



महाराष्ट्र शासन

ग्राम विकास विभाग

३ रा मजला, बांधकाम भवन, २५ मझबान पथ,

फोर्ट, मंत्रालय, मुंबई - ४०० ००९.

दूरध्वनी क्रमांक : (०२२) २२०६०९४४

Website : www.rdd.maharashtra.gov.in

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क्रमांक : RDD-76019/2/2025-RDD-(EST-5A)

दिनांक : १८ फेब्रुवारी, २०२५

प्रति,

मुख्य कार्यकारी अधिकारी,
जिल्हा परिषद (सर्व).

विषय : केंद्र शासनाच्या सीपी ग्राम पोर्टलवरील तक्रारींबाबत...

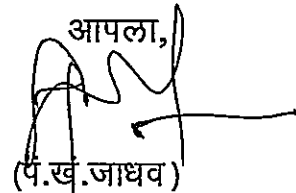
संदर्भ : सह सचिव, पंचायत राज मंत्रालय, भारत सरकार यांचे पत्र क्रमांक DO

No.M-११०११/२/२०२५-Public Grievance, दिनांक १७ फेब्रुवारी,
२०२५.

महोदय,

सह सचिव, पंचायत राज मंत्रालय, भारत सरकार यांच्या उपरोक्त संदर्भाधीन दिनांक १७ फेब्रुवारी, २०२५ रोजीच्या पत्राची प्रत सोबत जोडली आहे.

०२. केंद्र शासनाच्या सीपी ग्राम पोर्टलवरील Public Grievances (PGs)/ Public Grievances Appeals (PGAs) बाबत राज्याने केलेल्या कार्यवाहीचा आढावा V.C द्वारे दिनांक २४.२.२०२५ रोजी दु.४.०० वा. अतिरिक्त सचिव, पंचायत राज मंत्रालय, भारत सरकार घेणार आहेत. सबब, सह सचिव, पंचायत राज मंत्रालय, भारत सरकार यांच्या उपरोक्त संदर्भाधीन दिनांक १७ फेब्रुवारी, २०२५ रोजीच्या पत्रात नमूद बैठकीतील विषयांबाबतची ((Ajenda Item मध्ये नमूद मुद्याबाबतची)) माहिती शासनास दिनांक २० फेब्रुवारी, २०२५ पर्यंत पाठविण्यात यावी, ही विनंती.

आपला,

(प.ख.जाधव)

उप सचिव, महाराष्ट्र शासन

सोबत : वरीलप्रमाणे.

राजेश कुमार सिंह
संयुक्त सचिव
RAJESH KUMAR SINGH
JOINT SECRETARY

Tel. : 011-23725307
E-mail : mopr-js@gov.in



सत्यमेव जयते

75
आज़ादी का
अमृत महोत्सव

पंचायती राज मंत्रालय
भारत सरकार
टॉवर-II, 9वां तल,
जीवन भारती बिल्डिंग,
नई दिल्ली-110001

MINISTRY OF PANCHAYATI RAJ
GOVERNMENT OF INDIA
TOWER-II, 9th FLOOR,
JEEVAN BHARTI BUILDING,
NEW DELHI-110001

DO No. M-11011/2/2025-Public Grievance

Date: 17.02.2025

Dear Madam/Sir

I draw your kind attention to the redressal of public grievances (PGs)/ public grievances appeals (PGAs) received on CPGRAMS portal pertaining to the Panchayats falling in your State.

2. This Ministry has been forwarding the details of PGs/PGAs received on CPGRAMS portal to the Panchayat Raj Department (PRD) of your State for redressal from time to time and requesting for sending ATR to MoPR. Subsequently, the matter has been followed up through letters, emails and phone calls.

3. As has been emphasized earlier too, timely redressal of public grievances is one of the top priorities of both Central & State Governments. In this regard, the Department of Administrative Reforms and Public Grievances has issued guidelines for handling public grievances, aligning with the Hon'ble Prime Minister's directions to make grievance redressal time-bound, accessible and meaningful.

3. To review the progress of redressal of PGs and PGAs in your State and to understand the issues involved, Shri Sushil Kumar Lohani, Additional Secretary, Ministry of Panchayati Raj will hold a Virtual Conference (VC) meeting on 24.02.2025 at 4:00 PM. Agenda for the review meeting is enclosed. The PRD, State shall make a brief presentation of 5-7 minutes covering the agendas/items. Link for the VC meeting will be shared separately.

5. I, therefore, request you to kindly attend the meeting or nominate a senior officer.

With warm regards

रस (आ.प)

[Signature]

Yours Sincerely,

[Signature]

(Rajesh Kumar Singh)

Enclosure: As above

To

Additional Chief Secretary / Principal Secretary/Secretary,
Panchayati Raj Department, State Govt. of Uttar Pradesh, Tamil Nadu, Madhya Pradesh, Bihar, Gujarat, Rajasthan, Haryana, Odisha, Maharashtra and Karnataka

Annexure

**Agenda for discussion during the VC review meeting to be taken by AS, MoPR
on 24.02.2025 w.r.t. redressal of PGs/PGAs by the State Govt.**

- I. Status of appointment of State level Nodal Officer for PG and sharing of their contact details for interaction with MoPR.
- II. Appointment of Nodal Officer at Zila Panchayat and Block Panchayat level for redressal of PGs.
- III. Methodology adopted to redress the grievances in States including feedback mechanism.
- IV. Themewise classification of grievances in tabular form (in absolute number and in terms of percentage).
- V. PGs/PGAs successfully resolved in terms of number and terms of percentage.
- VI. Documentation of success stories and best practices.
- VII. Issues and challenges being faced.
- VIII. Lessons learnt, suggestions for improvement and way forward.