

# MANTRALAYA MONTHLY REFORMS REPORT

*JULY & AUGUST, 2023*



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



महाराष्ट्र शासन



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## **Background**

The inaugural Mantralaya Monthly Reforms Report was released in the month of March 2023, patterned on the CPGRAMS Monthly report, published by Department of Administrative Reforms and Public Grievances (DARPG), Government of India. Our report was applauded by Hon. Prime Minister of India and DARPG, Government of India.

This is the fourth monthly reforms report edition, covering data from the months of July\* and August for tracking the delivery of citizen centric services, disposal of grievances and the analysis of eOffice usage.

On 25th August 2023, the initiative of the Mantralaya Monthly Reforms Report was presented in 26th National Conference on e-Governance (NCeG) jointly organized by the Department of Administrative Reforms and Public Grievances (DARPG), Government of India and Ministry of Electronics & Information Technology (MeitY), in association with the Government of Madhya Pradesh under the segment of "**The Role of Research and Development in Citizen Centric Services**".

*\*RTS (Right to Service) data for the month of July is unavailable due to technical issues from MahaIT.*





## 26th National Conference on e-Governance (NCeG)

### A) The Role of Research and Development in Citizen Centric Services

The 26th National Conference on e-Governance (NCeG) was organized by the Department of Administrative Reforms & Public Grievances (DARPG) and Ministry of Electronics & Information Technology (MeitY), in collaboration with the Government of Madhya Pradesh in Indore on 24th-25th August 2023.

The Central theme of this conference was "Viksit Bharat - Empowering Citizens." A presentation by Smt. Sujata Saunik, ACS GAD (AROM), Government of Maharashtra, was featured in plenary sessions on the theme of "Role of Research & Development in Citizen Centric Services", focusing on recent developments within the department.

One of the notable topics discussed during the session was the Monthly Reforms Report initiative, recognized as a potential tool in promoting a more responsive and citizen-centric governance framework in Maharashtra. Additionally, the session delved into the CPGRAMS special campaign and the CM Helpline, which aimed to bridge the digital divide for citizens with limited technical proficiency, enabling them to register grievances.





# Mantralaya Monthly Reforms Report

## July and August 2023

### B) Central Registry Unit Analytics

Source - NIC

Period- 1<sup>st</sup>-30<sup>th</sup> (July & August)

Total e-receipts generated department wise

Sr. No.	Department	July	August	Total
1	Chief Minister Office (CM)	669	358	1027
2	Deputy Chief Minister Office (DCM)	254	337	591
3	Chief Secretary Office (CS)	72	1	73
4	General Administration Department (GAD)	723	986	1709
5	Home Department (MHD)	1929	2592	4521
6	Revenue & Forest (MRF)	352	388	740
7	Agriculture & ADF (MAG)	709	991	1700
8	School Education & Sports Department (MSC)	169	381	550
9	Higher & Technical Department (MHT)	379	361	740
10	Urban Development Department (UDD)	603	437	1040
11	Planning Department (PLAN)	178	181	359
12	Finance Department (FD)	143	63	206
13	Public Works Department (PWD)	1086	1037	2123
14	Water Resources Department (WRDM)	65	87	152
15	Parliamentary Affairs Department (PAD)	52	2	54
16	Law & Judiciary Department (LNJD)	237	390	627
17	Industry Energy & Labour (MID)	103	203	306
18	Women & Child Department (MWC)	646	604	1250
19	Rural Development Department (RDD)	179	217	396
20	Food Civil Supplies & Consumer Protection (MFS)	186	430	616
21	Skill Development and Entrepreneurship Department (SD&E)	22	33	55
22	Minority Development Department (MDD)	221	202	423
23	Social Justice & Special Assistance (SJSA)	236	386	622
24	Housing (HSG)	237	197	434

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25	Marathi Language Department (MLD)	37	24	61
26	Soil and Water Conservation (SWCD)	86	331	417
27	Public Health Department (PHD)	74	0	74
28	Environment & Climate Change (MEV)	138	39	177
29	Tribal Development Department (MTD)	10	58	68
30	Tourism & Culture Affairs (TCA)	590	746	1336
31	Co-operation, Marketing and Textiles Department (CMTD)	557	664	1221
32	Vimukta Jati and Nomadic Tribes (VJNT)	83	68	151
33	Persons with Disability (PwDWD)	18	278	296

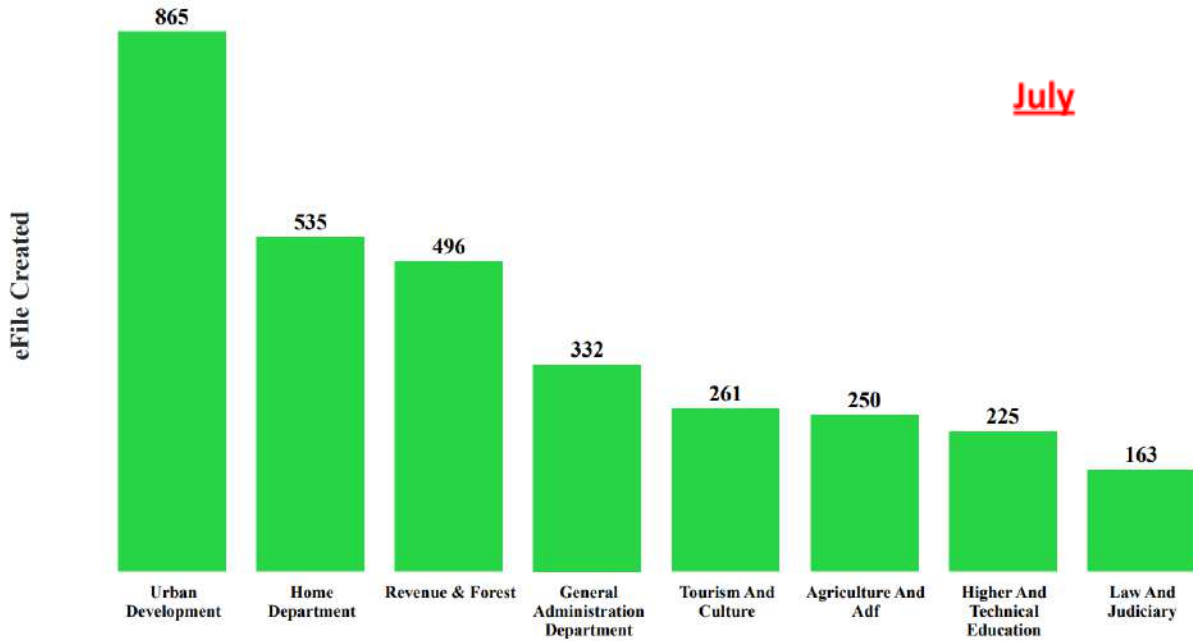


## C) e-Office analytics

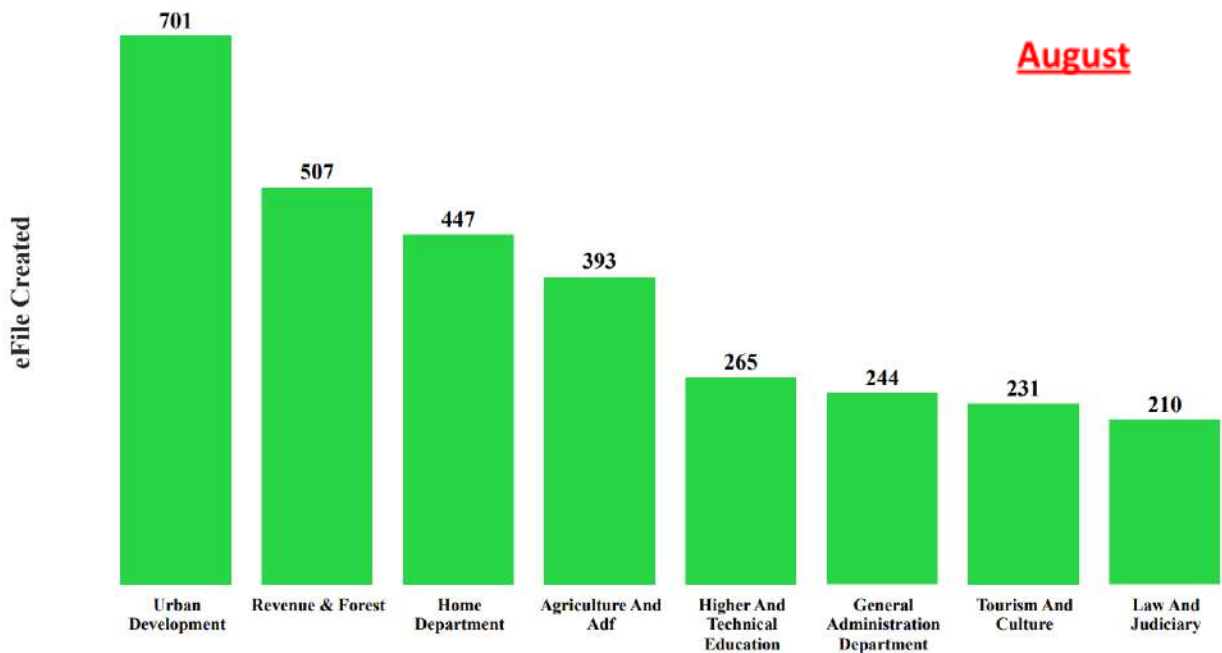
Source – NIC

Period – 1<sup>st</sup> – 27<sup>th</sup> (July & August)

### 1. Departments with Highest usage of e-Office in Mantralaya – July

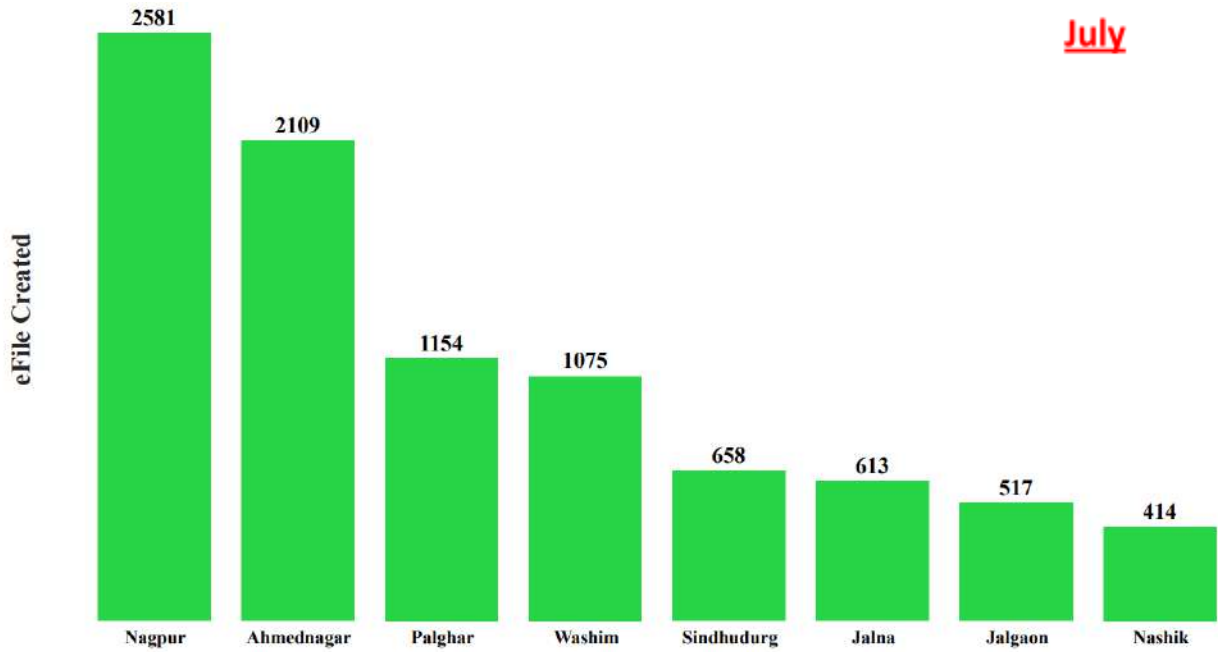


### 2. Departments with Highest usage of e-Office in Mantralaya - August

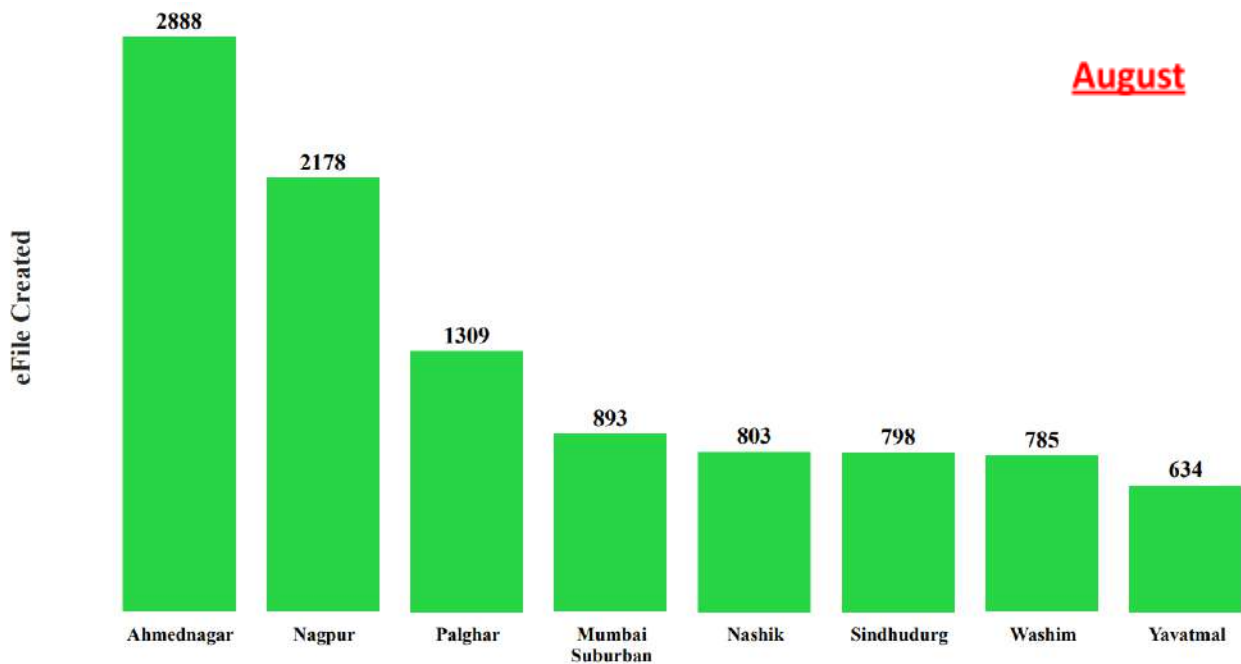




### 3. Districts with Highest usage of e-Office in parastatals - July



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







## 5. District Comparative Analysis of e-Office Usage

Sr. No.	Districts	eFile Created	
		July	August
1	AHMEDNAGAR	2109	2888
2	AMRAVATI	76	131
3	AKOLA	55	5
4	AURANGABAD	15	101
5	BEED	0	0
6	BHANDARA	1571	761
7	BULDHANA	35	8
8	CHANDRAPUR	820	1379
9	DHULE	44	497
10	GADCHIROLI	111	168
11	GONDIA	50	17
12	HINGOLI	82	95
13	JALGAON	517	535
14	JALNA	613	221
15	KOLHAPUR	0	1
16	LATUR	202	240
17	MUMBAI CITY	66	65
18	MUMBAI SUBURBAN	291	893
19	NAGPUR	2581	2178
20	NANDED	33	31
21	NANDURBAR	45	367
22	NASHIK	414	803
23	OSMANABAD	17	23
24	PALGHAR	1154	1309
25	PARBHANI	501	66
26	PUNE	4	5

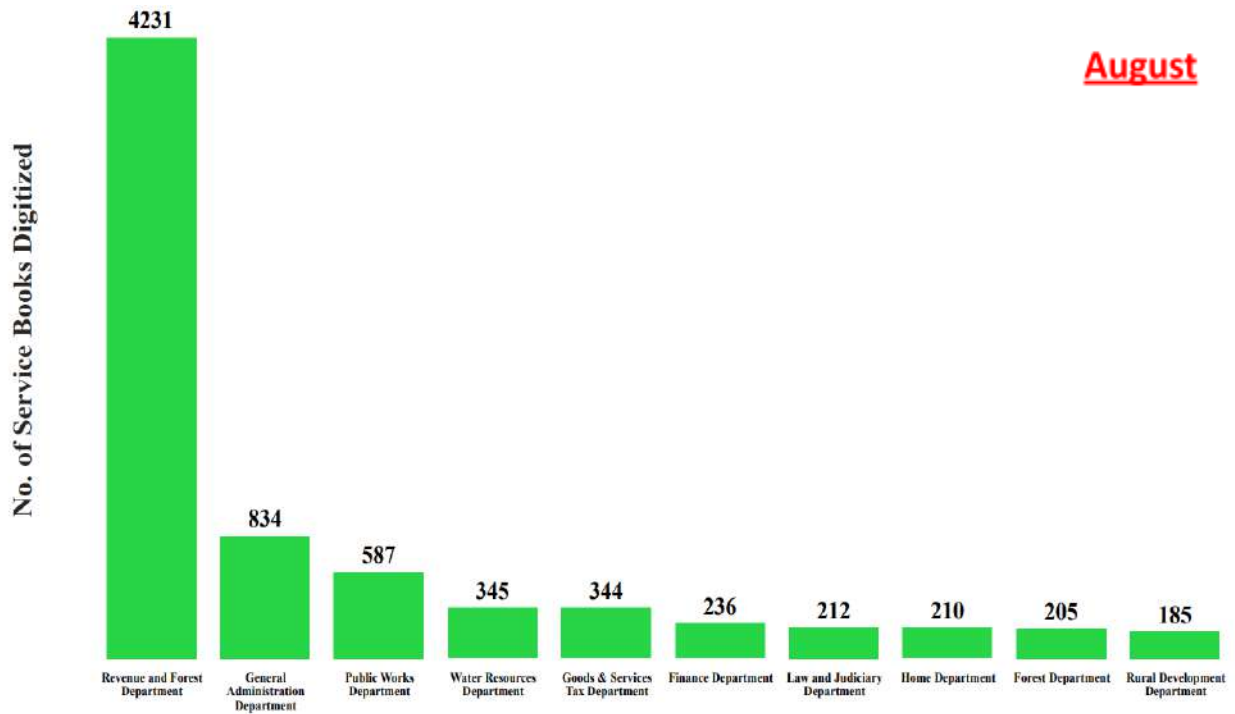


27	RAIGAD	186	378
28	RATNAGIRI	18	113
29	SANGLI	444	455
30	SATARA	8	0
31	SINDHUDURG	658	798
32	SOLAPUR	3	35
33	THANE	284	438
34	WARDHA	1880	2844
35	WASHIM	1075	785
36	YAVATMAL	193	634

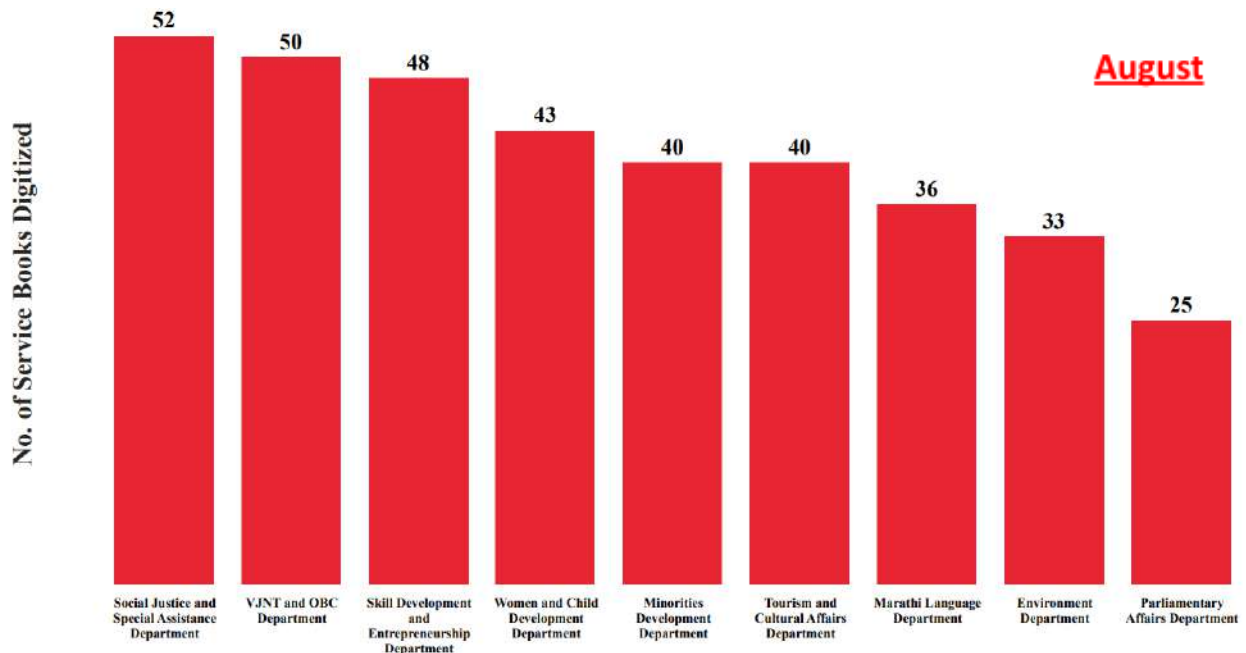


## D) e-HRMS

### 1. Top 10 Departments with Digitized Service Book



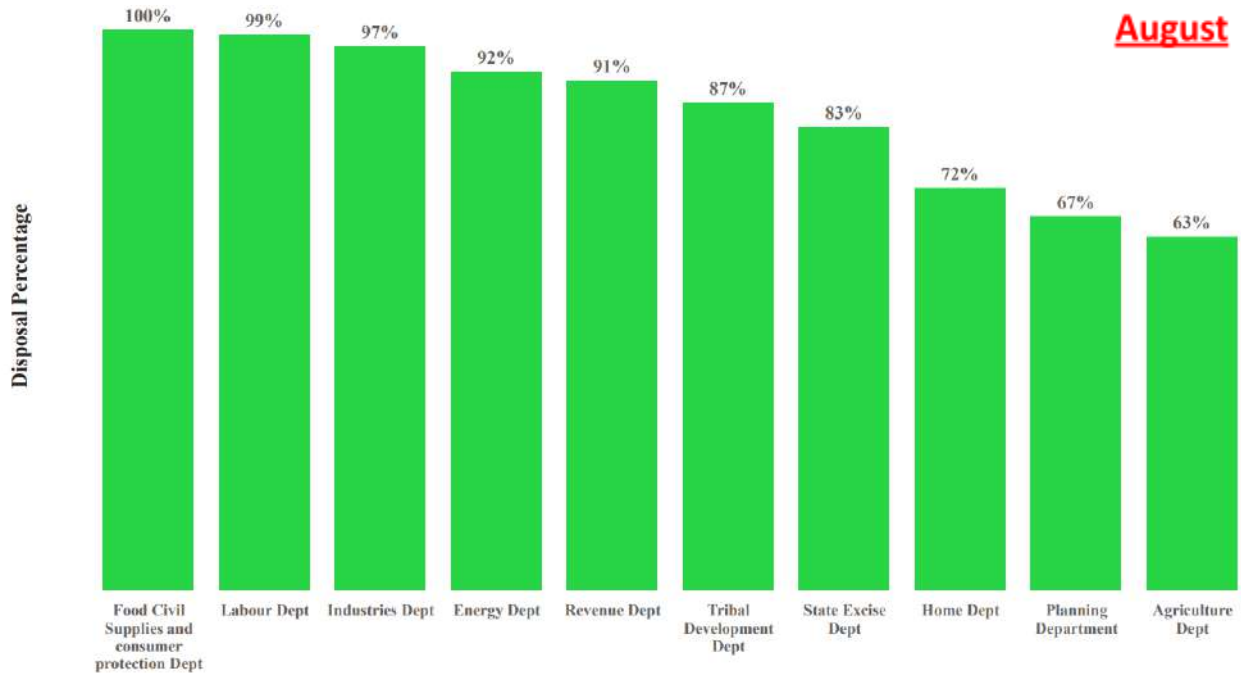
### 2. Bottom 10 Departments with Pending Digitized Service book



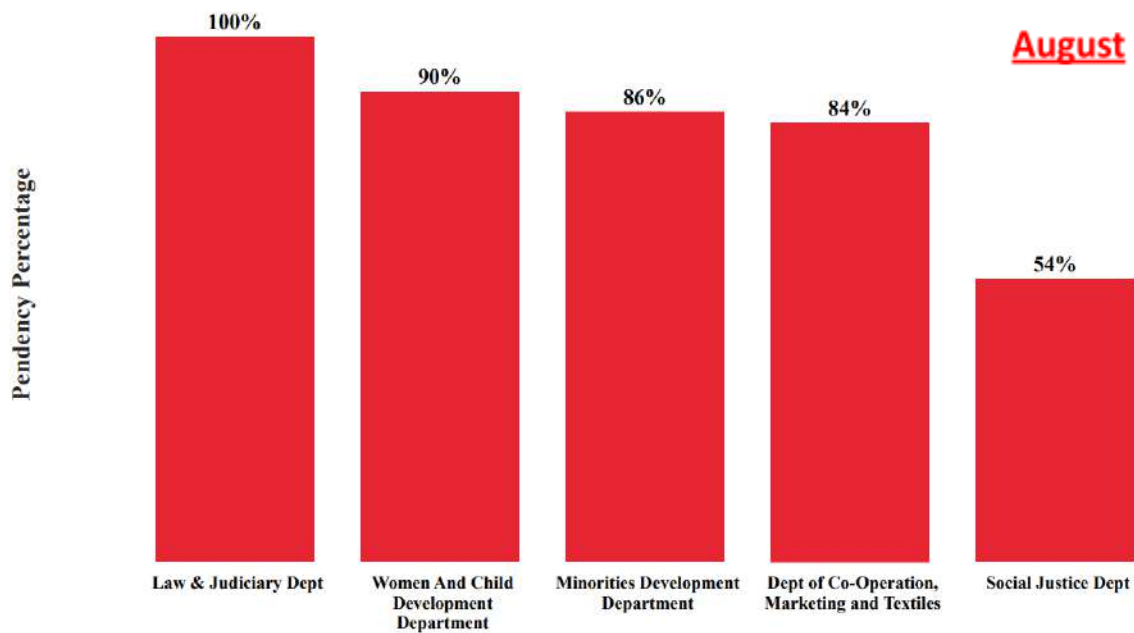


## E) Aaple Sarkar Portal: Maharashtra Right to Services

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



### 2. Pendency Percentage of RTS Services Delivered Department Wise





## F) CPGRAMS: Special Campaign

Department with Highest disposal	Disposed During	Total Pending as on 31st August 2023
<b>Total</b>	<b>15784</b>	<b>7345</b>
Agriculture AHD and F. Dept. (Agriculture)	2160	195
Urban Development Dept. (UD2)	2051	741
Revenue and Forest Dept. (Main)	1706	825
Home Dept. (Main)	1356	120
School Education and Sports Dept.	1178	30
Rural Development Dept.(Main)	650	1716
Industries, Energy and Labour Dept. (Energy)	585	139
Co-operative, Textile and Marketing Dept. (Main)	584	312
Higher and Technical Education Dept.	524	94
Medical Education and Drugs Dept.	491	11
Co-operation Dept, Govt. Maharashtra	468	277
Social Justice and Special Assistance Dept.	441	113
Finance Dept. (Reforms)	335	0
Urban Development Dept. (UD1)	303	77
Agriculture AHD and F Dept. (Main)	300	395
Finance Dept. (Main)	294	228
Public Health Dept. (Main)	277	31
Law and Judiciary Dept.	252	18
Housing Department	241	12
Environment Dept.	182	91
Public Works Dept. (Main)	164	244
Public Works Dept. (Roads)	138	51
Water Supply and Sanitation Dept.	131	10





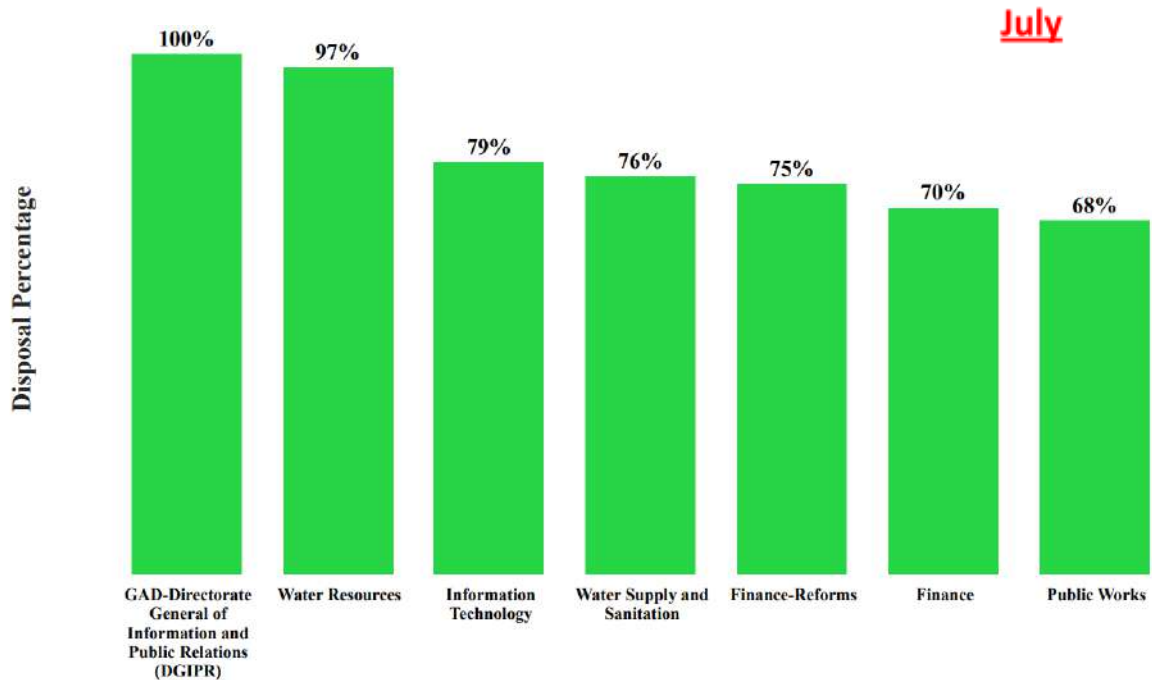
Industries, Energy and Labour Dept. (Industries)	100	17
Skill Development and Enterp. Dept.	93	11
Industries, Energy and Labour Dept.(Main)	83	46
Food, Civil Supply and Consumer Protection Dept.	76	215
Tribal Development Dept.	70	5
General Administration Dept. (O&M)	42	50
Revenue and Forest Dept. (Revenue)	41	3
Persons with Disabilities Welfare Department	40	76
Urban Development Dept. (Main)	39	16
Public Health Department	38	17
Agriculture AHD and F. Dept. (Animal Husbandry Dairy Develop	34	56
Planning Dept. and Development Commissioner	31	10
VJNT.OBC.SBC Welfare Dept.	31	6
Industries, Energy and Labour Dept.(Labour)	27	17
Revenue and Forest Dept. (Forests)	24	60



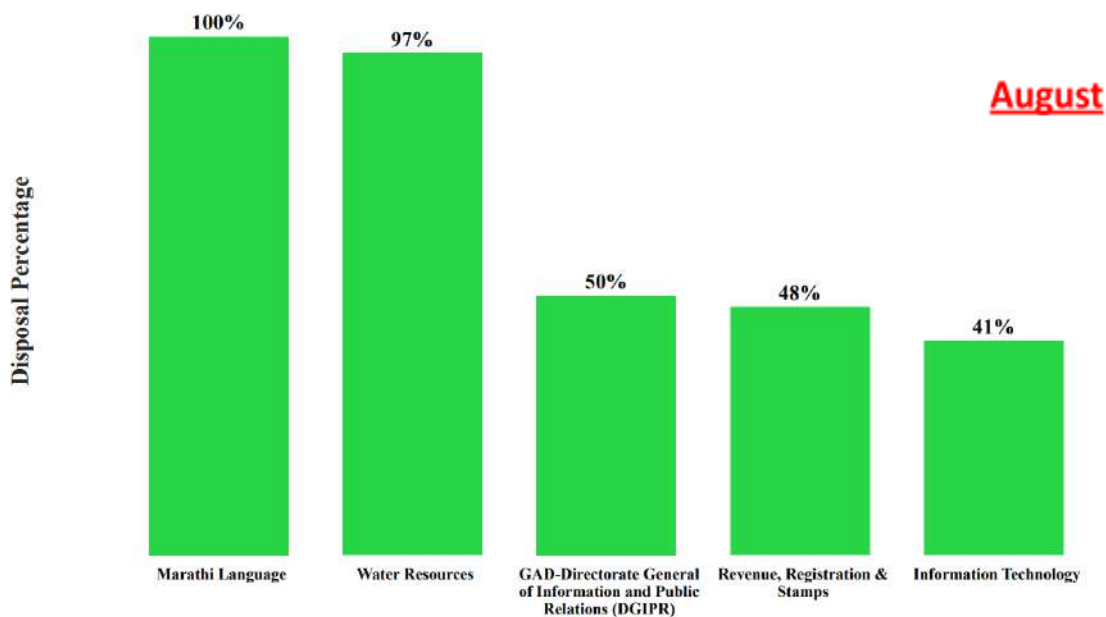
## G) Aaple Sarkar Grievance Redressal Portal

Source – DIT  
Period: 25<sup>th</sup> July to 25<sup>th</sup> August

### 1. Departments with Highest Disposal Percentage of Grievances - July

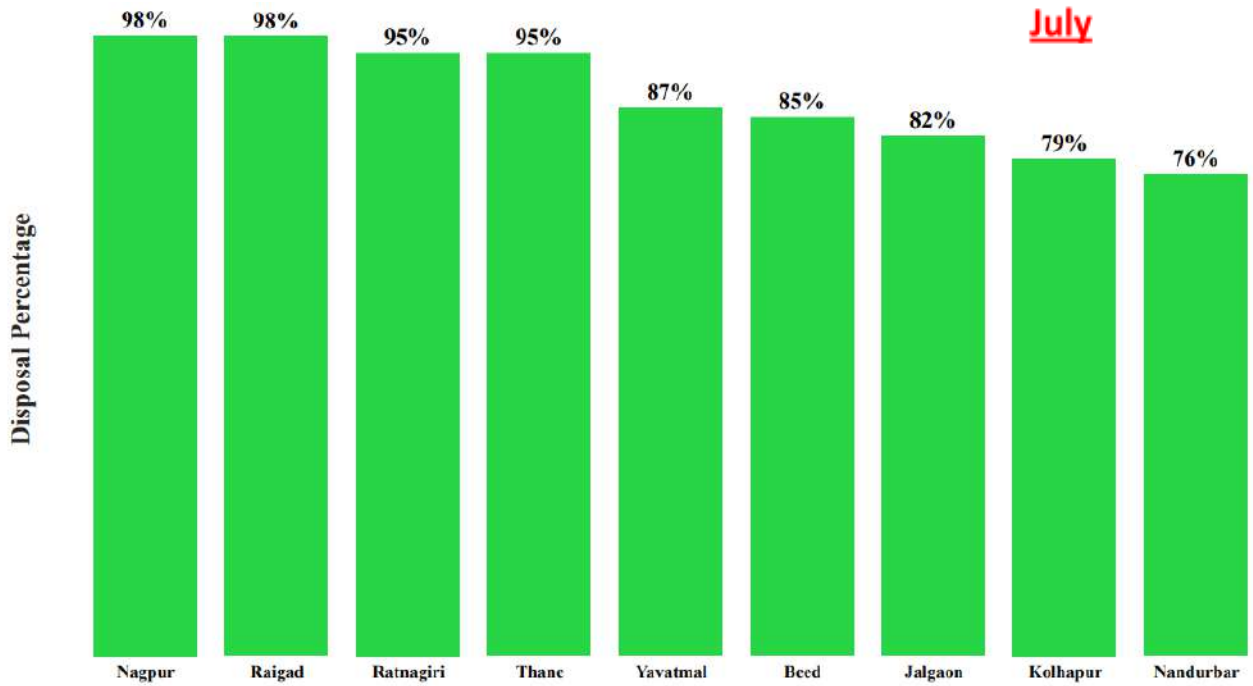


### 2. Departments with Highest Disposal Percentage of Grievances - August

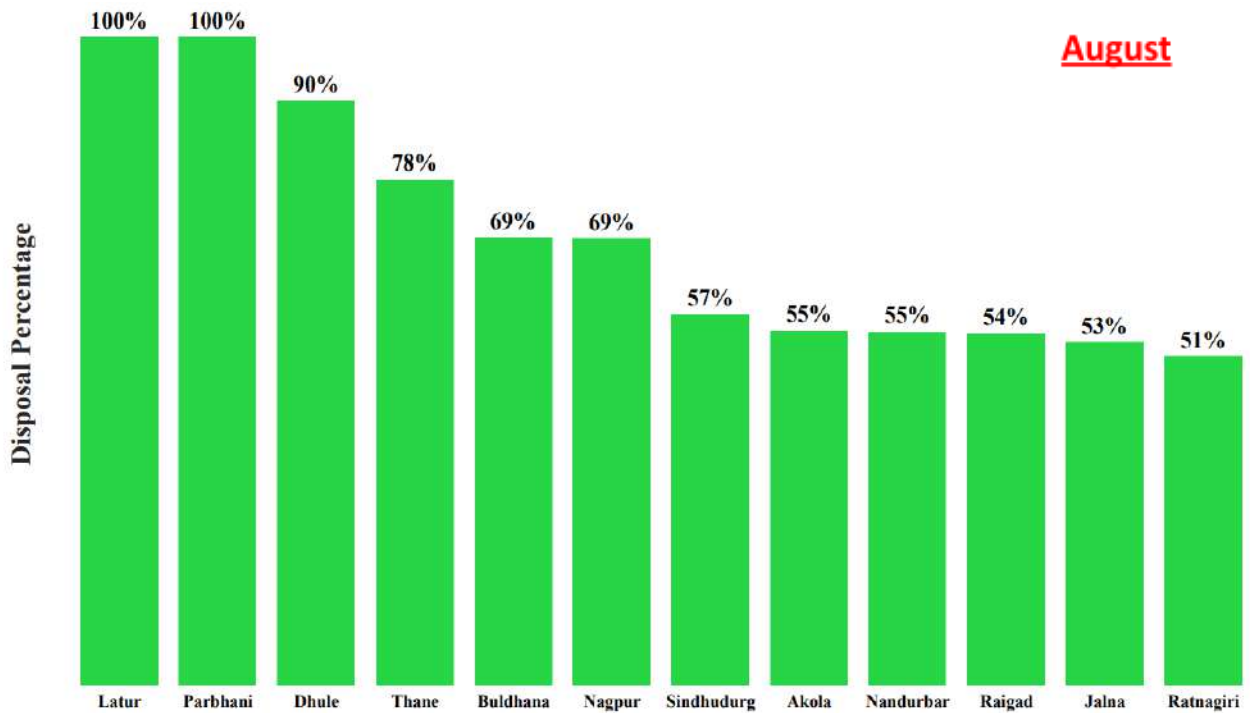




### 3. Districts with Highest Disposal Percentage of Grievances - July



### 4. Districts with Highest Disposal Percentage of Grievances - August

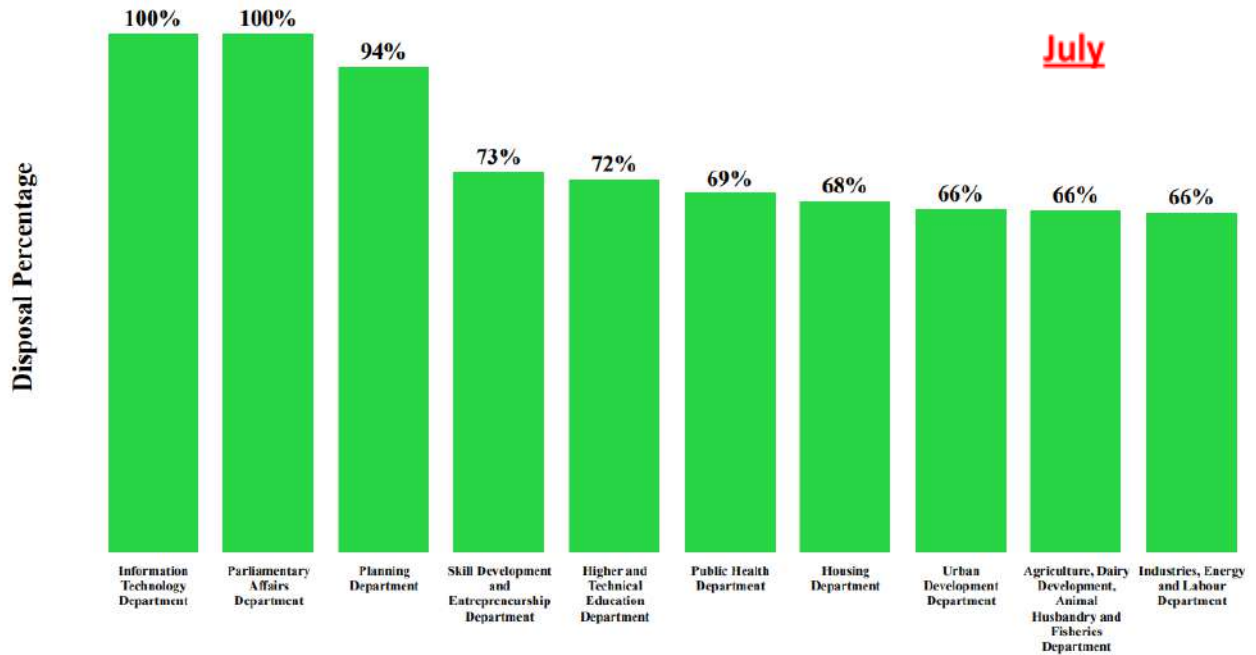




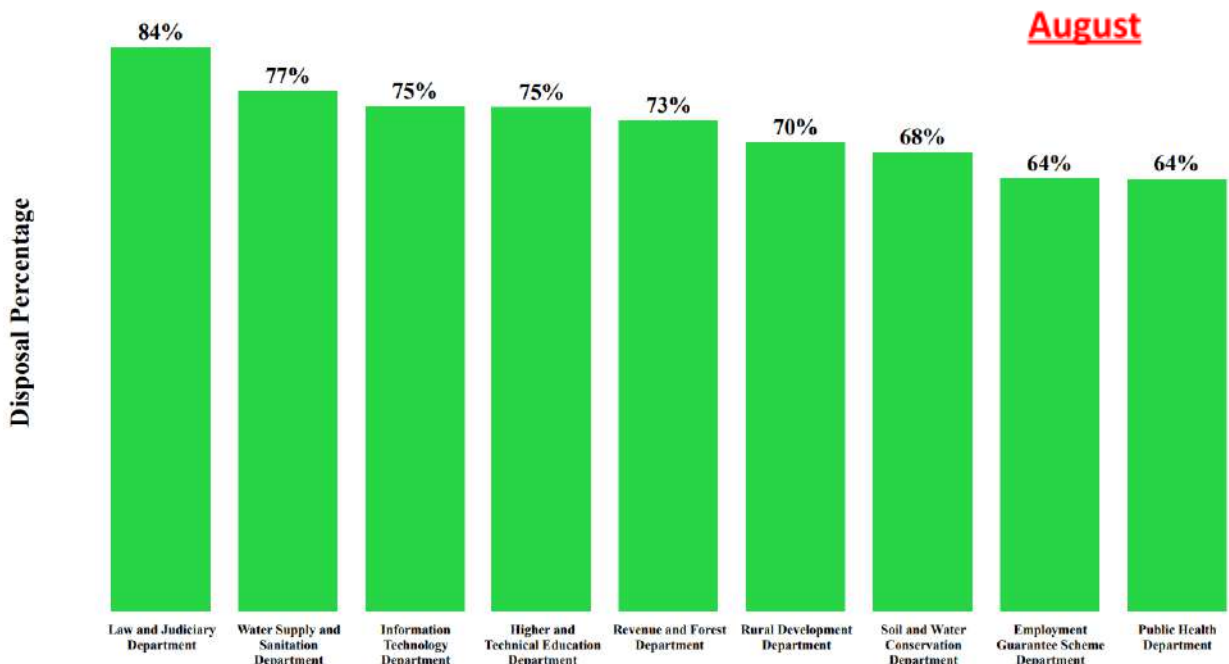
## H) Right to Information

Source – NIC  
Period – 1<sup>st</sup> – 25<sup>th</sup> (July & August)

### 1. Department with Highest RTI Disposal Rate - July

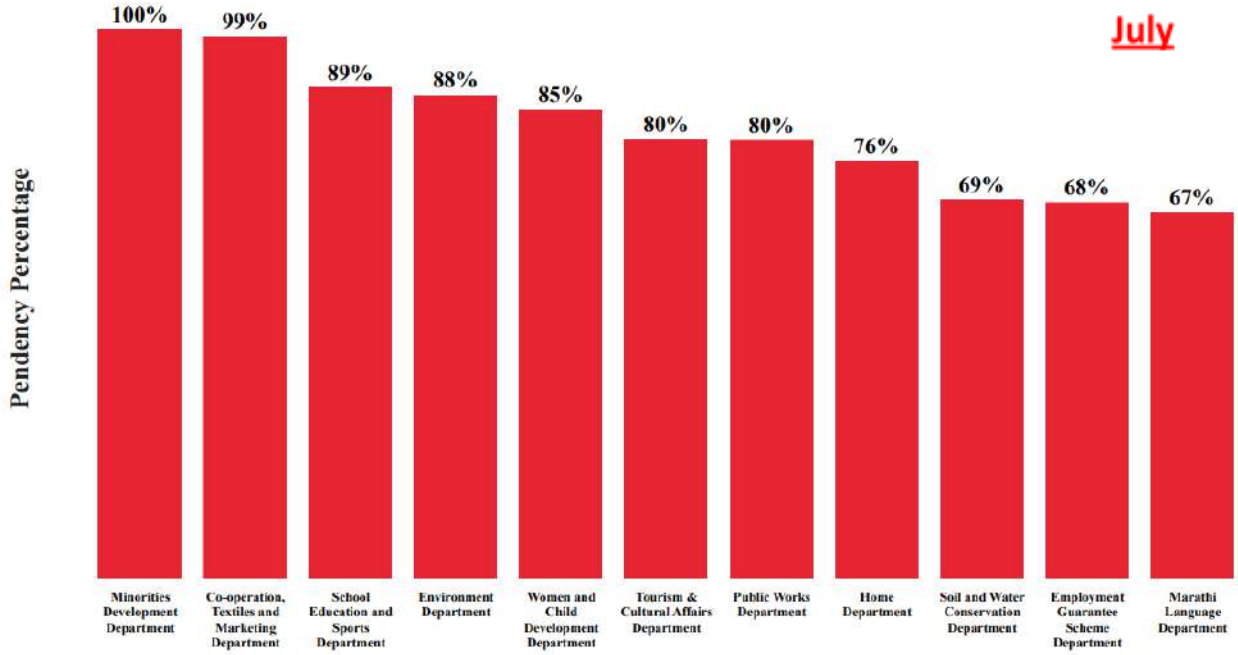


### 2. Department with Highest RTI Disposal Rate - August

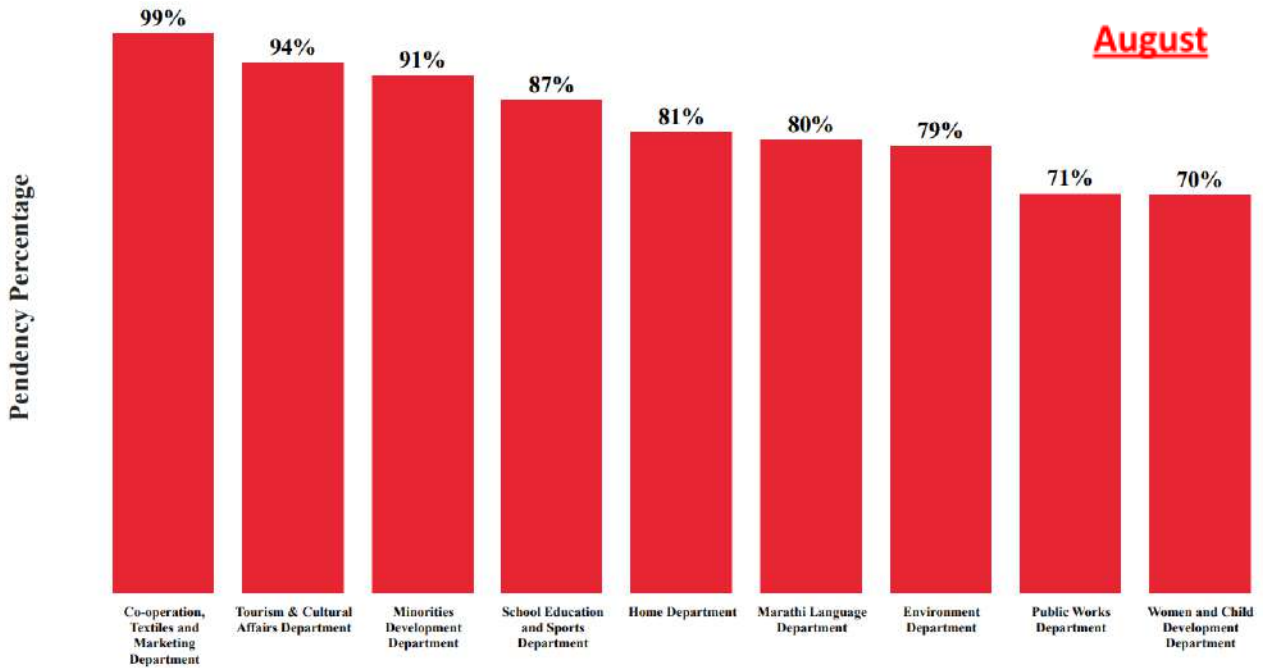




### 3. Departments with Highest RTI Pendency Rate - July



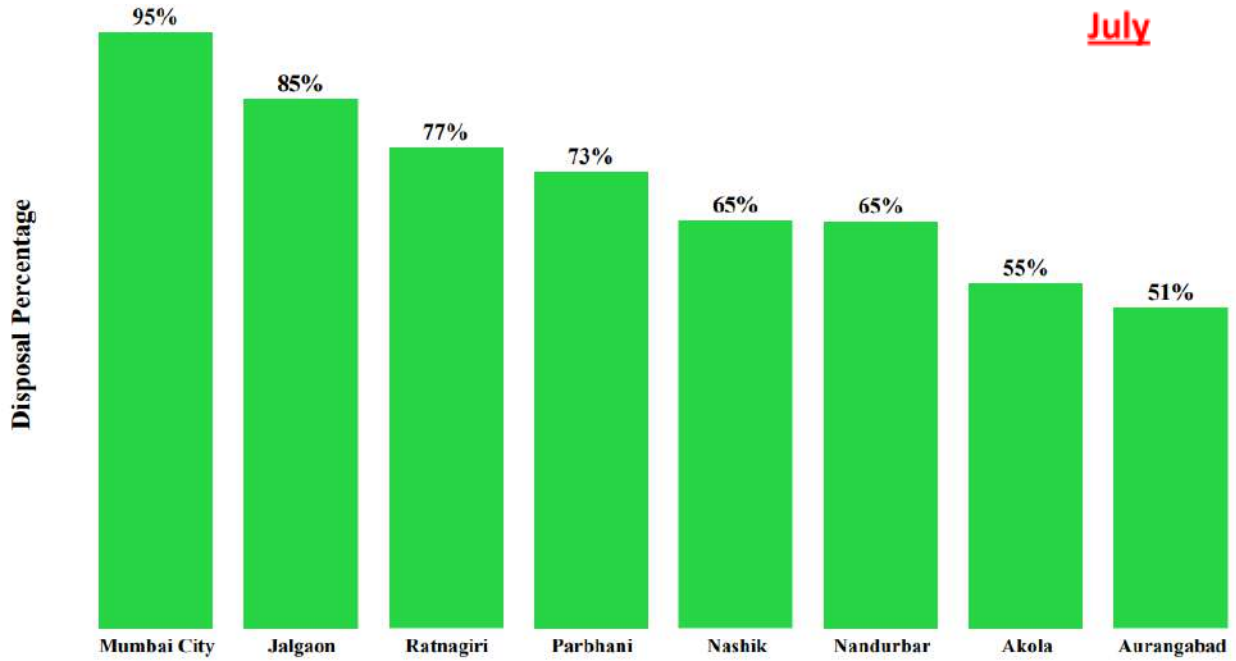
### 4. Departments with Highest RTI Pendency Rate - August



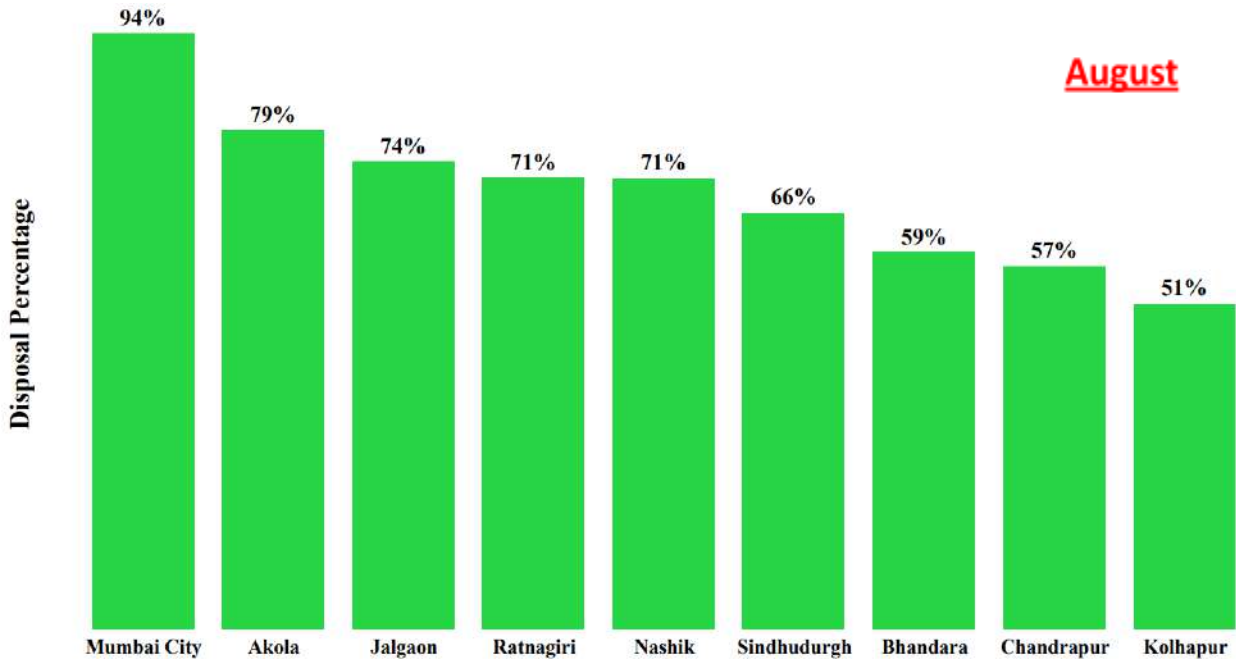




## 5. Districts with Highest RTI Disposal Rate - July

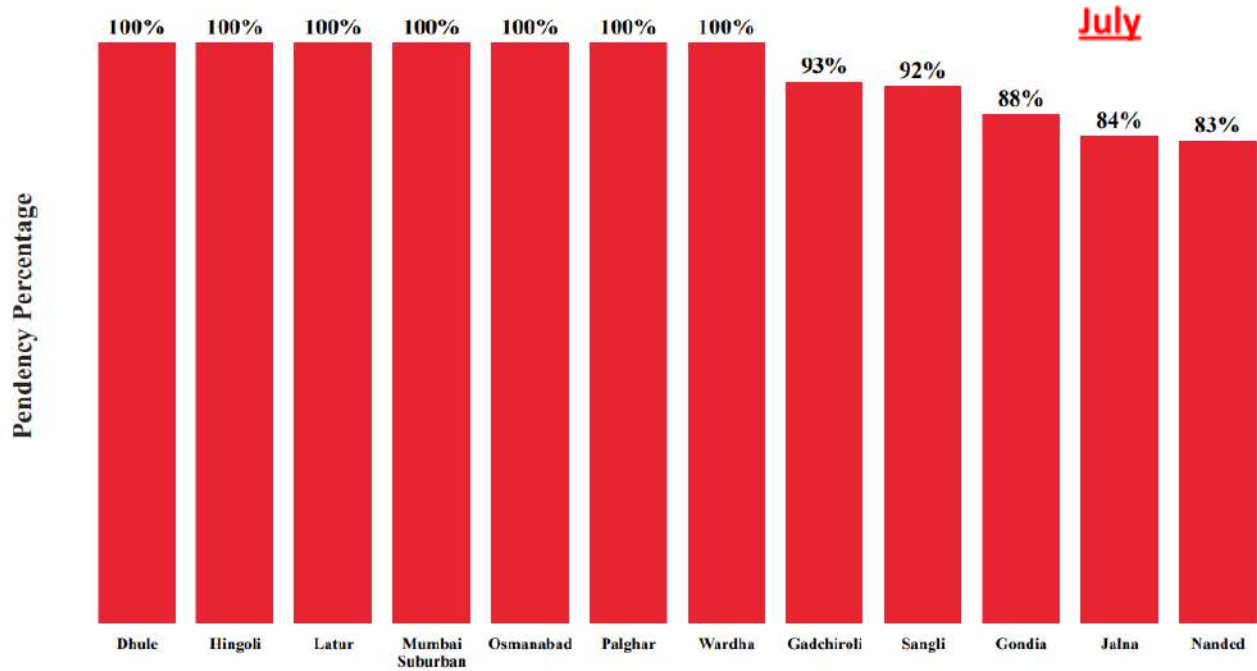


## 6. Districts with Highest RTI Disposal Rate - August

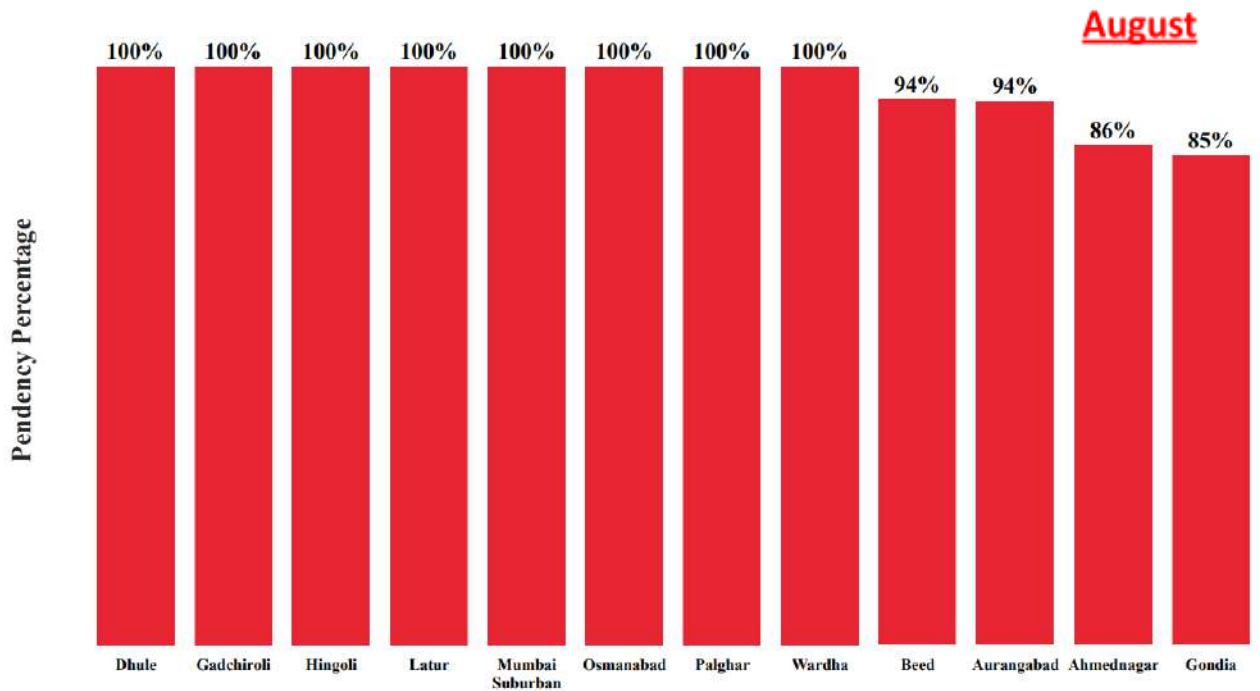




## 7. Districts with Highest RTI Pendency Rate - July



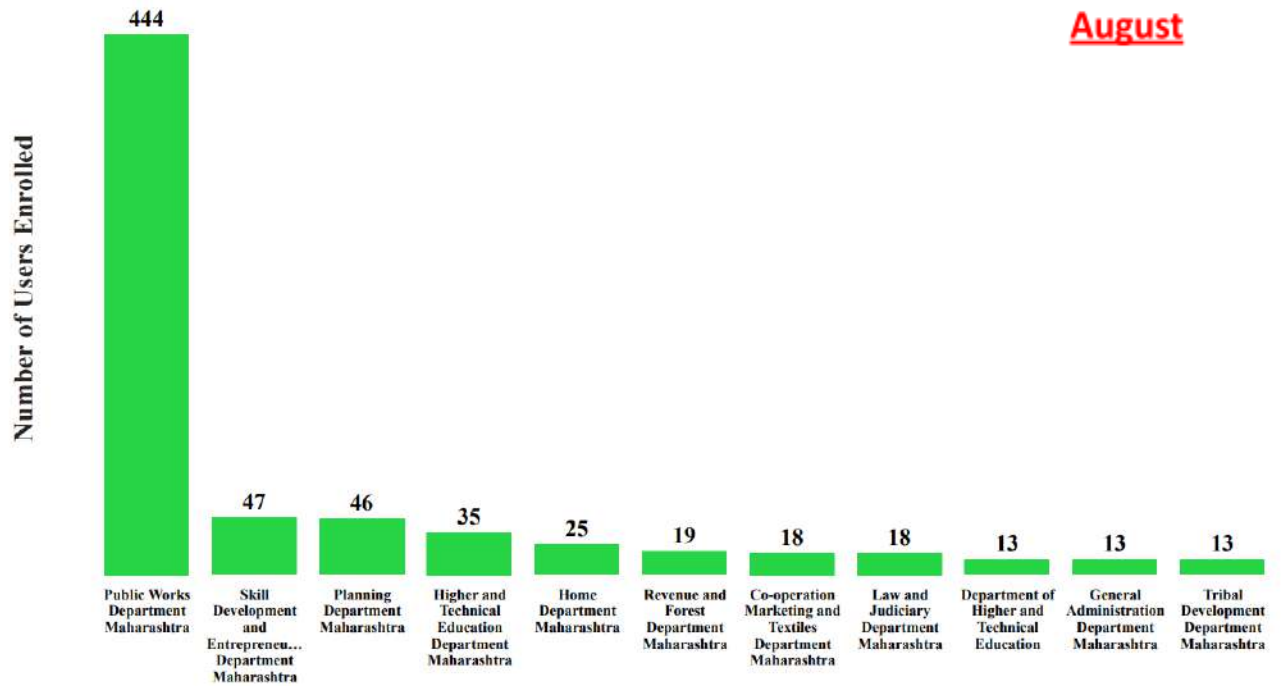
## 8. Districts with Highest RTI Pendency Rate - August





## I) Mission Karmayogi Analytics

### 1. Number of Users Enrolled for Mission Karmayogi Courses - Department Wise





*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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