



# MANTRALAYA

## Monthly Reforms Report

September & October 2023



सत्यमेव जयते

सामान्य प्रशासन विभाग (प्र. सु. र. व का.)

General Administration Department (A.R. & O. M.)

Government of Maharashtra



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## Key Highlights

This is the fifth edition of the Mantralaya Monthly Reforms Report, for the months of September and October. The report aims to assess government initiatives, such as the use of e-office, implementation of the Maharashtra Right to Services, Right to Information, and Aaple Sarkar-CPGRAMS, for a comparative evaluation.

The report includes graphs that provide a thorough evaluation of the performance of different departments and districts in Maharashtra. Notably, some departments, which may be considered average in certain initiatives, perform well in other areas. This dynamic encourages performance improvements and healthy competition among departments.

**The Chief Minister's Office tops the chart in the list of the number of e-receipts created in the months of September (15516) and October (16045).** Similarly, both Deputy Chief Minister's offices are accepting e-files and departments are encouraged to send more files. The usage of e-Office, **The Urban Development Department has the highest usage of e-office with 1225 e-files created in the last 2 months.**

**The Revenue and Forest Department demonstrated proficiency in e-HRMS practices by digitizing 5265 service books in October. The Food Civil Supplies Department is efficient with a 100% disposal rate in implementing RTS (Right to Service) requests in September & October.**



**The Textile Department** excels in generating e-receipts, **producing a total of 1095 e-receipts**, whereas in the e-office implementation, the **Home Department has successfully created 281 e-files**. In the RTI clearance, the **Marathi Language Department** disposed of the **highest (86%) in September** and the **Parliamentary Affairs Department** disposed of the **highest (83%) in October**.

**The Law and Judiciary Department** boasts an impressive **79% RTI disposal rate** but lags in delivering RTS (Right to Service) requests, with a 100% pendency rate. The **Public Works Department has digitized 589 service books through e-HRMS** but is average RTI implementation with 82% pendency rate. The Urban Development Department, while resolving grievances via the Aaple Sarkar - CPGRAMS portal, faces a backlog of 181 pending grievances exceeding one year.

**Maharashtra shall soon become the 5<sup>th</sup> state in the country to inaugurate the District Good Governance Index** of the state which is set to be released by 25<sup>th</sup> December 2023 on Good Governance Day. We are working closely with various departments to ensure the timely completion of this initiative. This index covers the central and state flagship scheme's implementation at the district level for each department.



# Mantralaya Monthly Reforms Report, September and October 2023

## ❖ Central Registry Unit Analytics

Source – NIC  
Period- 1<sup>st</sup>-30<sup>th</sup> (Sept & Oct)

Central Registry Unit (CRU) Monthly Receipt Report.				
(e-Receipt Created)				
Sr. No	Department	Sept	Oct	Total
1	Chief Minister Office	15516	16045	31561
2	Home Department	915	732	1647
3	Public Works Department	712	642	1354
4	Urban Development Department	410	938	1348
5	Tourism & Culture Affairs	549	588	1137
6	Co-operation, Marketing and Textiles Department	629	466	1095
7	Agriculture Department	446	604	1050
8	General Administration Department	486	507	993
9	Women & Child Department	417	487	904
10	Food Civil Supplies & Consumer Protection	452	438	890
11	Social Justice & Special Assistance	440	445	885
12	Law & Judiciary Department	376	474	850
13	Chief Secretary Office	446	258	704
14	Deputy Chief Minister Office	297	328	625
15	Higher & Technical Department	346	251	597
16	Revenue & Forest	304	267	571
17	Industry Energy & Labour	201	309	510
18	Soil and Water Conservation	189	298	487
19	Finance Department	133	344	477
20	Minority Development Department	252	221	473
21	School Education & Sports Department	211	197	408
22	Planning Department	198	187	385
23	Housing Department	168	133	301
24	Marathi Language Department	70	219	289
25	Tribal Development Department	21	259	280



26	Rural Development Department	114	158	272
27	Water Resources Department	77	187	264
28	Persons with Disability	98	104	202
29	Skill Development and Entrepreneurship Department	18	110	128
30	Vimukta Jati and Nomadic Tribes	54	56	110
31	Public Health Department	18	48	66
32	Environment & Climate Change	0	42	42
33	Parliamentary Affairs Department	0	0	0
Total:		24563	26342	50905

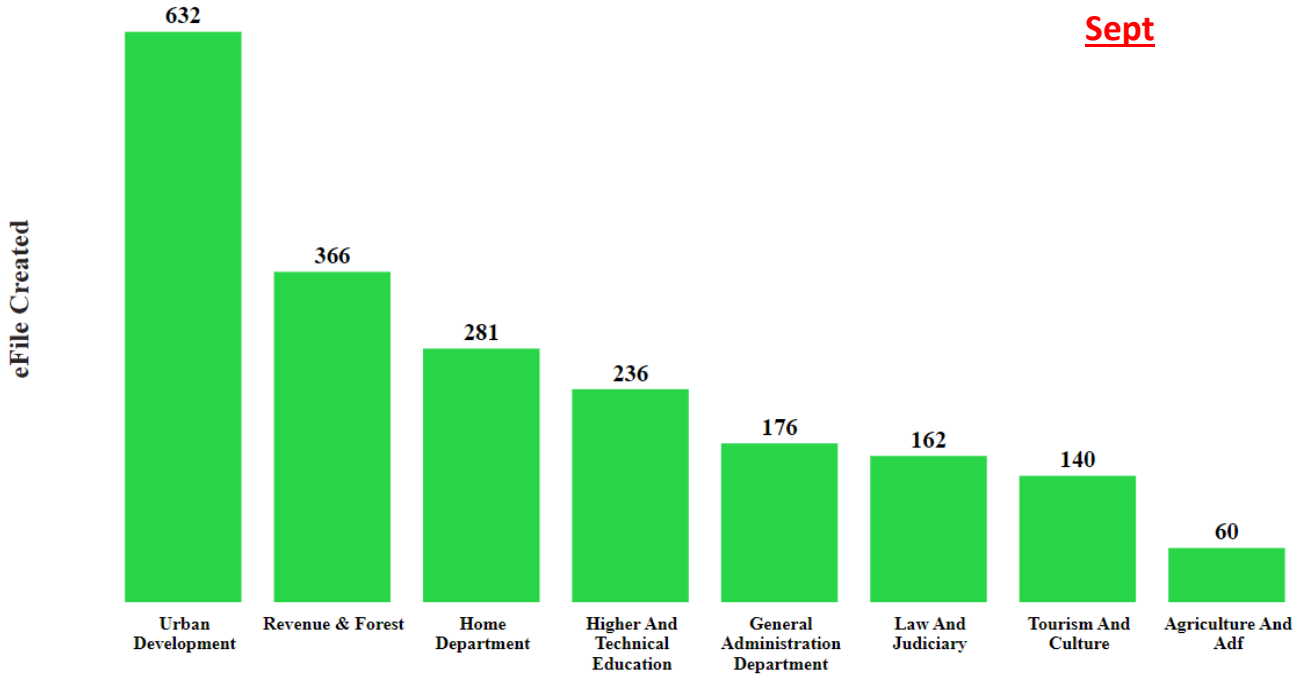


## A) e-Office Analytics

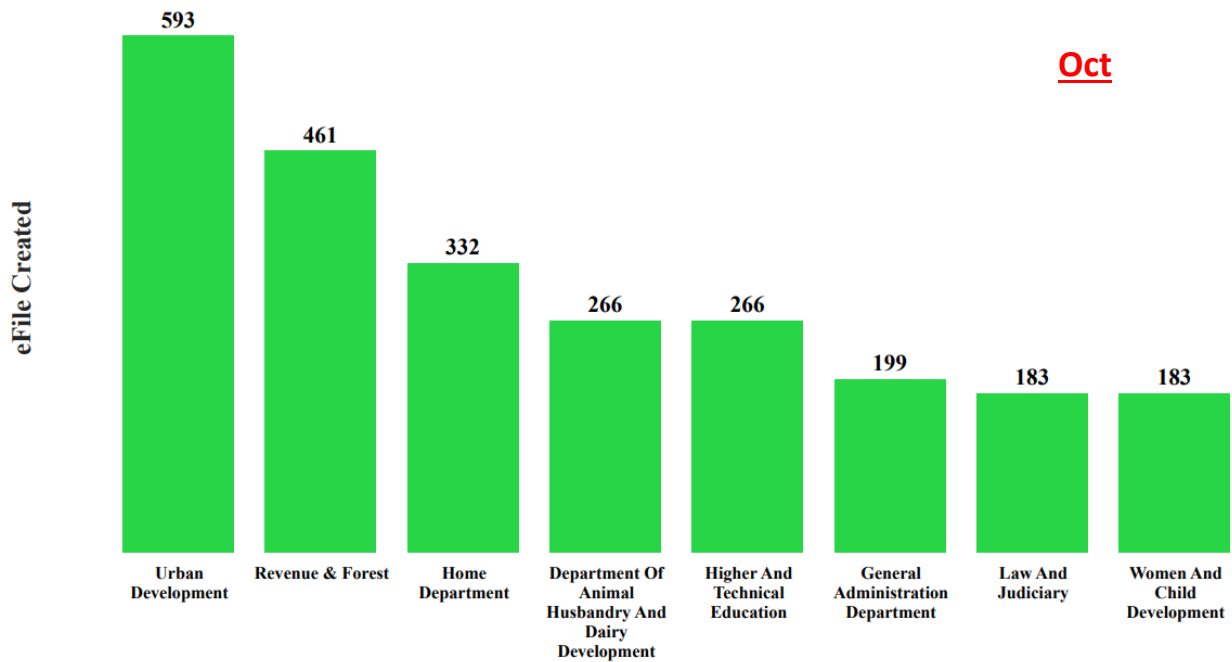
Source – NIC

Period – 1<sup>st</sup> – 27<sup>th</sup> (Sept & Oct)

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

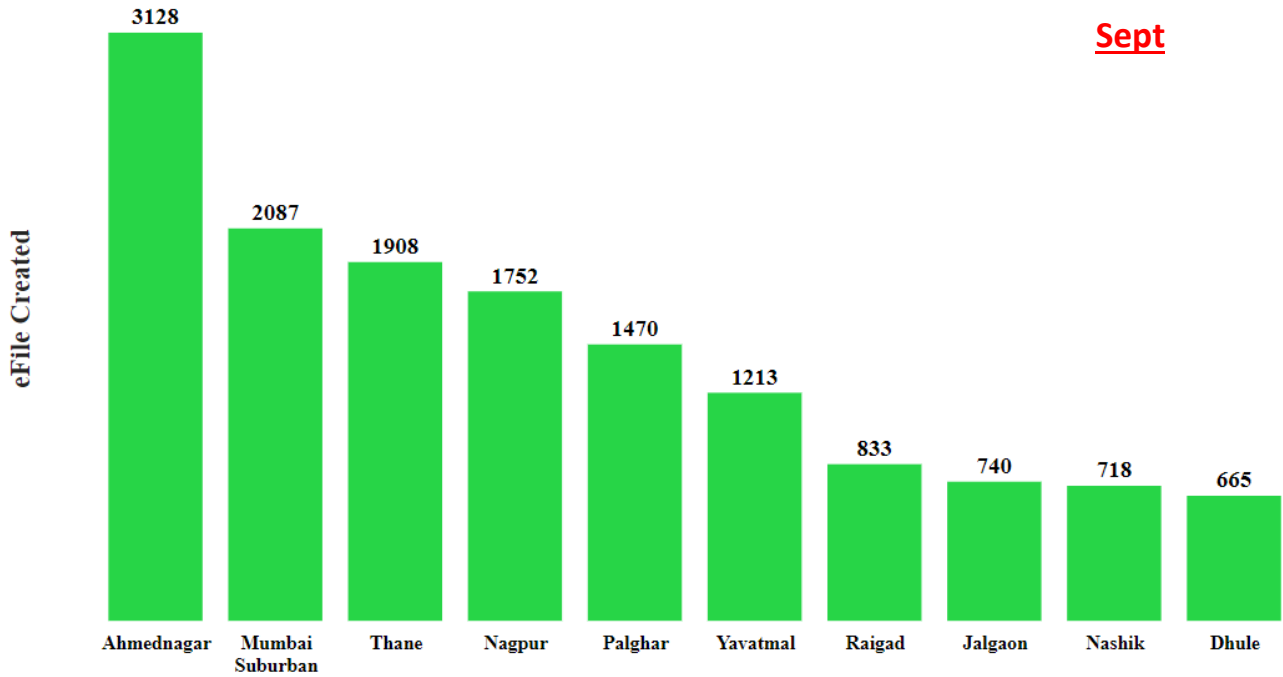


### 2. Departments with Highest usage of e-Office in Mantralaya

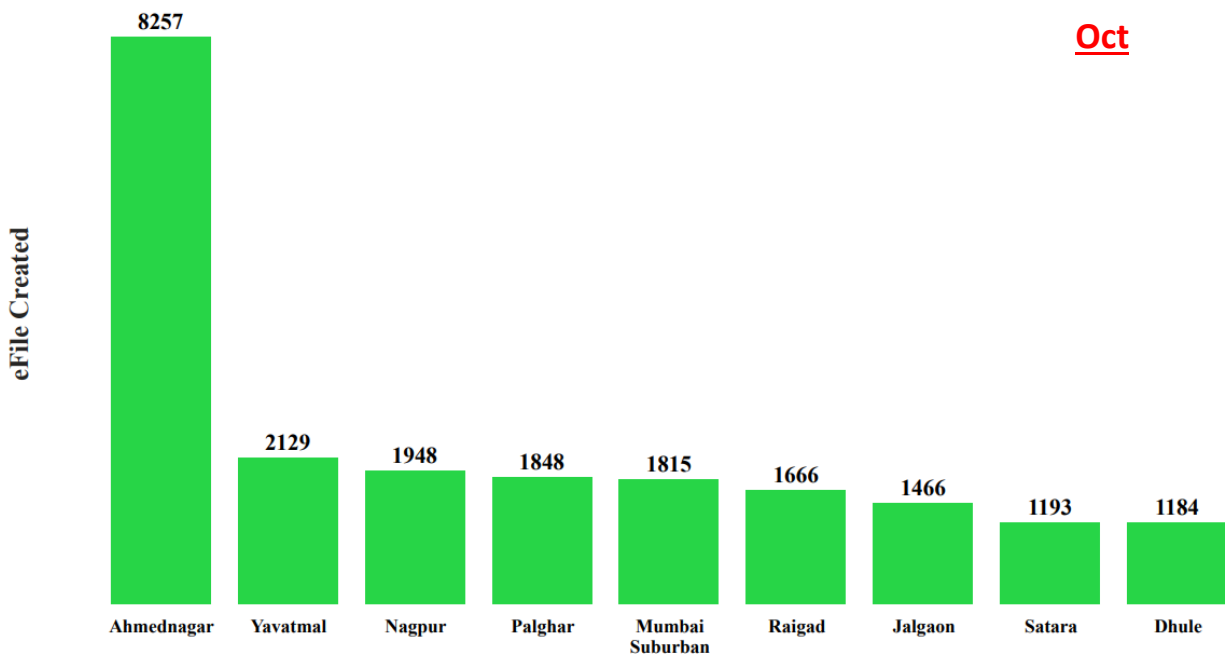




### 3. Districts with Highest usage of e-Office in parastatals



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







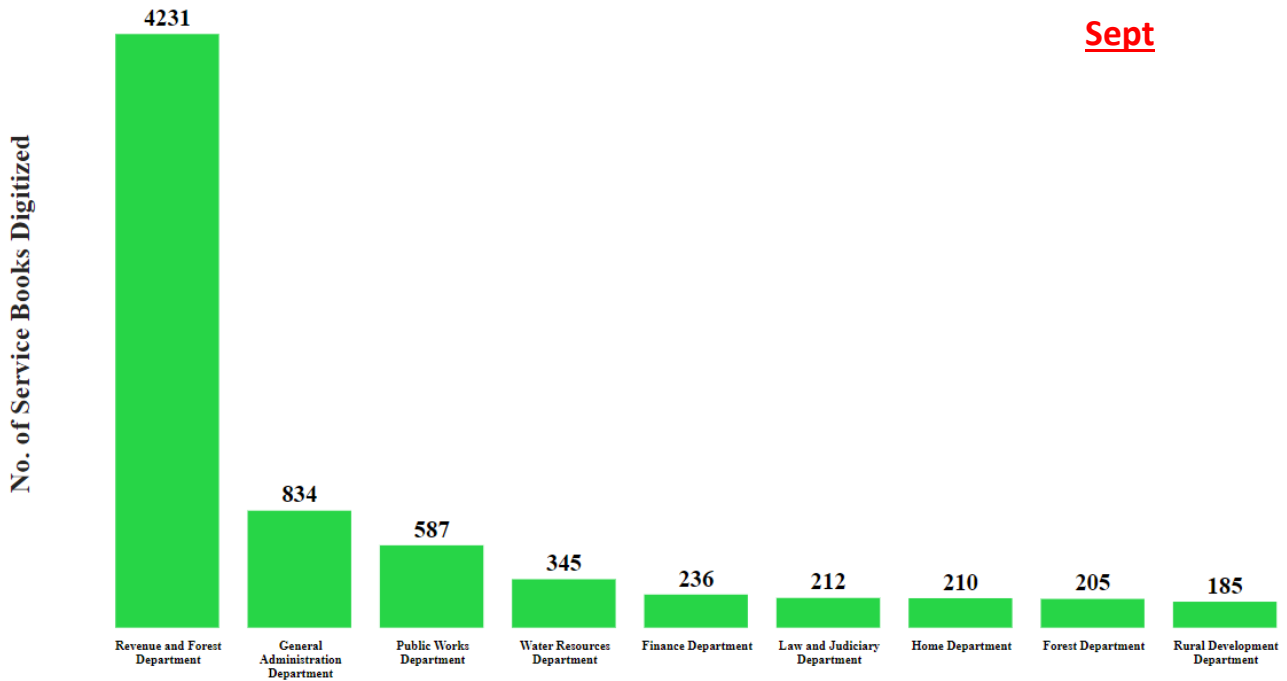
## 5. District analysis of least e-Office usage

Sr. No.	District	eFile Created	
		Sept	Oct
1	GONDIA	0	0
2	KOLHAPUR	0	0
3	BULDHANA	5	22
4	HINGOLI	6	0
5	PUNE	8	644
6	NANDED	15	10
7	SOLAPUR	17	15
8	JALNA	22	25
9	DHARASHIV	25	0
10	BEED	48	252
11	AMRAVATI	56	47
12	SATARA	56	1193
13	MUMBAI CITY	113	695
14	GADCHIROLI	195	114
15	SINDHUDURG	413	556

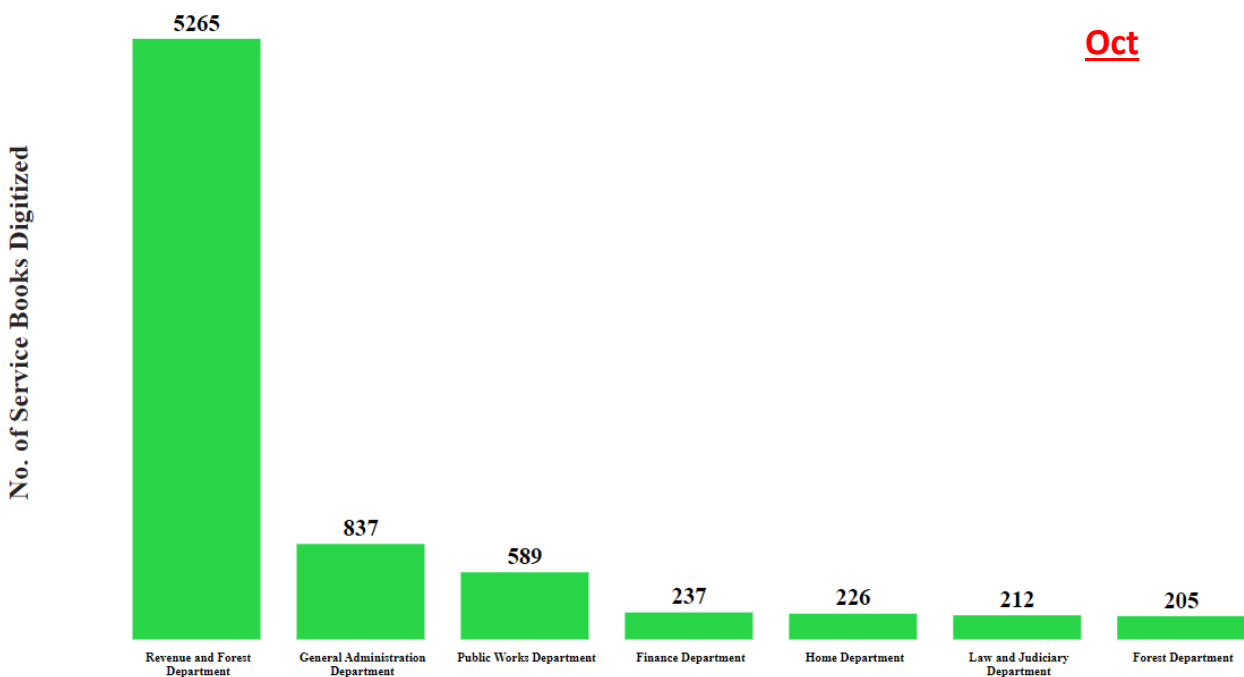


## B) e-HRMS

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

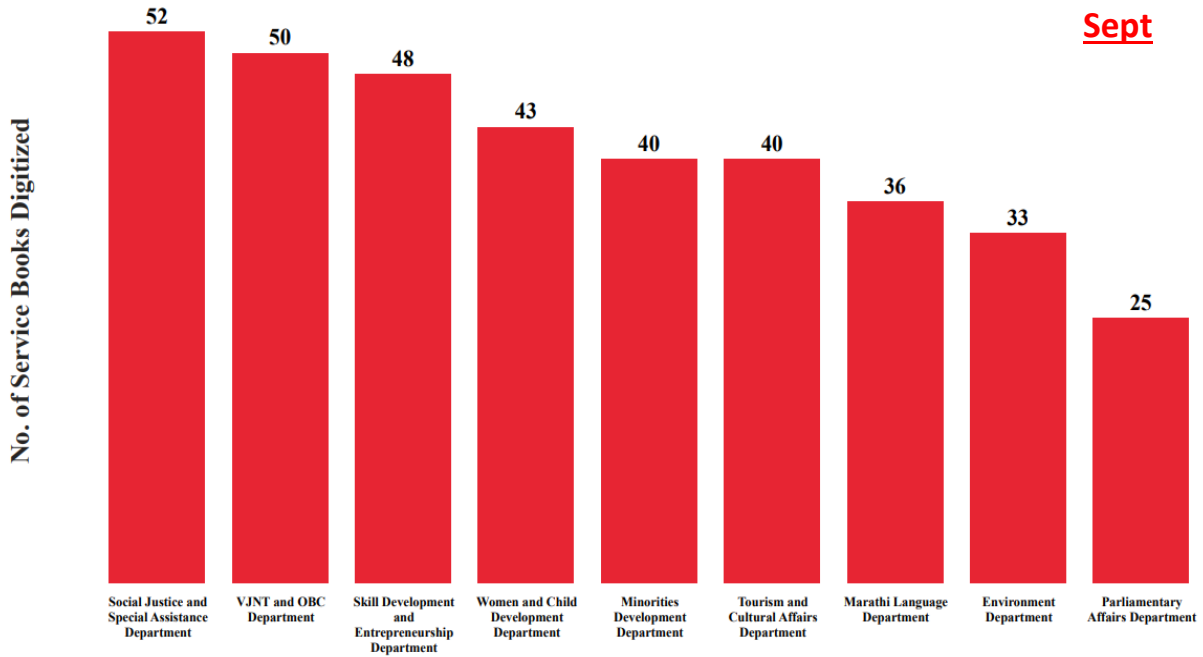


### 2. Top 10 Departments with Digitized Service Book

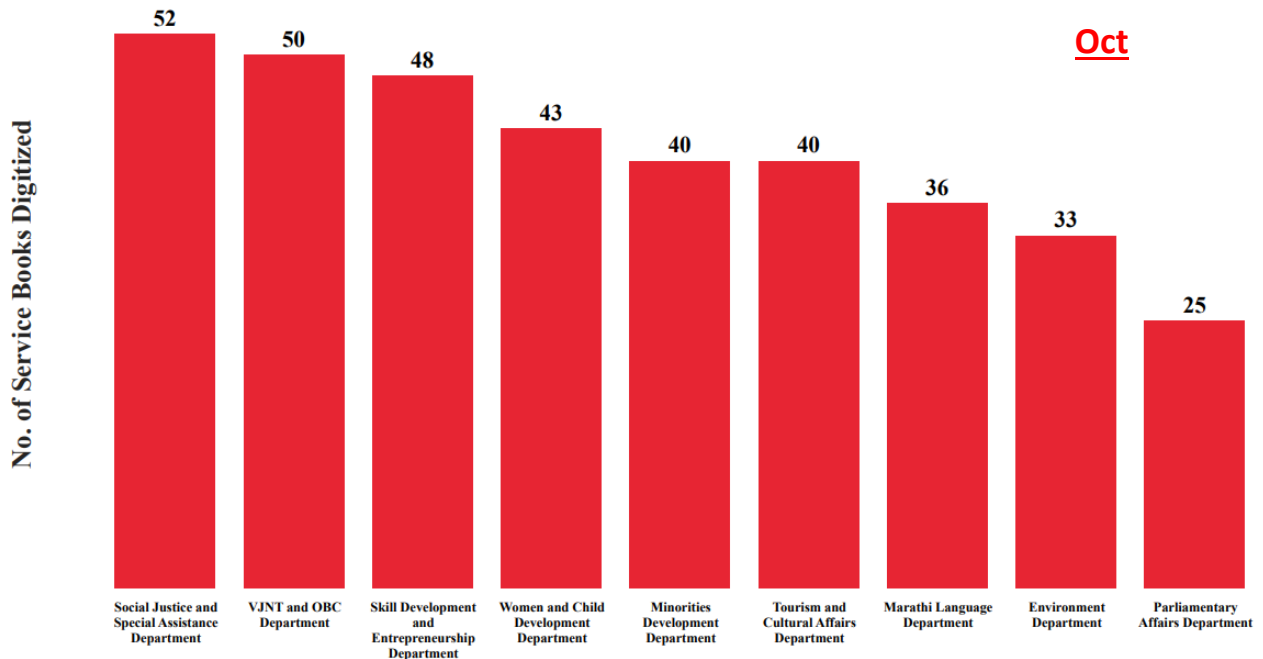




### 3. Bottom 10 Departments with Pending Digitized Service book



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

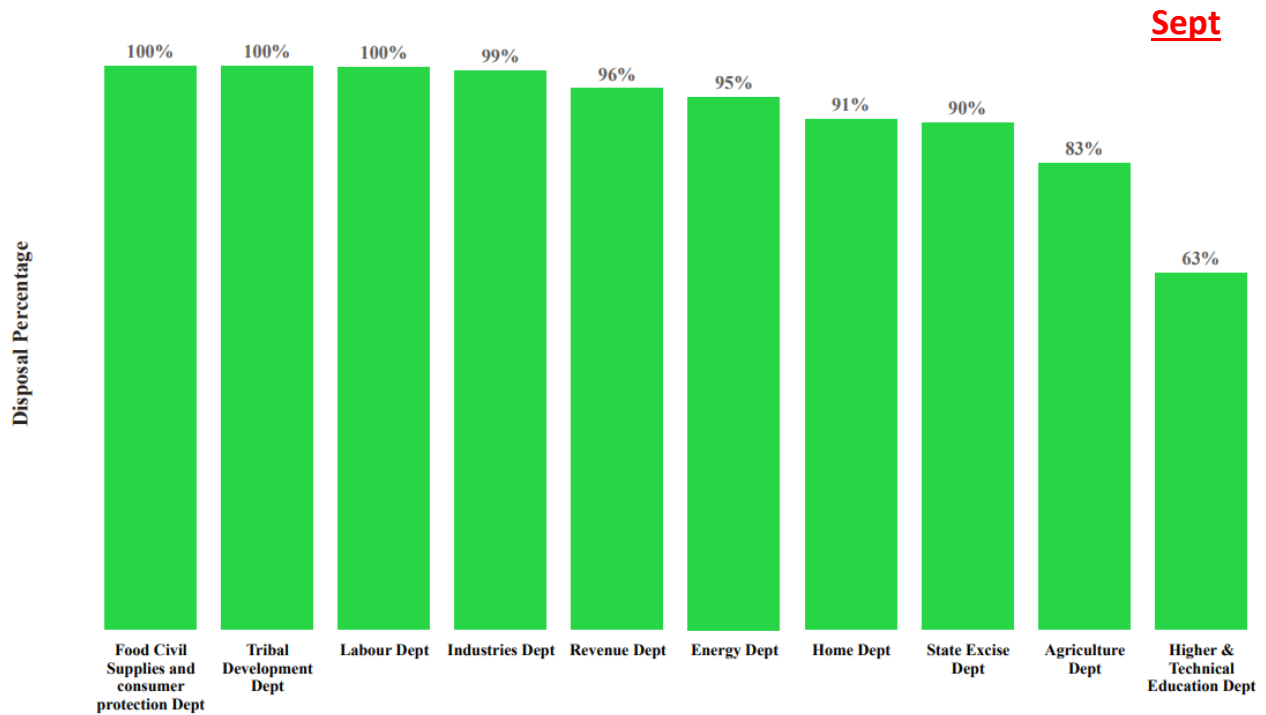




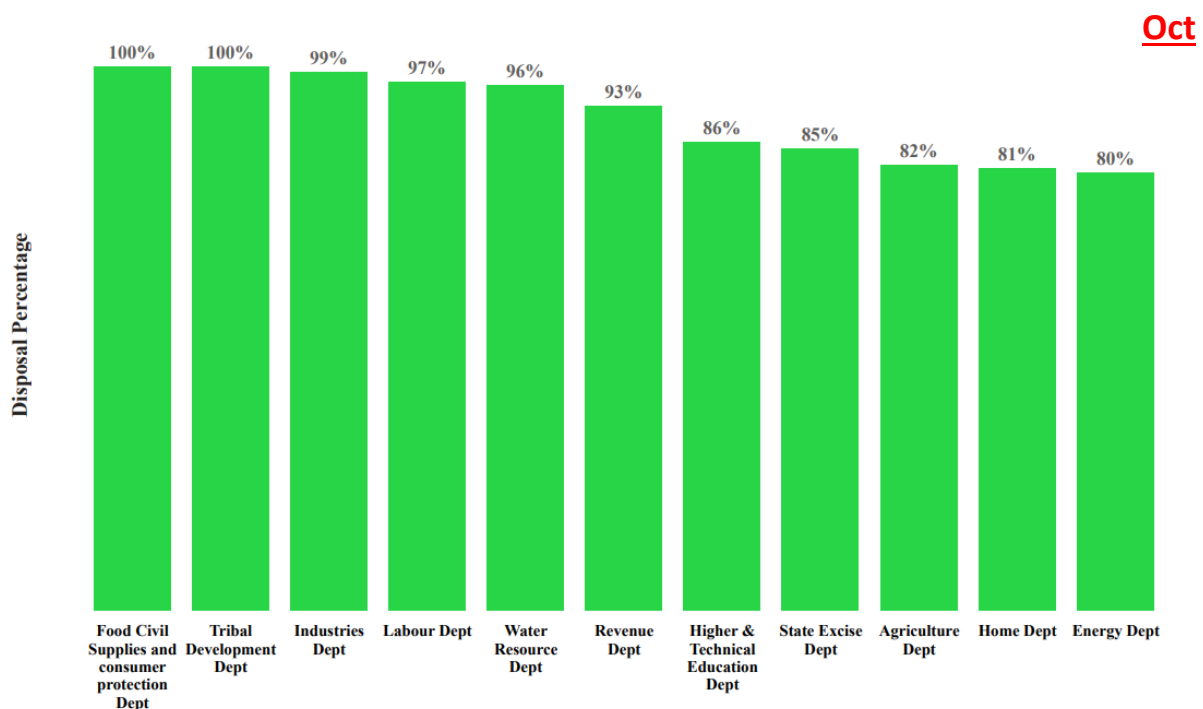
## C) Aaple Sarkar Portal: Maharashtra Right to Services

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

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

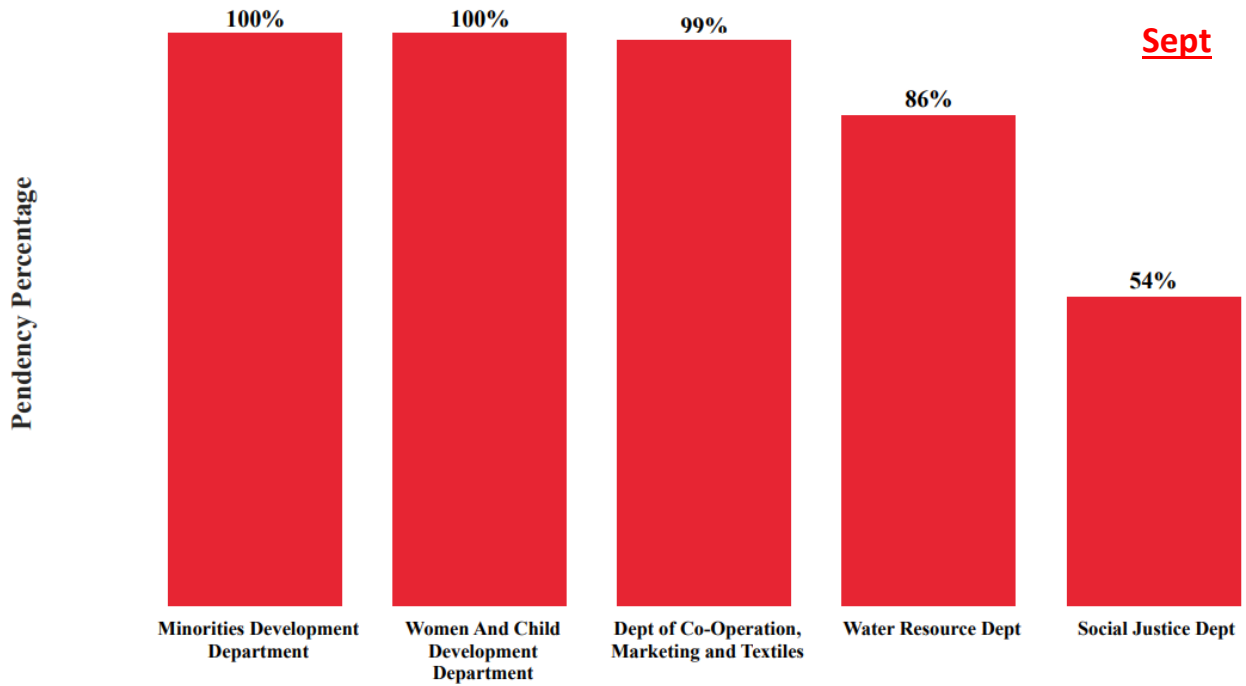


### 2. Disposal Percentage of RTS Services Delivered Department Wise

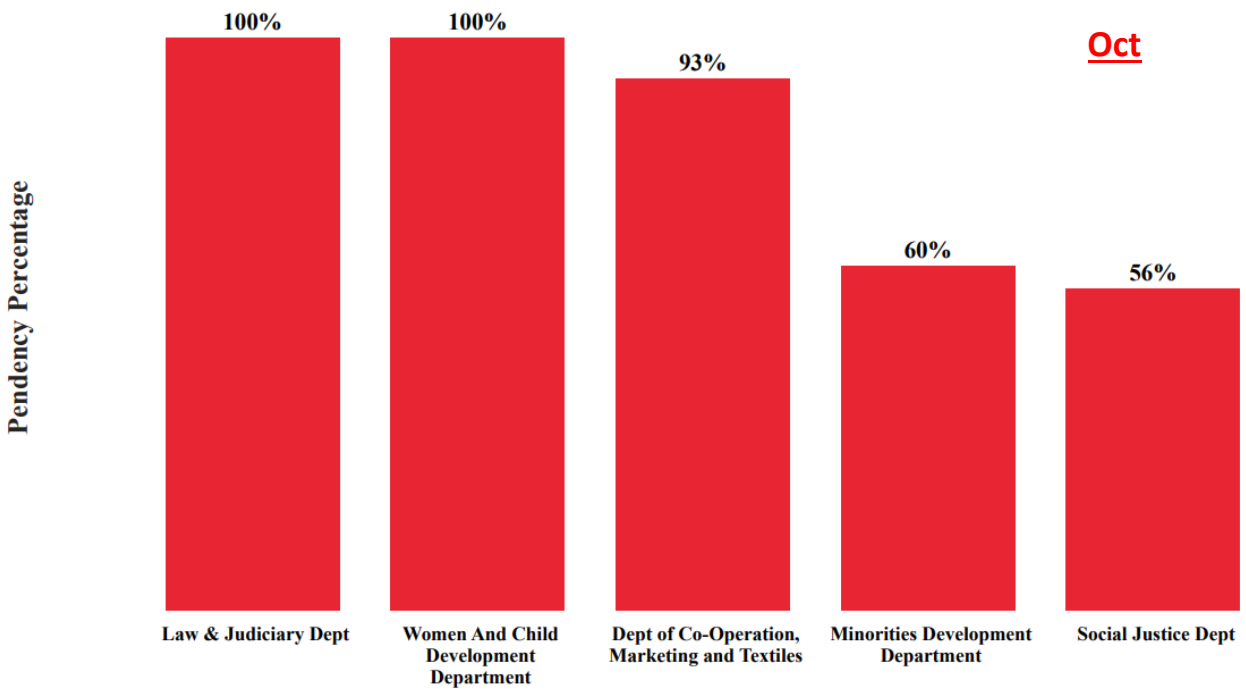




### 3. Pendency Percentage of RTS Services Delivered Department Wise



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





## 5. District Wise Disposal Percentage of RTS Services Delivery

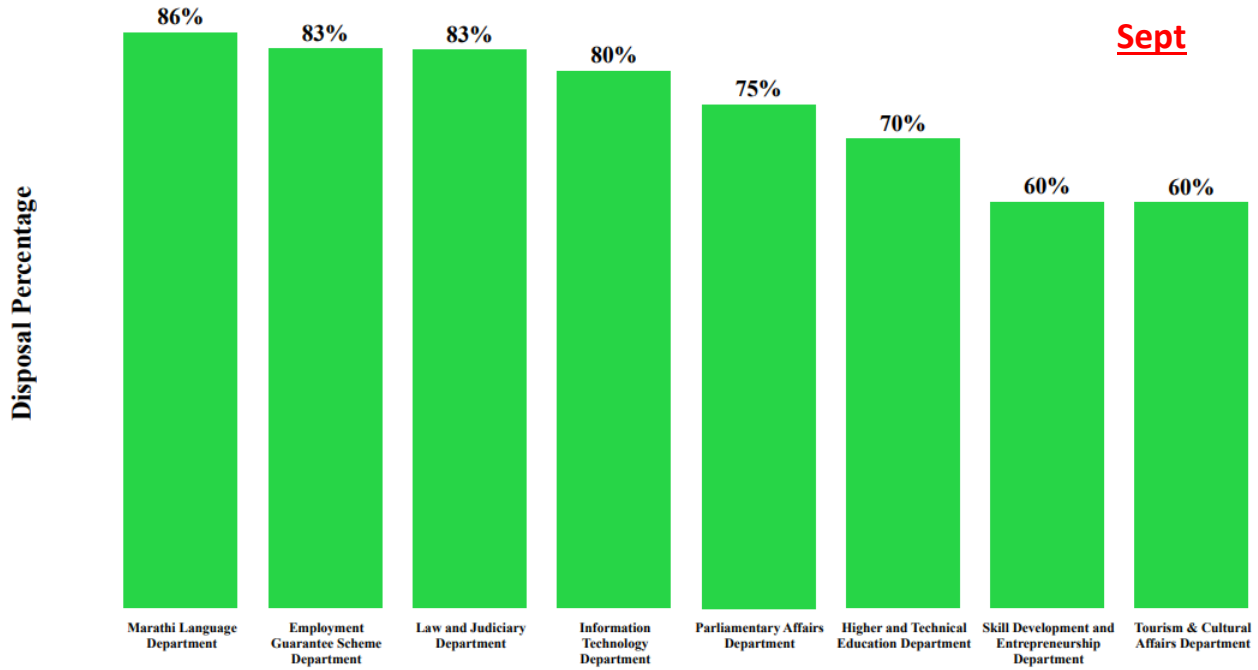
Sr. No	District	Disposal %	
		Sept	Oct
1	Palghar	100	90.62
2	Sangli	99.05	93.63
3	Satara	98.71	93.17
4	Chandrapur	98.70	85.30
5	Ratnagiri	98.45	89.43
6	Pune	98.35	89.96
7	Sindhudurg	98.20	91.72
8	Raigarh	98.07	93.50
9	Aurangabad	96.89	92.12
10	Wardha	96.85	89.41
11	Bhandara	96.72	93.71
12	Ahmednagar	96.42	87.24
13	Kolhapur	96.11	90.05
14	Nagpur	95.47	91.55
15	Solapur	95.41	90.07
16	Jalgaon	94.69	92.52
17	Thane	94.12	83.58
18	Nashik	93.62	91.83
19	Akola	93.43	92.33
20	Washim	92.34	96.05



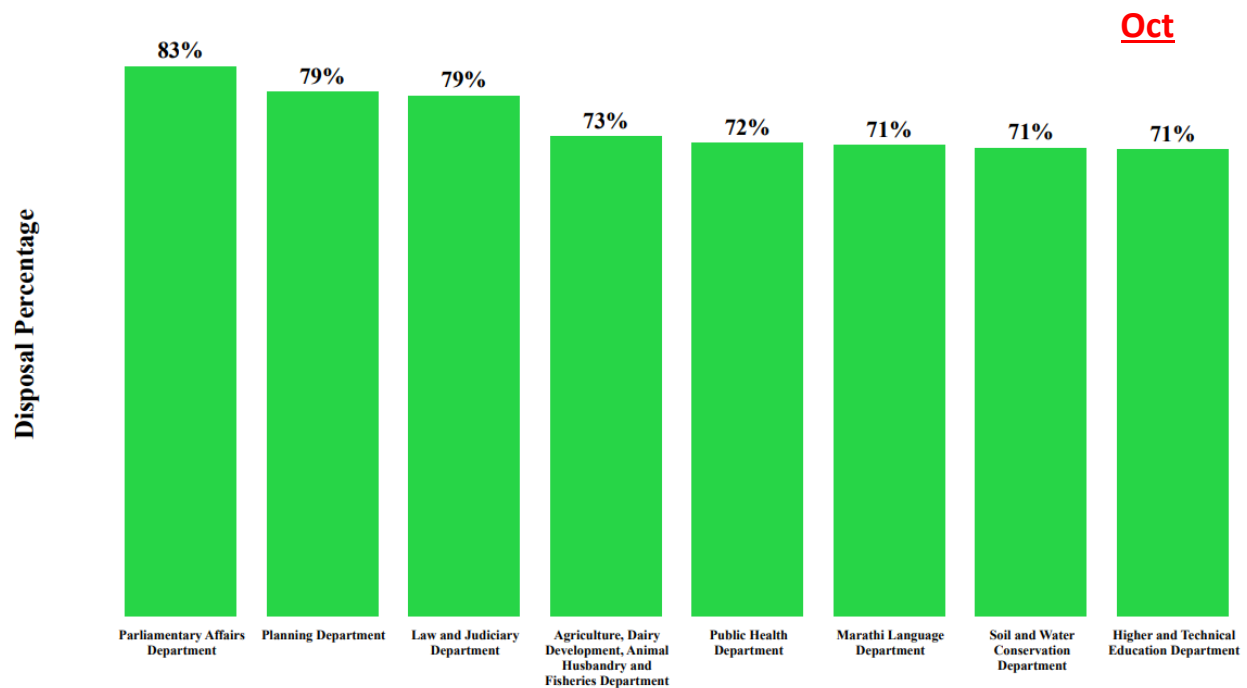
## D) Right to Information

Source – NIC  
Period – 1<sup>st</sup> – 25<sup>th</sup> (Sept & Oct)

### 1. Department with Highest RTI Disposal Rate

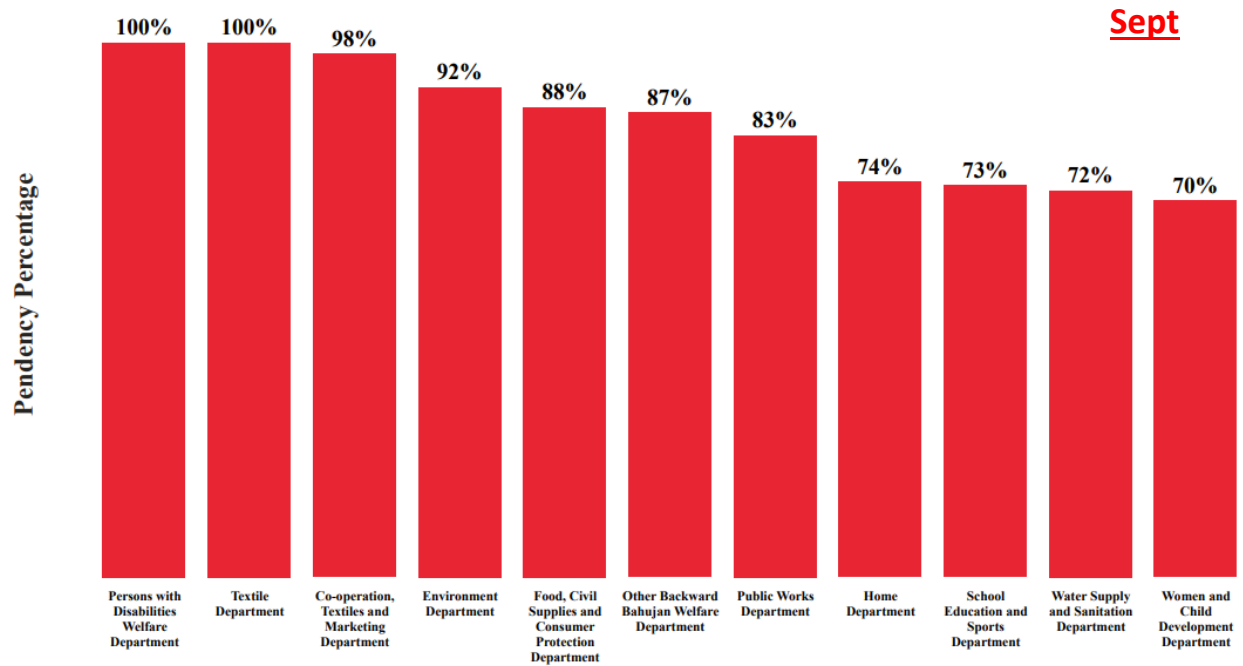


### 2. Department with Highest RTI Disposal Rate

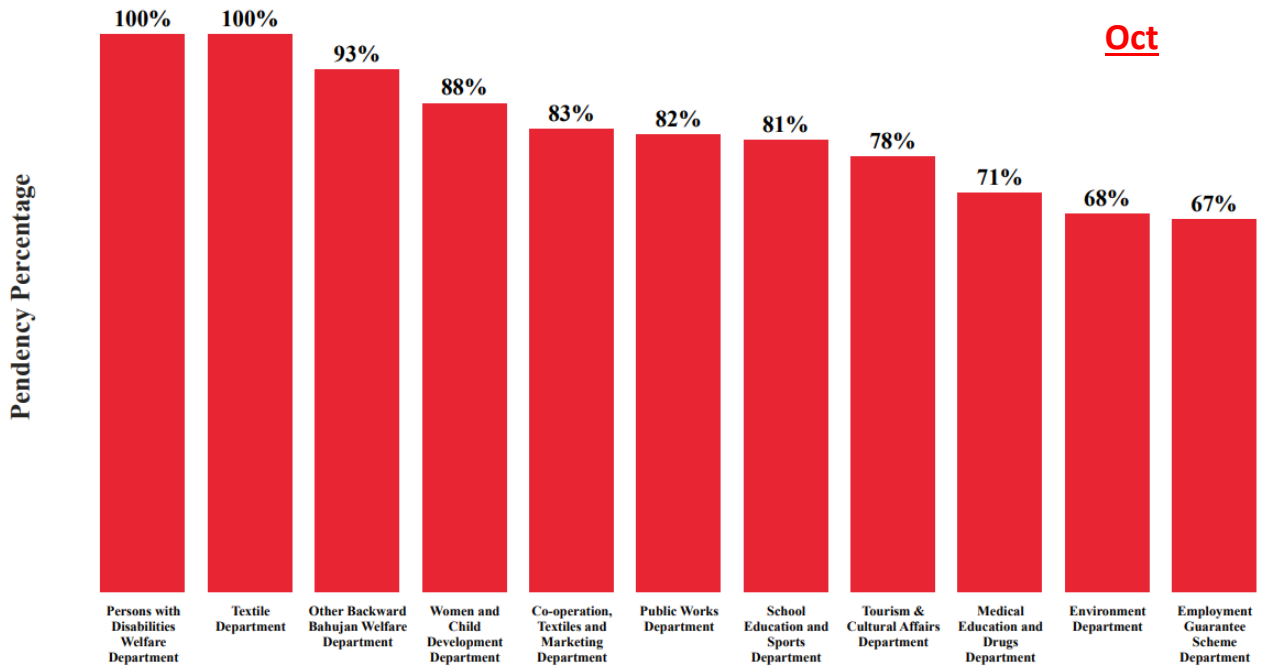




### 3. Departments with Highest RTI Pendency Rate



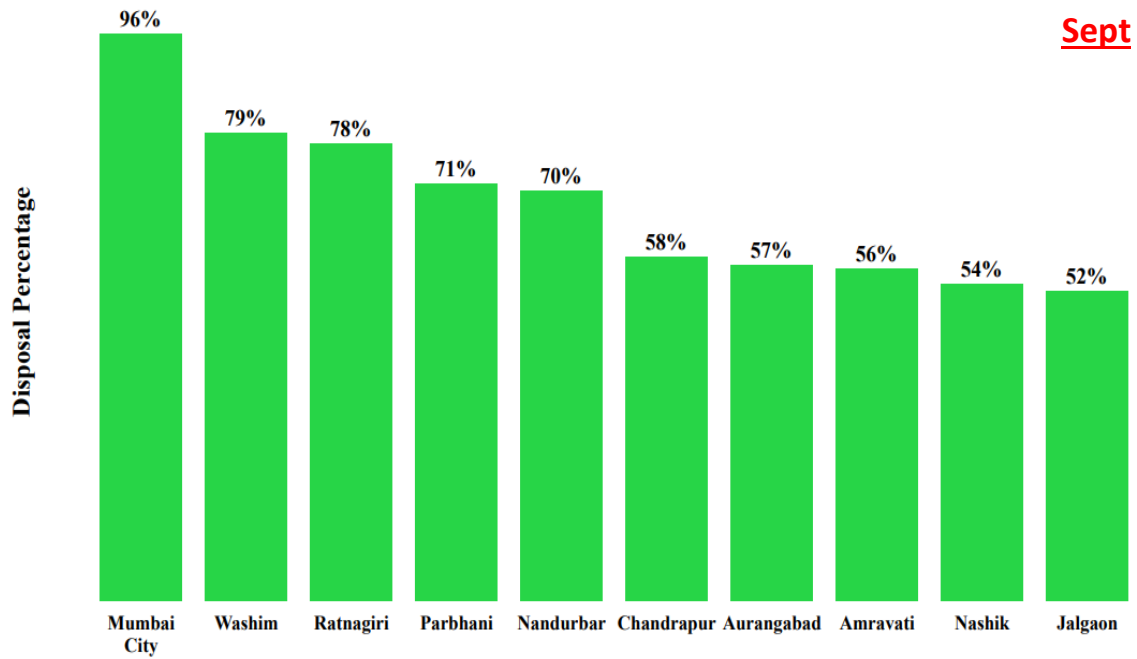
### 4. Departments with Highest RTI Pendency Rate



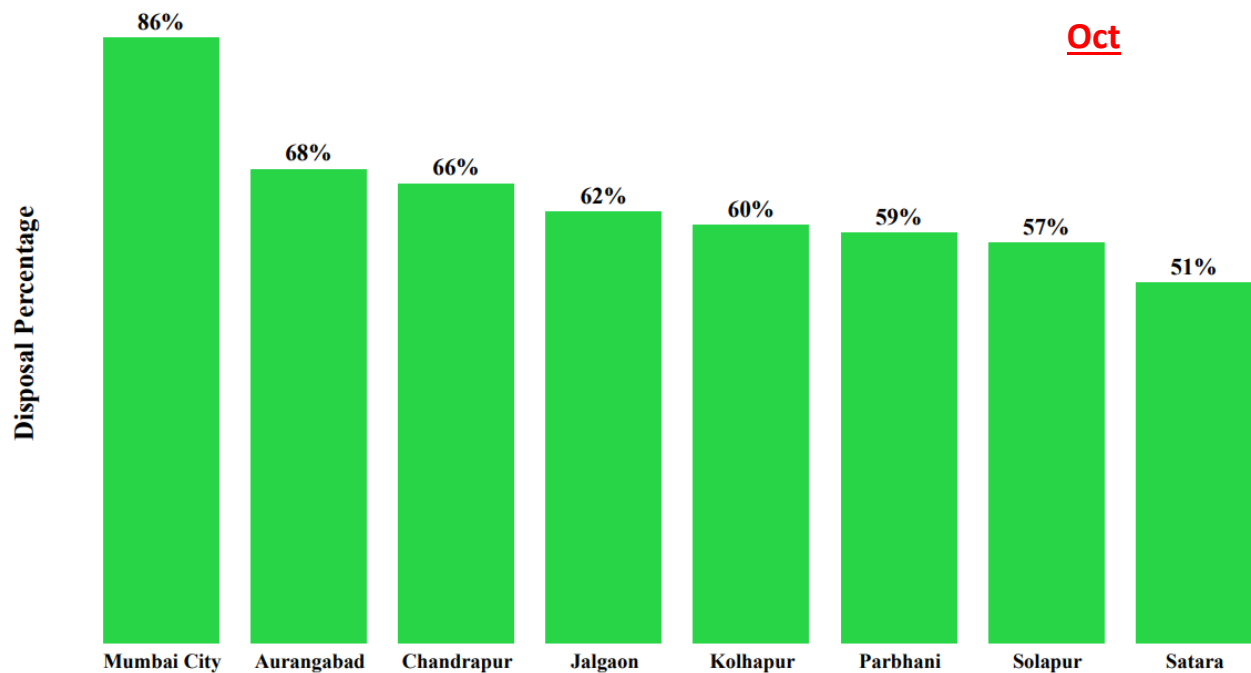




## 5. Districts with Highest RTI Disposal Rate

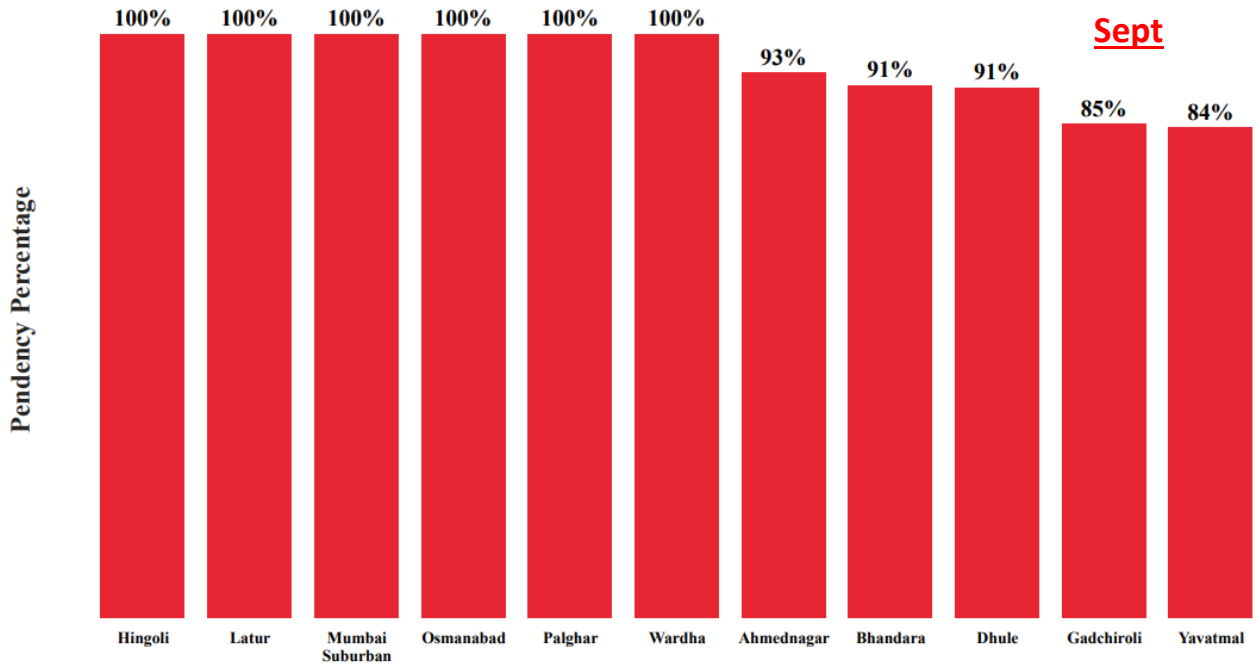


## 6. Districts with Highest RTI Disposal Rate

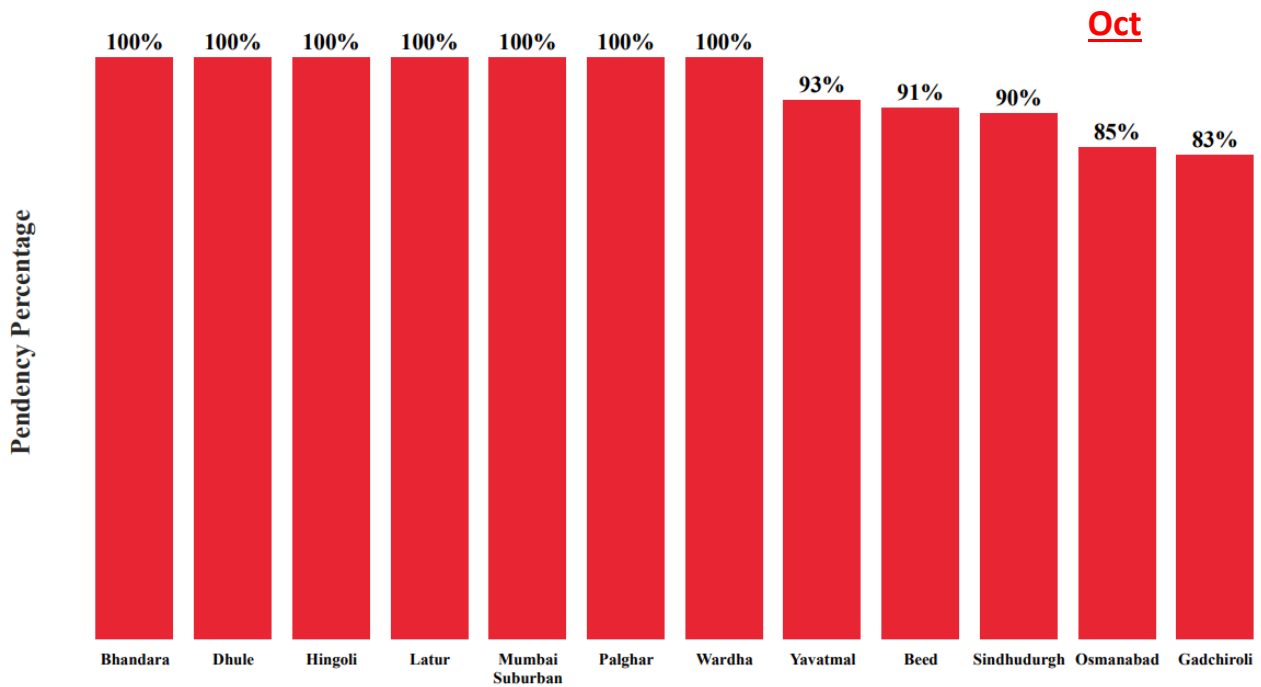




## 7. Districts with Highest RTI Pendency Rate



## 8. Districts with Highest RTI Pendency Rate





## 6. Performance of Departments - CPGRAMS

Sr. No	Department Name	Pendency More Than 1 Year	
		September	October
1	Rural Development Dept.(Main)	305	236
2	Revenue and Forest Dept. (Main)	237	282
3	Urban Development Dept. (UD2)	110	71
4	Agriculture AHD and F. Dept. (Agriculture)	1	1
5	Home Dept. (Main)	0	1
6	Co-operative, Textile and Marketing Dept. (Main)	109	108
7	Agriculture AHD and F Dept. (Main)	23	20
8	Revenue and Forest Dept.(Rehabilitation)	160	175
9	Co-operation Dept, Govt. Maharashtra	43	63
10	Food, Civil Supply and Consumer Protection Dept.	36	40
11	Industries, Energy and Labour Dept. (Energy)	33	36
12	Tourism and Cultural Affairs Dept.	39	41
13	Persons with Disabilities Welfare Department	0	0
14	Housing Department	5	2
15	Chief Minister Office	43	47
16	General Administration Dept. (SEO1, F.F., Ex Servicemen)	43	45
17	Social Justice and Special Assistance Dept.	13	13
18	General Administration Dept. (Information Technology)	15	20
19	Minority Development Dept.	19	21
20	Urban Development Dept. (UD1)	6	5
21	Public Works Dept. (Main)	9	6
22	Environment Dept.	12	12
23	General Administration Dept. (Services)	21	23
24	Industries, Energy and Labour Dept.(Main)	10	9
25	Higher and Technical Education Dept.	15	17
26	Agriculture AHD and F. Dept. (Animal Husbandry Dairy Development)	18	17
27	General Administration Dept. (O&M)	20	23
28	Medical Education and Drugs Dept.	2	2
29	Finance Dept. (Main)	4	2
30	Public Health Department	0	0



31	General Administration Dept. (Election Branch)	15	14
32	General Administration Dept. (Protocol)	18	20
33	General Administration Dept. (Information and Public Relations)	22	23
34	General Administration Dept. (Main)	9	11
35	School Education and Sports Dept.	8	7
36	Revenue and Forest Dept. (Forests)	19	18
37	Industries, Energy and Labour Dept. (Industries)	5	6
38	Law and Judiciary Dept.	0	0
39	MHCAV - Civil Aviation	9	10
40	Public Health Dept. (Main)	5	4
41	Public Works Dept. (Roads)	17	17
42	General Administration Dept. (Spl. Dev.cell & B.C. Cell)	4	5
43	Industries, Energy and Labour Dept.(Labour)	1	1
44	Urban Development Dept. (Main)	0	0
45	Tourism Department	0	0
46	Skill Development and Enterp. Dept.	4	4
47	Tribal Development Dept.	0	0
48	EMPLOYMENT GURANTEEE SCHEME	0	0
49	Rural Development Dept.	0	1
50	Soil and Water Conservation Dept.	2	2
51	Water Supply and Sanitation Dept.	0	0
52	Home Dept. (Transport and Ports)	0	0
53	Public Works Department	0	0
54	Finance Department	0	0
55	Home Department	0	0
56	Revenue and Forest Dept. (Revenue)	1	1
57	Planning Dept. and Development Commissioner	0	0
58	VJNT.OBC.SBC Welfare Dept.	0	0
59	Woman and Child Welfare Dept.	0	0
60	Water Resources Department	0	0
61	Directorate of Employment & Self Employment	1	1
62	Home Dept. Excise	0	0
63	Finance Dept. (Accounts and Treasury)	0	0
64	Finance Dept. (Expenditure)	0	0



## 7. Aaple Sarkar - CPGRAMS Special Campaign:

In the CPGRAMS July 2023 Report, Maharashtra held the 9th position in the Grievance Redressal Index, achieving a net score of 28.83%. Subsequently, the General Administration Department (A.R. & O.M.) launched a special campaign from August 15th to August 31st, 2023, with the aim of expediting grievance resolution. As a result, Maharashtra's rank in the Grievance Redressal Index improved to 5th place, achieving a net score of 33%, as per the most recent CPGRAMS September 2023 Report.

Since this initiative has been beneficial for citizens largely, the campaign is again operationalized from 1st November to 30th November 2023.

CPGRAMS (PG PORTAL) वरील प्रलंबित  
तक्रारी विशेष मोहीम (दि.०१/११/२०२३ ते  
दि.३०/११/२०२३) राबवून कमी करणेबाबत.....

महाराष्ट्र शासन  
सामान्य प्रशासन विभाग,  
शासन परिपत्रक क्रमांक:-पोर्टल-२०२०/प्र.क्र.४७/का-२९अ  
हुतात्मा राजगुरु चौक, मादाम कामा मार्ग,  
मंत्रालय, मुंबई-४०० ०३२,  
दिनांक:-३१ ऑक्टोबर, २०२३.

### शासन परिपत्रक :-

केंद्र सरकारचे CPGRAMS (PG PORTAL) प्रणाली व राज्य शासनाचे आपले सरकार प्रणालीचे एकत्रिकरण करून एकच तक्रार निवारण प्रणाली आपले सरकार २.० दि.१८/०९/२०२३ कार्यान्वित झाले आहे. यास्तव दि.१८/०९/२०२३ पूर्वीचे CPGRAMS (PG PORTAL) वरील तक्रारींची प्रलंबितता तात्काळ निकाली काढण्यात याव्यात.

CPGRAMS (PG PORTAL) वरील दि.१८/०९/२०२३ पूर्वीच्या प्रलंबित तक्रारी बाबत अ.मु.स. (प्र.सु.,र.व का.), सामान्य प्रशासन विभाग यांच्याकडून विभाग निहाय आढावा खाली दिलेल्या विवरणपत्रानुसार घेण्यात येणार आहे. तरी सर्व विभागांनी आणि त्यांच्या अधिपत्याखालील कार्यालयांनी CPGRAMS (PG PORTAL) वरील दि.१८/०९/२०२३ पूर्वीच्या तक्रारी निकाली काढाव्यात व याकरीता एक विशेष मोहीम (दि.०१/११/२०२३ ते दि.३०/११/२०२३) राबवावी जेणेकरून प्रलंबित तक्रारींचा निपटारा जलद गतीने होईल.

या विशेष मोहिमेअंतर्गत जो विभाग पूर्णतः तक्रारींचे निराकरण करेल त्या विभागातील अधिकारी/कर्मचा-यांची गोपनीय अहवालात विशेष नोंद संबंधित विभागांकडून घेण्यात यावी. तसेच ज्या विभागातील तक्रारींचे निवारण केल्यानंतर नागरिकांकडून प्रतिसाद उत्तम असेल त्या तक्रारीबाबतचा निवारण केल्याचा तपशिल केंद्र शासनाकडून प्राप्त सुचनांनुसार सदर विभागांची प्रसिध्दी अप्पर मुख्य सचिव (प्र.सु.र व. का.) यांच्या शासकीय Twitter खात्यावर देण्यात येईल.

सदर शासन परिपत्रक, महाराष्ट्र शासनाच्या [www.maharashtra.gov.in](http://www.maharashtra.gov.in) या संकेत स्थळावर उपलब्ध करण्यात आले असून त्याचा संकेतांक क्र २०२३११०११२१६२६४५०७ असा आहे. हे शासन परिपत्रक, डिजिटल स्वाक्षरीने साक्षात्कृत करून निर्गमित करण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने.

SUJATA MANOJ  
SAUNIK

Digitally signed by SUJATA MANOJ SAUNIK  
DN: cn=SUJATA MANOJ SAUNIK, o=GOVERNMENT OF MAHARASHTRA, ou=HOME  
DEPARTMENT,  
2.5.4.20=04680b1e1f2224e19338c1a00630d146a47249c32a35645  
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serialNumber=49173DCDA3795F41A697775A6C2CED24F621C  
D45488B109565D1A8EKA1F, cn=SUJATA MANOJ SAUNIK  
Date: 2023.11.01 12:36:33 +05'30'

(सुजाता सौनिक)

अप्पर मुख्य सचिव ( प्र.सु.र व. का.)



*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**

[Twitter - @GAD AROM](https://twitter.com/GAD_AROM)

