

# Government to Citizen Project Case Studies

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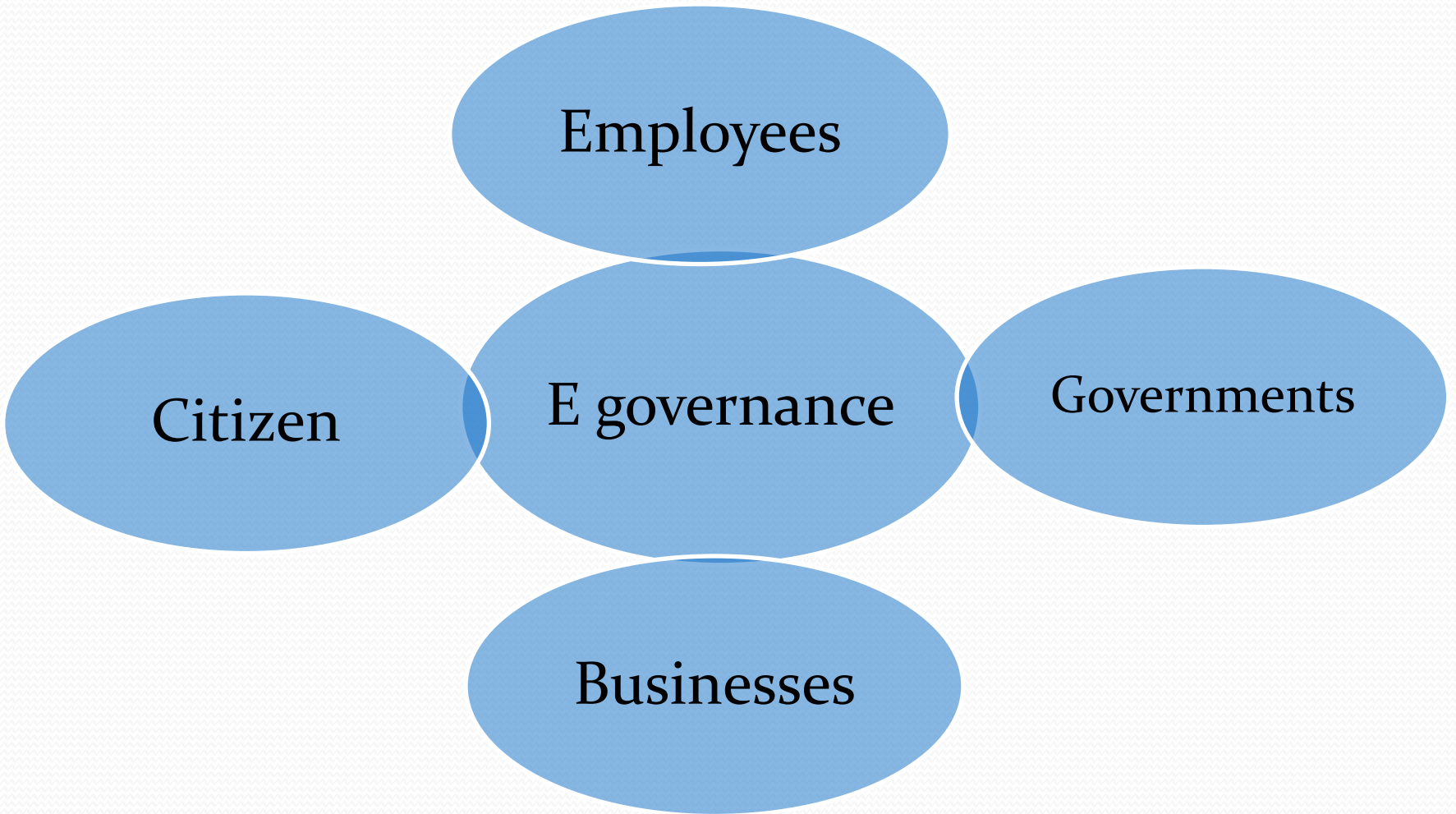
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# Outline

- Introduction
- Case Study 1: e passport
- Case Study 2: Sanjog Helpline (Odisha)
- Case Study 3: Revenue Department Haryana
- Learning(s)
- References



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)



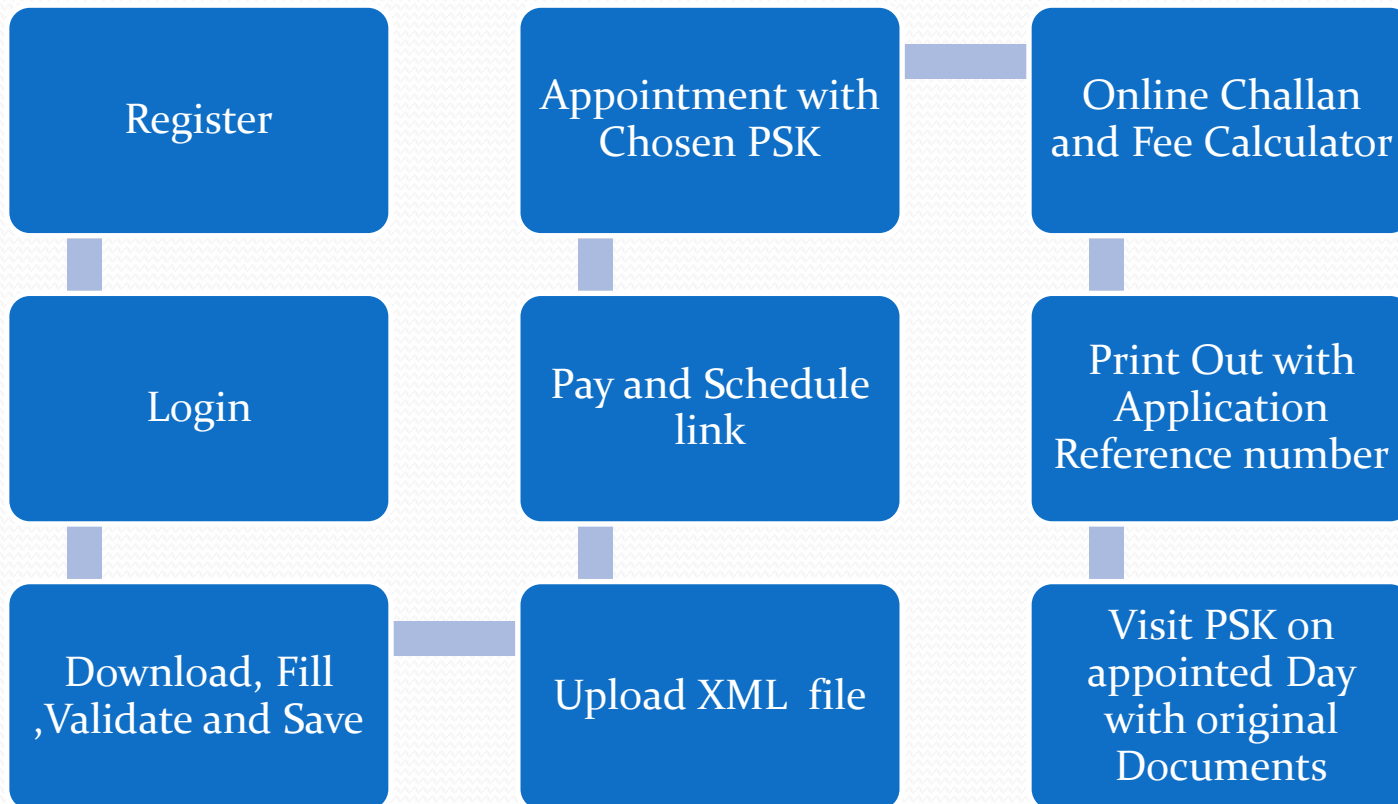
Two way  
communication

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**

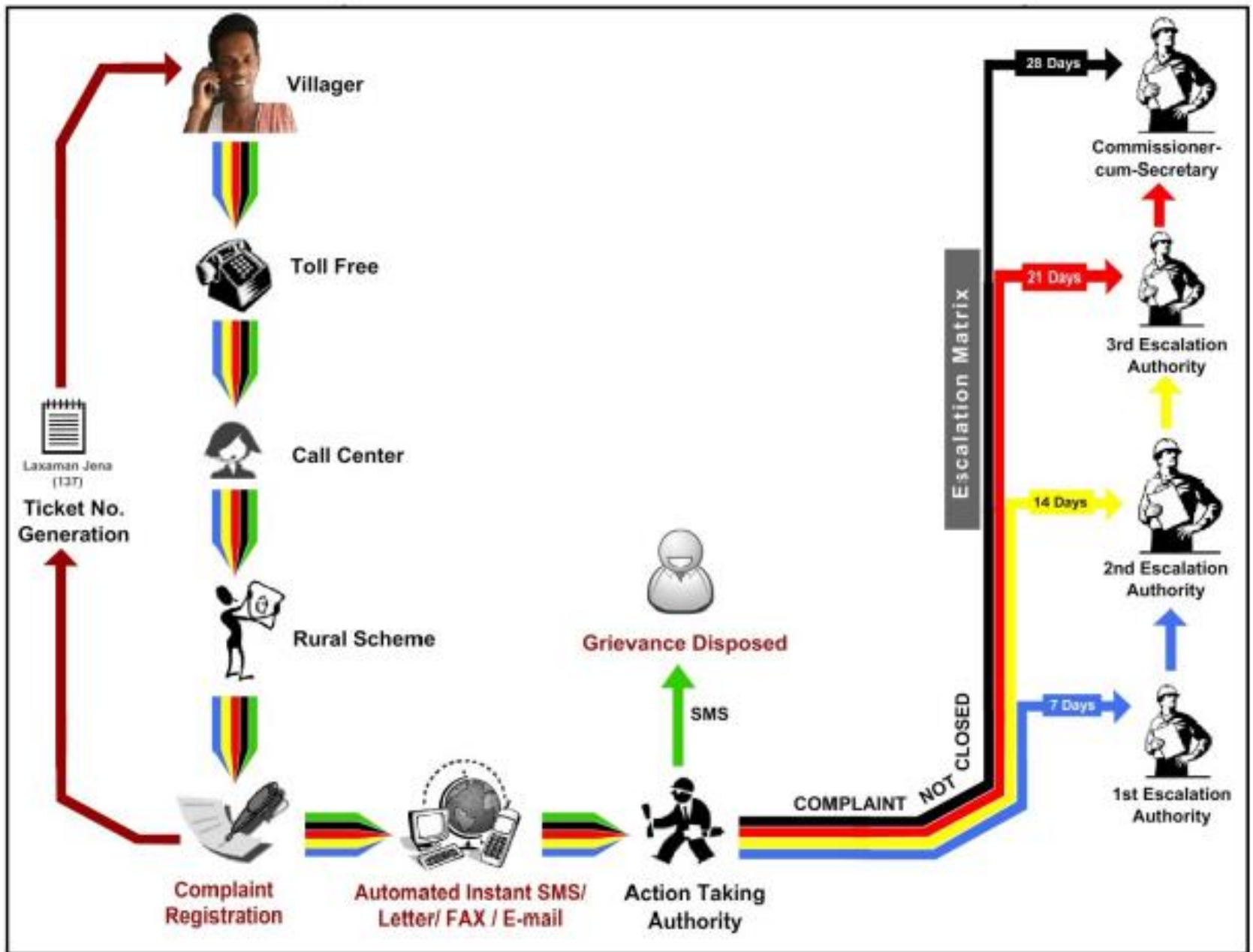
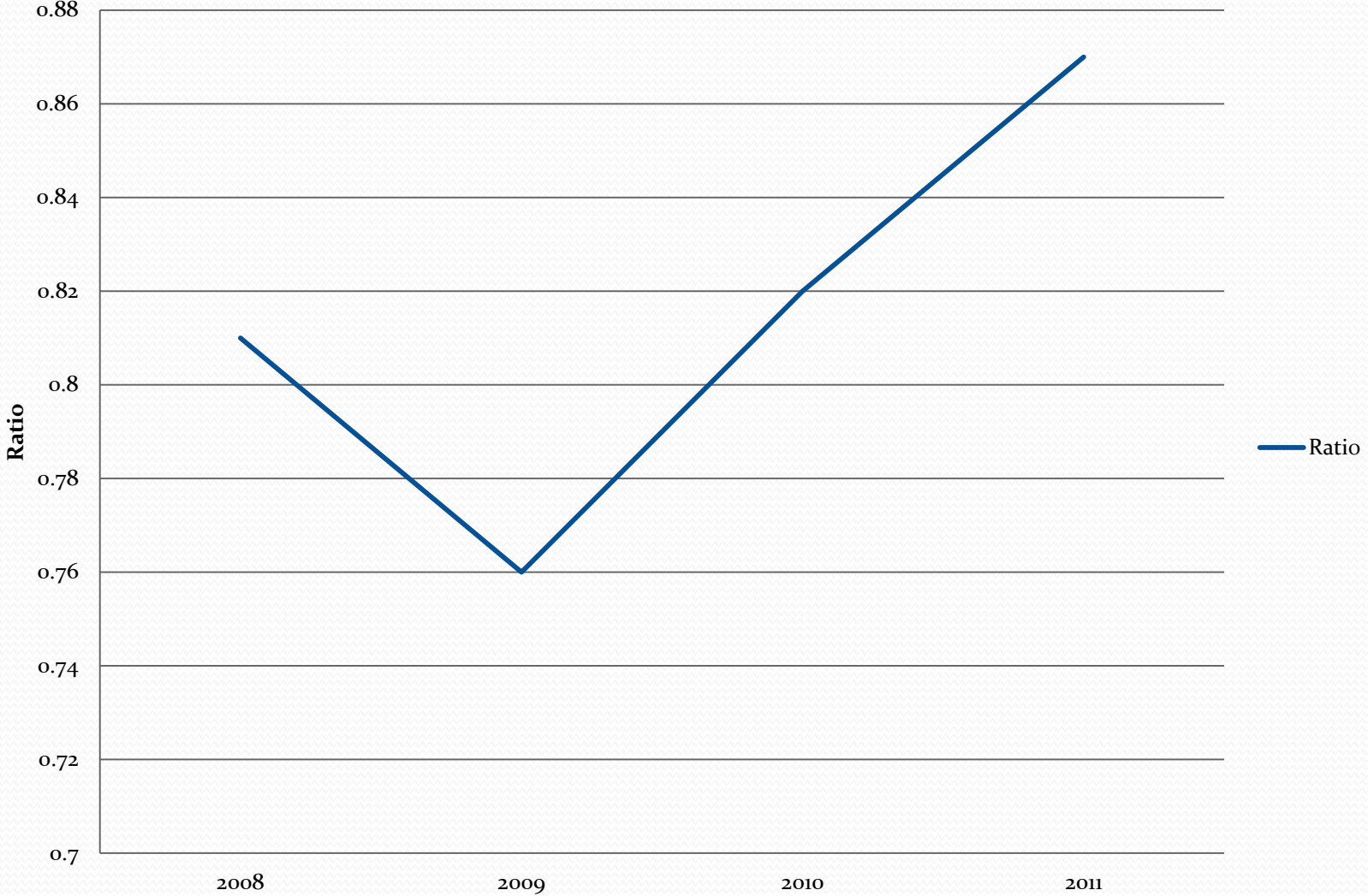


Figure 2: Sanjog helpline flowchart - Generic flow of information in the department

# 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

समस्त जिल्ले (एक पृष्ठ पर)

जिल्ला	खण्ड	खण्ड संख्या	खण्ड क्षेत्रफल (वर्ग मीटर)	खण्ड कागजात संख्या	खण्ड कागजात क्षेत्रफल (वर्ग मीटर)	खण्ड कागजात कागजात संख्या	खण्ड कागजात क्षेत्रफल (वर्ग मीटर)	खण्ड कागजात कागजात संख्या	खण्ड कागजात क्षेत्रफल (वर्ग मीटर)
...	...	...	...	...	...	...	...	...	...

QR Code





# Critical analysis of Government Initiatives

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



# New Zeal

Remarkable improvement

The screenshot displays a web browser window with the URL `jamabandi.nic.in/land%20records/querylink.aspx`. The website header features the logo for `jamabandi.nic.in` and the text "AN OFFICIAL WEB SITE TO GET HARYANA LAND RECORD DOCUMENTS". To the right, it says "इलरिस हरियाणा HALRIS Haryana". A navigation menu includes links for Home, Property Registration, Jamabandi Nakal, Mutation, Query, Revenue Collection, and Knowledge Base.

The main content area is titled "Select Details" and contains a form with the following fields:

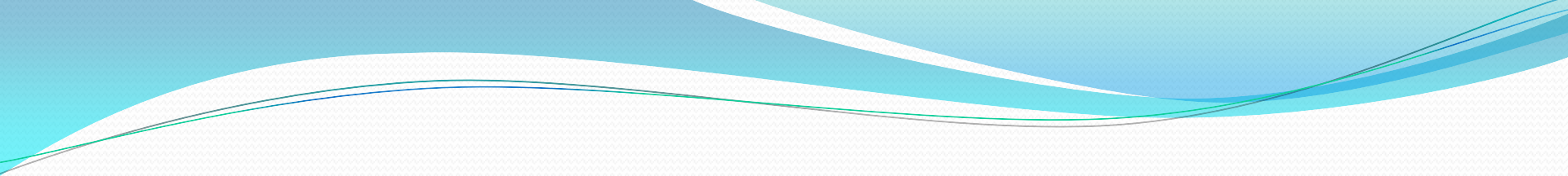
- Select District: सोनीपत
- Select Tehsil/ Sub-Tehsil: सोनीपत (Last Updated On: 14-09-2015 05:09:29 PM)
- Select Village: लहराड़ा

A "Submit" button is located below the form. The form's last update timestamp is "Last Updated On: 10-09-2015 05:04:53 PM".

On the left side of the page, there is a "LAND RECORDS" section with several small images and the text "HARYANA". Below this is the "india.gov.in" logo and the text "Total Visitors: 597113".

At the bottom of the page, a disclaimer states: "Site Optimized For Internet Explorer 6.0 And Above, Better Viewed In 800 X 600 Resolution. Site Designed, Developed & Maintained By National Informatics Centre, Haryana State Centre, Chandigarh. Site Contents Belongs To Haryana Government. NIC Does Not Take Responsibility Of Contents And Data."

The browser's taskbar at the bottom shows a file named "right to service citize...pdf" and the system tray displays the date and time as "ENG 8:01 PM INTL 9/14/2015".

- 
- **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

# References

1. <http://nisg.org/case-studies>
2. [http://www.the-south-asian.com/August2003/government to citizen g2c 4.htm](http://www.the-south-asian.com/August2003/government%20to%20citizen%20g2c%204.htm)
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4. <http://vikaspedia.in/e-governance/online-citizen-services/government-to-citizen-services-g2c>
5. [www.sanjoghelpline.in](http://www.sanjoghelpline.in)



**Thank You**