



सत्यमेव जयते



महाराष्ट्र शासन

Mantralaya Monthly Reforms Report

November 2024



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



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Executive Summary

This is the 14th edition of Mantralaya Monthly Reforms Report.

e-Office Analytics:

The November 2024 Report highlights trends in e-Office performance, where the **Home Department** created the most e-files (**269**), followed by **Revenue & Forest (132)** and **Water Supply & Sanitation (127)**. Conversely, the **Gazetteers Department** and **Revenue & Rehabilitation** recorded **no e-files**.

Among *collector offices*, **Ratnagiri & Satara** led with **3018 & 2190** e-files respectively, while **Beed** recorded **none** & **Sangli** with **5** e-files.

Similarly, for *Zilla Parishad* **Ratnagiri** topped the list with **3,338** e-files followed by **Sangli** with **2051** e-Files, while **Buldhana & Dharashiv** were among the lowest with just **26 & 34** e-files.

Grievance Portal Analytics:

The Grievance Portal revealed high pendency rates in specific departments. Departments such as **Home-Jails (98%)**, **GAD-Freedom Fighter/Ex-Servicemen Welfare (97%)**, and **Medical Education & Drugs (97%)** recorded the highest pendency rates. In contrast, departments like **Finance-Reforms**, **Marathi Language**, and **Information Technology** demonstrated commendable performance with low pendency rates.

Right to Information (RTI) Analytics:

The RTI analytics Portal revealed high pendency rates in departments like **School Education & Sports (92%)** and **Finance (86%)** exhibiting significant pendency rates.

Among *collector offices*, **Bhandara, Dhule, and Gadchiroli** reported **100%** pendency, indicating complete delays, while **Chandrapur (7%)**, **Jalna (18%)**, and **Nandurbar (33%)** performed better with lower pendency rates.

Similarly, *Zilla Parishad* offices in **Akola, Beed, and Bhandara** showed **100%** pendency, whereas **Dharashiv (31%)** and **Jalgaon (49%)** demonstrated improved performance.

In *Home-Police* departments, at the *Commissioner level*, **Nagpur** recorded the highest pendency rate at **95%**, while **Mumbai** reported the lowest at **46%**. At the *Superintendent level*, **Satara** displayed **100%** pendency, in contrast to **Thane Rural**, which reported **0%**, indicating efficient handling.

Additionally, *municipal corporations* such as **Ahmednagar, Dhule, and Jalgaon** reported **100%** RTI pendency.

Right to Services (RTS) Analytics:

The RTS analysis focused on the Monthly Disposal Percentage and identified the Top Services availed by citizens.



e-Office Analytics

1) Department Wise e-file Creation

Sr. No	Department wise e-File Creation %	e-Files Created
1	Home department	269
2	Revenue & forest	132
3	Water supply and sanitation	127
4	Higher and technical education	123
5	Urban development	117
6	General administration department	99
7	Medical education and drugs	82
8	Social justice	77
9	Marathi language	68
10	Agriculture and ADF	63
11	Law and judiciary	46
12	Culture department	45
13	Rural development department	41
14	Tribal development	37
15	Food civil supply and consumer protection	33
16	Soil and water conservation	31
17	Industries energy and labour	26
18	Planning	25
19	Water resource department	24
20	Public works department	21
21	Co-operation marketing and textiles	20
22	Persons with disabilities welfare department	18
23	Skill development and entrepreneurship	18
24	Directorate of information technology	17
25	School education and sports	13
26	Public health department	11
27	Directorate general of information and public relations	10
28	Tourism department	8
29	Department of animal husbandry and dairy development	7
30	Women and child development	7
31	Finance	6
32	Gad protocol	6
33	Parliamentary affairs	5
34	VJNT OBC SBCW	5
35	Housing department	4
36	Environment	4
37	Minority development	3
38	Directorate of industries	3
39	Gazetteers department	0
40	Revenue and rehabilitation	0



2) District Collectorate Wise e-File Creation

Sr. No	Collector Office	e-Files Created
1	Ratnagiri	3018
2	Satara	2190
3	Dharashiv	1847
4	Nashik	1453
5	Ahmednagar	1113
6	Solapur	1113
7	Yavatmal	703
8	Buldhana	627
9	Sindhudurg	609
10	Palghar	587
11	Mumbai suburban	586
12	Kolhapur	554
13	Akola	506
14	Jalgaon	451
15	Nagpur	411
16	Latur	405
17	Amravati	349
18	Raigad	335
19	Chandrapur	331
20	Bhandara	285
21	Hingoli	265
22	Gadchiroli	216
23	Parbhani	179
24	Nanded	138
25	Wardha	135
26	Gondia	114
27	Jalna	106
28	Pune	101
29	Nandurbar	75
30	Thane	68
31	Mumbai city	57
32	Washim	56
33	Chhatrapati Sambhajinagar	33
34	Dhule	29
35	Sangli	5
36	Beed	0



3) Zilla Parishad Wise e-File Creation

Sr. No	Zilla Parishad	e-Files Created
1	Ratnagiri	3338
2	Sangli	2051
3	Nanded	1706
4	Washim	1444
5	Kolhapur	1340
6	Parbhani	1009
7	Gondia	1003
8	Ahmednagar	921
9	Satara	695
10	Wardha	640
11	Latur	575
12	Beed	512
13	Gadchiroli	456
14	Raigad	363
15	Bhandara	357
16	Akola	356
17	Dhule	333
18	Solapur	293
19	Hingoli	272
20	Amravati	268
21	Nandurbar	267
22	Palghar	245
23	Chandrapur	235
24	Chhatrapati Sambhajinagar	210
25	Jalna	187
26	Nagpur	175
27	Thane	156
28	Nashik	132
29	Pune	73
30	Jalgaon	50
31	Dharashiv	34
32	Buldhana	26
33	Yavatmal	
34	Sindhudurg	



Grievance Portal Analytics

1) Aaple Sarkar Pendency Percentage at Department Level

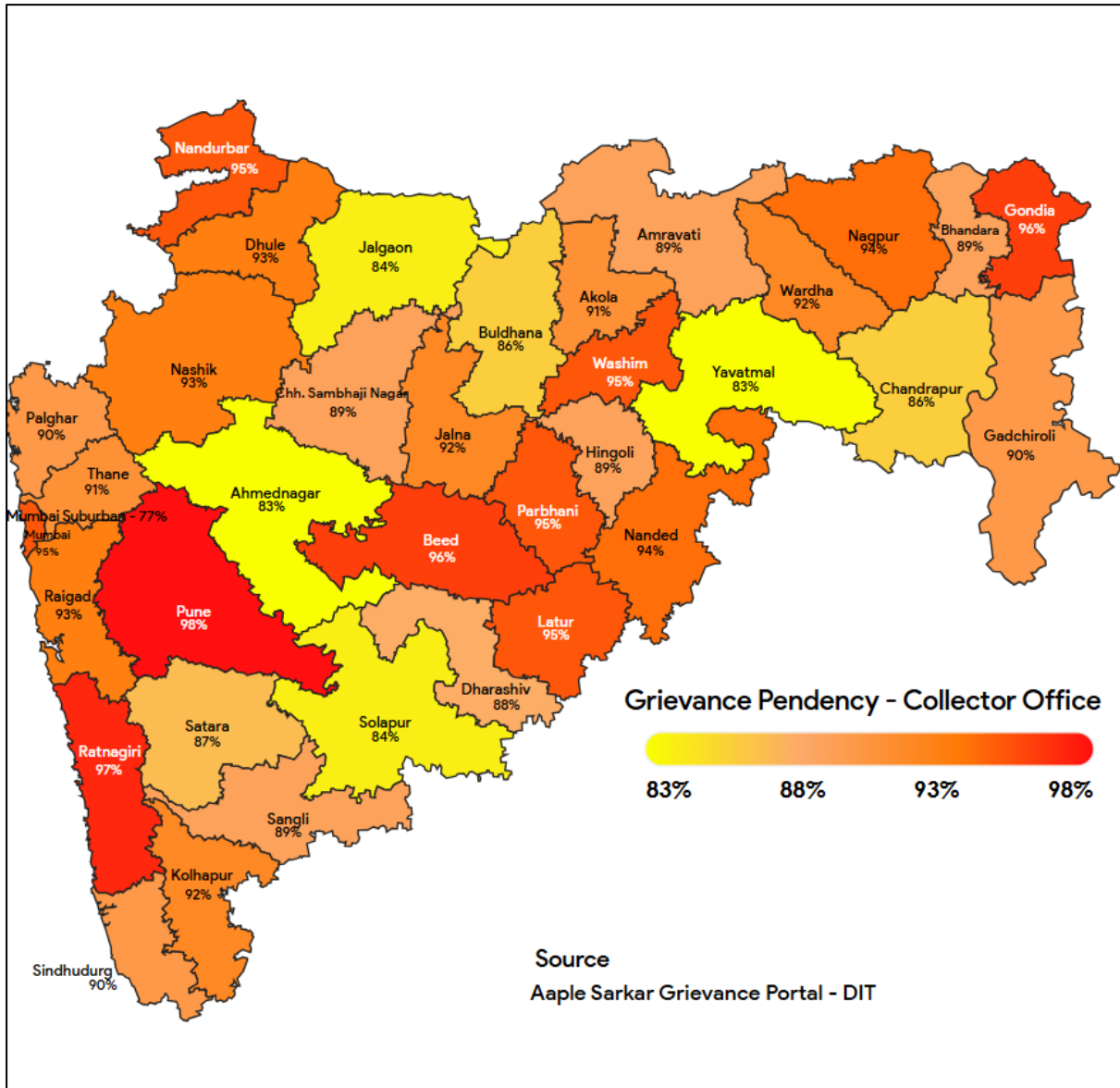
Sr. No	Department Name	Pending %
1	Home-Jails	98%
2	GAD-Freedom Fighter\ Ex-Servicemen Welfare	97%
3	Medical Education and Drugs	97%
4	Revenue-Forest	96%
5	Cooperation-Marketing	96%
6	Animal Husbandry, Dairy Development and Fisheries	96%
7	Public Health	95%
8	School Education and Sports	95%
9	Industry	95%
10	GAD-Election	94%
11	Higher and Technical Education	94%
12	Co-operation	93%
13	Revenue-Relief & Rehabilitation	93%
14	Cultural Affairs	93%
15	Skill Development & Entrepreneurship	93%
16	GAD-Reservation policy	92%
17	Finance-Accounts & Treasury	92%
18	Revenue, Registration & Stamps	92%
19	Water Conservation	91%
20	GAD Aviation	91%
21	UD1-Urban Planning	90%
22	Food, Civil Supplies and Consumer Protection	90%
23	Home-Police	90%
24	Rural Development	90%
25	Energy	90%
26	Water Supply and Sanitation	90%
27	Public Works	89%
28	Environment	89%
29	Housing	89%



30	Vimukta Jatis, Nomadic Tribes, Other Backward Classes and Special Backward Classes Welfare Department	88%
31	Agriculture	88%
32	Person with Disability department	88%
33	Women and Child Development	87%
34	Cooperation-Textile	87%
35	Minorities Development	87%
36	Finance-Expenditure	86%
37	Parliamentary Affairs	86%
38	Social Justice and Special Assistance	85%
39	UD2-Urban Local Bodies	85%
40	Planning	85%
41	Tribal Development	84%
42	GAD-Directorate General of Information and Public Relations (DGIPR)	84%
43	Planning-Employment Guarantee Scheme (EGS)\NREGA	83%
44	Labour	83%
45	Finance	81%
46	Home-State Excise	81%
47	Law and Judiciary	81%
48	Home-Transport & Ports	80%
49	GAD-Organization & Methods (O&M)	78%
50	CMO	76%
51	GAD-Services	76%
52	Water Resources	75%
53	GAD-Protocol	75%
54	Information Technology	73%
55	Marathi Language	73%
56	Finance-Reforms	73%

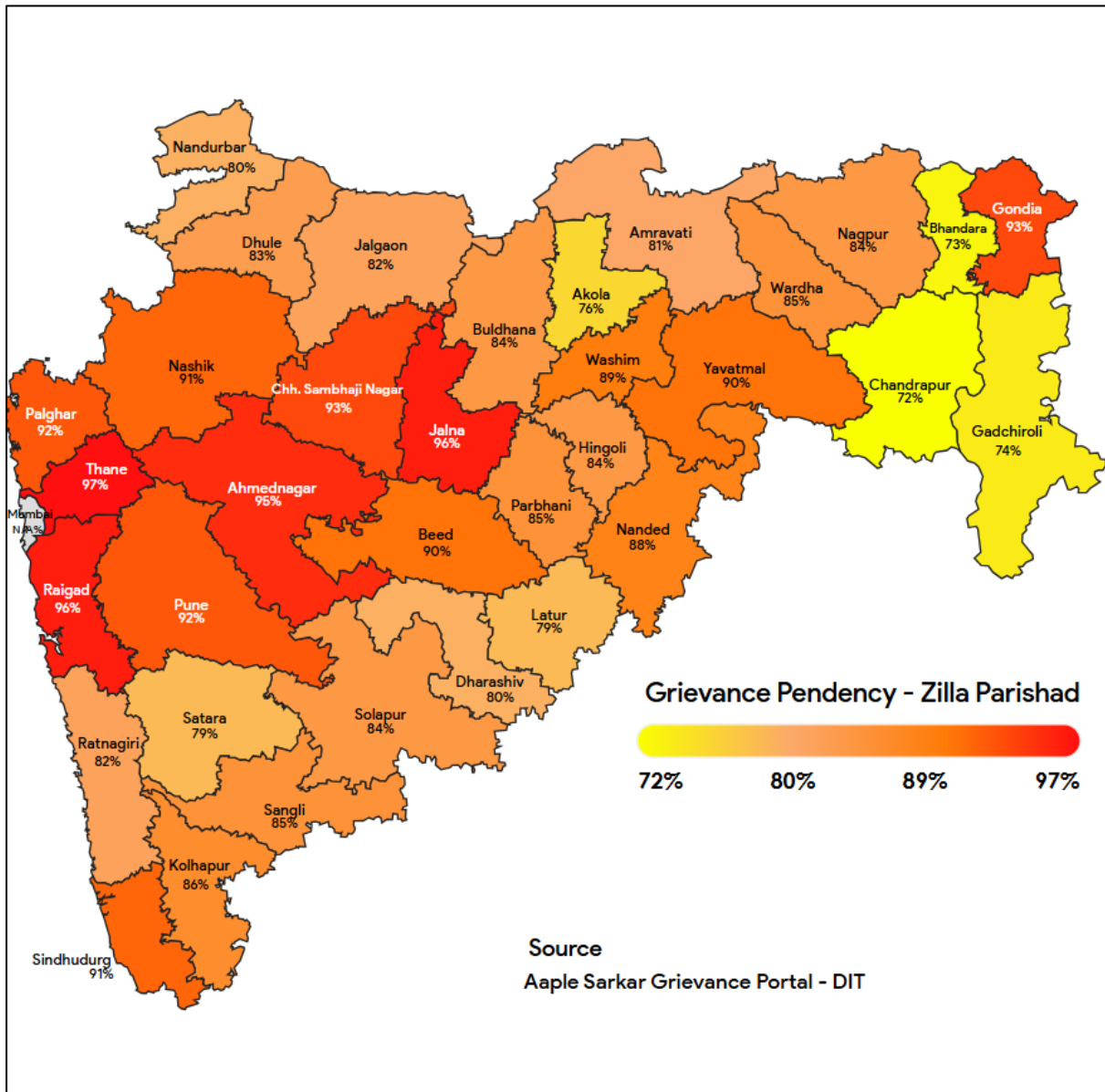


2) Aaple Sarkar Pendency Percentage at Collector Office



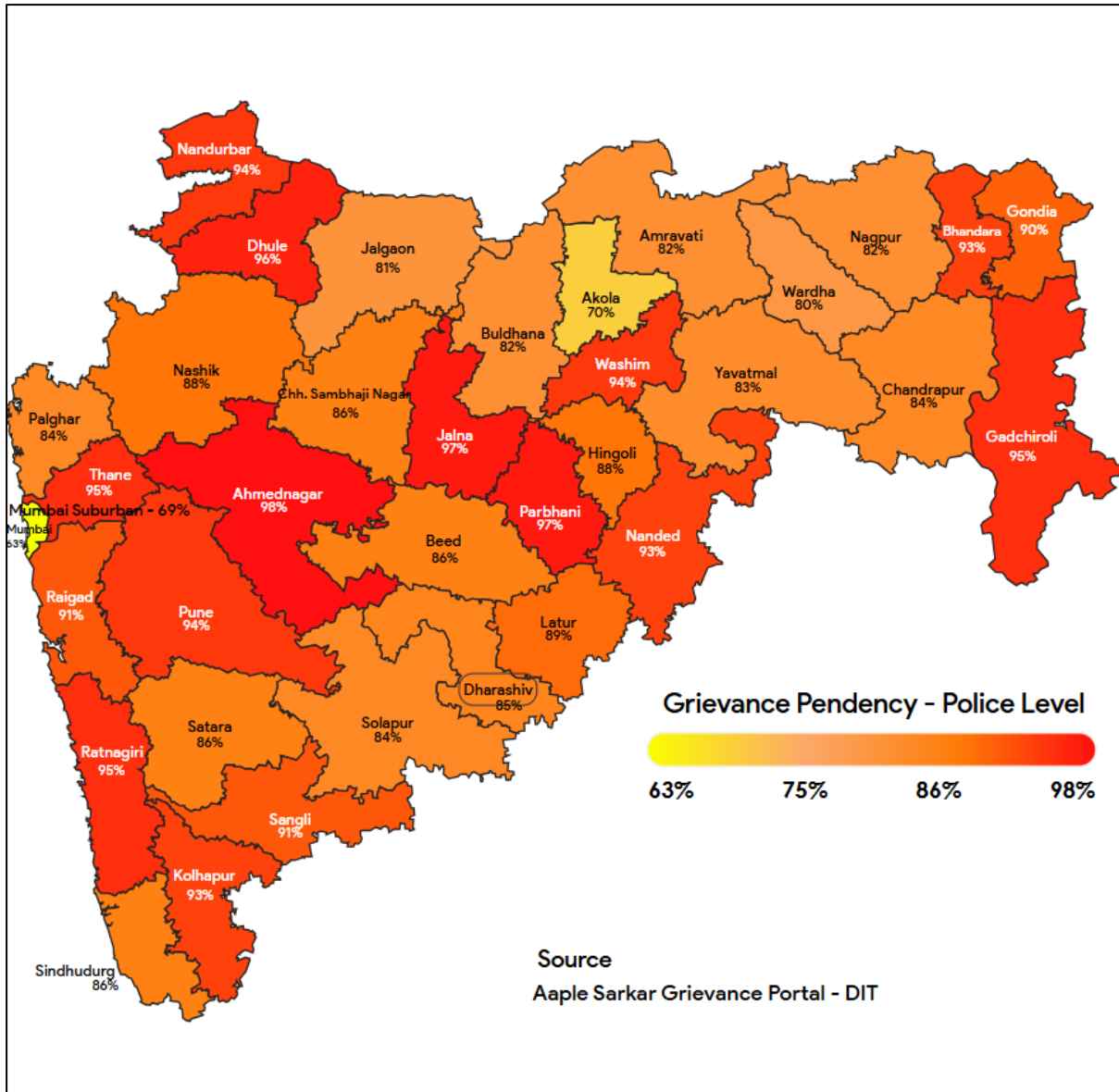


3) Aaple Sarkar Pendency Percentage at Zilla Parishad



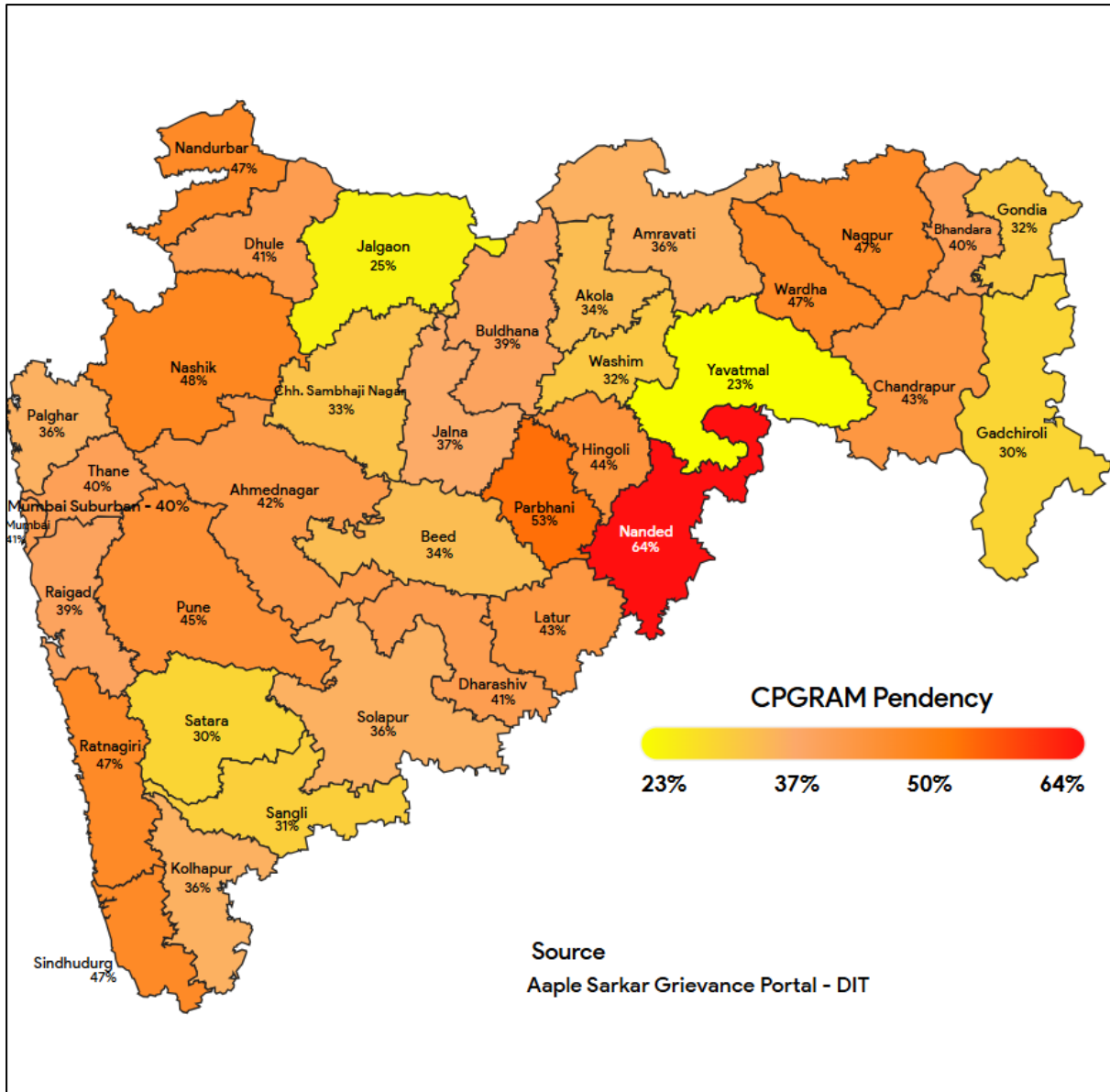


4) Aaple Sarkar Pendency Percentage at Police Level





5) Integrated CPGRAM Pendency Percentage





Right to Information Analytics

1) Department with highest RTI Pendency

Sr. No	Department Name	Pending %
1	School Education and Sports Department	92%
2	Finance Department	86%
3	Departmental Co-ordinator, Co-operative Societies	86%
4	Women and Child Development Department	82%
5	Soil and Water Conservation Department	76%
6	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	72%
7	Food, Civil Supplies and Consumer Protection Department	70%
8	Co-operation, Textiles and Marketing Department	65%
9	Environment Department	63%
10	Home Department	62%
11	Minorities Development Department	57%
12	Medical Education and Drugs Department	57%
13	Tribal Development Department	56%
14	Urban Development Department	56%
15	Housing Department	54%
16	Tourism & Cultural Affairs Department	53%
17	Revenue and Forest Department	51%
18	Rural Development Department	50%
19	General Administration Department	49%
20	Social Justice and Special Assistance Department	48%
21	Higher and Technical Education Department	47%
22	Industries, Energy and Labour Department	45%
23	Public Works Department	45%
24	Planning Department	44%
25	Public Health Department	44%
26	Other Backward Bahujan Welfare Department	40%
27	Skill Development and Entrepreneurship Department	39%
28	Employment Guarantee Scheme Department	38%
29	Water Supply and Sanitation Department	34%
30	Law and Judiciary Department	34%
31	Parliamentary Affairs Department	33%
32	Textile Department	33%
33	Water Resources Department	32%
34	Marathi Language Department	20%
35	Persons with Disabilities Welfare Department	20%



2) Collector Office with highest RTI Pendency

Sr. No	Collector Office	Pending %
1	Bhandara	100%
2	Dhule	100%
3	Gadchiroli	100%
4	Hingoli	100%
5	Kolhapur	100%
6	Mumbai Suburban	100%
7	Wardha	100%
8	Chhatrapati Sambhajanagar	97%
9	Sangli	97%
10	Yavatmal	95%
11	Mumbai City	94%
12	Buldhana	92%
13	Nanded	84%
14	Dharashiv	81%
15	Gondia	78%
16	Pune	78%
17	Ahmednagar	76%
18	Raigad	74%
19	Sindhudurgh	73%
20	Amravati	70%
21	Ratnagiri	68%
22	Satara	67%
23	Latur	65%
24	Solapur	63%
25	Jalgaon	61%
26	Palghar	59%
27	Parbhani	54%
28	Akola	50%
29	Nashik	50%
30	Thane	50%
31	Nagpur	47%
32	Beed	43%
33	Washim	40%
34	Nandurbar	33%
35	Jalna	18%
36	Chandrapur	7%



3) Zilla Parishads with highest RTI Pendency

Sr. No	Zilla Parishads	Pending %
1	Akola	100%
2	Beed	100%
3	Bhandara	100%
4	Chandrapur	100%
5	Dhule	100%
6	Gondia	100%
7	Hingoli	100%
8	Latur	100%
9	Nashik	100%
10	Pune	100%
11	Ratnagiri	100%
12	Sangli	100%
13	Solapur	100%
14	Thane	100%
15	Washim	100%
16	Yavatmal	94%
17	Kolhapur	93%
18	Jalna	92%
19	Raigad	91%
20	Chhatrapati Sambhajanagar	90%
21	Amravati	83%
22	Nanded	83%
23	Sindhudurgh	82%
24	Nandurbar	82%
25	Satara	76%
26	Gadchiroli	67%
27	Wardha	67%
28	Nagpur	62%
29	Palghar	60%
30	Buldhana	59%
31	Ahmednagar	57%
32	Parbhani	50%
33	Jalgaon	49%
34	Dharashiv	31%



4) Home Police with highest RTI Pendency

Sr. No	Home-Police	Pending %
Pendency at Commissioner Level		
1	Nagpur	95%
2	Navi Mumbai	90%
3	Mira Bhayandar Vasai-Virar	89%
4	Pimpri Chinchwad	84%
5	Chhatrapati Sambhajnagar	81%
6	Thane	76%
7	Solapur	67%
8	Nashik	63%
9	Pune	57%
10	Amravati	50%
11	Mumbai	46%
Pendency at Superintendent Level		
12	Satara	100%
13	Akola	100%
14	Beed	100%
15	Bhandara	100%
16	Dhule	100%
17	Hingoli	100%
18	Kolhapur	100%
19	Nanded	100%
20	Nandurbar	100%
21	Nashik Rural	100%
22	Dharashiv	100%
23	Palghar	100%
24	Parbhani	100%
25	Ratnagiri	100%
26	Sangli	100%
27	Sindhudurgh	100%
28	Solapur Rural	100%
29	Wardha	100%
30	Yavatmal	100%
31	Ahmednagar	94%
32	Latur Rural	91%
33	Jalgaon	89%
34	Amravati	83%
35	Raigad	67%
36	Pune	59%
37	Jalna	56%
38	Buldhana	50%



39	Nagpur Rural	50%
40	Chhatrapati Sambhajanagar Rural	43%
41	Chandrapur	29%
42	Thane Rural	0%
43	Gadchiroli	
44	Gondia	
45	Washim Rural	

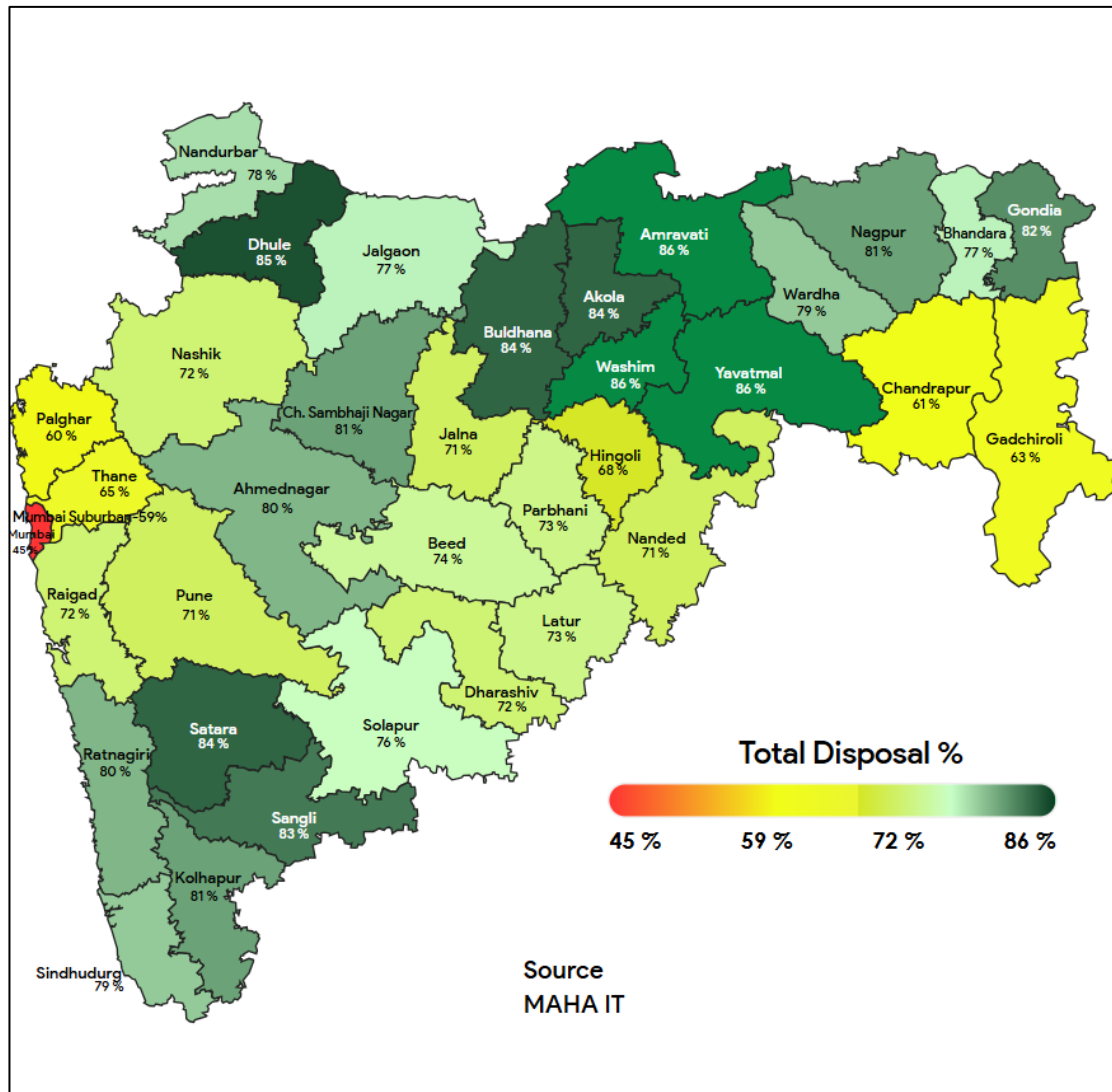
5) Municipal Corporation with highest RTI Pendency

Sr. No	Municipal Corporation	Pending %
1	Ahmednagar	100%
2	Dhule	100%
3	Jalgaon	100%
4	Latur	100%
5	Parbhani	100%
6	Solapur	100%
7	Vasai Virar City	100%
8	Kalyan Dombivali	98%
9	Pimpri Chinchwad	96%
10	Kolhapur	94%
11	Mira Bhayandar	90%
12	Nagpur	86%
13	Akola	86%
14	Chandrapur	83%
15	Pune	79%
16	Panvel	79%
17	Nanded	78%
18	Chhatrapati Sambhajanagar	76%
19	Thane	74%
20	Navi Mumbai	74%
21	Nashik	71%
22	Amravati	31%



Right to Services Analytics

RTS Monthly Disposal Percentage



Top Services Availed by Citizens			
Services	Total Received	Total Disposed	Pending
Income Certificate	2,63,091	2,12,600	50,491
Police Clearance Certificate	1,19,090	41,437	77,653
Age Nationality and Domicile	1,08,934	78,660	30,274
Registration of Shop and Establishment	85,908	85,194	714
Migrant Caste Certificate	67,669	30,330	37,339
Change In Name	47,862	35,058	12,804
Residence Certificate	30,322	23,279	7,043
Non-Creamy Layer Certificate	22,566	13,160	9,406
Shraavan Child Service State Pension Scheme	9,369	756	8,613
Sanjay Gandhi Niradhar Grant Scheme	5,571	360	5,211



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Administrative Innovation, Excellence & Good Governance

General Administration Department,

Government of Maharashtra