

Ahilyanagar, Maharashtra

Accelerating e-Governance through Digital Innovation

Edited by **SUSHMA MISHRA**

Ahilyanagar has emerged as one of Maharashtra's frontrunners in digital governance and ICT-driven development. With a vision to bring transparency, efficiency, and citizen-centric services, the district has adopted a wide range of technology initiatives—from real-time water management systems to doorstep delivery of government services.

By integrating AI-powered attendance systems, open data platforms, mobile applications, and GIS-based monitoring tools, Ahilyanagar is setting new benchmarks in how technology can strengthen governance at the grassroots.

Historically, the district traces its roots back to 1494 AD, when Malik Ahmed established Ahmednagar as the capital of the Nizamshahi dynasty. Over centuries, its boundaries evolved, and in October 2024, the district was officially renamed Ahilyanagar in honor of Maharani Ahilyabai Holkar.

ICT Initiatives in the District

Ahilyanagar District Website

ahilyanagar.maharashtra.gov.in

The official Ahilyanagar District Website, built on the S3waas framework, is a multilingual, mobile-friendly portal that acts as a one-stop gateway for government services and information. It provides:

- **History & Heritage:** Showcasing the district's cultural and historical legacy.
- **Demographics & Governance:** Detailed insights into population, administrative setup, and resources.
- **Tenders & Recruitment:** Transparent updates on contracts and employment opportunities.
- **Citizen Services:** Easy access to certificates,



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Ahilyanagar has emerged as a leader in digital governance, using technology to make services faster, transparent, and more accessible. Initiatives like Jaldoot's real-time water tanker tracking, Sevadoot's doorstep delivery of certificates, AEBAS with face authentication, iRAD for road safety, and open data platforms reflect the district's commitment to citizen-centric governance. By blending innovation with accountability, the district is demonstrating how ICT can transform everyday governance.

welfare schemes, grievance redressal, and application tracking

- **Tourism & Economy:** Information on destinations, festivals, and investment opportunities.

Compliant with GIGW accessibility standards, the portal ensures inclusivity, transparency, and citizen-centric e-governance.

Jaldoot

jaldoot.ahmednagar.gov.in

The Jaldoot Portal is Ahilyanagar's flagship digital initiative to tackle water scarcity through real-time tanker management. It combines technology and governance to ensure that water reaches rural and semi-urban communities in an efficient, transparent, and equitable manner.

Key Features:

- **Digital Request System:** Gramsevak (villages)

and Deputy Engineers (urban areas) submit tanker requests online.

- **Automated Order Generation:** Requests are approved and tanker orders generated instantly.
- **Real-Time Tracking:** Tankers are GPS-enabled, and their movement is monitored via a mobile app by officials.
- **Efficient Dispatch:** Block Development Officers coordinate scheduling and delivery.

NIC is one of the major contributors of ICT activities. It has played a vital role in promoting ICT usage and executing both State and Central e-Governance programs like providing IT support for Cabinet meeting held in Ahilyanagar. Its contributions to e-Office, AI-driven innovations like Bhashini, AEBAS with face recognition enabled District administration and many other ICT implementations showcase its excellence. I congratulate and wish success to NIC Ahilyanagar and look forward to many more e-governance initiatives in future.



Dr. Pankaj Ashiya, IAS

District Collector and Magistrate
Ahilyanagar District

- **Citizen Access:** Residents can apply for tankers and track deliveries through the dedicated Jaldoot mobile app.

By integrating approval workflows, GPS tracking, and citizen participation, Jaldoot has created a reliable digital framework for managing water scarcity in the district.

G.M. Sevadoot

gmsevadoot.ahmednagar.gov.in

G.M. Sevadoot is an e-governance initiative that

brings government services directly to citizens' doorsteps through trained village-level agents. The platform reduces the need for physical visits to government offices, ensuring convenience, efficiency, and wider access to essential services.

How It Works:

- **Online Appointment:** Citizens book services such as residence or income certificates through the portal.
- **GM Assistance:** A Gram Mantri or Village Level Entrepreneur (VLE) visits the citizen's home to collect documents.
- **Digital Processing:** Applications are processed online through the relevant government portals.
- **Home Delivery:** Final digitally signed certificates are mailed to the applicant's residence.

By combining technology with last-mile service delivery, G.M. Sevadoot ensures that governance is inclusive, citizen-centric, and truly accessible.

CM's 150 Days Programme Initiatives

Under this programme, the district launched key e-governance tools, including:

- **District Website Updates:** Enhanced with RTI integration for greater transparency
- **WhatsApp Chatbot:** Providing quick, user-friendly access to government services
- **Looker Studio Dashboard:** Allowing the Collector to monitor district activities in real time

Open Data Initiative

A Chief Data Officer (CDO) account has been created on data.gov.in, enabling the district to publish datasets in open, machine-readable formats. This promotes transparency, innovation, and public participation.

Key Events

Cabinet Meeting at Jamkhed

To commemorate the 300th birth anniversary of Maharani Ahilyabai Holkar, the Mahayuti Cabinet



▲ Fig 3.2 : NIC Ahilyanagar supported the State Cabinet meeting on May 6, 2025, commemorating Ahilyabai Holkar's 300th birth anniversary and outlining development plans with a focus on heritage restoration

convened a special meeting on 06 May 2025 at Chondi, Jamkhed, her birthplace. The session underscored her legacy as a visionary ruler and emphasized the district's role in carrying her ideals forward. The agenda included discussions on a comprehensive development package, with focus areas such as:

- Restoration and conservation of historical monuments.
- Infrastructure expansion in rural and urban areas.
- Strengthening social welfare schemes to reflect Ahilyabai's inclusive governance model.

Chief Minister's Special Event

On 6 May 2025, the Mahayuti Cabinet held its meeting in Ahilyanagar, Maharashtra, to mark the 300th birth anniversary of Maharani Ahilyabai Holkar. The agenda included approval of a comprehensive district development package

covering infrastructure projects, welfare schemes, and renovation of historical monuments.

AEBAS Training

On 1 August 2025, the district administration rolled out the Aadhaar Enabled Biometric Attendance System (AEBAS) with facial authentication to modernize attendance tracking for government employees. Training sessions were conducted to ensure smooth adoption, enhance transparency, and minimize proxy attendance.

eHRMS

The Collector's office has implemented the electronic Human Resource Management System (eHRMS) for digital leave management, enabling efficient tracking, approvals, and record-keeping. This marks another step towards paperless administration and improved HR efficiency within the district.

Way Forward

Looking ahead, Ahilyanagar aims to expand citizen-focused services, strengthen data-sharing ecosystems, and explore new technologies such as AI, IoT, and blockchain for sectors like health, agriculture, and disaster management. Continuous capacity-building for officials, coupled with efforts to bridge the digital divide through better connectivity and literacy, will be key. By scaling these initiatives, the district can reinforce its position as a digitally empowered model for e-governance in India.

▼ Fig 3.1 : Under the iRAD project, NIC District Centre provided 131+ trainings to 1,472+ personnel across 32 police stations, two RTOs, and other offices



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