



सत्यमेव जयते



महाराष्ट्र शासन



MANTRALAYA MONTHLY REFORMS REPORT, DECEMBER, 2024



eoffice
A DIGITAL WORKPLACE SOLUTION

2024 SNAPSHOT

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



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Executive Summary

This is the 15th edition of Mantralaya Monthly Reforms Report.

e-Office Analytics:

This report reveals significant variations across departments. The best performing departments with the greatest positive enhancement include **Agriculture and ADF**, which saw a remarkable increase of **65%** (from 12% to 77%), followed by **Soil and Water Conservation** with a **63%** improvement (from 22% to 85%), and **Medical Education and Drugs**, which grew by **50%** (from 40% to 90%). On the other hand, some departments experienced notable declines. The **Animal Husbandry and Dairy Development department** had the steepest drop, decreasing by **67%** (from 95% to 29%), followed by **VJNT OBC SBCW** with a **34%** decline (from 39% to 5%), and the **Environment department**, which fell by **33%** (from 95% to 62%).

Among collector offices, **Ratnagiri & Latur** led with **8632 & 8051** e-files respectively, while **Beed** recorded **52 & Sangli** with **59** e-files.

Similarly, for Zilla Parishad **Sangli** topped the list with **15,106** e-files followed by **Kolhapur** with **11784** e-Files, while **Thane & Jalgaon** were among the lowest with **239 & 235** e files.

Grievance Portal Analytics:

The Grievance Portal revealed high pendency rates in specific departments. The Departments of **GAD-Freedom Fighter/ Ex-Servicemen Welfare (98%)**, **Cooperation-Marketing (97%)**, and **Revenue-Forest (97%)** recorded the highest pendency rates. The departments of **Housing (75%)**, **Information Technology (75%)**, and **Marathi Language (71%)** demonstrated low pendency rates as compared to other departments.

Right to Information (RTI) Analytics:

In **RTI Analytics**, the departments with the highest RTI pendency were **Agriculture, Dairy Development, Animal Husbandry & Fisheries, Co-operative Societies, and Marathi Language**, all at **100%** pendency. Conversely, the departments with the lowest pendency included **Law and Judiciary (15%)**, **Parliamentary Affairs (14%)**, and **Persons with Disabilities Welfare (6%)**.

For collector offices, **Bhandara, Dhule, Gadchiroli, Hingoli, Kolhapur, Wardha, and Yavatmal** faced **100%** pendency, while **Beed (21%)**, **Nandurbar (25%)**, and **Ratnagiri (28%)** showed lower pendency rates.

For Zilla Parishads offices, **Beed, Bhandara, Dhule, Gondia, Hingoli, and Latur** had **100%** pendency, with **Parbhani (21%)**, **Gadchiroli (27%)**, and **Dharashiv (53%)** performing better.

Home Police pendency at the commissioner level led by **Amravati (100%)**, **Chhatrapati Sambhajinagar (95%)**, and **Mumbai (25%)**, **Solapur (50%)**. At the superintendent level, districts, including **Ahmednagar, Dhule, and Kolhapur**, recorded **100%** pendency. Conversely, **Thane Rural (0%) & Jalna (11%)** are performing better.

Among municipal corporations, **Ahmednagar, Chandrapur, Dhule, Kolhapur, Nanded, Parbhani, and Solapur** reported **100%** RTI pendency, while **Akola (43%) Panvel (66%)** performing better.



e-Office Analytics

1) Change in e-file Performance Department Wise - Jan vs Dec 24

DEPARTMENT	Jan 2024			Dec 2024			Change in e-file Performance of Jan vs Dec 2024
	e-file	Total	% of e-file Created	e-file	Total	% of e-file Created	
Revenue and rehabilitation	0	0	0				0
Directorate of industries				9	9	100%	100%
Agriculture and ADF	25	207	12%	86	112	77%	65%
Soil and water conservation	8	36	22%	56	66	85%	63%
Medical education and drugs	41	103	40%	199	221	90%	50%
Persons with disabilities welfare department	11	25	44%	36	39	92%	48%
Social justice	118	261	45%	120	130	92%	47%
Public works	50	143	35%	178	218	82%	47%
Tribal development	21	44	48%	103	112	92%	44%
Home department	297	596	50%	284	337	84%	34%
Rural development	85	214	40%	53	74	72%	32%
Planning	63	129	49%	51	64	80%	31%
Water supply and sanitation	90	124	73%	112	116	97%	24%
Food civil supply and consumer protection	39	55	71%	108	120	90%	19%
Industries energy and labour	49	137	36%	42	77	55%	19%
Law and judiciary	155	330	47%	46	71	65%	18%
Finance department	45	89	51%	31	46	67%	17%
Housing department	27	83	33%	12	25	48%	15%
Parliamentary affairs	12	14	86%	5	5	100%	14%
General administration department	211	314	67%	154	191	81%	13%
Revenue and forest	411	668	62%	211	289	73%	11%



Higher and technical education	324	367	88%	383	396	97%	8%
Co-operation marketing and textiles	167	236	71%	41	54	76%	5%
DIT	51	53	96%	33	33	100%	4%
Water resource department	120	267	45%	35	72	49%	4%
Skill development and entrepreneurship	10	31	32%	7	21	33%	1%
DGIPR	19	19	100%	2	2	100%	0%
Culture department	177	177	100%	70	70	100%	0%
Urban development	537	603	89%	144	168	86%	-3%
School education and sports	42	105	40%	12	33	36%	-4%
Marathi language	49	57	86%	29	36	81%	-5%
GAD protocol	28	36	78%	4	6	67%	-11%
Minority development	3	7	43%	4	13	31%	-12%
Tourism department	56	63	89%	9	12	75%	-14%
Women and child development	104	138	75%	7	12	58%	-17%
Public health department	95	174	55%	5	20	25%	-30%
Environment	19	20	95%	8	13	62%	-33%
VJNT OBC SBCW	40	103	39%	1	20	5%	-34%
Animal husbandry and dairy development	197	207	95%	10	35	29%	-67%



2) District Collectorate Wise e-File Creation

Sr. No	Collector Office	e-Files Created
1	RATNAGIRI	8632
2	LATUR	8051
3	SATARA	7656
4	NASHIK	4769
5	KOLHAPUR	4733
6	NAGPUR	4499
7	AHMEDNAGAR	4043
8	DHARASHIV	3714
9	PUNE	3131
10	JALGAON	2872
11	SINDHUDURG	2564
12	MUMBAI SUBURBAN	2521
13	CHANDRAPUR	2376
14	YAVATMAL	2159
15	PALGHAR	1985
16	SOLAPUR	1827
17	AMRAVATI	1795
18	GADCHIROLI	1607
19	AKOLA	1298
20	BULDHANA	1011
21	THANE	999
22	WARDHA	960
23	NANDURBAR	912
24	HINGOLI	856
25	JALNA	841
26	MUMBAI CITY	775
27	CHHATRAPATI SAMBHAJINAGAR	771
28	DHULE	702
29	NANDED	684
30	BHANDARA	495
31	RAIGAD	439
32	GONDIA	428
33	WASHIM	356
34	PARBHANI	130
35	SANGLI	59
36	BEED	52



3) Zilla Parishad Wise e-File Creation

Sr. No	Zilla Parishad	e-Files Created
1	SANGLI	15106
2	KOLHAPUR	11784
3	GONDIA	3590
4	RATNAGIRI	2624
5	DHULE	2021
6	WASHIM	1941
7	WARDHA	1899
8	NAGPUR	1892
9	AHMEDNAGAR	1768
10	AKOLA	1659
11	LATUR	1491
12	GADCHIROLI	1440
13	AMRAVATI	1360
14	NANDED	1224
15	SATARA	1192
16	BHANDARA	1104
17	NASHIK	1097
18	BEED	1059
19	PUNE	1036
20	CHANDRAPUR	1033
21	NANDURBAR	966
22	PARBHANI	891
23	RAIGAD	780
24	CHHATRAPATI SAMBHAJINAGAR	703
25	PALGHAR	696
26	JALNA	585
27	BULDHANA	517
28	SOLAPUR	442
29	HINGOLI	425
30	DHARASHIV	406
31	THANE	239
32	JALGAON	235
33	SINDHUDURG	Data N/A
34	YAVATMAL	Data N/A



Grievance Portal Analytics

1) Aaple Sarkar Pendency Percentage at Department Level

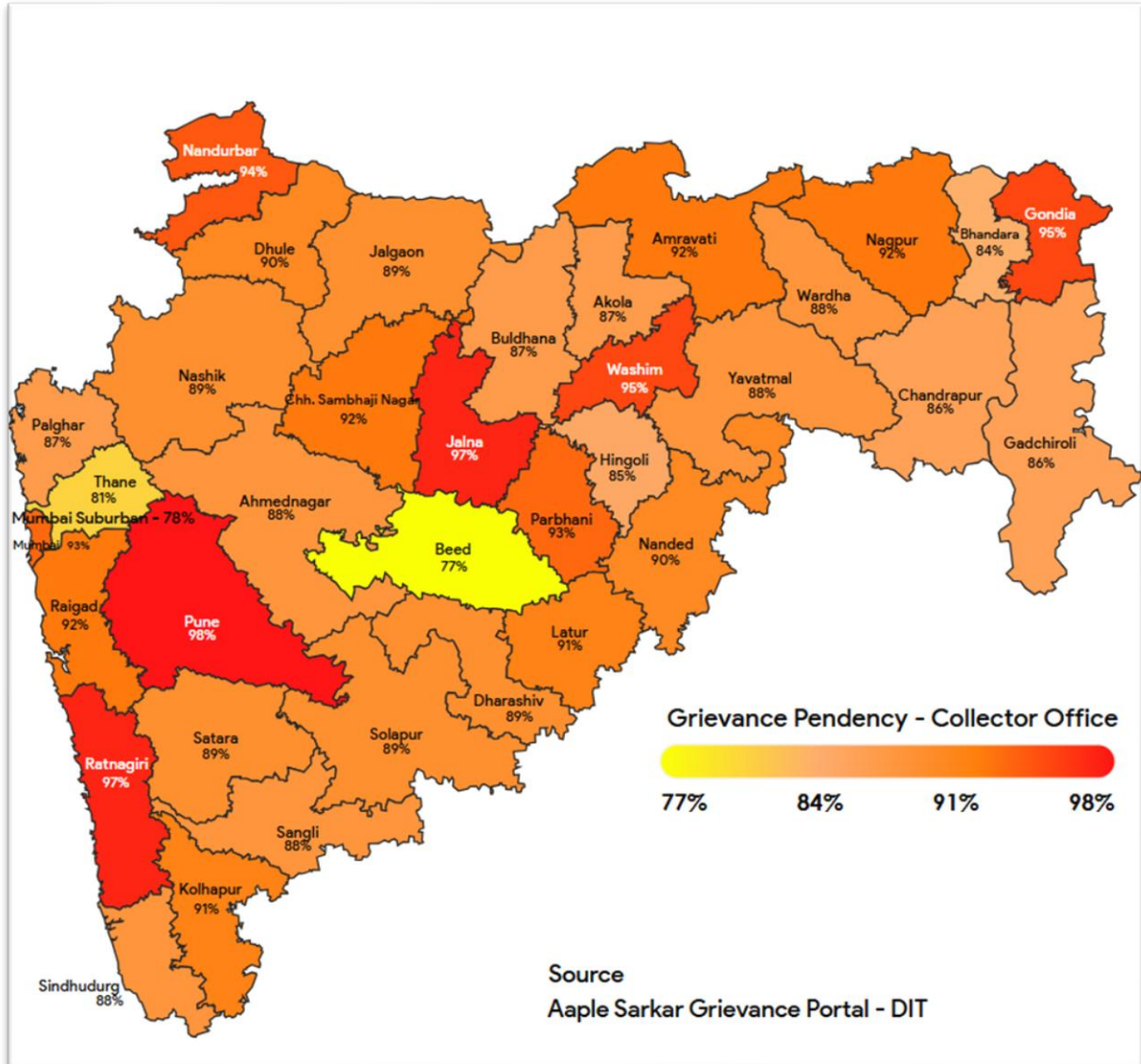
Sr. No	Department Name	Pending %
1	GAD-Freedom Fighter/ Ex-Servicemen Welfare	98%
2	Cooperation-Marketing	97%
3	Revenue-Forest	97%
4	GAD-Election	96%
5	Home-Jails	96%
6	Animal Husbandry, Dairy Development and Fisheries	96%
7	Finance-Expenditure	95%
8	Medical Education and Drugs	95%
9	Industry	95%
10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



29	Vimukta Jatis, Nomadic Tribes, Other Backward Classes, and Special Backward Classes Welfare Department	88%
30	Environment	88%
31	Person with Disability department	88%
32	Cooperation-Textile	88%
33	Water Supply and Sanitation	87%
34	UD1-Urban Planning	87%
35	Parliamentary Affairs	86%
36	Minorities Development	86%
37	UD2-Urban Local Bodies	85%
38	Home-State Excise	85%
39	Tribal Development	85%
40	GAD-Directorate General of Information and Public Relations (DGIPR)	85%
41	Planning	84%
42	Labour	83%
43	Planning-Employment Guarantee Scheme (EGS)\NREGA	82%
44	Law and Judiciary	81%
45	Finance-Accounts & Treasury	80%
46	Home-Transport & Ports	80%
47	Finance	79%
48	Water Resources	79%
49	GAD-Services	79%
50	GAD-Organization & Methods (O&M)	78%
51	Finance-Reforms	76%
52	CMO	76%
53	GAD-Protocol	75%
54	Housing	75%
55	Information Technology	75%
56	Marathi Language	71%

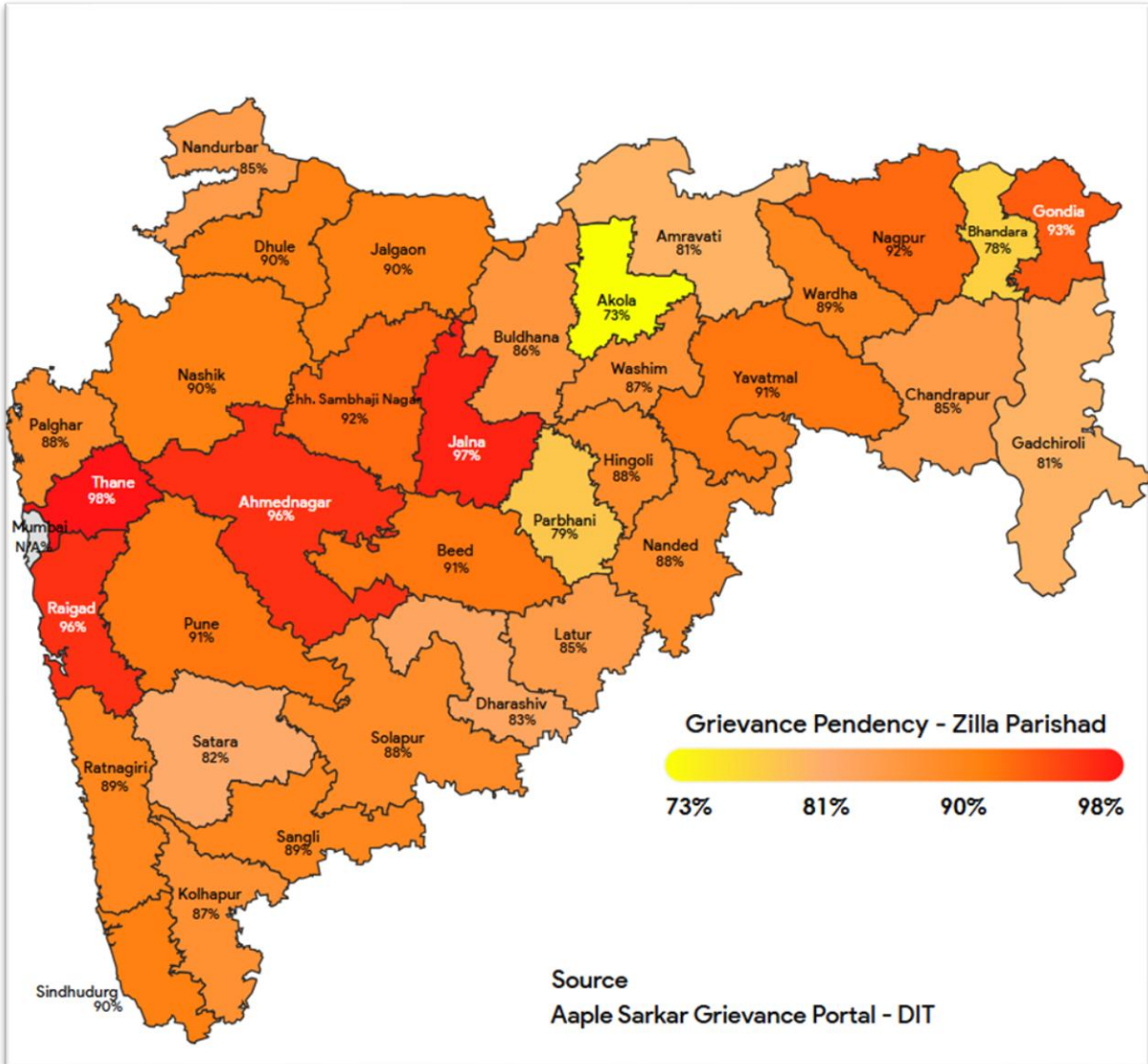


2) Aaple Sarkar Pendency Percentage at Collector Office



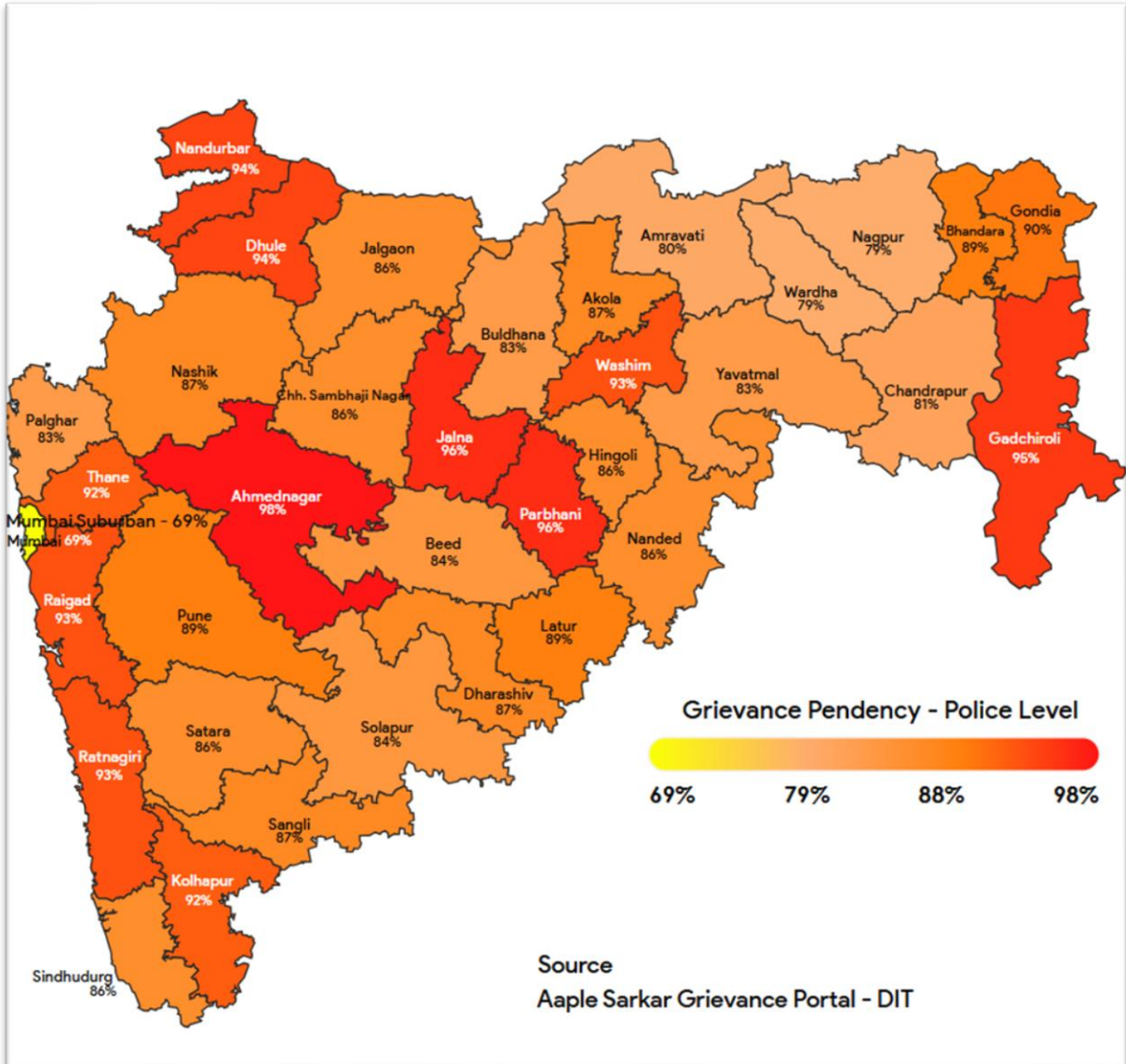


3) Aaple Sarkar Pendency Percentage at Zilla Parishad



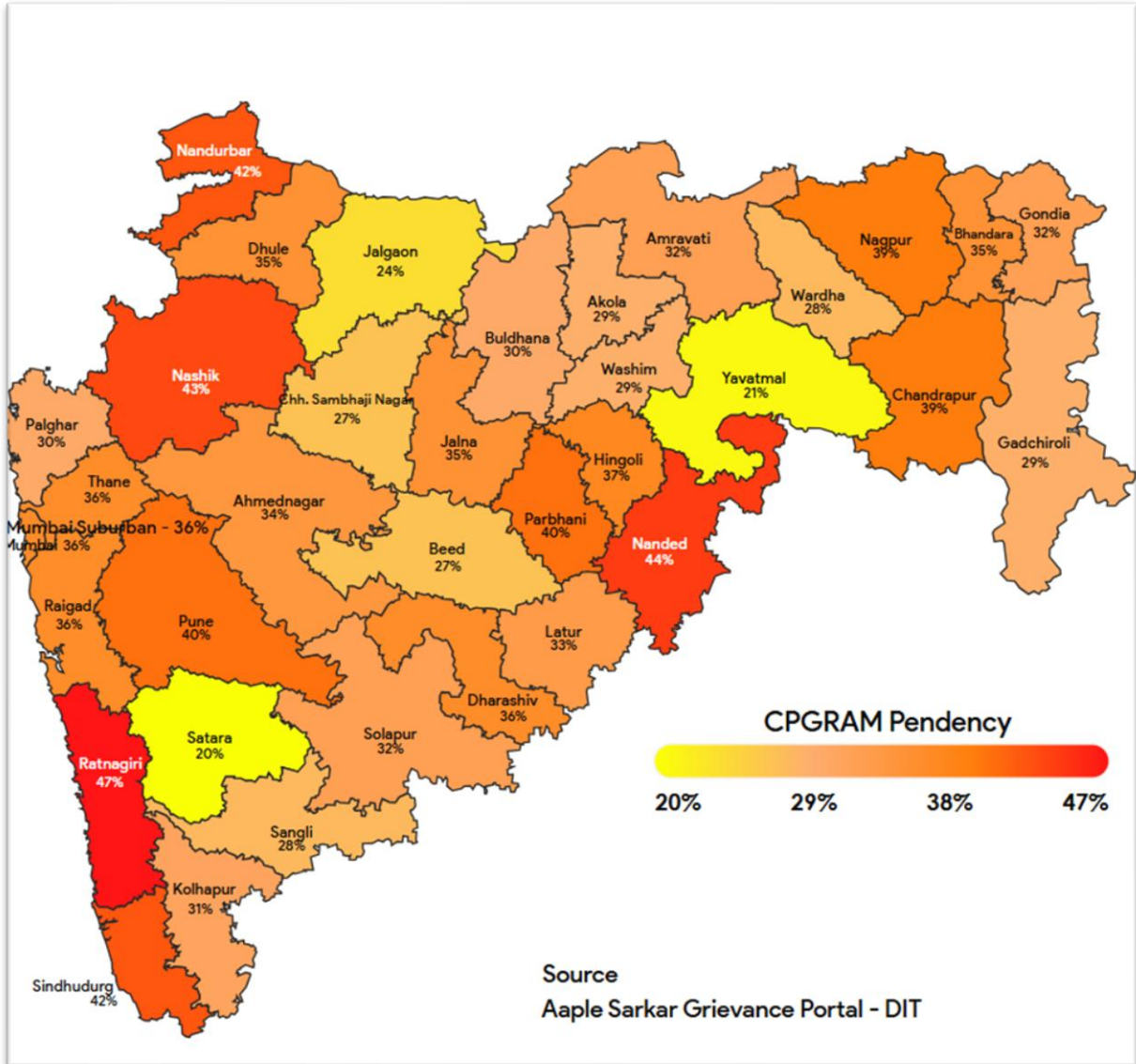


4) Aaple Sarkar Pendency Percentage at Police Level





5) Integrated CPGRAM Pendency Percentage





Right to Information Analytics

1) Department with highest RTI Pendency

Sr. No	Department Name	Pending %
1	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	100%
2	Departmental Co-ordinator, Co-operative Societies	100%
3	Marathi Language Department	100%
4	Tourism & Cultural Affairs Department	92%
5	Minorities Development Department	89%
6	Women and Child Development Department	87%
7	Employment Guarantee Scheme Department	72%
8	School Education and Sports Department	67%
9	Food, Civil Supplies and Consumer Protection Department	67%
10	Urban Development Department	65%
11	Higher and Technical Education Department	64%
12	General Administration Department	60%
13	Finance Department	59%
14	Water Supply and Sanitation Department	59%
15	Revenue and Forest Department	57%
16	Housing Department	57%
17	Home Department	57%
18	Skill Development and Entrepreneurship Department	56%
19	Industries, Energy and Labour Department	52%
20	Rural Development Department	52%
21	Textile Department	50%
22	Tribal Development Department	48%
23	Social Justice and Special Assistance Department	45%
24	Medical Education and Drugs Department	45%
25	Public Health Department	44%
26	Public Works Department	40%
27	Water Resources Department	39%
28	Co-operation, Textiles and Marketing Department	33%
29	Planning Department	29%
30	Other Backward Bahujan Welfare Department	29%
31	Environment Department	28%
32	Soil and Water Conservation Department	24%
33	Law and Judiciary Department	15%
34	Parliamentary Affairs Department	14%
35	Persons with Disabilities Welfare Department	6%



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	Wardha	100%
7	Yavatmal	100%
8	Mumbai Suburban	98%
9	Gondia	95%
10	Sangli	91%
11	Mumbai City	80%
12	Buldhana	79%
13	Dharashiv	75%
14	Chhatrapati Sambhajnagar	73%
15	Nanded	72%
16	Pune	71%
17	Palghar	70%
18	Amravati	70%
19	Jalgaon	70%
20	Thane	69%
21	Latur	68%
22	Washim	67%
23	Akola	66%
24	Sindhudurgh	63%
25	Jalna	60%
26	Satara	54%
27	Ahmednagar	53%
28	Solapur	52%
29	Nashik	50%
30	Raigad	49%
31	Nagpur	43%
32	Chandrapur	33%
33	Parbhani	31%
34	Ratnagiri	28%
35	Nandurbar	25%
36	Beed	21%



3) Zilla Parishads with highest RTI Pendency

Sr. No	Zilla Parishads	Pending %
1	Beed	100%
2	Bhandara	100%
3	Dhule	100%
4	Gondia	100%
5	Hingoli	100%
6	Latur	100%
7	Nandurbar	100%
8	Pune	100%
9	Raigad	100%
10	Sangli	100%
11	Solapur	100%
12	Sindhudurgh	95%
13	Yavatmal	95%
14	Chhatrapati Sambhajnagar	95%
15	Chandrapur	93%
16	Wardha	93%
17	Akola	92%
18	Amravati	91%
19	Nashik	88%
20	Kolhapur	85%
21	Thane	85%
22	Washim	85%
23	Jalna	79%
24	Nanded	76%
25	Buldhana	70%
26	Palghar	68%
27	Ahmednagar	66%
28	Satara	66%
29	Jalgaon	65%
30	Ratnagiri	62%
31	Nagpur	58%
32	Dharashiv	53%
33	Gadchiroli	27%
34	Parbhani	21%



4) Home Police with highest RTI Pendency

Sr. No	Home-Police	Pending %
Pendency at Commissioner Level		
1	Amravati	100%
2	Chhatrapati Sambhajnagar	95%
3	Mira Bhayandar Vasai-Virar	71%
4	Pimpri Chinchwad	70%
5	Pune	69%
6	Nashik	65%
7	Thane	63%
8	Nagpur	60%
9	Navi Mumbai	54%
10	Solapur	50%
11	Mumbai	25%
Pendency at Superintendent Level		
12	Ahmednagar	100%
13	Chhatrapati Sambhajnagar Rural	100%
14	Beed	100%
15	Bhandara	100%
16	Chandrapur	100%
17	Dhule	100%
18	Hingoli	100%
19	Kolhapur	100%
20	Nagpur Rural	100%
21	Nanded	100%
22	Nandurbar	100%
23	Nashik Rural	100%
24	Dharashiv	100%
25	Palghar	100%
26	Parbhani	100%
27	Ratnagiri	100%
28	Sangli	100%
29	Solapur Rural	100%
30	Wardha	100%
31	Washim Rural	100%
32	Yavatmal	100%
33	Jalgaon	92%
34	Latur Rural	90%
35	Satara	85%
36	Buldhana	85%
37	Akola	70%



38	Amravati	67%
39	Gadchiroli	67%
40	Gondia	67%
41	Pune	63%
42	Raigad	63%
43	Jalna	11%
44	Thane Rural	0%
45	Sindhudurgh	Data N/A

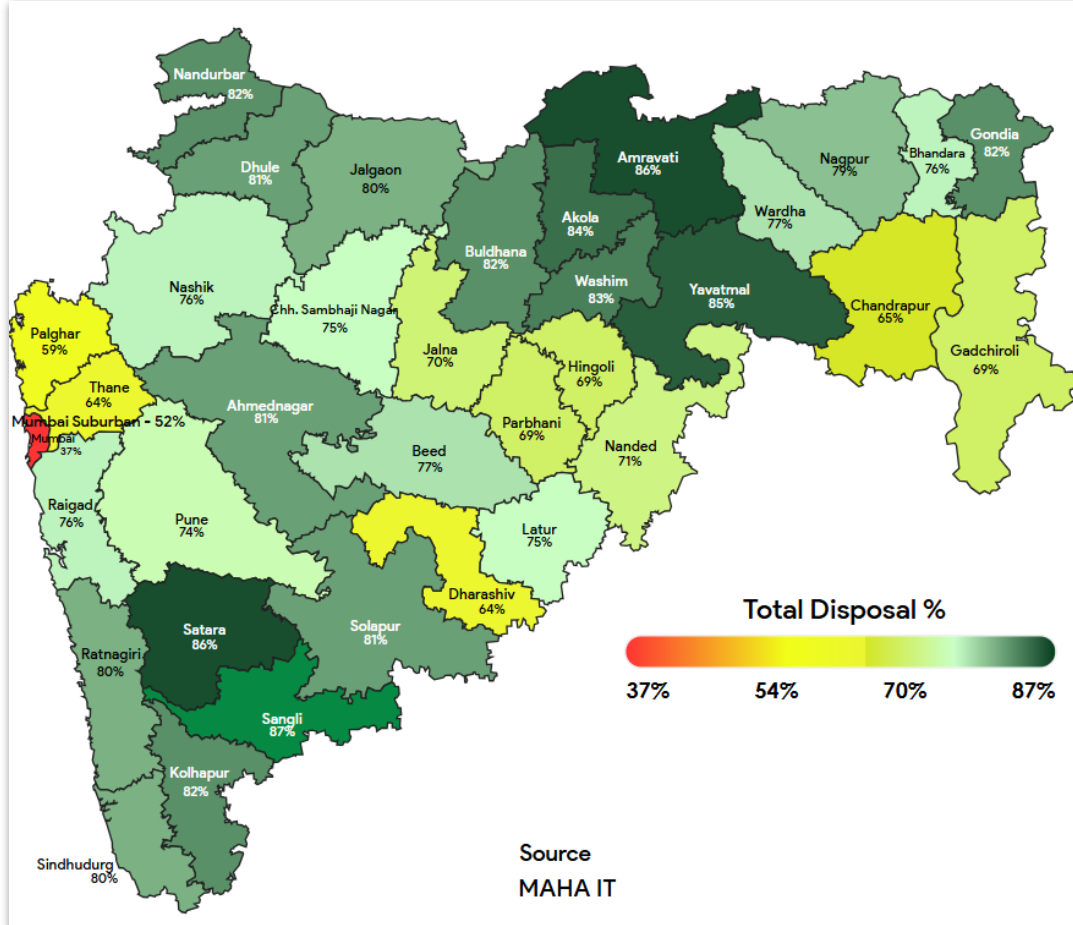
5) Municipal Corporation with highest RTI Pendency

Sr. No	Municipal Corporation	Pending %
1	Ahmednagar	100%
2	Chandrapur	100%
3	Dhule	100%
4	Kolhapur	100%
5	Nanded	100%
6	Parbhani	100%
7	Solapur	100%
8	Vasai Virar City	99%
9	Kalyan Dombivali	95%
10	Nagpur	93%
11	Thane	92%
12	Jalgaon	90%
13	Pimpri Chinchwad	88%
14	Navi Mumbai	85%
15	Nashik	83%
16	Amravati	79%
17	Latur	75%
18	Mira Bhayandar	70%
19	Pune	70%
20	Chhatrapati Sambhajinagar	66%
21	Panvel	66%
22	Akola	43%



Right to Services Analytics

RTS Monthly Disposal Percentage



Top Services Availed by Citizens			
Services	Total Received	Total Disposed	Pending
Income Certificate	3,75,451	3,10,607	64,844
Age Nationality and Domicile	1,29,563	95,181	34,382
Police Clearance Certificate	1,16,589	43,594	72,995
Registration of Shop and Establishment	95,968	95,179	789
Migrant Caste Certificate	80,162	38,098	42,064
Change In Name	56,974	27,839	29,135
Residence Certificate	38,805	29,902	8,903
Non-Creamy Layer Certificate	25,746	16,089	9,657
Shravan Child Service State Pension Scheme	21,801	1,333	20,468
Sanjay Gandhi Niradhar Grant Scheme	14,150	811	13,339



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Administrative Innovation, Excellence & Good Governance

General Administration Department,

Government of Maharashtra