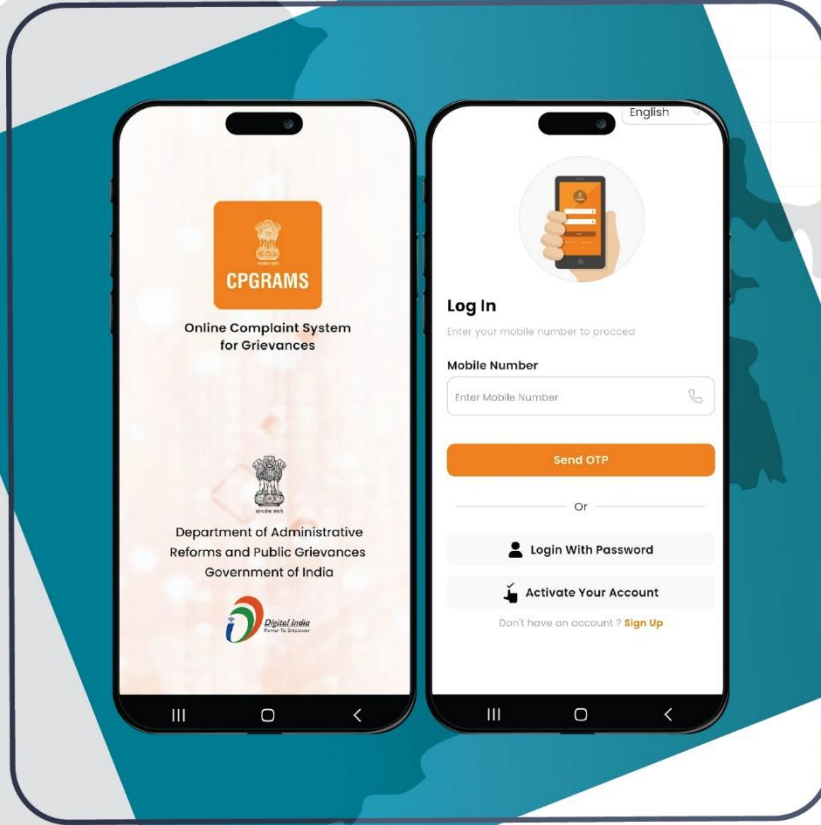




प्रशासनिक सुधार और लोक शिकायत विभाग
DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS MONTHLY REPORT States/UTs

FEBRUARY 2025 (Report Number 31)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

To facilitate a senior level review of PG cases in each Ministry/Department a separate module in CPGRAMS is being operationalized. *The Review Module for States/UTs would be operationalized soon.*

General

01

- **47,599 new users** registered on the CPGRAMS Portal in February, 2025
- **5,580 grievances** were registered through CSCs on the CPGRAMS Portal in February, 2025
- In the last three Financial Years (2022-23, 2023-24, 2024-25), 756 training courses have been completed, in which ~24,942 officers have been trained

Status of Public Grievances on CPGRAMS

02

- In February, 2025, **52,464 PG cases** were received for the States/UTs and **50,088 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **58,586 PG cases** at the end of January, 2025 to **50,088 PG cases** at the end of February, 2025

Status of Pendency of Public Grievances on CPGRAMS

03

- **23 States/UTs** have more than 1000 pending grievances as on 28th February, 2025
- For States/UTs, as on 28th February, 2025, there exists a pendency of **1,90,994 PG cases**

2. National Workshop on ‘Sevottam and Effective Redressal of Public Grievances’

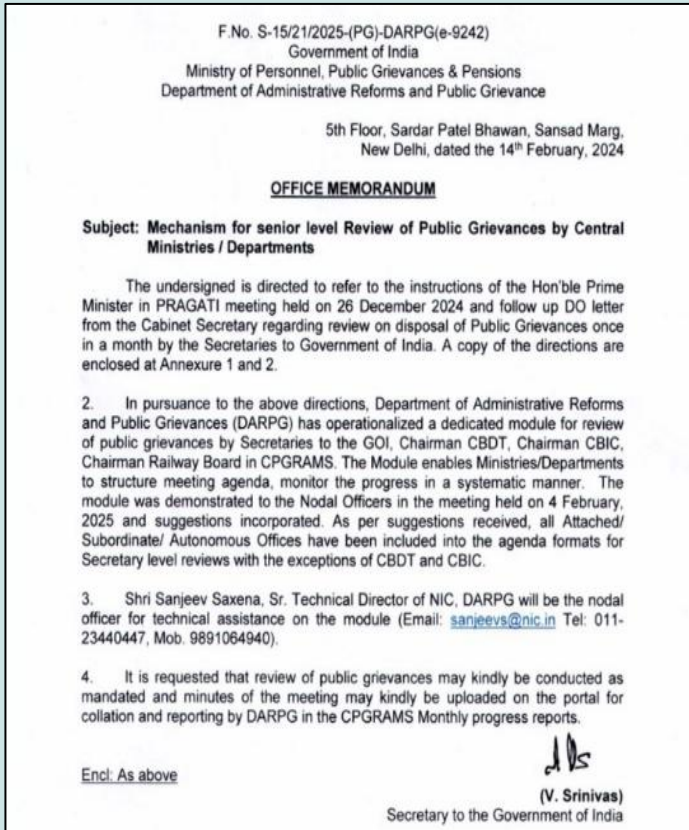


DARPG organized the **National Workshop on "Sevottam and Effective Redressal of Public Grievances"** on February 20, 2025, at RCVP Noronha Academy of Administration, Bhopal, Madhya Pradesh. The workshop aimed to develop a roadmap for capacity building and enhancing grievance redressal mechanisms in line with the vision of Hon'ble Prime Minister of India for transparent and accountable governance. Over 150 senior officials from State Governments, Administrative Training Institutes (ATIs), and experts participated, exchanging best practices, case studies, and strategies to enhance grievance redressal frameworks.

The event featured Shri O.P. Rawat, former Chief Election Commissioner of India, as the Chief Guest, alongside Shri Anurag Jain, Chief Secretary, Government of Madhya Pradesh, and Shri V. Srinivas, Secretary, DARPG. Structured into five sessions, the event commenced with an inaugural address by senior officials, followed by four sessions focused on presentations covering the Sevottam framework, best practices, and the role of the Right to Services in effective grievance redressal and service delivery.

In the concluding address, Secretary, DARPG emphasized on the impact of Sevottam capacity-building programs and the need for further consolidation of best practices. He also mentioned that the upcoming NextGen CPGRAMS would enhance the citizen interface, while process re-engineering through auto-escalation and structured monitoring would further improve efficiency and accountability.

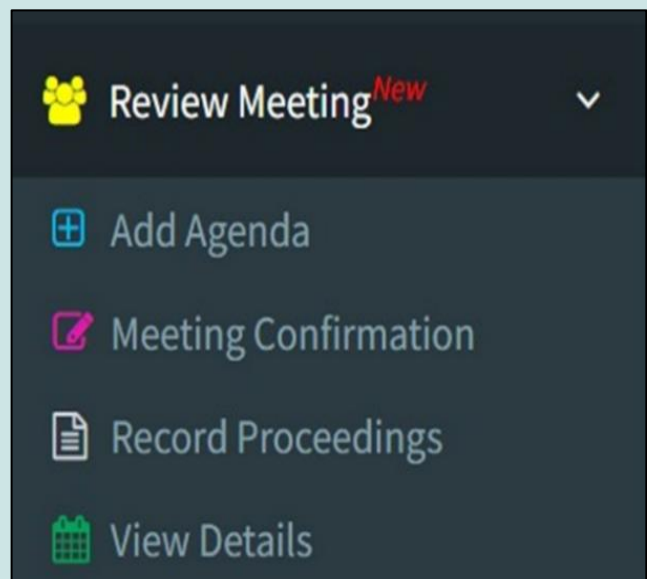
3. Review Module



OM - Mechanism for Senior Level Review of Public Grievances

The module seeks to improve grievance disposal quality and maximizing citizen satisfaction by enabling senior-level reviews. Proactive grievance reviews offer valuable insights for policy improvements, helping Ministries and Departments identify systemic issues and drive effective governance reforms. The module streamlines the review process through structured agenda setting, workflow optimization, and a systematic approach to grievance evaluation.

In pursuit of the directions of Hon'ble PM in the Pragati Meeting dated 26th December, 2024, to facilitate a senior level review of PG cases in each Ministry/Department, Cabinet Secretary addressed a DO letter to all Secretaries on 30th January, 2025, directing all the Secretaries to the Government of India, to take reviews of public grievances in their respective Ministry/Department. In this regard, a dedicated module in the CPGRAMS Portal has been operationalized by DARPG for the Nodal Grievance Redressal Officers and an OM has been sent to all Ministries/Departments by Secretary, DARPG dated 14th February, 2025.



Review Module for States/UTs would be operationalized soon

4. CPGRAMS - CSC Live Session

Banking related grievances with Department of Financial Services (Banking Division)



A live session on banking-related grievances through CPGRAMS was held on February 28, 2025, at 4 PM, in collaboration with the Department of Financial Services (Banking Division) and Village Level Entrepreneurs (VLEs) of CSCs. The session featured Shri V. Srinivas, Secretary, DARPG; Shri M. Nagaraju, Secretary, DFS (Banking Division); and Shri Sanjay Kumar Rakesh, MD & CEO, CSC.

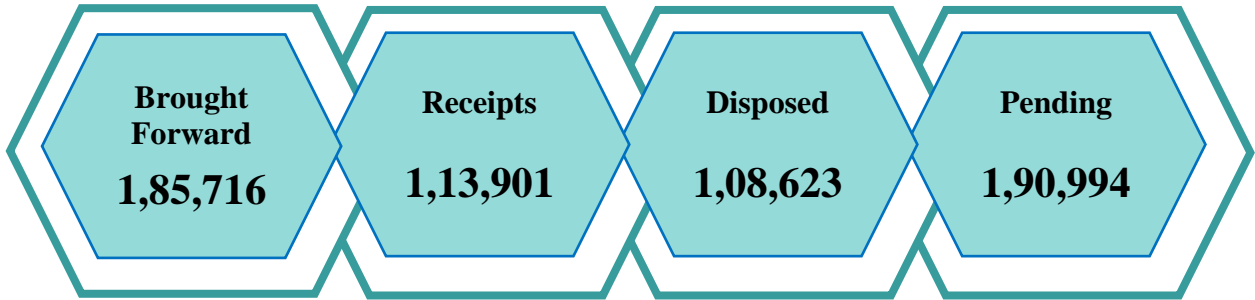
During the discussion, Secretaries of DARPG and DFS (Banking Division) interacted with nine VLEs to understand the nature of grievances and their resolution process. A significant portion of grievances received by the Department of Financial Services (DFS) pertained to fraud-related issues. During the session, VLEs shared instances of such grievances and the challenges in resolving them, which were noted for further action. Concluding the session, the Secretary, DARPG, emphasized strengthening collaboration with CSC to conduct similar engagements with other government departments.

Key data analytics from the live session highlighting outreach across social media platforms:

S No.	Social Media Handles	Reach
1	Facebook	1,58,951
2	X (Formerly Twitter)	51,275
3	WhatsApp	68,914
4	Instagram	12,164
5	YouTube	8,940
Total		3,00,244 Users

5. Review of Status of Grievances

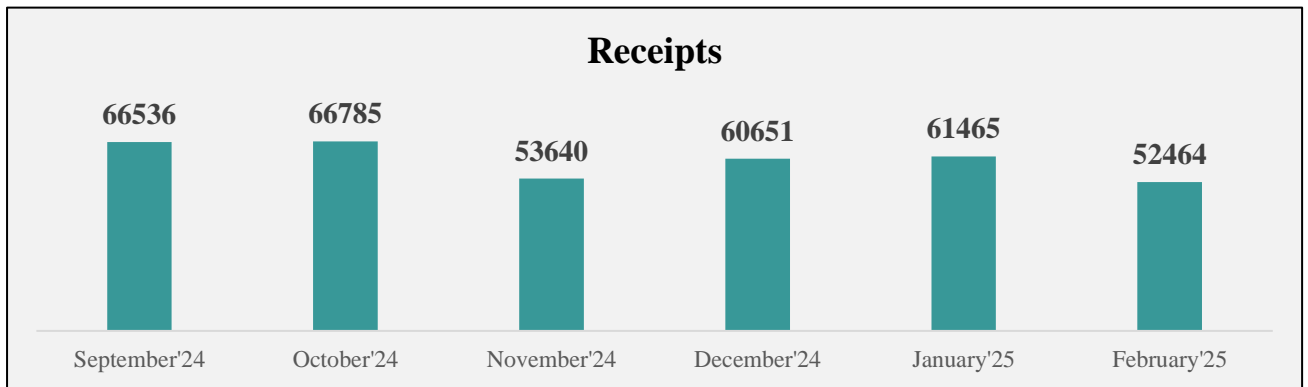
5.1 Overview



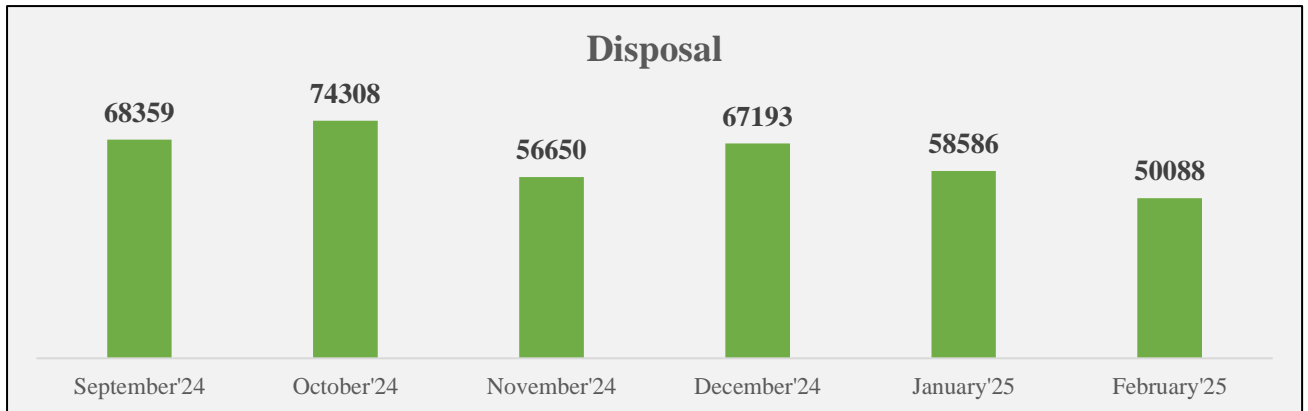
(Time Period: 01/01/2025 to 28/02/2025)

5.2 Month-wise Status of Grievances

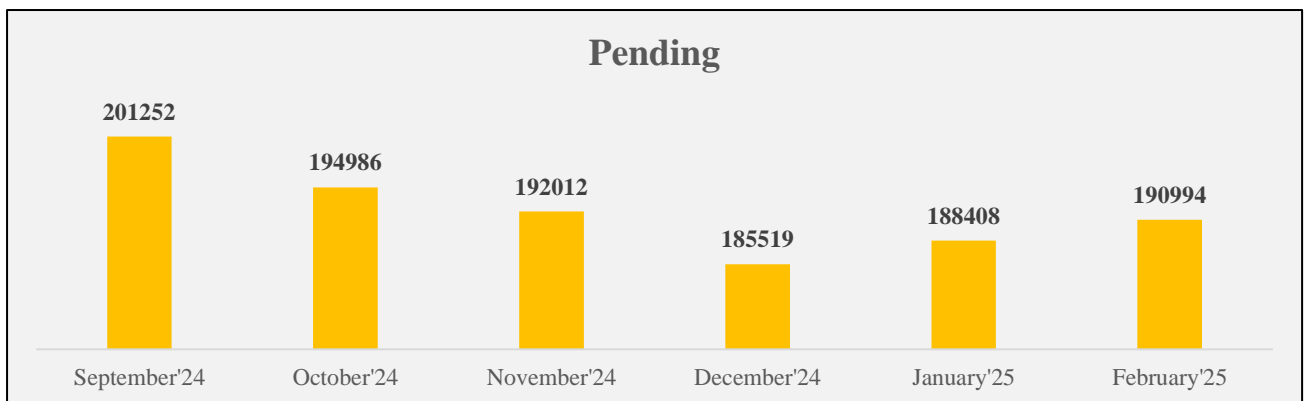
RECEIPTS



DISPOSED



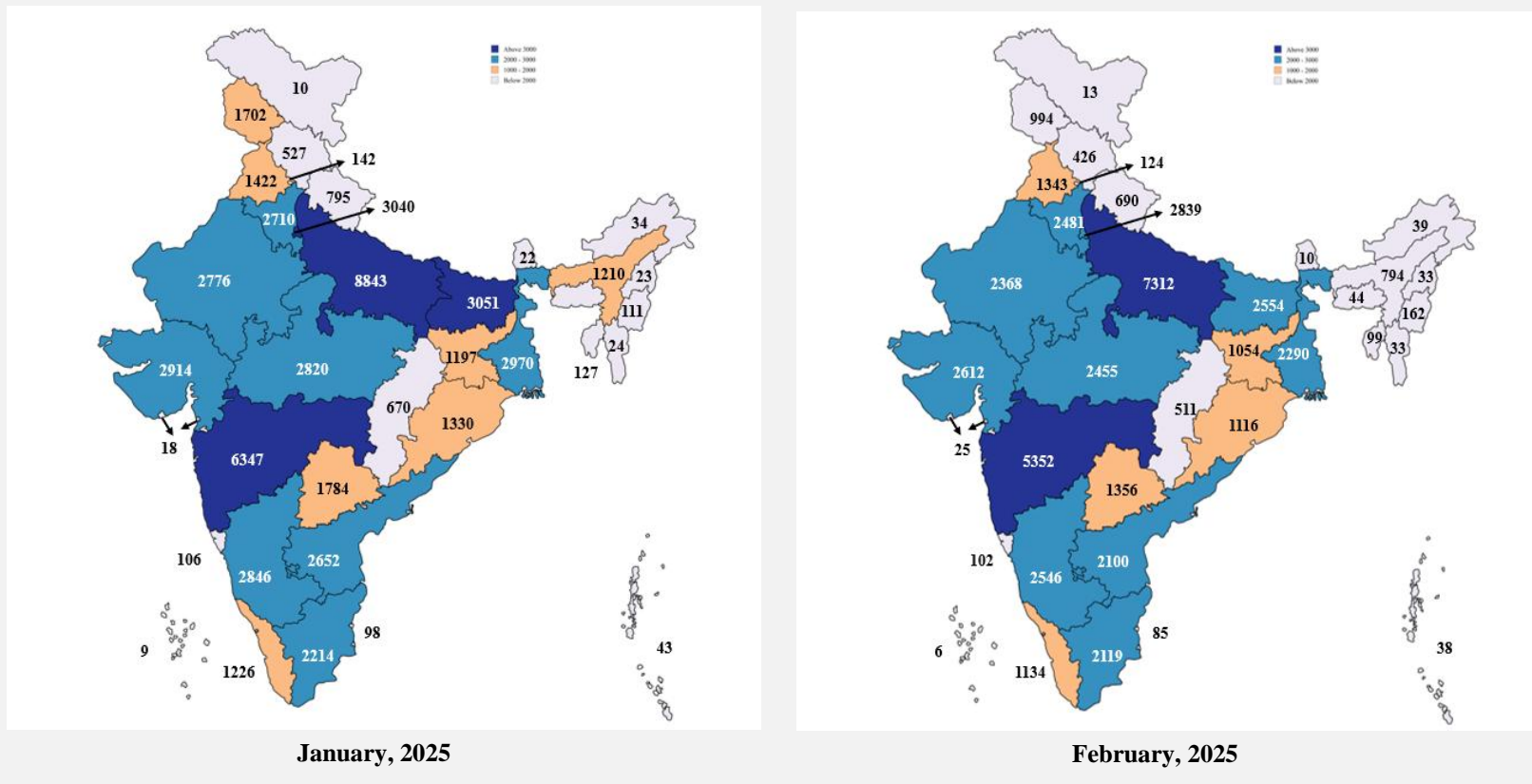
PENDING



6. New User Registrations

A total of **47,599** new users have registered on CPGRAMS in February, 2025, through various channels, out of which, **7,312** registrations are from Uttar Pradesh.

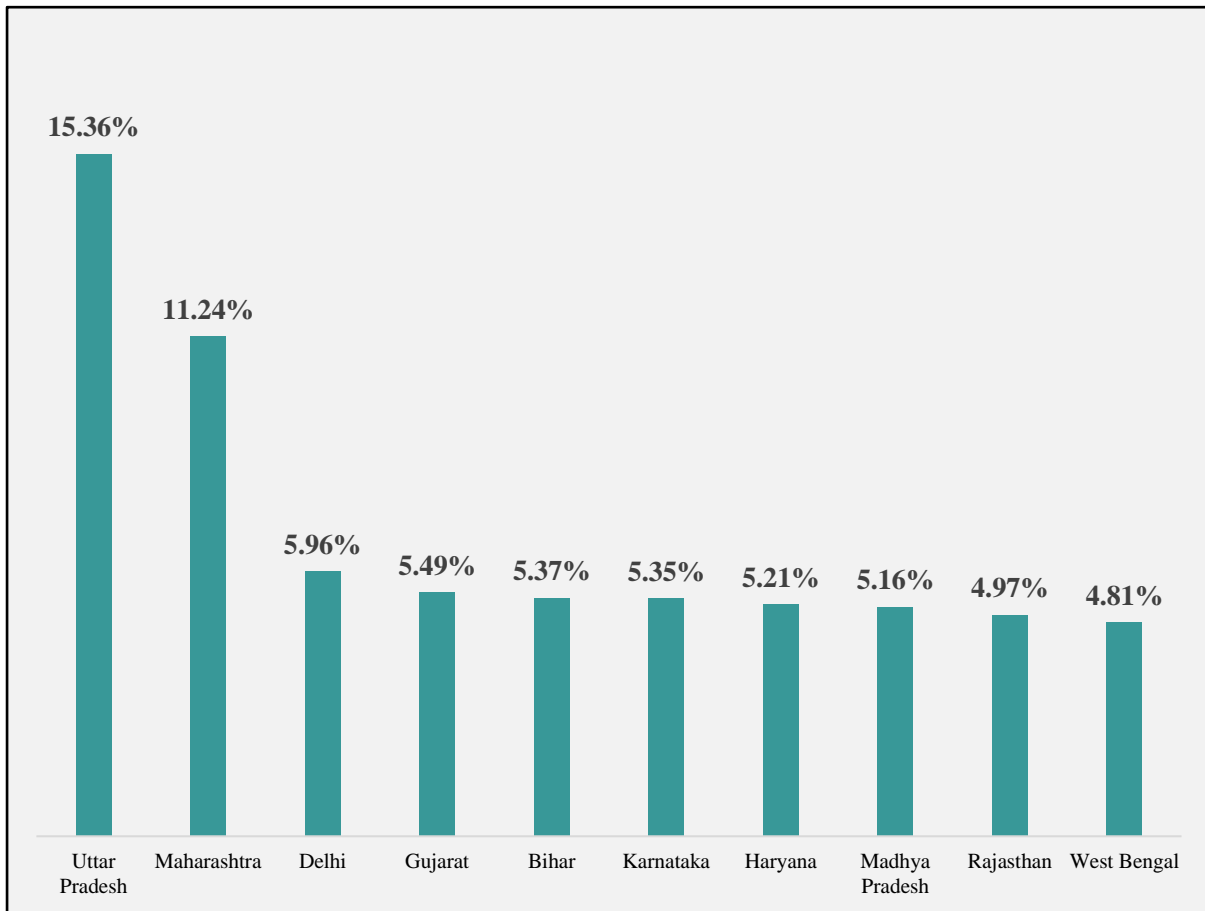
Comparison of States/UTs from which new users have registered on CPGRAMS in January, 2025 and February, 2025:



- **User Registration on CPGRAMS in the Year 2025:**

S. No.	Month	Total New User Registration in 2025
1	January	56,214
2	February	47,599
TOTAL		1,03,813

Top 10 States/UTs from where new Users have been registered



Of the total new users registered in 2025, **15.36%** are from **Uttar Pradesh**, followed by **Maharashtra (11.24%)** and **Delhi (5.96%)**

7. Outreach through Common Service Centres

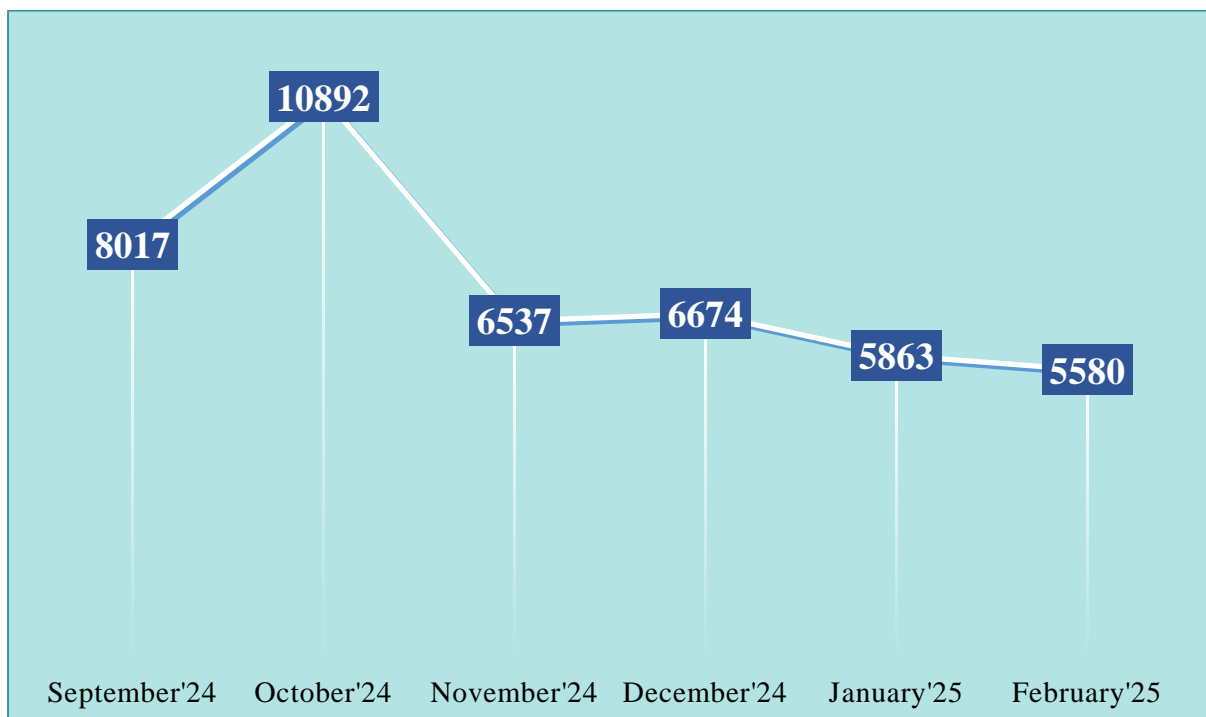
CPGRAMS has been integrated with the Common Service Centre (CSC) portal and is available at more than 5 lakh CSCs, associating with 2.5 lakh Village Level Entrepreneurs (VLEs).



(Time Period: 01/02/2025 to 28/02/2025)

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 5,580 grievances have been registered through the Common Service Centres in the month of February, 2025

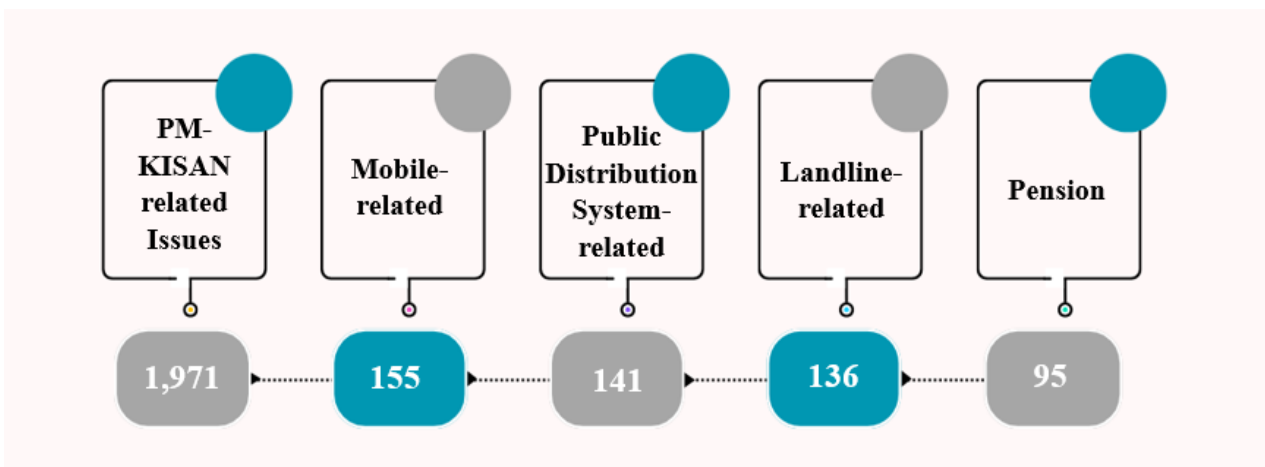


- **State-wise categories for which maximum grievances have been registered through CSCs:**

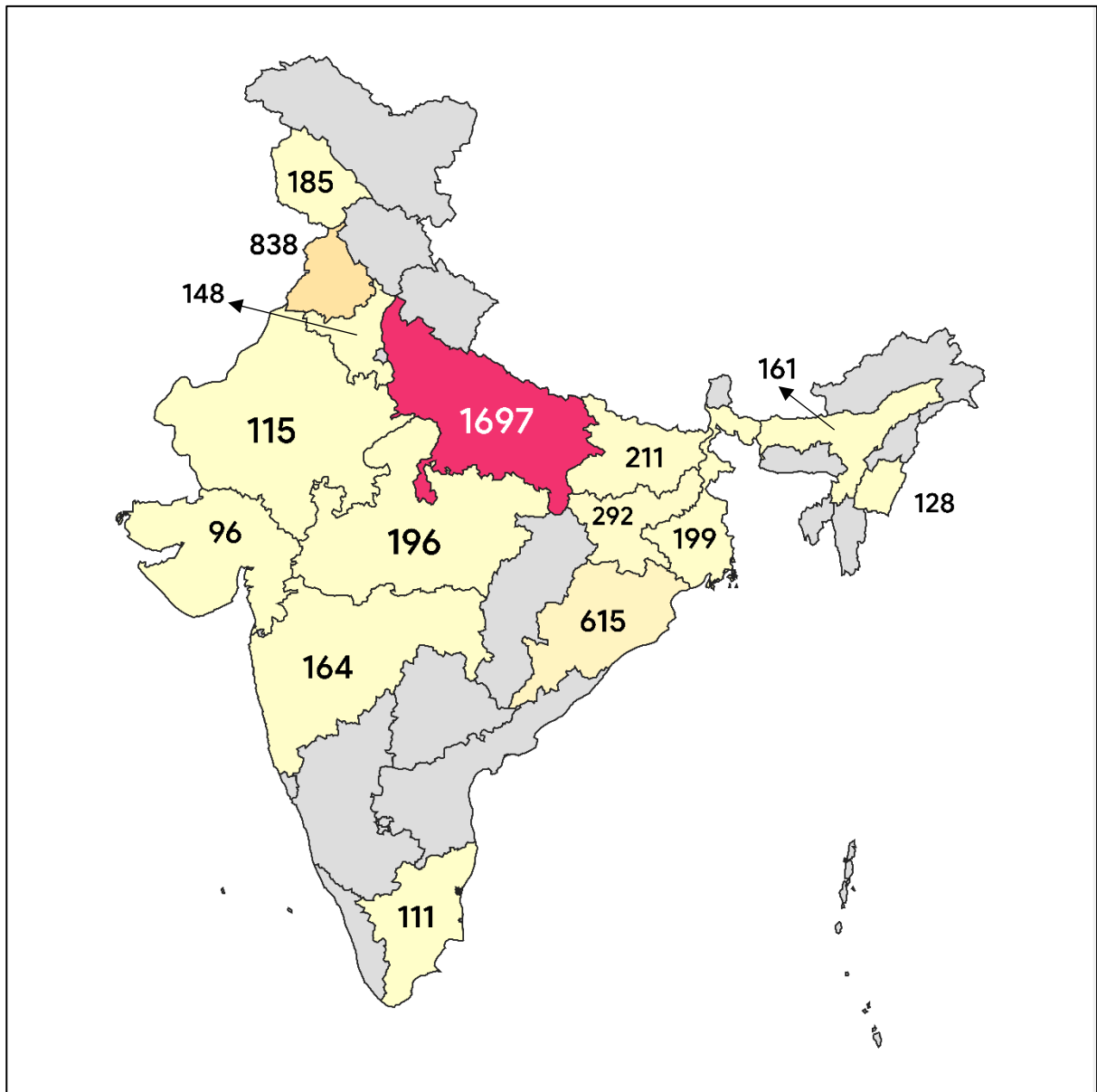
Uttar Pradesh 1697	PMKISAN related issues Receipts: 490 28.87%
	Public Distribution System related Receipts: 89 5.24%
Punjab 838	PMKISAN related issues Receipts: 509 60.74%
	Mobile related Receipts: 76 9.07%
Odisha 615	PMKISAN related issues Receipts: 194 31.54%
	Landline related Receipts: 134 21.79%
Jharkhand 292	PMKISAN related issues Receipts: 172 58.9%
	Public Distribution System related Receipts: 25 8.56%
Bihar 211	PMKISAN related issues Receipts: 25 11.85%
	LPG/LPG Agency related Receipts: 23 10.9%
West Bengal 199	PMKISAN related issues Receipts: 46 23.12%
	LPG/LPG Agency related Receipts: 14 7.04%
Madhya Pradesh 199	PMKISAN related issues Receipts: 48 24.49%
	Health Schemes Receipts: 12 6.04%

Jammu and Kashmir 185	PMKISAN related issues Receipts: 14 7.57%
	Food regulation Receipts: 14 7.57%
Maharashtra 164	PMKISAN related issues Receipts: 56 34.15%
	Mobile related Receipts: 8 4.88%
Assam 161	PMKISAN related issues Receipts: 37 22.98%
	Pradhan Mantri Gram Sadak Yojana Receipts: 16 9.94%

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



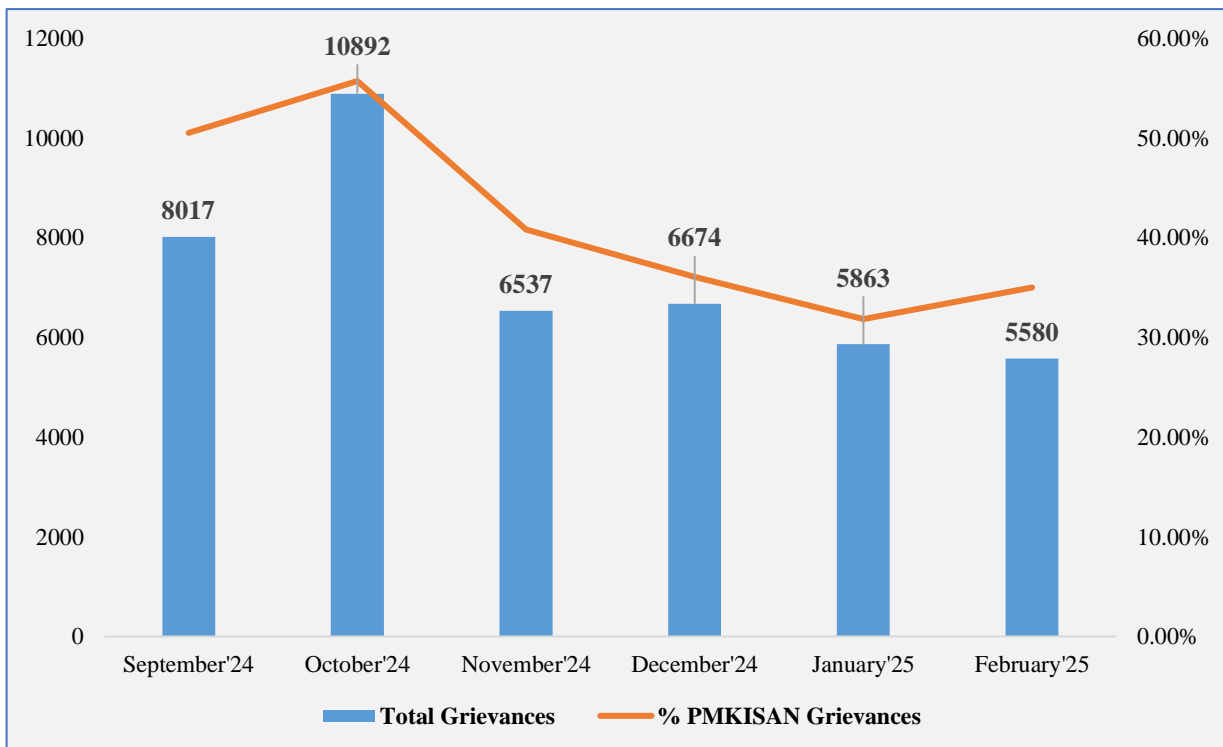
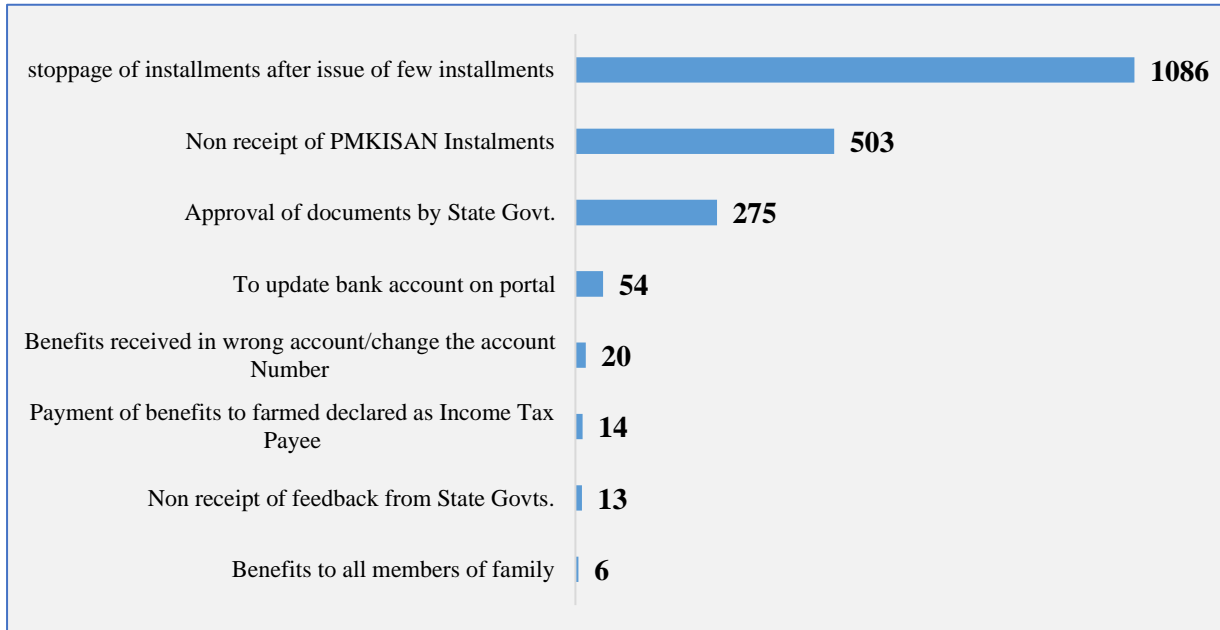
- **Top 15 States/UTs reporting maximum grievance registrations through CSCs in February, 2025 (based on citizen's address):**



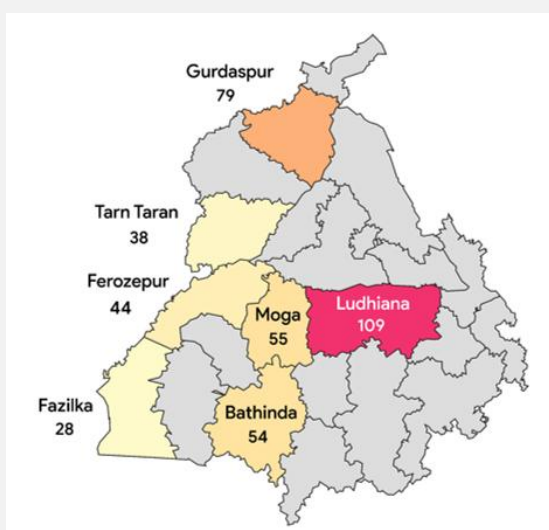
PM-KISAN Scheme related Grievances

A total of 1,971 grievances were registered for the PMKISAN scheme in the month of February, 2025, through CSCs.

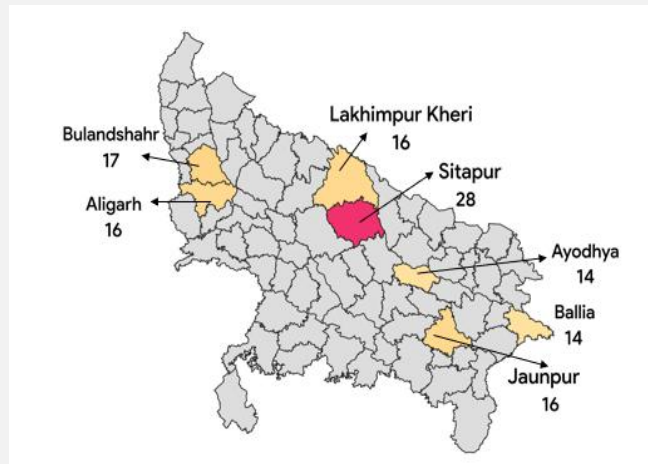
- **Top categories under the PMKISAN scheme for which grievances were registered through CSCs in February, 2025:**



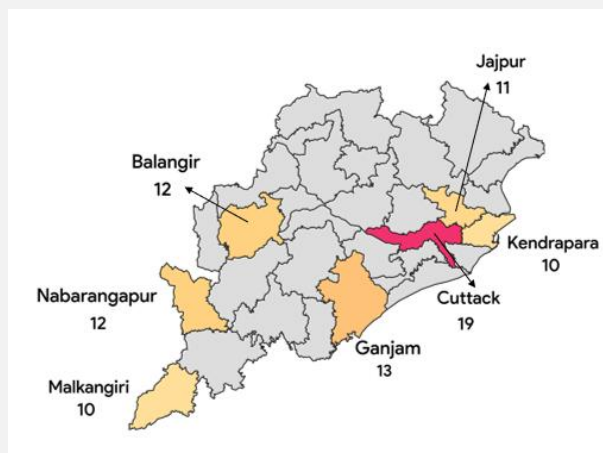
- Districts with the maximum registrations with citizen's address for grievances under the PMKISAN scheme through CSCs in February, 2025:



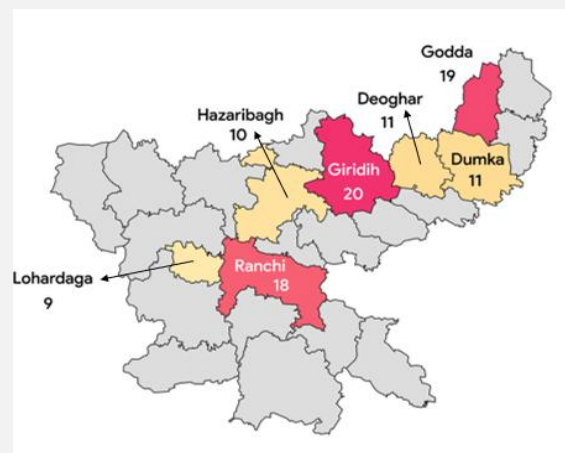
Punjab



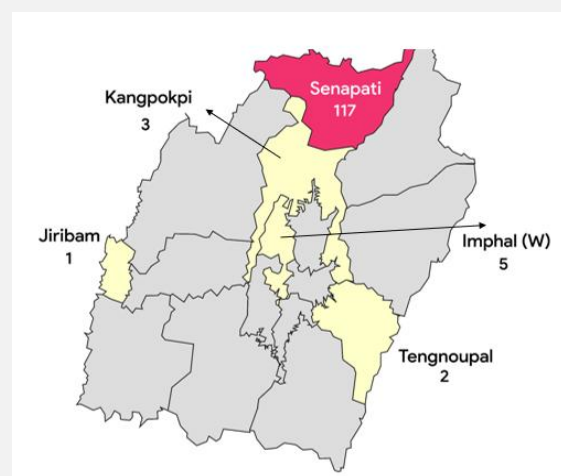
Uttar Pradesh



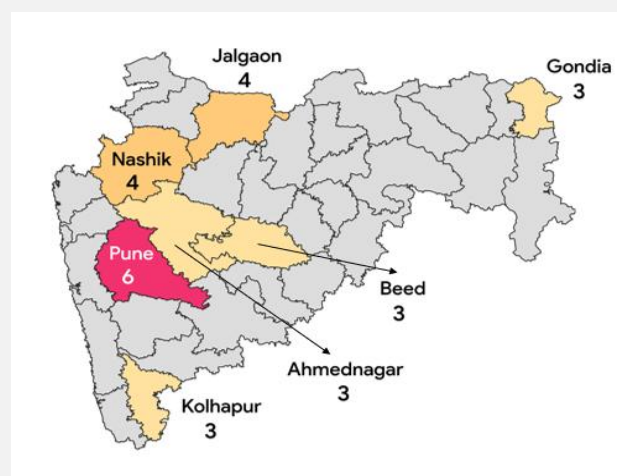
Odisha



Jharkhand



Manipur



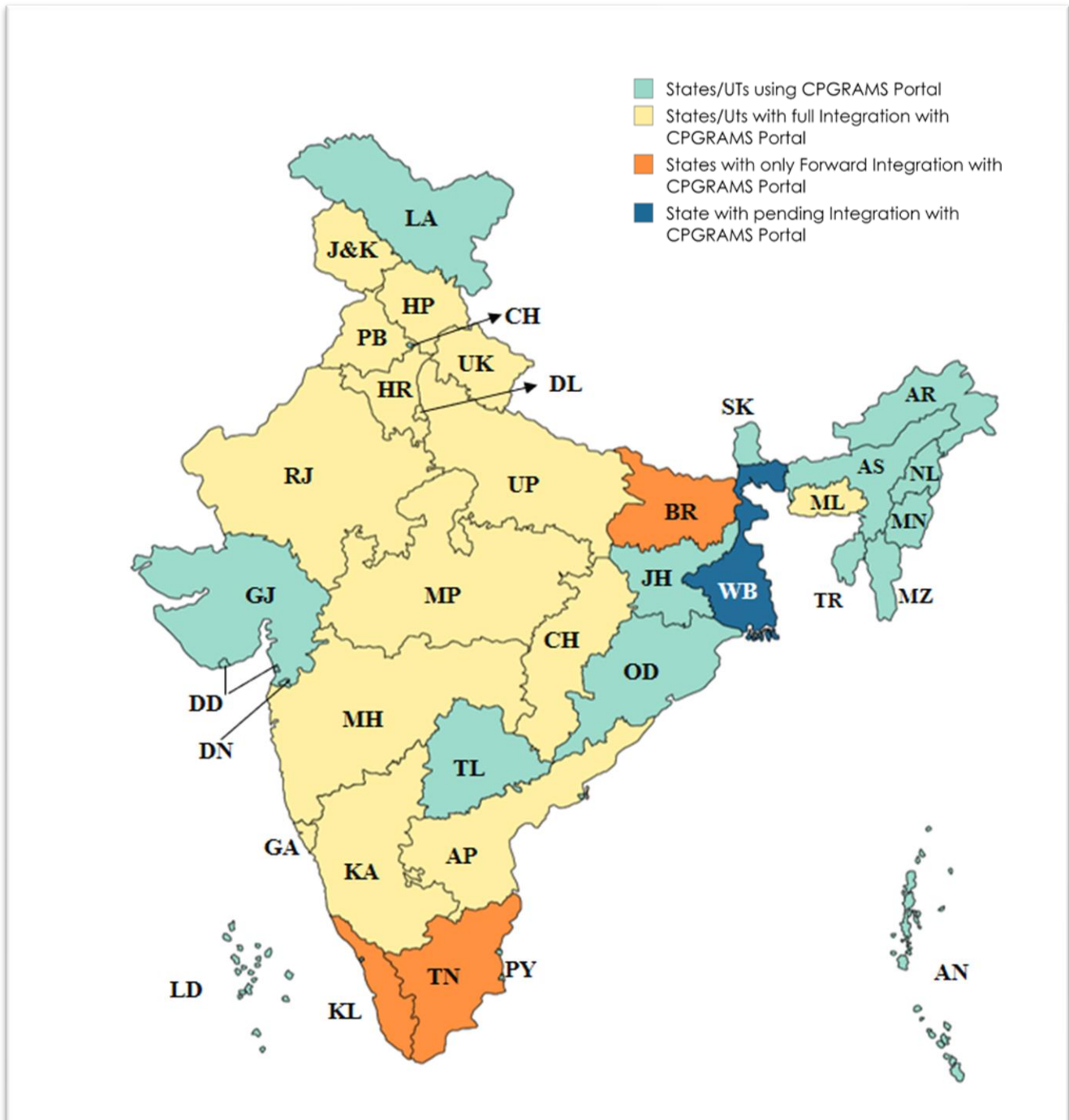
Maharashtra

8. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in February, 2025
1	Uttar Pradesh	21,763
2	Gujarat	3,126
3	Madhya Pradesh	2,829
4	Maharashtra	2,683
5	Haryana	2,483
10	Punjab	1,419
Note: 12 States/UTs have received more than 1000 grievances in February, 2025		
Disposal		
Rank	State/UT	Disposals in February, 2025
1	Uttar Pradesh	21,511
2	Gujarat	2,916
3	Haryana	2,810
4	Madhya Pradesh	2,557
5	Rajasthan	2,480
10	Bihar	1,792
Note: 13 States/UTs have disposed more than 1000 grievances in February, 2025		
Pendency		
Rank	State/UT	Pendency in February, 2025
1	West Bengal	41,990
2	Odisha	19,167
3	Maharashtra	17,374
4	Uttar Pradesh	13,962
5	Haryana	10,735
10	NCT of Delhi	5,997
Note:		
<ul style="list-style-type: none"> 23 States have a pendency of more than 1000 grievances, as on 28th February, 2025 Jharkhand, Uttarakhand and Assam are the Top 3 States/UTs which have shown the maximum decrease in pendency from January, 2025 to February, 2025 		

9. 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.



10. 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.

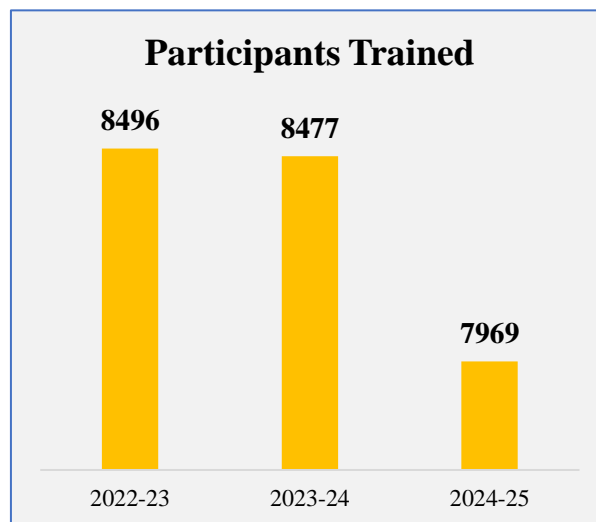
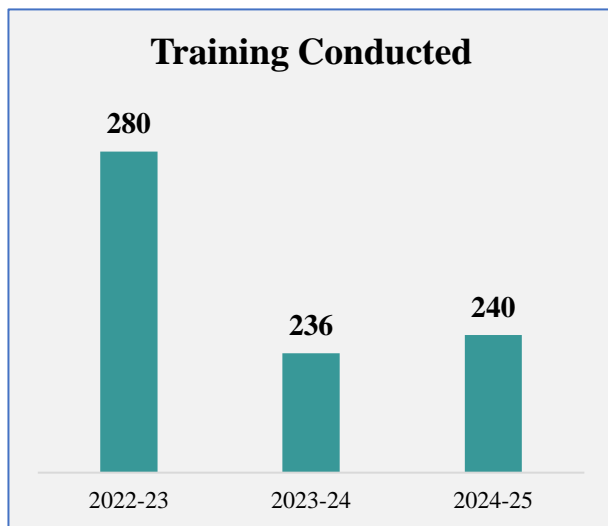
1. Kerala	9. Rajasthan	17. Gujarat
2. Arunachal Pradesh	10. Madhya Pradesh	18. Uttar Pradesh
3. Jammu & Kashmir	11. Andhra Pradesh	19. Himachal Pradesh
4. Assam	12. Telangana	20. Mizoram
5. Tamil Nadu	13. Goa	21. Manipur
6. Haryana	14. Delhi	22. Odisha
7. Punjab	15. Meghalaya	23. Karnataka
8. Tripura	16. Jharkhand	

- 4 instalments of grant have been released to ATI Telangana, Andhra Pradesh, Madhya Pradesh and Haryana, 3 instalments to ATI Assam, Jharkhand and Tamil Nadu, 2 instalments to ATI Punjab, Rajasthan, Meghalaya, Himachal Pradesh, Jammu & Kashmir, Delhi and Manipur.
- ATI Telangana has been sanctioned additional grant
- ATI Karnataka has also been sanctioned grant to conduct 2 training programmes

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

11. 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), **756 training courses** have been completed, in which **~24,942 officers** have been trained.

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	65	2023	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	10	414	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	7	131	
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	50	1789	2
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	11	212	3
6	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)	2	149	

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained	Proposed Courses
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	1	15	1
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram			7
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	3	151	1
10	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	20	504	
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA), Chandigarh	11	387	2
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	11	517	2
13	Tamil Nadu	ANNA Administrative Staff College	24	854	
14	Telangana	Dr. MCR HRD Institute, Hyderabad	20	585	
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	238	
Total			240	7,969	18

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/>]

12. Success Stories

Grievance of Shri Sudhanshu Sharma

Correction of bank details for PM-SVANidhi Scheme application

Shri Sudhanshu Sharma filed a grievance regarding the correction of the bank name and account number in his loan application under the PM-SVANidhi Yojana. Upon receiving the grievance, officials contacted him via telephone to understand the issue in detail. He explained that his loan application for ₹10,000 under the scheme contained incorrect bank details. To resolve this, the office promptly reached out to the concerned bank branch and had the erroneous application returned. The necessary corrections were made, and the revised application was resubmitted to the bank. Through close coordination, the loan amount of ₹10,000 was successfully disbursed directly into Shri Sharma's bank account. Expressing his satisfaction, he stated that his fast-food business, which had been shut for a long time, was revived due to the timely assistance provided.

Grievance of Shri Devendra Sharma

Delay in issuance of Disability Certificate

During the 'Prashasan Gaon Ki Ore' campaign, Shri Devendra Sharma reported that he had applied for a Disability Certificate at the District Hospital, Shivpuri, three months ago but had not received it, causing significant difficulties. He requested urgent resolution of the issue. Following prompt action, the disability certificate was issued and handed over to him. Shri Sharma expressed complete satisfaction with the resolution.

Grievance of Shri Rajesh Singh Dangi

Delay in name transfer in land records

Shri Rajesh Singh Dangi, a resident of Gram Panchayat Pachawali, reported that he had applied for a name transfer in the land records but had not yet received the updated document. During the camp organized under the 'Prashasan Gaon Ki Ore' campaign, the name transfer was completed, and a copy of the updated land record was provided to him. The complainant expressed complete satisfaction with the resolution.



Grievance of Shri Nathuram Vishwakarma

Delay in disbursement of old-age pension

Shri Nathuram Vishwakarma reported that he had applied for an old-age pension some time ago but had not yet received the benefits. During the camp organized under the 'Prashasan Gaon Ki Ore' campaign, he was issued the approval certificate for the old age pension scheme. Expressing his satisfaction, he conveyed his gratitude to the officials for the prompt resolution of his grievance

Grievance of Shri Akash Yadav

Delay in reimbursement of insurance claim

Shri Akash Yadav, a resident of Village Toda, Tehsil Chinor, lodged a complaint regarding the delay in the reimbursement of an insurance claim for the death of his buffalo. The Department of Animal Husbandry, Gwalior, responded promptly by escalating the matter to the concerned authorities. Following persistent follow-ups, the insurance company finally released the claim. The complainant expressed his satisfaction with the swift and proactive efforts of the Animal Husbandry Department officials.

13. News on AIR

[Download](#) Mobile Application for NewsOnAIR

The channels can be accessed on radio having following frequencies:

FM Rainbow 102.6	1. National News <ul style="list-style-type: none">• Mid Break Morning News = 0800-0815 Hrs• Mid Break Evening News = 2045-2100 Hrs 2. 25 FM Rainbow & 4 FM Gold <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs 3. 42 Vividh Bharati <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs 4. 88 LRS Stations <ul style="list-style-type: none">• Paid Spots from 0700-1100 & 1700-2300 Hrs• Bonus Spots from 1100-1700 Hrs 5. Vividh Bharati (Udaipur) <ul style="list-style-type: none">• Paid Spots from 0630-1000 & 1900-2300 Hrs• Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs 6. Spots with Champions Trophy will be scheduled once it commences.
FM Gold 100.1	
Vividh Bharati 106.4	


AIR radio jingle on CPGRAMS commenced from 12th February, 2025



Scan and Play

14. Media Outreach

Ministry of Personnel, Public Grievances & Pensions



DARPG organizes National Workshop on Sevottam and Effective Redressal of Public Grievances in RCVP Noronha Academy of Administration in Bhopal on 20th February, 2025

The workshop was organized in line with the direction of the Prime Minister from the Pragati Review Meeting on 26th December, 2024, on timely and quality disposal of grievances

Shri O.P. Rawat, Former Chief Election Commissioner of India, was the Chief Guest at the National Workshop on 'Sevottam and Effective Redressal of Public Grievances'


Shri Anurag Jain, Chief Secretary, Government of Madhya Pradesh shared his experiences in Grievance Redressal during the workshop

More than 100 officials from ATIs and State Governments participated in the workshop at RCVP Noronha Academy of Administration, Bhopal, Madhya Pradesh

Workshop aims to formulate the roadmap forward for Capacity Building and Effective Redressal of Public Grievances in line with the directions of the Prime Minister of India

Posted On: 25 FEB 2025 11:55AM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 30th Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of January, 2025

61,465PG cases were received by States/UTs in January, 2025

A total of 58,586grievances redressed by States/UTs in January, 2025. Pendency in States/UTs stands at 1,88,408 grievances


Posted On: 25 FEB 2025 4:21PM by PIB Delhi



DARPG organized the "National Workshop on Sevottam and Effective Redressal of Public Grievances", today at Noronha Academy of Administration and Management, Bhopal, Madhya Pradesh.

The workshop witnessed the participation of more than 150 officers from States governments and ATIs wherein grievance redressal best practices and capacity building strategies were discussed extensively.


#CPGRAMS #Sevottam #GoodGovernance #PublicGrievances #CitizenCentric

A Live Session for Banking related grievances through #CPGRAMS of Department of Administrative Reforms and Public Grievances was held with the Department of Financial Services and VLEs of the @CSCegov at 4 PM on 28.2.2025.

- In this discussion, Shri V. Srinivas, Secretary, @DARPG, Shri M. Nagaraju, Secretary, @DFS,India; and Shri Sanjay Kumar Rakesh, MD & CEO, @CSCegov, joined for a live discussion.
- Secretary, DARPG and Secretary, DFS also interacted with 9 Village Level Entrepreneurs (VLEs) regarding the type of grievances being received and their resolution. Issues faced by VLEs were noted for further resolution.
- Secretary, DARPG concluded that with the support of CSC they would endeavour to curate more such session with other Departments in Government of India.

#CPGRAMS #CSC #LiveSession




Join us for a Live Session for Banking related grievances with Department of Financial Services and VLEs of the @CSCegov at 4 PM, today.

In this discussion, Shri V. Srinivas, Secretary, DARPG; Shri M. Nagaraju, Secretary, @DFS,India; and Shri Sanjay Kumar Rakesh, MD & CEO, @CSCegov, will join us live for the discussion.

Facebook Link: facebook.com/cscscheme/CSC

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Annexures

Annexure 1: Performance of States

Annexure 1.1: Maximum Number of Receipts – February, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13710	21763	35473	21511	13962
2	Government of Gujarat	5596	3126	8722	2916	5806
3	Government of Madhya Pradesh	4061	2829	6890	2557	4333
4	Government of Maharashtra	17137	2683	19820	2446	17374
5	Government of Haryana	11062	2483	13545	2810	10735
6	Government of Bihar	7918	2334	10252	1792	8460
7	Government of NCT of Delhi	5744	2260	8004	2007	5997
8	Government of Rajasthan	1887	2259	4146	2480	1666
9	Government of Tamil Nadu	8746	1674	10420	1590	8830
10	Government of Punjab	3094	1419	4513	1296	3217

Annexure 1.2: Maximum Number of Disposals – February, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	13710	21763	35473	21511	13962
2	Government of Gujarat	5596	3126	8722	2916	5806
3	Government of Haryana	11062	2483	13545	2810	10735
4	Government of Madhya Pradesh	4061	2829	6890	2557	4333
5	Government of Rajasthan	1887	2259	4146	2480	1666
6	Government of Maharashtra	17137	2683	19820	2446	17374
7	Government of Jharkhand	5062	1381	6443	2345	4098
8	Government of NCT of Delhi	5744	2260	8004	2007	5997
9	Government of Uttarakhand	2746	955	3701	1880	1821
10	Government of Bihar	7918	2334	10252	1792	8460

Annexure 1.3.: Maximum Number of Receipts – Jan to Feb, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12271	45100	57371	43409	13962
2	Government of Gujarat	5322	7120	12442	6636	5806
3	Government of Maharashtra	18756	6202	24958	7584	17374
4	Government of Madhya Pradesh	3589	6164	9753	5420	4333
5	Government of Haryana	11061	5380	16441	5706	10735
6	Government of Bihar	7846	5016	12862	4402	8460
7	Government of Rajasthan	1404	4933	6337	4671	1666
8	Government of NCT of Delhi	5680	4708	10388	4391	5997
9	Government of Tamil Nadu	7895	3581	11476	2646	8830
10	Government of Jharkhand	5806	3084	8890	4792	4098

Annexure 1.4.: Maximum Number of Disposal – Jan to Feb, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12271	45100	57371	43409	13962
2	Government of Maharashtra	18756	6202	24958	7584	17374
3	Government of Gujarat	5322	7120	12442	6636	5806
4	Government of Haryana	11061	5380	16441	5706	10735
5	Government of Madhya Pradesh	3589	6164	9753	5420	4333
6	Government of Jharkhand	5806	3084	8890	4792	4098
7	Government of Rajasthan	1404	4933	6337	4671	1666
8	Government of Bihar	7846	5016	12862	4402	8460
9	Government of NCT of Delhi	5680	4708	10388	4391	5997
10	Government of Assam	4581	1693	6274	3868	2406

Annexure 1.5: States/UTs with more than 1000 Pending Grievances – Jan - Feb, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39914	2085	41999	9	41990
2	Government of Odisha	18376	2455	20831	1664	19167
3	Government of Maharashtra	18756	6202	24958	7584	17374
4	Government of Uttar Pradesh	12271	45100	57371	43409	13962
5	Government of Haryana	11061	5380	16441	5706	10735
6	Government of Tamil Nadu	7895	3581	11476	2646	8830
7	Government of Union Territory of Jammu and Kashmir	7346	1290	8636	6	8630
8	Government of Bihar	7846	5016	12862	4402	8460
9	Government of Kerala	5777	941	6718	440	6278
10	Government of NCT of Delhi	5680	4708	10388	4391	5997
11	Government of Himachal Pradesh	5714	517	6231	269	5962
12	Government of Gujarat	5322	7120	12442	6636	5806
13	Government of Andhra Pradesh	4050	2216	6266	896	5370
14	Government of Karnataka	5317	2326	7643	2970	4673
15	Government of Madhya Pradesh	3589	6164	9753	5420	4333
16	Government of Jharkhand	5806	3084	8890	4792	4098
17	Government of Punjab	3114	2692	5806	2589	3217
18	Government of Chhattisgarh	2199	1321	3520	637	2883
19	Government of Assam	4581	1693	6274	3868	2406
20	Government of Manipur	2285	110	2395	6	2389
21	Government of Uttarakhand	3034	1872	4906	3085	1821
22	Government of Rajasthan	1404	4933	6337	4671	1666
23	Government of Nagaland	1280	18	1298	13	1285

Annexure 1.6: Maximum Pendency Percentage (North-Eastern States) – Jan - Feb, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
1	Government of Manipur	2285	110	2395	6	2389	285	100%
2	Government of Nagaland	1280	18	1298	13	1285	534	99%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
3	Government of Mizoram	767	22	789	17	772	346	98%
4	Government of Meghalaya	467	47	514	69	445	205	87%
5	Government of Arunachal Pradesh	186	46	232	64	168	100	72%
6	Government of Tripura	53	213	266	125	141	27	53%
7	Government of Assam	4581	1693	6274	3868	2406	59	38%
8	Government of Sikkim	27	17	44	30	14	97	32%

Annexure 1.7: Top 10 States/UTs with grievances pending for more than 21 Days – Jan - Feb, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >21 Days
1	Government of West Bengal	39914	2085	41999	9	41990	41374
2	Government of Odisha	18376	2455	20831	1664	19167	18451
3	Government of Maharashtra	18756	6202	24958	7584	17374	15308
4	Government of Haryana	11061	5380	16441	5706	10735	9136
5	Government of Union Territory of Jammu and Kashmir	7346	1290	8636	6	8630	8226
6	Government of Tamil Nadu	7895	3581	11476	2646	8830	7709
7	Government of Bihar	7846	5016	12862	4402	8460	6677
8	Government of Kerala	5777	941	6718	440	6278	6059
9	Government of Himachal Pradesh	5714	517	6231	269	5962	5789
10	Government of NCT of Delhi	5680	4708	10388	4391	5997	4912

Annexure 2: Average Closing Time – Jan - Feb, 2025

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 Kerala	440	5
2	Government of Puducherry	205	12
3	Government of Union Territory of Chandigarh	651	13
4	Government of Uttar Pradesh	43409	14
5	Government of Telangana	844	18
6	Government of Rajasthan	4671	20
7	Government of Madhya Pradesh	5420	35
8	Government of NCT of Delhi	4391	43
9	Government of Gujarat	6636	45
10	Government of Assam	3868	59



Department of Administrative Reforms and Public Grievances

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