



Government of
Maharashtra

आपले
सरकार

MAHARASHTRA GRIEVANCE BULLETIN OCTOBER 2023



सत्यमेव जयते

सामान्य प्रशासन विभाग (प्र. सु. र. व का.)

General Administration Department (A.R. & O. M.)

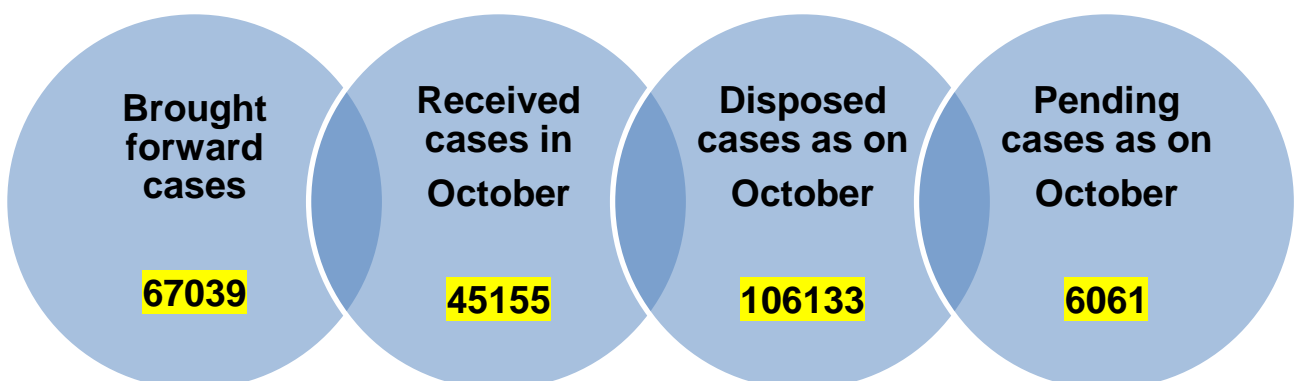
Government of Maharashtra



KEY HIGHLIGHTS

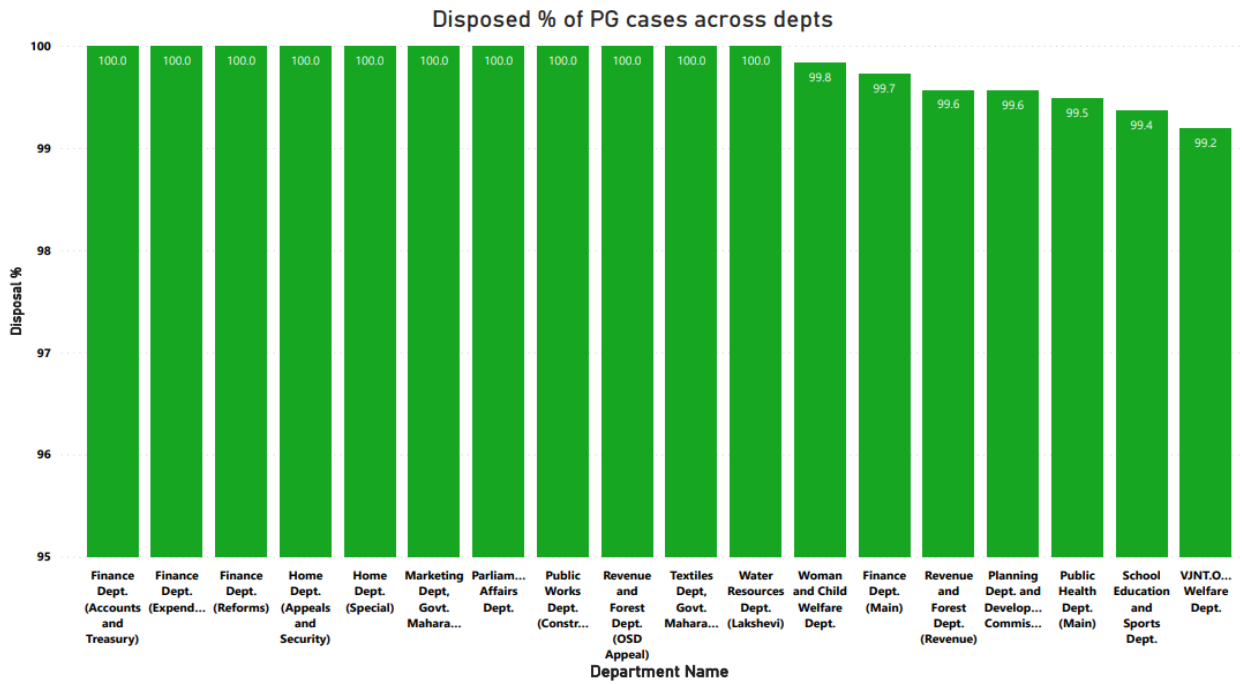
Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In October 2023, a total of **45155 PG cases were received** by different departments.
- A total of **67039 PG cases were brought forward** out of which **106133 PG cases were disposed of**.
- **11 departments have a disposal rate of 100%**, whereas the Finance Department (Main), Women and Child Welfare Department, Planning Department, Public Health Department Revenue, School Education and Sports Department, and Forest Department (Revenue) have a disposal rate of more than 99%.

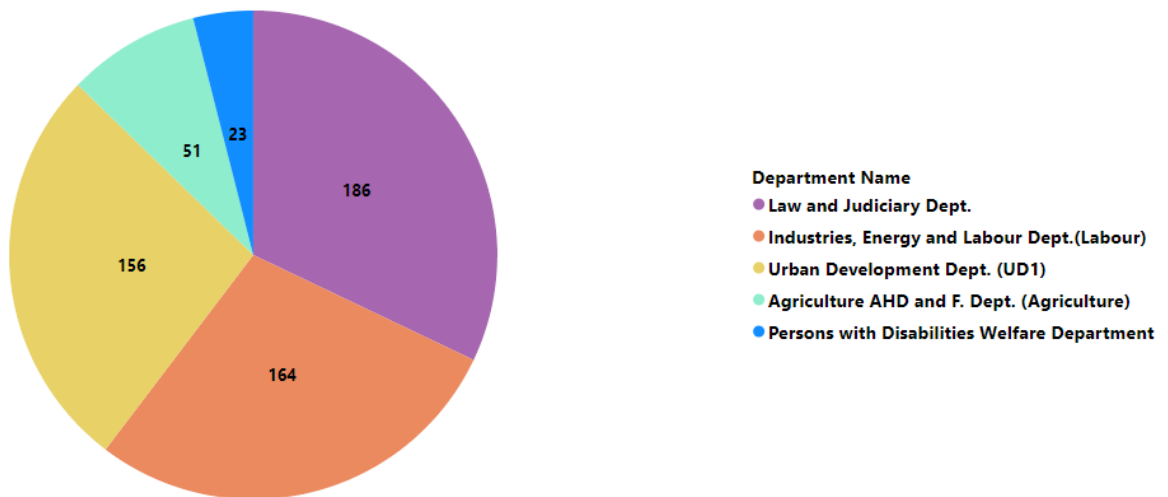




Status of disposal of PG cases on Aaple Sarkar - CPGRAMS

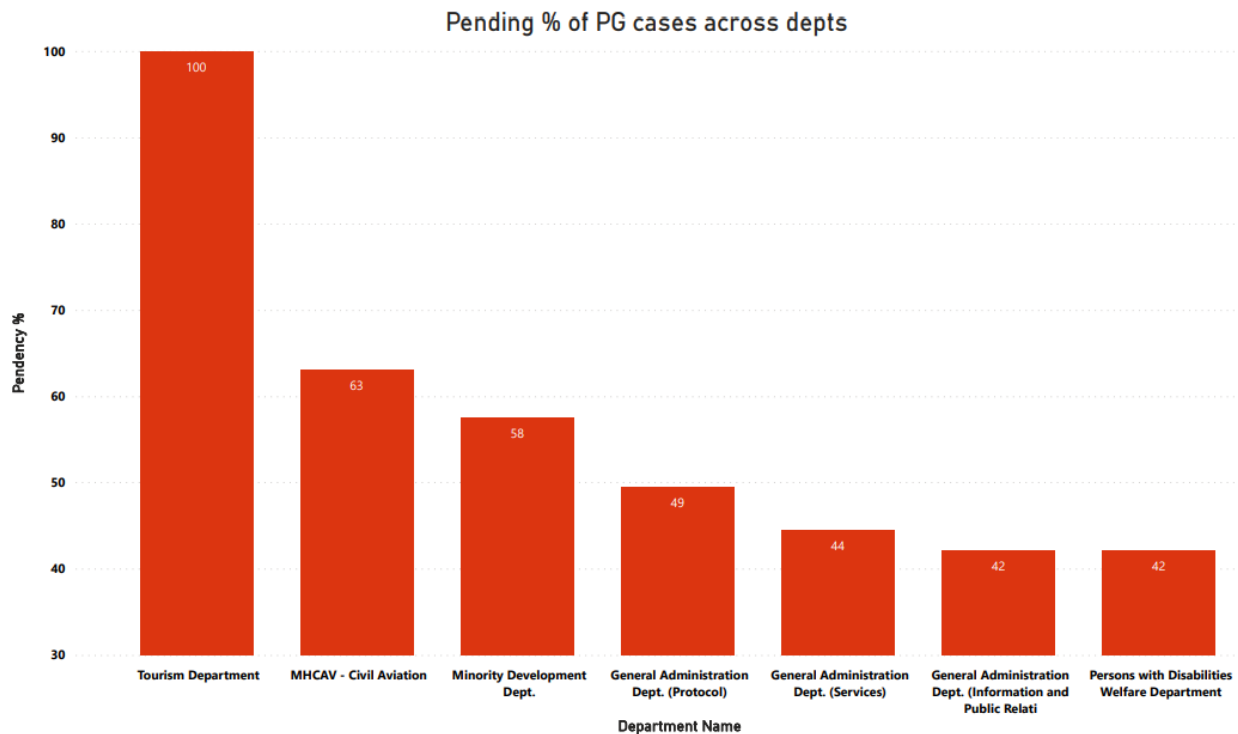


An average number of days taken by departments to dispose of PG Cases:





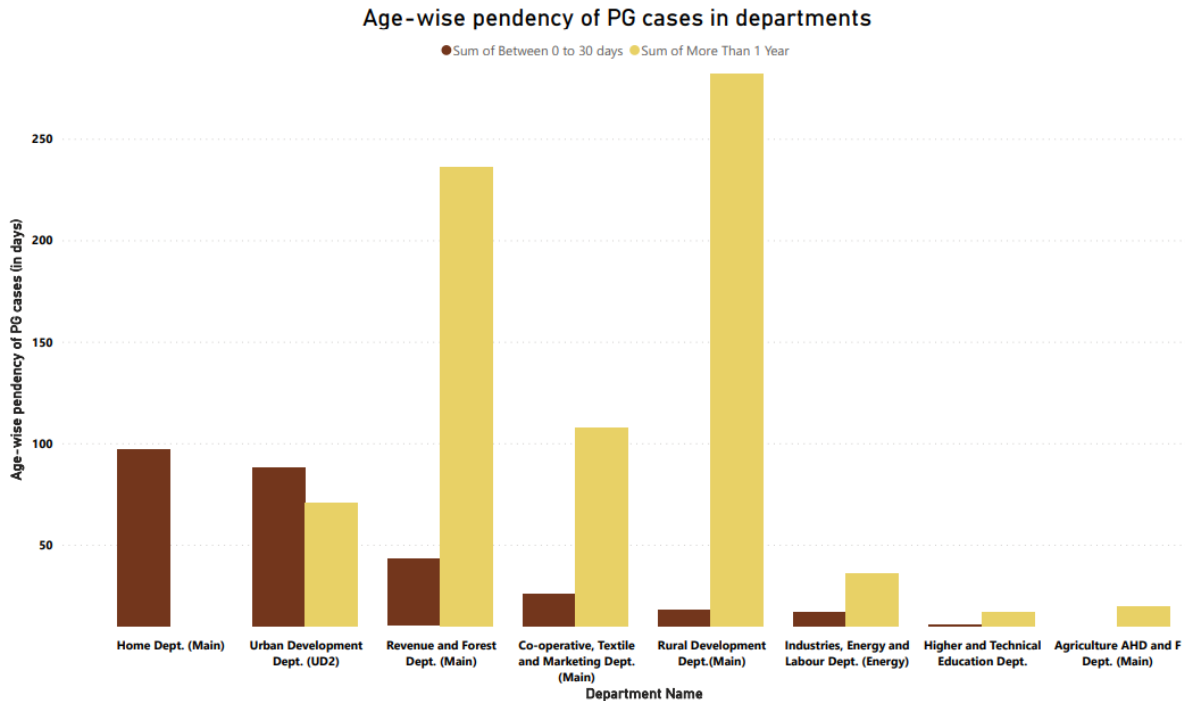
Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



- So far October 2023, a **total of 6061 PG cases are pending** across different departments.
- The Tourism Department has the highest percentage of PG cases.
- The Urban Development Department, General Administration Dept. (Main), General Administration Dept. (Protocol), Public Works Department are still taking more than 500 days to dispose of the PG cases which is a key area to improve.



Age-wise pendency of PG cases in departments:



Aaple Sarkar - CPGRAMS Special Campaign:

A specialized campaign initiated by the General Administration Department (A.R. & O.M.) was successful and as a result, the backlog of pending grievances was significantly reduced from 21,452 to 14,218.

Since this initiative has been beneficial for citizens largely, the campaign is again operationalized from 1st November to 30th November 2023.