

Chapter 39

Shahid Bhagat Singh Nagar, Punjab[†]

Shruti Singh

I) OVERVIEW

Shahid Bhagat Singh Nagar, the home district of the legendary revolutionary of India, lies in south –eastern part of Punjab. Carved out of three districts in 1995; SBS Nagar has not looked back even once in its spectacular growth as "the IT district of Punjab". Today it is the leading district in the state in the field of providing citizen services in the most transparent and time bound manner with the help of information technology. The E- governance facilities in the district have not only been able to provide basic services to the common man, devoid of any hassles of standing in long queues in government offices, but they have also made the citizen more aware of "what's happening" in the district by providing updates of various schemes and projects being run by the government through its various departments.

It is needless to say, that the actual strength of any modern day government lies in the strength of its people. And only when people have access to basic services and to basic information, would they feel more confident of the administrative systems and of themselves. This is the main aim of e-governance in SBS Nagar.

There are a number of e-governance projects that are presently going on in the district and many others that are still in the pipeline. After giving a brief introduction of the same, this report will then discuss present projects and emerging concepts in some detail (with emphasis on result and enable indicators) finally summarizing with the issue of capacity building in the district.

II) RESULT INDICATORS

1. Key Performance

a. What services (G2C, G2B, G2G and G2E) are delivered using ICT ; provide impact in terms of time and cost of delivery of services

- **SUWIDHA (Single User-friendly Window Disposal and Helpline for Applicants)**

[†] * Winner of CSI e-Gov Awards, 2009-2010

- To streamline the delivery of services through single window in true letter and spirit in the district and with the objective of changing mind set of the Govt. officers/officials,
- a separate 'state of the art' SUWIDHA Centre was constructed at the district headquarters in a record time of four months.
- Suwidha project is in operational in the district since April, 2004. At present, following applications are running providing different services to the citizens.

<ul style="list-style-type: none"> ○ Arm Licenses related Services ○ Services to Pensioners ○ Counter Signing of Documents ○ Issuances of Bus Passes ○ Character Verification ○ Issuances of Dependent Certificate ○ Issuance of Unmarried Certificate ○ Issuance of Licenses ○ Endorsement of SPA/GPA ○ Issuance of Nationality Certificate ○ Issuance of Copy of a Document/Inspection of Record & Misc. Services ○ Issuance of Marriage Certificate ○ Issuance of ID-Card ○ Appointment of Namabardar ○ Driving License related Services. ○ Registration of Vehicle related services ○ Special Marriage ○ Issuance of Birth Certificate. 	<ul style="list-style-type: none"> ○ Issuance of Death Certificate. ○ Issuance of Affidavits ○ Issuance of Permissions. ○ Issuance of Indemnity Bonds. ○ Issuance of Surety Bonds. ○ Submission of Passport Applications. ○ Issuances of No Objection Certificates. ○ Electricity Bills ○ Ration Card ○ Non-Encumbrance certificate ○ Copy Of Old Registry ○ Agriculture related (seed, pesticide, fertilizer) ○ RTI Applications ○ Document Attestation ○ Late Entry (Birth & death) ○ Medical Certificate ○ Form Selling ○ Stamp Vending
---	--

2. *Government Efficiency improvement initiatives*

1. 'Patwari at your Call' :

The service namely "Patwari at your Call" has been introduced in the district Nawanshahr since 01-08-2005. Under this service, a toll free number 655501 has been provided. Software has also been prepared incorporating mobile telephone numbers of the patwaris etc. An applicant desiring to have a copy of revenue record or to redress his grievances can very well dial at this number even at odd hours at midnight or as early as 3 AM in the morning. Once an applicant submits the details on toll free telephone number, a call is made immediately to the village patwari to provide copy of such records to the SUWIDHA Centre. SUWIDHA Centre with the help of courier service further passes all such documents at the residence of the applicant within a

period of 48 hours from the time of first call made by the applicant. This telephone number is not only available to the residents of the Nawanshahr but people residing abroad have also been making user of this facility. It is a well known fact that many residents of the area have settled abroad and were not able to get their work done due to non accessibility to the Govt. Officers, are now very much in a position to record their grievances on this telephone number. The service of "Patwari at your call" has not only given relief to the public who generally had been complaining of the non availability of the patwaris in their office but has also reduced public interface with the Govt. officers completely. Applicant can anytime check the status of their application through the district website as well.

2. Registration of Documents

So far as allegations of corruption during registration of documents are concerned, again, a software has been developed to register these documents through computers. All telephone numbers of both vendor and vendee are collected and same are sent to D.C. by all the Sub Registrars the same day. D.C. invariably rings to some the vendors and vendees and inquire as to whether some body has asked for illegal gratification or not. This not only makes the D.C. and other senior officers accessible to the public in general but at the same time puts deterrence on officers/officials to restrain from accepting/asking for bribe money. In case still some instance of corruption comes to our notice, disciplinary action is initiated against such officials/officers. Moreover, close circuit T.V. camera have been installed in such offices and the same are being monitored in the D.C. office by D.C. himself.

3. Reference Monitoring System

Daily references received in the DC office are being fed and monitored under this software. Officerwise Report and Pendency Report, Consolidated Pendency report, Disposed Cases Report are being generated.

4. Grievance Redressal System

Undoubtedly grievance redressal of citizens is one of the most basic duties of the district administration. Every week on Tuesdays an open hearing is given to the public by the DC where all district heads from various departments are also called. This is known as "Sangat Darshan" when people can freely come with any grievance of theirs. A token number is given to the complainant (during "Sangat Darshan" or even on any other working day when he/she visits the DC with a complaint) who can then check the status of the disposal of his/her complaint online. A special public grievance branch is dedicated to this task in the DC office. SBS Nagar being inhabited by a large number of NRI's, complaint can also be registered online. A special telephone number is

also present in the branch where citizens can lodge / check the status of the complaint. The time given to different officers for redressing the complaint is 15 days. This disposal is constantly reviewed by the DC every week with all the departmental heads.

5. PRISM

This software is running in both the tehsils (Nawanshahr, Balachaur) and Sub-tehsil Banga. All types of registration of property, Power of Attorney, Gift, Will etc. are being done at concerned Sub-Registrar/Jt. Sub-registrar office.

6. Treasury Information System

In continuation of E-governance programme of Punjab Government, treasury software is running in the District Treasury office Nawanshahr and Sub-Treasury office Balachaur which is linked with the Treasury Website to check online account headwise reports for various purposes.

7. MPLADS

MPLAD funds are being monitored in specialized software sent by NIC Hq.

8. Social Security Information System (SSIS)

Under this software, beneficiaries of different schemes such as 'Old Age Pension' Financial Assistance to Widows Destitutes (FAWD), Financial Assistance to Disabled Persons and Financial Assistance to Dependent Children are receiving pensions. Regular updation and Bankwise sanctions/Summary Reports for Urban Beneficiaries, Panchayatwise sanctions/Summary reports are being generated.

9. Village Directory Monitoring System

The district village directory maintained by statistical wing of Dy. Economic and Statistical Advisor office is being fed. Checklists and Reports are being generated.

10. Payroll

In Payroll system the monthly paybills and other related schedules like GPF, GIS, Wheat Loan, Scooter Advance, Income Tax, House Building Advance and House Rent Deduction etc. are being generated for Deputy Commissioner Office, Deputy E.S.A. Office and for ministerial staff of Tehsil office Nawanshahr.

11. Agmarknet

This software supplied by NIC Hq. for implementation in Market Committees is running successfully.

12. Cooperative Societies Monitoring System

Cooperative Societies Monitoring System (CSMS) has been implemented and data is being fed regularly. The checklists and reports are being generated and data is sent to the state headquarter.

13. AISES

The software downloaded from NIC Hq. website and implemented for District Education Office to feed the data.

14. Election

The software to carry out the election related work e.g. appointment of polling / counting staff for Parliament Elections, Assembly Elections, Panchayat Election and Panchayat Samiti & Zila Parishad Elections.

15. DRDA

The users from DRDA office regularly feed data on monthly basis for monthly financial statement on the website.

16. District Website

The website for district Shahid Bhagat Singh Nagar has been hosted. The site contains information about the District and District Administration, Background of District, Key Contacts, Places to visit etc. for the giving the brief details to the user who wants to visit the District Shahid Bhagat Singh Nagar or who is interested in getting some information about the district. Further the website has latest information / news and also the stages of implementation of various scheme projects.

17. Registration of Vehicles

Registration of Vehicles is done exclusively on **VAHAN** software while the issuance of driving licenses is done through **SARATHI**. This has helped smoothen out the cumbersome procedures of the District Transport Office and is helping the citizens immensely.

18. Court Cases

The latest updates of court cases of the DC, ADC and SDM's are available on the district website so that people can access the status of their cases online also.

19. NREGA

The MIS operationalization of the district has been done and anybody can check online the status of jobcards, payments made, measurement books,

master rolls completion, social audit dares and so on. This has made the scheme a success and highly transparent in SBS Nagar.

20. Rashtriya Swasthya Bima Yojana

Under this scheme, smart cards are issued to BPL card holders so that they may avail of medical services anywhere at low costs/ for free. In the district smart card have been issued so far and there people are taking benefit of the scheme in a large way.

21. Video Conferencing & PAWAN

The Government of Punjab is establishing the Punjab State Wide Area Network (PAWAN). This Wide Area Network (WAN) is envisaged as the backbone network for data, voice and video communications throughout the State. PAWAN would act as the vehicle for effective implementation of Electronic Governance (e-Governance). PAWAN would follow a 3 Tier structure through Point of Presence (POP) across the various levels:

- State Head Quarter or State Network Centre (SNC) –Tier I
- District Head Quarter or District Network Centre(DNC) – Tier II
- Sub Divisional Head Quarter or Sub Division Network Centre (SDNC) and the Block Head Quarters or Block Network Centers (BNC) Tier III

22. Computerization of Land Record under PLRS

SBS Nagar is doing well also in the field of computerization of land records. The land records of majority of villages have been updated and to begin with 34 villages in tehsil Balachaur have gone "live" which is to say that any person can now get a copy of his land record (Fard) across the counter by simply paying the prescribed fee instead of chasing the village patwari around. This is a state-wide exercise to computerize all land records.

23. Projects in Pipeline

SBS Nagar has been chosen by the state government to be the first e-district in the state. For this purpose common service centers will be set up at the village level so that basic services can be provided at the grass-root level itself. As an initiative, the district administration has already taken up the task of providing e-literacy to one member of every household in the district. Taking advantage of the census operation in May-June, data was collected from every household regarding eligible persons. Now blocks have been prepared, syllabi chalked out, computer labs set up where training will be given in batches. Our aim is to make SBS Nagar the first e-literate district in the state.

For monitoring various schemes, software has been locally updated and every fortnight different departments are uploading latest photos/reports of various

schemes/projects going on with them. Our aim is to make this scheme monitoring software to become web based so that every one can access it (already applied for).

For keeping a tab on use of LPG in the district, software has been installed where in gas agencies will upload all their data and also take requests online. This will help in checking illegal use of LPG cylinders and also help the citizens by providing them with a forum where they can complain if they do not get the cylinder in time after proper registration. Presently the agencies are uploading their data on the software, upon completion of which a separate counter will be opened at the SUWIDHA Centre for LPG registration.

III) ENABLER INDICATORS

1. District Policy & Strategy

The main policy behind all the ongoing / planned schemes above is to make governance transparent and hence totally accountable to the normal citizen. It is intended that the citizen be made free from all cumbersome procedures and red tapism and he / she feel empowered through the use of ICT.

All the projects that have been taken up have been approved by the state. Some concepts have been borrowed from best practices in other states but approval has been received from our state before implementation hence the software being used is uniform throughout.

2. Process reengineering & Legal Reforms

The major front end process changes that are envisioned mainly center on the comfort of the citizen. The citizen should be able to access information anytime anywhere either through the internet or may be even through phone. This information may relate to his / her own grievance or to any developmental project of the government. Apart from this, these G2C, the G2G, G2E services should help the various departments to stay connected to reduce file work and instill more confidence in the average government employee. The major back end process change hence focuses on paperless office and quicker delivery of services.

3. Capacity Building

Finally no program/ vision is successful without the requisite capacity building. Good leadership is one that puts systems in place. Sustenance of process is more important than a one time miracle. All projects that have been taken up under ICT in the district have been well planned and structured in such a way that they stand the test of time. New ideas are always being

welcomed. A dedicated team of officials is in place for continuous supervision and upgradation.

(Shruti Singh, Deputy Commissioner, Shahid Bhagat Singh Nagar, Punjab, email: shrutisinghin82@yahoo.com)