



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

July 2024

[Report Number 24]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- **79848 new users** registered on the CPGRAMS Portal in July, 2024
- **40198 grievances** were registered through **CSCs** on the CPGRAMS Portal in July, 2024
- DO Letters sent to all the States/UTs with the new guidelines for the Sevottam Scheme
- In the last three Financial Years (2022-23, 2023-24, 2024-25), **521 training courses** have been completed, in which **~17081 officers** have been trained
- A review meeting under the chairmanship of Secretary, DARPG, was held on 11th July, 2024, with the Nodal Officers of all the States/UTs and ATIs
- State Government of Uttar Pradesh, Rajasthan and Punjab made a presentation on their respective grievance portals and feedback systems

2. Status of Public Grievances on CPGRAMS

- In July, 2024, **73550 PG cases** were received for the States/UTs and **70067 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **69940 PG cases at the end of June, 2024**, to **70067 PG cases at the end of July, 2024**

3. Status of Pendency of Public Grievances on CPGRAMS

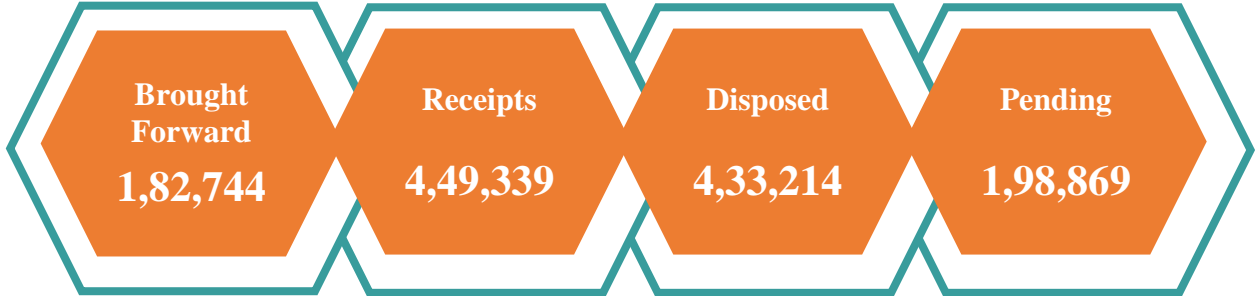
- **22 States/UTs** have more than 1000 pending grievances as on 31st July, 2024
- For States/UTs, as on 31st July, 2024, there exists a pendency of **198869 PG cases**
- The pendency in the States/UTs has **increased** from **195082 PG cases at the end of June, 2024** to **198869 PG cases at the end of July, 2024**

4. Feedback Call Centre

- In July, 2024, the Feedback Call Centre collected **93241 feedbacks**, out of the total feedbacks collected, **~47%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In July, 2024, **37223 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~38%** citizens expressed satisfaction with the resolution provided

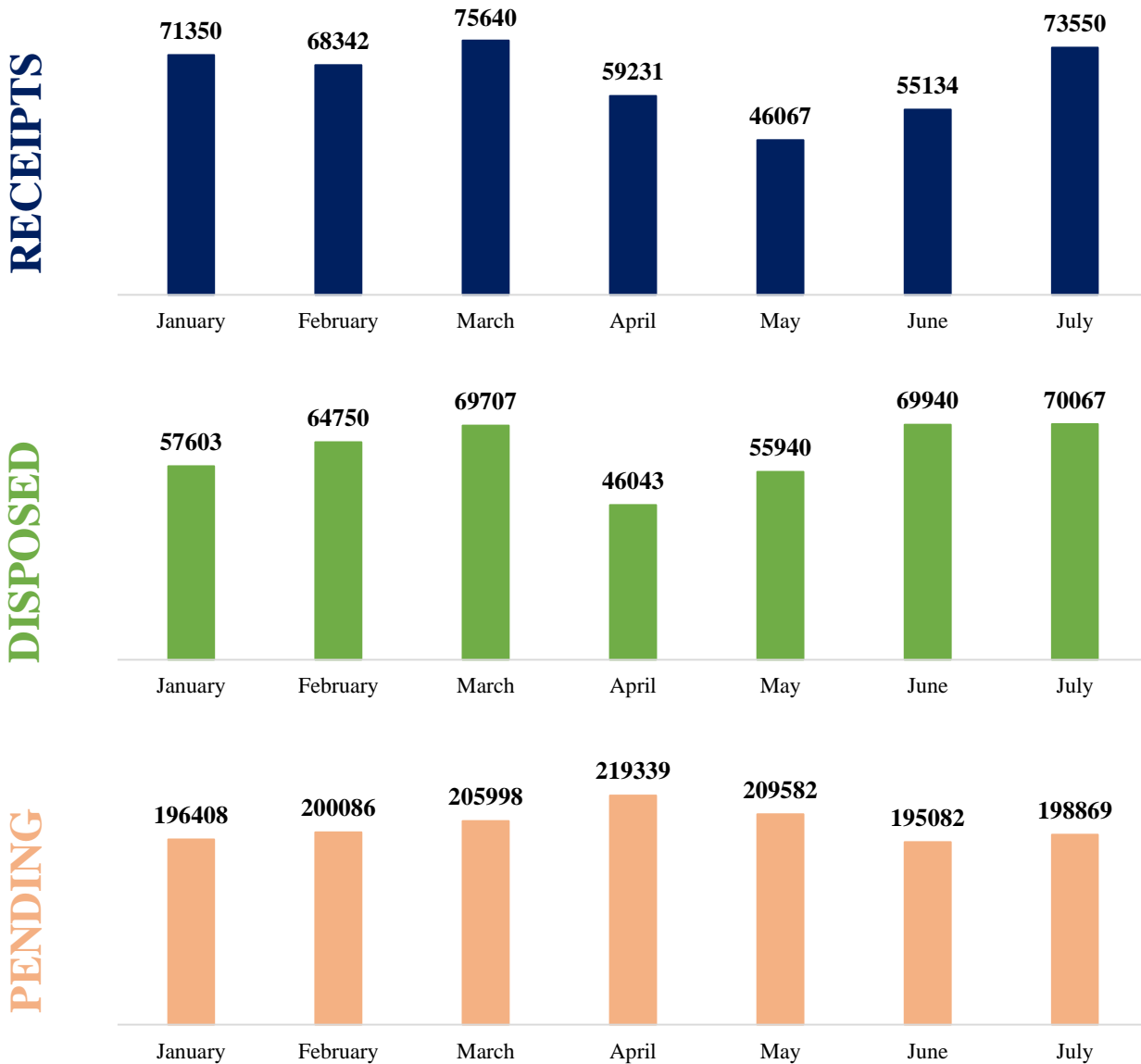
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2024 to 31/07/2024)

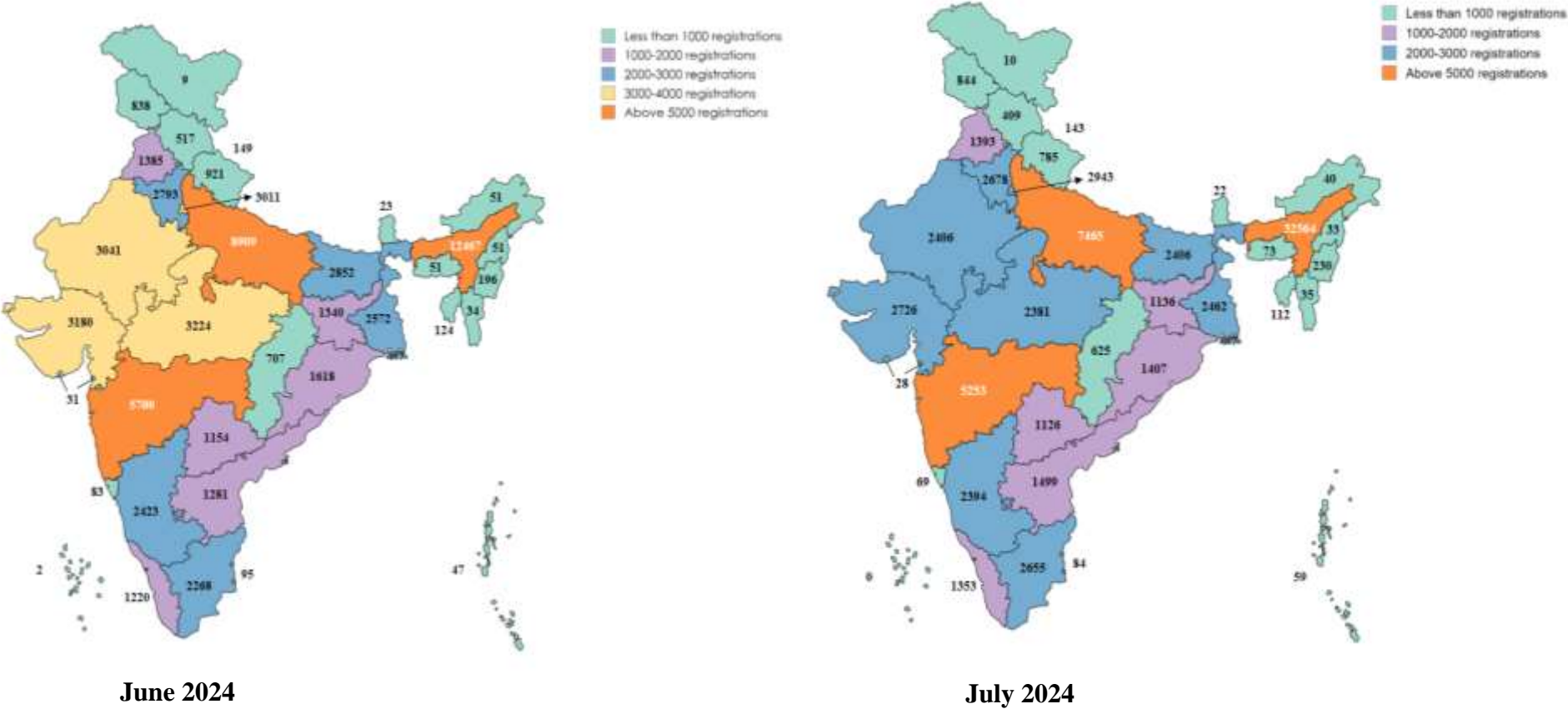
2.2. Month-wise Status of Grievances



3. New User Registrations

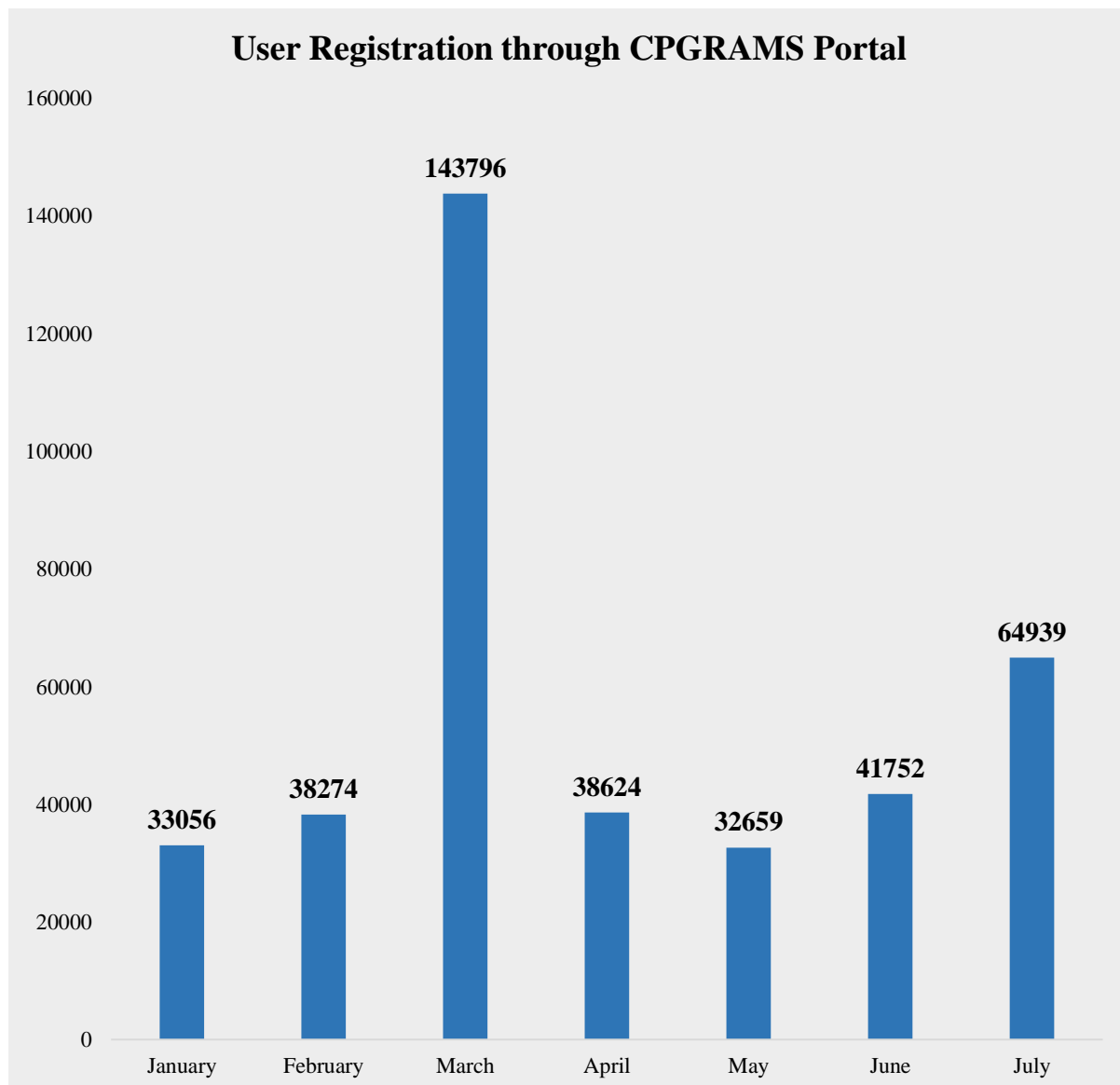
A total of **79848** new users have registered on CPGRAMS in July, 2024, through various channels, out of which, **32564** registrations are from Assam.

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



- **User Registration on CPGRAMS in the last 7 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
7	July	79848
TOTAL		508622



4. Outreach through Common Service Centres

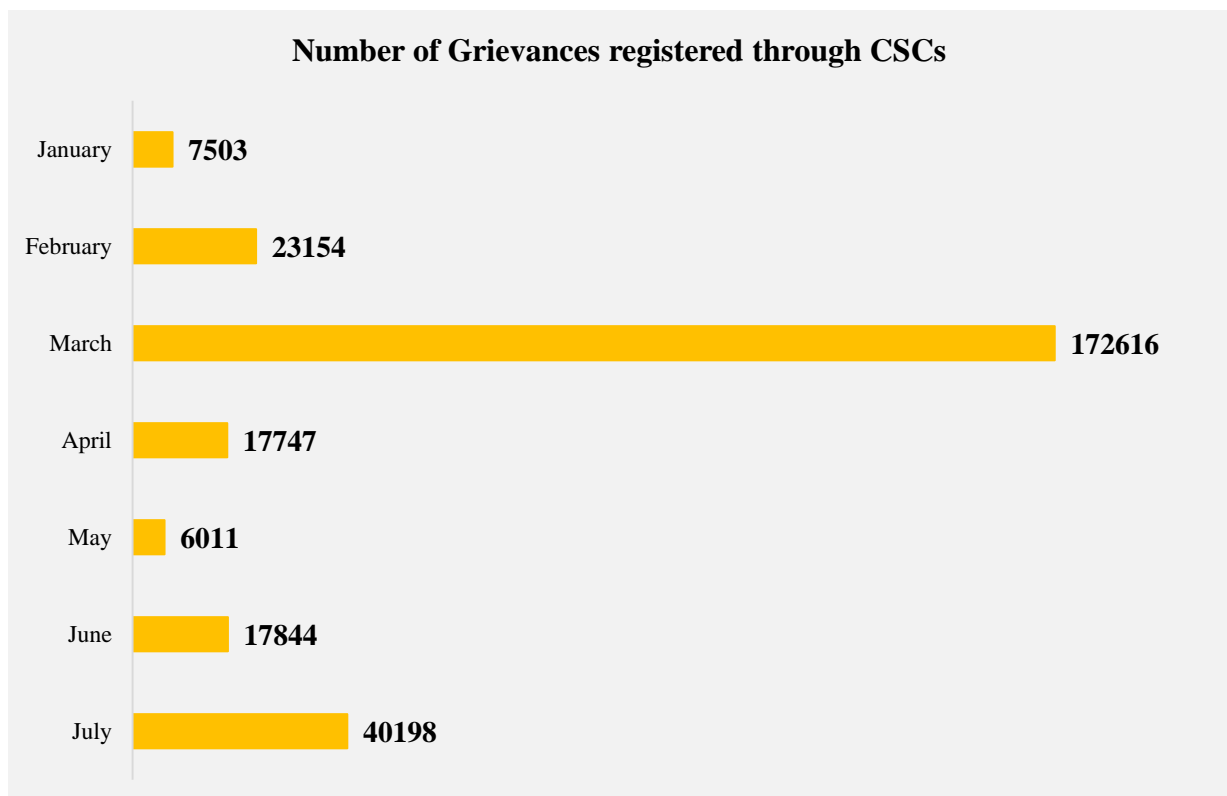
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



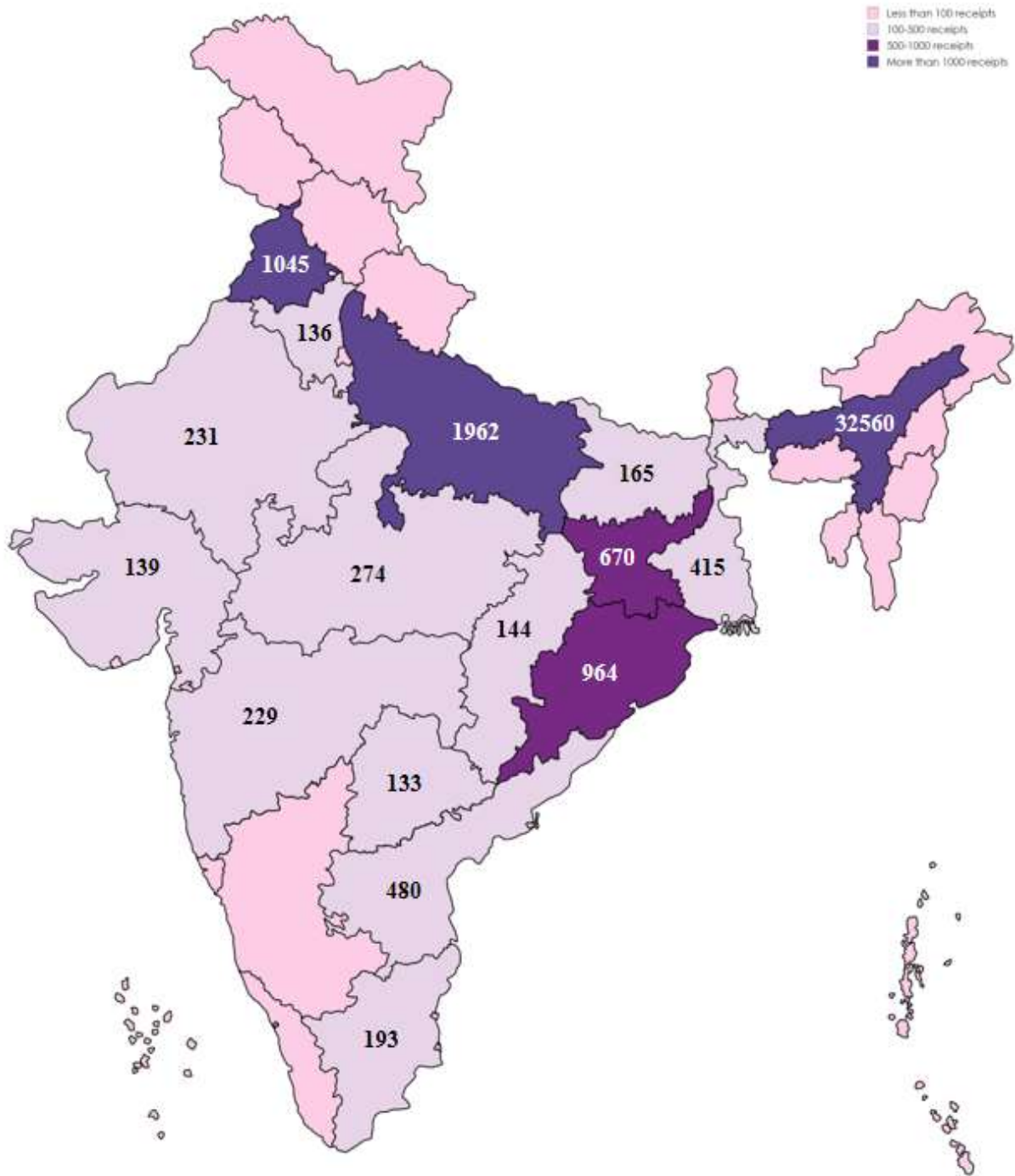
(Time Period: 01/07/2024 to 31/07/2024)

From November, 2023, on 20th of every month, CSC-CPGRAMS Day is being organised where VLEs encourage citizens to register their grievances on the CPGRAMS portal.

- A total of **40198 grievances** have been registered through the Common Service Centres in the month of July, 2024



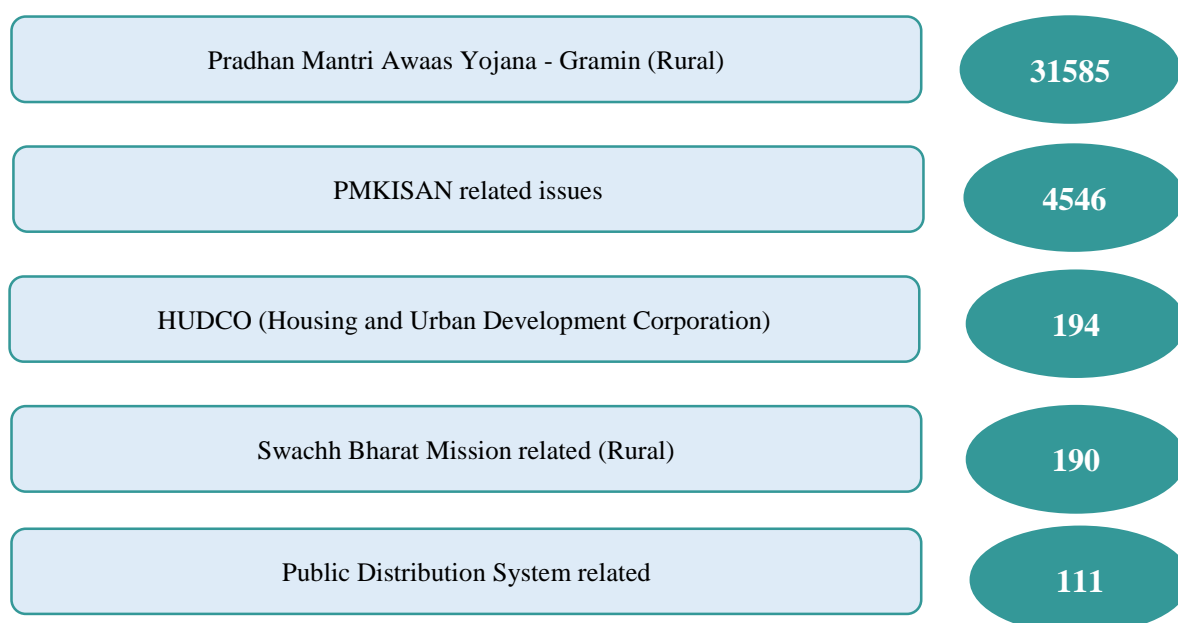
- States/UTs from which more than 100 grievances were registered through CSCs:



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

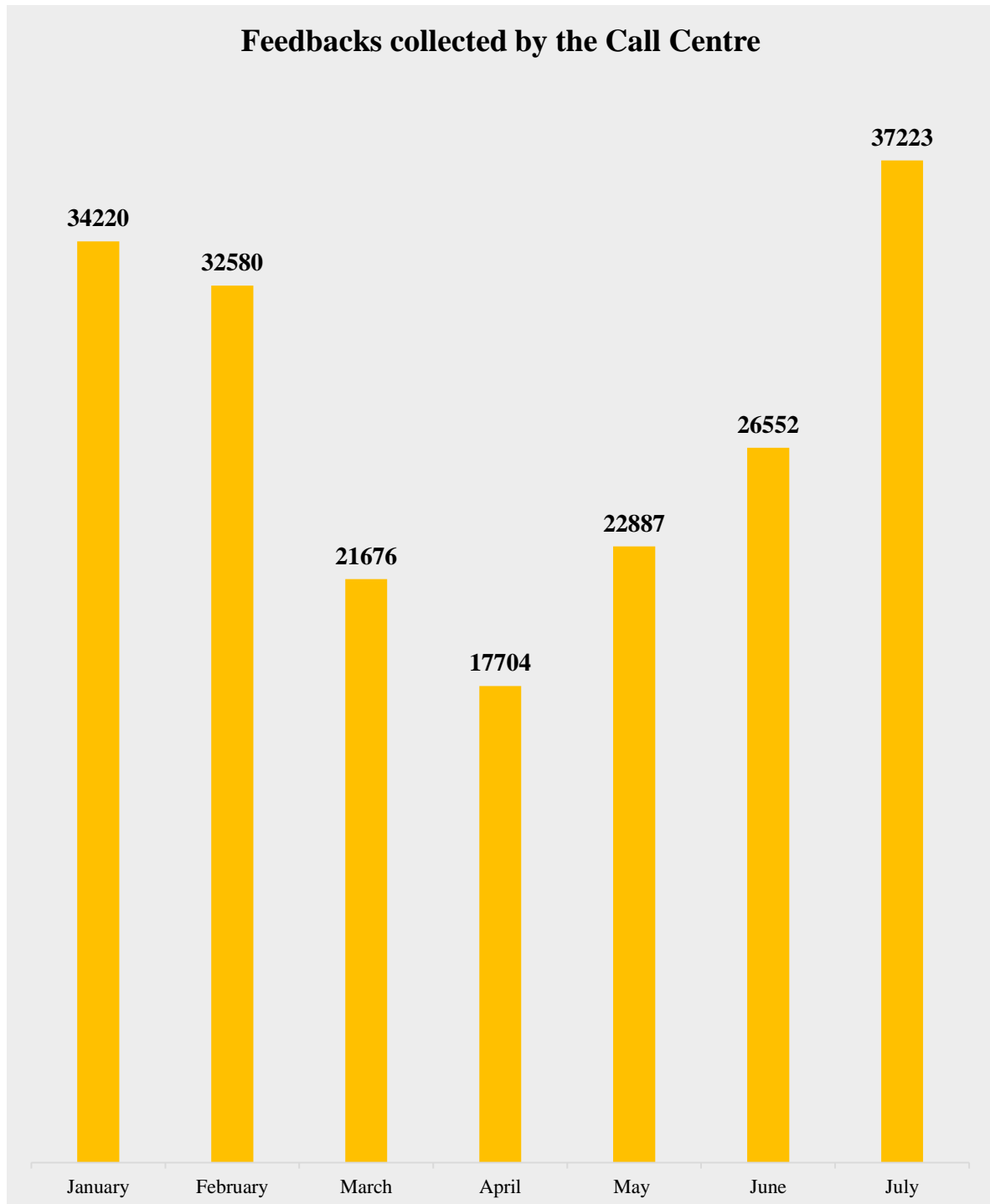
S. No.	Name of State	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Assam	32560	Pradhan Mantri Awaas Yojana - Gramin (Rural)	31442	96.57%
2	Uttar Pradesh	1962	PMKISAN related issues	928	47.30%
3	Punjab	1045	PMKISAN related issues	929	88.90%
4	Odisha	964	PMKISAN related issues	723	75.00%
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	115	11.93%
5	Jharkhand	670	PMKISAN related issues	580	86.57%
6	Andhra Pradesh	480	PMKISAN related issues	183	38.13%
7	West Bengal	415	PMKISAN related issues	187	45.06%
8	Madhya Pradesh	274	PMKISAN related issues	54	19.71%
9	Rajasthan	231	PMKISAN related issues	159	68.83%
10	Maharashtra	229	PMKISAN related issues	158	69.00%

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



5. Feedback Call Centre

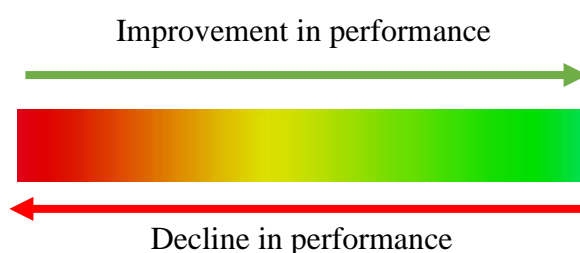
- From 1st January to 31st July, 2024, the Feedback Call Centre has collected **192842** feedbacks, directly from the citizens



- **Trend of Satisfaction across States/UTs for the feedbacks collected in the last 7 months:**

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24
1	Government of Uttar Pradesh	32%	39%	37%	34%	37%	34%	36%
2	Government of Rajasthan	34%	38%	38%	32%	37%	38%	38%
3	Government of Madhya Pradesh	23%	27%	25%	29%	29%	28%	27%
4	Government of Gujarat	34%	38%	36%	33%	39%	39%	37%
5	Government of Haryana	33%	36%	44%	36%	37%	39%	37%
6	Government of Punjab	62%	66%	64%	67%	67%	61%	60%
7	Government of Assam	68%	70%	75%	61%	74%	66%	60%
8	Government of Bihar	34%	35%	37%	33%	40%	39%	37%
9	Government of Jharkhand	54%	56%	55%	54%	55%	57%	54%
10	Government of NCT of Delhi	34%	27%	34%	31%	33%	30%	30%
11	Government of Uttarakhand	32%	34%	34%	32%	31%	33%	34%
12	Government of Tamil Nadu	31%	25%	32%	31%	30%	32%	32%
13	Government of Andhra Pradesh	39%	26%	23%	30%	35%	30%	32%
14	Government of Maharashtra	34%	34%	41%	35%	34%	33%	33%
15	Government of Chhattisgarh	39%	48%	42%	36%	42%	40%	40%
16	Government of Karnataka	23%	25%	30%	29%	42%	37%	41%
17	Government of Jammu and Kashmir	34%	35%	30%	40%	36%	37%	39%
18	Government of Telangana	21%	13%	16%	19%	28%	33%	31%
19	Government of Odisha	60%	69%	79%	48%	62%	44%	69%

*The above table contains data for States/UTs for which more than 1000 feedbacks have been collected in the past 7 months



6. Performance of States/UTs

Receipts

- For the month of July, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 24484 grievances, followed by Gujarat at 2nd place, with the number standing at 4819 registrations. Madhya Pradesh with 4033 receipts in July, completes the Top 3 positions
- Assam recorded 3755 grievances in the month of July, thus placing it 5th in the list, Haryana with 3439 registrations stands 7th in the list, with the Top 10 being closed by NCT of Delhi which has received 2550 grievances
- 17 States/UTs have received more than 1000 grievances in the month of July, 2024

Disposal

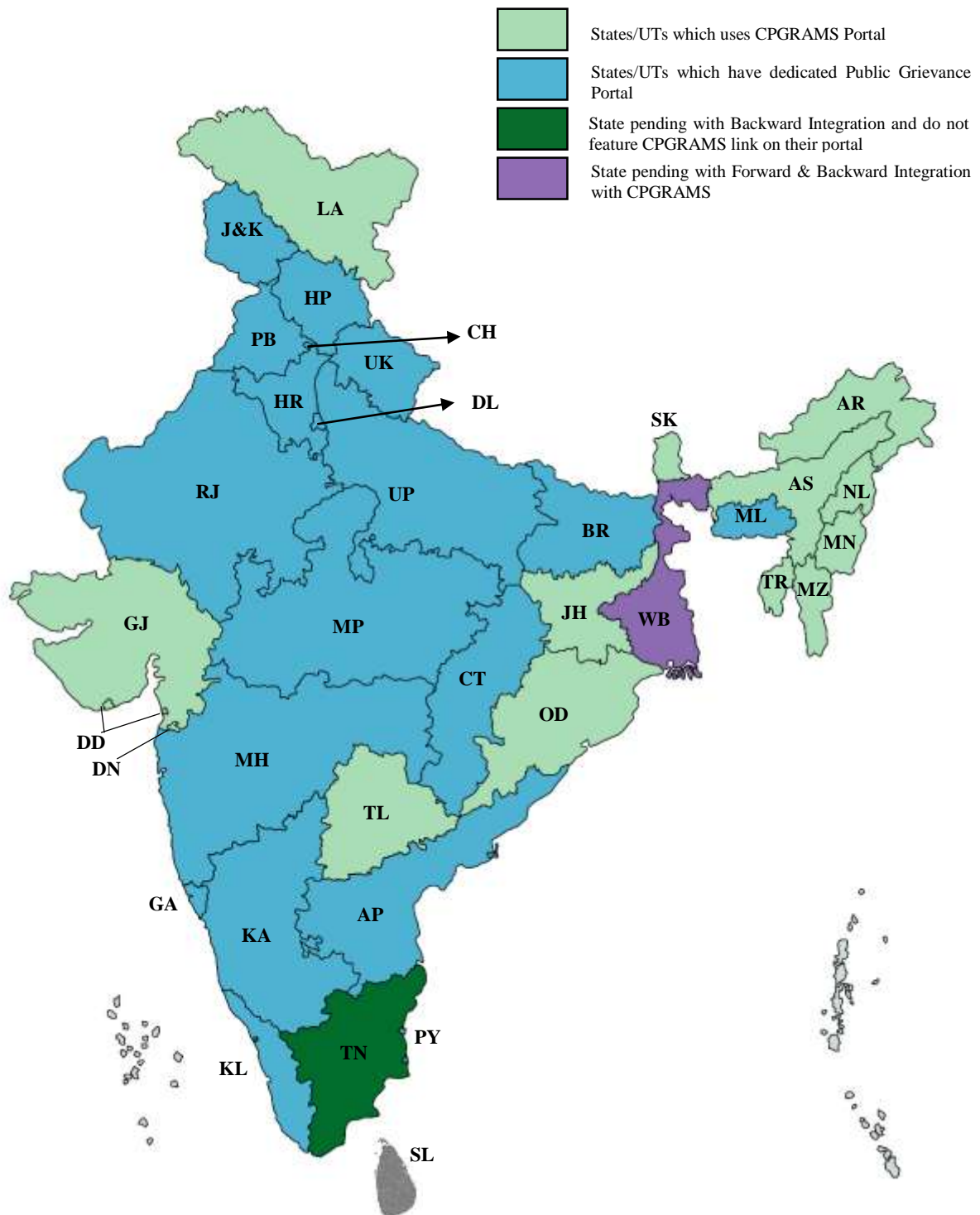
- In the month of July, 2024, Uttar Pradesh has disposed of the maximum number of grievances (26661) followed by Assam disposing of 7430 grievances and Gujarat at the 3rd place, disposing of 5362 grievances
- Maharashtra has disposed 3132 grievances, and stands at the 5th position, Jharkhand with 2983 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 July, 2024

Pendency

- 6 States have a pendency of more than 10000 grievances, as on 31st July, 2024
- West Bengal with a pendency of 34281 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 27875 pending grievances, Odisha with a pendency of 15561 grievances stands at the 3rd position
- Karnataka with a pendency of 14582 grievances stands at the 4th position, Uttar Pradesh with 13752 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 7848 grievances as on 31st July, 2024

7. 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.



8. 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, 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			

- 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

Financial Year 2024-25

- **Proposals from 15 States have been received by the department and are under process:**

1. Kerala

2. Arunachal Pradesh

3. Jammu & Kashmir

4. Assam

5. Tamil Nadu

6. Rajasthan

7. Madhya Pradesh

8. Andhra Pradesh

9. Telangana

10. Goa

11. Gujarat

12. Uttar Pradesh

13. Himachal Pradesh

States/UTs are requested to submit the proposal for FY 2024-25 as per the new guidelines of the Sevottam Scheme to partha.bhaskar@gov.in and p.pandey@nic.in

Deadline for submitting the proposals has been extended up to 18th August, 2024, proposals submitted after 18th August, 2024, will not be considered.

DO Letter sent to States/UTs

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



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आजादी का
अमृत महोत्सव

सचिव, सरकार,
कार्मिक, लोक शिकायत तथा निगम निरीक्षण,
प्रशासनिक सुधार और लोक शिकायत विभाग,
संयुक्त भवन बंगला, संसद भवन,
ए-102 दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PERSONNEL
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
(SHILPA NIGRAH BHAVAN, SANJHA BHAVAN)
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



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

Ph. : 91-11-23742133, Fax : 91-11-23742546 Email : vsrinivas@nic.in, secy-arpg@nic.in

वी. श्रीनिवास, आई.ए.एस.

V. Srinivas, IAS

सचिव

SECRETARY



सत्यमेव जयते



जावादी न
अमृत महोत्सव

सरतः सचिव,
कर्मिक, लोक शिकायत तथा वेतन नरोधक,
प्रशासनिक सुधार और लोक शिकायत विभाग,
सरदार वल्लभ भावन, संसद भवन,
नई दिल्ली-110001
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC RELATIONS & PENSION
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
SARDAR PATEL BHAVAN, SANDHA MARG,
NEW DELHI 110001

D.O.No.13011/1/2023-PG-DARPG(e-8283)

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.

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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



सूचना का
अधिकार

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

Ph. : 91-11-23742133, Fax : 91-11-23742546 Email : vsrinivas@nic.in, secy-arpg@nic.in

9. Sevottam Scheme Portal

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 three Financial Years are as follows:

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8496
2	2023-24	216	7652
3	2024-25	25	933
TOTAL		521	17081

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	-	-	17
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)	6	274	3
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			216	7652	67

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	21	833	-
2	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	3	68	2
3	Telangana	Dr. MCR HRD Institute, Hyderabad	1	32	1
4	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	-	-	1
TOTAL			25	933	4

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/>]

10. Success Stories

Grievance of Shri Karthik M

Regarding Construction Material Obstruction and Unauthorized Parking near School premises

Shri Karthick M filed a grievance on the CPGRAMS Portal with the Government of Puducherry about construction materials and unauthorized vehicle parking obstructing Amrita Vidyalayam School in JJ Nagar, Moolakulam. The Station House Officer (SHO) promptly addressed the issue by instructing that all construction materials be stored within the property limits to ensure free movement and accessibility. Additionally, to further ensure the safety and convenience of the school children, the zonal Sub-Inspector (SI) was instructed to regularly monitor the area during routine patrols. These actions were taken to maintain a safe and obstruction-free environment around the school premises.

Grievance of Shri Srikant S

Regarding Refund for Returned Items from a Store

On May 1, 2024, the complainant's parents purchased few items worth Rs. 2900 from Shree Ramdev Fancy Store for an upcoming function, which was subsequently cancelled due to the death of a family member. They attempted to return the items on May 4, 2024, but were advised by the shop staff to return on May 6. On that date, the shop owner agreed to refund Rs. 2000, but failed to provide the refund immediately, citing various excuses in subsequent phone calls. Despite being warned about potential police involvement; the refund was not processed promptly. The complainant had to repeatedly follow up and escalate the matter. Finally, after persistent efforts by the police department, the shop owner refunded Rs. 2000 on June 13, 2024. The complainant received the amount in full and expressed his gratitude to CPGRAMS and Puducherry Police Department.

Grievance of Shri Sundarmoorthy

Regarding Overflow of Water on the Road from House Water Tank

The residents of Vinoba Nagar, Puducherry, lodged a grievance on the CPGRAMS Portal with the Government of Puducherry concerning water overflowing from a house water tank at New Street, which was causing road accidents and posing a significant safety risk. The issue was addressed promptly, and within 2 days, effective measures were taken to resolve the problem. The counter-petitioner, Shri Sundaramoorthy, confirmed in a written letter that the overflow issue had been rectified and that there were no further problems related to this matter. The quick resolution of this grievance ensured that the safety of the road and the well-being of the residents were restored. The grievance was thus resolved satisfactorily by the police department, within 2 days.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

90,686 public grievances redressed by Central Ministries/Departments from 1st to 11th July, 2024

25,989 public grievances redressed by States/UTs from 1st to 11th July, 2024

Posted On: 12 JUL 2024 5:24PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

1,43,650 public grievance redressed by Central Ministries/Departments from 1st to 18th July, 2024

38,934 public grievances redressed by States/UTs from 1st to 18th July, 2024

Posted On: 19 JUL 2024 8:33PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Government Enhances Grievance Redressal and launches Special Campaigns for Widows' Pension Assistance

"Grievances of Citizens from even remotest part of the country being addressed by CPGRAMS portal within a time bound manner" says Union Minister Dr. Jitendra Singh

Posted On: 31 JUL 2024 4:56PM by PIB Delhi

Himanta Biswa Sarma @himantabiswa

Happy to note that for last 3 years Assam continues to be a top performer State in resolving public grievances. A testament to our government's ability to have its feet and ear to the ground.

We will continue to work until our mechanism is the best in class.

#AssamLeads

11:28 AM · Jul 13, 2024 · 14.4K Views

Chief Minister Assam @CMOfficeAssam

Assam Ranks High On Public Grievance Redressal

Assam Ranks High On Public Grievance Redressal, CM Reveals

From pratidintime.com

8:11 AM · Jul 15, 2024 · 1,468 Views

PIB India @PIB_India

Grievances resolved in CPGRAMS along with notable success stories

90,686 public grievances redressed by Central Ministries/Departments from 1st to 11th July, 2024

25,989 public grievances redressed by States/UTs from 1st to 11th July, 2024

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

@DARPG_Gol

PIB India @PIB_India

Grievances resolved in CPGRAMS along with notable success stories

1,43,650 public grievance redressed by Central Ministries/Departments from 1st to 18th July, 2024

38,934 public grievances redressed by States/UTs from 1st to 18th July, 2024

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

@DARPG_Gol

CSC CSCeGov @CSCegov_

"#CSC has transformed governance through digital technology & by bridging the internet-rich divide. #CPGRAMS Day is celebrated on the 20th of every month to demonstrate commitment to a robust grievance redressal mechanism."

- V Srinivas, IAS, Secretary, @DARPG_Gol

#15YearsOfCSC

CSC CSCeGov @CSCegov_

Thank you, Shri @svoruganti1466 Ji, for joining us at #CSCDiwas and celebrating #15YearsOfCSC with your enlightening speech. Here's to many more years of @DARPG_Gol & @CSCegov_ partnership and helping citizens across the country!

#CPGRAMS #DigitalIndia

CNBC-TV18 @CNBCTV18Live

Govt grievance redressal portal gets 14 lakh complains in first 6 months of this year, #PMAY tops list | Q&A

@TimsyJaipuria



Govt grievance redressal portal gets 14 lakh complains in first 6 months of this year, PM...

From onbtv18.com

9:59 AM · Jul 19, 2024 · 4,767 Views

CNBC-TV18 @CNBCTV18News

Union gov't grievance redressal department gets 14 lakh complaints in the last 6 months over welfare schemes. The PM Awas Yojana scheme to build rural housing tops the list with nearly 5 lakh complaints in 6 months. @TimsyJaipuria reports

#PMAwasYojana #WelfareScheme #GovtScheme



COMPLAINTS AGAINST GOVT SCHEMES		
In 6 Months Of 2024		
4.79 Lakh	51,851	20,565
PM Awas Yojana	PM Kisan	EPFO

Source: CPGRAMS Portal

BUSINESS 360
Complaints Over Govt's Welfare Schemes On The Rise

0:57 / 5:23

6:40 PM · Jul 18, 2024 · 2,588 Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15929	24484	40413	26661	13752
2	Government of Gujarat	8391	4819	13210	5362	7848
3	Government of Madhya Pradesh	4841	4033	8874	3111	5763
4	Government of Maharashtra	26989	4018	31007	3132	27875
5	Government of Assam	12687	3755	16442	7430	9012
6	Government of Rajasthan	2114	3570	5684	2649	3035
7	Government of Haryana	11677	3439	15116	3349	11767
8	Government of Bihar	8715	3072	11787	2943	8844
9	Government of Jharkhand	6265	2655	8920	2983	5937
10	Government of NCT of Delhi	4609	2550	7159	2510	4649

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15929	24484	40413	26661	13752
2	Government of Assam	12687	3755	16442	7430	9012
3	Government of Gujarat	8391	4819	13210	5362	7848
4	Government of Haryana	11677	3439	15116	3349	11767
5	Government of Maharashtra	26989	4018	31007	3132	27875
6	Government of Madhya Pradesh	4841	4033	8874	3111	5763
7	Government of Jharkhand	6265	2655	8920	2983	5937
8	Government of Bihar	8715	3072	11787	2943	8844
9	Government of Rajasthan	2114	3570	5684	2649	3035
10	Government of NCT of Delhi	4609	2550	7159	2510	4649

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14613	145054	159667	145915	13752
2	Government of Gujarat	6920	32537	39457	31609	7848
3	Government of Assam	9451	30133	39584	30572	9012
4	Government of Maharashtra	14601	24862	39463	11588	27875
5	Government of Madhya Pradesh	6469	22431	28900	23137	5763
6	Government of Punjab	3400	21851	25251	21583	3668
7	Government of Rajasthan	4823	20149	24972	21937	3035
8	Government of Haryana	11536	19902	31438	19671	11767
9	Government of Bihar	7732	17811	25543	16699	8844
10	Government of Jharkhand	5833	14902	20735	14798	5937

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14613	145054	159667	145915	13752
2	Government of Gujarat	6920	32537	39457	31609	7848
3	Government of Assam	9451	30133	39584	30572	9012
4	Government of Madhya Pradesh	6469	22431	28900	23137	5763
5	Government of Rajasthan	4823	20149	24972	21937	3035
6	Government of Punjab	3400	21851	25251	21583	3668
7	Government of Odisha	25942	10891	36833	21272	15561
8	Government of Haryana	11536	19902	31438	19671	11767
9	Government of Bihar	7732	17811	25543	16699	8844
10	Government of Jharkhand	5833	14902	20735	14798	5937

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25602	8770	34372	91	34281
2	Government of Maharashtra	14601	24862	39463	11588	27875
3	Government of Odisha	25942	10891	36833	21272	15561
4	Government of Karnataka	10589	9767	20356	5774	14582

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
5	Government of Uttar Pradesh	14613	145054	159667	145915	13752
6	Government of Haryana	11536	19902	31438	19671	11767
7	Government of Assam	9451	30133	39584	30572	9012
8	Government of Bihar	7732	17811	25543	16699	8844
9	Government of Tamil Nadu	5840	12222	18062	9351	8711
10	Government of Gujarat	6920	32537	39457	31609	7848
11	Government of Jharkhand	5833	14902	20735	14798	5937
12	Government of Madhya Pradesh	6469	22431	28900	23137	5763
13	Government of Himachal Pradesh	4064	1937	6001	955	5046
14	Government of NCT of Delhi	4077	14707	18784	14135	4649
15	Government of Kerala	877	4550	5427	1322	4105
16	Government of Jammu and Kashmir	2050	5055	7105	3169	3936
17	Government of Punjab	3400	21851	25251	21583	3668
18	Government of Rajasthan	4823	20149	24972	21937	3035
19	Government of Uttarakhand	2662	8686	11348	8797	2551
20	Government of Andhra Pradesh	7159	5114	12273	10984	1289
21	Government of Chhattisgarh	1301	6101	7402	6221	1181
22	Government of Nagaland	977	208	1185	21	1164

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Jul, 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	208	1185	21	1164	105	98.23%
2	Government of Mizoram	282	312	594	21	573	197	96.46%
3	Government of Meghalaya	328	533	861	238	623	93	72.36%
4	Government of Arunachal Pradesh	124	276	400	211	189	43	47.25%
5	Government of Sikkim	17	88	105	80	25	33	23.81%
6	Government of Assam	9451	30133	39584	30572	9012	93	22.77%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
7	Government of Manipur	3293	823	4116	3182	934	447	22.69%
8	Government of Tripura	358	827	1185	967	218	108	18.40%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
1	Government of West Bengal	25602	8770	34372	91	34281	32875
2	Government of Maharashtra	14601	24862	39463	11588	27875	23919
3	Government of Odisha	25942	10891	36833	21272	15561	13232
4	Government of Karnataka	10589	9767	20356	5774	14582	13044
5	Government of Haryana	11536	19902	31438	19671	11767	9020
6	Government of Tamil Nadu	5840	12222	18062	9351	8711	6931
7	Government of Assam	9451	30133	39584	30572	9012	6453
8	Government of Bihar	7732	17811	25543	16699	8844	6185
9	Government of Himachal Pradesh	4064	1937	6001	955	5046	4755
10	Government of Jharkhand	5833	14902	20735	14798	5937	4408

Annexure 2: Average Closing Time – Jan to Jul, 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	3903	8
2	Government of Andaman & Nicobar	988	9
3	Government of Kerala	1322	10
4	Government of Jammu and Kashmir	3169	23
5	Government of West Bengal	91	27
6	Government of Uttar Pradesh	145915	30
7	Government of Sikkim	80	33
8	Government of Puducherry	1048	37
9	Government of Chhattisgarh	6221	42
10	Government of Arunachal Pradesh	211	43



Department of Administrative Reforms and Public Grievances

Government of India

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