



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

75  
Azadi Ka  
Amrit Mahotsav

# CPGRAMS

Monthly Report - States/UTs

April 2024

[Report Number 21]

Department of Administrative Reforms  
and Public Grievances

# CONTENTS

1. Key Highlights .....	3
2. Review of Status of Disposal.....	4
2.1. Overview.....	4
2.2. Month-wise Status of Grievances .....	4
3. Status of Disposal and Pendency .....	5
3.1. Disposal.....	5
3.2. Pendency.....	6
4. Outreach through Common Service Centres .....	7
5. BSNL – Feedback Call Centre.....	10
6. Grievance Redressal Officers on CPGRAMS .....	12
7. Performance of States/UTs .....	13
8. Integration of State/UT Portals with CPGRAMS .....	14
9. Sevottam Scheme.....	15
10. Sevottam Scheme Portal .....	16
11. Media Outreach.....	18
<b>Annexure 1: Performance of States .....</b>	<b>20</b>
<b>Annexure 1.1.: Maximum Number of Receipts – April, 2024.....</b>	<b>20</b>
<b>Annexure 1.2.: Maximum Number of Disposals – April, 2024 .....</b>	<b>20</b>
<b>Annexure 1.3.: Maximum Number of Receipts – January to April, 2024 .....</b>	<b>20</b>
<b>Annexure 1.4.: Maximum Number of Disposal – January to April, 2024 .....</b>	<b>21</b>
<b>Annexure 1.5.: States/UTs with more than 1000 Pending Grievances .....</b>	<b>21</b>
<b>Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States).....</b>	<b>22</b>
<b>Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days 22</b>	
<b>Annexure 2: Average Closing Time – January to April, 2024.....</b>	<b>23</b>
<b>Annexure 2.1.: States/UTs with Low Average Closing Time .....</b>	<b>23</b>
<b>Annexure 3: Status of Action Taken Report (ATR) - January to April, 2024 .....</b>	<b>23</b>
<b>Annexure 3.1.: Top 10 States/UTs with Highest Disposals of ATR Format .....</b>	<b>23</b>

## 1. Key Highlights

### 1. General

- In April, 2024, the BSNL Feedback Call Centre collected **56789 feedbacks**, out of the total feedbacks collected, **~47%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In April, 2024, **17704 feedbacks** were collected for States/UTs by the BSNL Feedback Call Centre, out of the feedbacks collected, **~37%** citizens expressed satisfaction with the resolution provided
- **18 States/UTs** are using the Sevottam Scheme Portal developed by DARPG. In FY 2023-24, **284 training courses** have been completed, in which **~8912 officers** have been trained

### 2. Status of Public Grievances on CPGRAMS

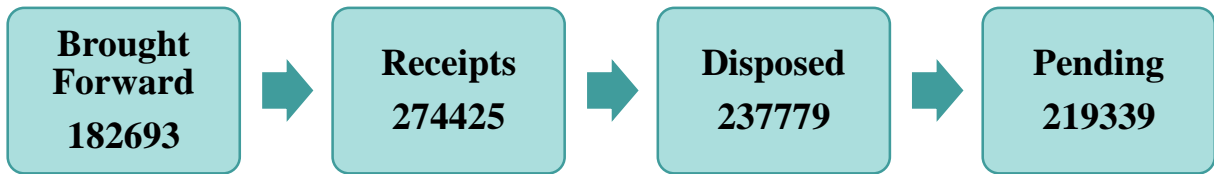
- In April, 2024, **59231 PG cases** were received for the States/UTs and **46043 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **69707 PG cases at the end of March, 2024**, to **46043 PG cases at the end of April, 2024**
- **29 States/UTs** have Average Closing Time 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 30<sup>th</sup> April, 2024
- For States/UTs, as on 30<sup>th</sup> April, 2024, there exists a pendency of **219339 PG cases**
- The pendency in the States/UTs has **increased** from **205998 PG cases at the end of March, 2024** to **219339 PG cases at the end of April, 2024**

## 2. Review of Status of Disposal

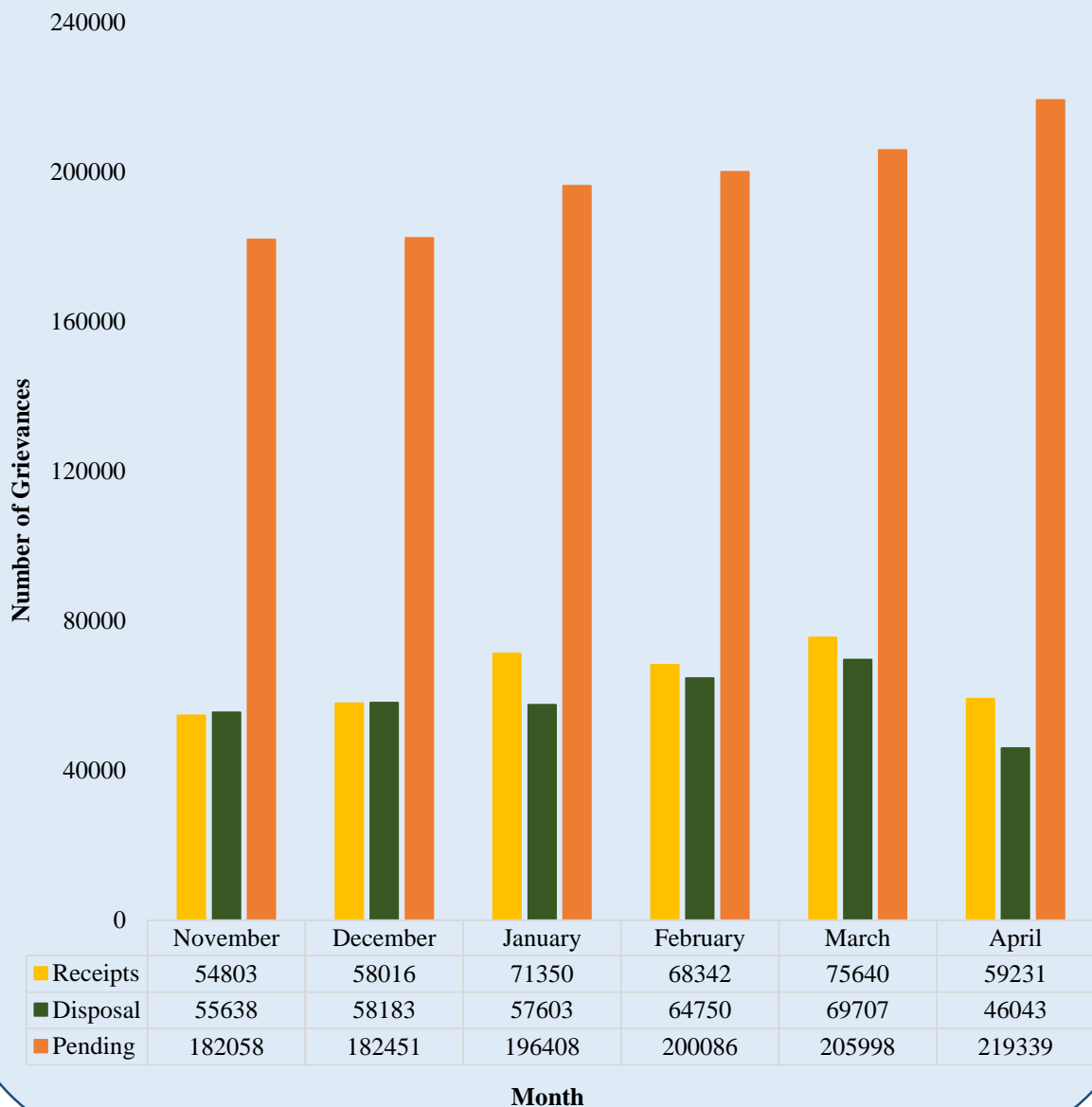
### 2.1. Overview



(Time Period: 01/01/2024 to 30/04/2024)

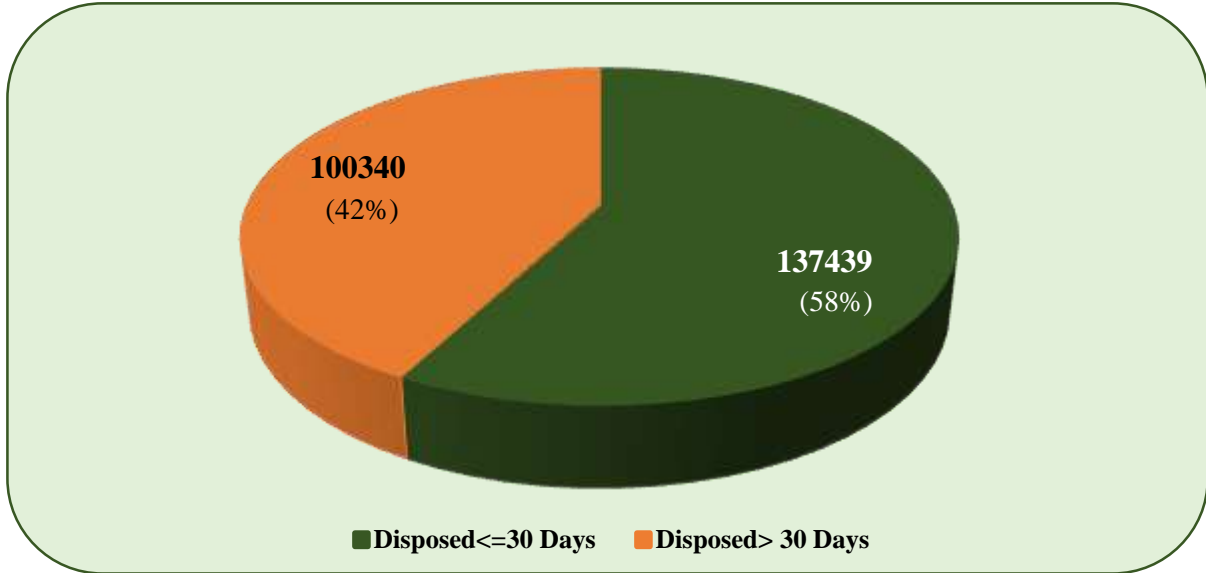
### 2.2. Month-wise Status of Grievances

**Status of Receipts, Disposal and Pendency**



### 3. Status of Disposal and Pendency

#### 3.1. Disposal

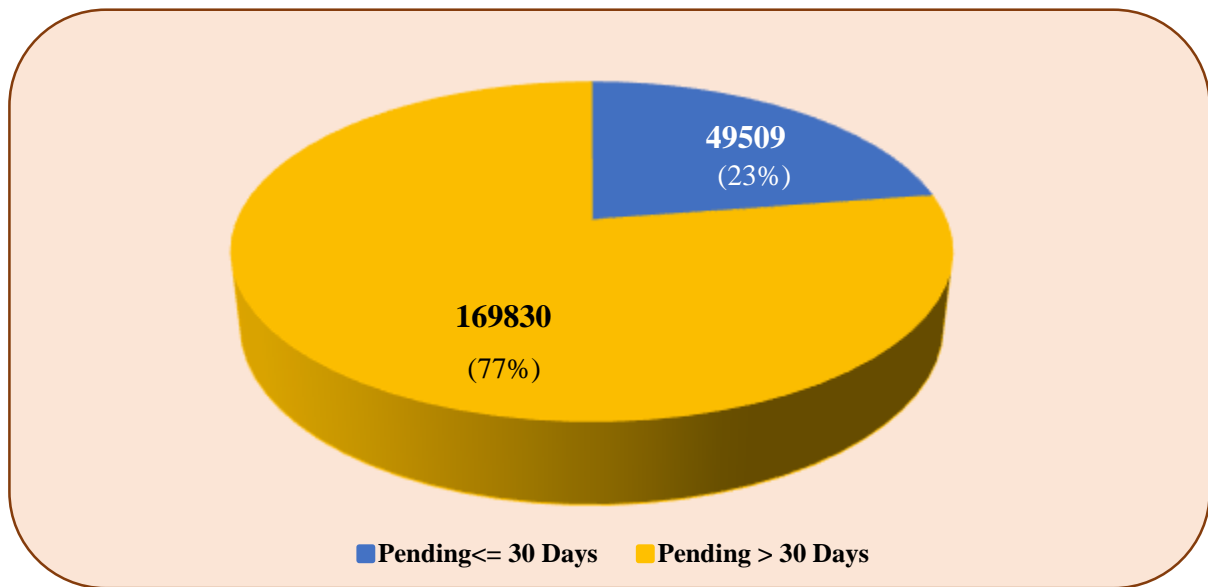


#### Performance of States/UTs in terms of % grievances disposed within 30 days:

<u>% Disposal &lt;=30 Days</u>	<u>Name of State/UT</u>
99.78%	Government of Kerala
96.15%	Government of West Bengal
93.64%	Government of Telangana
91.77%	Government of Andaman & Nicobar
88.43%	Government of Uttar Pradesh
87.13%	Government of Arunachal Pradesh
83.32%	Government of Chhattisgarh
22.09%	Government of Haryana
21.74%	Government of Union Territory of Lakshadweep
21.21%	Government of Union Territory of Daman & Diu
19.56%	Government of Andhra Pradesh
15.58%	Government of Manipur
2.40%	Government of Odisha
0.00%	Government of Union Territory of Ladakh

(Time Period: 01/01/2024 to 30/04/2024)

### 3.2. Pendency



#### Performance of States/UTs in terms of % grievances pending for more than 30 days:

% Pendency >30 Days	Name of State/UT
98.21%	Government of Manipur
97.81%	Government of Nagaland
97.14%	Government of Union Territory of Ladakh
97.09%	Government of Union Territory of Daman & Diu
95.80%	Government of Himachal Pradesh
95.33%	Government of Union Territory of Dadra & Nagar Haveli
94.10%	Government of West Bengal
66.67%	Government of Sikkim
66.38%	Government of Puducherry
52.71%	Government of Punjab
50.58%	Government of Rajasthan
47.71%	Government of Uttar Pradesh
22.62%	Government of Telangana
6.25%	Government of Andaman & Nicobar

(Time Period: 01/01/2024 to 30/04/2024)

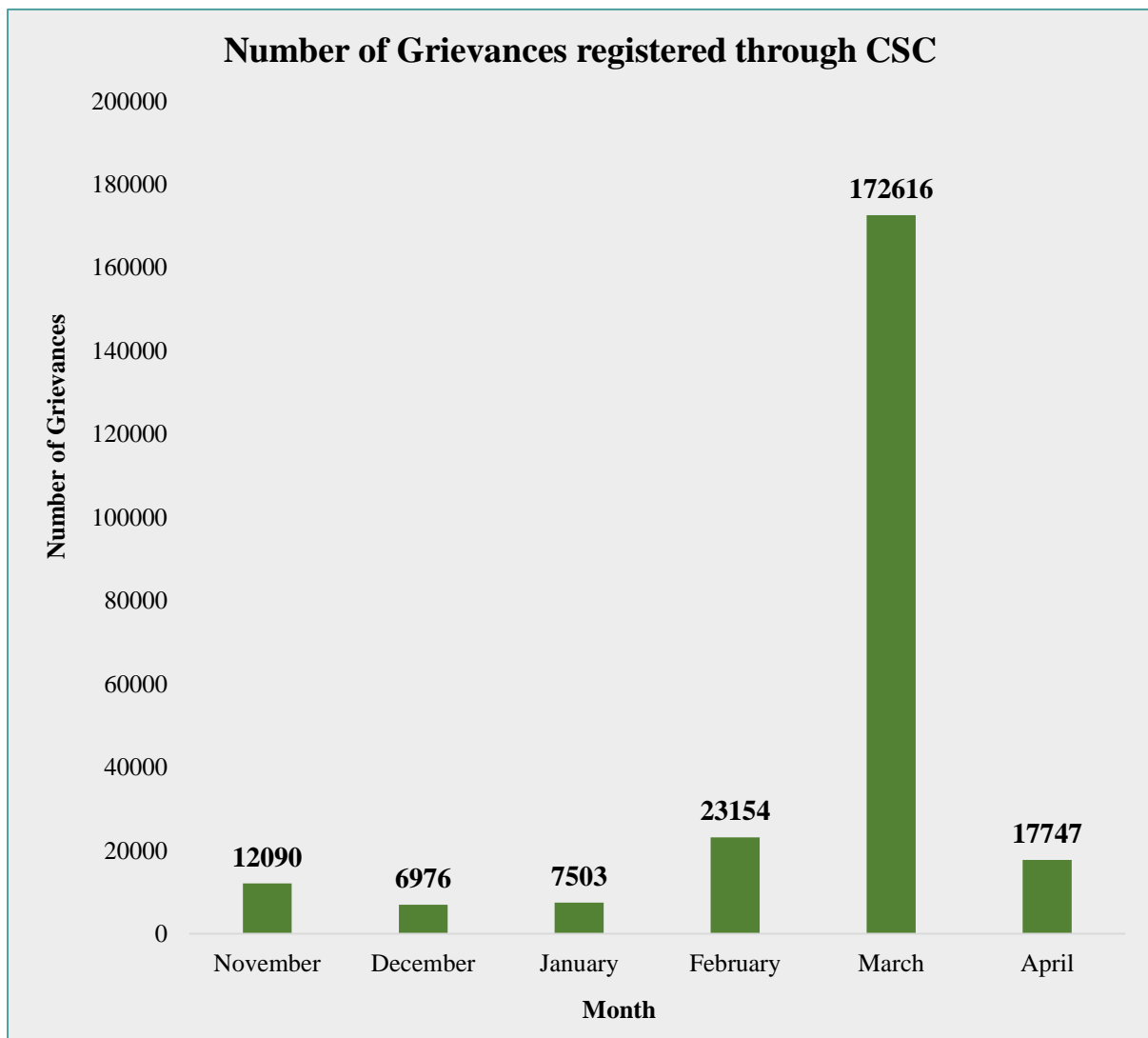
## 4. Outreach through Common Service Centres

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).



(Time Period: 01/04/2024 to 30/04/2024)

- A total of **17747 grievances** have been registered through the Common Service Centres in the month of April, 2024



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

S. No.	Name of State/UT	Number of Grievances
1	Assam	12975
2	Uttar Pradesh	1047
3	Punjab	761
4	Odisha	446
5	Jharkhand	379
6	West Bengal	355
7	Maharashtra	262
8	Madhya Pradesh	241
9	Bihar	218
10	Andhra Pradesh	149

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

S. No.	Name of District	Number of Grievances
1	Darrang (AS)	2036
2	Dhubri (AS)	1173
3	Cachar (AS)	1098
4	Barpeta (AS)	932
5	Shonitpur (AS)	906
6	Nagaon (AS)	624
7	Marigaon (AS)	552
8	Karimganj (AS)	500
9	Golaghat AS)	432
10	South Salamara-Mankachar (AS)	426

- ✓ In April, 2024, the maximum number of grievances were registered under the category “*Pradhan Mantri Awaas Yojana - Gramin (Rural)*” with total registrations of **12624 grievances**
- ✓ Maximum grievances pertain to the category “*Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)*” with **11345** such grievances, followed by “*Negligence of request for new house by official / GPs (State Govt./ Block)*”, with **622** such grievances
- ✓ In April, 2024, **2192 grievances** were registered under the category “*PMKISAN related issues*”

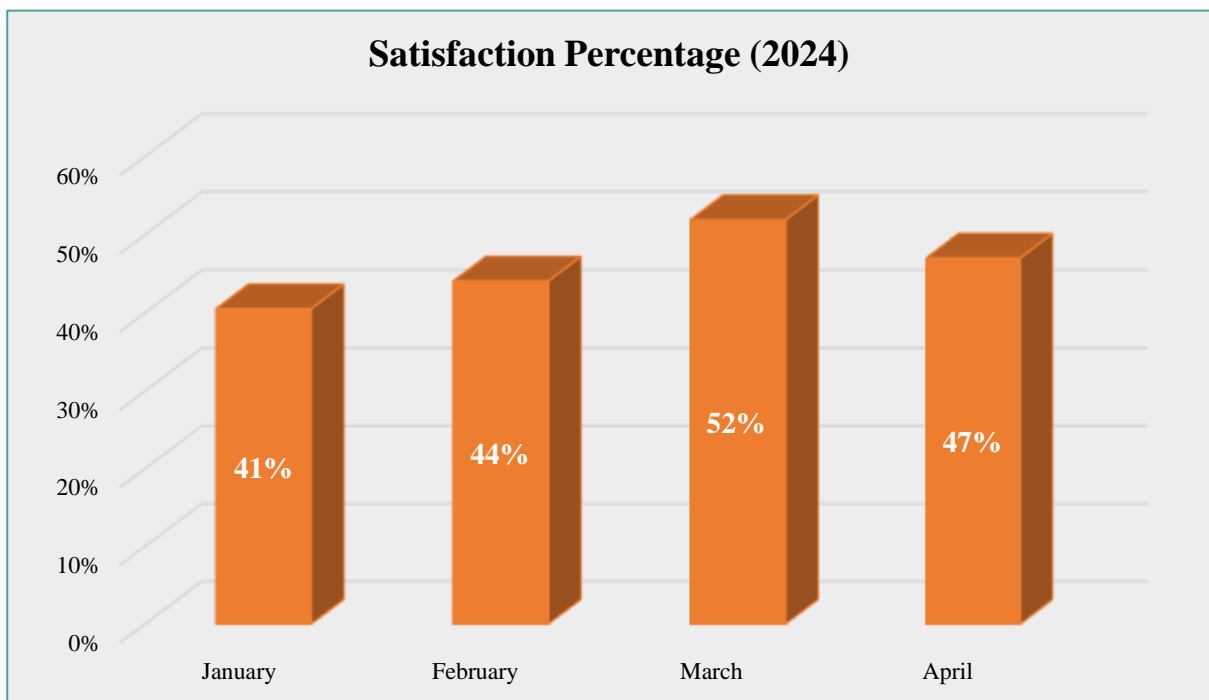
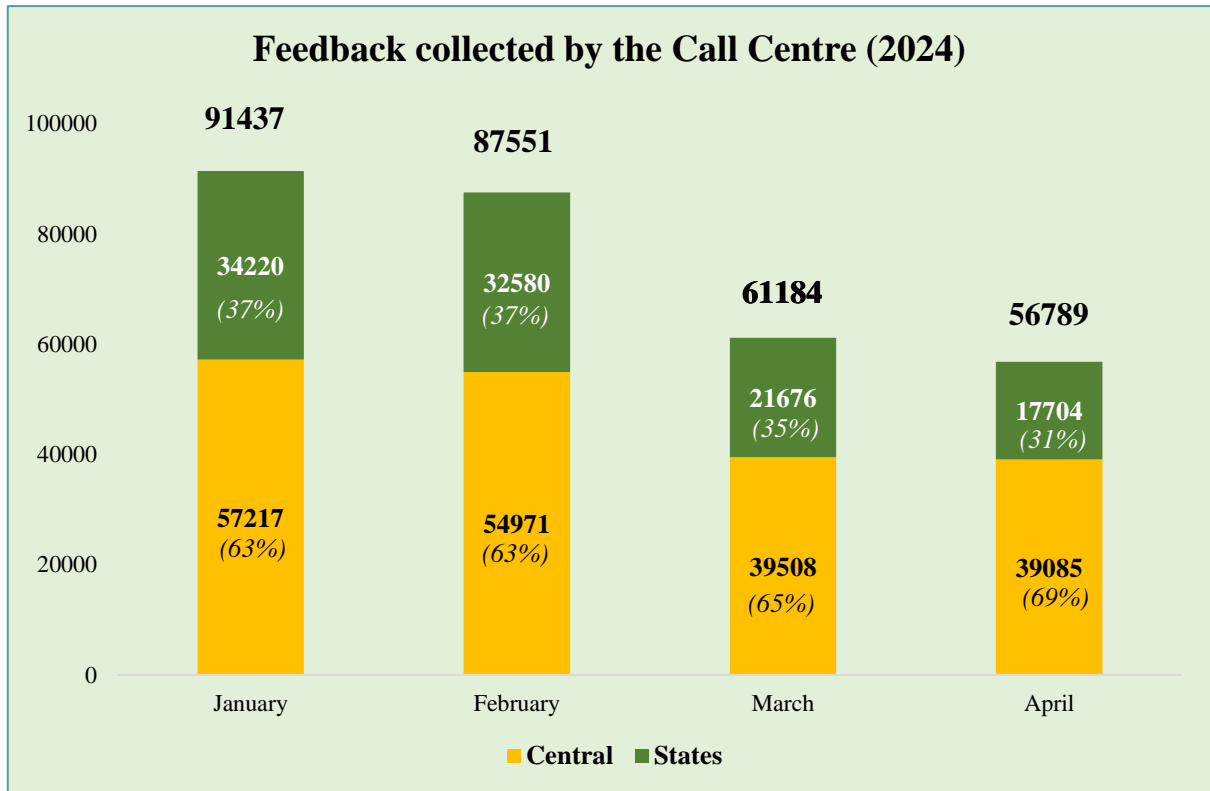


**State-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of State/UT	Number of Grievances	Category for which maximum grievances were received	Number of Grievances
1	Assam	12975	Pradhan Mantri Awaas Yojana - Gramin (Rural)	12432
			PMAY - URBAN/ Housing For All (HFA) Division	179
			Swachh Bharat Mission related(Rural)	123
2	Uttar Pradesh	1047	PMKISAN related issues	356
3	Punjab	761	PMKISAN related issues	629
4	Odisha	446	PMKISAN related issues	221
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	128
5	Jharkhand	379	PMKISAN related issues	289
6	West Bengal	355	PMKISAN related issues	191
7	Maharashtra	262	PMKISAN related issues	161
	Madhya Pradesh	241	PMKISAN related issues	34
8	Bihar	218	LPG/LPG Agency related	79
9	Andhra Pradesh	149	Suggestions	27
	Assam	12975	Pradhan Mantri Awaas Yojana - Gramin (Rural)	12432
10	Rajasthan	378	PMAY - URBAN/ Housing For All (HFA) Division	179

## 5. BSNL – Feedback Call Centre

- From 1<sup>st</sup> January to 30<sup>th</sup> April, 2024, the BSNL Feedback Call Centre has collected **296961** feedbacks, directly from the citizens

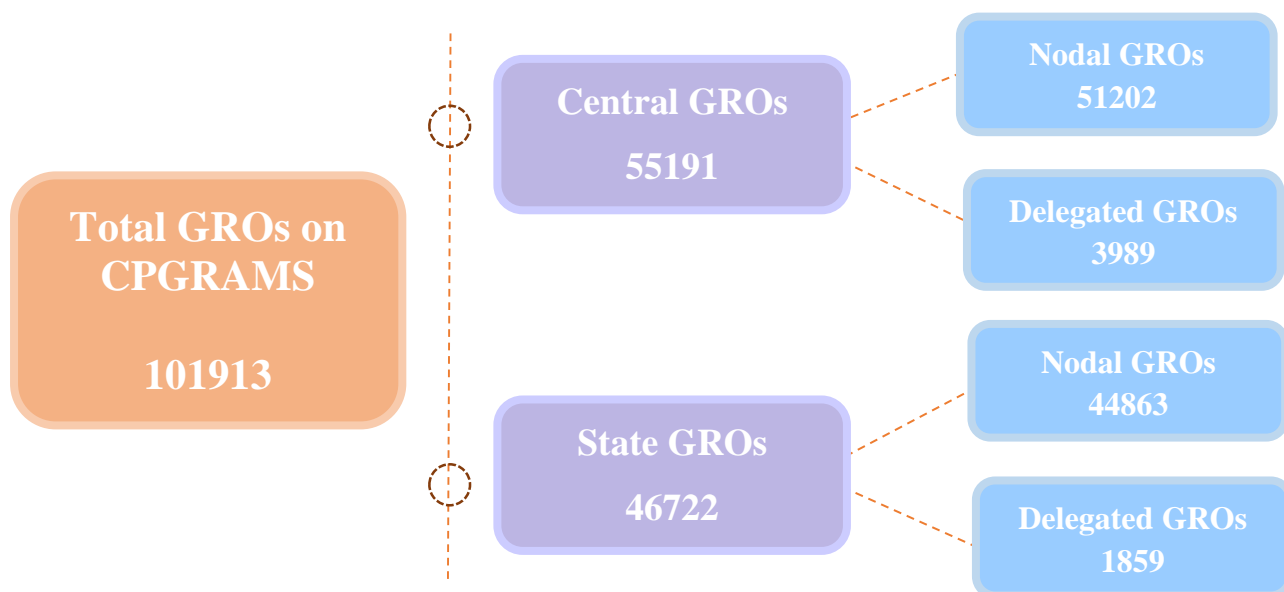


- **Trend of Satisfaction across States/UTs for the feedbacks collected in the last 6 months**

S. No.	Name of State/UT	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
1	Government of Uttar Pradesh	34%	32%	32%	39%	37%	34%
2	Government of Gujarat	34%	33%	34%	38%	36%	33%
3	Government of Rajasthan	33%	37%	34%	38%	38%	32%
4	Government of Madhya Pradesh	25%	27%	23%	27%	25%	29%
5	Government of Bihar	33%	34%	34%	35%	37%	33%
6	Government of Haryana	33%	34%	33%	36%	44%	36%
7	Government of Punjab	54%	58%	62%	66%	64%	67%
8	Government of Assam	69%	69%	68%	70%	75%	61%
9	Government of Jharkhand	63%	54%	54%	56%	55%	54%
10	Government of NCT of Delhi	29%	29%	34%	27%	34%	31%
11	Government of Andhra Pradesh	44%	29%	39%	26%	23%	30%
12	Government of Uttarakhand	30%	33%	32%	34%	34%	32%
13	Government of Maharashtra	42%	39%	34%	34%	41%	35%
14	Government of Tamil Nadu	30%	31%	31%	25%	32%	31%
15	Government of Karnataka	26%	28%	23%	25%	30%	29%
16	Government of Chhattisgarh	53%	42%	39%	48%	42%	36%
17	Government of Jammu and Kashmir	36%	32%	34%	35%	30%	40%
18	Government of Telangana	22%	17%	21%	13%	16%	19%
19	Government of Odisha	69%	62%	60%	69%	79%	48%
20	Government of Kerala	10%	11%	11%	7%	13%	16%
21	Government of Union Territory of Chandigarh	21%	30%	20%	23%	23%	26%
22	Government of Puducherry	24%	29%	20%	28%	15%	26%
23	Government of Himachal Pradesh	45%	27%	59%	52%	47%	57%
24	Government of Andaman & Nicobar	34%	22%	49%	54%	37%	44%
25	Government of Tripura	41%	38%	58%	59%	50%	65%

*Note: States/UTs with total feedbacks of more than 100 in the last 6 months are considered in the above table*

## 6. Grievance Redressal Officers on CPGRAMS



### Top 15 State/UT with maximum GRO's mapped onto CPGRAMS

S. No.	State/UTs	Total GRO Accounts Created	% Active GRO Accounts	Nodal GROs	Delegated GROs
1	Government of Haryana	9152	87%	8845	307
2	Government of Gujarat	7059	76%	6840	219
3	Government of Maharashtra	6700	88%	6356	344
4	Government of Assam	6049	54%	5919	130
5	Government of Jharkhand	3297	93%	3190	107
6	Government of Odisha	2554	93%	2516	38
7	Government of NCT of Delhi	2027	82%	1884	143
8	Government of Madhya Pradesh	1784	95%	1633	151
9	Government of Tamil Nadu	1491	97%	1448	43
10	Government of Andhra Pradesh	1151	28%	1077	74
11	Government of Bihar	1085	99%	1004	81
12	Government of Karnataka	710	79%	709	1
13	Government of Tripura	626	69%	613	13
14	Government of Meghalaya	402	98%	385	17
15	Government of Kerala	380	2%	360	20

## 7. Performance of States/UTs

### April, 2024

#### ➤ Receipts

- For the month of April, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 16000 grievances, followed by Assam at 2<sup>nd</sup> place, with the number standing at 6019 registrations. Punjab with 3881 receipts in April, completes the Top 3 positions
- Gujarat recorded 3574 grievances in the month of April, thus placing it 5<sup>th</sup> in the list, Madhya Pradesh with 2585 registrations stands 7<sup>th</sup> in the list, with the Top 10 being closed by Jharkhand which has received 2172 grievances
- 15 States/UTs have received more than 1000 grievances in the month of April, 2024

#### ➤ Disposal

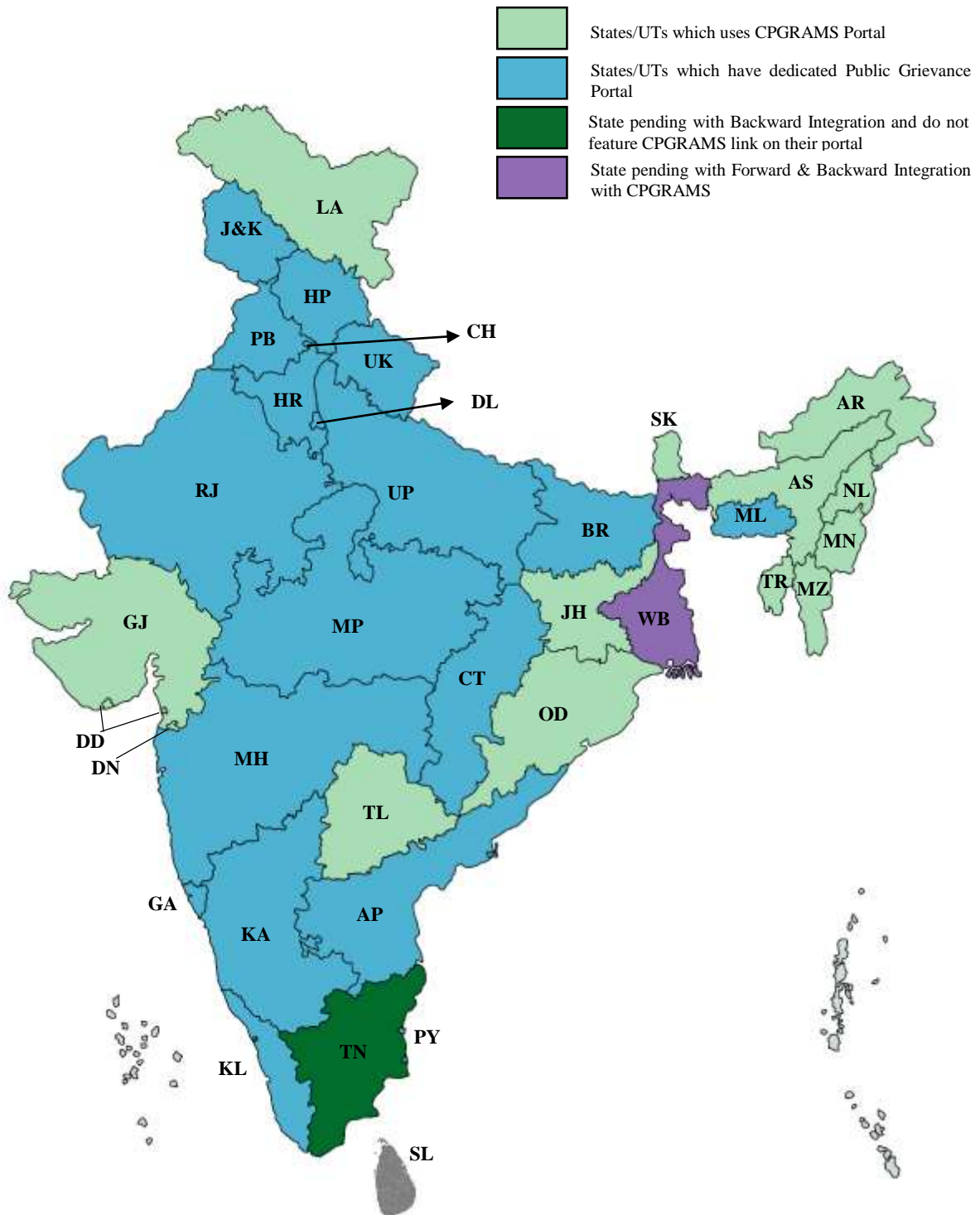
- In the month of April, 2024, Uttar Pradesh has disposed of the maximum number of grievances (8827) followed by Punjab disposing of 3846 grievances and Assam at the 3<sup>rd</sup> place, disposing of 3486 grievances
- Bihar has disposed 3331 grievances, and stands at the 5<sup>th</sup> position, Haryana with 2643 disposals stands at the 7<sup>th</sup> position in terms of disposal of grievances
- 13 States/UTs have disposed more than 1000 grievances in the month of April, 2024

#### ➤ Pendency

- 7 States have a pendency of more than 10000 grievances, as on 30<sup>th</sup> April, 2024
- West Bengal with a pendency of 30955 grievances tops the list of States/UTs with the highest pendency, followed by Uttar Pradesh with 30800 pending grievances, Maharashtra with a pendency of 26173 grievances stands at the 3<sup>rd</sup> position
- Assam with a pendency of 18489 grievances stands at the 4<sup>th</sup> position, Karnataka with 12356 pending grievances stands at the 6<sup>th</sup> position, with the Top 10 list closed by Gujarat which has a pendency of 8341 grievances as in 30<sup>th</sup> April, 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 08<sup>th</sup> May, 2023 as well as during the monthly meeting held on 16<sup>th</sup> May, 2023, to utilize unspent balance of grant, if any, and submit Utilization Certificates at the earliest
- 17 ATIs have fully utilized / refunded their grants released in the financial year 2022-23:

1. Madhya Pradesh	6. Punjab	10. Kerala	14. Himachal Pradesh
2. Andhra Pradesh	7. Rajasthan	11. West Bengal	15. Meghalaya
3. Uttar Pradesh	8. Tripura	12. Jharkhand	16. Maharashtra
4. Haryana	9. Telangana	13. Goa	17. Jammu & Kashmir
5. Mizoram			
- ATI Tamil Nadu has partially utilized their grants released in the financial year 2022-23
- Utilization Certificate / refund of unutilized fund is awaited from ATI Gujarat

## Financial Year 2023-24

- One instalment of Sevottam grant for 2023-24 released to 4 ATIs:
  1. Assam (Rs. 5 lakh)
  2. Sikkim (Rs. 5 lakh)
  3. Odisha (Rs. 5 lakh)
  4. Delhi (Rs. 5 lakh)
- Four instalments of Sevottam grant for 2023-24 released to 4 ATI:
  1. Haryana (Rs. 20 lakh)
  2. Madhya Pradesh (Rs. 20 lakh)
  3. Andhra Pradesh (Rs. 20 lakh)
  4. Punjab (Rs. 8.66 lakh)
- Expenditure incurred by 2 ATIs, namely Uttar Pradesh (Rs. 10.54 lakh) and Himachal Pradesh (Rs. 16.55 lakh), under Sevottam Scheme in FY 2023-24 reimbursed
- 5 ATIs – Assam, Haryana, Madhya Pradesh, Andhra Pradesh and Punjab, have submitted Utilization Certificates for grants released in FY 2023-24
- **The Department is in process of revising the guidelines for release of funds to ATIs under the Sevottam Scheme. Once guidelines are finalized, proposals would be sought from ATIs and funds will be sanctioned/released accordingly**

## 10. Sevottam Scheme Portal

Till now, around 18 States/UTs 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	284	8912



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	95	24	3099
2	Assam	Assam Administrative Staff College (AASC), Guwahati	2	0	36
3	Delhi	Delhi	0	4	0
4	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	24	0	571
5	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	49	0	1342
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	3	12	63
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	0	309
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	14	126
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	3	10	132
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	7	6	257
11	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	20	0	712
12	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	2	1	45
13	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	20	0	689
14	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	11	1	258
15	Tamil Nadu	ANNA Administrative Staff College	11	2	351
16	Telangana	Dr. MCR HRD Institute, Hyderabad	11	1	426
17	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala	0	20	0
18	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	10	1	496
<b>Total</b>			<b>284</b>	<b>96</b>	<b>8912</b>

## 11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Indian Delegation from Department of Administrative Reforms & Public Grievances (DARPG) participates in the 3rd Biennial Pan-Commonwealth Heads of Public Services/ Secretaries to Cabinet meeting in London

Theme of the Meeting: 'Institutionalization of SMART Government for Improving Service Delivery'

India's focus on effective redressal of public grievances through the 'CPGRAMS' portal using AI, ML, and data analytics receives commendation from Commonwealth Member Countries.

Posted On: 24 APR 2024 12:41PM by PIB Delhi

**Patricia Scotland KC**  
@PScotlandCSG

Inspiring discussion with Sec to Govt of #India @svorugant1466 on AI-driven citizen grievance system & 80% e-gov success.

We proposed a #Commonwealth heat map of SMART service uptake. Let's harness tech for inclusive progress @DARPG\_Gov @HCI\_London #ConnectivityAgenda



V. Srinivas IAS and The Commonwealth

5:08 PM · Apr 23, 2024 · 2,642 Views

**PIB India**  
@PIB\_India

India's Centralised Public Grievance Redress and Monitoring System (CPGRAMS) recognized as a best practice in Commonwealth Secretaries of Public Service/ Secretaries to Cabinet meeting outcome statement

Read here: [pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)



Last edited 2:11 PM · Apr 25, 2024 · 9,098 Views

**PIB in Maharashtra**  
@PIBMumbai

राष्ट्रकुल सार्वजनिक सेवा सचिवांच्या/ कॅबिनेट सचिवांच्या बैठकीत फलनिष्पत्ती निवेदनात भारताच्या केंद्रीय सार्वजनिक तक्रार निवारण आणि देखरेख प्रणाली (CPGRAMS)ची सर्वोत्कृष्ट पद्धत म्हणून प्रशंसा

[pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)

Translate post



DoPT and 5 others

10:23 AM · Apr 26, 2024 · 170 Views

**PIB in Tamil Nadu**  
@pibchennai

இந்தியாவின் மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு சிறந்ததொரு நடைமுறையாக காமன்வெல்த் பொது நிர்வாக செயலாளர்கள் கூட்டத்தில் அங்கீகரிக்கப்பட்டுள்ளது

[pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)

#CPGRAMS

Translate post



M/o Personnel and 7 others

7:56 PM · Apr 25, 2024 · 279 Views

**QCI #qualitymatters** @QualityCouncil

India's Public Grievance Redressal System received praise at the 3rd Biennial Pan-Commonwealth Meeting in London.

QCI is honoured to collaborate with @DARPG\_GoI on #CPGRAMS, a best practice of SMART Government, contributing to its mission of enhancing public service delivery.

[theprint.in/india/indias-p...](https://theprint.in/india/indias-p...)

2:59 PM · Apr 24, 2024 · 496 Views

**QCI #qualitymatters** @QualityCouncil

QCI is proud to have been working with @DARPG\_GoI on #CPGRAMS for the past 9 years in its strive for enhancing public service delivery and improving quality of life of citizens.

**V.Srinivas IAS** @svranganit1466 · Apr 23

Addressed the 3rd meeting of the Commonwealth Heads of Public Service/ Secretaries to Cabinet on India's Grievance Redressal System "CPGRAMS" - recognized as a state of the art Initiative for effective grievance redressal by the Commonwealth Secretariat dt 23.4.24

**PIB in Tamil Nadu** @pibchennai

#CPGRAMS பொறுப்புணர்வை அதிகரிப்பதுடன் சேவை வழங்குவதை மேம்படுத்துகிறது

@PibPerMin @AgiGoI @icarIndia @DARPG\_GoI @MIB\_India @PIB\_India @airnewsalerts @ODNewsLive

Translate post



- மக்கள் தங்கள் குறை தீர்ப்பு நடைமுறையை மதிப்பீடு செய்து தெரிவிக்கவும், தேவையான போது மெட்ரிக் குறைகளைக் கோரவும் சூது அனுமதிக்கிறது.
- சூது பொறுப்புணர்வை அதிகரிப்பதுடன் சேவை வழங்குவதை மேம்படுத்துகிறது.

3/3

7:52 PM · Apr 25, 2024 · 244 Views



**PIB in Tamil Nadu** @pibchennai

மத்திய / மாநில அரசுகளின் அனைத்து அமைச்சகங்கள் மற்றும் துறைகளுடன் இணைக்கப்பட்ட ஒரே இணையதளமாக, மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு (CPGRAMS) செயல்படுகிறது

#CPGRAMS

**மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பு (CPGRAMS)**

என்பது மத்திய மற்றும் மாநில அளவில் சேவை வழங்கல் தொடர்பான குறைகளை பதிவு செய்வதற்கான 24 மணிநேர கிணையுள்ள சேவை

- சூது மத்திய மற்றும் மாநில அரசுகளின் அனைத்து அமைச்சகங்கள் மற்றும் துறைகளுடன் இணைக்கப்பட்ட ஒரே கிணையுள்ளதாக செயல்படுகிறது
- குறைகளைப் பதிவு செய்வதோடு வழங்கப்படும் தனித்துவமான மதிவு அட்டையை எண்ணெய் மதிப்பீடு, மக்கள் தங்கள் குறைகள் தீர்க்கப்படுகின்றன நினைவை அடிகாட்டுவதும்.

1/3

M/o Personnel and 7 others

2:46 PM · Apr 25, 2024 · 276 Views

**PIB in Tamil Nadu** @pibchennai

கருத்துகளைத் தெரிவிக்கும் வழிமுறைகளும் மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பில் உள்ளது

#CPGRAMS

Translate post

- சூது வெளிப்படத்தன்மை மற்றும் பொறுப்புணர்வை உறுதி செய்கிறது.
- மையப்படுத்தப்பட்ட பொதுமக்கள் குறைதீர்ப்பு மற்றும் கண்காணிப்பு அமைப்பின் குறைதீர்ப்பு அதிகாரியின் முடிவில் நிரூபிக்கப்பாது மக்களுக்கு மேல்முறையீடு வசதியும் உள்ளது.
- கருத்துகளைத் தெரிவிக்கும் வழிமுறைகளும் இதில் உள்ளன.



2/3

M/o Personnel and 7 others

7:48 PM · Apr 25, 2024 · 278 Views



## Annexures

### Annexure 1: Performance of States

#### Annexure 1.1.: Maximum Number of Receipts – April, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	23627	16000	39627	8827	30800
2	Government of Assam	15956	6019	21975	3486	18489
3	Government of Punjab	4395	3881	8276	3846	4430
4	Government of Maharashtra	23710	3591	27301	1128	26173
5	Government of Gujarat	8251	3574	11825	3484	8341
6	Government of Haryana	11383	3123	14506	2643	11863
7	Government of Madhya Pradesh	5909	2585	8494	2727	5767
8	Government of Bihar	9630	2499	12129	3331	8798
9	Government of Rajasthan	3089	2416	5505	2231	3274
10	Government of Jharkhand	7670	2172	9842	2050	7792

#### Annexure 1.2.: Maximum Number of Disposals – April, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	23627	16000	39627	8827	30800
2	Government of Punjab	4395	3881	8276	3846	4430
3	Government of Assam	15956	6019	21975	3486	18489
4	Government of Gujarat	8251	3574	11825	3484	8341
5	Government of Bihar	9630	2499	12129	3331	8798
6	Government of Madhya Pradesh	5909	2585	8494	2727	5767
7	Government of Haryana	11383	3123	14506	2643	11863
8	Government of Andhra Pradesh	2893	655	3548	2512	1036
9	Government of Odisha	15027	1673	16700	2446	14254
10	Government of Rajasthan	3089	2416	5505	2231	3274

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14595	87193	101788	70988	30800
2	Government of Gujarat	6910	20821	27731	19390	8341
3	Government of Assam	9450	19871	29321	10832	18489
4	Government of Punjab	3397	16591	19988	15558	4430

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
5	Government of Maharashtra	14599	15467	30066	3893	26173
6	Government of Madhya Pradesh	6479	12801	19280	13513	5767
7	Government of Rajasthan	4816	11766	16582	13308	3274
8	Government of Haryana	11534	11212	22746	10883	11863
9	Government of Bihar	7724	10195	17919	9121	8798
10	Government of Jharkhand	5838	9563	15401	7609	7792

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14595	87193	101788	70988	30800
2	Government of Gujarat	6910	20821	27731	19390	8341
3	Government of Odisha	25943	6803	32746	18492	14254
4	Government of Punjab	3397	16591	19988	15558	4430
5	Government of Madhya Pradesh	6479	12801	19280	13513	5767
6	Government of Rajasthan	4816	11766	16582	13308	3274
7	Government of Haryana	11534	11212	22746	10883	11863
8	Government of Assam	9450	19871	29321	10832	18489
9	Government of Bihar	7724	10195	17919	9121	8798
10	Government of Andhra Pradesh	7159	2661	9820	8784	1036

#### 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 West Bengal	25601	5406	31007	52	30955
2	Government of Uttar Pradesh	14595	87193	101788	70988	30800
3	Government of Maharashtra	14599	15467	30066	3893	26173
4	Government of Assam	9450	19871	29321	10832	18489
5	Government of Odisha	25943	6803	32746	18492	14254
6	Government of Karnataka	10588	5821	16409	4053	12356
7	Government of Haryana	11534	11212	22746	10883	11863
8	Government of Bihar	7724	10195	17919	9121	8798
9	Government of Tamil Nadu	5845	7295	13140	4690	8450
10	Government of Gujarat	6910	20821	27731	19390	8341
11	Government of Jharkhand	5838	9563	15401	7609	7792
12	Government of Madhya Pradesh	6479	12801	19280	13513	5767
13	Government of Himachal Pradesh	4064	1150	5214	545	4669
14	Government of Punjab	3397	16591	19988	15558	4430

(Time Period: 01/01/2024 to 30/04/2024)

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
15	Government of NCT of Delhi	4078	7992	12070	8221	3849
16	Government of Uttarakhand	2648	4830	7478	4092	3386
17	Government of Rajasthan	4816	11766	16582	13308	3274
18	Government of Manipur	3293	228	3521	276	3245
19	Government of Kerala	874	3088	3962	891	3071
20	Government of Jammu and Kashmir	2048	3066	5114	2587	2527
21	Government of Chhattisgarh	1301	3866	5167	3921	1246
22	Government of Nagaland	977	120	1097	2	1095
23	Government of Andhra Pradesh	7159	2661	9820	8784	1036

### Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States)

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	120	1097	2	1095	57	99.82%
2	Government of Mizoram	282	257	539	15	524	240	97.22%
3	Government of Manipur	3293	228	3521	276	3245	257	92.16%
4	Government of Meghalaya	328	329	657	82	575	167	87.52%
5	Government of Arunachal Pradesh	123	158	281	101	180	21	64.06%
6	Government of Assam	9450	19871	29321	10832	18489	56	63.06%
7	Government of Tripura	358	417	775	390	385	77	49.68%
8	Government of Sikkim	17	51	68	44	24	36	35.29%

### Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
1	Government of West Bengal	25601	5406	31007	52	30955	29130
2	Government of Maharashtra	14599	15467	30066	3893	26173	22623
3	Government of Uttar Pradesh	14595	87193	101788	70988	30800	14695
4	Government of Assam	9450	19871	29321	10832	18489	12855
5	Government of Odisha	25943	6803	32746	18492	14254	12583
6	Government of Karnataka	10588	5821	16409	4053	12356	11296

(Time Period: 01/01/2024 to 30/04/2024)

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
7	Government of Haryana	11534	11212	22746	10883	11863	9185
8	Government of Tamil Nadu	5845	7295	13140	4690	8450	7196
9	Government of Bihar	7724	10195	17919	9121	8798	6564
10	Government of Jharkhand	5838	9563	15401	7609	7792	6124

## Annexure 2: Average Closing Time – January to April, 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	753	9
2	Government of Telangana	2310	10
3	Government of Kerala	891	12
4	Government of Uttar Pradesh	70988	20
5	Government of Jammu and Kashmir	2587	20
6	Government of Arunachal Pradesh	101	21
7	Government of West Bengal	52	28
8	Government of Puducherry	567	33
9	Government of Sikkim	44	36
10	Government of Chhattisgarh	3921	37

## Annexure 3: Status of Action Taken Report (ATR) - January to April, 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 Odisha	18318	395	17918	5
2	Government of Haryana	9823	349	6090	3384
3	Government of Chhattisgarh	3826	3824	2	0
4	Government of Andhra Pradesh	2364	1796	62	506
5	Government of Telangana	2120	2	2118	0
6	Government of Gujarat	2059	2058	0	1
7	Government of NCT of Delhi	1884	1778	1	105
8	Government of Assam	566	517	48	1
9	Government of Andaman & Nicobar	414	303	106	5
10	Government of Tamil Nadu	399	26	12	361

(Time Period: 01/01/2024 to 30/04/2024)



**Department of Administrative Reforms and Public Grievances**

**Government of India**

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