

Dholpur: ICT Shines on the Eastern Gateway of Rajasthan

Situated in the eastern part of Rajasthan bordering Uttar Pradesh and Madhya Pradesh, Dholpur earlier called Dhawalpur, was carved out of Bharatpur in 1982. It is famous for its sandstone and ravines which are part of Chambal legacy. The famous Dholpur House (UPSC HQ), President House and many other buildings have been built using Dholpur stone. It is well connected by roads and railways, Mumbai - Delhi line and NH 3 passes through the district headquarter.



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NIC centre was established in 1990 and has played a pivotal role in supporting District Administration in its e-Governance initiatives by making innovative use of technology to reach out to the masses.

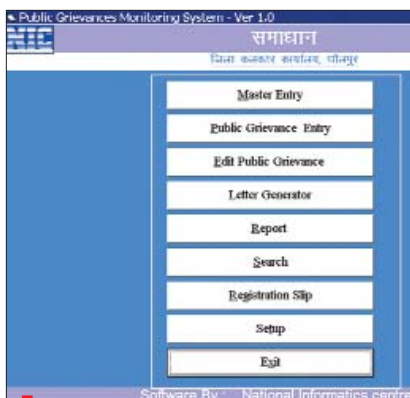
edited by
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DISTRICT WEBSITE

Dholpur district's website <http://dholpur.nic.in> is a rich source of information covering history, culture, temples, industry, census 2001, accessibility and administration. Facility to lodge grievances and checking its status through "Samadhan" is also available. Forms, tenders and district news are other details which are instantly updated and are of interest to the citizens.

PROJECTS / ACTIVITIES

Public Grievance Monitoring System (Samadhan): "Samadhan", an initiative undertaken in the district, is a generalized Public Grievance Monitoring System, which has enhanced the speed of disposal



Samadhan Interface

of Public Grievances. Each complaint lodged is individually monitored and tracked until it is finally disposed. Footfall to the collectorate is also reduced as the status is available online, on telephone and through touch screen kiosks. So far more than 16500 cases have been disposed off and the software is running successfully in dozen districts of Rajasthan.



District website of NIC Dholpur

Workflow

Grievances received are entered by the Vigilance section (JAN SAMASYA PRAKOSTH) of the Collectorate. The software automatically generates a covering letter which is attached with the grievance and sent to the concerned department.

The department is also given a system generated deadline (generally 6 days) within which the matter has to be disposed. When the concerned department takes action, the details of the same are again entered into the system and a reply is sent to the concerned citizen about the action taken in his/her matter.

The software also generates

reminders for pending grievances and also generates a department wise pendency statement. A meeting, chaired by the Collector, is conducted every month to discuss the pending cases. Facility to check the status of complaint through various channels helps the complainant to avoid visits to the district HQ thus saving his precious time and money.

Salient Features

- Scan option for document scanning
- Hindi interface
- Generates covering letter, Reminder letter, Notice letter etc.
- Search option for finding grievance
- Status available online, through touch screen kiosk and telephone
- Various reports like summary report, category wise and OIC wise

Conclusion

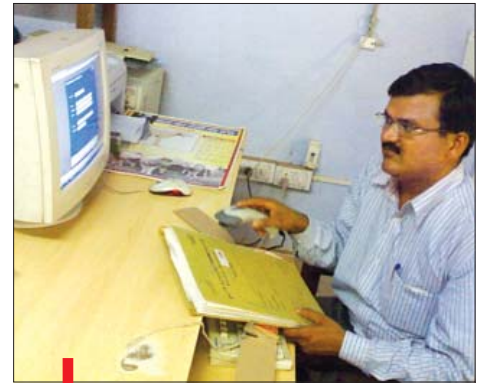
Samadhan has proved to be a rugged and successful solution in its 8 years of operations. Intended to benefit thousands of citizens, it doesn't entail any cost upon the citizens or the departments and has also been adopted by 12 districts. With citizen centricity the focus, the objective of the application to ensure a swift and concrete response to the citizen on his grievance has been very successfully met. Availability of status through multiple channels makes it very innovative and convenient for citizens. User friendli-

ness of the application makes it very convenient for the staff and citizens alike and an efficient reporting module makes it very time saving for the decision makers.

OTHER DISTRICT LEVEL PROJECTS

In addition to state level implementations, there have been many innovative initiatives taken in the district. Some of these projects are -

- **Rajasthan State Pensioners Medical Fund (RPMF):** An application to monitor pensioner's medical diaries to check for duplicity and discrepancies. It's implementation has helped in reduction of expenditure on RPMF fund by 50% and is now being implemented in other districts of state.
- **Sanctions Monitoring System:** Developed for Directorate of Pension & Pensioners Welfare to cater to requests for limit extension of pensioners and generation of sanction orders. Also, various type of reports as desired by Government for effective monitoring of pensioners medical funds, can be generated.
- **Paper under Consideration Monitoring System (PUCMS):** A workflow based application to monitor DAK (Letters) received in Collectorate which is then forwarded to concerned section. Login based access is provided to each section. District collector monitors the



NIC official at File Tracking System

disposal through his login.

- **File Tracking System:** A central repository of all files created is maintained with each file having a unique id number and a bar code. A hand held infra-red optical bar code reader is used to read the file details. The FTS system ensures that all the files and registers that have been created by the different sections have been completely accounted for and there is minimum risk of a file being lost/misplaced. The system has been extremely useful in monitoring file movement.
- **District Monitoring System:** It's an easy to use management tool where reports, databases and MPR's of various departments are stored. In addition to it some of the applications like Arms, Samadhan, establishment status etc have also been integrated. "Scrap book" feature helps in managing "To do" list and also monitoring of weekly tasks allotted to different departments.

Paramarsh Kendra Monitoring

System: Helpdesk manned by trained volunteers to aid citizens with writing applications, filling forms, informing about beneficiary schemes and monitoring Public Grievances. A software has been installed in the center to keep track of citizens, which kind of people are being helped. It has also helped in cutting down the role of 'mediators' and other middlemen who profit from citizens' troubles.



Citizens at Paramarsh Kendra

- Smart card based Personnel Information System:** All employees have been issued digital smart cards to view their basic data related to personnel Section. It is being used to login into personalised account of employees to see important details like EL/PL, CL Basic Salary, Pan No and other useful information.



- Citizen accessing Smart Card Personal Information System**

Identity Card Generation

System: A generalized software to generate I-cards and is in use by State Unit and many other departments.

- Arms Licenses Monitoring System:** This system is in use to process all the applications for new license and renewal. The details of around 5000 arms licensee are available.
- Touch Screen Kiosk:** Touch screen Kiosk has been deployed in the Collectorate for the use of citizens. The public grievance database, Land record database and district profile has been linked to a touch screen kiosk with Hindi interface. Citizens can know the status of their application. Land Record data base of district has been kept and Jamabandi can be viewed by citizens with various searching and sorting options. Smart Card Reader has been attached with the Kiosk and login has been created for collectorate employees, they can view their basic data related to Personnel Section.
- Video Conferencing Services:** Video Conferencing Services are

being provided to district administration and its various departments. Senior Officers of different departments of Secretariat and HODs use this facility to review the status of various developmental schemes or ongoing projects through their officers placed in the district.

- The Collectorate LAN:** A LAN of around 50 nodes has been established in the collectorate, which is connected to all sections providing access to various applications.

CENTRALIZED PROJECTS

Projects implemented successfully are -

- Vahan And Sarthi (District Transport Office)
- E-gram Online Information system
- E-Mitra Project
- Treasury Computerisation System
- National Land Record Modernisation Programme
- Data Depository System
- District Court Computerisation
- Agriculture Marketing Network
- Pay Bill of Govt Departments
- Election Monitoring System
- Rajcrest Sub registrar Office
- Various Campaigns of State Government
- Consumer Forum Network
- Employment Exchange Monitoring System
- Revenue Court Computerization
- Web based Applications of Various departments
- Medical department, PWD, Bharat Nirman
- Mid Day Meal

For further information

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Excerpt of the message from Collector and District Magistrate, Dholpur, **Sh. V. Sarvan Kumar, IAS**

NIC DISTRICT UNIT Dholpur, an ISO 9001 certified (the first in the state) has been very effective in aiding and assisting the District Administration in its able management and decision making through its database management and staff sensitization. Commendable work has been done in land record computerization and in citizen centric grievance redressal through its 'Samadhan' initiative. As a further step, arms monitoring system is being revamped to help in avoiding any duplication and to speed up new applications along with renewal.

"Samadhan" project initiative was led by **Mr Dinesh Sharma** SSA and supported by **Mr Gaurish Kumar Vashistha,** Scientific Officer