



A
PROJECT REPORT

ON

**“A STUDY OF WORKING AND SERVICES OF SETU SEVA
KENDRA WITH SPECIAL REFERENCE TO OM SAI MAHA
E-SEVA KENDRA, SALGARE.”**

SUBMITTED TO

**SHIVAJI UNIVERSITY, KOLHAPUR
FOR THE PARTIAL FULFILLMENT OF THE
DEGREE MASTER OF COMMERCE (M.COM)**

SUBMITTED BY

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UNDER THE GUIDANCE

OF

Dr. B.H.MOHITE

THROUGH
THE PRINCIPAL

**PADMABHUSHAN VASANTRAODADA PATIL
MAHAVIDYALAYA,
KAVATHE MAHANKAL**

2025-2026

CERTIFICATE

The is to certify that, Mr.Prabuddha Rangrao Kamble. Has submitted his study report "**A Study Of Working And Services of Setu Seva Kendra With Special Refrence To Om Sai Maha E-Seva Kendra, Salgare**" is his original work competed undermy guidancein partial fulfillment of the Master of Commerce degree of Shivaji University, Kolhapur.

To the best of my knowledge and best this study is his original work Which has not been submitted to the Shivaji University, Kolhapur previously.

Place : Kavathe Mahankal

Date : 28/02/2026



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DECLARATION

I the undersigned student Nikhil Popat Nikam. Hereby declare that the project report **“A Study Of Working And Services of Setu Seva Kendra With Special Refrence To Om Sai Maha E-Seva Kendra, Salgare”** written and submitted by meis my original work, conducted under the guidance Dr.B.Mohite the empirical finding is this report are based only in the original data collected by me. The matter included in this report is the original work.

I understand that any such copying of the matter is liable to be punished in any way the university Authorities may seem to fit.

Place : Kavathe Mahankal

Date : 28/02/2026




Mr. Prabuddha Rangrao Kamble

Student

CERTIFICATE

This is to certify that **Mr. Prabuddha Rangrao Kamble** a student of Master of Commerce (M.Com) Part I of Shivaji University, Kolhapur has successfully completed his On-the-Job Training at **Om Sai Maha E-Seva Kendra, Salgare** Tal.Miraj Dist.Sangli during the academic year 2025-26

During the training period, he was actively involved in providing various online government services such as Income Certificate, Caste Certificate, 7/12 Extract services, PAN Card assistance, Bill Payments, and other digital services..

His overall performance during the training period was found to be satisfactory. We appreciate the sincere efforts and dedication shown by him throughout the training.

We wish him every success in future endeavors.

I am the owner of **Om Sai Maha E-Seva Kendra, Salgare** Tal.Miraj Dist.Sangli. Appreciate the efforts taken by the candidate for the completion of project.

Place : Salgare

Date : 28/02/2026




Mr. Arun Bhupal Kamble
Proprietor



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I am indebted to the library personnel's for offering all the help in completing the project work. Last but not least I am thankful to my parents and all those helped me directly or indirectly throughout this project work.

Place : Kavathe Mahankal

Date : 28/02/2026




Mr. Prabuddha Rangrao Kamble

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1. Office Profile

1.1. Introduction

SETU – Introduction

SETU stands for "Single Entry Point for Citizen Services." The Government of Maharashtra has established SETU centers to provide citizens with various government services in one place, transparently, conveniently, and in a timely manner.

Previously, citizens had to visit multiple offices for certificates such as income certificates, caste certificates, domicile certificates, non-creamy layer certificates, etc. This process was time-consuming, costly, and inconvenient. To eliminate all these difficulties, the concept of SETU centers was introduced.

Through SETU centers, citizens are provided with all these services under one roof: accepting online applications, verifying documents, registering applications, checking application status, and final service delivery. This has brought transparency, speed, and reliability to government operations.

SETU is an important part of the Digital India initiative and promotes paperless operations. Services are delivered more effectively by using online systems, digital signatures, scanners, and printers.

The SETU centers have strengthened the link between citizens and the government. These centers are proving useful for citizens in both rural and urban areas to access government services easily and quickly.

Through SETU centers, a uniform and standardized service process is made available to citizens. Since all applications are accepted according to specific rules and guidelines, there has been a significant reduction in incorrect documents, delays, and complaints. As a result, citizens' trust in the government has been strengthened.

SETU centers have trained staff who provide proper guidance to citizens from filling out applications to receiving the final service. SETU centers are proving to be a great support, especially for senior citizens, women, people with disabilities, and citizens from rural areas. Information about government procedures is provided in a way that is easy for citizens to understand.

SETU centers are excellent examples of citizen-centric administration. Here, priority is given to saving citizens' time and money. There is no need to visit multiple offices for a single application, as all work is completed in one place.

SETU has increased digitization, transparency, and accountability in government operations. The ability to track application status through the online portal helps prevent any malpractice. Additionally, reduced human intervention in the process leads to fewer errors.

Overall, SETU centers are an important service link between the government and citizens, working to bring the concept of "Services at Your Doorstep" to reality. In the future, as more and more services become available through SETU, citizens will be able to access government services more effectively.

SETU (Sethu) stands for "Single Entry Point for Citizen Services." It is an important initiative of the Government of Maharashtra, and SETU centers have been established to provide citizens with various government services in a single location, making them accessible, transparent, and timely.

Through SETU centers, citizens are provided with services such as income certificates, caste certificates, domicile certificates, non-creamy layer certificates, age and nationality certificates, pension schemes, and various online government services. This eliminates the need for citizens to make multiple visits to different government offices.

SETU serves as a service bridge between citizens and the government. Through the online system, digital signatures, and modern technology, government operations have become more efficient, reliable, and paperless.

In short, SETU is a one-stop service center system that provides all government services to citizens.

1.2. Establishment

Establishment of SETU

The Government of Maharashtra established SETU (Sethu) centers with the objective of providing various government services to citizens in a single location, making them accessible, transparent, and timely. Previously, citizens had to frequently visit different offices for certificates and government services, which increased time, cost, and inconvenience. To address this problem, the government implemented the SETU concept.

SETU centers have been established at the tehsil and taluka levels, creating a direct link between the government and citizens. The primary purpose of these centers is to deliver government services more quickly, accurately, and transparently by utilizing information technology.

The SETU initiative is aligned with the Digital India campaign, promoting online application processes, digital signatures, and paperless operations. As a result, government administration has become more efficient, and citizens' trust in the government has increased.

In short, the Maharashtra government has established SETU centers with the aim of providing all government services to citizens under one roof.

1.3. Objectives

Objectives of SETU (Sehatu) Centers

- To provide citizens with various government services in a single location.
- To make government service processes simple, fast, and transparent.
- Save citizens' time, labor, and money.
- Reducing the need to visit multiple government offices.
- Promoting paperless operations by using online and digital systems.
- Increasing transparency and accountability in the delivery of government services.
- Reducing delays and errors in application processing and service delivery.
- Providing equal service facilities to all citizens in rural and urban areas.
- Providing accessible and secure services to senior citizens, women, and persons with disabilities.
- Increasing citizens' trust in the government.

- Effectively implement the Digital India initiative.
- Making government administration more efficient and citizen-centric.

Importance of the SETU Center

The SETU center serves as an important link between citizens and the government. This center has made it possible for citizens to access various government services in one place and in an easy manner. As a result, citizens are saving a significant amount of time, effort, and money.

Previously, citizens had to visit multiple offices several times to obtain government certificates and services. Since the launch of the SETU center, this process has become more streamlined and faster. Citizens can avoid unnecessary trips and receive services within a specified timeframe.

The SETU center has increased transparency in government operations. The online application system allows applicants to track the status of their applications, helping to prevent any malpractice or delays. Additionally, maintaining digital records has made the administration more accountable.

The SETU center is an effective medium for the Digital India initiative. The use of online applications, digital signatures, scanners, and printers has promoted paperless work. This also contributes to environmental protection.

SETU centers provide equal service facilities for citizens in rural and urban areas. They are a great support, especially for senior citizens, women, people with disabilities, and illiterate individuals. The staff provides them with proper guidance to help them access services.

Overall, the SETU center has made government services more citizen-centric, efficient, and reliable, and has strengthened the relationship between the government and citizens.

1.4. Facilities

Facilities at the SETU Center

Various facilities have been provided at SETU centers to make government services easily and quickly accessible to citizens. These facilities are based on modern technology and are implemented for the convenience of citizens.

The SETU center provides a facility to accept online applications for various government certificates. Citizens can fill out the application, attach the required documents, and register the application all in one place.

SETU centers offer document inspection and verification services. Trained staff review citizens' documents and provide appropriate guidance, which reduces the rejection rate of applications.

SETU centers are equipped with modern facilities such as computers, internet, scanners, printers, and digital signatures. Through these facilities, the application process is completed quickly and accurately.

Citizens are provided with an online tracking and information service to check the status of their applications. This eliminates the need for citizens to visit the office repeatedly.

At SETU centers, citizens are provided with guidance and counseling services. Detailed information about the application process is given, especially to senior citizens, women, persons with disabilities, and rural residents.

The SETU center provides a grievance redressal facility, ensuring that citizens' problems and complaints are resolved in a timely manner. This enhances citizens' trust in the government.

Overall, the facilities at SETU centers play a crucial role in providing citizens with accessible, transparent, and reliable government services.

2.SETU Employee Role

2.1.Operator

At the SETU center, the Operator is the key personnel in the center's workflow. Their responsibilities are focused on serving citizens and ensuring the smooth operation of the application process.

Key Responsibilities:

- Welcoming and Guiding Citizens:
- Providing proper guidance to citizens upon arrival at the center, explaining which procedures are required for each application.
- Accepting and registering applications:
- Filling out various government application and certificate forms for citizens and entering them into the system.
- Document Verification:
- Verifying whether the documents submitted with the application are correct and whether the required certificates are attached.
- Using online systems:
- Using digital platforms like the SETU Portal, Aaple Sarkar Portal, and MahaDBT to register and track applications.
- Checking application status and providing information:
- Providing citizens with information on application progress, approval status, and delivery date.
- Coordination with colleagues and senior officials:
- Properly verify applications, documents, and report findings.
- Issue and Complaint Resolution:
- Troubleshoot issues that arise at the center, resolve technical difficulties, or address any obstacles in the application process.
- Skills and Qualifications:
- Proficiency in computer and internet use
- Ability to communicate and guide citizens
- Proper review and management of documents
- Problem-solving skills
- Time management and sense of responsibility

2.2.Data Entry Operator

Data Entry Operators are the most important staff at the SETU center. Their primary responsibility is to accurately record and manage all applications and related information in digital form.

Key Responsibilities:

- Digital Registration of Applications:
- Entering various government certificate applications from citizens into the system.
- Scanning and attaching documents:
- Scanning documents submitted with applications and attaching them to the digital file.
- Ensuring data accuracy:
- Ensuring that names, dates of birth, addresses, and other information are correct and accurate.
- Using online portals and software:
- Entering and keeping records updated in systems such as the SETU Portal, Aaple Sarkar Portal, and MahaDBT.
- Preparing data reports:
- Prepare reports on the number of applications, approved/rejected applications, and progress.
- Statistical Information / Analysis:
- Preparing information for analysis on the utilization of various schemes, citizen participation, and service delivery.

2.3. Citizen Handling

Communication with citizens at the SETU center is a primary responsibility of every employee, especially the operator and customer service staff.

Importance:

- Guiding citizens from application submission to receiving the final service.
- Resolving citizens' difficulties and complaints through Saptarangi counseling.
- Particularly explaining to senior citizens, women, persons with disabilities, and residents of rural areas.
- Key Responsibilities:
- Welcoming and guiding citizens:
- Explaining which procedures are required for each application and providing guidance.
- Complaint and problem resolution:
- Resolving obstacles and technical issues that arise during the application process.
- Providing application status and information:
- Inform citizens about application approvals, delivery dates, and how to track their applications.
- Ensuring a positive experience:
- Providing a comfortable environment for citizens at the center and making their experience positive.
- Gathering feedback and suggesting improvements:
- Document the feedback received from citizens and suggest improvements to the administration.

3.Services at the SETU Center

SETU centers are operational to provide citizens with various government services in one place, conveniently and quickly. These centers eliminate the need for citizens to visit multiple government offices, and have made services more transparent and reliable.

Key Services:

Income Certificate:

To obtain a certificate that provides official information about a citizen's income.

Caste / Social Certificate:

Obtaining a certificate for SC/ST/OBC or other castes.

Domicile Certificate:

Obtaining a certificate of a citizen's place of birth and residence.

Non-Criminal / Police Clearance Certificate:

Obtaining a certificate that the applicant has no criminal record.

Age / Nationality Certificate:

Applying for and obtaining a certificate to prove date of birth or citizenship.

Pension Schemes:

Application and approval of pensions for senior citizens, widows, persons with disabilities, or other eligible citizens.

Aadhaar Services:

Aadhaar application, updates, and information retrieval.

Other Online Government Services:

Application and processing for various central and state government schemes such as scholarships, subsidies, licenses, certificates, etc.

Special Features:

All services under one roof: Citizens don't need to visit different offices to obtain each service.

Online Applications and Digital System: Applications are registered, verified, and tracked through a digital system.

Citizen Guidance: Center staff assist with filling out applications, attaching documents, and checking application status.

Transparency and Accountability: The application process and service delivery are transparent and prompt.

Overall, SETU centers provide citizens with convenient, fast, and reliable government services, making the administration more efficient and citizen-centric.

3.1.Income Certificate

An income certificate is an official government document that shows a citizen's family's annual income. This certificate is required for various government schemes, subsidies, scholarships, loans, government jobs, or other benefits.

Process at the SETU Center:

- Filling the Application:
- The citizen visits the SETU center and fills out the income certificate application or applies on the online portal.
- Attach Documents:
- The citizen attaches their identity card, proof of address, and information showing the family's income.
- Data Entry and Verification:
- The Data Entry Operator records the application in the system, and the Operator/Verification Officer verifies the documents.
- Issuing the certificate:
- If all information is correct, the application is approved and the citizen is issued an official income certificate.
- Online Tracking:
- The citizen can check the application status online and, once approved, download the certificate or pick it up from the center.
- Required Documents:
- Identity proof (Aadhaar / PAN / Voter ID)
- Proof of address (domicile certificate / electricity bill / rent agreement)
- Information showing the family's income
- Other documents may be requested based on the applicant.
- Importance:
- Extremely necessary to avail government schemes.
- Serves as a basis for applying for loans, scholarships, and social welfare schemes.
- Ensures transparent and reliable government services for citizens.

3.2.Domicile Certificate

The Domicile Certificate is an official document proving a citizen's place of birth or permanent residence. This certificate is required for government jobs, school/college admissions, scholarships, land transactions, and other government schemes/benefits.

Process at SETU Center:

- Filling the Application:
- The citizen visits the SETU center and fills out the application for the Domicile Certificate or applies on the online portal.
- Attach documents:
- The citizen attaches their identity card, birth certificate (showing place of birth), and proof of permanent address.
- Data Entry and Verification:
- The Data Entry Operator registers the application in the system, and the Operator/Verification Officer verifies the documents.
- Issuing the certificate:

- If all information is correct, the application is approved and the citizen is issued an official domicile certificate.
- Online Tracking:
- The citizen can check the application status online and, once approved, download the certificate or collect it from a SETU center.
- Required Documents:
- Identity Proof (Aadhaar / PAN / Voter ID)
- Birth certificate / School record
- Proof of permanent address (rent agreement, electricity bill, map, etc.)
- Other documents may be requested based on the applicant's case.
- Importance:
- Required for government jobs, educational admissions, and benefits of government schemes.
- Provides citizens with an official identification of their permanent address.
- Ensures transparency and faster processing of applications.

3.3.Caste Certificate

A caste certificate is a government document that officially identifies a citizen's caste/community. This certificate is required for government jobs, educational admissions, scholarships, social welfare schemes, land, and other benefits.

1.Process at the SETU Center:

- Filling the Application:
- The citizen visits the SETU center and fills out the application for a caste certificate or applies on the online portal.
- Attach Documents:
- The citizen attaches their identity card, birth certificate, proof of address, and caste/community proof (such as a village council certificate or parents' certificate).
- Data Entry and Verification:
- The Data Entry Operator records the application in the system, and the Verification Officer/Operator verifies the documents.
- Issuance of Certificate:
- If all information is correct, the application is approved and the citizen is issued an official caste certificate.
- Online Tracking:
- The citizen can check the application status online; once approved, they can download the certificate or collect it from a SETU center.
- Required Documents:
- Identity Proof (Aadhaar / PAN / Voter ID)
- Birth certificate / School record
- Proof of Address (Domicile / Electricity Bill / Rental Agreement)
- Proof of Caste/Community (Village Settlement Certificate, Parents' Caste Certificate)
- Importance:

- Caste certificate is required for government schemes and jobs.
- This officially establishes the applicant's caste for the purpose of availing social and educational benefits.
- SETU centers provide citizens with convenient and fast services.
- The application process ensures transparency and reliability.

2.Required Documents by Category

A. SC (Scheduled Caste) / ST (Scheduled Tribe)

- Required Documents:
 - Father/Mother's caste certificate or village record
 - Birth certificate or school record
 - Proof of address (domicile / electricity bill / Aadhaar)
 - How old the proofs should be:
 - Birth Certificate / School Record: At the time of birth
 - Parents' Caste Certificate: A valid, current certificate. How old the documents should be: Birth Certificate / School Record: From the time of birth.

B. OBC (Other Backward Class)

- Required Documents:
 - Domicile Certificate / Parents' Caste Certificate
 - Birth certificate / School record
 - Proof of Address (Domicile / Electricity Bill / Aadhaar)
 - How old the proofs should be:
 - Birth Certificate: At the time of birth
 - Village / Parents' Certificate: The official certificate must be current.

C. VJ / NT / SBC (Very Backward Class / Nomadic Tribe / Other Backward Class)

- Required Documents:
 - Parent's Caste Certificate
 - Village certificate
 - Proof of Address (Domicile / Electricity Bill / Aadhaar)
 - Birth Certificate / School Record
 - How old the proofs should be:
 - Birth Certificate: At the time of birth
 - Parent's Certificate: Official certificate of current period
- 4. General / Open Category
 - Required Documents:
 - Identity proof (Aadhaar / PAN / Voter ID)
 - Birth certificate / School record
 - Proof of address (Domicile / Electricity Bill / Aadhaar)
 - How old the proofs can be:
 - Birth Certificate: At the time of birth
 - Identity and Address Proof: Official documents from the current period

Note:

Each certificate must be in an official government format.

The village/parent's certificate must be issued by the Tehsil Officer/Gram Panchayat.

For categories such as SC/ST/OBC/VJ/NT/SBC, an updated certificate as per government instructions is required.

3.4. Non-Criminal Certificate (Police Clearance Certificate)

A Non-Criminal Certificate (NCC) / Police Clearance Certificate (PCC) is an official government document that certifies an individual's lack of a criminal record. This certificate is required for government jobs, visa applications, education, business, or other governmental and private purposes.

Process at the SETU Center:

- Filling the Application:
- The citizen visits the SETU center to fill out the Non-Criminal Certificate application or applies through the online portal.
- Attach the following documents:
- The applicant attaches their identity document (Aadhaar / PAN / Voter ID), proof of address (domicile certificate / electricity bill), and birth certificate.
- Data Entry and Verification:
- The Data Entry Operator registers the application in the system; the Verification Officer/Operator verifies the documents.
- Police Verification:
- The applicant's criminal history is checked by the local police station.
- Issuance of Certificate:
- If all information is correct and the police verification is complete, the citizen is issued a Non-Criminal Certificate.
- Online Tracking:
- The citizen can check the application status online and, after approval, can download the certificate or pick it up from a SETU center.
- Required Documents:
- Identity Proof (Aadhaar / PAN / Voter ID)
- Birth certificate / School record
- Proof of Address (Domicile / Electricity Bill / Aadhaar)
- Other documents may be requested based on the applicant's case.
- Importance:
- Required for government jobs, visa applications, education, and business.
- Officially confirms the citizen's criminal history.
- SETU centers ensure ease, transparency, and fast service in the application process.

3.5. Pension Schemes

Introduction

Various pension schemes are implemented by the Government of India and the Government of Maharashtra to provide financial security to senior citizens, destitute women, persons with disabilities, widows, and workers in the unorganized sector. The main objective of these schemes is to provide regular financial assistance to individuals who are unable to work or lack a source of income, thereby improving their quality of life. The SETU center provides citizens with the facility to apply for these pension schemes.

1) Sanjay Gandhi Niradhar Anudan Yojana

This is an important social security scheme of the Government of Maharashtra.

Objective

- To provide financial assistance to destitute individuals
- To provide support to the destitute members of the family.
- Eligible Beneficiaries
 - Widowed women
 - Divorced / Abandoned Women
 - Disabled persons
 - Severely ill person
 - Helpless elderly person
- Grant Amount
 - Generally ₹1000 to ₹1500 per month (depending on the family's status)
- Required Documents
 - Aadhaar Card
 - Residence Certificate
 - Income Certificate
 - Bank Passbook
 - Beneficiary's photo
 - Widow Certificate / Disability Certificate (if applicable)

2) Shravan Bhaal Seva Rajya Nishchay Vetan Yojana

- This scheme is implemented especially for senior citizens.
- Objective
 - To provide financial support to senior citizens over the age of 65
 - To help senior citizens live with dignity in their old age
- Eligibility
 - Age 65 years or older
 - Citizens who meet the income limit
 - Not receiving any other pension
- Benefits
 - A fixed amount is deposited directly into the bank account every month.
- Required Documents
 - Aadhaar card

- Proof of Age
- Proof of Income
- Bank Account Details

3) Widow Pension Scheme

- This scheme is implemented to provide financial assistance to women whose husbands have passed away.
- Objective
 - To make widows self-reliant
 - To create a family's financial support
- Eligibility
 - Husband must have passed away
 - Falling within the income limit
 - Must not have remarried
- Required Documents
 - Death certificate
 - Aadhaar Card
 - Proof of Income
 - Bank Passbook
 - Residence Certificate

4) National Social Assistance Programme (NSAP)

- This is a central government scheme implemented through the state government.
- Schemes included
 - Old Age Pension Scheme
 - Widow Pension Scheme
 - Disabled Pension Scheme
- Objective
 - To provide minimum financial security to poor and disadvantaged groups.
- Role of the SETU Center (in the Pension Scheme)
 - Providing citizens with information about the appropriate pension scheme
 - Filling out the online application
 - Verifying the required documents
 - Inform citizens about the application status
 - Correcting errors and providing guidance.

Conclusion

Pension schemes are extremely important for the vulnerable segments of society. These schemes provide beneficiaries with regular financial assistance and improve their quality of life. Through the Setu Kendra, the benefits of these schemes are easily delivered to citizens. During OJT, working directly on these schemes provided a valuable experience with the application process, documentation, and communication with citizens.

Introduction

Under the Digital India initiative, the central and state governments have made many government services available online. The main purpose of these online services is to save citizens from having to make frequent trips to government offices, save time and money, and receive services in a transparent manner. The SETU center serves as an important link between citizens and the government. Through the SETU center, applications for various online services are accepted, and citizens are provided with proper guidance.

1) Aadhaar Card-related services

- The Aadhaar card is a very important identity document for every citizen.
- Available Services
- Aadhaar Update (Name, Address, Date of Birth Correction)
- Link mobile number
- Aadhaar Download / Print
- Aadhaar-Bank Account Link
- Required Documents
- Aadhaar Card
- Proof of Identity and Address
- Mobile Number

2) PAN Card Related Services

- A PAN card is a document required for financial transactions.
- Available Services
- Application for a New PAN Card
- PAN Card Correction
- PAN-Aadhaar Link
- Download PAN Card
- Required Documents
- Aadhaar Card
- Photo
- Date of Birth and Proof of Identity

3) Voter ID Service

- A voter ID is required to participate in the democratic process.
- Available Services
- New Voter Registration
- Correction of Name in Voter List
- Change of Address
- Voter ID Card Download
- Required Documents
- Aadhaar Card
- Proof of Address

- Passport-size photo

4) Scholarship Online Service

- Various scholarship schemes are available to provide financial assistance to students for their education.
- Service Format
- New Application for Scholarship
- Application Renewal
- Check Application Status
- Required Documents
- Aadhaar Card
- Caste Certificate
- Income Certificate
- Bank Passbook
- Bonafide Certificate

5) Online Complaint Registration Service

- An online complaint system is available for citizens to directly convey their problems to the government.
- Available Services
- Mahaanline / Lokshahi Day Complaint
- Municipality / Gram Panchayat Complaint
- Complaints regarding electricity, water, and roads

6) Various Certificates and Proofs Online Services

- Online applications for many certificates are accepted through the Setu Center.
- Examples
- Birth Certificate
- Death Certificate
- Marriage Registration
- Residence Certificate
- Income Certificate
- Role of the SETU Center (among other online services)
- Providing citizens with information about the appropriate online services
- Assisting with application filling
- Verifying required documents
- Submitting the application
- Explaining the application status to citizens
- Providing guidance for technical issues

Experience gained during OJT

During the OJT period, while working directly on various online services, I gained valuable experience with government portals, data entry procedures, document verification, and citizen interaction. These services save citizens time and make government operations more efficient.

Conclusion

Other online services are an important part of modern administration. Through the SETU centers, these services reach citizens in an easy, fast, and transparent manner. The experience gained with these services during OJT will be useful for future administrative and professional life.

4. Online Systems & Software

Online Systems & Software used in SETU Centre

Introduction

The Digital India initiative has largely moved government operations online. Various online systems and software are used in the SETU center to provide various government services. These systems bring transparency to operations, save time, and provide citizens with fast and accurate services. During OJT, I gained hands-on experience working with these online systems.

1) MahaOnline Portal

MahaOnline is the official service portal of the Government of Maharashtra.

Usage

- Income, Domicile, Caste Certificate Application
- Scholarship application
- Online application for various certificates

Features

- Login with User ID and Password
- Online Application Registration
- Document Upload Facility
- Application Status Tracking

2) Aaple Sarkar Portal

This portal provides citizens with various government services in a single location.

Use

- Citizen Service Application
- Complaint Registration
- Application Status Check

Benefits

- Transparent Service
- Faster service
- SMS / Email Updates for Citizens

3) UIDAI Aadhaar System

The UIDAI system is used for Aadhaar-related services.

Usage

- Aadhaar Update
- Aadhaar Verification
- Aadhaar-PAN / Aadhaar-Bank Link

4) PAN Card System (NSDL / UTIITSL)

Official software is used for PAN card-related services.

Usage

- New PAN Application
- PAN Correction

5) Scholarship Portal (MAHADBT)

Portal used for students to apply for scholarships.

Use

- New Scholarship Application
- Application Renewal
- Application Status Check

6) e-District System

A system used for district-level government services.

Usage

- Birth / Death Certificate
- Various Certificates

7) MS-Office and other software

General software is used for daily work at the SETU center.

Usage

- MS Word: Applications, reports, and correspondence
- MS Excel: Data entry, records, and reports
- PDF Software: Document scanning and uploading
- Internet Browser: Portal Access
- Role of the SETU Operator (in the Online System)
- Logging into various portals
- Filling out applications online
- Scanning and uploading documents
- Explaining application status to citizens
- Troubleshooting technical issues

Experience gained during OJT

During the OJT period, working with various online systems and software improved computer skills, data entry, accuracy, time management, and communication with citizens. These systems made government operations faster and more transparent.

Conclusion

The online systems and software have streamlined the operations of the Seva Kendra. The proper use of these systems ensures that citizens receive timely and accurate services. This experience gained during OJT will be extremely useful for a future administrative and professional career.

5.Data Security & Privacy

At the Setu Kendra, citizens' personal information such as Aadhaar numbers, bank account details, income, caste, address, etc., is recorded in the online system. Therefore, maintaining data security and privacy is extremely important.

Security Measures

- Separate User ID and Password for each portal
- Change the password periodically
- Prohibit system use without authorized login
- Do not provide citizen information to third parties
- Shut down the computer only after logging out
- Following these rules prevents data misuse and increases citizens' trust in the government.

Hardware and Internet Facilities

- Proper hardware and internet facilities are necessary for the online system to function correctly.
- Hardware Used
- Desktop / Laptop
- Scanner (to scan documents)
- Printer (for printing acknowledgments and receipts)
- Webcam (where required)
- UPS / Inverter (in case of power outage)

Internet Facility

- High-Speed Broadband / Fiber Internet
- Backup Internet (Hotspot / Dongle)
- With the proper hardware and internet, the application process is quick and smooth.

Technical Issues and Their Solutions

- Sometimes technical issues arise when using the online system.
- Common Problems
- Server Down
- Slow website
- Not receiving OTP
- Document Upload Error
- Incorrect Data Entry Error

Solution

- Explaining the appropriate reason to the citizens
- Try again in a little while
- Contact the Portal Helpdesk
- Upload documents in the correct format
- During OJT, I gained hands-on experience handling such issues.

6. Skills Required for SETU Operator

Required Skills

- The operator must have the following skills to use the online system and software:
- Basic computer knowledge
- Typing skills (Marathi and English)
- Use of Internet and E-mail
- Document Scanning and Uploading
- Patient communication with citizens
- Accuracy and Responsibility
- These skills were largely developed during OJT.

Impact of the online system on administration

- The online system has had a positive impact on government operations.
- Benefits
- Reduced need for paperwork
- Time saved
- Increased transparency
- Curbs corruption
- Services to citizens near home
- This has achieved "Ease of Living" and "Ease of Governance."

Special training received during OJT

- While using the online systems and software, I learned the following:
- Hands-on experience with government portals
- Steps in the application process
- Checking the accuracy of documents
- Understanding citizens' problems
- Time management
- This education will be useful for future employment and administrative work.

Extended Conclusion

The online systems and software at the Setu Center are powerful tools of modern administration. These systems have made government services faster, more transparent, and more citizen-centric. During OJT, working on this system developed not only technical knowledge but also a sense of responsibility, discipline, and public service. This experience will certainly serve as a guide for my academic and professional life.

7. Citizen Handling & Communication

Citizen Communication & Service Management

Introduction

At the SETU center, there is direct contact with citizens. Providing them with the correct information for various government services, understanding their questions, and guiding them patiently is a very important task. Effective communication skills build trust with citizens and make work more streamlined. During OJT, I gained hands-on experience in citizen handling and communication.

What is Citizen Handling?

Citizen Handling means treating every citizen who comes to the Seva Kendra with courtesy, patience, and responsibility. It includes understanding citizens' needs, providing them with the appropriate services, assisting with application processes, and resolving their issues.

Importance of Communication with Citizens

The Seva Kendra acts as a bridge between citizens and the government. Therefore, proper communication is essential.

Benefits of Communication

- Citizens' trust in the government increases.
- Misunderstandings are avoided
- Errors in the application process are reduced
- Work processes are streamlined
- Citizen handling process at the Setu Center

1) Welcoming citizens

- Speak to citizens politely and respectfully
- Pay attention to their problem

2) Understanding the problem

- Ask the citizen which service they have come for.
- Inquiring about the necessary information and documents

3) Proper guidance

- Explaining the relevant services and application process
- Clearly stating the required documents

4) Assistance with the application process

- Filling out the online application
- Scanning and uploading documents
- Providing application acknowledgment

5) Informing about the application status

- Explaining the application's approved, pending, or rejected status
- Providing information about the next steps
- Skills required for effective communication
- Using clear and simple language
- Maintaining composure and calm
- Listen attentively to citizens
- Avoid technical jargon
- Explain with examples where necessary
- Handling citizens in difficult situations
- Sometimes citizens are dissatisfied or angry.
- Precautions to take at such times
- Stay calm
- Do not interrupt the citizen's speech
- Explain the reason for the problem
- Provide a solution when possible
- Do not make promises beyond your authority
- Role of the SETU Operator in Citizen Handling
- Providing citizens with the correct information
- Avoiding errors in the application
- Managing time
- Maintaining confidentiality
- Coordinating with senior officers

Experience gained during OJT

During the OJT period, I had the opportunity to interact with citizens from diverse backgrounds. I learned the importance of maintaining empathy and patience when communicating with the elderly, women, students, and people with disabilities. My communication skills further developed as I resolved citizens' issues.

Conclusion

Citizen Handling & Communication is a crucial part of the service center's operations. Effective communication keeps citizens satisfied and ensures they properly benefit from government services. The experience gained during OJT will be useful for future administrative and professional life.

8. Case Study

8.1. Citizen Handling & Communication

Case Study 1: An Elderly Citizen's Experience

- A 70-year-old citizen came for an income certificate.
- Initially, they were confused about their documents.
- The SETU Operator:
 - Listened to their questions of doubt
 - Verified the required documents
 - Helped them fill out the online application
- Result: The citizen was happy, the application was successful, and they thanked the operator.
- Lesson: Patience, clear guidance, and humility lead to citizen satisfaction.

Case Study 2: Scholarship Application

A student had forgotten some documents when coming to fill out the online scholarship application.

Operator said:

- Provided a list of the required documents.
- Helped her fill out the application correctly again.
- Submitted the application and provided a receipt.
- Result: The application was submitted on time, and the student was satisfied.
- Lesson: Proper information and guidance make the application process faster and more accurate.
- Tips for Effective Citizen Handling
 - Empathy: Understand citizens' difficulties.
 - Clear communication: Avoid technical jargon; use simple language.
 - Be patient: handle even angry citizens calmly.
 - Provide accurate information: do not give incorrect information.
 - Get feedback: It's important to get feedback from citizens.
- Practical Skills Developed
 - Listening Skills: Carefully understand what citizens are saying.
 - Problem Solving: Resolving issues related to applications, documents, or systems.
 - Time Management: Allocating appropriate time to each citizen and completing tasks on time.
 - Technical Knowledge: Proficiency in online portals, software, and data entry.
 - Communication: Maintaining courtesy, humility, and clarity.
- Real-life Scenario:
 - Some citizens came for immediate service, while others were time-consuming.
 - The operator for each citizen:
 - Application process guidance
 - Document verification
 - Online Submission

Result: Every citizen was satisfied and the center's reputation increased.

Conclusion (Extended)

- Citizen Handling & Communication is a fundamental part of the SETU center's operations.
- Effective communication increases citizens' sense of satisfaction.
- Both technical and social skills are developed.
- The experience gained during OJT will be extremely important for future administration, office work, and citizen service.
- Presenting live case studies and practical experiences in the project makes it more effective and engaging.

3.2. Live Explanation of Work Process in SETU Center

Introduction

This case study outlines the live work process at the SETU Center in a single day. It presents a real-time observation of the application process, financial transactions, teamwork, time management, and problem-solving.

1 Background of the Case

- Date: 01/01/2026
- Type of Service: Income Certificate
- Number of citizens: 85 applications in one day
- On that day, a large number of applications were received. Therefore, efficient management was necessary.

2 Step-by-Step Live Process Explanation

Step 1: Application Submission

- The citizen submitted the application along with the required documents.
- Documents:
 - Aadhaar card
 - Ration Card
 - Proof of Income
- The Data Entry Operator conducted a preliminary inspection.

Step 2: Data Entry Process

- The application information was entered into the online portal.
- Application ID was generated.
- A system-generated receipt was printed and given to the citizen.

Step 3: Financial Transaction

- Service fee of 30 (for example) was accepted.

- The Accounts Department:
- Cash received
- Generated the receipt number
- Entered in the Cash Book
- Confirmed System Entry

Step 4: Verification Process

- The Verification Officer:
- Inspected the documents
- Information was verified according to government criteria.
- Application Approved

Step 5: Final Certificate Issuance

- The certificate was generated and printed.
- After supervisor approval, the certificate was issued to the citizen.
- Total Processing Time: Approximately 25–30 minutes

3 Problems Faced During the Process

The server was slow in the afternoon.

Impact:

- The application process slowed down
- Citizens' wait time increased

4 Solution Applied

- Explained the situation to the citizens
- Continued Offline Document Checking
- Completed pending entries after the server returned to normal.
- Delays reduced due to team coordination

5 Financial Observation

- On that day : 01/01/2026
- Total Applications : 85
- Average Fee : 30
- Total Collection : 2550
- End of Day Process:
- Cash Counting
- System Report Match
- Bank Deposit Preparation
- Cash and System Amounts matched — Financial accuracy was maintained.

6 Learning Outcome from the Case

- Practical Knowledge of Government Procedure
- Financial Accounting Handling
- Team Coordination
- Time Management
- Problem Solving Skill
- Stress Management

Conclusion

This case study clarified the actual operations, financial management, and problem-solving processes at the SETU center. Proper teamwork, time planning, and financial discipline made it possible to provide citizens with fast and accurate services.

8.3. Financial Analysis of SETU Center

Introduction

This case study analyzes one month of financial transactions at the SETU center. The purpose of this analysis is to understand revenue, expenses, surplus, and the financial control system.

1 Background Data

1 Sample Monthly Data

Type of Service	Application Number	Per Service Fees	Total Revenue
Income Statement	300	30	9,000
Caste Certificate	250	40	10,000
Domicile	200	35	7,000
Non-Creamy Layer	150	50	7,500
Total Monthly Revenue = 33,500			

2 Expense Analysis

Expense Type	Amount
Employee Salary	15,000
Electricity Bill	2,500
Internet Expense	1,200
Stationery	1,800
Other expenses	1,500
Total Monthly Expenses = 22,000	

3 Surplus / Net Balance

Total Revenue	=	33,500
Total Expenses	=	22,000
Net Surplus	=	11,500

This means the SETU center is financially viable.

2 Financial Ratio Analysis

1 Expense Ratio

$$\begin{aligned}\text{Expense Ratio} &= (\text{Total Expenses} / \text{Total Revenue}) \times 100 \\ &= (22,000 / 33,500) \times 100 \\ &= 65.67\%\end{aligned}$$

This means that 65% of the revenue is being spent on expenses.

2 Surplus Ratio

$$\begin{aligned}\text{Surplus Ratio} &= (\text{Net Surplus} / \text{Total Revenue}) \times 100 \\ &= (11,500 / 33,500) \times 100 \\ &= 34.32\%\end{aligned}$$

Financial stability is good.

3 Break-Even Analysis

Break-Even Point = Fixed Expenses / Contribution per Service

If Fixed Cost = 18,000

Average Contribution per Application = 35

Break-even applications \approx 515 applications

This means that after 515 applications, the center moves into the profit zone.

4 Financial Control System Observed

- Daily Cash Verification
- Bank Deposit System
- Voucher Approval
- Ledger Maintenance
- Audit Compliance

5 Risk Analysis

- Cash Handling Risk
- System Failure Risk
- Revenue Fluctuation
- Audit Objection
- Risk Control:
 - Double Verification
 - Online Tracking
 - Proper Documentation

Conclusion

This financial analysis case study clarified the financial structure, revenue management, and cost control system of the SETU center. Proper financial planning and accounting controls keep the center financially stable.

9. Skills learned during OJT

Computer Skills

Introduction

During OJT (On-the-Job Training) at the SETU center, computer skills proved extremely important. The use of computers is mandatory for online portals, data entry, application processing, and document scanning/uploading. This improved technical efficiency, time management, and accuracy.

1) MS Word Skills

- MS Word
- Creating applications, reports, and correspondence
- Formatting (Heading, Bold, Italics, Tables)
- Creating documents quickly using templates
- Skills Learned
- Maintaining consistent text formatting and layout
- Organizing data in tables and columns
- Creating bulk documents using Mail Merge
- Example: When preparing an annual income certificate for applicants, use a template to auto-fill the address, name, and details for each application.

2) MS Excel Skills

Use

- Data Entry and Record Keeping
- Creating a list of applications
- Creating reports using Pivot Tables and Charts
- Skills Learned
- Using Cells, Formulas, and Functions
- Conditional Formatting and Sorting
- Data Validation and Error Checking
- Example: Recording in Excel the number of applications and documents received from citizens each day, and the status of the applications.

3) PDF & Document Management

Using

- Creating PDF files, merging/splitting
- Scanning and compressing documents
- Uploading PDF/Word files to the online portal
- Skills learned
- Keeping documents secure
- Uploading to the portal in the correct format
- Batch processing documents



4) Online Portal Usage

Usage

- Mahadbt, MahaOnline, eDistrict, Aaple Sarkar Portals
- Filling applications, uploading documents, status check
- Skills Learned
- Understanding portal navigation and search functions
- Handling OTP and verification processes
- Troubleshoot errors or system glitches

5) Internet & Email Skills

Use

- Using email to communicate with citizens
- Searching for online resources
- Contacting the Portal Helpdesk
- Skills Learned
- Professional email writing
- Sharing data using attachments and links
- Managing email follow-ups and reminders

6) Data Security & Confidentiality

- Keeping personal information secure (Aadhaar, bank, pension details)
- Maintaining password protection and authorized access
- Using logout and backup systems

Example: Keeping sensitive information from citizens' applications secure and not providing it to third parties.

7) Practical Benefits of Computer Skills

- Efficiency : Work is faster and more accurate
- Organization : Documents, reports, and logs can be kept in order.
- Transparency : Errors are reduced and operations remain transparent
- Skill Enhancement : Useful for future employment and administration

Conclusion

The computer skills acquired during OJT have boosted confidence in computer-based work. Skills in data entry, document management, online portal handling, and using Excel/Word were developed. These skills are not only useful for the project but also extremely valuable for future professional life.

9.1. Team Work in SETU Center

1 What is Team Work?

Teamwork means working together to achieve a common goal. In the SETU Center, although each employee performs different tasks, the ultimate goal is to provide citizens with

fast and accurate service. The SETU Center is an important hub that provides various government services to citizens. Here, a large volume of applications, documents, and financial transactions are handled every day. In such circumstances, teamwork is essential for efficiency. Teamwork means all employees working together in coordination to achieve a common goal.

2 Team Structure in SETU

- SETU Operator
- Data Entry Operator
- Verification Officer
- Accounts Assistant
- Supervisor / Tahsildar Office Coordination
- Everyone fulfills their responsibilities and coordinates with each other.

3 How does teamwork work? (Practical Flow)

- Citizen submits an application
- Data Entry Operator enters the information
- Verification Officer checks the documents
- The Accounts department records the fee
- Final certificate is issued
- Coordination is very important throughout this entire process.

4 Benefits of Team Work

- Work is completed quickly
- Fewer mistakes
- Citizens' trust increases
- Stress is reduced
- Productivity increases

5 What did I learn during OJT? (Learning Points)

- Communicating effectively with colleagues
- Work Distribution
- Time Management
- Sense of responsibility
- Problem Solving Together

6 Structure of the Team in SETU

- The team at a SETU center typically consists of the following members:
- SETU Operator
- Data Entry Operator
- Document Verification Officer
- Accounts / Cash Handling Staff
- Supervisor / Tahsildar Office Coordination Officer
- Although each member's role is different, everyone's goal is to provide citizens with accurate and timely services.

7 Role of Team Work in Daily Operations

- The service process at SETU is based on teamwork as follows:
- Citizen submits an application
- The Data Entry Operator enters the information into the online system.
- Verification Officer checks the documents
- The Accounts department records the service fee.
- The final certificate is prepared and issued to the citizen.
- Proper communication and coordination are required at every stage of this process. If there is a delay at any stage, the entire service may be delayed.

8 Importance of Communication

- Effective communication is extremely important in teamwork.
- Clear division of work
- Providing timely information
- Reporting problems to superiors
- Courteous communication with citizens
- All these factors enhance service quality.

9 Benefits of Team Work

- Efficiency increases
- Errors are reduced
- Stress is reduced
- Time is saved
- Citizens' trust increases
- Transparency is maintained in government processes

9 Learning During OJT

- During OJT, I learned the following:
- A sense of responsibility
- Time management
- Coordinating with colleagues
- Maintaining accuracy in financial transactions
- Solving problems collectively

Conclusion

At the SETU Center, teamwork is the key to success. Thanks to the coordination of each member, citizens receive timely and transparent services. Teamwork at the SETU center is the strong foundation of the service system. After government rules and procedures, actual implementation is only possible because of teamwork. Proper coordination and communication ensure that citizens receive fast, accurate, and transparent services.

9.2. Work Ethics and Professional Discipline in SETU Center

Introduction

When working at the SETU center, it is not only important to complete government procedures, but it is also extremely necessary to adhere to professional discipline and work ethics. To maintain the trust of citizens, it is essential to uphold the values of honesty, transparency, and accountability.

1 Importance of Work Ethics

- Honest Financial Transactions
- Avoiding any form of favoritism
- Treating all citizens equally
- Keeping confidential information secure
- Strict adherence to government regulations
- Personal documents are handled daily at the SETU center. Therefore, maintaining confidentiality is an extremely important responsibility.

2 Professional Discipline

- Punctuality in the office
- Wearing the official uniform and using the ID card
- Following instructions from superiors
- Maintaining proper records
- Completing work on time
- Disciplined work practices maintain a positive office image and build public trust.

3 Learning During OJT

During OJT, I realized that when working in a government office, every record and every financial transaction must be accurate. Even a small mistake can cause a major problem. Therefore, I understood the importance of responsibility and discipline firsthand.

Conclusion

Work Ethics and Professional Discipline are the cornerstones of the SETU Center's efficiency. By upholding proper ethical values and discipline, the administration remains transparent and trustworthy.

9.3. Customer Satisfaction and Service Quality

Introduction

The primary objective of the SETU center is to provide citizens with fast, accurate, and transparent services. Therefore, customer satisfaction is an extremely important factor.

1 Factors Affecting Service Quality

- A fast application process
- Providing accurate information
- Courteous behavior
- Timely certificate distribution
- Prompt resolution of complaints

2 Role of Team in Customer Satisfaction

- Each employee completes their responsibilities on time
- Transparency is maintained in financial transactions
- Citizens are provided with proper guidance
- SMS / Online Status Update is provided

3 Feedback System

Service quality can be improved by collecting feedback from citizens. A complaint register and an online tracking system are used.

4 Learning During OJT

During OJT, I realized that providing satisfactory service is more important than just completing procedures. Winning the trust of citizens is the success of the SETU center.

Conclusion

Customer satisfaction and service quality enhance the efficiency of the SETU center. Proper teamwork, time management, and financial transparency help maintain a high level of service quality.

10. Government Procedure

Introduction

While working at the SETU center, I realized the importance of government procedures. To obtain government services, citizens need proper guidance, documentation, adherence to application procedures, and compliance with regulations. The purpose of these procedures is to ensure transparency, timely service, and to serve the interests of the citizens. I gained firsthand experience with these procedures during OJT.

1) Application Process

Step 1: Welcoming the citizen

- Citizens come to the center, and their objectives are understood.
- Providing information about the appropriate services and documents.

Step 2: Document Verification

- Verify all documents required with the application:
- Aadhaar Card
- Income Certificate / Caste Certificate / Domicile Certificate
- Pension / Scholarship Documents
- Verifying the authenticity of documents, and guiding the citizen if documents are incorrect or incomplete.

Step 3: Online / Offline Submission

- Fill out and submit the application on the online portal (MahaOnline, e-District, Aaple Sarkar).
- In some cases, offline submission of the application is also accepted.

Step 4: Acknowledgement Receipt

- After the application is submitted, the citizen is given an acknowledgement/receipt.
- It contains the application number, date, and the application status.

2) Verification & Approval Process

- The officer/department verifies the application details.
- If necessary, the application is forwarded to the rural officer/tahsildar.
- The application is approved, pending, or rejected.
- The citizen is informed of the application status via the online portal or SMS/email.

Example: In the Income Certificate application, the salary details are verified.

If the document is valid, the application is approved; otherwise, corrections are requested.

3) Document Issuance (Certificate Delivery)

- Once the application is approved, the relevant certificate (Income, Domicile, Caste, Pension, Scholarship) is prepared.
- The citizen receives it in hard copy or PDF format.
- Some certificates are deposited directly into the bank account (e.g., Pension).

4) Grievance & Complaint Handling

- A grievance redressal system is available for citizens if they encounter any issues during the application process.
- The issue is resolved within the TAT (Turn Around Time).
- The SETU operator records citizens' questions and forwards them to senior officials.

Example: Shishu scholarship application was filed incorrectly → Operator guided the applicant to correct the application → Application was approved.

5) Government Rules & Guidelines

- Each service/scheme has its own rules and conditions:
- Age Limit
- Income Limit
- Caste / Category criteria
- Required Documents
- The operator ensured compliance with the rules.
- Failure to comply with the rules may result in the application being rejected.

6) Reporting & Record Keeping

- As with Daily Work & Attendance, government procedures must be properly documented.
- The status of applications is recorded in Excel, MS Word, or portal reports.
- Records are retained for future audits/reviews.

Benefits:

- Increases transparency
- Ensures citizen satisfaction
- Supervisors and government departments get an overview of the work.

7) Practical Experience

- Gained hands-on experience in following rules during the application process, verifying the proper documents, and guiding citizens.
- Understanding the different procedures for each scheme.
- Administrative skills such as TAT, status tracking, and grievance handling were developed.

Conclusion

The government processes at the SETU center are efficient, transparent, and citizen-centric.

It is important to be experienced in the application process, verification, approval, certificate issuance, and grievance handling stages.

During OJT, hands-on experience with this process proves extremely useful for future administrative and professional life.

In the project, these parts can be made clearer by using case studies/logbooks.

11.Management

12.1.Daily Work & Attendance

Introduction

During the OJT (On-the-Job Training) period, daily work and attendance records are extremely important. They provide an assessment of the trainee's workload, timeliness in completing tasks, and discipline. At the SETU center, daily work routines include a variety of tasks, providing hands-on experience of the administrative workflow.

1) Daily Work Routine

Morning

9:30 AM – 10:00 AM	:	Attendance Registration
10:00 AM – 10:30 AM	:	Briefing with senior officials
10:30 AM – 1:00 PM	:	Civil Services

- Filling out income certificate, caste certificate, and residence certificate applications
- Submitting applications on online systems and portals
- Document Verification and Scan / Upload

Afternoon

1:00 PM – 2:00 PM	:	Lunch Break
2:00 PM – 4:00 PM	:	Other Online Services

- Aadhaar Card Update, PAN Card Application, Scholarship Application
- Resolution of citizen issues

Evening

4:00 PM – 5:00 PM	:	Check Application Status
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- Status update of submitted applications
- Preparing approval, pending, and denial notices
- 5:00 PM – 5:30 PM : Preparing the day's report
- Documents, application numbers, record of completed work

2) Attendance System (Attendance Management)

- Importance of Attendance
- Ensuring the trainee's regular attendance
- Recording work volume and OJT experience
- Including attendance in the project report
- Attendance Recording Method
 - Manual Sign-in : Signing on the attendance form
 - Digital Attendance : Logging in and recording time on the online portal
 - Supervisor Verification : Daily verification by a senior officer

Attendance Log Example

Date	Arrival Time	Departure Time	Tasks Completed	Supervisor Signature
02/02/2026	09:30 AM	5:30 PM	Submitted applications of 5 citizens	Mr.Kamble S.B.
03/02/2026	09:30 AM	05:30 PM	Filling out applications for 3 citizens	Ms. Pallavi S.S.

3) Key Responsibilities During Daily Work

- Welcoming citizens and listening to their problems
- Filling out online applications and verifying documents
- Updating application status
- Reporting to senior officials
- Participating in workshops/training sessions

4) Practical Experience Gained

- Time Management: Completing daily tasks on time
- Data Entry Skills: Maintaining accuracy when filling out applications, forms, and reports
- Communication Skills: Communicating with citizens and providing guidance
- Problem Solving: Resolving technical issues and citizens' problems
- Reporting: Prepare a daily summary for the supervisor

5) Attendance Observation

- Regular attendance allows for tracking the trainee's work
- If there is an absence, the reason is recorded.
- Attendance + Daily Work Reports are important for project evaluation

Conclusion

- By maintaining daily work and attendance records during OJT, the trainee:
- Develops work habits and discipline
- Gains hands-on experience in administrative work
- It makes it easier to show the days' work when preparing the project report.
- Regular attendance and efficient work in the daily operations of the SETU center develop both professional and administrative skills.

11.2. Time Management in SETU Center

Introduction

At the SETU center, a large number of citizens come every day for various government services. Time management is extremely important for processing as many

applications as possible within a limited time. Proper time planning increases efficiency and provides citizens with faster service.

1 Importance of Time Management

- Applications are completed on time
- Citizens' waiting time is reduced
- Work stress is reduced
- Financial transactions are completed on time
- Compliance with government regulations is ensured

2 Time Management in Daily Operations

- Time management in SETU is carried out as follows:

1. Work Distribution

- Each employee is assigned specific responsibilities.
- e.g., Data Entry, Verification, Cash Handling.

2. Token / Queue System

- Tokens are issued to citizens, which prevents confusion and streamlines the process.

3. Priority Handling

- Urgent services (e.g., scholarships, admission procedures) are completed on a priority basis.

4. Daily Targets

- A specific number of applications is targeted for completion each day.

5. Timely Financial Closing

- At the end of the day:
 - Cash Verification
 - Daily Collection Report
 - System Closing
- All of this must be completed on time.

3 Tools Used for Time Management

- Online Government Portal
- Excel Reports
- Digital Payment Tracking
- SMS / Online Status Update System
- This saves time and speeds up the process.

4 Learning During OJT

- During OJT, I learned the following time management skills:
 - Setting work priorities
 - Time planning
 - Multi-tasking
 - Communicating with citizens patiently

Conclusion

At the SETU center, time management is the key to efficiency. Proper time planning, delegation of responsibilities, and the use of technology enable the delivery of fast, transparent, and accurate services to citizens.

11.3. Stress Management

Introduction

Because a large number of citizens visit the SETU Center every day, work-related stress can arise. The volume of applications, time constraints, and financial responsibilities can put pressure on employees. In such situations, stress management becomes extremely important.

1 Causes of Stress

- Crowd of citizens
- Urgent tasks
- Technical difficulties with the online system
- Responsibility for accuracy in financial transactions

2 Methods Used to Manage Stress

- Proper division of work
- Team Support
- Calm and courteous communication
- Short Breaks
- Proper Time Management

3 Learning During OJT

- Habit of staying calm even under stress
- Communicating with citizens with patience
- Problem-solving with the team

Conclusion

Proper teamwork and time management help keep stress at the SETU center under control and increase efficiency.

11.4. Leadership

Introduction

Leadership means giving the team the right direction and motivating them to achieve the goal. In the SETU center, the supervisor or senior officer plays the role of a leader.

1 Role of the Leader

- Planning the work
- Assigning responsibilities
- Problem-solving
- Ensuring compliance with government regulations
- Maintaining financial transparency

2 Observed Leadership Qualities

- Decision-making ability
- Effective communication
- Integrity
- Sense of responsibility
- Time Management

3 Learning During OJT

- During OJT, I understood the importance of leadership. With proper guidance and coordination, work gets completed more efficiently.

Conclusion

Leadership is a key factor in the success of the SETU Center. With proper leadership, teamwork and financial management operate effectively.

11.5. Problem Solving Skill

Introduction

Various types of problems can arise daily at the SETU center. It is necessary to resolve technical issues, document errors, or citizens' queries.

1 Common Problems

- Server Down
- Entering incorrect information
- Incomplete document
- Payment mismatch

2 Problem Solving Approach

- Identifying the problem
- Discuss with the relevant department
- Consult with superiors
- Finding an appropriate solution
- Re-Verification

3 Learning During OJT

- Listening to the problem calmly

- Making quick decisions
- Finding solutions with the help of the team
- Maintaining financial and administrative accuracy

Conclusion

Problem-solving skills help maintain the efficiency of the SETU Center and ensure that citizens receive satisfactory service.

12. Problems and Solutions in SETU Centre (With Financial & Accounting Focus)

12.1 Problem: Cash Mismatch at the End of the Day

Introduction

At the SETU Center, fees are collected daily for various services. At the end of the day, the System Report and the actual cash on hand must match. Sometimes, a discrepancy is found between the two.

Causes

- Incorrect Data Entry
- Creation of Duplicate Receipt
- Cash Counting Error
- Mismatch between Online Payment and Offline Entry

Impact

- Financial discrepancy occurs
- An audit objection may arise
- Confidence in management may decrease
- Employee accountability increases

Solution

- Recount cash
- Cross-checking the System-Generated Report
- Verify Receipt Book
- Pass Rectification Entry
- Get Supervisor Approval
- Maintain Daily Closing Sheet

Conclusion

Using daily verification and double-checking methods helps prevent cash mismatches and maintain financial transparency.

13.2. Problem: Service Delay Due to Server / Technical Issues

Introduction

Since the SETU center is entirely based on the online portal, service is delayed if the server goes down or a technical error occurs.

Causes

- Internet Connectivity Problem
- Government Portal Maintenance
- System Update Error
- Hardware Failure

Impact

- Citizen traffic increases
- Workload increases
- Time management is disrupted
- Financial transactions stop

Solution

- Providing citizens with the right information
- Accepting Offline Applications (if rules permit)
- Contact Technical Support
- System Restart and Backup Maintenance
- Maintain an alternative internet source

Conclusion

Proper technical support and a backup system can reduce service delays.

12.3.Problem: Incorrect Accounting Entry in Ledger

Introduction

At the SETU center, large-scale financial transactions take place every day. If a ledger posting is done incorrectly, the financial reports may be inaccurate.

Causes

- Manual Entry Error
- Wrong Account Head Selection
- Lack of Verification
- Incomplete Documentation

Impact

- Financial statement is incorrect
- An audit query is generated
- Discrepancy in the Revenue Report

Solution

- Error Identification
- Pass the Rectification Entry
- Attach Supporting Documents
- Senior Verification
- Initiate Daily Ledger Review System

Conclusion

A proper accounting control system ensures accurate financial records.

12.4. Problem: Incomplete Documents from Citizens

Introduction

Many times, citizens apply with incomplete documents. This causes the process to stop.

Causes

- Lack of information
- Incorrect guidance
- Incomplete information about required documents

Impact

- Application is rejected
- Citizens become dissatisfied
- Work time is wasted

Solution

- Post a list of required documents on the Notice Board
- Providing proper guidance to citizens
- Use a Checklist System
- Provide SMS / Online Status Updates

Conclusion

Proper guidance and communication reduce the number of incomplete applications.

Overall Conclusion

Problems arising at the SETU center are natural. However, with proper teamwork, time management, and a financial control system, these issues can be resolved effectively. In particular, prompt action on financial and accounting-related challenges ensures that the administration remains transparent and trustworthy. Proper problem-solving skills are necessary to maintain financial accuracy and transparency at the SETU center. Prompt resolution of issues in the Finance and Accounting department ensures compliance with government regulations and preserves public trust.

13.SETU's Role in Digital India

Introduction

The Digital India initiative, launched by the Government of India in 2015, aims to digitally empower the country. It focuses on making government services online, transparent, and accessible to the general public. SETU centers (Facility Centers) play a crucial role in this entire process. Digital India is an ambitious initiative of the Government of India.

This program was launched on July 1, 2015. The main objective of this initiative is to make India a digitally empowered nation, make government services available online, and empower citizens through technology. In this entire process, SETU (Facility Centers) act as the important link between the government and citizens.

What is SETU?

SETU (Single Electronic Transfer Unit / Facilitation Center) are centers where citizens can access various government services in a single location. These centers were launched to make online services easily accessible to people in both rural and urban areas.

The Key Role of SETU in Digital India

1) Delivering government services to the people

- The following services are provided at SETU centers:
- Caste, income, and residence certificates
- Aadhaar Linking Service
- Voter ID Card Service
- Government Scheme Applications
- Land Record (7/12, 8A)
- This reduces the need for citizens to visit government offices repeatedly.

2) Increasing digital literacy

- Many people in rural areas are unfamiliar with online procedures. SETU staff help citizens:
- How to fill out the online application
- OTP process
- Digital Payments
- Using the portal
- They guide citizens on these matters.

3) Transparency and speed

- Previously, the application process was time-consuming and paper-based.
- Through SETU:
- The application is submitted online
- A tracking number is provided
- Services are delivered on time
- This helps reduce corruption.

4) Digital Connectivity in Rural Areas

- The goal of Digital India is "Digital Infrastructure as a Utility to Every Citizen." SETU centers fulfill this goal by bringing digital facilities to rural areas.

5) Strengthening e-governance

- SETU centers are the backbone of the e-governance system.
- Data Management
- Service Delivery
- Citizen Grievance Redressal
- All these tasks are performed digitally.

Conclusion

The role of SETU centers is extremely important in making the Digital India initiative successful. These centers act as a link between the government and citizens. For people in rural areas, especially, SETU is the main link to digital services. Therefore, SETU centers are making a significant contribution to realizing the goals of Digital India.

The Role of SETU Centers in Digital India

SETU centers play a crucial role in the success of the Digital India initiative. These centers act as a bridge between the government and citizens.

SETU centers play a major role in making digital services easily accessible to people in rural and urban areas.

Therefore, it is appropriate to say that SETU centers are the strong foundation of the Digital India initiative.

14. Learning Outcomes & Experience

14.1. What I learned during OJT

1.1 Understanding of Governmental Operations

- During OJT, I had the opportunity to see the government's working methods firsthand. I experienced the process of accepting applications, verifying documents, maintaining records, and issuing certificates.
- This made me understand the importance of discipline in administration, time management, and adherence to rules.

1.2 Using Digital Systems

- I gained experience using various online portals in the SETU office.
- Filling out applications online
- Scanning documents
- Uploading data
- Tracking applications
- This enhanced my computer skills.

1.3 Knowledge of Finance

- During OJT, I learned the following financial matters:
- How service charges are levied
- Preparing receipts
- Maintaining the daily cash book
- Maintaining records of deposits and expenses
- While understanding daily cash transactions, I learned the basic principles of accounting.
- Through the above Accounting Equation, I understood the structure of financial transactions.

1.4 Skills related to Accounts

- Receipt & Payment Entry
- Income & Expense Entry
- Bank Reconciliation
- Daily Collection Report
- I learned that it is necessary to keep proper records of every transaction.

1.5 Communication Skills

- I learned that patience, clarity, and humility are necessary when speaking with citizens.

1.6 Time Management

- Because a large volume of applications arrives daily, I learned how to manage my time effectively.

14.2. Experience during OJT

2.1 On-the-job experience

- There is a difference between academic knowledge and practical work. OJT gave me the opportunity to work in a real office environment.

2.2 Handling Financial Transactions

- Daily Cash Collection
- Online Payment Verification
- Bank Deposit Process

I learned that:

- This formula can be used to analyze the office's income and expenses.

2.3 Problems and Solutions

- Server Down
- Network issues
- Incomplete citizen documents
- While solving these problems, patience and problem-solving skills were developed.

2.4 Teamwork Experience

- Working together with all office employees made me realize the importance of teamwork.

2.5 Professional Discipline

- Punctuality
- Awareness of responsibility
- Accuracy in work
- These qualities were developed through OJT.

14.3. Future Use of OJT

3.1 Career Development

The experience gained from OJT will boost confidence when working in the government or private sector in the future.

3.2 Financial Management

- The following things will be useful to me in the future:
- Budget Planning
- Income-Expense Analysis

- Financial Record Keeping
- Understanding compound interest also made me realize the importance of investing:

3.3 Opportunities in the Accounting Field

- The following career opportunities are available in the accounting field:
- Accountant
- Auditor
- Financial Analyst
- Banking Sector
- Experience in OJT will help you advance in this field.

3.4 Utilization of Digital Skills

- Use of MS Excel
- Online Portal Handling
- Data Entry Accuracy
- These skills will prove useful in any field in the future.

3.5 Personality Development

- Increased self-confidence
- Sense of responsibility
- Problem-solving ability

Conclusion (Learning Outcomes & Experience)

OJT was not just training for me, but an important life experience.

During this period, I gained hands-on knowledge of administration, finance, accounting, communication skills, and digital systems.

This experience will be extremely useful for my future career.

OJT was a significant milestone in my educational journey. During this period, I gained hands-on knowledge of administration, finance, accounting, and digital service systems.

I developed not only technical skills but also professional discipline, teamwork, and communication skills.

This experience will be extremely useful for shaping my future career.

15.OJT Conclusion

Conclusion of OJT Training

On-the-Job Training (OJT) proved to be a crucial milestone in my academic and professional journey. This training provided me not only with theoretical knowledge but also with hands-on work experience. I had the opportunity to gain in-depth knowledge of the office environment, government procedures, communication with citizens, financial transactions, and accounting systems.

During OJT, I learned the importance of administrative discipline, time management, and responsibility. Working on processes such as application acceptance, document verification, data entry, and service delivery, I realized the importance of accuracy and patience.

Working in the finance and accounting department, I understood the structure of financial transactions. I developed skills in maintaining proper records for each transaction, writing cash vouchers, checking daily cash receipts and disbursements, and reconciling bank transactions. The fundamental principles of accounting:

These principles made it clear how an organization's financial position is measured.

Also, the following formula was useful for understanding the office's income and expense statement:

This made me realize how important financial discipline and transparency are.

The challenges encountered during OJT—such as network issues, server downtime, and incomplete documents—enhanced my problem-solving abilities. I developed teamwork and communication skills. Through guidance from seniors, I learned professional discipline and integrity in the workplace.

This training has boosted my confidence and given me a clear direction for my future career. The experience gained during OJT will be especially useful when working in Finance, Accounts, Banking, or Administration.

Overall, OJT has been more than just a course component; it has served as a solid foundation for my personal growth and professional advancement. This experience will be both inspiring and guiding for my future success.

Final Combined Conclusion – OJT Report

On-the-Job Training (OJT) has been an extremely important and effective part of my academic curriculum. This training allowed me to gain practical work experience, not just theoretical knowledge. Gaining firsthand experience with the office environment, government procedures, citizen interaction, digital service systems, and financial and accounting management has significantly enhanced my personal and professional skills.

During the OJT, I internalized discipline, time management, and a sense of responsibility. I learned how essential accuracy and patience are in processes such as application acceptance, document verification, data entry, service delivery, and record-keeping. I developed the habit of completing every task according to regulations and on time.

Finance and Accounts The hands-on experience in the department proved especially valuable. Through daily cash transactions, service fee entries, issuing receipts, maintaining

the cash book, depositing funds at the bank, and reconciling daily income and expenditure, I came to understand the importance of financial discipline. The fundamental principles of accounting are as follows:

These principles provided a clear understanding of the organization's financial structure. I learned how each transaction affects the organization's assets, liabilities, and equity.

Also, the following concepts proved useful when analyzing income and expenses:

This concept further highlighted the importance of financial management and transparency. It became clear that proper financial records and controls are essential for any organization's progress.

During OJT, I faced various challenges—such as network issues, server downtime, incomplete documents, or citizen complaints. In these situations, I developed skills in maintaining composure, providing proper guidance, and resolving problems. Through teamwork, I realized the importance of coordination and cooperation in the office.

This training has boosted my confidence, improved my communication skills, and fostered a professional outlook. The experience from OJT will be particularly valuable for a career in Finance, Accounts, Banking, or Administration. Skills such as budget planning, expense control, financial analysis, and data management will play a significant role in the future.

Overall, OJT is not just a requirement to fulfill but a solid foundation for my career. This experience taught me the importance of responsibility, honesty, financial discipline, and professional ethics. This experience will be inspiring, guiding, and extremely useful for my future success.

Conclusion – The Importance of Setu Centers

The role of Setu Centers is crucial to the success of the Digital India initiative. Setu Centers act as a bridge between the government and citizens. They have made it possible to deliver government services to citizens in an easy, transparent, and fast manner.

Previously, citizens had to visit various offices for certificates, documents, or government schemes. This led to a waste of time, money, and effort. However, with the introduction of Seva Kendras, all services have become available in a single location and digitally. This has made the administration more efficient and accountable.

The importance of Seva Kendras is particularly significant for the following reasons:

Easy Service Delivery – Citizens can easily obtain services like applications, certificates, and extracts.

Increased Transparency – The online system allows every application to be tracked.

Time and cost savings – the need to visit government offices repeatedly has been reduced.

Digital empowerment – people in rural and urban areas can access digital services.

Financial Discipline – Service fees, records, and accounting are managed properly.

Financial transactions at Seva Kendras are systematically recorded. The following concepts are useful for reconciling income and expenses:

This ensures the office's financial position remains transparent and management becomes more effective.

Also, the following principle is important in accounting management:

This principle ensures that the organization's financial structure remains clear and fosters a sense of accountability.

Overall, Seva Kendras are a strong foundation for digital governance. They provide convenient services to citizens, make the governance system more transparent, and contribute significantly to building a Digital India. Therefore, the importance of Seva Kendras is not limited to service delivery; they are essential for social, economic, and administrative development.

SETU is a reliable link between citizens and the government. The SETU center works to deliver various government schemes, certificates, application processes, and tax and revenue-related services to ordinary citizens in an easy, fast, and transparent manner. During OJT, I clearly realized that SETU is not just an office that issues documents; it is an effective medium of communication between the administration and society.

1) Importance of Setu for Citizens

The Seva Kendra provides citizens with various government services in one place. For example – caste certificate, income certificate, residence certificate, government scheme applications, voter registration, etc. Previously, people had to visit multiple offices; but the Seva Kendra saves time, money, and effort.

The token system, online application process, and digital ledger increase transparency. From a financial perspective, service fees are properly recorded, and revenue management is maintained systematically. Issuing receipts for every transaction, preparing daily collection reports, and depositing funds into the account are all highly responsible accounting tasks.

2) Importance of SETU for Administration

The SETU center brings discipline and speed to government operations. Digital entry of all applications simplifies data management. The following aspects are important when preparing reports:

Daily Revenue Report

List of pending applications

Details of approved/rejected applications

Financial Accounting (Cash Book, Ledger Entry)

From a Finance and Accounting perspective, it is necessary to reconcile the daily collected amount and expenses. During OJT, I gained experience in maintaining the Cash Book, verifying receipts, and preparing bank deposit slips. This helps maintain financial discipline and transparency.

3) Transparency and Trust

The greatest importance of the bridge is to increase citizen trust. When a citizen can track their application and receive service within a specific timeframe, it creates a positive sentiment about the administration.

The online system ensures that every transaction is recorded. This reduces the possibility of financial misconduct. For example:

Computerized record of every service fee

Automatic receipt generation

Generation of daily and monthly financial statements

This process is extremely important from an accounting perspective. This information is also useful for conducting a proper audit.

4) Digital India and SETU

In the digital age, the role of the Seva Kendra has become even more important. The Seva Kendra is a strong step in the concept of e-governance. While doing OJT, I realized how important computer systems, the internet, software updates, and data backups are.

Accuracy is essential when maintaining revenue records in finance-related software. Even a small mistake can create a financial discrepancy. Therefore, employees working at Setu must have a basic knowledge of accounting.

5) Future Outlook

In the future, Setu centers will become more modern and technologically advanced. Digital payments (UPI, card payments), an online appointment system, and SMS/email notifications will provide citizens with greater convenience.

In my view, OJT gave me a deep understanding of administration, financial discipline, customer service, and responsibility. If I get the opportunity to work in banking, accounting, or government service in the future, this experience will be extremely useful.

Final Conclusion

SETU is not just a service center; it is a bridge of trust between the citizen and the government.

Convenient Services for Citizens

Proper data management for the administration

Financial transparency and auditability

Time and cost savings

Through OJT, I gained in-depth knowledge of the SETU's operational procedures and acquired practical skills in Finance and Account Management.

Therefore, the SETU center is an important and effective step towards good governance.

16. Annexure

Annexure – I

- Key services provided at the Seva Kendra
- Caste Certificate
- Income Certificate
- Residence Certificate
- Old Age/Scholarship Application
- Voter Registration Service
- Application forms for various government schemes

Annexure – II

Daily Revenue Report (Sample Format)

Date	Type of Service	Application Number	Per Application Fee	Total Amount
01/01/2026	Income Certificate	15	20	300
01/01/2026	Caste Certificate	10	30	300
01/01/2026	Residence Certificate	8	25	200
	Total	33		800

Annexure – III

Cash Book (Sample Entry)

Date	Details	Received (Debit)	Expenditure (Credit)
01/01/2026	Opening Balance	0	0
01/01/2026	Service Collection	800	800
01/01/2026	Bank Deposit	800	0

Annexure – IV

Documents and System Used

- Computer System (Online Portal)
- Receipt Book
- Daily Collection Register
- Bank Deposit Slip
- Ledger Register
- Token System

Annexure – V

Key tasks performed during OJT

- Application Acceptance and Verification
- Online Data Entry
- Accepting service fees and issuing receipts
- Preparing the daily revenue report
- Posting entries to the Cash Book and Ledger

17. Reference

- Government of Maharashtra**
- Aaple Sarkar Services Portal
 - Reference information for various government services, certificates, and online application processes.
- Government of Maharashtra**
- Setu Center Guidebook
 - Seva Kendra's operating procedures, service fees, processes, and regulations.
- Government of India**
- Digital India Programme
 - Reference information on e-governance and digital service delivery.
- Basic Concepts of Financial Accounting**
- Basic information regarding Cash Book, Ledger, Journal Entry, and Daily Collection Report.
- Hands - On experience and observations gained during OJT**
- Transactions, revenue records, and customer service procedures at the SETU office.
- Textbooks on E-governance and Public Administration**
- Transparency, accountability, and financial discipline in administration.

Websites References

Government of Maharashtra. (2023). Aaple Sarkar Seva Portal.

<https://aaplesarkar.mahaonline.gov.in>

Government of India. (2023). Digital India Programme.

<https://www.digitalindia.gov.in>



From,

Dr. B. H. Mohite

Head, Department of Commerce

P. V. P. College, Kavathe Mahankal,

Dist. Sangli, Maharashtra 416405

Date: 24/11/2025

To,

The Principal,

Padmabhushan Vasantrodada Patil Mahavidyalaya,

Kavathe Mahankal, Dist. Sangli,

Maharashtra 416405

Subject: Request for Approval of Experiential Learning Activity – Agroven Agriculture Exhibition

Respected Sir,

The Department of Commerce proposes to organize an experiential learning activity titled "Agroven Agriculture Exhibition: Inspiring Future Agripreneurs" on 29 November 2025 for B.com-I students.

The objective of this activity is to provide students with practical exposure to agricultural entrepreneurship, innovative farming practices, and agribusiness opportunities. The exhibition will help students develop an understanding of sustainability, entrepreneurship, and real-life problem-solving in the agro-based sector.

I kindly request your valuable approval to conduct the above-mentioned educational activity.

Thanking you,




Dr. B. H. Mohite
Head
Department of Commerce
Padmabhushan Vasantrodada Patil
Mahavidyalaya, Kavathe Mahankal, Dist: Sangli


**Shikshan Prasarak Sanstha's
Padmabhushan Vasantrodada Patil Mahavidyalaya, Kavathe-Mahankal
Department of Commerce & Entrepreneur Development Cell**

**One-Day Visit to Agroven Agriculture Exhibition: Inspiring Future Agripreneurs
Study Trip Activity Report**

Title	One-Day Visit to "Agroven Agriculture Exhibition: Inspiring Future Agripreneurs"
Day & Date	Saturday, 29 November 2025
Organizer	Department of Commerce
Principal	Prof.Dr.G.D.Kore (Acting Principal)
Department Head	Dr. B.H.Mohite
Study Visit Coordinator	Dr.P.R.Mali
No. of Students Present	20 students
Background	To make learning more engaging, practical, and impactful for students, the Commerce Department organized an Experiential Learning session through the movie screening of Shrikant . This activity aimed to blend entertainment with education , helping students connect classroom concepts with real-life values such as determination, discipline, time management, and goal-setting.
Objective	<ul style="list-style-type: none">• To provide students with a real-life example of grit and perseverance.• To help learners understand the importance of self-belief, continuous learning, and resilience.• To encourage reflection on personal strengths, ambitions, and career goals.• To develop communication and critical-thinking skills through post-screening discussion.• To inspire students to adopt a growth mindset in academics and beyond.
Conclusion	The Agroven Agriculture Exhibition visit, attended by 20 students and 2 faculty members , provided valuable exposure to modern agricultural innovations and agribusiness opportunities. The visit bridged classroom learning with practical insights, enriching students' understanding of contemporary farming practices. It also encouraged participants to further explore emerging technologies and career prospects in the agriculture sector.




Dr. B. H. Mohite
Head
Department of Commerce
Padmabhushan Vasantrodada Patil
Mahavidyalaya, Kavathe Mahankal, Dist: Sangli


Acting Principal
Padmabhushan Vasantrodada Patil
Mahavidyalaya, K. Mahankal, Dist- Sangli

**Shikshan Prasarak Sanstha's
Padmabhushan Vasantrodada Patil Mahavidyalaya, Kavathe Mahankal
Department of Commerce**

Date: 25/11/2025

NOTICE

All the **Masters of Commerce-I** students are hereby informed that the **Department of Commerce** is organizing an **"Agroven Agriculture Exhibition: Inspiring Future Agripreneurs"** on **29 November 2025**.

The exhibition aims to provide students with practical exposure to modern agricultural practices, agribusiness innovations, and entrepreneurial opportunities in the agriculture sector. It will help students understand the role of innovation, sustainability, and entrepreneurship in rural and agro-based development.

All students are instructed to attend the exhibition and make the most of this valuable learning opportunity.

Venue: Agroven Agriculture Exhibition, Sangli

Date: 29 November 2025

Time: 10.00 am


Dr. H. Mohite
Head
Department of Commerce
Padmabhushan Vasantrodada Patil
Mahavidyalaya, Kavathe Mahankal, Dist: Sangli



Photos of Agroven Agriculture Exhibition

29/11/2025



Dr. B. H. Mohite
Head

Department of Commerce
Padmabhusan Vasantraodada Patil
Mahavidyalaya, Kavathe Mahankal, Dist. Sangli

Acting Principal
Padmabhusan Vasantraodada Patil
Mahavidyalaya, Kavathe Mahankal, Dist. Sangli.

Shikshan Prasarak Sanstha's

Padmabhushan Vasantraodada Patil Mahavidyalaya, Kavathe-Mahankal

Department of Commerce

One Day visit to Agrover Agriculture Exhibition

Attendance Sheet

Date: 29/11/25

S.No	Student Name	Class	Signature
	Pranali Tukaram Sawant	B.com III	
	Karuna Yashwant Patil	B.com III	
	Shradha Shivaji Kadam	B.com III	
	Priyanka Shridhu Shinde	B.com III	
	Kajal Shivaji Bodgire	B.com II	
	Gitanjali madhakar Nikam	B.com III	
	Aparna Anand Swami	B.com III	
	omkar Balaso Mohite	B.com III	
	Shubham Ganesh Ishadtare	B.com III	
	Anuzadha Subhash Ombare	B.com II	
	anwela Shashikant Bandgar	B.com 2	
	Prateek Radhukrishan Gadke	B.com 3	
	Asmita Santosh Kashti	B.com I	
	Sonali Dhanaji Gosale	B.com 2	
	Ankita Amal Athavale	B.com I	
	Neha Dinesh Suryawanshi	B.com I	

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