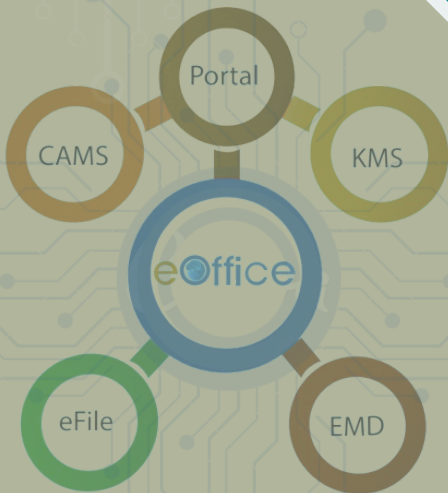




# MANTRALAYA

## MONTHLY REFORMS REPORT

### APRIL 2024



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



## Table of Contents

<b>Executive Summary .....</b>	<b>3</b>
<b>e-Office Analytics .....</b>	<b>4</b>
<b>1) e-file Creation Department Wise-.....</b>	<b>4</b>
<b>2) Department Wise Average File Movement- .....</b>	<b>6</b>
<b>3) District Wise e-file Creation- .....</b>	<b>8</b>
<b>4) Zilla Parishad Wise eOffice Usage- .....</b>	<b>9</b>
<b>Grievance Portal Analytics .....</b>	<b>10</b>
<b>1) Integrated Aaple Sarkar &amp; CPGRAMS District Wise Pendency of Revenue Machinery- .....</b>	<b>10</b>
<b>2) Integrated Aaple Sarkar &amp; CPGRAMS District Wise Pendency of Zilla Parishad --..</b>	<b>11</b>
<b>3) Integrated Aaple Sarkar &amp; CPGRAMS District Wise Pendency of Police- .....</b>	<b>12</b>
<b>Arrears List of References- .....</b>	<b>15</b>
<b>Arrears List of Cases- .....</b>	<b>16</b>
<b>Right to Information Analytics-.....</b>	<b>17</b>
<b>Right to Services Analytics.....</b>	<b>21</b>
<b>1) Top services availed by citizens- .....</b>	<b>21</b>



# Mantralaya Monthly Reforms Report, April 2024

## Executive Summary

This is the 9th edition of Mantralaya Monthly Reforms Report.

**E-Office Usage:** The Chief Minister's Office, DCM Home, DCM Finance, Culture department and Parliamentary Affairs department are generating 100% e-Files. Departments of Animal Husbandry, Culture, Tribal Development, Urban Development and Higher and Technical Education have done good work in using e-office with regards to creation of eFile. Districts like Ahmednagar Satara, Palghar, Ratnagiri, and Nashik are leading in e-File generation.

**Scope for Improvement:** Departments such as Minority development, Agriculture, and Animal Husbandry & Dairy Development, Public Works, Soil and Water Conservation Department need to increase e-office utilization. Districts like Hingoli, Chhatrapati Sambhajnagar, Latur, Nanded, Parbhani, and Sangli, Gadchiroli need to pick up the pace on creating electronic files.

**Aaple Sarkar Grievance Redressal: 9396** grievances are pending across the state. The average grievance disposal rate stands at 19.5%. Many districts have more than 80.5% pendency rate (*table no: 2.1*) 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.

Annexure I has been attached as a reference for Summer Campaign.



## e-Office Analytics

### 1) e-file Creation Department Wise-

S. No.	Ministry/Department	eFile Created	pFile Created	Total File	% of eFile Creation
1	CHIEF MINISTER OFFICE	25	0	25	100%
2	CULTURE DEPARTMENT	90	0	90	100%
3	DEPUTY CHIEF MINISTER OFFICE	1	0	1	100%
4	DEPUTY CM (FINANCE_PLANNING)	1	0	1	100%
5	PARLIAMENTARY AFFAIRS	11	0	11	100%
6	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	104	3	107	97%
7	TRIBAL DEVELOPMENT	120	6	126	95%
8	ENVIRONMENT	33	3	36	92%
9	URBAN DEVELOPMENT	315	37	352	89%
10	HIGHER AND TECHNICAL EDUCATION	131	17	148	89%
11	TOURISM DEPARTMENT	22	3	25	88%
12	DIRECTORATE OF INFORMATON TECHNOLOGY	13	2	15	87%
13	LAW AND JUDICIARY	182	71	253	72%
14	GENERAL ADMINISTRATION DEPARTMENT	136	55	191	71%
15	SCHOOL EDUCATION AND SPORTS	53	24	77	69%
16	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	28	13	41	68%
17	WATER SUPPLY AND SANITATION	61	29	90	68%
18	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	31	16	47	66%
19	PLANNING	50	26	76	66%



20	<b>CO-OPERATION MARKETING AND TEXTILES</b>	<b>55</b>	<b>29</b>	<b>84</b>	<b>65%</b>
21	<b>WOMEN AND CHILD DEVELOPMENT</b>	<b>36</b>	<b>19</b>	<b>55</b>	<b>65%</b>
22	<b>HOME DEPARTMENT</b>	<b>228</b>	<b>145</b>	<b>373</b>	<b>61%</b>
23	<b>RURAL DEVELOPMENT DEPARTMENT</b>	<b>49</b>	<b>34</b>	<b>83</b>	<b>59%</b>
24	<b>SOCIAL JUSTICE</b>	<b>45</b>	<b>39</b>	<b>84</b>	<b>54%</b>
25	<b>REVENUE &amp; FOREST</b>	<b>196</b>	<b>197</b>	<b>393</b>	<b>50%</b>
26	<b>INDUSTRIES ENERGY AND LABOUR</b>	<b>35</b>	<b>40</b>	<b>75</b>	<b>47%</b>
27	<b>VJNT OBC SBCW</b>	<b>10</b>	<b>12</b>	<b>22</b>	<b>45%</b>
28	<b>MARATHI LANGUAGE</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>44%</b>
29	<b>WATER RESOURCE DEPARTMENT</b>	<b>48</b>	<b>62</b>	<b>110</b>	<b>44%</b>
30	<b>PUBLIC HEALTH DEPARTMENT</b>	<b>20</b>	<b>27</b>	<b>47</b>	<b>43%</b>
31	<b>GAD PROTOCOL</b>	<b>8</b>	<b>11</b>	<b>19</b>	<b>42%</b>
32	<b>FINANCE</b>	<b>24</b>	<b>39</b>	<b>63</b>	<b>38%</b>
33	<b>PERSONS W DISABILITIES WELFARE DEPT.</b>	<b>5</b>	<b>11</b>	<b>16</b>	<b>31%</b>
34	<b>HOUSING DEPARTMENT</b>	<b>9</b>	<b>24</b>	<b>33</b>	<b>27%</b>
35	<b>MEDICAL EDUCATION AND DRUGS</b>	<b>18</b>	<b>48</b>	<b>66</b>	<b>27%</b>
36	<b>SOIL AND WATER CONSERVATION</b>	<b>4</b>	<b>12</b>	<b>16</b>	<b>25%</b>
37	<b>AGRICULTURE AND ADF</b>	<b>9</b>	<b>50</b>	<b>59</b>	<b>15%</b>
38	<b>PUBLIC WORKS DEPARTMENT</b>	<b>11</b>	<b>66</b>	<b>77</b>	<b>14%</b>
39	<b>MINORITY DEVELOPMENT</b>	<b>2</b>	<b>13</b>	<b>15</b>	<b>13%</b>
	<b>Mantralaya Total</b>	<b>2230</b>	<b>1188</b>	<b>3418</b>	<b>65%</b>

Table no:1.1



## 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.

S. No.	Ministry/Department	Average eFile movement	Average pFile movement
1	CHIEF MINISTER OFFICE	2.4	00
2	CULTURE DEPARTMENT	0.2	00
3	GOVERNMENT OF MAHARASHTRA	1.4	00
4	PARLIAMENTARY AFFAIRS	8.3	00
5	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	0.5	36.3
6	TRIBAL DEVELOPMENT	2.4	53.2
7	ENVIRONMENT	5.3	14.0
8	URBAN DEVELOPMENT	0.4	10.1
9	HIGHER AND TECHNICAL EDUCATION	2.2	19.6
10	TOURISM DEPARTMENT	8.3	60.7
11	DIRECTORATE OF INFORMATON TECHNOLOGY	61.9	118.0
12	LAW AND JUDICIARY	6.2	70.9
13	GENERAL ADMINISTRATION DEPARTMENT	9.8	27.6
14	SCHOOL EDUCATION AND SPORTS	4.5	15.3
15	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	84.1	15.7
16	WATER SUPPLY AND SANITATION	29.0	31.3
17	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	1.3	24.8
18	PLANNING	10.1	5.9
19	CO-OPERATION MARKETING AND TEXTILES	3.4	10.5



S. No.	Ministry/Department	Average eFile movement	Average pFile movement
20	WOMEN AND CHILD DEVELOPMENT	9.6	4.4
21	HOME DEPARTMENT	2.2	6.9
22	RURAL DEVELOPMENT DEPARTMENT	21.1	9.6
23	SOCIAL JUSTICE	1.8	0.8
24	REVENUE & FOREST	7.1	10.1
25	INDUSTRIES ENERGY AND LABOUR	2.8	7.1
26	VJNT OBC SBCW	139.1	33.8
27	MARATHI LANGUAGE	13.0	9.4
28	WATER RESOURCE DEPARTMENT	3.7	0.9
29	PUBLIC HEALTH DEPARTMENT	75.1	30.9
30	GAD PROTOCOL	23.0	99.5
31	FINANCE	6.4	31.8
32	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	44.8	66.2
33	HOUSING DEPARTMENT	2.7	1.1
34	MEDICAL EDUCATION AND DRUGS	58.6	131.2
35	SOIL AND WATER CONSERVATION	526.3	556.5
36	AGRICULTURE AND ADF	229.1	0.1
37	PUBLIC WORKS DEPARTMENT	46.0	36.6
38	MINORITY DEVELOPMENT	143.0	12.6

Table no:1.2

The above table highlights that the physical file submission is comparatively higher than e-Files. This needs to be reviewed and improved.

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



### 3) District Wise e-file Creation-

S. No.	Ministry/Department	eFile Created ↑	eFile Moved	Average eFile Movement
1	COLLECTOR OFFICE-AHMEDNAGAR	3847	9660	2.5
2	COLLECTOR OFFICE-SATARA	3610	12267	3.4
3	COLLECTOR OFFICE-PALGHAR	2504	8031	3.2
4	COLLECTOR OFFICE-RATNAGIRI	2171	3645	1.7
5	COLLECTOR OFFICE-NASHIK	1981	5428	2.7
6	COLLECTOR OFFICE-SINDHUDURG	1967	5189	2.6
7	COLLECTOR OFFICE-YAVATMAL	1001	2501	2.5
8	COLLECTOR OFFICE MUMBAI SUBURBAN	824	839	1.0
9	COLLECTOR OFFICE-BULDHANA	625	1224	2.0
10	COLLECTOR OFFICE-JALGAON	605	2862	4.7
11	COLLECTOR OFFICE-KOLHAPUR	601	2898	4.8
12	COLLECTOR OFFICE-DHULE	600	2583	4.3
13	COLLECTOR OFFICE-AMRAVATI	585	1527	2.6
14	COLLECTOR OFFICE-RAIGAD	529	772	1.5
15	COLLECTOR OFFICE-NAGPUR	388	938	2.4
16	COLLECTOR OFFICE-WASHIM	298	1668	5.6
17	COLLECTOR OFFICE-PUNE	294	715	2.4
18	COLLECTOR OFFICE-WARDHA	246	804	3.3
19	COLLECTOR OFFICE-GONDIA	244	733	3.0
20	COLLECTOR OFFICE-BHANDARA	213	642	3.0
21	COLLECTOR OFFICE-CHANDRAPUR	210	2220	10.6
22	COLLECTOR OFFICE-SOLAPUR	198	464	2.3
23	COLLECTOR OFFICE-AKOLA	152	481	3.2
24	COLLECTOR OFFICE-MUMBAI CITY	102	248	2.4
25	COLLECTOR OFFICE-NANDURBAR	77	442	5.7
26	COLLECTOR OFFICE-THANE	65	152	2.3
27	COLLECTOR OFFICE-BEED	53	218	4.1
28	COLLECTOR OFFICE JALNA	42	216	5.1
29	COLLECTOR OFFICE-LATUR	41	213	5.2
30	COLLECTOR OFFICE-DHARASHIV	39	98	2.5
31	COLLECTOR OFFICE - SANGLI	24	261	10.9
32	COLLECTOR OFFICE-GADCHIROLI	13	88	6.8
33	COLLECTOR OFFICE-PARBHANI	2	0	0.0
34	COLLECTOR OFFICE-CH. SAMBHAJINAGAR	1	0	0.0
35	COLLECTOR OFFICE-HINGOLI	0	0	0.0
36	COLLECTOR OFFICE-NANDED	0	0	0.0

Table no:1.3





#### 4) Zilla Parishad Wise eOffice Usage-

S. No.	ZILLA PARISHAD	eFile Created	eFile Moved	Average eFile Movement	eReceipt Created
1	NANDURBAR	467	1663	3.6	719
2	RATNAGIRI	242	742	3.1	5679
3	SINDHUDURG	150	442	2.9	329
4	JALGAON	143	300	2.1	385
5	SATARA	109	182	1.7	132
6	AHMEDNAGAR	99	276	2.8	731
7	THANE	48	88	1.8	44
8	DHULE	14	8	0.6	95
9	PALGHAR	9	31	3.4	15
10	SOLAPUR	4	4	1.0	14
11	BHANDARA	3	4	1.3	4
12	PUNE	2	1	0.5	2
13	WARDHA	1	0	0.0	0
14	AKOLA	0	0	0.0	0
15	AMRAVATI	0	0	0.0	0
16	CHANDRAPUR	0	0	0.0	0
17	DHARASHIV	0	0	0.0	0
18	GADCHIROLI	0	0	0.0	0
19	JALNA	0	0	0.0	0
20	KOLHAPUR	0	0	0.0	1
21	NAGPUR	0	0	0.0	0
22	NASHIK	0	0	0.0	31
23	RAIGAD	0	0	0.0	61
24	SANGLI	0	0	0.0	0
25	WASHIM	0	0	0.0	0
26	YAVATMAL	0	0	0.0	0

Table no:1.4

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 of Revenue Machinery-

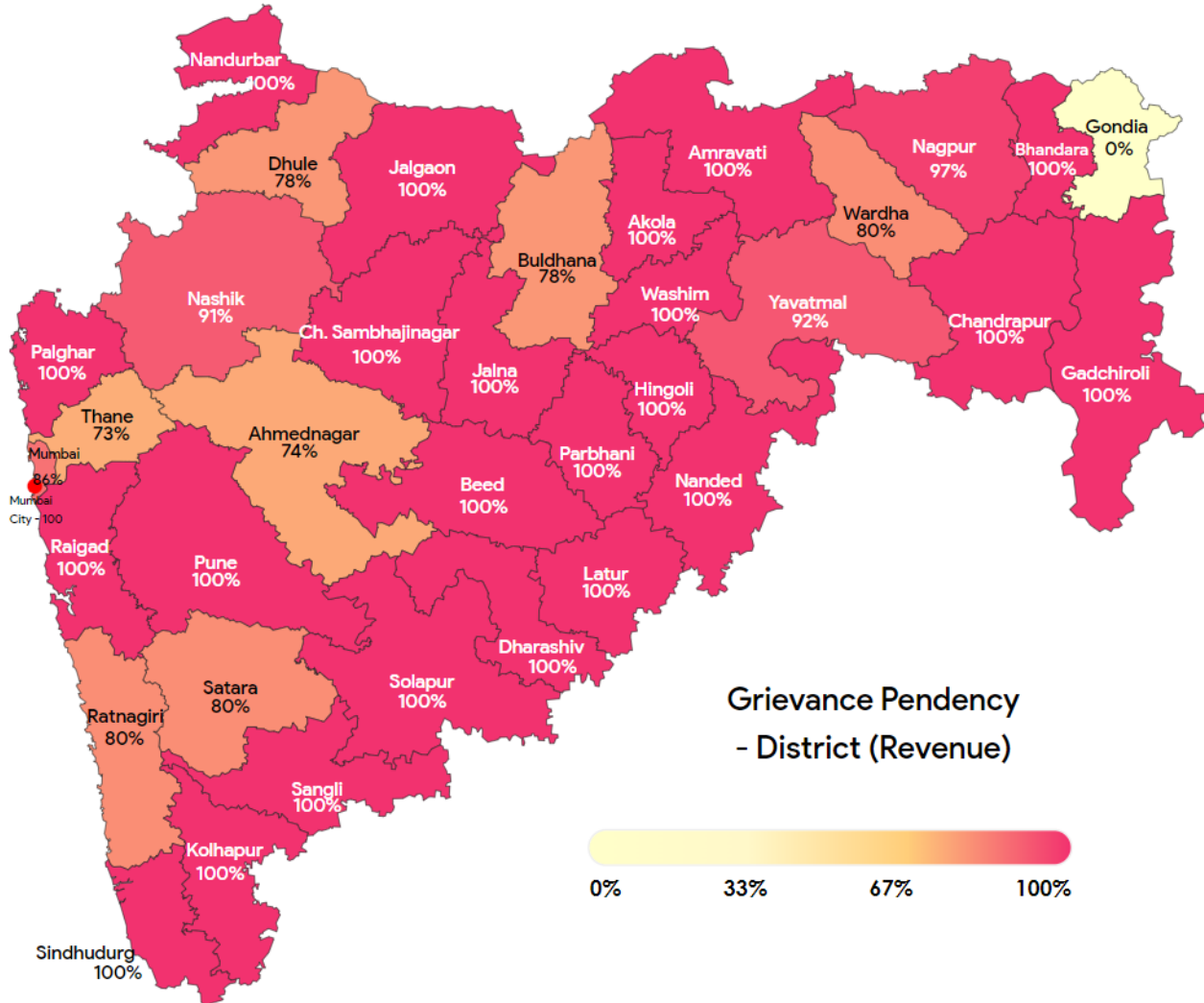


Image:2.1

The above district wise data highlights the urgent need for prioritized grievance redressal efforts at the Revenue Machinery.



## 2) Integrated Aaple Sarkar & CPGRAMS District Wise Pendency of Zilla Parishad –

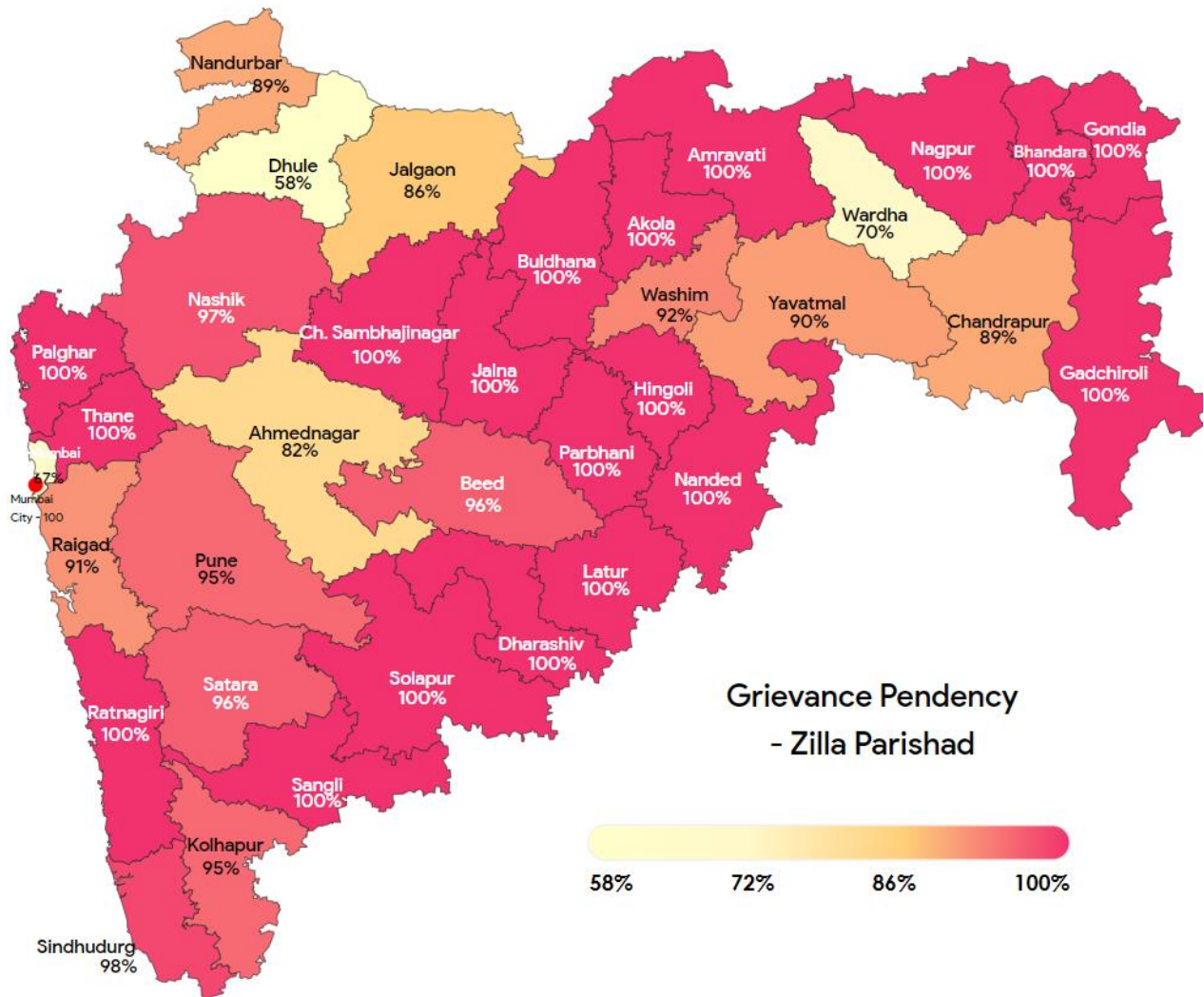


Image: 2.2

The above district wise data highlights the urgent need for prioritized grievance redressal efforts at all the Zilla Parishads.



### 3) Integrated Aaple Sarkar & CPGRAMS District Wise Pendency of Police-

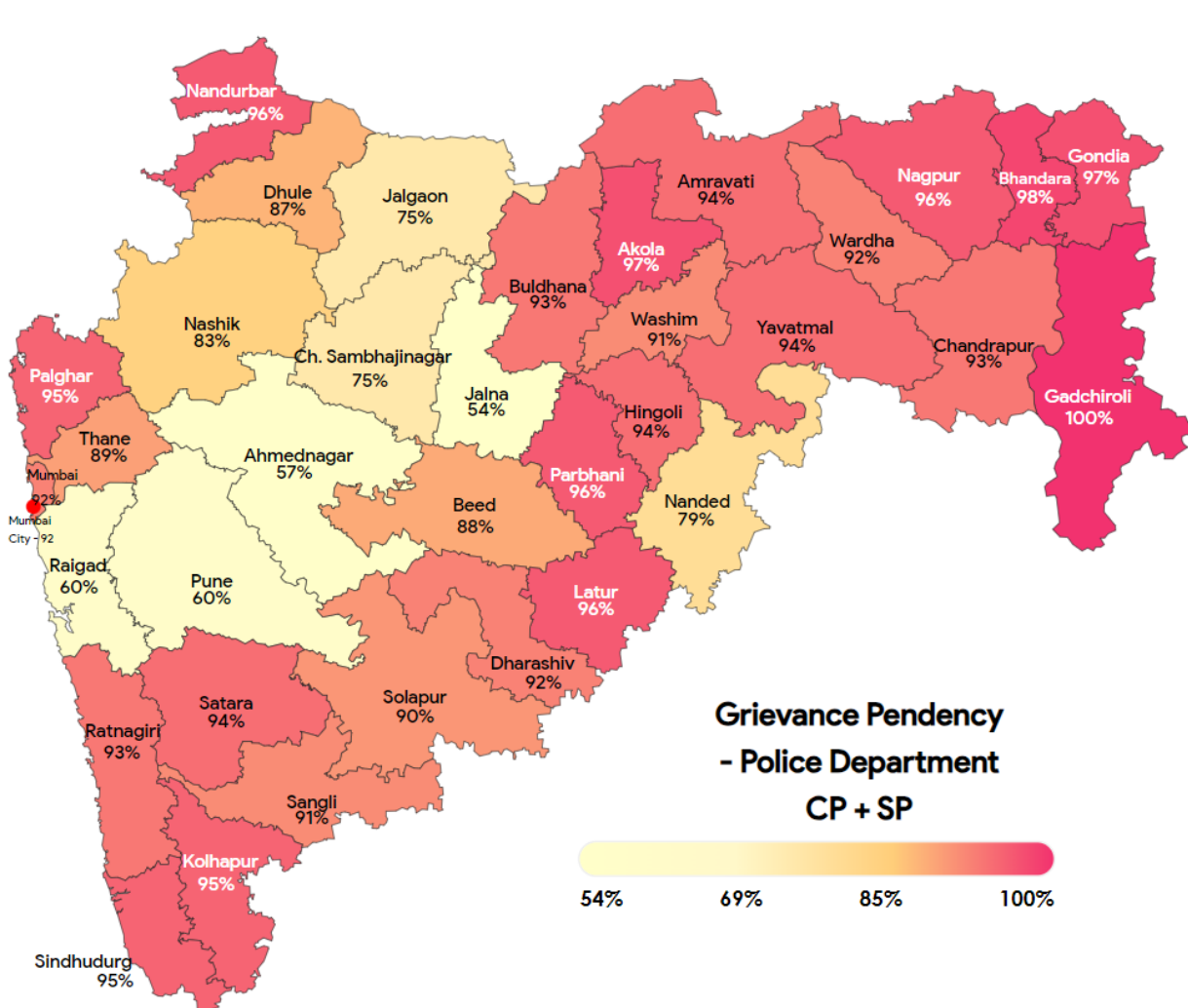


Image:2.3

The above district wise data highlights the urgent need for prioritized grievance redressal efforts at the Police department including CP and SP office.



#### 4) Department Wise Grievance Pendency on Aaple Sarkar Portal-

Sr. No	Department	Total Received	Pending	Pending Percentage
1	Law and Judiciary	110	110	100%
2	Revenue, Stamp and Registration	88	88	100%
3	Energy Department	73	73	100%
4	Revenue and Relief & Rehabilitation Department	42	42	100%
5	Food Civil Supplies & Consumer Protection	38	38	100%
6	Higher & Technical Department	28	28	100%
7	Principal Secretary, Forest Department	21	21	100%
8	Chief Electoral Officer	20	20	100%
9	Skill Development and Entrepreneurship Department	16	16	100%
10	Secretary, Soil & Water Conservation Department	15	15	100%
11	Animal Husbandry Department	7	7	100%
12	Minorities Development Department	7	7	100%
13	Home-Jails Department	6	6	100%
14	Medical Education & Drugs Department	5	5	100%
15	Co-operation Marketing Department	4	4	100%
16	Co-operation Textile	4	4	100%
17	GAD-Protocol	3	3	100%
18	Rural Development & Panchayat Raj Department	276	271	98%
19	Public Works Department	83	81	98%
20	Co-operation	29	28	97%
21	Housing Department	53	51	96%
22	School Education & Sports Department	49	47	96%
23	Public Health Department	43	41	95%
24	UD2-Urban Local Bodies	145	138	95%
25	Agriculture Department	48	45	94%
26	Industry Department	14	13	93%
27	Social Justice and Special Assistance	55	50	91%



28	Principle Secretary , Labour Department (Mantralaya)	11	10	<b>91%</b>
29	GAD-Directorate General of Information and Public Relations	20	18	<b>90%</b>
30	Parliamentary Affairs	10	9	<b>90%</b>
31	Environment Department	107	95	<b>89%</b>
32	CMO	89	79	<b>89%</b>
33	Information Technology	44	39	<b>89%</b>
34	Vimukta jatis , Nomadic Tribes , Other Backward Classes and Special Backward Classes Welfare Department	17	15	<b>88%</b>
35	Home - Transport & Ports Department	29	25	<b>86%</b>
36	Women and Child Development Department	32	27	<b>84%</b>
37	Dairy Development Department	4	3	<b>75%</b>
38	Planning-Employment Guarantee Scheme (EGS)\NREGA Department	16	11	<b>69%</b>
39	Home State Excise Department	12	8	<b>67%</b>
40	Secretary, Water Resources Department	49	31	<b>63%</b>
41	Additional Chief Secretary, Water Supply Sanitation Dept.	138	82	<b>59%</b>
42	Finance Department	68	33	49%
43	Marathi Language Department	19	9	47%
44	Home- Police Department	446	140	31%
45	Tribal Department	30	6	20%
46	Planning Department	2	0	0%

Table no:2.1

Tribal development and Home departments performance for grievance disposal is 80% and 69%.



## Arrears List of References-

**Data- April**  
**Source- All dept.**

Department Name	Total Received References	Total Cleared References	Pending References	Pendency %
Environment and Climate Change Department	No Data	No Data	No Data	No Data
Food, Civil Supplies and Consumer Protection Dept.	321	205	116	36%
Parliamentary Affairs Department	9829	6521	3308	34%
Water Resources Department	1329	900	442	33%
Revenue and Forest Department (Revenue)	2213	1542	671	30%
Housing Department	636	449	187	29%
Women and Child Development Department	1799	1285	513	29%
Urban Development Department	2506	1852	654	26%
Cooperation, Marketing and Textiles	842	662	180	21%
School Education and Sports Department	4251	3399	852	20%
Social Justice and Special Assistance Department	4342	3486	856	20%
Revenue and Forest Department (Forests)	2864	2339	525	18%
Law and Judiciary Department	647	531	116	18%
Other Backward Classes Welfare Department	447	368	79	18%
Planning Department	7843	6492	1349	17%
Minority Development Department	798	665	133	17%
Marathi Language Department	236	197	39	17%
Tribal Development Department	1065	893	172	16%
Person with Disability Welfare Department	1323	1115	208	16%
Home Department	618	525	93	15%
Industries, Energy, Labor and Mining Department	1567	1341	226	14%
General Administration Department	1349	1195	194	14%
Soil and Water Conservation Department	2225	1918	307	14%
Water Supply and Sanitation Department	1245	1079	166	13%
Tourism and Cultural Affairs Department	2335	2024	310	13%
Public Health Department	9644	8583	1030	11%
Finance Department	1478	1321	157	11%
Skill Development, Employment, Entrepreneurship	1827	1633	194	11%
Higher and Technical Education Department	4060	3776	284	7%
Public Works Department	2430	2354	76	3%
Medical Education and Drugs Department	130	128	2	2%
Agriculture, Animal Husbandry, Dairy Development, and Fisheries Department	110	110	0	0%

Table 3.1





**Data- April**  
**Source- All dept.**

## Arrears List of Cases-

Department Names	Total Cases	Cleared Cases	Pending Cases	Pendency %
Environment and Climate Change Department	No Data	No Data	No Data	No Data
Other Backward Classes Welfare Department	49	13	36	73%
Soil and Water Conservation Department	549	171	378	69%
Minority Development Department	190	62	128	67%
Tourism and Cultural Affairs Department	2687	887	1800	67%
Public Health Department	967	529	533	55%
Food, Civil Supplies and Consumer Protection Dept.	184	83	101	55%
Water Resources Department	416	184	227	55%
Public Works Department	196	92	104	53%
Social Justice and Special Assistance Department	511	245	266	52%
Planning Department	917	445	471	51%
Revenue and Forest Department (Revenue)	446	220	226	51%
Women and Child Development Department	164	79	83	51%
Parliamentary Affairs Department	1047	525	514	49%
Urban Development Department	552	292	260	47%
Person with Disability Welfare Department	518	304	214	41%
Water Supply and Sanitation Department	390	229	161	41%
Cooperation, Marketing and Textiles	289	171	118	41%
Housing Department	91	54	37	41%
Higher and Technical Education Department	288	171	117	41%
Skill Development, Employment, Entrepreneurship	779	495	284	36%
Home Department	214	137	77	36%
Revenue and Forest Department (Forests)	880	564	316	36%
Law and Judiciary Department	116	75	41	35%
General Administration Department	1251	834	417	33%
School Education and Sports Department	730	489	241	33%
Marathi Language Department	83	60	23	28%
Tribal Development Department	289	209	80	28%
Finance Department	1069	794	275	26%
Industries, Energy, Labor and Mining Department	389	192	97	25%
Medical Education and Drugs Department	62	49	13	21%
Agriculture, Animal Husbandry, Dairy Development, and Fisheries Department	149	96	5	3%

Table 3.2





## Right to Information Analytics-

Source- NIC  
25<sup>th</sup> March – 25<sup>th</sup> April

### 1) Departments with Highest RTI Pendency

Sr. No	Department/Organization Name	RTI Received	RTI disposed	RTI Pending	RIT Pendency %
1	Finance Department	80	17	63	79%
2	Directorate General of Information and Public Relations	9	2	7	78%
3	Co-operation, Textiles and Marketing Department	127	34	93	73%
4	Textile Department	7	2	5	71%
5	School Education and Sports Department	155	54	101	65%
6	Soil and Water Conservation Department	31	11	20	65%
7	Tourism & Cultural Affairs Department	11	4	7	64%
8	Rural Development Department	187	71	116	62%
9	Home Department	257	101	156	61%
10	Tribal Development Department	96	38	58	60%
11	Social Justice and Special Assistance Department	94	40	54	57%
12	Food, Civil Supplies and Consumer Protection Department	73	32	41	56%
13	Maharashtra Public Service Commission	304	134	170	56%
14	Public Works Department	116	54	62	53%
15	Environment Department	40	20	20	50%
16	Marathi Language Department	6	3	3	50%



Sr. No	Department/Organization Name	RTI Received	RTI disposed	RTI Pending	RIT Pendency %
17	Housing Department	94	49	45	48%
18	Medical Education and Drugs Department	112	59	53	47%
19	Minorities Development Department	13	7	6	46%
20	Revenue and Forest Department	321	174	147	46%
21	Women and Child Development Department	62	35	27	44%
22	Other Backward Bahun Welfare Department	40	24	16	40%
23	Higher and Technical Education Department	148	90	58	39%
24	Industries, Energy and Labour Department	171	105	66	39%
25	Water Resources Department	97	60	37	38%
26	Law and Judiciary Department	101	65	36	36%
27	Urban Development Department	237	155	82	35%
28	Employment Guarantee Scheme Department	9	6	3	33%
29	Parliamentary Affairs Department	3	2	1	33%
30	Skill Development and Entrepreneurship Department	37	25	12	32%
31	Water Supply and Sanitation Department	37	25	12	32%
32	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	90	63	27	30%
33	General Administration Department	253	183	70	28%
34	Public Health Department	252	206	46	18%
35	Planning Department	33	27	6	18%
36	Persons with Disabilities Welfare Department	11	10	1	9%
37	Chief Minister's Office, Government of Maharashtra	118	108	10	8%
38	Information Technology Department	14	13	1	7%

Table no:4.1

The disposal percentage in Chief Minister's Office, Public Health and General Administration Department is very high, while there is huge scope of improvement in other departments.



## 2) Districts with highest RTI Pendency

Source- NIC  
25<sup>th</sup> March – 25<sup>th</sup> April

Department/Organization Name	RTI Received	RTI disposed	RTI Pending	RTI Pendency %
Collector Office, Bhandara	119	0	119	100%
Collector Office, Hingoli	14	0	14	100%
Collector Office, Mumbai City	52	0	52	100%
Collector Office, Nanded	29	0	29	100%
Collector Office, Palghar	26	0	26	100%
Collector Office, Wardha	61	0	61	100%
Collector Office, Mumbai Suburban	48	1	47	98%
Collector Office, Gadchiroli	60	3	57	95%
Collector Office, Dhule	32	2	30	94%
Collector Office, Yavatmal	92	7	85	92%
Collector Office, Ratnagiri	47	5	42	89%
Collector Office, Sangli	32	4	28	88%
Collector Office, Solapur	127	18	109	86%
Collector office, Sindhudurg	30	6	24	80%
Collector Office, Raigad	84	17	67	80%
Collector Office, Thane	81	21	60	74%
Collector Office, Aurangabad	94	27	67	71%
Collector Office, Nandurbar	9	3	6	67%
Collector Office, Washim	12	4	8	67%
Collector Office, Ahmednagar	84	30	54	64%
Collector Office, Pune	138	59	79	57%
Collector Office, Osmanabad	77	36	41	53%
Collector Office, Buldhana	51	26	25	49%
Collector Office, Satara	111	59	52	47%
Collector Office, Jalgaon	30	16	14	47%
Collector Office, Nagpur	130	71	59	45%
Collector Office, Nashik	52	29	23	44%
Collector Office, Parbhani	47	27	20	43%
Collector Office, Jalna	25	16	9	36%
Collector Office, Beed	41	27	14	34%
Collector Office, Latur	68	49	19	28%
Collector Office, Kolhapur	89	68	21	24%
Collector Office, Akola	70	55	15	21%
Collector Office, Gondia	145	127	18	12%
Collector Office, Amravati	202	177	25	12%
Collector Office, Chandrapur	101	91	10	10%

Table no:4.2



### 3) Zilla Parishads highest RTI Pendency

Source- NIC  
25<sup>th</sup> March – 25<sup>th</sup> April

Zilla Parishad	RTI Received	RTI disposed	RTI Pending	RTI pendency %
Zilla Parishad, Akola	77	0	77	100%
Zilla Parishad, Amravati	180	0	180	100%
Zilla Parishad, Aurangabad	54	0	54	100%
Zilla Parishad, Beed	32	0	32	100%
Zilla Parishad, Buldhana	69	0	69	100%
Zilla Parishad, Chandrapur	37	0	37	100%
Zilla Parishad, Dhule	20	0	20	100%
Zilla Parishad, Gadchiroli	9	0	9	100%
Zilla Parishad, Gondia	138	0	138	100%
Zilla Parishad, Hingoli	6	0	6	100%
Zilla Parishad, Jalna	24	0	24	100%
Zilla Parishad, Latur	22	0	22	100%
Zilla Parishad, Nagpur	114	0	114	100%
Zilla Parishad, Nashik	54	0	54	100%
Zilla Parishad, Ratnagiri	21	0	21	100%
Zilla Parishad, Solapur	34	0	34	100%
Zilla Parishad, Yavatmal	29	0	29	100%
Zilla Parishad, Bhandara	65	1	64	98%
Zilla Parishad, Osmanabad	58	2	56	97%
Zilla Parishad, Pune	73	4	69	95%
Zilla Parishad, Wardha	13	1	12	92%
Zilla Parishad, Sangli	18	2	16	89%
Zilla Parishad, Washim	9	1	8	89%
Zilla Parishad, Kolhapur	44	5	39	89%
Zilla Parishad, Raigad	16	2	14	88%
Zilla Parishad, Sindhudurg	12	2	10	83%
Zilla Parishad, Parbhani	6	1	5	83%
Zilla Parishad, Satara	76	16	60	79%
Zilla Parishad, Nandurbar	4	1	3	75%
Zilla Parishad, Palghar	24	6	18	75%
Zilla Parishad, Nanded	31	12	19	61%
Zilla Parishad, Jalgaon	49	20	29	59%
Zilla Parishad, Ahmednagar	73	37	36	49%
Zilla Parishad, Thane	30	16	14	47%

Table no:4.3



## Right to Services Analytics

Source- MAHA IT  
25<sup>th</sup> March – 25<sup>th</sup> April

Received- 10,91,357

Disposed- 10,39,216

Pending- 52,141

Disposal rate – 95.22%

### 1) Top services availed by citizens-

Top Services availed by Citizens	Received
Income Certificate	5,59,597
General Affidavit	90,536
Migrant Caste Certificate	79,281
Registration of Shop and Establishment	71,740
Non-Creamy Layer Certificate with Affidavit	46,012
Caste certificate with Affidavit	41,893
Change In Name	41,310
Age Nationality and Domicile	35,497
Non-Creamy Layer Certificate	31,570
Police Clearance Certificate	27,834
Income Certificate	5,59,597
General Affidavit	90,536
Migrant Caste Certificate	79,281
Registration of Shop and Establishment	71,740

Table no:5.1



## Annexure- I Summer Campaign

सर्व मंत्रालयीन प्रशासकीय विभाग स्वच्छ व नीटनेटके राहण्याच्या अनुषंगाने राबविण्याच्या विशेष कृती कार्यक्रम (उन्हाळी अभियान) राबविण्याबाबत.

महाराष्ट्र शासन  
सामान्य प्रशासन विभाग  
शासन परिपत्रक क्रमांक : संकीर्ण १८२१/प्र.क्र.३३/१८-अ  
मादाम काना मार्ग, हुतात्मा राजगुरु चौक,  
मंत्रालय, मुंबई ४०० ०३२.  
दिनांक :- २५ एप्रिल, २०२४

- वाचा:-** १) शासन परिपत्रक सामान्य प्रशासन विभाग क्र.संकीर्ण-१८२१/प्र.क्र.३३/१८अ, दि. ०१.०४.२०२२.  
२) शासन परिपत्रक सामान्य प्रशासन विभाग क्र.संकीर्ण-१८२१/प्र.क्र.३३/१८अ, दि. ११.०३.२०२४

### प्रस्तावना:-

कार्यालयीन कामकाज नियमपुस्तिकेतील प्रकरण ११ मध्ये अभिलेखन, अभिलेखांचे वर्गीकरण करणे, त्यांचे निदणीकरण करणे व ते नष्ट करणे यासंबंधीच्या तरतुदी विहित करण्यात आलेल्या आहेत. त्यानुसार कार्यवाही करण्यासंबंधी मंत्रालयीन विभागांना वेळोवेळी सूचित करण्यात आलेले आहे. तथापि, सदर तरतुदीचे योग्यरीत्या पालन केले जात नसल्याने अनेक विभागांमध्ये बंद करण्यात आलेल्या संचिका मोठ्या प्रमाणावर पडून असल्याचे व त्यामुळे अनेक विभाग अस्वच्छ असल्याचे निदर्शनास आले आहे.

राज्य शासनाचे मुख्यालय मंत्रालय असून अशा महत्त्वाच्या इमारतीमध्ये ठिकठिकाणी निरुपयोगी वस्तू/साहित्य तसेच बापरात नसलेले अभिलेख इ. पडून आहेत. त्यामुळे अशा साहित्याची विहित पद्धतीने विल्हेवाट लावून ही जागा रिकामी करून उपयोगात आणणे आवश्यक आहे जेणेकरून मंत्रालयातील सर्व विभाग स्वच्छ व नीटनेटके होतील.

त्याचप्रमाणे सामान्य प्रशासन विभागाच्या संदर्भ क्र. १ व २ येथील परिपत्रकांनुसार मंत्रालयीन इमारतीच्या सुरक्षिततेच्या दृष्टीने मंत्रालय इमारतीचे आवार व छत्रमार्ग मोकळा ठेवण्याच्या व कार्यालयातील स्वच्छता व संचिका निपटारा मोहीम आयोजित करण्याच्या सूचना देण्यात आलेल्या आहेत. तसेच सार्वजनिक बांधकाम विभागाच्या दि. १२ ऑक्टोबर, २०१८ च्या परिपत्रकान्वये मंत्रालय व नवीन प्रशासकीय भवन या इमारतीच्या स्वच्छता व सुरक्षेबाबत सूचना देण्यात आलेल्या आहेत.

२. असे असूनही मंत्रालय मुख्य इमारत, विस्तार इमारत व आजुबाजूचा परिसर तसेच विभागांची दालने, छत्रमार्गातील परिसर येथे अनेक ठिकाणी मोठ्या प्रमाणावर मोडकळीस आलेले फर्निचर, कपाटे, भंगार (जुन्या खुर्च्या, टेबले, अनावश्यक कागदपत्रे, विनावापरातील अभिलेखाचे गट्टे) आडकून आले आहेत. यावरून उपरोक्त परिपत्रकांन्वये देण्यात आलेल्या सूचनांची अंमलबजावणी विभागांकडून होत नसल्याचे दिसून येत आहे. या पार्श्वभूमीवर मंत्रालय व नवीन प्रशासकीय इमारतीमधील कार्यालयांमध्ये स्वच्छता व नीटनेटकेपणा ठेवण्याच्या दृष्टीने तसेच कार्यालयांमधील अभिलेखांचे निदणीकरण करण्याकरिता कार्यवाही करण्याच्या अनुषंगाने ठराविक कालावधीसाठी कृती कार्यक्रम राबविण्यासाठी सर्व प्रशासकीय विभागांना सूचना देण्याची बाब शासनाच्या विचाराधीन होती.





शासन परिपत्रक क्रमांक: संकीर्ण १८२१/प्र.क्र.३३/१८-अ

### शासन परिपत्रक:-

मंत्रालय व नवीन प्रशासकीय इमारतीमधील सर्व प्रशासकीय विभागांची कार्यालये स्वच्छ व नीटनेटकी राहण्याच्या अनुषंगाने सर्व प्रशासकीय विभागांनी दि. २५ एप्रिल ते २५ मे, २०२४ या कालावधीत पुढीलप्रमाणे कृती कार्यक्रम (उन्हाळी अभियान) राबविण्याबाबत सूचना देण्यात येत आहेत:-

१. दिनांक २५ एप्रिल ते २५ मे, २०२४ या कालावधीत विभागातील अभिलेख/कागदपत्रांचा आढावा घेऊन कार्यासनातील नस्त्यांचे अ,ब,क व ड वर्गीकरण पूर्ण करावे.
२. कामाच्या ठिकाणी कार्यक्षमता सुधारण्यासाठी QCI मार्फत Kaizen Institute या संस्थेने मंत्रालयीन अधिकारी/कर्मचारी यांना सामान्य प्रशासन विभागामार्फत पाच एस (Five "S") बाबत खालील मुद्द्यांच्या अनुषंगाने प्रशिक्षण दिलेले आहे:-
  - (अ) (Sort) निवड- काय आवश्यक आहे आणि काय नाही याप्रमाणे कागदपत्रे वेगळी करण्यात यावीत.
  - (ब) Set in Order- प्रत्येक गोष्टीसाठी जागा (साध्या आणि व्हिज्युअल पद्धतीने काय आवश्यक आहे.)
  - (क) SHINE ( स्वच्छता )- सर्व काही स्वच्छ व आकर्षक ठेवण्यात यावे.
  - (ड) STANDARDIZE ( मानकीकरण )- कामाच्या ठिकाणी संघटना आणि उत्पादकतेसाठी सुसंगततेला प्रोत्साहन देण्यात यावे.
  - (इ) SUSTAIN ( शिस्तबद्ध )- नियमांचे पालन आणि सुधारणेचा अवलंब करावा.

उपरोक्त पाच एस (Five "S") ची प्रत्येक विभागाने तसेच प्रत्येक कार्यासनाने अंमलबजावणी करावी.

३. "क" व "ड" वर्ग नस्त्यांची नियमानुसार (जतनाचा विहित कालावधी संपल्यावर) उचित विल्हेवाट लावावी.
४. अनावश्यक अभिलेखांचे निदानीकरण पूर्ण करावे .
५. विभागांनी वर्गीकरण केलेल्या नस्त्यांपैकी "अ" व "ब" वर्ग नस्त्यांचे ई-ऑफिसच्या माध्यमातून DIGITALIZATION करावे. DIGITALIZATION करण्यासाठी ROAD MAP तयार करण्यात यावा व याकरिता माहिती तंत्रज्ञान उपविभागाची मदत घेऊन सदर प्रक्रिया विभागात राबविण्यात यावी. या पद्धतीचा वापर करून विभागातील अभिलेख जतन करावा. तसेच "अ" व "ब" वर्गीकरण केलेल्या नस्त्या जतन करण्यासाठी मंत्रालय अभिलेख कक्षात पाठविण्यात याव्यात किंवा अधीनस्थ क्षेत्रीय कार्यालयांत पाठविण्याचा प्रयत्न करावा.
६. सार्वजनिक बांधकाम विभाग यांनी संबंधित मंत्रालयीन प्रशासकीय विभागांच्या सल्ल्याने मंत्रालय तसेच नवीन प्रशासकीय इमारतीमधील छत्रमार्गांमध्ये ठेवण्यात आलेली कपाटे तसेच इतर टाकाऊ फर्निचर मार्गिकेतून काढून टाकावे. तसेच जुन्या व नादुरुस्त असलेल्या कपाटांची उचित विल्हेवाट लावावी. तसेच सर्व विभागांची कपाटे इत्यादींची दुरुस्ती व रंगरंगोटी करण्याबाबत सार्वजनिक बांधकाम विभाग यांनी कार्यवाही करावी.
७. वरीलप्रमाणे कृती कार्यक्रम हाती घेतल्यानंतर कोणत्याही परिस्थितीत अनावश्यक कागदपत्रे व यंत्रसामग्री, जुने संगणक, प्रिंटरचे बॉक्स इ. विभागांच्या कार्यासनांत व मोकळ्या मार्गिकेत ठेवले जाणार नाहीत किंवा पडून राहणार नाहीत याची सर्व विभागांनी दक्षता घ्यावी. तसेच कृती कार्यक्रमाच्या आधीची व नंतरची छायाचित्रे काढावीत.

पृष्ठ ५ पैकी २



शासन परिपत्रक क्रमांक: संकीर्ण १८२१/प्र.क्र.३३/१८-अ

८. विभागांनी ई-ऑफिसचा पूर्णपणे वापर करावा. बैठकांच्या सूचना इत्यादी ई-ऑफिसने निर्गमित कराव्यात.
९. विभागांनी जुनी रटी, सामान इत्यादी विकून आलेल्या रकमेचा हिशेब सादर करावा.
१०. उक्त विशेष वृत्ती कार्यक्रम (उन्हाळी अभियान) कार्यक्रम संपल्यानंतर सर्व विभागांनी सामान्य प्रशासन विभागास सोबत जोडलेल्या परिशिष्ट "अ" प्रमाणे अहवाल सादर करावा.

२. उपरोक्त कामासाठी प्रत्येक विभागाच्या आस्थापना शाखेचे सह/उपसचिव यांना केंद्रस्थ अधिकारी (नोडल अधिकारी) म्हणून नेमण्यात यावे.

३. सादर शासन परिपत्रक महाराष्ट्र शासनाच्या [www.maharashtra.gov.in](http://www.maharashtra.gov.in) या संवेत्तास्थळावर उपलब्ध करण्यात आले असून त्याचा संगणक संकेतांक क्र. २०२४०४२५१५०६०००६०७ आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

SAMBHAJI  
BABAN JADHAV

Secretary to Government of Maharashtra  
Maharashtra State Emblem  
www.maharashtra.gov.in

(संभाजी ब. जाधव)  
कक्ष अधिकारी, महाराष्ट्र शासन

प्रत :

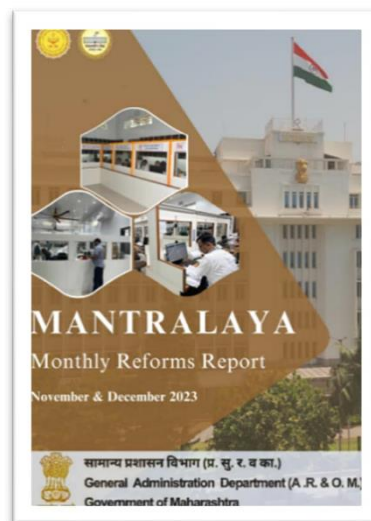
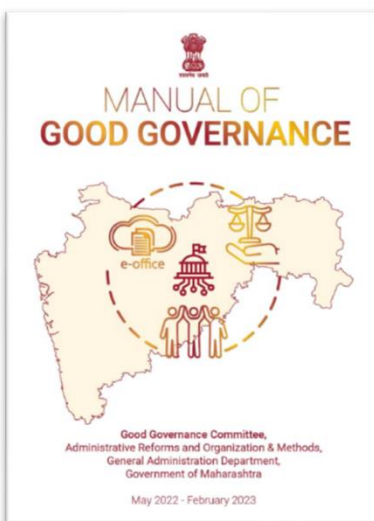
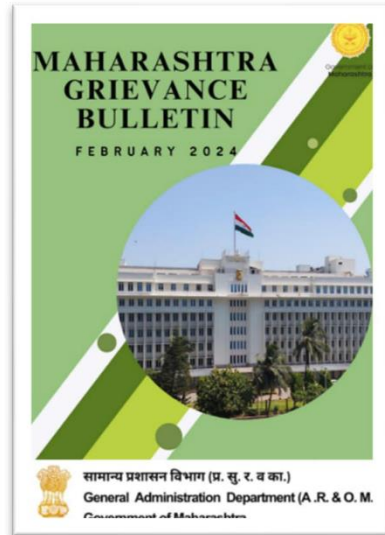
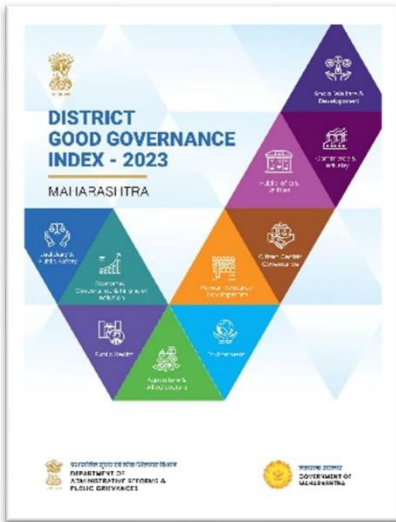
- १) मा.राज्यपाल यांचे सचिव (पत्राने).
- २) मा. सभापती, महाराष्ट्र विधानपरिषद, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई.
- ३) मा.अध्यक्ष, महाराष्ट्र विधानसभा, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई.
- ४) मा.विरोधी पक्षनेता, विधानपरिषद/विधानसभा, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई.
- ५) मा.उपसभापती, महाराष्ट्र विधानपरिषद, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई.
- ६) मा.उपाध्यक्ष, महाराष्ट्र विधानसभा, महाराष्ट्र विधानमंडळ सचिवालय, मुंबई.
- ७) सर्व सन्माननीय विधानसभा, विधानपरिषद व संसद सदस्य.
- ८) मा. मुख्यमंत्री यांचे अपर मुख्य सचिव, मंत्रालय, मुंबई ४०००३२.
- ९) मा. मुख्यमंत्री यांचे प्रधान सचिव, मंत्रालय, मुंबई ४०००३२.
- १०) सर्व मा.मंत्री / मा. राज्यमंत्री यांचे खाजगी सचिव, मंत्रालय, मुंबई ४०००३२.
- ११) मा.मुख्य सचिव यांचे स्वीय सहायक, मंत्रालय, मुंबई ४०००३२.
- १२) सर्व अपर मुख्य सचिव / प्रधान सचिव / सचिव, मंत्रालय, मुंबई ४०००३२.
- १३) भारतीय जनता पक्ष, महाराष्ट्र प्रदेश, सी.डी.ओ.बॅरक नं.१, योगक्षेम समोर, वसंतराव भागवत चौक, नरिमन पॉईंट, मुंबई ४०००२०.
- १४) भारतीय राष्ट्रीय काँग्रेस, महाराष्ट्र प्रदेश काँग्रेस(आय) समिती, टिळक भवन, काकासाहेब गाडगीळ मार्ग, दादर, मुंबई-४०००२५.
- १५) राष्ट्रवादी काँग्रेस पक्ष, ठाकरसी हाऊस, जे.एन.हेरेडिया मार्ग, वॅलार्ड इस्टेट, मुंबई-४०००३८.
- १६) शिवसेना, शिवसेना भवन, गडकरी चौक, दादर, मुंबई-४०००२८.
- १७) बहुजन समाज पक्ष, प्रदेश सचिव, महाराष्ट्र राज्य, वी.एस.जी.भवन, मूखंड क्र. ८३-ओ, कलेक्टर कॉलनी, चेंबूर, मुंबई-४०००७४.

पृष्ठ ५ पैकी ३





## Earlier Publications





Twitter - @GAD\_AROM



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