# Mantralaya Monthly Reforms Report

## October 2024

# Table of Contents

# Executive Summary

This is the 13th edition of Mantralaya Monthly Reforms Report.

**E-Office Usage:** The **Urban Development Department** leads with **435 e-files**, followed by the **Home Department** with **390 e-files**. The **Medical Education and Drugs Department produced 361 e-files**, while the **Higher and Technical Education Department developed 313 e-files**, and the **General Administration Department processed 256 e-files**, showcasing their strong digital integration and efficiency. However, several departments significantly underperformed, including the **Directorate of Other Backward Bahujan Welfare Department**, **Employment and Self-Employment Department**, and **Revenue and Rehabilitation Department**, which reported **zero e-files.** The **Women and Child Development Department** and **Minority Development Department** performed poorly as well, creating only **7** and **11 e-files**, respectively.

Collector offices, **Ratnagiri** set a remarkable benchmark with **8,920 e-files**, followed by **Satara (4,567), Nashik (3,215), Ahmednagar (2,687),** and **Kolhapur (2,607).** In contrast, **Chhatrapati Sambhajinagar (8), Pune (47), Beed (48), Sangli (71)** and **Thane (93)** reported significantly lower e-file creation, reflecting underutilization of digital tools.

Zilla Parishads, **Ratnagiri** once again led with **5,243 e-files**, followed by **Gondia** with **2,941 e-files, Akola** with **2,442 e-files**, **Sangli** with **2,113 e-files**, and **Latur** with **1,956 e-files**, demonstrating robust digital governance. However, underperformance was noted in **Sindhudurg**, which reported **no e-file activity**, along with **Beed (97)**, **Buldhana (103)**, **Dharashiv (154)**, and **Jalgaon (192).**

**Aaple Sarkar Grievance Redressal:** Several departments are experiencing high pendency rates, with over 80% of cases remaining unresolved. The same issue is prevalent in the Collector's office, Zilla Parishad, and Police departments. However, districts like Jalgaon, Yavatmal, Satara, Sangli, Washim, and Gondia have made considerable progress in reducing their pendency rates, within the CPGRAM system. In contrast, regions such as Nanded, Chandrapur, Parbhani, and Nashik continue to experience some of the highest pendency rates in the CPGRAM system.

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

# e-Office Analytics

## 1) Department Wise e-file Creation

| Sr. No | Department wise e-File Creation % | e-files Created |
|--------|-----------------------------------|-----------------|
| 1 | URBAN DEVELOPMENT DEPARTMENT | 435 |
| 2 | HOME DEPARTMENT | 390 |
| 3 | MEDICAL EDUCATION AND DRUGS DEPARTMENT | 361 |
| 4 | HIGHER AND TECHNICAL EDUCATION DEPARTMENT | 313 |
| 5 | GENERAL ADMINISTRATION DEPARTMENT | 256 |
| 6 | TRIBAL DEVELOPMENT DEPARTMENT | 156 |
| 7 | LAW AND JUDICIARY DEPARTMENT | 132 |
| 8 | PERSONS WITH DISABILITIES WELFARE DEPARTMENT | 111 |
| 9 | CO-OPERATION MARKETING AND TEXTILE DEPARTMENT | 101 |
| 10 | RURAL DEVELOPMENT AND WATER CONSERVATION DEPARTMENT | 101 |
| 11 | RURAL DEVELOPMENT DEPARTMENT | 101 |
| 12 | SKILL DEVELOPMENT AND ENTREPRENEURSHIP DEPARTMENT | 89 |
| 13 | CULTURAL DEPARTMENT | 85 |
| 14 | MARATHI LANGUAGE DEPARTMENT | 70 |
| 15 | WATER RESOURCE DEPARTMENT | 69 |
| 16 | PLANNING DEPARTMENT | 53 |
| 17 | HOUSING DEPARTMENT | 46 |
| 18 | PUBLIC HEALTH DEPARTMENT | 41 |
| 19 | FINANCE DEPARTMENT | 39 |
| 20 | SCHOOL EDUCATION AND SPORTS DEPARTMENT | 33 |
| 21 | PUBLIC WORKS DEPARTMENT | 31 |
| 22 | TOURISM DEPARTMENT | 27 |

| | | |
|---|---|---|
| 23 | ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT DEPARTMENT | 23 |
| 24 | ENVIRONMENT DEPARTMENT | 23 |
| 25 | GENERAL ADMINISTRATION DEPARTMENT-PROTOCOL | 13 |
| 26 | PARLIAMENTARY AFFAIRS DEPARTMENT | 12 |
| 27 | MINORITY DEVELOPMENT DEPARTMENT | 11 |
| 28 | TOWN PLANNING AND VALUATION DEPARTMENT | 11 |
| 29 | WOMEN AND CHILD DEVELOPMENT DEPARTMENT | 7 |
| 30 | DIRECTORATE OF OTHER BACKWARD BAHUJAN WELFARE DEPARTMENT | 0 |
| 31 | EMPLOYMENT AND SELF EMPLOYMENT DEPARTMENT | 0 |
| 32 | REVENUE AND REHABILITATION DEPARTMENT | 0 |

## 2) District Collectorate Wise e-File Creation

| Sr. No | Collector Office | e-Files Created |
|--------|------------------|-----------------|
| 1 | RATNAGIRI | 8920 |
| 2 | SATARA | 4567 |
| 3 | NASHIK | 3215 |
| 4 | AHMEDNAGAR | 2687 |
| 5 | KOLHAPUR | 2607 |
| 6 | DHARASHIV | 2522 |
| 7 | SOLAPUR | 2159 |
| 8 | YAVATMAL | 2049 |
| 9 | PALGHAR | 1952 |
| 10 | AKOLA | 1420 |
| 11 | NAGPUR | 1352 |
| 12 | JALGAON | 1327 |
| 13 | AMRAVATI | 1233 |
| 14 | SINDHUDURG | 1195 |
| 15 | BULDHANA | 1102 |
| 16 | MUMBAI SUBURBAN | 1092 |
| 17 | BHANDARA | 720 |
| 18 | HINGOLI | 623 |
| 19 | CHANDRAPUR | 579 |
| 20 | LATUR | 504 |
| 21 | RAIGAD | 470 |
| 22 | WARDHA | 395 |
| 23 | GADCHIROLI | 288 |
| 24 | PARBHANI | 230 |
| 25 | JALNA | 224 |
| 26 | MUMBAI CITY | 217 |
| 27 | NANDED | 216 |
| 28 | DHULE | 198 |
| 29 | GONDIA | 194 |
| 30 | NANDURBAR | 158 |
| 31 | WASHIM | 141 |
| 32 | THANE | 93 |
| 33 | SANGLI | 71 |
| 34 | BEED | 48 |
| 35 | PUNE | 47 |
| 36 | CHHATRAPATI SAMBHAJINAGAR | 8 |

## 3) Zilla Parishad Wise e-File Creation

| Sr. No | Zilla Parishad | e-Files Created |
|--------|----------------|-----------------|
| 1 | RATNAGIRI | 5243 |
| 2 | GONDIA | 2941 |
| 3 | AKOLA | 2442 |
| 4 | SANGLI | 2113 |
| 5 | LATUR | 1956 |
| 6 | WASHIM | 1916 |
| 7 | JALNA | 1721 |
| 8 | DHULE | 1464 |
| 9 | AHMEDNAGAR | 1153 |
| 10 | NANDED | 1067 |
| 11 | PARBHANI | 888 |
| 12 | KOLHAPUR | 886 |
| 13 | WARDHA | 835 |
| 14 | SATARA | 730 |
| 15 | GADCHIROLI | 675 |
| 16 | SOLAPUR | 634 |
| 17 | AMRAVATI | 596 |
| 18 | BHANDARA | 590 |
| 19 | CHANDARPUR | 582 |
| 20 | CHHATRAPATI SAMBHAJINAGAR | 569 |
| 21 | YAVATMAL | 540 |
| 22 | NANDURBAR | 467 |
| 23 | PALGHAR | 438 |
| 24 | THANE | 420 |
| 25 | NASHIK | 393 |
| 26 | HINGOLI | 350 |
| 27 | PUNE | 240 |
| 28 | NAGPUR | 215 |
| 29 | RAIGAD | 206 |
| 30 | JALGAON | 192 |
| 31 | DHARASHIV | 154 |
| 32 | BULDHANA | 103 |
| 33 | BEED | 97 |
| 34 | SINDHUDURG | |

# Grievance Portal Analytics

## 1) Aaple Sarkar Pendency Percentage at Department Level

| Sr. No | Department Name | Pending % |
|:------:|-----------------|:---------:|
| 1 | Home-Jails | 98% |
| 2 | Public Health | 98% |
| 3 | Cooperation-Marketing | 97% |
| 4 | Revenue-Forest | 97% |
| 5 | GAD-Freedom Fighter\/ Ex-Servicemen Welfare | 97% |
| 6 | GAD-Election | 97% |
| 7 | Industry | 96% |
| 8 | Medical Education and Drugs | 96% |
| 9 | Animal Husbandry, Dairy Development and Fisheries | 96% |
| 10 | Revenue-Relief & Rehabilitation | 96% |
| 11 | Finance-Expenditure | 95% |
| 12 | Co-operation | 94% |
| 13 | Revenue, Registration & Stamps | 94% |
| 14 | Tourism and Cultural Affairs | 94% |
| 15 | Higher and Technical Education | 93% |
| 16 | Water Conservation | 93% |
| 17 | Social Justice and Special Assistance | 93% |
| 18 | Skill Development &amp; Entrepreneurship | 93% |
| 19 | Rural Development | 92% |
| 20 | Home-State Excise | 92% |
| 21 | Agriculture | 92% |
| 22 | Energy | 92% |
| 23 | GAD-Reservation policy | 92% |
| 24 | Food, Civil Supplies and Consumer Protection | 91% |
| 25 | Home-Police | 91% |
| 26 | Women and Child Development | 90% |
| 27 | UD1-Urban Planning | 90% |
| 28 | Person with Disability department | 90% |

| 29 | Public Works | 90% |
|----|--------------|-----|
| 30 | Water Supply and Sanitation | 90% |
| 31 | Housing | 89% |
| 32 | Environment | 89% |
| 33 | Cooperation-Textile | 89% |
| 34 | Vimukta Jatis, Nomadic Tribes, Other Backword Classes and Special Backward Classes Welfare Department | 89% |
| 35 | Finance-Accounts & Treasury | 88% |
| 36 | GAD Aviation | 87% |
| 37 | Parliamentary Affairs | 86% |
| 38 | Planning | 86% |
| 39 | UD2-Urban Local Bodies | 85% |
| 40 | Planning-Employment Guarantee Scheme (EGS)∨NREGA | 85% |
| 41 | GAD-Directorate General of Information and Public Relations (DGIPR) | 84% |
| 42 | Tribal Development | 84% |
| 43 | Labour | 84% |
| 44 | Law and Judiciary | 81% |
| 45 | Finance | 81% |
| 46 | Home-Transport & Ports | 81% |
| 47 | Minorities Development | 81% |
| 48 | Water Resources | 80% |
| 49 | GAD-Organization & Methods (O&M) | 79% |
| 50 | CMO | 77% |
| 51 | Information Technology | 76% |
| 52 | Finance-Reforms | 76% |
| 53 | GAD-Services | 75% |
| 54 | GAD-Protocol | 73% |
| 55 | Marathi Language | 72% |
| 56 | School Education and Sports | 49% |

## 2) Aaple Sarkar Pendency Percentage at Collector Office



**Grievance Pendency - Collector Office**

81 %    87 %    93 %    99 %

Source
Aaple Sarkar Grievance Portal - DIT
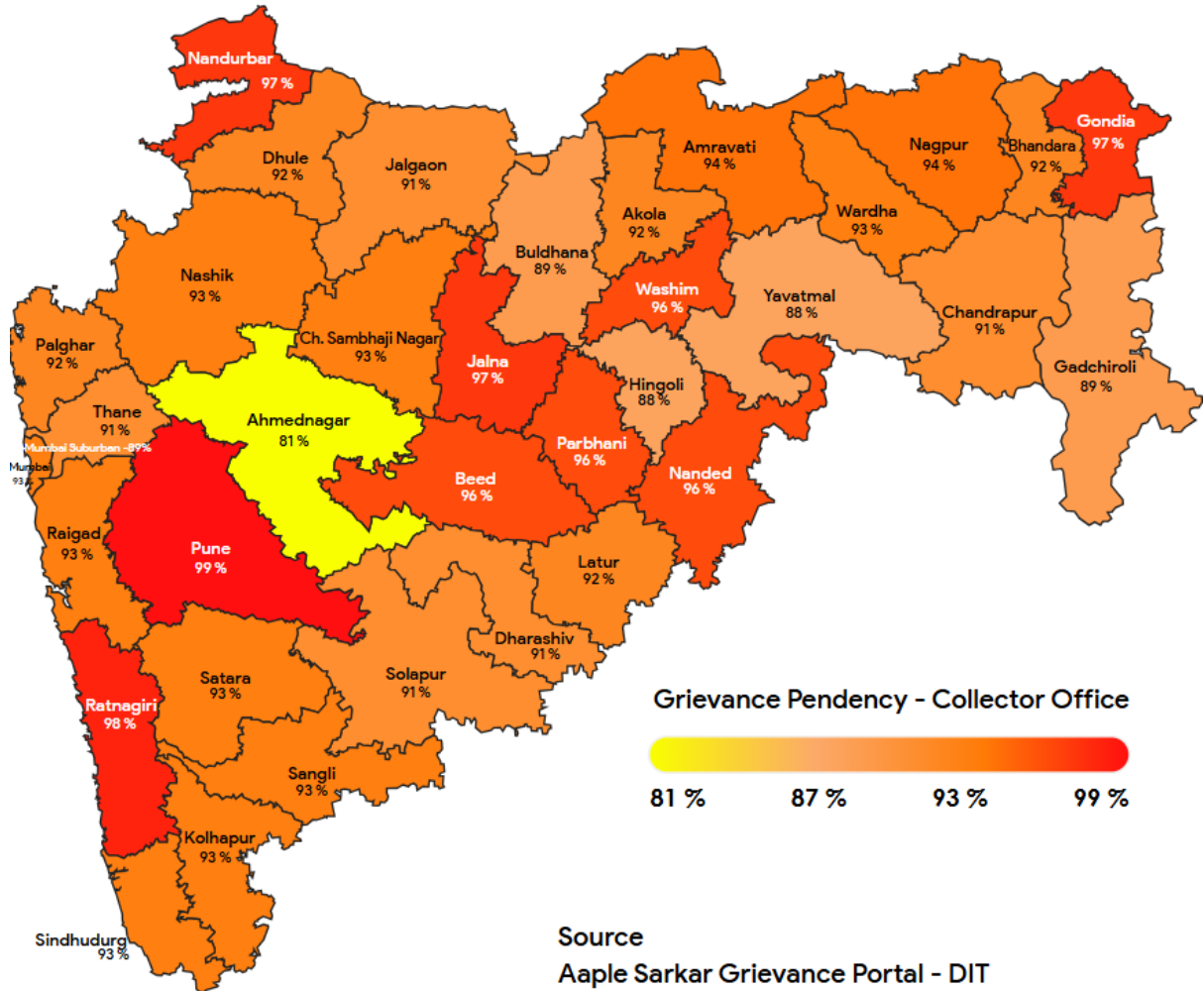
## 3)  Aaple Sarkar Pendency Percentage at Zilla Parishad
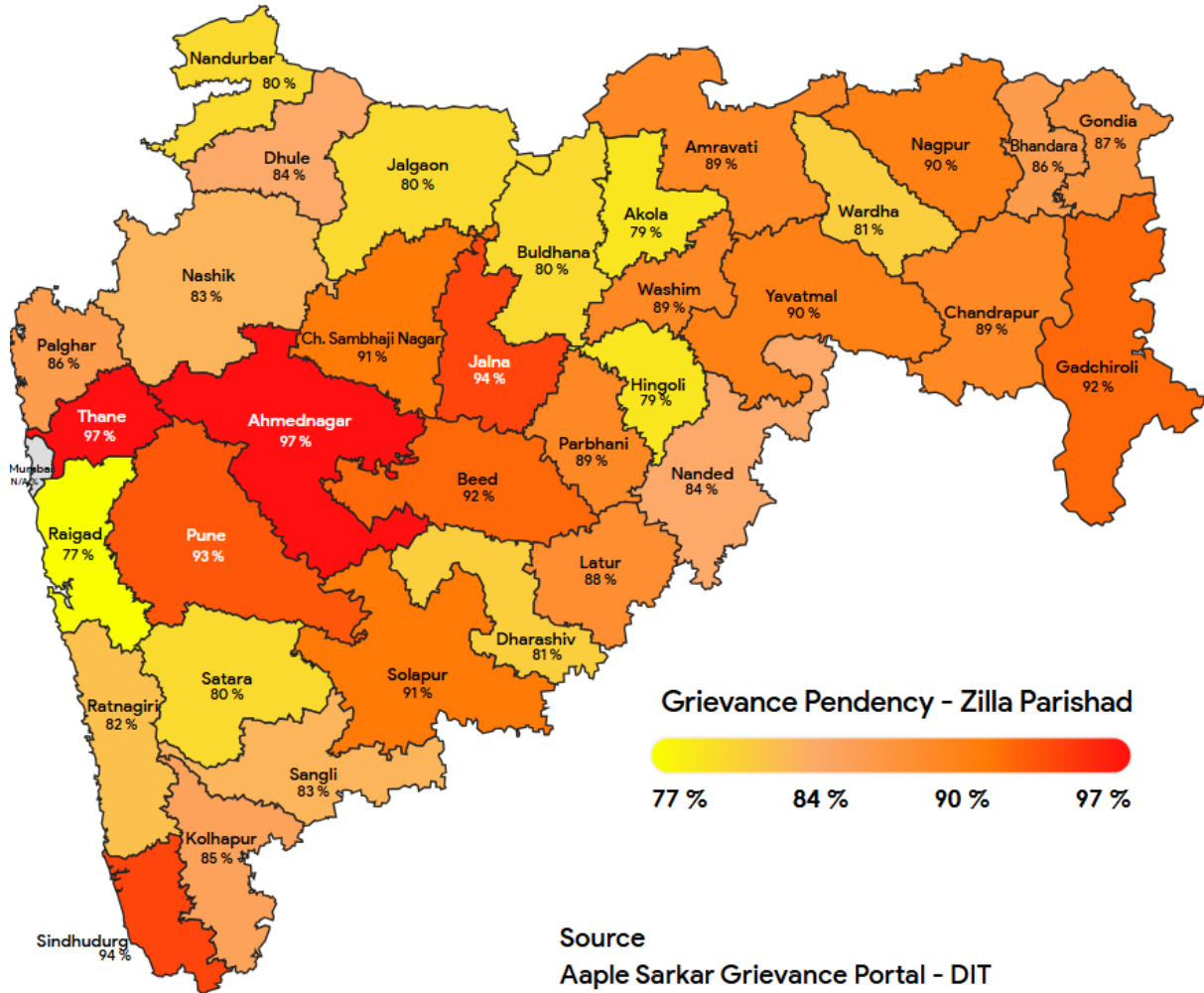
## 4) Aaple Sarkar Pendency Percentage at Police Level



Grievance Pendency - Police Level

69 %    79 %    89 %    99 %

Source
Aaple Sarkar Grievance Portal - DIT
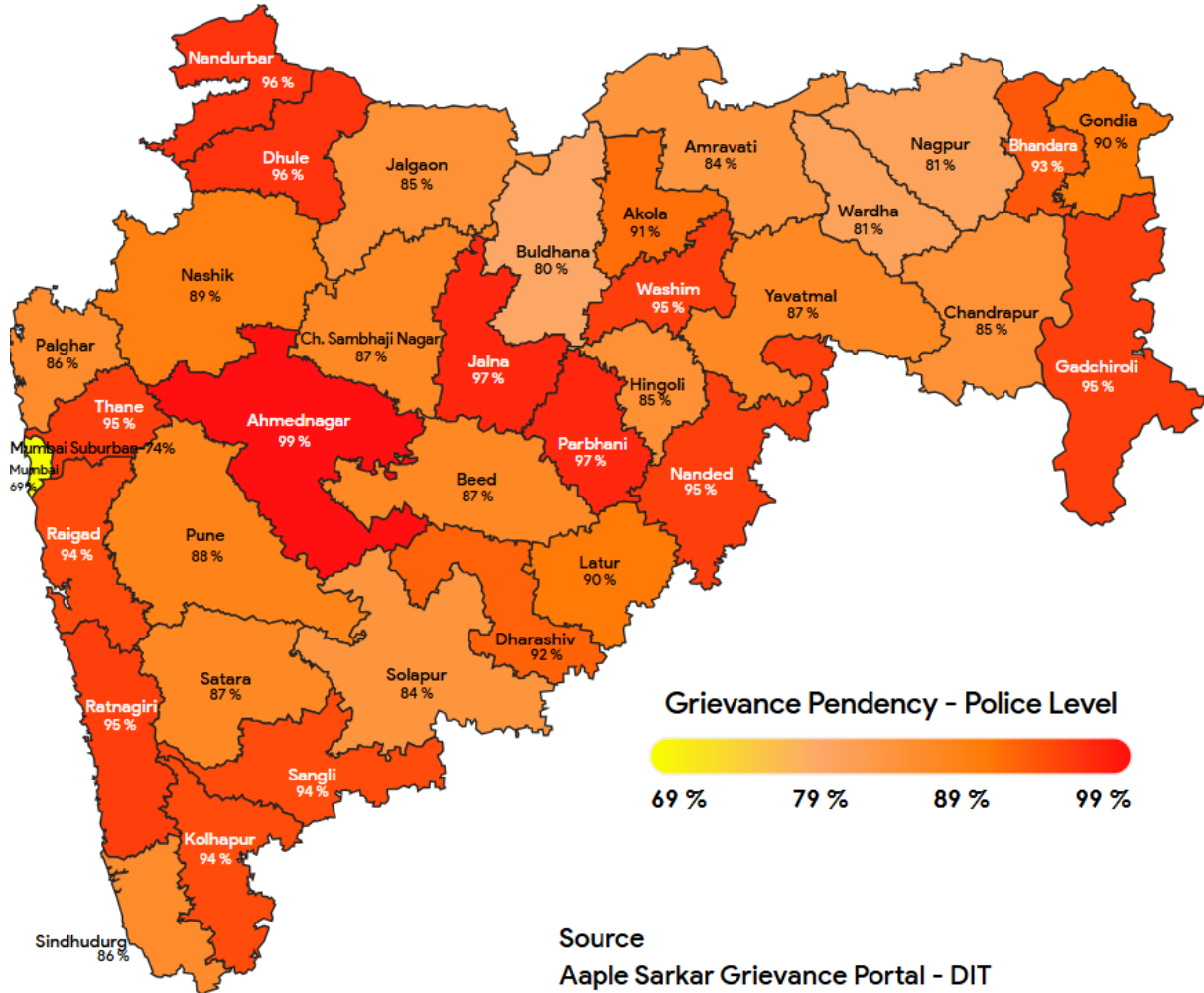
## 5) Integrated CPGRAM Pendency Percentage



CPGRAM PENDENCY

26 %   39 %   52 %   65 %

Source
Aaple Sarkar Grievance Portal - DIT
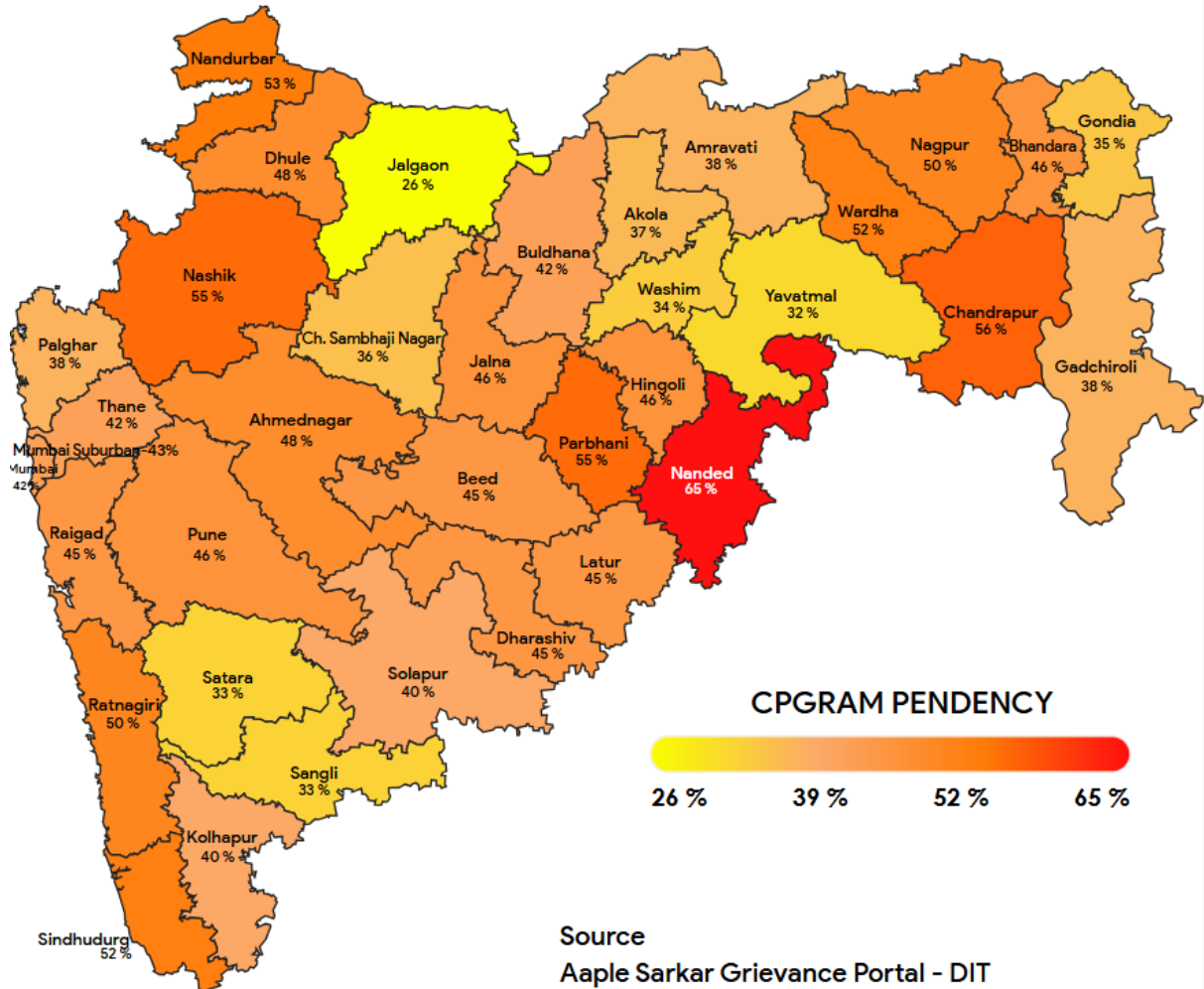
# Right to Information Analytics

## 1) Department with highest RTI Pendency

| Sr. No | Department Name | Pending % |
|:---:|---|:---:|
| 1 | Women and Child Development Department | 84% |
| 2 | School Education and Sports Department | 76% |
| 3 | Tourism & Cultural Affairs Department | 68% |
| 4 | Finance Department | 65% |
| 5 | Environment Department | 63% |
| 6 | Employment Guarantee Scheme Department | 61% |
| 7 | Agriculture, Dairy Development, Animal Husbandry and Fisheries Department | 60% |
| 8 | Tribal Development Department | 57% |
| 9 | Home Department | 51% |
| 10 | Public Health Department | 50% |
| 11 | Food, Civil Supplies and Consumer Protection Department | 49% |
| 12 | Co-operation, Textiles and Marketing Department | 49% |
| 13 | Minorities Development Department | 48% |
| 14 | Revenue and Forest Department | 46% |
| 15 | Social Justice and Special Assistance Department | 40% |
| 16 | Soil and Water Conservation Department | 39% |
| 17 | Housing Department | 38% |
| 18 | Water Supply and Sanitation Department | 37% |
| 19 | Medical Education and Drugs Department | 36% |
| 20 | Higher and Technical Education Department | 36% |
| 21 | Industries, Energy and Labour Department | 35% |
| 22 | General Administration Department | 35% |
| 23 | Other Backward Bahujan Welfare Department | 31% |
| 24 | Urban Development Department | 31% |
| 25 | Skill Development and Entrepreneurship Department | 28% |
| 26 | Water Resources Department | 28% |
| 27 | Rural Development Department | 27% |
| 28 | Public Works Department | 27% |
| 29 | Parliamentary Affairs Department | 25% |
| 30 | Persons with Disabilities Welfare Department | 22% |
| 31 | Marathi Language Department | 20% |
| 32 | Planning Department | 16% |
| 33 | Law and Judiciary Department | 14% |
| 34 | Information Technology Department | 6% |
| 35 | Textile Department | 0% |

## 2) Collector Office with highest RTI Pendency

| Sr. No | Collector Office | Pending % |
|--------|------------------|-----------|
| 1 | Bhandara | 100% |
| 2 | Hingoli | 100% |
| 3 | Kolhapur | 100% |
| 4 | Mumbai Suburban | 100% |
| 5 | Wardha | 100% |
| 6 | Dhule | 98% |
| 7 | Mumbai City | 98% |
| 8 | Sangli | 98% |
| 9 | Dharashiv | 97% |
| 10 | Gadchiroli | 89% |
| 11 | Akola | 82% |
| 12 | Palghar | 76% |
| 13 | Sindhudurg | 75% |
| 14 | Thane | 73% |
| 15 | Beed | 72% |
| 16 | Washim | 72% |
| 17 | Ahmednagar | 72% |
| 18 | Satara | 69% |
| 19 | Gondia | 64% |
| 20 | Nanded | 63% |
| 21 | Pune | 63% |
| 22 | Latur | 63% |
| 23 | Yavatmal | 63% |
| 24 | Buldhana | 60% |
| 25 | Chhatrapati Sambhajinagar | 59% |
| 26 | Ratnagiri | 58% |
| 27 | Raigad | 55% |
| 28 | Solapur | 51% |
| 29 | Jalgaon | 37% |
| 30 | Amravati | 36% |
| 31 | Jalna | 32% |
| 32 | Nashik | 32% |
| 33 | Nandurbar | 27% |
| 34 | Nagpur | 26% |
| 35 | Parbhani | 11% |
| 36 | Chandrapur | 0% |

## 3) Zilla Parishads with highest RTI Pendency

| Sr. No | Zilla Parishads | Pending % |
|--------|-----------------|-----------|
| 1 | Akola | 100% |
| 2 | Beed | 100% |
| 3 | Chandrapur | 100% |
| 4 | Gondia | 100% |
| 5 | Hingoli | 100% |
| 6 | Jalna | 100% |
| 7 | Latur | 100% |
| 8 | Pune | 100% |
| 9 | Solapur | 100% |
| 10 | Washim | 100% |
| 11 | Ratnagiri | 96% |
| 12 | Sindhudurg | 93% |
| 13 | Dharashiv | 89% |
| 14 | Dhule | 88% |
| 15 | Gadchiroli | 86% |
| 16 | Nashik | 84% |
| 17 | Raigad | 84% |
| 18 | Bhandara | 83% |
| 19 | Chhatrapati Sambhajinagar | 82% |
| 20 | Palghar | 80% |
| 21 | Yavatmal | 79% |
| 22 | Ahmednagar | 76% |
| 23 | Nandurbar | 75% |
| 24 | Wardha | 75% |
| 25 | Buldhana | 73% |
| 26 | Sangli | 69% |
| 27 | Kolhapur | 68% |
| 28 | Thane | 67% |
| 29 | Nagpur | 65% |
| 30 | Satara | 65% |
| 31 | Amravati | 50% |
| 32 | Parbhani | 48% |
| 33 | Jalgaon | 43% |
| 34 | Nanded | 38% |

## 4) Home Police with highest RTI Pendency

| Sr. No | Home-Police | Pending % |
|:---:|:---|:---:|
| **Pendency at Commissioner Level** | |
| 1 | Chhatrapati Sambhajinagar | 94% |
| 2 | Pimpri Chinchwad | 91% |
| 3 | Mira Bhayandar Vasai-Virar | 91% |
| 4 | Nagpur | 86% |
| 5 | Thane | 63% |
| 6 | Nashik | 61% |
| 7 | Pune | 59% |
| 8 | Amravati | 58% |
| 9 | Solapur | 54% |
| 10 | Navi Mumbai | 45% |
| 11 | Mumbai | 27% |
| | **Pendency at Superintendent Level** | |
| 12 | Bhandara | 100% |
| 13 | Dhule | 100% |
| 14 | Gadchiroli | 100% |
| 15 | Hingoli | 100% |
| 16 | Jalgaon | 100% |
| 17 | Kolhapur | 100% |
| 18 | Nanded | 100% |
| 19 | Nandurbar | 100% |
| 20 | Nashik Rural | 100% |
| 21 | Dharashiv | 100% |
| 22 | Palghar | 100% |
| 23 | Parbhani | 100% |
| 24 | Ratnagiri | 100% |
| 25 | Sangli | 100% |
| 26 | Sindhudurg | 100% |
| 27 | Solapur Rural | 100% |
| 28 | Wardha | 100% |
| 29 | Washim Rural | 100% |
| 30 | Satara | 96% |
| 31 | Beed | 88% |
| 32 | Ahmednagar | 85% |
| 33 | Yavatmal | 83% |
| 34 | Akola | 80% |
| 35 | Gondia | 78% |
| 36 | Latur Rural | 71% |

| 37 | Nagpur Rural | 71% |
| 38 | Raigad | 69% |
| 39 | Pune | 67% |
| 40 | Chhatrapati Sambhajinagar Rural | 67% |
| 41 | Chandrapur | 67% |
| 42 | Buldhana | 59% |
| 43 | Amravati | 58% |
| 44 | Jalna | 50% |
| 45 | Thane Rural | 0% |

## 5) Municipal Corporation with highest RTI Pendency

| Sr. No | Municipal Corporation | Pending % |
| --- | --- | --- |
| 1 | Ahmednagar | 100% |
| 2 | Akola | 100% |
| 3 | Chhatrapati Sambhajinagar | 100% |
| 4 | Chandrapur | 100% |
| 5 | Dhule | 100% |
| 6 | Parbhani | 100% |
| 7 | Solapur | 100% |
| 8 | Vasai Virar City | 100% |
| 9 | Kalyan Dombivali | 94% |
| 10 | Jalgaon | 93% |
| 11 | Pimpri Chinchwad | 92% |
| 12 | Latur | 89% |
| 13 | Mira Bhayandar | 85% |
| 14 | Navi Mumbai | 83% |
| 15 | Kolhapur | 82% |
| 16 | Nanded | 81% |
| 17 | Pune | 77% |
| 18 | Thane | 75% |
| 19 | Nashik | 70% |
| 20 | Amravati | 64% |
| 21 | Nagpur | 60% |
| 22 | Panvel | 48% |

# Right to Services Analytics

## RTS Monthly Disposal Percentage



Source
MAHA IT
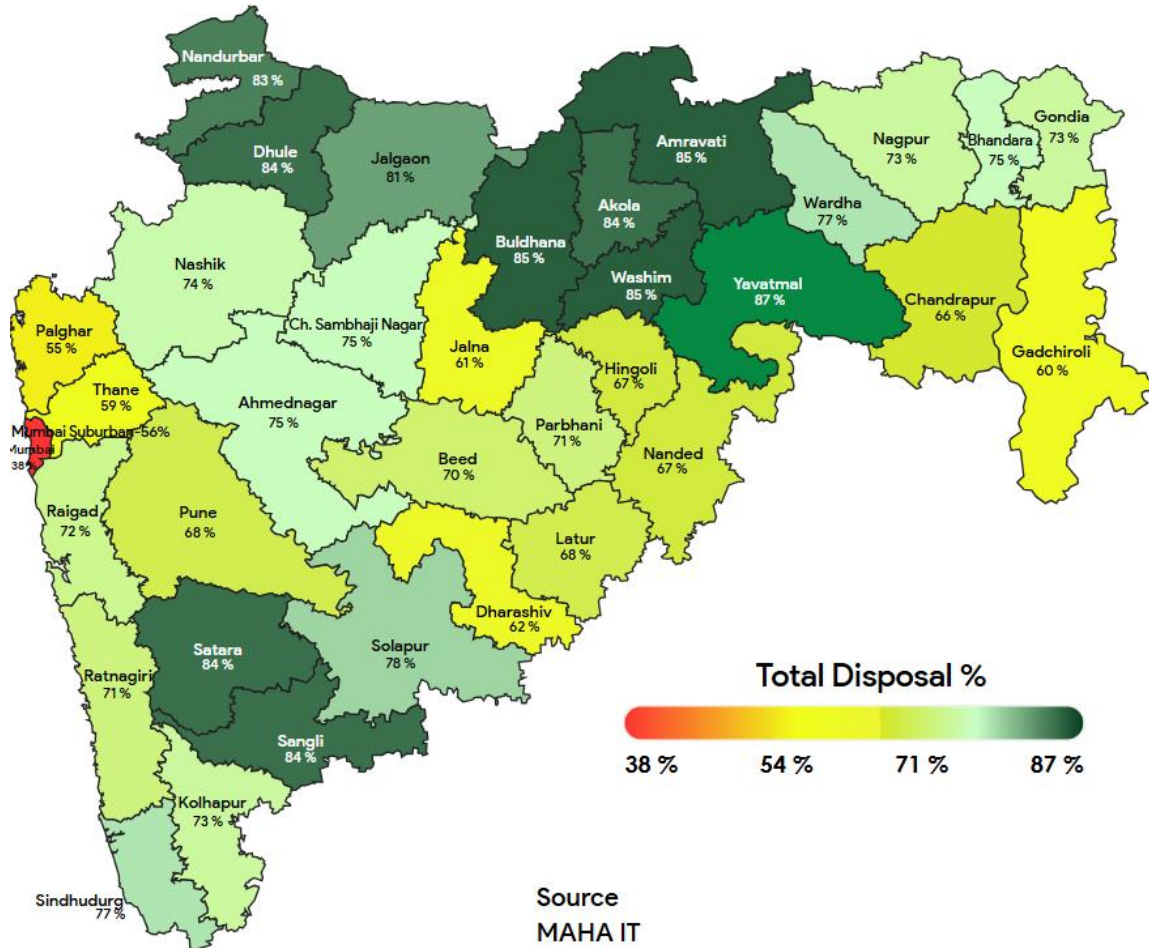
| Top Services Availed by Citizens | | | |
|---|---|---|---|
| **Services** | **Total Received** | **Total Disposed** | **Pending** |
| Income Certificate | 6,49,736 | 5,31,043 | 1,18,693 |
| General Affidavit | 5,43,036 | 5,33,676 | 9,360 |
| Age Nationality and Domicile | 1,81,053 | 1,25,787 | 55,266 |
| Police Clearance Certificate | 1,41,977 | 46,013 | 95,964 |
| Migrant Caste Certificate | 1,32,503 | 62,336 | 70,167 |
| Change In Name | 61,241 | 39,561 | 21,680 |
| Residence Certificate | 59,887 | 46,169 | 13,718 |
| Shravan Child Service State Pension Scheme | 46,509 | 1,765 | 44,744 |
| Non-Creamy Layer Certificate | 43,473 | 25,386 | 18,087 |
| Sanjay Gandhi Niradhar Grant Scheme | 22,108 | 636 | 21,472 |

Twitter - @Maha_GoodGovern



Administrative Innovation, Excellence & Good Governance

General Administration Department,

**Government of Maharashtra**