



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES

75
Azadi Ka
Amrit Mahotsav

CPGRAMS

Monthly Report - States/UTs

November 2024

[Report Number 28]

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

1. General

- **39,999 new users** registered on the CPGRAMS Portal in November, 2024
- **6,537 grievances** were registered through **CSCs** on the CPGRAMS Portal in November, 2024
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 616 training courses have been completed, in which ~20,017 officers have been trained
- A review meeting under the chairmanship of Secretary, DARPG, was held on 28th November, 2024, with the Nodal Officers of all the States/UTs and ATIs

2. Status of Public Grievances on CPGRAMS

- In November, 2024, **53,640 PG cases** were received for the States/UTs and **56,650 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **74,308 PG cases at the end of October, 2024**, to **56,650 PG cases at the end of November, 2024**

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th November, 2024
- For States/UTs, as on 30th November, 2024, there exists a pendency of **1,92,012 PG cases**, which is the lowest ever pendency recorded in the year 2024
- The pendency in the States/UTs has **decreased** from **1,94,986 PG cases at the end of October, 2024** to **1,92,012 PG cases at the end of November, 2024**

4. Feedback Call Centre

- In November, 2024, the Feedback Call Centre collected **55,206 feedbacks**, out of the total feedbacks collected, **~44%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In November, 2024, **22,319 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~35%** citizens expressed satisfaction with the resolution provided

National Workshop on Effective Redressal of Public Grievances



Dr Jitendra Singh, Hon'ble Minister of State

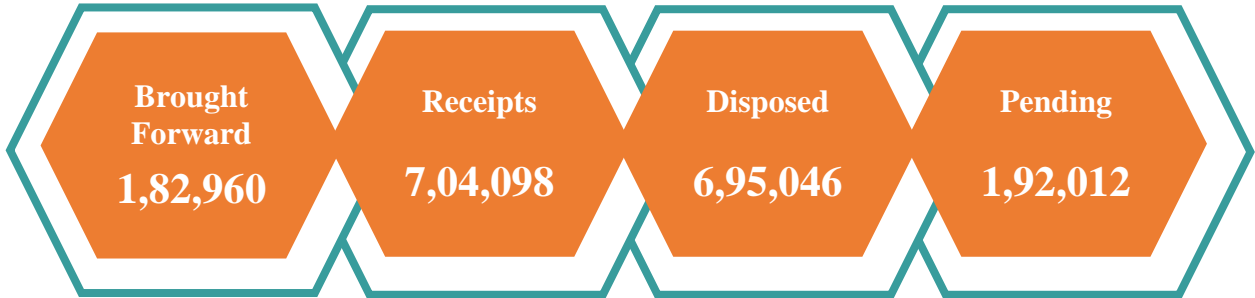


Key Officials at the Workshop

The National Workshop on Effective Redressal of Public Grievances, organized by the Department of Administrative Reforms and Public Grievances (DARPG) was held on 18th November 2024, which brought together over 500 officers from Central Ministries, State Governments, and Administrative Training Institutes. The workshop focused on promoting citizen-centric governance, addressing systemic challenges in grievance redressal, and showcasing innovative practices. In the workshop, Dr Jitendra Singh, Minister of State for Personnel, Public Grievances, and Pensions, delivered the keynote address in which he highlighted significant improvements in grievance resolution mechanism and role of technology-driven mechanisms in fostering transparency between the government and citizens. The workshop spanned across six sessions, including plenary discussions and knowledge-sharing by experts. It also featured the launch of several key initiatives, including the **Grievance Redressal Assessment and Index (GRAI) 2023**, **CPGRAMS Mobile App**, and the **Monthly Reports for October 2024**. The detailed roadmap for improving grievance redressal mechanisms was outlined. This included establishing dedicated grievance cells in ministries and departments with high grievance volumes, training officials through capacity-building programs, and adopting regional best practices. The event highlighted the critical need for technological integration, inclusivity through regional language support, and the adoption of innovative practices to strengthen governance and enhance public service delivery across the country.

2. Review of Status of Grievances

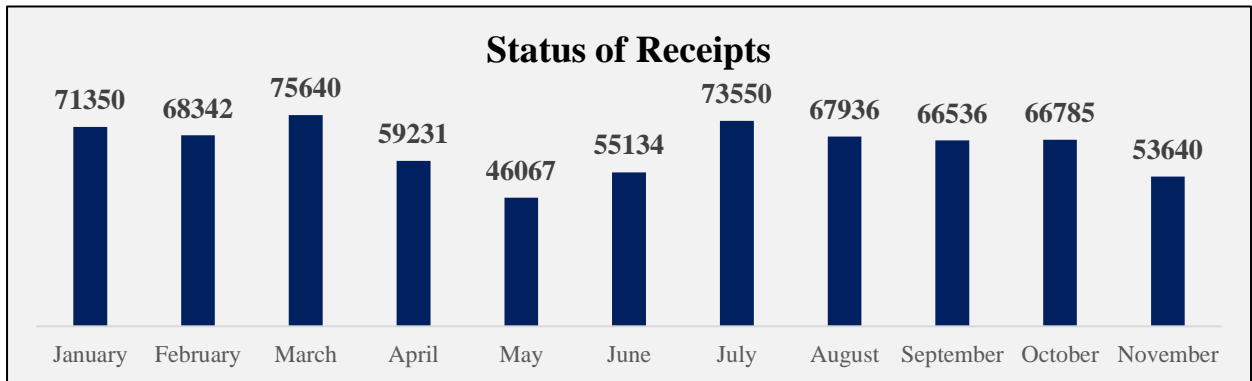
2.1. Overview



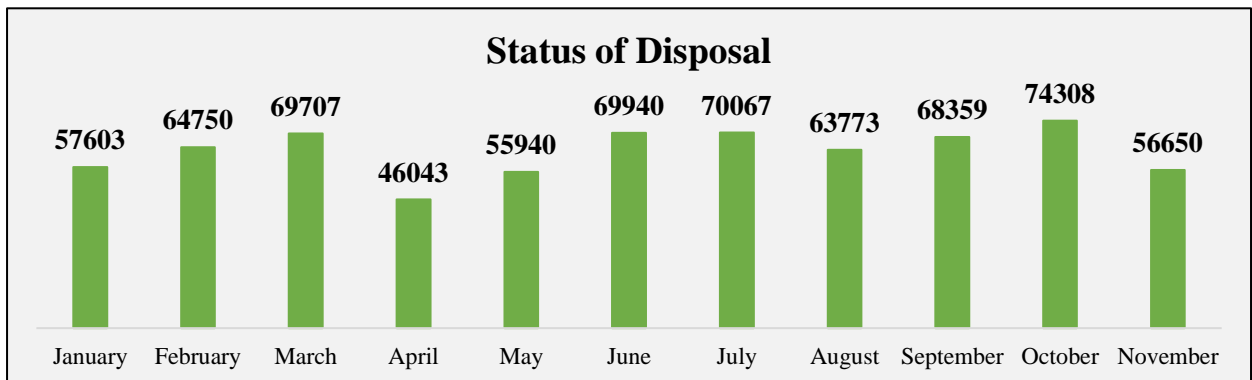
(Time Period: 01/01/2024 to 30/11/2024)

2.2. Month-wise Status of Grievances

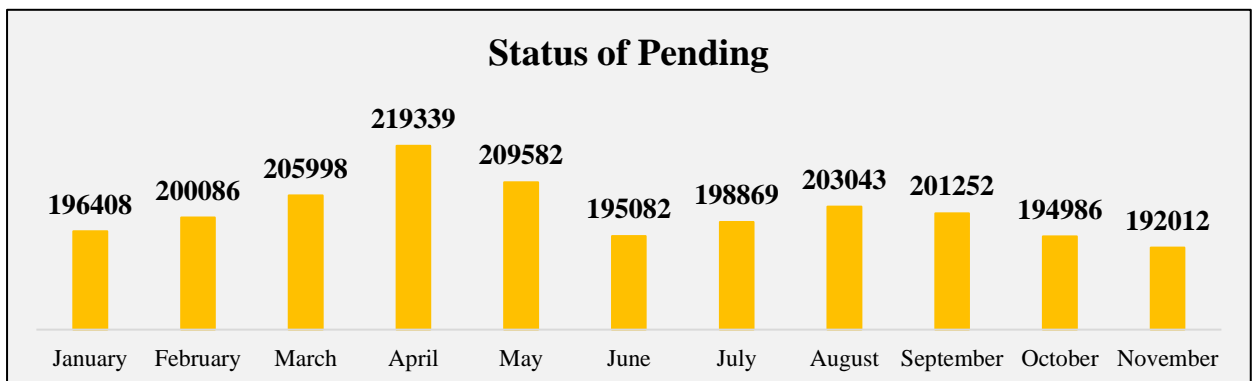
RECEIPTS



DISPOSED



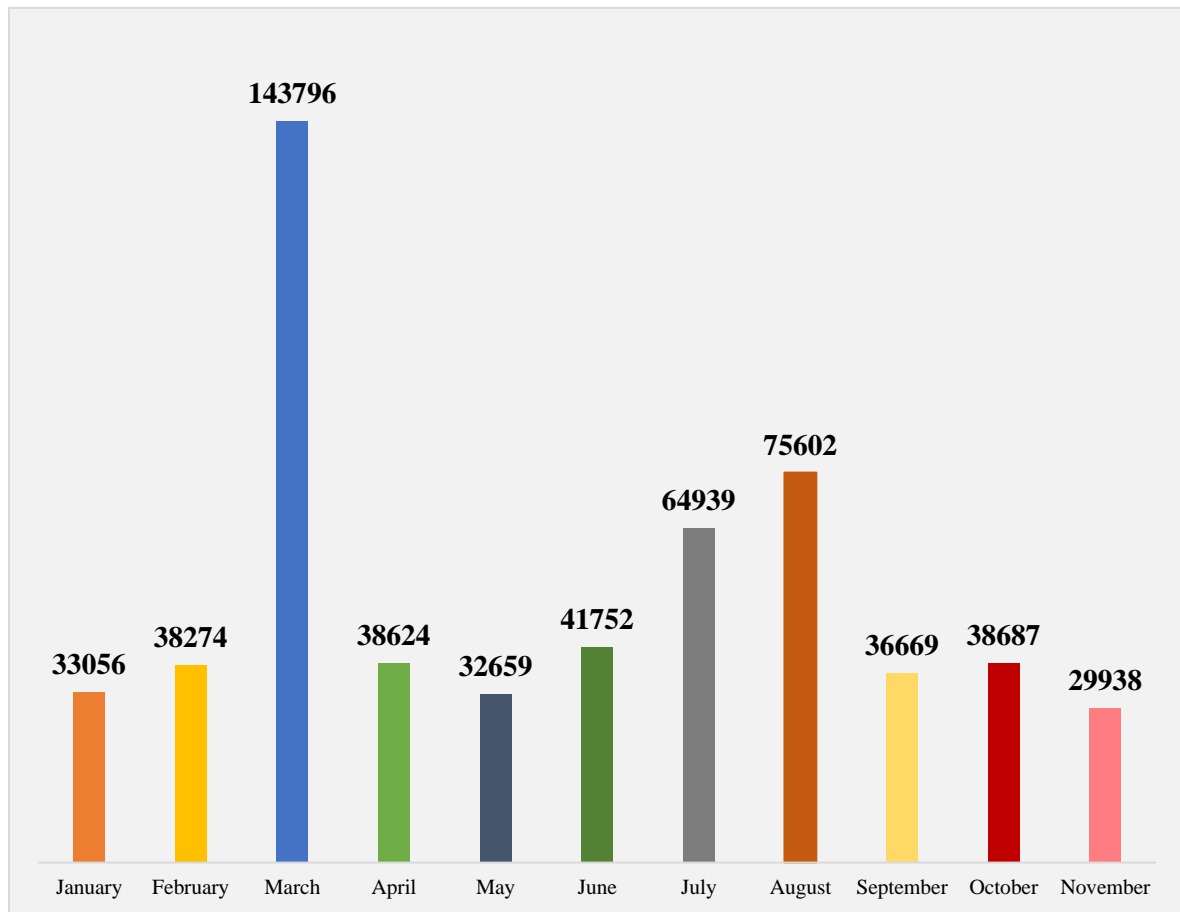
PENDING



- **User Registration on CPGRAMS in the last 11 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 |
| 9 | September | 50,393 |
| 10 | October | 50,940 |
| 11 | November | 39,999 |
| TOTAL | | 7,40,638 |

User-Registrations through CPGRAMS Portal



4. Outreach through Common Service Centres

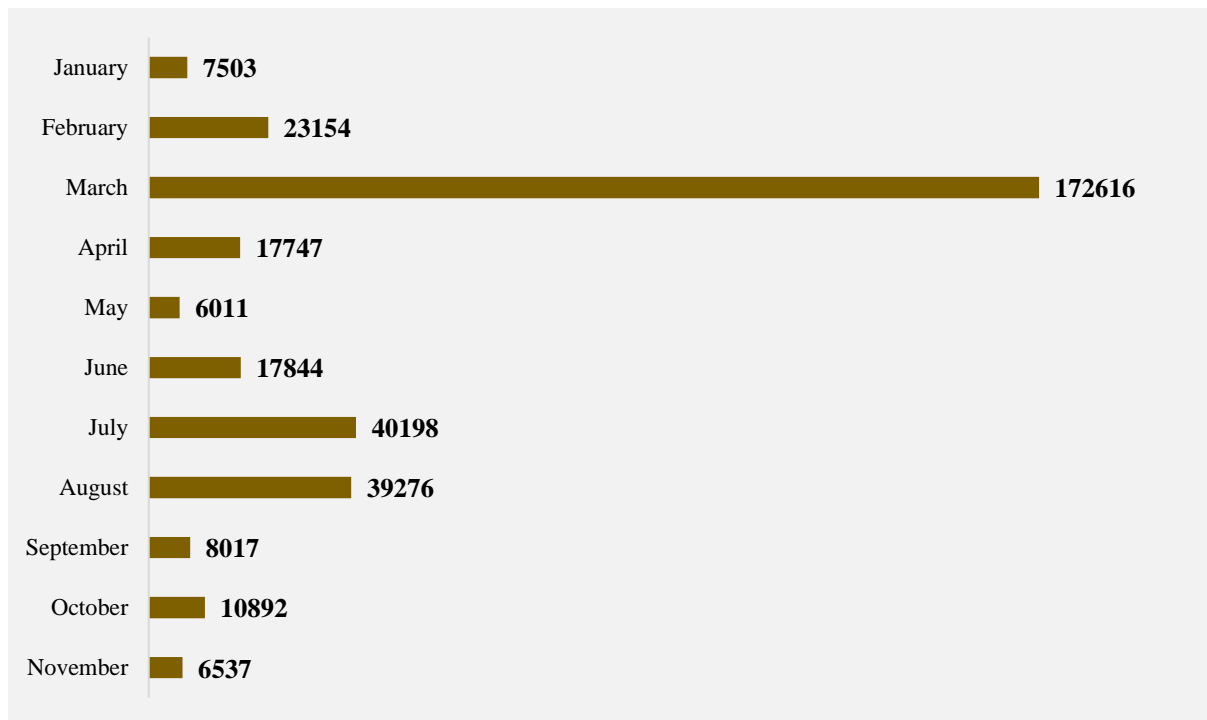
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/11/2024 to 30/11/2024)

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.

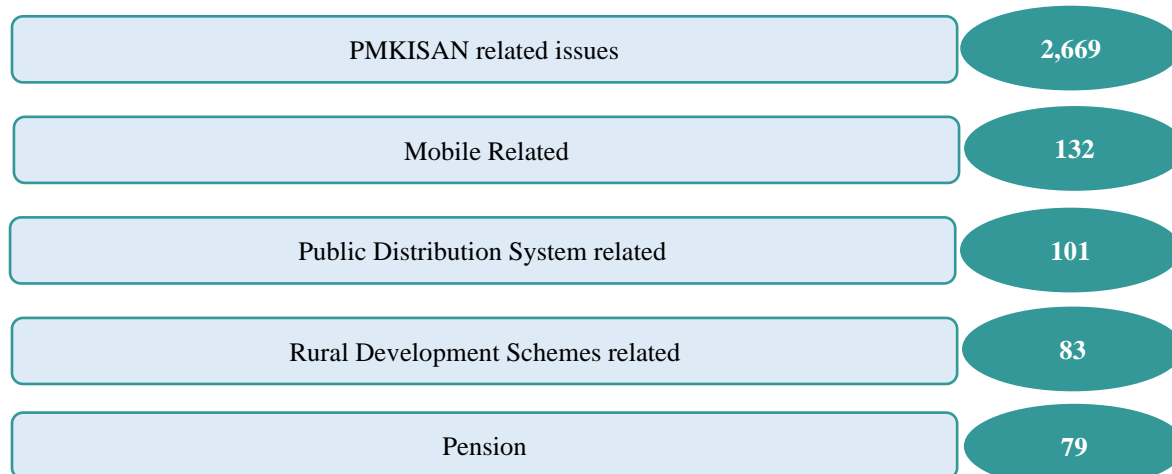
- **A total of 6,537 grievances have been registered through the Common Service Centres in the month of November, 2024**



- **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 | 1469 | PMKISAN related issues | 463 | 32% |
| | | | Public Distribution System related | 35 | 2% |
| 2 | Odisha | 1444 | PMKISAN related issues | 544 | 38% |
| | | | Rural Development Schemes related | 77 | 5% |
| 3 | Punjab | 733 | PMKISAN related issues | 508 | 69% |
| | | | Road Transport Related | 29 | 4% |
| 4 | Jharkhand | 404 | PMKISAN related issues | 317 | 78% |
| | | | Public Distribution System related | 9 | 2% |
| 5 | West Bengal | 339 | PMKISAN related issues | 108 | 32% |
| | | | LPG/LPG Agency related | 31 | 9% |
| 6 | Madhya Pradesh | 255 | PMKISAN related issues | 47 | 18% |
| | | | Health Schemes | 29 | 11% |
| 7 | Bihar | 182 | PMKISAN related issues | 25 | 14% |
| | | | Public Distribution System related | 18 | 10% |
| 8 | Andhra Pradesh | 171 | PMKISAN related issues | 97 | 57% |
| | | | Non Updation of AADHAAR | 11 | 6% |
| 9 | Maharashtra | 162 | PMKISAN related issues | 71 | 44% |
| | | | Aadhaar Number related Issues | 6 | 4% |
| 10 | Assam | 160 | PMKISAN related issues | 48 | 30% |
| | | | Pradhan Mantri Gram Sadak Yojana | 23 | 14% |

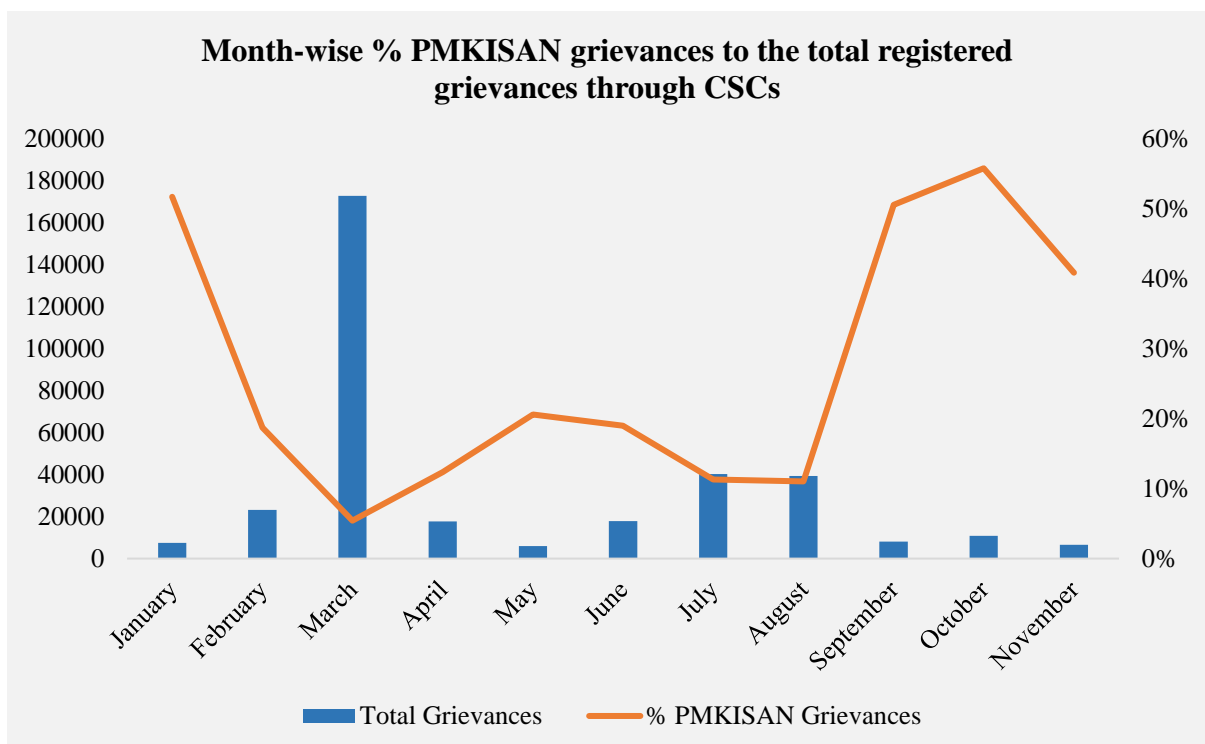
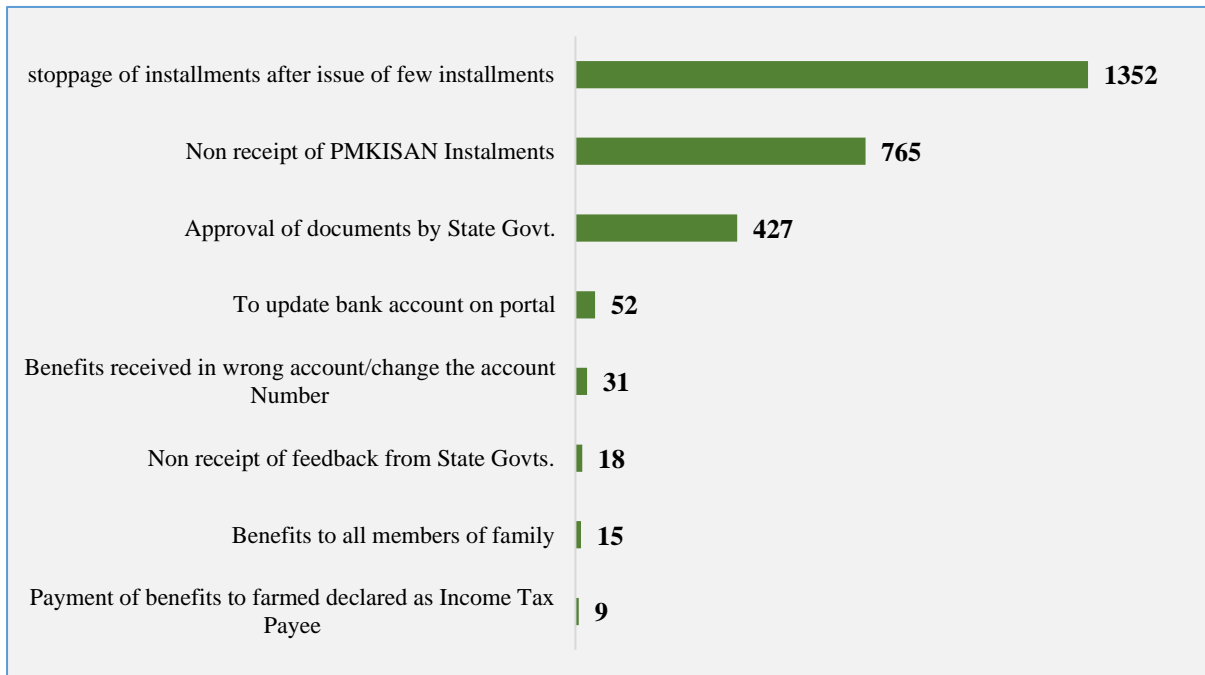
- **Top 5 categories for which the maximum grievances were registered through CSCs:**



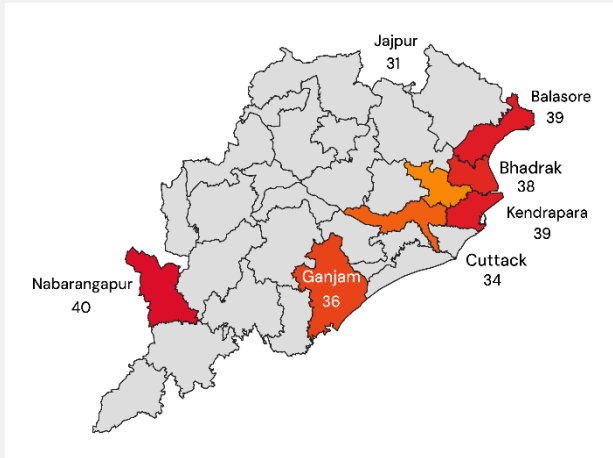
PM-KISAN Scheme related Grievances

A total of 2,669 grievances were registered for the PMKISAN scheme in the month of November, 2024, through CSCs.

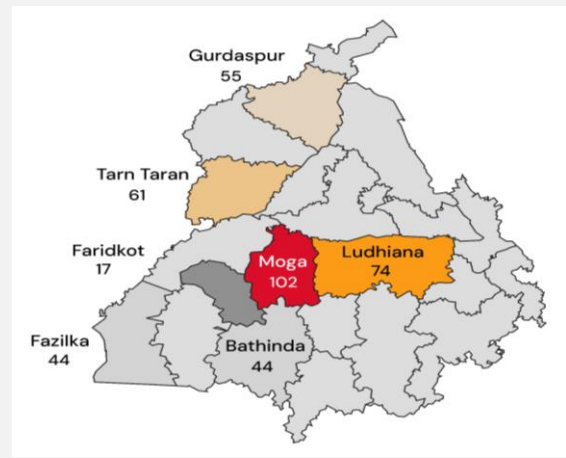
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in November, 2024:**



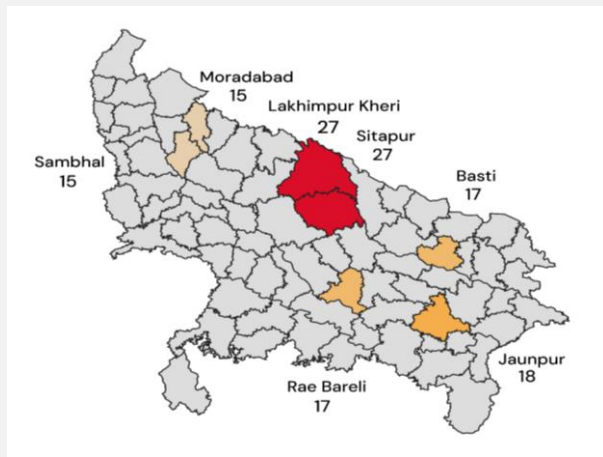
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in November, 2024:



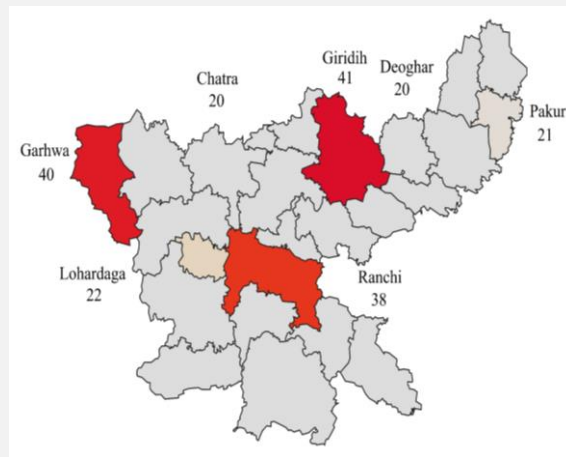
Odisha



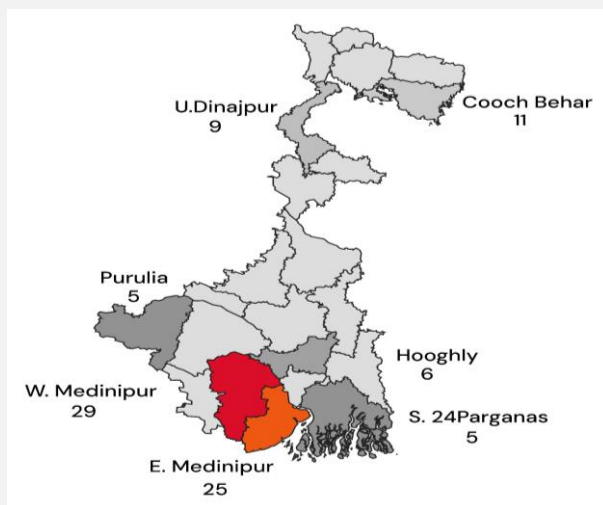
Punjab



Uttar Pradesh



Jharkhand



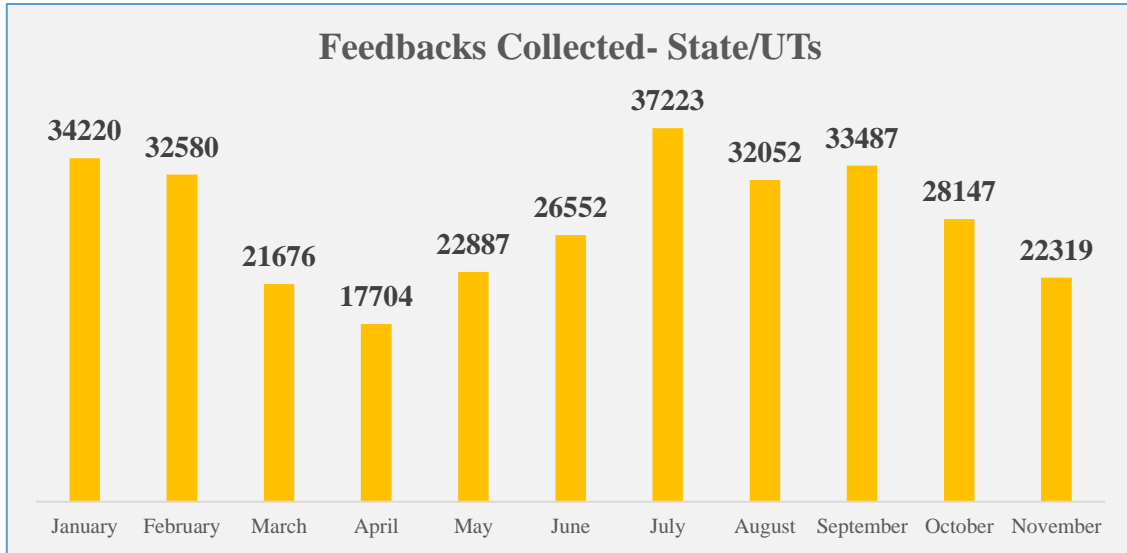
West Bengal



Andhra Pradesh

5. Feedback Call Centre

- From 1st January to 30th November, 2024, the Feedback Call Centre has collected **3,08,847** **feedbacks**, directly from the citizens, for States/UTs.

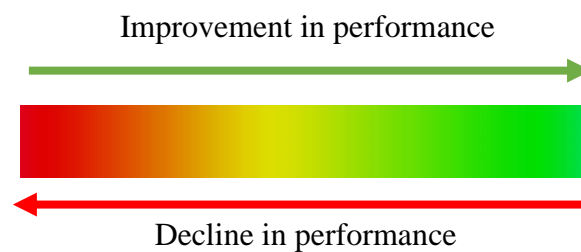


- Trend of Satisfaction across States/UTs for the feedbacks collected in the last 11 months:**

| 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 | Nov 24 |
|--------|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 1 | Government of Uttar Pradesh | 32% | 39% | 37% | 34% | 37% | 34% | 36% | 36% | 34% | 33% | 32% |
| 2 | Government of Madhya Pradesh | 23% | 27% | 25% | 29% | 29% | 28% | 27% | 27% | 31% | 31% | 26% |
| 3 | Government of Rajasthan | 34% | 38% | 38% | 32% | 37% | 38% | 38% | 37% | 36% | 35% | 28% |
| 4 | Government of Gujarat | 34% | 38% | 36% | 33% | 39% | 39% | 37% | 36% | 33% | 33% | 34% |
| 5 | Government of Haryana | 33% | 36% | 44% | 36% | 37% | 39% | 37% | 35% | 33% | 32% | 35% |
| 6 | Government of Assam | 68% | 70% | 75% | 61% | 74% | 66% | 60% | 68% | 63% | 60% | 58% |
| 7 | Government of Bihar | 34% | 35% | 37% | 33% | 40% | 39% | 37% | 37% | 37% | 33% | 36% |

| 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 | Nov 24 |
|--------|------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 8 | Government of Punjab | 62% | 66% | 64% | 67% | 67% | 61% | 60% | 60% | 64% | 56% | 59% |
| 9 | Government of Maharashtra | 34% | 34% | 41% | 35% | 34% | 33% | 33% | 34% | 41% | 42% | 39% |
| 10 | Government of Jharkhand | 54% | 56% | 55% | 54% | 55% | 57% | 54% | 53% | 47% | 52% | 53% |
| 11 | Government of NCT of Delhi | 34% | 27% | 34% | 31% | 33% | 30% | 30% | 27% | 35% | 29% | 30% |
| 12 | Government of Tamil Nadu | 31% | 25% | 32% | 31% | 30% | 32% | 32% | 33% | 35% | 42% | 38% |
| 13 | Government of Uttarakhand | 32% | 34% | 34% | 32% | 31% | 33% | 34% | 32% | 30% | 25% | 31% |
| 14 | Government of Karnataka | 23% | 25% | 30% | 29% | 42% | 37% | 41% | 32% | 43% | 31% | 30% |
| 15 | Government of Andhra Pradesh | 39% | 26% | 23% | 30% | 35% | 30% | 32% | 48% | 24% | 25% | 40% |
| 16 | Government of Chattisgarh | 39% | 48% | 42% | 36% | 42% | 40% | 40% | 40% | 42% | 38% | 38% |
| 17 | Government of Odisha | 60% | 69% | 79% | 48% | 62% | 44% | 69% | 71% | 68% | 69% | 72% |

**The above table contains data for States/UTs for which more than 3000 feedbacks have been collected in the past 11 months*



6. Performance of States/UTs

Receipts

- For the month of November, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 20,250 grievances, followed by Gujarat at 2nd place, with the number standing at 3,351 registrations. Assam with 2,844 receipts in November, completes the Top 3 positions
- Haryana recorded 2,404 grievances in the month of November, thus placing it 5th in the list, Rajasthan with 2,193 registrations stands 7th in the list, with the Top 10 being closed by Odisha which has received 1,832 grievances
- 13 States/UTs have received more than 1000 grievances in the month of November, 2024

Disposal

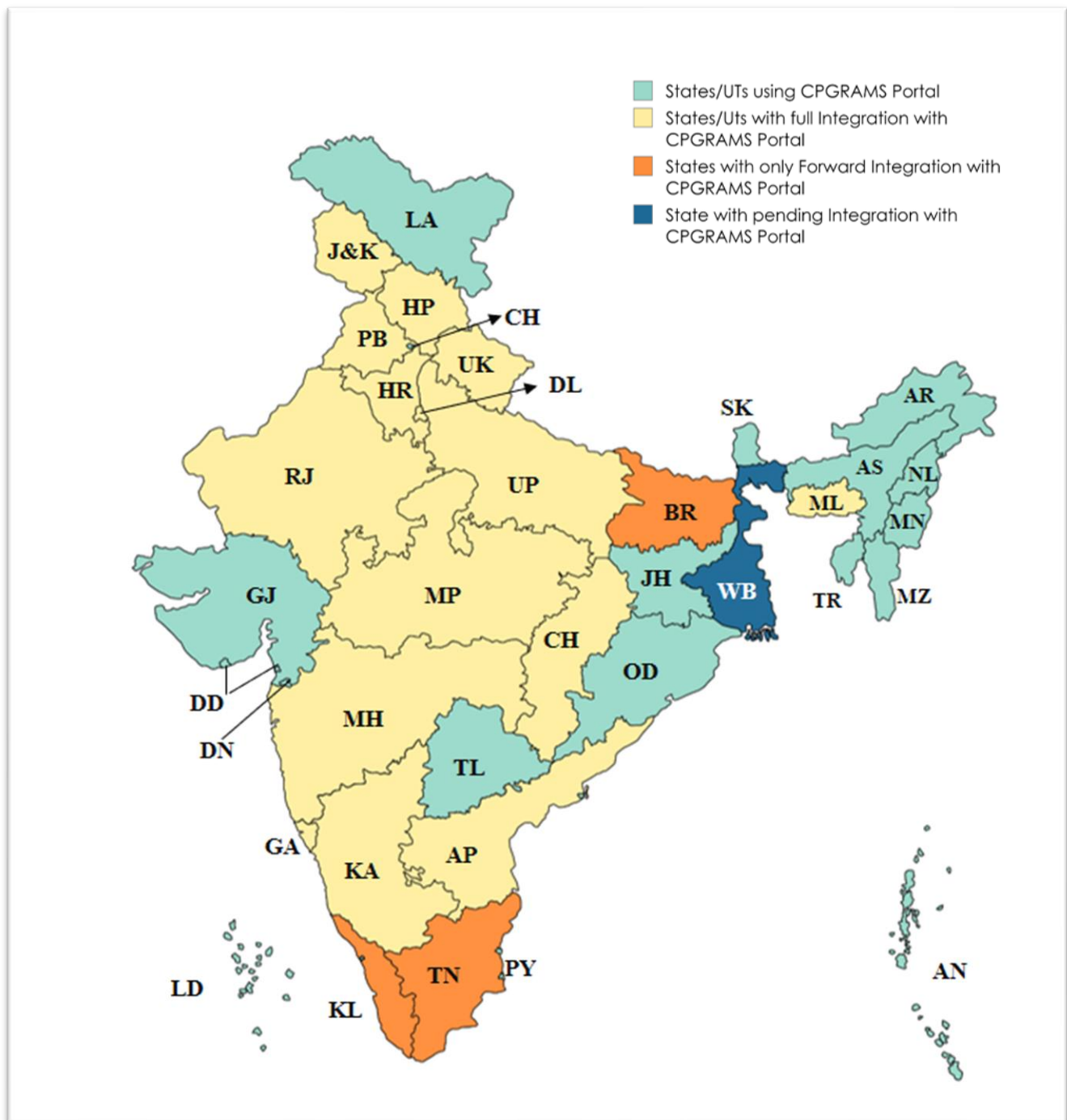
- In the month of November, 2024, Uttar Pradesh has disposed of the maximum number of grievances (20,255) followed by Gujarat disposing of 4,494 grievances and Assam at the 3rd place, disposing of 3,653 grievances
- Madhya Pradesh has disposed 3,499 grievances, and stands at the 4th position, Bihar with 2,132 disposals stands at the 9th position in terms of disposal of grievances
- 15 States/UTs have disposed more than 1000 grievances in the month of November, 2024

Pendency

- 23 States have a pendency of more than 1000 grievances, as on 30th November, 2024
- West Bengal with a pendency of 38,583 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 20,957 pending grievances, Odisha with a pendency of 18,688 grievances stands at the 3rd position
- Uttar Pradesh with a pendency of 12,140 grievances stands at the 4th position, Haryana with 11,267 pending grievances stands at the 5th position, with the Top 10 list closed by Jammu & Kashmir which has a pendency of 6,682 grievances as on 30th November, 2024
- Karnataka, Gujarat and Madhya Pradesh are the Top 3 States/UTs which have shown the maximum decrease in pendency from October, 2024 to November, 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

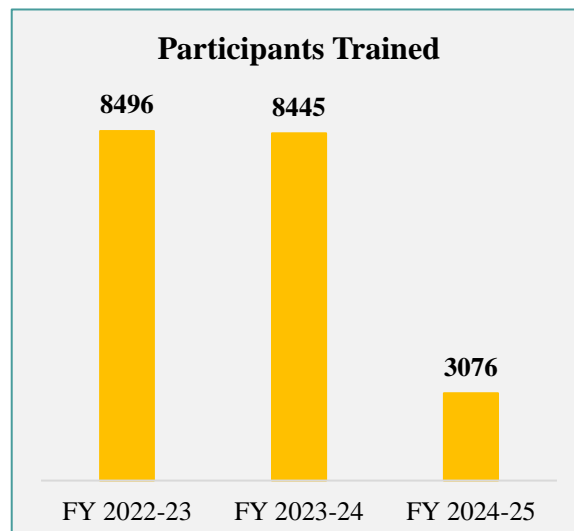
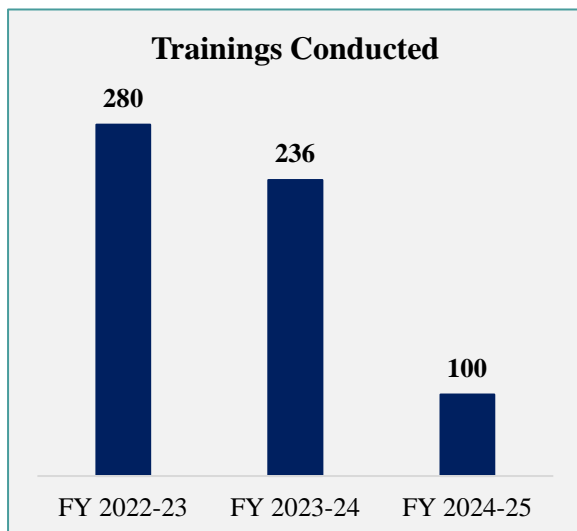
22. Odisha

- Second instalments of grant have been released to 2 ATIs, namely Haryana and Telangana.

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

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), **616 training courses** have been completed, in which **~20,017 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 | |
| 6 | Himachal Pradesh | Himachal Pradesh Institute of Public Administration (HPIPA), Shimla | 2 | 22 | 11 |

| S. No. | State | ATI Name | Courses / Training Programs | Participants Trained | Proposed Courses |
|--------------|----------------|---|-----------------------------|----------------------|------------------|
| 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), Chandigarh | 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 | 30 | 857 | |
| 2 | Assam | Assam Administrative Staff College (AASC), Guwahati | 5 | 27 | 1 |
| 3 | Goa | Goa Institute of Public Administration and Rural Development (GIPARD) | 3 | 69 | |
| 4 | Haryana | Haryana Institute of Public Administration (HIPA), Gurugram | 33 | 1207 | 1 |
| 5 | Himachal Pradesh | Himachal Pradesh Institute of Public Administration (HPIPA), Shimla | 6 | 123 | 2 |
| 6 | Kerala | Institute of Management in Government (IMG), Thiruvananthapuram | | | 2 |
| 7 | Madhya Pradesh | RCVP Noronha Academy of Administration & Management, Bhopal | 2 | 104 | 1 |
| 8 | Meghalaya | Meghalaya Administrative Training Institute (MATI), Shillong | 1 | 24 | |
| 9 | Punjab | Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh | | | 6 |
| 10 | Rajasthan | HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur | 2 | 145 | |
| 11 | Tamil Nadu | ANNA Administrative Staff College | 5 | 133 | 5 |
| 12 | Telangana | Dr. MCR HRD Institute, Hyderabad | 13 | 387 | |
| 13 | Uttar Pradesh | UP Academy of Administration & Management (UPAAM), Lucknow | | | 1 |
| Total | | | 100 | 3076 | 19 |

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 Anurag Kumar Pandey

Non-receipt of benefit under Janani Suraksha Yojana

Shri Anurag Kumar Pandey reported that his wife, Pratima Pandey, delivered on 04.08.2024 at the Community Health Centre, Hanumana, however, he did not receive the entitled payment under the Janani Suraksha Yojana (JSY). Upon inquiring at the hospital, he was informed that the JSY payment had been deposited in his account on 25.09.2024. Despite payment deposited claims, the amount did not reflect in the bank account statement of the account holder. Concerned, the citizen raised a grievance on the CPGRAMS portal for an effective resolution. The Government of Madhya Pradesh responded to the complainant, confirming that a payment of ₹1,400 under the Janani Suraksha Yojana had been transferred to the beneficiary's account on September 25, 2024, along with the provision of the Unique Transaction Reference. Additionally, the government informed that a payment of ₹10,600 under the Maternity Assistance Scheme was deposited into the same account on November 25, 2024. The beneficiary was notified of these payments, and the complainant expressed satisfaction with the resolution provided.

Grievance of Shri Manoj Kumar Awasthi

Unresolved billing issue with Delhi Jal Board

Shri Manoj Kumar Awasthi highlighted an unresolved billing issue with the Delhi Jal Board (DJB). Despite paying ₹14,100 towards the DDA water bill and submitting the payment receipt along with the DDA NOC to the ZRO Office at Kakrola Mor multiple times, the amount continues to reflect as pending in the DJB's records. The citizen was concerned about the lack of resolution, hence, raised a grievance on the CPGRAMS Portal.

The concerned authorities took cognizance of the matter and replied to the citizen stating that the DDA amount has been updated in the system. Further, current meter reading for the updated bill was requested from the complainant to share.

Grievance of Ms. Runali Ravindra Bhore

Amount deducted but not reflected in MHADA account

Smt. Runali made a payment of Rs. 2,545 for maintenance via the e-billing portal using UPI. Although the amount got deducted from her bank account, the same was not reflecting in her MHADA account. Concerned, she subsequently lodged a grievance on the CPGRAMS Portal, post which the Property Manager, Sion, contacted the concerned department's computer engineer and confirmed that the payment has now been updated.

Annexures

Annexure 1: Performance of States

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending |
|--------|------------------------------|-----------------|----------|------------------|----------|---------|
| 1 | Government of Uttar Pradesh | 12145 | 20250 | 32395 | 20255 | 12140 |
| 2 | Government of Gujarat | 6757 | 3351 | 10108 | 4494 | 5614 |
| 3 | Government of Assam | 5843 | 2844 | 8687 | 3653 | 5034 |
| 4 | Government of Madhya Pradesh | 4479 | 2695 | 7174 | 3499 | 3675 |
| 5 | Government of Haryana | 11562 | 2404 | 13966 | 2699 | 11267 |
| 6 | Government of Maharashtra | 21112 | 2316 | 23428 | 2471 | 20957 |
| 7 | Government of Rajasthan | 2293 | 2193 | 4486 | 2497 | 1989 |
| 8 | Government of Bihar | 8148 | 2115 | 10263 | 2132 | 8131 |
| 9 | Government of NCT of Delhi | 5653 | 2081 | 7734 | 1855 | 5879 |
| 10 | Government of Odisha | 18066 | 1832 | 19898 | 1210 | 18688 |

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending |
|--------|------------------------------|-----------------|----------|------------------|----------|---------|
| 1 | Government of Uttar Pradesh | 12145 | 20250 | 32395 | 20255 | 12140 |
| 2 | Government of Gujarat | 6757 | 3351 | 10108 | 4494 | 5614 |
| 3 | Government of Assam | 5843 | 2844 | 8687 | 3653 | 5034 |
| 4 | Government of Madhya Pradesh | 4479 | 2695 | 7174 | 3499 | 3675 |
| 5 | Government of Haryana | 11562 | 2404 | 13966 | 2699 | 11267 |
| 6 | Government of Rajasthan | 2293 | 2193 | 4486 | 2497 | 1989 |
| 7 | Government of Maharashtra | 21112 | 2316 | 23428 | 2471 | 20957 |
| 8 | Government of Karnataka | 8789 | 906 | 9695 | 2196 | 7499 |
| 9 | Government of Bihar | 8148 | 2115 | 10263 | 2132 | 8131 |
| 10 | Government of Jharkhand | 9597 | 1284 | 10881 | 1985 | 8896 |

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending |
|--------|------------------------------|-----------------|----------|------------------|----------|---------|
| 1 | Government of Uttar Pradesh | 14611 | 236790 | 251401 | 239261 | 12140 |
| 2 | Government of Gujarat | 6917 | 48565 | 55482 | 49868 | 5614 |
| 3 | Government of Assam | 9451 | 44662 | 54113 | 49079 | 5034 |
| 4 | Government of Maharashtra | 14604 | 38339 | 52943 | 31986 | 20957 |
| 5 | Government of Madhya Pradesh | 6457 | 34783 | 41240 | 37565 | 3675 |
| 6 | Government of Haryana | 11530 | 30284 | 41814 | 30547 | 11267 |
| 7 | Government of Rajasthan | 4818 | 30224 | 35042 | 33053 | 1989 |
| 8 | Government of Punjab | 3399 | 30024 | 33423 | 30322 | 3101 |
| 9 | Government of Bihar | 7727 | 28236 | 35963 | 27832 | 8131 |
| 10 | Government of NCT of Delhi | 4079 | 23931 | 28010 | 22131 | 5879 |

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending |
|--------|------------------------------|-----------------|----------|------------------|----------|---------|
| 1 | Government of Uttar Pradesh | 14611 | 236790 | 251401 | 239261 | 12140 |
| 2 | Government of Gujarat | 6917 | 48565 | 55482 | 49868 | 5614 |
| 3 | Government of Assam | 9451 | 44662 | 54113 | 49079 | 5034 |
| 4 | Government of Madhya Pradesh | 6457 | 34783 | 41240 | 37565 | 3675 |
| 5 | Government of Rajasthan | 4818 | 30224 | 35042 | 33053 | 1989 |
| 6 | Government of Maharashtra | 14604 | 38339 | 52943 | 31986 | 20957 |
| 7 | Government of Haryana | 11530 | 30284 | 41814 | 30547 | 11267 |
| 8 | Government of Punjab | 3399 | 30024 | 33423 | 30322 | 3101 |
| 9 | Government of Bihar | 7727 | 28236 | 35963 | 27832 | 8131 |
| 10 | Government of Odisha | 25941 | 19387 | 45328 | 26640 | 18688 |

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending |
|--------|--|-----------------|----------|------------------|----------|---------|
| 1 | Government of West Bengal | 25602 | 13052 | 38654 | 71 | 38583 |
| 2 | Government of Maharashtra | 14604 | 38339 | 52943 | 31986 | 20957 |
| 3 | Government of Odisha | 25941 | 19387 | 45328 | 26640 | 18688 |
| 4 | Government of Uttar Pradesh | 14611 | 236790 | 251401 | 239261 | 12140 |
| 5 | Government of Haryana | 11530 | 30284 | 41814 | 30547 | 11267 |
| 6 | Government of Jharkhand | 5832 | 23908 | 29740 | 20844 | 8896 |
| 7 | Government of Bihar | 7727 | 28236 | 35963 | 27832 | 8131 |
| 8 | Government of Tamil Nadu | 5838 | 19139 | 24977 | 17423 | 7554 |
| 9 | Government of Karnataka | 10590 | 13994 | 24584 | 17085 | 7499 |
| 10 | Government of Union Territory of Jammu and Kashmir | 2051 | 7800 | 9851 | 3169 | 6682 |
| 11 | Government of NCT of Delhi | 4079 | 23931 | 28010 | 22131 | 5879 |
| 12 | Government of Himachal Pradesh | 4323 | 3001 | 7324 | 1611 | 5713 |
| 13 | Government of Gujarat | 6917 | 48565 | 55482 | 49868 | 5614 |
| 14 | Government of Kerala | 875 | 6629 | 7504 | 2066 | 5438 |
| 15 | Government of Assam | 9451 | 44662 | 54113 | 49079 | 5034 |
| 16 | Government of Madhya Pradesh | 6457 | 34783 | 41240 | 37565 | 3675 |
| 17 | Government of Andhra Pradesh | 7162 | 8845 | 16007 | 12712 | 3295 |
| 18 | Government of Punjab | 3399 | 30024 | 33423 | 30322 | 3101 |
| 19 | Government of Uttarakhand | 2647 | 13155 | 15802 | 12854 | 2948 |
| 20 | Government of Manipur | 3293 | 2179 | 5472 | 3229 | 2243 |
| 21 | Government of Chattisgarh | 1302 | 9435 | 10737 | 8716 | 2021 |
| 22 | Government of Rajasthan | 4818 | 30224 | 35042 | 33053 | 1989 |
| 23 | Government of Nagaland | 977 | 327 | 1304 | 28 | 1276 |

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Nov, 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 | 327 | 1304 | 28 | 1276 | 146 | 98% |
| 2 | Government of Mizoram | 282 | 504 | 786 | 26 | 760 | 168 | 97% |

| 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 | 702 | 1030 | 514 | 516 | 107 | 50% |
| 4 | Government of Manipur | 3293 | 2179 | 5472 | 3229 | 2243 | 446 | 41% |
| 5 | Government of Arunachal Pradesh | 124 | 395 | 519 | 337 | 182 | 78 | 35% |
| 6 | Government of Sikkim | 17 | 126 | 143 | 122 | 21 | 40 | 15% |
| 7 | Government of Tripura | 358 | 1322 | 1680 | 1503 | 177 | 100 | 11% |
| 8 | Government of Assam | 9451 | 44662 | 54113 | 49079 | 5034 | 87 | 9% |

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

| S. No. | Name of State/UT | Brought Forward | Receipts | Total Grievances | Disposed | Pending | Pending >21 Days |
|--------|--|-----------------|----------|------------------|----------|---------|------------------|
| 1 | Government of West Bengal | 25602 | 13052 | 38654 | 71 | 38583 | 37931 |
| 2 | Government of Maharashtra | 14604 | 38339 | 52943 | 31986 | 20957 | 19401 |
| 3 | Government of Odisha | 25941 | 19387 | 45328 | 26640 | 18688 | 17451 |
| 4 | Government of Haryana | 11530 | 30284 | 41814 | 30547 | 11267 | 9737 |
| 5 | Government of Jharkhand | 5832 | 23908 | 29740 | 20844 | 8896 | 8272 |
| 6 | Government of Karnataka | 10590 | 13994 | 24584 | 17085 | 7499 | 7010 |
| 7 | Government of Bihar | 7727 | 28236 | 35963 | 27832 | 8131 | 6693 |
| 8 | Government of Tamil Nadu | 5838 | 19139 | 24977 | 17423 | 7554 | 6487 |
| 9 | Government of Union Territory of Jammu and Kashmir | 2051 | 7800 | 9851 | 3169 | 6682 | 6339 |
| 10 | Government of Himachal Pradesh | 4323 | 3001 | 7324 | 1611 | 5713 | 5585 |

Annexure 2: Average Closing Time – Jan to Nov, 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 | 6392 | 7 |
| 2 | Government of Kerala | 2066 | 8 |
| 3 | Government of Andaman & Nicobar | 1410 | 9 |
| 4 | Government of Jammu and Kashmir | 3169 | 23 |
| 5 | Government of Uttar Pradesh | 239261 | 24 |
| 6 | Government of Puducherry | 1546 | 33 |
| 7 | Government of Sikkim | 122 | 40 |
| 8 | Government of West Bengal | 71 | 41 |
| 9 | Government of Rajasthan | 33053 | 42 |
| 10 | Government of Union Territory of Chandigarh | 3723 | 48 |

