



# Review of Covid-19 Public Grievances – State/UT

06<sup>th</sup> May, 2021



# Introduction

- Covid-19 classification introduced in CPGRAMS w.e.f. 30<sup>th</sup> March, 2020
- COVID-19 PG cases were classified into **11 categories** and every Grievance has been given an **Unique ID (registration number)**
- Stipulated Redress time brought down from **60 days of normal time to 3 days** on COVID-19 public grievances.
- **Auto generated email reminders** being sent for all cases pending beyond 3 days
- **Daily Reports are generated Category Wise and Ministry/Deptt wise** for monitoring at the highest level

## Summary (30-3-2020 to 03-5-2021)

Total No. of Grievances Received – 1,92,474

Total No. of Grievances Disposed – 1,66,474

Disposal – **86.49%**

### Centre

- Received - 122228
- Disposed - 116137  
**(95.02%)**

### States/UTs

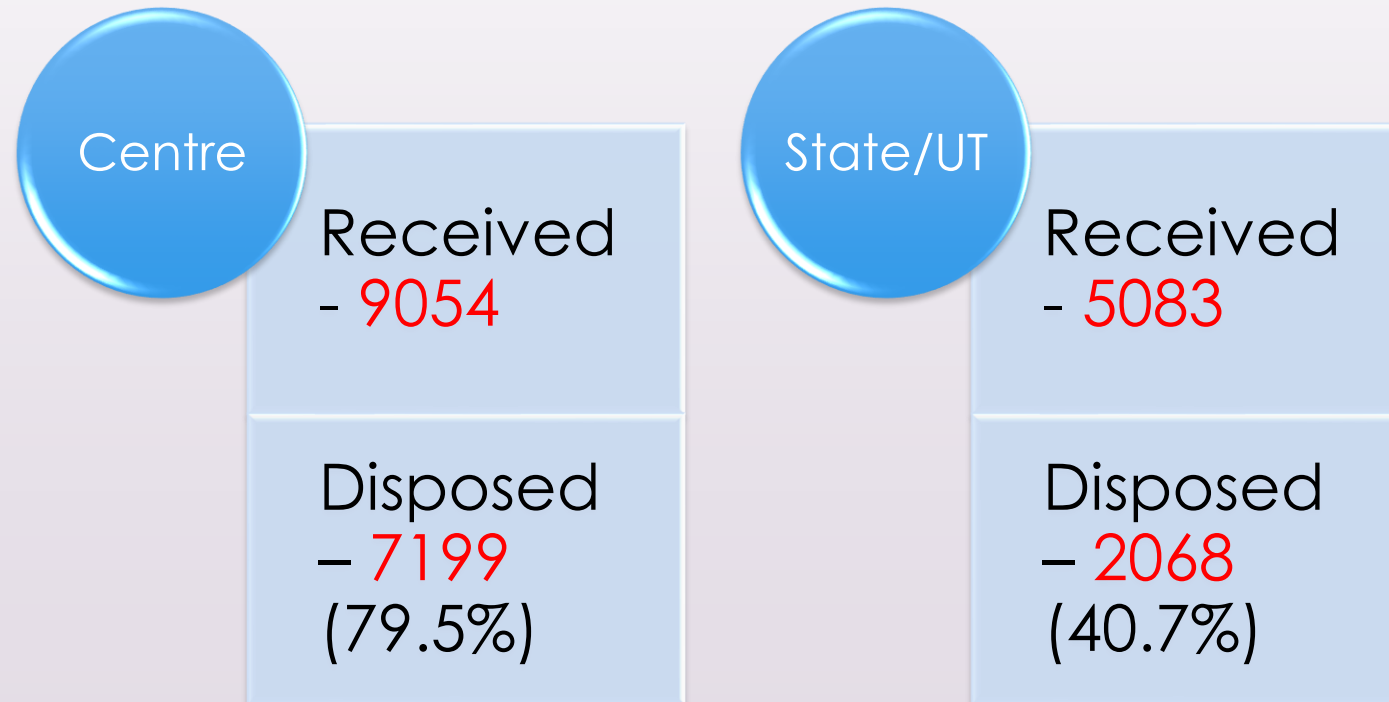
- Received - 70246
- Disposed - 50337  
**(71.66%)**

# Analysis during 2<sup>nd</sup> Wave of Covid-19 (01-3-2021 to 03-5-2021)

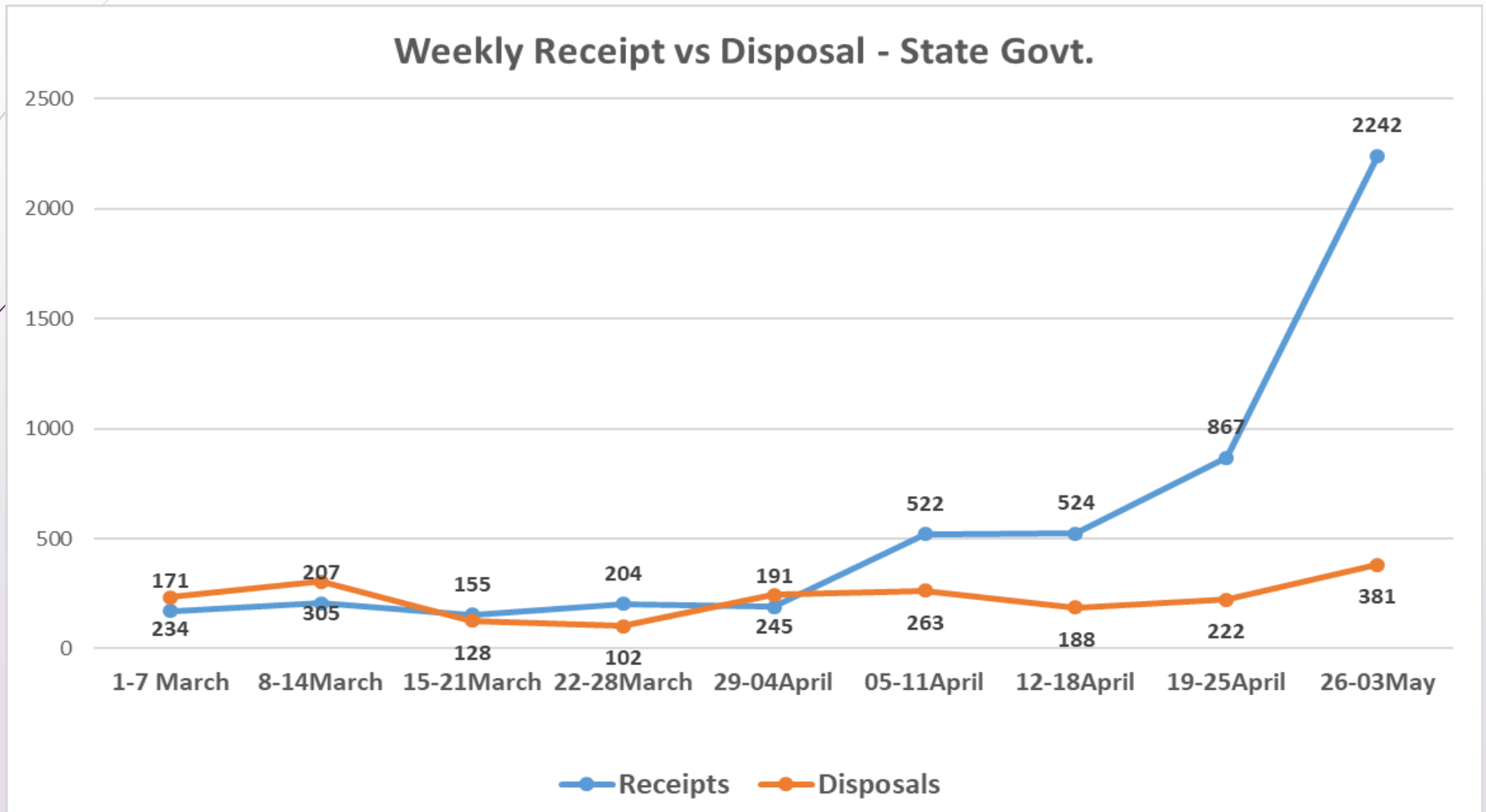
Total No. of Grievances Received – 14137

Total No. of Grievances Disposed – 9267

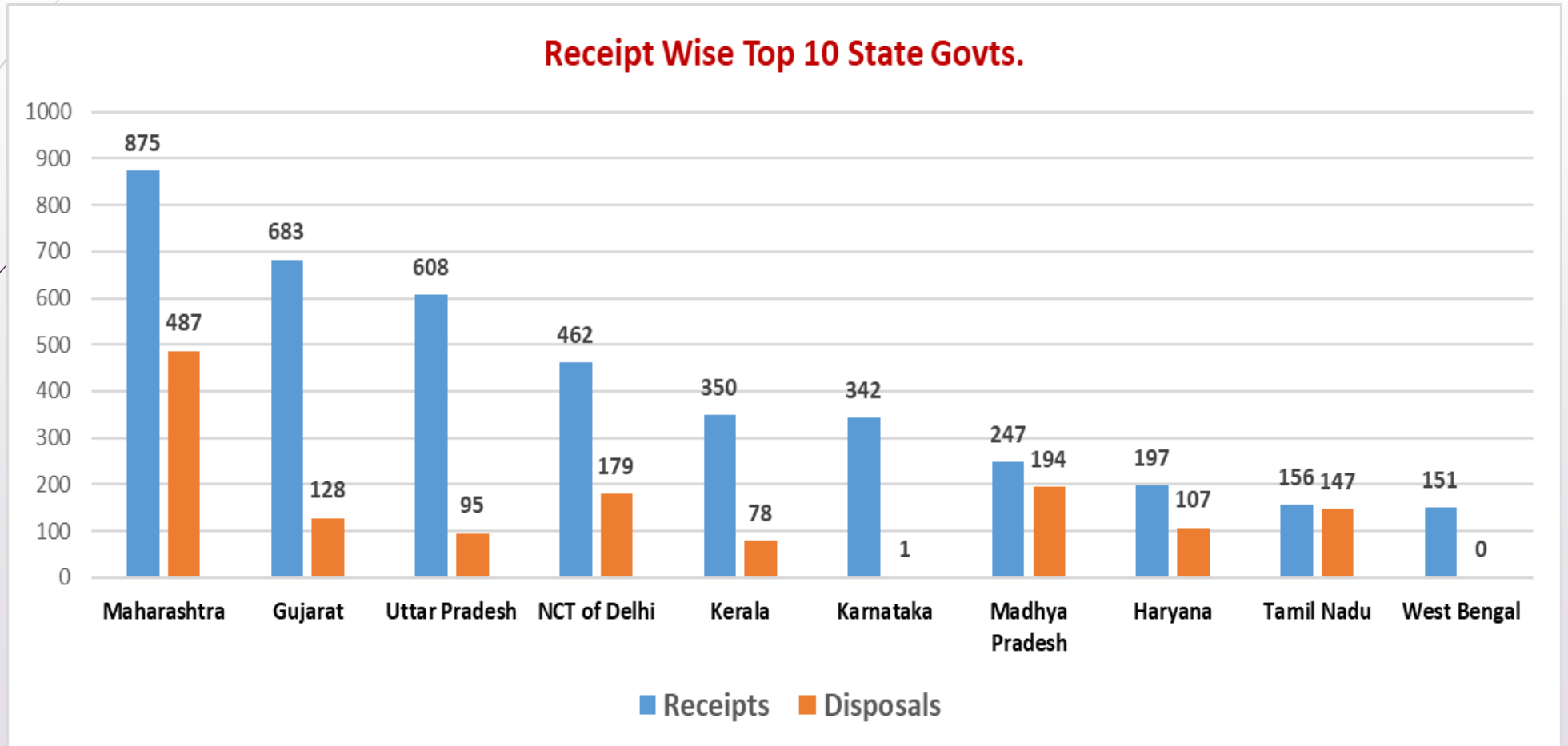
Disposal – **65.55%**



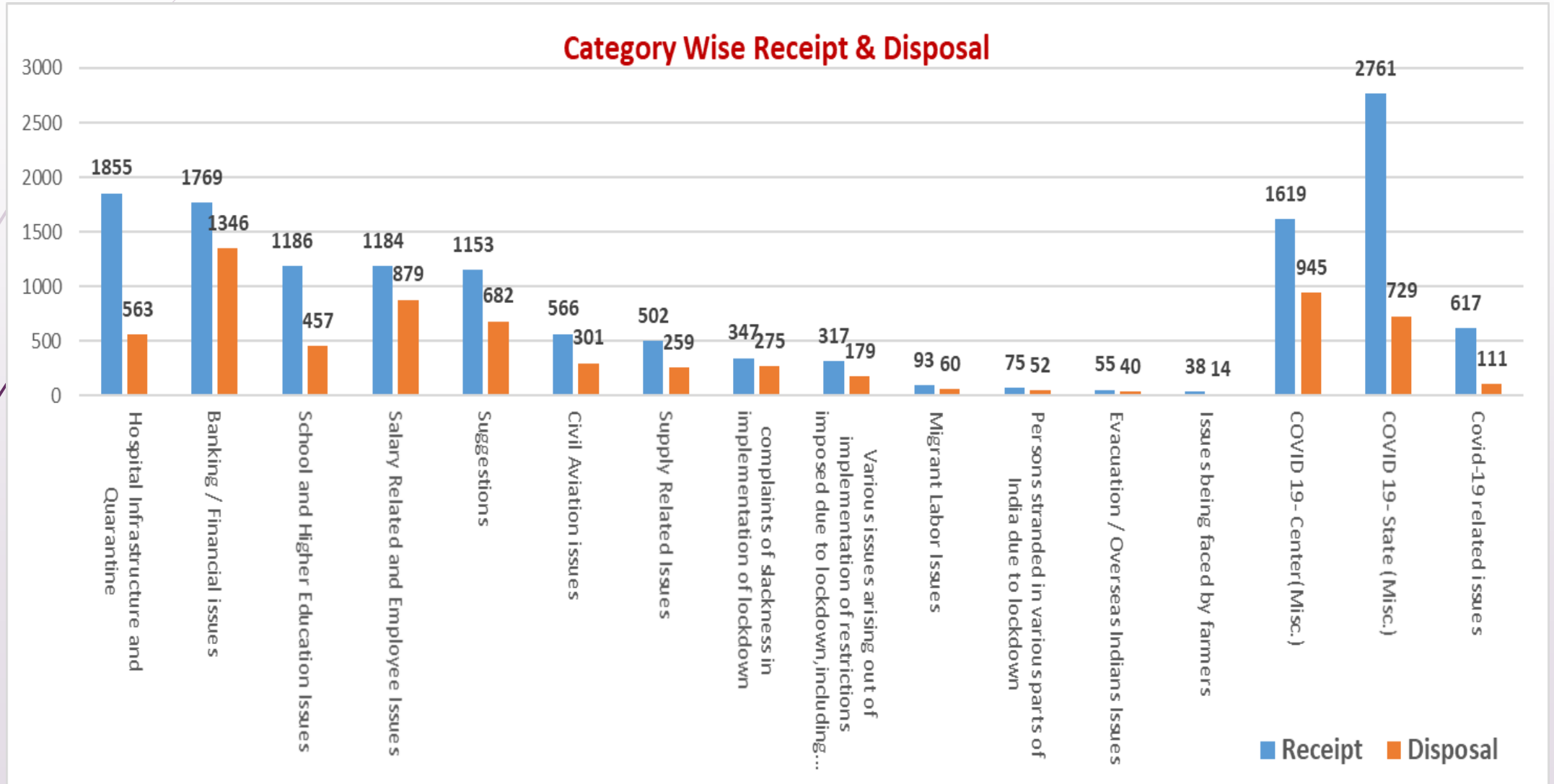
# Analysis during 2<sup>nd</sup> Wave of Covid-19 (01-3-2021 to 03-5-2021) Contd..



# Analysis during 2<sup>nd</sup> Wave of Covid-19 (01-3-2021 to 03-5-2021) Contd..



# Analysis during 2<sup>nd</sup> Wave of Covid-19 (01-3-2021 to 03-5-2021) Contd..



# Plan Ahead – Way Forward



- CPGRAMS Reforms – Expeditious implementation of CPGRAMS reforms
- Integration of State Portals with CPGRAMS
- Integration of District offices / officers in CPGRAMS
- Effective operationalization of appellate system
- Analysis of root cause of grievances and bring systemic reforms





THANKS