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

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भारत 2023 INDIA

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Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

December 2023

[Report Number 17]

Department of Administrative Reforms and Public Grievances

CONTENTS

1. Key Highlights

1. General

- **Hon'ble MoS (PP) Dr. Jitendra Singh** released the **CPGRAMS Annual Report** for the year 2023 and the **CPGRAMS Mobile App** at the inaugural function of the Good Governance Week 2023 on 19th December, 2023

- On 20th December, 2023, a **Facebook Live Interaction** was held where Shri V. Srinivas, Secretary, DARPG, interacted with CSC VLEs and delivered a detailed presentation on the CSC – CPGRAMS collaboration so far

- A stall was setup by DARPG at the **Global Partnership on Artificial Intelligence Summit** which was held at Bharat Mandapam, New Delhi, from 12th to 14th December, 2023. The analytical tools developed by **IIT-Kanpur (IGMS Dashboard)** and **Data Strategy Unit (Tree Dashboard)** along with the **CPGRAMS Monthly Reports** were showcased at the stall

- Meeting with Grievance Redressal Officers of all the States/UTs was held on 13th December, 2023, to review the pendency and disposal of public grievances on CPGRAMS

- In December, 2023, the BSNL Feedback Call Centre collected **89017 feedbacks**, out of the total feedbacks collected, **~42%** citizens expressed satisfaction with the resolution provided to their respective grievances

- **35573 feedbacks (40%)** were collected for States/UTs by the BSNL Feedback Call Centre

- **16 States** are using the Sevottam Scheme Portal developed by DARPG. In FY 2023-24, **166 training courses** have been completed, in which **~5206 officers** have been trained

2. Status of Public Grievances on CPGRAMS

- In December, 2023, **58016 PG cases** were received for the States/UTs and **58183 PG cases** were redressed

- The monthly disposal in States/UTs **increased** from **55638 PG cases at the end of November, 2023,** to **58183 PG cases at the end of December, 2023**

- For the **16th** 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 31st December, 2023
- For States/UTs, as on 31st December, 2023, there exists a pendency of **182451 PG cases**
- The pendency in the States/UTs has **increased** from **182058 PG cases at the end of November, 2023** to **182451 PG cases at the end of December 2023**

4. Progress in the year 2023

Citizen Registration on CPGRAMS Portal in the year 2023

Month	Registrations
Jan	15908
Feb	17140
Mar	23937
Apr	21546
May	19315
Jun	18968
Jul	18148
Aug	25099
Sep	30122
Oct	27036
Nov	23836
Dec	34915

Grievance Redressal Officers on CPGRAMS Portal

Month	Officers
Jan	98175
Feb	98747
Mar	99142
Apr	99507
May	100156
Jun	100776
Jul	101322
Aug	102372
Sep	103118
Oct	103612
Nov	104003
Dec	104276

5. Inaugural Ceremony of Good Governance Week 2023

On 19th December, 2023, during the inaugural ceremony of **Good Governance Week 2023**, Hon'ble MoS (PP) Dr. Jitendra Singh released the CPGRAMS Annual Report 2023 and CPGRAMS Mobile Application.

A stall on the major initiatives and highlights of CPGRAMS was made in the exhibition during the inaugural ceremony.

2. Review of Status of Disposal

2.1. Overview

Brought Forward 187341	→	Receipts 735936	→	Disposed 740826	→	Pending 182451
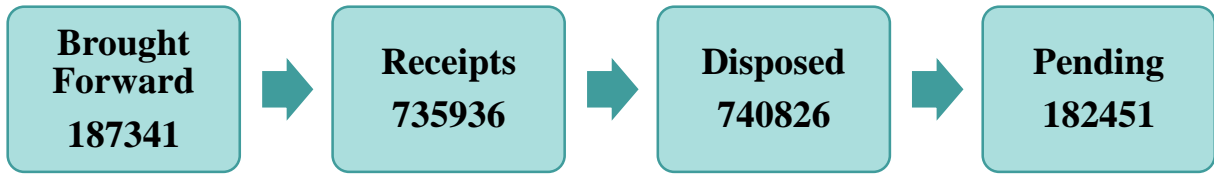
(Time Period: 01/01/2023 to 31/12/2023)

2.2. Month-wise Status of Grievances

Receipts

Number of Grievances vs Month

- January: 66287
- February: 60319
- March: 68185
- April: 57610
- May: 56943
- June: 56334
- July: 59560
- August: 72491
- September: 58017
- October: 66547
- November: 54803
- December: 58016

Disposal

Number of Grievances vs Month

- January: 53212
- February: 62498
- March: 64352
- April: 55630
- May: 65847
- June: 62929
- July: 69523
- August: 82013
- September: 57701
- October: 54809
- November: 55638
- December: 58183

Pending

Number of Grievances

200140	
197961	201794
	203774
	194870
	188275
	179077
	169753
	170921
	182722
	182058
	182451

Month: January February March April May June July August September October November December

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

Number of Grievances / Timeline of Pendency

- Total Pending: 182451
- Pending<= 30 Days: 38060
- Pending > 30 Days: 144391
- Pending > 6 Months: 79356
- Pending > 1 Year: 42623
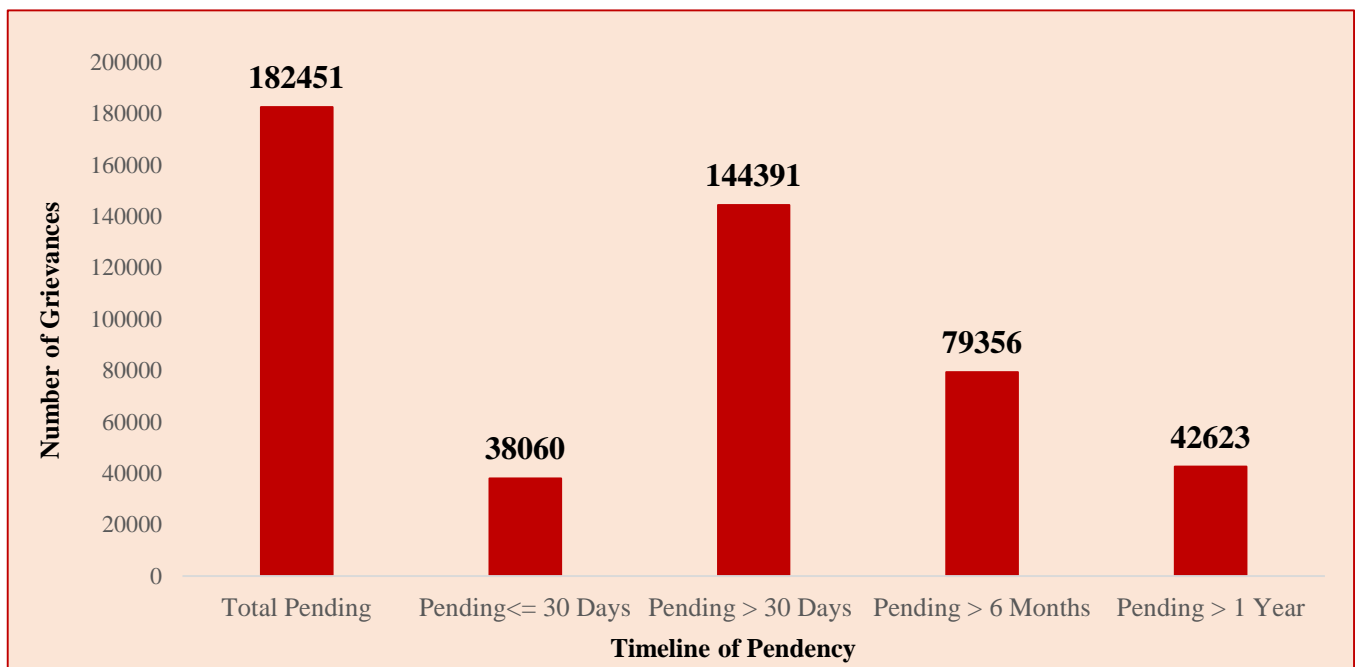
- **79.13%** of the total pendency, i.e., 144391 grievances have been pending disposal for more than 30 Days, in which **Odisha** and **West Bengal** contributes to **34.23%** of the total pendency for more than 30 days

- **99.09%** of the pending grievances (3262 out of 3292) for **Manipur** are pending for more than 30 days

- **93.91%** of the pending grievances (3810 out of 4057) for **Himachal Pradesh** are pending for more than 30 days

- Only **29.83%** of the pending grievances (4353 out of 14593) for **Uttar Pradesh** are pending for more than 30 days

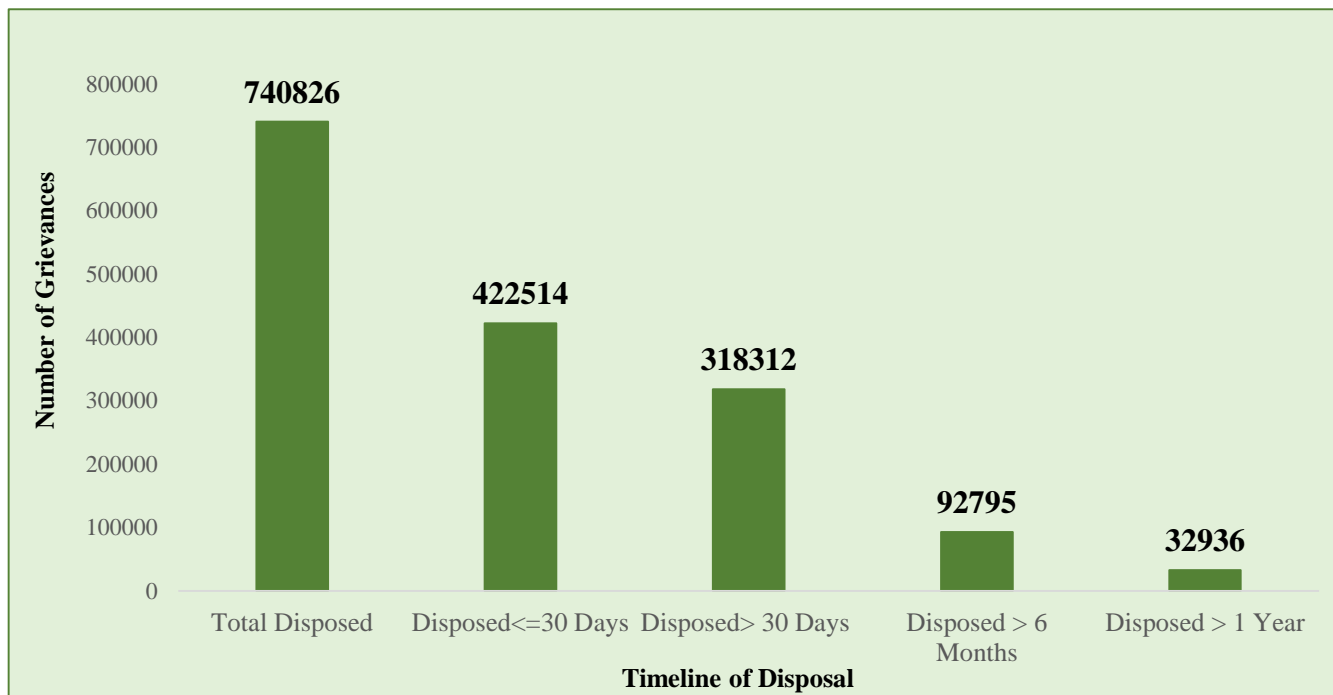- **71.92%** of the pending grievances (5145 out of 7154) for **Andhra Pradesh** are pending for more than 6 months

- **66.52%** of the pending grievances (1359 out of 2043) for **Jammu & Kashmir** are pending for more than 1 year

3.2. Disposal

- **Telangana** has disposed **98.85%** of their total disposed grievances (5943 out of 6012) within 30 days time period

- **Uttar Pradesh** has disposed **87.96%** of their total disposed grievances (223146 out of 253683) within 30 days time period

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

- Bihar has disposed only 16.63% of their total disposed grievances (6252 out of 37586) within 30 days' time period

(Time Period: 01/01/2023 to 31/12/2023)

4. 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)
- In the year 2023, around 98 thousand grievances has been registered through CSCs on the CPGRAMS Portal.

Grievances received through CSCs in the year 2023

Month	Grievances
Jan	5741
Feb	5477
Mar	16071
Apr	7644
May	7197
Jun	6771
Jul	6872
Aug	8180
Sep	6944
Oct	7962
Nov	12090
Dec	6976
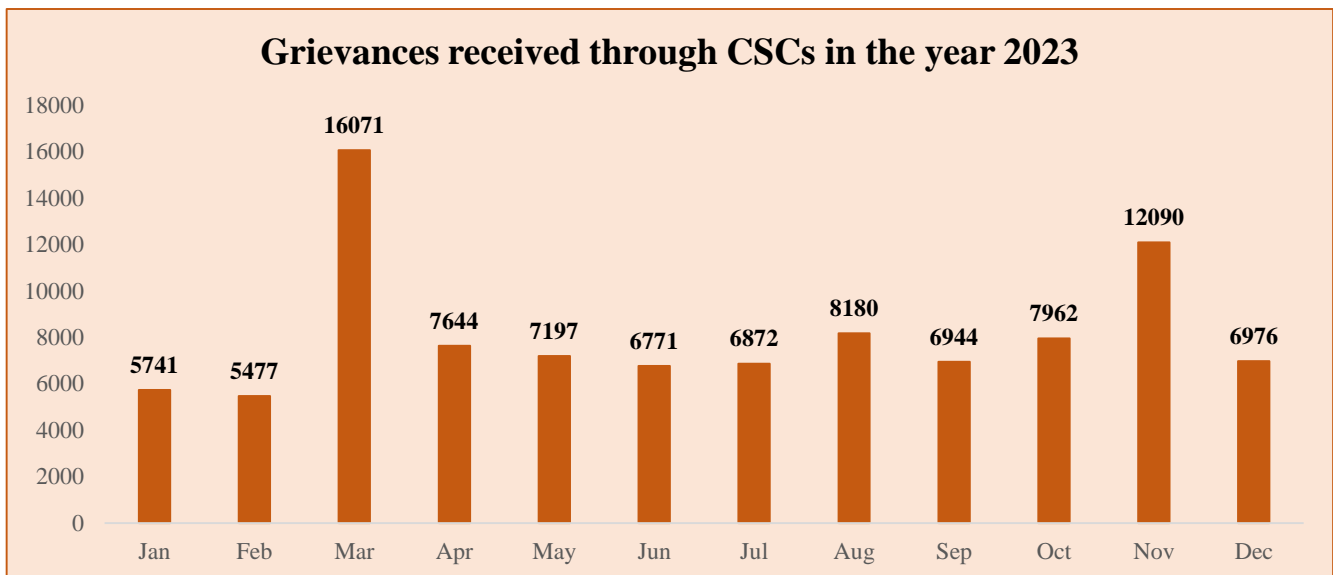
- A total of **6976 grievances** have been registered through the Common Service Centres in the month of December, 2023

Receipts 6976	→	Disposed 2573	→	Pending 4403

(Time Period: 01/12/2023 to 31/12/2023)

- From October, 2023, onwards, CSC has started organising **CSC-CPGRAMS Day** on every 20th of the month, to increase the outreach of CPGRAMS and reach to the remotest citizen
- A **Facebook Live Interaction** took place on 20th December, 2023, between Secretary, DARPG and CSC VLEs. During the event, Secretary, DARPG, engaged with the CSC VLEs and presented a comprehensive overview of the ongoing collaboration between CSC and CPGRAMS

5. BSNL – Feedback Call Centre

- From 1st January to 31st December, 2023, the BSNL Feedback Call Centre has collected **821372 feedbacks,** directly from the citizens

Feedback Collected by the Call Centre (2023)

Month	Feedbacks
Jan	32974
Feb	27254
Mar	28794
Apr	27139
May	60567
Jun	96701
Jul	100186
Aug	85386
Sep	87520
Oct	100815
Nov	85019
Dec	89017
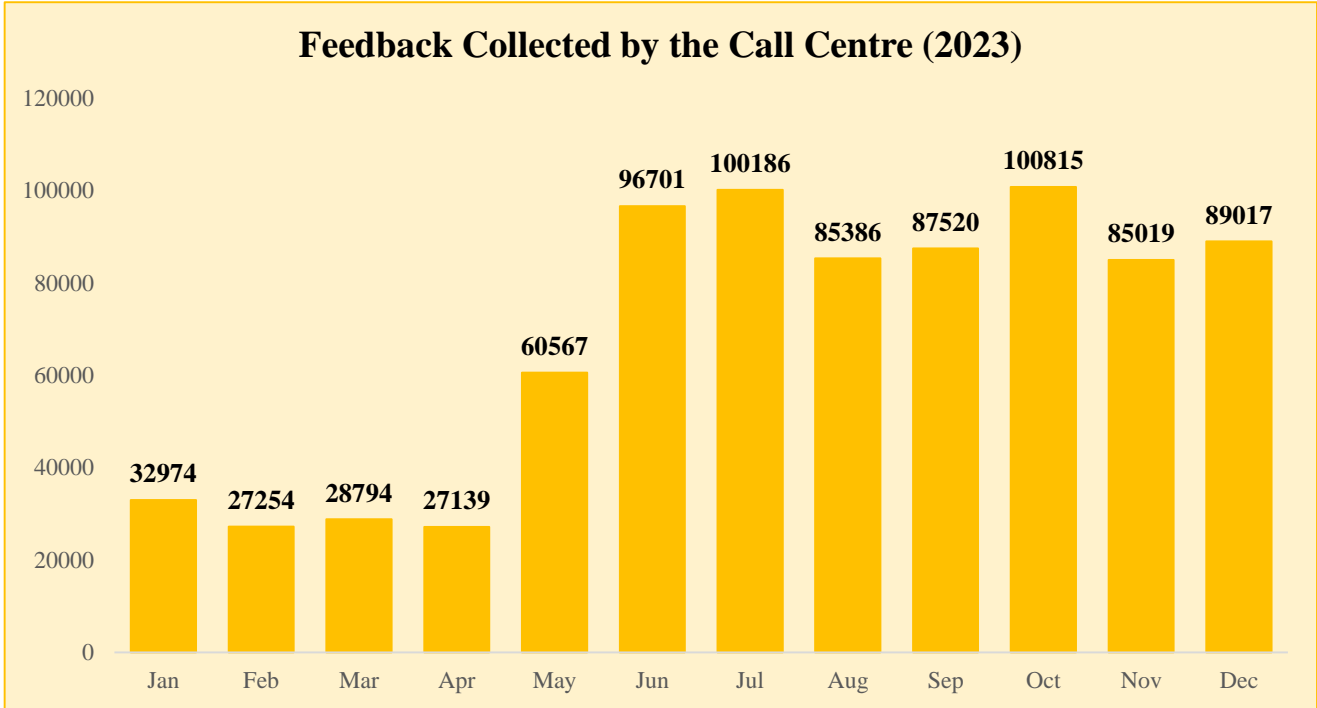
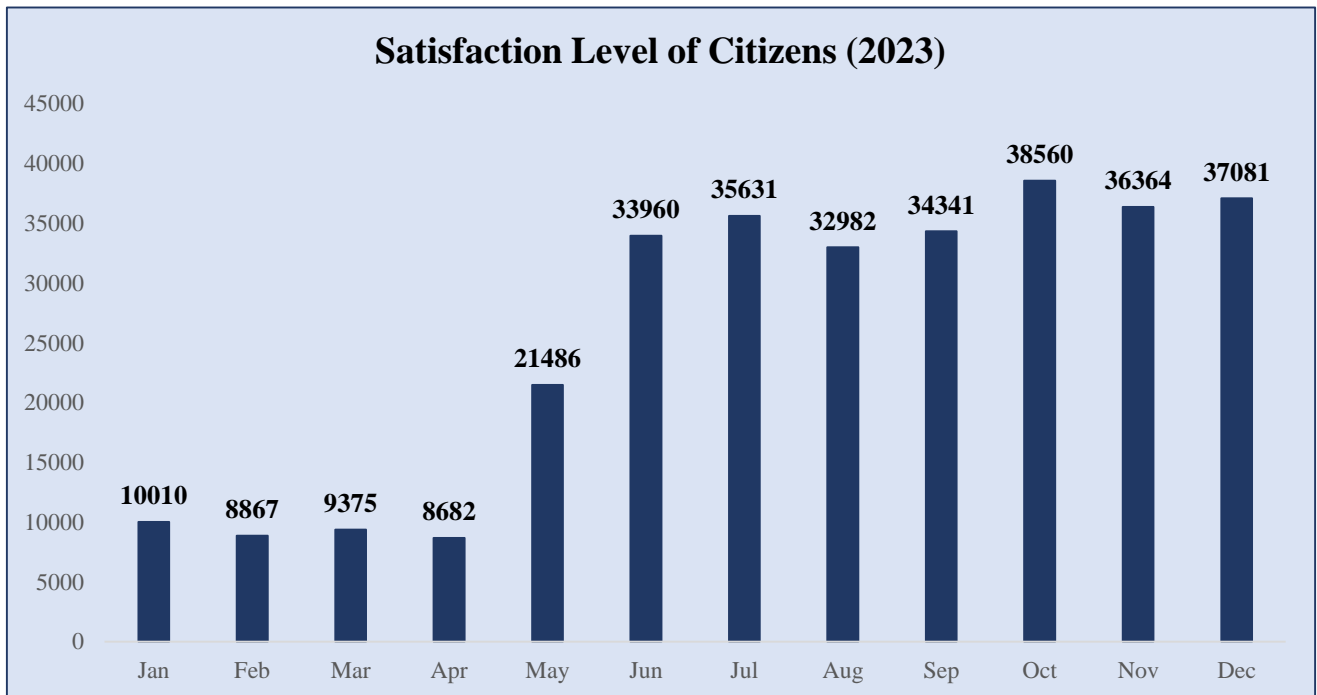- A total of **307339 feedbacks** received have given the Satisfaction level for their Grievance Redressal as "Satisfied" in the year 2023 (1st January to 31st December, 2023)

Satisfaction Level of Citizens (2023)

Month	Satisfied	%
Jan	10010	30%
Feb	8867	33%
Mar	9375	33%
Apr	8682	32%
May	21486	35%
Jun	33960	35%
Jul	35631	36%
Aug	32982	39%
Sep	34341	39%
Oct	38560	38%
Nov	36364	43%
Dec	37081	42%

- A total of **205455 citizens** have given the Rating for their Grievance Redressal as "Excellent & Very Good" in the year 2023 (1st January to 31st December, 2023)

Feedback marked as Excellent & Very Good (2023)

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
E	17%	17%	16%	14%	15%	13%	13%	14%	15%	15%	16%	15%
VG	8%	8%	9%	9%	10%	10%	10%	11%	11%	10%	11%	11%

- From 1st December, 2023 to 31st December, 2023, the BSNL Feedback Call Centre has collected **89017 feedbacks,** directly from the citizens
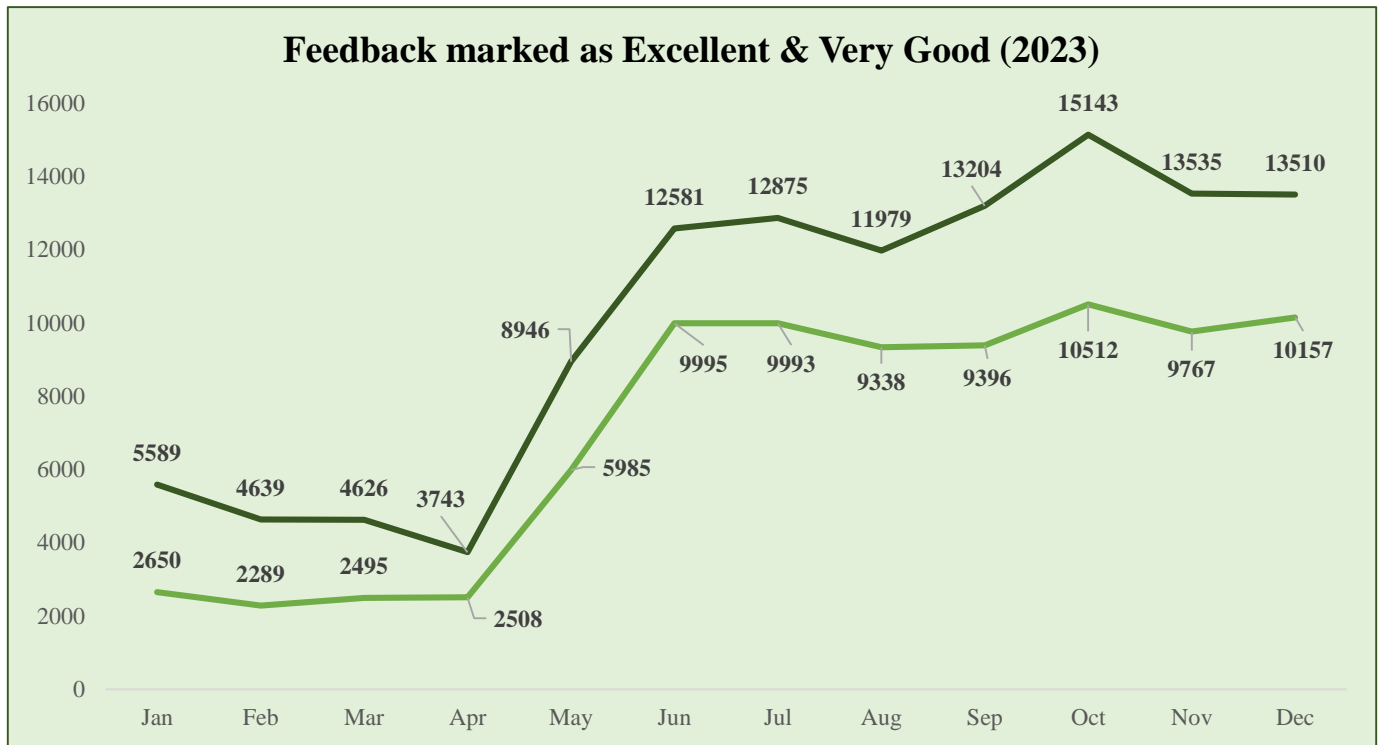
Total Feedbacks Collected - December 2023

35573 (40%)

53444 (60%)

■ States/UTs ■ Central Ministries/Departments
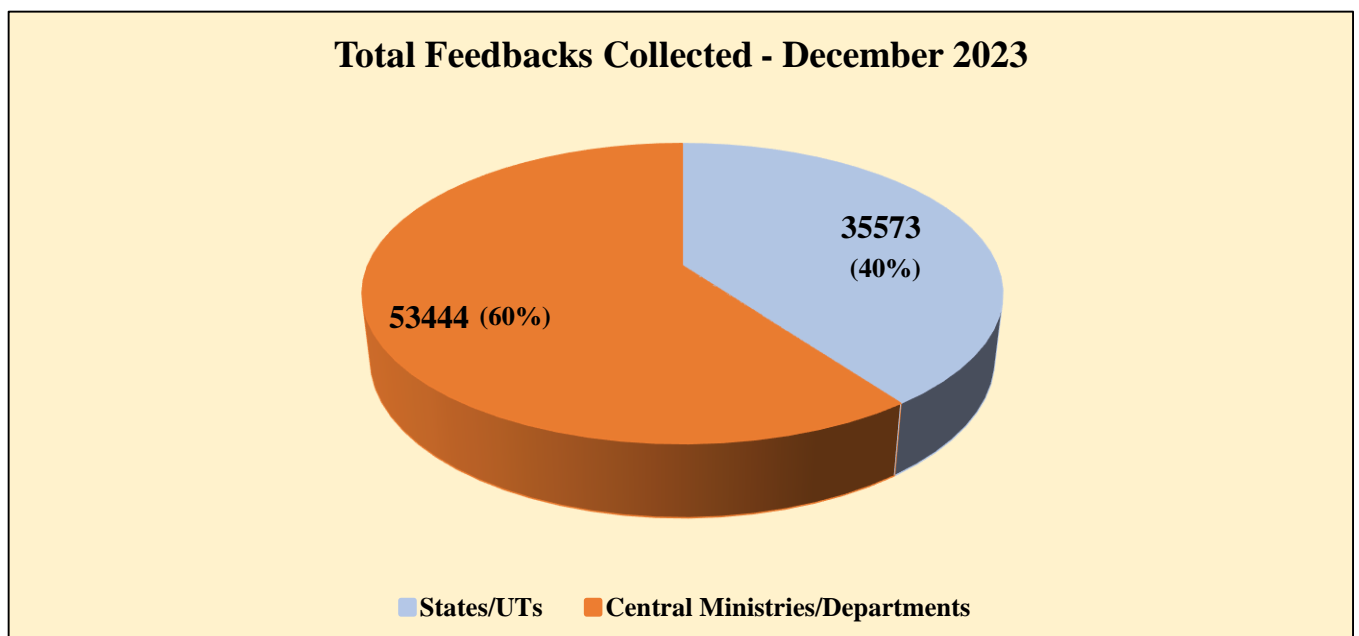
- A total of **37081 citizens** have given the Satisfaction level for their Grievance Redressal as "Satisfied" in the month of December, 2023

Satisfaction Level of Citizens - December, 2023

Category	Value
Central Ministries/Departments	24263 (65%)
States/UTs	12818 (35%)
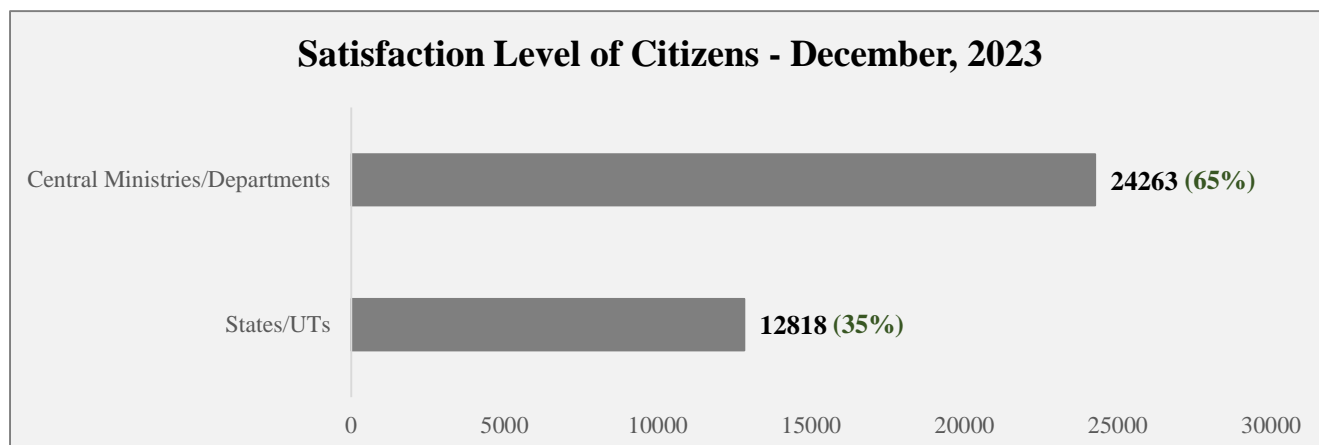
- A total of **23667 citizens** have given the Rating for their Grievance Redressal as "Excellent & Very Good" in the month of December, 2023

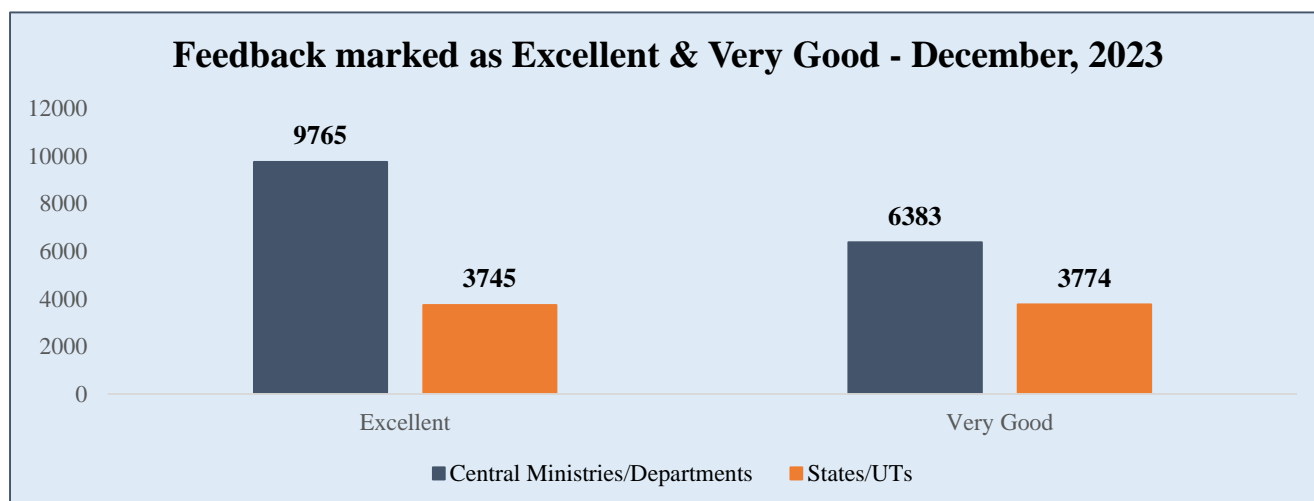**Feedback marked as Excellent & Very Good - December, 2023**

Rating	Central Ministries/Departments	States/UTs
Excellent	9765	3745
Very Good	6383	3774

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

S. No.	Name of State/UT	Total Feedbacks	Satisfied %	Partial Satisfied %	Not Satisfied %
1	Government of Uttar Pradesh	15854	32%	3%	65%
2	Government of Gujarat	2349	33%	3%	64%
3	Government of Bihar	1881	34%	4%	62%
4	Government of Haryana	1690	34%	2%	64%
5	Government of Assam - Office of Chief Minister	1661	69%	5%	26%
6	Government of Jharkhand	1545	54%	3%	43%
7	Government of Madhya Pradesh	1471	27%	2%	71%
8	Government of Punjab	1150	58%	2%	40%
9	Government of Rajasthan	1003	37%	1%	62%

6. Performance of States/UTs

✓ **December, 2023**

<u>Receipts</u>

- For the month of December, 2023, Uttar Pradesh has received the maximum number of grievances with the state receiving 20732 grievances, followed by Gujarat at 2nd place, with the number standing at 4375 registrations. Maharashtra with 3807 receipts in December, completes the Top 3 positions

- Madhya Pradesh recorded 2636 grievances in the month of December, thus placing it 5th in the list, Bihar with 2119 registrations stands 7th in the list, with the Top 10 being closed by Tamil Nadu which has received 1899 grievances

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

<u>Disposal</u>

- In the month of December, 2023, Uttar Pradesh has disposed of the maximum number of grievances (22874) followed by Gujarat disposing of 4687 grievances and Bihar at the 3rd place, disposing of 4190 grievances

- Madhya Pradesh has disposed 2677 grievances, and stands at the 5th position, Jharkhand with 2195 disposals stands at the 7th position in terms of disposal of grievances

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

<u>Pendency</u>

- 6 States have a pendency of more than 10000 grievances, as on 31st December, 2023

- Odisha with a pendency of 25943 grievances tops the list of States/UTs with the highest pendency, followed by West Bengal with 25601 pending grievances, Uttar Pradesh with a pendency of 14593 grievances stands at the 3rd position

- Maharashtra with a pendency of 14586 grievances stands at the 4th position, Haryana with 11531 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 6897 grievances as in 31st December, 2023

7. Best Practice – Grievance Redressal System in Rajasthan

- Grievance Management System (GMS) aims at providing citizens with a centralized platform where any citizen of the state can lodge his/ her grievances to the respective departments and the grievance will further be sent to the respective office/department for Redressal

- It handles inbound as well as outbound telephone calls, for the citizen and related service

- The overall grievance management system can be subdivided under the following processes

Grievance Redressal Work Flow

1. Grievance Registration Process:

   This section describes grievance registration done by Citizen which includes registration through various modes:
   - Direct on Web Portal (bilingual)
   - Through Mobile application
   - Through Call Centre by calling at 181 number

2. Grievance Allocation Process:

   This section describes grievance allocation/escalation to various departmental officers from lowest in the Department-Location hierarchy to the highest level. Grievance escalation shall be done as follows:
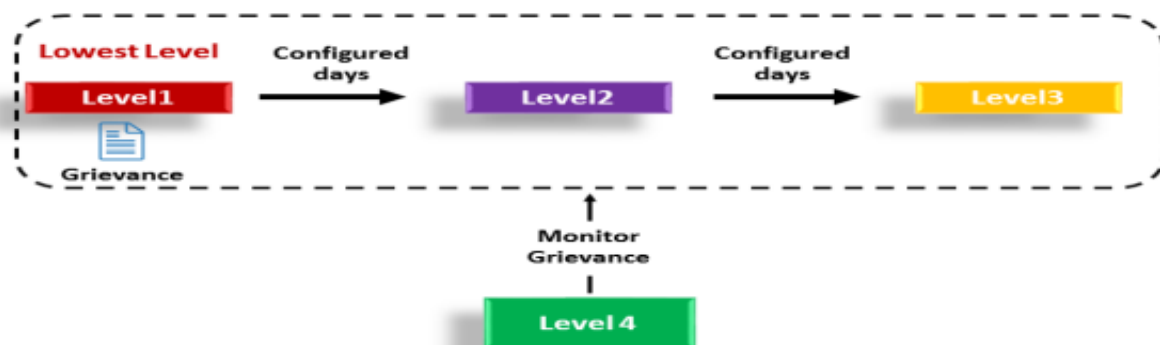
Grievance Escalation Flow

3. Grievance Redressal Process:

   This section describes the grievance resolution by either providing relief or will be rejected that shall be undertaken by the departmental officers.

4. Feedback Process:

   This process shall involve the feedback of the citizen after grievance disposal.

5. Grievance Reopening Process:

   This process covers the reopening of the grievance if citizen not satisfied after disposal.

6. Internal Commenting Process:

   In this, the departmental officers mapped at various profiles for a department & Subject, can communicate by requesting for guidance & give instruction on a grievance.

7. Status Tracking/Monitoring:

   In this, Citizen shall track his grievance status on the portal/call at 181.

8. Grievance Pullback:

   In this process, call centre administrator has the feature to withdraw any action taken on a grievance by the call centre agents. Call Centre administrator has the liberty to take any desired action on the grievance at the time of pullback.

The following picture depicts the overall sequential workflow of the grievance Redressal mechanism:
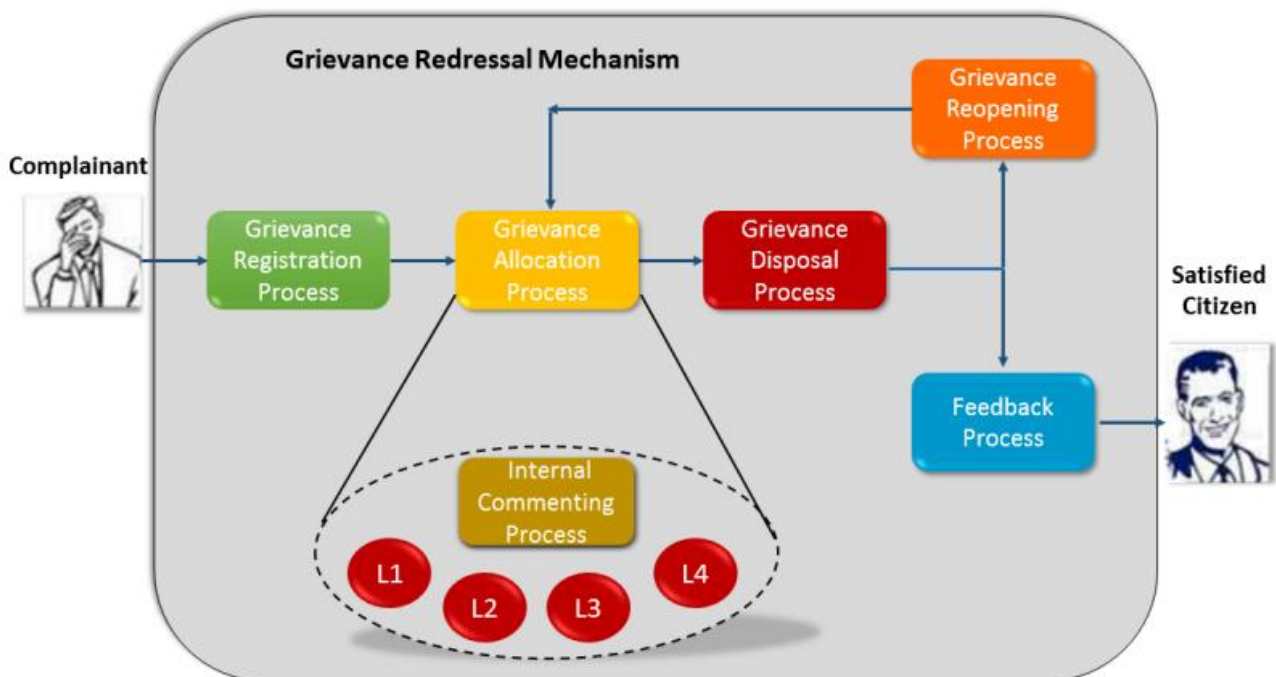
8. Integration of State/UT Portals with CPGRAMS

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.

Legend:
- States/UTs which uses CPGRAMS Portal
- States/UTs which have dedicated Public Grievance Portal
- State pending with Backward Integration and do not feature CPGRAMS link on their portal
- State pending with Forward & Backward Integration with CPGRAMS
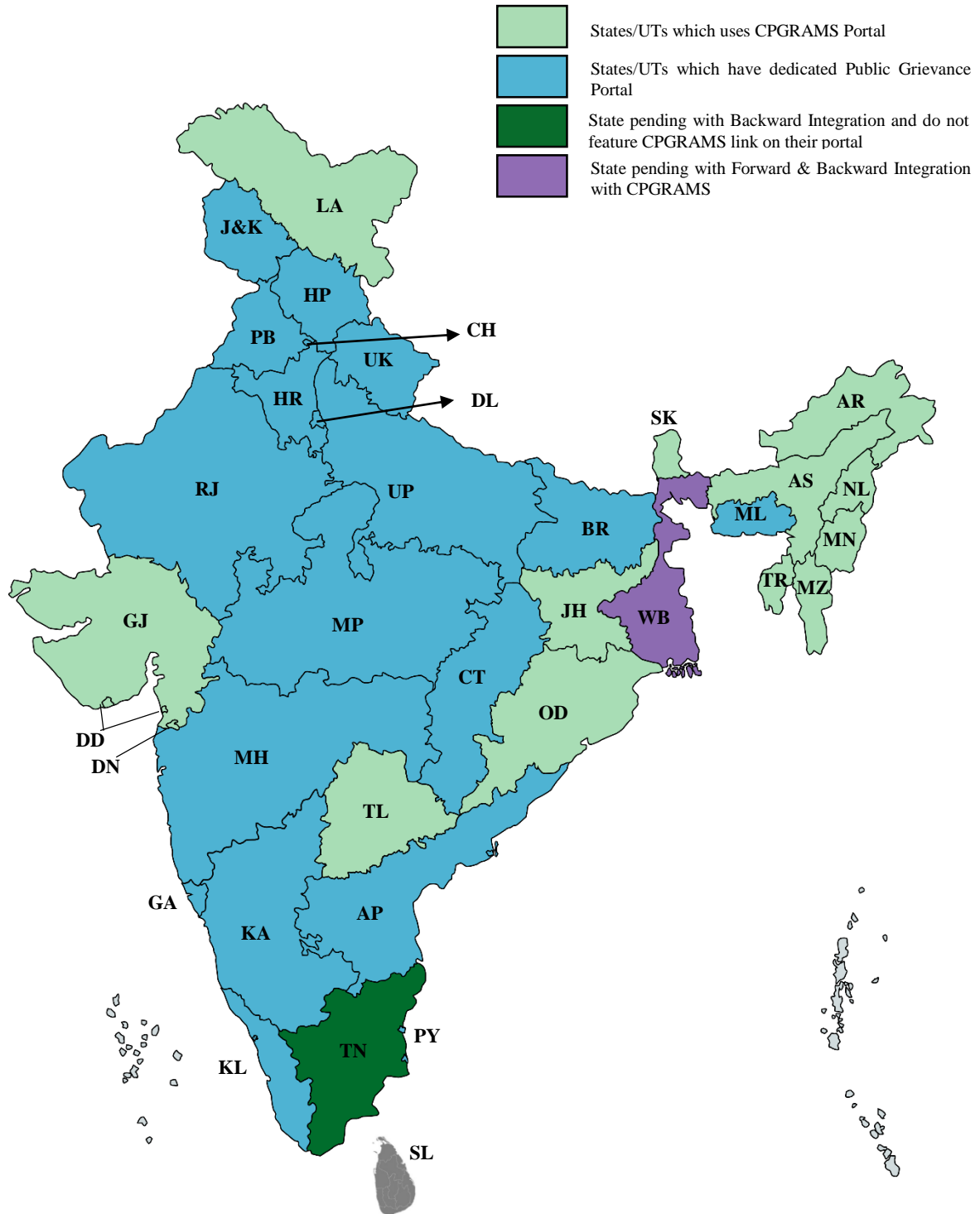
9. Sevottam Scheme

- 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	**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, 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	**3.** Odisha	**5.** Andhra Pradesh
2. Sikkim	**4.** Punjab	**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	**3.** Karnataka	**5.** Himachal Pradesh	**7.** Telangana
2. Uttar Pradesh	**4.** Uttarakhand	**6.** Tripura	**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/
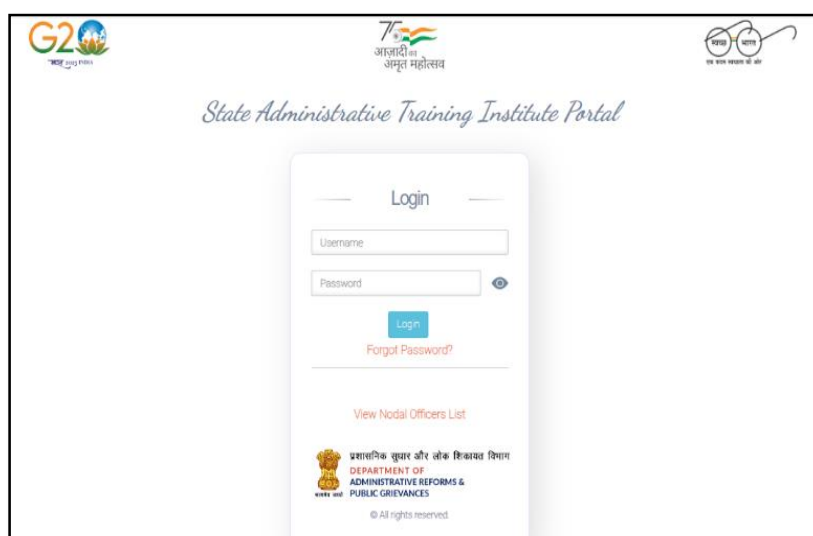
✓ The portal will act as a single window platform for overall monitoring for program details, trainers, trainees, training status, generation of online certificate on completion of training

✓ 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	166	5206

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	62	30	2070
2	Delhi	Delhi		4	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	14		334
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	37	1	1021
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	9	46
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)		10	
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	9	
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal		7	
9	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)		2	
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	12	5	329
11	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar		1	
12	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	12		402
13	Tamil Nadu	ANNA Administrative Staff College	8		180
14	Telangana	Dr. MCR HRD Institute, Hyderabad	11	1	426
15	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala		20	
16	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	7	2	398
	Total		**166**	**101**	**5206**

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

- **Few glimpses from the training session conducted**

Training Session conducted by Mahatma Gandhi State Institute of Public Administration, Punjab

Training Session conducted by Dr. MCR HRD Institute, Hyderabad, Telangana

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Govt using Next Generation AI-enabled technology to enhance capacity of CPGRAMS Grievance Redressal portal, says Dr Jitendra Singh

Data Strategy Unit also established for root cause analysis of grievances and bringing systemic reforms: Dr Jitendra Singh

"Pendency of Public Grievance cases in central Ministries/Departments stands at an all-time low of 0.63 lac cases": Dr Jitendra Singh

Posted On: 13 DEC 2023 1:16PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Union Minister Dr. Jitendra Singh to inaugurate Good Governance Week 2023 on 19th December, 2023

DARPG will present the outcomes of the initiative for 'Increasing Efficiency in Decision making' in the Central Secretariat

e-Office Advanced Analytics dashboard to facilitate in-depth data analysis & strengthen decision making and CPGRAMS Mobile App to facilitate citizens in filing of public grievances will be launched by the Minister

A Special Booklet on Journey of 25 Regional Conferences from 2014-2023, Annual Report of CPGRAMS and a Coffee table Book on the outcomes of Special campaign 3.0 will also be released

Dr. Jitendra Singh will inaugurate an exhibition on best practices by Ministries/ Departments during the Special campaign 3.0

Union Ministries will present their best practices during the Special campaign 3.0 for Institutionalization of Swachhata and reducing pendency from 2nd to 31st October 2023

States of Maharashtra and Uttar Pradesh will present their Good Governance Practices

Posted On: 18 DEC 2023 5:32PM by PIB Delhi

PIB India @PIB_India

Govt using Next Generation #AI-enabled technology to enhance capacity of CPGRAMS Grievance Redressal portal, says Union Minister of State @DrJitendraSingh

Data Strategy Unit also established for root cause analysis of grievances and bringing systemic reforms, says the Minister

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

1:32 PM · Dec 13, 2023 · **6,740** Views

PIB India @PIB_India

Union Minister @DrJitendraSingh to inaugurate Good Governance Week 2023 on 19th December, 2023

DARPG will present the outcomes of the initiative for 'Increasing Efficiency in Decision making' in the Central Secretariat

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

@DARPG_GoI

5:57 PM · Dec 18, 2023 · **2,854** Views

Dr Jitendra Singh ✓
@DrJitendraSingh

"Best Practices in Governance introduced under the leadership of PM Sh @NarendraModi have brought about a visible change in work culture. Optimum use of latest technology including AI being made to
1/2

7:37 PM · Dec 19, 2023 · **9,428** Views

Dr Jitendra Singh ✓
@DrJitendraSingh

achieve transparency, time-bound delivery of services with citizen-centricity and "Ease of Living" for the common man".
#GoodGovernanceWeek2023 by #DARPG, Ministry of Personnel.
2/2

7:37 PM · Dec 19, 2023 · **7,757** Views

MyIIPAलोकप्रशासन ✓
@iipa9

Our CPGRAMS public grievances portal, DBT and SVAMITVA programmes are cited the world over as technology driven people centric reforms Citizen-centric governance will evolve into increasing role of citizens in the decision-making process, Union Minister Dr Jitendra Singh pib.gov.in/PressReleasePa… @DrJitendraSingh @DoPTGoI

6:35 PM · Dec 22, 2023 · **1,428** Views

BHASHINI
@_BHASHINI

At the GPAI Global AI Expo 2023, #BHASHINI presented a notable use-case focused on multilingual grievance redressals - the integration of the #BHASHINI an AI-based language tool, with the CPGRAMS portal.

@GoI_MeitY @amitabhnag @DARPG_GoI @narendramodi @Rajeev_GoI @AshwiniVaishnaw

0:18 / 2:10   GPAI GLOBAL AI EXPO | BHARAT MANDAPAM ... NEW DELHI

12:34 PM · Dec 15, 2023 · **492** Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	16735	20732	37467	22874	14593
2	Government of Gujarat	7209	4375	11584	4687	6897
3	Government of Maharashtra	12218	3807	16025	1439	14586
4	Government of Assam	9101	3324	12425	2977	9448
5	Government of Madhya Pradesh	6442	2636	9078	2677	6401
6	Government of Haryana	11654	2393	14047	2516	11531
7	Government of Bihar	9732	2119	11851	4190	7661
8	Government of NCT of Delhi	3804	2025	5829	1755	4074
9	Government of Rajasthan	4355	1949	6304	1493	4811
10	Government of Tamil Nadu	5124	1899	7023	1186	5837

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	16735	20732	37467	22874	14593
2	Government of Gujarat	7209	4375	11584	4687	6897
3	Government of Bihar	9732	2119	11851	4190	7661
4	Government of Assam	9101	3324	12425	2977	9448
5	Government of Madhya Pradesh	6442	2636	9078	2677	6401
6	Government of Haryana	11654	2393	14047	2516	11531
7	Government of Jharkhand	6225	1803	8028	2195	5833
8	Government of Karnataka	10858	1533	12391	1808	10583
9	Government of NCT of Delhi	3804	2025	5829	1755	4074
10	Government of Punjab	3364	1562	4926	1532	3394

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	252393	268276	253683	14593
2	Government of Gujarat	16828	49434	66262	59365	6897
3	Government of Maharashtra	23707	45366	69073	54487	14586
4	Government of Assam	7312	45161	52473	43025	9448
5	Government of Madhya Pradesh	8262	36316	44578	38177	6401
6	Government of Punjab	15038	33533	48571	45177	3394
7	Government of Haryana	12975	28562	41537	30006	11531
8	Government of Rajasthan	4084	28561	32645	27834	4811

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
9	Government of Jharkhand	6047	28429	34476	28643	5833
10	Government of Bihar	18111	27136	45247	37586	7661

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15883	252393	268276	253683	14593
2	Government of Gujarat	16828	49434	66262	59365	6897
3	Government of Maharashtra	23707	45366	69073	54487	14586
4	Government of Punjab	15038	33533	48571	45177	3394
5	Government of Assam	7312	45161	52473	43025	9448
6	Government of Madhya Pradesh	8262	36316	44578	38177	6401
7	Government of Bihar	18111	27136	45247	37586	7661
8	Government of Haryana	12975	28562	41537	30006	11531
9	Government of Jharkhand	6047	28429	34476	28643	5833
10	Government of Rajasthan	4084	28561	32645	27834	4811

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	21806	29695	3752	25943
2	Government of West Bengal	13217	12589	25806	205	25601
3	Government of Uttar Pradesh	15883	252393	268276	253683	14593
4	Government of Maharashtra	23707	45366	69073	54487	14586
5	Government of Haryana	12975	28562	41537	30006	11531
6	Government of Karnataka	6304	13383	19687	9104	10583
7	Government of Assam	7312	45161	52473	43025	9448
8	Government of Bihar	18111	27136	45247	37586	7661
9	Government of Andhra Pradesh	5542	6074	11616	4462	7154
10	Government of Gujarat	16828	49434	66262	59365	6897
11	Government of Madhya Pradesh	8262	36316	44578	38177	6401
12	Government of Tamil Nadu	4999	20173	25172	19335	5837
13	Government of Jharkhand	6047	28429	34476	28643	5833
14	Government of Rajasthan	4084	28561	32645	27834	4811
15	Government of NCT of Delhi	4800	26143	30943	26869	4074
16	Government of Himachal Pradesh	2662	3455	6117	2060	4057
17	Government of Punjab	15038	33533	48571	45177	3394
18	Government of Manipur	576	2828	3404	112	3292
19	Government of Uttarakhand	1848	13926	15774	13139	2635
20	Government of Jammu and Kashmir	4801	6990	11791	9748	2043
21	Government of Chhattisgarh	1297	9094	10391	9091	1300

(Time Period: 01/01/2023 to 31/12/2023)

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – January to December, 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	2828	3404	112	3292	208	96.71%
2	Government of Nagaland	355	699	1054	77	977	136	92.69%
3	Government of Meghalaya	138	604	742	413	329	87	44.34%
4	Government of Mizoram	411	339	750	468	282	279	37.60%
5	Government of Arunachal Pradesh	116	371	487	364	123	94	25.26%
6	Government of Assam	7312	45161	52473	43025	9448	51	18.01%
7	Government of Tripura	724	1304	2028	1671	357	94	17.60%
8	Government of Sikkim	45	203	248	231	17	36	6.85%

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	21806	29695	3752	25943	24798
2	Government of West Bengal	13217	12589	25806	205	25601	24615
3	Government of Maharashtra	23707	45366	69073	54487	14586	10891
4	Government of Haryana	12975	28562	41537	30006	11531	9473
5	Government of Karnataka	6304	13383	19687	9104	10583	9368
6	Government of Assam	7312	45161	52473	43025	9448	7154
7	Government of Andhra Pradesh	5542	6074	11616	4462	7154	6703
8	Government of Bihar	18111	27136	45247	37586	7661	5901
9	Government of Madhya Pradesh	8262	36316	44578	38177	6401	4729
10	Government of Jharkhand	6047	28429	34476	28643	5833	4476

(Time Period: 01/01/2023 to 31/12/2023)

Annexure 2: Average Closing Time - January to December, 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	6012	5
2	Government of Union Territory of Lakshadweep	210	18
3	Government of Uttar Pradesh	253683	21
4	Government of Andaman & Nicobar	1205	21
5	Government of Kerala	6823	31
6	Government of Chhattisgarh	9091	34
7	Government of Sikkim	231	36
8	Government of Uttarakhand	13139	47
9	Government of Assam	43025	51
10	Government of Rajasthan	27834	51

Annexure 3: Status of Action Taken Report (ATR) - January to December, 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	27016	1008	19073	6935
2	Government of Assam	15582	14233	1330	19
3	Government of Chhattisgarh	8802	8606	175	21
4	Government of Telangana	5856	53	5801	2
5	Government of Gujarat	4970	4571	229	170
6	Government of NCT of Delhi	4243	2956	5	1282
7	Government of Odisha	3434	3296	37	101
8	Government of Maharashtra	1985	853	1130	2
9	Government of Tamil Nadu	1376	126	129	1121
10	Government of Jharkhand	1237	202	99	936

Department of Administrative Reforms and Public Grievances

Government of India

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