



Government of
Maharashtra

MAHARASHTRA GRIEVANCE BULLETIN

APRIL 2024



सत्यमेव जयते

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

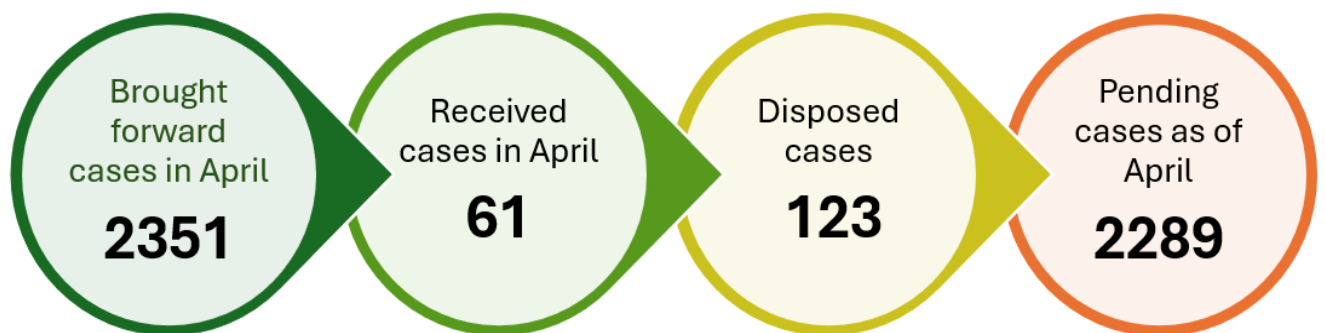
General Administration Department (A.R. & O.M.)

Government of Maharashtra



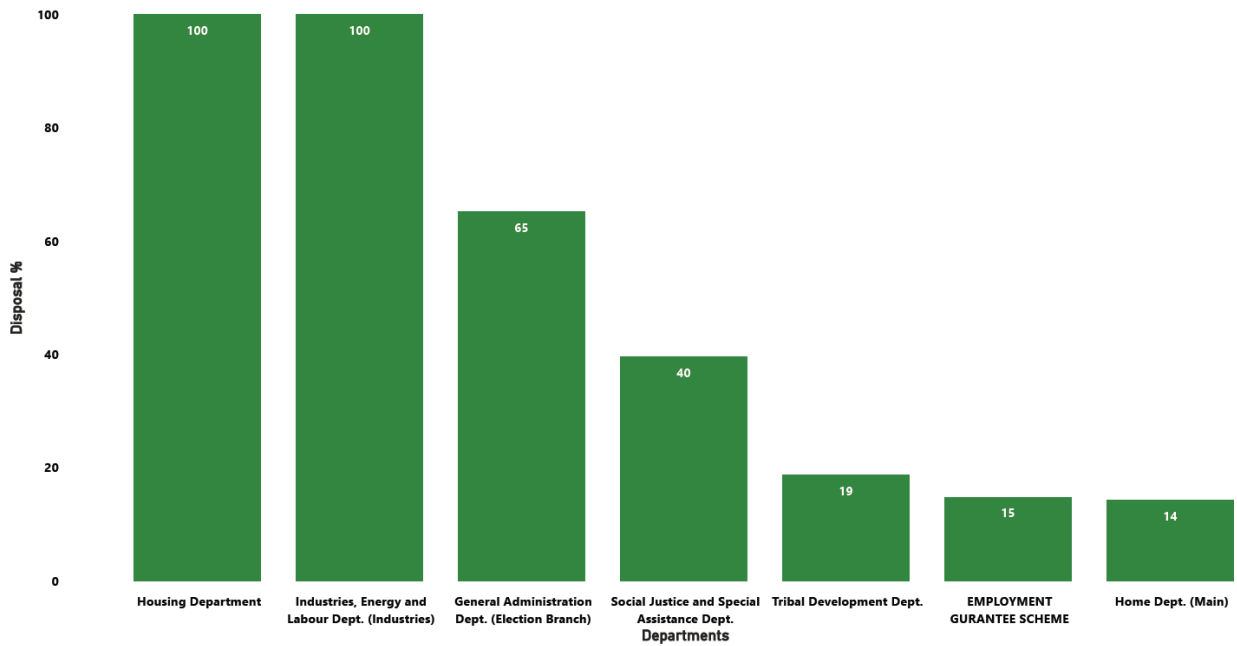
Status of Public Grievances on Aaple Sarkar - CPGRAMS

- In April 2024, a total of **61 PG cases** were received across the different departments.
- Different departments in Mantralaya forwarded **2351 PG cases in April**.
- Out of the total cases brought forward and received in the month, **61 PG cases were disposed of**.
- **The Housing Department and Industries, Energy & Labour Department** are the only 2 departments with a 100% disposal rate of received PG cases.
- **The Industries, Energy & Labour Department, Soil & Water Conservation Department and Public Works Department** are disposing of PG cases in less than 50 days.

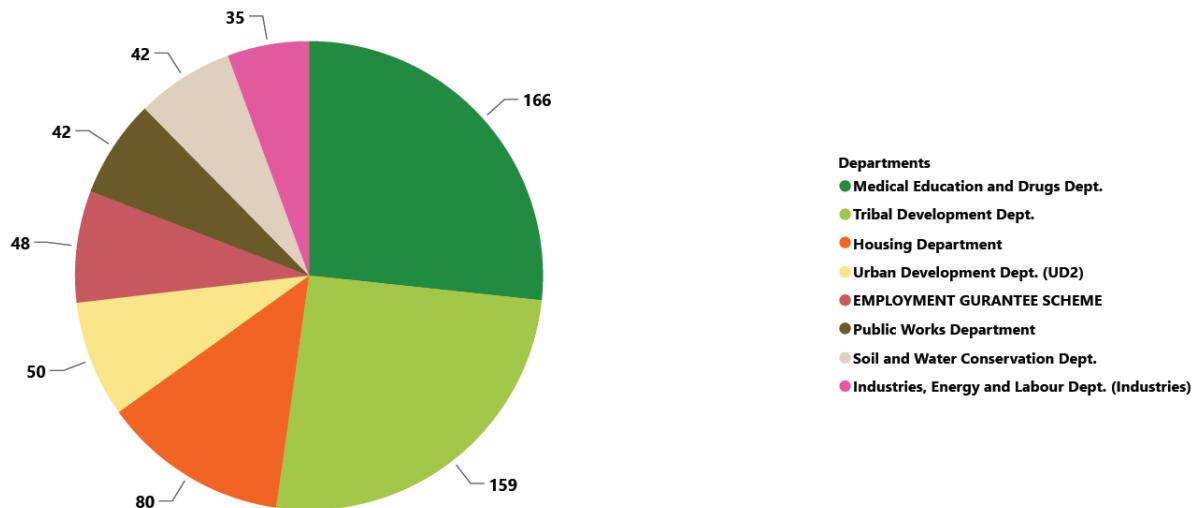




Status of disposal of PG cases on Aaple Sarkar - CPGRAMS:

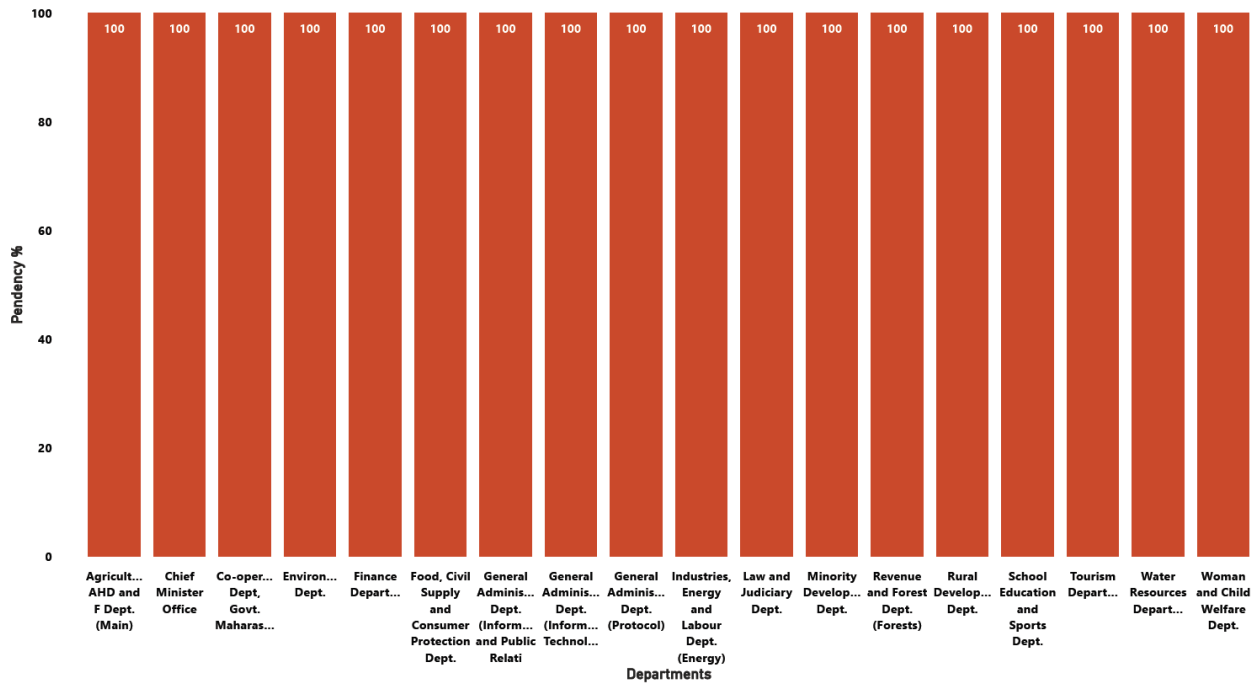


An average number of days taken by departments to dispose of PG Cases:





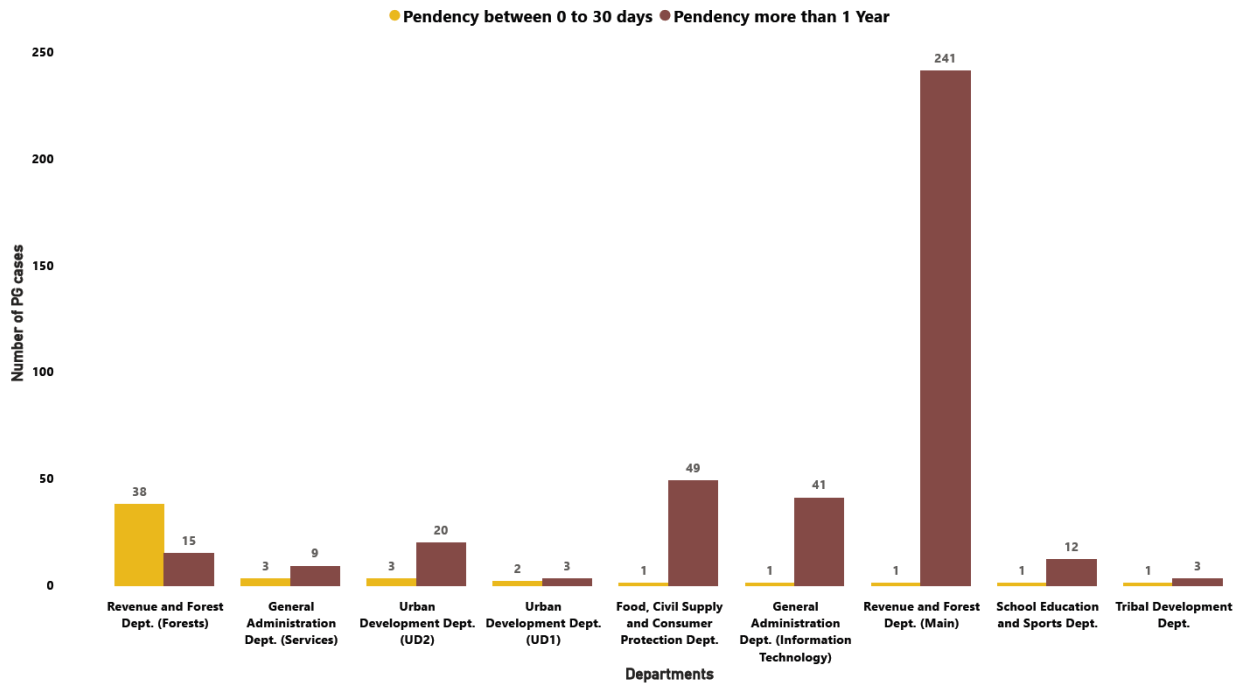
Status of pendency of PG cases on Aaple Sarkar - CPGRAMS



- As of April 2024, there are **2289 pending PG cases** across different departments.
- **The Agriculture Department, Environment Department, Finance Department, Revenue & Forest Department (forests), Law & Judiciary Department, Urban Development Department, Water Resources Department, Tourism Department and Woman & Child Welfare Department** have a **100% pendency rate** for received PG cases.
- The Revenue & Forest Department, Rural Development Department and Agriculture Department have **more than 100 pending PG cases**.



Age-wise pendency of PG cases in departments:



- Departments such as Food, Civil Supplies & Consumer Protection, the General Administration Department (IT), and the Revenue & Forest Department have experienced delays in processing PG cases for over a year.
- The Revenue & Forest Department (Main) has a significant backlog of **241 PG cases pending for more than a year**, while the Revenue & Forest Department (Forests) has **38 cases pending for a month**.



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