



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

August 2024

[Report Number 25]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- On **23rd August, 2024**, the department has issued comprehensive guidelines for handling public grievances in line with the **Hon'ble Prime Minister's** directions for making grievance redressal time-bound, accessible and meaningful
- The 2024 Policy Guidelines reiterate the Government's commitment for **Effective Grievance Redressal** and manifest the technology improvements undertaken with the 10-step reform process adopted
- **90,684 new users** registered on the CPGRAMS Portal in August, 2024
- **39,276 grievances** were registered through CSCs on the CPGRAMS Portal in August, 2024
- In the last three Financial Years (2022-23, 2023-24, 2024-25), **533 training courses** have been completed, in which ~ **17,644 officers** have been trained

2. Status of Public Grievances on CPGRAMS

- In August, 2024, **67,936 PG cases** were received for the States/UTs and **63,773 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **70,067 PG cases at the end of July, 2024**, to **63,773 PG cases at the end of August, 2024**

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st August, 2024
- For States/UTs, as on 31st August, 2024, there exists a pendency of **2,03,043 PG cases**
- The pendency in the States/UTs has **increased** from **1,98,869 PG cases at the end of July, 2024** to **2,03,043 PG cases at the end of August, 2024**

4. Feedback Call Centre

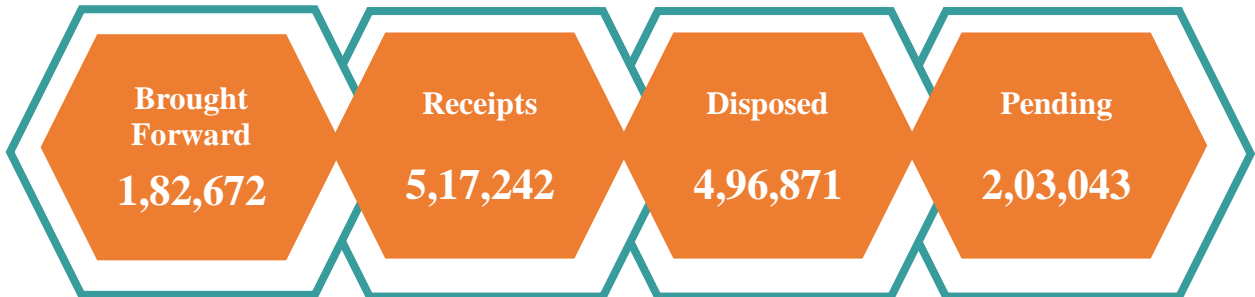
- In August, 2024, the Feedback Call Centre collected **94,275 feedbacks**, out of the total feedbacks collected, **~54 %** citizens expressed satisfaction with the resolution provided to their respective grievances
- In August, 2024, **32,052 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~38 %** citizens expressed satisfaction with the resolution provided

The key highlights of the Comprehensive Guidelines for Handling Public Grievances are as follows:

1. An integrated user-friendly grievance filing platform with CPGRAMS www.pgportal.gov.in being the common open platform on which grievances can be registered by citizens which will operate as a single window experience.
2. Appointment of Nodal Officers for Public Grievances in all Ministries/ Departments who will address grievances promptly, fairly and efficiently. Ministries/ Departments with high grievance loads to have dedicated Nodal Officers.
3. The Role of the Nodal Officer is effective categorization, monitoring pendency, examine the feedback for process and policy improvements, undertake root cause analysis, collation of monthly data sets and supervisory oversight of the Grievance Redressal Officers of the Ministry/ Department.
4. Dedicated Grievance Cells shall be set-up in every Ministry/ Department with sufficient resources having knowledge of schemes and activities.
5. The timelines for effective grievance redressal have been reduced to 21 days. In cases where grievance redressal is likely to take longer, citizens shall be given an interim reply.
6. An escalation process has been envisaged with the appointment of appellate officers and sub-nodal appellate officers in Ministries/ Departments.
7. The Redressal of Grievances shall be undertaken in a whole of government approach and action taken report shall be filed by the grievance redressal officers on CPGRAMS.
8. The feedback on disposed grievances shall be sent to the citizen by SMS and email. Every disposed grievance, feedback shall be collected through the feedback call centre and if the citizen is not satisfied he can file an appeal to the next senior authority.
9. Government will undertake an analysis of the feedback from citizens using the AI powered analytical tools – the tree dashboard and the intelligent grievance monitoring dashboard.
10. A grievance redressal assessment index for ranking Ministries/ Departments shall be issued on a monthly basis.
11. Training and Capacity building of grievance officers on CPGRAMS shall be conducted through 36 Administrative Training Institutes of States/ UT's under the SEVOTTAM scheme.
12. Ministries/ Departments are encouraged to periodically review grievance redressal in Senior Officers Meetings and ensure adequate communication and awareness of the grievance redressal systems amongst all stakeholders.

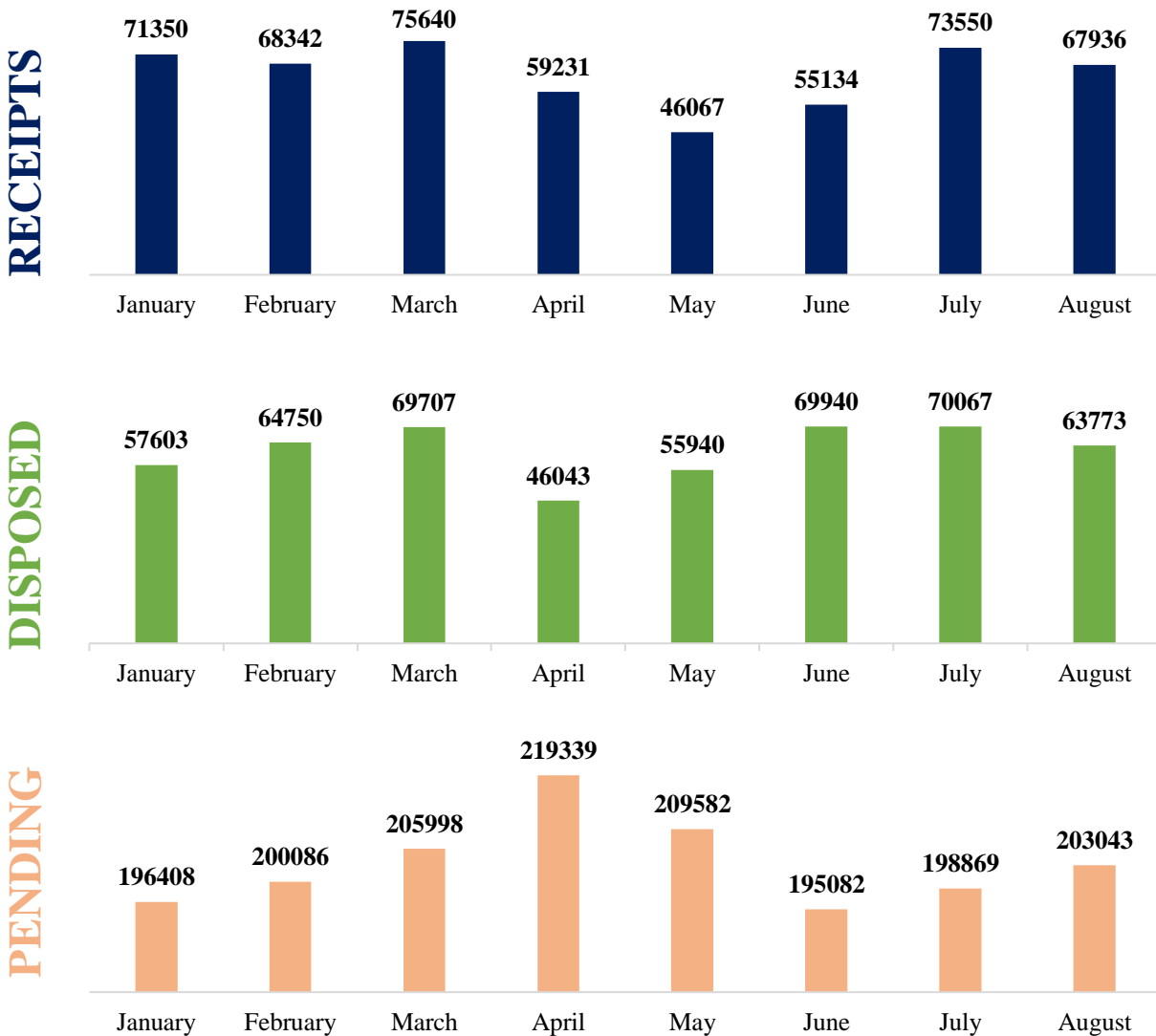
2. Review of Status of Grievances

2.1. Overview



(Time Period: 01/01/2024 to 31/08/2024)

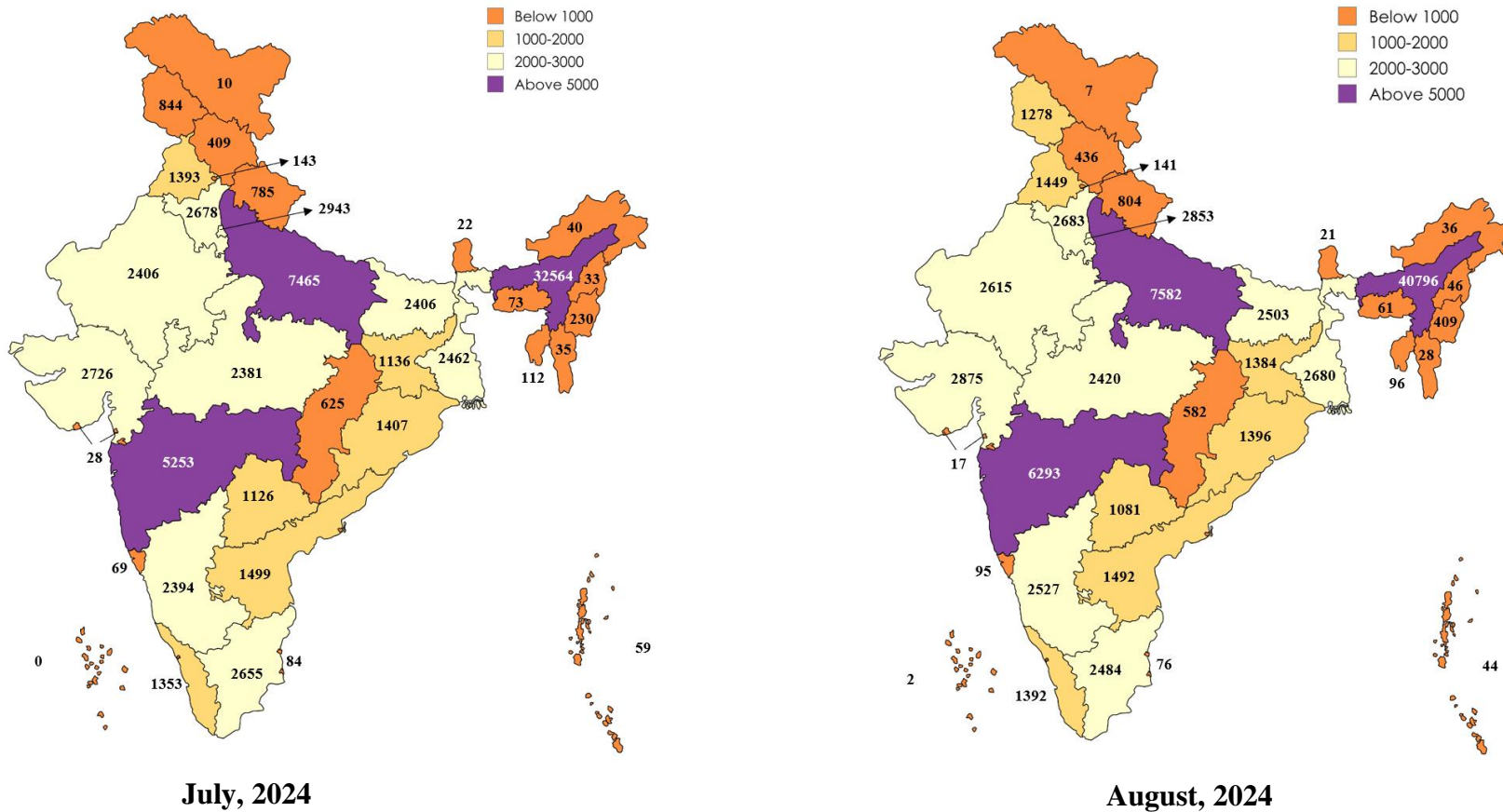
2.2. Month-wise Status of Grievances



3. New User Registrations

A total of **90,684** new users have registered on CPGRAMS in August, 2024, through various channels, out of which, **40,796** registrations are from Assam.

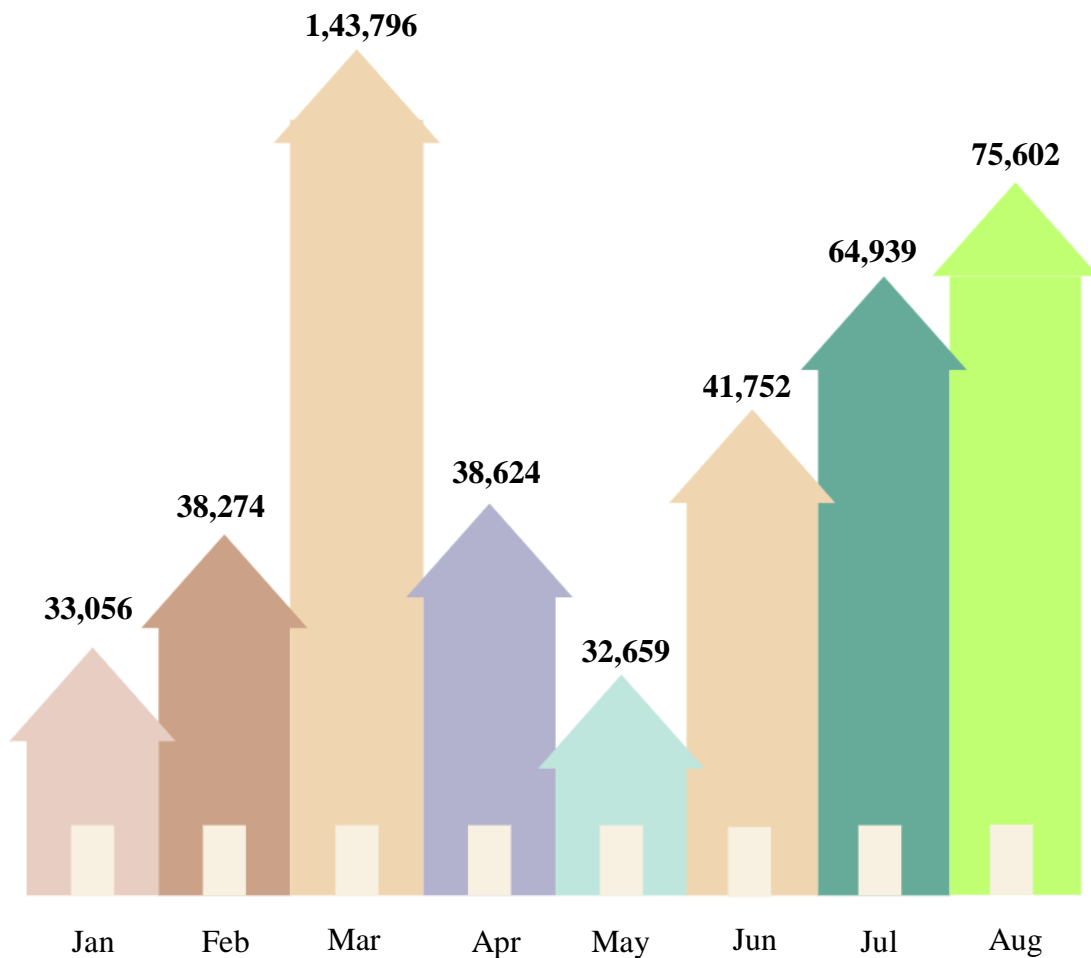
Comparison of States/UTs from which new users have registered on CPGRAMS in July and August, 2024:



- **User Registration on CPGRAMS in the last 8 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49,543
2	February	50,109
3	March	1,62,135
4	April	53,134
5	May	49,486
6	June	64,367
7	July	79,848
8	August	90,684
TOTAL		5,99,306

User-Registrations through CPGRAMS Portal



4. Outreach through Common Service Centres

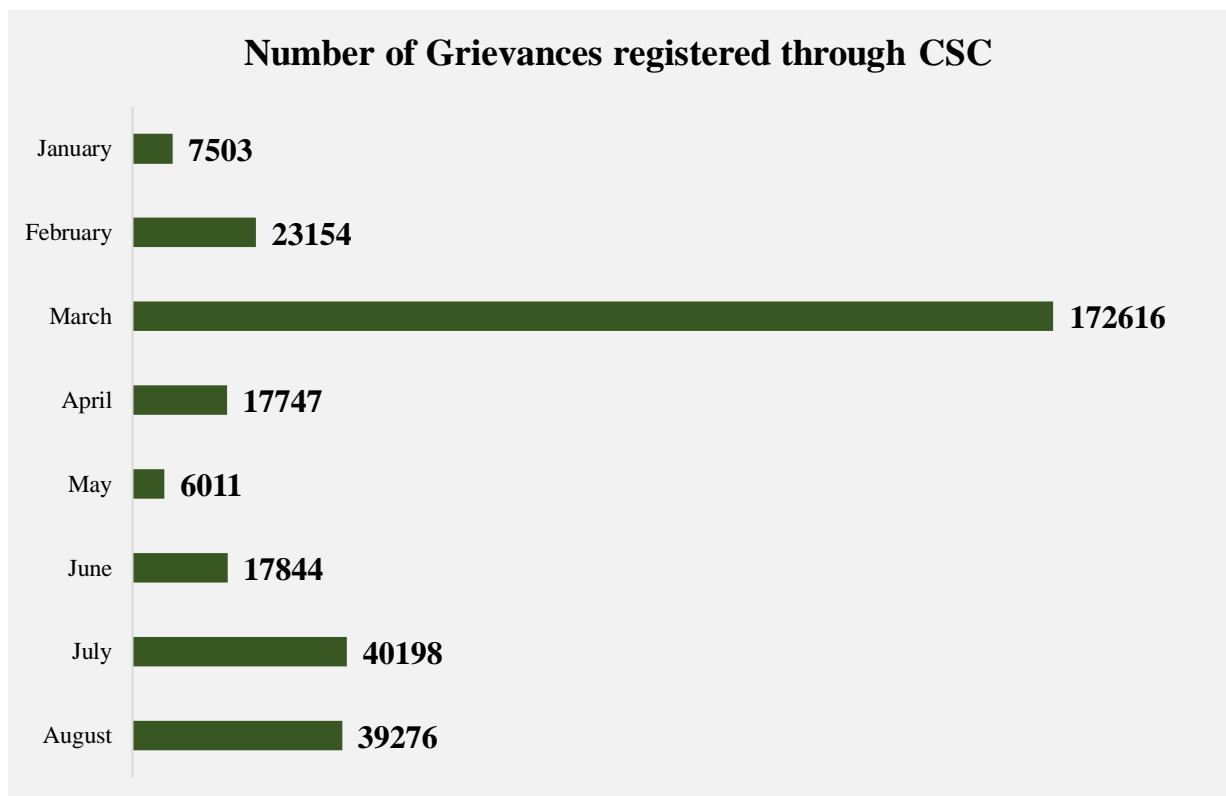
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



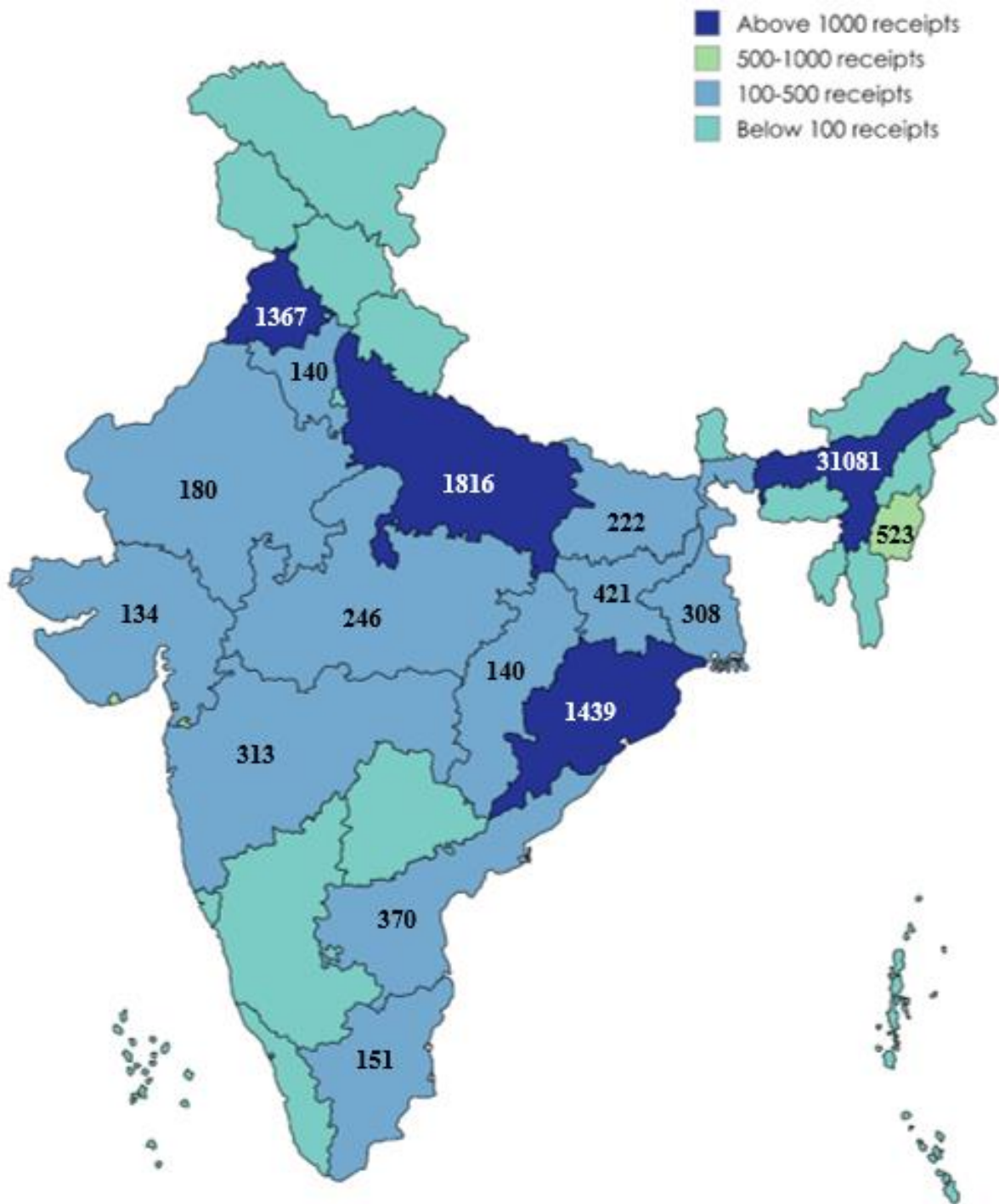
(Time Period: 01/08/2024 to 31/08/2024)

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 39,276 grievances have been registered through the Common Service Centres in the month of August, 2024**



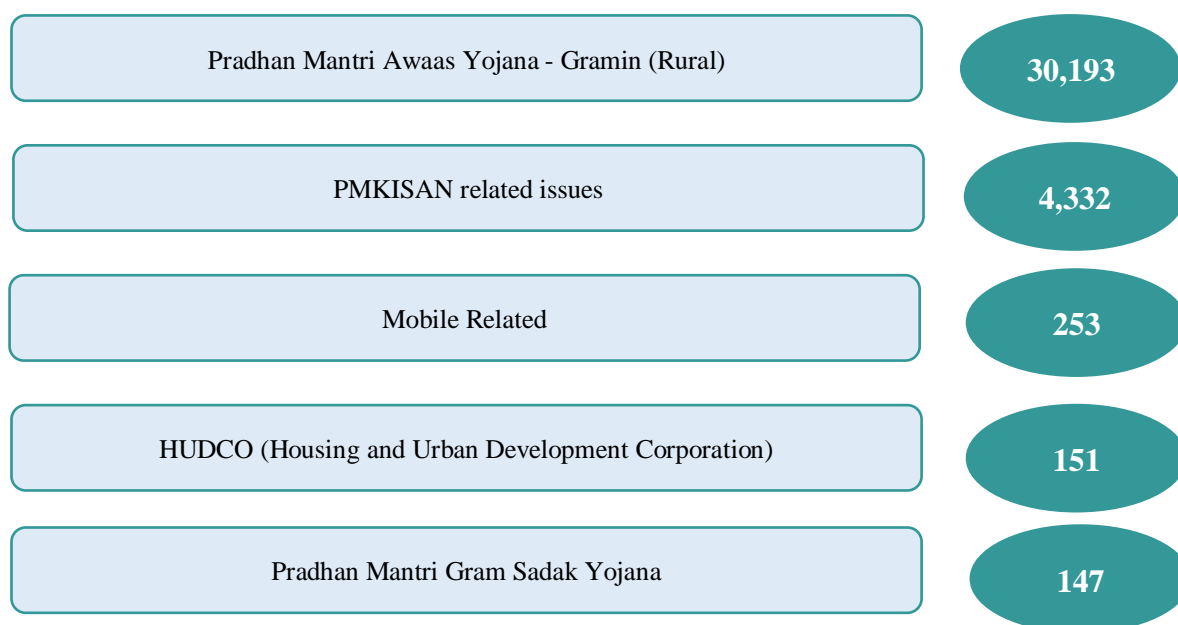
- States/UTs from which more than 100 grievances were registered through CSCs:



- 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	31081	Pradhan Mantri Awaas Yojana - Gramin (Rural)	30079	96.78%
			HUDCO (Housing and Urban Development Corporation)	143	0.46%
2	Uttar Pradesh	1816	PMKISAN related issues	716	39.43%
3	Odisha	1439	PMKISAN related issues	631	43.85%
4	Punjab	1367	PMKISAN related issues	1261	92.25%
5	Manipur	523	PMKISAN related issues	521	99.62%
6	Jharkhand	421	PMKISAN related issues	341	81.00%
7	Andhra Pradesh	370	PMKISAN related issues	65	17.57%
8	Maharashtra	313	PMKISAN related issues	207	66.13%
9	West Bengal	308	PMKISAN related issues	72	23.38%
10	Madhya Pradesh	246	PMKISAN related issues	54	21.95%

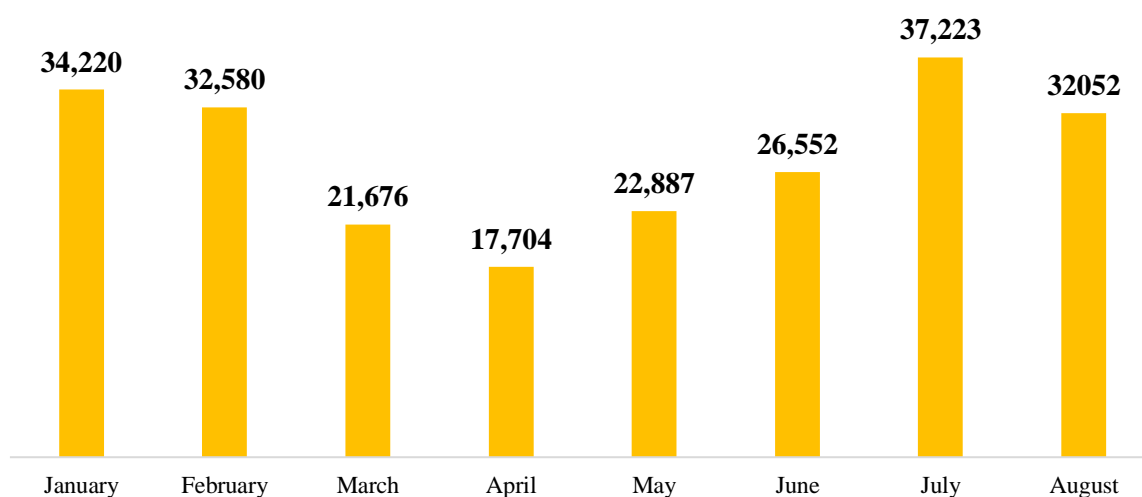
- Top 5 categories for which the maximum grievances were registered through CSCs:



5. Feedback Call Centre

- From 1st January to 31st August, 2024, the Feedback Call Centre has collected **2,24,894** feedbacks for the States/UTs, directly from the citizens

Feedbacks collected by the Call Centre

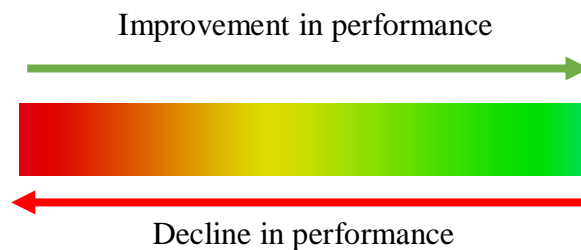


- Trend of Satisfaction across States/UTs for the feedbacks collected in the last 8 months:**

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24
1	Government of Uttar Pradesh	32%	39%	37%	34%	37%	34%	36%	36%
2	Government of Rajasthan	34%	38%	38%	32%	37%	38%	38%	37%
3	Government of Madhya Pradesh	23%	27%	25%	29%	29%	28%	27%	27%
4	Government of Gujarat	34%	38%	36%	33%	39%	39%	37%	36%
5	Government of Haryana	33%	36%	44%	36%	37%	39%	37%	35%
6	Government of Punjab	62%	66%	64%	67%	67%	61%	60%	60%
7	Government of Bihar	34%	35%	37%	33%	40%	39%	37%	37%
8	Government of Assam	68%	70%	75%	61%	74%	66%	60%	68%
9	Government of Jharkhand	54%	56%	55%	54%	55%	57%	54%	53%
10	Government of NCT of Delhi	34%	27%	34%	31%	33%	30%	30%	27%

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24
11	Government of Maharashtra	34%	34%	41%	35%	34%	33%	33%	34%
12	Government of Uttarakhand	32%	34%	34%	32%	31%	33%	34%	32%
13	Government of Tamil Nadu	31%	25%	32%	31%	30%	32%	32%	33%
14	Government of Andhra Pradesh	39%	26%	23%	30%	35%	30%	32%	48%
15	Government of Chhattisgarh	39%	48%	42%	36%	42%	40%	40%	40%
16	Government of Karnataka	23%	25%	30%	29%	42%	37%	41%	32%
17	Government of Odisha	60%	69%	79%	48%	62%	44%	69%	71%
18	Government of Jammu and Kashmir	34%	35%	30%	40%	36%	37%	39%	0%
19	Government of Telangana	21%	13%	16%	19%	28%	33%	31%	29%
20	Government of Kerala	11%	7%	13%	16%	15%	26%	19%	18%
21	Government of Union Territory of Chandigarh	20%	23%	23%	26%	30%	23%	35%	30%
22	Government of Puducherry	20%	28%	15%	26%	39%	40%	39%	20%
23	Government of Himachal Pradesh	59%	52%	47%	57%	47%	55%	31%	55%
24	Government of Tripura	58%	59%	50%	65%	45%	55%	50%	54%
25	Government of Andaman & Nicobar	49%	54%	37%	44%	56%	52%	36%	37%
26	Government of Manipur	50%	42%	75%	67%	58%	61%	52%	60%
27	Government of Goa	54%	63%	21%	29%	47%	36%	22%	26%
28	Government of Meghalaya	36%	56%	0%	75%	74%	89%	56%	61%

**The above table contains data for States/UTs for which more than 100 feedbacks have been collected in the past 8 months*



6. Performance of States/UTs

Receipts

- For the month of August, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 23,017 grievances, followed by Assam at 2nd place, with the number standing at 4,271 registrations. Gujarat with 4,248 receipts in August, completes the Top 3 positions
- Madhya Pradesh recorded 3,218 grievances in the month of August, thus placing it 5th in the list, Rajasthan with 2,828 registrations stands 7th in the list, with the Top 10 being closed by NCT of Delhi which has received 2,435 grievances
- 16 States/UTs have received more than 1000 grievances in the month of August, 2024

Disposal

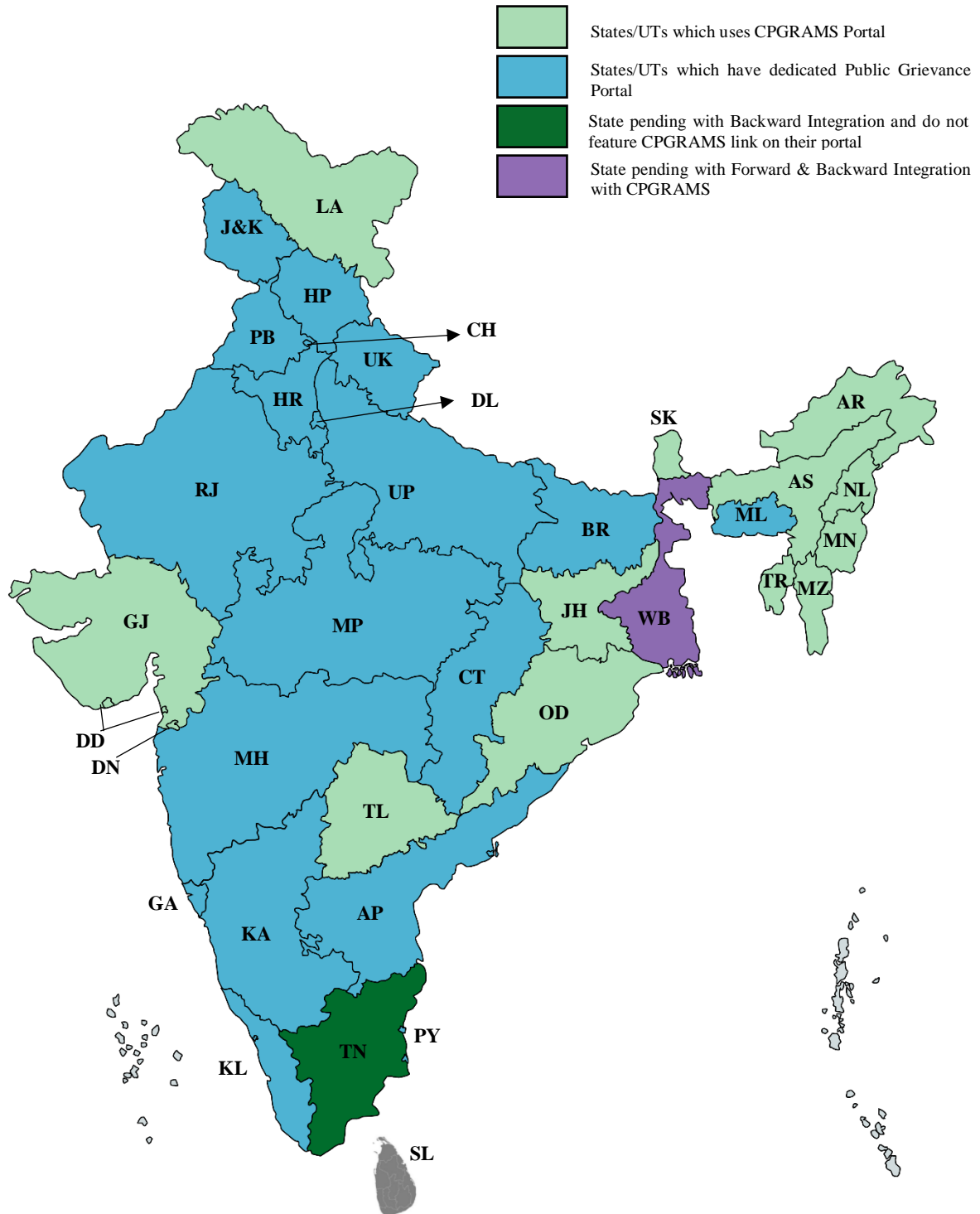
- In the month of August, 2024, Uttar Pradesh has disposed of the maximum number of grievances (22,656) followed by Assam disposing of 5,447 grievances and Gujarat at the 3rd place, disposing of 4,808 grievances
- Maharashtra has disposed 4,669 grievances, and stands at the 4th position, Bihar with 2,482 disposals stands at the 8th position in terms of disposal of grievances
- 14 States/UTs have disposed more than 1000 grievances in the month of August, 2024

Pendency

- 6 States have a pendency of more than 10000 grievances, as on 31st August, 2024
- West Bengal with a pendency of 35,528 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 27,195 pending grievances, Karnataka with a pendency of 15,682 grievances stands at the 3rd position
- Odisha with a pendency of 15,399 grievances stands at the 4th position, Uttar Pradesh with 14,112 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 7,292 grievances as on 31st August, 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
- As per revised Guidelines of Sevottam Scheme issued by the Department on 3rd July, 2024, State ATIs would be provided financial assistance of Rs. 1500 per participant per day for conducting training programmes on Sevottam Model and Grievance Redressal
- In FY 2022-23, 19 ATIs were provided grants under Sevottam Scheme
- In FY 2023-24, 10 ATIs were provided grants under Sevottam Scheme

Financial Year 2024-25

- **Proposals from 23 ATIs have been received by the department and are under process:**

1. Kerala

2. Arunachal Pradesh

3. Jammu & Kashmir

4. Assam

5. Tamil Nadu

6. Haryana

7. Punjab

8. Tripura

9. Rajasthan

10. Madhya Pradesh

11. Andhra Pradesh

12. Telangana

13. Goa

14. Delhi

15. Meghalaya

16. Jharkhand

17. Gujarat

18. Uttar Pradesh

19. Himachal Pradesh

20. Mizoram

21. Uttarakhand

22. Manipur

23. Odisha

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

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	221	8000
3	2024-25	32	1148
TOTAL		533	17,644

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
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	9	563	-

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
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	13	541	-
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			221	8000	64

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	25	957	-
2	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	3	68	2
3	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	-	-	2
4	Telangana	Dr. MCR HRD Institute, Hyderabad	4	123	-
5	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	-	-	1
TOTAL			32	1148	5

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 Ankit Upreti

Pending issues with Rural Development & Panchayat Department, Andaman

Shri Ankit highlighted that the Satellite Services completed the contract with the department but the issuance of completion certificate along with the performance security money has not been released by the department. With reference to the pending issues concerning Satellite Services, it has been confirmed by the Assistant Accounts Officer, Zilla Parishad, N&M A, that the Performance Security Money was released and forwarded on 6th August, 2024. Additionally, the Completion Certificate was also issued. The grievance was resolved within 13 days of filing the grievance on the CPGRAMS portal.

Grievance of Shri Chinthala Raghu Babu

Non-Receipt of Driving License Card

Shri Chinthala reported that despite applying for a driving license and paying the required fees, he had not received his driving license card, and his application had been pending for over two years. Despite multiple attempts to contact the RTA office, he did not receive satisfactory responses. The resolution confirmed that the driving license card was printed and posted on March 14, 2024 resolving the grievance within 2 days of filing on the CPGRAMS portal.

Grievance of Shri Mukesh

Inconsistent Power Supply in Bhikam Colony, Faridabad, Haryana

Shri Mukesh reported a power supply issue in Bhikam Colony, Faridabad, Haryana, where one phase of electricity was functioning while the other was not, causing nightly power outages for the past six days. The resolution confirmed that the area in-charge JE inspected the site, identified the problem, and resolved it by replacing the transformer supply cable and repairing the LT fuse. The consumer was informed of the resolution via mobile on June 16, 2024.

Grievance of Shri Amit Mishra

Low Voltage Issues Affecting Crop Irrigation

The villages in the Basti district have experienced low voltage issues for nearly two months, leading to the inoperability of government tube wells and subsequent crop damage due to insufficient water supply. Despite repeated complaints to the Electricity Department, no effective action was taken initially. Additionally, the supply of Asanhara feeder from Bhanpur Power House is so unreliable that even charging phones is difficult. The concerned authorities have since replaced a damaged pole and restored normal supply to the village. The resolution was provided within 14 days of filing the grievance on the CPGRAMS portal.



Grievance of Shri Sunil Kumar Sonkar

Request for Immediate Issuance of Internship Certificate

Sunil Kumar Sonkar completed a Homeopathy Pharmacy course at ECI Institute of Homeopathic Pharmacy, Tamasa Marg, Miranpur Akbarpur, Ambedkar Nagar, during 2019-2021. Despite having paid the full course fees, the institute is demanding an additional **Rs 30,000/-** for the internship certificate. The citizen urgently needs this certificate to apply for a pharmacy vacancy announced by the Subordinate Services Selection Board, with the last date being July 19, 2024. The certificate is also required for registration with the Homeopathic Medicine Board, which is a time-consuming process. A letter has been issued to the institute to expedite the process and promptly provide the certificate.



11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions

Union Minister Dr. Jitendra Singh highlights Successful Implementation of 10-Step CPGRAMS Reforms, drastically improving grievance redressal efficiency

Posted On: 07 AUG 2024 5:45PM by PIB Delhi

Dr. Jitendra Singh, Union Minister of State (Independent Charge) for Science and Technology, Minister of State (Independent Charge) for Earth Sciences, MoS PMO, Department of Atomic Energy, Department of Space, and MoS Personnel, Public Grievances and Pensions stated that in the year 2022 the 10-step CPGRAMS reforms process was adopted by Government for improving quality of disposal and reducing the time lines for grievance redressal while answering an Unstarred Question in Lok Sabha Today.

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 24th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of July, 2024

73,550 PG cases were received by States/UTs in July, 2024

A total of 70,067 grievances redressed by States/UTs in July, 2024 Pendency in States/UTs stands at 1,98,869 grievances

Posted On: 09 AUG 2024 7:29PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Grievances resolved in CPGRAMS along with notable success stories

26,106 public grievances redressed by States/UTs from 1st to 12th August, 2024

Posted On: 14 AUG 2024 12:27PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions

Union Government issues Comprehensive Guidelines for Handling Public Grievances

Posted On: 26 AUG 2024 5:46PM by PIB Delhi

Himanta Biswa Sarma @himantabiswa

I am happy to share that like previous months, in July also Assam has been one of the Top States in grievance redressal of its citizens.

In July, Assam disposed 7,430 cases, 2nd highest in the country while from Jan-Jul, 30,572 cases were resolved, third highest in the country.

Cum Number of Disposal - Jan to Jul, 2024				Maximum Number of Disposals - July, 2024			
State/UT	Brought Forward	Receipts	Total Grievances	State/UT	Brought Forward	Receipts	Total Grievances
Andhra Pradesh	14613	145054	159667	Uttar Pradesh	15029	24484	40413
Assam	4920	32537	39457	West Bengal	12687	3755	16442
Bihar	9451	30133	39584	Madhya Pradesh	8391	4819	13210
Chhattisgarh	6469	22431	28900	Odisha	11677	3429	15116
Goa	4823	20149	24972	Kerala	20989	4018	25007
Gujarat	3400	21851	25251	Madhya Pradesh	4841	4033	8874
Haryana	25942	10891	36833	Uttarakhand	6265	2655	8920
Himachal Pradesh	11556	19902	31438	Tamil Nadu	8715	3072	11787
Jharkhand	7732	17811	25543	Uttar Pradesh	2114	3570	5684
Karnataka	5833	14902	20735	Delhi	4609	2550	7159

9:52 AM · Aug 10, 2024 · 8,795 Views

Chief Minister Assam @CMOfficeAssam

Assam secures second spot in country for addressing citizen grievances in July



Assam secures second spot in country for addressing citizen grievances in July

From newnews.in

9:03 AM · Aug 11, 2024 · 1,025 Views

PIB India @PIB_India

Grievances resolved in #CPGRAMS along with notable success stories

26,106 public grievances redressed by States/UTs from 1st to 12th August, 2024

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

@DARPG_GoI

The Top 5 States/UTs for grievance redressal for the period from 1st to 12th August, 2024 are as follows:

S. No.	Name of State/UT	Total Disposal
1	Government of Uttar Pradesh	8,917
2	Government of Maharashtra	2,391
3	Government of Gujarat	2,181
4	Government of Madhya Pradesh	1,916
5	Government of Punjab	1,405

2:58 PM · Aug 14, 2024 · 2,685 Views



Dr Jitendra Singh
@DrJitendraSingh

Dev Discourse: Dr. Jitendra Singh Highlights Success of #CPGRAMS Portal in Addressing Citizens' Grievances
#DARPG #LokSabha



Dr. Jitendra Singh Highlights Success of CPGRAMS Portal in Addressing Citizens' Grieva...

From devdiscourse.com

9:06 AM · Aug 1, 2024 · 1,012 Views



Dr Jitendra Singh
@DrJitendraSingh

Dev Discourse: Government Addresses Majority of Public Grievances Through #CPGRAMS Portal
#DARPG #LokSabha

Read:
devdiscourse.com/article/law-or-...



Dr Jitendra Singh
@DrJitendraSingh

Deccan Herald: Centre gets 14.41 lakh public grievances between January and July this year, disposes 13.75 lakh
#DARPG #LokSabha



Dr Jitendra Singh
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Amar Ujala: इस वर्ष जुलाई तक 14.41 लाख सार्वजनिक शिकायतें मिलीं, 13.75 लाख का हुआ निपटारा
#DARPG #LokSabha



PIB in Tamil Nadu
@pibchennai

The Union Government issues Comprehensive Guidelines for Handling Public Grievances to make grievance redressal time-bound, accessible, and meaningful.

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



PIB in Odisha
@PIBBhubaneswar

Union Government issues Comprehensive Guidelines for Handling Public Grievances

The Grievance Redressal timelines under the 2022 policy guidelines were 30 days, which have been brought down to 21 days.

pib.gov.in/PressReleasePa...



Economic Times
@EconomicTimes

Centre cuts #PublicGrievances #redressal time to 21 days



PIB India
@PIB_India

Union Minister @DrJitendraSingh highlights the Successful Implementation of 10-Step CPGRAMS Reforms, drastically improving grievance redressal efficiency

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



5:57 PM · Aug 7, 2024 · 5,290 Views



पीआईबी हिंदी
@PIBHindi · Aug 27

केंद्र सरकार ने लोक शिकायतों के निपटान के लिए व्यापक दिशानिर्देश जारी किए

विज़िट करें pgportal.gov.in

विवरण: pib.gov.in/PressReleasePa... (1/2)

@DoPTGoI

1

2

4

825



पीआईबी हिंदी
@PIBHindi

लोक शिकायतों के प्रभावी निराकरण के लिए दिशा-निर्देश नागरिकों को सशक्त बनाने, प्रक्रिया को सुव्यवस्थित करने, लोक शिकायतों के निवारण को लेकर अधिक स्पष्टता और ध्यान केंद्रित करने का प्रयास करते हैं।

pib.gov.in/PressReleasePa... (2/2)

[Translate post](#)

10:06 AM · Aug 27, 2024 · 711 Views



PIB India
@PIB_India

The Union Government issues Comprehensive Guidelines for Handling Public Grievances to make grievance redressal time-bound, accessible, and meaningful.

The Guidelines for Effective Redressal of Public Grievances seek to empower citizens, streamline the process, and bring greater clarity and focus to the redressal of public grievances.

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

The key highlights of the Comprehensive Guidelines for Handling Public Grievances are as follows:

1. An integrated user-friendly grievance filing platform with CPGRAMS www.pgportal.gov.in being the common open platform on which grievances can be registered by citizens which will operate as a single window experience.
2. Appointment of Nodal Officers for Public Grievances in all Ministries/Departments who will address grievances promptly, fairly and efficiently; Ministries/Departments with high grievance loads to have dedicated Nodal Officers.
3. The Role of the Nodal Officer is effective categorization, monitoring/pendency, examine the feedback for process and policy improvements, undertake root cause analysis, collation of monthly data sets and supervisory oversight of the Grievance Redressal Officers of the Ministry/Departments.
4. Dedicated Grievance Cells shall be set up in every Ministry/Department with sufficient resources having knowledge of schemes and activities.
5. The standards for effective grievance redressal have been reduced to 21 days. In cases where grievance redressal is likely to take longer, citizens shall be given an interim reply.
6. An escalation process has been envisaged with the appointment of appellate officers and sub-nodal appellate officers in Ministries/Departments.
7. The Redressal of Grievances shall be undertaken in a whole of government approach and action taken report shall be filed by the grievance redressal officers on CPGRAMS.
8. The feedback on disposed grievances shall be sent to the citizens by SMS and email. Every disposed grievance, feedback shall be collected through the feedback call centre and if the citizen is not satisfied he can file an appeal to the next senior authority.
9. Government will undertake an analysis of the feedback from citizens using the AI powered analytical tools - the tree dashboard and the intelligent grievance monitoring dashboard.
10. A grievance redressal movement index for ranking Ministries/Departments shall be issued on a monthly basis.
11. Training and Capacity building of grievance officers on CPGRAMS shall be conducted through 18 Administrative Training Institutes of States/UTs under the SEVTGAM scheme.
12. Ministries/Departments are encouraged to periodically review grievance redressal in Senior Officers Meetings and ensure adequate communication and awareness of the grievance redressal system amongst all stakeholders.

DoPT

10:00 AM · Aug 27, 2024 · 13.5K Views

News18 @CNNNews18

#News18Explains | The maximum time needed to resolve a complaint has been reduced from 60 days to 21 days under the current the grievance redressal system as per a new directive by the government

#ModiGovernment

news18.com/explainers/how...



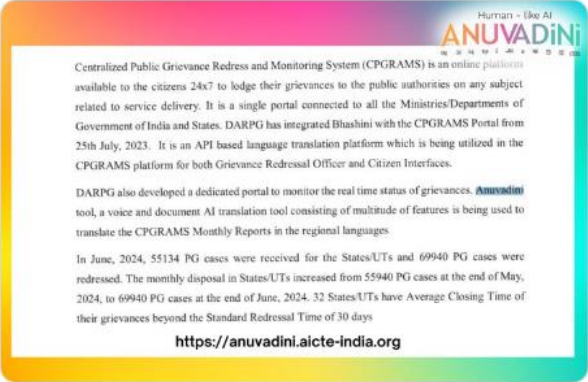
12:41 PM · Aug 26, 2024 · 1,178 Views

Anuvadini AI @Anuvadini

DARPG is using #Anuvadini AI—a state-of-the-art Global AI Translation Tool to translate CPGRAMS Monthly Reports into regional languages.

#NarendraModiji #aitranslation

Source: megplanning.gov.in/Circulars/CPGR...



Narendra Modi and 6 others

5:19 PM · Aug 14, 2024 · 109 Views

The Tribune @thetribunechd

Centre cuts public grievances redressal time to 21 days

Deccan Herald @DeccanHerald

The #Centre has reduced redressal time of #public #grievances, raised on a dedicated portal, to 21 days, from the existing 30 days.

Zee Business @ZeeBusiness

The Union Government rolls out new guidelines to enhance grievance redressal effectiveness

#GovernmentUpdate #GrievanceRedressal #PolicyChanges

All India Radio News Trivandrum @airnews_tvm

Centre has issued Comprehensive Guidelines for Handling Public Grievances with an aim to make grievance redressal time-bound, accessible and meaningful.

@airnewsalerts @airnews_tvm

Mint @livemint

The union govt has unveiled new guidelines aimed at improving the handling of public grievances. These guidelines are designed to empower citizens and bring greater efficiency to the grievance redressal processes.

NDTV @ndtv

Centre's New Guidelines Promise Public Grievance Redressal Within 21 Days

All India Radio News @airnewsalerts

Centre issues Comprehensive Guidelines for Handling Public Grievances with an aim to make grievance redressal time-bound, accessible and meaningful.

The citizens can register their grievances on pgportal.gov, which will operate as a single window experience.


@DOPPWIndia |

DD News @DDNewsLive

The Union Government has unveiled Comprehensive Guidelines for Handling Public Grievances, aiming to empower citizens and streamline the grievance redressal process. With a focus on efficiency, grievances will now be addressed within 21 days, ensuring a more accessible and meaningful experience for all.

#PublicGrievances #CitizenEmpowerment

@DoPTGol @PIB_India @MIB_India



8:00 PM · Aug 27, 2024 · 5,382 Views

CNBC-TV18 @CNBCTV18Live

Govt aims to redress public grievances in 21 Days, down from 30 days set in 2022

@TimsyJaipuria

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13751	23017	36768	22656	14112
2	Government of Assam	9013	4271	13284	5447	7837
3	Government of Gujarat	7852	4248	12100	4808	7292
4	Government of Maharashtra	27875	3989	31864	4669	27195
5	Government of Madhya Pradesh	5760	3218	8978	4389	4589
6	Government of Haryana	11773	3137	14910	2989	11921
7	Government of Rajasthan	3031	2828	5859	1821	4038
8	Government of Bihar	8849	2736	11585	2482	9103
9	Government of Punjab	3668	2688	6356	3098	3258
10	Government of NCT of Delhi	4653	2435	7088	2243	4845

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13751	23017	36768	22656	14112
2	Government of Assam	9013	4271	13284	5447	7837
3	Government of Gujarat	7852	4248	12100	4808	7292
4	Government of Maharashtra	27875	3989	31864	4669	27195
5	Government of Madhya Pradesh	5760	3218	8978	4389	4589
6	Government of Punjab	3668	2688	6356	3098	3258
7	Government of Haryana	11773	3137	14910	2989	11921
8	Government of Bihar	8849	2736	11585	2482	9103
9	Government of NCT of Delhi	4653	2435	7088	2243	4845
10	Government of Odisha	15561	1823	17384	1985	15399

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14610	168069	182679	168567	14112
2	Government of Gujarat	6916	36784	43700	36408	7292
3	Government of Assam	9451	34404	43855	36018	7837
4	Government of Maharashtra	14598	28850	43448	16253	27195
5	Government of Madhya Pradesh	6457	25640	32097	27508	4589
6	Government of Punjab	3397	24539	27936	24678	3258
7	Government of Haryana	11532	23037	34569	22648	11921
8	Government of Rajasthan	4818	22975	27793	23755	4038
9	Government of Bihar	7723	20547	28270	19167	9103
10	Government of NCT of Delhi	4075	17131	21206	16361	4845

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14610	168069	182679	168567	14112
2	Government of Gujarat	6916	36784	43700	36408	7292
3	Government of Assam	9451	34404	43855	36018	7837
4	Government of Madhya Pradesh	6457	25640	32097	27508	4589
5	Government of Punjab	3397	24539	27936	24678	3258
6	Government of Rajasthan	4818	22975	27793	23755	4038
7	Government of Odisha	25941	12714	38655	23256	15399
8	Government of Haryana	11532	23037	34569	22648	11921
9	Government of Bihar	7723	20547	28270	19167	9103
10	Government of NCT of Delhi	4075	17131	21206	16361	4845

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25602	10025	35627	99	35528
2	Government of Maharashtra	14598	28850	43448	16253	27195
3	Government of Karnataka	10587	10887	21474	5792	15682
4	Government of Odisha	25941	12714	38655	23256	15399
5	Government of Uttar Pradesh	14610	168069	182679	168567	14112
6	Government of Haryana	11532	23037	34569	22648	11921
7	Government of Bihar	7723	20547	28270	19167	9103
8	Government of Tamil Nadu	5838	13896	19734	11186	8548
9	Government of Assam	9451	34404	43855	36018	7837
10	Government of Gujarat	6916	36784	43700	36408	7292
11	Government of Jharkhand	5832	17033	22865	16032	6833
12	Government of Himachal Pradesh	4063	2177	6240	1029	5211
13	Government of Jammu and Kashmir	2049	5989	8038	3172	4866
14	Government of NCT of Delhi	4075	17131	21206	16361	4845
15	Government of Madhya Pradesh	6457	25640	32097	27508	4589
16	Government of Kerala	874	5124	5998	1526	4472
17	Government of Rajasthan	4818	22975	27793	23755	4038
18	Government of Punjab	3397	24539	27936	24678	3258
19	Government of Uttarakhand	2647	9943	12590	10049	2541
20	Government of Andhra Pradesh	7159	6009	13168	11267	1901
21	Government of Manipur	3293	1757	5050	3216	1834
22	Government of Chhattisgarh	1301	7036	8337	6695	1642
23	Government of Nagaland	977	231	1208	25	1183

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Aug, 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	231	1208	25	1183	163	97.93%
2	Government of Mizoram	282	351	633	24	609	181	96.21%
3	Government of Meghalaya	328	583	911	284	627	101	68.83%
4	Government of Arunachal Pradesh	124	303	427	227	200	44	46.84%
5	Government of Manipur	3293	1757	5050	3216	1834	446	36.32%
6	Government of Sikkim	17	96	113	90	23	34	20.35%
7	Government of Assam	9451	34404	43855	36018	7837	92	17.87%
8	Government of Tripura	358	943	1301	1083	218	106	16.76%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
1	Government of West Bengal	25602	10025	35627	99	35528	34279
2	Government of Maharashtra	14598	28850	43448	16253	27195	23245
3	Government of Karnataka	10587	10887	21474	5792	15682	14578
4	Government of Odisha	25941	12714	38655	23256	15399	13582
5	Government of Haryana	11532	23037	34569	22648	11921	9392
6	Government of Tamil Nadu	5838	13896	19734	11186	8548	7126
7	Government of Bihar	7723	20547	28270	19167	9103	6587
8	Government of Assam	9451	34404	43855	36018	7837	5290
9	Government of Jharkhand	5832	17033	22865	16032	6833	5048
10	Government of Himachal Pradesh	4063	2177	6240	1029	5211	5001

Annexure 2: Average Closing Time – Jan to Aug, 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	4589	8
2	Government of Kerala	1526	9
3	Government of Andaman & Nicobar	1103	9
4	Government of Jammu and Kashmir	3172	23
5	Government of West Bengal	99	26
6	Government of Uttar Pradesh	168567	29
7	Government of Sikkim	90	34
8	Government of Puducherry	1198	35
9	Government of Chhattisgarh	6695	42
10	Government of Arunachal Pradesh	227	44



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001