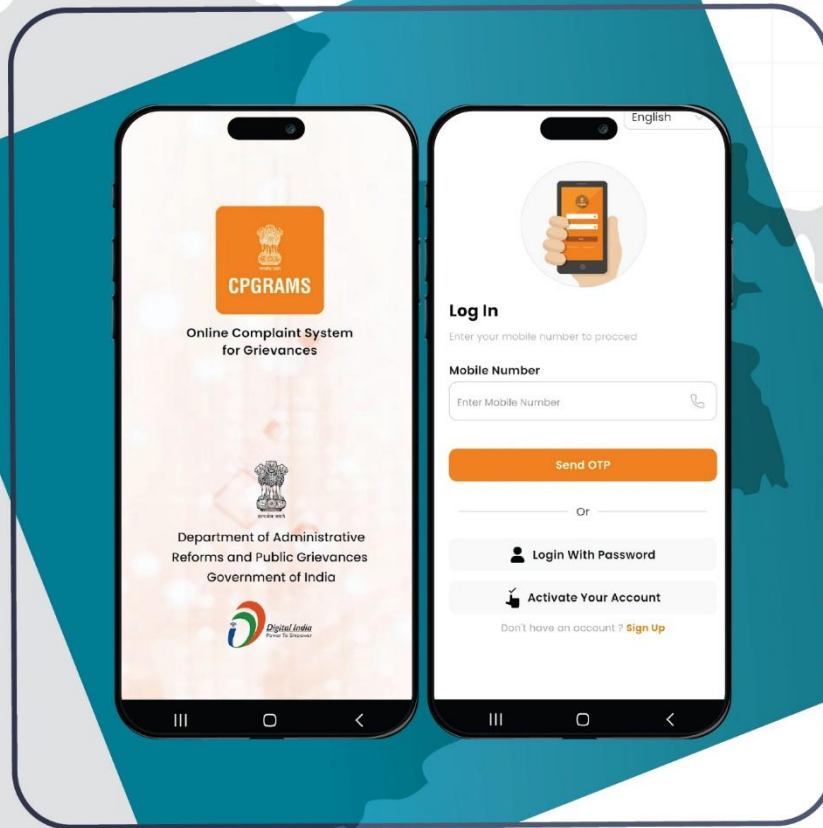




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

APRIL 2025

(Report Number 33)

Department of Administrative Reforms
and Public Grievances

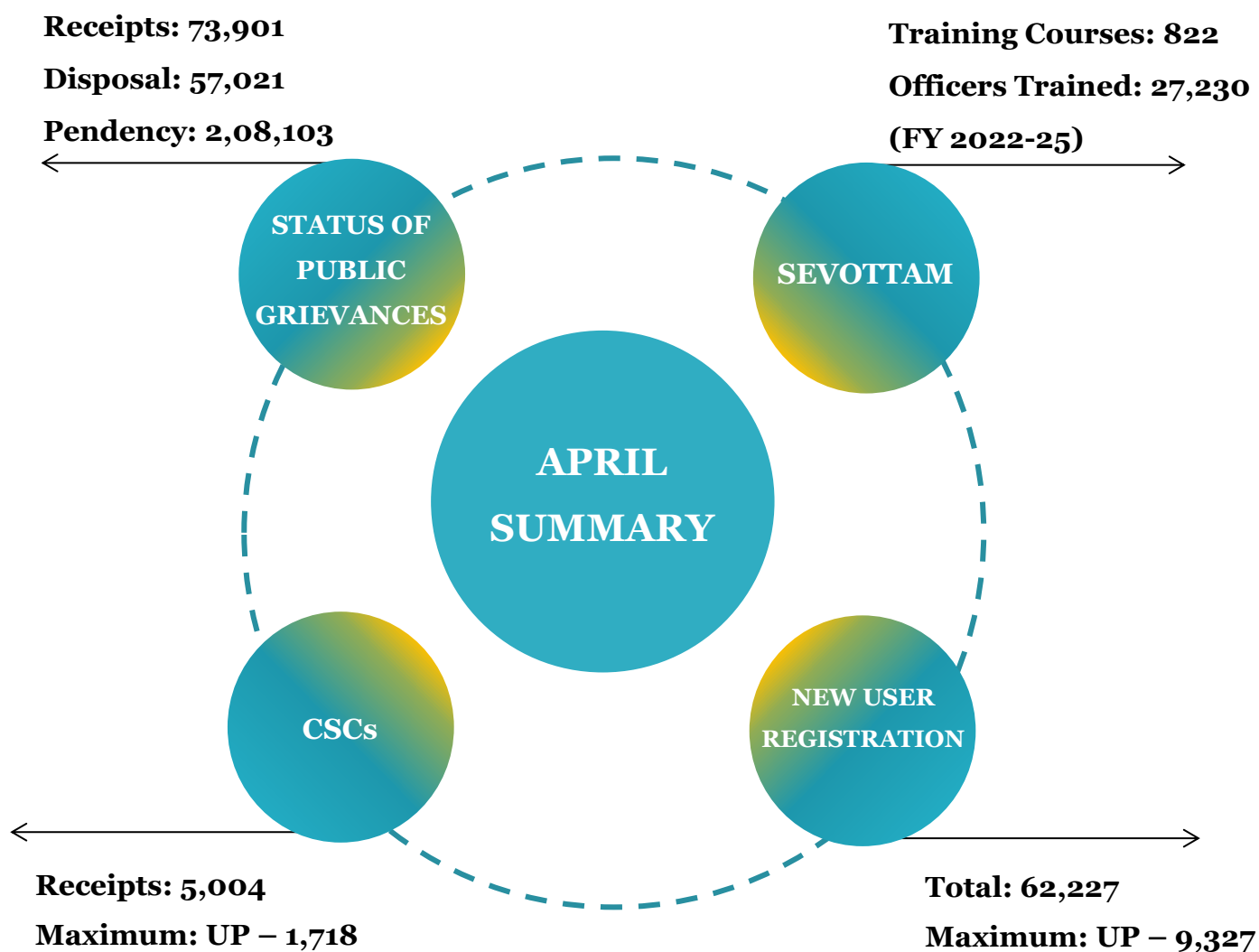
CONTENTS

1. Key Highlights.....	3
2. National Workshop on ‘Sevottam and Effective Redressal of Public Grievances’	5
3. Review of Status of Grievances	7
3.1 Overview.....	7
3.2 Month-wise Status of Grievances	7
4. New User Registrations.....	8
5. Outreach through Common Service Centres	11
7. Integration of State/UT Portals	14
8. Sevottam Scheme	15
9. Sevottam Scheme Portal	16
10. Success Stories.....	19
11. Media Outreach.....	21
11.1 News On AIR.....	21
11.2 Telecast Status of DARPG – CPGRAMS at Spot & L Bands – DD News	22
PIBs and Tweets.....	23
Annexures	25

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.*

Data Summary – April, 2025



01

General Highlights

- **62,227 new users** registered on the CPGRAMS Portal in April, 2025
- **5,004 grievances** were registered through CSCs on the CPGRAMS Portal in April, 2025
- In the last three Financial Years (2022-23, 2023-24, 2024-25), **822 training courses** have been completed, in which **~27,230 officers** have been trained
- A **review meeting** under the chairmanship of Secretary, DARPG, was conducted on **9th April, 2025**, with the Nodal Officers of all the States/UTs
- The **5th National Workshop on "Sevottam and Enhancing Public Grievance Redressal"** was conducted by DARPG on **25th April, 2025**, at the Institute of Management in Government (IMG), Kerala

Status of Public Grievances on CPGRAMS

02

- In April, 2025, **73,901 PG cases** were received for the States/UTs and **57,021 PG cases** were redressed
- The monthly disposal in States/UTs **decreased** from **59,523 PG cases** at the end of March, 2025 to **57,021 PG cases** at the end of April, 2025

03

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 30th April, 2025
- For States/UTs, as on 30th April, 2025, there exists a pendency of **2,08,103 PG cases**

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



DARPG organized the **5th National Workshop on "Sevottam and Effective Redressal of Public Grievances"** on 25th April, 2025, at the Institute of Management in Government (IMG), Kerala. The workshop aimed to chart a roadmap for capacity building and strengthening grievance redressal mechanisms in alignment with the Hon'ble Prime Minister's vision of transparent and accountable governance. More than 100 officials from State Governments and Administrative Training Institutes (ATIs) participated in the deliberations on best practices, innovative strategies, and systemic reforms in public grievance management.

The Workshop was inaugurated in the presence of Shri K. Jayakumar, Director, IMG; Shri V. Srinivas, Secretary, DARPG; Smt. Jaya Dubey, Joint Secretary, DARPG; and senior functionaries from various State ATIs and Administrative Reforms Departments. The keynote address by Shri V. Srinivas highlighted major reforms in grievance redressal, including the integration of multilingual support through Bhashini, advanced features in CPGRAMS, and a strengthened monitoring mechanism—each aimed at improving the citizen experience.

The workshop featured 18 speakers from the Government of India, Government of Kerala, non-profit organizations, and technology partners. Spanning five focused sessions, the event

offered practitioner-oriented presentations on successful grievance redressal practices, adoption of technology tools, and the evolving role of non-profit organizations in public service delivery. Dedicated sessions by the knowledge partner, Administrative Staff College of India (ASCI), proposed model capacity-building modules for Administrative Training Institutes (ATIs) and facilitated consultations on draft Sevottam rules. Key highlights included a presentation on the revised categorization framework in CPGRAMS aimed at enhancing citizen-centricity and ease of grievance filing, and the release of a draft model for ranking States on grievance redressal performance by the Centre for Good Governance. The workshop also saw active participation from senior Kerala officials, academic experts, and technology platform representatives, with discussions focused on policy reforms, innovation, and strengthening citizen-focused service delivery.

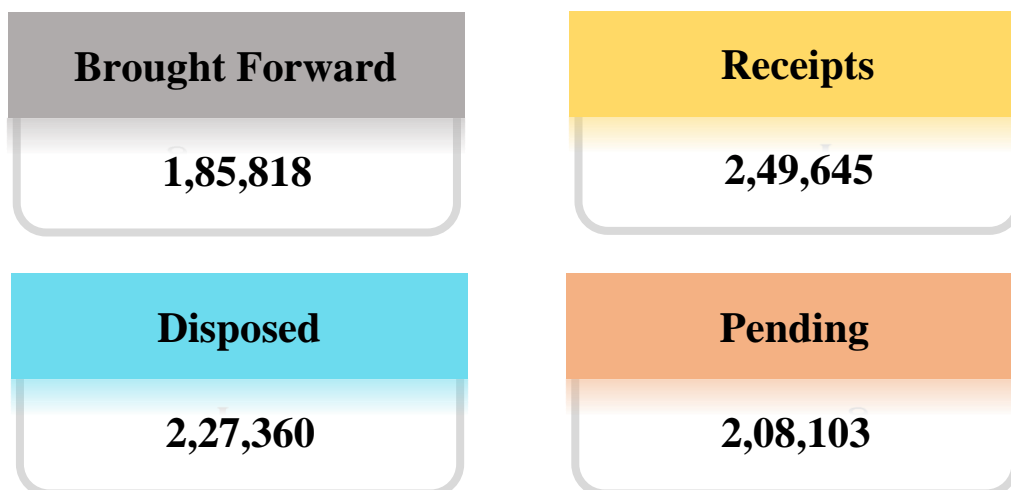
As part of the Sevottam Scheme, DARPG extends financial support to State ATIs and CTIs for establishing Sevottam Training Cells. Over the past three financial years (2022–23 to 2024–25), a total of 822 training programmes have been conducted, training 27,230 officers from various States.



In the previous financial year, two National Workshops on "Effective Redressal of Public Grievances" were successfully organized—on 18th November, 2024, in New Delhi and 20th February, 2025, in Bhopal. These workshops brought together representatives from Central Ministries, State Governments, and State Administrative Training Institutes (ATIs). Serving as crucial platforms for knowledge exchange and collaboration, the workshops facilitated in-depth discussions on best practices, innovative strategies, and key reforms to strengthen the grievance redressal ecosystem.

3. Review of Status of Grievances

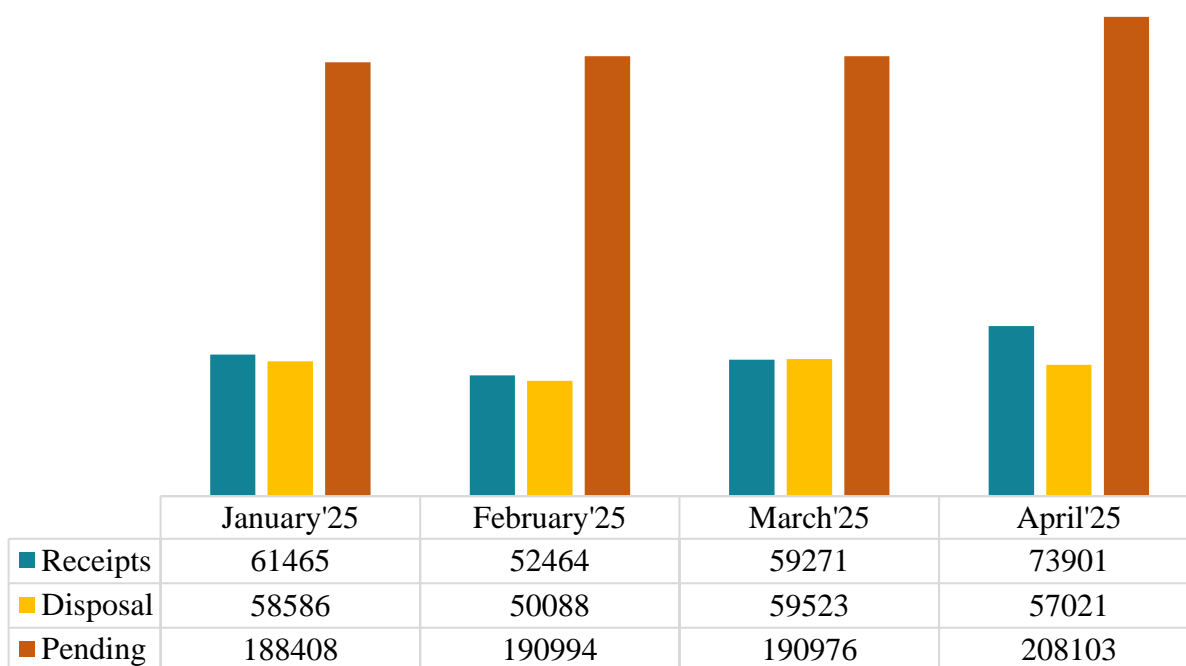
3.1 Overview



(Time Period: 01/01/2025 to 30/04/2025)

3.2 Month-wise Status of Grievances

Status of Receipts, Disposal and Pendency

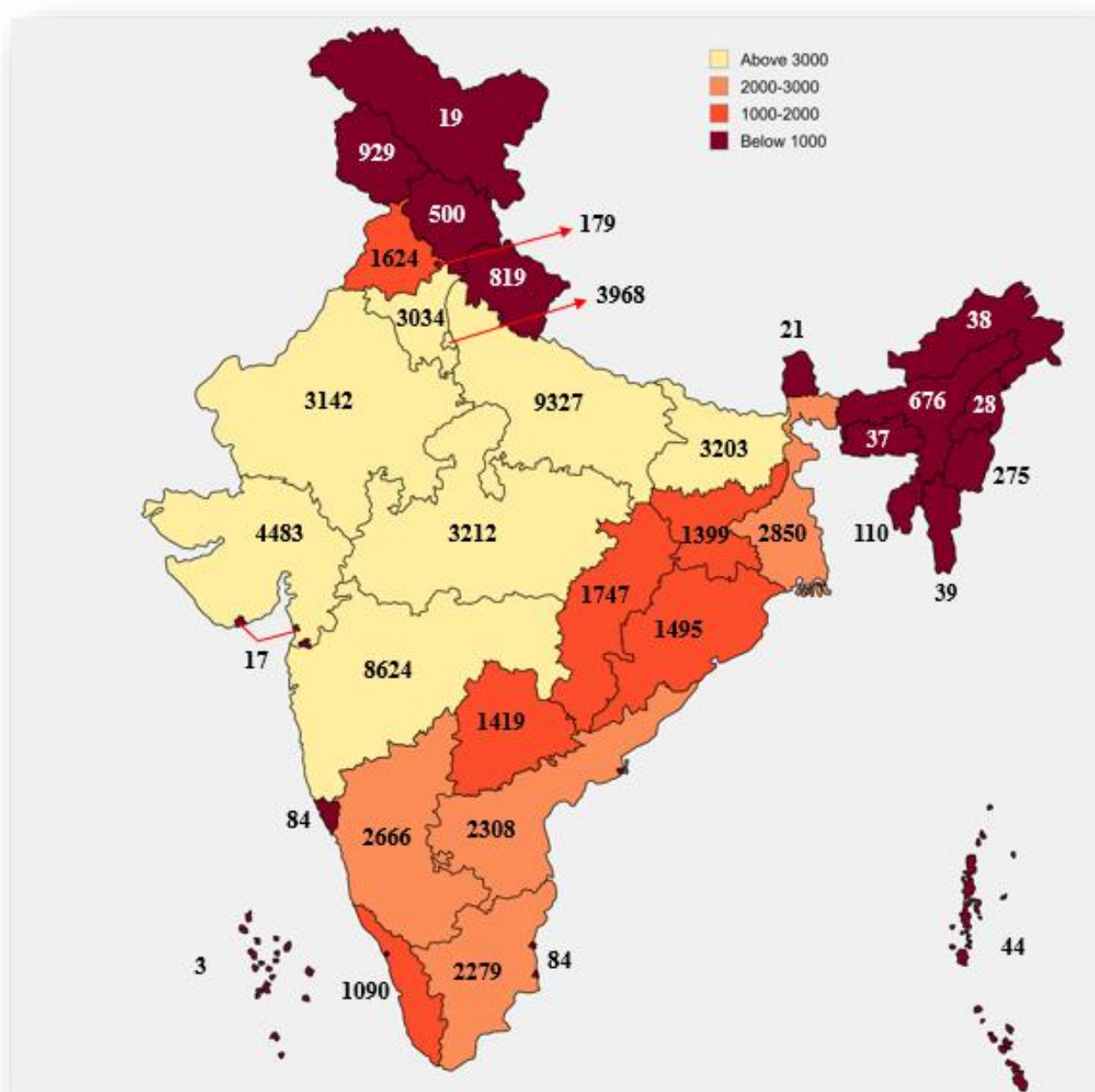


4. New User Registrations

A total of **62,227** new users have registered on CPGRAMS in April, 2025, through various channels, out of which, **9,327** registrations are from Uttar Pradesh.



New user registration on CPGRAMS from States/UTs in April, 2025:





Percentage Change of new user registration on CPGRAMS in States/UTs:

S. No.	Name of State/UT	Total Users Registered (March)	Total Users Registered (April)	% Increase
1	Uttar Pradesh	7602	9327	23% ↑
2	Maharashtra	5404	8624	60% ↑
3	Gujarat	2723	4483	65% ↑
4	Delhi	2978	3968	33% ↑
5	Madhya Pradesh	2492	3212	29% ↑
6	Bihar	2697	3203	19% ↑
7	Rajasthan	2761	3142	14% ↑
8	Haryana	2472	3034	23% ↑
9	West Bengal	2652	2850	7% ↑
10	Karnataka	2458	2666	8% ↑
11	Andhra Pradesh	2300	2308	0%
12	Tamil Nadu	2104	2279	8% ↑
13	Chhattisgarh	751	1747	133% ↑
14	Punjab	1533	1624	6% ↑
15	Odisha	1237	1495	21% ↑

In April 2025, the total number of user registrations recorded a notable **increase of 25%** compared to March, 2025.

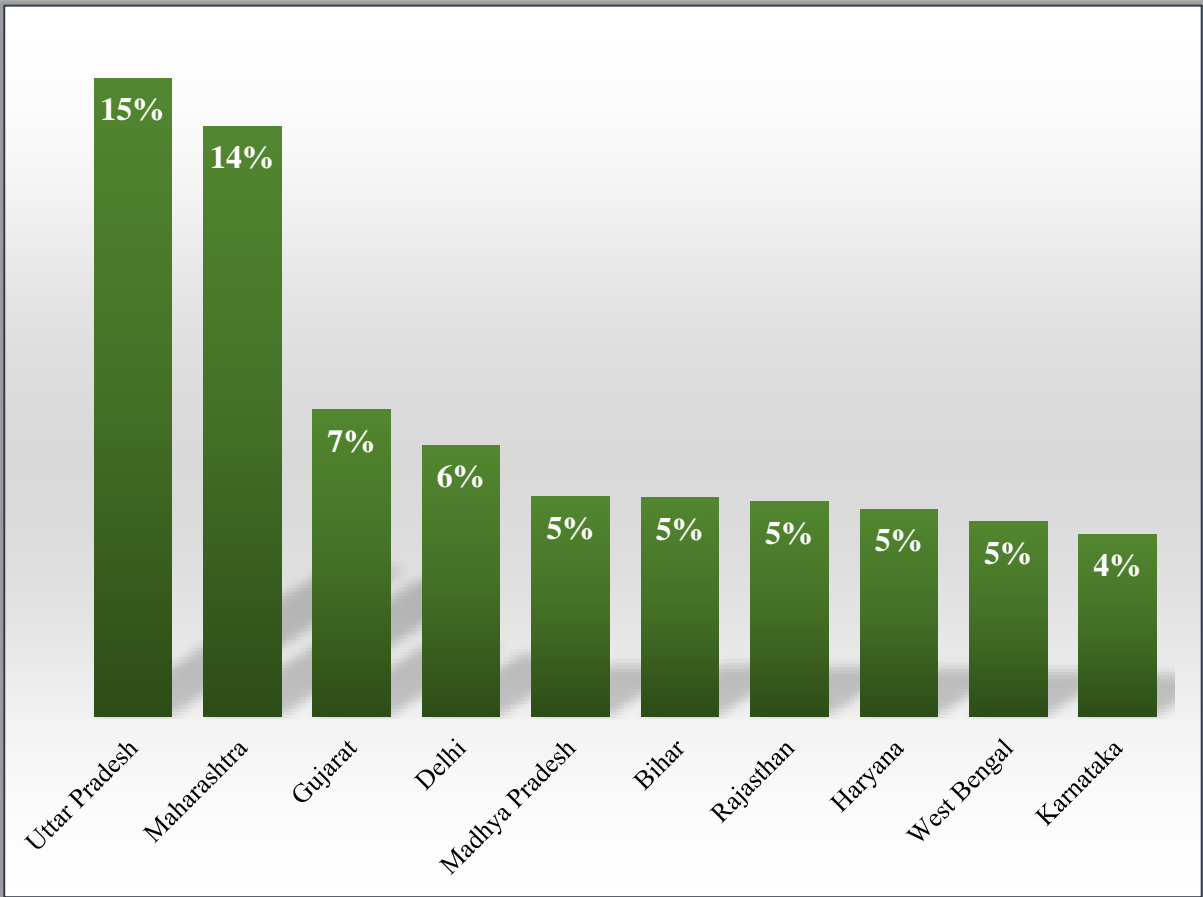


User Registration on CPGRAMS in the Year 2025:

S. No.	Month	Total New User Registration in 2025
1	January	56,214
2	February	47,599
3	March	49,912
4	April	62,227
TOTAL		2,15,952



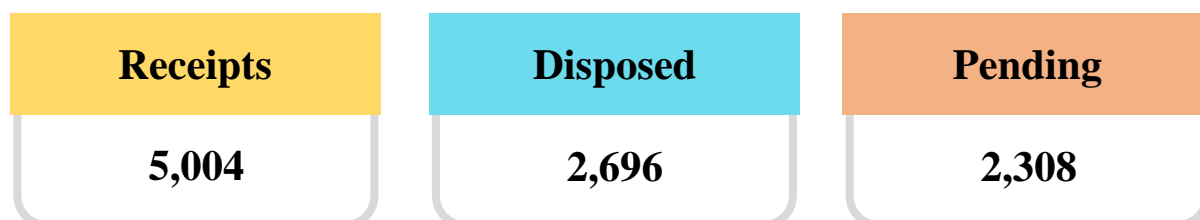
Top 10 States/UTs with Highest New User Registrations:



Of the total new users registered in 2025, **15% are from Uttar Pradesh, followed by Maharashtra (14%) and Gujarat (7%).**

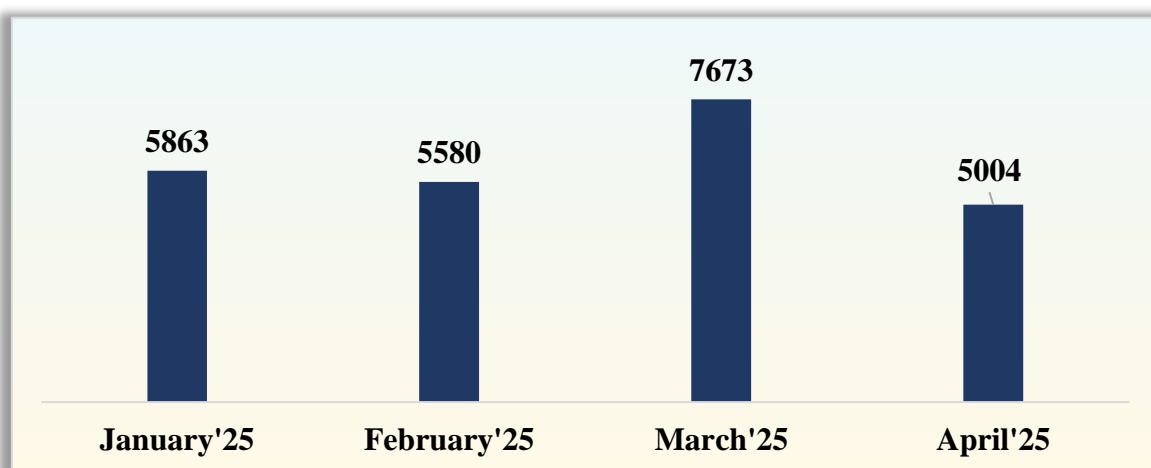
5. Outreach through Common Service Centres

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: 01/04/2025 to 30/04/2025)

- A total of 5,004 grievances have been registered through the Common Service Centres in the month of April, 2025:

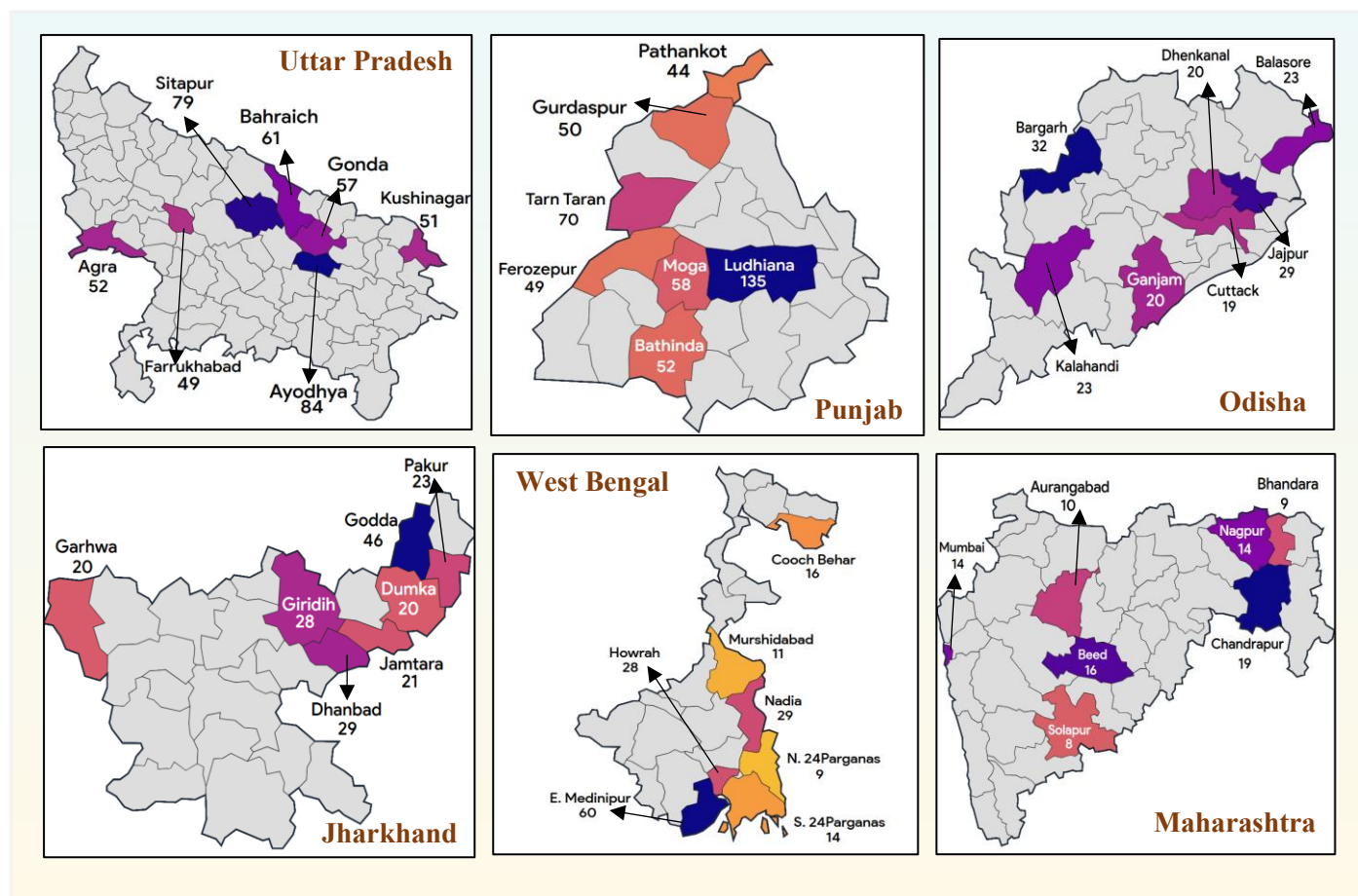


- CSCs with more than 20 grievances registered in April, 2025:

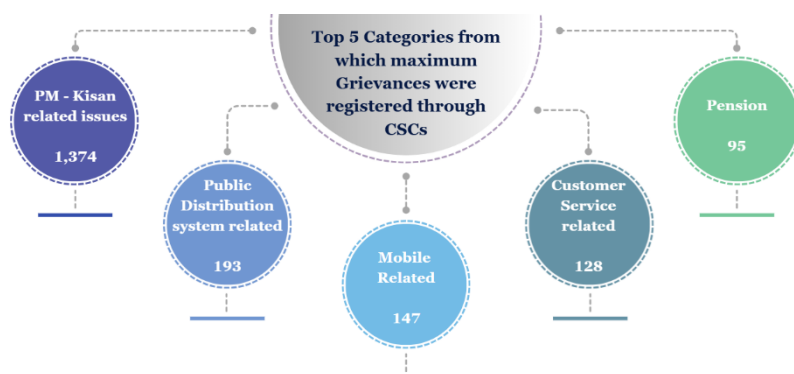
S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	CSC Locality
1	264371650018	45	West Bengal	Purba Medinipur	Rural
2	264371650018	38	Punjab	Ludhiana	Rural
3	264371650018	35	Assam	Dhubri	Rural
4	264371650018	34	Kerala	Alappuzha	Rural
5	264371650018	31	Uttar Pradesh	Ayodhya	Rural
6	264371650018	30	Uttar Pradesh	Farrukhabad	Urban
7	264371650018	26	Uttar Pradesh	Amethi	Rural

S. No.	CSC ID	Number of Grievances Registered	CSC State	CSC District	CSC Locality
8	264371650018	24	Odisha	Bargarh	Rural
9	264371650018	21	Uttar Pradesh	Gonda	Rural
10	264371650018	21	Uttar Pradesh	Agra	Urban
11	264371650018	21	Punjab	Ludhiana	Rural

District-wise bifurcation of grievances registered through CSCs in Top 6 States [as per CSCs address]:



- Top 5 categories for which the maximum grievances were registered through CSCs in April, 2025:

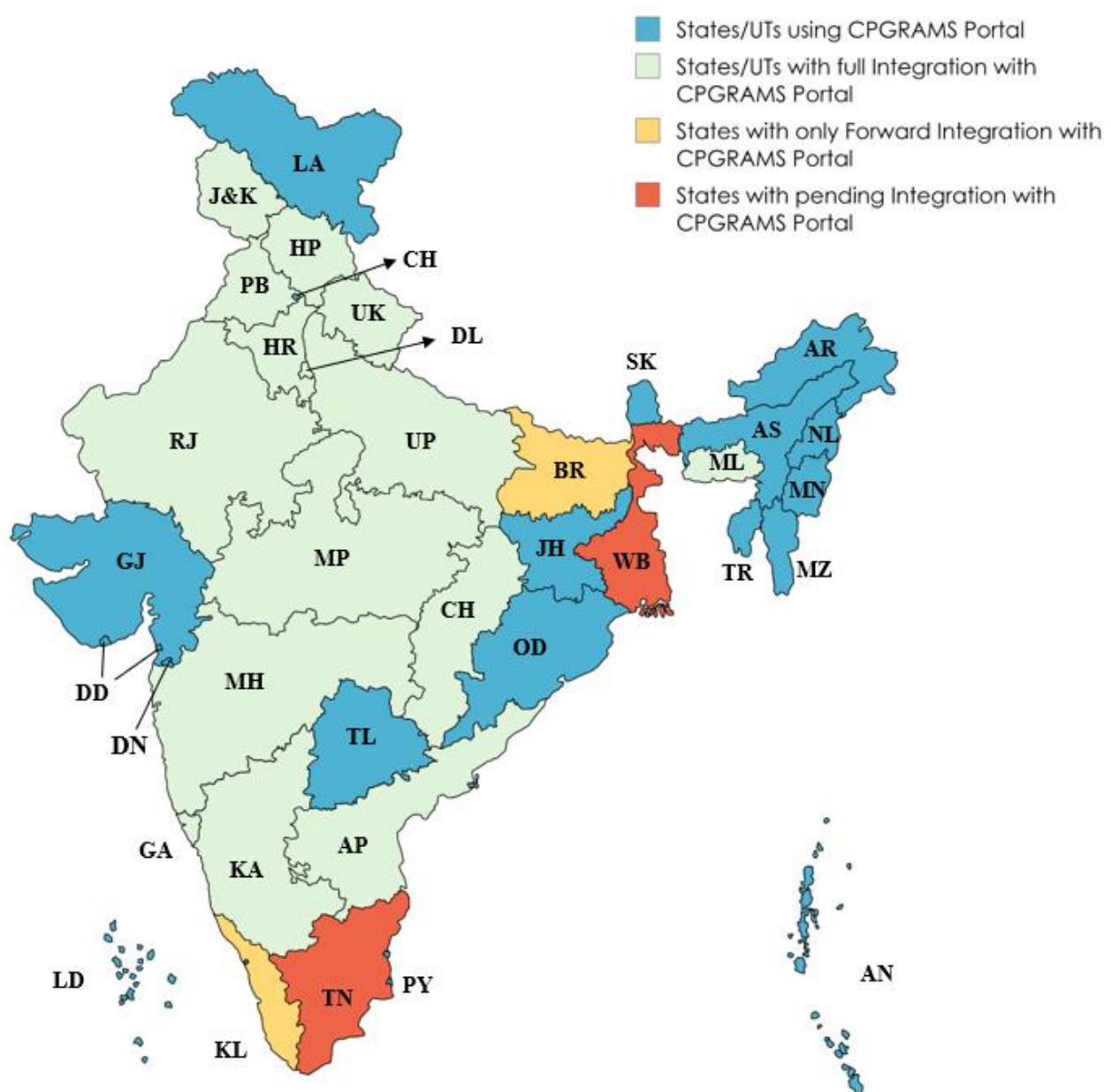


6. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in 1 st to 30 th April, 2025
1	Government of Uttar Pradesh	25863
2	Government of Gujarat	10393
3	Government of Maharashtra	3864
4	Government of NCT of Delhi	3412
5	Government of Madhya Pradesh	3395
6	Government of Bihar	3242
<i>Note: 17 States/UTs have received more than 1000 grievances in between 1st to 30th April, 2025</i>		
Disposal		
Rank	State/UT	Disposals in 1 st to 30 th April, 2025
1	Government of Uttar Pradesh	22834
2	Government of Gujarat	3624
3	Government of Haryana	3102
4	Government of Maharashtra	2920
5	Government of Madhya Pradesh	2891
6	Government of NCT of Delhi	2557
<i>Note: 16 States/UTs have disposed more than 1000 grievances in between 1st to 30th April, 2025</i>		
Pendency		
Rank	State/UT	Pendency as on 30 th April, 2025
1	Government of West Bengal	44070
2	Government of Uttar Pradesh	18477
3	Government of Odisha	17940
4	Government of Maharashtra	17660
5	Government of Gujarat	12495
6	Government of Haryana	10774
<i>Note: 23 States have a pendency of more than 1000 grievances, as on 30th April, 2025</i>		

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

ATIs receiving grants in Financial Year 2024-25

In FY 2024-25, 23 ATIs were provided grants under the Sevottam Scheme:

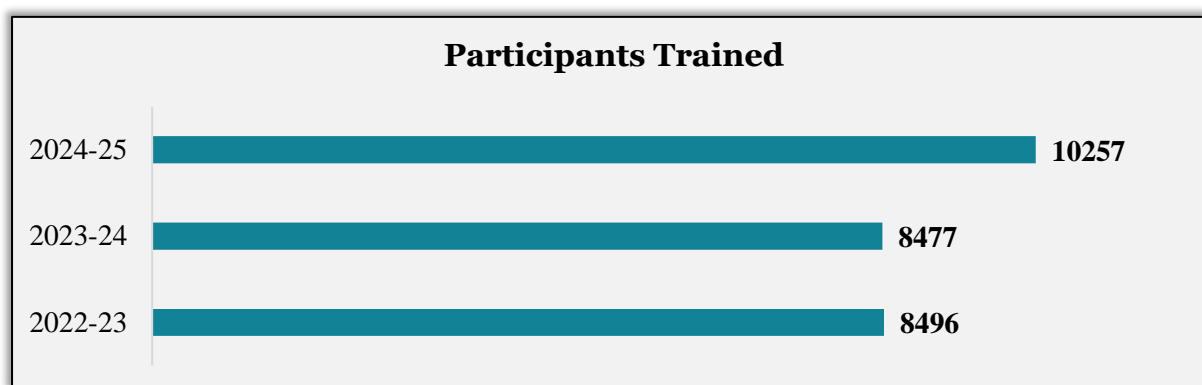
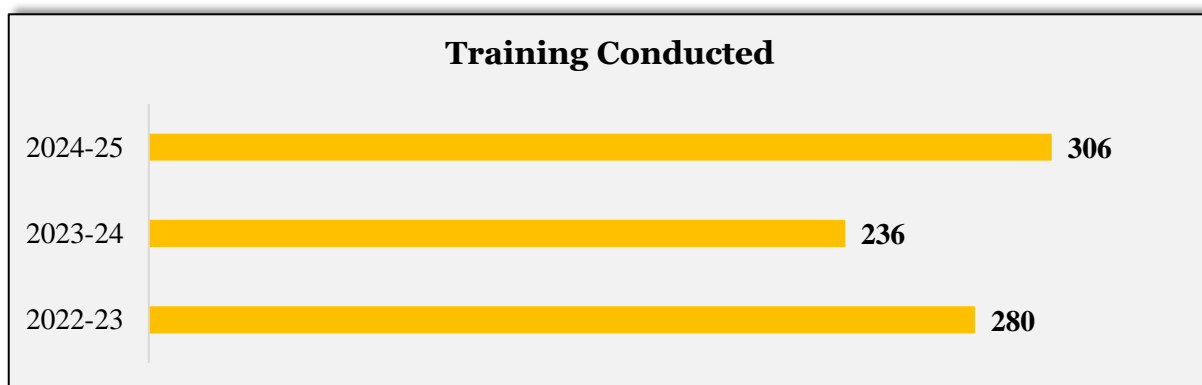
1. Kerala	9. Rajasthan	17. Gujarat
2. Arunachal Pradesh	10. Madhya Pradesh	18. Uttar Pradesh
3. Jammu & Kashmir	11. Andhra Pradesh	19. Himachal Pradesh
4. Assam	12. Telangana	20. Mizoram
5. Tamil Nadu	13. Goa	21. Manipur
6. Haryana	14. Delhi	22. Odisha
7. Punjab	15. Meghalaya	23. Karnataka
8. Tripura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

Note: All States/UTs are requested to submit the Utilization Certificate (UC) and Proposals/Training Calendar for FY 2025-26 at the earliest 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:



Total number of training courses conducted and officers trained in the last three Financial Years (2022-23, 2023-24, 2024-25):

Trainings Conducted

822

Officers Trained

27,230



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	91	2963	
2	Assam	Assam Administrative Staff College (AASC), Guwahati	10	414	
3	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	10	183	
4	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	54	2008	1
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281	2
6	Jammu & Kashmir	J & K Institute of Management, Public Administration and Rural Development (JKIMPA & RD)	2	149	
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	1	15	1
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	4	191	1
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	584	
10	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165	1
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	18	584	2
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	12	517	2
13	Tamil Nadu	ANNA Administrative Staff College	32	1067	
14	Telangana	Dr. MCR HRD Institute, Hyderabad	30	897	
15	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	5	239	
		Total	306	10257	10

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



Key Moments and Insights from the Training Sessions:



Training Session conducted by Andhra Pradesh Human Resource Development Institute



Training Session conducted by Haryana Institute of Public Administration (HIPA)



Training Session conducted by ANNA Administrative Staff College

10. Success Stories

Grievance of Shri Partha Sinha

Wrong Challan Issued



Resolution time: 42 days



Feedback: Excellent

Shri Partha Sinha received a traffic challan wrongly issued against his vehicle, a grey Maruti Baleno, for not wearing a seatbelt on the Pune Expressway. Despite his vehicle not being present on the expressway during the stated period, he received persistent SMS reminders to pay the fine. Seeking resolution, he filed a grievance on the CPGRAMS portal, providing toll records to support his claim. The concerned authorities reviewed the matter, and corrected the vehicle information. The issue was effectively resolved and closed.

Grievance of Shri Sanjai Kumar

Delay in Approval of Ayushman Bharat Card



Resolution time: 48 days



Feedback: Excellent

Shri Sanjai Kumar reported that despite successful eKYC verification completed by the operator, the status of his Ayushman Bharat card remained pending. Seeking resolution, he filed a grievance on the CPGRAMS portal, requesting approval of his card. In response, the authorities reviewed the case and confirmed that the card had been verified and approved on the portal. The grievance was resolved accordingly.

Grievance of Smt. Hetal Solanki

Aadhaar Number Correction on e-Samaj Kalyan Portal



Resolution time: 33 days



Feedback: Excellent

Smt. Hetal Solanki, a resident of Gujarat, reported an issue regarding her registration on the e-Samaj Kalyan portal. She had mistakenly entered the wrong Aadhaar number during the registration process and was unable to correct it as the portal did not provide an option for rectification. Seeking resolution, she filed a grievance on the CPGRAMS portal. In response, the concerned authorities reviewed the matter and confirmed that the issue had been resolved, enabling her to continue further processing on the portal.

Grievance of Shri Deepak Singh

Delay in Disbursement of PMFBY Local Disaster Claim



Resolution time: 62 days



Feedback: Excellent

Shri Deepak Singh, a resident of Pabra village, Hisar, Haryana, faced a delay in receiving the local disaster insurance claim under PMFBY for the Kharif 2022 cotton crop. Despite the crop damage being officially verified and documented, the insurance company cited delayed submission of the report by the Agriculture Department, while the department claimed timely submission. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The authorities promptly addressed the issue, confirming that the claim has been settled through Digi Claim. The grievance was resolved.

11. Media Outreach

11.1 News On AIR

[Download](#) Mobile Application for NewsOnAIR

The channels could also be accessed on radio having following frequencies:

FM Rainbow 102.6

FM Gold 100.1

Vividh Bharati 106.4

1. National News

- Mid Break Morning News = 0800-0815 Hrs
- Mid Break Evening News = 2045-2100 Hrs

2. 25 FM Rainbow & 4 FM Gold

- Paid Spots from 0700-1100 & 1700-2300 Hrs
- Bonus Spots from 1100-1700 Hrs

3. 42 Vividh Bharati

- Paid Spots from 0630-1000 & 1900-2300 Hrs
- Bonus Spots from 0600-0630, 1000-1200 1330-1430 Hrs

4. 88 LRS Stations

- Paid Spots from 0700-1100 & 1700-2300 Hrs
- Bonus Spots from 1100-1700 Hrs

5. Vividh Bharati (Udaipur)

- 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.

AIR radio jingle on CPGRAMS commenced from 12.2.2025



Scan and play



11.2 Telecast Status of DARPG – CPGRAMS at Spot & L Bands – DD News

Telecast status of **DARPG-CPGRAMS Spot & L Bands**. The campaign started from 26th march 2025 onwards on DD News.

Telecast status of 40sec. spot of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:27 hrs, 9:15 hrs, 13:18 hrs, 15:20 hrs. Prime Time: - 19:19 hrs., 21:31 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time:- 7:19 hrs, 9:12hrs, 11:25 hrs, 15:14 hrs. Prime Time:- 19:26 hrs, 21:28 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 8:25 hrs, 11:19hrs, 15:16 hrs, 17:41 hrs. Prime Time:- 19:52 hrs, 20:47 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 7:10 hrs, 08:48 hrs, 9:14 hrs, 10:10 hrs. Prime Time:- 19:48 hrs, 20:49 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 7:11 hrs, 08:49 hrs, 9:24 hrs, 10:12 hrs. Prime Time:- 19:50 hrs, 20:42 hrs.

Telecast status of 10sec. L Bands of DARPG are as follows:-

Date of Telecast	26 th March 2025	Non-Prime Time: - 8:14 hrs, 8:42 hrs, 13:20 hrs. Prime Time: - 19:05 hrs., 20:40 hrs, 21:48 hrs.
Date of Telecast	27 th March 2025	Non-Prime Time: - 8:03 hrs, 9:15 hrs, 9:34 hrs. Prime Time: - 20:29 hrs., 20:35 hrs, 21:32 hrs.
Date of Telecast	28 th March 2025	Non-Prime Time:- 9:04 hrs, 13:21 hrs, 15:12 hrs Prime Time: - 20:41 hrs., 20:50 hrs, 21:07 hrs.
Date of Telecast	29 th March 2025	Non-Prime Time:- 8:17 hrs, 8:36 hrs, 10:19 hrs Prime Time: - 19:51 hrs., 20:53 hrs, 21:14 hrs.
Date of Telecast	30 th March 2025	Non-Prime Time:- 8:38 hrs, 9:03 hrs, 10:05 hrs Prime Time: - 19:19 hrs, 19:22 hrs, 20:16 hrs

Scroll Message of DARPG-CPGRAMS is running from 26th March 2025.

PIBs and Tweets

Ministry of Personnel, Public Grievances & Pensions



The Department of Administrative Reforms and Public Grievances (DARPG) released the 32nd Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of March, 2025

59,271 PG cases were received by States/UTs as of 28th March, 2025

A total of 59,523 grievances redressed by States/UTs till 28th March, 2025. Pendency in States/UTs stands at 1,90,976 grievances

Posted On: 15 APR 2025 7:46PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



DARPG organized the 5th National Workshop on “Sevottam and Effective Redressal of Public Grievances”, at the Institute of Management in Government (IMG), Kerala.

More than 100 officials from ATIs and State Governments participated in the workshop held on 25th April, 2025 at the Institute of Management in Government (IMG), Thiruvananthapuram, Kerala

Workshop formulated the roadmap forward for Capacity Building and Effective Redressal of Public Grievances in line with the directions of the Prime Minister

Posted On: 28 APR 2025 4:05PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Parliament Question: UNRESOLVED GRIEVANCES

Posted On: 02 APR 2025 4:35PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



Parliament Question: DISPOSAL RATE OF GRIEVANCE REDRESSAL MECHANISM

Posted On: 02 APR 2025 4:34PM by PIB Delhi

PARLIAMENT QUESTION: SEVOTTAM AND EFFECTIVE REDRESSAL OF PUBLIC GRIEVANCES

Posted On: 03 APR 2025 4:31PM by PIB Delhi



.@DARPG_Gol organized the 5th National Workshop on "Sevottam and Effective Redressal of Public Grievances", at the Institute of Management in Government (IMG), Kerala

More than 100 officials from ATIs and State Governments participated in the workshop held on 25th April, 2025 at the Institute of Management in Government (IMG), Thiruvananthapuram, Kerala

Workshop formulated the roadmap forward for Capacity Building and Effective Redressal of Public Grievances in line with the directions of the Prime Minister

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



5:06 PM · Apr 28, 2025 · 3,660 Views



The Department of Administrative Reforms and Public Grievances (@DARPG_Gol) released the 32nd Report Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of March, 2025

59,271 PG cases were received by States/UTs as of 28th March, 2025

A total of 59,523 grievances redressed by States/UTs till 28th March, 2025. Pendency in States/UTs stands at 1,90,976 grievances

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

8:04 PM · Apr 15, 2025 · 3,475 Views



UNRESOLVED GRIEVANCES

Government has established the Centralized Public Grievance Redress and Monitoring System (CPGRAMS), a 24x7 online platform that enables citizens to lodge grievances related to service delivery by public authorities. Since 2019, more than 1.15 crore grievances have been redressed, with around 103,183 Grievance Officers mapped on the CPGRAMS portal.

Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible to Citizen through which the timelines of redressal have come down from 28 days in 2019 to 13 days in 2024 for Central Government.

Grievances related to policy issues raised by citizen might take larger time to resolve. In such cases, Government has issued detailed guidelines for use of CPGRAMS, the latest being on August 23, 2024, where it has prescribed a 21-day timeframe for grievance redressal, with mandatory interim replies if resolution within the stipulated time is not possible. As on 28.02.2025, there exists a pendency of 59,946 PG cases in Ministries/Departments of Government of India, out of which 63.86 % of grievances are pending for less than 21 days.

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

#ParliamentQuestion



5:06 PM · Apr 2, 2025 · 3,572 Views



DISPOSAL RATE OF GRIEVANCE REDRESSAL MECHANISM

A total of 1,15,52,503 grievances were redressed from 2020-2024 and an annual all-time high of 26,45,869 grievances have been redressed on CPGRAMS portal from January-December, 2024. The Government has adopted the 10 Step reforms of CPGRAMS to make grievance redressal timely, meaningful and accessible and mapped 103,183 Grievance Officers on the CPGRAMS portal.

This helped bring down the pendency in Govt. of India to 59,946 Public Grievances as on 28.02.2025. The average timelines of redressal have come down from 28 days in 2019 to 15 days in February, 2025. Government issued Comprehensive Guidelines for Effective Redressal of Public Grievances on 23rd August 2024.

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

#ParliamentQuestion



5:05 PM · Apr 2, 2025 · 2,884 Views

Annexures

Annexure 1: Performance of States

Annexure 1.1: Maximum Number of Receipts – April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15448	25863	41311	22834	18477
2	Government of Gujarat	5726	10393	16119	3624	12495
3	Government of Maharashtra	16716	3864	20580	2920	17660
4	Government of NCT of Delhi	5542	3412	8954	2557	6397
5	Government of Madhya Pradesh	4151	3395	7546	2891	4655
6	Government of Bihar	9379	3242	12621	2329	10292
7	Government of Haryana	10732	3144	13876	3102	10774
8	Government of Rajasthan	2297	2550	4847	11	4836
9	Government of Tamil Nadu	9384	2075	11459	1502	9957
10	Government of Chhattisgarh	2941	1871	4812	408	4404

Annexure 1.2: Maximum Number of Disposals – April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	15448	25863	41311	22834	18477
2	Government of Gujarat	5726	10393	16119	3624	12495
3	Government of Haryana	10732	3144	13876	3102	10774
4	Government of Maharashtra	16716	3864	20580	2920	17660
5	Government of Madhya Pradesh	4151	3395	7546	2891	4655
6	Government of NCT of Delhi	5542	3412	8954	2557	6397
7	Government of Odisha	19061	1262	20323	2383	17940
8	Government of Bihar	9379	3242	12621	2329	10292
9	Government of Manipur	2539	662	3201	2021	1180
10	Government of Punjab	2819	1619	4438	1620	2818

Annexure 1.3: Maximum Number of Receipts – 1st Jan to 30th April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	94656	106928	88451	18477
2	Government of Gujarat	5328	21320	26648	14153	12495
3	Government of Maharashtra	18757	13409	32166	14506	17660
4	Government of Madhya Pradesh	3591	12508	16099	11444	4655
5	Government of Haryana	11067	11282	22349	11575	10774
6	Government of Bihar	7858	11266	19124	8832	10292
7	Government of NCT of Delhi	5742	11203	16945	10548	6397
8	Government of Rajasthan	1407	10230	11637	6801	4836
9	Government of Tamil Nadu	7901	7785	15686	5729	9957
10	Government of Jharkhand	5810	6431	12241	7575	4666

Annexure 1.4: Maximum Number of Disposal – 1st Jan to 30th April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	94656	106928	88451	18477
2	Government of Maharashtra	18757	13409	32166	14506	17660
3	Government of Gujarat	5328	21320	26648	14153	12495
4	Government of Haryana	11067	11282	22349	11575	10774
5	Government of Madhya Pradesh	3591	12508	16099	11444	4655
6	Government of NCT of Delhi	5742	11203	16945	10548	6397
7	Government of Bihar	7858	11266	19124	8832	10292
8	Government of Jharkhand	5810	6431	12241	7575	4666
9	Government of Rajasthan	1407	10230	11637	6801	4836
10	Government of Punjab	3114	6386	9500	6682	2818

Annexure 1.5: States/UTs with more than 1000 Pending Grievances – 1st Jan to 30th April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39914	4180	44094	24	44070
2	Government of Uttar Pradesh	12272	94656	106928	88451	18477
3	Government of Odisha	18375	5054	23429	5489	17940
4	Government of Maharashtra	18757	13409	32166	14506	17660
5	Government of Gujarat	5328	21320	26648	14153	12495
6	Government of Haryana	11067	11282	22349	11575	10774
7	Government of Bihar	7858	11266	19124	8832	10292
8	Government of Tamil Nadu	7901	7785	15686	5729	9957
9	Government of Kerala	5777	1906	7683	631	7052
10	Government of Union Territory of Jammu and Kashmir	7346	2444	9790	2790	7000
11	Government of NCT of Delhi	5742	11203	16945	10548	6397
12	Government of Himachal Pradesh	5713	1021	6734	491	6243
13	Government of Karnataka	5316	4778	10094	4773	5321
14	Government of Rajasthan	1407	10230	11637	6801	4836
15	Government of Jharkhand	5810	6431	12241	7575	4666
16	Government of Madhya Pradesh	3591	12508	16099	11444	4655
17	Government of Chhattisgarh	2199	3861	6060	1656	4404
18	Government of Andhra Pradesh	4047	5261	9308	5646	3662
19	Government of Punjab	3114	6386	9500	6682	2818
20	Government of Assam	4581	2692	7273	5245	2028
21	Government of Uttarakhand	3035	4498	7533	5797	1736
22	Government of Nagaland	1280	66	1346	13	1333
23	Government of Manipur	2285	923	3208	2028	1180

Annexure 1.6: Maximum Pendency Percentage (North-Eastern States) – 1st Jan to 30th April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Manipur	2285	923	3208	2028	1180	229	36.78%
2	Government of Nagaland	1280	66	1346	13	1333	534	99.03%
3	Government of Mizoram	767	47	814	23	791	286	97.17%
4	Government of Meghalaya	467	89	556	108	448	200	80.58%
5	Government of Arunachal Pradesh	186	107	293	125	168	67	57.34%
6	Government of Tripura	53	455	508	348	160	25	31.50%
7	Government of Assam	4581	2692	7273	5245	2028	65	27.88%
8	Government of Sikkim	27	35	62	46	16	77	25.81%

Annexure 1.7: Top 10 States/UTs with grievances pending for more than 21 Days – 1st Jan to 30th April, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of West Bengal	39914	4180	44094	24	44070	43208
2	Government of Odisha	18375	5054	23429	5489	17940	17086
3	Government of Maharashtra	18757	13409	32166	14506	17660	14978
4	Government of Haryana	11067	11282	22349	11575	10774	9104
5	Government of Tamil Nadu	7901	7785	15686	5729	9957	8714
6	Government of Bihar	7858	11266	19124	8832	10292	8106
7	Government of Kerala	5777	1906	7683	631	7052	6765
8	Government of Union Territory of Jammu and Kashmir	7346	2444	9790	2790	7000	6598
9	Government of Himachal Pradesh	5713	1021	6734	491	6243	6064
10	Government of NCT of Delhi	5742	11203	16945	10548	6397	4832

Annexure 2: Average Closing Time – 1st Jan to 30th April, 2025

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

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Kerala	631	4
2	Government of Andaman & Nicobar	357	12
3	Government of Union Territory of Chandigarh	1262	13
4	Government of Puducherry	455	14
5	Government of Uttar Pradesh	88451	15
6	Government of Telangana	3142	19
7	Government of Rajasthan	6801	20
8	Government of West Bengal	24	24
9	Government of Tripura	348	25
10	Government of Madhya Pradesh	11444	35

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001