AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

III.   NAME OF CATEGORY- 'INNOVATIVE USE OF TECHNOLOGY IN e-GOVERNANCE'

1.   Coverage – Geographical and Demographic :-
(i) Comprehensiveness of reach of delivery centres

eSahakar is a web based online application integrated into the departmental web-portal of Department of Cooperation, Marketing and Textiles, Maharashtra. Thus the application is universally accessible on internet and doesn't require delivery centres.

Further, a completely functional mobile version of the application is also available for access using mobile devices such as tablets and smartphones.

(ii) Number of delivery centres

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Further, a completely functional mobile version of the application is also available for access using mobile devices such as tablets and smartphones.

(iii) Geographical
(b) State/UT level- No of District covered

All 36 districts in Maharashtra

Please give specific details:-

Maharashtra is one of the major States in India where cooperative movement is widespread and has a long history. Cooperation plays an important role in the economy of Maharashtra. There are more than 2.23 Lakh cooperative societies in Maharashtra. Department of Cooperation, Marketing and Textiles manages Cooperative Sector, Sugar Sector, Agriculture Produce Marketing and Textiles Sector in the state.

The prime objective of the eSahakar project is to develop and implement the identified key systems across the Department of Cooperation, Marketing and Textiles to enable the department to manage its processes more efficiently. The Department of Cooperation, Marketing and Textiles requires these systems to manage key activities/scheme across its offices in Maharashtra.

The eSahakar project is a web based online application providing online access to the Department stakeholders across the entire state of

Maharashtra. The extent of coverage includes stakeholders at State, District and Taluka level in all 36 districts of Maharashtra.

The Content Management System (CMS) of the application rests with the Department providing the flexibility to customize the application for User accounts, Login roles, and new Districts/Talukas as and when the need arises.

(iv) Demographic spread (percentage of population covered)

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Current total no. of transactions on the application:

- Total Number of Transactions:
    - Online Society Accounts: 1.83 lakh Societies
    - Online Society Registration Certificate: 1.83 Lakhs
    - Online Auditors: 7500+ Auditors
    - Online Officers: 1000+ Officers Online
    - Total Visitors: 3,00,000+ (till date)
    - Average Visitors: 1500 +
- Quality of Service: Deemed Conveyance Application - 75+ cases are processed online
- Cooperative Society Information System
- Election Information of 1.83 Lakh cooperative societies
- Audit Details of 1.83 lakh cooperative societies
- Mandatory Returns of 600+ societies
- Member details of 1.83 lakh cooperative societies
- Board of Members details of 1.83 lakh cooperative societies

2.   Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project #):

Technology is reshaping and redefining the world in which we are living. Government is also adopting the technology to provide efficient delivery of services with minimum human touch point. In order to provide better administration of cooperative domain and its stakeholders, the Department of Cooperation, Marketing and Textiles has felt the need for an e-Governance plan.

The prime objective is to use the technology and redesign the processes to effectively reach out to all the stakeholders and to eliminate redundancy in the system. There is a need to migrate from reactive decision making to proactive decision making. Cooperatives in general are fraught with a number of problems and challenges with respect to transparency and efficiency. Some of these challenges include:

- The traditional Co-operative Sector of Maharashtra was unorganized, fragmented and slightly unstructured

- Presence of a large number of stakeholders in the domain namely Cooperative Societies (2.23 lakh societies), Auditors and Office Administration

- Redundant Efforts: Society, Audit, Election and Deemed Conveyance management Information is collected at various levels leads to redundant efforts of administration. Lot of man-month efforts are wasted in coordination with stakeholders.

- No Real Time Information: Timely update is not available to administration to take appropriate action. Data Collection happens at various levels and frequency, leading to nonconsolidated real – time information and duplicity. Absence of an effective Content Management System (CMS) to provide real – time access to data uploaded by key stakeholders. Need for integrating the various stakeholders onto a single online platform to provide the latest data to the Department

- Data Aggregation and Validity: Collection and aggregation of information is time consuming and inefficient. Paper based manual consolidation and aggregation of reports at infrequent intervals. Need for increasing internal efficiency and bringing in transparency
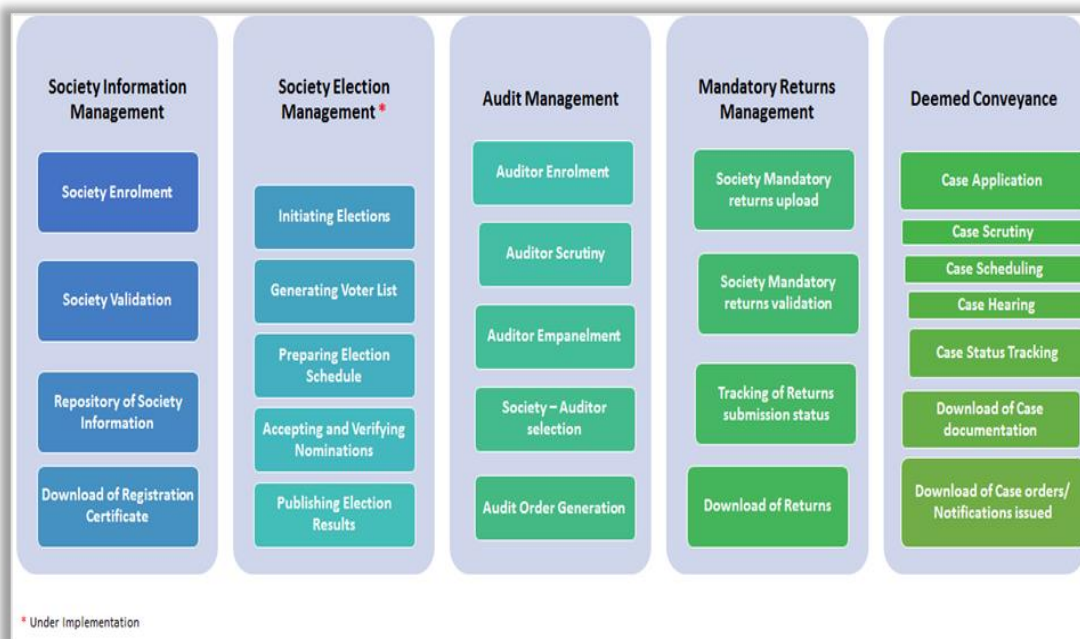
in the department workflow

- Poor Adherence/ Compliance to Rules: Monitoring and adherence to rules is big challenge with given setup which leads to high % of defaulters among stakeholders. Absence of audit trail of all the transactions and interactions between the key stakeholders. Absence of an transparent Monitoring and Evaluation mechanism for managing Cooperative Society activities such as elections, annual audits and mandatory returns submission

- Reactive Decision making: Due to non-availability of required information in real time administration is largely works on reactive decision making. Absence of a robust information channel integrating field offices, district offices and divisional officesA combination of large number of Data providers and small number of Data entry points is resulting in a huge gap in the monitoring capabilities of the Department. Brick-and-mortar infrastructure gaps, capacity building, training of Department stakeholders who are ICT-illiterate

- Spill over: Inspection and enquiry get delayed due to non/late submission of compliance reports. Presence of a large number of stakeholders in the domain

- Human Touch Points: Too many human touch points in Transaction management and File processing. Improper and inadequate information for general citizens

- Need for re-engineering existing key systems and web sites to facilitate integration with MahaSahakar Website (MahaSahakar – Official website of the Department of Cooperation, Marketing and Textiles)

In view of the above, the Department envisaged and developed an ICT roadmap to strengthen the department capabilities.

3. Scope of Services/ Activities Covered (Relevance of choice of application for client/ agency, Extent of e-enablement in terms of number of services, Extent to which step in each service have been ICT- enabled #)

eSahakar is implemented in 5 modules providing a total of 25 online services.

A detailed description of the modules and the Process Re-engineering carried out is as follows:

A.   Online Society Information Management System

A total of 4 online services were provided namely Society Enrolment, Society Validation, Repository of Society Information, and Download of Registration Certificate.

- An online electronic platform is created for capturing Society Information and bringing all the stakeholders online

- Only societies enrolled online can participate in other society processes such as Audit, Election, Mandatory Returns submission, Deemed Conveyance etc.

- Workflows are redesigned to enable DDR validate and approve the society online application.

- Alerts on all changes in application status are informed to all stakeholders through email, SMS alert

- DDR can contact the society for any clarifications on the application via the online platform

- Centralized online data repositories for Society information. Analytics Dashboards and downloadable Excel reports are designed to enable monitoring of society enrolments at Taluka/ District/ State levels

Pre Scenario	Post Scenario
Department used to maintain paper repositories of Cooperative society registration certificates	Availability of an Online repository for society information
There is no quick way to fetch and validate details of any Cooperative society	Availability of workflows enabling DDRs fetch and validate society details online with multiple ways to search
No common Repository available for Society Information	Centralized online repository for society information
Paper driven processes with little scope for monitoring	System driven process with time-stamped workflows
Involves multiple human touch points and processes	Few human touch points
No analytics/ statistics available for report generation	Analytics Dashboards and downloadable Excel reports are designed to enable monitoring of society enrolments at Taluka/ District/ State levels

B. Online Audit Management System

Statutory Audit is mandatory every year. Manual auditing process is time consuming and inefficient resulting in lack of adherence to timely audit, inefficient resulting in lack of adherence to timely audit, less monitoring and compliance. On an average only 40% of cooperative societies get audited. To address this, a total of 5 online services were provided namely Auditor Enrolment, Auditor Scrutiny, Auditor Empanelment, Society – Auditor selection and Audit Order Generation.

- The process of Society enrolment and document submission was crowd-sourced to the societies and GRs were issued for the same thus freeing up the Department to focus on society validation and Governance

- In the process of Auditor Empanelment, the task of Auditor enrolment was crowd sourced to the auditors and GRs were issued for the same thus freeing up the Department to scrutinize the applications and empanel Auditors

- Creation of a business model where in Auditors can improve their business prospects by encouraging societies to enrol online thus ensuring the sustainability of the system

- By creating dynamic Analytics Dashboards, we provided real time visibility to Departmental stakeholders on the activities of the Societies and Auditors. We facilitated creation of an Online Repository for Society Information, Audit Reports, Registration certificates and Mandatory Returns

Pre –Post Scenario	Post Implementation Scenario
Auditors submits application manually for empanelment	Auditors submit application online and uploads the required information online
• Application is invited & received at District level • Application scrutiny is done manually at District level. • Months to complete the entire empanelment process.	• Applications are assessed and scrutinized online. • Real time processing of Auditors application • Reduced the efforts involved at various levels.
Difficult to track the status of Society Audit process as information is collected manually which involves manual follow ups from Auditors and Society	No follow-ups are required. Office Administration have access to dynamic report online to track the Audit status (Society wise/ Auditor wise/ Auditor type wise/ District wise/ Taluka wise)
Reactive Decision Making	Proactive Decision Making
Manual intervention required for data collection, aggregation and	Reports are available online on

report consolidation	parameter to all the stakeholders.

C. Online Election Management System

Department of Cooperation, Marketing and Textiles developed an application for managing and tracking Cooperative society elections online through a web based system. This application would enable Societies, Election officer and Chief Election Officer (Designated Registrar as per area of operation of society) to manage and track elections pertaining to society online through a web based system. Application would provide platform to manage different stages of election process and it stakeholders. A total of 5 online services were provided namely Initiating Elections, Generating Voter List, Preparing Election Schedule, Accepting and Verifying Nominations and Publishing Election Results.

- Analytics Dashboards/ Downloadable Reports that inform Department about the societies due for election

- Online workflows to inform societies and initiate elections online/ Generate and finalize voter lists/ Prepare election schedule/ Accept and finalize nominations and Publish results

- Flexibility in conducting elections: All elections processes can be conducted online

- Monitoring mechanisms available to generate necessary alerts to all stakeholders

- Decrease in effort involved in election process

- Real time information availability through Analytics dashboards

D. Online Mandatory Returns Management System

Department has automated the submission of Mandatory returns. Registered Cooperative Society need to submit the mandatory returns online every year. A total of 4 online services were implemented namely Society Mandatory returns upload, Society Mandatory returns validation, Tracking of Mandatory Returns submission status, Information repository for Society Mandatory Returns.

- Process is re – engineered to allow submission of all mandatory returns online. Officials can provide online feedback on returns submitted in real time

- Crowd – Sourcing of Mandatory Return upload to the respective societies thus reducing the burden on Department officials

- Creation of an Online repository that can retrieve the uploaded copies of Mandatory returns for scrutiny and easy reference

Pre –Post Scenario	Post Implementation Scenario
Societies submit application manually to Department officials. Further, Department Officials need to run after societies for collecting Mandatory returns	All applications happen online accompanied by upload of scanned documentary proof
- Returns are uploaded & received at District level - Return scrutiny is done manually at District level. - Months to complete the entire process	- Returns are assessed and scrutinized online - Reduced the efforts involved at various levels - Feedback on quality of returns can be conveyed online to societies directly - Multiple rounds of scrutiny with little effort
- Manual tracking of the status of each of the processes - No effective Monitoring and Evaluation systems available	No follow-ups are required as Office Administration and societies have access to dynamic report online to track the return submission status (Society / District wise/ Taluka wise/ Year wise etc)
Reactive Decision Making	Proactive Decision Making

Manual intervention required for data collection, aggregation and report consolidation	Reports are available online on parameter to all the stakeholders.

E.   Online Deemed Conveyance Management System

Deemed Conveyance is in the larger interest of the Co-Operative Housing Societies (and their each and every member) who are denied their right of Conveyance by the Land-Owners & Property Developers. Department takes up the cases for Deemed Conveyance and issues orders after due Scheduling of case and Hearing from all parties.

A total of 4 online modules were conceptualized and implemented namely Case Application Registration Module, Case Application Assessment Module, Case Hearing Management Module, Case Dashboard and Reports. Using these modules, a total of 7 online services were implemented namely Case Application, Case Scrutiny, Case Scheduling, Case Hearing, Case Status Tracking, Download of Case documentation and Download of Case orders / Notifications issued.

Pre –Post Scenario	Post Implementation Scenario
Stakeholders submit application manually to Department officials	All applications happen online accompanied by upload of scanned documentary proof
• Application is invited & received at District level • Application scrutiny is done manually at District level. • Months to complete the entire process	• Applications are assessed and scrutinized online. • Reduced the efforts involved at various levels • Hearing and Scheduling done online • Online generation of case orders and notifications
• Manual tracking of the status of each of the processes • No effective Monitoring	No follow-ups are required as Office Administration and societies have access to dynamic report online to track the case status (society / Deemed Conveyance case wise/ District wise/

and Evaluation systems available	Taluka wise)
Reactive Decision Making	Proactive Decision Making
Manual intervention required for data collection, aggregation and report consolidation	Reports are available online on parameter to all the stakeholders.

4.   Strategy Adopted

(i) The details of base line study done,

The Department of Cooperation, Marketing and Textiles, Maharashtra had conducted an extensive baseline study using questionnaires and process flow maps to identify critical activities with too many human touch points. Further, scope and benefits of ICT enablement in each of these processes is studied to conceptualize eSahakar system. The prime objective is to provide an electronic platform to all the stakeholders to make the key processes of cooperative societies more simple, manageable and transparent. After extensive study, the following modules has been finalized for ICT enablement:

1. Society Process Management System would provide a platform to all the key Stakeholders in the domain namely Cooperative Society, Auditors and our Office Administration to track and manage the cooperative society processes every year. Office administration would be able to manage all the phases and progress could be tracked online thereby eliminating the manual report generation and consolidation which in turn would save lot of man power efforts.

2. Audit Management: Audit is very important activity carried out by Cooperative Department in order to manage and supervise the interest of cooperative society members. Audit highlights the health of given cooperative society thus prevents Corruption and helps in developing the trust of the associated members. A good management and control of the societies in general is essential for their successful functioning and Auditor, therefore, act as custodian of the interests of each and all who have dealing with a co-operative society viz. Shareholders, members, nonmembers, financing banks, the general public and the Government. Through our Audit Management application 7500 auditors are providing audit information to the department. Audit Management application helps auditors to provide the records online to the department thereby eliminating the need to visit department offices. Society is able to select the auditors online based on available profile of Auditors in the system.

3. Election Management: Cooperative Movement essence lies in its democratic process to elect its governing bodies. Every year 30% of cooperative societies undergo elections which are

carried out under supervision of CCRCS, Pune. It involves identification of cooperative societies, preparation of voter list, and conduction of election. The Department plans to automate the election process to manage and track the process online through Online Election Management. Module like to publish voter list online for finalization of voter List and scheduling election online. Module would also provide the various reports and dashboard related to election of cooperative societies. Department also aims to introduce revolutionary electronic election to carry out online/electronic voting for cooperative societies.

4. Mandatory Returns Management: The Objective the module is to reduce the human touch points and eliminate the paper usage in submission of mandatory return. These returns submitted by Society would be accessible and available online in future as well thereby reducing the RTI flow. As per State Cooperative Society Act, societies need to submit the 6 mandatory returns which are as follows:

   a. Annual Activity Summary: Society needs to submit the data online in prescribed format from its online account.

   b. Date of Holding AGM and Elections: Society need to submit the data online in prescribed format from its online account.

   c. Balance Sheet and Profit and Loss Statement: Cooperative Society need to upload the audited balance sheet and Profit/Loss document through its account.

   d. Distribution of Surplus: Society needs to submit the data online in prescribed format from its online account.

   e. Name of Auditor and Return Consent: Society needs to submit the data online in prescribed format from its online account.

   f. List of Amendments of Bye Law: Society needs to submit the data online in prescribed format from its online account.

This system is integrated with Department of Cooperation, Marketing

and Textiles, Government of Maharashtra (MahaSahakar) Website.

5. Online Deemed Conveyance Management System

A deemed conveyance is a document executed to transfer the title of land and building in name of the housing societies. Conveyance is a process in which the ownership of the land on which a particular building complex is built gets transferred to the housing societies. Many builders have not conveyed the title of the properties to the societies in the hope of availing more floor space index that may become available, or the benefits accrued to them in case the property is redeveloped. To stop this illegal practice, the government came out with a special law to enable societies get deemed conveyance. This system is integrated with MahaSahakar Website.

(ii) Problems identified,

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- Reactive Decision making: Due to non-availability of required information in real time administration is largely works on reactive decision making. Absence of a robust information channel integrating field offices, district offices and divisional offices

- A combination of large number of Data providers and small number of Data entry points is resulting in a huge gap in the monitoring capabilities of the Department. Brick-and-mortar infrastructure gaps, capacity building, training of Department stakeholders who are ICT-illiterate

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- Human Touch Points: Too many human touch points in Transaction management and File processing. Improper and inadequate information for general citizens

- Need for re-engineering existing key systems and web sites to facilitate integration with MahaSahakar Website (MahaSahakar – Official website of the Department of Cooperation, Marketing and Textiles)

In view of the above, the Department envisaged and developed an ICT roadmap to strengthen the department capabilities.

(iii) Roll out/implementation model,

- Project Implementation Committee was formulated at Mantralaya

and Cooperation Commissionerate.

- Committee suggested and outlined the structure and communicated to implementation agency.

- Committee revised the processes and re-engineered with simpler online processes

- Committee provided form, and content as per the structure.

- Solution was deployed by IA and deployed at SDC as it was integrated with SDC.

- Test site was prepared after completion UAT was conducted.

- Crowd Sourcing was adopted to reduce the efforts involved in data collection online and saved the redundant efforts

- Online Validation was done by officers to validate the data submitted by societies online through crowd sourcing

(iv) Communication and dissemination strategy and approach used.):

- Online/ Offline Web Support for Stakeholders

- 50+ training programs and Hand over conducted for stakeholders

- Division wise training was conducted at Kolhapur, Nashik, Thane, Nagpur, Amrawati, Aurangabad, Mumbai, Pune and Latur.

- Self Help Guide: Bilingual User Manuals and Brochures were provided to stakeholders

- Software Changes were communicated to administrative staff over Lync 2013

- Print media and TV is also used from time to time for communication

- Call Center service (022-40293000) is provided to all the stakeholders for assistance

- Committee trained officers to use the systems online through Video Conferencing (VC) facility

5.   **Technology Platform used-**

   (i)   Description,

   - Development Framework: Microsoft .Net, C#

   - Database: Microsoft SQL Server

   - Hosting: IIS

   - Browser: Compatible with Open Source Browsers

   - Mobile Compatibility: Yes

   (ii) Interoperability

   - Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

   - Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra. Two types of services offered: PULL & PUSH (GUI & Web-service utility). Through this application, Customized report which can be exported to Excel, PDF or can be printed online.

   - The application captures the UIDs of stakeholders during online account creation. Currently the scope for integration with UID Aadhar project is under review.

   - Roadmaps are underway to study scope for integration with other e-Governance projects in the state. However, the final integration will take more time to achieving the required maturity level.

(iii) Security concerns

> The application is hosted at State Data Center (SDC), Maharashtra with multiple layers of security measures and measures for Disaster Management and Business Continuity Management

(iv) Any issue with the technology used

> None detected so far

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

> The following SLAs are monitored:
>
> 1. Service Level for downtime of module:
>
> - Prime hours - 9:00 A.M. to 9:00 P.M. - Any system software which fails/ stops working/ behaves abruptly during prime hour should be immediately resolved within 2 hours of occurrence.
>
> - Non-Prime hours - 9:00 P.M. to 9:00 A.M. - Any system software which fails/ stops working/ behaves abruptly during Non-Prime hours should be immediately resolved within 6 hours of occurrence.
>
> 2. % online enrollment of cooperative societies in each district/ taluka
>
> 3. % submission of online mandatory returns by Cooperative societies in each district/ taluka
>
> 4. SLAs for online workflows for all the modules such as processing time, no. of applications/ documents processed, % enrollment etc.
>
> 5. Analytics dashboards and Time-stamped workflows providing real time status and visibility on the functioning of Department officials at each level

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6. **Demonstrate innovative use of ICT for development** (Give details about use of new and emerging technology, innovative usage of ICT for process change to improve quality of the life/ organizational effectiveness, relevance of technology to provide the service #)

1) Use of Crowd-Sourcing for initiating and Tracking workflows

   a) Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders

   b) Online workflows can be initiated by the stakeholders themselves thus reducing drastically the effort of Department officials

2) Creation of Online Data and Documentation Repositories for reference and consumption of Department officials, citizens and other departments such as Housing department etc.

3) Creation of Analytics Dashboards and downloadable reports

   a) Creation of Analytics Dashboards facilitate monitoring and control by authorities

   b) Further time-stamped online workflows ensure transparency and avoid undue delays

4) Use of Microsoft Lync for online chat and Video Conferencing

   a) Microsoft Lync had been installed at all District headquarters with provisions for Online chat and Video conferencing

   b) This saved time, effort and expenses involved in travel of officers to the Head office at Mumbai

5) Deployment of the application on Maharashtra State Data Center (SDC) with Cloud computing facilities

   a) This Pay-as-you-go service provides Infrastructure As a Service (IAAS) thus drastically reducing the department expenses in maintenance and up scalability

6) Creation of a Mobile web site for users on Mobile devices

   a) The mobile version of the Department website facilitates consumption over Mobile devices such as smartphones and

tablets.

7) Exposing important data and reports in public domain for social audit thus drastically decreasing the number of RTI queries

8) Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

9) Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra. Two types of services offered: PULL & PUSH (GUI & Web-service utility). Through this application, Customized report which can be exported to Excel, PDF or can be printed online.

10) The application captures the UIDs of stakeholders during online account creation. Currently the scope for integration with UID Aadhar project is under review.

11) Roadmaps are underway to study scope for integration with other e-Governance projects in the state. However, the final integration will take more time to achieving the required maturity level

7. **Citizen Centricity** (Give specific details on the following#)

   (i) Impact on effort, time and cost incurred by user,

The availability of an online system for society process management resulted in:

1. Reduction in human touch points in the entire process

2. Reduction of expenses and effort involved in multiple stakeholder visits to department offices for document submission year-on-year basis

3. Drastic reduction in the time required by the Department for society process handling

4. Availability of Online system 365x24x7 for all the stakeholders, thus, freeing up the stakeholder activity from the restrictions of Department working hours

5. Transparency in all processes with Time-Stamped work flows resulting in documented evidence in case of undue delays

6. Paper collection at al offices was cut by 80%.

7. Real time information, order and returns are available round the clock thereby reducing the need of printing the documents by various stakeholders.

8. Repository of Audit Report, registration certificate and Mandatory Returns was developed for quick reference thereby freeing up of space at all offices.

9. 60% of the audit information is collected real time.

10. Reduced man month efforts involved in coordination and collaboration with Stakeholders for aggregation of information.

11. 80% paper usage would be reduced thereby directly reduce the cost of operations involved.

12. Bankers/ Financial Institutions/ Regulatory Agencies/ Academicians/ Researchers/ Political parties and federations and others have access to required information thereby eliminated the foot falls

(ii) Feedback/grievance redressal mechanism,

1. A 3-tier web committee had been nominated for the content management of the Departmental Portal and applications. The first tier has Desk Officers with the Head of Department (HoD) at the third Tier. Web committee reviews all applications periodically to ensure accuracy as well as for updating content.

2. An Automated Online Grievance Redressal Management system is deployed to ensure the following objectives:

   a. Build a comprehensive database of all the stakeholders and related transactions.

   b. To ensure interaction within various offices/desks of the department through an efficient system

   c. To integrate with the website to provide information to Citizens.

   d. To track status of grievance logged by citizens online.

   e. Generate pertinent MIS reports at various levels of authority.

   f. To trigger appropriate alerts and notifications with respect to various stakeholders.

(iii) Audit Trails,

The eSahakar application has resulted in the following:

- Creation of roles and access rights in line with Department hierarchy thus providing Real time information and visibility over the activities and performance of subordinates to the superiors

- Transparency in all processes with Time-Stamped work flows and audit trails resulting in documented evidence in case of undue delays

(iv) Interactive platform for service delivery,

The following 5 modules and 25 online services had been implemented:

1) Society Information Management

   a) Society Enrolment

   b) Society Validation

   c) Repository of Society Information

   d) Download of Registration Certificate

2) Society Election Management *

   a) Initiating Elections

   b) Generating Voter List

   c) Preparing Election Schedule

   d) Accepting and Verifying Nominations

   e) Publishing Election Results

3) Audit Management

   a) Auditor Enrolment

   b) Auditor Scrutiny

   c) Auditor Empanelment

   d) Society – Auditor selection

   e) Audit Order Generation

4) Mandatory Returns Management

   a) Society Mandatory returns upload

   b) Society Mandatory returns validation

   c) Tracking of Returns submission status

   d) Download of Returns

5) Deemed Conveyance

   a) Case Application

b) Case Scrutiny

c) Case Scheduling

d) Case Hearing

e) Case Status Tracking

f) Download of Case documentation

g) Download of Case orders/ Notifications issued

Each of these online services are designed to ensure interaction and 360 degree feedback between the stakeholders.

E.g. In Online Mandatory Returns module, the documentation uploaded by the Cooperative society can be verified by the respective Assistant Registrar (AR). The AR can seek clarifications or further information from the societies online before the final acceptance. In between, the society can always verify the status of its returns and provide any clarification or information sought. All these processes happen online.

(v) Stakeholder consultation

- A 3-tier web committee had been nominated for the content management of the Departmental Portal and applications. The first tier has Desk Officers with the Head of Department (HoD) at the third Tier. Web committee reviews all applications periodically to ensure accuracy as well as for updating content.

- The web committee interacts actively with all the stakeholders to capture any future requirements or enhancements to the application

8.   **Adaptability and Scalability** (Give details about Local language support, ability to leverage shared Government infrastructure, Standardization of technology used (hardware, software, application etc. #)

Adherence to eGov Policy

- Application is integrated with our portal which is designed and developed as per State eGov policy to ensure Bilingual support, WCAG/GIGW/W3C compliance.

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- The application is hosted at State Data Center (SDC), Maharashtra with multiple layers of security measures and measures for Disaster Management and Business Continuity Management

- The site is nearly 90% bilingual. IP Rights rests with Department. Department is the Administrator for the Content Management System (CMS) for the website.

- Any discrepancies to the above condition are reviewed periodically by the Web Committee taking the remedial action

Integration with other ICT systems

- Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

- Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra. Two types of services

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

- The application captures the UIDs of stakeholders during online account creation. Currently the scope for integration with UID Aadhar project is under review.

- Roadmaps are underway to study scope for integration with other e-Governance projects in the state. However, the final integration will take more time to achieving the required maturity level.

VALUE INDICATORS

1. **Digital Inclusion**

   - The application in totally compliant with GoI specified Guidelines for Indian Government Websites (GIGW).

   - Thus website is Bilingual (Marathi, English), with user customizable colors (for the color blind), customizable font sizes and downloadable online user manuals.

2. **Green e-Governance**

   - Crowd-Sourcing of the workflows to the stakeholders resulted in real time availability of information & reports, reduced human touch points and footfalls in Department offices, reduced Department man months involved in collection, validation and aggregation of data.

   - 80% paper usage would be reduced thereby directly reduce the cost of operations involved.

   - Bankers/ Financial Institutions/ Regulatory Agencies/ Academicians/ Researchers/ Political parties and federations and others have access to required information thereby eliminated the foot falls

9.   Adaptability Analysis

    (i) Measures to ensure adaptability and scalability

Adaptability:

- The Content Management System (CMS) of the application enables customization on need basis.

- A 3-tier web committee had been nominated for the content management of the Departmental Portal and applications. The first tier has Desk Officers with the Head of Department (HoD) at the third Tier. Web committee reviews all applications periodically to ensure accuracy as well as for updating content.

- The application is hosted at State Data Center (SDC), Maharashtra with multiple layers of security measures and measures for Disaster Management and Business Continuity Management

Project Scalability:

Web Application is highly scalable as it is hosted at State Data Center (SDC), Maharashtra. SDC has deployed its own Cloud facility ensuring rapid scale up on demand basis.

    (ii) Measures to ensure replicability

1. The application composes of independent modules sharing a common database

2. Individual modules can be re-used without any dependencies from other modules

3. The IPR and software code of the application rests with the Department and hence can be easily leased to other departments and states

4. Further, the Content Management System (CMS) of the application facilitates easy customization and configurability

5. Roadmaps are underway to replicate the application in other Indian states

    (iii) Restrictions, if any, in replication and or scalability

None detected so far.

(iv)   Risk Analysis

- The application is hosted at State Data Center (SDC), Maharashtra with multiple layers of security measures and measures for Disaster Management and Business Continuity Management

- Web Application is highly scalable as it is hosted at State Data Center (SDC), Maharashtra. SDC has deployed its own Cloud facility ensuring rapid scale up Infrastructure on demand basis.

- The application IPR, software code and documentation rests with the Departments

- No immediate risk perceived.

10. **New Models of Service Delivery** (Give details about type of partnership model use, Links to/Supported by Public/Private Organization Links provided to relevant websites etc. #)

1) The application is the sole initiative of the Department of Cooperation, Marketing and Textiles – Maharashtra. No partnership model was used for implementation.

2) However, the concept of "Crowd-Sourcing" was implemented to make the stakeholders partners in initiating and tracking workflows

   a) Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders

   b) Online workflows can be initiated by the stakeholders themselves thus reducing drastically the effort of Department officials

3) Application is deployed at Maharashtra State Data Center (SDC) and is available for access over Internet

4) Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

5) Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra.

6) The application composes of independent modules sharing a common database

7) Individual modules can be re-used without any dependencies from other modules

8) The IPR and software code of the application rests with the Department and hence can be easily leased to other departments and states

9) Further, the Content Management System (CMS) of the application facilitates easy customization and configurability

11. **Efficiency Enhancement** (Give specific details about the following #)

   (i) Volume of transactions processed

   1) Total Number of Transactions on our site :

      a) Online Society Accounts: 1.83 lakh Societies

      b) Online Society Registration Certificate: 1.83 Lakhs

      c) Online Auditors: 7500+ Auditors

      d) Online Officers: 1000+ Officers Online

      e) Total Visitors: 3,00,000+ (till date)

      f) Average Visitors: 1500 +

   2) Quality of Service: Deemed Conveyance Application - 75+ cases are processed online

   3) Cooperative Society Information System

      a) Election Information of 1.83 Lakh cooperative societies

      b) Audit Details of 1.83 lakh cooperative societies

      c) Mandatory Returns of 600+ societies

      d) Member details of 1.83 lakh cooperative societies

      e) Board of Members details of 1.83 lakh cooperative societies

   (ii) Coping with transaction volume growth

   1) Web Application is highly scalable as it is hosted at State Data Center (SDC), Maharashtra. SDC has deployed its own Cloud facility ensuring rapid scale up on demand basis.

   2) By leveraging the concept of "Crowd Sourcing" and transferring some responsibilities to the stakeholders, the Department has positioned itself as a better governing body

      a) Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders

      b) Workflows can be initiated by the stakeholders themselves thus reducing the burden on Department officials

(iii) Time taken to process transactions,

- Web Application is highly scalable as it is hosted at State Data Center (SDC), Maharashtra. SDC has deployed its own Cloud facility ensuring rapid scale up on demand basis. On the performance basis, the application has rapid functionality with minimum delay or lag

- Creation of roles and access rights in line with Department hierarchy thus providing Real time information and visibility over the activities and performance of subordinates to the superiors

- Transparency in all processes with Time-Stamped work flows and audit trails resulting in documented evidence in case of undue delays

(iv) Accuracy of output,

- Outputs of the Analytics dashboards are highly accurate and reliable as each of the dashboard goes through multiple rounds of User Acceptance Testing (UAT) and validation before going live

- Application is generally deemed to be very user-friendly receiving highly positive feedback and multiple e-Governance awards at various conclaves

(v) Number of delays in service delivery

- Total delay in service delivery is zero on the part of the application

- Any delays on the part of personnel can be monitored and tracked by the superiors to ensure quick resolution

12. **User convenience** (Give specific details about the followings #)
    (i) Service delivery channels (Web, email, SMS etc.)

- eSahakar is a web-based application with seamless connectivity for all stakeholders through internet 365x24x7 even beyond Department working hours

- In each of the 25 online services implemented, any status change in the online workflows is intimated to the corresponding stakeholders through email

- Further, implementation roadmaps are underway to alert stakeholders on status changes using SMS

(ii) Completeness of information provided to the users,

- A 3-tier web committee had been nominated for the content management of the Departmental Portal and applications. The first tier has Desk Officers with the Head of Department (HoD) at the third Tier. Web committee reviews all applications periodically to ensure accuracy as well as for updating content.

- The web committee interacts actively with all the stakeholders to capture any future requirements or enhancements to the application

(iii) Accessibility (Time Window),

- eSahakar is a web-based application with seamless connectivity for all stakeholders through internet 365x24x7 even beyond Department working hours

- In each of the 25 online services implemented, any status change in the online workflows is intimated to the corresponding stakeholders through email

- Further, implementation roadmaps are underway to alert stakeholders on status changes using SMS

- Application is mobile compatible and can be accessed through the internet anywhere on a Computer/ Tablet/ Smartphone

(iv) Distance required to travel to Access Points

> Zero. Application can be accessed through the internet anywhere on a Computer/ Tablet/ Smartphone

(v) Facility for online/offline download and online submission of forms,

> 12) Creation of Online Data and Documentation Repositories for reference and consumption of Department officials, citizens and other departments such as Housing department etc.
>
> 13) Use of Crowd-Sourcing for initiating and Tracking workflows
>
>   a) Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders
>
>   b) Online workflows can be initiated by the stakeholders themselves thus reducing drastically the effort of Department officials
>
> 14) Creation of Analytics Dashboards and downloadable reports
>
>   a) Creation of Analytics Dashboards facilitate monitoring and control by authorities
>
>   b) Further time-stamped online workflows ensure transparency and avoid undue delays

(vi) status tracking

> - eSahakar is a web-based application with seamless connectivity for all stakeholders through internet 365x24x7 even beyond Department working hours
>
> - Stakeholders can log in to the application for tracking status of their workflows anytime
>
> - In each of the 25 online services implemented, any status change in the online workflows is intimated to the corresponding stakeholders through email
>
> - Further, implementation roadmaps are underway to alert stakeholders on status changes using SMS

13. **Sustainability** (Give details about sustainability w.r.t. technology (technology used, user privacy, security of information shared – Digital Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

- The end objective of the application is to ensure Digital inclusion and Transparency to the 2.33 lakh cooperative societies in Maharashtra

- Revenue models are under design for the application

- Online Deemed Conveyance Management charges an amount of Rs. 2000/- for each case undertaken. The same can be paid online by the claimant.

- All processes in the system occur on a periodic basis. Thus application is self - sustainable

- GRs are issued mandating that all processes should be conducted online

- Only enrolled societies can choose auditors, file returns online, apply for Deemed Conveyance etc.,

- Thus a self – sustaining symbiotic relationship is established

- **Online Society Information Management System:** Module is self-sustaining as Society enrolment and Society Information management is a continuous activity.

- **Online Audit Management System:** Audit of Cooperative Society is an annual activity. As per the ACT it is mandatory for society to furnish the information to the registrar every year. Thus, the application is self-sustainable. We have created a business model where in the Auditors can derive business by enrolling societies online. Only enrolled societies can choose auditors and it is made mandatory that societies select auditors online only. Thus a self – sustaining symbiotic relationship is established

- **Online Election Management System:** Annually, nearly 30% of the Cooperative societies go for election. Thus project is self-sustainable.

- **Online Mandatory Returns Management System:** Mandatory Returns submission is an annual activity. All processes in the

system occur on a continuous basis. Thus application is sustainable. GRs are issued mandating that all Mandatory Returns should be submitted and validated online

- **Online Deemed Conveyance Management System:** There are 89000+ Co-operative Housing societies in Maharashtra of which a major portion have no Conveyance. We expect these societies to apply for Deemed Conveyance in due course. Thus the application is sustainable. GRs are issued mandating that all Deemed Conveyance cases should be processed online.

- **Resources**: All stakeholders are now online to provide information online as specified by MCS act.

- Capacity Building: Committees were formed and trained at various locations to use the System. Training was conducted by using VC regularly at various levels.

- **Processes**: GR is issued by Department to stop receiving applications and forms (as per ACT) on paper.

- **Project Scalability**: Web Application is highly scalable and could also be extended to other states as IPR rests with Department.

- **Technology used**

  - Development Framework: Microsoft .Net, C#

  - Database: Microsoft SQL Server

  - Hosting: IIS

  - Browser: Compatible with Open Source Browsers

  - Mobile Compatibility: Yes

- **Security**

  - The application is hosted at State Data Center (SDC), Maharashtra with multiple layers of security measures and measures for Disaster Management and Business Continuity Management

  - Application uses *https* encryption for securing data

- The role of the user determines his access rights and layers of data visible to him. Further login into system requires username and password.

- **Training**

  - A 3-tier web committee had been nominated for the content management of the Departmental Portal and applications. The first tier has Desk Officers with the Head of Department (HoD) at the third Tier. Web committee reviews all applications periodically to ensure accuracy as well as for updating content.

  - Online/ Offline Web Support for Stakeholders

  - 50+ training programs and Hand over conducted for stakeholders

  - Division wise training was conducted at Kolhapur, Nashik, Thane, Nagpur, Amrawati, Aurangabad, Mumbai, Pune and Latur.

  - Self Help Guide: Bilingual User Manuals and Brochures were provided to stakeholders

  - Software Changes were communicated to administrative staff over Lync 2013

  - Print media and TV is also used from time to time for communication

  - Call Center service (022-40293000) is provided to all the stakeholders for assistance

  - Committee trained officers to use the systems online through Video Conferencing (VC) facility

- **Integration with other ICT systems**

  - Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

- Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra. Two types of services offered: PULL & PUSH (GUI & Web-service utility). Through this application, Customized report which can be exported to Excel, PDF or can be printed online.

- The application captures the UIDs of stakeholders during online account creation. Currently the scope for integration with UID Aadhar project is under review.

- Roadmaps are underway to study scope for integration with other e-Governance projects in the state. However, the final integration will take more time to achieving the required maturity level.

14. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i)   To organization

By creating an Online platform for society process management, the Department has drastically reduced the time and effort it spends on collecting, aggregating and validating humongous amount of paper based documentation it manually collects on society related activities such as annual audits, mandatory returns. Deemed Conveyance issues etc. This increased the focus of the Department on providing Governance in its truest spirit through an internet – based system rather than a desk – based system. By leveraging the concept of "Crowd Sourcing" and transferring some responsibilities to the stakeholders, the Department has positioned itself as a better governing body.

(ii)   To citizen

The availability of an online system for society process management resulted in:

- Reduction in human touch points in the entire process

- Reduction of expenses and effort involved in multiple stakeholder visits to department offices for document submission year – on – year basis

- Drastic reduction in the time required by the Department for society process handling

- Availability of Online system 365x24x7 for all the stakeholders, thus, freeing up the stakeholder activity from the restrictions of Department working hours

- Transparency in all processes with Time – Stamped work flows resulting in documented evidence in case of undue delays

(iii)   Other stakeholders

- An Online repository for the Cooperative Society information

has been developed. This includes the details and online documental evidence for society registration, annual audit reports, mandatory returns filing and the general financial health of the society. This repository provides Real time information over the status of various processes and acts as a quick reference for the stakeholders as well as other departments. Further, this resulted in an 80% reduction in the overall paper usage thus freeing up of space at all offices.

- Bankers/ Financial Institutions/ Regulatory Agencies/ Academicians/ Researchers/ Political parties and federations and others have access to required information thereby eliminated the foot falls

15. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

	Pre –Post Scenario	Post Implementation Scenario
Document submission	Stakeholders submit application manually to Department officials	All applications happen online accompanied by upload of scanned documentary proof
Application validation	• Application is invited & received at District level • Application scrutiny is done manually at District level. • Months to complete the entire process	• Applications are assessed and scrutinized online. • Real time processing of all applications • Reduced the efforts involved at various levels
Monitoring & Follow-up	• Manual tracking of the status of each of the processes • No effective Monitoring and Evaluation systems available	No follow-ups are required as Office Administration have access to dynamic report online to track the process status (society wise/ Auditor wise/ Auditor type wise/ Mandatory report type wise/ Deemed Conveyance case wise/ District wise/ Taluka wise)
Decision making	Reactive Decision Making	Proactive Decision
Data Aggregation and Validation	Manual intervention required for data collection, aggregation and report consolidation	Reports are available online on various parameters to all the stakeholders.
Reports & Analytics	No reports available for status tracking	Online Report generation and Analytics Dashboard availability at all levels

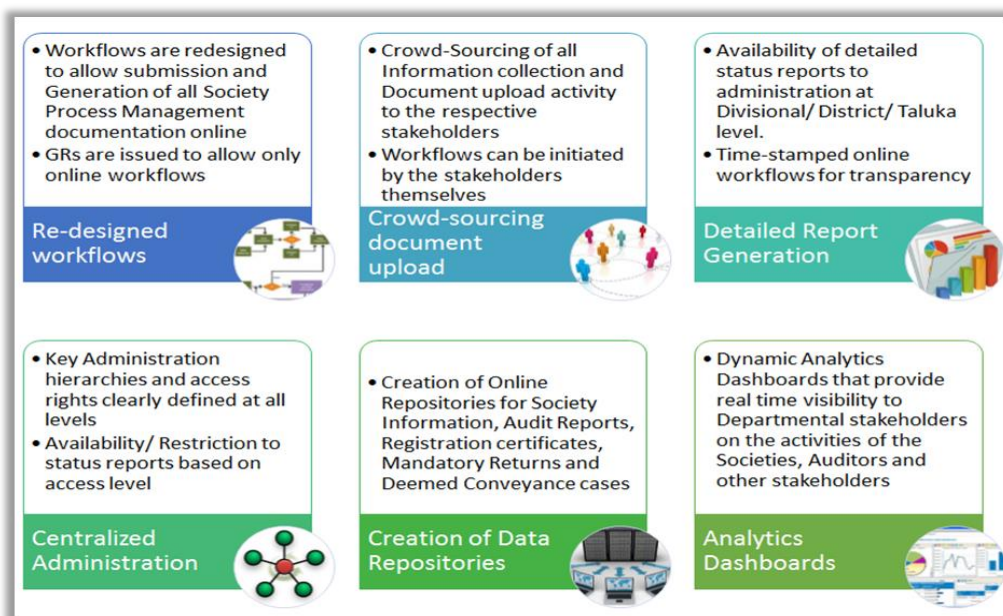**Evidence of Success:**

1) Total Number of Transactions on our site :

a) Online Society Accounts: 1.83 lakh Societies

b) Online Society Registration Certificate: 1.83 Lakhs

c) Online Auditors: 7500+ Auditors

d) Online Officers: 1000+ Officers Online

e) Total Visitors: 3,00,000+ (till date)

f) Average Visitors: 1500 +

2) Quality of Service: Deemed Conveyance Application - 75+ cases are processed online

3) Cooperative Society Information System

a) Election Information of 1.83 Lakh cooperative societies

b) Audit Details of 1.83 lakh cooperative societies

c) Mandatory Returns of 600+ societies

d) Member details of 1.83 lakh cooperative societies

e) Board of Members details of 1.83 lakh cooperative societies

4) Internal efficiency: 70% of officers time saved for data collection, aggregation and validation in turn lead to cost savings

5) Internal efficiency: 35% reduction in RTI applications

16.   Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

Overview of Business Process Re-engineering:

- Workflows are redesigned to allow submission and Generation of all Society Process Management documentation online
- GRs are issued to allow only online workflows

Re-designed workflows

- Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders
- Workflows can be initiated by the stakeholders themselves

Crowd-sourcing document upload

- Availability of detailed status reports to administration at Divisional/ District/ Taluka level.
- Time-stamped online workflows for transparency

Detailed Report Generation

- Key Administration hierarchies and access rights clearly defined at all levels
- Availability/ Restriction to status reports based on access level

Centralized Administration

- Creation of Online Repositories for Society Information, Audit Reports, Registration certificates, Mandatory Returns and Deemed Conveyance cases

Creation of Data Repositories

- Dynamic Analytics Dashboards that provide real time visibility to Departmental stakeholders on the activities of the Societies, Auditors and other stakeholders

Analytics Dashboards

a) Re-designed workflows

   i) Workflows are redesigned to allow submission and Generation of all Society Process Management documentation online

   ii) GRs are issued to allow only online workflows

b) Crowd-sourcing document upload

   i) Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders

   ii) Workflows can be initiated by the stakeholders themselves

c) Detailed Report Generation

   i) Availability of detailed status reports to administration at Divisional/ District/ Taluka level.

   ii) Time-stamped online workflows for transparency

d) Centralized Administration

    i) Key Administration hierarchies and access rights clearly defined at all levels

    ii) Availability/ Restriction to status reports based on access level

e) Creation of Data Repositories

    i) Creation of Online Repositories for Society Information, Audit Reports, Registration certificates, Mandatory Returns and Deemed Conveyance cases

f) Analytics Dashboards

    i) Dynamic Analytics Dashboards that provide real time visibility to Departmental stakeholders on the activities of the Societies, Auditors and other stakeholders

g) Government Process Reengineering

    i) Tasks such as society enrolment, annual audit management, election management, mandatory returns management etc., are brought to the online platform reducing the human touch points and stakeholder footfalls in Department offices

    ii) Process is re-engineered to allow submission and generation of all society process management documentation online by simplifying the forms and removing the unnecessary forms.

    iii) GRs are issued to allow only online enrolment of societies, online audit management, online mandatory returns filing, online election management and online Deemed conveyance management

h) Other initiatives

    i) Introduction of Video Conferencing facilities for Department officials thus reducing the time, effort and expenses incurred on travel

    ii) All workflows are time-stamped thus avoiding undue processing delays by vested interests thus ensuring transparency in the system

    iii) Availability of status reports to all stakeholders reducing the

human footfalls in Department offices, thus saving stakeholder time, effort and expenses

iv) Creation of Business models and symbiotic relationships between stakeholder interests. For e.g. Auditors can audit only those societies enrolled online. Thus Auditors too will compel societies to enroll online

v) Seamless connectivity to application for all stakeholders 365x24x7 even beyond Department working hours

Post-Implementation scenario

	Pre –Post Scenario	**Post Implementation Scenario**
Document submission	Stakeholders submit application manually to Department officials	All applications happen online accompanied by upload of scanned documentary proof
Application validation	• Application is invited & received at District level • Application scrutiny is done manually at District level. • Months to complete the entire process	• Applications are assessed and scrutinized online. • Real time processing of all applications • Reduced the efforts involved at various levels
Monitoring & Follow-up	• Manual tracking of the status of each of the processes • No effective Monitoring and Evaluation	No follow-ups are required as Office Administration have access to dynamic report online to track the process status (society wise/ Auditor wise/ Auditor type wise/ Mandatory

	systems available	report type wise/ Deemed Conveyance case wise/ District wise/ Taluka wise)
Decision making	Reactive Decision Making	Proactive Decision
Data Aggregation and Validation	Manual intervention required for data collection, aggregation and report consolidation	Reports are available online on various parameters to all the stakeholders.
Reports & Analytics	No reports available for status tracking	Online Report generation and Analytics Dashboard availability at all levels

17. Other distinctive features/ accomplishments of the project:

1. 1 Use of Crowd-Sourcing for initiating and Tracking workflows

    a. Crowd-Sourcing of all Information collection and Document upload activity to the respective stakeholders

    b. Online workflows can be initiated by the stakeholders themselves thus reducing drastically the effort of Department officials

2. Creation of Online Data and Documentation Repositories for reference and consumption of Department officials, citizens and other departments such as Housing department etc.

3. Creation of Analytics Dashboards and downloadable reports

    a. Creation of Analytics Dashboards facilitate monitoring and control by authorities

    b. Further time-stamped online workflows ensure transparency and avoid undue delays

4. Creation of a Mobile web site for users on Mobile devices

5. Exposing important data and reports in public domain for social audit thus drastically decreasing the number of RTI queries

6. Project is fully integrated with Government Receipt Accounting System (GRAS) of 'MahaKosh' – the integrated financial management system of the Government of Maharashtra. This electronic 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 the online payment by users can be made using credit cards, net banking and bill desk. This feature enables citizen online payments for Deemed Conveyance case applications.

7. Project is fully integrated with the SMS gateway of Directorate of Information Technology (DIT), Maharashtra. Two types of services offered: PULL & PUSH (GUI & Web-service utility). Through this application, Customized report which can be

exported to Excel, PDF or can be printed online.

8. The application captures the UIDs of stakeholders during online account creation. Currently the scope for integration with UID Aadhar project is under review.

9. Roadmaps are underway to study scope for integration with other e-Governance projects in the state. However, the final integration will take more time to achieving the required maturity level.