



महाराष्ट्र शासन

MANTRALAYA MONTHLY REFORMS REPORT

AUGUST 2024



ADMINISTRATIVE INNOVATION, EXCELLENCE & GOOD GOVERNANCE,
GENERAL ADMINISTRATION DEPARTMENT,
GOVERNMENT OF MAHARASHTRA



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Executive Summary

This is the 11th edition of Mantralaya Monthly Reforms Report.

E-Office Usage: The Chief minister office is accepting files only through e-office, Persons with Disability Welfare Department, DGIPR, Marathi Language, DIT, Tribal Department, Higher and Technical Department and Urban Development Department have done good work in using e-office with regards to creation of e-File. Districts like Satara, Ahmednagar, Kolhapur, Yavatmal, Nagpur, Nashik, Ratnagiri, Palghar, and Solapur are leading in e-File generation.

Scope for Improvement: Departments such as Animal Husbandry and Dairy Development, Water Resource, Women and Child, Agriculture and ADF, Housing, Skill Development and Entrepreneurship, VJNT OBC SBCW and Minority Development Department need to increase e-office utilization. Districts like Parbhani, Chh. Sambhaji Nagar, Nandurbar, Mumbai City, Hingoli, Beed and Jalna need to pick up the pace on creating electronic files.

Aaple Sarkar Grievance Redressal: The average grievance disposal rate stands at 20.5%. 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

Rank	Department wise e-File Creation %	August % of e-file Creation
1	CM OFFICE	100%
2	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	98%
3	DGIPR	97%
4	MARATHI LANGUAGE DEPARTMENT	95%
5	DIT (MH)	92%
6	TRIBAL DEVELOPMENT DEPARTMENT	90%
7	HIGHER AND TECHNICAL EDUCATION DEPARTMENT	90%
8	URBAN DEVELOPMENT DEPARTMENT	90%
9	ENVIRONMENT DEPARTMENT	89%
10	MEDICAL EDUCATION AND DRUGS DEPARTMENT	87%
11	GENERAL ADMINISTRATION DEPARTMENT	79%
12	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	78%
13	LAW AND JUDICIARY DEPARTMENT	76%
14	TOURISM DEPARTMENT-O/O SECRETARY	72%
15	HOME DEPARTMENT	71%
16	WATER SUPPLY AND SANITATION	69%
17	CS OFFICE	67%
18	PUBLIC HEALTH DEPARTMENT	62%
19	SOIL AND WATER CONSERVATION	61%
20	CO-OPERATION MARKETING AND TEXTILE DEPARTMENT	61%
21	SOCIAL JUSTICE AND SPECIAL ASSISTANCE	59%
22	RURAL DEVELOPMENT AND WATER CONSERVATION DEPARTMENT	56%



23	PARLIAMENTARY AFFAIRS DEPARTMENT	50%
24	REVENUE AND FOREST	46%
25	PLANNING DEPARTMENT	45%
26	SCHOOL EDUCATION AND SPORTS DEPARTMENT	45%
27	PUBLIC WORK DEPARTMENT	44%
28	FINANCE DEPARTMENT	42%
29	INDUSTRIES ENERGY AND LABOUR	42%
30	GENERAL ADMINISTRATION DEPARTMENT-PROTOCOL	35%
31	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	33%
32	WOMEN AND CHILD DEVELOPMENT DEPARTMENT	31%
33	WATER RESOURCE DEPARTMENT	26%
34	HOUSING DEPARTMENT	26%
35	AGRICULTURE AND ADF	21%
36	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	19%
37	VJNT OBC SBCW	14%
38	MINORITY DEVELOPMENT DEPARTMENT	11%



2) District Collectorate Wise e-Office Usage - e-file Creation

Sr. No	Collector Office	E-Files Created
1	<u>SATARA</u>	4876
2	<u>AHMEDNAGAR</u>	3450
3	<u>KOLHAPUR</u>	3391
4	<u>YAVATMAL</u>	3224
5	<u>NAGPUR</u>	2474
6	<u>NASHIK</u>	2363
7	<u>RATNAGIRI</u>	2281
8	<u>PALGHAR</u>	2154
9	<u>SOLAPUR</u>	2062
10	<u>AKOLA</u>	1886
11	<u>MUMBA SUBURBAN</u>	1732
12	<u>SINDHUDURG</u>	1441
13	<u>AMRAVATI</u>	1303
14	<u>BHANDARA</u>	1041
15	<u>JALGAON</u>	1003
16	<u>DHARASHIV</u>	780
17	<u>BULDHANA</u>	750
18	<u>CHANDRAPUR</u>	744
19	<u>WARDHA</u>	637
20	<u>THANE</u>	436
21	<u>RAIGAD</u>	374
22	<u>GADCHIROLI</u>	356
23	<u>DHULE</u>	317
24	<u>WASHIM</u>	278
25	<u>SANGLI</u>	270
26	<u>NANDED</u>	194
27	<u>PUNE</u>	189
28	<u>LATUR</u>	188
29	<u>GONDIA</u>	183
30	<u>JALNA</u>	111
31	<u>BEED</u>	55
32	<u>HINGOLI</u>	53
33	<u>MUMBAI CITY</u>	50
34	<u>NANDURBAR</u>	49
35	<u>CHHATRAPATI SAMBHAJINAGAR</u>	9
36	<u>PARBHANI</u>	0



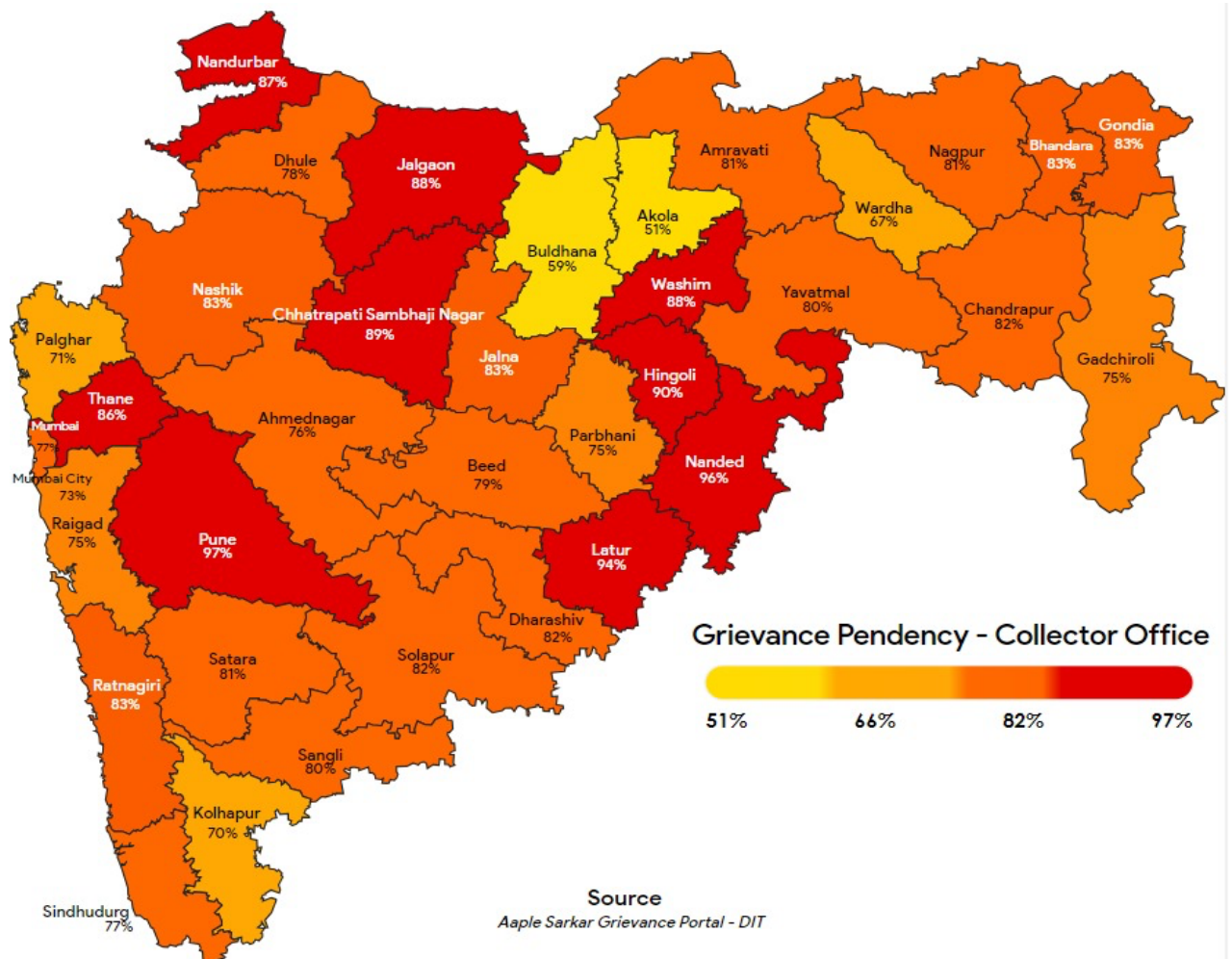
3) Zilla Parishad Wise e-Office Usage

Sr. No	Zilla Parishad	e-Files Created
1	AKOLA	2891
2	GONDIA	2846
3	NASHIK	2522
4	LATUR	2036
5	SOLAPUR	1977
6	SANGLI	1708
7	WASHIM	1449
8	AHMEDNAGAR	1329
9	KOLHAPUR	1220
10	CHANDARPUR	1052
11	BULDHANA	956
12	GADCHIROLI	824
13	THANE	805
14	NAGPUR	795
15	AMRAVATI	740
16	RATNAGIRI	724
17	BHANDARA	689
18	NANDED	554
19	WARDHA	547
20	SATARA	433
21	YAVATMAL	402
22	JALGAON	364
23	NANDURBAR	278
24	PARBHANI	256
25	CHHATRAPATI SAMBHAJINAGAR	240
26	DHARASHIV	238
27	PUNE	189
28	DHULE	141
29	PALGHAR	104
30	RAIGAD	60
31	JALNA	49
32	BEED	25
33	HINGOLI	2



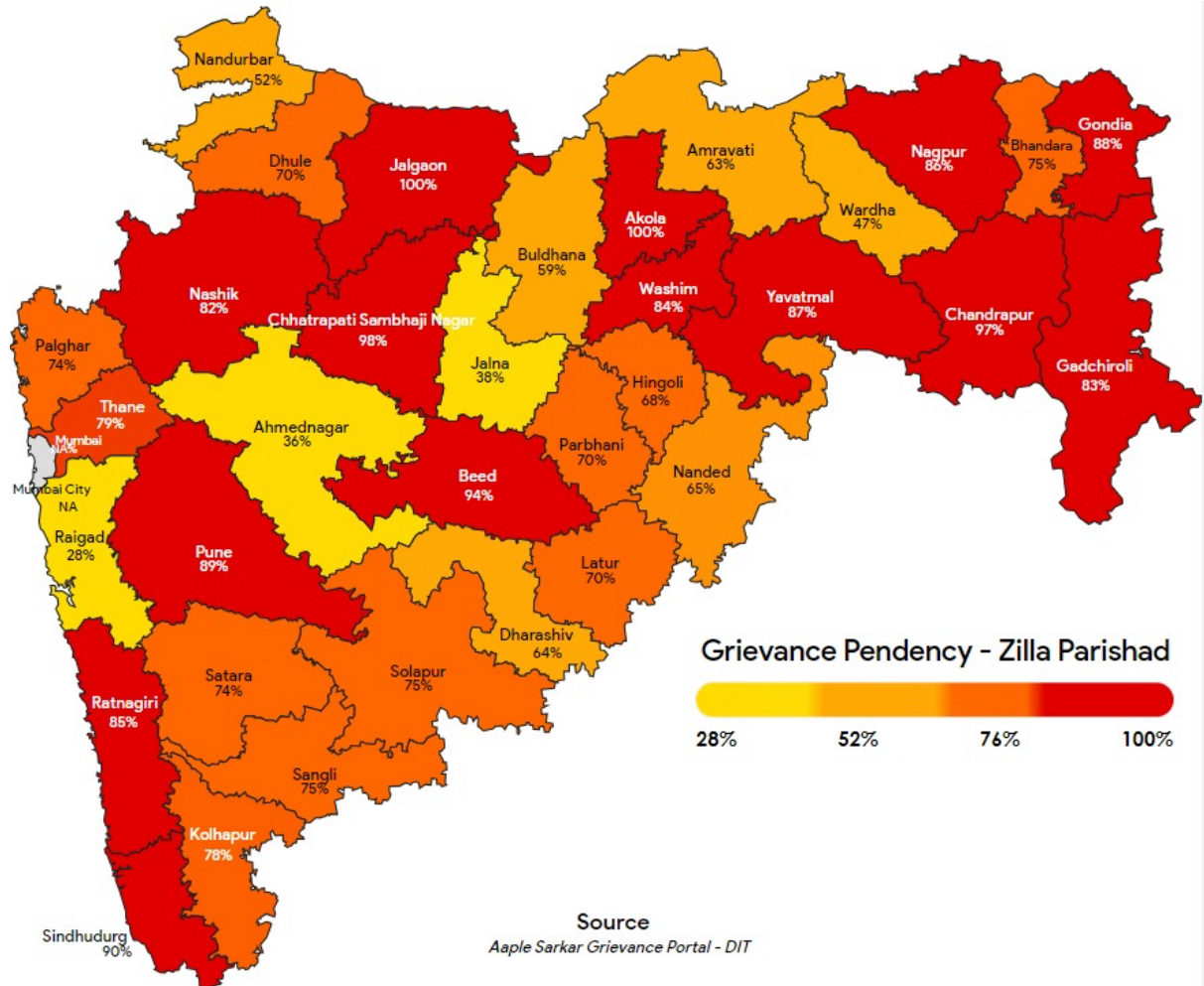
Grievance Portal Analytics

1) Aaple Sarkar Pendency Percentage at Collector Office



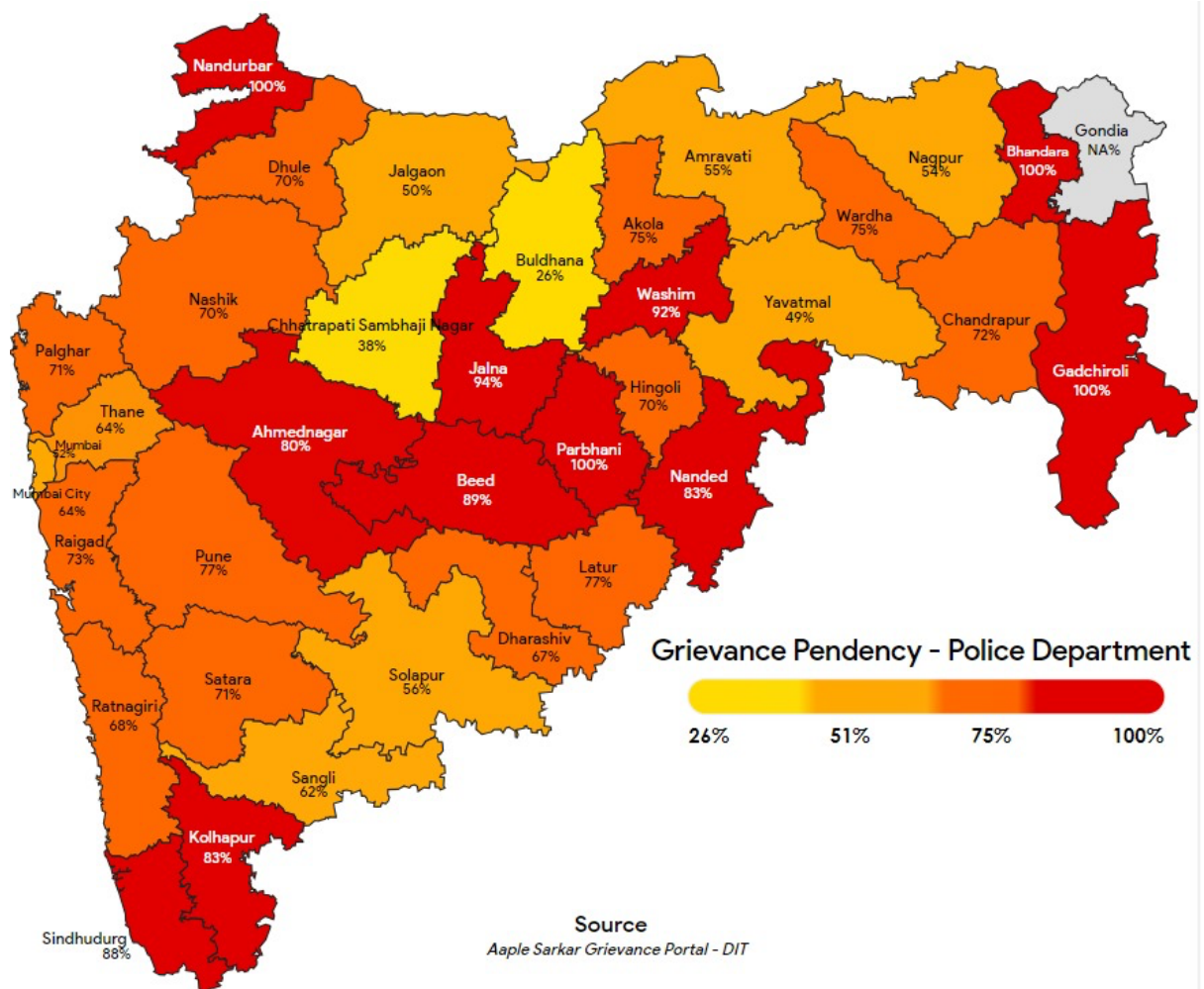


2) Aaple Sarkar Pendency Percentage at Zilla Parishad





3) Aaple Sarkar Grievance Pendency – Police Department





4) Department Wise Grievance Pendency on Aaple Sarkar Portal

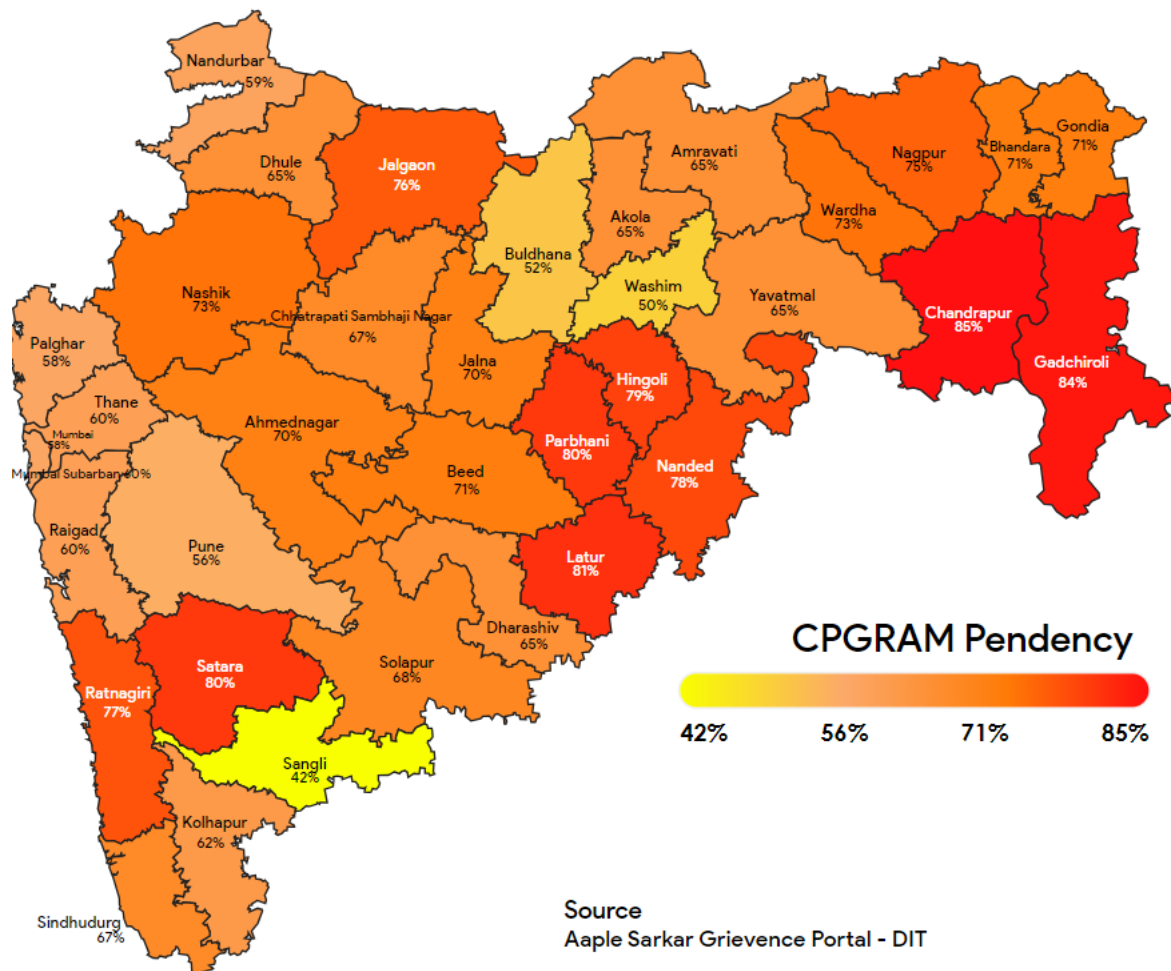
Sr. No	Department Name	Pending %
1	Home-State Excise Old	100%
2	Minorities Development	96%
3	Public Health	95%
4	Finance-Expenditure	95%
5	Medical Education and Drugs	94%
6	Revenue-Relief & Rehabilitation	94%
7	School Education and Sports	93%
8	Revenue-Forest	93%
9	Tourism and Cultural Affairs	91%
10	GAD-Election	91%
11	UD1-Urban Planning	90%
12	Person with Disability department	89%
13	Animal Husbandry, Dairy Development and Fisheries	89%
14	Agriculture	89%
15	Finance-Accounts & Treasury	88%
16	Public Works	88%
17	Housing	87%
18	Home-Jails	86%
19	Home-State Excise	85%
20	Skill Development & Entrepreneurship	84%
21	Food, Civil Supplies and Consumer Protection	83%
22	Social Justice and Special Assistance	83%
23	Cooperation-Marketing	83%
24	UD2-Urban Local Bodies	83%
25	Industry	82%
26	Water Supply and Sanitation	82%
27	Finance	82%
28	Women and Child Development	81%



29	Water Conservation	80%
30	Revenue, Registration & Stamps	77%
31	GAD-Freedom Fighter/ Ex-Servicemen Welfare	77%
32	Co-operation	77%
33	Law and Judiciary	77%
34	Tribal Development	76%
35	Cooperation-Textile	76%
36	Finance-Reforms	74%
37	Higher and Technical Education	74%
38	Environment	73%
39	GAD-Reservation policy	73%
40	Planning-Employment Guarantee Scheme (EGS)/NREGA	72%
41	Parliamentary Affairs	71%
42	GAD Aviation	70%
43	GAD-Directorate General of Information and Public Relations (DGIPR)	70%
44	Information Technology	69%
45	Home-Police	69%
46	Planning	69%
47	CMO	68%
48	Water Resources	68%
49	Labour	67%
50	GAD-Organization & Methods (O&M)	66%
51	Home-Transport & Ports	65%
52	GAD-Services	65%
53	Rural Development	63%
54	GAD-Protocol	62%
55	Energy	60%
56	Vimukta jati , Nomadic Tribes , Other Backward Classes and Special Backward Classes Welfare Department	59%
57	Marathi Language	47%



Integrated CPGRAM Pendency





Right to Information Analytics

1) Department with highest RTI Pendency

Sr	Department Name	Pending %
1	Environment Department	100%
2	Directorate General of Information and Public Relations	98%
3	Food, Civil Supplies and Consumer Protection Department	96%
4	Minorities Development Department	90%
5	Other Backward Bahujan Welfare Department	83%
6	Women and Child Development Department	81%
7	Finance Department	76%
8	School Education and Sports Department	73%
9	Home Department	69%
10	Tourism & Cultural Affairs Department	68%
11	Higher and Technical Education Department	68%
12	Soil and Water Conservation Department	68%
13	Social Justice and Special Assistance Department	66%
14	Revenue and Forest Department	59%
15	Co-operation, Textiles and Marketing Department	55%
16	Public Works Department	53%
17	Industries, Energy and Labour Department	51%
18	Skill Development and Entrepreneurship Department	51%
19	Medical Education and Drugs Department	50%
20	Water Supply and Sanitation Department	48%
21	Urban Development Department	48%
22	Agriculture and ADF	48%
23	Public Health Department	47%
24	General Administration Department	46%
25	Housing Department	45%
26	Rural Development Department	42%
27	Planning Department	40%
28	Water Resources Department	39%
29	Marathi Language Department	33%
30	Textile Department	33%
31	Tribal Development Department	31%
32	Information Technology Department	31%
33	Law and Judiciary Department	23%
34	Persons with Disabilities Welfare Department	21%
35	Parliamentary Affairs Department	20%
36	Chief Minister's Office, Government Of Maharashtra	5%



2) Districts with Highest RTI Pendency

Sr	Collector Office	Pending %
1	Gadchiroli	100%
2	Mumbai City	100%
3	Mumbai Suburban	100%
4	Wardha	100%
5	Bhandara	100%
6	Hingoli	100%
7	Dhule	100%
8	Buldhana	98%
9	Latur	98%
10	Nanded	98%
11	Nandurbar	96%
12	Yavatmal	95%
13	Osmanabad	89%
14	Washim	89%
15	Sangli	88%
16	Thane	84%
17	Gondia	82%
18	Palghar	82%
19	Ahmednagar	81%
20	Akola	80%
21	Pune	80%
22	Beed	78%
23	Solapur	77%
24	Nagpur	77%
25	Amravati	74%
26	Sindhudurg	73%
27	Aurangabad	72%
28	Satara	61%
29	Jalna	57%
30	Raigad	55%
31	Chandrapur	53%
32	Ratnagiri	53%
33	Nashik	53%
34	Kolhapur	50%
35	Jalgaon	39%
36	Parbhani	39%



3) Zilla Parishads Highest RTI Pendency

Sr. No	Zilla Parishad	Pending %
1	Akola	100%
2	Aurangabad	100%
3	Beed	100%
4	Bhandara	100%
5	Chandrapur	100%
6	Gadchiroli	100%
7	Gondia	100%
8	Hingoli	100%
9	Latur	100%
10	Nanded	100%
11	Pune	100%
12	Ratnagiri	100%
13	Sindhudurg	100%
14	Solapur	100%
15	Yavatmal	100%
16	Washim	100%
17	Raigad	98%
18	Palghar	98%
19	Nandurbar	97%
20	Kolhapur	97%
21	Osmanabad	97%
22	Sangli	96%
23	Jalna	96%
24	Nashik	95%
25	Satara	92%
26	Ahmednagar	88%
27	Wardha	88%
28	Buldhana	84%
29	Amravati	84%
30	Dhule	78%
31	Parbhani	61%
32	Jalgaon	43%
33	Nagpur	40%
34	Thane	33%



4) Home Police Highest RTI Pendency

Sr.N	Home- Police	Pending %
	Pendency at Commissioner level	
1	Amravati	100%
2	Aurangabad	97%
3	Nagpur	96%
4	Pimpri Chinchwad	93%
5	Mira Bhayandar Vasai-Virar	91%
6	Nashik	86%
7	Pune	84%
8	Navi Mumbai	77%
9	Thane	72%
10	Solapur	67%
11	Mumbai	45%
	Pendency at Superintendent level	
12	Satara	100%
13	Ahmednagar	100%
14	Akola	100%
15	Amravati	100%
16	Beed	100%
17	Bhandara	100%
18	Buldhana	100%
19	Dhule	100%
20	Gadchiroli	100%
21	Gondia	100%
22	Hingoli	100%

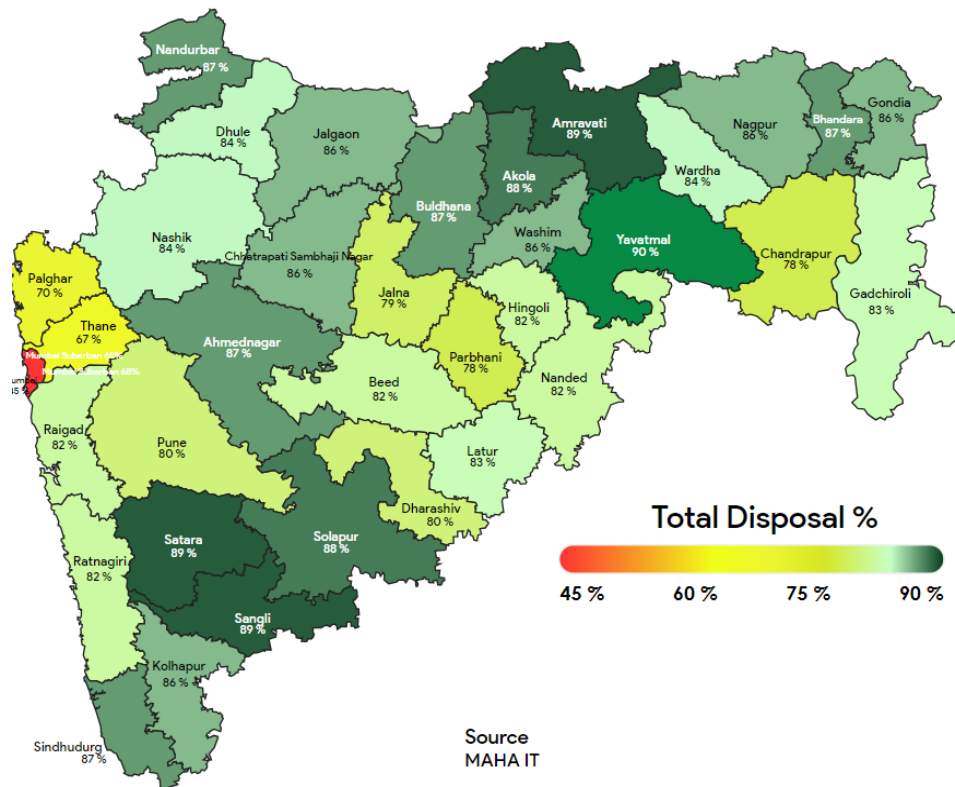


23	Kolhapur	100%
24	Nagpur Rural	100%
25	Nanded	100%
26	Nandurbar	100%
27	Nashik Rural	100%
28	Osmanabad	100%
29	Palghar	100%
30	Parbhani	100%
31	Sangli	100%
32	Sindhudurgh	100%
33	Solapur Rural	100%
34	Wardha	100%
35	Washim Rural	100%
36	Yavatmal	100%
37	Chandrapur	97%
38	Raigad	96%
39	Ratnagiri	95%
40	Jalgaon	91%
41	Pune	91%
42	Latur Rural	77%
43	Aurangabad Rural	60%
44	Jalna	58%
45	Thane Rural	50%



Right to Services Analytics

RTS Monthly Disposal Percentage



Top Services Availed by Citizens			
Services	Total Received	Total Disposed	Pending
Income Certificate	12,51,015	10,70,287	1,80,728
General Affidavit	5,62,335	5,56,521	5,814
Age Nationality and Domicile	2,31,030	1,86,905	44,125
Police Clearance Certificate	1,37,309	56,664	80,645
Migrant Caste Certificate	1,30,641	98,385	32,256
Residence Certificate	93,577	79,133	14,444
Change In Name	62,926	35,826	27,100
Caste certificate with Affidavit	62,534	62,534	0
Non-Creamy Layer Certificate	58,249	46,222	12,027
Shravan Child Service State Pension Scheme	47,338	29,448	17,890



सामान्य प्रशासन विभागातील
प्रशासकीय सुधारणा, रचना व
कार्यपद्धती या उपविभागाच्या नावात
बदल करण्याबाबत

महाराष्ट्र शासन
सामान्य प्रशासन विभाग
शासन निर्णय क्रमांक: साप्रआ १०२४/प्र.क्र. १९३/आस्था-१
मादाम कामा मार्ग, हुतात्मा राजगुरु चौक,
मंत्रालय, मुंबई - ४०० ०३२
दिनांक : ५ जुलै, २०२४.

शासन निर्णय :-

सामान्य प्रशासन विभागातील “प्रशासकीय सुधारणा, रचना व कार्यपद्धती” या उपविभागाच्या नावात बदल करण्यास या शासन निर्णयान्वये मान्यता देण्यात येत असून सदर उपविभागाचे नामाभिधान “प्रशासकीय नाविन्यता, उत्कृष्टता आणि सुशासन” असे करण्यात येत आहे.

२. सदर उपविभागाच्या नावात झालेला बदल या आदेशाच्या दिनांकापासून तात्काळ अमलात येईल.
३. सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संकेतांक २०२४०७०५१७२८२५०२०७ असा आहे. हा आदेश डिजीटल स्वाक्षरीने साक्षात्कृत करून काढण्यात येत आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

SARITA RISHI
BANDEKAR
DESHMUKH

Digitally signed by SARITA RISHI BANDEKAR DESHMUKH
DN: cn=IN, o=GOVERNMENT OF MAHARASHTRA,
ou=AGRICULTURE AND ADF DEPARTMENT,
2.5.4.20=5140223e17381bc47a67b9fedebdd33c03e3e9ce591f8
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serialNumber=E40A0638684E8F59F1F350A6FEC292A55D858
F8829C64D6C4E00A701CDAAC, cn=SARITA RISHI BANDEKAR
DESHMUKH
Date: 2024.07.05 17:43:39 +05'30'

(सरिता बांदेकर-देशमुख)
सह सचिव, महाराष्ट्र शासन

प्रति,

- १) मा. मुख्यमंत्री, महाराष्ट्र शासन यांचे अपर मुख्य सचिव/ प्रधान सचिव
- २) मा. उपमुख्यमंत्री (गृह), महाराष्ट्र शासन यांचे सचिव
- ३) मा. उपमुख्यमंत्री (वित्त व नियोजन), महाराष्ट्र शासन यांचे खाजगी सचिव
- ४) सर्व मा. मंत्री/ मा. राज्यमंत्री महोदय यांचे खाजगी सचिव
- ५) मा. मुख्य सचिव, महाराष्ट्र शासन यांचे वरिष्ठ स्वीय सहायक
- ६) सर्व अपर मुख्य सचिव/प्रधान सचिव/सचिव, सर्व मंत्रालयीन विभाग, मंत्रालय, मुंबई
- ७) सर्व अपर मुख्य सचिव/प्रधान सचिव/सचिव, सामान्य प्रशासन विभाग, मंत्रालय, मुंबई
- ८) सर्व सह/उप सचिव/अवर सचिव, सामान्य प्रशासन विभाग, मंत्रालय, मुंबई
- ९) सर्व कार्यासने, सामान्य प्रशासन विभाग, मंत्रालय, मुंबई
- १०) निवडनस्ती कार्यासन / आस्था-१



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Administrative Innovation, Excellence & Good Governance

General Administration Department,

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