CPGRAMS

Monthly Report - States/UTs

September 2023

[Report Number 14]

Department of Administrative Reforms and Public Grievances

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1. Key Highlights

1. General

- **Hon'ble MoS Dr. Jitendra Singh** launched the **IGMS 2.0** developed by IIT-Kanpur and Automated Analysis in Tree Dashboard portal on 29th September, 2023

- DARPG has signed a Non-Disclosure Agreement (NDA) with Bharat GPT team on 29th September, 2023, in the presence of Secretary, DARPG.

- Meeting with Grievance Redressal Officers of all the States/UTs was held on 26th September, 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 September, 2023, **58017 PG cases** were received for the States/UTs and **57701 PG cases** were redressed

- For States/UTs, as on 30th September, 2023, there exists a pendency of **170921 PG cases**

- The pendency in the States/UTs has **increased** from **169753 PG cases at the end of August, 2023** to **170921 PG cases at the end of September, 2023**

- For the **13th** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs

- **Uttar Pradesh** has received and disposed the maximum number of grievances in September, 2023, with number of receipts equal to 20229 grievances and disposal equal to 15848 grievances

- Government of Uttar Pradesh with 15848 disposals and Government of Gujarat with 7149 disposals stand as the top performers in terms of disposal of CPGRAMS for the month of September, 2023

- **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 30th September, 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 **22613 grievances** (overall) and **21462 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	Gujarat
4	Group D	States with grievances < 20000	Telangana	Chhattisgarh	Kerala

2. Review of Status of Disposal

2.1. Overview

| Brought Forward 187254 | → | Receipts 556711 | → | Disposed 573044 | → | Pending 170921 |
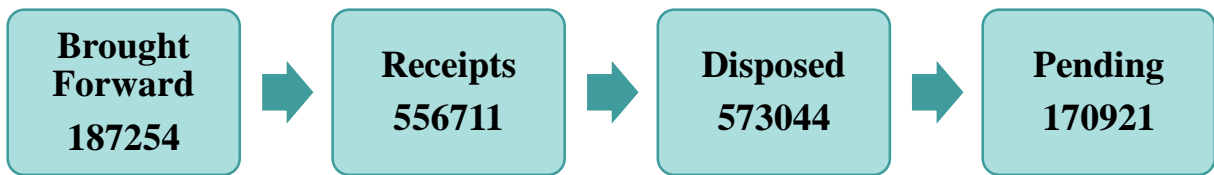
(Time Period: 01/01/2023 to 30/09/2023)

2.2. Month-wise Status of Grievances

Status of Receipts, Disposal and Pendency

	January	February	March	April	May	June	July	August	September
Receipts	66287	60319	68185	57610	56943	56334	59560	72491	58017
Disposal	53212	62498	64352	55630	65847	62929	69523	82013	57701
Pending	200140	197961	201794	203774	194870	188275	179077	169753	170921
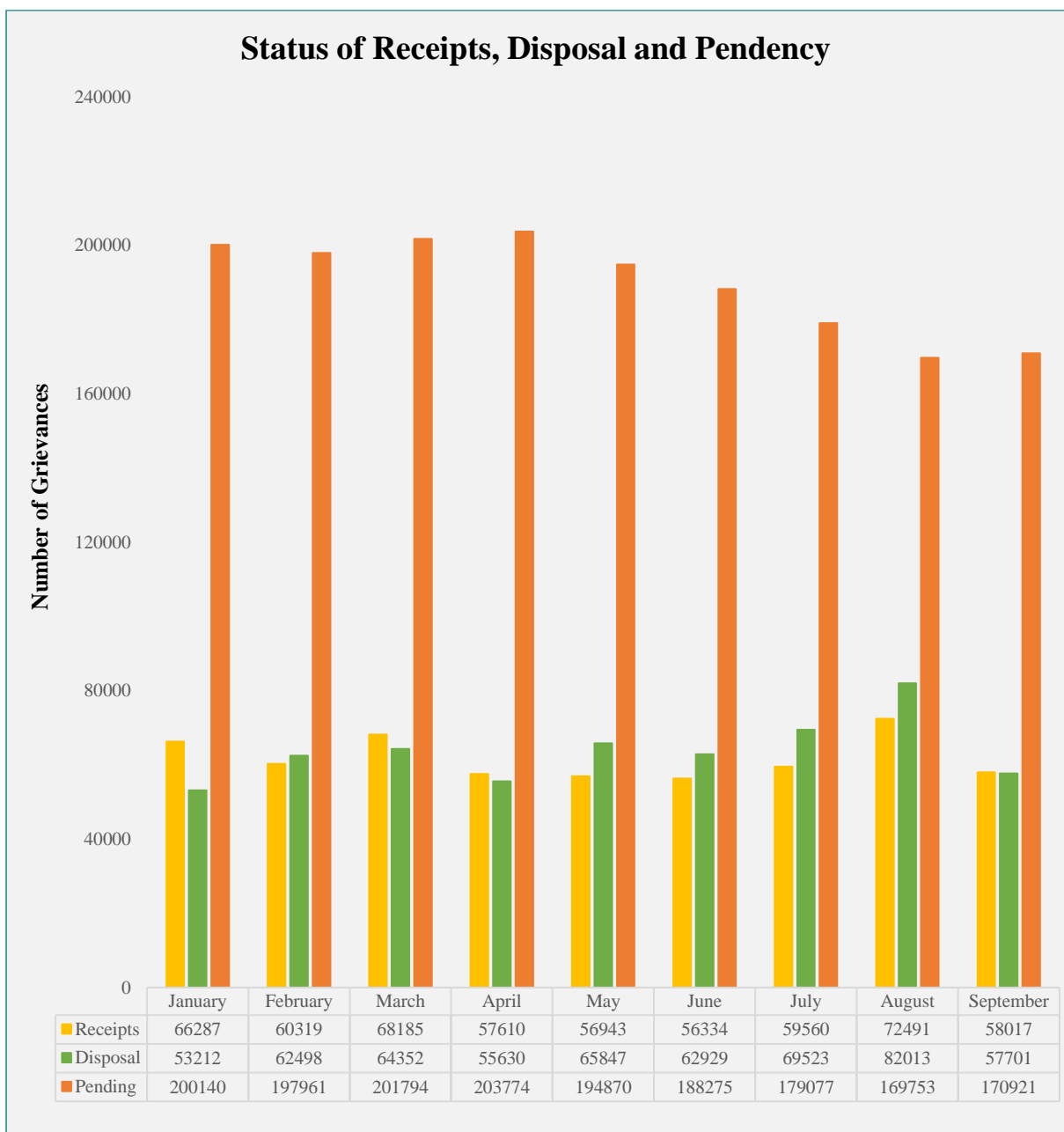
Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

3. Age-wise Status of Grievances

3.1. Pendency
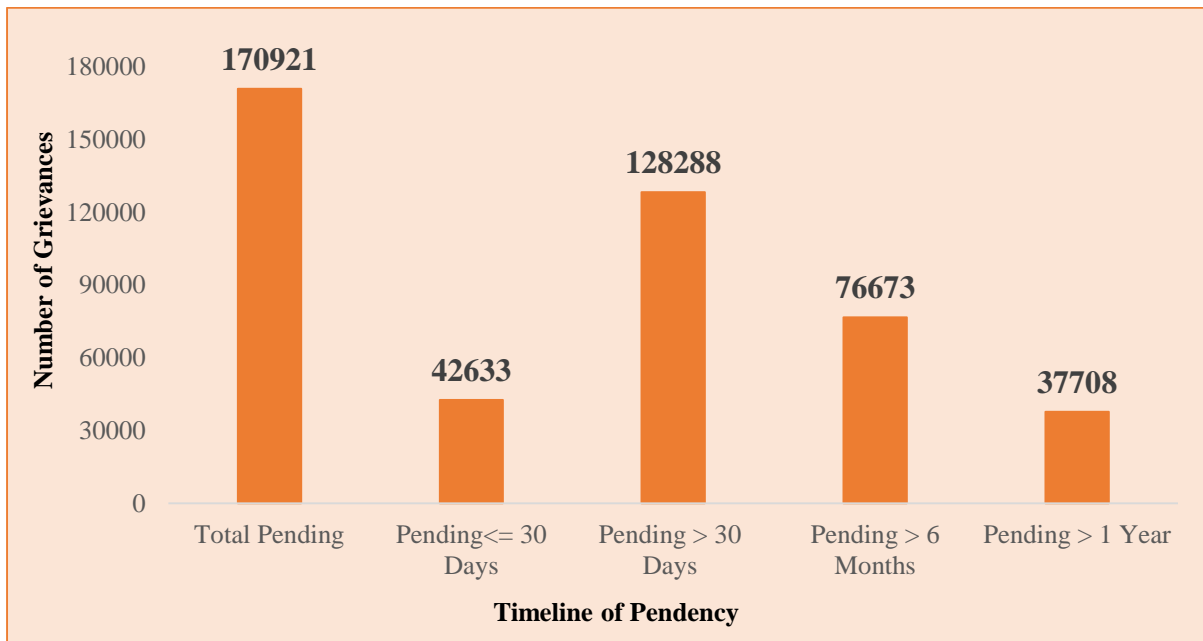
- **75.05%** of the total pendency, i.e., 128288 grievances have been pending disposal for more than 30 Days. West Bengal with 21462 grievances has the highest pendency for more than 30 days

3.2. Disposal
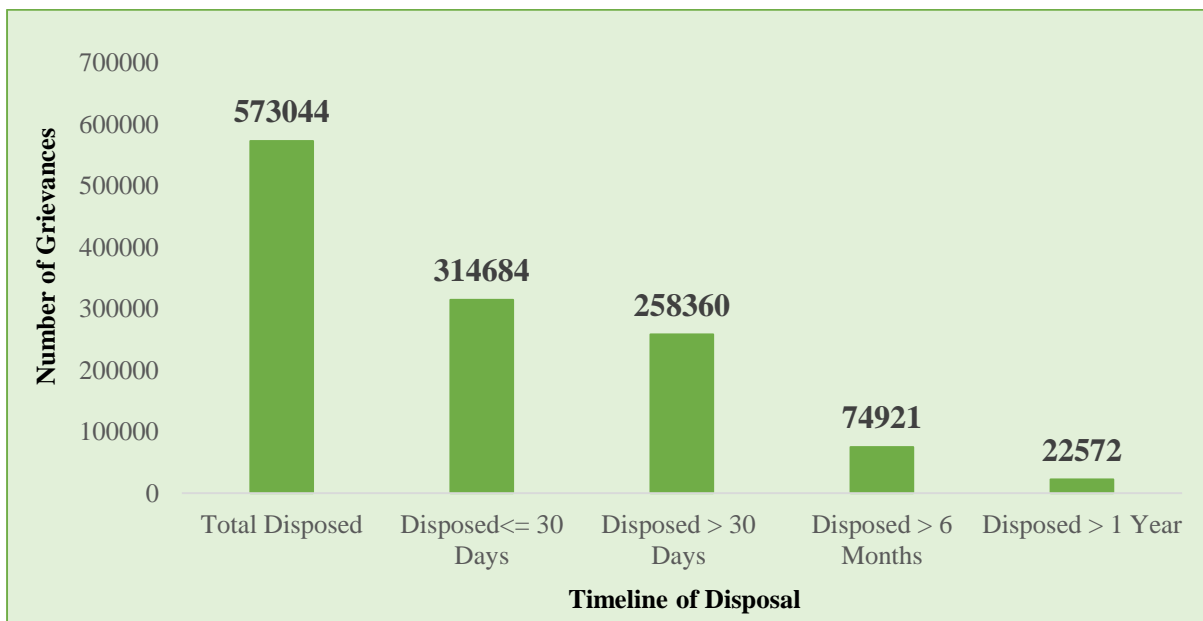
- 14 States/UTs have disposed more than 50% of their disposed grievances within 30 days

(Time Period: 01/01/2023 to 30/09/2023)

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 **30th September, 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) compromises 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	203	67.42%	1
2	Government of Assam	39825	61.40%	2
3	Government of Arunachal Pradesh	405	53.34%	3
4	Government of Tripura	1762	50.24%	4
5	Government of Meghalaya	525	46.46%	5
6	Government of Mizoram	621	26.23%	6
7	Government of Nagaland	963	12.56%	7
8	Government of Manipur	3321	11.04%	8

- Sikkim has scored a cumulative percentage of 67.42%, standing 1st in the comparative ranking of North-Eastern States

- Assam with a cumulative percentage of 61.40% stands 2nd and Arunachal Pradesh with a net score of 53.34% stands 3rd in the Group A

- Nagaland with a net score of 12.56% 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	208	69.82%	1
2	Government of Andaman & Nicobar	938	64.70%	2
3	Government of Ladakh	188	60.06%	3
4	Government of NCT of Delhi	24803	52.29%	4
5	Government of Chandigarh	3633	46.13%	5
6	Government of Puducherry	1636	45.80%	6
7	Government of Jammu and Kashmir	10085	41.53%	7
8	Government of Dadra & Nagar Haveli	276	34.57%	8
9	Government of Daman & Diu	484	28.92%	9

- Lakshadweep with a net score of 69.82% stands 1st among all the Union Territories of India

- NCT of Delhi with a cumulative percentage score of 52.29% stands at 4th position among all the Union Territories

- Jammu and Kashmir with a cumulative percentage score of 41.53% 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	204974	66.23%	1
2	Government of Jharkhand	27797	54.43%	2
3	Government of Gujarat	54759	47.02%	3
4	Government of Rajasthan	26983	45.63%	4
5	Government of Punjab	44066	45.62%	5
6	Government of Madhya Pradesh	36881	43.48%	6
7	Government of Maharashtra	57538	41.06%	7
8	Government of Bihar	38703	33.18%	8
9	Government of Haryana	34480	32.13%	9
10	Government of Odisha	21614	15.37%	10
11	Government of West Bengal	22808	9.05%	11

- Uttar Pradesh with a cumulative score of 66.23% 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 54.43%

- Punjab with a net score of 45.62% stands 5th in Group C

- Odisha has moved from Group D (August, 2023) to Group C (September, 2023) due to increase in number of receipts, and stands at the 10th position with a net score of 15.37%

- West Bengal with a cumulative score of 9.05% stands last i.e., 11th 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	4542	75.33%	1
2	Government of Chhattisgarh	8179	59.51%	2
3	Government of Kerala	6013	57.31%	3
4	Government of Uttarakhand	12479	54.08%	4
5	Government of Tamil Nadu	19902	45.54%	5
6	Government of Goa	1131	32.47%	6
7	Government of Himachal Pradesh	5372	24.06%	7
8	Government of Karnataka	16051	21.49%	8
9	Government of Andhra Pradesh	9817	18.58%	9

- Telangana with a net score of 75.33% stands 1st in the Group D

- Tamil Nadu with a net score of 45.54% stands 5th in the Group D

- Karnataka with a net score of 21.47% stands 8th in the Group D

- Andhra Pradesh finishes last i.e., 9th in Group D with a cumulative score of 18.58%

5. Launch of IGMS 2.0 – IIT Kanpur

Hon'ble MoS Dr Jitendra Singh, launched the IGMS 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal on 29th September, 2023.

The Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard has been implemented by IIT Kanpur following an MoU with DARPG for upgrading CPGRAMS with Artificial Intelligence capabilities.

The Dashboard provides instant tabular analysis of Grievances Filed & Disposed, State-wise & District-wise Grievances Filed & Ministry-wise data. Besides, the Dashboard will also help the officials identify the root cause of the grievance.

User Interface of IGMS 2.0 developed by IIT-Kanpur

Some features of the IGMS 2.0 are outlined below:

- The most important (and the most used) feature is present on the top right. This is the search option, also called as "Filter Grievances"

- Here, the user can search based on text. The query can belong to different types – semantic, keyword, registration number (to look at a particular grievance) and name (of the person who filed the grievance)

- There are more filters here, which the user can use to narrow their search result, such as time period, location (State, District) and Ministry/Department-wise filters

- For example, if we want to look at grievances filed by people who have "Kumar" in their name, the user can select "Name" in select type and "Kumar" in Natural Language Query. Clicking on Search would give all the grievances filed by people who have "Kumar" in their names

- After opening a grievance, the user can see its description in the top left. In the same window, the user has 3 options in the top right – Save, Spam, Prioritize (clicking on Save would allow the user to look at this grievance from the Saved tab, clicking on Spam would mark this grievance as spam which can be accessed from the Spam tab, while clicking on prioritize marks this grievance as urgent and can be accessed from the Priority tab)

- Back to the dashboard, here the user can access grievances filed today in the Fresh tab, grievances which contain hate speech in the Spam tab, grievances which have been filed multiple times in the Repeat tab and grievances which are urgent in the Priority tab

- Below this, the user can look at data in a pie chart, where the grievances are organised according to their amount in different States/UTs. Hovering on a percentage provides the user the actual number of grievances

- On the right, the user can look at Daily Grievances, where grievances are organised by date. Hovering over a point will provide the user with the number of grievances at that particular date

- On the bottom, the user can check out the bar graph to look at State/UT-wise distribution of grievances. Hovering over a bar would provide the State/UT name as well as the number of grievances

6. Collaboration with BharatGPT

DARPG has signed a Non-Disclosure Agreement (NDA) with Bharat GPT team on 29th September, 2023, in the presence of Secretary, DARPG.

BharatGPT has a vision of creating a pool of Indian context data which would be made available for every Indian to develop applications on top of it. Bharat GPT team is now in the initial stage of working on India Specific Large Language Models (LLM) powered by Bhashini. Under the aegis of the NDA, DARPG will share data with Bharat GPT who will give a demonstrable large language model for CPGRAMS. This paves the way for addressing strategic use cases using India specific multi-modal multi-lingual Large Language Models. DARPG hopes that this collaboration can further simplify redressal of citizen grievances in CPGRAMS in the near future.

Expected Outcomes:

1. A ChatBot assistance for grievance input and retrieving similar complaints
2. Proactively predicting a grievance before it becomes a widespread one
3. Automated detection of grievance trends

7. BSNL – Feedback Call Centre

- From 1st January to 30th September, 2023, the BSNL Feedback Call Centre has collected **546521 feedbacks,** directly from the citizens

Surveys collected by the Call Centre (2023)
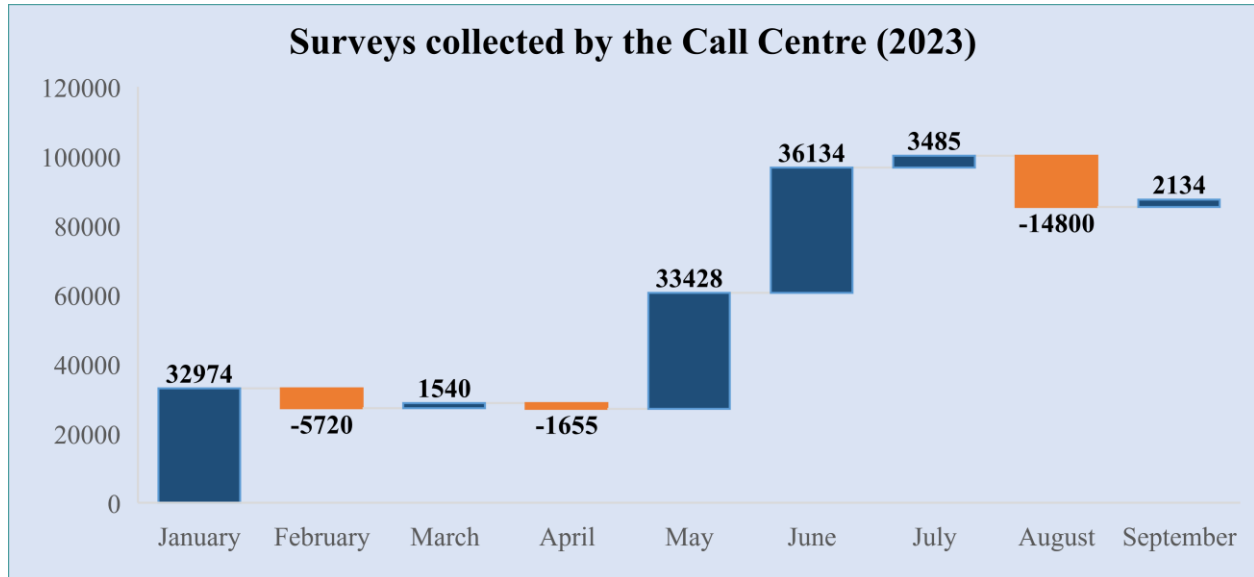
Month	January	February	March	April	May	June	July	August	September
Feedbacks	32974	27254	28794	27139	60567	96701	100186	85386	87520

- A total of **195334 citizens** have given the Satisfaction level for their Grievance Redressal as "Satisfied" in the year 2023 (1st January to 30th September, 2023)

Satisfaction Level of citizens (2023)
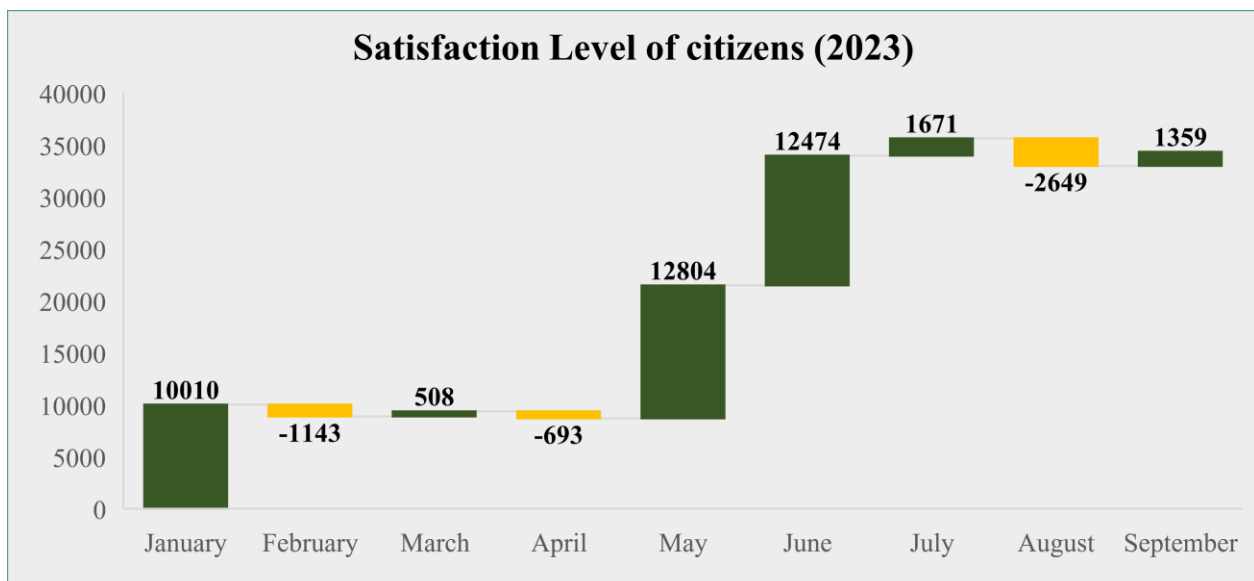
Month	January	February	March	April	May	June	July	August	September
Feedbacks	10010	8867	9375	8682	21486	33960	35631	32982	34341

- A total of **132831 citizens** have given the Rating for their Grievance Redressal as "Excellent & Very Good" in the year 2023 (1st January to 30th September, 2023)

Feedback marked as Excellent & Very Good (2023)

Excellent: January 5589, February 4639, March 4626, April 3743, May 8946, June 12581, July 12875, August 11979, September 13204

Very Good: January 2650, February 2289, March 2495, April 2508, May 5985, June 9995, July 9993, August 9338, September 9396

— Excellent   — Very Good

- From 1st September, 2023 to 30th September, 2023, the BSNL Feedback Call Centre has collected **87520 feedbacks,** directly from the citizens

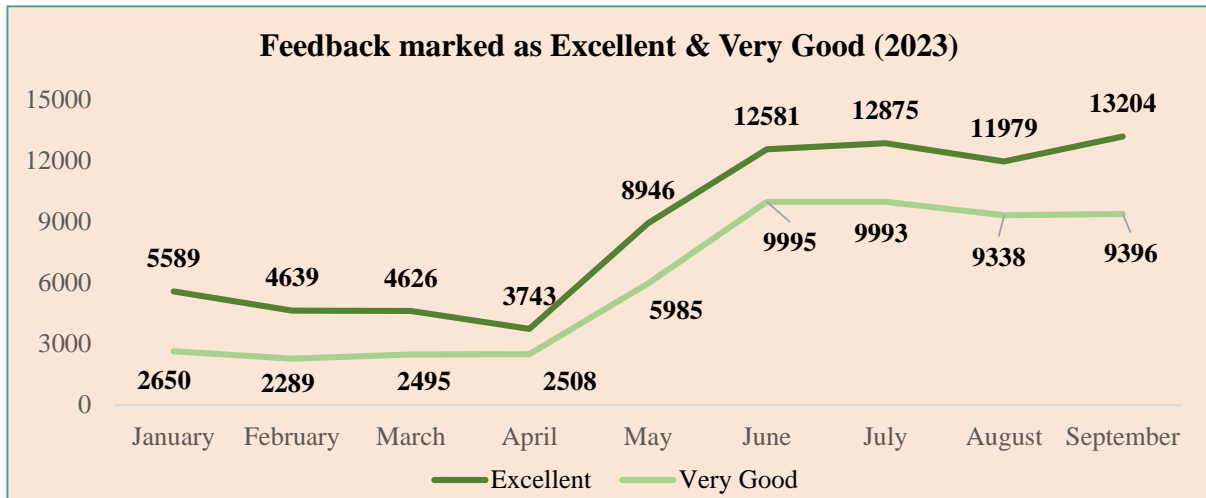**Total Feedbacks Collected - September, 2023**

Central Ministries/Departments: 53318
States/UTs: 34202

■ Central Ministries/Departments   ■ States/UTs
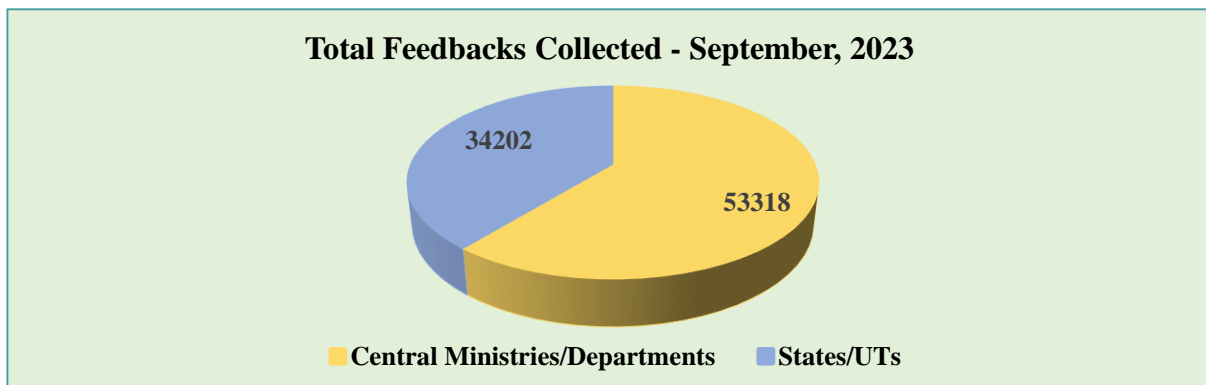
- A total of **34341 citizens** have given the Satisfaction level for their Grievance Redressal as "Satisfied" in the month of September, 2023

- A total of **22660 citizens** have given the Rating for their Grievance Redressal as "Excellent & Very Good" in the month of September, 2023

Satisfaction Level of Citizens - September, 2023

Number of Citizens

Central Ministries/Departments: 21910
States/UTs: 12431

Feedbacks marked as Excellent & Very Good - September, 2023

Number of Citizens

Excellent — Central Ministries/Departments: 9529, States/UTs: 3675
Very Good — Central Ministries/Departments: 5664, States/UTs: 3732

■ Central Minisries/Departments   ■ States/UTs
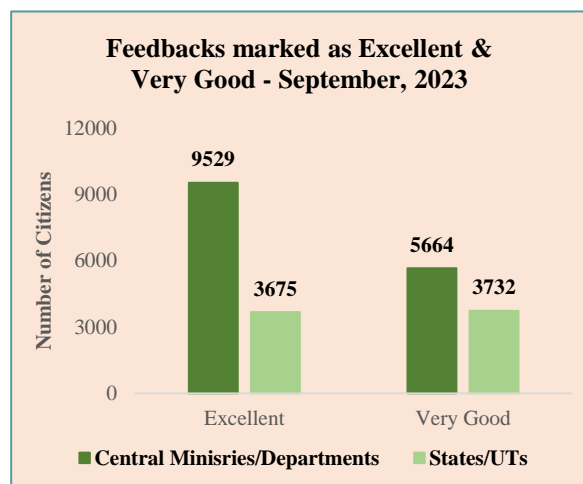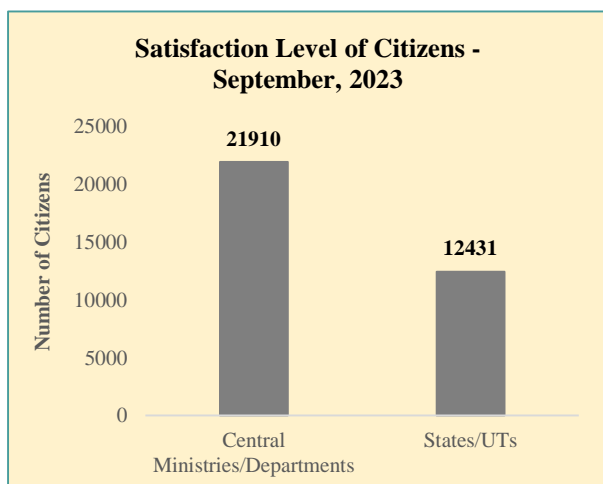
8. Outreach through Common Service Centres

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.

Receipts 6423	→	Disposed 1869	→	Pending 4554

(Time Period: 01/09/2023 to 30/09/2023)

- A total of **6423 grievances** have been registered through the Common Service Centres in the month of September, 2023

- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 5167 grievances in the month of September, 2023, followed by the Department of Financial Services (Banking Division) at the 2nd place, with the number standing at 180 registrations

S. No.	Name of Ministry/Department	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	5167	1115	4052
2	Department of Financial Services (Banking Division)	180	118	62
3	Ministry of Labour and Employment	147	115	32
4	Ministry of Housing and Urban Affairs	141	119	22
5	Ministry of Home Affairs	106	48	58
6	Unique Identification Authority of India	65	45	20
7	Department of Food and Public Distribution	63	59	4
8	Department of Rural Development	55	42	13
9	Department of Health & Family Welfare	51	6	45
10	Ministry of External Affairs	49	21	28

- 46.14% of grievances received by Department of Agriculture and Farmers Welfare in the month of September, 2023 have been filed through CSCs i.e. 5167 grievances out of 11198 receipts have been registered through CSCs

- Out of the total grievances registered through CSCs, 5143 grievances pertain the "PMKISAN related issues" followed by "Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division" for which 136 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 3087 grievances, followed by 1119 grievances for "non-receipt of PMKISAN Instalments" and 639 grievances for the category "approval of documents by state government"

S. No.	Name of State/UT	Number of Grievances	S. No.	Name of District	Number of Grievances
1	Odisha	1974	1	Kandhamal (OD)	384
2	Uttar Pradesh	1413	2	Ganjam (OD)	288
3	Jharkhand	857	3	Gajapati (OD)	250
4	Punjab	568	4	Tarn Taran (PB)	152
5	Maharashtra	357	5	Ranchi (JH)	149
6	Assam	262	6	Dhanbad (JH)	142
7	Rajasthan	152	7	Mayurbhanj (OD)	123
8	Chhattisgarh	125	8	Dhubri (AS)	102
9	West Bengal	121	9	Godda (JH)	102
10	Gujarat	108	10	Puri (OD)	86

- With respect to States/UTs, maximum grievances originated out of Odisha (1974 registrations) followed by Uttar Pradesh at 2nd place with 1413 grievances registered through CSCs

- 1894 grievances and 971 grievances were registered under the category "PMKISAN related issues" in the state of Odisha and Uttar Pradesh respectively

- With respect to Districts, maximum grievances originated out of Kandhamal (OD) (384 registrations) followed by Ganjam (OD) at 2nd place with 288 grievances registered through CSCs

9. Performance of States/UTs

✓ **September, 2023**

<u>Receipts</u>

- For the month of September, 2023, Uttar Pradesh has received the maximum number of grievances with the state receiving 20229 grievances, followed by Maharashtra at 2nd place, with the number standing at 3898 registrations. Gujarat with 3782 receipts in September, completes the Top 3 positions

- Madhya Pradesh recorded 3235 grievances in the month of September, thus placing it 5th in the list, Delhi with 2281 registrations stands 7th in the list, with the Top 10 being closed by Bihar which has received 2173 grievances

- 16 States/UTs have received more than 1000 grievances in the month of September, 2023

<u>Disposal</u>

- In the month of September, 2023, Uttar Pradesh has disposed of the maximum number of grievances (15848) followed by Gujarat disposing of 7149 grievances and Punjab at the 3rd place, disposing of 5519 grievances

- Bihar has disposed 3267 grievances, and stands at the 6th position, Haryana with 2503 disposals stands at the 8th position in terms of disposal of grievances

- 11 States/UTs have disposed more than 1000 grievances in the month of September, 2023

<u>Pendency</u>

- 6 States have a pendency of more than 10000 grievances, as on 30th September, 2023

- West Bengal with a pendency of 22613 grievances tops the list of States/UTs with the highest pendency, followed by Odisha with 19779 pending grievances, Uttar Pradesh with a pendency of 18224 grievances stands at the 3rd position

- Bihar with a pendency of 11851 grievances stands at the 4th position, Haryana with 11834 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 6601 grievances as in 30th September, 2023

10. Best Practice - JKIGRAMS – Jammu & Kashmir

Jammu & Kashmir – Integrated Grievance Redress and Monitoring System

JK-IGRAMS (Jammu & Kashmir Integrated Grievance Redress and Monitoring System) was launched in September, 2020. It provides an On-Line Grievance Redressal System to the people of Jammu and Kashmir.

The portal has:

- Wide coverage/connectivity with 240+ users at the Secretariat & HoDs level
- 20 Districts with 2000+ subordinate offices at the district level

JKIGRAMS is completely integrated with CPGRAMS (Centralized Public Grievance Redress and Monitoring System) of GoI, connecting JKIGRAMS with all the Central Ministries and Departments

Portal Features:

24*7 Availability   OTP Authentication   Acknowledgment at each stage   Feedback by complainant   Grievance through Call Centre
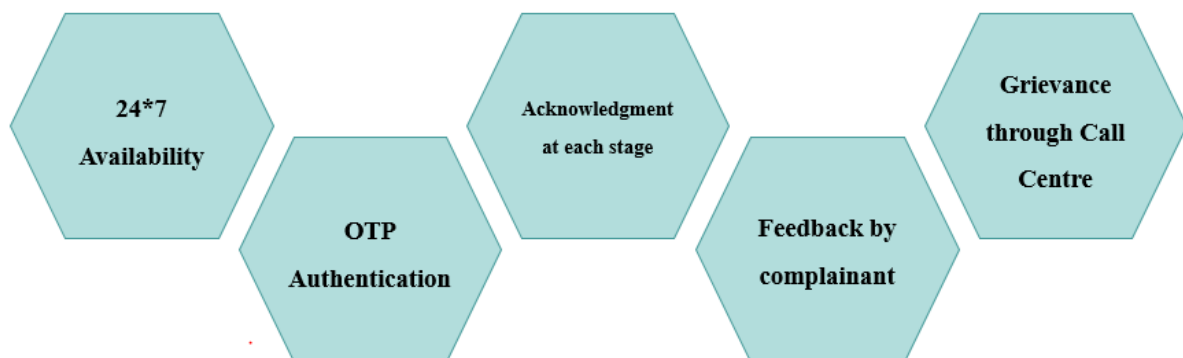
How citizen can reach us:

Directly through online registrations

Hardcopy correspondences / walk-in

CPGRAMS

Call Centres

Transparency and Accountability:

- Grievance cannot be deleted/tampered by anyone including the administration
- Fortnightly reports of all Departments/Officers are submitted to the Hon'ble Lieutenant Governor
- Unique grievance number available for tracking – facility to submit clarification related to the grievance

JKIGRAMS – Approach & Methodology:

S. No.	Problem Areas	Objective	JKIGRAMS Approach
1.	Language barrier, illiteracy and non-conversance with internet usage	Participation with inclusiveness and equity	Establishment of the Toll free grievances cell centres where grievance can be reported and punched instantly
2.	Delay in disposal of grievance	Efficiency and responsiveness in administration	De-centralization of grievance system by mapping sub-ordinate offices to the last mile officer
3.	Improvising the quality of disposal	Accountability and transparency	Root cause grievance analysis of disposal to identify the causes and possible interventions through constitution of grievance disposal analysis teams GDAT's to generate analysis reports

LGs Mulaqaat

Monthly interaction of Hon'ble Lieutenant Governor with randomly selected citizens through virtual mode.

- One of the Administrative Initiatives of the UT of Jammu & Kashmir to bring people or the public at large closer to the Administration, has been the starting of the Public Outreach Programme called as LG's Mulaqaat through J&K Lt. Governor's Grievance Cell, which is dedicated to the cause of expeditious disposal of the Grievances filed by the citizens
- Started in October, 2020, the LG's Mulaqaat Program is a Face to Face Interaction of the Hon'ble Lt. Governor with complainants/ petitioners whose Grievances have been filed on JKIGRAMS but have not been redressed despite considerable time
- The program is conducted through Video Conference and apart from the Hon'ble LG, the complainant and the concerned Department representative, all Administrative Secretaries, the HODs and the Deputy Commissioners of the UT of J&K are present

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 States/UTs grievance portals with CPGRAMS.
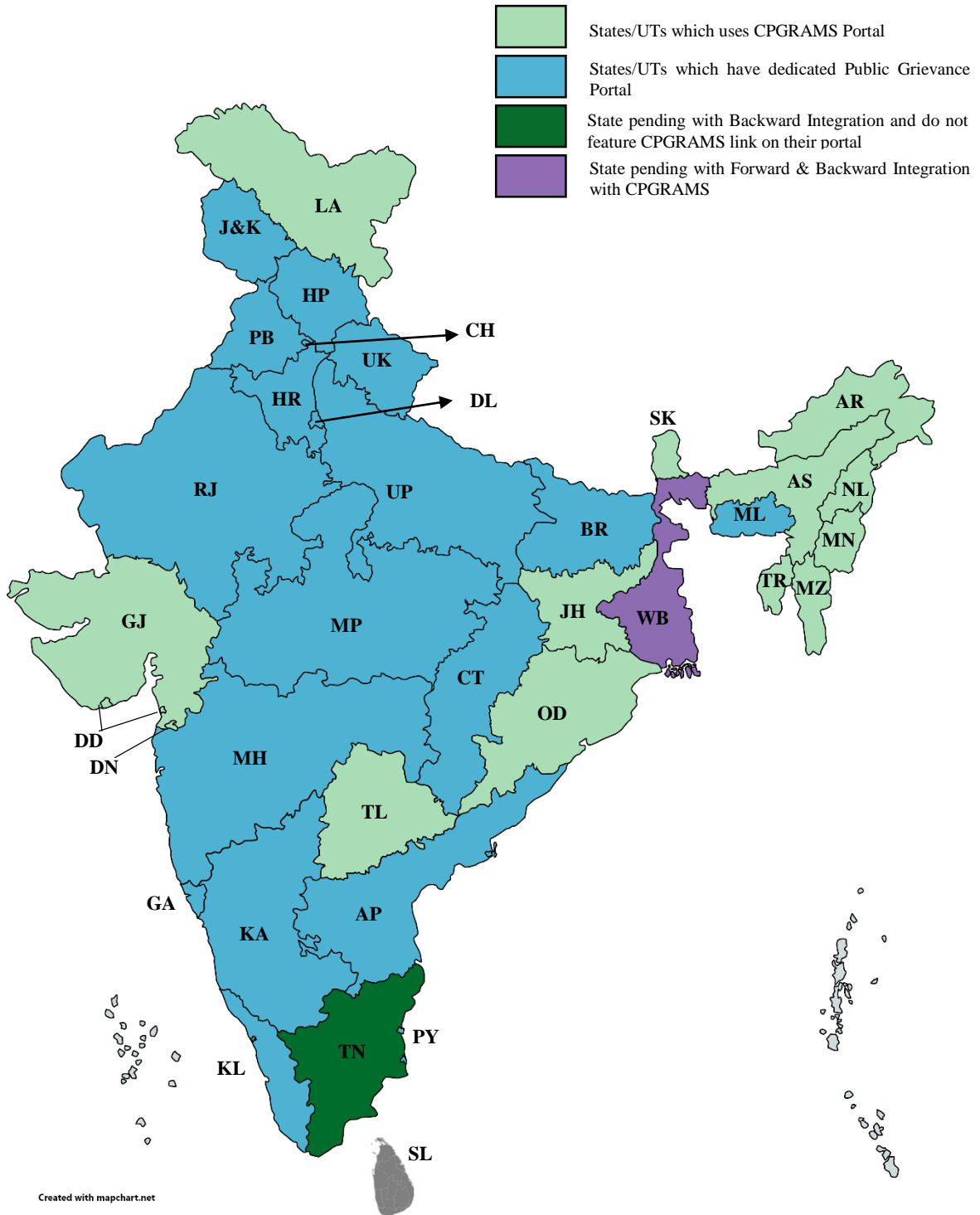
12. Sevottam Scheme

- 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

Financial Year 2022-23

- Grants to 19 States/UTs were released during the financial year 2022-23:

1. Haryana	**6.** Rajasthan	**11.** Andhra Pradesh	**16.** Himachal Pradesh
2. Punjab	**7.** Meghalaya	**12.** Telangana	**17.** Mizoram
3. Uttar Pradesh	**8.** West Bengal	**13.** Tamil Nadu	**18.** Kerala
4. Jharkhand	**9.** Maharashtra	**14.** Tripura	**19.** Jammu & Kashmir
5. Madhya Pradesh	**10.** Gujarat	**15.** Goa	

- 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, 8 ATIs, namely Haryana, Andhra Pradesh, Madhya Pradesh, Punjab, Mizoram, Rajasthan, Uttar Pradesh and Tripura have fully utilized their Sevottam grant released in 2022-23 whereas 4 ATIs namely Jharkhand, Tamil Nadu, Maharashtra and Telangana have partially utilized their grant. ATI Himachal Pradesh has refunded entire grant released in FY 2022-23.

Financial Year 2023-24

- First instalment of Sevottam grant for 2023-24 released to 7 ATIs:

1. Assam	**3.** Odisha	**5.** Andhra Pradesh	**7.** Punjab
2. Sikkim	**4.** Haryana	**6.** Madhya Pradesh	

- Proposal for ATI Delhi has also been approved and grant to be released shortly
- Sevottam proposals of 5 ATIs are under examination:

1. Rajasthan	**3.** Karnataka	**5.** Himachal Pradesh
2. Uttar Pradesh	**4.** Uttarakhand	

13. Sevottam Scheme Portal

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/
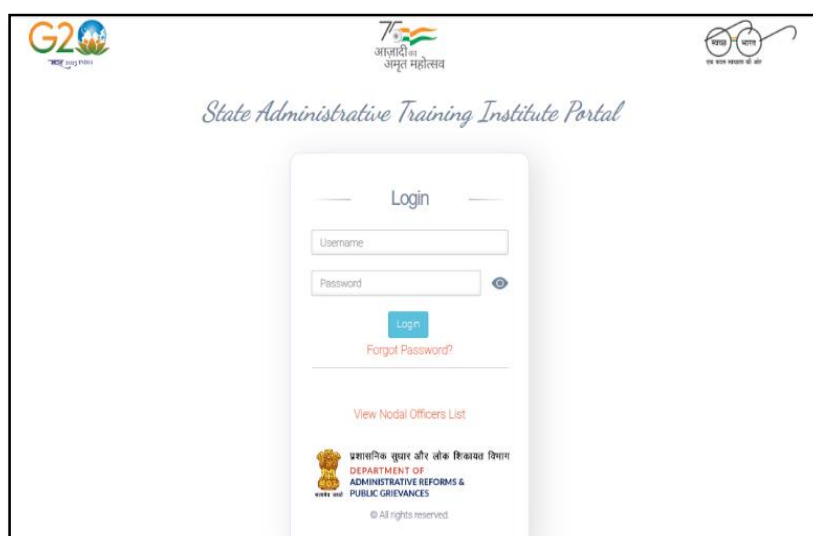
- ✓ The portal will act as a single window platform for overall monitoring for program details, trainers, trainees, training status, generation of online certificate on completion of training
- ✓ 31 State/UT ATI accounts has been made for course details management, adding/updating the course material, 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.

13.1. Updates from the Sevottam Scheme Portal

Till now, around 11 States have used their credentials on the portal shared by DARPG and registered courses that they are conducting through Sevottam.

Number of courses completed and officers trained in the last two Financial Years are as follows:

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8496
2	2023-24	45	1364

A brief recap of the courses shared by States in the Financial Year 2023-24 are as follows:

S. No.	State	ATI Name	Courses Completed	Ongoing Courses	Participants Trained
1	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	1	49
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	26		777
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	1	5	
4	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)		1	
5	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	9	
6	Madhya Pradesh	RCVP Noronha Academy of Administration & Management (RCVP NAAM), Bhopal		1	
7	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong		15	
8	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA)	3	2	145
9	Tamil Nadu	ANNA Administrative Staff College	8		180
10	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala		5	
11	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	4	2	213
	Total		**45**	**41**	**1364**

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

14. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Dr Jitendra Singh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal of DARPG

IGMS 2.0, implemented by IIT Kanpur, upgrades DARPG's CPGRAMS portal with AI

"PM Modi has flagged again and again that Grievance Redressal is important for accountability of the Government and also for the Citizen-centric Governance": Dr Jitendra Singh

Dr Jitendra Singh also launched the Swachhata Special Campaign 3.0 and released the Precedent Book (e-book) prepared by DARPG

Minister lauds DARPG for achieving a completely fileless office with all communication transferred to the eOffice portal

Posted On: 29 SEP 2023 5:56PM by PIB Delhi

PIB India @PIB_India

Union Minister @DrJitendraSingh launches the Intelligent Grievance Monitoring System (IGMS) 2.0 Public Grievance portal and Automated Analysis in Tree Dashboard portal of @DARPG_GoI

Union Minister also launches the Swachhata Special Campaign 3.0 and released the Precedent Book (e-book) prepared by DARPG

Minister lauds DARPG for achieving a completely fileless office with all communication transferred to the eOffice portal

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

6:47 PM · Sep 29, 2023 · **6,661** Views

Dr Jitendra Singh @DrJitendraSingh

First of its kind Artificial Intelligence driven initiative."Intelligent" Grievance Monitoring System (IGMS) 2.0 Public Grievance portal launched. Provision of Automated Analysis in
1/2

7:47 PM · Sep 29, 2023 · **3,930** Views

Dr Jitendra Singh @DrJitendraSingh

United News of India: Dr. Jitendra Singh addressing after launching the IGMS 2.0 Public Grievance portal, Tree Dashboard portal and #SpecialCampaign3.0 at #DARPG office, in New Delhi.

Read:
uniindia.com/photoes/520243...

UNI Photo

NEW DELHI, SEP 29 (UNI):- Minister of State (Indeper Charge) for Science and Technology, Prime Minister Office, Personnel, Public Grievances and Pensions, A Energy and Space, Dr. Jitendra Singh addressing afte launching the IGMS 2.0 Public Grievance portal, Tre Dashboard portal and Special Campaign 3.0 at DARP office, in New Delhi on Friday. UNI PHOTO-102U

8:52 AM · Sep 30, 2023 · **952** Views

Dr Jitendra Singh @DrJitendraSingh

TREE Dashboard portal of #DARPG. Another step forward to realise PM Sh @NarendraModi's vision of citizen-centric and accountable governance.
2/2

7:47 PM · Sep 29, 2023 · **1,075** Views

Ministry of Personnel, Public Grievances & Pensions

13th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of August, 2023

Uttar Pradesh and Maharashtra disposed the maximum number of grievances in August, 2023

A total of 82,013 Grievances Redressed by State/UTs in August, 2023. Pendency reduced to 1,69,753 grievances across State/UT Governments

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

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

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

Government of Lakshadweep tops the ranking in Union Territories, followed by Government of Andaman & Nicobar and Government of Ladakh

Posted On: 19 SEP 2023 5:29PM by PIB Delhi

PIB India @PIB_India

13th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of August, 2023

Uttar Pradesh and Maharashtra disposed the maximum number of grievances in August, 2023

Read here: pib.gov.in/PressReleseDet...

5:55 PM · Sep 19, 2023 · 6,992 Views

ETGovernment @ET_Government

UP, Maharashtra disposed maximum number of grievances in August: CPGRAMS report

government.economictimes.indiatimes.com
UP, Maharashtra disposed maximum number of grievance...
Cpgrams: The report provides a detailed analysis of types and categories of public grievances and the nature of ...

8:44 AM · Sep 20, 2023 · 226 Views

DARPG @DARPG_GoI

Good Governance: Monitoring of Grievance Redressal Mechanism!

Grievance Redressal Index is a pioneering initiative by DARPG to assess and improve the grievance redressal mechanism in the States/UTs.

GRIEVANCE REDRESSAL INDEX: Improving Service Delivery Through a Pragmatic Approach!

Top 3 performers among States/UTs across 4 groups

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	Lakhadweep	Andaman & Nicobar	Ladakh
3.	Group C	States with grievances >=20000	Uttar Pradesh	Jharkhand	Rajasthan
4	Group D	States with grievances <20000	Telangana	Chhattisgarh	Kerala

🐦 @DARPG_GOI   f @DARPGIndia   🌐 www.darpg.gov.in

👤 MyGovIndia and 9 others

PIB in Maharashtra @PIBMumbai

13th Report on States/Union Territories performance on CPGRAMS released by @DARPG_GoI for the month of August, 2023

Maharashtra and Uttar Pradesh disposed the maximum number of grievances in August, 2023

📄 pib.gov.in/PressReleseDet...

@jagograhakjago @fooddeptgoi @MIB_India

4:40 PM · Sep 20, 2023 · 387 Views

QCI #qualitymatters @QualityCouncil

As a part of our commitment to enhance the quality of governance, QCI is facilitating @DARPG_GoI to strengthen the public grievance system in the country.

#CPGRAMS Monthly Reports for the month of August 2023 have been released.

👤 DARPG and 2 others
12:12 PM · Sep 20, 2023 · 678 Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13843	20229	34072	15848	18224
2	Government of Maharashtra	8894	3898	12792	3928	8864
3	Government of Gujarat	9968	3782	13750	7149	6601
4	Government of Assam	3932	3385	7317	1524	5793
5	Government of Madhya Pradesh	10991	3235	14226	5263	8963
6	Government of Odisha	17733	2308	20041	262	19779
7	Government of NCT of Delhi	4704	2281	6985	3022	3963
8	Government of Haryana	12128	2209	14337	2503	11834
9	Government of Rajasthan	3686	2193	5879	878	5001
10	Government of Bihar	12945	2173	15118	3267	11851

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13843	20229	34072	15848	18224
2	Government of Gujarat	9968	3782	13750	7149	6601
3	Government of Punjab	6890	1557	8447	5519	2928
4	Government of Madhya Pradesh	10991	3235	14226	5263	8963
5	Government of Maharashtra	8894	3898	12792	3928	8864
6	Government of Bihar	12945	2173	15118	3267	11851
7	Government of NCT of Delhi	4704	2281	6985	3022	3963
8	Government of Haryana	12128	2209	14337	2503	11834
9	Government of Jharkhand	5434	2134	7568	2328	5240
10	Government of Assam	3932	3385	7317	1524	5793

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	189091	204974	186750	18224
2	Government of Gujarat	16827	37932	54759	48158	6601
3	Government of Maharashtra	23707	33831	57538	48674	8864
4	Government of Assam	7311	32514	39825	34032	5793
5	Government of Punjab	15037	29029	44066	41138	2928
6	Government of Madhya Pradesh	8262	28619	36881	27918	8963
7	Government of Rajasthan	4084	22899	26983	21982	5001
8	Government of Jharkhand	6035	21762	27797	22557	5240

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of Haryana	12973	**21507**	34480	22646	11834
10	Government of Bihar	18107	**20596**	38703	26852	11851

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	189091	204974	**186750**	18224
2	Government of Maharashtra	23707	33831	57538	**48674**	8864
3	Government of Gujarat	16827	37932	54759	**48158**	6601
4	Government of Punjab	15037	29029	44066	**41138**	2928
5	Government of Assam	7311	32514	39825	**34032**	5793
6	Government of Madhya Pradesh	8262	28619	36881	**27918**	8963
7	Government of Bihar	18107	20596	38703	**26852**	11851
8	Government of Haryana	12973	21507	34480	**22646**	11834
9	Government of Jharkhand	6035	21762	27797	**22557**	5240
10	Government of Rajasthan	4084	22899	26983	**21982**	5001

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	9591	22808	195	**22613**
2	Government of Odisha	7889	13725	21614	1835	**19779**
3	Government of Uttar Pradesh	15883	189091	204974	186750	**18224**
4	Government of Bihar	18107	20596	38703	26852	**11851**
5	Government of Haryana	12973	21507	34480	22646	**11834**
6	Government of Karnataka	6304	9747	16051	5397	**10654**
7	Government of Madhya Pradesh	8262	28619	36881	27918	**8963**
8	Government of Maharashtra	23707	33831	57538	48674	**8864**
9	Government of Andhra Pradesh	5510	4307	9817	2027	**7790**
10	Government of Gujarat	16827	37932	54759	48158	**6601**
11	Government of Assam	7311	32514	39825	34032	**5793**
12	Government of Jharkhand	6035	21762	27797	22557	**5240**
13	Government of Rajasthan	4084	22899	26983	21982	**5001**
14	Government of Tamil Nadu	4999	14903	19902	15681	**4221**
15	Government of NCT of Delhi	4801	20002	24803	20840	**3963**
16	Government of Himachal Pradesh	2660	2712	5372	1472	**3900**
17	Government of Manipur	576	2745	3321	58	**3263**
18	Government of Punjab	15037	29029	44066	41138	**2928**
19	Government of Uttarakhand	1819	10660	12479	10084	**2395**
20	Government of Jammu and Kashmir	4801	5284	10085	8196	**1889**
21	Government of Chhattisgarh	1295	6884	8179	7026	**1153**

(Time Period: 01/01/2023 to 30/09/2023)

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to September, 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	2745	3321	58	3263	165	98.25%
2	Government of Nagaland	355	608	963	76	887	137	92.11%
3	Government of Mizoram	411	210	621	367	254	242	40.90%
4	Government of Meghalaya	138	387	525	367	158	87	30.10%
5	Government of Arunachal Pradesh	116	289	405	326	79	104	19.51%
6	Government of Tripura	724	1038	1762	1460	302	100	17.14%
7	Government of Assam	7311	32514	39825	34032	5793	56	14.55%
8	Government of Sikkim	45	158	203	196	7	39	3.45%

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	9591	22808	195	22613	21462
2	Government of Odisha	7889	13725	21614	1835	19779	17424
3	Government of Haryana	12973	21507	34480	22646	11834	9883
4	Government of Bihar	18107	20596	38703	26852	11851	9785
5	Government of Karnataka	6304	9747	16051	5397	10654	9679
6	Government of Andhra Pradesh	5510	4307	9817	2027	7790	7357
7	Government of Madhya Pradesh	8262	28619	36881	27918	8963	6588
8	Government of Maharashtra	23707	33831	57538	48674	8864	5525
9	Government of Uttar Pradesh	15883	189091	204974	186750	18224	4326
10	Government of Jharkhand	6035	21762	27797	22557	5240	3958

Annexure 2: Average Closing Time - January to September, 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	4520	6
2	Government of Union Territory of Lakshadweep	201	17
3	Government of Uttar Pradesh	186750	21
4	Government of Andaman & Nicobar	860	21
5	Government of Kerala	5560	37
6	Government of Sikkim	196	39
7	Government of Chhattisgarh	7026	40
8	Government of Uttarakhand	10084	45
9	Government of Rajasthan	21982	50
10	Government of Assam	34032	56

Annexure 3: Status of Action Taken Report (ATR) - January to September, 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	20332	832	14876	4624
2	Government of Assam	15114	13809	1286	19
3	Government of Chhattisgarh	6781	6593	169	19
4	Government of Gujarat	4524	4125	229	170
5	Government of Telangana	4434	53	4381	0
6	Government of NCT of Delhi	2945	1659	4	1282
7	Government of Maharashtra	1862	832	1028	2
8	Government of Odisha	1609	1542	22	45
9	Government of Tamil Nadu	1144	120	123	901
10	Government of Jharkhand	980	177	80	723

Department of Administrative Reforms and Public Grievances

Government of India

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