महाराष्ट्र शासन

INAUGURATION

DISTRICT GOOD GOVERNANCE INDEX

District Good Governance Index 2024 portal, a pioneering initiative by the Administration Innovation Excellence and Good Governance, General Administration Department formulated with the help of the Directorate of Economics and Statistics under the Planning Department and portal developed by NIC Maharashtra.

Inauguration by

Shri Devendra Fadnavis
**Hon. Chief Minister,
Maharashtra State**

Key Note Address

Shri V Srinivas
**Secretary,
Department of Administrative Reforms and Public Grievances,
Government of India**

Venue

**Sahyadri Guest House,
Mumbai**

Date

**26th December, 2024
Time : 11.30 AM**

(please scan QR code to join virtually)

Smt. Sujata Saunik
**Chief Secretary,
Government of Maharashtra**

Please join us as we embark on this journey towards excellence in governance.

Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Administrative Reforms & Public Grievances
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Dated : 26-12-2024

Keynote Address of Shri V. Srinivas, Secretary to Government of India, Department of Administrative Reforms & Public Grievances at the inauguration of District Good Governance Index of Maharashtra

Hon'ble Chief Minister of Maharashtra,

Distinguished Chief Secretary,

Additional Chief Secretaries/ Principal Secretaries and Senior officials of Government of Maharashtra.

Introduction

I take this opportunity to congratulate the Hon'ble Chief Minister of Maharashtra on his historic mandate in the recently concluded elections to the Maharashtra Legislative Assembly and wish him all success in his challenging policy endeavors.

The Hon'ble Chief Minister has addressed a number of Good Governance conferences convened by Government of Maharashtra in collaboration with DARPG at Mumbai, the 27th National e-Governance Conference in September 2024 and the Regional Conference on Good Governance February 2023.

I am privileged to present my views in this inaugural function having been closely associated with the Government of Maharashtra's DGGI.

The collaboration between DARPG and Government of Maharashtra under the able leadership of Smt. Sujata Saunik ji has been constructive and cordial and has enabled promotion of numerous good governance practices in the State of Maharashtra.

These include

- the Prashasan Gaon Ki Ore campaign under Sushasan Saptah 2024 to commemorate the legacy of Former Prime Minister Bharat Ratna Late Shri Atal Bihari Vajpayee ji was a stupendous success in Maharashtra with all 36 participating in the Campaign, 2644 camps were held, 2,33,889 PG cases redressed, 13.21 lac service delivery applications disposed, 25 district vision @100 documents were uploaded, and 82 innovations reported on the portal.
- the adoption of Mantralaya reforms for institutionalizing Swachhata and Reducing Pendency in State Government,
- the interaction with Committee on Good Governance of the Government of Maharashtra and finalization of recommendations,
- the updation of the Manual of Office Procedure 1961 as the Manual of Office Procedure 2023 to enable the march to a digital secretariat,
- adoption of e-Office/e-Office analytics in the State Secretariat in all Departments/ Sections,
- effective redressal of public grievances on the CPGRAMS portal,
- interaction with the Right to Service Commission of Maharashtra and
- development of effective metrics in the District Good Governance Index being launched today.

Each of these initiatives fit into the National Policy outlined by the Hon'ble Prime Minister in his historic 3rd term agenda for Good Governance.

Prime Minister's historic 3rd term

The Hon'ble Prime Minister in his historic third term has laid down an ambitious and results oriented agenda for good governance which envisages each Ministry and Department to formulate initiatives and ideas for implementation as part of the panch prans (5 resolutions) announced in the Independence Day Address of Prime Minister on August 15, 2022.

The panch prans of Amrit Kaal represent the vision for our N'ation's good governance principles and practices – the goal of Viksit Bharat, to remove any trace of colonial mindset to take pride in our roots and unity and sense of duty amongst citizens.

An agenda of "Maximum Governance Minimum Government" with a 16-step Governance agenda has been adopted in the Prime Minister's historic third term which envisages a digitally empowered citizen and a digitally transformed institution. Accordingly, the Government seeks to effect qualitative improvements in the grievance rederessal system to make them more sensitive, accessible and meaningful.

 A whole of Government approach is to be adopted in formulating in implementing policies and schemes and concerted steps are to be taken for India to become the third largest economy in the world. This will require upskilling and Government has provided incentives for officers to undergo courses on iGot Karmayogi portal.

Further, governance models need periodic monitoring of quality assessment by developing effective metrics to foster a competitive spirit amongst States and Districts to encourage them to adopt reforms in different areas of governance particularly in respect of statutory clearances and approvals.

The Good Governance Index 2023

Maharashtra has featured amongst the top-most performing States in DARPG's flagship publication – The Good Governance Index 2023, the Good Governance Index 2021 and Good Governance Index 2019. The Good Governance Index has 10 sectors and 64 indicators – **Maharashtra witnessed strong performances in agriculture and allied sectors human resource development, public infrastructure and utilities, economic governance, social welfare and development.**

Under the agriculture and allied sectors there is an incremental increase of 4.6% in the 2023 datasets over the 2021 datasets – largely because of the successful implementation of crop insurance, increase in foodgrain production, focus on horticulture, milk production and adoption of eNAM into Mandi system.

In Human Resource Development, the Maharashtra has done well in retention rates at elementary school level, skill trainings imparted, placement ratios, gender parity index and also in quality of education in schools.

In public infrastructure and utilities Maharashtra has done well in connectivity to rural habitations and energy availability against requirements. Maharashtra has covered 100% wards in door-to-door waste collection and substantial increase in access to clean cooking fuel.

In economic governance, the State has kept its fiscal deficit at 2.53% as a percentage of GSDP and State's own revenue receipts to total revenue receipts is at a commendable 66.72%; and the State's debt to GSDP is also at a reasonable 20.56%.

Under the social welfare development indicators, Maharashtra has done well in Rural Employment Guarantee Programs, Housing for all schemes, timely disposal of SC/ST/atrocities cases, economic empowerment of women and health insurance coverage as also sex ratio at birth.

The State has done well in judiciary and public safety with deployment of women police personnel in Police Stations, high conviction rates and high disposal of cases in consumer courts. The GGI data indicates the scope for further improvements in citizen centric governance through 'AAPLE SARKAR' portal and in commerce and health and in environment sector.

The National eServices Delivery assessment of 2023, 2021 and 2019 presented Maharashtra's potential for improvements in the integrated State portal and service portals.

As Hon'ble Chief Minister had rightly observed in the National e-Governance Conference in September 2024 and in the Regional Conference 2023 on the need for shifting physical services to the eService platforms in a timely manner and greater adoption of e-governance solutions to improve ease of living of citizens.

There is a need for strengthening the States unified service portal 'AAPLE SARKAR' and bringing all the 100% eservices on this unified portal. The findings of NeSDA were deliberated with the Chief Secretary and the RTS Commission and significant impetus was provided to adoption of eservices in the State. Currently Maharashtra has 534 eservices in local governance, finance, labour and employment, education, social welfare, environment and tourism sectors. This represents the significant jump from 154 services that existed in January 2023. Maharashtra has also scaled up mandatory e-services and is delivering 55 of the 56 mandatory e-services.

The District Good Governance Index of Maharashtra

The District Good Governance Index is a pioneering initiative formulated after several rounds of deliberations between DARPG and Government of Maharashtra and the Knowledge Partner, Centre for Good Governance, Hyderabad. The Government of Maharashtra has mapped 161 indicators in 10 sectors which makes it the most comprehensive DGGI in the country. The comprehensive mapping enables data driven governance models.

The Directorate of Economic and Statistics, Government of Maharashtra has been able to collate and present updated statistics upto 2023 for this publication. This is a seminal effort in timely availability of statistics.

The mathematical model adopted using dimensional index method is common across States and has a proven track record. The Maharashtra DGGI indicates strong performances in the districts of Raigarh, Gondia, Nashik, Nagpur and Pune, Washim Palghar, Kohlapur, Solapur, Bhandara, Sangli, Jalgaon, Satara, Akola, Amravati and Wardha districts.

The DGGI has said that good governance in Maharashtra is characterized by effective policies, transparency, accountability and citizen participation. The State has also

implemented several initiatives to ensure efficient delivery of public services, promote economic development and uphold the rule of law. The State has also made strong investment in infrastructure. Looking forward Government of Maharashtra may consider adopting the DGGI as a continuous monitoring tool on a digital portal on the lines of Uttar Pradesh and incentivize top performing districts. This can be developed into a National best practice for replication.

Conclusion

To conclude, let me congratulate the leadership team associated with the formulation of the DGGI, Smt. Sujata Saunik Ji, Dr. Nitin Kareer Ji, for their unstinting efforts to make this comprehensive data analytics report possible. This document will serve as a base report for monitoring incremental progress in the future. I am grateful for the opportunity given to me to present DAPRG's views in this forum. We look forward to continued engagement in propagating good governance models in the Government of Maharashtra in future.

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