

# MANTRALAYA MONTHLY REFORMS REPORT

MAY AND JUNE, 2023



GENERAL ADMINISTRATION DEPARTMENT  
(A.R. & O. & M.)  
GOVERNMENT OF MAHARASHTRA



महाराष्ट्र शासन



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## **Background**

Mantralaya Monthly Reform Report was first issued in the month of April which focused on the analytics of March. This is the third such issue for the month of May and June. Report aims to increase the efficiency by monitoring of citizen-oriented indicators which will enhance the public trust in government.

The first (March) report was applauded by Hon. Prime Minister of India and by DARPG, GOI.

## **Context-**

A two-day regional conference in Mumbai was jointly organized by DARPG, Govt. of India and Department of General Administration (A.R., O.&M.), Government of Maharashtra on 23rd -24th January 2023.

The regional conference had **Six Good Governance objectives.**

- 1) Good Governance Manual (**Submitted**)
- 2) Manual of Office Procedure (**Released**)
- 3) District Good Governance Index (**161 indicators finalized**)
- 4) E-Office Implementation (**eOffice 7.0 Functional from 9th April**)
- 5) Central Registry Unit (**Functional**)
- 6) Monthly Reforms Report (**First issued in April 2023**)





# Mantralaya Monthly Reforms Report, May-June 2023

## Swachhata Campaign in Mantralaya

Departments identified sites to declutter the office spaces, and with the help of Public Works Department and the Scrap was disposed.



Scrap and Junk Paper Disposal

- In May-June 2023 ₹ 1,63,650 was generated through the sale of waste furniture and ₹ 4,73,582 was generated through the sale of junk paper.



## ❖ New Release



### Maharashtra Manual of Office Procedure, 2023 Released



# MAHARASHTRA MANUAL OF OFFICE PROCEDURE, 2023

eoffice  
A DIGITAL GOVERNANCE SOLUTION

ADMINISTRATIVE REFORMS, ORGANIZATION AND METHODS,  
GENERAL ADMINISTRATION DEPARTMENT,  
GOVERNMENT OF MAHARASHTRA

It gives me immense pleasure to announce the revised edition of Maharashtra Manual of Office Procedure, 2023. The Manual was first released in 1963 and later reprinted in 1994 in Marathi. This revised Manual will guide the officials to work efficiently and effectively in the era of e-Governance resulting in enhanced transparency and accountability. **- Hon. Chief Minister, Maharashtra**

I hope that the renewed guidelines on digital office work in the Maharashtra Manual of Office Procedure, 2023 will facilitate paperless governance and enhance administrative efficiency. With the new age reforms, the Departments will be able to dispose their pending matters in a time-bound manner and closely monitor the workflows. The Maharashtra Manual of Office Procedure, 2023 will serve as a tool to those in administration for guidance and reference and strengthen digital governance across the state. **- Hon. Deputy Chief Minister, Maharashtra**

Please scan the QR code  
to view the manual-







## Launch of Mission Karmayogi platform for Maharashtra

On 12th May 2023, Mission Karmayogi Portal was launched by signing the MoU with **Mission Karmayogi** and **Capacity Building Commission** to enhance the capacity, performance and competency of all civil servants (*Karmayogis*) in the state as a continuous learning initiative.



Hands-on training session was organised to all the JS/DS establishment to lead the initiative in their respective departments.



## A) e-Governance and Digitalization

### ❖ Central Registry Unit Analytics

Total e-receipts generated department wise.

Source – NIC

Period- 1<sup>st</sup>-30<sup>th</sup> (May & June)

Sr. No.	Department Name	No. of e-Tapal created		Total
		May	June	
1	Public Works Department. (PWD)	1484	933	2417
2	General Administration Department. (GAD)	934	461	1395
3	Women & Child Department. (MWC)	427	835	1262
4	Chief Minister Office (CM)	648	462	1110
5	Higher & Technical Department. (MHT)	341	708	1049
6	Urban Development Department. (UDD)	455	561	1016
7	Tourism & Culture Affairs (TCA)	455	529	984
8	Co-operation, Marketing and Textiles Department (CMTD)	263	706	969
9	Food Civil Supplies & Consumer Protection. (MFS)	370	219	589
10	Minority Development Department. (MDD)	361	207	568
11	Deputy Chief Minister Office (DCM)	469	54	523
12	Housing. (HSG)	270	173	443
13	Agriculture & ADF. (MAG)	435	0	435
14	Planning (PLAN)	219	184	403
15	Water Resources Department . (WRDM)	311	73	384
16	Vimukta Jati and Nomadic Tribes (VJNT)	216	93	309
17	Skill Development and Entrepreneurship Department. (SD&E)	254	55	309
18	School Education & Sports Department. (MSC)	75	186	261
19	Rural Development Department. (RDD)	42	203	245
20	Revenue & Forest. (MRF)	153	83	236
21	Environment & Climate Change. (MEV)	115	102	217
22	Finance Department . (FD)	14	195	209
23	Water Supply & Sanitation Department. (WSD)	130	74	204
24	Home Department. (MHD)	132	0	132
25	Parliamentary Affairs Department. (PAD)	13	81	94
26	Industry Energy & Labour. (MID)	27	33	60
27	Marathi Language Department. (MLD)	16	26	42
28	Social Justice & Special Assistance. (SJSA)	0	16	16
29	Tribal Development Department (MTD)	6	10	16
30	Public Health Department. (PHD)	0	10	10



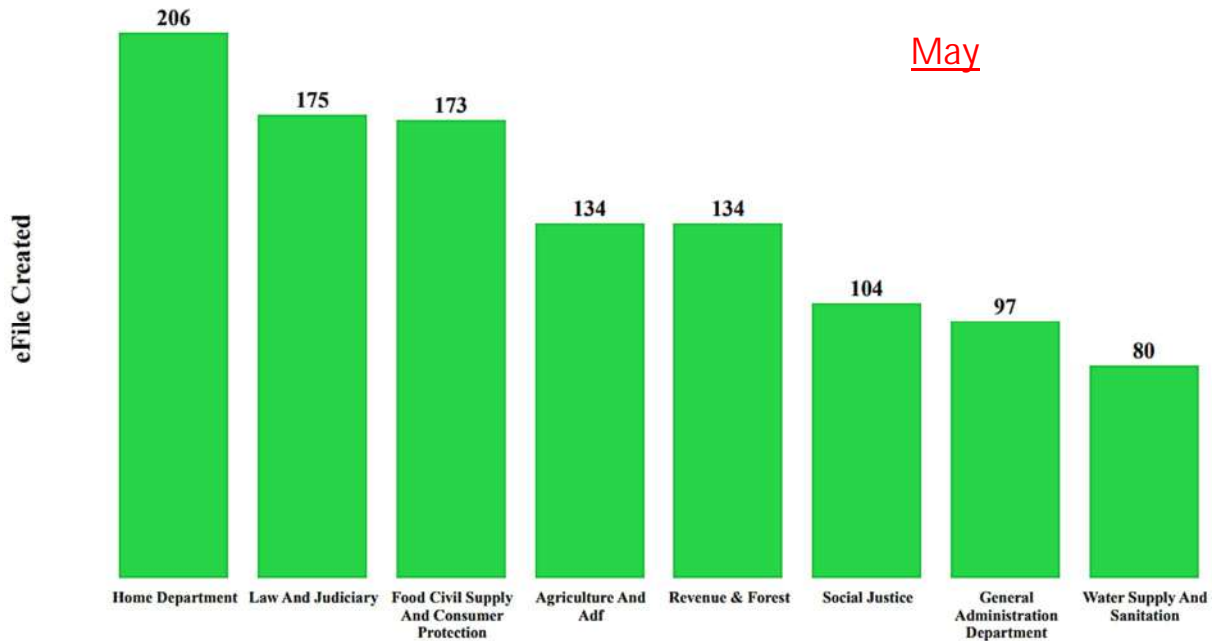


## ❖ e-Office analytics

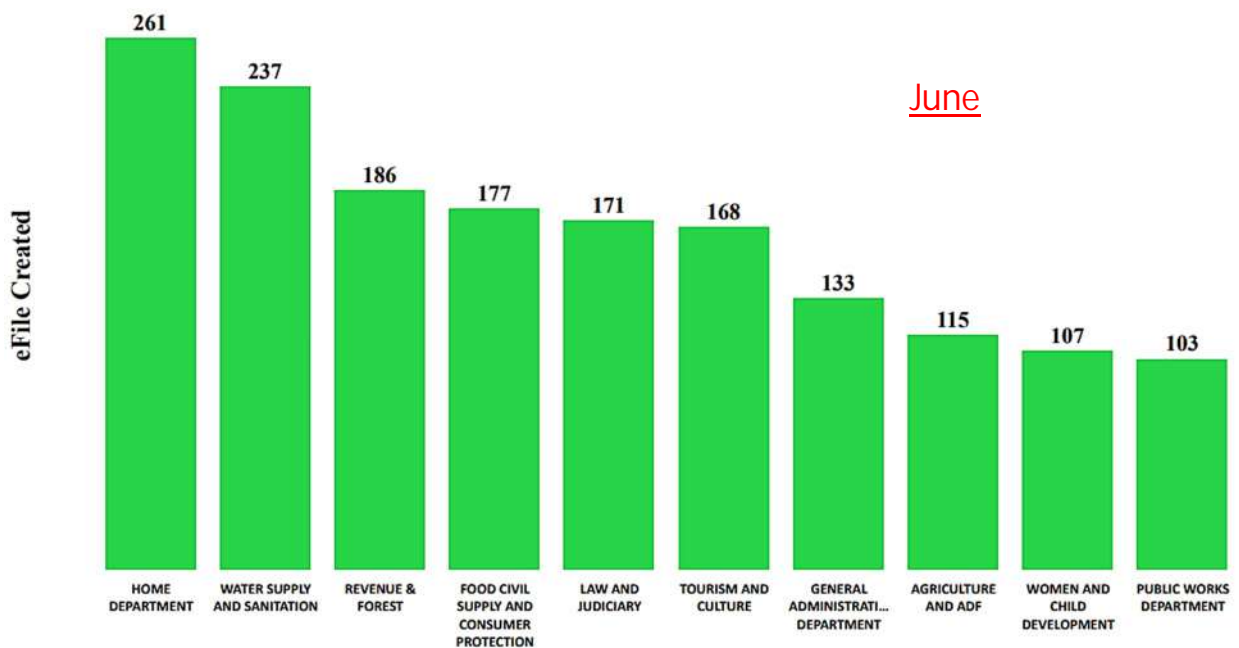
Source – NIC

Period – 1<sup>st</sup> – 27<sup>th</sup> (May & June)

### 1) Departments with Highest usage of e-Office in Mantralaya



### 2) Departments with Highest usage of e-Office in Mantralaya

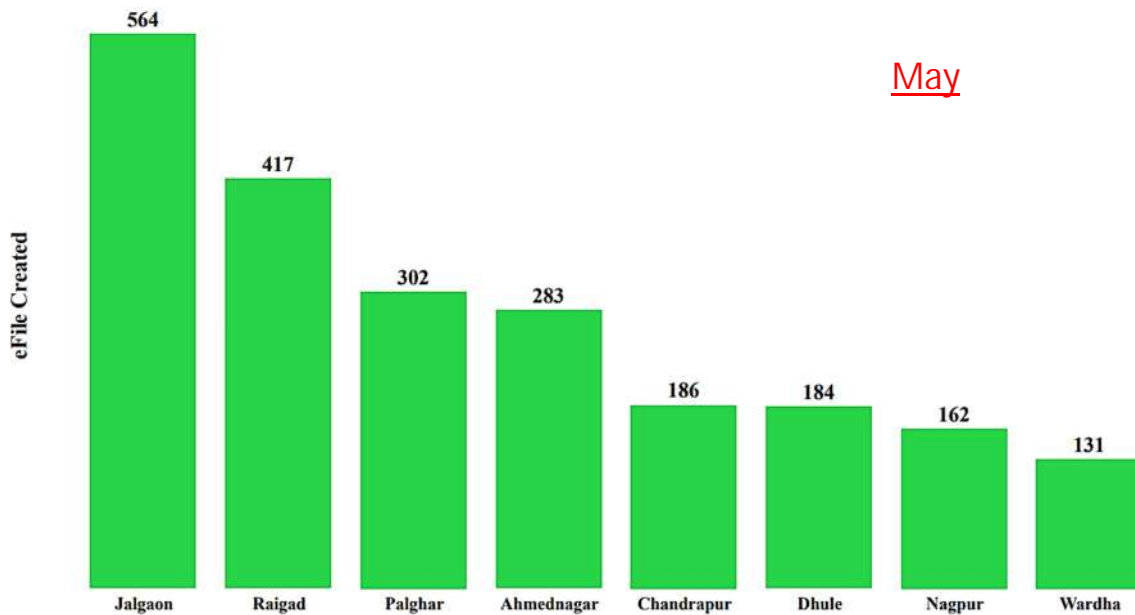




### 3) Comparative analysis of Departments usage of e-Office in May and June

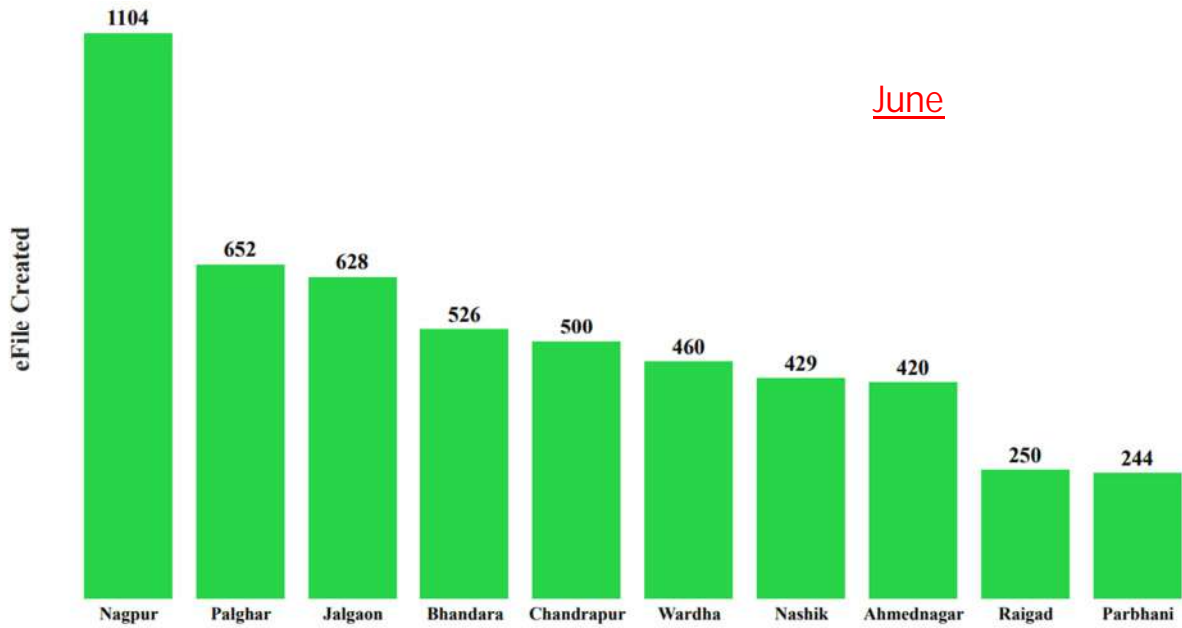
Sr. No	Ministry/Department Name	eFile Created	
		May	June
1	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	0	0
2	CHIEF MINISTER OFFICE	1	8
3	MARATHI LANGUAGE	3	31
4	MEDICAL EDUCATION AND DRUGS	4	10
5	ENVIRONMENT	5	6
6	GAD PROTOCOL	7	17
7	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	7	0
8	WOMEN AND CHILD DEVELOPMENT	15	107
9	PARLIAMENTARY AFFAIRS	17	29
10	SCHOOL EDUCATION AND SPORTS	19	31
11	TRIBAL DEVELOPMENT	24	19
12	PUBLIC HEALTH DEPARTMENT	28	47
13	VJNT OBC SBCW	29	28
14	TOURISM AND CULTURE	31	168
15	FINANCE	33	42
16	PUBLIC WORKS DEPARTMENT	34	103
17	PLANNING	40	68
18	HOUSING DEPARTMENT	44	22

### 4) Districts with Highest usage of e-Office in parastatals





## 5) Districts with Highest usage of e-Office in parastatals



## 6) District comparative analysis of e-Office usage

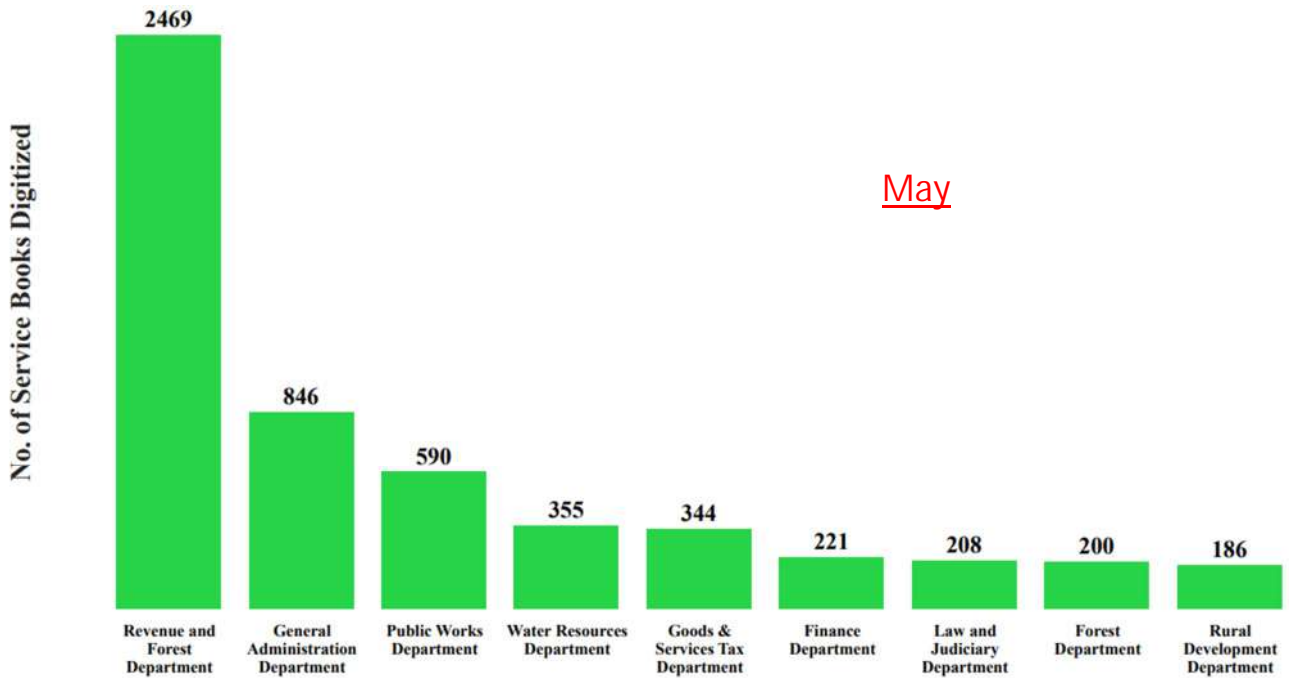
Sr. No.	Districts	e-File Created	
		May	June
1	AKOLA	0	51
2	LATUR	0	8
3	PUNE	0	4
4	RATNAGIRI	0	43
5	SATARA	0	2
6	YAVATMAL	0	3
7	NANDED	2	1
8	SOLAPUR	2	0
9	BEED	3	0
10	HINGOLI	3	38
11	KOLHAPUR	3	4
12	JALNA	4	17
13	AURANGABAD	11	15
14	PARBHANI	12	244
15	MUMBAI	13	70
16	GADCHIROLI	13	149
17	GONDIA	13	63
18	SINDHUDURG	22	79
19	NANDURBAR	26	44
20	WASHIM	29	164



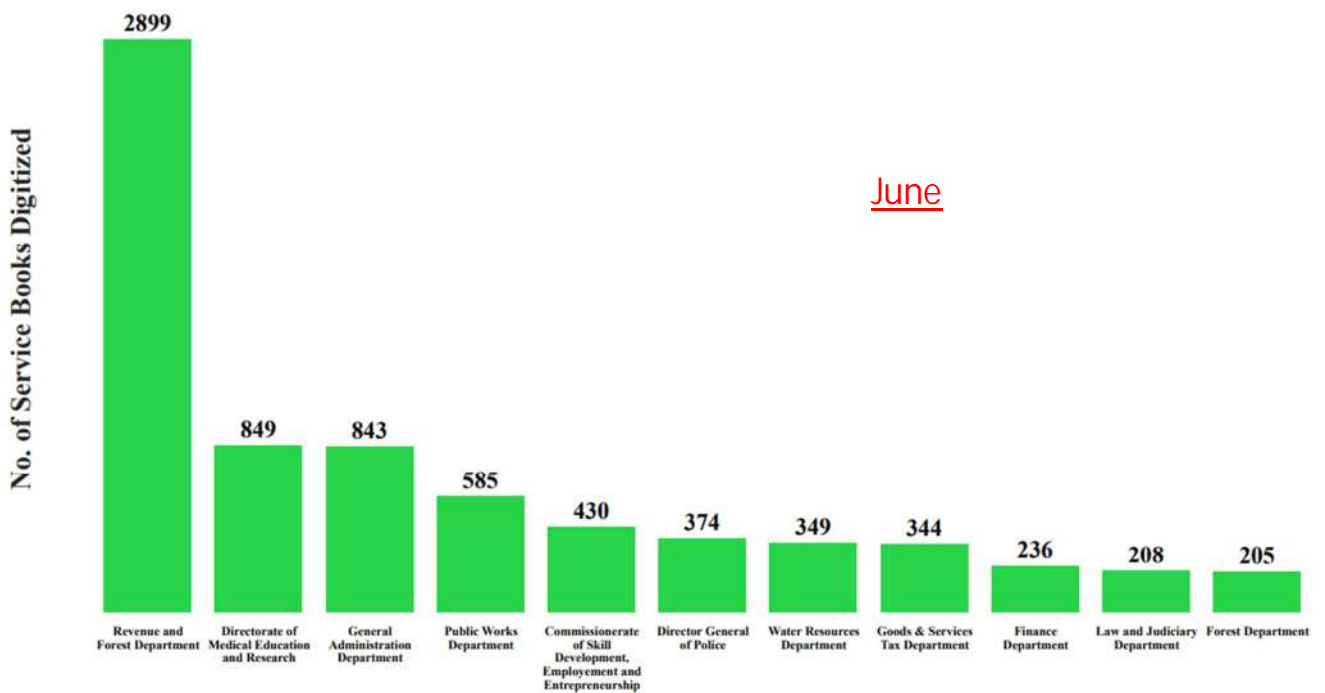


## ❖ e-HRMS

### 1) Top 10 Departments with Digitized Service book

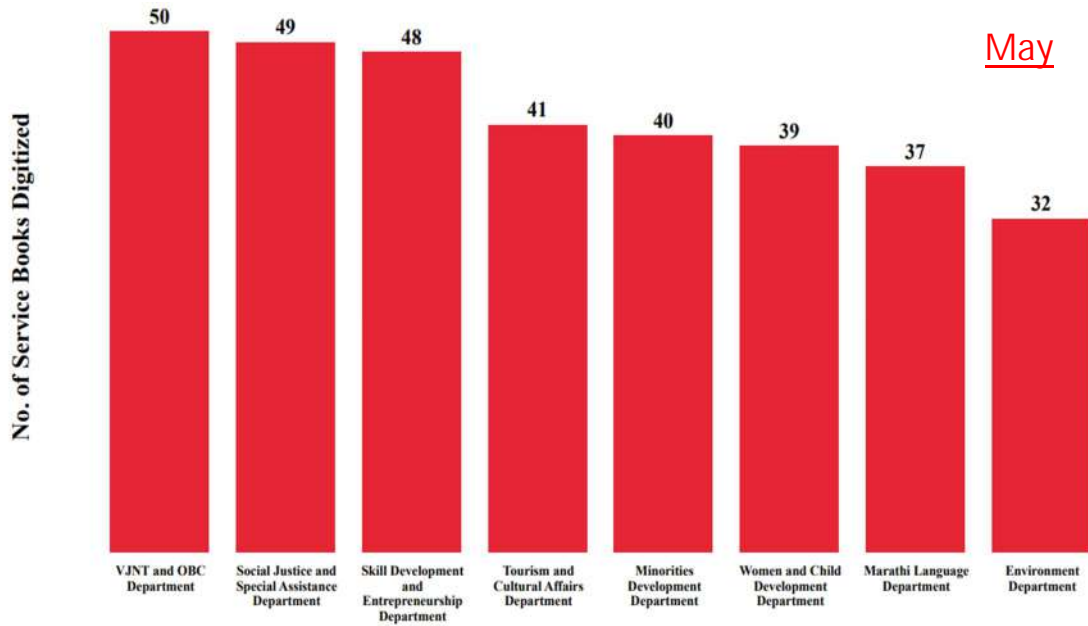


### 2) Top 10 Departments with Digitized Service book

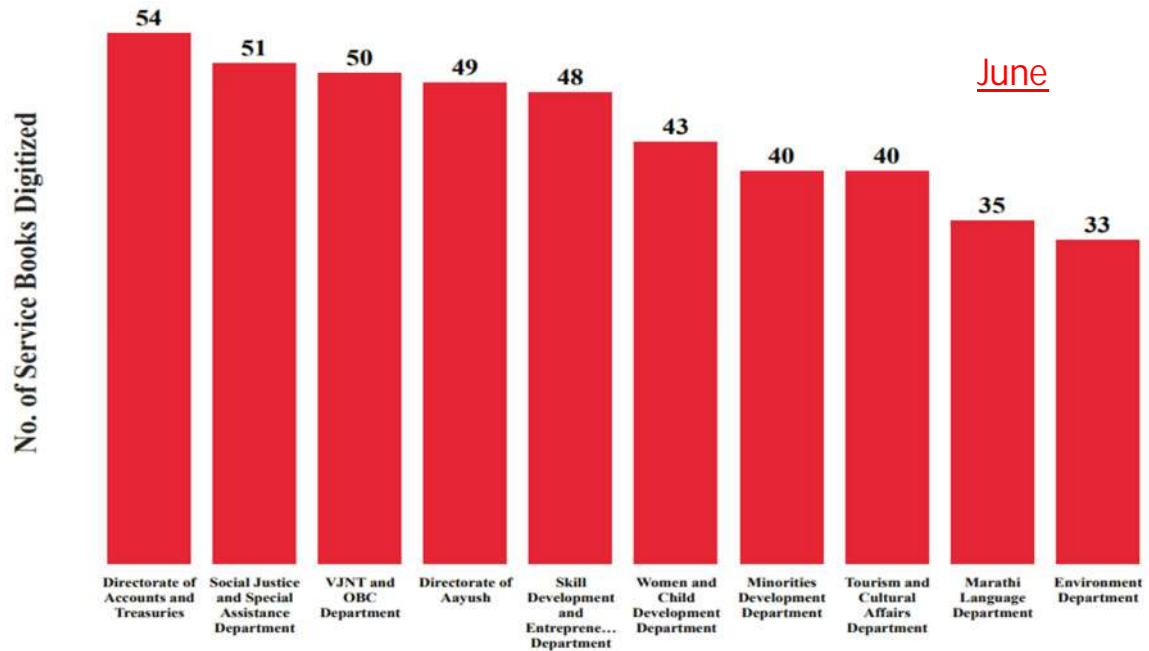




### 3) Bottom 10 Departments with Pending Digitized Service book

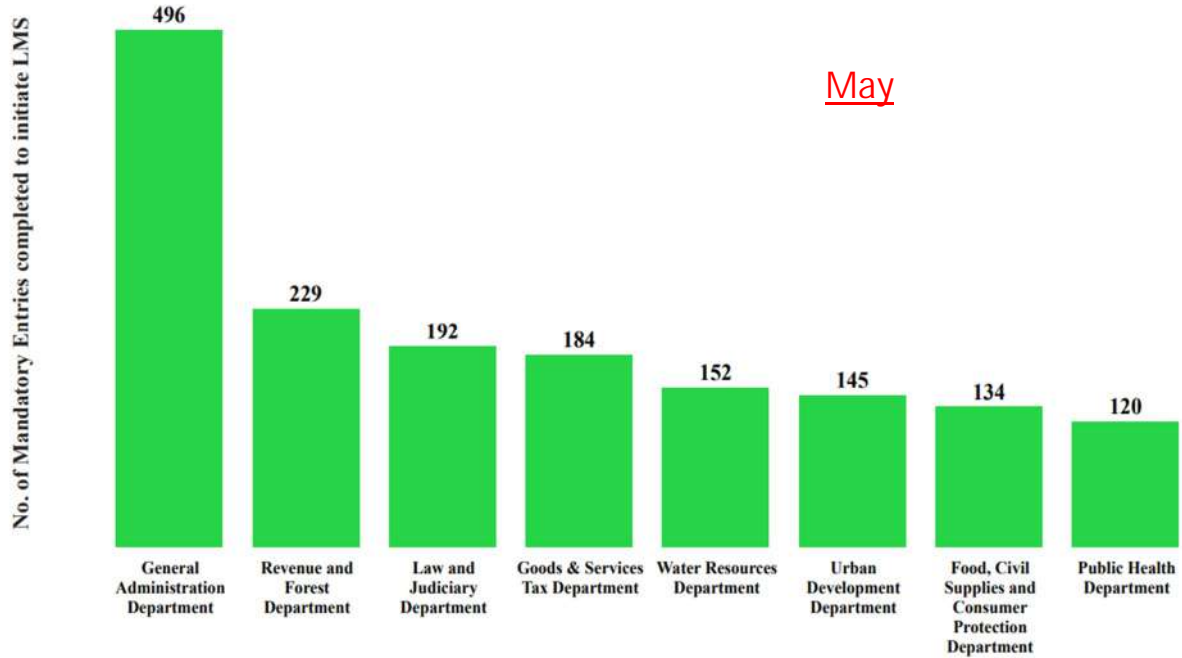


### 4) Bottom 10 Departments with Pending Digitized Service book

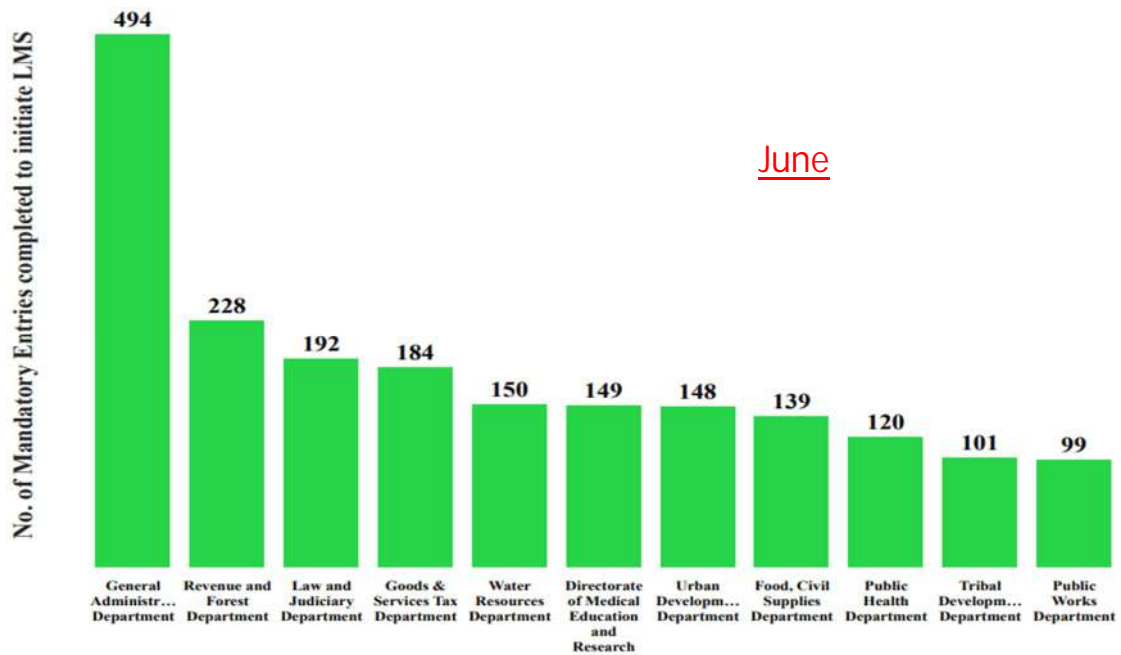




## 5) Top Departments to complete Mandatory entries for Leave Module System



## 6) Top Departments to complete Mandatory entries for Leave Module System



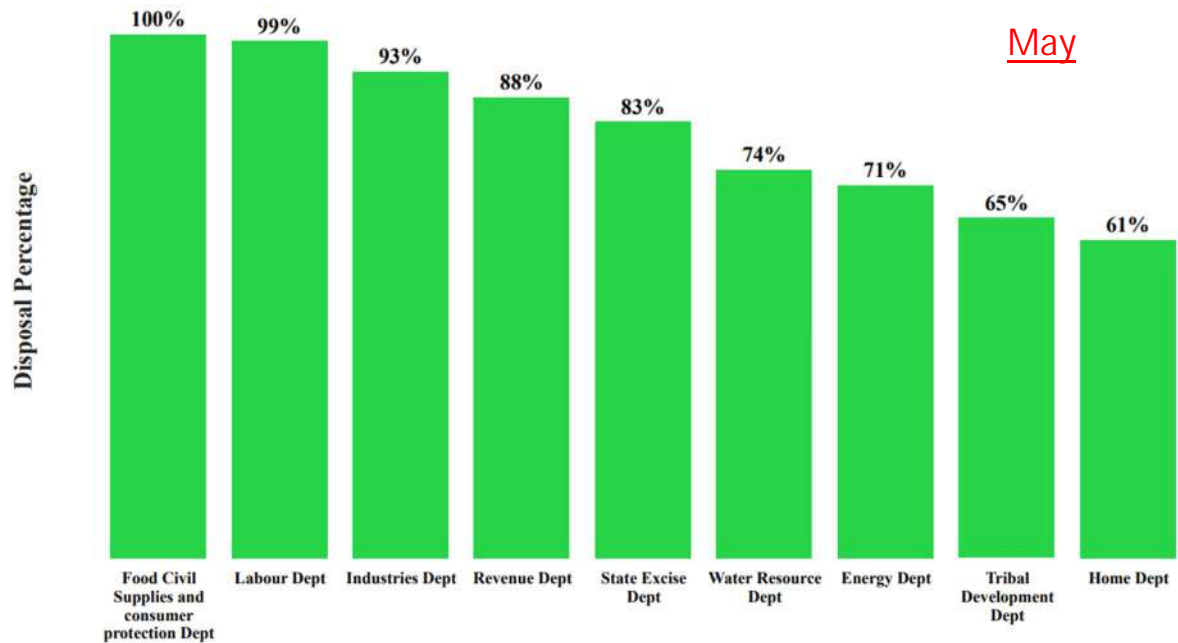




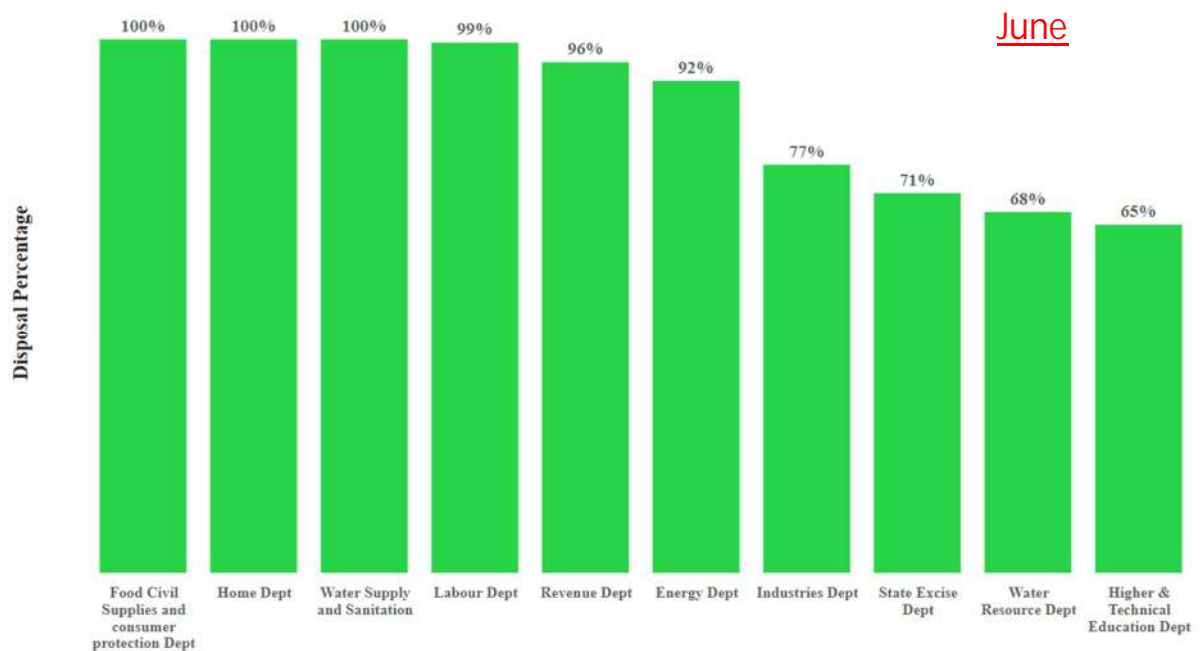
## A) Aaple Sarkar Portal: Maharashtra Right to Services

### 1) Disposal Percentage of RTS Services Delivered Department Wise

Source – Maha IT  
Period: 1<sup>st</sup> – 25<sup>th</sup> (May & June)

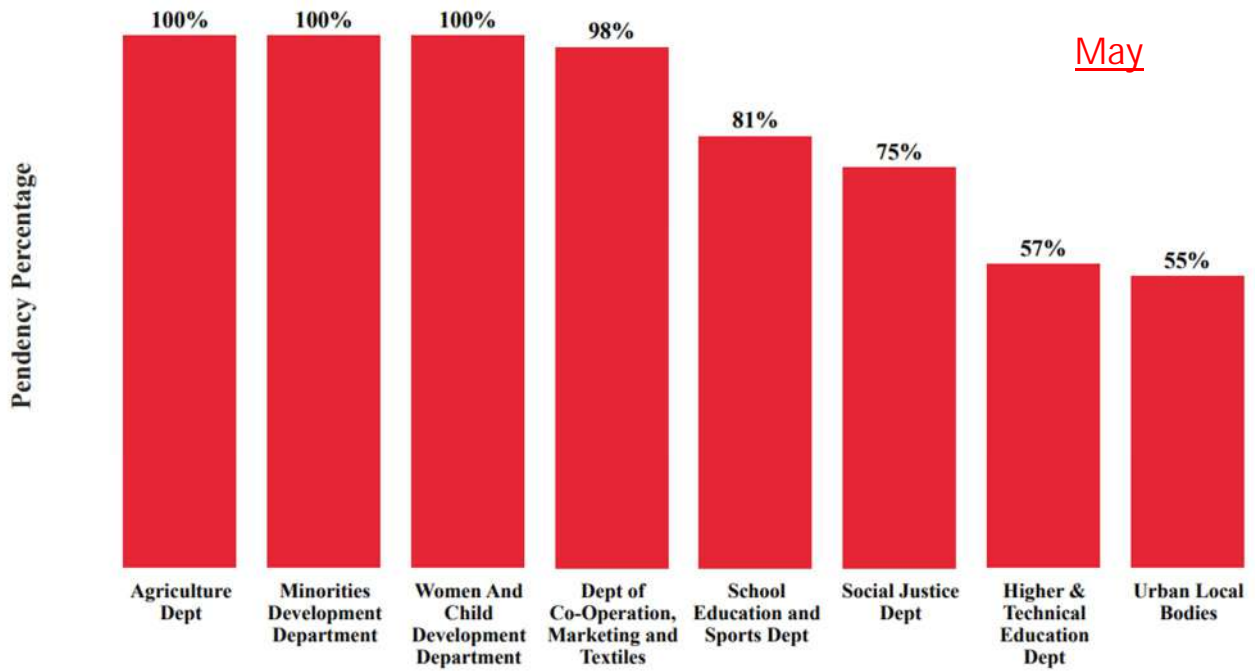


### 2) Disposal Percentage of RTS Services Delivered Department Wise

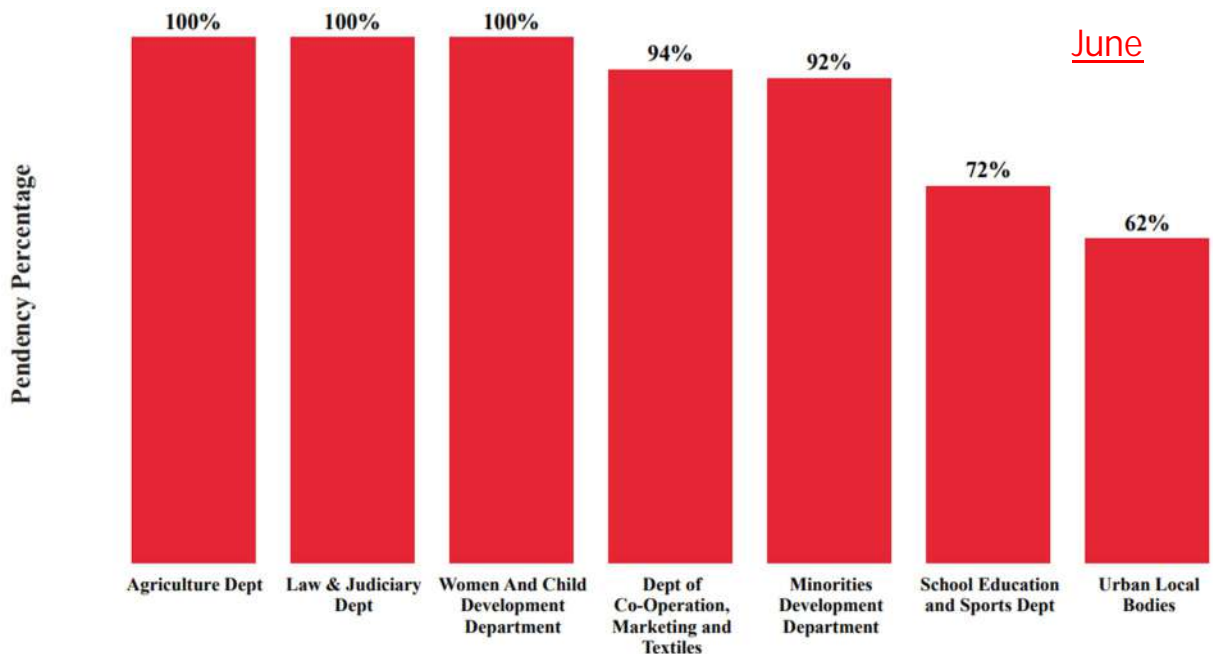




### 3) Pendency Percentage of RTS Services Delivered Department Wise



### 4) Pendency Percentage of RTS Services Delivered Department Wise





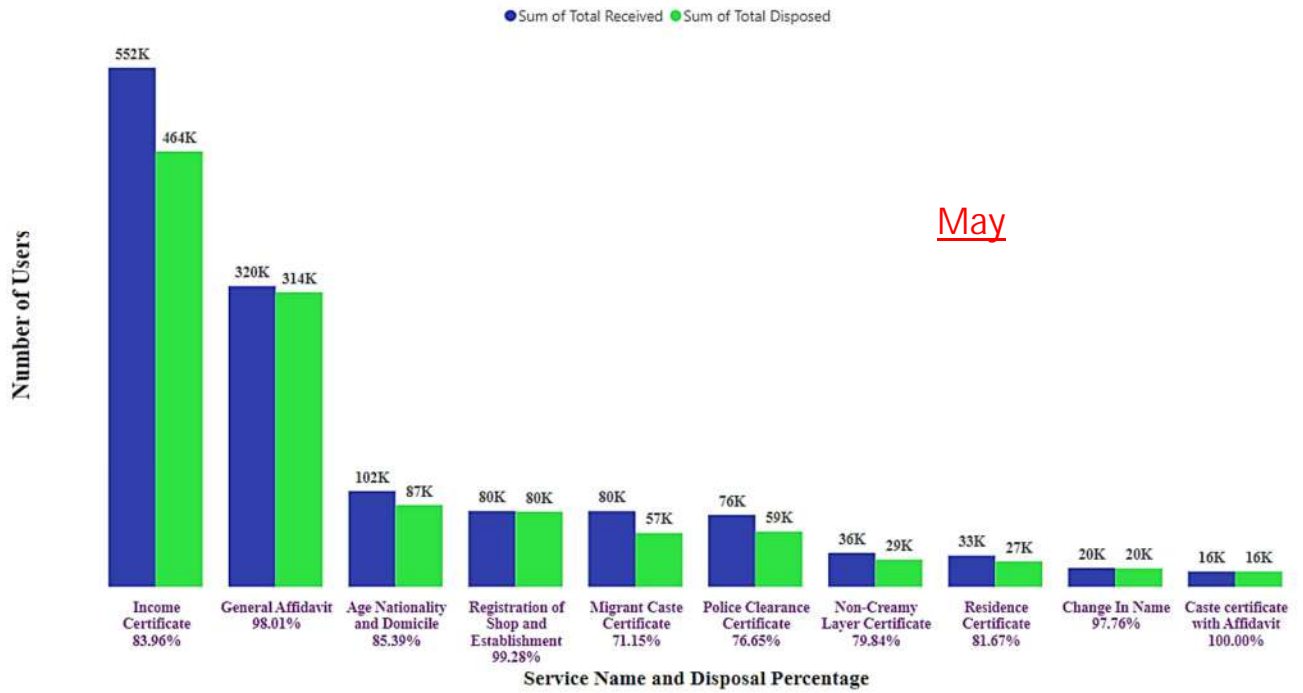
## 5) District Wise Disposal Percentage of RTS Services Delivery- May

Sr. No.	District	Disposed %	
		May	June
1	Ratnagiri	93.87	90.63
2	Mumbai	92.84	100
3	Nandurbar	92.54	94.79
4	Bhandara	92.54	92.74
5	Sangli	91.39	96.44
6	Amravati	90.28	99.16
7	Yavatmal	90.16	96.21
8	Thane	90.15	99.8
9	Sindhudurg	90.06	100
10	Nashik	89.64	94.4
11	Mumbai Sub	89.3	91.49
12	Satara	89.15	95.55
13	Raigarh	88.47	96.2
14	Washim	87.95	97.09
15	Nagpur	87.74	91.68
16	Buldana	87.37	96.08
17	Kolhapur	87.3	92
18	Chandrapur	87.21	96.76
19	Aurangabad	87.02	99.49
20	Wardha	86.22	88.88
21	Jalgaon	86.01	93.41
22	Dhule	85.72	90.67
23	Ahmednagar	85.23	95.04
24	Solapur	84.69	93.96
25	Nanded	84.68	99.18

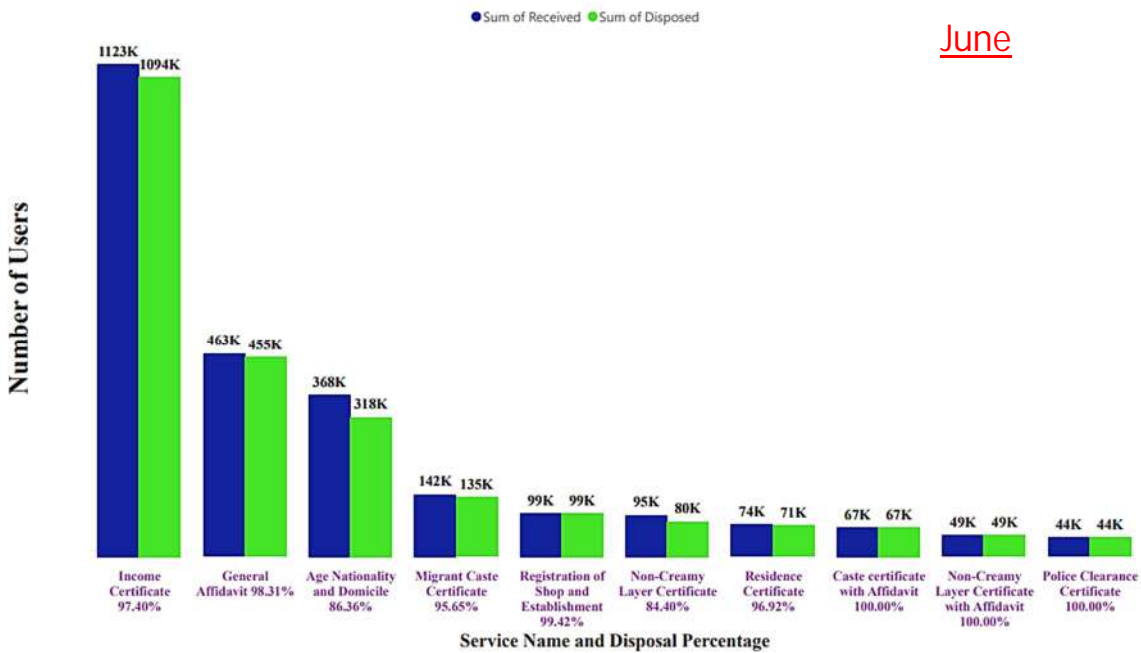




## 6) Top 10 service opted by citizen and its disposal percentage



## 7) Top 10 service opted by citizen and its disposal percentage





## 8) Right to Services: Notified Services and Online Services

RTS Monthly Status	May	June
Total notified services	511	525
Services provided online	387	398
Pending services to be provided online	124	113
Added Online Services	0	11

## 9) Status of Number of Departments Services not yet integrated with Aaple Sarkar Portal

Sr. No.	Name of the Department	Total Services	Status of 113 Services
1	State Excise Department	24	Service developed By Department, UAT phase done but not yet integrated with Aaple Sarkar Portal
2	Urban Development Department	9	
3	Industry Department	6	
4	Co-Operation, Marketing and Textiles Dept	4	
5	FDA	4	
6	Food, Civil Supplies & Consumer Protection Dept	4	
7	Finance Department	3	
8	Forest Department	0	
9	General Administration Department	3	
10	Maharashtra Pollution Control Board	3	
11	Agriculture Department	1	
12	Inspector General of Registration	1	
13	Law and Judiciary Department	1	
14	Social Justice & Special Assistance Dept	0	
15	Animal Husbandry, Dairy & Fisheries	11	RTS Notified Service provided off-line by Department
16	Employee Guarantee Scheme	1	
17	Energy Department	2	
18	Groundwater Surveys and Development Agency	2	
19	Home Department	8	
20	Industry Department	3	
21	Land Record Department	1	
22	Public Health Department	6	
23	Slum Rehabilitation Authority	1	
24	Tribal Development Department	1	
25	Urban Development Department	1	
26	Vimukta Jati's, Nomadic Tribes, Other Backward Classes and Special Backward	1	
27	Social Justice and Special Assistance Department	3	
28	Soil & Water Conservation Department	8	
29	General Administration Department	2	
	<b>Total</b>	<b>113</b>	

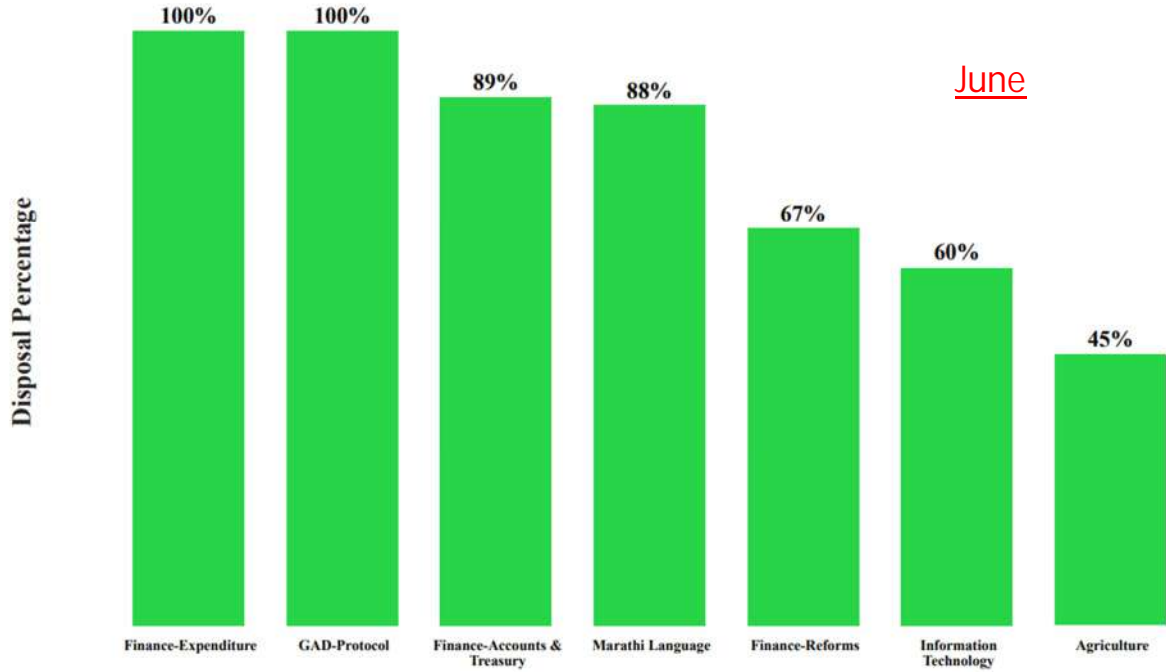


## B) Aaple Sarkar Grievance Redressal Portal

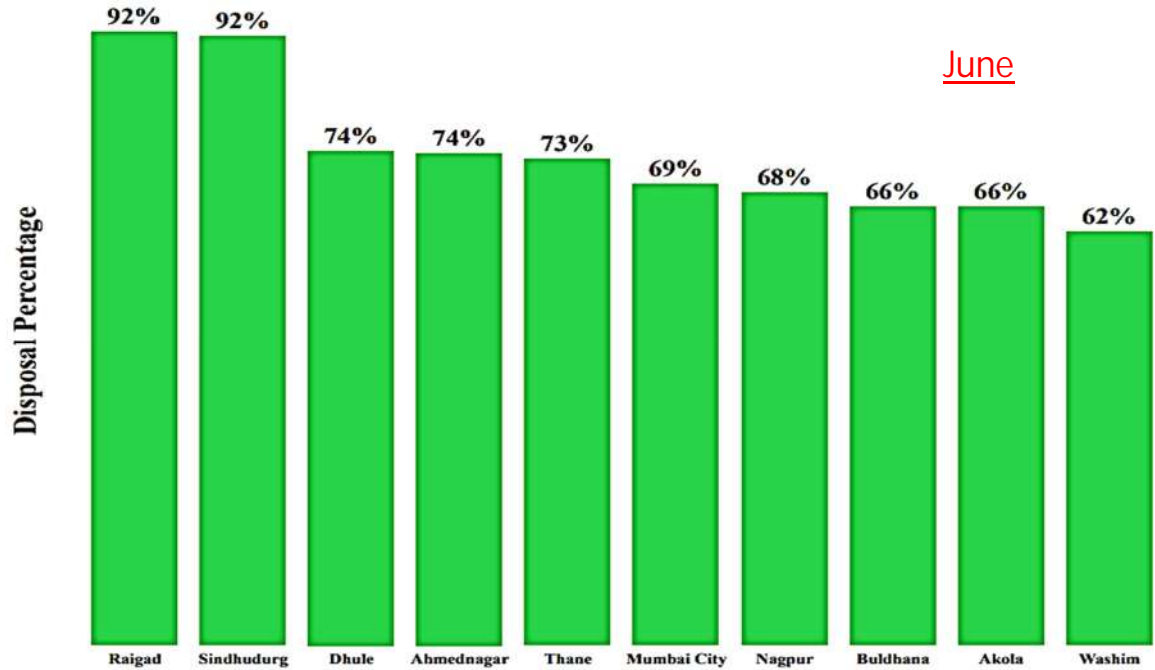
Source – DIT

Period: 25<sup>th</sup> May to 25<sup>th</sup> June

### 1) Departments with Highest Disposal Percentage of Grievances



### 2) Districts with Highest Disposal Percentage of Grievances







### 3) Departments with Highest Pendency Percentage of Grievances

Sr. No.	Department	Pending %	
		May	June
1	Agriculture	50	54.55
2	Animal Husbandry, Dairy Development and Fisheries	100	97.56
3	Co-operation	100	100
4	Cooperation-Marketing	81.82	77.78
5	Cooperation-Textile	100	0
6	Energy	99.53	100
7	Environment	82.22	62.96
8	Finance	100	98.9
9	Finance-Accounts & Treasury	100	11.11
10	Finance-Expenditure	0	0
11	Finance-Reforms	100	33.33
12	Food, Civil Supplies and Consumer Protection	100	98.18
13	GAD-Directorate General of Information and Public Relations (DGIPR)	95.65	100
14	GAD-Election	100	100
15	GAD-Freedom Fighter/ Ex-Servicemen Welfare	100	100
16	GAD-Organization & Methods (O&M)	100	0
17	GAD-Protocol	0	0
18	GAD-Reservation policy	100	100
19	GAD-Services	100	100
20	Higher and Technical Education	100	95.56
21	Home-Jails	100	100
22	Home-Police	99.35	99.68
23	Home-State Excise	100	100
24	Home-Transport & Ports	100	86.95
25	Housing	100	100
26	Industry	100	100
27	Information Technology	51.85	40
28	Labour	88.89	93.81
29	Law and Judiciary	45.16	70.37
30	Marathi Language	38.46	0
31	Medical Education and Drugs	100	100
32	Minorities Development	100	100
33	Parliamentary Affairs	100	100
34	Planning	0	100
35	Planning-Employment Guarantee Scheme (EGS)/NREGA	97.06	58.97
36	Public Health	100	100



37	Public Works	94.92	65.03
38	Revenue, Registration & Stamps	87.57	89.81
39	Revenue-Forest	98.00	95.12
40	Revenue-Relief & Rehabilitation	97.56	98.5
41	Rural Development	100	99.65
42	School Education and Sports	100	100
43	Skill Development & Entrepreneurship	100	82.14
44	Social Justice and Special Assistance	100	100
45	Tourism and Cultural Affairs	81.25	91.67
46	Tribal Development	100	84.62
47	UD1-Urban Planning	100	99.47
48	UD2-Urban Local Bodies	100	97.84
49	VJNT, OBC and SBC Welfare Department	100	95.24
50	Water Conservation	100	100
51	Water Resources	94.59	100
52	Water Supply and Sanitation	81.97	38.23
53	Women and Child Development	100	100

#### 4) Districts with Highest Pendency Percentage of Grievances

Sr. No.	District	Pending %	
		May	June
1	Ahmednagar	59.66	25.93
2	Akola	60.87	34.00
3	Amravati	72.34	89.74
4	Chhatrapati Sambhajnagar	69.44	86.84
5	Beed	85.71	56.69
6	Bhandara	70.59	70.83
7	Buldhana	27.78	33.99
8	Chandrapur	92.59	95.00
9	Dhule	55.88	25.58
10	Gadchiroli	100	100
11	Gondia	53.85	78.38
12	Hingoli	95.24	100
13	Jalgaon	63.16	52.63
14	Jalna	44.19	50.94
15	Kolhapur	72.84	63.53
16	Latur	100	100



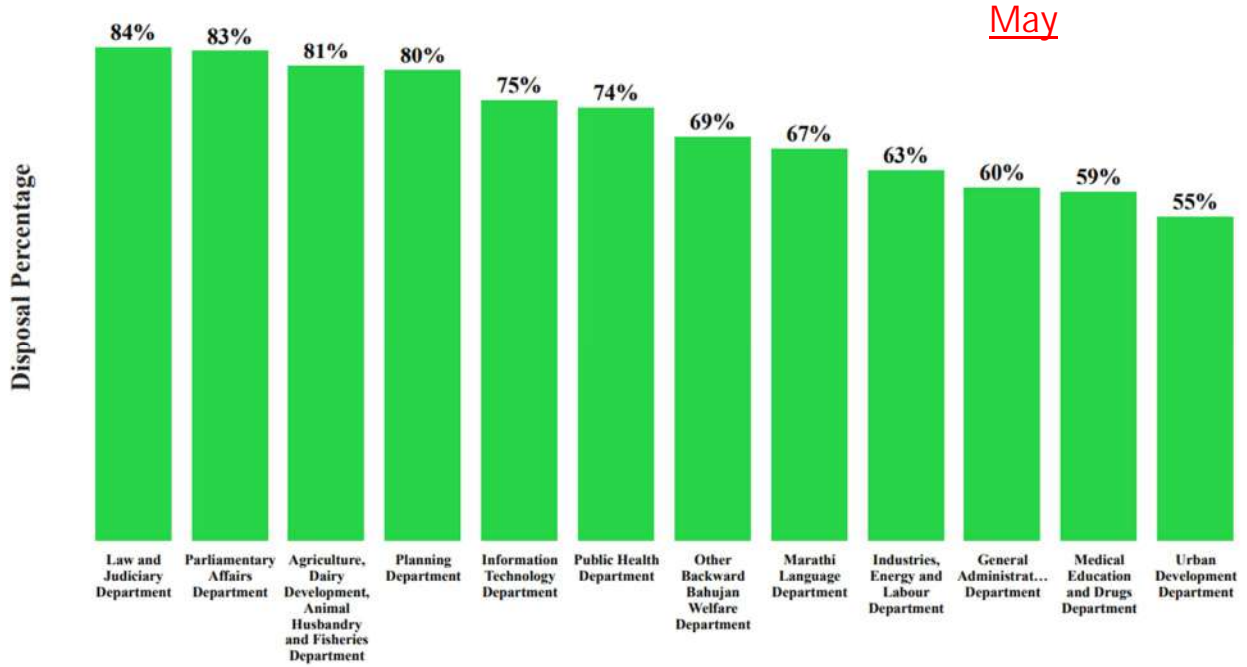
17	Mumbai City	<b>100</b>	<b>30.56</b>
18	Mumbai Sub-Urban	<b>43.40</b>	<b>60.68</b>
19	Nagpur	<b>39.29</b>	<b>31.88</b>
20	Nanded	<b>84.62</b>	<b>86.11</b>
21	Nandurbar	<b>92.31</b>	<b>68.97</b>
22	Nashik	<b>100</b>	<b>100</b>
23	Osmanabad	<b>54.90</b>	<b>91.53</b>
24	Palghar	<b>71.05</b>	<b>51.43</b>
25	Parbhani	<b>76.67</b>	<b>83.33</b>
26	Pune	<b>77.02</b>	<b>64.13</b>
27	Raigad	<b>83.33</b>	<b>7.69</b>
28	Ratnagiri	<b>73.02</b>	<b>44.64</b>
29	Sangli	<b>74.60</b>	<b>45.24</b>
30	Satara	<b>84.68</b>	<b>76.40</b>
31	Sindhudurg	<b>54.55</b>	<b>8.33</b>
32	Solapur	<b>77.55</b>	<b>85.22</b>
33	Thane	<b>45.00</b>	<b>26.82</b>
34	Wardha	<b>43.59</b>	<b>40.00</b>
35	Washim	<b>89.83</b>	<b>37.74</b>
36	Yavatmal	<b>48.15</b>	<b>48.57</b>



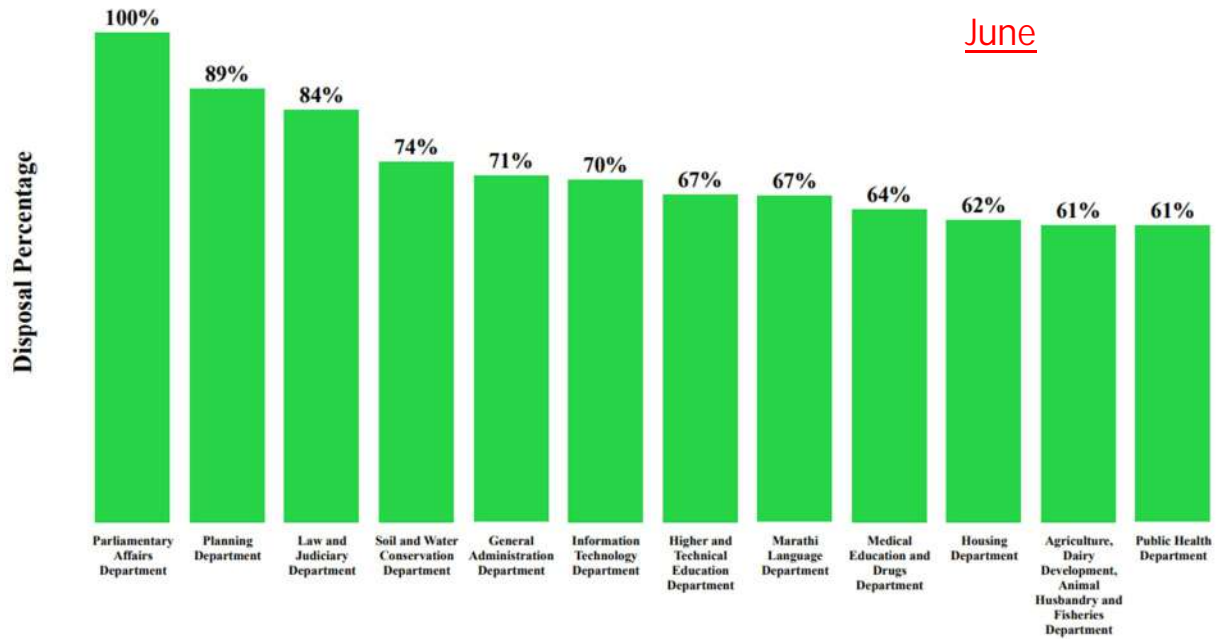
## C) Right to Information

Source – NIC  
Period - 25<sup>th</sup> - 25<sup>th</sup> (May & June)

### 1) Department with Highest RTI Disposal rate



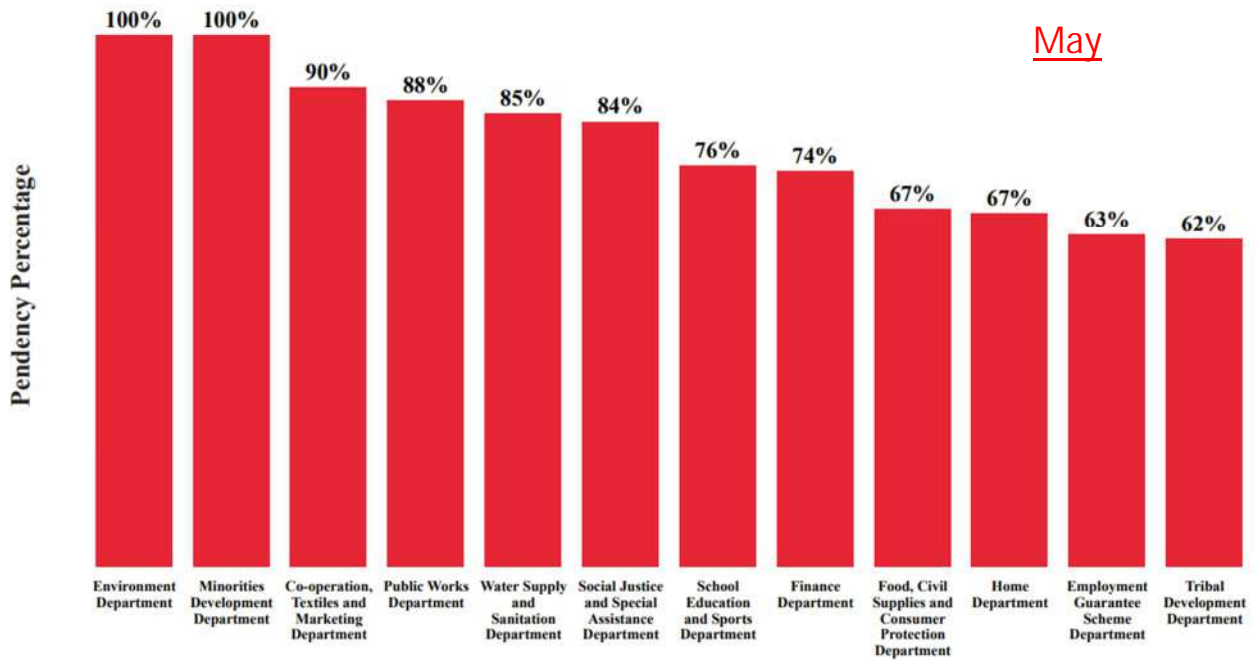
### 2) Department with Highest RTI Disposal rate



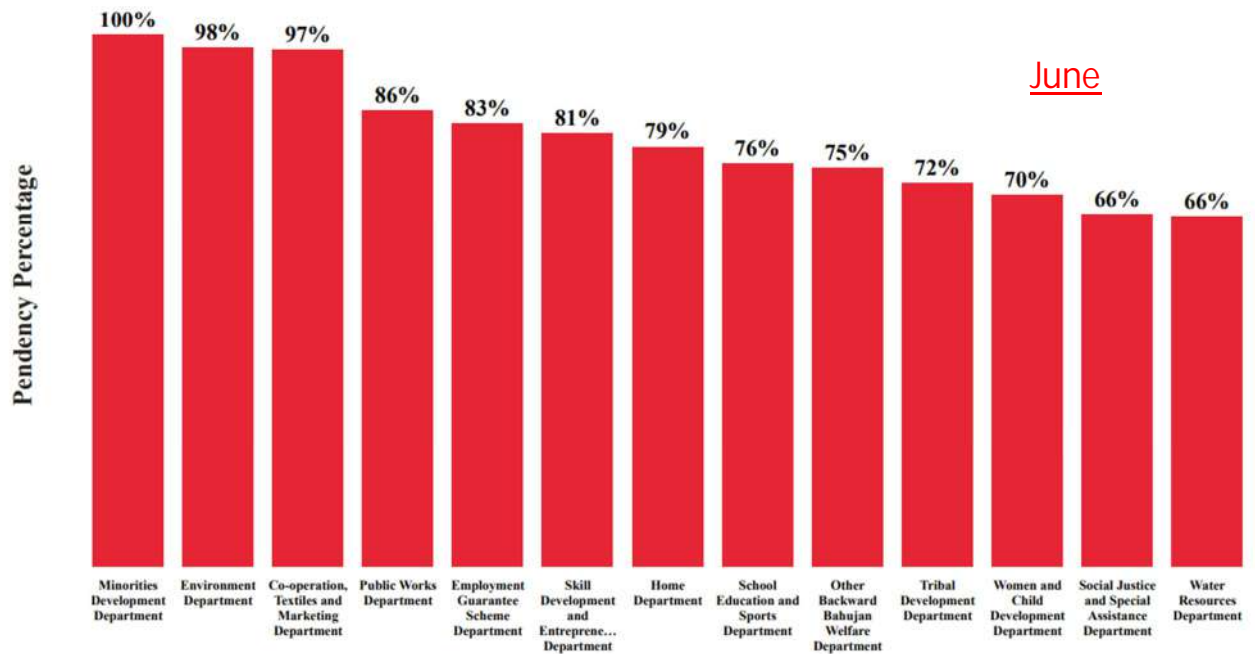




### 3) Departments with Highest RTI Pendency rate

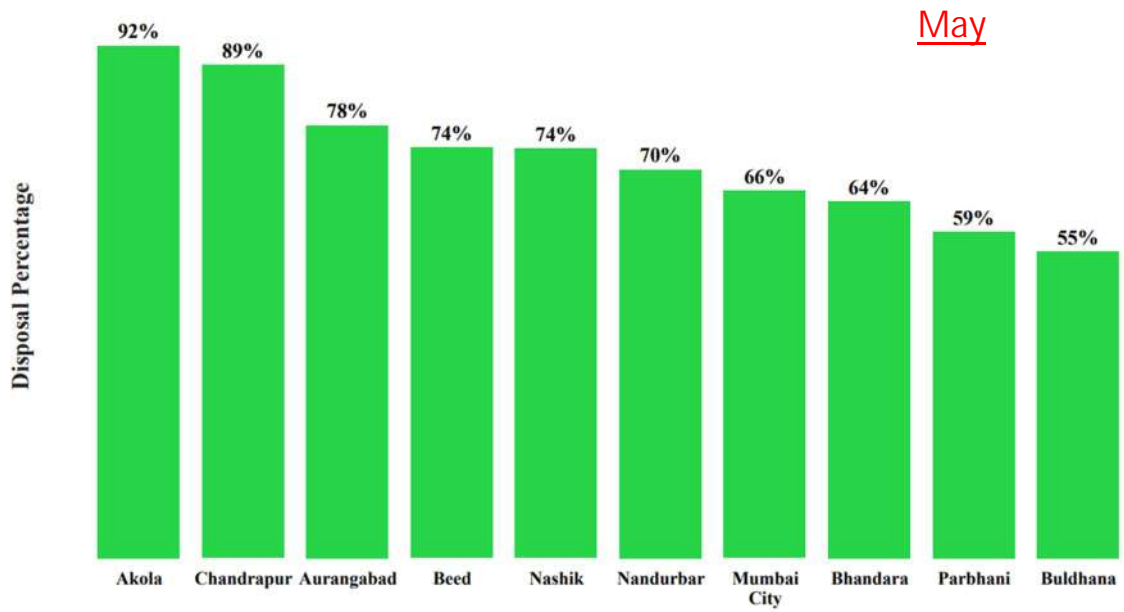


### 4) Departments with Highest RTI Pendency rate

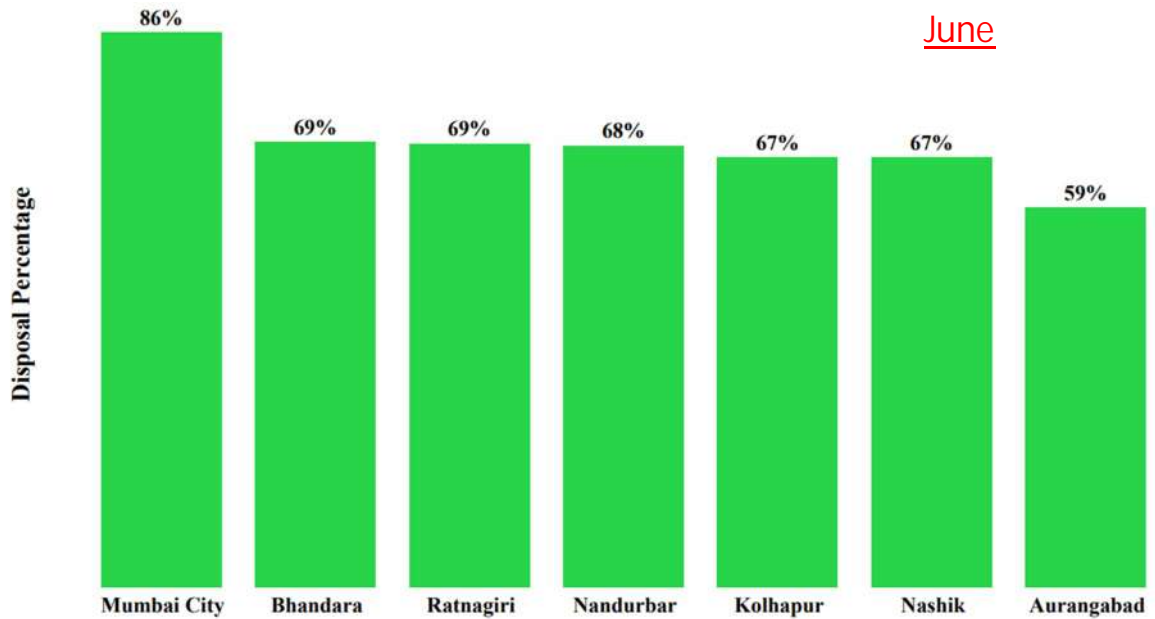




### 5) Districts with Highest RTI Disposal rate

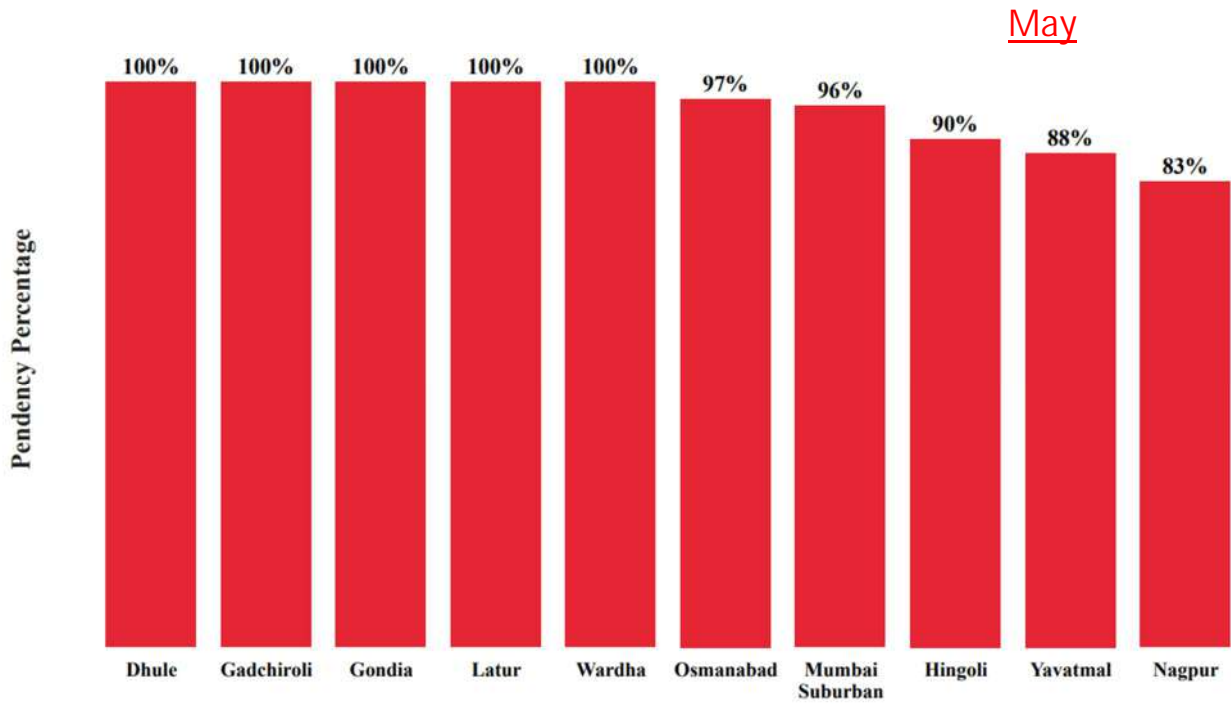


### 6) Districts with Highest RTI Disposal rate

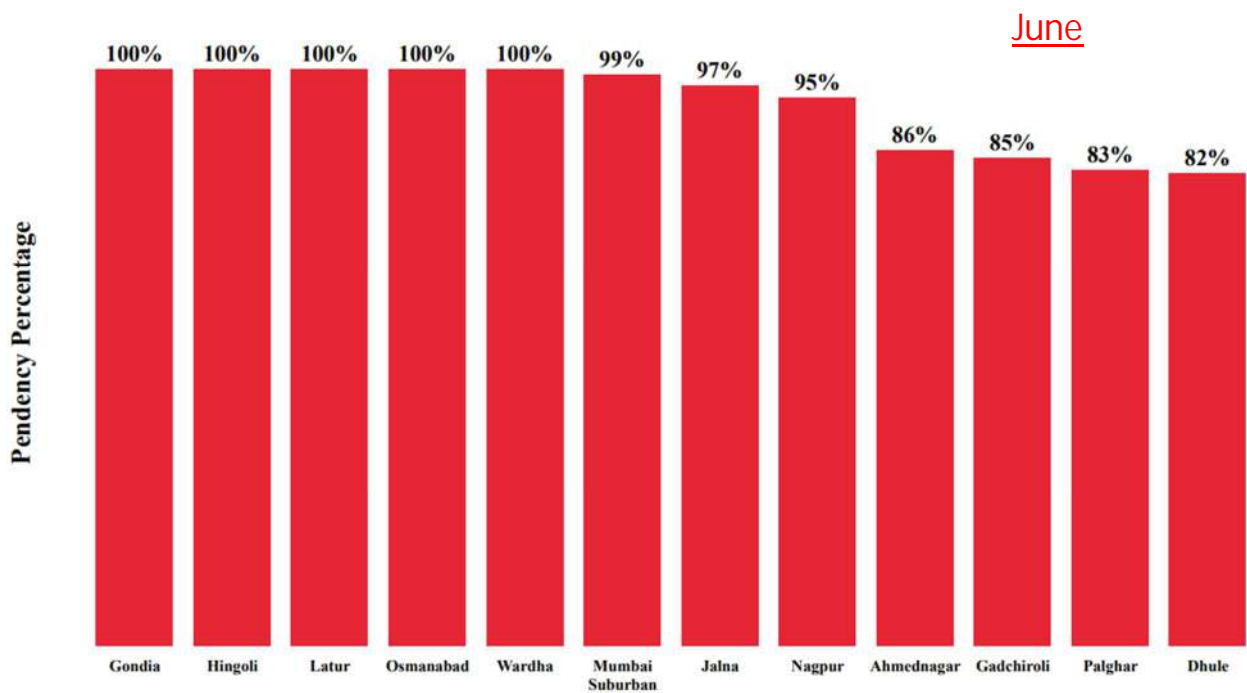




### 7) Districts with Highest RTI Pendency rate



### 8) Districts with Highest RTI Pendency rate





## D) Performance of Departments – CPGRAMS

Sr. No	Department Name	Grievances Pending from More Than 1 Year	
		May	June
1	Rural Development Dept.(Main)	4287	3915
2	School Education and Sports Dept.	4115	3379
3	Revenue and Forest Dept. (Main)	4012	3338
4	Higher and Technical Education Dept.	2146	1783
5	Industries, Energy and Labour Dept.(Main)	1315	984
6	Public Works Dept. (Main)	1252	1037
7	Urban Development Dept. (UD2)	957	400
8	Medical Education and Drugs Dept.	855	790
9	Finance Dept. (Main)	845	638
10	Public Health Dept. (Main)	675	584
11	Co-operative, Textile and Marketing Dept. (Main)	661	761
12	Revenue and Forest Dept.(Rehabilitation)	639	651
13	General Administration Dept. (Main)	596	488
14	Public Works Dept. (Roads)	592	578
15	Environment Dept.	557	372
16	Skill Development and Enterp. Dept.	544	513
17	Revenue and Forest Dept. (Revenue)	516	406
18	Home Dept. (Main)	498	0
19	Woman and Child Welfare Dept.	399	258
20	Planning Dept. and Development Commissioner	393	272
21	Rural Development Dept.	358	289
22	Agriculture AHD and F Dept. (Main)	326	270
23	Social Justice and Special Assistance Dept.	299	353
24	Chief Minister Office	281	278
25	Industries, Energy and Labour Dept. (Energy)	273	263
26	Food, Civil Supply and Consumer Protection Dept.	234	154
27	Urban Development Dept. (Main)	234	107
28	Tourism and Cultural Affairs Dept.	218	183
29	Industries, Energy and Labour Dept. (Industries)	213	222
30	Co-operation Department	202	205
31	GAD (SEO1, F.F., Ex Servicemen)	193	144
32	Water Supply and Sanitation Dept.	178	164
33	VJNT.OBC.SBC Welfare Dept.	161	124
34	Water Resources Dept. (Main)	155	140
35	Finance Department	116	108
36	Tribal Development Dept.	109	86
37	Soil and Water Conservation Dept.	88	75
38	General Administration Dept. (O&M)	85	96
39	General Administration Dept. (IT)	83	55
40	Urban Development Dept. (UD1)	83	84
41	Animal Husbandry Dairy Develop	68	72
42	Revenue and Forest Dept. (Forests)	67	78
43	GAD (Information and Public Relation)	65	49





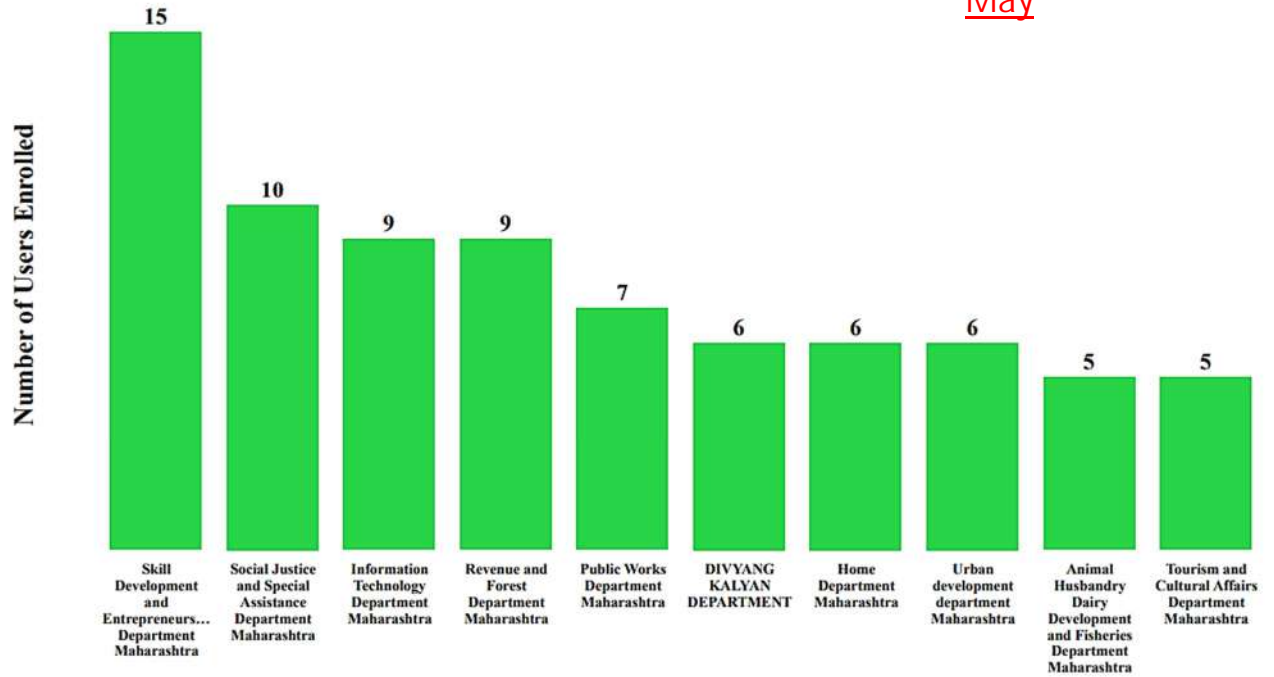
44	General Administration Dept. (Services)	60	57
45	General Administration Dept. (Election Branch)	58	41
46	Public Health Department	58	29
47	Finance Dept. (Accounts and Treasury)	55	53
48	Directorate of Employment & Self Employment	50	42
49	Law and Judiciary Dept.	48	53
50	Home Department	46	35
51	General Administration Dept. (Protocol)	44	39
52	EMPLOYMENT GURANTEEE SCHEME	37	38
53	Home Dept. (Transport and Ports)	36	15
54	GAD. (Spl. Dev.cell & B.C. Cell)	33	12
55	Agriculture AHD and F. Dept. (Agriculture)	28	20
56	Marathi Language Dept.	26	8
57	Public Works Department	25	19
58	Revenue and Forest Dept. (OSD Appeal)	20	20
59	Finance Dept. (Reforms)	19	81
60	Housing Department	18	0
61	MHCAV - Civil Aviation	18	14
62	Industries, Energy and Labour Dept.(Labour)	16	14
63	Home Dept. (Special)	14	5
64	Water Resources Department	14	12
65	Finance Dept. (Expenditure)	12	11
66	Minority Development Dept.	12	15
67	Public Works Dept. (Constructions)	7	6
68	Home Dept. (Appeals and Security)	5	4
69	Parliamentary Affairs Dept.	4	4
70	Water Resources Dept. (Lakshevi)	3	2



## E) Mission Karmayogi Analytics

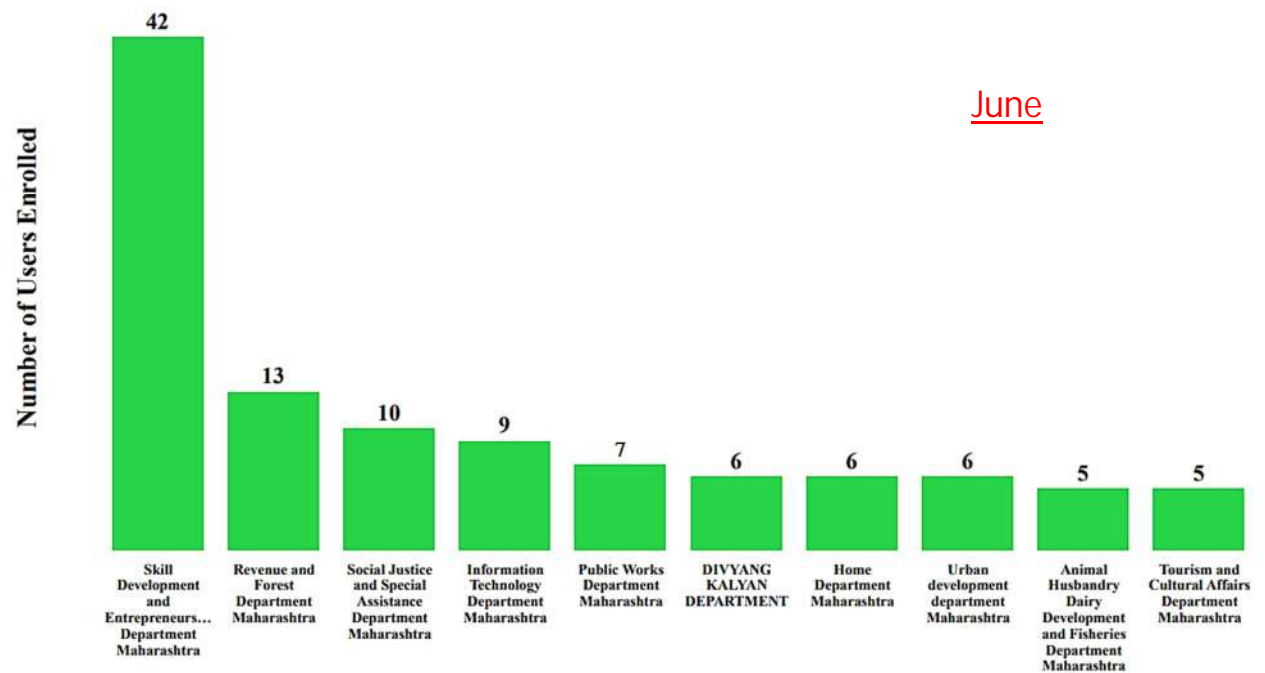
### Number of Users Enrolled for Karmayogi Courses Department Wise

May



### Number of Users Enrolled for Karmayogi Courses Department Wise

June





## F) GIGW Compliance of Websites



### 1) Importance of GIGW compliance

Guidelines for Indian Government Websites (GIGW) aims to ensure quality and accessibility of government guidelines, by offering guidance on desirable practices covering the entire lifecycle of websites, web portals and web applications, right from conceptualization and design to their development, maintenance, and management. GIGW can serve as a single point of reference on all the relevant aspects - quality, accessibility, and security - relating to websites, web portals, web applications and mobile apps.

### 2) Procedure to update the website

Departments should contact National Informatics Center (NIC) Maharashtra to timely update the websites.

For example- General Administration Department Website.







# “Late Dr. S.S. Gadkari Memorial Award for Innovation in Public Administration 2022 -2023”

## 1) Dr. Mittali Sethi, IAS Director Vanamati, Nagpur (Awardee)

“Melghat Migration Tracking System” subsequently scaled up by the State Government as Maharashtra Migration Tracking System. A plan that focuses on targeting and triaging the most vulnerable — a strategy that keeps them at the centre without silos.

Maharashtra became the first state in India to develop a website-based Migration Tracking System (MTS) application to track the movement of migrant workers through individual unique identity numbers. The MTS project aims to ensure the continuity of Integrated Child Development Services (ICDS) for migrant beneficiaries, such as children under the age of 18, lactating mothers, and pregnant women who are registered with Anganwadi centres.



## 2) Mr. Ayush Prasad IAS, CEO ZP Pune (Awardee)



Innovation and implementation of project "Mahalabharti" and "Process Mapping" of 1183 activities of Zilla Parishad, Pune.

- Need for a citizen-centric and information-based digital Ecosystem.
- Which will enhance the efficiency and reliability of the Administration .
- The system would help the eligible needy citizens to avail the benefits of the schemes on time.

The government of Maharashtra recently adopted Mahalabharti for “Shasan Aplya Daari” Program.





## “Effective Redressal of Public Grievances”

On the occasion of The Late Shri B.G. Deshmukh Memorial Lecture dated 9th May, 2023, a lecture on 'Effective Redressal of Public Grievances' was delivered by **Shri V. Srinivas, Secretary (DARPG)** to Government of India.



Scan QR Code to view the presentation made by Mr. V Srinivas.





*Mantralaya lighted up on the eve of Maharashtra Day, 1<sup>st</sup> May, 2023*



**Administrative Reforms and Organization & Methods (A.R., & O.&M.),  
General Administration Department,  
Government of Maharashtra.**



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