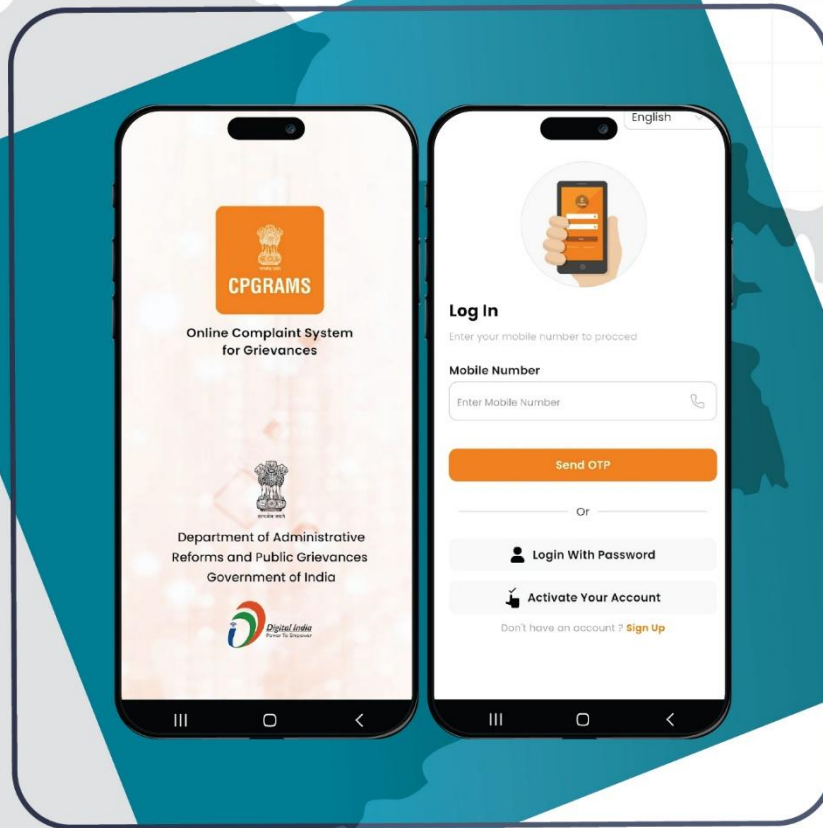




सत्यमेव जयते

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



CPGRAMS

MONTHLY REPORT

States/UTs

JUNE 2025

(Report Number 35)

Department of Administrative Reforms
and Public Grievances

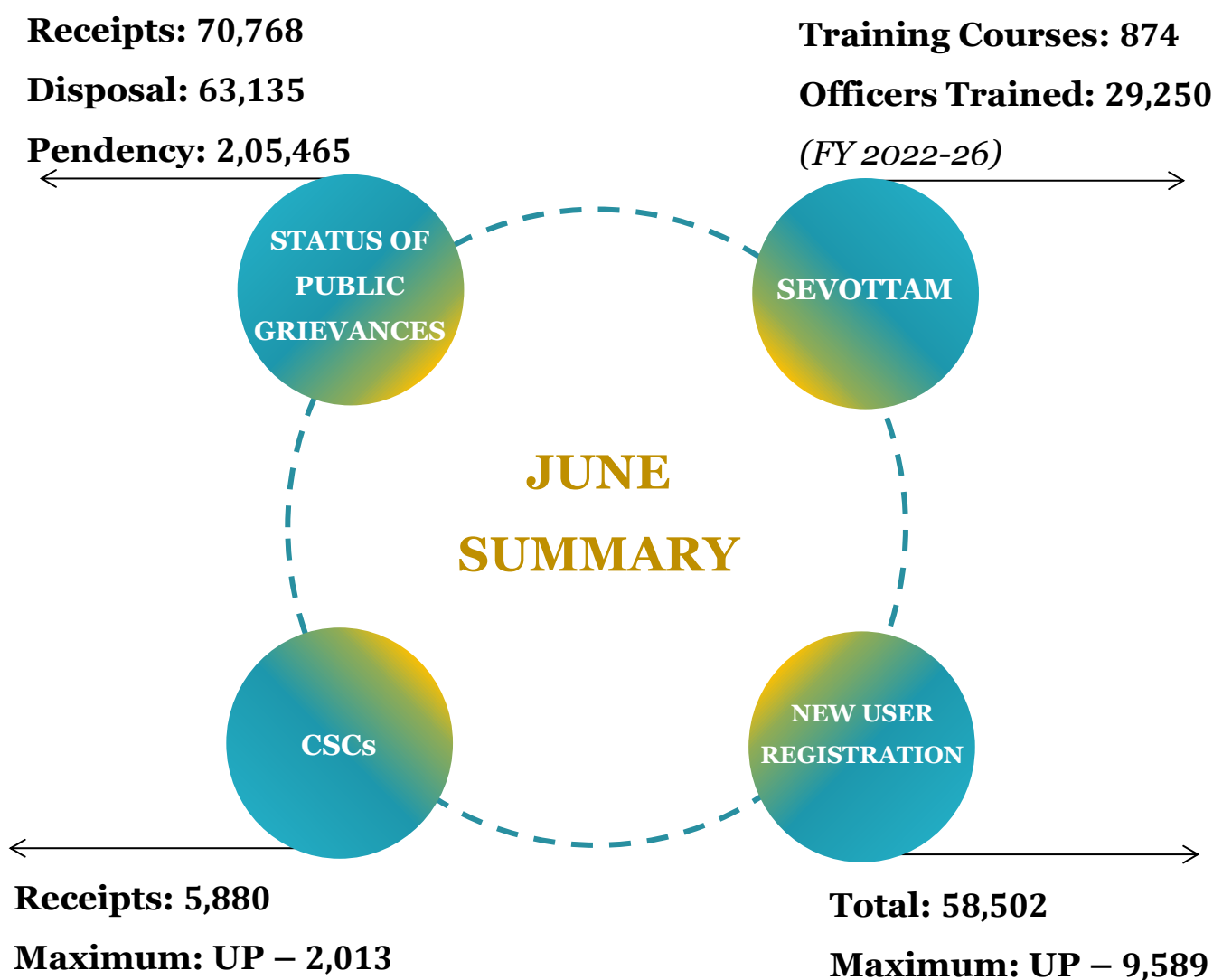
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1. Key Highlights

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 – June, 2025



01

General Highlights

- **Monthly review meeting** under the chairmanship of Secretary, DARPG, was conducted on 17th June, 2025, with the Nodal Officers of all the States/UTs
- The Feedback Call Centre collected a total of **68,132 feedbacks** in June, 2025, where, **28,892 feedbacks** were collected from States/UTs
- In the last four Financial Years (2022-23, 2023-24, 2024-25, 2025-26), **874 training courses** have been completed, in which **~29,250 officers** have been trained
- 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 Capacity Building Modules on 18th June, 2025

Status of Public Grievances on CPGRAMS

02

- In June, 2025, **70,768 PG cases** were received for the States/UTs and **63,135 PG cases** were redressed
- The monthly disposal of PG cases in States/UTs **decreased** from **78,123 in May 2025** to **63,135 in June 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 30th June, 2025
- For States/UTs, as on 30th June, 2025, there exists a pendency of **2,05,465 PG cases**

2. DARPG Collaboration with ASCI

DARPG Knowledge Partnership with ASCI

The Department of Administrative Reforms & Public Grievances (DARPG), Government of India, on boarded the Administrative Staff College of India (ASCI), Hyderabad, as its Knowledge Partner to design a Model Curriculum, Content, and Andragogy for Sevottam Training Programmes. These DARPG-funded programmes are being delivered by Administrative Training Institutes (ATIs) to Grievance Redressal Officers (GROs) across the country. With its decades-long expertise in policy research and public sector capacity building, ASCI is well-positioned to enhance the effectiveness and impact of these trainings.

Draft Sevottam Guidelines to State Administrative Institutes for Capacity Building of State Government Officials on the Sevottam Model and Grievance Redressal 2025

Based on desk research and consultations with various stakeholders of the Sevottam Training Programmes, the ASCI Team drafted the Sevottam Guidelines 2025-26 and the Model Curriculum, Content and Andragogy for the Sevottam Training Programmes. The Sevottam Guidelines 2025-26 were drafted, taking into account the existing guidelines and the inputs and insights from the Sevottam Training Programmes. The objective of the Draft Guidelines is to ensure the ATIs further deliver the Sevottam Training Programmes with a greater focus on all aspects that would improve the quality of the learning experience and contribute to better learning outcomes.

The Model Curriculum, Content, and Andragogy aims to serve as a comprehensive framework outlining the essential knowledge, skills, and competencies to ensure a learner-centred training experience that encourages both theoretical and practical skills. It is devised for one and two days, incorporating both theoretical and practical sessions, to cater to the different levels of officials handling grievances at various levels, with a focus on four Modules:

1. Good Governance and Citizen-Centric Administration,
2. Sevottam Framework for Service Delivery,
3. Karmayogi Competency Model for Public Officials, and
4. Behavioural Skills for Public Officials

The Andragogy of the proposed activity encourages Experiential Learning through case studies, role-plays, brainstorming, reflections, collaborative activities, simulations, and other practical learning experiences, as well as references and Quizzes.

The content and andragogy are developed to provide a structured outline with clearly defined learning outcomes. For the Administrative Training Institutes (ATIs), this Model Curriculum, Content and Pedagogy is envisaged to:

- Act as a standardised framework and as a comprehensive handbook for designing and developing the Sevottam Training Programmes
- Aid in enhancing the quality of the Sevottam Training Programmes through interactive, experiential learning and hands-on sessions
- Guide the design of learner-centred training sessions to improve the engagement of the learners.
- Facilitate customisation of the modules based on seniority
- Promote the use of digital technologies for content and assessments

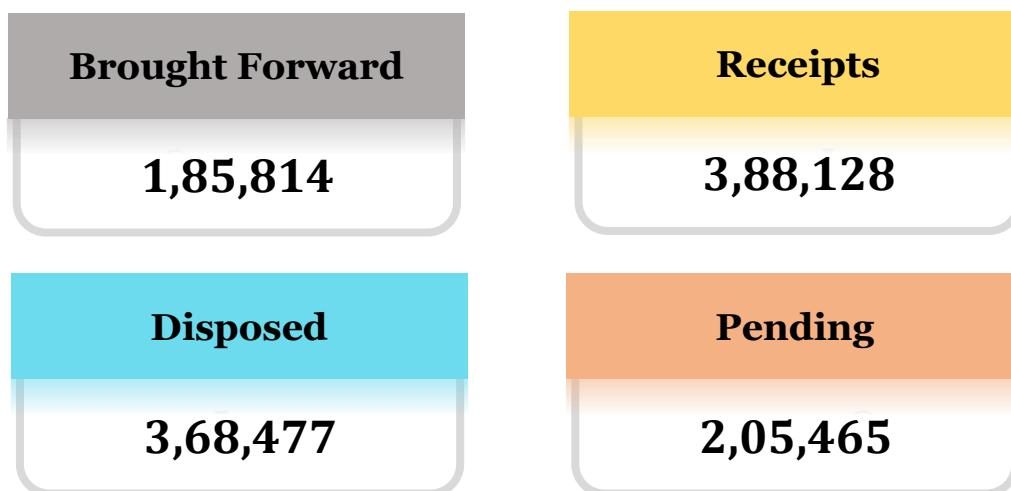
For the state-level officials, who are the ultimate beneficiaries of this exercise, this Model Curriculum, Content and Pedagogy is envisaged to:

- Enable basic and practical understanding of the current and relevant topics on governance, administration, and behavioural skills.
- Encourage collaborative learning, and self-directed learning in addition to reflective practices for continuous improvement.
- Support on-the-job application of knowledge through practical and real-life examples and case studies.
- Facilitate career development through training and certification.
- Equip them with the knowledge, skills, and competencies to become champions of improved public service delivery and citizen-centric administration.

Thus, by aligning the Sevottam capacity-building programmes with the Sevottam Guidelines 2025-26 and the Model Curriculum, Content and Andragogy, a responsible, responsive and empathetic public sector is expected to be created, wherein state-level public officials are envisaged to become agents of change for improved public service delivery and grievance redressal.

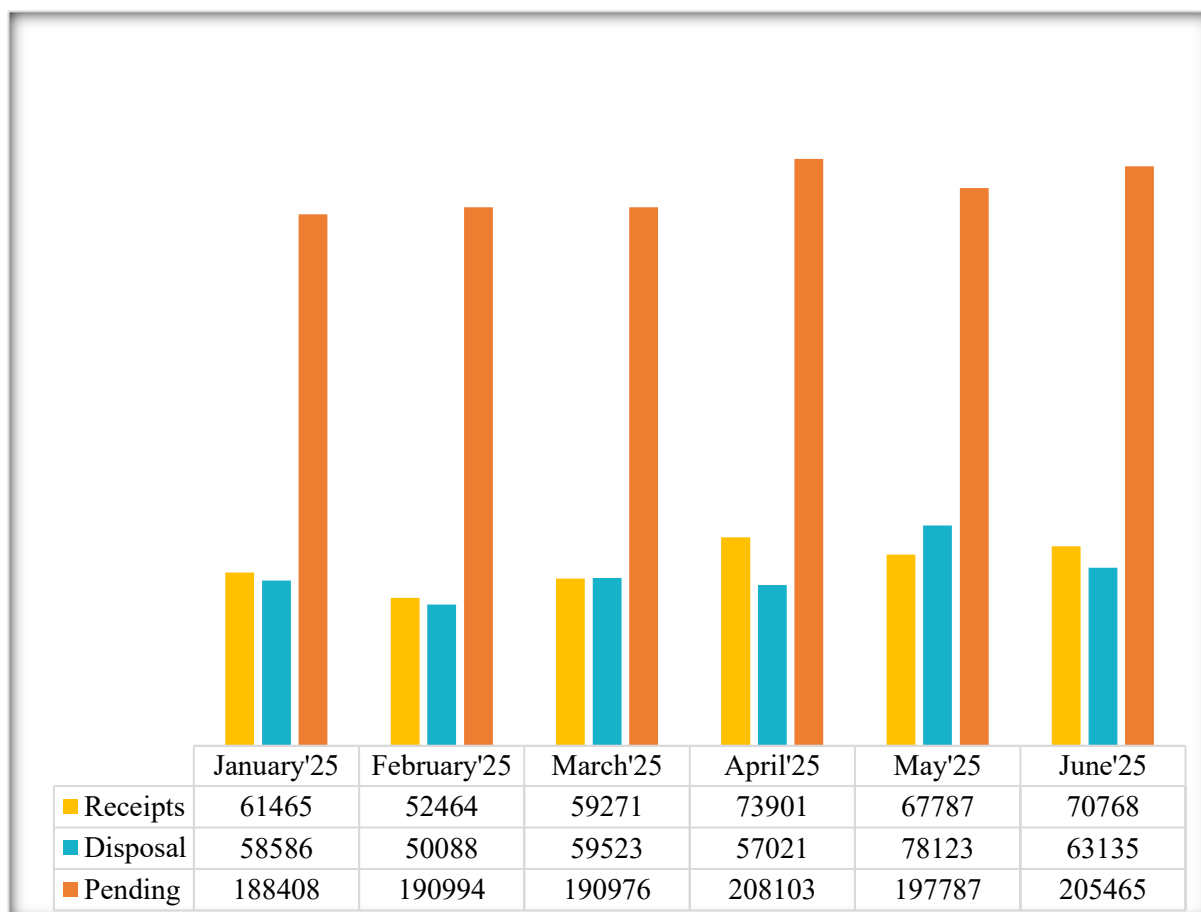
3. Review of Status of Grievances

3.1 Overview



(Time Period: 01/01/2025 to 30/06/2025)

3.2 Month-wise Status of Grievances

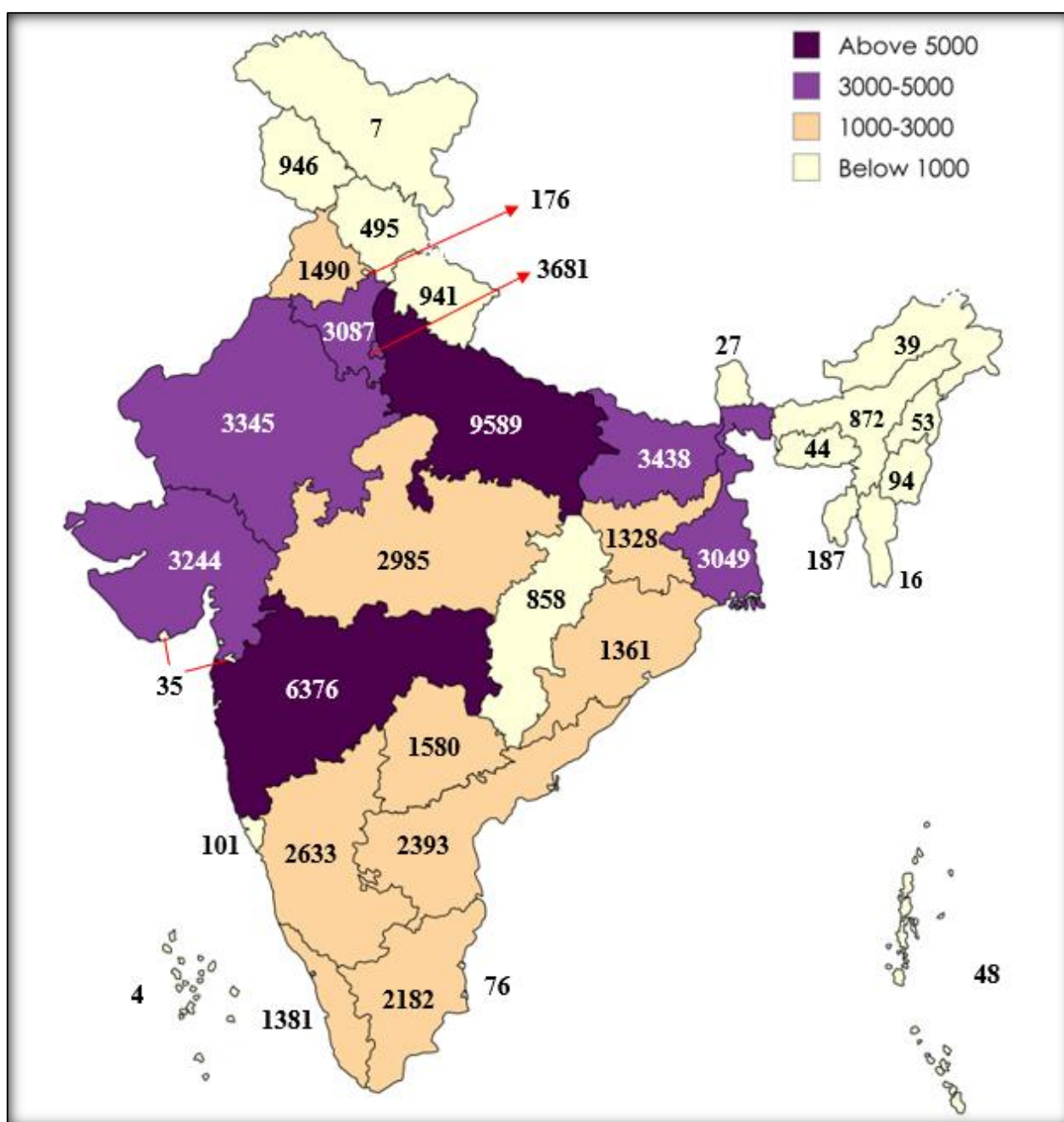


4. New User Registrations

A total of **58,502** new users have registered on CPGRAMS in June, 2025, through various channels, out of which, **9,589** registrations are from Uttar Pradesh.



New user registration on CPGRAMS from States/UTs in June, 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
TOTAL		3,34,953

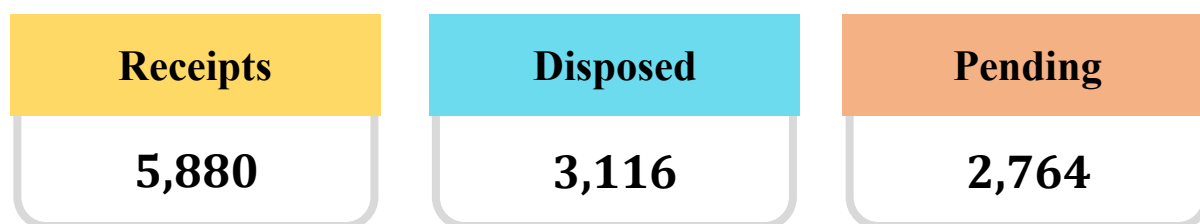


Percentage Change of new user registration on CPGRAMS in States/UTs:

S. No.	Name of State/UT	Total Users Registered (May)	Total Users Registered (June)	% Change
1	Uttar Pradesh	10043	9589	-5%
2	Maharashtra	7092	6376	-10%
3	Delhi	3893	3681	-5%
4	Bihar	3517	3438	-2%
5	Rajasthan	3308	3345	1%
6	Gujarat	3465	3244	-6%
7	Haryana	3243	3087	-5%
8	West Bengal	3103	3049	-2%
9	Madhya Pradesh	3193	2985	-7%
10	Karnataka	2674	2633	-2%
11	Andhra Pradesh	2323	2393	3%
12	Tamil Nadu	2138	2182	2%
13	Telangana	1414	1580	12%
14	Punjab	1539	1490	-3%
15	Kerala	1118	1381	24%

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).

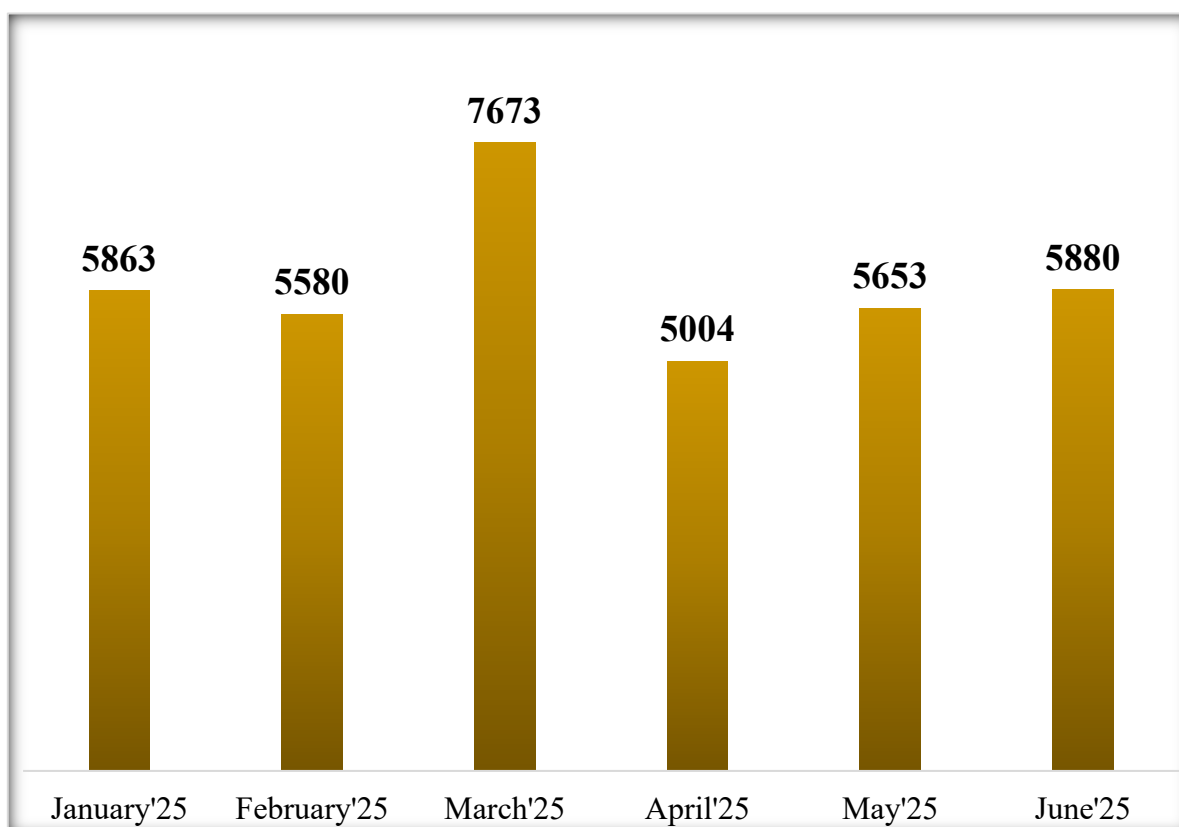


(Time Period: 01/06/2025 to 30/06/2025)



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

A total of **5,880** grievances have been registered through the Common Service Centres in the month of June, 2025





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

S. No.	CSC ID	Grievances Registered	CSC State	CSC District	Grievance Category
1	412525370014	124	Chandigarh	Chandigarh	<ul style="list-style-type: none">Land Regulation related matters
2	237755750016	43	Punjab	Pathankot	<ul style="list-style-type: none">FraudLand Regulation related mattersLoan RelatedPMKISAN related issues
3	166999110014	39	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Crime related (Records, prisons and cyber cell)
4	255153650018	39	Kerala	Alappuzha	<ul style="list-style-type: none">Direct TaxesOthersPensionPension RelatedScheme RelatedService RelatedTechnical Issue Related
5	735431280019	38	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Corruption/Malpractices relatedFraudMatter Related to Unethical practicesMatters related to CommissionsNational Commission for Protection of Child RightsNational Commission for Women (NCW)
6	245657660019	35	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Administrative Matters
7	554276350010	30	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Customer Service RelatedNational Commission for Women (NCW)
8	325631470010	27	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Public Distribution System relatedLand Regulation related mattersDirect TaxesCorruption/Malpractices relatedScheme RelatedAdministrative MattersEncroachment/PathwayObstructionMutation and Registry DisputesDisaster/Hardship Relief RelatedCourt CaseJurisdiction/Relocation RequestsHousehold Document GenerationDrainage/Infrastructure BlockageLaw & Order / Threat to Safety
9	455555670015	26	Uttar Pradesh	Gautam Buddha Nagar	<ul style="list-style-type: none">Corruption/Malpractice relatedScheme RelatedPWD Related
10	634246720015	25	Odisha	Puri	<ul style="list-style-type: none">Landline Related

6. Performance of States/UTs

Receipts		
Rank	State/UT	Receipts in 1 st to 30 th June, 2025
1	Government of Uttar Pradesh	28497
2	Government of Gujarat	4284
3	Government of Haryana	3779
4	Government of Madhya Pradesh	3623
5	Government of Maharashtra	3519
6	Government of NCT of Delhi	3399
<i>Note: 17 States/UTs have received more than 1000 grievances in between 1st to 30th June, 2025</i>		
Disposal		
Rank	State/UT	Disposals in 1 st to 30 th June, 2025
1	Government of Uttar Pradesh	25870
2	Government of Gujarat	3986
3	Government of Rajasthan	3948
4	Government of Odisha	3802
5	Government of Madhya Pradesh	3031
6	Government of Haryana	2966
<i>Note: 16 States/UTs have disposed more than 1000 grievances in between 1st to 30th June, 2025</i>		
Pendency		
Rank	State/UT	Pendency as on 30 th June, 2025
1	Government of West Bengal	46410
2	Government of Uttar Pradesh	21080
3	Government of Maharashtra	20147
4	Government of Odisha	13027
5	Government of Haryana	12066
6	Government of Bihar	11265
<i>Note: 23 States have a pendency of more than 1000 grievances, as on 1st to 30th June, 2025</i>		

7. Categories through IGMS Dashboard

Uttar Pradesh

- Procedural Issues (45.1%)
- Land & Road Issues (25.7%)
- Attachments & Documentation (10.9%)
- State-Level Action & Portals (9.8%)
- Other/Minor Themes (~8.5%)

Gujarat

- Digital Grievance Channels (19.9%)
- Documents & Certificates (19.6%)
- Road & Safety Issues (17.5%)
- Policies & Governance (11.9%)
- Enforcement & Action Requests (8.9%)
- Water & Waste Management (8.9%)
- Housing & Local Works (7.0%)
- Public Transport Services (6.3%)

Maharashtra

- Financial & Document Issues (29.9%)
- Law & Order (12.1%)
- Water, Waste & Health (9.2%)
- Infrastructure Issues – Road Works (8.4%)
- Traffic & Local Access (7.5%)
- Social Media & Digital Channels (6.7%)
- Govt Communication (5.6%)
- Pension & Transfers (5.0%)
- Property & Legal (4.8%)
- Society & Developer Issues (4.4%)
- Poor Quality Area Specific (3.1%)
- Language Based Entries (3.1%)

Madhya Pradesh

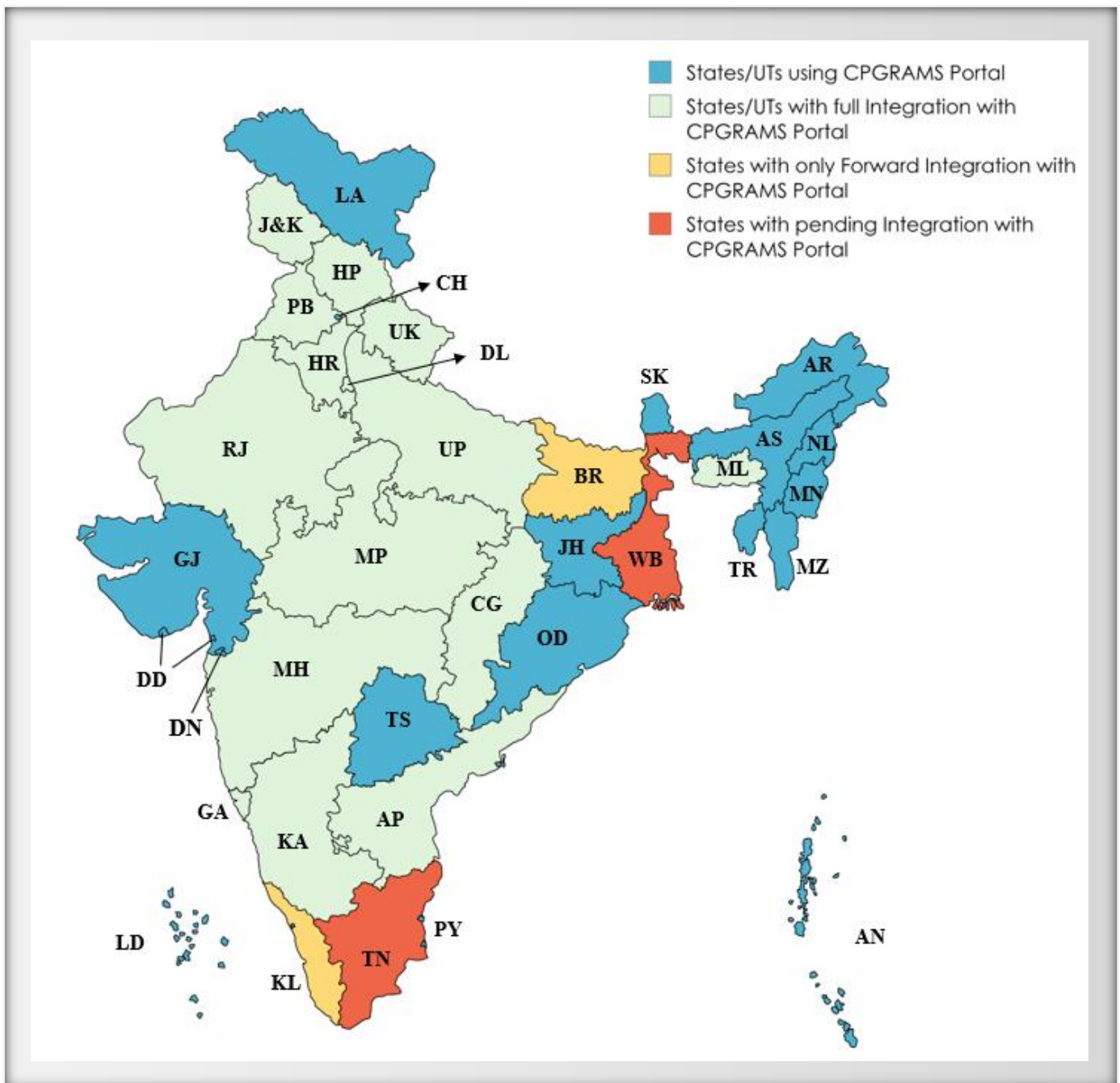
- Power & Service Requests (47.0%)
- Legal & Government Filings (25.9%)
- Electric Line & Standards (8.0%)
- Road Alignment & Location-Specific (7.5%)
- Basic Amenities & Local Governance (7.3%)

Haryana

- Infrastructure & Local Issues (42.9%)
- Law & Government Actions (23.0%)
- Family & Land Identity Records (16.9%)
- General Grievance Submissions (12.2%)
- Document Attachments & Objections (5.0%)

8. 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.



9. 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 are under process:

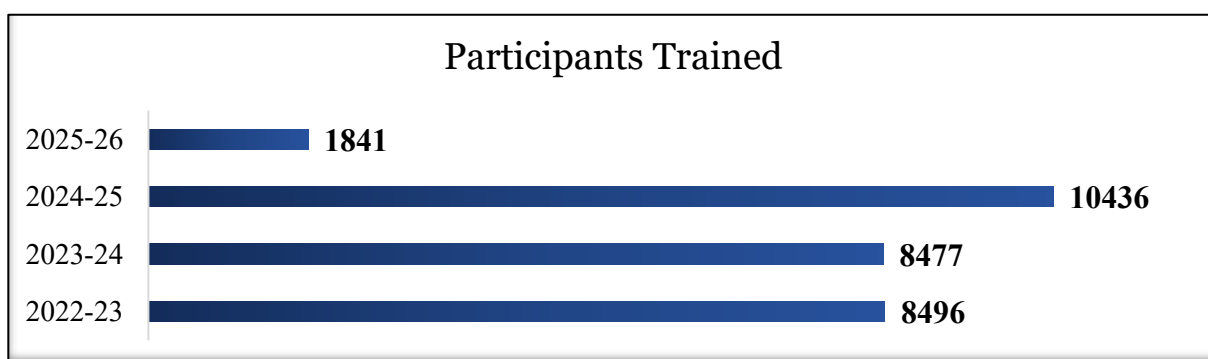
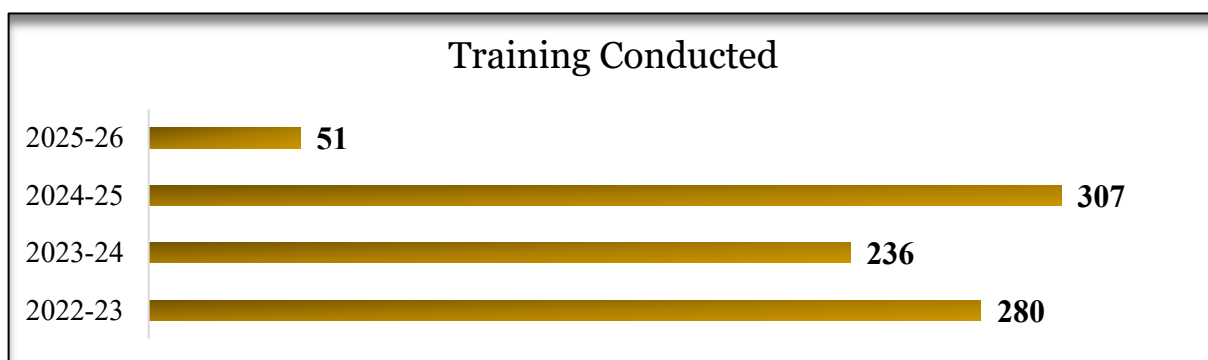
1. Andhra Pradesh	7. Jharkhand	13. Punjab
2. Assam	8. Kerala	14. Rajasthan
3. Delhi	9. Madhya Pradesh	15. Tamil Nadu
4. Gujarat	10. Maharashtra	26. Telangana
5. Haryana	11. Meghalaya	17. Uttar Pradesh
6. Himachal Pradesh	12. Mizoram	

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

10. Sevottam Scheme Portal



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



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

Trainings Conducted

874

Officers Trained

29,250



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	696
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	10436

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/>]



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	24	842
2	Haryana	Haryana Institute of Public Administration (HIPA), Gurugram	17	612
3	Himachal Pradesh	Himachal Pradesh Institute of Public Administration (HPIPA), Shimla	4	95
4	Tamil Nadu	ANNA Administrative Staff College	3	200
5	Telangana	Dr. MCR HRD Institute, Hyderabad	3	92
		Total	51	1841

*****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 Goa Institute of Public Administration and Rural Development (GIPARD)



RCVP Noronha Academy of Administration & Management, Bhopal



11. Success Stories

“

Grievance of Shri Ankit Kumar

Shri Ankit Kumar reported that his firm's HDFC Bank account was frozen without prior notice due to a tax demand related to his father's separate firm. The tax department recovered ₹23,817 without providing the required Form 36 or informing the proprietor, which was improper under Madhya Pradesh VAT rules. Seeking resolution, he filed a grievance on the CPGRAMS Portal. Upon intervention, the issue was taken up with the concerned HDFC Bank branch in Seoni. The branch informed the lead bank, and after discussions, the issue was resolved. The complainant confirmed satisfaction, and the case was closed.

**Bank Account
Held Without
Notice**

”

“

Grievance of Shri Rajiv Shukla

Shri Rajiv Sankhla had been facing a persistent issue of fresh water leakage from the main supply line, which was seeping into his basement wall every time water supply resumed in the area. The problem had been ongoing for around 60 days and was causing damage to his property. Despite lodging complaints with the concerned office, no action was initially taken. Seeking resolution, he filed a grievance on the CPGRAMS portal. Upon inspection, the leakage in the mentioned area near Suma Petrol Pump Gali was identified and rectified, resolving the issue.

”

**Main Water Line
Leakage**

“

Grievance of Shri Vipin Gaur

Shri Vipin Gaur raised a serious concern regarding the complete disruption of water supply in Pandwala Kalan, Delhi, which had continued for four days. The disruption caused immense hardship to the residents, particularly the elderly, women, and children, who were forced to manage without this basic necessity. Despite multiple verbal complaints to the local office, there was no action or communication from the authorities. Seeking resolution, he filed a grievance on the CPGRAMS portal. Following the complaint, the water supply was restored, bringing relief to the affected villagers.

”

Restoration of Water Supply

Electric Meter Connection Processed After Delay

“

Grievance of Shri Hemchand Gola

Shri Hemchand Gola applied for a new domestic electricity connection in Daryaganj, Delhi. After an inspection by the BRPL engineer, the report was not submitted, and the engineer became unresponsive. This delay caused hardship, especially as his mother is a heart patient. Despite repeated visits and complaints, no progress was made, and concerns about corruption were raised. Seeking resolution, he filed a grievance on the CPGRAMS Portal. The issue was eventually addressed by concerned authorities, and the connection request was processed within a week.

”

PIBs and Tweets – June, 2025

Ministry of Personnel, Public Grievances & Pensions

The Department of Administrative Reforms and Public Grievances (DARPG) released the 34th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of May, 2025

A total of 67,787 PG cases were received by States/UTs and 78,123 grievances were redressed in May, 2025

Under the Sevottam Scheme, 855 training courses have been completed, in which 28,438 officers have been trained

Posted On: 13 JUN 2025 6:43PM by PIB Delhi

Ministry of Personnel, Public Grievances & Pensions



DARPG released 34th CPGRAMS Report of States/UTs for May 2025, showcasing Success Stories

Posted On: 16 JUN 2025 12:00PM by PIB Delhi



.@DARPG_GoI released 34th CPGRAMS Report of States/UTs for May 2025, showcasing Success Stories

The report also features 4 success stories of effective grievance resolution from States/UTs

- Grievance of Rajesh Choudhary: Delay in GST Registration for MSME
- Grievance of Pawan Rajput: Irregular Power Supply Issue
- Grievance of Faiz Mohammad Ayyub: Request for Area Cleaning and Mosquito Control
- Grievance of Shakraben Ratilal Solanki: Relocation of Electricity Power Line

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

12:06 PM · Jun 16, 2025 · 6,116 Views



Department of Administrative Reforms and Public Grievances (@DARPG_GoI) released the 34th Report on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) for States/UTs of May, 2025

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Under the Sevottam Scheme, 855 training courses have been completed, in which 28,438 officers have been trained

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

7:45 PM · Jun 13, 2025 · 7,780 Views



ETGovernment
@ET_Government



V Srinivas, Secretary, DARPG & DPPW, Government of India, sheds light on how CPGRAMS is revolutionizing grievance redressal in the public sector.

Know More: youtube.com/shorts/AHoCB3h...

#ETGovernment #ETPSU #FutureReadyBharat



youtube.com
V Srinivas on CPGRAMS and Citizen-Centric Governance |...
V Srinivas, Secretary, DARPG & DPPW, Government of India, sheds light on how CPGRAMS is revolutionizing ...

Annexures

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

Annexure 1.1: Maximum Number of Receipts – June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18453	28497	46950	25870	21080
2	Government of Gujarat	4957	4284	9241	3986	5255
3	Government of Haryana	11253	3779	15032	2966	12066
4	Government of Madhya Pradesh	4428	3623	8051	3031	5020
5	Government of Maharashtra	19049	3519	22568	2421	20147
6	Government of NCT of Delhi	6484	3399	9883	2568	7315
7	Government of Bihar	10369	3296	13665	2400	11265
8	Government of Rajasthan	3085	3246	6331	3948	2383
9	Government of Jharkhand	3693	1902	5595	1536	4059
10	Government of Tamil Nadu	9501	1874	11375	1281	10094

Annexure 1.2: Maximum Number of Disposals – June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	18453	28497	46950	25870	21080
2	Government of Gujarat	4957	4284	9241	3986	5255
3	Government of Rajasthan	3085	3246	6331	3948	2383
4	Government of Odisha	15385	1444	16829	3802	13027
5	Government of Madhya Pradesh	4428	3623	8051	3031	5020
6	Government of Haryana	11253	3779	15032	2966	12066
7	Government of NCT of Delhi	6484	3399	9883	2568	7315
8	Government of Maharashtra	19049	3519	22568	2421	20147
9	Government of Bihar	10369	3296	13665	2400	11265
10	Government of Jharkhand	3693	1902	5595	1536	4059

Annexure 2: Performance of States/UTs - 1st Jan to 30th June, 2025

Annexure 2.1: Maximum Number of Receipts – 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	149787	162059	140979	21080
2	Government of Gujarat	5328	32426	37754	32499	5255
3	Government of Maharashtra	18757	20190	38947	18800	20147
4	Government of Madhya Pradesh	3591	19228	22819	17799	5020
5	Government of Haryana	11070	18410	29480	17414	12066
6	Government of NCT of Delhi	5739	17967	23706	16391	7315
7	Government of Bihar	7858	17556	25414	14149	11265
8	Government of Rajasthan	1407	15997	17404	15021	2383
9	Government of Tamil Nadu	7901	11349	19250	9156	10094
10	Government of Jharkhand	5810	10170	15980	11921	4059

Annexure 2.2: Maximum Number of Disposal – 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of Uttar Pradesh	12272	149787	162059	140979	21080
2	Government of Gujarat	5328	32426	37754	32499	5255
3	Government of Maharashtra	18757	20190	38947	18800	20147
4	Government of Madhya Pradesh	3591	19228	22819	17799	5020
5	Government of Haryana	11070	18410	29480	17414	12066
6	Government of NCT of Delhi	5739	17967	23706	16391	7315
7	Government of Rajasthan	1407	15997	17404	15021	2383
8	Government of Bihar	7858	17556	25414	14149	11265
9	Government of Odisha	18373	7966	26339	13312	13027
10	Government of Jharkhand	5810	10170	15980	11921	4059

Annexure 2.3: States/UTs with more than 1000 Pending Grievances – 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending
1	Government of West Bengal	39914	6537	46451	41	46410
2	Government of Uttar Pradesh	12272	149787	162059	140979	21080
3	Government of Maharashtra	18757	20190	38947	18800	20147
4	Government of Odisha	18373	7966	26339	13312	13027
5	Government of Haryana	11070	18410	29480	17414	12066
6	Government of Bihar	7858	17556	25414	14149	11265
7	Government of Tamil Nadu	7901	11349	19250	9156	10094
8	Government of Kerala	5777	2698	8475	874	7601
9	Government of NCT of Delhi	5739	17967	23706	16391	7315
10	Government of Union Territory of Jammu and Kashmir	7346	3669	11015	4139	6876
11	Government of Himachal Pradesh	5712	1550	7262	872	6390
12	Government of Andhra Pradesh	4046	8170	12216	6170	6046
13	Government of Gujarat	5328	32426	37754	32499	5255
14	Government of Madhya Pradesh	3591	19228	22819	17799	5020
15	Government of Karnataka	5317	7484	12801	7934	4867
16	Government of Chhattisgarh	2199	5957	8156	4006	4150
17	Government of Jharkhand	5810	10170	15980	11921	4059
18	Government of Punjab	3114	9134	12248	9073	3175
19	Government of Rajasthan	1407	15997	17404	15021	2383
20	Government of Uttarakhand	3035	7093	10128	8472	1656
21	Government of Nagaland	1280	100	1380	15	1365
22	Government of Assam	4580	3791	8371	7052	1319
23	Government of Manipur	2285	991	3276	2258	1018

Annexure 2.4: Maximum Pendency Percentage (North-Eastern States) – 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	ACT (in days)	Pending Percentage
1	Government of Nagaland	1280	100	1380	15	1365	462	98.91%
2	Government of Mizoram	767	60	827	236	591	631	71.46%
3	Government of Meghalaya	467	120	587	145	442	198	75.30%
4	Government of Arunachal Pradesh	186	170	356	166	190	62	53.37%
5	Government of Manipur	2285	991	3276	2258	1018	213	31.07%
6	Government of Sikkim	27	76	103	65	38	74	36.89%
7	Government of Tripura	53	739	792	579	213	28	26.89%
8	Government of Assam	4580	3791	8371	7052	1319	88	15.76%

Annexure 2.5: Top 10 States/UTs with grievances pending for more than 21 Days – 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Brought Forward	Receipts	Total Grievances	Disposed	Pending	Pending > 21 Days
1	Government of West Bengal	39914	6537	46451	41	46410	45432
2	Government of Maharashtra	18757	20190	38947	18800	20147	17700
3	Government of Odisha	18373	7966	26339	13312	13027	11936
4	Government of Haryana	11070	18410	29480	17414	12066	9560
5	Government of Tamil Nadu	7901	11349	19250	9156	10094	8776
6	Government of Bihar	7858	17556	25414	14149	11265	8732
7	Government of Kerala	5777	2698	8475	874	7601	7327
8	Government of Union Territory of Jammu and Kashmir	7346	3669	11015	4139	6876	6440
9	Government of Himachal Pradesh	5712	1550	7262	872	6390	6208
10	Government of NCT of Delhi	5739	17967	23706	16391	7315	5401

Annexure 2.6: States/UTs with Low Average Closing Time - 1st Jan to 30th June, 2025

S. No.	Name of State/UT	Total Disposal	Avg. Disposal Time (in days)
1	Government of Kerala	874	3
2	Government of Andaman & Nicobar	561	12
3	Government of Union Territory of Chandigarh	2012	13
4	Government of Telangana	4678	15
5	Government of Uttar Pradesh	140979	16
6	Government of Puducherry	803	16
7	Government of Tripura	579	28
8	Government of Rajasthan	15021	33
9	Government of Gujarat	32499	36
10	Government of Madhya Pradesh	17799	36



Department of Administrative Reforms and Public Grievances

Government of India

Sardar Patel Bhawan, Sansad Marg, New Delhi - 110001