



Government of
Maharashtra

MAHARASHTRA GRIEVANCE BULLETIN

FEBRUARY 2024



सत्यमेव जयते

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

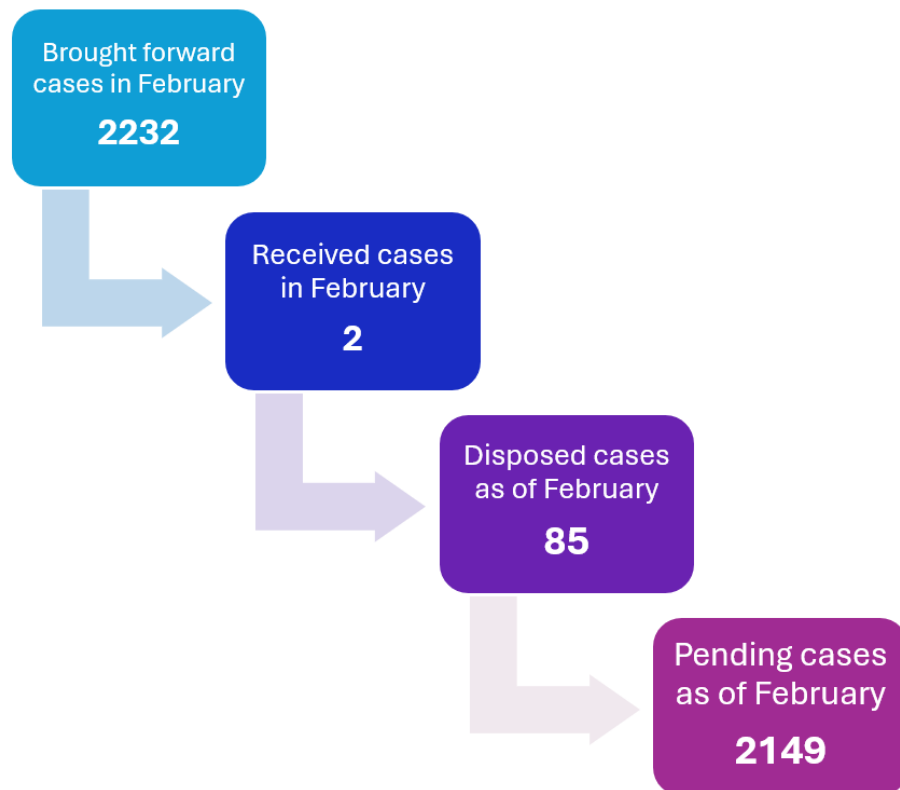
General Administration Department (A.R. & O. M.)

Government of Maharashtra



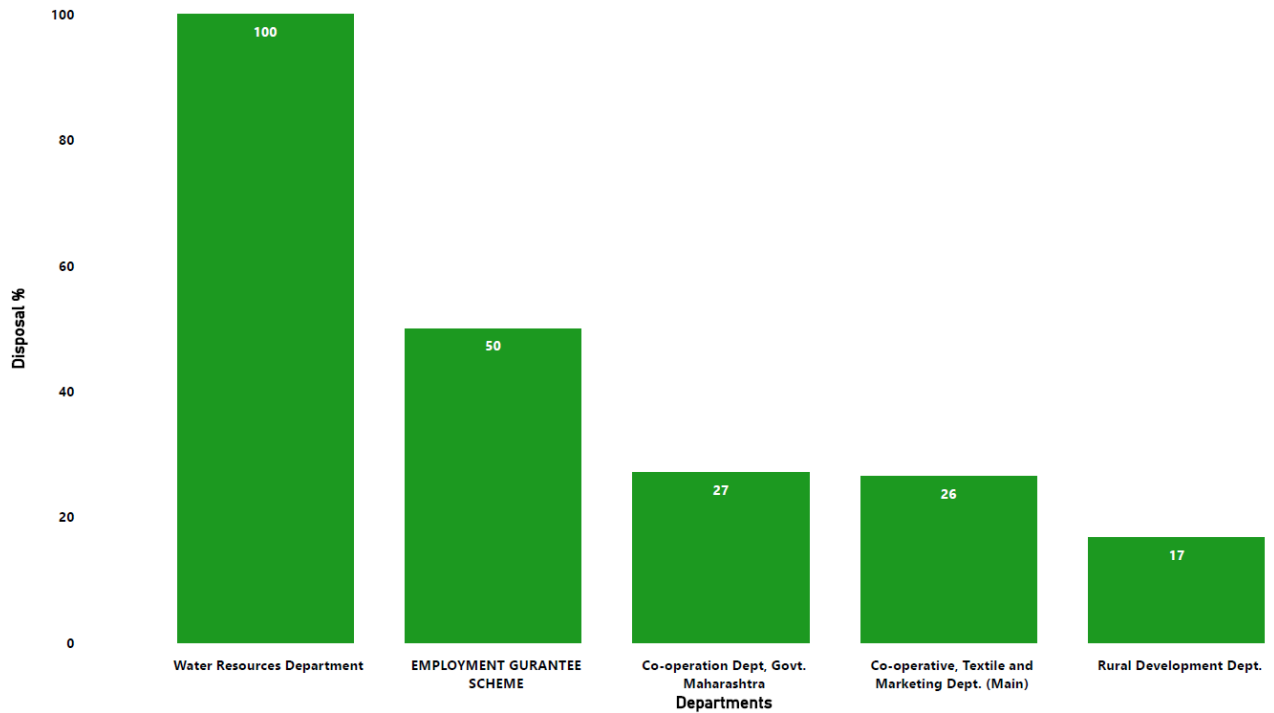
Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In February 2024, the Housing Department received one PG case, while the School Education & Sports Department also received one, resulting in a total of two cases received.
- A total of **2232 PG cases were brought** forward by various departments.
- Out of the total cases brought forward and received in the month, **85 PG cases were disposed of**.
- **The Water Resources Department** is the only department with a **100% disposal rate** of received PG cases.
- These departments- Water Resources Department, Environment Department and Medical Education & Drugs Department are disposing of PG cases in less than 150 days.

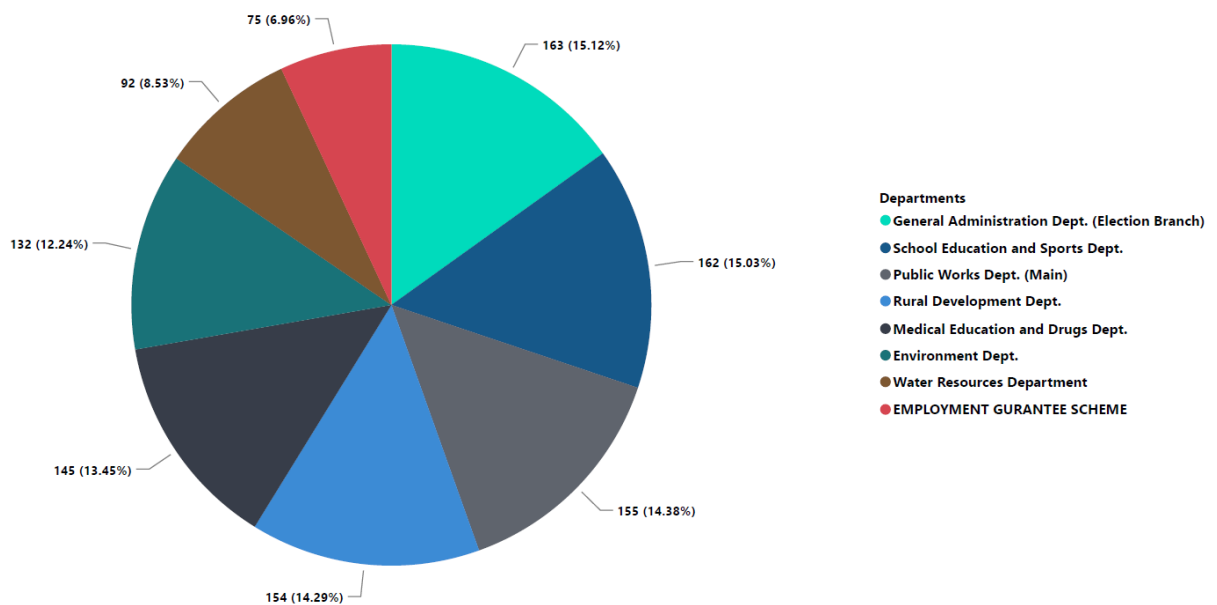




Status of disposal of PG cases on Aaple Sarkar - CPGRAMS:

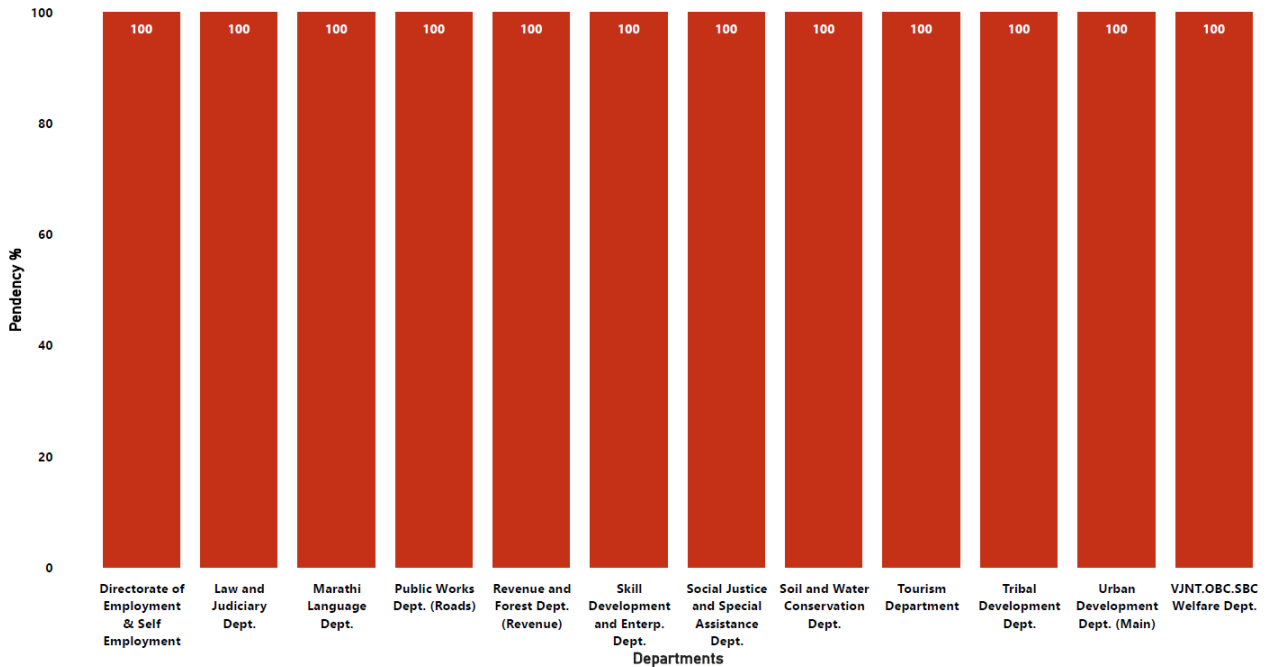


An average number of days taken by departments to dispose of PG Cases:





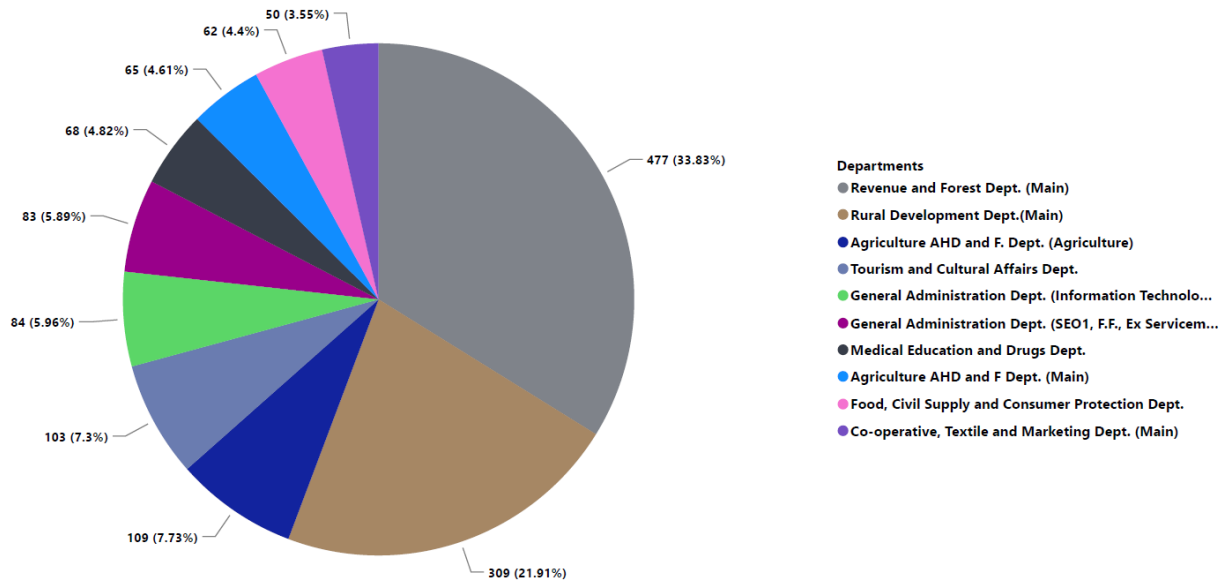
Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



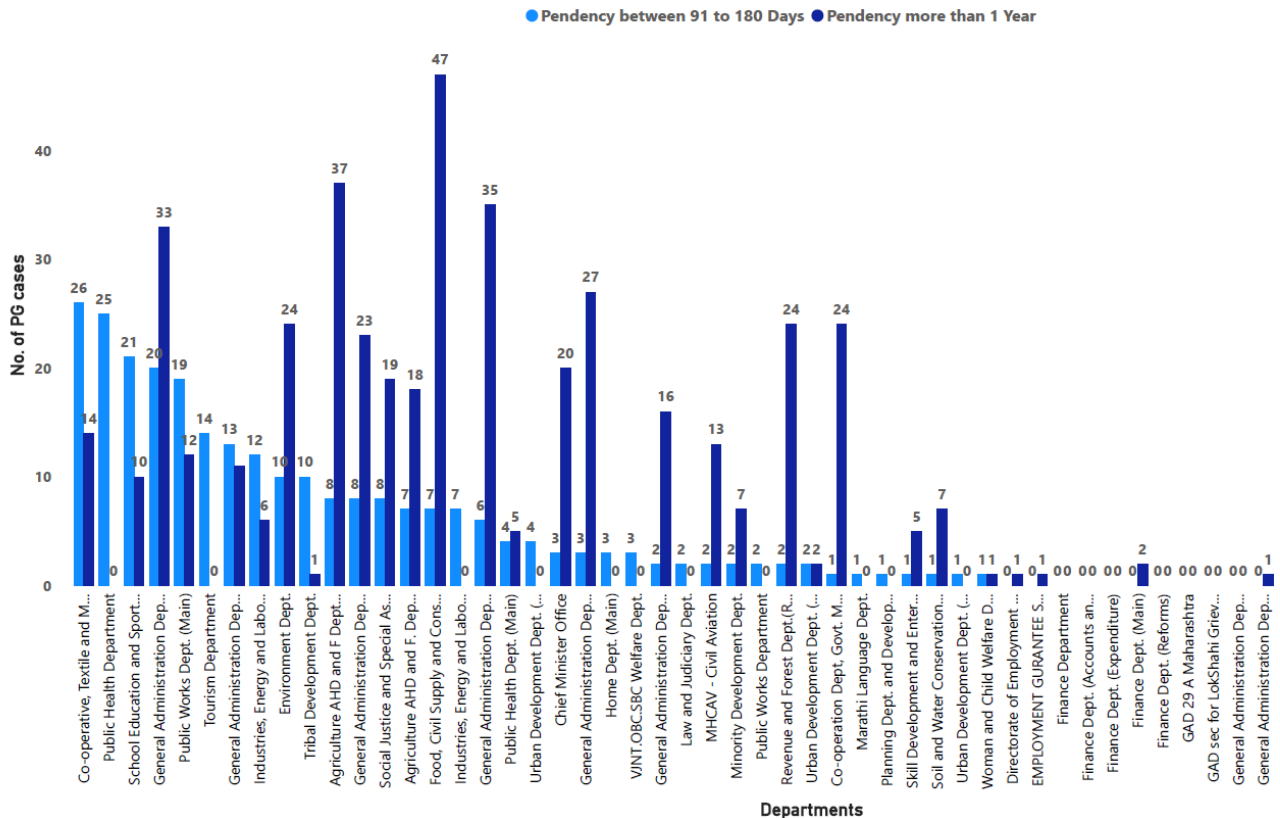
- As of February 2024, there are **2149 pending PG cases** across different departments.
- **The Law & Judiciary Department, Marathi Language Department, Public Works Department, Revenue & Forest Department, and Tourism Department** have a **100% pendency rate** for received PG cases.
- The Revenue & Forest Department, Rural Development Department, Agriculture Department, Tourism Department, and General Administration Department (IT) have **more than 50 pending PG cases**.



Pending PG cases as of February:



Age-wise pendency of PG cases in departments:





Administrative Reforms and Organization & Methods (A.R., & O.&M.),
General Administration Department,
Government of Maharashtra

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