



Government of  
Maharashtra

आपले  
सरकार

# MAHARASHTRA GRIEVANCE BULLETIN

SEPTEMBER 2023



सत्यमेव जयते

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

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

Government of Maharashtra



# Introduction

This is the first ‘Maharashtra Grievance Bulletin’ for the month of September 2023, highlighting the recent initiatives taken by the General Administration Department (A.R. & O.M.). It aims to track the disposal of grievances and deliver citizen-centric services.

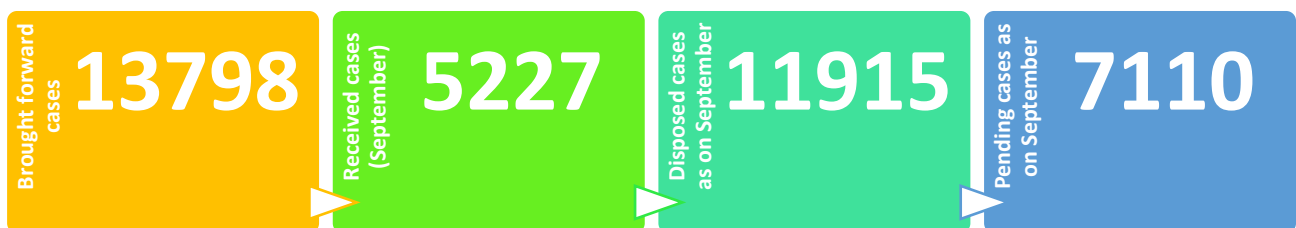
Over the past months, a series of initiatives were launched with the objective of streamlining processes, improving grievance disposal rates, and promoting integration with central portals.

This report serves as a comprehensive overview of the public grievance cases received and outlines the key actions taken to address them. As we look ahead, we are anticipating further achievements in the coming months to advance our grievance management capabilities.



## Status of Public Grievances on Aaple Sarkar - CPGRAMS

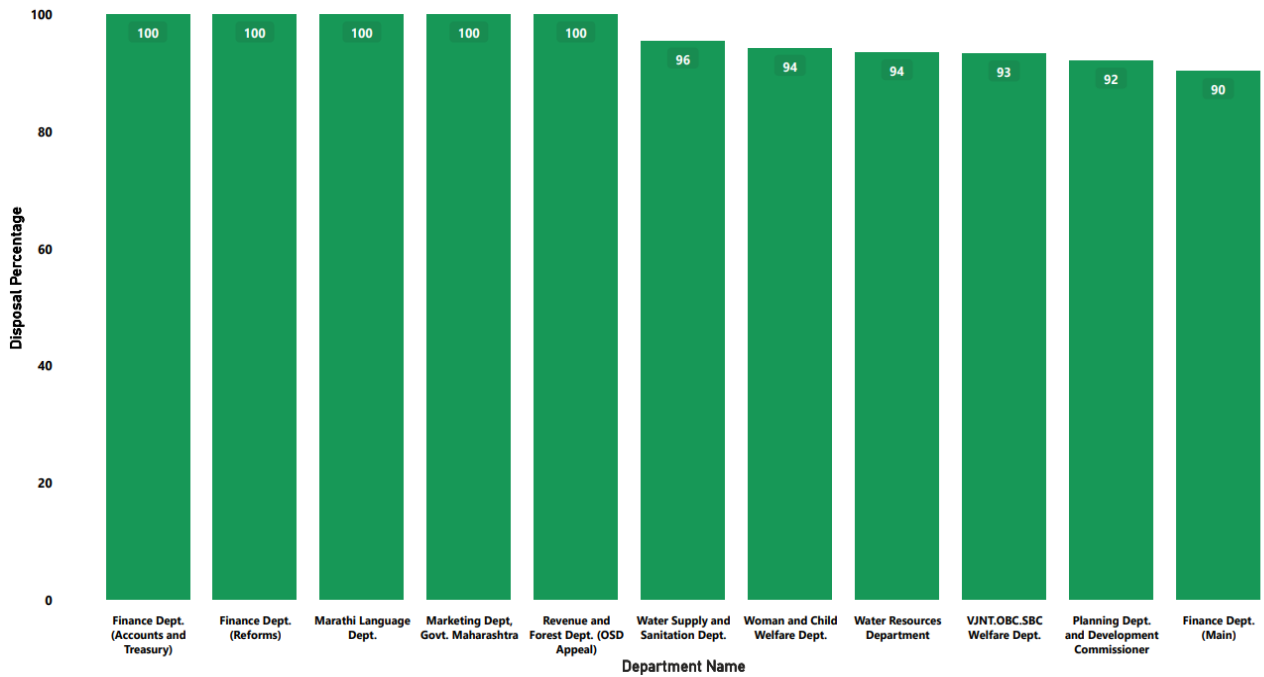
- In September 2023, a total of **5227 PG cases** were received by different departments.
- A total of **13798 PG cases** were brought forward out of which **11915 PG cases** were disposed off.
- 11 departments have a disposal rate greater than 90%, moreover, the **Finance Department (Accounts and Treasury), Marathi Language Department, Marketing Department, and Revenue and Forest Department (OSD Appeal)** have a **100% disposal rate**.
- Departments like the Water Resources Department, Minority Development Department, Marathi Language Department, and Public Health Department take less than 10 days to dispose PG cases.



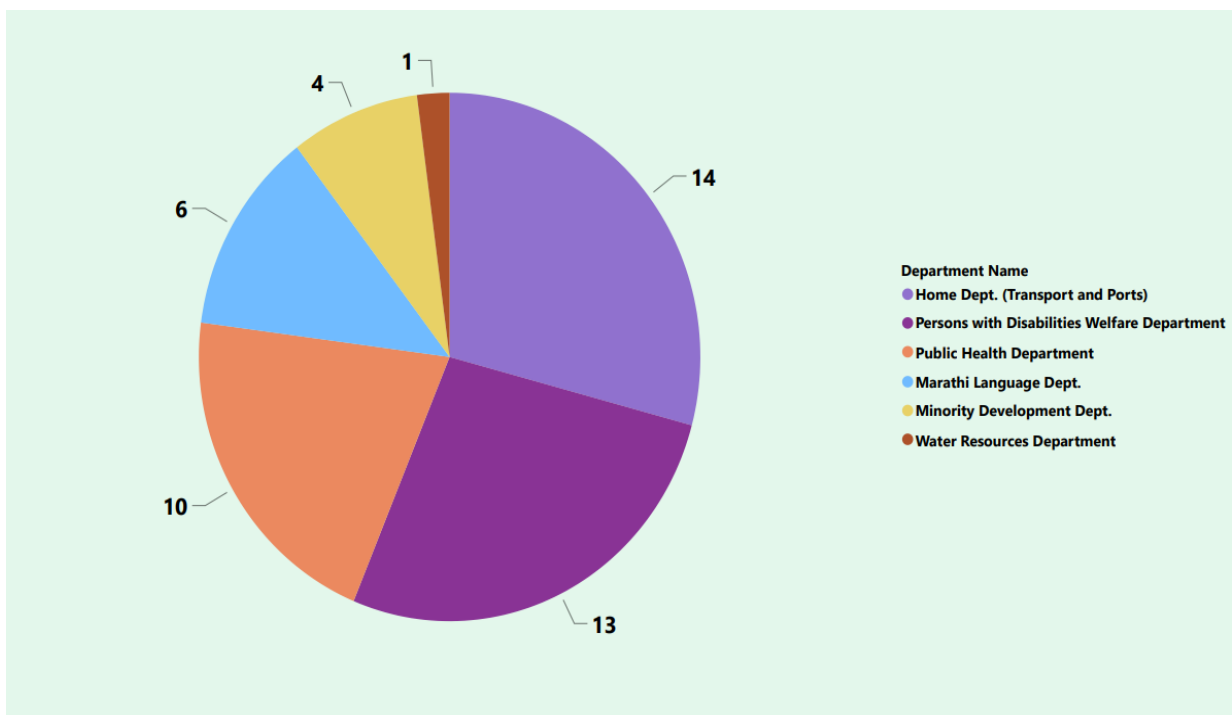


## Status of disposal of PG cases on Aaple Sarkar - CPGRAMS

Disposed % of PG cases across depts.



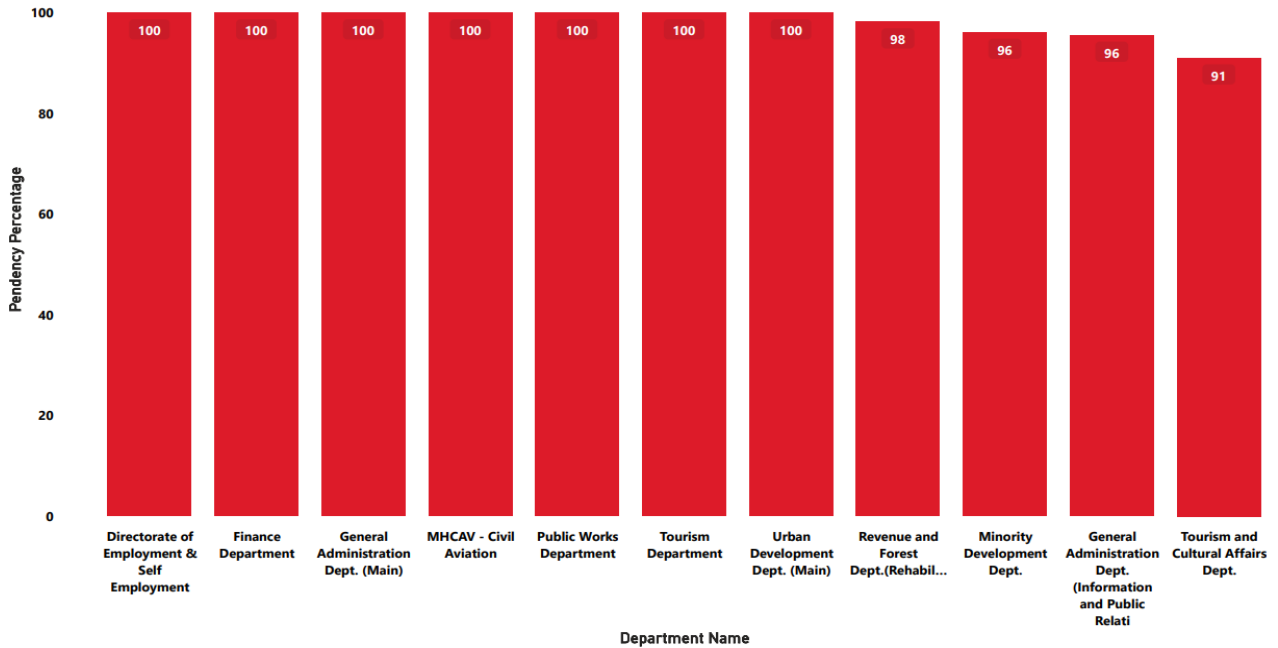
An average number of days taken by departments to dispose of PG Cases:





## Status of pendency of PG cases on Aaple Sarkar - CPGRAMS

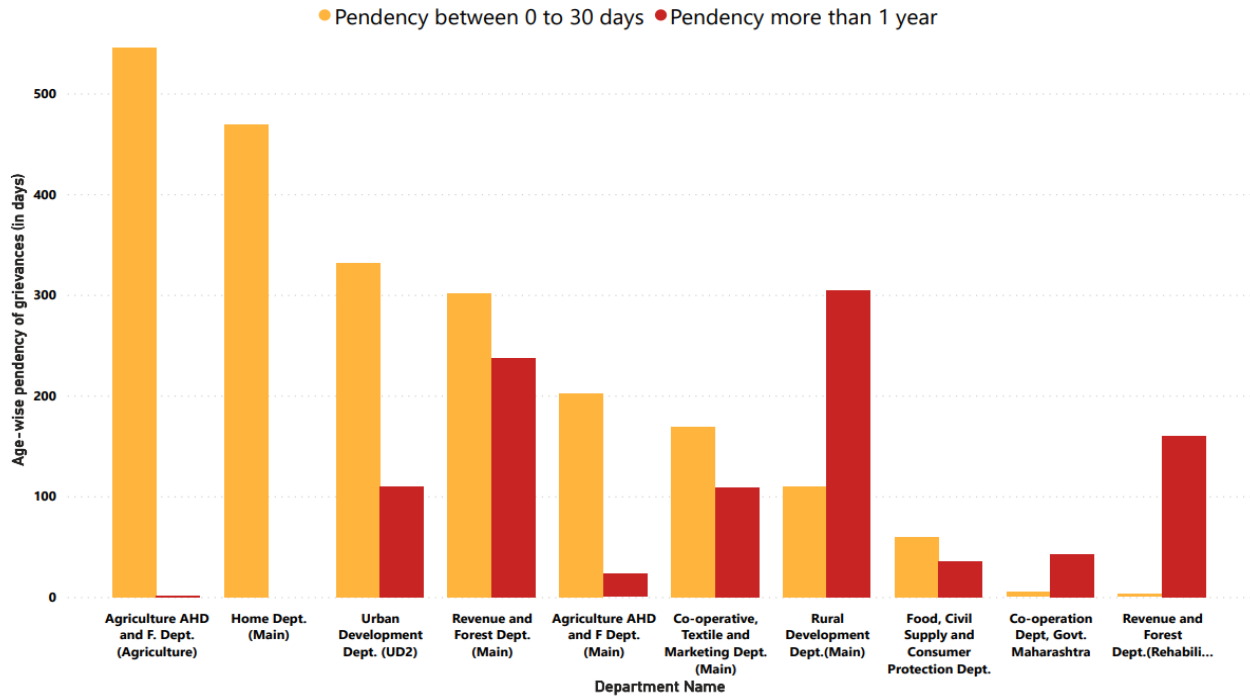
Pendency % of PG cases across depts.



- So far September 2023, a total of 7110 PG cases are pending across different departments.
- Public Works Dept. (Roads) and General Administration Dept. (Services) are still taking more than 400 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

According to the CPGRAMS July 2023 Report, Maharashtra ranked 9th in the Grievance Redressal Index, achieving a net score of 28.83%.

A specialized campaign was initiated by the General Administration Department (A.R. & O.M.) from August 15th to August 31st, 2023, with the aim of boosting the rate at which grievances were resolved.

In just 10 days, the backlog of pending grievances was significantly reduced, decreasing from 21,452 to 14,218, resulting in the disposal of 33% of pending cases.