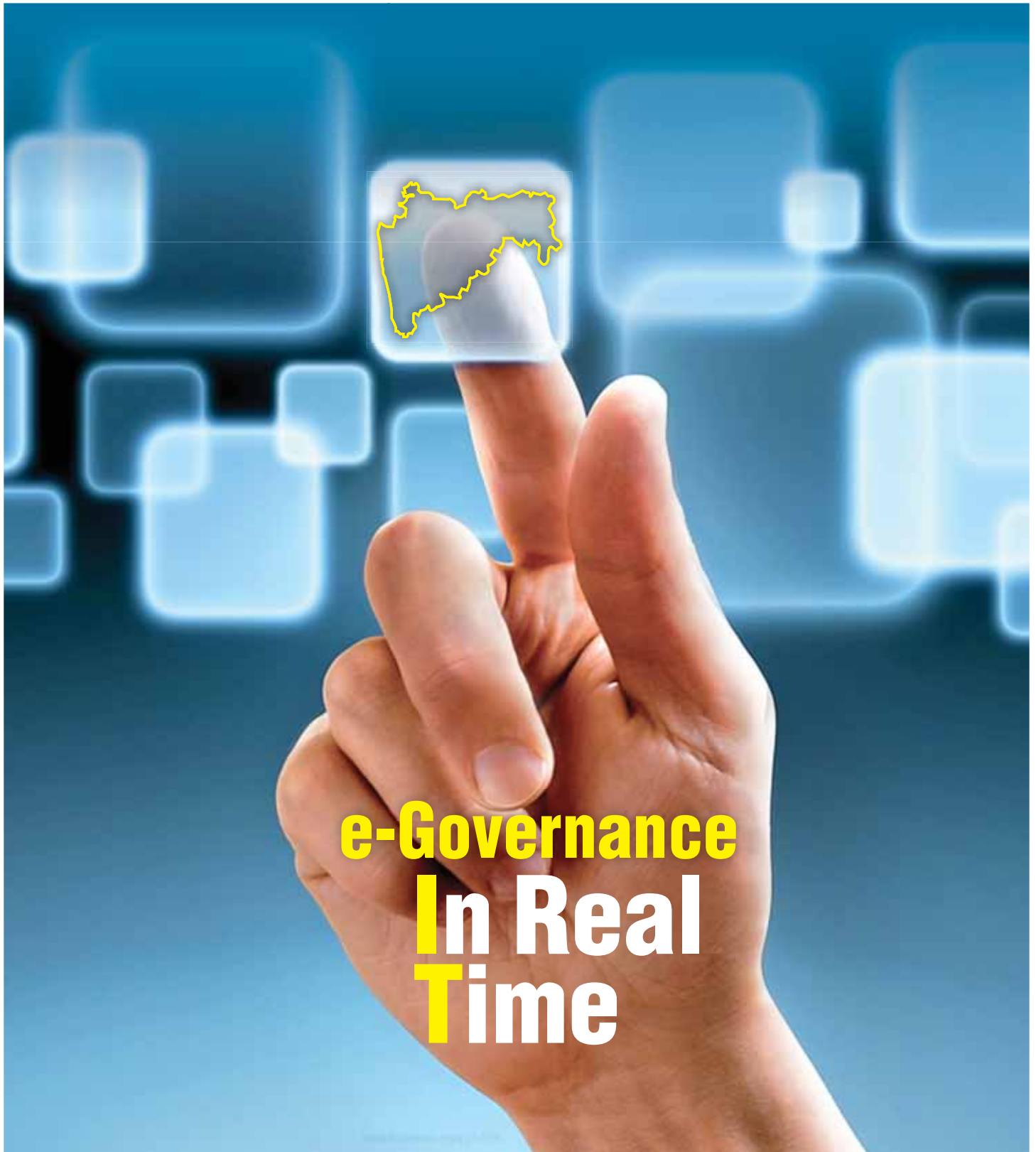


# MAHARASHTRA

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*Ahead*



**e-Governance**  
**In Real**  
**Time**



## eNHANCING GOOD GOVERNANCE

- Localization and availability of services and information in Marathi is of prime importance. The State Government has made it mandatory for all Government websites and applications to have their landing page in Marathi. There shall be continued focus on ensuring availability of services in the local language. DIT shall also continue training the larger developer community on various aspects of localization.
- Maharashtra is the leading user of eOffice application, which facilitates paperless office administration and functioning. More than, 6000 users now use this application on a regular basis. The State is making efforts to implement it in more number of departments and offices.
- The State Government is committed to provide access of various websites and applications to the differently abled. Websites are now being made WCAG Complaint for the same. The focus in the future shall be to make all Government applications and websites WCAG Level A compliant so that the differently abled citizens can access the same, thus ushering inclusiveness.
- Capacity Building will continue to remain a key focus of DIT with a target of training 25000 people every year on various facets of e-Governance. The State Government has established a virtual IT cadre for facilitating implementation of e-Governance in the State. More and more officers and staff members will be enrolled into the Virtual Cadre to create a large pool of IT champions in the State to drive e-Governance. DIT has also taken up the work of enhancement of IT infrastructure in 148 training academies across the State. This would enable the State to take IT training and capacity building to the grassroot level.
- To ensure continuous enhancement in various IT and e-Governance programmes, the State Government conducts Third Party Audit (TPAs) of various projects from time to time. The same shall be continued to ensure enhancement and betterment of all IT projects in the State.
- The focus would also be on facilitating e-Governance implementation in various departments to enable citizen centricity, internal efficiency and transparency.





## Taking Governance Online

Information Technology has brought about the biggest revolution in the world. Besides breaking the barriers of time and space, it has turned the whole world into a global village where distance no longer matters. The State of Maharashtra has been a trend-setter in adopting Information and Communication Technology (ICT) for the service of the people. While the State has always been a pioneer in social, economic and political spheres, it has maintained its lead in e-Governance as well.

Maharashtra is the first State to have formulated a comprehensive e-Governance policy. The e-Governance Policy was drafted by a 10 member e-Governance Committee under the Chairmanship of Dr Vijay Bhatkar, who is regarded as the Father of India's Supercomputing Technology. The objective of the e-Governance policy is to ensure standardized and seamless implementation of e-Governance projects across Maharashtra, thereby encouraging inter-operability, data collaboration, sharing and linkage with the UID.

The success of the Government's e-Governance initiative can be gauged from the fact that the State has consistently featured at the top of the pyramid and adjudged as a 'Leader' in e-Governance in the 'India: eReadiness Assessment Report' published by the Department of IT, Government of India.

This has been possible because the Government of Maharashtra strongly believes that Information Technology has the potential of transforming the already strong industrial base, service sector and vibrant agriculture of the State into a modern economic powerhouse. The Government's vision is "to transform governance and enrich lives through the power of Information & Communication Technology." To translate this vision into reality, the Government has clearly chalked out its action plan.

This includes improving the delivery of all Government services and creating e-Services without borders, enabling transparent, open and inclusive governance, developing cost-efficient and streamlined governance, enhancing people participation in policy-making and ensuring continuous innovation and evolution.

Maharashtra's Chief Minister Prithviraj Chavan has rightly said that "the prosperity of Maharashtra comes not only from the boundless energy and enterprise of its people, it is also a result of the fact that the State has been in the forefront of implementing e-Governance initiatives that focus on citizens' needs and ensure superior service delivery."

It is indeed a matter of pride that Government of Maharashtra has won a number of prestigious awards and accolades for its e-Scholarship Project, UID-Linked Financial Inclusion, comprehensive web presence, implementation of MahaGov Cloud, geo-enabled health governance, etc.

In this special IT Issue, we have tried to give a comprehensive 360 degree view of what the Government of Maharashtra is doing to promote e-Governance in a big way in the State.

I hope the issue will be informative and interesting giving a good overview of the initiatives taken by the State in e-Governance arena and will be appreciated by one and all. Wishing all our readers and subscribers a Happy New Year.

**Pramod T. Nalawade**  
Editor-in-Chief, 'Maharashtra Ahead', DGIPR



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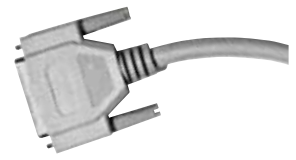
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A Government of Maharashtra Production

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# New Vistas of Communication

A number of initiatives have been undertaken in Raj Bhavan, the office of Governor of Maharashtra, at the instance of Hon'ble Governor **K Sankaranarayanan** to make governance and administration of Raj Bhavan efficient, people-friendly and transparent by making use of information and technology.



**A** video conferencing facility has been installed in Raj Bhavan with the help of the National Informatics Centre. This has opened a new vista of communication between the Governor and other key stakeholders in the Government.

The Hon'ble President of India recently interacted with various State Governors on a range of issues through video conferencing.

The Governor is the Constitutional Head of the Scheme of Statutory Development Boards in the State established under article 371 (2) of the Constitution. The Governor also has powers under Schedule V of the Constitution towards the development of Scheduled Areas. The Video

Conferencing facility is going to be used by the Governor to interact with Ministers, Secretaries, Collectors, CEOs of Zilla Parishads and others to take follow up of matters such as development of backward regions and implementation of various schemes of tribal welfare in the State.

In another significant initiative requiring extensive use of Information Technology, a programme of e-governance is being implemented in Raj Bhavan for the last one year. Thanks to this initiative, most of the files in Raj Bhavan are processed electronically. During the last one year since the launch of the programme, a record 13985 files have been processed using this

mechanism. E-filing, e-tendering, e-advertising are some of the other initiatives being taken by Raj Bhavan as part of e-governance.

Raj Bhavan has a website <http://rajbhavan.maharashtra.gov.in> is undergoing a makeover and will be launched in a new avatar shortly. Apart from offering information such as the Profile of the Governor, Press Releases, Speeches of the Governor, Citizens' Charter, Right to Information Act, Profile of Past Governors, the new website will provide an option of writing to the Governor directly. A separate section for video sharing and news is being created. Two of Raj Bhavan's recently published Coffee Table Books are also being uploaded on the website.

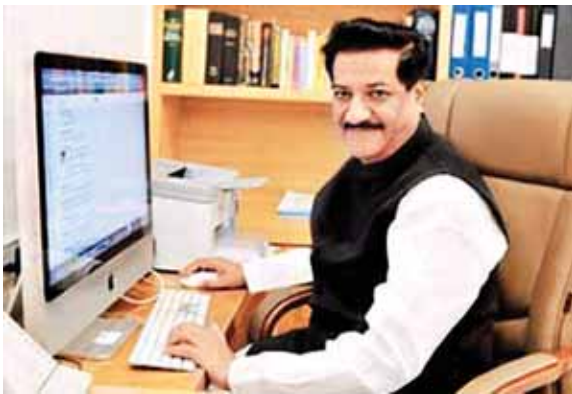
At the initiative of the Governor, Raj Bhavan has created an Archives Cell where documents of historic importance have been preserved and made accessible to the people for research or study purpose. All the important documents and files of historic importance in the Archives section are being digitized so that they remain intact for posterity.

The officers and staff of Raj Bhavan have supported the initiative of e-governance wholeheartedly. It will be the endeavour of Raj Bhavan to lead from front in the efforts of the Government to usher in an era of paperless administration. ■

# IT's for Good Governance

Information Technology has become the foundation of good governance in the modern era. In the recent past, IT has made administration speedier, accurate, transparent, responsible and effective, says the Chief Minister, **Prithviraj Chavan**.

**G**ood administration is a very important aspect of a democratic, welfare State's administration. Only political will does not ensure good administration; one has to get a constructive response from the administration in undertaking people's works.



Maharashtra State is known for good administration. Information Technology, which has become an important tool in the administrative system, has made it speedier, accurate, transparent and effective.

Maharashtra has always been in the forefront of reforms in various sectors. It became the first State in formulating the e-Administration policy in 2011. It would be wrong to assume that Information Technology has been brought into use by computerizing all the offices and providing a computer to each employee. The huge amount of data stored in the computers and various facilities therein should be brought to use in speeding-up people's works. This was the focal point in formulating the State's

e-Administration policy.

Training is an important factor in this. The staff has been provided training in different aspects of Information Technology and e-Administration during the past one year. We have accepted all the recommendations of the Nandan Nilekani Committee appointed by the Centre, in the effective implementation of e-Administration, a separate IT cadre has been established in General Administration Department.

For easy access websites of all departments have been created. Care was taken to ensure that the first page of all these websites is in Marathi with the option of English in some places. The use of Unicode in Government functioning was made compulsory. Hence, there are no problems while viewing these websites.

For easy availability of Information Technology, the Government has set up 30,000 citizens facility centres across the State. These centres provide 16 different types of services to the public. The Government had recently undertaken a project to ascertain the efficiency of these centres and got 300 of them inspected by independent people and shortcomings are being improved to increase the efficiency of these centres.

Besides transparency and speedier work, the concept of a paperless office is also a part of the e-Office policy. As of now, it has

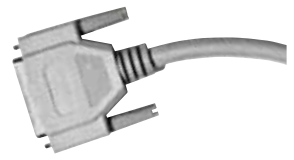
been implemented in Mantralaya, the State Secretariat, Sindhudurg District Collector's Office, National Rural Health Campaign and Greater Mumbai Municipal Corporation. We have taken a decision to gradually implement the e-Office concept across the State in a phased manner. For this, a modern State Data Centre has been set up in Mumbai. This is the biggest Government data centre with cloud set up in the country. As many as 150 types of applications are used by this centre.

The Aadhaar card (Unique Identification Number) project is under implementation in Maharashtra, with 7.5 crore people having registered. Aadhaar cards have been disbursed to 6.5 crore people. For this, 4,000 systems were set up across the State, the maximum in the country. All Government welfare schemes extending assistance to beneficiaries in the form of money are to be linked to the Aadhaar card project.

Transparency, responsibility, alongwith speed, are possible through Information Technology. This was the major consideration to take up computerization of Government offices under e-Administration across the State. Now, in the next phase, e-Office is being implemented throughout Maharashtra. I am confident that this would raise the image of Maharashtra and would serve the interests of the general public. ■

-As told to **Satish Lalit**





# e-Governance for People

The State Government is giving maximum priority providing Government services to people at moderate rates and at speed. This will make the Government functioning transparent, effective and paperless, says the Deputy Chief Minister **Ajit Pawar**.

**T**he Maharashtra Government has taken a decision to encourage information technology. Based on the draft of a committee under the Chairmanship of Dr. Vijay Bhatkar, the Government, on September 3, 2011, announced its 'e-administration' policy which emphasizes transparency in administration and easy access to information.

Information Technology is a revolution which has made life faster. Today, 'smart work' has gained a lot of acceptance. Computer is the base of Information Technology and hence, everyone needs to become computer literate. In future, a time could come when a person not having computer knowledge could be termed as an illiterate. Realizing this, the 'MS-CIT' course is getting a good response from students. But one should not look to this course as getting a certificate for Government jobs. All should have total knowledge of computers. There is no alternative to this in the future.

Schools and colleges, along with parents, could play an important role in the propagation of Information Technology. Teachers should create interest about Information Technology among students. We have taken a decision to give computers to teachers who are presented the 'Ideal Teacher' award. The objective behind this is to recognize those doing good work and propagate the use of Information Technology. There is

a need to mould the generation from 'Hi-Fi' to 'Wi-Fi'.

The State Government is giving maximum priority providing Government services to people at moderate rates and at speed. This will make the Government functioning transparent, effective and paperless. More use of Information Technology will also reduce the long queues at Government offices for various works.

The State Government's website [www.maharashtra.gov.in](http://www.maharashtra.gov.in) has been renewed. Information of all departments is easily available on the website. All departments have been allowed to keep 0.5 per cent of their budget for e-Governance. The objective behind this is to provide a variety of public services on computer and to build basic facilities. As many as 34,623 'Maha-e-Seva-Kendra's have been launched to take Government, semi-Government and private services to people in the urban and rural areas under the National e-Governance Paln.

The Government has also set up 'State Data Centre' (SDC) to provide its services. The computerization of Revenue, Rural Development, Food and Civil Supplies, Home and Finance Department is in progress. Projects like 'e-panchayat', 'e-FIR' and biometric attendance system have been executed. Computers have reached around 28,000 gram panchayats, while the Internet has reached to 25,000 gram panchayats. A decision has been



taken to provide e-banking services through these facilities.

Information Technology has come as a boon for the Finance and Planning Departments. We have been able to bring in greater control on the expenditure through the 'BEAM' system. All information on expenditure is now available at the click of a mouse. We have virtually banned cheques from the treasury. The 'electronic payment' usage is being used tremendously. Salary payments of 6.85 lakh Government employees and that of 6.08 lakh pensioners are being made through the computerized system. Traders in Maharashtra have been directed to make 100 per cent e-payment. e-Seva has been provided for tax-payers.

The Government has decided to use 'e-Office' system to ensure that Government records are not lost in natural calamities such as fire and floods. Officials and staff have been trained in this aspect. Directives have been issued to all departments for adopting e-office. I assure the people that we will continue with our endeavour to provide the best of services to them. ■

- As told to **Jagdish More**

**Projects like 'e-panchayat', 'e-FIR' and biometric attendance system have been executed**



# Bridging the Digital Divide

Maharashtra is far ahead of other States in terms of e-Governance, consistently featuring on top of the pyramid and adjudged as a 'Leader' in e-Governance, said **Rajesh Aggarwal**, Principal Secretary, Information Technology in an exclusive interview to **Chandran Iyer**.



## *What is the Maharashtra Government doing to bridge the digital divide?*

A lot is being done. Maharashtra has more than two dozen telecom companies and Internet service providers. Here 2G and 3G networks are provided by the Government and private players. We have 300 odd corporations and municipalities with internet and bandwidth available from multiple players. Out of our 48,000 or so villages I would say more than 35,000 villages have a presence of at least two players. Only in about 4,000 villages we have some problems. I can say that 95 per cent of Maharashtra has a reasonably good bandwidth.

## *How is the IT infrastructure in Maharashtra?*

Infrastructure-wise, Maharashtra remains one of the best States in terms of internet and mobile connectivity. Besides the Government

players, State has more than two dozen internet companies and telecom service providers, including big private companies such as BSNL, MTNL, Reliance, Idea, Airtel, Vodafone, etc. The State has consistently featured on the top of the pyramid and adjudged the leader in e-Governance in our country. The Internet and Mobile Association of India (IAMAI) in its recent report has rated Maharashtra as the number one in terms of the internet and use of smartphones per 1,000 population.

Among cities, Mumbai was rated as one of the best across the country in the use of smart phones and the internet. The number of cyber cafés is also quite high in Maharashtra. The State was also the earliest to come out with SETU-a premier Government body formed to strengthen the foundation of e-Governance in the State. SETU Centres are Computerised Citizen Facilitation Centres for fast and efficient delivery of various services to citizens and businesses such as permits, certificates and registration of letters.

Presently, such centres have been set up in several districts and taluka locations. Its focus is on the common man and its objective is to provide citizens more and more services and information in an efficient, reliable, transparent and integrated manner on a sustained basis. It is also the State Designated Agency for the implementation of various projects

including MSWAN, e-District, SDC, CSC, UID, etc. It is named SETU for two reasons-it acts as a medium to bridge the digital divide and secondly, in Marathi it connotes Sevotun Samadhan, which means satisfaction through service. It is also a bridge between the Government and the citizens.

## *Compared to other States in India, what is the contribution of Maharashtra in e-Governance?*

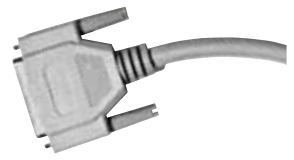
The Government of Maharashtra is ahead of other States in terms of e-Governance. In fact, it has consistently featured on the top of the pyramid and adjudged as a 'Leader' in e-Governance as compared to other States such as Tamil Nadu, Karnataka, Andhra, Gujrat, Punjab and others. Since the last seven to eight years, Maharashtra has always been in the 'leader bracket'. The awards which the State has won speak for themselves. We are practically winning 30-40 per cent of all India awards in the last two years.

## *How successful has the UID project been in Maharashtra?*

UID-linked financial inclusion has been a priority area for the Government of India and State Government. It will provide a robust foundation for the inclusion of millions of Indians. The Government of Maharashtra is a pioneer in the UID project in the country and nearly eight crore residents have been enrolled. The







State Government has rolled-out the UID-linked Direct Benefit Transfer and Financial Inclusion scheme in 12 districts of the State. Residents' UID data has been linked with various department databases, bank accounts opened for residents and linked with UID and payments released directly into UID-linked bank accounts. We have set up a large number of Bank Correspondents and we have opened millions of accounts linked to UID. It ensures that Government benefits reach the right person and fake and duplicate beneficiaries are weeded out of the system. In financial inclusion we are rated very highly.

*The Government has also set up Sangram Kendras in the State.*

***How has the response been?***

The response has been very good for this project which means Sanganakiya Gramin Maharashtra (SANGRAM), an ICT-based project of the Rural Department and Panchayati Raj, Maharashtra. Uniform ICT implemented at different locations in Maharashtra has made Panchayat Raj institutions self-sufficient, transparent and more efficient towards the rural citizens of Maharashtra. The aim of this project is to make all Government services available to the common man in his locality, through a common service delivery outlet called Gram Seva Kendra. It enables Panchayats to better deliver its mandated services to citizens through ICT. There are

now 25,000 Sangram Kendras in every Gram Panchayat in Maharashtra. They act as mini SETUS in the villages.

***What is being done to make Mantralaya employees more computer savvy ?***

We have 5,000 employees in Mantralaya and nearly five lakh employees all across Maharashtra. The task before us was to make them computer-literate and provide them infrastructure. The process of making them computer-literate started around 13 years ago. The Maharashtra Government made it mandatory for the employees to pass MSCIT or its equivalent exam and get a certificate. At that time, the Government also gave around Rs 3,000 as incentive to employees to pass the courses which are available through MKCL franchises or C-DAC. The Government also made it mandatory a decade ago for all new recruits to have the certificate. Now nearly 80 percent of employees in all offices are comfortable with computers.

**Uniform ICT implemented at different locations in Maharashtra has made Panchayat Raj institutions self-sufficient**



**GOALS FOR E-GOVERNANCE**

- 1) Substantially improve delivery of all Government services and creating e-Services without borders.
- 2) Enabling transparent, open and inclusive governance.
- 3) Developing cost-efficient and streamlined governance.
- 4) Enhancing people participation in policy-making.
- 5) Ensuring continuous innovation and evolution

***Are there plans to leverage social media to reach out to citizens?***

Yes. We are using social media in a big way. For instance, Maharashtra Tourism Development Corporation (MTDC) has a good presence in social media and we get a good number of hits. Our own e-Gov Maharashtra group has more than 10,000 likes; now we have set up YouTube Channel which has got more than 100 subscriptions. It is a good way of getting citizens'

Facebook comments. It was so useful that we debated the comments in meetings the following morning. Even the Mumbai and Pune traffic police is using social media in a big way to elicit feedback from the people. The Pune Municipal Corporation and BMC have pothole tracking apps. The app allows citizens to put up images of the potholes they come across, so that they may be repaired. The app also tracks the status of repair of a recorded pothole, and once the pits are levelled, the images are removed.

***In wake of last year's fire in Mantralaya, has something been done to make the office paperless?***

Sindhudurg district is the first district in the country to have implemented a paperless office set-up and integrate the entire revenue administration from tehsil-to-collectorate level. The e-Office aims at providing lean, clean and green governance with total transparency. NRHM was the first organization to go paperless. Within Mantralaya too, a few departments have become paperless. For example, the postal section of the Chief Minister and Deputy Chief Minister's office is almost paperless. Within the DIT, we are 100 per cent paperless. A few other departments are in various stages of becoming paperless. Probably in two to three years many departments will become paperless.

***SANGRAM KENDRAS***

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

***Is funding a problem for e-Governance in Maharashtra?***

In Maharashtra, luckily, we don't have any funding problem unlike in some other States. There are many States with IT-savvy people but these States are crippled due to a fund crunch. Maharashtra itself has a good sizeable budget and we have passed orders that 0.5 per cent of the budget of each department should be reserved for e-Governance. In fact, many departments are going beyond that. The 13th Finance Commission funds have also been used meaningfully by a number of departments for this purpose.

***But hasn't changing the mindset been a big problem in e-Governance?***

Not really. People are receptive to the change. I see zero resistance to computerization. I am here since the last two and a half years and my experience has been quite encouraging. No project has failed because of employee resistance.

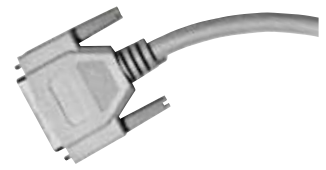
feedback. For example, last year I chaired a committee on exam reforms. All interim minutes of our meeting were put on a Facebook page and students, teachers and their parents were giving a lot of suggestions in the form of

***What are the main priority areas of your department?***

UID is the backbone of data deduplication and analytics and it provides very good benefit of financial inclusion. Another big focus is on citizens services. Simplifying them significantly and totally computerizing them are our priority areas. We want Maharashtra to retain its leadership position in the IT and telecom sectors. ■

***MahaGov  
Cloud Service***





# Teaching Concepts of e-Governance

e-Governance Training and Certification” is the first and only online certification course in e-Governance in India, managed by Directorate of Information Technology which facilitate learning of basic and fundamental concepts of e-Governance with practical scenario, says Director, IT, **Virendra Singh**.

**T**he word e-Governance implies technology driven governance. If implemented strategically e-governance can not only improve efficiency, accountability and transparency of government processes, but it can also be a tool to empower citizens by enabling them to participate in the decision-making processes of governments. To implement the e-Governance in a big way the Government of Maharashtra has successfully launched the first online certification programme in e-Governance in India.

This unique certification programme tests an individual’s skill and knowledge on e-Governance and is mandatory for all Department of IT staff, consultants and software developers working with Government of Maharashtra. It is the first and only online certification course in e-Governance in India, managed by Directorate of Information Technology.

As part of this unique initiative, reading material and links of important sites are also provided, which would facilitate learning of basic and fundamental concepts of e-Governance with practical scenarios. Based on an open book test, the focus is on understanding concepts and being able to appreciate and apply in real scenarios.

## THE PROJECT WEBSITE

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

As part of this unique initiative, reading material and links of important sites are also provided on above website, which would facilitate learning of basic and fundamental concepts of e-Governance with practical scenarios.

Another unique feature of this certification programme is that it is an Open Book test. The participants are free to read and search on the net, but are expected to articulate the responses in their own words.

## OBJECTIVES OF TRAINING PROCESS

- This programme aims to facilitate learning of basic and fundamental concepts of e-Governance with practical scenarios.
- The exam checks the fundamental/practical knowledge grasped by the candidate
- Rather than theoretical concepts and examples, this programme stresses upon practical knowledge
- The focus is not on mugging up definitions, but understanding of concepts and being able to appreciate and apply them in real project scenarios.



## GRADING METHOD

All candidates are graded in the following way:

## REWARD PROCESS

All successful candidates (Pass, Distinction and Mentor categories) are awarded a Certificate Of Achievement for the course. Mentor Title is granted to exceptional candidates as described above. Mentors and Distinction candidates are awarded with Cash prize too, from DIT, Government of Maharashtra.

## KEY PERFORMANCE INDICATORS

This programme has become widely popular initiative in Maharashtra and at National Level. Key Achievements of this project and its impact:

## Skoch Award 2013, CSI-Nihilent 2013 are won



- Participation by candidates from all over India as well as foreign countries (from USA/Africa etc)
- Immense improvement in knowledge base of participating candidates
- Improvements in quality of the project work being executed by successful candidates, due to better knowledge dissemination
- Early and effective adaptation of newer technologies in some of the e-Governance projects of Government of Maharashtra

The candidates, who have gone through this certification process, are the real beneficiary of learning process! They have greatly appreciated the training and evaluation methodology. Some of them have even started to use similar approach in their organisation/company to evaluate their staff working in e-Governance domain.

### ONLINE TRAINING

Rather than classroom style training, here, reading material and links of important sites are also provided on above website, which would facilitate learning of basic and fundamental concepts of e-Governance with practical scenarios. Apart from the reading material available on this page website, links for additional reading material is mentioned in the online question paper.

### ONLINE EXAMINATION

The examination process is online, in 3 stages, Online objective Q&A, Online subjective Q&A and Personal/Face2Face interview (though video-chat or in person)

Use of cloud services

The registration process and online examination process (test attempts, evaluation, results etc) is done using cloud services.

### EFFICIENCY AND IMPROVEMENT

- It has saved time and effort for identification/selection of e-Governance resources within government departments as the candidates with “eGov certification” can be selected right away, as DIT has done “testing”
- Improvements in quality of the project work being executed by successful candidates, as their knowledgebase has increased.
- Early and effective adaptation of newer technologies in many e-Governance projects of Government of Maharashtra, due to wide variety of subjective/ topics chosen for drafting of question papers.

### CHANGE MANAGEMENT AND CAPACITY BUILDING

This project has full support from Leadership of all stakeholders. Secretary (IT), who has created blue-print of the project, monitors the project on regular basis. DIT officials also take active part in the project initiatives.

### CAPACITY BUILDING STRATEGY

The team of mentors, create during the project process, becomes part of the capacity building exercise and further propagates the project.

### TECHNOLOGY SOLUTION USED

The project uses cloud technology for major modules of the examination process. It uses a third-party cloud solution for registration of candidates. It uses a very popular MOOC platform www.classmarker.com for online assessment, grading, results etc.

All information for this examination is maintained as secured and confidential; including papers etc though use of proper

login credentials of classmarker platform.

### VALUE INDICATORS

The Value Indicators are high level goals and objectives which can be used as guiding philosophies for defining visionary scenarios within which to place e-Governance projects.

#### 1. Digital Inclusion

Language, demographic and Cultural differences may result in certain types of stakeholders not getting fully benefitted from e-Governance initiatives. This project aims to bridge that gap, by providing quality training about e-governance in online method, so that everybody can learn about e-Governance.

#### 2. Green e-Governance

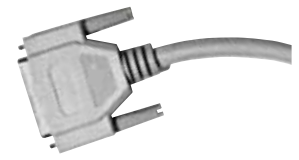
This project also qualifies for Green e-Governance initiative as it does away with conventional (paper consuming) method of examination assessment using paper and pen/pencil. Here everything is online. Even the certificate to each successful candidate is sent online in PDF form (print copy is not given).

### FUTURE ENHANCEMENTS

In the next phase of this project, the following variations/modular certification is planned.

- There will be two types of certification process
- First variety : Free certification will offer objective type of testing and online certification generation
- Second Variety : This will be paid option, where candidate can pay online fee (say Rs 500) and appear for objective as well as descriptive (subjective testing)
- Specialised modules in specific areas of e-Governance (e.g. UID, DBT, Localisation etc) would also be offered. ■





# From Super Computers to Super-Super Computers

In the next 10-years, India will produce the exascale computer which can be called a 'super-super computer'. However, the current technologies will not work since it will require gigawatts (GW) of power. With our current technology, an exascale machine will devour around 7,000 MW of power which is equivalent to providing electricity to an entire city, **Dr Vijay Bhatkar tells Chandran Iyer.**

**P**admashree Dr Vijay Bhatkar is best-known as the architect of India's initiative in supercomputing. It was under his leadership that the Centre for Development of Advanced Computing (C-DAC) developed India's first supercomputer PARAM in 1990 when the US denied India the technology for supercomputers.

The PARAM supercomputer was technologically so advanced that it placed India second (behind only the United States) among all nations possessing a supercomputer.

**Excerpts from the interview:**  
*People know you as the 'Father of India's first Supercomputer'--the PARAM. Can you take us through your journey?*

I was born in 1946 and my parents were freedom fighters. 1947 was the year when the transistor was invented. This marked the beginning of electronics in the world. I saw my first transistor (chip) in 1964 when I was studying in VRCE in Nagpur. I saw the first computer in my life in 1970, when I entered IIT Delhi for my Ph.D.

At that time nobody anticipated that electronics and computers

would revolutionize the world. In 1971, I joined the Electronics Commission. This was during Smt. Indira Gandhi's time when plans to give a new thrust to electronics began to be formulated. It was in this year that the microprocessor was invented at Intel by Ted Hoff. It put the entire computer on a chip. This is the beginning of the computer revolution.

My efforts at that time were directed towards harnessing the computer revolution in India. My personal contribution has been to see that the microprocessor became an integral part of every engineering education. After this, emerged the personal computer (PC). I was then involved in policy framework, developing laboratories and engineering education and other related things. Around 1980, I was invited to Thiruvananthapuram. This was a major milestone in my life.

We designed many systems including industrial systems, automation systems and defence systems, among others. This brought about the electronics revolution in the country with several States creating electronics corporations. This period in the eighties was the launching of

electronics in the country in a big way. We also made the first colour television in the country as also the first indigenous electronic voting machine.

*How did you come into contact with Rajiv Gandhi?*

After Rajiv Gandhi became Prime Minister, I was tasked with his security. I was heading a State Electronics Corporation Research and Development Centre. The entire security system for Rajiv Gandhi was designed by me in 1985. In 1987, Rajiv Gandhi wanted to import computers from the US, but the same was denied.

He then told the scientific community to take up the challenge of making supercomputers indigenously instead of having to depend upon the US.

I responded by saying that we could develop it in India in three-years time and that we could come out with the entire technology at the cost of just one supercomputer. This prompted the Government to approve the C-DAC mission and I became its Founder-Director in 1988 in Pune. We came out with a prototype of the supercomputer in two years time and we delivered it in three years time. We took it to





### USE OF SUPERCOMPUTERS

Supercomputers are primarily used for weather forecasting, which requires a lot of computing power. They are also used for oil exploration by companies like the Oil and Natural Gas Corp Ltd and Indian Oil Corp Ltd. Climate modelling to detect trends such as global warming is another area. Supercomputers are also needed for space programmes, nuclear reaction simulations, bio-technology and gene sequencing and a whole range of scientific applications (highly calculation-intensive tasks such as problems involving quantum physics, weather forecasting, climate research, molecular modelling and physical simulations). All these applications are connected by C-DAC on the National Knowledge Network (NKN) and use the grid computing model to fire the applications from anywhere while combining the computing power from these different groups.

### India has become the Research and Development hub for software industry

Zurich--the market of international supercomputers. It was a moment of pride for India. Then we took it to Washington in 1991 for a supercomputing conference and the Washington Post gave the headline Angry India does IT. That was a moment of triumph.

#### What was the second mission of the C-DAC?

It was in 1993 - we prepared the second mission of C-DAC to develop a teraflop architecture supercomputer - a computer which can perform 1000,000,000,000 mathematical operations in one second! The computing technology has been advancing very fast following the famous Moore's law which states that the computing power of a chip

will continue to double every 18 months at the same cost. A team of 100 odd engineers worked day and night to create the next generation of supercomputer from C-DAC called PARAM 10000.

#### What prompted C-DAC to develop multilingual technology?

The idea was to bring lasting value to the computing infrastructure we were building. Way back in 1988, at the very start of C-DAC, we had launched a project to develop multilingual technology to have all Indian languages co-existing with English on standard computers. We wanted to ensure that people felt comfortable using computers in any language. This became possible with the development of GIST technology in 1990. Later, we developed software packages for word processing and Desk Top Publishing with hundreds of beautiful standardized fonts which became very popular. We created supercomputing and also multilingual computing.

#### Countries like the US and China are planning to develop the exascale computer which can be called the 'Super Super Computer'. Is there any plan in India to do so?

India is already thinking on this line. In fact, I had written to the Government that we should scale-up our operations to move from petascale supercomputers to exascale (one quintillion flops) ones. A project of this scale requires massive Government support. On January 3 last year, during the Indian Science Congress, Prime Minister Dr. Manmohan Singh approved the move in principle.

But this could take about ten years because building these machines will require a new set of technologies. Current technologies will not work since

they will require gigawatts (GW) of power. Currently, a petascale machine requires around 5 megawatts (MW). With our current technology, an exascale machine will devour around 7,000 MW. This amount is sufficient to power an entire city. To operate such computers one would need seven super thermal power stations. This is just not sustainable.

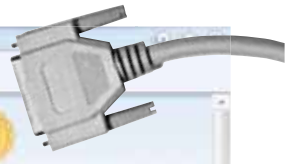
Current scientific understanding is that the power requirement should be brought down to around 20 MW for an exascale supercomputer and hence, the need to change technology. It will need new chip designs, new cooling systems and one million chips working in tandem. These are some of the challenges for building the exascale computers.

However, over a period of 10 years, even with the new technologies, India will require around Rs 11,000 crore to build these exascale machines. This will require several breakthroughs, including the development of new architectures for multi-core chips (with thousands of cores on a chip). A billion nodes will need to be connected for which we will require a new network and new software. New applications will also need to be built.

#### Do you think India has the potential to become the IT leader of the world?

India is already a world leader in IT. We are already world leaders in software services. Today, India exports most of its software to Fortune 500 companies across the world. Now, India has become the R & D hub for software research. India's software industry has touched the USD 100 billion mark. This industry which started from scratch will one day contribute more than any other industry to India's growth and prosperity. ■





# Network of Information

The Directorate General of Information and Public Relations has a huge repository of photographs having reference value and documentaries which have been preserved in the digitized format, says **Mayura Deshpande-Patodkar**.

**T**he Directorate adopted IT nearly 12 years ago and started sending daily news to newspapers via email. But it was creating font compatibility problems because of non usage of Unicode. To overcome this problem a special software was used that helped newspapers convert fonts used by the Directorate into those that were used by the newspapers. As a result, important news and photos disseminated from us regarding Mantralaya Mumbai and other important Government offices started getting proper publicity in different newspapers. This provided a big boost to our confidence and encouraged us to increase the dissemination of information.

We then took the initiative of starting our own web portal of Directorate. This is how [www.mahanews.gov.in](http://www.mahanews.gov.in) was started. At that time, Internet editions of all newspapers had just started. But this was the only portal of its kind in India featuring Government news and developmental stories. The important thing about this portal was the fact that it was using Unicode and hence, it became very popular with newspapers as they could use the news from the portal without having any font convertor. Common citizens also started visiting the portal on a regular basis.

On an average five-to-seven thousand netizens visit the portal regularly. Around 32 percent visiting the portal are

based outside India. The portal carries not only important news but also information relating to employment opportunities. The portal has now been modernized to include videos and reference materials. The district level news is also published through this portal which bagged first prize in a website competition organized by the Marathi Language Department last year.

This year too, the portal bagged the award for the Best Website in the competition organized by the Information Technology Department. This portal also bagged the Best Website Award in an all-India competition organized by Manthan. Soon the mobile applications of Mahanews will become operational.

Later, an independent website <http://dgipr.maharashtra.gov.in> was created which is an ideal platform to carry news and information relating to important Government decisions, offices under the Directorate, tender notices, recruitment, RTI related information, hoarding information, Government display advertisements, etc. Presently the website is being modernized.

**Online Lokrajya:** Through this website, people can also read the digital format of Lokrajya which is the Government mouthpiece and its English counterpart Maharashtra Ahead. It has also been possible to upload old and rare editions of Lokrajya since 1947 in the digital format. A facility has been provided for online

subscription of both magazines through the website.

**Display Advertisements:** The display advertisements issued to all newspapers of the State are distributed through this website.

DGIPR is running Dilkhulas an interactive programme on All India Radio (AIR) and Jai Maharashtra, an interview-based programme on Doordarshan. All parts of these programmes are available on this website.

**Use of FTP:** Earlier, getting news clippings from distant places was very time-consuming. This used to dilute the news value of the story and, therefore, the coverage of the Government in Doordarshan was less. But this has changed after the usage of File Transfer Protocol (FTP) facilities. The district offices are regularly sending news clips to the State HQ which is then uploaded on the website and made available to newspapers and TV channels. A Facebook page has also been created by the Directorate.

- The Directorate has a huge repository of photographs (around 5.25 lakh) having reference value and documentaries (3,032 minutes) which have been preserved in digitized format. People can avail the facility by making online payment.
- Payment gateway has been created for getting online applications for accreditation of press reporters. Presently they have to visit the office with original documents but plans are afoot to make the whole system online. ■

**It is estimated that on an average 5 to 7 thousand netizens visit mahanews regularly**



# Simplified Taxing Task

The department has developed an interface for dealers to provide various e-services by hosting the web portal says Commissioner, Sales Tax, **Dr. Nitin Kareer**



**In rural areas, MKCL centres and cyber-cafes were authorized for enabling tax payers to do e-enrolment**



**T**he Department of Sales Tax is a major revenue collecting body for the Government of Maharashtra, contributing about 60 percent of all revenue. The figures of tax collection by the Government of Maharashtra have been consistently growing for the last three years.

But the biggest challenge has been to make the whole process of collection simple, citizen-friendly, transparent and efficient. Earlier the process of tax collection was a taxing and cumbersome exercise, not only for the citizens but also for the department officials. Banks used to witness serpentine queues, filling the tax related papers was a complicated affair and the scope for errors was enormous.

Before 2004, all the functions were done manually. Assessment of every tax payer for each year was mandatory. Focus was on one-to-one relationship between a dealer and an officer. One officer was responsible for all functions related to an assessed under his geographical jurisdiction. The concept of service to tax payers was missing. Track of physical records

was very difficult particularly for an officer who wanted to access records of dealers at other locations. Administration was cumbersome and time consuming.

The tax payers had to wait in queue for filing returns and paying tax. They had to visit the department for several reasons such as registration, assessment, statutory declarations, amending Registration Certificate, etc.

The work of the department was increasing day by day and it was felt necessary to use IT in managing the work of the Department. The automation initiative was taken with the objectives of simplifying and streamlining the procedures and reduce non-core, voluminous and routine process which would bring the services closer to the door step of citizens and optimize tax collection by focusing on core jobs, analysis of data with external data sources intelligently and creation of an effective Decision Support System (DSS). Going forward, in order to make tax administration more transparent and efficient, the department has planned various advanced IT initiatives.

## REVENUE EARNING DEPARTMENT

The Maharashtra Sales Tax Department (MSTD) is a major revenue-earning department of the Maharashtra Government.

The department has 40 offices spread over the State. The main job of the department is to administer and collect Value Added Tax

(VAT), Central Sales Tax (CST), Profession Tax (PT), Sugarcane Purchase Tax (SGPT), Luxury Tax and Motor Sprit Tax.

## e-RETURN

As per Section 20 of Maharashtra Value Added Tax Act, 2002, every registered dealer shall file correct, complete and self-consistent return in such form, by such date, for such period and to such authority as may be prescribed. Different types of returns may be prescribed for different classes of dealers. This system provides anywhere any time e-filing to the dealers there by saves time and money. As there is no need to visit offices as well as carry out physical copies of various documents. As the system accepts only correct and complete returns, it is become possible to track the defaulters and keep active check on the returns of dealers.

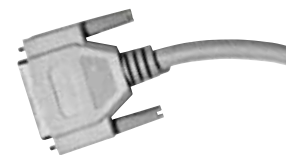
## e-SERVICES TO TAX PAYERS

The department has developed an interface for dealers to provide various e-services by hosting the web portal 'www.mahavat.gov.in'. The e-Services have been provided in phases. Representatives of tax payers were also involved in finalizing the forms and procedures of e-Services. The services have been implemented in phases. In rural areas, MKCL centres cyber-cafes were authorized for enabling tax payers to do e-enrolment.

Help desks have been set up at all locations of the department







## FUTURE PLANS

The department is experiencing the fruits of automation done so far. In order to make tax administration more transparent and efficient, the department has planned various advanced IT initiatives as follows:

### Data Warehousing and Business

**Intelligence Tools (BI/DW):** The department is getting voluminous electronic data through e-Services. The data is very useful. But it is necessary to store it systematically and analyze it by intelligent tools to get the desired output. The department has planned the BI/DW project with this objective.

**Pilot data exchange system among various Revenue Agencies:** The information exchange among various revenue agencies like Customs, Central Excise, Income Tax, State Excise, etc. will be very useful to determine risky dealers. It will result in finding tax evaders and taking timely actions for recovery of tax.

**ECS of Refund Payments:** The department is planning to give refunds to tax payers through ECS to make the refund granting mechanism more transparent and efficient.

### Interactive Service Delivery Mechanism:

With the help of Department's web portal, an Interactive Service Delivery Mechanism is being developed to avoid delay in getting physical documents through conventional mail. This will result in keeping tax payers informed about the status of various applications made by them.

**Dematerialization of statutory forms:** The statutory forms will be shortly made available in electronic manner. The data about electronic forms issued will be made available on the department's website as well as TINXSYS (Tax Information Exchange System) website. Information of all states and union territories is posted on this website so as to enable all states' authorities as well as tax payers to cross verify the genuineness of the declarations issued. This will help in checking various scams taking place by misusing statutory declarations under the Central Sales tax Act or by issuing fake declarations.

**Increase in IT Infrastructure:** Increase in bandwidth and IT infrastructure capabilities to cope with more load expected on the system. A proposal for the same will be submitted to the Government soon.

Re-architecture and performance tuning of the Application software to increase efficiency of the existing application software.

to solve the difficulties of dealers while availing e-Services. Various e-services being provided are as follows:

NEFT (National Electronic Fund Transfer) at IDBI and Corporation Bank.

The e-Payment system made

Sr. No.	Name of the Act	No. of tax payers
1	Maharashtra Value Added Tax Act	7,08,167
2	Central Sales Tax Act	5,49,404
3	Luxury Tax Act	4,195
4	ENTRY Tax Act	817
5	Professional Tax EC holders	19,61,295
6	Professional Tax RC holders	2,55,778
7	Sugarcane Purchase Tax Act	397

## e-PAYMENT

The facility of e-Payment in the Department of Sales Tax was started first voluntarily in February 2010. It got a very good response from all over Maharashtra. So this facility was made compulsory to monthly dealers from June 1, 2010 and to quarterly dealers from October 1, 2010. And from April 1, 2011 it was made compulsory for six monthly dealers as well. Hence, all dealers under VAT and CST are now covered by this facility. e-Payment is done by two methods i.e through department website and through websites of authorized banks. Now, around 21 banks are authorized under this facility.

Even before the facility was made compulsory for six monthly dealers, nearly 72,000 dealers had paid their taxes by e-Payment. In Maharashtra, we have nearly 4,75,000 six monthly dealers.

Considering the computer illiteracy of small six monthly dealers, instructions have been issued to banks by RBI for every help to dealer approaching for e-Payment. The dealers who don't have any net banking account in above authorized banks can pay tax through RTGS (Real Time Gross Settlement) and

it possible to release the public money in a day which was earlier blocked in the systems. Now the Government can easily know the Tax Receipt Status and can guess about the cash in how easily. Besides this the system also saves the time of dealers as well as the Government officials. Payment status of the dealer can be quickly decided and recovery action and other procedures can be initiated on time. It also saves paper work and human interface besides hard cash handling and standing in a queue for hours.

## e-704

Every dealer whose annual turnover exceeds Rs 40 lakh (now Rs 60 lakh) has to file e-704 (audit report). This report consists of nearly 16 Annexures. Now this is online report. File is downloaded in excel format. The sheets are interrelated and also validation is provided, if it is error free then it is uploaded and an acknowledgement is generated. Now as validation is provided it is error free document. This data can be used for analysis and comparing with other reports and data and useful reports and findings are generated and helpful for cross-checking. ■

# PCMC Scores High on e-Governance

Under JNNURM, Pimpri Chinchwad city was selected for the implementation of the National Mission Mode Project (NMMP) of 'e-Governance in Municipalities', says Municipal Commissioner Dr. Shrikar Pardeshi.



**Pimpri-Chinchwad city was selected for the implementation of the National Mission Mode Project of e-Governance in Municipalities**

The Pimpri Chinchwad Municipal Corporation (PCMC) is a testimony of outstanding success in its e-Governance system. Its success has spurred other corporations to study its model to replicate the same.

Under JNNURM, Pimpri Chinchwad city was selected for the implementation of the National Mission Mode Project (NMMP) of 'e-Governance in Municipalities'. The objective of this project was to improve the administrative efficiency and to reduce the citizens' service delivery time.

The project was initiated under the leadership of the erstwhile Municipal Commissioner Asheesh Sharma and was completed by the current Commissioner Dr Shrikar

Pardeshi. The entire project was ably co-ordinated and monitored by Nilkanth Poman, head of the e-Governance department and his team of system analysts, programmers and operators. The e-Governance team at Pimpri Chinchwad Municipal Corporation (PCMC) has taken massive efforts to see the project through to the end.

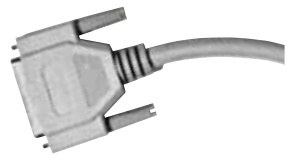
Under the PCMC's e-Governance project, 12 mandatory modules and 28 other departmental modules were rolled-out as one integrated ERP solution for the whole Corporation. The ERP solution was developed using the state-of-the-art, web-based, open source technology. The 40 applications developed were certified by the CERT

empannelled agency and STQC certification was obtained for the e-Tendering application to ensure the application's ability to manage secured transactions.

The 12 mandatory modules of the ERP are 1) Birth and Death 2) Property Tax 3) Water Charges 4) Grievances Management 5) Building Permissions 6) e-Tendering 7) Works Management Dashboard 8) Health Programmes Management 9) Licenses Management 10) Solid Waste Management 11) Double Entry Financial Accounting and 12) Personnel Management.

## HI-TECH ADMINISTRATION

As a part of the Jawaharlal Nehru National Urban Renewal



**Over 2,500 city survey maps have been digitized and layered over the satellite image**



Mission (JNNURM) reform agenda, PCMC has successfully implemented the e-Governance project. Using e-Governance, the city administration has rolled-out numerous e-Services for its citizens. Regarding building permissions, the entire process from application to approval is managed online. Digitally-signed birth and death certificates can be obtained electronically from the Corporation's website.

Grievances are accepted online and its up-to-date status is also available online. Health cards issued to citizens has made the process at the YCM hospital completely paperless. A Geographic Information System (GIS) has been built over a high resolution satellite image of the city. Over 2,500 city survey maps have been digitized and layered over the satellite image. Underground pipeline networks, electric cables, sewage networks, etc and city-wide facilities such as hospitals, schools, bus-stops, police stations, etc. are also proposed to be made available on the GIS map.

### WEB PORTAL

PCMC has developed its own web portal [www.pcmcindia.gov.in](http://www.pcmcindia.gov.in). Through the portal, the Corporation provides a single point access to all its information, history, facilities and services. Information about the different applications, detailed requirements needed for various applications and tenders are all available through the neatly categorized website.

On the portal, the citizens can register their complaints and suggestions and also see what action is being taken about the same. Apart from the information of the corporation, this website hosts information about services available in the city such as

24-hour pharmacies, blood banks, schedules of State Transport buses and railways, banks, ATMs, schools, universities, hospitals, dispensaries, eye banks and other important information.

With a view to reach out to the citizens who do not have internet access, the PCMC In Phase I have started Five Citizen Facilitation Centers (CFCs) which are now being increased to 64 CFCs-one for each electoral ward.

### e-TENDERING SYSTEM

The largest benefit of the new integrated e-Governance system is noticeable with relation to procurement. On an average, the city administration has been saving over Rs 100 crore each year, since the last four years, in procurement of goods and services. The e-procurement system has ensured competitive bidding thereby enabling significantly lower costs for all kinds of works. The system creates the estimates online; the tender document set is generated automatically; all tenders are approved and are digitally signed and published online.

Even the accounting department's job of tracking over Rs 2,000 crore in receipts and expenses has been completely automated. From passing of a bill to giving the receipts to managing online payments and fund-wise budgets, the department does everything on an integrated platform. From common citizens, to the last employee in the Corporation, the city administration has tried to make effective use of e-Governance to serve one and all.

### SARATHI

SARATHI (System of Assisting Residents And Tourists through Helpline Information), an innovative multi-channel helpline

was launched by the PCMC on August 15, 2013. The main objective of SARATHI is to overcome communication barriers and expeditiously provide the information regarding the basic services of the Municipal Corporation. SARATHI is formatted as an FAQ-based system which deals with the information about the 28 departments in the form of 743 FAQs and is available via three channels—a book, a website ([www.pcmchelpine.in](http://www.pcmchelpine.in)) and through a daytime helpline no. 8888006666 from 7 am to 10 pm. The helpline has a software-based call centre solution which records all the calls and is integrated with the Central Grievance Management System.

During its launch, copies of the SARATHI book were given to corporators, heads of departments and its officers, supervisors, media, NGOs and civil society groups. A PDF version of the same was also available for download on the PCMC website.

In the first three-and-a-half months of operation, a total of 55,391 citizens have been benefitted by SARATHI. During this period, the website recorded 39,008 hits, while the helpline received 16,383 calls i.e. on an average of about 361 website hits per day and 152 calls per day.

Paying heed to the overwhelming response, PCMC in its

**S**ystem of  
**A**ssisting  
**R**esidents  
**A**nd  
**T**ourists through  
**H**elpline  
**I**nformation  
**SARATHI**



second edition of SARATHI has included information regarding Maharashtra Industrial Development Corporation (MIDC) and Pimpri Chinchwad New Town Development Authority (PCNTDA) as well as information on eleven Government/Semi-Government organizations like Collector's Office, Electricity Department, RTO, Ration Card, Passport, LPG gas, AADHAAR registration, voters registration, document registration, PMPML bus services and food license. An e-Book and a mobile application of SARATHI were launched on October 11, 2013.

#### SCADA FOR WATER SUPPLY MANAGEMENT

Using a state-of-the-art Supervisory Control and Data Acquisition (SCADA) system, the PCMC has revolutionized its water distribution and management. The system tracks the quantity and quality of water from the time it is picked from the Pawana River in the PCMC area until it reaches the consumer's taps. All diagnostic and quantitative reports are available online and are sent via sms and email to the respective authorities as well as to the local representatives. This system is proving a boon in efficiently managing the distribution of water across the city.

Using the system it has become

possible to quickly address the water related complaints of consumers across the system. A number of delegations from various Municipal Corporations across the country have visited the PCMC to see and learn from the effective SCADA implementation that has transformed the water supply distribution in PCMC. In 2011, the PCMC received the prestigious JNNURM award from the Ministry of Urban Development, Government of India for 'Improvement in Water Supply and Waste Water Sector'.

#### INFORMATION REGARDING UNAUTHORIZED CONSTRUCTIONS

The PCMC has taken a massive demolition drive against all unauthorized constructions constructed after March 31, 2012. The up-to-date statistics of the drive taken against unauthorized constructions constructed after March 31, 2012,

The unrelenting demolition drive has had an amazing impact in stalling the construction of new unauthorized buildings. The PCMC pro-actively disclosed the detailed information of all the construction permissions given since 1982 by displaying it on its website. Prospective buyers then could go online and check if a certain building project has indeed received all the necessary permits from the ULB. PCMC has also displayed the list of all projects identified as unauthorized (after March 2012). This ensured that everyone is aware about the projects that are being pursued for demolition and that no specific projects or persons are being targeted. A list of reserved land as per the Development Plan has also been put on the web-site. All this information has ensured that unscrupulous builders do not take citizens for a ride.

#### MULTIPLE CHANNELS FOR GRIEVANCES REDRESSAL

PCMC has developed a multi-channel grievances management system to address grievances felt by the citizens. The system has been designed by placing the common citizen at the center of its service delivery model. Citizens can send their complaints to the Corporation via email, sms, phone calls and even handwritten letters.

The grievance management system has a colour-coded dashboard of all the grievances received by the Corporation which ensures that delayed and pending grievances can be immediately highlighted. This service has also received a lot of positive response from the citizens. Timely redressal of citizens' grievances and a 'thank you' received from the citizens is the biggest acknowledgement of the e-Governance project's success.

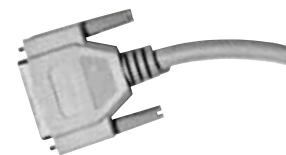
#### RECOGNITION RECEIVED

The e-Governance project has been awarded the International e-Governance Foundation's 'Bronze Icon' award, the Rajiv Gandhi Prashaskiya Gatimanta (Pragati) Abhiyan Award and the Information Week's 'EDGE' award. In 2011, PCMC's e-Governance project received the National 'SKOCH Award' and in February 2012, the Department of Administrative Reform and Public Grievances (DARPG), Government of India awarded the prestigious '15th National e-Governance GOLD Award' to PCMC.

The Government of India has also listed PCMC's e-Governance modules as the top six best practices in Urban e-Governance on its website [www.jnnurm.nic.in](http://www.jnnurm.nic.in). ■

**PCMC e-Governance modules have been listed as the top six best practices in Urban e-Governance**





# The Smart Face of Health Services

The use of Information Technology has helped the hospital to register each and every patient, computerized documentation of the patient's ailment history and preparing a virtual digital file, says **Suresh Wandile**.

**F**ourteen medical colleges and 19 hospitals under the medical education department of Maharashtra have prepared a comprehensive plan to launch hospital management information service, based on information technology. During the past two years in JJ Hospital in Mumbai, the health management service has got a smart face, providing services like examination of patients and their care, medical education and training.

When teams of foreign doctors and delegations led by their country's Health Ministers visited J J Hospital, they were surprised by the information technology-based administration system and information services. They were surprised by the fact that though their countries were way ahead in the use of information technology, they had not been able to adapt the same so effectively.

A surprising factor was that information technology was used so effectively in a Government hospital and thirdly that some of the private and posh hospitals have not been able to use the technology so effectively from 'patients' registration to discharge.' In fact, some of the hospitals have not even taken the first step in this direction.

Another factor has been Dr Tatyrao Lahane. From an efficient doctor to a 'tech savvy' hospital administrator in two years,



he has received a lot of kudos. However, this same tech savvy administrator (Dean) Dr Tatyrao Lahane, when he was the head of the ophthalmology department, was skeptical at each phase of the use of information technology. He was slightly opposed to the implementation of the process. Now Dr Lahane is not only a leader in the use of Information Technology but is also an expert in patient service administration through information technology. He has been making efforts in its implementation in other Government hospitals.

"If I can, why can't you?"

is his poser to the deans of other Government colleges and hospitals. Slowly, other Government hospitals in Maharashtra have begun using information technology in hospital administration and services. Dr Lahane has a dedicated team of Dr Lanjewar, Dr Palande and Dr Patel to oversee the project in J J Hospital.

## THE BENEFITS

The use of Information Technology has helped the hospital to register each and every patient, computerized documentation of the patient's ailment history



**RECOGNITION FOR EXCELLENT WORK**

Awards received by J J Hospital for its work since implementation of e-administration system.

- e-Governance citizen's award 2010
- Best Government policy initiative of the year 2010 (second prize)
- Best private sector initiative of the year in e-Health (2010) (third prize)
- e-Maharashtra award 2013 best initiative in health care through public-private partnership
- SKOCH platinum award 'highest scoring project in India'

Dr Lahane is able to keep a watch over all the departments sitting in his chamber, thanks to the computerized system. He can also come to know from the registration section why a patient has taken more time while visiting a doctor.

**J.J, hospital recieved SKOCH platinum award 'highest scoring project in India'**

and preparing a virtual digital file. Such a patient will not be inconvenienced in the future, if he/she comes to the hospital without his/her case history papers. The concerned doctor can get the patient's case history at the click of the mouse.

**SPEED AND TRANSPARENCY**

During the initial digitized registration itself, the patient's category (Government/below poverty line/above poverty line, etc.) is recorded. The fee based on categorization is fixed and its payment is mandatory. Without the payment of this fee, tests like blood/spittle tests, medicines and examination by a doctor in

an OPD is not allowed because the computer does not accept the further stage.

When computerized registration was launched with a fee in 2008, the initial collection would be around Rs 9 lakh. In the same year in April-May, it went up to Rs. 17 lakh, and today, the daily fee collection is around Rs 45-50 lakh. It is an outstanding example of speed and transparency.

The chain benefits of the computerized technology have been that blood/spittle and other tests results are available at one place. Hence, one need not run around to get the results of tests conducted at different places.

While examining a patient in the OPD, the concerned doctor himself records all the information about the patient-personal and medical-on the computer. So also the prescribed medicines are mentioned. This has prevented denial of medicines to the patient on the ground that the prescription was not legible. Medical negligence has also stopped. The computerized system has put an end to sending a prescription paper to either the OPD or to wards.

The J J Hospital has its main medical store on the ground floor, while pharmacies are located on other floors. Now any nurse from the concerned ward sends documents online for the required medicines. Following this, the floor pharmacy or the main store at the ground floor keeps the medicines ready to be delivered to the patients.

The main medical store functions on the ABC (Always Better Control) system. The 'A' wing contains costly medicines or those required for special ailments/ medicines required by around 10 per cent of the patients. The 'B' wing contains medicines required for 20 per cent ailments

while the 'C' wing stocks such medicines which 70 per cent of patients require regularly. Due to the computerized system, all documentation is digitized. Hence, the stock of medicines, its demand and disbursement is available at every stage, thus bringing-in transparency.

In cases of certain medicines, dosage for the next day is received only after the vials are returned. Every tablet, injection and stock required during surgery is recorded.

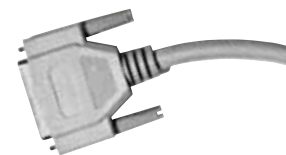
Another major benefit of the computerized system is that while a patient undergoes an MRI scan/X-ray, the concerned doctor can suggest the future line of action from the OPD itself without waiting to receive an X-ray film. The system also saves expenses on the X-ray process.

With simplification of the process for collection of fees, there has been an increase by 40 per cent in registration fee collection and 200 per cent in examination fees. As compared to the manual process, the computerized system has brought in transparency.

The computerized system has enabled all the deans to monitor and control all the processes in their respective hospitals from their cabins. The unique health ID Number provided to each of the patients during their first visit to the hospital would be beneficial permanently and they would not be required to register themselves every time they visit hospitals. Patients' photos taken during their first visit are stored permanently in the computers. The system will also check false registrations and irregularities in proving identities in medico-legal cases.

X-rays and MRI images being stored in digitized form, there is no possibility of their loss or getting destroyed. The patients can now view their discharge reports online





from any terminal. They need not go to the record room. The health administration information service system, which is available in all the wards where operations are performed, enables doctors to view patients' images from all angles and perform error-free operations.

The system facilitates immediate suggestions and guidance from other doctors since the operating doctor can send online data on the patients' condition and seek consultation.

Since all the employees of the hospitals have to work on computers, admission of patients on the availability of beds is possible online. Since every employee has a user name and password, it is possible to keep a watch on their actions. The medicine department too works speedily since medicines and their dosage

can be prescribed online. Even information on the availability of medicines and their stock is available immediately.

X-rays are available online and can be stored for seven years and can be viewed by doctors on their computers. They can also take print-outs when required. This will result in reducing expenditure on film purchases, their developing and other processes by 90 per cent in the future.

Since patients' data is secured in the computerized system, a watch can be kept from any point. Even though the main server of the system is in Mumbai, information from either of the hospitals could be viewed in all the 19 Government hospitals. This facilitates patients to take treatment in any of the 19 hospitals.

The computerized system

### **HEALTH DOG**

The computer has now become the healthdog of the system and has been accepted. However, when the system was launched in 2008, nurses, doctors and heads of departments had expressed their opposition to it. With the passage of time, their approach has changed; also there has been a change in mindset that the new technology is in their interest. Initially, senior doctors would keep a data operator to document information on their computers. However, they are now themselves operating their computers.

### **MODERNIZATION OF HEALTH SERVICES**

The medical education department has prepared a comprehensive plan to introduce information technology-based hospital administration information services in 14 medical colleges and 19 hospitals. The project has given a new dimension to medical education, training, research and care of patients. A unique health identification number of 60 lakh patients has been created while implementing the project in 11 Government colleges and hospitals. With the help of the computerized system, four lakh patients were admitted to these eleven hospitals till date and 'EMR' of 10 lakh patients have been created.

Patient services have been modernized through e-administration in Grant Medical College and J J Hospital (Mumbai), Cama Hospital, G T Hospital and St George Hospital (Mumbai), B J Medical College and Hospital (Pune), Government College and Hospital (Nagpur), Government College and Hospital (Aurangabad), Vasantrao Naik Government College and Hospital (Yavatmal), Government College and Hospital (Akola), Dr Vaishampayan Memorial Medical College and Hospital and Chhatrapati Shivaji Maharaj Hospital (Solapur) and Government Medical College and Hospital (Latur). The project would soon be implemented in other Government medical colleges and hospitals

also has facilities for doctors and students of Government medical colleges and hospitals to undertake research. The computerized hospital management system has given a smart face to the medical system in Government hospitals and the system has now entered a new phase. ■

# System For Effective Administration

COLIS has proven to be user-friendly, both for the administration and litigants. It has minimized tedious paperwork and increased transparency, without putting any additional burden on the Government treasury, says **Rajaram Mane**, Collector, Kolhapur.



**T**he Collector's Information System (COLIS), a web-based application developed with the help of the National Informatics Centre (NIC), Kolhapur, will soon be replicated at collectors' offices across the State.

It has proven to be user-friendly, both for the administration and litigants. It has minimized down tedious paperwork and increased transparency, without putting any additional burden on the Government treasury. It is being

implemented in Kolhapur district with effect from October 13, 2011, and is available on the district's website [www.collectorkolhapur.gov.in](http://www.collectorkolhapur.gov.in).

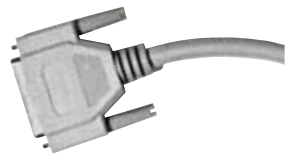
COLIS, under the Central and State Government's ambitious e-Governance project, aims at providing services to the general public at shortest time and at minimum cost by simplifying the administrative processes with the use of information technology. Under the NeGP-National e-Governance Plan and IT Act,

2000, the system is to be used at the district and taluka levels.

With increasing expectations of best services from the administration, there is no alternative to the e-Governance. The public expects transparent services at minimum cost with the use of modern technology. The past decade has witnessed tremendous technological changes in the systems in the railways, banks and passport offices. The revenue department is the oldest department in the country. Land







related disputes are also heard in the revenue courts along with the civil courts.

Under the State Government's ambitious Golden Jubilee Revenue Campaign, it was decided to ensure that Government's various schemes and projects reached the public through the district and tehsil offices. At the same time, our efforts at the local level were to develop COLIS in coordination with the NIC.

Under e-Revenue Court system by computerisation of all cases in the revenue court- our objective was make the system user friendly to the litigants, law officers and the staff. Today, we have been successful in evolving a system to handle revenue cases at district and taluka levels. Also, work is in progress on modules like e-Recovery, e-Election Preparedness & Management and e-Pension.

We are stressing on its transparency, utility to people, user-friendly citizen-friendly, secured information and paperless working. We have been successful in developing a system which has won an award.

### **e-REVENUE COURT**

In today's era of technology, litigants can take a huge sigh of relief. Now communicating dates of hearing to clients through SMS, putting up orders on the websites and orders with digital signature have become possible through Revenue Court by use of information technology with the help of NIC.

With the e-Revenue Court, litigants can know the status of their case with the date for the next hearing. Litigants are communicated the status of their case through sms and on the website. In case of sudden change in the hearing, the dates



are communicated to both the plaintiffs and defendants through sms. This saves unnecessary travelling expenditure and time.

The system provides transparency. At the click of the mouse litigants can get the needed information, status of case, judgment copies on the same day itself. With the sms facility the system has become very popular and has been welcomed by litigants and all in the district. The system is not limited to land related cases only, but it also includes all those issues which one has to function as executive magistrate. Necessary changes have been made under the guidance of the director for the module's roll out across the State.

Delhi-based Engineering Watch has taken note of the system and has recognised it with a certificate and the module has been selected for the second prize under the State Government's Excellence in e-Governance.

SMS and web publication are not the only characteristics of this system, cases have been categorized under sub-sections of each section. The classification is done as per the jurisdiction of the appeals court. It has a Home Page in Marathi and English to cater to doubts of that use it. Over 79,000 citizens have used it so far and there are over 28,000 logins. It is movement towards paperless functioning since the system is

used online for over 370 hours a month.

Demand for introducing the system in Thane and five to six other districts has been registered.

### **e- VASULI (e-RECOVERY)**

When banks, railway and passport offices have made transactions easy with massive computerisation, we considered why taxes under the revenue department like entertainment tax, minor mineral tax, stamps duty, RRC recovery should not be paid online with the use of computers in Kolhapur district.

Kolhapur city has around 1.50 lakh properties and only four talathis. Every time, the tax payer queues at the tehsil office, fills up challan in triplicate and makes payment in the bank. To make the process simple and less time consuming, e-Vasuli has been developed. Cinema theatre owners, video centres and cable operators use their own login and password make payment for entertainment tax through internet banking after auto generating challans. In the first phase, 33 cinema theatres owners, 65 video parlours and 200 out of the 1,400 cable operators have been using the e-Vasuli system and pay entertainment tax through internet banking, using their computers after generating challans. Cine theatres have categorised each

**Over 79,000 citizens have used e-Revenue Court System so far**



**over 350 hours per month work is being executed online.**



show and remit tax based on the number of viewers on daily basis.

Daily tax paid is coordinated with RBI and simultaneously, every cinema theatre's each show's DCR - actual number of viewers, ticket rates and the deposited tax - can be viewed. Since auto challans are generated with receipt head, sub-head, there is no difficulty in coordination.

The new system has simplified the tedious process wherein the tax payer goes to the tehsil office, gets his challan passed and make payments in bank. The stamp vendors are themselves making



online payments and purchasing stamps. Under the new system, there is coordination with RBI on the accounts. This has helped simplify the work.

**e-ELECTION PREPAREDNESS AND MANAGEMENT**

The system has been used in the by-election to Chandgad Assembly constituency, zilla parishad and municipal council elections and so also in the elections to sugar factories.

The system is useful in the election preparedness and management. This system can undertake jobs like training to the election staff, distribution of

voting material, reading EVMs, informing percentage of voting every two hours, informing the election office in case of hold up in voting etc.

With the help of the system, a database of 1,143 offices (including schools) with code numbers have been prepared. This has resulted in preparing list of office wise employees. The software also has the provision of displaying statement of daily expenditure of the candidates, which can be viewed by election officers and the public. This has helped in coordination in the election process in the shortest possible time.

**e-PENSION**

Pension of widows of 884 jawans of Second World War is being directly credited to their bank accounts and they are being informed through sms. This has helped the aged pensioners from visiting the banks and district collectorate offices. Also, the system has cut down the time of 20 days for submitting the pension bill to the district treasury, seeking its approval and depositing the pension amount in various banks to just three days.

The system is also being used in disbursing grant to the beneficiaries under the Sanjay Gandhi and Indira Gandhi schemes.

**e-GODOWN**

Information on foodgrains stock lifted from the CWC warehouses and that dispatched to godowns in each tehsil is filled online by the CWC and the district administration machinery. This facilitates the taluka godown keepers to know in advance the truck numbers of those lifting foodgrains stock from the CWC godowns and the amount of foodgrains supplied to each shop through the website. This system keeps a check on black marketing

since the website provide information on the amount of stock lifted by fair price shops and later the same is communicated to 50 concerned people in the villages through sms. The system also helps in maintaining coordination of quota of foodgrains at all levels, the demand, sanction and lifting the stock. The current status of every godown in the district is available on the website.

**e- WEB PUBLICATION**

Information from the district collectorate's establishment section on selection of new talathis, clerks -right from the advertisement to selection list and so also question papers and answer sheets is published.

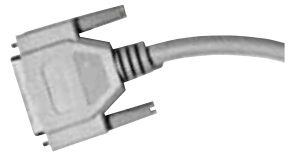
Projectwise information on rehabilitation projects, list of beneficiaries at village and taluka level, home department, planning, employment guarantee scheme, sainik welfare, voters list and itineraries of officials' tours is uploaded on the website.

The software has been developed in such a way that information, after approval by the superintendent level officers in every department, is uploaded directly without it going to the NIC. The website has over 84,000 hits till date. There have been over 30,000 logins to the website from April, 2013. Over 350 hours per month work is being executed online through the system. This shows the utility of the system.

We have been successful in easy administrative functioning in the district administration and provided a system to the public, which saves time and money.

Our endeavour will be to make further changes in the system in future and provide a transparent and technology based service to the public. ■





# e-Marathi: Crossing All Frontiers

Maharashtra Rajya Marathi Vishwakosh was awarded the platinum medal and the website has been selected to participate in the all India competition 'Manthan', Says **Lalita Dethé**.



**L**anguage is not just a medium of communication, but it is a symbol of culture and pride. Marathi language is not only the State language of Maharashtra, it is the pride of our rich culture and of every Maharashtra. The development of the language in true sense will get a boost only if it becomes the language of practice and knowledge. Developments across the globe, fast developing research in science and technology updated knowledge about different sectors and alternate words in Marathi for the new technological words should be made available in Marathi language. Use of information technology should be effectively made for the progress of Marathi language. So also, the language should be used on the

internet. Keeping this in mind, the Marathi language Department is actively involved in this endeavour.

## WEBSITES

During 2011-12, with guidelines of Information Technology Department, 'Mahaonline' was set up. With its help, Marathi department's website <http://marathibasha.maharashtra.gov.in> was launched with the objective to ensure that information about the language and the works undertaken in the development of the language reach the public. This website was linked with the Directorate of Languages (<http://maharashtra.gov.in/bhasha>), Maharashtra Rajya Sahitya Va Sanskriti Mandal (<http://mahasahityasanskriti.in./index.html>), Maharashtra Rajya Marathi Vishwakosh Nirmitti (<http://www.vishwakosh.org.in>) and Rajya Marathi Vikas Sanstha (<http://rmvs.maharashtra.gov.in/rmvs>) websites. To ensure easy usage



## The Marathi Language Department has taken a decision to make e-books of 500 publications of various institutions



of Marathi in the department's website, 'vyavaharkosh,' 'rajbhasha parichay,' 'prashasnik vakyaprayog' and rules of writing were put in e-form. The website has become very popular among the masses.

The website of Marathi language department was awarded silver medal by the Directorate of Information Technology in 2013. So also, the website of Maharashtra Rajya Marathi Vishwakosh was awarded the platinum medal and the website has been selected to participate in the all India competition 'Manthan.'

### AUDIO CD

Selected Saint literature and that on Dyanpeeth awardees of Marathi, Sahitya Academy award winners and some selected literature by the Maharashtra Government will be developed into audio CDs and the project will be executed by the Maharashtra Rajya Marathi Vikas Sanstha. Under the project till date, audio CDs of 'Dassbodh' of Samarth Ramdas, the Late Yashwantrao Chavan's autobiography – Krishnakaath - Kusumagraj's poetry collection 'Pravasi

Pakshi' and 'Rasyatra' and Vinda Karandikar's poetry collection 'Adimaya' and 'Samhita' have been made available on the organisation's website. In future, audio CDs of 'Tukaram Gatha' and 'Dnyaneshwari' will be launched.

### e-BOOKS

The Marathi Language department has taken a decision to make e-books of 500 publications of various institutions under its jurisdiction. Till date, work on 65 publications has been completed. The work has been entrusted to C-DAC. The department is also undertaking preservation of 956 rare books and putting them on department's website. This work too is being executed by C-DAC.

### MARATHI ENCYCLOPEDIA

A Marathi encyclopedia, on the lines of Encyclopedia Britannica is being prepared by Marathi Vishwakosh Nirmiti Madal. Of the proposed 23 volumes, 19 have already been published and are available to public on the encyclopedia website. Similarly, the Vol 2 (Part 1) of

the proposed 12 volume 'Kumar Vishwakosh' has been published and is available on the Mandal's website. The encyclopedia is helpful to the students in the age group of 18 years, providing them with information on science and technology, social science and art and culture.

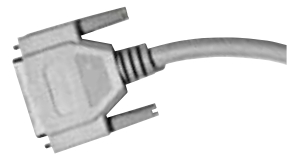
### PRESERVING MODI SCRIPT

The Maharashtra Rajya Marathi Vikas Sanstha, in coordination with Tamil University, Tanjavur, has undertaken an ambitious project of converting 'Modi' manuscripts into Devnagiri to make available this historic document. After the selection of Modi documents, their restoration, classification according to subjects and digitisation, subject wise list would be prepared in the next phase, to be followed by its conversion into Devnagiri script.

### MARATHI UNICODE FONT

With a view to propagate Marathi language at world level, the Marathi language department has undertaken Marathi Unicode Font project. The fonts are being developed by C-DAC. ■





# The ICT Landscape in Maharashtra

There's no doubt that ICT is indispensable and understanding this Maharashtra has made great strides in recent time feels **Chandragupta Amritkar.**



**M**aharashtra's efforts to capitalise on the Information and Communication Technology (ICT) revolution are quite impressive. Maharashtra has made great strides in recent time especially with its IT policy. There's no doubt that ICT is indispensable. Understanding this basic tagline the politicians as well as bureaucrats got together to create a favourable IT Policy. The policy aims to make Maharashtra

one of the favoured destinations for investment in the IT and ITES industry. The success of the policy mainly stems from the fact that it's Small and Medium Enterprises (SME) friendly policy. Many of our readers may be aware that one of the reasons why the developed nations have achieved faster growth in the SME sector was primarily because they adopted ICT much before the developing nations.

The policy provides exemption of IT and ITES units from statutory power cuts in power supply, etc.; Setting up of an Empowered Committee and a Directorate of Information Technology; Fiscal incentives including stamp duty and electricity duty exemptions, double FSI (FAR) for units built in IT Parks; Permission for 24x7 working hours and relaxation of labour laws; Initiatives to strengthen human resources.



**Maharashtra has set up a well-formulated vision coupled with a strong e-Governance frame work**



**The policy aims to:**

- Promotion of public and private IT Parks;
- Cost effective and fully reliable telecom connectivity to the IT and ITES units all over the State;
- Excellent road connectivity from main Highways to the IT Parks;
- Permission to developers of IT Parks to invest funds to construct connecting roads from highways to IT Parks;
- Ensuring reliable and quality power supply round the clock in IT Parks by permitting unlimited back up power and captive power generation;
- Levying power charges on IT and ITES units at industrial rates.

**E-GOVERNANCE**

While the developments in ICT space have certainly helped the private industry it has also resulted in the rise of e-Government initiatives presenting the Governments with a number of challenges and opportunities. e-Governance may be defined as the application of information and communication technologies to transform the efficiency, effectiveness,

transparency and accountability of informational and transactional exchanges within Government, between Government and Government agencies of National State, Municipal and Local levels, citizens and businesses, and to empower citizens through access and use of information.

To lay down the foundation for the long term and sustained growth of e-Governance in the country, Government of India (GoI) had rolled out an ambitious plan called the National e-Governance Plan (NeGP). The vision of NeGP is to “Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man”. To fulfill this vision ensuring effective delivery of desired benefits to reach common man; Government of India has identified need for implementing “Capacity Building Initiatives” across States/UTs as an important component in execution of the National

e-Governance Plan (NeGP).

Government of Maharashtra (GoM), pioneering in this area, has not only embraced these opportunities but also set up a well-formulated vision coupled with a strong e-Governance framework and has been successful in overcoming these challenges. This has ensured delivery of multiple citizen centric e-Governance initiatives in an absolutely seamless manner.

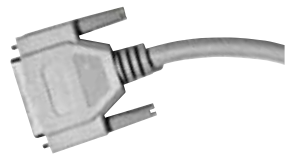
**CAPACITY BUILDING APPROACH**

Capacity Building approach as adopted by Government of Maharashtra under e-Governance has three level interventions viz. Individual, Institutional and Societal:

- **Individual level** - Capacity-building on an individual level involves the development of conditions that allow individual participants to build and enhance existing knowledge and skills allowing them to engage in the “process of learning and adapting to change.”
- **Institutional level** - Capacity building on an institutional level involves aiding pre-existing institutions in the State supporting them in forming sound policies, organizational structures, and effective methods of management and revenue control.
- **Societal level** - Capacity building at the societal level aims at establishing a more “interactive public administration that learns equally from its actions and feedback received from the population at large” i.e. a public administration that is responsive and accountable.

Abreast of State of the art technological developments, trends and observed impact across the globe, Government of





Maharashtra has strongly believed that ICT has great potential of transforming the exiting industrial base, service sector and vibrant agriculture of the State into a modern economic powerhouse. In line with this belief Government of Maharashtra has formulated a vision for driving e-Governance initiatives across the State - “Transforming Governance and Enriching Lives through the power of Information and Communication Technology”

The key ingredient of the vision of Maharashtra for e-Governance does not attempt to improve the existing ways in which the citizens are served but demands a total Transformation or Re-engineering of process and methodologies supporting delivery of services in existing scenario.

In order to translate the vision into reality, Government of Maharashtra has put together an execution strategy having six priority pillars that facilitate State departments to use e-governance as a tool to become more proactive and responsive to its citizens’ needs. Each of these pillars attempt to totally re-engineer the exiting methods of delivery used for the citizens and replace it with a totally different and new, leaner way that is not only totally in line with the citizens’ needs and convenience but also incorporates the most recent trends and developments in the field of Information and communication technology. Under the vision, while undertaking a transformation, a deep focus is brought on innovation and best practice replication to quickly deliver the solution i.e. speed is the inherent essence of all initiatives attempting to bring faster resolution to citizen issues thereby delivering absolute Citizen Satisfaction as a byproduct.

The State Government has

undertaken several e-governance initiatives tlike SETU, SARITA, SARATHI, LMIS etc to enhance the adoption of IT in day to day functioning.

### BRIDGING THE DIGITAL DIVIDE

With the adoption of Technology by Government of Maharashtra, it was essential to ensure that solutions the government implemented would bridge the digital divide. It was imperative that the State Policies should reflect the diverseneedsofthecitizenswhether the needs of rural Maharashtra, people with disabilities or low bandwidth users.

In developing the eGovernance Policy of 2011, Department of Information Technology, Government of Maharashtra was the first State to understand the needs of all the citizens and based on that focused of different areas like Localization and Accessibility - Localization to meet the needs of urban and rural India and Accessibility to meet the needs of persons with disabilities in the State.

Since 2011, DIT, GOM has been working towards ensuring how the needs of people with disabilities can be met vis-à-vis the technology implementations and solutions being used by the State departments.

One of the major changes in this period has been the adoption of the internet as a mechanism to communicate with the citizens. The Department of Information Technology Government of Maharashtra recognized that the State websites need to adhere to international standards and guidelines. The Maharashtra’s State E-governance Policy of 2011 highlights that all websites and web applications will comply with Web Content Accessibility



Guideline (WCAG) 2.0 – Level A. Based on the e-governance policy, Department of Information Technology Government of Maharashtra, started working with different ways and strategies to implement the WCAG Guideline.

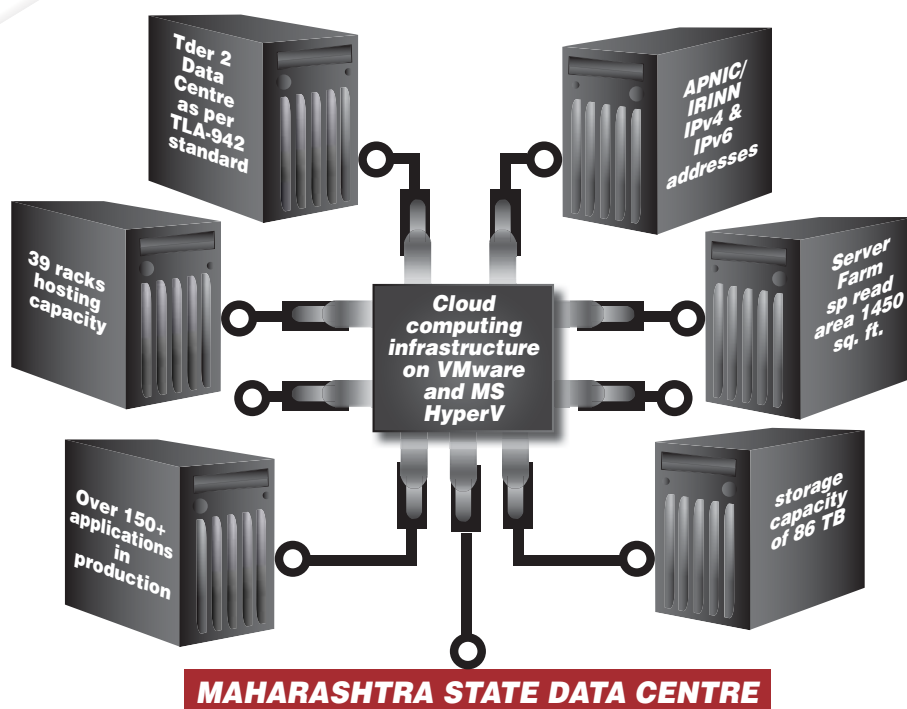
The Web is the starting point of ensuring equal access to all. The need to focus is now to ensure that all eGovernance projects meet the compliance. The conversation now needs to go beyond the web and to other areas in which the government uses technology and to see how we can continue to bridge the digital divide in the State of Maharashtra and work towards becoming an inclusive State.

### ONLINE ROSTER SOFTWARE

As per the recruitment and promotions rules every Government department, local bodies, Government undertakings, educational institution and any other Government funded organization/institutions has to maintain a roster of various cadres in accordance to the applicable reservation percentage. The distribution of roster points is as per the Government Resolutions (GR) dated 29th March 1997 and 18th October 1997, these GRs

**Maharashtra was the first State that focussed localization to meet the needs of citizens and accessibility to meet the needs of persons with disabilities**





defines 100 point roster for direct recruitment and promotion cadres respectively and are applicable to all Government departments and institutions across Maharashtra.

The Online Roster Software is an effort to streamline and standardize the process of roster preparation by various Government departments, local bodies, Government undertakings, educational institution and other Government organization.

In the manual system preparation of roster takes months to prepare for larger cadres and many times the calculation of reservation points is not accurate. Hence, the examination of roster by General Administration Department or the respective division level office takes lot of time. This initiative will considerably reduce time for preparation of roster and its maintenance. Calculation will be done automatically and errors in calculation of roster points almost will be reduced to zero.

### MAHARASHTRA STATE DATA CENTRE

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 SDC cost drastically while increasing the IT capacity with maximum flexibility and scalability. The SDC offers storage Capacity of 86 TB and has over 150+ applications in production. It is spread over 1450 sq.ft. area and has hosting capacity of 39 racks.

### e-OFFICE

eOffice is a Mission Mode Project under the National e-Governance Plan (NeGP), Department of Information Technology of India. It is a Unified Digital Workplace Solution to improve efficiency in Government processes and service delivery mechanisms.

After the devastating fire in Mantralaya, Mumbai on 21st

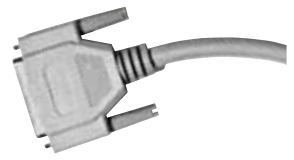
June 2012 where thousands of sensitive documents, computer files and records were destroyed, it was decided that e-Office will be rolled out. e-Office is now the biggest attempt in the country by any Government to go paperless. e-Office will primarily help in readiness to disasters. Fire, flood and other disasters might destroy important and sensitive documents and records. Through e-Office important information of Government offices will be saved. Implementation of e-Office will make Government offices paperless (less paper) which will help the environment and will save natural resources such as trees, water and energy. e-Office will make office procedures transparent, efficient and corruption free. Work and delays can be tracked very efficiently through different reports in e-Office. Pending of file clearance can be completely avoided as senior officials may routinely monitor the reports in e-Office. The system makes individuals accountable for the work. Through e-Office the productivity of office increases and delays decrease. The turnaround time (TAT) to meet the demands of Citizen Charter reduces. e-Office enables officials to work from anywhere, anytime and improves the level of service. e-Office saves money, space and time and ultimately improves the level of service delivery.

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) ■







# Getting Certificates is Now an Easy Task

The Government of Maharashtra has laid down the plan for State-wide implementation of the e-District project in all 35 districts of the State, explains **Bhargav Desai**.



**T**here was a time when citizens who wanted important certificates had to make a beeline to the Government offices and stand in serpentine queues. Even after standing for hours together braving inclement weather, there was no guarantee that they will get it. They might have been asked to come again and perhaps again. They might have also possibly suffered bad experience of interacting with rude employees who could have hurt their dignity and self-respect or demanded a bribe for delivering the services to them. But now they will be spared of this agony. This is because the State Government has decided to start e-District services. It will provide integrated services to the citizens through the use of information and

communication technologies to enhance speed, convenience and transparency for users. Besides reducing the administrative burden and service fulfilment time and costs for the Government, citizens and businesses, it will also help in reducing the number of visits of citizens to a Government office or department for availing the services and thereby eliminating harassment. This is because it negates or reduces personal interaction of the citizen with the Government officials and instead supports e-interaction through the medium of internet. It also helps in speedy way of processing appeals and grievances and faster dissemination of information.

The Government of Maharashtra has laid down the plan

for State-wide implementation of the e-District project in all 35 districts of the State. A total of 35 priority services were identified from a total list of 70 and these services have been selected on priority, depending on the number of transactions and as per the guidelines circulated by the Government of India for implementation in the pilot phase.

The e-District is a Mission Mode Project (MMP) under National e-Governance Plan (NeGP) under the aegis of DeiT, Government of India. It aims at providing support to the District Administration to deliver Citizen Centric Services (G2C- Government to Citizen services) to the citizens at their doorsteps and target high volume services and undertake back-end

**Maharashtra has taken a decision to waive-off submission of affidavits required for availing services through Maha-e-Seva Kendras**



## OBJECTIVES OF E-DISTRICT PROJECT

The objectives of the e-District Mission Mode Project are

- Providing easy and 24x7 access to Government services (both information and transactional) to ensure reliability, efficiency, transparency and accountability.
- Reducing the number of visits of citizens to a Government office/department for availing the services and thereby eliminating harassment.
- Reducing administrative burden and service fulfilment time and costs for the Government, citizens and businesses.
- Reducing direct interaction of citizens with the Government and encourage 'e'- interaction and efficient communication through portal.
- To create a smart link/interface between citizens, Governments, public utilities and other information providers.
- Fast processing of public cases/appeals/ grievances dissemination of information.
- Enhancing perception and image of the Government and its constituent departments.
- Delivery of all public services at District/Sub District levels in electronic form through State portals by using the State Service Delivery Gateways.
- Undertake back-end computerization of district and tehsil level offices to ensure electronic delivery of high volume citizen-centric services at the district level.
- To integrate and seamlessly deliver citizen services by district administration through back-end digitization and process re-design.
- Efficient delivery of services with improved service levels by undertaking extensive Business Process Re-engineering of identified services.
- Delivery of services through Common Service Centres (CSCs) by leveraging the common infrastructure of SWAN, SDC, and SSDG.

computerization to enable the delivery of these services through Common Service Centres.

Districts are the primary delivery channels for Government administration, which deliver a large number of services to the citizens; therefore e-District can significantly improve Government service delivery.

e-District has been envisaged by the State Government as an automation of workflow and

internal processes of district administration with regard to citizen services. The State has already rolled-out the seven services - Income Certificate, Temporary Resident Certificate, Age, Nationality and Domicile Certificate, Solvency Certificate, Senior Citizen Certificate, Birth Registration Order and Death Registration Order as a part of the pilot implementation of e-District in five districts in the last two years.

For the Statewide roll-out, MahaOnline has been selected as the System Integrator and PwC as the State Project Management Unit. For the Statewide roll-out, initially 16 services already being delivered by MahaOnline in manual format have been selected for implementation in line with the project guidelines. These 16 services include seven services implemented under the pilot phase. Districtwise societies have been formed and district project managers have been selected to ensure a faster and smoother roll-out of the project. Some of the additional services identified which will be part of the Statewide roll-out includes RTI service, Caste Certificate, Heirship Certificate, Marriage Certificate, Genealogical Affidavit, Non Agricultural (NA) Permission, Stone Quarry Lease License, Accessory Mineral License (Soil), Other Accessory Mineral License, Stone Crusher License and services related to Ration Card, Electricity Bill Payment, etc.

### AFFIDAVIT WAIVER FOR CITIZEN SERVICE

It has been observed that getting an affidavit done itself, is a cumbersome process. It requires extra effort, time and money from an applicant. No doubt, affidavits have become a burden and sometimes even harassment.

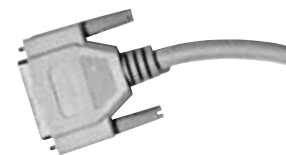
With an ever-increasing rise in people's expectations from the Government, technological advancements and above all, Government intentions to provide G2C services to citizens at their doorstep, one of the main avenues explored is to ease the process of applying for these services. And so arises the need for capturing all the required information and undertakings in a single form, which is much more citizen-friendly than separate affidavits to be attached with input forms.

The Government of Maharashtra is committed to its citizens in bringing a citizen-friendly experience while applying for various G2C services. The Government of Maharashtra has taken a landmark decision to waive-off submission of affidavits required along with most of the application forms for services offered through the CSCs. It is decided that the affidavits shall be done away with, and instead for each of the services, a 'Self Declaration' is to be put along with the application form. The affidavit waiver GR is available at:

<https://www.maharashtra.gov.in/Site/Upload/Government%20Resolutions/English/201308161456082111.pdf>

The above change will streamline the process of applying for G2C services while capturing all the required information and undertakings in a single form. This is much more efficient and citizen-friendly than having separate affidavits to be attached with input forms. Moreover, this will eliminate harassment arising in the process of getting an affidavit done which requires an extra effort, time and money from an applicant. This transformational initiative by the Government of Maharashtra is estimated to save approximately Rs 100 lakh of the tax payers' money per year. ■





# Trending Digital Development

The department has made it mandatory for the distilleries, liquor manufacturers and breweries to pay the excise duty electronically as opposed to the previous manual system, which was time-consuming and had potential for corruption explains Commissioner, State Excise **Dr. Sanjay Mukharjee**.

**T**o ensure transparency and reduce corruption, the Maharashtra State Excise Department has begun collecting excise duty from major revenue earners, such as liquor manufacturers, through the use of Information Technology. The department has a new software

was time-consuming and had potential for corruption.


The main responsibility of the Maharashtra State Excise Department is to collect/recover excise duty on alcohol-based products and to keep a control on its trade.

The level of computerisation

## MODULES OF THE SYSTEM

Maharashtra State Excise Duty System (MSEMS): the MSEMS e-means, information is collected from the subordinate inspector level.

MSEMS includes State Excise Duty Department's following components.



This project covers all stakeholders in Excise Value Chain in the State of Maharashtra.

- Number of Manufactories: 111**
- Number of Distilleries: 188**
- Number of Wholesalers: 455**
- Number of Retailers: 18,581**



that analyses sales of liquor and revenue trends, besides unearthing malpractices in the production and supply chain.

The Maharashtra State Excise Business Intelligence System is also able to track any discrepancies in sales and purchase of a retailer.

The department has made it mandatory for the distilleries, liquor manufacturers and breweries to pay the excise duty electronically as opposed to the previous manual system, which

in the excise department till 2011 was very less and the technology of IT was poor. However, in the 2011 budget, drastic changes were made in the tax policy and the department's revenue target was increased from Rs. 5,800 crore to Rs. 8,500 crore. At that time, a large number of posts were vacant.

The project was implemented to ensure maximum control and assist the excise officers in carrying out their work and providing e-facility to liquor license holders.

## IMPORTANT SYSTEMS

- Maharashtra State Excise Duty License Tracking System (MSELTS): 360 degree profile and search report of each license.
- Maharashtra State Excise Duty Brand Administration System (MSEBMS): 360 degree profile and advanced search facility of each brand.
- Maharashtra State Excise Duty BI Unit (MSEBI): The first State Excise Department in the country which has developed BI system



**BI module was developed to analyse the data to help in increasing the department's revenue and to ensure maximum control on displacement of liquor**



on Microsoft platform.

The module helps officials understand the trend by analysing data on liquor production, sale, consumption and revenue. Information and comparative study of district, place, time, brands of liquor, liquor producer helps in providing estimates and trends. Trend Analysis – the sale of liquor and its analysis has facilitated the department in framing policy for the future sale and its likely effect on the revenue.

This analytical study also reveals the trends being in in the particular division or district and its reason besides providing information about the revenue collected under each component or an inspector or junior inspector.

**STATE EXCISE SUPPLY CHAIN SYSTEM**

The movement of products, eligible for excise duty, being controlled, the movement within liquor producers' premises or outside is on the basis of demand or as per license. The movement had been manual with the concerned local excise officials issuing permits. However, due to computerisation, this movement has become transparent and the

senior officials are aware of the permits issued.

This has also helped in maintaining an efficient control over the entire process. Since the path of movement of products eligible for excise duty is pre-determined, information on route from the Dropdown list, while issuing permits as per the tax system, is available. In case of new routes, the concerned excise officials are made aware of the route through e-mail or sms. The system has been integrated with google maps.

**STATE EXCISE REVENUE RECEIPT SYSTEM**

This system helps in Real Time information on how much revenue is collected, the default or how much revenue is due. This has brought in transparency and senior officials of the statistical analysis department are able to take policy decisions. The Excise department's 90 per cent revenue is collected through e-payment. The State's Excise department tops in revenue through e-payment. During 2012-13, Rs 8,546.57 crore of the total revenue of Rs 9,473.20 crore has been collected from license holders through e-payment.

**STATE EXCISE APPEAL MANAGEMENT SYSTEM**

This system has been developed for registering appeals with the State's Excise Commissioner. This system controls appeals at various stages.

**STATE EXCISE CRIME CONTROL SYSTEM**

The system provides a view of registered crimes, arrested accused, cost of seized products and status of various crimes. The system also prepares case diary of registered crimes and prepares

report on the crimes.

**STATE EXCISE MAPPING SYSTEM**

Geographical locations of all the license holders has been mapped by Google Maps.

**STATE EXCISE TEXTING SYSTEM**

This system has been providing SMS facility through the desktop computers. Group sms can be sent through the system. Various groups within the department have been created to enable exchange of information through sms.

**STATE EXCISE COMPLAINTS REDRESSAL SYSTEM**

The system enables online registration of complaints and also provides information after the complaints are redressed.

Business Intelligence Apparatus would help in analysing the trend in sale of liquor in one, three and five years. It would provide information on proportion of export from the total liquor sale and also comparison of local sales with exports from the total production.

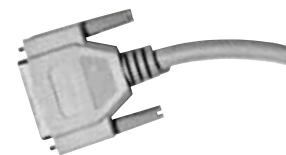
**SERVICES PROVIDED THROUGH INFORMATION TECHNOLOGY**

- Online liquor consumption permits
- Online temporary club license
- Online transport license
- Online interpretation –for license holders
- Online approval of license

**AWARDS FOR THE PROJECT**

- Skoch Award 2013- E-Governance award
- Skoch Order of Merit—Award and Certificate 2013
- Special award for E-Governance of the Information Technology Directorate. ■





# Sweet Deals for All Stakeholders

The e-Governance initiatives of the Sugar Commissionerate have resulted in several benefits to stakeholders, says Maharashtra's Commissioner for Sugar Commissionerate, **Vijay Singhal**.



**I**n Maharashtra the sugar industry has been the nuclei of socio-economic growth, especially in rural Maharashtra. Maharashtra is the leading producer of sugar in the country with an annual turnover of nearly Rs 30,000 crore. There are more than 200 registered factories of which 195 were functioning in 2011, including 165 from the cooperative sector. Besides sugar, important by-products like ethanol, bagasse, molasses, ethers are also produced by these industries. This is why many sugar factories also have co-generation plants attached to them. Managing these successfully is not an easy task and needs co-ordination at different levels and effective communication between the sugar offices as well as the factories across the State.

To streamline the functioning and make it transparent the State Government took a major e-Governance initiative at the Sugar Commissionerate. It has been strategically envisioned to enhance transparency in the functioning of the department, to improve the quality of services offered to various stakeholders in the industry including co-operative and private sugar factories, sugarcane farmers, sugar buyers/traders, various research institutes, agricultural universities, etc.

## WEB PORTAL FOR SUGAR COMMISSIONERATE

As a part of the e-Governance initiative, a new web portal of the Sugar Commissionerate has been developed as [www.mahasugarcom.gov.in](http://www.mahasugarcom.gov.in). It contains

information about sugar, the sugar industry in Maharashtra, details of the Commissionerate, its various sections and their functions, etc. The portal has details of all co-operative and private sugar factories in the State including their address and contact details, their location on the map, per day crushing capacity, details of installed co-generation and distillery plants, etc. The web portal also contains information about the current financial status of the factories, including their audited balance-sheets, networth and profit/loss figures, and details of borrowings from the Government and other financial institutions besides GRs, circulars, court orders, Acts, Rules and guidelines etc.

- Since June 2012 the web portal is building comprehensive database of all factories with various statistics.
- More than 600 hits per day
- Sharing data with State Data Bank – in progress
- Despite a strong reluctance from sugar factories, their financial details have been put in public domain. From this data, it has been found that 51 units out of 123 Co-operative units were suffering from annual losses and 72 units are in profit. With the help of this analysis, the number of factories making yearly losses has come down to 36 and number





of factories making yearly profit has gone up to 83 out of 119 co-operative factories which have taken crushing season in year 2011-12.

### **PULL SMS SERVICE FOR REAL TIME CANE CRUSHING**

All sugar factories in the State send their daily crushing statistics to the Sugar Commissionerate. This information was being communicated by the factories on phone to the regional or special auditor offices, from where the regional report was sent to the Commissionerate in Pune. At the Commissionerate, the data coming from different regions was collected and compiled to make the final report which was then shared with various important stakeholders.

This daily activity required considerable time and efforts. An SMS PULL service has been implemented for all factories. Using this system, factories have to send a SMS in a pre-defined format containing parameters such as quantity of cane crushed, sugar produced and the percentage recovery for the previous day. This information is directly collected and fed into a centralized database and district-wise, region-wise and consolidated reports for the State are generated.

- Live since October 2012 with more than 40,000 SMSs received till date.
- Auto calculation of daily and till-date values of crushing, production and recovery parameters and auto generation of reports in various formats.
- On any non-working day or holiday, the system is working and reports are automatically generated and uploaded on the web portal.
- Reduced time and efforts

required in preparing crushing reports at regional offices and the Commissionerate.

### **PUSH SMS FOR EFFECTIVE G2G AND G2B COMMUNICATION**

An SMS PUSH service has been implemented for sending important communication from the Commissionerate and regional offices to all employees in the State as well as to all sugar factories in the State. This ensures speedy communication directly to the intended receiver while also reducing the cost.

- Cost saving and paper-green initiative being used for internal communication as well as with factories.
- More than 30,000 SMSs sent till date.
- Important messages directly communicated to the intended recipients.

### **GIS SOLUTION FOR SUGAR COMMISSIONERATE**

All sugar factory locations have been mapped on the State's map with their accurate latitude-longitude geographical co-ordinates. Information pertaining to crushing parameters (cane crushed, sugar produced, recovery percentage), financial parameters (networth, profit/loss, etc) and audit categories for each factory on the State's map are also available. Villages from co-operative factories' catchment area from which cane is supplied to the factory, are mapped on to GIS maps.

Besides this with the GIS maps it is possible to visualize high, medium and low recovery zones in the State. The application covers more than 200 co-operative and private sugar factories spread across the State. With village mapping for co-operative factories, it is possible to visually deduce

the transportation cost of cane to factories. Accordingly, factories that are sourcing their cane from far-off locations and ultimately paying higher transportation costs can be asked to act otherwise. Also, village mapping of factory catchment area can help decision-makers when giving permission to a new sugar factory as availability of cane has to be checked for the new factory.

### **BUSINESS INTELLIGENCE TOOL FOR SUGAR COMMISSIONERATE**

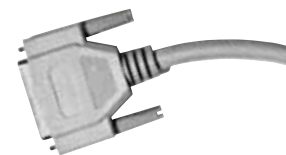
- Analysis of crushing, production, recovery, profit/loss, net worth, various fixed and variable components of conversion cost.
- Comparison of factories in same/diff district, region or entire State.
- Comparison of co-op and private factories of similar crushing capacity.
- Critical analysis of available financial data will help in reducing conversion cost and improving financial condition of ailing co-operative factories.

### **e-GOVERNANCE AWARDS**

- Project for 'Real-Time Cane Cushing Information Collection through PULL SMS' won the e-India National Award in 'Innovative Use of Mobile Technology in e-Governance' category.
- The PULL SMS project also won the Silver award at the Government of Maharashtra's e-Governance awards 2013.
- Web portal of the Sugar Commissionerate won the Bronze award at the Government of Maharashtra's e-Governance awards 2013.
- The projects PULL SMS gateway and Web Portal won two Skoch Gold National awards for Innovative use of Technology for e-Governance. ■

**Pull SMS project won e-India National Award in 'Innovative Use of Mobile Technology in e-Governance'**





# KDMC : A Trendsetter

All Urban Local Bodies in Maharashtra will soon adopt the Kalyan Dombivli Municipal Corporation's e-Governance model of delivering citizen services, states Commissioner and Director, Municipal Administration, **Dr. Purushottam Bhapkar**.



In a major boost to the national e-Governance programme, all Urban Local Bodies (ULBs) in Maharashtra will soon adopt Kalyan Dombivli Municipal Corporation's (KDMC) e-Governance model of delivering citizen services. The model will be replicated in all 231 ULBs across the State.

The biggest advantage is that it will allow the ULBs to optimize transparency and accountability by automating access to more than 100 citizen services in Maharashtra. It will benefit millions of citizens by creating an online citizen interface for all Municipal Corporations and Municipal Councils.

The first example in good e-Governance was set by the Kalyan Dombivli Municipal Corporation (KDMC) which had implemented a custom-made e-Governance application software coupled with the necessary administrative reforms in 2002. It was acknowledged as KDMC Best Practices.

The success of the KDMC e-Governance solution can also be gauged from the State, national and international level awards such as the Skoch Challenger in 2004, Intelligent Enterprise Award in 2005, Champion CIO award in 2006 and the Gold Icon Award in 2007 that have been awarded to

KDMC. The mission of Maharashtra's IT Policy promulgated in 1998 is 'Empowerment through Connectivity' whose main objective is to give 'Anywhere, Anytime, Anyhow' services and to provide an efficient and transparent system of operations through the adoption of e-Governance projects.

Thus, the Government of Maharashtra envisaged a mechanism that delivered a majority of services through Urban Local Bodies (ULBs) with the use of Information Technology and Communication (ICT) and decided to transfer horizontally the KDMC

**The replication of KDMC e-Governance model in 231 union local bodies will provide e-governed citizen services to over 30 percent population**



e-Governance solution along with the its best practices to 231 Urban Local Bodies in the State.

This horizontal transfer of KDMC e-Governance solution (MAINet) across 231 ULBs in Maharashtra has been foreseen as an automation of customer-facing front-end and internal workflow and processes of the ULBs with the possibility of seamless integration of various departments like property tax, water tax, food license, market license, birth and death registration, town planning, civil/electrical/mechanical projects and accounts, among others, for providing services to its citizens.

This project is of paramount importance to the State as it helps in creating an electronic workflow system for the ULBs and eventually will help in maintaining a centralized system and architecture by integrating it with the help of Maharashtra State WideAreaNetwork(MSWAN)and State Data Centre (SDC) projects under the National e-Governance Plan (NeGP).

The objective of this programme is to implement MAINet across 231 ULBs to provide integrated citizen-centric services through them. A total of ten out of eleven modules have been implemented in almost all ULBs under the scope of this project. Based on the developments post-implementation, other future enhancements such as ERP and GIS (if necessary) could be integrated with these modules to provide citizens with state-of-the-art services and at the same time spruce-up the efficiency of the ULBs.

The project when completed shall provide e-governed citizen services to over 30 per cent of the State's population. The project can also be viewed as an important

milestone in the move towards improvizing urban administration across Maharashtra using ICT as the facilitator. The citizens will be provided with the the fast, transparent and time bound delivery of services through internet. This single touch point will be convenient as it will reduce visits to ULBs.

After announcing the decision to horizontally transfer MAINet and KDMC Best Practices in ULBs, the State Government has appointed the Commissioner, KDMC, as the Project Management Consultant for the project and KDMC, in turn, appointed PricewaterhouseCoopers (PwC) as Programme Manager and ABM Knowledgeware Pvt Ltd as the Software Implementation Partner (SIP) for assisting KDMC in the horizontal transfer of MAINet across the 231 ULBs in Maharashtra.

Almost all ULBs across the State have implemented the KDMC e-Governance solution. A total of 12 Municipal Corporations and 219 Municipal Councils are covered under this project. These Municipal Councils have been further distinguished into 12 'A' class councils, 61 'B' class councils and 146 'C' class councils.

During project implementation, all the officials involved were assigned well-defined roles and responsibilities, down to the grass- roots level. YASHADA is the capacity-building partner and tasks like designing and conducting sanitization workshops and training sessions come under its purview. More than 600 ULB staff have been trained at YASHADA till date.

The success being enjoyed at KDMC is due to the successful implementation of the e-Governance solution coupled with a comprehensive Business Process Re-engineering (BPR) of

their processes. Being a horizontal transfer of MAINet, its success depended on the replication of the processes which are of prime importance for a project of this stature. Based on differences which surfaced out of eight sample ULBs, the State Government issued the necessary GRs for bringing about uniformity in the processes and procedures of all ULBs in the State. These GRs were also effectively communicated to all the ULBs which subsequently resulted in minimal customization of the product before roll-out, thus saving money and time.

Apart from BPR, covering infrastructure gaps was one of the major tasks and which were supplied by the Directorate of Municipal Administration (DMA). Instructions were passed to ULBs to arrange for components like LAN, DG set, etc., for making MAINet applications 'Live'.

Presently, 229 ULBs are operational with at least one module running 'Live' while 152 ULBs have made at least five modules operational.

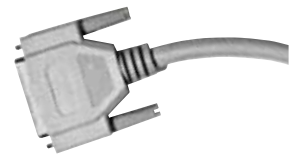
This project is a noteworthy effort and sets an example for other projects in its approach towards piloting a project, as well as its roll-out and sustenance. In fact, this project now envisages offering some additional services in future such as:

- Utility bills and management of utilities
- Building plan approval
- Procurement and monitoring of projects
- Solid waste management
- Personnel Information System (PIS)
- GIS-based Property Tax
- Mobile Applications

Its success is due to a wonderful team-effort-right from the top to bottom and co-operation from all agencies concerned. ■







# Erecting a Bridge for Direct Benefit

More than 8 crore residents in the State have been enrolled and UIDs generated for more than 7.38 crore residents, says Consultant, UIDAI PMU, **Devroop Dhar**.

**T**he delivery of financial services to the economically weaker sections at affordable cost is an important thing to be carried out by the Government for inclusive growth of the society. In a technical language we call it financial inclusion.

The financial inclusion also proves a reliable mechanism of direct cash transfer to beneficiaries in a transparent manner. In this regard, the Aadhaar enabled delivery system is proving to be one of the best mechanisms for eliminating fraud, black-marketing, pilferage in schemes and bribery from the system.

In a conclave on Financial Inclusion held at Mumbai on July 18, 2013, Secretary, IT, Rajesh Aggarwal, said that “UID linked Financial Inclusion and Direct Benefit Transfer is expected to be a game changer and would bring in the next level of inclusive development. Government of Maharashtra has been one of the pioneers of the UID programme and we are driving UID linked Financial Inclusion in a major way. This forum gives an opportunity for senior leadership from Government and banks to come together to discuss and deliberate on the way forward for bringing in financial inclusion and inclusive growth”.

The Government of Maharashtra started the Aadhaar

(UID) programme which envisages issuing every resident a unique identification number linked to the resident’s demographic and biometric information, which the resident can use to identify himself/herself anywhere in India, and to access a host of benefits and services and help them get into the financial mainstream.

Aadhaar programme started in the State on September 29, 2010, and since then the State Government has maintained a leadership position in the programme. More than eight crore residents in the State have been enrolled, and UID generated for more than 7.38 crore residents. The State Government is well poised to reach out to maximum residents by March 2014.

While UID is aimed at giving a



unique ID, valid proof of identity and proof of address to millions of citizens derived of the same, another key benefit of UID is fostering financial inclusion by helping residents to open UID linked bank accounts and also facilitate people to receive direct benefits of the various Government scheme directly into their bank accounts .

The first step in driving financial inclusion is ensuring





**33 districts in the State have been identified for UID linked direct benefit transfer of subsidy for LPG cylinders**



that every resident of the State has been enrolled for UID. The State Government has taken various innovative and pioneering steps to ensure a quick and time-bound Aadhaar enrolment.

Some of the unique strategies adopted by the State Government in enhancing the speed of enrolment include:

- Multiple agencies (like public sector banks, etc.) are allowed to conduct enrolment along with the State Government,
- The enrolment agencies have been given approval to appoint verifiers,
- District Collectors have been empowered to appoint local agencies,
- Enrolment centres are also opened in various housing societies in controlled manner.
- Starting mega-enrolment centres, with more than 10 kits at one single place to facilitate enrolment,
- The villages, hamlets and residential areas with less than 25 percent enrolment have been given priority for enrolment.

After creating a robust

mechanism for tie bound enrolment the State Government has focussed to avail financial benefits directly to the account of beneficiaries. The aim was to ensure that every person was included into the financial mainstream.

**Financial inclusion encompassed the following:**

- 1) Opening of UID-linked bank accounts,
- 2) Appointment of Business Correspondents by various banks in unbanked areas,
- 3) Seeding of UID Numbers into the bank accounts of beneficiaries and
- 4) Direct Benefit Transfer into UID-linked bank accounts.

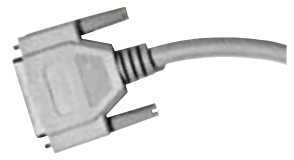
To ensure that bank seeding takes place correctly, the State Government has introduced an innovative concept. The State Government deposited Rs 1 into the bank account of all beneficiaries before pushing the actual benefit amount. In case the Rs 1 seeding is not successful, then the payment of the actual benefit is withheld till the correctness of the account is

ascertained. A separate database has been maintained for Rs. 1 seeding for future reference.

UID-linked Direct Benefit Transfer was initiated in Maharashtra in 2011 In Padga village of Thane district, 133 beneficiaries were directly received money into their account by mentioning only their Aadhar numbers. Direct Benefit Transfer using Aadhaar Payment Bridge (APB) into UID- linked bank account of beneficiaries has been undertaken in 12 districts in the State. UID-linked DBT has been successfully conducted for various scholarship schemes, Janani Suraksha Yojana, etc. Besides this 33 districts have been also identified for UID linked DBT of subsidy for LPG cylinders. This would benefit the numerous residents of the State as the subsidy amount would directly reach the bank account of beneficiaries. Wardha district is leading in the implementation of the scheme with more than 80 percent LPG consumer linked with UID. Till date, more than Rs 16 crore has been paid directly into the bank accounts of beneficiaries in this scheme.

**The benefits of UID-linked financial inclusion are as follows:**

- More and more number of people are included into the financial mainstream.
- The residential areas without banking facilities are being covered by Business Correspondents.
- Now residents can open bank accounts with the help of their Aadhaar number without giving any other documents.
- The system ensures that Government benefits reach directly into the bank account of right beneficiaries. ■



# As Shalarth Gains Momentum, Benefits Galore

With almost 60 per cent of revenue being spent on salaries and pension, the Government has ensured the mandated use of software to generate salary and pension bills, says, Deputy Secretary, **Prakash Sable**.

**T**he Maharashtra is a large State having 693 Controlling officers spread over 35 districts and 310 talukas and 11773 Drawing and Disbursing Officers (DDOs), out of which 5,964 DDOs are at tehsil level. With increase in the number of employees, the Government of Maharashtra was finding it difficult to have a common database for all employees as also to generate pay bills manually after incorporating all the changes and to pay employees on due dates. Thus it was thought necessary to involve computerized system for solving the problem.

The Shalarth scheme is the electronic payment mode for depositing salaries directly in the bank accounts of employees of Maharashtra Government. In this system, Integrated Financial Management System (IFMS) is used. Shalarth is in fact the customized version of another software Sevaarth which is an integrated package of personnel information, Payroll and New Pension Scheme developed for use by all departments of State Government.

It is a web based salary generation module for all Government of Maharashtra employees covering almost one lakh offices and sub offices. It is the first step in the direction of paperless Electronic Payroll



System i.e. pay bill generation, electronic submission, electronic audit and electronic payment to the employees.

Sevaarth has made effective use of Internet, it is available 24x7 on Internet, as well as through intranet. Thus it can be accessed from any where anytime. The system has enabled Government offices to generate salary bills of their employees in an automated and standardized manner.

With almost 60 per cent of revenue being spent on salaries and pension, the Government by issuing various orders, ensured the mandated use of software to generate salary and pension bills and abolished the paper bill system completely. This system currently covers 6.74 lakh State Government employees under its ambit.

However, in spite of this,

the Government realized that the major chunk of expenditure incurred in salaries, which is yet to be covered, was not on the salaries of Government employees but was in the form of salary grants made to various types of institutions that are linked to different Government departments. All such institutes aided by the Government are known as private aided institutions (private since most of them are run by private managements). Besides these, there are other types of institutions like schools run by local bodies such as Zilla Parishads, Municipal Corporations and Councils, etc. The Government in order to promote the delivery of education through these institutions provides salary aid to teaching and non-teaching staff working at these institutes. Similarly, a few universities and

**Shalarth is the electronic payment mode for depositing salaries directly in the bank accounts of employees of Maharashtra Government**



Sr. No.	Entity	Department	No. of Schools / Institutes (Approx.)	Approx. No. of Employees
1	Schools (Pvt. Aided / Zilla Parishads / Municipal Bodies / Cantonment Boards)	Department of School Education & Sports	85,000	650,000
2	Social Justice Schools	Social Justice Department	1,623	22,000
3	Tribal Schools (Aashram Shala)	Tribal Welfare Department	517	14,500
4	Ayurvedic Colleges	Medical Education Department	22	1,838
5	Higher Education and Engineering Colleges	Higher & Technical Education Department	1,709	41,904
6	Agricultural Universities	Agriculture Department	78	13,718
7	Fishery and Animal Husbandry Universities	Animal Husbandry, Dairy & Fisheries Department	30	2,252
8	Institutions under Zilla Parishads	Rural Development Department	67,000	150,000
<b>Total</b>			<b>155,979</b>	<b>896,212</b>

**The Shalarth project would cover approximately 1.5 lakh institutions and 9 lakh employees**



institutes running specialized courses such as agriculture, animal husbandry and fisheries, engineering and higher education institutes, etc. are also aided by the State Government in order to promote these courses. All the aid provided is in terms of salary grants to the employees working in all such institutes.

Consequently, the State Government decided to bring all the employees working in all the above types of institutes and receiving salary grants under the ambit of an automated payroll processing system by end-2013. The Directorate of IT led the project along with other departments like Finance, School Education, Social Justice, etc., and decided to customize the existing Sevaarth software for each of the departments which were to be called by a general name Shalarth.

#### NEED FOR SHALARTH IMPLEMENTATION

The Government spends close to Rs 50,000 crore every year on salaries of employees working in these aided institutions. In spite of best efforts by the Government, the manual system has enough loopholes for field-level malpractices. To bring transparency in the system apart from giving users a better way to manage their payrolls. Besides these, the other goals to bring in the automated system were as follows:

- To ensure that the employees of these aided institutes are paid the correct amount and at the right time.
- To weed out the undeserving beneficiaries in the system.
- To collect data that could act as an input to the departments in deciding whether it needs to curtail or add to employee strength and thus bring in uniformity in the system.
- To help departments assume financial discipline in their operations.

- To ease the cumbersome manual process of pay bill generation.

#### SCOPE OF IMPLEMENTATION

In the year 2012, Government decided to launch the Shalarth project on pilot basis in four districts—Mumbai, Pune, Thane and Latur.

The successful launch of the pilot in the School Education Department prompted the Government to extend the system to all the aided institutions linked to all the departments. Finally, it was decided to implement Shalarth in eight departments which had collectively a large number of aided institutions under them. The project would cover approximately 1.5 lakh institutions and 9 lakh employees.

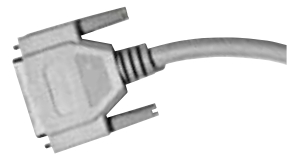
The table shows the number of institutions and employees under each department

#### CURRENT STATUS OF IMPLEMENTATION

Currently, the system is being rolled-out in all the selected departments of the State Government. The customization work has already been completed for all the departments. Besides this, the largest of all—the School Education Department—has completed its pilot implementations, and pay bills for all the employees of 14,500 schools in these districts have been generated through the Shalarth system in the months of September and October 2013.

The Government has already taken a decision of linking all the employees with their UID numbers making it mandatory to credit salaries directly into their UID-linked bank accounts. This move shall further sanitize employee data and is expected to bring in additional savings by removing bogus entities from the system. ■





# ISARITA: A Stamp of Trust

The biggest advantage of ISARITA is that it helps in speedy and reliable registration process besides providing transparency in the valuation of the properties, says Inspector General Registration and Controller of Stamp, **S. Chokalingam**.



**W**hen a citizen buys a property, one of the biggest worry he has in his mind is that he should not be duped by forged ownership document. This is because cheats often sell the same property to multiple buyers at different registration offices. This often happens in a short span of around two months or so, even before the data of all offices in a city can be compiled. This problem is not only a headache for citizens who buy the properties but also for the financial institutions.

The State Government has launched iSARITA (Stamp And Registration Information Technology Application) which is an online platform designed by the State Inspector General of Registration (IGR). It gives information about properties. Buyers can get details of property owners while making deals they don't have to rely much on the documents provided by a middle man. Once a customer provides property documents to

the registrar's office, the current status of the property will be made available and can be verified with documents provided by the parties concerned.

As the IGR itself provides information, the system is expected to ensure transparency in deals and that fraudulent practices are curbed. The software has been designed to detect within ten minutes whether a property that has come up for registration has already been sold.

The biggest advantage of this system is that it not only helps in speedy and reliable registration process but also provides transparency in the valuation of the properties besides automating all the back office functions.

The Department of Registration and Stamps has a vast expanse in Maharashtra and is the second highest revenue earning department. The department performs the functions like Registration of deeds, Revenue Collection, Valuation of properties,

and Preservation of documents and Search for transactions.

## iSARITA

To bring more efficiency, transparency and effectiveness in the registration process, the department started the 'Computerization of Registration'

### ONLINE PUBLIC DATA ENTRY

For registering a document, data entry related to registration is the first step, which if done manually, is a time consuming step. The department has, therefore, now taken this process out of the SRO. Now citizens can enter data of a document online prior to visiting the Sub-Registrar's Office. This ensures correctness of data in registration as well as saves time taken for data entry at the registration office, thus expediting the registration process. Thus, the citizen has been empowered to control their data themselves.

After verification, a print-out has to be taken, signed and carried to the SRO with the document at the time of registration. Using the PDE code on the print-out, entered data is directly imported to the registration application, iSARITA. PDE has become so popular that as on date 70-80 percent of data entries is done through PDE only.





**ESBTR**

Another mode of e-payment made available to citizens is eSBTR. Today, existing popular modes of stamp duty payment are stamp paper, franking, e-challan, etc. and of Registration Fees, collected DD or cash. Handling DD and cash involves high administrative costs. Stamp paper and franking have their own security issues and duplication issues. Therefore, a need for a new mechanism of revenue collection was felt which could remove all these shortcomings. This gave birth to eSBTR. It is an electronic-secured bank and treasury receipt, issued by the officer of the participating bank, on special Government stationery, on payment of stamp duty in Virtual Treasury.

A first-of-its-kind, eSBTR looks similar to stamp paper but this model is armoured with many features making it more beneficial, convenient and safe.



*eSBTR project has won prestigious FIPS Awards 2013 in category 'Best Alternative Payment Project'.*

project called SARITA (Stamp and Registration Information Technology Application) in 2002 on the Build-Operate-Transfer basis. The registration of a document consists of clerical activities like data entry, capturing photos of parties on the document, etc. and scrutiny of the document. The more sensitive part of the registration process i.e. scrutiny of the document remained with the

sub-registrar whereas all clerical work was outsourced.

SARITA was further upgraded to iSARITA which is a web-based application accessible in the private network of the Department. The system has reduced the average time of registration to 30 minutes and thumb impressions and photographs of parties (including identifiers) are also being taken during registration. For iSARITA login and registration, the biometric authentication of the sub-registrar's thumb impression is being carried out, and the facility of biometric authentication through UIDAI has also been launched. This project is a perfect example of how efficiency and transparency can be brought in the Government system using the PPP model.

The success of this project has been widely recognized and the project has attracted the attention of many other States. Chhattisgarh, Rajasthan and Uttarakhand have already started discussions with NIC, Pune, for replication of this project.

**e-SEARCH**

Whether a decision has to be made related to any property transaction

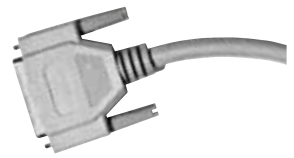
a property transaction search report is an essential pre-requisite. In manual mode, obtaining a search report was tedious, time consuming and costly. A citizen has to visit the Sub- Registrar's office, make a written request and has to pay a prescribed fee for such a report by challan. Then, the citizen has to physically search all previous registered documents related to that property. In view of the above problems faced by the citizens, the department launched the e-Search portal for online search of property transactions.

For the first time in the country, as soon as a document is registered in the Sub Registrar's Office, its data and scanned copy is made available online. The system helps to prevent frauds of multiple transactions. This facility has already benefited more than 6.7 lakh citizens since February 1, 2013. e-Search has become so popular that any moment, around 70-100 people are online on the portal.

Currently, property transactions from 2002 are uploaded for most of the offices. Also previous document download facility is available for select areas like

1. SARITA - Awarded as the Best Revenue System by CSI-Nihilent e-Governance Awards
2. SARITA - Winner of Rajiv Gandhi Pragati Abhiyaan Award
3. Gold Icon Award in the 'Exemplary e-Governance initiative' category for SARITA at the 7th national e-Governance Conference
4. iSARITA project has won the Gold award in the prestigious Maharashtra e-Governance Awards 2013 in category 'e-Governance Excellence Awards'.





Mumbai, Thane, Pune, Nashik, etc. The department has also initiated the project of digitizing all the past documents.

### e-ASR

e-ASR (electronic Annual Statement of Rates) can be used by the citizens to check the annual statement of rates online. By entering property details like district, village, survey/Gat No, etc, citizens can get the unit rate (rate per hectare or square metre) for the property. Using unit rate, citizen can do the valuation themselves. Valuation has to be done as per the valuation rules provided on eASR site. This benefits both type of citizens, who intend to buy and who has already bought property. Stamp duty is payable on the market value of property or consideration value, whichever is higher.

e-ASR is available both in English as well as in Marathi.

e-ASR has already benefited more than 7.3 lakh citizens.

### e-PAYMENT

<https://gras.mahakosh.gov.in> (GRAS website)

The registration of a document is accompanied by payment of stamp duty and registration fees.

These payments can be made through the Government Receipt Accounting System (GRAS) using one of the two options – (i) Online Payment through Internet Banking and debit cards, and (ii) Over The Counter (OTC) Payment at designated bank branches.

The process is very simple. A citizen has to visit the GRAS website, select mode (Online/OTC) of Payment, enter details and generate an e-Challan. This challan has to be attached on the first page of the document. The system enables 24x7 payment facilities of making all departmental payment

### e-FILING

<https://efilingigr.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. An online facility has been provided wherein the mortgagor can file this notice from the mortgagee's office without requiring a visit to the Sub-Registrar's Office. e-Filing application can also be accessed from [www.igrmaharashtra.gov.in](http://www.igrmaharashtra.gov.in). Through this application, the mortgagor may file the notice of intimation of his/her mortgage by providing details of Mortgagee and Mortgagor and also details of property and payment.

The user manual is present in the help section of the e-Filing application which is accessible after user login. Soon after the e-filing, data will be available in e-Search. e-Filing has also reduced crowds at SROs giving more time to Sub Registrars to concentrate on the core activities of Registration.

relating to transactions at one place with no queue and without any ceiling.

### e-STEPIN

<http://igrmaharashtra.gov.in>

Using e-StepIn, a citizen can book a time slot for registration of documents as per his/her convenience after the Public Data Entry code has been generated. This application gives the flexibility to select any Sub Registrar Office and time slot for registration of documents as per their choice. Maximum two bookings are allowed daily for an individual. Time slot can be booked 30 days in advance and before two days of intended time slot at [www.igrmaharashtra.gov.in](http://www.igrmaharashtra.gov.in). Daily around 150 registrants are availing the services of e-StepIn. ■



# A Service that Clicks with the Citizens

MahaOnline has its presence in almost every corner of Maharashtra by virtue of approximately 6,000 CSCs spread across every taluka of 35 districts, explains Under Secretary **Dr. Santosh Bhogale**.

The State Government endeavours to provide qualitative services to the people besides ensured them about processing of their requests. To launch internet-based citizen services online the State Government joined hands with Tata Consultancy Services through the Maharashtra Online. Through this joint venture standardized delivery of G2C and B2c services across all the districts has been assured by the State Government. A statewide Citizen Service Portal has been integrated to bring -in transparency, cost -effectiveness and conveniences to citizens and other stake holders.

This portal is integrated with back-end DigiGov , the State-of-the-art solution developed by TCS. It is a 'one-stop-shop' with

end-to-end online processing and delivery of any citizen's request for services by the respective authorities at State, district and Taluka level headquarters. The DigiGOV solution also helps the senior management to keep a tab on the efficiency in decision making and quality of decision making in addition to monitoring the pace of processing through the use of inbuilt alert systems and reports. This would lead to integration and seamless exchange of information across departments on a need-to-know basis with decision support system.

As a result of this initiative the citizens now have easy access of information and services through the portal which has user friendly features. Additionally call centres have been set up to provide inform-

ation on Government services.

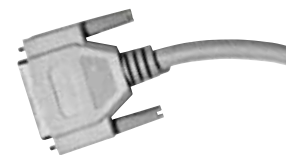
MahaOnline has its presence in almost every corner of Maharashtra by virtue of approximately 6,000 Common Service Centres spread across every taluka of 35 districts. MahaOnline has also created strong inroads into each of the 28,000 panchayat offices of Maharashtra under the banner of the SANGRAM project which is handled by the Rural Development Department, resulting in generating employment for more than 25000 citizens of Maharashtra. Citizens in 10,483 rural and 1336 urban localities are being provided various online services (38) through the Common Service Centres. It includes 7/12 extract, birth and death certificates, no-objection certificates, solvency certificates, etc.



- 1) <https://mgif.maharashtra.gov.in> - Dept. of Insurance
- 2) <https://aadhaar.maharashtra.gov.in> - UIDAI
- 3) <https://mahapanan.maharashtra.gov.in> - Directorate of Marketing
- 4) <https://dtp.maharashtra.gov.in> - Directorate of Town Planning
- 5) <https://ecovillage.maharashtra.gov.in> - Dept. of Environment
- 6) <https://it.maharashtra.gov.in> - DIT
- 7) <https://www.msrdc.org> - Maharashtra State Road Dev. Corporation
- 8) <https://wssso.maharashtra.gov.in> - Water Supply & Sanitation Dept.







**Citizen Services currently offered by MahaOnline include –**

Service Name		
7-12 Extract	Death Certificate	Morning Walker's Pass
8A Extract	Employer Registration	MPSC
AABY - New Enrollment & Scholarship	Genealogical Affidavit	MSEB Electricity Bill
AABY - Update Scholarship Data	General Affidavit	No Balance Due Certificate
Age Nationality and Domicile	HDFC Life Insurance	No Objection Certificate
Age Nationality and Domicile with Affidavit	Heirship Certificate	No Objection for Electricity Supply
Alpabudharak	Heirship Certificate with Affidavit	Non Availability of Birth / Death
Apna CSC	Household water connection	Non Benefit claim Certificate
Below Poverty Line Certificate	ICICI Life Insurance	Non-Creamy Layer Certificate
Birth Certificate	IDOL Admission Form	Non-Creamy Layer Renewal Certificate
Caste Buddhism Certificate	IDOL Entrance Exam	Quarry Licence
Caste Certificate for GOI Posts	IDOL Repeater Payment	Quary Lease
Caste certificate with Affidavit	Income Certificate	Residence Certificate
Caste OBC Certificate	Income Certificate with Affidavit	Residence Certificate with Affidavit
Caste SBC Certificate	ITI Registration	Senior Citizen Certificate
Caste SC Certificate	Job Seeker Registration	SGNP Booking
Caste ST Certificate	Lavatory Certificate	Solvency Certificate
Caste VJNT Certificate	Life Certificate	Solvency Certificate with Affidavit
Character Certificate	Marriage Certificate	Stone Crusher Certificate
Cultural Programme Permission	Migrant Caste Certificate	

**CSC Project Performance : FY 2013-14**



MahaOnline also caters to the needs of the various departments of the State and provides several e-Governance services to citizens. MahaOnline has been involved in the creation of more than 170+ applications/websites across different departments of Maharashtra including applications having -

- SMS gateway
- Payment gateway

- GIS maps
- Business Intelligence Tools

**Besides this the Mahaonline also offers the following services**

- Website Development
- Application Development
- Payment Gateway
- G2C Service Development & Integrwation
- SMS Gateway
- Email Server –MS Exchange and

- Zimbra
- MSLync–forVideo Conferencing
- UID Integration for Authentication
- GIS Map

Apart from the above mentioned services, MahaOnline also offers 'IaaS' Infrastructure as a service on the State Data Center Cloud to help clients and departments host their existing applications, buy server space or buy storage.

## Citizens in 10,483 rural and 1336 urban localities are being provided various online services



The State Government endeavours to provide qualitative services to the people besides ensured them about processing of their requests. To launch internet-based citizen services online the State Government joined hands with Tata Consultancy Services through the Maharashtra Online. Through this joint venture standardized delivery of G2C and B2c services across all the districts has been assured by the State Government. A statewide Citizen Service Portal has been integrated to bring -in transparency, cost -effectiveness and conveniences to citizens and other stake holders.

This portal is integrated with back-end DigiGov , the State-of-the-art solution developed by TCS. It is a 'one-stop-shop' with end-to-end online processing and delivery of any citizen's request for services by the respective authorities at state, district and Taluka level headquarters. The DigiGOV solution also helps the senior management to keep a tab on the efficiency in decision making and quality of decision making in addition to monitoring the pace of processing through the use of inbuilt alert systems and reports. This would lead to integration and seamless exchange of information across departments on a need-to-know basis with decision support system.

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### MAHAONLINE INFRASTRUCTURE

The MahaOnline infrastructure has been enhanced for increased processing and storage capability that lets us cater to high volume services.

Our infrastructure includes 21 hex-core servers with 64 GB RAM, increased bandwidth of 45 MBPS primary and 12 MBPS secondary back-up link and two fully functional SAN storage networks. DR location @ sion for database and application.

Our infrastructure is fully redundant of power devices and bandwidth. Should the need arise; we have the flexibility to further scale-up our infrastructure at short notice.

### SERVICE OVERVIEW - SMS GATEWAY

MahaOnline has assisted the Government of Maharashtra 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 rural areas. In this regard, a SMS Gateway solution which has been deployed and implemented in various departments has already gained popularity within the

GoM. Till now more than 29 lakh SMSes have been sent using the SMS Gateway.

Two types of services offered: PULL & PUSH (GUI & Web-service utility). Through this application, a customized report which can be exported to Excel, PDF or can be printed online.

### MAHAONLINE EMPLOYEE PROFILE

MahaOnline has the following internal capabilities to cater to a host of client requirements from varied domains of e-Governance, networking, cloud computing, field operations, service desk operations, service transition, etc., with a staff strength exceeding 300 employees spread across MahaOnline offices as well as client sites

### PAYMENT GATEWAY

MahaOnline Payment gateway is a fully dynamic system used for making online payment anywhere anytime for any service or any e-Governance project/system. This system is integrated with many banks, including public and private banks, where online payment by users can be made using credit cards, net banking and bill desk.

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

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



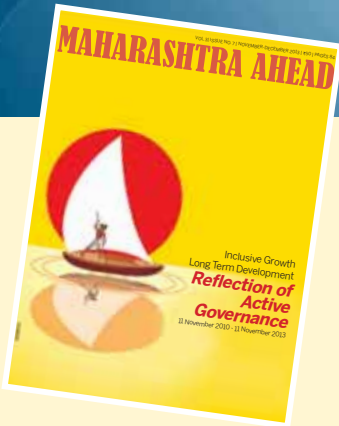


## **eNHANCING GOOD GOVERNANCE**

- Government of Maharashtra is a pioneer in e-Governance in the country.
- Consistently ranked as a “Leader” in e-Readiness Survey.
- The State Government has won 135 awards at various national and international forums for e-Governance.
- The State Government will continue its focus on providing citizen centric services to enable greater efficiency and transparency in service delivery. Single unified eDistrict portal developed for providing eServices to citizens. eServices can also be availed across 35000+ Common Service Centres established in the State.
- UID Linked Applications will be a focus area, and more and more applications will be linked with UID. The use of GIS, BI and Analytics will be predominant in future.
- The State Government is committed to launch of citizen centric Mobile Applications enabling citizens to avail information and services in a convenient and easy manner. The recently launched application for availing details regarding GRs have been hugely successful, with more than 10,000 users downloading the same. The State Government App Store shall also be launched shortly.
- All tenders of above Rs. 10 lakh are processed through an eTendering system. In November, Maharashtra was the top ranked State to use eTendering. In future, the endeavour shall be to make tenders of lesser value in the ambit of eTendering and to introduce other innovative solutions like eAuction.
- The Maharashtra State Data Centre (SDC) is the only SDC in the country running a dedicated Government cloud. IPV6 implementation has also commenced in the State and the next few months would see the State moving completely towards IPV6, making it the first State in the country to do the same.
- Replication of innovative projects undertaken in various districts will be done by DIT across the State, enabling fast deployment of best practices across the State.



Screen Shot of select websites / applications developed by MahaOnline



O.I.G.S. Presented by The Government of India

## MAHARASHTRA AHEAD

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