



MANTRALAYA

Monthly Reforms Report

November & December 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

The 6th edition of the Mantralaya Monthly Reforms Report evaluates government initiatives, encompassing the use of e-office, the implementation of Maharashtra Right to Services, Right to Information, Aaple Sarkar-CPGRAMS, and Seva Mahina for comparative analysis.

Notably, the **Chief Minister's Office leads in e-receipts, generating 15,270 in November and 7,536 in December.** Additionally, both Deputy Chief Minister's offices actively receive e-files, with **DCM Office 1 creating 10,143 e-receipts and DCM Office 2 generating 4,779 e-receipts.** Departments are encouraged to boost e-file submissions to support these initiatives.

The Urban Development Department takes the lead in e-office utilization, **producing 547 e-files in November and 305 e-files in December.** In contrast, the **Minority Department** has lower e-office usage, creating only 8 e-files in November. At the district level, **Ratnagiri and Ahmednagar compete for the top spot with 6,200 and 5,300 e-files in November and December,** respectively. Conversely, **Gondia and Parbhani need to improve their utilization of e-office resources.**

The Food Civil Supplies Department demonstrates high efficiency with a **100% disposal rate in implementing RTS (Right to Service)** for both November and December. **The Revenue and Forest Department** also exhibits commendable disposal rates, **reaching 94% in November and 98% in December.** However,



there is room for improvement in the disposal rates of the Law & Judiciary Department and the Water Resources Department in the RTS initiative. **Districts like Mumbai and Palghar achieved a 100% disposal rate** in the RTS initiative.

In the execution of RTI disposals, **the Department of Parliamentary Efforts leads in November with a 100% disposal rate**, while the **Chief Minister's Office tops in December with a 90% disposal rate**. The Persons with Disabilities Welfare Department and the Textile Department are encouraged to enhance their performance in handling RTI applications. At the district level, **Ch. Sambhajinagar achieves an 81% RTI disposal rate in November, while Chandrapur achieves a 71% RTI disposal rate in December**, reflecting significant efforts in processing RTI applications.

The General Administration Department (A.R & O.M) initiated the **Seva Mahina campaign, running from September 17, 2023, to October 16, 2023**. This extensive month-long campaign is dedicated to improving the delivery of **25 key services**, including Aadhar Card facilities, PAN card facilities, and New Voter Registration. **Maharashtra's average disposal rate in Seva Mahina is 79.78%**, with **Amaravati Division topping the list of service delivery with a 91% disposal rate**, while **Nagpur has a 71% disposal rate**.



Mantralaya Monthly Reforms Report, November and December 2023

❖ Central Registry Unit Analytics

Source – NIC
Period- 26th Nov - 25th Dec

S.No.	Ministry/Department Name	eReceipt Created		Total
		Nov	Dec	
1	CHIEF MINISTER OFFICE	15270	7536	22806
2	DEPUTY CHIEF MINISTER OFFICE	6534	3609	10143
3	HOME DEPARTMENT	4432	3543	7975
4	FIELD OFFICES-CRU	3542	3509	7051
5	URBAN DEVELOPMENT	4334	2040	6374
6	REVENUE & FOREST	3742	2145	5887
7	CHIEF SECRETARY OFFICE	3536	2161	5697
8	SCHOOL EDUCATION AND SPORTS	2990	2048	5038
9	DEPUTY CM (FINANCE_PLANNING)	2369	2410	4779
10	GENERAL ADMINISTRATION DEPARTMENT	2994	1606	4600
11	CO-OPERATION MARKETING AND TEXTILES	2874	1310	4184
12	HIGHER AND TECHNICAL EDUCATION	2416	1436	3852
13	RURAL DEVELOPMENT AND WATER CONSERVATION	1142	2148	3290
14	PUBLIC WORKS DEPARTMENT	1987	757	2744
15	SOCIAL JUSTICE	1532	688	2220
16	TRIBAL DEVELOPMENT	1262	948	2210
17	WATER SUPPLY AND SANITATION	1583	615	2198
18	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	1518	667	2185
19	AGRICULTURE AND ADF	1387	677	2064
20	INDUSTRIES ENERGY AND LABOUR	822	1129	1951
21	TOURISM AND CULTURE	1838	50	1888
22	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	1349	407	1756
23	WOMEN AND CHILD DEVELOPMENT	1067	635	1702
24	PLANNING	884	778	1662
25	WATER RESOURCE DEPARTMENT	802	808	1610



26	FINANCE	842	550	1392
27	DIRECTORATE OF INDUSTRIES	454	918	1372
28	LAW AND JUDICIARY	913	370	1283
29	PUBLIC HEALTH DEPARTMENT	715	367	1082
30	HOUSING DEPARTMENT	565	488	1053
31	MARATHI LANGUAGE	564	326	890
32	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	461	402	863
33	DIRECTORATE OF INFORMATION TECHNOLOGY	434	338	772
34	VJNT OBC SBCW	444	235	679
35	SOIL AND WATER CONSERVATION	416	149	565
36	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	170	279	449
37	MINORITY DEVELOPMENT	247	110	357
38	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	193	94	287
39	MEDICAL EDUCATION AND DRUGS	127	139	266
40	ENVIRONMENT	30	164	194
41	GAD PROTOCOL	25	168	193
42	PARLIAMENTARY AFFAIRS	56	18	74

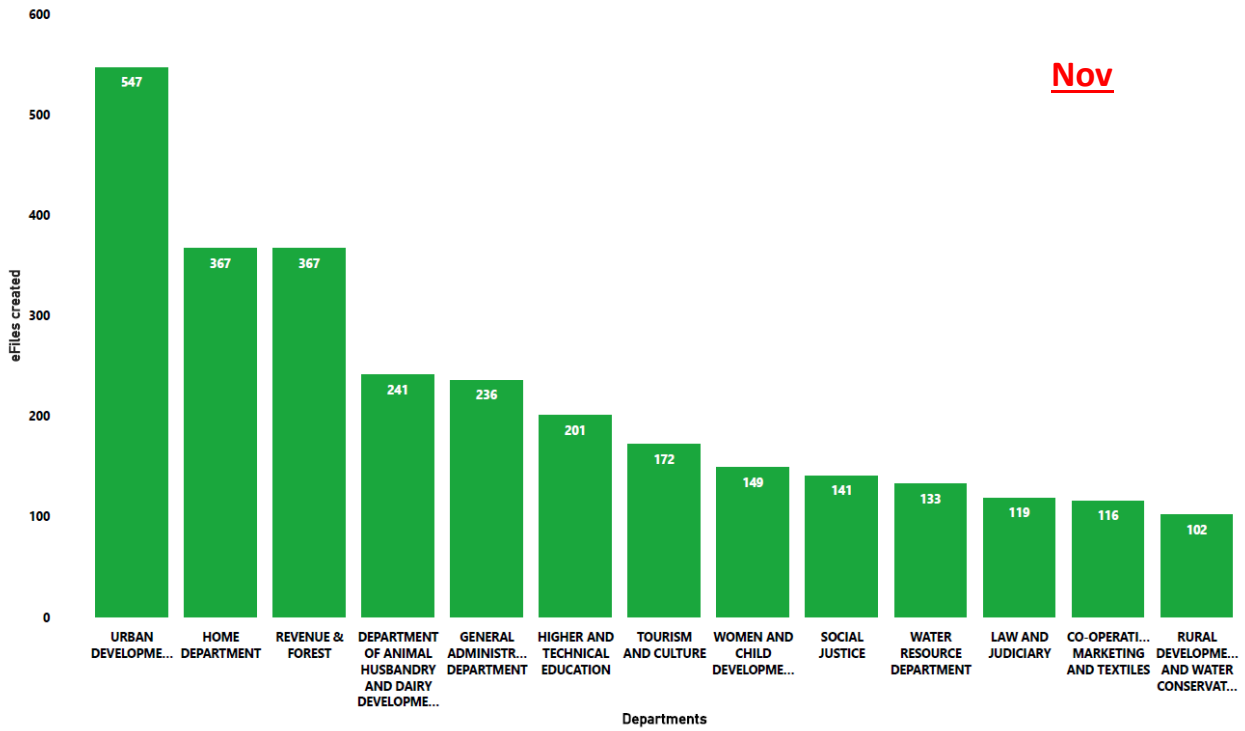


A) e-Office Analytics

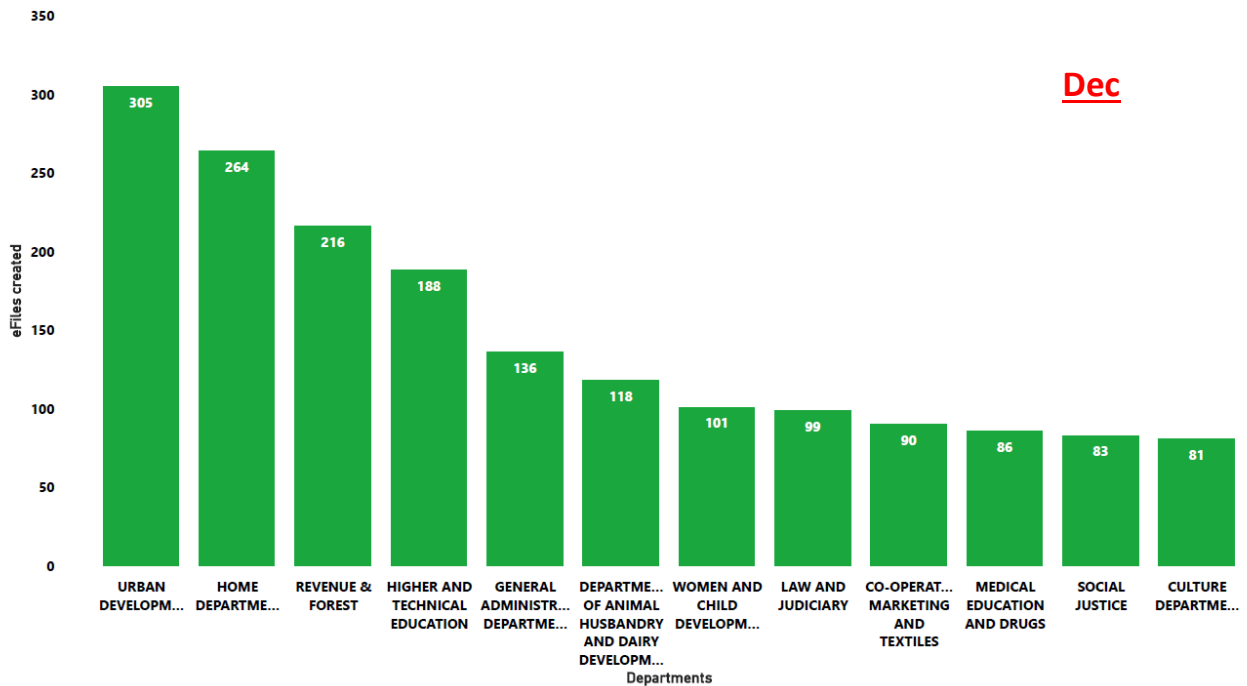
Source – NIC

Period – 26th Nov – 25th Dec

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



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



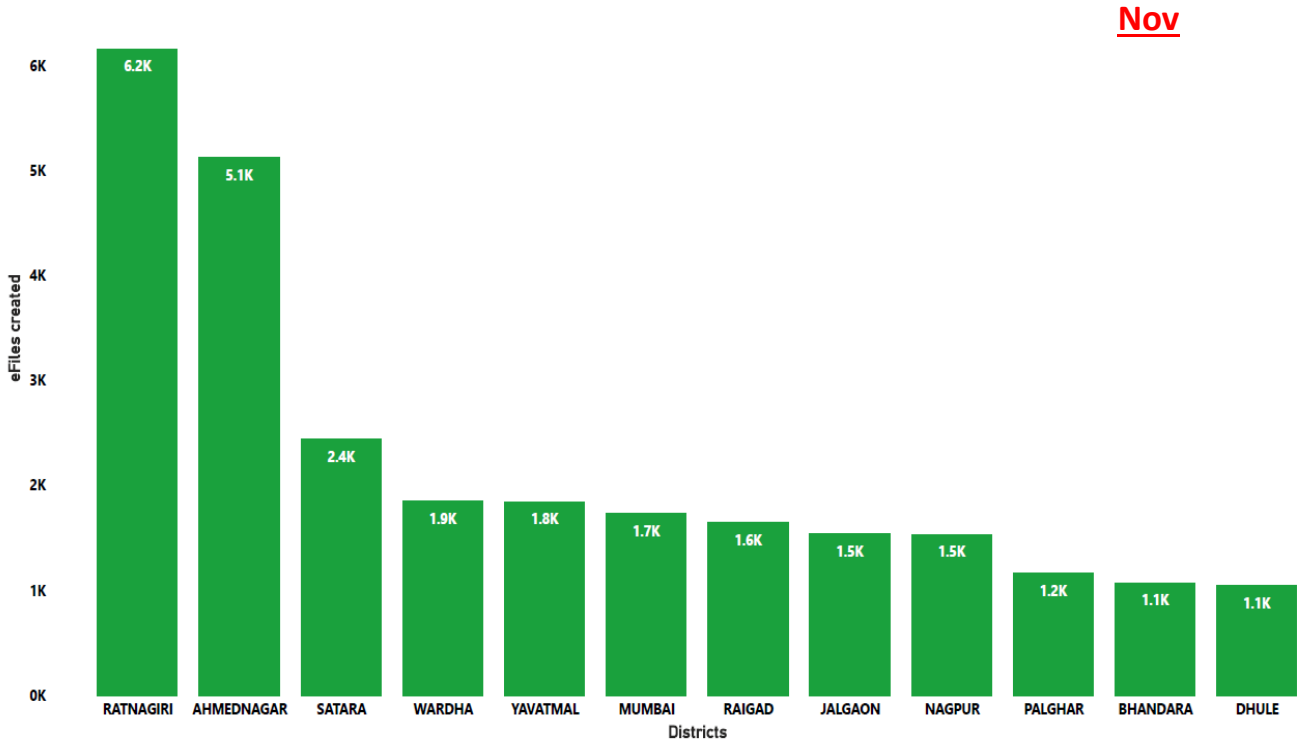


3. Department comparative analysis of least e-Office usage

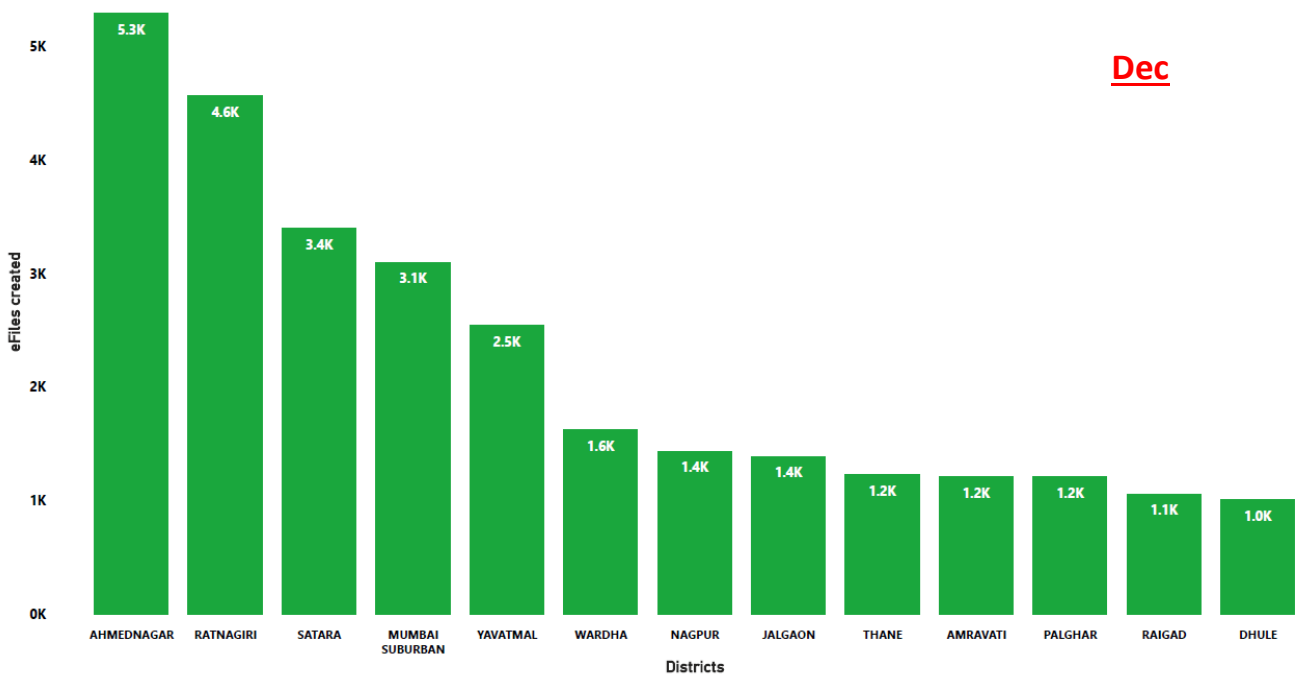
S.No.	Ministry/Department Name	eFile Created	
		Nov	Dec
1	MINORITY DEVELOPMENT	8	0
2	SOIL AND WATER CONSERVATION	14	6
3	GAD PROTOCOL	18	31
4	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	18	15
5	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	18	3
6	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	21	6
7	TRIBAL DEVELOPMENT	24	4
8	SCHOOL EDUCATION AND SPORTS	33	43
9	DIRECTORATE OF INFORMATON TECHNOLOGY	36	30
10	HOUSING DEPARTMENT	36	15
11	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	39	32
12	DIRECTORATE OF INDUSTRIES	44	15
13	PARLIAMENTARY AFFAIRS	44	4
14	WATER SUPPLY AND SANITATION	48	39
15	PUBLIC WORKS DEPARTMENT	49	32
16	CHIEF MINISTER OFFICE	54	19
17	AGRICULTURE AND ADF	55	20
18	ENVIRONMENT	60	20
19	PLANNING	61	73
20	INDUSTRIES ENERGY AND LABOUR	62	40
21	MEDICAL EDUCATION AND DRUGS	68	86
22	VJNT OBC SBCW	71	57
23	FINANCE	76	45
24	PUBLIC HEALTH DEPARTMENT	85	33
25	MARATHI LANGUAGE	99	56



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 least e-Office usage

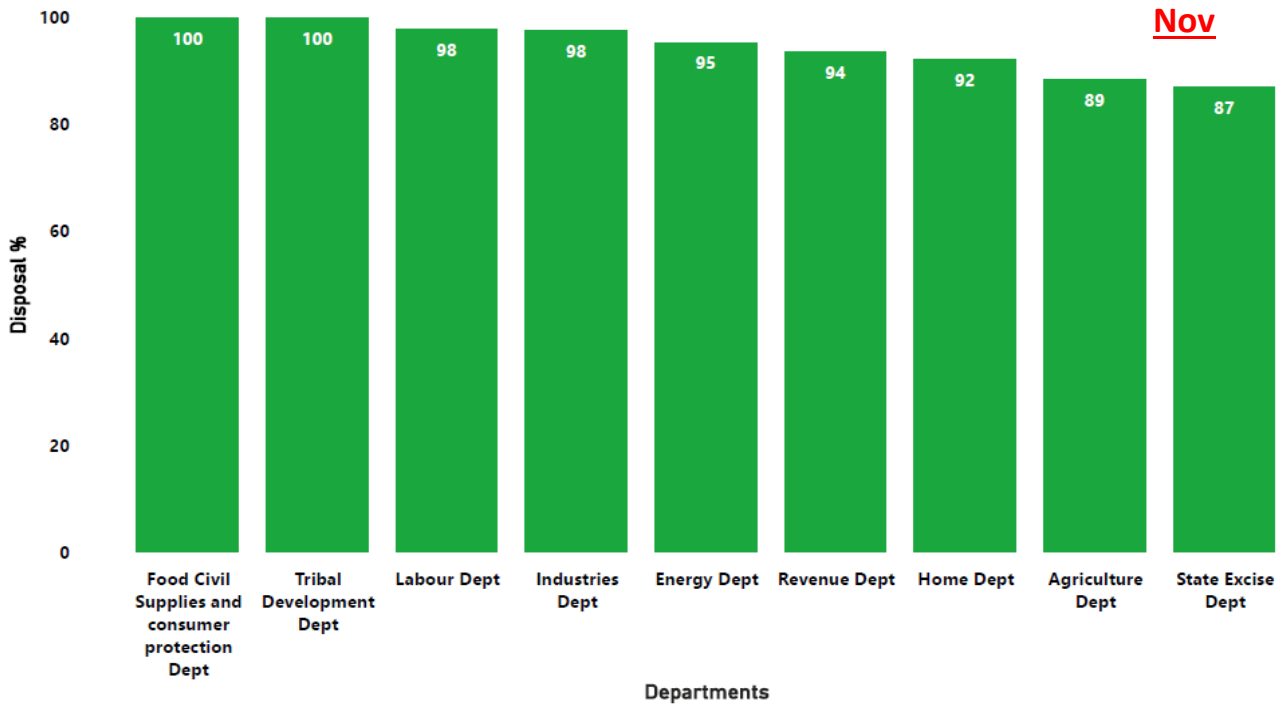
S.No.	District	eFile Created	
		Nov	Dec
1	GONDIA	0	0
2	KOLHAPUR	0	48
3	PARBHANI	0	2
4	DHARASHIV	2	297
5	NANDED	2	53
6	HINGOLI	4	40
7	CH. SAMBHAJINAGAR	4	3
8	JALNA	14	8
9	LATUR	24	16
10	BULDHANA	26	48
11	AKOLA	69	26
12	MUMBAI CITY	132	175
13	SANGLI	132	46
14	SOLAPUR	139	969
15	GADCHIROLI	230	236
16	NANDURBAR	324	341
17	BEED	328	330
18	WASHIM	401	328
19	CHANDRAPUR	542	455
20	SINDHUDURG	546	341



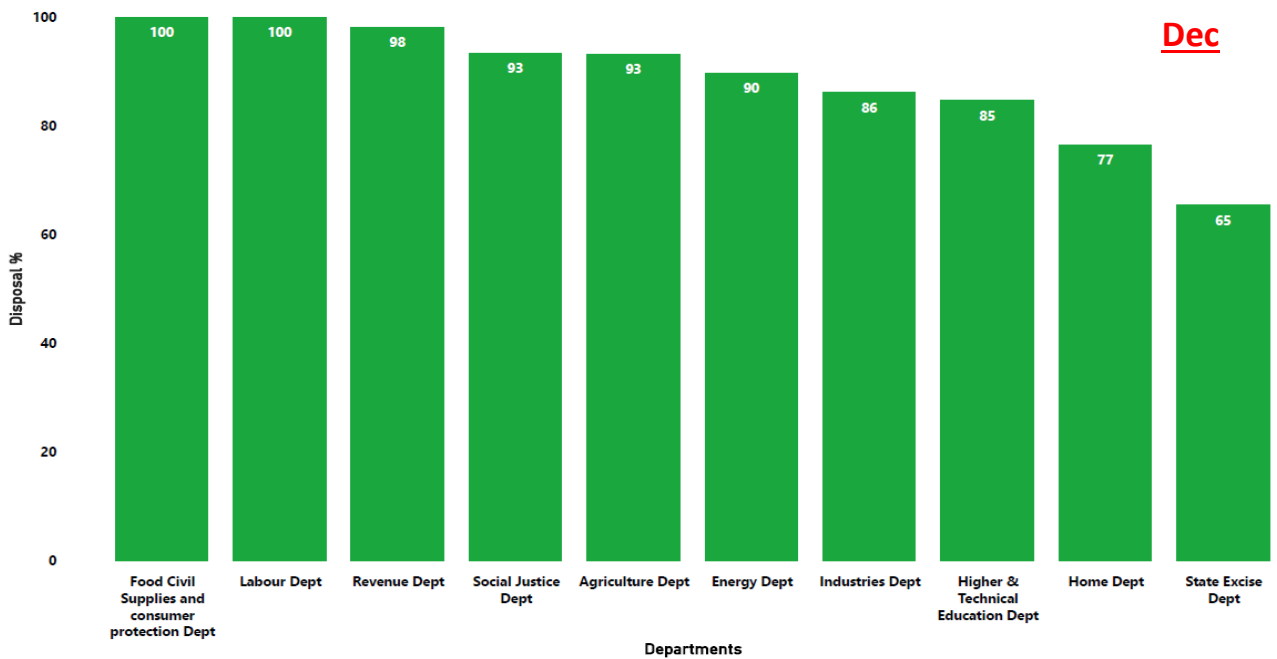
B) Aaple Sarkar Portal: Maharashtra Right to Services

Source – Maha IT
Period: 26th Nov - 25th Dec

1. Disposal Percentage of RTS Services Delivered Department Wise

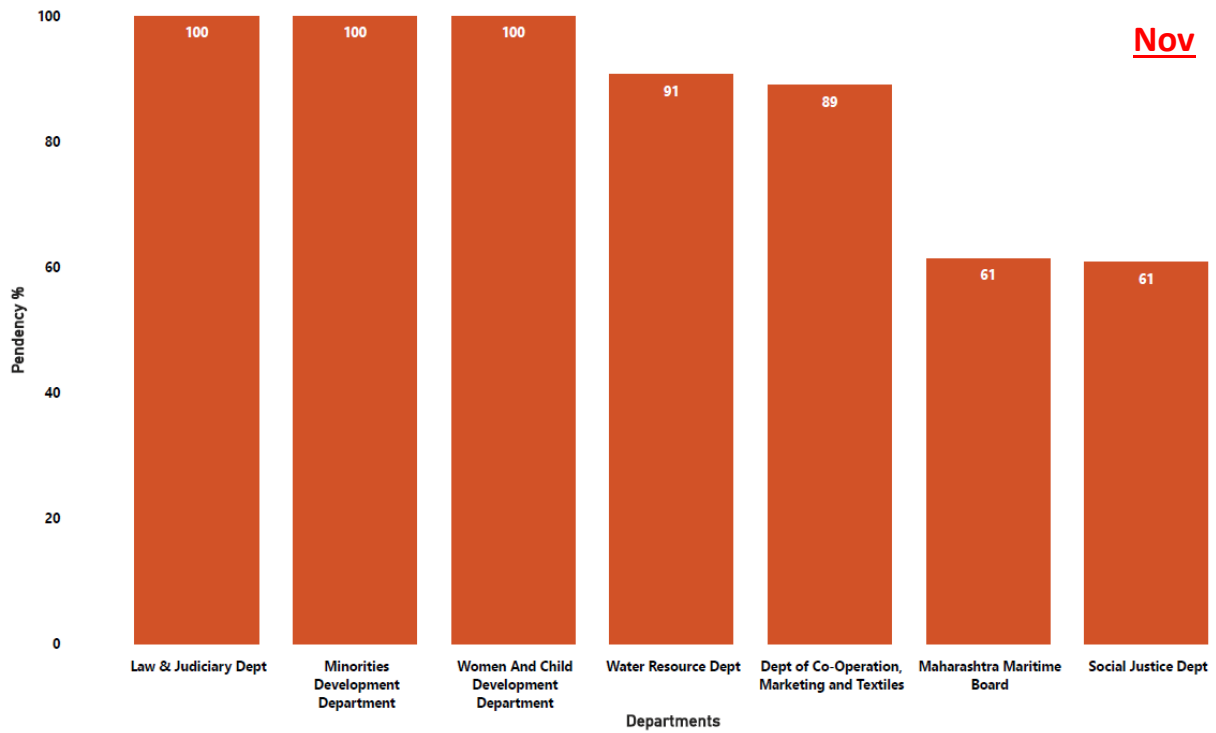


2. Disposal Percentage of RTS Services Delivered Department Wise

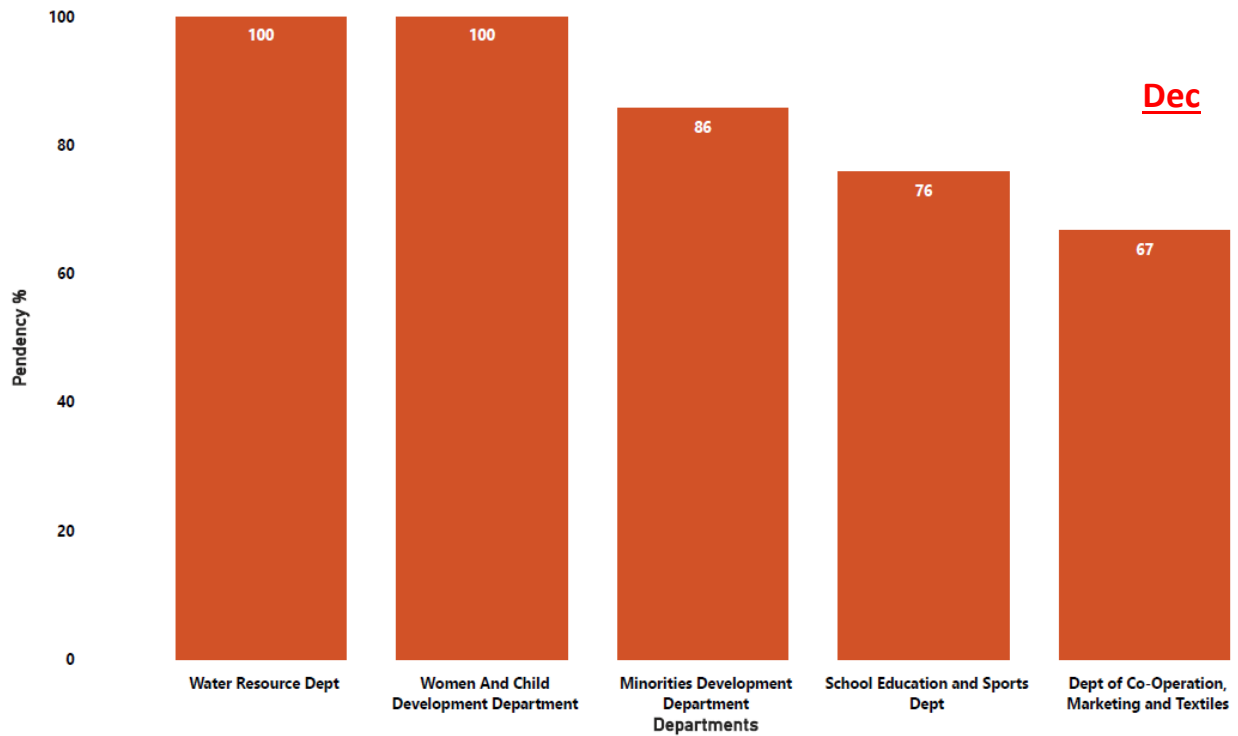




3. Pendency Percentage of RTS Services Delivered Department Wise



4. Pendency Percentage of RTS Services Delivered Department Wise





5. District Wise Disposal Percentage of RTS Services Delivery

Sr. No	District	Disposal %	
		Nov	Dec
1	Mumbai	100	86.29
2	Palghar	100	100
3	Mumbai Suburban	99.62	98.21
4	Ahmednagar	97.71	98.77
5	Nandurbar	97.68	98.63
6	Dharashiv	97.44	90.21
7	Nashik	97.14	94.34
8	Wardha	97.06	98.43
9	Raigarh	97.01	98.11
10	Dhule	96.65	97.64
11	Satara	96.29	96.22
12	Pune	95.65	98
13	Kolhapur	95.02	96.31
14	Washim	94.89	94.75
15	Sangli	94.68	97.51
16	Akola	94.35	96.4



6. District Wise Pendency Percentage of RTS Services Delivery

Sr. No	Districts	Pending %	
		Nov	Dec
1	Jalna	14.53	0.64
2	Gadchiroli	13.21	2.23
3	Ratnagiri	11.67	2.36
4	Hingoli	11.05	0.23
5	Chandrapur	10.52	6.72
6	Beed	9.99	0.7
7	Nanded	9.83	0.48
8	Gondiya	9.79	2.14
9	Buldhana	9.59	5.1
10	Sindhudurg	8.08	3.35
11	Jalgaon	7.68	4.11
12	Solapur	7.49	5.1
13	Amravati	7.37	2.76
14	Bhandara	7.15	2.97

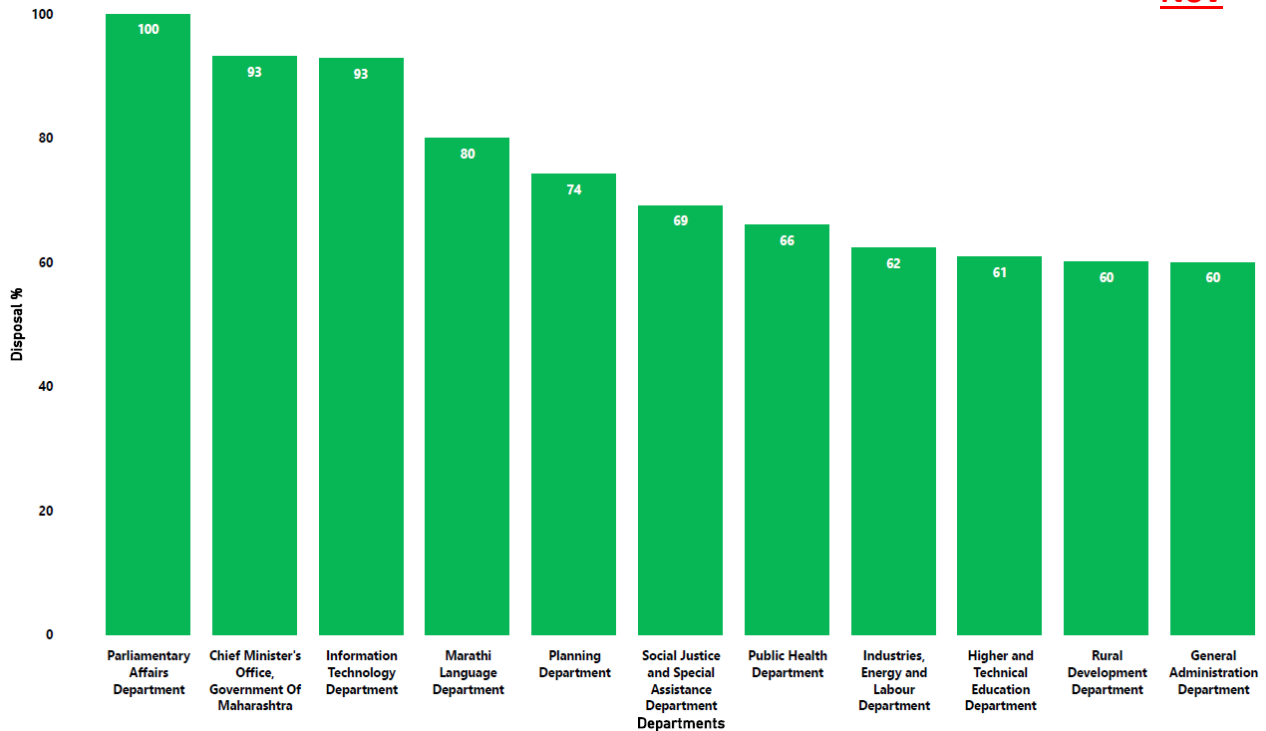


C) Right to Information

Source – NIC
Period – 26th Nov– 25th Dec

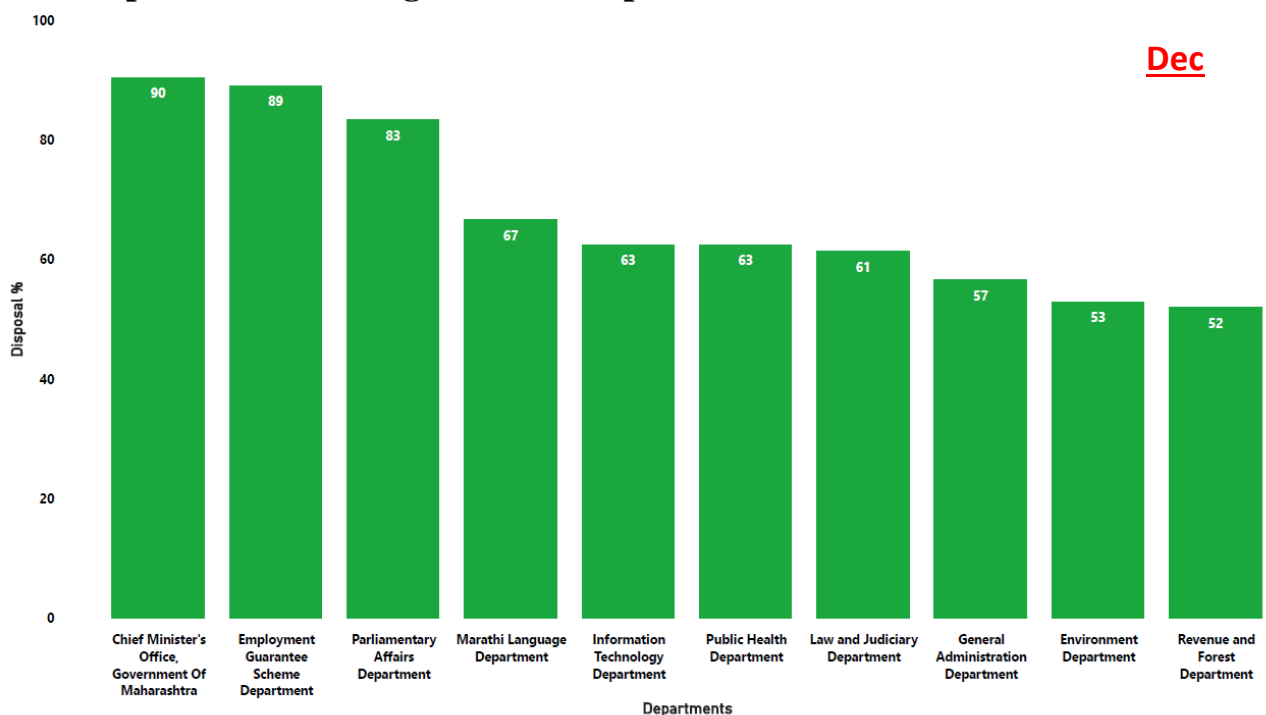
1. Department with Highest RTI Disposal Rate

Nov



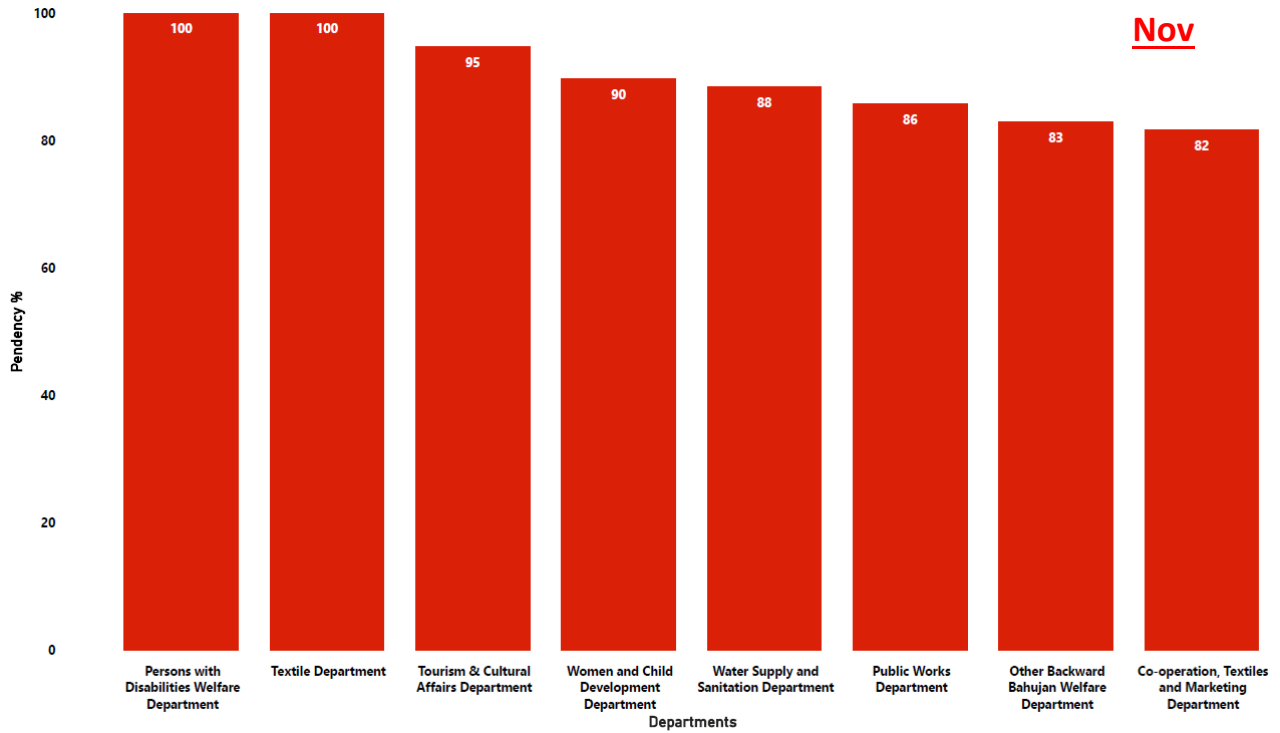
2. Department with Highest RTI Disposal Rate

Dec

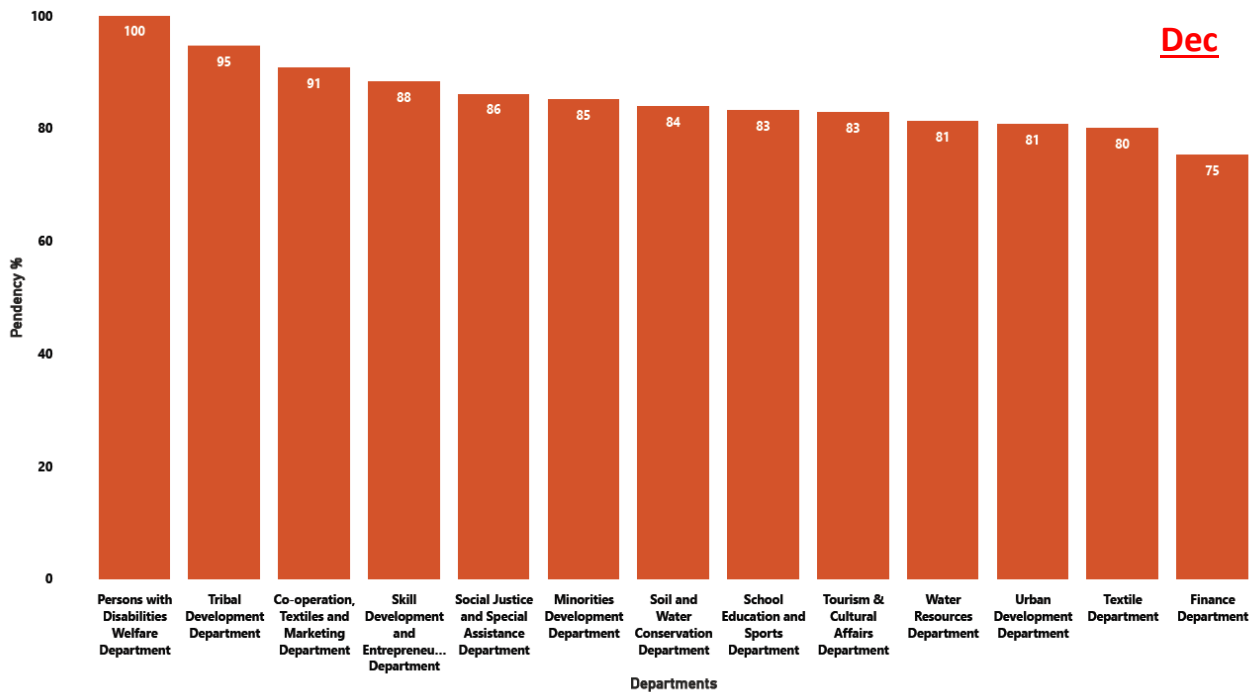




3. Departments with Highest RTI Pendency Rate

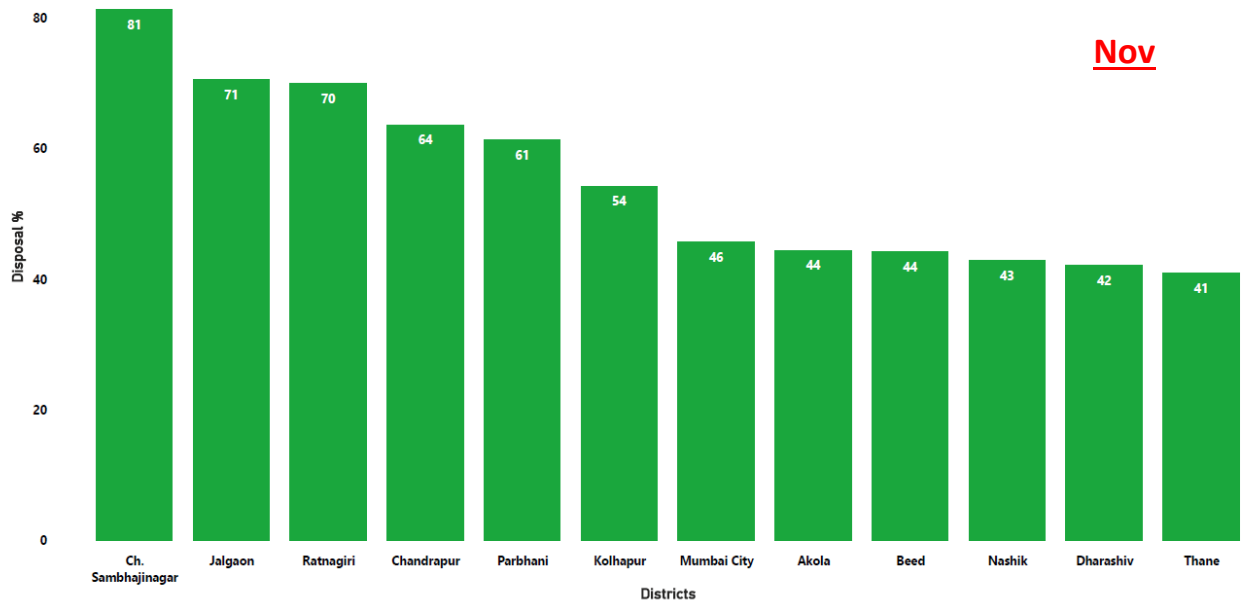


4. Departments with Highest RTI Pendency Rate

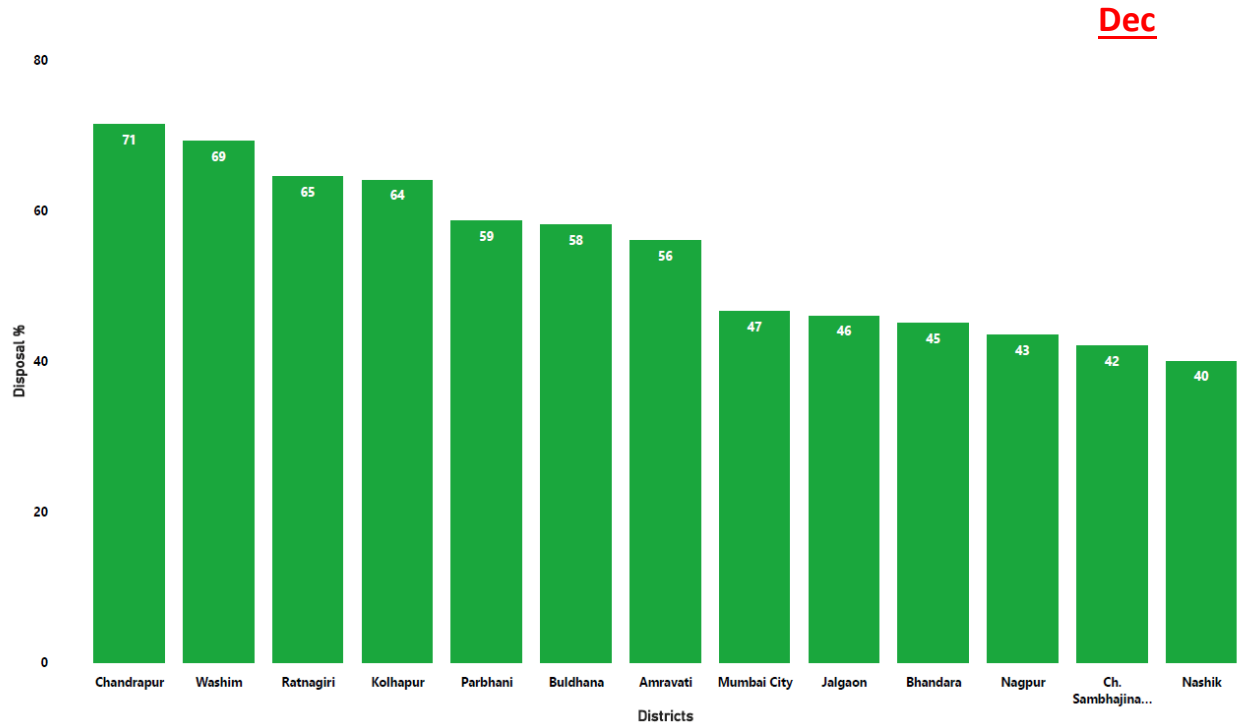




5. Districts with Highest RTI Disposal Rate



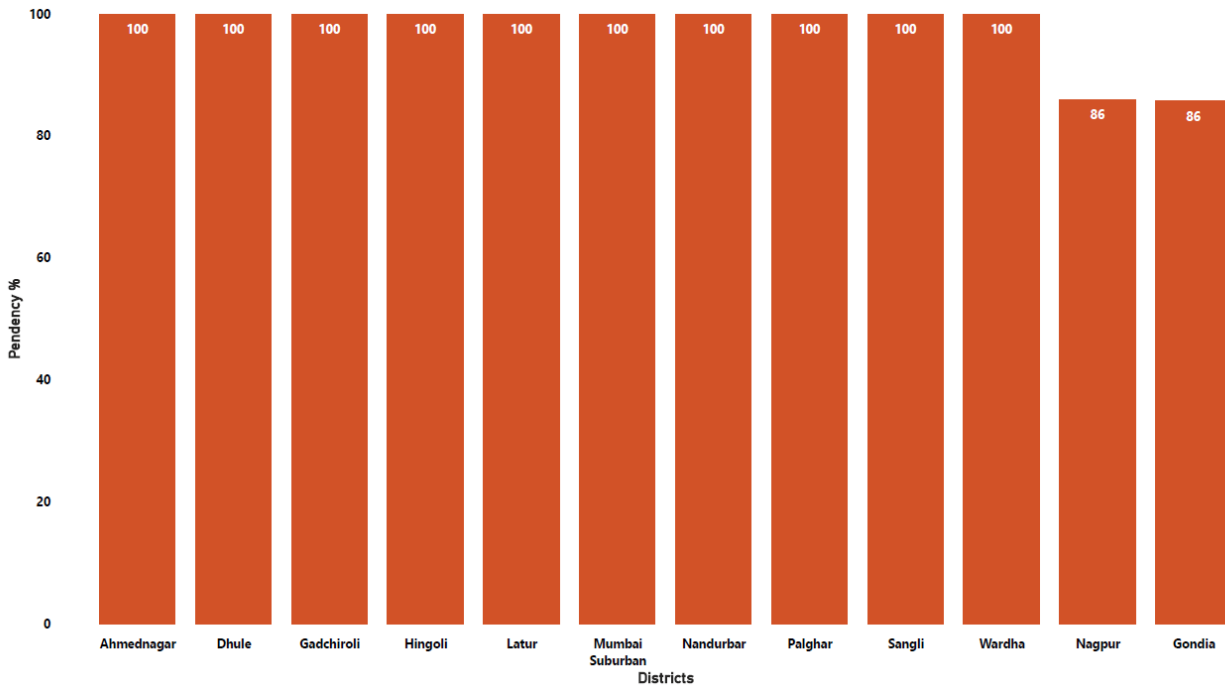
6. Districts with Highest RTI Disposal Rate





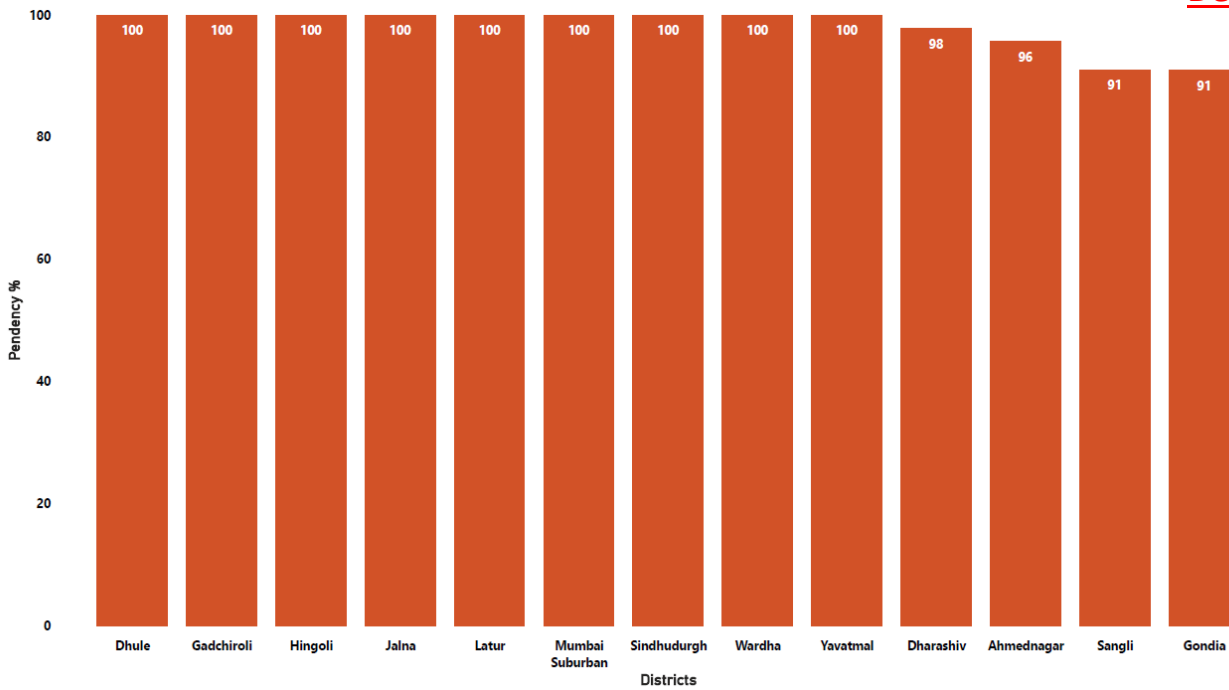
7. Districts with Highest RTI Pendency Rate

Nov



8. Districts with Highest RTI Pendency Rate

Dec





❖ Performance of Departments – CPGRAMS

Sr. No.	Name	Pendency More Than 1 Year	
		Nov	Dec
1	Rural Development Dept.(Main)	281	189
2	Revenue and Forest Dept. (Main)	168	169
3	Co-operative, Textile and Marketing Dept. (Main)	102	88
4	Urban Development Dept. (UD2)	87	0
5	Co-operation Dept, Govt. Maharashtra	85	82
6	Chief Minister Office	50	16
7	General Administration Dept. (SEO1, F.F., Ex Servicemen)	46	48
8	Tourism and Cultural Affairs Dept.	45	44
9	Food, Civil Supply and Consumer Protection Dept.	44	45
10	Agriculture AHD and F Dept. (Main)	27	26
11	General Administration Dept. (Protocol)	27	31
12	General Administration Dept. (Information and PR)	25	26
13	General Administration Dept. (Information Technology)	25	29
14	General Administration Dept. (O&M)	25	0
15	General Administration Dept. (Services)	22	23
16	Higher and Technical Education Dept.	22	0
17	Environment Dept.	19	17
18	Agriculture AHD and F. Dept. (Animal Husbandry Dairy Develop)	18	16
19	Public Works Dept. (Roads)	17	18
20	Revenue and Forest Dept.(Rehabilitation)	17	21
21	Industries, Energy and Labour Dept. (Energy)	15	0
22	General Administration Dept. (Election Branch)	14	15
23	Public Works Dept. (Main)	13	10
24	Social Justice and Special Assistance Dept.	12	14
25	Revenue and Forest Dept. (Forests)	11	11
26	MHCAV - Civil Aviation	10	12
27	School Education and Sports Dept.	10	9
28	Agriculture AHD and F. Dept. (Agriculture)	9	21
29	General Administration Dept. (Spl. Dev.cell & B.C. Cell)	7	7



30	Industries, Energy and Labour Dept.(Main)	6	4
31	Minority Development Dept.	6	6
32	Urban Development Dept. (UD1)	5	2
33	Public Health Dept. (Main)	4	4
34	Skill Development and Enterp. Dept.	4	4
35	Soil and Water Conservation Dept.	4	4
36	Finance Dept. (Main)	3	2
37	General Administration Dept. (Main)	3	0
38	Housing Department	2	0
39	Industries, Energy and Labour Dept. (Industries)	2	1
40	Medical Education and Drugs Dept.	2	2
41	Revenue and Forest Dept. (Revenue)	2	2
42	Rural Development Dept.	1	1
43	Tribal Development Dept.	1	1
44	Woman and Child Welfare Dept.	1	1
45	Home Dept. (Main)	0	1



Seva Mahina Campaign

Launching on September 17, 2023, and running until October 16, 2023, "SEVA MAHINA" represents a comprehensive month-long campaign dedicated to enhancing service delivery across the state. This initiative has implemented a uniform system aimed at expeditiously addressing pending service applications governed by the Right to Service Act across various departments. The standardized process guarantees timely service provision within established limits and enforces accountability among all authorities involved.

The Government of Maharashtra prioritized the following 25 key services for improved delivery during Service Delivery Month.

1	PM Kisan Sanman Nidhi Yojana to provide benefits to eligible beneficiaries pending due to technical glitches
2	Disposal of pending modifications in ferfar entries
3	Distribution of ration cards to eligible beneficiaries
4	Recording asset transfers
5	Providing new tap connections
6	Levy of property tax and issuance of a demand letter
7	Approval of pending domestic electricity connections
8	Registering the name of the new property holder in the property transfer electrical connection
9	Online registration of scheduled tribe beneficiaries for irrigation wells under Birsa Munda Krishi Kranti Yojana
10	Sanctioning of pending forest rights leases to beneficiaries of Scheduled Tribes (Excluding appeal)
11	Issuance of Disability Certificate
12	Issuing Non-Creamy Layer certification
13	Issuance of marriage registration certificate
14	Aadhaar Card Facility
15	PAN Card Facility
16	New voter registration
17	Birth and death registration and certification
18	Apprentice Driver License
19	Job fair
20	Sakhi Kit Allotment
21	Granting permissions to women's self-help groups
22	Employing women's self-help groups as a priority
23	Vaccination
24	Senior citizen certificate
25	Employing trained candidates

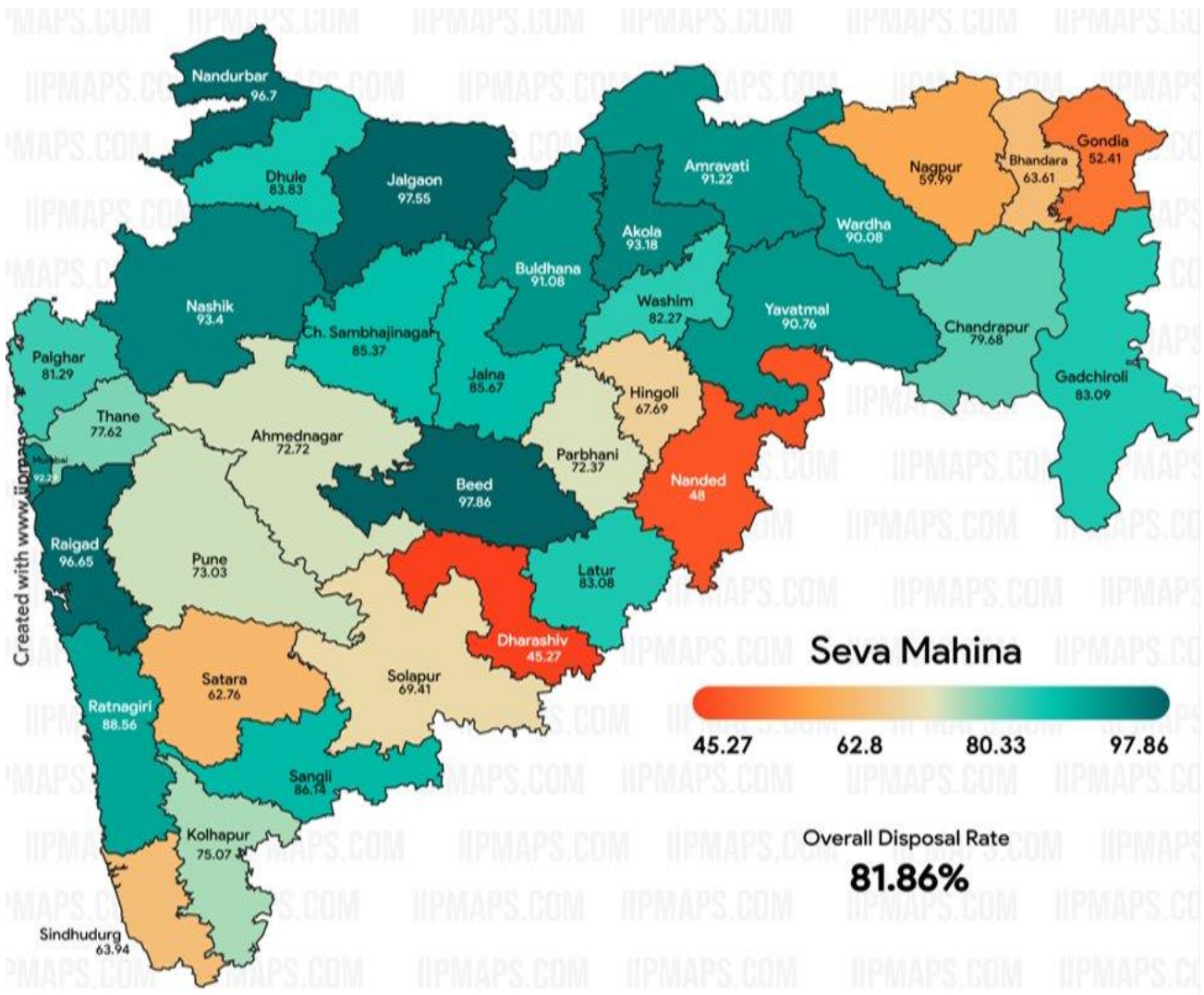


Seva Mahina Analysis

Total Applications Received
16,94,818

Total Applications Disposed
13,87,334

Overall Disposal Percentage
81.86%





Key Highlights

- 1) Overall, in the Seva Mahina period, **16,94,818** applications were **received** whereas 13,87,334 applications were disposed of.
- 2) The state disposal rate is **81.86%** and the State's average disposal rate is **79.78%**
- 3) Aadhar Card Facility Service received the highest number of applications, which is **1,27,114** applications alone in the **Mumbai Suburban District**.
- 4) Amravati division has the highest disposal rate of 91%.
- 5) The Nashik and Konkan divisions are also above the state's average.
- 6) Pune, Ch. Sambhajinagar and Nagpur division's disposal rate is below the state's average disposal rate.

Top 10 Districts – Highest no. of applications			
District	Received	Disposed	Disposal Rate
Thane	175418	136158	77.62%
Mumbai Suburb	138342	128174	92.65%
Pune	125589	91721	73.03%
Yavatmal	110987	100730	90.76%
Sangli	92744	79891	86.14%
Raigad	87272	84352	96.65%
Satara	82668	51880	62.76%
Amaravati	73387	66940	91.22%
Palghar	60039	48807	81.29%
Mumbai	51515	47542	92.29%

Division	Disposal Rate
Amravati	91%
Nashik	89%
Konkan	85%
Pune	73%
Ch. Sambhajinagar	73%
Nagpur	71%
State's Average	79.78%



Division-wise performance

Nagpur Division	
Wardha	90.08%
Gadchiroli	83.09%
Chandrapur	79.68%
Bhandara	63.61%
Nagpur	59.99%
Gondia	52.41%

Ch. Sambhajinagar Division	
Beed	97.86%
Jalna	85.67%
Ch. Sambhajinagar	85.37%
Latur	83.08%
Parbhani	72.37%
Hingoli	67.69%
Dharashiv	45.27%
Nanded	47.48%

Konkan Division	
Raigad	96.65%
Mumbai Suburb	92.65%
Mumbai	92.29%
Ratnagiri	88.56%
Palghar	81.29%
Thane	77.62%
Sindhudurg	63.94%

Nashik Division	
Jalgaon	97.55%
Nandurbar	96.70%
Nashik	93.40%
Dhule	83.83%
Ahmednagar	72.72%

Pune Division	
Sangli	86.14%
Kolhapur	75.07%
Pune	73.03%
Solapur	69.41%
Satara	62.76%

Amravati Division	
Buldhana	97.08%
Akola	93.18%
Amaravati	91.22%
Yavatmal	90.76%
Washim	82.27%



Mantralaya lighted up on the eve of Maharashtra Day, 1st May, 2023



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

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