



सत्यमेव जयते

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



CPGRAMS

Monthly Report - States/UTs

August 2023

[Report Number 13]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- 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 August, 2023, States/UTs disposed the maximum number of grievances, in the year 2023
- In August, 2023, the pendency in States/UTs has come down to 169753 grievances, which is the lowest recorded this year
- Meeting with Grievance Redressal Officers of all the States/UTs was held on 21st August, 2023, to review the pendency and disposal of public grievances on CPGRAMS and integration of State/UT portals with CPGRAMS

2. Status of Public Grievances on CPGRAMS

- In August, 2023, **72491 PG cases** were received for the States/UTs and **82013 PG cases** were redressed
- For States/UTs, as on 31st August, 2023, there exists a pendency of **169753 PG cases**
- The pendency in the States/UTs has **decreased** from **179077 PG cases at the end of July, 2023** to **169753 PG cases at the end of August, 2023**
- For the **12th** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **Uttar Pradesh** has received the maximum number of grievances in August, 2023 with the number standing at 24575 grievances
- **Uttar Pradesh and Maharashtra** disposed the maximum number of grievances in August, 2023, with the number standing at 24157 and 18692 grievances respectively
- **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 31st August, 2023
- Government of West Bengal has the maximum number of pending grievances (overall and pending for more than 30 days) with the number standing at **21511 grievances** (overall) and **20419 grievances** (pending for more than 30 days)

4. Grievance Redressal Index

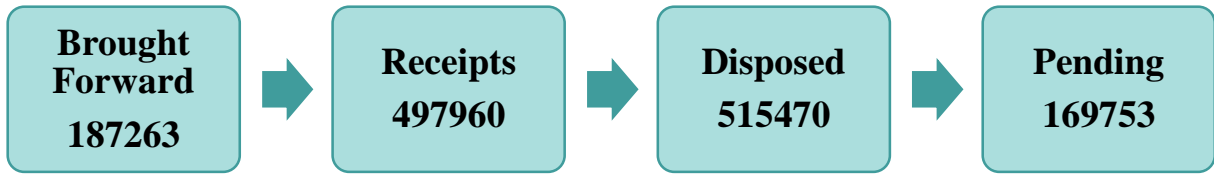
The top 3 performers among States/UTs across 4 groups are as shown below:

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 ≥ 20000	Uttar Pradesh	Jharkhand	Rajasthan
4	Group D	States with grievances < 20000	Telangana	Chhattisgarh	Kerala

Increase in percentage score of Grievance Redressal Index has been observed for all the States/UTs as compared to the last month.

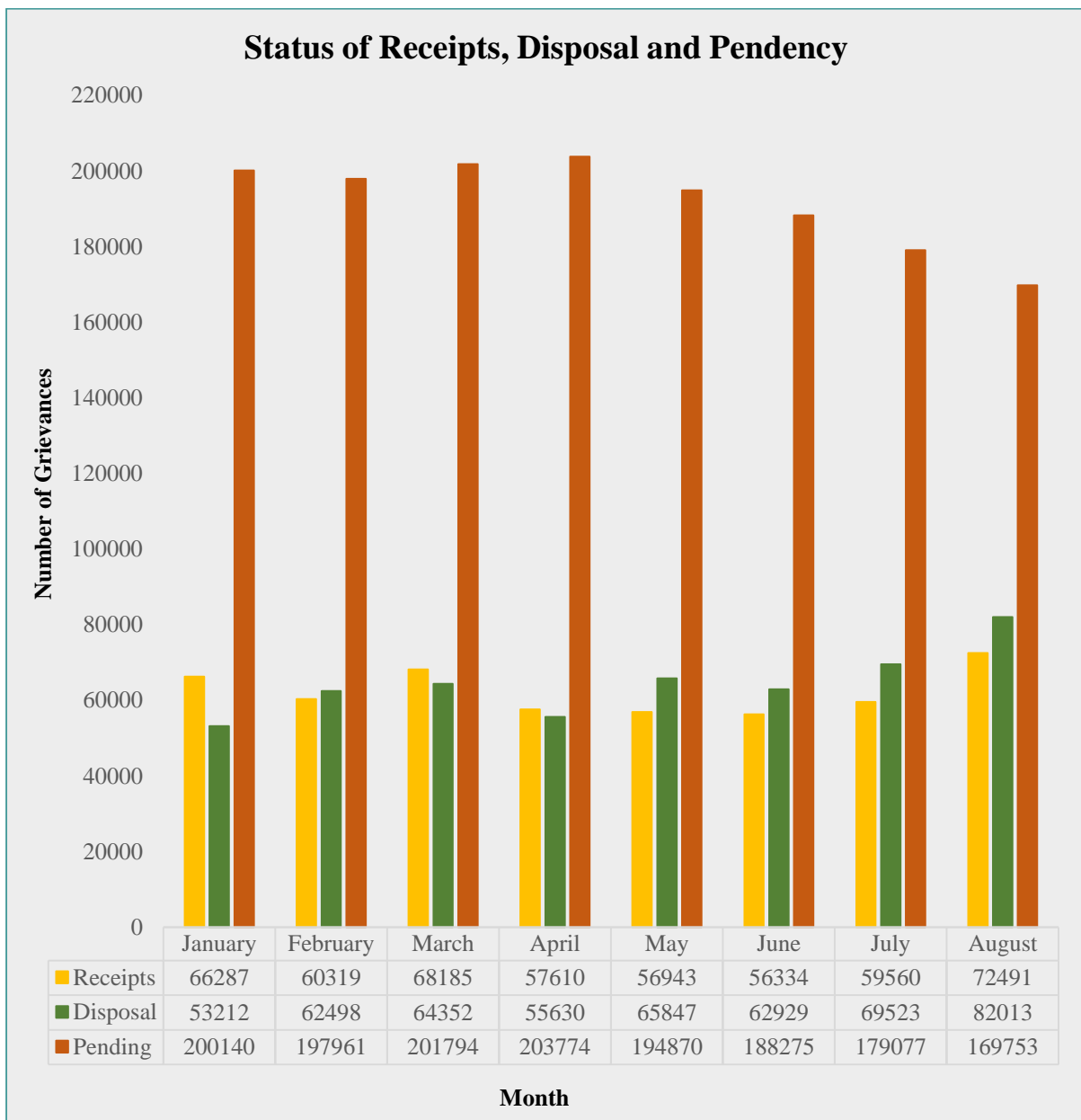
2. Review of Status of Disposal

2.1. Overview



(Time Period: 01/01/2023 to 31/08/2023)

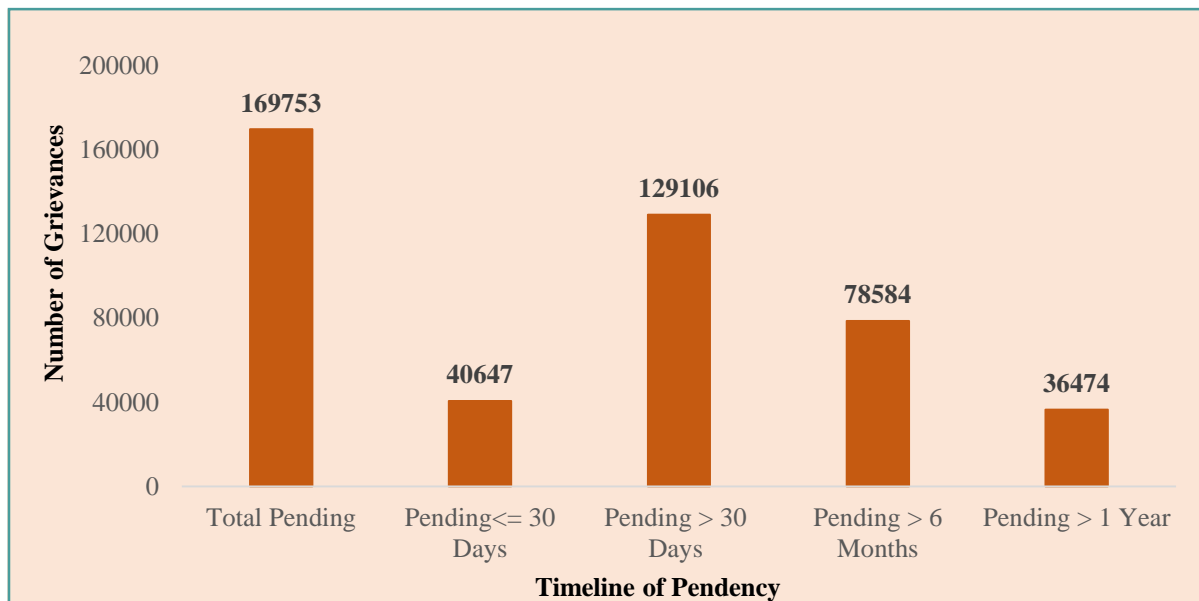
2.2. Month-wise Status of Grievances



Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

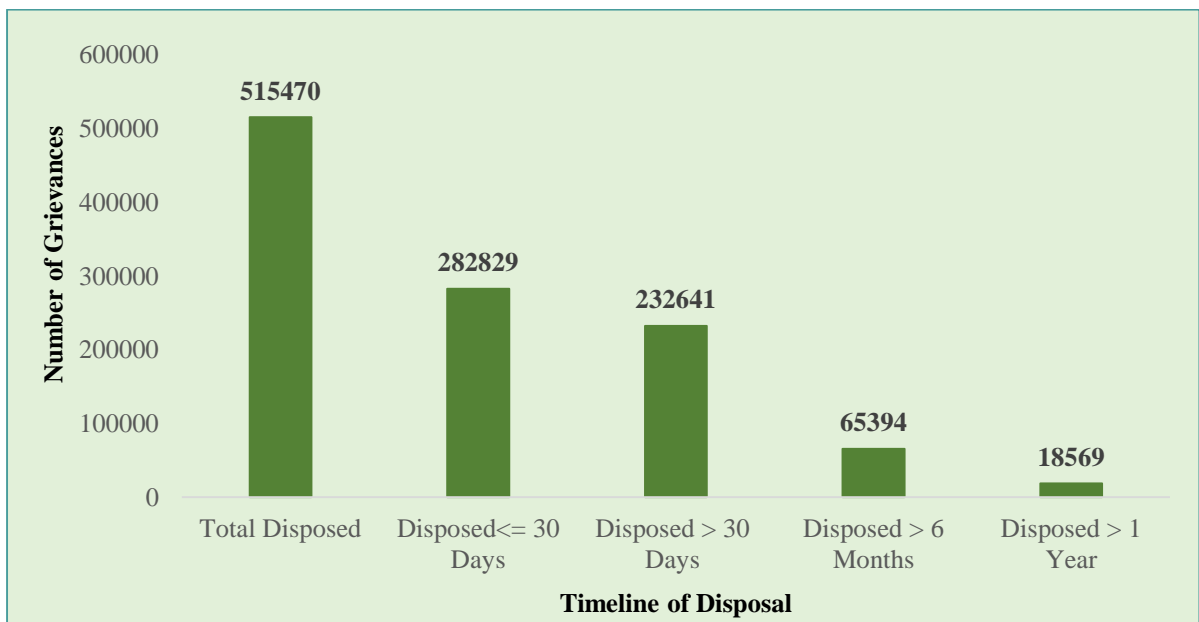
3. Age-wise Status of Grievances

3.1. Pendency



- **76.05%** of the total pendency, i.e., 129106 grievances have been pending disposal for more than 30 Days. West Bengal with 20419 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

(Time Period: 01/01/2023 to 31/08/2023)

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 **1st January, 2023** to **31st August, 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., ≥ 20000) and 4th 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%
Total Weightage				100%

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	192	66.22%	1
2	Government of Assam	36431	62.30%	2
3	Government of Arunachal Pradesh	375	53.66%	3
4	Government of Meghalaya	495	50.40%	4
5	Government of Tripura	1642	50.06%	5
6	Government of Mizoram	595	25.45%	6
7	Government of Nagaland	938	11.36%	7
8	Government of Manipur	3277	11.04%	8

- Sikkim has scored a cumulative percentage of 66.22%, standing 1st in the comparative ranking of North-Eastern States
- Assam with a cumulative percentage of 62.30% stands 2nd and Arunachal Pradesh with a net score of 53.66% stands 3rd in the Group A
- Nagaland with a net score of 11.36% stands 7th in the list while Manipur with a net score of 11.04% stands last i.e., 8th 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	198	69.90%	1
2	Government of Andaman & Nicobar	823	65.13%	2
3	Government of Ladakh	173	59.65%	3
4	Government of NCT of Delhi	22514	50.57%	4
5	Government of Puducherry	1502	45.97%	5
6	Government of Chandigarh	3282	43.92%	6
7	Government of Jammu and Kashmir	9572	40.03%	7
8	Government of Dadra & Nagar Haveli	237	33.12%	8
9	Government of Daman & Diu	449	28.55%	9

- Lakshadweep with a net score of 69.90% stands 1st among all the Union Territories of India
- NCT of Delhi with a cumulative percentage score of 50.57% stands at 4th position among all the Union Territories
- Jammu and Kashmir with a cumulative percentage score of 40.03% stands 7th among all the Union Territories
- Dadra & Nagar Haveli and Daman & Diu stands at the 8th & 9th 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	184394	66.53%	1
2	Government of Jharkhand	25647	53.43%	2
3	Government of Rajasthan	24755	47.33%	3
4	Government of Gujarat	50923	45.33%	4
5	Government of Punjab	42499	41.90%	5
6	Government of Madhya Pradesh	33612	41.42%	6
7	Government of Maharashtra	53618	39.66%	7
8	Government of Bihar	36521	31.93%	8
9	Government of Haryana	32232	31.15%	9
10	Government of West Bengal	21702	9.35%	10

- Uttar Pradesh with a cumulative score of 66.53% tops the Group C, which contains rest of the States with Total Grievances more than 20000
- Jharkhand follows Uttar Pradesh, standing 2nd in the list with a net score of 53.43%
- Maharashtra with a net score of 39.66% stands 7th in Group C
- West Bengal with a cumulative score of 9.35% stands last i.e., 10th in Group C

4.5. Ranking of States – Group D

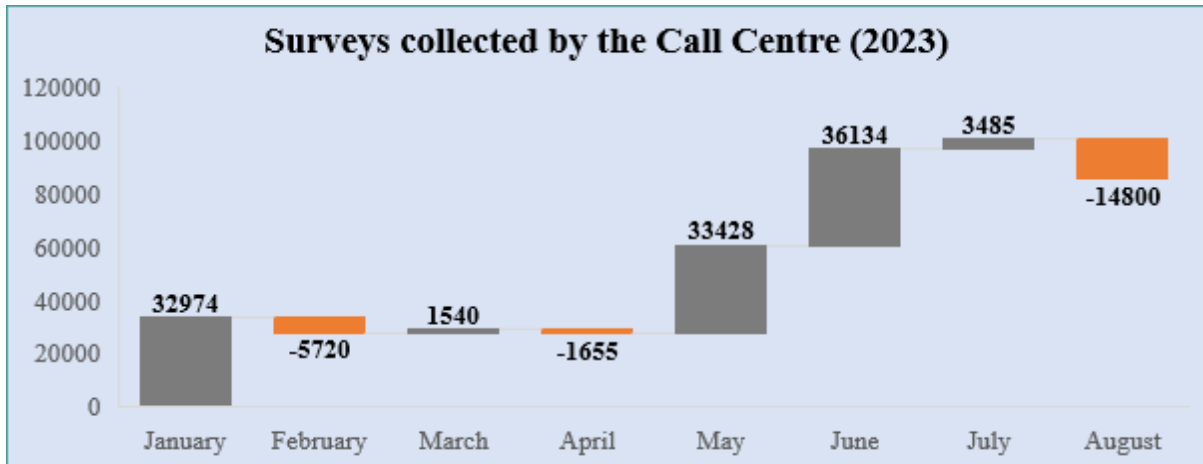
(Rest of the States with Total Grievances less than 20000 grievances)

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Telangana	4084	75.15%	1
2	Government of Chhattisgarh	7502	59.02%	2
3	Government of Kerala	5584	56.09%	3
4	Government of Uttarakhand	11372	53.97%	4
5	Government of Tamil Nadu	18277	45.24%	5
6	Government of Goa	1044	31.77%	6
7	Government of Himachal Pradesh	5109	23.54%	7
8	Government of Karnataka	14997	21.07%	8
9	Government of Andhra Pradesh	9353	17.46%	9
10	Government of Odisha	19303	15.23%	10

- Telangana with a net score of 75.15% stands 1st in the Group D
- Tamil Nadu with a net score of 45.24% stands 5th in the Group D
- Karnataka with a net score of 21.07% stands 8th in the Group D
- Odisha finishes last i.e., 10th in Group D with a cumulative score of 15.23%

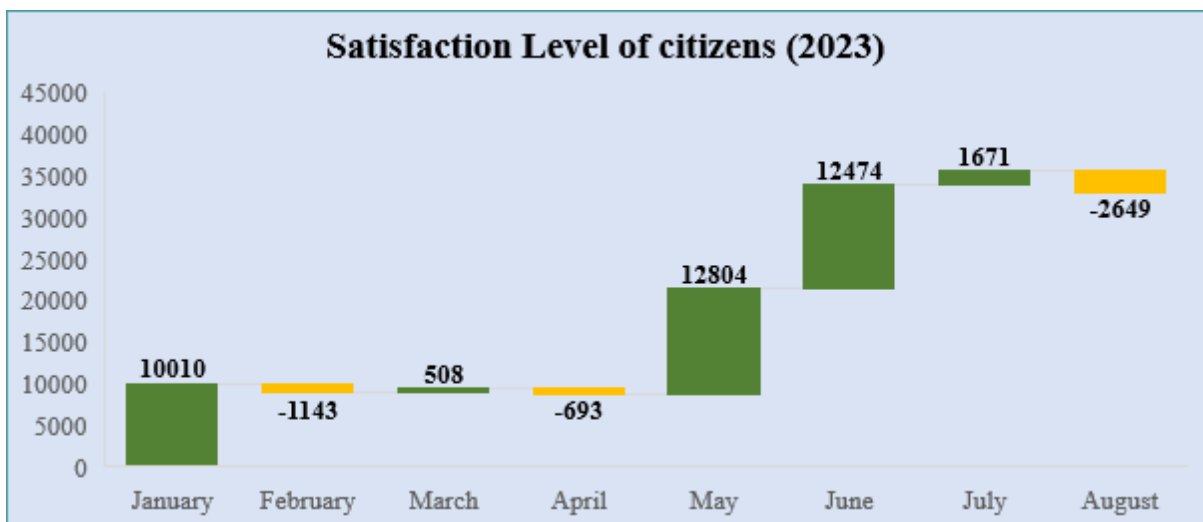
5. BSNL – Feedback Call Centre

- From 1st January to 31st August, 2023, the BSNL Feedback Call Centre has collected **459001 feedbacks**, directly from the citizens



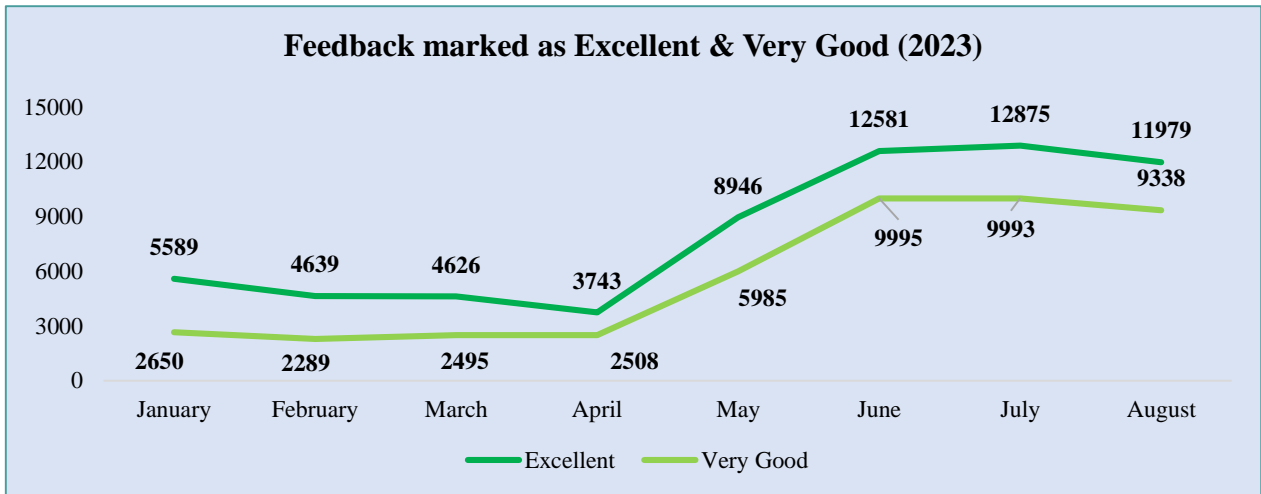
Month	January	February	March	April	May	June	July	August
Feedbacks	32974	27254	28794	27139	60567	96701	100186	85386

- A total of **160993 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1st January to 31st August, 2023)

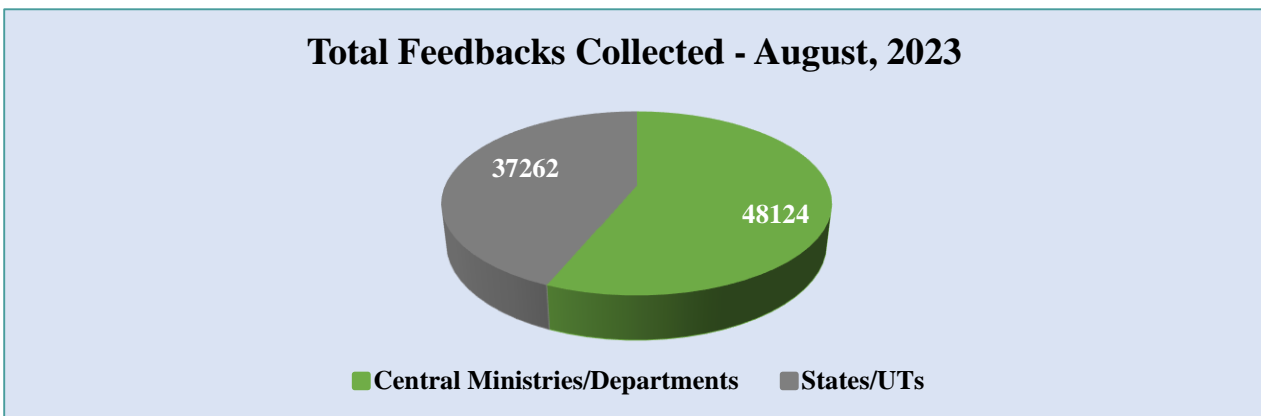


Month	January	February	March	April	May	June	July	August
Feedbacks	10010	8867	9375	8682	21486	33960	35631	32982

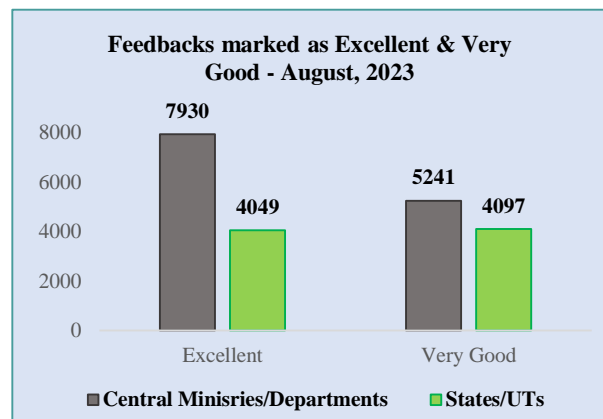
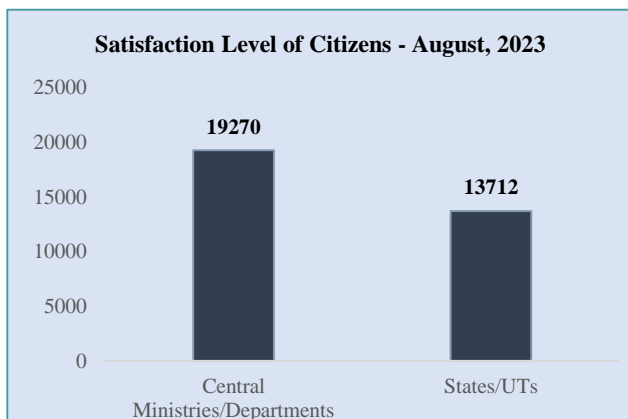
- A total of **110231 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1st January to 31st August, 2023)



- From 1st August, 2023 to 31st August, 2023, the BSNL Feedback Call Centre has collected **85386 feedbacks**, directly from the citizens



- A total of **32982 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of August, 2023
- A total of **21317 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of August, 2023



6. Outreach through Common Service Centres

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: 01/08/2023 to 31/08/2023)

- A total of **8180 grievances** have been registered through the Common Service Centres in the month of August, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 6417 grievances in the month of August, 2023, followed by the Government of Uttar Pradesh at the 2nd place, with the number standing at 456 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	6417	4740	1677
2	Government of Uttar Pradesh	456	442	14
3	Department of Financial Services (Banking Division)	182	171	11
4	Ministry of Labour and Employment	130	129	1
5	Unique Identification Authority of India	98	97	1
6	Department of Rural Development	74	62	12
7	Ministry of Home Affairs	51	36	15
8	Ministry of External Affairs	50	45	5
9	Department of Food and Public Distribution	47	46	1
10	Department of Telecommunications	47	47	

- 48.51% of grievances received by Department of Agriculture and Farmers Welfare in the month of August, 2023 have been filed through CSCs i.e. 6417 grievances out of 13226 receipts have been registered through CSCs

- Out of the total grievances registered through CSCs, 6386 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Gramin (Rural) for which 58 grievances were registered
- Under the category “PMKISAN related issues”, maximum grievances are registered for the category “stoppage of instalments after issue of few instalments”, with the number standing at 4167 grievances, followed by 1107 grievances for “non-receipt of PMKISAN Instalments” and 699 grievances for the category “approval of documents by state government”

S. No.	Name of State/UT	Count of Grievances
1	Uttar Pradesh	1964
2	Punjab	1290
3	Jharkhand	1260
4	Odisha	1069
5	Maharashtra	773
6	Assam	493
7	Rajasthan	232
8	West Bengal	174
9	Gujarat	129
10	Haryana	126

S. No.	Name of District	Count of Grievances
1	Hazaribag (JH)	310
2	Tarn Taran (PB)	286
3	Satara (MH)	165
4	Godda (JH)	149
5	Sitapur (UP)	148
6	Puri (OD)	135
7	Pakaur (JH)	126
8	Dumka (JH)	121
9	Hojai (AS)	119
10	Bhadrak (OD)	116

- With respect to States/UTs, maximum grievances originated out of Uttar Pradesh (1964 registrations) followed by Punjab at 2nd place with 1290 grievances registered through CSCs
- 1080 grievances and 1235 grievances were registered under the category “PMKISAN related issues” in the state of Uttar Pradesh and Punjab respectively
- With respect to Districts, maximum grievances originated out of Hazaribag (JH) (310 registrations) followed by Tarn Taran (PB) at 2nd place with 286 grievances registered through CSCs

7. Performance of States/UTs

✓ August, 2023

Receipts

- For the month of August, 2023, Uttar Pradesh has received the maximum number of grievances with the state receiving 24575 grievances, followed by Gujarat at 2nd place, with the number standing at 6053 registrations. Maharashtra with 4882 receipts in August, completes the Top 3 positions
- Jharkhand recorded 3215 grievances in the month of August, thus placing it 6th in the list, Punjab with 3198 registrations stands 7th in the list, with the Top 10 being closed by NCT of Delhi which has received 2555 grievances
- 16 States/UTs have received more than 1000 grievances in the month of August, 2023

Disposal

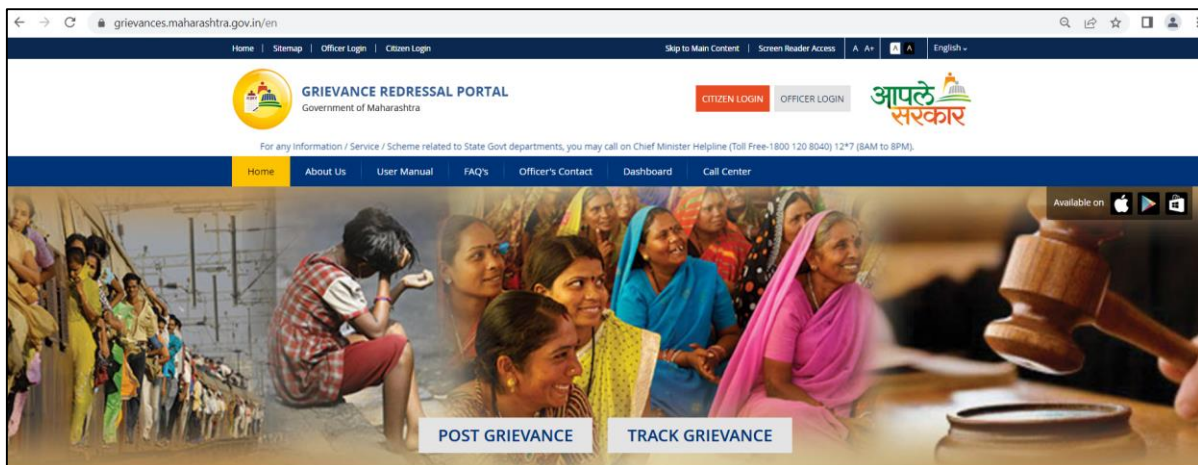
- In the month of August, 2023, Uttar Pradesh has disposed of the maximum number of grievances (24157) followed by Maharashtra disposing of 18692 grievances and Punjab at the 3rd place, disposing of 6605 grievances
- Assam has disposed 5429 grievances, and stands at the 4th position, followed by Gujarat with 4498 disposals in the month of August, 2023
- 13 States/UTs have disposed more than 1000 grievances in the month of August, 2023

Pendency

- 7 States have a pendency of more than 10000 grievances, as on 31st August, 2023
- West Bengal with a pendency of 21511 grievances tops the list of States/UTs with the highest pendency, followed by Odisha with 17730 pending grievances, Uttar Pradesh with a pendency of 13491 grievances stands at the 3rd position
- Bihar with a pendency of 12936 grievances stands at the 4th position, Haryana with 12076 pending grievances stands at the 5th position, with the Top 10 list closed by Andhra Pradesh which has a pendency of 7451 grievances

8. Aaple Sarkar Grievance Redressal Portal - Maharashtra

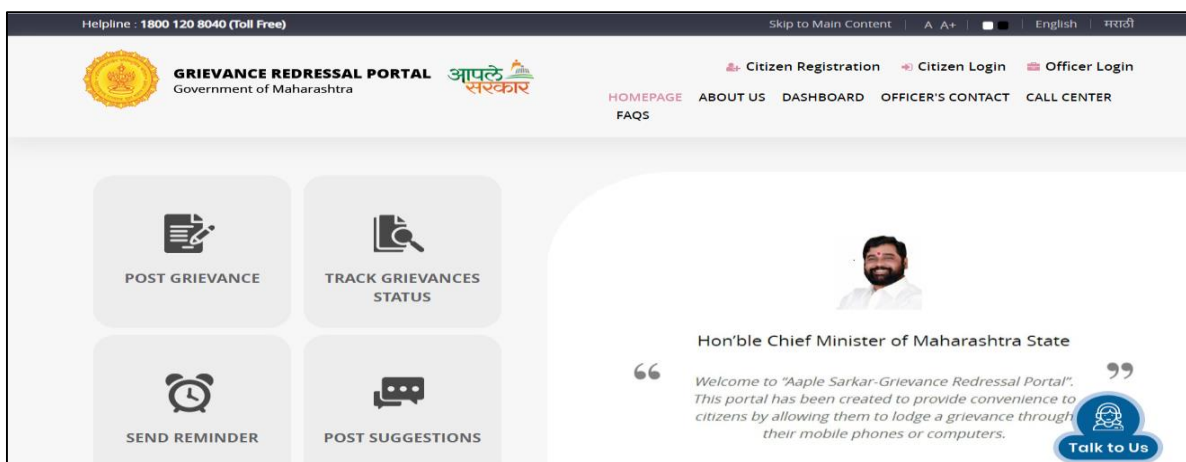
The Aaple Sarkar Grievance Redressal Portal is a one-stop platform for the citizens of Maharashtra to seek redressal for their grievances. It was launched on 26th January, 2015. The portal is accessible in both Marathi and English languages, including its operationally via mobile application. So far, 53 departments have been on boarded.



Its primary objective is to provide ease to state residents, enabling them to register complaints using either their mobile devices or computers. The ultimate goal is to ensure prompt, user-friendly, and efficient resolution of citizen concerns by the administrative body.

The grievances can be filed under appropriate category (District Administration/ Mantralaya departments). Once grievance has been submitted, a tracking number is generated. Citizens can track the status of the grievance with the help of the tracking number.

The government of Maharashtra is also working on the **Aaple Sarkar Grievance Redressal Portal 2.0**.



The portal includes the following characteristics:

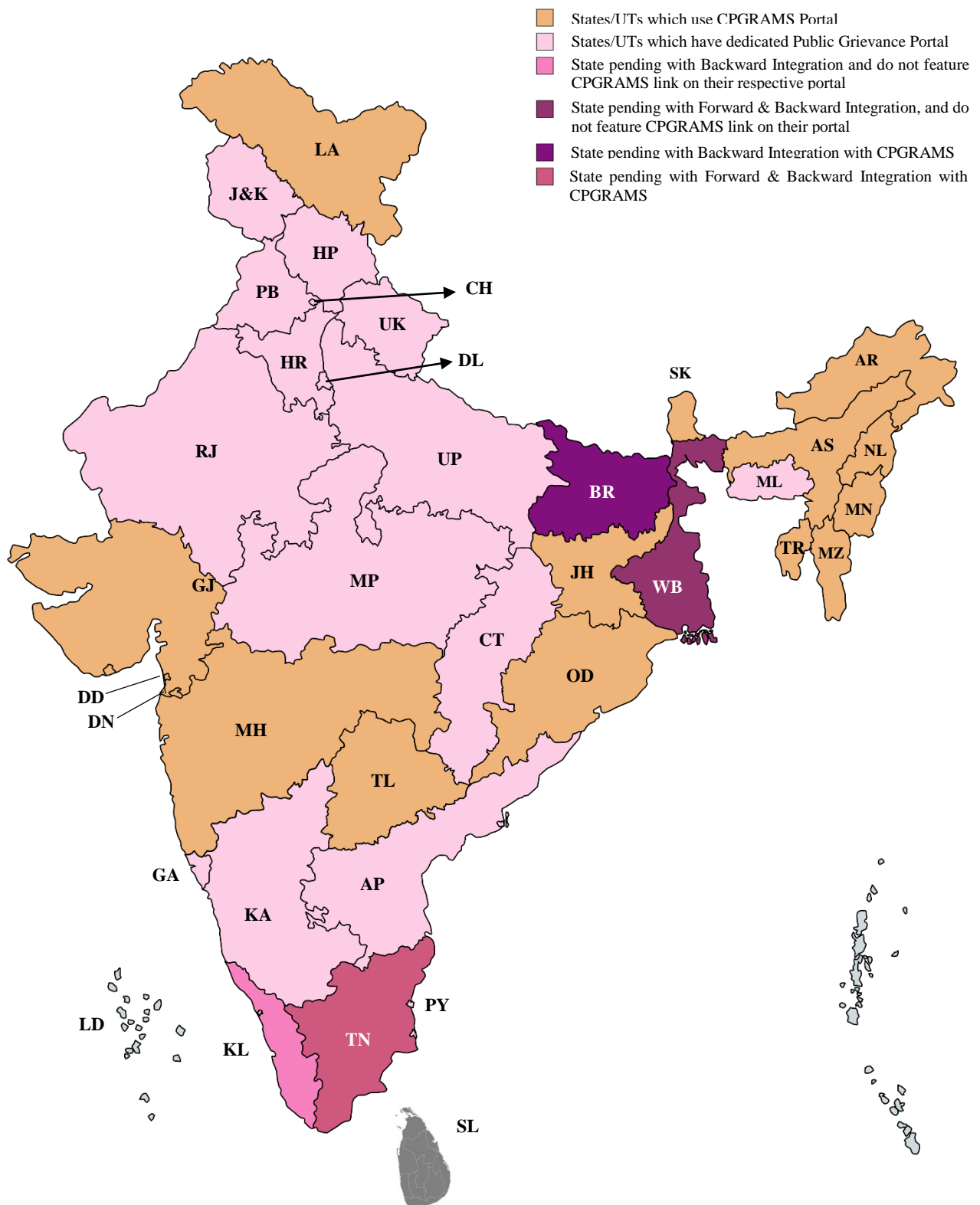
1. Ability to monitor the real-time progress of their grievance
2. Offering feedback according to their satisfaction with the resolution
3. Aiming to resolve grievances within a span of 21 days

Enhancements in Aaple Sarkar Grievance Redressal Portal 2.0

S. No.	Comparison Point	Existing Portal 1.0	New Portal 2.0
1	Citizen Registration	No citizen Registration, citizen can log in using only their Mobile Number and email ID	Citizen Registration Facilities - Capturing Personal Details
2	Post Grievance	District phase applies only to 4 administrations (Collector, ZP, Police, Municipal Co-operations)	Coverage includes Field Offices at Taluka, District Level of all departments
3	Reminder to Officer	No reminder facilities	In case the Grievance is not resolved within 21 days citizens can file an online reminder to the respective office
4	Grievance- Text Size and Document Upload	A grievance filed supports 2000 characters and the size of the uploading document is 2MB	A grievance filed supports 3000 characters and the size of the uploading document is 4MB
5	Escalate feature	No Escalation Facility	Post Resolution if a citizen is not satisfied, the citizen can escalate the grievance to the respective Superior Officer
6	Integration with CPGRAMS	No Integration with CPGRAMS	Integration with CPGRAMS

9. 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.



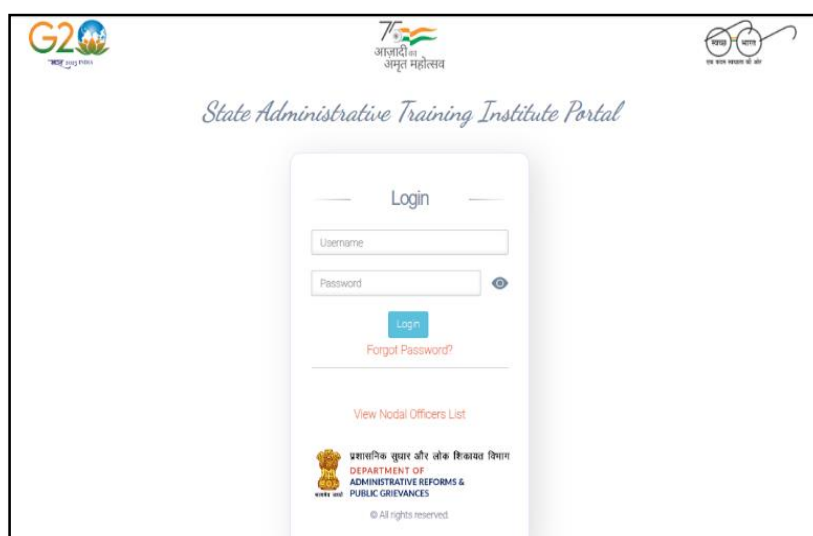
10. Sevottam Scheme

- 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 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, 7 ATIs, namely Haryana, Andhra Pradesh, Madhya Pradesh, Punjab, Mizoram, Rajasthan and Uttar Pradesh have fully utilized their Sevottam grant released in 2022-23 whereas 4 ATIs namely Jharkhand, Tamil Nadu, Maharashtra and Tripura have partially utilized their grant
- First instalment of Sevottam grant for 2023-24 released to 7 ATIs
 1. Assam
 2. Sikkim
 3. Odisha
 4. Haryana
 5. Andhra Pradesh
 6. Madhya Pradesh
 7. Punjab
- Proposal for ATI Delhi has also been approved and grant to be released shortly
- Sevottam proposals of 5 ATIs are under examination
 1. Rajasthan
 2. Uttar Pradesh
 3. Karnataka
 4. Uttarakhand
 5. Himachal Pradesh

11. 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.

11.1. Updates from the Sevottam Portal

Till now, around 9 States have used their credentials on the portal shared by DARPG and registered courses that they are conducting through Sevottam. A brief recap of the courses shared by states in this financial year are as follows:

S. No.	Name of the State	Number of Courses Registered	Approximate Number of Participants
1	Goa (GIPARD)	3	50
2	Haryana (HIPA)	17	400
3	Himachal Pradesh (HPIPA)	6	30
4	Kerala (IMG)	1	30
5	Madhya Pradesh (RCVP NAAM)	1	20
6	Punjab (MGSIPA)	3	60
7	Tamil Nadu (ANNA)	6	50
8	Tripura (SIPARD)	1	20
9	Uttar Pradesh (UPAAM)	5	100
Total		43	760

Those states that are yet to receive their user name and login for the portal may contact Shri Sahil Soni, ASO, DARPG at sahil.soni@gov.in



11.2. Screenshots from the Sevottam Portal of Ongoing Courses

The screenshot displays the DARPG Sevottam Portal dashboard. The header includes the user name 'Parthasarathy Bhaskar' and a 'Dashboard' title. Key statistics are shown: 20 Completed courses, 607 Participants, 28 On Going courses, and ₹ 25,42,128 Released. A table below lists 13 ongoing courses across various states, including details on completion status, participants trained, last login, and funds released.

Sn	State	ATI Name	Completed	OnGoing	Participants Trained	Last Login	Funds Released
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute				17-Aug-2023	
2	Arunachal Pradesh	Administrative Training Institute, Itanagar				01-Jan-2023	
3	Assam	Assam Administrative Staff College (AASC), Guwahati				01-Jan-2023	
4	Bihar	Bihar Institute of Public Administration & Rural Development, Patna (BIPARD)				29-Aug-2023	
5	Chhattisgarh	Chhattisgarh Academy of Administration, Raipur (CAA)				01-Jan-2023	
6	Delhi	Delhi		1		31-Aug-2023	80,000
7	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	1		08-Sep-2023	90,000
8	Gujarat	Sardar Patel Institute of Public Administration (SPIPA), Ahmedabad				01-Jan-2023	
9	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	7	13		15-Sep-2023	7,10,511
10	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	1	5		05-Sep-2023	4,43,495
11	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)				01-Jan-2023	
12	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)				01-Jan-2023	
13	Karnataka	Administrative Training Institute (ATI), Mysuru				01-Jan-2023	

12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

12th Report on States/UTs performance on CPGRAMS released by DARPG for the month of July, 2023

A total of 69,523 Grievances redressed by State/UTs in July, 2023; pendency reduced to 1,79,077 grievances across State/UT Govts

Govt of Sikkim tops the rankings in North East States followed by Assam and Arunachal Pradesh

Govt of Uttar Pradesh tops the ranking in large states, followed by Jharkhand and Rajasthan

Govt of Telangana tops the rankings in States with less than 20,000 grievances followed by Chhattisgarh and Kerala

Posted On: 16 AUG 2023 3:01PM by PIB Delhi

The Times Of India @timesofindia

A total of 69,523 grievances were redressed by states and Union Territories (UTs) in July, 2023.

The pendency of grievances of states and UTs received on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) portal has reduced to 1,79,077 grievances across the states and UTs governments: Ministry of Personnel

3:28 PM · Aug 16, 2023 · 7,950 Views

ANI @ANI

A total of 69,523 grievances were redressed by states and Union Territories (UTs) in July, 2023. The pendency of grievances of states and UTs received on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) portal has reduced to 1,79,077 grievances across the states and UTs governments: Ministry of Personnel

3:25 PM · Aug 16, 2023 · 20K Views

sikkimgovtpr @sikkimgovt

Sikkim tops in NE region in grievance redressal! The ranking has been released by DARPG in its 12th Monthly Report on Centralized Public Grievance Redress & Monitoring System for States for the month of July, 2023. @PSTamangGojay @PMOIndia @DrJitendraSingh @kishanreddybjp



11:41 AM · Aug 19, 2023 · 1,093 Views

Chief Minister Assam @CMOfficeAssam

Our Govt is leaving no stone unturned to eradicate corruption from the State. Citizens can now report any instances of graft involving Government officials through the user-friendly online platform, Centralised Public Grievance Redressal and Monitoring System: HCM Dr @himantabiswa



12:49 PM · Aug 15, 2023 · 2,245 Views

PIB India @PIB_India

12th Report on States/UTs performance on Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) released by @DARPG_Gol for the month of July, 2023

A total of 69,523 Grievances redressed by State/UTs in July, 2023; pendency reduced to 1,79,077 grievances across State/UT Govts

Read more: pib.gov.in/PressReleasePa...

ETGovernment @ETGovernment

AI based Bhashini Integrated with CPGRAMS portal for grievance redressal in local languages



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AI based Bhashini Integrated with CPGRAMS portal for grievance redressal in...
Grievance Redressal: From May, 2023 onwards, DARPG has initiated the process of ranking states/UTs on the basis of their performance on ...

8:24 AM · Aug 17, 2023 · 81 Views

mpuraneewslive @mpuraneews

12th Report on States/UTs performance on CPGRAMS released by DARPG for the month of July, 2023

No.	Group	States	States	States
1	Group A	North Eastern States	Sikkim	Assam
2	Group B	Union Territories	Lakshadweep	Andhra Pradesh & Lakshadweep
3	Group C	States with population <= 20000	Uttar Pradesh	Jharkhand & Rajasthan
4	Group D	States with grievances	Telangana	Chhattisgarh & Kerala

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12th Report on States/UTs performance on CPGRAMS released by DARPG to...
The Department of Administrative Reforms and Public Grievances (DARPG) released the Centralized Public Grievance Redressal and Monitoring System ...

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Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13073	24575	37648	24157	13491
2	Government of Gujarat	8346	6053	14399	4498	9901
3	Government of Maharashtra	22650	4882	27532	18692	8840
4	Government of Assam	4687	4665	9352	5429	3923
5	Government of Madhya Pradesh	8184	3432	11616	663	10953
6	Government of Jharkhand	5224	3215	8439	3022	5417
7	Government of Punjab	10281	3198	13479	6605	6874
8	Government of Rajasthan	3256	2805	6061	2410	3651
9	Government of Bihar	13309	2610	15919	2983	12936
10	Government of NCT of Delhi	4494	2555	7049	2379	4670

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13073	24575	37648	24157	13491
2	Government of Maharashtra	22650	4882	27532	18692	8840
3	Government of Punjab	10281	3198	13479	6605	6874
4	Government of Assam	4687	4665	9352	5429	3923
5	Government of Gujarat	8346	6053	14399	4498	9901
6	Government of Jharkhand	5224	3215	8439	3022	5417
7	Government of Bihar	13309	2610	15919	2983	12936
8	Government of Haryana	12419	2447	14866	2790	12076
9	Government of Rajasthan	3256	2805	6061	2410	3651
10	Government of NCT of Delhi	4494	2555	7049	2379	4670

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	168511	184394	170903	13491
2	Government of Gujarat	16829	34094	50923	41022	9901
3	Government of Maharashtra	23709	29909	53618	44778	8840
4	Government of Assam	7311	29120	36431	32508	3923
5	Government of Punjab	15037	27462	42499	35625	6874
6	Government of Madhya Pradesh	8262	25350	33612	22659	10953
7	Government of Rajasthan	4084	20671	24755	21104	3651
8	Government of Jharkhand	6035	19612	25647	20230	5417

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of Haryana	12972	19260	32232	20156	12076
10	Government of Bihar	18113	18408	36521	23585	12936

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	168511	184394	170903	13491
2	Government of Maharashtra	23709	29909	53618	44778	8840
3	Government of Gujarat	16829	34094	50923	41022	9901
4	Government of Punjab	15037	27462	42499	35625	6874
5	Government of Assam	7311	29120	36431	32508	3923
6	Government of Bihar	18113	18408	36521	23585	12936
7	Government of Madhya Pradesh	8262	25350	33612	22659	10953
8	Government of Rajasthan	4084	20671	24755	21104	3651
9	Government of Jharkhand	6035	19612	25647	20230	5417
10	Government of Haryana	12972	19260	32232	20156	12076

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 West Bengal	13217	8485	21702	191	21511
2	Government of Odisha	7889	11414	19303	1573	17730
3	Government of Uttar Pradesh	15883	168511	184394	170903	13491
4	Government of Bihar	18113	18408	36521	23585	12936
5	Government of Haryana	12972	19260	32232	20156	12076
6	Government of Madhya Pradesh	8262	25350	33612	22659	10953
7	Government of Karnataka	6304	8693	14997	4808	10189
8	Government of Gujarat	16829	34094	50923	41022	9901
9	Government of Maharashtra	23709	29909	53618	44778	8840
10	Government of Andhra Pradesh	5511	3842	9353	1902	7451
11	Government of Punjab	15037	27462	42499	35625	6874
12	Government of Jharkhand	6035	19612	25647	20230	5417
13	Government of NCT of Delhi	4804	17710	22514	17844	4670
14	Government of Tamil Nadu	4999	13278	18277	14318	3959
15	Government of Assam	7311	29120	36431	32508	3923
16	Government of Himachal Pradesh	2660	2449	5109	1299	3810
17	Government of Rajasthan	4084	20671	24755	21104	3651
18	Government of Manipur	576	2701	3277	36	3241
19	Government of Uttarakhand	1819	9553	11372	9184	2188
20	Government of Jammu and Kashmir	4801	4771	9572	7655	1917
21	Government of Chhattisgarh	1294	6208	7502	6408	1094

(Time Period: 01/01/2023 to 31/08/2023)

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to August, 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	2701	3277	36	3241	190	98.90%
2	Government of Nagaland	355	583	938	52	886	111	94.46%
3	Government of Mizoram	411	184	595	350	245	245	41.18%
4	Government of Meghalaya	138	357	495	357	138	84	27.88%
5	Government of Arunachal Pradesh	116	259	375	306	69	110	18.40%
6	Government of Tripura	724	918	1642	1355	287	100	17.48%
7	Government of Assam	7311	29120	36431	32508	3923	58	10.77%
8	Government of Sikkim	45	147	192	184	8	41	4.17%

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 West Bengal	13217	8485	21702	191	21511	20419
2	Government of Odisha	7889	11414	19303	1573	17730	15512
3	Government of Bihar	18113	18408	36521	23585	12936	10378
4	Government of Haryana	12972	19260	32232	20156	12076	9997
5	Government of Karnataka	6304	8693	14997	4808	10189	9126
6	Government of Madhya Pradesh	8262	25350	33612	22659	10953	7564
7	Government of Andhra Pradesh	5511	3842	9353	1902	7451	7002
8	Government of Maharashtra	23709	29909	53618	44778	8840	6924
9	Government of Punjab	15037	27462	42499	35625	6874	5799
10	Government of Gujarat	16829	34094	50923	41022	9901	5087

Annexure 2: Average Closing Time - January to August, 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	4045	6
2	Government of Lakshadweep	192	17
3	Government of Andaman & Nicobar	764	21
4	Government of Uttar Pradesh	170903	22

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
5	Government of Kerala	5137	39
6	Government of Chhattisgarh	6408	41
7	Government of Sikkim	184	41
8	Government of Uttarakhand	9184	46
9	Government of Rajasthan	21104	50
10	Government of Chandigarh	2435	55

Annexure 3: Status of Action Taken Report (ATR) - January to August, 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 Assam	13304	12120	1168	16
2	Government of Haryana	9928	412	7042	2474
3	Government of Chhattisgarh	5166	5016	138	12
4	Government of Telangana	3889	49	3840	0
5	Government of NCT of Delhi	2518	1237	3	1278
6	Government of Gujarat	1832	1689	0	143
7	Government of Odisha	890	857	5	28
8	Government of Tamil Nadu	728	28	58	642
9	Government of Maharashtra	650	354	295	1
10	Government of Jharkhand	632	80	35	517



Department of Administrative Reforms and Public Grievances

Government of India

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