

# STATE OF e-GOVERNANCE IN MAHARASHTRA 2014



महाराष्ट्र शासन

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## PREFACE



### “Transforming Governance and Enriching Lives through the power of Information & Communication Technology.”

- *Vision of e-Governance of Government of Maharashtra*

It gives us immense pleasure to launch the second edition of “State of e-Governance Report”. It is an outcome of the combined efforts of the Directorate of Information Technology and all other departments which were involved in the process of implementation of e-Governance in the state.

Maharashtra has been a pioneer state in the adoption of technology that supplements the improvement in transparency and accountability of the Government. The efforts of the state have been focused on coupling technology initiatives with overall administration, aiming to take the Government to the citizens’ doorsteps and usher in a digitally inclusive society.

Maharashtra is the first state to have a dedicated e-Governance policy and today the policy provides seamless guidance to all the Departments and administrative structure as a whole to prepare and take up meaningful citizen centric e-Governance initiatives.

The State Government has adopted e-Governance and mGovernance to reach out to citizens in a more effective manner and the age old conventional functioning is being revamped through exhaustive Business Process Reengineering and electronic service delivery. The unproductive steps in the workflow are being done away with to ensure faster decision making and, service delivery complimented by backend office and workflow automation.

This booklet is an endeavour to share the path breaking initiatives, best practices and outcomes in various IT projects, initiatives and schemes undertaken by the State Government and affiliated institutions. We sincerely hope that this volume of work will be immensely useful for all the stakeholders including the citizens, academicians, industry and Government organisations, interested in using Information and Communication Technology as a tool for effective change management.

This booklet is also available at [www.it.maharashtra.gov.in](http://www.it.maharashtra.gov.in) for easy access.

Directorate of Information Technology  
Government of Maharashtra

## GOVERNMENT BYTES



### **SHRI K.SANKARANARAYANAN**

HIS EXCELLENCY, GOVERNOR  
GOVERNMENT OF MAHARASHTRA

The Government is making all out efforts to improve the revenue administration by deploying various information technology tools. e-Mojani, e-Chavdi, e-District, eLokshahi System, e-Tendering, e-Pherfar, eNakasha, Bar Code system are a few of such initiatives, ensuring better quality service to the citizens.

Source: Excerpt from Maharashtra Day Speech, May 1, 2013



### **SHRI PRITHVIRAJ CHAVAN**

HON'BLE CHIEF MINISTER  
GOVERNMENT OF MAHARASHTRA

Maharashtra is the only state that has been able to adopt an inclusive approach towards implementing e-Governance. We have created well-defined policies and processes involving all the departments in the state. We have not only been able to build world class technological infrastructure but also have been able to build capacities in our staff in order to sustain these efforts. The Government is committed to providing delivery of services at faster pace and at lower costs to its citizens.



### **SHRI AJIT PAWAR**

HON'BLE DEPUTY CHIEF MINISTER,  
GOVERNMENT OF MAHARASHTRA

e-Governance has been one of the top priorities of the Government. It is gratifying to see that our sincere efforts in implementing e-Governance have started to produce results. Our network of CSCs is helping citizens in getting services near their door-step. The pace of UID and DBT have increased considerably thus saving huge sums of money. We are making use of technology not only to make citizens' lives easier but also safer.



### **SHRI BALASAHEB THORAT**

MINISTER OF REVENUE & KHAR LAND  
GOVERNMENT OF MAHARASHTRA

Maharashtra is the leading state in e-Governance. There is unrest among people when they have to face hassles-both administrative and expenses related to get their work done(from government departments). e-Governance has the capacity to answer this problem.

We are using effective e-Governance and delivering citizen services through e-Mojani, e-Chavadi, e-District and e-Registration. Our moto is to replace inline system by Online system for transparency, accuracy and hassle free services



### **PROF. (SMT.) FAUZIA KHAN**

MINISTER OF STATE FOR GAD,  
GOVERNMENT OF MAHARASHTRA

The state government has been a driving force in encouraging adoption of technology for enabling better governance. The state is adjudged as a leader in e-Governance in India. Maharashtra is one of the first states to have formulated a comprehensive e-governance policy. Government of Maharashtra, through this policy, intends to ensure e-Services become a mandate for each department and are offered to citizens in a uniform manner.



### **SHRI J S SAHARIA,**

CHIEF SECRETARY,  
GOVERNMENT OF MAHARASHTRA

e-Governance brings transparency to the working of the entire system. The citizens of the state are able to access services from the government in an easier manner. e-Governance also enables the government to have a holistic look on how its projects are working at the ground level.

## GOVERNMENT BYTES



### **SHRI RAJESH AGGARWAL**

PRINCIPAL SECRETARY, IT  
GOVERNMENT OF MAHARASHTRA

The Government of Maharashtra is committed to making e-governance a success in the state. Virtualization and cloud computing play a critical role in enabling our vision for e-Governance. We are using UID for data de-duplication to root out the menace of bogus beneficiaries and include those who are left out. We are also focusing on bank transfers with an aim to make the money transfers to and from the government completely electronic, completely paperless.



### **SHRI VIRENDRA SINGH**

DIRECTOR, IT  
GOVERNMENT OF MAHARASHTRA

The transition from a typical government office and a typewriter-based system to a modern-day office with seamless connectivity and total process integration was a daunting task for the administration. But this was handled with meticulous planning and a steady and persistent approach.



### **SHRI J. SATYANARAYANA**

SECRETARY, DEITY  
GOVERNMENT OF INDIA

eGovernance, eLearning, eSecurity, eIndustry, innovation, R&D and eInclusion have been the thrust areas for the 12th five year plan. We have been able to make step wise progress in each of the areas through various initiatives. It is encouraging to see Maharashtra being able to make progress in the areas of innovation through use of local language, automating commercial tax system, creation of secured infrastructure.



### **SHRI NANDAN NILEKANI**

CHAIRMAN UIDAI  
GOVERNMENT OF INDIA

At the outset, I would like to appreciate the initiative by Government of Maharashtra on the progress of Aadhaar. Efforts made by the State Government for creating SRDH and seeding of Aadhaar through SMS/web based self-seeding portal and various departmental databases, is first of its kind and is indeed commendable.



### **SHRI RS SHARMA**

FORMER DG, UIDAI  
GOVERNMENT OF INDIA

We have leapfrogged from a situation where many people didn't have an ID to a situation where everybody will have an online, electronic, transportable, portable identity which can be authenticated anywhere. We have done 27 crore enrolments thus far, and we are planning that by the end of 2014 we would have done about 600 billion Aadhaar enrolments. We have run multiple pilot projects to assess the effectiveness of the card in delivery of other services including the subsidies.



### **SHRI AJAY BHUSHAN PANDEY**

DEPUTY DIRECTOR GENERAL  
UIDAI

Maharashtra has been leading the way in terms of UID enrollments, innovations related to use of UID and making actual use of UID numbers by linking it to various schemes. The state has become the biggest registrar as far as enrolments under Aadhar are concerned. We have started to make use of the clean UID data by linking it to several e-Governance projects in the state. It will help benefits reach the people, plug leakages and make the system more efficient, transparent and closer to the people.

## CITIZEN BYTES



**ARUN GITE**  
PUNE

This is very good Initiative!!!  
Also give info about  
e-Registration, e-Tender,  
e-Auction etc. that will help  
people to bring more  
transparency.



**ANIL SHALIGRAM**  
CITIZEN, MAHARASHTRA

Good wishes to youth  
technologists in their quest to  
change the face of Mantralaya  
and bring e-Gov to the doors of  
common people of Maharashtra.  
Hope this will be path bearer  
for other states as well as India.

Source: Comment on  
Facebook/eGov.Maharashtra



**OMKAR KAMALE**  
CITIZEN, MAHARASHTRA

Superb initiative on Accessibility  
awareness and responsive web  
design by e-Gov Maharashtra and  
Barrierbreak. A big thank you for  
providing this opportunity.

Source: Comment on  
Facebook/eGov.Maharashtra



**अमोल देशमुख**  
अमरावती

महाराष्ट्रामध्ये ई-गव्हर्नन्सच्या माध्यमातून  
महा ई सेवा केंद्र सुरू झाले. त्यामधून अनेक  
प्रकारच्या महसूलचे दाखले ७-१२, ८ अ,  
उत्पन्न प्रमाणपत्र, वय राष्ट्रीयत्वाचे प्रमाणपत्र,  
जातीचे दाखले यामुळे संपूर्ण महाराष्ट्रामध्ये  
एकसारख्या नमून्यामध्ये प्रमाणपत्र मिळतात.  
तसेच कायमस्वरूपी आधार नोंदणी व दुरुस्ती  
केंद्राची निर्मिती केली. एम्प्लॉयमेंट एक्सचेंज  
आपल्या दारी तसेच आम आदमी विमा  
योजना, राजीव गांधी जीवनदायी आरोग्य  
योजना या सारख्या सामाजिक उपक्रम  
महा ई-सेवा केंद्राच्या माध्यमातून  
राबविली जात आहे.

Source: Comment on  
Facebook/eGov.Maharashtra



**प्रविण कोल्हे**  
पूणे

देशभरामध्ये ई-प्रशासन प्रकल्पांचे नियोजन व  
कार्यान्वयन करण्यामध्ये महाराष्ट्र शासन  
आघाडीवर आहे. आधार तसेच इतर मिशन  
मोड प्रकल्पांच्या माध्यमातून आधुनिक तंत्रज्ञान  
आत्मसात करून राज्याच्या भविष्यातल्या  
गरजेनुसार प्रणाली विकसित करण्यामध्ये  
महत्वाचे पाऊल मागील काही वर्षात उचलली  
गेली आहेत. यामुळे सर्वसामान्यांना त्यांच्या  
हक्काची सेवा, घरबसल्या किंवा नजिकच्या  
ठिकाणी (कधीही, कुठेही) मिळण्यास  
निश्चित हातभार लागत आहे आणि  
त्या माध्यमातूनच प्रशासनाची  
"सु-प्रशासना"कडे वाटचाल होत आहे.

Source: Comment on  
Facebook/eGov.Maharashtra

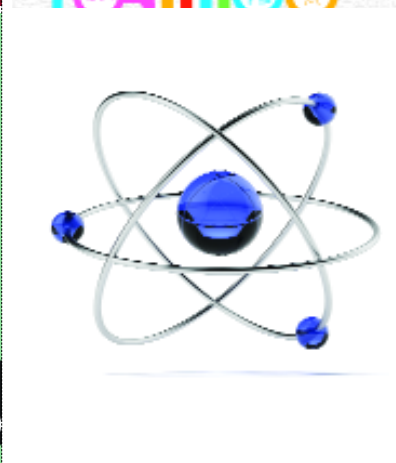
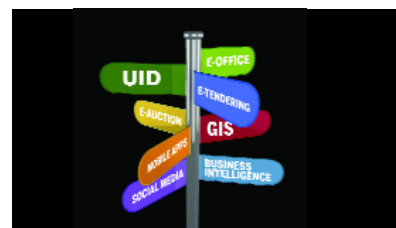


**विशाल सदाफुले**  
उस्मानाबाद

महाराष्ट्र शासन हे देशातील पहिले केलेले  
ई-ऑनलाईन केलेले राष्ट्र आहे. महाराष्ट्र  
शासनाने आता नविन "ई-उपक्रमा"मुळे घर  
बसल्या सर्व माहिती भेटत आहे, ऑफिसमध्ये  
जाण्याची गरज भासत नाही आणि आपला वेळ  
पण वाचण्यास मदत होते. तसेच "ई-ऑफिस"  
मुळे फाईल गहाळ होण्याचे प्रमाण होत नाही  
आणि लगेच निर्णय घेता येतात. त्यामुळे  
महाराष्ट्र शासनाने राबवलेला  
"ई-ऑफिस" उपक्रम खुप छान आहे.

Source: Comment on  
Facebook/eGov.Maharashtra

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# 1

## e-GOVERNANCE IN MAHARASHTRA

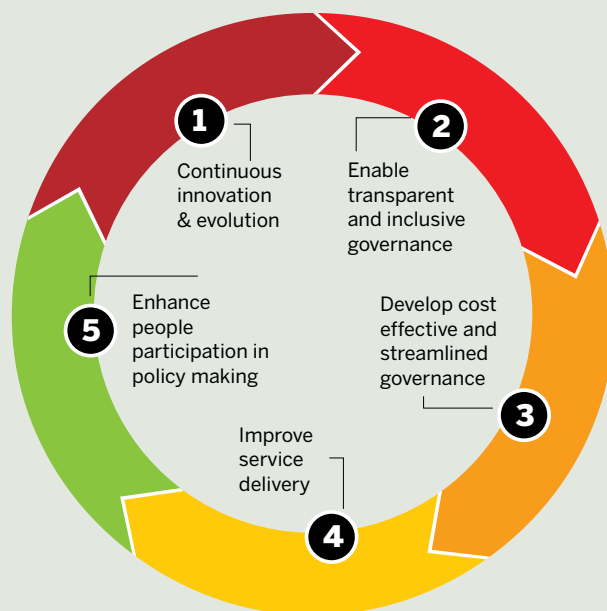
### 1.1 VISION

Every endeavour needs to be guided as a compelling and timeless vision in order to motivate people towards greater efficiency. The vision for e-governance in Maharashtra, serves to provide both direction and purpose to improve systemic efficiencies. The IT vision aims to spread awareness about the numerous opportunities and possibilities that technology offers in the current scenario, as well as in the times to come.

The information revolution has created tremendous opportunities for government, businesses and citizens. It enables the government to provide better services to citizens and businesses, meeting the ever-increasing demand for greater efficiency, effectiveness and accountability while reducing costs and risks.

Government of Maharashtra, strongly believes that Information Technology has the potential to lead the positive transformation of its strong industrial base, service sector and vibrant agriculture towards better economy as well as service delivery.

### VISION: TRANSFORMING GOVERNANCE AND ENRICHING LIVES THROUGH INFORMATION AND COMMUNICATION TECHNOLOGY



## 1.2 TRANSLATION OF VISION

In order to attain the goals outlined above, Government of Maharashtra has identified six priority pillars which will facilitate state departments to use e-governance as a tool to become more proactive and responsive to its citizens' needs. The key pillars are:

### **Pillar 1: Establishment of Policy/Legal Frameworks**

In order to drive e-Governance efforts in the state, it is essential to have an overall Policy/Legal Framework that is updated regularly in accordance with changing times and technologies. DIT, Government of Maharashtra has already established a strong foundation through its e-Governance Policy and various other Government Resolutions (GRs)/Rules which it issues from time to time, as described in Section 2. Now, it works continuously to enhance this foundation with evolving changes in technology.

### **PILLAR 2: Develop Strong Capacity Building Framework**

For successful implementation of e-Governance initiatives, Capacity Building of all stakeholders including change drivers, employees and citizens is the first need that requires to be addressed. Government of Maharashtra, is taking concrete steps in this direction which are described in Section 3.

### **PILLAR 3: Facilitate Abundant Funding**

It is an established fact that introduction of ICT in good governance involves appreciable capital as well as recurring expenditure, but in the long run, there would be tremendous savings and the reward of citizen satisfaction. However, many

## SIX PILLARS FOR ACHIEVING THE VISION OF E-GOVERNANCE



## ►► IN ORDER TO DRIVE THE MASSIVE e-GOVERNANCE EFFORTS, GOVERNMENT OF MAHARASHTRA HAS DEVELOPED ROBUST AND FOCUSED ADMINISTRATIVE STRUCTURES THAT ARE CAPABLE OF ENVISIONING AND STEERING THE E-GOVERNANCE PROGRAMS IN THE STATE

e-Governance initiatives are not rolled out or get delayed for the want of funds. In order to overcome this, Government of Maharashtra through its pioneering initiatives, has ensured effective mechanisms for timely availability of adequate funds as described in Section 4.

### **PILLAR 4: Institutional Framework**

In order to drive the massive e-Governance efforts, Government of Maharashtra has developed robust and focused administrative

structures that are capable of envisioning and steering the e-Governance programs in the state. ICT projects require significant changes in the established framework and to drive these changes, effective leadership is critical. To accomplish this need, a strong institutional framework has been established which is described in Section 5.

### **PILLAR 5: Build Common Core e-Governance Infrastructure**

Government of Maharashtra is

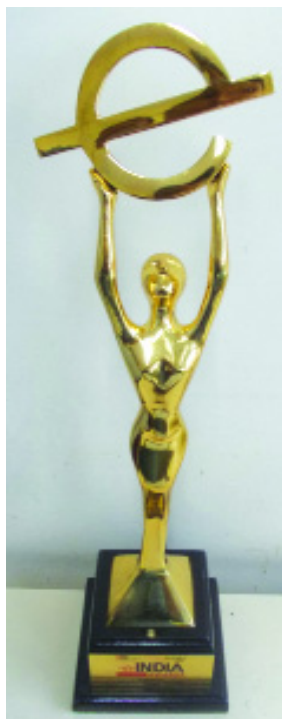
actively developing the core e-Governance infrastructure that is common to majority of the e-Governance projects in the state like Data Centre, Common Service Centres, State Wide Area Network, SMS Gateway and Payment Gateway etc. State departments can leverage this common infrastructure to successfully implement their project, thereby focusing on the core functional area of the project. The core infrastructure being developed and ways for departments to leverage it, has been described in detail in Section 6.

#### **PILLAR 6: Develop Common State Wide Projects**

DIT is also taking several initiatives to develop applications that are common to majority of state departments, thereby deriving synergies from common applications rather than each department / agency developing their own software. Such applications including e-Tendering, e-Office, SMS gateway, Payment gateway etc. have been described in Section 7.

### **1.3 AWARDS**

Government of Maharashtra has always been at the forefront in adopting e-Governance to facilitate anytime, anywhere access to citizen services and to percolate the use of IT and e-Governance, to bring in further efficiency and transparency in delivery of services. The efforts of the state have been recognized and appreciated by various institutions and forums of national and international repute. This section mentions details of selective Awards and Accolades won by Government of Maharashtra.



## AWARDS RECEIVED – 2013

|    |                                                                                                                                                                                          |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | Rajesh Aggarwal, Principal Secretary IT, Government of Maharashtra, recognized as a Top Global CIO, after being selected by IDG's Computerworld as a 2014 Premier 100 IT Leader honoree. |
| 2  | Rajesh Aggarwal, Principal Secretary IT, Government of Maharashtra, awarded the Dataquest Editor's Choice CIO Excellence Award                                                           |
| 3  | 'eCulture and Tourism' Sector Award at Manthan Awards 2013 to MTDC                                                                                                                       |
| 4  | Financial Inclusion and Payment Systems (FIPS) Award, for Financial Inclusion Initiative through establishing UID Innovation Center, DIT                                                 |
| 5  | Financial Inclusion and Payment Systems (FIPS) Award, to eSBTR (electronic Secured Bank and Treasury Receipt), IGR                                                                       |
| 6  | Express IT Awards - Gold Award to DIT for Best Green IT Initiative of the Year                                                                                                           |
| 7  | Award of Excellence at CSI Nihilent Awards to District Collectorate, Sindhudurg for e-Office Implementation in Sindhudurg                                                                |
| 8  | Award of Recognition at CSI Nihilent Awards to e-Governance Training and Certification, DIT                                                                                              |
| 9  | Award of Recognition at CSI Nihilent Awards to SADM, DIT                                                                                                                                 |
| 10 | Award of Recognition at CSI Nihilent Awards to e-Governance Implementation for Excise Department                                                                                         |
| 11 | 'Diamond EDGE' Award 2013, for EDGE initiative to MahaGov Cloud project                                                                                                                  |
| 12 | eChampion Award 2013, to Ratnagiri district from Engineering Watch, India's most prestigious magazine dedicated to Engineering Community                                                 |
| 13 | Skoch Order of Merit 2013, for e-Governance Training & Certification to Directorate of Information Technology                                                                            |
| 14 | Skoch Order of Merit 2013, for Integrating the Informal Sector in Municipal Solid Waste Management to Pune Municipal Corporation                                                         |
| 15 | Skoch Order of Merit 2013, for Comprehensive Transformation of Maharashtra State Excise Department to State Excise Department                                                            |
| 16 | Skoch Order of Merit 2013, for e-Office Implementation at Mantralaya to Directorate of Information Technology                                                                            |
| 17 | Skoch Order of Merit 2013, for Power Generation from Solid Waste Generated in Suburban Area using Spatial Techniques - Refuse into Resource through Biogas to Pune Municipal Corporation |

## AWARDS RECEIVED – 2013

|    |                                                                                                                                     |
|----|-------------------------------------------------------------------------------------------------------------------------------------|
| 18 | Skoch Order of Merit 2013, for e-Mojani Project to the Office of the Settlement Commissioner                                        |
| 19 | Skoch Order of Merit 2013, for Maha-Gov Cloud Implementation by Government of Maharashtra to Directorate of Information Technology  |
| 20 | Skoch Order of Merit 2013, for Pune's Trash Solution: A Zero Garbage city to Pune Municipal Corporation                             |
| 21 | Skoch Order of Merit 2013, for Health Care & Academics Management and Information System to Medical Education Department            |
| 22 | Skoch Order of Merit 2013, for UID Linked Service Delivery to the Directorate of Information Technology                             |
| 23 | Skoch Order of Merit 2013, for Real Time Cane Crushing Information Collection Using PULL SMS Gateway to Sugar Commissionerate       |
| 24 | Skoch Order of Merit 2013, for Minority Status Application to Minority Development Department                                       |
| 25 | Skoch Order of Merit 2013, for Centre of Excellence in Marathi Language to CDAC & Directorate of Information Technology             |
| 26 | Skoch Order of Merit 2013, for Web Portal for Sugar Commissioner, to the Sugar Commissionerate                                      |
| 27 | Skoch Order of Merit 2013, for Mission Nag River Cleaning, to Nagpur Municipal Corporation                                          |
| 28 | Skoch Order of Merit 2013, for Paperless Office at Sindhudurg, to Collector Office, Sindhudurg                                      |
| 29 | Skoch Order of Merit 2013, for ASHA Application, to the National Rural Health Mission                                               |
| 30 | Skoch Order of Merit 2013, for VISHWAS - Visiting Information on School Handed with Attendance System, to the Nagpur Zilla Parishad |
| 31 | Skoch Order of Merit 2013, for Maharashtra Tourism Website / E-Commerce Portal, to MTDC                                             |
| 32 | Skoch Order of Merit 2013, for e-Parwana, to NIC Pune and Agriculture Department                                                    |
| 33 | Skoch Digital Inclusion Award 2013, to Paperless Office implemented at Collector Office, Sindhudurg                                 |

## AWARDS RECEIVED – 2013

|    |                                                                                                                                                                                                                                                                                                                                         |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 34 | Skoch Digital Inclusion Award 2013, to Web Portal for Sugar Commissioner, implemented at Sugar Commissionerate, Pune                                                                                                                                                                                                                    |
| 35 | Skoch Digital Inclusion Award 2013, to Nagpur Zilla Parishad, for implementing VISHWAS – Visiting Information on School Handled with Attendance System                                                                                                                                                                                  |
| 36 | Skoch Digital Inclusion Smart Governance Award 2013, to Bank of Maharashtra for Financial Inclusion Project                                                                                                                                                                                                                             |
| 37 | Skoch Digital Inclusion Smart Governance Award 2013, to CDAC – Pune, for Mobile based Surveillance Quest using IT (MoSQLIT)                                                                                                                                                                                                             |
| 38 | Skoch Digital Inclusion Smart Governance Award 2013, in the Platinum Category, to the Collector Office - Sindhudurg, Maharashtra, for Paperless Office at Sindhudurg                                                                                                                                                                    |
| 39 | Skoch Digital Inclusion Smart Governance Award 2013, to the Directorate of Information Technology, Government of Maharashtra, for MahaGov Cloud Implementation, UID Linked Service Delivery and e-Office Implementation, at Mantralaya.                                                                                                 |
| 40 | Skoch Digital Inclusion Smart Governance Award 2013, to the Directorate Of Medical Education & Research, Government of Maharashtra & Hewlett Packard India, for Health Care & Academics Management and Information System                                                                                                               |
| 41 | Skoch Digital Inclusion Smart Governance Award 2013, to Pune Municipal Corporation, for Pune's Trash Solution: A Zero Garbage City, Integrating the Informal Sector in Municipal Solid Waste Management and Power Generation from Solid Waste Generated in Suburban Area using Spatial Techniques - Refuse into Resource through Biogas |
| 42 | Skoch Digital Inclusion Smart Governance Award 2013, to the Settlement Commissioner & Director of Land Records (M.S), Pune, for e-Mojani Project                                                                                                                                                                                        |
| 43 | Skoch Digital Inclusion Smart Governance Award 2013, to State Excise Department, Government of Maharashtra, for MahaExcise - Comprehensive Transformation of Maharashtra State Excise Department                                                                                                                                        |
| 44 | Skoch Digital Inclusion Smart Governance Award 2013, to the Sugar Commissionerate, Government of Maharashtra, for Real Time Cane Crushing Information Collection Using PULL SMS Gateway and Web Portal, for the Sugar Commissionerate                                                                                                   |
| 45 | Skoch Digital Inclusion Smart Governance Award 2013, to Zilla Parishad, Nagpur, for VISHWAS - Visiting Information on School Handled with Attendance System                                                                                                                                                                             |
| 46 | Skoch Digital Inclusion Smart Governance Award 2013, to Maharashtra, for being the Most Awarded State                                                                                                                                                                                                                                   |

## AWARDS RECEIVED – 2013

|    |                                                                                                                                                                                           |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 47 | Skoch Digital Inclusion Award 2013, to Maha-Gov Cloud Implementation by Government of Maharashtra, presented to the Directorate of Information Technology.                                |
| 48 | Case Study in PCQUEST, "MahaGov Cloud" has been featured as a Case Study in PCQUEST Magazine in July 2013 edition                                                                         |
| 49 | Skoch Digital Inclusion Award 2013, to the State Excise Department, for Comprehensive Transformation of Maharashtra State Excise Department                                               |
| 50 | Skoch Digital Inclusion Award 2013, to e-Mojani Project, awarded to the Office of Settlement Commissioner                                                                                 |
| 51 | Skoch Digital Inclusion Award 2013, to UID linked Service Delivery, presented to the Directorate of Information Technology                                                                |
| 52 | Skoch Digital Inclusion Award 2013, to the Sugar Commissionerate, for implementing Real Time Cane Crushing Information Collection using PILL SMS Gateway.                                 |
| 53 | Skoch Digital Inclusion Award 2013, to the Directorate of Information Technology, for implementing e-Office at Mantralaya                                                                 |
| 54 | Special Mention Award in World Education Summit 2013 to DIT, Government of Maharashtra, for the implementation of Online Examination Management system in all Universities in Maharashtra |
| 55 | Special Mention Award in World Education Summit 2013 to MahaOnline Ltd., for ICT Enablement of IDOL, University of Mumbai                                                                 |
| 56 | Skoch Digital Inclusion Award 2013, to Health Care & Academics Management & Information System, implemented by the Medical Education Department                                           |
| 57 | Skoch Award 2013, for being the Most Awarded State of the year                                                                                                                            |
| 58 | Gold Award, for Best e-Governance Project in PC Quest Best IT Implementation Award 2013, for 'UID Linked Financial Inclusion'                                                             |
| 59 | Most Promising Gold Award, for Best e-Governance Project in PC Quest, Best IT Implementation Award 2013 for VISHWAS project implemented at Zilla Parishad, Nagpur                         |
| 60 | eIndia 2013 Award in Mobile Technology, Sugar Commissionerate, Pune, titled "PULL SMS Gateway" for Collecting Daily Cane Crushing & Sugar Production Info from Sugar Factories            |
| 61 | eIndia 2013 Award in e-Governance Initiative, for the successful development of MahaGov Cloud                                                                                             |
| 62 | eIndia 2013 Award in Green IT Initiative, for the implementation of "paperless" eOffice in the Sindhudurg District, Maharashtra                                                           |

## AWARDS RECEIVED – 2013

|    |                                                                                                                                                                                   |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 63 | Best Speaker Award, Mr. Rajesh Aggarwal, Principal Secretary IT, in Technology Sabha in Goa                                                                                       |
| 64 | UBM Cloud Advantage Award 2013 in Editor's Choice Category, for Cloud Deployment, to the Directorate of IT, Government of Maharashtra                                             |
| 65 | Best Government Project in Social Inclusion, to the Directorate of IT, Government of Maharashtra, at CNBC Nasscom India 3.0 IT Innovation Awards                                  |
| 66 | Special Mention Award in World Education Summit 2013, for the implementation of eScholarship in School Education Department in Government of Maharashtra                          |
| 67 | Skoch Digital Inclusion Award 2013, to Maharashtra State Data Centre, certificate of merit, for being rated among the top 100 ICT projects in India during 2012                   |
| 68 | mBillionth Award in SMS Gateway Category, to DIT - Government of Maharashtra, for the successful implementation of Mahaonline SMS Gateway in various IT applications in the state |
| 69 | Platinum Award Winner in the Dataquest eReadiness Survey for 2013, to Government of Maharashtra, for "Maximum utilisation of SDC post implementation"                             |
| 70 | Gold Award Winner in the Dataquest eReadiness Survey for 2013, to the Government of Maharashtra, for "Per Capita Public IT Spending"                                              |
| 71 | Silver Award Winner in the Dataquest eReadiness Survey for 2013, to the Government of Maharashtra, for "Overall Intake Capacity of Engineering & Technology Institutions"         |
| 72 | Skoch Financial Inclusion Award 2013 to eScholarship Project, Department of Social Justice and Special Assistance, Government of Maharashtra, for empowerment of marginalised     |
| 73 | Skoch Financial Inclusion Award 2013 to UID linked Financial Inclusion of Wardha District, Government of Maharashtra, in ICT based innovation category                            |
| 74 | Skoch Financial Inclusion Award 2013 to DILASA project of Aurangabad Collectorate in the Pensions Category                                                                        |

## AWARDS RECEIVED - 2012

|   |                                                                                                                                                                                                      |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Web Ratna Award 2012: Government of Maharashtra was awarded the Gold Award for Comprehensive web presence (State). The award was conferred by Shri Kapil Sibal, among other dignitaries and awardees |
| 2 | Gold Award in SKOCH Digital Inclusion Awards 2012, for implementation of MahaGov Cloud in Maharashtra State Data Centre                                                                              |

## AWARDS RECEIVED - 2012

|    |                                                                                                                                                                                                                     |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3  | Gold Skoch Digital Inclusion Award 2012 to Thane Municipal Corporation, for their Geo-enabled health Governance                                                                                                     |
| 4  | Aadhaar Excellence award by Hon'ble Prime Minister Dr. Manmohan Singh, on October 20, 2012, for improving delivery of services to people using the scheme                                                           |
| 5  | Silver Award for ASHA Application of Public Health Department, under the category "Why You Use Technology: Health Care", awarded by SKOCH – 2012                                                                    |
| 6  | Gold Skoch Digital Inclusion Award 2012, to Public Health Department, NRHM, Government of Maharashtra, for their Geo-enabled health Governance                                                                      |
| 7  | eWorld Forum Award 2012 in Best Government, to the Government (G2G) Initiative of the Year, for MAHAVIKAS (Maharashtra Vikrikar Automation System)                                                                  |
| 8  | eWorld Forum Award 2012 in Best Government to Business (G2B) Initiative of the Year, for MAHAVAT(eServices of Maharashtra Sales Tax Department)                                                                     |
| 9  | eWorld Forum Award 2012 in Best ICT-enabled Urban Governance Initiative of the Year, for "SMKC - eGovernance Project", to Sangli Miraj Kupwad Municipal Corporation                                                 |
| 10 | eWorld Forum Award 2012 in Best Government to Citizen Initiative of the Year, for E-suvidha/Voice of Citizens                                                                                                       |
| 11 | eWorld Forum Award 2012 in Best Government to Citizen Initiative of the Year, for Implementation of Municipal Administrative Information Network (MAINet™), an ERP solution for Municipal Corporation (KDMC)        |
| 12 | eWorld Forum Award 2012 in Best e-Governance Initiative using New Age Technologies, for eNlight Cloud for MAHASEC website (State Election Commission)                                                               |
| 13 | National prize for "DILASA – Aadhaar (UID) enabled service delivery System", for disbursement of pension of State and Central Government sponsored pension scheme, October 2012                                     |
| 14 | Gold National Award on e-Governance 2012, for Exemplary Re-Use of ICT Based Solutions, to the Commissionerate of Agriculture, Department of Agriculture, Government of Maharashtra                                  |
| 15 | Gold Sector specific National Award on e-Governance 2012, to the Pimpri Chinchwad Municipal Corporation                                                                                                             |
| 16 | Jury Choice eIndia Award in Government to Business category for e-Parwana (An Integrated Input management Application) – Commissionerate of Agriculture, Department of Agriculture, Government of Maharashtra, 2012 |

## AWARDS RECEIVED - 2011

|   |                                                                                                                                                                                                      |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | "Award for Excellence", to Government of Maharashtra, for the largest roll-out of Aadhaar enrolment centres, 2011                                                                                    |
| 2 | "SKOCH Digital Inclusion Award 2011" under the Technology-in-Service-Delivery category, for state wide rollout of Kalyan Dombivli Municipal Corporation's (KDMC) eMunicipality solution              |
| 3 | Silver Icon Award for Exemplary Re-Use of ICT Based Solutions, to Geoinformatics in Implementation of Forest Rights Act, Tribal Research and Training Institute, Tribal Development Department, 2011 |
| 4 | Skoch Digital Inclusion Award 2011, for Government Receipt Accounting System (GRAS) of Finance Department, Government of Maharashtra, for Technology in Automation Category                          |
| 5 | Bronze Icon Award for Innovative use of Technology in e-Governance to e-Disaster Management Cell, Collector Office, Gadchiroli, 2011                                                                 |
| 6 | Jury Choice eIndia Award in Government to Business (Best ICT in Financial Inclusion Initiative of the Year) category, for e-Scholarship solution, 2011                                               |
| 7 | Jury Choice eIndia Award in Government to Business (Best Urban ICT Initiative of the Year) category, for Integrated Housing Lottery Management System, 2011                                          |
| 8 | "SKOCH Digital Inclusion Award 2011" for the State of the Year, to Minister IT, Government of Maharashtra                                                                                            |
| 9 | eWorld Forum Award 2011 in eGov : Urban Governance and eGov : Government to Citizens Initiative of the Year, for KDMC's eGovernance initiative replicated across India                               |

## AWARDS RECEIVED - 2010

|   |                                                                                                                                               |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | CXO AWARD 2010 - The IT Chapter, for "IT innovation in the Government" to Department of Sales Tax                                             |
| 2 | "ICT Led Innovation in e-Governance" Award by Nasscom, for Save The Baby Girl website, 2010                                                   |
| 3 | EDGE AWARD for "Best IT implementation in India", to the Department of Sales Tax                                                              |
| 4 | "Good Governance Award 2010", to MIDC for implementation of MIDC online                                                                       |
| 5 | Special Achievement Award at CXO Awards 2010 to MIDC                                                                                          |
| 6 | CSI-Nihilent e-Governance Awards 2010: Department of Sales Tax, Government of Maharashtra won the Appreciation Award in 'Department Category' |

## AWARDS RECEIVED - 2010

|    |                                                                                                                                                                         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7  | "Skoch Virtual Corporation Award, 2010" to MIDC, for successful rollout of online service delivery                                                                      |
| 8  | Citizen Choice eIndia Award in ehealth category, for HMIS solution, Medical Education and Drugs Department, Maharashtra, 2010                                           |
| 9  | EDGE AWARD in IT & e-Governance, to Octroi Automation System for Municipal Corporation for Greater Mumbai                                                               |
| 10 | Skoch Digital Inclusion Award 2010, for Citizen Services Delivery to Pimpri Chinchwad Municipal Corporation                                                             |
| 11 | Jury Award eIndia 2010 in Digital LEARNING ICT Enabled School category, to MKCL Digital School Programme                                                                |
| 12 | Manthan Award 2010 in e-Learning to MKCL Digital Schools                                                                                                                |
| 13 | Citizen choice eIndia 2010 award to Digital MIDC Single Window Clearance System of MIDC                                                                                 |
| 14 | Citizen Choice eIndia 2010 award in eHEALTH Government Policy Initiative category, to Save The Baby Girl initiative at Kolhapur District Administrative (Maharashtra)   |
| 15 | Citizen Choice Award eIndia 2010 award, for ICT Enabled Agricultural Initiative of the Year, for Rural Veterinary & Extension Services to the Bombay Veterinary College |
| 16 | Manthan Award 2010 in Jurors Distinction Category to Save The Baby Girl initiative                                                                                      |
| 17 | Skoch Challenger Award 2010 in Municipality Category, to Swadhin Kshatriya, Commissioner, Municipal Corporation of Greater Mumbai                                       |

## AWARDS RECEIVED - 2009-2002

|   |                                                                                                                                       |
|---|---------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Skoch Challenger Award 2009 in Governance Category to V. Radha, Joint Municipal Commissioner, Municipal Corporation of Greater Mumbai |
| 2 | Skoch Challenger Award 2009 in Security & Disaster Management Category to Prabhat Rahangdale, Mumbai Fire Brigade                     |
| 3 | Bronze Icon Award for Best government website to Nagpur Municipal Corporation, 2009                                                   |
| 4 | "Award of Excellence", District Category to Jalgaon District, CSI - Nihilent e-Governance Awards, 2009                                |

## AWARDS RECEIVED - 2009-2002

|    |                                                                                                                                                                                                               |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5  | "Outstanding Project", CSI - Nihilent e-Governance Award for Rojgar Wahini, 2008                                                                                                                              |
| 6  | Golden Icon Award under Outstanding Performance in Citizen Service Delivery category, for Citizen Facilitation Centre - Kalyan Dombivli Municipal Corporation, 2007                                           |
| 7  | Manthan Award 2007, to Website of Mumbai Police, for user friendly and a data rich website                                                                                                                    |
| 8  | "e-Governance Champion Award" to KDMC, for outstanding contribution in the domain of e-Governance by Dataquest, 2006                                                                                          |
| 9  | Silver Icon Award - 9th National Conference on e-Governance – Koshwahini 2005-06                                                                                                                              |
| 10 | CIOL – Enterprise Connect Award 2006 to Kalyan Dombivli Municipal Corporation                                                                                                                                 |
| 11 | Bronze Icon Award to Citizen Facilitation Centre, Pimpri Chinchwad Municipal Corporation, Maharashtra, 2005                                                                                                   |
| 12 | Award by Indian Express Group, 2005, to Kalyan Dombivli Municipal Corporation                                                                                                                                 |
| 13 | Skoch Challenger Award, 2004, to Kalyan Dombivli Municipal Corporation                                                                                                                                        |
| 14 | CAPAM Award 2004 to Kalyan Dombivli Municipal Corporation                                                                                                                                                     |
| 15 | Gold Icon Award for Exemplary e-Gov initiatives, for "SARITA" (Stamps & Registration Information Technology based Administration) in November 2003, at the 7th National Conference of e-Governance at Chennai |
| 16 | Gold Icon Award for best government website award, to Government of Maharashtra website, 2003                                                                                                                 |
| 17 | CSI Nihilent e-Governance award to Govt. of Maharashtra, for the Best e-Governed State Advanced 2003                                                                                                          |
| 18 | India-Tech excellence Award for Application of IT in Administration, 2003                                                                                                                                     |
| 19 | CSI Nihilent e-governance award, for the Best e-Governed State Advanced, to Government of Maharashtra 2002                                                                                                    |
| 20 | CSI Nihilent e-Governance award for the Best Revenue System: SARITA, Government of Maharashtra 2002                                                                                                           |
| 21 | CSI Nihilent e-Governance award for the Best Citizen Centric Project, to SETU, Government of Maharashtra 2002                                                                                                 |
| 22 | CSI Nihilent e-Governance Award for Best Website, 2002, to Public Works Department, Maharashtra's Web Site <a href="http://www.mahapwd.com">http://www.mahapwd.com</a>                                        |





# 2

## POLICY & LEGAL STRUCTURE

### 2.1 e-GOVERNANCE POLICY

With the objective of driving systematic and organised implementation of e-Governance across the state, the Directorate of Information Technology has released numerous enabling policies, rules, guidelines and tools. These tools and guidelines are aimed at informing and guiding state departments towards successful implementation of e-governance initiatives, while ensuring that standardisation and interoperability is maintained. This section details some of these key guiding policies and initiatives implemented by the Directorate of Information Technology.

Maharashtra is the first state to formulate and publish a dedicated e-Governance policy. The e-Governance Policy was drafted by a 10 member e-Governance Committee under the chairmanship of Dr. Vijay P. Bhatkar (Winner: Padmashree Award) and approved by the Cabinet.

The objective of the e-Governance Policy is to ensure standardised and seamless implementation of e-governance projects across Maharashtra, thereby encouraging interoperability, data collaboration, sharing and linkage with UID.

The policy lays the framework for development of an integrated environment for delivering various Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G) and

Government to Employees (G2E) Services in a seamless and cost effective manner. The policy is at an advanced stage of implementation.

### 2.2 Hallmark Policy Decisions of e-Governance

The key hallmark policy decisions of e-Governance in Maharashtra are as follows:

#### e-GOVERNANCE POLICY



- e-Governance Policy was published on September 23, 2011 in both Marathi and English.

- It is available online at the following URL:

[www.maharashtra.gov.in/PDF/e\\_governance\\_policy.pdf](http://www.maharashtra.gov.in/PDF/e_governance_policy.pdf)

- e-Governance Policy Implementation plan along with timelines was issued on April 10, 2012

## POLICY LEVEL INTERVENTIONS

### Cabinet Sub Committee

A Cabinet Sub-committee has been constituted under the chairmanship of Hon'ble Shri Balasaheb Thorat, Minister, Revenue & Khar Land, for monitoring and enhancing the implementation of e-governance initiatives in the state. Government Resolution to this effect was issued on September 28, 2011

### UID Innovation Centre

Data sharing with UID Innovation Centre, State Government Departments and District Collectorate has been initiated to enhance the implementation of e-Governance initiatives in the state. A Government Resolution to this effect was issued on June 20, 2013

### Project Approval Mechanism

All IT related projects should be approved by the Project Implementation Committee (PIC), if the budget is more than Rs 10 lakh but less than Rs 5 crore and by the High Power Committee (HPC), if the budget is more than Rs 5 crore. This results in fast tracking of IT initiatives as well as periodic review of them. These directions have been issued through the section 12.7 in e-Governance Policy released on 23rd September, 2011

## CITIZEN CENTRICITY AND EASE OF USE

### No Affidavits

To make the services available to the citizens through the Common Service Centres in an easier, standardised and hassle free manner, the Directorate of Information Technology has come up with a GR that would replace the filing of an affidavit along with the application with a Self-Declaration. A Government Resolution to this effect was issued on August 14, 2013

### Format Standardisation

Sixteen revenue services including Income Certificates, Residence Certificates, Age, Nationality and Domicile Certificates, Solvency Certificates, Senior Citizen, Birth, Death Certificates, etc., have been standardised across all districts in Maharashtra. For these services, the Application Form, Supporting document, Approval Process, Fees & Certificate format have been made uniform across Maharashtra. This is an important step towards ensuring better services to citizens. This would definitely ensure hassle free services to citizens. A Government Resolution to this effect was issued on March 31, 2012

### Rate Standardisation

Rates of G2C services provided through different delivery mechanisms like CSCs, Sangrams, Setu, MahaOnline etc. have been harmonised all across the Maharashtra state. Now, the same fee shall be charged to citizen irrespective of delivery mode. Resolution to this effect was issued on May 23, 2012

### Localisation

Marathi has been made the first and mandatory language in all e-Governance initiatives through the section 6.1 in e-Governance Policy released on September 23, 2011

## CAPACITY BUILDING

### Virtual Cadre



An Information Technology Virtual Cadre has been formed to spearhead the implementation of e-Governance initiatives in the state. A Government Resolution to this effect was issued on 10th July, 2013

## INTERNAL EFFICIENCY AND TRANSPARENCY

### Digitally Signed GRs



Digitally signed GRs have been made compulsory by the Government of Maharashtra. A Government Resolution to this effect was issued on 31st December, 2012

### e-Office



The e-Office solution, developed by NIC has been made mandatory in all government departments in Mantralaya from 1st January, 2013. The GR to this effect was issued on 9th August, 2012

### e-Tender



e-Tendering has been made mandatory to all state departments and government agencies for tenders whose estimated value is greater than Rs.10 Lakhs. The GR to this effect was issued on 19th January, 2013

All the above mentioned policy documents are available at: [It.maharashtra.gov.in/1084/Important-GRs](http://it.maharashtra.gov.in/1084/Important-GRs)



# 3

## CAPACITY BUILDING

The Government of Maharashtra realises that capacity building is one of the most important factors for success of e-governance initiatives that the state is undertaking. In order to ensure effective utilisation of available human resources, a methodology of classroom training, hands-on training and refresher training is being followed by the state. Also, the State Government has conducted multiple state and national level consultation workshops for knowledge sharing. In addition to this, to have effective capacity building, the state has undertaken various initiatives to create and upgrade the necessary support infrastructure at various levels.

Some of the notable Capacity Building interventions are described below:

- Creation of Capacity Building Infrastructure
- Policy level interventions
- Training, Workshops and Leadership Summits

### 3.1 CREATION OF CAPACITY BUILDING INFRASTRUCTURE

#### 3.1.1 IT Academics at Pune, Aurangabad and Nagpur

A Memorandum of Understanding (MoU) was signed by Shri J. S. Sahariya, Additional Chief Secretary, School Education and Sports Dept. and Shri Rajesh Aggarwal, Principal Secretary IT, Government of Maharashtra, for opening IT Academics at Pune, Aurangabad and Nagpur. As a part of this MoU, MahaOnline has revamped the IT Academics at Pune, Nagpur and



Signing of MoU for IT Academics at Pune, Aurangabad and Nagpur

Aurangabad and has operationalised these IT academics to provide a dedicated infrastructure for various e-governance trainings, as well as IT-related training to school teachers and IT fraternity. This step would help the State Government train thousands of teachers and people from the developer community in a short time. MahaOnline training facility has a Marathi Center of Excellence, Accessibility Center of Excellence and Microsoft Center of Excellence along with providing trainings on GIGW and Business Intelligence to developers on all e-governance projects across the state.

#### 3.1.2 IT and e-Governance Training Room in Mantralaya

The IT and e-Governance Training room at Mantralaya was inaugurated on November 1, 2012. This is the first dedicated IT and

e-Governance Training facility in Mantralaya, Mumbai. This facility is being used for imparting IT and e-Governance training on a continuous basis. The training calendar for next 12 months has been finalised and trainings are held regularly. Many of these trainings are walk-in trainings where the interested employees/officials can join anytime. Also, special trainings are conducted as and when a request to this effect is received from any department.

### 3.1.3 Revamp of IT infrastructure of 152 State Training Institutes

DIT has taken a pioneering initiative to conduct a survey and audit the 152 State training institutes, to identify gaps in IT infrastructure and planning for conducting e-Governance trainings through these centres. The survey and audit has been conducted with the help of an Android-based application, thus making it the largest technology driven survey aimed at improving IT training infrastructure.

## 3.2 POLICY LEVEL INTERVENTIONS

### 3.2.1 Maharashtra Information Technology Virtual Cadre

In a first of its kind initiative, on July 10, 2013, Government of Maharashtra launched the Maharashtra Information Technology Virtual Cadre

This Virtual IT Leadership Pool shall lead the e-Governance initiatives in the state. A few highlights of the virtual IT cadre are as follows:

- About 5% - 10% of the existing Joint Secretaries, Deputy Secretaries, Under Secretaries, Section Officers, Assistants and Clerks in Mantralaya shall be selected into Virtual Cadre.
- The selection procedure involves



First batch of Virtual Cadre



Inauguration of IT and e-Governance Training Room in Mantralaya



Signing of MoU between YASHADA & DIT

the interested employees applying after taking permission from the concerned head of department, followed by an online objective and subjective test, an interview by a panel of experts and approval of the final selection by the Project Implementation Committee (PIC)/ High Power Committee.

The employee selected into the virtual cadre shall remain for a period of three years; one year at a time, subject to annual review.

On selection, the employees will be provided extensive induction and refresher trainings by DIT, Government of Maharashtra to groom them for their responsibilities

In order to encourage employees to be part of the virtual cadre, the selected employees will be entitled to 10% of Basic pay (not including grade pay, TA/DA or any other allowances) as an additional mentoring/training allowance. After annual review, it may remain the same or be increased up to 20% over a period of next four years.

For projects greater than Rs. 50 crore, full time Mission Leaders shall be appointed for implementation and monitoring the project. This Mission Leader shall work exclusively towards the implementation of e-Governance Mission Mode Project.

To take the implementation of virtual cadre to the next level, a detailed engagement plan has been prepared along with a refined framework for performance evaluation which would be rolled out shortly.

### 3.2.2 Student Internships with Government of Maharashtra

On March 12, 2013, the Government of Maharashtra issued a GR enabling State and District Administration to take students as interns from reputed Engineering and MBA institutes to work on e-Governance projects.

### 3.2.3 MoU between DIT, Government of Maharashtra and YASHADA

In order to promote training among government officials, the State Government has entered into a Memorandum of Understanding (MoU) with YASHADA (Yashwantrao Chavan Academy of Development Administration).

Through this MoU, YASHADA will provide the necessary infrastructure for training and capacity building for various e-Governance projects that being executed by DIT and other departments of Government of Maharashtra.

### 3.3 TRAINING, WORKSHOPS AND LEADERSHIP SUMMITS

Government of Maharashtra conducts regular training

programs, workshops and leadership summits for its officers and employees on various aspects of e-Governance. These training and workshops are also attended by other stakeholders like consultants, software programmers working with the State Government, media personnel etc. These have also witnessed participation from other State Governments. A snapshot of the training programs and workshops conducted is given below:

#### 3.3.1 Tech Saturday

In its on-going efforts to impart training and capacity building to all government employees across the state, DIT has launched an innovative and unique initiative called "Tech Saturday". In this initiative, every month's first Saturday has been dedicated as "Tech Saturday" wherein training is provided across the state on usage of technology and new developments.

Quiz and games are held to make it a fun-based learning event. This

## TRAININGS AND WORKSHOPS

| CAPACITY BUILDING EVENT                                                                                  | DATE                               |
|----------------------------------------------------------------------------------------------------------|------------------------------------|
| <b>Trainings and Workshops</b>                                                                           |                                    |
| Tech Saturday                                                                                            | November 11 and ongoing            |
| Cyber Crime Conference                                                                                   | May-12                             |
| Accessibility Awareness Day                                                                              | May-12                             |
| Oracle Workshop                                                                                          | June-12                            |
| Yashwahini: Training through Satellite Interactive Terminals                                             | June-12                            |
| Tech Champion and Best Tech Idea                                                                         | September-12                       |
| Sharing of Best Practices in e-Governance                                                                | November-12                        |
| e-Governance Workshop for Commissioners & Directors on use of Business Intelligence (BI) & Data Analysis | November-12                        |
| First National Workshop on Cloud Services                                                                | November-12                        |
| Microsoft AppFest, 2013: mGovernance Initiative                                                          | February-13                        |
| DB2 Workshop                                                                                             | May-13                             |
| IT Empowerment Workshop for Police Wireless Team                                                         | May-13                             |
| Computer Networking Training to Police officers and Students                                             | August-13                          |
| eDistrict Statewide Rollout Training                                                                     | August-13 to November-13           |
| University Workshops on e-Governance                                                                     | September-13                       |
| Social Media Week                                                                                        | September-13                       |
| Class Room Trainings on eGovernance Standard and Localization                                            | September-13                       |
| e-Tendering Training Programme                                                                           | September-13 to December13         |
| DIT-NASSCOM "Citizen Centric e-Governance Workshop"                                                      | September-13                       |
| Master Trainer Training for Operator/Supervisor for                                                      |                                    |
| UIDAI SIFY/NSE.IT Certification                                                                          | October-13                         |
| Walk-in Trainings                                                                                        | November-11 and ongoing            |
| e-Accessibility Workshop 2013                                                                            | November-13                        |
| <b>Other Capacity Building Initiatives</b>                                                               |                                    |
| STeP Training                                                                                            | September-12 and ongoing           |
| CIO Training                                                                                             | January-12 and ongoing (yearly)    |
| Sponsorships to One year e-Governance Program for Government Employees                                   | April-12 and ongoing (yearly)      |
| Training to Consultants/CSC Operators/Sangram Operators                                                  | August-12 and ongoing (yearly)     |
| Motivational Trainings                                                                                   | Ongoing                            |
| <b>Participation in National and International workshops and seminars</b>                                | September-11 and ongoing (monthly) |



event also encompasses demonstrations of products and technologies by different IT companies to the participants.

The first Tech Saturday was held on November 5, 2011, and since then the popularity of this program has grown multi-fold. Training has been conducted on numerous topics including Marathi usage, Unicode, Green Computing, productivity enhancements for Government & Public Sector, cyber security and so on. Since December 2012, Tech Saturdays are being conducted across all districts on every first Saturday of the month.

A Brief on few Tech Saturday events:

- Sakhar Bhavan in March, 2013. An overwhelming 130 participants from Sugar Commissionerate, Pune, attended the workshop and were keen to learn about the new developments in ICT. A quiz was also conducted at the end of the workshop.
- As part of Tech Saturday, DIT conducted a one day counselling workshop for the wards of Mantralaya employees. Counsellors provided guidance about career options after Class 10 and 12. Students who had secured more than 80% marks in Class 10 & 12

were felicitated by Hon'ble Chief Secretary during the programme.

- Use of Social Media (Google+, Facebook, Twitter): A session lasting for 2 hours was conducted on 6th July, 2013 to provide training on the usage of social media. Participants were trained to create accounts on Google+, Facebook, Twitter, and to use social media for departmental and personnel use, and the precautions to be taken while using social media. Training was also imparted on online banking and online utility bill payments.

### 3.3.2 Cyber Crime Conference

The use of technology has also brought in challenges related to cyber crime. As more and more sophisticated cyber attacks are being executed, law enforcement agencies need to be trained and equipped with latest techniques to counter the same.

Keeping this in mind, DIT provided training on cyber crime to various law enforcements units within the State Government, so that they are well trained to meet the new challenges in the field of cyber crime. The first cyber crime conference was organised on May 3, 2012. Since then, various training programs on cyber crime have been conducted at different levels.

### 3.3.3 Accessibility Awareness Day

As part of World Accessibility Day on May 9, DIT conducted IT training in collaboration with Barrier Break Technologies on Web accessibility guidelines and WCAG for IT vendors, to create user friendly websites that are conducive for use by differently abled people. This day long training program was organised at Yashwantrao Chavan Pratisthan in Mumbai and was attended by more than 200 people from various disciplines. Since then, DIT has conducted various training programs for developers, government practitioners etc., with an objective of ensuring that all the IT applications in Government of Maharashtra are accessible and WCAG compliant.

### 3.3.4 Oracle Workshop

Oracle conducted a one day workshop in June 2012 for all IT consultants in areas of office automation and enhancing of employee productivity through automation. This workshop was attended by around 150 consultants, from various organisations working in the e-Governance space across India.

### 3.3.5 Yashwahini: Training through Satellite Interactive Terminals

DIT, in collaboration with Yashada, Pune, has started innovative virtual training sessions since June 27, 2012. These are conducted through SATCOM (Satellite Communication), in collaboration with Yashada and CDAC, wherein DIT can virtually train more than 3,000 employees spread across different locations in Maharashtra, simultaneously.

There are 138 SITs (Satellite Interactive Terminals) available across the state of Maharashtra. These SITs are available at district headquarters of all 12 BRGF districts and 126 Panchayat Samitis under these districts. Each SIT has a seating capacity of about 35 to 40 people and has a technical setup including a video camera, PA system, PC and the SIT. Through this concept, two-way interactive training for over 3000 people can be conducted at one time.

### 3.3.6 Tech Champion and Best Tech Idea

DIT provides a platform for government officials across all hierarchies, to suggest innovative ideas for promoting technology within their respective department to enhance department productivity. The idea of this platform is to consolidate all the innovative ideas that are blooming in isolation and apply the best out of them across departments.

Technology Champions emerging out of this exercise, were further allowed to attend national and international level training programs to hone their skills on various best practices and latest trends in technology which they can rollout in their departments.

### 3.3.7 Sharing of Best Practices in e-Governance

DIT conducted a two day workshop



for sharing the best practices in e-Governance in November 2012. This workshop provided a platform for various government practitioners, to share and discuss the learnings, challenges, experience and takeaways from e-governance implementations in their respective departments. All the districts were given an opportunity to showcase the e-Governance initiatives undertaken by them. Based on the presentations, deliberations and participant feedback, few projects were chosen for replication at the State level. Some of the projects selected for replication include COLIS project from Kolhapur district, Collector's Meeting Scheduler from Sindhudurg district, MahaRain from Thane district, etc. Also, during the conference, proactive DIOs and RDCs were felicitated.

### 3.3.8 e-Governance Workshop for Commissioners & Directors on use of Business Intelligence (BI) & Data Analysis

A one day workshop on effective

use of BI in e-Governance was organized by DIT for senior officers of the State Government in Pune, on November 22, 2012. This was attended by more than 100 participants including Additional Director General Prisons, Settlement Commissioner, Commissioner for Animal Husbandry, Sugar Commissioner, Pune Zilla Parishad CEO, apart from the Principal Secretary IT, Government of Maharashtra.

### 3.3.9 National Workshop on Cloud Services

DIT, Government of Maharashtra, organised the National Conference with a hands-on session on cloud services in Mumbai. The conference was attended by senior government policy leaders and industry officials across the country and saw participation from states of Rajasthan, Tamil Nadu and Karnataka.

### 3.3.10 Microsoft AppFest, 2013: mGovernance Initiative

Microsoft, in collaboration with the Government of Maharashtra, on February 25, 2013 at Pune, organised an AppFest on Windows technology to help ideate on building apps for social good. A group of close to 50 developers, including professional developers and technology students, participated in an 18 hour marathon session on code writing. The program was launched as part of the capacity building initiative and was aimed at encouraging Apps developers to ideate and create solutions to address social and civic issues, and help civil authorities seek alternative methods of interacting with citizens.

Shri Rajesh Aggarwal, Principal Secretary IT, Government of Maharashtra said on the occasion that "App marketplaces are now proving to be viable platforms to host e-governance and socially relevant apps. Such apps can provide citizen-centric services in a secure manner, while ensuring increased transparency, reliability and efficiency in services. Cloud computing also enables e-governance solutions to be much more scalable and accessible. Microsoft, with its various initiatives including the Windows AppFest for social good in Pune, provides a good platform for app builders to ideate and create solutions to address social and civic issues".

### 3.3.11 DB2 Workshop

As part of the training plan for consultants, DIT organised a training session giving an overview of the new features of DB2 10.1/10.5, migration from old versions to DB2 10.1/10.5, DB2



features for High Performance and Business, DB2 Data protection features and DB2 Database Monitoring features. This training enabled the technical team at SDC to get an insight into handling and optimising various performance issues effectively.

### 3.3.12 IT Empowerment Workshop for Police Wireless Team

A two day workshop on the fundamentals of networking, CCTNS, eOffice, 9AS, etc. was conducted for the Police Wireless team in May 2013. The training aimed at enabling the teams to drive various IT projects efficiently in their respective departments.

### 3.3.13 Computer Networking Training to Police officers and Students

After providing the primary training on Computer Networking to 60 police officials for seven days, DIT selected ten officers from the Police department for CISCO CCNA Training; of which, seven police officers are now CCNA certified.

Apart from this, ten wards of Mantralaya employees were selected based on their Class 10 & 12 marks, a written test and interview for imparting CISCO CCNA training. They were trained in August 2013.

### 3.3.14 e-District Statewide Rollout Training

The Maharashtra Government is rolling out the mission mode e-District project across the state. The project aims to take the delivery of G2C services to the doorstep of the common man. Around 35 services have been identified for rollout across the state on a priority basis.

The capacity building for the rollout of E-District was initiated with two training sessions conducted at Aurangabad and Pune on 23rd and 27th of August 2013, respectively to train the master trainers, who in turn would be conducting training across all districts. The sessions were attended by six officers from each district comprising of the E-District project manager, MahaOnline district coordinator and four processing officers working at various levels involved in the processes of E-District services.

The training for the users across the state was initiated on 19th November 2013 and was completed in the second week of December. The master trainers conducted training in their respective districts for the processing officers and VLEs. Officers at all levels, starting from Lipiks to District Collectors attended the sessions. Over 3700

officers and 2600 VLEs were trained across the state.

### 3.3.15 University Workshops on e-Governance

In order to increase awareness and encourage involvement of academia in e-Governance, the Government of Maharashtra conducted University Workshops on e-Governance at Mumbai, Pune, Aurangabad and Nagpur Universities.

### 3.3.16 Social Media Week

The government also hosted the Social Media Week that focused on organising multiple events, presentations, demos, workshops, lectures, panel discussions etc. related to social media. These events were organised at various places in Mumbai, including the Mantralaya. The Directorate of Information Technology is actively involved in using social media to spread the awareness about government initiatives among the citizens.

To further promote the use of social media in the state, the Maharashtra government co-hosted the Social Media Week in Mumbai and organized special events, including seminars, guest lectures, knowledge sharing sessions and a musical event at "Yashwant Rao Chavan Centre" in September 2013.

### 3.3.17 Class Room training on e-Governance Standards and Localisation

In collaboration with CDAC Pune, DIT conducted a five training programme on e-Governance Standards and Localisation. Target participants for this were software developers and programmers from various SI agencies. As on 31st December 2013 more than 200 programmers through 8 batches have been trained on localisation.



### 3.3.18 e-Tender Training Programme

The Directorate of Information Technology, Government of Maharashtra in co-ordination with National Informatics Centre (NIC) is implementing e-Procurement in the state and is promoting the use of e-Tender portal developed by NIC (<http://mahatenders.gov.in>). This mission mode programme shall cover all aspects of procurement from indent of tender to tender preparation, bidding, bid evaluation and award of contract.

To successfully roll out the e-Tendering system, the department is being trained on various aspects like registration of department users and bidders on portal, tender management (preparation and publishing), bid submission by bidders, bid opening, bid evaluation, award of contract, etc. Also, trained manpower already deployed at division and district levels are supporting user departments involved in various stages of eTendering.

As on December, 2013, total training sessions held for eTendering (Starting September, 2013) is as below:

Training and support to all department users and bidders at

district and divisional levels is being given by resources deployed by NIC. A central helpdesk has been established for support and query handling. Over 60 resources are deployed through NIC and more than 40 resources are deployed by Sify-NexTender at the divisional and district levels.

### 3.3.19 DIT-Nasscom "Citizen Centric e-Governance Workshop"

This workshop was organised by the Department of Electronics and Information Technology (DeitY), Government of India, along with Directorate of IT, Government of Maharashtra, and Nasscom. This consultative meet was part of the 50 workshops being organised in all states and union territories (UTs) to amplify the mission and message of the National e-Governance Plan (NeGP) – "Public Services Closer Home".

The workshops that were organised in Nagpur and Mumbai were attended by key stakeholders of the NeGP from the central and state governments, e-Governance consultants, technology partners and implementing agencies to discuss challenges in delivery of e-Services, to identify state-specific issues and understand emerging technologies.

### 3.3.20 Master Trainer Training for Operator/Supervisor for UIDAI Sify/NSE.IT Certification

UIDAI has prescribed mandatory certification for enrollment personnel to ensure adherence to quality aspects. UIDAI has appointed Sify and NSE.IT as testing and certification agencies (TCA) to conduct on-line testing to assess the individual's ability to carry out enrolments, according to its prescribed standards. Currently, testing and certification is available for following roles-

- Enrolment Operator
- Enrolment Supervisor
- Enrolment Agency tech support
- Master Trainer

Testing agencies conduct the test and certification process for the enrollment operators and supervisors.

A Master Trainer Training programme (for 20 candidates) was organised by UID Maharashtra Team from DIT-Mumbai, at UIDAI regional office-Mumbai on 10th October 2013.

### 3.3.21 Walk In Trainings

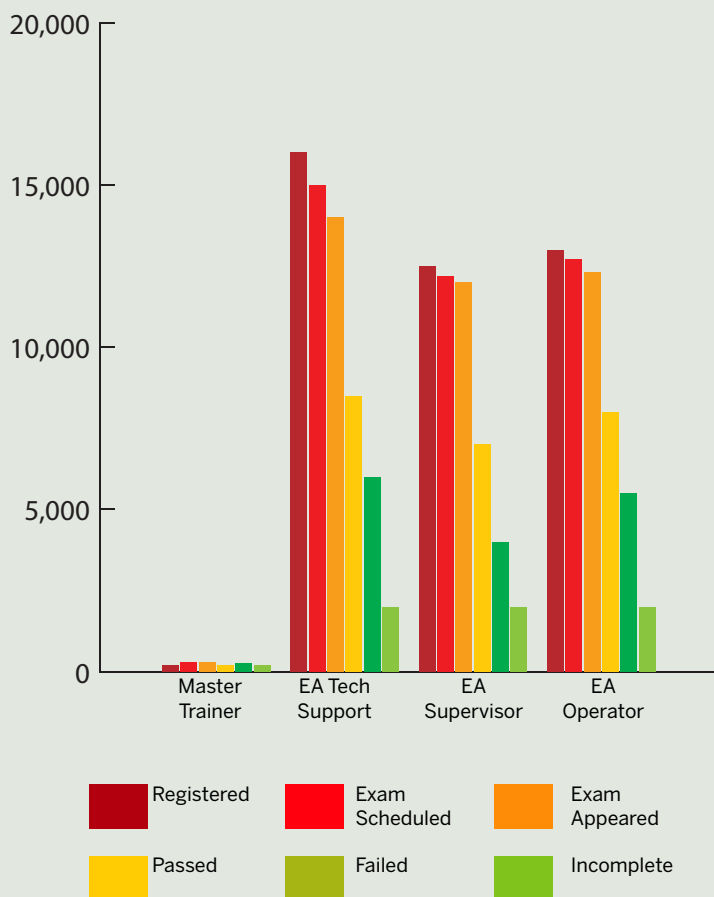
#### ● MS Office:

Walk in training for MS Office 2013, was conducted for Mantralaya Employees. The training program was open for all Mantralaya employees who use MS Office 2013. It covered MS Office Word, Excel, Power Point and Outlook. Each batch was provided 8 hours of hands-on training. About 330 employees benefited from this training

#### ● MS Lync:

Walk in training was also provided to employees that use the desktop-based voice conferencing solution MS Lync. More than 50 users from various departments across the state got benefited by the training

## UIDAI SIFY/NSE.IT CERTIFICATION STATUS



| SR NO.       | DIVISION/ DISTRICT | NO. DEPARTMENT/ NO. OF TRAINING SESSIONS | NO. PARTICIPANTS |
|--------------|--------------------|------------------------------------------|------------------|
| 1            | Mumbai             | 17                                       | 220              |
| 2            | Konkan             | 24                                       | 164              |
| 3            | Amravati           | 18                                       | 333              |
| 4            | Aurangabad         | 25                                       | 183              |
| 5            | Nagpur             | 53                                       | 500              |
| 6            | Nashik             | 73                                       | 306              |
| 7            | Pune               | 21                                       | 128              |
| <b>Total</b> |                    | <b>231</b>                               | <b>1834</b>      |

#### ● Marathi Unicode:

Walk in training was also conducted for Marathi UNICODE for Mantralaya Employees.

#### ● Use of emails and Outlook

Trainings were also conducted on effective use of emails and Outlook from PAs to senior Government functionaries in Mantralaya.

### ● Use of eOffice

Walk in training was also conducted for Mantralaya employees, for effective usage of e-Office.

#### 3.3.22 eAccessibility Workshop 2013

The Directorate of Information Technology (DIT), in association with MahaOnline Limited (MoL) and NIXI, organised a workshop on eAccessibility on November 19-20, 2013 at Mumbai and Pune. The DIT invited developer communities and software companies primarily working on Government of Maharashtra websites (which are citizen-centric, high-traffic, high impact and important ones), to teach them about accessibility and to make their websites/applications compliant to WCAG 2.0 Level A. It may be noted that Maharashtra's e-Governance policy 2011, specifies that websites/applications should be WCAG 2.0 Level A compliant.

The primary aim of this workshop was to demonstrate the importance of creating accessible websites and to educate the developers of these web sites, on how to incorporate accessibility features into new as well as existing web sites. The training will comprise of both theory-oriented and practical (Hands-on) sessions on their websites.

#### 3.2.23 Leadership Workshop in e-Governance

The DIT has conducted residential leadership workshops in e-Governance for senior officers and Ministers of the State Government from time to time. These workshops have focused on the latest trends in IT and e-Governance and the use of e-Governance for better citizen service delivery and efficient Governance.

Leadership development program – Under the Capacity



Building efforts to accelerate the implementation of the MMPs, two senior officers of the state have been identified and nominated to participate in the CIO-eGLP, a leadership development program conducted by National Institute Of Smart Government (NISG). As a part of this training, the officers would study various aspects related to the implementation of e-Governance program and would gather ideas and inputs on best practices for smarter replication across the state.

#### 3.3.24 Knowledge sharing session on e-Governance with Estonia

A one day knowledge sharing session was conducted in March 2012 with senior officials from Estonia on various facets of e-Governance. The session provided a platform for knowledge sharing and discussion on cooperation in the field of e-Governance.

## 3.4 OTHER CAPACITY BUILDING INITIATIVES

#### 3.4.1 STeP Training

DIT, Government of Maharashtra, in collaboration with NISG, conducts

STeP training for State Government officers. This training is aimed at familiarising Government officers with e-Governance lifecycle, Government Process Reengineering (GPR), regulatory frameworks, information security management in e-governance projects and so on. Close to 249 senior officers from Maharashtra have been trained under this initiative till date.

#### 3.4.2 CIO Training

DIT has sponsored various IT nodal officers for CIO (Chief Information Officer) training, conducted by the NISG. The program is designed to develop e-Governance champions that are capable of implementing e-governance initiatives across the state. The residential training program is conducted at Hyderabad, wherein participants from various states get an opportunity to share the best practices across the country followed by a field visit to understand actual functioning of a successful intervention. The participants are also exposed to the details of any selected international best practices through a visit to a



foreign destination. Thus, CIO training ensures sharing of best practices globally. Maharashtra State has actively participated in CIO training and till now, five participants have benefited through this program.

### **3.4.3 Sponsorships to One year e-Governance Program for Government Employees**

DIT, Government of Maharashtra along with NISG, has sponsored several State Government employees for a one-year full time residential program in e-Governance for Executives (eGPX) at the T.A.Pai Management Institute (TAPMI) and IIM Indore. This initiative is expected to create a trained human resource pool that can assume leadership roles in Government organisations in conceptualising, designing and implementing specific e-Governance projects.

### **3.4.4 Training to Consultants / CSC Operators / Sangram Operators**

DIT provides training not only to government employees but also to IT consultants working for different departments, on the latest technologies and e-Governance guidelines that will help them develop better applications — that adhere to e-Governance policies and guidelines.

CSC and Sangram Operators are also trained in the areas of technology, behavioral aspects and soft skills to ensure effective delivery of services to citizens. This has been already imparted to 100 IT consultants, 120 Setu operators and 9000 CSC operators under this program.

### **3.4.5 Motivational Trainings**

Along with training officials involved in the e-governance ecosystem, DIT has also taken a social

responsibility to encourage and empower the meritorious wards of Government employees. With this view, DIT has imparted Microsoft training, as well as conducted various career counseling sessions for meritorious students who have secured more than 80% marks in Standard 10 & 12. This initiative has brought employees closer to Information Technology and motivated them to use IT more effectively.

### **3.4.6 Emergency Medical Services (EMS)**

As a part of societal capacity building, under EMS, the state has planned to develop and operate Emergency Response services/Ambulance Services which will provide quality, reliable and trustworthy Emergency Response Service, in consonance with the Police and Fire Department. This service would be operated through

a single toll free number 108. Under this initiative, it is planned to develop a fleet of 937 Life Support Ambulances (233 Advanced Life Support + 704 Basic Life Support) on a turnkey basis, with appropriate logistics to maintain a response time below 20 minutes in urban and below 30 minutes in rural areas. An infrastructure as per global standards and state of the art technology, including a Citizen Call Center, has already been created. A pilot for this initiative is planned to be rolled out in the second week of last quarter of fiscal year 2013-14 in Pune City. Necessary training covering Citizen Call Center agents, support staff including doctors, attendants, etc. on the ground has been initiated and over 2,000 staff members engaged in the initiative, have so far been trained.

### 3.5 PARTICIPATION IN NATIONAL AND INTERNATIONAL WORKSHOPS AND SEMINARS

Participation in national and international workshops and seminars has been identified as one of the key means of knowledge enhancement for State Government officials, and accordingly various officials have been nominated to participate in such workshops from time to time. Some of the recent workshops and seminars which had witnessed participation from State Government officials include, Annual Information Security Conference, Workshop on Preparation and appraisal of e-Governance DPRs, Sanog 22, Gartner Data Analytics Conference, Cloud Connect Event, Express Technology Sabha, Mobile Governance Workshop by DEF, Inlexion Convex, 16th National e-Governance Conference, Conference on Internal Security - Technologies to pre-empt and Protect by IEEE



Bombay Section, The Economic Times e-Governance Forum, Evening CIO Invite for round table by IT NEXT/CISCO on "Aligning IT to Business Goals", Workshop on Oracle Database Security, etc.

Participation in these workshops and seminars enables sharing of best practices and understanding the latest technology offerings which can be useful to the State Government for e-Governance projects. A few of the major e-Governance events wherein DIT represented the Government of Maharashtra are mentioned herewith:

#### IT.biz event 2013 – Bengaluru

The IT.biz event organised by MM Activ Sci-Tech Communication (Event Partners), was a 3-day event from October 22, 2013 to October 24, 2013 at Lalit Ashok in Bangalore.

The focus was to spread the IT initiatives across the border. The Maharashtra stall garnered a footfall of more than 250 visitors in the three days. small certification was also rolled out to make the citizens aware about e-governance in general. 20 Students appeared for the test, out of which six were awarded a cash prize of Rs.. 1000 each.

#### e-Uttar Pradesh event 2013

e-Uttar Pradesh event was organised in Lucknow jointly by Government.

of UP and eLETS on November 29 and 30, 2013. The Government of Maharashtra, being the state sponsor for the event, was allotted 12 square metre area to exhibit the initiatives and work done with respect to e-governance. A stall was erected at the location as per the approval. The stall received a foot fall of approximately 100 citizens and was appreciated by the Principal Secretary, Science and Technology – Government of Uttar Pradesh

#### India Telecom Event – 2013

The 8th edition of the "India Telecom" event was hosted from December 5 to 7, 2013 at Vigyan Bhavan, New Delhi. The event was organised jointly by Department of Telecommunications, Ministry of Communication & IT and FICCI. Some of the other organisations showcasing their initiatives at the event were DEITY, various states, telecom companies and PSUs.

We had a participation of 25 citizens for the QUIZ of 'e-governance aware citizen' program which also included members from DEITY, members from Police, and delegates from other countries. A video on e-governance was launched at the event. The video was widely appreciated by many visitors at the exhibition.

### 3.6 e-GOVERNANCE ONLINE CERTIFICATION

“e-Governance Training and Certification” is the first and only free online certification course in e-Governance in India, managed by the Directorate of Information Technology (DIT), Government of Maharashtra, based on the concept of MOOC. It is open to all, at national and international level. This unique certification program tests an individual's skill and fundamental and practical knowledge in e-Governance domain.

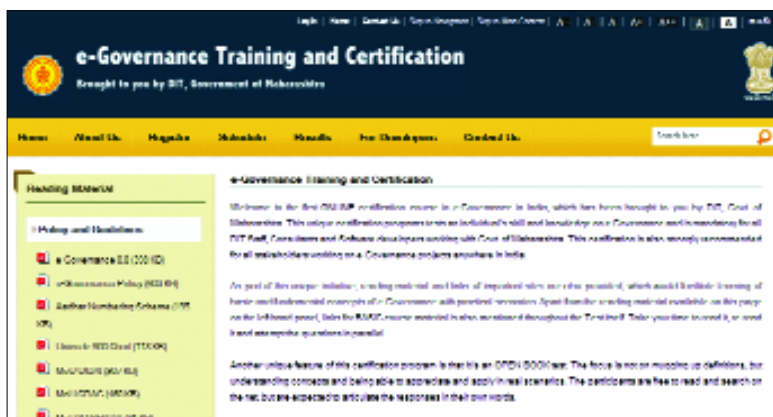
In Maharashtra, this certification has been made mandatory for all staff-members in DIT, as well as consultants and software developers working in e-Governance space in Maharashtra. Stakeholders and staff-members working on e-governance projects in other states of India can also take the test.

The URL of the initiative is: <https://egovtraining.maharashtra.gov.in>

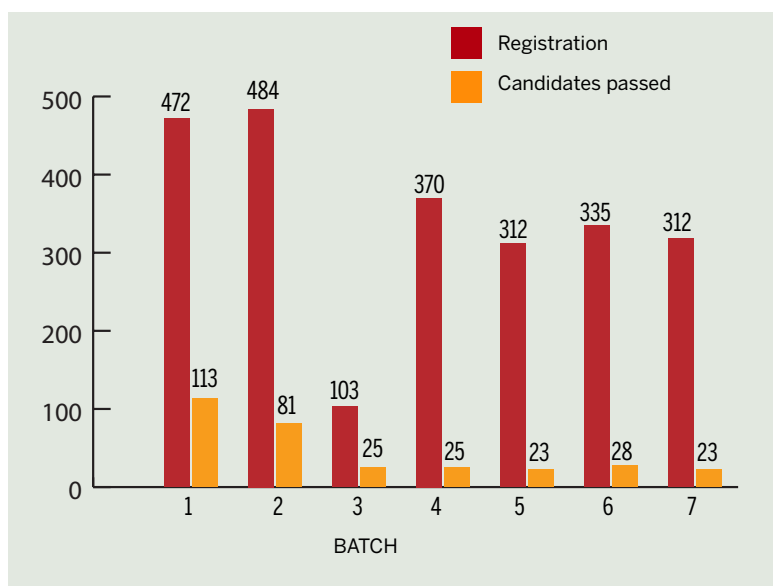
As part of this unique initiative, reading material and links of important sites are also provided on above website, which has facilitated learning of basic and fundamental concepts of e-Governance with practical scenarios. It is an Open Book test focusing on understanding the basics of e-governance.

In each batch, successful candidates earn certification in the following 3 categories based on their performance:

- **Mentor:** Candidates who have shown exceptional knowledge of IT and e-Governance.
- **Distinction:** Candidates who have shown good knowledge of IT and e-Governance.
- **Pass:** Candidates who have cleared the written test and interviews satisfactorily.



### REGISTRATION OF CANDIDATES FOR ONLINE CERTIFICATION



#### Use of MOOC/Cloud Platform

The project uses an online evaluation solution on cloud platform (MOOC type)

#### Progress and Achievements

As of December 31, 2013, seven batches of the certification process have been completed. Since the start of the initiative, over 2400 participants have registered.

### 3.7 STATE e-GOVERNANCE AWARDS

The State's Information Technology

Day is celebrated on 20th August of every year. The Maharashtra State e-Governance Awards are distributed/declared on this day to recognise and promote excellence in implementation of e-Governance initiatives. The selection procedure for identifying the winners is very exhaustive and after the initial screening, shortlisted projects are presented before a committee headed by the Hon'ble Chief Secretary. The entire process not only generates a competitive spirit but also provides a unique platform to all the participants to showcase

their initiatives. This also enables DIT to choose some of the projects which can be replicated at the State level, thereby saving on efforts and rollout time. The awards also help in recognising the efforts made by various teams thereby motivating them to promote e-Governance in delivering citizen centric services more effectively at field level.

The Awards are presented in various Categories which are listed below:

- e-Governance Excellence Awards

- Excellence in Process Reengineering
- Excellence in Citizen Centric Service Delivery
- Best Website/Portal
- Innovative use of IT in governance
- IT for environment

Under each category, there are three winners classified as 'Gold', 'Silver' and 'Bronze' awardees. The projects which have done exceptional work, but can not qualify as winners, are also given recognition by presenting them with 'Special Mention Certificates' or

'Certificates of Appreciation'. In 2013, a special award by the name of 'Platinum' Award has been conferred on the most outstanding project of the year – 'Gharagharat Vishwakosh'.

In the year 2013, the following projects have been declared as winners of Awards under various categories:

**Project Name:** Gharagharat Vishwakosh

**Department Name:** Maharashtra Rajya Marathi Vishwakosh Nirmiti Mandal

## CATEGORY 1 - EGOVERNANCE EXCELLENCE AWARDS

| NO | AWARD                       | PROJECT NAME                                                                      | NAME OF DEPARTMENT/ORGANISATION               |
|----|-----------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------|
| 1  | Gold                        | iSARITA (Stamp and Registration Information Technology Application)               | Department of Registration and Stamps         |
| 2  | Silver                      | COLIS - Collector's Information System                                            | Collector' Office Revenue & Forest Department |
| 3  | Bronze                      | SADM ( Software for Assessment of Disability, Maharashtra)                        | Public Health Department                      |
| 4  | Special Mention             | MahaExcise - Comprehensive Transformation of Maharashtra State Excise Department  | State Excise Department                       |
| 5  | Certificate of Appreciation | eParwana (Online system for applying to agri. input dealer/manufacturer licenses) | Commissionerate of Agriculture                |
| 6  | Certificate of Appreciation | ASHA Application                                                                  | National Rural Health Mission, (NRHM)         |

## CATEGORY 2 – EXCELLENCE IN PROCESS REENGINEERING

| NO | AWARD                       | PROJECT NAME                                                                 | NAME OF DEPARTMENT/ORGANISATION                      |
|----|-----------------------------|------------------------------------------------------------------------------|------------------------------------------------------|
| 1  | Gold                        | Integrated Financial Management System - Government of Maharashtra           | Directorate of Accounts and Treasuries, Finance Dept |
| 2  | Silver                      | Project Parivartan - ERP-SAP implementation for business processes in MSETCL | ERP-IT, MSETCL                                       |
| 3  | Certificate of Appreciation | Vetanika                                                                     | Directorate of Accounts and Treasuries               |
| 4  | Certificate of Appreciation | TREASURYNET Version 3                                                        | Directorate of Accounts and Treasuries               |
| 5  | Certificate of Appreciation | e-Recruitment                                                                | Collector Office, Nanded                             |
| 6  | Certificate of Appreciation | e-Tender and e-Auction                                                       | Collector Office, Nanded                             |

### CATEGORY 3 – EXCELLENCE IN CITIZEN CENTRIC SERVICE DELIVERY

| NO | AWARD                       | PROJECT NAME                                      | NAME OF DEPARTMENT/ORGANISATION                    |
|----|-----------------------------|---------------------------------------------------|----------------------------------------------------|
| 1  | Gold                        | Integrated Housing Lottery Management System      | ICT Cell, MHADA                                    |
| 2  | Silver                      | Rajiv Gandhi Jeevandayee Arogya Yojana            | Rajiv Gandhi Jeevandayee Arogya Yojana Society     |
| 3  | Bronze                      | SANGANAKIYA GRAMIN MAHARASHTRA (SANGRAM)          | Panchayat Raj & Rural Development                  |
| 4  | Special Mention             | Aadhaar Enabled Direct Benefit Transfer In Wardha | Collector Office Wardha                            |
| 5  | Certificate of Appreciation | eMojani                                           | Settlement Commissioner & Director of Land Records |
| 6  | Certificate of Appreciation | eSetu                                             | Collector Office, Sangli                           |

### CATEGORY 4 – BEST WEBSITE / PORTAL

| NO | AWARD                       | PROJECT NAME                                           | NAME OF DEPARTMENT/ORGANISATION                                     |
|----|-----------------------------|--------------------------------------------------------|---------------------------------------------------------------------|
| 1  | Gold                        | Mahanews Web portal                                    | Directorate General of Information and Public Relations             |
| 2  | Silver                      | Marathi Language Department Website                    | Marathi Language Department                                         |
| 3  | Bronze                      | Web Portal of Sugar Commissionerate, Maharashtra State | Sugar Commissionerate, Department of Cooperation                    |
| 4  | Special Mention             | Website of Block Education Office Majalgaon            | Block Education Office Majalgaon                                    |
| 5  | Certificate of Appreciation | Commissioner For Cooperation                           | Commissioner for Co-Operation and Registrar of Co-Operative Society |

## CATEGORY 5 – INNOVATIVE USE OF IT IN GOVERNANCE

| NO | AWARD                       | PROJECT NAME                                                                                     | NAME OF DEPARTMENT/ORGANISATION                         |
|----|-----------------------------|--------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| 1  | Gold                        | Health Advice Call Centre                                                                        | National Rural Health Mission,                          |
| 2  | Silver                      | PULL SMS Gateway for Collecting Daily Cane Crushing & Sugar Production Info from Sugar Factories | Sugar Commissionerate, Department of Cooperation        |
| 3  | Bronze                      | Restructured Accelerated Power Development and Reforms Programme (R-APDRP) Part 'A'              | Maharashtra State Electricity Distribution Company Ltd. |
| 4  | Special Mention             | VISHWAS                                                                                          | CEO, Nagpur Zilla Parishad                              |
| 5  | Special Mention             | Online Society Audit Management Module                                                           | Department of Cooperation, Marketing and Textiles       |
| 6  | Certificate of Appreciation | eOffice at NRHM                                                                                  | National Rural Health Mission,                          |

## CATEGORY 6 – IT FOR ENVIRONMENT

| NO | AWARD                                      | NAME OF DEPARTMENT/ORGANISATION |
|----|--------------------------------------------|---------------------------------|
| 1  | eOffice Sindhudurg                         | Collector Office Sindhudurg     |
| 2  | e-Services through Pune University Network | University of Pune              |



# 4

## FUNDING STRUCTURE

The Government of Maharashtra has formulated several funding alternatives for e-Governance projects and initiatives in order to facilitate the growth of e-Governance.

Following highlights some of alternatives in this regard:

- 0.5% of Plan & Non-Plan Budget of all departments has been mandated to be utilised for e-governance. The guidelines for the utilisation of the same were issued by the Chief Secretary vide Government Resolution dated June 18, 2010.

All the departments of the State Government have utilised these funds effectively for driving e-Governance initiatives. The fund utilisation has been made to revamp the IT infrastructure as well as for developing new software, web portals and hiring consultants for the departments. A case in point may be the School Education Department, which has rolled out ambitious applications like Shalarth and Construction Tracker using the budget for e-Governance.

- SETU Society which literally translates into 'Satisfaction through Service' is an autonomous society of the Government of Maharashtra created for bridging the gap between people and the government. The objective is to provide to the citizens of the state more and more services and information of the departments and agencies

of the State and Central Governments in an efficient, reliable, transparent and integrated manner on a sustained basis. It helps provide funds for various IT initiatives across the state based on the relevant policies.

Various district level e-Governance initiatives have been funded through SETU. A very successful example of district level e-Governance initiative that has been supported by the State Setu Society, includes the eOffice implementation in Sindhudurg district. Other institutions which have been supported by the State Setu Society, include the Buldhana District Collectorate and Konkan Division for their IT initiatives and eOffice implementation. The Gadchiroli district has been supported by the State Setu Society for establishing Model Setu kendras. In essence, the State Setu Society has been playing an important role in providing critical support to various e-Governance initiatives being undertaken by various Government departments across the State.



**A Government Resolution enunciating guidelines for utilisation of Setu funds was issued on October 10, 2011.**

- The Funding for many e-Governance projects is made available from the Government of India under the MMPs (Mission Mode Projects) is being implemented in the State. The major Mission Mode Projects include eDistrict, SDC, MSWAN, SSDG, etc.

- Thirteenth Finance Commission funds have been used by some departments for e-Governance projects. An apt example of this is the Rural Development Department. The department has established over 25,000 Sangram Kendras at village panchayat level. These kendras have been provided computers and peripherals, seamless internet connectivity, various e-Governance portals under an ePanchayat and a trained Sangram Kendra operator, to ensure effective operation of these kendras for service delivery to

citizens. In the coming time, the operators of these kendras will also function as Business Correspondents and will be provided with hand held micro ATMs for conducting banking transactions.

- RKVY (Rashtriya Krishi Vikas Yojana) funds have been successfully used by the Agriculture Department for various e-Governance projects in the department.

- PPP (Public Private Partnership) method is also encouraged for funding and implementation of e-Governance projects. Some of the recent projects being executed on the PPP model are issuance of smart card based driving licenses, traffic monitoring and fines, etc.

- A Transaction Based Model is being encouraged so that there is no investment burden on the State Government, while at the same time, citizen centric services are delivered by the concerned agency adopting a revenue sharing model.



Few examples where this concept has been effectively used are:

- MahaOnline (JV between Government of Maharashtra and TCS) and other SCAs for various G2C and B2C services being delivered by Maha eSeva Kendras

- IDOL (Institute of Distance and Open Learning) – Online Admissions

- National Parks Ticketing Application

**● Projects funded from UID**

**Savings:** The Government of India had allocated funds to the State Government for undertaking UID



enrolment in the State. In Phase I, Rs. 50 was provided for every successful UID generated, which was reduced to Rs. 40 in Phase II. As the total spending of the State Government in conducting UID enrolment was significantly less than the fund provided, savings accrued from UID enrolment were utilised to fund various projects linked to use of UID. Some of the examples of projects/initiatives funded from savings generated from UID project include:

- Software for Assessment of Disabled people (SADM)
- Establishment of a state-of-the-art UID Innovation center in which the following activities have been undertaken:
  - ▶ Establishment of SRDH, USRDH
  - ▶ UID based authentication and eKYC
  - ▶ Establishment of BI and GIS

**▶▶ THE GOVERNMENT OF INDIA HAD ALLOCATED FUNDS TO THE STATE GOVERNMENT FOR UNDERTAKING UID ENROLMENT IN THE STATE. IN PHASE I, RS 50 WAS PROVIDED FOR EVERY SUCCESSFUL UID GENERATED, WHICH WAS REDUCED TO RS 40 IN PHASE II. AS THE TOTAL SPENDING OF THE STATE GOVERNMENT IN CONDUCTING UID ENROLMENT WAS SIGNIFICANTLY LESS THAN THE FUND PROVIDED, SAVINGS ACCRUED FROM UID ENROLMENT WERE UTILISED TO FUND VARIOUS PROJECTS LINKED TO USE OF UID**

- applications
  - ▶ Development of Android based mobile applications for audit and surveys
- Purchase of UID enrolment machines for establishing Permanent UID enrolment centres
- Training and capacity building activities to accelerate UID enrolment in the State.





# 5

## INSTITUTIONAL STRUCTURE

### 5.1 DIRECTORATE OF INFORMATION TECHNOLOGY (DIT)

The Directorate of Information Technology (DIT) was established in 1998 with a goal to develop ICT and e-Governance in the state. The organisational structure of the DIT is as described below:

DIT is responsible for providing the policy framework, overseeing the State's e-Governance program and ensuring inter-departmental coordination to achieve the vision of the Government of Maharashtra.

#### DIT is also responsible for

- Creation of state wide core infrastructure like SDC, SWAN, CSCs etc.
- e-enablement of services.
- Implementation of internal and common applications for enhancing efficiency in

Government functioning.

- Technical advisory and people support among other activities.



### 5.2 SETU

SETU, in Marathi language means a bridge, a bridge between the people and the Government. It is a society formed by the Government of Maharashtra vide G.R. dated August 23, 2002. SETU is focused on the common man with an objective of providing more and more services and information to the citizens of state in an efficient, reliable, transparent and integrated manner on a sustained basis.

SETU is also the State Designated Agency (SDA) for implementation of various projects including MSWAN, eDistrict, SDC, CSC, UID etc.



## STATE e-GOVERNANCE TEAM



The society has been set up at two levels. An Apex body at the State Level has been registered, which guides and monitors the District Level bodies. The State Level society has the Chief Secretary as the Chairman and the Additional Chief Secretary (Administrative Reforms), Principal Secretary (Finance), Principal Secretary (Planning), Additional Chief Secretary (Revenue) and Secretary (Information Technology) as permanent members and the Director IT as a member Secretary.

The District Level Society has the Collector as its Chairman and the other members are the Head of the Departments of major offices at the district level.

The SETU Society also provides funding for various IT initiatives

across the state. A Government Resolution to this effect was issued on October 10, 2011.

### 5.3 MAHAONLINE

MahaOnline Limited is a joint venture formed between the Government of Maharashtra and TATA Consultancy Services Ltd (TCS) vide a Government Resolution dated September 16, 2008, with the fundamental objective of ensure standardised delivery of G2C & B2C services across all districts of Maharashtra, through a state wide Portal, to bring-in transparency, cost-effectiveness and convenience to citizens and other stake holders.

MahaOnline offers a diverse range of services to the departments of Government of

Maharashtra and other Government Bodies/Municipal Corporations such as — Website Development, Application Development, Payment Gateway, SMS Gateway, e-mail Server, MS Lync, UID Integration for Authentication, GIS Map and Business Intelligence (BI) Services.

MahaOnline is also implementing a Sangram project for the Rural Development Department under which 27,000 operators would be active in Gram Panchayats and all Panchayat services and certificates will be made available online.

MahaOnline is also actively involved in various capacity building initiatives in e-governance in Maharashtra.

URL: [www.mahaonline.gov.in](http://www.mahaonline.gov.in)



## 5.4 CENTRE OF EXCELLENCE FOR COMPUTING IN MARATHI

In order to promote the use of Marathi language in e-Governance activities, the Directorate of Information Technology, in alliance with the Centre for Development of Advanced Computing (CDAC), has set up a Centre of Excellence for Marathi.

The Centre is unfolding best practices for the creation of a knowledge repository of various resources, available in Marathi, such as dictionaries, e-books, audio books, and interactive books. It is also assisting DIT for development of Marathi lexicons, standardised dictionaries, thesauri and terminology banks that can be used for e-Gov applications.

The CoE is the control centre for high-end research like machine

## LANGUAGE LOCALISATION OF GOVERNMENT OF MAHARASHTRA WEBSITE

A two day language localisation workshop was conducted between December 26 and 27, 2012. The workshop was attended by various departments' nodal officers, consultants, IT developers etc.

In the workshop, the participants were trained on: Marathi Language Localisation Technology and techniques, Webpage's Navigation Bar and Footer, Terminology, FUEL and CLDR, Website and Mobile App terminology, CDAC Localisation Guidelines etc.

translation, online handwritten character recognition and compliance to various standards in Marathi. The CoE for Marathi also provides training to government employees, tests and benchmarks the products, services and applications. The website of CoE for Marathi language computing is:

<http://coe.maharashtra.gov.in>

There are other partners like Webdunia, Microsoft, Marathi Bhasha Department, MahaOnline etc. supporting the CoE.

The DIT, Government of Maharashtra and C-DAC, GIST Group Pune signed the MoU for Centre of Excellence in Marathi Language Computing (CoE) on May 18, 2012. The objective of this centre is to work hand in hand with DIT, Maharashtra to understand the requirement for implementation of Marathi in various projects. In the process, it also suggests the best practices to conceptualise and develop state-of-the-art web and desktop applications supporting

Unicode Marathi, so that it can extend its reach to the taluka level. The CoE will also assist the Government of Maharashtra and its various consulting bodies, on various issues related to Marathi Language computing. It also lays emphasis on creating awareness amongst all regarding the use of Marathi in the digital medium thereby increasing the reach.

In its first year of operation, the CoE team was able to standardise Unicode as the medium of data creation in most of the desktops. It has successfully conducted 40 training programs encompassing 1,500 State Government employees across Maharashtra. Yashawahini channel proved to be a major success in reaching out to users till the grass root level.

In order to popularise standards like Enhanced Inscript Keyboard and Unicode, Inscript Typing Tutor, and Sakal Marathi font were made freely available to the users on CoE website

(<http://coe.maharashtra.gov.in>).

As a commitment towards supporting free and open source community, Sakal Marathi font, which conforms to the Open Font Specifications and also to Shashan Nirnay (Nov 2009), was released in the free and open source domain.

(<http://sakalmarathi.cdac.in>)

● **FUEL**- Frequently Used Entries for Localisation aims to solve the problem of inconsistency and lack of standardisation in software translation across the platform. It works to create linguistic and technical resources like standardised terminology resources, computer translation style and convention guides, and assessment methodologies. It is a set of steps any content generating organisation or a team involved in creating localised content can

DIT, Government of Maharashtra has made available a standardised list of Marathi words commonly used in all e-Governance applications and Websites. This has ensured standardisation and uniformity in usage of Marathi in e-Governance Applications/Websites. DIT has further standardised Marathi Fonts and provides INSCRIPT training to various officials of Government of Maharashtra.

Skoch Order of Merit 2013, for Centre of Excellence in Marathi Language to CDAC & Directorate of Information Technology.



## MARATHI LANGUAGE LOCALISATION WORKSHOP FOR INDUSTRY AND IT DEVELOPERS

A one day language localisation workshop was conducted on January 17, 2013 for major IT players like Google, Microsoft, Oracle, Apple, RedHat, Samsung, Nokia, IBM, Adobe, Reliance, CDAC, MahaOnline etc.

The objective of the workshop was to promote interoperability between different applications across various platforms. The workshop shall lead to development of applications and products in Marathi on tablets, notebooks, smart-phones, PCs etc.

Following the workshop was the Wish List from Companies including Apple, Adobe, IBM Software, Google, Microsoft, Samsung/Android, Oracle, Barrier Breaks Technologies, Nokia etc.

undertake and adopt to ensure consistently high quality. This feature make FUEL citizen-centric and so FUEL has great potential to be an ideal solution even for e-Governance work.

● **Similarly, CLDR** – Common Locale Data Repository is the largest and the most extensive collection of locale data. This normally includes standardised

local names for numbers, days of the week, months of the year etc. all available in XML format. The CoE and DIT worked in close conjunction to standardise the terms used on Marathi websites. FUEL for Marathi terms was made available for free download on CoE websites and guidelines were issued for using the same across all Government of Maharashtra websites.

The CoE team was also involved in training all the empaneled system integrators on various standards like W3C, GIGW, and Localisation etc. Around 200 such engineers working on various e-governance projects were trained and evaluated.

The CoE also customised tools like ISM 6.3, Transliteration control, INSCRIPT Floating Keyboard, Database translator tool, Namescape Engine and Database cleaning tool. These are integrated into various Government of Maharashtra websites so that common users can type and search in Unicode Marathi in various internet applications.

ISM 6.3 released with Bulk Data converters – Word, Excel and text file from Bilingual to Unicode, Office 2013 support with Macros, Open Office 4.0 support and Sakal Marathi font as default. The integration of Koshas was the highlight viz Karyadarshika, Krushishastra Paribhasha Kosh, Prashanshan Vakprayog, Tatvadyan va Tarkashastra Paribhasha Kosh.

The Koshas were also hosted on CoE website for easy availability.

The Custom Transliteration tool integrated and in action above.

A 5 day courseware covering the major aspects of standardisation like WCAG, GIGW and localisation was produced, along with the courseware and presentations, and hosted on the CoE website for all developers working on the Government

of Maharashtra website. The schedule for the same across Mumbai, Pune, Nagpur and Aurangabad was prepared and hosted on the Maharashtra Government e-Governance training website. Around 13 batches of the above program were conducted till December 31, 2013 and around 275 developers across MahaOnline, Mastek, Barrier Break, Nelito, iGate etc. are already trained.

As a part of promotion and proliferation, the CoE team conducted various workshops in DIT as well as in C-DAC. These were mainly aimed at spreading awareness on the various tools and development kits readily available to give the correct Marathi Unicode support on various operating systems, databases, handheld devices etc. Workshop to train cyber café owners on freely available Marathi tools and technology proved a major success.

Screen Savers and Vertical scrollers were installed in Mantralaya to carry the message of Marathi language computing to common man.

Other workshops and trainings conducted by CoE:

- Around 250 developers of Software Development companies such as MahaOnline, iGATE, Mastek, Nelito, ABM Knowledgeware, ESDS, Rolta etc. were trained on topics such as Language Localisation, Standardisation, GIGW compliance and Accessibility, in around 13 batches of 5-day hands-on course.

- The CoE conducted training sessions for different departments of the Government of Maharashtra on the use of Marathi on computer and Enhanced INSCRIPT keyboard. Hands-on training was given to

them using typing tutor tools for INSCRIPT keyboard. Around 500 employees attended such workshops.

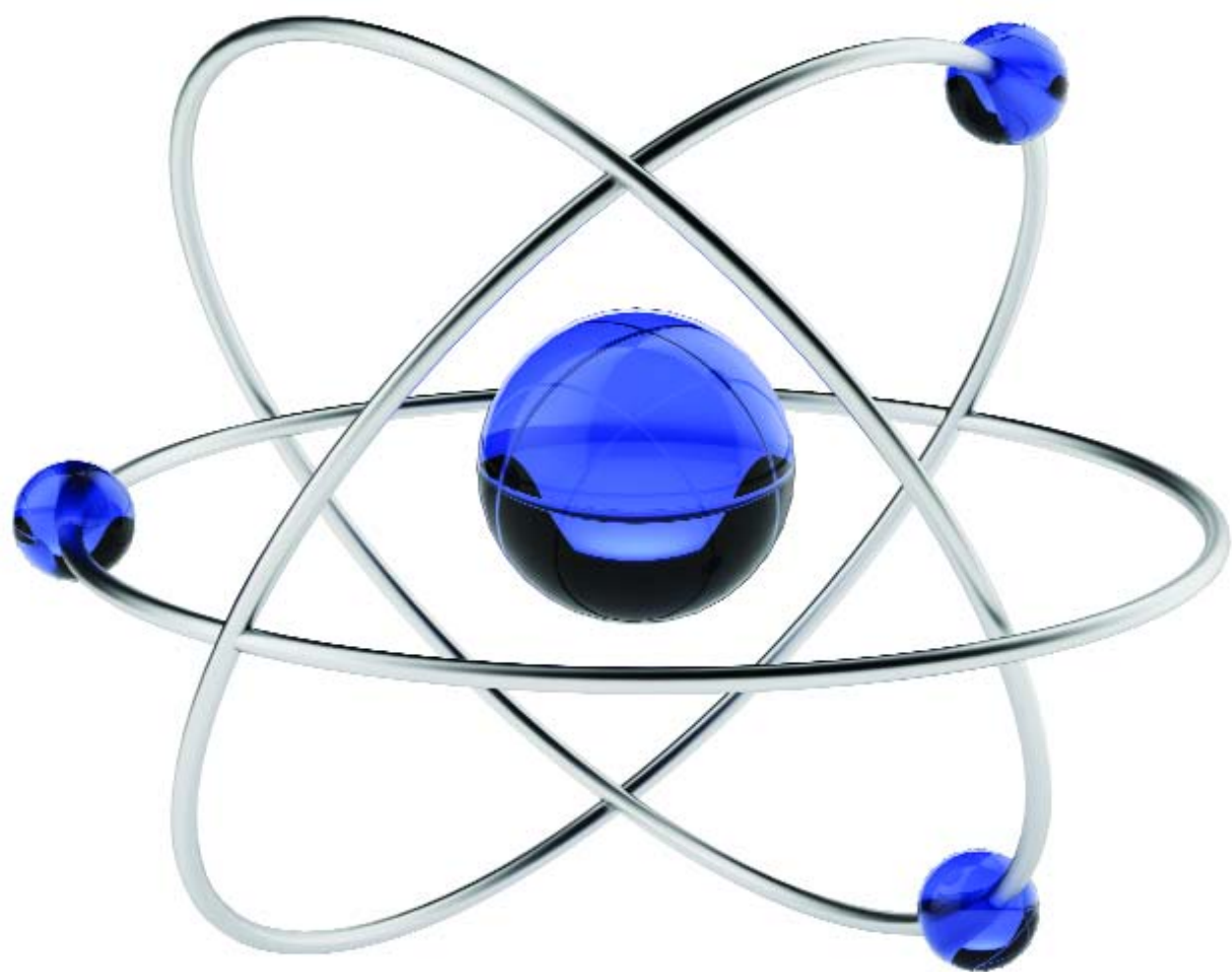
- The CoE also imparted training on Unicode, ISM and Marathi Language use on computers in a series of Microsoft Office training programs in DIT Mantralaya. Around 270 employees were trained in 18 sessions.

- The CoE conducted a workshop for Mumbai Police Wireless division on the use of Marathi/Unicode on computers.

- The CoE also conducted a two-day workshop on “Unicode and Language Fundamentals” in Nagpur between the 9th and 10th July, 2013 for the Department of Co-operation, Government of Maharashtra, which was attended by 160 employees.

- The CoE conducted a workshop for FMS Engineers (IT Support staff) at Mantralaya for three days in May 2013 on the use of Marathi on computers, ISM and Unicode usage and trouble-shooting. They were also given training on converting old files (from different data format) into Unicode Format using ISM.

- The CoE also conducted workshops on “Use of Marathi and Open-source Software/tools in Cyber Cafe” in association with the Cybercafe Association of India (CCAIO). The workshops were conducted in Mumbai and Pune on July 10 and July 12, 2013 respectively. Around 30 cyber cafes participated in these workshops. Training kits and promotional materials (posters etc.) were also distributed to cybercafé owners.



# 6

## CORE e-GOVERNANCE INFRASTRUCTURE

### 6.1 MAHARASHTRA STATE DATA CENTRE (MH-SDC)

The State Government operates a fully functional State Data Centre (Tier 2 Data Centre as per TIA-942 standard). It is the first State Data Centre in the country to have a fully operational Government Cloud. The objective of this initiative was to reduce the SDC cost drastically while increasing the IT capacity with maximum flexibility and scalability.

The SDC offers following hosting services to departments as described in the figure:

- Cloud Service
- Managed Hosting
- Colocation Services

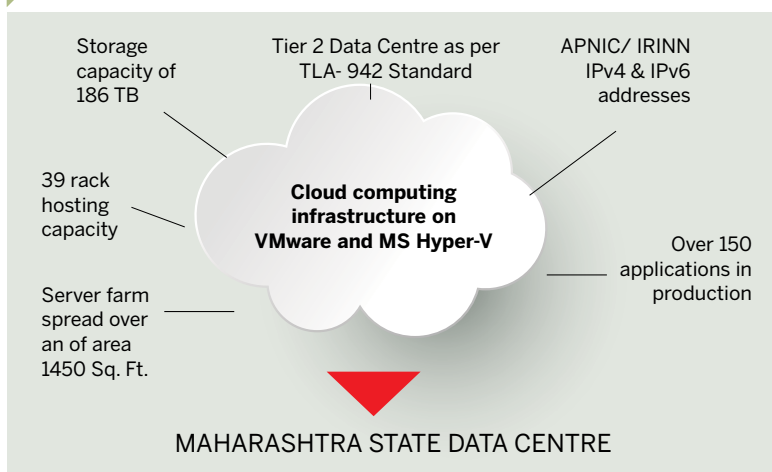
As there is a global crunch for the IPv4 addresses, there has been a mandate from Department of Telecommunication for enabling IPv6 addresses. To adhere to the mandate, Maharashtra SDC has successfully deployed end-to-end IPv6 along with IPv4. Maharashtra SDC is the first in India to enable IPv6 at the SDC.

As a part of BCP / DR, the Government of Maharashtra has created a facility at BSNL IDC fort as an extension to the Maharashtra SDC for storing the critical data and also providing colocation services

to the User Departments.

BSNL has recently launched its cloud services within India at few of their locations. To take maximum advantage of the Cloud technology, Maharashtra SDC has hosted few websites on the BSNL Cloud. This has resulted successful use of Hybrid Cloud at Maharashtra SDC. In order to pursue more advanced technology, presently, Maharashtra SDC is testing the feasibility of Cloud burst wherein in case of capacity exhaustion for a particular application/web at the SDC it will automatically switch to BSNL cloud.

### DATA CENTRE STRUCTURE



### CLOUD SERVICES

Department brings only application/website and requires all the SDC infrastructure including bandwidth.

Virtual instance is provided in Cloud setup at SDC, IaaS and PaaS cloud services are provided

### MANAGED HOSTING

Department brings only application/website and requires all the SDC infrastructure including bandwidth.

Dedicated services are provided instead of cloud services

### CO-LOCATION SERVICE

Department brings only application/website and requires all the SDC infrastructure including bandwidth.

It only requires SDC infrastructure like rack space, power cooling, firewall and other managed services

Maharashtra SDC is a member of APNIC and is the only State Data Centre in the country to have its own pool of APNIC/IRINN IPv4 & IPv6 addresses.

## 6.2 MAHAGOV CLOUD SERVICE

During implementation of MH-SDC, the State had conceptualised on implementing virtualisation for efficient utilisation of the infrastructure in SDC. The objective of this initiative was to reduce SDC cost drastically while increasing the IT capacity with maximum flexibility. A PoC on virtualisation using VMWare and Microsoft Hyper V was started in November 2011 leading to implementation of fully operational Cloud by May 2012. MS-Cloud is upgraded and now running on Windows 2012.

- Microsoft Cloud has 44 VMs running on 13 physical servers

Total applications in production at MH-SDC on MS Cloud: 37

- VMWare Cloud has 440 VMs running on 43 Physical Servers

Total Applications in production at MH-SDC on VMware Cloud: 233

## 6.3 MAHARASHTRA STATE WIDE AREA NETWORK

The Maharashtra SWAN is envisaged as the backbone network for data, voice and video

communications throughout the State and caters to the information communication requirements of the entire State Government and its departments. The MSWAN consists of a 3 Tier structure.

## A SNAPSHOT OF AWARDS FOR MAHARASHTRA SDC

- Skoch Digital Inclusion Award 2013 to Maharashtra State Data Centre, certificate of merit for being rated among the top 100 ICT projects in India during 2012
- Platinum Award Winner in the Dataquest eReadiness Survey for 2013, to Government of Maharashtra for "Maximum utilisation of SDC post implementation"
- 'Diamond EDGE' Award 2013, for EDGE initiative to MahaGov Cloud project
- Skoch Order of Merit 2013, for Maha-Gov Cloud Implementation by Government of Maharashtra, to the Directorate of Information Technology
- Skoch Digital Inclusion Award 2013, to Maha-Gov Cloud Implementation by Government of Maharashtra, presented to the Directorate of Information Technology
- eIndia 2013 Award in e-Governance Initiative, for the successful development of MahaGov Cloud
- UBM Cloud Advantage Award 2013 in Editor's Choice Category, for Cloud Deployment, to the Directorate of IT, Government of Maharashtra
- Gold Award in SKOCH digital inclusion awards 2012 for implementation of MahaGov Cloud in Maharashtra State Data Centre
- "MahaGov Cloud" has been featured as a Case Study in PCQUEST Magazine in July 2013 edition



Snapshots of Maharashtra State Data Centre

## THE FOLLOWING ARE SOME OF THE BENEFITS OF CLOUD IMPLEMENTATION IN MAHARASHTRA SDC

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Lower costs</div>               | <ul style="list-style-type: none"> <li>● Sustainable reduction in operational costs of ICT across departments</li> <li>● A significant reduction in physical resources</li> <li>● Aggregated demand for the reduced numbers of resources</li> <li>● Reduced footprint</li> <li>● Better control over and administrative benefits of the cloud</li> </ul>                                                                                                                            |
| <div>Agility</div>                   | <ul style="list-style-type: none"> <li>● Cloud computing provides an opportunity for Maharashtra to eliminate hierarchical procurement process</li> <li>● Time to provision a server along with OS and Database has reduced</li> <li>● Using thin provisioning for storage and memory, resources are efficiently allocated and utilised</li> <li>● Features like Live Migration have helped manage planned maintenance without requiring any downtime of the application</li> </ul> |
| <div>Universal resource access</div> | <ul style="list-style-type: none"> <li>● Cloud helps in establishing a common platform for all e-Governance initiatives, one that is easily accessible by the citizens and other stakeholders</li> <li>● Management and monitoring of the cloud setup is effectively done using the dashboard, alerts and reports generated</li> <li>● Backup of VMDK or VHD files leads to quicker restoration of the server whenever required</li> </ul>                                          |
| <div>Continuous update</div>         | <ul style="list-style-type: none"> <li>● The onus of upgrading technology is on the DIT in cloud delivery model who ensures that departments have access to the most up-to-date solutions. This also reduced the need for personnel dedicated to monitoring and updating of IT applications</li> </ul>                                                                                                                                                                              |
| <div>Collaboration</div>             | <ul style="list-style-type: none"> <li>● Applications and documents accessible from anywhere, facilitating group collaboration on documents and projects</li> <li>● Server creation and roll out is faster. Time taken to allocate a system to department has been reduced from hours to minutes</li> <li>● Departments can focus in their core sector and are not required to be IT Experts</li> </ul>                                                                             |

## VARIOUS CATEGORIES OF SERVICES ARE BEING PROVIDED THROUGH CLOUD IMPLEMENTED IN MAHARASHTRA STATE DATA CENTRE. THEY INCLUDE:

Infrastructure as a Service (IaaS)

Platform as a Service (PaaS)

Software as a Service (SaaS)

BI as a Service (BIaaS)

GIS as a Service (GISaaS)

API as a Service (APIaaS)

Survey as a Service (SyaaS)

## MATTER OF PRIDE

● NIXI was recognised by APNIC in March 2012 to become the NIR (National Internet Registry) for the country. The NIR has been named as Indian Registry for Internet Names and Numbers (IRINN)

● The software for allocation and registration services of IP addresses and AS numbers and management of affiliations of IRINN was developed by MahaOnline and is hosted at Maharashtra SDC

Refer: [www.irinn.in](http://www.irinn.in)

These tiers are:

- State Head Quarter (SHQ)
- District Head Quarter (DHQ)
- Taluka Head Quarter (THQ)

These tiers have Point of Presence and Point of Interconnectivity for various

horizontal offices. The Government of Maharashtra has connected all 35 Collector Offices and 324 talukas through MSWAN. A current on-going project includes connecting 789 Government offices across the state to MSWAN.

The services of the MSWAN are being used for various applications including the following:

### Video Conferencing

All 35 Collector Offices along with 324 Taluka Offices are provided with Video Conferencing facility.

- DHQ have High Definition (HD) VC system.
- THQ have Standard Definition (SD) VC System.
- All Zilla Parishad offices have been connected with HD VC facility.

In addition to the hardware based Video conferencing system, DIT has been promoting software based VC and use of LYNC for effective

point-to-point communication.

### Lync

The Directorate of Information Technology has implemented Microsoft Lync 2013 as a solution to provide real time collaboration with capabilities such as instant messaging, presence, audio/video for all the departmental and district users across Government of Maharashtra. The solution has capability to connect over smartphones, desktops, and tablets and even has the capability to integrate with portals and government applications providing improvised service delivery.

Department officials can now avail Audio & Video Conferencing facility on the go without any dependency on location, sophisticated traditional VC hardware. The solution helps the government departments to reach each other and communicate and collaborate better.

Multiple trainings have been provided through Lync. Lync WebApp provides users to participate in Audio/VC through email id's other than internal Maharashtra Outlook Exchange.

Currently, the Physical Health Department, Corporation department, DIT, RDD are active users of Lync based software for their video conferencing requirements.

6.4 COMMON SERVICE CENTRES

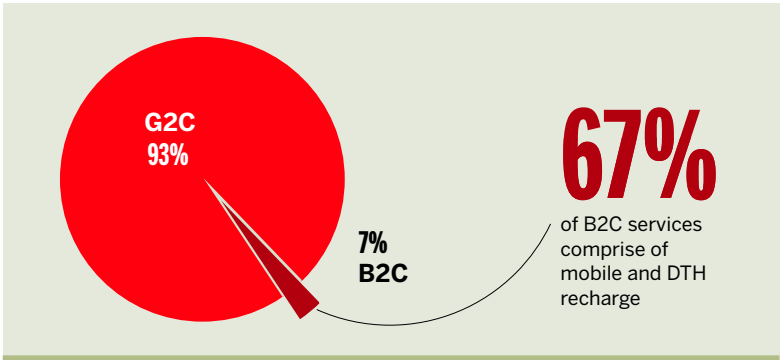
The Government of Maharashtra (GoM) is implementing the Common Service Centres (CSCs) scheme under the aegis of the National e-Governance Plan (NeGP), funded by Government of India as one of its Mission Mode Projects for delivery of G2C/B2C services to the Citizen at a location near his/her residence. These centres are called Maha eSeva Kendras.

The Maha eSeva kendra scheme envisages establishment of a network of 11,818 IT enabled centres across the State, in rural and urban areas for delivery of government, social and private sector services to Citizens. Of the planned CSCs, 10,518 CSCs have been rolled out across Maharashtra.

In Maharashtra, CSCs are successfully providing various services to citizens at their doorstep.



DISTRIBUTION OF G2C & B2C SERVICES PROVIDED BY CSCs



KEY FINDINGS OF FIELD SURVEY

| SECTION                    | FINDINGS                                                                                   |
|----------------------------|--------------------------------------------------------------------------------------------|
| Village Level Entrepreneur | ● Average time of 6 days & ~6 printouts required to issue a G2C certificate to the citizen |
|                            | ● Overall ~87% VLEs have UID/EID                                                           |
|                            | ● Overall ~34% of VLEs are "Very Satisfied" with the CSC business                          |
| CSC Infrastructure         | ● ~49% of VLEs are interested in delivering both G2C and B2C services                      |
|                            | ● ~71% centers being operated by individuals on whose name CSC is registered               |
|                            | ● 40% VLEs prominently display service list with fees                                      |
|                            | ● ~75% connections are from BSNL broadband                                                 |
|                            | ● ~35% of CSCs have 'Good' ambience; ~17% have above average ambience                      |
|                            | ● ~29% of CSC have an area between 150-200 sq. ft.                                         |
|                            | ● Majority of CSCs (~61%) have 1 computer in their premises                                |

The following graphs provide various statistics on transactions conducted by CSCs across the State:

In order to check the performance of the SCAs across the districts of Maharashtra, an

assessment was carried out by GoM over a period of 2 months. In addition to checking the conformance of the SCAs to the clauses in the Master Services Agreement (MSA) and Request for Proposal (RFP), visits were made to



over 300 randomly chosen centres across the state of Maharashtra to check the quality of service being offered by the Village Level Entrepreneur (VLE).

The SCAs were evaluated across 3 key areas, namely Technical, Operational and Financial.

The key findings were as follows:

The third category findings were the citizen services, the below section shows the findings for the same:

- The chart highlights that Mahaonline Services, Certificates and 7/12 were the maximum availed citizen services.
- The most utilised B2C service through CSC's is Mobile / DTH recharge and electricity bill payments.

#### Grant of Extension to SCAs

The above findings were presented before the High Powered committee and based on the performance shown by the SCAs in the entire period of contract, 2 out

### SETU CENTRE

- SETU centres are operational at District & Tehsils
- Over 333 SETU centres are operational in Maharashtra
- In all, 47 services are being provided through SETU centres
- Centres are being run by Govt. of Maharashtra
- State Initiative to provide the G2C services to citizens

### E-PRI / SANGRAM

- Aimed at improving service delivery and accountability of Panchayati Raj Institutions
- All Village and Block Panchayats have been provided with ICT infrastructure, including broadband connectivity
- Over 25,000 SANGRAM kendras have been established and made operational

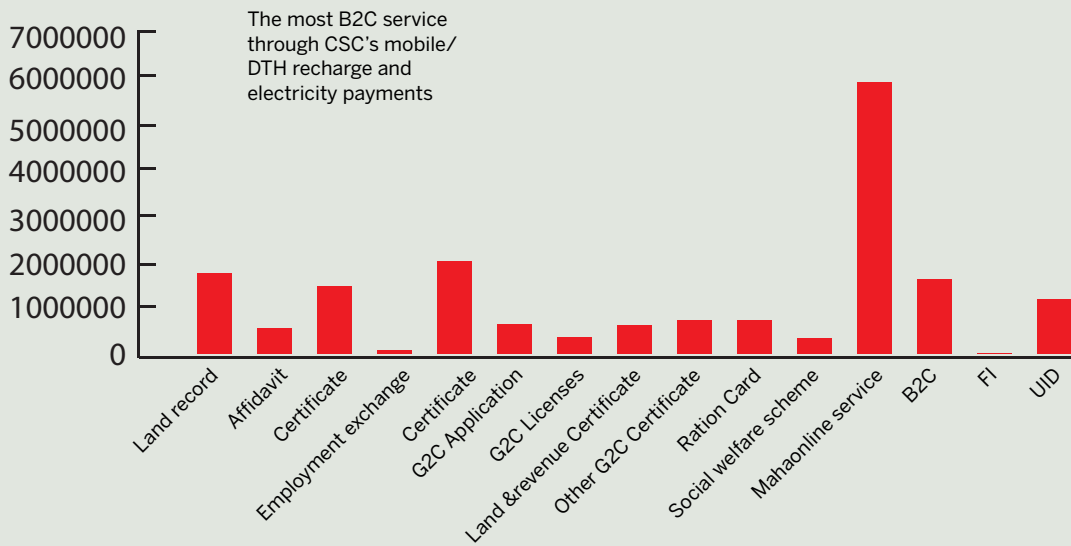
of 3 SCAs whose term of engagement had come to an end were granted an extension for a period of two years after listing out detailed terms and conditions for the extension. This move of the State Government has not only ensured the continuity in operations of citizen service centers but also has sent a strict message to the SCAs that the engagement with the State Government shall only be on the basis of the performance shown during the period of the engagement.

#### 6.4.1 CSC Like Centers: SETU Centers and Sangram Kendras

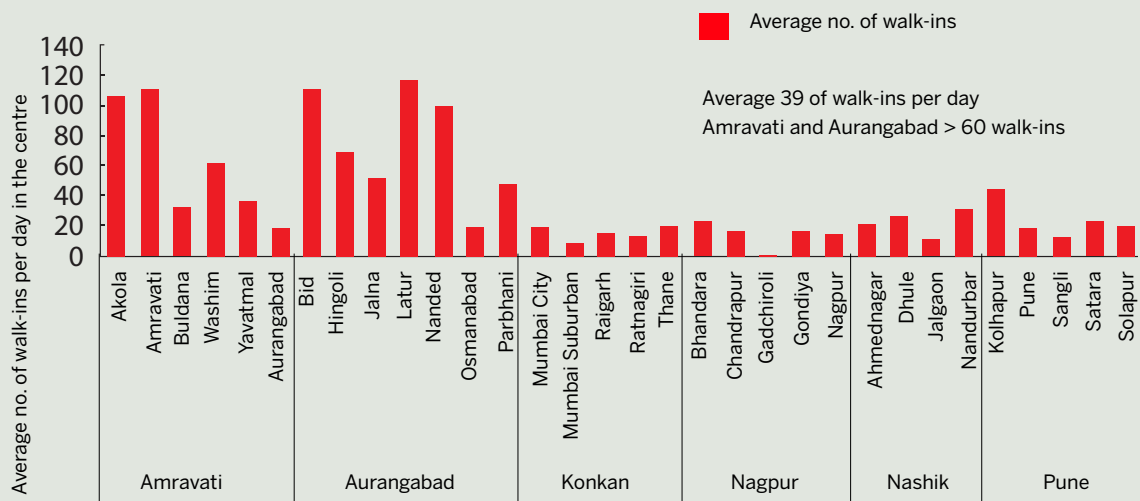
Apart from Maha eSeva Kendras, Government of Maharashtra has also established Sangram Kendras & SETU Centres which are CSC like centres at Panchayat & District Level respectively.



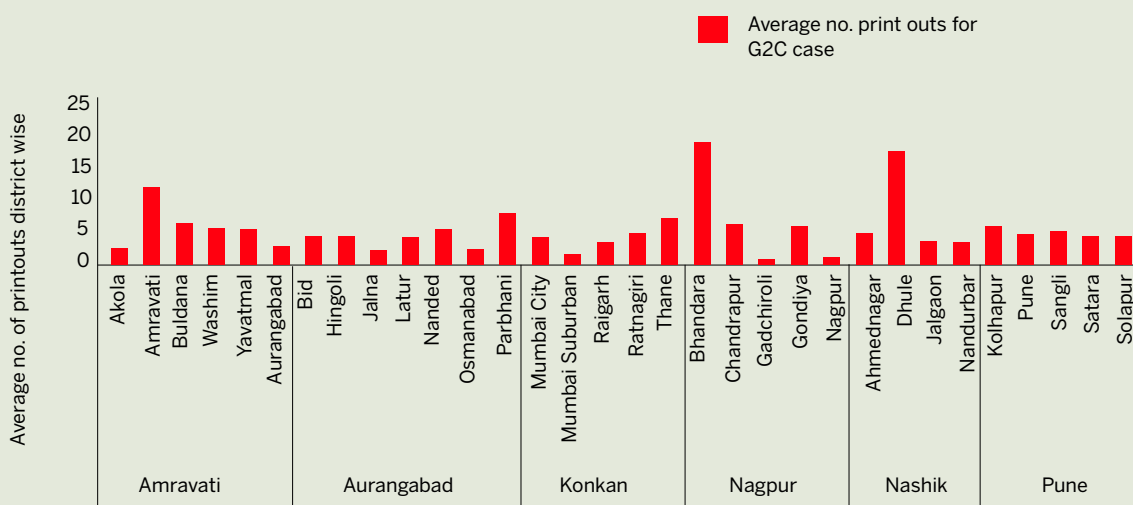
## CSC TRANSACTION



## AVERAGE NO. OF WALK-INS PER DAY IN THE CSE CENTRE

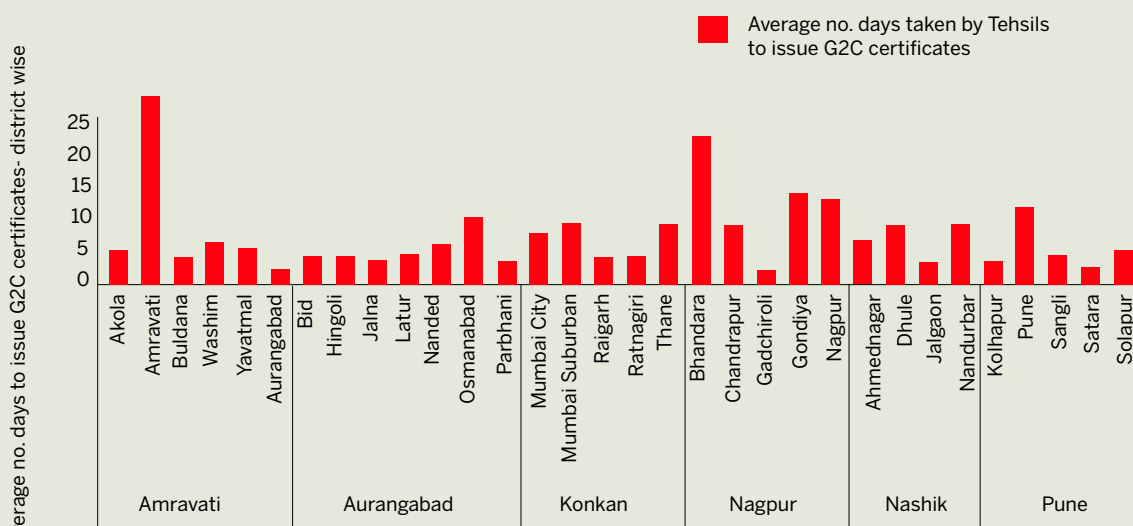


## AVERAGE NO. PRINT OUTS FOR G2C CASE



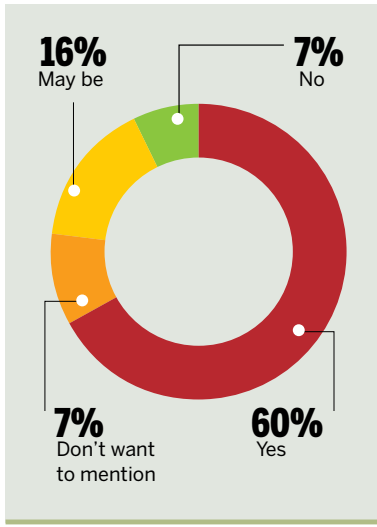
6 print outs required for G2C case; highest in Nagpur Division with average of 8

## AVG NO. DAYS TAKEN BY TEHSILS IN DISTRICTS TO ISSUE G2C CERTIFICATES



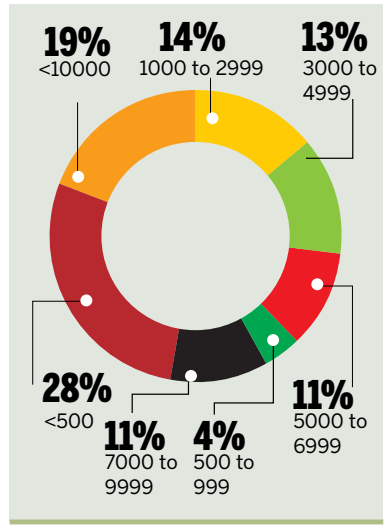
Avg. 6 days taken to issue a G2C certificate; Nagpur division highest with ~11 days

### INTENT OF FAMILY MEMBERS (e.g. son/daughter/wife) to continue with CSCs in future



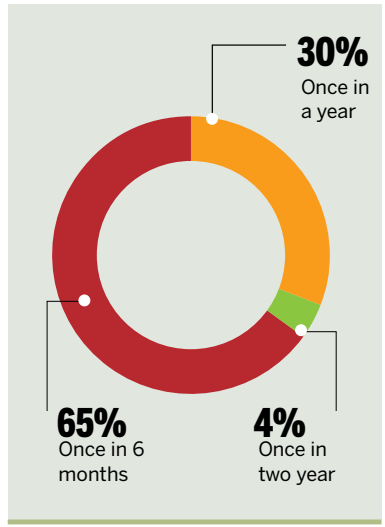
Majority of VLEs would like their family members to continue with operation of CSCs

### MONTHLY INCOME OF CITIZENS AVAILING SERVICES



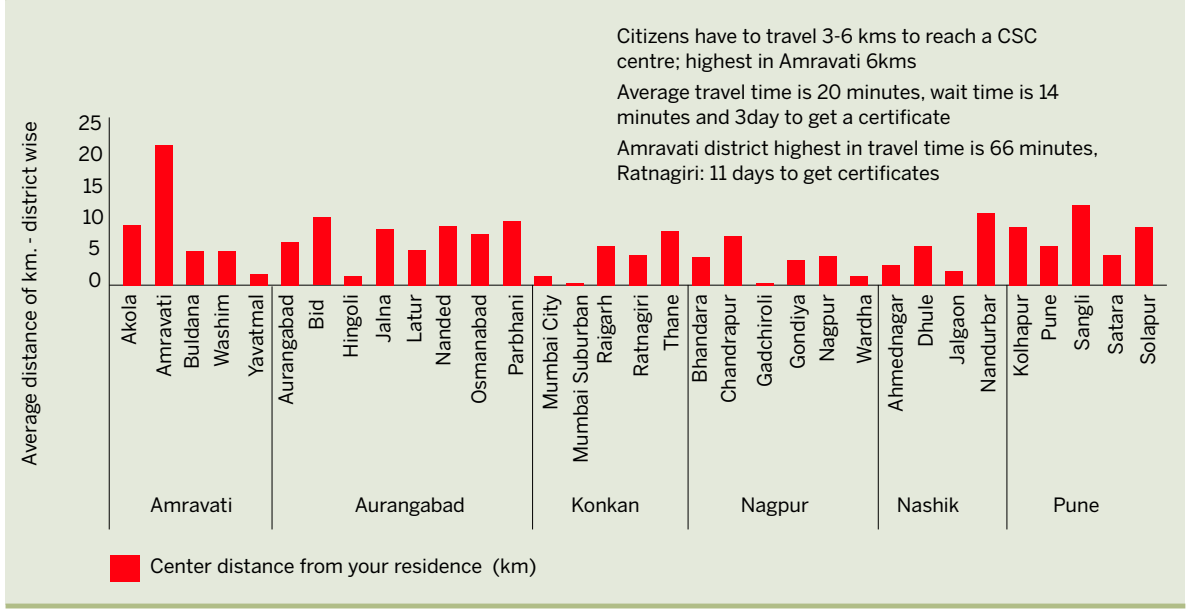
60% of citizens availing services at CSCs have monthly income < Rs.3000/-

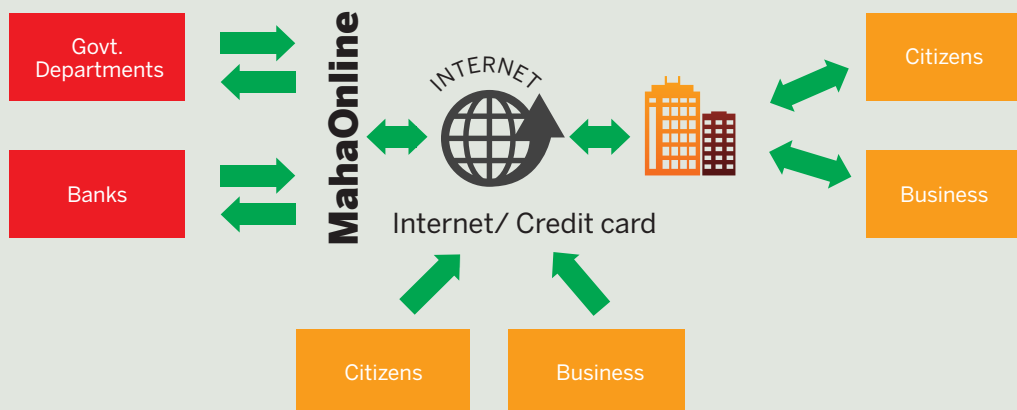
### FREQUENCY OF AVAILING SERVICES FROM CSC



65% of citizens avail CSC services once in 6 months

### AVERAGE DISTANCE (KM) BETWEEN CSC CENTER AND RESIDENCE OF CITIZEN





#### 6.4.2 Sangram

Under e-Panchayat Project, all the 33 Zilla Parishads, 351 Panchayat Samitis and 27,900 Grampanchayats in Maharashtra are equipped with a desktop computer, printer cum scanner machine and internet connections to enable improved service delivery. These front end service delivery centres have been named as Sangrams in Maharashtra. The details on this project have been provided in Section 8 of this booklet.

The key features of the Sangram Kendras are:

- The Sangram Kendras across Maharashtra have been designated as CSCs (Common Service Centres), with MahaOnline as a SCA. These will offer Panchayat as well as other CSC services.
- Like CSCs, these Sangram Kendras are also eligible to offer B2C services.
- Due to greater reach of the e-Sangram Kendras, the operators are being appointed as Banking Correspondents (BCs) to facilitate financial inclusion in the state.

- About 2,000 of the Sangram Kendras are being established as permanent UID enrolment and updation stations. Maharashtra is the first state to take this forward looking decision of establishing permanent centres on such a large scale basis.

#### Rates Harmonisation:

As one of its landmark decisions, Government of Maharashtra harmonised rates for all services delivered through CSCs, Setu and Sangram kendras across all districts in Maharashtra.

### 6.5 INTEGRATED STRUCTURE FOR DELIVERY OF SERVICES

Government of Maharashtra, in an innovative and pioneering move, has developed an integrated framework for delivery of services (including district administration services).

This framework integrates the capabilities of State Service Delivery Gateway (SSDG) and state portal.

MahaOnline, a JV formed between Government of Maharashtra & Tata Consultancy

Services, has developed and is responsible for maintenance of the state portal and middle ware that acts as hub for all the interactions between service seekers and various service providers.

MahaOnline provides integrated and seamless delivery of citizen services by district administration through automation of workflow, back end digitisation, integration and process redesigning across participating sections/departments for providing services in a most efficient manner to the citizens.

More than 25 citizen services have been made 100% online, which are as follows:

- Age Nationality and Domicile
- Alpanudharak
- Birth Certificate
- Caste Buddhism Certificate
- Caste Certificate with Affidavit
- Caste Migrant Certificate
- Caste OBC Certificate
- Caste SBC Certificate
- Caste SC Certificate
- Caste ST Certificate
- Caste VJNT Certificate
- Cultural Programme Permission
- Death Certificate
- Genealogical Affidavit
- General Affidavit



- Heirship Certificate
- Income Certificate
- Non-Creamy Layer Certificate
- Quarry Licence
- Quarry Lease
- Residence Certificate
- Senior Citizen Certificate
- Solvency Certificate
- Stone Crusher Certificate

**Delivery Model - These services can be accessed:**

- Via kiosks and CSCs where assisted access is available for filling forms, printing and scanning. Payments can be made in cash.
- From internet cafes, homes or offices. Payments can be made using credit cards, debit cards and net-banking.
- Delivery Model

## 6.6 e-DISTRICT

e-District is a Mission Mode Project (MMP) under National e-Governance Plan (NeGP) under the aegis of DeitY, Government of

- Government of Maharashtra has taken a landmark decision to waive off the submission of the Affidavits required along with most of the Application forms. It is decided that the affidavits shall be done away and instead, for each of the services a "Self Declaration" is to be submitted along with the Application form. This is estimated to save approximately Rs.100 lakh of the tax payer's money per year.

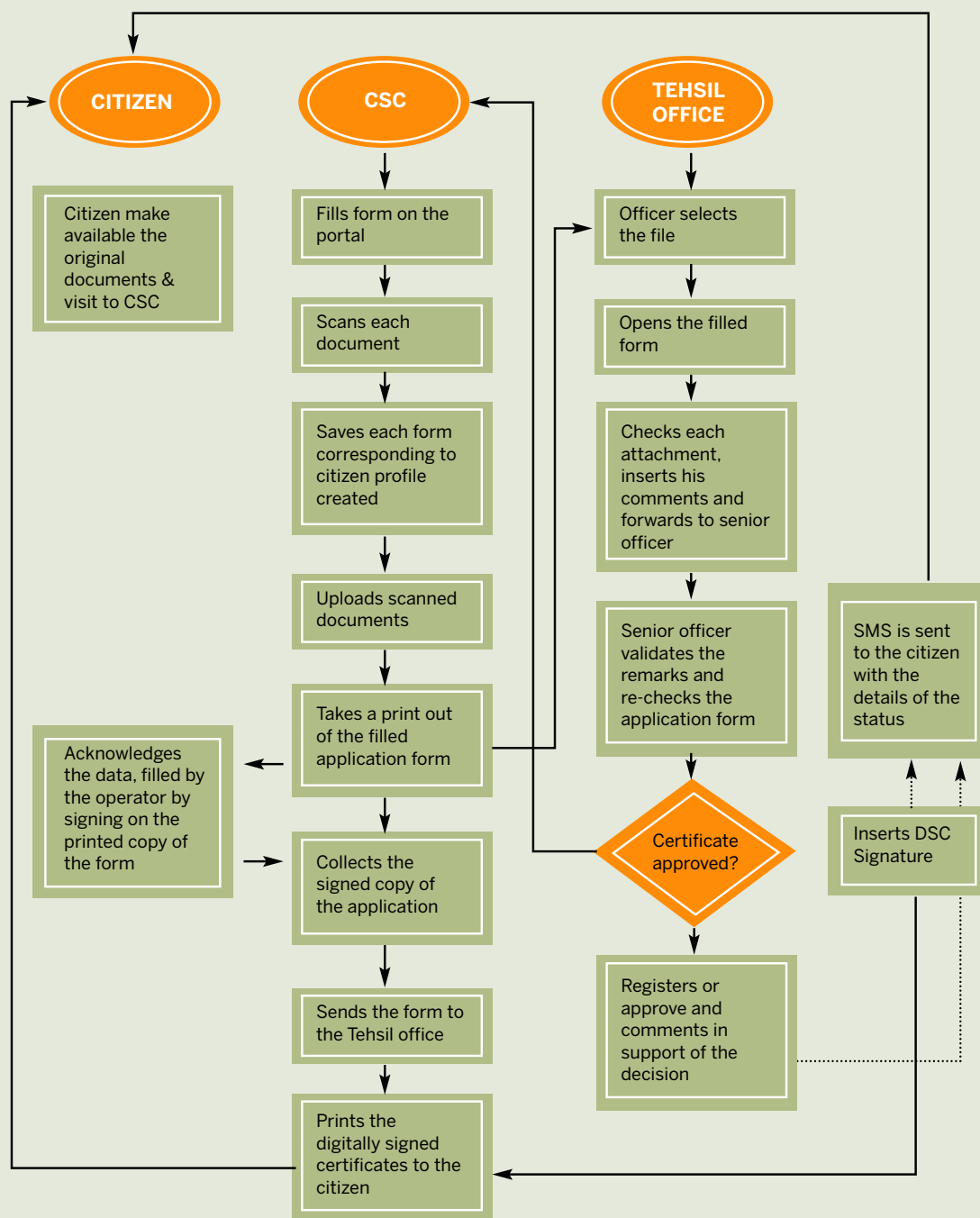
- 11 Departments connected to 67 HPC approved services shall be consulted during the business process reengineering activity.

India. e-District aims to provide support to the basic administrative unit i.e. "District Administration" to deliver Citizen Centric Services (G2C services) to the citizens at his doorstep. The MMP envisages leveraging and utilising the four pillars of e-infrastructure namely, State Data Centers (SDCs), State Wide Area Network (SWANs), State Service Delivery Gateways (SSDGs) and Common Service Centers (CSCs), optimally to deliver public services electronically to citizens.

The Government of Maharashtra is committed to its citizens in bringing a citizen friendly experience for applying the various G2C services offered through the Maha eSeva Kendras and SETU Kendras

across the State of Maharashtra. With respect to the above, one of the avenue explored is to bring uniformity in the process of applying for the various G2C services by standardisation of the Input Application Form and Output Certificates. 35 G2C services have been selected for rollout across the state on a priority basis. MahaOnline has completed the application development for the delivery of 15 services through the e-District channel with digital workflow. Soft launch of the application have been completed in one taluka in each district and over 700 digitally signed certificates have been issued through the application since launch.

## TRANSACTION PROCESS





## 6.7 CITIZEN CONTACT CENTRE (CCC)

The Directorate of IT (DIT), Government of Maharashtra has established citizen contact centre for providing non-emergency informational, grievance and transactional services for all Government departments to citizens.

The CCC has been established for providing information pertaining to Departments/offices of Government of Maharashtra. Some of the key benefits envisaged from CCC are listed as below:

- Timely access to Information /G2C services to citizens.
  - Single point of access to citizens for non-emergency informational, grievance and transactional services.
- The model adopted for setting up of CCC in Maharashtra is unique. The project was conceptualised in such a manner that the selected Contact Centre Operator (CCO) shall



Citizen Contact Centre

Contact No.- CCC: 022 4029 3000

establish/use its existing infrastructure for operating CCC and will be reimbursed on a per seat basis. This model was considered in view of the existing BPO/call centre companies that are operational in the country. It was envisaged that the resources and infrastructure available with

these companies can be utilised by the government to setup up CCC. The project has been made operational from August 1, 2013 on a small scale to provide informational and transactional services related to Aadhaar, formally launched on August 15, 2013.



# 7

## STATE WIDE PROJECTS

### 7.1 AADHAAR, UNIQUE IDENTIFICATION (UID)

Aadhaar (UID) project was launched in Tembli village in Shahda taluka of Nandurbar district on September 29, 2010 by Hon'ble Prime Minister Dr. Manmohan Singh and Hon'ble UPA Chairperson Smt. Sonia Gandhi. Since then, tremendous progress has been seen in the Aadhaar project in the state. The Government of Maharashtra is the leading Registrar in the country with maximum number of UIDs generated till date by any single Registrar.

The State Government is at the forefront of UID enrolment in the country with more than 8.5 crore residents enrolled and UIDs generated for more than 7.8 crore residents, both of which is the highest in the country. Nearly 3,800 UID enrolment kits have been deployed in the state, which again is highest in the country.

To ensure universalization of enrolment, mobile van was launched to ensure that UID enrolment can be done at institutes supporting differently abled and aged residents in the state.

Dedicated enrolment camps were also set up for differently abled, transgenders, leprosy patients etc. to ensure everybody is covered. Some of the unique strategies adopted by the state government in enhancing the speed of enrolment include:

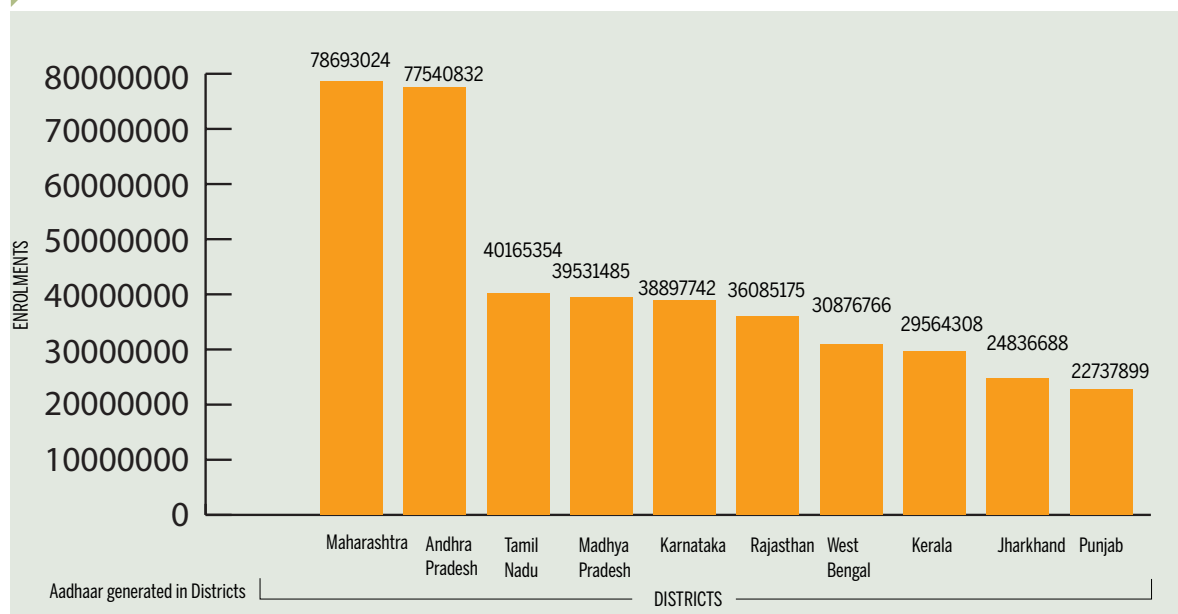
- Simplification of the enrolment process by doing away with KYR+data and Registrar packets



Phase 1 Launch of UID at Tembli, Nandurbar

- Allowing multiple agencies (like public sector banks) to conduct enrolment in the state along with the state government.
- Removing the clause of appointment of government verifiers and allowing the enrolment agencies to appoint verifiers
- Allowing all agencies empanelled in the state by UIDAI to work at L1 rates, thus simplifying the process of appointment of agencies
- Allowing the district collectors to appoint local agencies
- Allowing enrolment in housing societies in a controlled fashion
- Starting mega enrolment centers, with more than 10 kits at one single place to facilitate enrolment
- Regular IEC (publicity) to enhance enrolment
- Identifying pockets/villages with less than 25% enrolment and focusing on enrolment in those areas

## AADHAAR CARDS ISSUED



The state government has also established a state of the art UID Innovation Center in Mumbai that focuses on research, enhancements in technologies and framework for linking UID with data from various departments for the benefit of citizens. The details of key activities undertaken with the help of the UID Innovation Center are mentioned below:

### State Resident Data Hub

Maharashtra is the first state to implement the state resident data hub (SRDH) in the State Data Centre.

More than 5.91 crore residents' data is present in the SRDH as on December 31, 2013, which is the highest in the country.

Maharashtra Government has developed a self-seeding module wherein any resident can seed his data related to PDS, NREGA, and Driving License etc. either through SMS or through Web. This is the first example of real use of SRDH in the country, and the source code has been shared with UIDAI for its



Phase II Launch of UID by Hon'ble Chief Minister on May 18, 2012

replication in other States.

### Usable And Updated State Resident Data Hub (U-SRDH)

Maharashtra State has been amongst the pioneers in creation of the State Resident Data Hub (SRDH). However, the implementation of the Direct Cash Transfer Scheme (DCTS) and other attempts for Aadhaar integration has suffered from

challenges due to lack of data standardization in the UID databases. In a unique and first of a kind initiative in the country, the Directorate of Information Technology undertook an unparalleled data quality and data integration initiative to make the contents of SRDH usable. The initiative aims to create a usable and updated version of the SRDH (U-SRDH), which will have data,

including address completely standardized and cleaned. As on December 31, 2013, 5.88 crore data is standardized with the help of SAS tools in U-SRDH.

Now, the U-SRDH details are being leveraged for Aadhaar integration across the central and state government schemes and various other e-Governance initiatives.

Some of the benefits of use of U-SRDH are:

- Seeding of beneficiary data across various schemes like PDS, NREGA, scholarships etc. with UID
- Identifying potential duplicate or bogus beneficiaries
- Linking multiple databases with each other, thus deriving insights, trends etc, which can be useful for service delivery

#### **UID Linkage with 7x12 and Property Tax System**

The Government of Maharashtra has now taken a forward looking and ambitious target of linking the land record system (7x12 extract) with UID. The pilot project is being conducted in Wardha district and Mulshi taluka of Pune district, which would be followed by statewide rollout. The state government has also envisaged the linking of UID with the property tax system of urban local bodies. The pilot for the same is being conducted in all the Municipal Councils in Wardha.

#### **UID Linked Salary For Government Employees**

Government of Maharashtra became the first State to successfully link UID (Aadhaar) with salaries systems of the state government employees. The pilot was successfully completed when all employees of Directorate of IT got their salaries for the month of July



2013 through their UID (Aadhaar) linked bank accounts through Single Hop from the Treasury.

As an initial step, the UID numbers were mapped to the employee details and bank accounts. The Bank (Indian Bank in this case) was informed of the mapping of UID numbers and bank account, and the same was seeded in the core banking system of the

## **AWARDS**

Skoch Digital Inclusion Smart Governance Award 2013, to Directorate of Information Technology, Government of Maharashtra for UID Linked Service Delivery

FIPS Award 2013, to Directorate of Information Technology for UID Linked Financial Inclusion.

Skoch Order of Merit 2013, for UID Linked Service Delivery to Directorate of Information Technology.

Computerworld Honors Laureate for UID Linked Service Delivery

Gold Award, for Best e-Governance Project in PC Quest Best IT Implementation Award 2013 for 'UID Linked Financial Inclusion'.

Skoch Financial Inclusion Award 2013 to UID linked Financial Inclusion of Wardha District, Government of Maharashtra in ICT based innovation category.

Skoch Financial Inclusion Award 2013 to UID linked Dilasa project of Aurangabad District, Government of Maharashtra

Aadhaar Excellence award by Hon'ble Prime Minister Dr. Manmohan Singh on October 20, 2012 for improving delivery of services to people using the scheme

Aadhaar Excellence award by Hon'ble Prime Minister Dr. Manmohan Singh on October 20, 2012 for UID linked Innovation for Aurangabad district

National Award for rolling out maximum UID Enrolment centres in 2011

CNBC Award for UID Linked Financial Inclusion in 2013

bank and the mapper maintained by National Payment Corporation of India (NPCI). To confirm the correctness of the UID and Bank Account mapping and to ensure that the salary reaches the right person, Rs. 1 was pushed into the UID linked bank accounts of the employees as a test case. On successful payment of Re 1 into each account, the actual salary payment was made, wherein only the UID numbers and the salary amount were mentioned. The payment was made using the Aadhaar Payment Bridge (APB), making Maharashtra the first State to use Aadhaar for payment of employee salaries.

### Direct Benefit Transfer

UID linked Direct Benefit Transfer (DBT) to beneficiaries was launched by Hon'ble Chief Minister on January 1, 2013 in Mumbai. Under this scheme, subsidies and other scheme related benefits are directly transferred into Aadhaar enabled bank account of beneficiaries.

Currently, 12 districts have been selected by Government of India for conducting UID linked Direct Benefit Transfer (Mumbai City, Suburban, Pune, Wardha, Nandurbar, Amravati, Aurangabad, Jalna, Latur, Jalgaon, Ratnagiri and Gondia). As on December 31, 2013, more than Rs. 6 crore (apart from LPG subsidy) has been disbursed to residents in Maharashtra using Aadhaar linked Direct Benefit Transfer.



www.srdh.maharashtra.gov.in



www.srdh.maharashtra.gov.in



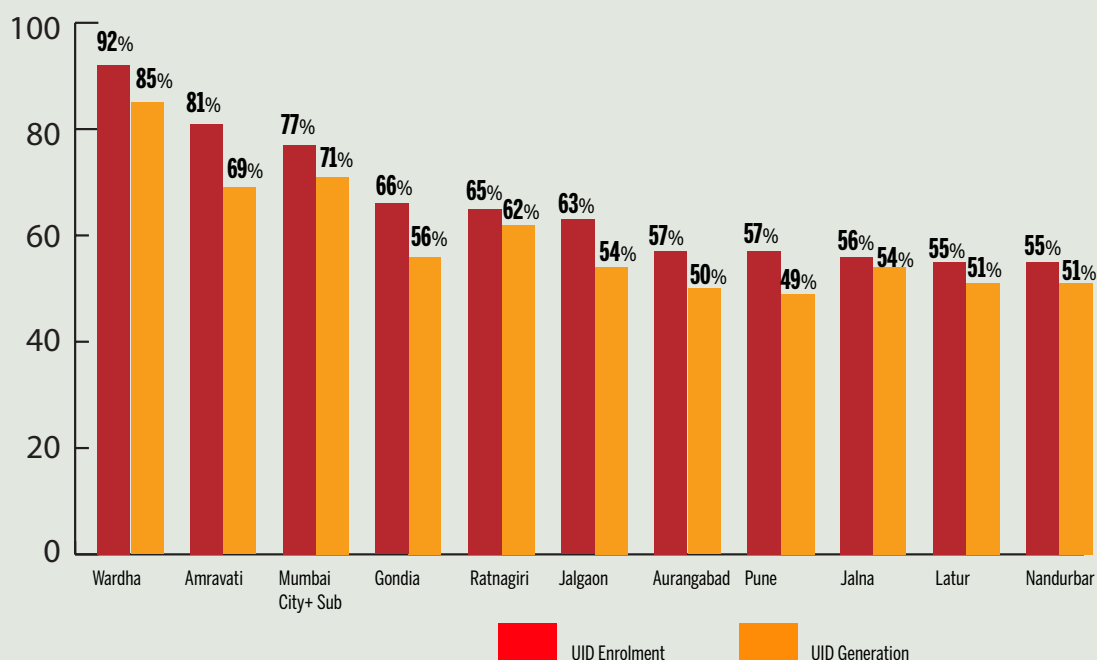
The first beneficiary of Direct Benefit Transfer in Mumbai being handed over the Bank ATM card and passbook by Hon'ble Chief Minister



UID Enrolment Center

| DISTRICT        | NO. OF TRANSACTIONS | AMOUNT (RS.)       |
|-----------------|---------------------|--------------------|
| Pune            | 7,464               | 2,40,97,291        |
| Wardha          | 10,796              | 1,81,61,183        |
| Amravati        | 11,280              | 1,80,30,966        |
| Mumbai Suburban | 2,555               | 59,41,798          |
| Mumbai City     | 3,08,613            | 24,48,411          |
| Nandurbar       | 709                 | 9,17,970           |
| <b>Total</b>    | <b>3,41,417</b>     | <b>6,95,97,619</b> |

## DISTRICT-WISE UID ENROLMENTS



The status for the same is given below:

### Wardha Seeding

Wardha was the first district to initiate UID number seeding with various dept. beneficiaries. Seeding was done using multiple techniques and methods as follows:

Initially UID data was captured and data cleaning process was carried out. In this process, using the census data, misspelled or incorrect village names were corrected and then Taluka names were incorporated to get the cleaned demographic data along with UID for the residents.

After completing the above step, list of beneficiaries were collated for a scheme and it was brought in electronic form. The list of beneficiaries was prepared with details like scheme code, beneficiary name, Age / DoB, Gender, Address and contact numbers. For doing this specially



Seeding in Action at Wardha

appointed data entry operators were used.

First seeding was done using the simple VLOOKUP function of excel. This type of seeding covered all the exact match of beneficiary details with UID data.

Then using the specially designed seeding software, UID seeding was done. This seeding application seeds the UID using fuzzy logic and mix and match method.

After completing above steps, there were still records which did not get seeded. For finalizing the seeding process, remaining

records were taken out and door to door survey was conducted to ascertain the correctness of the beneficiary list.

Final list was given to Tehsildars / Talathis to complete the final verification of seeding.

### Self-Seeding

Maharashtra has brought the innovative concept of self-seeding, which had a dramatic impact on UID pilot project implementation. Self-seeding allows the residents to update their KYR+ details themselves into their Aadhaar account.

For the benefit of the residents, there are two ways of self-seeding:

- **SMS based self-seeding:** User can send SMS to fetch his UID details. System will search through the data reserve based on the registered mobile number. In case found, the details will be messaged back to the user via SMS. The user can then send SMS to seed

individual department KYR+data.

#### ● Web based self-seeding:

The user can visit the specially designed website <http://srdh.maharashtra.gov.in/utis/index.htm> and search for his/her data by entering UID number/ mobile number /email Id. If the resident information is available with SRDH, then a one-time password would be sent to the registered mobile number and registered email Id of the resident. The user can enter the one-time password in the space provided to proceed with the KYR+ data updation.

UIDAI has introduced the concept of RASF (remote Aadhaar seeding framework) based on the above initiative undertaken by the Government of Maharashtra to seed resident data with UID.

The following projects/initiatives have been taken up for linking UID with various schemes or creating infrastructure for UID enablement:

*(refer to table on next page)*

#### UID-Linked LPG Subsidy

##### Disbursement

A total of 33 districts in the state have been identified for rollout of UID-linked LPG subsidy disbursement in a phased manner, which is the highest in the country. The State Government has expressed its readiness and put in a formal request to the Government of India to include the remaining two districts as parts of the scheme. Presently more than Rs. 16 crore have been disbursed as part of this scheme. Wardha district is leading in the implementation of this scheme with more than 85% LPG consumer data and more than 75% bank accounts seeded with UID.

#### ITZ Cash Pilot

The pilot project has been launched in Wardha district wherein 11th

standard students of ten colleges have been issued UID-linked ITZ cash cards (in association with HDFC Bank). More than 2,000 students have been covered as part of this pilot till date. Subsequently, the scholarships shall be disbursed to the students into their accounts linked with the cash card.

#### Airtel Money Pilot

UID-linked direct benefit transfer (DBT) pilot with Airtel Money has been initiated in Dahanu (Thane district) and Dharavi (Mumbai suburban district) wherein Airtel Money accounts (in association with Axis Bank) are being opened and money can be transferred into such accounts. The beneficiaries will be able to operate the accounts with the help of business correspondents (Airtel retailers etc.). The pilot is aimed at covering the unbanked population in these regions and is expected to accelerate DBT as well. Camps are being setup at these locations for opening of Airtel Money accounts based on the Aadhaar letter itself.

#### Software For Assessment of Disability

The State Government has conceptualised and implemented a citizen centric software application for providing citizens an option to get UID linked online 'Disability Certificate'. The application has made the disability certificate disbursement process more systematic, transparent and easy.

#### UID-Linked Smart Forms

The State Government has commenced implementation of smart forms for citizens to apply for various certificates, licenses etc. at the CSCs. The smart forms are linked with UID and can pull the demographic information of the applicant based on the UID number. This accelerates the

process of application and makes it more authentic and error-free

#### AUA – ASA Infrastructure

Maharashtra is the first state to sign a MoU with UIDAI and create a dedicated infrastructure to authenticate residents based on UID directly with the data available with UIDAI. The authentication can be either demographic or biometric based. Departments like Stamps and Registration have already initiated pilot projects to use this authentication mechanism for service delivery.

#### eKYC

Maharashtra is the first State to initiate eKYC transactions based on biometric authentication of residents based on UID directly with the data available with UIDAI. The pilot for the same has been initiated for service delivery through CSCs.

#### GIS Linked project

The state government has created standardized maps of state, district, taluka, village etc. based on Census 2011 data. Various attributes like UID enrolment status, UID enrolment center locations have been plotted on the map, which is aiding decision making. An example in effective use of maps in decision support has been the identification of villages with less than 25% enrolment coverage and conducting special enrolment drive to accelerate enrolment in those regions.

#### UID Permanent Enrolment Centers

The state government has purchased 2,000 enrolment kits for setting up permanent enrolment centers across the state. A MoU has been signed with CSC SPV to establish these centers at the various Common Service Centers (CSCs). At present, more than 801 kits have been deployed. The permanent enrolment centres would enable residents to enroll for UID or update their

## AADHAAR ENABLED SERVICES

The State Government is aiming at making Wardha a fully financially included district and has issued guidelines on incentives to ASHA and Anganwadi workers for helping women members of the household in opening bank accounts.



UID Linked payment of salaries of teachers and student scholarships is being seriously considered for ensuring accrual of benefits to the real beneficiaries and removal of fake/duplicate beneficiaries from the system. This would also ensure faster disbursement of benefits to the beneficiaries.



Govt. of Maharashtra is also considering using UID number for issuance of all driving licenses. This would ultimately help in creating a single, traceable repository of driving licenses across the state and reduce the scope of duplicates.



The State Government has issued instructions to use UID numbers while applying for availing benefits of various housing schemes in Mumbai (through MHADA, SRA, MCGM, MMIRDA, etc.).



PDS dept. has undertaken a pilot project for seeding of resident data with UID in Colaba area of Mumbai. The same shall be extended to other areas in the State and the data shall then be validated with the help of SRDH.



NREGA Pilots- Similar to the PDS Pilot Project, pilot for seeding the resident data with UID has been conducted in Wardha district.



Dilasa project in Aurangabad — Pilot project was done in Aurangabad to seed UID data with beneficiaries of Sanjay Gandhi Old Age Pension scheme. This has helped in removal of duplicate beneficiaries in the scheme resulting in significant savings for the State Exchequer.



The first real example of payment into UID linked bank account of beneficiaries was seen in Thane district, wherein 133 beneficiaries were paid Rs. 100 each. The payment instruction issued to the bank only mentioned the UID numbers of the beneficiaries and the amount to be paid.



**आधार नंबरची ओळख**

क्यात ? कुठे ? कधी ? काय ?

आधार नंबर हा एक 12-अंकीय संख्या आहे. याचा उपयोग अनेक प्रकारचे सेवांसाठी करता येईल. याचा उपयोग करून आपण आपल्या अधिकारांची पूर्तता करू शकता. याचा उपयोग करून आपण आपल्या अधिकारांची पूर्तता करू शकता.

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**महाराष्ट्रात आधार नोंदणीचा दुसरा टप्पा सुरु!**

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# Aadhaar may soon try 'authentic' iris

Dhaval Kulkarni

**dra it**

Scan the headline using the 'dra it' app for more content. For instructions, refer to pg 10.

Taking its biometric authentication system to the next level, the state government will soon begin experimenting with iris-based biometric authentication. It is also planning an Aadhaar-based pilot project using the system.

Officials said iris-based authentication was more accurate than the finger-print-based one which is being used presently.

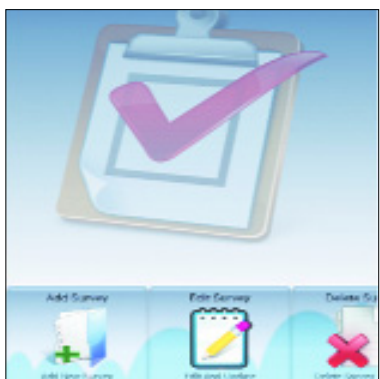
A senior information technology (IT) department official said they were planning to purchase around two to three iris-based authentication machines.

"We are planning a pilot project to test out the software," he added. "We have written to agencies empannelled by the Unique Identification Authority of India (UIDAI) for Standardisation Testing and Quality Certification Directorate certified iris machines," said an official, adding that they were planning to undertake an Aadhaar-linked pilot project in any of the 12 financial inclusion districts in Maharashtra, including Mumbai and Pune.

## OTHER NOTABLE ACHIEVEMENTS



Government of Maharashtra was the first to use Social Media for increasing awareness of Aadhaar.



The State Government has implemented a tablet based application for conducting audit of UID enrolment centres and has made it available to other states over cloud.



Aadhaar Rath which was displayed on Republic Day in Mumbai

demographic and biometric data at any point of time.

### UID-Linked Financial Inclusion

The state government has initiated UID-linked financial inclusion



Resident Withdrawing Money in Wardha

across the state with special focus on appointment of business correspondents and opening of bank accounts. The initiative is aimed at ensuring that every resident has access to banking and can avail benefits provided by

Maharashtra was the first to launch Aadhaar enabled transfers to beneficiaries of Janani Surakhsha Yojana (JSY) using CPSMS (Central Plan Scheme Monitoring System) web application. This is an end to end execution of Aadhaar enabled payment to beneficiaries using Aadhaar enabled bank accounts

government directly into their bank accounts.

### e-Aadhaar

UIDAI has launched a portal [www.eaadhaar.uidai.gov.in](http://www.eaadhaar.uidai.gov.in) wherein residents can take a print of the soft copy of their UID letter. This soft copy is digitally signed by UIDAI. This enables residents to get a copy of their Aadhaar letters without having to wait for the actual delivery of the same.

In order to facilitate residents without access to internet or printers, the Government of Maharashtra directed that all CSCs, Setu and Sangram operators can provide a printout



Hon'ble former Chief Secretary digitally signing the first e-file CS Office

of the e-Aadhaar to the residents through their centres at a nominal rate of Rs. 5 for black and white print and Rs. 15 for colour print.

## 7.2 eOFFICE

eOffice is a digital workplace solution designed by National Informatics Centre and is based on the Central Secretariat Manual of Office Procedures. The main constituting modules under eOffice are file management system (e-File), knowledge management system, leave management system (e-Leave), Collaborative and Messaging, and Personal Information Management System (PIMS). eOffice provides end-to-end electronic work flow and approval system that has replaced the existing manual handling of files and documents. eOffice is slowly and steadily transforming the age-old paper-loaded offices into efficient less paper offices.

The first e-File was processed on July 11, 2012 at the Chief Minister's office.

### Main activities in eOffice

It is the vision of the Government of Maharashtra to implement eOffice in the entire state covering all government and local self government offices in the state. The state government endeavors to integrate the entire state into a single electronic work flow system to ensure more efficient, faster and

transparent office management immune to disasters.

The eOffice has been implemented and is at an advanced stage of implementation at the following offices:

- 31 core departments of Mantralaya (Secretariat, Maharashtra)
- Allied Directorates, such as Directorate of Accounts and Treasury, Directorate of Information Technology(DIT), DGIPR, Directorate of small savings at Mantralaya
- National Rural Health Mission (NRHM)
- Collector office, Sub Divisional offices and Tehsils at Sindhudurg District
- Collector Office Jalna
- Collector Office, Nandurbar
- Collector Office, Sangli
- Municipal Corporation of Greater Mumbai

- The state takes pride in showcasing the office of DIT, NRHM, MCGM and Revenue Administration, Sindhudurg (Collector Office, Sub divisional Offices and Tehsil Offices); which are model less paper offices where the entire work flow is electronic

- Paperless Sindhudurg has won CSI Nihilent Excellence Award

- eOffice at Mantralaya has recently won 'Gold Award' under the category 'Best Green IT initiative of the Year' at the first Express IT Awards

- Award of Excellence at CSI Nihilent Awards to District Collectorat Sindhudurg for eOffice Implementation in Sindhudurg

- Paper on 'Paperless Office in Mantralaya and Sindhudurg District' has been selected for publication in Compendium for the 17th National Conference on e-Governance 2013-14

The following are a few Implementation Success Stories:

## SUCCESS STORY OF MANTRALAYA IMPLEMENTATION

Maharashtra is the only state in the country to go ahead with such an ambitious decision of eOffice in all its offices.

With more than 6,000 users in Mantralaya, it is the largest ever eOffice implementation so far in the country. All levels of users from assistants, clerks to Secretaries, and Hon'ble State Ministers and cabinet ministers and their staff has been brought under the eOffice.

About 35 district collectors, 35 RDCs, 8 divisional commissioners, deputy Divisional commissioners exchange files with Mantralaya instantly. IAS officers across the state exchange files via eOffice. Even officers apply for leaves remotely using eOffice.

The extensive capacity building, change management, infrastructure support, implementation support has been provided by the DIT.

District consultants, District

Project Managers, Departmental consultants appointed by DIT have been the extended arm for the eOffice implementation team.

Synergy in all the eOffice implementations is being brought by hosting the application at SDC and sharing the resources and knowledge gained. Interoperability, integration, Innovation and technology advancement is the way ahead for eOffice in the state.

During Session assembly (Adhiveshan), sending LAQ's has become so easy by e-file, it hardly takes any time. LAQ's are sent within 5 minutes!! Even the follow up of the same can be taken easily.

More than 2,54,000 transactions have been taken place as of July 15, 2013.

eOffice at Mantralaya has won the Jury's choice award for best G2G initiative of the year by eMaharashtra.

## SUCCESS STORY OF SINDHUDURG IMPLEMENTATION

The District Collector Office along with the Sub divisional Magistrate offices and tehsil offices has gone paperless and is the first example of the seamless integration of entire revenue administration using eOffice in the entire country.

Today all the revenue offices in the district are a model electronic working system equipped with the state of art CRUs which act as the interface between the physical and the electronic environment, state of art, well designed training and data entry centers and the higher officials equipped with VPN facility to operate from anywhere in the country.

The implementation of eOffice by DM Sindhudurg is a national model and is awe inspiring. The most effective task that has been handled

by the then District Magistrate and his team is that of has been able to carry out an extensive original work in Business Process Re-engineering of over 1,900 subjects/ processes handled by the Collector Office and the subordinate offices

The Re-defining and the procedural documentation of eOffice at Sindhudurg is so good that this makes the model easy to adopt and replicate. All the Districts in Maharashtra are following the Sindhudurg Model.

eOffice at Sindhudurg has won the 1st place in best G2G initiative of the year by eMaharashtra

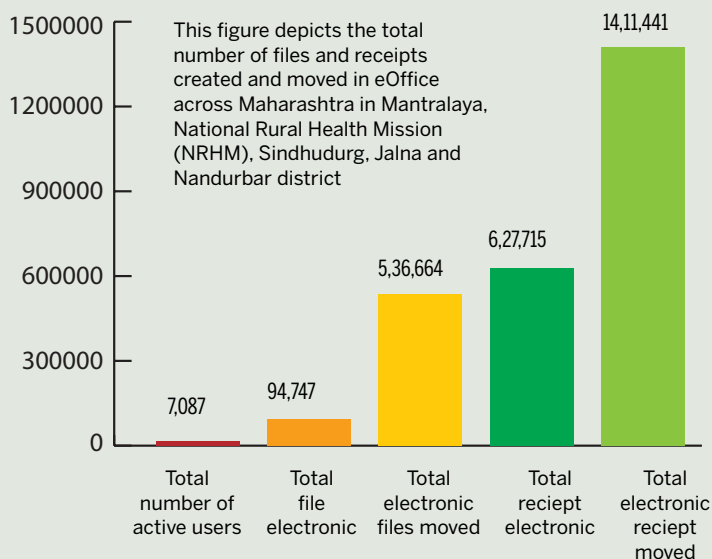
eOffice Sindhudurg has been one of the highest rated e-Governance projects in the country and has won Skoch Platinum Award, 2013

## SUCCESS STORY OF NRHM

Being a secured web based system; it enabled the officers to clear the files even if they were on tour which saved time as well as facilitated faster file movements & brought transparency in the office procedures which led to a faster decision making process. Due to faster file movements, MD NRHM who could tackle merely 25-30 files per day started receiving around 75-80 files in his inbox for clearance. eOffice at NRHM has won 1st prize in Rajiv Gandhi Prashashkiya Gatimanta Abhiyan Award-2012 eOffice at NRHM has Public Choice award for best G2G initiative of the year by eMaharashtra.

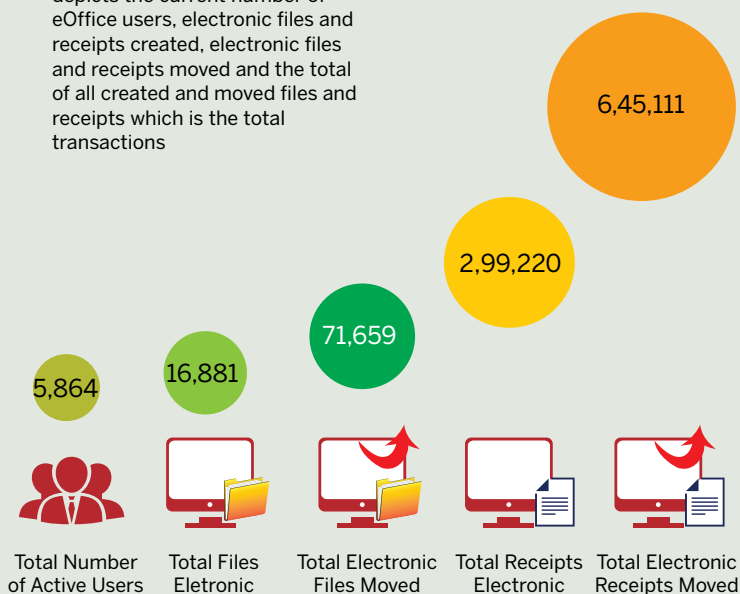
- Skoch Order of Merit 2013, for eOffice Implementation at Mantralaya to Directorate of Information Technology
- Skoch Digital Inclusion Smart Governance Award 2013, to Directorate of Information Technology, Government of Maharashtra for eOffice Implementation at Mantralaya
- Skoch Order of Merit 2013, for Paperless Office at Sindhudurg to Collector Office Sindhudurg
- Skoch Digital Inclusion Award 2013, to Paperless Office implemented at Collector Office, Sindhudurg
- Skoch Digital Inclusion Smart Governance Award 2013, in the Platinum Category to Collector Office - Sindhudurg, Maharashtra for Paperless Office at Sindhudurg
- eIndia 2013 Award in Green IT Initiative, for the implementation of "paperless" eOffice in the Sindhudurg District, Maharashtra

## STATUS eOFFICE APPLICATION IN MAHARASHTRA



## KEY STATISTICS OF eOFFICE IN ALL THE INSTANCES ACROSS MAHARASHTRA

This graphical representation depicts the current number of eOffice users, electronic files and receipts created, electronic files and receipts moved and the total of all created and moved files and receipts which is the total transactions



### DIT as facilitator:

To facilitate the implementation of eOffice in the State Government offices and departments, the Government of Maharashtra issued a GR (government resolution) on August 20, 2013 which is available on the official website and provides guidelines to the organizations interested in implementing eOffice for undertaking requisite preparations. The GR outlines the details pertaining to digitization strategy to be adopted and the necessary actions to be undertaken by organizations as initial steps towards eOffice. A team comprising representatives from NIC and Directorate of IT visits the concerned organization to conduct eOffice orientation workshops. At the same time the team also assesses the gaps pertaining to IT Infrastructure and readiness of employees towards eOffice. Once all the identified gaps are covered and all preparatory steps are completed, the concerned organization submits a certificate regarding the completion of the same along with the proposal for

eOffice implementation to DIT. The eOffice core committee at the DIT vets the incoming proposals and the proposals, which are complete in all aspects are then sent to NIC Delhi for a final acceptance.

Capacity building programme is an integral part of eOffice Project. Considering the fact that eOffice usage is only possible when users understand the various facets and modules of the software, it is imperative to conduct regular trainings. An eOffice Support Team along with Facility Management Services team is put in place for providing eOffice handholding and support services. There is also an eOffice support help desk which may be contacted via email or phone for reporting eOffice related

issues which are immediately addressed by the eOffice support team members.

The Mantralaya, Directorate of Information Technology has an exclusive training room, equipped with computers for providing hands on training(planned in advance). Walk-in trainings are also provided by the dedicated eOffice support team members stationed at DIT.

The trainings are categorized as Initial and Refresher. Initial trainings are imparted to fresh users for demonstrating eOffice suite in detail

basis and the useful requests are selected and sent to NIC Delhi for further processing. After the finalizing the minor or major changes, the new version of eOffice is released along with guiding material for the changes made.

## 7.3 e-TENDERING

Government of Maharashtra, vide its GR (government resolution) dated August 6, 2010 adopted e-Tendering. As per this GR, from December 1, 2010, e-Tendering was made mandatory for all



Website: [www.mahatenders.gov.in](http://www.mahatenders.gov.in)

while refresher trainings are provided to ensure that all queries of users, who have started using eOffice, are addressed. As on September 30, 2013, a total of 89 trainings have been conducted for eOffice users in Mantralaya and other state government organizations.

Feedback from trainees is also an essential feature of eOffice trainings as it helps the eOffice Project Team to analyze the effectiveness of trainings, while also attending to the valuable suggestions. The suggestions, technically termed as change requests, are discussed by the Change Request Committee (comprising senior officials from DIT and NIC). Change management meetings are held on a monthly

basis and the useful requests are selected and sent to NIC Delhi for further processing. After the finalizing the minor or major changes, the new version of eOffice is released along with guiding material for the changes made.

Following this with effect from January 19, 2013 the financial limit for adopting e-Tender has been further reduced to Rs. 10 lakh.

The Rural Development Department has gone a step further by adopting e-Tendering for all Panchayati Raj institutions for development works exceeding Rs. 5 lakh and for product purchase and supply services with value greater than Rs. 1 lakh. A circular dated February 7, 2013 has been issued by the department regarding this.

In Maharashtra, two agencies



Website: [www.maharashtra.etenders.in](http://www.maharashtra.etenders.in)

provide e-Tendering solutions and departments can choose from either of these. The two service providers are: NIC and M/s Sify – NexTenders. The government would shift over to a single e-Tendering agency in the times to come.

As on December 31, 2013, a total 45009 tenders have been published across Maharashtra through e-Tendering solution. The breakup of these figures is as follows:

The total value of tenders published through e-Tendering is Rs. 43,137.34 crore, which is one of the highest in the country.

#### e-Auction

The Government of Maharashtra has adopted e-Auction to ensure hassle free and transparent auction processes in various departments. Various districts in Maharashtra, including Thane, Beed, Nanded and Nagpur have successfully undertaken e-Auction.

### 7.4 IT AT MANTRALAYA

To fulfill the e-Governance needs of Mantralaya, the following applications have been developed and deployed for usage:

#### Document Journey Management System (DJMS)

DJMS is used for tracking the files & documents movement within

departments in Mantralaya. The DJMS system is used by all the government departments on intranet of Mantralaya.

#### Document Management System (DMS)

In January 2010, DIT embarked upon a journey for scanning and digitization of files in Mantralaya. As on December 31, 2013, nearly 3.74 crore images have been scanned at various departments in Mantralaya under this.

#### Biometric Attendance System

Biometric Attendance System has been successfully implemented at Mantralaya in Mumbai, wherein fingerprints are used to verify a person's identity to record time-in and time-out. Further, all government offices have been mandated to compulsorily implement biometric attendance system.

Biometric Attendance System has been linked with Unique Identification Number and Sevaarth Id. This is to integrate salary payments of employees with biometric attendance system and remove duplicate entries in the system.

### 7.5 GEOGRAPHICAL INFORMATION SYSTEM (GIS)

Directorate of Information

Technology (DIT), Government of Maharashtra has launched a transformational program to enable departments to implement GIS as a service. DIT, through MahaOnline, has implemented infrastructure and solutions to enable all departments to subscribe and avail the benefits of GIS. GIS is an integral and important component of the State UID Innovation Lab setup by Maharashtra under the leadership state IT Secretary Shri Rajesh Aggarwal.

At State UID center GIS integration of UID data will open doors to wide geospatial analysis of state UID data. Distribution of services across geography can be mapped against population concentration, economically segmented sections, which can help optimized use of available resources of state.

Mapping the village, taluka and district boundaries with details like number of UID centers, number of UID machines, census population, literacy population, etc. on visual maps, enabling the states to have a quick view where state stands on e-Governance platform. Application to track UID generation, bank seeding, LPG seeding is in progress. The application will generate thematic of input parameters.

The state has completed the pilot in Nagpur to put all polling booths, polling station, important locations like hospitals, police stations and mapped them on the GIS Map. The state is also developing a model similar to that in Nagpur and pull all election constituency data on the GIS map.

State analyses different databases like PDS, NREGA, and various scholarship schemes to find duplicate records, beneficiaries in multiple schemes, build records based on the relationships in a family and thus GIS enables to identify the bogus/duplicate

records. The DIT is also collaborating with the Maharashtra Remote Sensing Application Center (MRSAC) to offer benefits of remote sensing and geographic information system (GIS) technologies to the state to expand its GIS infrastructure.

In Maharashtra, the DIT has released a rate chart offering GIS thematic maps to each department. The rates as published in the 'Cloud Service Rate Chart' dated October 25, 2012 is given in the table on top right.

DIT has implemented GIS based applications for: Mapping Aadhaar enrolment status, Public Health Department, Sugar Commissionerate, Status reporting on CSC Services being offered across the state, Fisheries Department and Sahakar Ayukta.

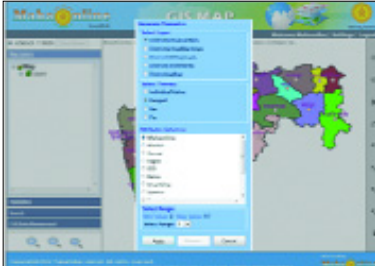
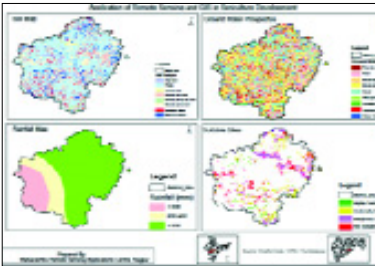
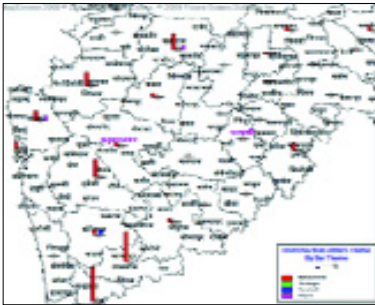
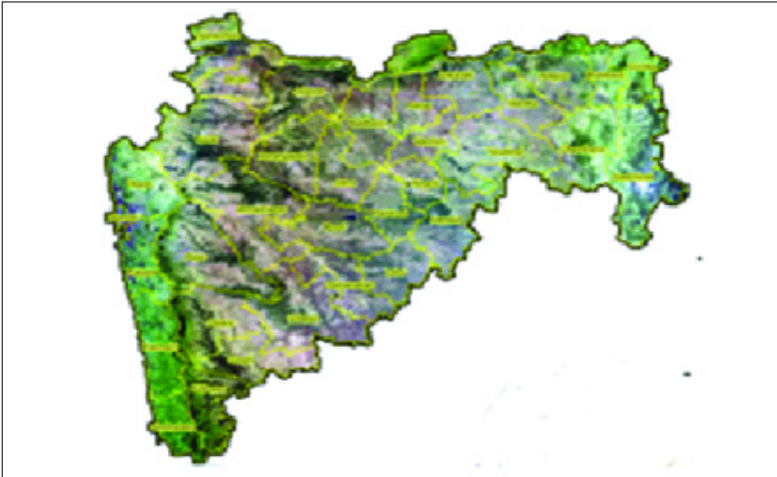
The future roadmap for state GIS services includes integration of electricity meters in household of Maharashtra with UID of the household data. Once the basic household data is mapped, and UID based integration is achieved, GIS would become the common platform for delivery of services and benefits across several schemes and programmes. Select screenshots of the GIS applications deployed are as follows (most services offer thematic reports based on queries selected):

**DIT's Collaboration with MRSAC (Maharashtra Remote Sensing and Space Application Center)**

- The DIT is also collaborating with the Maharashtra Remote Sensing Application Centre (MRSAC) to offer benefits of remote sensing and Geographic Information System (GIS) Technologies to the state to expand its GIS infrastructure.
- DIT is taking various initiative in the e-Governance and

| Item                                                        | Rate         |
|-------------------------------------------------------------|--------------|
| One Thematic Map with data from One table (Max 5 parameter) | Rs. 1,00,000 |
| Additional table in same layer                              | Rs. 10,000   |
| Additional Map Layer                                        | Rs. 50,000   |
| Map Integration with Excel                                  | Rs. 1,00,000 |
| Support charges per day (as per visit) if required          | Rs. 2,000    |
| Support charge per month (Dedicated person) if required     | Rs. 50,000   |

**Note: There are no monthly charges for hosting/delivering these thematic layers/ maps**



Screenshots of the GIS Application

m-Governance. Collaboration with MRSAC is a broader part of states e-Governance mission, where information available can be represented geographically for the

ease of understanding.

- At larger perspective, DIT's mission is to promote and support the use of GIS as both analytical



The rate chart for BlaaS as published in the 'Cloud Service Rate Chart' published on October 25, 2012 is as follows:

**Key projects that have been completed as part of the program include the following:**

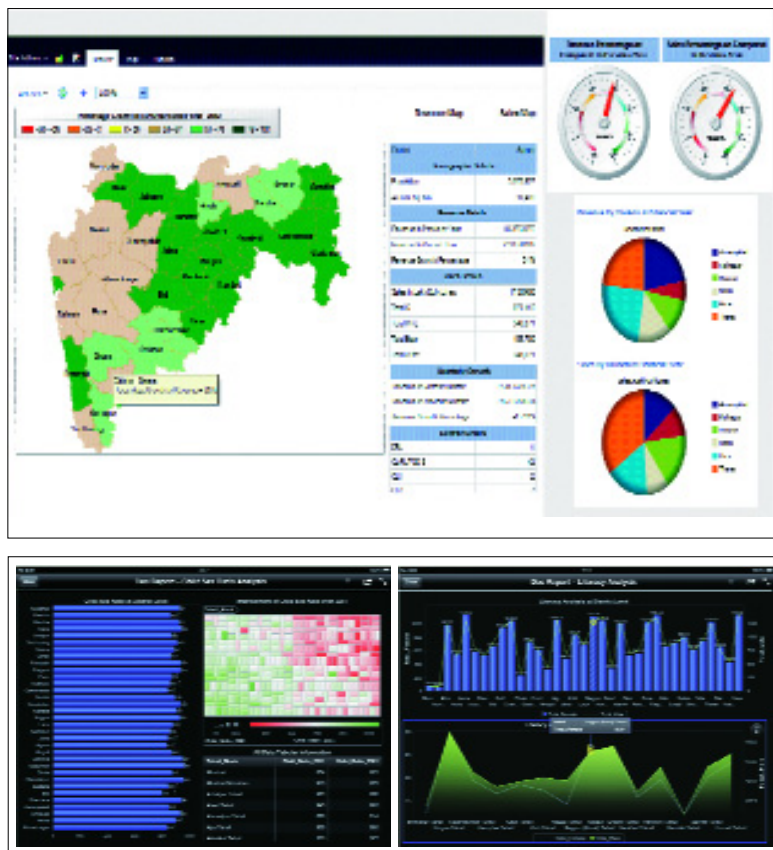
- A business intelligence portal has been implemented for the State Excise Department. A screenshot of the portal home page and some of the dashboards available are shown below:

- Dashboards have been created for tracking UID enrolment and comparison of enrolment data with Census data. The dashboards enable key insights into demographic profile of enrolled residents and also into the process and performance of enrolment.

- Dashboards have been created for the transaction details of service delivery through Citizen Service Centres. Some interesting observations and information from the analysis of this data is currently being investigated to understand patterns of consumption of services across the state.

- A proof-of-concept has been completed by the Planning Department in November 2012 for data available with the Department of Economics and Statistics. Illustrative outputs are as shown below:

- The Directorate of Economics and Statistics (DES) has been managing data from disparate legacy systems using a single platform technology that is required to meet the rigorous demands of a governmental statistical and research environment. SAS Business Analytics helps DES generate and analyze key statistical reports through data integration, reporting



Illustrative Screenshots of BI Tool for Planning Department

and analysis.

- DIT has successfully completed a PoC for SRDH data standardization and Aadhaar seeding using SAS EDI. The PoC was completed on data for the Amravati district in Maharashtra.

**Open Data**

Data Portal India is a platform for supporting Open Data initiative of the Government of India. The portal is intended to be used by Ministries/ Department/ Organizations of Government of India to publish datasets, and applications for public use. It intends to increase transparency in the functioning of Government and also opens avenues for many more innovative uses of Government Data to give different perspective.

The Government of Maharashtra shall launch an open data initiative similar to above, fully operational by March 2014.

**7.7 SMS GATEWAY**

DIT, Government of Maharashtra aims to utilize the massive reach of mobile phones and harness the potential of mobiles to enable easy and round-the-clock access to public services, especially in the rural areas. In this regard, a SMS Gateway solution has been deployed and has already gained popularity within GoM. Till now more than 1.4 crore SMSes have been sent using SMS Gateway.

Two types of services offered: Pull & Push (GUI & Web-service utility). Through this application, customized report can be created, these can be exported to Excel,



Source: [www.services.mahaonline.gov.in](http://www.services.mahaonline.gov.in)

## MH-SDC RATE CARD FOR SMS GATEWAY

| S.No | SMS Count | Description                                                   | Cost in Rs. |
|------|-----------|---------------------------------------------------------------|-------------|
| 1    | 1,00,000  | *One-time. Includes GUI development / Application integration | Rs. 10,000  |
| 2    | 1,00,000  | *Recurring Cost. 5 ps./SMS                                    | Rs. 5,000   |

**\*Subject to Policy Change**

PDF or can be printed online.

**Achievements from various departments**

**Sugar Commissionerate, Pune**

To simplify the process of collecting data from factories on daily basis, an application has

been developed in which Sugar factories send an SMS in pre-defined format containing values of various parameters to a fixed short-code. This is registered in database & MIS report is generated.

- Key benefits of using SMS service

- Reduced time in compilation of daily, till date crushing and sugar production report in various forms.

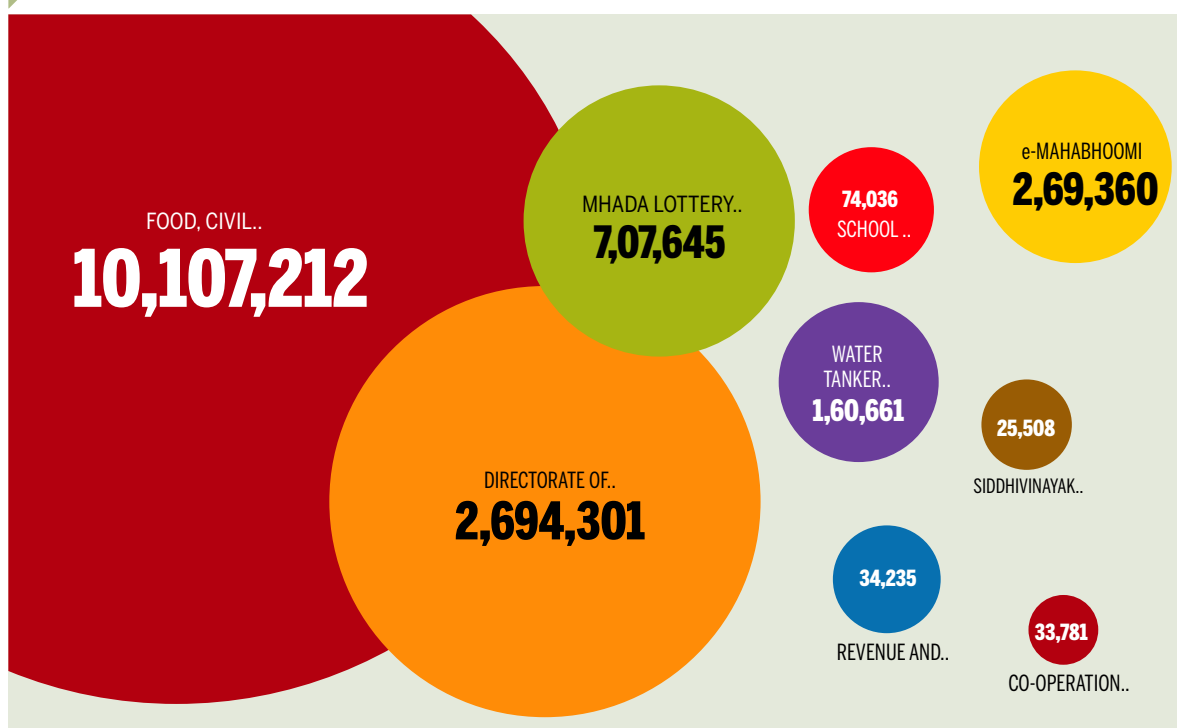
- Reduced effort required in collecting data from factories.

- Minimal manual intervention, no calculations involved, ensuring error-free operation.

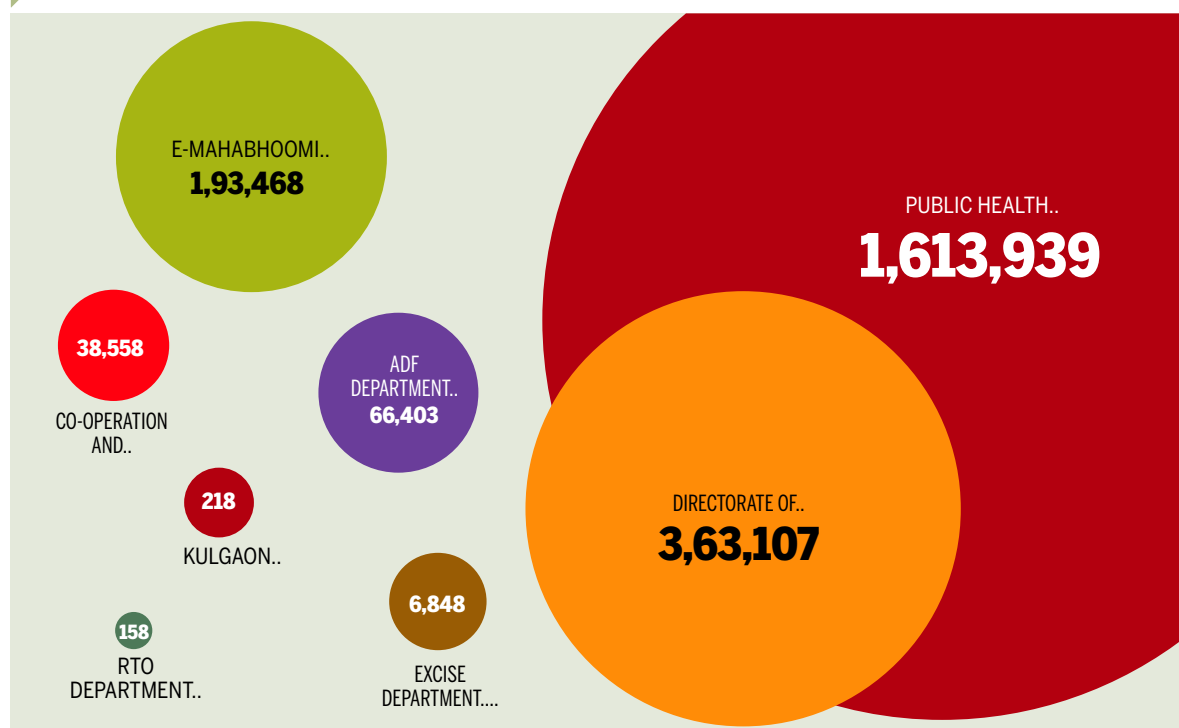
- Reports readily uploaded to website and can be accessed from anywhere through Internet

- Helps government in analysing sugar production with demand in domestic market.

## TOP DEPARTMENTS USING PULL SMS SERVICE



## TOP DEPARTMENTS USING PULL SMS SERVICE



### Food, Civil Supplies and Consumer Protection Department, Government of Maharashtra

All the godown managers while sending the food grains to fair price shops, send SMSes to a group of villagers to make them aware of the quantity of food grains that are despatched on that particular day, along with the with truck number details. This system alerts the villagers and they can go the fair price shops to purchase the food grains.

### Water Tracking System, Government of Maharashtra

In Sangali, Nanded and Jalgaon district Zilla Parishad office sends alert SMSes to a group of villagers while dispatching the water tanker to the drought-affected villages. This alerts villagers about the quantity of water, date, time and tanker number.

mBillionth Award in SMS Gateway Category, to DIT- Government of Maharashtra for the successful implementation of Mahaonline SMS Gateway in various IT applications in the state.

## 7.8 MOBILE APPLICATIONS

### “Maharashtra for Disabled” App (Launching soon)

The ‘Maharashtra for Disabled’ App discovers and contributes to the list of disabled-accessible places. This is an initiative to address social challenges with innovative approaches.

The ‘Maharashtra for Disabled’ mobile app helps discover and contribute to the list of disabled-accessible places around user’s current location. The Android app discovers places accessible by disabled people around a user’s location in a 50 km radius. With the

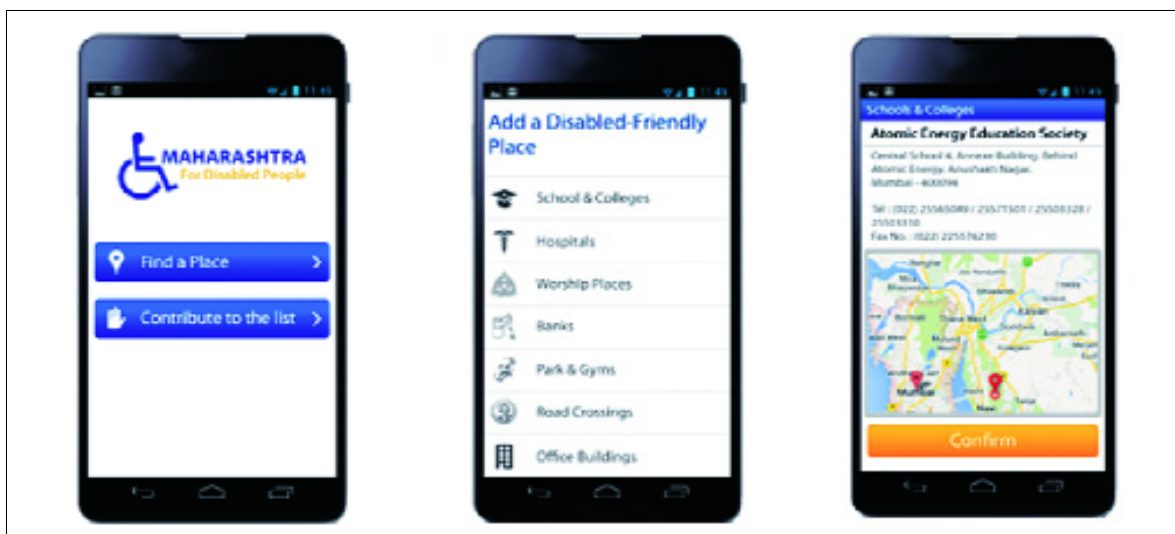
provided information people can easily find out parks, restaurants, hospitals, etc. around them that are disabled-accessible. This app is also used by various citizens to contribute to this list of disabled-accessible places (crowd-sourcing). The users can find and mark accessible public places and can contribute to improve the accumulated data.

The two key modules of the application are as follows:

#### Find a Place

- Displays a list of ‘Place Types’ that could potentially be





USER INTERFACE

disabled-friendly

- The user chooses a Place Type, say bank
- The user is able to search for a disabled-friendly bank and accordingly get the search results
- The results are generated from the disabled-friendly places' database maintained on the server-end
- If no results are found, a user-friendly message is sent to the user.

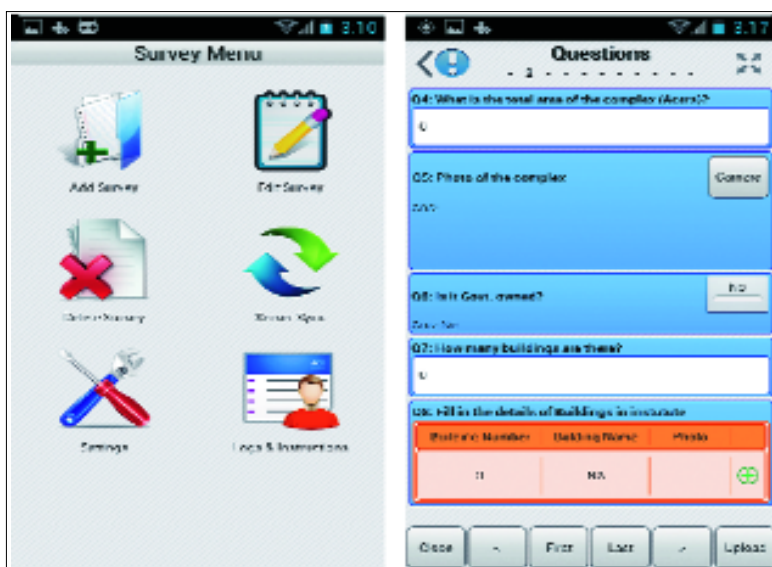
#### Contribute a Place

- When a user wishes to contribute to the list of disabled-friendly place, he/she searches for a place (for eg, a bank) using Google Places/Maps API
- When the user finds what he is looking for, he adds the place to the database.
- The place is added to the disabled-friendly places database on the server/back-end.

As of December 31, 2013, there are over 70 disabled-friendly places that have been added through this application. This application is available to all citizens of Maharashtra for download.

#### Survey and Inspection App

This application enables user to collect data using survey e-Form on tablet. Various government departments need to survey and



Source: [www.data.gov.in](http://www.data.gov.in)

inspect public services executed by the field employees or appointed vendors. The app can be customized with relevant questions that any department needs to ask and form consisting of pertinent questions is published over the server. This form can be then downloaded on any mobile device by the user. User can fill the e-Form and upload it to server for MIS report creation.

The application is currently being used by the Directorate of Information Technology, Department of Public Health, Forest

and Revenue Department, Maharashtra Housing and Development Authority (MHADA).

This application is private application in government context and the use is limited to select officials of the government.

#### Official Government Resolution Application

The Government of Maharashtra is focusing on use of Internet in order to disseminate information to the citizens of Maharashtra. One way of reaching to the citizens is to provide

the relevant information such as government resolutions (GR) on the Maharashtra State Portal at [www.maharashtra.gov.in](http://www.maharashtra.gov.in). DIT has gone a step ahead and made available all GRs on mobile platform too.

Directorate of Information Technology (DIT), Government of Maharashtra has released the official mobile application for Government Resolutions (GR) on Android platform. This mobile app is available for Android-based mobile phones on Google Play store. Any citizen can download and use this app, free-of-cost on any android based mobile device. To download this app, the citizen can visit the Maharashtra government website at [www.maharashtra.gov.in](http://www.maharashtra.gov.in), or Google Play store. This app requires working Internet connection (2G or 3G).

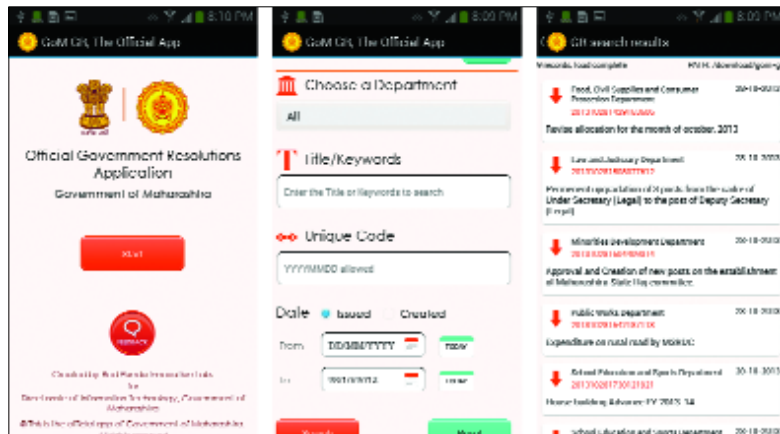
### Using GR Mobile App

The application interface is bi-lingual (English and Marathi). It connects to the main website of the Government of Maharashtra for searching and retrieving all GRs. Users can search any GR by giving department name, title or keywords, date-range or unique code of GR etc in search fields. The users can also save downloaded GRs as PDF files. A smart notification feature alerts users about any new resolutions released since their last login.

This application has gained popularity amongst the citizens and has been downloaded by around 50,000 users in short span of one month.

### Mahanews Mobile App

This mobile application shows real time news on mobile devices from Mahanews portal [www.mahanews.gov.in](http://www.mahanews.gov.in), which is the official news website of the Government of Maharashtra. This



Official Government Resolution Application



news portal provides real time news about day-to-day functioning of Maharashtra Government, Mantralaya (Secretariat), chief minister, deputy chief minister and other ministers' programmes etc. News clippings are supported by photographs and video clips. This website also provide summary of job opportunities from Government sector in Maharashtra.

### The salient features of this mobile app are:

- Real time synchronisation with news website for retrieving latest news articles with photographs
- Display of news article from "Main News" section of news portal
- Display of Recruitment news from "Find Jobs" section of news portal

### The final version of this app will

### have additional features like:

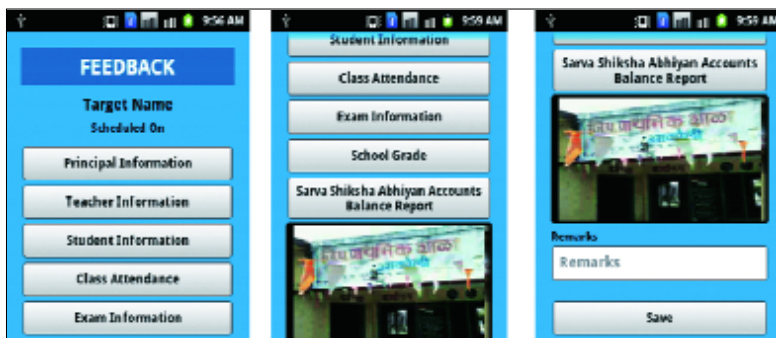
- District wise news articles
- Sharing of news article on social media
- Saving of news article as PDF file on mobile devices
- Facility to show most recent news, currently trending news, bookmarks etc.

The app is available at the below mentioned link on Google Play store:

<https://play.google.com/store/apps/details?id=in.gov.mahanews>

### VISHWAS Mobile Application

VISHWAS (Visit Information of Schools Handled With Attendance System) is a unique mobile application developed by Zilla Parishad, Nagpur to improve the performance of on-field employees of Education Department working in Zilla Parishad and collect the real



VISHWAS Mobile Application

time information on school activity through them.

This mobile application is a sort of target management and data verification system, which monitors and verifies the targets assigned to on-field employees using GPS-enabled Android phones. This is used by all field employees of Nagpur Zilla Parishad.

#### **VISHWAS project was envisaged with several objectives:**

- To ensure timely and effective monitoring and auditing of schools by on-field employees.
- To develop an online reporting system to provide regular and standardized reports and MIS to senior officials.
- A system to report any damages to the school building that requires repair.
- An application to keep a track on the funding provided to the school along with the monthly expenses occurred in the school simultaneously reporting the opening and closing balance.

#### **Improvement in the Education Department**

Through this application, details of 1400 schools are being sent online. Till now more than 1,800 reports were produced on schools in 13 talukas. Meal attendance was verified by Kendra Pramukh in

more than 1,200 schools. 38% students have improved the academic skills due to the regular teaching from subject teacher. 1,600 school toilets have been maintained clean as a result of VISHWAS.

It has reduced false reporting of data too. 158 show-cause notices were issued by the education department on the basis of data and reports produced by VISHWAS mobile application system. 12 Kendra Pramukhs were caught reporting incorrect information from their locations. 180 teachers were given verbal warning for not providing daily notes. 1200 exams were conducted by Kendra Pramukhs in visited schools they visited.



Awards won

#### **Awards won**

This mobile application has won PC Quest Magazine's Gold award for "Most promising Project"

#### **Maharashtra Government – Official App Store**

Government of Maharashtra has launched an official App store aimed at providing a forum to publish, share and download apps.

#### **The key features of the App store are:**

- Both public and private Apps are available
- Apps have been developed for three platforms: Android, iOS and Windows
- Facility to allow free download of Android apps

For iOS and Windows Apps, user will be directed to the respective app stores.

The Government of Maharashtra has also contributed to the app store designed by the Government of India and six applications of the state government have been hosted there.

## **7.9 PAYMENT GATEWAYS**

Government of Maharashtra provides two options of payment



App Store - Government of Maharashtra



App Store - Government of Maharashtra

gateways for e-payment through credit card, net banking or debit card. They are:

- Government Receipt Accounting System (GRAS)
- MahaOnline Payment Gateway

The details of these gateways are as follows:

**Government Receipt Accounting System (GRAS)**

GRAS has been launched to add e-Payment as a mode of payment in addition to the conventional methods of payment offered by the Government of Maharashtra. This system was launched in 2009-10 and since then has grown by leaps and

bounds. The following charts present the statistics related to GRAS:

**MahaOnline Payment Gateway**

MahaOnline Payment Gateway is a dynamic system used for making online payment anywhere anytime for any service or any e-Governance project/system.

Payment Gateway is an e-commerce application that authorizes payments for e-Services like Business to Business, Business to Citizen, Government to Citizen and Government to Business.

This system is integrated with many banks, including public and private banks.

It has provision to accept payment by:

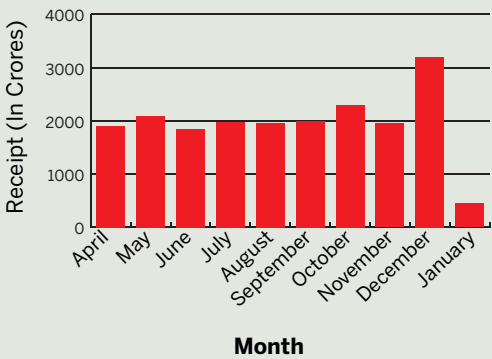
- Credit Card
- Debit Cards,
- Net Banking
- Bill desk
- Cash-card, Wallet

The payment gateway protects credit card details by encrypting sensitive information, such as credit card numbers, to ensure that information is passed securely between the customer and the merchant and also between merchant and the payment processor.

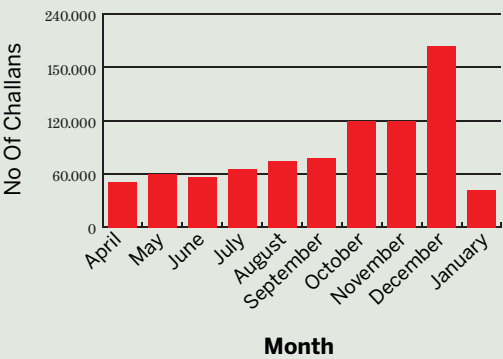
**The key features of MahaOnline Payment Gateway are:**

**GOVERNMENT RECEIPT ACCOUNTING SYSTEM (GRAS)**

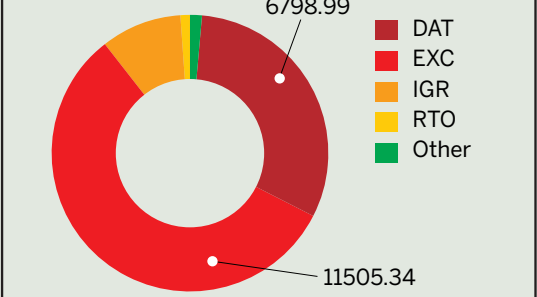
**Total Receipts (In Crores): Rs 19562.16**



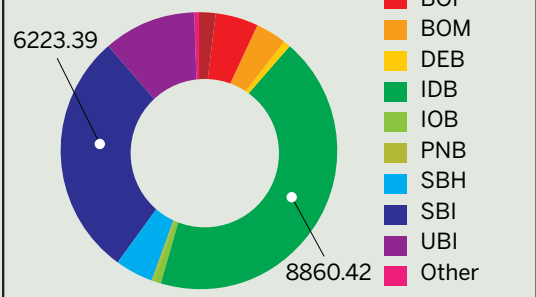
**Total Challans: 871773**



**Departmentwise (In Crores) : Rs. 19562.16**

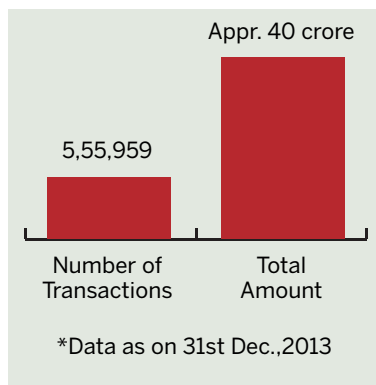


**Bankwise (In Crores) : Rs 19562.16**



Department and Bank wise transaction amount  
(Website: [www.gras.mahakosh.gov.in](http://www.gras.mahakosh.gov.in))

## TRANSACTION DETAILS OF MAHAONLINE PAYMENT GATEWAY



**Total Number of Transactions: 3,500**

- Integrated with many MahaOnline Projects / portals / services / many corporations and councils.
- Using SSL (Secure Socket Layer) encryption for the security of sensitive information.



- Fully authenticated and authorized procedure.
- Payment takes few seconds to complete.
- Transaction reconciliation process.
- Auto generated acknowledgment

- receipt.
- Real time detailed report (MIS) on important indicators.
- Centralized information database.
- Audit trail for each transaction.

## 7.10 ADOPTION OF SOCIAL MEDIA

The Maharashtra State Government has adopted eGov and is using social media effectively to connect with the citizens. The following sections provide snapshots of select departments using social media like Facebook, YouTube, Twitter etc.:



**Directorate of Information Technology**  
[www.facebook.com/eGov.Maharashtra](http://www.facebook.com/eGov.Maharashtra)



**Aadhaar Maharashtra**  
[www.facebook.com/Aadhaar.Maharashtra](http://www.facebook.com/Aadhaar.Maharashtra)





**Sugar Commissionerate, Pune**  
[www.facebook.com/SugarComissioneratePune](http://www.facebook.com/SugarComissioneratePune)



**Social Justice and Special Assistance Department**  
[www.facebook.com/MahaSocialJustice](http://www.facebook.com/MahaSocialJustice)



**Aadhaar Maharashtra**  
[www.facebook.com/Pages/Public-Health-Department/149331025255941](http://www.facebook.com/Pages/Public-Health-Department/149331025255941)



**Examination Reforms Committee Maharashtra**  
[www.facebook.com/ExamsCommittee.Maharashtra](http://www.facebook.com/ExamsCommittee.Maharashtra)



**Maharashtra Tourism Development Corporation**  
[www.facebook.com/MaharashtraTourismDevelopmentCorporationLtd](http://www.facebook.com/MaharashtraTourismDevelopmentCorporationLtd)



**Department of School Education and Sports**  
[www.facebook.com/Pages/Department-of-School-Education-Sports-Maharashtra/363520777090656](http://www.facebook.com/Pages/Department-of-School-Education-Sports-Maharashtra/363520777090656)





**MIDC**  
www.facebook.com/MIDCIndia

**f** followed by 376 people



**eGov Maharashtra**  
www.youtube.com/eGovMaharashtra

**YouTube** 236 Subscriber



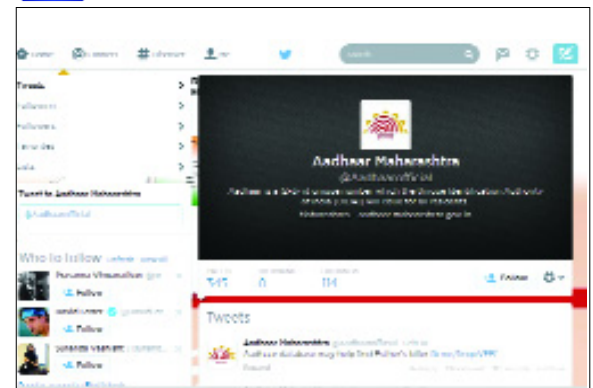
**eGov Maharashtra**

**Scribd** 210 Views



**Department of Cooperation, Marketing and Textiles, Maharashtra**  
www.facebook.com/pages/Department-of-Cooperation-Marketing-and-Textiles-Maharashtra/701848276507788?

**f** 53



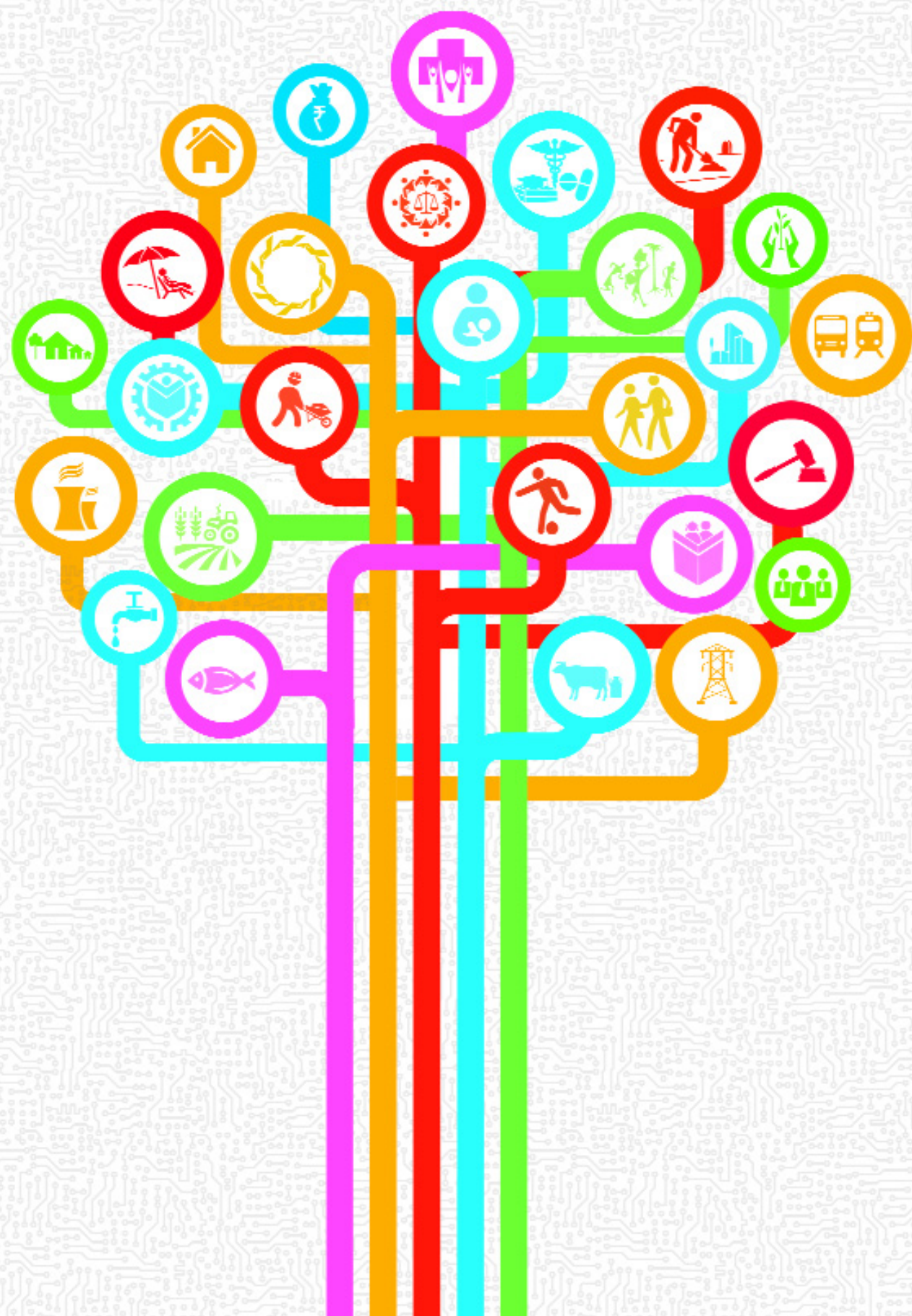
**Aadhaar Maharashtra**  
@AsdhaarOfficial

**Twitter** 114 Follower / 375 Tweets



**Maharojgar**

**in** 22 Follower



# 8

## DEPARTMENTAL PROJECTS

### 8.1 SOCIAL JUSTICE AND SPECIAL ASSISTANCE

#### e-Scholarship

Tribal Development Department, Minorities Development Department and Social Justice and Special Assistance Department, provides various scholarships to students from financially and socially backward families. Initially, the scholarships were disbursed manually leading to many issues, but now all of these departments have automated the process and implemented e-scholarship application. The e-Scholarship system enables online application, automated approval, transparent verification and timely disbursement of scholarships.

Under this new system, the scholarship is credited directly into the accounts of the students, and they also receives a confirmation SMS alert from the system. The solution user-interface is available in English and Marathi. Apart from enabling granting procedures, the solution also caters to processing of scholarship suspension, renewal and cancellation. The system also provides the department with management information system (MIS) to monitor and analyse the scholarship disbursement.

#### Software for Assessment of Disability, Maharashtra (SADM)

This project aims at providing UID linked

disability certificates through online assessment of patients. Doctors only need to enter the assessment values and the disability percentage is calculated automatically by the software. Five types of disabilities have been considered for this application, namely Visual, Hearing, Physical, Mental illness and Mental retardation. The portal went live on December 3, 2012. Government of India (GoI) has appreciated this application and has written to all State Governments to implement this new application. The source code has also been made available for the same free of cost.



Website: [www.mahaeschol.maharashtra.gov.in](http://www.mahaeschol.maharashtra.gov.in)

- In 2011-12, Rs. 1306.85 crore was disbursed as scholarships to 14.9 lakh students from the Social Justice & Special Assistance Department
- In 2012-13 financial year, the total distribution amount to 16.3 lakh students was Rs. 1,886 crore
- In 2013-14, Total distribution amount to 1.78 lakh students is Rs. 678 crore uptil September 30

As on September 30, 2013, around 40,000 applicants have been registered

The project was featured in the July 2013 issue of PCQuest as a case study and won a Bronze Medal as part of the State e-Governance Award



www.sadm.maharashtra.gov.in



Hon'ble Minister Shri Naseem Khan, inaugurating minorities web portal

## Aam Aadmi Beema Yojana

Aam Aadmi Beema Yojana scheme is applicable for landless/marginal landholders aged between 18 and 59 years. It provides financial aid in case of Death or accidents. A free add-on scholarship benefit for the children of the members of AABY is provided under the scheme for maximum two children studying between 9th to 12th standard. There are around 36 lakh beneficiaries of the scheme. Application for AABY is also available through the Maha eSeva Kendras.

## e-Validity for Caste Certificates

The Government of Maharashtra has successfully implemented the Caste Validation software. This application enables online application, verification, approval/rejection and finally online delivery of Caste Certificates to Citizens. Throughout the process, updates to citizens on status of their application are sent regularly.

A similar application for issuance of Minority Status Certificate to religious/linguistic minority educational institutions is in development.

## 8.2 MINORITY DEVELOPMENT

The main objective of Minorities Development Department is to focus on inclusive growth, justice & equality for all.

## Online Minority Status Certificate Application

Earlier, the applications for the minority status certificate were required to be submitted in physical form along with the necessary supporting documents. This process was tedious as well as time-consuming.

Now an application has been developed and made available to the citizens wherein they can submit their applications online. This has not only saved the time but has also facilitated quick application submission, electronic approval and disbursement of the certificates.

## Application for Free Coaching Classes

An online application for minority students has been developed, wherein the students have facility to apply for the course and institute of their choice for getting free coaching benefits. A merit list gets generated based on the applications received and various criteria listed by the department and accordingly students get admission into the institutions of their preference. Following are some of the other applications being developed for the Minorities Development Department:

- Application for Infrastructure Development of Minority Institutes will help automate the process of granting funds. This application will include minority institute registration, submission of minority institution details, status of

infrastructure development fund request, funds being released to institutes and further scaling up if required. Authorities at the Zilla Parishad can monitor funds disbursed and the process of approval, through various MIS reports generated by the application.

- Information portals are being developed for schools and colleges which provide updated information regarding the intake capacity of the institutions, courses it offers, its location, and the details of the management.

Skoch Order of Merit 2013, for Minority Status Application to Minority Development Department.

## 8.3 TRIBAL DEVELOPMENT

### eVikas

The eVikas application is developed by the Tribal Development Department for Online Scholarship Management for Post Matric students belonging to ST categories.

The Tribal Development Department runs schools, hostels and ashramshalas for the benefit of tribal students. To manage the admissions, attendance system, student benefits, grievances etc. and to monitor the activities at divisional and state level, eVikas application is at an advanced stage of implementation. The application

contains the following key modules:

- Online Scholarships
- Hostel Management
- Ashramshala Management
- Funds and Scheme Management

#### **Online Scholarships**

This application facilitates online processing and disbursement of post matric scholarships to the students belonging to ST category. The application encompasses all stages of scholarship disbursement process, right from the application by student to the disbursement into their bank accounts. The application is also linked with UID, which enables easier and faster disbursement of scholarship. Once the applications are received, the same are scrutinised based on the eligibility criteria and the final list of students eligible for scholarship is drawn thereafter.

#### **Hostel Management**

The system facilitates online application for hostel accommodation by students belonging to the ST category. The system captures the details of each hostel including the capacity, vacancy etc. and accordingly allocates hostel accommodation to the applicant based on the vacancy and his/her preference.

#### **Ashramshala Management**

The system facilitates online application for admission to schools and Ashramshalas by students belonging to the ST category. The system captures the requirement of the student and details of the school including the capacity, vacancy etc. and accordingly admission is offered to the students.

#### **Funds and Schemes Management System**

This is a workflow based application capturing various aspects of fund

management including raising demand for funds, consolidating the demand, budgeting, outlay and expenditure management. The application caters to Tribal Sub Plan (TSP) and funds from Centrally sponsored schemes. The application helps in planning and monitoring of the funds for these schemes, which are executed with the help of other departments like agriculture department, rural development department, irrigation department etc. and provides MIS reports.

- Post matric Scholarship: Live since April 2012. For 2012-13, around 1.54 lakh applications were received and around 121.12 crore bills generated
- For the year 2013-14, a total of 1.47 lakh applications have been received as on December 31, 2013
- Pre Matric Scholarship: A pilot was done for 10 schools in Aurangabad for 2012-13
- Hostel Management system has received around 47,000 applications in 2013-14

## **8.4 WOMEN AND CHILD DEVELOPMENT DEPARTMENT**

The Women and Child Development Department gives a much needed impetus to the holistic development of women and children. The Integrated Child Development Services Programme aims at providing services to pre-school children in an integrated manner so as to ensure proper growth and development of children in rural, tribal and slum areas. The department runs various schemes for upliftment of women.

#### **Citizens connect through website:**

Department is continuously updating its website to give more

and more information to citizens. A revamped website is being planned which shall give complete information about the various Schemes for Women and Child Protection, Child Care plan, Child Development etc. Major objective is to assist the citizens to avail the various schemes and give the benefit to them.

#### **State Level Umbrella Tracking System**

A monitoring system to evaluate the ongoing schemes run by the department and to achieve the objective through a convergence model involving all stake holders viz. the judiciary, Police, Medical, Shelter Home, Legal Aid, NGOs and Civil Society, Women and Child Development Department is developing a state level MIS-ERP initiative on following major three subjects:

- **MIS for Residential Institutes (State Homes, Protection Homes, Swardhar Homes etc.) run by Government and NGOs for the destitute women and women in crises:** At present, 22 state run homes and 12 NGO run Protection homes are existing in the State. The sanctioned capacity of the inmates in these institutes is almost 3,000. Approximately 1,500 to 1,600 inmates are staying in these homes every year and avail services like food, clothing, etc. These inmates also get an allowance if they stay for more than 30 days in these institutes under Maher Yojna. To keep a control on all these services provided and to ensure proper utilization of the funds for running these schemes, it is essential to prepare a software check of the schemes at the commissioner level as well as state level. Department is on its way to implement the same at the earliest.



[www.mddapp.maharashtra.gov.in](http://www.mddapp.maharashtra.gov.in)

#### ● MIS for Domestic Violence Act:

As per the Domestic Violence Act introduced by Government of India in 2005 for protection of Women from Domestic violence, Department has appointed Legal Officers, Counselors, Protection Officers and Service Providers. It is necessary to keep a track record of the victims and hence, the department is plans to develop a software for proper implementation of the Domestic Violence Act, to provide restorative financial assistance to victims of Rape; and support services such as shelter, counselling, medical aid, legal assistance, education and vocational training depending upon the needs of the victim. This is implemented by evolving protocols and guidelines, and documenting best practices in public domain as the "Umbrella Track System".

#### ● MIS for Manodhairya Scheme:

The Government of Maharashtra has recently come up with a scheme called "Manodhairya" for financial assistance and rehabilitation of the women and children who are victims of Rape, Sexual Assault and Acid Attacks. As per this scheme, Rs.2 to 3 lakh will be provided to victims and additional cost up to Rs. 50,000 will be provided to incidental expenditure. The district collector is empowered to take quick decision in this regards. The scheme has already come in to operation from October 2, 2013. To keep a record of fund and cases registered in every district and to keep track record and status of the cases from filling of

FIR, medical test, charge sheet filed in the court of law to conviction, Department is planned to develop tracking software for this scheme.

## 8.5 SCHOOL EDUCATION AND SPORTS DEPARTMENT

Following highlights the Major Projects being carried out in School Education & Sports Departments:

#### Tracking Children with Special Needs (CWSN)

Children with Special Needs (CWSN) application is designed to gather information about children with special needs across Maharashtra. There are about 3.5 lakh children in the state with special needs. It captures details such as name, age, address, district, school, CWSN category, whether enrolled in school or not, services required & provided, and many more.

This application maintains a database of all the children across Maharashtra and generates various statistical reports as per Department's requirements. These reports help School Education Department to take policy level decisions to provide education facilities, services, medical support, etc. for CWSN. The system provides accurate insight into the budgetary requirements of the Department.

The application shall help track approximately 3.5 lakh children with special needs across Maharashtra

With the deployment of this application the department is being able to:

- Take informed decisions regarding various policy measures to be adopted for such children.
- Track the progress of the child



Website: [www.sedconstructiontracker.maharashtra.gov.in](http://www.sedconstructiontracker.maharashtra.gov.in)

through the provision of detailed information and thus track facilities provided to children on account of educational facilities, support services, medical assistance, etc.

#### Construction Tracker

Civil Works is an important part of the Department of School Education since about 33% of the total annual budget of SSA scheme is spent on this activity.

Department has implemented construction tracker application to track physical and financial progress of construction related activities in schools across Maharashtra. This application also helps in maintaining a database of the construction activities in schools across Maharashtra. The application also monitors and tracks the funds allocated and expenses incurred on the same.

The Construction Tracker is monitoring 1,96,684 construction activities in 67,511 schools and the funds associated with them

#### Features:

The whole manual process is now automated which helps in speedy data collection.

A proper work flow is in place to capture accurate and relevant details. Records of construction activities are now created and monitored by the Executive Engineer and not Junior Engineer leading to more transparent counts.

### Achievements:

The pilot program for Thane district is successfully completed. Data is collected from 13 blocks of Thane district (Around 9,000 construction activities).

### e-Scholarship

The School Education Department shifted to an automated system for Scholarship Management process of School Children in the year 2012-13. The eScholarship Management System facilitates online application, automated approval, transparent verification and timely disbursement of scholarships.

- For the year 2012-13, approximately 18 lakh students applied for scholarships online using the EMS as compared to 14 lakh applications in year 2011-12. All the applications were processed and approved online, which is more transparent, error free and less time consuming. The scholarship funds were disbursed directly into the bank accounts of the students via ECS/RTGS. This has lead to significant time saving (approximately 1 month) for students as well as department in terms of data collection, approval and processing of data.

### School Education Department Portal

The School Education Department launched a portal that provides extensive information regarding the Department Organization structure and various directorates that come under the umbrella.

There is a separate section that informs the general public about various schemes run by the Department. Various GR's, rule books and extensive information on Right to Education Act, 2009 have been provided in other sections.

### New School Sanction & Approval

Section II of Right to Education Act,

## SCHOOL EDUCATION DEPARTMENT PORTAL

- Compared to the year 2011-12 wherein only 14 lac students could apply for the scholarship, 2012-13 saw approximately 30% rise in the number of applications received. More than 1.5 lakh Scholarships have been disbursed through Direct Bank Transfer Method for the year 2012-13.
- 60,000 more students have been awarded scholarship by the Central Government as scholarship process was carried out through an online application.
- In 2013-14, the Department has received more than 16 lakh applications through the application.
- Special Mention Award in World Education Summit 2013, for the implementation of eScholarship in School Education Department in Government of Maharashtra.
- Received eMaharashtra 2013 Award for the Best Government to Citizens (G2C) Initiative of the Year.



Website:  
[www.escholarship.maharashtra.gov.in](http://www.escholarship.maharashtra.gov.in)



Website: [www.newschoolsanctions.maharashtra.gov.in](http://www.newschoolsanctions.maharashtra.gov.in)

2009, mandates the local bodies and Governments to have schools in the close neighborhood. Based on the definition of "neighborhood" decided by the Education Department, 144 new locations were identified wherein there was a necessity of new schools.

New "School Sanctions and Approvals" (SSAA) application is first and one of its kind initiative and a step forward towards RTE compliance taken by School Education Department, Government of Maharashtra. This initiative invites online applications for issuing letter of intent (LOI) to the desirous management in a fair and transparent manner for the opening

of un-aided, privately managed Marathi medium high schools in rural areas of Maharashtra State.

### Features:

- Online registrations and submission of documents by desirous societies for making applications.
- Online evaluation of all the applications received on the basis of various RTE parameters for fair & transparent process of evaluation.

### Self-Financing School Application

As per the RTE (Right to Education) Act, there should be a school within 5 km of any human settlement. 'Self-Financing Schools' application is a step taken towards RTE compliance by School Education Department. This move encourages private players in providing quality education service.

883 online applications were received for New School sanction and approval all across the Maharashtra state.

More than 3,839 online applications were received for Self Financing schools all across the Maharashtra State.

#### Features:

- User registration
- Online submission of application by registered users
- Online submission of supporting documents
- Online evaluation of all the applications received on the basis of various parameters as per RTE Act

#### Construction Tracker – Sports Directorate

One of the most critical roles of Directorate of Sports and Youth Services is to provide world class sports infrastructure to sportspersons.

The department is planning to develop various state of the art sports infrastructure across the State. To track the construction and financial flow to such infrastructural projects, the department required an application, which will intelligently store the data and generate management reports.

This application not only captures the construction status, but also captures the cost of maintenances, employee's records, audit records and funds generated by the sports complexes thereby enabling the department for adequate planning and resource management.

- The application will capture the construction related activities of 410 sports complexes across the state of Maharashtra.
- The application will capture the details of approximately 1600 employees hired to maintain the sports complexes and cost incurred in managing the sports complexes

#### Features:

- Online data entry of the status of construction activities.
- Online submission of supporting documents such as agreement of land, Submission of Proposal etc.
- Online evaluation of all the sports complexes.
- Online submission of periodic reports.
- Location and Time stamped photograph upload facility.

#### Online Certificate Generation and Reservation Verification Application

The Directorate of Sports and Youth Services and authorised Sports Associations conduct sports events across the state of Maharashtra from time to time. The events are conducted across various levels, right from school level to the state level events. To promote sports in the state, 5% of Government jobs are reserved for deserving sportspersons who have represented the state in National and International level competitions.

The Online Certificate Generation and Reservation Verification Application was therefore designed to capture the details of sportspersons participating at various sports meets and events and facilitating the verification of certificates submitted by them. The application also provides an opportunity to sportsperson to download their certificates and track the status of verification.

- The application is aimed at capturing data of more than 3 lakh sportsperson every year across the state.
- The application has reduced the time taken for verification of certificates from 3 Months to 7 days.

#### Features:

- Online registration of sports person
- Online submission of supporting documents
- Data entry of results of various sports events where the sportsperson had participated
- Linkage to UID.
- Online generation of certificates.
- Online status tracking of applications made
- MIS reports

#### Shalarth

The School Education Department budgets approximately 80% of its total expenditure on the payment of salaries of teaching and non-teaching staff of the schools under its purview. In the year 2012-13 the amount budgeted for the aforementioned purpose is to the tune of Rs 33,000 crore.

The department has undertaken an e-Governance project that shall enable the Department to pay the salaries of the teaching and non-teaching staff of about 87,000 schools under its purview through an online payroll management system termed as Shalarth.

An Integrated Financial Management System (IFMS), which is also known as Sevarth and is owned by the Directorate of Accounts and Treasuries, Finance Department, is being customised to the requirements of School Education Department.

The application caters to the workflow and processes for various types of offices that come under the School Education Department.

- The total number of school employees that shall be covered through this system would be approximately 6.5 lakh.
- 4 districts, namely Mumbai, Pune, Latur and Thane having more than 14,000 schools were chosen for pilot programme covering more

than 1.2 lakh employees.

- More than 12,000 Schools in the pilot districts have been able to generate bills through Shalarth System from the months starting from of September 2013.
- Post the successful completion of the pilot programme, the State wide rollout of the application is underway and the department aims to bring all the granted schools under it by end of March 2014.

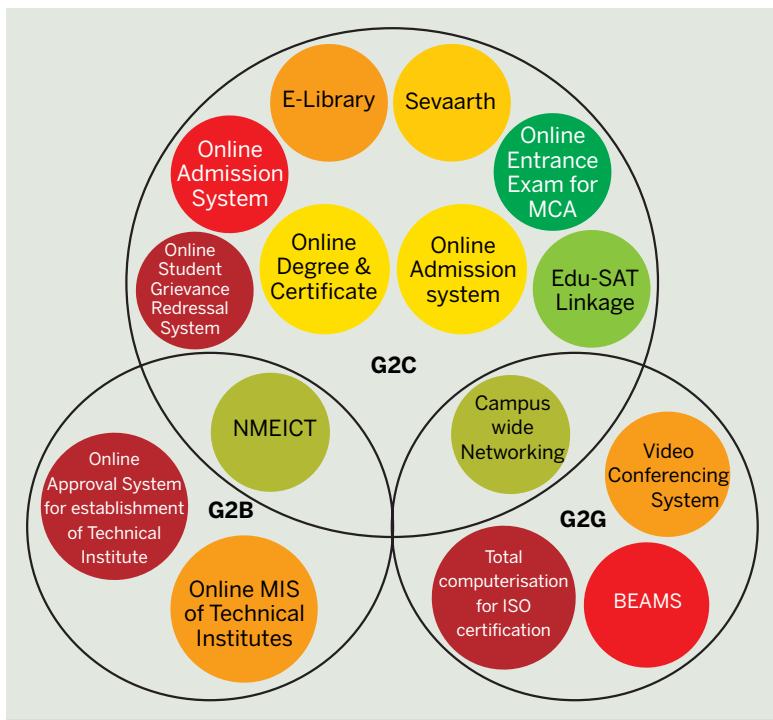
## 8.6 HIGHER AND TECHNICAL EDUCATION

The following section highlights various e-Governance initiatives undertaken by Department of Higher & Technical Education:

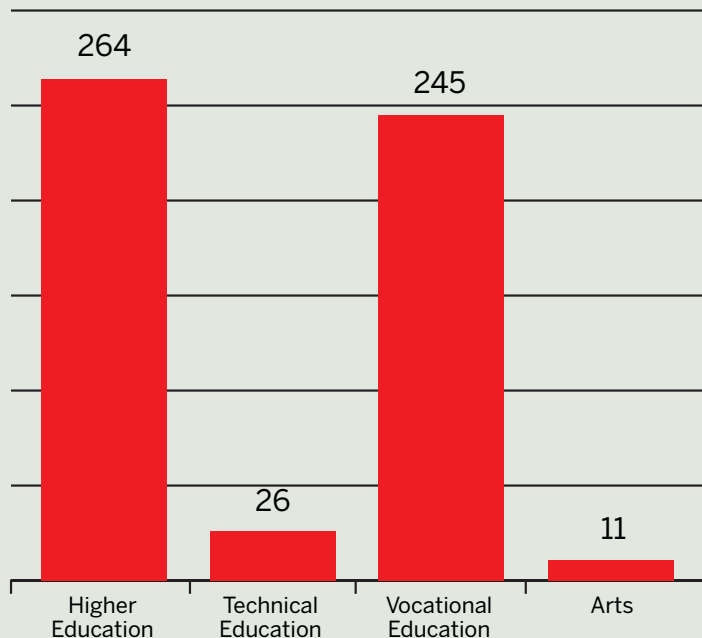
### HTE – Sevaarth

The Department of Higher & Technical Education spends a substantial sum of money on payment of salaries, of Teaching and Non-Teaching staff for the aided institutes under Higher Education, Technical Education, Arts and Vocational Education. The department has undertaken the e-Governance initiative of

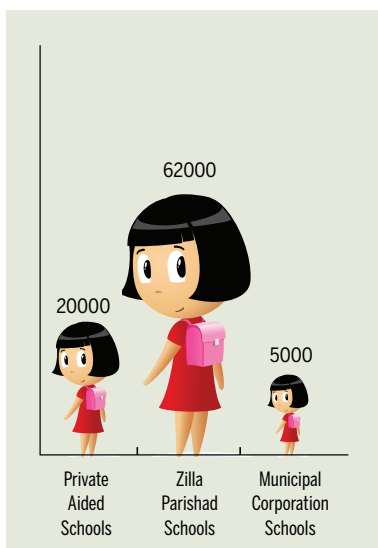
## LIST OF IT SOLUTIONS IN HIGHER & TECHNICAL EDUCATION DEPARTMENT



## NO. OF INSTITUTES COVERED UNDER HTE Sevaarth



## SCHOOLS BEING COVERED IN SHALARTH



HTE-Sevaarth. The department has customized the existing Sevaarth Application to suit its requirements.

The application is based on carefully designed workflow system and Role based Access Management System.

This eGovernance initiative is being implemented in a pilot mode, covering four districts (Mumbai, Pune, Thane & Latur). This shall cover approximately 25000 employees; 543 Institutes/ Colleges of Higher & Technical Education and 3 Universities (Mumbai University, Pune University and SNDT University).

Rigorous training programmes have been conducted for the Users of HTESevaarth application to ensure effective and efficient use. The feedback received for the trainings has been motivating.

The pilot initiative is expected to get over by Dec 2013.

The existing Salary Processing time of approximately 15 days has been brought down to 4-5 days.

### **Online Entrance Examination for MCA**

Online Examinations is a modern method of conducting examinations using electronic means instead of the traditional paper and pen based examination. Following the success of this initiative, the department is also planning to conduct online entrance examinations for HMCT and M.E/M.Tech admissions.

Rigorous, User Level and Admin level training has been provided to the Users for effective implementation of this initiative. Help Desks have been established for helping students in case they any issue regarding the Online Examination System.

The implementation of this eGovernance initiative has received positive feedback from the students and parents across the state. The department shall be working continuously on this initiative for further tuning and success.

This eGovernance initiative is being implemented for admission of MCA courses. It caters to Approximately 10000 students applying for admission of CA course every year.

### **Features:**

- The entire registration process for the CET for MCA has been automated end to end. This involves online registration, online hall tickets and online payment of fees for taking the examination.
- Pen and Paper based examination system has been replaced by online examination process. This saves the efforts in terms of cost and time required for printing and associated administrative hassles.
- The online examination paper is more convenient to the students where it uses color codes viz: Green color for those questions that the student has answered and so on. This helps the student concentrate more on the answers that he/she is selecting rather than manually keeping the track of unanswered questions.

### **Online Admission Process**

The Online Admission System was launched in 2000-2001 for Direct Second Year admissions only. Since then, it has grown in leaps and bounds as shown in the following diagram.

Now more than four lakh students along with their parents are taking the benefits of the online admission system to Technical Institutions.

The process flow of the

automated system is depicted in adjacent figure:

### **Online Approvals for Educational Institutions**

On January 10, 2010, the online approval system was launched, thus greatly reducing human interface and time delays in the approvals process. The following services are included in the system:

- Approval for establishment of a new technical institution/an integrated campus /establishment of a new technical institution with collaborations and partnerships between Indian and foreign universities/institutions in the field of technical education, research and training.
- Application for approval of extension for existing institutions.
- Introduction of new course/s, division/s, programme/s, shift increase in intake capacity etc.
- Closure of AICTE approved course /programme/division/Institution.

### **Reforms in Examinations Process through ICT**

In Maharashtra, a committee was constituted to provide recommendations on usage of Information Technology for prevention of leakage of examination papers in universities. The committee consisted of representatives from examination cells/divisions of various universities in Maharashtra, under the chairmanship of Rajesh Aggarwal, Principal Secretary, Information Technology, Government of Maharashtra. The final report was submitted to Government of Maharashtra on October 12, 2012.

The committee had recommended an end-to-end examination management system for smooth operations of examinations. All universities are in

the process of implementing the recommendations.

The Government has accepted all the recommendations of the Committee and a GR has been issued directing all the universities to adopt the reforms recommended by the committee in a time bound manner.

About 1,400 Institutes (including universities) of Higher Learning in Maharashtra have availed this scheme till date.

### NMEICT (National Mission on Education through ICT)

The backbone of any IT solution is Connectivity. With this background, Government of India in collaboration with BSNL and MTNL is providing integrated model of connectivity based on wired or wireless connectivity (satellite, terrestrial) to technical institutes.

High capacity internet bandwidth is being provided at subsidised rates to universities and institutes of higher learning. Further, National Programme on Technology Enhanced Learning (NPTEL) has been launched to provide e-learning through online web and video courses in engineering, science and humanity.

### Virtual Class Room

The Yashwantrao Chavan Maharashtra Open University (YCMOU) has launched EduSat-based education, supported by the Indian Space Research Organisation (ISRO). The university has established several Virtual Learning Centres (VLCs) in the state, each having two-way audio and video communication facilities.

The students registered for programmes at the VLC. The experts deliver their lectures from the main hub at the university

● **Online Feedback & Student Redressal System:** Implemented at 17 institutes across the State as part of the TEQIP project of Government in collaboration with World Bank. Students can submit grievances or feedback online through this solution. These grievances / feedback are attended by an appointed officer else escalated to higher authority.

● **Video Conferencing:** Video Conferencing Facilities have been established at each of the Regional Offices & Headquarters of Directorate of Technical Education, MSBTE & Directorate of Vocational Education & Training.

● **e-Library:** Under TEQIP grant, selected institutes have invested in and developed e-learning resources, e-books, online journals and other e-content from national / international sources. In addition, these facilities are provided online can be availed by students and faculty anytime.

● **e-Scholarship:** e-Scholarship has been implemented and shall be covered in detail in later sections of this report.

● **ISO Certification:** In the academic year 2010-11, the Directorate of Technical Education and its regional offices got ISO 9001:2008 for quality in process. Similarly, MSBTE & its regional offices have also got ISO certification.



headquarters or from the sub-studio at Pune. These live lecture sessions also provide scope for interaction with students located at distant locations. Further, CoEP and VJTI have set up virtual classroom facility with IIT Mumbai, so that lectures from faculty of IIT are available for their students.

Mumbai University has established an automated virtual classroom which is probably the first traditional public university in the country to have the facility.

The virtual classroom was inaugurated on August 17, 2013 at the University's Kalina campus and the event was live-streamed across affiliated colleges through the facility. The inauguration was held in



the presence of the governor, chief minister and the minister for higher and technical education in Maharashtra.

The facility has been developed by the university's in-house computing team under the leadership of vice-chancellor Rajan Welukar.

Of the 700 colleges affiliated to Mumbai University, 420 have already enrolled for the digital system, A-VIEW. While academic sessions/conferences can be

live-streamed across colleges, videos are also available on the university's site for students who wish to view it later.

All the facilities on the internet are available under the National Mission Education through Information and Communication Technology (NME-ICT) of the ministry of human resources development, and the A-VIEW virtual learning tool designed by Amrita University.

### Online Library Management System

The Directorate of Libraries is implementing a full-fledged library system with following features:

- Library management system for state central library, divisional and district libraries which can exchange and sync the books data and other related data.
- Grants approval system for all the public libraries and various reports.
- Online application of new library recognition with DOL.
- Web-based grading system for libraries.
- Monitoring the budgetary system.
- There are 43 libraries under directorate of libraries Maharashtra.
- 41 Libraries are installed with Library Management System (called Libreria) provided by MKCL(vendor).
- Data entry in Libreria Management software as on 31st December, 2013 at pilot site (Pune divisional library) = 1,28,880 .
- Books database of other libraries is in progress.
- Books data migration of legacy system of libraries under process.

The Pilot project for online library management system is going on at Pune divisional library. currently system is underdevelopment and is being handled by MKCL.

### National Knowledge Network (NKN)

National Knowledge Network (NKN) is a state-of-the-art multi-gigabit pan-India network for providing a unified high speed network backbone for all knowledge related institutions in the country. The NKN will enable scientists, researchers and students from different backgrounds and diverse geographies to work closely for advancing human development in critical and emerging areas.

About 12,861 public libraries would be benefitted by the Online Library Management System.

The NKN comprises of an ultra-high speed CORE (multiples of 10 Gbps), complimented with a distribution layer at appropriate speeds. Participating institutions at the edge will connect to the national knowledge network seamlessly at speeds of one Gbps or higher. Advanced applications in areas such as health, education,

### KEY GPR ACHIEVEMENTS

- Online Admission for 15 programmes and 34 courses.
- Substantial increase in number of admissions: from 30,000 yearly to more than 80,000.
- Decentralisation of application submission without the need to travel.
- Multiple payment options.
- e-Hall Tickets- Elimination of manual distribution of hall tickets.
- Regular updates to students through SMS/e-mail.
- Seat number allotment to students to avoid re-entry of details.
- Special Mention Award in World Education Summit 2013 to Mahaonline Ltd., for ICT Enablement of IDOL, University of Mumbai.

science and technology, grid computing, bio informatics, agriculture, and governance will be an integral part of NKN. The entire network will seamlessly integrate with the global scientific community at multiple gigabits per second speed.

Maharashtra State Data Centre is connected to National Knowledge Network (NKN) through 1 Gbps link.

NKN has already connected 925 institutions across India, including more than 150 Institutions in Maharashtra.

This includes institutes like:

- Department of Atomic Energy, Mumbai,
- All India Institute of Physical Medicine and Rehabilitation, Mumbai,
- Grant Medical College, Mumbai,
- National Centre for Cell Sciences, Pune,
- Visvesvaraya National Institute of Technology, Nagpur,
- Department of Atomic Energy, Mumbai
- All India Institute of Physical Medicine and Rehabilitation, Mumbai
- Government Medical College and Hospital, Nagpur
- Mahatma Gandhi Institute of Medical Sciences, Wardha

It aims to connect over 1,500 Institutions/Organisations/ Laboratories under various categories throughout the country.

### Institute of Distance & Open Learning (IDOL) - Online Admissions

Online admissions into Distance & Open Learning Courses in Mumbai University were launched through MahaOnline in the academic year 2012-13.

Students can now apply in any of these courses through CSCs across



#### **Anil Sonune, Teacher with Z P Primary School, Savargaon, Jalna**

Anil Sonune is the winner of Innovative Teachers Leadership Award 2009-10 by Microsoft.

"I have built a total interactive multimedia PC for the classroom. It is a portable kit which can be transported easily. This includes a Kinect sensor and Wii remote for adding interactivity to a traditional projector. It is a one-stop solution for all the interactive learning needs. A teacher just has to plug it in and play the content to make his classroom lively and interesting.

Every problem has a solution, so the more problems there are; the more options there are available. So never give up, and think differently. Don't listen to what others say to you; believe in yourself and work. Keep the little kid inside you alive and step forward with confidence".

Source: <http://dailyedventures.com/index.php/2012/06/17/anile-sonune/>

Maharashtra or through internet while sitting at home. Online payment option is also provided.

#### **Other Independent Initiatives**

##### **e-Services through Pune**

##### **University Network:**

Enhancing workflow through online services with affiliated entities (colleges/institutes) and students is primary goal of the project. Through this project, automation of following processes are completed:

Administrative control over processes with affiliated entity with automation of workflows like affiliation, eligibility, research work submission, teacher's profile,

election, financial transactions etc.

Automation of student's service like, online demand forms for various certificates with administration panels, online results, student Facilitation centre with automated demand forms.

Automation of various examination functions like online question paper delivery, online revaluation process, online examination forms, digitalisation of various ledgers.

##### **e-Suvidha (Digital University):**

The Babasaheb Ambedkar Marthwada Digital University (BAMUA) framework, is a fully web based software framework to

manage student lifecycle in universities and colleges. This framework offers direct facilitation services to universities, its affiliated colleges and their students at very fast, affordable, high quality and with mass personalisation and configurability.

## **8.7 EMPLOYMENT AND SELF EMPLOYMENT DEPARTMENT**

The Directorate of Employment and Self Employment (DE&SE) under the Government of Maharashtra is the apex organisation for employment and self employment services. The DE&SE is operated through a state wide network of 61 offices including 54 employment and self-employment guidance centers.

The DE&SE provides the following assistance to the job seekers throughout the state:

- Registering Job seekers and employers
- Receive notified vacancies from employers and facilitate in selection of candidate
- Monitoring of placements
- Enforcing employment exchange act (CNV Act) 1959
- Implementation of employment promotion programme (EPP) schemes
- Provide vocational and self employment guidance to job seekers (includes Rojgar Melawa and Seva societies.)
- Organising job fairs



Inauguration by Shri Narayan Rane, Minister of State for Employment and Self Employment

### Employment Portal and Labour Management Information System

The DE&SE had been running its employment services through Rojgarwahini and Rojgarmitra application working in a distributed environment and which had evolved over the years as per the changing needs of the DE&SE. The need for providing more value added services to DE&SE's stakeholders and the limitations of the existing applications in providing the same, led to the conceptualisation and development of a new web based portal from ground up.

The new web portal [www.maharojgar.gov.in](http://www.maharojgar.gov.in) of the directorate of employment and self employment (DE&SE) is the first ever electronic human resource exchange in the country that brings together stakeholders such as job seekers, employers, training institutes, service providers, assessment and counseling centre's on a common platform.

This newly developed electronic employment exchange is a giant step forward and makes Maharashtra the only Indian state providing a common platform to key stakeholders for real time and productive engagement with each other. It will also collate data on demand based on the skills and job requirements specified throughout the state through its Labour Market Information System (LMIS).

## 8.8 LABOUR DEPARTMENT

### Mahashramm

The labour department has initiated Mahashramm project for the betterment of labours in

Online transactions that occurred using new web portal [www.maharojgar.gov.in](http://www.maharojgar.gov.in) from May 1, 2013 to July 31, 2013 are 16,435.



Review meeting with Vice Chancellors of Agriculture & Animal Sciences Universities at Raj Bhavan, Mumbai

Maharashtra. Mahashramm is a state government website which facilitates all the citizens of Maharashtra to avail labour related services. It encapsulates process automation for the internal departmental users. It is an online web based portal for business users for filing of statutory requirements and window for the labours for seeking information and sharing their grievances

Maharashtra state government has come up with a unique idea of computerising various departments in the labour ministry of Maharashtra state, at Mantralaya Level and state department level. This shall facilitate the people of Maharashtra to avail the labour management system to get their work done easier, faster, cheaper and efficiently without wasting their time and energy.

The services provided via Mahashramm portal are mentioned below:

- Seamless integration of all labour laws.
- Complaints window for the employees.
- Online licenses, renewal of licenses for businesses.
- Online filing of returns and online application for exemptions etc.
- Feedback and grievances

## 8.9 AGRICULTURE DEPARTMENT

Agriculture and allied sectors have



Website: [www.mahaagrismms.com](http://www.mahaagrismms.com)

been the backbone of the Indian economy, especially the rural economy. This section provides details of e-Governance initiatives undertaken by the State Government to strengthen the service delivery and empower the field functionaries in this sector.

### Crop Pest Surveillance and Advisory Project (CROPSAP)

Disease and Pests cause heavy damages to the crops leading to reduced production and subsequent losses to the farmers. The Agriculture department has successfully implemented the "Disease and Pest Monitoring and Awareness System" for Cotton, Soybean, Gram, Pigeon Pea and Rice.

As part of the system, pest scouts collect pest/disease-wise data from various plots. Every week, one pest scout collects data from eight villages allotted. These observations are recorded on data sheets and are submitted to the pest monitor.

The pest monitor collects the data from various scouts and monitors the activities of pest scouts through surprise checks and roving surveys.

Data entry operators are used to feed the data and upload it on website. The SAUs analyse the data and then disseminate the advisory through SMS to farmers.

### **Mahaagri SMS Advisory System (G2G and G2C)**

The Mahaagri SMS service has been launched to disseminate locally relevant, need based advisories. 3.22 lakh farmers have been registered for this service till date. 43 major crops have been identified for sending crop specific advisories. The registered farmers are delivered information related to crop production, pest, disease management and Government schemes advisories. The registered farmers, on receiving the SMS, can pass on the information to the other farmers in the village as well. The Indian Metrology Department delivers location specific Agro-Met advisories through nine field units twice a week. Advisory dissemination regarding market intelligence of farm produce, scientific storage facilities have also been integrated in this service in collaboration with State Agriculture Marketing Board and State Warehousing Corporation.

### **Maha Krishi Sanchar - Close User Group**

Keeping in mind, the penetration of mobile phones in rural areas, BSNL has been selected to provide CUG services to farmers and Government officers. This service is called the "Maha Krishi Sanchar". Seven lakh farmers and Government officers have been subscribed in CUG. This application ensures



Inauguration of e-Parwana & e-Thibak Project

Skoch Order of Merit 2013, for e-Parwana to NIC Pune and Agriculture Department.

Jury Choice eIndia Award in Government to Business category for e-Parwana (An Integrated Input management Application) – Commissionerate of Agriculture, Department of Agriculture, Government of Maharashtra, 2012.

communications between farmers and agricultural experts completely free of cost. It also allows one GB/month free GPRS download facility.

### **Kisan Sanchar Toll Free Service**

To address issues and queries related to agricultural input like seed, fertiliser and insecticide and quality control related aspects, the State Government has introduced an interactive toll free service for the benefit of farmers.

### **e-Parwana - Online Licensing**

e-Parwana application, developed by the Agricultural Department, provides licenses to manufacturers, importers, distributors and retailers of seed, fertiliser, and insecticide, as per various acts and orders of central and State Government. Every person/organisation willing to obtain a license for manufacturing, selling, importing, storing and any other business related to seeds, fertilisers, insecticides can make an application to the licensing authority through this application. After fulfilment of all requirements, licenses are granted through the system.

### **e-Thibak - Micro Irrigation Online Implementation Application System**

Every year, a subsidy of approximately Rs. 700 crore is provided for micro irrigation in the State. To bring about transparency and efficiency in the workflow, the whole process, right from application to disbursement of subsidy into the bank account of beneficiaries is catered by the "e-Thibak" application.

The principal features of the system are:

- It is a micro irrigation scheme implementation system
- Supports all back office activities of the department
- Supports the implementation process
- Provides online interface for the citizens/farmers to query the system

### **Agriculture Census**

For conducting agriculture census of the state, an application has been developed by NIC. The application allows integration with the database of land records department, thus saving resources to a great extent.

## 8.10 ANIMAL HUSBANDRY DAIRY AND FISHERIES DEPARTMENT

### 8.10.1 Animal Husbandry Department Maharashtra Animal Identity Recording Authority (MAIRA)

The Maharashtra government has launched a programme to provide unique IDs to cattle across the state. This massive exercise would result in selecting the best cows and bulls for selective breeding in order to improve milk yield.

All the animals will be tagged in a manner that they can be traced using a GPS system in case of disease outbreaks.

#### Web-portal of Department of Animal Husbandry

The Department of Animal Husbandry, Government of Maharashtra has a web-portal supporting the following:

- Online recruitments
- Online MIS for M.P.R form
- YouTube and Facebook integration providing information on acts, rules, circulars etc. It has also made available the various registrations, renewal, duplicate registration, transfer forms online.

#### 8.10.1.1 Maharashtra State Veterinary Council (MSVC)

MSVC was established for regulation of veterinary practice including registration and maintenance of registers of veterinary practitioners. MSVC has developed a website for providing information to public on acts, rules, circulars etc. It has also made available the various registrations, renewal, duplicate registration, transfer forms online.

#### 8.10.2 Dairy Development Department

##### Web Portal of Dairy Development



Shri Prithviraj Chauhan, Hon'ble Chief Minister and Prof. (Smt.) Fauzia Khan, Minister of State for GAD inaugurating the PPP, for upgrade of Healthcare facilities in the Districts of Maharashtra.

#### Department

The Dairy Development Department has implemented a web portal comprising of the following:

##### Features:

- Online availability of information regarding various dairies, projects and co-operative societies
- Statistics related to milk distribution

#### 8.10.3 Department of Fisheries

The Department of Fisheries has implemented the following:

- Web portal.
- Internet booking engine for Taraporewala Aquarium.
- Development of electronic forms for schemes implemented by fisheries department
- Online report generation for various schemes.
- e-Auction for tanks and vessels.

## 8.11 PUBLIC HEALTH DEPARTMENT

The public health department is one of the most important departments of the State Government to reach out to the citizens in an effective manner in providing one of the most essential services, i.e. medical care. This section lists the e-Governance initiatives taken by public health department for providing better

healthcare to citizens.

#### Medical Officers Master & Availability of Doctors

Medical Officers Master is a software which maintains a database of all the health facilities and offices across the state and medical officers posted at each of the location. The Availability of Doctors application has provided an online facility for citizens to query and fetch details regarding the posting of medical officers across various health institutions.

Detailed Information of around 8,000 Medical Officers is available on the portal.

#### Transfer Request

Transfer Request application is responsible for recording and tracking the requests for transfers of group A and Group B employees, followed by facilitating the process of execution of transfers.

The key statistics of the application are as follows:

- Group A Employees - The number of Transfer Requests received and processed through online mechanism is 1,112.
- Group B Employees - The number of Transfer Requests received and processed through online mechanism is 75

### Construction Tracker for Public Health and NRHM

Construction tracker software is being used to track physical and financial progress of construction related activities of health facilities of public health department and NRHM. All construction activities – new or repairs are recorded in the application. There is a provision to upload photographs related to the construction works. This application is live since March 2012.

Construction Tracker Application – PHD - Total 208 Works Added.

Construction Tracker Application – NRHM - Total 833 Works Added.

### ASHA and ASHA Search

ASHA application is used for tracking personnel information, recruitment, training, performance and payment details of all registered ASHA workers in the state. It is operational since August 2011.

The 'Search ASHA' application built on this database provides a facility to citizens to query and fetch details online regarding the availability of ASHA workers in their respective geographies.

- Skoch Digital Inclusion Award 2012
- e-Maharashtra Excellence Award 2013
- Coverage in PCQuest Magazine - July 2013 Issue
- Skoch Order of Merit 2013, for ASHA Application to National Rural Health Mission.
- Silver Award for ASHA Application of Public Health Department under category "Why You Use Technology: Health Care" awarded by SKOCH – 2012.

### Drugs Inventory Management System

The drugs inventory application facilitates maintaining a centralised



drug inventory for the entire state, enabling tracking of purchase, distribution and availability across all medical institutions. All medicines as per the type of institution and category/formulation are covered under this project. Important modules are – purchase orders, receipts, distribution, stop-use, loans, wastage, audit and annual requirements.

### PCPNDT Application

#### PCPNDT STATUS AS ON DECEMBER 31, 2013

- Total Number of Centres Registered = 6,892
- Total Number of Active Centres = 4,311
- Total Number of F Forms Submitted = 35,59,246
- Percentage of centres filling F form online = 62%

In order to record all sonography tests for pregnant women in an attempt to check female foeticide in the State PCPNDT application was developed. The software records the details of all registered sonography

centre's and patients undergoing sonography tests at these centers. It has also ensured adherence to the norms laid down under the PCPNDT ACT 2003 for form A and form F. Currently the application is operational in the entire state.

### Rajiv Gandhi Jeevandayee Arogya Yojana

The objective of the 'Rajiv Gandhi Jeevandayee Arogya Yojana' scheme is to improve access of Below Poverty Line (BPL) and Above Poverty Line (APL) families (excluding white card holders as defined by civil supplies department) to quality medical care for identified speciality services requiring hospitalisation for surgeries and therapies or consultations through an identified network of health care providers.

The phase I of the scheme is already live in eight districts – Amravati, Dhule, Nanded, Mumbai City, Mumbai Suburban, Gadchiroli, Raigad and Solapur - from July 2 2012, covering around 49 lakh beneficiary families. The scheme covers 30 specialised service categories having 972 procedures and 121 follow up procedures.

### Some of the key statistics

#### (Data as on December 31, 2013) – Phase I

- Beneficiary families covered - 52,37,073
- Patients registered under RGJAY - 2,51,103
- Pre-authorisation raised - 1,37,057
- Pre-authorisation approved - 1,19,603
- Pre-authorisation amount approved - Rs. 310.88 crore
- Claims raised - 1,04,534
- Claims paid - 92,227
- Claims paid amount - Rs. 227.66 crore
- Phase II has gone live for the rest of the 27 districts.

### Some of the key statistics

#### (Data as on December 31, 2013) – Phase II

- Beneficiary families covered - 15,891,154
- Patients registered under RGJAY - 18,874
- Pre-authorisation raised - 11,387
- Pre-authorisation approved - 9,060
- Pre-authorisation amount approved - Rs. 30.85 crore
- Claims raised - 970
- Claims paid – 0
- Claims Paid amount – 0

### Health Advisory Call Centre (HACC)

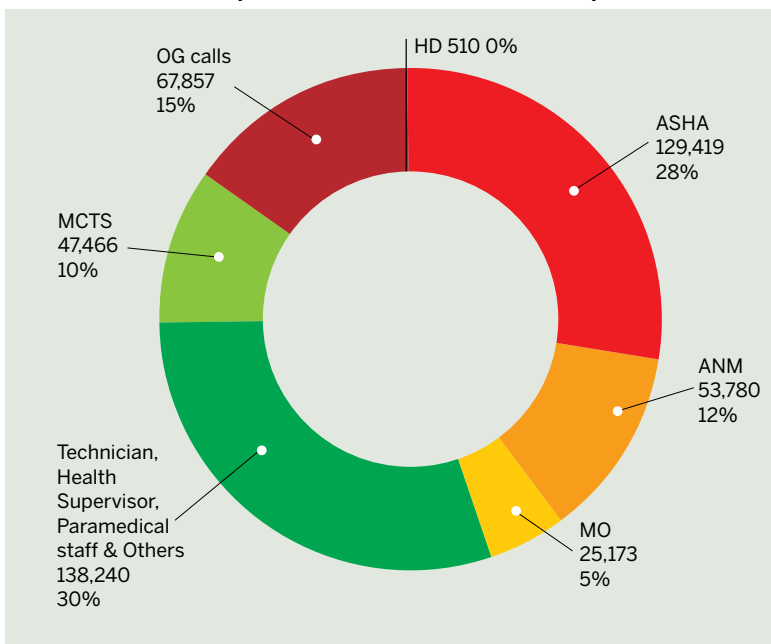
This service scheme provides easy access to information and guidance regarding health service offered. A Health advisory call centre has been established at Pune Chest Hospital, Aundh Pune over an area of 2,500 sq. ft. The callers (ANM, ASHAs, and Medical Officers etc.) calls on toll free number 104, from where the caller gets redirected to the specialists as per need. The health advisory call center therefore provides specialist advice at the critical hour to the filed medical functionary when needed.

### Rajiv Gandhi Jeevandayee Arogya Yojana - Phase II

The objective of Phase II is to improve access of poor families to quality medical care for identified specialty services requiring surgeries/therapies/consultations through an identified network of health care providers by leveraging the power of IT. Phase II had gone live on November 21, 2013 for the rest of the 27 districts across Maharashtra.

- e-INDIA Health Summit 2012 Award - "Innovative Initiative in Healthcare through PPP" category for its Health Advice Call Center (HACC) in Maharashtra"
- Maharashtra e-Governance Award 2013 - "Health Advice Call Centre has won the "Gold prize" in Maharashtra e-Governance in 'Innovative Use of IT in Governance"

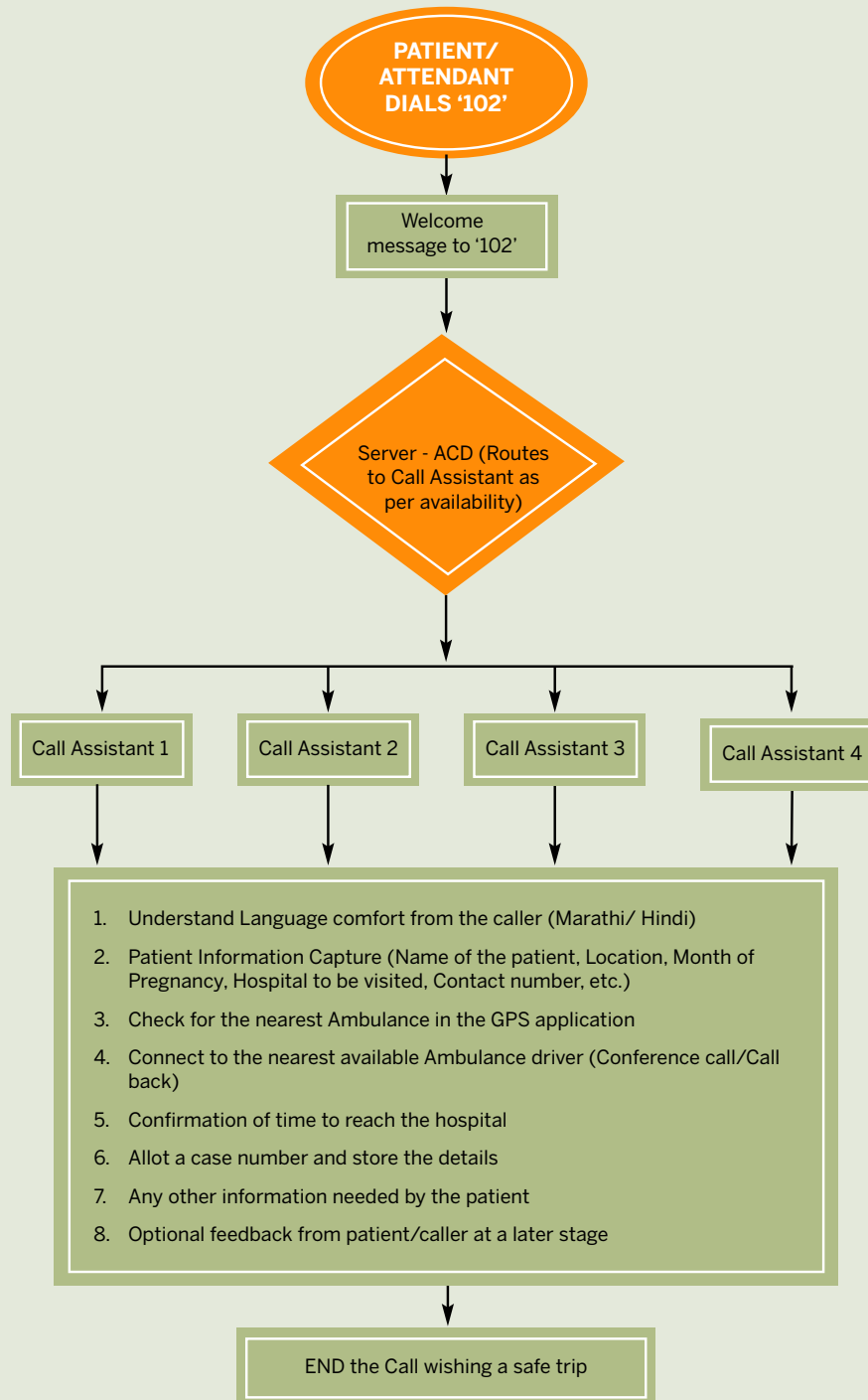
### DETAILS OF CALLER (CATEGORY WISE) JANUARY 28, 2012 TO SEPTEMBER 30, 2013



## HACC PERFORMANCE DETAILS

| YEAR                       | ASHA           | ANM           | MO            | MO(SH)       | Others         | MCTS          | OG calls      | HD         | Total           |
|----------------------------|----------------|---------------|---------------|--------------|----------------|---------------|---------------|------------|-----------------|
| 2011-12                    | 17,112         | 8,624         | 4,790         | 0            | 0              | 0             | 0             | 0          | 30,526          |
| 2012-13                    | 74,232         | 29,615        | 8,692         | 5,254        | 85,053         | 35,441        | 20,185        | 510        | 2,58,982        |
| 2013-14 (April to Sept 13) | 38,075         | 15,541        | 5,516         | 921          | 53,187         | 12,025        | 47,672        | 0          | 1,72,951        |
| <b>Total</b>               | <b>129,419</b> | <b>53,780</b> | <b>18,998</b> | <b>6,175</b> | <b>138,240</b> | <b>47,466</b> | <b>67,857</b> | <b>510</b> | <b>4,62,459</b> |

## PROCESS FLOW @ 102 CALL CENTER, PUNE



## Janani Shishu Suraksha Karyakram, NRHM, Maharashtra

**Objective:** To provide free ambulatory transport facility to pregnant women and children upto 30 days after birth.

The service includes provision of ambulance service for transport of the patient to the nearest PHC/RH within the shortest time possible.

The Pune centralised call centre caters to the entire state 24 X 7 through a 35 member calling team supported with state-of-art infrastructure for calling and support.

### Value additions:

- Tracking of ambulances in real-time with GPS/GPRS system enables fastest possible support for the needy patients.
- Centralised call center enables a single toll-free easy to reach access for any patient from any part of the state.
- Daily reports to understand the service efficiency in terms of the number of patients being served and improvements needed.
- Efficient usage of ambulances with optimised tracking and reporting to the officials on regular basis.

### Mother and Child Tracking System (MCTS)

The MCTS application is designed to capture the data on pregnant women and child data registered in health system and facilitates name based tracking of health services delivered or due to be delivered to them. Pregnant women and children registered in MCTS get an 18 digit unique ID, through which they can be tracked in national database for subsequent service delivery updates. Beneficiary specific, health service-wise as well as institute level monthly work plans are generated for facilitation of micro planning of services in the field. The beneficiary



Website: [www.amchimulgi.in](http://www.amchimulgi.in)

as well as health provider is alerted through SMS for the services due. The State Level MCTS call centre has been established and calls can be made through district Janani Shishu Suraksha Karyakram (JSSK) call centres to verify the beneficiary data and provide JSSK information to pregnant women due for delivery.

### Grievance Redressal Application

This application has been designed for recording, tracking and resolving the grievances of serving as well as retired employees and enables the administration to provide timely and hassle free solutions.

Various statistics related to the application are shown as below:

1. Total of grievances received - 425
2. Grievances attended/resolved - 357

Maximum grievances have been received from Nagpur while the least is from Nandurbar, Osmanabad, Ratnagiri and Sindhudurg districts.

### Amchi Mulgi

The pre-conception and pre-natals diagnostic techniques act (PCPNDT Act) 1994, regulates sex selection/detection, before or after conception. As per this law, it is illegal to test the sex of the foetus for non-medical reasons. The project/website developed under Amchi Mulgi aims to monitor the illegal sex determination practices in the state. The web portal allows complaint registration in a defined format for any incident which is

related to sex determination of the foetus. The application allows the complainant to upload documents in support of the complaint. Also, the registration process maintains the anonymity of the person. The complainant can also check the status of his/her complaint.

Some of the key statistics associated with this scheme are:

- Total number of complaints received - 575
- Total number of enquiries closed/completed - 452
- Total number of enquiries in progress - 96

### Janani

Janani is a combination of mobile telephony and server based computer programme, helping frontline health workers to deliver timely and quality services to pregnant women and children. This is done by capturing record of every service delivered on real time, porting the same in database, analysing the data and giving feedback to frontline workers and doctors for timely action plan.

Best Initiative in Healthcare of the Year through PPP of e-Maharashtra Award (Jury Choice), 2013

### Hospital Management Information System (HMIS)

With the aim of computerising and interconnecting all hospitals and medical colleges, the Government of Maharashtra is implementing the HMIS systems with following primary objectives:

- Creating a unique health ID and permanent medical number for

After conducting a successful, year-long pilot project at J.J. Hospital and Grant Medical College, the solution is being rolled out to 18 other hospitals.

every patient visiting a hospital

- Reduce registration waiting times and
- Make all reports and images instantly available to clinicians on-screen.

It will be possible for any hospital to access the record of the patient records stored electronically. Since a clinical audit trail is maintained, it generates total transparency in the hospital management and plugs the pilferage loopholes thereby ensuring effective utilisation of available resources in the best possible manner.

#### The key modules in the HMIS are:

- Patient registration services
- Helpdesk support services
- Workstation management services
- Asset management services
- E-mail management services
- Server management services

#### Medical Officers Certification Programme (MoCP) Application

This is an application designed to record and process requests from medical officers for the Medical Officer Certificate Programme (MOCP).

1. A total of 115 applications received from medical officers for the December 2013 session.
2. Total of 56 requests received for specialisation in Pediatrics and 59 requests received for specialisation in Medicine.



Website:  
www.healthmocp.maharashtra.gov.in



## 8.12 MEDICAL EDUCATION AND DRUG DEPARTMENT

### 8.12.1 Directorate of Medical Education and Research (DMER)

The Directorate of Medical Education and Research supervises the working of 42 institutions including medical and dental colleges, teaching hospitals and health units under its purview.

The Directorate of Medical Education and Research controls and regulates the administration of 11 Government Medical colleges and Hospitals along with urban and rural health centres attached to them.

#### Online Application System for PGM-CET and PGD-CET

This year DMER introduced an online system for application of post graduate examination for medical PGM-CET-2014 and dental PGD CET 2014. The system makes convenient for aspirants to fill application forms online from anywhere.

### 8.12.2 Directorate of AYUSH

The Government of Maharashtra established the Directorate of Ayurveda under the Medical Education and Drug Department in the year 1957. In the year 1975, homeopathic system of medicine was also brought under the umbrella of

the directorate and at present all the systems of Indian Medicine practice i.e. ayurveda, yoga and naturopathy, unani, siddha and homeopathy (AYUSH) are functioning under the directorate of ayurveda (now known as Directorate of AYUSH).

#### Online Application System for PGA-CET

Directorate of AYUSH conducts common entrance test (CET) every year for students aspiring to learn Indian medicinal systems. Directorate has automated the whole admission process.

In all 2,451 applications were received through this system in the year 2013.

## 8.13 FOOD AND DRUG ADMINISTRATION (FDA) DEPARTMENT

The website is a citizen friendly informative website which gives insight into guidelines recommended by state government for drugs, food and cosmetics along with precautions for safe use of drugs and cosmetics. It also gives information on public testing laboratories, bloodbanks, food labs and cosmetic manufacturers. The website is CMS driven site where the contents are fully managed is developed in .NET



Hon'ble Minister Shri Anil Deshmukh inaugurating MAHAFOOD website

## 8.14 FOOD, CIVIL SUPPLIES AND CONSUMER PROTECTION DEPARTMENT

### Food and Civil Supplies Information System (MAHAFOOD)

MAHAFOOD is a web-based application which automates the various stages of movement of food grains. The data entered at different

locations are summarised and consolidated to provide a comprehensive system for effective decision making. It also helps in monitoring the progress of monthly allotment, lifting, off take and distribution of essential commodities under various schemes.

### Digitisation of Ration Cards and Ration Shop Details

The Government of Maharashtra has nearly completed the process of digitisation of ration cards and ration shop details. This involves data entry of more than two Crore ration cards in Maharashtra. This is leading to elimination of bogus and ghost beneficiaries. The department, with the support of directorate of IT, is also linking UID with ration cards.



**Shri Sanjeev Dayal,**  
**Director General of Police, Maharashtra**

The Maharashtra Police Department is known for its speedy and efficient handling of crime. The department is making use of technology for sharing real time information about criminals and criminal activities. The police station operations have also been automated to bring in efficiency in the functions carried out internally. The Police Department website has been working as an active interface between citizens and the department. The website endeavors to provide all open information about custodial and judicial detainees, stolen motor vehicles, law and order events and traffic situation in Maharashtra.

## 8.15 HOME DEPARTMENT

### Police

Various e-Governance applications are deployed by Maharashtra Police for greater efficiency and improved service delivery. The applications are described in the following sections:

#### ● **Crime Criminal Information System (CCIS)**

– Successful implementation in all units of Maharashtra, which was appreciated by the NCRB. This application helps in collecting and consolidating day-to-day investigation information and reporting of the same.

● **Motor Vehicle Coordination System (MVCS)** – Implementation was completed successfully in all units of Maharashtra. The main objective of the application is to provide information to public, police and other agencies regarding stolen, seized, recovered or lost motor vehicles.

● **Talash Software** – Talash Software is used for entering and co-ordinating the persons arrested, wanted, missing, kidnapped, escapees, deserters, unidentified persons and unidentified dead bodies. It has been successfully implemented across Maharashtra. Here, data is entered at the district level and shared at the state level.

● **Organized Crime Intelligence System (OCIS)** – Maharashtra state has been selected as a pilot state for implementing the OCIS system. The software caters to the

requirement of gang profile information. In this respect, information about the gangs, received in prescribed format from each of the units is captured under OCIS & the respective data is shared with NCRB.

● **Common Integrated Police Application (CIPA)** - CIPA aims at automation of all functions carried out at the police stations. It has been implemented in over 350 police stations across Maharashtra.

● **Crime and Criminal Tracking Network and Systems (CCTNS)** – CCTNS aims at creating a comprehensive and integrated system for enhancing the efficiency and effectiveness of policing through adoption of principles of e-Governance and creation of a nationwide networking infrastructure for evolution of IT-enabled-state-of-the-art tracking system around investigation of crime and detection of criminals.

#### **Crime and Criminal Information System (CCIS)**

CCIS is an NCRB-driven program and has been launched in 1990. Since then, it has been implemented in 35 states and union territories and spans over 700 locations. Most of the State police headquarters and district headquarters are covered by CCIS and so are some of the 14,000 or more police stations in the country.

CCIS is primarily an initiative to create crime - and criminals-related database that can be used for crime monitoring by monitoring agencies

such as National Crime Records Bureau (NCRB), State Crime Records Bureaus (SCRBs) and District Crime Records Bureaus (DCRBs) and to facilitate statistical analysis of crime and criminal-related information with the states and monitoring agencies. CCIS data is used for publishing online reports such as missing persons reports and is also used as the basis for online query facilities that are available through the NCRB website. In addition, it is also used by NCRB to publish an annual nation-wide Crime Report. CCIS focuses exclusively on crime and criminal-related information and does not address the other aspects of police functioning.

CCIS has been successfully implemented in all 45 units of Maharashtra. Information is given for day-to-day investigation. The threshold data of all these units has been consolidated at SCRb and further processed and sent to NCRB on a regular basis for appending in the national database. The crime data is being used by the respective districts as an aid towards investigation of crime as and when required.

Also, the inter-district data pertaining to crime and criminal is accessed from the SCRb server by remote districts as and when required. The national-level crime and criminal data available on the NCRB server is accessed by the units using appropriate user-id and password as informed by NCRB. Necessary directives have been

issued by SCRB.

CCIS was originally built on Unix OS and Ingres database, but has since been ported to the Windows platform and has released its last three versions on Windows (the last release took place in September 2002). The system is working on Client Server

Number of FIRs registered: 3,20,306 for the period between January to December 2013, across Maharashtra

Technology, Windows platform (Windows 2003 O/S) and the database is SQL SERVER 2000. Maharashtra is the leading state in implementation of CCIS and was appreciated by NCRB in this regard.

### Common Integrated Police Application (CIPA)

CIPA started in the year 2004 after a detailed study thereof by a sub-group of domain and technical experts. The pilot project was launched in Delhi in 2005.

Common Integrated Police Application (CIPA) aims at automating all functions carried out at the police stations. The core focus of the CIPA application is the automation of police station operations. Its core functionality includes the following modules:

#### Registration module

- Investigation module
- Prosecution module
- There is also a reporting module that addresses basic reporting needs

The database for CIPA is installed on standalone machines and used by police stations. The data accumulated in CIPA applications at respective police stations is used by that particular police station.

CIPA is built on client-server architecture on an NIC Linux platform using Java and PostgreSQL database. CIPA is a

## THREE PHASES OF IMPLEMENTATION OF CIPA

1

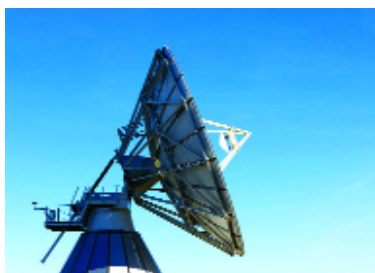
Implementation started in 2007-08. Nine Commissionerates including Mumbai Commissionerate & 127 police stations were covered in Phase 1. The implementations at all locations in phase 1 is completed and usage of the CIPA system has been started in all 127 police stations w.e.f. from October 1, 2008

2

The implementation of Phase 2 was started on January 1, 2009 in 190 police stations of 8 districts. The implementation at all locations in Phase 2 is completed and usage of CIPA system has been started in all 190 police stations

3

The implementation of Phase 3 was started on July 25, 2009. Additional police stations of Phase 1 and Phase 2 as well as 16 police stations of Ratnagiri and 1 police station of Sindhudurg districts were covered in Phase 3. The total police stations covered in Phase 3 are 41



standalone application developed to be installed in police stations. It has been implemented successfully in 358 police stations in Maharashtra in three phases.

### Crime and Criminal Tracking Network and System (CCTNS)

Using the learnings from the implementation of CCIS and CIPA, the Government of India has undertaken the initiative of bringing the entire country together on a single platform to enhance police operations across states.

#### CCTNS statistics:

- Crime and Criminal Tracking Network and System (CCTNS) is a project under National e-Governance Plan (NeGP)
- It is a central government-funded

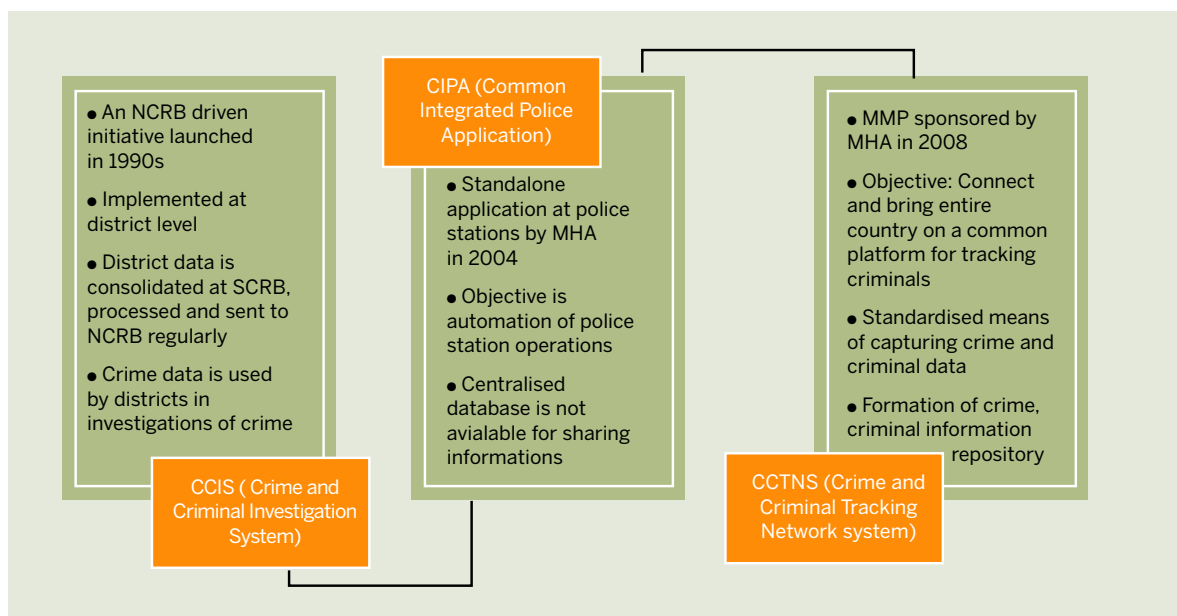
project (MHA, GoI). Additional funding, if required, will be borne by the state

- Rs. 2,000 crore allocated in the 11th Five-Year Plan (2007-08 to 2011-12)

- It aims to connect all SCRBs with NCRB
- Control of crime (prevention and detection) by sharing information all over India 24x7

#### Objectives:

- Connect and bring the entire country on a common platform for tracking criminals
- Standardised means of capturing crime and criminal data
- Formation of crime, criminal information repository
- Provide online citizen-centric services
- Real-time tracking of status of



## CCTNS IN MAHARASHTRA

| ITEM                                         | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Nodal Agency                                 | <b>SCRB, CID, M.S. Pune</b><br>(Spl. IGP SCRB as CCTNS Nodal Officer)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Nodal Officer                                | Shri Sanjay Kumar Verma, I.P.S. , Spl. IGP (SCRB), CID, M.S. Pune                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Number of CCTNS locations across Maharashtra | <ul style="list-style-type: none"> <li>● 1054 – police stations</li> <li>● 582 – higher offices</li> <li>● 55 – police control rooms</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                            |
| Pilot Districts                              | <ul style="list-style-type: none"> <li>● Pune City</li> <li>● Pune Rural</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Number of Pilot Locations                    | ● 117 (including SCRB)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Site Preparation and Commissioning           | <ul style="list-style-type: none"> <li>● Site preparation and commissioning activity is ongoing</li> <li>● Approximately 94% sites are ready with respect to electrical and LAN cabling</li> <li>● Furniture has been delivered at 1,605 sites (excluding 55 PCRs) while desktops have been delivered at 1,646 sites. DG Set too has been delivered/commissioned at 1,042 locations out of 1,054 police stations</li> <li>● Approximately 1,450 sites out of 1,678 sites (approximately 87% of sites) have been commissioned across Maharashtra</li> </ul> |
| Network Commissioning                        | <ul style="list-style-type: none"> <li>● BSNL &amp; MTNL has commissioned/delivered modems at 1,562 sites across Maharashtra</li> <li>● 2 mbps VPNoBB CCTNS network connectivity proposal for 66 DCTC in Maharashtra is in progress</li> <li>● 38 locations in Maharashtra have been sanctioned by NCRB for VSAT connectivity</li> </ul>                                                                                                                                                                                                                   |
| State Data Centre (SDC)                      | <ul style="list-style-type: none"> <li>● BSNL IDC, Mumbai has been identified as the State Data Centre for CCTNS project in Maharashtra</li> <li>● Mounting of servers, network switch, Windows 2008 R2 Operating System and SQL 2008 R2 Database is completed</li> <li>● Installation of Qmail and Online CAS at SDC has been completed</li> <li>● Infrastructure at BSNL IDC has been commissioned and Data Center is operational</li> </ul>                                                                                                             |
| Disaster Recovery Centre (DRC)               | <ul style="list-style-type: none"> <li>● Disaster Recovery Centre has been identified at NIC, New Delhi</li> <li>● Infrastructure for DRC has been delivered by Wipro. Work is in progress on establishing connectivity</li> </ul>                                                                                                                                                                                                                                                                                                                         |
| Data Digitisation                            | ● CCIS data digitisation activity is completed at 31 units and is in progress at remaining units                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## CCTNS IN MAHARASHTRA

| ITEM               | STATUS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | <ul style="list-style-type: none"> <li>● Digitisation of CIPA records is in progress at 19 units and completed in one unit</li> <li>● Approximately 189 machines and 190 men have been deployed for the CCIS &amp; CIPA data digitisation activity</li> <li>● Till the end of December 2013, approximately 91.11 lakh CCIS records out of a total of 95 lakh records have been digitised</li> <li>● Till the end of December 2013 approximately 8.86 lakh CIPA records out of a total of 28 lakh records have been digitised</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Data Migration     | <ul style="list-style-type: none"> <li>● Migration activity has already started and approximately 53 lakh records have been migrated till date</li> <li>● FIRs that are failing migration are being sent back to the District Nodal Officers for re-verification</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| CAS Customisation  | <ul style="list-style-type: none"> <li>● Marathi language customisation of CAS software released by NCRB has been completed</li> <li>● CAS software has been loaded at State Data Centre (BSNL, IDC, Mumbai) and is being accessed from police sites successfully</li> <li>● Marathi language customisation of Citizen Portal has been completed and is being accessed from police sites</li> <li>● User IDs for accessing CAS application have been distributed to police personnel</li> <li>● Customisation of state specific reports is in progress</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Capacity Building  | <ul style="list-style-type: none"> <li>● 61 out of 68 Change Management Workshops have been held across various districts by Wipro. These workshops were successful in motivating the police officers in maintaining a positive outlook towards CCTNS</li> <li>● Basic computer awareness training has been ongoing. Targets set by NCRB for the same have been successfully met</li> <li>● Role based training sessions for pilot districts (Pune City &amp; Pune Rural) were held. About 961 participants have been trained in 46 different batches.</li> <li>● Currently CAS role-based training is in progress at 37 Units and 8,000 police personnel have been trained</li> <li>● Online registration and tests are being conducted to assess the quality of training</li> <li>● Efforts of Maharashtra Police under "Training and Capacity Building for CCTNS" have been appreciated by all. A Special Mention Award for the 'Best Capacity Building Initiative' was awarded to SCRB, CID, M.S, Pune on May 10, 2013, at an award ceremony held at Mumbai.</li> </ul> |
| Creating Awareness | <ul style="list-style-type: none"> <li>● Monthly CCTNS bulletin are being published since July 2012 in both English and Marathi and shared across to all district Nodal officers. This initiative has been appreciated as a best practice and sample bulletin of Maharashtra state has been shared across India by NCRB</li> <li>● CCTNS handbook was prepared for providing high-level status of the CCTNS project in Maharashtra</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

### services

- Integration with various external departments viz. courts, transport, etc.
- Sharing of data between various police stations and higher offices

### Awards and recognitions:

- Approximately 89 lakh manual records have been digitised in Maharashtra since October 2012. Data digitisation and validation methodology in Maharashtra has been appreciated by the NCRB,

- New Delhi, which has asked other states to visit Maharashtra to study the methodology followed. The NCRB has also sent a formal appreciation letter for the same
- A Special Mention eMaharashtra

Award for the 'Best Capacity Building Initiative' was awarded to SCRB, CID, Pune, on May 10, 2013, for the capacity building initiative undertaken in the CCTNS project in Maharashtra

- A commendation letter from the NCRB along with an award to three police personnel of SCRB was also announced for the monthly CCTNS bulletin published by Maharashtra.
- Marathi language label dictionary and document for Marathi Masters created by Maharashtra Police as per localisation guidelines of the Government of Maharashtra has been appreciated by NCRB, New Delhi. Other states have been directed to study the same and replicate the model implemented by Maharashtra.

### **Automatic Fingerprint Identification System (AFIS)**

Advance Computerised FACTS (Fingerprint Analysis and Criminal Tracing System) was installed and became functional from July 2004. A central server installed at Pune is linked with 41 police units. Fingerprint data of more than 3,60,000 criminals has been updated on the "FACTS". Mumbai police also has installed stand-alone FACTS System in FPB, Mumbai, and it has fingerprint data of more than 2,00,000 criminals.

The AFIS has state-of-the-art image processing and pattern recognition techniques to capture, encode, store and match fingerprints and palm prints automatically and at very high speed and precision. The system should automatically/ digitally/ physically mount the existing data from the existing system. The system will also incorporate a database about descriptive role, modus operandi and photographs whose fingerprints are



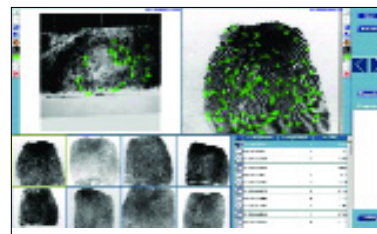
taken for record and search purposes, thus integrating fingerprint data with the personal details of the criminal/suspects like name, age, sex, modus operandi, previous convictions. It should permit matching of fingerprints /palm prints not only for personal identification cases but also for highly reliable matching of scene-of-crime prints. The proposed solution would also have palm print capabilities and scalability and extensibility to include Iris and facial image recognition applications.

### **Proposed AFIS systems:**

#### **Centralized state**

#### **AFIS system**

The Government of Maharashtra is planning to implement the latest Automatic Fingerprint Identification System (AFIS) in the state. The system will have state-of-the-art image processing and



pattern recognition techniques to capture, encode, store and match fingerprints and palm prints automatically and at very high speed and precision in addition to those mentioned above. It will facilitate effective investigation by Maharashtra Police.

AFIS will primarily be used for the following four functions:

- Positive personal identification
- Scene of crime latent/chance print identification
- Chance print case circulation for panel opinion
- Document cases of disputed fingerprints

### **The AFIS system will have:**

- Palm print capabilities and scalability and extensibility to include iris and facial image recognition applications.
- A workload capacity of 20 lakh and upgradability up to 50 lakh
- An accuracy of above 99% for fingerprint match search
- Approximately 5,60,000 fingerprint paper records digitized and uploaded in the database

As on December 20, 2013, TCS-Cogent has been selected as vendor through bid process management for implementing AFIS project in Maharashtra. Face Recognition System is also part of this project implementation. The Government of Maharashtra approval for appointment of TCS is in progress.

### **Mumbai and Pune Integrated Security Surveillance Project**

The Government of Maharashtra is implementing a holistic and integrated video surveillance system for the cities of Mumbai and Pune with the objective of enhancing safety and security in the city. This system shall also integrate with surveillance systems of different stakeholders with the objective of enhancing safety and security in the city.

A need for comprehensive CCTV coverage has been spelt for the twin cities of Pune and Pimpri-Chinchwad and Mumbai City.

The systems will:

- Support Mumbai/Pune Police to maintain law and order with the help of real-time video feeds to command and control centre and multiple viewing centres
- Act as an aid to investigation with the help of past video feeds and video analytics
- Improve traffic control and management with the help of ANPR cameras



- Help in deterring, detecting and thus dealing with criminal activities with the help of video analytics

### **The entire system will contain:**

- Over 1,600 camera installations in Pune and Pimpri-Chinchwad and more than 6,000 camera installations in Mumbai
- Command and control centres
- Multiple viewing centres at higher offices (e.g. Commissioner, Deputy Commissioner, Municipal Corporation, etc.)
- Multiple viewing centres at various police stations
- Mobile monitoring through mobile vans

As on December 31, 2013, following is the status of implementation of the Pune CCTV project

- Allied Digital Services Ltd. has been selected as the vendor and the contract was signed on October 28, 2013
- A Project Implementation Committee has been formed to

oversee the implementation of the project

- Project kick-off meeting was conducted on November 8, 2013, which was chaired by the Hon'ble Additional Chief Secretary (Home), GoM
- Till date, spot survey of all 130 locations in Zone 1 of Pune City has been completed
- Digging has begun at three locations as on December 19, 2013

The Mumbai CCTV project is currently undergoing bid process management for the selection of vendor to implement the project.

### **Prison Management System**

The Prison Management System has been deployed at Arthur Road Prison and Mumbai Central Prison. The key functions of the system are:

- Main gate: Prisoner details at the time of entry
- Judicial section: Maintains details of prisoners for the following:
  - Undertrial prisoner
  - Convicted prisoner
  - Prisoner private cash management
  - Release diary, remission register, punishment register
  - Escape register
  - History ticket
- **Establishment section:** Automation of administrative functions such as Service Book Digitisation, details of cases, etc.
- **Hospital section:** Lab, pharmacy, OPD and IPD
- Canteen section
- Ration section and cloth section management

### **PRISMS**

● PRISMS is a prison management system developed by Goa electronics that provides information on prisoners. PRISMS is designed with user-friendly approach and security audit trail. Data is entered without unnecessary repetition. The system

is user-friendly so that normal staff of the Prison Department can use it easily. The application is designed as per the departments functional requirement. PRISM has been implemented for Yerwada Jail, Pune and will soon be rolled out for other Jail's in Maharashtra.

### Advantages of Prison Management System:

- PRISMS is a Web-based application with easy-to-access and friendly menus
- Access to the applications is through secured mechanism
- The software is organised with a modular design, so that authorities can use the required module conveniently
- The software can be configurable for an unlimited number of users
- Biometric identification of prisoners
- Auto calculation of wages, remission, victim compensation fund, etc. makes it an intelligent system

As on December 31, 2013, video conferencing facility is implemented in 53 prisons

### Jail Court Video Conferencing System

Video conferencing between jails and courts commenced in the year 2005. Four prisons were covered in 2005, five prisons in 2007, 13 prisons in 2010 and 14 prisons in 2011.

Video-conferencing between jails and courts for conducting hearings has greatly aided in:

- Reduction of security-related concerns associated with presenting the prisoner in court
- Reduction in expenditure on security and travelling of prisoner to court



Website: [www.cybercellmumbai.gov.in](http://www.cybercellmumbai.gov.in)

Various Hearings/Proceedings of Ajmal Kasab, guilty of Mumbai terror attacks 26/11 were conducted through video conferencing between courts and Arthur Road Prison

- Reduction in number of police staff deployed/utilized for this purpose
- VC facility can be installed at some selected prisons and prisoners from various nearby prisons can visit this prison for trial

### 9AS Application

The implementation of 9AS (9 Application Software) commenced at the DG office in 2008. The software aims at improving efficiency of internal processes of Maharashtra Police. The nine modules under this software are as follows:

- Establishment, training and recruitment module
- Administration module
- Intelligence module
- DJMS module
- Vehicle fleet management module
- Purchase, supply and inventory module
- Traffic module
- Law and order module
- Accounting module

### Mumbai Police Info-line: 1090

Started with an objective of making information available to citizens at the push of a button, this initiative put an end to long queues for information. A simple toll-free number 1090 is all that citizens need to dial to be able to access basic, non-emergency information. The info-line handles queries on theatre licenses, arms and ammunition licenses, hotel licenses, passport enquiries,

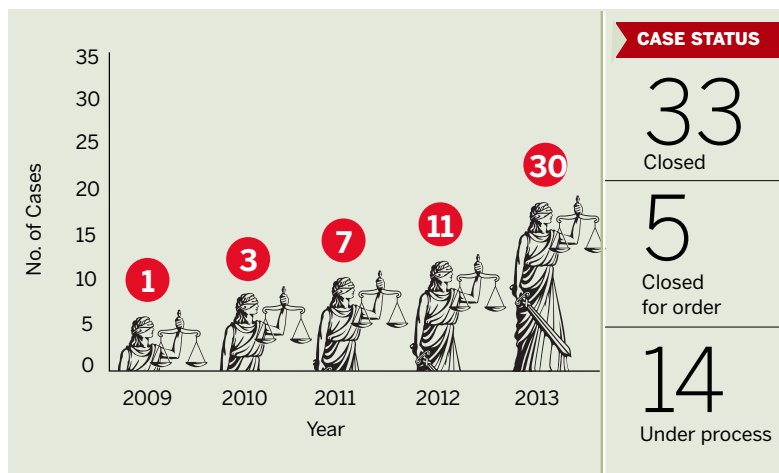
- The call centre handles around 800 calls on a daily basis
- It is the only police call centre in the world to have been awarded the BS 7799 certification on information security management

information on stolen/unclaimed motor vehicles, information on missing persons and information on traffic situation in the city. The queries are routed to a call centre, handled by qualified multi-lingual policemen.

### Cyber Crime

Cyber crimes are a new class of crimes rapidly increasing due to extensive use of technology. The Information Technology (IT) Act, 2000, specifies cyber crime acts that are punishable. Several

## REGISTERED CASES UNDER IT ACT, 2000 FOR ADJUDICATION, GOVT OF MAHARASHTRA



Act]. Hence, the adjudicating officer appointed under section 46 is a quasi-judicial authority.

In addition, the quasi-judicial adjudicating officer may impose penalties, thereby vesting him with some of the powers of a criminal court [section 46(2) of the Act], and award compensation; the quantum of which is to be determined after taking into account factors including unfair advantage, loss and repeat offences [section 47 of the Act]. The adjudicating officer may impose penalties for any of the offences described in section 43, section 44 and section 45 of the Act; and, further, may award compensation for losses suffered as a result of contraventions of section 43 and section 43(A)

The state IT secretary is vested with all the above mentioned powers and is the adjudicating officer for cases filed under the IT Act.

The state IT Principal Secretary, Shri Rajesh Aggarwal, has been a champion of privacy laws and the same zeal reflects in his adjudications of the cases presented in front of him. Also, Maharashtra State has seen the maximum number of adjudicatory cases being handled.

Most of these judgements mainly relate to privacy issues, data theft, net banking fraud, ATM-related frauds, Debit and Credit Card frauds and violation of privacy related with banking statements and itemised mobile phone bills.

## 8.16 LAW AND JUDICIARY DEPARTMENT

### 8.16.1 Bombay High Court

The Bombay High Court inaugurated an e-court on August 15, 2013.

The e-court was set up to entertain petitions on e-mails and



Snapshot of Bombay High Court

offences that have a bearing on cyber-arena are also registered under the appropriate sections of the IPC with the legal recognition of electronic records and amendments are made in several sections of the IPC vide IT Act, 2000, accordingly.

### Adjudication of cases under IT Act

Section 46 of the IT Act grants the central government the power to appoint an adjudicating officer for holding an enquiry or to adjudge upon the contraventions of the Act for complaints being filed before

the adjudicating officer. The adjudicating officer may be of the central government or of the state government [section 46(1) of the Act], must have field experience with information technology and law [section 46(3) of the Act] and exercises jurisdiction over claims for damages up to Rs. 5,00,00,000 [section 46(1A) of the Act]. For the purpose of adjudication, the officer is vested with certain powers of a civil court [section 46(5) of the Act] and must follow basic principles of natural justice while conducting adjudications [section 46(2) of the

totally eliminate paperwork. Being a pilot project, the e-court would be taking up company matters to start with. Later, such a court would also entertain other petitions besides hearing company matters.

The petitioners have been directed to lodge soft copies of such matters/proceedings with the Original Side Registry either in a pen-drive or a compact disk. The date of presentation of such pen-drive or compact disk shall be deemed to be the date of institution/presentation/ lodging for all purposes including for the purpose of limitation.

### Case Management and Information System for Court Case Management (CMIS)

The CMIS is in use in the Bombay High Court and its

benches at Nagpur, Aurangabad and Panaji-Goa. The CMIS captures details starting from:

- Filing of case
- Registration of case
- Various intermediate updations in the case till its disposal

The application also provides for uploading of each and every order/judgment in the case. Cause-lists are generated through the system. Various statistical reports can also be generated from the system for administrative and judicial purposes.

### e-Library Software for Hon'ble Judges Library

The application is developed for capturing book details like subject, author, publisher, etc. with auto-generated accession number and bar code. Book searching is possible on various criteria and various reports

can be generated from the system.

e-Library also contains soft copies of various Laws, judgments, statutes, acts, bills, foreign court decisions, etc. for reference of users. It has also links to the Constitution of India and Constitution (Amendment Acts).

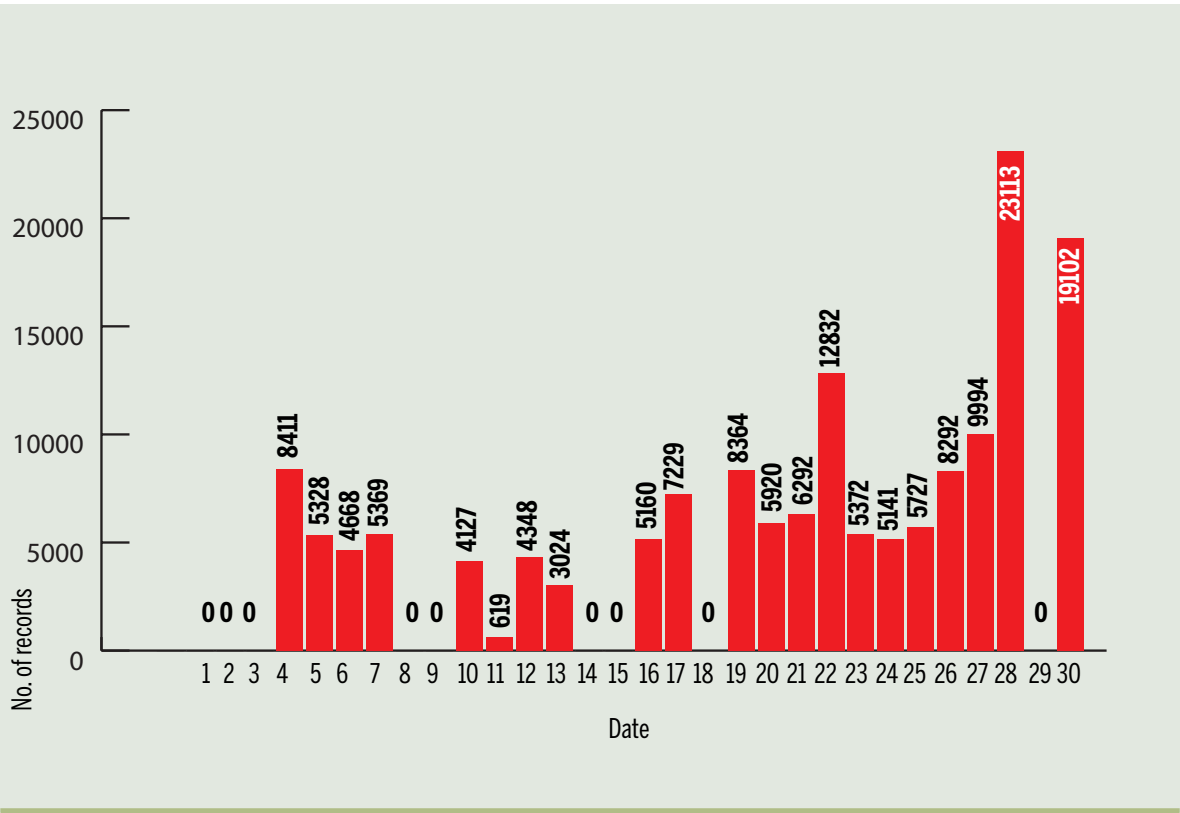
### Office management application for Chief Justice Office

This application keeps track of various meetings of the different committees of the Hon'ble Chief Justice along with paper book, agenda notes and minutes of the meetings. This application also includes tour module and appointment module.

### Online recruitment process (e.g. district judge, court manager, clerk, etc.)

Presently, various recruitment

## eFILING RECORDS FOR THE MONTH OF SEPTEMBER, 2013



processes are carried out using online recruitment process. The applications are received online and hall tickets are generated through the application. Various reports such as shortlisting of candidates, rejected candidates list, selected candidates list, etc. are generated using the system.



Website: [www.bombayhighcourt.nic.in](http://www.bombayhighcourt.nic.in)



Website: [www.bombayhighcourt.nic.in/recruitment.php](http://www.bombayhighcourt.nic.in/recruitment.php)

### **Certified and authenticated copy system for advocate and litigants**

The certified and authenticated copy system is developed for issuing certified and authenticated copies through a system based on the CMIS application. The system also calculates fees based on the number of pages and generates receipts for the fees paid, daily cash registers and various reports.



Launch of Mediation Portal on January 27, 2013

procured getting damaged/lost or of counterfeit stamps



### **e-Payment of court fees**

In a first for the state, the Bombay High Court introduced a system of online payment of court fees from July 1, 2011.

Prior to this, all the court fees were paid by way of impressed and adhesive stamps. Sometimes, there was a shortage of court fees stamps and advocates/litigants found it difficult to obtain them. This was resolved by using an electronic technology to enable payment of court fees through e-payment. This facility is in addition to the existing system of payment of court fees through court fee stamps. The advantages of this initiative are:

- No queue for obtaining court fee stamps
- No waiting period due to non-availability of court fee stamps with stamp vendor
- e-Payment services available on 24x7 basis
- Registered user can track his transaction of e-payment
- No risk of court fee stamps

### **Mediation Centre Application**

The High Court Mediation Portal was successfully launched at the Regional Conference in Aurangabad on January 27, 2013. This application tracks matters referred for mediation and captures all the subsequent developments during the mediation process until the result of the mediation. All stakeholders are informed through SMS/email regarding developments in the matter and various statistical reports are generated using the application. It is a Web-based application hosted at DIT, Data Centre, which will be accessed by courts, mediation centres at the high court, district and taluka courts, mediators and respective advocates and litigants.

### **8.16.2 Maharashtra Administrative Tribunal (MAT)**

Maharashtra Administrative Tribunal (MAT) Website and Database of Judgments

The Maharashtra Administrative Tribunal was established on July 8, 1991, as per the guidelines of Government of India. The principal bench of Maharashtra Administrative Tribunal is in Mumbai and its benches are at Nagpur and Aurangabad.

The main objective of establishment of this tribunal is to provide a speedy and efficacious remedy to all the employees (approximately 6.5 lakh) of the Government of Maharashtra.

MAT has recently launched its new website and an online application for case management and uploading of judgment. The case management application records every detail of the case right from its initiation to its closure. Once the judgment is made, it can be uploaded on the website for future reference and for the information of the concerned people.

## 8.17 FINANCE DEPARTMENT

The Finance Department, Government of Maharashtra is responsible for management of finances of the state government. The Finance Department mainly deals in allocating annual budget to various departments, managing their releases, monitoring expenditure, re-appropriation of funds, interaction with accounts and treasuries and accountant general, issuing loans and advances to employees of the state and issuing instructions related to pension etc.

### 8.17.1 Finance, Accounts and Treasury

The key e-Governance initiatives taken by the Finance Department in Maharashtra are:

#### Budget Estimation, Allocation & Monitoring System (BEAMS)

The BEAMS application allows the budgetary grants to be distributed instantaneously throughout the state and also permits specifying and enforcing monthly cash flows by each spending entity. It also allows the departments to electronically approve expenditure against budgetary grants. This system has been integrated with the TreasuryNet system. This has also replaced the LOC system for direct cheque drawing officers.

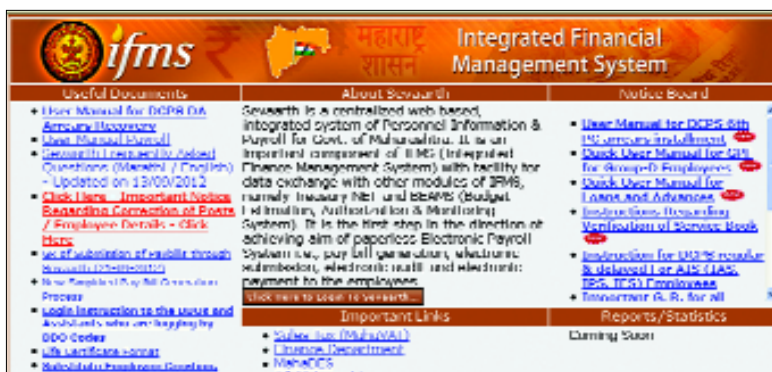
Popularly known as BDS (Budget Distribution System), BEAMS has brought in huge operational control over finance flows and detailed monitoring of scheme wise and district wise expenditure

#### Integrated Financial Management System

The Government of Maharashtra has automated the Payroll and Pension bills generation process under the IFMS programme. Government orders have also ensured that all salary and pension



[www.beams.mahakosh.gov.in](http://www.beams.mahakosh.gov.in)



[www.sevaarth.mahakosh.gov.in](http://www.sevaarth.mahakosh.gov.in)

bills are to be generated from this application only. Following are the major modules under IFMS:

- Sevaarth (Payroll)
- Defined Contribution Pension Scheme (DCPS)
- Pension
- GPF for Class IV
- Loans and Advances

#### Sevaarth

The Government of Maharashtra has automated the monthly remuneration processing of all government employees by implementing the Sevaarth system. The system has enabled the government offices to generate salary bills of their employees in an automated fashion and in a standardised manner. Government orders have ensured that all salary and pension bills are to be generated from this application only. The system covers 6.74 lakh state government employees.

With almost 60% of government

revenue being spent on the payments of salaries and pensions, the objective of this implementation was to consolidate the salary and pension payments in order to provide a base for the projections of future expenditure. The system provides various MIS reports and accurate insight into the actual budgetary requirements for the payment of salaries, financial analysis etc. Now, Sevaarth has been seamlessly integrated with BEAMS application for BDS generation, so budget can be immediately booked. This has enabled to implement salary payments through SBI Cash Management Product (CMP) portal,

- Average number of employees whose salary has been generated in August 2013: 5,56,611
- Total Number of users of Sevaarth System: 32,566
- Total Salary paid in October 2013: Rs. 1,35,061 crore



[www.dcps.mahakosh.gov.in](http://www.dcps.mahakosh.gov.in)

which will save a huge amount of time and effort for the government.

The Sevaarth system covers almost one lakh offices and sub offices, 12,081 Drawing and Disbursing Officers (DDOs) with over 32,566 registered users.

### Sevaarth Application in Government Aided Institutes/College/Schools

The Sevaarth application is now being customised and implemented in government aided institutes/ colleges/schools of the School Education Department, Social Justice Department, Higher and Technical Education Department, Tribal Development Department, Rural Development Department, Agriculture Department and Animal Husbandry, Dairy and Fisheries Department. The system has been completely implemented in Social Justice Department covering 22,373 employees and Medical Education Department covering 1,843 employees.

### Defined Contribution Pension Scheme

This application has been developed for maintenance and management of Contribution Pension accounts. The DCPS system has been completely integrated with Sevaarth, and the monthly deductions under DCPS are accounted for by the State Record Keeping Agency, an office of the state government specially created for this purpose. The basic input to



- No. of pensioners whose pension bills were generated in the month of October 2013: 6,27,864
- No of users in Pension system who handled the system in Treasuries for generation of bills: 610

- Total Bill amount in the month of October 2013: Rs. 7,55,89,12,861
- Pension Application is used by 35 Treasuries in the State and 600 users

the system is the details of employees and their monthly contribution amounts.

The system facilitates the following:

- Creation of employee database who are appointed on or after November 1, 2005.
- Allotment of Permanent Pension Account Number.
- Maintenance of individual accounts.
- Posting Employer's Contribution.
- Grant of Interest.

DCPS system is beneficial for close to 1,67,670 employees who joined service after November 1, 2005

### Pension

The pension payment of all government pensioners is handled through the Pension Payment System which is used by every district treasury. It generates monthly pension bills for over six lakh government pensioners.

The system facilitates the following:

- Online receipt of pension cases from A.G.
- Identification of pensioner at

treasury and first pension payment process (including Commuted Value of Pension and Death cum Retirement Gratuity).

- Change statement generation and monthly pension bill generation.
- Annual Life Certificate Collection and updation process.
- Transfer of Pension Payment Orders online (inter-treasury/ inter AG).
- Standardised bill formats.
- Pensioner's Corner – Access for Pensioners.
- Interfaces with external systems.

### Treasury Net

TreasuryNet is a flagship application of Directorate of Accounts and Treasuries, Government of Maharashtra, designed and developed by NIC, Pune.

This is rule-based and role-based system, capable to add/create new users, assign functions to different users. It is capable of integrating with other applications, so as to transmit and obtain required data. It works on a local server situated at each District Treasury. All these servers are connected to Central Server through MPLS Connectivity.



[www.arthwahini.mahakosh.gov.in](http://www.arthwahini.mahakosh.gov.in)

| Type of Transaction      | Number of Transactions<br>(FY 2012-13) | Number of Transactions<br>(April - December 2013) |
|--------------------------|----------------------------------------|---------------------------------------------------|
| Bill Payment Claims      | 24.37 lakh                             | 10.82 lakh                                        |
| Manual Challans          | 42.31 lakh                             | 24.64 lakh                                        |
| EFT/NEFT/Cheque payments | 24.37 lakh                             | 10.82 lakh                                        |

## KEY ACHIEVEMENTS IN TREASURIES

- Increased efficiency and productivity. The average bill processing time in treasuries has gone down from 4.45 days in June 2012 to 3.23 days in FY 2012-13
- Better cash flow management and budgetary control
- DDOs can view their monthly expenditure statement of past bills, current bill status on Koshwahini portal
- Accepting bill data electronically for bills received from DDO and also making electronic payments
- Handles transactions of 17,000 DDOs, Self DDOs, RCOs and PLA Administrators
- Reduced possibility of leakages and irregularities
- Electronic data exchange between other stake holders (AG/Departments)
- Complete transparency to users

### The key features of this system are as follows:

- The bills are acknowledged through a computerised system when they are received from the DDOs.
- Checking, auditing and passing of the bills are done online at various levels in the treasury and finally the printing of cheques is done through this system.
- System for electronic transfer of funds and ECS is now being increasingly used for payments.
- The receipt data is also captured into the system from the challans received from banks. Efforts are being made to obtain electronic scrolls from banks.

Another initiative to make available transaction/voucher level data to Accountant General is completed and data is being provided in electronic format to the AG.

### CMP (Cash Management Product) Payment System

In order to reduce delays in payments, Government of

Maharashtra has made agreement with State Bank of India to make all type of payment (Employee/Pensioner/Third Party/Other) directly to payees' account using services of their Cash Management Product Centre-CMP.

For CMP Payment System, State Bank of India has launched special purpose portal (CMP Portal, URL- [www.sbicmp.co.in/mahakosh](http://www.sbicmp.co.in/mahakosh)) where all DDOs and Treasury Officer are given user ID. In this system, DDO registers his payee with BEAMS (Budget Estimation, Allocation & Monitoring System). The system processes this bill and sends it to the Treasury along with electronic data of bill booked on BEAMS. After passing the bill in TreasuryNet system, a CMP file is generated in the Treasury net system. Treasury officer uploads this file on CMP portal as a maker of payment. Drawing and disbursing officer logs in to CMP portal and authorises his payment as a checker. On authorisation by DDO, CMP portal makes payment directly to payees account.

This system has been launched in 14 districts of Pune, Nashik and Konkan revenue regions. Ten districts of Nagpur and Amravati regions are also in the process of launching the system.

- Total Number of Transactions for the period between January 2013 and December 2013: 59,546
- Total Amount of Payment made to third party through CMP: RS. 5,780 crore

### State PSUs Monitoring Application

For efficient monitoring of 55 state PSUs, the finance department has developed State PSU Monitoring Application which was mandated



through GR issued on March 18, 2013. Salient features of this project are:

- Annual reports of the PSUs is being made available online for all.
- Regular correspondence by post between section SAU and all 55 PSUs is stopped because they can use e-mail for faster communication. Thus expenditure made on postage and photocopies is being saved.
- Unnecessary delay in clearing file is stopped because all basic information is available to the finance department through this software.

Contact details of state PSUs (who have submitted details) are available on the homepage. As on December 31, 2013, around 30 PSUs have started filling information. CAG site is linked with this site for easy access and reports availability.

### The Government Insurance Fund (GIF)

The Government Insurance Fund (GIF) functioning as a centralised unit providing insurance services was started (as a result of a suggestion made by the Public Accounts Committee) in 1951, primarily to cater the general insurance needs of different government departments particularly, the commercial and/or industrial undertakings (which have ordinarily to insure their property according to usual trade/commercial practice).



[www.koshwahini.mahakosh.gov.in](http://www.koshwahini.mahakosh.gov.in)

### Modernisation at Directorate of Insurance

Effective steps have been taken for the modernisation and automation of services through information system at Directorate of Insurance office, Bandra.

The look and feel of the office interior has been upgraded from wooden furniture to modern office furniture along with cabinets, window units and electronic appliances.

### Nivrutti Vetan Wahini

This is a web-based centralised system that provides MIS on all aspects relating to the pension received by the pensioners. It provides information about the pensioners and the pension paid to them. In respect of government servants, who have retired but whose cases are not yet to be settled the status of pension cases is exhibited which includes reasons for delay.

Government employees who are due for retirement in the near future can register on the system. Facility to fill in and download forms for grant of pension with online submission of such forms has been provided. The departmental officers can process the case and submit to the respective Accountant General's office.

Pension Application is used across 35 Treasuries in the state by close to 600 users who generate the pension of close to 6 lakh pensioners

### Koshwahini

Directorate of Accounts and Treasuries, Mumbai has launched the KOSHWAHINI portal and developed various reports for other departments. Features of this portal include:

- Any DDO can find out his bill's position in his treasury with the help of "Track your bill" option.
- "Expenditure Report" provides monthly expenditure report for any DDO, period-wise and district-wise expenditure report, on time and late salary bills are shown in "Salary Analysis"
- "Salary Deduction Report" is for the use of DDOs and employee, and Treasury-wise Expenditure under MH 2011.

● This initiative has won the Silver Icon Award of the Government of India for the year 2005 and 2nd Prize under Rajiv Gandhi Prashaskiya Gatimanta Abhiyan of the Government of Maharashtra in the year 2003

● KOSHWAHINI, developed by Maharashtra, has been replicated in other states of India as well under different names

Receipt Report provides MajorHeadwise Receipt/ Expenditure Report for whole of Maharashtra, Majorheadwise Receipt for specific district, etc.

### Vetanika

To reduce delays in sanction of pension at the time of retirement, Government of Maharashtra is in the process of digitisation of Service Books for all government employees. This shall lead to transparency in Service Book processing and reduction in delays.

### Mahakosh – Integrated Financial Management System

Mahakosh is a gateway for various services and applications provided by the Finance Department. It is also used by PAO, TOs, STOs to upload the data required by the DAT and the data is then used for MIS.

### Future Plans

Continuing their efforts, the Finance Department has initiated the following projects:

### Bill Portal

Presently, all bills are prepared manually by Drawing and Disbursing Officers (DDOs). The proposed system envisages that all type of bills will be prepared and generated online by DDO from Bill Portal. Bill Portal is an integral part of BEAMS application. Same login will be used for Bill Portal and BEAMS.

### Government Loans and Advances

This module has been developed to cater to the need of Controlling Officers to sanction government loans to their employees and to track their recovery status. It is a part of Sevaarth payroll application developed by Tata Consultancy



www.arthwahini.mahakosh.gov.in

Services. It is proposed to be used for controlling loans given to the government employees.

In this application on receiving a physical loan application from an employee, DDO files individual applicant's information online on this software. Online application of all the DDO's shall go to concerned controlling officers. The Controlling Officer will process all online application received on the system and sanction them. Bill will be generated on the system. As and when the bill gets sanctioned from treasuries the voucher number will be filled in this system. Thereafter, recovery will be done from Sevaarth system in monthly salary bills. Sevaarth system will send recovery information along with voucher number to this module. DDO and controlling officers have been given the facility to see recovery status of employees under their control. All DDOs and controlling officers have been given login in this system.

Presently, this module has been started for Directorate of Accounts & Treasuries Controlling Officers and Treasury Officers working under their control.

### Class IV Employees GPF Accounts Module

Presently, Accountant General, Mumbai office maintains GPF

accounts of employees other than class IV. In case of class IV employee, GPF account is maintained by Drawing & Disbursing Officer. To relieve DDO from maintaining manual GPF account for class IV employees and to reduce errors associated with it, Directorate of Accounts & Treasuries has developed Class IV GPF account module. It is a part of Sevaarth application developed by Tata Consultancy Services.

This application uses employees Master Data maintained on Sevaarth. Initially opening balances of all Class IV employees will be added by DDO on this module. Thereafter, every month's employee contribution/recovery of advances will be added to this software from Sevaarth along with voucher details. This information will be added after passing of bill in TreasuryNet and receiving voucher number from TreasuryNet to Sevaarth.

Facility of sanction of Advances and Final withdrawn of GPF class IV employees has been made live in pilot offices of the Directorate and Accounts and Treasuries. Drawing and Disbursement officer will be allowed to see/print required report from this software. This software is in the pilot stage.



**Shri Nitin Kareer, Commissioner, Sales Tax Department**

There is a need for a common web portal across maharashtra to give uniform information on utility services being provided by various civic bodies as this would help streamline the implementation of several e-Governance projects. Today most of the civic bodies are working towards implementing various e-Governance projects to streamline the government service delivery mechanism.

*Source: Workshop on "Urban e-governance", August 20, 2013*

## 8.17.2 SALES TAX

### MAHAVAT (eServices of Maharashtra Sales Tax Department)

MAHAVAT is the e-governance project implemented for the administration of Sales Tax in Maharashtra. Various eServices are provided under this project to nearly 6,90,000 dealers under Value Added Tax Act, 5,37,000 dealers under Central Sales Tax Act, and 18 lakh dealers under Profession Tax Act. The eServices provided are eRegistration, eReturns, eCST declarations, eAudit form, eRefund application and ePayment. The total collection of revenue is more than 50% of the tax revenue of the state.

- **Target Group:** Tax payers-(VAT, CST, PT), Dealers under Value Added Tax Act, Dealers under Central Sales Tax Act, and taxpayers under Profession tax Act.
- **Date from which the project became operational:** November 26, 2006 and subsequently eservices kept on adding.

#### List of e-Services as below

1. e-Registration
2. P.T e-Registration
3. e>Returns
4. e-CST Declarations
5. e-Audit Form
6. e-Refund Application
7. Acknowledgements
8. e-Payment
9. PTEC e-Payment
10. PT-Info-Upload
11. Upload\_F424URD
12. e-Help Desk

The Sales Tax Revenue Budget for FY 2012-13 was Rs. 65,083 crore.



[www.mahavat.gov.in](http://www.mahavat.gov.in)

### MAHAVIKAS (Maharashtra Vikrikar Automation System)

MAHAVIKAS (Maharashtra Vikrikar Automation System) is the e-governance project implemented for the internal administration of Sales Tax in Maharashtra. The department has offices at 42 locations in the state. There are around 10,000 employees benefitted by the system.

**Target Group: Employees of the Maharashtra Sales Tax Department.**

**The key statistics of Sales Tax Automation Project are: (boxes on right)**

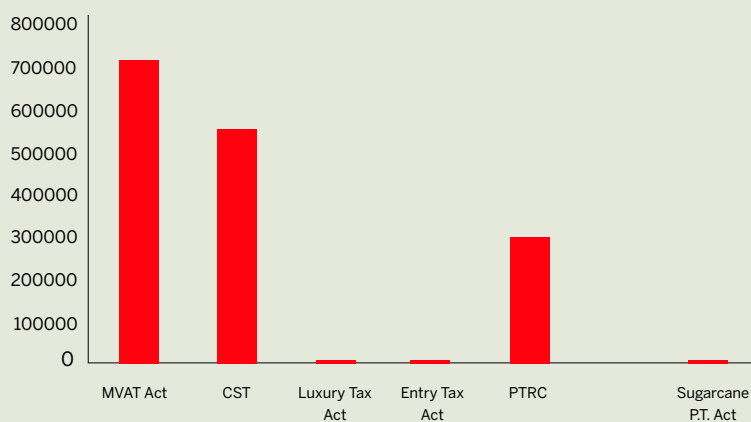
#### Key Awards & Recognition to Mahavikas & Mahavat Applications:

- Edge Award for "Best IT implementation in India".
- CXO Award 2010-The IT Chapter for "IT innovation in the Government".
- CSI-Nihilent e-Governance Award 2009-10 – Appreciation award under department category for e-Governance Initiative in Department of Sales Tax.

## KEY ACHIEVEMENTS IN SALES TAX DEPARTMENT

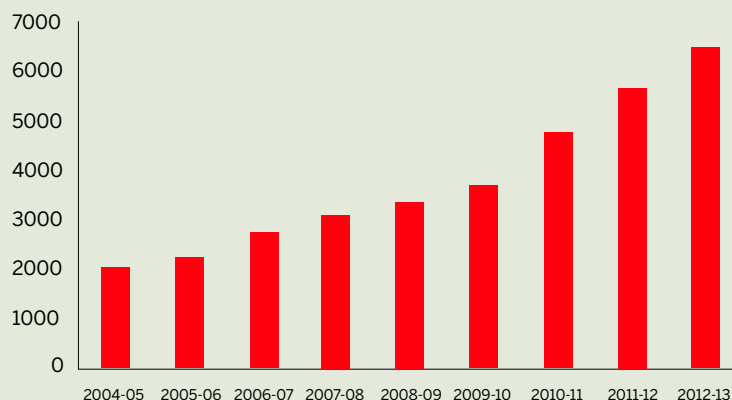
- Caught 2069 Hawala operators — 41,832 beneficiaries, tax involved Rs. 1,595 crore.
- Eliminated about 3,000 visits daily to Sales Tax Offices by introducing e-Services.
- In 2012- 13, 34,99,121 returns were filed electronically with Rs. 62,915 Crore coming through Net Banking.
- The Department has achieved 100% e>Returns under the VAT, CST and PT Acts.
- 100% e-Payment is implemented for VAT, CST and PT Acts.
- 100% e-Registration implemented under the MVAT & CST Acts. The e-Registrations done during the year under Value Added Tax (VAT) Act are 85,640 and under Central Sales Tax (CST) Act is 66,617
- 100% e-Applications for CST declarations is implemented. 18,83,784 CST Declarations were issued during the year 2012 - 13. The process of issuing Digital CST Declarations is being developed.
- 100% e-applications for Refund implemented. e-Refund applications received during the year 2012- 13 are 24,954. The process of granting refund electronically is under development.
- 100% e-Audit Reports (e-704) implemented. The total number of Audit Forms (e-704 forms) received electronically during the year are 2,13,134. The dealers having turnover above Rs. 60 lakh have to file Audit Forms electronically. The process is 106% computerised.

## NUMBER OF DEALERS REGISTERED IN THE SYSTEM



Data as on September 30, 2013

## INCREASE IN SALES TAX REVENUE OVER THE YEARS



### 8.18 REVENUE DEPARTMENT

Revenue from Taxes and Fees are important to functioning of Government as they enable Government to finance development schemes for fulfilling the expectations of people. This section lists the various e-Governance initiatives undertaken in revenue collection process.

#### 8.18.1 Land Records/ Settlement Commissioner Office

##### eMahabhoomi

National Land Records Modernization Programme (NLRMP) is an integrated programme to modernise management of land records and has been initiated by the Department of Land Resources (DoLR). 'eMahabhoomi', a

comprehensive land records modernisation and management programme is being implemented in Maharashtra, as a part of NLRMP initiative. The integrated programme will modernise the management of land records, minimise the scope of land/property disputes, enhance transparency in the land records maintenance system, and facilitate moving eventually towards guaranteed conclusive titles to immovable properties in the country. All the applications under this project are developed and maintained with the help of NIC.

The different components of eMahabhoomi are elaborated as follows:

##### eMojani: Management of measurement cases

'eMojani' application helps department officials in managing survey requests in a more efficient and effective manner. This application helps department officials to process the survey requests accurately and provide citizens with vital information like date of survey, time of survey, name of surveyor, value of survey fee etc.. This application also helps the department officials in generating challans of measurement cases and tracks the survey fees collection. Online MIS generated through this application, helps the department officials in understanding the overall status of this project like number of survey cases catered to, number of pending cases, revenue earned etc. On an average, the application handles more than 1.75 lakh measurement requests per year. The overwhelming success of eMojani project has also been showcased in various case studies.



**Shri Swadheen Kshatriya, ACS, Department of Revenue and Forests, Government of Maharashtra**

My vision for e-Governance is that the revenue department and all offices under the revenue department should move towards attaining e-office. My vision is that all the collector offices and subdivisional offices and even the revenue department in Maharashtra should move in that direction. We are focusing on the e-Governance measures that will provide immediate relief to the citizens. The citizens are very happy about the speed and ease e-transactions has brought in. The number of certificates, public redressals that through use of information technology is great and we will continue to make use of ICTs to deliver better services to the people.

*Source: Interview given to Elets News Network published on May 11, 2013*



**Shri Chandrakant Dalvi, IAS, Settlement Commissioner & Director of Land Records, Government of Maharashtra**

"The Land Records Department has already started reaping benefits by implementation of eMahabhoomi in Maharashtra. e-Mahabhoomi through its various projects like eChawadi, eMojani, eMutation, eRecords, eMaps, eResurvey and eBhulekh has revolutionised the way land records is handled and managed in the state

The important objectives of any e-Governance project is to reduce the hassles for the citizens and also increase efficiency of the department officials. It can be achieved through intervention of latest technology and necessary modifications in the existing processes. eMahabhoomi has been able to achieve both the objectives to a large extent.

Every year approximately 1.75 lakh applications for measurement are being handled through eMojani

- Skoch Order of Merit 2013, for e-Mojani Project to Office of the Settlement Commissioner
- Skoch Digital Inclusion Smart Governance Award 2013, to Settlement Commissioner & Director of Land Records (M.S), Pune for eMojani Project
- Skoch Digital Inclusion Award 2013, to eMojani Project awarded to Office of Settlement Commissioner

**eChawadi: Computerisation of Village Records**

At village level, various land related forms (Forms No. 1 to 21) categorised under five categories namely - Land Revenue, Record of Rights, Settlement related, General administration and Miscellaneous are maintained by Talathi (village accountant) in a physical format. It was found that maintaining all these forms is a cumbersome activity and talathis have to spend a lot of time in updating each of these forms. Department officials also spend a lot of time in calculating the revenue to be recovered from the citizens under the current setup. Considering the importance of these forms and various problems faced by the revenue officials, the state has decided to utilise the technology to reduce such problems by computerisation of

all these forms which lead to development of 'eChawadi' application. This is a web-based portal which will benefit almost 12,600 talathis. All the forms are interlinked to each other and any change in one form will lead to concurrent changes in related forms. Almost 50-60% data for this application is derived from Form No.7/12 data created through eMutation application. This G2G service will help department officials in maintaining village records in an efficient and easily retrievable manner.

eChawadi application has been tested in one village in every district of Maharashtra and is ready for implementation in the entire state in the financial year 2013-14. The application is in its early stage of state-wide implementation, where numerous Talathis and Circle

officers (more than 8,500) have bought laptops and data cards to use the application. Also, parallel activities are done to convert data in physical format into digital format. eChawadi was launched on April 10, 2013 during Survey Day by Hon'ble Chief Minister of Maharashtra.

**e-Mutation: Online Mutation**

e-Mutation application ensures that as soon as there is registration of document resulting into change in ownership of land, the process of mutation is initiated. The entire process starts at the registration department where the citizen gets his documents registered at Sub-Registrar Office (SRO). Once this is over, the details of registration are uploaded on the State Data Centre (SDC) from the SRO office. Department officials at Tehsildar office view such mutation request

and the mutation number is automatically given by application. Digitally signed notice No. IX is generated in Tehsil office, which is then sent to SRO office immediately for serving to all interested parties present in SRO office. At the same time, SMS is sent to the concerned Talathi and 15 days' notice period is given to the citizens to raise objection if any. In case there is no objection received in the prescribed time period, the mutation is certified and updation is done in Record of Rights (RoR) automatically. Alongwith this, the application also has provisions to initiate mutation arising due to non-registered documents. Such mutations are done at village level by talathis, using their laptops.

A pilot project was initiated in Mulshi and Haveli taluka of Pune district. It has also been rolled out in another five talukas after the success of Mulshi taluka project. The work of state-wide implementation has already started. All related offices (more than 1,100) at taluka level and district level have already been provided with IT Infrastructure like computers, printers, scanners, UPS, etc. All the core offices are being provided with BSNL's VPNoBB/MPLS connectivity. eMutation was launched on April 10, 2013 during Survey Day by Hon'ble Chief Minister of Maharashtra.

### **e-Records: Scanning of Old Records**

Land Records Department maintains a huge volume of textual records related to the land as a custodian of Land Records. These records are old mutations, old RoR, old Khata Register, Tippan, Akarband, Akarphod patrak, Gunakar book, KJP, consolidation scheme, etc. from the year 1880 onwards. Over a period of time, these records have

deteriorated due to various environmental conditions and also continuous use by department officials. Also, there is a huge demand for such records at taluka offices. Thus, these records need to be preserved by converting them in digital form. This will help the department officials in drastically reducing the citizen service time and help them to improve the service quality. Under eRecords project, all these textual records will be scanned and preserved at taluka, as well as the state level. On an average 10 lakh documents in each taluka need to be scanned. The total volume of such documents in the entire state is around 26 crore. Development of Document Search and Retrieval application has been completed and the pilot project is conducted in Mulshi and Haveli taluka in Pune district. Approximately 40 lakh documents have already been scanned and indexed till now.

### **eMaps: Digitisation of Maps**

Land Records department is the custodian of valuable spatial records i.e. cadastral map. Maharashtra poses a unique combination of cadastral map sheets which range from the year 1880 till date. There are numerous types of cadastral map sheets like tippans, phalni sheets, pot phalni sheets, gat book, village map sheets, land acquisition measurement sheets, non agricultural measurement sheets etc. The cadastral maps are in different sizes ranging from A4 to A0. The state has decided to scan and digitise these map sheets for archival purpose. These digitised maps will also be used for resurvey by department officials in their daily operations under eMaps project. The pilot project was started in Mulshi Taluka in

September 2012. The pilot project is near completion and the state will move towards state-wide rollout in the current financial year.

### **eResurvey: Resurvey with Modern Technology**

Resurvey leads to accurate and updated records which help to move towards conclusive titling. From 1930 onwards, many sub-divisions have taken place leading to mismatch between Record of Rights (maintained by revenue department) and Land Records data (maintained by Land Records department) and ground reality. There is a huge need to make these records accurate and match with each other. It will benefit the citizens as the citizens will get comprehensive data which will have both land records and revenue data as per the actual field information. To achieve the objective, the state is actively considering undertaking huge task of resurvey of entire Maharashtra.

Under this project called "eResurvey", the entire state will be surveyed again by using modern survey technologies. This will provide citizens with updated and current details of their land parcels. Considering the huge scale of operation, it has been decided to conduct resurvey in pilot 12 villages of taluka Mulshi, in Pune district before rolling out in the entire state. Pilot project on resurvey is being carried by two methods i.e. (1) high resolution satellite imagery with ETS/GPS and (2) pure ETS/GPS. Ground Control Network (GCN) is being established in pilot area in consultation with Survey of India. This network will be a part of the network for the entire state. GCN data will form the basis for carrying out detailed survey in the intended survey area.



strengthen the land records training academy situated in Aurangabad. The academy is being provided with state-of-the-art facilities and technological instruments to make it a premier land records training academy in the country. Since near about 32,000 employees are required to be trained, a second academy is proposed at Mulshi taluka in Pune district where all pilot projects are being carried out. A comprehensive training programme on eChawadi and eMutation has been done at Land Records Training Academy in Aurangabad since March 2013 to train master trainers, who in turn would train revenue department officials at the taluka and district levels. Post the training of master trainers, district level training activities have also been completed wherein master trainers have trained set of individuals from district and taluka level. Training material has also been provided to the master trainers for assistance in training.



### Monitoring and Review

An important aspect of effective and successful implementation of MMPs of big scale is monitoring and review. The department has always considered this aspect very important and worked towards monitoring it through various ways. One of the legacy methods of monitoring and review is the monthly meeting of all Deputy Directors and Superintendent of Land Records on all aspects of department along with NLRMP. In the last couple of years, along with these review mechanisms, monthly meeting with all collectors under the



Website: [www.mahabhulekh.maharashtra.gov.in](http://www.mahabhulekh.maharashtra.gov.in)

### eBhulekh: GIS Interface for Public

eBhulekh is one of the most unique application developed by NIC under the guidance of Settlement Commissioner & Director of Land Records (Maharashtra State) Pune for providing all land records data since 1880 through one application. It combines the power of technology and domain knowledge of department officials to create a holistic land records data dissemination application for citizens. It will allow citizens to trace history of their land parcel (textual as well as spatial data) and view all such records. It will also help other departments like planning, agriculture, courts to access land

records data for official purposes. eBhulekh will provide citizens with all old and current land records like Form No. 7/12, Form no 8A, Mutation Register and other textual records for their land parcels. The application will also provide spatial records like tippans, phalni sheets, village maps etc. along with RoR. All relevant historical data of a land parcel will be available through this application.

### Training and Capacity Building

For the success of all above eMahabhoomi initiatives, relevant training and capacity building has to be done for all department officials on a mass scale. In order to achieve this, it has been decided to

chairmanship of Hon. Additional Chief Secretary (Revenue) also takes place where review of all components of eMahabhoomi is done.

In continuation to the above mentioned set of meetings, a Collector Conference was organised recently at Zilla Parishad in Pune where all Divisional Commissioners along with district collectors were present to provide status of



Website:  
[www.bhumiabhilekh.maharashtra.gov.in](http://www.bhumiabhilekh.maharashtra.gov.in)



Screenshot of iSarita Application.



**Shri S. Chockalingam, IGR**

The Department of Registration and Stamps is in course of the fulfillment of its vision of automating its core functions beginning from registration of documents to payment of stamp duty and registration fee. The objectives are to protect property rights, prevent frauds, and increase transparency in the registration process. The use of IT has not only brought in the desired efficiency but has also helped the environmental cause by saving huge amounts of paper.

eMahabhoomi implementation in their respective districts and divisions. The conference was chaired by Hon'ble Revenue Minister along with Hon'ble Revenue Minister (State) and Hon'ble Additional Chief Secretary (Revenue).

#### Department Website

The department has got a modified website which has been developed keeping in mind all standards and guidelines issued by the Government of Maharashtra and Government of India regarding development of government websites.

The new website was launched

on April 10, 2013 during Survey Day by Hon'ble Chief Minister of Maharashtra.

#### 8.18.2 Stamps and Registration

##### iSARITA (Stamp and Registration Information Technology Application)

The Department of Stamps and Registration looks after registration of documents and recovery of stamp duty. A web-based centralised application for registration called iSARITA has been prepared by the department in collaboration with NIC. BOT Operators have been engaged to provide manpower, connectivity, consumables and other related clerical services.

##### 'eSearch' application - Online search of Index II and registered documents

Citizens can extract the property search report by using this application. This is a web-based application and can be accessed through Internet.

A property search report traces the history of a property - who was the original owner of the property and how it has moved hands over a period of time before reaching the present seller.

Initially for any property search report, a citizen had to visit the sub registrar office and make a formal

### KEY ACHIEVEMENT THROUGH iSARITA

- Faster Registration – within 30 minutes
- No Need to submit photocopy of document
- Data entry by citizen themselves through data entry module or Barcode Utility. Correctness of data ensured by citizen. Non Dependency on data entry operator
- Duplex Printing & Verification through thumbnail print. No photocopy of document. 550 Lakh pages are saved annually. Approximately 10,000 trees are saved annually

request for such report. Then the respective nodal officer had to physically search all previous registered documents related to that property. This was a very time consuming and costly activity both for the citizens and the department. Now 'eSearch' application has made 'Property search report' just a click of a mouse. This is one of the main citizen centric offerings from the department.

##### 'eStepin' application - Online token booking system

By using this application, citizens can book timeslot for registration of documents as per their conveyance. This is a major time saver for citizens. This application gives the flexibility of selecting any

sub registrar office for registration of documents as per choice of citizen.

### 'eASR' application - Online Ready Reckoner Display

By using this application, citizens can check the market rates of property online. Citizens can use these rates along with other valuation parameters for valuation of their properties. The main features of 'eASR' application are:-

- Declared rates of property (ASR) available on the department's website.
- Citizen can check valuation sitting at home. Needless to visit SRO.
- Easy and free access to ASR.
- Discretion in valuation is eliminated.
- 24x7 access to ASR.
- Availability of ASR without any constraint.

### 'e-Registration' application - Registration at doorsteps

As a next step to iSARITA, the Department of Registration and Stamps along with NIC is developing a new application called e-Registration which would be a new facility for people's benefit. As of now, a person has to go to an SRO to do document registration. 'e-Registration' application allows a person to do the complete registration process online without having to go physically to the office. Currently, 'e-Registration' application is being planned for registration of only two types of documents viz. Leave & License and Tenancy agreement apart from registration or eFiling of mortgage by deposit of title deeds. Gradually, the application may be upgraded to handle registration of other types of documents as well.



### 'eSBTR' - Government Process Re-engineering in Stamp Duty payment

Stamp paper is one of the modes of stamp duty payment. In this mode, citizens buy stamp paper of required amount from the treasury department or authorised stamp paper vendors. This mode of stamp duty payment maybe prone to leakages in government revenue by induction of fake stamp papers.

To eliminate fake stamp papers, the department is introducing an option - eSBTR (Secured bank and Treasury receipt).

In this method, citizens can pay stamp duty and/or registration fee (only registration fee payment not allowed) online through bank portal or over the counter at any bank authorised by the department. After paying stamp duty and/or registration fee online or over the counter at authorised banks, citizens will get a token number. Authorised banks will print the SBTR

(Secured bank and treasury receipt) after producing the token number.

In eSBTR mechanism it is ensured that citizens get secured bank and treasury receipt of the paid stamp duty or registration fee only through authorised banks. SBTR will have a security feature and further payment can be electronically verified. This will in turn eliminate fake stamp papers.

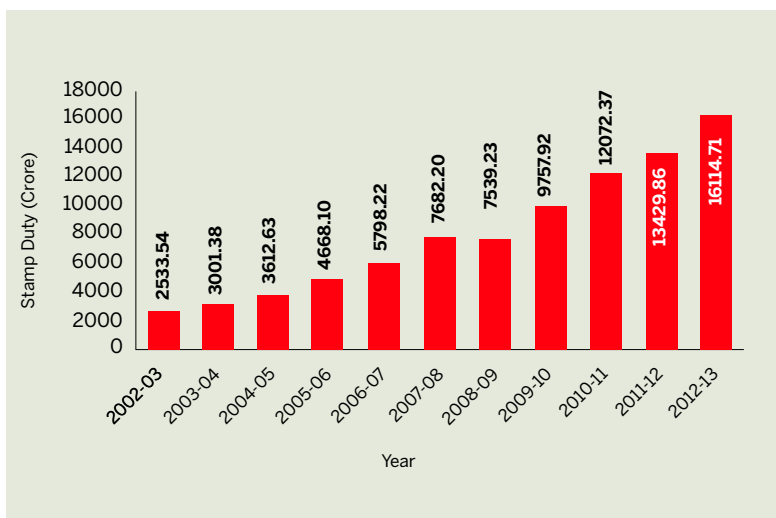
### Launch of eSBTR

This futuristic method of Stamp Duty (and Registration Fees) collection has been launched by the hands of Hon'ble Chief Minister of Maharashtra on July 26, 2013 with IDBI as the participating bank. Many other banks are in process of launching this service.

The department has witnessed a huge increase in collection of stamp duty from Rs. 2,533 crore in FY 2002-03 to Rs. 16,115 crore in FY 2012-13. It is envisaged that a major portion of this Stamp Duty shall be collected through electronic mode.

In the year 2013-14, the revenue collected through the eSBTR system was around Rs. 218.8 crore for the months of July to December (till 31st).

Financial Inclusion and Payment Systems (FIPS) Award, 2013 to eSBTR (electronic Secured Bank and Treasury Receipt), IGR



### e-Filing (Online Filing of notice of intimation)

<https://efilingir.maharashtra.gov.in>

Under the amended Section 89 (B) of Registration Act 1908, the mortgagors are now required to file the notice of intimation of equitable mortgage/mortgage by deposit of title deeds. In this regard, an online facility e-filing has been provided by the Department of Registration and Stamps wherein the mortgagee can help the mortgagor to file this notice from mortgagor's office without mortgagor requiring to visit Sub-Registrar Office.

Through e-filing, Mortgagee helps mortgagor to file the notice of intimation of mortgage by providing following details:

1. Mortgagee Details
2. Mortgagor Details
3. Property Details
4. Payment Details etc.

After the e-filing, data related to mortgaged properties will be available on e-Search. This will help in preventing frauds like mortgaging same property at multiple banks or even at multiple branches of same bank.

e-Filing will also reduce crowd at SROs giving more time to Sub Registrars to concentrate on core activities of registration.



Similar to PDE of iSARITA, PDE of filing has also been developed. Using this, citizen will be able to enter their mortgage related data online, prior visiting to bank or Sub-Registrar Office.

## 8.19 DEPARTMENT OF FOREST

Department of Forest, Government of Maharashtra has taken up the initiative for deployment of information and Communication Technology to systematically organise planning, implementation and monitoring of forestry and other related operations by systemic collection, storage and retrieval of MIS and Geo-spatial data through a computer-based communication network. The core infrastructure is currently being built to achieve the desired outcomes:

- Deployment of communication network to connect more than 500 offices of the department across state.

- Deployment of Local area network (LAN) in the department offices till circle level
- Implementation of ICT cell or server farms for centralised monitoring, storage and effective utilisation of network.
- Development and Deployment of Forestry applications integrating GIS and MIS data. The following forestry related applications are being developed as part of this project.
  - Fire Alert Management System, Forest Offence Management System, Wildlife Management System, Land Management System, FC Act, Plantation Management System and Computerised Auction.
  - Development of mobile applications for field level data collection.
  - In December 2012 CAMPA Geo Informatics Cell has been inaugurated which shall leverage on the Open Source GIS Technologies for planning and monitoring of CAMPA Plantations.
  - More than one Lakh Forest Land Notifications have been available on the public domain through Maharashtra Forest Department's website. Users have the facility to search based on Survey No, 7/12 Number etc.

## 8.20 ENVIRONMENT DEPARTMENT

Environment Department has been a frontrunner in the implementation of e-Governance initiatives. Description of initiatives implemented by the department is mentioned below:

### Environmental Information System (ENVIS) Centre

ENVIS is a decentralised system with a network of distributed subject-oriented Centre's ensuring integration of national efforts in environmental information



Website: [www.mahaforest.nic.in](http://www.mahaforest.nic.in)



Environmental Information System  
([envis.maharashtra.gov.in](http://envis.maharashtra.gov.in))



Website: [www.envd.maharashtra.gov.in](http://www.envd.maharashtra.gov.in)

collection, collation, storage, retrieval and dissemination to all concerned.

The centre has been able to build up reasonably good information base in the form of publications, reports, reprints, bibliographic abstract and database in the concerned subject areas since its inception. All the data gathered is used to prepare reports for various Municipal Corporations/Councils, Annual Environment Status Report, Education and awareness, etc.

### 8.20.1 Maharashtra Pollution Control Board

Maharashtra Pollution Control Board (MPCB) is implementing various environmental legislations in the state, which mainly includes Water (Prevention and Control of Pollution) Act, 1974, Air (Prevention and Control of Pollution) Act, 1981, Water (Cess) Act, 1977 and some of the provisions under Environmental (Protection) Act, 1986 and the rules framed there under like, Biomedical Waste (M&H) Rules, 1998, Hazardous Waste (M&H) Rules, 2000, Municipal Solid Waste Rules, 2000 etc. MPCB is functioning under the administrative control of Environment Department of Government of Maharashtra.

The MPCB portal [www.mpcb.gov.in](http://www.mpcb.gov.in) provides information on rules and regulations for obtaining of consent for establishing any industry or process releasing hazardous material into



Website: [www.mpcb.gov.in](http://www.mpcb.gov.in)

the environment. The portal also has a system for corporates to be able to track the status of consents they have applied for.

### MPCB Hazardous Waste Management System

Maharashtra Pollution Control Board Hazardous Waste Management System is an online facility for industries to fill the Form 4, Form 6 and Form 13 as per Hazardous Wastes (Management, Handling and Trans boundary Movement) Rules, 2008.

## 8.21 INDUSTRIES DEPARTMENT

The objective of the state's industrial policy is to achieve higher and sustainable economic growth with an emphasis on balanced regional development and employment generation through greater private and public investment in industrial and infrastructure development. In order to meet the above objective, the departments have also implemented following e-Governance projects:



Hon'ble Shri Suresh Shetty,  
former Minister for Environment,  
Maharashtra addressing MPCB HoDs,  
February 9, 2010

### Computerisation for Directorate of Industries

The process of setting up an industry in Maharashtra spans across six different stages with 50+ clearances required to be taken from Central and State government agencies, of which key approvals are required to be taken from the Directorate of Industries itself.

Also, with the aim to promote industries and investments in Maharashtra, the Department of Industries has introduced new State Industrial Policy in April, 2013. For implementation of Industrial Policy 2013, multiple steps such as Issue of Eligibility Certificate, verification and sanction of claims and disbursement of claims need to be taken, which consume a lot of time and require huge amount of paperwork.

Lack of services which facilitate industries and entrepreneurs bring forward an immediate need to take holistic, system-wide approach for ICT enablement of all industry-centric services being provided by the Directorate of Industries.

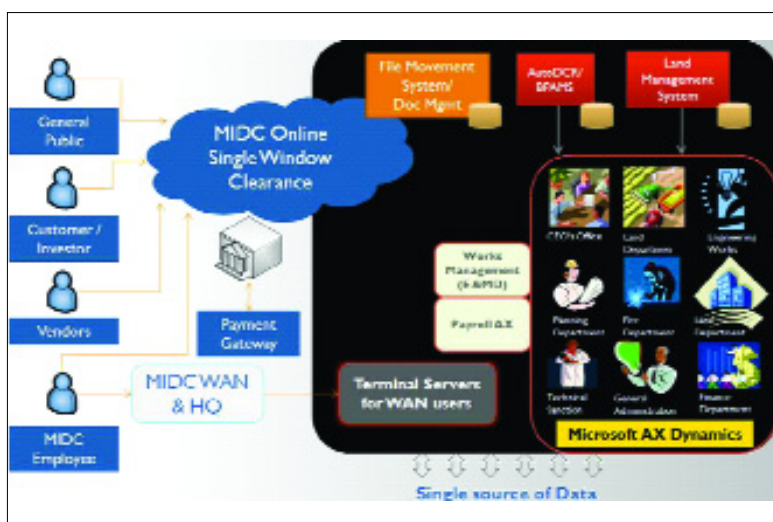
Strategic objective of the Computerization of Directorate of Industries project is to enable the entrepreneur for online submission and tracking of services related to registration and incentives. The main objectives of the project are:

- Democratic Participation
- Use of IT for improving e-Governance: e-Governance will facilitate the monitoring of operations of department thereby bringing efficiency, effectiveness and transparency in operations related to entrepreneur.

### Expected Project Outcome

- Enable a conducive environment for promotion of investment in industries sector in the state.
- Simplify the services/ approval provided by the Directorate of Industries by rolling out online applications and online delivery of services, thereby reducing repeated door-to-door interaction of entrepreneur.
- Improve service level of approvals.
- Automate workflow within the Department.
- Reduction in time taken to issue acknowledgment, certificates and processing using online system.
- Fix accountability of the stakeholders through a monitoring and review system.

The overall computerisation would also enable Directorate of Industries to manage its day-to-day services, automatic retrieval of documents, automate sequential chain of approval through a configurable workflow and most importantly creation of MIS and other database facilities to enable officials in the Directorate of Industries in analysing data and generating reports.



Architecture of Single Window Clearance Solution of MIDC



Website: [www.midcindia.org](http://www.midcindia.org)

### MIDC

Maharashtra Industrial Development Corporation (MIDC) has implemented an ERP system with the objective of enabling efficient functioning within the organisation. This implemented ERP system caters to software solutions for departments such as Planning, Land acquisition, Engineering and Maintenance, Fire, Accounts and Finance, Legal and General Administration, etc.

### Land Management System

MIDC has also developed a Land Management System with the help of C-DAC. The broad features of LMS application include:

- Development of Land Management System based on Oracle.
- Mapping of industrial sites using remote sensing and field surveys.
- Generation of spatial database for industrial sites.
- Development of GIS-based Decision Support System for infrastructure planning and management of industrial sites.

### AWARDS & RECOGNITION





Website: [www.mahaebiz.com](http://www.mahaebiz.com)



Maharashtra was awarded first prize of Rs.50 lakh for e-Panchayat implementation in India for year 2011-12. Maharashtra's Rural Minister Jayant Patil with the then Panchayat Raj Secretary, Sudhir Thakre.

## Investor Facilitation Portal - MahaBiz

Industries Department strives to make Maharashtra the preferred destination for investments. In this pursuit, it has created the investor facilitation portal wherein several services and clearances related to different departments shall be provided online. As part of this project, a Single Window Online Service has been created wherein users can sign in and avail the services. Further, users can also apply online for mega projects.

## 8.22 RURAL DEVELOPMENT DEPARTMENT

Rural development sector involves economic betterment, as well as social transformation of citizens living in rural areas. Rural Development Department is the nodal department for implementing various centrally-sponsored, state-funded, and externally-aided schemes for poverty alleviation, employment generation, sanitation, capacity building, women's social and economic empowerment, rehabilitation, apart from provision of basic amenities and services in rural areas. This section details the key e-governance initiatives adopted by the department.

## e-Panchayat or e-Panchayati Raj Institutions

e-Panchayat is the flagship project of rural development department which aims to automate 33 Zilla Parishads, 351 Panchayat Samitis and over 27,896 Gram Panchayats across the state for:

- Enabling panchayats to better deliver its mandated services to the citizens through IT.
- Enabling panchayats to use IT as a tool for transparency, disclosure of services to citizens and social audit.
- Improving internal management processes and decision making in Panchayats.
- Enabling panchayats to use IT for electronic tagging and tracking of funds transferred to Panchayats, including rapid bank transfer of funds, tracking fund transfers to, expenditures of the Panchayats.

## Sangram Kendra

Under e-Panchayat Project, all the 33 Zilla Parishads, 351 Panchayat Samitis, over 25,000 Grampanchayats in Maharashtra are equipped with a desktop computer, printer-scanner and internet connections to enable improved service delivery. These front-end service delivery centres have been named as Sangram (Sangnakiya Gramin) in Maharashtra.

To implement this project successfully, MahaOnline was formed in a joint venture between the Government of Maharashtra and TCS.

As per the government's decision as on April 26 and 30, 2011 and instruction given by the Government, SANGRAM project was inaugurated on May 1, 2011 in Kalamboli GP, District- Thane.

## SangramSoft Inauguration

Software has been officially inaugurated on April 1, 2013 through a GR issued from RDD department.

## LIST OF APPLICATIONS BEING IMPLEMENTED BY STATE PANCHAYATI RAJ DEPARTMENT GOVERNMENT OF MAHARASHTRA

| SR.NO. | APPLICATION                 | DESCRIPTION                                                                                                                                              |
|--------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.     | LocalGovernment Directory   | Captures details of formations of local governments and assigns unique code                                                                              |
| 2.     | Area Profiler               | Captures the geographic, demographic, socio-economic and natural resources profile of rural local government                                             |
| 3.     | Plan Plus                   | Helps Planning units such as panchayats, rural local bodies and line departments in preparing perspective, annual, action plan                           |
| 4.     | PRIASoft                    | Captures receipt and expenditure details through voucher entries and automatically generates cash book, registers and utilization certificate etc.       |
| 5.     | Action Soft                 | Facilitates monitoring physical and financial progress of works taken up under plan                                                                      |
| 6.     | Asset Directory             | Maintains details of Asset created, maintain; helps avoid duplication and provide for O & M                                                              |
| 7.     | Service Plus                | A dynamic metadata based service delivery portal that captures the complete definition of a service. And enable electronic delivery of services          |
| 8.     | Social Audit                | Details of statutory meetings held at ZP/BP/GP, Request for reports for social audit                                                                     |
| 9.     | Training & Skill Management | Training portal to address training needs of stakeholders including citizens, their feedback training material etc                                       |
| 10.    | Panchayat Portal            | Website for e-panchayat to share information in public domain                                                                                            |
| 11.    | GIS                         | Comprehensive & complete geographical map of all Panchayati Raj Institutions & subsequently, availability of information for planning of various schemes |
| 12.    | Sangramsoft                 | Software for Scanning & Digitization of Panchayati Raj Institutions records                                                                              |

### SANGRAMSOFT:

The application 'SangramSoft' has been developed for digitisation of the registers maintained at the GP level and the one to 27 formats maintained according to Maharashtra Gram Panchayat Act 1958. This application is also utilised at the GP level for all sorts of digitisation e.g. Recording one to 30 basic facilities. Recently, Consolidated Minority Data and Prepared MIS reports for the Gram level schemes is also made possible. "Sangram Soft" Software is also going to provide all 19 GP level certificates as service to GP Citizens.

Following type of data is being recorded in "Sangram Soft"

A. 1)Birth Registration 2) Death Registration 3) Minority Data 4) Basic Facilities 5) Indira Awas 6) Environmental Facilities 7) Nursery and Plantation Count.

B. Total entries are as follows:

(See table on top right page)

To maintain scanning records at the Gram Panchayat level, a tool is being developed in SangramSoft application, which will provide the facility to maintain the basic level of Metadata with the scanned documents. This way the searching and identification of documents will be easier.

### Services at Door Step (GSK Centre) – ePRI

- To facilitate different citizen-centric services, Maharashtra has devised the model of service Centre at each Zilla Panchayat, Block Panchayat and Gram Panchayat location. We have named the Centre as Gram Seva Kendra (GSK). This centre will be a single stop for all the services, which will be implemented in any Grampanchayat jurisdiction.
- In 2013, all 19 types of G2C certificates required to the citizens were serviced from GSK
- GSK has been enabled to service

following type of services for the citizens. Govt. to Govt. Services (G2G), Govt. to Citizen Services (G2C), Business to Citizen Services (B2C)

● Till December 15, 2013 around 33 lakh citizens have been facilitated at Gram Panchayat Level through 20000 Gram Seva Kendra all across Maharashtra.

● Total number of certificates delivered till December 15, 2013 are 32 lakh 92 Thousands 679.

● Total turnover generated at Gram Panchayat Level through 19 GSK services is around Rs 7.5 crore, in last 11 months of initiation of services.

● We are growing the number of services every month on the GSKs and resolving the issues to enable each Centre at Grampanchayat Level

● In 2013 all Gram Seva Centres has started operating as CSC Centres which has further enhanced the services portfolio for Citizens at

## SANGRAM SOFT TOTAL DATA ENTRY AS ON 15.12.2013 = 1,39,43,099

| Birth Reg. | Death Reg. | Format 8  | Minority Data | Basic Facilities 1 to 30 | Indira Awas | Environmental Facilities | Nursery | Plantation |
|------------|------------|-----------|---------------|--------------------------|-------------|--------------------------|---------|------------|
| 40,62,918  | 22,79,620  | 73,74,629 | 19154         | 19556                    | 32990       | 148                      | 70      | 32         |

their Door step.

- 2013 has seen Financial inclusion services, utility services (like electric bills, telephone bills), revenue certificates etc has been added in the portfolio of services.
- MoU has been signed between CSC SPV, RDD Maharashtra and MOL for facilitating all the CSC Services
- With this, every Sangram Kendra (GSK) will become an extension counter of different banks operating in the respective rural area. Opening accounts and banking transactions will be facilitated at each Sangram Kendra (GSK).
- So far 296 centres are operational as pilot and have started generating revenues for the PRIs with Bank of Baroda.
- Government benefits can be provided directly to the beneficiary accounts through Sangram Kendra (GSK).
- RGPSA – Rajiv Gandhi Panchayat Sashaktikaran Abhiyan-
- Sangram Kendras have started collecting information of panchayat level basic facilities like:
  - 1) Anganwadi and mini Anganwadi details
  - 2) Primary school and higher primary school
  - 3) Primary health centre services details
  - 4) Drinking water and sanitation information.
  - 5) Village wise basic amenities and natural resources information
  - 6) Grampanchayat Samitis and employee details.
- Looking at the progress of all

Sangram Kendra (GSK), the Chief Secretary of Maharashtra has recommended to utilise Sangram Kendra (GSK) for other line department data entry services. This has facilitated other departments to get their data entry/Services enabled at the Gram Panchayat level.

- A revenue model has been formulated for the data entry/services for other departments which in turn will help EPRI institutions revenue.
- The Health Department of the Maharashtra Government has given the work of Rajiv Gandhi Jeevandayee Arogya Yojana Health

Card issuance through SANGRAM Centres at village level.

- In 2013, we were running a pilot project in Jalna for the SHG Services with NRLM which after success will be operating the data consolidation and management of Bachat Gat.
- AAM ADAMI BIMA YOJANA, e-Aadhaar Printing, MGNAREGA Pay Slips, Student applications for scholarships, enrolment under various schemes at village level and availing the student benefits at the rural level are various activities which were kicked off in 2013.
- Apart from (Line Depts) already five services has been approached

## AWARDS & ACHIEVEMENTS OF SANGRAM PROJECT



Maharashtra State is leading in EPRI Applications & Computer Literacy since 2011-12 in whole India

Among all Indian Panchayat Raj Institutions, Maharashtra State has created an idol in registering cash book entries of 86,79,063 in PriaSoft Application in a very short period of time

28,275 websites have been created for all ZillaParishads and Panchayat Samitis

Gram Panchayat Gram Vikas Division of Maharashtra State received the 1st Prize from Government of India for implementation of e-Panchayat project in Rural India

Generated Approximately 22,000 employments in Rural Maharashtra

## GSK TOP TEN GSK CENTRE'S FOR GSK TRANSACTIONS - PERIOD - OCT 2012 TO OCT 2013

| Sr. No.      | District Name | Sub. District Name | Village Name       | Full Name                | Tran. Count  | Total             | Txns/ Month | Cost/ Month   |
|--------------|---------------|--------------------|--------------------|--------------------------|--------------|-------------------|-------------|---------------|
| 1            | Latur         | Latur              | Murud Bk.          | Lalasaheb Navnath Maske  | 8292         | 186321.24         | 829.2       | 16584         |
| 2            | Nagpur        | Nagpur(Rural)      | Butibori           | Vishal Jeevan Dudhe      | 8144         | 182995.68         | 814.4       | 16288         |
| 3            | Aurangabad    | Phulambari         | Phulambari         | Bhausaeheb Tukaram Raut  | 5743         | 129045.21         | 574.3       | 11486         |
| 4            | Nagpur        | Nagpur(Rural)      | Wadi               | Vikas Ramcharan Sarojkar | 5575         | 125270.25         | 557.5       | 11150         |
| 5            | Chandrapur    | Nagbhir            | Talodhi            | Damaji Mahadeo Pakmode   | 5232         | 117546.59         | 523.2       | 10464         |
| 6            | Chandrapur    | Sindewahi          | Navargoan          | Ankush Bhudharam Kamdi   | 4708         | 105771.84         | 470.8       | 9416          |
| 7            | Jalna         | Ghansawangi        | Kumbhar Pimpalgaon | Manohar Nathaji Gaikwad  | 4446         | 99901.62          | 444.6       | 8892          |
| 8            | Chandrapur    | Chimur             | Neri               | Pravin Pandhari Ramdive  | 4194         | 94214.27          | 419.4       | 8388          |
| 9            | Chandrapur    | Gondpipri          | Gondpipri(CT)      | Nitin Bandhuji Zhade     | 4172         | 93732.28          | 417.2       | 8344          |
| 10           | Amravati      | Chandurbazar       | Khel Chaudhar      | Hemant Ashokrao Saurkar  | 4144         | 93115.68          | 414.4       | 8288          |
| <b>Total</b> |               |                    |                    |                          | <b>54650</b> | <b>1227914.66</b> | <b>5465</b> | <b>109300</b> |

to start at the Sangram Kendra (GSK) and will start from the month of Nov 2013.

### Village Panchayat towards Self Sustainability

Based on the current ePRI transactions, the statistics on Top 10 Gram Panchayats which have delivered the services from Sangram Kendra (GSK) is also made available.

Above statistics from last the ten months indicates that the income generated at the GP level is ranging from 8,000 to 17,000 per month. Only EPRI services were able to provide the self-sustainability to mentioned GPs. Our proposed plan for the CSC services and the other department services has a lot of potential to make every GP self-sustainable through SANGRAM Project. This potential empowers each Gram Panchayat with this self-sustainable model.

The project covers the implementation of e-panchayat suite of applications across the state. In Maharashtra following 11 core applications are adopted as a part of e-Panchayat implementation:

The Sangram Kendra Cell of Rural Development Department has also

received ISO 9001:2008 certification for providing Government to Citizen (G2C) and Business to Citizen (B2C) Services Accessible to the common man in the locality through Common Service Delivery Outlets (Gram Seva Kendras).

### MoU with CSC – SPV

The Empowered Committee for CSC Scheme in its meeting held on 06.06.2012 has decided that all rural and urban CSC like kiosks be set up by various states under other programmes should be integrated with those set up under the CSC Scheme. CSC Guidelines has been issued from DeitY vide letter no. 8(31)/2010-EGPMU dated 03.08.2012 in this regard. Accordingly, all SANGRAM centres under Epri project have been given the status of CSC.

CSC e-Governance Services India, the Special Purpose Vehicle (SPV) has been formed as a permanent entity to provide ongoing support to the CSCs. As a part of the envisioned role, SPV acts as a catalyser for enabling delivery of services through the CSC network. Organising workshops, seminars, conferences to create awareness amongst the line ministries, service providers;

providing training and capacity building programmes to VLEs is one of major objectives of CSC-SPV.

### UID Initiative

CSC e-Governance Services India Ltd (CSC SPV) has been appointed as "Registrar" by UIDAI vide its agreement dated 13-12-2012 to engage CSCs across the country to become Permanent Enrolment Centres of UIDAI. Enabling CSCs to act as permanent enrolment centres would facilitate the citizens to have their UID enrolments in their locality itself. This would help in obtaining the cent percentage coverage of any demography and geography in an effective and efficient manner.

A historic MoU was signed between the Government of Maharashtra and the CSC-SPV on July 23, 2013, wherein the SPV shall engage the CSC's in Maharashtra to become permanent enrolment centres for UIDAI.

### Financial Inclusion- Business Correspondent Services

CSC-SPV is tied up with all nationalised banks to make CSC as

**Local Government Directory (LGD):** Responsible for Assigning & maintaining Unique Ids for Panchayats & Urban Local Bodies

Source: <http://panchayatdirectory.gov.in>

**Area Profiler:** Area Profiler application for capturing details related to Socio-economic information, demographic details, public infrastructure and amenities, elected representative, Staff of Panchayat etc.

Source: <http://areaprofiler.gov.in>

**Plan Plus:** To facilitate data and process management related with decentralized and participatory Planning

Source: <http://planningonline.gov.in>

**PRIA Soft:** Application responsible for facilitating management of Panchayat Accounting

Source : <http://accountingonline.gov.in>

**Service Plus:** ServicePlus is a generic application to provide electronic delivery for all the services provided by Government to the citizens

Source: <http://serviceonline.gov.in>

**Training Skill:** Skill/Training Management to facilitate effective development and management of skill sets at all levels of Panchayats

Source: <http://trainingonline.gov.in>

**Social Audit & Meeting Management:** It is a generic application which envisages facilitating the process of meeting and auditing of various activities done by Panchayat along with capturing details of proceedings of the Gram Sabha

Source: <http://socialaudit.gov.in>

**National Panchavat Portal:** Dynamic Web Portals of Panchayats to facilitate content management and publishing

Source: <http://panchayatportals.gov.in>

**GIS layer:** GIS presentation of basic data in generic manner. Spatial Presentation of some of the key reports from other PES modules

Business Correspondent (BC). Currently, 734 SANGRAM-CSC is in the process to get functional as BC for the respective banks. The main objective is to make each and every SANGRAM-CSC as Business Correspondent (BC) for Maharashtra.

#### **B2C services ([apna.csc.gov.in](http://apna.csc.gov.in))**

15,779 SANGRAM-CSC registered on [apna.csc.gov.in](http://apna.csc.gov.in) portal for delivery of all mobile and Dish TV top up, LIC premium acceptance, western Union-Money Transfer, e aadhaar letter printing, PAN card, Election

Commission services, NIELIT CCC, BCC, TATA-AIA, CSC-Bazaar (Shopping Portal for CSC).

### **8.23 URBAN DEVELOPMENT DEPARTMENT**

#### **MAINet: KDMC**

##### **Replication Project**

With the objective of creating a system driven municipal corporation with highest levels of transparency, accountability and citizen standards, the Kalyan Dombivli Municipal Corporation (KDMC) had implemented custom-made e-Governance application

software coupled with necessary administrative reforms in 2002. The Government of Maharashtra is now transferring horizontally this application software to 231 ULBs across the length and breadth of the state of Maharashtra. The key modules of the project are as follows:

The project when completed shall provide citizen services electronically to over 42% of the State's population.

#### **Municipal Corporation of Greater Mumbai (MCGM)**

Enabled by its e-Governance initiatives, MCGM now provides

faster and reliable services to its citizens as well as it monitors and controls the entire activity platform resulting in tangible and visible improvement in the quality of services.

#### ERP

Recognising the need to integrate its operations and to adopt sector specific best-practices, MCGM has deployed SAP as the Enterprise Resource Planning solution. This covers the following functions:

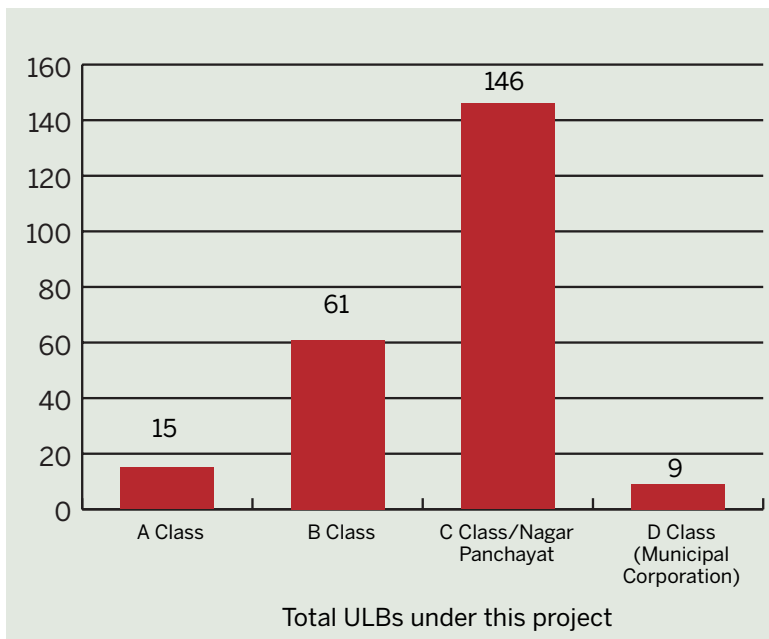
- Finance and accounts
- Materials Management
- Human Resources Management
- Fleet and Workshop Management
- Citizens' Portal and Ward Management
- Project Systems
- Real Estate Management
- Suppliers Relationship Management

e-Tendering was made mandatory from 2011. Till date, more than 1,200 tenders worth more than Rs. 4,600 crore transactions has been carried out successfully

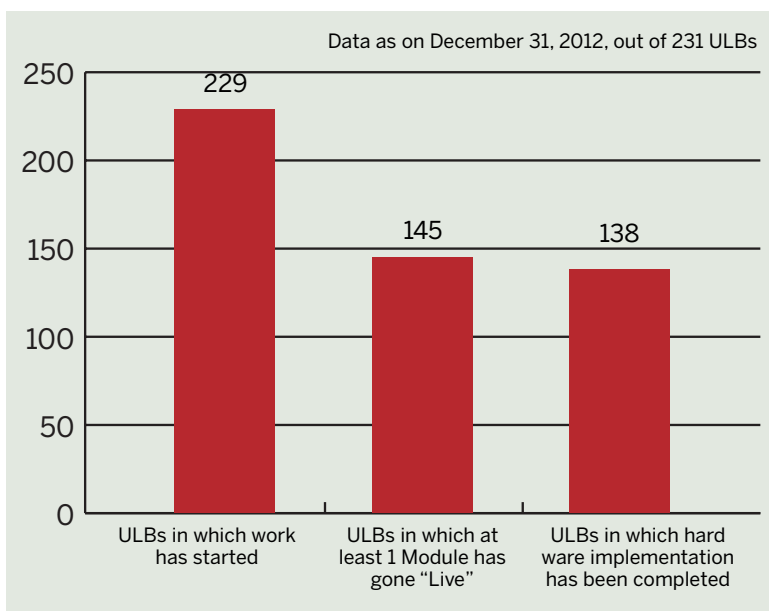
#### MCGM Portal - Flexibility and Convenience to the citizens on 24 X 7 Basis:

- Following online facilities are available through the MCGM Portal
  - ▶ Birth certificates
  - ▶ Death certificates
  - ▶ Renewal of licenses
  - ▶ Renewal of Shops & Establishment Certificates (Form B)
  - ▶ Renewal of Trade & Health License under section 394 412 of MMC act
  - ▶ Online Permission for Ganpati pandals
  - ▶ The revised RGPG policy is uploaded on MCGM portal for objections and suggestion of the citizens. 82 suggestions are issued in response to the same
  - Facility to pay municipal taxes online using payment gateways
  - ▶ Water Bill ▶ Property tax bill

### TOTAL CORPORATIONS/ COUNCILS UNDER KDMC REPLICATION PROJECT



### STATUS OF PROJECT IMPLEMENTATION



- ▶ Octroi Taxes
- ▶ Facility for applying for various permissions online
- ▶ Facility for tracking the status of applications, registering and tracking complaints

#### MCGM Citizens Facilitation Centres (CFCs)

The Citizens Facilitation Centre (CFC) has been setup by MCGM to allow communication and interaction between the citizens and



### Dr. Shirkar Pardeshi, Commissioner, Pimpri-Chinchwad Municipal Corporation

The civic body has made its website interactive so that people can receive information quickly. There is also a facility to inform citizens about schemes and projects undertaken by the PCMC. The civic body has prepared many modules of e-Governance and plans to start citizen facilitation centres in each ward during the year. Efforts are also on to provide various facilities to the citizens through mobile applications.

Source: Workshop on "Urban e-governance", August 20, 2013

the corporation. CFC is a single window service facility, making the system much more convenient for the citizens by allowing them to come to one place instead of having to go to different departments. The MCGM has extended their franchisee outlet to function as "CYBER CFCs" and supplement the MCGM's ward-based Citizens Facilitation Centres (CFCs) and shall render services, using the MCGM portal and their Payment gateway. About 113 services currently tendered from Ward CFC will be extended through Cyber CFC.

### Data Centre and Networking

In order to effectively manage all these applications, MCGM has commissioned a state-of-the-art data centre at Worli. All applications have been hosted at the data centre. At the Worli data centre, an area of 2,000 sq. ft. has been dedicated as a server room and network operation centre. Also, separate work stations have been provided for the post implementation support team. A small area has also been dedicated for call centre set up and reception desk.

### Pimpri Chinchwad Municipal Corporation (PCMC)

The details about the various modules of the e-Governance system implemented at PCMC are given below:

### Property Tax & Water Management System

The salient features of the Property Tax and Water Management System



Website: [www.mcgm.gov.in](http://www.mcgm.gov.in)

implemented at PCMC include:

- Bills can be generated from the system and are delivered to the citizens.
  - Scope for citizens to search and access details of their property tax and water bill
  - Scope for citizens to make online bill payment receive a payment receipt
- Being a citizen friendly system, the bill payments can be made within a matter of few minutes. MIS reports are generated for tracking and monitoring the status of bill payment.

### Building Permission System

The salient features of this application are:

- Submission of online forms along with the building design
- Details in same format is received by Building Approval Department and forwarded to all the departments for NoC.
- Checking of design for compliance to DC rules with the help of Auto DCR software
- Online approval of NoC
- Online communication of changes needed in design and status of application

The system has reduced the time taken for approval of a plan from 90 days to 30 days for residential



Website: [www.pcmcindia.gov.in](http://www.pcmcindia.gov.in)

building and 45 days for commercial building. It has also removed the scope of error as prevalent in the manual system.

### e-Procurement

The Corporation has implemented an e-Procurement application with the following attributes:

- Department uploads the tender documents on the Corporation's website [www.pcmcindia.gov.in](http://www.pcmcindia.gov.in)
- Bidder has to do a one time registration with the department for getting digital key for accessing the e-Procurement system.
- Bidders submit the documents online as per technical and financial requirement of the tender.
- Bidder pays tender cost and earnest money online through credit card/debit card/net banking.
- Bidder submits its financial quote online.
- The online submitted documents are evaluated and communicated online.
- The financial quote is opened using the digital key of the tender committee.
- The financial quote of the lowest bidders is available to all the bidders through the e-Tendering system.

### **Birth & Death e-Registration**

The application allows the following key activities:

- Applicant fills the online format while applying for birth or death certificate.
- The system generates a code which is mailed and SMSed to the applicant immediately.
- The applicant logs into the system with the code and searches for birth or death certificates.
- Applicant makes the payment online using debit card/credit card/net banking.
- Certificate with digital signature is available for printing.

The time required for obtaining a birth or death certificate is 15 minutes as compared to 15 days in the earlier manual system.

### **Grievance Management System**

A web-based Interface has been developed for Grievance Management System encompassing the following:

- For registering the complaint through web, the citizen has to visit [www.pcmcindia.gov.in](http://www.pcmcindia.gov.in) and record its complaint.
- After recording of the complaint, the HOD of the department receives an automated alert
- The system generates daily pending complaint report.
- The complaint is monitored by Citizen Facilitation Centre (CFC) officials.
- Citizens can track the progress of the complaint through the PCMC website using the complaint token (generated during lodging of the complaint).
- The HODs have to send their response to CFC which in-turn will communicate the same through mail/ phone to the citizens.

**Additionally, a SMS-based interface is available with the following facets:**

- The citizen has to SMS their complaint to 9922501450
- After the recording of complaint, an SMS is sent to the citizens indicating the complaint ID.
- At 4 PM, the daily complaint report is submitted to the Commissioner, who reviews it and issues directives to respective HoDs.
- Citizens are kept updated about the action taken on the complaint through SMSes from time to time. The system also generates various MIS reports.

### **Solid Waste Management System**

The key features of the application includes:

- As per routine, vehicles are routed to different locations for collection of waste.
- The vehicle tracking system monitors the route taken by the waste collection vehicles.
- The number of waste bins and the time of collection from waste bins by the vehicle are also monitored.

This application has led to

- (i) Efficient monitoring of the waste collection process
- (ii) Cleaner city due to assured service of waste collection and prevention of spread of communicable diseases
- (iii) Improvement in work efficiency of the staff

### **8.23.1 Mumbai Metropolitan Region Development Authority (MMRDA)**

MMRDA is the planning, monitoring and facilitating body for development in the MMR. It conceives, promotes and monitors the key projects for developing new growth centres and brings about improvement in sectors like transport, housing, water supply and environment in the region.

It is currently in the process of implementing e-Governance by

leveraging Information Communication Technology (ICT) to streamline and improve upon its functioning in order to bring efficiency, transparency and accountability. In this context, M/s Accenture has been appointed by MMRDA as e-Governance Consultants to help them implement various e-Governance initiatives in MMRDA.

The e-Governance initiatives undertaken by MMRDA that are currently in process or nearing completion are as follows:

- Interactive website to provide online access information and services for citizens with features such as online forms, complaint management, discussion forum etc. and internal web portal for MMRDA employees.
- e-Tendering Solution to ensure transparency in the procurement process of any services/ materials within MMRDA.
- Scanning and Digitisation of documents to ease the retrieval of documents and creating a backup of all documents in case of any untoward event.
- e-Office to migrate to paperless office and ensure effective sharing and retrieval of documents.
- Upgradation of IT infrastructure which includes implementation of Integrated LAN & video conferencing solution to facilitate information exchange between various MMRDA offices. It also includes FMS to ensure maintenance and management of hardware.
- Automation of division specific modules to reduce the manual processing thereby increasing productivity and reducing processing time.
- Implementation of ERP to integrate and automate myriad processes thereby saving time and expense.
- Implementation of GIS to support

the planning and monitoring activities in various infrastructure and transport projects undertaken by MMRDA.

- Implementation of Smart city initiatives to ensure effective management of MMR through services such as video analytics and provide enhanced services to citizens such as smart parking, one stop information portal, Wi-Fi etc.

Implementation of these initiatives will improve the efficiency of MMRDA in processing of data and services through better understanding of users' requirements thus aiming for seamless online services. It will improve transparency, accuracy and facilitate information transforming between MMRDA and citizens. This in turn will help build trust with citizens, which will be an essential factor in good governance.

### 8.23.2 City and Industrial Development Corporation of Maharashtra Ltd (CIDCO)

City and Industrial Development Corporation of Maharashtra Ltd. (CIDCO) is a premier New Town Development Authority - developing Navi Mumbai, the project which began in 1971. CIDCO was specially set up by the Government of Maharashtra as its fully-owned company to plan and develop Navi Mumbai in a systematic manner.

Planned and built by CIDCO, Navi Mumbai has the distinction of being the only city of India that has featured in the National Geographical Channel's Super cities of the World Series (2007). Navi Mumbai, which is considered as the counter magnet to Mumbai, spreads over 344 sq.km with a target population of four million. This is being developed as a series of self-contained nodes strung along an efficient Mass Transport System. A host of unique projects

such as Integrated Seawoods railway station commercial complex, International Diplomatic Enclave at Airoli, the CIDCO Exhibition Centre at Vashi, Central Park at Kharghar, Golf course and Country club at Kharghar and the like are expected to catapult Navi Mumbai on the world map.

CIDCO is a self-sustaining organisation, which gets its revenues mainly from selling plots, and built-up land for different land uses such as residential, commercial, industrial, etc. In some areas it also acts as the municipal organisation.

CIDCO's expertise extends across all disciplines involved in urban development:

- Architecture and Urban Planning
- Transportation and Communication
- Housing and Urban Infrastructure
- Economics and Finance
- Marketing and Town Services

CIDCO, in an effort to create financial transparency around its complex operations and to enable it to cater to growing responsibilities, implemented SAP in the year 2002. CIDCO along the way also developed various standalone database and applications to cater to the specific department's needs and business processes. These applications are developed on different platforms. However, these applications do not communicate with each other. Thus to further manage this, computerisation drive more effectively and to assert the essence of 'One Single System', CIDCO has decided to reinstate the existing SAP system across the departments to integrate its database and provide user-friendly interface between various applications.

Some of the key e-Governance initiatives that are undertaken from a long-term strategy perspective to build an automated CIDCO.

- SAP Implementation and Integration: An RFP has been published for the same as on December 31, 2013

- Availability of e-Services for citizens: CIDCO frequently interacts with its citizens with respect to lands, estate, housing, collection of service charges/fees etc. An immediate citizen centric e-Services mentioned below are provided to citizens for reducing their visits to the departments and respective offices:

- ▶ PAP Stipend (went live August 2013): over 1,500 students now have direct stipend disbursements via bank
- ▶ Citizen Facilitation Centre Lands 12.5%
- ▶ Citizen Facilitation Centre Estates
- ▶ Suggestion-Objection for Planning Dept.
- ▶ Legal Tracking for Lands 12.5%

#### ● Integrated Applications:

CIDCO has many in-house applications in different platforms like SAP, Oracle D2K, foxbase, ASP.Net etc. Each application is developed in silo in the past and these applications will be integrated to standardise masters and integrate systems. A thorough inspection on the usage of data; indexing; legacy nomenclature; metadata; QC etc. is driven across the departments. Mini workshops are also conducted to train the staff on the importance of 'common master data' for the upcoming SAP implementation

#### ● Document Management

**System:** With the adhoc digitisation of departments data, it has become

imperative to develop one common master data there is no document repository. Lands and estate department scans lot of documents and electronic document management needs to be implemented properly. We will be implementing RFID and face reading system in integration with EDMS (File movement system).

- **Connected Offices:** CIDCO has 14 nodal offices and only two offices are connected to the CIDCO data centre. Many applications are independently managed and there is a need to centralise common applications to reduce redundancies in application development. Many applications are on the very old platform like foxbase and D2K. We are in the midst of revamping these applications and make it web-based to provide citizen centric services.

Some of the immediate e-Governance initiatives that are undertaken are:

- **Change Management and Training** – Supported in assessing roles and responsibilities based on skill sets. In the process of developing competencies of the CIDCO employees to enable better participation in information and communication technology enablement initiative at CIDCO. Training calendar is shared with the management and is currently under review.

- **RTI and Tapaal Tracking** – Online tracking of a number of applications received through RTI to facilitate time saving and better management of manpower resources. This will in turn help to provide required information to citizens in time bound manner and thereby increase the efficiency of employees

- **PAP Employable Programme** – To provide skill-based training to the Project Affected People (PAP) and help them earn their livelihood and promote self-reliance.

- **Video Conferencing** – To facilitate time saving in travelling across locations for meeting and thereby provide better control to the management in handling day-to-day activities through remote location. To promote Information and Communication Technology enablement initiative at CIDCO.

- **Complaint Registration Centre (CRC)** – To provide a CSC like outlet to Project Affected People (PAP) to register their complaint regarding allotment of land under 12.5% scheme easily. CRC helps to resolve to the queries of the PAP applicant in time bound manner and thereby decreases the footfall at CIDCO.

- **Centralized Public Grievance Redressal System** - To promote Information and Communication Technology enablement initiative at CIDCO and provide the citizens the ease to register their complaint online in a hassle-free manner. It also boosts the transparency initiative at CIDCO, where citizens can track the status of the complaint online. This application will be functional by Dec 2013

- **PAP e-Stipend Programme** – Initially stipend was disbursed to Project Affected People students through their respective educational institute. CIDCO was unable to ensure that the stipend has reached the real beneficiary. As a part of the transparency initiative at CIDCO, the stipend disbursement programme has been modified. Now the stipend amount is directly

credited into the bank account of the PAP student instead of routing it through the respective educational institute.

- **Kiosk** – Kiosks have been setup at CIDCO, as a part of Information and Communication Technology enablement initiative, citizen facilitation and transparency initiative at CIDCO. Kiosks enable PAP citizens to see the status of their Lands 12.5%. A kiosk was recently taken to Vadhgar village and training is provided to the villagers during one of the village meetings.

- **Suggestion/Objections** – Online application for suggestions/objections has been created to facilitate citizens to raise their suggestions and objections in a hassle free manner. It also promotes transparency initiative at CIDCO by enabling citizens to track the status of their suggestion/objections online.

- **Vehicle Tracking System** – GPRS-based vehicle tracking system will soon be deployed for assessing the garbage disposal across Navi Mumbai nodes. RFP is shared with the management for review.

- **Streamlining Business Process and BPRs** – Template is shared with all the departments and a number of meetings and presentations are held in this regard to highlight the importance of streamlining the business processes of the department; assessing gaps and coming up with ideas on core teams expectation from SAP, MIS etc. Board resolutions are also getting collated to build the strong business rules in the upcoming ERP system. Currently, BPR is in the progress for HR; PRO; Estates and Marketing.

### 8.23.3 Fire Services

#### Maharashtra Fire Services Portal

Maharashtra Fire Services portal has been implemented to aid fire service authorities in implementing their duties including: Promoting fire safety, fighting fires and protecting people and property from fire, ensuring that fire and rescue authorities do their duties. It also deals with other specific emergencies, such as flooding or terrorist attack etc.

The portal has following functionalities:

- Information on role of fire services, schemes, plans, awareness.
- Information about courses, admissions, results.
- Tenders and rate contracts.
- Fire engines, Fire call, Fire week, Events and Seminars.
- GR, Notifications, Circulars, Office Orders, Acts & rules.
- Guidelines, Citizen charter, RTI, notifications.

### 8.24 PUBLIC WORKS DEPARTMENT (PWD)

PWD has appointed CDAC for software development, procurement of hardware and providing handholding support to the departmental staff. Accounts Management System developed by CDAC is presently operational in the department.

The Accounts Management System is a department specific application for preparation of monthly accounts by various division offices. It contains detailed expenditure of works and establishment. The accounts are prepared as per the requirement of State AG. Large/mid-size divisions have been seen to upload up to 500 vouchers per month while smaller divisions have been seen to upload around 50 vouchers per month.

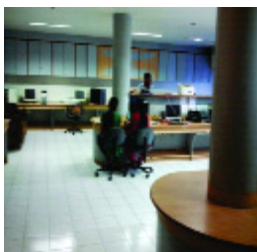
PWD has an Information



Website: [www.maharashtrfireservices.org](http://www.maharashtrfireservices.org)



Website: [www.mahapwd.com](http://www.mahapwd.com)



Technology Coordination Centre (ITCC) at Pune, which has its own campus with capacity to accommodate 15-20 developers/programmers. It also has facility for class room training.

ITCC also maintains an online 'Notice Inviting Tender' module. All field and divisional offices can upload Tenders/NIT using this module.



#### e-Toll Naka

Maharashtra State Road Development Corporation (MSRDC) along with Public Works Department has implemented RFID based Toll Collection counters on major routes in Maharashtra. Under this initiative a dedicated lane is maintained at the toll collection point for vehicles with RFID tags.

Currently the project has been



successfully implemented at Bandra - Worli Sea Link and is under implementation at Mumbai – Pune Express Highway.

### Mechanism

RFID tags provided by MSRDC are fitted on the vehicles. The tag has a real time linkage with the bank account of the vehicle owner and the toll amount gets deducted from the bank account as soon as the vehicle passes through the RFID recognition device.

Public Works Department in coordination with MSRDC plans to introduce the same at all the toll collection counters on all the major roads/highways of Maharashtra.

### GIS based Road Information and Management System

Public Works Department has implemented a GIS-based Road Information and Management System. This application facilitates unique visualisation and querying of details related to roads at state, district and taluka level. Information such as surface condition, surface type, base type, crust thickness etc. can be obtained about various roads. List of important structures along the road, village connectivity status, and unconnected villages etc. are also available, which has significantly streamlined the work of the department officials.

#### 8.24.1 Maharashtra State Road Development Corporation (MSRDC)

MSRDC was established by the state government through a resolution dated July 9, 1996 and has been incorporated as a company under the Companies Act 1956 on August 2, 1996.

It has implemented a comprehensive e-Governance solution consisting of the following:



RFID Based Toll Collection Center at Bandra - Worli Sea Link

Sample RFID chip to be mounted on the vehicles



Inauguration of Border Checkpost by Hon'ble Chief Minister at Nagpur



Website: [www.msrdc.org](http://www.msrdc.org)

- Letter Tracking System
- File Tracking System
- Graphical Presentation of Data
- Web portal of MSRDC
- Facility to purchase tender documents online through Net banking or credit/debit Card
- Email and SMS Integration for feedback and complaints related to MSRDC
- There is a significant pace with which many projects and basic amenities in the state are being initialised. The work of modernisation and computerisation of many check posts at 22 various borders of the state is on at a war

footing basis to ensure transparency and to keep a check on the vehicular traffic that is plying to and fro without any problems.

The Border Check Post at Khursapar-Saoner on National Highway No. 69 at the border of Maharashtra and Madhya Pradesh was inaugurated by Chief Minister Pritviraj Chauhan.

## 8.25 HOUSING DEPARTMENT

### 8.25.1 MHADA (Mumbai Housing and Area Development Authority)

#### MHADA Lottery System

Mumbai Housing and Area Development Board provide affordable housing to families belonging to various income groups. There are several schemes under which such flats are constructed and sold. Once a set of schemes is finalised, applications are invited from people under various schemes and categories.

MHADA has computerised this process and implemented an online lottery system. The online lottery system facilitates online application for lottery along with e-payment. One can fill the online application form along with supporting documents and submit the same without having to visit MHADA office. The winners of the lottery are selected through the software itself with the help of a random number generation engine.

eMhada Lottery has won eMaharashtra Awards 2013 in Excellence in Citizen Centric Service Delivery category

MHADA has received 2nd Prize for best website in Marathi language on Feb 27, 2013 organized by Rajya Marathi Vikas Sanstha & C-DAC

## 8.26 ENERGY DEPARTMENT

### 8.26.1 Maharashtra State Electricity Distribution Company Ltd. (MSEDCL)

#### Restructured Accelerated Power Development and Reforms Programme

The Scope of RAPDRP project was to establish a Base Line Data and develop IT applications for energy Accounting /Auditing and IT-based Consumer Services. Software Solutions developed under R-APDRP Part A are:-

**New Connection System:** The New Connection System aims at enhancing the convenience of the customer while applying for new connection. It would enable the customer to collect and submit applications through a host of delivery channels, allow application status tracking etc. The system would help reduce the time taken for the new connection process. Also, it would enable updating customer data to be



Website: [www.mahadiscom.in](http://www.mahadiscom.in)

captured in the GIS-based customer indexing database in a reliable way. The data entered at this stage would form the basis of the customer's record in the system. The system would ensure, through validation and checks, that the integrity of this data is maintained. System Boundary from Issue of application to new connection confirmation, temporary connection, load extension/reduction, name change and meter shifting etc. The existing new connection process of MSEDCL is thoroughly changed to an IT-enabled system integrated with all required modules in order to process a new connection application from a prospective consumer in a fastest manner possible.

#### Disconnection and Dismantling System:

The objective of Disconnection System is recovery improvement and collection efficiency. The system aims at improving recovery through a disciplined disconnection and dismantling mechanism that would serve as a deterrent for defaulters. This also provides updated information to centralised customer care solution. With this system,

every disconnection is monitored online and with the use of GIS shortest route can easily be calculated for disconnection drive.

#### Online Electricity Bill Payment at CSCs, Sangrams and Setu Centres

MSEDCL (Maharashtra State Electricity Distribution Co. Ltd.) also known as Mahavitaran is a public sector company engaged in the business of electricity distribution. MSEDCL intends to collect electricity bills payments through Citizen Services Centers (CSCs), Sangram Kendras, Setu Centres etc.

The citizens of Maharashtra would have the facility to pay the electricity bill by giving the consumer number and the billing unit at CSCs / Sangram / Setu Centres. The consumer number and the billing unit would act as an input parameter for MSEDCL application interface to validate the customer before conducting any transaction at CSC centres.

Once the validation is successful, bill details will be displayed. On successful payment of the displayed bill amount at CSC centre, a receipt would be generated that would be handed over to the citizen, duly signed by

the operator. The interface which is providing the facilities will work completely online i.e. the details will be fetched from the remote database provided by MSEDCL.

Currently, CSC accepts only cash but in future other payment modes will also be incorporated like DD, Cash, Payment Gateway etc. Citizens can directly pay through MahaOnline payment Gateway using their Credit Cards/ Debit Cards/ NEFT by going on MahaOnline Portal

### **Meter Data Acquisition System**

**(MDAS):** Through Automatic Meter Reading (AMR), data acquisition is done at centralised location via GSM and GPRS modems installed at metering endpoints.

The scope of AMR under RAPDRP Part 'A' is

- Meters of HT Consumers in town areas.
- All feeder meters of substations covered in town areas (including boundary meters).
- All DTC meters covered in town areas.

With this module, the effort and time of visiting the Consumer/ Metering site for taking the meter reading is saved. Further, with the use of authentic Automatic Meter Reading data and other features like recording tampering events, etc. of this module brings a complete transparency to the billing system.

**Energy Audit:** The objective of Energy Audit is to monitor important distribution parameters, capture hierarchical view of energy accounting, network the assets of power distribution utilities, intelligent tool analysis for plugging loop holes and identifying revenue leakage, additions to perform network planning and management activities, calculate / identify technical and commercial losses at any point in the network. The Energy

Audit module is integrated with MSEDCL's existing energy billing and collection system, meter data acquisition system in order to do detailed analysis of energy audit, Load Shedding protocol for the defined periodicity so as to have a complete Demand Side Management System (DSM).

### **GIS-based Consumer Indexing, Asset Mapping**

The scope of work of GIS (Geographical Information system) and Network Analysis is :

- Door-to-door consumer survey and data collection.
- Asset mapping and consumer indexing.
- Digitisation of base data, network asset data and consumer data based on the DGPS survey.
- Integration of surveyed data with satellite imagery.

#### **DGPS survey-based Asset**

**mapping:** Locating coordinates using DGPS, collection/updation of attribute database of electrical network assets (such as substations 66/33,66/11,33/11,22/11 , HT lines, LT lines, Poles,DTCs, RMUs etc.) through field survey and development , codification and indexing with their upstream source of supply.

#### **Consumer survey and indexing:**

Collection/updation of consumer attributes through door-to- door field survey and development. Codification and indexing of consumers with respective upstream source of supply, preparation of base map from satellite imagery of town and digitisation of surveyed data, preparation of digitised electrical network on the base map in the predefined scale with features and attributes of assets and consumers collected through DGPS/door-to-door survey. GIS system and GIS-based Network Analysis system is integrated with MDAS system

(AMR) and other software modules like Energy Audit, New Connection, CRM, Disconnection-Dismantling, Billing, etc.

Some of the following functionalities available after this integration:

- Estimate preparation, technical feasibility verification etc. for new connection via GIS, GIS-based NA.
- Generation of route plan for disconnection via GIS.
- Technical loss calculation in energy audit, identification of loss pockets geographically.
- New scheme preparation using the GIS-based network analysis software.

### **GIS-based network analysis:**

Implementation of software for network planning, network analysis, load flow analysis, voltage regulation, fault analysis, estimate preparation, etc.

### **Centralised Customer Care**

**Centre:** A Centralized Customer Care Centre (CCC) has been established under RAPDRP Part 'A' at Bhandup and has begun operations since December 1, 2011. The CCC is available for all of its 2.1 Crore consumers of MSEDCL and other residents of Maharashtra through a single Toll Free Number (1800 2333 435).

The purpose of setting up the Centralized Customer Care Centre is to improve the supply related/billing complaint handling processes of MSEDCL and enhance the customer servicing capabilities of MSEDCL. The CCC established by MSEDCL is equipped with latest technology and multi-skilled customer service representatives. CCC with the help of Customer Relationship Management (CRM) module takes the complaints and feedback through telephone calls. It takes the specified follow-ups with the customer and if required, with concerned office to the extent

of completely satisfying the aggrieved consumers. This one point contact service has been made available to relieve the customer from the inconvenience of identifying the concerned offices, visiting or contacting offices to solve their grievances. CCC has been manned by trained and polite personnel, who are sensitive to customer needs. As on July 2013, around 5000 calls per day are handled by CCC at Bhandup.

**Web Self Service:** It is an online self service solution open to all its 2.1 crore consumers and prospective consumers from Maharashtra (<http://wss.mahadiscom.in/wss/wss>), to manage various consumer account(s) online and services availed from MSEDCL through this website. Once registered, one can view and pay his bills, raise and track service requests.

#### Portal and Document

**Management System (DMS) and Identity Access Management (IDAM) & System Security:** It is an internal website for 70,000 employees of MSEDCL to manage all the RAPDRP applications relevant to one's Jurisdiction through single Sign-On technology of IDAM.

#### MIS - Business Intelligence

**Dashboards:** This is reporting software where one can easily create his own customised reports and templates from the vast database of all applications through Oracle BI Publisher.

Integration Middleware for integrating the existing software systems viz.. billing system, ERP HRMS, Payroll, Fix Assets, Materials Management, e-Tendering etc.

#### Data Center (DC) & Disaster Recovery Site (DRS):

A state-of-the-art data centre at Prakashganga, BKC, Bandra &

## ACHIEVEMENTS

1,09,200 New Connection application processed online in the month of May 2013

34,329 Modems on Meter installed throughout Maharashtra for Automatic Meter Readings under R-APDRP part A project

Maharashtra among top 3 state in RAPDRP part A implementation. 'A' grade rating given by Ministry of Power in its report titled 'State Distribution Utilities First Annual Integrated Rating' in March 2013

IT Infrastructure roll out at all towns completed

Successful training for all Software modules to all MSEDCL officials completed

GIS Consumer survey completed in 109 towns

GIS delta update survey completed for 105 Towns (highest in India)

Network connectivity is completed in 109 Towns. For remaining offices (incl. Non- RAPDRP areas) VPN over Internet provided. Approximately 4,000 VPN connection facilitated

Disaster Recovery Center at Nagpur with complete replication have been established under RAPDRP Part. A programme wherein various servers and equipment are used to host all the above applications of RAPDRP.

#### 8.26.2 Maharashtra State Electricity Transmission Company Ltd.

##### ERP Parivartan Website

Maharashtra State Electricity Transmission Company Ltd. has launched its website for the benefit of the following users:-

- Top Management of MSETCL refer to the website for updated information.
- Vendors refer for Tender information, supplier services.
- Various departments of MSETCL
- Government/Regulatory Authority.
- Financial Institutions.
- General Public
- Other Utilities

## 8.27 WATER CONSERVATION DEPARTMENT

#### Water Scarcity System

Water Scarcity System is to record

water scarcity information observed by the officials during their field visits. All the concerned officials have been provided with user IDs, through which they regularly update the survey reports into the system.

#### Water Quality Monitoring System

Water Quality Monitoring System has been implemented for monitoring, surveillance, operation and Maintenance of all drinking water sources present in rural area. The field officials on regular basis update information on quality of drinking water resources in the villages based on survey.

#### 8.27.1 Employment Guarantee Scheme (EGS)

The Employment Guarantee Scheme (EGS) underlying the National Rural Employment Guarantee Act guarantees a minimum of 100 days of wage employment in every financial year to every rural household as an employment of last resort. Currently, The Maharashtra Employment Guarantee Act, 1977 (as modified in 2006) is executed with below schemes -

- Mahatma Gandhi National Rural Employment Guarantee Scheme - (MGNREGS). Under this scheme the Government guarantees jobs over 100 days per family.

- Maharashtra Employment Guarantee Act, 1977, section 7 (2) (ten)

The Ministry of Rural Development (MoRD) is the nodal ministry for the implementation of Mahatma Gandhi NREGA. It has to undertake regular reviews, monitoring and evaluation of the processes and outcomes. It is responsible for maintaining and operating the MIS to capture and track data on critical aspects of implementation, and assess the utilisation of resources through a set of performance indicators.

The department supports the use of Information Technology (IT) to increase the efficiency and transparency of the processes, as well as improve interface with the public. It also ensures that the implementation of Mahatma Gandhi NREGA at all levels is sought to be made transparent and accountable to the public.

NIC has developed [www.nrega.nic.in](http://www.nrega.nic.in) portal for data collection, information retrieval and MIS. Information related to work carried by Panchayat, labour names, attendance, etc. is displayed on the portal.

MAHEGS is a website-cum application, which is used to advertise all circulars, scheme information, office orders etc. It also has an inbuilt system to computerise the progress of works under farm pond, wells development as part of Employment Guarantee Scheme of Government of Maharashtra. The aforesaid scheme was launched with a view to provide employment to all unskilled job seekers in the rural area. This website also has detailed



Website: [www.mahawssd.gov.in/WaterScarcity](http://www.mahawssd.gov.in/WaterScarcity)

information about the State EGS, status of Departmental Enquiry cases and Incomplete Works. The department is also preparing the weekly attendance report of labourers through SIMNIC of NIC.

The department has a helpline which is an interactive voice response for the grievance redressal of the workers. The helpline enables its citizens to know the information about the scheme, register their demand for works and also to lodge a complaints related to the implementation of the scheme. The toll free number of helpline is 1800 2676 001.

## 8.28 TRANSPORT & EXCISE DEPARTMENT

### Vahan

Vahan application has been implemented for registration of vehicles and road tax clearance by the RTO & Deputy RTOs. The application has computerised the processes at RTO/DTO/MLO/SDM involving Vehicle Registration, Fitness, Taxes, Permits & Enforcement. VAHAN application aids the transport department in

- Registration of Vehicles.
- Collection of taxes.
- Issuance of various certificates and permits.
- Recording the fitness of vehicles

### Sarathi

Sarathi Application was



Website: [www.nrega.nic.in](http://www.nrega.nic.in)



Website: [www.mahaegs.gov.in](http://www.mahaegs.gov.in)



Website: [www.vahan.nic.in](http://www.vahan.nic.in)

implemented by Transport department for processing driving licenses and related activities. Sarathi is used to issue a learner's license, permanent driving license and conductor license.

### e-Payment facility for collection of taxes and fees for non-transportvehicle

Collection of onetime tax through e-Payment facility has been introduced at 15 RTO offices. Motor Vehicle Tax of more than Rs. 1,000 crore have been collected through e-Payment.

### Computerised Learner's License Test system

Special software to conduct the preliminary test for issuance of learner's license has been developed by the Transport



Department. Currently, the system is in operation at 25 RTO / Deputy RTO offices. The result of the test is announced immediately after the completion of the test.



Website: [www.mahatranscom.in](http://www.mahatranscom.in)

## THE KEY COMPONENTS OF EXCISE DEPARTMENT

| NO | KEY COMPONENT                                                     | KEY COMPONENT                                                                     | URL                                                                                             |
|----|-------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| 1  | Maharashtra State Excise Management System (MSEMS)                | ● MS 1to MS 9 to Collect Revenue, Sales, Detention information from field offices | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 2  | Maharashtra State Excise BI(Business Intelligence (MSEBI)         | ● Analysis of data for helping in better decision making                          | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 3  | Maharashtra State Excise Licensee Tracking System (MSELT)         | v360 degree profiling of all excise licensees                                     | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 4  | Maharashtra State Excise Brand Management System (MSEBMS)         | ● Centralized repository of all registered brands manufactured in the state       | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 5  | Maharashtra State Excise Duty Payment System (MSEDPS)             | ● Seamless and hassle free electronic payment mechanism for excise duty           | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 6  | Maharashtra State Excise Mapping System (MSEMS)                   | ● Online tagging of licenses on Google Map                                        | Google Map                                                                                      |
| 7  | Maharashtra State Excise Grievance Monitoring System (MSEGMS)     | ● Online submission of complaints/grievances                                      | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |
| 8  | Maharashtra State Excise Texting System (MSETS)                   | ● Online SMS gateway to Communicate with officers                                 | <a href="http://gateway.mahaonline.gov.in/MSESMS/">http://gateway.mahaonline.gov.in/MSESMS/</a> |
| 9  | Maharashtra State Excise Supply Chain Management System (MSESCMS) | ● SCM system on the principles of "Stock point", "stock-in" & "stock-out"         | <a href="http://services.mahaonline.gov.in">http://services.mahaonline.gov.in</a>               |

### Grievance redresses by IVRS toll free number

The Department has introduced a toll free number for capturing public grievances and complaints against taxi and auto rickshaw drivers. The toll free number is 1800220110 for Mumbai and MMR region.

#### 8.28.1 Maharashtra State Excise Department

The State Excise Department of Government of Maharashtra is one of the major earners of revenue. The primary function of the Department is to collect Excise Duty on the alcoholic products and to regulate the trade of these products. This objective is achieved by issuance of various types of licenses for the manufacture, possession, sale, transport, import and export of alcoholic products and effective enforcement.

The Dept. has created an Online MIS Tool for capturing data and analysis as follows:

- Skoch Order of Merit 2013, for Comprehensive Transformation of Maharashtra State Excise Department to State Excise Department.
- Skoch Digital Inclusion Smart Governance Award 2013, to State Excise Department, Government of Maharashtra for MahaExcise-Comprehensive Transformation of Maharashtra State Excise Department.
- Skoch Digital Inclusion Award 2013, to State Excise Department for Comprehensive Transformation of Maharashtra State Excise Department.
- Award of Recognition at CSI Nihilent Awards to e-Governance Implementation for Excise Department.

- Capture MS-I to MS-IX Information at District Level.
- Dashboard to generate MS-I to MS-IX Reports.
- Dashboard to display at a glance all the Missing Submissions. Its District wise-Report wise Dashboard.

- Graphical Presentation of the Data and various comparison reports.
- One Day Premises Pass will be available soon.
- BI Tools has been implemented as described in earlier section.

The Key components and the focus areas of the Maharashtra State Excise Department has been tabulated below:

#### 8.28.2 Maharashtra State Road Transport Corporation (MSRTC)

Maharashtra State Road Transport Corporation has undertaken multiple significant e-Governance initiatives including complete computerisation of bus ticketing. Citizens can book their tickets online or can avail of the e-Ticketing facility inside the bus. Bus timetables are also available online or on one's mobile.



**Shri Jagdish Patil, Managing Director, MTDC**

Maharashtra has been bestowed with myriad tourist attractions by Mother Nature. We have been aggressively promoting all these attractions through an energized thrust in advertising, exhibitions and trade shows both here and abroad. We have also started using IT and social media as a tool to promote the cultural and natural heritage of the state. The MTDC portal is one of the best portals in the country aiming to make an overwhelming tourism experience for the tourists

## 8.29 TOURISM AND CULTURAL AFFAIRS DEPARTMENT

### MAHARASHTRA TOURISM PORTAL

Maharashtra Tourism Development Corporation (MTDC), on behalf of the Tourism Department, runs the official Web portal

[www.maharashtratourism.gov.in](http://www.maharashtratourism.gov.in) which covers the following:

- About Maharashtra: arts and crafts, cuisine, museums, festivals
- Trip planner and information on cities to visit in Maharashtra
- Information on key destinations in Maharashtra
- Key schemes of MTDC (bed & breakfast, adventure sports, etc.)
- Tourism promotional material (brochures, picture gallery, etc.)

In 2013, MTDC launched a revamped portal with new Web 2.0 features like rich, customizable theme-based layouts and interfaces, social network integration, secured content

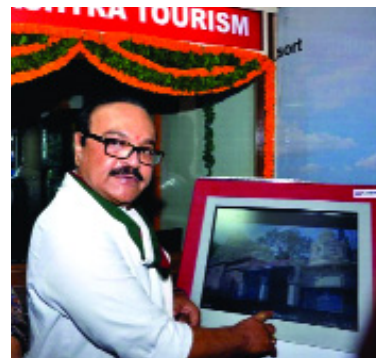
management system and high-performance portal. It is envisaged that the portal will become a one-stop information and transaction gateway for any tourism activity in the state of Maharashtra such as booking of entire travel in a single transaction.

**Call centre:** MTDC also has a call centre with a toll free no: 1800229930 for information related to tourism. The call centre operations have been outsourced.

**ERP implementation:** MTDC is in the process of implementation of a SAP-ERP system within the organization which is expected to go live in 2013. The following SAP modules shall be implemented: finance and controlling, material management, HR and projects.

### MTDC Kiosk

MTDC Kiosk project is aimed at providing tourism information and enabling booking facilities for the tourist at a wide variety of locations across Maharashtra. It may also be



**Shri Chhagan Bhujbal, Minister for Tourism, Government of Maharashtra**

used for enquiry by visitors about tourist destinations in Maharashtra and offering of the MTDC promoting the tourism.

This kiosk helps visitors and tourists book MTDC resorts by providing information on the availability of the same. These kiosks have been installed across Maharashtra along with Delhi and Andhra Pradesh for promoting the tourism and culture in Maharashtra.

To promote tourism in Maharashtra, MTDC in collaboration with DIT and MAP my India has come up with a comprehensive book with detailed maps of Maharashtra depicting main roads connecting various cities and districts, showing tourist destinations, hospitals, temples, malls, banks, forest areas, historic monuments, restaurants, hotels and other information useful for tourists.

'eCulture and Tourism' Sector Award at Manthan Awards, 2013 awarded to MTDC



## 8.30 DEPARTMENT OF COOPERATION AND MARKETING

The Department of Cooperation, Marketing and Textiles plays an important role in an agro-industrial economy, especially in areas like rural credit. The activities of the department are associated with rural finance, agricultural marketing, industrial co-operatives, regulated markets and money-lending business. The department is responsible for administration and regulation of areas like cooperatives, sugar and agriculture produce marketing through its key offices as mentioned below:

● **Sugar Commissionerate:** The sugar industry is the nuclei of socio-economic growth, especially in rural Maharashtra. The e-Governance initiative at the Sugar Commissionerate has been strategically envisioned to enhance transparency in functioning of the department, to improve the quality of service offered, to avoid storage of redundant data, enable faster decision-making process, and facilitate meeting various guidelines as mentioned in the Acts & Regulations and streamlining of department processes.

● **Commissionerate of Cooperation and Registrar,**

**Cooperative Society:** The e-Governance initiative at the commissionerate has been chalked out to enhance transparency in functioning of the department, to improve the quality of service offered to the various stakeholders in the cooperative domain, to avoid storage of redundant data, enable faster decision-making process, meeting guidelines as mentioned in the Acts & Regulations and streamlining of department processes.

● **Directorate of Marketing:** Directorate of Marketing oversees and assists in the marketing activities of agricultural products produced by farmers of Maharashtra. The e-Governance initiative at the commissionerate has been chalked out to enhance transparency in functioning of the department.

### e-Governance vision of the department

The e-Governance vision for the department is as follows:

- To migrate delivery of its key services and processes online through electronic platform
- Enable open, transparent and inclusive administration
- Enhance stakeholders' participation in policy-making

● Skoch Order of Merit 2013, for Real Time Cane Crushing Information Collection Using PULL SMS Gateway to Sugar Commissionerate

● Skoch Order of Merit 2013, for Web Portal for Sugar Commissioner to Sugar Commissionerate

● Skoch Digital Inclusion Smart Governance Award 2013, to Sugar Commissionerate, Government of Maharashtra for Real Time Cane Crushing Information Collection Using PULL SMS Gateway and Web Portal for Sugar Commissionerate

● eIndia 2013 Award in Mobile Technology, Sugar Commissionerate, Pune titled "PULL SMS Gateway" for Collecting Daily Cane Crushing & Sugar Production Info from Sugar Factories

● Capacity building and skill development of its officials

The department has identified various applications and systems which are mapped to various phases of e-Governance framework as shown in the snapshot above.

### Phase 1: Publish Phase

Under this phase the department publishes its key information on a public platform for its stakeholders through its website or portal. The Department of Cooperation has conceptualized the websites for its key offices which are as follows:

The department has formulated

## PHASE 1: PUBLISH PHASE

| S. NO | OFFICE                                                                        | WEB ADDRESS                                                                                     | WEBSITE/PORTAL | DEVELOPED BY |
|-------|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|----------------|--------------|
| 1     | Department of Cooperation, Marketing and Textiles, Mumbai                     | <a href="https://mahasahakar.maharashtra.gov.in">https://mahasahakar.maharashtra.gov.in</a>     | Portal         | MahaOnline   |
| 2     | Sugar Commissionerate, Pune                                                   | <a href="http://mahasugarcom.gov.in">http://mahasugarcom.gov.in</a>                             | Website        | MahaOnline   |
| 3     | Commissionerate for Cooperatives and Registrar of Cooperative Societies, Pune | <a href="https://sahakarayukta.maharashtra.gov.in">https://sahakarayukta.maharashtra.gov.in</a> | Website        | MahaOnline   |
| 4     | Directorate of Marketing, Pune                                                | <a href="https://mahapanan.maharashtra.gov.in">https://mahapanan.maharashtra.gov.in</a>         | Website        | MahaOnline   |

Note: All websites are standard compliant as per DIT guidelines (WCAG/W3C/GIGW) and hosted at state data center.

a web committee to manage the content published through its portals. Similarly, e-Governance teams at mentioned offices are responsible for the content published on its site.

### Phase 2: Interact Phase

In this phase, various applications/systems interact to provide the information to the stakeholders. The key systems identified are Online SMS-based Sugar Information System, Online Society Enrolment, Online Audit Tracking Module, Crop Loan Management Module, Cooperative Society Information System, Marketing Society Information System and Sugar Information System.

### Phase 3: Transact Phase

In this phase, various applications /systems transact to complete the process by the stakeholders involved. The key systems



Website: [www.mahasugar.gov.in](http://www.mahasugar.gov.in)

identified are Online Deemed Conveyance Module, Online Marketing License Issuance System, Online Sugar Sale System Application, Online Grievance Redressal Module and GIS Solution for Sugar Commissionerate.

information and services through website/portal, which include Desktop-Based Video Conferencing Setup, Cooperative Society Electronic Voting Project and Capacity Building.

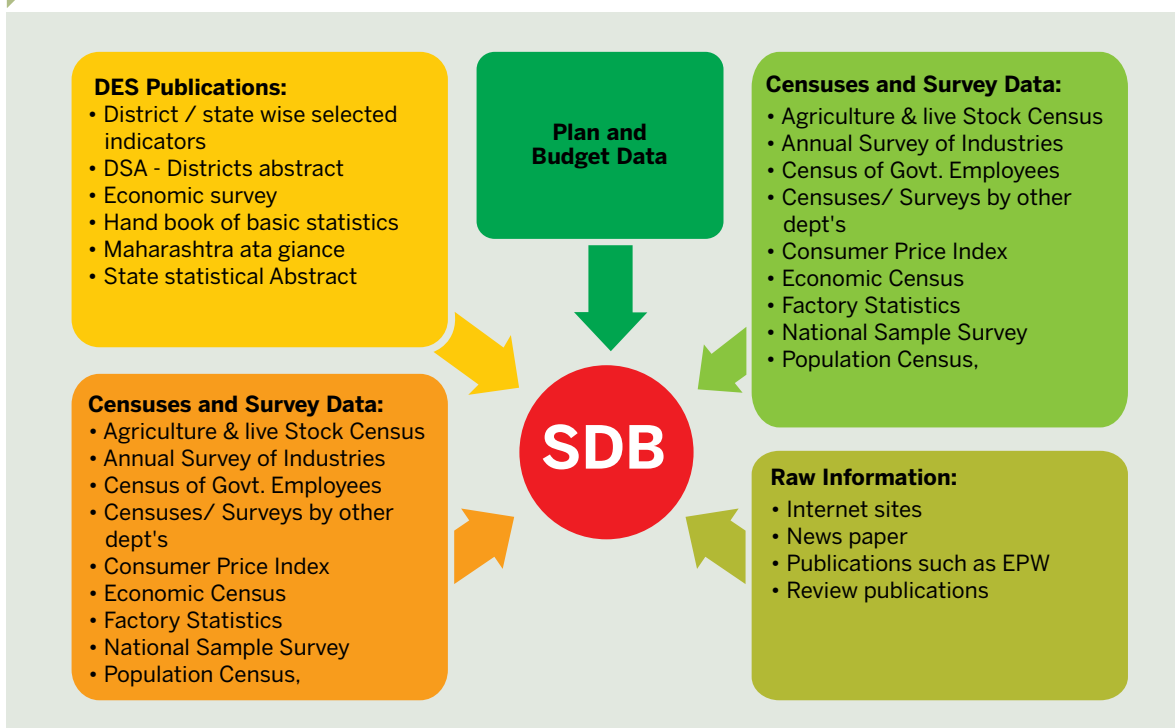
### Phase 4: Integrate Phase

In this phase, various proposed systems would be integrated to provide electronic delivery of

## 8.31 PLANNING DEPARTMENT

**Maharashtra Plan Schemes Information Management System (MP-SIMS)**

## DATA SOURCES FOR STATE DATA BANK



## THE STATE DATA BANK IS ENVISAGED TO HAVE THE FOLLOWING USES:

### Develop web based interface (Web Portal)

Access Department/Sector wise information

Filter based access to Key information

Access to Departmental users for entering key parameters

Access to Public for viewing/downloading publications

Role based access to the departments & their implementing agencies

### Dash Board for Policy Makers (using proposed SAS visual analytics tool)

Key Performance Indicators

Access to departmental reports as finalized by departments during the discussions

Ad-hoc reporting features

The workflow for approval of roster has been defined as Desk officer -> Undersecretary -> Deputy Secretary -> Secretary

It will be applicable for all the departments

The Planning Department is responsible for formulation of Five Year Plan (FYP) and Annual Plan (AP) of the state as per the guidelines of the Planning Commission, Government of India. The plan size is around INR 40,000 crore with approximately 1,100 state-level and 800 district-level schemes. The plan process is complex in nature and so is the implementation of the plan, which is approved by the Planning Commission.

To address the complexities of the plan process and achieve transparency, the Planning Department, GoM, took an initiative to develop and implement Maharashtra Plan Schemes Information Management System (MPSIMS) using the IT infrastructure of Directorate of Economics and Statistics.

The computerization of the plan process is a pioneering effort in India. The project is G2G and G2C, covering all the districts. The mandatory reports as prescribed by the Planning Commission (Vol. III & IV) are getting generated through MPSIMS in English and local language Marathi without manual interventions.

The comprehensive system has effectively managed creation and

monitoring of plans implemented by the department. Its close integration with the budget distribution system and participation of various other stakeholders makes it even more effective from the point of view of appraising performances of various departments.

### State Data Bank

State Data Bank is a decision support system maintained by the Directorate of Economics and Statistics (DES), Planning Department. The portal aims to consolidate all relevant data from various departments and agencies.

### Data Sources for State Data Bank

The State Data Bank is envisaged to have the following uses:

## 8.32 GENERAL ADMINISTRATION DEPARTMENT

### Bindunamavali /Roster Point Software of General

**Administrative Department**

As per the recruitment and promotions rules, every government department, local body, government undertaking, educational institution and other organizations — for which maintenance of roster is

compulsory — maintain a roster of various cadres along with the reservation percentage.

This software is an effort towards streamlining the process of maintenance of roster by various government departments, local bodies, government undertakings, educational institutions and other organizations.

This initiative will considerably reduce the time for calculating, filling up roster points tables and its maintenance. Calculation will be done automatically and thus errors in calculation of roster points will be eliminated.

### Capacity Building and Change Management

Large-scale capacity building workshops were conducted to showcase functionalities of the application. Around 130 employees of various departments are already trained in this initiative

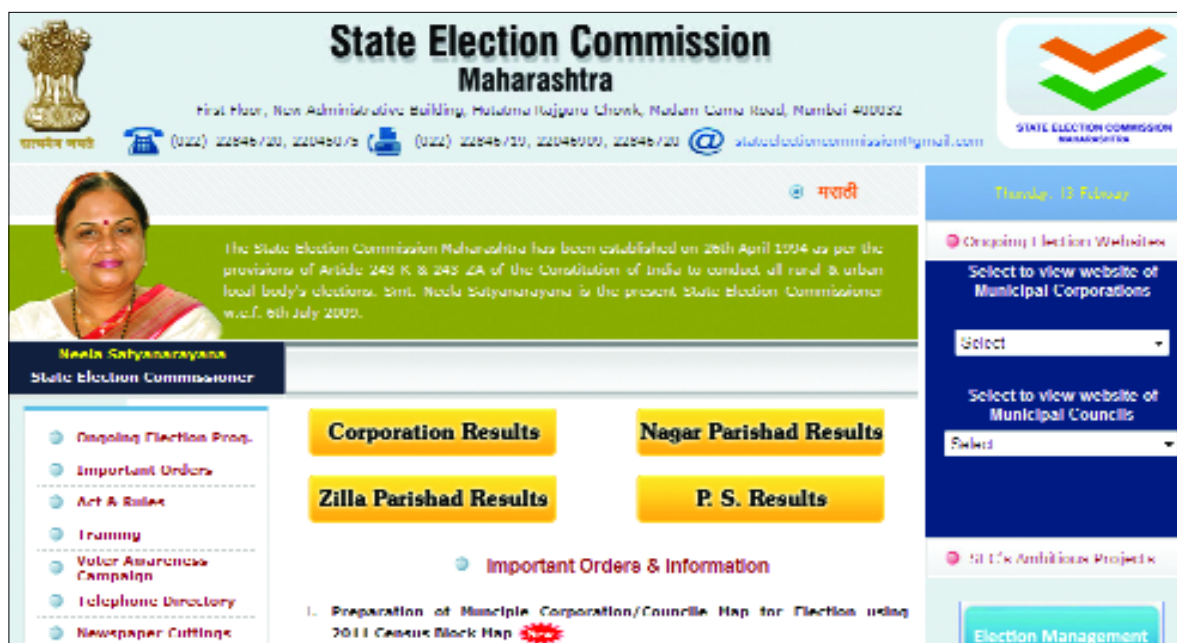
Besides, department-specific trainings have also been conducted wherein trial rosters have been prepared

### 8.32 .1 State Election Commission

The following highlights the major projects being carried out in the State Election Commission Department:

### Election Management Project (EMP)

The Election Management Project is aimed at integration between the websites of the State Election Commission, Local Bodies/Urban Local Bodies and the Web-based



Constituents of EMP

application known as E-yadi. The project redefines and automates the pre-election process to a large extent. It aims to cover the election management process for various elections, from municipal corporations to gram panchayats.

Before E-yadi service, electoral roll preparation involved tremendous drudgework of manual cutting, pasting and copying. A strict monitoring system could not be established and, as result, the electoral roll preparation process was full of loopholes. Election programme milestones and dates are carefully planned at least a year ahead of the actual election date. The sub-tasks in this plan have various dependencies on one another. All the work has to be completed on time. Voter list preparation is a humongous activity that occupies most of the critical path of the program. As a result, e-Yadi became an absolutely critical application.

Separate websites have been created for each of the corporations and councils. Each website has



basic voter list information, ward information, important telephone numbers, and much more. Twenty-six domain names have been booked for municipal corporation elections. Around 250 domains have been created for separate websites for each municipal council. Thirty-five domain names have been booked for zilla parishads.

#### GIS mapping of electoral wards with search facility

To make elections hassle-free for all stakeholders, the SEC has implemented an initiative that brings in GIS technology to demarcate wards using Google Maps. The maps show the boundaries of the selected wards as well as the polling booths during elections.

Publish authentic information in Marathi & English & bring all statutory information under one umbrella

Maintains transparency by providing complete information related to elections

Disseminate information to all stakeholders like Voters, Election Officers and Staff, Political Parties & Candidates

Provision for voter search engine & Computerized electoral roll generation process

The current scenario now enables:

- Easy and direct access to citizens given by the State Election Commission as to where and when to vote
- The citizens have a permanent source of information
- Easy location of booths as one can visually find the location of polling booths on the map
- Candidates contesting elections to reach out to people in their constituencies
- State election authorities in easy



Website: [www.mahaonline.gov.in/MPSC/MPSCHome.aspx](http://www.mahaonline.gov.in/MPSC/MPSCHome.aspx)

administration and effective  
monitoring

### 8.32.2 Maharashtra Public Service Commission (MPSC)

MPSC has initiated two major e-Governance initiatives to enable better service delivery to candidates aspiring for government jobs.

### Online Application System (OAS)

The objective of the Online Application System is to completely automate the Application Receipt System. The process of managing a large number of profiles and applications of the candidates for various posts and/or competitive examinations of MPSC with ease for the benefit of MPSC and the candidates is the main objective of the Online Application System (OAS).

The functions of OAS are mentioned below:

- Facilitate the aspiring candidates to register once and apply through the same login for various posts of direct recruitment and competitive exams for which the candidate is eligible.

Awarded by INETROP, International  
I.T. Forum for Innovative and effective  
use Google maps (GIS) for 18  
Municipal Elections and Zilla  
Parishad for State Election  
Commission of Maharashtra in 2012

- The OAS provides accurate information about various posts, examinations and eligibility criteria to the candidates. The candidates' details are matched to verify eligibility status. If the candidate is eligible, then the option to apply for the post is provided and a unique reference number is given to the candidate.
- Provide value-based services by using automated software to send e-mail and SMS to the specific users.
- Automated process of admit card generation and sending details to candidates via email.
- Facilitate collation of post-examination details such as attendance entry, grading of marks and results. Option for scanning and uploading of interview mark statements for record, etc.
- Facilitate online payment of fees by the candidate.

## Online Examination System

MPSC has initiated the Online Examination System project to conduct online examinations for various recruitment drives that it undertakes throughout the year. The system was initiated in April 2013 and Tata Consultancy Service is the implementation agency for the project. The project is a first of its kind initiative as no other government department or educational institute has an online examination centre. The examination-related data is available in electronic format for all candidates across centre(s). Thus, it reduces the time required in processing answer sheets as no physical transfer of the answer sheets or scanning of OMR sheets is required. Also, the Online Examination System introduces transparency as audit trails of all the transactions is maintained. It also reduces the chances of erroneous marking of answers on the OMR sheets by the candidates.



Website: [www.sic.maharashtra.gov.in](http://www.sic.maharashtra.gov.in)

### 8.32.3 State Information Commission

The State Information Commission (SIC), Maharashtra, is the frontrunner in processing Right to Information (RTI) cases across the country. Presently, it has minimal number of pending RTI cases and minimal case disposal time compared to information commissions of other states. This has been made possible by the use of technology. SIC Maharashtra has developed the Online Second Appeal System to check appeal status through the input of the appeal number and order date. Also, SIC Maharashtra makes extensive use of video-conferencing for hearing cases from citizens across Maharashtra.

The Government of Maharashtra is also in the process of implementation of an online system for filing of RTI applications and first appeals via Internet. For this, the RTI online system implemented by the Department of Personnel and Training, Government of India, developed by NIC is being replicated in

Maharashtra. The administrative approval has already been received for this and at present the project is under implementation.

### 8.32.4 Directorate General of Information and Public Relations (DGIPR)

#### MahaNews Portal

MahaNews, maintained by the Directorate General of Information and Public Relations (DGIPR), is the official news portal of the state. MahaNews regularly provides important news about the state. It is a complete CMS-based portal with the following provisions: video, photo, banners, district-wise details (Sulabha sanddarbh), online registration for subscription of news (Vinamulya Mahaitisathi Nondani), Facebook, Twitter, Google Plus, Transliteration Search, etc.

#### 18-point Agenda for Revamping DGIPR

The Directorate General of Information and Public Relations (DGIPR) is the nodal agency of the

Government of Maharashtra to disseminate information in the form of print and electronic media on government policies, programme initiatives and achievements. With the help of DIT, DGIPR has implemented the following 18-point agenda for revamping the functioning of DGIPR.

#### ● IT Capacity Building and Training:

Training sessions on IT including Open Office, IT Audit and Security, website management, Photoshop, etc. were conducted through YASHADA for the DGIPR Department. DGIPR staff members

Publish authentic information in Marathi & English & bring all statutory information under one umbrella

Maintains transparency by providing complete information related to elections

Disseminate information to all stakeholders like Voters, Election Officers and Staff, Political Parties & Candidates

Provision for voter search engine & Computerized electoral roll generation process



Website: [www.dgipr.maharashtra.gov.in](http://www.dgipr.maharashtra.gov.in)

were prepared for working closely with technology.

● **IT infrastructure:** Each District Information Officer and officers at state headquarters were provided laptops and 3G data cards for connectivity. This has aided field officers in being connected round the clock and uploading news regularly. The department has gained mobility and productivity to a significant extent.

#### ● Photo and Video Gallery (Archives) with Payment Gateway:

This is the central repository for rare photographs and documentaries. A facility is provided on the DGIPR website to buy these photos and documentaries online through a shopping portal. This has enabled citizens to access rare photographs of prominent personalities and events.

#### ● Lokrajya Digitization:

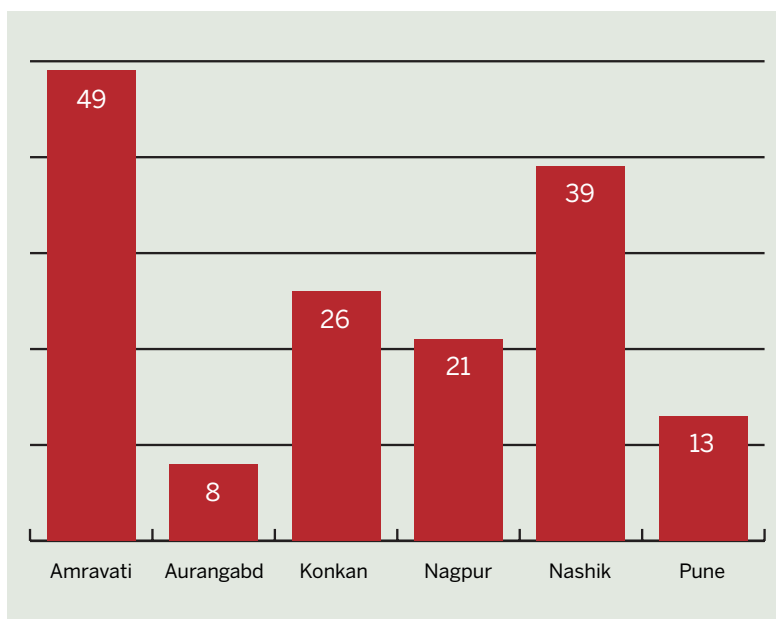
Lokrajya monthly magazine is the mouthpiece of the Government of Maharashtra. Marathi Lokrajya is

the highest circulated government publication in the country. Till now, around 1,500 copies have been published (including Marathi, Urdu and English versions). To make all the issues available online for citizens, it is

proposed to archive these copies and go for digitization first and later publish them on the DGIPR website.

#### ● Online Subscription Form for Magazine Lokrajya

### NUMBER OF PROJECTS ACROSS REGIONS IN PILOT PHASE



**(Marathi, English and Urdu):**

Lokrajya is a very popular monthly magazine published by DGIPR. The facility has been provided for making online subscriptions for Lokrajya magazine on the website through online payment mechanism. Auto alert emails and SMSes are sent for successful transactions. The initiative has got a very good response from citizens.

● **Facebook Page for MahaNews, Lokrajya and Website:** A Facebook page has been created to popularize the initiatives of the department. With the help of community posts, a social bondage has been built and popularity among the new generation has increased.

● **FTP (File Sharing):** Through FTP (file sharing) option, district offices are regularly sending news clips to state headquarters (SHQ). At SHQs, after final editing, the news is uploaded on the website for public viewing. From DIT, DGIPR department was recently provided with Pinnacle editing software. This software has greatly influenced the video quality and is saving precious time of DGIPR employees.

● **Centralized Software for Advertisement (Including tender notices):** Distribution of government advertisements is one of the major responsibilities of DGIPR. Centralized software is being developed for all divisional and district offices to release advertisements to newspaper agencies as per the rotation logic built in system by MahaOnline.

● **Email Address (Mantralaya, Districts):** Essentially for all official communications, all the district as well as Mantralaya officers were

provided with Maharashtra government email addresses. The information sent over mail is considered to be very sensitive for Government of Maharashtra and hence a more secure and reliable channel is adopted by using state government emails.

● **Wi-Fi:** News reporters regularly visit Mantralaya to gather and upload news from the press room there. A 4 Mbps dedicated link is provided for reporters to access the Internet through a secured Wi-Fi network. A total of 10 PCs with Wi-Fi connectivity were also provided for the press room by DIT.

● **Preservation of Audio (AIR) and Video (DD) Programmes:**

DGIPR is running Dikhulas programme on All India Radio (AIR). It is an interactive programme launched on Akashwani. So far, about 309 important personalities from various walks of life have been interviewed on it. With the help of this programme, government development schemes have reached people through interviews of about a hundred dignitaries. Provision is given in SDC to preserve these programmes and make them available to the public through the DGIPR website.

● **Online Form for Accreditation Card with Payment Gateway (For Journalists):**

This is an online application for press reporters to get themselves accredited. It is a hassle-free system for journalists to enfranchise with the department. Journalists are provided with accreditation cards after successfully completing this process. Journalists can now get access to any official government events or happenings across

Maharashtra and capture the story.

● **Empanelment for Advertisement**

**Panel:** This is an online application for newspaper agencies to get empanelled with the DGIPR department in order to get advertisements from DGIPR. Agencies can register for their respective location and fill in the application with the required details. Once empanelled, government departmental news can be published on these newspapers by selecting the agency on rotational logic.

● **SMS Gateway:** The department is currently using SMS gateway services to send SMSes to Lokrajya subscribers informing them on the status of their application. In future, the department plans to use SMS gateway services for the following: SMSes to journalists informing them about the details of the Hon'ble Chief Minister's press conferences.

● **Employee Corner (Service Matters and RTI):** This is an interdepartmental portal developed for service matter and RTI, etc.

● **MIS:** This is an online grading system for the department. Department employees are given targets to achieve every year. This system will track the progress and gradation will be done accordingly by reporting authorities. This is a kind of an appraisal system for department employees.

● **Press Clippings (On Dashboard and Separate):** The Executive Dashboard is created for the Hon'ble CM and CS as well as all secretaries. Every day all district offices of the DGIPR department upload newspaper clipping on the dashboard so that the latest news is portrayed on the dashboard. It has now become very easy to access



Website: [www.vishwakosh.in](http://www.vishwakosh.in)

regional newspaper clippings from anywhere. This has practically eliminated the need of carrying physical copies of newspapers. Since all district newspaper clippings are uploaded, one need not request for the particular newspaper copy.

● **Internet Connectivity:** District Information Officers of DGIPR have been provided with 3G data cards. Through this initiative, they can travel to remote places and still be connected using their laptops.

### 8.32.5 Information Management System of Project Affected Persons

Information Management System of Project Affected Persons (PAP) facilitates tracking of project affected persons and issuance of packages to them. Through this system, information on project affected persons have been scanned, digitized and uploaded.

The data is updated from time to time by officials.

Currently, the pilot phase is in progress. The following graph provides the number of projects included in the pilot phase across the regions:

### 8.32.6 Marathi Language Department

#### Marathi Bhasha Website

The Government of Maharashtra decided to establish the Marathi Language Department on 24 June, 2010, on the occasion of the state's Golden Jubilee year.

The department launched its website in 2012 and it is operational since then.

The website consists of information on activities and links to various directorates and subordinate offices of the department.

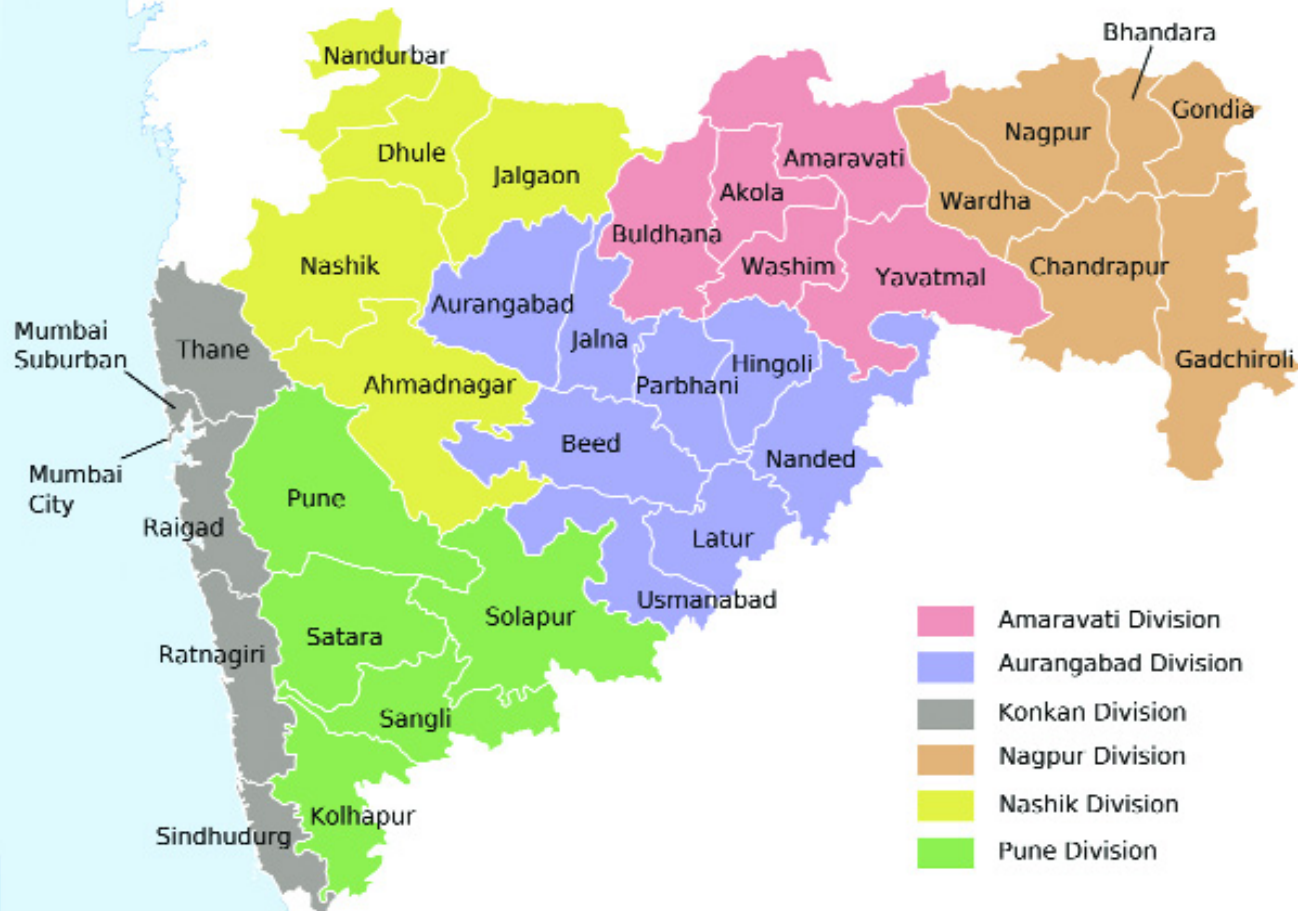
Citizens can access 444 e-books from the Sahitya ani Sanskriti Mandal website. The

department also intends to put popular books in Marathi onto the Kindle store soon.

#### Marathi Vishwakosh

The Marathi Vishwakosh is an initiative by the Government of Maharashtra to make available the entire Marathi language encyclopedia on one platform. Gharagharat Vishwakosh is a unique initiative where tremendous amount of knowledge is now available at the click of a button, that too, at no cost to the citizens. It covers works from literature, environment, life sciences, physics, chemistry, nuclear science, botany, biology and linguistics to name a few domains, and these are all treated from a global perspective.

Besides the vast vocabulary, the portal consists of various other cultural aspects like photographs, drawings, Vishwakosh Abhiman Geet, cuttings from newspapers, etc.



# 9

## e-GOVERNANCE IN DIVISIONS AND DISTRICTS

### 9.1 DIVISIONAL AND DISTRICT CONSULTANTS

The Government of Maharashtra has taken a pioneering step of deploying full time Divisional Consultants and part-time District Consultants to promote and support the e-Governance initiatives in the six

divisions and 35 districts of the state.

The primary intent and objective of the deployment of a consulting team is to support the various e-Governance initiatives at the ground level and embark on IT initiatives at the local administrative level.

The critical sets of activities in which the team is involved in are:

#### DIVISIONAL AND DISTRICT CONSULTANTS

##### Implementation

- UID Enrolment, Seeding and enrolment agency management
- Support to Line Departments for ensuring compliance to GRs and processes
- Effective and ontime completion of various e-Governance projects in the district
- Liason between Local Administration/departments and DIT

##### Programme Management

- Vendor management and Team Support
- Compliance of Websites and application development guidelines
- Setu, CSC and ePRI team management
- eTendering and eOffice implementation and progress support
- VC, MSWAN, eTendering, MahaOnline, ePRI, SCA and VLE project management

##### Enablement

- Effective dashboard based reporting across e-Governance projects
- Facilitating use of official email IDs by government officials
- Enhanced Reporting to DIT and UIDAI
- Facilitating statewide roll-out of identified standard software
- Supporting ICT initiatives for students and differently abled

- Preparation of dashboards for statewide reporting of project status across all districts
- Compliance to websites standards and compliance to government GRs
- Propagation of e-Governance vision
- Significant progress in Direct Benefit Transfers
- Facilitating usage of government email Ids for officers
- Ramping up Sethu audit process and ensuring its compliance
- Various visits to CSCs and enrolment agencies to check compliance to service norms
- Enhanced reporting mechanisms for SWAN, e-Tendering and local enrolment agency teams
- VC facilities and SWAN setup compliant to the requirements of the state
- Propagation of use of e-Tenders
- Enhancement of number of transactions through CSCs

The presence of local consultants has proven to be an efficient mechanism to monitor, control and provide programme management support to the implementation of e-Governance initiatives. This 360 degree management of activities is crucial at the ground level to roll out the services for the citizens.

## 9.2 e-GOVERNANCE PROJECTS IN DIVISIONS & DISTRICTS

**MAHARASHTRA**  
Konkan Division

Chhatrapati  
Dahanu  
Jambh  
Genshamb  
Khedmal  
Thakur  
Padga  
Ratnagiri  
Nagthane  
Pan  
Borimandara  
Anand  
Mangalore  
Mahad  
Dapoli  
Purna  
Opi  
Kamathe  
Jalgaon  
Ratnagiri  
Rajapur  
Padri  
Skaradi  
Maraga  
Sawantwadi  
Karikavi  
Sindhadur  
Bhamburda  
Mangalore

TH  
DH / CH / JH  
JH  
CHC / JHC  
JHC

- More than 75% of coverage in Aadhaar Enrolments.
- Total Number of CSCs rolled out as on December 31, 2013 is 788
- Total Number of G2C transactions for month of December 2013 was close to 60,000

delivery and efficient functioning of the district administration. Some of the key applications being used by the district administration are:

**System:** This system is used for issuance of computerised property card and recording details of all properties in the Mumbai City. It also helps in maintaining history of a property, mode of acquisition, land classification etc.

This system is used for monitoring the recovery of land revenue, issuance of notices and warrants, generation of cash receipts, cashbook maintenance, generation of daily/monthly recovery statement, challans for RBI and statement of pending recoveries.

used for generating the monthly/supplementary pay bills, GPF statement, GIS statement, PPT statement, acquittance and pay slip.

**System:** This system is used for monitoring the collection of entertainment duty from cable operator, video game parlours, theatres, restaurants and bars, amusement parks, discotheques etc. It includes generation of receipts, cashbook maintenance, challan for RBI, generation of daily/monthly/annual recovery statement and MIS reports.

## DIRECT BENEFIT TRANSFER (DBT) IN MUMBAI CITY

- State of e-Governance in Maharashtra 2014

bills related to Sanjay Gandhi Niradhar Yojana, Shravan Bal Yojana, Vridhapakal Yojana, printing of money orders and bank statements.

### 9.2.1.2 Mumbai Suburban District

The Mumbai Suburban District Collectorate has implemented various e-Governance applications to facilitate better service delivery:

#### Property Card Information

**System:** This system is used for issuance of computerised property card and recording details of all properties in Mumbai Suburban. It also helps in maintaining history of a property, mode of acquisition, land classification etc.

#### Society and Member Monitoring

**System:** It is an application that has been designed to monitor government land efficiently. Government land given to societies are monitored for information related to member details, terms and conditions, transfers/ sale details, society inspections, hearings, recovery of transfer fees, etc. This system also helps in monitoring any possible breach of conditions. The application has already been developed and tested. It is now being rolled out shortly.

### 9.2.1.3 Thane District

The key e-Governance initiatives undertaken by Thane District Collectorate include:

#### ● Property Card Information

**System:** This system is used for issuance of computerised property card and recording details of all properties in Thane district. It also helps in maintaining history of a property, mode of acquisition, and land classification etc.

#### ● Rainfall Monitoring System

**(Maharain):** Receiving information about rainfall in any given area is very



Website : [mumbaicity.gov.in](http://mumbaicity.gov.in)



Website: [www.mumbaesuburban.gov.in](http://www.mumbaesuburban.gov.in)

critical from the point of view of the schemes' implementation, statistical information, disaster management, etc. Also, this information is crucial for the agricultural sector as well.

Through the Maharain system, the Tehesildar of a district can send data regarding rainfall in his area via SMSes. This data is collated at the district level and further consolidated at state level. This system developed by Thane district administration is to be replicated across the state.

### 9.2.1.4 Raigad District

The major e-Governance initiatives undertaken by Raigad District are:

#### ● Property Card Information

**System:** This system is used for issuance of computerised property card and recording details of all

- More than 55% of coverage in Aadhaar Enrolments
- 75 % of the CSC Kendra are operational with an average of 1254 transactions
- All Setu Kendras are active in 15 Talukas with an average of 5333 transactions
- 131 Maha eSeva Kendras with average of 1255 transactions



Website: [www.thane.gov.in](http://www.thane.gov.in)



Website: [www.maharain.org](http://www.maharain.org)

properties in Thane district. It also helps in maintaining history of a property, mode of acquisition, land classification etc.

### 9.2.1.5 Ratnagiri District

Some of the key e-Governance initiatives undertaken by the district include:

#### District website and collation of GR

The Ratnagiri district website provides easy access to GRs issued by the state government.

The district website has a collection of around 14,000 GRs since 1874 till date related to 21 different subjects.

#### Aam Aadami Beema Yojana

An application to collect and

- The website page has recorded 2,84,670 hits (approximately 150 hits a day) since its launch on August 8, 2008
- Received e-Champion award from Engineering Watch, India's most prestigious magazine dedicated to Engineering Community

process data for Aam Aadami Beema Yojana has been implemented in the district. Through this application, about 1,20,000 beneficiaries have been registered in the district. In collaboration with LIC, this software has also mapped student details and helped in sanctioning scholarship to more than 20,000 students.

#### 9.2.1.6 Sindhudurg District

The Sindhudurg district has successfully implemented various e-Governance initiatives. Some of these have been highlighted below:

##### e-Office

e-Office was inaugurated in Sindhudurg District by Hon'ble Chief Minister on December 24, 2012 in presence of Hon'ble Shri Narayana Rane, Guardian Minister, Sindhudurg; and Hon'ble Shri Balasaheb Thorat, Minister,



Website: [www.raigad.gov.in](http://www.raigad.gov.in)



Website: [www.ratnagiri.gov.in](http://www.ratnagiri.gov.in)



Website: [www.sindhudurg.gov.in](http://www.sindhudurg.gov.in)



Snapshots of eOffice inauguration in Sindhudurg by Hon. Chief Minister, Maharashtra

- Skoch Order of Merit 2013, for Paperless Office at Sindhudurg to Collector Office Sindhudurg
- Skoch Digital Inclusion Award 2013, to Paperless Office implemented at Collector Office, Sindhudurg
- Skoch Digital Inclusion Smart Governance Award 2013, in the Platinum Category to Collector Office - Sindhudurg, Maharashtra for Paperless Office at Sindhudurg
- eIndia 2013 Award in Green IT Initiative, for the implementation of "paperless" eOffice in the Sindhudurg District, Maharashtra

Revenue & Khar Land. e-Office (paperless office) has been implemented in the Sindhudurg district with effect from December 24, 2012. Sindhudurg District is the first district in the country to have implemented paperless office setup with combined efforts of the Directorate of Information Technology and District Collectorate Sindhudurg.

##### The district has also implemented the following applications:

- District Planning and Development Council - Work Monitoring System
- Tree Plantation Monitoring System: It was launched on September 15, 2011. It is a web-based software for collection of information regarding tree

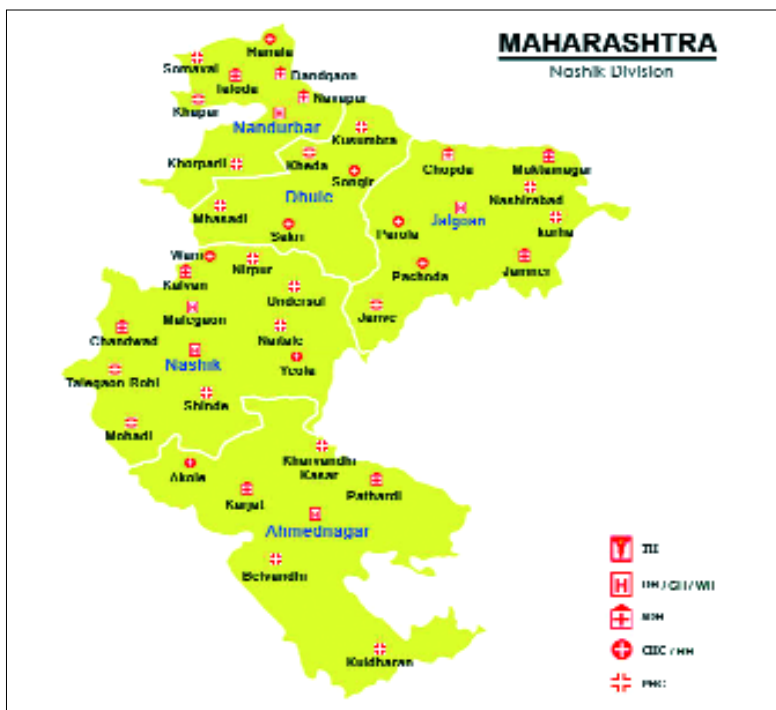
plantation details, nursery details and tree types, etc.

- Collector Meeting Scheduler: The Collector Meeting Scheduler, launched on October 15, 2012 is used for efficient management of office meetings at Collector office.
- Arms/Weapons Licensing Software: The main objective of the application is to create a repository of the citizens having licensed weapons/arms in the district. Some of these applications are being considered for state-wide replication.

#### 9.2.2 Nashik Division

##### 9.2.2.1 Nashik District

The District and Zilla Parishad websites have been implemented. The district also promotes the use



#### Aadhaar Implementation in Nashik Division:

- More than 79% of coverage in Aadhaar Enrollments
- Total Number of CSC's rolled out as on December 31, 2013 is 1,084
- Total Number of G2C transactions for month of December 2013 was 1,47,352

of official email ids for the Government officers with more than 350 official email Ids in use.

All key projects initiated by the state government, including opening of CSCs and Setu Centers, e-Mutation, e-Tendering, e-Office etc. are being successfully implemented in the district.

Aadhaar Implementation in Nashik District:  
70% Aadhar enrolment completed in the district

#### 9.2.2.2 Dhule District

Highlights of various e-Governance initiatives and projects implemented in Dhule district are given in this section:-

- 89% (108 out of 115) CSCs are operational
- Total G2C transactions in FY 12-13 (April 2012-March 2013) – 3,03,572

- Total B2C transactions in FY 12-13 (April 2012-March 2013) – 7,859
- Total G2C transactions in Q1 2013 (April 2013-June 2013) – 1,27,168
- Total B2C transactions in Q1 2013 (April 2013-June 2013) – 1,497
- Average transaction per active Maha eSeva Kendra – about 2,900
- 100 % PDS data entry completed
- Dhule Zilla Parishad website hosted at SDC

Aadhaar Implementation in Dhule District:  
More than 68% of residents have been enrolled for UID.

#### 9.2.2.3 Nandurbar District

Nandurbar is one of the remotest districts in Maharashtra. However, various initiatives have been undertaken by the district administration to usher in an era of e-Governance here. Some of the key



Website: [www.nashik.gov.in](http://www.nashik.gov.in)



Website: [www.dhule.gov.in](http://www.dhule.gov.in)



Website: [www.nandurbar.gov.in](http://www.nandurbar.gov.in)

initiatives undertaken by the district administration include:

#### Forest Right Act Claimant Management Information System:

In Nandurbar district, there are 39,615 individual Forest Right claims. To maintain all individual records, software has been developed. With the help of this software, information regarding individual claims and van-pattas can be obtained, leading to optimal utilization of resources. Also, a GIS map is being used for disposing the claims, leading to faster decision making.

#### Sardar Sarovar Rehabilitatees Information System:

The Sardar Sarovar Project along the Narmada River has resulted in submergence of 33 villages and 118 hamlets, resulting in 4,227 project affected



Website: [www.jalgaon.gov.in](http://www.jalgaon.gov.in)



Website: [www.ahmednagar.gov.in](http://www.ahmednagar.gov.in)



Website: [www.pune.gov.in](http://www.pune.gov.in)



families. There are different classifications of families and different types of packages have given to the project affected families over time. With the help of NIC, a software has been developed to maintain records of all project affected families. Integration with UID is being planned now.

**Government Land Details Information System:** This system helps in maintaining all government land records in a database. Reports on types of lands are available at district and taluka level for easy reference.

#### 9.2.2.4 Jalgaon District

The District Website along with the websites of Collectorate and Zilla Parishad, Jalgaon are on gov.in domain, hosted at NIC data center and are compliant with accessibility and localization guidelines.

- **e-Library** has been implemented successfully at the district.
- **Grievance Redressal System (e-Lokshahi):** The citizens can lodge their grievances online through or by calling a toll-free number (18002332290). Citizens can get details regarding the status

of grievance, date of hearing and the outcome of hearing at his/her convenience through phone as well as Internet.

- **SETU:** In Jalgaon district 16 Setu Centres are functioning since 2005 and under these 32 types of certificates issued to citizens. Around 20 lakh certificates are being issued annually.

- **Confonet (Consumer Forum Networking) Project:** Consumer forum case details and judgements are uploaded on the website for easy reference.

- **CIPA (Centrally Integrated Police Application):** One server and 5 clients with UPS and printers are installed at each of the 33 police stations in Jalgaon district under this project

- **e-Post Office:** Five main post offices are computerised. Instant money order, electronic money order, speed post, postal life insurance etc. are covered using Internet in this scheme.

- **e-Tapal Project:** e-Tapal application is used at Jalgaon Collectorate for storing and monitoring the inward and outward letters.

#### 9.2.2.5 Ahmednagar District

Ahmednagar district is one of the leading districts in e-Governance implementation in Maharashtra. It has been appreciated for innovative use of IT for management of cattle camps. The district has shown exceptional progress in several e-Governance initiatives as

mentioned below:

#### Cattle Camp Web Portal

Ahmednagar has chronic water scarcity issues and is drought prone. In order to safeguard cattle during this period of scarcity of water, districts organise 'cattle camps' wherein fodder and water is provided to them. Over 212 cattle camps were organised in Ahmednagar in the summer of 2013.

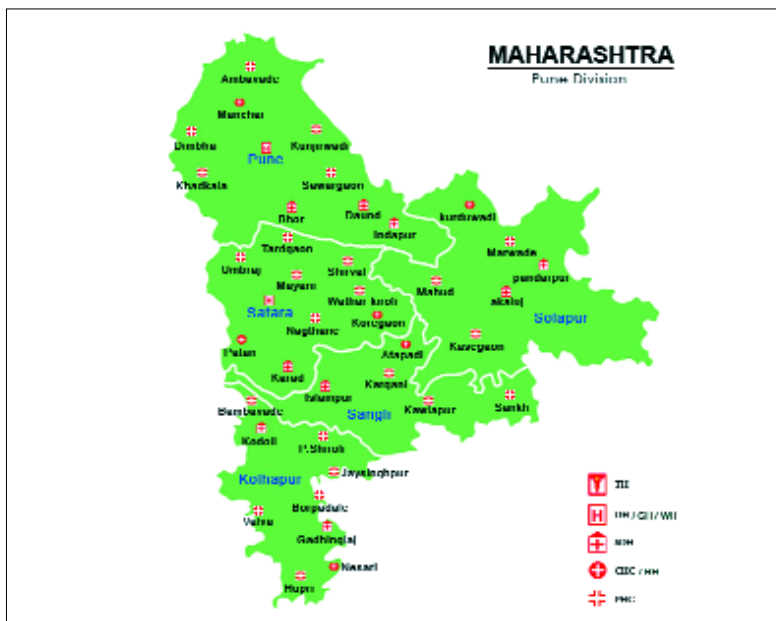
An example of innovative use of technology has been the development of a web portal for management of cattle camps in the district. The main objectives of the portal are as follows:

- Capture and maintain details of camps being run in the district.
- This is essential to collect and process data in order to request grant from the government in order to run the camp.
- Maintain daily transactions.
- Generate progressive, summarised and district-wise / taluka-wise report of cattle camps started at village level.
- Record the expenditure incurred by each cattle camp
- Reporting to assist in decision making and budget re-provisioning
- The project is operational since August 2012.

#### 9.2.3 Pune Division

##### 9.2.3.1 Pune District

Some of the key e-Governance initiatives undertaken by Pune District Collectorate include:



#### Aadhaar Implementation in Pune Division:

- More than 70% of coverage in Aadhaar Enrollments
- Total Number of CSC's rolled out as on December 31, 2013 is 1,171
- Total Number of G2C transactions for month of December 2013 was close to 90,000

- **Arthsarthi:** It is a web-based system implemented in the district for better financial management, transparency in accounting system, speedy disposal of claims submitted by vendors and generation of payment advice slips instead of signing cheques, thus reducing the payment cycle.
- All key projects initiated by the state government, including opening of CSCs and Setu Centers, e-Mutation, e-Tendering, e-Office etc. are being successfully implemented in the district.

site – encompassing all information about the district, including citizen services. The other important e-Governance initiatives include:

#### ● Revenue and Criminal Case

**Monitoring System:** The parties as well as their lawyers can get the case status and judgement details online using this application. Till date, parties and lawyers involved in 1,053 appeal cases have been benefitted from the system. As on date, nearly 524 cases have been closed whereas 529 cases are in-hearing.



Website: [www.satara.gov.in](http://www.satara.gov.in)

Aadhaar Implementation in Pune:  
About 77% of the residents have been enrolled for UID in the district

#### 9.2.3.2 Satara District

The district website has been developed to provide a one-stop



e-Lokshahi - Website:  
[www.sataraelokshahi.in](http://www.sataraelokshahi.in)

#### ● Grievance Redressal System

**(e-Lokshahi):** Citizens can lodge the grievances online (<http://sataraelokshahi.in/>) or by calling a toll-free number (18002332290). Citizens can get details regarding status of grievance, date of hearing, and the outcome of hearing at his/her convenience through mobile as well Internet.

#### ● Geographical Information on

**Maps:** The district administration has developed GIS maps with details regarding water bodies (rivers), taluka and village boundaries, national / state / district highways, railway lines, and important offices etc.

#### 9.2.3.3 Sangli District

The key e-Governance initiatives undertaken by the district administration include:

● **e-Library:** It has been implemented successfully at the district.

● **e-Setu:** The goal in introducing this system is to provide basic services like caste certificates,



Website: [www.sangli.gov.in](http://www.sangli.gov.in)

birth-death certificates, age, domicile, nationality certificates, affidavits etc. to the citizens electronically. This system was introduced as a pilot project in Kavate Mahakal taluka by way of issuing caste certificates to all residents of the taluka sans distinction. Post successful completion of the pilot, processes are underway for introducing the system in all talukas of the district.

● **e-PARAKH:** This is a basic services/amenities management system intended to improve the management of drinking water facility, education, health, agriculture, veterinary services, women and child development and distribution of essential commodities..

● **e-Muster:** This is a web based application that provides transparency in functioning of the administration through timely payment of wages.

#### 9.2.3.4 Solapur District

All key projects initiated by the state government, including opening of CSCs and Setu centers, e-Mutation, e-Tendering, e-Office etc are being successfully implemented in the district.

Aadhaar Implementation in Solapur:  
About 48% of the residents in the district have been enrolled for UID

Other Applications developed by Zilla Parishad Solapur IT cell include Online Medical Inventory Management System and e-Scholarship application, which are in use in the district.

#### 9.2.3.5 Kolhapur District

The award winning COLIS(Collector's Information System) application has been

developed and implemented in Kolhapur. It consists of six sub modules namely:

● **e-RevCourt:** Revenue court case management.

● **e-GRecovery:** Online calculation of tax & challan and payment through GRAS.

● **e-Pension:** Pension system for world war soldiers/widows.

● **e-GodownManagement:** Monitoring of PDS stock starting from CWC through Tehsil Godown to FPS at villages.

● **e-WebPublication:** Deals with automatics publication/ upload of government documents meant for view to public.

● **e-ColisAdministration:** Dealing with interlinking of different modules for end user and citizens.

Aadhaar Implementation in Kolhapur District:

- More than 53% of coverage in Aadhaar Enrolments.
- Total Number of CSC's rolled out as on December 31, 2013 is 2,345
- Total Number of G2C transactions for month of December 2013 was close to 4,00,000

#### 9.2.4 Aurangabad Division

##### 9.2.4.1 Aurangabad District

Key e-Governance Initiatives in Aurangabad:

##### Dilasa Project

Aurangabad district has launched an innovative project named "DILASA". The project is aimed at improving

Dilasa Project

- One Bank One City Model
- No. of beneficiaries in Aurangabad city:
- Sanjay Gandhi Yojana – 5,103
- Shravan Bal Seva Yojana – 10,394
- No. of Business Correspondents: 15
- Locations covered: 10
- DILASA won the national award for excellence in Aadhaar (UID) enabled service delivery system for disbursement of pension of State and Central Government sponsored pension scheme, October 2012

service delivery, accountability and transparency in governance for social pension schemes such as Sanjay Gandhi Yojana & Shravan Bal Seva Yojana through usage of Aadhaar/UID number. In this project, the social assistance pensions in Aurangabad district is transferred directly into the beneficiaries' bank account. The beneficiary can withdraw this amount through the business correspondent (BC) network established through Bank of India leveraging the Aadhaar platform. With help of Aadhaar/UID, de-duplication and elimination of fraud beneficiaries was ensured. The key features of this project are:

##### Software for Evaluation of Performance of Tehsildars

Through this application, the tehsils in Aurangabad districts are assessed and ranked on basis of their performance in numerous schemes/programmes on a monthly basis. Performance on schemes and programmes such as National Rural Employment Guarantee Scheme (NREGS), Sanjay Gandhi Scheme, supplies and revenue collection etc. are covered in this application.

#### 9.2.4.2 Jalna District

Key e-Governance Initiatives in Jalna:

● **e-Office Implementation:** The Hon'ble Chief Minister of Maharashtra launched Jalna e-Office Portal <http://jalna.eoffice.gov.in> on May 7,



e-Setu - Website: [www.esetusangli.in](http://www.esetusangli.in)



COLIS - Website: [www.collectorkolhapur.gov.in](http://www.collectorkolhapur.gov.in)



Website: [www.divcomaurangabad.gov.in](http://www.divcomaurangabad.gov.in)



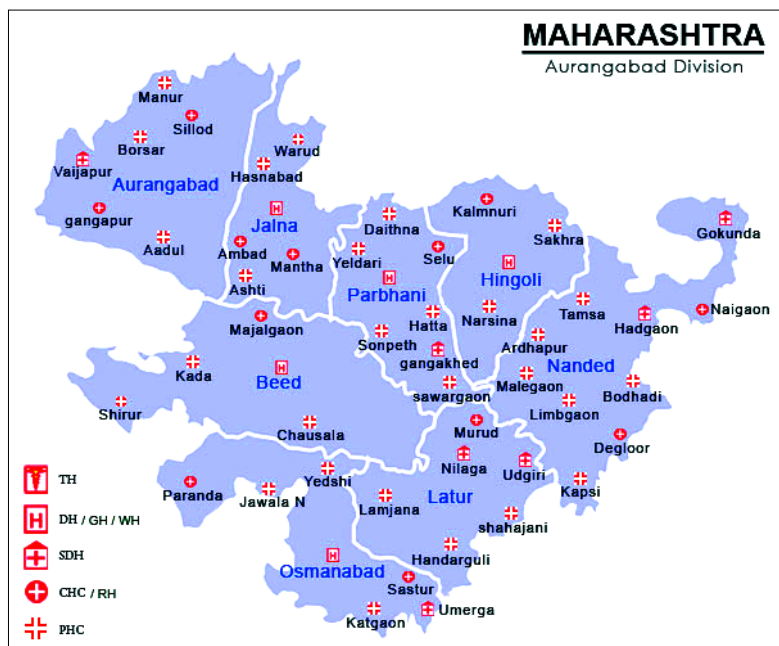
Website: [www.kolhapur.gov.in](http://www.kolhapur.gov.in)



Website: [www.solapur.gov.in](http://www.solapur.gov.in)



Website: [www.aurangabad.gov.in](http://www.aurangabad.gov.in)



Website: [www.aurangabad.gov.in](http://www.aurangabad.gov.in)



and paper checking by OMR system is implemented in the district.

#### ● Rain Reporting by SMS:

Reporting of circle-wise daily rainfall through SMS has been implemented in the district.

#### ● Information Kiosks:

These information kiosks have been installed at Collectorate, Zilla Parishad, APMC Jalna, District Court and at all the Tehsil offices. A slew of information viz. 7/12, property card, land acquisition, RTI, project affected list, freedom fighters nominees list, APMC commodity rates, Court case status

2013. Jalna became the second district to implement e-Office in Maharashtra.

● **Direct Benefit Transfer:** District Collector of Jalna inaugurated the direct benefit transfer at Jalna on July 1, 2013.

● **Water Tankers Tracking by SMS:** SMS alerts are used for monitoring the distribution of about 650 water tankers in Jalna district.

#### ● Scanning & Digitization of

**Old Records:** The scanning of the old legacy records is in progress at Jalna Collectorate. Till date, 40 lakh pages have been scanned.

● **Ration Card Computerisation:** Computerisation of 3,37,888 ration cards has been completed. The monthly allocation of food grains is generated online.

● **e-Recruitment:** For the recruitment of clerks and talathis the online application submission



Information Kiosk Jalna

are made available on the kiosks to the public. Access to government websites like MREGA, Rojgar vahini, AGMARKNET, district website etc. is also available on the kiosk. Information on ongoing notices/tenders can be gathered from the kiosks. NIC Jalna has provided the interface application for the kiosks.

#### ● Biometric Attendance System:

Almost 1,500 GPRS/SMS-based biometric attendance systems have been installed in all government offices, schools and public health centers at different level from district to villages. Attendance reported, is updated on the web portal either by SMS or GPRS. It is possible to monitor thousands of employees in 970 villages of the district.

#### 9.2.4.3 Parbhani District

e-Governance initiatives in Parbhani District:

**e-Lokshahi:** This is a grievance redressal project wherein any citizen can call and record his/her complaint regarding any issues in the district. The complaint is forwarded to the concerned official and SMS alerts are sent to the citizens informing him of the

| Sl. No. | Date       | Name | Age | Gender | Other Details |
|---------|------------|------|-----|--------|---------------|
| 1       | 10/01/2013 | ...  | ... | ...    | ...           |
| 2       | 11/01/2013 | ...  | ... | ...    | ...           |
| 3       | 12/01/2013 | ...  | ... | ...    | ...           |
| 4       | 13/01/2013 | ...  | ... | ...    | ...           |
| 5       | 14/01/2013 | ...  | ... | ...    | ...           |

developments. The complaint is closed only when the concerned official gives a satisfactory reply. The recorded resolution is then forwarded to the citizen.

The project has made it very convenient for citizens to register their complaints remotely.

#### 9.2.4.4 Hingoli District

Hingoli district is situated in the northern part of Marathawada in Maharashtra. Hingoli is progressing in terms of UID enrolments. Almost 44% of the enrolments are complete.

Hingoli district has five Setu Centers and 157 Maha e-Seva Kendras for delivering various services to the citizens.

#### 9.2.4.5 Beed District

All key projects initiated by the state government, including opening of CSCs and Setu Centers, e-Mutation, e-Tendering, e-Office etc. are being successfully implemented in the district.

Also, all the talukas are connected through Maharashtra's State Wide Area Network (MSWAN) network facilitating video conferencing facility across all collector, tehsil and zilla parishad offices.

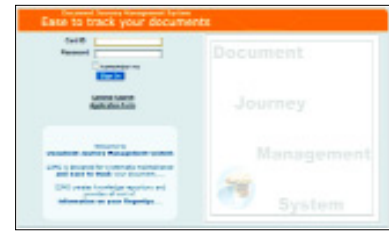
*Block Education Office Website , Majalgaon, Beed district*

#### 9.2.4.6 Nanded District

Key e-Governance Initiatives in Nanded:

**Distribution of various certificates and ROR through**

**CSC:** The Common Service Centres

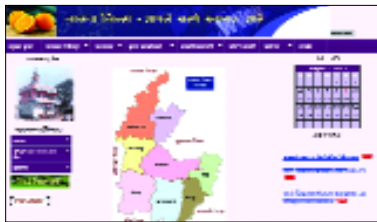


(CSC) is a strategic cornerstone of the National e-Governance Plan (NeGP), as part of its commitment in the National Common Minimum Programme to introduce e-Governance on a massive scale. Getting a ROR at their doorstep is the chief achievement of this project.

**e-Recruitment:** The District administration designed and developed a complete solution for each activity involved in the recruitment process at Nanded and successfully implemented the same for the recruitment process of year 2013.

Key Achievements in Nanded District:

- Rural Employment created: more than 1000 employment through 358 CSCs
- In 2012-13, 20,58,462 transactions were completed of which 17,13,925 - land records, 194,857 - applications & 1,49,680 - affidavits
- For the first time the Prepaid Accounting System adopted in the application relieves the administration from the delay in payments and calculation process
- Distribution of various certificates and ROR through CSC has been nominated for State e-Governance Awards 2013 in Excellence in Citizen Centric Service Delivery Category



Website: [www.jalna.nic.in](http://www.jalna.nic.in)



Website: [www.beed.gov.in](http://www.beed.gov.in)



Website: [www.brcmajalgaon.org](http://www.brcmajalgaon.org)

In January 2013, the number of applications received are as follows:

- 12,477 applications for the post of Talathi (15 vacancies)
- 4,005 applications for the post of Clerk (7 vacancies).

The Project became operational from January 6, 2013.

**e-Tender and e-Auction:** e-Auction and e-Tendering projects became operational from January 6, 2013.

8 reti ghats auctioned using this application resulted in a collection of Rs. 1786.86 lakh. This amount is 143.78% of the projected value of Rs. 1,242.74 lakh

#### 9.2.4.7 Osmanabad District

Key e-Governance Initiatives in Osmanabad are as follows:

##### ● Record Management Software (RMS):

The Collectorate of Osmanabad has taken up an initiative to digitise all the files in the Collectorate office which may be stored and managed using a software application. The aim is to reduce the time taken to search a file as well as the space to store the physical files. This also mitigates the risk of loss of a file in the collector office. The project shall also be very helpful in implementing e-Office in the collectorate office as most of the files are already digitized.

#### ● mRain - Mobile SMS-based

**rainfall recording system:** mRain, a mobile-based rainfall recording system is rain management software with a simple user interface. With provision of multiple interfaces, an authorized user can either login into a web-based system or use SMS with selected keywords to record the rainfall in a specific area.

#### 9.2.4.8 Latur District

e-Governance initiatives in Latur District:

**eLibrary:** In this initiative, close to 210 different books on legal laws are uploaded on the portal in PDF format. Making various legal books accessible to all citizens at one place is the main objective behind e-library software. All books are updated on a day to day basis on the portal.

- Time required to make this live is 2 months and 17 days with just one resource
- Various books are scanned with minimum memory size

- Latur district undertook the initiative of circle level UID camps which resulted in 10% increase in UID enrolment in just two months

- Further, CSC, SETU and UID enrollment centres were surveyed by District Collector and Corrective action taken which resulted in about One Lakh and Fifty Thousand transactions per month



Website: [www.nanded.gov.in](http://www.nanded.gov.in)



Website: [www.osmanabad.nic.in](http://www.osmanabad.nic.in)

#### 9.2.5 Amravati Division

##### 9.2.5.1 Amravati District

Amravati is one of the leading districts in e-Governance initiatives and UID-based transformations in citizen services. The district is in the process of creating an improved e-Governance infrastructure through e-Governance cell being setup at Amravati Collectorate. The roadmap and standard operating procedures for the e-Governance cell are in place and physical infrastructure is being rolled out.

**● UID- Enrolment:** Amravati is amongst the top districts with respect to UID enrolments in the state with enrolment touching 92% of total population. UID enrolment is tracked and managed through taluka-level kit management and also through a district MIS depicting Taluka-wise analysis. Amravati has remote areas like Dharni and Chikhaldara where they have reached the enrolment of 78%

through ensured kit allocation.

● **DBT Performance:** Amravati is a DBT FI Pilot district from Phase I and has been a part of rollout of all 39 DBT schemes in the state. As on December 31, 2013, Amravati has made a significant progress in state with overall transactions of over 18,808 beneficiaries through UID. Post July, National Social Assistance Programme (NSAP) schemes have been rolled out and Amravati has been carrying out over 11,754 UID based payments through CPSMS. Amravati is also the only Pilot district in II Phase of LPG DBT in Maharashtra. Post its commencement on September 1, 2013 a total of 65,997 transactions on LPG DBT inclusive of advance subsidy payments have been done.

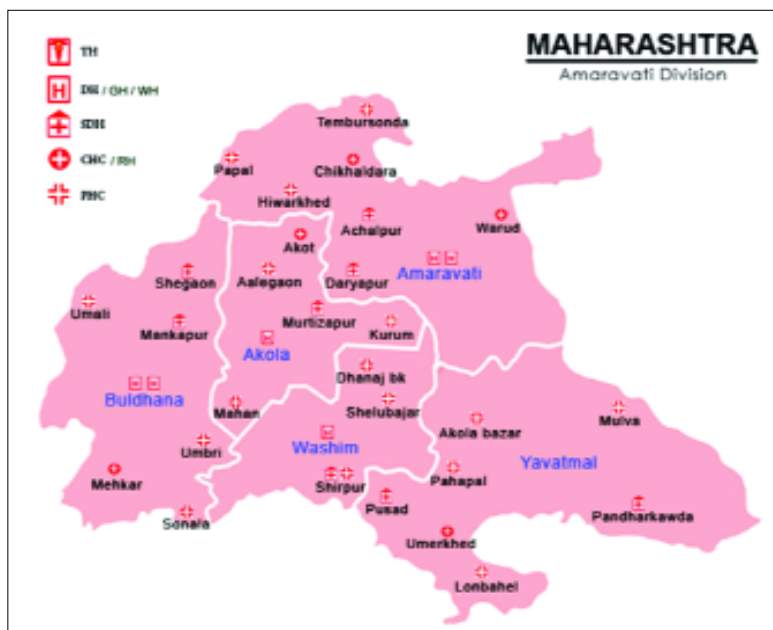
● **e-Tendering:** In the Amravati district, a total of 110 e-Tenders have been floated successfully till October 10, 2013 while the total e-Tendering process completed in division is over 500.

● **Revenue Officer MIS:** The software is designed and developed for assessment of achievements of revenue officers. This is being used for maintaining data on supply, land acquisitions, resettlement, accounts and home etc. and generates reports required by the Collectorate and Commissionerate.

● **Other projects being implemented are:** Project Affected Information Systems, GIS of Amravati district, Clerk Recruitment Information System, counting staff randomisation, VNSS Mission webportal, Amravati district webportal, Rashtriya Swastha Bima Yojana (RSBY), BRGF Planplus etc.

#### 9.2.5.2 Buldhana District

Buldhana district has initiated and successfully implemented various e-Governance initiatives like e-Office, e-Tendering, WiFi connectivity, capacity building,



Website: [www.amravati.gov.in](http://www.amravati.gov.in)

providing G2C and B2C services through CSCs & SETU centres etc. Select e-Governance initiatives in Buldhana include:

● **e-Tendering:** A total of 101 e-Tenders have been floated successfully till 5 August 2013, for various departments in Buldhana district; which is highest among number of e-Tenders floated in entire Amravati division.

● **WiFi Connectivity at Collector Office:** The District collector has decided to facilitate the District Collector's office with Internet connectivity through Wi-Fi network. This will be used for e-Office as well as other office work activities.

● **e-Transaction through CSC and Setu:** G2C and B2C services through CSCs and Setu centres are

Aadhaar Implementation in Amravati Division:

- More than 64% of coverage in Aadhaar Enrolments
- Total Number of CSC's rolled out as on December 31, 2013 is 1,137
- Total Number of G2C transactions for month of December 2013 was close to 4,00,000

being used by citizens in the district. In addition, now CSC centres from CMS computers are operational in the district will be utilized as PEC (Permanent Enrolment Centers) for Aadhaar enrolment of residents.

● **eMutation:** A total of 36 computers across 13 talukas have been implemented, especially for e-Mutation work in the district. Manual entries will be discontinued in next 3-4 months. Talathis in the district have also been instructed to do make entries related to eMutation work through laptops.

#### 9.2.5.3 Akola District

The Akola district has implemented various e-Governance applications

for improved service delivery and effective administration. The applications are as follows:

**Virtual Machines:** Akola district has implemented the scientific concept of virtualization for client-server based land record computerisation (LRC) using virtual machines. The virtual machine is used for client-server based land record computerisation project related applications like LMIS, PCIS, agriculture, census, e-Chawdi and 7/12 data uploading on website.

The virtual machine implementation received the Excellence Award in the category of Best Government to Government (G2G) Initiative of the Year.

#### 9.2.5.4 Washim District

Various e-initiatives from Washim District are as follows:

- Virtual Technology used in three tehsils for providing 7/12 service
- e-Tapal/Meeting scheduler implementation is in progress.
- e-Property Card.
- e-Tender.
- Website design and updation by NIC, Washim.
- Online Recruitment of talathis and clerks
- Complaint Monitoring System

**Online Recruitment:** Recruitment under Collector office is done through online processes.

#### ● Complaint Monitoring System:

This system is for complaint registration. The complaint is then forwarded to the respective department; action on the complaint is informed to the citizen by SMS/Email.

● **Virtual Machine:** Virtual Machine-Award-winning Akola project was successfully replicated in Washim in three talukas. The virtual machines



Website: [www.buldhana.gov.in](http://www.buldhana.gov.in)



Website: [www.akola.gov.in](http://www.akola.gov.in)



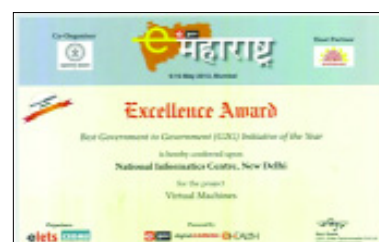
Website: [www.washim.gov.in](http://www.washim.gov.in)



Website: [www.washim.gov.in](http://www.washim.gov.in)



Website: [www.yavatmal.gov.in](http://www.yavatmal.gov.in)



Complaint Management System, Yavatmal

were developed and implemented by NIC Akola in three tehsils (Mangrulpir, Manora and Malegaon) of Washim district and are running smoothly.

#### 9.2.5.5 Yavatmal District

Yavatmal District is one of the leading districts in eServices through CSCs, Setu and Sangram centers recording over 16 lakh (G2C) & 63,000 (B2C) e-Transactions in year 2012-13. The Citizen Centre Services are getting a good response from the

citizens in the Yavatmal district and it surely reflects the result of administrative initiatives to reach out to the citizens.

Maharashtra State started Suvarna Jayanti Abhiyan initiative in May 2011; under this niche initiative, the government aims to reach out to the citizens through various citizen facilitating initiatives. As a part of Suvarna Jayanti Initiative, the Yavatmal Collectorate has created a Citizen Facility Centre inaugurated on July 25, 2013.

The following initiatives are implemented under Citizen-Facility centre:

**Citizen Kiosk:** The Citizen Facility centre has an advanced but easy to use web-based touch screen kiosk system installed which provides the information required at a single touch. There are a total of eight citizen-centric services available through the kiosk:



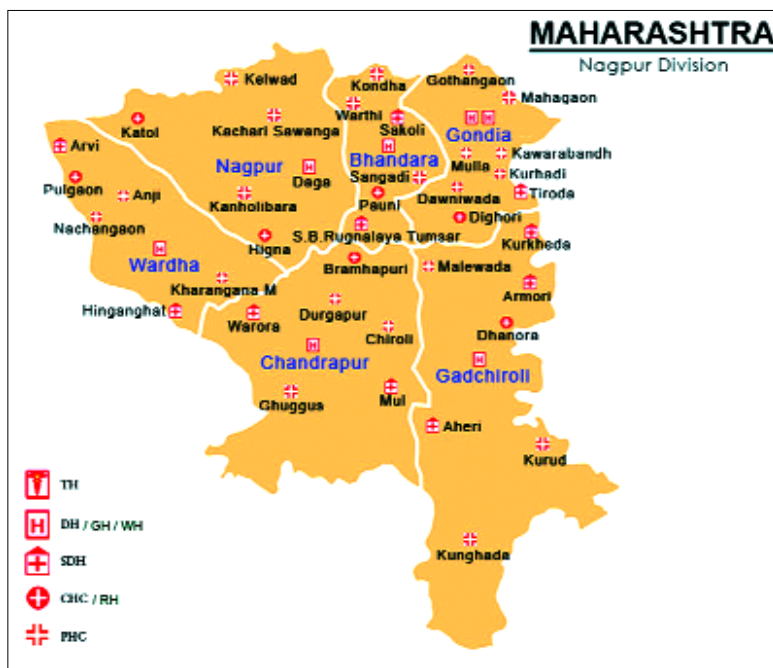
Citizen Kiosk in Yavatmal District

- Website of Government of India, Government of Maharashtra, Yavatmal Collector Office
- Online 7/12 Service
- Yavatmal District Complaint Management System
- Current affairs in Yavatmal District

**e-Lokshaahi Initiative:** For those citizens who are not able to use the computerised and online services, phone based IVRS services have been made available by the Collector Office. Citizens can register their complaints through the IVRS system. Once complaint is registered, the citizen receives a token number and the complaint is routed to concerned officer for resolution. Post resolution, the citizens can listen to recorded response for their complaint.

**Yavatmal District:** Complaint Management System: The citizens can post also their complaints to the Collector's office and track the same from anywhere through this web-based portal.

The same is facilitated on web-based kiosks as well. The unique feature of this web-based CMS is that, on registration of the complaint, as well as on resolution; citizens receive email communication from the system.



## 9.2.6 Nagpur Division

Aadhaar Implementation in Nagpur Division:

- More than 77% of coverage in Aadhaar Enrollments.
- Total Number of CSC's rolled out as on December 31, 2013 is 1,797
- Total Number of G2C transactions for month of December 2013 was 41,549

### 9.2.6.1 Nagpur District

The Nagpur district has implemented various e-Governance initiatives successfully. Some of these have been highlighted in this section:

#### Voter Management System:

Voter Management System (VMS) has the ability to check duplication of voters' names in electoral rolls by matching voter's name, father's name and date of birth. It can also help in identifying the voters who have relocated, migrated or transferred to other places but their names exist in voters' lists of both places.

**Vishwas:** VISHWAS (Visiting Information on Schools Handled With Attendance System) is a unique project developed by Zilla Parishad Nagpur to improve the performance of on-field employees of the education department of Zilla Parishad and collect real time information on school activities. It is a mobile-based target management and data verification system which

- Skoch Order of Merit 2013, for VISHWAS - Visiting Information on School Handled with Attendance System to Nagpur ZP.
- Skoch Digital Inclusion Award 2013, to Nagpur Zilla Parishad for implementing VISHWAS – Visiting Information on School Handled with Attendance System.
- Most Promising Gold Award, for Best e-Governance Project in PC Quest Best IT Implementation Award 2013 for VISHWAS project implemented at Zilla Parishad, Nagpur.



Source: [www.nagpur.gov.in](http://www.nagpur.gov.in)



monitors and verifies the targets assigned to on-field employees using GPS enabled Android phones. The key features of VISHWAS are – it is a digital, user-friendly, cloud based system. The targets are assigned online and can be viewed by the employees on their mobile phones, accurately verifies the target locations visited by employee, reports given by employees are saved on a cloud-based database which can be accessed globally and false reporting can be highlighted.

**Janani:** 'Janani' is a package of mobile telephony and a server-based computer programme with GIS backbone, especially developed for frontline health workers (ANMs and doctors at primary health centers) to deliver timely, location-wise quality services to pregnant women and children. From the time a mother is registered at a sub-centre, through the mobile telephony module of Janani, the ANM sends the information through a voice file to Janani server. The data is transcribed to the database from the remote location and thereafter the data is processed to



report all subsequent due dates to the ANMs for women who are under their care. They receive a three-day advance alert for each mother's due service. Janani also highlights the high-risk patients for special and pro-active attention. Moreover, since Janani has a GIS backbone, it easily locates women, who stay in far-flung areas.

#### 9.2.6.2 Wardha District

Wardha is frontrunner in UID enrolment having completed 98% of UID enrolment. Aadhaar Enabled DBT is targeted towards providing benefit to the citizens of the district. The district administration has targeted projects like the NSAP, JSY, fertilizer subsidies and various



Website: [www.wardha.gov.in](http://www.wardha.gov.in)

other beneficiary schemes.

- Till date 1,07,833 beneficiaries have already received the benefits through DBT.
- An amount of Rs. 8.4 crore has been disbursed through Aadhaar Enabled DBT.
- Wardha is the first district in the country to have launched end-to-end DBT by providing the cash in hand to the JSY beneficiaries using

the BC operated micro ATM well ahead of national launch on 28 December, 2012.

- Achieved the target for Universal Financial Inclusion in the District by opening 1,01,342 saving accounts in the nationalized banks
- More than 90,000 new Aadhaar-compliant saving bank accounts were opened in the last financial year.

Received The National level "SKOCH AWARD" for ICT Based Innovation Financial Inclusion and Received elets – eGOV award For Innovation 2013

### 9.2.6.3 Gondia District

Details of e-Governance initiatives / projects in Gondia district is discussed in this section:

- **Website and email:** Mail ids for all the officials have been created. Gondia District website is partially compliant to W3C and GIGW standards and work is in progress to get it fully compliant. The district website landing pages are in Marathi.
- All key projects initiated by the State Government including opening of CSCs and Setu centres, SWAN & VC, e-Tendering, e-Office etc are being successfully implemented in the district.

Aadhaar Implementation in Gondia District:

- Average UID enrolment for Gondia at 98%
- Mega camps organised in Gondia
- Targeted beneficiary enrolment camps organised for DBT scheme beneficiaries
- DPM hired is involved in regular UID activities across the district

### 9.2.6.4 Bhandara District

Details of e-Governance initiatives / projects undertaken in Bhandara



Website: [www.gondia.gov.in](http://www.gondia.gov.in)

District are described in this section:

- **Website and email:** Mail Ids for all the officials have been created. Bhandara district website is partially compliant to W3C and GIGW standards and work is in progress to get it fully compliant. The district website landing pages is in Marathi.
- All key projects initiated by the State Government including opening of CSCs and Setu centers, e-Mutation, land records (7/12), e-Tendering, e-Office etc are being successfully implemented in the district.

Aadhaar Implementation in Bhandara District:

- Average UID enrolment for Bhandara district at 71%
- DPM hired in Bhandara district is doing regular UID surveys across the district

### 9.2.6.5 Chandrapur District

As a part of innovative use of IT, Chandrapur district is one of the first districts where Internet usage is through a controlled environment.

- RISK [Reliable Internet Service Key] Project has been implemented, wherein high speed internet connectivity is made available to all



Website: [www.bhandara.gov.in](http://www.bhandara.gov.in)

the offices in the Collector Office (seven different buildings). This connectivity is managed through a proxy server, thereby enabling administrator to monitor and limit the Internet usage and troubleshoot Internet connectivity. This also ensures that the Internet connectivity is secure, reliable and scalable. As on today, total 168 regular nodes are online and 32 different departments from 7 different buildings are using the setup satisfactorily.

- Some part of Chandrapur Collector Office is now a WiFi Campus. It has two access points and have provided Wi-Fi connectivity to various important officers and staff. Plan is underway to make the whole campus a Wi-Fi facility

- Paradise software for Setu: This is used to generate all the citizen certificates online. This software has been implemented at all taluka level SETU centers. Chandrapur district is the first Paradise SETU user which has changed the formats of Caste certificates as per the latest Govt. notification dated 3 September, 2012. Chandrapur district is also helping Nanded Setu with respect to the same.
- All the important officers in Chandrapur have official, Government of Maharashtra, email ids. i.e. maharashtra.gov.in domain email ids. A training session is planned for these officers to accustom them with the use of email as a mode of communication.

#### 9.2.6.6 Gadchiroli District

The district administration is implementing various electronic projects to provide better facilities to people on time. Some of the initiatives/projects are described in this section:

- **eTapal:** At Gadchiroli Collectorate the application e-Tapal is used for storing and monitoring the inward and outward letters, with each and every letter rectified upto the last. Each department can utilize this LAN-based service.
- **e-Lokshahi:** With a view to provide citizen centric and transparent administration, the District collector Gadchiroli has



Website: [www.chandrapur.gov.in](http://www.chandrapur.gov.in)



Website: [www.gadchiroli.gov.in](http://www.gadchiroli.gov.in)

developed an IVRS to provide a 24 hour online public grievance redressal system and FAQ forum being used widely through telephone and mobile.

- **Computerised ROR (7/12)**

**Record):** Here Record of Rights (RoR) card (7/12 ) or property card for any village in the district can be viewed. The ROR can be viewed easily using internet. All the ROR data is uploaded on to the site.



# 10

## VOLUMES OF e-TRANSACTIONS IN MAHARASHTRA

### CATEGORIES OF E-TRANSACTIONS ACROSS MAHARASHTRA

|            |                                                                                                                               |
|------------|-------------------------------------------------------------------------------------------------------------------------------|
| Category A | All Statutory and non-statutory services in the G2C, G2B segments                                                             |
|            | Payment of taxes by the citizens                                                                                              |
|            | Payment of Subsidies, Social welfare pensions and scholarships by the Government.                                             |
|            | e-transactions relating to PDS and Rural Development departments                                                              |
| Category B | All e-transactions relating to self-service over the web by citizens                                                          |
|            | Utility Bill Payments (Water/Light Bill/Any other)                                                                            |
| Category C | All B2C transactions delivered through CSCs or any other CSC.                                                                 |
|            | All miscellaneous transactions not covered by A & B above.                                                                    |
|            | All transactions of Category A and B that do not result in across the counter service but involve multiple visits by citizens |

The following table provides the average number of e-transactions (online transactions) and details of type of e-transactions across Maharashtra in 2012-13

| e- TRANSACTIONS for 2012-13 (in Lakh) |                                      | Projection for 2013-14 |        |
|---------------------------------------|--------------------------------------|------------------------|--------|
| Cat A                                 | Setu Kendra - CSC                    | 185                    | 212.75 |
|                                       | CSC                                  | 101                    | 116    |
|                                       | Sangram- Gram Panchayat              | 5.21                   | 5.99   |
|                                       | MCGM -Municipal Corp                 | 24                     | 27.6   |
|                                       | Other (173) Municipal Corp /Councils | 23.95                  | 27.54  |
|                                       | Agriculture Department -eParwana     | 0.07                   | 0.08   |
|                                       | Agriculture Department -eThibak      | 0.16                   | 0.18   |
|                                       | Agriculture Deparmtent -SMS          | 555                    | 638.25 |
|                                       | Sales Tax                            | 88.06                  | 101.27 |
|                                       | KDMC eServices                       | 0.26                   | 0.3    |
|                                       | PCMC                                 | 4.3                    | 4.95   |
|                                       | MTDC- online booking                 | 0.2                    | 0.23   |
|                                       | MSRTC- online ticketing              | 38.31                  | 44.06  |
|                                       | Education Department (Scholarships)  | 18                     | 20.7   |
|                                       | Employment Exchange                  | 0.81                   | 0.93   |

Continued from previous page

| e-Transactions for 2012-13 (in Lakh) |                                      | Projection for 2013-14 |                |
|--------------------------------------|--------------------------------------|------------------------|----------------|
|                                      | IGR (Registrations )                 | 6.3                    | 7.25           |
|                                      | IGR (eSearch)                        | 2                      | 2.3            |
|                                      | Land Records                         | 0.15                   | 0.17           |
|                                      | Online admission-Technical Education | 3.03                   | 3.48           |
|                                      | Mumbai University IDOL               | 0.82                   | 0.95           |
|                                      | e-tender                             | 0.02                   | 0.02           |
|                                      | MHADA (online housing application)   | 1.52                   | 1.75           |
|                                      | MSDG                                 | 56.06                  | 64.47          |
|                                      | Payment Gateway                      | 0.33                   | 0.38           |
|                                      | <b>TOTAL</b>                         | <b>1114.7</b>          | <b>1281.91</b> |
| Cat B                                | MSEDCL Electricity Payment           | 115                    | 132.25         |
|                                      | MSEDCL New Connection Req            | 1.57                   | 1.81           |
|                                      | Best Online Bus Pass/Tkt             | 0.1                    | 0.12           |
|                                      | Best Electricity Online pmt          | 1.72                   | 1.98           |
|                                      | <b>TOTAL</b>                         | <b>118.39</b>          | <b>136.16</b>  |
| Cat C                                | B2C thru CSC                         | 13.22                  | 15.2           |
|                                      | GRAS                                 | 9.75                   | 11.21          |
|                                      | <b>TOTAL</b>                         | <b>22.97</b>           | <b>26.41</b>   |
|                                      | <b>Yearly Total</b>                  | <b>1253</b>            | <b>1441</b>    |

## e-Taal Chart:



Department of Electronics & Information Technology  
Ministry of Communications & Information Technology, Government of India



### Standard Service(s) of Maharashtra

From: 01-01-2013 To: 31-12-2013

Total no. of e-Transactions: 18,95,06,364

| Sl. No.              | Standard Services                      | No. of e-Transactions |
|----------------------|----------------------------------------|-----------------------|
| 1                    | Agriculture & Allied                   | 4,46,272              |
| 2                    | Certificates                           | 1,15,10,930           |
| 3                    | Commercial Tax                         | 2,15,79,888           |
| 4                    | Education                              | 12,64,296             |
| 5                    | Election                               | 1,05,272              |
| 6                    | Employment                             | 27,891                |
| 7                    | State Specific Services                | 14,38,225             |
| 8                    | Transport                              | 1,29,52,412           |
| 9                    | Utility Services and Bill Payment      | 8,55,38,218           |
| 10                   | Licenses and Permits                   | 1,44,187              |
| 11                   | Other Services                         | 12,87,735             |
| 12                   | Passport & Visa Services               | 29,328                |
| 13                   | Property Registration & House Tax      | 44,93,155             |
| 14                   | Public Distribution System             | 1,92,11,380           |
| 15                   | Social Welfare & Pension               | 14,468                |
| 16                   | e-Procurement                          | 88,763                |
| 17                   | Grievance                              | 436                   |
| 18                   | Health                                 | 51,71,996             |
| 19                   | Industry and Commerce                  | 54,366                |
| 20                   | Integrated Finance Management Services | 8,82,589              |
| 21                   | Land Revenue                           | 2,32,64,557           |
| Total e-Transactions |                                        | 18,95,06,364          |

A full-page background image featuring a long, straight asphalt road with a dashed white center line, receding into the distance. The road is flanked by golden-brown fields and green trees. In the far distance, mountains are visible under a sky with soft, wispy clouds. The sun is low on the horizon to the left, creating a warm, orange and yellow glow that transitions into a clear blue sky at the top.

**2014**

# 11

## ROADMAP FOR 2014

As detailed in previous sections, many e-Governance projects have stood the test of time and proved their worth; many have been recently launched and many are in the pipeline at various stages of roll-out. We continue to conceive and implement new projects across various departments. Our To-do list for 2014 is as follows:

### UID (AADHAAR) AND BIG DATA ANALYTICS

- Aadhaar Enabled services delivery for CSC, Setu Centres, IGR, RTO Mumbai, other Schemes with Aadhaar Authentication and eKYC
- 2000 UID Permanent Enrolment Centres by March 2014, crossing 10 crore enrolments by June 2014
- Leverage UID in Financial Inclusion
- Data deduplication across various departments by using dedupe tools, linking with UID and Face recognition/matching
- Big Data Analytics using various BI (Business Intelligence) tools, GIS tools and Social Media Analysis

### CITIZEN CENTRIC INITIATIVES

- Further simplification of Forms across departments as part of eDistrict project
- Affidavits were done away with in the year 2013; in year 2014, we will try to initiate processes so that not to ask information which is already available with the government is not asked from the citizen
- As part of EDS (Electronic Delivery of

Services) initiative, get all the departments to offer at least 50% of services in Electronic Form

- Citizen Call Centre Support for at least 25 citizen services
- At least 10 Mobile Apps
- Increasing use of SMS and USSD
- Moving towards DEMAT of various certificates and creating an online, verifiable data repository

### TRANSPARENCY INITIATIVES

- Bring limit for mandatory eTendering down to 3 Lakh rupees and above
- Ensuring eAuctions for Sand auctions, Forest auctions etc., and encouraging it for other activities like scrap auction, land auctions etc.
- Expand MHADA lottery system to other departments like Transport Taxi permits etc.
- Mandating Online Applications for all government jobs, and encouraging supervised online exams also wherever possible
- Online filing of RTI applications across all departments in Mantralaya and all District collector offices

### 2014: YEAR OF DIGITIZATION

- Online Data Repositories require that cut-off dates are defined for a service to go fully electronic, and then scanning and digitizing legacy data with proper data entry of metadata and indexing. Major departments which have initiated this



process, or are in the pipeline, are Settlement Commissioner (Land Records), IGR (Property Registration records), Transport Department (Vahan and Sarathi, i.e., Driving License and Vehicle Registration records), CCTNS (Police crime records), RTI Appeal cases, MHADA, CIDCO, State Consumer Forum, MAT, Various Universities (Degrees of alumni), various District level records as part of eDistrict project, and so on.

## **PAPERLESS GOVERNMENT**

- We will strive for rolling out e-Office across Mantralaya, All Divisional Commissioner and

District Collector offices, and Directorates by December 2014.

## **MISCELLANEOUS IMPORTANT PROJECTS**

- All SANGRAM Kendras in Gram Panchayats to offer banking services
- Maharojgar portal to cover more potential employees for offering better skills enhancement and employment opportunities to the youth
- City Surveillance projects for Pune, Mumbai and Nashik cities
- Smart City pilots in Navi Mumbai by CIDCO and two other cities
- Smart Grid pilot projects by MAHADISCOM
- HMIS (Hospital Management Information System)
- State Data Bank with lot of databases, including GIS data, in public domain
- Treasuries: Launch centralised TreasuryNet including all sub-treasuries; bill portal for DDOs to send digitally signed bills to treasuries; ensuring SINGLE HOP RTGS payments to all beneficiaries, employees, pensioners and contractors
- All kind of scholarships to have mandatory online application process, digital approval process, and single hop RTGS payments to students



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