



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

September 2024

[Report Number 26]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- **50,393 new users** registered on the CPGRAMS Portal in September, 2024
- **8,017 grievances** were registered through **CSCs** on the CPGRAMS Portal in September, 2024
- In the last three Financial Years (2022-23, 2023-24, 2024-25), **564 training courses** have been completed, in which **~18,505 officers** have been trained
- A review meeting under the chairmanship of Secretary, DARPG, was held on 23rd September, 2024, with the Nodal Officers of all the States/UTs and ATIs

2. Status of Public Grievances on CPGRAMS

- In September, 2024, **66,536 PG cases** were received for the States/UTs and **68,359 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **63,773 PG cases at the end of August, 2024**, to **68,359 PG cases at the end of September, 2024**

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th September, 2024
- For States/UTs, as on 30th September, 2024, there exists a pendency of **2,01,252 PG cases**
- The pendency in the States/UTs has **decreased** from **2,03,043 PG cases at the end of August, 2024** to **2,01,252 PG cases at the end of September, 2024**

4. Feedback Call Centre

- In September, 2024, the Feedback Call Centre collected **84,224 feedbacks**, out of the total feedbacks collected, **~48%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In September, 2024, **33,487 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~39%** citizens expressed satisfaction with the resolution provided

National Conference on e-Governance (NCeG) was held in Mumbai on 3rd and 4th September, 2024, where DARPG showcased the e-delivery of public services through CPGRAMS.

A stall was setup on the CPGRAMS Portal in the exhibition which was inaugurated by the Hon'ble Chief Minister of Maharashtra Shri Eknath Shinde.



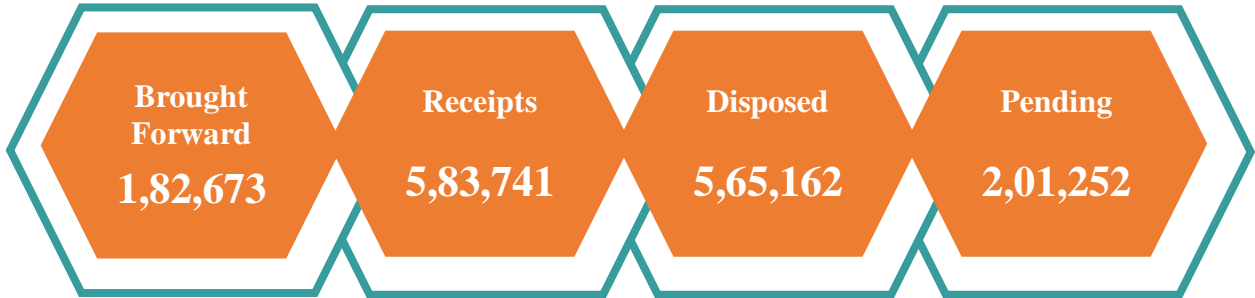
Exhibition Stall on the CPGRAMS Portal during the NCeG 2024, Mumbai



Secretary, DARPG, briefing Hon'ble CM MH about the various reforms undertaken by the department on CPGRAMS

2. Review of Status of Grievances

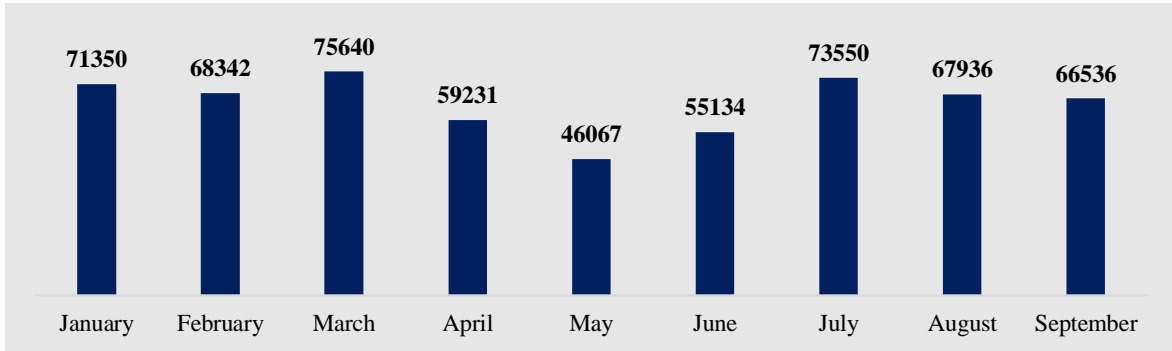
2.1. Overview



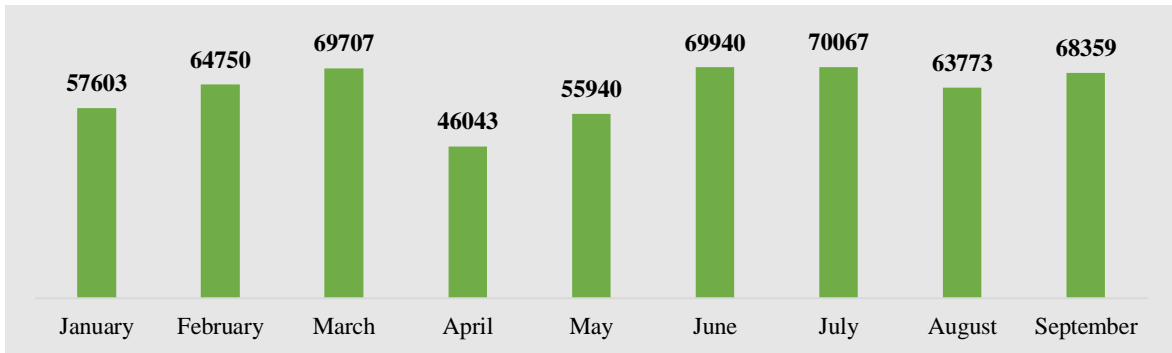
(Time Period: 01/01/2024 to 30/09/2024)

2.2. Month-wise Status of Grievances

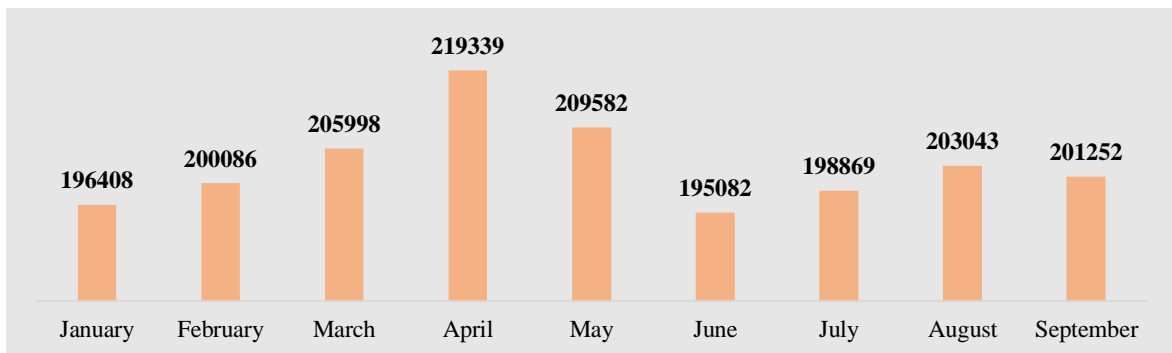
RECEIPTS



DISPOSED



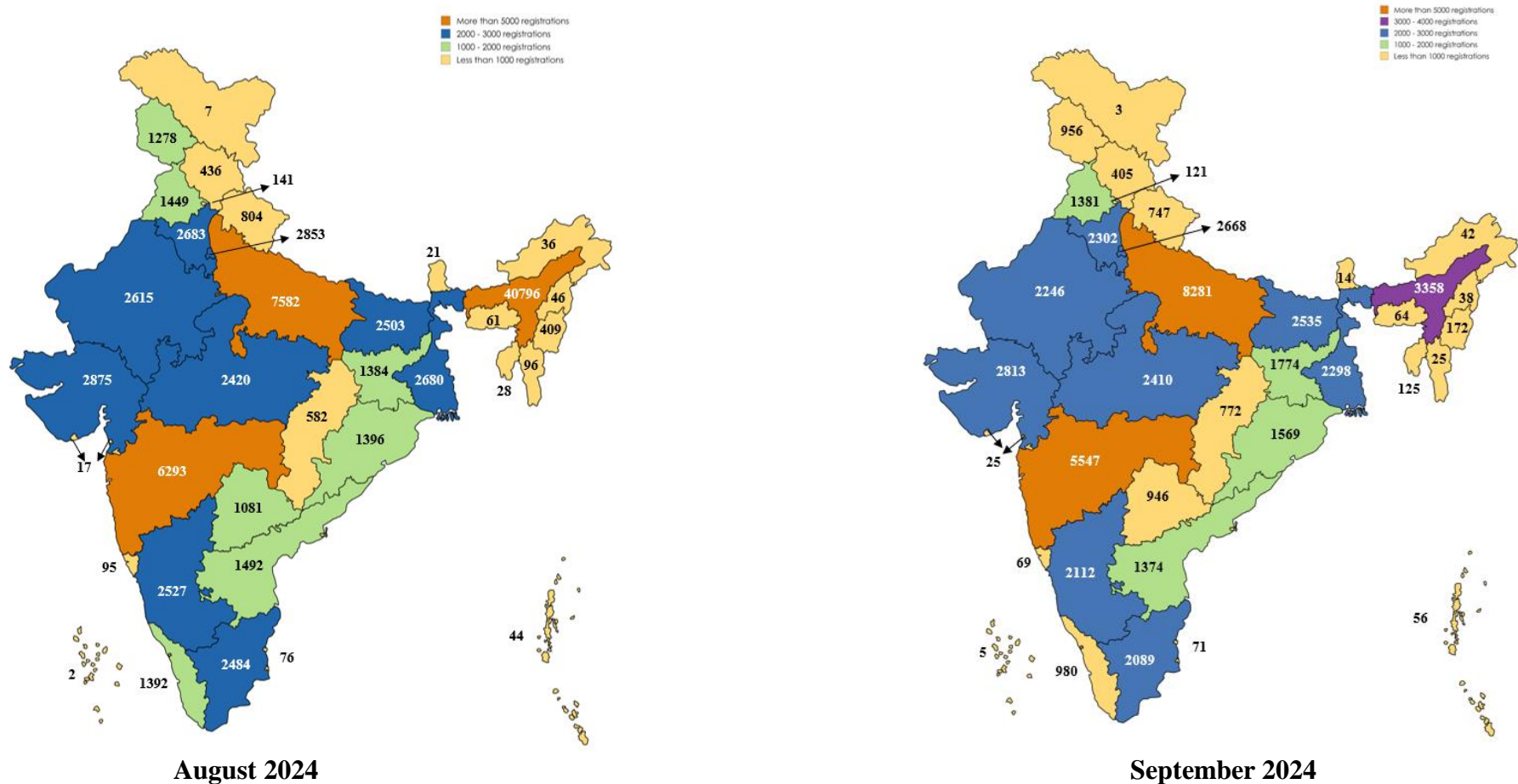
PENDING



3. New User Registrations

A total of **50,393** new users have registered on CPGRAMS in September, 2024, through various channels, out of which, **8,281** registrations are from Uttar Pradesh.

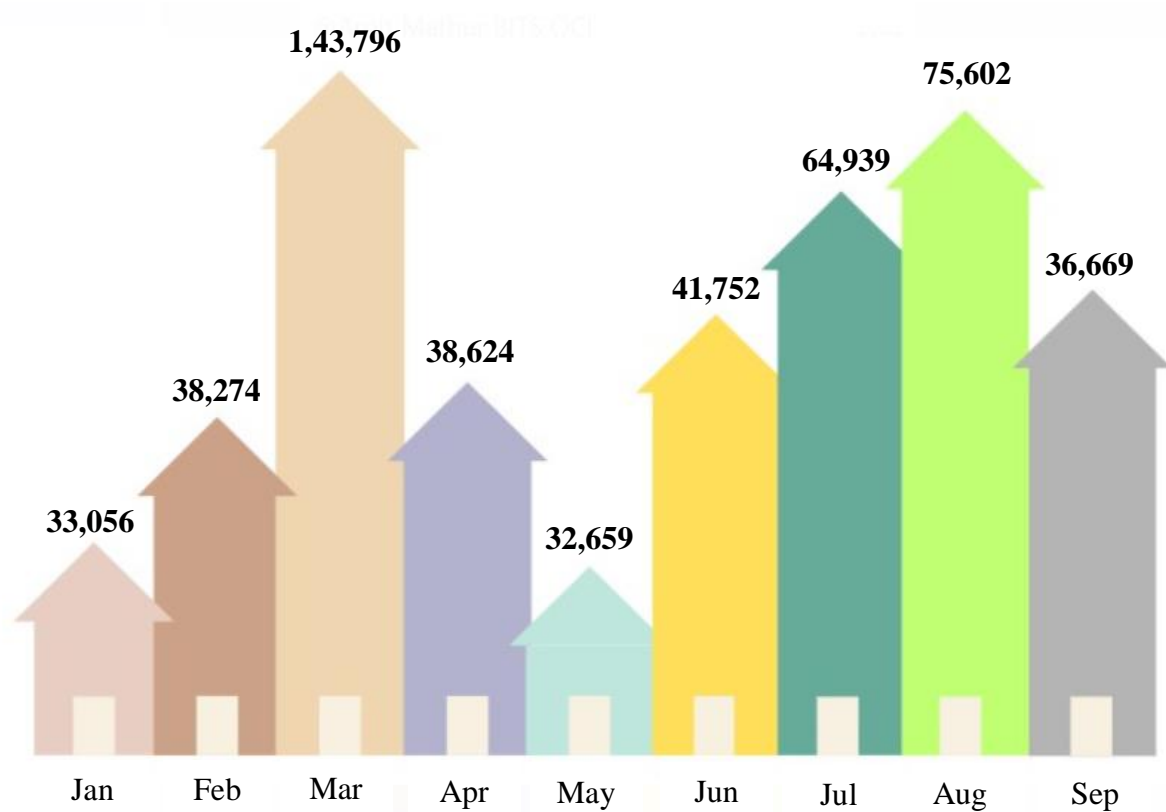
Comparison of States/UTs from which new users have registered on CPGRAMS in August and September, 2024:



- **User Registration on CPGRAMS in the last 9 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
8	August	90,684
9	September	50,393
TOTAL		6,49,699

User Registrations through CPGRAMS Portal



4. Outreach through Common Service Centres

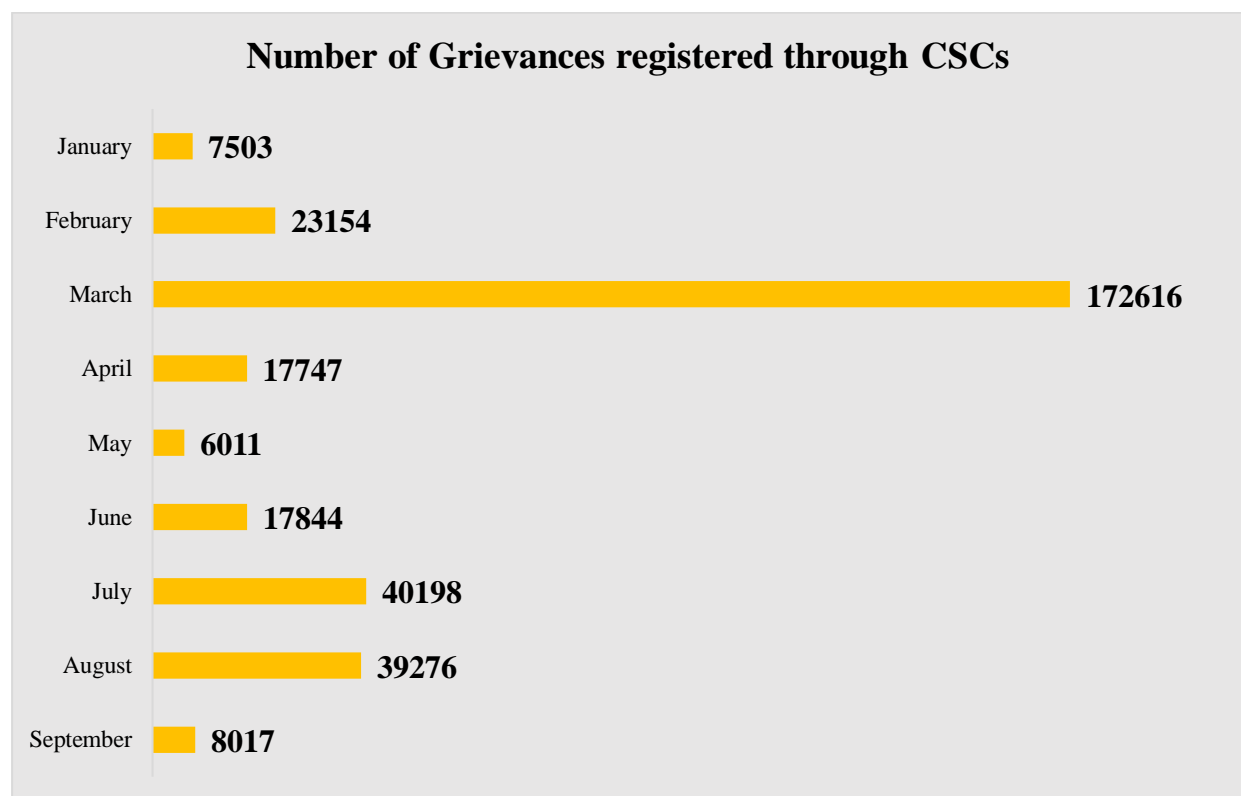
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/09/2024 to 30/09/2024)

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

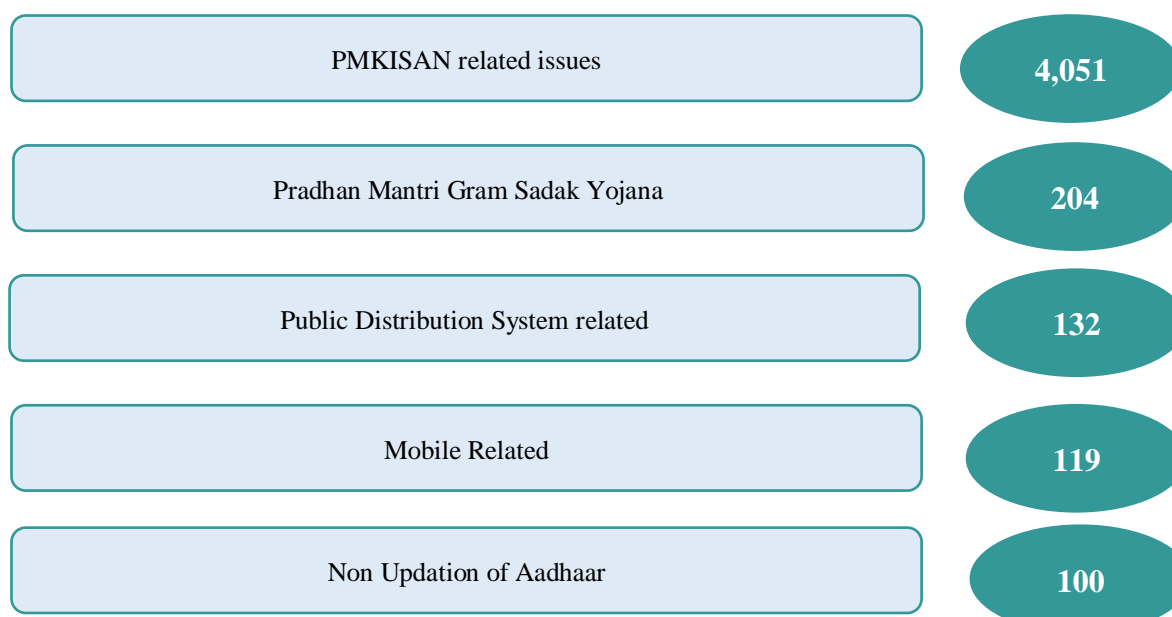
- A total of **8,017 grievances** have been registered through the Common Service Centres in the month of September, 2024



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

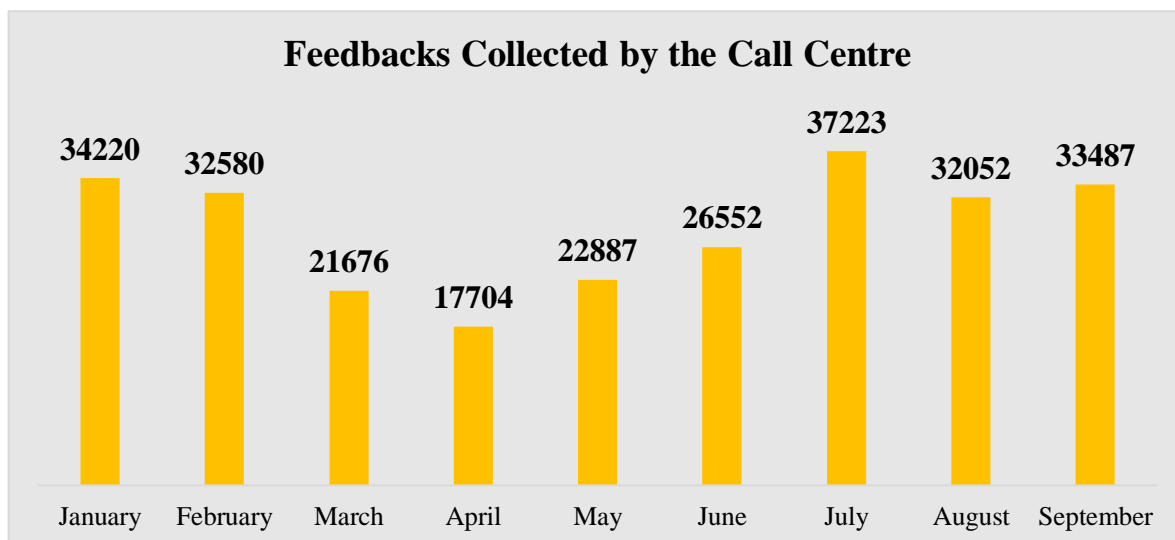
S. No.	Name of State	Total Receipts	Category for which maximum grievances are received	Receipts	% Receipts
1	Uttar Pradesh	1885	PMKISAN related issues	723	38%
			LPG/LPG Agency related	24	1%
2	Jharkhand	1290	PMKISAN related issues	1146	89%
			Public Distribution System related	23	2%
3	Punjab	858	PMKISAN related issues	733	85%
			Pension	13	2%
4	Assam	611	Pradhan Mantri Gram Sadak Yojana	194	32%
			PMKISAN related issues	68	11%
5	Odisha	604	PMKISAN related issues	439	73%
6	Maharashtra	407	PMKISAN related issues	288	71%
			Crop Insurance Scheme	24	6%
7	Madhya Pradesh	338	PMKISAN related issues	57	17%
			Health Schemes	37	11%
8	West Bengal	272	PMKISAN related issues	102	38%
			LPG/LPG Agency related	22	8%
9	Andhra Pradesh	221	PMKISAN related issues	50	23%
			Mobile Related	10	5%
10	Bihar	218	PMKISAN related issues	34	16%
			Public Distribution System related	25	11%

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



5. Feedback Call Centre

- From 1st January to 30th September, 2024, the Feedback Call Centre has collected **2,58,381** feedbacks, directly from the citizens.

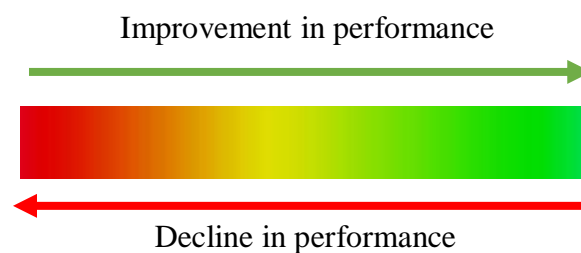


- Trend of Satisfaction across States/UTs for the feedbacks collected in the last 9 months:**

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24
1	Government of Uttar Pradesh	32%	39%	37%	34%	37%	34%	36%	36%	34%
2	Government of Madhya Pradesh	23%	27%	25%	29%	29%	28%	27%	27%	31%
3	Government of Rajasthan	34%	38%	38%	32%	37%	38%	38%	37%	36%
4	Government of Gujarat	34%	38%	36%	33%	39%	39%	37%	36%	33%
5	Government of Haryana	33%	36%	44%	36%	37%	39%	37%	35%	33%
6	Government of Assam	68%	70%	75%	61%	74%	66%	60%	68%	63%
7	Government of Punjab	62%	66%	64%	67%	67%	61%	60%	60%	64%
8	Government of Bihar	34%	35%	37%	33%	40%	39%	37%	37%	37%

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24
9	Government of Jharkhand	54%	56%	55%	54%	55%	57%	54%	53%	47%
10	Government of Maharashtra	34%	34%	41%	35%	34%	33%	33%	34%	41%
11	Government of NCT of Delhi	34%	27%	34%	31%	33%	30%	30%	27%	35%
12	Government of Uttarakhand	32%	34%	34%	32%	31%	33%	34%	32%	30%
13	Government of Tamil Nadu	31%	25%	32%	31%	30%	32%	32%	33%	35%
14	Government of Andhra Pradesh	39%	26%	23%	30%	35%	30%	32%	48%	24%
15	Government of Chhattisgarh	39%	48%	42%	36%	42%	40%	40%	40%	42%
16	Government of Odisha	60%	69%	79%	48%	62%	44%	69%	71%	68%
17	Government of Karnataka	23%	25%	30%	29%	42%	37%	41%	32%	43%
18	Government of Telangana	21%	13%	16%	19%	28%	33%	31%	29%	31%
19	Government of Jammu and Kashmir	34%	35%	30%	40%	36%	37%	39%	0%	25%
20	Government of Kerala	11%	7%	13%	16%	15%	26%	19%	18%	23%
21	Government of Union Territory of Chandigarh	20%	23%	23%	26%	30%	23%	35%	30%	30%
22	Government of Himachal Pradesh	59%	52%	47%	57%	47%	55%	31%	55%	55%

**The above table contains data for States/UTs for which more than 500 feedbacks have been collected in the past 9 months*



6. Performance of States/UTs

Receipts

- For the month of September, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 23,796 grievances, followed by Gujarat at 2nd place, with the number standing at 4,230 registrations. Assam with 3,975 receipts in September, completes the Top 3 positions
- Madhya Pradesh recorded 3,395 grievances in the month of September, thus placing it 5th in the list, Jharkhand with 2,733 registrations stands 7th in the list, with the Top 10 being closed by Rajasthan which has received 2,502 grievances
- 16 States/UTs have received more than 1000 grievances in the month of September, 2024

Disposal

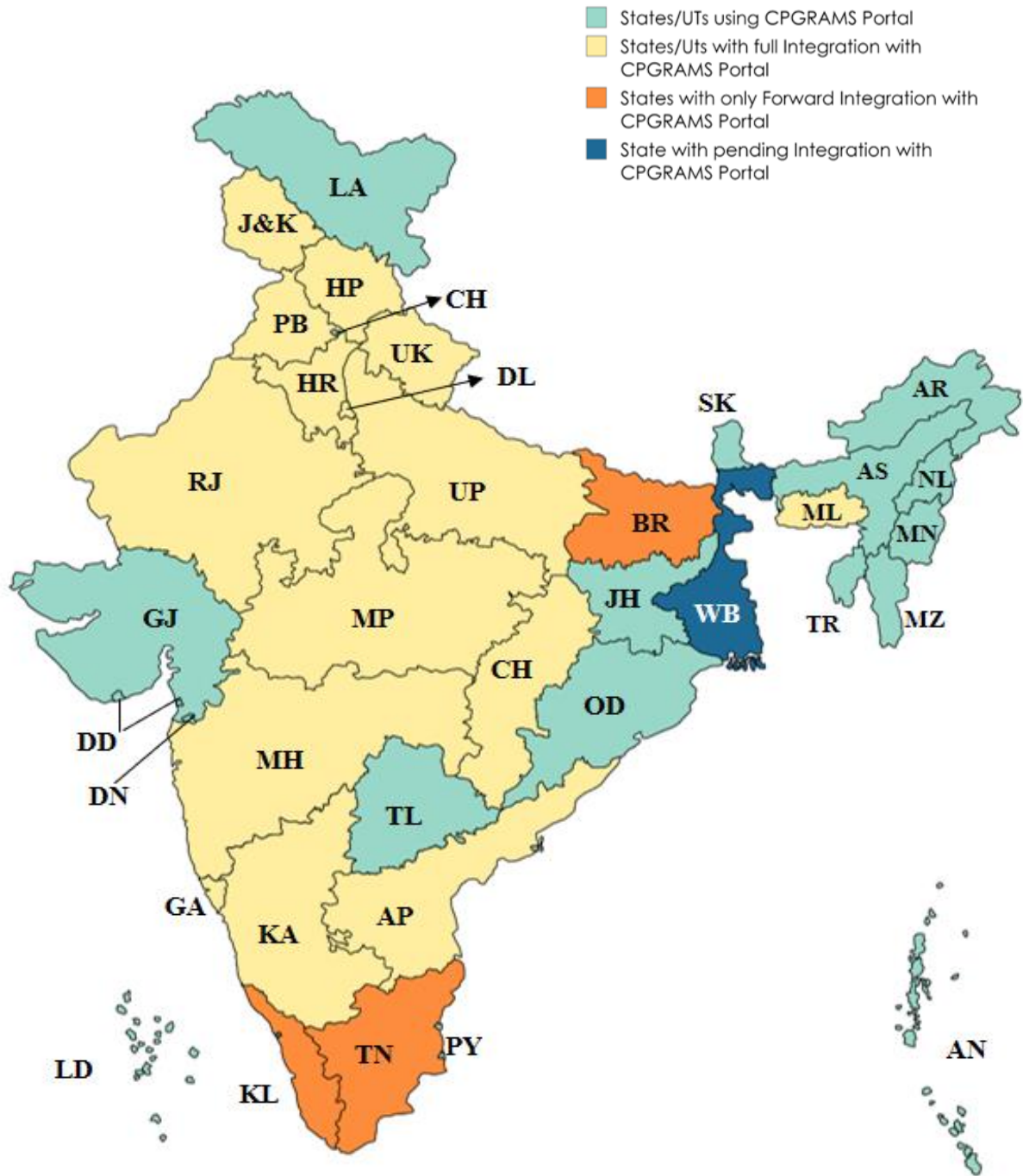
- In the month of September, 2024, Uttar Pradesh has disposed of the maximum number of grievances (23,810) followed by Maharashtra disposing of 7,413 grievances and Assam at the 3rd place, disposing of 5,662 grievances
- Gujarat has disposed 4,641 grievances, and stands at the 4th position, Haryana with 2,951 disposals stands at the 9th position in terms of disposal of grievances
- 14 States/UTs have disposed more than 1000 grievances in the month of September, 2024

Pendency

- 23 States have a pendency of more than 1000 grievances, as on 30th September, 2024
- West Bengal with a pendency of 36,651 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 23,498 pending grievances, Karnataka with a pendency of 16,439 grievances stands at the 3rd position
- Odisha with a pendency of 15,694 grievances stands at the 4th position, Uttar Pradesh with 14,110 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 6,880 grievances as on 30th September, 2024
- Maharashtra (3,697), Assam (1,687) and Tamil Nadu (1,402) are the Top 3 States/UTs which have shown the maximum decrease in pendency from August, 2024 to September, 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 of 22 ATIs have been approved and first installment, i.e. 25% of approved grant have been sanctioned.

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. Manipur

22. Odisha

All States/UTs are requested to submit the Utilization Certificate (UC) as soon as possible to enable DARPG to issue the next sanction

9. Sevottam Scheme Portal

A total of 16 ATIs have logged into the Sevottam portal during the current financial year; 6 of them have actively leveraged the portal for dissemination of information.

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	235	8423
3	2024-25	49	1586
TOTAL		564	18,505

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 (SKIPPA)	15	371	-
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	-	-	17
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	7	154	6
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	23	877	-
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			235	8423	61

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	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	11	346	1
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	25	956	-
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	6	72	-
4	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	-	-	3
5	Telangana	Dr. MCR HRD Institute, Hyderabad	7	212	2
6	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	-	-	1
Total			49	1586	7

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

10. Success Stories

Grievance of Shri Rohan

Open Electric Meter at Palam Flyover Bus Stand, Delhi

Shri Rohan reported a dangerous situation at the Palam Flyover bus stand, where an open electric meter posed a risk to the public, especially during the rainy season. The bus stand, located above Palam Railway Station, is heavily frequented by pedestrians. This issue is widespread across many bus stands in the area.

Concerned, the citizen filed a grievance on the CPGRAMS Portal, and within 25 days, the authorities addressed the issue by covering the electric meter panel with a fibre sheet for safety purposes. A photo of the completed work was also attached.

Grievance of Shri Amit Kumar

Delay in Reinstallation of Electricity Meter After Payment

Shri Amit Kumar, raised a grievance regarding the non-installation of his electricity meter despite paying the pending bill of ₹46,530 on 28th June, 2024. His connection was cut two years ago due to rental rates, and despite complaints to the Consumer Grievance Redressal Forum UPCL Kumaon Zone office in Haldwani, no action was initially taken. The complainant faced harassment at the hands of the staff, and was troubled on non-resolution despite visiting for several months.

Concerned, he filed a grievance on the CPGRAMS Portal, and within 2 days of filing the grievance, the meter was installed, and the sealing certificate was provided.

Grievance of Shri Palisetti Anna Rao

Complaint Regarding Contaminated Drinking Water Supply

A citizen from Krishnalanka Ward 22, Vijayawada, filed a complaint on behalf of the locality, reporting that the drinking water supplied through municipal taps was black in color and unsafe for consumption. The citizen requested immediate action to ensure the provision of safe drinking water.

The issue was addressed by conducting regular water sample tests during supply hours, regularly opening scour valves on the sublines, laying new pipelines throughout the ward, and sanctioning new household connections to ensure water quality.

11. Media Outreach

Public grievances will be settled soon, new guidelines issued

- ◆ The central government has issued a new guideline to simplify the process to make the redressal of grievances timely, accessible, and meaningful
- ◆ Accordingly, along with simplifying the process of grievance redressal, the timeline for its settlement has also been reduced from 30 days to 21 days

Read more in the latest edition of #NewIndiaSamachar 📰

[newindiasamachar.pib.gov.in/WriteReadData/...](http://newindiasamachar.pib.gov.in/WriteReadData/)

Volume 5, Issue 06
NEW INDIA SAMACHAR
September 16-30, 2024
For free distribution

'Make in India'
LOCAL TO GLOBAL

The 'Make in India' initiative, which is completing a decade-long journey on 25th September, is strengthening the resolve of a self-reliant and Viksit Bharat...

Click to view in full screen.

Ministry of Information and Broadcasting and 2 others

Department of Administrative Reforms and Public Grievances (@DARPG_GoI) released list of Grievances resolved in CPGRAMS

37,942 public grievances redressed by States/UTs from 1st to 18th September 2024

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

The Top 5 States/UTs for grievance redressal for the period from 1st to 18th September, 2024 are as follows:

S. No.	Name of State	Total Disposal
1	Uttar Pradesh	12,285
2	Maharashtra	4,439
3	Assam	3,804
4	Gujarat	2,744
5	Haryana	1,818

4:47 PM · Sep 19, 2024 · 3,455 Views

@DARPG_GoI released the 25th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of August, 2024

67,936 PG cases were received by States/UTs in August, 2024

A total of 63,773 grievances redressed by States/UTs in August, 2024. Pendency in States/UTs stands at 2,03,043 grievances

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

7:26 PM · Sep 11, 2024 · 2,955 Views

पीआईबी हिंदी (@PIBHindi)

प्रशासनिक सुधार और लोक शिकायत विभाग ने सीपीजीआरएमएस में शिकायतों के निवारण की सूची जारी की

1 से 18 सितंबर 2024 तक राज्यों और केंद्र शासित प्रदेशों ने 37,942 जन शिकायतों का निवारण किया

विवरण: pib.gov.in/PressReleasePa... @DoPTGoI

Translate post

क्रमांक	राज्य का नाम	कुल निपटान
1	उत्तर प्रदेश	12,285
2	महाराष्ट्र	4,439
3	असम	3,804
4	गुजरात	2,744
5	हरियाणा	1,818

5:49 PM · Sep 19, 2024 · 627 Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14124	23796	37920	23810	14110
2	Government of Gujarat	7291	4230	11521	4641	6880
3	Government of Assam	7837	3975	11812	5662	6150
4	Government of Maharashtra	27196	3715	30911	7413	23498
5	Government of Madhya Pradesh	4588	3395	7983	3212	4771
6	Government of Bihar	9103	2994	12097	3051	9046
7	Government of Jharkhand	6835	2733	9568	1195	8373
8	Government of Haryana	11926	2570	14496	2951	11545
9	Government of Punjab	3259	2559	5818	2691	3127
10	Government of Rajasthan	4039	2502	6541	3047	3494

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14124	23796	37920	23810	14110
2	Government of Maharashtra	27196	3715	30911	7413	23498
3	Government of Assam	7837	3975	11812	5662	6150
4	Government of Gujarat	7291	4230	11521	4641	6880
5	Government of Madhya Pradesh	4588	3395	7983	3212	4771
6	Government of Tamil Nadu	8546	1718	10264	3118	7146
7	Government of Bihar	9103	2994	12097	3051	9046
8	Government of Rajasthan	4039	2502	6541	3047	3494
9	Government of Haryana	11926	2570	14496	2951	11545
10	Government of Punjab	3259	2559	5818	2691	3127

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14610	191865	206475	192365	14110
2	Government of Gujarat	6915	41003	47918	41038	6880
3	Government of Assam	9451	38379	47830	41680	6150
4	Government of Maharashtra	14600	32563	47163	23665	23498
5	Government of Madhya Pradesh	6457	29034	35491	30720	4771
6	Government of Punjab	3397	27098	30495	27368	3127
7	Government of Haryana	11531	25601	37132	25587	11545
8	Government of Rajasthan	4818	25477	30295	26801	3494
9	Government of Bihar	7723	23540	31263	22217	9046
10	Government of Jharkhand	5832	19766	25598	17225	8373

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14610	191865	206475	192365	14110
2	Government of Assam	9451	38379	47830	41680	6150
3	Government of Gujarat	6915	41003	47918	41038	6880
4	Government of Madhya Pradesh	6457	29034	35491	30720	4771
5	Government of Punjab	3397	27098	30495	27368	3127
6	Government of Rajasthan	4818	25477	30295	26801	3494
7	Government of Haryana	11531	25601	37132	25587	11545
8	Government of Odisha	25941	14013	39954	24260	15694
9	Government of Maharashtra	14600	32563	47163	23665	23498
10	Government of Bihar	7723	23540	31263	22217	9046

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25602	11159	36761	110	36651
2	Government of Maharashtra	14600	32563	47163	23665	23498
3	Government of Karnataka	10587	12060	22647	6208	16439
4	Government of Odisha	25941	14013	39954	24260	15694

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
5	Government of Uttar Pradesh	14610	191865	206475	192365	14110
6	Government of Haryana	11531	25601	37132	25587	11545
7	Government of Bihar	7723	23540	31263	22217	9046
8	Government of Jharkhand	5832	19766	25598	17225	8373
9	Government of Tamil Nadu	5838	15607	21445	14299	7146
10	Government of Gujarat	6915	41003	47918	41038	6880
11	Government of Assam	9451	38379	47830	41680	6150
12	Government of Jammu and Kashmir	2049	6688	8737	3176	5561
13	Government of Himachal Pradesh	4063	2489	6552	1139	5413
14	Government of NCT of Delhi	4075	19548	23623	18429	5194
15	Government of Madhya Pradesh	6457	29034	35491	30720	4771
16	Government of Kerala	875	5619	6494	1746	4748
17	Government of Rajasthan	4818	25477	30295	26801	3494
18	Government of Punjab	3397	27098	30495	27368	3127
19	Government of Uttarakhand	2647	11160	13807	11121	2686
20	Government of Andhra Pradesh	7159	6859	14018	11478	2540
21	Government of Manipur	3293	1962	5255	3220	2035
22	Government of Chhattisgarh	1301	7956	9257	7589	1668
23	Government of Nagaland	977	258	1235	27	1208

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Sep, 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	258	1235	27	1208	151	97.81%
2	Government of Mizoram	282	366	648	24	624	181	96.30%
3	Government of Meghalaya	328	631	959	318	641	102	66.84%
4	Government of Arunachal Pradesh	124	347	471	256	215	49	45.65%
5	Government of Manipur	3293	1962	5255	3220	2035	446	38.73%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
6	Government of Sikkim	17	104	121	101	20	38	16.53%
7	Government of Tripura	358	1071	1429	1207	222	100	15.54%
8	Government of Assam	9451	38379	47830	41680	6150	95	12.86%

Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 21 Days – Jan to Sep, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	25602	11159	36761	110	36651	35819
2	Government of Maharashtra	14600	32563	47163	23665	23498	20794
3	Government of Karnataka	10587	12060	22647	6208	16439	15690
4	Government of Odisha	25941	14013	39954	24260	15694	14632
5	Government of Haryana	11531	25601	37132	25587	11545	10099
6	Government of Bihar	7723	23540	31263	22217	9046	6904
7	Government of Jharkhand	5832	19766	25598	17225	8373	6308
8	Government of Tamil Nadu	5838	15607	21445	14299	7146	6212
9	Government of Himachal Pradesh	4063	2489	6552	1139	5413	5190
10	Government of Jammu and Kashmir	2049	6688	8737	3176	5561	5143

Annexure 2: Average Closing Time – Jan to Sep, 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	5230	7
2	Government of Kerala	1746	8
3	Government of Andaman & Nicobar	1186	9
4	Government of Jammu and Kashmir	3176	23
5	Government of West Bengal	110	24
6	Government of Uttar Pradesh	192365	27
7	Government of Puducherry	1300	34

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
8	Government of Sikkim	101	38
9	Government of Rajasthan	26801	45
10	Government of Chattisgarh	7589	49



Department of Administrative Reforms and Public Grievances

Government of India

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