MANTRALAYA

MONTHLY REFORMS REPORT
March, 2024

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

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Mantralaya Monthly Reforms Report, March 2024

Executive Summary

This is the 8th edition of Mantralaya Monthly Reforms Report.

E-Office Usage: The Departments of Urban Development, Animal Husbandry, Culture, Law & Judiciary and Tourism have done excellent use of e-office. The Directorate General of Information & Public Relations (DGIPR) and Chief Minister's Office (CMO) are generating 100% e-Files. Districts like Satara, Ahmednagar, Ratnagiri, and Palghar are leading in e-File generation.

Scope for Improvement: Departments such as Water Resources, Agriculture, and Animal Husbandry & Dairy Development, Public Works, School Education & Sports, Social Justice & Special Assistance and Minority Department needs to enhance e-office utilization. Districts like Hingoli, Chhatrapati Sambhajinagar, Latur, Nanded, Parbhani, and Sangli need to pick up the pace on creating electronic files.
However, several Zilla Parishads and Directorates under the Departments are not using e-office yet.

Aaple Sarkar Grievance Redressal: **12,439** grievances are pending across the state. The average grievance disposal rate stands at 15%. Moreover, many districts have more than 80% pendency rate. The report emphasizes the need for districts to prioritize grievance resolution, particularly for issues like those related to land records, complaints related to scheme implementation and service-related matters.

The report highlights the performance of different departments under e-governance initiatives.

e-Office Analytics

1) e-file Creation Department Wise-

Sr. No.	Ministry/Department Name	e-file Created	pFile Created	Total files created ⬆	e-file creation %
1	URBAN DEVELOPMENT	596	67	663	90%
2	REVENUE & FOREST	304	340	644	47%
3	HOME DEPARTMENT	324	194	518	63%
4	LAW AND JUDICIARY	292	62	354	82%
5	HIGHER AND TECHNICAL EDUCATION	298	42	340	88%
6	WATER RESOURCE DEPARTMENT	71	213	284	25%
7	GENERAL ADMINISTRATION DEPARTMENT	163	111	274	59%
8	TRIBAL DEVELOPMENT	219	11	230	95%
9	SOCIAL JUSTICE	98	127	225	44%
10	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	179	6	185	97%
11	CO-OPERATION MARKETING AND TEXTILES	98	75	173	57%
12	AGRICULTURE AND ADF	46	105	151	30%
13	INDUSTRIES ENERGY AND LABOUR	49	97	146	34%
14	MEDICAL EDUCATION AND DRUGS	55	88	143	38%
15	PLANNING	52	91	143	36%
16	RURAL DEVELOPMENT DEPARTMENT	62	75	137	45%
17	WATER SUPPLY AND SANITATION	78	49	127	61%
18	CULTURE DEPARTMENT	117	6	123	95%
19	PUBLIC HEALTH DEPARTMENT	66	50	116	57%
20	PUBLIC WORKS DEPARTMENT	31	62	93	33%
21	WOMEN AND CHILD DEVELOPMENT	71	22	93	76%
22	SCHOOL EDUCATION AND SPORTS	19	63	82	23%
23	FINANCE	22	50	72	31%
24	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	39	26	65	60%
25	HOUSING DEPARTMENT	21	41	62	34%

Sr. No.	Ministry/Department Name	e-file Created	pFile Created	Total files created ⬆	e-file creation %
26	VJNT OBC SBCW	12	41	53	23%
27	SOIL AND WATER CONSERVATION	22	27	49	45%
28	ENVIRONMENT	45	3	48	94%
29	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	26	10	36	72%
30	DIRECTORATE OF INFORMATON TECHNOLOGY	26	7	33	79%
31	CHIEF MINISTER OFFICE	31	0	31	100%
32	GAD PROTOCOL	10	21	31	32%
33	MARATHI LANGUAGE	16	15	31	52%
34	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	8	19	27	30%
35	TOURISM DEPARTMENT	26	1	27	96%
36	MINORITY DEVELOPMENT	3	16	19	16%
37	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	11	0	11	100%
38	PARLIAMENTARY AFFAIRS	4	1	5	80%
39	DEPUTY CHIEF MINISTER OFFICE	1	0	1	100%

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2) Department Wise Average File Movement-

As per [Maharashtra Manual of Office Procedure, 2023](#) the file movement/ submission level should not be more than 4 layers.

Sr. No.	Ministry/Department Name	Average e-file Movement	Average pFile Movement
1	URBAN DEVELOPMENT	6.8	4.3
2	REVENUE & FOREST	8.0	5.3
3	HOME DEPARTMENT	11.5	16.4
4	LAW AND JUDICIARY	7.9	111.8
5	HIGHER AND TECHNICAL EDUCATION	8.9	20.7
6	WATER RESOURCE DEPARTMENT	3.8	3.4
7	GENERAL ADMINISTRATION DEPARTMENT	11.7	28.6
8	TRIBAL DEVELOPMENT	12.2	13.5
9	SOCIAL JUSTICE	14.9	40.5
10	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	10.3	411.0
11	CO-OPERATION MARKETING AND TEXTILES	9.2	5.6
12	AGRICULTURE AND ADF	5.5	12.3
13	INDUSTRIES ENERGY AND LABOUR	5.3	3.5
14	MEDICAL EDUCATION AND DRUGS	5.0	3.1
15	PLANNING	28.6	34.1
16	RURAL DEVELOPMENT DEPARTMENT	7.0	7.9
17	WATER SUPPLY AND SANITATION	9.9	4.1
18	CULTURE DEPARTMENT	20.4	36.3
19	PUBLIC HEALTH DEPARTMENT	7.2	23.7
20	PUBLIC WORKS DEPARTMENT	17.0	39.2
21	WOMEN AND CHILD DEVELOPMENT	12.6	28.1
22	SCHOOL EDUCATION AND SPORTS	15.2	37.3
23	FINANCE	160.5	130.5
24	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	3.1	7.9
25	HOUSING DEPARTMENT	5.4	3.9

Sr. No.	Ministry/Department Name	Average e-file Movement	Average pFile Movement
26	VJNT OBC SBCW	15.0	10.1
27	SOIL AND WATER CONSERVATION	3.7	5.6
28	ENVIRONMENT	7.8	63.3
29	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	8.7	9.5
30	DIRECTORATE OF INFORMATON TECHNOLOGY	13.7	7.3
31	CHIEF MINISTER OFFICE	143.8	0
32	GAD PROTOCOL	14.6	11.8
33	MARATHI LANGUAGE	1.6	4.5
34	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	3.0	4.9
35	TOURISM DEPARTMENT	8.0	257.0
36	MINORITY DEVELOPMENT	1.7	2.3
37	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	1.6	0
38	PARLIAMENTARY AFFAIRS	31.8	559.0

The above table highlights that the physical file movement is comparatively higher than e-Files. Hence, transitioning to e-File creation will improve the efficiency and processing time.

As per the Maharashtra Manual of Office Procedure, 2023, delayering guidelines are stated in Chapter 8, Section 8.19, which specifies the maximum four stages level of submission.

3) District Wise e-file Creation-

Sr. No.	Ministry/Department Name	e-file Created⬆	e-file Moved	Average e-file Movement
1	COLLECTOR OFFICE-SATARA	5410	18707	3.5
2	COLLECTOR OFFICE-AHMEDNAGAR	4819	16789	3.5
3	COLLECTOR OFFICE-RATNAGIRI	3480	7174	2.1
4	COLLECTOR OFFICE-PALGHAR	3278	9060	2.8
5	COLLECTOR OFFICE MUMBAI SUBURBAN DISTRICT	3004	1870	0.6
6	COLLECTOR OFFICE-NASHIK	2085	7613	3.7
7	COLLECTOR OFFICE-YAVATMAL	1794	5487	3.1
8	COLLECTOR OFFICE-BULDHANA	1698	3780	2.2
9	COLLECTOR OFFICE-SINDHUDURG	1578	4973	3.2
10	COLLECTOR OFFICE-JALGAON	1486	7508	5.1
11	COLLECTOR OFFICE-AMRAVATI	1100	3336	3.0
12	COLLECTOR OFFICE-KOLHAPUR	892	5015	5.6
13	COLLECTOR OFFICE-DHULE	866	2967	3.4
14	COLLECTOR OFFICE-NAGPUR	705	2494	3.5
15	COLLECTOR OFFICE-WARDHA	684	3129	4.6
16	COLLECTOR OFFICE-THANE	630	951	1.5
17	COLLECTOR OFFICE-WASHIM	578	3185	5.5
18	COLLECTOR OFFICE-SOLAPUR	467	1354	2.9
19	COLLECTOR OFFICE-BHANDARA	440	1653	3.8
20	COLLECTOR OFFICE-RAIGAD	439	708	1.6
21	COLLECTOR OFFICE-CHANDRAPUR	367	2071	5.6
22	COLLECTOR OFFICE-PUNE	323	776	2.4
23	COLLECTOR OFFICE-AKOLA	313	1142	3.6
24	COLLECTOR OFFICE-MUMBAI CITY	217	439	2.0
25	COLLECTOR OFFICE-BEED	167	839	5.0
26	COLLECTOR OFFICE-NANDURBAR	147	611	4.2
27	COLLECTOR OFFICE JALNA	136	594	4.4
28	COLLECTOR OFFICE-GONDIA	95	406	4.3
29	COLLECTOR OFFICE-GADCHIROLI	81	228	2.8
30	COLLECTOR OFFICE-LATUR	80	220	2.8
31	COLLECTOR OFFICE-DHARASHIV	71	133	1.9
32	COLLECTOR OFFICE - SANGLI	43	276	6.4
33	COLLECTOR OFFICE-NANDED	26	25	1.0
34	COLLECTOR OFFICE-CHHATRAPATI SAMBHAJINAGAR	11	21	1.9
35	COLLECTOR OFFICE-PARBHANI	4	41	10.3
36	COLLECTOR OFFICE-HINGOLI	0	0	0

4) Zilla Parishad Wise eOffice Usage-

Sr. No.	Ministry/Department Name	e-file ⬆ Created	e-file Moved	Average e-file Movement	eReceipt Created	eReceipt Moved
1	RATNAGIRI ZILLA PARISHAD	265	898	3.4	5734	9596
2	ZILLA PARISHAD NANDURBAR	100	195	2.0	396	727
3	ZILLA PARISHAD THANE	40	112	2.8	69	212
4	ZILLA PARISHAD AHMEDNAGAR	29	83	2.9	63	129
5	ZILLA PARISHAD DHARASHIV	10	26	2.6	8	8
6	ZILLA PARISHAD JALGAON	1	2	2.0	42	64
7	ZILLA PARISHAD, AMRAVATI	0	0	0	0	0
8	ZILLA PARISHAD BHANDARA	0	0	0	0	0
9	ZILLA PARISHAD, CHANDRAPUR	0	0	0	0	0
10	ZILLA PARISHAD DHULE	0	0	0	21	20
11	ZILLA PARISHAD GADCHIROLI	0	0	0	0	0
12	ZILLA PARISHAD KOLHAPUR	0	0	0	0	0
13	ZILLA PARISHAD NAGPUR	0	0	0	0	0
14	ZILLA PARISHAD NASHIK	0	0	0	27	26
15	ZILLA PARISHAD PALGHAR	0	0	0	41	41
16	ZILLA PARISHAD-RAIGAD	0	3	0	60	64
17	ZILLA PARISHAD SATARA	0	0	0	0	0
18	ZILLA PARISHAD-SOLAPUR	0	0	0	0	0
19	ZILLA PARISHAD, WARDHA	0	0	0	0	0

Note- Zilla Parishad which are not mentioned above have not yet adopted e-Office.

Grievance Portal Analytics

1) Integrated Aaple Sarkar & CPGRAMS District Wise Pendency-
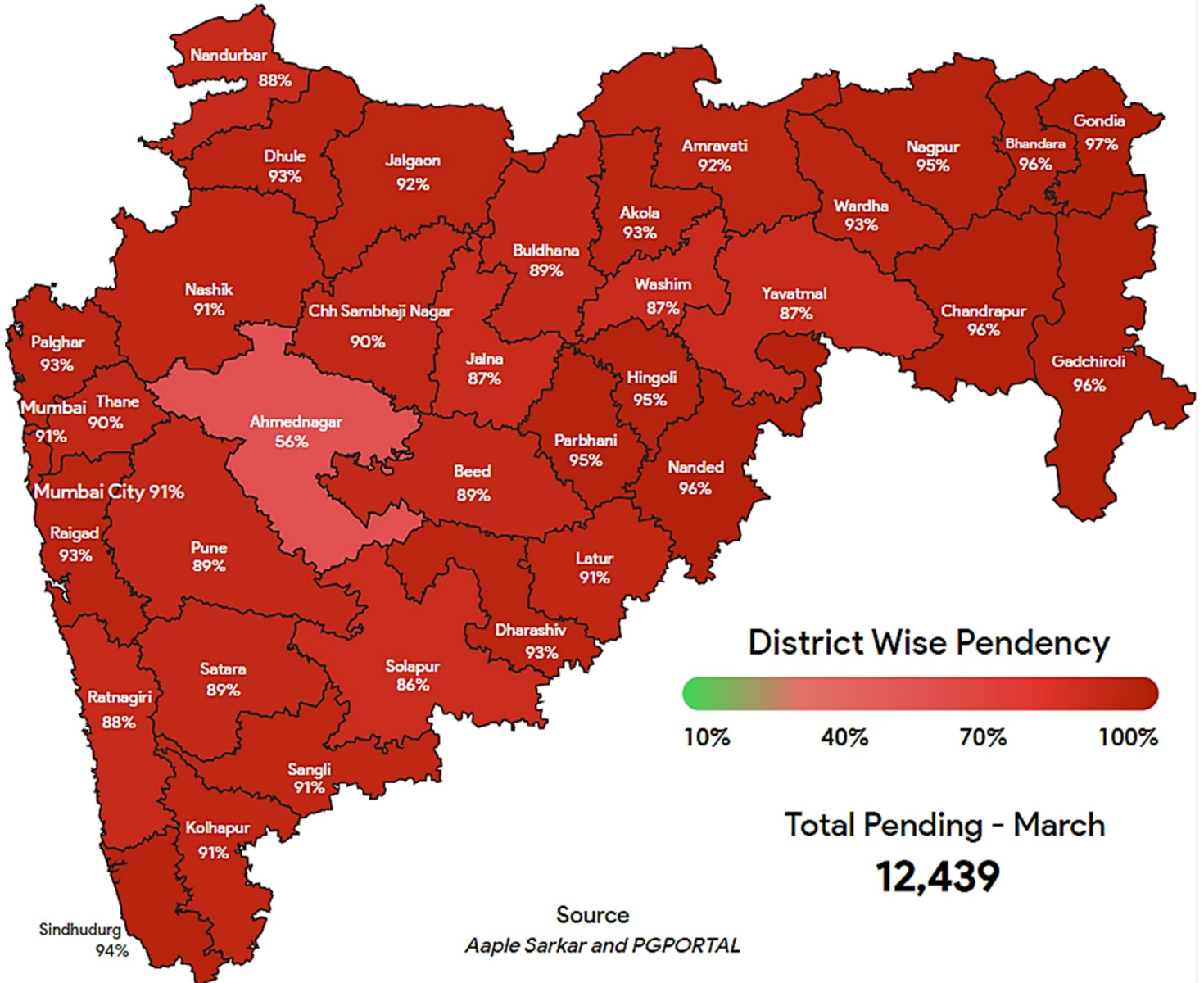
26 districts have a pendency rate exceeding 90%. This data highlights the urgent need for prioritized grievance redressal efforts at the district level.

2) Department Wise Grievance Pendency on Aaple Sarkar Portal-

Department Name	Total Received	Resolved	Pending	Pending % ⬆
Cooperation-Marketing	25	2	25	100%
Finance	84	4	84	100%
GAD-Freedom Fighter\/ Ex-Servicemen Welfare	14	5	14	100%
GAD-Organization & Methods (O&M)	33	789	33	100%
GAD-Protocol	5	1	5	100%
Home-Jails	3	4	3	100%
Housing	201	5	201	100%
Industry	52	6	52	100%
Information Technology	78	8	78	100%
Minorities Development	13	3	13	100%
PG Portal GAD	2418	10	2418	100%
Revenue-Forest	119	3	119	100%
Tourism and Cultural Affairs	52	0	52	100%
UD1-Urban Planning	114	0	114	100%
School Education and Sports	242	3	239	99%
Revenue-Relief & Rehabilitation	502	8	494	98%
Energy	335	53	329	98%
Food, Civil Supplies and Consumer Protection	186	2	182	98%
Public Works	324	16	317	98%
Co-operation	243	7	236	97%
Home-State Excise	30	1	29	97%
Agriculture	1390	52	1338	96%
Skill Development & Entrepreneurship	26	1	25	96%
Public Health	207	11	199	96%
Women and Child Development	75	3	72	96%
UD2-Urban Local Bodies	1140	47	1093	96%
GAD-Election	45	6	43	96%
Higher and Technical Education	86	193	81	94%
Parliamentary Affairs	17	1	16	94%
GAD-Services	101	11	95	94%
Medical Education and Drugs	33	114	31	94%
Employment Guarantee Scheme	94	9	88	94%
Social Justice and Special Assistance	171	11	160	94%

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Department Name	Total Received	Resolved	Pending	Pending %
GAD-Directorate General of Information and Public Relations (DGIPR)	61	3	57	**93%**
Labour	116	7	105	**91%**
Person with Disability department	42	11	38	**90%**
Rural Development	1108	114	994	**90%**
Animal Husbandry, Dairy Development and Fisheries	57	6	51	**89%**
CMO	183	21	162	**89%**
GAD-Reservation policy	22	74	19	**86%**
Water Conservation	72	11	61	**85%**
Revenue, Registration & Stamps	912	73	760	**83%**
Water Resources	95	16	79	**83%**
Vimukta jatis , Nomadic Tribes , Other Backword Classes, and Special Backward Classes Welfare Department	39	9	30	**77%**
Water Supply and Sanitation	311	73	238	**77%**
Home-Transport & Ports	311	4	237	**76%**
Marathi Language	15	8	11	**73%**
Planning	18	47	13	**72%**
Environment	165	4	112	**68%**
Tribal Development	26	10	16	**62%**
Cooperation-Textile	5	6	3	**60%**
Home-Police	1878	2	1089	**58%**
Law and Judiciary	279	152	86	**31%**

Right to Information Analytics-

Department with Highest RTI Pendency Department with Highest
RTI Pendency

Department/Organization Name	RTI Received	RTI disposed	RTI Pending	Pendency % ⬆
Marathi Language Department	1	0	1	100%
Co-operation, Textiles and Marketing Department	141	15	126	89%
Skill Development and Entrepreneurship Department	27	5	22	81%
Soil and Water Conservation Department	25	5	20	80%
Women and Child Development Department	50	10	40	80%
Maharashtra Public Service Commission	210	45	165	79%
Minorities Development Department	18	4	14	78%
School Education and Sports Department	160	38	122	76%
Public Works Department	205	52	153	75%
Employment Guarantee Scheme Department	24	7	17	71%
Tourism & Cultural Affairs Department	13	4	9	69%
Food, Civil Supplies and Consumer Protection Department	88	28	60	68%
Home Department	274	89	185	68%
Finance Department	86	29	57	66%
Directorate General of Information and Public Relations	17	6	11	65%
Revenue and Forest Department	384	137	247	64%
Rural Development Department	180	66	114	63%

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Department/Organization Name	RTI Received	RTI disposed	RTI Pending	Pendency %
Social Justice and Special Assistance Department	86	32	54	**63%**
Housing Department	98	38	60	**61%**
Water Supply and Sanitation Department	36	14	22	**61%**
Environment Department	33	13	20	**61%**
Textile Department	5	2	3	**60%**
Medical Education and Drugs Department	102	42	60	**59%**
Other Backward Bahujan Welfare Department	31	13	18	**58%**
Industries, Energy and Labour Department	207	94	113	**55%**
Persons with Disabilities Welfare Department	25	12	13	**52%**
Tribal Development Department	83	40	43	**52%**
Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	118	60	58	**49%**
Urban Development Department	237	132	105	**44%**
Higher and Technical Education Department	110	66	44	**40%**
Water Resources Department	106	64	42	40%
Public Health Department	238	145	93	39%
Planning Department	36	22	14	39%
Maharashtra Information Technology Corporation	13	8	5	38%
Information Technology Department	21	14	7	33%
Law and Judiciary Department	87	59	28	32%
General Administration Department	292	201	91	31%
Parliamentary Affairs Department	4	3	1	25%
Chief Minister's Office	136	114	22	16%

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CRU Analytics of Aaple Sarkar Grievance – March

The Central Registry Unit (CRU) uploaded **603 grievances to the Aaple Sarkar Grievance portal** in March. Citizens can conveniently track the progress of their complaints through the portal.

Sr. No	Department Name	Complaints Scanned and uploaded in CRU	Total Pending
1	Agriculture	27	27
2	Animal Husbandry, Dairy Development and Fisheries	3	3
3	CMO	12	10
4	Co-operation	12	12
5	Cooperation-Marketing	3	3
6	Cooperation-Textile	1	1
7	Energy	17	17
8	Food, Civil Supplies and Consumer Protection	20	20
9	Higher and Technical Education	2	2
10	Home-Police	95	87
11	Home-State Excise	4	4
12	Home-Transport & Ports	19	16
13	Housing	7	7
14	Industry	2	2
15	Information Technology	4	4
16	Labour	2	2
17	Medical Education and Drugs	1	1
18	Person with Disability department	1	1
19	Planning	7	4
20	Public Health	20	18
21	Public Works	13	13
22	Revenue, Registration & Stamps	101	81
23	Revenue-Forest	12	12
24	Revenue-Relief & Rehabilitation	15	15
25	Rural Development	107	103
26	School Education and Sports	6	6
27	Social Justice and Special Assistance	13	12
28	Tribal Development	3	2
29	UD1-Urban Planning	1	1
30	UD2-Urban Local Bodies	54	49
31	Water Conservation	3	3
32	Water Resources	2	2
33	Water Supply and Sanitation	6	6
34	Women and Child Development	8	8
		603	554

Right to Services Analytics

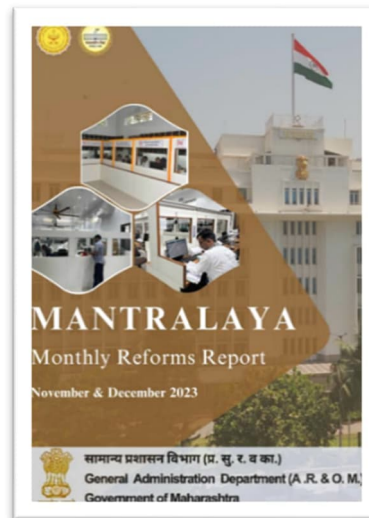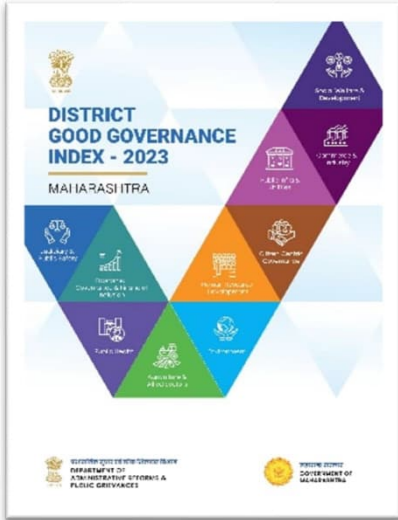| Received- 17,83,698 | Disposed- 15,91,702 | Pending- 1,91,966 |

| Disposal rate – 89.2% |

Top services availed by citizens-

Top Services availed by Citizens	Received
Income Certificate	3,91,662
General Affidavit	3,51,424
Age Nationality and Domicile	2,01,321
Police Clearance Certificate	1,62,348
Migrant Caste Certificate	1,37,589
Non-Creamy Layer Certificate	1,35,872
Registration of Shop and Establishment	1,20,429
Residence Certificate	84,120
Caste certificate with Affidavit	73,207
Shravan Child Service State Pension Scheme	37,365
Sanjay Gandhi Niradhar Grant Scheme	18,558
Non-Creamy Layer Certificate with Affidavit	13,601
Change In Name	12,243
Issuing Certified Copy of Survey Record	6,597

DISTRICT GOOD GOVERNANCE INDEX - 2023 MAHARASHTRA

MAHARASHTRA GRIEVANCE BULLETIN FEBRUARY 2024

MANUAL OF GOOD GOVERNANCE

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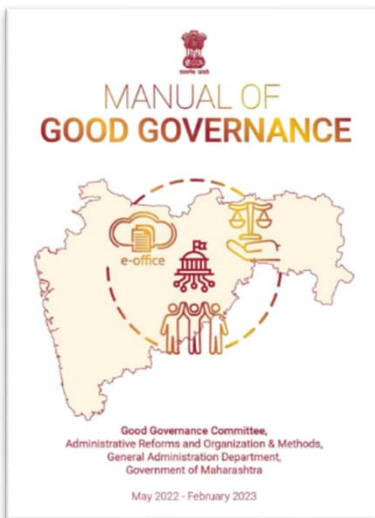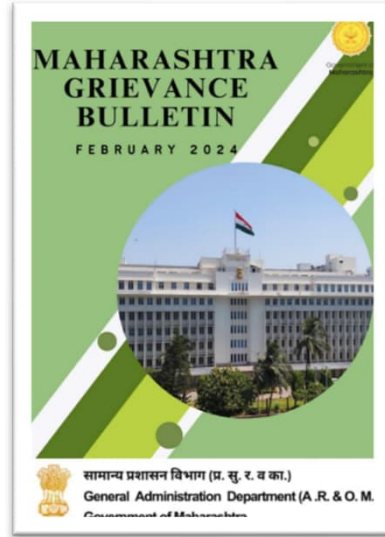
Mantralaya lighted up on the eve of Maharashtra Day

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Administrative Reforms and Organization & Methods
General Administration Department
Government of Maharashtra