



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

January 2024

[Report Number 18]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- From 2nd January, 2024, DARPG has launched an online hackathon on “**Data-driven Innovation for Citizen Grievance Redressal**” with 5 problem statements which is open to student’s/research scholars/start-ups [Link: <https://t.co/KaaGTyIvab>]
- Meeting with Grievance Redressal Officers of all the States/UTs was held on 17th January, 2024, to review the pendency and disposal of public grievances on CPGRAMS, and status of grants released under the Sevottam Scheme
- In January, 2024, the BSNL Feedback Call Centre collected **91437 feedbacks**, out of the total feedbacks collected, **~41%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In January, 2024, **34220 feedbacks** were collected for States/UTs by the BSNL Feedback Call Centre, out of the feedbacks collected, **~35%** citizens expressed satisfaction with the resolution provided
- **16 States** are using the Sevottam Scheme Portal developed by DARPG. In FY 2023-24, **202 training courses** have been completed, in which **~6664 officers** have been trained

2. Status of Public Grievances on CPGRAMS

- In January, 2024, **71350 PG cases** were received for the States/UTs and **57603 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **58183 PG cases at the end of December, 2023**, to **57603 PG cases at the end of January, 2024**
- For the **17th** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **25 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

- **22 States/UTs** have more than 1000 pending grievances as on 31st January, 2024
- For States/UTs, as on 31st January, 2024, there exists a pendency of **196408 PG cases**
- The pendency in the States/UTs has **increased** from **182451 PG cases at the end of December, 2023** to **196408 PG cases at the end of January, 2024**

4. Online Hackathon by DARPG



DARPG invites participants to an online hackathon to address challenges related to citizen grievance redressal using data-driven solutions. The participating teams may address one or multiple Problem Statements defined by the organiser and submit innovative products and services as specified for each Problem Statement.

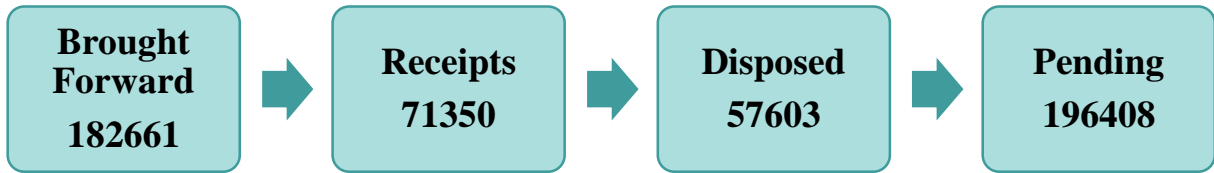
Top 3 most innovative solutions will be awarded the following prizes:

- Rs. 2 lakhs for the most innovative data-driven solution
- Rs. 1 lakh for the second most innovative data-driven solution
- Rs. 50 thousand for the third most innovative data-driven solution

More details are available at <https://t.co/KaaGTyIvab>

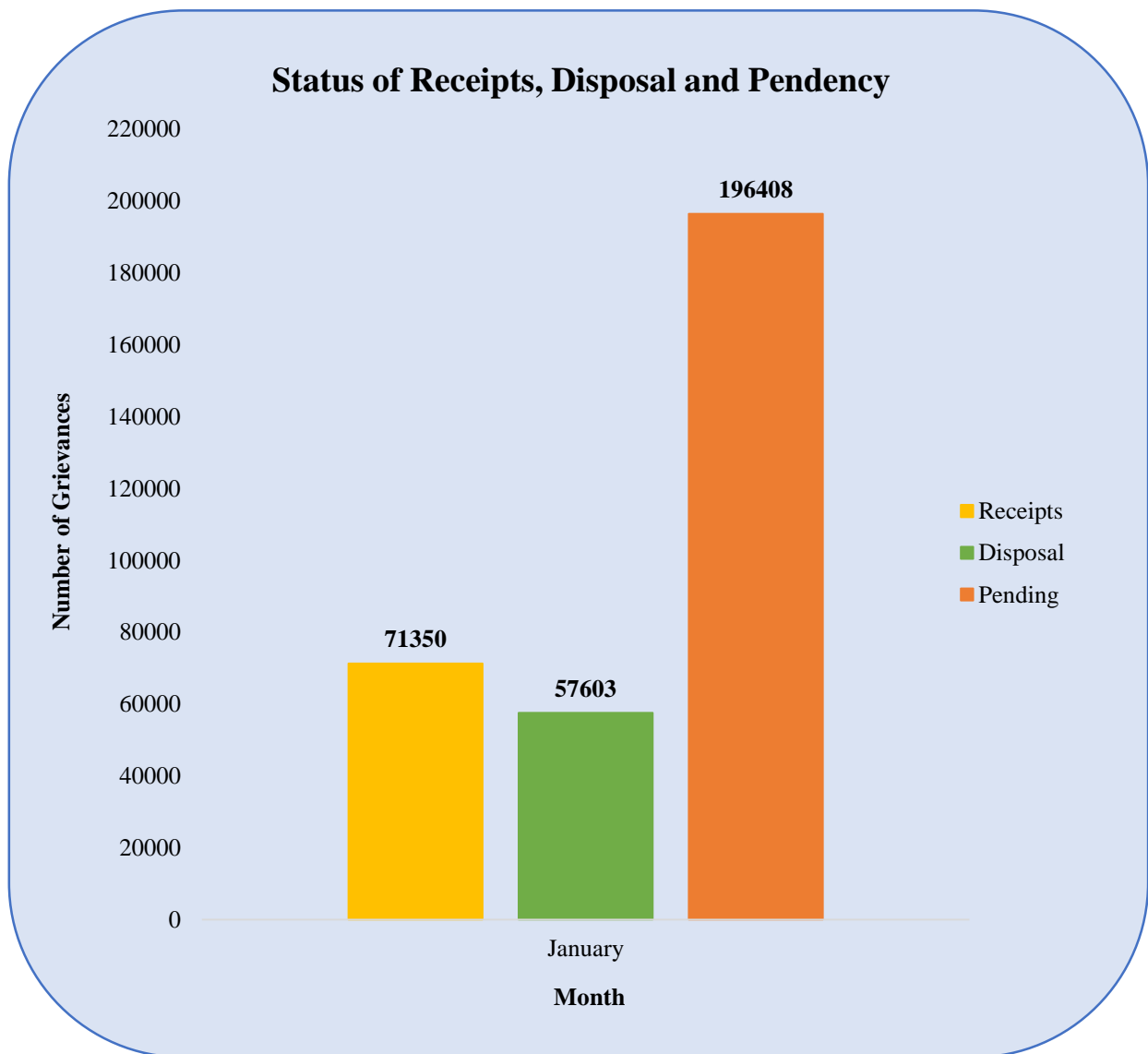
2. Review of Status of Disposal

2.1. Overview



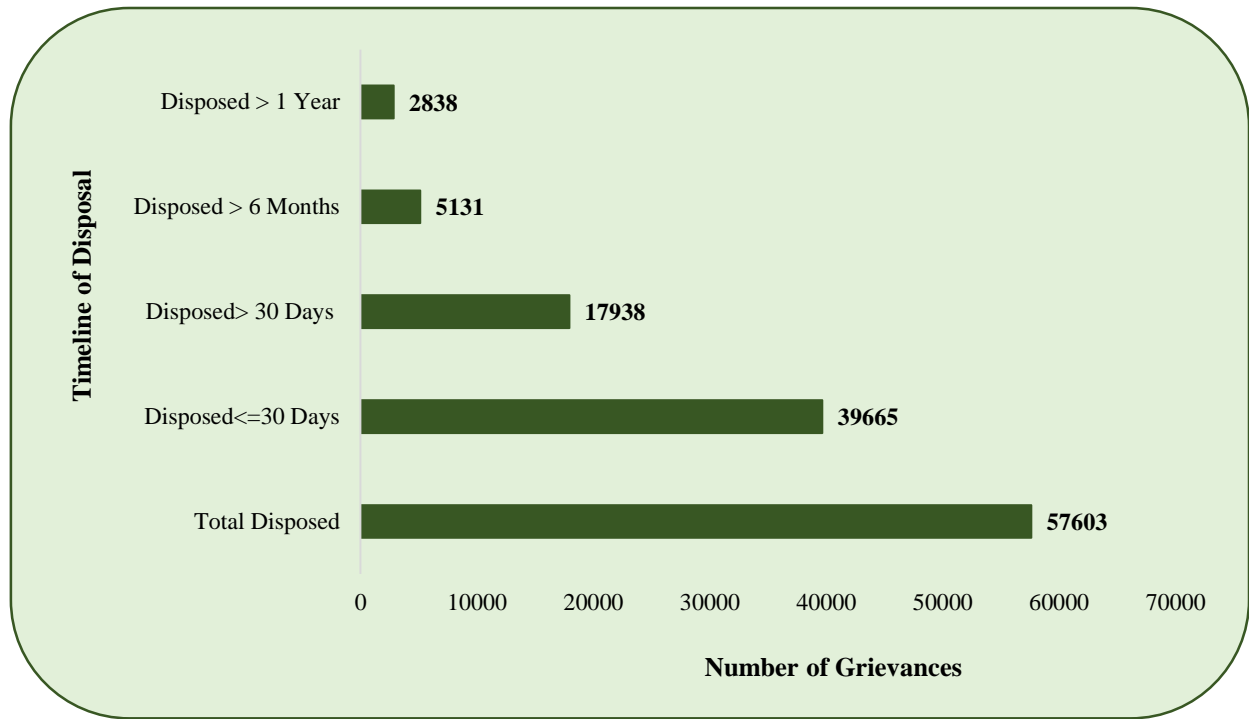
(Time Period: 01/01/2024 to 31/01/2024)

2.2. Month-wise Status of Grievances



3. Age-wise Status of Grievances

3.1. Disposal



- **68.86%** of the total disposal, i.e., 39665 grievances have been disposed within 30 days timeline, in which **Uttar Pradesh** and **Gujarat** contributes **60.40%** of the total disposal within 30 days time period
- **Uttar Pradesh** has disposed **96.19%** of their total disposed grievances (20835 out of 21660) within 30 days time period
- **Telangana** has disposed **96.05%** of their total disposed grievances (535 out of 557) within 30 days time period
- **21 States/UTs** have disposed more than **50%** of their disposed grievances within 30 days time period

(Time Period: 01/01/2024 to 31/01/2024)

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)

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 total of **7503 grievances** have been registered through the Common Service Centres in the month of January, 2024



(Time Period: 01/01/2024 to 31/01/2024)

- **Top 10 Ministries/Departments/States/UTs for which the maximum grievances were registered through CSCs:**

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Agriculture and Farmers Welfare	3907	1066	2841
2	Ministry of Housing and Urban Affairs	780	152	628
3	Department of Financial Services (Banking Division)	373	146	227
4	Government of Uttar Pradesh	293	150	143
5	Unique Identification Authority of India	258	168	90
6	Ministry of Labour and Employment	230	169	61
7	Department of Rural Development	181	147	34
8	Department of Food and Public Distribution	122	116	6
9	Ministry of Petroleum and Natural Gas	120	15	105
10	Department of Telecommunications	113	94	19

42.77% of grievances received by Department of Agriculture and Farmers Welfare in the month of January, 2024, have been filed through CSCs i.e., 3907 grievances out of 9133 receipts have been registered through CSCs

Top 10 States/UTs from which the maximum grievances were registered through CSCs:

S. No.	Name of State/UT	Number of Grievances
1	Uttar Pradesh	1435
2	Punjab	1032
3	Odisha	1015
4	Assam	895
5	Jharkhand	706
6	Maharashtra	371
7	West Bengal	280
8	Rajasthan	276
9	Bihar	230
10	Madhya Pradesh	217

Top 10 Districts from which the maximum grievances were registered through CSCs:

S. No.	Name of District	Number of Grievances
1	Tarn Taran (PB)	263
2	Balasore (OD)	181
3	Golaghat (AS)	156
4	Jorhat (AS)	149
5	Dhanbad (JH)	145
6	Lakhimpur (AS)	132
7	Majuli (AS)	129
8	Kalahandi (OD)	123
9	Patiala (PB)	121
10	Dhubri (AS)	114

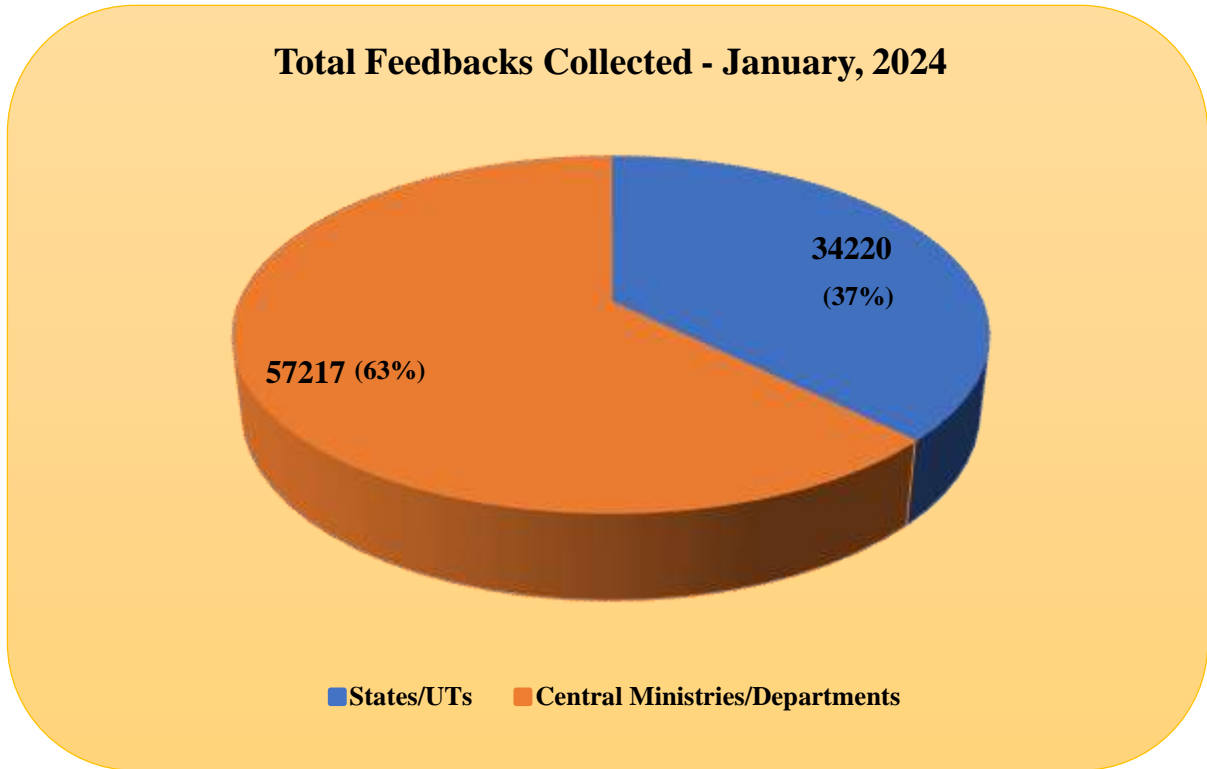
State-wise categories for which maximum grievances have been registered through CSCs:

S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Uttar Pradesh	1435	PMKISAN related issues	607
2	Punjab	1032	PMKISAN related issues	906
3	Odisha	1015	PMKISAN related issues	686
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	115
			PMAY - URBAN/ Housing For All (HFA) Division	111
4	Assam	895	PMAY - URBAN/ Housing For All (HFA) Division	647
			Non Enrolment and Non Generation of Aadhar	122
5	Jharkhand	706	PMKISAN related issues	583
6	Maharashtra	371	PMKISAN related issues	246
7	West Bengal	280	PMKISAN related issues	103
			LPG/LPG Agency related	66
8	Rajasthan	276	PMKISAN related issues	205
9	Bihar	230	PMKISAN related issues	33
			Public Distribution System related	29
10	Madhya Pradesh	217	PMKISAN related issues	58

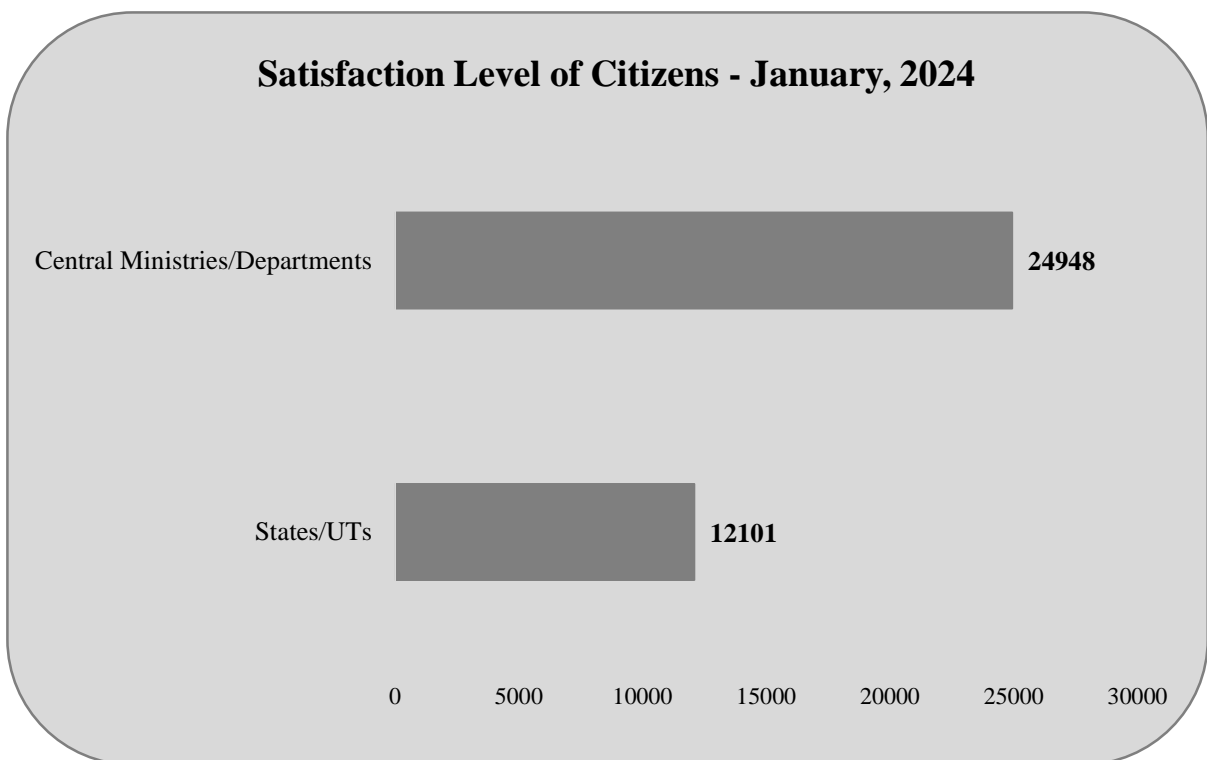
- Out of the total grievances registered through CSCs, 3877 grievances pertain the “PMKISAN related issues” followed by “Pradhan Mantri Awaas Yojana – Urban / Housing for all (HFA) Division” for which 775 grievances were registered, followed by 157 grievances pertaining to “Pradhan Mantri Awaas Yojana - Gramin (Rural)” and 151 grievances pertaining to “Non Enrolment and Non Generation of Aadhaar”
- 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 2375 grievances, followed by 847 grievances for “non-receipt of PMKISAN Instalments” and 437 grievances for the category “approval of documents by state government”

5. BSNL – Feedback Call Centre

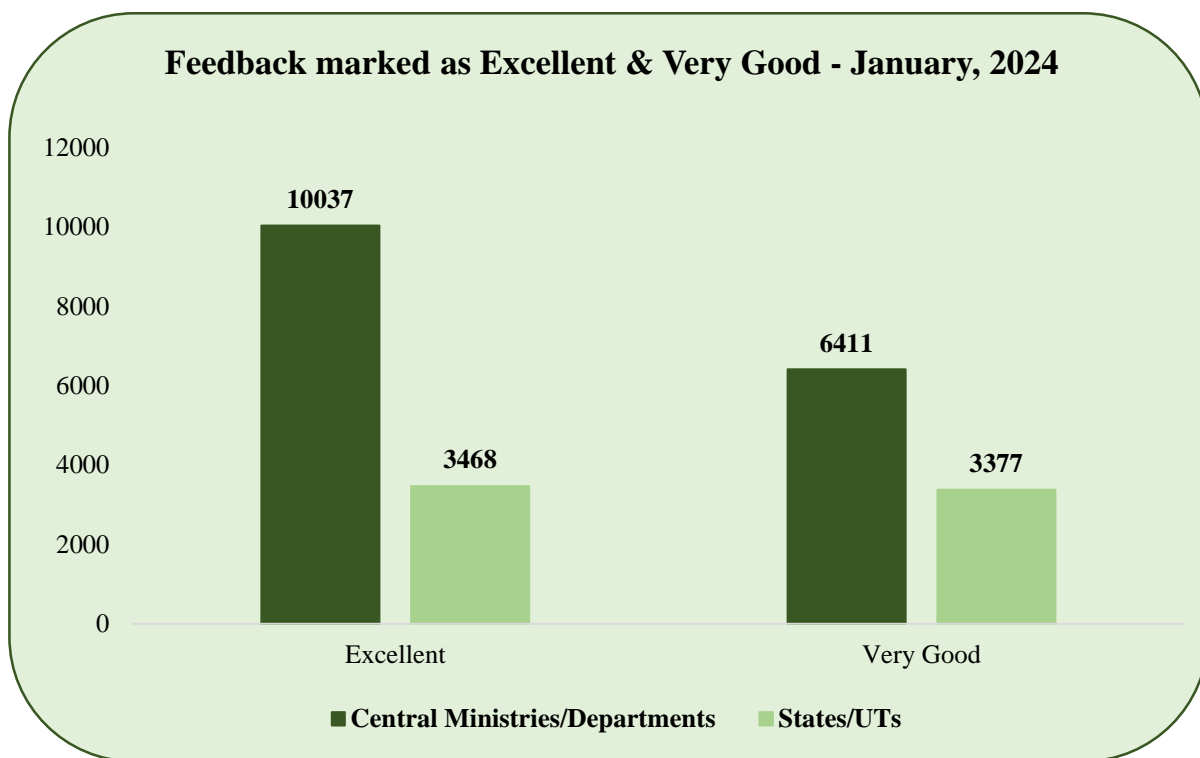
- From 1st January to 31st January, 2024, the BSNL Feedback Call Centre has collected **91437** **feedbacks**, directly from the citizens



- A total of **37049** **citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of January, 2024



- A total of **23293 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of January, 2024

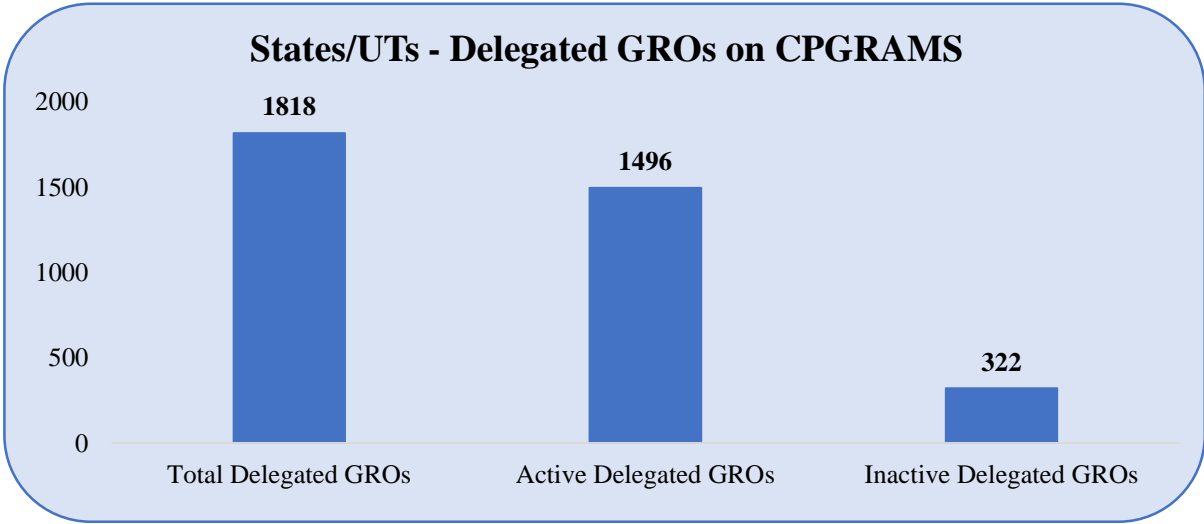
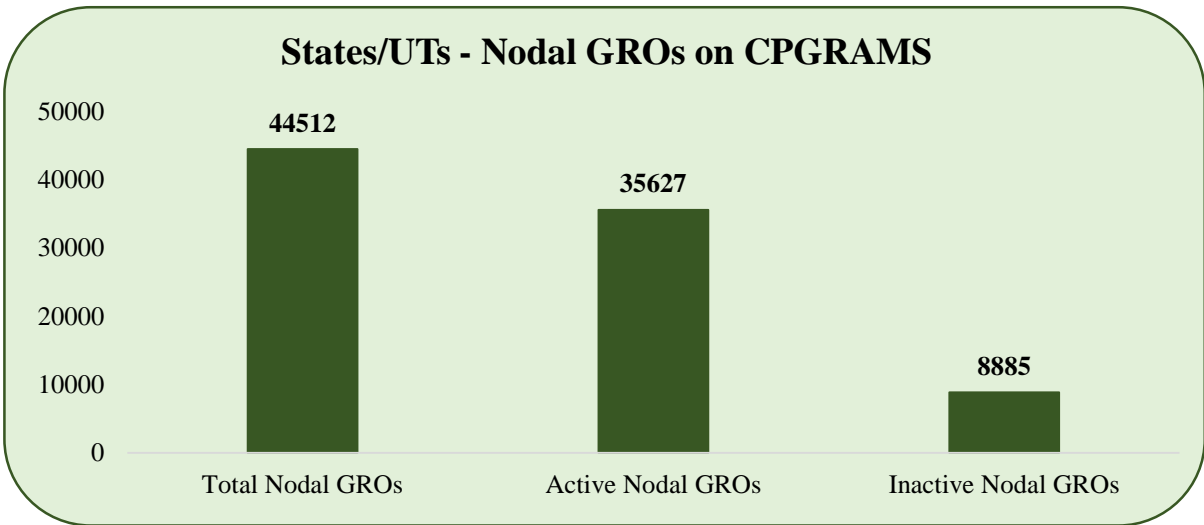
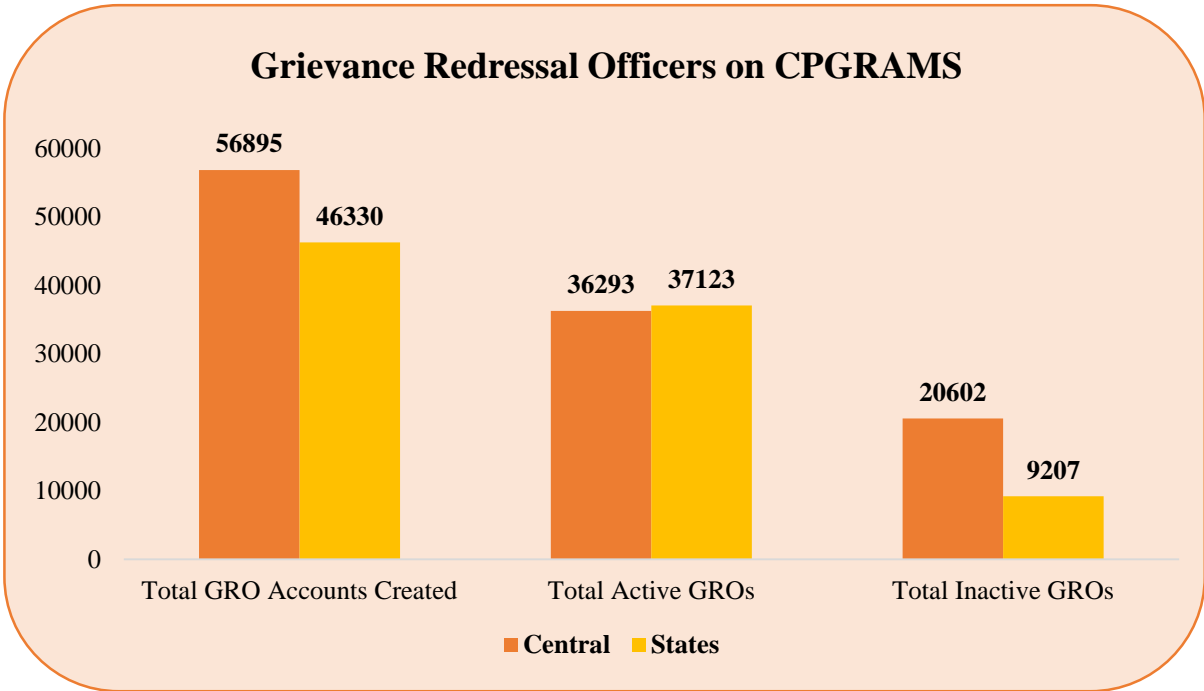


- **Trend of Satisfaction across States/UTs in December, 2023, and January, 2024**

S. No.	Name of State/UT	DECEMBER		JANUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
1	Government of Uttar Pradesh	15854	32.48%	13978	32.29%
2	Government of Gujarat	2349	32.52%	2471	34.24%
3	Government of Madhya Pradesh	1471	27.12%	2173	23.29%
4	Government of Rajasthan	1003	36.69%	2049	33.53%
5	Government of Punjab	1150	58.26%	1675	61.79%
6	Government of Haryana	1690	33.96%	1652	32.87%
7	Government of Bihar	1881	33.97%	1462	34.20%
8	Government of Jharkhand	1545	54.37%	1290	54.26%
9	Government of Assam	1661	68.93%	894	68.01%
10	Government of NCT of Delhi	948	29.22%	869	34.18%

S. No.	Name of State/UT	DECEMBER		JANUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
11	Government of Uttarakhand	925	32.65%	767	31.81%
12	Government of Karnataka	933	27.55%	754	23.34%
13	Government of Chattisgarh	505	41.98%	657	38.51%
14	Government of Andhra Pradesh	480	28.96%	651	38.71%
15	Government of Tamil Nadu	721	30.79%	647	30.91%
16	Government of Maharashtra	771	39.43%	560	34.11%
17	Government of Jammu and Kashmir	371	32.08%	420	33.57%
18	Government of Telangana	282	17.02%	296	21.28%
19	Government of Odisha	326	62.27%	201	60.20%
20	Government of Kerala	149	10.74%	189	11.11%
21	Government of Chandigarh	123	30.08%	164	20.12%
22	Government of Puducherry	224	29.02%	133	19.55%
23	Government of Himachal Pradesh	62	27.42%	99	58.59%
24	Government of Andaman & Nicobar	55	21.82%	55	49.09%
25	Government of Tripura	53	37.74%	48	58.33%
26	Government of Goa	10	60.00%	13	53.85%
27	Government of Meghalaya	5	20.00%	11	36.36%
28	Government of Sikkim	6	66.67%	11	63.64%
29	Government of Dadra & Nagar Haveli	6	33.33%	10	40.00%
30	Government of Arunachal Pradesh	2	100.00%	8	37.50%
31	Government of Daman & Diu	0	0.00%	5	60.00%
32	Government of Manipur	4	50.00%	4	50.00%
33	Government of Ladakh	6	33.33%	3	66.67%
34	Government of Mizoram	2	0.00%	1	0.00%

6. Grievance Redressal Officers on CPGRAMS



7. Performance of States/UTs

January, 2024

➤ Receipts

- For the month of January, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 23509 grievances, followed by Gujarat at 2nd place, with the number standing at 8081 registrations. Maharashtra with 4149 receipts in January, completes the Top 3 positions
- Madhya Pradesh recorded 3207 grievances in the month of January, thus placing it 5th in the list, Haryana with 2650 registrations stands 7th in the list, with the Top 10 being closed by Bihar which has received 2414 grievances
- 17 States/UTs have received more than 1000 grievances in the month of January, 2024

➤ Disposal

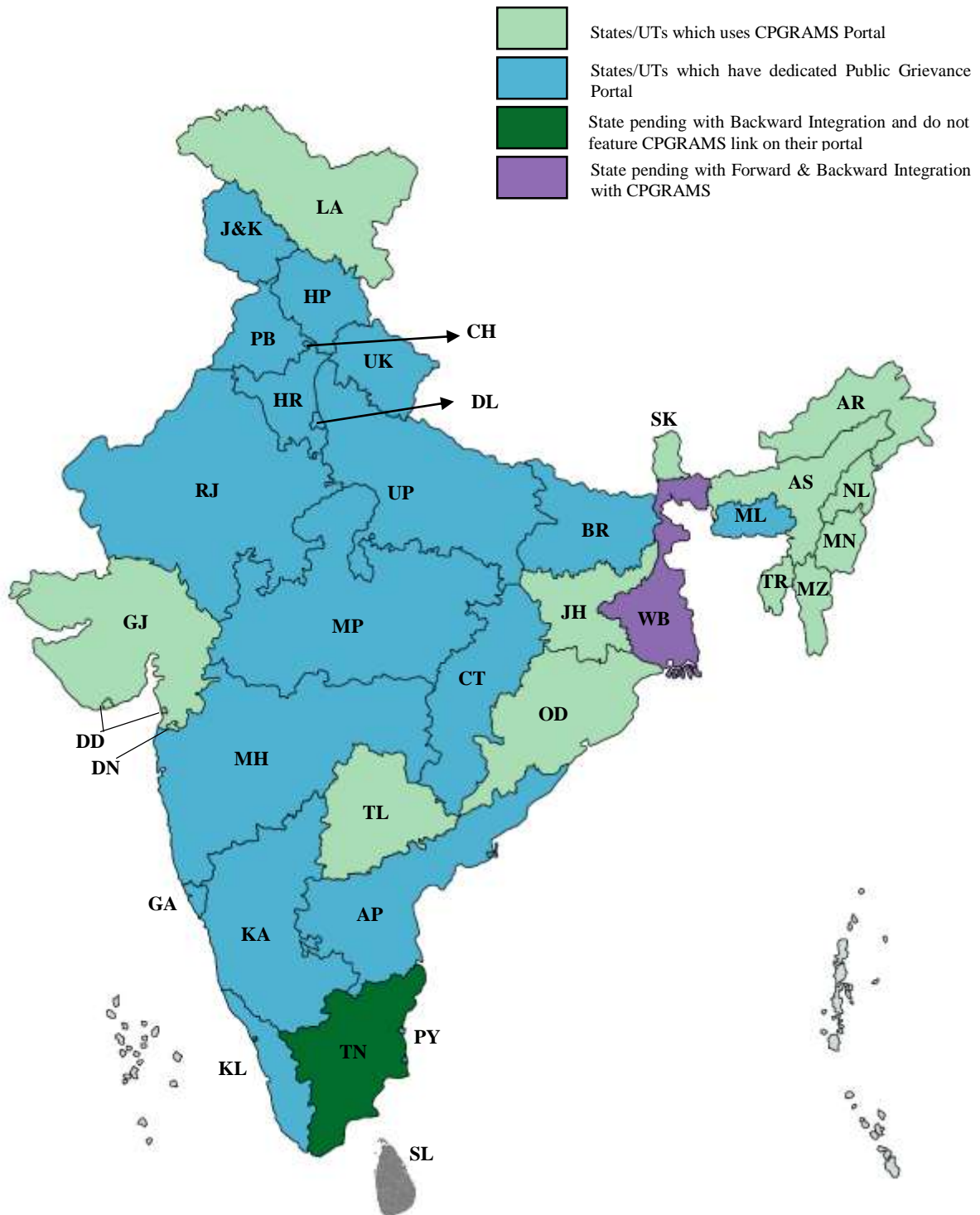
- In the month of January, 2024, Uttar Pradesh has disposed of the maximum number of grievances (21660) followed by Gujarat disposing of 5293 grievances and Madhya Pradesh at the 3rd place, disposing of 4036 grievances
- Punjab has disposed 2884 grievances, and stands at the 5th position, Bihar with 2310 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 January, 2024

➤ Pendency

- 7 States have a pendency of more than 10000 grievances, as on 31st January, 2024
- Odisha with a pendency of 27538 grievances tops the list of States/UTs with the highest pendency, followed by West Bengal with 26766 pending grievances, Maharashtra with a pendency of 17600 grievances stands at the 3rd position
- Uttar Pradesh with a pendency of 16442 grievances stands at the 4th position, Haryana with 11473 pending grievances stands at the 5th position, with the Top 10 list closed by Tamil Nadu which has a pendency of 6967 grievances as in 31st January, 2024

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 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
- 11 ATIs have fully utilized their grants released in the financial year 2022-23:
 1. Madhya Pradesh
 2. Andhra Pradesh
 3. Uttar Pradesh
 4. Haryana
 5. Mizoram
 6. Punjab
 7. Rajasthan
 8. Tripura
 9. Telangana
 16. Kerala
 17. West Bengal
- 3 ATIs have partially utilized their grants released in the financial year 2022-23:
 1. Tamil Nadu
 2. Jharkhand
 3. Maharashtra

Financial Year 2023-24

- 1st instalment of Sevottam grant for 2023-24 released to 5 ATIs:
 1. Assam
 2. Sikkim
 3. Odisha
 4. Delhi
 5. Andhra Pradesh
- 2nd instalment of Sevottam grant for 2023-24 released to 2 ATIs:
 1. Punjab
 2. Madhya Pradesh

- 3rd instalment of Sevottam grant for 2023-24 released to 1 ATI:

1. Haryana

- Sevottam proposals of 9 ATIs are under examination:

1. Rajasthan

4. Uttarakhand

7. Himachal Pradesh

2. Uttar Pradesh

5. Telangana

8. Manipur

3. Karnataka

6. Tripura

9. Kerala

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	202	6664

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	75	29	2546
2	Delhi	Delhi		4	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	20	2	486
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	41		1131
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	10	46
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)		12	
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	14	57
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal		10	
9	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)		2	

S. No.	State	ATI Name	Courses Completed	Ongoing Courses	Participants Trained
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	19	2	731
11	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar		1	
12	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	15	1	515
13	Tamil Nadu	ANNA Administrative Staff College	9	1	278
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	9	1	448
Total			202	110	6664

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 UP Academy of Administration & Management (UPAAM), Lucknow

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

17th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of December, 2023

58,016 PG cases were received by States/UTs in December, 2023

A total of 58,183 grievances redressed by States/UTs in December, 2023. Pendency in States/UTs stands at 1,82,451 grievances

Posted On: 12 JAN 2024 12:38PM by PIB Delhi

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- 17th Report on States/Union Territories performance on CPGRAMS released by @DARPG_GoI for the month of December, 2023
- 58,016 PG cases received by States/UTs in December, 2023
- A total of 58,183 grievances redressed by States/UTs in December, 2023. Pendency in States/UTs stands at 1,82,451 grievances

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

1:07 PM · Jan 12, 2024 · 10.4K Views

Nicobar Times @nicobartimes

Chief Secretary Directs Rapid Resolution: Citizens' Online Grievances to Be Addressed Within Seven Days via CPGRAMS and LG Helpdesk Portal

nicobartimes.com/local-news/chi...

@Andaman_Admin
@MediaRN_ANI

#AndamanNicobarNews
#NicobarTimesNews



From nicobartimes.com

7:42 PM · Jan 10, 2024 · 602 Views

PIB in Assam @PIB_Guwahati

- 17th Report on States/Union Territories performance on CPGRAMS released by @DARPG_GoI for the month of December, 2023
- 58,016 PG cases received by States/UTs in December, 2023

Details: pib.gov.in/PressReleasePa...

1:33 PM · Jan 12, 2024 · 535 Views

DARPG @DARPG_GoI

HACKATHON ALERT

Participate in the Online Hackathon on Data-driven Innovation for Citizen Grievance Redressal organised by @DARPG_GoI. Participation is open to Students/Research Scholars/Startups.

For more details on this #Hackathon, please visit event.data.gov.in/challenge/darp...



PMO India and 8 others

6:37 PM · Jan 2, 2024 · 1,055 Views

NIC @NICMeITy

Participate in the Online #Hackathon on "Data-driven Innovation for Citizen Grievance Redressal", organized by @DARPG_GoI.

Participation is open to Students/ Research Scholars/ Indian Startups & Companies.

For more details, visit event.data.gov.in/challenge/darp...

#NICMeITy

CeGMeITy @MeITyCeG

Participate in the Online #Hackathon on "Data-driven Innovation for Citizen Grievance Redressal", organized by the Department of Administrative Reforms & Public Grievances (DARPG), Govt. of India. Participation is open to Students/ Research Scholars/ Indian Startups.

#Hackathon

data.gov.in
@DataPortalIndia

#Register for Online Hackathon On Data Driven Innovation For Citizen Grievance Redressal - 2024 @DARPG_Gol @startupindia @MSH_Meity win cash awards event.data.gov.in/challenge/darp... @NICMeity #Hackathon #OpenData @OfficialINDIAaI

ONLINE HACKATHON ON DATA-DRIVEN INNOVATION FOR CITIZEN GRIEVANCE REDRESSAL - 2024

Register Now

10:36 AM - Jan 3, 2024 - 1,884 Views

Port Blair Municipal Council, A&N Islands
@PBMC_ANI

Two online portals are now at your service for lodging grievances:

- 1) CPGRAMS - pgportal.gov.in
- 2) LG Helpdesk - db.and.nic.in/lghelpdesk/

For queries, reach out to sspg.govan@gmail.com. Let's ensure efficient grievance handling! #PBMC

YOUR VOICE, OUR PRIORITY!

Dear Citizens, Your Grievances Matter!
Submit online at:

- 1) CPGRAMS PG Portal of Gol
- 2) LG Helpdesk

Questions? Email us at sspg.govan@gmail.com
Let's address concerns unitedly for a better tomorrow!

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CeGMeiTY
@MeityCeG

क्या सरकारी सब्सिडी मिलने में हो रही है दिक्कत?

आज ही अपने नजदीकी सीएससी पर जाएं और CPGRAMS Portal पर शिकायत दर्ज करें.

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Annexures

Annexure 1: Performance of States

Annexure 1.1.: Maximum Number of Receipts – January, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14593	23509	38102	21660	16442
2	Government of Gujarat	6903	8081	14984	5293	9691
3	Government of Maharashtra	14593	4149	18742	1142	17600
4	Government of Punjab	3395	3877	7272	2884	4388
5	Government of Madhya Pradesh	6477	3207	9684	4036	5648
6	Government of Rajasthan	4813	3126	7939	3248	4691
7	Government of Haryana	11532	2650	14182	2709	11473
8	Government of Assam	9448	2502	11950	1678	10272
9	Government of Jharkhand	5835	2454	8289	1848	6441
10	Government of Bihar	7740	2414	10154	2310	7844

Annexure 1.2.: Maximum Number of Disposals – January, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14593	23509	38102	21660	16442
2	Government of Gujarat	6903	8081	14984	5293	9691
3	Government of Madhya Pradesh	6477	3207	9684	4036	5648
4	Government of Rajasthan	4813	3126	7939	3248	4691
5	Government of Punjab	3395	3877	7272	2884	4388
6	Government of Haryana	11532	2650	14182	2709	11473
7	Government of Bihar	7740	2414	10154	2310	7844
8	Government of NCT of Delhi	4082	1944	6026	1907	4119
9	Government of Jharkhand	5835	2454	8289	1848	6441
10	Government of Assam	9448	2502	11950	1678	10272

Annexure 1.3.: 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	25943	1917	27860	322	27538
2	Government of West Bengal	25601	1179	26780	14	26766
3	Government of Maharashtra	14593	4149	18742	1142	17600
4	Government of Uttar Pradesh	14593	23509	38102	21660	16442
5	Government of Haryana	11532	2650	14182	2709	11473
6	Government of Karnataka	10585	1422	12007	1099	10908
7	Government of Assam	9448	2502	11950	1678	10272
8	Government of Gujarat	6903	8081	14984	5293	9691
9	Government of Bihar	7740	2414	10154	2310	7844
10	Government of Tamil Nadu	5840	2196	8036	1069	6967
11	Government of Andhra Pradesh	7159	577	7736	1244	6492
12	Government of Jharkhand	5835	2454	8289	1848	6441
13	Government of Madhya Pradesh	6477	3207	9684	4036	5648
14	Government of Rajasthan	4813	3126	7939	3248	4691
15	Government of Punjab	3395	3877	7272	2884	4388
16	Government of Himachal Pradesh	4064	336	4400	173	4227
17	Government of NCT of Delhi	4082	1944	6026	1907	4119
18	Government of Manipur	3292	36	3328	9	3319
19	Government of Uttarakhand	2642	1250	3892	1215	2677
20	Government of Jammu and Kashmir	2047	796	2843	661	2182
21	Government of Kerala	874	861	1735	277	1458
22	Government of Chhattisgarh	1300	1044	2344	1066	1278

Annexure 1.4.: Maximum Pendency Percentage (North-Eastern States) – January, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Nagaland	977	19	996	0	996	0	100.00%
2	Government of Manipur	3292	36	3328	9	3319	389	99.73%
3	Government of Mizoram	282	22	304	7	297	68	97.70%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
4	Government of Meghalaya	328	38	366	25	341	217	93.17%
5	Government of Assam	9448	2502	11950	1678	10272	39	85.96%
6	Government of Tripura	357	102	459	97	362	67	78.87%
7	Government of Arunachal Pradesh	123	39	162	37	125	18	77.16%
8	Government of Sikkim	17	17	34	14	20	19	58.82%

Annexure 1.5.: 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	25943	1917	27860	322	27538	25635
2	Government of West Bengal	25601	1179	26780	14	26766	25601
3	Government of Maharashtra	14593	4149	18742	1142	17600	13733
4	Government of Karnataka	10585	1422	12007	1099	10908	9686
5	Government of Haryana	11532	2650	14182	2709	11473	9235
6	Government of Assam	9448	2502	11950	1678	10272	8355
7	Government of Andhra Pradesh	7159	577	7736	1244	6492	5988
8	Government of Bihar	7740	2414	10154	2310	7844	5823
9	Government of Tamil Nadu	5840	2196	8036	1069	6967	5022
10	Government of Jharkhand	5835	2454	8289	1848	6441	4708

Annexure 2: Average Closing Time - January, 2024

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 Andaman & Nicobar	332	7
2	Government of Kerala	277	8
3	Government of Telangana	557	13
4	Government of Uttar Pradesh	21660	17
5	Government of Arunachal Pradesh	37	18
6	Government of Jammu and Kashmir	661	18

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
7	Government of Sikkim	14	19
8	Government of Punjab	2884	20
9	Government of Puducherry	125	25
10	Government of Assam	1678	39

Annexure 3: Status of Action Taken Report (ATR) - January, 2024

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	2442	61	1503	878
2	Government of Chhattisgarh	1043	1043	0	0
3	Government of Gujarat	554	554	0	0
4	Government of Telangana	531	0	531	0
5	Government of NCT of Delhi	361	361	0	0
6	Government of Odisha	293	164	129	0
7	Government of Andhra Pradesh	238	36	33	169
8	Government of Tamil Nadu	129	9	3	117
9	Government of Andaman & Nicobar	118	89	29	0
10	Government of Assam	116	99	16	1



Department of Administrative Reforms and Public Grievances

Government of India

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