

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 Taken Date & Time
SMART_000000001	27/03/2023 06:47:27		Maharshi	PUNE	Yes	RIU	Procurement	New Build on Live		Mr Sitaram Kolte	Normal		Forwarded	05/04/2023 12:35:09
SMART_000000002	27/03/2023 12:33:37		Ajay Verma	PUNE	Yes	RIU	Procurement	Forward....		Pune RIURedressal	Normal	DIU redressal to RIU	Forwarded	27/03/2023 12:35:55
SMART_000000003	27/03/2023 12:48:53	27/03/2023 18:33:21	Vinay Patil	JALGAON	Yes	DIU	Measurement of work completed	Transfer...		Mr. Sambhaji Thakur	Appeal	Closed at DIU appellate	Close	27/03/2023 18:33:21
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	27/03/2023 18:28:30
SMART_000000005	29/03/2023 14:11:42		Mahesh Vaidya	PUNE	Yes	DIU	Procurement	There is no clarity about the certifying authority for specifications of machinery to be procured under SMART Project		DIU2testing	Normal		NA	NA
SMART_000000006	30/03/2023 11:24:56		Prashant Deshmukh	NASHIK	Yes	RIU	Quality of construction	Grievance		Mr. Sunil Wankhede	Normal	Forward to RIU for attachment	Forwarded	30/03/2023 11:27:46
SMART_000000007	30/03/2023 11:37:07		Abhijit Patil	PUNE	Yes	RIU	Quality of Material used in construction	Grievance		Pune RIURedressal	Normal	DIU to RIU	Forwarded	30/03/2023 12:10:47
SMART_000000008	30/03/2023 17:41:25	30/03/2023 18:05:55	Rahul Deshmukh	KOLHAPUR	Yes	PCMU	Quality of construction	Grievance Description		GRM PCMU	Normal	Forward flow satisfied	Close	30/03/2023 18:05:55
SMART_000000011	30/03/2023 18:59:59		Rohit	JALGAON	Yes	DIU	Quality of construction	Grievance Description		Shubham Patil	Normal		Reverted	30/03/2023 19:13:18
SMART_000000012	31/03/2023 10:36:16	31/03/2023 11:06:35	Shashank	AURANGABAD	Yes	RIU	Payment of the bill	Grievance Description		Shri A. B. Kashid	Normal	on same grievance multiple action	Close	31/03/2023 11:06:35
SMART_000000013	04/04/2023 17:33:44		Maharshi	OSMANABAD	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal	forward	Forwarded	06/04/2023 09:27:36
SMART_000000014	05/04/2023 10:54:50		Maharshi	OSMANABAD	Yes	PIU	Procurement	Testing Grievance		Ms. Bhagyashri Farande	Normal	Forwarding in Live DIU to RIU	Forwarded	05/04/2023 19:17:11
SMART_000000015	05/04/2023 12:07:43		Aditya Mutthe	JALNA	Yes	PIU	Completion of Certificates	Mahora Aditya mutthe		Ms. Bhagyashri Farande	Normal		Forwarded	05/04/2023 19:27:15
SMART_000000016	05/04/2023 12:43:53	05/04/2023 12:59:25	Anurag Raut	AURANGABAD	Yes	RIU	Quality of construction	Grievance description		Radhika Bairagi	Normal	grievance is resolved at DIU Wardha (By performing multiple action)	Close	05/04/2023 12:59:25
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	05/04/2023 15:34:17
SMART_000000018	05/04/2023 15:42:41		Rushi Baban Bhole	AHD	Yes	PCMU	Measurement of work completed	Grievance transfer		APD PCMU	Appeal		Forwarded	05/04/2023 19:57:19
SMART_000000019	05/04/2023 17:48:23		Maharshi	AHD	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal		Forwarded	05/04/2023 20:17:27
SMART_000000020	05/04/2023 18:00:26		Patil Rohit	AMRAVATI	Yes	RIU	Measurement of work completed	Grievance Description		Mr.Rahul S Satpute	Normal		Forwarded	05/04/2023 20:07:23
SMART_000000021	05/04/2023 18:37:40		Patil	MSAMB	Yes	PCMU	Measurement of work completed	Grievance		GRM PCMU	Normal	PCMU to PIU	Forwarded	05/04/2023 20:47:31
SMART_000000022	05/04/2023 16:57:00		Maharshi	JALGAON	Yes	PCMU	Procurement	Grievance Description		GRM PCMU	Normal		Forwarded	06/04/2023 09:47:45
SMART_000000023	06/04/2023 09:30:30		Maharshi	PUNE	Yes	PIU	Procurement	Escalate grievance every 15 minutes		Ms. Bhagyashri Farande	Normal		Forwarded	06/04/2023 10:17:53
SMART_000000024	06/04/2023 10:23:33		Kalpesh Patil	PUNE	Yes	DIU	Measurement of work completed	Auto escalation		Preeti Sawairam	Normal		NA	NA
SMART_000000025	06/04/2023 10:27:38		Abhinandan	PUNE	Yes	RIU	Quality of Material used in construction	Auto escalation 2		Mr Sitaram Kolte	Normal	Forward to RIU Pune for Escalation	Forwarded	06/04/2023 10:31:40
SMART_000000026	06/04/2023 10:29:49		Vaibha Mali	JALGAON	Yes	PIU	Payment of the bill	Auto escalation 3		Ms. Bhagyashri Farande	Normal	Forwarded to PIU for Auto Escalation	Forwarded	06/04/2023 10:33:31