

Implementation of Pan-State Urban eGovernance framework

1. Project Executive Summary

Directorate of Information Technology (DIT), Government of Maharashtra (GoM) is one of the pioneers in promotion of ICT and e-Governance in India. GoM also believes that Information Technology has changed the way we live and do business, and that Information Technology has huge potential in ensuring timely delivery of citizen services. DIT believes that the development in the field of Information and Communication Technology (ICT) can be effectively leveraged to deliver a variety of information and services to the citizens effectively and efficiently. DIT has been at forefront in implementing e-governance initiatives that focus on citizens' needs and ensure superior service delivery. The state had formulated the e-Governance Policy of Maharashtra, 2011 as a step further to foster e-Governance in the state.

The vision and objective of the state as per the e-Governance Policy of Maharashtra 2011 are as below:

- ∅ To maintain and strengthen the leadership of the state in the area of e-Governance and take it towards m-Governance
- ∅ 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
- ∅ Enable Government to function more efficiently and move towards a paperless environment

Computerization of various departments, which the Government has taken up recently, aims at achieving this objective of effective and quick delivery of information and services to the citizens.

For the project Master Service Agreement is signed between Maharashtra Information Technology Corporation Limited (MAHA IT) and Innowave.

Directorate of Municipal Administration under Urban development Department is one of the key stakeholders in the project.

1.2 Background of Project

- a. With rapid economic development and exposure to global practices, urban citizens today in Maharashtra expect world class service delivery from government entities. Urban Local Bodies (ULBs) in Maharashtra are at the forefront of delivering services to citizens. In keeping with emerging realities for service delivery from ULBs, Maharashtra has adopted the twin strategies of bolstering its urban infrastructure even as it attempts to strengthen its service delivery. Adopting e-Governance is an undisputed pre-requisite for the latter.

- b. The Urban Development Department in the state of Maharashtra is at a very significant crossroads where it has embarked on ambitious plans to deliver end-to-end services to its stakeholders (citizens and businesses) in a user-centric way bringing about high levels of accountability and transparency in its service delivery supported by a high degree of efficiency and effectiveness in the internal operations.
- c. Software applications play a key role in these functions of Urban Local Bodies, namely reliable services and information. Interventions to be made are not merely at the surface of service delivery but go deeper in such a way that there is a close integration of the service delivery with the internal operations.
- d. DMA extends its services to citizens and businesses through a galaxy of Urban Local Bodies (ULBs), the service delivery arms of the department, that include 26 Municipal Corporations, 340 Municipal Councils/Nagar Panchayats. Together they constitute the ULB landscape of Maharashtra as of today.
- e. Urban Local Bodies (ULB) means, for the purpose of this RFP, the service delivery arms of the Directorate of Municipal Administration.

1.3 Objectives of the Project

It is an accepted paradigm that e-Governance interventions should bear its inception from the needs of the stakeholders. The major stakeholder in this project is the common citizen. As a result, all efforts of streamlining the processes of the department to improve the service standards through IT enablement should take due cognizance of the expectations of the stakeholders. The other dimension of e-Governance is the G2G element where the department aims to benefit from e-Governance by increasing its own efficiency and competency to elevate its service delivery standards.

The objective behind introducing e-Governance is to effectively deliver services to the citizens in minimum time leveraging the use of ICT and concurrently increase internal efficiencies. The purpose of stakeholder involvement analysis is therefore to assess the overall project environment and to help identify key persons, groups or institutions with an interest in the project or programme and assess how their interests may affect its success. The key stakeholders are identified and assessed from the viewpoint of the importance of key people, groups of people and institutions which are significantly influencing the public services, internal & external activities of DMA/ ULB. Therefore, the major stakeholders of DMA/ ULBs involved in this project are categorized as follows:

- Citizens, General Public & Other primary beneficiaries,
- Government & Ministries (Local / State / National),

- Business Organizations (Vendors & Customers),
- Employees (Corporation / Departments)

Additional Objectives are reckoned below:

- a) Provide better information and service delivery with speedy access.
- b) Increase government transparency with systemized monitoring.
- c) Ensure satisfied citizen interaction and corporation participation
- d) Customers online, not in line.
- e) Increase government staff productivity
- f) Reduce overhead from fewer offices and less paper management
- g) Facilitate the corporation to network with all zones and circles
- h) Simplification and streamlining of the procedures of each department through comprehensive process reengineering.
- i) Bring the services of the Government closer to the door steps of citizens through "One Click Interaction".

2 Scope of the Project

- Ø Implement an integrated system for the various services of the urban local bodies situated in the state of Maharashtra. The Municipal Corporations of Thane, Mumbai, Nagpur, Nashik, Pune and Pimpri Chinchwad are excluded from the scope of work covered under this RFP. The scope includes software/solution development and implementation
- Ø Deployment of solution centrally on cloud, implementation and maintenance of the system including the support required for cloud hosting at DC. Initially, for a period of 2 years from date of Go-Live, the entire solution in Tier-3 data centre within the country, later on the entire solution shall be shifted to State Data Centre of Govt of Maharashtra.
- Ø The maintenance phase will be for a period of 5 (five) years after Go-Live of all the system at all the identified ULBs.

3 Functional Coverage

As per the Master Service Agreement dated 14th March, 2017 between Maharashtra Information Technology Corporation Limited and Innowave Infrastructures Limited, the following processes, functions and activities are to be delivered:

- Financial Management
- DAK (TAPAL) Management
- Property Tax
- Water Tax
- Land & Estate Management
- Marriage Registration
- HR & Payroll Management
- Trade License
- Grievance Redressal
- Works Management
- Asset Management
- DMA Dashboard
- ULB Dashboard
- Solid Waste Management
- Legal Case Management
- Mobile Application
- Performance Assessment
- Hawker Management
- Fire services
- Pension Management
- File Management System
- Integration with Geo Spatial portal
- Integration with smart city Initiatives
- Inventory Management
- Web-based Portal
- Integration with Aapale Sarkar
- Integration with Building permission application (BPMS)
- NOC module
- Welfare Scheme

- Tree Census
- Municipal Secretary
- Record Management

4 Key Stakeholders

- Citizens
- Urban Development Department (UDD)
- Directorate of Municipal Administration (DMA)
- Director of Information Technology (DIT)
- Maharashtra Information Technology Corporation Limited (Maha IT)
- Urban Local Bodies (ULBs)
- Innowave