



सत्यमेव जयते

प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS &
PUBLIC GRIEVANCES



CPGRAMS

Monthly Report - States/UTs

May 2024

[Report Number 22]

Department of Administrative Reforms
and Public Grievances

CONTENTS

1. Key Highlights	3
2. Review of Status of Grievances	4
2.1. Overview	4
2.2. Month-wise Status of Grievances	4
3. Status of Disposal and Pendency	5
3.1. Disposal.....	5
3.2. Pendency	6
4. New User Registrations (New).....	7
5. Outreach through Common Service Centres (New).....	10
6. Feedback Call Centre	15
7. Grievance Redressal Officers	17
8. Performance of States/UTs	18
9. Integration of State/UT Portals	19
10. Sevottam Scheme.....	20
11. Sevottam Scheme Portal	22
12. Success Stories (New)	24
Annexure 1: Performance of States	26
Annexure 1.1.: Maximum Number of Receipts – May, 2024	26
Annexure 1.2.: Maximum Number of Disposals – May, 2024	26
Annexure 1.3.: Maximum Number of Receipts – Jan to May, 2024.....	27
Annexure 1.4.: Maximum Number of Disposal – Jan to May, 2024	27
Annexure 1.5.: States/UTs with more than 1000 Pending Grievances – Jan to May, 2024.....	27
Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to May, 2024.....	28
Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days – Jan to May, 2024.....	29
Annexure 2: Average Closing Time – Jan to May, 2024	29
Annexure 2.1.: States/UTs with Low Average Closing Time	29
Annexure 3: Status of Action Taken Report (ATR) - May, 2024	30
Annexure 3.1.: Top 10 States/UTs with Highest Disposals of ATR Format	30

1. Key Highlights

1. General

- In May, 2024, the Feedback Call Centre collected **71996 feedbacks**, out of the total feedbacks collected, **~49%** citizens expressed satisfaction with the resolution provided to their respective grievances
- In May, 2024, **22887 feedbacks** were collected for States/UTs by the Feedback Call Centre, out of the feedbacks collected, **~43%** citizens expressed satisfaction with the resolution provided
- **18 States/UTs** are using the Sevottam Scheme Portal developed by DARPG. In FY 2023-24, **286 training courses** have been completed, in which **~8973 officers** have been trained

2. Status of Public Grievances on CPGRAMS

- In May, 2024, **46067 PG cases** were received for the States/UTs and **55940 PG cases** were redressed
- The monthly disposal in States/UTs **increased** from **46043 PG cases at the end of April, 2024**, to **55940 PG cases at the end of May, 2024**
- **32 States/UTs** have Average Closing Time of their grievances beyond the Standard Redressal Time of 30 days

3. Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st May, 2024
- For States/UTs, as on 31st May, 2024, there exists a pendency of **209582 PG cases**
- The pendency in the States/UTs has **decreased** from **219339 PG cases at the end of April, 2024** to **209582 PG cases at the end of May, 2024**

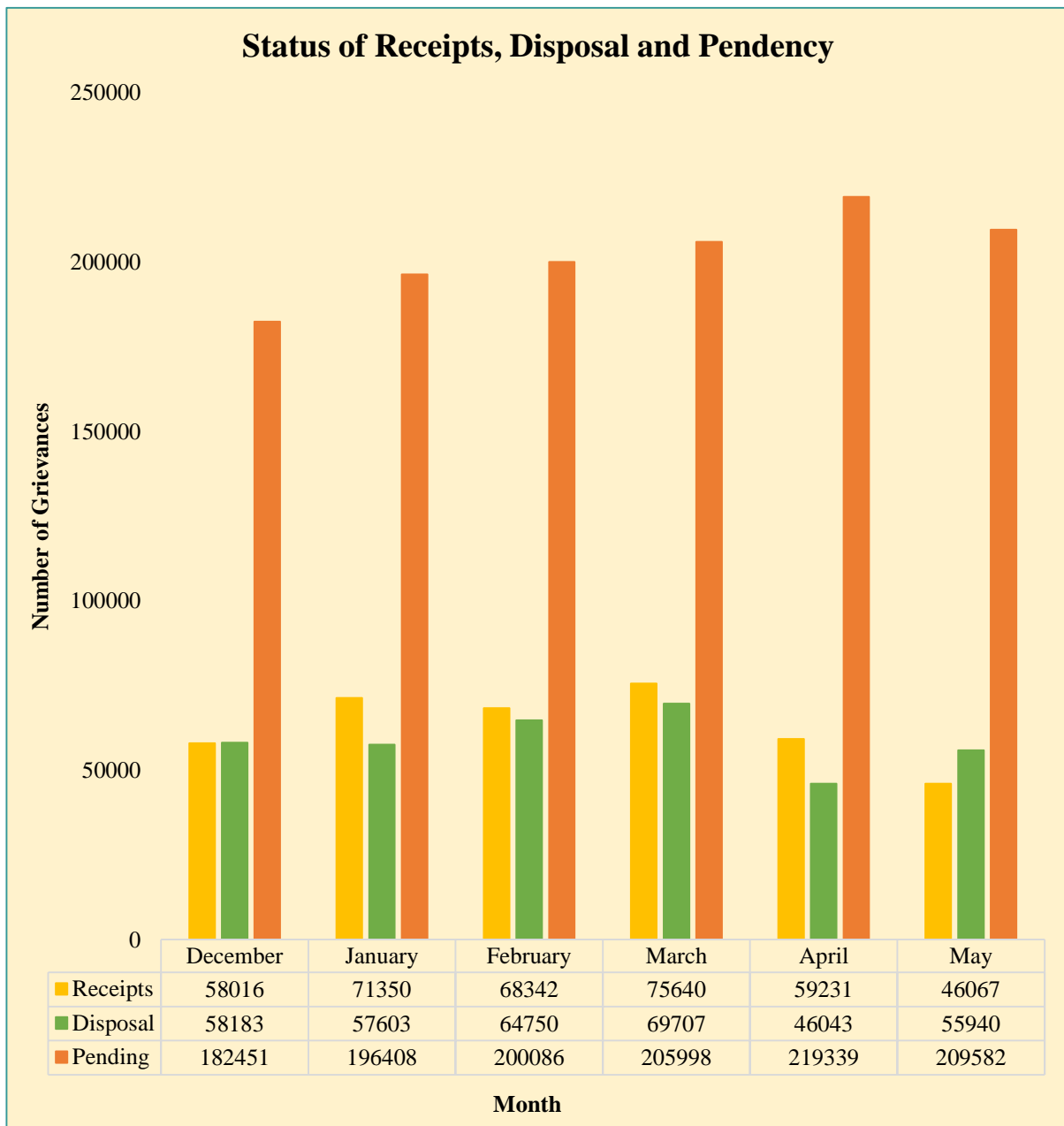
2. Review of Status of Grievances

2.1. Overview

Brought Forward	Receipts	Disposed	Pending
182749	320645	293632	209582

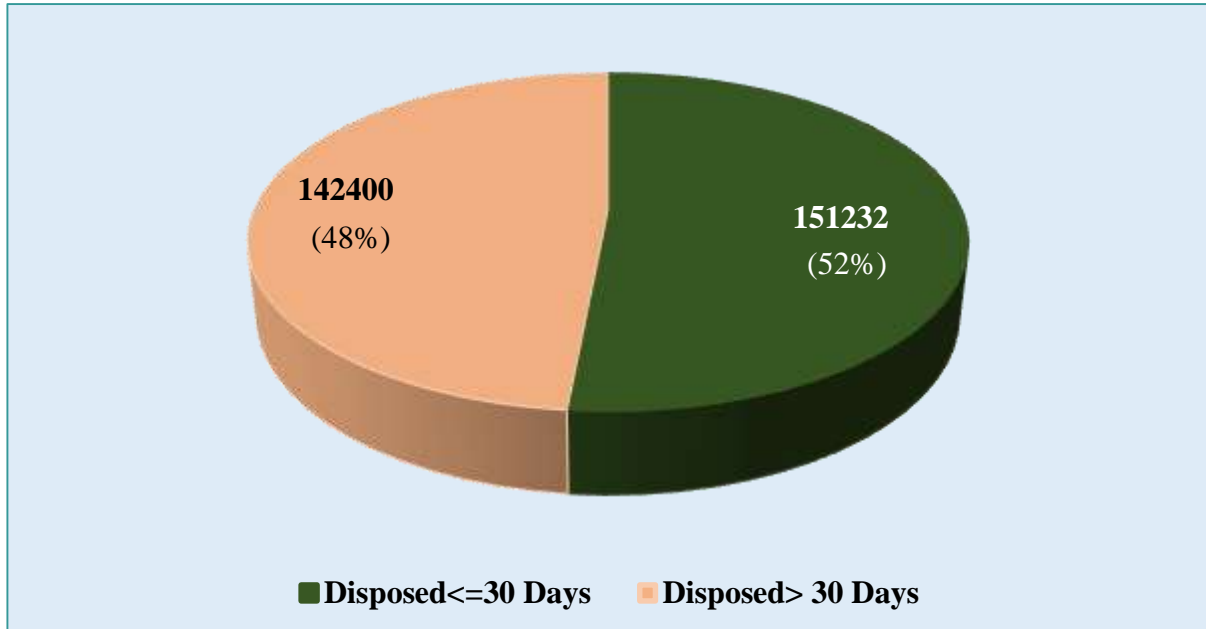
(Time Period: 01/01/2024 to 31/05/2024)

2.2. Month-wise Status of Grievances



3. Status of Disposal and Pendency

3.1. Disposal

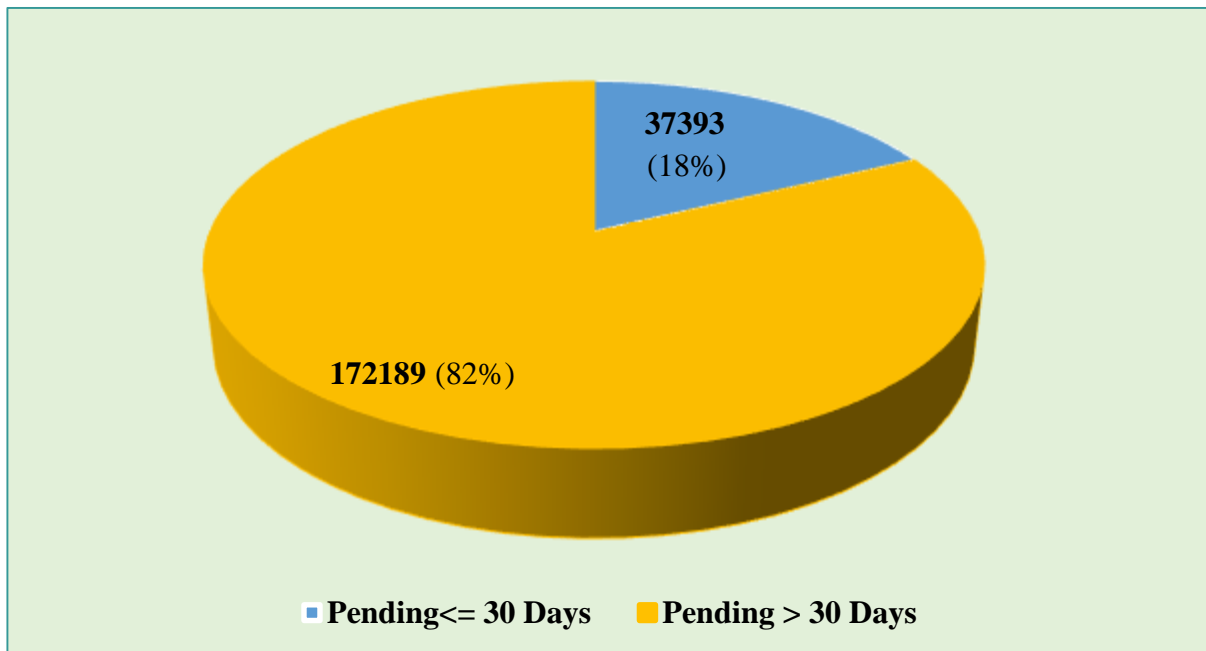


Performance of States/UTs in terms of % grievances disposed within 30 days:

<u>Name of State/UT</u>	<u>% Disposal <= 30 Days</u>
Government of Kerala	99.71%
Government of West Bengal	95.56%
Government of Telangana	94.06%
Government of Andaman & Nicobar	92.11%
Government of Chhattisgarh	82.35%
Government of Haryana	20.96%
Government of Lakshadweep	19.23%
Government of Manipur	16.96%
Government of Odisha	2.28%
Government of Ladakh	0.00%

(Time Period: 01/01/2024 to 31/05/2024)

3.2. Pendency



Performance of States/UTs in terms of % grievances pending for more than 30 days:

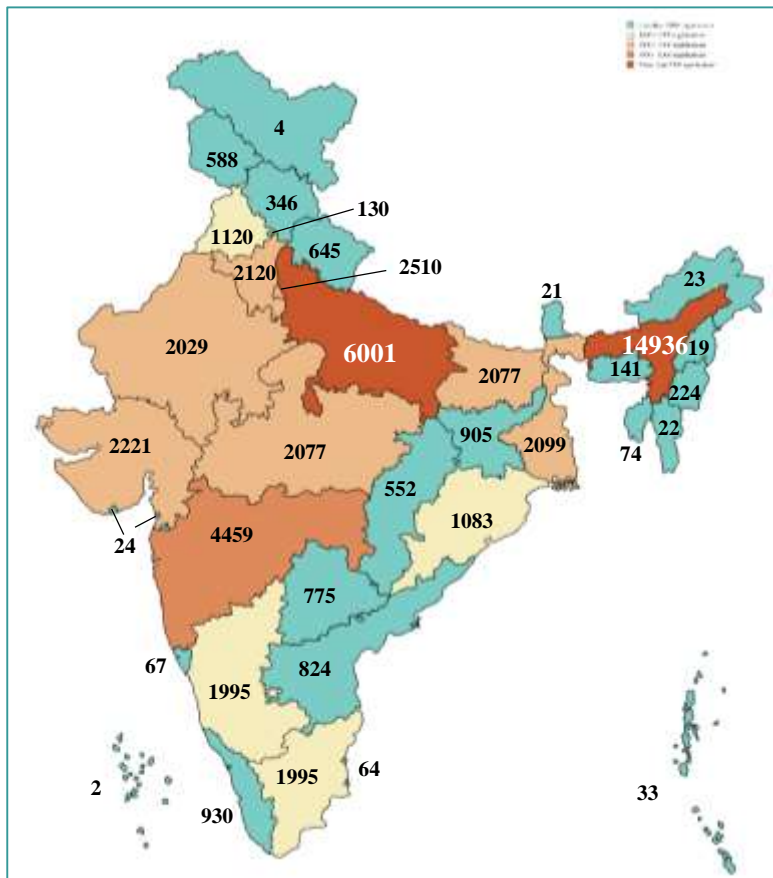
<u>Name of State/UT</u>	<u>% Pending >30 Days</u>
Government of Nagaland	98.20%
Government of Himachal Pradesh	97.03%
Government of West Bengal	97.03%
Government of Mizoram	96.32%
Government of Manipur	96.06%
Government of Uttar Pradesh	49.35%
Government of Chandigarh	42.86%
Government of Puducherry	38.16%
Government of Telangana	5.56%
Government of Andaman & Nicobar	0.00%

(Time Period: 01/01/2024 to 31/05/2024)

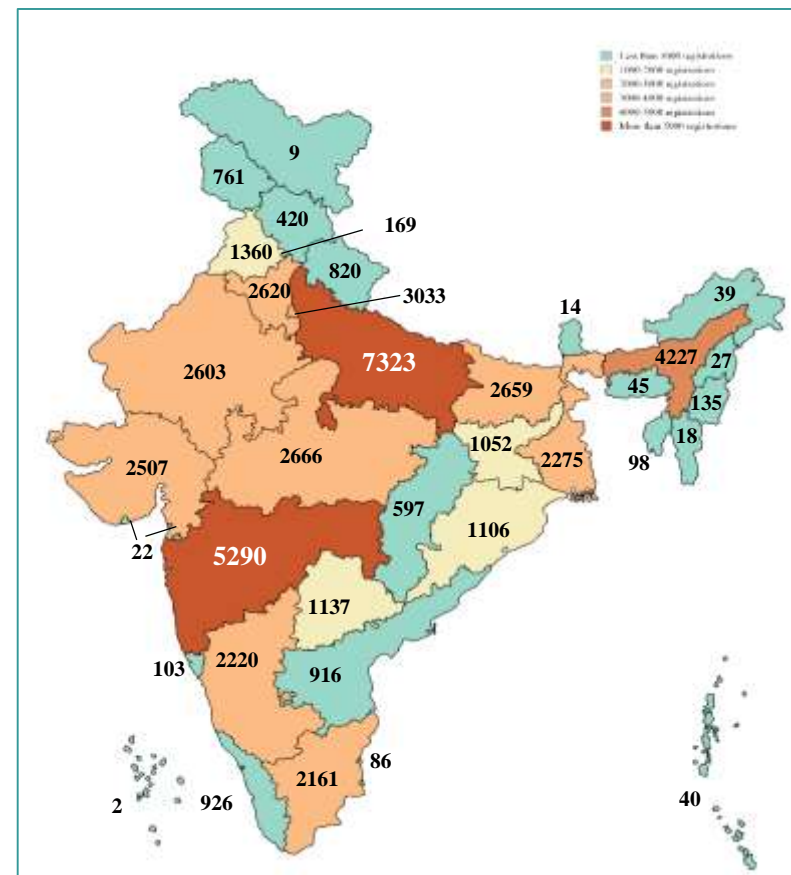
4. New User Registrations

A total of **49486** new users have registered on CPGRAMS through various channels, out of which, **7323** registrations are from Uttar Pradesh.

Comparison of States/UTs from which new users have registered on CPGRAMS in April and May, 2024



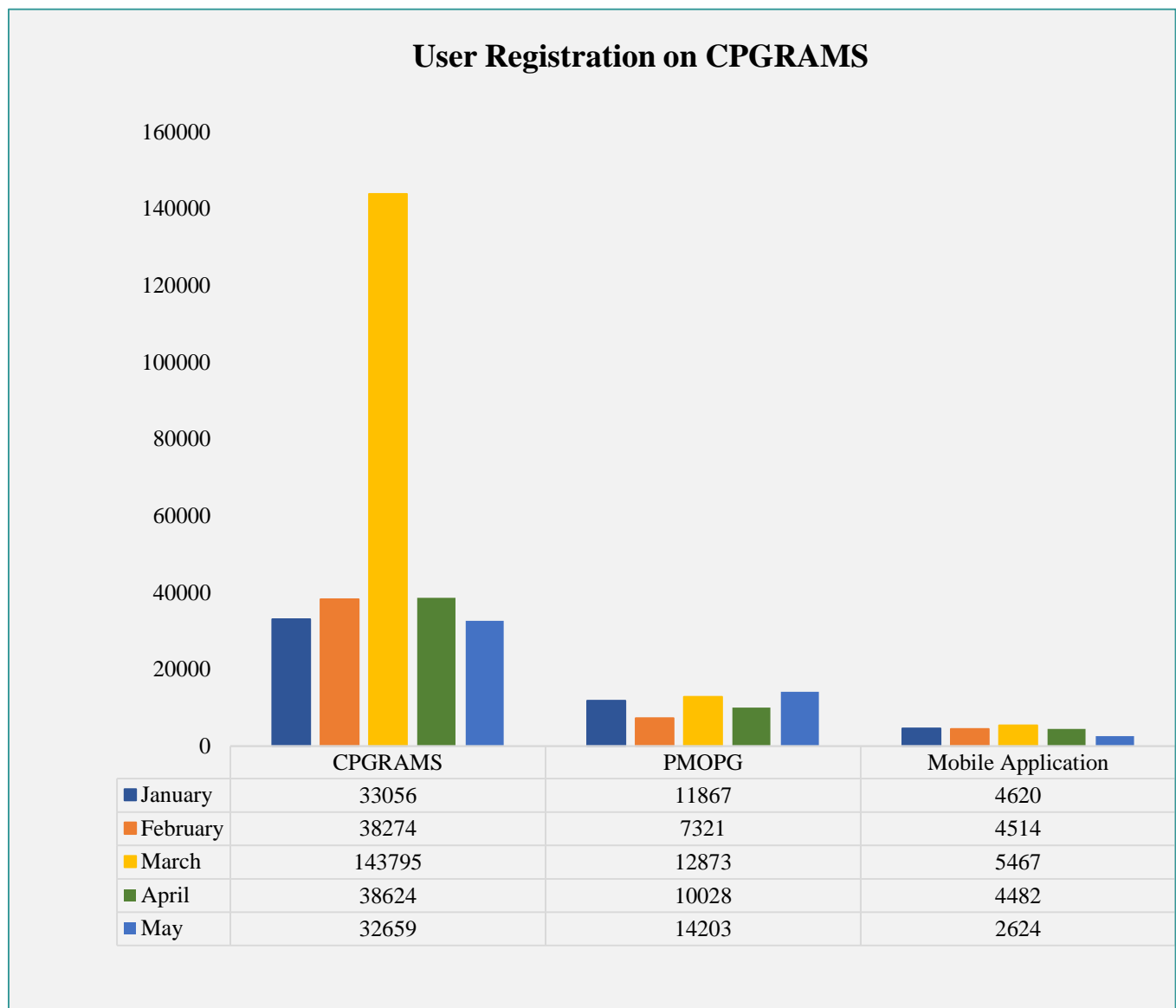
April 2024



May 2024

- **User Registration on CPGRAMS in the last 5 months:**

S. No.	Month	Total New User Registration in 2024
1	January	49543
2	February	50109
3	March	162135
4	April	53134
5	May	49486
TOTAL		3,64,407



- **Number of Grievances registered by New Users in Ministries / Departments / States / UTs:**

S. No.	Name of Ministry/Department/State/UT	May-24
1	Department of Rural Development	4915
2	Ministry of Labour and Employment	3398
3	Department of Financial Services (Banking Division)	2128
4	Central Board of Direct Taxes (Income Tax)	1784
5	Department of Agriculture and Farmers Welfare	978
6	Ministry of Home Affairs	881
7	Department of Telecommunications	823
8	Department of Posts	819
9	Ministry of Railways (Railway Board)	783
10	Department of Health & Family Welfare	762

35% - Department of Rural Development

24% - Ministry of Labour and Employment

17% - Department of Financial Services (Banking Division)

} % of grievances registered in respective Ministries / Departments (through CSCs) to the total grievances registered via all the channels

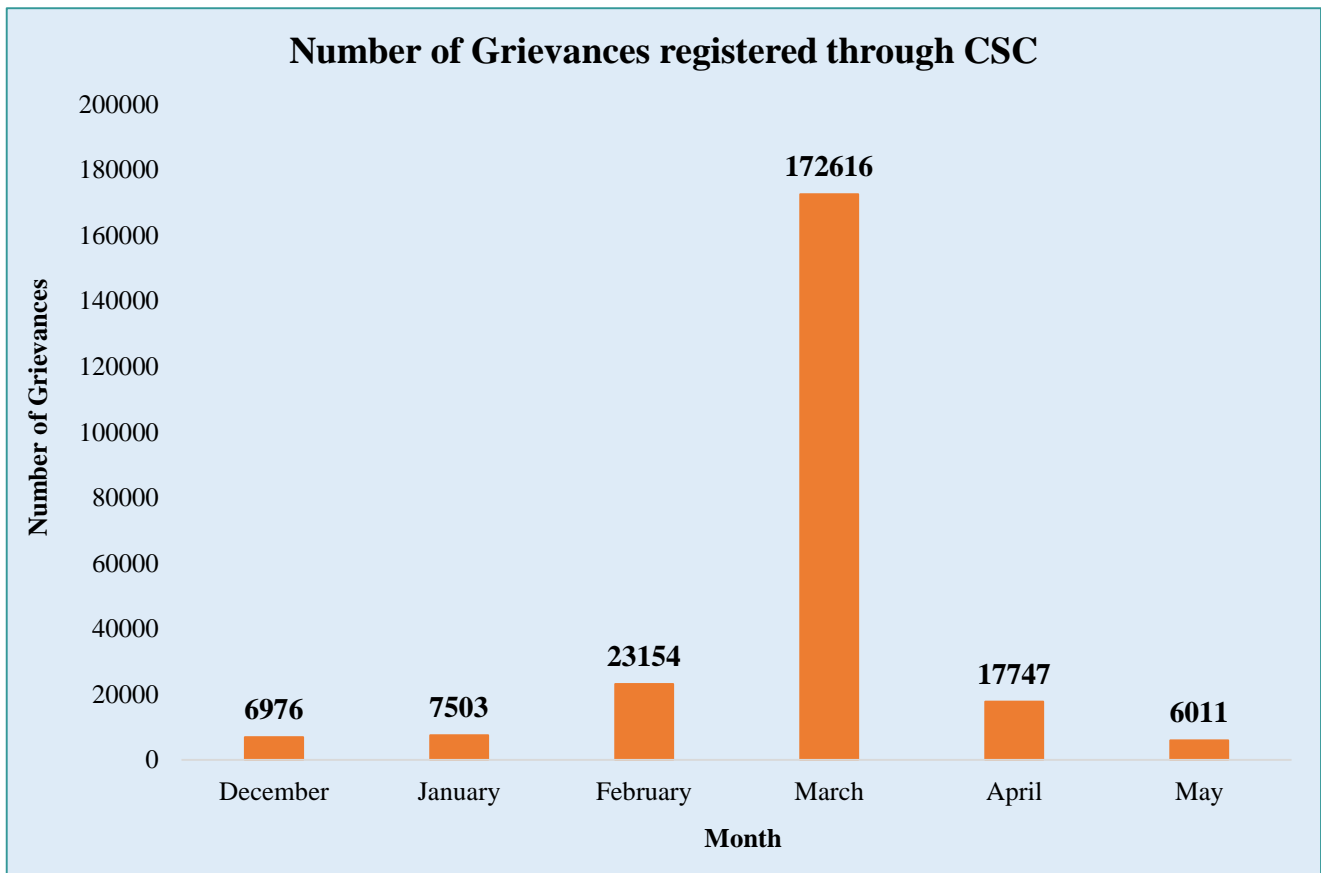
5. Outreach through Common Service Centres

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).

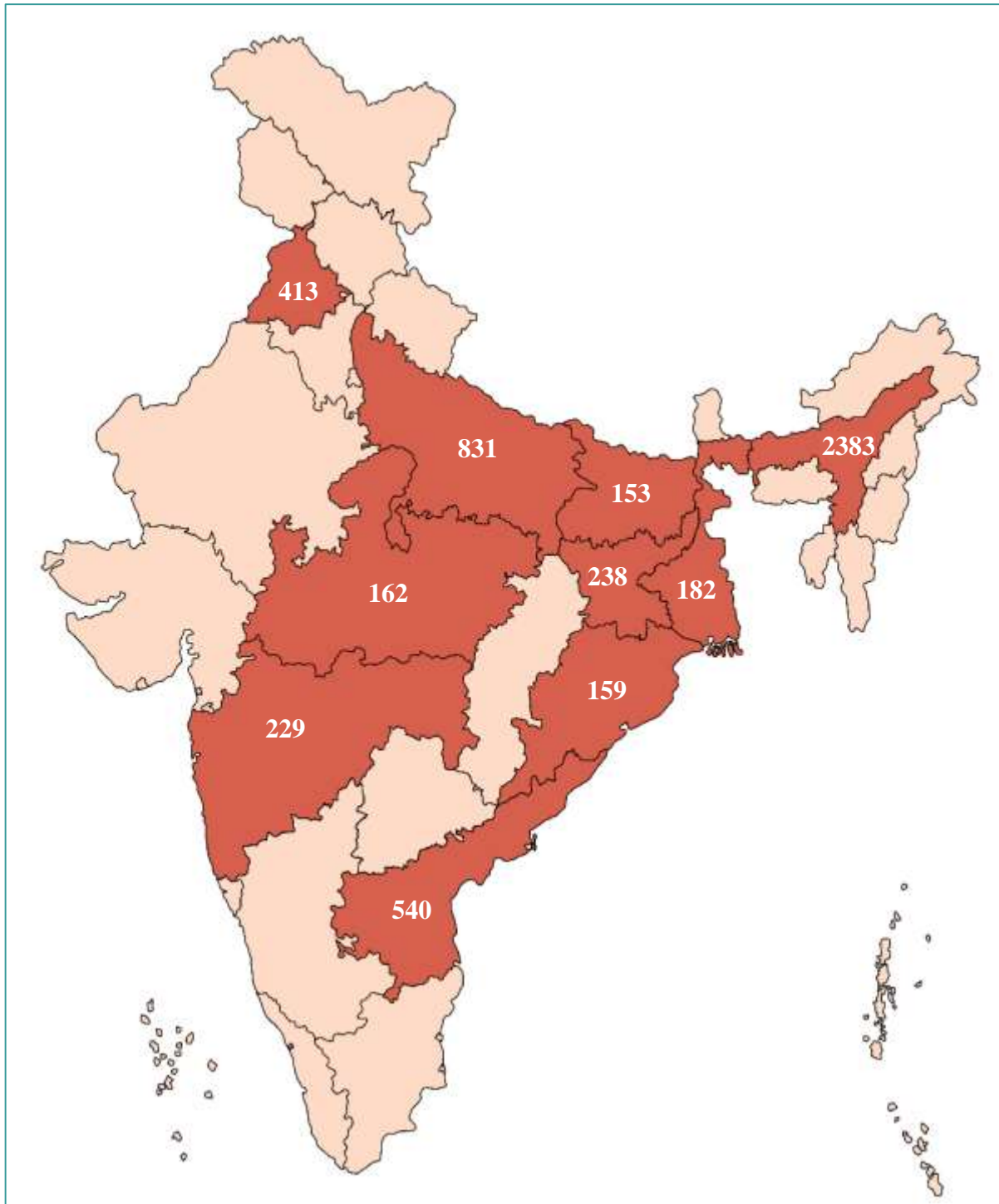
Receipts	Disposed	Pending
6011	2009	4002

(Time Period: 01/05/2024 to 31/05/2024)

- A total of **6011 grievances** have been registered through the Common Service Centres in the month of May, 2024



- **Top 10 States/UTs from which the maximum grievances were registered via CSCs:**



- **Top 10 Ministries/Departments/States/UTs for which the maximum grievances were registered through CSCs:**

S. No.	Name of Ministry/Department/State/UT	Receipts	Disposed	Pending
1	Department of Rural Development	2273	548	1725
2	Department of Agriculture and Farmers Welfare	1292	141	1151
3	Department of Financial Services (Banking Division)	334	161	173
4	Department of Telecommunications	230	224	6
5	Government of Uttar Pradesh	208	10	198
6	Ministry of Labour and Employment	200	163	37
7	Department of Posts	125	111	14
8	Government of Andhra Pradesh	119	78	41
9	Unique Identification Authority of India	115	91	24
10	Central Board of Direct Taxes (Income Tax)	84	47	37

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

S. No.	Name of State	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
1	Assam	2383	Pradhan Mantri Awaas Yojana - Gramin (Rural)	2220
			Swachh Bharat Mission related (Rural)	34
2	Uttar Pradesh	831	PMKISAN related issues	233
			Financial Scheme Related	28
3	Andhra Pradesh	540	Mobile Related	54
			Tower Related	36
4	Punjab	413	PMKISAN related issues	265
			Mobile Related	15
5	Jharkhand	238	PMKISAN related issues	152
			Financial Scheme Related	13
6	Maharashtra	229	PMKISAN related issues	120
			Normal Fresh/ Re-issue Passport application	31
7	West Bengal	182	PMKISAN related issues	55
			LPG/LPG Agency related	24

S. No.	Name of State	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
8	Madhya Pradesh	162	Health Schemes	19
			PMKISAN related issues	15
9	Odisha	159	PMKISAN related issues	69
			Pradhan Mantri Awaas Yojana - Gramin (Rural)	28
10	Bihar	153	PMKISAN related issues	14
			Public Distribution System related	10

- **Ministry/Department-wise categories for which maximum grievances have been registered through CSCs:**

S. No.	Name of Ministry/Department	Number of Grievances	Category for which maximum grievances are received	Number of Grievances
1	Department of Rural Development	2273	Pradhan Mantri Awaas Yojana - Gramin (Rural)	2256
			MGNREGA Related	16
2	Department of Agriculture and Farmers Welfare	1292	PMKISAN related issues	1236
			Plant Protection Matters	22
3	Department of Financial Services (Banking Division)	334	Fraud	44
			Service Matter Related	40
4	Department of Telecommunications	230	Mobile Related	99
			Tower Related	39
5	Ministry of Labour and Employment	200	PF Withdrawal	71
			Others (EPFO)	38
6	Department of Posts	125	Financial Scheme Related	45
			Delay/ Non - Delivery/Abstraction of Postal Articles	27
7	Unique Identification Authority of India	115	Non Updation of AADHAAR	42
			Non Enrolment and Non Generation of Aadhaar	20
8	Central Board of Direct Taxes (Income Tax)	84	PAN Issues	44
9	Ministry of Drinking Water and Sanitation	78	Swachh Bharat Mission related(Rural)	48
			Jal Jeevan Mission related(Rural)	30
10	Department of Health and Family Welfare	66	Health Schemes	43

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

TOP LEVEL CATEGORY

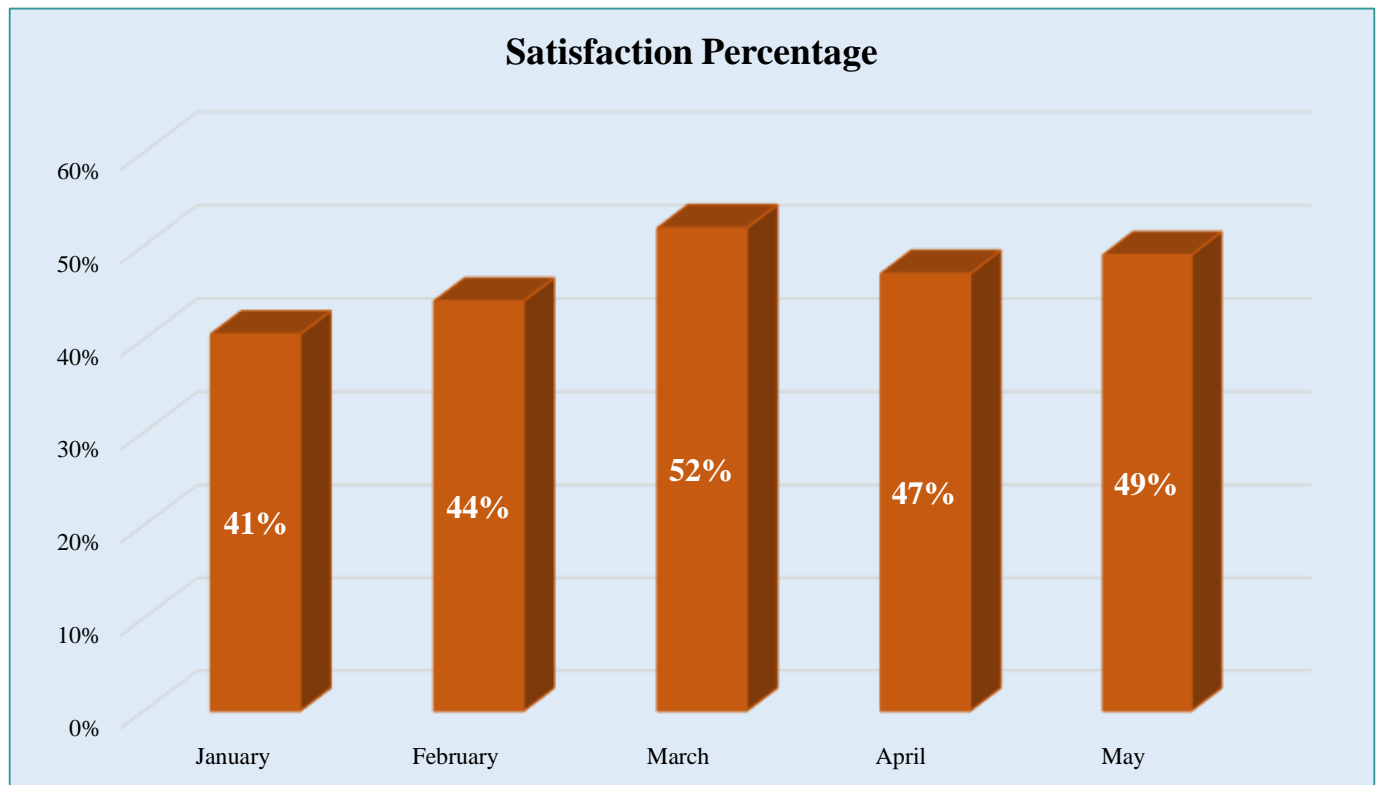
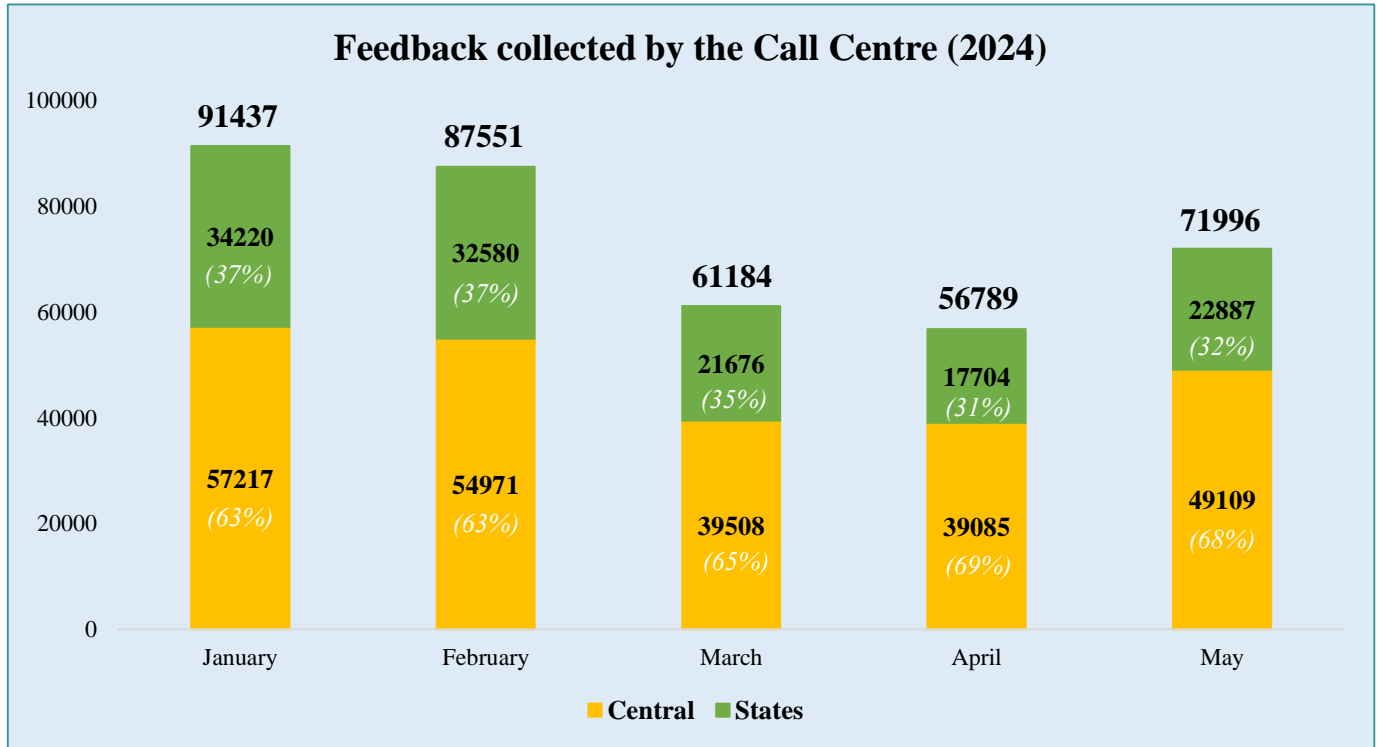
Pradhan Mantri Awaas Yojana - Gramin (Rural)	2256
PMKISAN related issues	1236
Mobile Related	99
PF Withdrawal	71
Normal Fresh/ Re-issue Passport application	56

LAST LEVEL CATEGORY

Requests/ representations for new house, status of inclusion in PWL unknown (State Govt.)	1994
Stoppage of installments after issue of few installments	691
Non receipt of PMKISAN Instalments	276
Approval of documents by State Govt.	198
Negligence of request for new house by official / GPs (State Govt./ Block)	111

6. Feedback Call Centre

- From 1st January to 31st May, 2024, the Feedback Call Centre has collected **368957** feedbacks, directly from the citizens

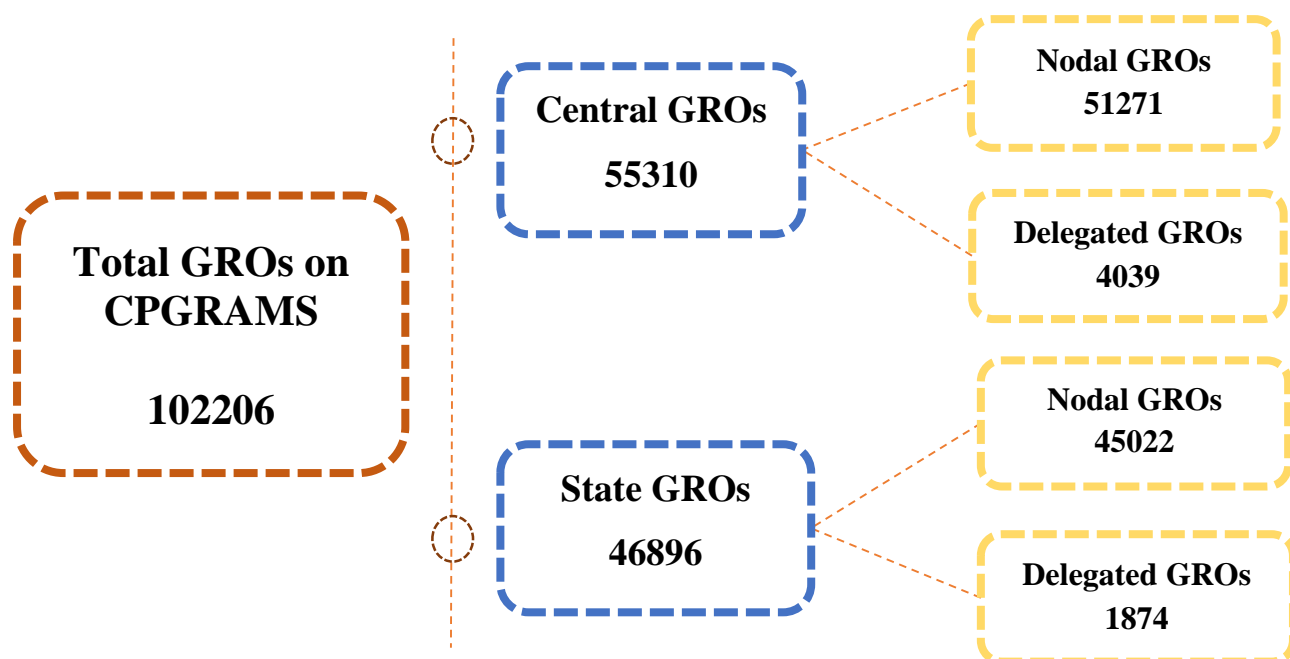


- Trend of Satisfaction across States/UTs for the feedbacks collected in the last 6 months**

S. No.	Name of State/UT	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
1	Government of Uttar Pradesh	32%	32%	39%	37%	34%	37%
2	Government of Gujarat	33%	34%	38%	36%	33%	39%
3	Government of Rajasthan	37%	34%	38%	38%	32%	37%
4	Government of Madhya Pradesh	27%	23%	27%	25%	29%	29%
5	Government of Haryana	34%	33%	36%	44%	36%	37%
6	Government of Assam	69%	68%	70%	75%	61%	74%
7	Government of Punjab	58%	62%	66%	64%	67%	67%
8	Government of Bihar	34%	34%	35%	37%	33%	40%
9	Government of Jharkhand	54%	54%	56%	55%	54%	55%
10	Government of NCT of Delhi	29%	34%	27%	34%	31%	33%
11	Government of Andhra Pradesh	29%	39%	26%	23%	30%	35%
12	Government of Uttarakhand	33%	32%	34%	34%	32%	31%
13	Government of Tamil Nadu	31%	31%	25%	32%	31%	30%
14	Government of Karnataka	28%	23%	25%	30%	29%	42%
15	Government of Maharashtra	39%	34%	34%	41%	35%	34%
16	Government of Chhattisgarh	42%	39%	48%	42%	36%	42%
17	Government of Jammu and Kashmir	32%	34%	35%	30%	40%	36%
18	Government of Telangana	17%	21%	13%	16%	19%	28%
19	Government of Odisha	62%	60%	69%	79%	48%	62%
20	Government of Chandigarh	30%	20%	23%	23%	26%	30%
21	Government of Kerala	11%	11%	7%	13%	16%	15%
22	Government of Puducherry	29%	20%	28%	15%	26%	39%
23	Government of Himachal Pradesh	27%	59%	52%	47%	57%	47%
24	Government of Andaman & Nicobar	22%	49%	54%	37%	44%	56%
25	Government of Tripura	38%	58%	59%	50%	65%	45%

**The above table contains data for States/UTs for which maximum feedbacks has been collected.*

7. Grievance Redressal Officers



Top 15 States/UTs with maximum GRO accounts created on CPGRAMS

S. No.	Name of State/UT	Total GRO Accounts created	% Active GRO Accounts	Nodal GROs	Delegated GROs
1	Government of Haryana	9175	87%	8866	309
2	Government of Gujarat	7099	76%	6872	227
3	Government of Maharashtra	6700	88%	6356	344
4	Government of Assam	6110	55%	5976	134
5	Government of Jharkhand	3323	93%	3216	107
6	Government of Odisha	2559	93%	2520	39
7	Government of NCT of Delhi	2033	82%	1890	143
8	Government of Madhya Pradesh	1784	95%	1633	151
9	Government of Tamil Nadu	1495	97%	1452	43
10	Government of Andhra Pradesh	1151	28%	1077	74
11	Government of Bihar	1085	99%	1004	81
12	Government of Karnataka	710	79%	709	1
13	Government of Tripura	627	69%	614	13
14	Government of Meghalaya	406	98%	389	17
15	Government of Kerala	380	2%	360	20

8. Performance of States/UTs

Receipts

- For the month of May, 2024, Uttar Pradesh has received the maximum number of grievances with the state receiving 14317 grievances, followed by Assam at 2nd place, with the number standing at 3148 registrations. Gujarat with 3035 receipts in May, completes the Top 3 positions
- Maharashtra recorded 2509 grievances in the month of May, thus placing it 5th in the list, Rajasthan with 2281 registrations stands 7th in the list, with the Top 10 being closed by Tamil Nadu which has received 1410 grievances
- 14 States/UTs have received more than 1000 grievances in the month of May, 2024

Disposal

- In the month of May, 2024, Uttar Pradesh has disposed of the maximum number of grievances (18613) followed by Assam disposing of 7607 grievances and Madhya Pradesh at the 3rd place, disposing of 3850 grievances
- Haryana has disposed 2906 grievances, and stands at the 5th position, Maharashtra with 2478 disposals stands at the 7th position in terms of disposal of grievances
- 13 States/UTs have disposed more than 1000 grievances in the month of May, 2024

Pendency

- 7 States have a pendency of more than 10000 grievances, as on 31st May, 2024
- West Bengal with a pendency of 31901 grievances tops the list of States/UTs with the highest pendency, followed by Uttar Pradesh with 26508 pending grievances, Maharashtra with a pendency of 26211 grievances stands at the 3rd position
- Assam with a pendency of 14030 grievances stands at the 4th position, Karnataka with 12831 pending grievances stands at the 5th position, with the Top 10 list closed by Jharkhand which has a pendency of 7869 grievances as in 31st May, 2024

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
- Under the scheme, there is a provision for a lump-sum grant of up to Rs. 20 lakhs per year to each of the State ATIs/CTIs, and the Department has requested the States/UTs for self-contained proposals regarding the same

Financial Year 2022-23

- Grants to 19 States/UTs were released during the financial year 2022-23:
 1. Haryana
 2. Punjab
 3. Uttar Pradesh
 4. Jharkhand
 5. Madhya Pradesh
 6. Rajasthan
 7. Meghalaya
 8. West Bengal
 9. Maharashtra
 10. Gujarat
 11. Andhra Pradesh
 12. Telangana
 13. Tamil Nadu
 14. Tripura
 15. Goa
 16. Himachal Pradesh
 17. Mizoram
 18. Kerala
 19. Jammu & Kashmir
- ATIs which have not spent the entire grant released in FY 2022-23 were requested, vide letter dated 08th May, 2023 as well as during the monthly meeting held on 16th May, 2023, to utilize unspent balance of grant, if any, and submit Utilization Certificates at the earliest
- 17 ATIs have fully utilized / refunded their grants released in the financial year 2022-23:
 1. Madhya Pradesh
 2. Andhra Pradesh
 3. Uttar Pradesh
 4. Haryana
 5. Mizoram
 6. Punjab
 7. Rajasthan
 8. Tripura
 9. Telangana
 10. Kerala
 11. West Bengal
 12. Jharkhand
 13. Goa
 14. Himachal Pradesh
 15. Meghalaya
 16. Maharashtra
 17. Jammu & Kashmir
- ATI Tamil Nadu has partially utilized their grants released in the financial year 2022-23
- Utilization Certificate / refund of unutilized fund is awaited from ATI Gujarat

Financial Year 2023-24

- One instalment of Sevottam grant for 2023-24 released to 4 ATIs:
 1. Assam (*Rs. 5 lakh*)
 2. Sikkim (*Rs. 5 lakh*)
 3. Odisha (*Rs. 5 lakh*)
 4. Delhi (*Rs. 5 lakh*)
- Four instalments of Sevottam grant for 2023-24 released to 4 ATIs:
 1. Haryana (*Rs. 20 lakh*)
 2. Madhya Pradesh (*Rs. 20 lakh*)
 3. Andhra Pradesh (*Rs. 20 lakh*)
 4. Punjab (*Rs. 8.66 lakh*)
- Expenditure incurred by 2 ATIs, namely Uttar Pradesh (*Rs. 10.54 lakh*) and Himachal Pradesh (*Rs. 16.55 lakh*), under Sevottam Scheme in FY 2023-24 reimbursed
- 8 ATIs – Assam, Haryana, Madhya Pradesh, Andhra Pradesh, Punjab, Sikkim, Delhi and Odisha have submitted Utilization Certificates for grants released in FY 2023-24

Revision of Sevottam Guidelines [Draft]

- The Department is in the process of revising scheme guidelines for release of funds to ATIs under the Sevottam Scheme. Proposals for FY 2024-25 would be accepted and processed after finalization of guidelines
- Draft revised guidelines have been shared with ATIs on 21st May, 2024, requesting feedback/comments and were also discussed in monthly review meeting held on 30th May, 2024
- **Key changes proposed in revised guidelines:**
 - Grant would be released to ATIs @ Rs. 1500 per participant per day, which includes all expenses relating to conducting training programmes viz. faculty cost, administrative cost, stationary cost etc.
 - Revision of upper ceiling of grant in a financial year from Rs. 20 lakhs to Rs. 40 lakhs

Once guidelines are finalized, proposals would be sought from ATIs and funds will be sanctioned/released accordingly.

11. Sevottam Scheme Portal

Till now, around 18 States/UTs have used their credentials on the portal shared by DARPG and registered courses that they are conducting through Sevottam.

Number of courses completed and officers trained in the last two Financial Years are as follows:

S. No.	Financial Year	Training Conducted	Officers Trained
1	2022-23	280	8496
2	2023-24	286	8973

A brief recap of the courses shared by States in the Financial Year 2023-24 are as follows:

S. No.	State	ATI Name	Courses Completed	Ongoing Courses	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	95	24	3099
2	Assam	Assam Administrative Staff College (AASC), Guwahati	2	0	36
3	Delhi	Delhi	0	4	0
4	Goa	Goa Institute of Public Administration and Rural Development (GIPARD)	24	0	571
5	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	51	0	1397
6	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	3	12	73
7	Jharkhand	Sri Krishna Institute of Public Administration, Ranchi (SKIPA)	15	0	309
8	Kerala	Institute of Management in Government (IMG), Thiruvananthapuram	1	14	123
9	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	3	10	132

S. No.	State	ATI Name	Courses Completed	Ongoing Courses	Participants Trained
10	Maharashtra	Yashwantrao Chavan Academy of Development Administration (YASHADA)	7	6	256
11	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	20	0	712
12	Odisha	Gopabandhu Academy of Administration (GAA), Bhubaneswar	2	1	45
13	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	20	0	689
14	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	11	1	258
15	Tamil Nadu	ANNA Administrative Staff College	11	2	351
16	Telangana	Dr. MCR HRD Institute, Hyderabad	11	1	426
17	Tripura	State Institute of Public Administration and Rural Development (SIPARD), Agartala	0	20	0
18	Uttar Pradesh	UP Academy of Administration & Management (UPAAM), Lucknow	10	1	496
Total			286	96	8973

12. Success Stories

Complaint Name: Gayatri Devi Complaint Lodge Date: 06 th April 2024 Complaint Closed Date: 04 th May 2024	GRIEVANCE CLOSED BY
	Government of Bihar
	TIME TAKEN FOR RESOLUTION
	28 DAYS
Grievance Number: DARPG/E/2024/0004888	



GRIEVANCE RELATED TO:

Gayatri Devi, a resident of Village Sobh, Post Office Bhadea, Police Station Barachatti, District Gaya, applied for an electricity connection from SBPDCL.

Her request number is 52361680972. Despite completing all the required processes, the meter has not been installed. She attempted to contact the JE, Mr. Rajesh Kumar, but he did not answer her calls.

Additionally, she tried to reach him at his office in Sullebatta, but he was not available. She has experienced considerable difficulties in getting her meter installed and requests that her issue be resolved as soon as possible.



RESOLUTION:

After multiple calls and visits to the JE, Mr. Rajesh Kumar, no action was taken on her application. Ms Gayatri Devi then decided to file a grievance on CPGRAMS.

Post investigation a formal notice was issued to the Public Authority, Assistant Electrical Engineer of the Electrical Supply Subdivision, Dobhi. Subsequently, the Public Authority reported via office letter number-236, dated 23.04.2024, that in response to the complaint, a meter with number-313513 has been installed on the complainant's premises by the Junior Electrical Engineer, Barachatti, with a consumer number-229310430251.

Thus, the Public Authority has resolved the complaint, and therefore, further proceedings are hereby concluded.

Complaint Name: Dablu Ghosh Complaint Lodge Date: 29 th April 2024 Complaint Closed Date: 7 th May 2024	GRIEVANCE CLOSED BY
	Government of Jharkhand
	TIME TAKEN FOR RESOLUTION
	8 DAYS

Grievance Number: PMOPG/E/2024/0078010



GRIEVANCE RELATED TO:

In the village of Janardanpur, situated within the Bagdehri Gram Panchayat of Kundhit Block, Jamtara District, two hand pumps near the Lakshmi Temple have been dysfunctional for several months. The village is currently grappling with a severe water crisis, and the summer heat has only worsened the situation.

The villagers, desperate for relief, have repeatedly appealed to both the head of the Gram Panchayat and the local Jal Sahiya. Each time, they hoped their pleas would bring the much-needed repair of the handpumps. However, their requests have gone unanswered, leaving the community to suffer in the relentless heat.

The villagers request that the matter be taken seriously and that the relevant authorities be instructed to repair the handpumps as soon as possible to alleviate the situation. The restoration of these handpumps would bring immense relief to the villagers, quenching their thirst and easing their daily struggles.



RESOLUTION:

The citizen filed a grievance on CPGRAMS, looking for a necessary solution. Concerned authority uploaded a report informing that the two hand pumps were repaired. *Geo-tagged photo was also attached for citizen's perusal.*

Annexures

Annexure 1: Performance of States

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	30804	14317	45121	18613	26508
2	Government of Assam	18489	3148	21637	7607	14030
3	Government of Gujarat	8352	3035	11387	3688	7699
4	Government of Madhya Pradesh	5786	2631	8417	3850	4567
5	Government of Maharashtra	26180	2509	28689	2478	26211
6	Government of Haryana	11869	2416	14285	2906	11379
7	Government of Rajasthan	3275	2281	5556	2640	2916
8	Government of Bihar	8827	2180	11007	1873	9134
9	Government of NCT of Delhi	3859	2107	5966	1648	4318
10	Government of Tamil Nadu	8450	1410	9860	1901	7959

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	30804	14317	45121	18613	26508
2	Government of Assam	18489	3148	21637	7607	14030
3	Government of Madhya Pradesh	5786	2631	8417	3850	4567
4	Government of Gujarat	8352	3035	11387	3688	7699
5	Government of Haryana	11869	2416	14285	2906	11379
6	Government of Rajasthan	3275	2281	5556	2640	2916
7	Government of Maharashtra	26180	2509	28689	2478	26211
8	Government of Odisha	14254	752	15006	2176	12830
9	Government of Tamil Nadu	8450	1410	9860	1901	7959
10	Government of Bihar	8827	2180	11007	1873	9134

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14598	101510	116108	89600	26508
2	Government of Gujarat	6915	23856	30771	23072	7699
3	Government of Assam	9450	23019	32469	18439	14030
4	Government of Maharashtra	14602	17972	32574	6363	26211
5	Government of Punjab	3400	17742	21142	16058	5084
6	Government of Madhya Pradesh	6491	15429	21920	17353	4567
7	Government of Rajasthan	4817	14047	18864	15948	2916
8	Government of Haryana	11536	13626	25162	13783	11379
9	Government of Bihar	7732	12371	20103	10969	9134
10	Government of Jharkhand	5836	10748	16584	8715	7869

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	14598	101510	116108	89600	26508
2	Government of Gujarat	6915	23856	30771	23072	7699
3	Government of Odisha	25944	7555	33499	20669	12830
4	Government of Assam	9450	23019	32469	18439	14030
5	Government of Madhya Pradesh	6491	15429	21920	17353	4567
6	Government of Punjab	3400	17742	21142	16058	5084
7	Government of Rajasthan	4817	14047	18864	15948	2916
8	Government of Haryana	11536	13626	25162	13783	11379
9	Government of Bihar	7732	12371	20103	10969	9134
10	Government of NCT of Delhi	4078	10096	14174	9856	4318

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

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	25601	6390	31991	90	31901
2	Government of Uttar Pradesh	14598	101510	116108	89600	26508
3	Government of Maharashtra	14602	17972	32574	6363	26211
4	Government of Assam	9450	23019	32469	18439	14030
5	Government of Karnataka	10589	7008	17597	4766	12831

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
6	Government of Odisha	25944	7555	33499	20669	12830
7	Government of Haryana	11536	13626	25162	13783	11379
8	Government of Bihar	7732	12371	20103	10969	9134
9	Government of Tamil Nadu	5845	8697	14542	6583	7959
10	Government of Jharkhand	5836	10748	16584	8715	7869
11	Government of Gujarat	6915	23856	30771	23072	7699
12	Government of Punjab	3400	17742	21142	16058	5084
13	Government of Himachal Pradesh	4064	1331	5395	679	4716
14	Government of Madhya Pradesh	6491	15429	21920	17353	4567
15	Government of NCT of Delhi	4078	10096	14174	9856	4318
16	Government of Uttarakhand	2661	5946	8607	5155	3452
17	Government of Manipur	3293	366	3659	283	3376
18	Government of Kerala	877	3511	4388	1024	3364
19	Government of Rajasthan	4817	14047	18864	15948	2916
20	Government of Jammu and Kashmir	2049	3645	5694	3172	2522
21	Government of Andhra Pradesh	7159	3182	10341	9042	1299
22	Government of Chhattisgarh	1301	4421	5722	4442	1280
23	Government of Nagaland	977	141	1118	9	1109

Annexure 1.6.: Maximum Pendency Percentage (North-Eastern States) – Jan to May, 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	141	1118	9	1109	83	99.19%
2	Government of Mizoram	282	278	560	16	544	225	97.14%
3	Government of Manipur	3293	366	3659	283	3376	253	92.27%
4	Government of Meghalaya	328	375	703	196	507	95	72.12%
5	Government of Arunachal Pradesh	124	180	304	132	172	39	56.58%
6	Government of Assam	9450	23019	32469	18439	14030	61	43.21%

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Average Disposal Time (in days)	Pending Percentage
7	Government of Tripura	358	518	876	542	334	91	38.13%
8	Government of Sikkim	17	60	77	51	26	35	33.77%

Annexure 1.7.: Top 10 States/UTs with grievances pending for more than 30 Days – Jan to May, 2024

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending >30 Days
1	Government of West Bengal	25601	6390	31991	90	31901	30953
2	Government of Maharashtra	14602	17972	32574	6363	26211	23973
3	Government of Uttar Pradesh	14598	101510	116108	89600	26508	13081
4	Government of Odisha	25944	7555	33499	20669	12830	12101
5	Government of Karnataka	10589	7008	17597	4766	12831	11868
6	Government of Assam	9450	23019	32469	18439	14030	11532
7	Government of Haryana	11536	13626	25162	13783	11379	9297
8	Government of Bihar	7732	12371	20103	10969	9134	7096
9	Government of Jharkhand	5836	10748	16584	8715	7869	6834
10	Government of Tamil Nadu	5845	8697	14542	6583	7959	6733

Annexure 2: Average Closing Time – Jan to May, 2024

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

S. No.	Name of State/UT	Total Disposal	Average Disposal Time (in days)
1	Government of Telangana	2625	9
2	Government of Andaman & Nicobar	824	9
3	Government of Kerala	1024	11
4	Government of West Bengal	90	17
5	Government of Jammu and Kashmir	3172	23
6	Government of Uttar Pradesh	89600	31
7	Government of Sikkim	51	35
8	Government of Chhattisgarh	4442	39
9	Government of Puducherry	821	39
10	Government of Arunachal Pradesh	132	39

Annexure 3: Status of Action Taken Report (ATR) - May, 2024

Annexure 3.1.: Top 10 States/UTs with Highest Disposals of ATR Format

S. No.	Name of State/UT	Total ATR Disposal	Fully Resolved	Partially Resolved	Pending Resolution
1	Government of Assam	7957	2110	5593	254
2	Government of Gujarat	3551	3018	505	28
3	Government of Haryana	2675	70	1794	811
4	Government of Odisha	2159	90	2068	1
5	Government of Tamil Nadu	1837	1335	314	188
6	Government of NCT of Delhi	1366	1320	20	26
7	Government of Jharkhand	1048	844	128	76
8	Government of Chhattisgarh	513	511	2	0
9	Government of Chandigarh	415	390	19	6
10	Government of Telangana	306	0	306	0



Department of Administrative Reforms and Public Grievances

Government of India

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