



सत्यमेव जयते

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



# CPGRAMS

Monthly Report - States/UTs

November 2023

[Report Number 16]

Department of Administrative Reforms  
and Public Grievances

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## 1. Key Highlights

### 1. General

- From 1<sup>st</sup> to 7<sup>th</sup> November, a **mega campaign** was launched by Common Service Centres to increase the outreach of CPGRAMS through CSCs
- Meeting with Grievance Redressal Officers of all the States/UTs was held on 8<sup>th</sup> November, 2023, to review the pendency and disposal of public grievances on CPGRAMS and integration of State/UT portals with CPGRAMS
- In November, 2023, the BSNL Feedback Call Centre collected **85019 feedbacks**, out of the total feedbacks collected, **~43%** citizens expressed satisfaction with the resolution provided to their respective grievances
- **33093 feedbacks (39%)** were collected for States/UTs by the BSNL Feedback Call Centre
- **15 States** are using the Sevottam Scheme Portal developed by DARPG. In 2023, **148 training courses** have been completed in which **~4573 officers** have been trained

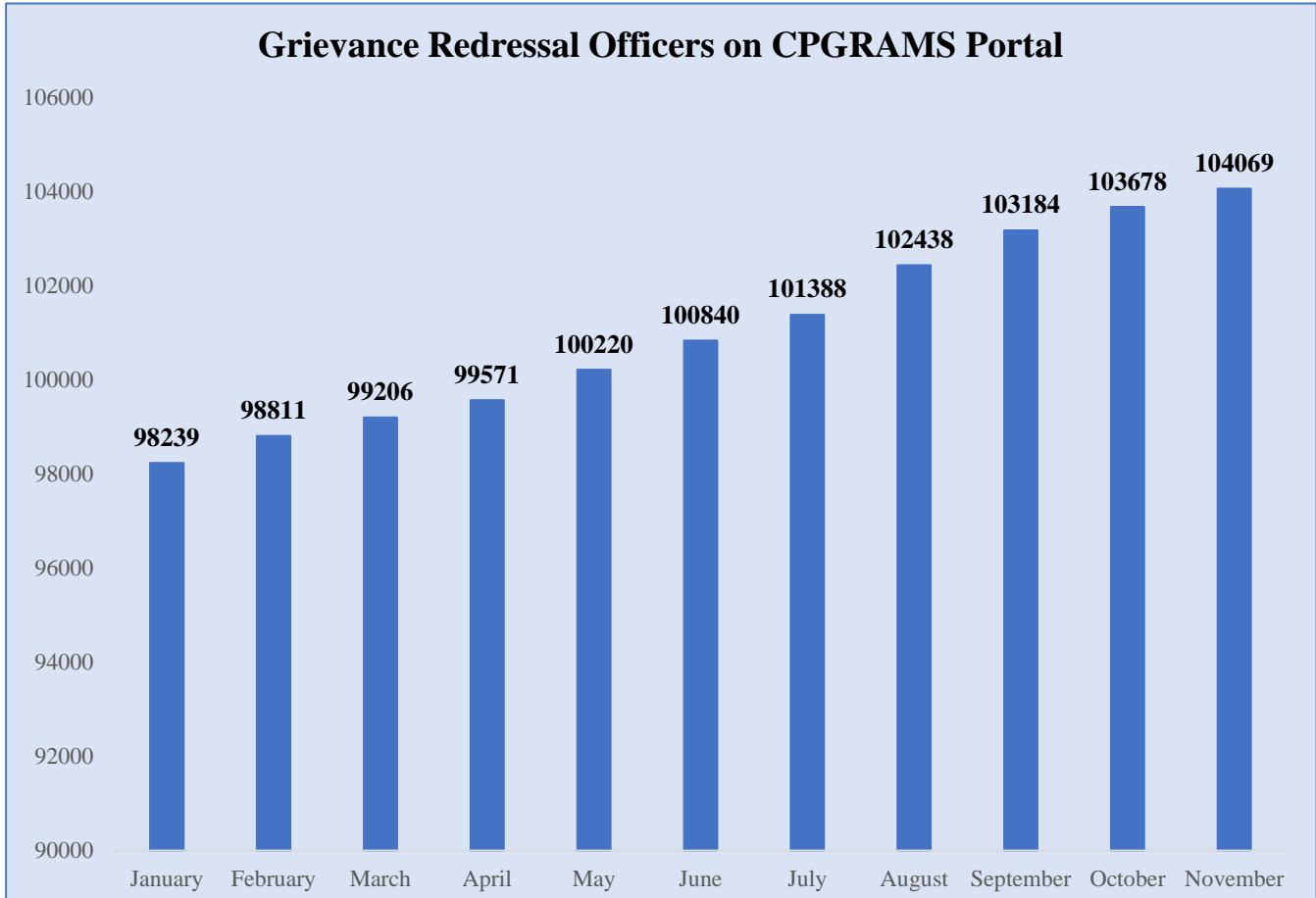
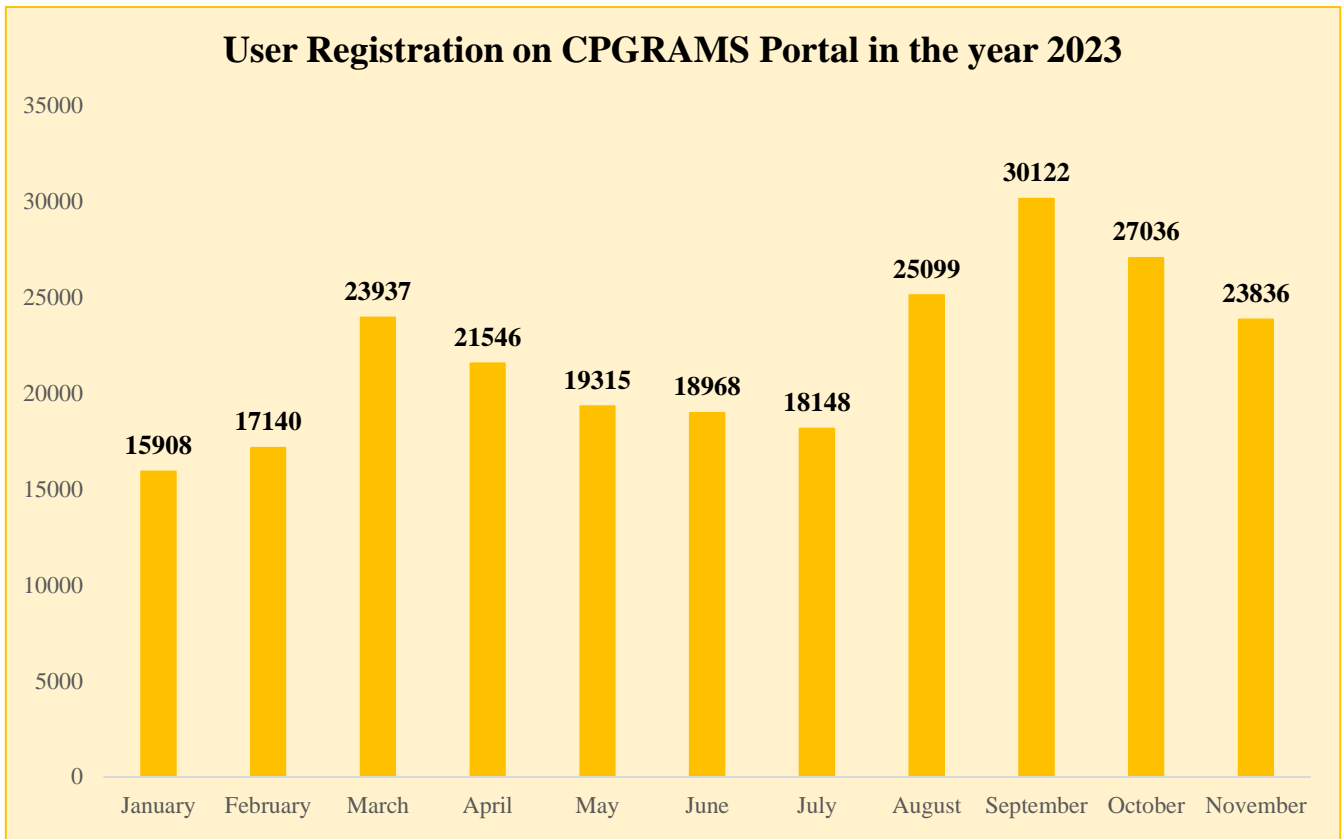
### 2. Status of Public Grievances on CPGRAMS

- In November, 2023, **54803 PG cases** were received for the States/UTs and **55638 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **54809 PG cases at the end of October, 2023**, to **55638 PG cases at the end of November, 2023**
- For the **15<sup>th</sup>** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **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

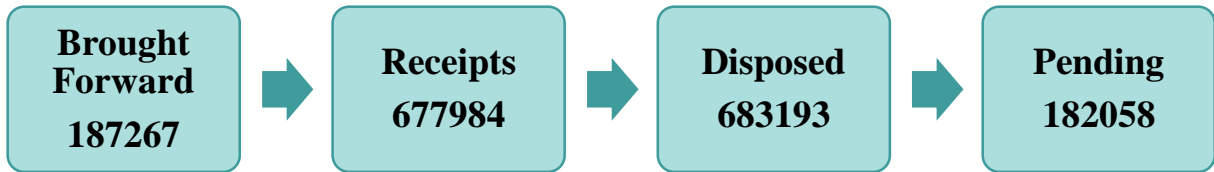
- **21 States/UTs** have more than 1000 pending grievances as on 30<sup>th</sup> November, 2023
- For States/UTs, as on 30<sup>th</sup> November, 2023, there exists a pendency of **182058 PG cases**
- The pendency in the States/UTs has **decreased** from **182722 PG cases at the end of October, 2023** to **182058 PG cases at the end of November, 2023**

#### 4. Progress in the year 2023



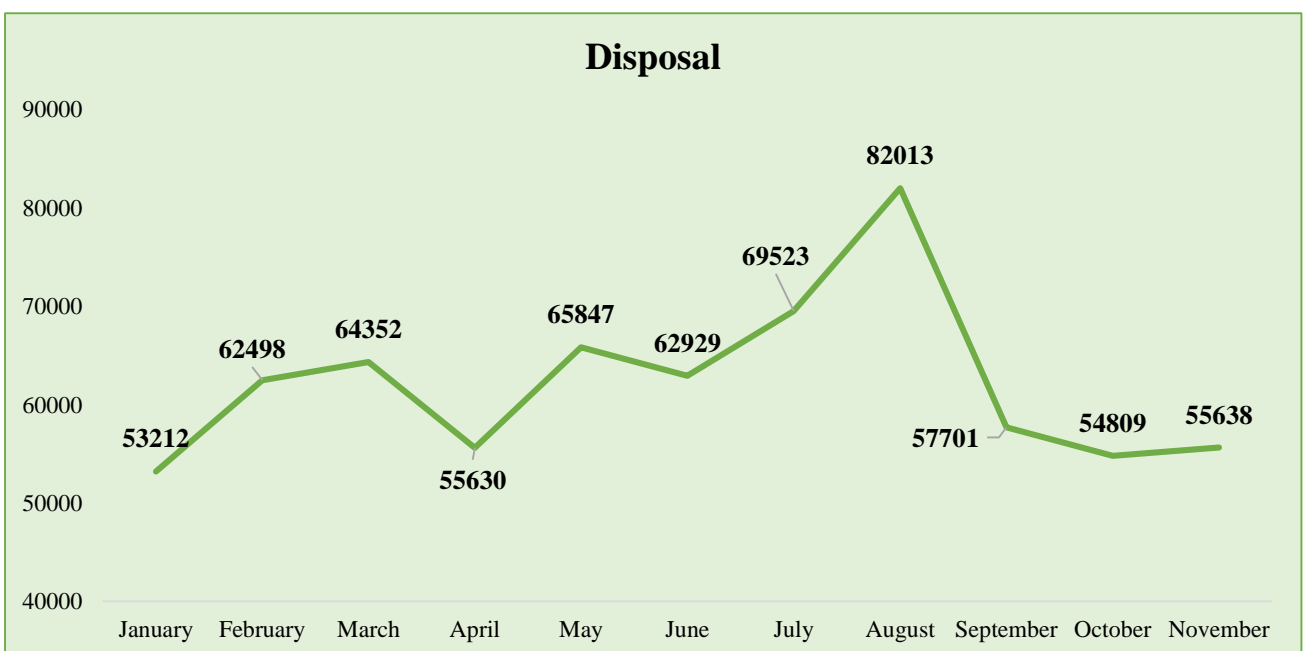
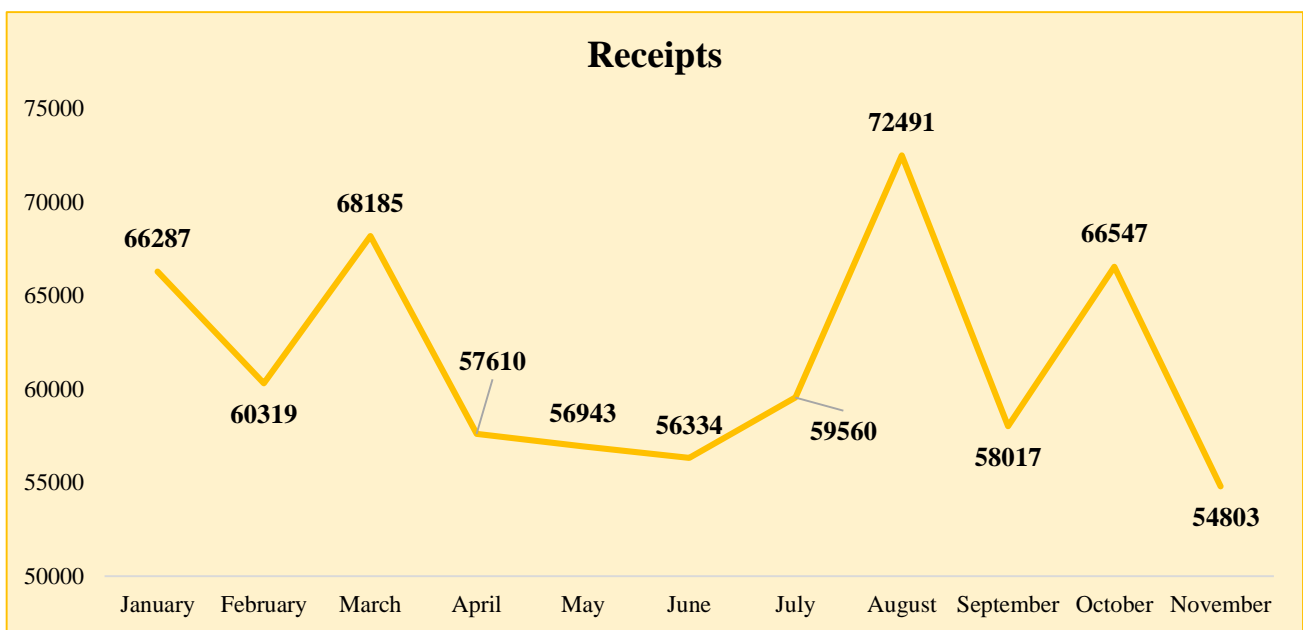
## 2. Review of Status of Disposal

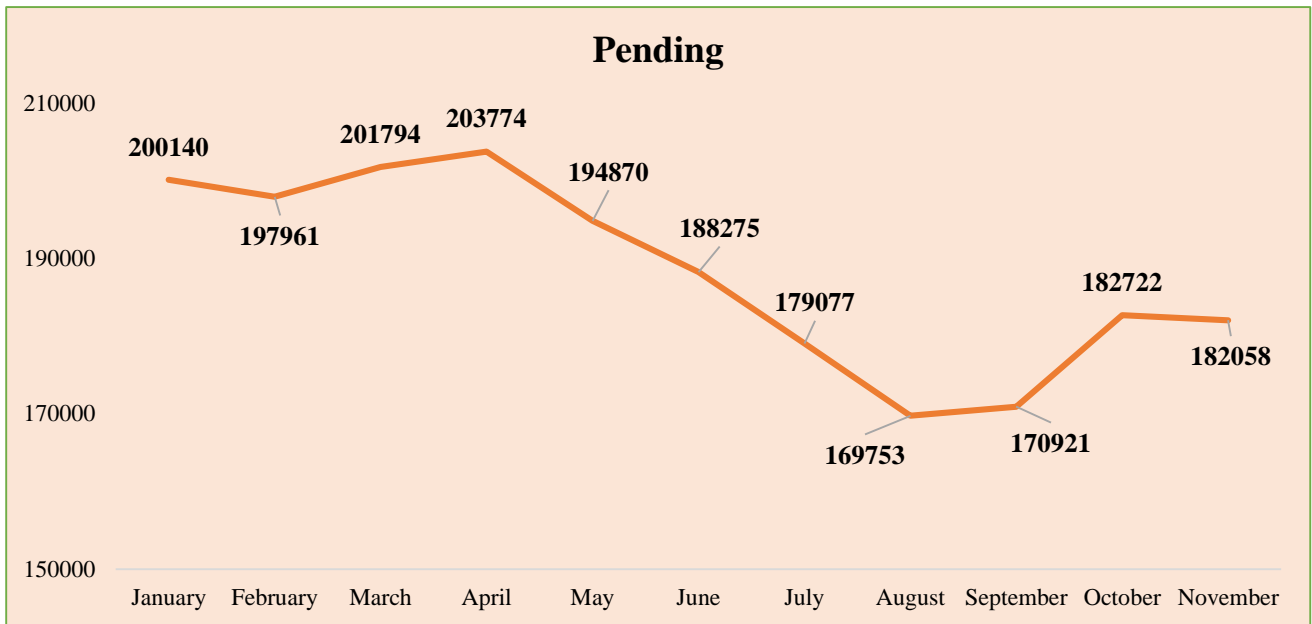
### 2.1. Overview



(Time Period: 01/01/2023 to 30/11/2023)

### 2.2. Month-wise Status of Grievances

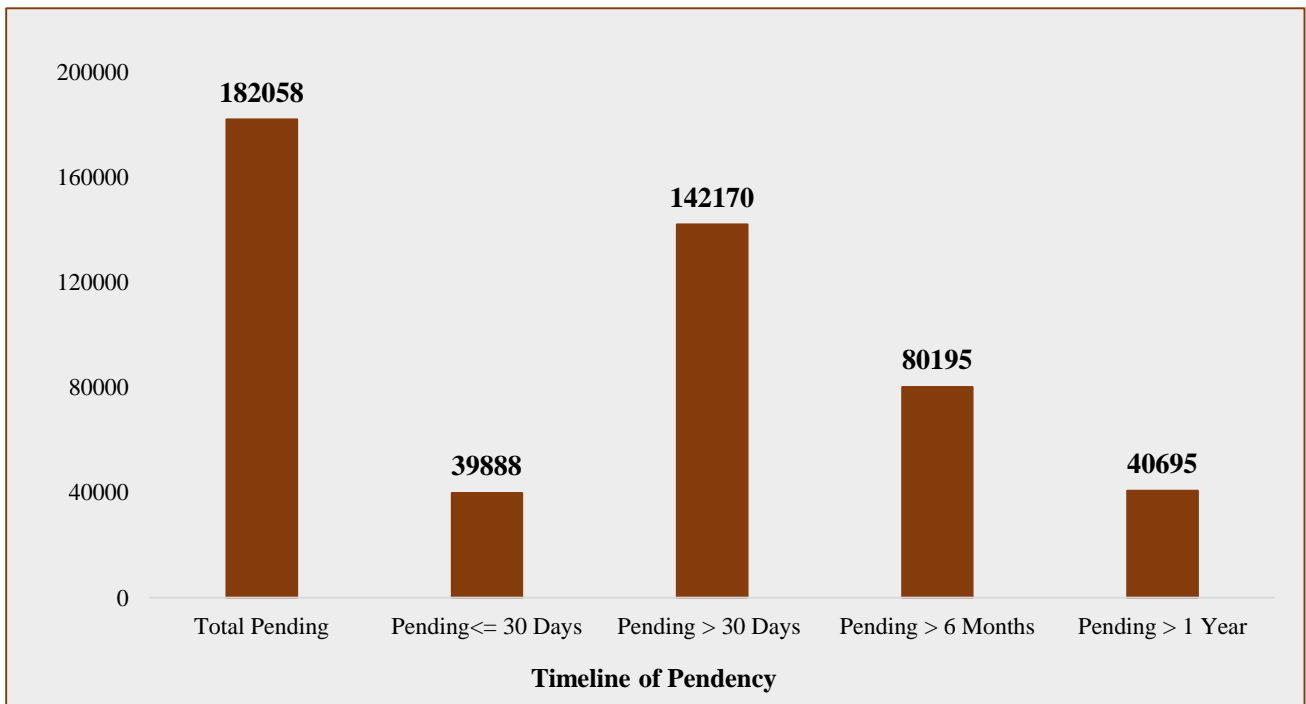




**Note:** Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

## 3. Age-wise Status of Grievances

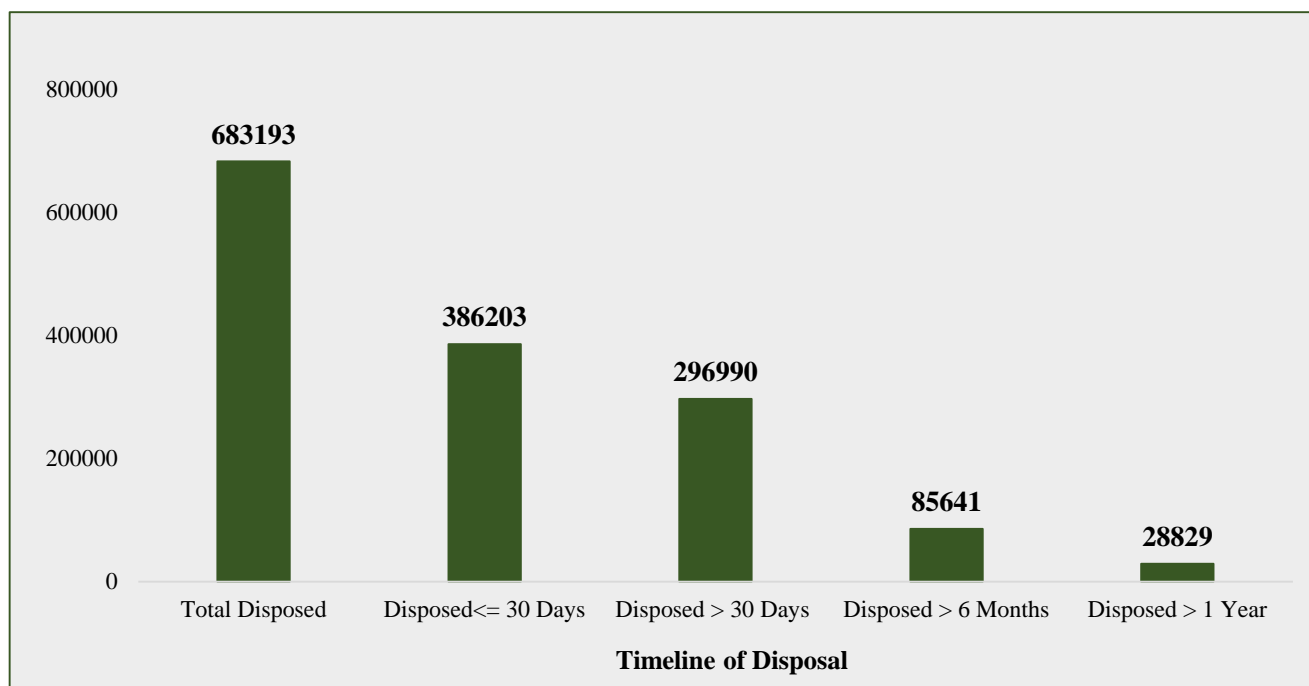
### 3.1. Pendency



- **78.09%** of the total pendency, i.e., 142170 grievances have been pending disposal for more than 30 Days, in which **Odisha** and **West Bengal** contributes to **33.48%** of the total pendency for more than 30 days

- **95.26%** of the pending grievances (3718 out of 3903) for **Himachal Pradesh** are pending for more than 30 days
- **93.45%** of the pending grievances (7046 out of 7540) for **Andhra Pradesh** are pending for more than 30 days
- Only **26.43%** of the pending grievances (4423 out of 16733) for **Uttar Pradesh** are pending for more than 30 days
- **92.63%** of the pending grievances (3067 out of 3311) for **Manipur** are pending for more than 6 months
- **68.15%** of the pending grievances (1344 out of 1972) for **Jammu & Kashmir** are pending for more than 1 year

### 3.2. Disposal



- **Telangana** has disposed **98.75%** of their total disposed grievances (5437 out of 5506) within 30 days time period
- **Uttar Pradesh** has disposed **87.36%** of their total disposed grievances (201648 out of 230811) within 30 days time period
- **15 States/UTs** have disposed more than 50% of their disposed grievances within 30 days
- Gujarat has disposed 40.90% of their total disposed grievances (22372 out of 54695) within 30 days' time period

(Time Period: 01/01/2023 to 30/11/2023)

## 4. Outreach through Common Service Centres



(Time Period: 01/11/2023 to 30/11/2023)

- A total of **12090 grievances** have been registered through the Common Service Centres in the month of November, 2023
- The Department of Agriculture and Farmers Welfare has received the maximum number of grievances with the department receiving 4518 grievances in the month of November, 2023, followed by the Department of Telecommunications at the 2<sup>nd</sup> place, with the number standing at 2303 registrations

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	4518	959	3559
2	Department of Telecommunications	2303	2264	39
3	Department of Financial Services (Banking Division)	1093	806	287
4	Department of Health & Family Welfare	533	440	93
5	Ministry of Labour and Employment	431	355	76
6	Government of Uttar Pradesh	380	158	222
7	Department of Posts	323	279	44
8	Ministry of Housing and Urban Affairs	323	91	232
9	Unique Identification Authority of India	199	158	41
10	Department of Rural Development	195	175	20

- 46.72% of grievances received by Department of Agriculture and Farmers Welfare in the month of November, 2023 have been filed through CSCs i.e., 4518 grievances out of 9670 receipts have been registered through CSCs
- Out of the total grievances registered through CSCs, 4437 grievances pertain to the category “PMKISAN related issues” followed by “Mobile Related” for which 1781 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 2524 grievances, followed by 1093 grievances for “non-receipt of PMKISAN Instalments” and 542 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	Uttar Pradesh	2611	PMKISAN related issues	802
2	Jharkhand	1791	PMKISAN related issues	919
3	Chhattisgarh	1658	Mobile Related	524
4	Odisha	1177	PMKISAN related issues	1018
5	Punjab	835	PMKISAN related issues	440
6	Maharashtra	643	PMKISAN related issues	468
7	Assam	577	PMAY - URBAN/ Housing For All (HFA) Division	258
8	Tamil Nadu	479	Mobile Related	64
9	West Bengal	370	PMKISAN related issues	78
10	Madhya Pradesh	350	Mobile Related	51

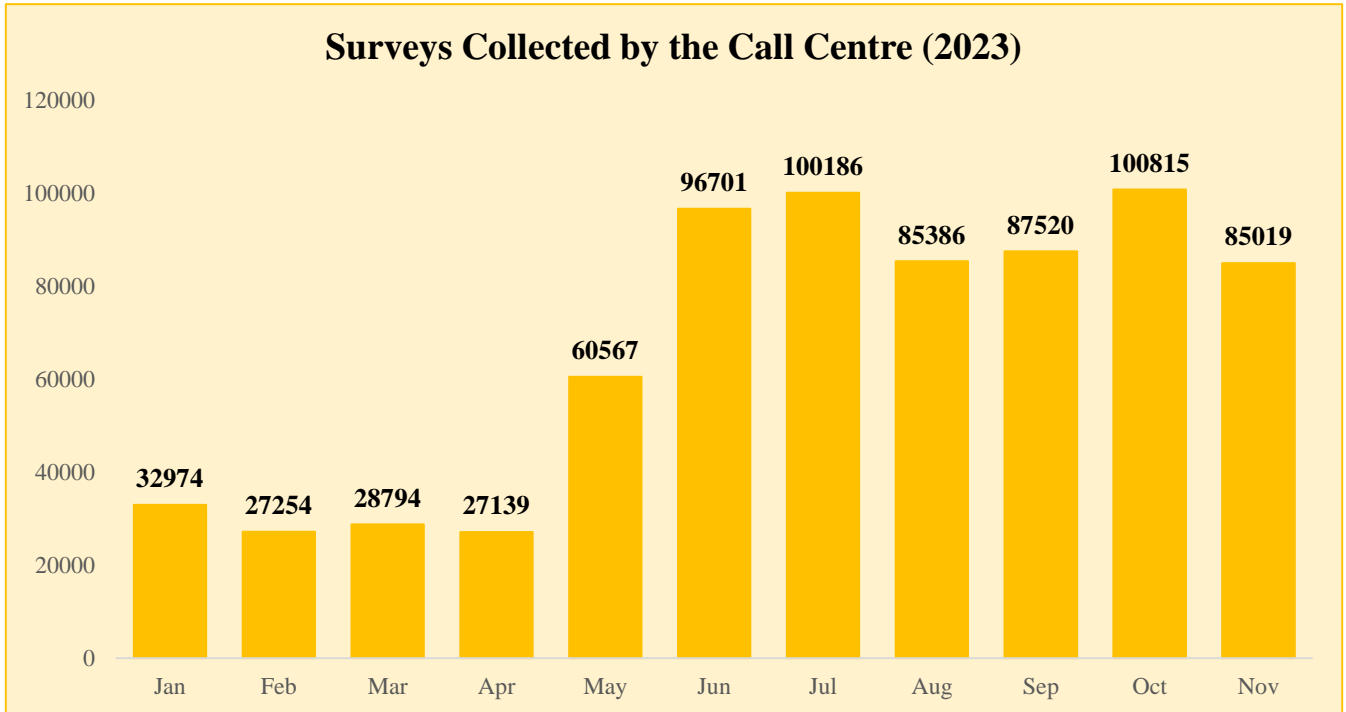
- With respect to States/UTs, maximum grievances originated out of Uttar Pradesh (2611 registrations) followed by Jharkhand at 2<sup>nd</sup> place with 1791 grievances registered through CSCs

- With respect to Districts, maximum grievances originated out of Balrampur (CH) (341 registrations) followed by Balod (CH) at 2<sup>nd</sup> place with 183 grievances registered through CSCs

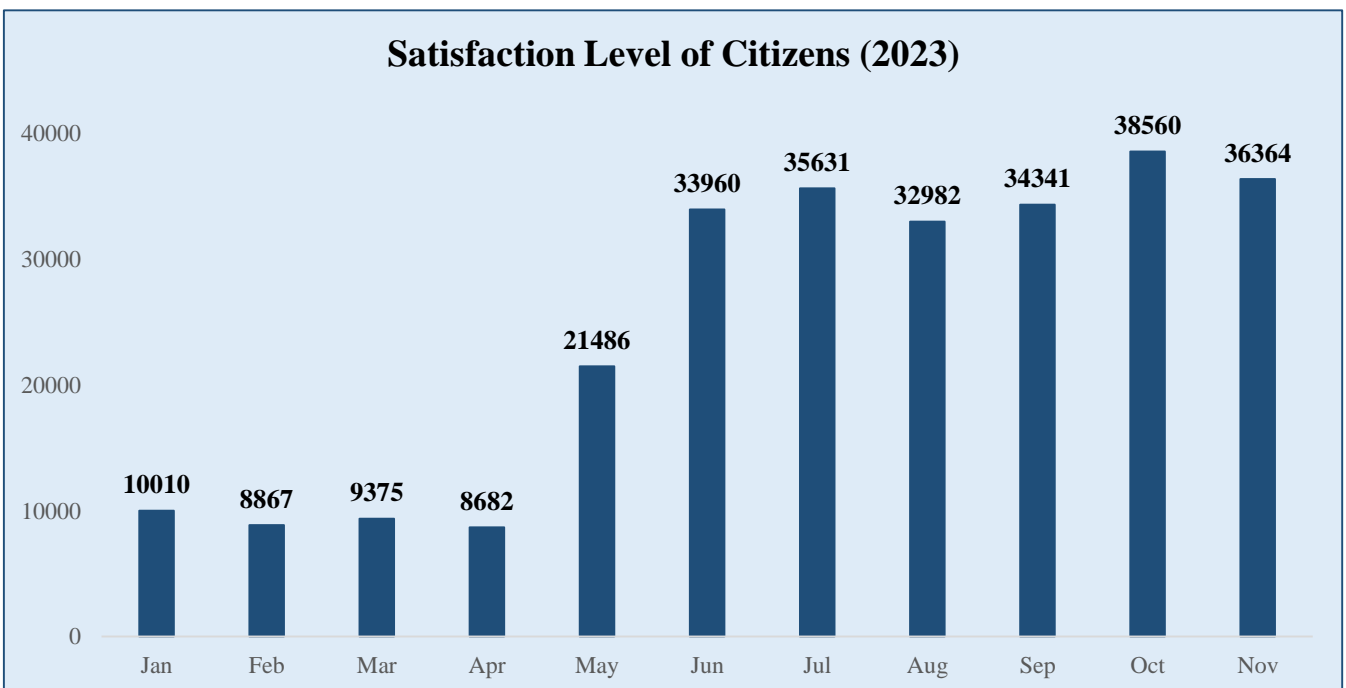
S. No.	Name of District	Number of Grievances
1	Balrampur (CH)	341
2	Balod (CH)	183
3	Tarn Taran (PB)	177
4	Garhwa (JH)	176
5	Dumka (JH)	173
6	Hazaribag (JH)	173
7	Majuli (AS)	148
8	Raipur (CH)	140
9	Dhanbad (JH)	127
10	Durg (CH)	119

## 5. BSNL – Feedback Call Centre

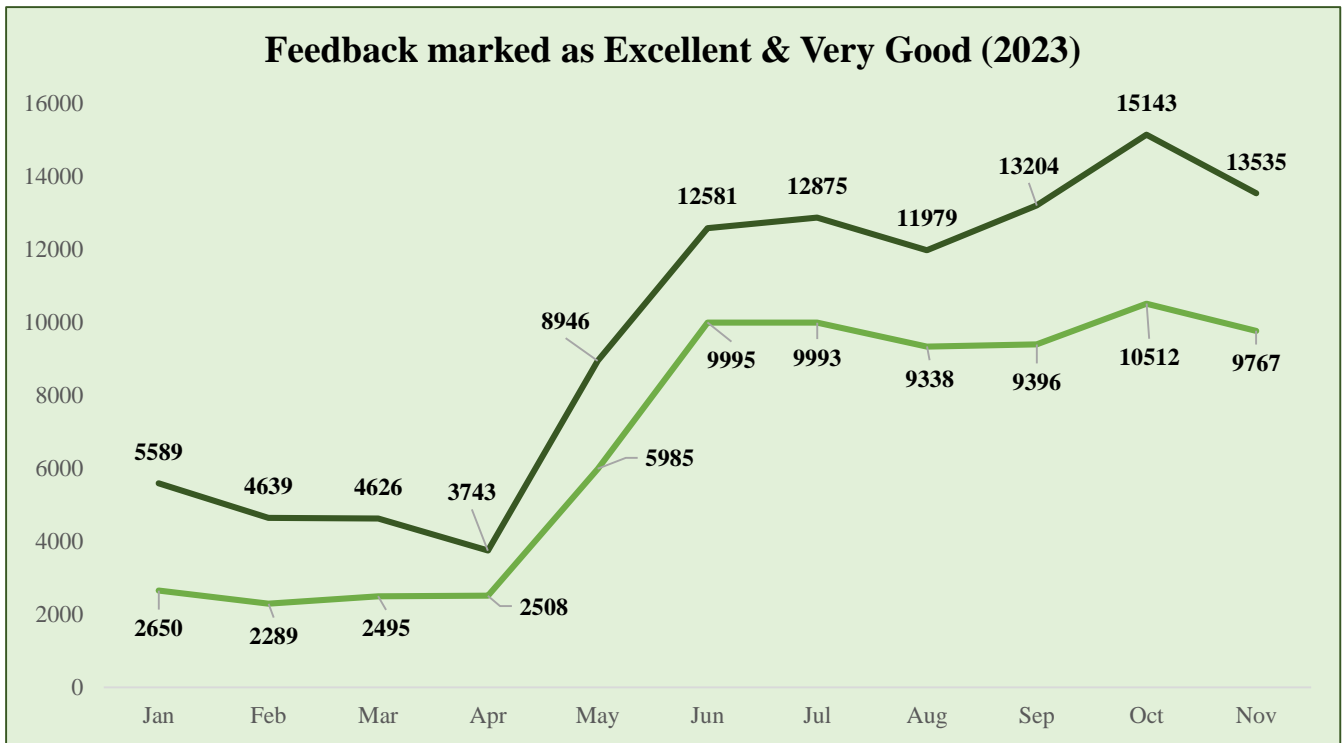
- From 1<sup>st</sup> January to 30<sup>th</sup> November, 2023, the BSNL Feedback Call Centre has collected **732355** feedbacks, directly from the citizens



- A total of **270258** citizens have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the year 2023 (1<sup>st</sup> January to 30<sup>th</sup> November, 2023)

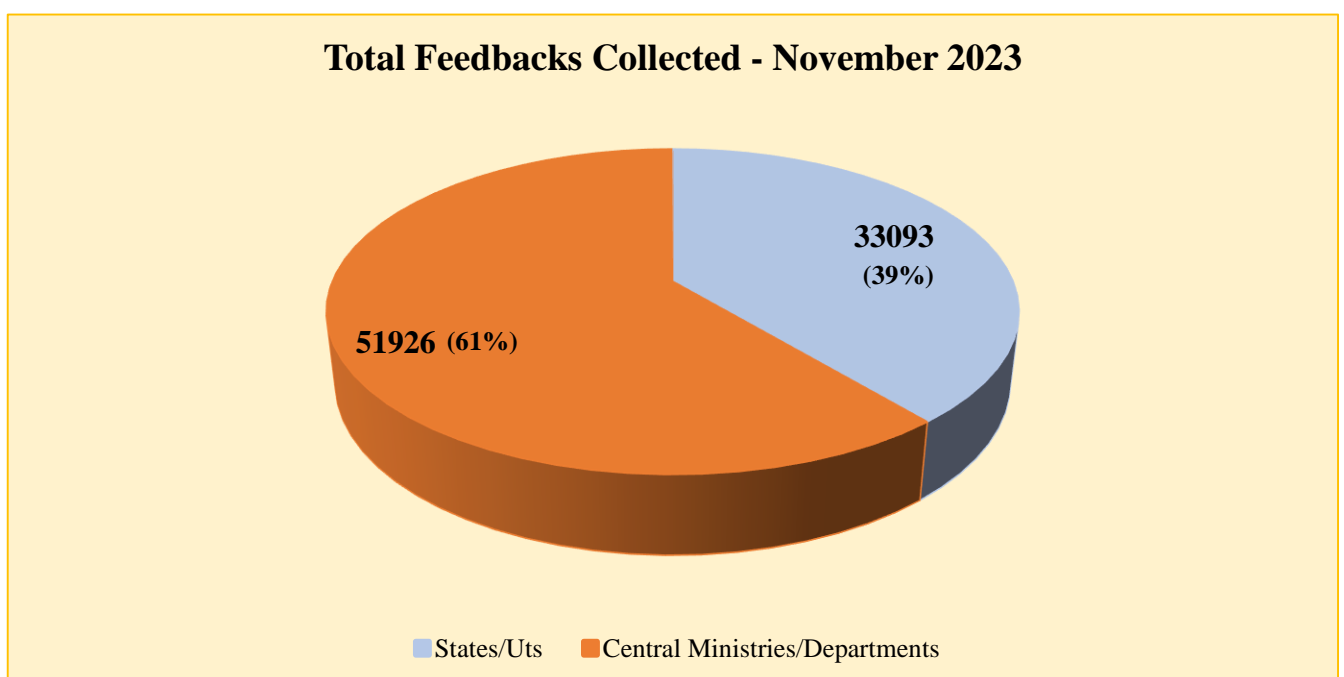


- A total of **181788** citizens have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the year 2023 (1<sup>st</sup> January to 30<sup>th</sup> November, 2023)

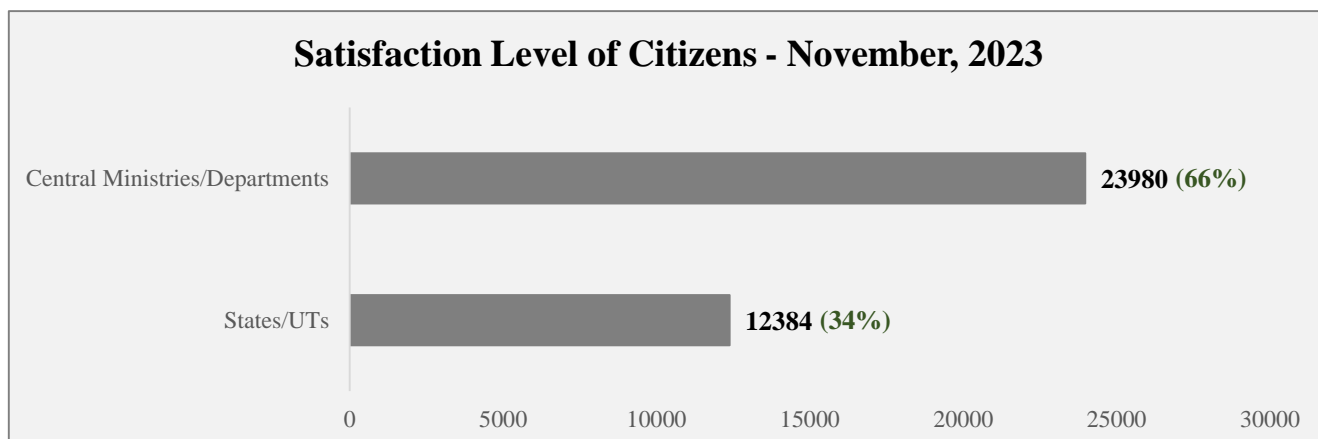


Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
<b>Excellent</b>	17%	17%	16%	14%	15%	13%	13%	14%	15%	15%	16%
<b>Very Good</b>	8%	8%	9%	9%	10%	10%	10%	11%	11%	10%	11%

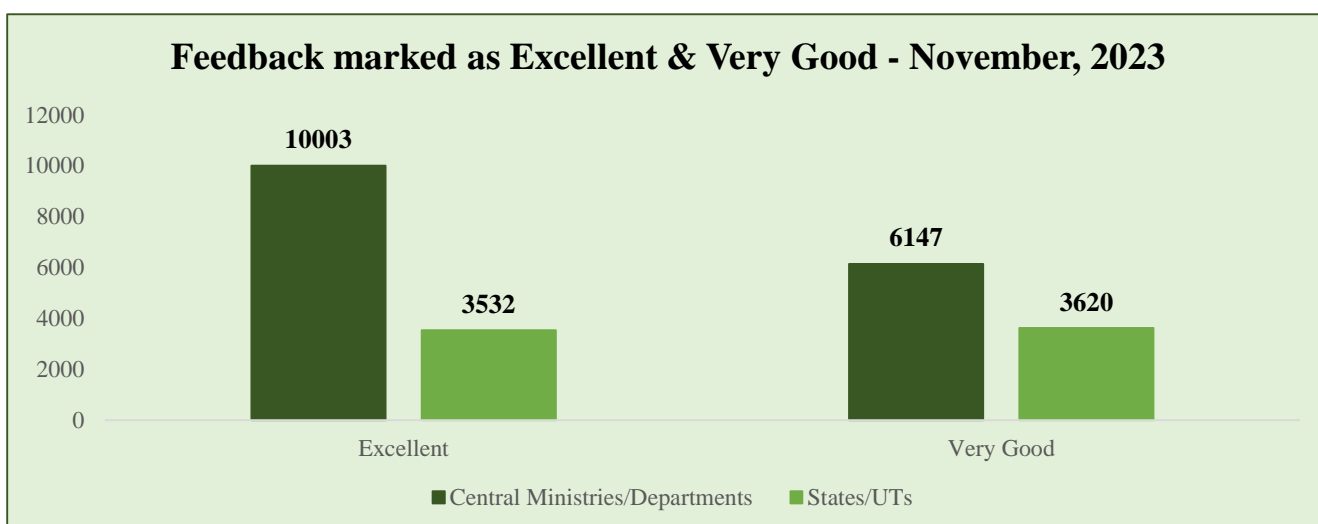
- From 1<sup>st</sup> November, 2023 to 30<sup>th</sup> November, 2023, the BSNL Feedback Call Centre has collected **85019** feedbacks, directly from the citizens



- A total of **36364 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of November, 2023



- A total of **23302 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of November, 2023



- States/UTs for which more than 1000 feedbacks were collected by the Call Centre in November, 2023

S. No.	Name of State/UT	Total Feedbacks	Satisfied %	Partial Satisfied %	Not Satisfied %
1	Government of Uttar Pradesh	14270	34%	2%	64%
2	Government of Bihar	2148	33%	3%	64%
3	Government of Assam - Office of Chief Minister	2117	69%	4%	27%
4	Government of Gujarat	1635	34%	4%	63%
5	Government of Maharashtra	1504	42%	3%	55%
6	Government of Haryana	1427	33%	2%	65%
7	Government of Rajasthan	1393	33%	2%	66%
8	Government of Madhya Pradesh	1329	25%	2%	73%
9	Government of Jharkhand	1282	63%	3%	34%

## 6. Performance of States/UTs

### ✓ November, 2023

#### Receipts

- For the month of November, 2023, Uttar Pradesh has received the maximum number of grievances with the state receiving 19501 grievances, followed by Assam at 2<sup>nd</sup> place, with the number standing at 4764 registrations. Maharashtra with 3648 receipts in November, completes the Top 3 positions
- Jharkhand recorded 2367 grievances in the month of November, thus placing it 5<sup>th</sup> in the list, Odisha with 1981 registrations stands 7<sup>th</sup> in the list, with the Top 10 being closed by Delhi which has received 1896 grievances
- 13 States/UTs have received more than 1000 grievances in the month of November, 2023

#### Disposal

- In the month of November, 2023, Uttar Pradesh has disposed of the maximum number of grievances (22066) followed by Bihar disposing of 5354 grievances and Assam at the 3<sup>rd</sup> place, disposing of 3849 grievances
- Maharashtra has disposed 2454 grievances, and stands at the 5<sup>th</sup> position, Madhya Pradesh with 2113 disposals stands at the 8<sup>th</sup> position in terms of disposal of grievances
- 13 States/UTs have disposed more than 1000 grievances in the month of November, 2023

#### Pendency

- 6 States have a pendency of more than 10000 grievances, as on 30<sup>th</sup> November, 2023
- Odisha with a pendency of 26105 grievances tops the list of States/UTs with the highest pendency, followed by West Bengal with 24615 pending grievances, Uttar Pradesh with a pendency of 16733 grievances stands at the 3<sup>rd</sup> position
- Maharashtra with a pendency of 12204 grievances stands at the 4<sup>th</sup> position, Haryana with 11644 pending grievances stands at the 5<sup>th</sup> position, with the Top 10 list closed by Gujarat which has a pendency of 7194 grievances as in 30<sup>th</sup> November, 2023

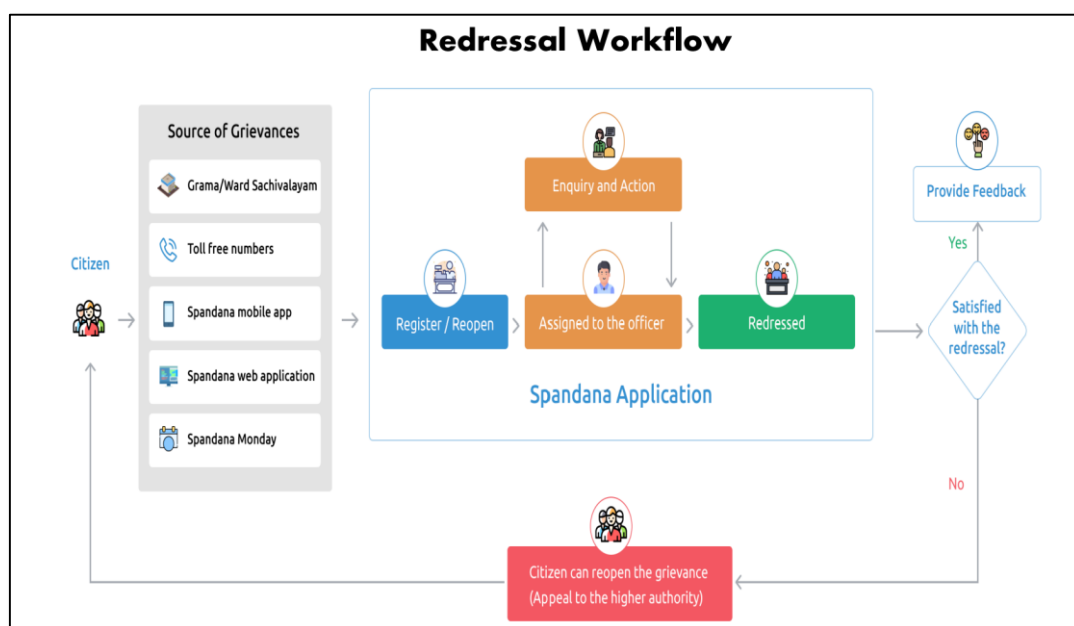
## 7. Best Practice – Grievance Redressal System in Andhra Pradesh

### SPANDANA

#### *Public Grievance Redressal Mechanism System*

One-stop public grievance redressal platform for the citizens of Andhra Pradesh to address their grievances effectively. The grievances can be registered through various channels, including a dedicated 365-day call centre, toll-free-1902, Visits to Village/Ward Secretariats, District Collectors Office, Mandal Level Offices, and the online Spandana portal.

The platform is actively utilized by 29 Departments, 109 HODs, and over 2 Lakh Government Functionaries on a day-to-day basis. Each grievance is assigned a Grievance Redressal Officer and a specific Service Level Agreement (SLA) Time. The process includes feedback calls, quality validation, and provision to appeal in case of dissatisfaction.

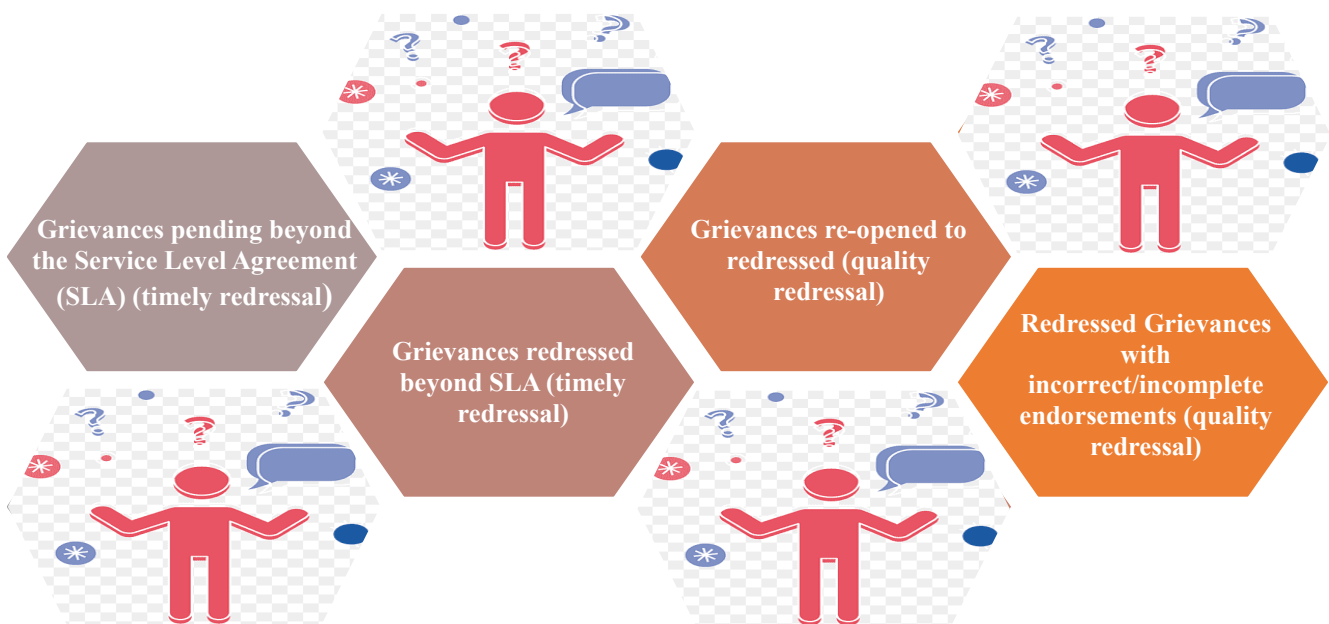


#### **Spandana – Grievance Redressal Quality Monitoring**

- **Reports enabled**
  - Dashboards are provided to officers to monitor the KPI District and State-level Reports to track the performance
- **Feedback Calling**
  - All redressed grievances are called to verify the quality of redressal
  - Endorsements provided are read to Citizen

- On dissatisfaction, Grievance is re-opened
- **Review & Monitoring**
  - Fortnight review by HCM with All District Collectors and SPs on KPIs
  - Weekly CS review on Spandana KPIs
  - Monthly CS review during Secretaries conference

### **KPIs of Spandana**

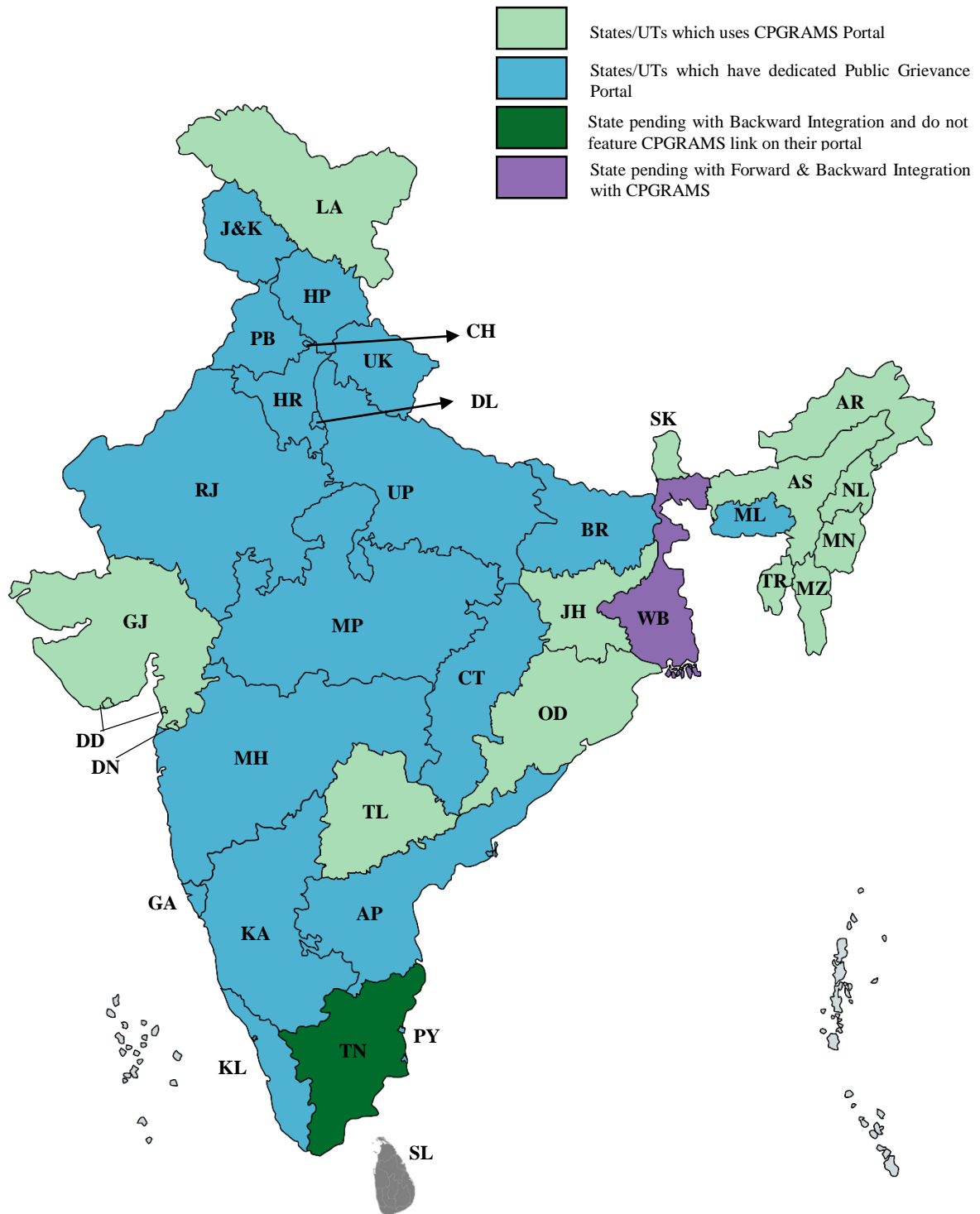


### **JAGANANNAKU CHEPDAAM – Revamped SPANADANA 2.0**

- Revamped SPANDANA 2.0, Launched by Hon'ble Chief Minister on 9<sup>th</sup> May, 2023
- JKC is the platform for the people who are not satisfied with the grievances of the Spandana program
- Centrally Monitored from CMO (Chief Ministers Office directly)
- Focus is on Redressing Individual Grievances
- Project Monitoring Units were set up in Districts and Departments to monitor the Grievance Redressal

## 8. 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.





## 9. 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, 9 ATIs, namely Haryana, Andhra Pradesh, Madhya Pradesh, Punjab, Mizoram, Rajasthan, Uttar Pradesh, Tripura and Telangana have fully utilized their Sevottam grant released in 2022-23 whereas 3 ATIs namely Jharkhand, Tamil Nadu, and Maharashtra have partially utilized their grant. ATI Himachal Pradesh has refunded entire grant released in FY 2022-23.

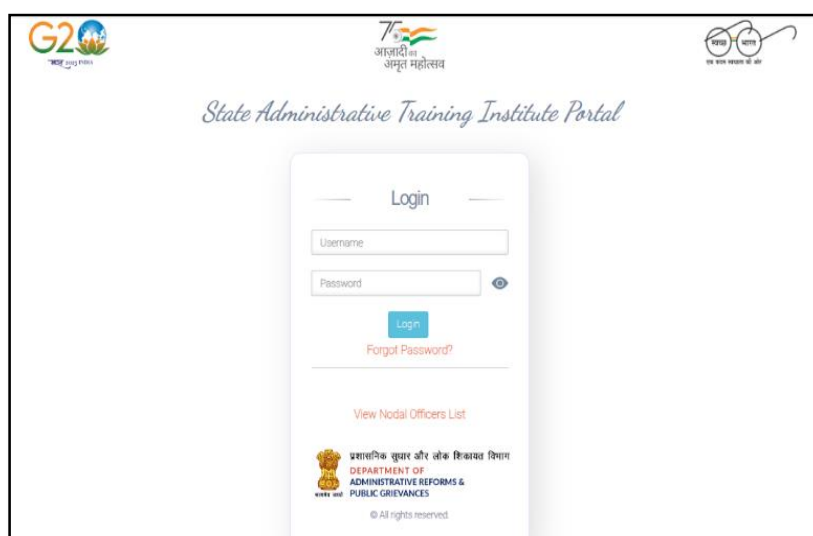
### **Financial Year 2023-24**

- 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

## 10. 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.

## 10.1. Updates from the Sevottam Scheme Portal

Till now, around 15 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	148	4573

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	57	29	1895
2	Delhi	Delhi		4	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	10		200
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	33		939
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	6	46
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)		9	
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	11	5	218
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	9	3	314
12	Tamil Nadu	ANNA Administrative Staff College	8		180
13	Telangana	Dr. MCR HRD Institute, Hyderabad	11	1	426
14	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala		20	
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	6	3	355
<b>Total</b>			<b>148</b>	<b>94</b>	<b>4573</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 Andhra Pradesh Human Resource Development Institute**



**Training Session conducted by Meghalaya Administrative Training Institute**

## 11. Media Outreach

**Chief Minister Assam** @CMOfficeAssam

Solving citizen grievances has been of utmost priority of Govt of Assam, led by HCM Dr @himantabiswa, who has heralded several groundbreaking initiatives like Mission Sadbhavana, Sewa Setu portal, etc.

In the monthly report released by CPGRAMS, Assam yet again features as a top performing State.

**Addressing Citizens' Grievances**  
Highlights from CPGRAMS monthly report for October 2023

- Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery.
- Assam is ranked 2 in grievance redressal among the North East states.
- 63.27% of total grievances has been disposed with 30 days' time period by Assam.
- With 4,559 registrations, Assam holds third position in terms of grievances received.
- Assam is in fifth position overall in terms of grievance redressal, with 2,167 grievances redressed.

**Assam recognised as the state with Best Practice in Grievance Redressal System**

- Mission Sadbhavana and the Sewa Setu portal have been appreciated in the report as a model of successful management and disposal of cases.
- 2,502 grievances made through Mission Sadbhavana and all of them have been resolved.

11:03 AM · Nov 11, 2023 · 7,719 Views

**Himanta Biswa Sarma** @himantabiswa

Assam has consistently fared well in the Public Grievance redressal rankings.

Here's how we have devised a multi-pronged strategy to ensure the same.

10:32 AM · Nov 11, 2023 · 19.2K Views

**DARPG** @DARPG\_GoI

Shri V. Srinivas, Secretary, DARPG, took a review meeting with the Nodal Officers of all the States/UTs to review the status of pendency and redressal timelines of grievances on #CPGRAMS.

PMO India and 8 others

9:18 PM · Nov 8, 2023 · 963 Views

## Annexures

### Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19298	19501	38799	22066	16733
2	Government of Assam	8186	4764	12950	3849	9101
3	Government of Maharashtra	11010	3648	14658	2454	12204
4	Government of Gujarat	7213	3147	10360	3166	7194
5	Government of Jharkhand	5596	2367	7963	1744	6219
6	Government of Haryana	11848	2164	14012	2368	11644
7	Government of Odisha	24445	1981	26426	321	26105
8	Government of Madhya Pradesh	6542	1980	8522	2113	6409
9	Government of Bihar	12922	1922	14844	5354	9490
10	Government of NCT of Delhi	3881	1896	5777	1977	3800

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	19298	19501	38799	22066	16733
2	Government of Bihar	12922	1922	14844	5354	9490
3	Government of Assam	8186	4764	12950	3849	9101
4	Government of Gujarat	7213	3147	10360	3166	7194
5	Government of Maharashtra	11010	3648	14658	2454	12204
6	Government of Haryana	11848	2164	14012	2368	11644
7	Government of Madhya Pradesh	6542	1980	8522	2113	6409
8	Government of NCT of Delhi	3881	1896	5777	1977	3800
9	Government of Rajasthan	4737	1490	6227	1872	4355
10	Government of Jharkhand	5596	2367	7963	1744	6219

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	231661	247544	230811	16733
2	Government of Gujarat	16827	45062	61889	54695	7194
3	Government of Assam	7312	41837	49149	40048	9101
4	Government of Maharashtra	23707	41571	65278	53074	12204
5	Government of Madhya Pradesh	8262	33681	41943	35534	6409
6	Government of Punjab	15037	31971	47008	43656	3352
7	Government of Jharkhand	6044	26628	32672	26453	6219
8	Government of Rajasthan	4084	26612	30696	26341	4355

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of Haryana	12975	26174	39149	27505	11644
10	Government of Bihar	18108	25041	43149	33659	9490

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	231661	247544	230811	16733
2	Government of Gujarat	16827	45062	61889	54695	7194
3	Government of Maharashtra	23707	41571	65278	53074	12204
4	Government of Punjab	15037	31971	47008	43656	3352
5	Government of Assam	7312	41837	49149	40048	9101
6	Government of Madhya Pradesh	8262	33681	41943	35534	6409
7	Government of Bihar	18108	25041	43149	33659	9490
8	Government of Haryana	12975	26174	39149	27505	11644
9	Government of Jharkhand	6044	26628	32672	26453	6219
10	Government of Rajasthan	4084	26612	30696	26341	4355

#### 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	20551	28440	2335	26105
2	Government of West Bengal	13217	11597	24814	199	24615
3	Government of Uttar Pradesh	15883	231661	247544	230811	16733
4	Government of Maharashtra	23707	41571	65278	53074	12204
5	Government of Haryana	12975	26174	39149	27505	11644
6	Government of Karnataka	6304	11850	18154	7304	10850
7	Government of Bihar	18108	25041	43149	33659	9490
8	Government of Assam	7312	41837	49149	40048	9101
9	Government of Andhra Pradesh	5508	5533	11041	3501	7540
10	Government of Gujarat	16827	45062	61889	54695	7194
11	Government of Madhya Pradesh	8262	33681	41943	35534	6409
12	Government of Jharkhand	6044	26628	32672	26453	6219
13	Government of Tamil Nadu	4999	18282	23281	18163	5118
14	Government of Rajasthan	4084	26612	30696	26341	4355
15	Government of Himachal Pradesh	2660	3172	5832	1929	3903
16	Government of NCT of Delhi	4800	24120	28920	25120	3800
17	Government of Punjab	15037	31971	47008	43656	3352
18	Government of Manipur	576	2799	3375	64	3311
19	Government of Uttarakhand	1820	12784	14604	11649	2955
20	Government of Jammu and Kashmir	4801	6391	11192	9220	1972
21	Government of Chhattisgarh	1296	8321	9617	8388	1229

(Time Period: 01/01/2023 to 30/11/2023)

**Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to November, 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	2799	3375	64	3311	178	98.10%
2	Government of Nagaland	355	658	1013	77	936	136	92.40%
3	Government of Meghalaya	138	465	603	403	200	87	33.17%
4	Government of Mizoram	411	263	674	460	214	278	31.75%
5	Government of Arunachal Pradesh	116	345	461	360	101	95	21.91%
6	Government of Assam	7312	41837	49149	40048	9101	52	18.52%
7	Government of Tripura	724	1207	1931	1593	338	96	17.50%
8	Government of Sikkim	45	186	231	219	12	37	5.19%

**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 Odisha	7889	20551	28440	2335	26105	23958
2	Government of West Bengal	13217	11597	24814	199	24615	23643
3	Government of Karnataka	6304	11850	18154	7304	10850	10013
4	Government of Haryana	12975	26174	39149	27505	11644	9746
5	Government of Maharashtra	23707	41571	65278	53074	12204	8449
6	Government of Bihar	18108	25041	43149	33659	9490	7810
7	Government of Andhra Pradesh	5508	5533	11041	3501	7540	7046
8	Government of Assam	7312	41837	49149	40048	9101	5710
9	Government of Madhya Pradesh	8262	33681	41943	35534	6409	5052
10	Government of Gujarat	16827	45062	61889	54695	7194	4689

(Time Period: 01/01/2023 to 30/11/2023)



## Annexure 2: Average Closing Time - January to November, 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	5506	5
2	Government of Union Territory of Lakshadweep	209	18
3	Government of Andaman & Nicobar	1098	21
4	Government of Uttar Pradesh	230811	21
5	Government of Kerala	6609	32
6	Government of Chhattisgarh	8388	35
7	Government of Sikkim	219	37
8	Government of Uttarakhand	11649	43
9	Government of Rajasthan	26341	50
10	Government of Assam	40048	52

## Annexure 3: Status of Action Taken Report (ATR) - January to November, 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	24701	953	17722	6026
2	Government of Assam	15389	14070	1300	19
3	Government of Chhattisgarh	8114	7920	173	21
4	Government of Telangana	5367	53	5312	2
5	Government of Gujarat	4808	4409	229	170
6	Government of NCT of Delhi	3854	2568	4	1282
7	Government of Odisha	2070	1996	24	50
8	Government of Maharashtra	1965	850	1113	2
9	Government of Tamil Nadu	1268	124	129	1015
10	Government of Jharkhand	1176	192	91	893



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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