



Citizens' Participation: Analyzing Digital India Mission

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Abstract: The citizen participation in the Analysing Digital India Mission is the main topic of this essay. For the advantage of Indian citizens, the researcher has downloaded seven apps from digital India. Online RTI - File RTI Online is one of the apps available in Digital India. My Gov: Obtain Government Projects; Learn Everything About Indian Missions Abroad with MEA India. Using the NarendraModi App to Speak with the PM Transparency in Rural Electrification using the GARV GrameenVidyutikaran App and Anytime Access to Passport Services through the m Passport Seva App m the all-inclusive mobile security solution is the Kavach app. The results of the survey about 70% of individuals are utilising the applications of digital India. The study finds that India's citizens gain from its digital applications.

Keywords: E-Governance, Citizens' Participation, Saral Portal

1. Introduction

As the government is incorporating ICTs into the delivery of G2C services, there are hardly any embedded mechanisms to facilitate the voice and space for citizen participation in e-governance. This is especially true for the weakest and the most marginalized sections of society for whom e-Governance projects are created to serve the most. One of the reasons cited for the high failure rate of e-Governance projects across the world, is poor understanding of user needs (DEITY, 2012). Here in a detailed study of PARIVAR PEHCHAN PATRA (PPP) in Maharashtra has been discussed. It has been realized that the gains in India are on the technical side and the organizational and behavioral dimensions of the process of governance are ignored (Barthwal, C.P., 2003). This risk in techno-centric view of e-governance is inherent because use of ICTs is merely a necessary condition for providing good governance, not a sufficient one (Madon, 1994). The focus has been on the 'e' rather than on basic governance that has to reach the common Indian (Saxena, A., 2005). Research has suggested



that in developing countries, ICTs have largely been employed in efforts to streamline labor-intensive bureaucratic transactions rather than in participatory or consultative efforts to promote democratic practices (Bekkers, V. & Homburg, V., 2007). ICT may have created a new class of ‘untouchables’ living in information poverty, compromised equal access to government services and eroded accountability and individual privacy (Ghere and Young, 1998; Hariharan, 1999; Upadhyaya, 2000). In this regard, a recent OECD study on e-governance which involved interviews with public officials, top policymakers and information specialists suggests that the use of ICT, especially the internet, has largely failed to enhance people’s access, increase transparency, encourage bottom-up participation or allow public criticism (Norris, 2001).

The most important aspect of good governance i.e. citizens’ participation is still lacking in the initiatives of e-governance. Despite a widespread expectation for public participation in governance, practical and theoretical debates surround its implementation. Key concerns include the following: what constitutes legitimate and useful public participation in E-governance; the nature and appropriate role of different kinds of stakeholders ‘like knowledge and expertise in participation; the role of feedback mechanism and the challenge of designing participation processes that are well adapted to their context (Kathryn S. Quick, K.S & Bryson. M.J. 2016). There is extensive body of work on the evolution, development, constraints etc. related to E-governance initiatives, that basically focuses on supply side perspective (Agrawal, V., Mittal, M. & Rastogi, L. (2003), Agrawal, A., Shah, P. & Wadhwa, V. (2008), Nandan, S. (2008), Bhattacharya, D., Gulla, U. & Gupta, M.P. (2008), Kalsi, N. S., Kiran, R. & Vaidya, S. C. (2009) etc.). These studies basically focus on administrative aspects of E-governance and the relation between e-governance initiatives and citizens’ engagement in it is still unexplored. As India is moving from ‘minimum government’ to ‘maximum governance’ wherein stakeholders’ substantial engagement is a must, it would be very significant to know whether participation is substantial or just procedural. The broader aspect of E-governance i.e. participation and empowerment of citizens in governance process and its impact on the lives of stakeholders in socio-economic aspects also need proper attention.

2. Review of literature

Bobbio, L. (2019). This paper reviews the various connections that can exist between the design of



participatory processes and the different kinds of results that they can entail. It details how effective participatory processes can be designed, whatever are the results that participation is deemed to elicit. **Keping, Y. (2018)** says governance is a broader concept than government. From modern corporations to colleges and basic-level communities, all of them can do without government by the State, but not without governance, if they are meant to run efficiently and in an orderly manner. **Tyagi.V. & Tyagi.A.K. (2017)**. This paper has tried to identify the challenges faced during the implementation of E-Governance in India and the strategies to enhance the effectiveness of E-Governance. **Prakash, A. (2016)** Good governance, in this context, involves designing development policy and programs consistent with the requirements of people and then ensuring that the associated services reach them through appropriate implementation structures. **Kathryn S. Quick, K.S & Bryson.M.J. (2016)**. This paper discusses what levels of participation are desirable and workable, and the threats and opportunities for participation posed by increasingly diffuse systems of governance. **Hisschemöller & Cuppen, (2015)** Three kinds of motivations can push policymakers toward participation: empowerment, legitimacy and learning: participation can serve to empower people and thus to put in practice democratic ideals, to acquire consensus or to gain inputs from citizens' knowledge when facing complex or badly understood problems.

3. Objectives

- To grant a family the right to receive Parivar Pehchan in exchange for information composed up of specific data fields.
- Specify the procedure for authenticating or confirming each data field in the information and taking appropriate action as a result.
- Requiring the Parivar Pehchan Number be given to determine eligibility for, or to receive, any benefit subsidies, schemes, or other services offered by or on behalf of the state government, any organization it owns and controls, and any local authority.
- To establish the Family Information Data Repository, which will include the provided information and the current state of its authentication or verification.
- To specify offences and penalties for contravention of relevant statutory provisions.”

4. PARIVAR PEHCHAN PATRA (PPP)



The PPP was introduced in 2020 and put into effect in September of that same year. It has received harsh criticism from the opposition, which has accused it of discrepancies in the data collection and raised privacy issues. Each household is given as a single unit, eight-digit Identity number under the PPP. Every family who lives in Maharashtra must sign up for the PPP to use different government services and social security programs.

You may get a PPP ID at one of three different locations now: SARAL Kendras operated by the state government, Common Service Centers operated by Village Level Entrepreneurs, or via a PPP operator authorized to collect data. A self-declaration signed by an adult member of the family is used to compile a family's data. The information in each field is then checked using predetermined and individualized protocols. Numerous government programs and services will be linked to the unique identification number for the Maharashtra ParivarPehchanPatra initiative. By eliminating duplication and ensuring that the benefits reach the intended beneficiaries, the initiative aims to streamline the provision of social benefits and services to state residents. The project will provide the government with accurate demographic figures, which will enable it to formulate and implement policies and programs more successfully.

ParivarPehchanPatra form

New Family Registration											
District: _____				Area (Rural/Urban): _____							
Block/Town: _____				Ward/Village: _____							
Head of Household Details											
Name: _____		Father Name: _____		Mother Name: _____		Gender (M/F/T): _____		Age: _____			
DOB(DD/MM/YYYY) _____		Declared <input type="checkbox"/> Verified <input type="checkbox"/>		Mobile No: _____		Aadhaar No/EID: _____					
* Reason of Addition: _____		Address -> House No: _____		Locality/Colony _____		Remarks: _____					
S.No	Name	Father Name	Mother Name	Spouse Name	Gender (M/F/T)	DOB DD/MM/YYYY	DOB D - Declared V - Verified	Age	Relationship with Head of House hold	Aadhaar no./EID (12 digits/ 28 digits)	Mobile No.
1											
2											
3											
4											
5											
6											
7											
* Codes for Reason of Addition 01-New Family Created After Marriage 02-Family Migrated 3. Families Splitting 04-Any other (Specify in Remarks)											

What does the PPP collect?



The PPP does not only collect the names of family members, but also their Aadhaar numbers, ages, house numbers, streets, PIN codes, districts, blocks, towns, wards, villages, genders, dates of birth, proof of dates of birth, emails, places of birth, mobile numbers, voter ID cards, occupations, bank account numbers, IFSC codes, lengths of time lived in each location, annual incomes, and full details of any real estate holdings. It also inquires as to whether the individual is a freedom fighter, government employee, holder of a BPL card, etc.

Entitled to Obtain PPP

“The following types of families are entitled to obtain PPP.

1. **Permanent Family:** Any family currently residing in Maharashtra is required to enroll in PPP. Such a family shall be issued a permanent 8-digit family ID.
2. **Temporary Family:** Any family residing outside Maharashtra but applying for any service, schemes of the state shall also be required to enroll themselves in PPP. Such a family shall be issued a 9 -digit temporary family ID which shall be initiated with the letter ‘T’.

ParivarPehchan Authority their powers and Function

To create the policy, procedure, technology, and systems for generating and issuing ParivarPehchan numbers to families residing in the state, the state government is authorized to establish the Maharashtra ParivarPehchan Authority under Section 10 of the Maharashtra ParivarPehchan Act, 2021. The Authority will create protocols, procedures, and infrastructure to verify the veracity of such data. The Family Information Data Repository is where the Authority will gather, update, manage, and keep information on the family and its members. Data based on the ParivarPehchan number must be checked and confirmed before it can be used to identify beneficiaries, evaluate eligibility, or provide any plan, service, benefit, or subsidy, and this applies to all government departments, government agencies, and local authorities. The data and information it hold in the Family Information Data Repository must also be kept confidential and secure.

Power and Functions of Authority –

- To develop the procedure, technology, and policies necessary to create and issue ParivarPehchan numbers to households.
- Collecting, updating, managing, and keeping data about the family and its members in the form of mandatory data fields necessitates the creation and implementation of methods, procedures, and systems.



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- To authenticate or verify, for a fee, any data it has obtained or is holding for any benefit, subsidy, program, or service on behalf of any government department, government agency, or local authority.
 - For the purposes of determining eligibility for or the provision of any scheme, service, subsidy, or benefit provided or implemented by or on behalf of the state Government or any Government agency or local authority and for other purposes for which the ParivarPehchan number may be used.
 - To specify the manner data standard, technology systems, and related processes for use of the ParivarPehchan number and the information contained in the Family Information Data Repository.
 - Policy for data security, information security, technical safeguards, and network security protocols and standards relating to the Family Information Data Repository it manages must be formulated, implemented, and overseen.

Good Governance

Efficiency: PPP would use a central database to securely store data. The information would be collected from the citizens by self-declaration and either electronically or physically verified. It would ensure that time and resources spent on selecting plan beneficiaries would be decreased, bringing in efficiency if the eligibility data were checked and kept up to date.

Transparency: Reliable data and the use of information technology will ensure that the benefits of the scheme are provided to the appropriate beneficiaries. Aadhaar vs. PPP A PPP represents a family as a unit, whereas Aadhaar represents an individual as a unit. This is significant since most of our government schemes are structured with the family in mind rather than the individual.

What, why, where, and how

What: ParivarPehchanPatra, also known as the Family ID, is a unique identification system aimed at creating a comprehensive database of families in the state of Maharashtra, India.

Why: The primary goal of PPP is to ensure that government services and benefits reach the intended beneficiaries without any duplication or fraudulent claims. It helps streamline the distribution of welfare programs, subsidies, and services, reducing administrative complexities and ensuring better targeting of resources.

Where: The ParivarPehchanPatra initiative was launched in the state of Maharashtra, India.



How: The ParivarPehchanPatra system collects and stores demographic and socio-economic information about each family, allowing government agencies to identify and provide support to eligible individuals more efficiently. The system is designed to integrate with various government departments and schemes, enabling seamless data sharing and verification.

SARAL PORTAL (SIMPLE, ALL INCLUSIVE, REAL TIME, ACTION ORIENTED, LONG-LASTING PORTAL)

The Maharashtra government has made the AntyodayaSARAL Portal Maharashtra saralMaharashtra.gov.in available to everyone who lives in the state. Residents of the state can use all services and programs offered in the state by registering and logging in online (SARAL Maharashtra Portal Registration & Login) on the SARAL Maharashtra Portal.

All programs and services, such as ration cards, milk loans, pensions, etc., can be downloaded in PDF format through the SARAL Maharashtra portal or via the link below. Schemes and services can also be searched online.

All applicants who meet the requirements to submit an online application may then download the official notice, thoroughly review the prerequisites, and proceed with the application procedure.

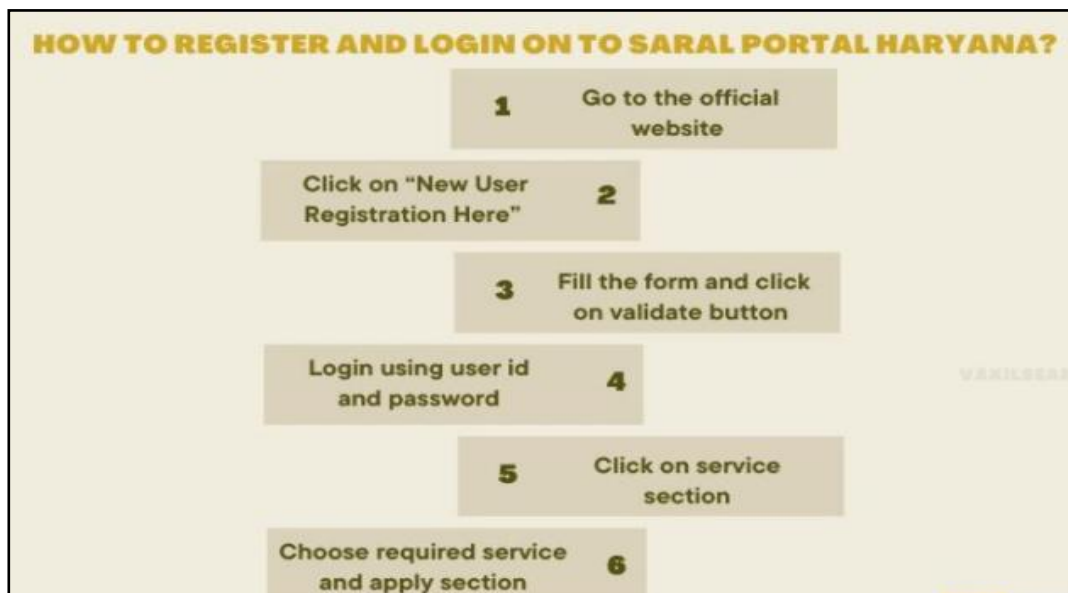
The digitization effort that began in India move forward thanks to the Maharashtra SARAL portal. This platform will help the states' permanent citizens become more digitally literate and informed about policies and programs. This portal encourages the use of cashless and paperless procedures as part of the Digital India initiative.

“ Hon'ble Chief Minister, Maharashtra, gave the vision of Antyodaya SARAL (Simple, All Inclusive, Real Time, Action Oriented, long lasting portal), with an aim to provide a systematic approach to the delivery of schemes and services from government to citizens in the state, under the leadership of Additional Principal Secretary to the Chief Minister and is currently the Project Director, Chief Minister's Good Governance Associates. SARAL involved re-imagining the entire service delivery framework in the state, with citizens at the center of it.”

It is a user-friendly, unified platform that offers the people of Maharashtra a variety of services. Residents of the state can easily access and download a wide range of schemes and services, including ration cards, dairy loans, pensions, and many more, in PDF format thanks to this portal. An all-inclusive platform called Antyodaya-SARAL is used to offer and oversee government-to-citizen (G2C) schemes and services across the state. Overall, the SARAL Portal

offers immense benefits to the people of Maharashtra. To digitize all government offices, the state government initiated a user-friendly web platform. The Antyodaya SARAL Portal Digital India expands the concept of providing services and schemes to residents of the state without the use of paper or currency. The government tries to increase openness in its interactions with the people of the state by using the Maharashtra Saral Portal. The application approval process is anticipated to go more quickly thanks to this digital platform, which will also provide more accessibility for Maharashtra residents.

How to Register and Login on to Saral Portal Maharashtra?



Step 1: Go to the official website.

Step 2: Home page will open.

Step 3: Click on 'New User Registration Here' option in the login form.

Step 4: Fill out the registration form with full name, email id, mobile number, password, state, etc.

Step 5: Click on the validate button.

Step 6: Login using user id and password and captcha code.

Step 7: Click on the services section.

Step 8: Choose required services and click on apply section.

Features

System 493 of the Internet Using the Service Plus framework developed by the National Informatics Centre of the Government of India, the Antyodaya SARAL portal



(www.saralMaharashtra.gov.in) has made available a wide variety of government schemes and services from more than 35 different departments, boards, and companies. Service Plus has been used to develop all these services and programs in coordination with the relevant agencies. NIC Maharashtra has aided departments in their transition to this platform that do not have their own in-house technology teams.

Citizen Touchpoints

Following are the key citizen touchpoints:

- “Online through computer/ mobile
- Government-run 115 SARAL Kendras at District Headquarters, Subdivision and Tehsil levels
- 8000+ AtalSevaKendras across the state
- Citizen Facilitation Centers being run by urban local bodies.”

SARAL assists in implementing the faceless, paperless, and cashless service delivery model that Digital India envisions. A unified portal for service delivery called Antyodaya SARAL Maharashtra allows residents to access services and programs at anytime, anywhere. Antyodaya SARAL Maharashtra intends to completely digitize 600+ Maharashtra Government to Citizen (G2C) services and schemes to align with the 'Digital India' vision. The ParivarPehchanPatra (PPP) is integrated with the Antyodaya SARAL Maharashtra portal and automatically fills in verified information about Maharashtra residents. To promote the usage of state government services and programs, the Saral portal for Maharashtra is also integrated with the Jansahayak mobile app. There is no need to consult the SARAL applicants' identification and address proofs because it automatically fills in verified information. The URL for the Saral Maharashtra portal is <https://saralMaharashtra.gov.in/>. A unified platform to deliver and track Government-to-Citizen (G2C) services across the state is the goal of SARAL.

Features:

- On a single portal, citizens can apply for 545 schemes and services related to 44 departments.
- On a single platform, citizens can apply for 342 services related to 40 departments.
- On a single platform, citizens can apply to receive benefits under 203 Schemes involving 28 departments.
- Fully integrated with National systems like RAS (Rapid Assessment System)



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- Monitor departmental performance with the Service Delivery Index.

The rationale for the study on "E-Governance for Development: A Study on ParivarPehchanPatra and Saral Portal" likely revolves around exploring and evaluating the impact, effectiveness, and implications of these specific e-governance initiatives in the context of development. Here's a breakdown of the rationale:

- **E-Governance and Development:** E-governance involves using digital technology to enhance the efficiency, transparency, and accessibility of government services and information. In the era of digital transformation, e-governance initiatives play a crucial role in facilitating development by reducing bureaucratic hurdles, improving service delivery, and empowering citizens.
- **ParivarPehchanPatra:** ParivarPehchan Patra is an initiative that aims to create a comprehensive digital identity database for families in India. It's intended to streamline the distribution of government benefits and services by providing a unique identification to each family. The study likely aims to assess how this initiative has impacted the efficient targeting and delivery of social welfare programs, leading to more inclusive and equitable development.
- **Saral Portal:** The Saral Portal is another e-governance initiative that focuses on providing a unified platform for citizens to access various government services online. The study may intend to examine how the Saral Portal has improved citizen-government interaction, reduced administrative burden, and contributed to the overall ease of doing business and development.
- **Impact on Development:** The study's rationale could stem from a desire to understand the broader impact of these initiatives on development outcomes. This might include evaluating whether the implementation of ParivarPehchanPatra and Saral Portal has led to increased access to services, and improved socio-economic indicators.
- **Challenges and Opportunities:** E-governance initiatives often come with challenges such as digital divide, data security and privacy concerns. The study might aim to identify the challenges faced during the implementation of these initiatives and explore potential solutions.
- **Policy Implications:** Understanding the successes and shortcomings of ParivarPehchanPatra and Saral Portal can provide valuable insights for policymakers and



administrators. The study might offer recommendations to optimize the implementation, scalability, and sustainability of similar e-governance initiatives in the future.

- **Citizen-Centric Approach:** Both ParivarPehchanPatra and Saral Portal are designed to place citizens at the center of governance processes. The study might investigate whether these initiatives have effectively empowered citizens, improved their engagement with the government, and led to a sense of ownership and accountability in public services.
- **Comparative Analysis:** The study could potentially involve a comparative analysis of ParivarPehchanPatra and Saral Portal with similar e-governance initiatives in other regions or countries. This could provide insights into best practices, challenges that transcend borders and lessons that can be applied elsewhere.

5. PURPOSE OF THE STUDY

The purpose of the study "E-Governance for Development: A Study on ParivarPehchanPatra and Saral Portal" is to thoroughly examine and evaluate the impact, effectiveness, difficulties, and potential advantages of the ParivarPehchanPatra and Saral Portal initiatives within the context of e-governance and development. The study seeks to accomplish the following objectives in particular:

- **Impact assessment:** The study aims to determine how ParivarPehchanPatra and Saral Portal have affected various facets of governance and development. This involves assessing if these measures have resulted in better service delivery, service delivery that is more efficient, less bureaucratic barriers, and process transparency.
- **Inclusive Development:** The purpose may be to determine whether ParivarPehchanPatra and Saral Portal have helped to promote more equitable development by facilitating easy access to government benefits and services for marginalized and vulnerable groups.
- **Efficiency and effectiveness:** The study's primary focus will probably be on examining how these e-governance operations have improved the efficiency and effectiveness of government operations. To do this, it may be necessary to calculate the time and resources saved when citizens apply for services and when applications are processed by government entities.
- **User Experience and Satisfaction:** The study may aim to evaluate how citizens use the ParivarPehchanPatra and Saral Portal platforms, as well as their levels of satisfaction.



This involves evaluating the services' overall usability, user-friendly interfaces, and ease of usage.

- **Interaction between the government and its citizens:** The study may examine how these initiatives have transformed the interaction. This could entail looking into whether the initiatives have enhanced the parties' responsiveness, engagement, and communication.
- **Data Management and Privacy:** Since these activities include the gathering and management of data, the study's evaluation of the data privacy and security mechanisms in place can be its focus.
- **Policy Recommendations:** Based on the study's results, policymakers, government organizations, and other stakeholders interested in putting e-governance projects into practice might benefit from the study's recommendations.
- **Academic Contribution:** The study may further knowledge of e-governance, development, and the use of technology in governance procedures in addition to its practical ramifications. For academics and researchers in the subjects of public administration, political science, technology studies, and development studies, it might be used as a case study.

In summary, the study's goal is to provide a thorough analysis of the effects of ParivarPehchanPatra and Saral Portal on e-governance for development while also providing insights that can direct future advancements, political choices, and academic research in this area.

6. DISCUSSION AND FINDINGS

Many countries now employ some kind of e-government, often known as electronic government. E-governance is vital in India because of the country's fast growing and demanding economy. As digitization spreads, governments in many parts of the globe are introducing and integrating new forms of technology into their administrative procedures. Providing and facilitating governmental services, information sharing, communication transactions, and the integration of numerous separate systems and services are all aspects of electronic governance, often known as e-Government. Or, to put it another way: it's the use of technology to achieve governmental goals. E-Government facilitates easy, efficient, and open access to government services for both individuals and companies. E-Government includes



programs like the Common Entrance Test and digital land management systems, as well as websites like Digital India and the Prime Minister's webpage.

In India, e-governance is becoming more important. Over time, e-governance has become more important across the board of business. Good leadership has helped propel India's economy forward. The government had a hard time delivering on its promises to its citizens before the advent of e-governance. Due to the potential of its information and communication technologies, it became one of the developing economies when the government started pursuing several e-governance programs. The government has launched a variety of programs and projects (Digital India, e-kranthi, etc.) so far. Significant challenges to e-governance include the digital gap between urban and rural regions, low incomes, low levels of education, security concerns, high implementation costs, etc. All these issues are a major source of worry for the administration. In the interim, both the previous and current administrations have taken extensive action to address the issues. Each administration has been somewhat successful in implementing some of the future possibilities outlined in the twelve five-year plans. The government should spend more in making e-governance open, functional, secure, and user-friendly to boost public faith in its democratic legitimacy. The primary goal of ParivarPehchanPatra (PPP) is to collect genuine and trustworthy information about each Maharashtra household. With their consent, PPP has identified every household in Maharashtra and is securely storing their most basic personal details in an electronic database. Each household will be assigned a unique fourteen-digit identification number. The family ID will be linked to vital documents like birth and death certificates and marriage licenses so that family data is immediately updated whenever major life changes occur. Family ID will connect existing, separate programs like scholarships, subsidies, and pensions to ensure consistency and reliability and to allow for the automated selection of beneficiaries across a wide range of schemes, subsidies, and pensions. Data from the family ID database will be used to determine eligibility, and then beneficiaries will be preselected to receive their benefits. After the family database has been established, families do not need to apply for benefits under each individual program. After the data in the PPP database has been validated and certified, the recipient will not need to present any more documents. Data submitted by families is routinely checked by PPP using a variety of electronic sources and, if required, field verification. The status of the field changes to "verified" after the checks have been performed. Confirmed fields in PPP cannot be edited after confirmation. Only one revision is



allowed once the papers have been signed and uploaded to the PPP site. The state government has had trouble determining who should get what aid, freebies, and services. In many cases, those who aren't entitled to government aid get it, while others who are overlooked. Despite Aadhaar's usefulness in identifying recipients, it has not improved the accuracy with which benefits, subsidies, programs, and services are awarded to individuals or the efficiency with which those services are provided. The problem is compounded by the fact that there is often a wide range of differences in the eligibility criteria for different programs, subsidies, benefits, and services. Also, Antyodaya's true goal of reaching the poorest of the poor would require micro-level targeting that focused on the most vulnerable individuals even within the eligibility threshold levels, which complicates the targeting of beneficiaries because each scheme, subsidy, benefit, or service has a specific eligibility threshold and treats all recipients within that threshold equally.

The government of Maharashtra launched the Maharashtra ParivarPehchanPatra initiative to provide a special identification number to every family resident in the state. The goal of the program is to assign a unique identification number to every household in Maharashtra, both in urban and rural areas, and then to connect that number to various government services and social programs. The initiative aims to assist effective planning and execution of various programs and services, decrease redundancy in the delivery of government services and benefits to Maharashtra residents, and ensure that welfare benefits are given to the right recipients. The Maharashtra ParivarPehchanPatra program is expected to benefit all family's resident in the state, especially those from economically underprivileged groups who are most in need of aid from the government and social programs.

Benefits of a ParivarPehchanPatra

1. **Family as a Unit:** The Aadhaar card issued by the Union government only contains personal information and does not take the family into account.
2. **Smooth service delivery:** Various departments of the Maharashtra government use PPP to provide government services and programs like social security pensions, ration cards, birth, death, caste, and income certificates, among others.
3. **Benefits for Migrant Workers:** Those who live in Maharashtra but have not met the requirements for residency are given registration IDs.
4. **No need to visit government offices or apply:** PPP will make it possible to deliver some government services, programs, and benefits in a proactive manner. For several



government services, programs, or benefits, citizens won't need to visit any government offices or submit any applications; instead, they'll be able to get them delivered right to their door without even providing any paperwork.

5. **No Need for Document Submission:** Once fully functional, authenticated data in PPP would allow citizens to take advantage of various programs and services without having to submit any paperwork.
6. **Anywhere, Anytime Services:** A citizen can get services online or through a form from any location; they do not need to go to a particular government office.

How is the PPP different from the Aadhaar card?

To build a comprehensive database of families residing in the state, the Maharashtra government started the "ParivarPehchanPatra" (PPP) program. It sought to give each family a special identifying number akin to the Aadhaar card. The ParivarPehchanPatra and the Aadhaar card did have a few significant distinctions, though:

- **Purpose and Scope:**

Aadhaar Card: Aadhaar is a national identification system that gives people a 12-digit unique identity number. For a variety of government and private sector activities, including opening bank accounts, obtaining a mobile SIM card, receiving government benefits, and more, it is largely utilized for identity authentication and verification.

ParivarPehchanPatra: The main goal of PPP was to compile a database of all the families in the state of Maharashtra. It aimed to gather detailed information about each family, including information about family members, their socioeconomic status, and any government benefits or programs for which they might be qualified.

- **Target Audience:**

Aadhaar card: Based on their biometric and demographic data, Aadhaar cards are given out to people of all ages, from infants to senior citizens.

ParivarPehchanPatra (PPP) is a family-based identification system as opposed to an individual one. It was created to cover entire families, including the head of the family and all its members.

- **Data collection**

Aadhaar Card: To uniquely identify people, Aadhaar collects demographic data (name, date of birth, address) and biometric data (such as fingerprint and iris scans).



ParivarPehchanPatra: To better focus public assistance programs and services to families in need, ParivarPehchanPatra (PPP) sought to collect information about family composition, income, land ownership, and other socioeconomic indicators.

- Geographical Range

Aadhaar Card: Aadhaar is a nationwide program that allows all Indian citizens, regardless of where they live, eligible to enroll for an Aadhaar card.

ParivarPehchanPatra: The purpose of ParivarPehchanPatra, or PPP, was to serve the needs of the people of the state of Maharashtra.

The Maharashtra ParivarPehchanPatra program can assist many households in the state and has a very broad scope. The initiative may be helpful in the following ways:

- **Streamlined Delivery of Government Services:** With a unique identification number, families will be able to easily access government programs and services without having to go through protracted and time-consuming verification procedures. As a result, families will have an easier time getting access to programs like social assistance, healthcare, and education.
- **Better Welfare Benefit Distribution:** The initiative will help to cut down on duplication and make sure that the intended recipients of welfare payments are given their benefits.
- **Effective Program Planning and Execution:** If the government gets complete demographic data, it will be better able to plan and implement programs. The government can better understand the needs of the populace and then design programs that are tailored to the needs of different social groups.

The Maharashtra Saral Portal provides access to more than 520 government programs and services, guaranteeing that all individuals can utilize these initiatives online.

Individuals can apply for necessary services such as dairy loans, pensions, and ration cards using the Saral Portal. All the services and plans are available on the internet in PDF format.

You can log in from your home to check on the status of your registration form in addition to applying for the various services online.

The Maharashtra Saral Portal has revolutionized how people access necessary government services online and in the offline world. The Maharashtra government recently made a huge move to offer its residents a wide range of services without having to leave their homes. The Saral Portal, a powerful online platform, has been launched by the government that offers more than 380 services to the state's residents.



Over 600 schemes and services are available to citizens through the more than 35 departments of the Maharashtra government. Every State citizen is impacted by the delivery of these programs and services on various occasions throughout their lives. The following difficulties were faced by citizens when attempting to use government programs and services:

- Lack of awareness of schemes or services and unclear eligibility for programs
- Lack of awareness of which government touchpoints to use to apply for which scheme or service.
- Roles of middlemen and touts are encouraged by complicated application procedures and document requirements.
- Lack of feedback loop after process completion and insufficient visibility into the status of applications.

With this new facility, citizens can easily apply for any program or service that is offered, but only if it is mentioned on the Saral Portal. Citizens can use this facility by registering online, after which they can quickly access information and make use of the various services provided by the Saral Portal from the comfort of their own homes. In addition, the state government has initiated the AntyodayaSaral Portal, a single hub for administering all government initiatives. Citizens now have access to all the government's services through a single portal thanks to the launch of this portal. The advantage of having this facility is that citizens only need to go via one website to access all the available programs, which is saralMaharashtra.gov.in. To digitize all government offices and services, the Maharashtra state government has launched a new portal called the Antyodaya SARAL Portal. In line with the goals of the Digital India program, this effort intends to increase access to the advantages of government programs and services for the citizens of the state through a cashless and paperless service model. The government wants to improve citizen-government communication through this site, leading to a quicker acceptance of application requests.

This online portal is a free resource for everyone and contains comprehensive information on Maharashtra's history, culture, economy, and people. It features various educational materials, such as expert-authored articles, videos, images, and interactive maps.

A global audience will also be showcased to Maharashtra's diversity and cultural legacy, as well as useful information about the state. With this initiative, Maharashtra's distinctive qualities would be more appreciated and understood by both locals and tourists.



Due in large part to its comprehensive database of various advantages and services that can aid users in making decisions, Saral Portal Maharashtra has established itself as a well-known website across the nation.

Because Maharashtra residents can access the Saral Portal whenever and from wherever they like, it is very user-friendly. The portal also has the feature of live tracking of application status, services, and schemes, which is another important benefit. This feature gives users additional convenience and enhances their overall experience.

The fact that the Saral Portal Maharashtra serves as a link between the state's citizens and the Maharashtra government is another important benefit. It offers a platform for everyone to conveniently apply for any scheme and is transparent and simple to access. The application procedure has been made simpler on this website, and users may get a comprehensive review of all program's details.

7. RECOMMENDATIONS

Certainly, here are some specific recommendations and suggestions for the study on "E-Governance for Development: ParivarPehchanPatra and Saral Portal":

ParivarPehchanPatra

1. Improved Outreach and Awareness:

- Recommended targeted awareness efforts to make sure that residents, particularly those in rural and remote locations, are informed about the advantages and procedures of acquiring a ParivarPehchanPatra.
- Work together with NGOs and local community leaders to organize enrollment and awareness campaigns.

2. Integration with Welfare Programs:

- To ensure effective and targeted benefit distribution, suggest integrating the ParivarPehchanPatra data with various social programs run by the government.
- To demonstrate the potential impact, highlight examples of such integration that have worked well.

3. Validation and accuracy of the data

- Recommend putting in place a reliable procedure for routinely evaluating and updating family information to keep records accurate and up to date.



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- Propose measures for dealing with cases of migration, births, deaths, and modifications to family structures.

4. Privacy Measures and Consent:

- To make sure that citizens are aware of how their data will be used and safeguarded, suggest putting in place clear data privacy safeguards, including informed consent procedures.
- Encourage data usage transparency to win user's trust.

5. Relationship to Other Systems:

- Make suggestions for ways to connect the ParivarPehchanPatra system to other government databases and systems to reduce duplication and improve efficiency.

Saral Portal:

1. Service Expansion and Standardization

- Recommend expanding the scope of government services, permits, licenses, and certificates that are available through the Saral Portal.
- To improve user experiences, suggest introducing standardized application processes.

2. Feedback Mechanism and User Support

- To get user feedback on the Saral Portal's usability and service quality, suggest including a user feedback system.
- Encourage the development of a quick-response user support system to handle user concerns and questions.

3. Digital identity system integration

- To make user authentication simple and save repetitive data entry, suggest linking the Saral Portal with digital identity systems like Aadhaar.

4. User-Centric Design and Accessibility

- Support ongoing changes to the Saral Portal's user interface and design to keep it comprehensible and accessible to users of all devices and demographics.

5. Capacity Building for Government Staff

- To ensure effective service delivery and problem resolution, suggest training programs for government employees that manage and operate the Saral Portal.

General Recommendations



1. **Cross-Platform Integration:** To provide a more unified and smooth citizen experience, it is advised to look at opportunities for combining the ParivarPehchanPatra and Saral Portal platforms.
2. **Data Analytics for Decision-Making:** Use data analytics tools to examine user behavior, service usage patterns, and efficiency gains so that you may make decisions that are supported by the available facts.
3. **Regular Evaluation and Improvement:** To find areas for development, deal with obstacles, and make the required adjustments, promote regular reviews and evaluations of both initiatives.
4. **Public-Private Partnerships (PPPs):** To increase the efficacy of the initiatives, it is advised to consider collaborating with private sector partners for technology knowledge, infrastructure development, and creative solutions.
5. **Replicability and Scalability:** Highlight strategies that can help scale and replicate the success of ParivarPehchanPatra and Saral Portal in other regions of country, considering the diverse contexts.

8. CONCLUSION

The term "Digital India" describes how government organisations are utilising IT to change how they interact with the public, businesses, and other branches of government. These technologies can be used for a wide range of purposes, such as bettering citizen services delivery, enhancing relationships with business and industry, empowering individuals through information access, or streamlining government operations. Less corruption, more openness, ease of use, income growth, and cost savings are possible advantages. Through the simultaneous use of limitless, expandable, diffusive, and instantaneous information transmission, e-governance would enable transparent and open dealing in government services, hence facilitating access to information and knowledge. The introduction of IT involves more than just automating manual procedures. In order to minimise the advantages of utilising new technology, it must be implemented in tandem with all currently in place manual procedures. Instead of establishing a new class of privileged and privileged, IT use should promote computer use and guarantee that computers are available and functional in remote and rural locations. It is reasonable to assume that e-governance is still in the early stages of development, much like any other technical invention or advancement. Education is



necessary for all bureaucrats, facility managers, and decision-makers in order to implement the change.

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