



Government of
Maharashtra

MAHARASHTRA GRIEVANCE BULLETIN

NOVEMBER 2023



सत्यमेव जयते

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

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

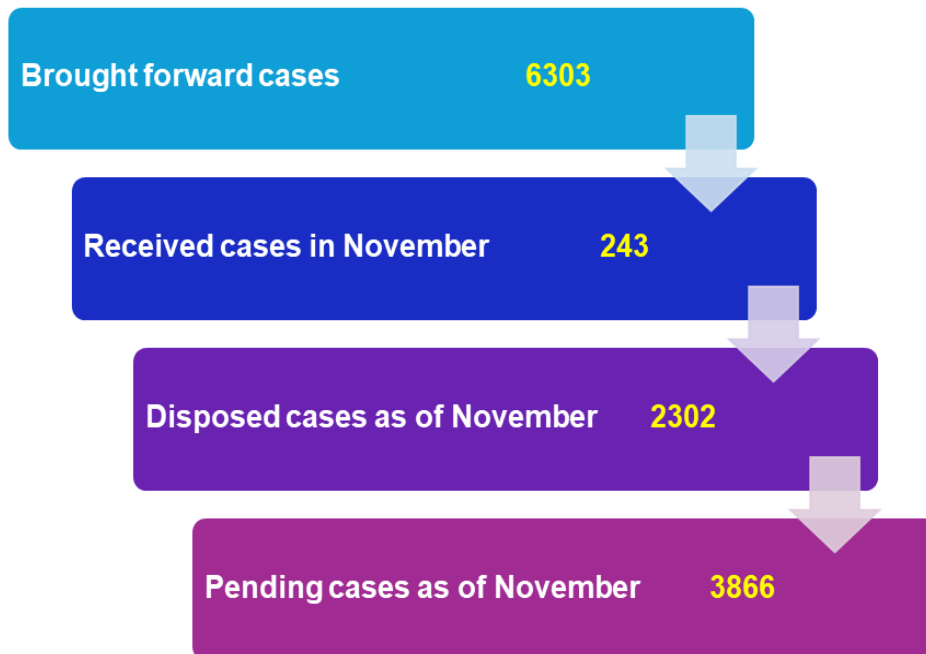
Government of Maharashtra



KEY HIGHLIGHTS

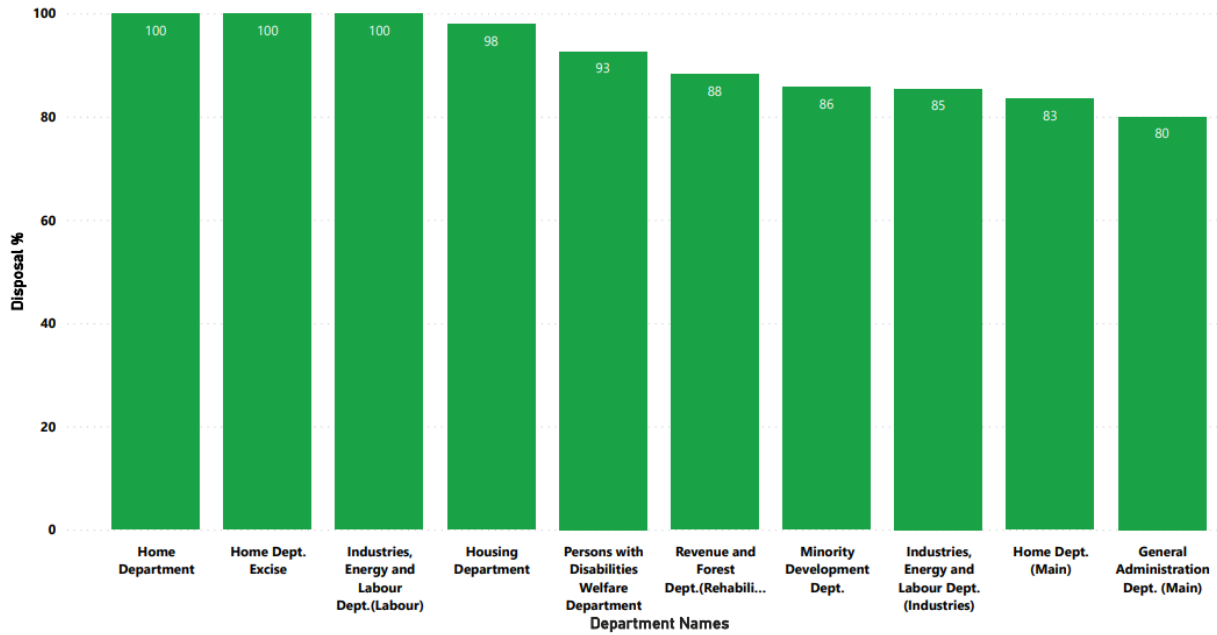
Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In November 2023, **243 PG cases were received** by different departments.
- A total of **6303 PG cases were brought forward** out of which **2302 PG cases were disposed of**.
- **The Home Department, Home Department (Excise), and Industries, Energy & Labour Department (Labour)** have a 100% disposal rate of PG cases received.
- **The Women & Child Welfare Department and School Education & Sports Departments** have disposed of PG cases received in less than 30 days.

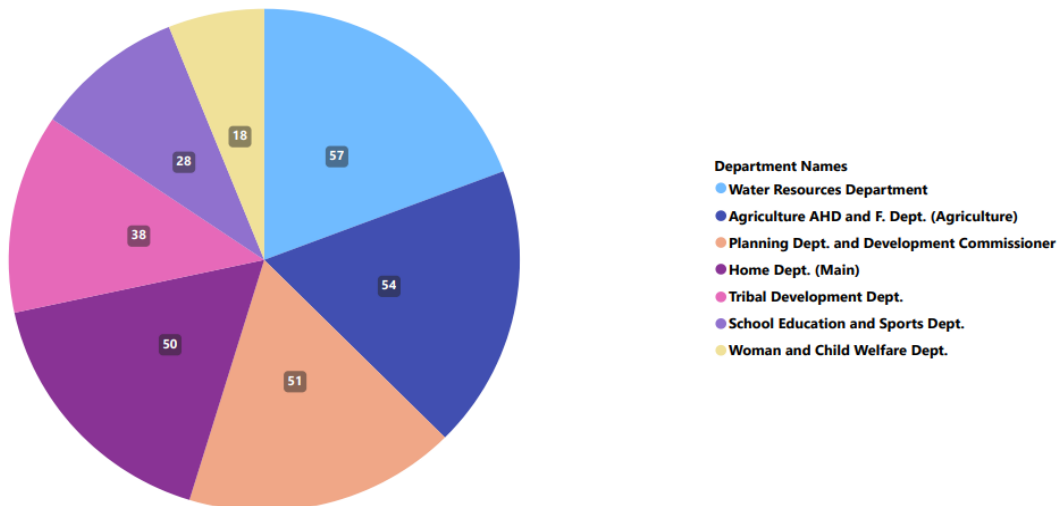




Status of disposal of PG cases on Aaple Sarkar - CPGRAMS:

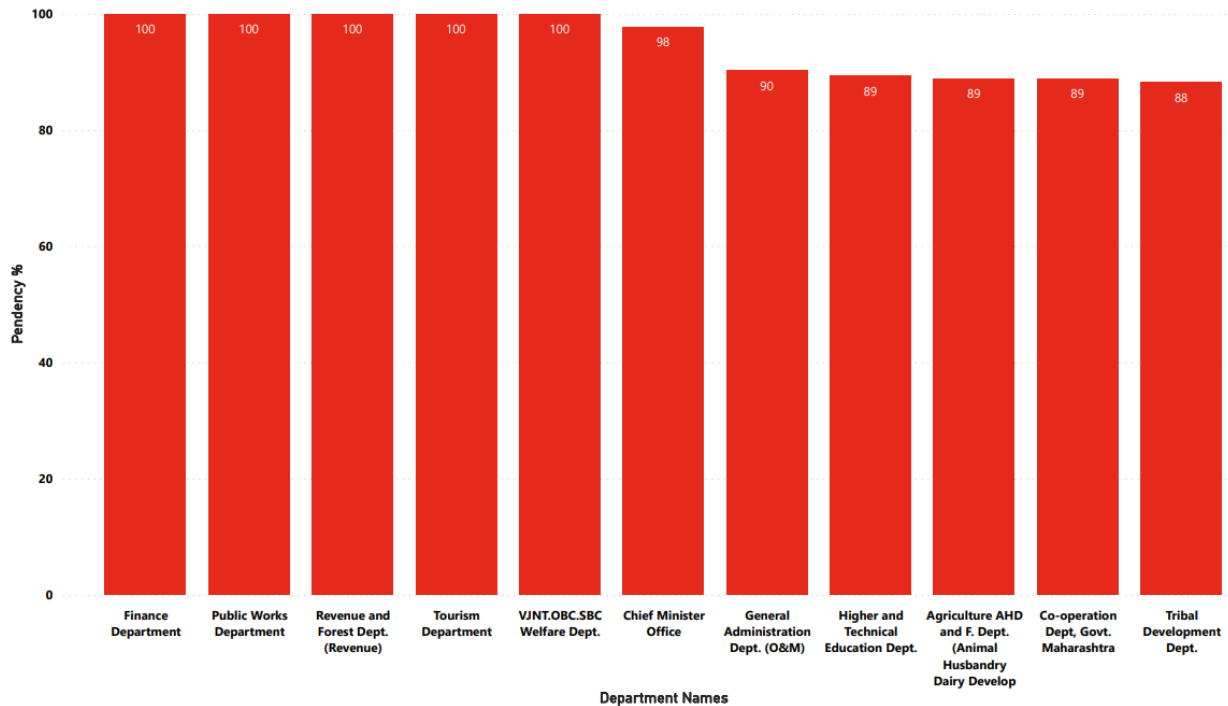


An average number of days taken by departments to dispose of PG Cases:





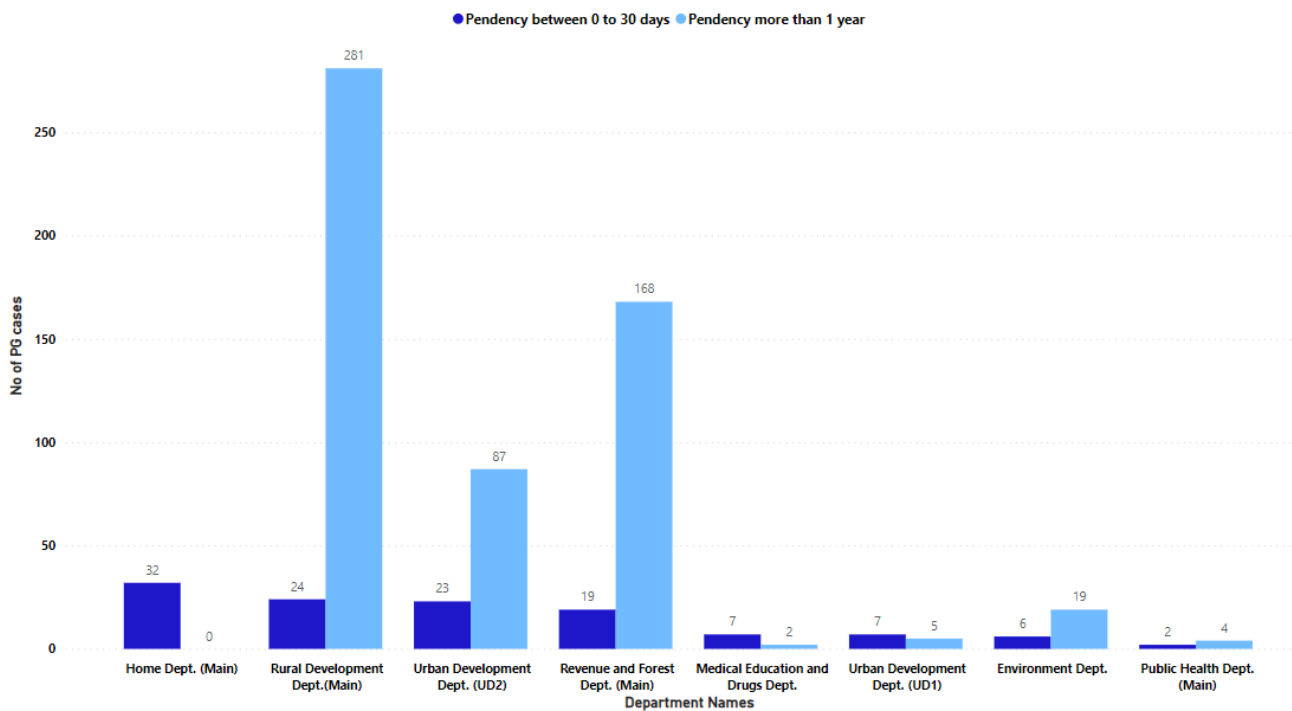
Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



- So far November 2023, **3866 PG cases** are pending across different departments.
- **The Finance Department, Public Works Department, Revenue & Forest Department, VJNT.OBC.SBC Welfare Department and Tourism Department** have the highest pendency percentage of PG cases.
- Currently, **the Rural Development Department** has a pendency of **281 PG cases** for over a year. Similarly, the **Revenue & Forest Department** also has a pendency of **168 PG cases** over the last year.



Age-wise pendency of PG cases in departments:



Aaple Sarkar - CPGRAMS Special Campaign:

A 2nd specialized campaign was initiated by the General Administration Department (A.R. & O.M.) from November 1st to November 30th, 2023, for the disposal of PG cases.

This campaign helped in reducing the backlog of pending grievances, decreasing from 6168 to 3866.

The Revenue and Forest Department. (Main) (278 cases disposed of), the Agriculture Department (255 cases disposed of), and the Energy Department (134 cases disposed of) are top performers in the specialized campaign.