



Government of  
Maharashtra

# MAHARASHTRA GRIEVANCE BULLETIN

MARCH 2024



सत्यमेव जयते

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

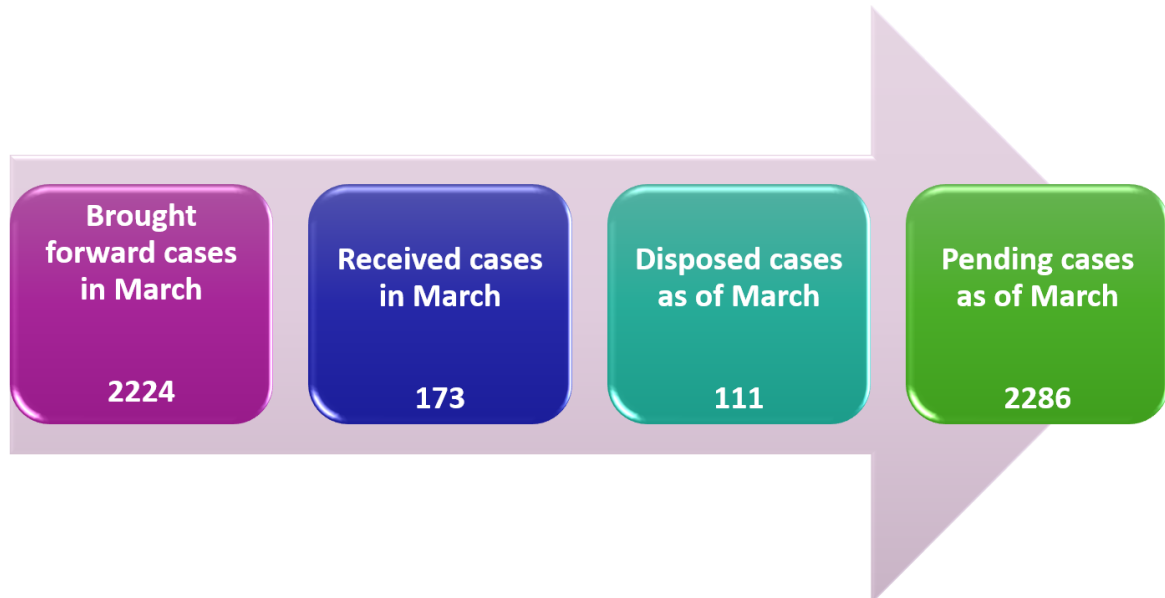
General Administration Department (A.R. & O. M.)

Government of Maharashtra



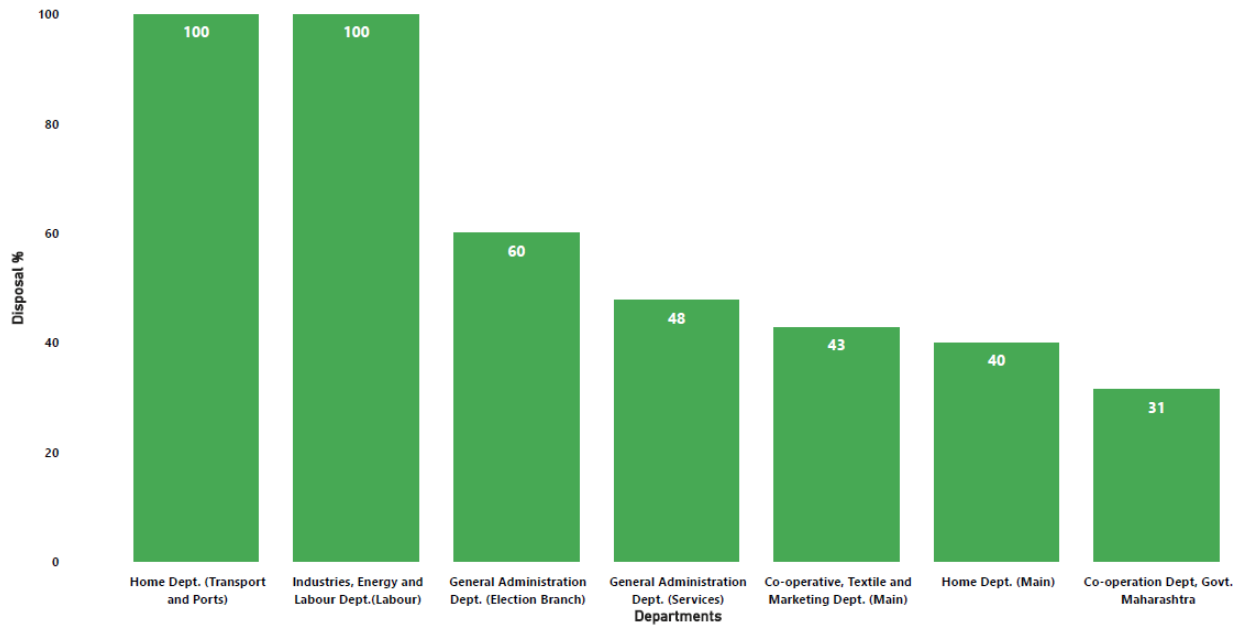
## Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In March 2024, a total of **173 PG cases were received** across the different departments.
- Different departments in Mantralaya forwarded 2224 PG cases in March.
- Out of the total cases brought forward and received in the month, **111 PG cases were disposed of**.
- **The Home Department (Transport) and Industries, Energy & Labour Department** are the only 2 departments with a 100% disposal rate of received PG cases.
- **The Home Department (Main), Industries, Energy & Labour Department, and Food, Civil Supply & Consumer Protection Department** are disposing of PG cases in less than 150 days.

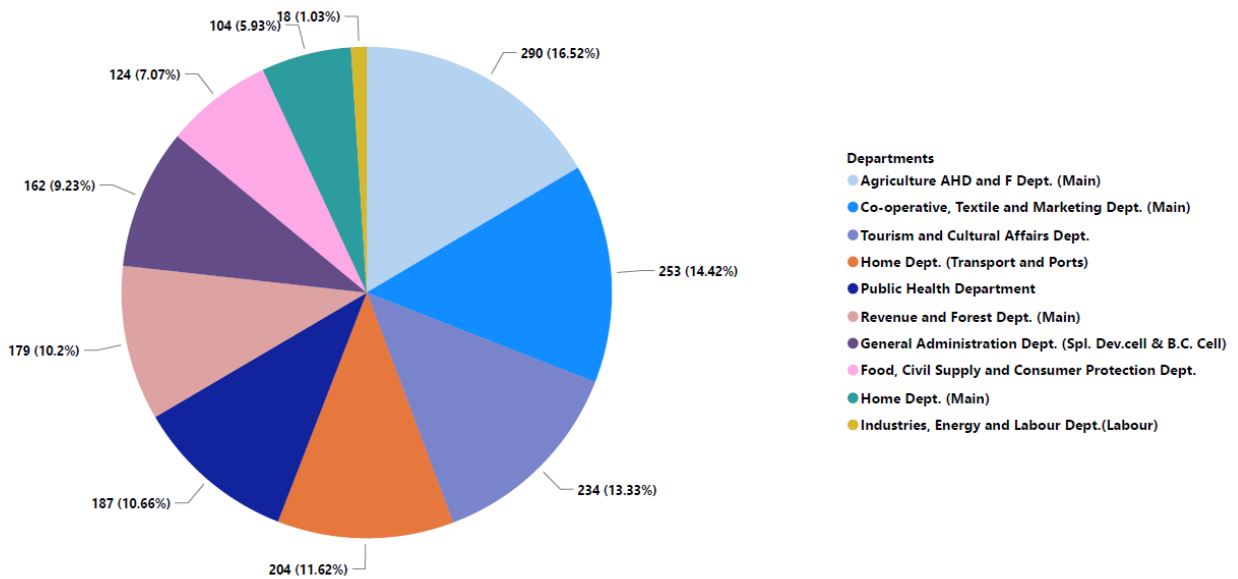




## Status of disposal of PG cases on Aaple Sarkar - CPGRAMS:

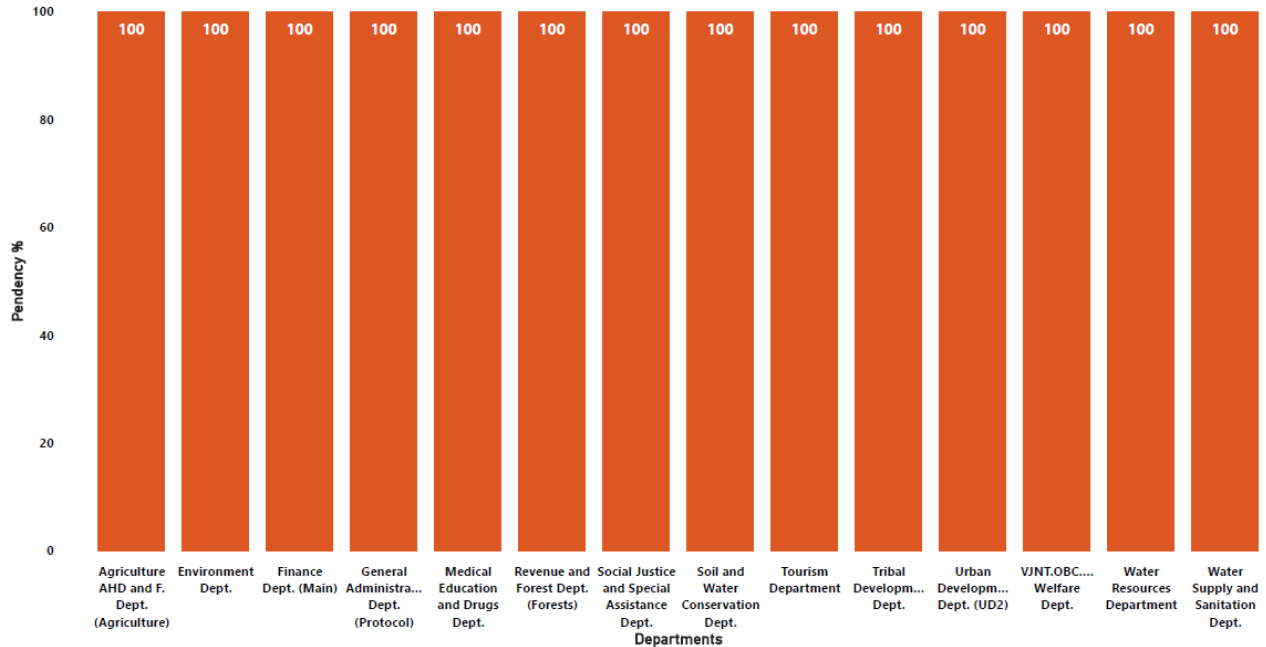


## An average number of days taken by departments to dispose of PG Cases:





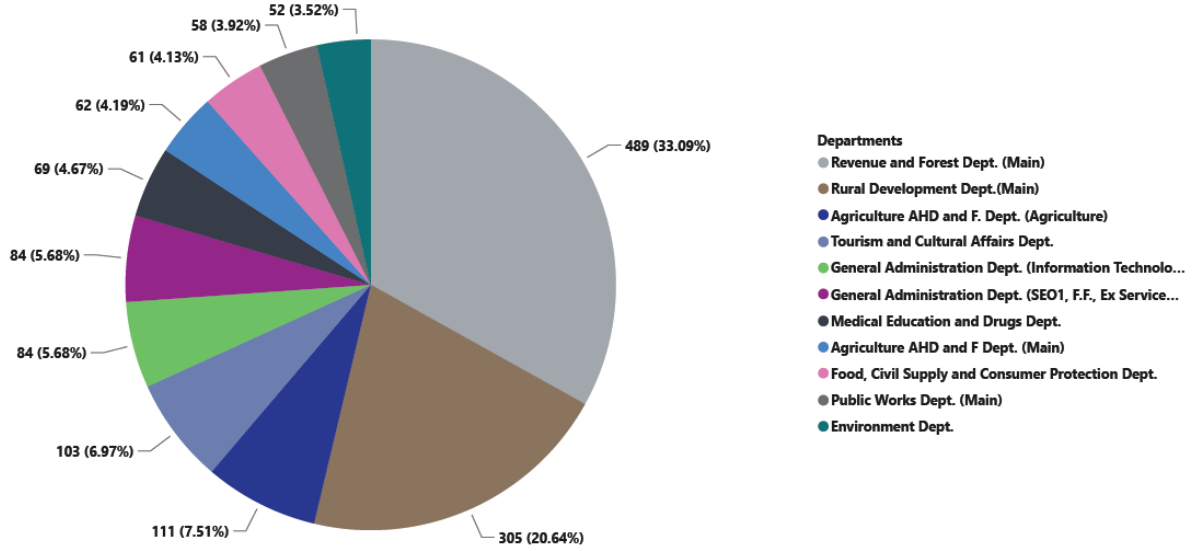
## Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



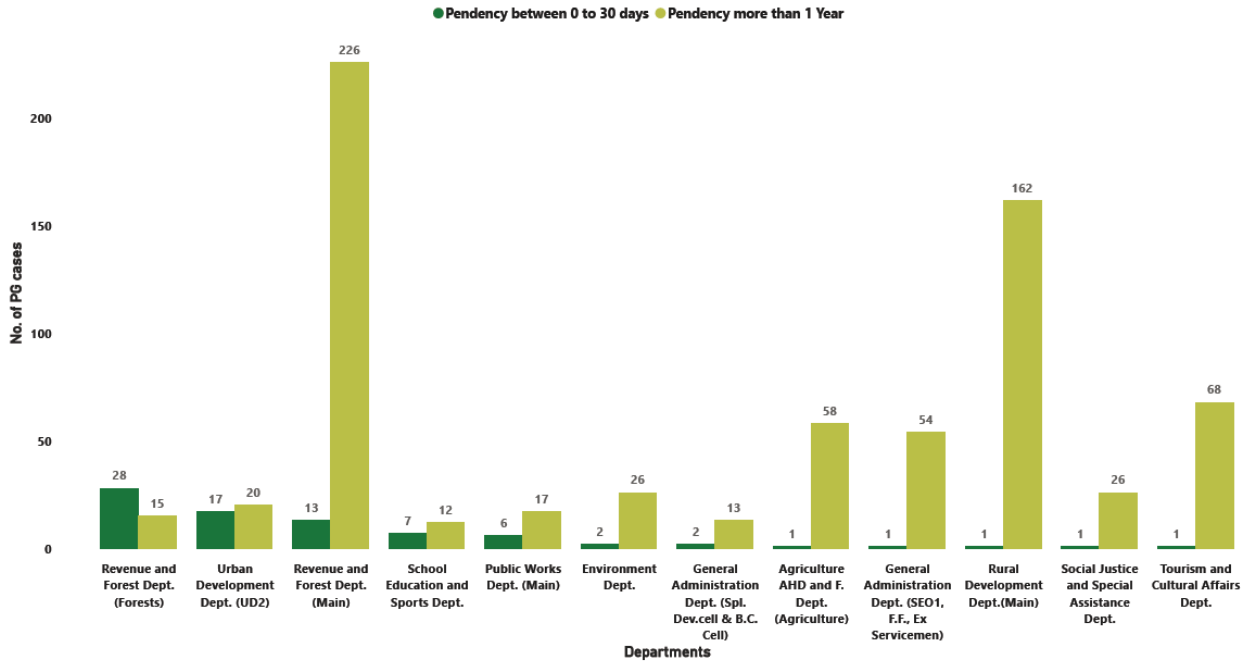
- As of March 2024, there are **2286 pending PG cases** across different departments.
- **The Agriculture Department, Environment Department, Finance Department, Revenue & Forest Department (forests), Tribal Development Department, Urban Development Department, Water Resources Department, and Tourism Department** have a **100% pendency rate** for received PG cases.
- The Revenue & Forest Department, Rural Development Department, Agriculture Department, and Tourism Department have **more than 100 pending PG cases**.



## Pending PG cases as of March:



## Age-wise pendency of PG cases in departments:







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

[Twitter - @GAD AROM](https://twitter.com/GAD_AROM)

