



सत्यमेव जयते

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



CPGRAMS

Monthly Report - States/UTs

June 2023

[Report Number 11]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- **Hon'ble Minister of State of Dr. Jitendra Singh** launched the **CPGRAMS Monthly Reports** for the month of May, 2023 on 21st June, 2023, and also reviewed the progress of CPGRAMS
- Meeting with Grievance Redressal Officers of all the States/UTs was held on 16th June, 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

Key discussion points during the review meeting were:

- ✓ States/UTs which were ranked higher in different groups of GRI for the month of were appreciated and asked to maintain their performance and States/UTs which did not perform well on GRI were requested to take a closer look on grievance redressal system and improve their performance in coming month
 - ✓ Target of bringing down overall pendency of States/UTs on CPGRAMS to less than one lakh was reiterated and States/UTs were requested to work towards achieve this target
 - ✓ ATIs were requested to expedite submission of UCs of Sevottam grant released in 2022-23 and also to send proposals for 2023-24
- On 28th June, 2023, a review meeting was chaired by Secretary, DARPG, with Nodal Officers of 5 States – Maharashtra, Punjab, Bihar, Tamil Nadu & West Bengal, which has the highest pendency on CPGRAMS

Key discussion points during the review meeting were:

- ✓ Maharashtra: The States is taking review meetings at senior level regularly; officers are being identified for capacity building; and increasing GROs is also being considered; an agency has been engaged to work towards integration of state portal (Aaple Sarkar – Grievance Redressal Portal) with CPGRAMS; and long pending cases are being examined for bulk closing as to many such cases are not relevant

Punjab: Nodal Officers highlighted mismatch of grievances in CPGRAMS vis-à-vis grievances received on state portal through API, to which NIC stationed at DARPG

clarified the confusion. NIC stated that they would share details of grievances so that Punjab Government can check the status on their portal and subsequently suitable resolution of this issue would be decided by both the parties. NIC also informed that remaining grievances are re-forwarded cases which can be called by state through relevant API. Punjab made a request that all CPGRAMS filed before 01.01.2022 be considered for closure on CPGRAMS reporting structure since they are not pursuing the same now and the data was migrated since then to a new data base.

- ✓ Bihar: Nodal Officer of Bihar also highlighted mismatch of pendency in CPGRAMS and state portal. NIC clarified that Bihar also have 2 types of pendency not reflecting on state portal: (i) cases which were assessed on CPGRAMS portal prior to integration; such cases cannot be transferred through API and need to be disposed on CPGRAMS portal itself and (ii) Re-forwarded cases not fetched by Bihar; such cases can be fetched on to state portal through relevant API. Bihar made a request that all CPGRAMS filed before 01.01.2022 be considered for closure in CPGRAMS reporting structure since they are not pursuing the same now and the data was migrated since then to a new data base.
- ✓ Tamil Nadu: Nodal Officer informed that efforts are being made to reduce pendency and the proposal of integrating the state grievance portal with CPGRAMS is under consideration
- ✓ West Bengal: No participant attended the meeting

2. PG Cases

- In June, 2023, **56334 PG cases** were received for the States/UTs and **62929 PG cases** were redressed
- For States/UTs, as on 30th June, 2023, there exists a pendency of **188275 PG cases**
- The pendency in the States/UTs has **decreased** from **194780 PG cases at the end of May, 2023** to **188275 PG cases at the end of June, 2023**
- For the **10th** 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 June, 2023 with the number standing at 20470 grievances and disposed the maximum number of grievances with the number standing at 22168 grievances
- **32 States/UTs** have their Average Closing Time of grievances more than the Standard Redressal Time of 30 days

3. Pendency

- **20 States/UTs** have more than 1000 pending grievances as on 30th June, 2023
- Government of Maharashtra has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **23248 grievances** (overall) and **20221 grievances** (pending for more than 30 days)

4. PG Officers

- **35387 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 **7588 PG Officers** mapped

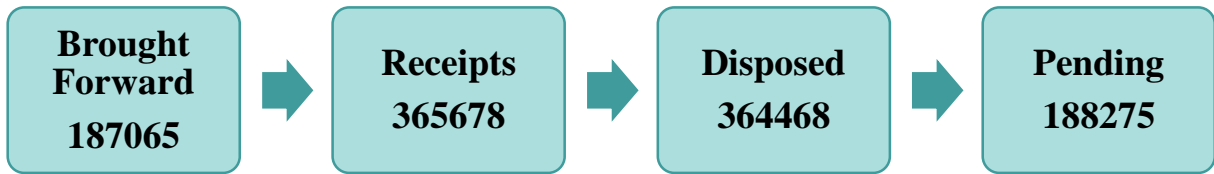
5. Grievance Redressal Index

The top 3 performers among States/UTs across 4 groups are as shown below:

S. No.	Group	States/UTs	Rank 1	Rank 2	Rank 3
1	Group A	North-Eastern States	Sikkim	Assam	Arunachal Pradesh
2	Group B	Union Territories	Lakshadweep	Andaman & Nicobar	Ladakh
3	Group C	States with grievances ≥ 17500	Uttar Pradesh	Jharkhand	Madhya Pradesh
4	Group D	States with grievances < 17500	Telangana	Chhattisgarh	Kerala

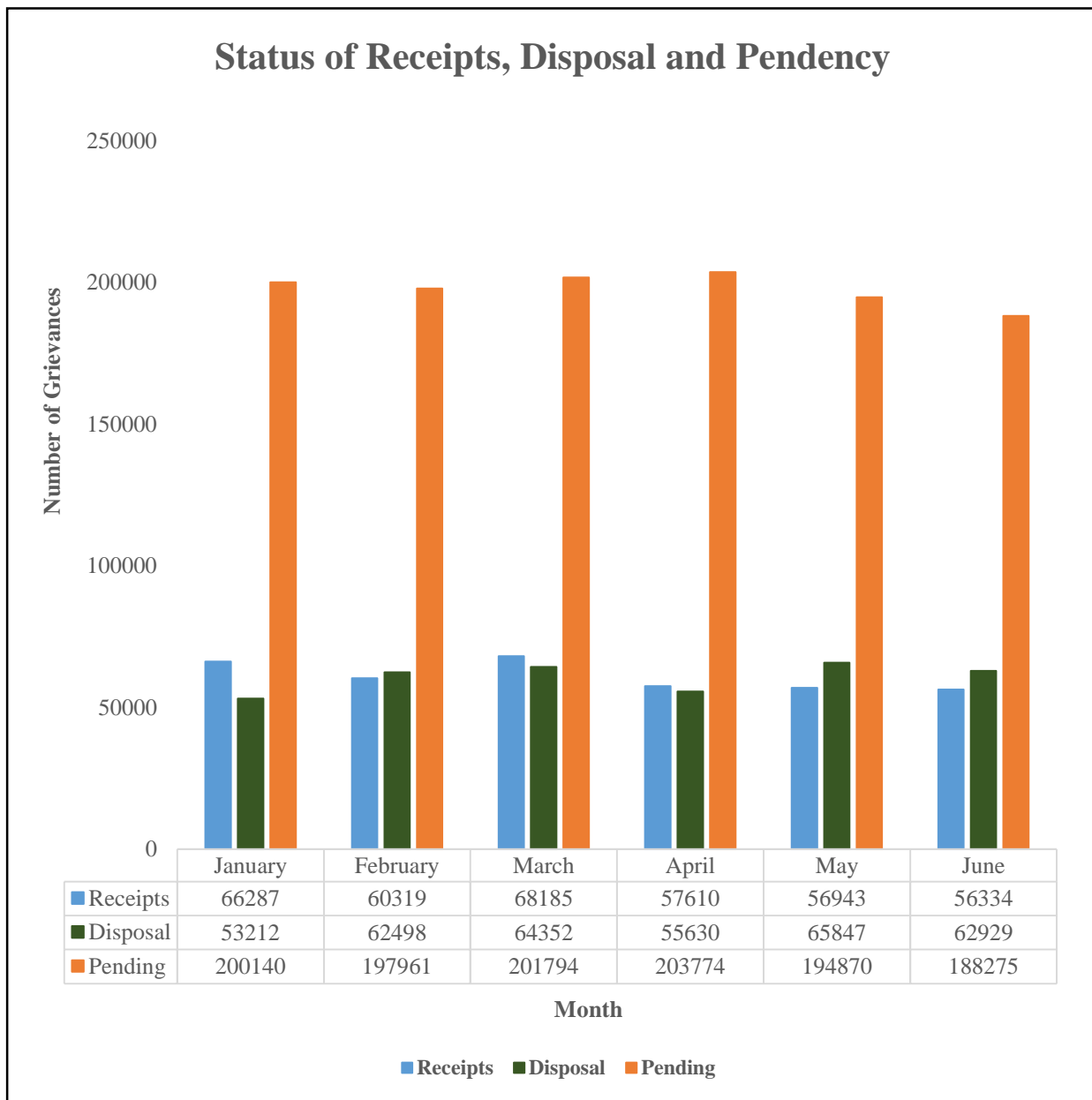
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2023 to 30/06/2023)

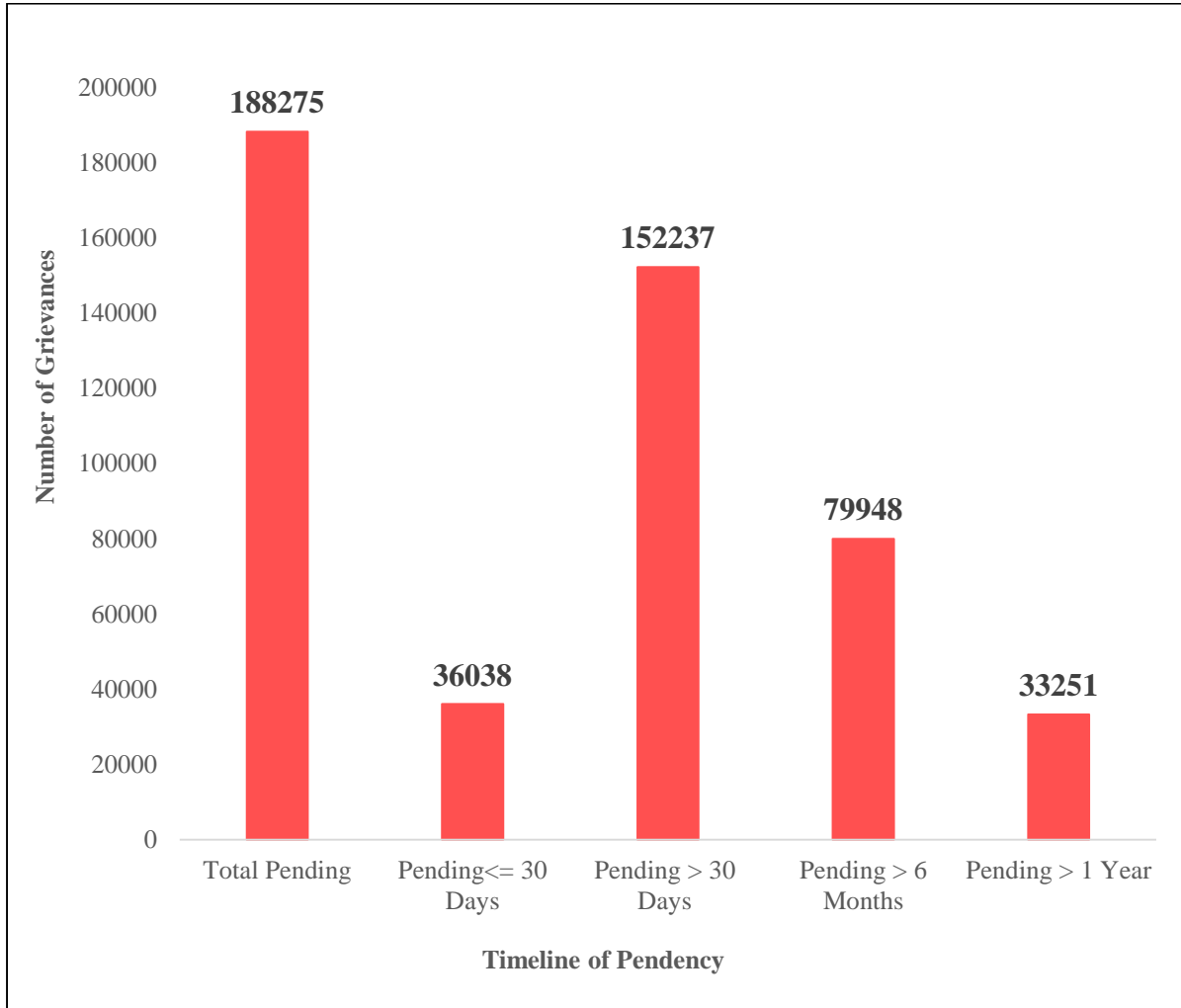
2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 30/06/2023)

3. Age-wise Status of Grievances

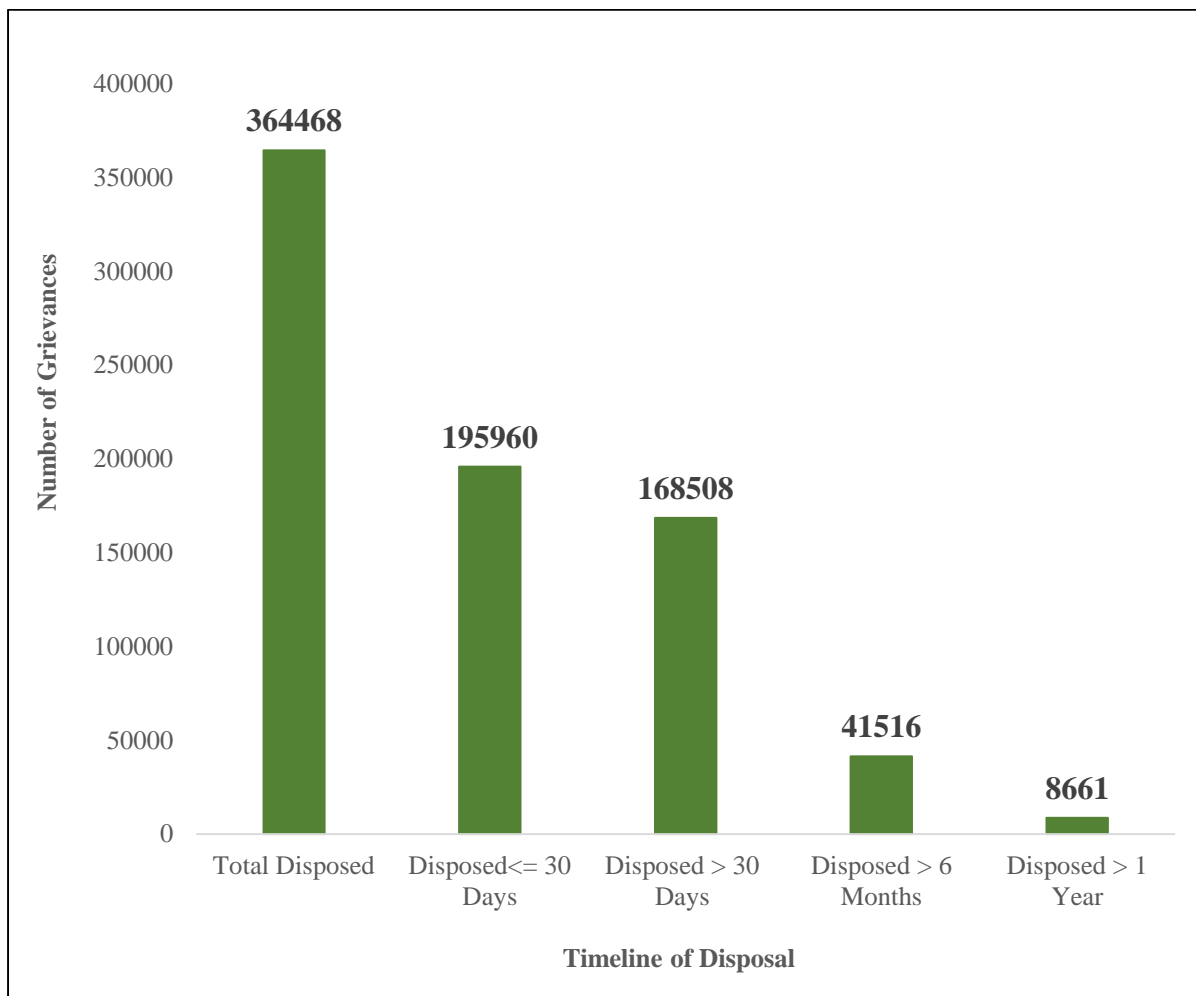
3.1. Pendency



- **80.85%** of the total pendency, i.e., 152237 grievances have been pending disposal for more than 30 Days. Government of Maharashtra with 20221 grievances has the highest pendency for more than 30 days
- **42.46%** of total pendency, i.e. 79948 grievances have been ageing for more than 6 months. Government of West Bengal 13193 grievances has the highest pendency for more than 6 months
- **17.66%** of total pendency, i.e. 33251 grievances have been pending disposal for more than 1 year. Government of West Bengal (5998 grievances), Government of Maharashtra (5136 grievances) & Government of Bihar (4411 grievances) contributes **46.75%** to the total pendency for more than 1 year

(Time Period: 01/01/2023 to 30/06/2023)

3.2. Disposal



- Government of Uttar Pradesh have disposed the maximum number of grievances within 30 days, i.e. 100516 grievances out of 123633 grievances disposed, and remaining 18.70% grievances disposed after 30 days
- Government of Gujarat have disposed 38.73% of their total grievances disposed within 30 days. i.e. 18933 grievances out of 30901 grievances disposed
- Government of Mizoram have disposed the minimum percentage of grievances within 30 days, i.e. 11 grievances out of 334 total grievances disposed
- 17 States/UTs have disposed more than 50% of their disposed grievances within 30 days
- Government of Rajasthan have disposed 68.03% grievances of their total grievances disposed after 30 days, i.e. 10760 grievances out of 15817 grievances disposed
- Government of Telangana and Government of Lakshadweep are the only 2 States/UTs which have disposed of all their grievances within 6 months' time period
- 5 States/UTs have disposed of all their grievances within 1-year time period

(Time Period: 01/01/2023 to 30/06/2023)

4. Review of Progress & Effectiveness of JKIGRAMS

In a first of its kind initiative, Secretary, DARPG, Shri V Srinivas chaired a meeting on 23rd June, 2023, of Grievance Redressal Officers of Jammu and Kashmir to assess the progress and effectiveness of the grievance redressal mechanism on the Jammu and Kashmir Integrated Grievance Redress and Monitoring System (JKIGRAMS) portal at J&K Civil Secretariat.



Shri V. Srinivas, Secretary, DARPG and Dr. Arun Kumar Mehta, the Chief Secretary of Jammu & Kashmir presided over a meeting in Srinagar to assess the status of grievance disposal in the Union Territory (UT) on Central Government grievance portal CPGRAMS as well as Jammu & Kashmir government grievance portal JKIGRAMS.

The meeting was attended by Commissioner Secretary of Information Technology, Purna Puri; Secretary, Public Grievances, J&K, Rehana Batul, Senior officers from DARPG, (including the technical officers), officers of JKLGGC, representatives of CSC e-Governance Services India Ltd, representative of JKIMPARD and all the Nodal officers of Jammu and Kashmir from the Administrative Departments, HoD offices and Districts.

A detailed discussion took place in the meeting on various aspects of the JKIGRAMS portal.

- The challenges faced in the process of integration
- The handling of complex grievances
- Coordination among the departments
- The need for effective information management systems

Dr. Mehta, Chief Secretary of J&K highlighted the importance of a grievance redressal system and effective delivery and prompt resolution for citizen satisfaction. The Chief Secretary also impressed the officers of the Public Grievances department for regular monitoring and evaluation of the grievance redressal system to identify the bottlenecks and implement corrective measures and focus on capacity building to improve the disposal of grievances.



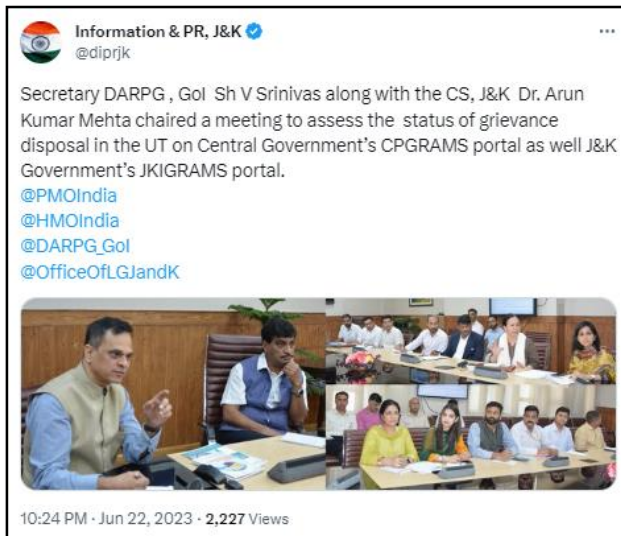
Secretary, DARPG emphasized the importance of a user-friendly and efficient portal enabling citizens to lodge their grievances conveniently and track grievances effortlessly. He also emphasized on the prompt address of grievances and improving the system of disposal of grievances for a quick resolution and maximum satisfaction among the public.

The Nodal officers across the UT were also asked to participate in the discussion. Further, the Secretary, DARPG, desired that the following steps should be initiated by JKLGGC to ensure effective redressal of grievances:

- Scheme-wise Categorization of the Grievances
- Introduction of Intelligent Grievance Monitoring Dashboard
- Auto routing of grievances
- Capacity Building Training Programmes for all Nodal Officers under Sevottam Scheme
- Publication of Monthly Reports on the lines of CPGRAMS
- Mapping last mile officers

- Initiation of a feedback system in the Call Centres
- Introduction of Ranking of Districts / Departments / HoD's regarding disposal of Grievances
- Introduction of an Appeal System in the JKIGRAMS portal
- One UT One Portal

Ms. Rehana Batul, Secretary, Public Grievances briefed the Union Secretary and his team of officers during the meeting on the overall operations of the JKIGRAMS portal and the disposal of grievances which are currently 96% and to date 3,10,132 grievances have been disposed of out of 3,22,964 grievances received on the portal. She further stated at the meeting that out of 26,739 grievances received by JKIGRAMS through the CPGRAMS portal, 25,755 have been disposed of with a disposal rate of 96 percent. She further said that JKLGGC would take necessary steps to improve upon the Grievance Redressal System as desired by the Union Secretary.



5. Integrated Grievance Redressal System (IGRS) – Uttar Pradesh










JANSUNWAI – SAMADHAN

The Jansunwai – Samadhan is an integrated system for grievance redressal in Uttar Pradesh that provides citizens with a forum to voice their grievances, complaints, and feedback running effectively since 2016. It provides a user-friendly interface where citizens can submit their complaints along with the necessary details.

It streamlines the grievance process to one platform enabling effective communication between the concerned departments/officers of the state and citizens aimed at achieving the goal of good governance using the latest technology.

Jansunwai Samadhan has also been integrated with several government departments, making it easier for officials to track complaints and take appropriate action. It allows the citizens to lodge a grievance, track the same for speedy redressal on the platform, and receive responses to their satisfaction both in terms of quality and time. It connects all the stakeholders in real-time for efficient resolution of grievances fostering transparency.

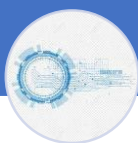
Features

-  Allows citizens to file, track and give feedback at one place
-  Provides a resolution feedback mechanism for better input
-  Allows citizens to upload supporting documents to substantiate their complaints
-  MIS & GIS dashboard for monitoring
-  SMS/email alerts at every stage of the deposition
-  Provision to increase quality of disposal through random checking and physical verification
-  Request a callback from the concerned department to discuss their grievances in detail
-  Automatically generates MPR for all levels of officers
-  Search and tagging of duplicate references

Grievance Management

- User-friendly interface
- Technical support from NIC

Technology



- Awareness communication
- Training
- Reward and punishment
- Self-assessment

People



- Regular monitoring by Hon'ble Chief Minister and Chief Minister's office
- Feedback from complainant on disposal
- Rating of officers based on quality and efficiency
- Redressal and monitoring up to Tehsil/Block level

Process



Benefits

CITIZEN PERSPECTIVE

- Increase trust in the government by providing quality resolution of grievances within the defined timeframe.
- Reduce the cost of filling grievances.

OFFICER'S PERSPECTIVE

- Reduction in effort and time required in the redressal of grievance.
- Enhance the focus on the resolution of grievances by offering rewards and recognition.

Sources of Grievance

1. Online and Mobile Application

- a. Applicant can register application through web portal (<http://jansunwai.up.nic.in/>) or android mobile app

2. CM References

- a. Applications received manually are uploaded on Portal. Marking and Disposal of all these references is done through Portal

b. CM References includes:

- i.** Applications received at CM Office & CM Janta Darbaar
- ii.** Applications received through Ministers & MP/MLA's

3. DM/ SSP/ Commissioner/ IG/ DIG and other field officer's references

- a.** Applications received at various offices held in the state at various levels such as district, division, zone, etc. are uploaded and disposed through Portal

4. Sampurna Samadhan Diwas

- a.** References received at Sampurna Samadhan Diwas, also known as Tehsil Diwas at tehsil level are uploaded and disposed through the portal

5. Public Grievances (Government of India)

- a.** References registered through PG Portal (Bharat Sarkar) are integrated to IGRS Portal. References are marked to concerned officer for easy disposal. Applicant can track these references and give feedback after the disposal of the complaint

6. Anti-BhuMafia Portal

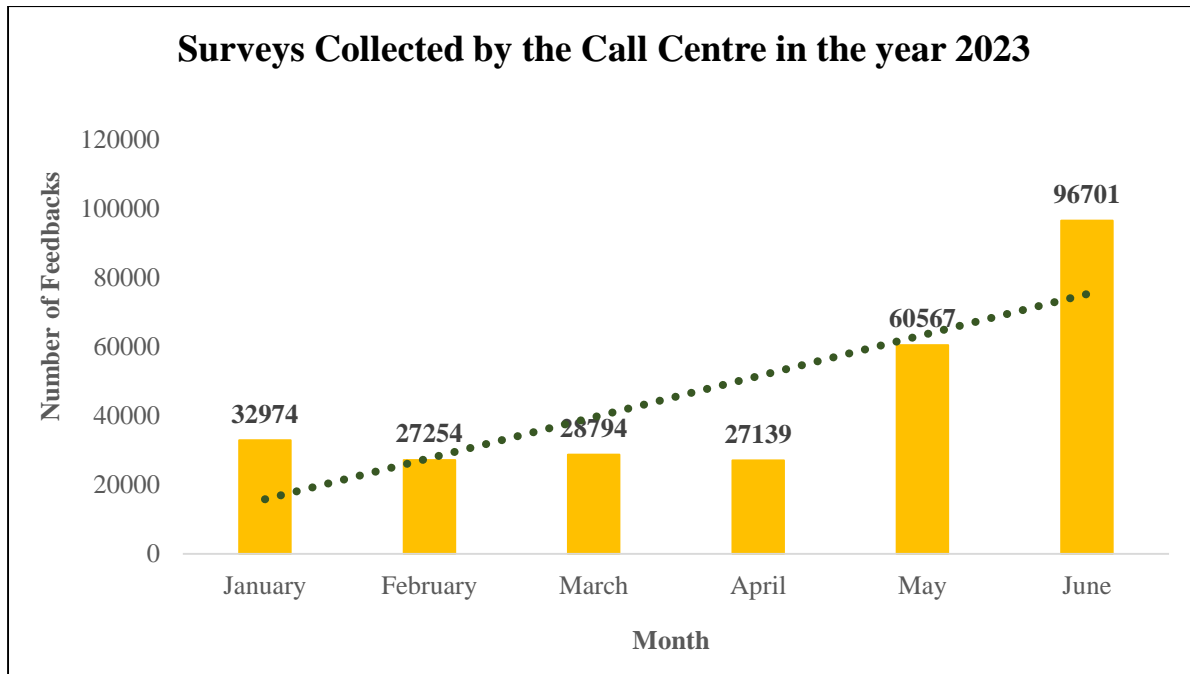
- a.** Complaints of illegal occupation of government and private properties by land mafia are received at the government and administration level through Anti-BhuMafia portal. This portal helps in identification of land mafia and take effective action against them, so that a sense of security is generated in the public
- b.** In cases of illegal occupation of public and private land by land mafia, public can easily register their complaint, get information about the action taken on the complaint, give their feedback and continuously monitor the action taken on these complaints by officers
- c.** Action Taken Reports are attached by the respective thanas and verified by the concerned SDM's

7. Mahila Helpdesk

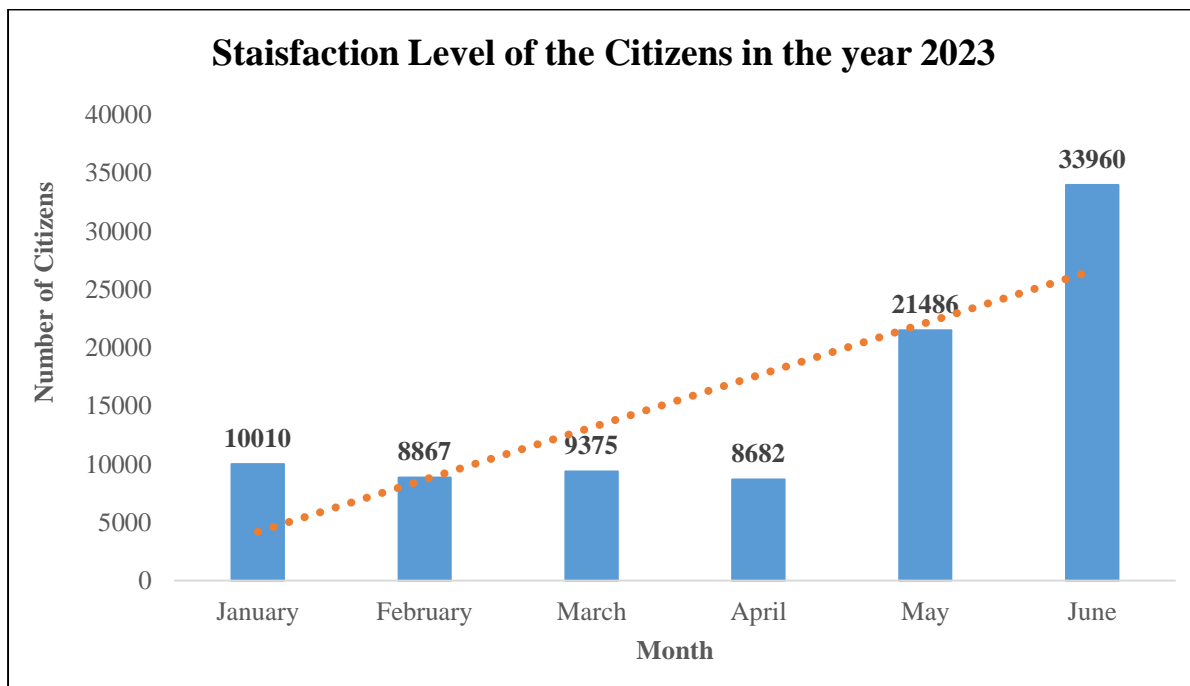
- a.** 'Mahila help desks' is a part of 'Mission Shakti' to ensure the security of female and children in the state with immediate action on complaints. Complaints related to Mahila Helpdesk are also registered and disposed through IGRS Portal

6. BSNL Feedback Call Centre

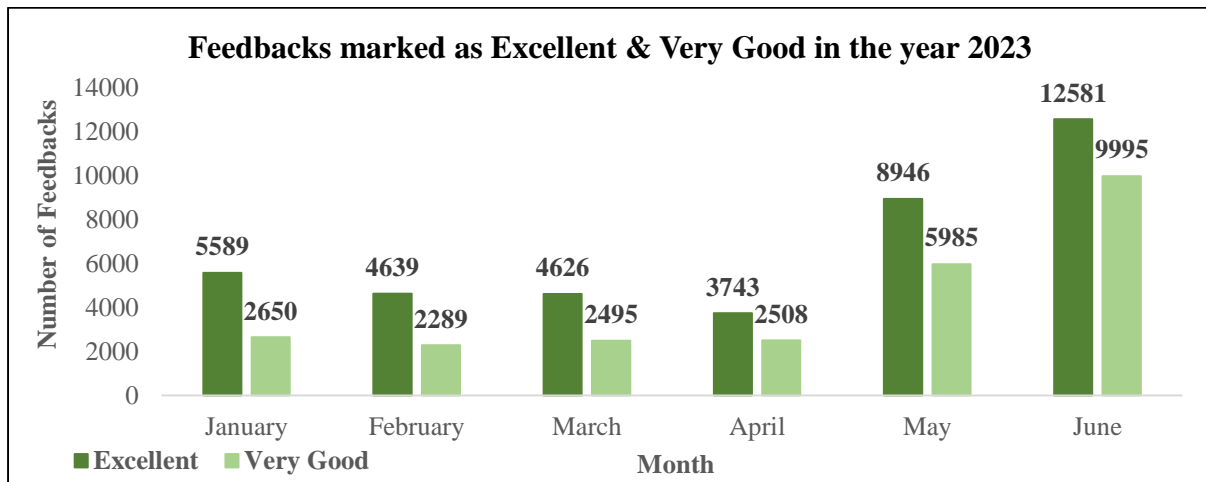
- From 1st January to 30th June, 2023, the BSNL Feedback Call Centre has collected **273429** **feedbacks**, directly from the citizens (*highest in the month of June, 2023*)



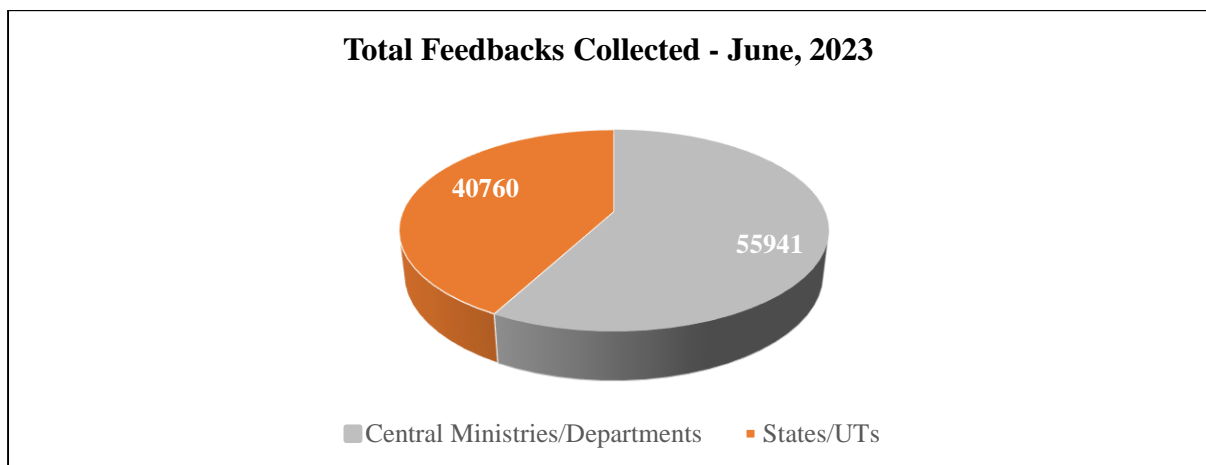
- A total of **92380** **citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023



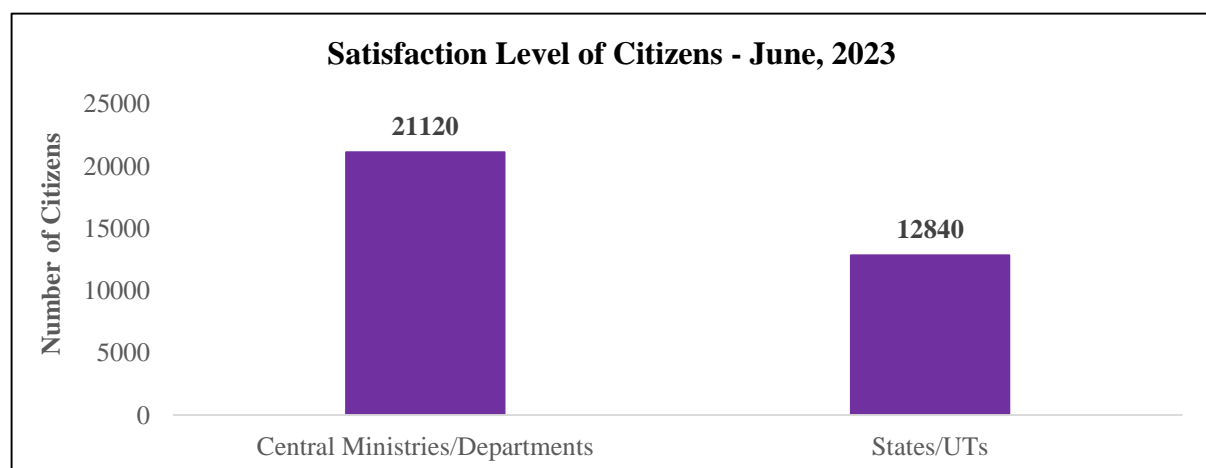
- A total of **66046 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023



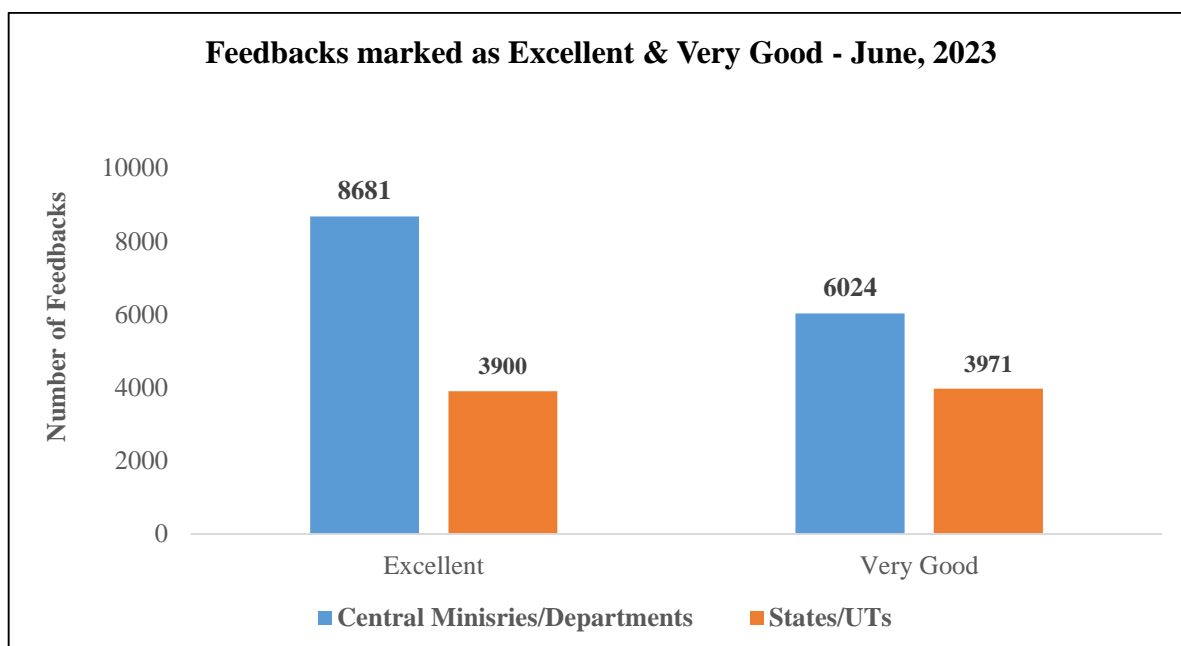
- From 1st June, 2023 to 30th June, 2023, the BSNL Feedback Call Centre has collected **96701 feedbacks**, directly from the citizens



- A total of **33960 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of June, 2023



- A total of **22576 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of June, 2023



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

S. No.	Name of State/UT	Total Feedbacks	Satisfied %	Not Satisfied %
1	Government of Uttar Pradesh	14857	28%	72%
2	Government of Gujarat	3176	31%	69%
3	Government of Maharashtra	2993	37%	63%
4	Government of Bihar	2401	29%	71%
5	Government of Madhya Pradesh	2212	30%	70%
6	Government of Jharkhand	2183	48%	52%
7	Government of Assam	2039	61%	39%
8	Government of Rajasthan	1948	32%	68%
9	Government of Punjab	1694	53%	47%
10	Government of Haryana	1534	31%	69%

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 **1st January, 2023 to 30th June, 2023**.

States/UTs have been categorized into 4 groups to enable a fair comparison; 1st Group (Group A) consists of all North Eastern States, 2nd Group (Group B) all the Union Territories, 3rd Group (Group C) comprises rest of the States receiving higher number of grievances (i.e., ≥ 17500) and 4th Group (Group D) consists of rest of the States receiving lower number of grievances (i.e., < 17500)

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%
Total Weightage				100%

7.2. Ranking of North Eastern States – Group A

(North Eastern States)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank	Rank as compared to May, 2023
1	Government of Sikkim	176	66.70%	1	-
2	Government of Assam	28271	57.45%	2	-
3	Government of Arunachal Pradesh	321	52.30%	3	-
4	Government of Tripura	1388	47.26%	4	↑
5	Government of Meghalaya	327	46.93%	5	↓
6	Government of Mizoram	565	24.60%	6	-
7	Government of Nagaland	772	13.70%	7	-
8	Government of Manipur	3151	10.70%	8	-

- Government of Sikkim has scored a cumulative percentage of 66.70%, standing 1st in the comparative ranking of North-Eastern States
- Government of Nagaland with a net score of 13.70% stands 7th in the list while Government of Manipur with a net score of 10.70% stands last i.e., 8th among all the North-Eastern States

7.3. Ranking of Union Territories – Group B

(Union Territories)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank	Rank as compared to May, 2023
1	Government of Lakshadweep	188	70.41%	1	-
2	Government of Andaman & Nicobar	601	64.55%	2	-
3	Government of Ladakh	160	55.25%	3	-
4	Government of NCT of Delhi	17650	47.89%	4	-
5	Government of Puducherry	1286	42.28%	5	-
6	Government of Chandigarh	2452	37.56%	6	-
7	Government of Jammu and Kashmir	8331	35.77%	7	↑
8	Government of Dadra & Nagar Haveli	220	31.42%	8	↑
9	Government of Daman & Diu	397	29.54%	9	↓

- Government of Lakshadweep with a net score of 70.41% stands 1st 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 NCT of Delhi with a cumulative percentage score of 47.89% stands at 4th position among all the Union Territories
- Government of Jammu and Kashmir with a cumulative percentage score of 35.77% stands 7th among all the Union Territories

7.4. Ranking of States – Group C

(Rest of the States with Total Grievances more than equal to 17500 grievances)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank	Rank as compared to May, 2023
1	Government of Uttar Pradesh	137310	63.90%	1	-
2	Government of Jharkhand	20130	48.95%	2	-
3	Government of Madhya Pradesh	26893	43.53%	3	-
4	Government of Rajasthan	19791	43.38%	4	-
5	Government of Gujarat	40990	41.64%	5	-
6	Government of Punjab	37419	30.39%	6	↑
7	Government of Bihar	31575	29.09%	7	-
8	Government of Haryana	27382	28.53%	8	↓
9	Government of Maharashtra	45136	26.90%	9	-
10	Government of West Bengal	19830	8.27%	10	-

- Government of Uttar Pradesh with a cumulative score of 63.90% tops the Group C, which contains rest of the States with Total Grievances more than 17500
- Government of Jharkhand follows Government of Uttar Pradesh, standing 2nd in the list with a net score of 48.95%
- Government of Maharashtra with a net score of 26.90% stands 9th in Group C
- Government of West Bengal with a cumulative score of 8.27% stands last i.e., 10th in Group C, with West Bengal being the only state with a net score of less than 10%

7.5. Ranking of States – Group D

(Rest of the States with Total Grievances less than 17500 grievances)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank	Rank as compared to May, 2023
1	Government of Telangana	3107	74.44%	1	-
2	Government of Chhattisgarh	6115	57.50%	2	-
3	Government of Kerala	4581	52.16%	3	↑
4	Government of Uttarakhand	8739	50.85%	4	↓
5	Government of Tamil Nadu	15013	43.05%	5	-
6	Government of Goa	905	31.76%	6	-
7	Government of Himachal Pradesh	4507	21.49%	7	-
8	Government of Karnataka	13035	16.73%	8	-
9	Government of Andhra Pradesh	8401	15.62%	9	↑
10	Government of Odisha	15628	12.71%	10	↓

- Government of Telangana with a net score of 74.44% stands 1st in the Group D
- Government of Odisha finishes last i.e., 10th in Group D with a cumulative score of 12.71%

8. Performance of States/UTs

- For States/UTs, till 30th June, 2023, a total of 365678 grievances have been received with additional 187065 grievances being brought forward from the year 2022, 364468 grievances have been disposed of while 188275 grievances are still pending disposal
- For the month of June, 2023, the Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 20470 grievances, followed by the Government of Assam at 2nd place, with the number standing at 4514 registrations. The Government of Gujarat with 3687 receipts in June, completes the Top 3 positions
- Government of Jharkhand recorded 2274 grievances in the month of June, thus placing it 6th in the list, with the Top 10 being closed by the Government of NCT of Delhi which has received 1931 grievances
- In the month of June, 2023, the Government of Uttar Pradesh has disposed of the maximum number of grievances (22168) followed by the Government of Gujarat disposing of 5602 grievances and Government of Assam at the 3rd place, disposing of 4266 grievances
- Government of Maharashtra with a pendency of 23248 grievances tops the list of States/UTs with the highest pendency, followed by the Government of West Bengal with 19770 pending grievances, the Government of Punjab with a pendency of 16528 grievances stands at the 3rd position, the Government of Odisha with a pendency of 14667 grievances stands at the 4th position, with the Top 10 list closed by Government of Madhya Pradesh which has a pendency of 7892 grievances
- As of 30th June, 2023, Government of Maharashtra is the only state with a pendency of more than 20000 grievances while 9 states have more than 10000 pending grievances

9. 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 62 Days
- Government of Mizoram has the highest Average Closing Time of 247 days (against 334 disposals), followed by the Government of Andhra Pradesh standing at the 2nd position with an Average Closing Time of 184 days (against 1395 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 Jammu & Kashmir averaging 165 days (against 6403 disposals) stands at the 4th position. Government of Ladakh taking an average of 129

days to close out a grievance (against 136 disposals) stood at the 6th position, the Government of Tripura recording an average of 107 days (against 1106 disposals) closed out the Top 10 list

- Government of Telangana with Average Closing time of 7 days (against 3043 disposals) tops the list of States/UTs with lowest Average Closing Time, followed by the Government of Lakshadweep at the 2nd position which averaged 14 days (against 181 disposal) and the Government of Andaman & Nicobar at the 3rd position, registering an Average Closing Time of 21 days (against 546 disposal)
- Government of Sikkim closes out the Top 5 position with an Average Closing Time of 43 days (against 173 disposals), the Government of Kerala standing at the 6th place, with an Average Closing Time of 44 days (against 4128 disposals), and the Government of Chhattisgarh averaging 46 days (against 5142 disposals) stands at the 7th place. Government of Chandigarh with an Average Closing Time of 52 days (against 1569 disposals) closes out the Top 10 list

10. Public Grievance Officers

- Number of PG officers mapped onto CPGRAMS for States/UTs stands at 35387 officers
- Government of Haryana has the maximum number of mappings with the figure standing at 7588 officers, followed by the Government of Maharashtra which has mapped 5153 officers, and the Government of Gujarat standing at the 3rd place with 4904 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 1399 mappings, and the latter standing at the 10th position with 1077 officers mapped onto the CPGRAMS

11. Integration of State/UT Portals with CPGRAMS

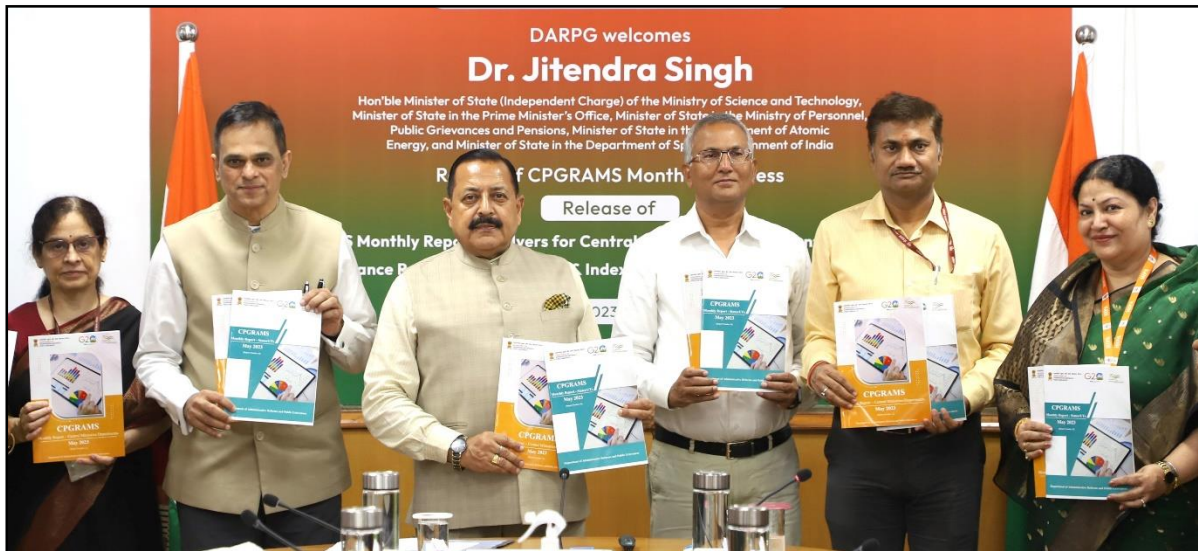
- Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of linking all the respective State/UT portals with CPGRAMS
- 18 States/UTs which have dedicated public grievance portals, 2 States namely Tamil Nadu and West Bengal 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

12. 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 08th 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. ATI Delhi has refunded unspent grant of Rs. 13,32,186/-.
- ATIs which have not spent the entire grant released in FY 2022-23 were requested, vide letter dated 08th May, 2023 as well as during the monthly meeting held on 16th May, 2023, to utilize unspent balance of grant, if any, and submit Utilization Certificates at the earliest
- As per information received so far, 5 ATIs, namely Haryana, Andhra Pradesh, Madhya Pradesh, Punjab and Mizoram have fully utilized their Sevottam grant released in 2022-23 whereas 6 ATIs namely Jharkhand, Uttar Pradesh, Rajasthan, Tamil Nadu, Maharashtra and Tripura have partially utilized their grant
- Sevottam proposals for 2023-24 of 8 ATIs namely, Assam, Sikkim, Odisha, Haryana, Andhra Pradesh, Madhya Pradesh, Punjab and Delhi are under process

13. Media Outreach



Hon'ble MoS Dr Jitendra Singh releasing CPGRAMS Monthly Reports for the month of May, 2023

Ministry of Personnel, Public Grievances & Pensions

10th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of May, 2023

A total of 65,983 Grievances Redressed by State/UTs in May, 2023. Pendency reduced to 1,94,713 grievances across State Governments. Highest ever monthly redressal of 65983 grievances observed for May, 2023 across all States

Government of Uttar Pradesh tops the ranking in states with more than 15,000 grievances with a score of 62.07, followed by Jharkand at 46.14 and Madhya Pradesh at 43.05

Government of Telangana tops the rankings in states with less than 15,000 grievances with a score of 72.49 followed by Chattisgarh with a score 55.75 and Uttarakhand with a score of 49.69

Government of Sikkim tops the rankings in North East States with a score of 64.90. It is followed by Assam at 54.89 and Arunachal Pradesh at 51.72

Government of Lakshwadweep tops the rankings in Union Territories with a score of 70.56 followed by Andaman & Nicobar at 63.09 and Ladakh at 55.20

For the month of May, 2023 Government of Uttar Pradesh has received the maximum number of grievances- 18,404 and also disposed the highest number - 16,780

Posted On: 14 JUN 2023 12:35PM by PIB Delhi

AIR News, Port Blair, A&N Islands @airnews_pb

Andaman and Nicobar Islands secures second place in Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) monthly report for May, 2023.

Lakshwadweep topped the rankings in Gr. B category for UTs with a score of 70.56 followed by A & N at 63.09 & Ladakh at 55.20

3:23 PM · Jun 14, 2023 · 1,601 Views

PIB in Sikkim @PIBGangtok

10th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of May, 2023.

Sikkim Govt. tops the rankings in North East States with a score of 64.90.

#AmritKaal
Details: pib.gov.in/PressReleasePa...
@PMOIndia @Laxmanacharya54 @PSTamangGolay

Sno	Name of the Category	Rank 1	Rank 2	Rank 3
1	NE States	Sikkim	Assam	Arunachal Pradesh
2	Union Territories	Lakshwadweep	Andaman & Nicobar	Ladakh
3	States with More than 15,000 Grievances	Uttar Pradesh	Jharkand	Madhya Pradesh
4	States with More than 15,000 Grievances	Telangana	Chattisgarh	Uttarakhand

sikkimgovtpr and 9 others

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Annexures

Annexure 1: Performance of States

Annexure 1.1.: Maximum Number of Receipts – June, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15375	20470	35845	22168	13677
2	Government of Assam	5693	4514	10207	4266	5941
3	Government of Gujarat	12004	3687	15691	5602	10089
4	Government of Maharashtra	23364	3320	26684	3436	23248
5	Government of Madhya Pradesh	7686	3106	10792	2900	7892
6	Government of Jharkhand	5952	2274	8226	2526	5700
7	Government of Haryana	11939	2209	14148	1759	12389
8	Government of Bihar	12999	2021	15020	2035	12985
9	Government of Rajasthan	4493	1951	6444	2470	3974
10	Government of NCT of Delhi	4741	1931	6672	2046	4626

Annexure 1.2.: Maximum Number of Disposals – June, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15375	20470	35845	22168	13677
2	Government of Gujarat	12004	3687	15691	5602	10089
3	Government of Assam	5693	4514	10207	4266	5941
4	Government of Punjab	18819	1821	20640	4112	16528
5	Government of Maharashtra	23364	3320	26684	3436	23248
6	Government of Madhya Pradesh	7686	3106	10792	2900	7892
7	Government of Jharkhand	5952	2274	8226	2526	5700
8	Government of Rajasthan	4493	1951	6444	2470	3974
9	Government of Jammu and Kashmir	3302	758	4060	2132	1928
10	Government of NCT of Delhi	4741	1931	6672	2046	4626

Annexure 1.3.: Maximum number of Receipts – January to June, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	121427	137310	123633	13677
2	Government of Gujarat	16822	24168	40990	30901	10089
3	Government of Punjab	15037	22382	37419	20891	16528
4	Government of Maharashtra	23678	21458	45136	21888	23248
5	Government of Assam	7309	20962	28271	22330	5941
6	Government of Madhya Pradesh	8264	18629	26893	19001	7892
7	Government of Rajasthan	4083	15708	19791	15817	3974
8	Government of Haryana	12949	14433	27382	14993	12389
9	Government of Jharkhand	6033	14097	20130	14430	5700
10	Government of Bihar	18112	13463	31575	18590	12985

Annexure 1.4.: Maximum number of Disposals – January to June, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	121427	137310	123633	13677
2	Government of Gujarat	16822	24168	40990	30901	10089
3	Government of Assam	7309	20962	28271	22330	5941
4	Government of Maharashtra	23678	21458	45136	21888	23248
5	Government of Punjab	15037	22382	37419	20891	16528
6	Government of Madhya Pradesh	8264	18629	26893	19001	7892
7	Government of Bihar	18112	13463	31575	18590	12985
8	Government of Rajasthan	4083	15708	19791	15817	3974
9	Government of Haryana	12949	14433	27382	14993	12389
10	Government of Jharkhand	6033	14097	20130	14430	5700

Annexure 1.5.: 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	23678	21458	45136	21888	23248
2	Government of West Bengal	13217	6613	19830	60	19770
3	Government of Punjab	15037	22382	37419	20891	16528
4	Government of Odisha	7889	7739	15628	961	14667
5	Government of Uttar Pradesh	15883	121427	137310	123633	13677
6	Government of Bihar	18112	13463	31575	18590	12985
7	Government of Haryana	12949	14433	27382	14993	12389
8	Government of Karnataka	6304	6731	13035	2787	10248
9	Government of Gujarat	16822	24168	40990	30901	10089
10	Government of Madhya Pradesh	8264	18629	26893	19001	7892
11	Government of Andhra Pradesh	5515	2886	8401	1395	7006
12	Government of Assam	7309	20962	28271	22330	5941
13	Government of Jharkhand	6033	14097	20130	14430	5700
14	Government of NCT of Delhi	4715	12935	17650	13024	4626
15	Government of Rajasthan	4083	15708	19791	15817	3974
16	Government of Tamil Nadu	4965	10048	15013	11181	3832
17	Government of Himachal Pradesh	2660	1847	4507	929	3578
18	Government of Manipur	575	2576	3151	31	3120
19	Government of Uttarakhand	1819	6920	8739	6560	2179
20	Government of Jammu and Kashmir	4806	3525	8331	6403	1928

(Time Period: 01/01/2023 to 30/06/2023)

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to June, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Manipur	575	2576	31	3120	180	99.02%
2	Government of Nagaland	355	417	48	724	99	93.78%
3	Government of Mizoram	411	154	334	231	247	40.88%
4	Government of Meghalaya	137	190	228	99	75	30.28%
5	Government of Arunachal Pradesh	115	206	248	73	101	22.74%
6	Government of Assam	7309	20962	22330	5941	56	21.01%
7	Government of Tripura	724	664	1106	282	107	20.32%
8	Government of Sikkim	45	131	173	3	43	1.70%

Annexure 1.7.: 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	23678	21458	45136	21888	23248	20221
2	Government of West Bengal	13217	6613	19830	60	19770	18917
3	Government of Punjab	15037	22382	37419	20891	16528	14988
4	Government of Odisha	7889	7739	15628	961	14667	13877
5	Government of Bihar	18112	13463	31575	18590	12985	11257
6	Government of Haryana	12949	14433	27382	14993	12389	10368
7	Government of Karnataka	6304	6731	13035	2787	10248	9426
8	Government of Gujarat	16822	24168	40990	30901	10089	7394
9	Government of Andhra Pradesh	5515	2886	8401	1395	7006	6632
10	Government of Madhya Pradesh	8264	18629	26893	19001	7892	5188

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	334	247
2	Government of Andhra Pradesh	1395	184
3	Government of Manipur	31	180
4	Government of Jammu and Kashmir	6403	165
5	Government of Maharashtra	21888	137
6	Government of Union Territory of Ladakh	136	129
7	Government of Bihar	18590	127
8	Government of Punjab	20891	124
9	Government of Gujarat	30901	108
10	Government of Tripura	1106	107

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	3043	7
2	Government of Union Territory of Lakshadweep	181	14
3	Government of Andaman & Nicobar	546	21
4	Government of Uttar Pradesh	123633	24
5	Government of Sikkim	173	43
6	Government of Kerala	4128	44
7	Government of Chhattisgarh	5142	46
8	Government of Uttarakhand	6560	46
9	Government of Rajasthan	15817	49
10	Government of Union Territory of Chandigarh	1569	52

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	2575	332	2907
3	Level 3	12241	307	12548
4	Level 4	9460	326	9786
5	Level 5	6325	93	6418
6	Level 6	2645	11	2656
7	Level 7	732	2	734
8	Level 8	72	3	75
9	Level 9	25	0	25
Grand Total		34113	1274	35387

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	7406	182	7588
2	Government of Maharashtra	4983	170	5153
3	Government of Gujarat	4759	145	4904
4	Government of Assam	2931	85	3016
5	Government of Jharkhand	2825	81	2906
6	Government of Odisha	1808	25	1833
7	Government of NCT of Delhi	1645	79	1724
8	Government of Madhya Pradesh	1555	136	1691
9	Government of Tamil Nadu	1361	38	1399
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 Haryana	25797	834	18372	6591
2	Government of Chhattisgarh	11215	10248	903	64
3	Government of Assam	10482	10076	233	173
4	Government of Gujarat	8646	7956	275	415
5	Government of Telangana	8244	270	7965	9
6	Government of NCT of Delhi	3158	669	198	2291
7	Government of Tamil Nadu	2328	237	373	1718
8	Government of Jharkhand	1898	254	89	1555
9	Government of Odisha	1592	1410	34	148
10	Government of Andaman & Nicobar	1552	1382	132	38

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 & State Grievance Portal	-	-	-
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 & State Grievance Portal	-	-	-
11.	Government of Haryana	State Grievance Portal	Yes	Yes	Yes
12.	Government of Himachal Pradesh	State Grievance Portal	Yes	Yes	Yes

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
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	-	-	-
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



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