



महाराष्ट्र शासन

Mantralaya Monthly Reforms Report

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CIVIL SERVICE DAY
SPECIAL EDITION

Honouring the backbone of
Indian Administration



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



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EXECUTIVE SUMMARY

This is the 19th edition of the Mantralaya Monthly Reforms Report.

The **E-Office Analytics** highlights the transition to digital file management across government departments, district collectorates, and Zilla Parishads. The Culture Department, Directorate of Information Technology, Rural Development Department, Housing Department and Public Health Department have performed exceptionally well by fully implementing e-file creation. However, the VJNT, OBC & SBC Welfare Department, Skill Development and Entrepreneurship Department, and Minority Development Department & Water Resource Department have the lowest e-file creation rates, indicating the need for further digital adoption.

Among district **Collectorates** – Kolhapur, Raigad, and Latur have successfully digitized all files. Similarly, Nashik, Kolhapur and Sangli - **Zilla Parishads** have achieved full e-office implementation.

The **Grievance Portal Analytics** evaluates the effectiveness of public grievance resolution across departments, district collectorates, and Zilla Parishads. The GAD- Freedom Fighter/ Ex-Servicemen Welfare, and GAD-Protocol, Cultural Affairs have the highest number of pending grievances, requiring urgent action. On the other hand, the Finance, Marathi Language, and Public Works Departments have the lowest grievance, demonstrating efficient handling of citizen complaints.

Among district **Collectorates**, Mumbai Suburban, Jalna, and Nanded have the most pending grievances, while Chandrapur, Akola, and Jalgaon have resolved most of their cases.

Likewise, Nanded, Solapur and Yavatmal **Zilla Parishads** have high grievance pendency, whereas Jalgaon, Thane, and Buldhana Zilla Parishads have successfully resolved most of their cases.

The **Right to Information (RTI) Analytics** - The Revenue and Forest Department, Minorities Development Department and Departmental Co-ordinator, Co-operative Societies have the highest RTI pendency, reflecting the need for improved responsiveness. Meanwhile, the Planning Department, Law and Judiciary Department, and Persons with Disabilities Welfare Department have processed most RTI requests.

Among district **Collectorates**, Mumbai City, Sangli, and Mumbai Suburban have the highest number of pending RTI requests, whereas Chandrapur, Nandurbar, and Buldhana have managed their requests effectively.

Similarly, Solapur, Sangli, and Ratnagiri **Zilla Parishads** have the most pending RTI cases, while Dharashiv, Nagpur, and Palghar Zilla Parishads have lower pendency.

In the **Home Police**, at **Commissioner Level** Amravati, Pimpri Chinchwad and at **Superintendent level** Palghar, Buldhana have the highest RTI Pending. Additionally, Vasai-Virar City, Nashik and Solapur **Municipal Corporations** have significant RTI pendency, indicating a need for better transparency practices.

The **Right to Services (RTS) Analytics** evaluates the efficiency of service delivery. Among the most utilized services, Income Certificate, General Affidavit, Police Clearance and Age, Nationality & Domicile Certificate remain the most.



Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan and Competition 2023-24 and 2024-25 Award 🏆 .

About:

The *Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan and Competition* is a flagship initiative of the Government of Maharashtra that aims to enhance administrative efficiency and promote a citizen-centric approach in governance. This campaign encourages government departments, local bodies, and officials at all levels to adopt innovative, transparent, and effective practices in administration. The campaign focuses on modernizing office operations, promoting digital governance, and implementing reforms that lead to measurable improvements in service delivery. It is also designed to commemorate Civil Services Day by recognizing and rewarding exceptional work done by administrative units.





Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan & Competition

2023-24 🏆 .

Initiative	Winner Name
DEPARTMENT LEVEL.	
1 - Various e-governance projects have been implemented for field offices and citizens.	Smt. Sujata Saunik, Additional Chief Secretary, General Administration Department.
2 - Developed RCMS portal for ration cards.	Shri. Sumant Bhange, Deputy Secretary, Food and Civil Supplies Department, Mantralaya, Mumbai.
3 - Modernization of office, digitalisation, decriminalization of wastes, facility of online service books, proceedings regarding e-filing etc. A proposal was submitted.	Shri. Nitin Dangare, Under Secretary, Marathi Language Department, Mantralaya, Mumbai.
COMMISSIONER LEVEL.	
1 - Proposal to provide direct assistance through DBT through creation of e-Panchanama app to help citizens in situations arising during various types of 12 natural calamities.	Smt. Vijayalakshmi Bidari, IAS, Divisional Commissioner, Nagpur (Then/incumbent).
2 - Created by Microlekha Software.	Smt. Indurani Jakhar, IAS, Managing Director, Mahila Arthik Vikas Mahamandal (MAVIM), Mumbai (Then).
3 - Proposals regarding adoption of modern concepts and management practices in office management.	Smt. Nidhi Pandey, IAS, Divisional Commissioner, Amravati (Then).
DIVISIONAL LEVEL.	
1 - To control illegal minor mineral production and transportation automated Mining Vehicle Monitoring System has been launched.	Shri. Suhas Mapari, Additional District Collector, District Collector Office, Ahilyanagar (Then).
2 - Proposal regarding implementation of e-office system in revenue department in entire Wardha district.	Shri. Rahul Kardile, IAS, District Collector, Wardha (Then).
3 - Implemented Solar Project for City Council Office.	Shri. Gajanan Bhaskar Shinde, Chief Officer, Municipal Council, Nilanga, District Latur (Then).
MUNICIPAL CORPORATION LEVEL.	
1 - Financial Accounting System has been developed for financial planning of Municipal Corporation.	Shri. Abhijit Chaudhary, IAS, Administrator, Nagpur Municipal Corporation (Then).
2 - As per the provisions of the budget, all the work from pre-calculation sheet to final payment has been done online.	Shri. Vikram Kumar, IAS, Commissioner, Pune Municipal Corporation (Then).
3 - Method adopted for payment of property tax to property owners within municipal limits.	Shri. Vipin Paliwal, Commissioner, Chandrapur Municipal Corporation (Then/incumbent).



BEST IDEA/INITIATIVE	
GOVERNMENT INSTITUTIONS.	
1 - Establishment of mobile X-ray unit for elimination of tuberculosis disease and thereby the incidence of infection has been reduced.	Smt. Vasumana Pant, IAS, Chief Executive Officer, Zilla Parishad, Washim (Then).
2 - A green area has been developed by creating a tourist spot on waste land at Boradi. Also, the income of the Gram Panchayat has increased, and employment has been provided to the unemployed.	Shri. Dnyaneshwar Ramdas Pendharkar, Gram Panchayat Officer, Gram Panchayat Boradi, Zilla Parishad, Dhule (Then/incumbent).
3 - This new concept of book garden was implemented to create interest in reading culture among the citizens.	Shri. Vikas Ramesh Nawale, Chief Officer, Erandol Municipal Council, District Jalgaon (Then).
GOVERNMENT OFFICERS.	
1 - Proposal to create a chat bot system to provide disaster prevention to administrative offices and citizens.	Shri. Yogesh Kumbhejkar, District Collector, Bhandara (Then).
2 - Proposal to amend regarding collection of assets of Pimpri Chinchwad Municipal Corporation.	Shri. Nilesh Deshmukh, Deputy Commissioner, Pimpri-Chinchwad Municipal Corporation (Then).
3 - The concept of seed bank has been implemented for tree rearing and development.	Shri. Ramdas Kokare, District Deputy Commissioner, Municipal Council Administration, Latur.
GOVERNMENT EMPLOYEES.	
1 - "Smart to Global School" developed the concept of providing modern education to the students by sitting within the four walls in a virtual and interesting manner.	Shri. Ravindra Manohar Kedar, Assistant Teacher, Vidyamandir, Yadavwadi, Taluka Karvir, District Kolhapur.
2 - Administrative meetings, training, election work, e-peak camp, etc. through WhatsApp QR code for ease of office work. An initiative to complete public works on time by communicating information to the public through messages.	Shri. Purushottam Rameshchandra Thakur, Talathi, Kalambe, Taluka Karvir, District Kolhapur.
3 - Diploma school was held during summer vacation and students could get the following diplomas under one umbrella- i. caste certificate, ii. Non-Creamy Layer Certificate, iii. Residence Certificate, iv. Nationality Certificate, v. Income Certificate.	Shri. Janardan Dattatraya Bangale, Circle Officer, Khiroda, Tehsil Office, Yawal, District Jalgaon.



DEPARTMENT LEVEL.

1 Smt. Sujata Saunik,
Additional Chief Secretary, General Administration Department (A.R., O.&M.): 2023-24.



The General Administration Department (A.R., O.&M.), Government of Maharashtra, has implemented key e-governance reforms to improve service delivery and transparency. In January 2023, a regional e-Governance conference led to six major governance objectives and the release of the *Manual of Office Procedure, 2023*, after six decades, introducing eight new parameters like e-Office and record elimination. A *Good Governance Manual* with 200+ recommendations was also launched. The *Monthly Reforms Report* monitors departmental digital governance performance, promoting healthy competition. A *Central Registry Unit* was established at Mantralaya on April 19, 2023, to streamline grievance submissions. The *Aaple Sarkar Grievance Portal* was revamped and integrated with CPGRAMS for real-time, automated redressal. The *Aaple Sarkar Service Portal (RTS)* is being unified for citizen ease. *District Good Governance Indicators (DGGI)* track governance across 10 sectors and 161 indicators. Maharashtra joined *Mission Karmayogi* on May 12, 2023, for civil service reform. A toll-free *CM Helpline Call Centre* is also being developed for grievance redressal and feedback.



Shri. Sumant Bhange,
Deputy Secretary, Food & Civil Supplies Department, Mantralaya: 2023-24.
The award was received by Smt. Vinita Singhal, IAS.



The Food, Civil Supplies, and Consumer Protection Department has developed the web portal **rcms.mahafood.gov.in** with the help of NIC. This Portal offers hassle-free solutions for all ration card-related services, allowing beneficiaries to apply from anywhere. Through the **RCMS Public Login**, users can access the following services: 1) Apply for a new Ration Card, 2) Update or modify existing Ration Card details, 3) Download E-Ration Card, 4) Transfer Ration Card within Maharashtra, 5) Surrender Ration Card, 6) Submit grievances online, 7) Track submitted grievances, 8) View Fair Price Shop list, 9) Access Ration Card history, and 10) View details of entitled **Foodgrains**.



Shri. Nitin Dangare,
Under Secretary, Marathi Language Department, Mantralaya, Mumbai: 2023-24.



The office has implemented modernization and digitization measures to enhance administrative efficiency and create a citizen and staff-friendly environment. File classification and weeding out led to the disposal of 2,648 out of 3,858 cases and scanning of 195 for digital record-keeping. Staff welfare was prioritized through improved seating, lighting, sanitation, and women-friendly facilities. Digitally, 36 online service books were created, biometric attendance implemented, and salary managed via Sevaarth. Systems like Mahapar, e-Office, and MIS have been fully adopted, with 100% work now done digitally. During a campaign, 302 e-files, 2,234 applications, and 626 references were processed, showcasing an efficient and transparent administration.



COMMISSIONER LEVEL.

1 Smt. Vijayalakshmi Bidari,
IAS, Divisional Commissioner, Nagpur (Then/incumbent): 2023-24.



To enhance administrative efficiency, the Government of Maharashtra is promoting the use of Information Technology and e-Governance. The central government recognizes 12 types of disasters under the State Disaster Response Fund (SDRF), while the state has added more, including unseasonal rain and lightning. During disasters, joint damage assessments (Panchanamas) are conducted by authorized officials. Funds from the SDRF are disbursed through this process and directly transferred to beneficiaries' bank accounts. Annually, 40 to 60 lakh disaster-affected people receive assistance. Delays due to simultaneous disasters prompted the development of the *E-Panchanama* system in collaboration with MRSAC, Nagpur. This app enables faster and transparent assessments, allowing complete reports within 15 days. Relief is now delivered within one month, compared to the earlier 4–12 months.



② **Smt. Indurani Jakhar,**
IAS, Managing Director, Mahila Arthik Vikas Mahamandal, Mumbai (Then): 2023-24.



Microlekha was developed to address the need for a unified MIS to manage SHG, bank, and federation-level financial transactions. It simplifies data migration, reduces manual effort through one-time data entry, and generates monthly repayment schedules. The software eliminates the need for multiple solutions by integrating all financial functions in one platform. It speeds up loan disbursement by automating the SHG-bank linkage process. Microlekha improves repayment tracking with alerts and captures staff performance for better efficiency. It integrates Tally for streamlined accounting and promotes financial literacy among women. It also facilitates SHG gradation, capacity building of CMRC, CRPs, and Sahyoginis, and efficient management of savings and insurance data. Over 10,000 CRPs and 20 lakh SHG women have benefitted, aiding Government/CSR in identifying eligible beneficiaries.

③ **Smt. Nidhi Pandey,**
IAS, Divisional Commissioner, Amravati (Then): 2023-24.



The Divisional Commissioner's Office, Amravati, has modernized its Records Section by digitizing categorized records, & implementing the Record Room Information System (RRIS). Outdated files were destroyed, and QR codes were applied for public access. Digital tools like QJIS and postal tracking have enhanced transparency & efficiency. Accessibility has improved with ramps, Braille signage, and a special hearing room. Women-friendly initiatives include a Hirkani Room & welfare program. Employee welfare is supported through recreational facilities, stress-relief workshops, and ergonomic infrastructure. Regular training and delegated powers have improved administrative efficiency.



DIVISIONAL LEVEL.

1 Shri. Suhas Mapari,

Additional District Collector, District Collector Office, Ahilyanagar (Then): 2023-24.



To curb illegal minor mineral excavation and transportation, the "MahaKhanij" system is active statewide. An Automated Mining Vehicle Monitoring System, it uses ANPR cameras and RFID devices on the Pune-Ahmednagar highway for real-time monitoring. Vehicular movement is live streamed at Ahmednagar Collector Office. So far, 24 unauthorized vehicles have been identified, with penalty orders of ₹24 lakhs issued to 5 vehicles. Recovery and clarification processes are ongoing at the tehsil level. The system functions without human intervention.

2 Shri. Rahul Kardile,

IAS, District Collector, Wardha (Then): 2023-24.



The e-Office system has been fully implemented across Wardha district's Revenue Department, making it the first district in Maharashtra to do so at all levels. Initiated at Arvi Tehsil, it now operates in all Tehsil and sub-divisional offices. The system replaces paper-based workflows with digital diarization, file creation, e-signatures, and archiving. Infrastructure challenges were addressed using District Planning Committee funds, and staff received training with Maha IT support. The e-Office ensures timely, transparent, and paperless handling of citizen services, reducing turnaround time and operational costs.



3 Shri. Gajanan Bhaskar Shinde,
Chief Officer, Municipal Council, Nilanga, District Latur (Then): 2023-24.



A solar project has been implemented for the Municipal Council office. During the year 2021-2022, the annual electricity bill for the water supply scheme of Nilanga Municipal Council was approximately ₹2.5 crore. Due to the installation of the solar project and by availing benefits under the MSEB TOD ZONE concession, the annual electricity bill from August 2022 to July 2023 reduced to approximately ₹1.6 crore. As a result, there has been an annual savings of ₹70 to ₹80 lakh, thereby significantly reducing the financial burden on the Municipal Council. By strengthening the water supply system, the solar energy has revitalized the water supply infrastructure.

Additionally, awareness was raised about the use of eco-friendly resources by promoting e-vehicles, which led to annual fuel cost savings of ₹1 to ₹2 lakh.

Furthermore, under the Nala Beautification Project, facilities such as a pathway, adventure park, children's play equipment, fountains, gardens, and an open gym were developed at the site and are being provided to citizens free of cost.



MUNICIPAL CORPORATION LEVEL.

 **Shri. Abhijit Chaudhary,**
IAS, Administrator, Nagpur Municipal Corporation (Then): 2023-24.



Nagpur Municipal Corporation (NMC) has implemented the Financial Accounting System (FAS) to replace manual financial processes, ensuring secure, transparent, and paperless operations. FAS includes 2-way authentication, real-time budget integration, payroll management, and NEFT/RTGS payments, improving decision-making and eliminating salary delays. Its user-friendly interface and built-in FAQ support enhance usability. Additionally, NMC launched a centralized digital platform (<https://nmcnagpurskysign.co.in>) to regulate sky-sign permissions, addressing unauthorized hoardings and revenue loss. The platform, based on a physical survey, became operational on April 1, 2023, enabling real-time monitoring, fee tracking, and automated violation notices. These digital initiatives promote accountability, compliance, and efficient governance.



2 **Shri. Vikram Kumar,**
IAS, Commissioner, Pune Municipal Corporation (Then): 2023-24.



The Pune Municipal Corporation launched the Monthly Self-Assessment System (M-SAS) for 2160 teachers to ensure structured, objective, & accountable performance evaluations. Through online Google Forms submitted monthly, teachers report on 100 KPIs including student progress, teaching methods, & extracurricular activities, with supporting documentation. The top 5% receive appreciation, while the bottom 5% face show-cause notices. M-SAS has led to improved teaching quality, motivation, and better record-keeping. Additionally, PMC implemented a GIS-integrated digital system for budgeting and project planning, enabling paperless operations, real-time field updates, and improved transparency in public works.

3 **Shri. Vipin Paliwal,**
Commissioner, Chandrapur Municipal Corporation (Then/incumbent): 2023-24.



To modernize tax payments, Chandrapur Municipal Corporation introduced the NACH system, allowing automatic bank debits for taxes like Property Tax and Market Rents. Developed by NPCI, NACH supports bulk and Aadhaar-based electronic transactions, replacing traditional ECS systems. It offers faster mandate activation (10 days), reduces paperwork, and ensures transparent, efficient tax collection. Taxpayers benefit from scheduled, automated, and secure payments with installment options, avoiding penalties. Mandates are authorized via a form and can be cancelled anytime. Incentives include a 50% penalty waiver and 5% discount for NACH users. Initially used for market rents, it will expand to 90,000 property owners.



BEST IDEA/INITIATIVE - GOVERNMENT INSTITUTIONS.

 **Smt. Vasumana Pant,**
IAS, Chief Executive Officer, Zilla Parishad, Washim (Then): 2023-24.



Washim district, an Aspirational District, prioritized TB elimination due to low public-sector TB case notification (67%) in 2020, below the 90% target. Limited diagnostic infrastructure and rural population distribution hindered access to care. To address this, a Mobile X-ray Unit was launched in September 2021 to provide door-to-door diagnostic services, especially aiding rural and women patients. The van visits all 25 PHCs at least once every two months, with extra visits to high-load areas. From Sept 2021 to Aug 2023, 248 visits were made, 14,724 X-rays conducted, and 607 abnormalities detected. ASHA workers mobilized patients, reducing out-of-pocket costs and increasing case detection. In 2022, the annual TB case detection target (950 cases) was achieved with a 40% rise in notifications over 2021.



② **Shri. Dnyaneshwar Ramdas Pendharkar,**
Gram Panchayat Officer, Boradi, Zilla Parishad, Dhule (Then/incumbent): 2023-24.



In Boradi, the Gram Panchayat has implemented barrages on the Ambad River have transformed farming into irrigated agriculture, boosting crop production and groundwater levels. The water is also used for fish farming & tourism, with boating facilities attracting visitors & providing employment. The Gram Panchayat has developed a stone garden near the solar project, featuring animal sculptures to promote conservation. In Karmaveer Nagar, the Lokmata Savitribai Randhe Garden offers recreational & exercise facilities, including fountains and a stage for events. A sculpture installation depicting Chhatrapati Shivaji Maharaj's life has been created to educate visitors. Additionally, small shops have been set up to provide economic opportunities for unemployed youth.

③ **Shri. Vikas Ramesh Nawale,**
Chief Officer, Erandol Municipal Council, District Jalgaon (Then): 2023-24.



The Book Garden in Anand Nagar, Erandol, was developed by the Erandol Municipal Council with the aim of fostering a reading culture. The 33-guntha space, previously unused, now features book boxes categorized by topics and named after renowned poets. It offers seating areas for citizens, including dedicated spaces for senior citizens, and features a large book sculpture at the entrance. The garden also includes a Book Bank for book donations, a Wall of Poetry, Reader's Corners, fitness equipment. The garden is designed to engage both the mind and body, with a variety of books and play equipment for children. The project, developed with a budget of ₹50,000, currently holds around 950 books.



BEST IDEA/INITIATIVE - GOVERNMENT OFFICERS.

 **Shri. Yogesh Kumbhejkar,**
District Collector, Bhandara (Then): 2023-24.



The DDMA Bhandara has developed a WhatsApp chatbot system to provide citizens, officers, and staff with updated and accurate disaster-related information. The chatbot delivers real-time alerts and information from the District Control Room, such as weather updates, dam water levels, road traffic status, and early disaster warnings. WhatsApp, being widely used for communication, serves as the platform for this system, ensuring quick and efficient dissemination of information. During the flood in Bhandara district from 15/10/2023 to 17/10/2023, the chatbot was heavily used, helping to prevent loss of life or property by enabling citizens to relocate to safer areas.



② **Shri. Nilesh Deshmukh,**
Deputy Commissioner, Pimpri-Chinchwad Municipal Corporation (Then): 2023-24.



The project aims to enhance property tax collection for Pimpri Chinchwad Municipal Corporation (PCMC) by integrating data analytics. An external team will collaborate with the Property Tax Department to analyze data, identify trends, and develop tools to optimize collection efforts. AI and machine learning algorithms will be used for predictive capabilities, and data visualization will help in decision-making. A targeted communication strategy will raise awareness among citizens about timely property tax payments. The project will provide training to PCMC staff to sustain the analytics tools. The goal is to meet the 2023-2024 target of Rs 800 crores and improve overall collection efficiency.

③ **Shri. Ramdas Kokare,**
District Deputy Commissioner, Municipal Council Administration, Latur: 2023-24.



Latur district has launched the Seed Bank Initiative to promote the planting and preservation of rare indigenous, low-water-requiring tree species. The project aims to distribute 5 lakh native seeds, establish 75 seed banks, and save ₹50 lakh on seedling production. The initiative involves collecting seeds from forests and farms, storing them in official seed banks, and making them accessible to the public. Over 6 lakh seeds have been gathered, and 1 lakh seedlings have been produced. The project promotes ecological balance, supports local wildlife, and encourages community participation in environmental conservation.



BEST IDEA/INITIATIVE - GOVERNMENT EMPLOYEES.

1 **Shri. Ravindra Manohar Kedar,**
Assistant Teacher, Vidyamandir, Yadavwadi, Taluka Karveer, District Kolhapur: 2023-24.



Vidyamandir Yadavwadi, serving underprivileged students, faced challenges like declining enrolment, absenteeism, outdated teaching methods, and poor facilities. The "Smart to Global Classroom" initiative, launched during COVID, included online study groups, competitions, and weekly tests, leading to improved student engagement and learning. Building on this success, the "Smart to Global School" initiative transformed the school with ₹33 lakh funding, modern infrastructure, and global learning tools like smart boards, ICT labs, and 4K webcams. The project emphasized 21st-century teaching, digital literacy, and global awareness, improving enrolment, academic performance, and parental perception. The model is now replicable for other resource-limited schools.

2 **Shri. Purushottam Rameshchandra Thakur,**
Talathi, Kalambe, Taluka Karveer, District Kolhapur: 2023-24.



I have placed my WhatsApp QR code at the office entrance to ensure uninterrupted communication with the public during my absence for official duties. Citizens can scan the QR code to send queries, and I promptly respond with accurate information, such as sharing PPTs on the PDE process or EPIC survey methodology. Upon returning, I inform those who reached out earlier, allowing them to plan their visit.



3 **Shri. Janardan Dattatraya Bangale,**
Circle Officer, Khiroda, Tehsil Office, Yawal, District Jalgaon: 2023-24.



The "School of Certificates" initiative was launched to simplify the process of obtaining essential certificates like caste, domicile, and income certificates, especially in rural areas. It aimed to reduce the burden on the Revenue Department and prevent exploitation by middlemen. The initiative involved organizing Certificate Registration Camps in schools during summer vacations, with counters for application submission, document verification, and certificate distribution. The first camps registered 680 certificates, and the initiative had no financial burden on the government. It promoted gender inclusivity and efficient use of students' summer vacations while fostering a responsive and citizen-friendly administration. The initiative was successful due to collaboration between local officials, school administrations, and community support.












Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan & Competition

2024-25 🏆 .

Initiative	Winner Names
DEPARTMENT LEVEL.	
🏆 - Virtual Personal Deposit Account System	Smt. Richa Bagla, IAS, Principal Secretary, Accounts and Treasuries, Finance Department, Mantralaya, Mumbai
🥈 - Disbursement of subsidies to textile industry units.	Smt. Anshu Sinha, IAS, Secretary, Textile Department, Mantralaya, Mumbai.
COMMISSIONER LEVEL.	
Blank	
DIVISIONAL LEVEL.	
🏆 - Excellent ITIs, Employment Fairs, Dialogue Forums	Shri. Pradeep Ghule, Joint Director, Vocational Education and Training, Regional Office, Amravati.
🥈 - Adoption of modern concepts and management methods in office management, record room management, police personnel welfare scheme.	Shri. Anuj Tare, IPS, Superintendent of Police, Washim.
🥉 - Empowerment of villages that have received collective forest rights through public participation.	Shri. Avishyant Panda, IAS, Collector, Gadchiroli.
MUNICIPAL CORPORATION LEVEL.	
🏆 - Measures undertaken to increase property tax, online services, property seizure and auction, geo-sequencing, UPIC ID, etc.	Shri. Shekhar Singh, IAS, Commissioner, Pimpri-Chinchwad Municipal Corporation.
🥈 - Property tax collection through Parivartan digital platform	Smt. Indurani Jakhar, IAS, Commissioner, Kalyan-Dombivli Municipal Corporation (Then)
🥉 - Beautification campaigns, cleaning of reservoirs and water bodies, renovation of school buildings, 'Sundar Majhe Udyan' initiative, open space competitions, road beautification, installation of various sculptures, etc.	Shri. Vipin Paliwal, Commissioner, Chandrapur Municipal Corporation.
BEST IDEA/INITIATIVE	
GOVERNMENT INSTITUTIONS.	



 - Mission Doubling Farmers' Income, pilot project on chia seed cultivation, irrigation wells through NREGA, and promotion of organic and natural farming	Smt. Bhuvaneswari S., IAS, District Collector, Washim
 - Mission-28: A new initiative to ensure better maternal and child healthcare in the remote areas of Melghat	Shri. Saurabh Katiyar, IAS, District Collector, Amravati.
 - Khelo Latur: Construction of playground through MG-NREGA	Shri. Rahul Kumar Meena, IAS, Chief Executive Officer, Zilla Parishad, Latur.
GOVERNMENT OFFICERS.	
 - Memorandum of Understanding (MoU) for sludge management in the areas of the village panchayats adjacent to the municipal council, with sanitation worker self-help groups, and a 10% honorarium from the income.	Shri. Vikas Ramesh Nawale, Chief Officer, Deolali Pravara Municipal Council, District Ahilyanagar.
 - Tehsil office mobile app - Providing citizens with information about online services through a single app.	Shri. Nikhil Raju Patil, Naib Tehsildar, Tehsil Office, Kurkheda, District Gadchiroli.
 - The Davakhana apalya dari upakram' initiative.	Shri. Vipin Itankar, IAS, District Collector, Nagpur. & Shri. Vinayak Mahamuni, IAS, Chief Executive Officer, Zilla Parishad, Nagpur.
GOVERNMENT EMPLOYEES.	
 - The state's first QR Code library	Shri. Mohsin Shaikh, Circle Officer, Rahata, District Ahilyanagar.
 - Good Governance Week, integrating technology with the curriculum, use of tabs, focus on reading and speaking English, WhatsApp groups for parents, short videos, etc., to improve educational quality	Smt. Jyoti Nagalwade, Assistant Teacher, Zilla Parishad Jijamata Primary School, Tumsar, District Bhandara.
 - Online revenue tax payment.	Shri. Kamaraj Chaudhary, Village Revenue Officer, Pusad Division-2, District Yavatmal.



DEPARTMENT LEVEL.

1 Smt. Richa Bagla,

IAS, Principal Secretary, Accounts and Treasuries, Finance Department, Mantralaya, Mumbai:2024-25.



VPDA (Virtual Personal Deposit Account) is a system where a large amount of state funds is used to support small entrepreneurs and business owners through grants. This fund is directly transferred to the beneficiaries' digital accounts via VPDA. Since the entire process is computer-based, it has brought transparency in operations

2 Smt. Anshu Sinha,

IAS, Secretary, Textile Department, Mantralaya, Mumbai:2024-25.



To simplify the subsidy process for the textile industry in Maharashtra, the **E-Textile Portal** has been developed. This portal has empowered entrepreneurs in Maharashtra through digital means, covering the entire journey of the textile industry from ginning to garments. With government subsidies, the textile industry in the state has gained momentum.



DIVISIONAL LEVEL.

1 Shri. Pradeep Ghule,

Joint Director, Vocational Education and Training, Regional Office, Amravati:2024-25.



The **Regional Office for Vocational Education and Training, Amravati** has been declared the **First Prize Winner** at the divisional level from across the state, with a prize of ten lakh rupees. The department expresses deep gratitude to Hon. Minister shri. Mangal Prabhat Lodha for his guidance, as well as to Principal Secretary Smt. Manisha Varma, Director Smt. Madhavi sardeshmukh, senior officials, and the officers from five districts under this regional office, whose collective efforts led to this recognition.

2 Shri. Anuj Tare,

IPS, Superintendent of Police, Washim:2024-25.



By adopting modern concepts and management systems, the **Washim Police Department** has implemented various initiatives including record management and welfare schemes for police personnel. Citizen service centres have also been established.



3 Shri. Avishyant Panda,
IAS, Collector, Gadchiroli:2024-25.



Shri. Avishyant Panda, from the **Gadchiroli District Office**, is being honored with the **Third Prize** under the *Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan & Competition* for his persistent efforts in empowering tribal communities through collective forest rights.



MUNICIPAL CORPORATION LEVEL.

① **Shri. Shekhar Singh,**
IAS, Commissioner, Pimpri-Chinchwad Municipal Corporation:2024-25.



The **Pimpri Chinchwad Municipal Corporation** has undertaken initiatives to increase property tax collection, such as providing online tax payment facilities and initiating action like property seizure and auction for non-payment. With drone-assisted photography of all properties and unique identification numbers assigned to each house, defaulters have been identified and taxed, resulting in a significant increase in government revenue.

② **Smt. Indurani Jakhar,**
IAS, Commissioner, Kalyan-Dombivli Municipal Corporation (Then):2024-25.



The **Kalyan Dombivli Municipal Corporation (KDMC)** has provided an online facility for citizens to pay property tax via its website <https://kdmc.gov.in/kdmc/citizenHome.html>, available in both Marathi and English. Water bills can also be paid online, and receipts can be downloaded.



3 Shri. Vipin Paliwal,
Commissioner, Chandrapur Municipal Corporation:2024-25.



In **Wardha District**, the use of the **E-Office system** has eliminated the need for files to be manually transferred from one officer to another, saving time and reducing inefficiencies. Now, all officers can easily access files on their computers, bringing transparency and efficiency to Tehsil office operations.



BEST IDEA/INITIATIVE - GOVERNMENT INSTITUTIONS.

1 Smt. Bhuvaneshwari S.,
IAS, District Collector, Washim:2024-25.



Farmers in **Washim District** have moved away from traditional crops and started cultivating **chia seeds**, which are grown organically and yield high returns due to their market value. This initiative was conceptualized by **District Collector Bhuvaneshwari**, and farmers have responded positively. Washim has now become a leading district in chia seed production.

2 Shri. Saurabh Katiyar,
IAS, District Collector, Amravati:2024-25.



In light of the increasing rates of malnutrition and maternal-child mortality, the "**Melghat 28**" **initiative** is being implemented in **Chikhaldara and Dharni Talukas** to improve maternal and child health. This mission involves collaboration between the Amravati Zilla Parishad Health Department and the Women & Child Welfare Department, with support from ASHA workers and Anganwadi workers. Due to timely medical interventions, there has been a significant reduction in maternal and child mortality in both regions.



3 Shri. Rahul Kumar Meena,
IAS, Chief Executive Officer, Zilla Parishad, Latur:2024-25.



In **Latur District**, Chief Executive Officer **Shri. Santaji Mane** has developed playgrounds in Zilla Parishad schools to improve student health along with education. These playgrounds, constructed under MGNREGA, have helped spark student interest in sports.



BEST IDEA/INITIATIVE - GOVERNMENT OFFICERS.

1 Shri. Vikas Ramesh Nawale,
Chief Officer, Deolali Pravara Municipal Council, District Ahilyanagar:2024-25.



The **Deolali Pravara Municipal Council**, which is progressing successfully from cleanliness to prosperity, launched a unique initiative in collaboration with nearby village panchayats. Women collected organic waste, processed it into compost, and sold it through self-help groups. The concept was developed by Municipal Chief Officer **Shri. Vikas Ramesh Nawale**.

2 Shri. Nikhil Raju Patil,
Naib Tehsildar, Tehsil Office, Kurkheda, District Gadchiroli:2024-25.



The **Kurkheda Tehsil Office in Gadchiroli**, a remote and underdeveloped district, has taken a significant leap forward by launching a **mobile application**, making it the first tehsil office in Maharashtra to do so. The app provides information about services and citizen conveniences. It was developed by **Deputy Tehsildar Nikhil Raju Patil**.



3 Shri. Vipin Itankar,
IAS, District Collector, Nagpur:2024-25.
&
Shri. Vinayak Mahamuni, ZP CEO.



The **Nagpur Zilla Parishad** has implemented the "**Hospital at Your Doorstep**" initiative, where health officials use mobile health units to visit homes and provide check-ups and medications, especially benefiting women, the elderly, and children. There are 26 mobile health units with necessary resources operating in the district. For this innovative initiative, **District Collector Shri. Vipin Itankar** and **ZP CEO Shri. Vinayak Mahamuni** are being awarded the **Third Prize**.



BEST IDEA/INITIATIVE - GOVERNMENT EMPLOYEES.

1 Shri. Mohsin Shaikh,
Circle Officer, Rahata, District Ahilyanagar:2024-25.



At the Revenue Office in **Rahata, Ahilyanagar District**, Circle Officer **Shri. Mohsin Shaikh** has started the state's first **QR Code Reading Library**, where scanning a QR code gives access to revenue-related books on mobile devices. This has made it easier for citizens to access revenue information without wasting time.

2 Smt. Jyoti Nagalwade,
Assistant Teacher, Zilla Parishad Jijamata Primary School, Tumsar, District Bhandara:2024-25.



The **Zilla Parishad Jijamata Primary School in Tumsar**, which was on the verge of shutting down, was revitalized by teacher **Smt. Jyoti Nagalwade**. She used technology like tablets to enhance English reading and writing, fostering interest in academics among students.



 **Shri. Kamaraj Chaudhary,**
Village Revenue Officer, Pusad Division-2, District Yavatmal:2024-25.



Traditionally, **revenue tax** had to be paid in cash at the Tehsil office, causing difficulties for indebted farmers. To address this, **Shri. Kamraj Chaudhary**, Village Revenue Officer of **Pusad Division 2**, provided an **online tax payment facility**. Now, farmers can pay revenue tax from anywhere in the country.



E-OFFICE ANALYTICS

1. Department Wise e-file Creation.

Sr. No	Department Name	e-file Created	p-file Created	Total	% of e-file Created
1	CULTURE DEPARTMENT	84	0	84	100%
2	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	4	0	4	100%
3	DIRECTORATE OF INFORMATON TECHNOLOGY	30	0	30	100%
4	HOUSING DEPARTMENT	169	0	169	100%
5	PARLIAMENTARY AFFAIRS	6	0	6	100%
6	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	33	0	33	100%
7	PUBLIC HEALTH DEPARTMENT	345	0	345	100%
8	RURAL DEVELOPMENT DEPARTMENT	370	0	370	100%
9	SCHOOL EDUCATION AND SPORTS	472	3	475	99%
10	AGRICULTURE AND ADF	375	3	378	99%
11	HIGHER AND TECHNICAL EDUCATION	259	3	262	99%
12	TRIBAL DEVELOPMENT	106	2	108	98%
13	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	82	2	84	98%
14	MARATHI LANGUAGE	102	3	105	97%
15	PUBLIC WORKS DEPARTMENT	439	37	476	92%
16	URBAN DEVELOPMENT	321	28	349	92%
17	MEDICAL EDUCATION AND DRUGS	158	14	172	92%
18	SOIL AND WATER CONSERVATION	89	13	102	87%
19	ENVIRONMENT	24	4	28	86%



20	GENERAL ADMINISTRATION DEPARTMENT	173	29	202	86%
21	HOME DEPARTMENT	379	67	446	85%
22	WOMEN AND CHILD DEVELOPMENT	32	6	38	84%
23	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	93	18	111	84%
24	WATER SUPPLY AND SANITATION	116	25	141	82%
25	LAW AND JUDICIARY	159	35	194	82%
26	INDUSTRIES ENERGY AND LABOUR	158	39	197	80%
27	SOCIAL JUSTICE	107	28	135	79%
28	GAD PROTOCOL	14	4	18	78%
29	PLANNING	82	33	115	71%
30	REVENUE & FOREST	321	166	487	66%
31	CO-OPERATION MARKETING AND TEXTILES	40	28	68	59%
32	TOURISM DEPARTMENT	8	7	15	53%
33	FINANCE	24	24	48	50%
34	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	11	15	26	42%
35	WATER RESOURCE DEPARTMENT	27	64	91	30%
36	VJNT OBC SBCW	15	39	54	28%
37	MINORITY DEVELOPMENT	0	11	11	0%
38	REVENUE AND REHABILITATION	0	0	0	



2. District Collectorate Wise e-File Creation.

Sr. No	Collector Office	e-file Created	p-file Created	Total	% of e-file Created
1	BHANDARA	746	0	746	100%
2	CHANDRAPUR	1301	0	1301	100%
3	SANGLI	2168	0	2168	100%
4	WARDHA	2459	0	2459	100%
5	DHULE	752	0	752	100%
6	GADCHIROLI	1129	0	1129	100%
7	GONDIA	481	0	481	100%
8	HINGOLI	439	0	439	100%
9	JALNA	758	0	758	100%
10	KOLHAPUR	8843	0	8843	100%
11	MUMBAI SUBURBAN	5351	0	5351	100%
12	NAGPUR	4000	0	4000	100%
13	SINDHUDURG	1647	0	1647	100%
14	SOLAPUR	1294	0	1294	100%
15	WASHIM	551	0	551	100%
16	RAIGAD	9292	1	9293	100%
17	LATUR	8078	1	8079	100%
18	AHILYANAGAR	4497	1	4498	100%
19	AKOLA	3493	1	3494	100%
20	YAVATMAL	2855	1	2856	100%
21	DHARASHIV	4359	2	4361	100%
22	NASHIK	3827	2	3829	100%
23	PALGHAR	3761	2	3763	100%
24	SATARA	6998	4	7002	100%
25	RATNAGIRI	6933	4	6937	100%
26	JALGAON	4419	3	4422	100%
27	MUMBAI CITY	1463	1	1464	100%
28	AMRAVATI	5741	4	5745	100%
29	THANE	4994	6	5000	100%
30	PUNE	4915	8	4923	100%
31	BULDHANA	1714	3	1717	100%
32	NANDURBAR	897	2	899	100%
33	CHHATRAPATI SAMBHAJINAGAR	779	2	781	100%
34	PARBHANI	547	2	549	100%
35	BEED	337	2	339	99%
36	NANDED	2029	17	2046	99%



3. Zilla Parishad Wise e-File Creation.

Sr. No	Zilla Parishad	e-file Created	p-file Created	Total	% of e-file Created
1	SINDHUDURG	1530	0	1530	100%
2	AHILYANAGAR	977	0	977	100%
3	BEED	461	0	461	100%
4	BHANDARA	557	0	557	100%
5	CHANDRAPUR	2842	0	2842	100%
6	DHULE	3446	0	3446	100%
7	GADCHIROLI	542	0	542	100%
8	JALNA	432	0	432	100%
9	KOLHAPUR	7640	0	7640	100%
10	NANDED	3034	0	3034	100%
11	NANDURBAR	327	0	327	100%
12	PALGHAR	1183	0	1183	100%
13	PARBHANI	725	0	725	100%
14	PUNE	286	0	286	100%
15	RAIGAD	1115	0	1115	100%
16	SANGLI	5954	0	5954	100%
17	WARDHA	1041	0	1041	100%
18	WASHIM	372	0	372	100%
19	AKOLA	5192	0	5192	100%
20	AMRAVATI	489	0	489	100%
21	YAVATMAL	506	0	506	100%
22	RATNAGIRI	5539	1	5540	100%
23	DHARASHIV	4692	1	4693	100%
24	NASHIK	30848	8	30856	100%
25	GONDIA	1812	1	1813	100%
26	SATARA	2193	2	2195	100%
27	BULDHANA	730	1	731	100%
28	JALGAON	1600	3	1603	100%
29	LATUR	719	2	721	100%
30	SOLAPUR	330	1	331	100%
31	HINGOLI	839	3	842	100%
32	NAGPUR	464	2	466	100%
33	THANE	881	6	887	99%
34	CHHATRAPATI SAMBHAJINAGAR	1198	14	1212	99%



GRIEVANCE PORTAL ANALYTICS

1. Aaple Sarkar Pendency Percentage at Department Level.

Sr. No	Department Name	Total	Pending	Pending %
1	GAD-Freedom Fighter/ Ex-Servicemen Welfare	314	280	89%
2	GAD-Protocol	60	50	83%
3	GAD-Election	606	449	74%
4	Cultural Affairs	625	463	74%
5	Cooperation-Marketing	813	599	74%
6	Skill Development & Entrepreneurship	781	518	66%
7	GAD-Directorate General of Information and Public Relations (DGIPR)	776	505	65%
8	Animal Husbandry, Dairy Development and Fisheries	1016	617	61%
9	Revenue-Forest	3773	1846	49%
10	Public Health	6360	2731	43%
11	Water Supply and Sanitation	2939	1165	40%
12	Cooperation-Textile	73	26	36%
13	Revenue-Relief & Rehabilitation	8608	2974	35%
14	UD1-Urban Planning	3069	981	32%
15	Food, Civil Supplies and Consumer Protection	4178	1321	32%
16	Minorities Development	289	89	31%
17	Planning	453	114	25%
18	Tribal Development	945	234	25%
19	Industry	1876	447	24%
20	Home-Jails	139	33	24%
21	Water Conservation	632	130	21%
22	Water Resources	1477	303	21%
23	GAD-Organization & Methods (O&M)	1141	216	19%
24	GAD Aviation	29	5	17%
25	Person with Disability department	401	66	16%



26	School Education and Sports	10834	1515	14%
27	Medical Education and Drugs	1988	276	14%
28	CMO	124	17	14%
29	Law and Judiciary	2166	292	13%
30	Home-State Excise	1375	172	13%
31	Information Technology	943	115	12%
32	Co-operation	7141	824	12%
33	GAD-Services	267	28	10%
34	UD2-Urban Local Bodies	46060	4577	10%
35	Social Justice and Special Assistance	3590	353	10%
36	Revenue, Registration & Stamps	29396	2779	9%
37	Agriculture	5359	489	9%
38	Women and Child Development	3000	260	9%
39	Higher and Technical Education	4191	356	8%
40	Rural Development	39280	3004	8%
41	Planning-Employment Guarantee Scheme (EGS)/NREGA	1818	139	8%
42	Labour	2561	181	7%
43	VJNT, OBC & SBC Welfare Department	1428	87	6%
44	Energy	9632	584	6%
45	Housing	7006	417	6%
46	Home-Transport & Ports	6628	391	6%
47	Environment	1777	82	5%
48	Finance	1199	53	4%
49	Tourism Department	23	1	4%
50	Home-Police	58487	1861	3%
51	Parliamentary Affairs	73	2	3%
52	GAD-Reservation policy	375	7	2%
53	Public Works	7027	123	2%
54	Marathi Language	395	2	1%
55	Finance-Accounts & Treasury	1	0	0%
56	Finance-Expenditure	3	0	0%



2. Aaple Sarkar Pendency Percentage at Collector Offices.

Sr. No	Collector Office	Total	Pending	Pending %
1	Mumbai Suburban	1948	322	17%
2	Jalna	1004	158	16%
3	Mumbai City	798	125	16%
4	Pune	5865	915	16%
5	Chhatrapati Sambhaji Nagar	1663	239	14%
6	Nanded	897	123	14%
7	Palghar	1110	152	14%
8	Sindhudurg	304	39	13%
9	Hingoli	503	64	13%
10	Nagpur	1276	155	12%
11	Thane	3837	414	11%
12	Parbhani	685	68	10%
13	Dhule	519	51	10%
14	Satara	1691	162	10%
15	Beed	1668	159	10%
16	Gadchiroli	180	16	9%
17	Amravati	1096	94	9%
18	Washim	1012	82	8%
19	Nandurbar	198	16	8%
20	Gondia	285	21	7%
21	Latur	1119	82	7%
22	Ratnagiri	822	60	7%
23	Ahilyanagar	3217	213	7%
24	Nashik	1253	79	6%
25	Solapur	2430	149	6%
26	Bhandara	446	25	6%
27	Raigad	1591	85	5%
28	Sangli	1431	72	5%
29	Yavatmal	2315	114	5%
30	Kolhapur	1111	51	5%
31	Wardha	453	17	4%
32	Buldhana	2555	92	4%
33	Dharashiv	831	29	3%
34	Chandrapur	600	17	3%
35	Akola	1037	19	2%
36	Jalgaon	1524	9	1%



3. Aaple Sarkar Pendency Percentage at Zilla Parishad Offices.

Sr. No	Zilla Parishad	Total	Pending	Pending %
1	Nanded	1075	165	15%
2	Beed	1140	129	11%
3	Solapur	1715	190	11%
4	Yavatmal	1741	164	9%
5	Sindhudurg	476	41	9%
6	Nagpur	1189	96	8%
7	Latur	1080	86	8%
8	Palghar	573	45	8%
9	Pune	2918	228	8%
10	Kolhapur	1243	97	8%
11	Sangli	1049	81	8%
12	Gondia	312	24	8%
13	Parbhani	651	48	7%
14	Jalna	1972	144	7%
15	Satara	1817	126	7%
16	Ratnagiri	972	61	6%
17	Amravati	1364	85	6%
18	Chhatrapati Sambhaji Nagar	1132	69	6%
19	Raigad	1789	105	6%
20	Nandurbar	294	15	5%
21	Ahilyanagar	5165	263	5%
22	Nashik	1721	81	5%
23	Dhule	556	26	5%
24	Washim	945	31	3%
25	Gadchiroli	154	5	3%
26	Wardha	438	14	3%
27	Chandrapur	531	16	3%
28	Akola	963	29	3%
29	Dharashiv	682	20	3%
30	Hingoli	412	12	3%
31	Bhandara	312	8	3%
32	Buldhana	1559	39	3%
33	Thane	2933	68	2%
34	Jalgaon	1264	11	1%



4. Aaple Sarkar Pendency Percentage at Police Level Offices.

Sr. No	Police Level	Total	Pending	Pending %
1	Pune	4632	327	7%
2	Kolhapur	467	26	6%
3	Satara	844	41	5%
4	Nanded	385	16	4%
5	Ratnagiri	572	22	4%
6	Parbhani	264	10	4%
7	Yavatmal	667	24	4%
8	Nashik	1247	43	3%
9	Raigad	726	25	3%
10	Chhatrapati Sambhaji Nagar	581	20	3%
11	Gondia	93	3	3%
12	Amravati	206	6	3%
13	Dharashiv	277	8	3%
14	Latur	422	12	3%
15	Nandurbar	147	4	3%
16	Thane	4961	127	3%
17	Solapur	1035	24	2%
18	Akola	349	8	2%
19	Chandrapur	220	5	2%
20	Wardha	102	2	2%
21	Sindhudurg	55	1	2%
22	Nagpur	1709	30	2%
23	Beed	747	13	2%
24	Gadchiroli	58	1	2%
25	Washim	480	8	2%
26	Bhandara	151	2	1%
27	Dhule	540	7	1%
28	Ahilyanagar	3459	43	1%
29	Sangli	504	4	1%
30	Jalgaon	774	6	1%
31	Hingoli	132	1	1%
32	Palghar	197	1	1%
33	Buldhana	433	2	0%
34	Jalna	290	0	0%



5. Integrated CPGRAM Pendency Percentage.

Sr. No	Department Name	Total	Pending	Pending %
1	Cultural Affairs	131	131	100%
2	GAD-Freedom Fighter/ Ex-Servicemen Welfare	94	92	98%
3	GAD-Protocol	22	21	95%
4	GAD-Election	239	201	84%
5	Animal Husbandry, Dairy Development and Fisheries	141	113	80%
6	Cooperation-Marketing	272	201	74%
7	Public Health	1522	954	63%
8	Skill Development & Entrepreneurship	147	88	60%
9	Revenue-Forest	855	473	55%
10	Minorities Development	48	25	52%
11	Planning	142	67	47%
12	GAD-Services	87	35	40%
13	Revenue-Relief & Rehabilitation	670	269	40%
14	School Education and Sports	1119	404	36%
15	PG Portal GAD	7476	2642	35%
16	Industry	425	141	33%
17	Planning-Employment Guarantee Scheme (EGS)/NREGA	76	25	33%
18	GAD-Directorate General of Information and Public Relations (DGIPR)	16	5	31%
19	Water Conservation	58	17	29%
20	Tribal Development	164	44	27%
21	Medical Education and Drugs	426	113	27%
22	CMO	51	12	24%
23	Social Justice and Special Assistance	326	76	23%
24	Food, Civil Supplies and Consumer Protection	793	184	23%
25	Cooperation-Textile	26	6	23%
26	Water Resources	221	48	22%
27	UD1-Urban Planning	722	154	21%



28	Co-operation	1643	349	21%
29	Home-Jails	24	5	21%
30	Law and Judiciary	615	125	20%
31	GAD-Organization & Methods (O&M)	205	39	19%
32	Revenue, Registration & Stamps	3049	561	18%
33	Marathi Language	11	2	18%
34	Higher and Technical Education	645	114	18%
35	GAD Aviation	18	3	17%
36	Rural Development	2606	432	17%
37	VJNT, OBC & SBC Welfare Department	78	12	15%
38	Agriculture	11012	1689	15%
39	Person with Disability department	122	17	14%
40	Home-State Excise	73	10	14%
41	Water Supply and Sanitation	315	43	14%
42	UD2-Urban Local Bodies	7846	901	11%
43	Environment	228	20	9%
44	Information Technology	116	10	9%
45	Home-Transport & Ports	1340	109	8%
46	Energy	1677	124	7%
47	Labour	1244	89	7%
48	Tourism Department	29	2	7%
49	Finance	919	56	6%
50	Home-Police	11670	606	5%
51	Housing	1689	64	4%
52	GAD-Reservation policy	68	2	3%
53	Women and Child Development	281	8	3%
54	Public Works	1573	22	1%



RIGHT TO INFORMATION ANALYTICS

1. Department with highest RTI Pendency.

Sr. No	Department Name	Received	Pending	Pending %
1	Revenue and Forest Department	559	535	96%
2	Minorities Development Department	24	22	92%
3	Departmental Co-ordinator, Co-operative Societies	35	31	89%
4	Women and Child Development Department	92	72	78%
5	Textile Department	4	3	75%
6	Tourism & Cultural Affairs Department	8	6	75%
7	School Education and Sports Department	174	122	70%
8	Home Department	303	200	66%
9	Public Health Department	233	151	65%
10	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	137	85	62%
11	Skill Development and Entrepreneurship Department	57	33	58%
12	Finance Department	124	71	57%
13	Other Backward Bahujan Welfare Department	20	11	55%
14	Medical Education and Drugs Department	164	88	54%
15	Housing Department	155	82	53%
16	Tribal Development Department	99	50	51%
17	Co-operation, Textiles and Marketing Department	65	32	49%
18	Water Resources Department	119	56	47%
19	Food, Civil Supplies and Consumer Protection Department	55	25	45%
20	Parliamentary Affairs Department	9	4	44%
21	Water Supply and Sanitation Department	47	20	43%
22	Higher and Technical Education Department	144	56	39%



23	Industries, Energy and Labour Department	286	108	38%
24	Social Justice and Special Assistance Department	65	24	37%
25	Urban Development Department	321	114	36%
26	Marathi Language Department	10	3	30%
27	Rural Development Department	181	52	29%
28	General Administration Department	298	82	28%
29	Soil and Water Conservation Department	24	6	25%
30	Environment Department	34	8	24%
31	Public Works Department	152	35	23%
32	Employment Guarantee Scheme Department	28	6	21%
33	Planning Department	34	7	21%
34	Law and Judiciary Department	112	23	21%
35	Persons with Disabilities Welfare Department	22	3	14%



2. Collector Office with highest RTI Pendency.

Sr. No	Collector Office	Received	Pending	Pending %
1	Chhatrapati Sambhaji Nagar	36	36	100%
2	Dhule	23	23	100%
3	Gadchiroli	4	4	100%
4	Hingoli	18	18	100%
5	Mumbai City	56	56	100%
6	Dharashiv	20	20	100%
7	Wardha	26	26	100%
8	Sangli	43	42	98%
9	Mumbai Suburban	79	76	96%
10	Akola	17	16	94%
11	Yavatmal	31	29	94%
12	Bhandara	14	11	79%
13	Gondia	9	7	78%
14	Sindhudurgh	16	12	75%
15	Pune	132	98	74%
16	Nagpur	49	36	73%
17	Amravati	26	19	73%
18	Latur	26	19	73%
19	Ahilyanagar	70	48	69%
20	Nanded	41	28	68%
21	Satara	89	59	66%
22	Palghar	33	21	64%
23	Raigad	49	31	63%
24	Thane	101	63	62%
25	Ratnagiri	46	27	59%
26	Washim	19	11	58%
27	Solapur	94	53	56%
28	Jalgaon	64	35	55%
29	Parbhani	35	15	43%
30	Jalna	39	14	36%
31	Beed	56	18	32%
32	Nashik	46	14	30%
33	Kolhapur	35	10	29%
34	Buldhana	120	32	27%
35	Nandurbar	10	2	20%
36	Chandrapur	18	2	11%



3. Zilla Parishads with the highest RTI Pendency.

Sr. No	Zilla Parishad	Received	Pending	Pending %
1	Chhatrapati Sambhaji Nagar	33	33	100%
2	Beed	37	37	100%
3	Buldhana	35	35	100%
4	Chandrapur	8	8	100%
5	Dhule	22	22	100%
6	Gondia	21	21	100%
7	Hingoli	10	10	100%
8	Latur	19	19	100%
9	Nandurbar	12	12	100%
10	Solapur	60	60	100%
11	Washim	9	9	100%
12	Sangli	33	32	97%
13	Ratnagiri	23	22	96%
14	Akola	14	13	93%
15	Gadchiroli	11	10	91%
16	Wardha	10	9	90%
17	Sindhudurgh	17	15	88%
18	Nashik	30	26	87%
19	Jalna	88	76	86%
20	Amravati	33	28	85%
21	Yavatmal	26	22	85%
22	Raigad	44	36	82%
23	Pune	102	83	81%
24	Kolhapur	35	28	80%
25	Thane	31	24	77%
26	Bhandara	8	6	75%
27	Parbhani	42	26	62%
28	Nanded	44	27	61%
29	Jalgaon	49	30	61%
30	Satara	58	31	53%
31	Ahilyanagar	47	23	49%
32	Palghar	35	17	49%
33	Nagpur	30	10	33%
34	Dharashiv	18	4	22%



4. Home Police with the highest RTI Pendency.

Sr. No	Home-Police	Received	Pending	Pending %
<i>Pendency at Commissioner Level</i>				
1	Amravati	10	10	100%
2	Pimpri Chinchwad	49	43	88%
3	Mira Bhayandar Vasai-Virar	29	25	86%
4	Pune	174	142	82%
5	Nashik	30	24	80%
6	Nagpur	48	37	77%
7	Chhatrapati Sambhaji Nagar	22	16	73%
8	Solapur	39	25	64%
9	Thane	60	38	63%
10	Navi Mumbai	35	21	60%
11	Mumbai	230	54	23%
<i>Pendency at Superintendent Level</i>				
12	Beed	22	22	100%
13	Buldhana	29	29	100%
14	Gadchiroli	1	1	100%
15	Gondia	6	6	100%
16	Hingoli	1	1	100%
17	Jalgaon	25	25	100%
18	Kolhapur	7	7	100%
19	Nanded	6	6	100%
20	Dharashiv	7	7	100%
21	Palghar	34	34	100%
22	Parbhani	5	5	100%
23	Sangli	9	9	100%
24	Sindhudurgh	3	3	100%
25	Solapur Rural	12	12	100%
26	Washim Rural	3	3	100%
27	Yavatmal	14	14	100%
28	Chandrapur	10	9	90%
29	Dhule	7	6	86%
30	Nashik Rural	14	12	86%
31	Ratnagiri	7	6	86%
32	Akola	13	11	85%
33	Amravati	6	5	83%
34	Latur Rural	44	36	82%
35	Raigad	18	13	72%
36	Ahilyanagar	17	12	71%
37	Satara	21	13	62%
38	Pune	55	33	60%



39	Nagpur Rural	7	4	57%
40	Bhandara	2	1	50%
41	Jalna	6	3	50%
42	Chhatrapati Sambhaji Nagar Rural	11	1	9%
43	Thane Rural	14	0	0%
44	Nandurbar	0	0	
45	Wardha	0	0	

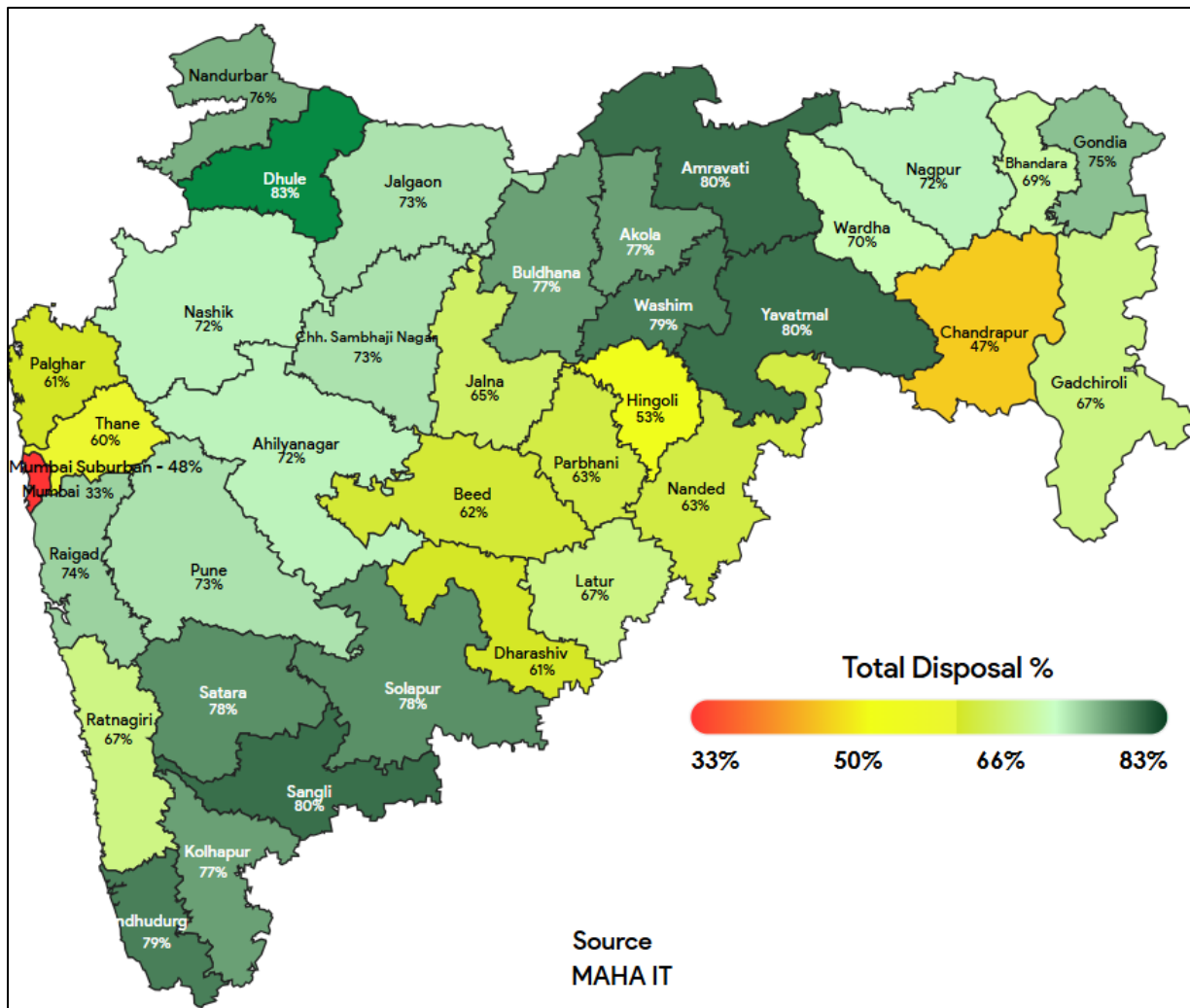
5. Municipal Corporation with the highest RTI Pendency.

Sr. No	Municipal Corporation	Received	Pending	Pending %
1	Ahilyanagar	7	7	100%
2	Akola	8	8	100%
3	Chhatrapati Sambhaji Nagar	15	15	100%
4	Chandrapur	5	5	100%
5	Dhule	2	2	100%
6	Jalgaon	7	7	100%
7	Nanded	10	10	100%
8	Nashik	35	35	100%
9	Parbhani	7	7	100%
10	Solapur	20	20	100%
11	Vasai Virar City	69	69	100%
12	Pimpri Chinchwad	103	95	92%
13	Kalyan Dombivali	65	59	91%
14	Thane	129	117	91%
15	Navi Mumbai	108	96	89%
16	Latur	26	22	85%
17	Mira Bhayandar	55	46	84%
18	Pune	200	160	80%
19	Nagpur	50	39	78%
20	Panvel	31	22	71%
21	Kolhapur	11	7	64%
22	Amravati	15	7	47%



RIGHT TO SERVICES ANALYTICS

RTS Monthly Disposal Percentage.



Top Services Availed by Citizens			
Services	Total Received	Total Disposed	Pending
Income Certificate	5,51,305	3,89,862	1,61,443
General Affidavit	3,18,760	3,13,332	5,428
Police Clearance Certificate	96,901	40,600	56,301
Age Nationality and Domicile	87,024	55,843	31,181
Registration of Shop and Establishment	79,602	78,805	797
Migrant Caste Certificate	74,596	30,659	43,937
Change In Name	49,494	22,447	27,047
Caste certificate with Affidavit	44,224	16,571	27,653
Residence Certificate	33,542	24,189	9,353
Non-Creamy Layer Certificate	32,233	14,959	17,274



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**ADMINISTRATIVE INNOVATION, EXCELLENCE & GOOD GOVERNANCE
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GOVERNMENT OF MAHARASHTRA**