



Samadhan Ek Din Me - Jan Suvidha Kendra in Mandla, Madhya Pradesh

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ABSTRACT

“Smadhan ek din mein-Jan Suvidha Kendra (One Day Governance-Public Facility Centre)” occupies an important place as it is people oriented, transparent, most authentic and serving the cause of common people. The objective of the project is to bring all Government services under a roof and make a system so simple that public can conveniently get services without much hassle. The system is made in such a way that there can not be any involvement of Middle men and vested parties. It seeks to provide various certificates sought by the applicant on the same day itself.

1. Introduction

It is being felt that majority of the public is not getting government services quickly and they are some times put in to stress by vested parties. In order to remove involvement of middle men and make the system transparent and corruption free Government of Madhya Pradesh floated the idea of Samadhan Ek Din Me-One day Governance. District Administration of Mandla took the mission and quickly implemented the scheme and is the first district in Madhya Pradesh to implement it at the Tehsil level.

Samadhan Ek Din Mein- Jan Suvidha Kendra (One Day Governance- Public Facility Centre) is a very innovative and pro-people project which increases efficiency of administration. It seeks to provide around 14 certificates sought by the applicant on the same day itself. The public has to apply from 11:00 am to 1:30 pm, after which the certificates will be issued before the end of the day. If it is rejected or getting delayed, the reason thereof is furnished to the applicants. The Collector monitors the disposal of application at the end of each day. For the Citizens, their ordeal of uncertainty of getting the certificates in hand even after spending lots of time and money has ended. For the Administration, it reduces the corruption to a great extent, generates revenue, increases public confidence and reduces the number of pending cases. The system requires strict monitoring so that both the middlemen as well as officials with vested interests do not affect the purpose of this project. For all the services a common application form is designed and distributed at the fee of Rs 5/-. The program is implemented by first finding out efficient computer literate employees from various departments for running the centers and training is given to them. Then infrastructure is set up. The departmental activities are reformed for proper implementation of the project.

- 11 AM to 1.30 PM receiving of applications, scrutiny, computer entry and receipt generation.
- 2 PM reaching of applications to respective departments
- Processing of Applications by the departments and returning of forms and services to the Jan Suvidha Kendra before 4'o clock.
- Disposal of services to the users

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- Generation of various reports
- Daily earning to be deposited into the separate account of Jan Suvidha Kendra.

The tribal district Mandla has the unique privilege of being the first to have setup the Samadhan Kendras at tehsil level functioning on the same line catering to the various needs of tribal people. For this program NIC Mandla has designed software in accordance with the district requirements and implemented it in all the 4 Jan Suvidha Kendras. One Kendra is situated at Collectorate premises and other 3 at the Tehsil level. Thus Mandla become the first district to implement the program in Tehsil level and third in implementing it at district level. Each Tehsil center is visited every week for ensuring its proper functioning. Database backup is taken and reports are generated frequently. Daily and weekly report is given to the collector regarding the summary of operations like number of applicants, number of certificates issued, fees collected and other details.

2. Before the new Project the following was the situation

- Public need to wait a long to get any service from departments, since the processes are lengthy and they needed to go through a lot of formalities.
- Since departments are overloaded with a lot of other internal activities, the output was very slow and raised a lot of queries.
- It was not possible for higher authorities to get up to date reports immediately. And also even if they got any reports they were not sure whether it is authentic or not?

The new system brought live blood to the lazy activities and brought thorough improvement and refreshment to the system. The system won't allow malpractice and fudging of data. Public can also complain immediately if they feel the "theme" is not followed properly. The information centre is forging ahead on the path of progress functioning as a complimentary setup of the bigger unit of right to information cell (An act of Govt. of India for bringing transparency). It has met with an over whelming response and appreciation of all section of the people. The new system has full of accuracy because of this, unit is strictly bound to provide the needful services to common people without any delay. The team work takes an important place to achieve the goal in Jan Suvidha Kendra.

3. Project Vision, Stakeholders, Objectives and Services

The Vision is to make the Government operations transparent, error free and quick so that public need not to wait for long time as it is used to be in earlier days. The objective of the project is to bring all Government services under a single roof and make a system so simple that public can conveniently get services without much hassle. The system is made in such a way that there can not be any involvement of Middle men and vested parties. Daily and weekly reports are generated for monitoring disposal and pending rates. The following services are being delivered at Jan Suvidha Kendras:

- Domicile certificate
- Temporary Caste Certificate
- Marriage Registration Certificate
- Birth-Death Certificate
- Renewal certificate of small establishments
- BPL certificate
- No-Dues certificates
- Attested copy of Voter list
- Duplicate Ration card
- Learning Driving License
- Attested copy of Electoral list

3.1 List of Project Stakeholders

- Collectorate, Mandla
- Tehsil office, Mandla
- District Election Office, Mandla
- District Transport Office, Mandla
- Nagar Palika, Mandla

- District Urban Development Agency, Mandla
- NIC Mandla

More and more departments are being involved in the system and hence stake holders.

4. Roadmap and Plan

The main target of the program is to provide all kind of services like Govt. certificates on the day of submitting application itself. For this purpose definite strategy is designed and implemented successfully.

- First of all a well furnished facility centre is set up at the main head quarter of each Tehsil.
- Counters are formed and divided for service to be given as an example given below.

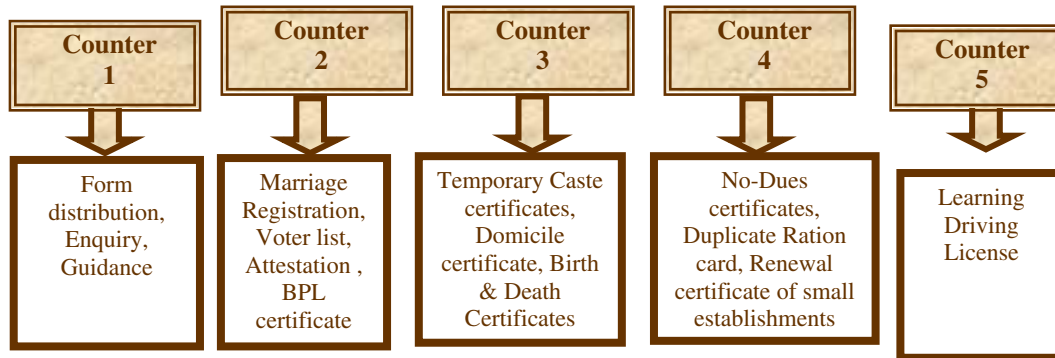


Figure 1: Service Counter arrangement

- All the relevant details are put up in notice boards and in counters, like timing, fees, the forms to be attached etc.
- Skilled Employees are selected from the respective participating departments and training is given to them.
- The centers are inaugurated through public representatives and with wide publicity.

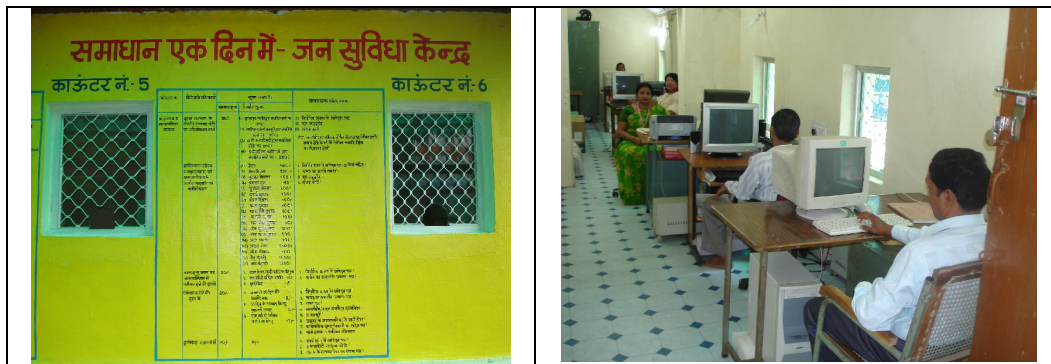


Figure 2: Samadhan Ek Din Me

5. Business Model

The project is run based on the self sustainable model. Fund is generated through selling application forms and service fee for different services being offered. A common application form is designed for providing

various services. This form is sold at the fee of Rs. 5/-. And also service fee depending upon the service being provided is collected from the user.

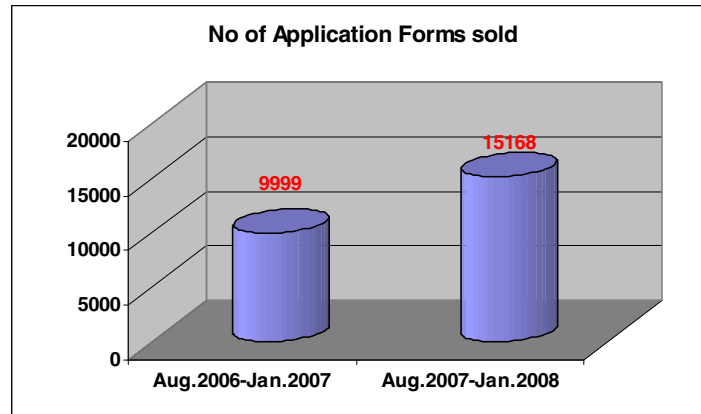


Figure 3: Number of Application form sold

Amount thus collected has been deposited in the Jan Suvidha Kendra account daily. The fund thus generated is used for running the Jan Suvidha Kendras. IT infrastructure is procured using the MLA Local Area Development fund. Man power and other infrastructure are provided by the respective departments.

6. Roles and Responsibilities

Collector Mandla is responsible for overall management of the system. Changes, if any, in the system are decided in the meeting of ADM Mandla, OIC Jan Suvidha Kendra chaired by Collector Mandla. Once changes have been decided, it has been implemented by respective Jan Suvidha Kendras and concerned departments. The software modifications and implementation is being done by NIC, Mandla. The operational management is done by respective HODs of the concerned departments. Overall management of JSK at Tehsils are done by Sub District Magistrate and whole system is working under prompt supervision of Collector, Mandla.

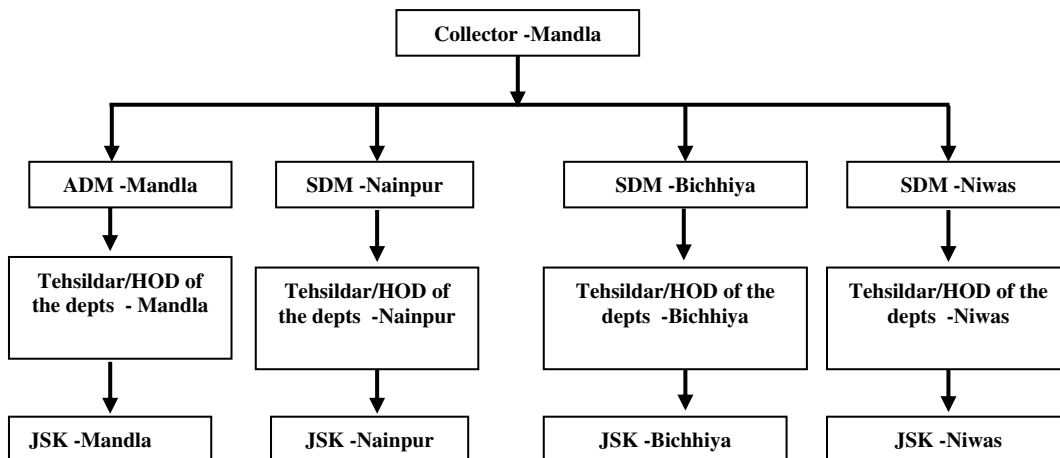


Figure 4: Governance Structure

7. Project Management Structure

Jan Suvidha Kendras are operated by computer operators from respective departments which are involved in the project. They are under the control of HODs of the respective departments. Tehsil activities are under supervision of respective Tehsildar and SDO. Mandla district JSK is under the supervision of ADM Mandla and all the other three Jan Suvidha Kendras are under the supervision of Respective SDMs. Collector Mandla is having overall control over the system and reviews all the activities of the centres through ADM, SDMs and respective OIC of Jan Suvidha Kendras.

The administrative management and operational training are given by the respective departments which are involved in the project. NIC, Mandla gives the technical training in the software side as and when needed to all the computer operators of the Kendras. Around 15 efficient operators are working in all the four Jan Suvidha Kendras, they are properly trained and well equipped with the operations of the departments they belong to.

7.1 Necessity/Needs

The necessity of such a system was understood by the grievances of public and knowledge about the current working of the lower government functionaries

- The system brings transparency and corruption-less atmosphere
- All facilities are provided on the same day and at a single place. So public need not to go here and there for various things
- No involvement of middle-man. So public is saved from economical burden and mental tension.
- Since Mandla is a tribal district and most of the public are illiterate, the one roof system will make them convenient to access all facilities.

8. Requirements of Process re-engineering and Legal Framework Technology Architecture

Previously it was a manually operated system with each department having their own procedures and criteria. When such a system was planned and thought about bringing different departments under one roof, a lot of practical difficulties aroused.

- Designing of a common application form for different services given by different departments
- To find out manpower, who can handle computer operations as well as aware about departmental activities so that they can effectively do front office work.
- Setting up infrastructure and scheduling the activities of the centre as well as the respective departments so that services can be provided on the same day itself.

For these activities a “Process re-engineering“of the system was done and finally brought out a successful system.

9. Key Performance

9.1 Time saving

The sole purpose for setting up the Samadhan Kendra is to make available at one place at short notice all the important documents relating to temporary caste certificate, Domicile Certificate, Duplicate Ration card, BPL certificate etc. through the single window without any flaws and delay and one has only to fill in a form, and pay the requisite fees for obtaining the required documents. This unit provides the needful certificates without any delays and unconditional pattern. The target of time saving has fully achieved ensuring time saving & eliminating unnecessary delays in providing services to the people.

9.2 Financial Benefit and sustainability

This project is based on the self sustainable model. The fund generated through the application form and

the service fee is used for maintenance and enhancement of the Jan Suvidha Kendras (Public Facility Centres). A common application form is designed for providing various services. This form is sold at the fee of Rs 5/-. And also a service fee depending upon the service being provided is collected from the user. Amount thus collected has been deposited in the Jan Suvidha Kendra accounts everyday. The fund thus generated is used for running the Kendras. In previous system unauthorized persons used to charge heavy amount for submitting the case and providing the documents.

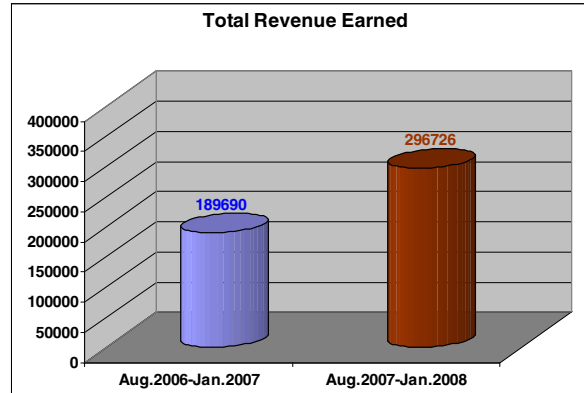


Figure 5: Total revenue earned

9.3 Transparency in the process:

The Vision is to make the Government operations transparent, error free and quick so that public need not to wait for long time as it is used to be in earlier days. The objective of the project is to bring all Government services under a single roof and make a system so simple that public can conveniently get services without much hassle. The system is made in such a way that there can not be any involvement of Middle men and vested parties. Daily and weekly reports are generated for monitoring disposals and pendencies.

9.4 Growth in number of users:

It is needless to say, what will be the response among public if such a scheme is implemented in a tribal district and announced that all the services will be delivered on the same day at a single place. The Jan Suvidha Kendras got so much response that, separate security guards have been deployed to control the crowd. The number of applications and disposals are increased many folds and it touched never before record.

10. Geographical Spread and Population Coverage of the Project

- The extreme length of the Mandla district is about 133 Kms. from north to south and extreme breadth is 182 Kms from east to west.
- It covers a total area of 8771 Sq.Km.
- There are 9 blocks 4 Tehsils and 1247 villages in the district.
- Consists approximate population of 9 Lakhs

11. Stake Holder Feedback

Assessment of each Jan Suvidha Kendra is done by Collector, Mandla weekly. He occasionally convenes meeting of stake holders and gets their feed back. Tehsildars, SDMs, all participating departments' HODs give valuable feedbacks. Collector, Mandla reviews the feedbacks and operations of Jan Suvidha Kendras and gives necessary guidelines.

Invigilators also frequently inspect all the 4 Jan Suvidha Kendras and checks the status of applications, gets feedbacks and reports to the collector. Public representatives and common man also gives feedback directly to collector and through departments. All these are taken care in the project to make it as Model Public Facility Centre for the whole country.

12. Internal Efficiency (to government)

12.1 Productivity Increase

Service delivery to public is increased tremendously. Since efficient, well qualified operators were selected from stake holder departments to run the centres, public interaction and outcome also improved a lot. Around 25,000 applications were received and disposed in a year of operational in the tribal dominated district which is a never before in record.

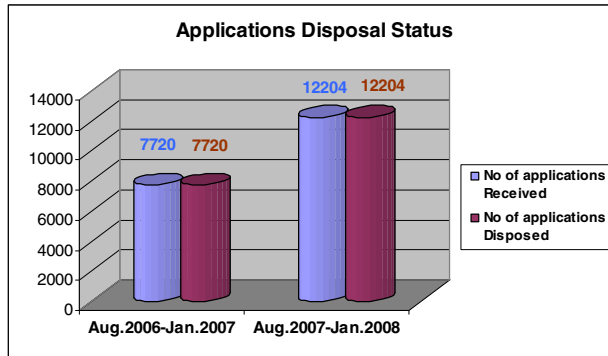


Figure 6: Application disposal status

12.2 Process automation

Computerized system has adopted for handling of transactions and speed-up the overall activity. Now departments need not to waste time in handling records. Received of applications, its status whether disposed or not, if not disposed the reason there of and all other details are fed on the day of transaction itself. So the entire process is got revamped and internal departmental activities also become smoother and speedy. A various kinds of reports are generated to ease up several departmental activities like accounting of financial transactions, record keeping etc. And also monitoring activity is just a matter of going through the daily and weekly report generated through the system, which each Jan Suvidha Kendra submits to the Centre in Charge, ADM or SDM responsible for the center.

12.3 Adoption of new process by internal stake holders

Initially departments were hesitant to implement the scheme, since at any cost they have to dispose applications on the day itself. It needed them to re-organize their activities, change a lot of existing lengthy departmental procedures and also have to make employees swift and organized for the activity. Collector, Mandla chaired several meetings with HODs and employees of departments to find out a strategy for implementing such a system. After a few redesigns and trials a workable strategy evolved and stake holders successfully implemented it. NIC Mandla developed an easy to use software keeping in mind with local departmental needs and employees. Quickly the project got momentum and every body actively took part in it.

12.4 Improvement in morale of the stakeholders

As pat came from several sections of the public and top officials, more and more services are kept included in the project which resulted in morale of it stakeholders. Since all services are provided under one roof,

many quarter of people from different locations, who were earlier hesitant to come to govt. offices in fear of wastage of time and energy, are reaching the Kendras and getting the services quickly. Since more and more people are covered, the project stake holders are getting happier with implementation of the innovative idea.

13. Leadership

Jan Suvidha Kendra gets financial aid from political sources, that is from MLA's and MP fund to function this cell effectively in the interest of public. The function and the working of this cell is constantly being supervised and monitored by administrative team so as to ensure transparent and authentic services to the people. Because of this keen supervision the issuance of documents from the unit become more transparent, authentic and flawless. By this method the documents and the information can be easily achieved and the official delays are totally eliminated. The service becomes very prompt and authentically catering to the various needs of the applicant.

The working of this cell is constantly under the scanner of the collector and this ensures speedy and flawless disposal of cases with strictly within the time limit thus making the centre vital sources of service provider. Mandla collector's personal interest and genuine desire combine with his administrative experience has constantly been a source of inspiration and strength but far his guidance, personal monitoring, suggestions, this project would have remained an unattainable and a dream of this tribal district. The newspapers and all the media are frequently publishing the article on the progress and efficiency of JSK. It will bring awareness among tribal and rural public about Jan Suvidha Kendra. It is no exaggeration to say that the set up either political or administrative stand itself in one of the best organization in this state. It shows its own popularity.

14. Lessons Learnt - Critical Success Factors, Failure Factors

- One of the success factors of the project is its theme. The catch theme of "Samadhan Ek Din Me" (Solution/disposal within a day) reached the public well and they are well utilizing it.
- Dedicated administrative system worked behind the success of the innovative idea
- Use of IT and well trained employees are making the idea well going.
- Custom made software developed by NIC, Mandla is also helped to implement the system quickly.
- Constant monitoring by collector, Mandla also made the system error free and keeps it going successfully.

15. Innovations in Service Delivery

- The theme "One Day Governance" (Samadhan Ek Din Mein) itself is an innovative idea
- This idea itself brought change in the way of providing services to public.
- It will end the complaints of most of the public about the slow activity of govt. machineries.
- Through this project a number of innovative services can be provided.
- The Jan Suvidha Kendra can be used as Public Utility Centers. One point access to all govt. services
- Services like train ticket reservation, telephone bills, IT returns and many more services can be brought in one place.
- The database thus generated can also be used for planning and other purposes.

16. Replication in Other States

The project can be easily replicated all over India, since services which are being provided here are uniform in other states also. The basic government functionary is same through out the country. So the

implementation of the project will be easy and public will welcome it in other states also. The software is developed and maintained free of cost by National Informatics Centre, which has its Headquarters at New Delhi, State Units in all the 28 State capitals and 7 Union Territory Headquarters and District centres in almost all the Districts of India. The Organization has a large pool of efficient technical manpower. NIC has implemented a large number of Nation wide projects successfully. So the project is easily transferable and can be implemented all over India through NIC.

Table 1: Status and Results

As On Date 11 February 2008

Name of Jan Suvidha Kendra	Starting Date	Application Received (in no.)	Application Disposed (in no.)	Revenue earned (in Rs.)
JSK Mandla	31-07-2006	14023	14023	371575
JSK Nainpur	06-08-2006	9830	9830	223075
JSK Niwas	08-08-2006	3784	3784	84175
JSK Bichhiya	08-08-2006	7153	7153	174141
Total		34790	34790	852966

17. Specific achievements during the year 2006-07

- Mandla is first district to implement the project at Tehsil level out of 48 districts in Madhya Pradesh and 3rd to implement at District level irrespective of tribal dominated district.
- All the 4 centres recorded 100% disposal rate.
- The project bagged CSI-Nihilent's e-governance runner-up award under the category G2C (Rural) for the year 2006-07 on 01-12-07 at Bangalore.
- A record disposal of 34790 cases made, which is a never before achievement.
- A revenue of Rs. 8,52,966/- is earned through the delivery of services.

References

1. <http://mandla.nic.in/>, accessed during the months of May – July 2008
2. <http://jabalpur.nic.in/oneday/oneday.htm>, accessed during the months of May – July 2008