e-District - Uttar Pradesh takes the Lead

Uttar Pradesh became the first state in the country to roll out e-District project in 6 pilot districts of the state. e-District is a State Mission Mode Project under the National e-Governance Plan (NeGP) of Ministry of Communications & IT. The project seeks to automate the complete workflow and internal processes of district administration with the possibility of seamless integration of various departments to e-enable the delivery of high volume services to the citizens through Common Service Centres & kiosks.

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The 'e-District' application software has been developed by National Informatics Centre Uttar Pradesh. It is web based solution which ensures 100% electronic workflow of the service - right from receipt of applications to the final delivery of service. The status of application can be tracked by the citizen and the government officials through the portal and the escalation matrix ensures the adherence to the service levels defined for each service. Separate modules have been designed and developed to capture the base data from Pariwar Register, Pension Register, Certificate Register, Revenue Court Cases etc. which is used for verification.

Advantages

- Hassle free process for the citizen he/she can avail service from the nearest CSC / block even for the services which are available from the district head quarters, saving time and cost.

- Status of the application available on the web - reduces need of the citizen to visit government office to know the status of his/her application.

- Transparency in dealing - the applicant goes to the e-District centre and does not have to deal with the officials who actually process it.

- Government officials can monitor status of applications submitted & performance of subordinates.

- Reduce delays and ensure promptness in delivery of services

A total 32 services pertaining to Certificates, Pension, Public Distribution System, Revenue Court, Employment, Grievances etc., from 10 line departments were selected for complete automation in Uttar Pradesh. *The project was launched in Sitapur on 15th Dec 2008 by Ex-Chairman, Board of Revenue Sh. Vinod Malhotra, IAS, who inspired & motivated the project team to complete the project much before the scheduled time of 18 months.*

Sh. Vinod Malhotra, IAS, with Dr. B. K. Gairola, DG, NIC during inauguration at Ghaziabad

State-of-art e-District Centers have been made in the selected pilot districts (Sitapur, Raebarelli, Ghaziabad, Gautam Budh Nagar, Sultanpur & Gorakhpur) to provide a world class infrastructure facility to the citizens and better working environment to the officials providing these services.

Technologies such as digital signatures have been used for the approval of the application & issuance of certificates. GPR has been carried at all levels to move from archaic rules to the modern technology based

decision making, high focus has been laid on training and change management right at the district, tehsil & block level of administration to enable the projects objective of providing services to the citizens in friendly, transparent and easier manner.

A service oriented architecture based approach has been adopted for developing the framework for e-District to introduce flexibility in the service delivery mechanism. This architecture decouples the core administration, decision making and each aspect of the service delivery mechanism into distinct components. The portal *http://edistrict.up.nic.in* provides instructions on how to avail a particular service, supporting documentation required etc. which help the citizen to avail the service with out need of any intermediaries. The status checking component reduces the scope of discretion on the part of government officials and makes status of the application visible to the applicant at any point of time. The e-District centres attempt to provide a flexible e-Governance setup, where citizens can avail a wide array of services at a single location without concern about the department which provides a particular service. This is a paradigm shift from department centric to citizen centric approach.

http://edistrict.up.nic.in

The reporting component provides both tabular and graphical statistics to the administrators on number of applications received and processed in a given duration, applications processed within time and which ones took longer than expected time, district wise summary etc. The application requires fixing of responsibility of each step to a particular login, and the officials are able to trace where

an application is lying at a point of time and how long it has taken to finish a particular process. The automated escalation matrix also helps the administrators in monitoring productivity and efficiency of employees and the whole department.

Graphical representations for received applications in different districts of UP
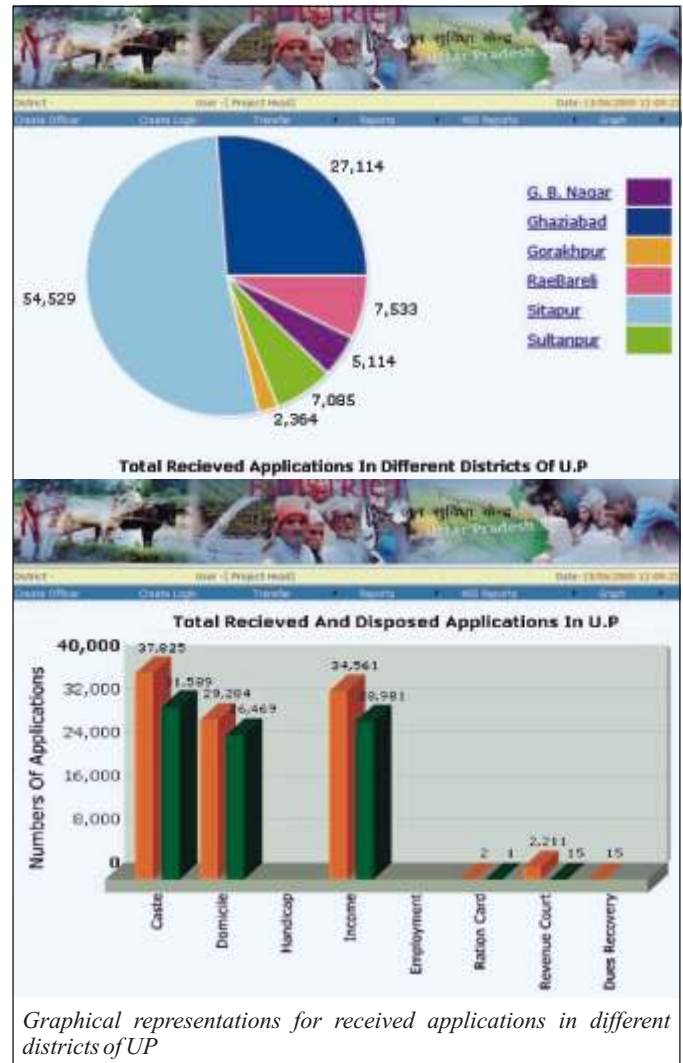
Key Process Improvements

- Requisite Government Orders issued by participating departments for electronic delivery of services.

- Issuance of digitally signed certificates/ services.

- Allowing verification/ decisions to be made based on the e-District database or databases of other departments.

- Online submission of application from CSC/ Block/ Tehsil or District which ever is convenient

reservation slip etc in addition to various periodical reports.

Payroll and Pay-bills(PAYBILL): The S/W is implemented in IA&AD offices to generate Pay-slips, Acquaintance Rolls, GPF statement, I-Tax statement, Form-16, salary file to Bank, etc.

Telephone Directory (TELMIS): On-line system is implemented to retrieve telephone number and e-mail address of IA&AS Officers, by querying on alphabet, name, designation, station etc.

Circulars on Web (CIRWEB): A web based system is implemented to view circulars and office orders issued by C&AG Office over internet at anytime from anywhere.

IT Systems Audit: IT systems in Govt. offices are audited using various audit software like IDEA, etc, for the correctness of the logic and in proper implementation of business rules as built in the software.

Work Flow Automation: The Work Flow Management software is implemented to automate various office routine tasks by reducing the requirement of movement of documents across the hierarchy for approvals, by facilitating the officers to access and upload the documents, etc to the Central Computer.

IntraCAG Portal: It provides a single interface to access by the officials of C&AG for various housekeeping applications and the information about its day to day activities.

Website of C&AG Office: A Web site www.cag.gov.in is hosted to provide the information to the people about C&AG office, News & Publications, links to the websites of its field offices, Audit Guidelines, Tender Notice, RTI Act, Audit reports presented to Parliament and State legislature, etc.

Networking: Network Connectivity to both the buildings of C&AG and AGCR building through 10 MBps OFC in each building and 2x2 MBps leased lines in CAG office. The Local Area Network (LAN) between both the buildings of C&AG office has been established to automate the office routine task.

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- Verification of issued certificates / services using e-District Portal.

- Pre-printed stationery used for issuance of certificates.

- Photographs of certificate holders printed on the certificates wherever necessary.

The success of the project can be gauged from the influx of applications, which has already crossed one lakh mark in the six districts, more than ninety thousand certificates have already been issued and efforts are underway to increase the services and extend the reach of e-District to remote locations. The application has truly simplified a lot of the processes and also reduced a lot of paperwork. A great deal of action can be taken by click of the mouse.

Delay at every step can also be monitored by the superior ensuring prompt delivery of services. However, the success of the project is a result of sincere and dedicated efforts of the project team comprising of the State IT Department, Centre of e-Governance, U.P., NIC U.P. State Unit, district administration of the six districts and the three consultants PWC, Wipro & 3i-Infotech who worked under the able guidance of Chairman, Board of Revenue.

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