



महात्मा फुले मागासवर्ग विकास महामंडळ मर्यादित

(महाराष्ट्र शासनाचा उपक्रम)

CIN NO. U74999MH1978SGC020479



क्र. मव्य./Miorbit/ 06 /२०२२

दि. ३०/०६/२०२२

प्रति,
प्रादेशिक व जिल्हा व्यवस्थापक (सर्व)
महात्मा फुले मागासवर्ग विकास महामंडळ

विषय :- Miorbit तक्रार निवारण प्रणाली राबविण्याबाबत.

उपरोक्त विषयानुसार Miorbit याबाबत दि. २३/०६/२०२२ रोजी बैठक घेण्यात आली होती. सदर बैठकीमध्ये झालेल्या चर्चेनुसार Miorbit ची SOP (विवरणपत्र -अ) नुसार आपणास पाठविण्यात येत आहे. त्यानुसार आपण Miorbit तक्रार निवारण प्रणाली राबविण्याबाबत त्वरीत कार्यवाही करावी व अहवाल मुख्य कार्यालयात सादर करावा.

(प्रशांत गेडाम)

महाव्यवस्थापक (प्रशासन)

प्रत

- १) मा. व्यवस्थापकीय संचालक यांचे खाजगी सचिव, मुख्य कार्यालय, मुंबई.
- २) महाव्यवस्थापक (वसुली), मुख्य कार्यालय, मुंबई.
- ३) सर्व उपमहाव्यवस्थापक, मुख्य कार्यालय, मुंबई.
- ४) PMU
- ५) निवडनस्ती.

नोंदणीकृत कार्यालय:

ठाकरसी हाऊस, २रा मजला, जे. एन. हॅरेडिया रोड,
शुगरजी वल्लभदास मार्ग, वेलाई इस्टेट, मुंबई - ४००००१
दुरध्वनी क्र.: (०२२) २२६२११९३४ फॅक्स: (०२२) २२६२१९३१

मुख्य कार्यालय:

जुहू सुप्रिम शॉपिंग सेंटर, गुलमोहर क्रॉस रोड क्र. ९, जे. व्ही. पी. डी. स्कीम, जुहू, मुंबई - ४०००४९
दुरध्वनी क्र.: २६२०२८५२/२६२००३५१ फॅक्स: २६७०५१७३ टोल फ्री क्र.: १८००-२२-१९७८
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MAHATMA PHULE BACKWARD CLASS DEVELOPMENT CORPORATION LTD.

(A Government of Maharashtra undertaking)

CIN NO. U74999MH1978SGC020479



File NO / MHP / MD / 106 / Mi ORBIT / 06 / 2022

Date 28/06/2022

MPBCDC initiative for On line Redressal of Beneficiaries Issues through Technology (Mi ORBIT)

- (1). **Preamble** :MPBCDC (Mahatma Phule Backward Class Development Corporation) a GOM PSU is engaged in development of Backward classes and weaker sections of society in Maharashtra since 1978. Over the years it has delivered benefits of various individual as well groups/ cluster schemes to lakhs of beneficiaries implemented / funded / supported by Social Justice dept of GOI as well GOM. The schemes are mainly funded through GOM (Social Justice Special Assistance dept) or NSFDC/NSKFDC (under Social Justice Dept.) SJD of GOI. The methodology , guide lines and norms for implementation of such schemes are issued from govt from time to time. Under various schematic norms and guidelines the respective beneficiaries are selected mainly through District committee headed by District collector and further process of funding , disbursement of subsidies as well loan etc are released and monitored by MPBDC through its field machinery vide DM and RM offices .
- Many time due to various reasons and concerns at ground level beneficiaries face difficulties and also have grievances to be resolved to their satisfaction but in accordance with the norms and guide lines of respective schemes issued by concerned authority in that behalf. To resolve such issues and concerns in time bound , result oriented and effective manner it is decided to introduce Online Grievance Redressal Mechanism to help and support the beneficiaries which will also result in effective and satisfactory implementation of the schemes . The schemes is named as **MPBCDC initiative for On line Redressal of Beneficiaries Issues through Technology** (to be called and referred as **Mi ORBIT**).

(2). **Objectives:**

1. Designed and targeted to achieve Ease of Doing Business and to create sense of confidence and trust in minds of beneficiaries
2. Technology driven initiative to resolve beneficiary issues and concerns in time bound manner .
3. Effective , result oriented MPBCDC scheme implementation
4. MPBCDC will reach up to each beneficiaries to their satisfaction . Only beneficiary will come online / contact MPBCDC.
5. Reduced scope of human interface to avoid vested interest and resultant effects on scheme's implementation
6. Fixing responsibility and obligation at every stage of decision making process more transparent
7. Will be used for beneficiary selection also in next phase .

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Toll Free No.: 1800-22-1978 E-mail: mahatma.phule@yahoo.in
Website : www.mpbcdc.maharashtra.gov.in

(3). Methodology : SOP (Standard Operating Procedure)

Step No.	Escalations	Effective Dates for every month cycle	Action
1		7 th date of every Month to 7 th date of Next Month	Receiving applications / Grievances/ issues from complainant/Beneficiaries and sorting / classifying in 3 categories- Cat 1- Can be disposed by DM , Cat 2 – can be disposed by RM and Cat -3 policy matter/ HO to decide
2		8 th to 10 th date of every Month	Received applications to be processed by DM within his / her power , to be disposed off by communication to concerned beneficiary
3	Escalation Stage 1 (ES-1)	11 th date every month	DM to send report of disposal as well balance applications under Cat 2 and Cat 3 to RM with CC to HO
4		11 th to 13 th date of every month	RM to examine Cat 2 cases and dispose off or reclassify as Cat 1 or Cat 3 and send to DM or HO as the case may be . All cat 2 cases to be disposed by RM by every 13 th date of month with report to HO
5	Escalation Stage 2 (ES-2)	13 th evening every month	RM to send all Cat 3 cases and ATR (Action Taken Report for Cat 1 and Cat 2 to HO
6		13 th to 15 th	Concerned GM/DGM at HO to examine the ATR as well Cat 3 cases from all RM office and dispose off at GM level and submit ATR in prescribed format – district wise cat 1,2,3 cases received for the month and disposed off by DM/RM/GM and balance cases to MD
7	Escalation stage 3 (ES-3)	15 th & 18 st date of every month	Review at MD office and Post discussion with all concerned officials, final decision will be taken by CMD office with required directives to be communicated to the complainant .
8		19th	Communication to the Complainant about the Date & time of the meeting with CMD office
9		Every 4 th Thursday at 3:00 PM onward- MiORBIT online meeting will be convened	Applicant/ complainant/Beneficiary to attend and place his case before MiORBIT online forum .In case MD is not available for any reason , MD will nominate suitable officer to preside the MiORBIT Online meeting

(4). Role Of PMU HQ:

- 1) PMU to monitor the implementation of MiORBIT and will ensure time line achievement for each stage
- 2) Any deviations of time / date line will result in adversely affecting the further stages and PMU will responsible for same
- 3) PMU will submit report at every stage that is on each month 6th as well as on every escalation stages (last date of ES) to MD
- 4) GM (Admin) will ensure DM/RM do their assigned duties as per SOP and also ensure any support sought by PMU at any stage
- 5) PMUY to guide DM/RM for effective implementation of schemes and also may seek guidance from GM/PMU in case of any quarries or guidance is required to dispose off the complaint .
- 6) All Format for ES 1,2 3,4 report and MiORBIT on line meeting will be developed and circulated by PMU

(5). Implementation , Review and Monitoring :

- 1) MiORBIT Committee will be comprised of MD, GM , DGM (IT) GM (MHRB) , DGM fin and PMU .
- 2) GM admin will be convenor of the committee
- 3) DGM IT and GM (MHRB) will be jointly responsible for software , MiORBIT application and other elated issues . They shall work in coordination for effective implementation of the MiORBIT application.

(Issued as approved by MD MPBCDC)


General Manager (ADMIN)