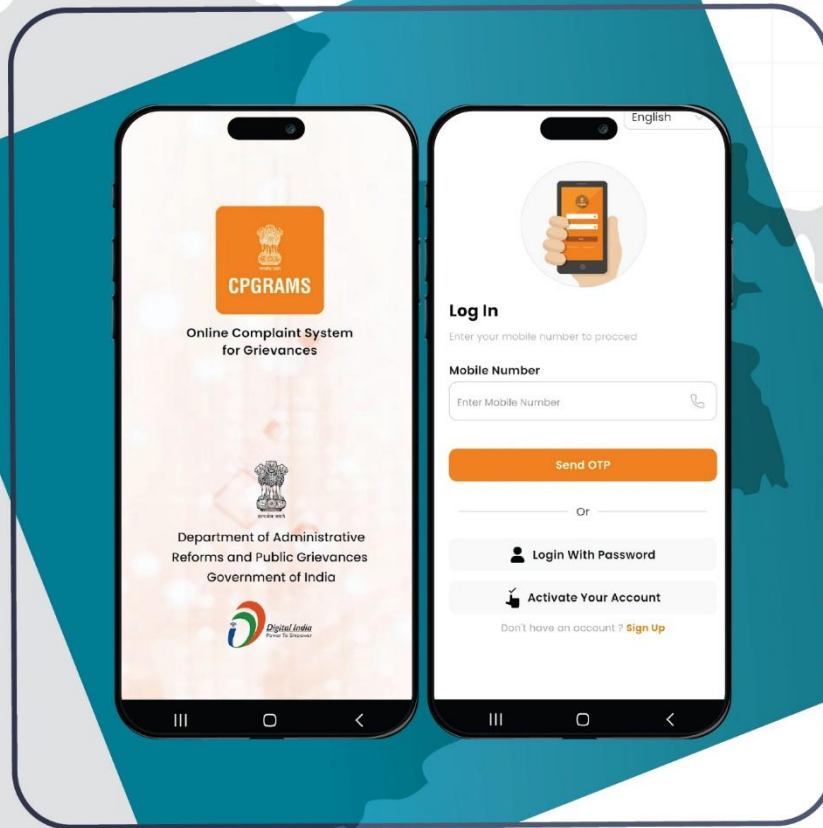




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

JULY 2025

(Report Number 36)

Department of Administrative Reforms
and Public Grievances

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1. Key Highlights

To facilitate senior-level review of PG cases in States/UTs, a dedicated Review Module has been operationalised, effective from 6th June 2025.

Data Summary – July, 2025

Receipts: 77,280

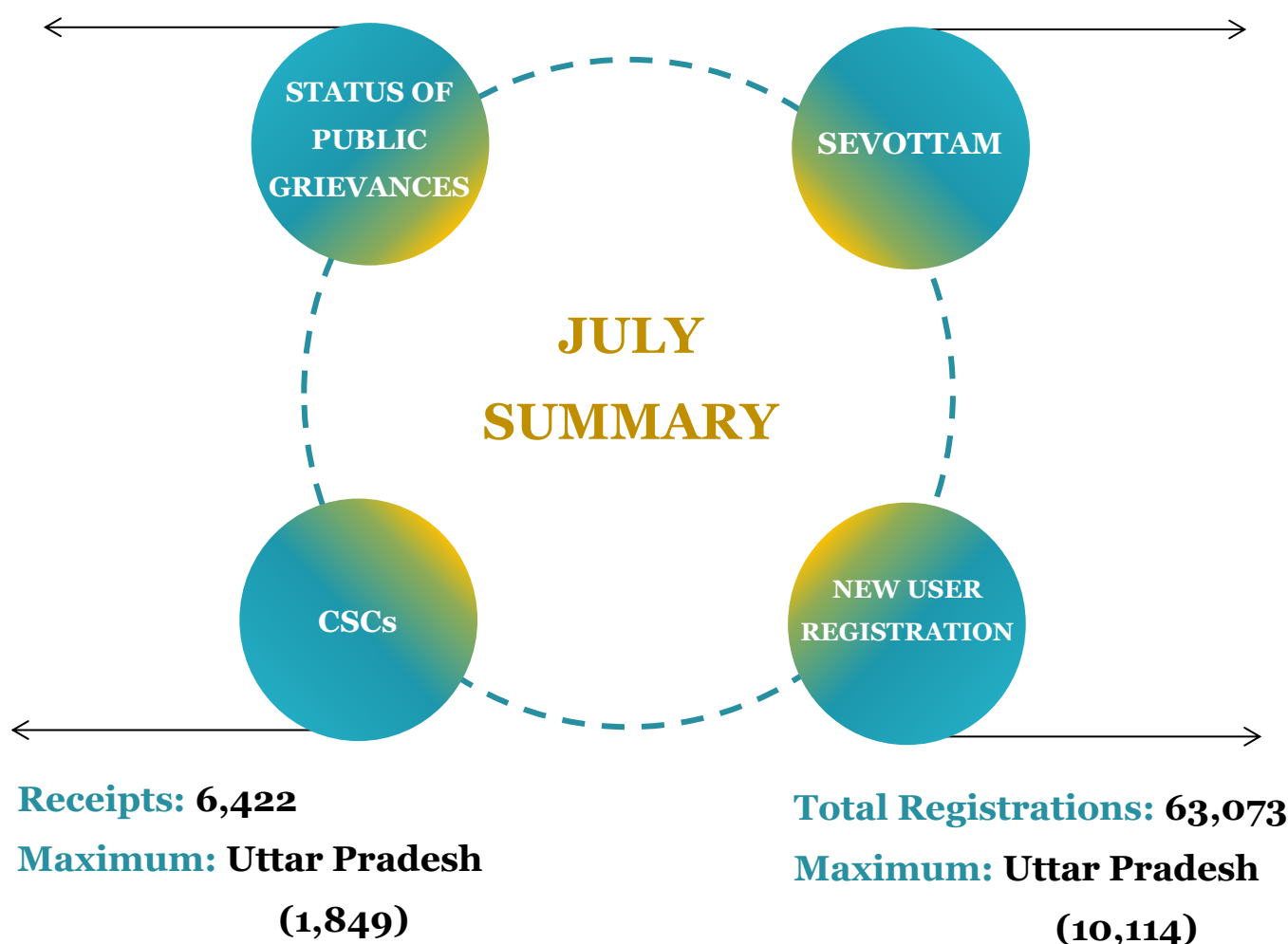
Disposal: 1,22,915

Pendency: 1,59,835

Training Courses: 899

Officers Trained: 30,090

(FY 2022-26)



01

General Highlights

- In collaboration with ASCI Hyderabad, DARPG has developed the **Sevottam Guidelines 2025-26**, along with a comprehensive model curriculum, training content, and andragogy for Sevottam Capacity Building Programmes
- The Hon'ble MoS (PP), Dr. Jitendra Singh officially launched the **Sevottam training modules** during the *National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS* held at IIPA on 9th July 2025. The documents are available on DARPG's website
- The Feedback Call Centre collected a total of **74,278 feedbacks** in July, 2025, where, **31,089 feedbacks** were collected from States/UTs
- In the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **899 training courses** have been completed, in which **~30,090 officers** have been trained

Status of Public Grievances on CPGRAMS

02

- In July, 2025, **77,280 PG cases** were received for the States/UTs and **1,22,915 PG cases** were redressed
- The monthly disposal of PG cases in States/UTs **increased** from **63,135 in June 2025** to **1,22,915 in July 2025**, with **Uttar Pradesh** recording the highest disposals

03

Status of Pendency of Public Grievances on CPGRAMS

- **23 States/UTs** have more than 1000 pending grievances as on 31st July, 2025
- For States/UTs, as on 31st July, 2025, there exists a pendency of **1,59,835 PG cases**

2. National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS



The Department of Administrative Reforms and Public Grievances (DARPG) organized the National Workshop on “*Effective Redressal of Public Grievances and NextGen CPGRAMS*” on 9th July 2025 at the TN Chaturvedi Conference Hall, IIPA, New Delhi. The workshop was held in alignment with the Hon’ble Prime Minister’s vision of fostering transparent, responsive, and citizen-centric governance. It witnessed enthusiastic participation from senior officials of Central Ministries, State Governments, and Administrative Training Institutes (ATIs).

The Hon’ble Minister of State for Personnel, Public Grievances and Pensions, Dr. Jitendra Singh, delivered the keynote address, emphasizing that public grievance redressal is a key performance indicator of government responsiveness. He highlighted the significant progress achieved through systemic reforms, particularly under the Next Generation CPGRAMS platform. As part of the workshop, key knowledge resources were also launched, including the *Sevottam Training Modules*, and a *comprehensive study titled “CPGRAMS: From Grievance to Governance,”* marking a strategic shift toward preventive grievance management and quality citizen service delivery.

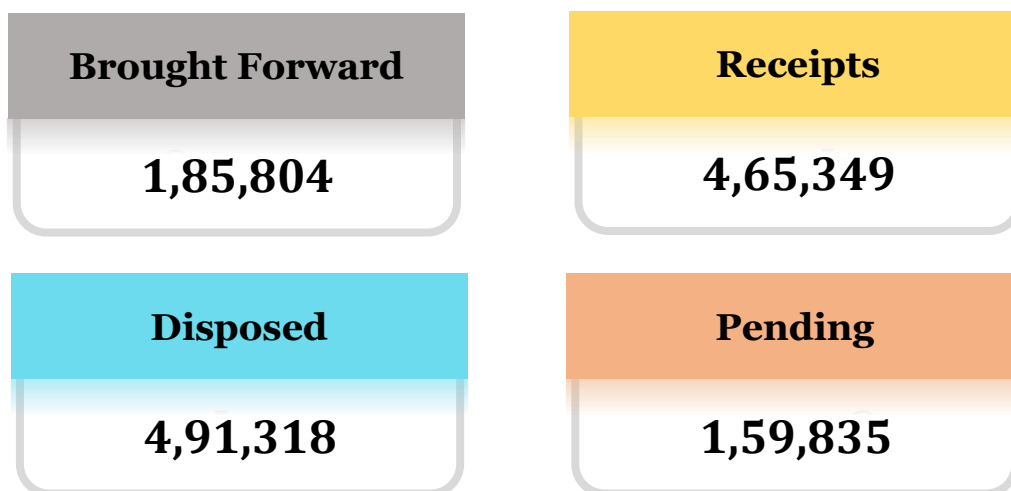
The workshop included technical sessions, best practices from States, and a plenary discussion on grievance redressal reforms, NextGen CPGRAMS, and the Sevottam framework. It emphasized the shift from reactive to preventive grievance handling through innovation and collaboration. The event concluded with a shared commitment to improving service delivery and citizen empowerment.

Link for Proceedings: https://darpg.gov.in/sites/default/files/Proceedings_Report_of_Workshop_National_Workshop_DARPG_09.07.2025.pdf

Link for PPTs: https://darpg.gov.in/sites/default/files/PPTs_National%20Workshop_Delhi_9th%20July%202025.pdf

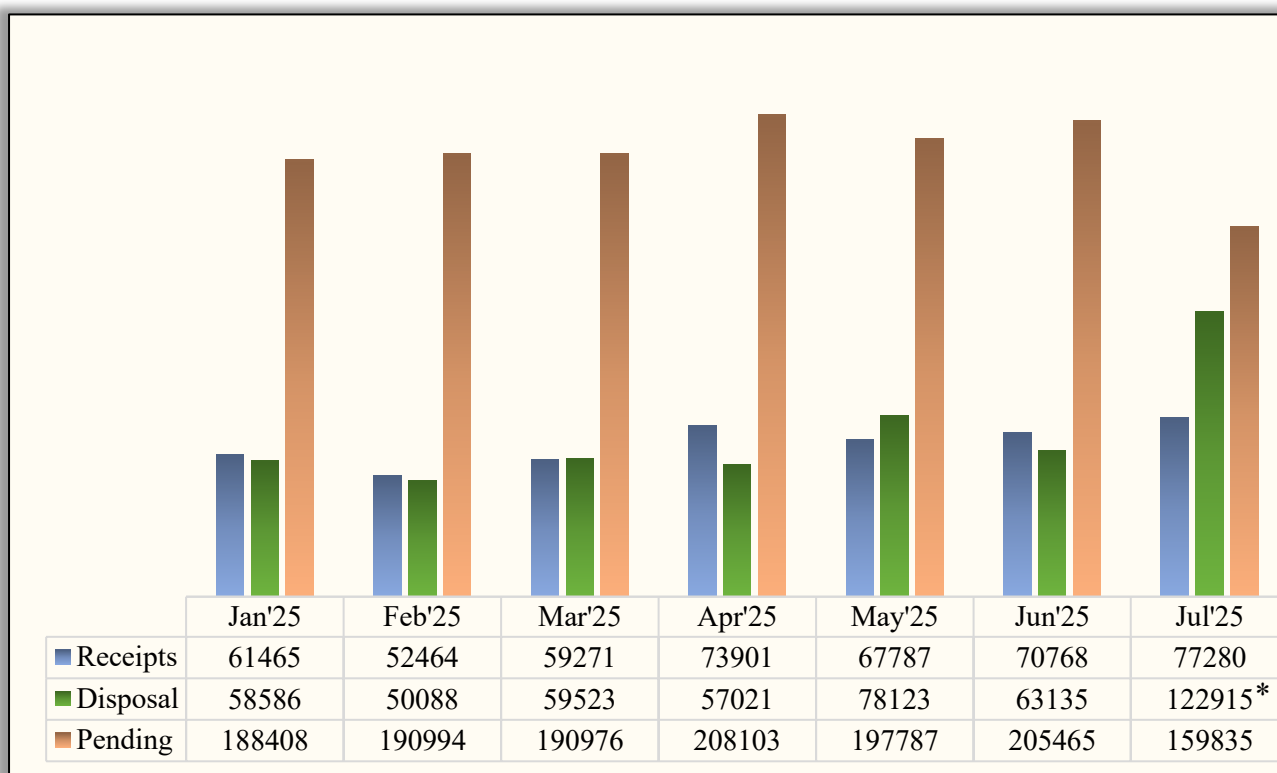
3. Review of Status of Grievances

3.1 Overview



(Time Period: 01/01/2025 to 31/07/2025)

3.2 Month-wise Status of Grievances



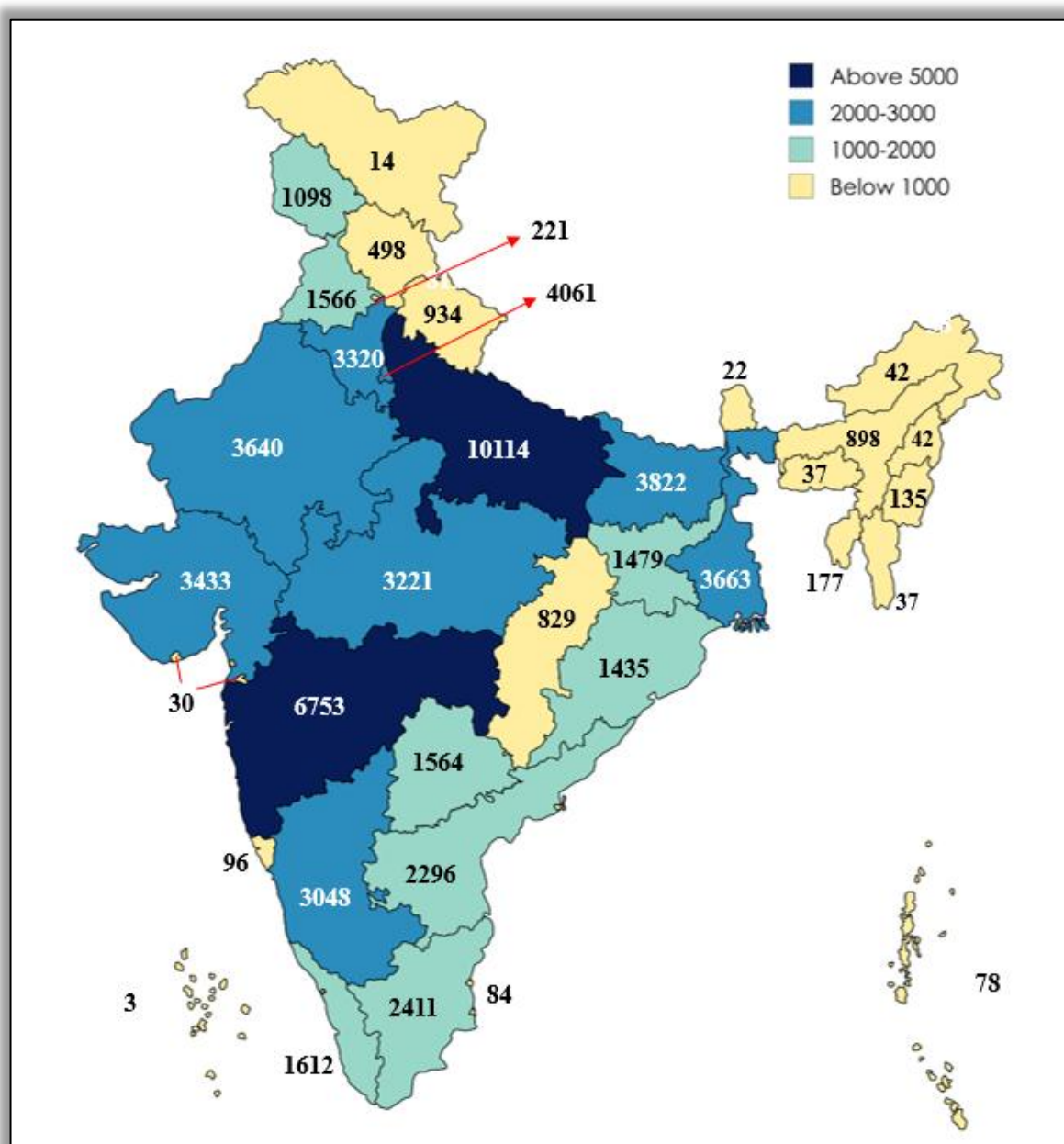
*Note: Out of total Disposal numbers, 46,410 grievances pertaining to the Government of West Bengal have been transferred to the State Government and are marked as closed on the CPGRAMS Portal.

4. New User Registrations

A total of **63,073** new users has registered on CPGRAMS in July, 2025, through various channels, out of which, **10,114** registrations are from Uttar Pradesh.



New user registration on CPGRAMS from States/UTs in July, 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
5	May	60,499
6	June	58,502
7	July	63,073
TOTAL		3,98,026



Percentage Change of new user registration on CPGRAMS:

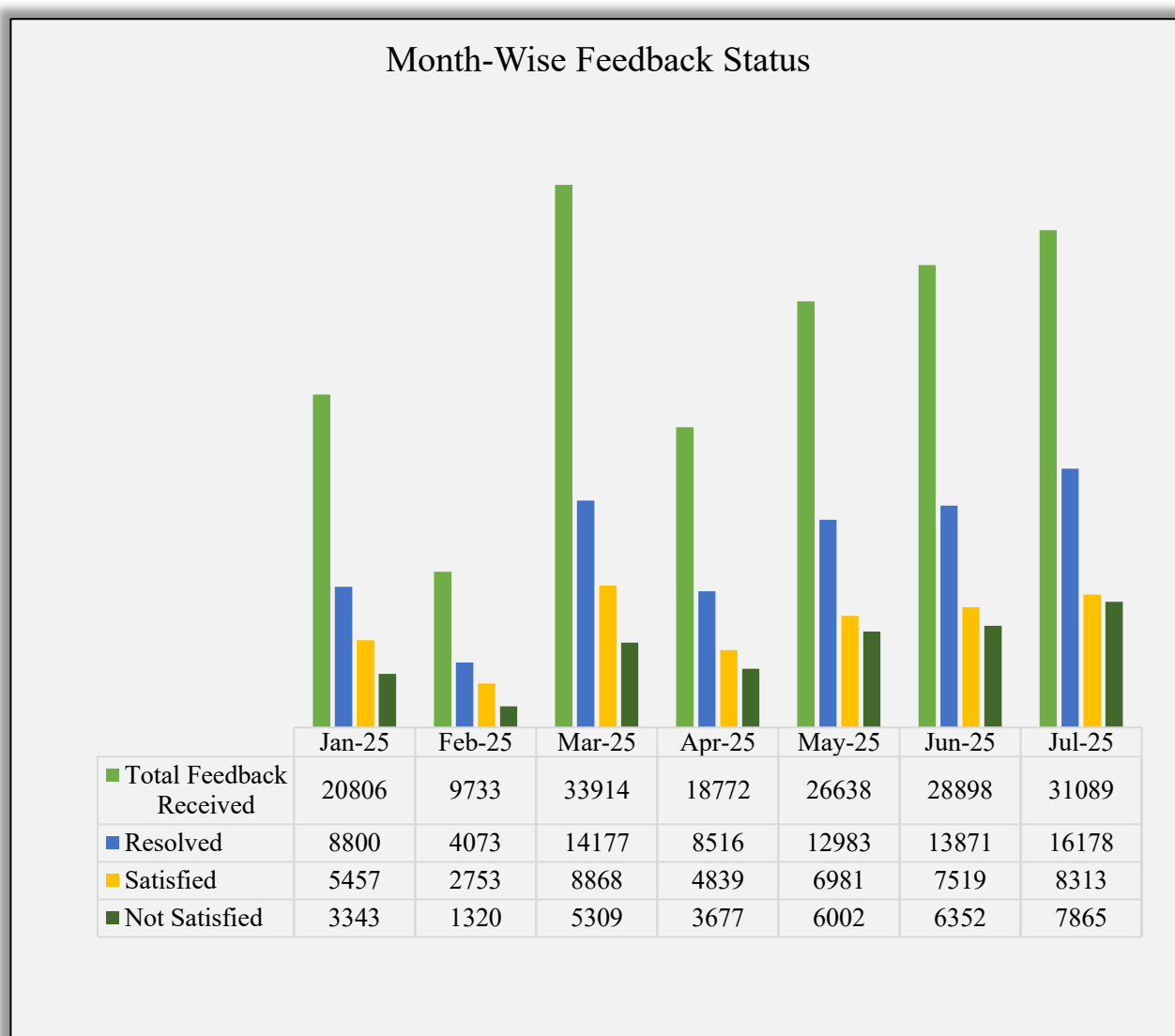
S. No.	Name of State/UT	Total Users Registered (June)	Total Users Registered (July)	% Change
1	Uttar Pradesh	9589	10114	5% ↑
2	Maharashtra	6376	6753	6% ↑
3	Delhi	3681	4061	10% ↑
4	Bihar	3438	3822	11% ↑
5	West Bengal	3049	3663	20% ↑
6	Rajasthan	3345	3640	9% ↑
7	Gujarat	3244	3433	6% ↑
8	Haryana	3087	3320	8% ↑
9	Madhya Pradesh	2985	3221	8% ↑
10	Karnataka	2633	3048	16% ↑
11	Tamil Nadu	2182	2411	10% ↑
12	Andhra Pradesh	2393	2296	-4% ↓
13	Kerala	1381	1612	17% ↑
14	Punjab	1490	1566	5% ↑
15	Telangana	1580	1564	-1% ↓

5. Feedback Call Centre

Overview

In 2025, a total of 1,69,850 feedbacks were received through the Call Centre, with 78,598 grievances marked as resolved—reflecting a resolution rate of over 46% across States/UTs. Among the resolved cases, approximately 57% of citizens expressed satisfaction with the resolution provided. In July 2025, 31,089 feedbacks were received.

The column chart below presents four key metrics related to Call Centre feedback from January to July 2025: total feedback received, grievances marked as resolved, and levels of citizen satisfaction and dissatisfaction with the resolution.



An Explainer on Call Centre Feedback Operation

The call-centre feedback process begins by establishing whether a citizen's grievance has been resolved. As part of a standardized interaction protocol, each enquiry is classified immediately as either resolved or unresolved.

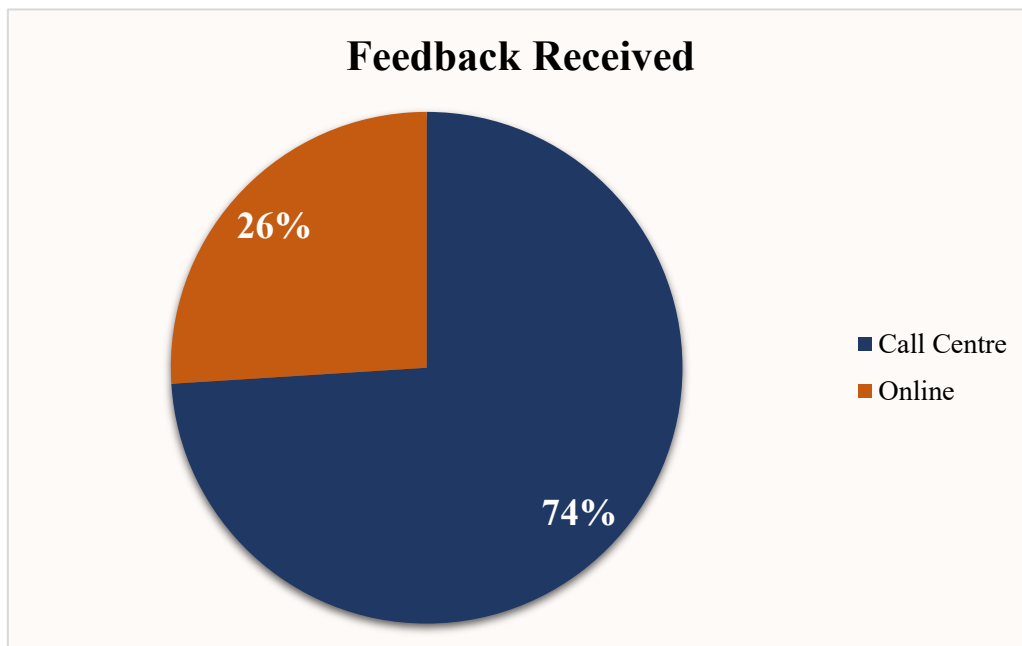
*For **resolved cases**, a secondary assessment captures the citizen's level of satisfaction with the outcome, distinguishing between **Satisfied** and **Not Satisfied** resolutions. In instances of dissatisfaction, agents record the underlying cause—such as incomplete resolution, delays in case handling, or other factors—alongside any additional comments provided.*

*For **unresolved grievances**, the process captures the specific reasons for non-resolution, including referrals to other departments without closure, reports of official misconduct or harassment, allegations of bribery demand, or other obstacles, with space for free-text elaboration where required. Every data point—resolution status, satisfaction rating, categorical reason and qualitative comment—is logged in a central database.*

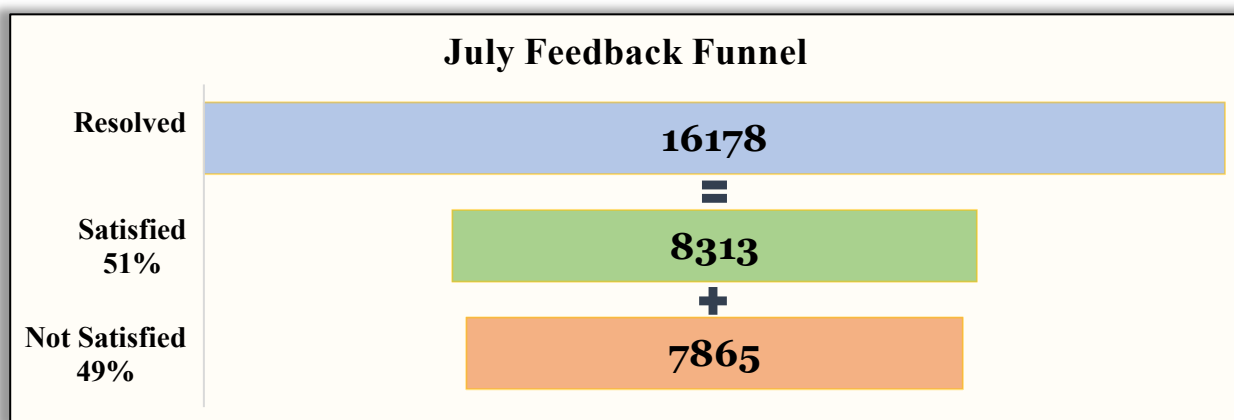


Feedback Report – July 2025

As reflected in the chart below, 74% of the feedback in July was captured through the Call Centre, while 26% was submitted via the online portal. The Call Centre remains the primary source, highlighting its effectiveness for guided interactions, while the portal contributed over one-third of responses.



The funnel below illustrates the journey of 16,178 cases resolved through the Call Centre in July, 2025. Following resolution, 51% of citizens (8,313) reported being satisfied with the outcome, while the remaining 49% (7,865) expressed dissatisfaction.



Feedback Status: Top 10 States/UTs – July 2025

July, 2025: Top 10 States and UTs (Ranked in descending order of Total Grievances Resolved) and their Feedback Status:

S. No.	States/UTs	Total Grievances Resolved	Satisfied	Not Satisfied
1	Uttar Pradesh	7410	3602 (49%)	3808 (51%)
2	Rajasthan	968	409 (42%)	559 (58%)
3	Madhya Pradesh	972	564 (58%)	408 (42%)
4	Haryana	920	517 (56%)	403 (44%)
5	Gujarat	889	439 (49%)	450 (51%)
6	Bihar	680	342 (50%)	338 (50%)
7	Andhra Pradesh	627	353 (56%)	274 (44%)
8	NCT of Delhi	602	275 (46%)	327 (54%)
9	Maharashtra	420	274 (65%)	146 (35%)
10	Jharkhand	412	235 (57%)	177 (43%)

6. 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).

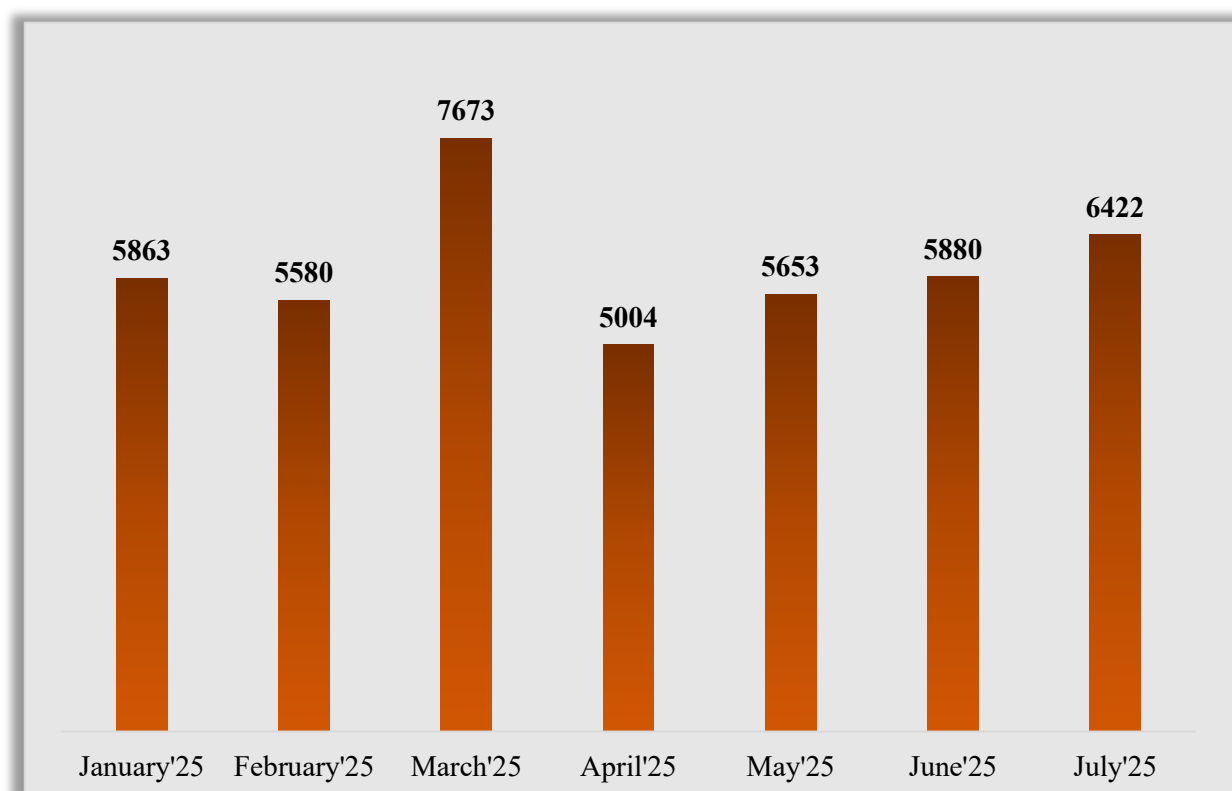


(Time Period: 01/07/2025 to 31/07/2025)



Overview of grievances registered through the Common Service Centres in the month of July, 2025:

A total of **6,422 grievances** has been registered through the Common Service Centres in the month of July, 2025.





Top 10 CSCs through which maximum grievances were registered in the month of July, 2025:

S. No.	CSC ID	Grievances Registered	CSC State	CSC District	Grievance Category
1	367317570015	73	Madhya Pradesh	Chhatarpur	<ul style="list-style-type: none">Land Regulation related matters
2	461265570018	51	Uttar Pradesh	Kasganj	<ul style="list-style-type: none">Misbehaviour / Corruption / Harassment
3	155247330013	50	Andhra Pradesh	Guntur	<ul style="list-style-type: none">Technical Issues with websiteBorder related mattersEmployee Related/Services Related (Main Secretariat and SSO)Award Related/Other National issuesCitizenship matters
4	166999110014	46	Uttar Pradesh	Farrukhabad	<ul style="list-style-type: none">Citizenship mattersCrime related (Records, prisons and cyber cell)
5	917321166582	42	Karnataka	Yadgir	<ul style="list-style-type: none">EstablishmentLoan/ Subsidy and Delayed Payment RelatedChild Labour
6	245657660019	41	Uttar Pradesh	Agra	<ul style="list-style-type: none">Chief Labour Commissioner (CLC)Aadhaar EnrolmentPradhan Mantri Jeevan Jyoti Bima Yojana
7	137917510012	30	Uttar Pradesh	Pilibhit	<ul style="list-style-type: none">Chief Labour Commissioner (CLC)Aadhaar EnrolmentPradhan Mantri Jeevan Jyoti Bima Yojana
8	917321109884	29	Karnataka	Chamarajanagar	<ul style="list-style-type: none">Administrative and service matter relatedAnimal WelfareCattle and Dairy DevelopmentEmployee related (pension PPO, Gratuity, Leave and Other)EstablishmentFertilizers SubsidyForest and trees relatedImplementation of Official Language and Award relatedMatters Related to Farmers WelfareOther Scheme RelatedPolicy MattersSwachh Bharat Mission related (Rural)Tower RelatedWildlife related
9	917321063191	27	Karnataka	Belgaum	<ul style="list-style-type: none">Mobile RelatedAadhaar EnrolmentPAN IssuesAyush Schemes
10	917321114091	26	Karnataka	Davanagere	<ul style="list-style-type: none">SchemesTraining Matters

7. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in 1 st to 31 st July, 2025
1	Government of Uttar Pradesh	29128
2	Government of Gujarat	5372
3	Government of Maharashtra	4277
4	Government of Madhya Pradesh	3998
5	Government of Haryana	3987
6	Government of Bihar	3791
<i>Note: 16 States/UTs have received more than 1000 grievances in between 1st to 31st July, 2025</i>		
Disposal		
Rank	State/UT	Disposals in 1 st to 31 st July, 2025
1	Government of Uttar Pradesh	30878
2	Government of Gujarat	5290
3	Government of Haryana	4572
4	Government of Bihar	3871
5	Government of Rajasthan	3580
6	Government of Andhra Pradesh	3536
<i>Note: 17 States/UTs have disposed more than 1000 grievances in between 1st to 31st July, 2025</i>		
Pendency		
Rank	State/UT	Pendency as on 1 st to 31 st July, 2025
1	Government of Maharashtra	22585
2	Government of Uttar Pradesh	19332
3	Government of Odisha	12671
4	Government of Haryana	11474
5	Government of Bihar	11183
6	Government of Tamil Nadu	10501
<i>Note: 23 States have a pendency of more than 1000 grievances, as on 1st to 31st July, 2025</i>		

8. Categories through IGMS Dashboard

Uttar Pradesh

- Government Service Issues
- Application Status Disputes
- Property Dispute Resolutions
- Service Request Backlogs
- Service Delivery Disputes
- Government Service Disruptions
- Electricity Bill Disputes Uttar pradesh
- Land Disputes and Property Issues
- Infrastructure Disputes

Gujarat

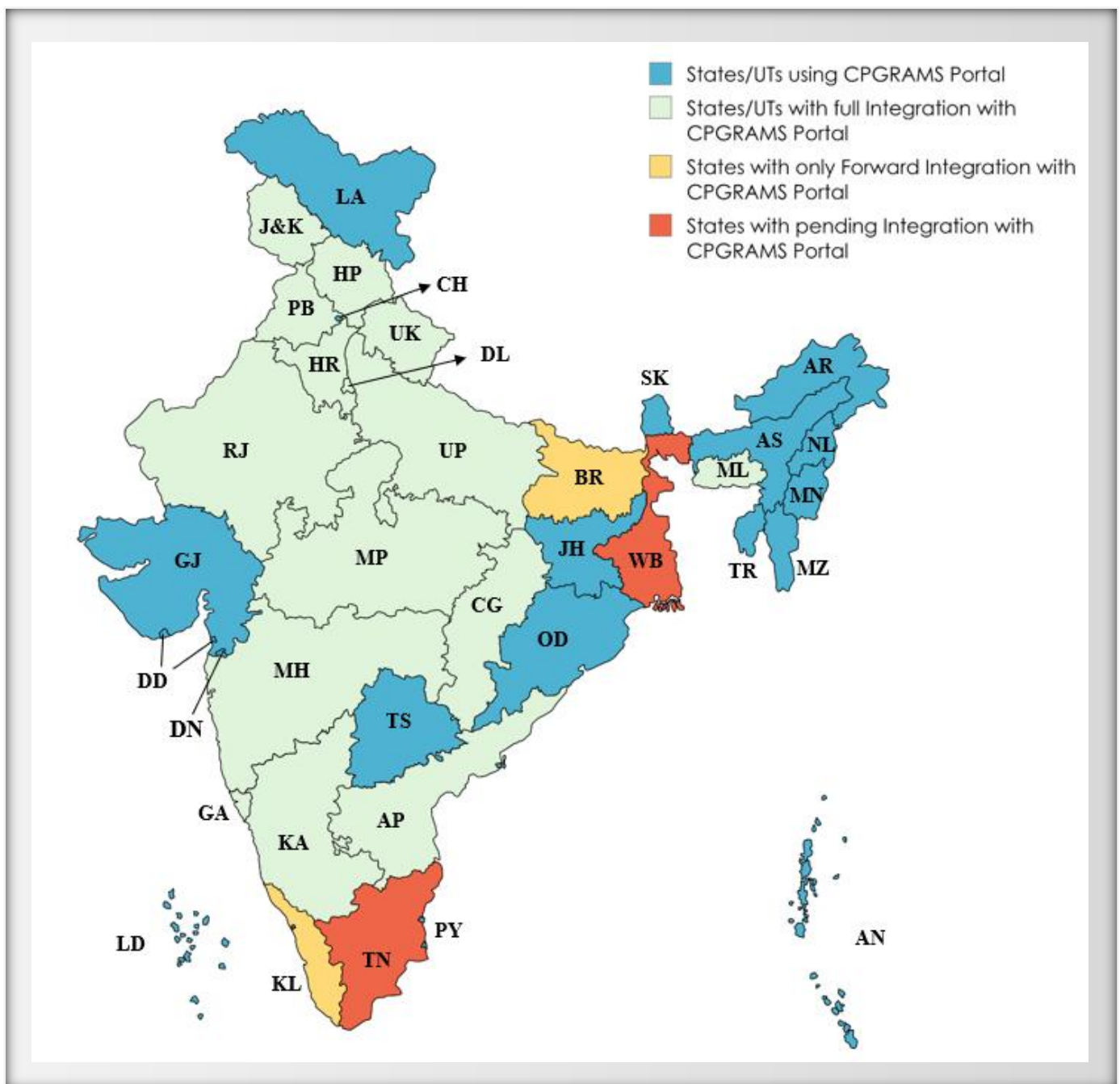
- Civic Service Disparities
- Local Governance Issues
- Gujarat Community Concerns
- Property and Governance Disputes
- Gujarat Public Grievances
- Government Service Inefficiencies
- Public Service Disputes
- Taxation and revenue Issues
- Land and Property Disputes
- Public Service Disputes
- Service Provider Accountability

Madhya Pradesh

- Public Services in MP
- Education Aid Disputes
- Infrastructure Development Delays
- Service Disputes and Requests
- Land Disputes and Certificate Issues
- Property Dispute Resolutions
- Government Service Denials
- Road Infrastructure Issues
- Land Use Disputes
- Service Registration Issues
- Encroachment Removal Issues
- Electricity and Service Outages
- Infrastructure and Service Issues
- Local Government Issues

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 integrating 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 2024-25, 23 ATIs were provided grants under Sevottam Scheme.
- ❖ ATIs of Arunachal Pradesh, Jammu & Kashmir, Karnataka, Odisha and Uttar Pradesh to expedite submission of Utilization Certificate for grant released in FY 2024-25.

ATIs receiving grants in Financial Year 2025-26

Proposals received from following 17 ATIs for FY 2025-26 has been approved and 1st instalment of grant is released:

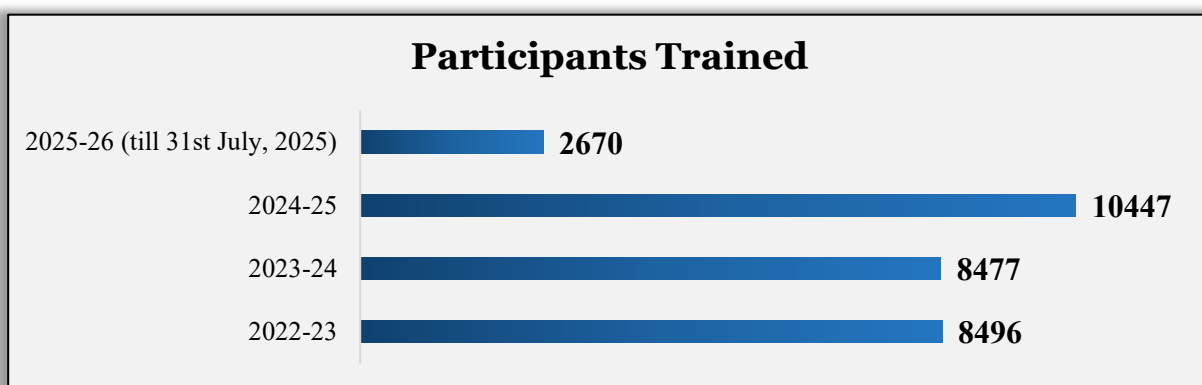
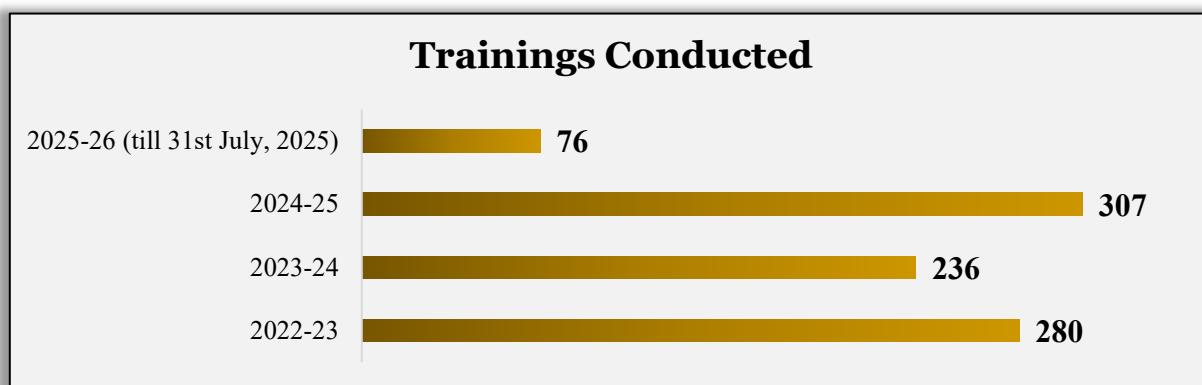
1. Andhra Pradesh	7. Jharkhand	13. Punjab
2. Assam	8. Kerala	14. Rajasthan
3. Delhi	9. Madhya Pradesh	15. Tamil Nadu
4. Gujarat	10. Maharashtra	16. Telangana
5. Haryana	11. Meghalaya	17. Uttar Pradesh
6. Himachal Pradesh	12. Mizoram	

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

11. Sevottam Scheme Portal



Number of trainings conducted and participants trained in the last four Financial Years are as follows:



Total number of trainings conducted and participants trained in the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26):

Trainings Conducted

899

Officers Trained

30,090



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
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
5	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	14	281
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
8	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	4	191
9	Meghalaya	Meghalaya Administrative Training Institute (MATI), Shillong	22	584
10	Mizoram	Administrative Training Institute (ATI), Aizawl	1	165
11	Punjab	Mahatma Gandhi State Institute of Public Administration (MGSIPA),	18	584
12	Rajasthan	HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur	13	707
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	307	10447

Note: 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 (FY 24-25)



Training Session conducted by Meghalaya Administrative Training Institute (MATI), Shillong



Training Session conducted by HCM Rajasthan State Institute of Public Administration (HCM RIPA), Jaipur



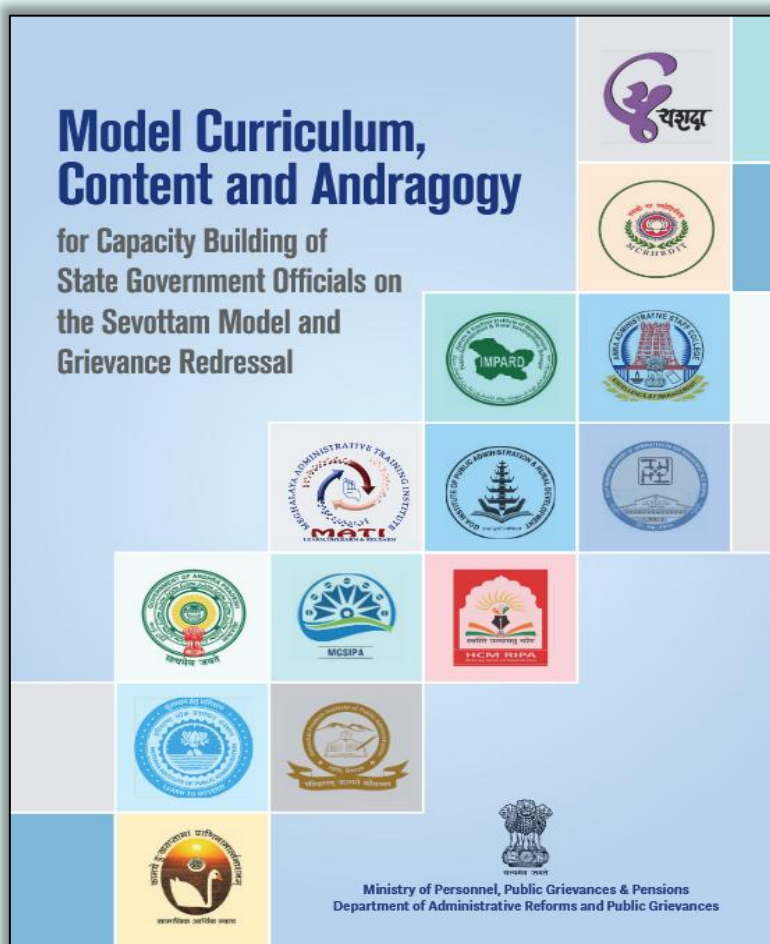
A brief recap of the courses shared by States in the Financial Year 2025-26 are as follows:

S. No.	State	ATI Name	Courses / Training Programs	Participants Trained
1	Andhra Pradesh	Andhra Pradesh Human Resource Development Institute	38	1287
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	22	779
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	5	121
4	Madhya Pradesh	RCVP Noronha Academy of Administration & Management, Bhopal	2	93
5	Tamil Nadu	ANNA Administrative Staff College	5	268
6	Telangana	Dr. MCR HRD Institute, Hyderabad	4	122
		Total	76	2670

Note: 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/>]

Sevottam Model Curriculum Released

As part of the National Workshop on 9th July, 2025, DAPRG released Sevottam Model curriculum curated by ASCII for the benefit of Administrative Training Institutes of the country. The same has been uploaded on the DARPG Website.



Link for Module: https://darpg.gov.in/sites/default/files/Sevottam_Model_Curriculum_Content_and_Andragogy.pdf

12. Success Stories

“ **Grievance of Shri Prince Kumar**

Shri Prince Kumar from Begusarai, Bihar, had been facing a prolonged delay in the disbursement of the remaining ₹2,00,000 from his sanctioned education loan of ₹4,00,000 under the Bihar Student Credit Card Scheme. Although he had submitted all the required documents and completed the application process, the remaining amount was not released, causing financial stress and penalties from his institute. Repeated attempts to contact customer support were unsuccessful, and no progress was made on his application for weeks. Seeking resolution, he filed a grievance on the CPGRAMS portal. The matter was taken up by the concerned authorities, and after review and intervention, the pending loan amount of ₹2,00,000 was successfully disbursed. The grievance was resolved and closed.

**Education Loan
Disbursed After
Delay**

”

**GST Refund
Processed
After Delay**

“ **Grievance of Shri Himanshu Jariwala**

Shri Himanshu Jariwala had applied for a GST refund amounting to ₹1,67,208. However, the refund was not credited within the prescribed timeline, leading to undue delay and causing considerable concern to the applicant. Despite multiple attempts to seek resolution through the usual channels, the issue remained unaddressed. Consequently, Shri Jariwala lodged a formal grievance on the CPGRAMS portal, seeking redressal. Upon escalation, the matter was taken up by the concerned authorities, thoroughly examined, and necessary action was initiated. Following a proper review, the pending refund was duly processed and credited to the applicant's account. The grievance was successfully resolved and closed to the satisfaction of Shri Jariwala.

”

“ Grievance of Shri Divesh Solanki

Shri Divesh Solanki had applied for a new 3-phase electricity connection with PGVCL (Paschim Gujarat Vij Company Limited) and paid the necessary charges. Although the meter for a 3-phase connection was installed, only a single-phase supply was provided. Despite several visits and follow-ups over the course of a year, the issue remained unresolved, with officials citing unavailability of 3-phase wires. Facing frequent voltage issues and being billed for a service he was not receiving, Shri Solanki sought resolution and lodged a grievance on the CPGRAMS Portal. Upon review by the concerned authorities, the required cabling was arranged and the 3-phase connection was successfully provided. The issue was resolved, and a compliance report was shared with the applicant.

Restoration of Three-Phase Connection

Approval of Driving License

“ Grievance of Shri Agam Singh

Shri Agam Singh had applied for a driving license and had successfully cleared his driving test as per the required procedure. However, despite fulfilling all the formalities, the final approval of his driving license remained pending with the Regional Transport Office (RTO) for more than 20 days. During this period, Shri Singh made multiple visits to the RTO but no concrete action was taken, and the delay continued without explanation. Seeking resolution, he lodged a formal grievance on the CPGRAMS portal to seek redressal. The matter was promptly forwarded to the concerned transport authority in Punjab, where it was reviewed by the appropriate officials. Upon examination, necessary corrective steps were undertaken, and the long-pending approval was finally processed. As a result, the grievance was successfully resolved and closed.

PIBs and Tweets – July, 2025



Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 35th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs for June, 2025

A total of 70,768 PG cases were received by States/UTs and 63,135 grievances were redressed in June, 2025

Under the Sevottam Scheme, 874 training courses have been completed, in which 29,250 officers have been trained

Posted On: 08 JUL 2025 8:12PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

Dr. Jitendra Singh to address Half Yearly Progress on CPGRAMS & National Workshop on Effective Redressal of Public Grievances and NextGen CPGRAMS

On this occasion Sevottam Training Modules curated by DARPG to be released

Review of progress on CPGRAMS to be conducted during the meeting by MoS (PP) Dr. Jitendra Singh

Posted On: 08 JUL 2025 8:11PM by PIB Delhi



Ministry of Personnel, Public Grievances & Pensions

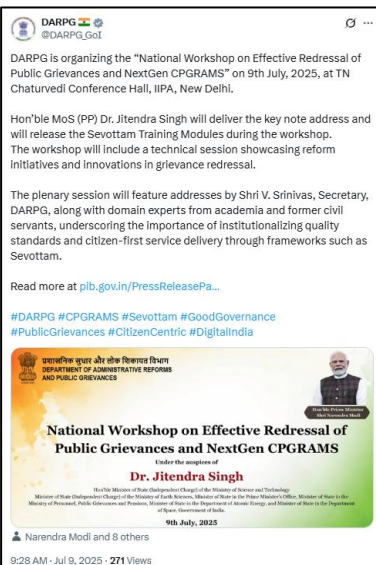
Grievance redressal must go beyond disposal to ensure citizen's satisfaction, Says Dr. Jitendra Singh

Grievance redressal ought to be a tool for systemic reform and ease of living: Minister

Governance Must seek Happiness for the citizen Without Harm to any fellow citizens: Minister

From 2 Lakh to 26 Lakh Grievances: Citizens Reconnecting with Government, Says Dr. Jitendra Singh

Posted On: 09 JUL 2025 4:17PM by PIB Delhi





Annexures

Annexure 1: Performance of States/UTs – July, 2025

Annexure 1.1: Maximum Number of Receipts – July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	21082	29128	50210	30878	19332
2	Government of Gujarat	5265	5372	10637	5290	5347
3	Government of Maharashtra	20148	4277	24425	1840	22585
4	Government of Madhya Pradesh	5022	3998	9020	3225	5795
5	Government of Haryana	12059	3987	16046	4572	11474
6	Government of Bihar	11263	3791	15054	3871	11183
7	Government of Rajasthan	2381	3604	5985	3580	2405
8	Government of NCT of Delhi	7317	3563	10880	3349	7531
9	Government of Jharkhand	4061	2072	6133	1915	4218
10	Government of Tamil Nadu	10093	2033	12126	1625	10501

Annexure 1.2: Maximum Number of Disposals – July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	21082	29128	50210	30878	19332
2	Government of Gujarat	5265	5372	10637	5290	5347
3	Government of Haryana	12059	3987	16046	4572	11474
4	Government of Bihar	11263	3791	15054	3871	11183
5	Government of Rajasthan	2381	3604	5985	3580	2405
6	Government of Andhra Pradesh	6046	1635	7681	3536	4145
7	Government of NCT of Delhi	7317	3563	10880	3349	7531
8	Government of Madhya Pradesh	5022	3998	9020	3225	5795
9	Government of Odisha	13027	1908	14935	2264	12671
10	Government of Jharkhand	4061	2072	6133	1915	4218

Annexure 2: Performance of States/UTs - 1st Jan to 31st July, 2025**Annexure 2.1: Maximum Number of Receipts – 1st Jan to 31st July, 2025**

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	178915	191187	171855	19332
2	Government of Gujarat	5325	37793	43118	37770	5347
3	Government of Maharashtra	18757	24467	43224	20639	22585
4	Government of Madhya Pradesh	3591	23222	26813	21017	5795
5	Government of Haryana	11068	22380	33448	21974	11474
6	Government of NCT of Delhi	5737	21513	27250	19719	7531
7	Government of Bihar	7858	21344	29202	18019	11183
8	Government of Rajasthan	1407	19599	21006	18601	2405
9	Government of Tamil Nadu	7899	13381	21280	10779	10501
10	Government of Jharkhand	5812	12242	18054	13836	4218

Annexure 2.2: Maximum Number of Disposal – 1st Jan to 31st July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	178915	191187	171855	19332
2	Government of Gujarat	5325	37793	43118	37770	5347
3	Government of Haryana	11068	22380	33448	21974	11474
4	Government of Madhya Pradesh	3591	23222	26813	21017	5795
5	Government of Maharashtra	18757	24467	43224	20639	22585
6	Government of NCT of Delhi	5737	21513	27250	19719	7531
7	Government of Rajasthan	1407	19599	21006	18601	2405
8	Government of Bihar	7858	21344	29202	18019	11183
9	Government of Odisha	18370	9874	28244	15573	12671
10	Government of Jharkhand	5812	12242	18054	13836	4218

Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1st Jan to 31st July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Maharashtra	18757	24467	43224	20639	22585
2	Government of Uttar Pradesh	12272	178915	191187	171855	19332
3	Government of Odisha	18370	9874	28244	15573	12671
4	Government of Haryana	11068	22380	33448	21974	11474
5	Government of Bihar	7858	21344	29202	18019	11183
6	Government of Tamil Nadu	7899	13381	21280	10779	10501
7	Government of Kerala	5777	3294	9071	1156	7915
8	Government of NCT of Delhi	5737	21513	27250	19719	7531
9	Government of Himachal Pradesh	5712	1927	7639	1068	6571
10	Government of Union Territory of Jammu and Kashmir	7344	4550	11894	5832	6062
11	Government of Madhya Pradesh	3591	23222	26813	21017	5795
12	Government of Gujarat	5325	37793	43118	37770	5347
13	Government of Karnataka	5317	9261	14578	9692	4886
14	Government of Jharkhand	5812	12242	18054	13836	4218
15	Government of Andhra Pradesh	4046	9805	13851	9706	4145
16	Government of Punjab	3114	10570	13684	9556	4128
17	Government of Chattisgarh	2199	6928	9127	5027	4100
18	Government of Rajasthan	1407	19599	21006	18601	2405
19	Government of Uttarakhand	3035	8631	11666	10098	1568
20	Government of West Bengal	39914	8072	47986	46459	1527
21	Government of Assam	4580	4469	9049	7625	1424
22	Government of Nagaland	1280	119	1399	15	1384
23	Government of Manipur	2285	1146	3431	2413	1018

Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1st Jan to 31st July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	119	1399	15	1384	462	98.93%
2	Government of Mizoram	767	75	842	772	70	467	8.31%
3	Government of Meghalaya	467	150	617	412	205	416	33.23%
4	Government of Arunachal Pradesh	186	192	378	178	200	60	52.91%
5	Government of Manipur	2285	1146	3431	2413	1018	209	29.67%
6	Government of Sikkim	27	81	108	86	22	69	20.37%
7	Government of Tripura	53	897	950	677	273	28	28.74%
8	Government of Assam	4580	4469	9049	7625	1424	86	15.74%

Annexure 2.5: Top 10 States/UTs with grievances pending for more than 21 Days – 1st Jan to 31st July, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of Maharashtra	18757	24467	43224	20639	22585	19585
2	Government of Odisha	18370	9874	28244	15573	12671	11485
3	Government of Tamil Nadu	7899	13381	21280	10779	10501	9298
4	Government of Haryana	11068	22380	33448	21974	11474	8879
5	Government of Bihar	7858	21344	29202	18019	11183	8696
6	Government of Kerala	5777	3294	9071	1156	7915	7650
7	Government of Himachal Pradesh	5712	1927	7639	1068	6570	6353
8	Government of Union Territory of Jammu and Kashmir	7344	4550	11894	5832	6062	5530
9	Government of NCT of Delhi	5737	21513	27250	19719	7531	5510
10	Government of Uttar Pradesh	12272	178915	191187	171855	19332	5225

Annexure 2.6: States/UTs with Low Average Closing Time - 1st Jan to 31st July, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Kerala	1156	4
2	Government of Union Territory of Chandigarh	2601	12
3	Government of Andaman & Nicobar	662	12
4	Government of Telangana	5395	13
5	Government of Uttar Pradesh	171855	16
6	Government of Puducherry	931	16
7	Government of Tripura	677	28
8	Government of Rajasthan	18601	31
9	Government of Madhya Pradesh	21017	35
10	Government of Gujarat	37771	36



Department of Administrative Reforms and Public Grievances

Government of India

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