

## **Effective & Time Bound Electronic Delivery of 36 Citizen Services by Haryana Government - Process Re-engineering and Workflow Based MIS**

### **INTRODUCTION**

Government of Haryana has been emphasizing that efficient and timely delivery of services to citizens is a corner stone of good Governance. Every citizen has a right to claim delivery of services from the Government in a prompt, efficient and time bound manner. Government of India is in the process of enactment of a Right To Service (RTS) Act. To prepare itself for smooth implementation of proposed RTS and to streamline time bound delivery of citizen services, in a hassle free manner, Haryana Government has decided to deliver 36 identified services to the citizens in a time bound manner, in the first instance. The ultimate objective is to cover all citizen centric services under prompt service delivery, in a phased manner - 36 identified services\_ covered initially, to simplify the Forms & Procedures for Hassle free delivery of services in a transparent & time bound way and to switch over delivery of services from manual mode to electronic mode gradually

The Haryana Government has taken many steps in this direction. The notification was issued by the Administrative Reforms department vide No. 7/8/2011-3AR dated on 07<sup>th</sup> June, 2011. The list of identified services is given in **Table-I** alongwith service delivery process and time lines. The directions issued to all government functionaries across the state include, (a) Preparation of a check list of documents / other pre-requisite for making an application for grant of each service, (b) Designating specific officers for receiving self checked /assessed applications, (c) Verification of received application for its completeness and issuing a receipt indicating that service will be delivered by the target date, (d) Put-in place internal systems so as to ensure that services shall be delivered in prescribed time frame, (e) Adding timely delivery of services as one of the criterion for evaluation of performance of officers/officials in this regards, and (f) Development and Implementation of effective Monitoring software.

### **STANDARDIZATION OF WORKFLOW PROCESSES, FORMS & FEE STRUCTURE**

For the purpose of streamlining of the processes of service delivery to the citizens, a Service Delivery Review Committee had been constituted under Chairpersonship of Chief Secretary Haryana. To assist this committee, a Task Force headed by the then Commissioner, Rohtak Division was constituted to review the existing processes and to suggest changes in the processes/ forms /monitoring mechanism, among other things. The Dy. Commissioners of Yamunanagar, Rohtak, Kaithal, Mahendergarh, Hisar were members of Task force. The SIO NIC-Haryana State Centre and DIO NIC-Yamunanagr were special invitees to the meetings of the state level Committee as well as Task force. The Taskforce held extensive consultations with the departments, at districts and state capital and made recommendations on following of Components for each identified service delivery department.

- 1) **Forms Standardization & Approvals:-** Standardized the service request forms for adoption across the state.
- 2) **Work flow Processes:-** Customized / Re-engineered service delivery workflow process for each service and approval process and finalized checklist of documents and procedure for availing the service.
- 3) **Fee Structure Standardization & Approval:-** Standardized fee structure (a. Government fee, b. Computerization service charges, c. CSC (Common Service Centre)/ other service charges) and recommended uniform fee structure across the state.
- 4) **Designate Nodal officials & Accountability :-** Recommended designating Nodal officers for facilitation of services, approval, verification, delivery of services, and authorized nodal officers/officials for collection of fee, physical files, and deposit of fee in respective heads of treasury & service charges.
- 5) **e-Forms Availability & Acceptance:-** Make available downloadable forms alongwith checklists, procedures & instructions on the websites of districts, concerned departments and State's websites. Facilitate filling of application forms on the website and generation of computer generated complete file, alongwith checklists of documents, necessary fee and instructions.

## **ESTABLISHMENT OF A WORKFLOW BASED MONITORING MECHANISM (MIS)**

The NIC-Haryana State Centre (NIC-HrSC) initiated design & development of a work flow based Monitoring (MIS) Software. The Yamunanagar district was chosen for pilot implementation of Workflow MIS and thereafter, its roll-out across the state of Haryana.

**e-Enablement of Forms:** The forms, processes and delivery procedures, checklists of documents were studied and converted into downloadable e-documents. These documents have been made available, for online access on [www.edisha.gov.in](http://www.edisha.gov.in), <http://haryanaforms.nic.in> and other websites. Citizens can download the forms and fill-up the same. Another facility of on-line entry of the form has been provided to the citizens, they can enter the forms and generate filled-in form along with other required documents, checklists, facilitating to provide a complete computer generated file of documents (required for getting the service). The software also Facilitate generation of a unique file number, once the file is generated online, which is printed on the generated file. Citizen only required attaching requisite proofs and depositing necessary fee.

**MIS Software:** The MIS application Software is a front-end application for receiving the application/file from citizen for identified services and monitoring the service delivery as per time lines fixed by the government. As on today, some of the identified services have backend applications system and delivering the services through electronic mode. Some of the services are being delivered through manual processing mode. The service wise category is shown in **Table-I** for each of the 36 identified services. The delivery of citizen services in specified time is being monitored through MIS Software in District Yamunanagar. The other districts are also adopting the implementation of this MIS software.

### **Following Facilities are Provided by MIS Software**

- 1) Facility to import all data of computer generated file into MIS using form unique file no.
- 2) Facility to enter requisite details from the downloaded/manually filled form,
- 3) Generation of a unique receipt number (computer generated) for each application, printing of receipt along with number of days/date when service shall be delivered to the citizen.
- 4) For service request applications related to services having front-end and back-end software, a provision has been made for importing of data from these software systems into MIS software and thereafter, updating of the delivery status by the authorized officials into the MIS software, using his/her secure user-ID & Password.
- 5) Role based access to MIS application has been provided for different category of user, like a) authorized official at ESDP (Electronic Service Delivery Point), b) document approving, issuing/signing authority, c) Deputy Commissioner for applications related to his/her district, d) Heads of Departments/ concerned Secretary of the department for applications/services related to his department across the state, e) CS & CM offices of Chief Secretary / Chief Minister for monitoring / reviewing service delivery of all departments across all districts.
- 6) Facility for updating of status in MIS by service delivery authority / dealing official.
- 7) Generation of various MIS Reports for monitoring & review by higher authorities.
- 8) Viewing of status of his/her application by the concerned citizen through the web.

## **APPROVAL OF PROCESSES AND RECOMMENDATIONS**

The recommendations of Task force, pertaining to different departments were deliberated by State level Apex Committee and subsequently approved by Hon'ble Chief Minister Haryana, on 13<sup>th</sup> December, 2011 after detailed deliberations on each recommendation. Some of the service delivery departments have already issued necessary Government Orders and others in the process of issuing GOs, for different services. Following processes have been approved for project implementation:

- 1) A common e-DISHA (electronic Delivery of Integrated Services of Haryana) centre is functioning at Districts, sub-divisions and Tehsils in the state. This common facility has been identified, to be used

- as Electronic Service Delivery Point (**ESDP**) in the first instance, till each service delivery department is equipped with requisite ICT infrastructure.
- 2) A technical workshop of all DIOs of NIC-HrSC was organized and trainers training was provided. Capacity Building of various stakeholders is being done at different levels. The process of creation of role based user-Ids & Passwords for various stakeholders is on. A centralized monitoring cell with technical and administrative resources is being established at Department of Administrative Reforms, Haryana.
  - 3) This ESDP at e-DISHA centre shall function as a common ESDP for all identified service delivery departments and it is equipped with requisite ICT infrastructure. The official operating this ESDP shall also assist the general public and provide help desk facilities also.
  - 4) The official at common ESDP, will receive the application from the citizen alongwith associated fee and other prescribed documents. He/She will check the application file for its completeness, in case of discrepancies / missing documents / fee in the application file, he will return the file to citizen alongwith list of discrepancies / missing documents etc for completing the deficiencies.
  - 5) Once the complete file, in first instance, is received, ESDP operator will enter the requisite (minimum) information in the MIS S/W. After entering the bare minimum information, operator will generate a unique computerized receipt with date by which the service will be delivered. He will print two copies of receipt; one will be handed over to the citizen and second will be attached on the received application file.
  - 6) The officials of concerned service delivery department will collect all applications on daily basis from ESDP at e-DISHA centre on one hand, and get the status of previous applications updated through ESDP.
  - 7) The service delivery departments will also ensure to get all the received applications entered at ESDP of e-DISHA centre (applications received by them directly, by hand, by post etc.), so that all the service requests are included in the MIS and are monitored. The concerned department will be responsible for processing of the applications for final delivery of the service.
  - 8) Citizen can also get assistance for filling up the file from ESDP of e-DISHA Centre. In this case, citizen is provided a file number, printed form alongwith required documents from the e-Form software. Using this file number, data is directly imported into the MIS application, without re-entering it. MIS application import desired data from online e-form application.
  - 9) Citizens are also facilitated to track the status of their applications, through website, using the unique computerized receipt number. Citizens Awareness campaigns, media campaigns and workshops (Sammelans) of Sarpanches (Panchayati Raj Institutions) have been organized in Yamunanagar to educate the citizens about their rights and time bound delivery commitment of the government.
  - 10) The MIS software has been tested through auto security scan software tool and hosted on staging server at HSDC. The software is being further enhanced by incorporating the suggestions, as being received from FCs, HoDs and DCs. A citizen friendly website URL <http://jansahayak.gov.in> has been registered and MIS software is undergoing through the 3<sup>rd</sup> party security audit clearance process, for its accessibility in public domain.

**The** availability of smooth connectivity of SWAN among different offices, and Capacity Building of various stakeholders is a key challenge. The automatic data transfer from existing software applications like Certificates Issuance, Property Registration Land Records, Vehicle Registration Driving License etc to MIS software for monitoring of service delivery is another key challenge. The project implementation has started at Yamunanagar for all the services. The implementation has also been extended to other districts. Once the system is stabilized, add-on features / interfaces like on-line acceptance of completed application forms, SMS alert, e-mail alert, interface for standard e-payment gateway, and standard digital signature certificates can be integrated in a phased manner, in future versions of “Jansahayak”, the MIS Software.

**Table-I: List of 36 identified services, alongwith Service Delivery Process & Fixed Time Lines**

#	Service Category	Name of Service	Service No.	Designated Officer	Time Limit	Service Delivery
1	Ration Cards (Food & Supply Department)	1. Issue of New Ration Card	1.a	Food Inspector /AFSO	15 days	Currently Manual ;  Automating under Smart ration Card based PDS Project
		2. Issue of Ration Card on receipt of surrender Certificate	1.b		07 days	
		3. Issue of Duplicate Ration Card	1.c		07 days	
		4. Inclusion of family member name in Ration Card	1.d		07 days	
		5. Deletion of family member name in Ration Card	1.d		07 days	
		6. Change of Address with same Jurisdiction	1.e		03 days	
		7. Change of Address including change of FPS	1.f		03 days	
		8. Issue of Surrender Certificate	1.g		01 days	
2	Certificates (Revenue)	9. Issue of SC Certificate	2	Tehsildar	07 days	Computerized at e-DISHA Centres HARCIS
		10. Issue of BC Certificate	2		07 days	
		11. Issue of OBC Certificate	2		07 days	
		12. Issue of Resident/Domicile Certificate	3		07 days	
		13. Issue of Tapriwas/Vimukt Jaati Certificate	2		07 days	
		14. Issue of Income Certificate	3		07 days	
3	Sub Registrar (Revenue)	16. Registration of Property / Land (HARIS Related Services)	10	Tehsildar	01 day	Computerized / HARIS
		17. Sanction of Mutation of Land (All kind of Mutations available in HALRIS)	11		Tehsildar	
4	Land Records (Revenue)	18. Providing Copies of Land Records (HALRIS Related Services)	12			05 days
		5	Transport Regulatory (Registering & Licensing Authorities)	19. Issuance of Learner's Driving License (Sarathi Related Services)	4	SDO (Civil)
20. Issuance of Permanent Driving License (Sarathi Related Services)	5			07 days		
21. Renewal of Driving License	5			07 days		
22. Issuance of Duplicate Driving License	5			07 days		
23. Endorsement of new Class in Driving License	5			07 days		
24. Issuance of Conductor Driving License	5			07 days		
25. Registration of New Vehicles (Vahan Related Services)	6			07 days		
26. Transfer of Ownership of Vehicle	6			07 days		
27. Issuance of NOC	6	07 days				
6	Power Electricity Connections	29. Release of New Electricity Connection	7	SDO (Electricity)	08 days	Partially Manual / Computerized
		30. Release of Temporary Electricity Connection	8		08 days	
		31. Enhancement of Electricity Load	9		08 days	
7	Public Health Engineering	32. Providing New Water Connection	13	SDO (PHED)	12 days	Partially Manual / Computerized
		33. Providing of Sewerage Connection	13		12 days	
8	Birth & Death (Health & MCs)	34. Issuance of Birth Certification (after registration)	14	EO (MC) – U/ MO (PHC) - R	07 days	Partially Manual / Computerized
		35. Issuance of Death Certification	14		07 days	
9	Building Plans (MCs / HUDA)	36. Approval of Building Plans	15	EO(MC) / HUDA	21 days	Currently Manual Partially