एक एक श्वास घेई दर्शनाचा ध्यास

आषाढी एकादशीच्या हार्दिक शुभेच्छा...



AAPLE SARKAR SEVA KENDRA

Best Service, Right Time, Right People



ASSKs are envisioned as the front-end delivery points for Government, Private and Social Sector Services to Rural Citizens of Maharashtra.



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श्री बाळकृष्ण आनंदराव अवगण

गट विकास अधिकारी पंचायत समिती, मंगरूळपीर जिल्हा वाशिम

आपले सरकार सेवा केंद्र – ग्रामीण डिजिटल भारताचा केंद्र बिंदू

ASSK च्या माध्यमातून ग्रा पं मध्ये B2C, G2C, G2G तसेच बँकिंग सेवा ग्रा पं स्तर सुरळीत देण्यात येत आहेत तसेच, त्या मुळे नागरीकांचा तालुक्याच्या ठिकाणी जाण्याचा त्रास कमी झाला असून त्यांचा वेळ आणि पैसा या दोन्हीमध्ये बचत झाली आहे.तसेच CSC मार्फत शासनाकडून वेळोवेळी दिल्या जाणाऱ्या सूचना नुसार गावपातळीवर सर्व योजना केंद्र चालक याशस्वीरीत्या राबवीत असल्यामुळे नागरिकांना पूर्वी होणाऱ्या अडचणी दूर झाल्यात तसेच कोविड कालावधीत बँकिंग व इतर online सुविधा केंद्राच्या माध्यमातून उपलब्ध झाल्यामुळे तालुक्याच्या ठिकाणी होणारी गर्दी टाळता आली आणि कोविड संसर्गास अटकाव करता आला.

ASSK केंद्र चालक हे ग्रा पं स्तरावर एक महत्वाची भूमिका बजावत असून ग्रा पं स्तर येणाऱ्या योजना व वेळोवेळी दिली जाणारी कामे टार्गेट हे सुद्धा या प्रोजेक्ट मार्फत योग्य रित्या चालू असून पुढे भविष्यात या प्रोजेक्ट चा बराचसा फायदा दिसून येणार आहे.

ASSK केंद्र चालक हे उद्योजक म्हणून गावस्तरावर स्थापित होत असून शासकीय योजनांची अमलबजावणी व नागरिकांना देण्यात येणाऱ्या वैयक्तित सेवामध्ये भविष्यात त्यांची भूमिका हि वाढतच जाणार हे निश्चित असून सर्व ग्रा प ह्या **900% online** प्रकारे कामे करण्यास सक्षम झाल्या आहेत.आपले सरकार सेवा केंद्र हा ग्रामीण डिजिटल भारताचा केंद्र बिंदू असून मोलाची कामगिरी या प्रकल्पा अंतर्गत राबविली जात आहे.

> श्री. बाळकृष्ण आनंदराव अवगण गट विकास अधिकारी पंचायत समिती, मंगरूळपीर जिल्हा वाशिम







RDD

Rural Development Department Government of Maharashtra

	ASSK Aaple Sarkar Seva Kendra	CSC	CSC Common Service Center
CSC 2.0	Project Name for Implementing CSCs at all Gram Panchayat		KC Kendra Chalak
	DM District Manager		BM Block Manager
	PM Project Manager		PC Project Coordinator
\bigcirc	TM Training Manager		MT Master Trainer
	H/W Engr Hardware Engineer	×	ERP Enterprise Resource Planning
	PRI Panchayati Raj Institutions	\bigcirc	ZP Zilla Parishad
\bigcirc	BP Block Panchayat	0	GP Gram Panchayat
	DPMU District Project Management Unit		SPMU State Project Management Unit
	TDS Tax Deducted at Source		GST Goods and Services Tax



3 REVISION HISTORY

Sr.No	Date	Version	Description of Change
1	15th May 2017	1.1	First released Version
2	31st May 2017	1.2	Second released Version
3	15th June 2017	1.3	Third released Version
4	1st July 2017	1.4	Fourth released Version
5	31st July 2017	1.5	Fifth released Version
6	15th August 2017	1.6	Sixth released Version
7	31st August 2017	1.7	Seventh released Version
8	28th September 2017	1.8	Eighth released Version
9	31st October 2017	1.9	Ninth released Version
10	30th November 2017	1.10	Tenth released Version
11	31st December 2017	1.11	Eleventh released Version
12	31st January 2018	1.12	Twelfth released Version
13	28th February 2018	1.13	Thirteenth released Version
14	31st March 2018	1.14	Fourteenth released Version
15	30th April 2018	1.15	Fifteenth released Version
16	31st May 2018	1.16	Sixteenth released Version
17	30th June 2018	1.17	Seventeenth released Version
18	31st July 2018	1.18	Eighteenth released Version
19	31st August 2018	1.19	Nineteenth released Version
20	30th September 2018	1.20	Twentieth released Version
21	31st October 2018	1.21	Twenty-First released Version
22	30th November 2018	1.22	Twenty -Second released Version
23	31st December 2018	1.23	Twenty-Third released Version
24	31st January 2019	1.24	Twenty-fourth released Version
25	28th February 2019	1.25	Twenty-fifth released Version
26	31st March 2019	1.26	Twenty-sixth released Version
27	30th April 2019	1.27	Twenty-seventh released Version
28	31st May 2019	1.28	Twenty - eighth released Version
29	30th June 2019	1.29	Twenty - Nineth released Version
30	31st July 2019	1.30	Thirtieth - released Version
3	AAPLE SARKAR SE	VA KENDRA IMPLE	MENTATION STATUS REPORT

Sr.No	Date	Version	Description of Change
31	31st August 2019	1.31	Thirty - First released Version
32	30th September 2019	1.32	Thirty - Second released Version
33	31st October 2019	1.33	Thirty - Third released Version
34	30th November 2019	1.34	Thirty - Fourth released Version
35	31st December 2019	1.35	Thirty - Fifth released Version
36	31st January 2020	1.36	Thirty - Sixth released Version
37	29th February 2020	1.37	Thirty - Seventh released Version
38	31st March 2020	1.38	Thirty - Eighth released Version
39	30th April 2020	1.39	Thirty - Ninth released Version
40	31st May 2020	1.40	Fortieth - released Version
41	30th June 2020	1.41	Forty - First released Version
42	31st July 2020	1.42	Forty - Second released Version
43	31st August 2020	1.43	Forty - Third released Version
44	30th September 2020	1.44	Forty - Fourth released Version
45	31st October 2020	1.45	Forty - Fifth released Version
46	30th November 2020	1.46	Forty - Sixth released Version
47	31st December 2020	1.47	Forty - Seventh released Version
48	31st January 2021	1.48	Forty – Eighth released Version
49	28th February 2021	1.49	Forty - Ninth released Version
50	31st March 2021	1.50	Fiftieth - released Version
51	30th April 2021	1.51	Fifty - First released Version
52	31st May 2021	1.52	Fifty - Second released Version
53	30th June 2021	1.53	Fifty – Third released Version
54	31st July 2021	1.54	Fifty - Fourth released Version
55	31st August 2021	1.55	Fifty - Fifth released Version
56	30th September 2021	1.56	Fifty - Sixth released Version
57	31st October 2021	1.57	Fifty – Seventh released Version
58	30th November 2021	1.58	Fifty - Eighth released Version
59	31st December 2021	1.59	Fifty – ninth released Version
60	31st January 2022	1.60	Sixtieth released Version
	AAPLE SARKAR SEVA KI	ENDRA IMPLEMENTAT	ION STATUS REPORT 4

Sr.No	Date	Version	Description of Change
61	28th February 2022	1.61	Sixty - First released Version
62	31st March 2022	1.62	Sixty - Second released Version
63	30th April 2022	1.63	Sixty-third released version
64	31 st May 2022	1.64	Sixty-fourth released version
65	30 th June 2022	1.65	Sixty-five released version
66	31 th July 2022	1.66	Sixty-six released version

4. ABOUT CSC 2.0 (AAPLE SARKAR SEVA KENDRA)

Doorstep Delivery of G2C, G2G, G2B, B2C Services to rural population, digitization of Gram Panchayat records - a step towards Paperless Governance.

e-PRI (Panchayati Raj Institution) project under the Bharat Nirman National e Governance Plan is one of the Mission Mode Projects declared by Ministry of Panchayati Raj, Government of India to strengthen the Panchayati Raj Institutions by making their working more transparent and by stream-lining their working. The project envisages delivering a range of G2C, G2G and B2C services, thereby serving the rural population at their doorstep. Accordingly, Rural Development Department, Government of Maharashtra appointed CSC e-Governance Services India Limited (CSC SPV) - a Company under DeITy, Govt. of India as the implementing agency to conceive, operationalize, rollout and monitor the implementation of Common Service Centers Scheme (CSCs) in all the Gram Panchayats under the branding of Aaple Sarkar Seva Kendra (ASSK) in Maharashtra through ICT enabled front-end rural service delivery points (single window) established within the Gram Panchayat.

4.1 PROJECT OBJECTIVES

Provide accessible and efficient citizen services (G2G, G2C, and B2C) to the rural population and to facilitate e-governance activities in Gram Panchayats in order to make them efficient, accountable and transparent.

Strengthen the Panchayati Raj Institutions by stream-lining their working, making them more transparent and requiring 'less-paper' in their functioning.

Ensuring Timely, Efficient and Transparent delivery of Public Services through single window system at the door step of villagers.

Making available the required information on centralized integrated database, so as to implement Government schemes efficiently and effectively at grass-root level.

Data digitization of all records of the village.

Provide various kinds of MIS to Government functionaries for planning and policy formulation.







All ASSKs are recognized as CSC centres

B2C, G2C AND G2G services at ASSK

Village Panchyat as SP for Financial Inclusion

Selected Services are available in offline mode

4.2 Project Initiation Details

CSC submitted proposal for initiation of CSC2.0 Project in Maharashtra to Rural Development Department on 21/04/2016

After several rounds of discussions and negotiations, RDD accepted the proposal and completed all the associated formalities for the project initiation.

Rural Development Department, Govt. Of Maharashtra issued a GR dated 11-8-2016

Agreement was signed for the project initiation on 22nd Nov 2016 between RDD / DIT, Govt. of Maharashtra and CSC SPV

Project started on 1st December 2016

4.3 **Project Stakeholders**

The primary stakeholders of this project are the rural citizens of the 27,881 Gram Panchayats, 351 Block Panchayats, 34 Zilla Panchayats, Rural Development Department, other departments, officials at various levels, MoPR-Govt. of India, the host of business enterprises offering B2C services and the Kendra Chalaks (Village Level Entrepreneurs rendering services at Village Level through ASSK Centers).

4.4 **Project Implementation Team**

Project Implementation Agency: CSC E-Governance Services India Limited

RDD Project Cell

Add.Chief Sec. RDD

Dy.Sec. RDD

Section Officer RDD

SPMU

Technical and Administrative Support staff at RDD

ASSK Approved Centres and Process to Set up ASSK

RDD finalized the criteria for the selection of ASSKs/Common Service Centres in the respective Gram Panchayats.

RDD mailed the data of approved centres for 34 districts to CSC

CSC's MIS team mapped the GPs against LGD codes and created the database for RDD on approved centers.

Process for revising List (Sudharit Yadi): Process for updating the list of GPs is in progress on an-going basis.

AAPLE SARKAR SEVA KENDRA (ASSK) PROJECT IMPLEMENTATION TEAM



4.5 Scope of activities under ASSK Project

Develop and implement comprehensive software covering all the activities of the Gram Panchayat, which will generate reports and MIS that GPs need to submit to RDD and MoPR periodically.

Digitization of records, data entry updating & maintenance of 1 to 33 registers of Gram Panchayats.

Data entry and usage of Govt. of India sponsored software - 11 NIC applications.

Render 19 G2C services under Right To Services Act.

Roll out user-charges-based G2C and B2C Services which will make ASSK enterprise economically viable.

Ensure sustenance of the project through implementation support, management support, software support, monitoring and evaluation.

RDD to provide policy support through appropriate government instruments.

Develop and implement comprehensive Mobile Application for tracking all the activities of the implementation team and which will display reports and MIS.



5 PROJECT PROGRESS

Quick Updates

KCs on board count - 19,997 BMs On board Count- 351, DMs on board Count - 34 and 34 H/w Engineers.

First version of payment system Launched on 30th June 2017 by Hon'ble Principal Secretary, RDD.

Second version of payment system Launched in April 2019 by Hon'ble Principal Secretary, RDD.

E-Gram soft Launched on 30th June 2017 by Hon'ble Principal Secretary, RDD.

Govt. of Maharashtra's Farm Loan Waiver scheme - CSMSSY started in Maharashtra in the last week of July 2017. ASSK - KC received biometric devices for registration of beneficiaries after 28th July 2017. No. of beneficiary forms registered by ASSK-KCs up to 15th September 2017 -24,80,451

100% Gram Panchayats have entered GPDP Plans and approved in Plan Plus for FY 2016-17 2017-18, 2018-19, 2019-20, 2020-21 and Preparation GPDP for FY 2021-22 is in progress.

Data Collection of Elected Representatives (Sarpanch & Upsarpanch) is Completed and Disbursment of Sarpanch , Upsarpanch Payments stared since July 2019.

GP Employee Payment System implemented and payments disbursed for April 2018 to June 2021. Ocober 2021 payment process is ongoing

GPDP Gram Sabha Data Entry and Action Plans Data Entry for FY 2021-22 is ongoing.

CSC physical verification (QC) and GIS Mapping using Mobile App is Progressing towards 100%.

Successfully implemented ASMITA program for beneficiary girls in ZP schools through ASSK Team.

Integration of Priasoft& PFMS Started for 14th FC as well as 15 FC is in Progress.

Implementation of m-Action Soft initiated in Maharashtra For 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23.

Encroachment Regularization Process - Data Entry and Regularization process is phase one implemented.

6 DEPARTMENT-WISE G2C SERVICES COUNT

DEPARTMENTS	NO OF SEVICES	DEPARTMENTS NO SEVIO	
Agriculture	11	Maharashtra Jeevan Pradhikaran	2
Agriculture Department	15	Maharashtra Pollution Control Board	4
Department Of Animal Husbandry & Dairy	10	Medical Education And Drug Department - AYUSH	7
Department Of Co-Operation, Marketing And Textiles	5	Medical Education And Drug Department - DMER	7
Department Of Fisheries	6	Medical Education And Drug Department	6
Department Of Registration & Stamps (IGR)	15	Minority Development Department	1
Directorate Of Govt. Printing And Stationary	4	Municipal Corporation Of Greater Mumbai	12
Energy - Maharashtra State Electricity	3	Nagpur Municipal Corporation	2
Distribution Co. Ltd.	3	Public Health Department	4
Energy Department	13	Revenue Department	16
Entertainment Duty Finance Department	1	Rural Development And Panchayat Raj Department	13
(Directorate Of Insurance) Finance Department	7	School Education And Sports Department	17
Sales Tax Department Services Food & Public Distribution System (PDS)	1	Skill Development And Entrepreneurship Department	2
Forest Department	10	Social Justice And Special Assistance Department	10
Ground Water Surveys And Development Agence (GSDA)	су З	Tourism And Cultural Affairs - Directorate Of Archives	7
Higher And Technical Education Department	15	Tourism And Cultural Affairs - Gazetteers Department	1
Home Department	7	Tourism And Cultural Affairs Department	3
Maharashtra Maritime Board Housing Departme MHADA	ent - 12	Tourism And Cultural Affairs Department - MTDC	4
Housing Department - Mumbai Building Repairs And Reconstruction Board	4	Tourism And Cultural Affairs Department - P L Deshpande Maharashtra Kala Academy	2
Housing Department - Slum Rehabilitation Authority	4	Tourism And Cultural Affairs Department - Stage Performances Scrutiny Board	3
Industries Department	10	Transport Department	14
Labour Department	39	Tribal Development Department	5
Land Record Department	23	Urban Development Department	15
Law And Judiciary Department	3	Water Resources Department	10
Maharashtra Indl. Devp. Corp.	7	Women And Child Development Dept.	12
		Grand Total 4	420

7 CSC 2.0 MH STATE ASSK CENTER STATUS

7.1 COVERAGE MAP OF GRAM PANCHAYATS:

As on 31st July 2022 CSC 2.0 ASSK project has 19,997 Kendra Chalaks on-board in Maharashtra who are rendering services to the rural citizens across Maharashtra. Approximately, 95.6% Grampanchayats are covered by the KCs. The process of on-boarding KCs is a continuous one since there is a regular churn of KCs.



7.2 COVERAGE OF GRAM PANCHAYATS:

Aaple Sarkar Seva Kendra - Total Grampanchayats In Maharashtra are 27868. Where GOM have approved **20688** ASSK - Centers. We have On-boarded **19,997** Kendra Chalak's in Maharashtra. We have covered almost all the Grampanchayats of Maharashtra, where we are Delivering Services at **99.6%** Grampanchayats of Maharashtra.

District	Block Count	Total GPs	Approved ASSK's	Number. Of KC's	Individual Centre	Cluster Centre	By Clusters Covered Grampanchayats	Total Covered Grampanchayats	Total	% Of GP Coverage
AHMEDNAGAR	14	1318	923	896	561	362	752	1313	1318	99.62
AKOLA	7	535	282	277	55	227	480	535	535	100.00
AMRAVATI	14	841	619	603	407	212	433	840	841	99.88
AURANGABAD	9	867	695	681	536	159	327	863	868	99.54
BEED	11	1031	756	725	513	243	518	1031	1031	100.00
BHANDARA	7	541	529	523	517	12	24	541	541	100.00
BULDHANA	13	871	696	682	547	149	322	869	871	99.77
CHANDRAPUR	15	828	691	680	564	127	263	827	828	99.88
DHULE	4	541	488	474	434	54	107	541	541	100.00
GADCHIROLI	12	459	440	434	424	16	32	456	459	99.35
GONDIA	8	546	507	500	462	45	83	545	546	99.82
HINGOLI	5	563	397	374	249	148	314	563	563	100.00
JALGAON	15	1153	887	868	649	238	502	1151	1153	99.83
JALNA	8	778	646	615	467	179	311	778	778	99.87
KOLHAPUR	12	1025	736	689	499	237	526	1025	1025	100.00
LATUR	10	785	558	550	302	256	483	785	785	100.13
NAGPUR	13	768	657	642	546	111	222	768	768	100.00
NANDED	16	1310	792	788	385	407	924	1309	1310	100.00
NANDURBAR	6	595	480	461	375	105	220	595	595	100.85
NASHIK	15	1385	1174	1127	974	200	410	1384	1385	99.86
OSMANABAD	8	622	473	467	339	134	283	622	622	99.84
PALGHAR	8	473	458	445	443	15	30	473	473	100.00
PARBHANI	9	704	425	411	207	218	496	703	703	100.00
PUNE	13	1382	928	851	621	307	756	1377	1382	98.08
RAIGAD	15	810	547	519	341	206	469	810	810	100.00
RATNAGIRI	9	846	527	499	292	235	554	846	846	100.00
SANGLI	10	699	590	571	487	103	212	699	699	100.00
SATARA	11	1494	812	765	362	450	1131	1493	1494	99.80
SINDHUDURG	8	431	359	347	286	73	145	431	431	100.00
SOLAPUR	11	1023	789	765	555	234	468	1023	1023	99.51
THANE	5	430	307	296	214	93	216	430	430	100.00
WARDHA	8	520	350	344	188	162	332	520	520	100.00
WASHIM	6	491	356	350	226	130	265	491	491	100.00
YAVATMAL	16	1201	814	778	461	353	740	1201	1201	100.00
TOTAL	351	27866	20688	19997	14488	6200	13350	27838	27866	

7.3 CSC - ID CREATED FOR ASSK - ASSK - KENDRA CHALAK'S

AHMEDNAGAR923AKOLA282AMRAVATI619AURANGABAD695BEED756BHANDARA529BULDHANA696CHANDRAPUR691DHULE488GADCHIROLI440GONDIA507HINGOLI397JALGAON887JALNA646KOLHAPUR736LATUR558NAGPUR657NANDED792NANDURBAR480NASHIK1174OSMANABAD473PALGHAR458PARBHANI425PUNE928RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307WARDHA350	On boarded NO OF KC	KC On boarding Status (%)	Total No. of CSC and Ref. ID Created	Pending CSC ID Creation	CSC ID Created- Status (%)	MOL Services ID Activation (%)
AMRAVATI 619 AURANGABAD 695 BEED 756 BHANDARA 529 BULDHANA 696 CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	896	896	852	44	92	92
AURANGABAD 695 BEED 756 BHANDARA 529 BULDHANA 696 CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 425 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	277	274	266	11	94	94
BEED 756 BHANDARA 529 BULDHANA 696 CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 425 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	603	600	596	7	96	96
BHANDARA 529 BULDHANA 696 CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 425 PUNE 928 RAIGAD 547 SANGLI 5590 SATARA 812 SINDHUDURG 359 SOLAPUR 789	681	678	667	14	96	96
BULDHANA 696 CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	725	729	709	16	94	94
CHANDRAPUR 691 DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 557 SANGLI 5590 SATARA 812 SINDHUDURG 359 SOLAPUR 789	523	521	519	4	98	98
DHULE 488 GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	682	686	665	17	96	96
GADCHIROLI 440 GONDIA 507 HINGOLI 397 JALGAON 887 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 5590 SATARA 812 SINDHUDURG 359 SOLAPUR 789	680	680	670	10	97	97
GONDIA 507 HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PANBHANI 425 PUNE 928 RAIGAD 547 SANGLI 5590 SATARA 812 SINDHUDURG 359 SOLAPUR 789	474	469	459	15	94	94
HINGOLI 397 JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	434	434	425	9	97	97
JALGAON 887 JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	500	497	489	11	96	96
JALNA 646 KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PANBHANI 425 PUNE 928 RAIGAD 547 SANGLI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	374	369	368	6	93	93
KOLHAPUR 736 LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	868	867	854	14	96	96
LATUR 558 NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 307	615	615	611	4	95	95
NAGPUR 657 NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	689	687	667	22	91	91
NANDED 792 NANDURBAR 480 NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	550	547	538	12	96	96
NANDURBAR480NASHIK1174OSMANABAD473PALGHAR458PARBHANI425PUNE928RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	642	650	631	11	96	96
NASHIK 1174 OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SINDHUDURG 359 SOLAPUR 789 THANE 307	788	786	767	21	97	97
OSMANABAD 473 PALGHAR 458 PARBHANI 425 PUNE 928 RAIGAD 547 RATNAGIRI 527 SANGLI 590 SATARA 812 SOLAPUR 789 THANE 307	461	452	442	19	92	92
PALGHAR458PARBHANI425PUNE928RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	1127	1133	1087	40	93	93
PARBHANI425PUNE928RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	467	464	455	12	96	96
PUNE928RAIGAD924RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	445	444	417	28	91	91
RAIGAD547RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	411	410	404	7	95	95
RATNAGIRI527SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	851	840	775	76	84	84
SANGLI590SATARA812SINDHUDURG359SOLAPUR789THANE307	519	524	496	23	91	91
SATARA812SINDHUDURG359SOLAPUR789THANE307	499	497	474	25	90	90
SINDHUDURG359SOLAPUR789THANE307	571	566	533	38	90	90
SOLAPUR789THANE307	765	777	720	45	89	89
THANE 307	347	352	329	18	92	92
	765	761	734	31	93	93
WARDHA 350	296	297	263	33	86	86
	344	344	338	6	97	97
WASHIM 356	350	351	348	2	98	98
YAVATMAL 814	778	776	772	6	95	95
TOTAL 20688	19997	19381	19340	657		

TRAINING AND CAPACITY BUILDING 8.

RDD & CSC use Train-the-Trainer model for application training to users from the HQ to the Gram Panchayat.

First level training is conducted for District Managers at a central location by Training Manager and Master Trainers.

These Master Trainers conduct next level training of all applications to Govt. Officers, Block Managers & Kendra Chalaks (KC) in a phased manner.

In order to keep their requisite technical knowledge up-to-date and also for ensuring constant familiarity of all applications, continuous training programs are provided to KCs through defined training calendar, which is tracked online.

To enhance the management skill set and team work amongst the project management team for supervising training workshops of the team, Personality & Emotional Intelligence Development Workshops has been conducted in the system.

To expedite the training process, e-Learning Management System is utilized, This ensures availability of learning content 24+7, thus supporting Continuous Training

Online PDF manuals and printed copy of the manuals is made available for continuous learning of KCs.

3 Orientation Programs for selected DMs and BMs have been held at YASHADA Pune till date.

Method:

The choice of method for transferring and exchanging knowledge will depend on the audience and the message. However, it is also worth noting, that knowledge is most effectively exchanged when using multiple methods.



1. Train the Trainer Method:

This method is very useful in transforming skills and knowledge. Skills/Knowledge exchange is preferable to knowledge transfer since a twoway flow of information can lead to an ongoing dialogue between knowledge producers and users and create learning opportunities for both groups.

Grouping of ASSK Team Members:

Project Manager SPMU and State Level Govt. Officials **District Manager** Dy. CEO and Account Officer **Block Manager** BDO, ABDO, TPO



2. Grouping of ASSK Members

Grouping of people with common interests who interact regularly to share knowledge - is one interactive delivery method that effectively initiates and sustains collaboration among a diverse group of individuals.

Kendra Chalak Gramsevak, Sarpanch **Technical Support Executive** Other Department Officials Account Executive HR Executive

ASSK

8.1 DETAILS OF TRAINING/WORKSHOP ORGANIZED BY CSC SPV

DATE	SUBJECT	ATTENDING
28th Nov to 30th Nov 2019	ASSK Project Implementation Review Meeting	ASSK Project Implementation Review Meeting Conducted in presence of Honble Principal Secretary and RDD Officials.
17th and 18th Jan 2020	PM, DM, and BM Review Meeting at Pune	Review Conducted about all NIC application,eGramsoft, Payment collection, Service Delivery,Smart Ticket Status and 7th Economic Survey.
19th May 2020	PM, DM, and MT Review Meeting on Zoom VC	Review Conducted about all NIC application,e- Gramsoft, Outstanding Payment collection, CSC Service Delivery,CSC Activity Services
19th May 2020	PM, DM, and MT Review Meeting on Zoom VC	Review Conducted about all NIC application,e- Gramsoft, Outstanding Payment collection, CSC Service Delivery,CSC Activity Services
24th June 2020	PM's, HW,DM and MT Review Meeting on Zoom VC	Review Conducted about e-Gramsoft Offline Application, eGramsoft Data entry Reflection, New Patch File
25th Sept 2020	PM's, HW,DM and MT Review Meeting on Zoom VC	Review Conducted about Oustanding Payment, CSC Id and MOL Services, e-Gramsoft Offline Application, eGramsoft Data entry Reflection,Swamitava Namuna 8 Drone survey ,eGramswaraj Application
29th DEC 2020	PM's, DHE,AHE and MT Review Meeting on Zoom VC	Review Conducted on eGramsoft Application and Uploading XML File,Printer Consumables,hardware and ERP Tickets
23rd Feb 2021 to 26th Feb 2021	Training and Certification PM's, DM's,ADM and MT at Pratham Arora Center for Education, Aurangabad	TISPRI Certificcation (Orientation & Assessment) Program of State Level Master Resource Person
22 March 2021 to 25 March 2021	Training and Certification DM's, ADM and MT at Krushi Vidnyan Kendra, Baramat	TISPRI Certificcation (Orientation & Assessment) Program of State Level Master Resource Person..
19th May 2021	Training of ALL DM's,ADM PM's and MT on ZOOM VC	Training on Digipay,Insurance and Covid-19 app by CSC team
27th May 2021	Review of DyCEO ALL DM's,ADM PM's and MT on ZOOM VC	Review and Training on PFMS integration,eGramswaraj, CSC Services,Pyament collection, GST and TDS
16th June2021	Review Meeting of DM, ADM, MT and PM On ZOOM VC	Review On Resource Project Status,PFMS DSC Integration,Resource bank account opening, New GP to ZP collection and Old outstanding, Training and meeting upload status

DATE	SUBJECT	ATTENDING
22nd June 2021	Discussion and Review of Hon. Add. Chief Secretary (RDD), CEO,DM,PM, Implementation Team On ZOOM VC	Discussion and Review on Year book/Day book closing and DSC Registration of Checker Maker at all Layers (GP, PS and Zp)
15th and 16th July 2021	Training of DM,MT and PM With NIC and MOPR on ZOOM VC	Training of GP Profile,Planning, Reporting,Accounting(DSC Management,Vendor Management and FTO Management)
28th July 2021	Discussion and Review of DM,MT and HE on ZOOM VC	Discussion and Review on Data entry for ONE GOV Page and MSEB Google Form,Resources project attendance, data entry for GST Project,ZP and PS PFMS integration
6th August 2021	Discussion and Training With DM,MT and PM	Discussion and Training of Year Book Closing for ZP and PS.
9th August 2021	Meeting and Training with Dy.CEO, DM,PM RDD Team and MT	Training and Meeting of Citizen Charter and Rashtragaan Activity
01 September 2021	Training Meeting EGS Closing and PFMS	VC Review Meeting in the presence of DM, HE,BM & MT
02 September 2021	Topics GP Profile, Panchayat Charter, Indiaat75.	Zoom VC Training Meeting in the presence of DM,HE & BM on topics
02 September 2021	EGS GP Profile, Panchayat Charter, Indiaat75.	Zoom VC Training Meeting in the presence of DM,HE & BM on topics.
02 September 2021	EGS GP Profile, Panchayat Charter, Indiaat75.	Zoom VC Training Meeting in the presence of BM, KC on topics.
02 September 2021	Training Meeting EGS Closing and PFMS	Training Meeting in the presence of DM, HE,BM & MT
02 September 2021	Training Meeting EGS Closing and PFMS	Training Meeting in the presence of DM, HE,BM & MT
02 September 2021	Training Meeting EGS Closing and PFMS	Training Meeting in the presence of DM, HE,BM & MT
03 September 2021	Training Meeting EGS Closing and PFMS	Training With Bdo EVOP Sarpacnh ,GS,BM,MT
03 September 2021	EGS Profile,Panchayat Charter,Indiaat 75,KC Payment collection, CSC ID Pending and Training Meeting Upload	Review Meeting All DMs and PM,HE,MT
06 September 2021	Training Meeting EGS Closing and Issues	Training Meeting with DM,EVOP, BM , MT
07 September 2021	Training Meeting EGS Transfer & Deduction	Training Meeting withDyceo sir ,CAFO Sir, PS Account Officers,Dm,PM,Swami sir
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DATE	SUBJECT	ATTENDING
15 September 2021	EGS GP Profile,Panchayat Charter,Indiaat 75,KC Payment collection, CSC ID Pending and Training Meeting Upload	Google Meet Review Meeting in the presence of DM,ADM,HE,BM & MT on topics
16 September 2021	EGS Profile,Panchayat Charter,Indiaat 75,KC Payment collection, CSC ID Pending and Training Meeting Upload	Zoom VC Review Meeting in the presence of DM, HE,BM & MT
17 September 2021	ERP Onboarding and Payment issue	Meeting With All Dms and PM
17 September 2021	EGSGP Profile, Panchayat Charter, Indiaat75.	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
18 September 2021	ERP Onboarding and Payment issue	Review Meeting All DMs and PM,HE,MT
20 September 2021	EGS Transfer & Deduction	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
21 September 2021	EGS Transfer & Deduction	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
22 September 2021	EGS Transfer & Deduction	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
24 September 2021	EGS Transfer & Deduction	Zoom VC Training Meeting with DM,CAFO Sir, PS Account Officers, BM
28 September 2021	EGS Transfer & Deduction	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
29 September 2021	EGS Transfer & Deduction	Training Meeting in the presence of BDO,EVOP,GS, DM, HE,BM & MT
18 October 2021	Divisional review meeting, at Nagpur, Jilha parishad ZP	Review meeting in the presence of PM, DM, HE, BM, MT
20 October 2021	Divisional review meeting at Amravati, Jilha parishad ZP	Review meeting in the presence of PM, DM, HE, BM, MT
27 October 2021	Divisional review meeting at Nashik, Jilha Parishad.	Review meeting in the presence of PM, DM, HE, BM, MT
8 November 2021	Divisional review meeting at Latur, Jilha Parishad.	Review meeting in the presence of PM, DM, HE, BM, MT
16 November 2021	Divisional review meeting at Jalna, Jilha Parishad.	Review meeting in the presence of PM, DM, HE, BM, MT
19 November2021	Divisional review meeting at Thane, Jilha Parishad.	Review meeting in the presence of PM, DM, HE, BM, MT
09 December 2021	Division Aurangabad review meeting Online	Review meeting in the presence of PM, DM, HE, MT

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DATE	SUBJECT	ATTENDING
21 December 2021	Division Nagpur review meeting Online	Review meeting in the presence of PM, DM, HE, MT
22 December2021	Division Amravati review meeting Online	Review meeting in the presence of PM, DM, HE, MT
27 December 2021	Division Latur review meeting Online	Review meeting in the presence of PM, DM, HE, MT
06 January 2022	Maha One Gov	Review meeting in the presence of PM, DM, HE, BM, MT
17 January 2022	Cultural Activity Survey	Training in the presence of PM, DM, HE, BM, MT
19 January 2022	Training in the presence of PM, DM, RGSA Team,MT	Training in the presence of PM, DM, RGSA Team,MT
25 February 2022	Divisional review meeting At Palghar, Jilha Parishad.	RGSA Review meeting in the presence of CEO, Dy CEO
13 May 2022	Thane ZP HOD Training	EGS Training with Dy Ceo and All Dept.HODs
27 July 2022	Nagpur Zilha Parishad Meeting	Review meeting in the presence of PM, DM, HE, BM, MT

*For Old Training Details Kindly Visit https://mh.gov2egov.com

8.2 NUMBER OF TRAININGS CONDUCTED AT DISTRICT AND BLOCK LEVEL - MONTH WISE STATUS

Year	Sr.No	Month	DM Trainings Conducted	BM Trainings Conducted	Review Meetings	Block Level Trainings	Total Trainings
		Jan	91	82	23	490	609
		Feb	57	40	12	390	499
		Mar	42	10	6	194	252
		Apr	2	1	0	0	3
\bigcirc		May	5	11	2	85	103
		June	14	17	5	156	192
\bigcirc		July	48	41	16	258	363
		Aug	26	29	4	194	253
		Sept	53	50	7	291	401
		Oct	24	28	8	241	301
		Nov	41	34	3	191	269
		Dec	60	40	12	418	530
		Jan	49	53	12	412	526
		Feb	20	26	5	189	240
		Mar	91	88	14	547	740
		Apr	43	33	3	335	414
5		May	48	39	9	353	449
\sim		June	38	25	2	222	287
\bigcirc		July	35	34	2	273	344
		Aug	32	28	0	240	300
		Sept	83	69	12	470	634
		Oct	58	43	4	463	568
		Nov	36	29	1	289	355
		Dec	57	55	8	541	661
21	TO	TAL	2994	2799	708	13021	19522

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AAPLE SARKAR SEVA KENDRA IMPLEMENTATION STATUS REPORT

Year	Sr.No	Month	DM Trainings Conducted	BM Trainings Conducted	Review Meetings	Block Level Trainings	Total Trainings
		Jan	76	83	14	583	756
2022		Feb	4	42	15	367	489
		Mar	86	69	17	579	751
		Apr	81	69	12	608	770
		May	75	65	10	611	761
		June	60	50	2	598	610
		July	78	72	3	620	773
	TO	TAL	3437	3177	778	16267	23659

*For years 2018-2019 Kindly Visit https://mh.gov2egov.com

8.3 TRAINING AGENDA Q2 2022-23

Mahaone Gov Data Entry (Namuna 8,9,10,11,12,13,31)

Updating of Registers

Services Delivery (1 to 7 Services & Self Declaration)

Works Management- Demonstration

Tax Collection Citizen App - Demonstration

Egramsoft Upload Station - (One Gov GP Convert) -

eGramswaraj Daily Transactions

- a. Action Soft & M-action Soft Progress
- b. Voucher Entry, Month Book Closing
- c. (Troubleshooting)

Digital Seva Portal - B2C & G2C Services Delivery.

MOL and Service Plus Services Delivery

GP Employee Payment GPF A/C Correction and Approval.

Gram Manchitra (GIS Application)

PFMS & E Tender Training For KC's



Training Material Available on this web site https://mh.gov2egov.com & mobile app eGov-connect

9 PANCHAYAT ENTERPRISE SUITE (PES):

The Ministry of Panchayati Raj (MoPR) has undertaken e-Panchayat Mission Mode Project (e-Panchayat MMP) with a view to introduce and strengthen e-Governance in Panchayati Raj Institutions (PRIs) across the country and build associated capacities of the PRIs for effective adoption of the e-Governance initiative. Under this project, Panchayat Enterprise Suite (PES) has been conceptualized which comprises 11 Core Common applications. At present, Panchayat Enterprise Suite has been deployed/operational with 10 Core Common Applications and GIS layer module is under conceptualization. The operational modules includes LGD (Local Government Directory), Area Profiler (Socio-economic & general details), Plan Plus (to strengthen Decentralized & Participatory Planning), PriaSoft (Panchayati Raj Institutions Accounting Software for Gram Panchayat Accounting), Action Soft (Works/scheme implementation Monitoring System), NAD (National Asset Directory), Service Plus (To facilitate Service Delivery), Social Audit, Training and National Panchayat Portal (Dynamic Website of Panchayats).

9.1 EGRAMSWARAJ - SIMPLIFIED WORK BASED ACCOUNTING APPLICATION FOR PANCHAYATI RAJ

To strengthen e-Governance in Panchayati Raj Institutions (PRIs) across the country, Ministry of Panchayati Raj (MoPR) has launched eGramSwaraj, a user friendly web-based portal. eGramSwaraj aims to bring in better transparency in the decentralised planning, progress reporting and work-based accounting.





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9.2 PANCHAYAT ENTERPRISE SUITE: STATUS REPORT AS ON 31st JULY 2022

Akola	1318 535 841	896 277	1210		Action Soft (Number of works Taken) (FY 19-20)	Priasoft Voucher Entry Report (FY 2020-21(1 April 2020 to Till Date)	Geo-Tagging (m- Action Soft) (1 jan 2020 to Till Date	"Panchayat Portal (FY 2020-21)(1 Jan 2020 to Till Date)"	Total DATA ENTRY IN PES APPLICATION	Total DATA ENTRY IN PES APPLICATION	
		277	1318	1317	293	18935	996	1318	24177	171	19 🔺
Amravati	841	211	535	535	66	6548	492	451	8627	119	24 🔻
		603	841	841	262	11645	804	831	15224	237	10 🔺
Aurangabad	867	681	867	865	132	17823	758	836	21281	152	21 🔺
Beed	1031	725	1031	1026	230	6312	886	580	10065	56	34 🔻
Bhandara	541	523	541	541	144	27276	539	541	29582	557	1 🔺
Buldhana	871	682	870	860	215	7145	787	854	10731	107	27 🔻
Chandrapur	828	680	827	825	172	14069	771	809	17473	228	13 🔻
Dhule	541	474	541	541	234	10039	539	540	12434	161	20 🔻
Gadchiroli	459	434	458	458	322	9740	452	458	11888	345	3 🔺
Gondia	546	500	547	545	24	9053	382	545	11096	296	4
Hingoli	563	374	563	563	85	4758	495	428	6892	105	28 🛓
Jalgaon	1153	868	1153	1150	55	16725	696	1148	20927	201	18 🔻
Jalna	778	615	779	777	161	6699	774	778	9968	92	29
Kolhapur	1025	689	1025	1025	225	21610	790	977	25652	231	12
Latur	785	550	785	785	164	8877	746	785	12142	143	23 🔻
Nagpur	768	642	768	768	604	26240	764	760	29904	408	2 🔺
Nanded	1310	788	1310	1308	384	8836	1190	1306	14334	67	32 🔺
Nandurbar	595	461	595	595	229	4111	534	595	6659	79	30 🔻
Nashik	1385	1127	1384	1384	419	24702	1343	1384	30616	203	17 🔺
Osmanabad	622	467	622	622	88	6206	465	602	8605	107	26 🔻
Palghar	473	445	473	473	233	9305	434	473	11391	233	11 🚽
Parbhani	704	411	704	704	130	3393	492	625	6048	63	33 🛓
Pune	1382	851	1406	1374	439	33114	1064	1382	38779	267	6
Raigad	810	519	810	809	204	22560	770	794	25947	267	5 🔺
Ratnagiri	846	499	846	846	155	22084	669	846	25446	244	9 🔺
Sangli	699	571	699	699	121	10077	451	129	12176	213	15 🔺
Satara ⁻	1494	765	1493	1489	99	21093	1305	1419	26898	206	16 🔺
Sindhudurg	431	347	431	431	47	8846	273	431	10459	254	8 🔺
Solapur	1023	765	1027	1016	243	16685	919	1023	20913	151	22 🚽
Thane	430	296	430	430	213	11156	415	397	13041	228	14 🔺
Wardha	520	344	520	520	403	9385	519	520	11867	265	7 🚽
Washim	491	350	491	491	99	3377	435	491	5384	69	31 🔺
Yavatmal	1201	778	1201	1201	293	10107	1153	1201	15156	117	25 🔺
Total 2	27866	19997	27891	27814	7187	448531	24102	26257	561782		

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10 MAHA E-GRAM - INFORMATION ABOUT APPLICA-TION

Maha E-Gram is the application software for automating all the routine work and administrative processes of Gram Panchayat Institutions in Maharashtra. The rules built into Maha E-Gram are as per the Maharashtra Gram Panchayat Lekhasahita, 2011. This software is developed considering the importance and needs of Gram Panchayat work. Maha E-Gram covers all the sample structure as per the above Act for financial transactions and also all types of record maintenance. Maha E-Gram also facilitates the creation and maintenance of registers, issuance of certificates (services) and consolidates many other required information like Basic Amenities etc.

10.1 MODULES IN MAHA E-GRAM

Citizen services	Property Information
Panchayat Registers	Meeting Management
Panchayat Accounting	Dead stock/ inventory
Employee Information	Support and Help

List of Citizen Services (Gram Panchayat Services (G2C))

- **Property Certificate N8 Application**
- No Dues Application
- Birth Certificate Application
- **Death Certificate Application**
- Marriage Certificate Application

Self Declaration

- Residence certificate
- No objection certificate for electricity connection
- Toilet certificate
- **Construction Permission Certificate**
- Certificate of non-availability of birth and death record
- Proof of non-utilization of any scheme
- No Objection Certificate for Business

- Life certificate
- Behavior certificate
- Approval certificate for water connection

Property Diversion Certificate Application

Proof of Age Scheme Application

- Unemployment certificate
- **Property Modification Certificate**

- **10.2 LIST OF OTHER REGISTERS**
 - Birth register Death register Marriage register **B.P.L** register
 - Special water connection registers.

10.3 FEATURES OF SOFTWARE:

Functions as per the Maharashtra Gram Panchayat Lekhasahita 2011.

This software operate in the off-line mode and data of all the Gram Panchayats is consolidated in the Master Database through data upload centres.

There are three types of users - Sachiv (Secretary), CSC Operator (KC) and elected members. Admin user is Sachiv and data which was entered by CSC operator is validated only by the Gramsevak (Panchayat Secretary).

For citizen services only valid data is used

10.4 MONTHLY PROGRESS REPORTS:

E-GramSoft also provides 1 to 22 MPRs - Monthly Progress Reports, which can be used for monthly review meetings. These reports are accessed by Block Development Officer (BDO), Asst. BDO at Block Level. Simultaneously, Officials at the District and State Level can also access these reports. These reports reduce the time required of all the stakeholders of Rural Development Department for compilation.

	LIST 1 TO 22 MONTHLY PROGRESS REPORTS (MPRS)
Mobi	le Tower Tax Levy and Recovery Report
Pollu	ted Water Test/Samples Report
TCL -	Test Report
Villaç	ge Development Fund - Expenditure of 15 % Amount for Backward Classes
Villaç	ge Panchayat Audit Report
Villaç	ge Panchayat Audit Objection and its Reply Report
Villaç	ge Panchayat ER - Vacant Sheet Details
Villaç	ge Panchayat - Gramsabha Report
Wate	r Purification by TCL Powder - Utilization Report
Wind	mill Tax Levy and Recovery Report

Maha One Gov

10.5 LIST OF 1 TO 33 FORMATS (AS PER LEKHASANHITA 2011):

ASSK

FORMAT NO.	NAME OF THE FORMAT	FORMAT NO.	NAME OF THE FORMAT
Format 1	Budget - Book	Format 18	Petty cash book
Format 2	Supplementary budget Cash book	Format 19	Persons who work on the muster
Format 3	Annual Deposit Register of grants	Format 20 A	a. Estimate of the work register
Format 4	Panchayat allowance and liability	Format 20 K	k. Measurements Book
Format 5 a	Cashbook	Format 20 KH	Work payment
Format 5 K	Daily Cashbook	Format 20 KH1	Work payment
Format 6	Classification Register	Format 21	Salary Payment
Format 7	General Receipt	Format 22	Fixed Asset
Format 8	Assessment Register	Format 23	Road Register
Format 9 a	Yearly Demand	Format 24	Land register
Format 9 K	Demand bill	Format 25	Investment Register
Format 10	Taxes and fees	Format 26	Receipt and Exp. Register
Format 11	Retail demand register	Format 27	Audit Objection Monthly Statement
Format 12	Expenses Voucher	Format 28	Backward class 15% and 10% of women of child welfare
Format 13	Employee List	Format 29	Loan Register
Format 14	Stamp Register	Format 30	Audit Objections - Register
Format 15	Stock Register	Format 31	Travel Allowance Payments
Format 16	Dead stock Register	Format 32	Cash Refund Voucher
Format 17	Loan and deposit register	Format 33	Tree /Plantation Register

10.6 DATA VALIDATION REPORT AS ON DATED 31 JULY -2022

We have started Data Validation in the Month of Jan 2022. In first Phase we have completed Validation of 25000 Grampanchayat's Data and moved these 25000 Grampanchayats to Online - One Gov Portal. entire Data Transferred From eGram Soft to One Gov. Till 31th July 2022 Status is :

District	Blocks	Totals GP's	Target GP's for Data Validation	Validation Completed	Pending	Of Pending	Of Completio
Ahmednagar	14	1318	1253	1224	29	2.31	97.7
Akola	7	535	526	516	516 10		98.1
Amravati	14	841	781	776	5	0.64	99.4
Aurangabad	9	868	816	787	29	3.55	96.4
Beed	11	1031	980	949	31	3.16	96.8
Bhandara	7	541	497	494	3	0.60	99.4
Buldhana	13	871	845	826	19	2.25	97.8
Chandrapur	15	828	730	710	20	2.74	97.3
Dhule	4	541	531	529	2	0.38	99.6
Gadchiroli	12	459	444	444	0	0.00	100.0
Gondia	8	546	522	519	3	0.57	99.4
Hingoli	5	563	549	549	0	0.00	100.0
Jalgaon	15	1153	1145	1114	31	2.71	97.3
Jalna	8	778	711	711	0	0.00	100.0
Kolhapur	12	1025	864	703	161	18.63	81.4
Latur	10	785	759	728	31	4.08	95.9
Nagpur	13	768	700	698	2	0.29	99.7
Nanded	16	1310	1297	1289	8	0.62	99.4
Nandurbar	6	595	552	537	15	2.72	97.3
Nashik	15	1385	1307	1279	28	2.14	97.9
Osmanabad	8	622	574	561	13	2.26	97.7
Palghar	8	473	451	449	2	0.44	99.6
Parbhani	9	703	704	703	1	0.14	99.9
Pune	13	1385	1177	956	221	18.78	81.2
Raigad	15	810	762	703	59	7.74	92.3
Ratnagiri	9	846	803	771	32	3.99	96.0
Sangli	10	699	374	342	32	8.56	91.4
Satara	11	1494	1111	1076	35	3.15	96.8
Sindhudurg	8	431	399	387	12	3.01	97.0
Solapur	11	1023	973	966	7	0.72	99.3
Thane	5	430	384	362	22	5.73	94.3
Wardha	8	520	505	503	2	0.40	99.6
Washim	6	491	483	482	1	0.21	99.8
Yavatmal	16	1201	1110	1089	21	1.89	98.1

AAPLE SARKAR SEVA KENDRA IMPLEMENTATION STATUS REPORT

10.7 MAHAONE GOV

Hon'ble ACS Sir - Shri Rajesh Kumar (IAS) took the initiative of transforming the maintenance of Gram Panchayat records into digitized format. Accordingly, directions were issued to all the functionaries of Gram Panchayats to make the GPs as Digital Panchayats that is to transform the present Day to Day Activities of Gram Panchayats into Digital Gram Panchayats. Thus, as per the guidelines issued by Rural Development Department, Government of Maharashtra, the process of transforming all the physical records of Gram Panchayats into digitized format by using e-Gramsoft application software was started. Maharashtra is the pioneering state which is progressing rapidly towards the creation of Digital Gram panchayats. ACS Sir asked to Display all activities of Panchayat on a Common Platform Where each stakeholder can See the progress of Scheme Implementation status and Performance of Respective Panchayat. Data digitization and consolidation benefits to all the stakeholders of PRI, SO that MAHAONEGOV Concept came in to existence.

Objectives:

- To Consolidation information of scheme implementation by concerned departments, To represent this information in Simple and Easy Manner to the public.
- To make the facility available to the Panchayat Functionaries for Monitoring of Day to Day Activities of the Panchayats.
- To provide an unbiased information to the common people.
- To showcase Outcomes of all the schemes implemented in the panchayat at one place in a simple language and easy manner.
- To Monitor Performance of the Panchayats in Scheme Implementation and Service Delivery to the Citizens.
- To Facilitate Panchayats Functionaries in decision making with Data Analytics tools.

10.8. https://mahaonegov.co.in



10.9 MAHAONEGOV EGRAM MODULES:

PRI Details : Displays All the Panchayats of State (Dist. Block, Gram panchayat) and Mapped Villages

CSC Center Locator : Displays GIS Locations of the CSC Center Co allocated in Panchayats

RDD Notifications and Letters: Displays all the Notifications and Letter Issued by RDD

Scheme Implementation Status: Displays Scheme Implementation Status of the Panchayats

BI Dashboard: Displays Information with Intellectual analysis. It helps PRI Functionaries for Decision making and Performance Monitoring.

Works Management : Gram panchayats Work Progress Monitoring and Tracking of Development Works

Online Tax Collection : Facilitates All Gram panchayats to Collect Online Tax in GP Account Using Payment gate Way (UPI, Net Banking, Card Payments)

Citizen App : Facilitates to Rural Citizens for Online Tax Payment and Avail GP Certificates

GP Page Link: Redirects to Individual Gram panchayat Page

ASSK Progress Report: Displays ASSK Implementation Progress reports of Last one Year

Related Links : Redirects to respective website

PRI Details:

We can View Details of Panchayat Raj Institutions Mapped with Respective District, Block , Gram panchayats and Its Revenue Villages.



CSC Center Locator:

We can easily Locate Aaple Sarkar Seva Kendra Respective District, Block, Grampanchayats & also We Can See the Details of Kendrachalak Allocated to the ASSK Centre.



Individual GP Web Page:

We can easily Access Respective District Web Page and Grampanchayats Web Page on One Gov Portal. 27889 Grampanchayats Web Pages are Available in Public Domain with Grapnahcyat Profile, Funds Details, Basic Amenities Details, Meeting Management Details, Development Activities of Grampanchayat.

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https://mahaonegov.co.in/GeneralPages/GrampanchayatForm. aspx?&gpcode=167559&blockcode1=Akole&distname=Ahmednagar&gpname=Ambad

We Can Update the Details of Every Gram panchayat on One Gov GP Page. It Includes Yearly Income of the Grampanchayat, Basic Amenities Status, Elected Members Details etc.



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Grampanchayat IMP Registers:

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GP Works Management:-

This Module facilitates for preparing development plan as per Grampanchayats requirements. Implementation of works with Technical Approval, Admin Approval and Expenditures of all Developmental Activities can be monitored using this module.



Dashboards:

We Can See the Details of Every Gram panchayat on One Gov GP Page. It Includes Yearly Income of the Gram panchayat, Basic Amenities Status, Elected Members Details. Also we can see Panchayat Basic Facilities - Roads, Toilets, Water source, Electricity, Health Facility, Bank, Post office information, School, collages etc.

In this Mahaonegov order, facilities have been made available to provide online information such as 1 to 33 samples, monthly progress report, 1 to 7 certificates, self-declaration, work management of central and state government schemes etc. The benefit of all these matters is G.P. level, taluka level, district level and state level. The necessary information will be provided to the government in due course.

पंचायती राज ११३		€ग्रामसॉाफ्ट ६,९७३		Digital India Power To Empower १,२९७		Gramvikas Seva د	
Panchayat Profile	Yes	Installation	Yes	G2C Services	64	GP Employees	ş
Panchayat Planning	Yes	Namuna 8	2,684	B2C Services	684	GP Sarpanch	٤
Asset Geo. Tagging	Yes	Namuna 9	8,859	G2G Services	360	GP Upsarpanch	t
Panchavat Accounting	223	Other Namuna	3,6,68				

Single Gateway to Access Important Government web Applications.

We can Check Repots Or Visit Direct on Web Page - GPDP, India75, CRS, NPP, Gram Manchitra, PFMS, ICDS, SBM, Citizen Forum, GEM Portal, Egramswaraj (EGS) at one Click.



11 ABOUT ERP - HCM SOLUTION AND MOBILE APP

ERP: Enterprise Resource Planning system is a fully integrated business management system covering functional areas of an enterprise like Logistics, Production, Finance, Accounting and Human Resources. It organizes and integrates operation processes and information flows to make optimum use of resources such as men, material, money and machine. For the ASSK project, CSC SPV has implemented the Human Capital Management module (HCM) which considers CSC SPV's human resources as Human Capital. CSC SPV's HCM for the ASSK project - https://mh.gov2egov.com is a single window solution which includes Talent Acquisition (Recruitment), Talent Management etc. It helps

• To manage, maintain, monitor and guide this enormous team of over 20,000+ human resources, CSC has developed and implemented the specialized HCM tool which maintains all details of the project's activities.

• To handle all types of activities like registration of candidates, selection of candidates, payments to candidates, data entry in different applications, targets/work orders, online monitoring and all types of MIS /Dashboards.

• With the perspective of Digital India, E-Gov connect Mobile App is provided to all the users of this ERP.

• Through his / her Android phone, the User can login and check his performance, payment status, profile update, send SMSes to his / her team, raise queries online etc.

• The ERP-HCM Application and "e-Gov-Connect" Mobile app are available to Govt. Officials at State Level, District Level, Block Level and Gram Panchayat level for day to day information accessibility.

11.1. ERP WALK THROUGH: https://mh.gov2egov.com

One can access the ERP by using the Registered User Id and Password, where he/ she will be able to access following modules:

Modules of ERP:

1. HRMS Module

2. ASSK Invoice Module

3. Dashboards Module4. Reports Module (MPRs)

- 5. E Learning Training Material Module
- 6. Smart Tickets Module

- 7. E Gram Soft MIS Module
- 8. Elected Member Details Module
- 9. GP Employee Salary Process
- 10. Encroachment Regularization process
- 11. Graphical Dashboard

11.2. MONITORING OF ASSK OPERATIONS USING ERP:

1. Login with Registered User ID - Password - Click on Dashboard Menu and access Dashboards available in your login

Но	ome My Acco	ount - Master-	Transacti	ion - Dashboa	rd -	
				eGram I	Dashboard 🕨	
				Monitor	ing	Meeting Dashboard
Sal	lary Transactio	on Dashboard				Datewise Meeting schedule
			- 17			Gp Visit DashBoard
		Year:	2021		~	Schedule Meeting Report
						Schedule GP Visit Report
					_	Priasoft Book Summary Dashboard
Sr. No. Di	District		Registered Employee			ASSK Onboarding & Vacant Center Stat
	District	Kushal	Akushal	Ardhkushal	Total	NPP Tax Updation Dashboard
	Total	4705	18456	25347	48508	Traning Material/Video View Status
1	Ahmednagar	384	1083	1308	2775	Overall Performance Dashboard
z	Akola	60	242	459	761	Ticket Summary Dashboard
з	Amravati	111	480	726	1317	Consolidated Ranking Dashboard
4	Aurangabad	152	706	786	1644	Reward and Recognition Dashboard
5	Beed	100	695	977	1772	GP Income Confirmation Dashboard
6	Bhandara	52	244	484	780	Paperless GP Dashboard
7	Buldhana	126	592	788	1506	Encroachment Dashboard
8	Chandrapur	66	368	785	1219	GP Employee Dashboard
9	Dhule	141	469	530	1140	PadAdhikari Dashboard
10	Gadchiroli	48	265	432	746	Performance Dashboard
11	Gondia	32	213	494	739	Performance Dashboard

HRMS Dashboard:



ASSK

GP EMPLOYEE PAYMENT SYSTEM 12.

Payments to the contractual employees of Gram Panchayats used to be delayed by several months. RDD has taken the initiative of depositing the State Government's share of the Gram Panchayats' Employees payments to their bank accounts in a timely manner every month. CSC SPV has deployed GP Employees Payment Module for processing GP EMP Payment Bills. Govt. of Maharashtra has released payments from April 2018 to March 2022. May 2022 payment process is ongoing

Decrease in No of rank compared to previous month Increase in No of rank compared to previous month Total Kushal District **Total Akushal** Total Ardhkushal Sr. No. Total No. of Employee Employee Employee Employee Ahmednagar Akola Amravati Aurangabad Beed Bhandara **Buldhana** Chandrapur V Dhule ▼ Gadchiroli Gondia Hingoli Jalgaon Jalna ▼ Kolhapur Latur Nagpur Nanded ▼ Nandurbar Nashik Osmanabad ▼ Palghar ▼ Parbhani Pune Raigad ▼ Ratnagiri ▼ Sangli Satara ▼ Sindhudurg Solapur Thane Wardha ▼ Washim Yavatmal TOTAL AAPLE SARKAR SEVA KENDRA IMPLEMENTATION STATUS REPORT

District wise Employee Details:

13. DISTRICT WISE ENCROACHMENT REPORT 31st JULY 2022

Sr. No.	District	Total Block	Total GP	Encroachment Data Entry Counts	Encroachment Approved Data Entry	Encroachment Unapproved Data Entry	Encroachment Data Entry Awaited
1	Ahmednagar	14	1318	19547	1253 2	342	6673
2	Akola	7	535	5820	5498	34	288
3	Amravati	14	841	8106	7768	97	241
4	Aurangabad	9	868	25685	23160	585	1940
5	Beed	11	1031	24933	21371	202	3360
6	Bhandara	7	541	21044	20737	170	137
7	Buldhana	13	870	39957	36902	511	2544
8	Chandrapur	15	827	13869	12540	167	1162
9	Dhule	4	541	19325	18501	288	536
10	Gadchiroli	12	458	1731	1642	9	80
11	Gondia	8	547	3475	3444	17	14
12	Hingoli	5	563	13494	12876	85	533
13	Jalgaon	15	1153	56130	47203	485	8442
14	Jalna	8	779	19078	18246	193	639
15	Kolhapur	12	1025	33083	30446	353	2284
16	Latur	10	785	23599	22388	521	690
17	Nagpur	13	768	45583	44361	712	510
18	Nanded	16	1310	9214	7660	313	1241
19	Nandurbar	6	595	6083	5694	34	355
20	Nashik	15	1384	27266	25449	801	1016
21	Osmanabad	8	622	16135	15601	52	482
22	Palghar	8	473	5346	5317	12	17
23	Parbhani	9	704	6096	5962	76	58
24	Pune	13	1377	42671	39346	588	2737
25	Raigad	15	810	11202	8461	133	2608
26	Ratnagiri	9	846	887	794	7	86
27	Sangli	10	699	14019	12025	115	1879
28	Satara	11	1493	15282	14401	420	461
29	Sindhudurg	8	431	1114	1055	2	57
30	Solapur	11	1031	51922	48964	403	2555
31	Thane	5	431	7344	7146	77	121
32	Wardha	8	520	116544	92296	1246	23002
33	Washim	6	491	23957	23174	391	392
34	Yavatmal	16	1201	16792	15822	100	870
	TOTAL	351	27868	746333	668782	9541	68010
39		AAPLE SA	RKAR SEVA	KENDRA IMPLEM	IENTATION STAT	US REPORT	

14. DISTRICT WISE GP SARPANCH AND UPSARPANCH MANDHAN FOR 31st JULY 2022

Sr. No.	District	Total Block	Total GP	Total no. of Sarpanch	ETotal no. of Sarpanch Salary	Total no. of Upsarpanch	Total no. of Upsarpanch Salary		
1	Ahmednagar	14	1318	1350	1187	1540	1140		
2	Akola	7	535	524	454	487	395		
3	Amravati	14	841	834	747	808	703		
4	Aurangabad	9	867	836	729	808	677		
5	Beed	11	1031	981	811	929	705		
6	Bhandara	7	541	523	491	527	470		
7	Buldhana	13	871	873	772	886	702		
8	Chandrapur	15	828	733	660	707	640		
9	Dhule	4	541	465	402	505	359		
10	Gadchiroli	12	459	412	387	402	367		
11	Gondia	8	546	546	493	549	481		
12	Hingoli	5	563	508	449	506	439		
13	Jalgaon	15	1153	1077	839	1074	730		
14	Jalna	8	778	750	682	748	618		
15	Kolhapur	12	1025	1102	966	1498	881		
16	Latur	10	785	766	652	721	595		
17	Nagpur	13	768	756	690	776	686		
18	Nanded	16	1310	1164	1035	1101	975		
19	Nandurbar	6	595	228	163	212	151		
20	Nashik	15	1385	1092	939	1259	841		
21	Osmanabad	8	622	608	547	573	517		
22	Palghar	8	473	163	111	161	104		
23	Parbhani	9	704	669	579	634	525		
24	Pune	13	1382	1407	1113	1705	952		
25	Raigad	15	810	838	694	1043	598		
26	Ratnagiri	9	846	788	680	781	663		
27	Sangli	10	699	723	628	867	516		
28	Satara	11	1494	1382	1231	1537	1228		
29	Sindhudurg	8	431	430	385	462	351		
30	Solapur	11	1023	1027	829	1017	710		
31	Thane	5	430	288	230	295	207		
32	Wardha	8	520	514	459	503	440		
33	Washim	6	491	500	428	516	388		
34	Yavatmal	16	1201	1059	941	1001	889		
	Total	351	27866	25916	22403	27138	20643		
	AAPLE SARKAR SEVA KENDRA IMPLEMENTATION STATUS REPORT 40								

15. SERVICES DELIVERED STATUS: (AS ON 31st JULY 2022)

District	Block Count	Total GPs	Total No. of KC	Services Plus (1 to 19 Services)	e Gram Soft (1 to 19 Services)	SERVICES CSC B2C	MOL RTS (Services)	Services MOL 420+	Total Services Delivered	GP Average Services Delivered	Rank
Dhule	4	541	682	135747	1817	1864	130693	18360	288481	533	1
Bhandara	7	541	615	86622	5232	1613	105294	16837	215598	399	2
Nandurbar	6	595	896	98948	2145	1530	96362	23516	222501	374	3
Wardha	8	520	788	107719	1851	1511	61134	13498	185713	357	4
Osmanabad	8	622	778	151778	2752	1971	38924	9031	204456	329	5
Hingoli	5	563	500	77679	13635	1056	55872	10080	158322	281	6
Amravati	14	841	681	115537	5458	1216	97402	15882	235495	280	7
Aurangabad	9	867	680	129590	7918	1237	58951	9171	206867	239	8
Beed	11	1031	603	129372	5602	1431	94250	10340	240995	234	9
Latur	10	785	550	93887	2453	1092	65651	17602	180685	230	10
Gadchiroli	12	459	571	59625	2701	1077	32310	6187	101900	222	11
Sindhudurg	8	431	461	49609	1517	986	33431	7035	92578	215	12
Washim	6	491	765	68770	2675	1519	22007	5057	100028	204	13
Palghar	8	473	851	50438	1073	1102	37266	6226	96105	203	14
Akola	7	535	347	97001	3998	589	4426	2001	108015	202	15
Gondia	8	546	474	46450	5896	1179	47627	6785	107937	198	16
Thane	5	430	374	46559	865	701	31688	5151	84964	198	17
Chandrapur	15	828	642	104870	2778	1071	44481	7900	161100	195	18
Jalgaon	15	1153	725	124742	3014	1051	73209	16928	218944	190	19
Ahmednagar	14	1318	523	145480	3509	817	88133	11628	249567	189	20
Parbhani	9	704	350	65955	3069	1063	39126	17787	127000	180	21
Nagpur	13	768	689	80528	2552	1352	42488	8366	135286	176	22
Pune	13	1382	868	122568	776	3574	98158	17841	242917	176	23
Nashik	15	1385	1127	121407	4650	2555	91530	19777	239919	173	24
Kolhapur	12	1025	765	128217	2247	1191	16636	6504	154795	151	25
Raigad	15	810	467	55847	1622	757	51700	10491	120417	149	26
Jalna	8	778	344	67622	9849	750	32068	4653	114942	148	27
Sangli	10	699	277	54695	1851	539	27494	5718	90297	129	28
Buldhana	13	871	434	65661	5507	897	30073	7055	109193	125	29
Ratnagiri	9	846	296	47034	829	464	38083	2739	89149	105	30
Satara	11	1494	411	65711	718	988	66014	9100	142531	95	31
Solapur	11	1023	519	71221	934	1306	2037	1383	76881	75	32
Nanded	16	1310	445	52396	1652	669	35381	4379	94477	72	33
Yavatmal	16	1201	499	39914	5368	779	4901	3233	54195	45	34
	351	27866	19997	2959199	118513	41497	1794800	338241	5252250		

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AAPLE SARKAR SEVA KENDRA IMPLEMENTATION STATUS REPORT

DISTRICT OVERALL PERFORMANCE RANKS 16



16.1 TOP 3 PERFORMING DISTRICTS



17. PAYMENT PROCESS

In CSC2.0 ASSK project all the payments will be done by GPs and as per directives from RDD this has to be an automated process. CSC 2.0 team has developed an integrated module of invoicing a payments as below

- Invoicing module for the payments to CSC SPV is also part of this ERP system.
- Payment to CSC 2.0 e Panchayat project will do through own resources.

• Payment for first 4 months was received from Gram Panchayat manually deposited in RGPSA account.

- From 1st April 2017 payments forwarded directly by Gramsevak to CSC's account.
- Each Grampanchayat has Saperate logins in ERP System OTP Based Approval is one of the secured features of the application.
- We are in progress of provisioning the Gramsevaks of their particular Gram panchayat an PFMS mode of payment through their Gram Panchayat local bank a/c's.
- Hearing Rights are been provided to the BDO for the deduction carried by the Gramsevak on Kendra Chalak's Payment.
- CEO, Dy. CEO (VP) & BDO will also have a dashboards showing the payment confirmation & pending status of their underlying Districts/Blocks in detailed manner.

From 1st April 2019 payment will be done directly by GP to ZP , ZP to RGSA and RGSA to CSC SPV.



18 IT SUPPORT/ ICT TEAM

IT Support Centre/ ICT Team Activity are divided into 2 parts :

- ASSK Support Centre
- ASSK Technical Support Centre

Sr. No.	ASSK Support Centre	ASSK Technical Support Centre		
Stake Holder	Govt. Officers	Govt. Officers		
	KC, BM, DM	KC, BM, DM		
	CSC 2.0 Project Team	CSC 2.0 Project Team		
	A dedicated Team of 10 people have been assigned a Toll Free number, and Golden number for Outbound calls.	Support will be given to close the Tickets and address the concerns raised online		
	They receive calls / help caller to raise ticket and forward it to the concerned department for necessary action.	Dedicated person will be assigned to each department who will own the activity of his/her department for solving/closing tickets.Daily data integration of NIC and CSC and display on E-gov Connect in real timePayment system monitoring		
	Try to resolve the queries and provide assistance on the call			
Operation	Grievance Support will be given through this support centre.			
Details	Promotion of CSC activities, CSC Business Promotions	This team will be connected through to receive calls from ASSK Support centre only		
	General calling like Document upload/ Checklist completion	This team will be connected through to receive calls from ASSK Support centre only		
	Outbound and Inbound calling possible through this centre			

SR NO	NAME	SUBJECT	MAIL ID
1	Vikram Kumbhar	TECHANICAL Team head , Team utilization ,Issue resolution and technical tam Monitoring .	lead.support@gov2egov.com
2	Minal Palsodkar	ASSK Booklet report , ASSK Daily Serivices Report, NIC Application, Create of Government Login	minal.palsodkar@gov2egov.com
3	Mayur Bagve	offline egramsoft issue resolution , Maha Online ONE-GO GP ,Data Validation	mayur.bagave@gov2egov.com
4	Priyanka Shinde	Sarpanch -Upsarpanch,GP Employee	priyanka.shinde@gov2egov.com
5	Mitali Jawalkar	OneGov-GP MIS Activity ,Maha Onegov-GP Data Verification	mitali.jawalkar@gov2egov.com

18.1 HOW TO RAISE TICKET IN ERP 2.0 (mh.gov2egov.com)



18.2 ACTIVITY GOALS FOR Q2 2022 - 23

eGramswaraj-PFMS Integration - Closing, 15th FC Account mapping & Activation (ICICI bank account opening plan and camp FOR 15TH FINANCE COMMISSION)

eGramswaraj - Vendor Registration & Approval Process , Creation Of Payment Voucher Transaction. Booking of Deductions with Payment Voucher

Service Plus-Reset Password of Kiosk user/to Delivering 1 to 19 Certificates.

Citizen Charter - Updating Citizen Feedback

Update Current Activities Information on Azadi at 75 Website.

Digital Seva Portal- Delivery of G2C, B2C Services.

LGD- Mapping of Constituency, Update the Ward Creation & Adding Names in Marathi in Local Government Directory.

KC's On-Boarding & KC's Profile Update - Bank Details, Pan Details & JIL and CSC ID Creation, MOL ID Creation

Marking of Attendance by KC, Task Confirmation and GS Invoice Completion

GP to ZP Payment Collection (RGSA).

GPDP 2022-23 Preparation (Budget Info updating in Resource Envelop)

Gram Panchayat Employee Account Updating & Padhadhikari Tenure Correction,

Complete the eGramsoft Data Entry and Uploading XML File as a GP Wise

GP Profile & Basic Amenities data entry for OneGov and Uploading of Photos





श्री.नितीन सुधाकरराव खडसे सरपंच, ग्रामपंचायत मेंघापूर

ASSK प्रकल्पच्या माध्यमातून वेळोवेळी ग्रामविकास विभाग मार्फत वेळोवेळी येणाऱ्या मार्गदर्शक सूचनेनुसार आपले सरकार सेवा केंद्राचे केंद्र चालक हे नियमितपणे काम करीत असून तसेच B2C, G2C, G2G तसेच बँकिंग सेवा व आता तर घरघुती वापरल्या जाणा–या GAS सिलेंडर ची सुविधा सुद्धा आता गावस्तरावर दिल्या जातात, त्या मुळे नागरिकांना तालुक्याच्या ठिकाणी जाण्याची गरज पडत नसून त्याचा बराचसा त्रास कमी झाला व जाण्या येणे चे पैसे सुद्धा बचत होत असून त्यांचा वेळ बचत झाली आहे.

कोविड सारख्या महामारीच्या काळामध्ये आपले सरकार सेवा केंद्राचे केंद्रचालक यानी गावस्तरावर महत्वाची भूमिका निभावली असून याच काळात त्यांनी गावातच बँकिंग व इतर Online सुविधा प्रत्येक गावात आपले सरकार केंद्राच्या माध्यमातून उपलब्ध झाल्यामुळे जाण्या येण्याचा त्रास व आपल्या गावातच राहून आपल्याला सुविधा मिळत आहे याचा त्यांना जास्त आंनद होत आहे. आपले सरकार सेवा केंद्र, केंद्र चालक हे उद्योजक म्हणून गावस्तरावर काम करत असून वेळोवेळी येणाऱ्या पंचायत समिती स्तरावरील शासकीय योजनांची अंमलबजावणी सुद्धा यांचे मार्फत होत आहे.

केंद्रचालक हे आपले काम अतिशय चागले करीत असून नागरिकांना देण्यात येणाऱ्या व्ययक्तिक सेवा–मध्ये आपले सरकार सेवा केंद्रा ची महत्त्वाची भूमिका ठरत असून भविष्यात त्यांची भूमिका ही वाढतच जाणार हे निश्चित आहे. या मुळे गावागावातील नागरिकांना बरीचशी मदतच होत असून शासनाच्या वेगवेगळ्या सुविधांचा लाभ गावातच बसून घेता येत आहे. आपले सरकार सेवा केंद्र, केंद्र चालक एक गावातील महत्त्वाची भूमिका बजावत आहेत.

श्री. नितीन सुधाकरराव खडसे

20. PHOTO GALLERY

CSC Training photos

Training At Dist Block Akole Dist Ahmednagar, Block Nandurbar, Block-Sangamner Dist Ahmendgar Gondia Nagpur



21. IN THE NEWS!

ASSK

लोकमत

आपले सरकार सेवाकेंद्र चालकांची आढावा बैठक

लोकमत न्यूज नेटवर्क औढा नागनाथ : तालुक्यातील ग्रामपंचायत स्तरावरील आपले सरकार सेवा केंद्रचालक यांची आढावा बैठक घेण्यात आली. या बैठकीत जिल्हा समन्वयक प्रसाद लालपोतू यांनी केंद्रचालकांना मार्गदर्शन केले.

ग्रामपंचायत कार्यालयाच्या सर्व नोंदी ऑनलाईन करण्यासाठी शासनाच्या पोर्टलवर अद्ययावत सुविधांबाबत यावेळी माहिती देण्यात आली. तसेच केंद्र चालकांनी अंदाजपत्रकात कमीत कमी जमा बाजूच्या २० आणि खर्च बाजूच्या २० नोंदी, नमुना नं. ८ चालू वर्षात अपडेट, नमुना नं. ९ प्रमाणे कर मागणी, रजिस्टरप्रमाणे ग्रामपंचायतीच्या किमान १० नोंदी करणे, १२ प्रकारच्या स्वयंघोषणापत्रे व दाखल्यांचे ऑनलाईन प्रमाणपत्र दर दहा दिवसांनी तपासून निकाली काढणे, सांस्कृतिक सर्व्हेचा आढावा घेण्यासंबंधी केंद्र चालकांना सूचना देण्यात आल्या. यावेळी जिल्ह्यातील चारही तालुक्यांचे समन्वयक गंगाधर लोंढे, उमरान पठाण, हरण, विनोद बनसोडे गजानन यांच्यासह केंद्रचालकांची उपस्थिती होती.

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22. OUR PREVIOUS RELEASES









csc



Rural development department GOM got Skoch Silver Award for Encroachment regularization project



23.2 E-PANCHAYAT PURASKAR FOR THE YEAR 2017-18

1. Maharashtra has been assessed as the top performing state in facilitating use of ICT tools for empowering the panchayats and has been awarded third Prize under category-I



2. Gems of Digital India for the year 2017-18.



23.3 E-PANCHAYAT PURASKAR FOR THE YEAR 2018-19

1. Maharashtra has been assessed as the top performing state in facilitating use of ICT tools for empowering the panchayats and has been awarded First Prize under category-I





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