



सत्यमेव जयते

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



# CPGRAMS

Monthly Report - States/UTs

October 2023

[Report Number 15]

Department of Administrative Reforms  
and Public Grievances

# CONTENTS

1. Key Highlights .....	3
2. Review of Status of Disposal.....	5
2.1. Overview.....	5
2.2. Month-wise Status of Grievances .....	5
3. Age-wise Status of Grievances .....	6
3.1. Pendency.....	6
3.2. Disposal.....	7
4. Grievance Redressal Index .....	8
4.1. Overview.....	8
4.2. Ranking of North Eastern States – Group A.....	9
4.3. Ranking of Union Territories – Group B.....	9
4.4. Ranking of States – Group C .....	10
4.5. Ranking of States – Group D .....	10
5. Outreach through Common Service Centres .....	11
6. BSNL – Feedback Call Centre.....	13
7. Performance of States/UTs .....	15
8. Best Practice – Grievance Redressal System in Assam.....	16
9. Integration of State/UT Portals with CPGRAMS .....	18
10. Sevottam Scheme.....	19
11. Sevottam Scheme Portal .....	20
11.1. Updates from the Sevottam Scheme Portal .....	21
12. Media Outreach.....	23
<b>Annexure 1: Performance of States .....</b>	<b>25</b>
<b>Annexure 1.1.: Maximum Number of Receipts – October, 2023.....</b>	<b>25</b>
<b>Annexure 1.2.: Maximum Number of Disposals – October, 2023.....</b>	<b>25</b>
<b>Annexure 1.3.: Maximum number of Receipts – January to October, 2023 .....</b>	<b>25</b>
<b>Annexure 1.4.: Maximum number of Disposals – January to October, 2023 .....</b>	<b>26</b>
<b>Annexure 1.5.: States/UTs with more than 1000 Pending Grievances .....</b>	<b>26</b>
<b>Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to October, 2023.....</b>	<b>27</b>
<b>Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days 27</b>	
<b>Annexure 2: Average Closing Time - January to October, 2023 .....</b>	<b>28</b>
<b>Annexure 2.1.: States/UTs with Low Average Closing Time .....</b>	<b>28</b>
<b>Annexure 3: Status of Action Taken Report (ATR) - January to October, 2023 .....</b>	<b>28</b>
<b>Annexure 3.1.: Top 10 States/UTs with Highest Disposals of ATR Format .....</b>	<b>28</b>

## 1. Key Highlights

### 1. Status of Public Grievances on CPGRAMS

- In October, 2023, **66547 PG cases** were received for the States/UTs and **54809 PG cases** were redressed. For States/UTs, as on 31<sup>st</sup> October, 2023, there exists a pendency of **182722 PG cases**. The pendency in the States/UTs has **increased** from **170921 PG cases at the end of September, 2023** to **182722 PG cases at the end of October, 2023**. For the **14<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 October, 2023, with number of receipts equal to 23059 grievances. **Uttar Pradesh** with 21996 disposals stand as the top performers in terms of disposal on CPGRAMS for the month of October, 2023. **33 States/UTs** have Average Closing Time of their grievances beyond the Standard Redressal Time of 30 days.

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

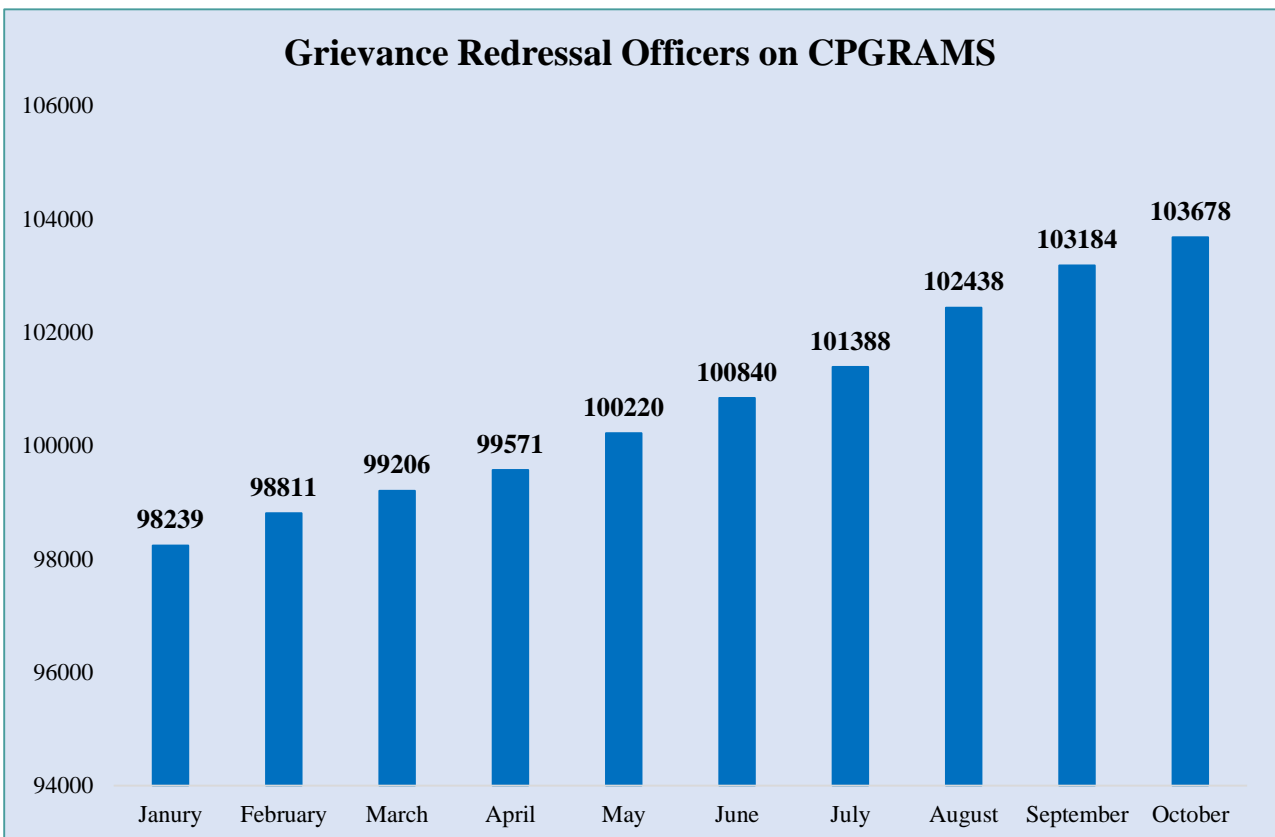
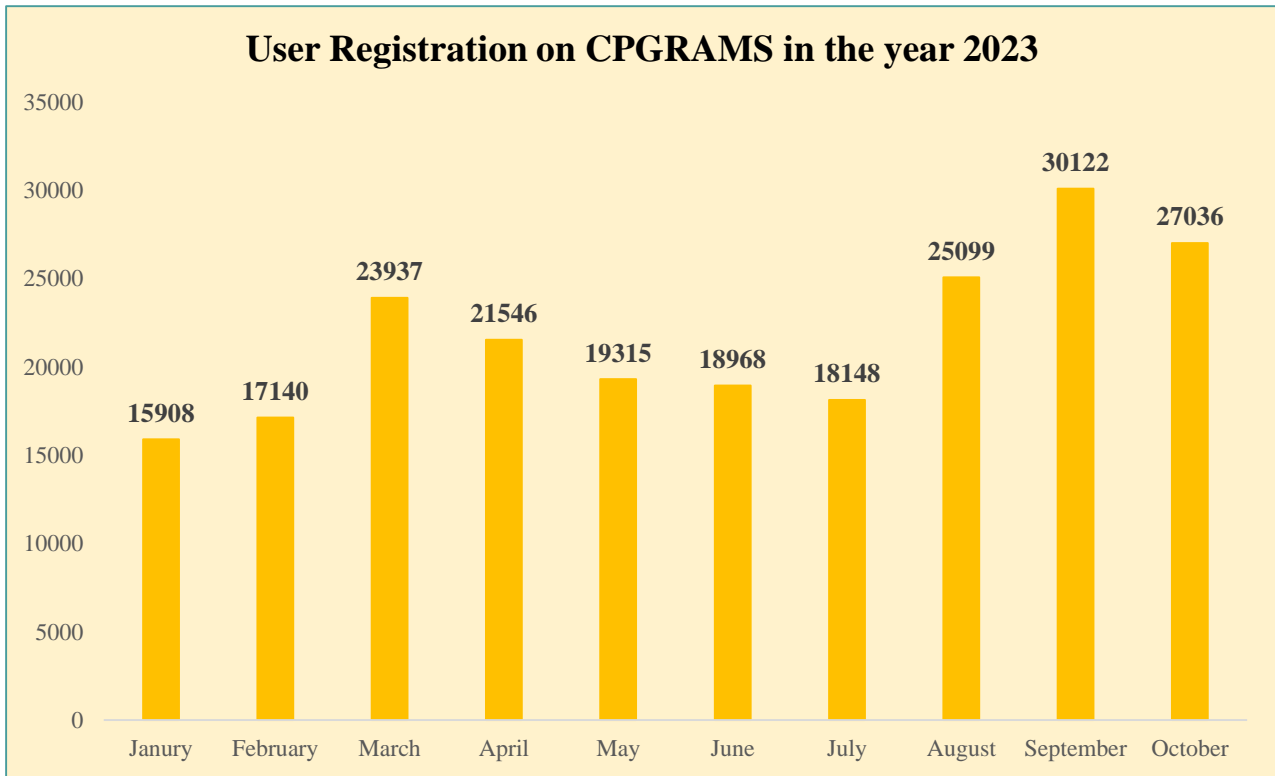
- 21 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> October, 2023
- Odisha** has the maximum number of overall pending grievances with the number standing at **24445 grievances**. **West Bengal** has the maximum number of pending grievances for more than 30 days with the number standing at **22613 grievances**

### 3. Grievance Redressal Index

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

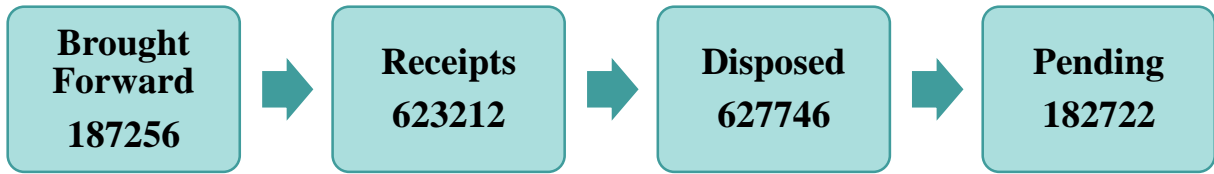
S. No.	Group	States/UTs	Rank 1	Rank 2	Rank 3
1	Group A	North-Eastern States	Sikkim	Assam	Arunachal Pradesh
2	Group B	Union Territories	Lakshadweep	Andaman & Nicobar	Ladakh
3	Group C	States with grievances $\geq$ 25000	Uttar Pradesh	Jharkhand	Punjab
4	Group D	States with grievances $<$ 25000	Kerala	Uttarakhand	Tamil Nadu

#### 4. Progress in the year 2023



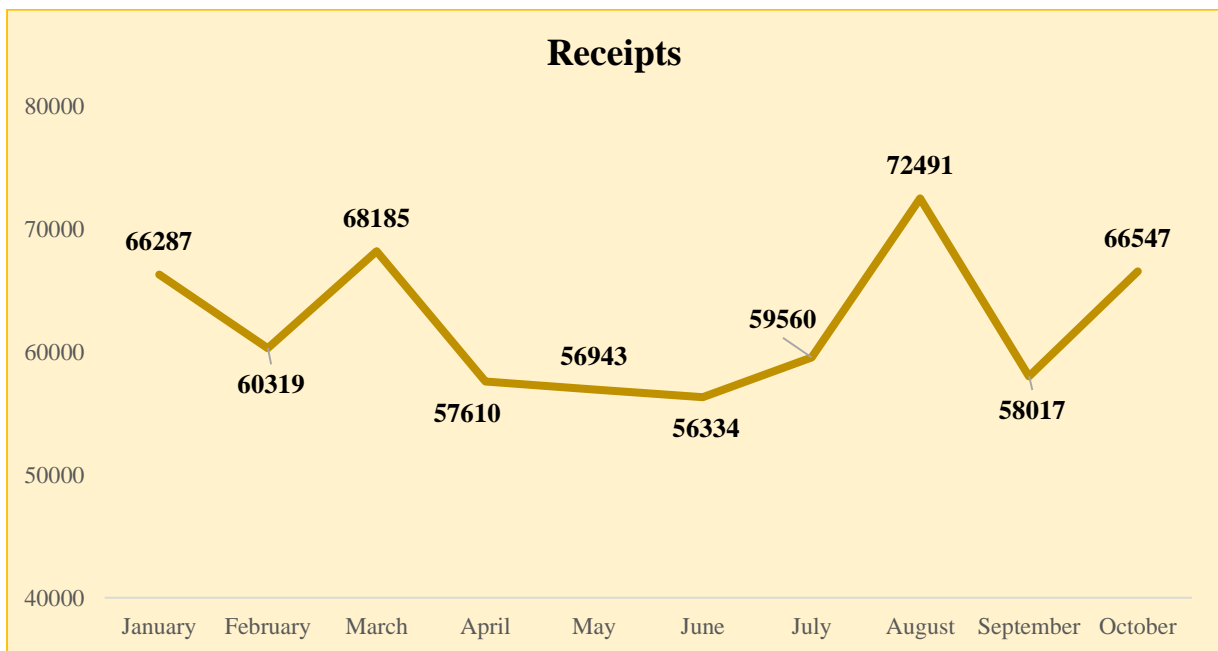
## 2. Review of Status of Disposal

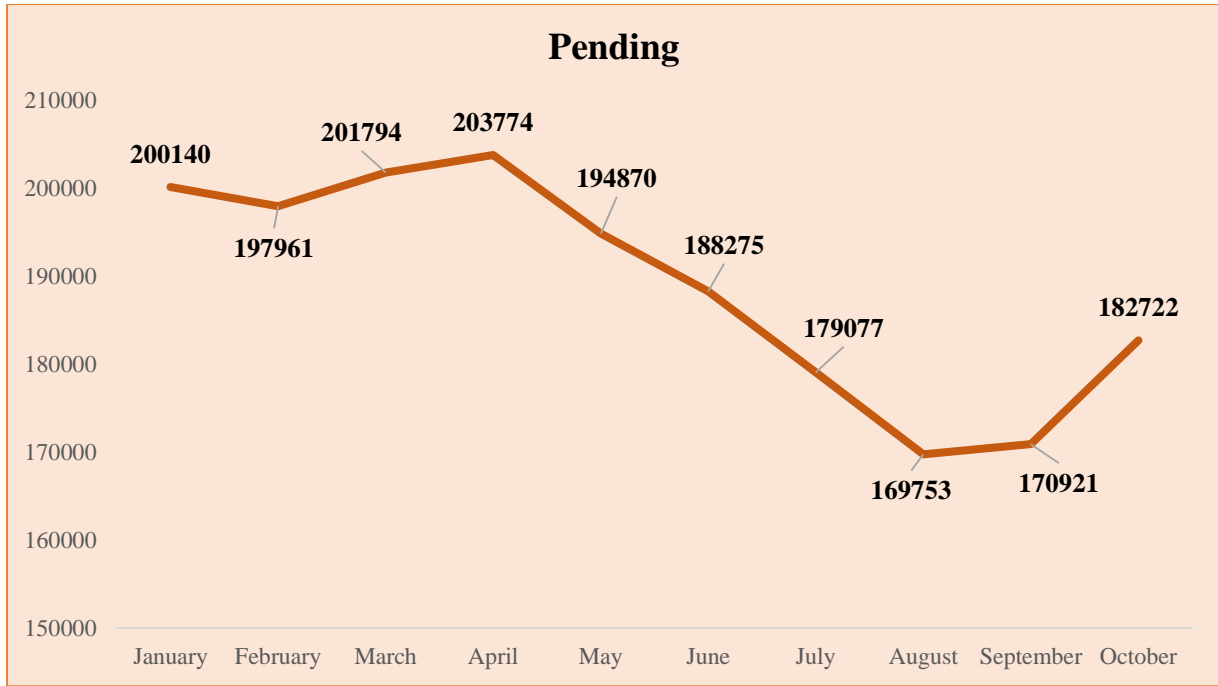
### 2.1. Overview



(Time Period: 01/01/2023 to 31/10/2023)

### 2.2. Month-wise Status of Grievances

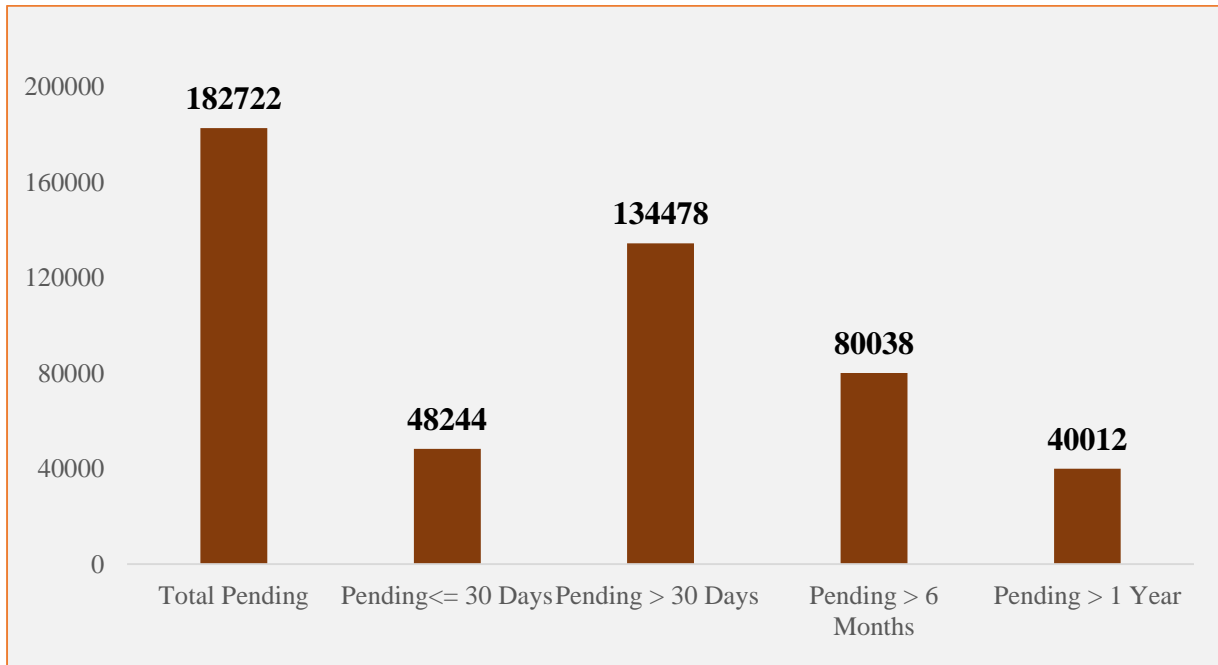




**Note:** Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

### 3. Age-wise Status of Grievances

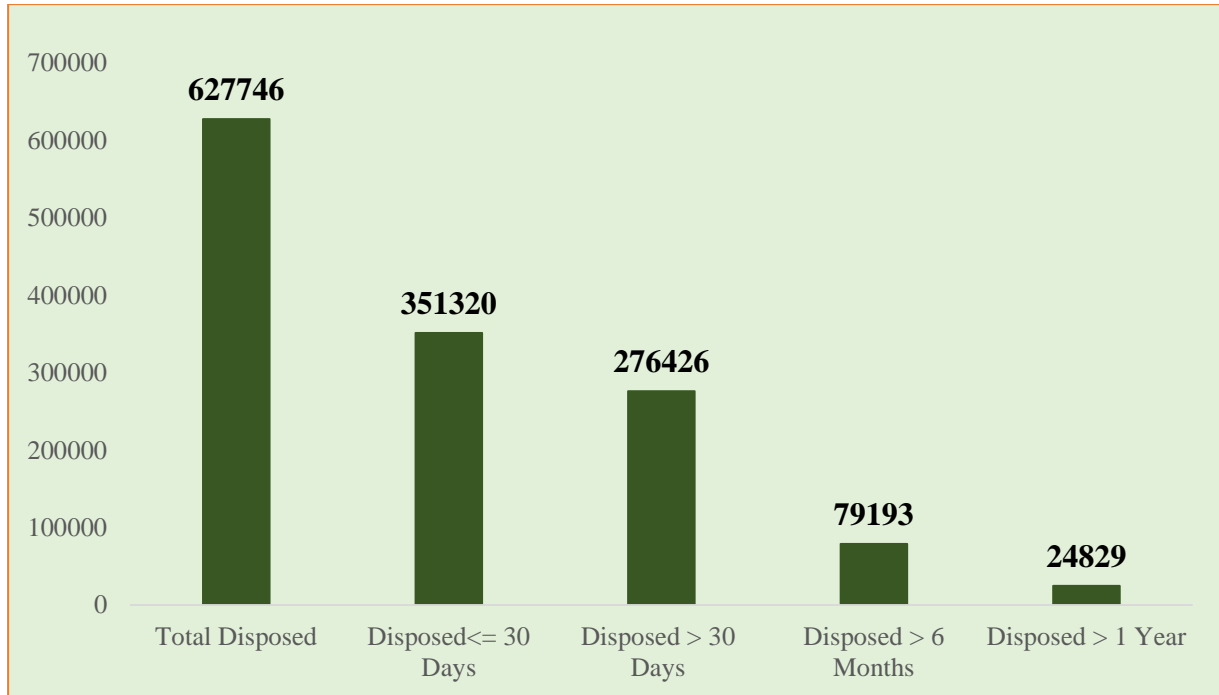
#### 3.1. Pendency



- **73.59%** of the total pendency, i.e., 134478 grievances have been pending disposal for more than 30 Days, in which **West Bengal** contributes to 16.82% of the total pendency for more than 30 days

- **90.65%** of the pending grievances (9680 out of 10679) for **Karnataka** are pending for more than 30 days
- **81.79%** of the pending grievances (9684 out of 11840) for **Haryana** are pending for more than 30 days

### 3.2. Disposal



- **Uttar Pradesh** has disposed **86.91%** of their total disposed grievances (181414 out of 208746) within 30 days time period
- **15 States/UTs** have disposed more than 50% of their disposed grievances within 30 days
- **Assam** has disposed 63.21% of their total disposed grievances (22882 out of 36199) within 30 days' time period

(Time Period: 01/01/2023 to 31/10/2023)

## 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> October, 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.,  $\geq 25000$ ) and 4<sup>th</sup> Group (Group D) consists of rest of the States receiving lower number of grievances (i.e.,  $< 25000$ )

**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	217	68.48%	1
2	Government of Assam	44384	59.27%	2
3	Government of Arunachal Pradesh	432	55.00%	3
4	Government of Meghalaya	553	51.16%	4
5	Government of Tripura	1850	50.63%	5
6	Government of Nagaland	991	17.40%	6
7	Government of Manipur	3346	10.89%	7

- Sikkim has scored a cumulative percentage of 68.48%, standing 1<sup>st</sup> in the comparative ranking of North-Eastern States
- Assam with a cumulative percentage of 59.27% stands 2<sup>nd</sup> and Arunachal Pradesh with a net score of 55% stands 3<sup>rd</sup> in the Group A
- Nagaland with a net score of 17.40% stands 6<sup>th</sup> in the list while Manipur with a net score of 10.89% stands last i.e., 7<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	214	73.01%	1
2	Government of Andaman & Nicobar	1066	63.95%	2
3	Government of Ladakh	188	60.15%	3
4	Government of NCT of Delhi	27028	53.45%	4
5	Government of Chandigarh	3986	49.43%	5
6	Government of Puducherry	1755	48.34%	6
7	Government of Jammu and Kashmir	10664	42.34%	7
8	Government of Dadra & Nagar Haveli	307	38.92%	8
9	Government of Daman & Diu	499	32.05%	9

- Lakshadweep with a net score of 73.01% stands 1<sup>st</sup> among all the Union Territories of India
- NCT of Delhi with a cumulative percentage score of 53.45% stands at 4<sup>th</sup> position among all the Union Territories
- Jammu and Kashmir with a cumulative percentage score of 42.34% stands 7<sup>th</sup> among all the Union Territories
- Dadra & Nagar Haveli and 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 25000 grievances)*

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Uttar Pradesh	228033	66.75%	1
2	Government of Jharkhand	30304	55.73%	2
3	Government of Punjab	45603	49.49%	3
4	Government of Gujarat	58745	47.84%	4
5	Government of Maharashtra	61635	41.44%	5
6	Government of Bihar	41246	33.25%	6
7	Government of Haryana	36987	33.03%	7
8	Government of Odisha	26459	21.43%	8

- Uttar Pradesh with a cumulative score of 66.75% tops the Group C, which contains rest of the States with Total Grievances more than 25000
- Jharkhand follows Uttar Pradesh, standing 2<sup>nd</sup> in the list with a net score of 55.73%
- Punjab with a net score of 49.49% stands 3<sup>rd</sup> in Group C followed by Gujarat with a net score of 47.84%
- Odisha with a cumulative score of 21.43% stands last i.e., 8<sup>th</sup> in Group C

#### 4.5. Ranking of States – Group D

*(Rest of the States with Total Grievances less than 25000 grievances)*

S. No.	Name of State/UT	Total Grievances	Percentage	Rank
1	Government of Kerala	6561	58.07%	1
2	Government of Uttarakhand	13656	53.95%	2
3	Government of Tamil Nadu	21569	45.48%	3
4	Government of Goa	1204	33.10%	4
5	Government of Himachal Pradesh	5614	25.72%	5
6	Government of Karnataka	17202	23.72%	6
7	Government of Andhra Pradesh	10484	19.30%	7
8	Government of West Bengal	23902	7.91%	8

- Kerala with a net score of 58.07% stands 1<sup>st</sup> in the Group D followed by Uttarakhand with a net score of 53.95%
- Tamil Nadu with a net score of 45.48% stands 3<sup>rd</sup> in the Group D
- Karnataka with a net score of 23.72% stands 6<sup>th</sup> in the Group D
- West Bengal finishes last i.e., 8<sup>th</sup> in Group D with a cumulative score of 7.91%

## 5. Outreach through Common Service Centres



(Time Period: 01/10/2023 to 31/10/2023)

- A total of **7973 grievances** have been registered through the Common Service Centres in the month of October, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 5347 grievances in the month of October, 2023, followed by the Government of Uttar Pradesh at the 2<sup>nd</sup> place, with the number standing at 512 registrations

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	5347	1247	4100
2	Government of Uttar Pradesh	512	162	350
3	Department of Financial Services (Banking Division)	273	141	132
4	Ministry of Housing and Urban Affairs	260	93	167
5	Ministry of Labour and Employment	234	200	34
6	Department of Telecommunications	184	154	30
7	Unique Identification Authority of India	105	70	35
8	Department of Rural Development	98	90	8
9	Ministry of Home Affairs	78	37	41
10	Department of Health & Family Welfare	77	16	61

- 51.59% of grievances received by Department of Agriculture and Farmers Welfare in the month of October, 2023 have been filed through CSCs i.e., 5347 grievances out of 10363 receipts have been registered through CSCs
- Out of the total grievances registered through CSCs, 5317 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division” for which 249 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 2887 grievances, followed by 1376 grievances for “non-receipt of PMKISAN Instalments” and 726 grievances for the category “approval of documents by state government”

S. No.	Name of State/UT	Total grievances registered through CSCs	Category for which maximum grievances were received	Number of grievances received for the category
1	Odisha	2612	PMKISAN related issues	2433
2	Uttar Pradesh	1872	PMKISAN related issues	871
3	Jharkhand	872	PMKISAN related issues	809
4	Punjab	460	PMKISAN related issues	314
5	Maharashtra	420	PMKISAN related issues	319
6	Assam	319	PMAY - URBAN/ Housing For All (HFA) Division	238
7	West Bengal	182	PMKISAN related issues	62

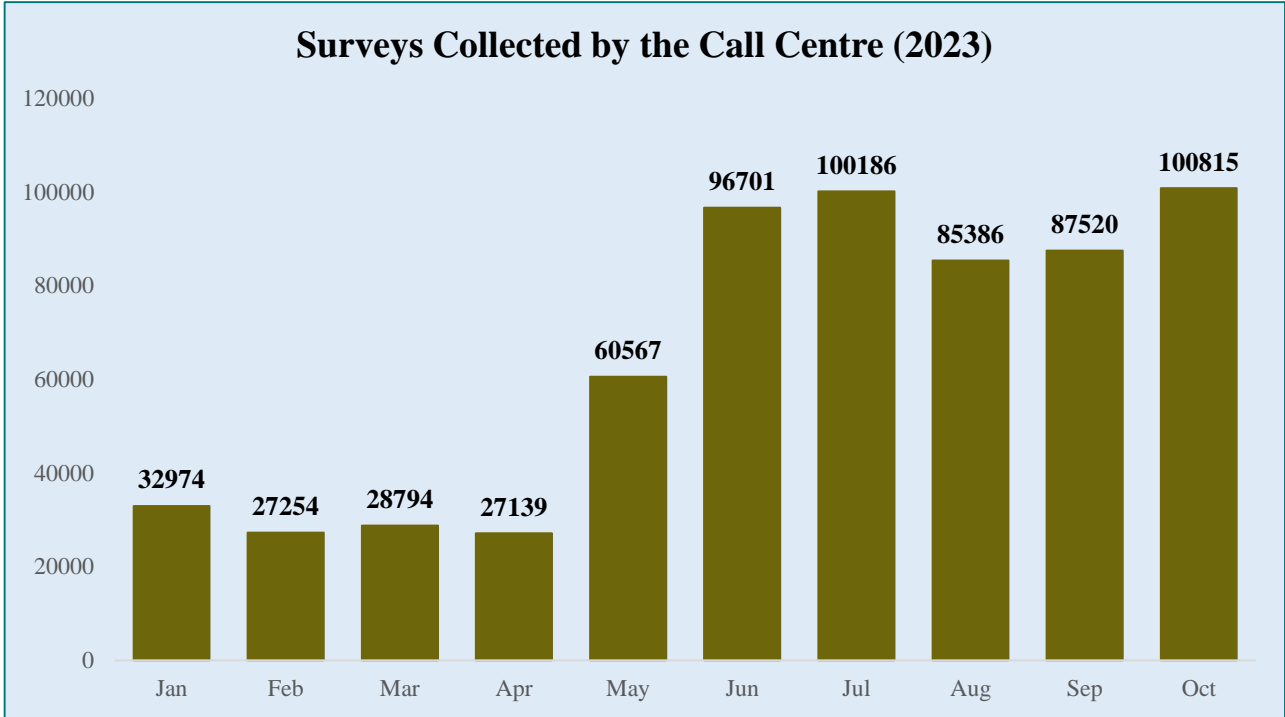
- With respect to States/UTs, maximum grievances originated out of Odisha (2612 registrations) followed by Uttar Pradesh at 2<sup>nd</sup> place with 1872 grievances registered through CSCs

- With respect to Districts, maximum grievances originated out of Gajapati (OD) (395 registrations) followed by Kandhamal (OD) at 2<sup>nd</sup> place with 262 grievances registered through CSCs

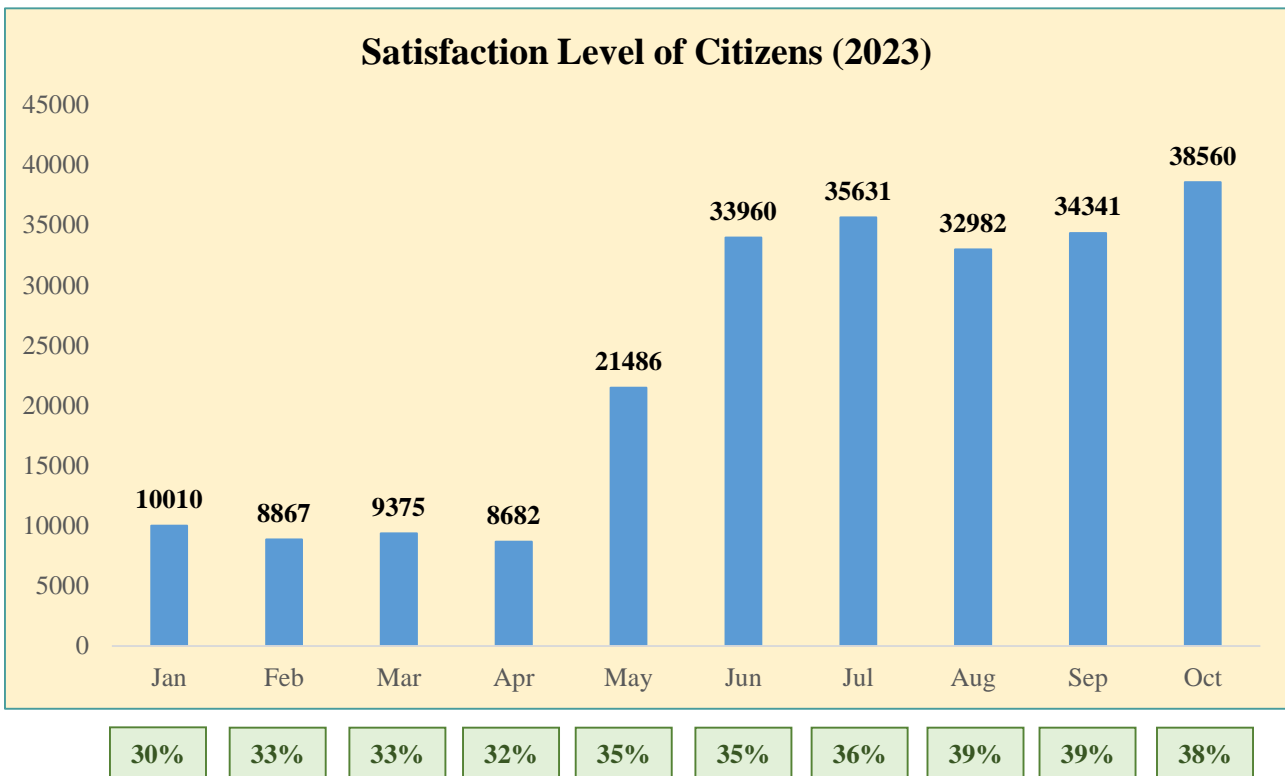
S. No.	Name of District	Number of Grievances
1	Gajapati (OD)	395
2	Kandhamal (OD)	262
3	Cuttack (OD)	204
4	Ranchi (JH)	175
5	Dhanbad (JH)	148
6	Balasore (OD)	146
7	Puri (OD)	135
8	Sitapur (UP)	127
9	Udalgudi (AS)	124
10	Kendujhar (OD)	116

## 6. BSNL – Feedback Call Centre

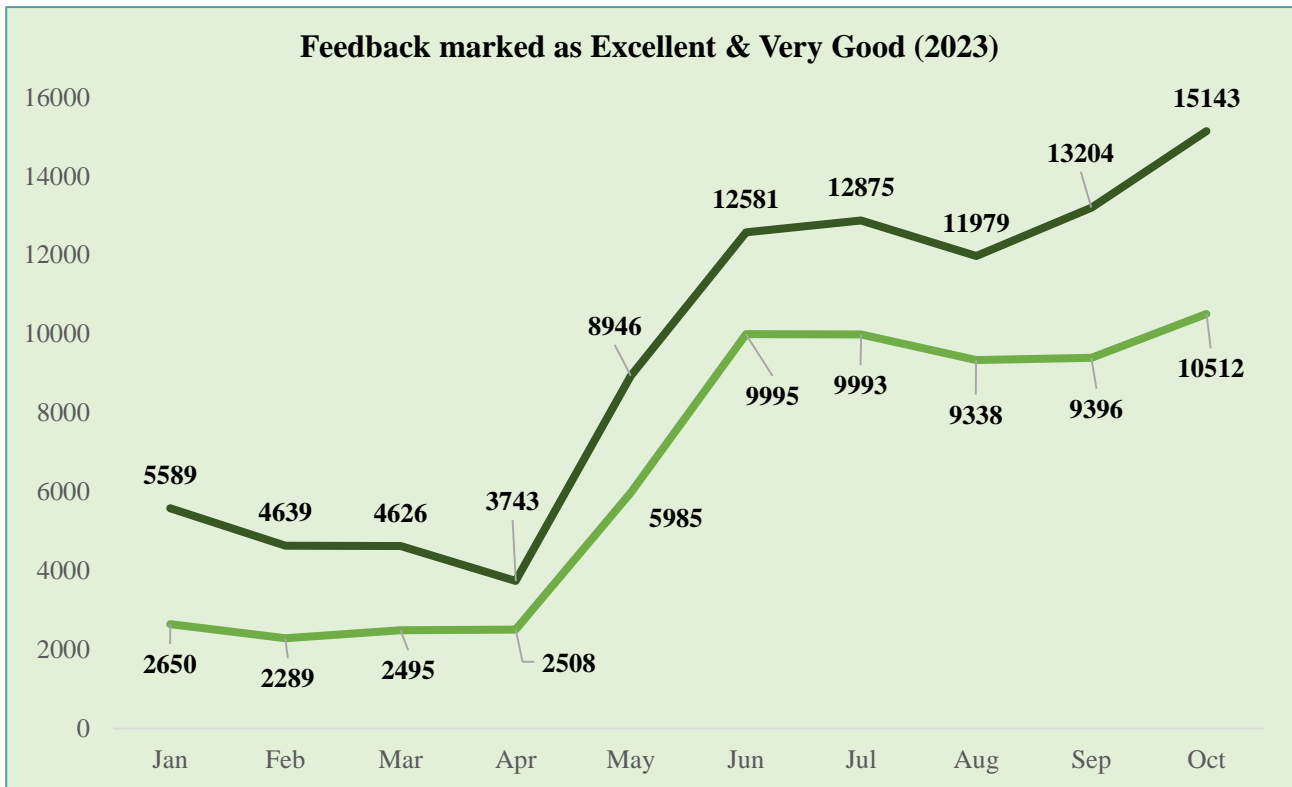
- From 1<sup>st</sup> January to 31<sup>st</sup> October, 2023, the BSNL Feedback Call Centre has collected **647336 feedbacks**, directly from the citizens



- A total of **233894 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1<sup>st</sup> January to 31<sup>st</sup> October, 2023)



- A total of **158486 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1<sup>st</sup> January to 31<sup>st</sup> October, 2023)



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
<b>Excellent</b>	17%	17%	16%	14%	15%	13%	13%	14%	15%	15%
<b>Very Good</b>	8%	8%	9%	9%	10%	10%	10%	11%	11%	10%

## 7. Performance of States/UTs

### ✓ October, 2023

#### Receipts

- For the month of October, 2023, Uttar Pradesh has received the maximum number of grievances with the state receiving 23059 grievances, followed by Odisha at 2<sup>nd</sup> place, with the number standing at 4845 registrations. Assam with 4559 receipts in October, completes the Top 3 positions
- Gujarat recorded 3992 grievances in the month of October, thus placing it 5<sup>th</sup> in the list, Bihar with 2547 registrations stands 6<sup>th</sup> in the list, with the Top 10 being closed by Tamil Nadu which has received 1670 grievances
- 16 States/UTs have received more than 1000 grievances in the month of October, 2023

#### Disposal

- In the month of October, 2023, Uttar Pradesh has disposed of the maximum number of grievances (21996) followed by Gujarat disposing of 3411 grievances and Haryana at the 3<sup>rd</sup> place, disposing of 2509 grievances
- Assam has disposed 2167 grievances, and stands at the 5<sup>th</sup> position, Jharkhand with 2160 disposals stands at the 6<sup>th</sup> position in terms of disposal of grievances
- 13 States/UTs have disposed more than 1000 grievances in the month of October, 2023

#### Pendency

- 7 States have a pendency of more than 10000 grievances, as on 31<sup>st</sup> October, 2023
- Odisha with a pendency of 24445 grievances tops the list of States/UTs with the highest pendency, followed by West Bengal with 23705 pending grievances, Uttar Pradesh with a pendency of 19287 grievances stands at the 3<sup>rd</sup> position
- Bihar with a pendency of 12914 grievances stands at the 4<sup>th</sup> position, Haryana with 11840 pending grievances stands at the 5<sup>th</sup> position, with the Top 10 list closed by Gujarat which has a pendency of 7189 grievances as in 31<sup>st</sup> October, 2023

## 8. Best Practice – Grievance Redressal System in Assam

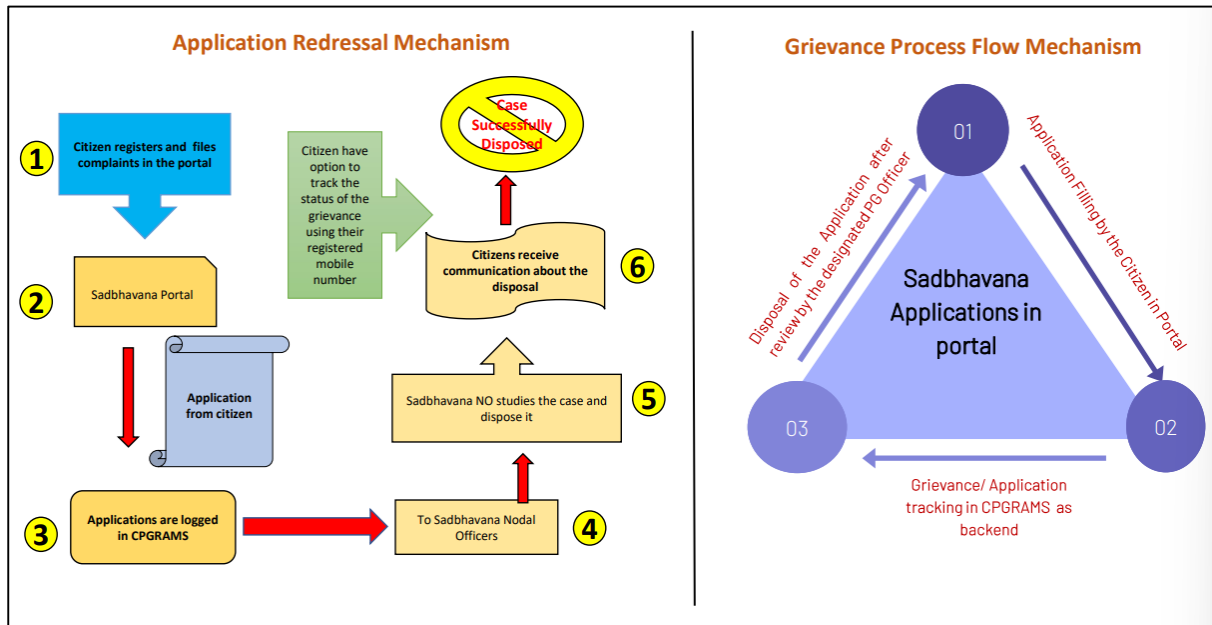
"Mission Sadbhavana, a mission-oriented project initiated on 1<sup>st</sup> February, 2022, allotted a three-month window for the submission of grievances, resulting in a total of 2,502 grievances received. Notably, all 2,502 grievances have been successfully addressed, with those submitted through CPGRAMS being resolved through the same platform."

### Strategies adopted for clearing Backlogs

- Training of PGOs of sub-ordinate organizations in collaboration with NIC – Assam
- Development of Holistic responses
- Identification of Responsible Field Offices
- Categorization of grievances and pendency against each category of case
- Disposal of old grievances with standard remarks
- Preparation of a plan of action for grievance management in collaboration with NIC
- Detailed analysis of pending cases – 2018 to 2021 by NIC – Assam
- Separate interface development by NIC for CM Assam at par with State Nodal Officer for management of grievances received directly at CM Office, Assam
- Archival of old grievances up to 2017 and disposal of pending grievances of 2018 – 2020
- Dedicated Nodal Officer for CPGRAMS

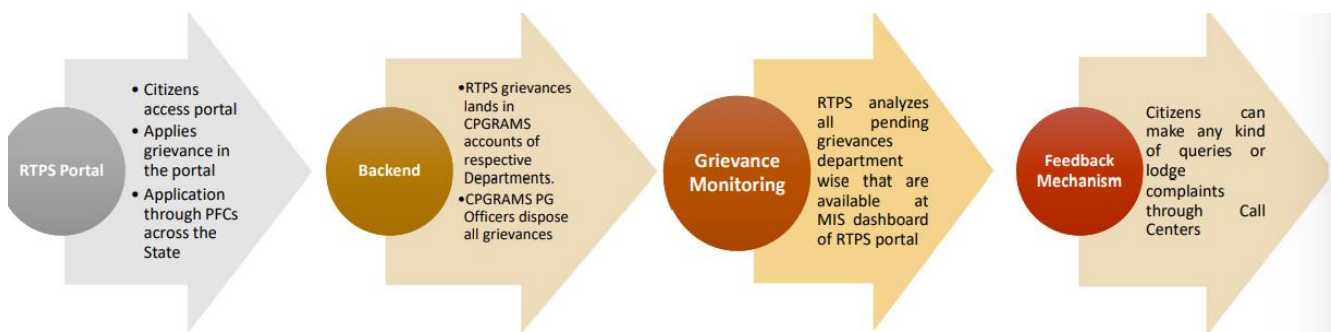


## Process Flow of Grievance Management using CPGRAMS



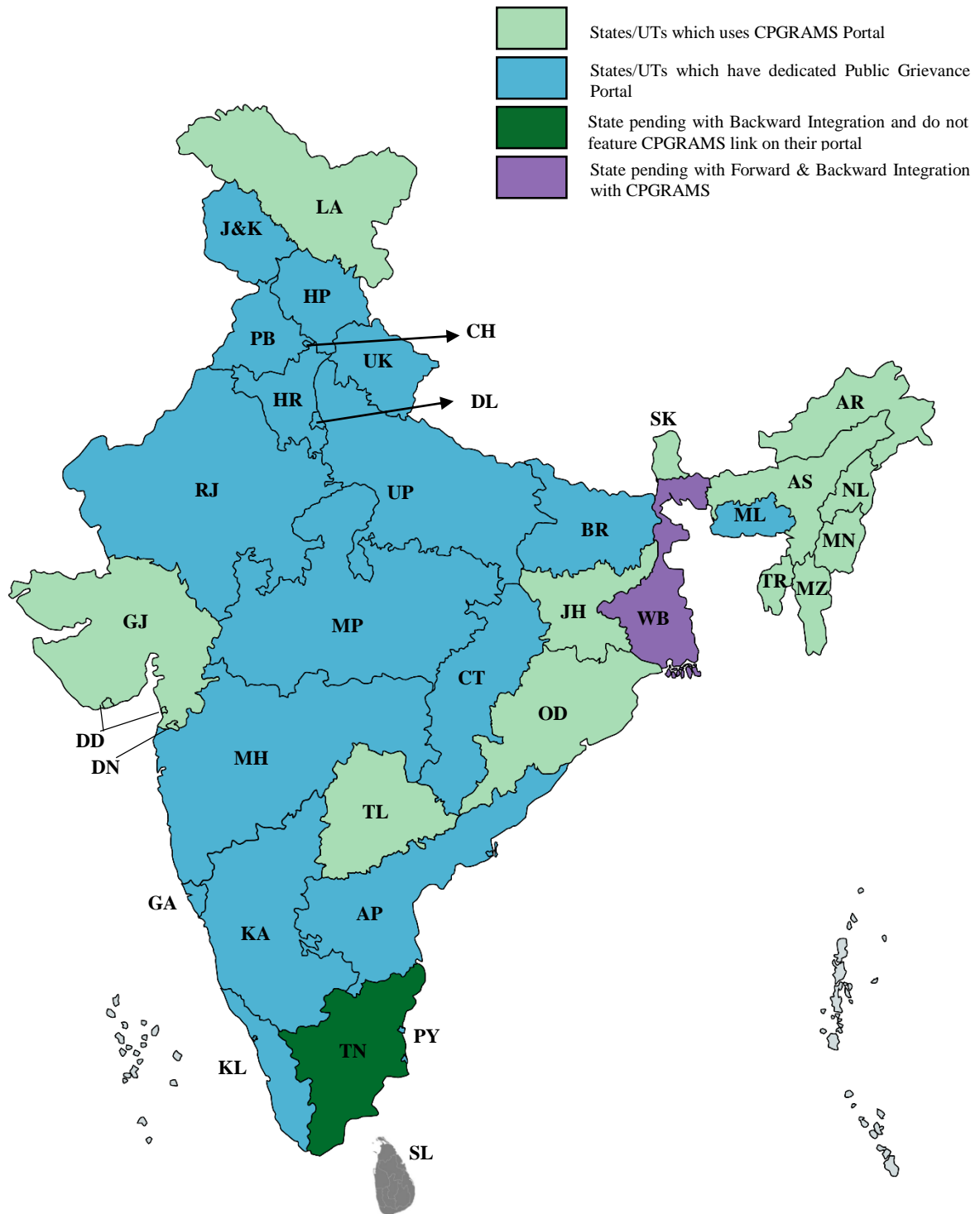
### Sewa Setu – Single unified interface for all services to citizens and business entities:

- Sewa Setu (Assam Right to Public Service) Portal was launched in October 2021
- Under the World Bank Financed Assam Citizen Centric Service Delivery Project of the ARTPPG Department
- Initially 47 online services and 315 PFCs
- It allows citizens to apply online for ARTPS-notified services
- It also promotes proactive disclosure related to citizens' entitlements under the Act and procedures for accessing ARTPS services



## 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

### **Financial Year 2022-23**

- 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 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, 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.

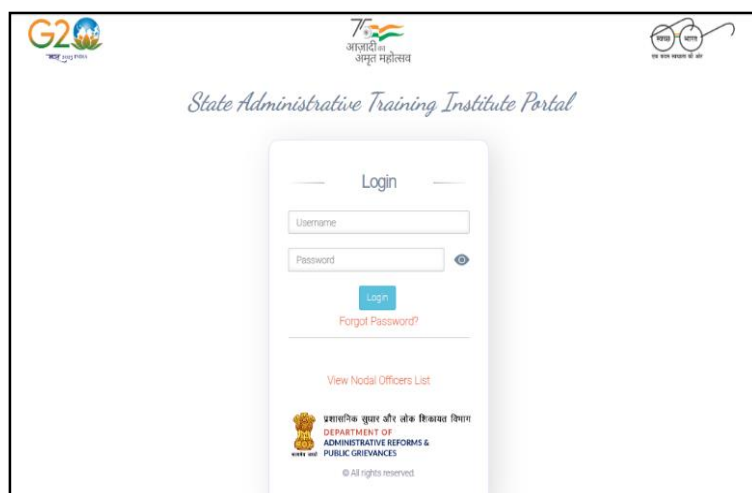
### **Financial Year 2023-24**

- First instalment of Sevottam grant for 2023-24 released to 6 ATIs:
  1. Assam
  2. Sikkim
  3. Odisha
  4. Punjab
  5. Andhra Pradesh
  6. Madhya Pradesh
- Second Instalment of Sevottam grant for 2023-24 has been released to Haryana
- Proposal for ATI Delhi has also been approved and grant to be released shortly
- Sevottam proposals of 8 ATIs are under examination:
  1. Rajasthan
  2. Uttar Pradesh
  3. Karnataka
  4. Uttarakhand
  5. Himachal Pradesh
  6. Tripura
  7. Telangana
  8. Manipur

## 11. 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.

## 11.1. Updates from the Sevottam Scheme Portal

Till now, around 14 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	61	2003

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	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	3	29	152
2	Delhi	Delhi		4	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	2	3	100
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	31		887
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	1	6	24
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)		7	
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	9	
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal		3	
9	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)		2	
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	4	11	77
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	7	1	252
12	Tamil Nadu	ANNA Administrative Staff College	8		180
13	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala		20	
14	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	4	3	331
<b>Total</b>			<b>61</b>	<b>98</b>	<b>2003</b>

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](mailto:sahil.soni@gov.in)**

- Few glimpses from the training session conducted





**Training Session conducted by Haryana Institute of Public Administration (HIPA) - Gurgaon**



**Training Session conducted by Goa Institute of Public Administration and Rural Development (GIPARD) - Goa**

## 12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

### 14th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of September, 2023

Uttar Pradesh and Gujarat disposed the maximum number of grievances in September, 2023

A total of 57,701 Grievances Redressed by State/UTs in September, 2023. Pendency in States/UTs stands at 1,70,921 grievances

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

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: 10 OCT 2023 6:08PM by PIB Delhi

**Gujarat Information**  
@InfoGujarat

The Department of Administrative Reforms and Public Grievances released the Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) 14th monthly report for States/UTs for September

UP and #Gujarat disposed the maximum number of grievances in September, 2023.




**14th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of September, 2023**

**Uttar Pradesh and Gujarat disposed the maximum number of grievances in September, 2023**

CMO Gujarat  
7:59 PM · Oct 10, 2023 · 3,671 Views

**Express Punjab**  
@iepunjab

READ: Grievance Redressal Index: Here's how Chandigarh has performed among the 9 Union Territories

**CSC** CSCeGov  
@CSCeGov


CSC-CPGRAMS Grievance Day - हर महीने की 20 तारीख को...

#CPGRAMS की सर्विस नागरिकों के लिए सभी सीएससी पर उपलब्ध है. प्रशासनिक सुधार और लोक शिकायत विभाग...

सर्विस चार्ज: ₹ 50/- प्रति शिकायत

#CSC #DigitalIndia #CPGRAMSGrievanceDay #RuralEmpowerment #DigitalIndia #GrievanceDay

Translate post



**CSC-CPGRAMS GRIEVANCE DAY**

CPGRAMS की सर्विस नागरिकों के लिए सभी सीएससी केंद्र पर उपलब्ध है। प्रशासनिक सुधार और लोक शिकायत विभाग

Digital India and 9 others  
10:20 AM · Oct 20, 2023 · 8,513 Views

**PIB India** @PIB\_India

14th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of September, 2023


- ✓ Uttar Pradesh and Gujarat disposed the maximum number of grievances in September, 2023
- ✓ A total of 57,701 Grievances Redressed by State/UTs in September, 2023. Pendency in States/UTs stands at 1,70,921 grievances

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

7:50 PM · Oct 10, 2023 · 18K Views

**DARPG** @DARPG\_GoI

Some glimpses from the first ever CSC - CPGRAMS Grievance day which was held on 20.10.2023 for raising awareness on filing #cpgrams through the network of CSCs throughout the country. Going forward the 20th of every month will be called a CSC-CPGRAMS Grievance day.



PMO India and 8 others

10:11 PM · Oct 20, 2023 · 728 Views

**Daily Excelsior** @DailyExcelsior1

Ladakh secures third rank in CPGRAMS Group B

[@Ig\\_ladakh](https://twitter.com/Ig_ladakh)

Read More | [dailyexcelsior.com/ladakh-secures...](http://dailyexcelsior.com/ladakh-secures...)

**DARPG** @DARPG\_GoI

Shri V. Srinivas, Secretary, DARPG, took a meeting with the Nodal Officers of all the States/UTs and reviewed the status of pendency and quality of disposal of grievances on #CPGRAMS for the month of September 2023.



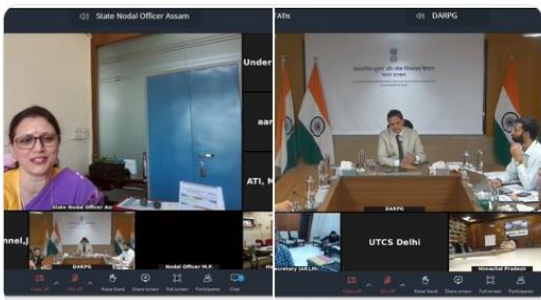
PMO India and 9 others

9:40 PM · Oct 12, 2023 · 684 Views

**DARPG** @DARPG\_GoI

Secretary, DARPG, appreciated the overall progress made by Uttar Pradesh, Gujarat, Assam, Maharashtra, and Punjab in enhancing the quality of grievance resolution on #CPGRAMS in September 2023.

@CMOfficeUP @CMOGuj @CMOfficeAssam @CMOMaharashtra @CMOPb



9:40 PM · Oct 12, 2023 · 268 Views



## Annexures

### Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18224	23059	41283	21996	19287
2	Government of Odisha	19779	4845	24624	179	24445
3	Government of Assam	5793	4559	10352	2167	8185
4	Government of Maharashtra	8881	4099	12980	1979	11001
5	Government of Gujarat	6608	3992	10600	3411	7189
6	Government of Bihar	11870	2547	14417	1503	12914
7	Government of Haryana	11838	2511	14349	2509	11840
8	Government of Jharkhand	5248	2500	7748	2160	5588
9	Government of NCT of Delhi	3970	2230	6200	2338	3862
10	Government of Tamil Nadu	4224	1670	5894	1186	4708

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18224	23059	41283	21996	19287
2	Government of Gujarat	6608	3992	10600	3411	7189
3	Government of Haryana	11838	2511	14349	2509	11840
4	Government of NCT of Delhi	3970	2230	6200	2338	3862
5	Government of Assam	5793	4559	10352	2167	8185
6	Government of Jharkhand	5248	2500	7748	2160	5588
7	Government of Maharashtra	8881	4099	12980	1979	11001
8	Government of Bihar	11870	2547	14417	1503	12914
9	Government of Punjab	2929	1538	4467	1334	3133
10	Government of Tamil Nadu	4224	1670	5894	1186	4708

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	212150	228033	208746	19287
2	Government of Gujarat	16827	41918	58745	51556	7189
3	Government of Maharashtra	23707	37928	61635	50634	11001
4	Government of Assam	7311	37073	44384	36199	8185
5	Government of Punjab	15037	30566	45603	42470	3133
6	Government of Jharkhand	6042	24262	30304	24716	5588
7	Government of Haryana	12973	24014	36987	25147	11840
8	Government of Bihar	18105	23141	41246	28332	12914

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of NCT of Delhi	4800	22228	27028	23166	3862
10	Government of Odisha	7889	18570	26459	2014	24445

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	212150	228033	208746	19287
2	Government of Gujarat	16827	41918	58745	51556	7189
3	Government of Maharashtra	23707	37928	61635	50634	11001
4	Government of Punjab	15037	30566	45603	42470	3133
5	Government of Assam	7311	37073	44384	36199	8185
6	Government of Bihar	18105	23141	41246	28332	12914
7	Government of Haryana	12973	24014	36987	25147	11840
8	Government of Jharkhand	6042	24262	30304	24716	5588
9	Government of NCT of Delhi	4800	22228	27028	23166	3862
10	Government of Tamil Nadu	4999	16570	21569	16861	4708

#### 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 Odisha	7889	18570	26459	2014	24445
2	Government of West Bengal	13217	10685	23902	197	23705
3	Government of Uttar Pradesh	15883	212150	228033	208746	19287
4	Government of Bihar	18105	23141	41246	28332	12914
5	Government of Haryana	12973	24014	36987	25147	11840
6	Government of Maharashtra	23707	37928	61635	50634	11001
7	Government of Karnataka	6304	10898	17202	6523	10679
8	Government of Assam	7311	37073	44384	36199	8185
9	Government of Andhra Pradesh	5508	4976	10484	2443	8041
10	Government of Gujarat	16827	41918	58745	51556	7189
11	Government of Jharkhand	6042	24262	30304	24716	5588
12	Government of Tamil Nadu	4999	16570	21569	16861	4708
13	Government of NCT of Delhi	4800	22228	27028	23166	3862
14	Government of Himachal Pradesh	2660	2954	5614	1765	3849
15	Government of Manipur	576	2770	3346	60	3286
16	Government of Punjab	15037	30566	45603	42470	3133
17	Government of Uttarakhand	1819	11837	13656	10920	2736
18	Government of Jammu and Kashmir	4801	5863	10664	8730	1934

(Time Period: 01/01/2023 to 31/10/2023)

**Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to October, 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	2770	3346	60	3286	164	98.21%
2	Government of Nagaland	355	636	991	77	914	136	92.23%
3	Government of Meghalaya	138	415	553	391	162	86	29.29%
4	Government of Arunachal Pradesh	116	316	432	344	88	99	20.37%
5	Government of Assam	7311	37073	44384	36199	8185	55	18.44%
6	Government of Tripura	724	1126	1850	1548	302	96	16.32%
7	Government of Sikkim	45	172	217	204	13	39	5.99%

**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	10685	23902	197	23705	22613
2	Government of Odisha	7889	18570	26459	2014	24445	19620
3	Government of Bihar	18105	23141	41246	28332	12914	10522
4	Government of Haryana	12973	24014	36987	25147	11840	9684
5	Government of Karnataka	6304	10898	17202	6523	10679	9680
6	Government of Andhra Pradesh	5508	4976	10484	2443	8041	7520
7	Government of Maharashtra	23707	37928	61635	50634	11001	6958
8	Government of Assam	7311	37073	44384	36199	8185	4749
9	Government of Uttar Pradesh	15883	212150	228033	208746	19287	4272
10	Government of Gujarat	16827	41918	58745	51556	7189	4235

(Time Period: 01/01/2023 to 31/10/2023)

## Annexure 2: Average Closing Time - January to October, 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 Union Territory of Lakshadweep	203	18
2	Government of Andaman & Nicobar	966	21
3	Government of Uttar Pradesh	208746	21
4	Government of Kerala	6112	34
5	Government of Sikkim	204	39
6	Government of Uttarakhand	10920	44
7	Government of Assam	36199	55
8	Government of Union Territory of Chandigarh	3402	58
9	Government of NCT of Delhi	23166	60
10	Government of Tamil Nadu	16861	67

## Annexure 3: Status of Action Taken Report (ATR) - January to October, 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	22595	926	16441	5228
2	Government of Assam	15280	13966	1295	19
3	Government of Gujarat	4665	4266	229	170
4	Government of NCT of Delhi	3431	2145	4	1282
5	Government of Maharashtra	1884	844	1038	2
6	Government of Odisha	1778	1709	23	46
7	Government of Tamil Nadu	1185	121	125	939
8	Government of Jharkhand	1092	182	84	826
9	Government of Andaman & Nicobar	876	736	100	40
10	Government of Tripura	704	30	1	673

*In view of the ongoing model code of conduct, data from the 5 States namely Madhya Pradesh, Rajasthan, Telangana, Chhattisgarh and Mizoram, has been deducted from the report.*



**Department of Administrative Reforms and Public Grievances**

**Government of India**

5<sup>th</sup> Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001