



Government of
Maharashtra

MAHARASHTRA GRIEVANCE BULLETIN

DECEMBER 2023



सत्यमेव जयते

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

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

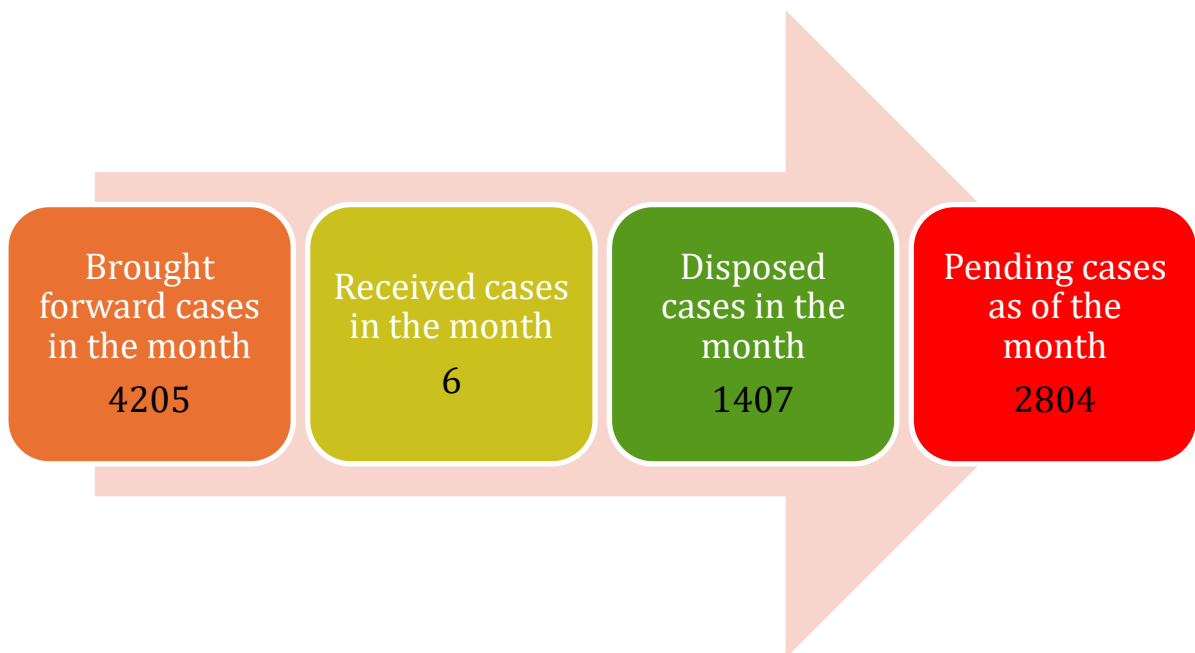
Government of Maharashtra



KEY HIGHLIGHTS

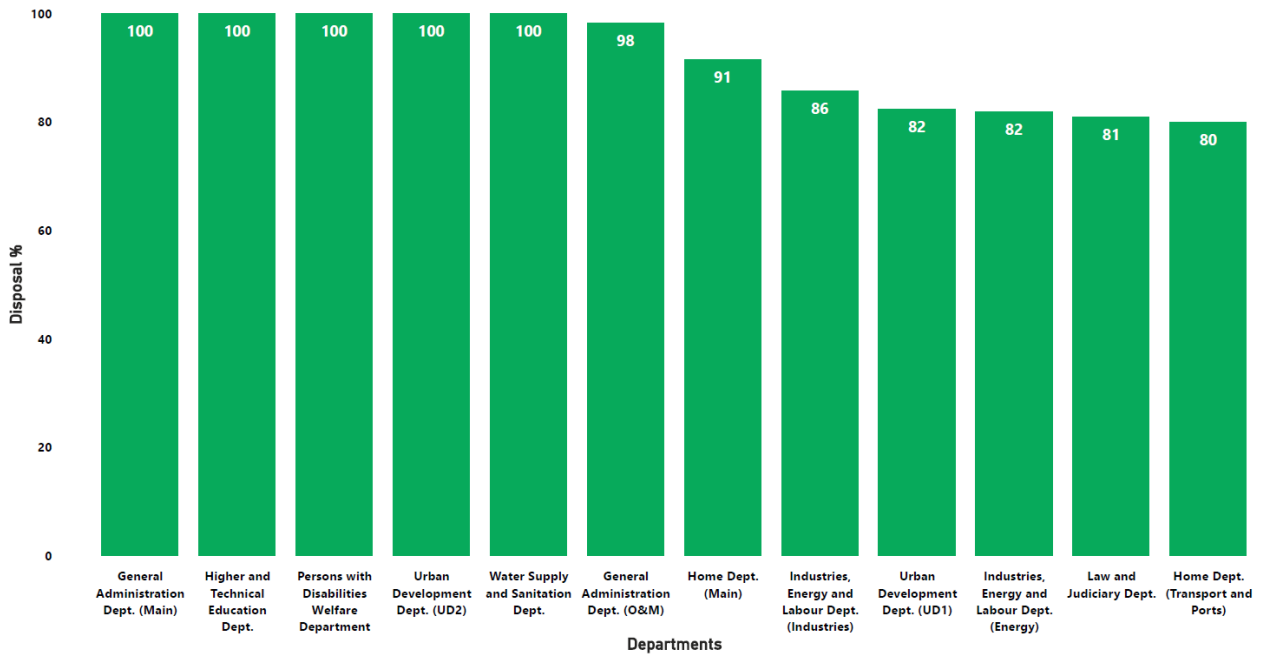
Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In December 2023, different departments brought forward **4205 PG cases**.
- Out of 4205 cases, **1407 PG cases were disposed of**.
- **The Urban Development Department (UD2), Higher & Technical Education Department, General Administration Department (Main), Person with Disabilities Welfare Department, and Water Supply & Sanitation Department have a 100% disposal rate** for received PG cases.
- **The Chief Minister's Office** brought forward **84 PG cases** in the month and has a **63% disposal rate**.
- The Water Supply & Sanitation Department (11 days) and Planning Department (16 days) disposed of PG cases in less than 20 days.

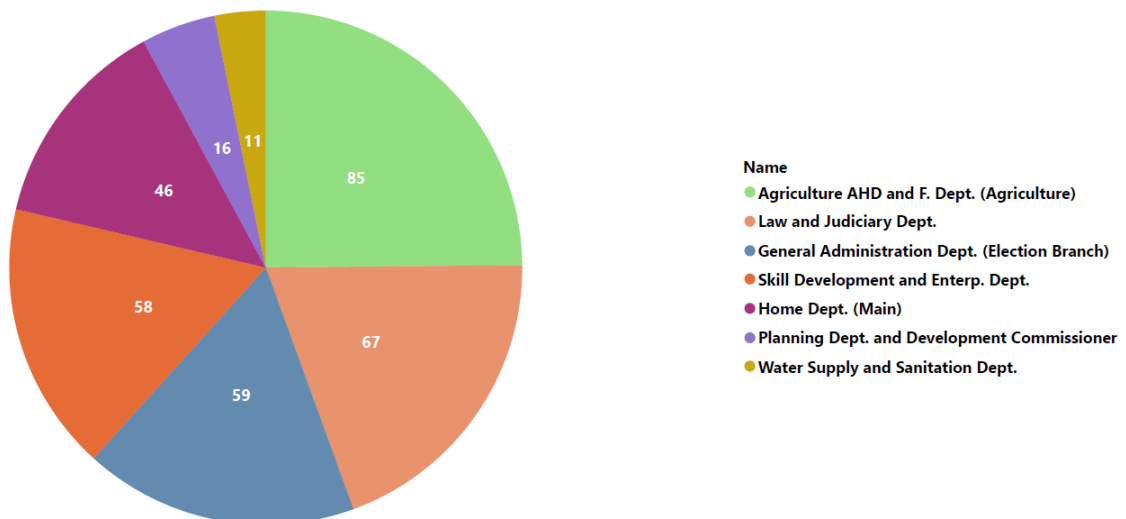




Status of disposal of PG cases on Aaple Sarkar - CPGRAMS:

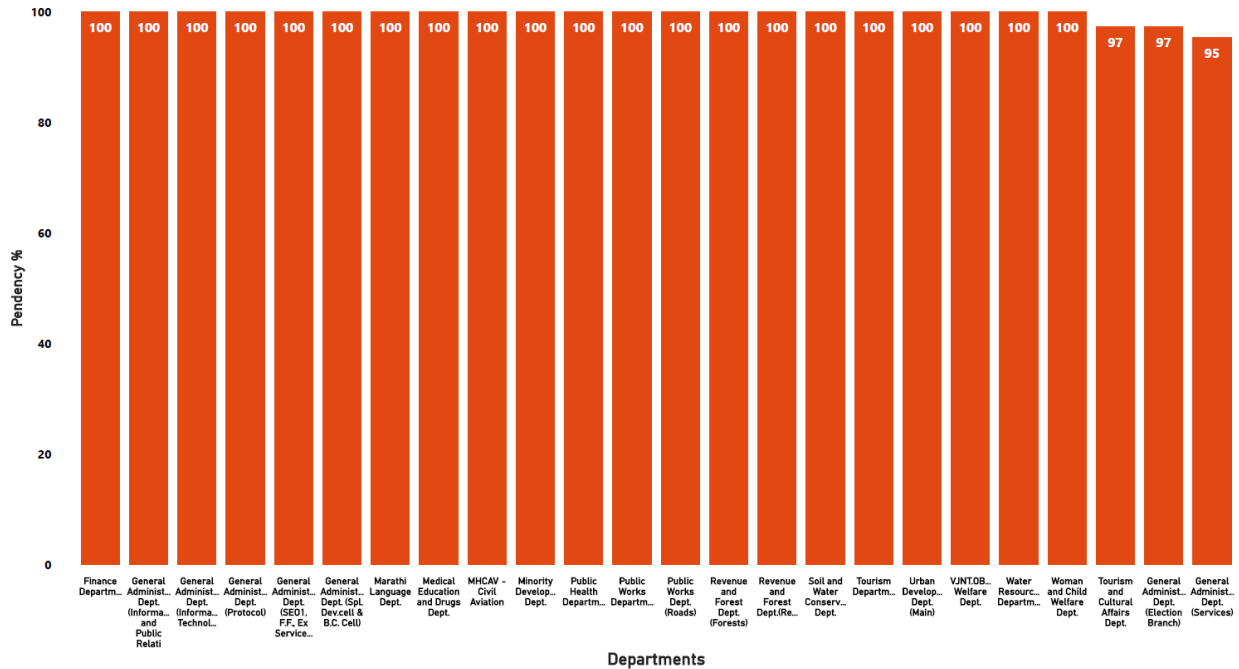


An average number of days taken by departments to dispose of PG Cases:





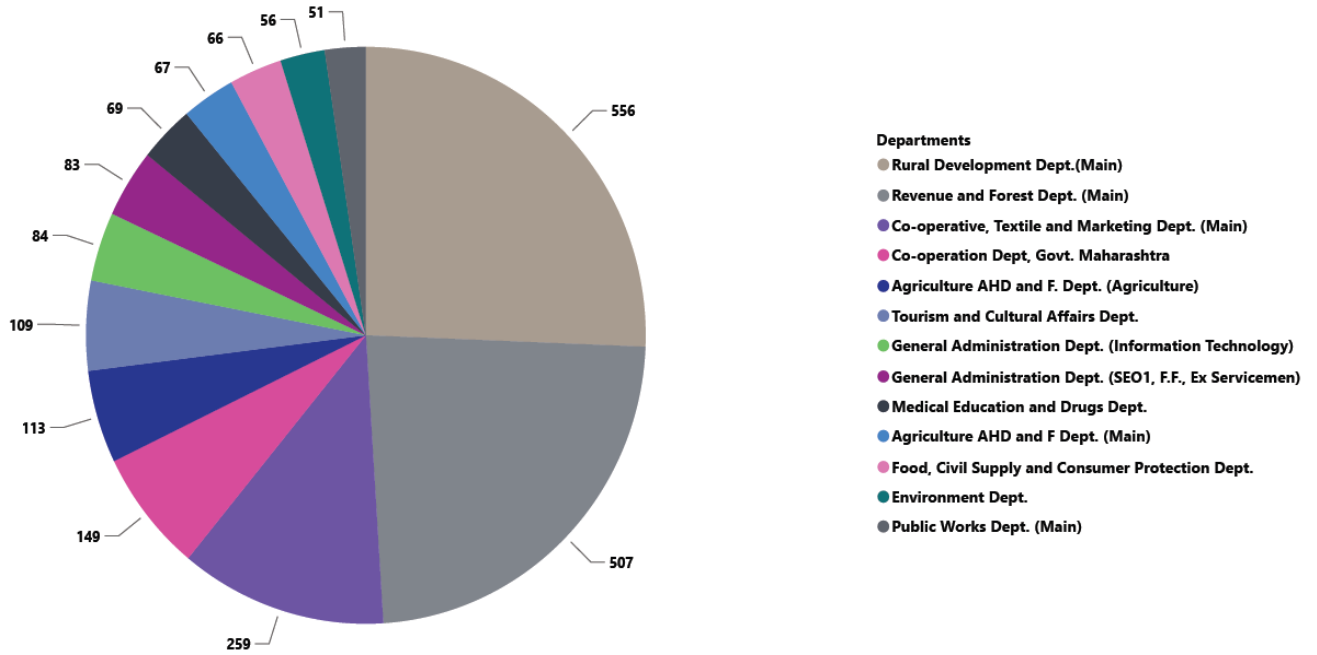
Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



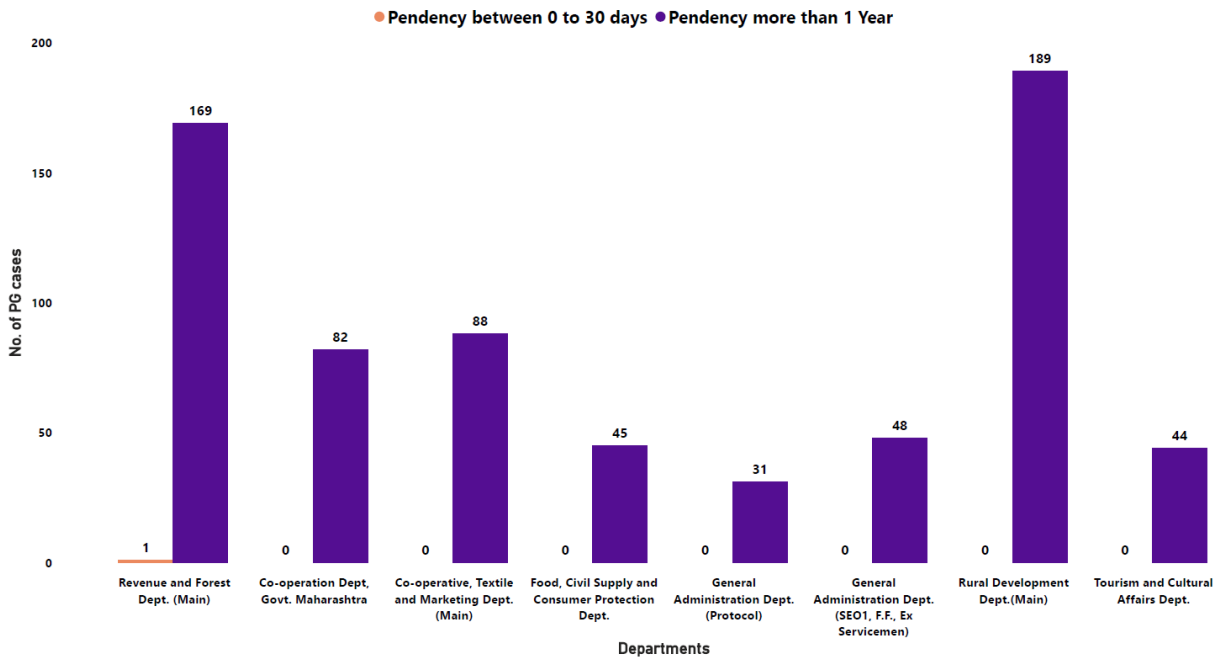
- As of December 2023, **2804 PG cases are pending** across different departments.
- The Finance Department, Marathi Language Department, Minority Development Department, Public Works Department, Medical Education & Drugs Department, and Tourism Department have the highest pending PG cases.
- Currently, the **Rural Development Department has a pendency of 556 PG cases**. Similarly, the **Revenue & Forest Department also has a pendency of 507 PG cases**.



Total pending PG cases as on December



Age-wise pendency of PG cases in departments:





Administrative Reforms and Organization & Methods (A.R., & O.&M.),
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