

Certificate Generation Module

Using Service Plus framework

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A Certificate generation module was considered prudent to be developed where Gram Panchayat, Panchayat Samiti and Block Level Officials can process the service requests of citizen and deliver online certificates in an organized manner. Common services required by citizen include income certificate, legal heir certificate, completion certificate, etc. Here service Plus framework has been used to provide the solution to district administration which is a framework built on LowCode-NoCode (LCNC) architecture for delivering electronic-services to citizens which resulted in faster implementation, smooth delivery and better management of services.

Eleven commonly used Services by Gram Panchayat(GP) and Block Offices were made Live through Service Plus based delivery of e-Services in 250 GPs under Murshidabad district of West Bengal. Murshidabad District is the pioneer in West Bengal for implementation of such e-Services successfully. Since inception 5,08,062 Applications has been processed and 4,04,253 certificates successfully delivered in the last 1 year. The e-Services introduced are as follow

01	Application for Issuance of Income Certificate
02	Application for Issuance of Residential Certificate
03	Application for Issuance of Legal Heir Certificate
04	Application for Issuance of Completion Certificate-GP
05	Application for Issuance of Age Certificate
06	Application for Issuance of Alias Certificate
07	Application for Issuance of Caste-cum-Income Certificate
08	Application for Issuance of Completion Certificate -Block
09	Application for Issuance of Completion Certificate -Panchayat Samiti
10	Application for Issuance of Electricity Permission Certificate
11	Application for issuance of Janani Suraksha Yojana Certificate

Background

On understanding the requirement of Gram Panchayat(GP), Panchayat Samiti(PS) and Block Offices, a workflow has been prepared for designing the services using Service Plus in consultation with the Sub division level officers. Service Plus team of West Bengal configured the services and user acceptance testing was done at the district level by the District Informatics Officer, Murshidabad and Additional District Magistrate, Zilla Parishad. On go ahead from District authority the piloting was done in Domkal Subdivision. Later the service was launched in all 26 blocks consisting of 250 GPs of Murshidabad district.

Present Status

Initially 4 services were made online on 10.6.2020. Since inception, the services are used vastly by the Gram Panchayats. Later on additional 7 services were implemented successfully on 24th August 2020. The use of online Services has eased the job of district administration to generate and disburse large number of certificates using minimal effort. Within a year Certificate Generation Module in Murshidabad district had successfully delivered 4 Lakh+ certificates.

Reporting Module

User friendly reporting module can be configured using Service Plus. Here in Certificate Generation module the following reports have been configured:-

- Dashboard report of particular GP-GP wise delivered, rejected, Pending and received application count
- GP Certificate Dashboard--Service wise delivered, rejected, Pending and received application count

Each Gram Panchayat Users (Computer Operator and Pradhan have dashboard where they can track the number of applications processed, pending and delivered

Access to eServices

User can access the service on the department's website through the below link:

Live application URL- <http://tathyasathi.bangla.gov.in/>. Alternatively, the service can be accessed through <http://serviceonline.gov.in> The type of this Service is Statutory. Application does not follow FIFO model for application processing. This service has no End date.

Coverage

This service is applicable for only Rural area. In Rural, the first government unit that will accept the application for this service is Gram Panchayat.



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Deliverable(s)

The applicant will receive Output Certificate/ Report as the service deliverable(s).The certificate(s) will be delivered through In Person.

Appearance

The applicant is not required to physically appear during the processing of the application.

Beneficiary

Citizen and Business Units

Users

Two types of users in all GPs, Users in all GPs

will login with the login credentials shared with them with option for changing the password.

(a) Computer Operator: Computer operator will fill up and submit the Application Form of desired service and applicant's acknowledgement slip with ref-no: AIIC-GP/ 2020/ XXXXX respectively can be printed or downloaded as pdf.

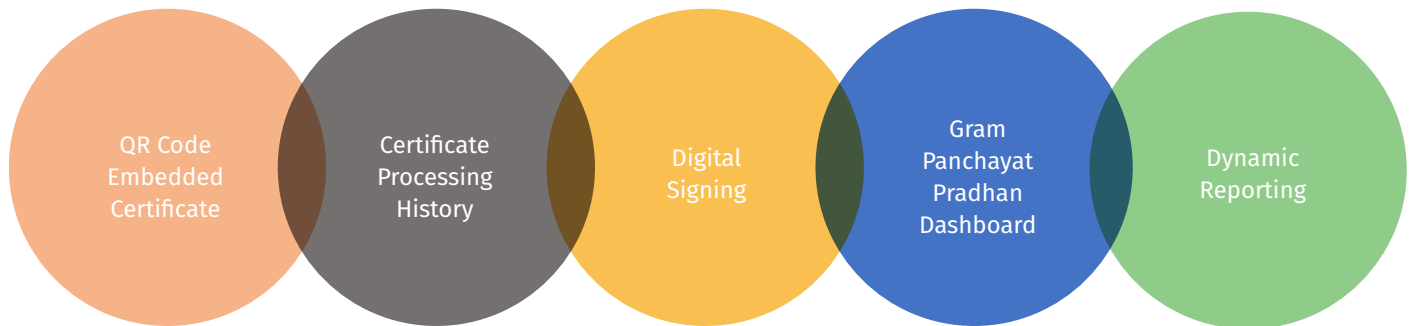
(b) Gram Panchayat Pradhan: On login GP Pradhan will able to view the dashboard and select the pending application for processing. He can approve/ reject the application, view status, processing history etc.Certificates with unique ref. no. and QR code can be generated (option-

ally digitally signed) as below on approval by GP Pradhan. Sample certificate format shown on left.

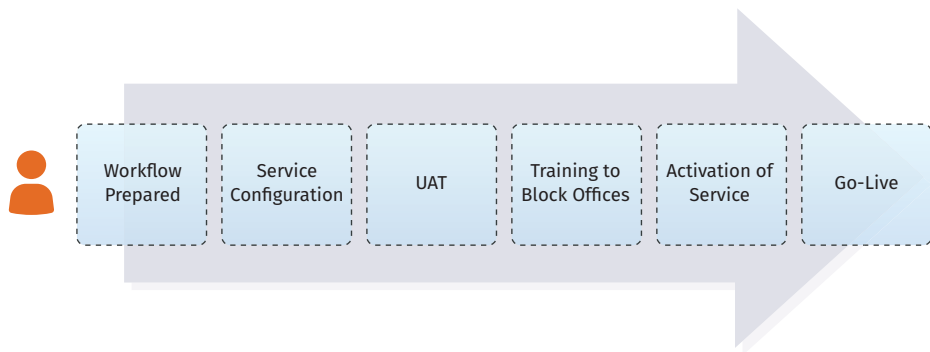
Future enhancement plans

Considering the huge response of Certificate generation module in GP Level a citizen interface has already been designed and configured. In the current pandemic situation online citizen interface is a necessity for the citizen where they can access the services online without gathering in Gram Panchayat or Block offices. We have plans for state wide roll out of the module. Workflow of the citizen interface is given in diagram.

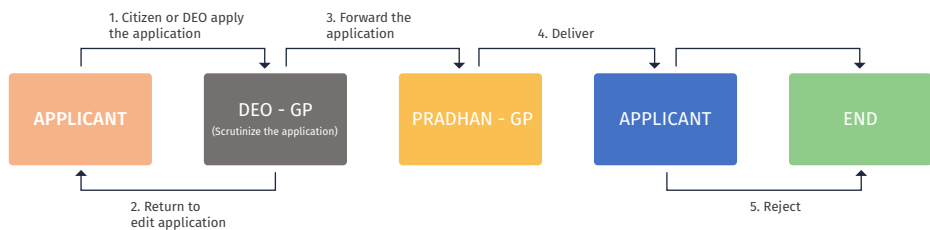
Salient Features



Bilingual Certificate introduced for Issuance of Income Certificate, Legal Heir Certificate and Residential Certificate.



▲ Launching a Service using Service Plus



▲ Workflow of the citizen interface

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