



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

June 2024

[Report Number 23]

Department of Administrative Reforms
and Public Grievances

CONTENTS

1. Key Highlights	3
2. Review of Status of Grievances	4
2.1. Overview	4
2.2. Month-wise Status of Grievances	4
3. New User Registrations	5
4. Outreach through Common Service Centres	8
5. Grievance Redressal Index (New)	10
5.1. Overview	10
5.2. Group A - Ranking of North-Eastern States	11
5.3. Group B - Ranking of Union Territories	11
5.4. Group C - Ranking of States with Grievances ≥ 20000	12
5.5. Group D - Ranking of States with Grievances < 20000	12
6. Feedback Call Centre	13
7. Grievance Redressal Officers	14
8. Performance of States/UTs	15
9. Integration of State/UT Portals	16
10. Sevottam Scheme (New)	17
11. Sevottam Scheme Portal	25
12. Success Stories	27
Annexure 1: Performance of States	29
Annexure 1.1.: Maximum Number of Receipts – June, 2024	29
Annexure 1.2.: Maximum Number of Disposals – June, 2024	29
Annexure 1.3.: Maximum Number of Receipts – Jan to June, 2024.....	30
Annexure 1.4.: Maximum Number of Disposal – Jan to June, 2024	30
Annexure 1.5.: States/UTs with more than 1000 Pending Grievances – Jan to June, 2024.....	30
Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to June, 2024.....	31
Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days – Jan to June, 2024.....	32
Annexure 2: Average Closing Time – Jan to June, 2024	32
Annexure 2.1.: States/UTs with Low Average Closing Time	32

1. Key Highlights

1. General

- **Directions of Hon’ble PM in meeting with Secretaries dated 4th July, 2024:**
“Each Ministry/Department to effect qualitative improvements in their Grievance Redressal systems to make them more sensitive, accessible and meaningful.”
- Revised Sevottam Guidelines have been finalised and shared with all the ATIs, States and Union Territories

2. Status of Public Grievances on CPGRAMS

- In June, 2024, **55134 PG cases** were received for the States/UTs and **69940 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **55940 PG cases at the end of May, 2024**, to **69940 PG cases at the end of June, 2024**
- **32 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 30th June, 2024
- For States/UTs, as on 30th June, 2024, there exists a pendency of **195082 PG cases**
- The pendency in the States/UTs has **decreased** from **209582 PG cases at the end of May, 2024** to **195082 PG cases at the end of June, 2024**

4. Grievance Redressal Index

Top 3 performers among the 4 groups are as follows:

S. No.	Group	Rank 1	Rank 2	Rank 3
1	Group A – North-Eastern States	Sikkim	Tripura	Assam
2	Group B – Union Territories	Andaman & Nicobar	Chandigarh	Puducherry
3	Group C – States with Grievances >=20000	Punjab	Uttar Pradesh	Rajasthan
4	Group D – States with Grievances <20000	Telangana	Chhattisgarh	Uttarakhand

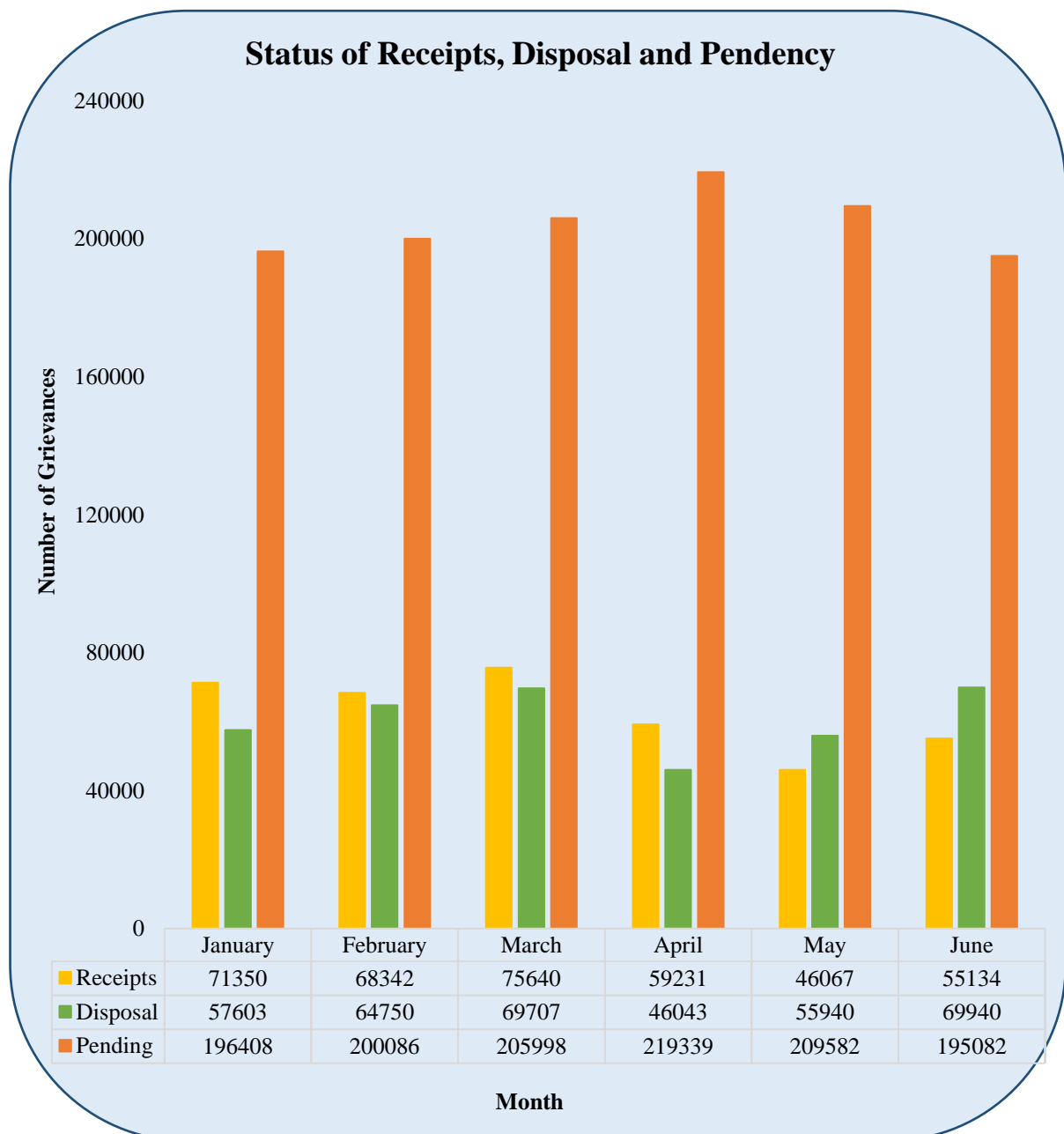
2. Review of Status of Grievances

2.1. Overview

Brought Forward	Receipts	Disposed	Pending
1,82,726	3,75,563	3,63,207	1,95,082

(Time Period: 01/01/2024 to 30/06/2024)

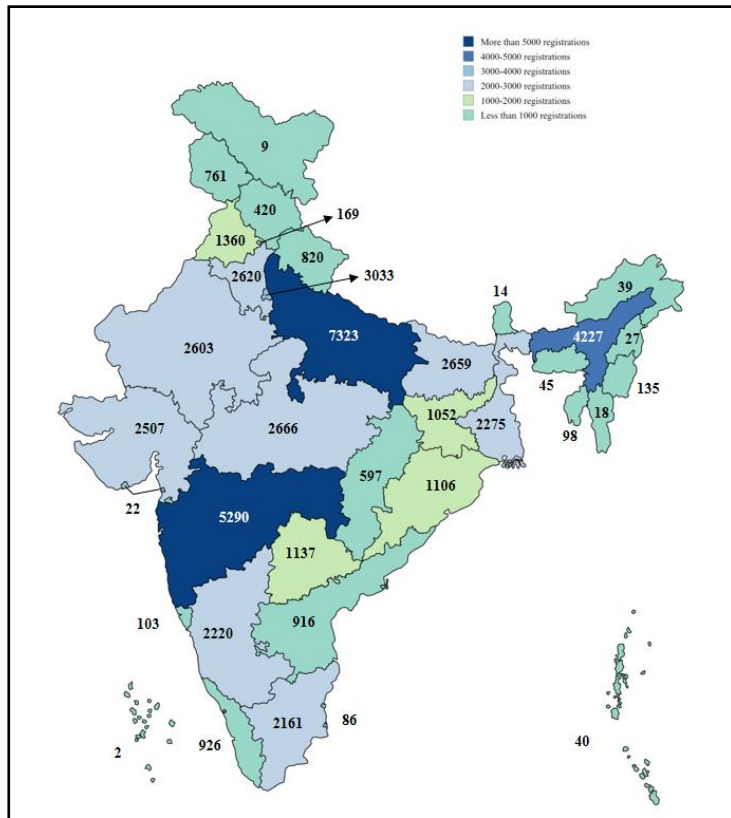
2.2. Month-wise Status of Grievances



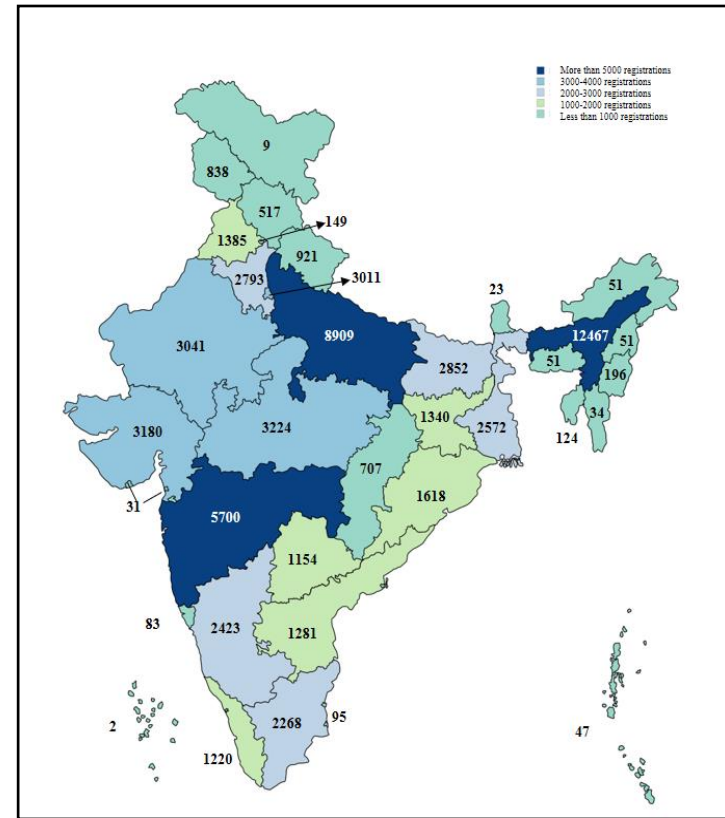
3. New User Registrations

A total of **64367** new users have registered on CPGRAMS in June, 2024, through various channels, out of which, **12467** registrations are from Assam.

Comparison of States/UTs from which new users have registered on CPGRAMS in May and June, 2024:



May 2024



June 2024

- **User Registration on CPGRAMS in the last 6 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49543
2	February	50109
3	March	162135
4	April	53134
5	May	49486
6	June	64367
TOTAL		428774

User Registration on CPGRAMS



	CPGRAMS	PMOPG	Mobile Application
■ January	33056	11867	4620
■ February	38274	7321	4514
■ March	143795	12873	5467
■ April	38624	10028	4482
■ May	32659	14203	2624
■ June	41752	18238	4377

• **Number of Grievances registered by New Users in Ministries / Departments / States / UTs:**

S. No.	Name of Ministry/Department/State/UT	Jun-24
1	Department of Rural Development	20730
2	Ministry of Labour and Employment	3240
3	Department of Agriculture and Farmers Welfare	2538
4	Department of Financial Services (Banking Division)	2105
5	Central Board of Direct Taxes (Income Tax)	1306
6	Ministry of Home Affairs	964
7	Department of Health & Family Welfare	841
8	Department of Telecommunications	839
9	Department of Posts	807
10	Ministry of Housing and Urban Affairs	782

51% - Department of Rural Development

24% - Ministry of Labour and Employment

31% - Department of Agriculture and Farmers Welfare

} % of grievances registered in respective Ministries / Departments by new users to the total grievances registered for the respective Ministries / Departments

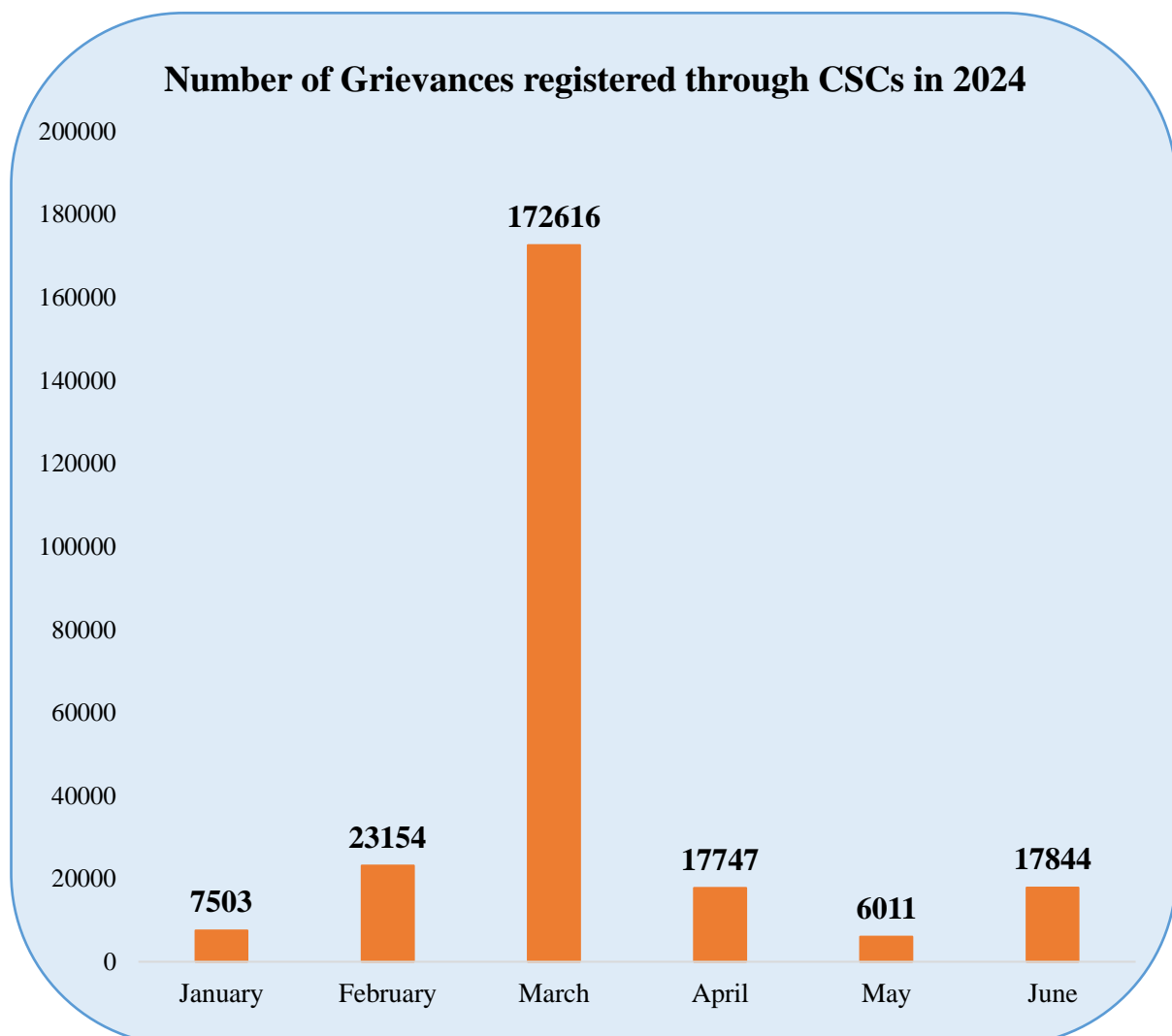
4. Outreach through Common Service Centres

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).

Receipts	Disposed	Pending
17,844	8,179	9,665

(Time Period: 01/06/2024 to 30/06/2024)

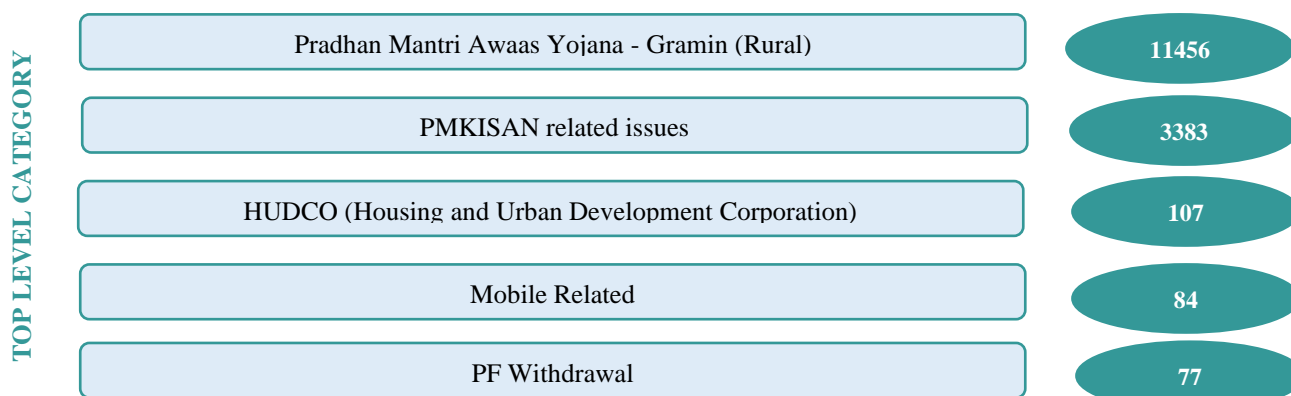
- A total of **17844 grievances** have been registered through the Common Service Centres in the month of June, 2024



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

S. No.	Name of State	Total Receipts	Category for which maximum grievances are received	Receipts
1	Assam	11860	Pradhan Mantri Awaas Yojana - Gramin (Rural)	11382
			PMKISAN related issues	125
2	Uttar Pradesh	1438	PMKISAN related issues	615
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	20
3	Punjab	830	PMKISAN related issues	687
			Mobile Related	24
4	Odisha	644	PMKISAN related issues	500
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	39
5	Andhra Pradesh	552	PMKISAN related issues	170
			Mobile Related	18
6	Jharkhand	464	PMKISAN related issues	364
			Financial Scheme Related	12
7	West Bengal	262	PMKISAN related issues	134
			LPG/LPG Agency related	26
8	Maharashtra	260	PMKISAN related issues	186
			Normal Fresh/ Re-issue Passport application	10
9	Madhya Pradesh	205	PMKISAN related issues	39
			Health Schemes	17
10	Rajasthan	155	PMKISAN related issues	88
			PAN Issues	5

- **Top 5 categories for which the maximum grievances were registered through CSCs:**



5. Grievance Redressal Index

5.1. Overview

To assist the States/UTs in reviewing and streamlining their Grievance Redressal System, and in having a comparative assessment with other States/UTs, this Grievance Redressal Index has been developed.

The Index has two dimensions:

- Timely Disposal of Grievances
- Quality Disposal of Grievances

The data used in preparing the Index has been taken from **1st January, 2024 to 30th June, 2024**.

States/UTs have been categorized into 4 groups to enable a fair comparison:

S. No.	Group	Category
1	Group A	North – Eastern States
2	Group B	Union Territories
3	Group C	States with Grievances \geq 20000
4	Group D	States with Grievances $<$ 20000

The GRI has been formulated on the basis of the following 4 Parameters:

S. No.	Dimension	Name of Parameter	Orientation of Indicator	Proposed Weightage
1	Timely Disposal of Grievances	Percentage of Grievances Disposed within 30 Days to the Total Grievances Received	Positive	40%
2		Percentage of Grievances pending for more than 30 Days to the Total Grievances Received	Negative	30%
3	Quality Disposal of Grievances	Percentage of Grievances Redressed (closed) and received Feedback as Excellent and Very Good to the Total Feedback Received	Positive	20%
4		Percentage of Grievances Redressed (closed) and received Feedback as Average and Poor to the Total Feedback Received	Negative	10%
Total Weightage				100%

5.2. Group A - Ranking of North-Eastern States

S. No.	Name of State/UT	Total Grievances	Total Score	Rank
1	Government of Sikkim	91	53.21%	1
2	Government of Tripura	1021	46.86%	2
3	Government of Assam	35825	43.32%	3
4	Government of Manipur	3826	38.99%	4
5	Government of Arunachal Pradesh	336	36.95%	5
6	Government of Meghalaya	735	25.90%	6
7	Government of Nagaland	1148	16.19%	7
8	Government of Mizoram	574	1.97%	8

- Sikkim has scored a cumulative percentage of 53.21%, standing 1st in the comparative ranking of North-Eastern States
- Nagaland with a net score of 16.19% stands 7th in the list while Mizoram with a net score of 1.97% stands last i.e., 8th among all the North-Eastern States

5.3. Group B - Ranking of Union Territories

S. No.	Name of State/UT	Total Grievances	Total Score	Rank
1	Government of Andaman & Nicobar	912	73.61%	1
2	Government of Chandigarh	2151	55.83%	2
3	Government of Puducherry	1012	55.77%	3
4	Government of NCT of Delhi	16226	47.13%	4
5	Government of Jammu and Kashmir	6307	41.03%	5
6	Government of Dadra & Nagar Haveli	264	31.70%	6
7	Government of Lakshadweep	53	24.86%	7
8	Government of Daman & Diu	304	21.83%	8
9	Government of Ladakh	41	16.99%	9

- Andaman & Nicobar has scored a cumulative percentage of 73.61%, standing 1st in the comparative ranking of Union Territories
- Daman & Diu with a net score of 21.83% stands 8th in the list while Ladakh with a net score of 16.99% stands last i.e., 9th among all the Union Territories

5.4. Group C - Ranking of States with Grievances >=20000

S. No.	Name of State/UT	Total Grievances	Total Score	Rank
1	Government of Punjab	22772	62.27%	1
2	Government of Uttar Pradesh	135021	58.74%	2
3	Government of Rajasthan	21388	56.49%	3
4	Government of Madhya Pradesh	24869	50.25%	4
5	Government of Gujarat	34629	46.25%	5
6	Government of Bihar	22467	34.19%	6
7	Government of Haryana	27991	32.00%	7
8	Government of Odisha	34485	30.71%	8
9	Government of Maharashtra	35442	17.71%	9
10	Government of West Bengal	32964	9.76%	10

- Punjab has scored a cumulative percentage of 62.27%, standing 1st in the comparative ranking of States with grievances more than 20000

5.5. Group D - Ranking of States with Grievances <20000

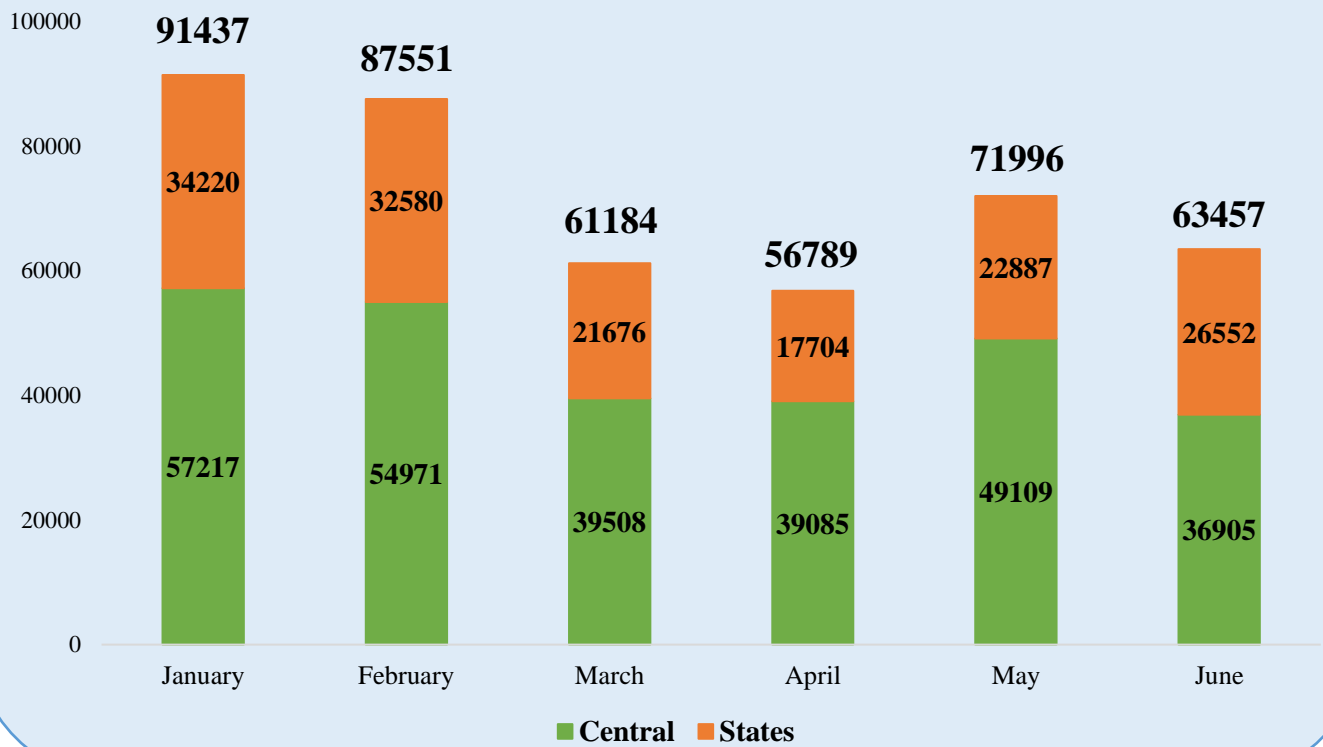
S. No.	Name of State/UT	Total Grievances	Total Score	Rank
1	Government of Telangana	3360	74.83%	1
2	Government of Chhattisgarh	6419	59.14%	2
3	Government of Uttarakhand	9855	47.73%	3
4	Government of Jharkhand	18078	43.89%	4
5	Government of Andhra Pradesh	11178	42.68%	5
6	Government of Tamil Nadu	16135	29.43%	6
7	Government of Goa	1225	23.39%	7
8	Government of Karnataka	18794	21.69%	8
9	Government of Kerala	4736	20.47%	9
10	Government of Himachal Pradesh	5655	18.73%	10

- Telangana has scored a cumulative percentage of 74.83%, standing 1st in the comparative ranking of States with grievances less than 20000

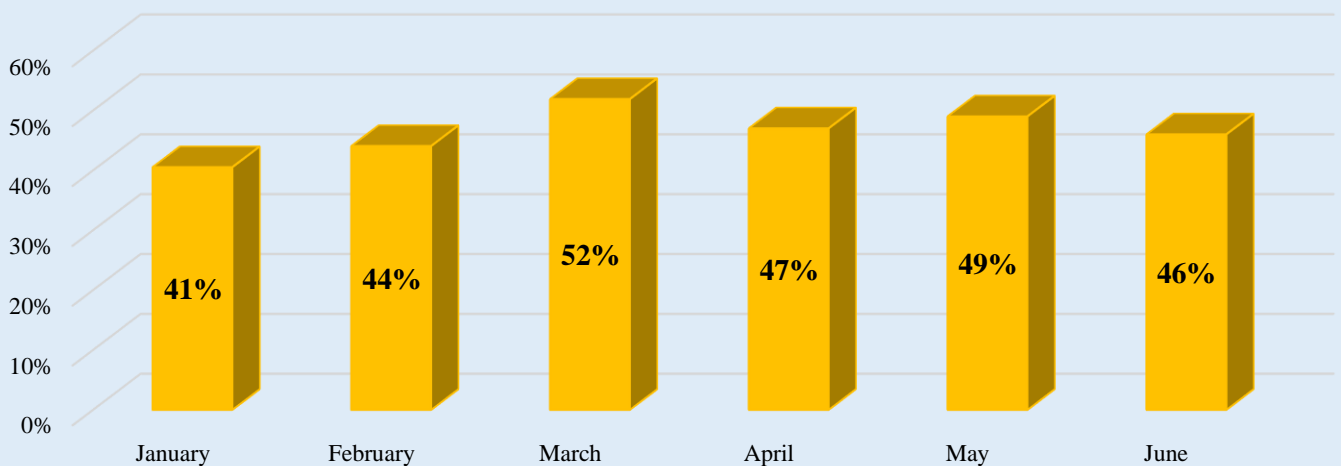
6. Feedback Call Centre

- From 1st January to 30th June, 2024, the Feedback Call Centre has collected **432414** feedbacks, directly from the citizens

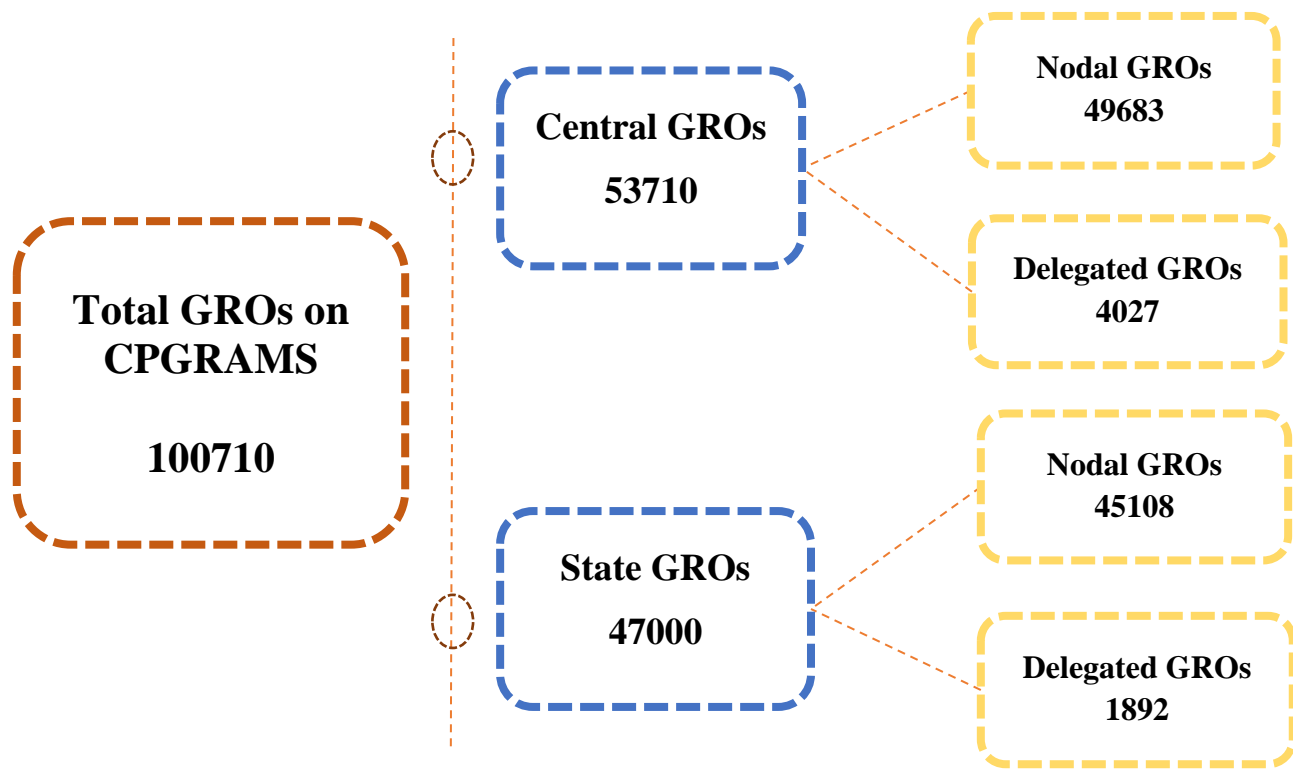
Feedback collected by the Call Centre (2024)



Satisfaction Percentage (2024)



7. Grievance Redressal Officers



Top 10 States/UTs with maximum GRO accounts created on CPGRAMS

S. No.	Name of State/UT	Total GRO Accounts created	Nodal GROs	Delegated GROs
1	Government of Haryana	9187	8878	309
2	Government of Gujarat	7109	6881	228
3	Government of Maharashtra	6700	6356	344
4	Government of Assam	6174	6023	151
5	Government of Jharkhand	3332	3225	107
6	Government of Odisha	2563	2524	39
7	Government of NCT of Delhi	2034	1891	143
8	Government of Madhya Pradesh	1784	1633	151
9	Government of Tamil Nadu	1496	1453	43
10	Government of Andhra Pradesh	1151	1077	74

8. Performance of States/UTs

Receipts

- For the month of June, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 18913 grievances, followed by Gujarat at 2nd place, with the number standing at 3859 registrations. Assam with 3356 receipts in June, completes the Top 3 positions
- Maharashtra recorded 2873 grievances in the month of June, thus placing it 5th in the list, Rajasthan with 2520 registrations stands 7th in the list, with the Top 10 being closed by Punjab which has received 1631 grievances
- 14 States/UTs have received more than 1000 grievances in the month of June, 2024

Disposal

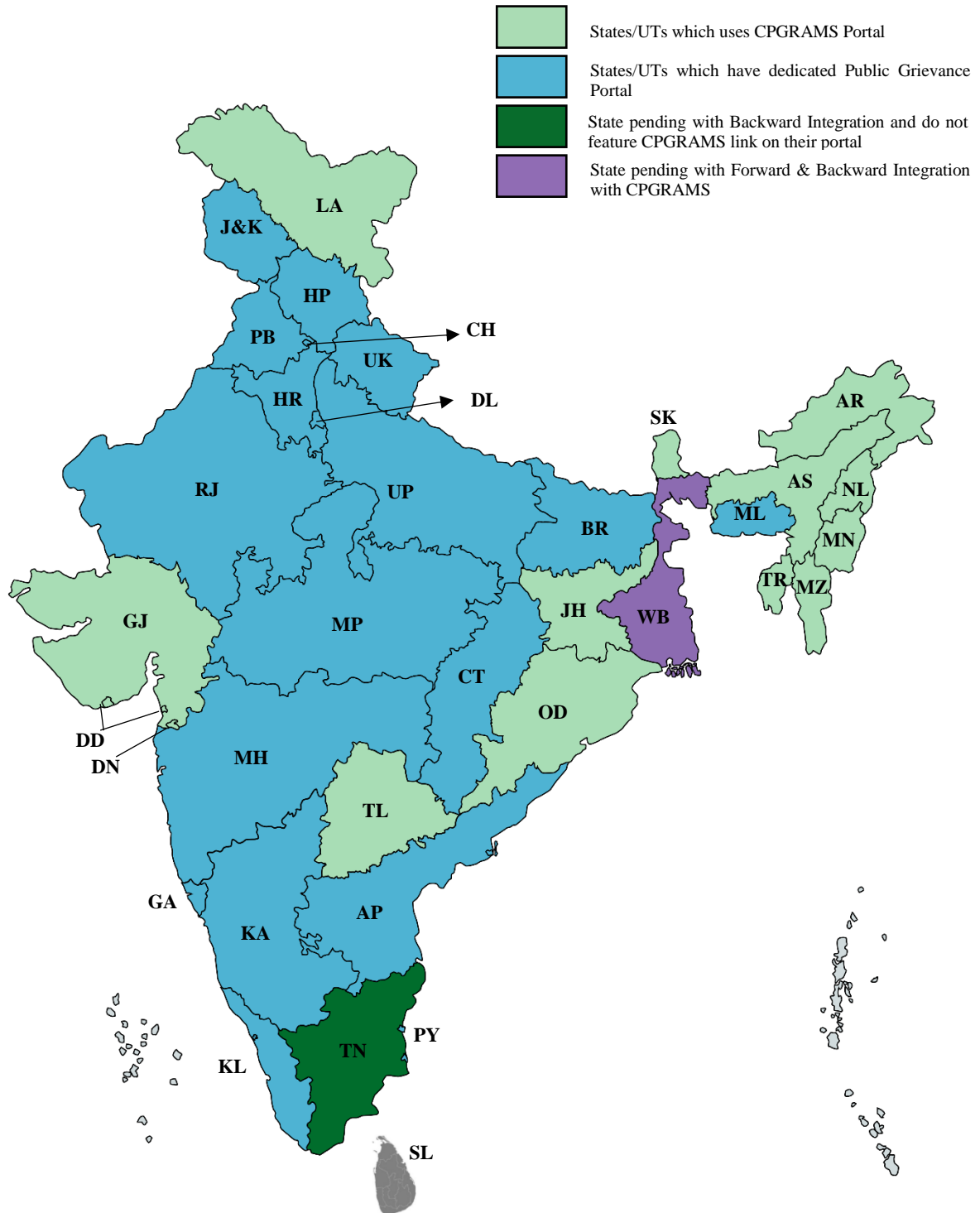
- In the month of June, 2024, Uttar Pradesh has disposed of the maximum number of grievances (29708) followed by Assam disposing of 4706 grievances and Rajasthan at the 3rd place, disposing of 3351 grievances
- Jharkhand has disposed 3108 grievances, and stands at the 5th position, Bihar with 2816 disposals stands at the 7th position in terms of disposal of grievances
- 15 States/UTs have disposed more than 1000 grievances in the month of June, 2024

Pendency

- 7 States have a pendency of more than 10000 grievances, as on 30th June, 2024
- West Bengal with a pendency of 32875 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 26985 pending grievances, Uttar Pradesh with a pendency of 15767 grievances stands at the 3rd position
- Odisha with a pendency of 13617 grievances stands at the 4th position, Karnataka with 13083 pending grievances stands at the 5th position, with the Top 10 list closed by Tamil Nadu which has a pendency of 8053 grievances as in 30th June, 2024

9. Integration of State/UT Portals

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.



10. 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
- 17 ATIs have fully utilized / refunded 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
 10. Kerala
 11. West Bengal
 12. Jharkhand
 13. Goa
 14. Himachal Pradesh
 15. Meghalaya
 16. Maharashtra
 17. Jammu & Kashmir
- 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 ATIs:
 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
- 8 ATIs – Assam, Haryana, Madhya Pradesh, Andhra Pradesh, Punjab, Sikkim, Delhi and Odisha have submitted Utilization Certificates for grants released in FY 2023-24

Revised Sevottam Guidelines have been finalised and shared with all the ATIs, States and Union Territories. DO letters on the same, to the Chief Secretary of all the States/UTs and Director General of all the ATIs have been attached on the next page.

DO Letter sent to States/UTs

वी. श्रीनिवास, आई.ए.एस.
V. Srinivas, IAS
सचिव
SECRETARY



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आजादी का
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भारत सरकार,
कर्मिक, लोक शिकायत तथा पेशान न्याय,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, संसद भवन,
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES,
SARDAR PATEL BHAVAN, SANJIV SAHAY BHANG,
NEW DELHI-110001

D.O.No.13011/1/2023-PG-DARPG(e-8293)

Dated: 3rd July 2024

Dear Chief Secretary,

Efficient and effective redressal of public grievances is the fundamental of the citizen centric governance. In order to make the public grievance handling more sensitive, accessible and meaningful, DARPG has taken several measures under its 10 Step Reforms for Centralized Public Grievance Redressal and Monitoring System (CPGRAMS). Those measures include upgradation of CPGRAMS with high-end next generation technology, benchmarking of performances, Business Intelligence and data analysis capacity, improving communication with citizens etc.

2. All these activities require massive upgradation of capacity of our close to one lakh Grievance Redressal Officers (GROs) mapped on the CPGRAMS. DARPG has been implementing Sevottam Scheme for the training of Grievance Redressal Officers (GROs) of States through ATIs. The scheme has been successful in improving capacity of State Grievance Officers in effective redressal of public grievances. This scheme has been further revamped to align it with the new demands and requirements of the Next generation CPGRAMS. Copy of the guidelines of the revised Scheme is enclosed. Under the new scheme, Government of India will support ATIs for training programme of GROs @ ₹1500 /per day /per person. A National workshop for effective redressal of public grievances and SEVOTTAM is being convened in New Delhi for which communication will be sent separately.

3. I shall be grateful if you could advise the DGs of the ATIs to assess the training need of GROs in your State for the remaining two years of the current cycle of Finance Commission and send the proposal for the financial years 2024-25 and 2025-26 in the Annexure 1 of the enclosed guidelines to us by 22nd July, 2024.

With best regards,

Yours sincerely,

(V. Srinivas)

Encl: As above

Chief Secretaries of all States/UTs



सूचना का
अधिकार

Please Visit our Website : <http://darpg.gov.in>, <http://goicharters.nic.in>

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V. Srinivas, IAS

सचिव

SECRETARY



सत्यमेव जयते

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भारत सरकार,
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प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार पटेल भवन, पंतलय मार्ग,
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GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES,
SARDAR PATEL BHAVAN, SANDAL MARG,
NEW DELHI-110001

D.O.No.13011/1/2023-PG-DARPG(e-8293)

Dated: 3rd July 2024

Dear Director General,

Efficient and effective redressal of public grievances is the fundamental of the citizen centric governance. In order to make the public grievance handling more sensitive, accessible and meaningful, DARPG has taken several measures under its 10 Step Reforms for Centralized Public Grievance Redressal and Monitoring System (CPGRAMS). Those measures include upgradation of CPGRAMS with high-end next generation technology, benchmarking of performances, Business Intelligence and data analysis capacity, improving communication with citizens etc.

2. All these activities require massive upgradation of capacity of our close to one lakh Grievance Redressal Officers (GROs) mapped on the CPGRAMS. DARPG has been implementing Sevottam Scheme for the training of Grievance Redressal Officers (GROs) of States through ATIs. The scheme has been successful in improving capacity of State Grievance Officers in effective redressal of public grievances. This scheme has been further revamped to align it with the new demands and requirements of the Next generation CPGRAMS. Copy of the guidelines of the revised Scheme is enclosed. Under the new scheme, Government of India will support ATIs for training programme of GROs @ ₹1500 /per day /per person. A National workshop for effective redressal of public grievances and SEVOTTAM is being convened in New Delhi for which communication will be sent separately.

3. I shall be grateful if you could advise the concerned officials in the ATIs to assess the training need of GROs in your State for the remaining two years of the current cycle of Finance Commission and send the proposal for the financial years 2024-25 and 2025-26 in the Annexure 1 of the enclosed guidelines to us by 22nd July, 2024.

With Best Regards,

Yours sincerely,

(V. Srinivas)

Encl: As above

Director General of all ATIs



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Guidelines for release of grants to State Administrative Institutes for capacity building of State Government officials on Sevottam Model and Grievance Redressal

1. Background

1.1. The Department of Administrative Reforms & Public Grievances (DARPG), Government of India formulated a Quality Management System (QMS) called SEVOTTAM in 2005. The Sevottam was envisaged to empower the service recipients with information on service delivery, and seeks to establish a quality management system that brings continual improvement in service delivery, till excellence is achieved.

1.2. The Sevottam framework consisted of 3 modules: Citizens' Charter; Grievance Redress Mechanism; and Capacity building for quality based and timely service delivery, was piloted in 10 Central Ministries/Departments and in 4 different sectors in 4 States.

1.3. A Scheme for strengthening of State ATIs was included in 12th Five Year Plan (2012-17) to provide financial assistance to ATIs to act as Consultants for implementing Sevottam in all departments of State Govt. The scheme had provision to fully fund the establishment and functioning of the Sevottam Training Cell in ATI by DARPG with a ceiling of Rs. 20 lakhs per year.

1.4. 10 ATIs (Haryana, Himachal Pradesh, Jharkhand, Karnataka, Madhya Pradesh, NCT Delhi, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh) availed grants under the scheme during 2012-13 to 2020-21 and conducted 540 training programmes and trained 21,404 officials. Based on the recommendation of the Department related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, in its 106th Report, the scheme was revived in FY 2022- 23 and 19 ATIs were funded in FY 2022-23 and 10 ATIs were funded in FY 2023-24, based on earlier scheme guidelines.

2. Revised Guidelines for release of grants to ATIs

2.1 Objective of the Scheme: The objective of the Sevottam Scheme is to provide financial assistance to the State/UT Administrative Training Institutes for capacity building of State/UT

Government officers/officials working in Departments handling service delivery and grievance redressal, on following aspects:

- Sevottam framework consists of 3 modules: Citizens' Charter; Grievance Redress Mechanism; and Capability building for quality based and timely service delivery
- Soft and technical skills for quality and timely redressal of public grievances including training of handling grievances on CPGRAMS/State grievance portal
- Service delivery mechanism of State/UT including the Right to Services Act of State/UT

2.2 Funding

2.2.1. ATIs shall apply for seeking grant by submitting an application in format given at Annexure-I. ATIs shall prepare proposals for the financial year and submit the same for consideration of DARPG by 31st March of the preceding financial year. For Financial year 2024-25, the proposals can be submitted by 15th July 2024.

2.2.2. DARPG shall provide financial assistance ATIs for conducting capacity building training programmes in accordance with the objectives of the Scheme, subject to the following conditions:

- (i) Training programme to be conducted in physical mode
- (ii) The duration of training programme should be from 1 to 3 days
- (iii) Each training programme should have 25-30 participants

2.2.3. The financial assistance shall be approved based on the number of participants proposed to be trained by the concerned ATI in the financial year. Admissible amount of grant would be Rs. 1500/- per participant per day (which includes all expenditure relating to conducting the training programmes such as faculty cost, administrative cost, stationary cost, test and certification etc.) or actual expenditure, whichever is less.

2.2.4. The eligible grant shall be released to the concerned ATI in four installments as per DoE guidelines. However, the grant can be released in lump sum if the ATI seeks grants on reimbursement basis or gives an intimation in writing regarding their intention to front load the training calendar.

2.3. Conditions to be followed by ATIs

2.3.1. ATIs shall utilize funds for the purpose it has been released, i.e. conducting training programmes in accordance with the objectives of the Scheme.

2.3.2. ATI shall regularly update information regarding training programmes on the online portal for monitoring of Sevottam (<https://ati.darpg.in.net/>).

2.3.3. ATI shall not seek grant from any other Ministry/Department of Government of India for training programmes supported under this Scheme.

2.3.4. ATI shall submit a monthly achievement-cum-performance report along with status of utilization of funds, in format given at Annexure-II, by 5th day of subsequent month.

2.3.5. ATI shall submit Utilization Certificate in GFR 12 – C (Rule 239 of GFR 2017) and shall refund funds not utilized by the end of the financial year for which grant was sanctioned, along with interest earned thereon within one month of closure of financial year, i.e. by 30th April of the next financial year.

2.3.6. ATI shall conduct a performance test for each participant at the end of each training on the subject matter of the training which will serve as an indicator of the outcome of the training. It is preferable that ATI devices a method to conduct the performance test through an online mode.

Application for seeking grant under Sevottam Scheme

1. Name of ATI:

2. Address:

3. Name of Head of Institute (Name, Designation, Address, Telephone & Mobile No. and Email):

4. Nodal Officer (Name, Designation, Address, Telephone & Mobile No. and Email):

5. Details of Sevottam grant availed in previous 3 financial years:

S. No.	Financial Year	Grant Sanctioned (Sanction Order No. & Date)	Status of Utilization Certificate	Activities conducted for utilizing grant (in brief)

6. Bank Account Details:

a. Name of Account holder:

b. Account Type: Saving / Current

c. Account No.

d. Name of Bank:

e. Branch Name & Address:

f. IFSC Code:

7. Proposed Training Calendar:

Month	No. of training Programmes proposed	Duration (days)	No. of Participants	Level of Participants

[Separate details may be provided for proposed training programmes of different durations (1 day / 2 days / 3 days)]

Signature of Head on Institute

Date:

Place:

11. Sevottam Scheme Portal

Till now, 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	215	7604
3	2024-25	17	659
TOTAL		512	16759

A brief recap of the courses shared by States in the Financial Year 2023-24 are as follows:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	48	1853	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	2	55	
3	Delhi	Delhi			4
4	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	24	571	
5	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	42	1210	
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	2	22	11
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	371	
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			14
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	3	67	9

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	5	226	4
11	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	20	1051	
12	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	2	45	1
13	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	20	760	
14	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	3	92	
15	Tamil Nadu	ANNA Administrative Staff College	11	482	
16	Telangana	Dr. MCR HRD Institute, Hyderabad	8	281	1
17	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala			20
18	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	10	518	1
TOTAL			215	7604	65

A brief recap of the courses shared by States in the Financial Year 2024-25 are as follows:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
1	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	16	650	
2	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	1	9	2
TOTAL			17	659	2

All State/UT ATIs are requested to kindly update the status of trainings conducted / participants trained and ongoing courses on Sevottam Scheme Portal [<https://ati.darpg.in.net/login/>]

12. Success Stories

Grievance of Ms Neha Nihit Barla

Delay in payment of Scholarship amount

Ms. Neha Nihit Barla filed a grievance with the CPGRAMS portal regarding the delay in receiving her post-matric scholarship from Government of Jharkhand. Although she was informed that the amount would be credited within a week, a month had passed without the funds being received. After filing the grievance on the CPGRAMS portal, the scholarship amount of Rs. 6,300 was credited to her account within 10 days' time of filing the grievance.

Grievance of Shri Shirajul Hoque

Re-issuance of learner's license

Shri Shirajul Hoque lodged a grievance with the CPGRAMS portal concerning the re-issuance of his learner's license, which he applied for in February, 2024, and was pending for approval for more than 4 months. Following the submission of his grievance with the CPGRAMS portal, his license was successfully approved within 3 days' time of filing the grievance.

Grievance of Shri Karan Bains

Dysfunctional park lights resulting in unsafe premises

Shri Karan had repeatedly approached the local grievance resolution mechanisms of Chandigarh about the non-functional park lights near his home, since August, 2023. The park had become unsafe due to darkness, attracting antisocial elements, and posing a serious risk to families, especially children. Concerned about non-relief even after 1 year, he approached the CPGRAMS portal for immediate restoration of lights to ensure safety, and within 21 days of him filing the grievance, the repair work was done.

13. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 22nd monthly report of Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) for States/UTs of May, 2024

A total of 55,940 grievances redressed by States/UTs in May, 2024

In Grievance Redressal Index for May, 2024, Assam tops in Group A, Andaman & Nicobar in Group B, Uttar Pradesh in Group C and Telangana in Group D

Posted On: 10 JUN 2024 8:35PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Department of Administrative reforms & Public Grievances (DARPG) Secretary presents "CPGRAMS: A Foundation for SMART Government" to the representatives of US Government, and key stakeholders at a meeting convened by IBM Centre for The Business of Government

India's focus on Effective Redressal of Public Grievances through the CPGRAMS portal using AI/ ML and data analytics receives commendation from US Government Officials

Posted On: 04 JUN 2024 12:42PM by PIB Delhi



PIB India
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The Department of Administrative Reforms and Public Grievances (DARPG) released the 22nd monthly report of Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) for States/UTs of May, 2024

A total of 55,940 grievances redressed by States/UTs in May, 2024

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A total of 55,940 grievances redressed by States/UTs in May, 2024

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Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	26562	18913	45475	29708	15767
2	Government of Gujarat	7717	3859	11576	3198	8378
3	Government of Assam	14033	3356	17389	4706	12683
4	Government of Madhya Pradesh	4589	2977	7566	2738	4828
5	Government of Maharashtra	26231	2873	29104	2119	26985
6	Government of Haryana	11396	2838	14234	2569	11665
7	Government of Rajasthan	2931	2520	5451	3351	2100
8	Government of Bihar	9153	2365	11518	2816	8702
9	Government of NCT of Delhi	4352	2054	6406	1813	4593
10	Government of Punjab	5090	1631	6721	3026	3695

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	26562	18913	45475	29708	15767
2	Government of Assam	14033	3356	17389	4706	12683
3	Government of Rajasthan	2931	2520	5451	3351	2100
4	Government of Gujarat	7717	3859	11576	3198	8378
5	Government of Jharkhand	7872	1497	9369	3108	6261
6	Government of Punjab	5090	1631	6721	3026	3695
7	Government of Bihar	9153	2365	11518	2816	8702
8	Government of Manipur	3376	167	3543	2750	793
9	Government of Madhya Pradesh	4589	2977	7566	2738	4828
10	Government of Haryana	11396	2838	14234	2569	11665

Annexure 1.3.: Maximum Number of Receipts – Jan to June, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14598	120423	135021	119254	15767
2	Government of Gujarat	6915	27714	34629	26251	8378
3	Government of Assam	9450	26375	35825	23142	12683
4	Government of Maharashtra	14602	20840	35442	8457	26985
5	Government of Punjab	3400	19372	22772	19077	3695
6	Government of Madhya Pradesh	6469	18400	24869	20041	4828
7	Government of Rajasthan	4821	16567	21388	19288	2100
8	Government of Haryana	11534	16457	27991	16326	11665
9	Government of Bihar	7732	14735	22467	13765	8702
10	Government of Jharkhand	5835	12243	18078	11817	6261

Annexure 1.4.: Maximum Number of Disposal – Jan to June, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14598	120423	135021	119254	15767
2	Government of Gujarat	6915	27714	34629	26251	8378
3	Government of Assam	9450	26375	35825	23142	12683
4	Government of Odisha	25944	8541	34485	20868	13617
5	Government of Madhya Pradesh	6469	18400	24869	20041	4828
6	Government of Rajasthan	4821	16567	21388	19288	2100
7	Government of Punjab	3400	19372	22772	19077	3695
8	Government of Haryana	11534	16457	27991	16326	11665
9	Government of Bihar	7732	14735	22467	13765	8702
10	Government of Jharkhand	5835	12243	18078	11817	6261

Annexure 1.5.: States/UTs with more than 1000 Pending Grievances – Jan to June, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25601	7363	32964	89	32875
2	Government of Maharashtra	14602	20840	35442	8457	26985
3	Government of Uttar Pradesh	14598	120423	135021	119254	15767
4	Government of Odisha	25944	8541	34485	20868	13617

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
5	Government of Karnataka	10589	8205	18794	5711	13083
6	Government of Assam	9450	26375	35825	23142	12683
7	Government of Haryana	11534	16457	27991	16326	11665
8	Government of Bihar	7732	14735	22467	13765	8702
9	Government of Gujarat	6915	27714	34629	26251	8378
10	Government of Tamil Nadu	5843	10292	16135	8082	8053
11	Government of Jharkhand	5835	12243	18078	11817	6261
12	Government of Himachal Pradesh	4064	1591	5655	826	4829
13	Government of Madhya Pradesh	6469	18400	24869	20041	4828
14	Government of NCT of Delhi	4078	12148	16226	11633	4593
15	Government of Punjab	3400	19372	22772	19077	3695
16	Government of Kerala	877	3859	4736	1060	3676
17	Government of Jammu and Kashmir	2049	4258	6307	3162	3145
18	Government of Uttarakhand	2661	7194	9855	7048	2807
19	Government of Rajasthan	4821	16567	21388	19288	2100
20	Government of Chhattisgarh	1301	5118	6419	5175	1244
21	Government of Nagaland	977	171	1148	10	1138
22	Government of Andhra Pradesh	7159	4019	11178	10130	1048

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to June, 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	171	1148	10	1138	87	99.13%
2	Government of Mizoram	282	292	574	17	557	244	97.04%
3	Government of Meghalaya	328	407	735	207	528	93	71.84%
4	Government of Arunachal Pradesh	124	212	336	149	187	38	55.65%
5	Government of Assam	9450	26375	35825	23142	12683	74	35.40%
6	Government of Tripura	358	663	1021	751	270	118	26.44%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
7	Government of Sikkim	17	74	91	71	20	36	21.98%
8	Government of Manipur	3293	533	3826	3033	793	447	20.73%

Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days – Jan to June, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
1	Government of West Bengal	25601	7363	32964	89	32875	31873
2	Government of Maharashtra	14602	20840	35442	8457	26985	24396
3	Government of Odisha	25944	8541	34485	20868	13617	12598
4	Government of Karnataka	10589	8205	18794	5711	13083	12104
5	Government of Assam	9450	26375	35825	23142	12683	10034
6	Government of Haryana	11534	16457	27991	16326	11665	9041
7	Government of Tamil Nadu	5843	10292	16135	8082	8053	6516
8	Government of Bihar	7732	14735	22467	13765	8702	6480
9	Government of Gujarat	6915	27714	34629	26251	8378	5215
10	Government of Jharkhand	5835	12243	18078	11817	6261	5128

Annexure 2: Average Closing Time – Jan to June, 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 Telangana	3318	9
2	Government of Andaman & Nicobar	875	9
3	Government of Kerala	1060	11
4	Government of West Bengal	89	18
5	Government of Jammu and Kashmir	3162	23
6	Government of Uttar Pradesh	119254	32
7	Government of Sikkim	71	36
8	Government of Arunachal Pradesh	149	38
9	Government of Puducherry	924	40
10	Government of Chhattisgarh	5175	42



Department of Administrative Reforms and Public Grievances

Government of India Patel Bhawan, Sansad Marg, New Delhi - 110001