



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

October 2024

[Report Number 27]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- **50,940 new users** registered on the CPGRAMS Portal in October, 2024
- **10,892 grievances** were registered through **CSCs** on the CPGRAMS Portal in October, 2024
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 581 training courses have been completed, in which ~19,064 officers have been trained
- A review meeting under the chairmanship of Secretary, DARPG, was held on 18th October, 2024, with the Nodal Officers of all the States/UTs and ATIs

2. Status of Public Grievances on CPGRAMS

- In October, 2024, **66,785 PG cases** were received for the States/UTs and **74,308 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **68,359 PG cases at the end of September, 2024**, to **74,308 PG cases at the end of October, 2024**

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st October, 2024
- For States/UTs, as on 31st October, 2024, there exists a pendency of **1,94,986 PG cases**, which is the lowest ever pendency recorded in the year 2024
- The pendency in the States/UTs has **decreased** from **2,01,252 PG cases at the end of September, 2024** to **1,94,986 PG cases at the end of October, 2024**

4. Feedback Call Centre

- In October, 2024, the Feedback Call Centre collected **66,825 feedbacks**, out of the total feedbacks collected, **~44%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In October, 2024, **28,147 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~36%** citizens expressed satisfaction with the resolution provided

CSC – CPGRAMS Live Session

Department of Agriculture and Farmer's Welfare

A live session with CSC VLEs was conducted on 24th October, 2024, by CSC and DARPG addressing the most common grievances related to the PM-KISAN scheme on the CPGRAMS Portal.

The session was attended by Secretary, DARPG, Shri V. Srinivas; Secretary, Agriculture, Dr Devesh Chaturvedi and Shri Sanjay Rakesh, MD & CEO, CSC.



During the session, Shri Sanjay Rakesh, MD & CEO, CSC, gave an overview presentation on CSC's journey with CPGRAMS in providing last-mile connectivity in remote areas and focused on grievance trend of PM-KISAN scheme.

Secretary, DARPG, Shri V. Srinivas emphasized on the need for further popularization of CPGRAMS Portal by CSC VLEs. He also briefed on the new grievance redressal policy rolled out by the government which recommends qualitative grievance resolution within 21 days' timeline.

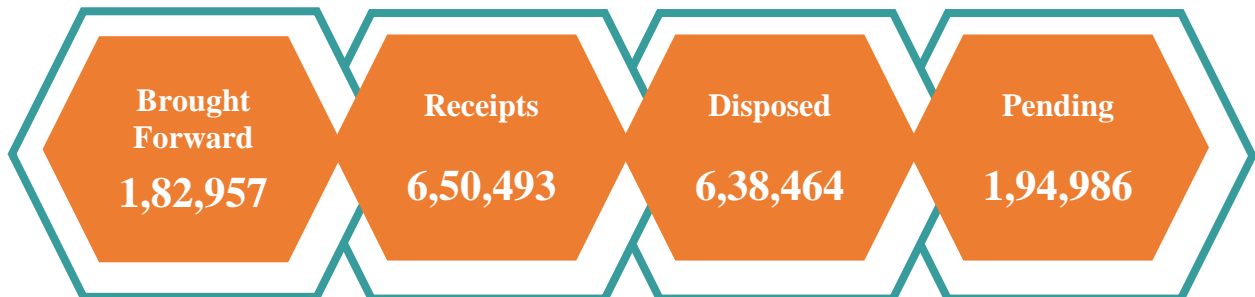
Secretary, Agriculture, Dr Devesh Chaturvedi appraised CSCs in enabling key government services at the grassroots level, bridging the digital divide. He encouraged CSCs to enrol the eligible beneficiaries of PM-KISAN while discussing in detail the eligibility criteria of the scheme. He also answered to various queries related to the scheme often raised by beneficiaries such as Aadhar authentication, bank account seeding & land records to apply successfully. He also mentioned that they have come up with Kisan e-Mitra ChatBot initiative to immediately resolve common queries with respect to the scheme.

At the end of the session, Secretary, DARPG, Shri V. Srinivas and Secretary, Agriculture, Dr Devesh Chaturvedi interacted with a few Village-level Entrepreneurs (VLEs) from Maharashtra, Madhya Pradesh, Assam and West Bengal to understand the major issues related to the PM-KISAN scheme raised by the farmers in their grievances and also took a note of suggestions received by the VLEs.

Live Session Link: <https://www.youtube.com/watch?v=M0Sdu-hdjMc>

2. Review of Status of Grievances

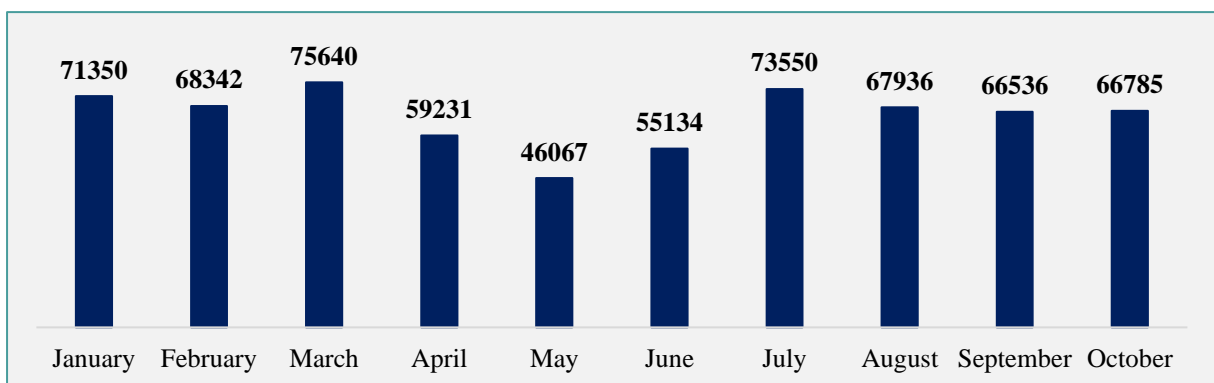
2.1. Overview



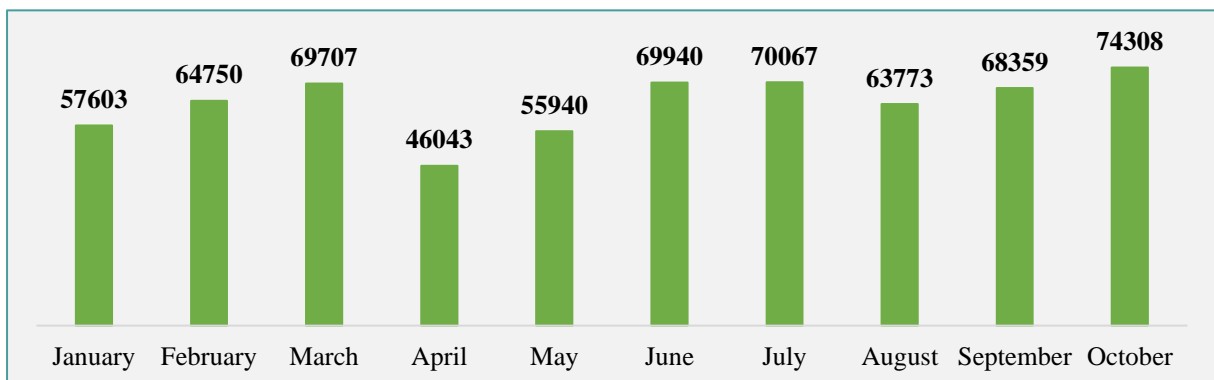
(Time Period: 01/01/2024 to 31/10/2024)

2.2. Month-wise Status of Grievances

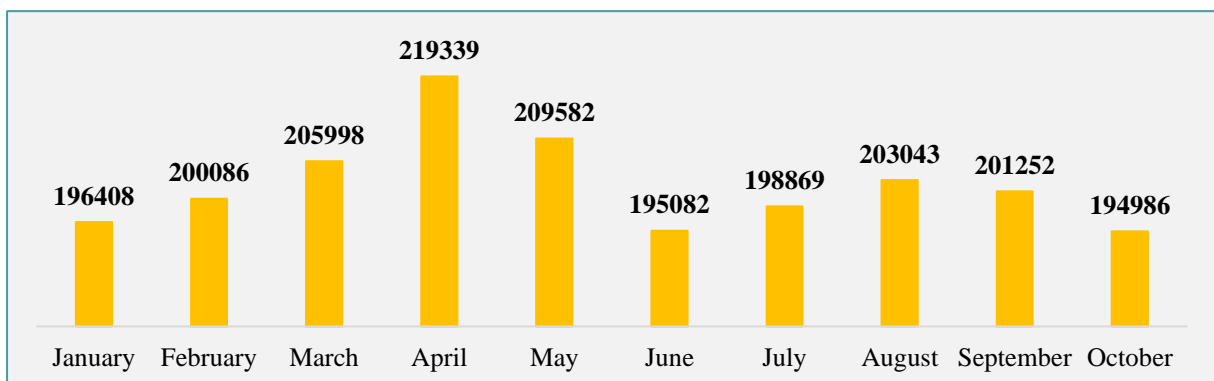
RECEIPTS



DISPOSED



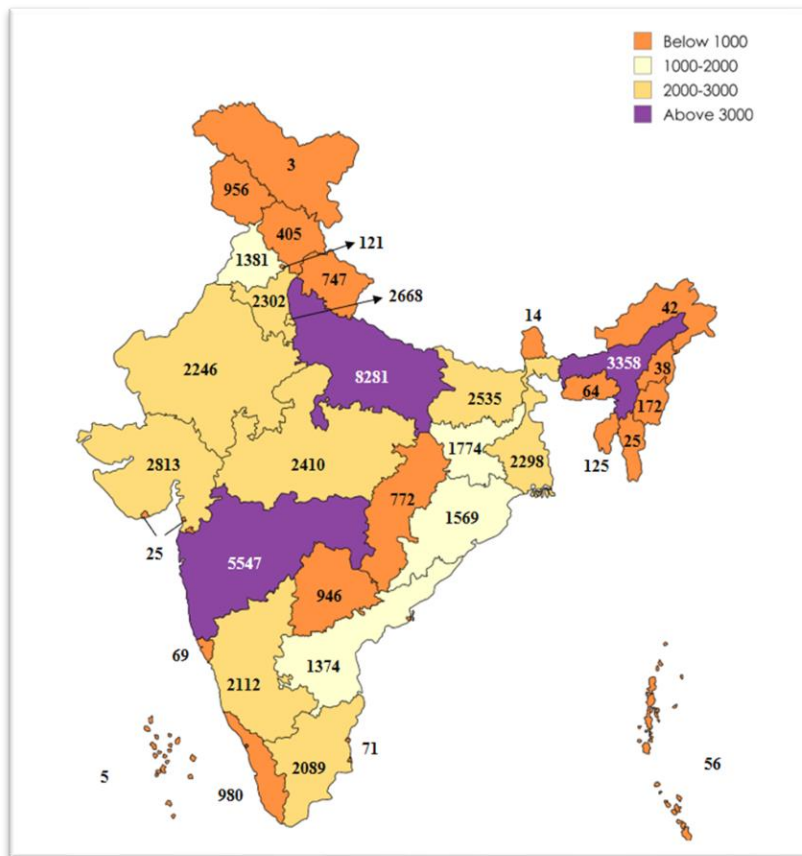
PENDING



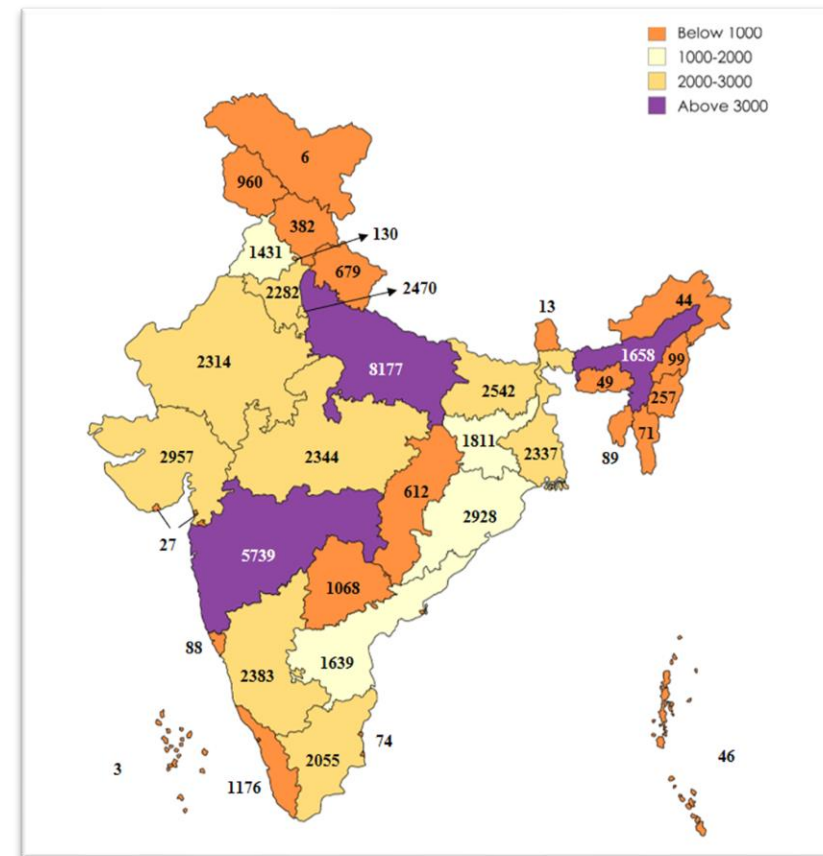
3. New User Registrations

A total of **50,940 new users** have registered on CPGRAMS in October, 2024, through various channels, out of which, **8,177 registrations are from Uttar Pradesh.**

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



September 2024

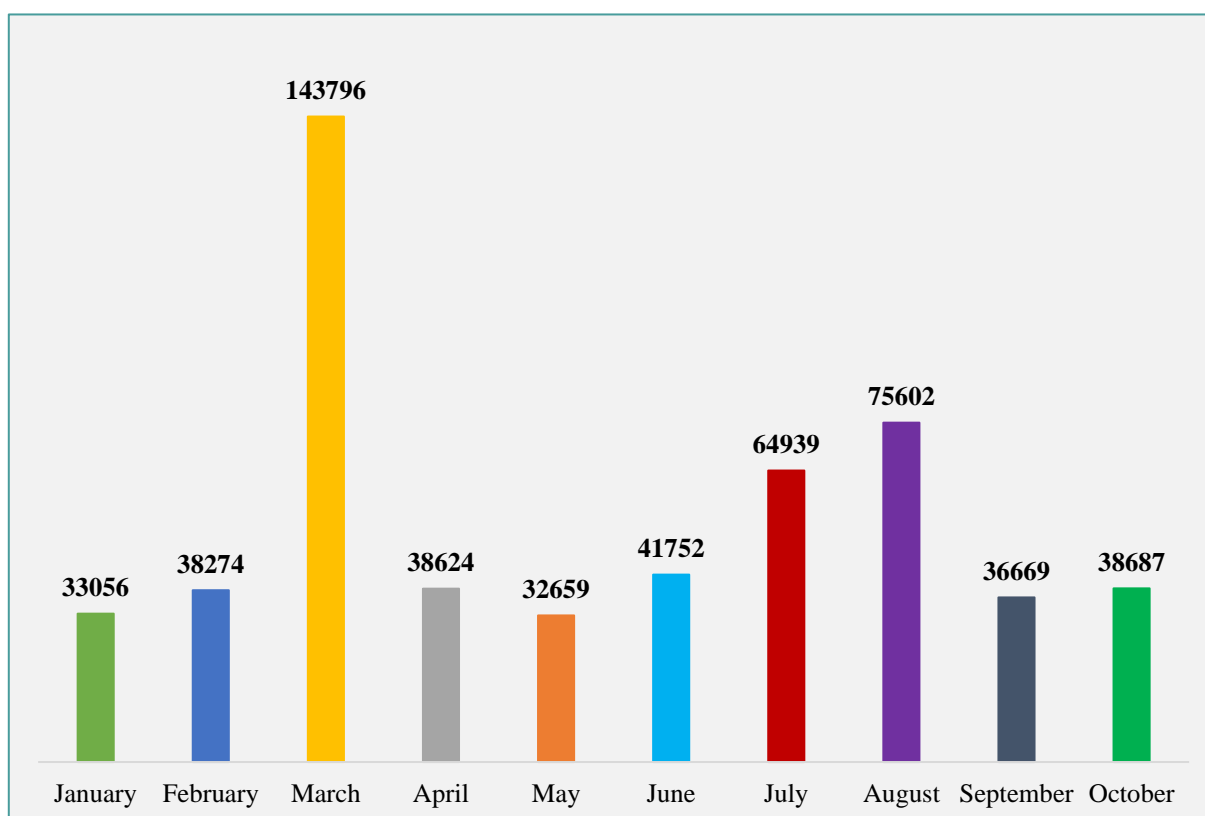


October 2024

- **User Registration on CPGRAMS in the last 10 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
10	October	50,940
TOTAL		7,00,641

User Registrations through CPGRAMS Portal



4. Outreach through Common Service Centres

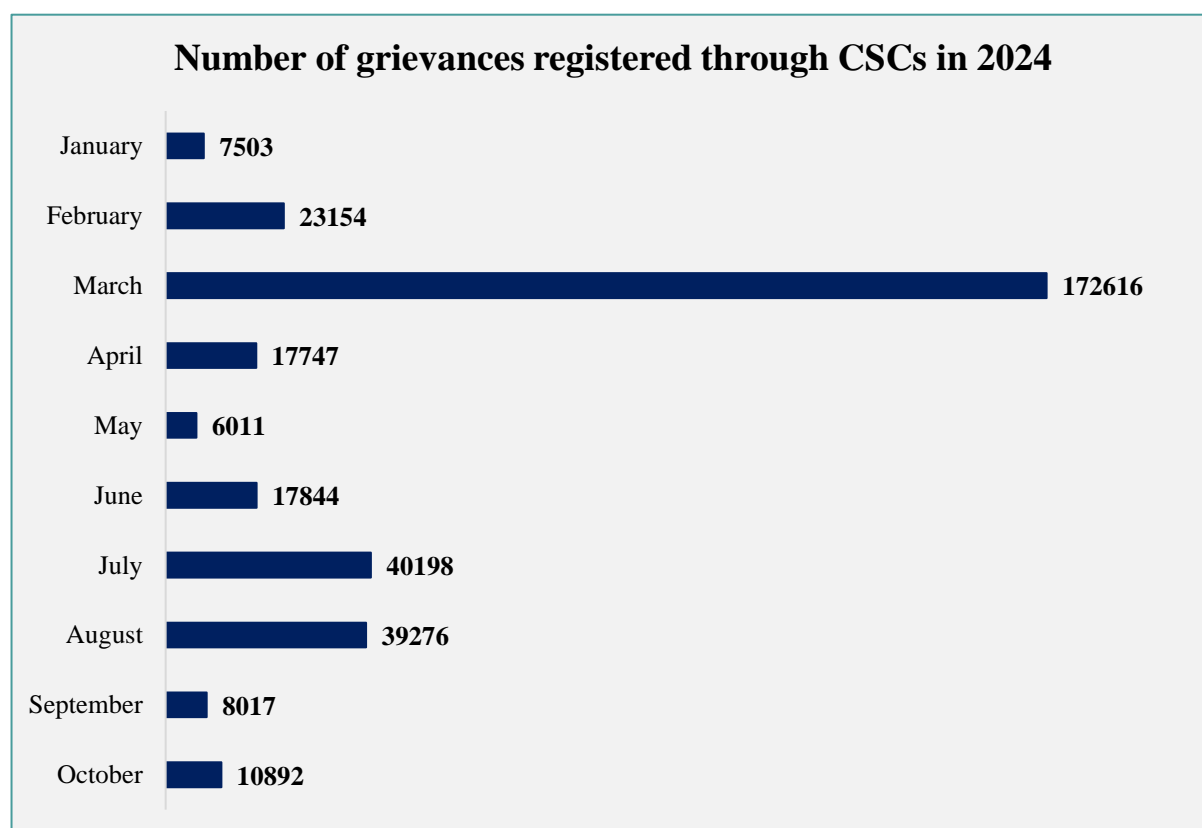
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/10/2024 to 31/10/2024)

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 10,892 grievances have been registered through the Common Service



- 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	Odisha	3746	PMKISAN related issues	2057	55%
			Mission Shakti (Women related)	345	9%
2	Uttar Pradesh	1902	PMKISAN related issues	709	37%
			Public Distribution System related	83	4%
3	Jharkhand	1353	PMKISAN related issues	1205	89%
			Public Distribution System related	22	2%
4	Punjab	852	PMKISAN related issues	624	73%
			Mobile Related	30	4%
5	Andhra Pradesh	393	PMKISAN related issues	292	74%
6	West Bengal	312	PMKISAN related issues	118	38%
			LPG/LPG Agency related	38	12%
7	Maharashtra	306	PMKISAN related issues	218	71%
8	Assam	290	PMKISAN related issues	107	37%
			Pradhan Mantri Gram Sadak Yojana	34	12%
9	Madhya Pradesh	277	PMKISAN related issues	77	28%
			Health Schemes	29	10%
10	Bihar	208	PMKISAN related issues	40	19%
			LPG/LPG Agency related	24	12%

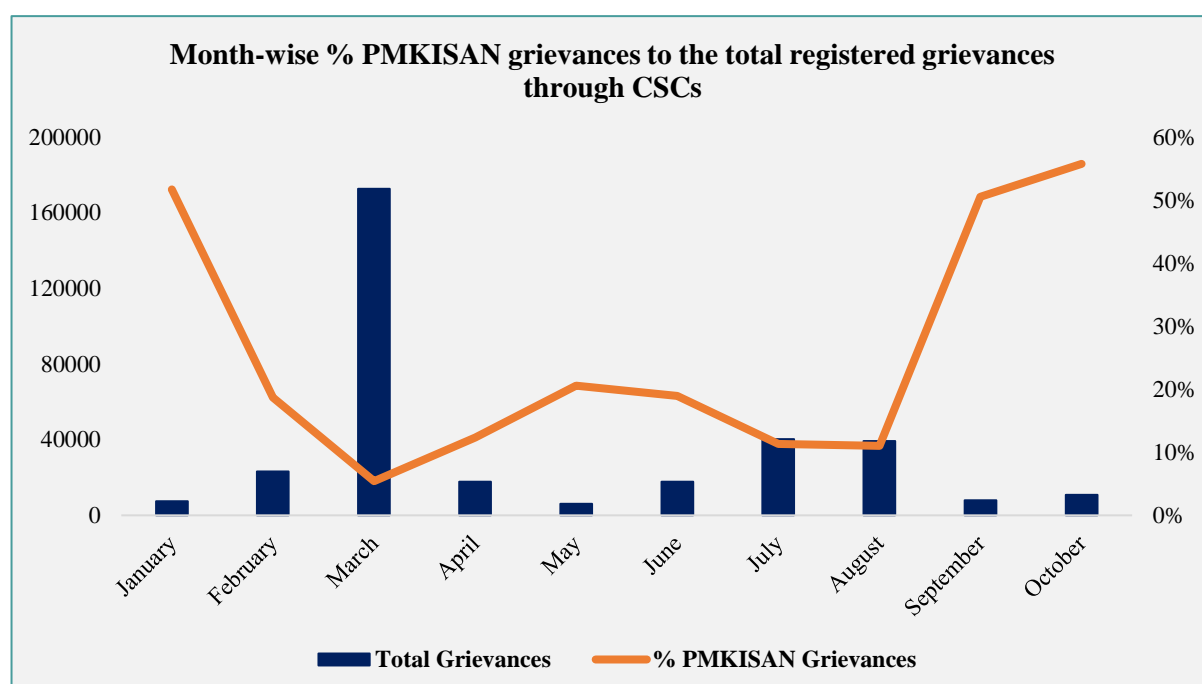
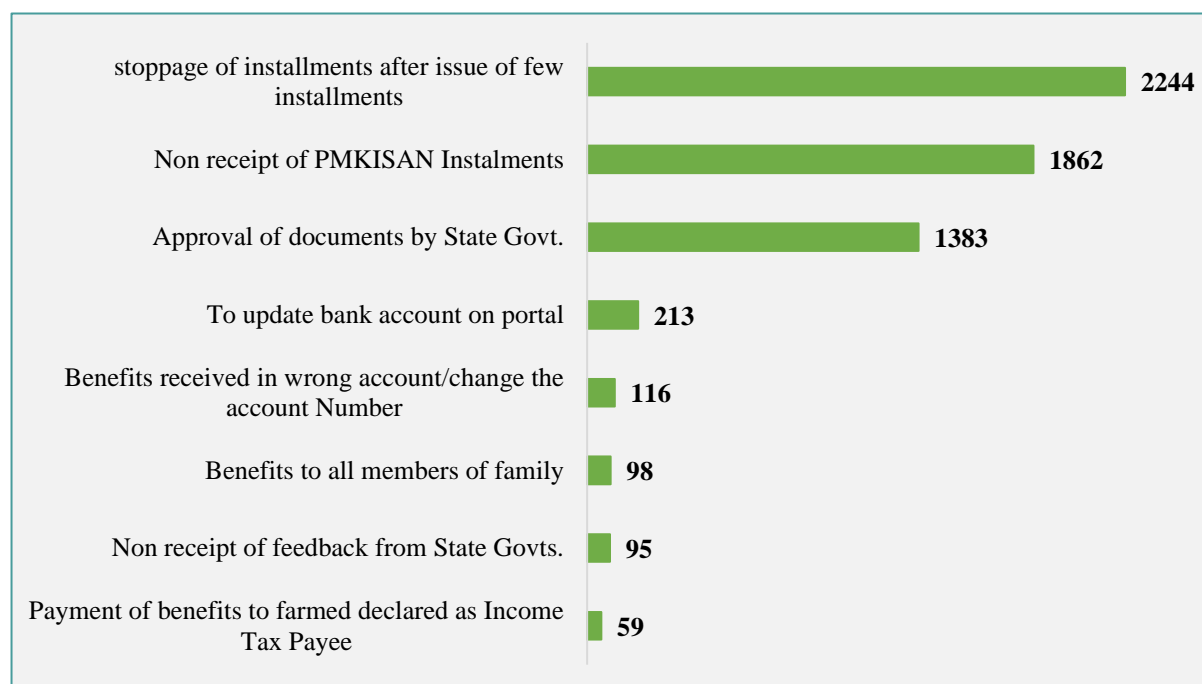
- Top 5 categories for which the maximum grievances were registered through CSCs:

PMKISAN related issues	6,070
Mission Shakti (Women related)	350
Public Distribution System related	162
Administrative and other matters related to Central Social Welfare Board (CSWB)	159
Mobile Related	145

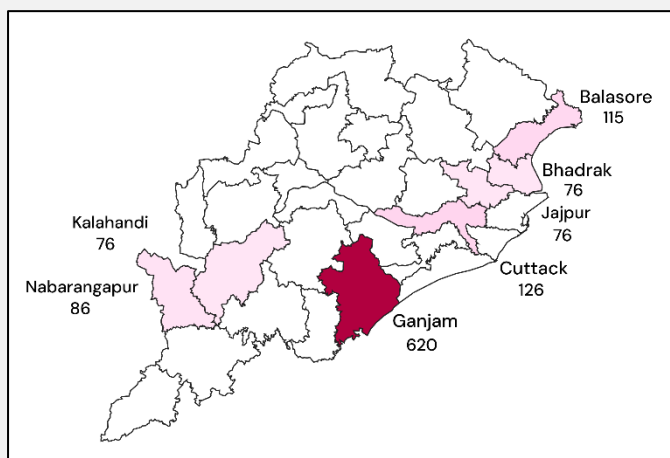
PM-KISAN Scheme related Grievances

A total of 6,070 grievances were registered for the PMKISAN scheme in the month of October, 2024, through CSCs.

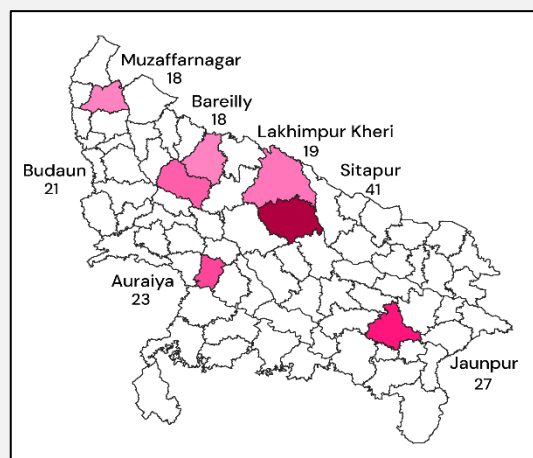
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in October, 2024:**



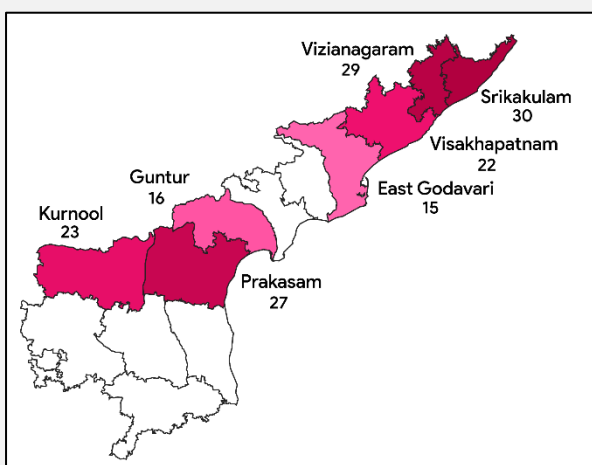
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in October, 2024:



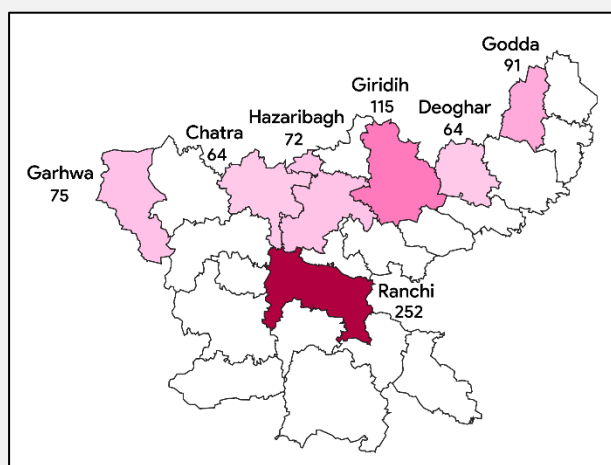
Odisha



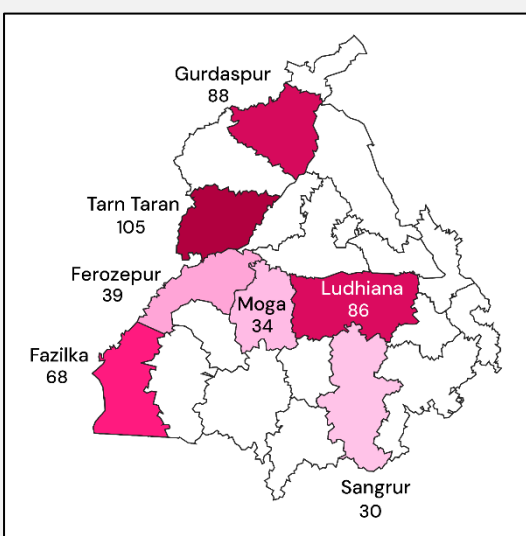
Uttar Pradesh



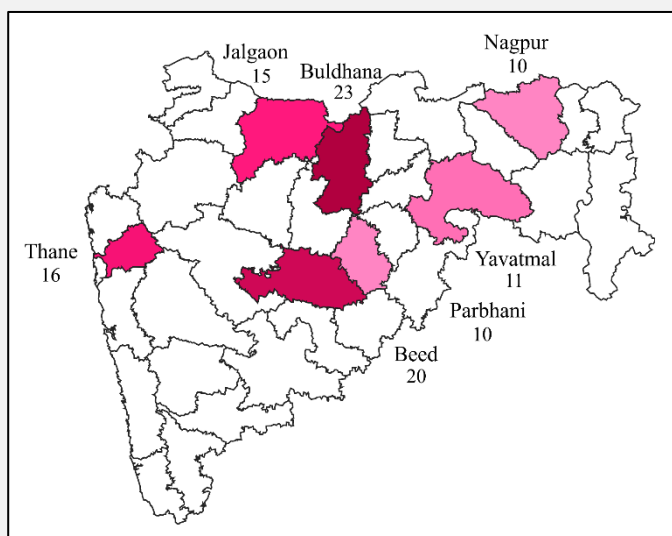
Andhra Pradesh



Jharkhand



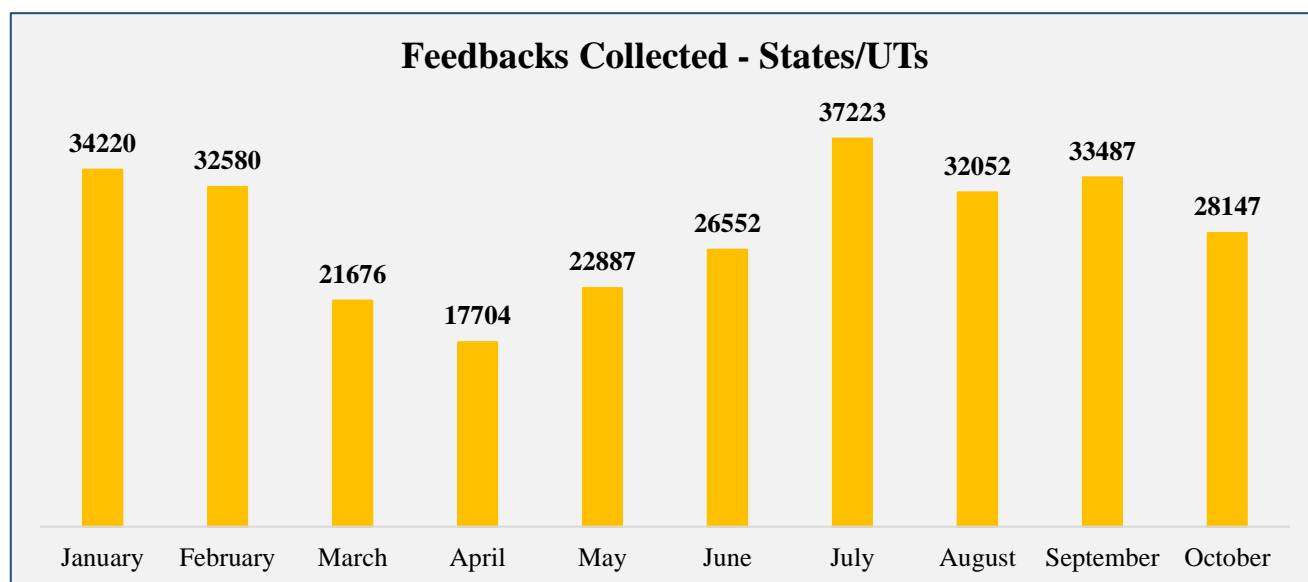
Punjab



Maharashtra

5. Feedback Call Centre

- From 1st January to 31th October, 2024, the Feedback Call Centre has collected **2,86,528** **feedbacks**, directly from the citizens, for States/UTs.

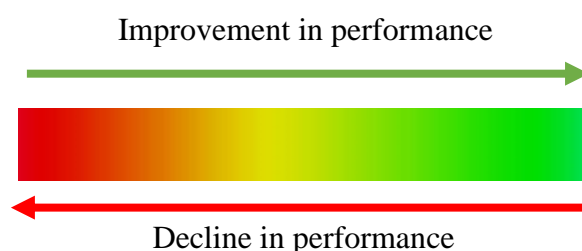


- Trend of Satisfaction across States/UTs for the feedbacks collected in the last 10 months:**

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

S. No.	Name of State/UT	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24	Oct'24
8	Punjab	62%	66%	64%	67%	67%	61%	60%	60%	64%	56%
9	Jharkhand	54%	56%	55%	54%	55%	57%	54%	53%	47%	52%
10	Maharashtra	34%	34%	41%	35%	34%	33%	33%	34%	41%	42%
11	NCT of Delhi	34%	27%	34%	31%	33%	30%	30%	27%	35%	29%
12	Uttarakhand	32%	34%	34%	32%	31%	33%	34%	32%	30%	25%
13	Tamil Nadu	31%	25%	32%	31%	30%	32%	32%	33%	35%	42%
14	Andhra Pradesh	39%	26%	23%	30%	35%	30%	32%	48%	24%	25%
15	Karnataka	23%	25%	30%	29%	42%	37%	41%	32%	43%	31%
16	Chhattisgarh	39%	48%	42%	36%	42%	40%	40%	40%	42%	38%
17	Odisha	60%	69%	79%	48%	62%	44%	69%	71%	68%	69%

**The above table contains data for States/UTs for which more than 3000 feedbacks have been collected in the past 10 months*



6. Performance of States/UTs

Receipts

- For the month of October, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 24,675 grievances, followed by Gujarat at 2nd place, with the number standing at 4,226 registrations. Odisha with 3,543 receipts in October, completes the Top 3 positions
- Assam recorded 3,439 grievances in the month of October, thus placing it 5th in the list, Jharkhand with 2,858 registrations stands 7th in the list, with the Top 10 being closed by NCT of Delhi which has received 2,309 grievances
- 16 States/UTs have received more than 1000 grievances in the month of October, 2024

Disposal

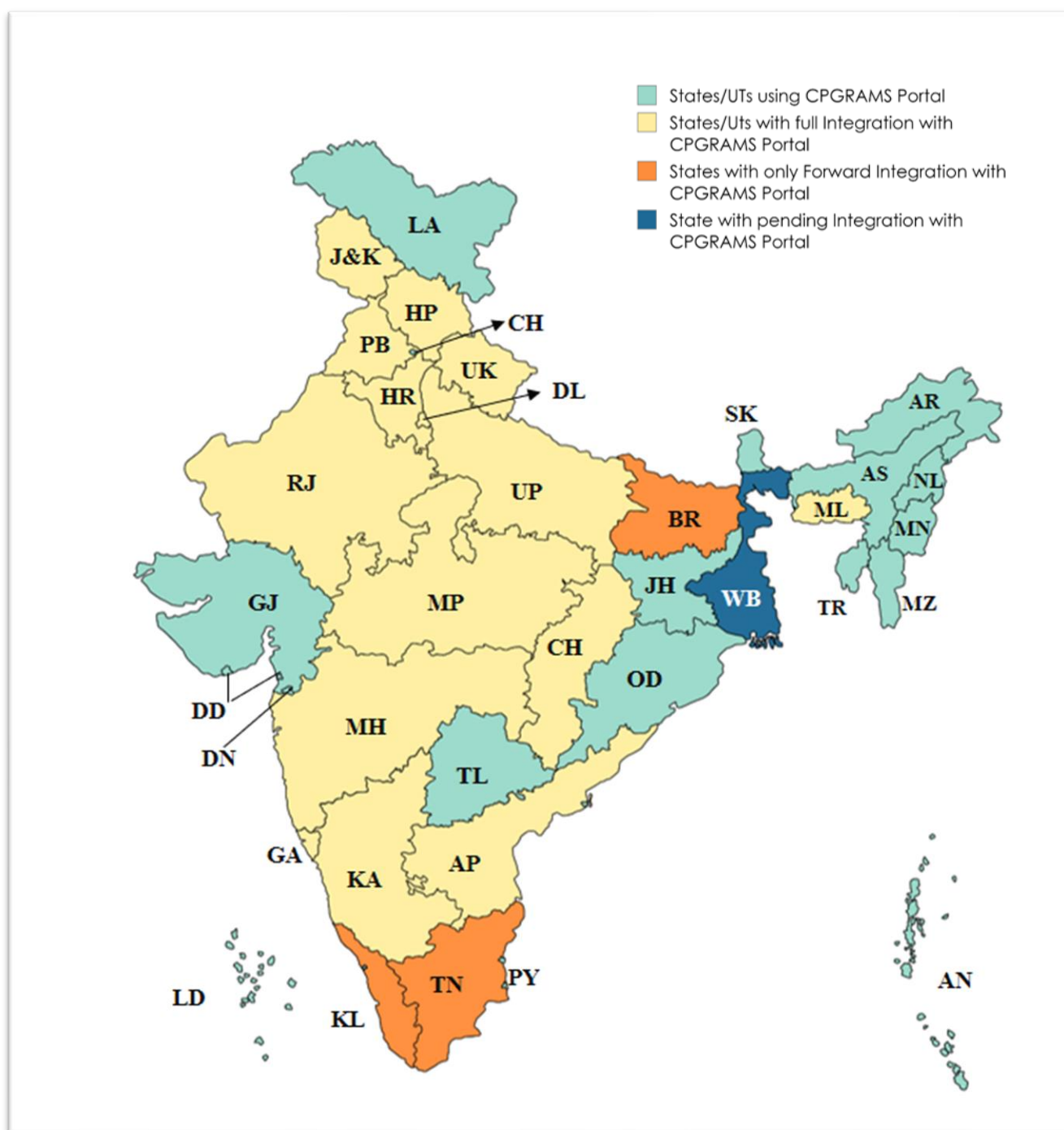
- In the month of October, 2024, Uttar Pradesh has disposed of the maximum number of grievances (26,803) followed by Karnataka disposing of 8,720 grievances and Maharashtra at the 3rd place, disposing of 5,912 grievances
- Gujarat has disposed 4,406 grievances, and stands at the 4th position, Haryana with 2,351 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 October, 2024

Pendency

- 23 States have a pendency of more than 1000 grievances, as on 31st October, 2024
- West Bengal with a pendency of 37,620 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 21,111 pending grievances, Odisha with a pendency of 18,066 grievances stands at the 3rd position
- Uttar Pradesh with a pendency of 12,145 grievances stands at the 4th position, Haryana with 11,562 pending grievances stands at the 5th position, with the Top 10 list closed by Gujarat which has a pendency of 6,759 grievances as on 31st October, 2024
- Karnataka, Maharashtra and Uttar Pradesh are the Top 3 States/UTs which have shown the maximum decrease in pendency from September, 2024 to October, 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 instalment, 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

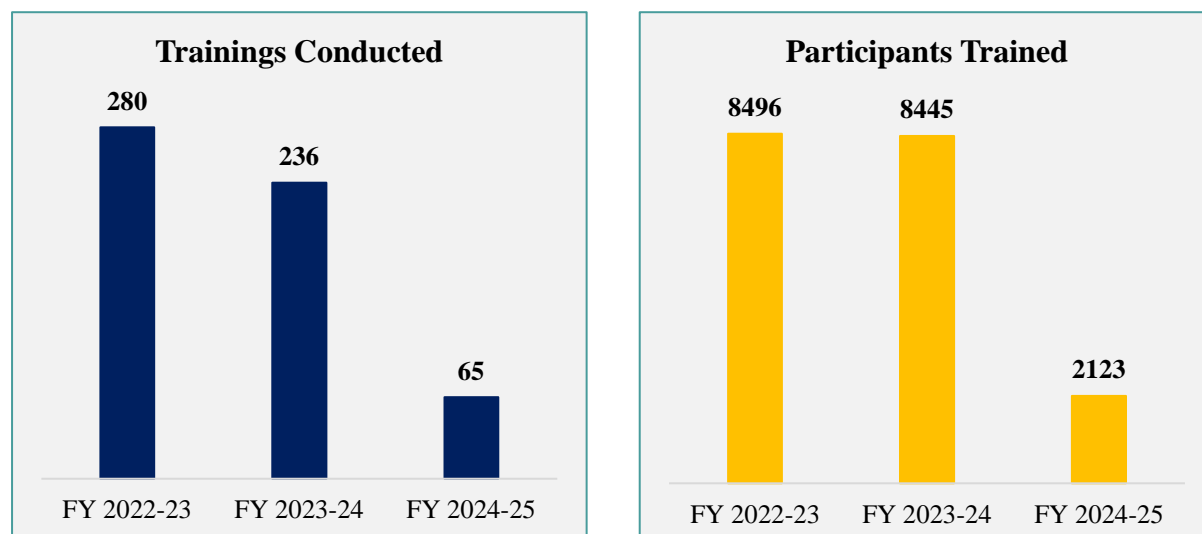
22. Odisha

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:



In the last three Financial Years (2022-23, 2023-24, 2024-25), **581 training courses** have been completed, in which **~19,064 officers** have been trained.

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	

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
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	7	154	6
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	9	563	
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	4	114	
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			236	8445	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	19	574	
2	Assam	Assam Administrative Staff College (AASC), Guwahati			3
3	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	27	1031	
4	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	6	108	1
5	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			2
6	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	1	55	2
7	Tamil Nadu	ANNA Administrative Staff College	1	24	1
8	Telangana	Dr. MCR HRD Institute, Hyderabad	11	331	
9	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow			1
Total			65	2123	10

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 Kumar Akansh

Request for refund of School fee

Shri Kumar Akansh enrolled his son in a school on 22-05-2024 and submitted 2 cheques for the admission and school fees covering the period from April to June 2024. However, due to unforeseen circumstances, they cancelled the admission and submitted a refund request for the debited amount of Rs. 25,000. Despite 2 months of follow-up, the parents didn't receive a proper reply and the school allegedly misplaced one of the cheques, to the tune of Rs. 24,058 as well.

Concerned, the parents filed a CPGRAMS and as a result, the issue was resolved and the admissible amount was refunded to the parents.

Grievance of Mrs. Ashama

Request regarding allotment of house under Prime Minister's Housing Scheme

Mrs. Ashama, a resident of Sevra village, post Ajgain, district Unnao, is extremely poor and currently living in a kaccha house. Despite being allegedly eligible for the Prime Minister's housing scheme, she had not yet been allotted a house. Although she had applied multiple times, no action was taken. She requests that her name to be included in the list of the beneficiaries under the scheme.

After filing a grievance on CPGRAMS, a thorough investigation was conducted within 15 days, and Mrs. Ashama was confirmed as eligible and included in the list of beneficiaries.

Grievance of Shri Kamal Dwivedi

Request for clearance of debris near Ahlcon International School to prevent injuries

New footpath was constructed near Ahlcon International School, Delhi however the construction debris was left on-site. This caused frequent accidents, with school children falling and getting injured. A concerned citizen filed a CPGRAMS for the removal of the debris to prevent further incidents and as a result, debris was removed by the officials and a photo-proof was furnished as well.

11. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



Department of Administrative Reforms and Public Grievances (DARPG) releases the 26th Monthly Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) of States/UTs Performance for the Month of September, 2024

66,536 Public Grievances Cases Received by States/UTs in September, 2024

Total 68,359 Grievances Redressed by States/UTs in September, 2024.

Posted On: 15 OCT 2024 8:00PM by PIB Delhi



A meeting between Dr. Devesh Chaturvedi, Secretary, Department of Agriculture & Farmers Welfare (DA&FW), and Shri V. Srinivas, Secretary, Department of Administrative Reforms and Public Grievances (DARPG), was held today at Krishi Bhawan, New Delhi, to discuss the centralized grievance redressal mechanism of DARPG. Secretary DARPG presented a detailed overview of the grievance redressal process, explaining how the system is designed to ensure that complaints are addressed at the unit level. Additionally, there is a feedback mechanism involving verification through outgoing calls from the call center.

#agrigoi #SpecialCampaign4.0 #SwachhstaPakhwada2024 #SwachhBharat #10YearsOfSwachhBharat #SwachhtaHiSeva2024



PMO India and 8 others

8:58 PM · Oct 11, 2024 · 2,384 Views



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66,536 Public Grievances Cases Received by States/UTs in September, 2024

Total 68,359 Grievances Redressed by States/UTs in September, 2024

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

10:19 AM · Oct 16, 2024 · 3,148 Views



As part of Special Campaign 4.0, DARPG has organized a workshop on Cyber Swachhata on 7th October 2024. The workshop featured a panel discussion on the current cyber security landscape in India and cybersecurity for e-office, Bhavishya, and CPGRAMS. Also, as best practice, initiatives regarding preserving historical records were showcased in an exhibition 'Abhilekh aur Sushasan' organised by DARPG and NAI.

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

#SpecialCampaign4 #CyberSecurity

@PMOIndia @DrJitendraSingh @svoruganti1466 @PIB_India @DDNewsLive

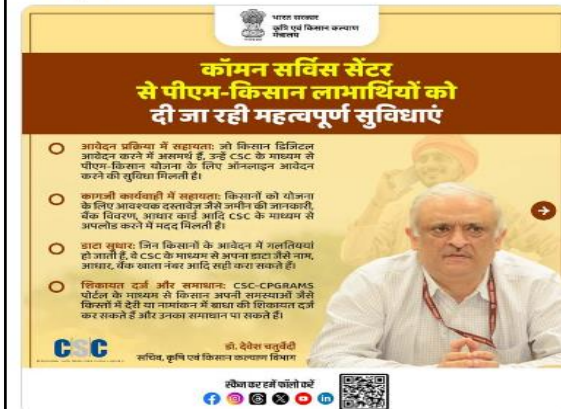
1:32 PM · Oct 16, 2024 · 308 Views



डॉ. देवेश चतुर्वेदी, सचिव, कृषि एवं किसान कल्याण विभाग ने 24 अक्टूबर 2024 को CSC-CPGRAMS शिकायत पोर्टल पर पीएम-किसान से संबंधित शिकायत निवारण पर एक ऑनलाइन सत्र में भाग लिया।

#CPGRAMS #DARPG #CPGRAMSService #RuralEmpowerment #DigitalInclusion #CSCGrievanceService

Translate post



12:12 PM · Oct 25, 2024 · 94 Views



A live session with CSC VLEs was conducted today by CSC and DARPG addressing the most common grievances related to the PM-KISAN scheme on the #CPGRAMS Portal.

The session was attended by Secretary, DARPG, Shri V. Srinivas; Secretary, @AgriGoI, Dr Devesh Chaturvedi and Shri Sanjay Rakesh, MD & CEO, @CSCegov_.



9:37 PM · Oct 24, 2024 · 253 Views

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14273	24675	38948	26803	12145
2	Government of Gujarat	6939	4226	11165	4406	6759
3	Government of Odisha	15712	3543	19255	1189	18066
4	Government of Maharashtra	23560	3463	27023	5912	21111
5	Government of Assam	6154	3439	9593	3750	5843
6	Government of Madhya Pradesh	4832	3061	7893	3408	4485
7	Government of Jharkhand	8395	2858	11253	1658	9595
8	Government of Bihar	9110	2583	11693	3577	8116
9	Government of Rajasthan	3532	2554	6086	3793	2293
10	Government of NCT of Delhi	5358	2309	7667	2022	5645

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14273	24675	38948	26803	12145
2	Government of Karnataka	16481	1028	17509	8720	8789
3	Government of Maharashtra	23560	3463	27023	5912	21111
4	Government of Gujarat	6939	4226	11165	4406	6759
5	Government of Rajasthan	3532	2554	6086	3793	2293
6	Government of Assam	6154	3439	9593	3750	5843
7	Government of Bihar	9110	2583	11693	3577	8116
8	Government of Madhya Pradesh	4832	3061	7893	3408	4485
9	Government of Haryana	11589	2288	13877	2315	11562
10	Government of NCT of Delhi	5358	2309	7667	2022	5645

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14611	216540	231151	219006	12145
2	Government of Gujarat	6917	45223	52140	45381	6759
3	Government of Assam	9451	41818	51269	45426	5843
4	Government of Maharashtra	14603	36023	50626	29515	21111
5	Government of Madhya Pradesh	6460	32092	38552	34067	4485
6	Government of Punjab	3397	28674	32071	28962	3109
7	Government of Rajasthan	4818	28031	32849	30556	2293
8	Government of Haryana	11530	27885	39415	27853	11562
9	Government of Bihar	7727	26122	33849	25733	8116
10	Government of Jharkhand	5832	22624	28456	18861	9595

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14611	216540	231151	219006	12145
2	Government of Assam	9451	41818	51269	45426	5843
3	Government of Gujarat	6917	45223	52140	45381	6759
4	Government of Madhya Pradesh	6460	32092	38552	34067	4485
5	Government of Rajasthan	4818	28031	32849	30556	2293
6	Government of Maharashtra	14603	36023	50626	29515	21111
7	Government of Punjab	3397	28674	32071	28962	3109
8	Government of Haryana	11530	27885	39415	27853	11562
9	Government of Bihar	7727	26122	33849	25733	8116
10	Government of Odisha	25941	17555	43496	25430	18066

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25602	12086	37688	68	37620
2	Government of Maharashtra	14603	36023	50626	29515	21111
3	Government of Odisha	25941	17555	43496	25430	18066
4	Government of Uttar Pradesh	14611	216540	231151	219006	12145
5	Government of Haryana	11530	27885	39415	27853	11562
6	Government of Jharkhand	5832	22624	28456	18861	9595
7	Government of Karnataka	10591	13088	23679	14890	8789
8	Government of Bihar	7727	26122	33849	25733	8116
9	Government of Tamil Nadu	5838	17489	23327	15861	7466
10	Government of Gujarat	6917	45223	52140	45381	6759
11	Government of Union Territory of Jammu and Kashmir	2051	7319	9370	3167	6203
12	Government of Assam	9451	41818	51269	45426	5843
13	Government of NCT of Delhi	4077	21850	25927	20282	5645
14	Government of Himachal Pradesh	4323	2767	7090	1491	5599
15	Government of Kerala	875	6130	7005	1902	5103
16	Government of Madhya Pradesh	6460	32092	38552	34067	4485
17	Government of Andhra Pradesh	7162	7956	15118	11511	3607
18	Government of Punjab	3397	28674	32071	28962	3109
19	Government of Uttarakhand	2647	12249	14896	12003	2893
20	Government of Rajasthan	4818	28031	32849	30556	2293
21	Government of Manipur	3293	2101	5394	3221	2173
22	Government of Chhattisgarh	1301	8774	10075	8101	1974
23	Government of Nagaland	977	303	1280	27	1253

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Oct, 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	303	1280	27	1253	151	97.89%
2	Government of Mizoram	282	414	696	25	671	174	96.41%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
3	Government of Meghalaya	328	672	1000	490	510	106	51.00%
4	Government of Arunachal Pradesh	124	374	498	282	216	58	43.37%
5	Government of Manipur	3293	2101	5394	3221	2173	446	40.29%
6	Government of Tripura	358	1198	1556	1291	265	96	17.03%
7	Government of Sikkim	17	114	131	109	22	38	16.79%
8	Government of Assam	9451	41818	51269	45426	5843	91	11.40%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	25602	12086	37688	68	37620	36964
2	Government of Maharashtra	14603	36023	50626	29515	21111	18977
3	Government of Odisha	25941	17555	43496	25430	18066	15202
4	Government of Haryana	11530	27885	39415	27853	11562	10091
5	Government of Karnataka	10591	13088	23679	14890	8789	8266
6	Government of Jharkhand	5832	22624	28456	18861	9595	7906
7	Government of Bihar	7727	26122	33849	25733	8116	6473
8	Government of Tamil Nadu	5838	17489	23327	15861	7466	6373
9	Government of Union Territory of Jammu and Kashmir	2051	7319	9370	3167	6203	5758
10	Government of Himachal Pradesh	4323	2767	7090	1491	5599	5418

Annexure 2: Average Closing Time – Jan to Oct, 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	5662	6
2	Government of Kerala	1902	8
3	Government of Union Territory of Andaman & Nicobar	1320	10
4	Government of Union Territory of Jammu and Kashmir	3167	23
5	Government of Uttar Pradesh	219006	25
6	Government of Union Territory of Puducherry	1413	34
7	Government of Sikkim	109	38
8	Government of Rajasthan	30556	43
9	Government of West Bengal	68	43
10	Government of Punjab	28962	52



Department of Administrative Reforms and Public Grievances

Government of India

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