haryana	12948	12234	25182	13254	11928	9884
7	Government of Karnataka	6304	5768	12072	2351	9721	8974
8	Government of Gujarat	16824	20497	37321	25359	11962	8941
9	Government of Andhra Pradesh	5515	2491	8006	223	7783	7393
10	Government of Madhya Pradesh	8264	15525	23789	16121	7668	5142

## 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	328	249
2	Government of Jammu and Kashmir	4271	181
3	Government of Manipur	31	180
4	Government of Maharashtra	18461	140
5	Government of Bihar	16585	129
6	Government of Punjab	16782	127
7	Government of Ladakh	123	121
8	Government of Tripura	985	109
9	Government of Haryana	13254	104
10	Government of Gujarat	25359	103

### 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	2524	8
2	Government of Lakshadweep	171	12
3	Government of Andaman & Nicobar	442	20
4	Government of Uttar Pradesh	101465	24
5	Government of Uttarakhand	5345	41
6	Government of Sikkim	166	43
7	Government of Chhattisgarh	4433	48
8	Government of Kerala	3310	48
9	Government of Rajasthan	13347	49
10	Government of NCT of Delhi	11018	52

(Time Period: 01/01/2023 to 31/05/2023)

### 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 Officers Accounts	Total
1	Level 1	38	200	238
2	Level 2	2436	332	2768
3	Level 3	12183	290	12473
4	Level 4	9311	326	9637
5	Level 5	6195	92	6287
6	Level 6	2594	11	2605
7	Level 7	731	2	733
8	Level 8	72	3	75
9	Level 9	25	0	25
<b>Grand Total</b>		<b>33585</b>	<b>1256</b>	<b>34841</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 Officers Accounts	Total
1	Government of Haryana	7386	182	7568
2	Government of Maharashtra	4945	170	5115
3	Government of Gujarat	4671	145	4816
4	Government of Jharkhand	2796	81	2877
5	Government of Assam	2762	68	2830
6	Government of Odisha	1807	25	1832
7	Government of NCT of Delhi	1644	79	1723
8	Government of Madhya Pradesh	1555	136	1691
9	Government of Tamil Nadu	1348	38	1386
10	Government of Bihar	994	77	1071

### 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	4991	4920	55	16
2	Government of Haryana	4661	282	3189	1190
3	Government of Chhattisgarh	3325	3187	127	11
4	Government of Telangana	2376	49	2327	0
5	Government of NCT of Delhi	1558	282	2	1274
6	Government of Gujarat	1162	1021	0	141
7	Government of Odisha	432	420	3	9
8	Government of Jharkhand	426	51	20	355
9	Government of Tamil Nadu	370	15	18	337
10	Government of Andaman & Nicobar	300	258	24	18

(Time Period: 01/01/2023 to 31/05/2023)

### 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: Habitual Complainants

[Time Period: 01/04/2023 to 31/05/2023]

Annexure 6.1.: On <https://pmopg.gov.in/citizenreforms?language=en>

S. No.	Name	Email	Mobile Number	Grievances Lodged
1	ATIN MAITY	maityatin@gmail.com	8910751792	12093
2	Sudipto De	sudiptode1988@gmail.com	6291033249	1074
3	Jayesh Kulkarni	jayesh.kulkarni1@gmail.com	9822661443	473
4	ATIN MAITY	justiceawaited3@gmail.com	9433839610	364
5	SATWIK CHOUDHURY	satwikchoudhury@gmail.com	9123645018	351
6	Sreekanth Rao Danapuneni	danapuneni2801@rediffmail.com	8790905122	331
7	Ramakrishnan R	ramu5vkl@gmail.com	9442600388	310
8	Pawan kumar agarwal	paw123.2009@rediffmail.com	8789046686	285
9	R.S.SATHEESH KUMAR	rsskumar211@rediffmail.com	8825838562	271
10	SHETH NIRAV ARVINDKUMAR	nirav_sheth73@yahoo.co.in	8401946697	251

**Annexure 6.2.: On <https://helpline.rb.nic.in/>**

S. No.	Name	Email	Mobile Number	Grievances Lodged
1	Puneet Pal Singh	bhokal79@yahoo.co.in	919646711801	662
2	Danapuneni Sreekanth Rao	danapuneni@gmail.com	9963942830	391
3	Anuradha Awasthi	awasthivaibhav541@gmail.com	09807147707	215
4	BRAJESH KUMAR AWASTHI	awasthivaibhav541@gmail.com	09807147707	179
5	Tulika Prasad	tulikaritu8@gmail.com	919650301996	165
6	Pawan kumar agarwal	paw123.2009@rediffmail.com	08789046686	156
7	ASHOK KUMAR	akindia738@gmail.com	7696805890	121
8	Mohammed umar sheriff	ms7.umar185@gmail.com	917358532904	99
9	Tulika Prasad	tulikaritu8@gmail.com	9650301996	63
10	Ashay Suhas Chitnis	ashay.css@gmail.com	00919172315815	36

**Annexure 6.3.: On <https://pgportal.gov.in/Signin>**

S. No.	Name	Email	Mobile Number	Grievances Lodged
1	Puneet Pal Singh	bhokal79@yahoo.co.in	9646711801	21
2	R K AGARWAL	rameesh718@yahoo.co.in	9892116592	17
3	RAM KRISHNA	pawanvermafzd01@gmail.com	8881925951	16
4	Arvind Ankushji Binzade	arvindbinzade19@gmail.com	7507137093	16
5	Dhanraj saini	sainiphoolvati@gmail.com	9782291505	14
6	SAIYYED ALI MEHDI RIZVI	alirizvi9295@gmail.com	8090005109	14
7	BINDU SRIRAM	bindu.sriram@rediffmail.com	8766213547	13
8	गजेन्द्र सिंह सेंगर वरिष्ठ समाजसेवी	gajendrasinghsengar30@gmail.com	8887787184	13
9	PVSSRAMARAO	pvss.ramarao@gmail.com	9182299718	13
10	RAMGOPAL MALI	ramgopalmali2825@gmail.com	9950552825	12

**Annexure 6.4.: On <https://pgportal.gov.in/pension/RegistrationForm.aspx>**

S. No.	Name	Email	Mobile No	Grievances Lodged
1	Embassy Of India, Pension Paying Office, Dharan, Nepal	amap.dharan@mea.gov.in	9824346488	61
2	Daya Nand	dayanandsati4@gmail.com	8929476061	60
3	Smt Shubhada C Patkar		9420250100	38
4	V.M.Bhalerao	vijaykumarbhalerao09@gmail.com	8766778450	29
5	Sub Mohar Singh Lamoria	moharlamoria4@gmail.com	8949665018	17
6	BHANWARI DEVI	barethsingh@gmail.com	9828636231	15

**Annexure 6.5.: On [https://dpg.gov.in/Lc\\_ViewStatus.aspx](https://dpg.gov.in/Lc_ViewStatus.aspx)**

S. No.	Name	Email	Mobile Number	Grievances Lodged
1	Puneet Pal Singh	bhokal79@yahoo.co.in	9646711801	21
2	Akash Narwal	narwalakash@gmail.com	9996906633	10
3	Varun Kumar H. Vaish	varunvaish1005@gmail.com	8108868822	10



**Department of Administrative Reforms and Public Grievances  
Government of India**

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