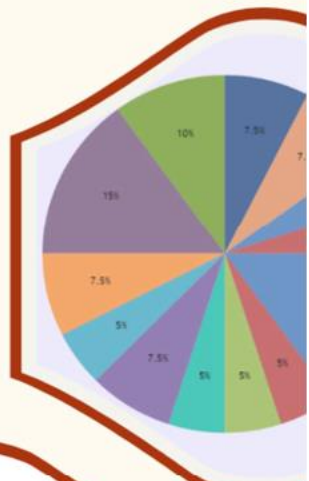




MANTRALAYA

MONTHLY REFORMS REPORT

JAN - FEB, 2024



Divison	eFile Created	eFile Moved
Nashik	9862	31372
Pune	5810	19754
Konkan	5654	11264
Amravati	5077	15554
Nagpur	4544	14355
Ch. Sambhaji Nagar	744	2386
Average	5281	

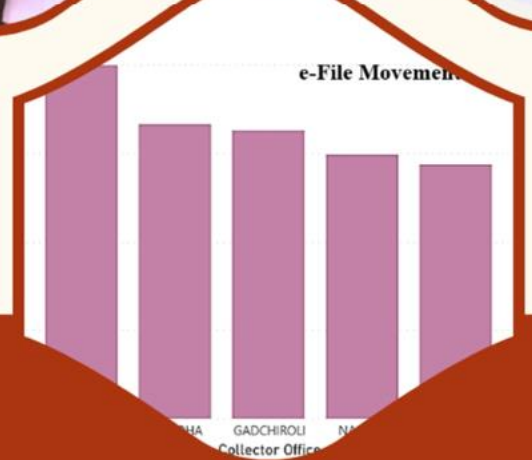




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Mantralaya Monthly Reforms Report, January and February 2024

Executive Summary

The 7th edition of the Mantralaya Monthly Reforms Report provides a comprehensive analysis of key government initiatives in Maharashtra. This report delves into the implementation of e-office and the Aaple Sarkar grievance redressal portal. Additionally, it focuses on the recently launched Maharashtra District Good Governance Index, 2023.

E-Office Adoption: This report applauds the exemplary use of e-office by departments like Tribal Development, Soil and Water Conservation, Agriculture and Animal Husbandry & Dairy Development (ADF), Law & Judiciary, Home Department, and Persons with Disabilities Welfare. Their commitment to digitalization has demonstrably streamlined government processes and enhanced efficiency. However, the report identifies areas for improvement in departments with low eOffice usage.

Districts like Ahmednagar, Satara, Ratnagiri, and Yavatmal are leading in eFile creation, districts such as Chh. Sambhajinagar, Latur, Hingoli, Nanded, Parbhani, and Sangli require focus on increasing their eFile creation rates.

Aaple Sarkar Grievance Redressal: The report highlights a critical concern: a significant number of grievances (**around 15,944**) remain unresolved across the state. The average grievance disposal rate stands at a concerningly low 15%. Moreover, some districts have a 100% pendency rate. The report emphasizes the need for districts to prioritize grievance resolution, particularly for common issues like those related to Gram Panchayats and complaints against the police.

Manual of Office Procedure (2023)

This manual recommends a maximum of four stages for file submissions, promoting efficient file management and faster decision-making processes.

The Mantralaya Monthly Reforms Report serves as a valuable tool for evaluating government initiatives and identifying areas for improvement.



Maharashtra District Good Governance Index, 2024

Maharashtra District Good Governance Index (MAHA- DGGI) is a comprehensive and implementable tool to assess the state of governance, performance encompassing various sectors such as agricultural, economic, social, health, environmental, legal/judicial as well as other essential criteria.

Why DGGI?

DGGI provides comparative picture with valuable district wise insights into their strong and weak areas of performances. It assesses the status of government mechanism at District-level based on which Districts are ranked and presenting a comparative picture for prompt actions and data driven decision making.



Image: 1MH- DGGI Report unveiled, and website launched by Hon. Chief Minister Shri. Eknath Shinde Sir in presence of Joint Secretary, DARPG, GOI.



On 5th Feb 2024, The Maharashtra District Good Governance Index 2024 (MH DGGI) was launched. Maharashtra is 5th in the nation to adopt such initiative.

Key Highlights-

- Website - <https://dggi.maharashtra.gov.in/home>
- Analysis of 10 key sectors across all districts
- Examined 161 indicators (highest in nation) with 352 datasets.
- Tool to access holistic growth of the districts.



Website | Scan the QR Code



1) eOffice Analytics

Source –eOffice (NIC)

A) Change in eFile Creation Department Wise - Jan & Feb

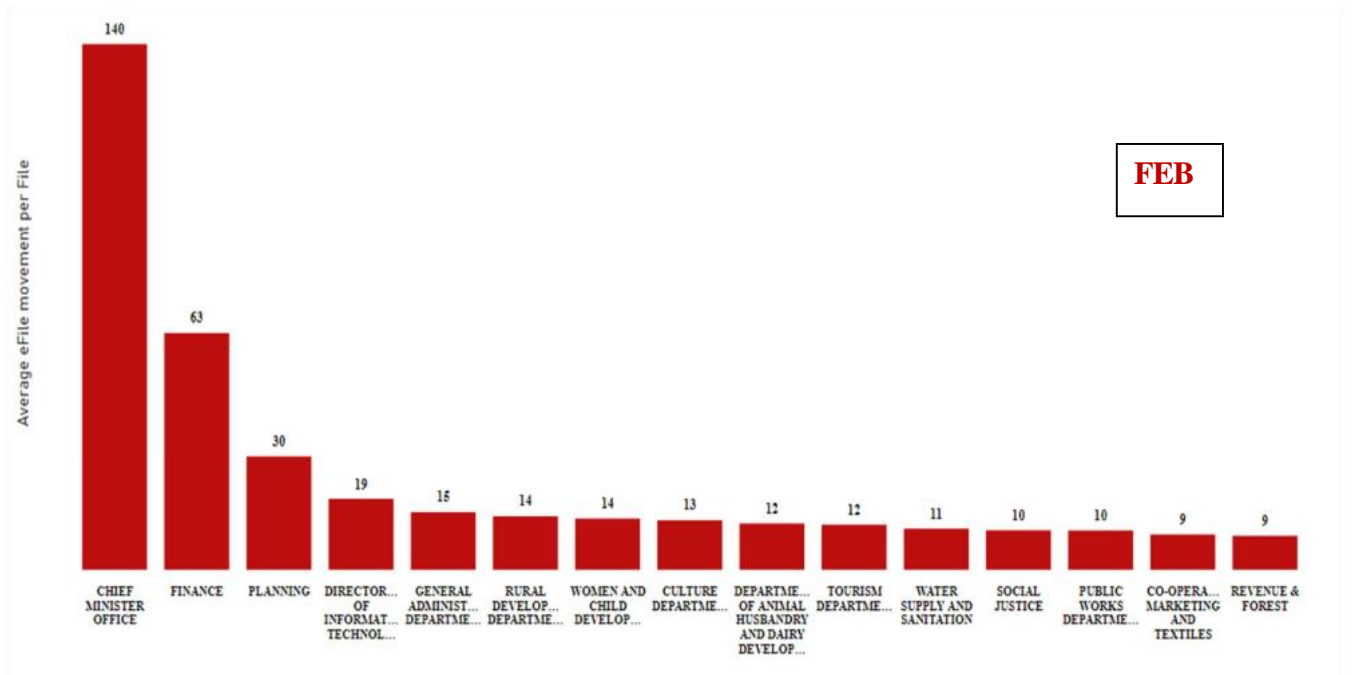
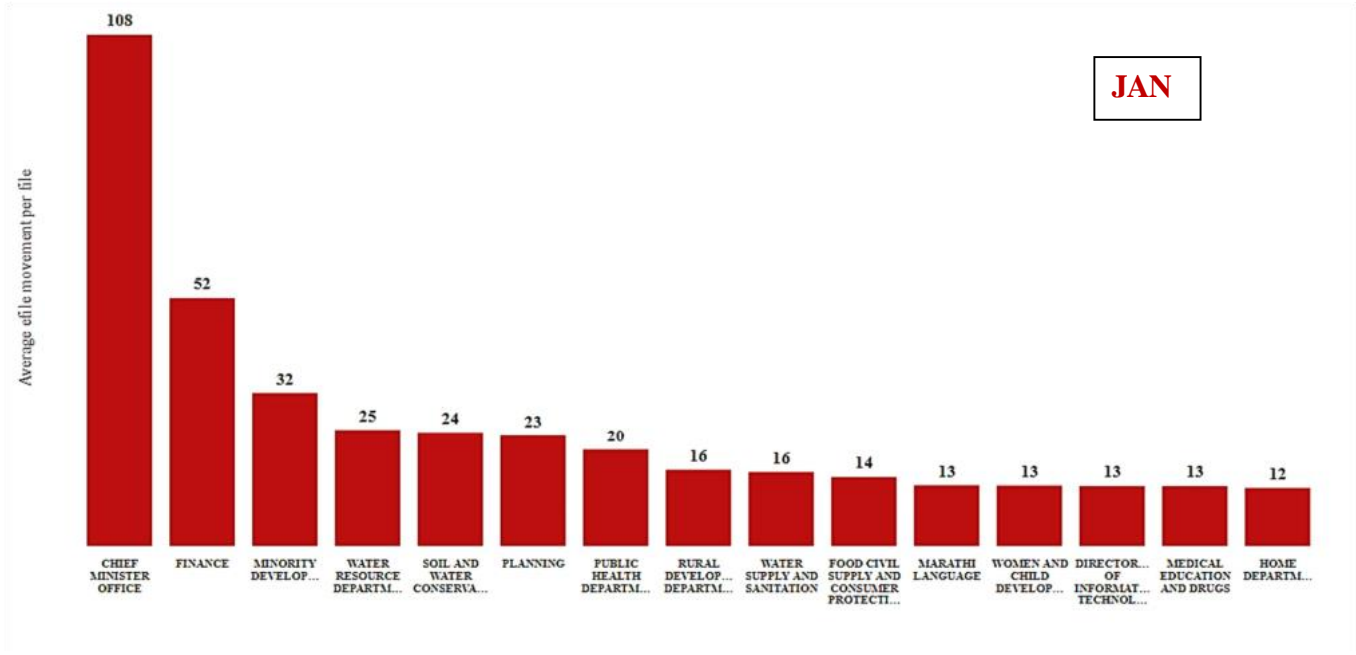
Ministry/Department Name	JAN			FEB			Change in eFile Performance of Jan Vs Feb (Out of total)
	eFile Created	pFile Created	% of eFile Created out of Total files made	eFile Created	pFile Created	% of eFile Created out of Total files made	
TRIBAL DEVELOPMENT	21	23	48%	484	15	97%	49%
SOIL AND WATER CONSERVATION	8	28	22%	48	24	67%	44%
AGRICULTURE AND ADF	25	182	12%	85	129	40%	28%
LAW AND JUDICIARY	155	175	47%	220	93	70%	23%
HOME DEPARTMENT	297	299	50%	360	172	68%	18%
PERSONS WITH DISABILITIES WELFARE DEPARTMENT	11	14	44%	19	13	59%	15%
HOUSING DEPARTMENT	27	56	33%	41	58	41%	9%
PUBLIC WORKS DEPARTMENT	50	93	35%	47	60	44%	9%
WOMEN AND CHILD DEVELOPMENT	104	34	75%	83	18	82%	7%
Finance Department	45	44	51%	49	38	56%	6%
Urban Development	537	66	89%	617	61	91%	2%
VJNT OBC SBCW	40	63	39%	49	70	41%	2%
DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	197	10	95%	150	6	96%	1%
MEDICAL EDUCATION AND DRUGS	41	62	40%	57	82	41%	1%
PUBLIC HEALTH DEPARTMENT	95	79	55%	75	61	55%	1%
DGIPR	19	0	100%	12	0	100%	0%
INDUSTRIES ENERGY AND LABOUR	49	88	36%	64	117	35%	0%
REVENUE AND REHABILITATION	0	0	0	0	0	0	0
RURAL DEVELOPMENT DEPARTMENT	85	129	40%	55	83	40%	0%



Ministry/Department Name	JAN			FEB			Change in eFile Performance of Jan Vs Feb (Out of total)
	eFile Created	pFile Created	% of eFile Created out of Total files made	eFile Created	pFile Created	% of eFile Created out of Total files made	
HIGHER AND TECHNICAL EDUCATION	324	43	88%	338	49	87%	-1%
SKILL DEVELOPMENT AND ENTREPRENEURSHIP	10	21	32%	9	20	31%	-1%
SOCIAL JUSTICE	118	143	45%	73	92	44%	-1%
Culture Department	177	0	100%	194	4	98%	-2%
ENVIRONMENT	19	1	95%	48	5	91%	-4%
PLANNING	63	66	49%	53	78	40%	-8%
GENERAL ADMINISTRATION DEPARTMENT	211	103	67%	164	116	59%	-9%
MINORITY DEVELOPMENT	3	4	43%	9	18	33%	-10%
REVENUE & FOREST	411	257	62%	377	360	51%	-10%
FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	39	16	71%	34	23	60%	-11%
CO-OPERATION MARKETING AND TEXTILES	167	69	71%	89	62	59%	-12%
SCHOOL EDUCATION AND SPORTS	42	63	40%	35	89	28%	-12%
DIRECTORATE OF INFORMATON TECHNOLOGY	51	2	96%	19	4	83%	-14%
TOURISM DEPARTMENT	56	7	89%	36	12	75%	-14%
PARLIAMENTARY AFFAIRS	12	2	86%	8	4	67%	-19%
WATER SUPPLY AND SANITATION	90	34	73%	42	40	51%	-21%
WATER RESOURCE DEPARTMENT	120	147	45%	83	308	21%	-24%
GAD PROTOCOL	28	8	78%	24	32	43%	-35%
MARATHI LANGUAGE	49	8	86%	22	21	51%	-35%



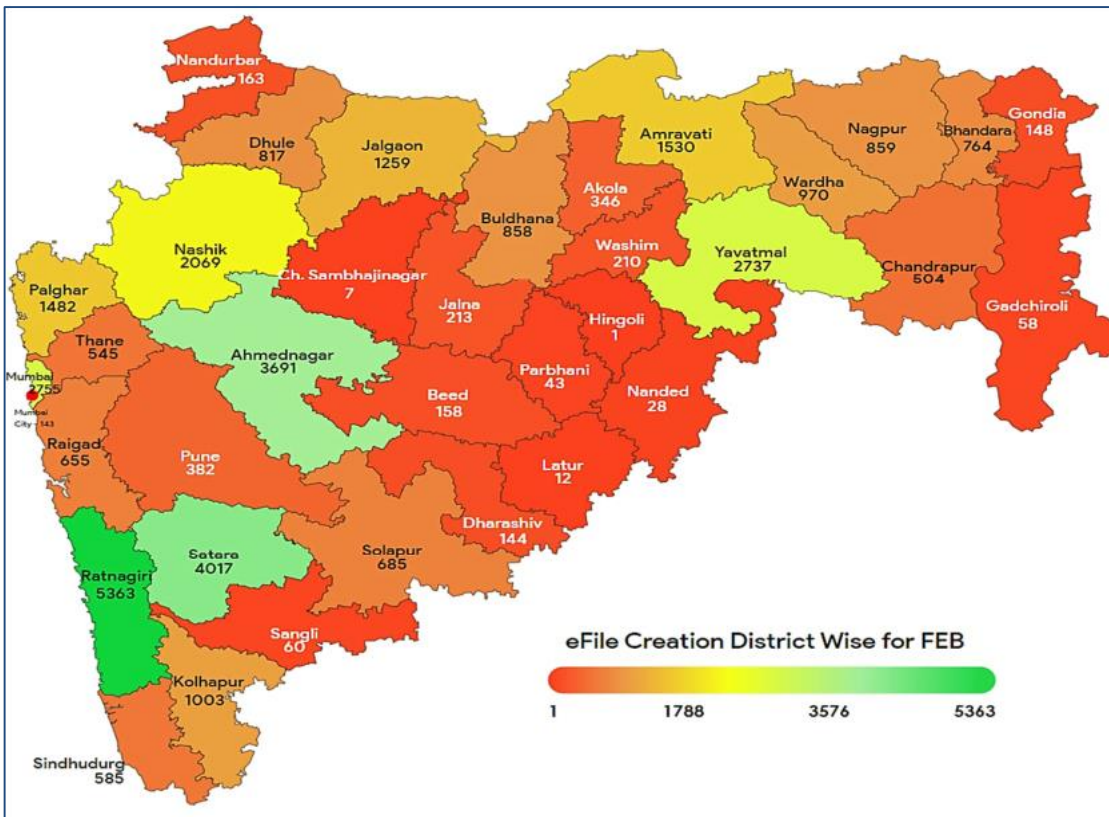
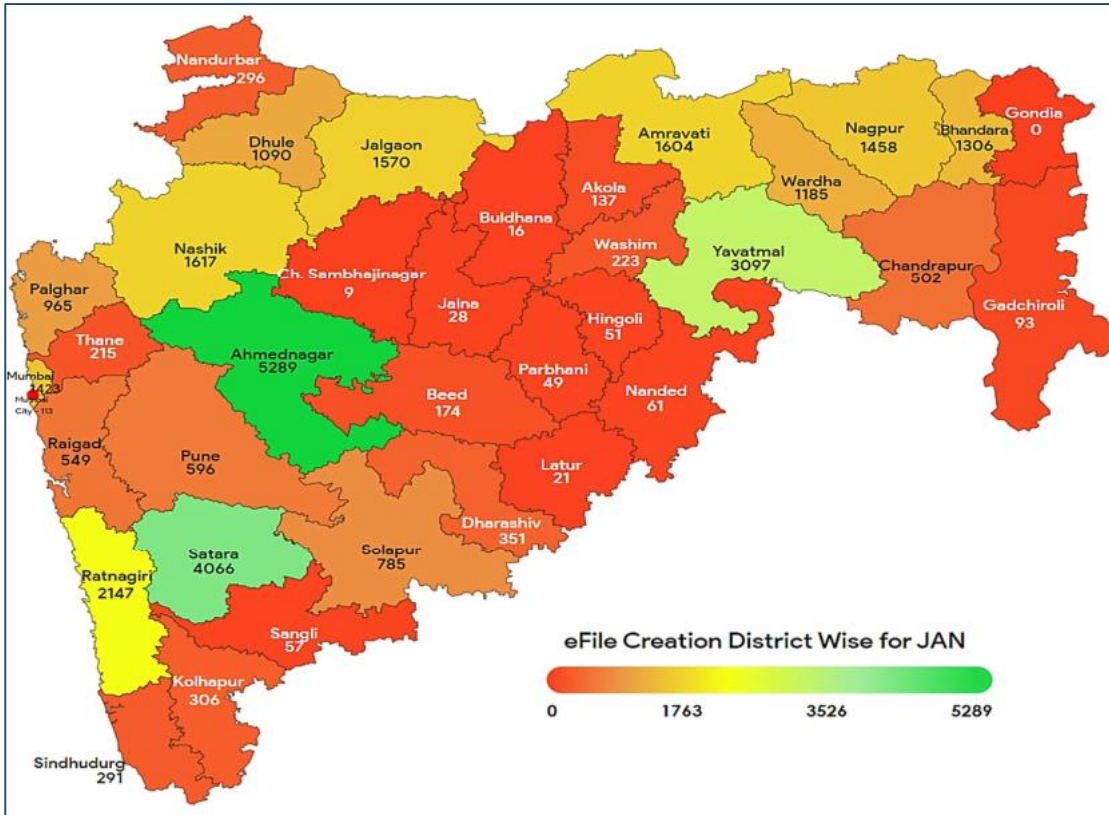
B) Average eFile Movement Department Wise – JAN & FEB



The Maharashtra Manual of Office Procedure, 2023, mandates that the movement of eFiles, also known as the number of **submission levels**, **should not exceed four steps**. However, this limit can potentially hinder efficient implementation and contribute to delays.



C) eFile Creation District Wise - Jan and Feb



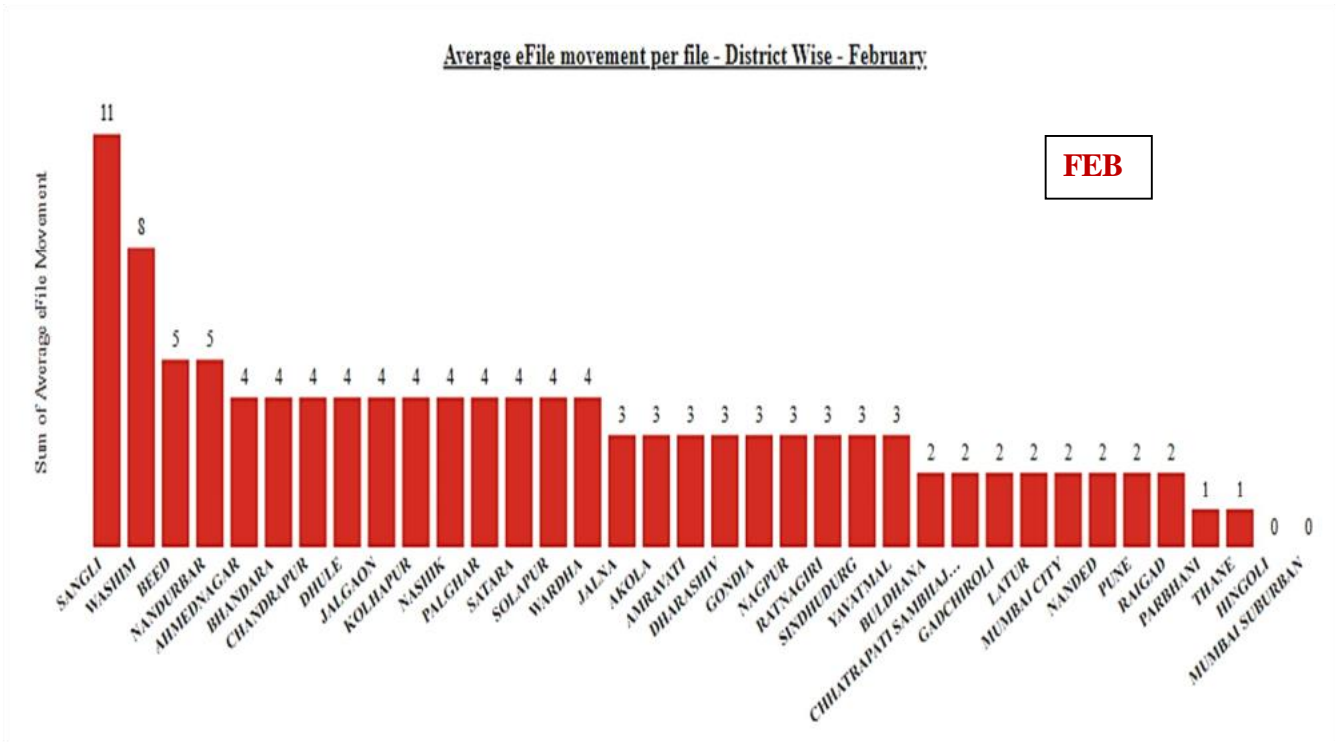
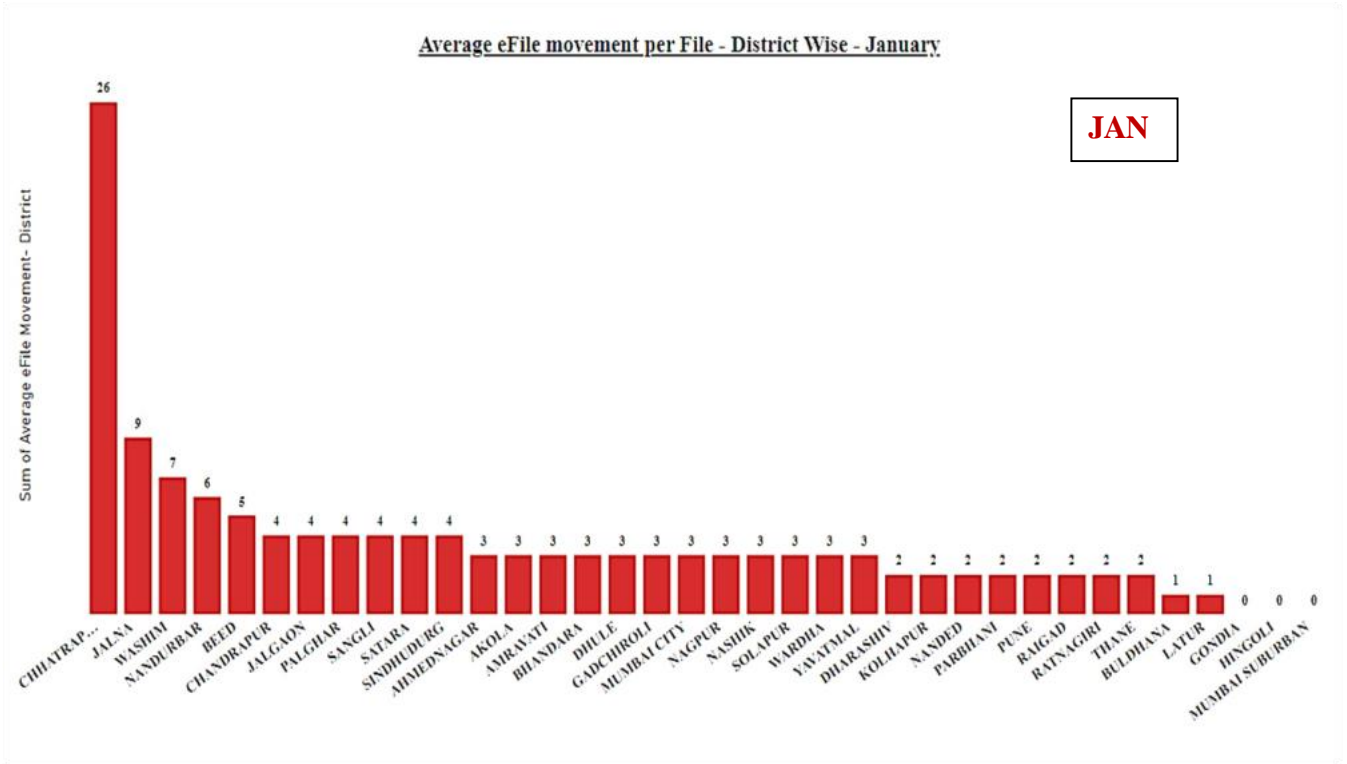


District eFile Creation Performance Summary -

- **Top Performers:** Ratnagiri has taken the lead in eFile creation this month with a significant increase of 41% compared to January, counting 5,363 eFiles. Satara and Ahmednagar follow closely behind with 4,017 and 3,691 eFiles, respectively. It's worth noting that Ahmednagar, the previous top performer, saw a decrease in its performance this month.
- **Achieving Districts:** Districts highlighted in yellow and peach orange are also demonstrating commendable performance in eFile creation.
- **Areas for Improvement:** While many districts are showing progress, some require additional focus to improve their eFile creation rates. These districts, highlighted in bright red, include Ch. Sambhajinagar, Latur, Hingoli, Nanded, Parbhani, Gadchiroli, and Sangli.



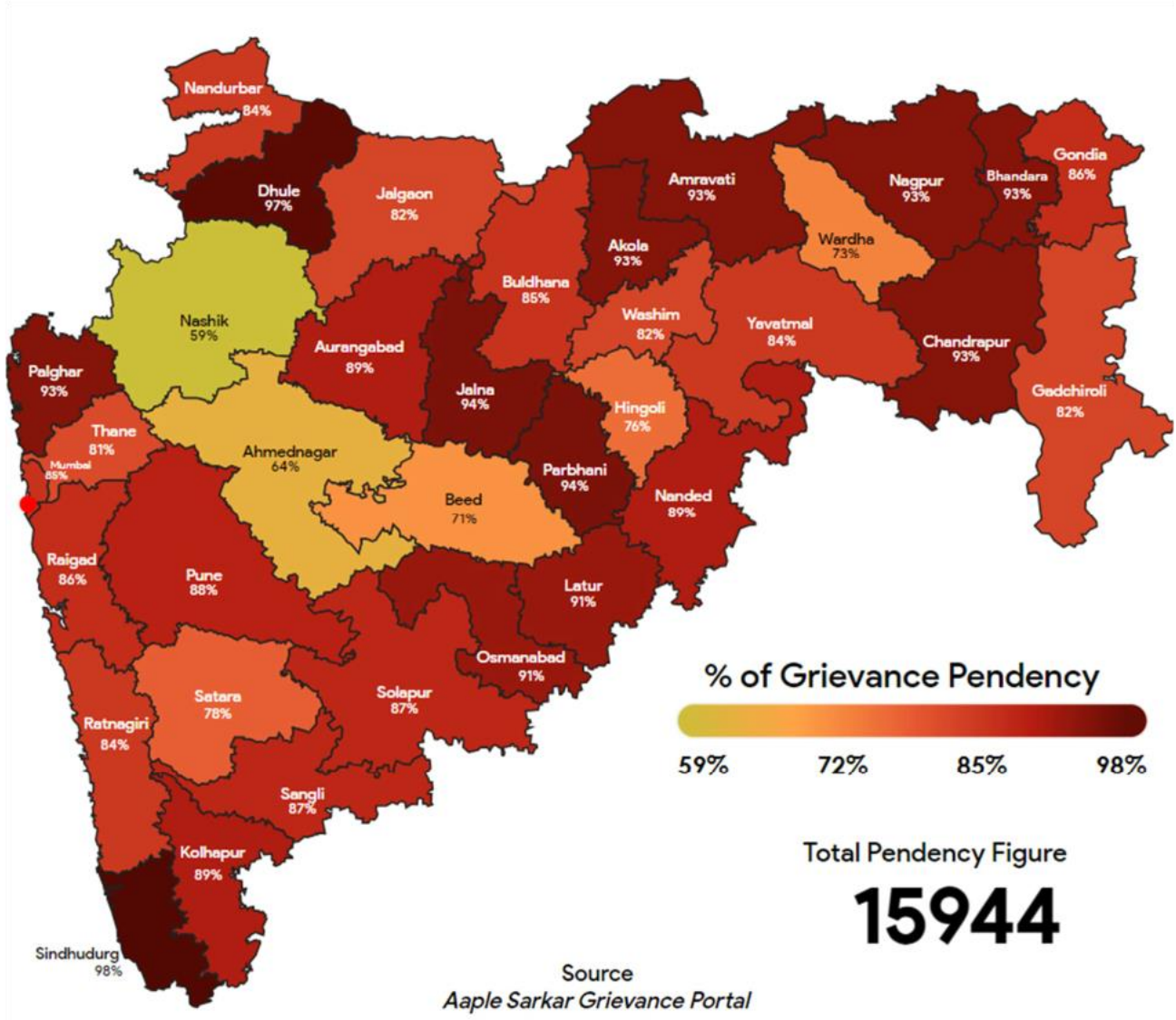
D) Average eFile Movement District Wise –





2) Aaple Sarkar Grievance Portal Analytics – JAN & FEB

A) District Wise Grievance Pendency



As of 29th Feb 2024, around 15,944 grievances are pending in the State. States average disposal rate in only 15%



B) Analysis of frequently registered grievances on Aaple Sarkar Portal

Nature of Grievances	Count
Gram panchayat Related Issues	1456
Complaints of Police officials	567
Establishments, Service-related matters of employees of department	382
Municipal Corporations in State- administrative matters	308
Complaints against officers and staff	166
Atrocities against Scheduled Castes and Scheduled Tribes	166
Land survey and Settlement	136
Fast Track Courts for abuse of women	133
Crop Insurance scheme	124
Road Issues under village	123
Registration And Stamp Duty Department -Document Related Grievance's	115
EGS\MNREGA- related issues	114
Road Issues under village	103
Water Supply- Water quality \Pollution related matters	100
Maharashtra State Road Transport Corporation	98
Fast Track Courts for abuse of women	94

Key areas requiring attention based on complaint analysis:

- Gram Panchayat Schemes:** A significant number of complaints concern issues related to the implementation of schemes managed by the Gram Panchayats. This suggests a need to focus on improving the efficiency and transparency of these schemes.
- Police:** The second most frequent category of complaints involves interactions with police officials. Further investigation into the nature of these complaints is recommended to identify and address any systemic issues.
- Employee Service Matters:** Complaints related to employee service matters, including entries and other processes, highlight the potential benefit of implementing an e-HRMS portal. This could streamline processes, improve communication, and enhance transparency.



3) **Transforming Citizen Service: The Central Registry Unit (CRU)**

The General Administration Department (A.R &O.M), Government of Maharashtra established the Central Registry Unit (CRU) in April 2023. This initiative exemplifies the state's commitment to digitalization and improved citizen service delivery at Mantralaya.

Innovation Through Centralization

The CRU acts as a central hub for receiving applications, letters, and grievances. This eliminates the need for citizens to navigate individual departments by streamlining the process. Inspired by best practices observed at the Prime Minister's Office (PMO) in New Delhi and guided by the Department of Administrative Reforms and Public Grievances (DARPG), the CRU has implemented key strategies:

Achieving 100% Scanning and Zero Pendency:

The CRU employs a robust system for segregating incoming documents. Official communications (tapal) are separated from grievances upon receipt. Subsequently, each category is uploaded to the designated system:

Official Tapal: The CRU has achieved a remarkable milestone of 100% conversion of physical documents into scanned copies uploaded onto eOffice. A significant number of **1,02,279 e-receipts were generated in the CRU**. This figure, spanning January to February 2024, reflects the active use of the digital system.

Daily Uploads: Every day, e-receipts are submitted to the concerned department level and further distributed to the designated desks. This meticulous daily process ensures zero pendency of physical documents at the CRU level.

Streamlined Grievance Redressal: The CRU facilitates a seamless grievance redressal process for citizens. Grievances submitted physically at the CRU are directly uploaded to the Aaple Sarkar grievance portal, automatically tagging the concerned offices for prompt action. Citizens can then conveniently track the progress of their grievances through the portal's user-friendly interface.

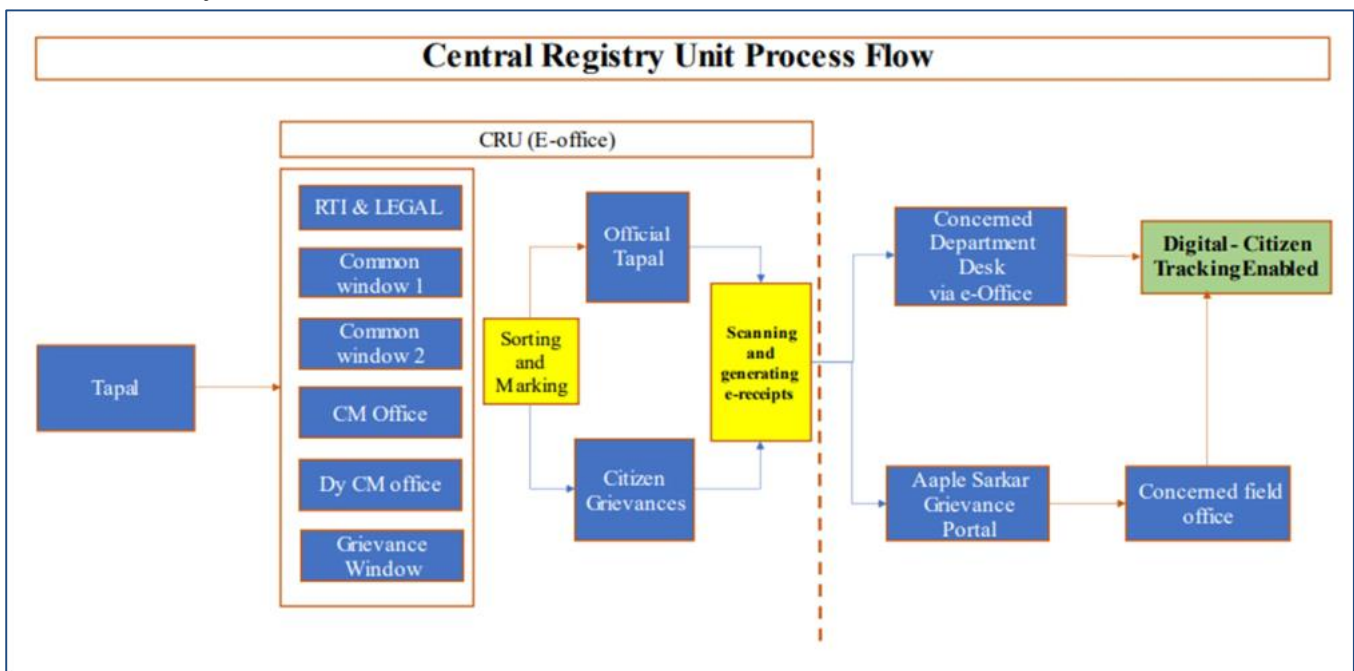


The Central Registry Unit serves as a model for efficient citizen service delivery. It demonstrates the transformative power of digitalization and centralized grievance redressal systems. Continued efforts to build upon this success will lead to a more accessible and responsive government for the citizens of Maharashtra.

Challenges and Looking Forward:

While the Central Registry Unit (CRU) has demonstrably improved service delivery through its innovative approach, achieving complete efficiency requires further collaboration across departments. Despite the CRU's success in achieving 100% scanning and zero physical document pendency, pockets of delays persist within departmental desks in eOffice and the Aaple Sarkar portal. Moving forward, efforts should focus on departmental-level adoption of best practices and streamlining internal workflows to ensure efficient grievance redressal and timely action on all e-receipts. By bridging this gap, the CRU's transformative potential can be fully utilized, leading to a more responsive and citizen-centric government for Maharashtra.

CRU Process flow:





CRU Analytics of Aaple Sarkar Grievance – JAN & FEB

The Central Registry Unit (CRU) uploaded **596 grievances to the Aaple Sarkar Grievance portal** in January and February. Most grievances originated from the Home Department. Citizens can conveniently track the progress of their complaints through the portal.

Sr. No	Department Name	Complaints Scanned and uploaded in CRU
1	Home-Police	208
2	Revenue, Registration & Stamps	55
3	Rural Development	50
4	UD2-Urban Local Bodies	43
5	Agriculture	22
6	Home-Transport & Ports	20
7	UD1-Urban Planning	17
8	Energy	16
9	Revenue-Forest	14
10	Revenue-Relief & Rehabilitation	14
11	Food, Civil Supplies	13
12	Housing	12
13	School Education and Sports	10
14	Public Works	9
15	Co-operation	8
16	Women and Child Development	8
17	Public Health	7
18	Social Justice and Special Assistance	7
19	GAD-Services	6
20	Home-Jails	5
21	Medical Education and Drugs	5
22	Water Resources	5
23	Water Supply and Sanitation	5
24	Animal Husbandry, Dairy Development and Fisheries	4
25	Cooperation-Marketing	4
26	Industry	4
27	Information Technology	4
28	Skill Development Entrepreneurship	4
29	Labour	3
30	Environment	2
31	Water Conservation	2



32	Higher and Technical Education	2
33	Marathi Language	2
34	Person with Disability department	2
35	Planning	2
36	Tribal Development	2



4) Right to Information

Source – NIC

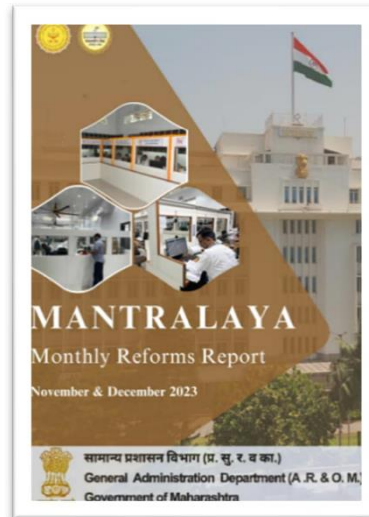
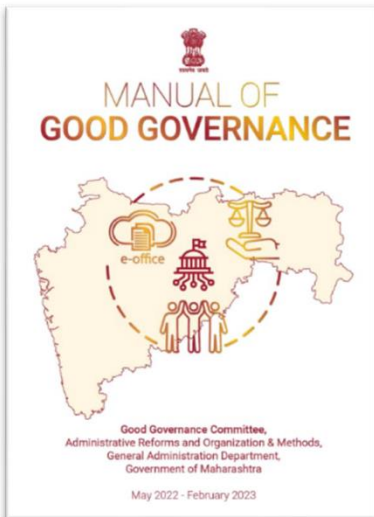
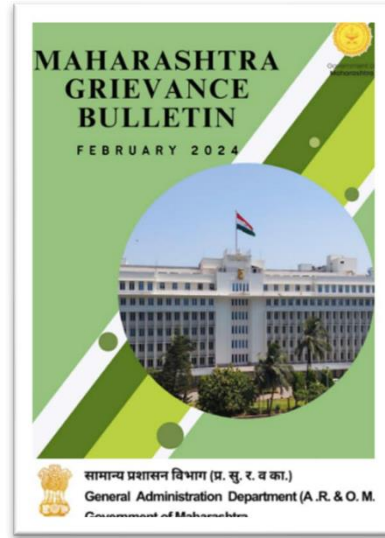
Period – 1st Feb – 29th Feb 2024

Department with Highest RTI Received and Pendency

Department Name	RTI Received	RTI Disposed	RTI Pending	Pendency %
Rural Development Department	76	0	76	100%
Persons with Disabilities Welfare Department	8	0	8	100%
Directorate General of Information and Public Relations	6	0	0	100%
Other Backward Bahunjan Welfare Department	14	1	13	93%
School Education and Sports Department	71	7	64	90%
Food, Civil Supplies and Consumer Protection Department	31	3	28	90%
Environment Department	8	1	7	88%
Co-operation, Textiles and Marketing Department	45	6	39	87%
Minorities Development Department	7	1	6	86%
Higher and Technical Education Department	60	13	47	78%
Industries, Energy and Labour Department	77	18	59	77%
Revenue and Forest Department	167	41	126	75%
Employment Guarantee Scheme Department	8	2	6	75%
Medical Education and Drugs Department	72	19	53	74%
Home Department	92	25	67	73%
Public Works Department	89	27	62	70%
Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	77	23	54	70%
Planning Department	15	5	10	67%
Law and Judiciary Department	48	17	31	65%
General Administration Department	130	47	83	64%
Housing Department	55	20	35	64%
Social Justice and Special Assistance Department	27	11	16	59%
Skill Development and Entrepreneurship Department	20	9	11	55%
Finance Department	37	17	20	54%
Public Health Department	94	54	40	43%
Parliamentary Affairs Department	3	2	1	33%
Soil and Water Conservation Department	9	7	2	22%
Information Technology Department	5	4	1	20%
Chief Minister's Office, Government of Maharashtra	70	60	10	14%
Marathi Language Department	0	0	0	0%



Previous Publications





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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