



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

February 2024

[Report Number 19]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- A meeting between Secretary, DARPG and Chief Secretary, Government of Gujarat, took place on 15th February, 2024, where technological enhancements in CPGRAMS Portal were discussed. Government of Gujarat has agreed to adopt CPGRAMS 7.0 for all officers of State Government expeditiously.
- **Anuvadini tool**, a voice and document AI translation tool consisting of multitude of features will be used to translate the CPGRAMS Monthly Reports in the regional languages
- Meeting with Grievance Redressal Officers of all the States/UTs was held on 19th February, 2024, to review the pendency and disposal of public grievances on CPGRAMS, and status of grants released under the Sevottam Scheme
- In February, 2024, the BSNL Feedback Call Centre collected **87551 feedbacks**, out of the total feedbacks collected, **~44%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In February, 2024, **32580 feedbacks** were collected for States/UTs by the BSNL Feedback Call Centre, out of the feedbacks collected, **~39%** citizens expressed satisfaction with the resolution provided
- **17 States** are using the Sevottam Scheme Portal developed by DARPG. In FY 2023-24, **247 training courses** have been completed, in which **~7814 officers** have been trained

2. Status of Public Grievances on CPGRAMS

- In February, 2024, **68342 PG cases** were received for the States/UTs and **64750 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **57603 PG cases at the end of**

January, 2024, to 64750 PG cases at the end of February, 2024

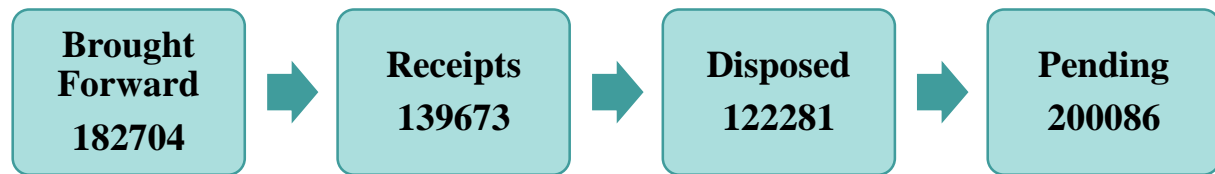
- For the **18th** month in a row, the monthly disposal crossed 50 thousand cases in States/UTs
- **28 States/UTs** have Average Closing Time of their grievances beyond the Standard Redressal Time of 30 days

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 29th February, 2024
- For States/UTs, as on 29th February, 2024, there exists a pendency of **200086 PG cases**
- The pendency in the States/UTs has **increased** from **196408 PG cases at the end of January, 2024 to 200086 PG cases at the end of February, 2024**

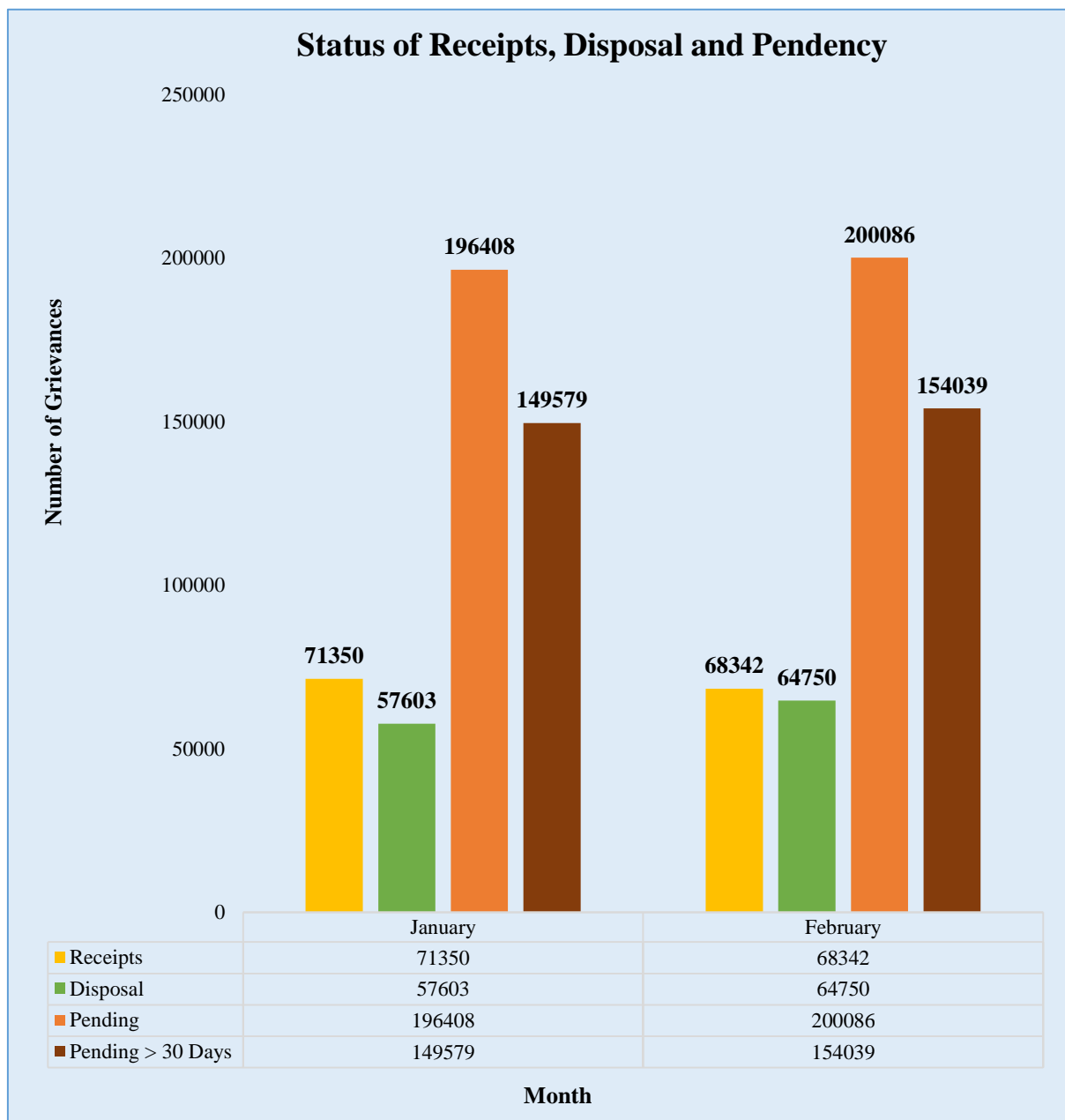
2. Review of Status of Disposal

2.1. Overview



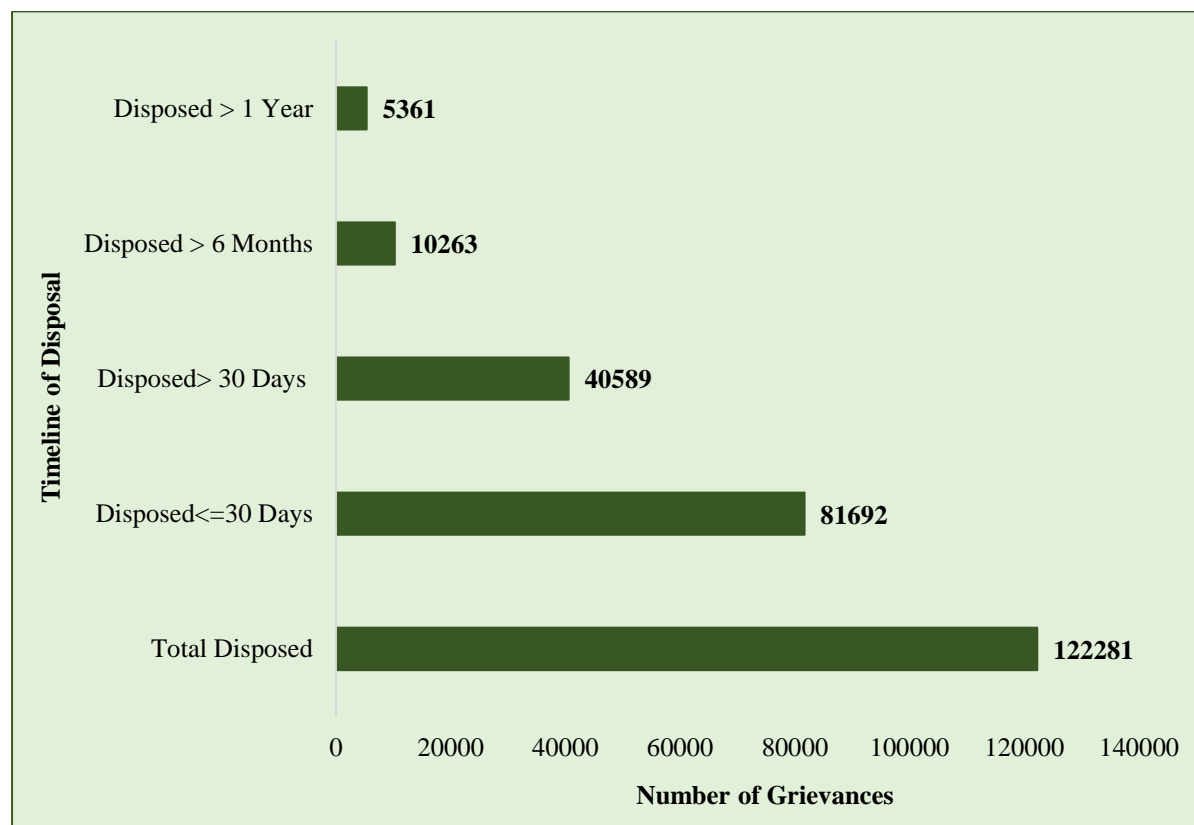
(Time Period: 01/01/2024 to 29/02/2024)

2.2. Month-wise Status of Grievances



3. Age-wise Status of Grievances

3.1. Disposal



- **66.81%** of the total disposal, i.e., 81692 grievances have been disposed within 30 days timeline, in which **Uttar Pradesh, Gujarat and Punjab** contributes **65.66%** of the total disposal within 30 days time period
- **Uttar Pradesh** has disposed **95.32%** of their total disposed grievances (43516 out of 45653) within 30 days time period
- **18 States/UTs** have disposed more than **50%** of their disposed grievances within 30 days time period
- **8.39%** of the total grievances disposed is after 6 months period
- **4.38%** of the total grievances disposed is after 1 year period

(Time Period: 01/01/2024 to 29/02/2024)

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)

- A total of **23154 grievances** have been registered through the Common Service Centres in the month of February, 2024



(Time Period: 01/02/2024 to 29/02/2024)

- Top 15 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 Rural Development	11970	2718	9252
2	Department of Agriculture and Farmers Welfare	4352	1370	2982
3	Ministry of Housing and Urban Affairs	3614	367	3247
4	Government of Assam	602	88	514
5	Department of Financial Services (Banking Division)	404	180	224
6	Government of Uttar Pradesh	306	136	170
7	Ministry of Labour and Employment	244	192	52
8	Unique Identification Authority of India	153	106	47
9	Department of Food and Public Distribution	140	140	0
10	Department of Telecommunications	117	95	22
11	Ministry of Petroleum and Natural Gas	104	47	57
12	Department of Health & Family Welfare	101	38	63
13	Ministry of Home Affairs	98	59	39
14	Department of Posts	80	58	22
15	Ministry of Panchayati Raj	60	39	21

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

S. No.	Name of State/UT	Number of Grievances
1	Assam	15930
2	Punjab	1835
3	Uttar Pradesh	1427
4	Odisha	1004
5	Jharkhand	572
6	Maharashtra	348
7	West Bengal	258
8	Bihar	244
9	Madhya Pradesh	191
10	Rajasthan	189

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

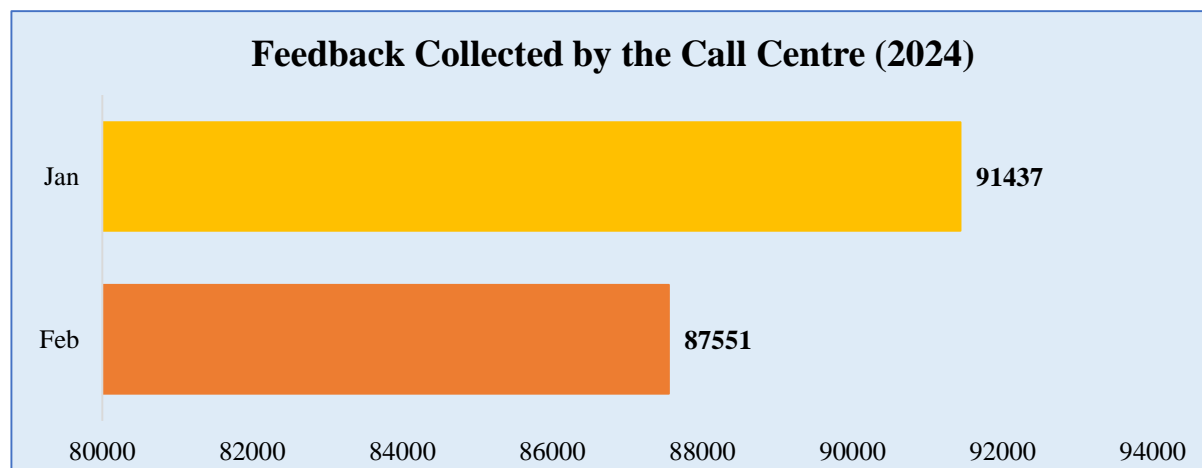
S. No.	Name of District	Number of Grievances
1	Nagaon (AS)	2615
2	Barpeta (AS)	1977
3	Majuli (AS)	1707
4	Dhubri (AS)	1346
5	Cachar (AS)	1309
6	Dhemaji (AS)	962
7	Ferozepur (PB)	698
8	South Salamara-Mankachar (AS)	579
9	Karimganj (AS)	531
10	Shonitpur (AS)	513

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

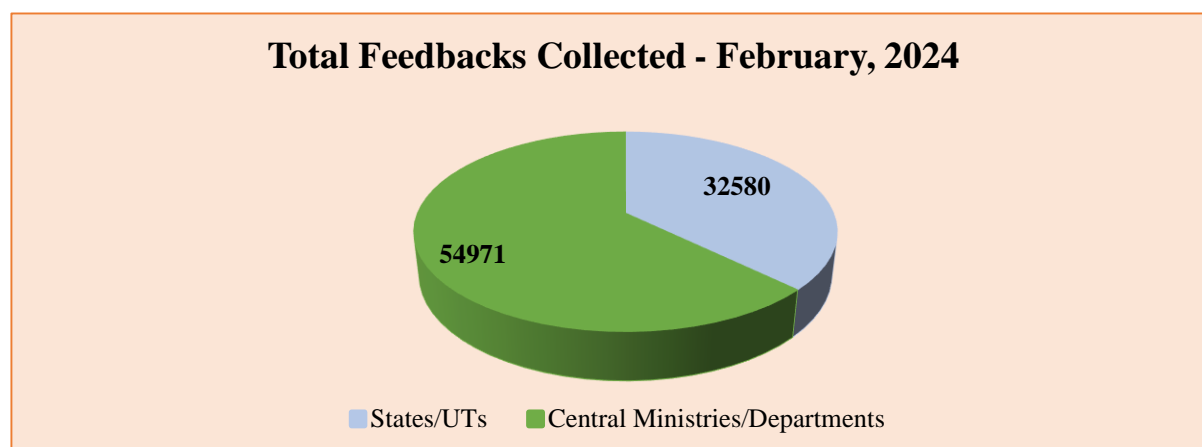
S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Assam	15930	Pradhan Mantri Awaas Yojana - Gramin (Rural)	11660
			Schemes, Programs & Other Divisions under MoHUA	1405
2	Punjab	1835	PMKISAN related issues	1712
3	Uttar Pradesh	1427	PMKISAN related issues	577
4	Odisha	1004	PMKISAN related issues	496
5	Jharkhand	572	PMKISAN related issues	471
6	Maharashtra	348	PMKISAN related issues	209
7	West Bengal	258	PMKISAN related issues	105
8	Bihar	244	Public Distribution System related	55
9	Madhya Pradesh	191	PMKISAN related issues	43
10	Rajasthan	189	PMKISAN related issues	137

5. BSNL – Feedback Call Centre

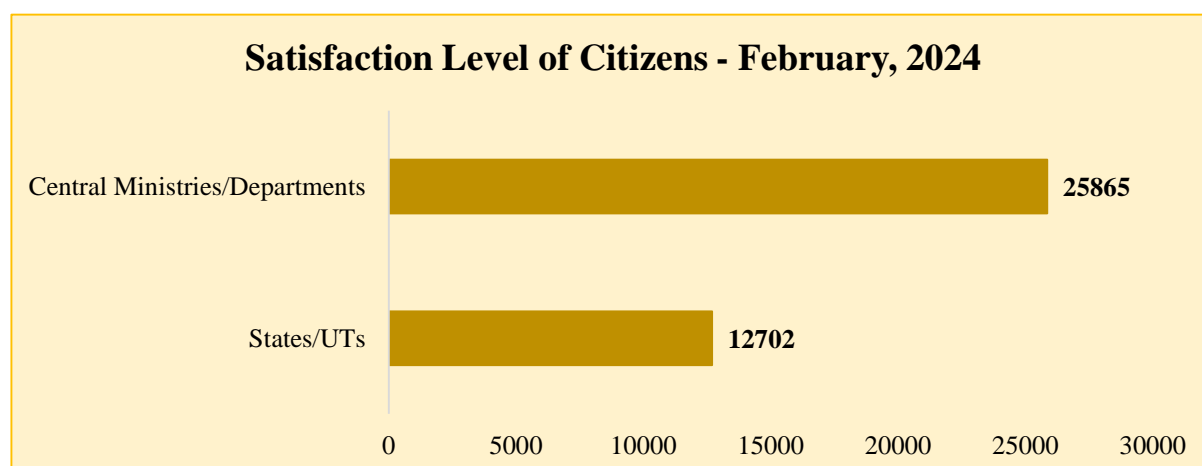
- From 1st January to 29th February, 2024, the BSNL Feedback Call Centre has collected **178989 feedbacks**, directly from the citizens



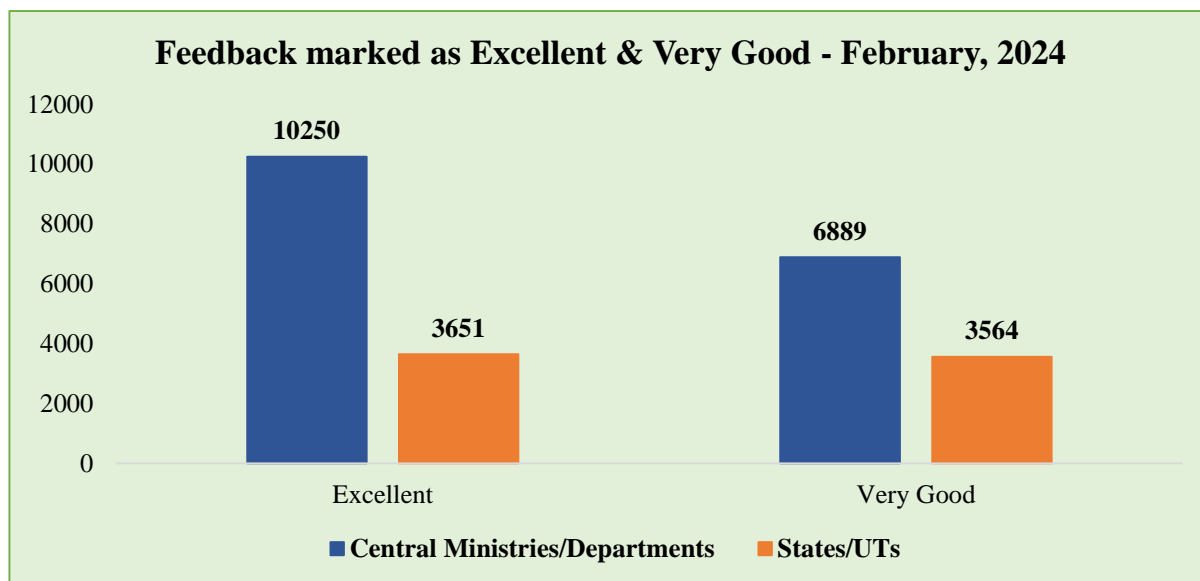
- From 1st February to 29th February, 2024, the BSNL Feedback Call Centre has collected **87551 feedbacks**, directly from the citizens



- A total of **38567 citizens** have given the Satisfaction level for their Grievance Redressal as “Satisfied” in the month of February, 2024



- A total of **24354 citizens** have given the Rating for their Grievance Redressal as “Excellent & Very Good” in the month of February, 2024



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

S. No.	Name of State/UT	JANUARY		FEBRUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
1	Government of Uttar Pradesh	13978	32.29%	12817	38.64%
2	Government of Rajasthan	2049	33.53%	2799	37.98%
3	Government of Gujarat	2471	34.24%	1926	38.21%
4	Government of Madhya Pradesh	2173	23.29%	1849	26.50%
5	Government of Punjab	1675	61.79%	1679	65.93%
6	Government of NCT of Delhi	869	34.18%	1411	26.86%
7	Government of Jharkhand	1290	54.26%	1395	56.42%
8	Government of Haryana	1652	32.87%	1340	36.04%
9	Government of Bihar	1462	34.20%	1185	35.02%
10	Government of Andhra Pradesh	651	38.71%	1064	25.85%
11	Government of Assam	894	68.01%	1000	69.60%
12	Government of Tamil Nadu	647	30.91%	832	25.12%
13	Government of Uttarakhand	767	31.81%	650	34.15%

S. No.	Name of State/UT	JANUARY		FEBRUARY	
		Feedback Collected	Satisfied %	Feedback Collected	Satisfied %
14	Government of Chhattisgarh	657	38.51%	506	48.22%
15	Government of Karnataka	754	23.34%	457	24.51%
16	Government of Jammu and Kashmir	420	33.57%	405	34.81%
17	Government of Telangana	296	21.28%	344	12.79%
18	Government of Maharashtra	560	34.11%	256	33.98%
19	Government of Union Territory of Chandigarh	164	20.12%	134	23.13%
20	Government of Kerala	189	11.11%	95	7.37%
21	Government of Odisha	201	60.20%	86	68.60%
22	Government of Puducherry	133	19.55%	79	27.85%
23	Government of Andaman & Nicobar	55	49.09%	79	54.43%
24	Government of Himachal Pradesh	99	58.59%	69	52.17%
25	Government of Tripura	48	58.33%	54	59.26%
26	Government of Goa	13	53.85%	16	62.50%
27	Government of Manipur	4	50.00%	12	41.67%
28	Government of Meghalaya	11	36.36%	9	55.56%
29	Government of Arunachal Pradesh	8	37.50%	8	50.00%
30	Government of Sikkim	11	63.64%	7	28.57%
31	Government of Union Territory of Dadra & Nagar Haveli	10	40.00%	4	75.00%
32	Government of Union Territory of Ladakh	3	66.67%	-	-

6. Grievance Redressal Officers on CPGRAMS

Top 10 State/UT wise GRO's mapped

S. No.	State/UTs	Total GRO Accounts Created	Nodal GROs	Delegated GROs
1	Government of Haryana	9117	8811	306
2	Government of Gujarat	7000	6786	214
3	Government of Maharashtra	6688	6354	334
4	Government of Assam	5990	5869	121
5	Government of Jharkhand	3280	3175	105
6	Government of Odisha	2541	2504	37
7	Government of NCT of Delhi	2017	1874	143
8	Government of Madhya Pradesh	1784	1633	151
9	Government of Tamil Nadu	1487	1445	42
10	Government of Andhra Pradesh	1151	1077	74

7. Performance of States/UTs

February, 2024

➤ **Receipts**

- For the month of February, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 24079 grievances, followed by Gujarat at 2nd place, with the number standing at 4020 registrations. Punjab with 3819 receipts in February, completes the Top 3 positions
- Madhya Pradesh recorded 3654 grievances in the month of February, thus placing it 5th in the list, Assam with 3051 registrations stands 7th in the list, with the Top 10 being closed by NCT of Delhi which has received 2108 grievances
- 17 States/UTs have received more than 1000 grievances in the month of February, 2024

➤ **Disposal**

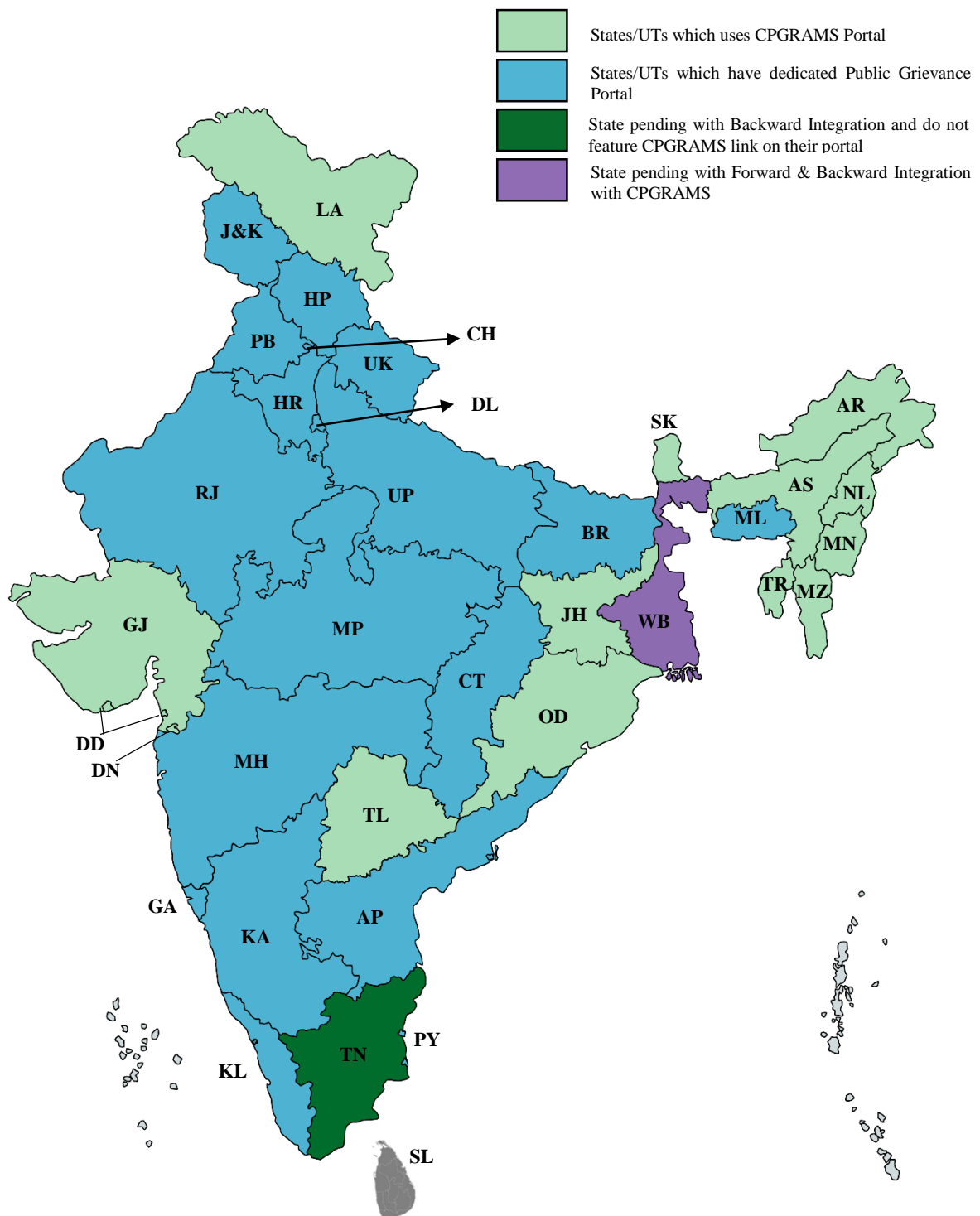
- In the month of February, 2024, Uttar Pradesh has disposed of the maximum number of grievances (23993) followed by Gujarat disposing of 5787 grievances and Rajasthan at the 3rd place, disposing of 4867 grievances
- Madhya Pradesh has disposed 3605 grievances, and stands at the 5th position, NCT of Delhi with 2705 disposals stands at the 7th position in terms of disposal of grievances
- 14 States/UTs have disposed more than 1000 grievances in the month of February, 2024

➤ **Pendency**

- 7 States have a pendency of more than 10000 grievances, as on 29th February, 2024
- Odisha with a pendency of 28766 grievances tops the list of States/UTs with the highest pendency, followed by West Bengal with 28039 pending grievances, Maharashtra with a pendency of 20879 grievances stands at the 3rd position
- Uttar Pradesh with a pendency of 16529 grievances stands at the 4th position, Haryana with 11771 pending grievances stands at the 5th position, with the Top 10 list closed by Tamil Nadu which has a pendency of 7225 grievances as in 29th February, 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	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
- 12 ATIs have fully utilized their grants released in the financial year 2022-23:

1. Madhya Pradesh	4. Haryana	7. Rajasthan	10. Kerala
2. Andhra Pradesh	5. Mizoram	8. Tripura	11. West Bengal
3. Uttar Pradesh	6. Punjab	9. Telangana	12. Jharkhand
- 3 ATIs have partially utilized their grants released in the financial year 2022-23:

1. Tamil Nadu	2. Maharashtra	3. Goa
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- ATIs of Gujarat, Jammu & Kashmir and Meghalaya to submit UC or refund unspent grant before 31st March, 2024

Financial Year 2023-24

- 1st instalment of Sevottam grant for 2023-24 released to 4 ATIs:

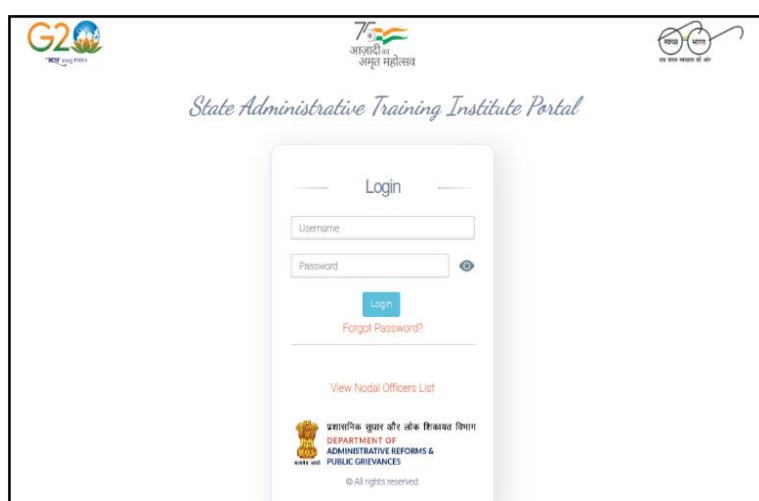
1. Assam	3. Odisha
2. Sikkim	4. Delhi

- 3rd instalment of Sevottam grant for 2023-24 released to 3 ATI:
 1. Punjab
 2. Madhya Pradesh
 3. Andhra Pradesh
- 4th instalment of Sevottam grant for 2023-24 released to 1 ATI:
 1. Haryana
- Based on responses received, reimbursement of expenditure incurred by 2 ATIs, namely Uttar Pradesh and Himachal Pradesh, under Sevottam Scheme in FY 2023-24 has been sanctioned

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 17 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	247	7814

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	86	30	2927
2	Delhi	Delhi		4	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	24		571
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	41		1131
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	11	54
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15		309
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	14	57

S. No.	State	ATI Name	Courses Completed	Ongoing Courses	Participants Trained
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal		13	
9	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	1	1	20
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	23	1	806
11	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar		1	
12	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	17		586
13	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	5	1	110
14	Tamil Nadu	ANNA Administrative Staff College	11		321
15	Telangana	Dr. MCR HRD Institute, Hyderabad	11	1	426
16	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala		20	
17	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	10	1	496
Total			247	98	7814

11. Success Stories

Success Story - 1

Grievance Number: PMOPG/D/2023/0115357

Complaint Name: HEMOPHILIA SOCIETY SURAT CHAPTER

Complaint Lodge Date: 20th May 2023

Complaint Closed Date: 5th September 2023

Total Time Taken for Resolution: 95 Days

Complaint Received by: Prime Minister's Office

Complaint Closed by: Government of Gujarat

Call Date Made by Feedback Call Centre: 6th September 2023

Complaint Related to:

Citizen complain related to Prime Minister's Office where citizen's grievance is regarding providing treatment to Haemophilia patients at Bardoli, Dist.-Surat. Haemophilia is a rare disorder in which the blood doesn't clot in the typical way because it doesn't have enough blood-clotting proteins (clotting factors).

Call Synopsis:

Feedback Call Centre Agent who's named Uma Bharti called the citizen "HEMOPHILIA SOCIETY SURAT CHAPTER" for survey feedback on 6th Sept 2023 of grievance number: - PMOPG/D/2023/0115357 which was lodged to the "Prime Minister's Office".

Citizen's grievance is regarding providing treatment to Haemophilia patients at Bardoli, Dist.-Surat. Haemophilia is a rare disorder in which the blood doesn't clot in the typical way because it doesn't have enough blood-clotting proteins (clotting factors).

Resolution was given to citizen on 4th Sept 2023 by "Government of Gujarat".

Resolution given to citizen is that according to the request, a demand letter has been sought from Bardoli Hospital by letter dated 05-09-23, a copy of which is attached herewith.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

Success Story - 2

Grievance Number: DOAAC/E/2022/37376

Complaint Name: HARPREET KAUR DHILLON

Complaint Lodge Date: 20th December 2022

Complaint Closed Date: 2nd September 2023

Total Time Taken for Resolution: 9 Months

Complaint Received by: Department of Agriculture and Farmers Welfare

Complaint Closed by: Government of Punjab

Call Date Made by Feedback Call Centre: 8th September 2023

Complaint Related to:

Citizen complain related to Department of Agriculture and Farmers Welfare where citizen had lodge a grievance as he has submitted his document completed his land seeding on Portal still has not received his instalments.

Call Synopsis:

Feedback Call Centre Agent who's named Alfiya Noor called the citizen "HARPREET KAUR DHILLON" for survey feedback on 8th Sept 2023 of grievance number: - DOAAC/E/2022/37376 which was lodged to the "Department of Agriculture and Farmers Welfare".

Grievance being that the citizen had lodge a grievance as he has submitted his document completed his land seeding on Portal still has not received his instalments.

Resolution was given to citizen on 2nd Sept 2023 by "Department of Pension and Pensioners Welfare".

Resolution given to citizen is that the instalments are done.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

Success Story - 3

Grievance Number: GOVUP/E/2023/0052724

Complaint Name: Ankit Kumar

Complaint Lodge Date: 10th August 2023

Complaint Closed Date: 26th August 2023

Total Time Taken for Resolution: 16 Days

Complaint Received by: Government of Uttar Pradesh

Complaint Closed by: Government of Uttar Pradesh

Call Date Made by Feedback Call Centre: 28th Aug 2023

Complaint Related to:

Citizen complain related to Government of Uttar Pradesh where citizen grievance is regarding the validity of EWS certificate, as there is some validity contradiction between two government departments.

Call Synopsis:

Feedback Call Centre Agent who's named Annu Singh called the citizen "Ankit Kumar" for survey feedback on 28th Aug 2023 of grievance number: - GOVUP/E/2023/0052724 which was lodged to the "Government of Uttar Pradesh".

Citizen grievance is regarding the validity of EWS certificate, as there is some validity contradiction between two government departments

Resolution was given to citizen on 28th Aug 2023 by "Government of Uttar Pradesh".

Resolution given to citizen the investigation report provided by the subordinate officer is satisfactory, the applicant has been informed to amend the certificate.

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

Success Story - 4

Grievance Number: DOAAC/E/2023/0073592

Complaint Name: - Pordeep Baghwar

Complaint Lodge Date: 9th August 2023

Complaint Closed Date: 30th August 2023

Total Time Taken for Resolution: 21 Days

Complaint Received by: Department of Agriculture and Farmers Welfare

Complaint Closed by: Government of Assam

Call Date Made by Feedback Call Centre: 30th August 2023

Complaint Related to:

Citizen complain related to Department of Agriculture and Farmers Welfare where the citizen Pordeep Baghwar want to know will the government issue me the remaining PMKISAN instalments. As it is paid till the 4th instalment only.

Call Synopsis:

Feedback Call Centre Agent who's named Ankit Kumar called the citizen "Varsha Surendran" for survey feedback on 30th Aug 2023 of grievance number: - DOAAC/E/2023/0073592 which was lodged to the "Government of Assam".

Grievance being that the citizen Pordeep Baghwar want to know will the government issue me the remaining PMKISAN instalments. As it is paid till the 4th instalment only.

Resolution was given to citizen on 30th Aug 2023 by "Government of Assam".

Resolution given to citizen is that verification is under process, kindly contact with concern District Agriculture Office with:

- a) Copy of Aadhar Card
- b) Aadhar registered mobile no.
- c) Copy of Agricultural Land record in the beneficiary name .

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

Success Story - 5

Grievance Number: GOVAS/I/2023/0025863

Complaint Name: PRACHEE DAS

Complaint Lodge Date: 19th September 2023

Complaint Closed Date: 7th October 2023

Total Time Taken for Resolution: 19 Days

Complaint Received by: Government of Assam

Complaint Closed by: Government of Assam

Call Date Made by Feedback Call Centre: 18th October 2023

Complaint Related to:

Citizen complain related to Government of Assam where citizen had lodge a grievance as she had applied for her caste certificate on 19/08/2023 on Sewa Setu Portal. Her Certificate is still under process from long time. She had requested the department to look into the matter

Call Synopsis:

Feedback Call Centre Agent who's named Uma Bharti called the citizen "PRACHEE DAS" for survey feedback on 18th Oct 2023 of grievance number: - GOVAS/I/2023/0025863 which was lodged to the "Government of Assam".

Citizen had lodge a grievance as she had applied for her caste certificate on 19/08/2023 on Sewa Setu Portal. Her Certificate is still under process from long time. She had requested the department to look into the matter



Resolution was given to citizen on 7th Oct 2023 by "Government of Assam".

Resolution given to citizen being that as per Application tracking details Reference no.: RTPS-CASTE/2023/1297939 Submitted on: 2023-08-19 21:51:00 Applicant Name PRACHEE DAS Service Name Issuance of Caste Certificate Stipulated Delivery Date 2023-09-18 21:51:00 Current Status DELIVERED

Citizen was very satisfied with given resolution and given the excellent rating to the Department.

12. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



18th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of January, 2024

71,350 PG cases were received by States/UTs in January, 2024

A total of 57,603 grievances redressed by States/UTs in January, 2024

Posted On: 15 FEB 2024 7:04PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

CPGRAMS Reforms to be further strengthened by (i) Full rollout of the CPGRAMS Mobile Application by March, 2024, (ii) adoption of CPGRAMS ver 7.0 in Gujarat State (iii) CSC-CPGRAMS collaboration to be strengthened and (iv) Use of Anuvadini AI Tool to be used for translation of CPGRAMS Reports in regional languages

January 2024 witnessed the highest monthly disposal of Public Grievances in Ministries/ Departments achieved in January, 2024

6664 Grievance Redressal Officers trained by State ATIs in the Financial Year 2023-24 as on 31 January, 2024 under Sevottam Scheme


Posted On: 21 FEB 2024 4:08PM by PIB Delhi

 **AASC, Govt of Tamilnadu**
@AnnaInstitute

Sevottam: @DARPG_GoI Enhancing public service delivery quality through a one-day training program. Topics include the CPGRAMS online portal for effective grievance redressal and BIS certification for improved service delivery. #PublicService #Sevottam #TrainingProgram



6:59 PM · Feb 20, 2024 · 1,078 Views


 **PIB India**
@PIB_India

- ➡ 18th Report on States/Union Territories performance on CPGRAMS released by DARPG for the month of January, 2024
- ➡ 71,350 PG cases were received by States/UTs in January, 2024
- ➡ A total of 57,603 grievances redressed by States/UTs in January, 2024

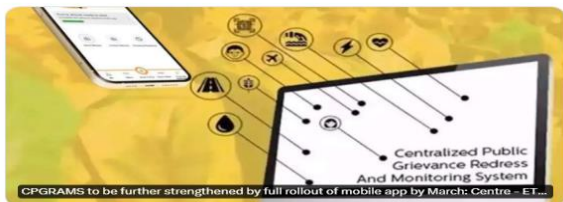
Read here: pib.gov.in/PressReleaseDet...

@DARPG_GoI

7:25 PM · Feb 15, 2024 · 7,300 Views

 **ETGovernment**
@ET_Government

CPGRAMS to be further strengthened by full rollout of mobile app by March: Centre



CPGRAMS to be further strengthened by full rollout of mobile app by March: Centre - ET...

From government.economicstimes.indiatimes.com

8:15 AM · Feb 22, 2024 · 260 Views

 **DARPG**
@DARPG_GoI

Secretary, DARPG, Shri V. Srinivas presented the technological enhancements in #CPGRAMS Portal to Shri Raj Kumar, Chief Secretary, Government of Gujarat.



PMO India and 9 others

6:55 PM · Feb 15, 2024 · 966 Views

Dr Jitendra Singh @DrJitendraSingh

Economic Times: All citizens can lodge grievances pertaining govt depts on #CPGRAMS
#DARPG #LokSabha



All citizens can lodge grievances pertaining govt depts on CPGRAMS: Jitendra Singh

From economictimes.indiatimes.com

9:08 AM · Feb 8, 2024 · 6,396 Views

Dr Jitendra Singh @DrJitendraSingh

Amar Ujala: सरकारी विभागों की शिकायतें निवारण पोर्टल पर दर्ज कराएं
#DARPG #LokSabha

Translate post

सरकारी विभागों की शिकायतें निवारण पोर्टल पर दर्ज कराएं

नई दिल्ली। लोग केंद्रीकृत लोक शिकायत निवारण और निगरानी प्रणाली (सीपीजीआरएमएस) पर सरकारी विभागों से संबंधित शिकायतें दर्ज कर सकते हैं।

कार्मिक राज्य मंत्री जितेंद्र सिंह ने लोकसभा में एक लिखित उत्तर में कहा, केंद्र व राज्य सरकारों के तहत प्रत्येक मंत्रालय या विभाग की इस प्रणाली तक पहुंच है और शिकायतों का हल विकेंद्रीकृत आधार पर किया जाता है। उन्होंने कहा कि सीपीजीआरएमएस <https://pgportal.gov.in> पर उपलब्ध है। ब्यूरो

9:03 AM · Feb 8, 2024 · 5,025 Views

PIB India @PIB_India

ONE NATION ONE PORTAL

Every Ministry / Department in Government of India and State Government/UT have access to this system and grievances are resolved by the concerned Ministries/ Departments/ States/ UTs on decentralized basis. About 1.3 lakh Grievance Officers of Central and State Governments are mapped on this system. The CPGRAMS has also been integrated with Grievance portals of 19 States /UT.

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

#ParliamentQuestion

Mint @livemint

#PersonalFinance | Employees experiencing PF, TDS, or F&F issues can seek redressal by filing complaints with EPFO, utilizing EPF&GMS, or lodging complaints via CPGRAMS, while non-compliant cos face penalties and legal consequences - @apri_sharma



What you can do to get your employer to deposit PF, TDS

From livemint.com

10:40 PM · Feb 20, 2024 · 2,274 Views

PIB India @PIB_India

CPGRAMS Reforms to be further strengthened by

- (i) Full rollout of the CPGRAMS Mobile Application by March, 2024
- (ii) adoption of CPGRAMS ver 7.0 in Gujarat State
- (iii) CSC-CPGRAMS collaboration to be strengthened and
- (iv) Use of Anuvadini AI Tool to be used for translation of CPGRAMS Reports in regional languages

- January 2024 witnessed the highest monthly disposal of Public Grievances in Ministries/ Departments achieved in January, 2024
- 6664 Grievance Redressal Officers trained by State ATIs in the Financial Year 2023-24 as on 31January, 2024 under Sevottam Scheme

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

5:04 PM · Feb 21, 2024 · 8,252 Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	16443	24079	40522	23993	16529
2	Government of Gujarat	9704	4020	13724	5787	7936
3	Government of Punjab	4391	3819	8210	3743	4467
4	Government of Maharashtra	17609	3745	21354	474	20879
5	Government of Madhya Pradesh	5657	3654	9311	3605	5705
6	Government of Rajasthan	4692	3059	7751	4867	2884
7	Government of Assam	10272	3051	13323	3108	10215
8	Government of Bihar	7861	2705	10566	1792	8773
9	Government of Haryana	11481	2574	14055	2284	11771
10	Government of NCT of Delhi	4124	2108	6232	2705	3526

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	16443	24079	40522	23993	16529
2	Government of Gujarat	9704	4020	13724	5787	7936
3	Government of Rajasthan	4692	3059	7751	4867	2884
4	Government of Punjab	4391	3819	8210	3743	4467
5	Government of Madhya Pradesh	5657	3654	9311	3605	5705
6	Government of Assam	10272	3051	13323	3108	10215
7	Government of NCT of Delhi	4124	2108	6232	2705	3526
8	Government of Haryana	11481	2574	14055	2284	11771
9	Government of Jharkhand	6442	2061	8503	2198	6305
10	Government of Andhra Pradesh	6492	677	7169	2052	5117

Annexure 1.3.: Maximum Number of Receipts – January to February, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14594	47588	62182	45653	16529
2	Government of Gujarat	6909	12098	19007	11069	7936
3	Government of Maharashtra	14598	7894	22492	1612	20879
4	Government of Punjab	3396	7695	11091	6624	4467

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
5	Government of Madhya Pradesh	6478	6860	13338	7631	5705
6	Government of Rajasthan	4813	6185	10998	8114	2884
7	Government of Assam	9448	5553	15001	4786	10215
8	Government of Haryana	11534	5219	16753	4982	11771
9	Government of Bihar	7748	5118	12866	4092	8773
10	Government of Jharkhand	5837	4514	10351	4046	6305

Annexure 1.4.: Maximum Number of Disposal – January to February, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14594	47588	62182	45653	16529
2	Government of Gujarat	6909	12098	19007	11069	7936
3	Government of Rajasthan	4813	6185	10998	8114	2884
4	Government of Madhya Pradesh	6478	6860	13338	7631	5705
5	Government of Punjab	3396	7695	11091	6624	4467
6	Government of Haryana	11534	5219	16753	4982	11771
7	Government of Assam	9448	5553	15001	4786	10215
8	Government of NCT of Delhi	4084	4049	8133	4606	3526
9	Government of Bihar	7748	5118	12866	4092	8773
10	Government of Jharkhand	5837	4514	10351	4046	6305

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	25943	3482	29425	659	28766
2	Government of West Bengal	25601	2472	28073	34	28039
3	Government of Maharashtra	14598	7894	22492	1612	20879
4	Government of Uttar Pradesh	14594	47588	62182	45653	16529
5	Government of Haryana	11534	5219	16753	4982	11771
6	Government of Karnataka	10586	2814	13400	2026	11374
7	Government of Assam	9448	5553	15001	4786	10215
8	Government of Bihar	7748	5118	12866	4092	8773
9	Government of Gujarat	6909	12098	19007	11069	7936
10	Government of Tamil Nadu	5845	4293	10138	2912	7225
11	Government of Jharkhand	5837	4514	10351	4046	6305
12	Government of Madhya Pradesh	6478	6860	13338	7631	5705
13	Government of Andhra Pradesh	7159	1254	8413	3296	5117

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
14	Government of Punjab	3396	7695	11091	6624	4467
15	Government of Himachal Pradesh	4064	608	4672	308	4363
16	Government of NCT of Delhi	4084	4049	8133	4606	3526
17	Government of Manipur	3293	88	3381	147	3234
18	Government of Uttarakhand	2648	2648	5296	2289	3007
19	Government of Rajasthan	4813	6185	10998	8114	2884
20	Government of Kerala	874	1837	2711	439	2272
21	Government of Jammu and Kashmir	2047	1605	3652	1404	2248
22	Government of Chhattisgarh	1300	2052	3352	2087	1265
23	Government of Nagaland	977	45	1022	0	1022

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – February, 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	45	1022	0	1022	0	100.00%
2	Government of Mizoram	282	127	409	10	399	142	97.56%
3	Government of Manipur	3293	88	3381	147	3234	366	95.65%
4	Government of Meghalaya	328	108	436	41	395	188	90.60%
5	Government of Assam	9448	5553	15001	4786	10215	48	68.10%
6	Government of Arunachal Pradesh	123	82	205	69	136	20	66.34%
7	Government of Tripura	357	212	569	227	342	84	60.11%
8	Government of Sikkim	17	27	44	21	23	33	52.27%

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	25943	3482	29425	659	28766	26962
2	Government of West Bengal	25601	2472	28073	34	28039	26664
3	Government of Maharashtra	14598	7894	22492	1612	20879	16836
4	Government of Karnataka	10586	2814	13400	2026	11374	10129
5	Government of Haryana	11534	5219	16753	4982	11771	9427

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
6	Government of Assam	9448	5553	15001	4786	10215	7725
7	Government of Bihar	7748	5118	12866	4092	8773	6140
8	Government of Tamil Nadu	5845	4293	10138	2912	7225	5362
9	Government of Uttar Pradesh	14594	47588	62182	45653	16529	4881
10	Government of Gujarat	6909	12098	19007	11069	7936	4767

Annexure 2: Average Closing Time – January to February, 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	536	7
2	Government of Kerala	439	8
3	Government of Telangana	1282	8
4	Government of Uttar Pradesh	45653	17
5	Government of Jammu and Kashmir	1404	18
6	Government of Arunachal Pradesh	69	20
7	Government of Puducherry	291	26
8	Government of Sikkim	21	33
9	Government of Chhattisgarh	2087	35
10	Government of Punjab	6624	36

Annexure 3: Status of Action Taken Report (ATR) - February, 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	4479	113	2634	1732
2	Government of Chhattisgarh	2036	2034	2	0
3	Government of Telangana	1171	0	1171	0
4	Government of Gujarat	831	831	0	0
5	Government of NCT of Delhi	806	762	0	44
6	Government of Odisha	536	231	304	1
7	Government of Andhra Pradesh	523	99	57	367
8	Government of Tamil Nadu	286	21	9	256
9	Government of Assam	253	217	35	1
10	Government of Andaman & Nicobar	227	169	53	5



Department of Administrative Reforms and Public Grievances
Government of India

5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001