



सत्यमेव जयते

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



# CPGRAMS

Monthly Report - States/UTs

July 2023

[Report Number 12]

Department of Administrative Reforms  
and Public Grievances

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## 1. Key Highlights

### 1. General

- DARPG has integrated **Bhashini** with the CPGRAMS Portal from 25<sup>th</sup> July, 2023. Bhashini is an API based language translation platform which is being utilized in the CPGRAMS platform for both Grievance Redressal Officer and Citizen Interfaces
- DARPG has developed a dedicated portal to monitor the real time status of trainings being conducted by the State/UT ATIs under the Sevottam Scheme
- In July, 2023, States/UTs disposed the maximum number of grievances, in the year 2023
- In July, 2023, the pendency in States/UTs has come down to 179077 grievances, which is the lowest recorded this year
- Tamil Nadu has accepted the request of DARPG for integration of their State Grievance Portal with CPGRAMS

### 2. Status of Public Grievances on CPGRAMS

- In July, 2023, **59560 PG cases** were received for the States/UTs and **69523 PG cases** were redressed
- For States/UTs, as on 31<sup>st</sup> July, 2023, there exists a pendency of **179077 PG cases**
- The pendency in the States/UTs has **decreased** from **188275 PG cases at the end of June, 2023** to **179077 PG cases at the end of July, 2023**
- For the **11<sup>th</sup>** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **Uttar Pradesh** has received the maximum number of grievances in July, 2023 with the number standing at 22413 grievances and disposed the maximum number of grievances with the number standing at 23120 grievances
- **33 States/UTs** have Average Closing Time of their grievances beyond the Standard Redressal Time of 30 days

### 3. Status of Pendency of Public Grievances on CPGRAMS

- **21 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> July, 2023
- Government of Maharashtra has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **22660 grievances** (overall) and **19650 grievances** (pending for more than 30 days)

#### 4. Grievance Redressal Index

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

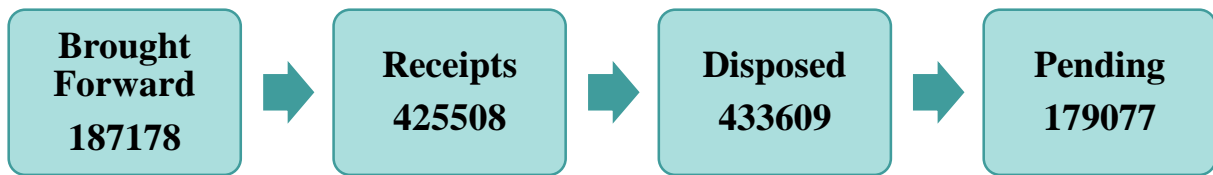
S. No.	Group	States/UTs	Rank 1	Rank 2	Rank 3
1	Group A	North-Eastern States	Sikkim	Assam	Arunachal Pradesh
2	Group B	Union Territories	Lakshadweep	Andaman & Nicobar	Ladakh
3	Group C	States with grievances $\geq 20000$	Uttar Pradesh	Jharkhand	Rajasthan
4	Group D	States with grievances $< 20000$	Telangana	Chhattisgarh	Kerala

#### 5. Review Meetings with States/UTs in the month of July, 2023

Meeting with Grievance Redressal Officers of all the States/UTs was held on 13<sup>th</sup> July, and 25<sup>th</sup> July, 2023, to review the pendency and disposal of public grievances on CPGRAMS and integration of State/UT portals with CPGRAMS.

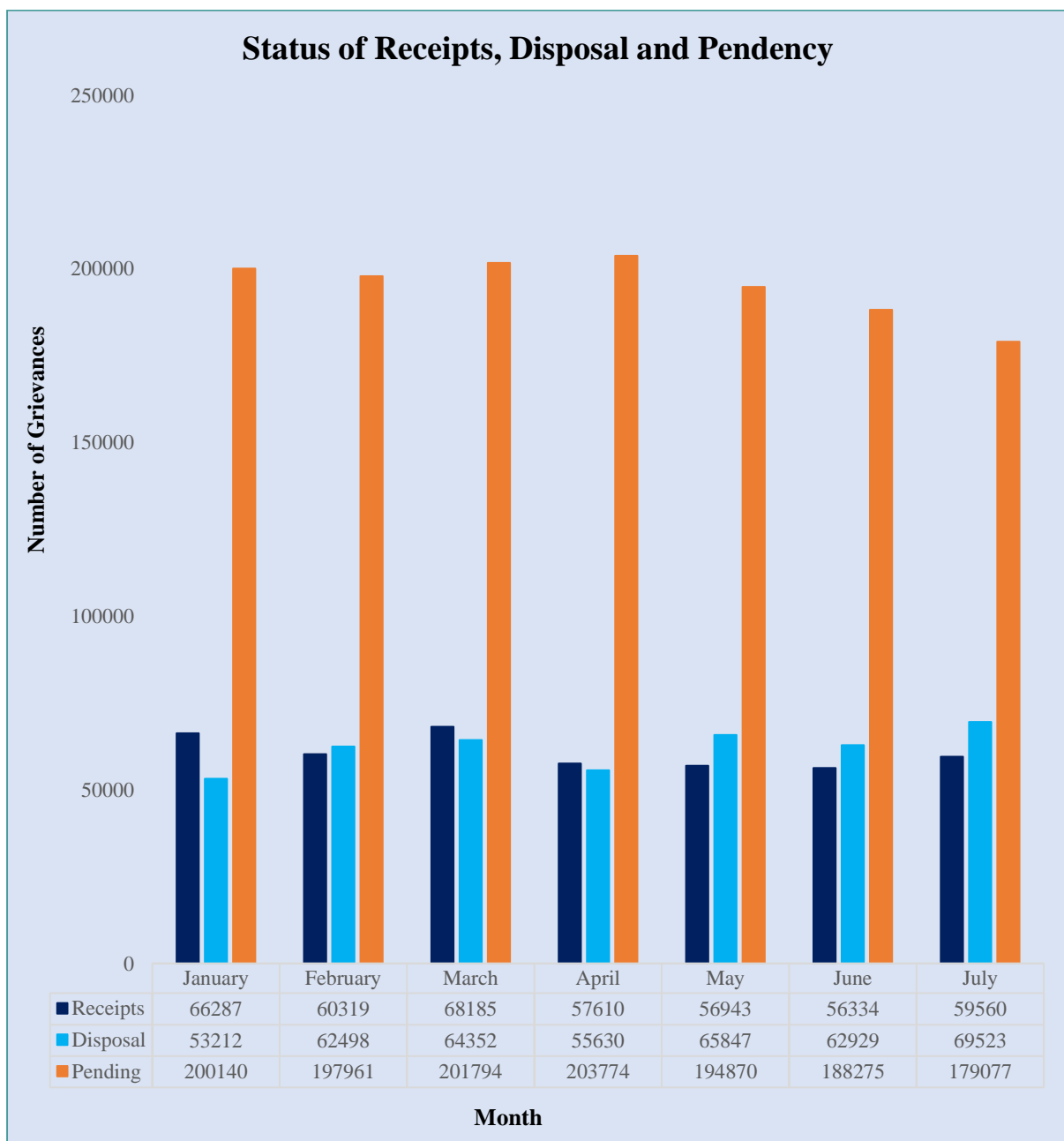
## 2. Review of Status of Disposal

### 2.1. Overview



(Time Period: 01/01/2023 to 31/07/2023)

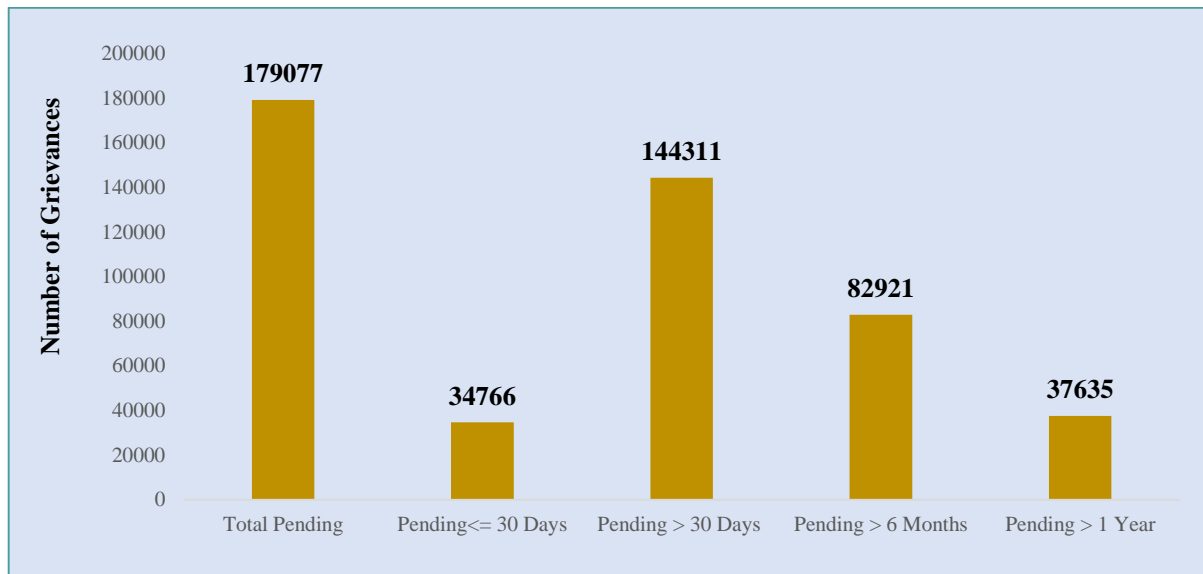
### 2.2. Month-wise Status of Grievances



(Time Period: 01/01/2023 to 31/07/2023)

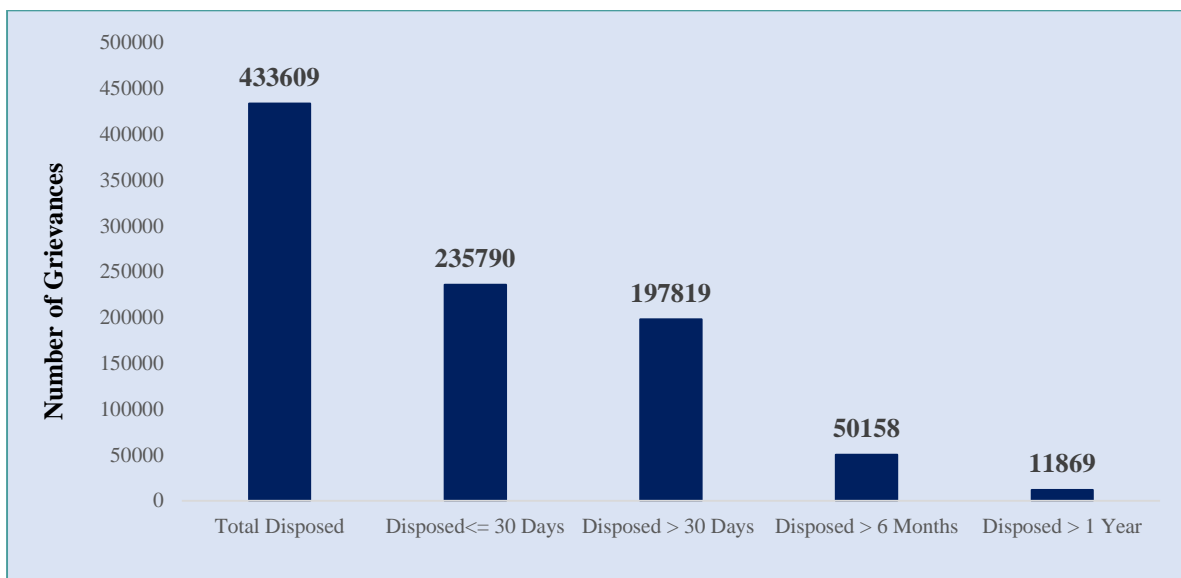
### 3. Age-wise Status of Grievances

#### 3.1. Pendency



- **80.58%** of the total pendency, i.e., 144311 grievances have been pending disposal for more than 30 Days. Maharashtra with 19650 grievances has the highest pendency for more than 30 days

#### 3.2. Disposal



- 14 States/UTs have disposed more than 50% of their disposed grievances within 30 days
- 7 States/UTs have disposed of all their grievances within 1-year time period

(Time Period: 01/01/2023 to 31/07/2023)

## 4. Grievance Redressal Index

### 4.1. Overview

To assist the States/UTs in reviewing and streamlining their Grievance Redressal System, and in having 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> July, 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.,  $\geq$  20000) and 4<sup>th</sup> Group (Group D) consists of rest of the States receiving lower number of grievances (i.e.,  $<$  20000)

**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>

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

### (North Eastern States)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Sikkim	182	66.49%	1
2	Government of Assam	31764	59.91%	2
3	Government of Arunachal Pradesh	341	52.10%	3
4	Government of Meghalaya	405	50.83%	4
5	Government of Tripura	1506	48.83%	5
6	Government of Mizoram	577	24.93%	6
7	Government of Nagaland	864	12.22%	7
8	Government of Manipur	3210	10.97%	8

- Government of Sikkim has scored a cumulative percentage of 66.49%, standing 1<sup>st</sup> in the comparative ranking of North-Eastern States
- Government of Nagaland with a net score of 12.22% stands 7<sup>th</sup> in the list while Government of Manipur with a net score of 10.97% stands last i.e., 8<sup>th</sup> among all the North-Eastern States

## 4.3. Ranking of Union Territories – Group B

### (Union Territories)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Lakshadweep	191	69.90%	1
2	Government of Andaman & Nicobar	708	64.75%	2
3	Government of Ladakh	168	56.44%	3
4	Government of NCT of Delhi	19930	49.45%	4
5	Government of Chandigarh	2936	43.36%	5
6	Government of Puducherry	1397	41.50%	6
7	Government of Jammu and Kashmir	8930	38.30%	7
8	Government of Dadra & Nagar Haveli	223	30.64%	8
9	Government of Daman & Diu	423	29.53%	9

- Government of Lakshadweep with a net score of 69.90% stands 1<sup>st</sup> among all the Union Territories of India
- Government of NCT of Delhi with a cumulative percentage score of 49.45% stands at 4<sup>th</sup> position among all the Union Territories
- Government of Jammu and Kashmir with a cumulative percentage score of 38.30% stands 7<sup>th</sup> among all the Union Territories
- Government of Dadra & Nagar Haveli and Government of Daman & Diu stands at the 8<sup>th</sup> & 9<sup>th</sup> position among all the Union Territories



#### 4.4. Ranking of States – Group C

*(Rest of the States with Total Grievances more than equal to 20000 grievances)*

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Uttar Pradesh	159816	65.46%	1
2	Government of Jharkhand	22432	51.36%	2
3	Government of Rajasthan	21949	45.90%	3
4	Government of Gujarat	44864	44.32%	4
5	Government of Madhya Pradesh	30186	43.55%	5
6	Government of Punjab	39301	36.67%	6
7	Government of Bihar	33912	30.41%	7
8	Government of Haryana	29774	29.70%	8
9	Government of Maharashtra	48759	28.83%	9
10	Government of West Bengal	20607	8.97%	10

- Government of Uttar Pradesh with a cumulative score of 65.46% tops the Group C, which contains rest of the States with Total Grievances more than 20000
- Government of Jharkhand follows Government of Uttar Pradesh, standing 2<sup>nd</sup> in the list with a net score of 51.36%
- Government of Maharashtra with a net score of 28.83% stands 9<sup>th</sup> in Group C
- Government of West Bengal with a cumulative score of 8.97% stands last i.e., 10<sup>th</sup> in Group C, with West Bengal being the only state with a net score of less than 10%

#### 4.5. Ranking of States – Group D

*(Rest of the States with Total Grievances less than 20000 grievances)*

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Telangana	3581	74.87%	1
2	Government of Chhattisgarh	6730	58.16%	2
3	Government of Kerala	5079	54.67%	3
4	Government of Uttarakhand	10008	52.44%	4
5	Government of Tamil Nadu	16475	44.29%	5
6	Government of Goa	973	31.41%	6
7	Government of Himachal Pradesh	4763	22.29%	7
8	Government of Karnataka	13819	18.06%	8
9	Government of Andhra Pradesh	8850	17.07%	9
10	Government of Odisha	17053	13.94%	10

- Government of Telangana with a net score of 74.87% stands 1<sup>st</sup> in the Group D
- Government of Tamil Nadu with a net score of 44.29% stands 5<sup>th</sup> in the Group D
- Government of Karnataka with a net score of 18.06% stands 8<sup>th</sup> in the Group D
- Government of Odisha finishes last i.e., 10<sup>th</sup> in Group D with a cumulative score of 13.94%

## 5. Performance of States/UTs

### ✓ July, 2023

- For the month of July, 2023, the Government of Uttar Pradesh has received the maximum number of grievances with the state receiving 22413 grievances, followed by the Government of Gujarat at 2<sup>nd</sup> place, with the number standing at 3851 registrations. The Government of Maharashtra with 3558 receipts in July, completes the Top 3 positions
- Government of Haryana recorded 2371 grievances in the month of July, thus placing it 6<sup>th</sup> in the list, with the Top 10 being closed by the Government of Rajasthan which has received 2152 grievances
- In the month of July, 2023, the Government of Uttar Pradesh has disposed of the maximum number of grievances (23120) followed by the Government of Punjab disposing of 8131 grievances and Government of Assam at the 3<sup>rd</sup> place, disposing of 5678 grievances
- Government of Maharashtra with a pendency of 22660 grievances tops the list of States/UTs with the highest pendency, followed by the Government of West Bengal with 20419 pending grievances, the Government of Odisha with a pendency of 15866 grievances stands at the 3<sup>rd</sup> position, the Government of Bihar with a pendency of 13296 grievances stands at the 4<sup>th</sup> position, with the Top 10 list closed by Government of Madhya Pradesh which has a pendency of 8188 grievances

## 6. Integration of Bhashini with CPGRAMS Portal

**AI-based BHASHINI platform has now been seamlessly integrated with CPGRAMS Portal**

**The following are the benefits of this integration:**

- ✓ This integration would facilitate the Grievance Redressal Officer (GROs) to effortlessly translate the regional language grievance texts into English
- ✓ The final replies of the GROs can also be translated from English back into the regional language, which was the original language of the grievance text
- ✓ As a result of this integration, complainants will have the option to view the final reply in both English and the translated native language, ensuring better understanding and communication between the citizen and the concerned authorities

## 7. Training of J&K Officers by HIPA, Gurugram

Haryana Institute of Public Administration (HIPA), Gurugram organised a 3-days ToT programme for the officers and trainers of Jammu & Kashmir from 5<sup>th</sup> to 7<sup>th</sup> July, 2023.



The ToT Programme was attended by 23 officers of the UT of Jammu and Kashmir. As communicated by the trainees, the HIPA Team has done a great job in coordinating and conducting the Programme.



To have a practical training experience of CPGRAMS, the trainees visited the office of DARPG and interacted with the officers of DARPG.

## 8. Public Grievance Redressal Mechanism – CM Window, Haryana

CM Window is a system established in Haryana for addressing and monitoring grievances. The Chief Minister of Haryana, Shri Manohar Lal Khattar noticed delays in resolving requests raised during Janta Darbar and in response, directed that grievances should be resolved at the departmental level.

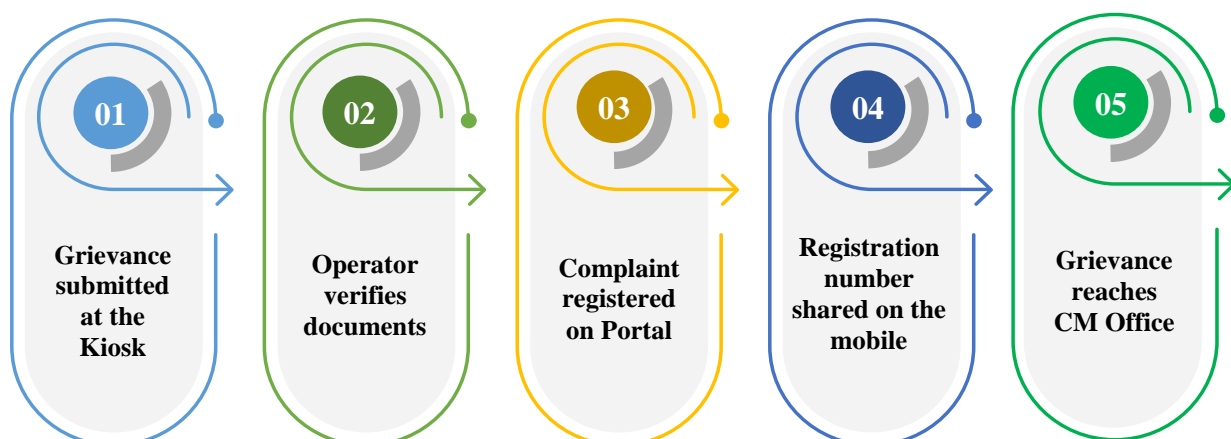
After conducting thorough research, the CM Window was officially launched on **25<sup>th</sup> December, 2014**.



To facilitate a smooth online grievance handling process, specially equipped Kiosks were installed in each district headquarters, as well as at the CM residence and Civil Secretariat. These Kiosks were equipped with the latest technology, including computers, laser scanners, and other peripherals. CM Window system and related facilities are now available at every sub-division/tehsil.

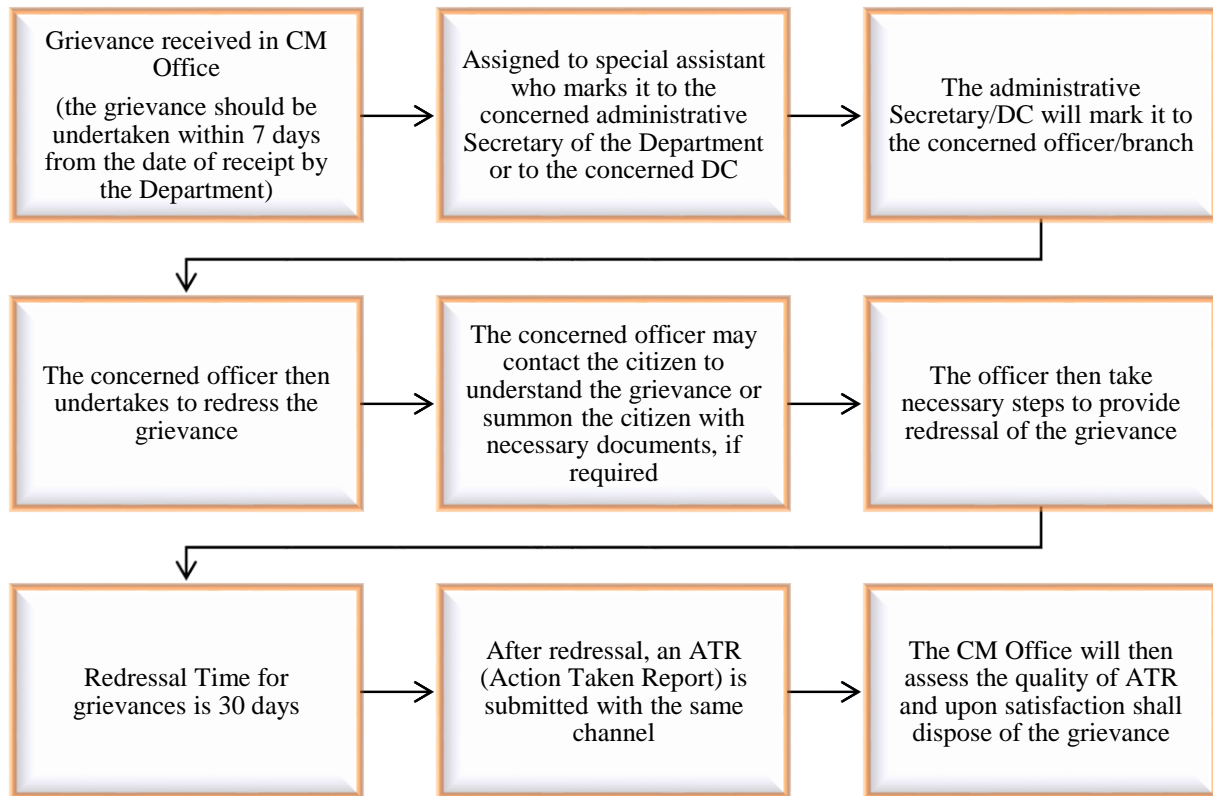
To lodge a grievance, a complainant is required to provide a working mobile number and photo-id proof.

### Registration Process:





### Process of Grievance redressal:



### Special feature: High Priority grievance:

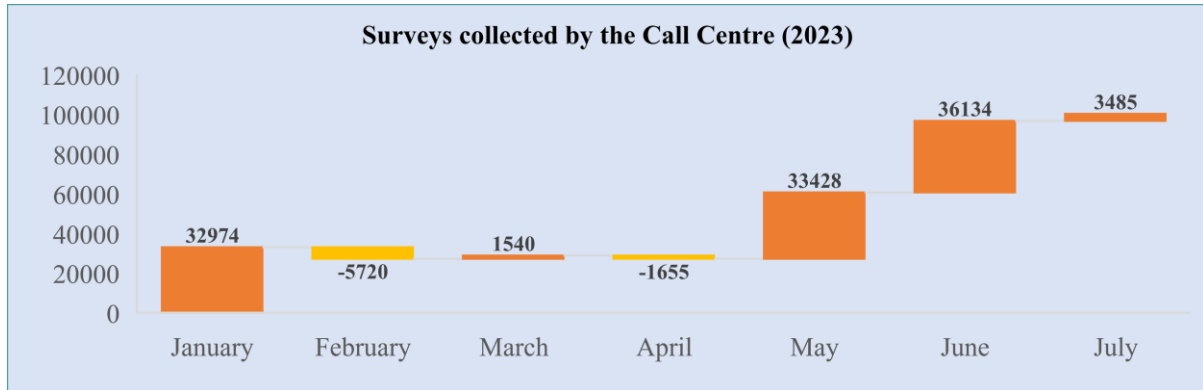
- High Priority Grievances are usually related to **Corruption** or any grievance which affects the public at large
- Upon marking a grievance as a high priority, the same is tracked by only a senior retired supervisor
- There is a special dashboard for High Priority Grievances

### Other Features include:



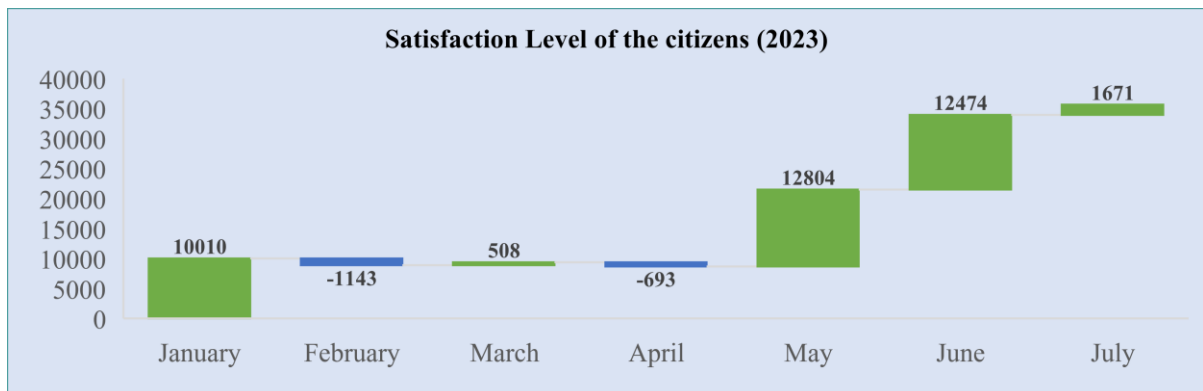
## 9. BSNL Feedback Call Centre

- From 1<sup>st</sup> January to 31<sup>st</sup> July, 2023, the BSNL Feedback Call Centre has collected **373615** feedbacks, directly from the citizens (*highest in the month of July, 2023*)



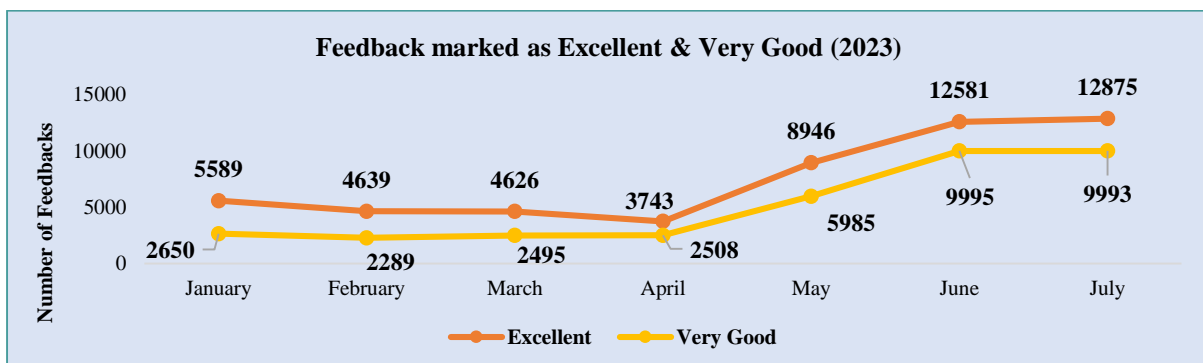
Month	January	February	March	April	May	June	July
Feedbacks Collected	32974	27254	28794	27139	60567	96701	100186

- A total of **128011** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023

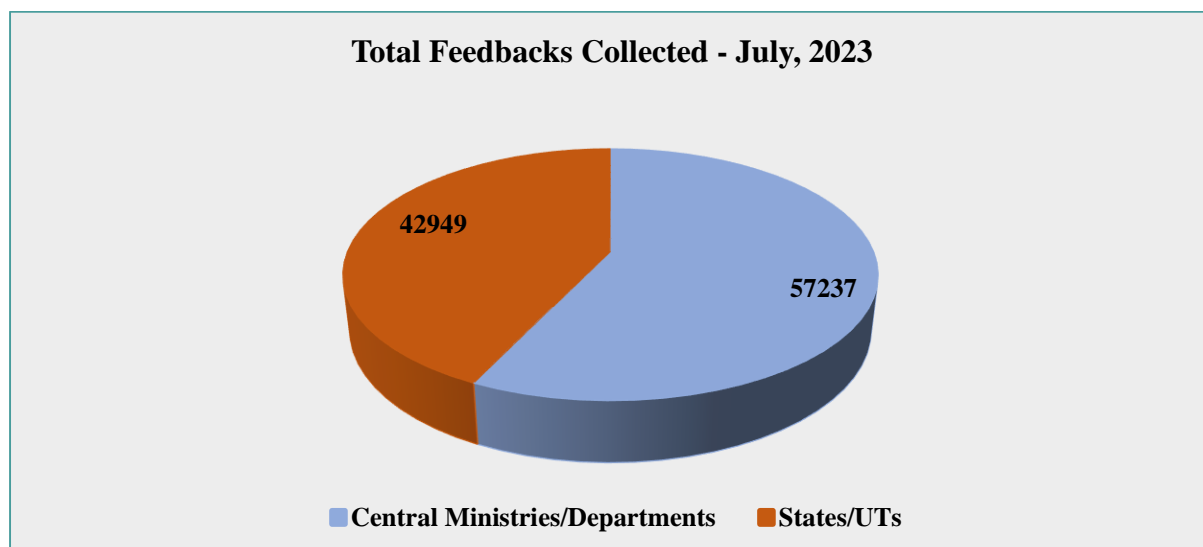


Month	January	February	March	April	May	June	July
Satisfaction	10010	8867	9375	8682	21486	33960	35631

- A total of **88914** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023



- From 1<sup>st</sup> July, 2023 to 31<sup>st</sup> July, 2023, the BSNL Feedback Call Centre has collected **100186 feedbacks**, directly from the citizens

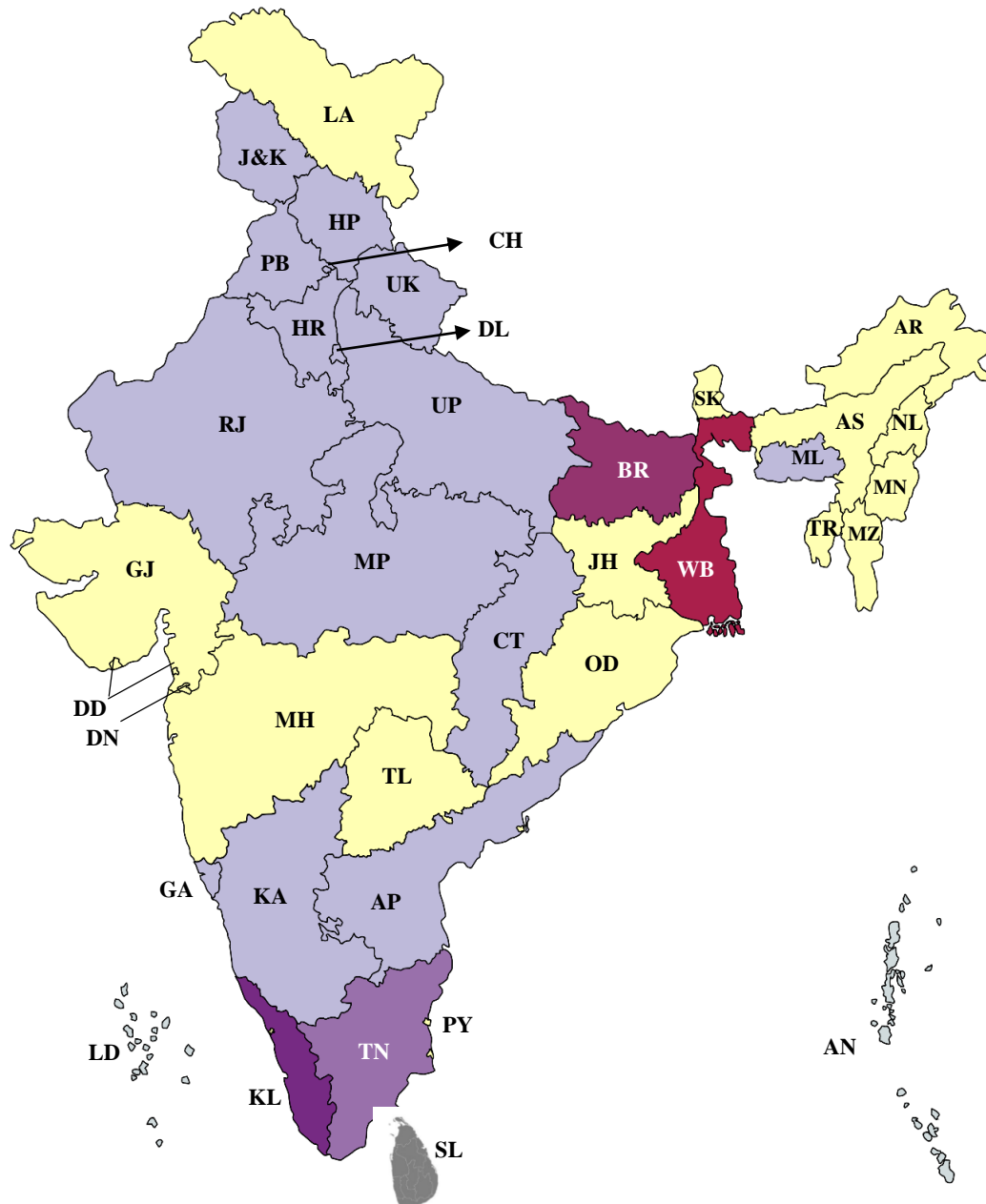


- A total of **35631 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of July, 2023
- A total of **22868 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of July, 2023
- Top 10 States/UTs for which the maximum citizen feedbacks has been collected by the BSNL Call Centre in the month of July, 2023**

S. No.	Name of State/UT	Total Feedbacks	Satisfied %	Not Satisfied %
1	Government of Uttar Pradesh	15271	29%	71%
2	Government of Maharashtra	3521	36%	64%
3	Government of Punjab	2918	65%	35%
4	Government of Gujarat	2832	29%	71%
5	Government of Madhya Pradesh	2420	27%	73%
6	Government of Assam	2389	53%	47%
7	Government of Bihar	2363	32%	68%
8	Government of Rajasthan	2060	29%	71%
9	Government of Jharkhand	1933	50%	50%
10	Government of Haryana	1695	31%	69%

## 10. Integration of State/UT Portals with CPGRAMS

Under the One Nation-One Portal vision, the Department of Administrative Reforms and Public Grievances has undertaken a massive mandate of linking all the respective States/UTs grievance portals with CPGRAMS.



- States/UTs which use CPGRAMS Portal
- States/UTs which have dedicated Public Grievance Portal
- State pending with Forward & Backward Integration with CPGRAMS
- State pending with Backward Integration with CPGRAMS
- State pending with Backward Integration and do not feature CPGRAMS link on their respective portal
- State pending with Forward & Backward Integration, and do not feature CPGRAMS link on their portal



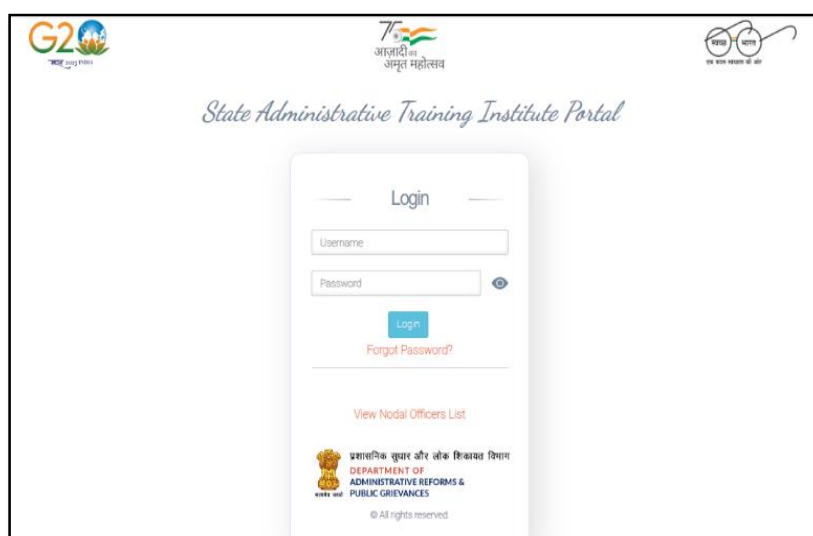
## 11. Sevottam Scheme

- In a major capacity-building effort, the Department of Administrative Reforms & Public Grievances implements the “**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 were released during the financial year 2022-23:
  1. Haryana
  2. Punjab
  3. Uttar Pradesh
  4. Jharkhand
  5. Madhya Pradesh
  6. Rajasthan
  7. Meghalaya
  8. West Bengal
  9. Maharashtra
  10. Gujarat
  11. Andhra Pradesh
  12. Telangana
  13. Tamil Nadu
  14. Tripura
  15. Goa
  16. Himachal Pradesh
  17. Mizoram
  18. Kerala
  19. Jammu & Kashmir
- 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. ATI Delhi and Karnataka have refunded an unspent grant of ₹13,32,186/- and ₹10,35,542/- respectively
- 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, 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 are under process:
  1. Assam
  2. Sikkim
  3. Odisha
  4. Haryana
  5. Andhra Pradesh
  6. Madhya Pradesh
  7. Punjab
  8. Delhi

## 12. Portal for monitoring of Sevottam Scheme

Department of Administrative Reforms & Public Grievances has developed a dedicated portal for monitoring of State/UT ATIs.

- ✓ The primary purpose is to have a simple but effective centralized database for monitoring all the State ATIs that are provided grants for conducting different training modules
- ✓ At present, there is no such mechanism to track or monitor the real time status of the programs/trainings and funds utilization in any program by the State/UT ATIs



**Link:** <https://ati.darpg.in.net/login/>



- ✓ The portal will act as a single window platform for overall monitoring for program details, trainers, trainees, training status, generation of online certificate on completion of training
- ✓ 31 State/UT ATI accounts has been made for course details management, adding/updating the course material, and tracker trainers and trainees' data
- ✓ The individuals can register, modify information, download the course material and course completion certificate from the portal

The portal will make it easy to circulate documents related to trainings (like guidelines, course content, calendars, circulars) and the database which would capture real time information related to trainings, nominations, certificate generation, training photographs, etc.

It will enhance conducting the training programs and making the courses more efficient and hassle free. From registering courses, administering trainees, tracking the performance, reporting assessment results, and issue certification.

## 13. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

### 11th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of June, 2023

A total of 62,929 Grievances Redressed by State/UTs in June, 2023. Pendency reduced to 1,88,275 grievances across State/UT Governments

Government of Sikkim tops the rankings in North East States with a score of 66.70%. It is followed by Government of Assam at 57.45% and Government of Arunachal Pradesh at 52.30%

Government of Lakshadweep tops the rankings in Union Territories with a score of 70.41% followed by Government of Andaman & Nicobar at 64.55% and Government of Ladakh at 55.25%

Government of Uttar Pradesh tops the ranking in states with more than 17,500 grievances with a score of 63.90%, followed by Government of Jharkhand at 48.95% and Government of Madhya Pradesh at 43.53%

Government of Telangana tops the rankings in states with less than 17,500 grievances with a score of 74.44% followed by Government of Chhattisgarh with a score 57.50% and Government of Kerala with a score of 52.16%

For the month of June, 2023, Government of Uttar Pradesh has received the maximum number of grievances - 20,470 and also disposed the highest number of grievances – 22,168

Posted On: 11 JUL 2023 6:18PM by PIB Delhi


 PIB India  
@PIB\_India

11th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of June 2023

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Read here: [pib.gov.in/PressReleasePa...](http://pib.gov.in/PressReleasePa...)


6:46 PM · Jul 11, 2023 · 6,515 Views

 ANI  
@ANI


A total of 62,929 Grievances were Redressed by state and Union Territories in June, 2023. This has meant that the pendency reduced to 1,88,275 grievances across the states/UTs Governments: states the 11th Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) monthly report.

Released by the Department of Administrative Reforms and Public Grievances (DARPG), the CPGRAMS report provides a detailed analysis of types and categories of public grievances and the nature of disposal.

7:17 PM · Jul 11, 2023 · 49.8K Views

 Chief Minister Assam  
@CMOfficeAssam

In the recently released report on CPGRAMS, released by the Department of Administrative Reforms & Public Grievances, Assam has stood out as one of the top performers across several indicators.



**Addressing Citizens' Grievances**  
Highlights from CPGRAMS monthly report

- Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.
- Assam is ranked 2 in grievance redressal among the North East states
- 61% of respondents were satisfied with the redressal provided, the highest satisfaction rate in the country
- With 4,514 registrations, Assam holds second position in terms of grievances received
- Assam is in third position overall in terms of grievance redressal, with 4,266 grievances redressed
- Between January to June 2023, Assam disposed off 22,330 cases, the third highest in India
- Between January to June 2023, Assam's pendency rate is just 21.01%

Himanta Biswa Sarma

5:52 PM · Jul 12, 2023 · 19.1K Views

### Sikkim tops, Uttar Pradesh among bigger states in grievance redressal

ANI | Updated: Jul 11, 2023 22:45 IST

New Delhi [India], July 11 (ANI): Sikkim has topped the northeastern states in addressing public grievances, followed by Assam and Arunachal Pradesh.

The government of Sikkim tops the ranking among the North Eastern States with a score of 66.70 per cent, followed by the Government of Assam with a score of 57.45 per cent and the Government of Arunachal Pradesh with a score of 52.30 per cent. Sikkim has disposed of 173 grievances with an average closing time of 43 days from January to June 2023.

### Sikkim tops northeast, UP among bigger states in grievance redressal: Govt report

New Delhi, Jul 11 (PTI) Sikkim has topped the northeastern states in addressing public complaints, followed by Assam and Arunachal Pradesh, the Centre said on Tuesday. The ranking was made in the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) monthly report, released by the Department of Administrative Reforms and Public Grievances (DARPG) under the [...]

PTI  
11 July, 2023 08:07 pm IST

## Annexures

### Annexure 1: Performance of States

#### Annexure 1.1.: Maximum Number of Receipts – July, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13770	22413	36183	23120	13063
2	Government of Gujarat	10149	3851	14000	5678	8322
3	Government of Maharashtra	23386	3558	26944	4284	22660
4	Government of Assam	5946	3489	9435	4751	4684
5	Government of Madhya Pradesh	7923	3262	11185	2997	8188
6	Government of Haryana	12475	2371	14846	2452	12394
7	Government of Bihar	13008	2318	15326	2030	13296
8	Government of Jharkhand	5706	2296	8002	2786	5216
9	Government of NCT of Delhi	4760	2213	6973	2540	4433
10	Government of Rajasthan	3980	2152	6132	2879	3253

#### Annexure 1.2.: Maximum Number of Disposals – July, 2023

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13770	22413	36183	23120	13063
2	Government of Punjab	16535	1877	18412	8131	10281
3	Government of Gujarat	10149	3851	14000	5678	8322
4	Government of Assam	5946	3489	9435	4751	4684
5	Government of Maharashtra	23386	3558	26944	4284	22660
6	Government of Madhya Pradesh	7923	3262	11185	2997	8188
7	Government of Rajasthan	3980	2152	6132	2879	3253
8	Government of Jharkhand	5706	2296	8002	2786	5216
9	Government of NCT of Delhi	4760	2213	6973	2540	4433
10	Government of Haryana	12475	2371	14846	2452	12394

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	143933	159816	146753	13063
2	Government of Gujarat	16820	28044	44864	36542	8322
3	Government of Maharashtra	23716	25043	48759	26099	22660
4	Government of Assam	7309	24455	31764	27080	4684
5	Government of Punjab	15037	24264	39301	29020	10281
6	Government of Madhya Pradesh	8264	21922	30186	21998	8188
7	Government of Rajasthan	4083	17866	21949	18696	3253
8	Government of Haryana	12956	16818	29774	17380	12394

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of Jharkhand	6034	16398	22432	17216	5216
10	Government of Bihar	18112	15800	33912	20616	13296

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	143933	159816	146753	13063
2	Government of Gujarat	16820	28044	44864	36542	8322
3	Government of Punjab	15037	24264	39301	29020	10281
4	Government of Assam	7309	24455	31764	27080	4684
5	Government of Maharashtra	23716	25043	48759	26099	22660
6	Government of Madhya Pradesh	8264	21922	30186	21998	8188
7	Government of Bihar	18112	15800	33912	20616	13296
8	Government of Rajasthan	4083	17866	21949	18696	3253
9	Government of Haryana	12956	16818	29774	17380	12394
10	Government of Jharkhand	6034	16398	22432	17216	5216

#### 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	23716	25043	48759	26099	22660
2	Government of West Bengal	13217	7390	20607	188	20419
3	Government of Odisha	7889	9164	17053	1187	15866
4	Government of Bihar	18112	15800	33912	20616	13296
5	Government of Uttar Pradesh	15883	143933	159816	146753	13063
6	Government of Haryana	12956	16818	29774	17380	12394
7	Government of Karnataka	6304	7515	13819	3461	10358
8	Government of Punjab	15037	24264	39301	29020	10281
9	Government of Gujarat	16820	28044	44864	36542	8322
10	Government of Madhya Pradesh	8264	21922	30186	21998	8188
11	Government of Andhra Pradesh	5511	3339	8850	1718	7132
12	Government of Jharkhand	6034	16398	22432	17216	5216
13	Government of Assam	7309	24455	31764	27080	4684
14	Government of NCT of Delhi	4773	15157	19930	15497	4433
15	Government of Tamil Nadu	4980	11495	16475	12708	3767
16	Government of Himachal Pradesh	2660	2103	4763	1095	3668
17	Government of Rajasthan	4083	17866	21949	18696	3253
18	Government of Manipur	576	2634	3210	35	3175
19	Government of Uttarakhand	1819	8189	10008	7838	2170
20	Government of Jammu and Kashmir	4802	4128	8930	7108	1822
21	Government of Chhattisgarh	1286	5444	6730	5686	1044

(Time Period: 01/01/2023 to 31/07/2023)

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Manipur	576	2634	3210	35	3175	195	98.91%
2	Government of Nagaland	355	509	864	48	816	99	94.44%
3	Government of Mizoram	411	166	577	337	240	247	41.59%
4	Government of Arunachal Pradesh	115	226	341	259	82	97	24.05%
5	Government of Meghalaya	138	267	405	310	95	74	23.46%
6	Government of Tripura	724	782	1506	1231	275	104	18.26%
7	Government of Assam	7309	24455	31764	27080	4684	62	14.75%
8	Government of Sikkim	45	137	182	178	4	42	2.20%

**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	23716	25043	48759	26099	22660	19650
2	Government of West Bengal	13217	7390	20607	188	20419	19650
3	Government of Odisha	7889	9164	17053	1187	15866	14474
4	Government of Bihar	18112	15800	33912	20616	13296	11346
5	Government of Haryana	12956	16818	29774	17380	12394	10309
6	Government of Karnataka	6304	7515	13819	3461	10358	9680
7	Government of Punjab	15037	24264	39301	29020	10281	9678
8	Government of Andhra Pradesh	5511	3339	8850	1718	7132	6714
9	Government of Madhya Pradesh	8264	21922	30186	21998	8188	5664
10	Government of Gujarat	16820	28044	44864	36542	8322	5536

**Annexure 2: Average Closing Time - January to July, 2023**

**Annexure 2.1.: States/UTs with Low Average Closing Time**

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
1	Government of Telangana	3529	7
2	Government of Lakshadweep	185	16
3	Government of Andaman & Nicobar	639	21
4	Government of Uttar Pradesh	146753	23
5	Government of Kerala	4692	42

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
6	Government of Sikkim	178	42
7	Government of Chhattisgarh	5686	44
8	Government of Uttarakhand	7838	46
9	Government of Rajasthan	18696	51
10	Government of Chandigarh	2194	53

### Annexure 3: Status of Action Taken Report (ATR) - January to July, 2023

#### Annexure 3.1.: 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	27959	876	19909	7174
2	Government of Assam	13239	12790	276	173
3	Government of Chhattisgarh	11742	10773	905	64
4	Government of Gujarat	9077	8369	276	432
5	Government of Telangana	8724	270	8445	9
6	Government of NCT of Delhi	3469	978	198	2293
7	Government of Tamil Nadu	2465	245	412	1808
8	Government of Jharkhand	2007	269	100	1638
9	Government of Odisha	1765	1554	37	174
10	Government of Andaman & Nicobar	1644	1462	142	40





**Department of Administrative Reforms and Public Grievances**

**Government of India**

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