



रायगड

जिल्हा परिषद, अलिबाग

(सामान्य प्रशासन विभाग)

कुंटेबाग, रायगड जिल्हा परिषद इमारत, अलिबाग, जि.रायगड पिन कोड ४०२२०१

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जा.क्र.राजिप/साप्रवि/नियोजन/९९६ /२०२६

दिनांक:- ०५.०१.२०२६

०८

प्रति,

अपर आयुक्त (आस्थापना)
विभागीय आयुक्त कार्यालय,
कोकण भवन, नवी मुंबई.

विषय- सेवा विषयक बाबींच्या अनुषंगाने १५० दिवसांचा ई-गव्हर्नन्स सुधारणा
कार्यक्रमाची माहिती सादर करणे बाबत

संदर्भ :- मुख्यमंत्री सचिवालय कार्यालयाचे पत्र क्र. ई- ९५१९७००
दिनांक २२.१२.२०२५

सेवा विषयक बाबींच्या अनुषंगाने १५० दिवसांचा ई-गव्हर्नन्स सुधारणा कार्यक्रमाची माहिती
व पी.पी.टी. पुढील आवश्यक कार्यवाही करिता आपणाकडे सादर करण्यात येत आहे.

(नेहा भोसले) भा.प्र.से
मुख्य कार्यकारी अधिकारी
रायगड जिल्हा परिषद, अलिबाग

ई-गव्हर्नन्स सुधारणा अभियान २०० गुणांची स्पर्धा नुसार कार्यालयांच्या मूल्यमापनासाठी गुणांकन तक्ता

अ.क्र.	Particulars	Point s	ठाणे	पालघर	रायगड	रत्नागिरी	सिंधुदूर्ग
1. Website parameters 35 points							
1	1. Website User Interface	5	5	5	5	5	5
	1.1. Page Load Speed	0.5			0.5		
	1.2. Website Compatibility	0.5			0.5		
	1.3. Government Branding	0.5			0.5		
	1.4. Domain Compliance	0.5			0.5		
	1.5. Ownership Information	0.5			0.5		
	1.6. Language Support	0.5			0.5		
	1.7. Footfall of Website	2			2		
	Total		0	0	5	0	0
2	2. Accessibility	2	2	2	2	2	2
	2.1. Accessibility & WCAG 2.1 Compliance	2			2		
	Total		0	0	2	0	0
3	3. Website Cyber Security, Compliance and Certification	5	5	5	5	5	5
	3.1. Cyber Security Audit Certificate	2			2		
	3.2. Compliance Matrix	1			1		
	3.3. Periodic Audits	2			2		
	Total		0	0	5	0	0
4	4. Website content management	10	10	10	10	10	10
	4.1. Content authenticity	1			1		
	4.2. Minimal frequency of content updation	1			1		
	4.3. Office holder and personal information	1			1		
	4.4. Content management system	1			1		
	4.5. RTI section/ citizens charter	3			3		
	4.6. What's new / announcement section	3			3		
	Total		0	0	10	0	0
5	5. Search functionality	4	4	4	4	4	4
	5.1. Navigation Consistency	1			1		
	5.2. Sitemap or Content Index	1			1		
	5.3. Search functionality with key words	1			1		
	5.4. Search functionality with voice search with voice to text input and voice output words	1			1		
	Total		0	0	4	0	0
6	6. Data and e-Governance integration	6	6	6	6	6	6
	6.1. Open Data Standards	4			4		
	6.2. Service-Level Data Presentation	2			2		
	Total		0	0	6	0	0

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7	7.Feedback and Grievance Redressal	3	3	3	3	3	3
	7.1. Citizen-Facing Policies	0.5			0.5		
	7.2. Feedback Mechanism	2			2		
	7.3. Social Media Integration	0.5			0.5		
	Total		0	0	3	0	0
2. Aaple Sarkar parameters 55 points							
1	1. Statistics of RTS and Aaple Sarkar	20	20	20	20	20	20
	1.1. Number of Notified services	4			4		
	1.2. Number of notified services available online	6			6		
	1.3. Number of notified services integrated with Aaple Sarkar	10			10		
	Total		0	0	20	0	0
2	2. Performance Output	12	12	12	12	12	12
	2.1. Service delivery time (SLA Adherence)	8			8		
	2.2. Appeal and escalation for RTS	4			4		
	Total		0	0	12	0	0
3	3.Capacity Building and Adoption	8	8	8	8	8	8
	3.1. Officer Training	6			6		
	3.2. IEC and Outreach	2			2		
	Total		0	0	8	0	0
4	4. Citizen's Grievance Redressal and Management	15	15	15	15	15	15
	4.1. Grievance Closure time	4			4		
	4.2. Grievance Escalation	4			4		
	4.3. Feedback on closed Grievances from complainants	4			4		
	4.4. Citizen's Grievance Data Analytics	3			3		
	Total		0	0	15	0	0
3. e-Office parameters 55 points							
1	1. Office Statistics	22	22	22	22	22	22
	1.1. Number of e-Office Users	4			4		
	1.2. Number of Active e-office Users	5			5		
	1.3. File Disposal Using e-Office	5			5		
	1.4. File Disposal Time	3			3		
	1.5. Receipts Inward in e-Office	5			5		
	Total		0	0	22	0	0
2	2. Process Optimisation Through GPR	7	7	7	7	7	7
	2.1. Process Undertaken for GPR	2			2		
	2.2. Rationalization of Stages of Processing	5			5		

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Total			0	0	7	0	0
3	3. Capacity Building and Adoption	4	4	4	4	4	4
	3.1. Officer Training	3			3		
	3.2. Technical Assistance for e-Officer Users	1			1		
Total			0	0	4	0	0
4	4. Knowledge Management System	2	2	2	2	2	2
	4.1. Use of e-Offices Knowledge Management System	2			2		
Total			0	0	2		0
4. Evaluation For Dashboard Compliance 20 points							
1	1. Usability and user Experience / Clarity and Simplicity	4	4	4	4	4	4
	1.1. Design and Development of Dashboard	1			1		
	1.2. Interactive Interface	1			1		
	1.3. Data Visualization / Customizability	1			1		
	1.4. Data Filtering and Segmentation	1			1		
Total			0	0	4	0	0
2	2. Data Updation and Accuracy	9	9	9	9	9	9
	2.1. Integration with CM Dashboard	2			2		
	2.2. Dashboard visualizing the data for relevant and important GoM/GoI Schemes / Programs	3			1		
	2.2. Data Updation & Accuracy	3			3		
	2.3. Role-Based Access Control	1			1		
Total			0	0	7	0	0
3	3. Data Maturity	3	3	3	3	3	3
	3.1. Data Analytics Maturity	1			0		
	3.2. Performance pop-ups / Compliance alert	2			0		
Total			0	0	0	0	0
4	4. Accessibility	2	2	2	2	2	2
	4.1. Multi-Device Compatibility	2			2		
Total			0	0	2	0	0
5	5. Capacity Building and Adoption	2	2	2	2	2	2
	5.1. Officer Training	2			2		
Total			0	0	2	0	0
5. Innovative for Whatsapp chatbot							
1	5.1.1. Usability and Citizen Experience	6	6	6	6	6	6
	5.1.1.1. Ease of Use	2			2		
	5.1.1.2. Multilingual Support	2			2		
	5.1.1.3. Citizen Engagement through Message Broadcasting i.e. IEC & Outreach	2			2		

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Total			0	0	6	0	0
2	5.1.2. Service Delivery and Functionality	8	8	8	8	8	8
	5.1.2.1. Service Coverage	6			6		
	5.1.2.2. Handling of Citizen's Queries	2			2		
Total			0	0	8	0	0
3	5.1.3. Accessibility	1	1	1	1	1	1
	Cross-Platform Access	1			1		
Total			0	0	1	0	0
4	5.1.4. Innovation	5	5	5	5	5	5
	Innovative use of WhatsApp within department or service delivery	5			5		
Total			0	0	5	0	0
5.2. Evaluation For AI / Block Chain compliance							
1	AI / Blockchain	15	15	15	15	15	15
	5.2.1. Conceptual documentation done by the department / organisation	2			2		
	5.2.2. Basic use of readily GenAI tool / platform (eg: ChatGPT, Grok, Gemini, CoPilot, etc) for AI / Blockchain	3			3		
	5.2.3. Number of Use Cases implemented Through Application of AI / Blockchain	4			4		
	5.2.4. Impact Analysis of AI / Blockchain Usage	6			6		
Total			0	0	15	0	0
5.3. Evaluation for GIS / compliance							
2	GIS / Remote Sensing / Locational Services	20	20	20	20	20	20
	5.3.1. Use of locational database as a precursor to GIS implementation	1			1		
	5.3.2. Proof of concept done by the department / organisation	2			2		
	5.3.3. Number of GIS Layers Created	4			4		
	5.3.4. Number of Use Cases Implemented Through Application of GIS	2			2		
	5.3.5. Integration with Gati Shakti	5			3		
	5.3.6. Innovative Use Case	6			6		
Total		200	200	200	193	200	200
oll Total		200	200	200	200	200	200

मुख्य कार्यकारी अधिकारी
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