

Jalgaon: Focusing on Citizen Centric e-Governance

Located in the north-west region of Maharashtra, Jalgaon is famous across the world for its world famous tourist and heritage site 'Ajanta Caves' which is about 50 kms from the district headquarters. Owing to its main crop of Banana, the district is also known as 'Capital of Banana' and has a population of around 4 million. The district has excellent rail and road connectivity and is a central destination to reach out to major places in India.



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The Jalgaon district centre of NIC started functioning in 1989 and since then a lot of progress has been made in the computerization activities at the grass root level. The district has pioneered many Citizen Centric E-governance initiatives that have improved the lives of citizens. The Jalgaon district administration too realized the importance of information dissemination and has changed from the government's typical way of working by incorporating IT in its day-to-day activities offering IT enabled services to the masses. The efforts were even lauded at the 44th National Annual Convention of CSI in October 2009 and the district was conferred the Award of Excellence in District Category at CSI-Nihilent e-Governance Award 2008-09.



Collector & DM Sh. Kunal Kumar (Left) and DIO, NIC Sh. Pramod Borole (Right) accepting the award from Sh. S Mahalingam, President CSI

Excerpt of the letter from District Magistrate Sh. Kunal Kumar, IAS, Jalgaon

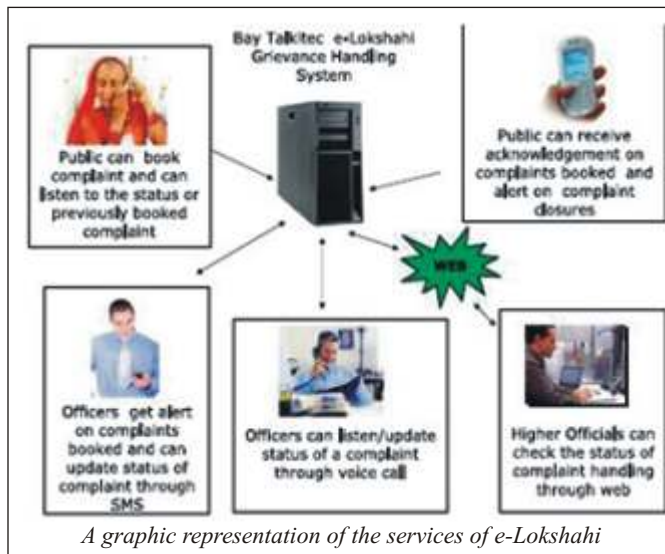
Use of ICT, not only helps us to bring services to the doorsteps of citizens, it helps us to supervise working of government machinery, thus making government people more accountable.



The District Collector's Office, Jalgaon, is also one of the few government departments in the country to have been awarded with ISO 9001 certification for its structured and innovative methods of functioning. In addition to a very informative website, e-Library etc, Jalgaon's collector office added another feather to its success by initiating Public Grievance Redressal System *e-Lokshahi*.

e-Lokshahi : The project aims at changing the way people communicate and interact with the district authorities. Instead of the normal manual process, which

involves several trips to the local tahsildar's office; with the uncertainty of meeting the right government official when needed; and moving from one desk to another just to get a property document; people can interact with the officials over the phone by means of the IVR facility that converges several communication technologies advantageously. The project provides a 24 hour online public grievance redressal system and a FAQ forum that can be used widely through telephone and mobile. To access the service the citizens just need to dial a local number.



Salient features of e-Lokshahi

- A fully automated system operational 365 x 24 x 7.
- No geographical limitations to access the service
- No additional technical setup or infrastructure required.
- Multi language (Marathi, Hindi and English) interface provided.
- More than 90 services offered

IT projects implemented by NIC, Jalgaon

Jalgaon District Website: The Jalgaon district website (www.jalgaon.gov.in) provides both static and dynamic information. It has comprehensive details of district administration, transport, RTI, tenders and government schemes etc., while the dynamic component includes online application E-lokshahi, E-library & daily updating of information using VPN services. There are downloadable forms for citizens, maps and other statistical information that makes the site highly informative and has recorded more than 1.25 lakh hits till date.

e-Library Project: The E-Library application provides General Resolutions of the collectorate to all employees and citizens in digital format with search option on date, period, branch & subject. More than 12,600 Government Resolutions have already been digitized for easy access.

e-Tapal Project is used for storing & monitoring the 7 inward & outward letters in the collectorate.

Land Record Computerization is an ongoing process

with regular updating of 686056 land holders and 8,14,433 extracts of 7/12. More than 4 lakh extracts have been distributed to citizens through the system.

Bio-metric Attendance System is being used for monitoring the attendance of every employee of Jalgaon Collectorate.

Website of Zilla Parishad (www.zpjalgaon.org.in) is an informative website of Zilla panchayat that has been developed and hosted for wider reach.

Panchayat Portal (www.panchayat.nic.in) Information pertaining to all the 1,150 gram panchayats has been uploaded on the portal.


Sarathi Project provides Smart Card based driving licenses to the citizens. Till now about 34,000 Learning licenses, 28,000 permanent licenses and 5000 duplicate licenses have been issued, while 4000 licenses were renewed in the district.

Vahan Project provides Smart Card based vehicles registration mechanism. About 12,400 two-wheelers & 11,000 four-wheelers of the district have been registered through the system.

Centrally Integrated Police Application (CIPA) - All 33 police stations of the district have implemented this project which seeks to computerize Diary, FIR, Investigation, Prosecution and all other activities of the police station.

SETU: 16 SETU or Integrated Citizen Facilitation Centres are functioning in Jalgaon since 2005 to provide 32 types of certificates to the citizens. Around 20 Lakhs certificates are issued through the system every year.

Rashtriya Swasthya Bima Yojana (RSBY) : More than 95,000 smart cards have been issued to the BPL labourers till now for health services.

Communication Services: The District Centre also provides all types of IT services to the government departments of the district including project support, communication, video conferencing, etc. 

For further information, contact

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