सत्यमेव जयते

महाराष्ट्र शासन

Mantralaya Monthly Reforms Report

September 2024

ADMINISTRATIVE INNOVATION, EXCELLENCE & GOOD GOVERNANCE,

GENERAL ADMINISTRATION DEPARTMENT,

GOVERNMENT OF MAHARASHTRA

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Executive Summary

This is the 12th edition of Mantralaya Monthly Reforms Report.

E-Office Usage: The Chief Minister Office is accepting and generating **(100%)** e-files. DGIPR **(100%)**, Chief Secretary Office **(100%)**, Parliamentary Affairs Department **(100%)**, Social Justice and Special Assistance **(99%)**, Medical Education and Drugs Department **(98%)** have done good work in using e-Office with regards to creation of e-File. Districts like Satara **(4835)**, Ahmednagar **(3327)**, Dharashiv **(2292)**, Kolhapur **(2278)**, Ratnagiri **(1899)**, Nagpur **(1784)** are leading in e-File generation.

Scope for Improvement: Departments such as Minority Development Department **(9%)**, VJNT OBC SBCW **(16%)**, General Administration Department-Protocol **(25%)**, Agriculture and ADF **(25%)**, Water Resource Department **(26%)** need to increase e-office utilization. Districts like Chhatrapati Sambhajinagar **(3)**, Parbhani **(21)**, Beed **(28)**, Nanded **(34)**, Sangli **(58)** need to pick up the pace on creating electronic files.

Aaple Sarkar Grievance Redressal: The Aaple Sarkar Grievances Portal 2.0 serves as a comprehensive platform for citizens of Maharashtra to seek redress for their grievances by submitting them under appropriate categories. Upon submission, a token number is generated, enabling citizens to track the status of their grievances. Extensive training sessions were conducted by Shri Devang Dave, across all 36 districts in Maharashtra, attended by officials, including police and collectors, to equip them with the necessary skills to navigate the platform. This collaboration resulted in faster and more efficient grievance resolution. This initiative aims to enhance transparency, efficiency, and responsiveness in the public grievance system by empowering government officials with advanced digital tools. The successful rollout of Aaple Sarkar 2.0 and the significant decline in complaints underscore the importance of such training efforts in fostering a more responsive governance system as Maharashtra continues its digital transformation. Districts such as Nandurbar, Dhule, Nashik, Gondia, Jalna, Nagpur, Pune, Palghar, Ratnagiri, Parbhani, Gadchiroli, and Washim have shown significant improvement following the training sessions. This progress highlights the positive impact of the initiative on local governance and the effective handling of grievances.

The report highlights the performance of different departments under e-governance initiatives.

Training Session Photos

27th National Conference on e-Governance 2024

This report also includes information on the **27th National Conference on e-Governance 2024**, which was successfully held in Mumbai on September 3rd & 4th, 2024. Organized by the Department of Administrative Reforms & Public Grievances (DARPG), the Ministry of Electronics & Information Technology (MeitY), and the Government of Maharashtra. The event was inaugurated by Hon'ble Chief Minister Shri Eknath Shinde, Hon'ble Deputy Chief Minister Shri Devendra Fadnavis and Hon'ble Minister for School Education Shri Deepak Kesarkar. The conference centred around the theme "Viksit Bharat: Secure and Sustainable e-Service Delivery," exploring various sub-themes through plenary and breakout sessions. Over the two days, extensive discussions facilitated insights into secure and sustainable e-Service delivery, highlighting the government's commitment to enhancing e-Governance initiatives across the country.

To recognize and promote excellence in the implementation of e-Governance initiatives, the Department of Administrative Reforms and Public Grievances (DARPG) presented National Awards for e-Governance 2024.

The Winners were conferred awards in the following categories:

1	Category 1	Government Process Re-engineering for Digital Transformation (Central level Initiative)
		Government Process Re-engineering for Digital Transformation (State level Initiative)
2	Category 2	Application of Emerging Technologies for providing Citizen Centric Services (Central Level Initiative)
		Application of Emerging Technologies for providing Citizen Centric Services (State Level Initiative)
3	Category 3	District Level Initiative in e-Governance
4	Category 4	Research on Citizen Centric Services by Academic/Research Institutions
5	Category 5	Replication of Top Technological Solutions and Scaling Up

The "**PCMC Smart Sarathi**" project by Pimpri Chinchwad Municipal Corporation and Smart City from Maharashtra has been awarded the **Silver Award** under the '**District Level Initiatives in e-Governance**' category as part of the National e-Governance Awardees 2023-24.

The PCMC Smart Sarathi is a digital platform and mobile app designed to enhance the quality of life for citizens of Pimpri Chinchwad by establishing a two-way communication system between the Pimpri Chinchwad Municipal Corporation (PCMC) and its residents. The project's goals include:

Some of the features of PCMC Smart Sarathi include:

- Applying for certificates like birth and death certificates
- Locking and tracking complaints
- Accessing information about PCMC schemes and facilities
- Getting information about nearby emergency facilities and contact lists
- Communicating with PCMC through various media channels
- Receiving targeted SMS, E-Mails, and push notifications
- Publishing articles and blogs
- E-commerce facility for merchants.
- Citizens using this mobile app & web portal for property tax payment, water tax payment, Daily PCMC updates.

For more details about the PCMC Smart Sarathi project, scan this QR code.

Mumbai Declaration

The Department of Administrative Reforms & Public Grievances (DAPRG), Ministry of Personnel, Public Grievances & Pensions and Ministry of Electronics & Information Technology (MeitY), Government of India in collaboration with the Government of Maharashtra organized the 27th National Conference on e-Governance at Mumbai during 3rd & 4th September 2024. The Conference has unanimously adopted the Mumbai declaration outlined below after intensive deliberations during the sessions held over two days. The Conference resolved that Government of India and State Governments shall collaborate to:

1. Transform citizen services through use of technology by leveraging the artifacts of India Stack that include DigiYatra, Aadhaar, UPI, Digi Locker, UMANG and ONDC. Ensure that DPI initiatives are accessible, affordable, and inclusive, bridging the digital divide and fostering equitable growth.
2. 'Ease of Living' for citizens is a high priority for government. Ministries/ Departments to make sustained efforts for bringing citizens and government closer using technology.
3. Promote collaboration between government, industry, and academia to create a seamless, interoperable, sustainable and secure digital ecosystem. Working collectively towards reaching the Saturation of e-Services in a secured and sustainable manner. Having a special focus on the North-East region for enhancing the coverage of the identified Mandatory e-Services.
4. Each Ministry/ Department to effect qualitative improvements in their Grievance Redressal Systems to make them more sensitive, accessible and meaningful.
5. Building a Next Generation Public Grievance Redressal System to be pursued on priority basis.
6. 'Whole of the Government' approach to be adopted by Ministries/ Departments in formulating and implementing their e-Governance policies/ schemes/ and concerted steps to be taken for India to emerge as a leader in e-Governance.
7. Voluntary Aadhaar linking to be encouraged for improving Direct Benefit Transfer in priority sector programmes.
8. Ministries/ Departments to revamp their websites to ensure that they are user friendly, taking into account the global best practices.
9. Suitable incentives to be devised to encourage officers to take full advantage of capacity building courses/ modules available on iGOT Karmayogi portal.
10. Metrics to be developed to foster a competitive spirit among States/ Districts in order to encourage them to adopt e-Governance reforms using the NeSDA framework.

11. Ministries/ Departments to take steps to make their IT systems adequately resilient and to sensitize their officers to ensure scrupulous adherence to cyber security guidelines and protocols. This should be a continuing endeavor.

12. Building on the benefits of the NeSDA Framework, the NeSDA to adopt three additional parameters- Open Government Data, e-Participation and Leveraging Emerging Technologies.

13. Adoption of e-Office on a saturation approach in all the offices across India. Strengthen cyber security measures in e-offices by implementing advanced security protocols to protect sensitive government data.

14. Encourage the adoption of emerging technologies like AI, Blockchain, IoT, and cloud computing to transform public services.

15. Strengthen existing data protection laws to address new challenges in the digital age, including cross-border data flows and AI-driven decision-making.

16. Implement the data governance framework to promote data sharing among government entities and make all data, except for items on a negative list, accessible on data.gov.in. Establish protocols for data collection, processing, privacy, anonymization, security, and preservation to support the development of a data-driven economy.

17. Foster a spirit of research and development and process reengineering in ongoing government services.

18. Replication of awarded projects under National Awards for e-Governance 2023 – 24 for dissemination of best practices through regional conferences - some with focus on 'Women led Development'.

e-Office Analytics

1) Department Wise e-file Creation

Sr. No	Department wise e-File Creation %	% of e-file Created
1	CHIEF MINISTER OFFICE	100%
2	DGIPR	100%
3	CHIEF SECRETARY OFFICE	100%
4	PARLIAMENTARY AFFAIRS DEPARTMENT	100%
5	SOCIAL JUSTICE AND SPECIAL ASSISTANCE	99%
6	CULTURAL DEPARTMENT	98%
7	MEDICAL EDUCATION AND DRUGS DEPARTMENT	98%
8	MARATHI LANGUAGE DEPARTMENT	97%
9	TRIBAL DEVELOPMENT DEPARTMENT	94%
10	URBAN DEVELOPMENT DEPARTMENT	93%
11	HIGHER AND TECHNICAL EDUCATION DEPARTMENT	91%
12	DIRECTORATE OF INFORMATION TECHNOLOGY	88%
13	FOOD CIVIL SUPPLY AND CONSUMER PROTECTION	88%
14	PERSONS WITH DISABILITIES WELFARE DEPARTMENT	87%
15	TOURISM DEPARTMENT-O/O SECRETARY	83%
16	WATER SUPPLY AND SANITATION	81%
17	ENVIRONMENT DEPARTMENT	79%
18	PLANNING DEPARTMENT	78%
19	GENERAL ADMINISTRATION DEPARTMENT	78%
20	CO-OPERATION MARKETING AND TEXTILE DEPARTMENT	77%
21	PUBLIC HEALTH DEPARTMENT	75%

22	HOME DEPARTMENT	74%
23	LAW AND JUDICIARY DEPARTMENT	66%
24	REVENUE AND FOREST	58%
25	SCHOOL EDUCATION AND SPORTS DEPARTMENT	54%
26	RURAL DEVELOPMENT AND WATER CONSERVATION DEPARTMENT	52%
27	INDUSTRIES ENERGY AND LABOUR	51%
28	PUBLIC WORK DEPARTMENT	50%
29	FINANCE DEPARTMENT	49%
30	SOIL AND WATER CONSERVATION	45%
31	SKILL DEVELOPMENT AND ENTREPRENEURSHIP	44%
32	HOUSING DEPARTMENT	33%
33	WOMEN AND CHILD DEVELOPMENT DEPARTMENT	30%
34	DEPARTMENT OF ANIMAL HUSBANDRY AND DAIRY DEVELOPMENT	28%
35	WATER RESOURCE DEPARTMENT	26%
36	AGRICULTURE AND ADF	25%
37	GENERAL ADMINISTRATION DEPARTMENT-PROTOCOL	25%
38	VJNT OBC SBCW	16%
39	MINORITY DEVELOPMENT DEPARTMENT	9%

2) District Collectorate Wise e-File Creation

Sr. No	Collector Office	e-Files Created
1	SATARA	4835
2	AHMEDNAGAR	3327
3	DHARASHIV	2292
4	KOLHAPUR	2278
5	RATNAGIRI	1899
6	NAGPUR	1784
7	YAVATMAL	1783
8	PALGHAR	1596
9	AKOLA	1536
10	AMRAVATI	1492
11	SOLAPUR	1299
12	NASHIK	1085
13	JALGAON	1001
14	SINDHUDURG	852
15	MUMBAI SUBURBAN DISTRICT	839
16	BULDHANA	792
17	CHANDRAPUR	729
18	BHANDARA	575
19	RAIGAD	539
20	WARDHA	444
21	HINGOLI	382
22	GADCHIROLI	204
23	LATUR	192
24	THANE	173
25	NANDURBAR	164
26	WASHIM	152
27	JALNA	122
28	MUMBAI CITY	106
29	GONDIA	100
30	PUNE	93
31	DHULE	92
32	SANGLI	58
33	NANDED	34
34	BEED	28
35	PARBHANI	21
36	CHHATRAPATI SAMBHAJINAGAR	3

3) Zilla Parishad Wise e-File Creation

Sr. No	Zilla Parishad	e-Files Created
1	RATNAGIRI	2865
2	GONDIA	2366
3	LATUR	1848
4	WASHIM	1815
5	SANGLI	1637
6	DHULE	1603
7	NANDED	1414
8	AKOLA	1300
9	AHMEDNAGAR	1076
10	NASHIK	942
11	CHANDARPUR	831
12	SOLAPUR	830
13	CHHATRAPATI SAMBHAJINAGAR	612
14	AMRAVATI	600
15	KOLHAPUR	554
16	GADCHIROLI	528
17	BHANDARA	511
18	NANDURBAR	478
19	WARDHA	439
20	SATARA	437
21	THANE	425
22	PARBHANI	413
23	YAVATMAL	324
24	NAGPUR	320
25	BULDHANA	284
26	PUNE	279
27	JALGAON	269
28	BEED	208
29	HINGOLI	186
30	DHARASHIV	137
31	SINDHUDURG	111
32	RAIGAD	101
33	PALGHAR	78
34	JALNA	49

Grievance Portal Analytics

1) Aaple Sarkar Pendency Percentage at Collector Office

Grievance Pendency - Collector Office

66%   74%   82%   90%

Source
Aaple Sarkar Grievance Portal - DIT
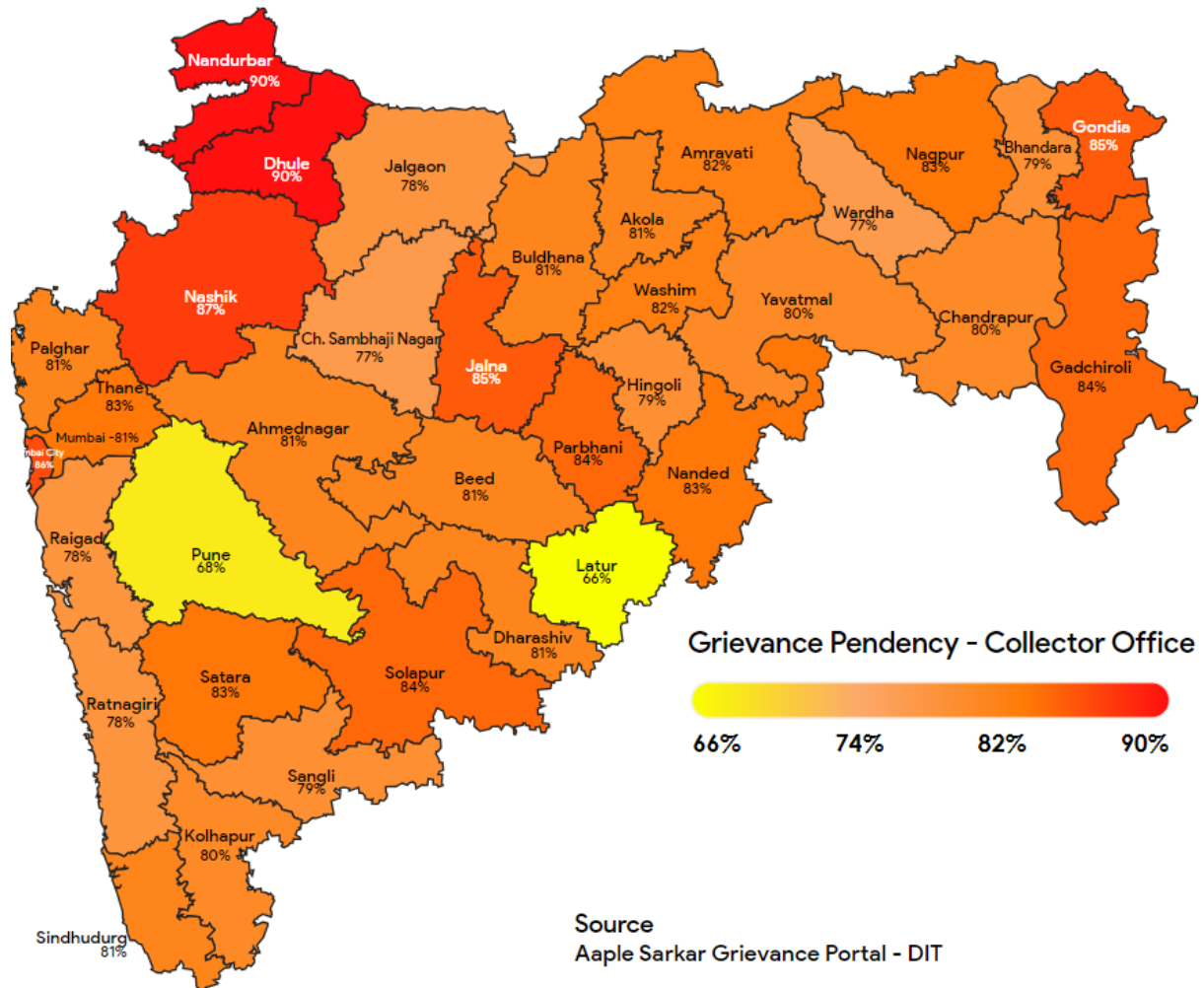
2) Aaple Sarkar Pendency Percentage at Zilla Parishad

Grievence Pendency - Zilla Parishad

34%   54%   73%   93%

Source
Aaple Sarkar Grievance Portal - DIT
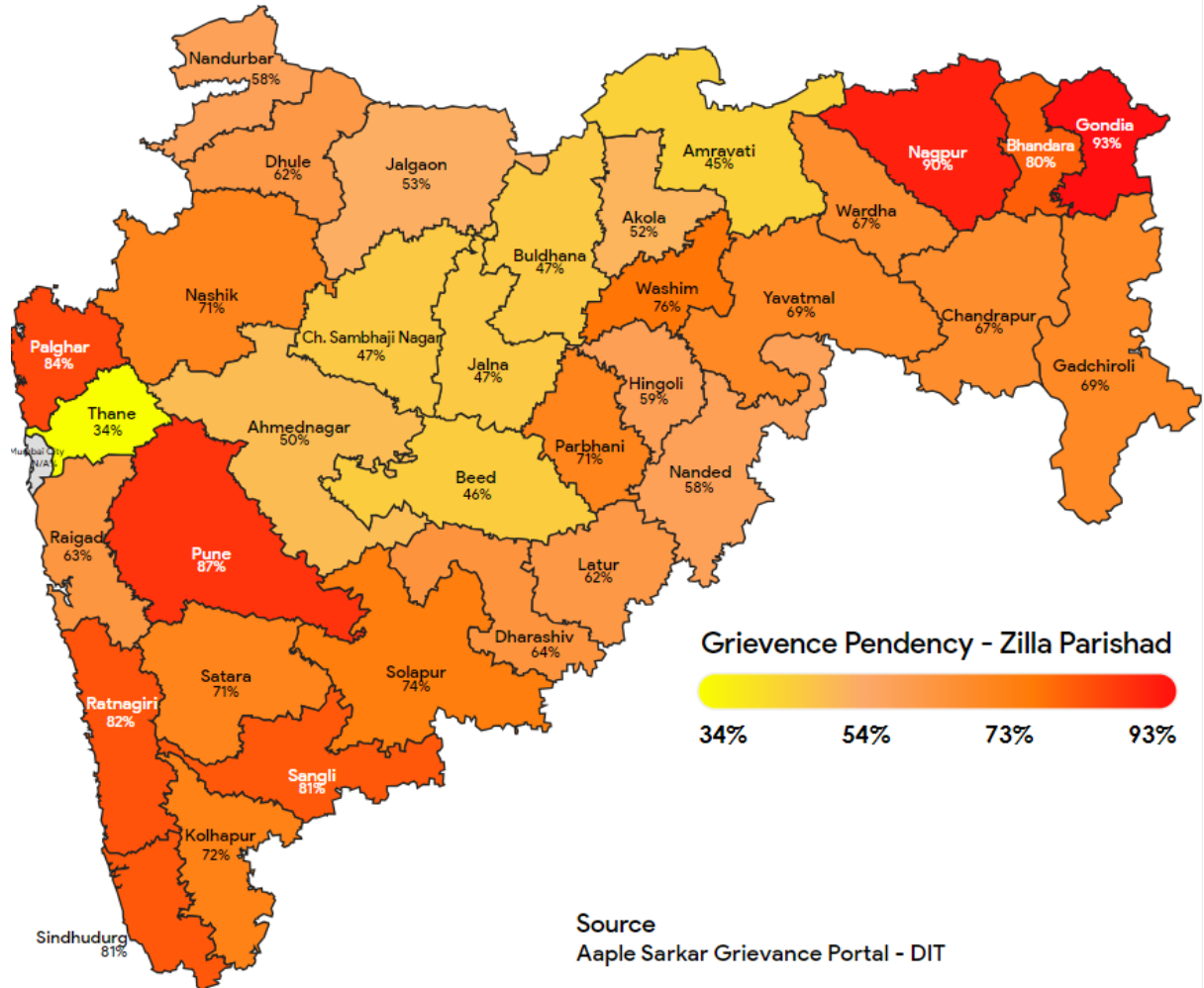
3) Aaple Sarkar Pendency Percentage at Police Level

Grievance Pendency - Police Level

54%   66%   79%   91%

Source
Aaple Sarkar Grievance Portal - DIT
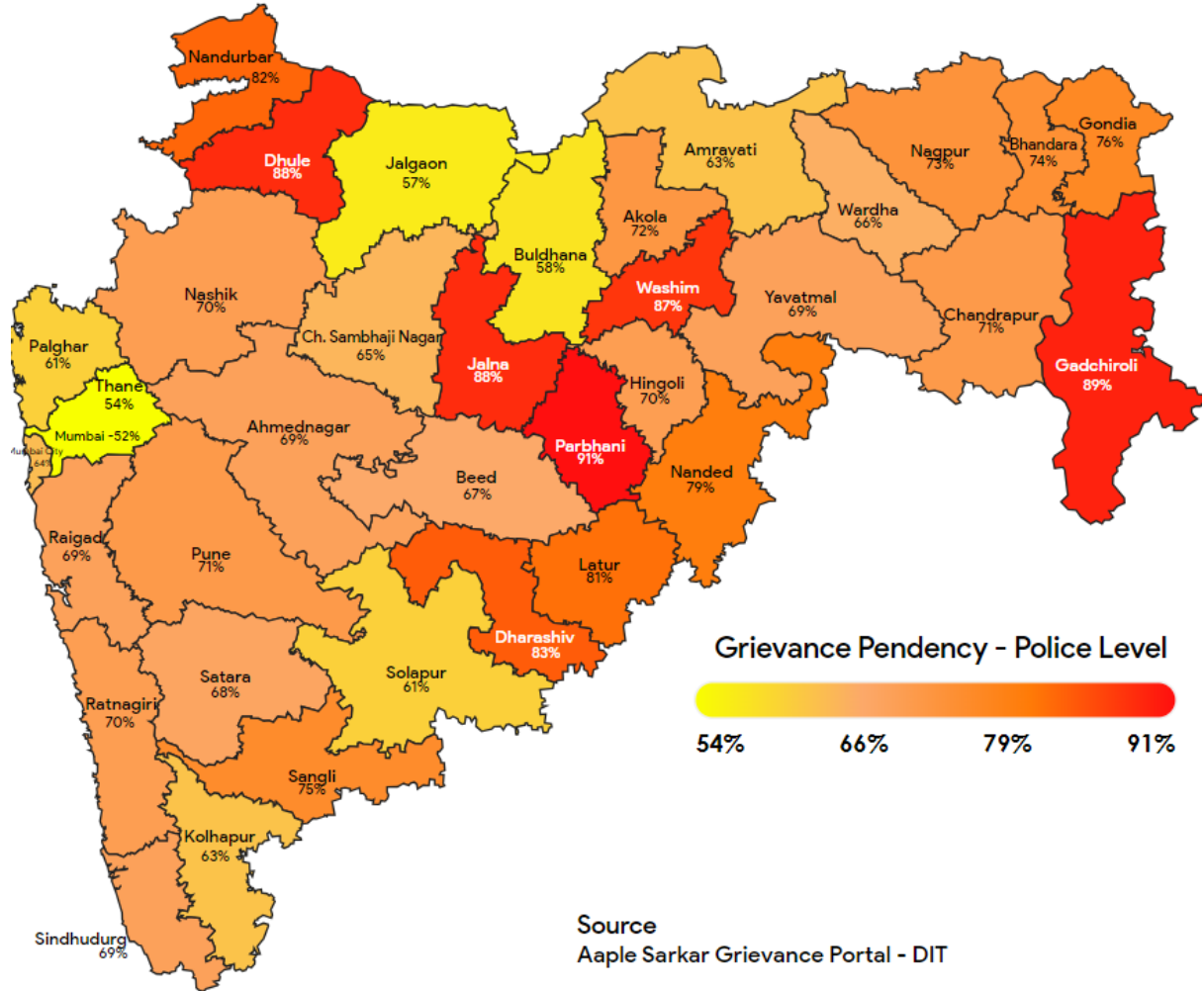
4) Aaple Sarkar Pendency Percentage at Department Level

Sr. No	Department Name	Pending %
1	Minorities Development	97%
2	School Education and Sports	97%
3	Public Health	96%
4	Finance-Expenditure	95%
5	Medical Education and Drugs	95%
6	Home-Jails	95%
7	GAD-Freedom Fighter\/ Ex-Servicemen Welfare	94%
8	Industry	94%
9	Tourism and Cultural Affairs	93%
10	Revenue-Forest	93%
11	Finance-Accounts & Treasury	92%
12	Animal Husbandry, Dairy Development and Fisheries	92%
13	GAD-Reservation policy	91%
14	Higher and Technical Education	91%
15	Women and Child Development	88%
16	Cooperation-Marketing	87%
17	GAD-Election	87%
18	Home-State Excise	86%
19	Social Justice and Special Assistance	86%
20	Skill Development & Entrepreneurship	85%
21	UD1-Urban Planning	85%
22	Person with Disability department	85%
23	Vimukta Jatis, Nomadic Tribes, Other Backword Classes and Special Backward Classes Welfare Department	83%
24	Tribal Development	82%
25	Food, Civil Supplies and Consumer Protection	82%
26	Co-operation	79%
27	Parliamentary Affairs	79%
28	UD2-Urban Local Bodies	78%
29	Environment	77%
30	GAD-Directorate General of Information and Public Relations (DGIPR)	77%

31	Finance	76%
32	Agriculture	76%
33	Finance-Reforms	76%
34	Planning-Employment Guarantee Scheme (EGS)\/NREGA	75%
35	Water Conservation	73%
36	Law and Judiciary	73%
37	Home-Police	72%
38	Cooperation-Textile	72%
39	GAD-Organization & Methods (O&M)	70%
40	Revenue-Relief & Rehabilitation	70%
41	Home-Transport & Ports	69%
42	Revenue, Registration & Stamps	69%
43	Water Supply and Sanitation	68%
44	Water Resources	64%
45	Public Works	63%
46	Housing	62%
47	Planning	62%
48	Rural Development	62%
49	Information Technology	60%
50	GAD-Protocol	59%
51	Labour	59%
52	GAD Aviation	57%
53	GAD-Services	56%
54	Chief Minister Office	54%
55	Energy	50%
56	Marathi Language	43%

5) Integrated CPGRAM Pendency Percentage

CPGRAM Pendency

| 36% | 49% | 63% | 76% |

Source
Aaple Sarkar Grievance Portal - DIT
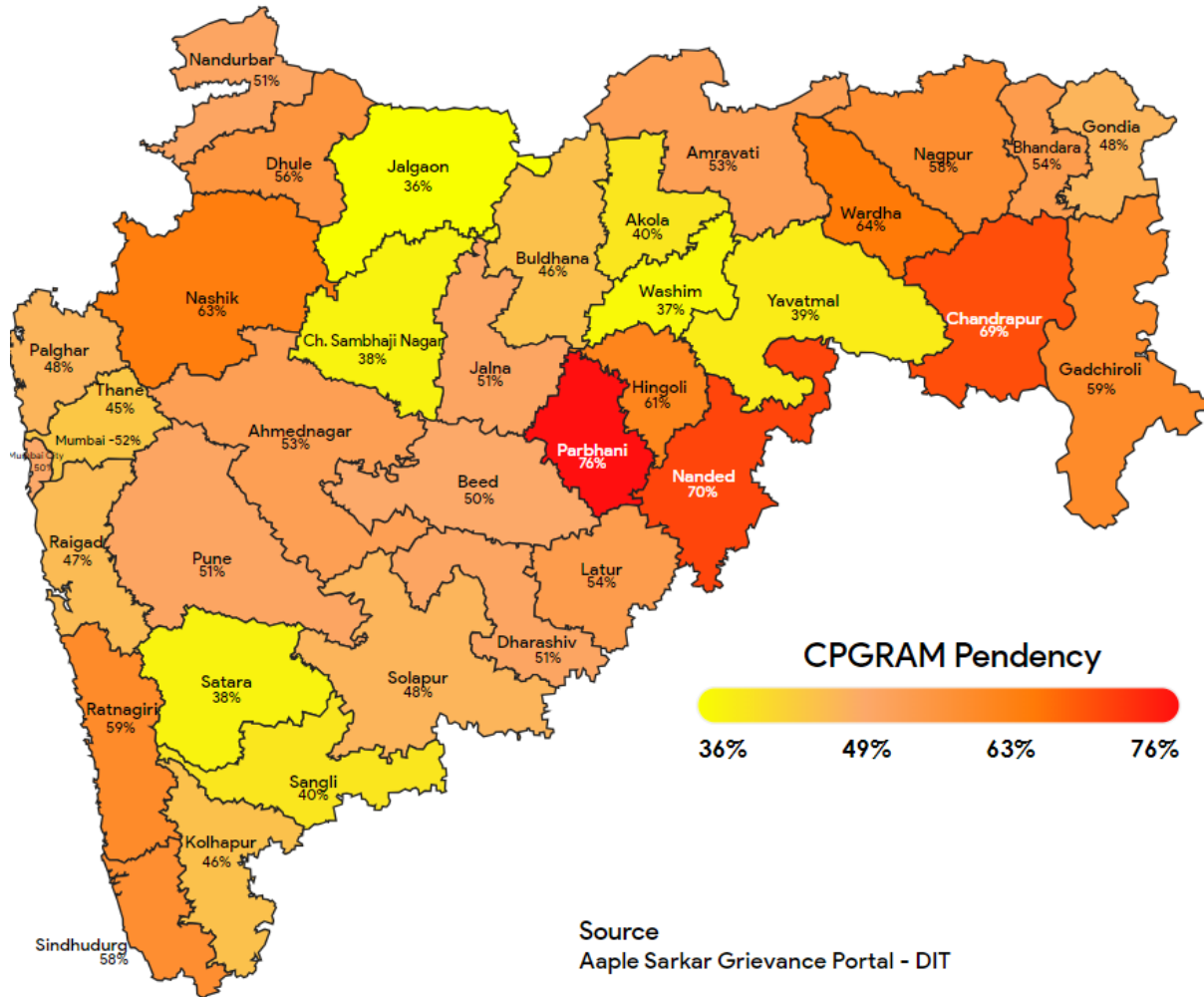
Right to Information Analytics

1) Department with highest RTI Pendency

Sr. No	Department Name	Pending %
1	Minorities Development Department	100%
2	Textile Department	100%
3	Women and Child Development Department	88%
4	Rural Development Department	82%
5	Home Department	76%
6	School Education and Sports Department	76%
7	Food, Civil Supplies and Consumer Protection Department	69%
8	Finance Department	67%
9	Employment Guarantee Scheme Department	67%
10	Water Supply and Sanitation Department	65%
11	Other Backward Bahujan Welfare Department	64%
12	Social Justice and Special Assistance Department	63%
13	Tourism & Cultural Affairs Department	63%
14	Skill Development and Entrepreneurship Department	62%
15	Environment Department	55%
16	Agriculture, Dairy Development, Animal Husbandry and Fisheries Department	54%
17	Medical Education and Drugs Department	53%
18	Revenue and Forest Department	53%
19	Higher and Technical Education Department	50%
20	Industries, Energy and Labour Department	49%
21	Water Resources Department	47%
22	Soil and Water Conservation Department	46%
23	Urban Development Department	46%
24	General Administration Department	43%
25	Public Works Department	42%
26	Public Health Department	42%
27	Law and Judiciary Department	38%
28	Housing Department	38%
29	Tribal Development Department	35%
30	Co-operation, Textiles and Marketing Department	29%
31	Planning Department	23%
32	Information Technology Department	21%
33	Persons with Disabilities Welfare Department	17%
34	Marathi Language Department	13%
35	Parliamentary Affairs Department	0%

2) Collector Office with highest RTI Pendency

Sr. No	Collector Office	Pending %
1	Bhandara	100%
2	Gadchiroli	100%
3	Hingoli	100%
4	Mumbai City	100%
5	Mumbai Suburban	100%
6	Wardha	100%
7	Sangli	95%
8	Dhule	94%
9	Gondia	91%
10	Dharashiv	87%
11	Latur	84%
12	Thane	84%
13	Buldhana	84%
14	Palghar	78%
15	Akola	77%
16	Yavatmal	77%
17	Ahmednagar	76%
18	Pune	66%
19	Beed	66%
20	Raigad	65%
21	Solapur	65%
22	Kolhapur	64%
23	Satara	64%
24	Ratnagiri	60%
25	Nandurbar	57%
26	Nanded	55%
27	Sindhudurgh	55%
28	Amravati	44%
29	Washim	42%
30	Jalgaon	41%
31	Nagpur	41%
32	Chhatrapati Sambhajinagar	41%
33	Parbhani	38%
34	Jalna	23%
35	Nashik	23%
36	Chandrapur	13%

3) Zilla Parishads with highest RTI Pendency

Sr. No	Zilla Parishad	Pending %
1	Sindhudurg	100%
2	Beed	100%
3	Gadchiroli	100%
4	Gondia	100%
5	Hingoli	100%
6	Nanded	100%
7	Pune	100%
8	Ratnagiri	100%
9	Solapur	100%
10	Latur	99%
11	Raigad	97%
12	Bhandara	95%
13	Chhatrapati Sambhajinagar	94%
14	Chandrapur	94%
15	Sangli	94%
16	Amravati	93%
17	Nashik	93%
18	Yavatmal	93%
19	Nagpur	91%
20	Dhule	91%
21	Jalna	89%
22	Kolhapur	86%
23	Akola	85%
24	Wardha	85%
25	Satara	84%
26	Buldhana	81%
27	Washim	79%
28	Thane	75%
29	Nandurbar	68%
30	Palghar	60%
31	Ahmednagar	54%
32	Dharashiv	51%
33	Jalgaon	49%
34	Parbhani	27%

4) Home Police with highest RTI Pendency

Sr. No	Home-Police	Pending %
Pendency at Commissioner level		
1	Chhatrapati Sambhajinagar	100%
2	Mira Bhayandar Vasai-Virar	91%
3	Nagpur	83%
4	Thane	77%
5	Amravati	76%
6	Pune	75%
7	Nashik	69%
8	Pimpri Chinchwad	68%
9	Navi Mumbai	63%
10	Solapur	33%
11	Mumbai	8%
Pendency at Superintendent level		
12	Ahmednagar	100%
13	Beed	100%
14	Bhandara	100%
15	Dhule	100%
16	Gadchiroli	100%
17	Hingoli	100%
18	Kolhapur	100%
19	Nanded	100%
20	Nandurbar	100%
21	Dharashiv	100%
22	Palghar	100%
23	Parbhani	100%
24	Ratnagiri	100%
25	Sangli	100%
26	Sindhudurgh	100%
27	Solapur Rural	100%
28	Wardha	100%
29	Washim Rural	100%
30	Buldhana	98%
31	Satara	94%
32	Nashik Rural	92%

33	Jalgaon	91%
34	Yavatmal	89%
35	Nagpur Rural	83%
36	Raigad	76%
37	Amravati	71%
38	Chandrapur	69%
39	Latur Rural	61%
40	Akola	60%
41	Pune	55%
42	Gondia	50%
43	Jalna	25%
44	Chhatrapati Sambhajinagar Rural	22%
45	Thane Rural	0%

5) Municipal Corporation with highest RTI Pendency

Sr. No	Municipal Corporation	Pending %
1	Ahmednagar	100%
2	Dhule	100%
3	Parbhani	100%
4	Vasai Virar City	100%
5	Kalyan Dombivali	98%
6	Solapur	98%
7	Kolhapur	95%
8	Aurangabad	92%
9	Jalgaon	92%
10	Pimpri Chinchwad	89%
11	Mira Bhayandar	88%
12	Navi Mumbai	85%
13	Thane	82%
14	Panvel	82%
15	Nagpur	81%
16	Nashik	80%
17	Latur	79%
18	Pune	75%
19	Chandrapur	75%
20	Akola	63%
21	Amravati	58%
22	Nanded	27%

Right to Services Analytics
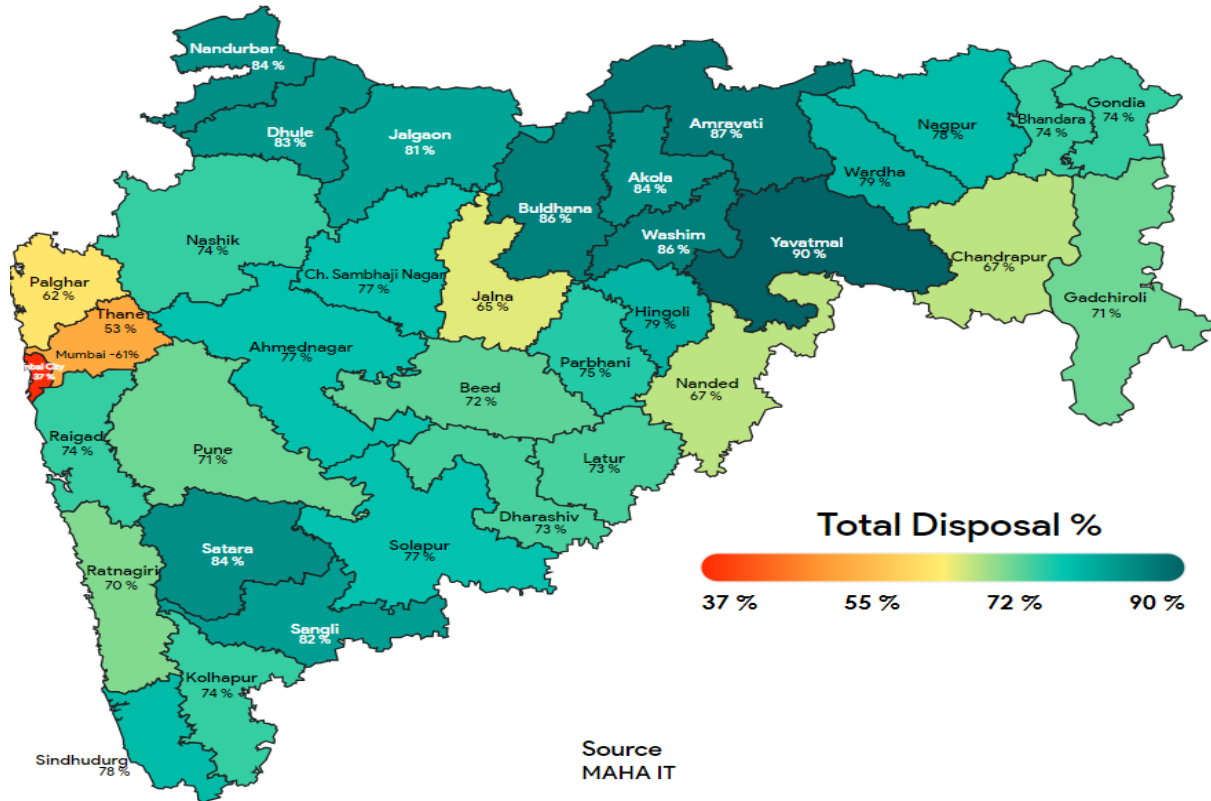
RTS Monthly Disposal Percentage

Top Services Availed by Citizens			
Services	**Total Received**	**Total Disposed**	**Pending**
Income Certificate	8,27,653	6,89,872	1,37,781
General Affidavit	6,69,149	6,57,753	11,396
Age Nationality and Domicile	1,94,560	1,42,738	51,822
Police Clearance Certificate	1,69,282	56,175	1,13,107
Migrant Caste Certificate	1,36,832	67,499	69,333
Residence Certificate	73,714	59,816	13,898
Shravan Child Service State Pension Scheme	68,114	6,116	61,998
Change In Name	58,931	35,673	23,258
Non-Creamy Layer Certificate	38,744	23,666	15,078
Sanjay Gandhi Niradhar Grant Scheme	30,453	2,154	28,299

ANNEXURE 1

GR – AAPLE SARKAR SERVICE PORTAL

"आपले सरकार १.० सेवा" प्रणाली अधिक
सक्षमपणे राबविण्याबाबत..

महाराष्ट्र शासन
सामान्य प्रशासन विभाग,
शासन निर्णय क्रमांक : आरटीएस–२०२१/प्र. क्र.११५/लो.दि.क.
मंत्रालय, मुंबई– ४०० ०३२
दिनांक : - ११ सप्टेंबर,२०२४

वाचा :- १) सामान्य प्रशासन विभाग,शासन निर्णय क्र.मातंसं११०४/प्र.क्र.१११/३९,दि.२९.०४.२०११

२) सामान्य प्रशासन विभाग,शासन निर्णय क्र.मातंस/२०१२/प्र.क्र.१५२/३९,दि.२३.०५.२०१२

३) नियोजन विभाग,शासन निर्णय क्र.डब्ल्युबीके-२०२४/प्र.क्र.१३/का.१४९७,दि.१४.०३.२०२४

प्रस्तावना :-

"आपले सरकार – महाराष्ट्र लोकसेवा हक्क अधिनियम" ही महाराष्ट्रातील नागरिकांना विविध शासकीय सेवा ऑनलाइन उपलब्ध करून देणारी एक महत्त्वाकांक्षी प्रणाली आहे. या उपक्रमाअंतर्गत पुरविल्या जाणाऱ्या सेवांवर संदर्भ क्रमांक १ आणि २ वरील शासन निर्णयानुसार शुल्क आकारणीबाबत आदेश दिले गेले आहेत. तसेच, संदर्भ क्रमांक ३ वरील शासन निर्णयानुसार जागतिक बँकेच्या सहाय्याने "महाराष्ट्र जिल्हास्तरीय विकासास चालना देण्यासाठी संस्थात्मक क्षमता सक्षमीकरण प्रकल्प" (Maharashtra Strengthening Institutional Capabilities in Districts for Enabling Growth Project –MahaSTRIDE) राबविण्यास मान्यता देण्यात आली आहे. या निर्णयानुसार, विविध प्रकल्प राबविण्याचे प्रस्तावित आहे, ज्यामध्ये "आपले सरकार २.०" प्रणाली विकसित करण्याची कार्यवाहीसुद्धा समाविष्ट आहे. मात्र, असे लक्षात आले आहे की "आपले सरकार १.० सेवा" प्रणाली अद्याप संपूर्णपणे कार्यक्षम नाही. ही प्रणाली अधिक सक्षम करण्याची आवश्यकता आहे. यासाठी, मुंबईत झालेल्या २७ व्या राष्ट्रीय ई-शासन परिषदेतील शिफारसींचा विचार करून, "आपले सरकार १.० सेवा " प्रणालीचे पुनर्विलोकन करणे आणि ती अधिक सक्षमपणे विकसित करण्याच्या दृष्टीने पुढील बाबी विचारात घेणे आवश्यक आहे.

२.उद्देश :-"आपले सरकार १.० सेवा" प्रणालीचे पुनर्विलोकन करणे हे उद्दिष्ट असून, यासाठी माहिती तंत्रज्ञान विभाग (DIT) आणि राष्ट्रीय सूचना विज्ञान केंद्र (NIC) यांच्या संनियंत्रणाखाली अद्यावत तंत्रज्ञानाच्या प्रगती आणि वापरकर्त्यांच्या बदलत्या गरजांच्या आधारे प्रणालीची कार्यक्षमता तपासणे, पूर्ण मूल्यांकन करणे, तसेच प्रणालीतील त्रुटी शोधून काढणे आवश्यक आहे. यामुळे, प्रणालीमध्ये सुधारणा करण्यासाठी आवश्यक क्षेत्रे ओळखता येतील आणि सर्व शासकीय सेवा सक्षमपणे आणि वचनबद्धतेसह नागरिकांना उपलब्ध करून देता येतील. या उद्दिष्टांच्या यशस्वी अंमलबजावणीसाठी, सविस्तर मार्गदर्शक तत्त्वे आणि प्रणालीच्या प्रक्रियेचा वेग वाढविण्यासाठी ठोस आराखडा तयार करणे आवश्यक आहे, ज्यामुळे G2B सेवा एकत्रीकरणातून व्यवसायांसाठी शासन प्रक्रिया अधिक सुलभ आणि सोयीस्कर होईल.

३. प्रस्तावित कार्यवाही:- "आपले सरकार १.० सेवा" प्रणालीच्या सखोल परीक्षणासाठी माहिती तंत्रज्ञान विभाग (DIT) आणि राष्ट्रीय सूचना विज्ञान केंद्र (NIC) हे सध्याच्या "आपले सरकार १.० सेवा" प्रणालीची क्षमता, प्रणालीतील उणीवा, वचनबद्ध सेवांची वेळोवेळी पूर्तता, आणि वापरकर्त्यांच्या गरजा व अपेक्षा यांचा विचार करून सुधारणा करण्यासाठी आवश्यक असलेली क्षेत्रे ओळखतील. तसेच, कृत्रिम बुद्धिमत्ता, ब्लॉकचेन, क्लाउड यांसारख्या तंत्रज्ञानाच्या प्रगतीचा विचार करून सेवा अधिक सक्षम करण्यासाठी उपाययोजना करतील आणि आधार जोडणे, UPI, DigiLocker, UMANG, या धर्तीवर सदर घटकांचा समावेश करून अखंड सेवा प्रभावीपणे आणि विहित कालावधीत देण्याबाबत अंमलबजावणी करतील. याशिवाय, व्यवसायांसाठी शासन प्रक्रिया सुलभ करण्यासाठी G2B (Government to Business) सेवा एकत्रीकरणाची चौकट तयार केली जाईल आणि आवश्यक ती कार्यवाही केली जाईल.

४. मुंबईत झालेल्या २७ व्या राष्ट्रीय ई-शासन परिषदेतील घोषणापत्रकातील खालील बाबींच्या आधारे समन्वय साधणे:-

१) तंत्रज्ञानाचा लाभ:- नागरी-सेवांसाठी सुलभ, परवडणारे आणि सर्वसमावेशक तंत्रज्ञानाचा लाभ घेणे.

२) सेवाची सुलभता:- 'आपले सरकार' द्वारे सेवा देण्यात सुलभता आणून नागरिक-शासन संवाद वाढवणे

३) वेबसाईट पुनर्व्यवस्था:- 'आपले सरकार' वेबसाईटमध्ये सुधारणा करून वापरकर्ता आणि शासन यांच्यामधील संबंध मैत्रीपूर्ण असण्याची सुनिश्चितता करणे.

४) मापदंड आणि स्पर्धा:- राज्यात ई-शासन योजना वाढविण्यासाठी NeSDA चौकटीच्या आधारे मापदंड विकसित करणे

५) सायबर सुरक्षा:- सायबर सुरक्षा प्रोटोकॉलची कडक अंमलबजावणी आणि अधिकाऱ्यांची जागरुकता सुनिश्चित करणे.

६) नावीन्यपूर्ण तंत्रज्ञानाचा वापर:- नागरिकांना सेवा देण्यात बदल घडवण्यासाठी कृत्रिम बुद्धिमत्ता, ब्लॉकचेन, IoT आणि क्लाउड तंत्रज्ञान यासारख्या नावीन्यपूर्ण तंत्रज्ञानाच्या वापरास प्रोत्साहन देणे.

७) डेटा सुरक्षा:- डेटा सुरक्षा मजबूत करणे, सरकारी संस्थांमध्ये डेटा सामायिकरण प्रोत्साहन देणे आणि data.gov.in द्वारे डेटा उपलब्धता वाढवणे

८) प्रक्रिया पुनर्निर्मिती:- संशोधन आणि विकासाद्वारे सेवा देण्यात नाविन्यता आणणे, प्रक्रिया पुनर्निर्मिती करणे यासारख्या सुधारणांना प्रोत्साहन देणे.

शासन निर्णय :-

उपरोक्त बाबी विचारात घेवून माहिती तंत्रज्ञान विभागाने (DIT) राष्ट्रीय सूचना विज्ञान केंद्र (NIC) यांच्या मदतीने वरील परिच्छेद क्र.३ मध्ये उल्लेख केलेल्या बाबीसंदर्भात आवश्यक ती कार्यवाही करण्याबाबत या शासन निर्णयान्वये आदेश देण्यात येत आहेत. अशी कार्यवाही करताना परिच्छेद क्र.४ मधील मुंबईत झालेल्या २७ व्या राष्ट्रीय ई-शासन परिषदेतील बाबी विचारात घेणे आवश्यक आहे. त्यामुळे "आपले सरकार १.० सेवा" प्रणाली हा प्रकल्प अधिक कार्यक्षम, लोकाभिमुख आणि वापरकर्ता-केंद्रीत होण्यास तसेच नागरिक आणि महाराष्ट्रातील उद्योगांसाठी पारदर्शकता, उपलब्धता आणि व्यवसाय करण्यास मदत होणार आहे. त्यानुषंगाने प्रशासकीय सुधारणा आणि नाविन्यतेचा भाग म्हणून माहिती तंत्रज्ञान विभाग (DIT) आणि राष्ट्रीय सूचना विज्ञान केंद्र (NIC) आपल्या संनियंत्रणाखाली "आपले सरकार १.० सेवा" प्रणालीची प्रभावी अंमलबजावणी करावी. भविष्यात आवश्यकतेनुसार "आपले सरकार २.० सेवा" प्रणालीची माहिती व तंत्रज्ञान विभागा मार्फत राष्ट्रीय सूचना विज्ञान केंद्र (NIC) च्या संनियंत्रणाखाली कार्यान्वित करावी.

"आपले सरकार १.० सेवा" प्रणाली अधिक कार्यक्षम करतांना नागरिकांना पुरविण्यात येणाऱ्या सेवांबद्दल सामान्य प्रशासन विभाग शासन निर्णय, दि.२९ एप्रिल, २०११ व दि.२३ मे, २०१२ च्या शासन निर्णयान्वये आकारण्यात येणारे सेवेचे दराबाबत आवश्यक ती कार्यवाही माहिती तंत्रज्ञान विभागाने करावी.

२. सदर शासन निर्णय महाराष्ट्र शासनाच्या www.maharashtra.gov.in या संकेतस्थळावर उपलब्ध करण्यात आला असून त्याचा संगणक सांकेतांक क्रमांक २०२४०९११९८१००३४८०७ असा आहे.

महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नावाने,

DEEPAK BALIRAM MORE

(दिपक मोरे)
उप सचिव,महाराष्ट्र शासन

प्रत :-

१) मा.राज्यपाल यांचे सचिव
२) मा.मुख्यमंत्री यांचे अपर मुख्य सचिव
३) मा.उपमुख्यमंत्री यांचे सचिव
४) सर्व मा.मंत्री यांचे खाजगी सचिव
५) सर्व अपर मुख्य सचिव/प्रधान सचिव/सचिव सर्व मंत्रालयीन विभाग
६) संचालक, राष्ट्रीय सूचना विज्ञान केंद्र (NIC),मुंबई
७) निवड नस्ती-लोकशाही दिन कक्ष,सामान्य प्रशासन विभाग,मंत्रालय,मुंबई.

२७ वा राष्ट्रीय ई- गव्हर्नन्स परिषद
विकसित भारत - सुरक्षित आणि शाश्वत ई-सेवा केंद्र

विकसित भारत @ २०४७

नया सवेरा, नई दिशा, बढ़ते कदम नए,
सपनों के आसमान में, हम ऊँचाइयों को छूते जाएँ।

ई-गवर्नेंस की राह से, अब है मंज़िल तक जाना,
हर गांव, हर शहर में, सशक्त हो हिंदुस्तान हमारा।

डिजिटल की शक्ति से, हर हाथ को काम मिलेगा,
स्मार्ट सोच, स्मार्ट देश, हर जीवन आसान बनेगा।

संविधान की मर्यादा में, नारी शक्ति का सम्मान,
हर बेटी, हर मां का होगा, विकास में योगदान।

समानता की इस धरती पर, हर एक को अधिकार,
सबके सपनों की उड़ान, सबके सपनों का संसार।

ज्ञान, विज्ञान, और नवाचार से, अब न होगा कोई पीछे,
२०४७ का भारत, बनेगा विकसित, स्वाभिमान में सींचे।

चलो मिलकर करें प्रयास, हर दिशा में हो उजाला,
ई-गवर्नेंस से जुड़कर, रचें नये भारत की गाथा।

हर दिल में एक उम्मीद, हर आँख में सपना,
विकसित भारत का सपना, अब हो साकार अपना।

Sujata Saunik

श्रीमती सुजाता सौनिक,
मा. मुख्य सचिव,
महाराष्ट्र शासन

Administrative Innovation, Excellence & Good Governance

General Administration Department,

Government of Maharashtra