

Jan seva Kendra

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Courtesy

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JAN SEVA KENDRA

The Collector & District Magistrate Office, Ahmedabad

OBJECTIVES

The main objectives of the Jan Seva Kendra are as follows:

- To bring transparency and speediness in administration through smooth procedures.
- To provide self-explanatory citizen friendly standardized formats of applications for all issues of the citizen charter and make them available online at Jan Seva Kendra and taluka and Prant head quarter.
- To implement One-day Governance in issuing certificates and affidavits.
- To provide re-engineering of internal process and procedures with attitudinal change and higher motivational levels of employees.



Inauguration Ceremony of Jan Seva Kendra, Collector Office



BACKGROUND

The Ahmedabad Collectorate has taken up an Innovative project to be implemented within this year i.e.2003-2004.

This project has two aspects:

- (a) Shifting the Collectorate along with some of its subordinate offices to a new building and providing basic amenities and a friendly environment to the citizens and the employees.
- (b) Opening of civic center for 'e Governance' with Citizens Charter as the main focus in phase-I of the project. In phase-II, this is to be extended to all Talukas.

PROCESS

The project cost was estimated at Rs.1.7 crores.

- The Govt. of Gujarat supported the project through a G. R.

laying down the process of implementation of the project and by creating a sponsorship fund for this purpose.

- A committee of experts was formed at the Collectorate for implementing the project.
- As per the Government Resolution, it was decided to implement the project through GRIMCO, which is a Corporation of the Govt. of Gujarat.

MILESTONES

The project was conceived in July-2003. It was planned in three phases.

Phase-I

- Shifting to the new Collectorate building complete with all amenities.
- Make the 75 points of the Citizen's Charter effective

- online through standardized formats.
- Build an accountable mechanism.
- Implement one-day-e-Governance, i.e issue certificates, affidavits, licenses, permits.
- Creation of the Collectorate website which is updated continuously.
- Citizens can online fill & track their applications including grievances through the website.
- Track file movement horizontally and vertically across the offices through GSWAN connectivity and get a new connection where connectivity is not already provided (i.e. online monitoring).
- Registry
- Making services available to the citizen beyond office hours by using the web and other access points like cyber cafes, GSRTC reservation centers, etc.
- Land records.

Phase-II

- Ration card computerization.
- Employees personnel information system, HR, Payroll, pensions, GPF etc.
- Kerosene allocation and lifting system.
- Collection and monitoring of land revenue(NA or permission of land for Non-agricultural purposes)
- Collection and monitoring of luxury tax and entertainment tax.
- Registration and stamps.
- Monitoring of various other government schemes.
- Publishing the electoral roll in the public domain
- Legal case system
- MP, MLA grants-District Planning Board.

Phase-III

- Alien Recovery
- Accounts and Budgeting
- Land Resource Management
- Land Acquisition
- Planning for infrastructure Development
- Database for scarcity relief, floods, and other disasters

- Disbursement for scarcity relief, floods and other disasters.
- Government orders and amendments..

Phase-I was estimated to be completed and actually completed as well on 26th January 2004.

Contribution had started flowing in from the month of October 2003.

Actual work on site, in the semi-finished building was begun on 10th October 2003.

The new Collectorate along with "Jan Seva Kendra" were inaugurated in 9th February,2004 by Hon'ble Deputy Prime Minister of India, Hon'ble Chief Minister of Gujarat also graced the occasion.

Currently Phase-II is in the process of being completed.

AMENITIES

The following amenities is being provided under the project

1. Jan Seva Kendra for 'e-Governance'.
2. Modern Videoconference room.
3. A Conference Hall with a capacity of 140 seats.
4. Modern Control Room Information Centre (CRIC) for disaster management.
5. Airy, well-lit and spacious chambers for officers and employees.
6. Separate Court-room cum Board room.
7. Attached store room with every branch.
8. Specially designed furniture for the employees.
9. Informative signage focusing on transparency in administration.
10. Waiting Room for Visitors.
11. Drinking water and toilet facilities.
12. Landscaping;

13. Water harvesting structures.
14. Parking facilities.
15. Provision for modern record room with compact and micro-filming facilities. (Under process)
16. Information centre with touch screen kiosks.
17. Banking facilities with ATM and extension counter. (Mou signed)
18. Amul parlour. (Mou signed)
19. Solar lights etc.
20. The building accommodates Collector office, two Sub Divisional Magistrates' offices and two Mamlatdar offices.

JAN SEVA KENDRA:

The Jan Seva Kendra is a milestone towards the eGovernance, eGovernance means easy Governance and effective Governance.

FUNCTIONS:

For the first time in India in any Collectorate, a software system is introduced for on line tracking of

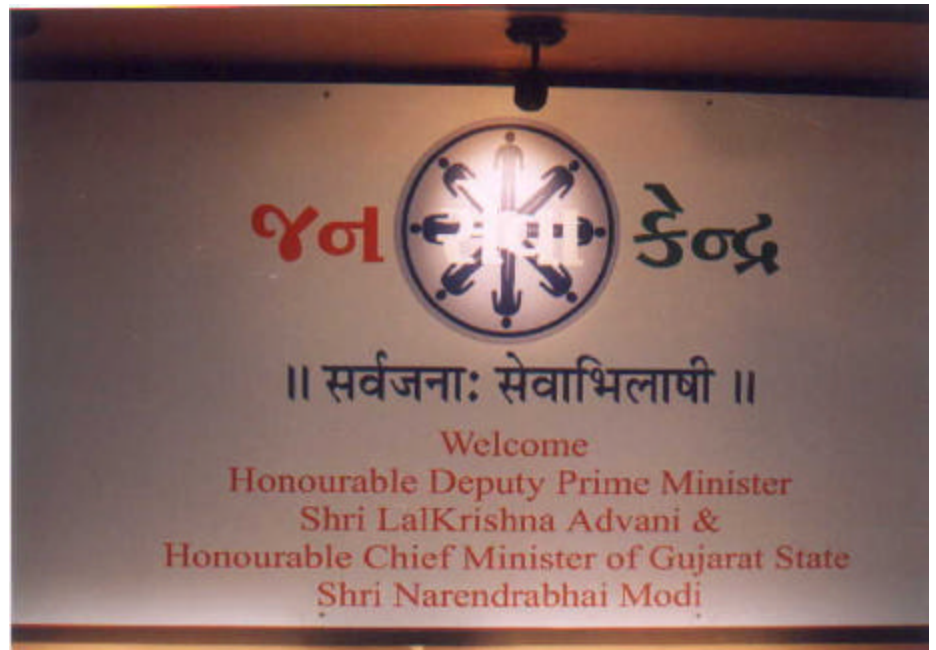
the applications of the citizens charter by citizens and online monitoring by the officials.

For the first time in India all issues of the citizens charter are now arranged in a concise and simple application format mentioning legal provisions, officers responsible for taking decisions, enclosures and annexure expected from the citizens, number of days required for disposal at each stage in the Collectorate and its subordinate offices etc.

The standard formats have been made available over the Internet.

On line monitoring of applications over Internet and intranet made possible. The Jan Seva Kendra has been equipped with 20 computers and State of the Art server. The centre is being run on partnership basis with the software consultants in BOOT basis.

The MOU for the BOOT provides that 50% of the data entry staff should be



from physically disabled category.

One day governance provisions made for immediate issue of various certificates and affidavits.

The Software, which has been prepared for the Jan Seva Kendra, is slated to be a path breaker. It has been specially designed to include standardized citizen friendly and informative formats for all the 75 issues of the Collectorate citizen charter. It provides on the spot disposal of certain cases, online tracking of applications and grievances by citizens, information of the provisions related to every issue and the minimum number of days in which the application will be disposed off. The standardized formats are so designed that a citizen can fill it up himself without seeking the help of touts or middlemen. Each application is transmitted online to the concerned department of the Collectorate and will be monitored online by the district headquarter, Sub-divisional and the taluka headquarters.

Related internal improvements such as level jumping, query formats, coding of applications etc. have also been done. 50% data entry operators in the Jan Seva Kendra are persons from the physically disabled category. The Jan Seva Kendra hopes to become a one stop location for all citizens, catering to effective implementation and monitoring of the citizen charter and quick disposal of grievances.

Therefore the focus of the entire project has been to provide transparent, reliable, accountable and speedy services to the citizens through e-governance, increasing the motivation levels of the employees and establishing a relationship of trust between the Collectorate and the citizens of Ahmedabad district. The project hence is hoping to become one big step forward on the road to good governance. The Jan Seva is project. A list of activities to be

not the final step of this project. A list of activities to be undertaken for computerization and effective office management has already been planned in a phase wise manner. We are in the process of developing Phase II.

REPLICATION:

As all 25 Districts of the state have almost the same citizen charter, it is possible to replicate the software with minor or negligible modifications. The successful implementation would depend upon 'human factors' i.e. motivational levels and acceptability of procedure re-engineering. Funding could be done either through BOT/BOOT/Public Private partnership.

CONCLUSION:

From the date of inauguration



till date, more than 5500 applications were processed. Jan Seva Kendra has earned over Rs.1 lakh as on 5/3/04. More and more citizens are coming to the Jan Seva Kendra every day. Technical team is ensuring immediate rectification of software as and when any problem comes to their notice. The working has become smoother not only for citizens but also for employees. The main lesson learnt is that good governance cannot be achieved in a "simplistic" manner. It cannot be standalone provision of software and hardware along with the assumption/expectation that e-governance will eventually lead to good governance. E-governance can become a successful tool of "good governance" only if it is accompanied by a complete overhaul of internal procedures/processes/systems/file movements and attitudinal change. Therefore, each time e-governance is introduced, it must not be done in a hurry, but time must be taken to see that the systems and people are made compatible with the speed, transparency and precision that

accompany e-governance.

"The Jan Seva Kendra project is an embodiment of a successful public-private partnership. In moving away from projects where Government's role as the sole provider, an element of partnership and community involvement has been brought and hence there is no doubt transform ideas of how the goal of providing good governance to the citizen is to be achieved. Government has acted as a facilitator and in the process of encouraged innovation"

LAND RECORDS COMPUTERIZATION (LRC)

Land Records Computerization (LRC) was started earlier in 1990 by the Government of Gujarat. For that, Govt. had set up a LRC cell at Gandhinagar. In 1998, a software was developed using FOXBASE under UNIX.

At district level, one computer center having UNIX server and Six terminals, was set up under the supervision of District Collector and DIO. Necessary Revenue staff was posted at each district for the co-ordination and raw data management at the LRC center. Data entry agency was fixed up under the guidance of NIC on character basis payment. Basic backlog data entry was done at district level for almost 4/5 talukas per district of Village Form no.7/12 and Form 8a.

At taluka level only Mutation (Village Form 6) was remaining after completion of data entry of Form 7/12 (Ownership and Cultivation) and Form 8a (Khata Register). For that, NT server and Windows98 Client with a Dot Matrix Printer were made available at Taluka Computer Center. Necessary personnel were also posted at taluka computer center.

The Software is developed using **VB6.0, Crystal Report 7** and **GIST SDK** with **SQL SERVER 7.0** for operating and executing mutations and issuing copies of Records of Right. Web interface for queries regarding Land, Ownership and cultivators, crops, irrigation sources, trees etc. is developed using **Iplugin**.

Steps followed for making Taluka Online for Mutation

1. Validation and Verification of data entered using checklists and mismatch reports.
2. Freeze the records and declare CUT-OFF date
3. Port FOX data to SQL SERVER database using DTS and Conversion from ISCII-7 to ISCII-8 utilities.
4. Training to DIO and other LRC related personnel for taluka online.

Special Feature of the Software

1. Mutation directly to 7/12 and Form 8a using structure entry and S-Form
2. Queries and Search facility related to Owner, Land, Trees, Crops etc.
3. Data entry for crops
4. Form 13 for Talaties is available.



LAND RECORD COMPUTERIZATION (LRC)

Achievements

1. Agriculture data is fully available
2. Trees information also on the screen.
3. Mutation is fully computerized
4. Crops and irrigation summary is also available.
5. Linking of MAP is also tested and working on integration of GIS.

(see URL in the Web Corner)

Web Corner

The Collector of Ahmedabad

<http://www.ahmedabadcollector.com>

Passport Status

<http://10.24.33.150/passport/>

Land Record Information System

<http://10.24.33.150/LRC/>

Please look out for this section for URLs of Government websites

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