

## e-Governance Policy of Maharashtra - 2011

### 1. Introduction

1.1 Government of Maharashtra is one of the pioneers in promotion of ICT and e-Governance in India.

1.2 It has been its tradition in implementing e-governance initiatives that focus on citizens' needs and ensure superior service delivery.

1.3 Greater transparency and access to information are hallmarks of e-governance. This policy aims to ensure the

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1.4 This policy is a step further towards promoting e-Governance in the State.

### 2. Vision and Objectives

2.1 The policy aims to maintain and strengthen the leadership of the state in the area of e-Governance through its focus on transparency

संशोधन अधिकारी शुद्ध संवेदन व प्रगतिशीलता विभाग म.प्र.स. विभाग, मंत्रालय-४.	
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### Government of Maharashtra

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2.2 The policy shall be implemented by the Government of Maharashtra and shall also include the bodies whose functions and responsibilities are predominantly controlled by the State Government. The policy will be applicable in various nature to the other organisations which render the Government and shall include all and in the form of government land at concessional rates or any other monetary concessions like exemption from tax, etc. by Government as specified by Government, from time to time directly or indirectly by the State Government or the functions of such body are of public nature or interest or of which other benefits are derived by the State Government.

## **e-Governance Policy of Maharashtra - 2011**

### **1. Introduction**

1.1 Government of Maharashtra is one of the pioneers in promotion of ICT and e-Governance in India.

1.2 It has been at forefront in implementing e-governance initiatives that focus on citizens' needs and ensure superior service delivery.

1.3 Greater transparency and access to information on public administration processes has been the thrust area of e-governance in the State.

1.4 This policy is a step further towards promoting e-Governance in the State.

### **2. Vision and Objectives**

2.1 The Policy aims to maintain and strengthen the leadership of the state in the area of e-Governance and take it towards m-Governance.

2.2 The Policy would enable citizens to avail of various services online, or at a place near their home, without having to visit Government offices at minimum possible cost.

2.3 The policy would enable Government to function more efficiently and move towards a paperless environment.

### **3. Applicability of the Policy**

3.1 The policy shall be applicable to any authority or body in Maharashtra established or constituted by any Central or State law, any body owned and controlled by the State Government and shall also include the bodies whose composition and administration are predominantly controlled by the State Government. The policy will be applicable in advisory nature to any other organization which receives any Government aid (aid shall include all aid in the form of Government land at concessional rates or any other monetary concessions like exemption from tax, etc., by Government as specified by Government, from time to time) directly or indirectly by the State Government, or the functions of such body are of public nature or interest or on which office bearers are appointed by the State Government.

3.2 The policy shall also be applicable to partnerships, Joint Venture companies of the state government.

#### **4. Purpose Statement**

4.1 A number of initiatives have been taken by various departments for implementing e-Governance in their respective departments.

4.2 Each department has defined its e-Governance Vision for the next few years.

4.3 However to ensure implementation of these initiatives and interoperability of each of these and establish an integrated environment for delivering seamless Government to Citizen (G2C), Government to Business (G2B), Government to Government (G2G) and Government to Employees (G2E) services in a cost effective manner, the e-Governance policy has been prepared.

4.4 This policy puts in place a framework for development and implementation of e-Governance systems and applications in the state.

4.5 The policy provides a mechanism for continuity in objectives and directions in e-Governance implementation in various departments of the state government irrespective of any change in key personnel.

4.6 The policy shall serve as an impetus to the state government to promote proactive delivery of services to citizens.

4.7 This policy shall help in garnering increased public participation in policy formulation.

#### **5. Use of UID**

5.1 The state shall make an endeavour to work out a time bound approach to incorporate and encourage the use of UID for various e-Governance projects to facilitate the delivery of services to the right beneficiary. All projects cleared by PIC/HPC will clearly define the integration of UID (if relevant) in the project.

5.2 To avoid multiplicity of smart cards the state shall promote the use of UID based biometric authentication for citizen service delivery

## **6. Use of Marathi in e-Governance implementation**

6.1 The State shall establish Marathi as first and mandatory language in all e-Governance initiatives across applications and processes so that the benefits of e-Governance reach all the citizens of the State.

6.2 Marathi shall co-exist with English along with complying with national and international standards for information interchange.

6.3 Use of Marathi on computers should follow applicable national and international standards, such as UNICODE for information interchange, Open Font Format for display and print, Common Locale Data Repository (CLDR), Lexicon Standardization, W36 practices and recommendation for web applications as endorsed by Government of Maharashtra.

6.4 The State Government shall adopt a standardized format for keyboard inputting in all PCs in the state. Content creation in Marathi will also be encouraged.

## **7. e-enablement of Services**

7.1 The state government shall follow a standardized state-of-the-art Service oriented Architecture for various e-Governance projects keeping in mind GoI guidelines in this respect.

7.2 Each department shall prepare a list of citizen services for e-enablement of services in a time-bound manner and departmental e-Governance initiatives shall be done in a planned manner in consultation with the IT Department.

7.3 e-enablement of services shall include information availability, submission of online forms, online processing and payments, online verification, online status tracking and online availability of services with special stress being on service delivery in Marathi.

7.4 The Government will ensure that all e-Governance projects are accompanied by plans for re-engineering business processes and change management systems associated with them. PIC/HPC minutes will clearly take into account Simplification/BPR process being activated prior to or simultaneously with roll out of Infrastructure.

7.5 State Government shall mandate Interoperability and use of open standards in all e-Governance projects in the state.

7.6 The State shall create a checklist taking into account the use of BPR, standardization, integration with UID etc. for all projects for consideration for approval in PIC/HPC.

7.7 The State Government shall make efforts to create centers for e-Governance for test bed, staging and training of administrators at various levels.

7.8 The Government will set up a knowledge management facility that will maintain an inventory of documents related to all e-Governance projects in the State including, but not limited to, DPR, RFP, Pre bid queries, contract, and document experiences and best practices from different projects. The facility shall also maintain relevant national and international case studies from public as well as private sector.

7.9 An online hardware and software inventory of all departments shall be maintained.

7.10 Possibility of sharing hardware and software among the departments and encouraging the scope for reusability will be explored, especially in MIS, GIS, BI tools, sharing servers in SDC or cloud computing, web design/hosting/security and WAG compliance aspects etc.

7.11 The state shall focus on data warehousing and data mining to facilitate decision support system of the state government.

7.12 A data inventory also will be setup for sharing of data vertically and horizontally among Government agencies and to avoid duplication of work. This will also be used to plug leakages in Government Receipts and Expenditure, by sharing of relevant data within various governments, as well as by importing data from External sources (Government/Non-government).

7.13 The state shall explore the option of cloud computing as a preferred way for implementing all e-Governance projects in the state.

7.14 Data standards including data structures and formats would be adopted / created to ensure interoperability. Directorate of IT will be responsible for master data format for all government departments.

7.15 DIT shall issue guidelines regarding standards for all aspects of e-Governance including data standardization, architecture, reusability etc.

7.16 Ownership of all data, including citizen related data, government financial data etc. arising out of any IT project or already available with the State Government shall be with the State Government and/or its various departments, bodies, agencies only and may be shared with government department and agencies within the provisions of the various Acts.

7.17 All applications, web portals and networks to be deployed as part of IT projects in the state should have all mandatory security certifications issued from time to time by Government of India and the State Government. Government shall ensure security and privacy of citizen data, while compiling citizen database in accordance to the various Acts in this regard. All contracts with vendors will have provisions to ensure this.

7.18 All data shall be in standardized Unicode complaint formats. All legacy Applications and Data useful in future but present in various non-Unicode formats/coding will, be modified to full latest Unicode compliance within next two years.

7.19 Creation of standardized spatial data set will be a priority area by leveraging the ongoing efforts in this direction.

7.20 The Government will adopt a standardized e-procurement solution for the state to bring in efficiency and transparency in Government and public sector purchases and sales.

7.21 Digital signature will be introduced in all departmental computerization processes, so as to ensure authenticity and integrity of electronic data interchange.

7.22 The use of Biometric attendance system has been mandated for all offices of the state government.

7.23 The state will adopt a system to introduce Electronic Document and Workflow Management System in all departments including field offices for effective file movement and rules for preservation of Electronic Data (emails, documents, e-files, scanned documents, databases etc) will be notified, in line with best international practices. 7.24 The state will digitize old records and files and introduce a system for online maintenance and search of old records and files.

7.25 The use of official e-mail (preferably in Marathi) shall be encouraged in all state government departments and offices of elected representatives.

7.26 The use of unauthorized software shall not be allowed within government departments and offices, and Heads of offices will be made responsible for this.

7.27 Public Private Partnership shall be encouraged in all e-Governance projects in the state, and the state will adopt transaction based payments instead of outright purchases wherever possible, to reduce costs and/or development/roll-out time.

7.28 The source code and IPR for all software custom developed for Government of Maharashtra shall, as far as possible, lie with the state government, and the reuse of these software components in all projects of Government of Maharashtra shall be readily encouraged. Whenever full development cost (based on man months), or thru tendering, is being paid, it will be mandatory that source code and IPR remain with the state govt. All projects will also include a business continuity plan.

7.29 The state may also initiate e-Governance projects wherein a revenue sharing model with the system integrator for IPR/product developed shall be defined, which shall be indicated in the tender document itself.

7.30 The state Government shall issue adequate guidelines and/or standards regarding e-Governance from time to time based on guidelines and standards issued by Government of India or based on international best practices.

## **8. Service Delivery Channels**

8.1 Government of Maharashtra envisages the use of multiple service delivery services to provide citizens with services at their doorsteps.

8.2 Various citizen services shall be made available online through the State Portal to be developed in-line with the National Portal of Government of India and through other channels like Common Service Centers (Maha e-Seva Kendra), Setu, CFC, Mobile platforms etc.

8.3 All departmental portals and websites should be integrated with the state portal.

8.4 Access to the state portal should be made available to all citizens.

8.5 All websites and Web-based applications will comply with Website design guidelines issued from time to time by Govt of India, should work across various browsers and operating systems, should have proper security certifications, and should follow Web Accessibility Guidelines, ver 2.0 Level A compliance.

8.6 The state will also promote the use of other innovative means of providing services to citizens like through mobile based technology, call centers, IPTV etc.

8.7 It shall be the endeavour of the state government to promote m-Governance in the state including creation of standards and infrastructure for m-Governance, development of SMS and Mobile Service Delivery Gateway and Mobile applications. Mobile messaging will be used to give alerts and disseminate/ collect information.

8.8 Use of Social Networking, with appropriate cautions, shall be encouraged for larger public awareness and effectiveness.

## **9. Service Delivery Gateway**

9.1 The state government is creating a State Service Delivery Gateway (SSDG) in-line with the national delivery gateway being designed by Government of India to act at a middleware between the State Portal and the departmental e-Governance applications.

9.2 SSDG shall act as hub for all the interactions between service seekers and various service providers.

9.3 DIT shall develop Payment Gateways for Receipts, payments, refunds and mobile based payments in collaboration with Treasuries/Finance department,

9.4 DIT shall promote Financial Inclusion through use of technology, including mobile based payments and authentication, in collaboration with GoM/GoI Finance departments, UIDAI and various financial institutions.

## **10. Maharashtra Mandatory Electronic Delivery of Public Services Act**

10.1 To promote electronic service delivery of citizen centric services, Govt. of Maharashtra will prepare a legislation named as "Maharashtra Mandatory Electronic Delivery of Public Services Act (MMEDPS Act )" to make it mandatory for all government offices/departments to provide certain citizen centric services electronically to citizens.

10.2 Through this Act, every citizen shall have the option of availing the services through electronic (online) medium.



10.3 Government departments shall make online in a time-bound manner delivery of all public services, like information availability, issuing of forms and applications, licences, permits, certificates, sanctions or approval and receipt or payment of money, application submission, application status tracking, and transactions.

10.4 The Act will mandate all government department and offices to disclose the services which will be delivered online.

## **11. Infrastructure Requirement**

11.1 The Maharashtra State-wide Area Network (MSWAN) shall connect State Head Quarters with all Districts, Talukas and Divisional Head Quarters and provide a secure network for data, voice and video interaction.

11.2 Horizontal connectivity will be provided to other offices from the nearest POP.

11.3 MSWAN shall also facilitate VPN connectivity for Government offices.

11.4 VSAT Connectivity for facilitating Disaster Management and Disaster response shall be maintained by Government of Maharashtra.

11.5 Every office of the State Government should have internet connectivity, preferably broadband (ether wired or wireless) and video conferencing facility to facilitate effective working of the departments and reducing effort on traveling etc.

11.6 The state shall aim at networking all the offices till the village level.

11.7 The State Data Center (SDC) for the entire state of Maharashtra for all G2C, G2B, G2G and G2E services shall be created.

11.8 Apart from the State Data Center (SDC), State Government may also avail of the services of public/private managed Data Center services if there be a need for the same.

11.9 The Data Center shall provide facilities for various departments of Government of Maharashtra to locate their server infrastructure, obtain hosting services for the software application, manage the data center operations and disaster recovery and backup.

11.10 Adequate bandwidth shall be provisioned at the data center to ensure quick and timely response to service requests.

11.11 Adequate Disaster Recovery infrastructure shall be maintained by the state for ensuring recovery and business continuity in case of any disaster scenario at the Data Center.

11.12 The State Government shall also make an endeavour to facilitate the reach of high speed broadband to all parts of the State, including rural areas.

11.13 The focus shall be on promoting and leveraging 'Green IT' in all ICT infrastructural set-up.

## **12. Procurement of IT Products and Services**

12.1 In order to implement the various e-Governance projects in the state in the recommended architecture with appropriate hardware, software and services with focus on Green ICT, the procurement of IT products and services are critical.

12.2 To ensure participation of good quality bidders, it is important that adequate publicity be given to these tenders and the tender document is easily available to all these prospective bidders.

12.3 Each department shall constitute a Departmental Project Implementation Committee (PIC) for overseeing departmental e-Governance projects with representatives from the Planning, Finance, Industries and IT department, apart from members from the parent department.

12.4 The department may also have members from NIC and other reputed external personnel from the field of IT and e-Governance for the Departmental Project Implementation Committee (PIC).

12.5 The approval of the Departmental Project Implementation Committee (PIC) or the High Power Committee (HPC), which is headed by the Chief Secretary, shall be obtained regarding all IT products and services purchases.

12.6 All relevant CVC guidelines regarding IT products and services purchase needs to be followed by all departments.

12.7 All the tenders that are being issued be vetted by the Project Implementation Committee (PIC) if the tender budget is more than 10 lacs but less than Rs.5 crores and by the High Power Committee (HPC) if the budget is more than Rs.5 crores.

12.8 All tenders (and subsequent corrigenda if any) shall be uploaded on the Government of Maharashtra website ([www.maharashtra.gov.in](http://www.maharashtra.gov.in)) or the state e-Tendering website.

12.9 A minimum time frame of 2 weeks be given to the bidders for submission of bid.

12.10 In cases of limited tenders where the tenders floated to centrally empanelled agencies mostly for selection of Project Management Consultants, a time frame of a minimum of 7 days be given to the bidders for submitting their bids.

12.11 For purchase of proprietary items, a limited tender may be floated amongst the authorized resellers (with certain qualifications) only and the state government may negotiate with the L1 bidder to arrive at the best price possible.

12.12 The results of the tendering process shall be published on the Government of Maharashtra or the state e-Tendering website. Delivery/Installation/Commissioning/Warranty will be kept ONLINE and integrated into ONLINE inventory of Infrastructure maintained by DIT.

12.13 The PIC / HPC can provide relaxations regarding the policy stated above by providing the appropriate reasons.

12.14 The state shall maintain Rate Contracts for hardware and software items, network equipments, training and capacity building and hiring of consultants and software manpower for e-Governance projects.

12.15 All state government departments must utilize the Rate Contracts for purchase of hardware items, network equipments and hiring of software manpower and consultants for e-Governance projects. If for some reasons, they have to float separate tenders (e.g. if specified so in a world bank sponsored project, etc, or for some special technical requirements), PIC/HPC must approve the same.

12.16 All boards/ corporations should follow their prescribed financial procedures However Departmental Secretaries to periodically review all the IT projects.

12.17 State Government departments may approach an e-Governance implementation through any of the following means:

12.17.1 The department may appoint a Project Management Consultant (PMC) to assist the department in the complete execution of the project from the list of empanelled Project Management Consultants (PMC) for the state (if there be one) or through an open tender, and the Project Management Consultant (PMC) shall assist the department in all further areas of the project.

12.17.2 The department can prepare an estimate for manpower need based on the requirements and get the manpower need vetted by DIT, and then hire software manpower for these e-Governance projects based on the Rate Contract

12.17.3 The department can appoint a software agency/system integrator for the project through an open tender.

12.17.4 The department may also appoint the State Setu Society based on the estimates provided by State Setu Society for implementation of projects such as development of generic applications or pilot projects in the state.

12.18 The state government shall provide means to encourage the participation of Small and Medium Enterprises (SME) and local entrepreneurs in various e-Governance projects in the state.

### **13. Capacity Building**

13.1 The state shall also formulate an IT Cadre for the state, titled as 'Maharashtra Information Technology Services (MITS)'.

13.2 The officers from MITS shall be directly recruited by DIT and would be deployed across the state in various departments to facilitate the implementation of e-Governance in the state.

13.3 Any department may have posts to be filled by officers from MITS cadre by surrendering an equivalent post already existing in the department.

13.4 The recommendations regarding surrendering of post can be made by a Committee chaired by Secretary IT, with secretaries from the concerned department, Finance and Services, with a representative from NIC.

13.5 The final proposal regarding surrendering of posts for creating vacancies for officers from the MITS cadre can be approved by the High Power Committee (HPC) chaired by the Chief Secretary.

13.6 Time bound training programmes in ICT skill development and capacity building of the government officers shall be conducted by the state .

13.7 The State Government will endeavour to build capacities within the system for e-Governance, Program and Change Management by training the manpower and deploying appropriate infrastructure and machinery.

13.8 For the purpose of training, employees will be categorized as per their existing skills and future job requirements, and they would be given suitable training in Governmental and non-Governmental institutions and private sector, within India or abroad.

13.9 Public Private Partnership shall also be encouraged in Capacity Building.

13.10 State government shall incentivize its employees for undergoing courses, training programs in the area of e-Governance.

13.11 The state government shall create opportunities for short-term Internship (which may be stipend based) of students with Diploma or Bachelors or Masters degree in Computer Science, IT in the state government departments in various e-Governance projects and initiatives, and an appropriate certificate shall be provided on completion of the same.

13.12 Various corporate being associated with the state government through PPP shall be encouraged to engage such students for internship opportunities.

13.13 The state shall also provide opportunities for structured sabbatical or short service deputation program from the private sector to allow intake of skills and talent into the state government.

## **14. Joint Venture, Collaboration and Partnership**

14.1 Government of Maharashtra has formed a joint venture (JV) company with TCS for a period of 10 years with equity structure of 26:74 respectively and this JV company shall work on the implementation of Electronic Document and Workflow Management System and State Portal for effective implementation of e-Governance in the state.

14.2 The JV company can also work on implementation of other e-Governance initiatives in the state as per the MoU.

14.3 The state government shall also encourage and participate in collaborative efforts in promoting e-Governance in the state with the help of government institutions and organizations like NIC, CDAC, etc.

14.4 The state may look at entering into JV/PPP/MoU with top IT and Telecom majors and organizations for R&D efforts in cutting edge technologies and to facilitate promotion of application development in Marathi language, GIS, BI, shared infrastructure etc.

### **15. Review and Audit**

15.1 Government of Maharashtra shall conduct regular audits across all departments (including subordinate/attached offices, corporations, boards, projects, SPVs etc) to verify the compliance of the department with respect to the state e-Governance Policy, and to ensure that outcomes envisaged while sanctioning the project are achieved. Mid-term course corrections may also be recommended by the Audit team, which should be debated then in PIC meeting.

15.2 All e-Governance projects enlisted in the inventory shall be reviewed periodically to ensure that they meet the policy, standardization and legal guidelines.

15.3 Periodic cyber security audit of all state government websites shall be mandatory, and no website or portal or application shall be hosted at the Data Center without security audit and compliance.

15.4 All state government website, portal, applications would be updated on a regular basis and will have to be audited for security compliance on a periodic basis.

15.5 The state government shall also constitute a committee for period review of the implementation of the policy in the state government departments.

### **16. Budgetary Allocation**

16.1 All departments of Government of Maharashtra shall earmark 0.5% of their budget for e-Governance.

16.2 The state shall make an endeavour to increase the allocation to 3% in a phased manner over a period of time.

16.3 The focus of the budget earmarked for e-Governance shall be on e-enablement of citizen services and providing all backend infrastructure support for the same.

16.4 The state shall create a mechanism to allocate some portion of the budget for various departments for e-Governance into a common fund under DIT for allocation to e-Governance infrastructure development or Citizen centric projects in the state, having elements of shared hardware, hosting, bandwidth, shared audio/video conference facilities, commonly used software modules across applications etc.

16.5 DIT will collaborate with other departments/organizations in Govt of India and Maharashtra, and other states, to help the state retain/get leading slot in broadband utilizations, optic fibre/wireless roll-outs, creation of IT parks (including SEZ), to get major global and Indian IT and Telecom companies to invest in the state, to help create an investor-friendly policy and regulation regime for IT/Telecom sector to retain the competitive advantage of the state.

## **17. Governance of Implementation**

17.1 It will be endeavour of the State to have adequately trained and qualified staff upto the district level for promoting and monitoring the implementation of e-Governance in the State.

17.2 The State Government shall engage with adequate experts, advisors and consultants who can work actively with the State in the area of e-Governance.

17.3 The IT department shall act as a nodal agency for all e-Governance implementation in the state.

17.4 The State shall provision for adequate budget for e-Governance implementation in the State.

17.5 The state shall make adequate endeavour to encourage, publicize and recognize successful implementation of e-Governance through awards and conference.

17.6 The state shall conduct periodic impact assessment of key projects to ensure compliance to the desired outcomes of the project.

17.7 Government shall endeavour for Government-Industry-Academia interaction to increase employability in the state.