

Chapter 12

e-DISTRICT PROJECT OF UTTAR PRADESH

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I) OVERVIEW

Government of Uttar Pradesh is committed to use ICT to transform its functioning to build Citizen-centric, inclusive and development oriented information society by transforming its functioning to provide services to the common man in a cost-effective, transparent and easily accessible manner. The objective of e-district project is to radically improve the way districts work and provides services to citizens and 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 services which will result in

- Improved service levels (i.e. reduction in time taken) to provide services to the citizens One-stop venue for various citizen services delivered in an efficient, reliable and integrated manner through a chain of Citizen Service Centres & Kiosk
- Increase in transparency in the delivery system.
- Faster processing of applications and information resulting in efficient working of the district administration Ensuring longevity of the data / protection from damage from moisture and other climatic factors Fast processing of public cases/appeals/grievances dissemination of information within the defined service levels

The eDistrict project was rolled out in six pilot districts on 15th December 2008. It has relieved the citizens from the hardship of standing in long queues as well as uncertainty of visiting the government offices many times to get their job done. eDistrict project has also increased transparency and improved flow of information relating to the citizen service provided by the government. Turn around time for most of the common services has come down to days compared to earlier manual processing time of weeks. Now on an average, service through CSC or eDistrict Centers is delivered in 2 to 7 days depending upon nature of service without any inconveniences and more importantly citizen is given a firm service delivery date with provision for knowing status of their application over internet. Such service delivery commitment and citizen interface has created a favourable impact at grass

root level with growth in demand of such services. Some of the unique features of eDistrict project can be identified as –

- The *100% electronic workflow ensures single point of interaction for the citizen*. The citizen applies for service at the nearest CSC or designated eDistrict Centre and the Digitally Signed Certificates / Service delivered from the CSC / eDistrict centre.
- Mandate given by the line departments for *verification of citizen details based on electronic data*. This has resulted in improved service levels. (typically, one-third time required now).
- The certificates are *issued through digital signatures* and printed by the concerned CSC, eDistrict centre (or as the case maybe) on *pre-printed stationery*. These certificates/services are also stamped *and signed by the CSC/eDistrict centre*.
- The *status of application can be tracked* by the citizen and the government officials through the portal and the *escalation metrics ensures the adherence to the service levels* defined for each service.
- *Verification of Certificates over NET*. Anyone can verify the authenticity of the certificates by providing the unique identification numbers printed on the certificate..
- Service output like certificates are *printed online embedded with photograph* wherever necessary on *pre printed stationery*.
 - MIS reports at every level of the execution to monitor the workflow.
 - Role based user-id and password for access control
 - The complete automated process has made it almost paperless and reduced the infrastructural requirements for physical movement of documents.
- *More than 14.5 lakh Certificates/Services have already been issued in 18 months from these six districts*.

II) RESULT INDICATORS

1. Key Performance

a. Stakeholder services and benefits achieved through ICT interventions

eDistrict influences every citizen of the state, and the reach is worldwide. The web portal (<http://edistrict.up.nic.in>) is a one stop solution for complete information on the services under eDistrict Project. It provides details on how to obtain a service to the citizens and allows them to track their applications. The service providers/ operators use it for filling the application, the government officials use the MIS for monitoring and view the latest GOs and other related information while Institutes/ Organisations can check the authenticity of the certificates issued through eDistrict.

b. % of services covered as ICT interventions

The services provided by eDistrict project has relieved the citizens of the six districts from the hardship of standing in long queues as well as uncertainty of visiting the government offices many times to get their job done. eDistrict project has also increased transparency and improved flow of information relating to the citizen service provided by the government. Turn around time for most of the common services has come down to days compared to earlier manual processing time of weeks. Now on an average, service through CSC or eDistrict Centers is delivered in 2 to 7 days depending upon nature of service without any inconveniences and more importantly citizen is given a firm service delivery date with provision for knowing status of their application over internet. Such service delivery commitment and citizen interface has created a favourable impact at grass root level with growth in demand of such services. Some of the significant achievements of the project can be summarized as –

- 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.
- Display of up-to-date information on the current status of the application - 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 eDistrict centre and does not have to deal with the officials who actually process it.
- System generated SMS at the time of receipt of application & when the certificate is ready adds to transparency
- Online verification and authentication of issued certificates through eDistrict Portal
- Standardisation of certificates owing to pre-printed stationery with clear and photo affixed certificates.
- Creating job in the districts for the local unemployed youth. Greater accountability and transparency - Government officials can monitor status of applications submitted & performance of subordinates.

- Comprehensive MIS providing both tabular and graphic statistics for Escalation, reporting, pending status etc for better management.
- Efficient Records Management – record management has undergone a complete transformation. Now it is automatic and the electronic archiving is set to be enriched over a period of time.
- Helping of integration of database of government departments and organization. This integration has also forced the user departments to carry out process reengineering and standardization in delivery of services. No subjectivity in decision making due to automated process and time markings. Paper has largely been replaced by digital records and there are minimal chances of loss or substitution of documents. Creation of a ‘new look’ office environment that is more conducive to improved productivity awaits the citizens & employees
- The application has resulted in time and cost savings both for the citizens and the government. The citizens can get the services at their nearest eDistrict Centre/Coomon Service Centre saving money time spent in transportation, while the Government can now broadcast all information on the website saving time & expenses incurred on postal services.
- The web based system has also provided the government officials to work on anywhere, anytime basis thereby increasing the productivity.

III) ENABLER INDICATORS

1. *Processes*

a. *Major front end & back-end process changes and implemented*

eDistrict, UP has incorporated many technical and administrative innovations – *it ensures 100% electronic workflow of the service, digital signatures* have been used for approval of application & issuance of certificates. **SLAs with escalation metrics** have been deployed for government services for the first time. *GPR* has been carried at all levels to move from archaic rules to the modern technology based decision making (Government Orders for each service), high focus has been laid on *training and change management* right at the district, tehsil & block level of administration and *PPP model* has been used to provide sustainability.

A number of innovations have also been carried out in the area of application. These include the elimination of repetitive data that was being sought from the applicant, a facility of automated ‘pre-fill’ of basic data and a feature for pre-scrutiny and authentication of the form by the CSC operator before submission thereby reducing errors. State-of-art e-District Centers have been

established in the six collectorates, while the web based application allows online submission of service request and final delivery from CSCs being established in the villages, Lokvani Centres, Tehsil Centres and eDistrict Centres

The piecemeal computerization efforts adopted in the past has been replaced with a comprehensive, end-to-end service delivery oriented solution resulting in speed and certainty of delivery of services. Besides simplification and improvements in the ways of working this approach has brought about a fine balance between facilitation and compliance as a blend of well defined goals and performance metrics.

The Key Process improvements can be summarized as –

- 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 eDistrict database or databases of other departments.
- Online submission of application from CSC/ Block/ Tehsil or District which ever is convenient Verification of issued certificates/ services using eDistrict Portal.
- Pre-printed stationery used for issuance of certificates.
- Photographs of certificate holders printed on the certificates wherever necessary

eDistrict is a combined effort of DIT, State IT, IT Consultants (namely, PWC, 3i Infotech & Wipro), Line Departments offering services, Centre of eGovernance, GoUP, National Informatics Centre, U.P State Unit, District Administration & Private Companies (running eDistrict, CSC & Lokvani Centres on PPP model). It's a unique example where all these agencies worked in tandem to make this project a huge success. The contribution of all these stakeholders is immense. Extensive training programmes on IT awareness, application software, use of Digital Signatures were also carried out in all the six districts and state capital to make the employees comfortable with the new system.

A service oriented architecture (SOA) 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 eDistrict 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.

The framework includes front end for the e-District application, enterprise application layer, service components, channels of delivery, integrated processes, application layer and back end as the critical elements of the model. These elements allow comprehensive functionality to proposed solution for the e-District and can be easily customized and replicated at other locations.

The component based architecture is easy to customize and provides scalability to entire project. Services from other departments can be easily added to the base application and already 74 other services have been identified by the state government which will gradually added to the eDistrict basket of services. While the number of districts can also be added with minor efforts

Integration of two high volume services of eDistrict, UP, with National Service Delivery Gateway (NSDG) and State Service Delivery Gateway (SSDG) has been successfully tested which confirms that eDistrict , UP will be able to integrate with other state government as well a central government IT initiatives. This integration will enable service interactions across the governmental systems as and when they are ready and help the government to think 'out-of-the-box' in introducing single window services that span multiple departments, a feature that will bring about a reduction in the number of transactions as well as the simplification of the work processes.

With a forward looking architecture and its successful integration with SSDG eDistrict demonstrates that it is highly scalable and is capable of sharing information with other Government Departments/Ministries Regulators

TIMES NEWS NETWORK

Lucknow: The next time your daughter needs a domicile certificate for her college admission, you need not worry about having to run from one government office to another. A single visit to your nearest Common Service Centre (CSC) and the said document will be issued to you within a few days.

And the entire process can be completed without a single meeting with a 'babu' or greasing palms.

Here's how the implementation of the e-governance facility helps the common man. At present, citizens can get birth, death, domicile, caste, income and employment certificates from these CSCs.

The implementation of this scheme is definitely advantageous. Certificates, when they are generated from the CSCs, bear digital signatures of concerned government officials. "Effectively, this makes the process faster. Also, because there is no interaction between the public and officials, it reduces corruption," says an e-governance official. '

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