

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action
1	SMART_000000004	27/03/2023 14:00:53	27/03/2023 18:28:30	Hemant Jagtap	AHMEDNAGAR	Yes	DIU	Procurement	Checking for forward revert		S.S. Jagtap	Appeal	Forward & Revert functionality satisfied in Appellate flow	Close	27/03
2	SMART_000000008	30/03/2023 17:41:25	06/04/2023 11:47:13	Rahul Deshmukh	KOLHAPUR	Yes	PCMU	Quality of construction	Grievance Description		APD PCMU	Appeal	Resolved at PCMU	Close	06/04
3	SMART_000000009	30/03/2023 18:08:31		Sai Tamhankar		No	PIU	Quality of Material used in construction	Grievance			Normal	PCMU to PIU	Reverted	30/03
4	SMART_000000010	30/03/2023 18:45:07		Shubham		No	PCMU	Quality of construction	Grievance Description		GRM PCMU	Normal		NA	NA
5	SMART_000000011	30/03/2023 18:59:59		Rohit	JALGAON	Yes	DIU	Quality of construction	Grievance Description		Shubham Patil	Normal		Reverted	30/03
6	SMART_000000013	04/04/2023 17:33:44		Maharshi	OSMANABAD	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal	forward	Forwarded	06/04
7	SMART_000000014	05/04/2023 10:54:50		Maharshi	OSMANABAD	Yes	PCMU	Procurement	Testing Grievance		GRM PCMU	Normal	to check Unattended	Forwarded	06/04
8	SMART_000000017	05/04/2023 14:42:15	05/04/2023 15:34:17	Aditya Raghunath Mutthe	JALNA	Yes	DIU	Quality of delivery	Grievance description		Mr. S.A. Deshpande	Normal	Forward and revert flow tested...working fine!!	Close	05/04
9	SMART_000000019	05/04/2023 17:48:23		Maharshi	AHD	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal		Forwarded	05/04
10	SMART_000000021	05/04/2023 18:37:40		Patil	MSAMB	Yes	PCMU	Measurement of work completed	Grievance		GRM PCMU	Normal	PCMU to PIU	Forwarded	05/04
11	SMART_000000022	05/04/2023 16:57:00		Maharshi	JALGAON	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal		Forwarded	06/04
12	SMART_000000023	06/04/2023 09:30:30		Maharshi	PUNE	Yes	PCMU	Procurement	Escalate grievance every 15 minutes		GRM PCMU	Normal		Forwarded	06/04
13	SMART_000000024	06/04/2023 10:23:33		Kalpesh Patil	PUNE	Yes	PCMU	Measurement of work completed	Auto escalation		GRM PCMU	Normal		Forwarded	06/04
14	SMART_000000025	06/04/2023 10:27:38		Abhinandan	PUNE	Yes	PCMU	Quality of Material used in construction	Auto escalation 2		GRM PCMU	Normal	Forward to RIU Pune for Escalation	Forwarded	06/04
15	SMART_000000026	06/04/2023 10:29:49		Vaibha Mali	JALGAON	Yes	PCMU	Payment of the bill	Auto escalation 3		GRM PCMU	Normal	Forwarded to PIU for Auto Escalation	Forwarded	06/04
16	SMART_000000031	06/04/2023 11:57:21		Yash Gandhi	THANE	Yes	PCMU	Quality of construction	Auto escalation 1		GRM PCMU	Normal		Forwarded	06/04
17	SMART_000000032	06/04/2023 11:59:43		Shantanu	THANE	Yes	PCMU	Quality of delivery	Auto escalation 2		GRM PCMU	Normal	For auto escalation on riu	Forwarded	06/04
18	SMART_000000034	06/04/2023 12:05:11		Sham	THANE	Yes	PCMU	Finance	Auto escalation 3		GRM PCMU	Normal		Forwarded	06/04
19	SMART_000000035	06/04/2023 12:05:19		Maharshi	AHMEDNAGAR	Yes	PCMU	HR	Change Grievance Nature		GRM PCMU	Normal		Forwarded	06/04
20	SMART_000000040	06/04/2023 12:16:29		Maharshi	AHMEDNAGAR	Yes	PCMU	HR	Test		GRM PCMU	Normal		Forwarded	06/04
21	SMART_000000041	06/04/2023 12:27:45		Sagar	Agriculture	Yes	PCMU	Finance	Auto escalation3		GRM PCMU	Normal	Auto escalation at PIU level	Forwarded	06/04
22	SMART_000000043	06/04/2023 12:46:43		Gauri	JALGAON	Yes	PCMU	Administration	Auto escalation 01		GRM PCMU	Normal		Forwarded	06/04
23	SMART_000000044	06/04/2023 12:48:34		Varsha	JALGAON	Yes	PCMU	Finance	Auto escalation 2		GRM PCMU	Normal	test	Forwarded	06/04
24	SMART_000000045	06/04/2023 12:58:57		Hardik	NASHIK	Yes	PCMU	HR	forward transfer and resolve		GRM PCMU	Normal	For Auto escalation	Forwarded	06/04
25	SMART_000000046	06/04/2023 13:04:53		Nagesh	CHANDRAPUR	Yes	PCMU	Finance	Auto escalation 01		GRM PCMU	Normal		Forwarded	06/04
26	SMART_000000047	06/04/2023 13:07:17		Hitesh	CHANDRAPUR	Yes	PCMU	Finance	Auto escalation 2		GRM PCMU	Normal	forwarding to PCMU	Forwarded	06/04
27	SMART_000000048	06/04/2023 13:10:29		Pankaj	CHANDRAPUR	Yes	PCMU	SMART COTTON	Auto escalation 3		GRM PCMU	Normal	For Auto escalation 3	Forwarded	06/04
28	SMART_000000049	06/04/2023 13:36:22		Maharshi	AHMEDNAGAR	Yes	PCMU	Administration	Grievance Description		GRM PCMU	Normal	forwarding to PCMU	Forwarded	06/04
29	SMART_000000051	06/04/2023 14:27:23		Ashish Girase	PUNE	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal	Test	Forwarded	06/04
30	SMART_000000052	06/04/2023 14:49:48		Shubham Patil	PMC	Yes	PCMU	Civil work related	Popup		GRM PCMU	Normal	g	Forwarded	06/04
31	SMART_000000053	06/04/2023 14:50:26		Maharshi	SOLAPUR	Yes	PCMU	Administration	Test		GRM PCMU	Normal		Forwarded	06/04
32	SMART_000000054	06/04/2023 15:09:10		Ashish Girase	JALGAON	Yes	PCMU	HR	Grievance Description		APD PCMU	Appeal	revert	Forwarded	07/04
33	SMART_000000055	06/04/2023 15:10:24		shubham	JALGAON	Yes	PCMU	Social	Grievance		APD PCMU	Appeal	Reopen at RIU level to check auto escalation in appeal flow	Forwarded	06/04
34	SMART_000000056	06/04/2023 15:30:34		Ashish Girase	AHD	Yes	PCMU	HR	Grievance Description		GRM PCMU	Normal	To check Revert functionality	Forwarded	06/04
35	SMART_000000058	06/04/2023 18:03:21	06/04/2023 18:14:19	Rushi Hiwale	AURANGABAD	Yes	PCMU	Finance	Grievance forward		GRM PCMU	Normal	Forward functionality checked, It's working fine	Close	06/04
36	SMART_000000060	07/04/2023 10:03:32		Maharshi	AHMEDNAGAR	Yes	PIU	HR	Grievance Description		Mr. Dasherath Tambhale	Appeal	forwarding	Forwarded	07/04