



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS &  
PUBLIC GRIEVANCES

75  
Azadi Ka  
Amrit Mahotsav

# CPGRAMS

Monthly Report - States/UTs

December 2024

[Report Number 29]

Department of Administrative Reforms  
and Public Grievances

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# 1. Key Highlights

## 1. General

- **Dr Jitendra Singh, Hon'ble MoS (PP)**, chaired the **Year-end Review Meeting on “Effective Redressal of Public Grievances 2024”** held on 30<sup>th</sup> December, 2024
- **Hon'ble MoS (PP) Dr Jitendra Singh** released the **CPGRAMS Annual Report 2024** during the Good Governance Week event held on 25<sup>th</sup> December 2024
- **56,490 new users** registered on the CPGRAMS Portal in December, 2024
- **6,674 grievances** were registered through **CSCs** on the CPGRAMS Portal in December, 2024
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 669 training courses have been completed, in which ~21,862 officers have been trained
- A monthly review meeting under the chairmanship of Secretary, DARPG, was held on 18<sup>th</sup> December, 2024, with the Nodal Officers of all the States/UTs and DGs of ATIs

## 2. Status of Public Grievances on CPGRAMS

- In December, 2024, **60,651 PG cases** were received for the States/UTs and **67,193 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **56,650 PG cases at the end of November, 2024**, to **67,193 PG cases at the end of December, 2024**

## 3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31<sup>st</sup> December, 2024
- For States/UTs, as on 31<sup>st</sup> December, 2024, there exists a pendency of **1,85,519 PG cases**, which is the lowest ever pendency recorded in the year 2024
- The pendency in the States/UTs has **decreased** from **1,92,012 PG cases at the end of November, 2024** to **1,85,519 PG cases at the end of December, 2024**

## 4. Feedback Call Centre

- The Feedback Call Centre collected **47,238 feedbacks** in December, 2024.
- **51% citizens** expressed satisfaction with the resolution provided on their grievances for the Top 10 States/UTs in December, 2024.

## PRAGATI Review Meeting December, 2024



Hon'ble Prime Minister at the 45<sup>th</sup> edition of PRAGATI, 26<sup>th</sup> December, 2024

Hon'ble Prime Minister Shri Narendra Modi on 26<sup>th</sup> December, 2024 chaired the meeting of the 45th edition of PRAGATI, the ICT-based multi-modal platform for Pro-Active Governance and Timely Implementation, involving Centre and State governments.

During the interaction, Prime Minister reviewed Public Grievances related to the Banking & Insurance Sector. While Prime Minister noted the reduction in the time taken for disposal, he also emphasized on the quality of disposal of the grievances and directed that all senior officers review grievances periodically.

## Year-end review of 'Effective Redressal of Public Grievances 2024'



Hon'ble MoS (PP) Dr Jitendra Singh



Officials at the Year-end Review

Hon'ble Minister of State for Personnel, Public Grievances and Pensions Dr Jitendra Singh chaired the year-end review meeting on "Effective Redressal of Public Grievances 2024". The review meeting was attended by more than 350 distinguished participants - the Nodal Appellate Officers and Nodal Public Grievance Officers from all the Central Ministries/Departments.

Discussions centered on the annual performance in grievance redressal, appeal redressal and key interventions to further enhance the effectiveness of grievance and appeal handling.

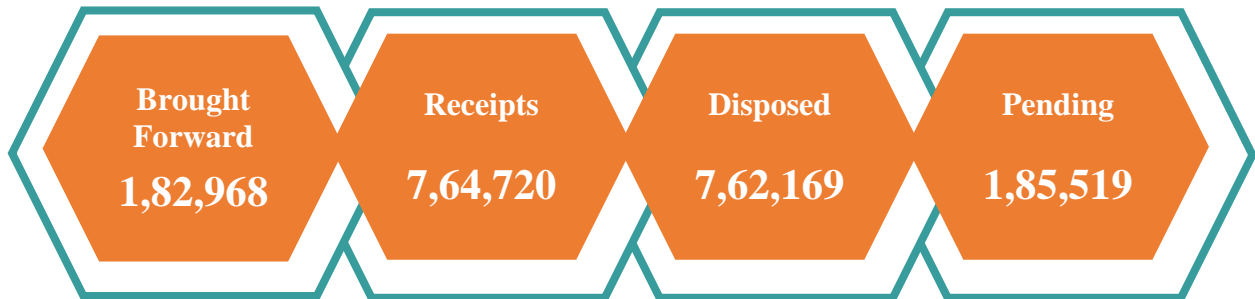
Hon'ble MoS (PP) highlighted major milestones of CPGRAMS:

- Increased public interest in grievance redressal mechanism of the nation, with CPGRAMS emerging as a key success story
- Through efforts, influence, and reach of CPGRAMS - the term 'grievance' has created a deterrent effect, leading to positive governance outcomes.
- Adoption of whole-of-government approach through integration, resulting in breakdown of silos.
- CPGRAMS has ushered in a new wave of democratization and enlightenment in governance frameworks.

Hon'ble MoS (PP) concluded his address by emphasizing the need to exchange best practices, ideas, and experiences through workshops, seminars and meetings.

## 2. Review of Status of Grievances

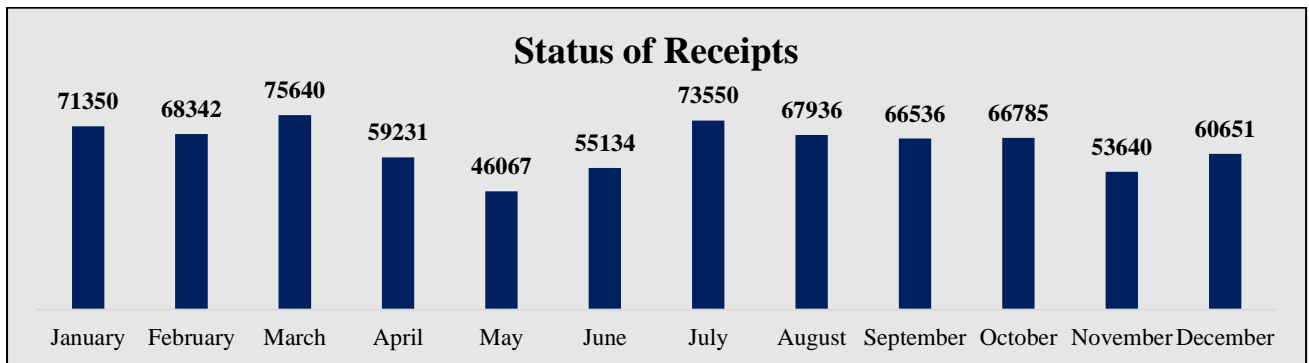
### 2.1. Overview



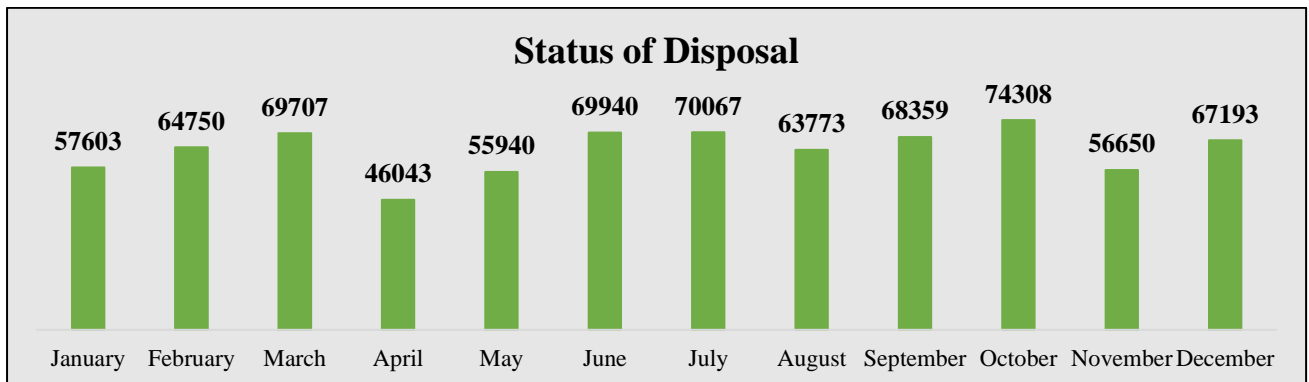
(Time Period: 01/01/2024 to 31/12/2024)

### 2.2. Month-wise Status of Grievances

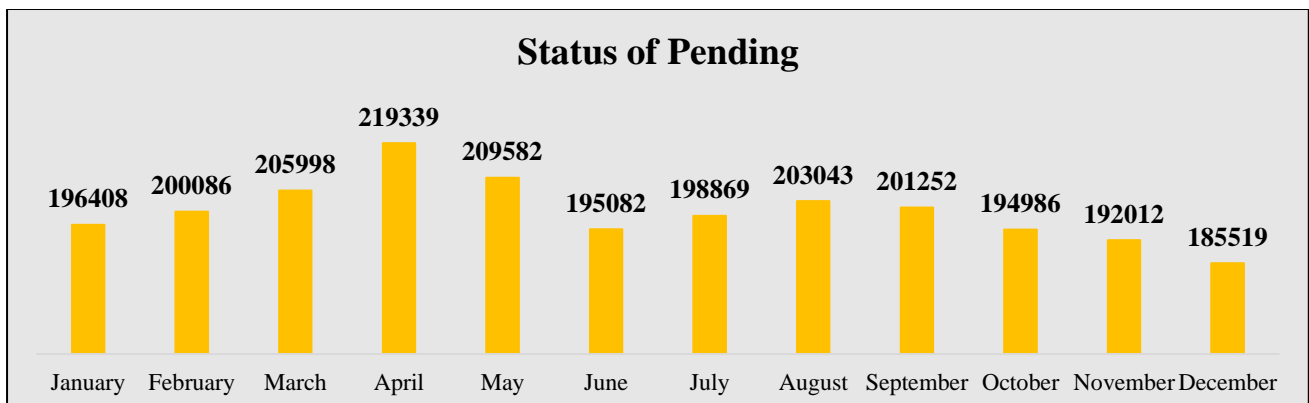
RECEIPTS



DISPOSED



PENDING

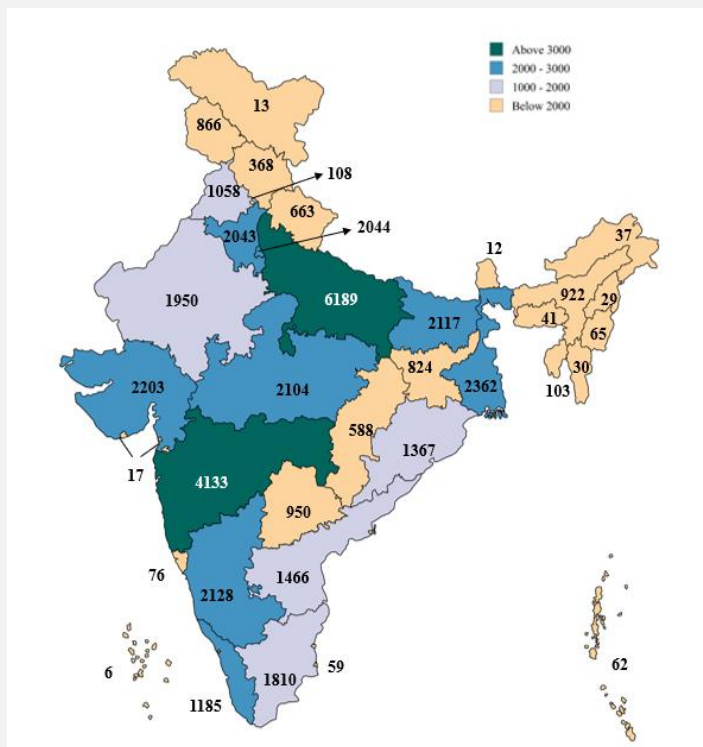




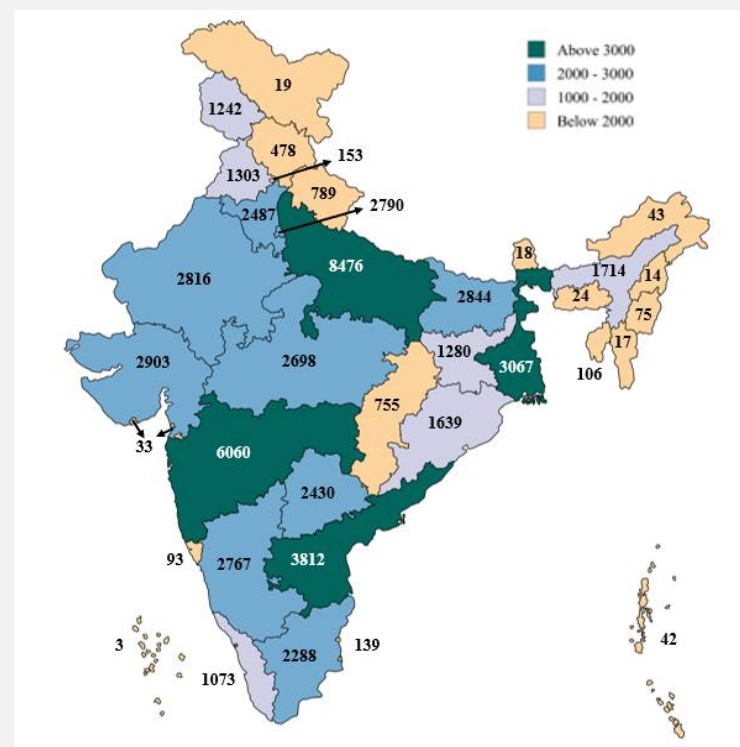
### 3. New User Registrations

A total of **56,490** new users have registered on CPGRAMS in December, 2024, through various channels, out of which, **8,476** registrations are from Uttar Pradesh.

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



November, 2024

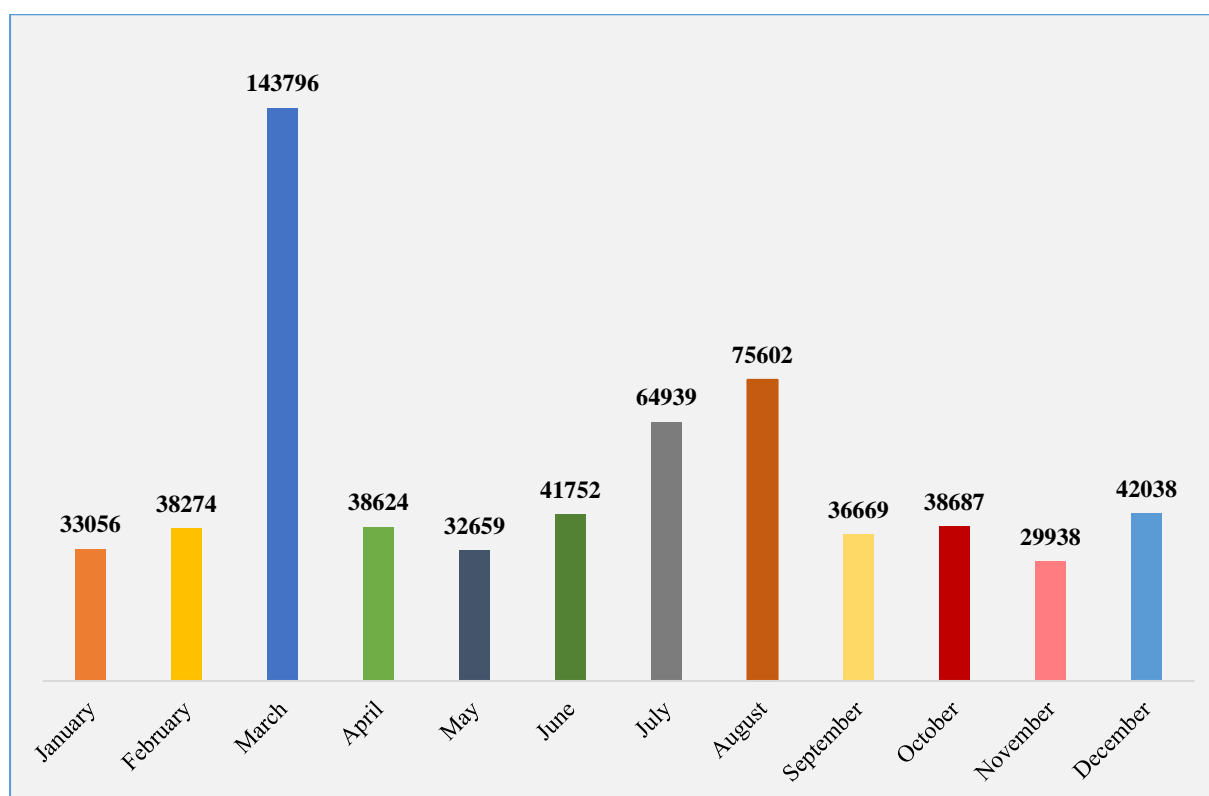


December, 2024

- **User Registration on CPGRAMS in the last 12 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
12	December	56,490
<b>TOTAL</b>		<b>7,97,128</b>

### **User-Registrations through CPGRAMS Portal**





## 4. Outreach through Common Service Centres

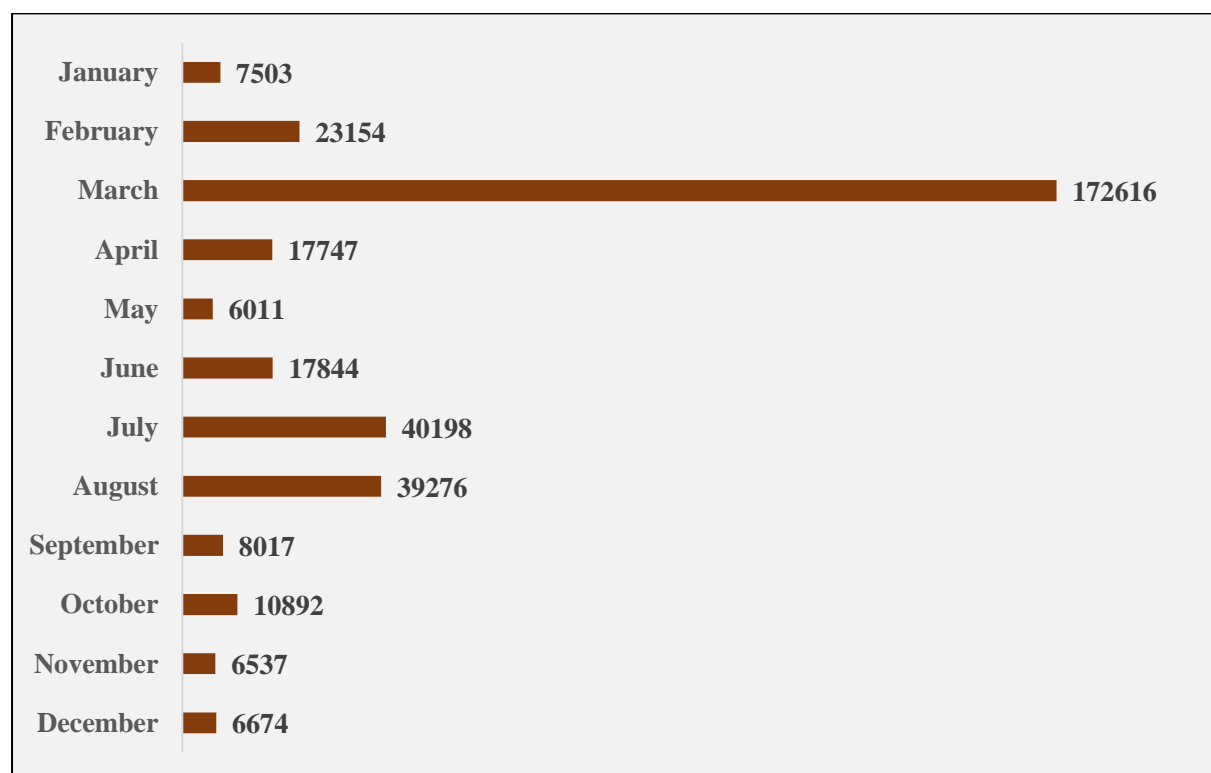
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/12/2024 to 31/12/2024)

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

- **A total of 6,674 grievances have been registered through the Common Service Centres in the month of December, 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	1638	PMKISAN related issues	468	28.57%
			Public Distribution System related	53	3.24%
2	Odisha	1299	PMKISAN related issues	407	31.33%
			Rural Development Schemes related	78	6.00%
3	Punjab	618	PMKISAN related issues	459	74.27%
			Road Transport Related	16	2.59%
4	Jharkhand	485	PMKISAN related issues	354	72.99%
			Public Distribution System related	38	7.84%
5	Assam	325	Pradhan Mantri Gram Sadak Yojana	98	30.15%
			PMKISAN related issues	47	14.46%
6	West Bengal	250	PMKISAN related issues	70	28.00%
			LPG/LPG Agency related	17	6.80%
7	Madhya Pradesh	235	PMKISAN related issues	42	17.87%
			Non Updation of AADHAAR	32	13.62%
8	Bihar	219	Public Distribution System related	32	14.61%
			PMKISAN related issues	17	7.76%
9	Maharashtra	184	PMKISAN related issues	73	39.67%
			Aadhaar Number related Issues	8	4.35%
10	Chhattisgarh	174	PMKISAN related issues	50	28.74%
			Mobile Related	11	6.32%

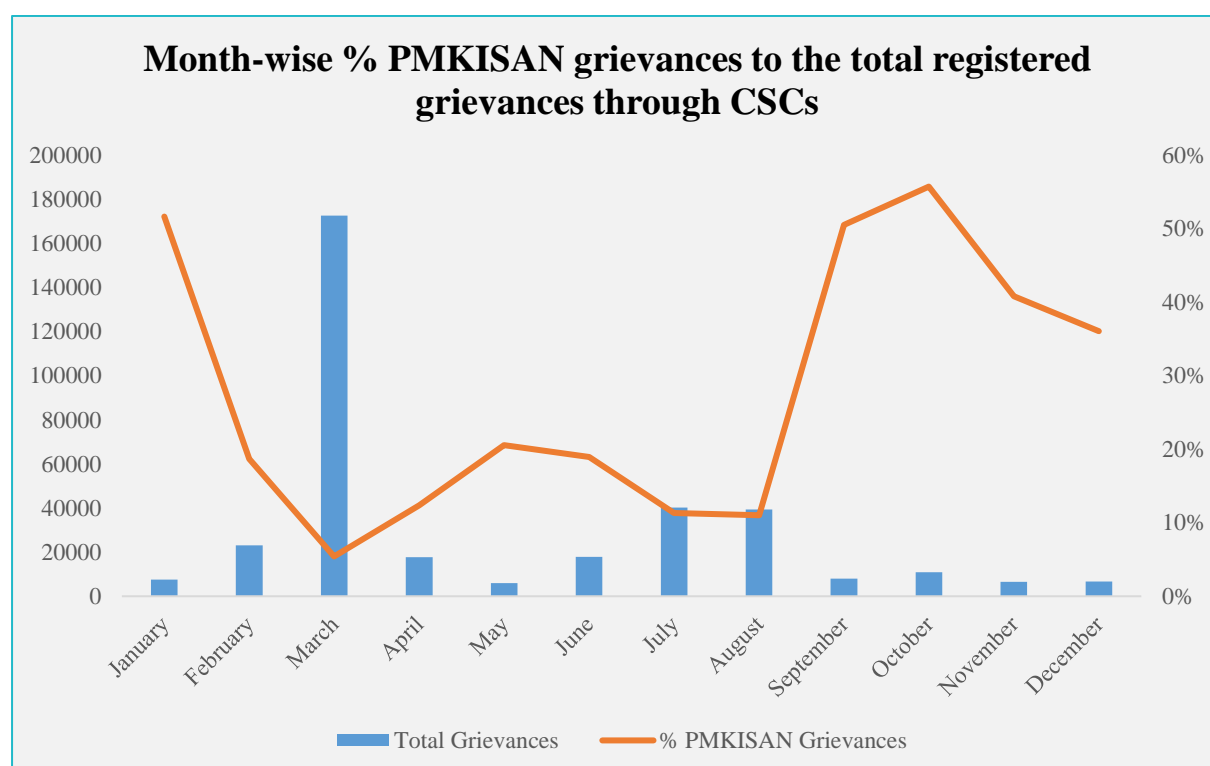
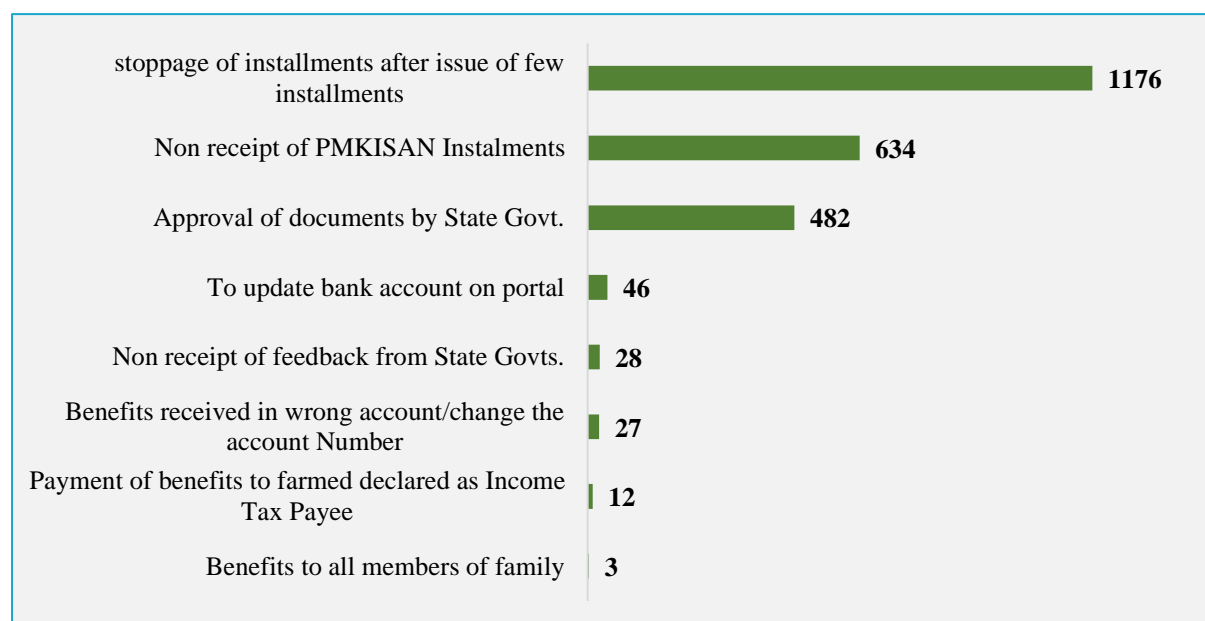
- Top 5 categories for which the maximum grievances were registered through CSCs:

PMKISAN related issues	2,408
Public Distribution System related	148
Rural Development Schemes related	144
Non Updation of AADHAAR	116
Pradhan Mantri Gram Sadak Yojana	105

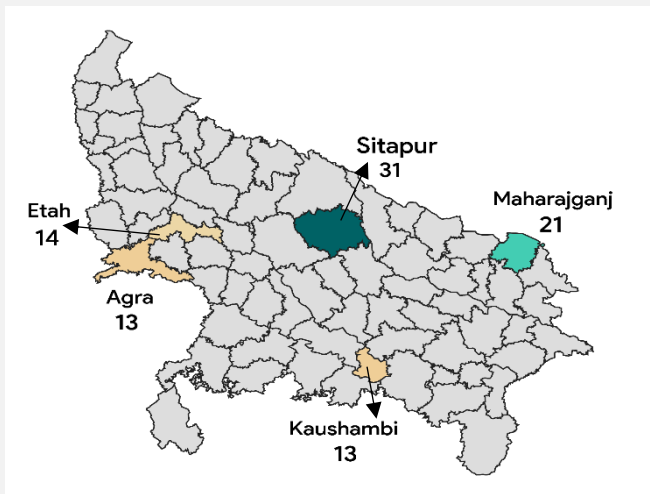
## PM-KISAN Scheme related Grievances

A total of 2,408 grievances were registered for the PMKISAN scheme in the month of December, 2024, through CSCs.

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



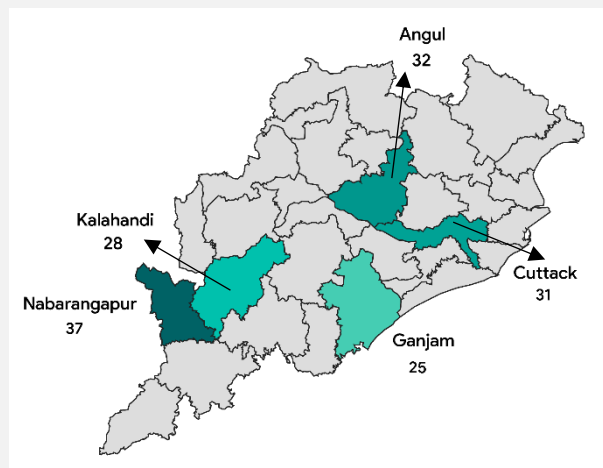
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in December, 2024:



**Uttar Pradesh**



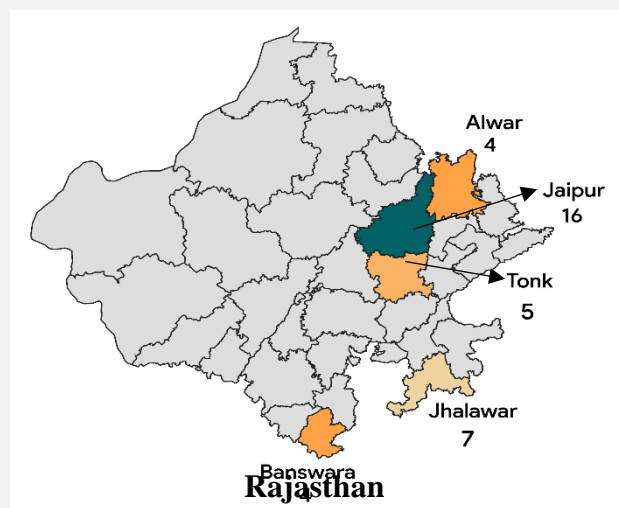
**Punjab**



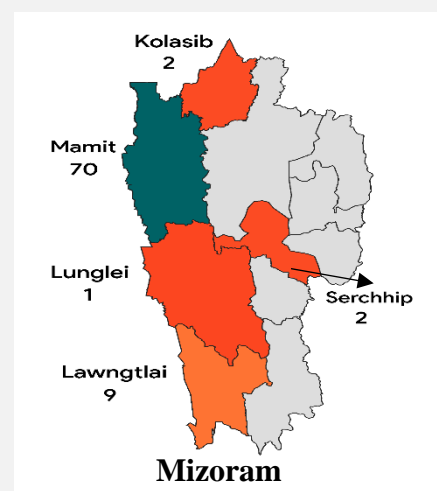
**Odisha**



**Jharkhand**



**Rajasthan**



**Mizoram**

## **5. Performance of States/UTs**

### **Receipts**

- For the month of December, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 22,637 grievances, followed by Gujarat at 2<sup>nd</sup> place, with the number standing at 3,769 registrations. Assam with 3,384 receipts in December, completes the Top 3 positions
- Maharashtra recorded 2,773 grievances in the month of December, thus placing it 5<sup>th</sup> in the list, Bihar with 2,462 registrations stands 7<sup>th</sup> in the list, with the Top 10 being closed by Tamil Nadu which has received 2,022 grievances
- 16 States/UTs have received more than 1000 grievances in the month of December, 2024

### **Disposal**

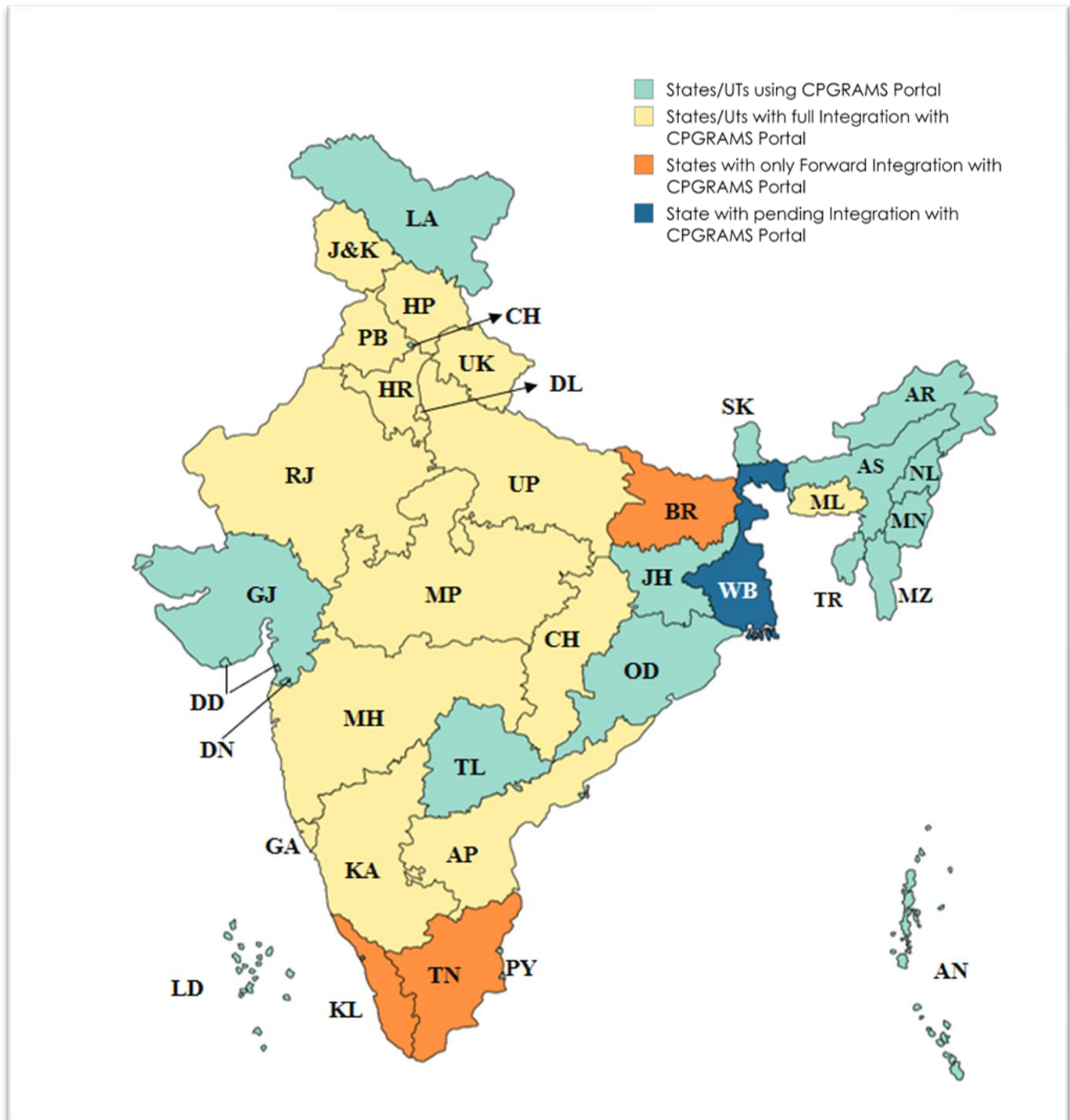
- In the month of December, 2024, Uttar Pradesh has disposed of the maximum number of grievances (22,598) followed by Maharashtra disposing of 4,988 grievances and Jharkhand at the 3<sup>rd</sup> place, disposing of 4,963 grievances
- Gujarat has disposed 4,082 grievances, and stands at the 4<sup>th</sup> position, Haryana with 2,759 disposals stands at the 9<sup>th</sup> position in terms of disposal of grievances
- 14 States/UTs have disposed more than 1000 grievances in the month of December, 2024

### **Pendency**

- 23 States have a pendency of more than 1000 grievances, as on 31<sup>st</sup> December, 2024
- West Bengal with a pendency of 39,912 grievances tops the list of States/UTs with the highest pendency, followed by Maharashtra with 18,748 pending grievances, Odisha with a pendency of 18,375 grievances stands at the 3<sup>rd</sup> position
- Uttar Pradesh with a pendency of 12,181 grievances stands at the 4<sup>th</sup> position, Haryana with 11,051 pending grievances stands at the 5<sup>th</sup> position, with the Top 10 list closed by Kerala which has a pendency of 5,775 grievances as on 31<sup>st</sup> December, 2024
- Jharkhand, Maharashtra and Karnataka are the Top 3 States/UTs which have shown the maximum decrease in pendency from November, 2024 to December, 2024

## 6. 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.





## 7. 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

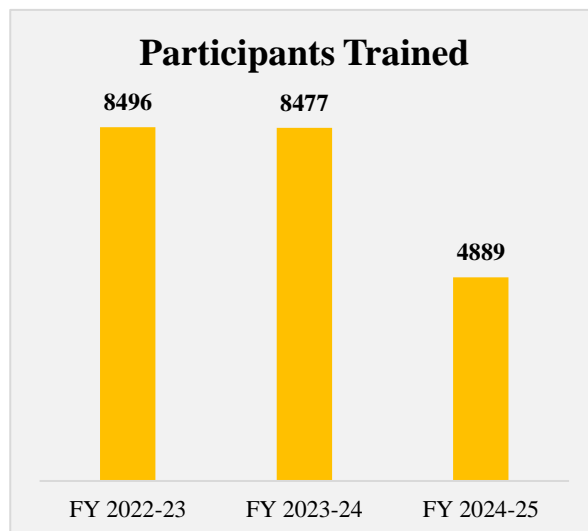
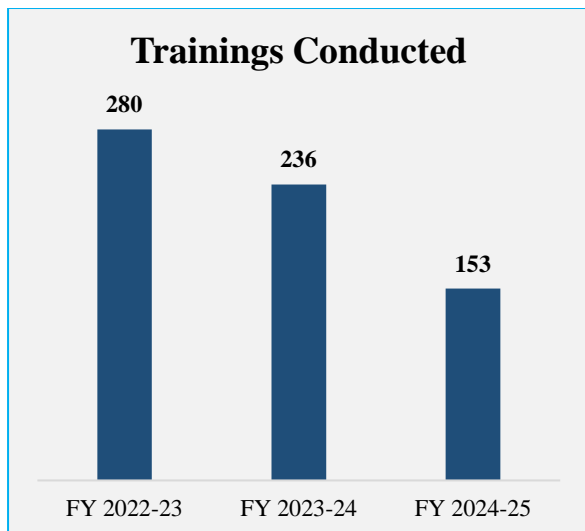
22. Odisha

- 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**

## 8. 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), **669 training courses** have been completed, in which **~21,862 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	186	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
<b>Total</b>			<b>236</b>	<b>8477</b>	<b>61</b>

**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	44	1359	1
2	Assam	Assam Administrative Staff College (AASC), Guwahati	6	180	1
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	3	69	
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	39	1401	
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	7	123	2
6	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	1		1
7	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			2
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	2	110	1
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	11	361	
10	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh	2	66	6
11	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	5	162	2
12	Tamil Nadu	ANNA Administrative Staff College	13	425	4
13	Telangana	Dr. MCR HRD Institute, Hyderabad	17	493	
14	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	3	140	
15	West Bengal	Netaji Subhas Administrative Training Institute (NSATI), Kolkata			8
<b>Total</b>			<b>153</b>	<b>4889</b>	<b>28</b>

**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/>]**

## 9. Success Stories

### Grievance of Smt. Nitu Kumari

#### **Addition of beneficiary name under Mukhyamantri Maiya Samman Yojana**

Smt. Neetu Kumari, a resident of Dhanbad District, had been attempting to enrol her name in the Mukhyamantri Maiya Samman Yojana and obtain a sanction order. She regularly visited the Panchayat Bhavan but faced disappointment due to server issues. Additionally, she mentioned that she couldn't leave her 3-year-old child at home every day to complete the enrolment process. Feeling dejected, she filed a grievance on CPGRAMS. Following her complaint, her name was successfully enrolled in the scheme, and she began receiving financial assistance.

### Grievance of Shri Ronak Mahaveerchand Kanunga

#### **Application under process for amendment in place of business**

Shri Ronak Mahaveerchand Kanunga, a resident of Valsad district, Gujarat, filed an application for an amendment in the registration core under 'Change of Principal Place of Business.' However, the application remained under process even 10 days after submission. The concerned citizen subsequently raised a grievance on the CPGRAMS portal. A report submitted by the State Tax Inspector following a spot visit confirmed that the complainant's business was operational. Consequently, the citizen's amendment application was approved by the field officer within nearly three weeks, resolving the grievance to citizen's satisfaction.

## 10. Media Outreach



Ministry of Personnel, Public Grievances & Pensions

### PARLIAMENT QUESTION: COMPLAINT REDRESSAL THROUGH CPGRAMS

Posted On: 19 DEC 2024 4:40PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### PARLIAMENT QUESTION: REFORMS IN CPGRAMS

Posted On: 19 DEC 2024 4:38PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### PARLIAMENT QUESTION: ENHANCING COMPLAINT REDRESSAL THROUGH CPGRAM

Posted On: 11 DEC 2024 4:28PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

Over 1.12 Crore Grievances Resolved Between 2020-24, Including 1,68,964 Pension Related Issues in the Last Two Years: Union Minister Dr Jitendra Singh

Pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024: Dr Jitendra Singh

Posted On: 04 DEC 2024 5:35PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

### Union Minister Dr. Jitendra Singh Chairs Year-End Review of Effective redressal of Public Grievances 2024

"Dr. Jitendra Singh Advocates integration of 'Whole of Government approach with Whole of Nation' Approach

"Our Focus should be on Citizen Satisfaction along with Grievance Redressal" says Dr. Singh

AI- ML tools integrated in Intelligent Grievance Monitoring System (IGMS) 2.0 Dashboard facilitating predictive analyses of grievances, enabling systemic changes and policy interventions

Next-Gen CPGRAMS Portal under PM Modi gets a Boost with ₹270 Crore Sanction for AI-ML enabled Improvements

Revolutionizing Governance in 2024: 28 Lakh Citizens Connected to CPGRAMS with 44% Satisfaction Rate"

Dr. Jitendra Singh highlighted the reduction in grievance redressal time to 12 days in 2024

Posted On: 30 DEC 2024 5:52PM by PIB Delhi





The first Preparatory meeting on “Prashasan Gaon Ki Ore” – Nationwide campaign 2024 for Redressal of Public Grievances and Improving Service Delivery was held with all AR Secretaries of the States and all DCs/DMs on 10.12.2024.

Secretary, DARPG addressed the participants and Additional Secretary, DARPG presented the PPT on Guidelines of ‘PrashasanGaon Ki Ore’ 2024 campaign

Posted On: 11 DEC 2024 4:25PM by PIB Delhi



## CPGRAMS: 3 Years, 70 Lakh Grievances Solved

A Citizen-Centric Path to a Better India


Posted On: 30 DEC 2024 1:57PM by PIB Delhi

The Department of Administrative Reforms and Public Grievances released the 28th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of November, 2024

53,640PG cases were received by States/UTs in November, 2024

A total of 56,650 grievances redressed by States/UTs in November, 2024. Pendency in States/UTs stands at 1,92,012 grievances

Posted On: 18 DEC 2024 4:42PM by PIB Delhi

 **PIB India**  
@PIB\_India


**COMPLAINT REDRESSAL THROUGH CPGRAMS**

A total of 1,12,30,957 grievances were redressed on Centralised Public Grievance Redress and Monitoring System (CPGRAMS) in last five years from 2020- 2024 (upto 31.10.2024) and an annual all-time high of 23,24,323 grievances have been redressed on CPGRAMS portal from January-October, 2024

Read here: [pib.gov.in/PressReleaseDet...](https://pib.gov.in/PressReleaseDet...)

[#ParliamentQuestion](#)

5:17 PM · Dec 19, 2024 · 3,668 Views

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**REFORMS IN CPGRAMS**

The Government introduced the 10-step reforms for Centralized Public Grievance Redress and Monitoring System (CPGRAMS) in April 2022 to make grievance redressal timely, effective and accessible to the Citizens

In the period from 2022, 2023, and 2024, the CPGRAMS 10-step reforms enabled redressal of about 70,03,533 grievances, mapped 1,03,183 Grievance Officers (GROs), reduced timelines of grievance redressal from 28 days in 2019 to 13 days in 2024 and reduced pendency to its lowest level of 54,339 Public Grievances as on 31 October 2024 for Central Ministries

Read here: [pib.gov.in/PressReleaseDet...](https://pib.gov.in/PressReleaseDet...)

[#ParliamentQuestion](#)

5:16 PM · Dec 19, 2024 · 3,795 Views

 **Dr. Jitendra Singh**  
@DrJitendraSingh

Yearend review of Grievance Management on CPGRAMS in 2024: "A success story achieved through integration of "Whole of Government" plus "Whole of Nation" approach, as envisioned by PM Shri Narendra Modi, aiming to enhance effective governance outcomes and citizen satisfaction. The Intelligent Grievance Monitoring System (IGMS) 2.0, incorporates Artificial Intelligence (AI) and Machine Learning (ML) to revolutionize grievance management on the CPGRAMS platform".  
#DARPG, Ministry of Personnel



Last edited: 6:03 PM · Dec 30, 2024 · 2,006 Views

**DARPG** @DARPG\_GoI

Hon'ble MoS (PP) @DrJitendraSingh released the #CPGRAMS Annual Report 2024 at the Good Governance Day celebration on 25th December, 2024, at CSO, as part of the "Sushasan Saptah".

The report captures significant developments, trends, initiatives, and impact stories, presenting a holistic picture of the grievance redressal through the #CPGRAMS Portal and its contribution in improving the governance framework across the country.

Read the complete report on [darpg.gov.in/sites/default/](https://darpg.gov.in/sites/default/)...

#GoodGovernanceWeek #SushasanSaptah #CPGRAMS #DigitalIndia #PublicGrievance #CitizenCentricGovernance #TransformingIndia

V. Srinivas IAS and 6 others

6:06 PM · Dec 26, 2024 · 412 Views

**QCI** @QualityCouncil

During the Good Governance Week 2024, Hon'ble Minister of State for Personnel, Public Grievances, and Pensions Dr. Jitendra Singh released the Special Campaign 4.0 Assessment Report and the CPGRAMS Annual Report 2024, prepared by the Quality Council Of India PMUs with Department of Administrative Reforms and Public Grievances.

QCI is proud to have been working with DARPG on the key initiatives like Special Campaign and CPGRAMS Portal, striving to improve public service delivery and enhance the citizen experience with respect to grievance redressal.

The reports are available on:

Special Campaign 4.0 Assessment Report: [darpg.gov.in/sites/default/](https://darpg.gov.in/sites/default/)...

CPGRAMS Annual Report 2024: [darpg.gov.in/sites/default/](https://darpg.gov.in/sites/default/)...

@DrJitendraSingh | @svoruganti1466 | @jaxyashah | @jct\_kannan | @DARPG\_GoI

3:20 PM · Dec 26, 2024 · 478 Views

**DoPT** @DoPTGoI

On Good Governance Day, 25th December 2024, Hon'ble MoS (PP) @DrJitendraSingh unveiled the CPGRAMS Annual Report 2024. The report showcased significant strides in administrative reforms (1/2)

Significant Strides in Administrative Reforms and Effective Redressal of Public Grievances

Hon'ble MoS (PP) Dr. Jitendra Singh Unveils CPGRAMS Annual Report 2024

On 25th December 2024

#GoodGovernanceDay

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PMO India and 5 others

3:05 PM · Dec 25, 2024 · 1,519 Views

**All India Radio News** @airnewsalerts

More than 1.12 crore public grievances were resolved during the period of January 2020 to October 2024 on the CPGRAMS portal: Govt

Read Full Story : [newsonair.gov.in/more-than-1-12-...](https://newsonair.gov.in/more-than-1-12-...)

7:47 PM · Dec 11, 2024 · 1,602 Views

**PIB India** @PIB\_India

Complaints received by Directorate of Public Grievances

Centralized Public Grievances Redress and Monitoring System (CPGRAMS) is a unified system for handling public grievances in Government of India. Over the past five years (2020–October 30, 2024), about 1,12,30,957 public grievances have been redressed through this system

Read more: [pib.gov.in/PressReleasePa...](https://pib.gov.in/PressReleasePa...)

#ParliamentQuestion

6:44 PM · Dec 11, 2024 · 2,282 Views

**PIB India** @PIB\_India

**CPGRAMS: 3 Years, 70 Lakh Grievances Solved**

- The government is prioritizing a citizen-centric approach for a developed Bharat, ensuring active participation from citizens in the development process. CPGRAMS (Centralized Public Grievance Redress and Monitoring System) plays a key role in bridging the gap between citizens and the government by swiftly addressing their concerns
- From 2022 to 2024, CPGRAMS successfully resolved over 70 lakh grievances, helping to create a more responsive and efficient India
- With 96,295 organizations registered, CPGRAMS has significantly improved citizen engagement and service delivery

Read here: [pib.gov.in/PressNoteDetail...](https://pib.gov.in/PressNoteDetail...)

**10-STEP CPGRAMS REFORMS**

- Government of India (GoI)
- State Government (SG)
- Local Government (LG)
- Central Government (CG)
- State Government (SG)
- Local Government (LG)
- Central Government (CG)
- State Government (SG)
- Local Government (LG)
- Central Government (CG)

2:40 PM · Dec 30, 2024 · 3,815 Views

**Ministry of Information and Broadcasting** @MIB\_India

Connecting citizens with the government, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is helping India move towards a more responsive and citizen-focused government.

By simplifying the grievance process and ensuring quicker resolutions, it has built a stronger connection between the public and the government.

Read More: [linkedin.com/pulse/cpgrams-...](https://linkedin.com/pulse/cpgrams-...)

**CPGRAMS** (CENTRALIZED PUBLIC GRIEVANCE REDRESS AND MONITORING SYSTEM)

CONNECTING CITIZENS WITH THE GOVERNMENT

COMPLAINT LOGGE

ASSESSMENT

REDRESSAL

PMO India and 7 others

6:00 PM · Dec 30, 2024 · 2,189 Views



**PIB in Chhattisgarh**  
@PIBRajpur

Connecting citizens with the government, the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is helping India move towards a more responsive and citizen-focused government. By simplifying the grievance process and ensuring quicker resolutions, it has built a stronger connection between the public and the government. More: [linkedin.com/pulse/cpgrams-...](https://linkedin.com/pulse/cpgrams-...)



6:09 PM · Dec 30, 2024 · 22 Views

**PIB in Manipur**  
@PIBImphal

CPGRAMS: 3 Years, 70 Lakh Grievances Solved

A Citizen-Centric Path to a Better India

More details : [piib.gov.in/PressReleasePa...](https://piib.gov.in/PressReleasePa...)



6:17 PM · Dec 30, 2024 · 35 Views

**DARPG**  
@DARPG\_GoI

@DARPG\_GoI convened the Year-end Review Meeting on 'Effective Redressal of Public Grievances 2024', today at the Indian Institute of Public Administration, Delhi. The meeting was chaired by the Hon'ble MoS (PP) @DrJitendraSingh.

The review meeting saw the participation of over 350 officials including Nodal Appellate Officers and Nodal Public Grievance Officers from all the Central Ministries/Departments.

Discussions centered on the annual performance in grievance redressal, appeal redressal and key interventions to further enhance the effectiveness of grievance and appeal handling.

#CPGRAMS #GoodGovernance #GrievanceRedressal #PublicGrievance #DigitalIndia #CitizenCentricity #YearEndReview2024



7:56 PM · Dec 30, 2024 · 505 Views

**PIB India**  
@PIB\_India

Enhancing Complaint Redressal Through CPGRAM

The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen. The Government has mapped 103,183 Grievance Officers on the CPGRAMS portal which helped bring down the pendency in Govt. of India to its lowest level of 54,339 Public Grievances as on 31 October 2024.

Read more: [piib.gov.in/PressReleasePa...](https://piib.gov.in/PressReleasePa...)

#ParliamentQuestion



6:46 PM · Dec 11, 2024 · 2,882 Views

**PIB India**  
@PIB\_India

The Department of Administrative Reforms and Public Grievances (@DARPG\_GoI) released the 28th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of November, 2024

53,640PG cases were received by States/UTs in November, 2024

A total of 56,650 grievances redressed by States/UTs in November, 2024. Pendency in States/UTs stands at 1,92,012 grievances

Read here: [piib.gov.in/PressReleasePa...](https://piib.gov.in/PressReleasePa...)

5:04 PM · Dec 18, 2024 · 2,555 Views

**DARPG**  
@DARPG\_GoI

Government of Odisha conducted an online capacity building session for nearly 200 of its Nodal Officers in Line Departments for capacity building regarding #CPGRAMS Portal.



1:14 PM · Dec 12, 2024 · 246 Views

**DARPG**  
@DARPG\_GoI

Shri V. Srinivas, Secretary, DARPG, chaired the #CPGRAMS monthly review meeting with the Nodal Grievance Redressal Officers of States/UTs and with all the Administrative Training Institutes.

In November, 2024, States/UTs disposed of 56,650 grievances, reducing pendency from 1,94,986 PG cases in October, 2024 to 1,92,012 PG cases at the end of November, 2024.

Discussions with Administrative Training Institutes centered around improving the capacity building of GROs and increasing the number of officers trained.

## Annexures

### Annexure 1: Performance of States

#### Annexure 1.1.: Maximum Number of Receipts – December, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12142	22637	34779	22598	12181
2	Government of Gujarat	5622	3769	9391	4082	5309
3	Government of Assam	5034	3384	8418	3838	4580
4	Government of Madhya Pradesh	3685	2858	6543	2962	3581
5	Government of Maharashtra	20963	2773	23736	4988	18748
6	Government of Haryana	11268	2542	13810	2759	11051
7	Government of Bihar	8132	2462	10594	2756	7838
8	Government of NCT of Delhi	5882	2334	8216	2551	5665
9	Government of Rajasthan	1990	2291	4281	2891	1390
10	Government of Tamil Nadu	7561	2022	9583	1684	7899

#### Annexure 1.2.: Maximum Number of Disposals – December, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12142	22637	34779	22598	12181
2	Government of Maharashtra	20963	2773	23736	4988	18748
3	Government of Jharkhand	8898	1868	10766	4963	5803
4	Government of Gujarat	5622	3769	9391	4082	5309
5	Government of Assam	5034	3384	8418	3838	4580
6	Government of Karnataka	7500	1169	8669	3354	5315
7	Government of Madhya Pradesh	3685	2858	6543	2962	3581
8	Government of Rajasthan	1990	2291	4281	2891	1390
9	Government of Haryana	11268	2542	13810	2759	11051
10	Government of Bihar	8132	2462	10594	2756	7838

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14611	259427	274038	261857	12181
2	Government of Gujarat	6917	52329	59246	53937	5309
3	Government of Assam	9451	48046	57497	52917	4580
4	Government of Maharashtra	14609	41111	55720	36972	18748
5	Government of Madhya Pradesh	6458	37637	44095	40514	3581
6	Government of Haryana	11530	32820	44350	33299	11051
7	Government of Rajasthan	4818	32515	37333	35943	1390
8	Government of Punjab	3400	31307	34707	31593	3114
9	Government of Bihar	7727	30697	38424	30586	7838
10	Government of NCT of Delhi	4079	26261	30340	24675	5665

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14611	259427	274038	261857	12181
2	Government of Gujarat	6917	52329	59246	53937	5309
3	Government of Assam	9451	48046	57497	52917	4580
4	Government of Madhya Pradesh	6458	37637	44095	40514	3581
5	Government of Maharashtra	14609	41111	55720	36972	18748
6	Government of Rajasthan	4818	32515	37333	35943	1390
7	Government of Haryana	11530	32820	44350	33299	11051
8	Government of Punjab	3400	31307	34707	31593	3114
9	Government of Bihar	7727	30697	38424	30586	7838
10	Government of Odisha	25941	21138	47079	28704	18375

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25602	14388	39990	78	39912
2	Government of Maharashtra	14609	41111	55720	36972	18748
3	Government of Odisha	25941	21138	47079	28704	18375
4	Government of Uttar Pradesh	14611	259427	274038	261857	12181
5	Government of Haryana	11530	32820	44350	33299	11051
6	Government of Tamil Nadu	5838	21160	26998	19099	7899
7	Government of Bihar	7727	30697	38424	30586	7838
8	Government of Union Territory of Jammu and Kashmir	2051	8464	10515	3171	7344
9	Government of Jharkhand	5833	25775	31608	25805	5803
10	Government of Kerala	875	7148	8023	2248	5775
11	Government of Himachal Pradesh	4323	3239	7562	1849	5713
12	Government of NCT of Delhi	4079	26261	30340	24675	5665
13	Government of Karnataka	10590	15159	25749	20434	5315
14	Government of Gujarat	6917	52329	59246	53937	5309
15	Government of Assam	9451	48046	57497	52917	4580
16	Government of Andhra Pradesh	7162	10142	17304	13257	4047
17	Government of Madhya Pradesh	6458	37637	44095	40514	3581
18	Government of Punjab	3400	31307	34707	31593	3114
19	Government of Uttarakhand	2647	14099	16746	13716	3030
20	Government of Manipur	3293	2222	5515	3230	2285
21	Government of Chhattisgarh	1302	10145	11447	9250	2197
22	Government of Rajasthan	4818	32515	37333	35943	1390
23	Government of Nagaland	977	331	1308	28	1280

**Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to Dec, 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	331	1308	28	1280	146	98%
2	Government of Mizoram	282	520	802	35	767	149	96%



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	716	1044	577	467	107	45%
4	Government of Manipur	3293	2222	5515	3230	2285	446	41%
5	Government of Arunachal Pradesh	124	420	544	358	186	89	34%
6	Government of Sikkim	17	139	156	129	27	48	17%
7	Government of Assam	9451	48046	57497	52917	4580	84	8%
8	Government of Tripura	358	1444	1802	1749	53	99	3%

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	25602	14388	39990	78	39912	38918
2	Government of Odisha	25941	21138	47079	28704	18375	17181
3	Government of Maharashtra	14609	41111	55720	36972	18748	16973
4	Government of Haryana	11530	32820	44350	33299	11051	9547
5	Government of Union Territory of Jammu and Kashmir	2051	8464	10515	3171	7344	6877
6	Government of Tamil Nadu	5838	21160	26998	19099	7899	6546
7	Government of Bihar	7727	30697	38424	30586	7838	6085
8	Government of Himachal Pradesh	4323	3239	7562	1849	5713	5554
9	Government of Kerala	875	7148	8023	2248	5775	5525
10	Government of Jharkhand	5833	25775	31608	25805	5803	4906

## **Annexure 2: Average Closing Time – Jan to Dec, 2024**

### **Annexure 2.1.: States/UTs with Low Average Closing Time**

<b>S. No.</b>	<b>Name of State/UT</b>	<b>Total Disposal</b>	<b>Average Disposal Time (in days)</b>
<b>1</b>	Government of Telangana	7050	7
<b>2</b>	Government of Kerala	2248	8
<b>3</b>	Government of Andaman & Nicobar	1510	9
<b>4</b>	Government of Jammu and Kashmir	3171	23
<b>5</b>	Government of Uttar Pradesh	261857	24
<b>6</b>	Government of Puducherry	1749	31
<b>7</b>	Government of Rajasthan	35943	41
<b>8</b>	Government of Union Territory of Chandigarh	4170	45
<b>9</b>	Government of West Bengal	78	46
<b>10</b>	Government of Sikkim	129	48



**Department of Administrative Reforms and Public Grievances**

**Government of India**

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001