Chapter III

e-Governance Evaluation Frameworks

3.1 Introduction:
Many researchers in their empirical studies suggested that the impact of ICT, ERP and Automation in improving the performance of organizations is remarkably excellent. The growth of software industry all over the world is the ultimate proof of that. The evaluation of success of the automation projects were carried out directly from the profit loss accounts. But it is observed that, past evaluation studies have not used a common framework or methodology that rates the success/failure on the basis of purposive samples. Evaluation of these automation systems was done considering implementation success or the degree to which the specified outcomes were achieved, or long term sustainability and replicability or the benefits that were delivered to agencies, or benefits to the clients, or cost/benefit analysis. But crucial attention was not given on comprehensive study of the impact on all the stakeholders. In the context of e-Governance projects ICT is introduced primarily to improve efficiency, effectiveness, and transparency of governments. Therefore, a crucial step in the evaluation process is to ascertain the extent to which these intended outcomes have been achieved. Thus, the proposed research will evaluate to what extent e-Governance systems in the state of Maharashtra has achieved the success in purview of the citizen expectations.

There are various significant evidences found in recent studies regarding the diverse approaches to e-Governance system evaluation. These evaluation studies are based on different perspectives, methodologies, mathematical models, surveys and empirical analysis. All the studies have realized the complexity of e-Governance projects and its evaluation factors. Wang and Liao\(^1\) use the evaluation model of DeLone and McLean for assessing e-Governance success, and they define an evaluation framework for measuring the success of G2C information systems. Although their framework is useful and provides important evaluation perspectives, some important project management evaluation dimensions like project organization and project processes are not included in the framework. While Victor et. al.\(^2\) has proposed a model with post completion
evaluation. It was assumed that conclusions and information extracted from post-completion evaluation can provide analytical information for the evaluation of the e-Governance projects.

Liu et al.\textsuperscript{3} has formulated two parameters, Key Performance Areas and Key Performance Indicators for different e-Governance stakeholders. Esteves and Joseph\textsuperscript{4} have presented assessment dimensions related to the organization’s maturity and to the e-Governance stakeholders. Batini et. al.\textsuperscript{5} has illustrated a framework called GovQual. The project quality was measured on social context and specific service quality. All these efforts are made to evaluate e-Governance evaluation frameworks on the basis of quality service delivery, transparency, and impact. The major and key success factors which were considered in most of the e-Governance evaluation framework are, cost and time effective services to citizen and business enterprises, quality of information, transparency, infrastructure availability, social, educational and economical divide, government process re-engineering, etc.

3.2 Need of Evaluation Framework:

Due to globalization and integration of India’s economy with the world, the need for efficiency and transparency in government services are desired significantly. In today’s era of smart phones, robotics, social service sites and big data, citizen service delivery is expected to be very quick, smooth, easy to access and transparent. ICT is now used as a tool by governments across the world to transform the way public services are delivered to citizens and businesses. While transformational in nature, e-Governance implementation is a complex and challenging reform process because of the diversity of personnel and agencies involved in government. Complexity of government ICT systems is often high, requiring seamless data flows and high degree of interoperability.

The major challenges and knowledge gaps that e-Governance projects facing are, poorly documented functional requirements, inadequately tested applications and loosely defined project management mechanisms. Feebly implemented e-Governance projects in turn leads to public services those are prone to frequent disruptions and delays. Against
this backdrop, the Government of India has initiated massive investment of public resources towards the federal NeGP first defined in the Tenth Five Year Plan. In addition, several states are independently implementing e-Governance projects customized to their local requirements and are acquiring high-end ICT systems to achieve these objectives. e-Governance projects in India are expected to comply with the values outlined in the NeGP mission statement which aims to deliver public services to the citizen in his or her locality and ensure that such services are efficient, transparent and reliable. With such a huge magnitude of expectations, diverse democracy, public resources and stakeholders involved, it becomes vital to achieve a high level of quality at all stages of the e-Governance project lifecycle. The necessity of evaluation framework is pivotal as:

- The evaluation is a need of time for economic and social development.
- The evaluation is need to satisfy the stakeholders, citizens, business and employees.
- There is a significant investment of resources into e-Governance projects.
- Need of largest democracy and large National Action Plan.
- Need to channelize ongoing efforts in the right direction.
- Rational review, feedback and corrective measures.
- Need to provide a formal methodology for administrators, project managers and consultants to set, monitor and achieve quality benchmarks throughout the project lifecycle.
- Need to provide managers with an operational mechanism to ensure that e-Governance projects are oriented towards the values defined in the NeGP mission statement.

Ensuring that, e-Governance projects meet the principles outlined above, and these quality standards.

3.3 Objectives of an Evaluation Framework:

The Department of Information Technology, Government of India, has felt it necessary to create a rational framework for assessing e-Governance projects on various dimensions. “Significant national resources to the tune of about Rs.2,500 crores are going annually
into implementation of e-Governance projects. Most of these projects are propelled by localized perceptions of the need to exploit ICT for better service, better efficiency and transparency. However, there is no evidence of any appraisal being done before the sanction / grounding of a project or during the period of its execution, as to whether the project is proceeding on the right lines to achieve its original objectives. The rating of some of the e-Governance projects implemented in the country is currently based on subjective assessment and value judgment of a few individuals and authorities. There is no authentic mechanism, much less an institutional mechanism, for ensuring a rational and objective assessment of the projects. Such a situation is detrimental to a healthy development and growth of the e-Governance sector.”

The National Action Plan on e-Governance has an ambitious outlay of over Rs.12,000 crores involving public and private investments. A significant portion of the National Action Plan involves replication of successful projects across different geographical areas of the country. However, the absence of a framework for knowing, ‘What a successful project is?’ can severely handicap such replication efforts and also may result in misdirection of the scarce resources. It is desirable that a set of instruments is available to the administrators of those projects to appreciate the various attributes of a good e-Governance project, apply midcourse corrections, where needed, and steer these projects in the right direction. The National Action Plan involves significant private investments flowing into the e-Governance sector. These funding agencies which could be banks, financial institutions or multilateral funding agencies would like to be assured that the resources would go into projects that have already been rated high as per a rational framework or can be appraised in terms of a widely accepted framework.

3.4 Reviews of e-Governance Evaluation Framework:

e-Governance is no longer just an option but a necessity for countries aiming for better governance. Many governmental units across the world have embraced the digital revolution and placed a wide range of materials on the web, from publications to databases to actual government services online for the use of citizens. In order to ensure
success, however, it is important to assess e-Governance on certain parameters. A proper policy framework is also of paramount importance in this context.

3.4.1 International Scenario:

E-Governance progress is being evaluated by multiple surveys, carried out by international and supranational organizations, national observatories and individual parties. All these surveys evaluate e-Governance progress using different methods, indices and perspectives. E-Governance evaluation is complex, since e-Governance projects vary from infrastructural, political, economical, governance, to software ones. In this section, evaluation frameworks for e-Governance projects from the national e-Governance plans of various countries United Nations, World Bank etc. are analyzed.

3.4.1.1 International Telecommunication Union e-Government Implementation Toolkit:

ITU e-Government Implementation Toolkit which is designed and developed as distinct multiple module, evaluates key dimensions of the e-Governance environment on the basis of its level of readiness and national development strategies. “The e-Governance Readiness Assessment Framework aims to assist decision makers from low, lower middle and upper middle income countries in determining the condition of e-Governance in their countries; comparing it to the status of e-Governance in other economies, and identifying priority areas for further action.”7 The framework provides a comprehensive overview of publicly and freely available data, collected by United Nations agencies, international finance institutions, business organizations and NGOs, which can be used to understand the e-Governance readiness of a country.

Further to facilitate the assessment of national e-Governance readiness, the framework includes an ‘e-Government Readiness Quick-check Tool’, a hands on IT tool, developed by ITU, that assembles data from five recognized indices and a pragmatic choice of indicators discussed in this framework. “The tool provides a graphical illustration of a country’s readiness status on four dimensions of the e-Governance environment: Infrastructure, Policy, Governance and Outreach.”8 The Quick-check tool also allows
users to display simultaneous graphs to compare one country’s scores to those of another, of its peer group as defined in the World Bank’s income groups. Based on the data analysis, this framework suggests topics to be examined in future Toolkit modules and indicates the topics that might be most relevant to a country, according to its income level classification. The ITU e-Governance Implementation Toolkit is structured so that each module can be used as a stand-alone tool on a specific topic.

3.4.1.2 Measurement and Evaluation Tool for e-Governance Readiness (METER):
UN Department of Economic and Social Affairs (UNDESA) and Microsoft Corporation have introduced METER in February 2009. METER, is evaluative tool for a country to self-assess its level of e-Governance readiness. The tool is intended to evaluate the seamless e-Governance performance, provided via a single citizen centric portal through integrated delivery of information and services for convenience, effectiveness and empowerment. “However, taking e-Governance beyond the stage of having informational websites is not an easy course of action, and for the most part, lessons learned concerning e-Governance initiatives have shown that e-Governance is better achieved within a conducive environment that enables it to maximize its potential.”

The METER is an expert system comprises of methodological and functional questionnaire covering a range of services in order to estimate and monitor what is the current state of e-Governance development. It also helps to identify and prioritize the key areas to work on. It provides the information regarding necessary changes need to be done in e-Governance development both at the government and civil society level.

METER is an online, interactive tool to assist governments and decision makers at any level in developing, monitoring, refining and improving the context within which information and communication technologies are used to transform government. e-Governance however, cannot materialize by simply imposing new technologies onto existing operations of government. “METER consists of five pillars which are Commitment, Legal, Vision and Policy, Organization, & Technology.”

3.4.1.3: Status of Evaluation Frameworks in Various Countries:

With the implementation of e-Governance by various countries across the world, it is well felt to have the corresponding evaluation models. Almost all the countries have their independent evaluation framework. The frameworks are designed not only to evaluate but also for the consistent improvements. The status of evaluation frameworks of various countries is given in following table 3.1. For illustration out of many models studied, five examples are quoted here.

Table 3.1: Status of Evaluation Frameworks in Various Countries

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<tr>
<td>1</td>
<td>France</td>
<td>Mr. Faycal Mecheri has proposed the MAREVA tool used to measure and evaluates the value of e-Governance services. MAREVA is a method of analysis developed by the French Electronic Administration Department Agency, which allows the assessment of value of e-Governance projects. MAREVA focuses on a series of dimensions including: 1.Strategic Alignment; 2. Economic Justification; 3. Risk Adjustment; and 4. Follow-up of Expected Results.</td>
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<td>2</td>
<td>Dubai¹²</td>
<td>Ms Rehab Lootah presented Dubai’s performance evaluation of e-Governance projects. Two main dimensions are taken into account for evaluation: customer focus and operations efficiency. More than 30 evaluation criteria have been developed for evaluating the quality of online services e.g. awareness, usage of services, satisfaction, and the quality of web sites e.g. content, usability, common look-and-feel.</td>
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<td>3</td>
<td>Korea¹³</td>
<td>Ms Su-Mi Lee made a presentation on Korea’s e-Governance evaluation methodology and practice. Korea’s model for performance management of e-Governance includes the use of a series of indicators for project and organization evaluation focusing on appropriateness to the national plan, efficiency in execution, performance results, application of results, infrastructure for e-Governance, e-Governance application level, effects of e-Governance.</td>
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<td>4</td>
<td>Canada¹⁴</td>
<td>Ms Vicki Morrison discussed the experience of Canada with implementing Common Measurement Tool CMT and benchmarking practices to measure and evaluates service quality for better service delivery. The CMT is a multi-channel instrument for designing client satisfaction surveys that enables organizations to benchmark results. CMT questions are aligned with identified user drivers/indicators of satisfaction e.g. extra mile/courtesy, knowledge, fairness, timeliness, outcomes which may vary by channel and use. A central database for storing CMT data has been built, allowing organizations to anonymously compare results against peers.</td>
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<td>5</td>
<td>Sudan</td>
<td>Started in 1997 with specific attention to developing a telecom infrastructure. In the last 10 years e-Governance development has moved from provincial to central level with the creation of a council for information coordination responsible for coordinating and evaluating the e-Governance strategy. Most recently, Sudan has started elaborating an action plan to guide the implementation of the actions in the strategy. Despite support from the private sector, the biggest challenge remains lack of funding for e-Governance development.</td>
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3.4.2 National Scenario:

In India, e-Governance system is still evolving and is not free from challenges as experienced in global terms. Mixed results of e-Governance projects are experienced due to poor participation of important stakeholders - the rural citizens. In Indian sub-continent, one of the major concerns is ensuring rural citizen interface through inclusion and role of ICT in addressing this concern is challenging. This is because of the fact that rural India constitutes about 72 percent per cent of India's population who live in villages; 55 per cent villages don't have electricity in homes and 85 percent have no sanitation facilities. The per capita income of Indian villagers is INR 12,000, while the national average is INR 25,000. NeGP recognizes the vitality of some critical, but successful ICT initiatives for their inclusion as mission-mode projects for scaling up at national level. The aim is to provide a portfolio of services to the citizens integrated with e-Governance backbone to install a good e-Governance system without getting affected during scale up phase. Following section illustrates some of the evaluation and assessment frameworks designed and applied on current e-Governance projects in India.

3.4.2.1 e-Governance Assessment Framework (EAF):

The e-Governance division of the Ministry of Information Technology has entrusted the study of developing frameworks for the assessment of e-Governance projects, to the
Center for Electronic Governance, (CEG-IIMA) and the National Institute for Smart Governance, Hyderabad (NISG). CEG-IIMA and NISG has proposed an EAF with following specific objectives:

i. To assess whether and to what extent a given e-Governance project has the characteristics of a good e-Governance project delivering ‘Value’ to stakeholders.

ii. To guide in funding of e-Governance projects at various stages of their life-cycle (newly starting, roll-out, scaling up, replication, etc.

iii. To provide guidelines for mid-term assessment of ongoing initiatives, so that mid-course corrections, if any, can be applied to provide guidelines for shaping future e-Governance projects.

iv. To provide study material for e-Governance training programs.

v. To enhance the trust and confidence of stakeholders by enabling creation of a knowledgebase of all e-Governance projects rated as per a trusted framework.

The EAF was designed on specific attributes and evaluation was done on certain parameters. Some of the major attributes taken for evaluation in EAF are, efficiency, service orientation, user convenience, citizen centricity, architecture, security, scalability, organizational, commercial and legal sustainability, cost effectiveness, functional, technological and commercial replicability, etc. The parameters taken into consideration are, minimizing distance to access, extending access to un-served groups, introducing transparency, simplifying transaction procedures, minimizing cost to citizens, minimizing cost to government, increasing the government revenue, improving the time to transact, offering new services, modernization / adoption of best practices, etc. The framework was applied on various e-Governance portals which are implemented under Mission Mode Project.

3.4.2.2 Quality Assurance Framework (QAF):

In recent years, governments across the world have been investing considerable resources in applying ICT tools to transform the way in which public services to citizens and enterprises are delivered. While transformational in nature, e-Governance projects tend to be complex and costly. Variations in capacity and knowledge within government make
these projects highly risky and prone to poor implementation outcomes. Poorly implemented or failed e-Governance initiatives subsequently make it more difficult in future to justify financing and refinancing of such systems. These errors, vulnerabilities and risk therefore need to be managed over the project lifecycle within acceptable parameters. This can be done by putting into place quality assurance mechanisms at relevant stages of a typical e-Governance project lifecycle. Moreover, the Government of India has initiated implementation of the NeGP where all e-Governance projects in the country are expected to comply with values and objectives defined in its vision. To translate these values into operational terms, there is a need of a methodology to ensure that e-Governance systems adequately reflect user-centric quality characteristics. “The Quality Assurance Framework is proposed to enhance the e-Governance framework conditions in India and to support the National e-Governance Plan’s vision of providing reliable, cost-effective and transparent citizen services by applying international standards, good practices and guidelines.”

The QAF is linked to the project lifecycle and integrates quality assurance requirements for all the necessary phases that a project goes through.

The three principal objectives of the QAF are:

- Ensuring system requirements in terms of product processes & services.
- Ensuring the system conforms to requirements (Verification).
- Ensuring user satisfaction with the system, once it goes ‘live’, (Validation).

### 3.4.2.3 IIT Delhi Evaluation Model:

Faculty and students of IIT Delhi have proposed a “Web Measure Index 2005 based upon a five stage model of e-Governance framework.” These five stages are; Emerging Presence, Enhanced Presence, Interactive Presence, Transactional Presence and Networked Presence. Emerging Presence is Stage I representing information which is limited and basic. The e-Governance framework online presence comprises a web page, links to ministries/departments, links to regional/local government, Enhanced Presence is stage II in which the government provides greater public policy and governance sources
of current and archived information, such as policies, laws and regulation, reports, newsletters, and downloadable databases. The user can search for a document, there is a help feature and a site map is provided. Though more sophisticated, the interaction is still primarily unidirectional with information flowing essentially from government to the citizen.

Interactive Presence is stage III in which the online services of the government enter the interactive mode with services to enhance convenience for the consumer such as downloadable forms for tax payment, and application for license renewal. Audio and video capability is provided for relevant public information. The government officials can be contacted via email, fax, telephone and mail. The site is updated with greater regularity to keep the information current and up to date for the public.

Transactional Presence is stage IV that allows two-way interaction between the citizen and his/her government. It includes options for paying taxes; applying for ID cards, birth certificates/passports, license renewals and other similar C2G interactions by allowing him/her to submit these online 24X7. The citizens are able to pay for relevant public services, such as motor vehicle, taxes, fees for postal services through their credit, bank or debit card. Providers of goods and services are able to bid online for public contacts via secure links. Networked Presence is stage V representing the most sophisticated level in e-Governance. It is characterized by an integration of G2G, G2C and C2G services. The government encourages participatory deliberative decision-making and is willing and able to involve the society in a two-way open dialogue.

The model has also provided information about the Telecommunication Infrastructure Index, which is a composite weighted average index of six primary measures of a country’s ICT infrastructure capacity. These are: PCs/1000 persons; Internet users/1000 persons; Telephone Lines/1000 persons; online population; Mobile phones/1000 persons; and TV’s/1000 persons. This is stage V as suggested in above model.
3.4.2.4 Toolkit for Monitoring & Evaluation for e-Governance under JNNURM:

For Indian Government NeGP seeks to lay the foundation and provide the impetus for long-term growth of e-Governance within the country. “e-Governance in Municipalities aims at leveraging ICT for sustained improvement in efficient & effective delivery of municipal service to citizens. During first phase, eight civic services and management functions are identified and selected under Jawaharlal Nehru National Urban Rural Mission (JNNURM).” \(^{19}\) The program is eventually rolled out in 423 cities and towns having population over one lakh as per 2001 census, covering 90% of India’s population. ‘e-Governance in Municipalities’ is a large scale program & from an analysis conducted, it has been observed that these units are at different levels of maturity in terms of e-Governance readiness/ preparedness. The complexities of different dimensions underscores the importance of having an effective Monitoring and Evaluation (M&E) framework to measure the output, outcome & overall impact to provide information for informed decision making. M&E framework would thus:

- Provides a common institutional mechanism for monitoring, reporting, controlling and disseminating information for both physical and financial progress, outputs and outcomes.
- Helps in identification and resolution of delays/ risks in a timely basis.
- Measures the impact-assessment post program implementation.
- Generates inputs for policy making and facilitates better program planning, management and improving program performance.

This toolkit is indented to provide a broad framework to assist the stakeholders for effective & efficient monitoring of e-Governance project implementation to ensure timely interventions and its subsequent evaluation in order to achieve the desired outcome within the stipulated timeframe. M&E focuses in delivering:

- Efficiency: Measure whether output is desirable with the inputs provided.
- Effectiveness: Determine whether program has achieved desired goals and objectives.
• Impact: Determine whether there has been measurable improvement post implementation.

3.4.2.5 Framework for Citizen Engagement in e-Governance:
Department of Electronics & Information Technology, Ministry of Communications & Information Technology, Government of India has proposed a framework for evaluation of citizen engagement in e-Governance. There is now a greater consensus that citizen participation and civic engagement are critical components and building blocks of e-Governance. “To make it a success, this essentially means creating awareness in, training of and continuous engagement with both the service provider, government, institutions, instruments as well as the service seeker, citizens, business, employee to use new tools for better service and more effective interaction with public.”

The framework has been developed for all e-Governance projects currently under NeGP, whether being implemented at central or state level. In addition, it will be applicable to all new e-Governance projects being developed by any department or line ministry of central government. All other government agencies including public sector undertakings may also find it useful while conceptualizing their own projects. It is expected that the utility of this framework will transcend NeGP and will be used for all projects that use ICT-enabled service delivery model. Unlike traditional types of engagement communication and consultation, citizen engagement is an interactive two way process that encourages participation, exchange of ideas and flow of conversation. It reflects willingness on part of government to share information and make citizens a partner in decision making.

Citizen engagement goes beyond conventional public consultation by enabling citizens to do more than simply voice an opinion. It also allows citizen to participate in the deliberation process leading to decisions. A variety of mechanism may be adopted to incorporate and promote citizen engagement in e-Governance projects like, information sharing, consultation, joint assessment, shared decision making and collaboration. In order to ensure a meaningful engagement with citizens, all interactions must be
undertaken in a well thought and planned manner, wherein all stakeholders must be able to voice their inputs, concerns, due consideration to all must be given and a proper feedback mechanism must be put in place to inform all those who participated, about the decisions and the reasons thereof.

3.4.2.6 The e-Readiness Assessment Framework:

E-Readiness can be considered as the ability to pursue value creation opportunities for inclusive economic development facilitated by ICT. “It is not simply a matter of the number of computers, websites, internet service providers, internet connections, telephones and mobiles in the state/UT, but also the ability or readiness to use technology skillfully at the level of the individual, business and government.”21 The framework used in the study is based on the National e-Readiness Index (NRI) that measures the degree of preparedness of nation or community to participate in and benefit from ICT developments. To measure the e-Readiness three main sub-indicators are used the environment that promotes the spread and usage of ICT, the readiness of different stakeholders, the degree of usage of ICT by the stakeholders.

3.5 Status of e-Governance in Maharashtra, 2013:

Government of Maharashtra has released a report, “Status of e-Governance in the State of Maharashtra, in 2013.”22 It includes mainly the listing of e-Governance initiatives and projects. Actual evaluation is not given in the report. The e-Governance projects which are functioning at present are listed below.

1. SETU: is a society formed by Government of Maharashtra, GR dated 23rd August 2002, SETU in Marathi language means a bridge, a bridge between the people and the Government. SETU is focused to provide services & information in an efficient, reliable, transparent and integrated manner to citizens. SETU is also the State Designated Agency (SDA) for implementation of various projects including MSWAN, e-District, SDC, CSC, UID etc.

2. MAHAONLINE www.mahaonline.gov.in: MahaOnline Limited is a joint venture formed in 2010 between Government of Maharashtra and TATA Consultancy
Services Ltd (TCS). MahaOnline was formed to facilitate e-enablement and delivery of citizen centric services. MahaOnline caters to the needs of various departments of Maharashtra state and provides several e-Governance services to its citizens. MahaOnline is involved in creation of 90+ applications / websites across government departments, including applications having SMS gateways, payment gateways, GIS, BI etc. MahaOnline is also implementing Sangram project for Rural Development Department under which 27000 operators would be active in Gram Panchayats and all Panchayat services and certificates will be made online.

3. Sangram: Under e-Panchayat project, all the 33 Zilla Parishads, 351 Panchayat Samitis and 27900 Grampanchayats in Maharashtra are equipped with Desktop computer, Printer cum Scanner machine and internet connections to enable improved service delivery. These front end service delivery centers have been named as Sangram.

4. State Resident Data Hub: Maharashtra was the first State to implement the State Resident Data Hub (SRDH) in the State Data Centre. More than 4.2 Cr. residents’ data is present in the SRDH as on 31st Dec 2012, which is the highest in the country.

5. Usable State Resident Data Hub (U-SRDH): In a unique initiative, the Directorate of Information Technology is currently undertaking an unparallel data quality and data integration initiative to make the contents of SRDH usable. The initiative aims to create a Usable version of the SRDH, which will have data completely unique, standardized and cleaned.

6. Direct Cash Transfer through Aadhaar: Direct Cash Transfer (DCT) scheme is launched on 1st January 2013 in Mumbai. Through this scheme, Government of India is enabling Direct Cash Transfer of scholarships, fellowships, subsidies and benefits into Aadhaar enabled bank account holders.

7. e-Office: e-Office is a digital workplace solution that replaces the existing manual handling of files and documents with an efficient electronic system. e-Office shall transform the government functioning to a more efficient mode. The first file in e-office was processed on 11th July 2012 at CM office.
8. e-Tendering- Government of Maharashtra adopted e-Tendering in 2010 by issuing GR dated 06th August 2010. Through this GR, from 1st December 2010, e-Tendering was made mandatory to all state departments and government agencies, for tenders whose estimated value is greater than 0.50 lakhs. Following this on 19th January, Government of Maharashtra issued a GR making e-Tendering mandatory for the Project / Purchases above 0.10 Lakhs.

9. e-Auction: Through this system, the auctioning process is conducted online. Various districts in Maharashtra including Ahmednagar, Pune, Aurangabad, Thane, Beed and Nanded, have successfully conducted e-Auction for sand auctions.

10. Document Journey Management System (DJMS): DJMS is used for tracking the files & documents movement within departments in Mantralaya. The DJMS system is used by all the government departments on intranet of Mantralaya.

11. Document Management System (DMS): In January 2010, DIT embarked upon a journey for Scanning & Digitization of files in Mantralaya. As a result, nearly 2.27 lakh files (comprising of 3.18 Crore pages) were scanned in Mantralaya till December 2011 and made available through Document Management System (DMS) to concerned employees in Mantralaya.

12. Medical Officers Master and Availability of Doctors: Medical Officers Master is software which maintains a database of all the health facilities and offices across the state and medical officers posted at each of the location. This also provides an online facility for citizens to query and fetch details of posting of medical officers across various health institutions.

13. Transfer Request: Transfer request application is responsible for recording & tracking the requests for transfers, followed by facilitating the process of execution of transfers for government employee. Application status is offline due to non technical but political reasons.

14. Construction Tracker for Public Health and NRHM: Construction Tracker Software is being used to track physical and financial progress of construction related activities of health facilities of Public Health Department and NRHM. All construction activities new or repairs are recorded in the application. There is a
provision to upload photographs related to the construction works. This application is live since March 2012.

15. Drugs Inventory: Drugs Inventory Application is responsible for tracking purchase, distribution and availability of medicines across all medical institutions. All medicines as per the type of institution and category / formulation are covered under this project. Important modules are, Purchase Orders, Receipts, Distribution, Stop-use, Loans, Wastage, Audit and Annual Requirements. This application is live since December 2011.

16. PCPNDT Application: In order to record all Sonography tests for pregnant women in an attempt to check female infanticide in the State PCPNDT application was developed. The software records the details of all registered Sonography Centers and patients undergoing Sonography Tests at those centers. It has also ensured adherence to the norms laid down under the PCPNDT ACT 2003 for Form A & Form F. Currently operational at KDMC and government Sonography centers. Training is under progress for all private Sonography centers across the state.

17. Rajiv Gandhi Jeevandayee Arogya Yojana: The objective of the Rajiv Gandhi Jeevandayee Arogya Yojana scheme is to ‘improve access of Below Poverty Line and Above Poverty Line families to quality medical care for identified specialty services requiring hospitalization for surgeries and therapies or consultations through an identified network of health care providers.

18. Mother and Child Tracking System (MCTS): MCTS, reporting software, is developed to capture pregnant women and Child data registered in health system and also for name based tracking of health services delivered to them. Pregnant women and children are registered in MCTS with generation 18 digit unique ID, through which beneficiary will be tracked in national database for subsequent service delivery updates.

19. Health Advisory Call Centre: This service scheme provides easy access to information and guidance regarding health service offerings. Health Advisory Call Centre has been established at Pune Chest Hospital, Aundh Pune over an area of 2500 sq. ft. The callers calls on Toll Free number 104, from where the caller gets connected to the specialists as per need.
20. Amchi Mulgi: The Pre-conception and Pre-natals Diagnostic Techniques Act, regulates sex selection, before or after conception. As per this law, it is illegal to test the sex of the foetus for non-medical reasons. The project/website developed under Amchi Mulgi aims to monitor the illegal sex determination process in the State. The website allows registering the complaints or any incident which is related to sex determination of the child in defined format. The registration process maintains the anonymity of the person. The person can upload documents in support of the complaint. The person can also check the status of his/her application.

21. Sarva Shiksha Abhiyan (SSA): Sarva Shiksha Abhiyan is a comprehensive and integrated flagship programme of Government of India. Maharashtra Prathamik Shikshan Parishad (MPSP) is a Government of Maharashtra undertaking which is looking after the effective implementation of this SSA programme in the State. The gigantic dimensions of the SSA programme and the financial implications call for meticulous planning and rigorous appraisal.

22. Online School Sanctions & Approvals: Department of School Education receives thousands of applications for opening of new schools from all around the state. Besides the sanction of new schools, the Department has to ensure that all the Schools operating in the state should have the necessary facilities mentioned in the RTE act and has to provide approval certificates to the schools fulfilling the RTE norms.

23. Shalarth: School Education Department budgets approximately 80% of its total spending on the payment of salaries of teaching and non-teaching staff of the schools under its purview. In the year 2011-12 the amount budgeted for the aforementioned purpose is to the tune of 25000 Cr. The department has undertaken an e-Governance project that shall enable the Department to pay the salaries of the teaching and non-teaching staff of about 87000 schools under its purview through an online payroll management system termed as Shalarth.

24. Online Admission Process: The Online Admission System was launched in 2000-2001 for Direct Second Year admissions only. Since then, it has grown in leaps and bounds.
25. Online Approvals for Educational Institutions: On January 10, 2010, the online approval system was launched greatly reducing human interface & time delays in the approvals process.

26. National Knowledge Network (NKN): Is a state-of-the-art multi-gigabit pan-India network for providing a unified high speed network backbone for all knowledge related institutions in the country. The NKN will enable scientists, researchers and students from different backgrounds and diverse geographies to work closely for advancing human development in critical and emerging areas. The NKN comprises of an ultra-high speed CORE (multiples of 10 Gbps), complimented with a distribution layer at appropriate speeds. Participating institutions at the Edge will connect to the National Knowledge Network seamlessly at speeds of 1 Gbps or higher. Advanced applications in areas such as Health, Education, Science & Technology, Grid Computing, Bioinformatics, Agriculture, and Governance will be an integral part of NKN. The entire network will seamlessly integrate with the global scientific community at multiple gigabits per second speed.

27. Institute of Distance & Open Learning (IDOL) - Online Admissions: Online admissions into Distance & Open Learning Courses in Mumbai University were launched through MahaOnline in academic year 2012-13. Students can now apply in any of these courses through CSCs across Maharashtra or through internet while sitting at home. Online payment option is also provided.

28. Defined Contribution Pension Scheme (DCPS): This application has been developed for maintenance & management of Contribution Pension accounts. The basic input to the system is the details of Employees & monthly contribution amount.

29. Treasury Net: The bills are acknowledged through a computerized system when they are received from the DDOs. Checking, auditing and passing of the bills are done online at various levels in the treasury and finally the cheques are also printed through this. System for Electronic transfer of funds and ECS is now being increasingly used for payments.

30. Vehicle Tracking System: VINIYAM section of finance department has issued a policy that purchase of any new Government Vehicle across Maharashtra shall
require approval of the VINIYAM section compulsorily. But unfortunately there is no basic information of total Government vehicles available with department. Therefore actual expenditure on all Government vehicles per financial year and each vehicle per financial year is not available. To get this information online, Finance Department has appointed M/s. MahaOnline to develop the said software in consultation with DIT.

31. Bulk Payment of Electricity & Telephone Charges: As per Government Policy to make all payment electronically, to bring effectiveness and transparency in government transaction and to reduce number of bills, Directorate of Accounts and Treasuries has proposed bulk payment of Electricity/Telephone charges. As first step, after sanction of individual telephone bills by Pay and Accounts Office/Treasury, payment of such claims to Service Provider Company shall be made by electronic mode instead of present cheque payment.

32. Cash Management Product (CMP) Payment System: In order to reduce delays in payments, Government of Maharashtra has made agreement with State Bank of India to make all type of payment (Employee/Pensioner/Third Party/Other) directly to payees’ account using services of their CMP. For CMP Payment System, State Bank of India has launched special purpose portal where all DDO’s and Treasury Officer are given user Id. In this system DDO registers his payee with BEAMS (Budget Estimation, Allocation & Monitoring System). The system processes this bill and sends it to Treasury along with electronic data of bill booked on BEAMS. In Treasury after passing of bill in Treasury net system, CMP file is generated in Treasury net system. Treasury officer uploads this file on CMP portal as a maker of payment. Drawing and Disbursement Officer Logins to CMP portal and authorizes his payment as a checker. On authorization by DDO, CMP portal make payment directly to payees account.

33. Government Loans and Advances: This module is being developed to cater to the need of Controlling Officers to sanction government loans to their employees and to track their recovery status. It is a part of Mahavetan application developed by Tata Consultancy Services. It is proposed to be used for controlling loans given to Government Servant.
34. Government Insurance Fund Computerization: The Government Insurance Fund (GIF) provides insurance services to all Government, Semi Government Bodies, Boards, Corporations, Cooperative institutions etc. It issues the Fire, Marine, Motor, Engineering, etc. insurance policies as per the requirement and also settles the claim if any arising there under. On order to ensure effective management of business operations through modernization of insurance with the aid of Information and Communication Technologies and thereby contribute significantly to the state’s development, GIF has undertaken as comprehensive computerization project.

35. MAHAVIKAS (Maharashtra Vikrikar Automation System): MAHAVIKAS is the e-Governance project implemented for the internal administration of Sales tax in the State of Maharashtra. The department has offices at 40 locations in the state. There are around 10,000 employees benefitted by the system.

36. 'e-Stepin' application - Online token booking system: By using this application citizens can book timeslot for registration of documents as per their conveyance. This leads to major time saver for citizens. This application gives the flexibility of selecting any sub registrar office for registration of documents as per choice of citizen.

37. 'e-ASR' application - Online Ready Reckoner Display: By using this application citizens can check market rates of property online. Citizens can use these rates along with other valuation parameters for valuation of their properties. Main features of 'e-ASR' application are, declared rates of property, valuation, 24 X 7 easy & free access to ASR.

38. e-Mojani: 'e-Mojani' application helps department officials in managing survey requests in more efficient and effective manner. This application helps to process the survey requests accurately and provide citizens with vital information like date of survey, time of survey, name of surveyor, value of survey fee etc. as soon as he applies.

39. e-Chawadi: Computerization of village records: At village level, various land related forms categorized under 5 categories namely, Land Revenue, Record of Rights, Settlement related, General administration and Miscellaneous are maintained by Talathi. Currently all the forms are in physical format maintained by
Talathis. It was found that maintaining all these forms is a cumbersome activity and Talathis have to spend a lot of time in updating each of these forms. Department officials also spend a lot of time to calculate the revenue to be recovered from the citizens under the current setup.

40. e-Mutation: Online mutation: e-Mutation application ensures that as soon as there is registration of document resulting into change in ownership in land, process of mutation is initiated. The entire process starts at the registration department where the citizen gets his documents registered at Sub-Registrar Office. Once that is over, the details of registration are uploaded on the State Data Center from the SRO office. Department officials at Tehsildar office view such mutation request and the mutation number is automatically given by application. Digitally signed notice number IX is generated in Tehsil office.

41. e-Records: Scanning of old records: Land Records Department maintains huge volume of textual records related to land as a custodian of Land Records. These records are old mutations, old RoR, old Khata Register, Tippan, Akarband, akarphodpatrak, gunakar book, KJP, consolidation scheme, etc. from year 1880 onwards. Over a period of time, these records have deteriorated due to various environmental conditions and also continuous use by department officials. Thus, these records need to be preserved by converting them in digital form. Under e-Records project, all these textual records will be scanned and preserved at taluka as well as state level. On an average 10 lakhs documents in each taluka is to be scanned. The total volume for the entire state is more than approx. 30 crores.

42. e-Maps: Digitization of maps: Land Records department is the custodian of valuable spatial Records i.e. cadastral map. Maharashtra poses a unique combination of cadastral map sheets which range from year 1880 to till date. There are numerous types of cadastral map sheets like tippans, phalni sheets, pot phalni sheets, gat book, village map sheets, Land Acquisition Measurement Sheets, Non Agricultural measurement sheets etc. The cadastral maps are in different sizes ranging from A4 to A0. State has decided to scan and digitize these map sheets for archival purpose. These digitized maps will also be used for resurvey and by department officials in their daily operations under e-Maps project.
43. e-Resurvey: Resurvey leads to accurate and updated records which helps to move towards conclusive titling. From 1930 onwards, many sub-divisions have taken place leading to mismatch between Record of Rights and Land Records data and ground reality. There is a huge need to make these records accurate and match with each other. Under this project called ‘e-Resurvey’ entire state will be surveyed again by using modern survey technologies. This will provide citizens with updated and current details of their land parcels.

44. Software for assessment of Disability, Maharashtra (SADM): This project aims to provide the disability certificates through online assessment of patients. In this application, doctors only enter the assessment values and disability percentage is calculated automatically by the software. 5 Types of disability have been considered: Visual, Hearing, Physical, Mental illness and Mental retardation. The portal went live in December 2012. Other than physical impairment, all other types have been made live.

45. Aam Aadmi BeemaYojana: scheme is applicable for landless people aged between 18 and 59 years. It provides financial aid in case of Death or accidents. A free add-on scholarship benefit for the children of the members of AABY is provided under the scheme to maximum two children studying between 9th to 12th standard. There are around 30 lakh beneficiaries of the scheme. Department is in of process of making a software for the scheme.

46. Tribal Hostel Management System: Tribal Development Department runs hostels as well as Ashram Shalas for the benefit of tribal students. To manage the admissions, attendance system, student benefits, grievances, etc. and monitor the activities at divisional and state level, Hostel Management system is being implemented.

47. Funds and Schemes Management System: Tribal Sub Plan involves funds from the state government which is allotted to the tribal department for executing projects in tribal areas. Also there are central government sponsored schemes. Tribal department executes all the schemes with the help of other departments like agriculture department, rural development department, irrigation department etc.

48. Environmental Information System (ENVIS): Environment Department, Government of Maharashtra has been hosting the ENVIS Centre since 2003. The
subject assigned to this centre is 'Status of Environment & related issues'. The major objectives of this Centre are collation, collection and dissemination of information in order to support and promote research, development, and innovation in Environmental Information Technology. The main focus of this Centre is on providing Environmental Information to Decision Makers, Policy Planners, Scientists, Engineers, and Public.

49. Web based Environment Clearance Procedure: The e-Governance strategies adopted by Environment Department, Government of Maharashtra, to facilitate the process of Environmental clearance, are as follows: Separate web pages have been designed to display the matter related to both SEAC and SEIAA. These dedicated web pages have helped in simplifying the procedure of ‘Environmental Clearance’ and bringing clarity in the work process.

50. Crime and Criminal Information System (CCIS): CCIS is primarily an initiative to create crime and criminals related database that can be used for crime monitoring by agencies such as National Crime Records Bureau, State Crime Records Bureaus and District Crime Records Bureaus and to facilitate statistical analysis of crime and criminals related information with the States and monitoring agencies. CCIS has been implemented in all 45 units of Maharashtra successfully. Information is given for day to day investigation. The crime data is being used by the respective districts as an aid towards investigation of crime as and when required.

51. Common Integrated Police Application: CIPA aims at automation of all functions carried out at the police stations. The core focus of the CIPA application is the automation of police station operations. CIPA has been implemented successfully in 358 police stations of Maharashtra. Its core functionality includes the following modules: Registration Module, Investigation Module, Prosecution Module, There is also a Reporting module that addresses, basic reporting needs.

52. Automated Fingerprint Identification System (AFIS): The existing AFIS that has been functional from July 2004 and is implemented in 41 Police Units across Maharashtra. Finger print data of more than 3,60,000 criminals has been updated on this system. Mumbai police also has installed stand-alone System in FPB, Mumbai and it has finger print data of more than 2,00,000 criminals.
53. Mumbai & Pune CCTV Surveillance Project: Government of Maharashtra is implementing a holistic and integrated video surveillance system for the cities of Mumbai & Pune with the objective of enhancing safety and security in the city. Both these initiatives are at tendering stage.


55. Cyber Crimes: Cyber Crimes are a new class of crimes rapidly increasing due to extensive use of Technology. The IT Act 2000 specifies the acts which are punishable. Several offences having bearing on cyber arena are also registered under the appropriate sections of the IPC with the legal recognition of Electronic Records and the amendments made in several sections of the IPC vide IT Act 2000.

56. Court Case Management and Information System: The CMIS is in use at the High Court, Bombay and its Benches at Nagpur, Aurangabad and Panaji-Goa. The CMIS captures the details starting from Filing of Case, Registration of Case, Capturing various intermediate updations in the case till disposal of case.

57. e-Payment of Court Fees: In a first for the state, the Bombay High Court introduced a system of online payment of court fees from 1st July 2011.

58. Certified and Authenticated copy system for Advocate and Litigants: The Certified and Authenticated copy system is developed for issuing Certified and Authenticated copies through system based on the CMIS application. The system also calculates fees based on the number pages and generate receipts, daily cash registers and various reports.

59. Office Management Application for Chief Justice Office: This application keeps track of various meetings of the different committees of the Hon Chief Justice along with paper book, agenda notes and minutes of the meetings. This application also includes tour module and appointment module.

60. MAINet: KDMC Replication Project: With the objective of creating a system driven Municipal Corporation with highest levels of Transparency, Accountability and Citizen Standards, Kalyan Dombivli Municipal Corporation had implemented custom made e-Governance application software coupled with necessary
administrative reforms in 2002. The Government of Maharashtra is now transferring horizontally this application software to 231 ULBs across the length and breadth of the state of Maharashtra.

61. Municipal Corporation of Greater Mumbai: MCGM is now in a better position to service its citizens, better monitor and control its activities through the introduction of Information Technology Solutions; resulting in tangible and visible increase in the quality of services for the average citizens.

62. Employment Guarantee Scheme: MAHEGS is an application system to computerize the progress of works under farm pond development as part of Employment Guarantee Scheme of Government of Maharashtra which is launched with a view to provide employment to all unskilled job seekers in the rural area.

63. Water Scarcity System: Water Scarcity System is to record water scarcity information observed by the officials during their field visits. All the concerned officials have been provided with user ids, through which they regularly update the survey reports into the system.

64. Water Quality Monitoring System: Water Quality Monitoring System has been implemented for monitoring, surveillance, operation and Maintenance of all drinking water sources present in rural area. The field officials on regular basis update information on quality of drinking water resources in the villages as surveyed.

65. Integrated Computerized Information System: ICIS is part of the Maharashtra Water Sector Improvement project, funded by World Bank loan.

66. Maharashtra Fire Services Portal: Maharashtra Fire Services Portal has been implemented to aid Fire Service Authorities in implementing their duties including: Promoting Fire Safety, fighting fires and protecting people and property from fires, ensuring that Fire and Rescue authorities do their duties, dealing with other specific emergencies, such as flooding or terrorist attack etc.

67. Crop Pest Surveillance and Advisory Project (CROPSAP): Disease and Pests cause heavy damages to the crops leading to reduced production and losses to the farmers. The Agriculture department has successfully implemented the “Disease and Pest
monitoring and awareness system” for Cotton, Soybean, Gram and Pigeon Pea & Rice crop.

68. MahaKrishi Sanchar: Mobile phones are penetrating rural areas with great speed. BSNL has been selected to provide Closed User Group (CUG) services. This service is called the ‘MahaKrishi Sanchar’. Seven lakh farmers and officers have been subscribed in CUG. This application ensures free of cost communications within the farmers and experts & 1 GB/month free GPRS download.

69. Kisan Sanchar: To address the issues related to agriculture input seed, fertilizer and insecticide and the quality control related queries of farmers in the state, an interactive Toll Free Service 1800-2334-000 has been commissioned by Department of Agriculture.

70. e-Parwana: application developed by Agricultural Department, Government of Maharashtra, provides licenses to Manufacturers, importers, distributors and retailers of Seed, Fertilizer, and Insecticide, as per various Acts and Orders of Central Government and State Government. Every person/organization willing to obtain a license shall make an application to the licensing authority through this application. After fulfillment of all requirements, licenses are granted.

71. e-Thibak: Every year approximately 700 crore subsidies are distributed for micro irrigation in the State. To bring about transparency and efficiency in the workflow, the whole process from application to subsidy deposition in the beneficiary accounts, an online application has been developed.

72. Agriculture Census: For conducting Agriculture Census of the state, an application has been developed by NIC, Pune. The application allows integration of database of Land Records, which are available with Department of Revenue. This has saved resources for manual data collection, time and resources to great possible extent.

73. Soil Health Card: The State Agriculture Department has initiated various programmes to maintain and enhance soil health. Software for soil health management, Soil Health Card online dissemination and expert advice on crop and nutrient management is being developed with the NIC.

74. Directorate of Marketing: Directorate of Marketing has launched the following applications. Market Reform Online License Issuance Application has been planned
for issuing all types of Direct Marketing Licenses online namely Direct Market, Private Market, Farmer Consumer Market, Single Trading and Contract Farming. This application would enable citizens to apply for all types of Market Reform Licenses and check the status of their application online. This would ensure transparent system, timely issuance of license and less trips from applicant to office of Directorate.

75. DACNET: Under DACNET project, a portal is developed for Directorate of Cotton Development Mumbai to disseminate information related to cotton to the different stakeholders like farmers, state agriculture department, extension personnel, NGOs, Ministry of Agriculture etc. An application has also been developed for monitoring the progress of Centrally Sponsored Intensive Cotton Development Programme under Mini Mission-II of Technology Mission on Cotton in the country.

76. Digitization of Ration Cards and Shop: Government of Maharashtra has commenced the process of digitization of Ration cards and Ration Shop details. This involves data entry of more than 2 crore ration cards in Maharashtra. This shall lead to weeding out of bogus beneficiaries and elimination of ghost ration card holders.

77. GIS based Road Information and Management System: Public Works Department, Government of Maharashtra has implemented a GIS based Road Information and Management System. This customized view interface facilitates unique visualization and querying of the roads with respect to different levels of administration units, i.e., state level, district level, and taluka level. For any selected road, information like surface condition, surface type, base type, crust thickness etc. can be obtained. Queries showing the list of important structures along the side of a road, village connectivity status, unconnected villages etc. have significantly streamlined the work of the PWD officials.

78. e-Toll Naka Project: Public Works Department, Government of Maharashtra is planning to implement the e-Toll Naka Project. In this system, hi-tech radio frequency identification (RFID) system installed at the booths will read details from the unique chip inside the sticker and classify the type of vehicle, determine the toll to be paid at the booth and also debit the amount from the motorists account. e-
tolling would be an effective measure to keep a day-to-day record of users, calculate the exact toll recovered and how much funds are still due to the contractor

79. Computerized learner’s license test system: Special software to conduct the preliminary test for issuance of Learner’s license has been developed by the Transport Department. Currently the system is in operation at 25 RTO, Deputy RTO offices. The result of the test is announced immediately after the completion of the test.

80. Grievance redresses by IVRS toll free number: The Department has provided toll free number for public grievances against Taxi / Auto rickshaw drivers. The Toll Free Number is 1800-22-0110 for Mumbai and MMR region.

81. Border Check Post: Maharashtra Border Check Post Network Limited is a special SPV created by the Government of Maharashtra to construct, operate, maintain and transfer 22 modernized and computerized integrated Border Check Posts equipped with modern basic amenities on Build, Operate and Transfer basis. Maharashtra State Road Development Corporation Ltd. has been appointed by the Department of Transport, Government of Maharashtra as the Project Implementation Agency for the project. The proposed BCPs will be modernized, computerized and integrated to facilitate road users and to reduce the clearance time.

82. Online Filing of Second Appeal to State Information Commission: Maharashtra State Information Commission has rolled out online filing of second appeal. Through their portal, a citizen can file the appeal online and the status of their appeals is sent at regular intervals. The portal also provides information on important decision of SIC, Statistics on monthly disposal, public notices etc.

83. Lokayukt Automation System: LAS developed by NIC, is a workflow application in the office of Lokayukt, Government of Maharashtra. It enables registration of complaints regarding allegations and grievances and helps the Lokayukt office in monitoring and redressal process. It also facilitates inward of letters/ references related to the complaints and general letters.

84. Status Information Management System: SIMNIC is a web-based application for data collection in dynamically created formats from field offices of Government departments at given frequency and given level on Internet.
85. Indian Administrative Service Personnel Information System: IASPIS is a web-based application which automates the various matters related to service book of IAS personnel. It is used for generation of executive and civil list and to provide instant and up-to-date information regarding service matters to all members of administrative services.

86. Court Cases Automation System and Adjourned Cases Enquiry System: CCAS and ACES are developed for the Office of Chief Presenting Officer, Maharashtra Administrative Tribunal, and Mumbai. These systems facilitate Government Offices and employees to obtain the status of their pending cases over Mantralaya Intranet and Internet. The detailed information of a case such as case no., type, year of filing etc., are maintained in CCAS and the status may be enquired in web enabled ACES.

87. Property Card Information System Mumbai City: Property Card Information System is a web based application developed by the NIC team in 2003. This system is used for issuing of computerized property cards. The system is used by the District SETU society for printing property cards.

88. BEDA (Bombay Entertainment Duty Act) Revenue Monitoring System; BEDA is a standalone application developed by the NIC team in 2003. The system is used by the cashiers at the Collectorate office for issuing receipts against collection of Entertainment Duty from 1800 different agencies across the district.

89. Dilasa Project at Aurangabad: Aurangabad District launched an innovative project called Dilasa for improving service delivery, accountability & transparency in governance for social pension schemes like Sanjay Gandhi Yojana & Shravan Bal Seva Yojana through usage of Aadhaar/UID number. In this project, the social assistance pensions in Aurangabad district is transferred directly into the beneficiaries’ bank account.

90. Software for Evaluation of performance of Tehsildar: Through this application, the tehsils in districts are assessed and ranked on basis of their performance in numerous schemes / programs on monthly basis including National Rural Employment Guarantee Scheme (NREGS), Sanjay Gandhi Scheme, Supplies, and Revenue Collection etc.
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