



# **MANTRALAYA**

## **MONTHLY REFORM REPORT**

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### **MAY 2025**



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



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## EXECUTIVE SUMMARY

**This is the 20th 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. All departments have now fully implemented e-file creation, marking a significant achievement in the journey toward complete digital transformation and streamlined administrative processes.

Among district **Collectorates** – Latur, Ratnagiri, And Raigad have successfully digitized all files. Similarly, Kolhapur, Ratnagiri and Nashik - **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, Cooperation-Marketing have the highest number of pending grievances, requiring urgent action. On the other hand, the Finance, Marathi Language, and Home-Police Departments have the lowest grievance, demonstrating efficient handling of citizen complaints.

Among district **Collectorates**, Mumbai City, Chhatrapati Sambhaji Nagar, and Jalna have the most pending grievances, while Jalgaon, Sangli, and Dharashiv have resolved most of their cases.

Likewise, Nanded, Beed and Solapur **Zilla Parishads** have high grievance pendency, whereas Chandrapur, Jalgaon, and Sangli Zilla Parishads have successfully resolved most of their cases.

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

Among district **Collectorates**, Mumbai Suburban, Mumbai City, and Akola have the highest number of pending RTI requests, whereas Chandrapur, Bhandara, and Jalna have managed their requests effectively.

Similarly, Beed, Chhatrapati Sambhaji Nagar, and Pune **Zilla Parishads** have the most pending RTI cases, while Nagpur, Kolhapur, and Gadchiroli Zilla Parishads have lower pendency.

In the **Home Police**, at **Commissioner Level** Solapur, Nashik and at **Superintendent level** Yavatmal, Buldhana have the highest RTI Pending. Additionally, Vasai-Virar City, Kalyan Dombivali, Mira Bhayandar & Navi Mumbai **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, Caste certificate, Age Nationality and Domicile, Migrant Caste Certificate remain the most.



## *World Audio Visual & Entertainment Summit (WAVES) Maharashtra 2025*



The World Audio Visual & Entertainment Summit (WAVES) Maharashtra 2025, held from May 1 to 4 at the Jio World Convention Centre in Mumbai, was a landmark global event in India's creative and media economy. Jointly organized by the Ministry of Information & Broadcasting, Government of India, and the Government of Maharashtra, the summit positioned India—particularly Maharashtra—as a leading international hub for content creation, entertainment technology, and media innovation. With over 5,000 delegates from more than 100 countries and over 15,000 square meters of event space, WAVES 2025 drew participation from major tech and media giants & prominent Indian studios. The summit centered around four key pillars: Broadcasting & Infotainment, AVGC-XR (Animation, Visual Effects, Gaming, Comics, and Extended Reality), Digital Media & Innovation (including OTT platforms, social media, AI, and creators), and Film (co-productions, incentives, and distribution).

The event was inaugurated by Prime Minister Shri. Narendra Modi, who called it the dawn of India's Orange Economy and encouraged youth to tell their untold stories to the world. Chief Minister Shri. Devendra Fadnis announced a ₹400 crore fund for creative startups and the establishment of the Indian Institute of Creative Technology (IICT) in Mumbai, envisioned as a national center of excellence and the "IIT/IIM equivalent" for the creative sector. The summit featured a dynamic Bharat Pavilion themed "Kala to Code," showcasing India's journey from traditional storytelling to digital innovation, through immersive zones like Shruti, Kriti, Drishti, and Creator's Leap. State pavilions from Maharashtra, Goa, Telangana, Uttar Pradesh, Gujarat, and others highlighted regional film and media strengths and offered details on incentive policies.

One of the most impactful business outcomes of the summit was the signing of major MoUs totalling ₹8,000 crore. Notable among these were ₹1,500 crore each with the University of York (UK) and the University of Western Australia to set up offshore campuses in CIDCO's Edu City zone near Navi Mumbai Airport. These campuses will focus on disciplines such as computer science, AI, cybersecurity, business, economics, and creative industries. The initiative aims to promote global academic collaboration and reduce overseas student migration. Additionally, Prime Focus Group committed ₹3,000 crore to develop a 200-acre Film City ecosystem in Mumbai, featuring production facilities, an AI-driven infrastructure, and a Ramayana-themed amusement park, expected to create over 12,000 jobs. Godrej Fund





Management signed a ₹2,000 crore MoU to establish a media and film campus in Panvel, with an AI-enabled studio and creator support infrastructure being developed in two phases by 2030.



The conference hosted over 140 high-impact sessions with participation from 100+ international speakers, including industry stalwarts. Breakout sessions and masterclasses explored evolving trends in content monetization, storytelling, virtual production, and AI avatars, with contributions from global companies. Top tech innovators shared insights on immersive tools like AR lenses and virtual production stages.

The WAVES Bazaar generated ₹1,328 crore in business transactions, with ₹971 crore attributed to B2B meetings. International collaborations were also announced, including the India-NZ Film Festival, Indo-UK co-productions. Additionally, the WAVES Declaration-endorsed by representatives from 77 nations-emphasized creative collaboration, digital inclusivity, ethical storytelling, and peace. Dr. S. Jaishankar, Union External Affairs Minister and Shri. Ashwini Vaishnaw, Union Minister for Information & Broadcasting, highlighted the role of youth and localized content in shaping India's global media presence. India's "Create in India" initiative, which honored 700+ global creators, will now expand across 25 languages.

To support emerging media entrepreneurs, the summit introduced the WAVEX Accelerator, where 30 startups pitched to leading investors, initiating a ₹50 crore investment pipeline. Over 100 startups, especially from Tier-1 and Tier-2 cities, exhibited innovations in the M&E space. Promises of future mentorship, incubation, and dedicated seed funding were made to further strengthen the startup ecosystem. Meanwhile, the Create in India Challenge (CIC) Season 1 attracted over 100,000 participants from 60+ countries, including 1,100 international entries. More than 750 finalists, aged between 12 and 66, showcased their innovations in the Creatosphere, a space celebrating multidisciplinary creativity. Shri. Ashwini Vaishnaw, Union Minister for Information & Broadcasting, lauded this as just the beginning of India's creative renaissance.

The 8th National Community Radio Sammelan held during WAVES 2025 honored 12 outstanding community radio stations out of 531 across India, focusing on inclusivity, grassroots communication, and innovation in local storytelling. Alongside this, a special Gaming Arena drew attention from global players making WAVES a holistic platform for all sectors within the media and entertainment landscape.



In conclusion, WAVES 2025 redefined India's role as a global creative leader. With strategic investments, powerful global partnerships, policy-level support, a strong focus on education and startups, and wide international participation, the summit laid the groundwork for a thriving, inclusive, and technologically empowered creative economy. The WAVES Declaration, coupled with initiatives like IICT, Edu City, Film City, and the Create in India Challenge, underscored India's serious commitment to becoming the world's content and innovation capital.



## 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	AGRICULTURE AND ADF	340	0	340	100%
2	CO-OPERATION MARKETING AND TEXTILES	86	0	86	100%
3	CULTURE DEPARTMENT	50	0	50	100%
4	ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	49	0	49	100%
5	DIRECTORATE GENERAL OF INFORMATION AND PUBLIC RELATIONS	3	0	3	100%
6	DIRECTORATE OF INFORMATION TECHNOLOGY	31	0	31	100%
7	ENVIRONMENT	33	0	33	100%
8	FINANCE	38	0	38	100%
9	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	89	0	89	100%
10	GENERAL ADMINISTRATION DEPARTMENT	155	0	155	100%
11	HIGHER AND TECHNICAL EDUCATION	303	0	303	100%
12	HOME DEPARTMENT	453	0	453	100%
13	HOUSING DEPARTMENT	119	0	119	100%
14	INDUSTRIES ENERGY AND LABOUR	149	0	149	100%
15	LAW AND JUDICIARY	201	0	201	100%
16	MARATHI LANGUAGE	62	0	62	100%
17	MEDICAL EDUCATION AND DRUGS	187	0	187	100%
18	MINORITY DEVELOPMENT	12	0	12	100%
19	PARLIAMENTARY AFFAIRS	11	0	11	100%



20	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	20	0	20	100%
21	PLANNING	71	0	71	100%
22	PUBLIC HEALTH DEPARTMENT	145	0	145	100%
23	PUBLIC WORKS DEPARTMENT	177	0	177	100%
24	REVENUE & FOREST	289	0	289	100%
25	RURAL DEVELOPMENT DEPARTMENT	393	0	393	100%
26	SCHOOL EDUCATION AND SPORTS	371	0	371	100%
27	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	10	0	10	100%
28	SOCIAL JUSTICE	75	0	75	100%
29	SOIL AND WATER CONSERVATION	70	0	70	100%
30	TOURISM DEPARTMENT	13	0	13	100%
31	TRIBAL DEVELOPMENT	98	0	98	100%
32	URBAN DEVELOPMENT	423	0	423	100%
33	VJNT OBC SBCW	43	0	43	100%
34	WATER RESOURCE DEPARTMENT	62	0	62	100%
35	WATER SUPPLY AND SANITATION	61	0	61	100%
36	WOMEN AND CHILD DEVELOPMENT	57	0	57	100%
37	GAD PROTOCOL	18	0	18	100%
38	REVENUE AND REHABILITATION	0	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	AKOLA	2483	0	2483	100%
2	BHANDARA	740	0	740	100%
3	CHANDRAPUR	1424	0	1424	100%
4	CHHATRAPATI SAMBHAJINAGAR	502	0	502	100%
5	LATUR	5678	0	5678	100%
6	PARBHANI	1280	0	1280	100%
7	RATNAGIRI	5136	0	5136	100%
8	SANGLI	1858	0	1858	100%
9	WARDHA	3137	0	3137	100%
10	AHILYANAGAR	4187	0	4187	100%
11	BEED	2040	2	2042	100%
12	DHARASHIV	2309	1	2310	100%
13	DHULE	510	1	511	100%
14	GADCHIROLI	536	0	536	100%
15	GONDIA	410	0	410	100%
16	HINGOLI	332	0	332	100%
17	JALGAON	3100	0	3100	100%
18	JALNA	298	0	298	100%
19	KOLHAPUR	4375	0	4375	100%
20	MUMBAI CITY	1927	2	1929	100%
21	MUMBAI SUBURBAN	1996	0	1996	100%
22	NAGPUR	2045	0	2045	100%
23	NANDED	1135	1	1136	100%
24	NANDURBAR	737	0	737	100%
25	NASHIK	2270	0	2270	100%
26	PALGHAR	2676	3	2679	100%
27	PUNE	2972	1	2973	100%
28	RAIGAD	4805	0	4805	100%
29	SATARA	4390	2	4392	100%
30	SINDHUDURG	1189	0	1189	100%
31	SOLAPUR	666	1	667	100%
32	THANE	2247	3	2250	100%
33	AMRAVATI	3252	0	3252	100%
34	BULDHANA	1690	3	1693	100%
35	WASHIM	473	1	474	100%
36	YAVATMAL	2640	1	2641	100%



### 3. Zilla Parishad Wise e-File Creation.

Sr. No	Zilla Parishad	e-file created	p-file created	Total	% of e-file Created
1	RATNAGIRI	4008	0	4008	100%
2	SINDHUDURG	903	0	903	100%
3	AHILYANAGAR	785	0	785	100%
4	BHANDARA	291	0	291	100%
5	CHANDRAPUR	1897	0	1897	100%
6	CHHATRAPATI SAMBHAJINAGAR	491	0	491	100%
7	DHARASHIV	2324	0	2324	100%
8	DHULE	1244	0	1244	100%
9	GADCHIROLI	398	0	398	100%
10	GONDIA	1641	0	1641	100%
11	HINGOLI	918	0	918	100%
12	JALNA	335	0	335	100%
13	NANDED	1920	0	1920	100%
14	NANDURBAR	235	0	235	100%
15	NASHIK	3174	0	3174	100%
16	PARBHANI	493	0	493	100%
17	PUNE	735	0	735	100%
18	RAIGAD	1328	0	1328	100%
19	WARDHA	678	0	678	100%
20	WASHIM	227	0	227	100%
21	AKOLA	1313	0	1313	100%
22	AMRAVATI	467	0	467	100%
23	BULDHANA	778	0	778	100%
24	YAVATMAL	544	0	544	100%
25	SANGLI	3417	1	3418	100%
26	KOLHAPUR	6811	5	6816	100%
27	SATARA	1227	1	1228	100%
28	JALGAON	1185	1	1186	100%
29	LATUR	864	1	865	100%
30	BEED	587	1	588	100%
31	SOLAPUR	1224	3	1227	100%
32	NAGPUR	390	1	391	100%
33	PALGHAR	555	2	557	100%
34	THANE	782	11	793	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	319	283	89%
2	GAD-Protocol	67	54	81%
3	GAD-Election	624	464	74%
4	Cooperation-Marketing	876	646	74%
5	Cultural Affairs	641	456	71%
6	Skill Development & Entrepreneurship	826	542	66%
7	Animal Husbandry, Dairy Development and Fisheries	1049	615	59%
8	GAD-Directorate General of Information and Public Relations (DGIPR)	596	317	53%
9	Revenue-Forest	3972	1958	49%
10	Public Health	6633	2648	40%
11	Water Supply and Sanitation	3019	1148	38%
12	Revenue-Relief & Rehabilitation	9153	3332	36%
13	Minorities Development	304	104	34%
14	Cooperation-Textile	74	25	34%
15	Food, Civil Supplies and Consumer Protection	4368	1341	31%
16	Planning	472	119	25%
17	Tribal Development	1002	249	25%
18	Water Resources	1633	405	25%
19	UD1-Urban Planning	3559	871	24%
20	Home-Jails	151	35	23%
21	GAD-Organization & Methods (O&M)	1201	264	22%
22	Water Conservation	711	149	21%
23	Information Technology	1042	200	19%
24	Industry	1930	364	19%
25	Parliamentary Affairs	99	16	16%
26	Person with Disability department	401	61	15%
27	GAD-Services	288	43	15%



28	School Education and Sports	11087	1519	14%
29	CMO	127	17	13%
30	Co-operation	7418	962	13%
31	Home-State Excise	1435	181	13%
32	Medical Education and Drugs	2090	256	12%
33	Law and Judiciary	2209	259	12%
34	Revenue, Registration & Stamps	31020	3141	10%
35	Social Justice and Special Assistance	3686	373	10%
36	GAD Aviation	30	3	10%
37	UD2-Urban Local Bodies	48474	4758	10%
38	Agriculture	5570	533	10%
39	Women and Child Development	3091	274	9%
40	Higher and Technical Education	4312	377	9%
41	Rural Development	40941	3290	8%
42	Planning-Employment Guarantee Scheme (EGS)/NREGA	1890	139	7%
43	Housing	7208	514	7%
44	Labour	2714	187	7%
45	Home-Transport & Ports	7069	443	6%
46	Finance	1264	74	6%
47	Energy	10324	599	6%
48	Environment	1808	98	5%
49	VJNT, OBC & SBC Welfare Department	1439	73	5%
50	Tourism Department	23	1	4%
51	Public Works	7469	282	4%
52	Home-Police	60904	2242	4%
53	GAD-Reservation policy	374	5	1%
54	Marathi Language	397	1	0%
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 City	842	149	18%
2	Chhatrapati Sambhaji Nagar	1711	268	16%
3	Jalna	1013	154	15%
4	Palghar	1161	157	14%
5	Pune	5995	777	13%
6	Nanded	928	117	13%
7	Thane	3999	497	12%
8	Nagpur	1339	163	12%
9	Mumbai Suburban	1904	219	12%
10	Sindhudurg	314	36	11%
11	Parbhani	711	77	11%
12	Hingoli	519	53	10%
13	Beed	1752	178	10%
14	Dhule	537	54	10%
15	Nandurbar	204	19	9%
16	Gondia	301	27	9%
17	Washim	1055	93	9%
18	Amravati	1146	96	8%
19	Nashik	1310	106	8%
20	Latur	1157	92	8%
21	Gadchiroli	191	14	7%
22	Ratnagiri	856	55	6%
23	Yavatmal	2407	149	6%
24	Wardha	479	29	6%
25	Satara	1760	105	6%
26	Ahilyanagar	3343	198	6%
27	Kolhapur	1168	65	6%
28	Solapur	2528	127	5%
29	Bhandara	457	21	5%
30	Raigad	1629	72	4%
31	Akola	1072	47	4%
32	Buldhana	2613	97	4%
33	Chandrapur	632	20	3%
34	Dharashiv	868	27	3%
35	Sangli	1474	38	3%
36	Jalgaon	1607	28	2%





### 3. Aaple Sarkar Pendency Percentage at Zilla Parishad Offices.

Sr. No	Zilla Parishad	Total	Pending	Pending %
1	Nanded	1121	157	14%
2	Beed	1191	147	12%
3	Solapur	1779	210	12%
4	Ratnagiri	1067	118	11%
5	Sindhudurg	519	54	10%
6	Pune	3046	311	10%
7	Parbhani	683	63	9%
8	Jalna	2026	178	9%
9	Palghar	592	52	9%
10	Gondia	326	26	8%
11	Satara	1912	149	8%
12	Latur	1121	86	8%
13	Kolhapur	1309	96	7%
14	Nagpur	1221	86	7%
15	Chhatrapati Sambhaji Nagar	1180	83	7%
16	Gadchiroli	163	10	6%
17	Amravati	1416	85	6%
18	Yavatmal	1809	101	6%
19	Raigad	1847	97	5%
20	Wardha	468	23	5%
21	Dharashiv	723	35	5%
22	Nandurbar	298	14	5%
23	Nashik	1768	81	5%
24	Hingoli	430	19	4%
25	Dhule	593	26	4%
26	Akola	1016	39	4%
27	Ahilyanagar	5354	203	4%
28	Buldhana	1644	58	4%
29	Washim	998	34	3%
30	Bhandara	340	11	3%
31	Thane	3012	96	3%
32	Sangli	1094	34	3%
33	Jalgaon	1334	32	2%
34	Chandrapur	541	5	1%



#### 4. Aaple Sarkar Pendency Percentage at Police Level Offices.

Sr. No	Police Level	Total	Pending	Pending %
1	Gadchiroli	64	7	11%
2	Nagpur	1830	137	7%
3	Parbhani	280	17	6%
4	Nanded	396	21	5%
5	Yavatmal	692	35	5%
6	Chhatrapati Sambhaji Nagar	603	29	5%
7	Kolhapur	477	20	4%
8	Gondia	96	4	4%
9	Amravati	212	8	4%
10	Dhule	560	21	4%
11	Latur	430	16	4%
12	Pune	4751	168	4%
13	Chandrapur	227	8	4%
14	Nashik	1272	41	3%
15	Satara	875	27	3%
16	Solapur	1070	26	2%
17	Raigad	740	17	2%
18	Thane	5025	107	2%
19	Dharashiv	283	5	2%
20	Ahilyanagar	3504	58	2%
21	Akola	486	8	2%
22	Sangli	528	8	2%
23	Jalgaon	799	12	2%
24	Palghar	200	3	2%
25	Washim	484	7	1%
26	Nandurbar	147	2	1%
27	Buldhana	486	4	1%
28	Wardha	124	1	1%
29	Hingoli	142	1	1%
30	Bhandara	153	1	1%
31	Beed	772	5	1%
32	Ratnagiri	561	2	0%
33	Jalna	292	1	0%
34	Sindhudurg	55	0	0%



## 5. Integrated CPGRAM Pendency Percentage.

Sr. No	Department Name	Total	Pending	Pending %
1	GAD-Freedom Fighter/ Ex-Servicemen Welfare	98	96	98%
2	GAD-Protocol	24	23	96%
3	GAD-Election	243	204	84%
4	Animal Husbandry, Dairy Development and Fisheries	146	119	82%
5	Cultural Affairs	138	108	78%
6	Cooperation-Marketing	293	218	74%
7	Skill Development & Entrepreneurship	151	91	60%
8	Revenue-Forest	863	464	54%
9	Minorities Development	49	26	53%
10	Public Health	1521	768	50%
11	GAD-Services	99	46	46%
12	PG Portal GAD	8933	4005	45%
13	Planning	149	64	43%
14	Revenue-Relief & Rehabilitation	702	293	42%
15	School Education and Sports	1138	377	33%
16	Cooperation-Textile	28	8	29%
17	Industry	438	124	28%
18	Food, Civil Supplies and Consumer Protection	848	207	24%
19	Planning-Employment Guarantee Scheme (EGS)/NREGA	75	18	24%
20	Medical Education and Drugs	473	110	23%
21	Tribal Development	167	38	23%
22	Water Resources	228	50	22%
23	GAD-Directorate General of Information and Public Relations (DGIPR)	14	3	21%
24	Marathi Language	14	3	21%
25	Co-operation	1696	351	21%
26	Home-Jails	25	5	20%
27	Water Conservation	55	11	20%



28	Rural Development	2734	506	19%
29	Higher and Technical Education	673	122	18%
30	Revenue, Registration & Stamps	3166	565	18%
31	Law and Judiciary	633	111	18%
32	Social Justice and Special Assistance	314	55	18%
33	Home-State Excise	78	13	17%
34	VJNT, OBC & SBC Welfare Department	84	13	15%
35	Agriculture	11079	1617	15%
36	Environment	244	34	14%
37	Water Supply and Sanitation	323	44	14%
38	Person with Disability department	123	16	13%
39	UD1-Urban Planning	745	94	13%
40	Information Technology	120	14	12%
41	Home-Transport & Ports	1439	161	11%
42	GAD Aviation	18	2	11%
43	GAD-Organization & Methods (O&M)	193	21	11%
44	UD2-Urban Local Bodies	8172	865	11%
45	CMO	48	5	10%
46	Tourism Department	30	3	10%
47	Housing	1789	160	9%
48	Energy	1741	110	6%
49	Home-Police	12049	753	6%
50	Finance	951	50	5%
51	Labour	1284	54	4%
52	Women and Child Development	290	10	3%
53	Public Works	1612	42	3%
54	GAD-Reservation policy	68	1	1%



## RIGHT TO INFORMATION ANALYTICS

### 1. Department with highest RTI Pendency.

Sr. No	Department Name	Received	Pending	Pending %
1	Marathi Language Department	2	2	100%
2	Revenue and Forest Department	384	378	98%
3	Food, Civil Supplies and Consumer Protection Department	107	104	97%
4	Departmental Co-ordinator, Co-operative Societies	24	21	88%
5	Soil and Water Conservation Department	24	19	79%
6	Women and Child Development Department	76	56	74%
7	Tribal Development Department	95	69	73%
8	Finance Department	99	70	71%
9	Home Department	235	159	68%
10	Environment Department	46	30	65%
11	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	131	84	64%
12	Minorities Development Department	27	17	63%
13	Public Health Department	176	107	61%
14	School Education and Sports Department	170	100	59%
15	Industries, Energy and Labour Department	344	195	57%
16	Other Backward Bahun Welfare Department	30	17	57%
17	Employment Guarantee Scheme Department	25	14	56%
18	Housing Department	115	60	52%
19	Co-operation, Textiles and Marketing Department	47	24	51%
20	Tourism & Cultural Affairs Department	10	5	50%
21	Urban Development Department	216	108	50%
22	Social Justice and Special Assistance Department	103	50	49%
23	Higher and Technical Education Department	136	65	48%





24	Water Resources Department	102	44	43%
25	Medical Education and Drugs Department	158	68	43%
26	Skill Development and Entrepreneurship Department	59	25	42%
27	General Administration Department	214	88	41%
28	Water Supply and Sanitation Department	62	25	40%
29	Parliamentary Affairs Department	9	3	33%
30	Public Works Department	165	54	33%
31	Planning Department	42	12	29%
32	Rural Development Department	298	84	28%
33	Law and Judiciary Department	89	25	28%
34	Textile Department	4	1	25%
35	Persons with Disabilities Welfare Department	16	3	19%



## 2. Collector Office with highest RTI Pendency.

Sr. No	Collector Office	Received	Pending	Pending %
1	Akola	29	29	100%
2	Dhule	29	29	100%
3	Hingoli	9	9	100%
4	Mumbai City	64	64	100%
5	Wardha	20	20	100%
6	Mumbai Suburban	114	113	99%
7	Chhatrapati Sambhaji Nagar	30	29	97%
8	Yavatmal	34	32	94%
9	Sangli	29	27	93%
10	Sindhudurgh	12	11	92%
11	Amravati	32	29	91%
12	Gondia	8	7	88%
13	Kolhapur	53	46	87%
14	Satara	85	73	86%
15	Beed	24	20	83%
16	Dharashiv	23	19	83%
17	Gadchiroli	16	13	81%
18	Palghar	26	21	81%
19	Ratnagiri	30	24	80%
20	Pune	188	149	79%
21	Latur	32	25	78%
22	Raigad	67	48	72%
23	Thane	56	39	70%
24	Washim	29	20	69%
25	Nashik	50	34	68%
26	Parbhani	47	31	66%
27	Ahilyanagar	41	24	59%
28	Nanded	28	14	50%
29	Solapur	74	36	49%
30	Nagpur	56	26	46%
31	Nandurbar	20	7	35%
32	Jalgaon	47	16	34%
33	Buldhana	43	13	30%
34	Jalna	37	9	24%
35	Bhandara	7	1	14%
36	Chandrapur	34	3	9%



### 3. Zilla Parishads with the highest RTI Pendency.

Sr. No	Zilla Parishad	Received	Pending	Pending %
1	Akola	16	16	100%
2	Chhatrapati Sambhaji Nagar	32	32	100%
3	Beed	66	66	100%
4	Gondia	5	5	100%
5	Hingoli	10	10	100%
6	Latur	23	23	100%
7	Sangli	14	14	100%
8	Solapur	26	26	100%
9	Wardha	7	7	100%
10	Washim	6	6	100%
11	Amravati	29	28	97%
12	Pune	81	78	96%
13	Nanded	55	52	95%
14	Yavatmal	18	17	94%
15	Nandurbar	29	27	93%
16	Raigad	48	44	92%
17	Sindhudurgh	12	11	92%
18	Dhule	21	19	90%
19	Parbhani	29	26	90%
20	Ratnagiri	26	23	88%
21	Buldhana	41	36	88%
22	Ahilyanagar	65	56	86%
23	Nashik	57	49	86%
24	Bhandara	12	10	83%
25	Chandrapur	10	8	80%
26	Jalgaon	48	37	77%
27	Palghar	30	22	73%
28	Satara	41	30	73%
29	Jalna	50	36	72%
30	Thane	30	21	70%
31	Dharashiv	19	13	68%
32	Gadchiroli	6	4	67%
33	Kolhapur	54	35	65%
34	Nagpur	29	15	52%



#### 4. Home Police with the highest RTI Pendency.

Sr. No	Home-Police	Received	Pending	Pending %
<b><i>Pendency at Commissioner Level</i></b>				
1	Solapur	15	15	100%
2	Nashik	57	55	96%
3	Mira Bhayandar Vasai-Virar	31	29	94%
4	Nagpur	28	25	89%
5	Pimpri Chinchwad	46	40	87%
6	Chhatrapati Sambhaji Nagar	33	28	85%
7	Thane	32	26	81%
8	Amravati	14	10	71%
9	Navi Mumbai	41	29	71%
10	Pune	139	96	69%
11	Mumbai	211	96	45%
<b><i>Pendency at Superintendent Level</i></b>				
12	Akola	9	9	100%
13	Amravati	8	8	100%
14	Beed	5	5	100%
15	Buldhana	13	13	100%
16	Dhule	9	9	100%
17	Gadchiroli	4	4	100%
18	Gondia	9	9	100%
19	Hingoli	3	3	100%
20	Jalgaon	12	12	100%
21	Kolhapur	11	11	100%
22	Nanded	6	6	100%
23	Nandurbar	4	4	100%
24	Dharashiv	9	9	100%
25	Palghar	4	4	100%
26	Ratnagiri	4	4	100%
27	Sangli	3	3	100%
28	Sindhudurgh	5	5	100%
29	Solapur Rural	9	9	100%
30	Wardha	2	2	100%
31	Washim Rural	5	5	100%
32	Yavatmal	16	16	100%
33	Nashik Rural	21	20	95%
34	Parbhani	11	10	91%
35	Latur Rural	36	32	89%
36	Nagpur Rural	9	8	89%
37	Jalna	7	6	86%
38	Bhandara	5	4	80%



39	Ahilyanagar	22	17	77%
40	Satara	26	19	73%
41	Chandrapur	14	9	64%
42	Pune	56	30	54%
43	Raigad	16	4	25%
44	Chhatrapati Sambhaji Nagar Rural	11	0	0%
45	Thane Rural	8	0	0%

## 5. Municipal Corporation with the highest RTI Pendency.

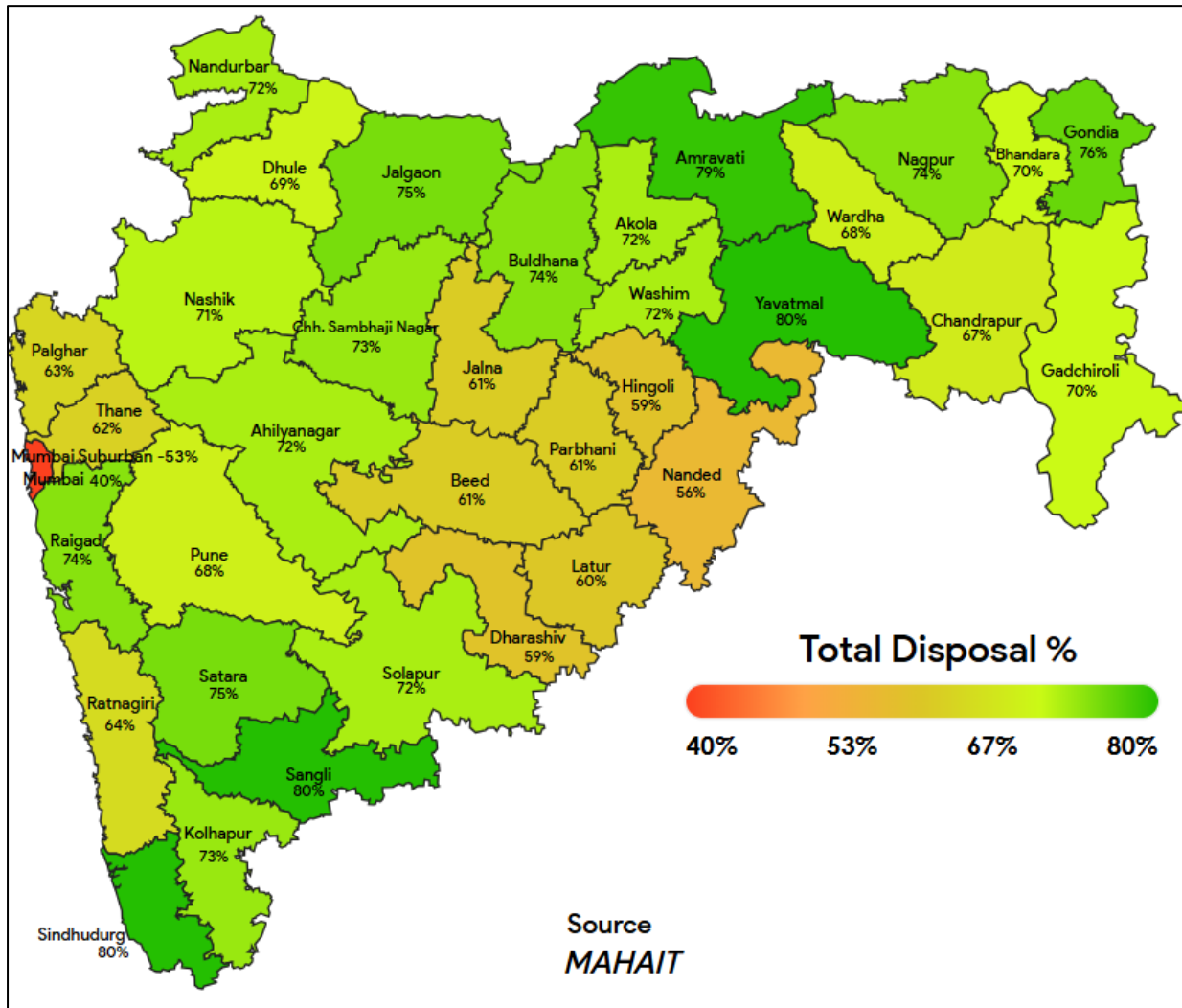
Sr. No	Municipal Corporation	Received	Pending	Pending %
1	Ahilyanagar	3	3	100%
2	Dhule	2	2	100%
3	Jalgaon	8	8	100%
4	Kalyan Dombivali	54	54	100%
5	Kolhapur	13	13	100%
6	Mira Bhayandar	42	42	100%
7	Nanded	8	8	100%
8	Parbhani	5	5	100%
9	Solapur	16	16	100%
10	Vasai Virar City	71	71	100%
11	Navi Mumbai	152	148	97%
12	Chhatrapati Sambhaji Nagar	29	28	97%
13	Pimpri Chinchwad	80	76	95%
14	Amravati	13	12	92%
15	Nagpur	50	46	92%
16	Nashik	38	34	89%
17	Panvel	31	27	87%
18	Akola	14	12	86%
19	Chandrapur	5	4	80%
20	Thane	56	44	79%
21	Pune	223	175	78%
22	Latur	13	10	77%





## RIGHT TO SERVICES ANALYTICS

### RTS Monthly Disposal Percentage.



Top Services Availed by Citizens			
Services	Total Received	Total Disposed	Pending
Income Certificate	8,00,458	5,89,770	2,10,688
Caste certificate	4,00,087	3,54,385	45,702
Age Nationality and Domicile	2,16,881	1,29,125	87,756
Migrant Caste Certificate	1,16,105	49,910	66,195
Non-Creamy Layer Certificate	88,721	47,292	41,429
Police Clearance Certificate	83,010	34,695	48,315
Registration of Shop and Establishment	57,638	57,040	598
Non-Creamy Layer Certificate	53,784	28,030	25,754
Residence Certificate	48,638	34,227	14,411
Change In Name	47,990	30,612	17,378



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**ADMINISTRATIVE INNOVATION, EXCELLENCE & GOOD GOVERNANCE  
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