



Sujata Saunik
Chief Secretary



No. GAD/DIT054/11/2024
Directorate of Information Technology
General Administration Department
Mantralaya, Mumbai-32.
Date: 1st August, 2024

Sub.: Promotion of the Chief Minister Helpline and Aaple Sarkar Grievances Portal.

Dear *Colleague,*

As part of our ongoing efforts to enhance citizen engagement and streamline communication with the government, the Government of Maharashtra, launched the Chief Minister Helpline on 19th April 2019, along with the Aaple Sarkar Grievances portal. These initiatives aim to provide a centralized point of contact for citizens seeking information, filing grievances, and accessing details about various government schemes. However, it has come to our attention that many citizens are not yet aware of these valuable resources.

To ensure wider reach and utilization of these services, I request your department to take the following steps:

- 1. Display Banners:** Please direct your allied offices, Commissionerate's, and Directorates to prominently display banners about the Chief Minister Helpline and the Aaple Sarkar Grievances portal in areas with high citizen footfall. This will help inform the public about these resources, enabling them to file grievances and obtain scheme information conveniently.
- 2. Raise Awareness:** Encourage staff and officials to inform citizens about these initiatives during their interactions. This will further help in spreading awareness and ensuring that the benefits of these services reach the maximum number of people.

By taking these steps, we can significantly improve the visibility of these initiatives and enhance the overall experience of citizens in their interactions with the government. I expect dedicated action in this matter.

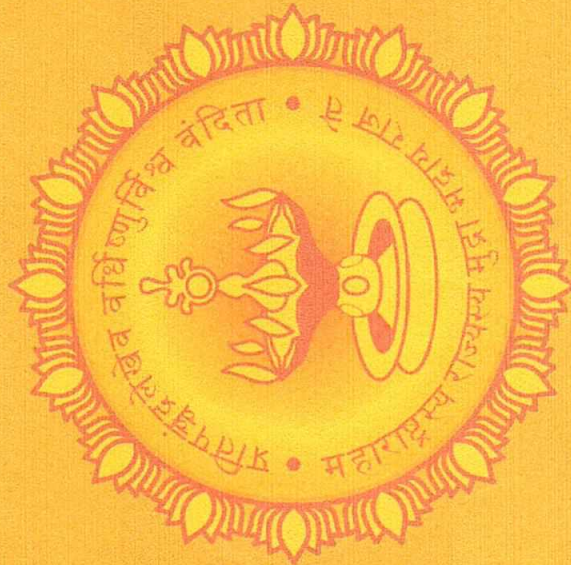
With Regards,

Yours

Sujata Saunik
(Sujata Saunik)

Additional Chief Secretary/ Principal Secretary/ Secretary
All Departments,
Mantralaya, Mumbai.

Encl: CM Helpline & Aaple Sarkar Grievances Portal Promotion Banner Sample



CHIEF MINISTER HELPLINE

For any **Grievance or Query** call on



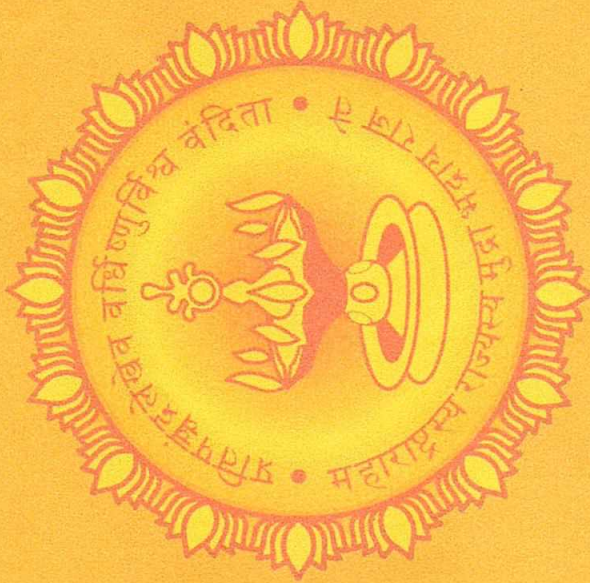
Toll Free Number
1800 120 8040



or lodge grievance on this portal
grievances.maharashtra.gov.in

मुख्यमंत्री हेल्पलाईन

कोणत्याही शिकायतीसाठी किंवा
प्रश्नांसाठी कॉल करा



टोल फ्री क्र.
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किंवा तक्रार नोंदवा
grievances.maharashtra.gov.in