

GURGAON-

EFFECTIVE UTILIZATION OF IT TO SERVE THE COMMON MAN

Once known as "Guru Gram", due to its linkage with Guru Dronacharya during the times of Mahabharata, Gurgaon is now the industrial and financial centre of Haryana. Gurgaon district comprises 3 Sub-Divisions, 5 Tehsils, 4 Blocks, 215 Panchayats and 291 Villages, having a total population of 1,660,289 as per 2011 census. It has third highest per capita income in India next only to Chandigarh and Mumbai and is the second largest city in the State of Haryana. Having established itself as the industrial hub, with the turn of the millennium, it is also known as the Millennium City of India.



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e-GOVERNANCE EFFORTS OF THE DISTRICT ADMINISTRATION

Living up to the image and spirit of the city, the District Administration has demonstrated tremendous interest in implementing IT based governance and delivery of services to the citizen. With technical support from NIC Gurgaon, a number of G2C, G2G, G2E and G2B initiatives are being implemented in the District. Notable among these are the G2C services being provided through the counters of e-Disha Centre and Tehsils. The e-Disha Centre and Tehsil Counters are equipped with all modern facilities and IT infrastructure to deliver services to the common man, well within the defined Service Levels. The major G2C services being delivered include:

- Property Registration (Haryana Registration Information System - HARIS)
- Certificates (Caste, Domicile, Income) (Haryana Certificate Information System

- HARCIS)

- Affidavit Attestation & Verification
- Vehicle Registration (VAHAN)
- Driving Licenses (SARATHI)
- Record of Rights (RoRs)/Copies of Nakal (Haryana Land Records Information System - HALRIS)
- Public Grievances (Harsamadhan Portal) etc.

Number of Transactions/entries recorded for major citizen centric services through the respective software applications since the beginning of the current Financial Year till date is given below in Table 1. The volume of transactions indicated in the Table is a good indicator of successful implementation of G2C initiatives in the District.

One of the other key initiatives undertaken by NIC Haryana, which is also being implemented in Gurgaon is the integration of Land Records Data in HALRIS with Land Registration data captured through HARIS to enable dynamic linking and displaying of

Table – 1 Status of Major G2C initiatives during current financial year (April'12 to August'12)

S.No.	Service	Delivered through S/W	Location	No. of transactions (Apr'12 to Aug'12)
1.	Property Registration	HARIS	All 5 Tehsils	19267
2.	Certificates Issuance (Caste, domicile, income)	HARCIS	All 5 Tehsils	16022
3.	Affidavit Attestation & Verification		All 5 Tehsils	30471
4.	Vehicle Registration etc.	VAHAN	4 (covering 3SDM offices and 1 RTA)	39498
5.	Driving Licenses etc.	SARATHI	4 (covering 3SDM offices and 1 RTA)	27872
6.	Record of Rights (RORs)	HALRIS	All 5 Tehsils	343
7.	Public Grievances	HARSAMADHAN	Accessible to citizens using internet for lodging grievances and used by DC Office and all Departments at District level for redressing the grievances pertaining to respective Deptt.	389

Khewats' and owner details from HALRIS, while entering Land registrations through HARIS. The subsequent mutations w.r.t the linked Khewats is carried out through HARIS, keeping the HALRIS database updated to avoid any data inconsistency between the two applications. Another integration of Land Records data is also being carried out with <http://jamabandi.nic.in> for on-line availability of jamabandis in the public domain.

As a step further towards integrating non-spatial with spatial data, HARIS and HALRIS software applications are being linked with Bhu-Naksha as part of National Land Records Modernization Programme (NLRMP). This allows the common man to view his Record of Rights (RoRs) by just clicking his Land Parcel on the digitized Cadastral Map.

Above initiatives have led to significant increase in revenue collection w.r.t Gurgaon District. Besides, measures like use of Biometric devices and photograph of sub-registrar along with buyer & seller in HARIS have brought about greater transparency in the system. The District Administration pays special attention towards smooth functioning of these centres and keeps them up & running even during power outages through dedicated Generator Sets. Adequately trained by NIC Gurgaon on the operational aspects of the software applications, the computer operators work incessantly to serve the public through these G2C counters. The District IT activities are being managed on a self-sustainable basis through the District IT Society.

NATIONAL AND STATE LEVEL E-GOVERNANCE PROJECTS

Some of the other projects being supported by NIC Gurgaon include:

- AGMARKNET
- NADRS (National Animal Disease

Reporting System)

- Arms Licenses
- MEDLEAPRS (Medico Legal Examination & Postmortem System) etc.
- PriaSoft (Panchayat Accounting)
- Panchayat Directory
- Panchayat Web Sites as part of National Panchayat Portal (NPP)
- Dynamic Police Web Portal as part of CCTNS
- OTIS (On-line Treasury Information System)
- e-Salary
- Government e-Procurement System
- Revenue Court Case Monitoring System (RECORD)
- Senior Citizen Cards Issuance
- Birth & Death Registration System
- Socio-Economic Caste Census (SECC)-2011

Besides, technical support is also being provided in implementing the software applications for various developmental schemes including MGNREGA, SGSY, IAY, TSC, Pension Schemes etc. Gurgaon district's web site i.e. <http://gurgaon.gov.in> is also being effectively utilized to publish relevant information provided by the District Administration.

KEY ENABLERS

Gurgaon District is witnessing a very high use of IT as a key tool for facilitating its governance activities and delivering services to the citizens. The key enablers in this regard are:

- High degree of motivation among District Officials to use IT in day-to-day official activities.
- Building of human capacities by NIC Gurgaon through regular IT training programmes thus ensuring sustained use and awareness of IT applications.
- Availability of software applications in Local Language i.e. Hindi.

- Incorporation of feedback from NIC District Centres in to the software applications based on users requirements through a systematic change management system by NIC HRSC
- Keeping the NICNET and IT infrastructure up & running all the time through regular maintenance, thus ensuring smooth functioning of software applications by NIC Gurgaon.
- Regular monitoring of e-Governance applications by NIC-HRSC through Results Framework Document.

RECENT IT ACTIVITIES

- Jalsa-e-aam in village Bakainka under NLRMP on 18.07.2012
- HSRP implementation as part of VAHAN w.e.f 12.07.2012
- Setting-up of Emergency Operations Centre (EOC) in Mini Sectt. as part of District Disaster Management Plan in July, 2012
- Initiation of Centralized Foreigner's Registration Offices (C-FRO) Module under MHA's Immigration, Visa & Foreigners Registration & Tracking (IVFRT) MMP at Foreigner's Regional Registration Office, Gurgaon on pilot basis in August, 2012
- Initiation of e-Procurement application at Haryana Police Housing Corporation in Gurgaon in August, 2012
- Conducted Training Programmes on e-Procurement, HARSAMADHAN and Arms Licenses during July-August, 2012
- E-Services from e-DISHA Centre
- Active Support for Video Conferencing, NIC e-mail IDs, Digital Certificate Issuance and upkeep of IT infrastructure

FOR FURTHER INFORMATION

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