

JANUARY 2025 MANTRALAYA MONTHLY REFORMS REPORT

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

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EXECUTIVE SUMMARY

This is the 16th edition of Mantralaya Monthly Reforms Report.

e-Office Analytics:

In e-Office Analytics, the Rural Development, Agriculture and ADF, and General Administration Departments have demonstrated strong digital adoption with the highest number of e-files created. Among collector offices, Ratnagiri, Latur, and Kolhapur are the top performers. In Zilla Parishads, Akola, Ratnagiri, and Kolhapur have excelled in e-file creation.

Grievance Portal Analytics:

In Grievance Portal Analytics, the Finance-Accounts & Treasury, Finance-Expenditure, and GAD-Reservation Policy Departments have the lowest grievance pendency, ensuring timely redressal, while the Tourism, Home-State Excise Old, and GAD-Freedom Fighter/Ex-Servicemen Welfare Departments have the highest backlog, indicating inefficiencies. Among collector offices, Jalgaon, Chandrapur, and Nashik have managed grievances effectively, whereas Pune, Nagpur, and Nanded face significant delays. Similarly, Jalgaon, Chandrapur, and Hingoli Zilla Parishads have low grievance pendency, while Sindhudurg, Ahmednagar, and Yavatmal struggle with unresolved cases. At the police level, Gadchiroli, Sindhudurg, and Jalgaon have the best grievance resolution, whereas Parbhani, Chhatrapati Sambhaji Nagar, and Bhandara report high backlogs. This highlights the need for streamlined grievance-handling mechanisms in underperforming regions.

Right to Information (RTI) Analytics:

In Right to Information (RTI) Analytics, the Employment Guarantee Scheme, Other Backward Bahujan Welfare, and Parliamentary Affairs Departments have performed well in addressing RTI requests, while the Minorities Development, Co-operative Societies, and Textile Departments report the highest pendency. Among collector offices, Chandrapur, Nagpur, and Nandurbar have low RTI pendency, while Akola, Dhule, and Hingoli struggle with a 100% backlog. In Zilla Parishads, Thane, Ahmednagar, and Dharashiv manage RTI requests efficiently, whereas Akola, Beed, and Bhandara report full pendency. In home police, Jalna, Thane Rural, and Gondia handle RTI requests effectively, while Ahmednagar, Akola, and Amravati face delays. Among municipal corporations, Nanded, Pune, and Chhatrapati Sambhajinagar have lower RTI pendency, whereas Ahmednagar, Chandrapur, and Dhule struggle with 100% unresolved requests. This suggests an urgent need for accountability and improved RTI compliance across poorly performing departments and districts.





e-Office Analytics

1) Department Wise e-file Creation.

1 Rural development department 1005 9 2 Agriculture and ADF 625 28 3 General administration department 581 75 4 Home department 571 107 5 Higher and technical education 515 15 6 Urban development 416 41 7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124	Sr. No	Department Name	e-files	p-file
3 General administration department 581 75 4 Home department 571 107 5 Higher and technical education 515 15 6 Urban development 416 41 7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104	1	Rural development department	1005	9
4 Home department 571 107 5 Higher and technical education 515 15 6 Urban development 416 41 7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20	2	Agriculture and ADF	625	28
5 Higher and technical education 515 15 6 Urban development 416 41 7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 208 15 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76	3	General administration department	581	75
6 Urban development 416 41 7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40		Home department	571	107
7 Public health department 350 17 8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50	5	Higher and technical education	515	15
8 Revenue & forest 317 245 9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52	6	Urban development	416	41
9 Medical education and drugs 295 42 10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department	7	Public health department	350	17
10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43	8	Revenue & forest	317	245
10 Public works department 223 81 11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43	9	Medical education and drugs	295	42
11 Food civil supply and consumer protection 208 15 12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43 9 27 GAD protocol 33 3 <td>10</td> <td></td> <td></td> <td></td>	10			
12 Housing department 208 15 13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43 9 27 GAD protocol 33 3 3 28 Environment 32 8				
13 Water supply and sanitation 184 21 14 Tribal development 167 14 15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43 9 27 GAD protocol 33 3 28 Environment 32 8 29 Soil and water conservation 32 28				
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15 Culture department 165 0 16 Law and judiciary 139 43 17 Social justice 97 124 18 Planning 76 51 19 Water resource department 73 104 20 Co-operation marketing and textiles 60 51 21 Industries energy and labour 53 76 22 Animal husbandry and dairy development 51 40 23 Directorate of information technology 50 10 24 Finance 47 52 25 Persons with disabilities welfare department 44 5 26 Marathi language 43 9 27 GAD protocol 33 3 28 Environment 32 8 29 Soil and water conservation 32 28 30 School education and sports 25 53 31 Women and child development 25 41 <				
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36 Minority development 13 16 37 Directorate general of information and public relations 10 0 38 Parliamentary affairs 8 0		1 1		
37 Directorate general of information and public relations 10 0 38 Parliamentary affairs 8 0				
38 Parliamentary affairs 8 0				
39 Revenue and rehabilitation 0 0	39	Revenue and rehabilitation	0	





2) District Collectorate Wise e-File Creation.

Sr. No	Collector Office	e-files	p-file
1	Ratnagiri	9910	0
2	Latur	9773	0
3	Kolhapur	8665	4
4	Nagpur	8245	1
5	Mumbai City	8205	21
6	Satara	8140	2
7	Amravati	6415	4
8	Ahmednagar	5757	2
9	Jalgaon	5426	1
10	Thane	5183	114
11	Akola	4588	2
12	Nashik	4507	0
13	Mumbai Suburban	4230	0
14	Pune	4131	17
15	Yavatmal	3991	0
16	Chandrapur	2577	2
17	Raigad	2546	5
18	Jalna	2454	2
19	Sindhudurg	2418	0
20	Dharashiv	2383	1
21	Palghar	2340	0
22	Gadchiroli	1837	0
23	Gondia	1804	6
24	Wardha	1787	0
25	Solapur	1730	0
26	Nandurbar	1508	2
27	Chhatrapati Sambhajinagar	1294	2
28	Washim	1268	1
29	Dhule	1198	5
30	Sangli	1079	26
31	Buldhana	1017	0
32	Nanded	841	2
33	Hingoli	795	0
34	Bhandara	694	0
35	Parbhani	253	12
36	Beed	198	0





3) Zilla Parishad Wise e-File Creation.

Sr. No	Zilla Parishad	e-files	p-file
1	Akola	15107	0
2	Ratnagiri	8293	0
3	Kolhapur	7927	1
4	Dhule	6925	1
5	Wardha	3792	1
6	Gondia	3549	5
7	Chhatrapati Sambhajinagar	2857	1
8	Buldhana	2743	4
9	Bhandara	2293	7
10	Nashik	2195	8
11	Nagpur	2059	2
12	Nanded	2042	4
13	Chandrapur	1987	1
14	Latur	1925	1
15	Washim	1891	1
16	Ahmednagar	1825	1
17	Amravati	1578	0
18	Gadchiroli	1447	0
19	Parbhani	1356	24
20	Nandurbar	1355	1
21	Beed	1280	0
22	Satara	1236	1
23	Palghar	1230	2
24	Raigad	1172	0
25	Dharashiv	965	1
26	Pune	925	1
27	Jalna	864	1
28	Solapur	501	13
29	Hingoli	419	0
30	Thane	278	14
31	Jalgaon	202	0
32	Sindhudurg		
33	Yavatmal		
34	Sangli		





Grievance Portal Analytics

1) Aaple Sarkar Pendency Percentage at Department Level.

Sr. No	Department Name	Pending %
1	Tourism Department	100%
2	Home-State Excise Old	91%
3	GAD-Freedom Fighter VEx-Servicemen Welfare	90%
4	GAD-Protocol	81%
5	Cooperation-Marketing	80%
6	Revenue-Forest	75%
7	Skill Development & Entrepreneurship	74%
8	Cultural Affairs	72%
9	GAD-Election	72%
10	Animal Husbandry, Dairy Development and Fisheries	70%
11	GAD-Directorate General of Information and Public Relations (DGIPR)	60%
12	Public Health	57%
13	Medical Education and Drugs	54%
14	Home-Jails	47%
15	UD1-Urban Planning	45%
16	Cooperation-Textile	44%
17	Revenue-Relief & Rehabilitation	44%
18	Food, Civil Supplies and Consumer Protection	43%
19	Person with Disability department	43%
20	Water Supply and Sanitation	39%
21	GAD Aviation	38%
22	GAD-Services	37%
23	Tribal Development	37%
24	Public Works	36%
25	Finance	26%
26	Water Conservation	26%
27	Home-State Excise	25%
28	Industry	25%





29	Environment	25%
30	Agriculture	23%
31	Higher and Technical Education	22%
32	Planning-Employment Guarantee Scheme (EGS) VNREGA	20%
33	Water Resources	19%
34	Planning	19%
35	GAD-Organization & Methods (O&M)	18%
36	Co-operation	17%
37	Information Technology	17%
38	Law and Judiciary	17%
39	Revenue, Registration & Stamps	16%
40	Women and Child Development	15%
41	Parliamentary Affairs	15%
42	UD2-Urban Local Bodies	15%
43	Minorities Development	15%
44	Rural Development	11%
45	Energy	10%
46	Home-Transport & Ports	9%
47	СМО	9%
48	School Education and Sports	8%
49	Housing	8%
50	Social Justice and Special Assistance	7%
51	Labour	6%
52	Vimukta Jatis, Nomadic Tribes, Other Backword Classes and	6%
32	Special Backward Classes Welfare Department	070
53	Home-Police	3%
54	Marathi Language	2%
55	GAD-Reservation policy	1%
56	Finance-Accounts & Treasury	0%
57	Finance-Expenditure	0%





2) Aaple Sarkar Pendency Percentage at Collector Offices.

Sr. No	Collector Office	Total	Pending	Pending %
1	Pune	5462	1866	34%
2	Nagpur	1048	351	33%
3	Nanded	838	239	29%
4	Palghar	962	202	21%
5	Jalna	965	189	20%
6	Ahmednagar	2621	480	18%
7	Solapur	1986	353	18%
8	Chhatrapati Sambhaji Nagar	1579	273	17%
9	Washim	904	156	17%
10	Amravati	984	166	17%
11	Dhule	472	77	16%
12	Mumbai City	751	118	16%
13	Ratnagiri	728	110	15%
14	Mumbai Suburban	1675	253	15%
15	Gondia	284	42	15%
16	Parbhani	617	89	14%
17	Raigad	1472	206	14%
18	Kolhapur	903	125	14%
19	Beed	1424	190	13%
20	Satara	1400	179	13%
21	Sindhudurg	275	35	13%
22	Bhandara	392	47	12%
23	Thane	3393	392	12%
24	Latur	1079	119	11%
25	Gadchiroli	161	15	9%
26	Hingoli	469	42	9%
27	Dharashiv	761	67	9%
28	Nandurbar	174	15	9%
29	Akola	974	76	8%
30	Wardha	399	30	8%





31	Sangli	1239	57	5%
32	Buldhana	2357	106	4%
33	Yavatmal	2074	85	4%
34	Nashik	1114	38	3%
35	Chandrapur	536	17	3%
36	Jalgaon	1339	18	1%

Office Type	Districts	Total	Pending	Pending %
Comm/ DIR Office	Akola, Amravati, Buldhana, Yavatmal, Washim, Chhatra pati Sambhaji Nagar, Beed, Jalna, Dharashiv, Latur, Nanded, Parbhani, Hingoli, Thane, Palghar, Raigad, Ratnagiri, Sindhudurg, Bhandara, Chandrapur, Gadchiroli, Gondia, Nagpur, Wardha, Ahmednagar, Dhule, Jalgaon, Nandurbar, Nashik, Kolhapur, Pune, Sangli, Satara, Solapur, Mumbai City, Mumbai Suburban	125	74	59%
District Office	Mumbai Suburban, Mumbai City	241	2	1%
Division Office	Ahmednagar, Dhule, Jalgaon, Nandurbar, Nashik	59	1	2%
	Akola, Amravati, Buldhana, Washim, Yavatmal	18	4	22%
	Bhandara, Chandrapur,Gadchiroli,Gondia,Nagpur,Wardha	94	0	0%
	Chhatrapati Sambhaji Nagar,Beed,Hingoli,Jalna,Latur,Nanded,Dharashiv,P arbhani	74	25	34%
	Kolhapur,Pune,Sangli,Satara,Solapur	140	140	100%
	Mumbai City,Mumbai Suburban,Palghar,Raigad,Ratnagiri,Sindhudurg,Than e	13	12	92%
SDPO	Dharashiv, Yavatmal	17	2	12%
	Nashik,Wardha,Washim	14	5	36%
	Pune,Ratnagiri	10	10	100%
Taluka	Beed, Wardha	6	2	33%





3) Aaple Sarkar Pendency Percentage at Zilla Parishad Offices.

Sr. No	Zilla Parishads	Total	Pending	Pending %
1	Sindhudurg	162	55	34%
2	Ahmednagar	2499	594	24%
3	Yavatmal	612	137	22%
4	Ratnagiri	529	116	22%
5	Nagpur	790	171	22%
6	Gondia	231	47	20%
7	Nanded	786	154	20%
8	Palghar	424	80	19%
9	Gadchiroli	43	8	19%
10	Solapur	629	113	18%
11	Beed	723	106	15%
12	Satara	1386	200	14%
13	Chhatrapati Sambhaji Nagar	992	143	14%
14	Latur	805	107	13%
15	Pune	2462	322	13%
16	Amravati	579	74	13%
17	Wardha	249	30	12%
18	Buldhana	562	64	11%
19	Parbhani	533	58	11%
20	Raigad	1420	153	11%
21	Dharashiv	276	28	10%
22	Jalna	1619	164	10%
23	Thane	1255	125	10%
24	Sangli	842	77	9%
25	Bhandara	230	21	9%
26	Kolhapur	991	76	8%
27	Akola	696	50	7%
28	Dhule	355	25	7%
29	Washim	641	45	7%
30	Nandurbar	230	16	7%
31	Nashik	596	33	6%
32	Hingoli	310	14	5%
33	Chandrapur	343	10	3%
34	Jalgaon	270	6	2%





4) Aaple Sarkar Pendency Percentage at Police Level Offices.

Sr. No	Police Level	Total	Pending	Pending %
1	Parbhani	256	58	23%
2	Chhatrapati Sambhaji Nagar	524	69	13%
3	Bhandara	154	20	13%
4	Amravati	171	21	12%
5	Nagpur	1376	152	11%
6	Buldhana	389	40	10%
7	Nanded	334	32	10%
8	Nandurbar	149	12	8%
9	Satara	694	55	8%
10	Solapur	868	62	7%
11	Kolhapur	407	28	7%
12	Palghar	153	10	7%
13	Pune	3707	232	6%
14	Yavatmal	590	27	5%
15	Dharashiv	259	11	4%
16	Nashik	1102	45	4%
17	Sangli	443	16	4%
18	Chandrapur	175	6	3%
19	Washim	456	14	3%
20	Dhule	530	16	3%
21	Raigad	671	20	3%
22	Ratnagiri	504	12	2%
23	Gondia	94	2	2%
24	Akola	247	5	2%
25	Wardha	104	2	2%
26	Ahmednagar	3031	56	2%
27	Thane	4202	74	2%
28	Latur	377	6	2%
29	Beed	662	6	1%
30	Hingoli	125	1	1%





31	Jalna	301	2	1%
32	Jalgaon	665	3	0%
33	Gadchiroli	55	0	0%
34	Sindhudurg	53	0	0%

Office Type	Districts	Total	Pendency	Pending %
District Office	Mumbai Suburban,Mumbai City	106	37	35%
Division Office	Ahmednagar,Akola,Amravati,Beed,Bhand ara,Buldhana,Chandrapur,Chhatrapati Sambhaji Nagar,Dharashiv,Dhule,Gadchiroli,Gondia, Hingoli,Jalgaon,Jalna,Kolhapur,Latur,Mu mbai City,Mumbai Suburban,Nagpur,Nanded,Nandurbar,Nash ik,Palghar,Parbhani,Pune,Raigad,Ratnagiri, Sangli,Satara,Sindhudurg,Solapur,Thane, Wardha,Washim,Yavatmal	163	10	6%
Taluka	Buldhana,Nandurbar,Jalgaon,Nashik	1	0	0%
	Chhatrapati Sambhaji Nagar,Beed,Nanded,Jalna	1	0	0%
	Mumbai City,Mumbai Suburban	2965	187	6%
	Palghar,Mumbai Suburban,Mumbai City	11	1	9%
	Palghar, Thane	887	50	6%
	Raigad, Thane	1498	45	3%
	Thane,Mumbai City,Mumbai Suburban	16	0	0%
	Thane,Palghar	218	7	3%





5) Integrated CPGRAM Pendency Percentage.

Sr. No	Department Name	Total	Pending	Pending %
1	Cultural Affairs	106	106	100%
2	Tourism Department	27	27	100%
3	GAD-Freedom Fighter∨ Ex-Servicemen Welfare	73	71	97%
4	GAD-Protocol	18	17	94%
5	GAD-Election	220	205	93%
6	Medical Education and Drugs	384	352	92%
7	Public Health	1250	1038	83%
8	Animal Husbandry, Dairy Development and Fisheries	127	104	82%
9	Cooperation-Marketing	187	145	78%
10	Skill Development & Development & Entrepreneurship	126	92	73%
11	GAD-Services	117	78	67%
12	Revenue-Forest	788	503	64%
13	Revenue-Relief & Rehabilitation	635	384	60%
14	GAD-Directorate General of Information and Public Relations (DGIPR)	19	11	58%
15	Environment	207	114	55%
16	School Education and Sports	984	495	50%
17	Cooperation-Textile	26	13	50%
18	Industry	318	156	49%
19	GAD Aviation	13	6	46%
20	Home-Jails	24	11	46%
21	Planning	111	50	45%
22	Water Conservation	51	22	43%
23	Public Works	1546	664	43%
24	СМО	47	20	43%
25	Information Technology	114	43	38%
26	Law and Judiciary	525	195	37%





27	Higher and Technical Education	553	190	34%
28	Minorities Development	35	12	34%
29	UD1-Urban Planning	579	197	34%
30	Planning-Employment Guarantee Scheme (EGS)\/NREGA	65	22	34%
31	Marathi Language	6	2	33%
32	Person with Disability department	131	43	33%
33	Co-operation	1385	430	31%
34	Revenue, Registration & Stamps	2504	714	29%
35	Tribal Development	129	36	28%
36	Women and Child Development	223	62	28%
37	PG Portal GAD	5792	1421	25%
38	Home-Transport & Ports	1095	261	24%
39	Water Resources	182	43	24%
40	Rural Development	2217	513	23%
41	Home-State Excise	59	13	22%
42	Food, Civil Supplies and Consumer Protection	671	141	21%
43	Vimukta Jatis, Nomadic Tribes, Other Backword Classes and Special Backward Classes Welfare Department	69	14	20%
44	Social Justice and Special Assistance	258	51	20%
45	Agriculture	10588	1965	19%
46	Finance	675	123	18%
47	UD2-Urban Local Bodies	6443	1005	16%
48	GAD-Organization & Methods (O&M)	138	20	14%
49	Energy	1390	200	14%
50	Water Supply and Sanitation	288	40	14%
51	GAD-Reservation policy	68	9	13%
52	Housing	1468	185	13%
53	Home-Police	9682	510	5%
54	Labour	993	49	5%





Right to Information Analytics

1) Department with highest RTI Pendency.

Sr. No	Department Name	Pending %
1	Minorities Development Department	93%
2	Departmental Co-ordinator, Co-operative Societies	90%
3	Textile Department	80%
4	School Education and Sports Department	79%
5	Women and Child Development Department	74%
6	Tourism & Cultural Affairs Department	74%
7	Home Department	64%
8	Social Justice and Special Assistance Department	63%
9	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	63%
10	Finance Department	61%
11	Skill Development and Entrepreneurship Department	61%
12	Food, Civil Supplies and Consumer Protection Department	57%
13	Environment Department	56%
14	Revenue and Forest Department	56%
15	Medical Education and Drugs Department	54%
16	General Administration Department	52%
17	Industries, Energy and Labour Department	52%
18	Public Health Department	52%
19	Rural Development Department	51%
20	Co-operation, Textiles and Marketing Department	51%
21	Marathi Language Department	50%
22	Soil and Water Conservation Department	50%
23	Tribal Development Department	50%
24	Public Works Department	47%
25	Planning Department	45%
26	Higher and Technical Education Department	44%
27	Persons with Disabilities Welfare Department	44%
28	Water Supply and Sanitation Department	42%
29	Urban Development Department	36%
30	Law and Judiciary Department	33%
31	Water Resources Department	29%
32	Housing Department	25%
33	Parliamentary Affairs Department	25%
34	Other Backward Bahujan Welfare Department	22%
35	Employment Guarantee Scheme Department	11%





2) Collector Office with highest RTI Pendency.

Sr. No	Collector Office	Pending %
1	Akola	100%
2	Dhule	100%
3	Hingoli	100%
4	Mumbai City	100%
5	Mumbai Suburban	100%
6	Wardha	100%
7	Yavatmal	100%
8	Gadchiroli	93%
9	Dharashiv	90%
10	Sangli	85%
11	Latur	79%
12	Bhandara	76%
13	Pune	74%
14	Chhatrapati Sambhajinagar	71%
15	Washim	70%
16	Amravati	70%
17	Palghar	68%
18	Gondia	67%
19	Satara	67%
20	Thane	67%
21	Raigad	65%
22	Buldhana	61%
23	Jalna	56%
24	Parbhani	56%
25	Ahmednagar	55%
26	Jalgaon	55%
27	Solapur	51%
28	Sindhudurgh	50%
29	Nashik	50%
30	Nanded	48%
31	Kolhapur	47%
32	Ratnagiri	43%
33	Beed	36%
34	Chandrapur	34%
35	Nagpur	33%
36	Nandurbar	33%





3) Zilla Parishads with highest RTI Pendency.

Sr. No	Zilla Parishads	Pending %
1	Akola	100%
2	Beed	100%
3	Bhandara	100%
4	Dhule	100%
5	Gondia	100%
6	Hingoli	100%
7	Solapur	100%
8	Sangli	98%
9	Pune	98%
10	Sindhudurgh	95%
11	Wardha	92%
12	Ratnagiri	92%
13	Chhatrapati Sambhajinagar	90%
14	Amravati	88%
15	Nashik	87%
16	Gadchiroli	85%
17	Raigad	83%
18	Yavatmal	82%
19	Nanded	77%
20	Nandurbar	75%
21	Washim	75%
22	Chandrapur	73%
23	Nagpur	70%
24	Kolhapur	70%
25	Jalna	67%
26	Buldhana	63%
27	Palghar	61%
28	Parbhani	61%
29	Jalgaon	60%
30	Satara	58%
31	Latur	37%
32	Dharashiv	30%
33	Thane	26%
34	Ahmednagar	25%





4) Home Police with highest RTI Pendency.

Sr. No	Home-Police	Pending %			
	Pendency at Commissioner Level				
1	Amravati	100%			
2	Chhatrapati Sambhajinagar	94%			
3	Nashik	89%			
4	Pune	85%			
5	Mira Bhayandar Vasai-Virar	80%			
6	Pimpri Chinchwad	75%			
7	Nagpur	73%			
8	Thane	61%			
9	Navi Mumbai	59%			
10	Solapur	50%			
11	Mumbai	23%			
	Pendency at Superintendent Level				
12	Ahmednagar	100%			
13	Akola	100%			
14	Amravati	100%			
15	Beed	100%			
16	Bhandara	100%			
17	Buldhana	100%			
18	Dhule	100%			
19	Gadchiroli	100%			
20	Hingoli	100%			
21	Kolhapur	100%			
22	Latur Rural	100%			
23	Nanded	100%			
24	Nandurbar	100%			
25	Nashik Rural	100%			
26	Dharashiv	100%			
27	Palghar	100%			
28	Parbhani	100%			
29	Ratnagiri	100%			
30	Sangli	100%			
31	Sindhudurgh	100%			
32	Solapur Rural	100%			
33	Wardha	100%			
34	Washim Rural	100%			
35	Yavatmal	100%			
36	Jalgaon	94%			
37	Satara	90%			
38	Nagpur Rural	88%			





39	Chandrapur	72%
40	Raigad	72%
41	Chhatrapati Sambhajinagar Rural	71%
42	Pune	59%
43	Gondia	33%
44	Thane Rural	29%
45	Jalna	8%

5) Municipal Corporation with highest RTI Pendency.

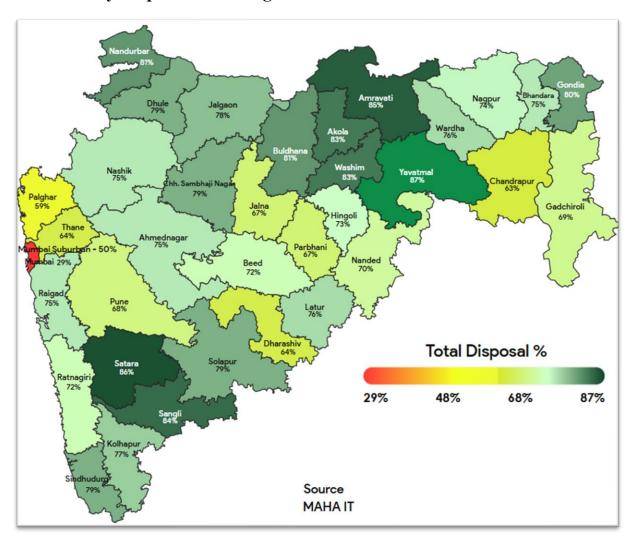
Sr. No	Municipal Corporation	Pending %
1	Ahmednagar	100%
2	Chandrapur	100%
3	Dhule	100%
4	Jalgaon	100%
5	Kolhapur	100%
6	Parbhani	100%
7	Solapur	100%
8	Vasai Virar City	100%
9	Panvel	95%
10	Mira Bhaindar	94%
11	Kalyan Dombivali	94%
12	Pimpri Chinchwad	91%
13	Navi Mumbai	90%
14	Amravati	83%
15	Thane	82%
16	Latur	81%
17	Nagpur	79%
18	Nashik	79%
19	Akola	75%
20	Chhatrapati Sambhajinagar	74%
21	Pune	68%
22	Nanded	48%





Right to Services Analytics

RTS Monthly Disposal Percentage.



Top Services Availed by Citizens					
Services	Total Received	Total Disposed	Pending		
Income Certificate	4,39,283	3,55,577	83,706		
General Affidavit	3,89,854	3,85,328	4,526		
Age Nationality and Domicile	1,44,562	1,03,208	41,354		
Police Clearance Certificate	1,24,894	41,801	83,093		
Registration of Shop and Establishment	1,03,675	1,02,701	974		
Migrant Caste Certificate	1,01,399	45,300	56,099		
Change In Name	56,963	25,451	31,512		
Residence Certificate	45,017	34,828	10,189		
Non-Creamy Layer Certificate	29,556	16,498	13,058		
Shravan Child Service State Pension Scheme	25,398	979	24,419		





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