Government to Citizen

Project Case Studies

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Outline

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- Case Study 3: Revenue Department Haryana
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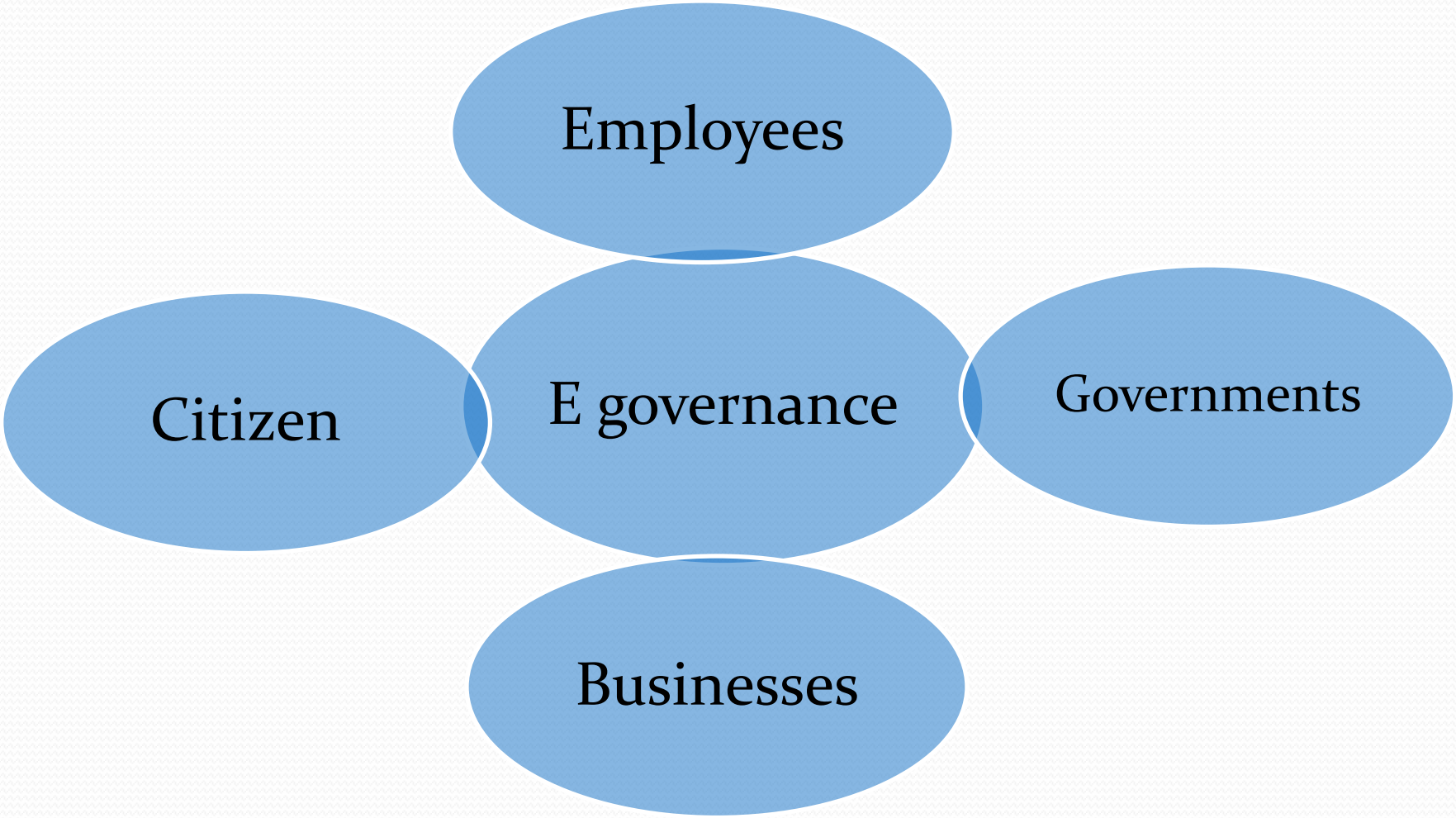
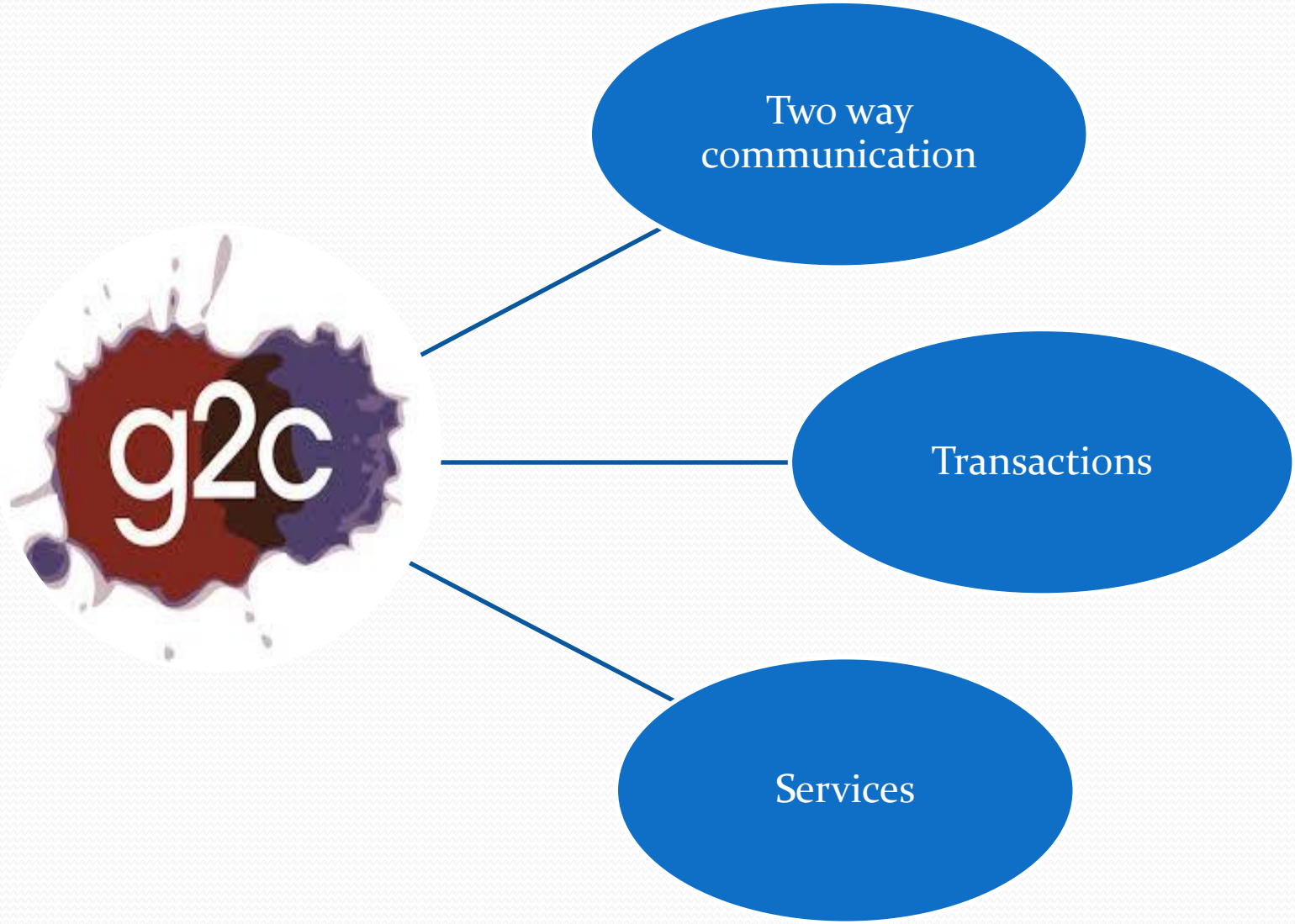

Employees
Citizen
E governance
Governments
Businesses

Government to Citizen

- An interface between the Government and Citizens
- One-stop, online access to information and services to individuals in an efficient and economical manner
- Strengthen relationship between government and citizens using technology
- When to interact, where to interact and how to interact with the Government

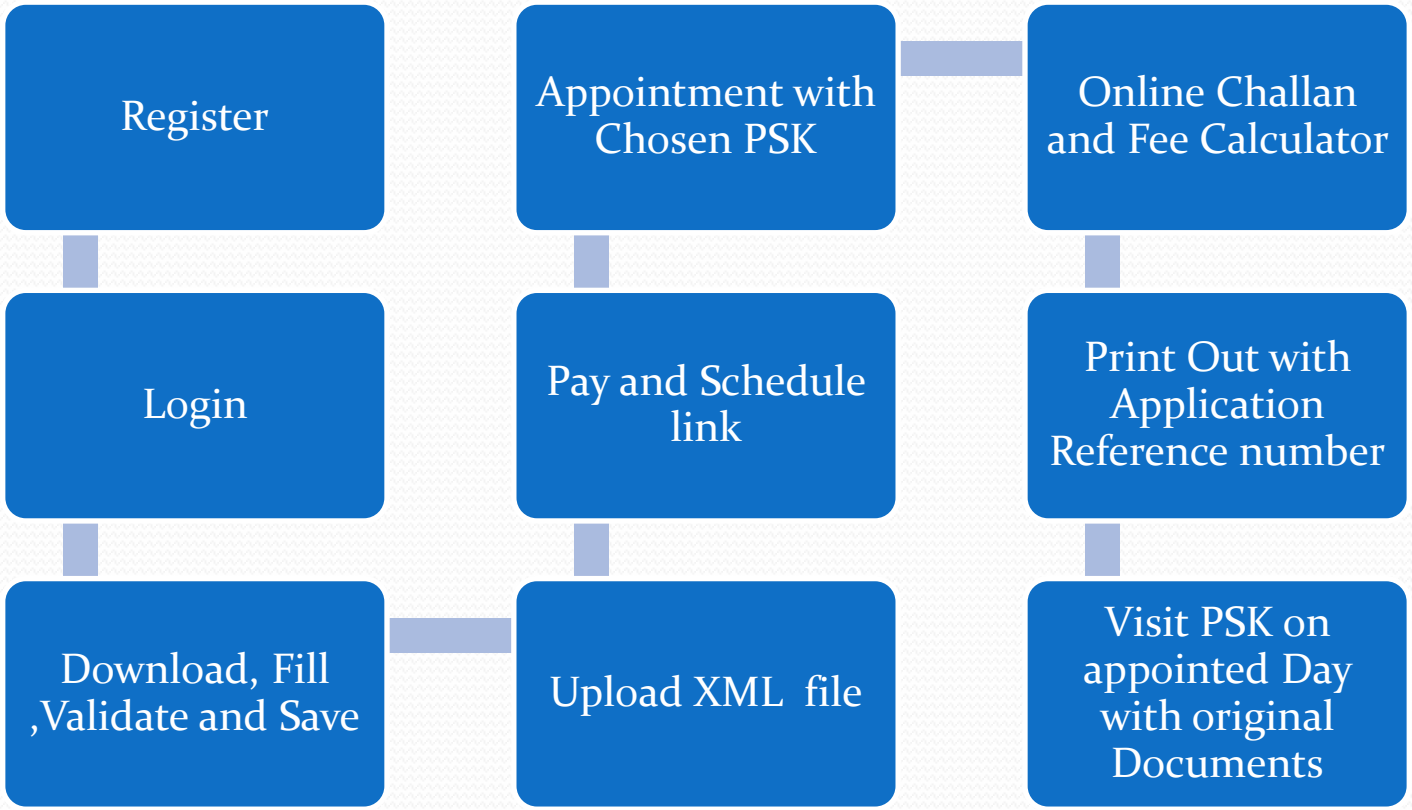
Examples

- E filing of tax returns
- ESCIMS (Delhi Excise)
- Dilli Anashree Yojana (DBT)
- Spandan (Nalgonda, A.P)


g2c
Two way communication
Transactions
Services

Case Study 1: e passport

Procedural Changes



STRUCTURAL CHANGE

- Managed by TCS and administered by Ministry of External Affairs.
- Work Division in Section A ,Section B and Section C
- Police verification via e-Form. Check for nearest police station.
- mPassportSeva
- Tracking and grievance redress
- Fairs

Digital Flow
Online Data Entry
Biometric Data
Digital Photograph
Infrastructure

Case Study 2: Sanjog Helpline

- **What is “SANJOG HELPLINE”?**
- **Initiative**
- **Purpose**
- **Process**

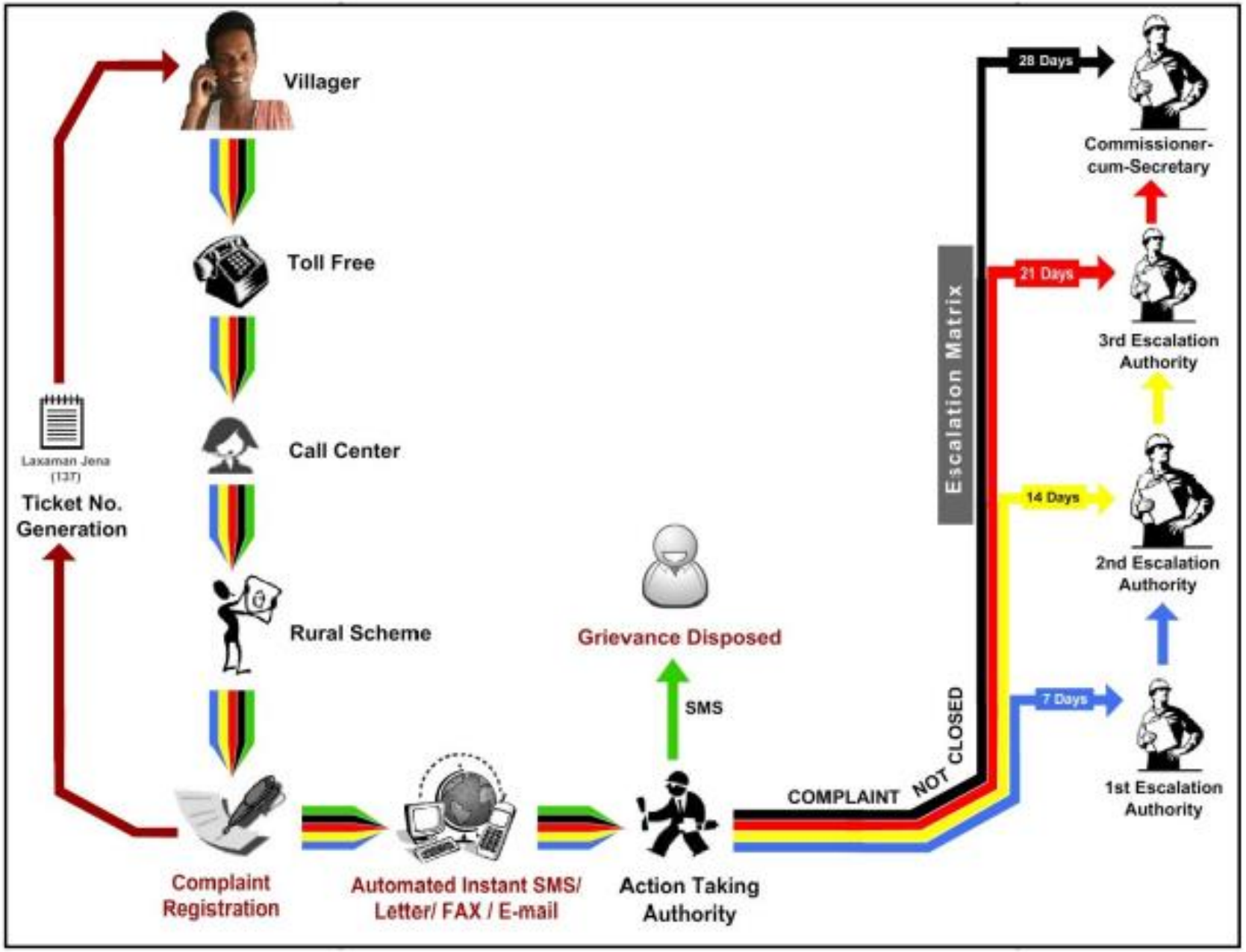


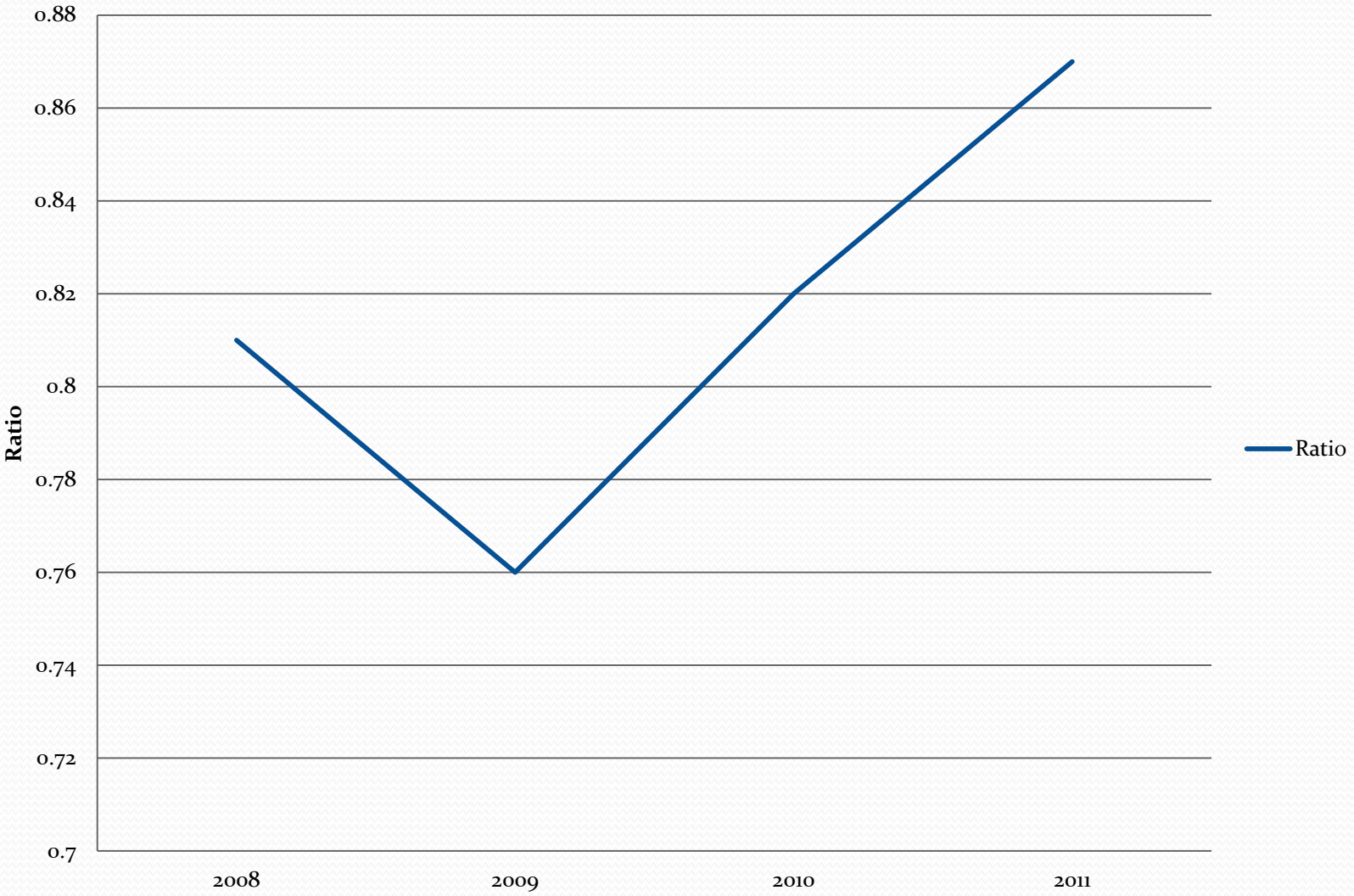
Figure 2: Sanjog helpline flowchart - Generic flow of information in the department

ASSESSING TECHNOLOGY

IMPACT

- Eliminated citizen's physical labour of visiting officials.
- Reducing financial constraints.
- Improved overall efficiency amongst government officials
- Automated system keeps all government officials in loop
- ICT architecture of the helpline
- Improved Decision making

Solved Cases



Case Study 3: Revenue Department (Haryana)

Services offered by the Department

- **Maintenance of land ownership record**
- **Cropping pattern record**
- **Demarcation and measurement**
- **Issue of different kind of certificates e.g. caste, domicile, income etc**
- **Abiyana (water usage fees) collection**
- **Other miscellaneous works**

Prominent reasons for poor quality

- **No recruitment of staff since 1997**
- **Patwar circle area was doubled in 1997**
- **Miscellaneous work has increased manifold**
- **Public ignorance**

Initiative of the government

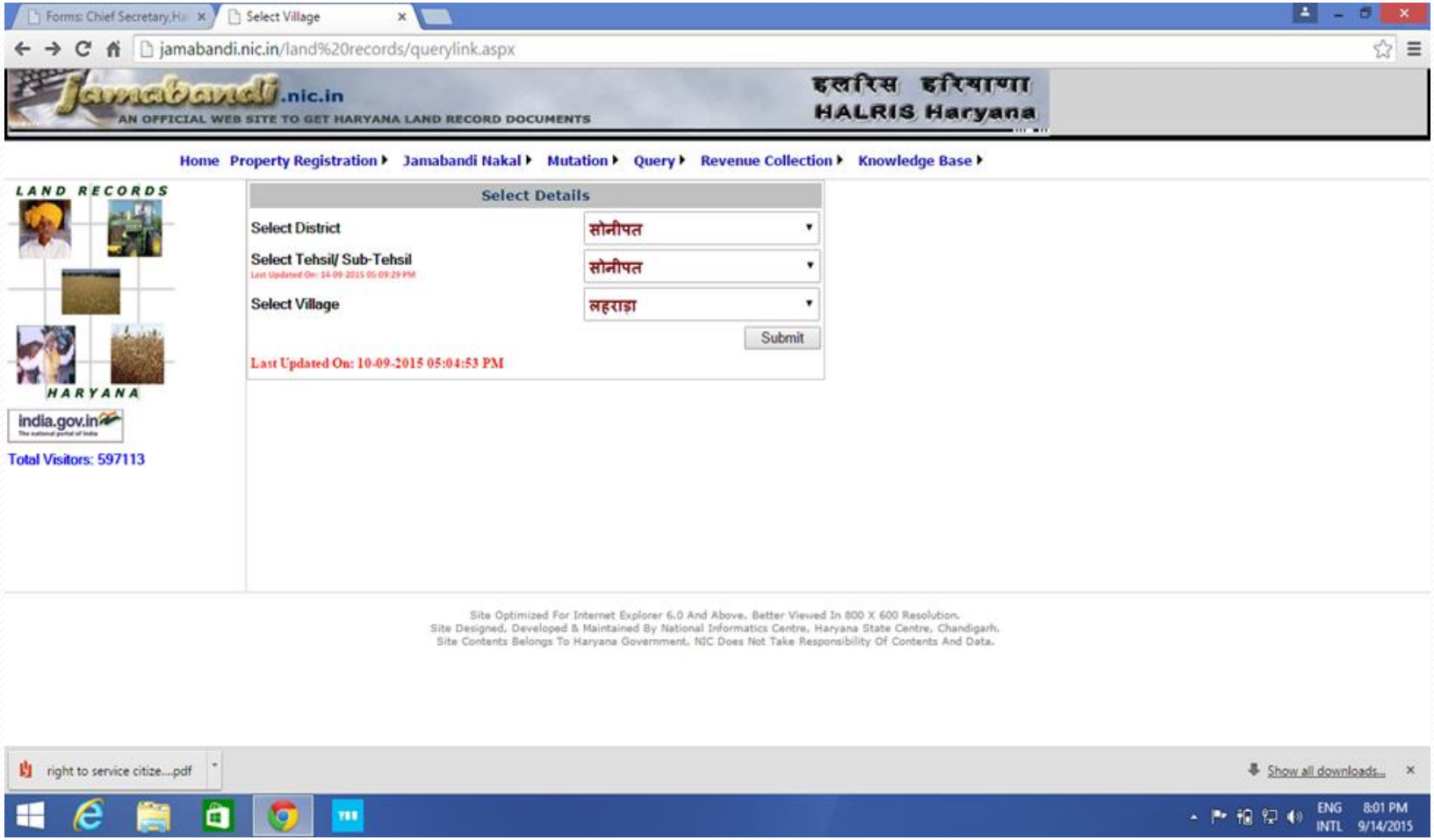
- NLRMP
- HARIS
- HALRIS
- E-DISHA
- Grievance Redressal Mechanism

Critical analysis of Government Initiatives

- **No significant difference**
- **Government initiative did not bear desired results**

New Zeal

Remarkable improvement



- HALRIS, HARIS Operationalized – Sub registrars are giving registered document by end of day, (three suspended for not following instructions)
- Ownership record updated – revenue officers are working day and night
- Online appointment for registration of documents – effective, sub registrar can not deny arbitrarily
- 146 services notified under Right to Service Act 2014

Limitations

- **CM window – loose monitoring**
- **Right to Service – enacted in hurry, No home work**
- **Cropping pattern record, Masavi – not computerized**
- **HRM – No policy**

Learning Outcomes

- Transparency
- Reduction in manual paperwork
- Simplification & Adaption to dynamic changes
- Capacity building & Change Management
- Analysing problems in a scientific manner and finding innovative solutions
- Government: a facilitator
- Citizen centric approaches
- Use of data warehousing and data mining techniques

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Thank You