Final Report

On

E-Governance

AT

ANGUL, GAJAPATI & PURI

For

P&C DEPARTMENT, GOVT. OF ODISHA
ODISHA SECRETARIAT

by

NATIONAL PRODUCTIVITY COUNCIL

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1.0 INTRODUCTION:

Electronic governance or e-Governance is the application of information and communication technology (ICT) for delivering government services, exchange of information communication transactions, integration of various stand-alone systems and services between Government-to-Customer (G2C), Government-to-Business (G2B), Government-to-Government (G2G) as well as back office processes and interactions within the entire government framework. Through e-Governance, government services will be made available to citizens in a convenient, efficient and transparent manner. The three main target groups that can be distinguished in governance concepts are government, citizens and businesses/interest groups. In e-Governance there are no distinct boundaries.

Generally four basic models are available – Government-to-Citizen (Customer), Government-to-Employees, Government-to-Government and Government-to-Business.

1.1 Objective of the Study:
* To study the present implementation status of various services offered under e-governance programme of Govt. of Odisha and to identify the gaps in implementation.
* To propose infrastructural/ resource requirement (if any) for effective implementation of the e-governance.
* To develop any measures for improvement of the service delivery standard for various services offered under e-Governance.

2.0 HISTORY OF E-GOVERNANCE:

Begun approximately a decade ago, e-government refers to the application of the Internet and other information technology (IT) to provide governmental information and services electronically. It offers the potential of increased convenience to the public by making such services available 24 hours a day, 7 days a week, coupled with the advantages of improved accuracy and also reduced cost to the government, deriving from its requiring little or no direct interaction with a government employee. This appendix offers some context for the Social Security Administration's (SSA's) e-government activities and plans. The appendix consists of a brief look at the legal and policy background information as well as history of

the federal government's experience with e-government, what the status of e-government is across the United States and to some extent internationally, and then how the SSA's role and progress compare with those of other government agencies.

3.0   E- GOVERNANCE IN ODISHA:

Government of Odisha intends to increase the efficiency across the Administrative Structure, thereby improving the quality of services to the citizens through a system of Information and Communication Technologies (ICT) involving the least manual interface. It has been well recognized that Electronic Governance (e-Governance) is an enabler to good governance in the State of Odisha. The department of Revenue and Disaster Management appreciates the importance of e-Governance and has undertaken e-dhaRani,a comprehensive project of computerization of all Registration offices across the state. A significant capacity in terms of physical and technology infrastructure has therefore been built to implement e-dhaRani in a competent manner, with a holistic perspective and with speed. The Revenue & DM Dept. has also digitalized the Land Records through introduction of Bhulekh project and also implemented the e-Governance in the Tahasil with inclusion of services like issue of various certificates.

4.0   NEED OF e-GOVERNANCE IN ODISHA:-

Odisha state is attempting to revitalize their public administration and make it more proactive, efficient, transparent and especially more service oriented. In this context, the appropriate use of ICT plays a crucial role in advancing the goals of the public sector and in contributing towards an environment of social and economic growth. The needs are as below:

- With the advent of the RTI Act-2005, the Governance has become more accountable towards the citizen in providing of the information and/or data pertained to public interest. Thus a need has been arises for making the processes citizen centric and information maintained which can be easily retrievable and assessed at the time of need.

- The recent initiative of Govt. of Odisha with the introduction of Odisha Right to Public Services Act, 2012, the public officials are held accountable and mandated to deliver the services in a stipulated time period. This requires the elimination of redundant activities in the process to delivering the service in the more efficient manner. Thus e-Governance manages the process activity in a more synchronized manner.

- The e-Governance reduces the paper work and bureaucratic delay and also clarifies on various process guidelines, thus reduces the process delivery time.

- As electronically managed records has a longer preservation period, and can be easily retrievable, thus reduces the redundancy in record management.

- The information flow and the activity are well managed electronically, thus the e-Governance optimizes the resource utilization.

5.0 ODISHA E-GOVERNANCE PLAN:

Keeping in line with the increased thrust on e-Governance across the country, the state also took initiatives to computerize various departments, which started in mid 80's with a few isolated initiatives. But since year 2000 the state has taken up statewide planned initiatives, which includes policies, infrastructure and software application development specifically to create an ICT enabling environment to enable citizen centric service delivery.

In the year 2004 the government came out with the Information Technology &ITeS Policy. The e-Governance roadmap of Odisha was released on 14th June 2006 by the Honorable Chief Minister, which compromised of governance Vision, governance Strategy & Blue print and Capacity Building road map.

6.0 SCOPE OF THE STUDY:

The study covers the following Citizen centric services under the Gumma, Chendipada and Nimapara Tahasil administration of Gajapati, Angul & Puri district respectively.

1. Issuance of Residence Certificate
2. Issuance of Caste Certificate (SEBC, SC, ST, OBC)

3. Issuance of Income Certificate

4. Revenue Court Cases

    a. Certified Copies of RoR

5. Birth & Death Certificate

6.1   RESIDENT CERTIFICATE:

A Nativity/Residence Certificate is a document that proves that the person bearing the Certificate is a Resident of Village/district/ State.

6.2   CASTE CERTIFICATE:

The Caste Certificate is a document that states to which caste the person belongs. This is an important document for the person belonging to the Scheduled Caste (SC), Scheduled Tribes (ST) or any Other Backward Class/Communities (OBC).

6.3   INCOME CERTIFICATE:

Income certificate is required for availing scholarship and/or any other benefits offered and also for admission in educational institutions and hostels.

6.4   SOLVENCY CERTIFICATE:

Solvency certificate is a proof of solvency which means that the person's assets are more than his liabilities. Most often the solvency certificate is required by the companies for auditing purpose. A bank may issue solvency certificate to individuals stating the total amount of assets held by the individual. This is particularly useful for students who wish to pursue higher education abroad as most Universities require this certificate.

6.5   RECORD OF RIGHTS (RoR):

It is a document prepared as part of record of rights in every revenue estate. It contains entries regarding ownership, cultivation, rent & revenue & update record of various rights in land.

7.0   OBJECTIVE OF THE STUDY:

The purpose of the study was to analyze the following:

- The economic (or demand-related) constraints that influence the pace of implementation of e -governance in the local governments.

- The role of the institutional environment of local governments in facilitating/constraining the pace of computerization.

- The impact of computerization on service delivery. (for e.g., in the case of issue of Birth/Death Certificates)

- Supply side constraints in the form of employee operational proficiency and infrastructure of the locality.

8.0   STUDY OF EXISTING PROCESSES:

The major work carried out at Tahasil is RoR, Caste, Income, Residential, and Birth& Death Certificate. The issuing authority for the Birth & Death Certificate is the Health Dept. of Govt. of Odisha through its various hospitals. However an adult who do not carry any document confirming the birth year, requires a Birth and Death certificate for any purpose, requests the O/o the Tahasil for the same. But the same gets directed to the nearby hospital for issuing of the same. Thus the quanta of Birth & Death cases are comparatively low as to other cases.

8.1   About the Tahasil Office:

8.1.1 Gumma Tahasil:-

- Gumma Tahasil having 4 RI circles- Gumma, Jeeba, Gaiba and Serango. But for few Panchayats like Ajaygarh and Kujasing, the RI Circle and the Tahasil Office is far away. It takes at least 1 day to move to-far from the Tahasil office.

- Similarly there are some villages which are far away and inaccessible from the RI circles. So sometimes it is tedious for the officials to reach out on urgent basis.

- The RI circle offices do not have their own building or infrastructures. These are operated at rented house.

- The peak period is during any employment opening and/ or school admission. During these periods the beneficiaries apply for caste, residential, birth and income certificate.

8.1.2 Nimapada Tahasil:-

- Nimapara Tahasil has 15 RI circles under its jurisdiction.
- The RI offices are Andhia, Patapura, Hanspada, Villideuli, Renghal, Tampalo, Agarkhola, Bhrukud, Bhagabatipur, Khelar, Manjajya, Nahantara, Bamnala, Balanga & Uchhupur.
- Andhia, Hanspada, Renghal, Tampalo, Agarkhola, Bhrukud, Bhagabatipur, Khelar & Balanga RI offices have own buildings where as Patapura, Villideuli, Manjajya, Nahantara, Bamnala & Uchhupur do not have their own building.
- Uchhupur, Tampalo & Bhagabatipur RI offices are far away from the villages.

8.1.3 Chendipada Tahasil:-

- There are 7 RI circle under the Chendipada Tahasil which are Jarpada, Paranaga, Raijharan, Brahmanbil, Chhendipada, Bagadia and Kanaloi.
- Jarpada and Paranaga are far away from Chendipada tahasil by approximately 30 and 40 Km respectively.
- Jarpada, Raijharan and Chendipada have own RI office building. Whereas remaining all are under construction.

8.2   CASTE CERTIFICATE:

The Caste Certificate is a document that states to which caste the person belongs. This is an important document for the person belonging to the Scheduled Caste (SC), Scheduled Tribes (ST) or any Other Backward Communities (OBC).

8.2.1 Documents Required for Obtaining Caste Certificate:

- ➢ Affidavit from Notary.
- ➢ RoR.

- ➢ Land Pass Book.
- ➢ Recommendation from Sarpanch/ MLA/ MP
- ➢ Voter ID Card
- ➢ Any other document in support/claim

8.2.2 Procedure for Obtaining Caste Certificate:

- ➢ The beneficiary applies for caste certificate to the Tahsildar with above documents.
- ➢ After initial verification of the documents an acknowledgement receipt is given to the beneficiary.
- ➢ The documents are sent to the concerned RI Circle.
- ➢ The RI and Amin go to the field/ respective village for ascertaining the authenticity of the documents and claims by the applicants.
- ➢ The RI and Amin also verify the credential from the public representative i.e. Sarpanch.
- ➢ After verification the documents are sent back to the Tahasil Office with due signature and acceptance.
- ➢ The Tahsildar issue the Certificate to the beneficiary through the dispatch section after due investigation.

Figure 1 : Existing Process for Issue of Caste Certificate

Caste Certificate	

Tahasildar	Receipt of the request along with required fees → Checks and forwards → Verifies and issues the Certificate
Head Clerk	Checks and forwards → Checks and forwards to Tahasildar → Checks and verifies → Checks and verifies
Junior Clerk	Verifies the details and enter in the register and send to the Head Clerk → Check and Prepare the Caste Certificate
Diary/ Dispatch	Enter the register and send to the O/o the RI → Receipt of the Field report → Enters the register and issue to the beneficiary
O/o the RI	Receives the list and carry out the field verification

8.2.3 Service Time for Issuing Caste Certificate (Gumma):-

- The sample study reveals that the process of issuing Caste Certificate takes an average time of 17- 18 days (Range 6-30 days).

- However the major process time is at the RI level with a range of 2-21 days with an average time of 10 days.

- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 2-3 days. But, the transit time of the document is 7-8 days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

- The delay may be attributed to receipt of the application and to submit the same physically to O/o the Tahsildar, as the RI visits once a week. This makes the document waiting time 7-8 days in turn delays the process time.

Table 1: Service Time for Issuing Caste Certificate (Gumma)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Avg
O/o the Tahsildar	2	2	2	2	1	3	2	3	3	2
O/o the Revenue Inspector	16	2	8	7	7	15	6	6	21	10
O/o the Tahsildar	1	2	7	8	7	5	6	10	6	6
Total days	19	6	17	17	15	23	14	19	30	18

8.2.4 Service Time for Issuing Caste Certificate (Nimapara):-

- From the study, it is observed that the process of issuing Caste Certificate takes an average time of 5-6 days.

- However major process time is at the RI level with the range of 2-3 days.

It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 1-2 days. But, the transit time of the document is 1-2days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

Table 2: Service Time For Issuing Caste Certificate (Nimapara):-

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	3	2	1	1	2	3	1	2	1	1	2
O/o Tahsildar	1	1	2	2	1	1	2	1	2	3	2
Total Days	5	4	4	4	4	5	4	4	4	5	5

8.2.5 Service Time for Issuing Caste Certificate (Chendipada):-

- From the study of samples it is observed that the process of issuing caste certificate takes an average time of 9-10 days.

- However major process time is at the RI level with the range of 5-6 days.

- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 3-4 days. But, the transit time of the document is 1-2 days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

Table 3 : Service Time for Issuing Caste Certificate (Chendipada):-

Service Time at various levels (in no. of days)	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Average
O/o the Tahsildar	2	2	2	2	1	3	2	1	1	2
O/o the RI	8	2	4	7	6	5	6	6	6	6
O/o the Tahsildar	1	2	2	2	2	1	2	1	1	2
Total days	11	6	8	11	9	9	10	8	8	10

8.2.6 Comparison of Service Delivery time for issue of Caste Certificate:-

Figure 2 : Comparison of service time Tahasil wise (Before E-governance)
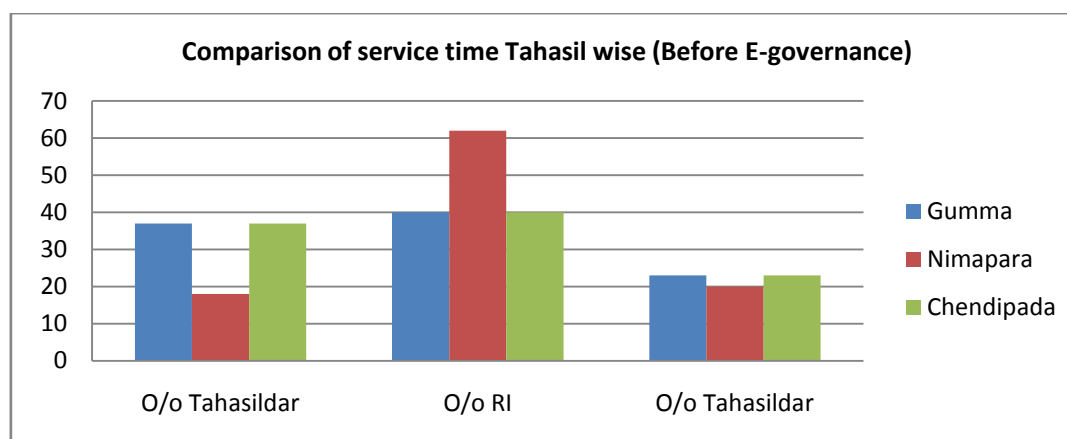
8.3 INCOME CERTIFICATE:

Income certificate is required by the students for availing scholarship and also for admission in educational institutions and hostels.

8.3.1 Document Required for Obtaining Income Certificate:

- Application Form
- Copy of Ration Card / Copy of Voter Card / Name in the Voter List (one of them)
- Salary Declaration incorporating all source of income. (For Non-Salaried Applicant).
- One copy of salary slips (in case of Govt. Employee).

8.3.2 Process of obtaining Income Certificate:

- The beneficiary applies for caste certificate to the Tahsildar with above documents.
- After initial verification of the documents an acknowledgement receipt is given to the beneficiary.
- The documents are sent to the concerned RI Circle.
- The RI and Amin go to the field/ respective village for ascertaining the authenticity of the documents and claims by the applicants.
- The RI and Amin also verify the credential from the public representative i.e. Sarpanch.
- After verification the documents are sent back to the Tahasil Office with due signature and acceptance.
- The Tahsildar issue the Certificate to the beneficiary through the dispatch section after due investigation.

Figure 3: Existing Process Income Certificate

Income Certificate	

Tahasildar		Receipt of the request along with required fees		Checks and forwards		Checks and verifies	
Head Clerk		Checks and forwards	Checks and forwards to Tahasildar	Checks and verifies	Checks and verifies	
Junior Clerk		Verifies the details and enter in the register and send to the Head Clerk		Check and Prepare the Caste Certificate	
Diary/ Dispatch		Enter the register and send to the O/o the RI	Receipt of the Field report	Enters the register and issue to the beneficiary	
O/o the RI		Receives the list and carry out the field verification	

Table 4 : Service Time for Issuing Income Certificate (Gumma):

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Average
O/O the Tahsildar	2	6	4	1	1	2	3	4	3	3
O/o the RI	6	7	6	8	7	8	6	1	2	6
O/o the Tahsildar	4	1	3	6	6	5	7	10	12	7
Total days	12	14	13	15	14	15	16	15	17	16

8.3.3 Service Delivery Time for Issuing Income Certificate (Gumma):-

- From the sample study it is observed that the process of issuance Income Certificate takes an average time of 16-17 days (Rang 12-17 days).

- In O/o of the RI involves field verification which complete in 6-7 days it's took a major process time in issuing of Income certificate.

- The delay of RI report affects the issue of Certificate by the Tahsildar. This makes the document waiting time 6-7 days in turn delays the process time.

- O/o the RI Forwarding the application to the Tahasil Office and Approval by the Tahasil takes the time 7-8 days which delays the process time.

Table 5 : Service Time for Issuing Income Certificate (Nimapara)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	3	3	2	3	3	2	3	3	2	2	3
O/o Tahsildar	1	1	2	2	1	2	2	2	2	3	2
Total Days	5	5	5	6	5	5	6	6	5	6	6

8.3.4 Service Delivery Time for Issuing Income Certificate (Nimapada):-

- From the study of samples, it is observed that process of issuing Income certificate takes an average time of 5-6 days.
- However major process time is at the RI level with the range of 2-3 days.
- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 1-2 days. But, the transit time of the document is 1-2days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

Table 6 : Service Time for Issuing Income Certificate (Chhendipada)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Average
O/o the Tahsildar	2	2	2	2	1	3	2	1	1	2
O/o the RI	8	2	4	7	6	5	6	6	6	6
O/o the Tahsildar	1	2	2	2	2	1	2	1	1	2
Total days	11	6	8	11	9	9	10	8	8	10

### 8.3.5 Service Time for Issuing Income Certificate (Chendipada):-

- From the study of samples it is observed that the process of issuing caste certificate takes an average time of 8-9 days.

- However major process time is at the RI level with the range of 5-6 days.
- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 3-4 days. But, the transit time of the document is 1-2days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

8.3.6 Comparison of Service Delivery Time of Income Certificate:-

Figure 4: Comparison of Service Delivery time of Income certificate
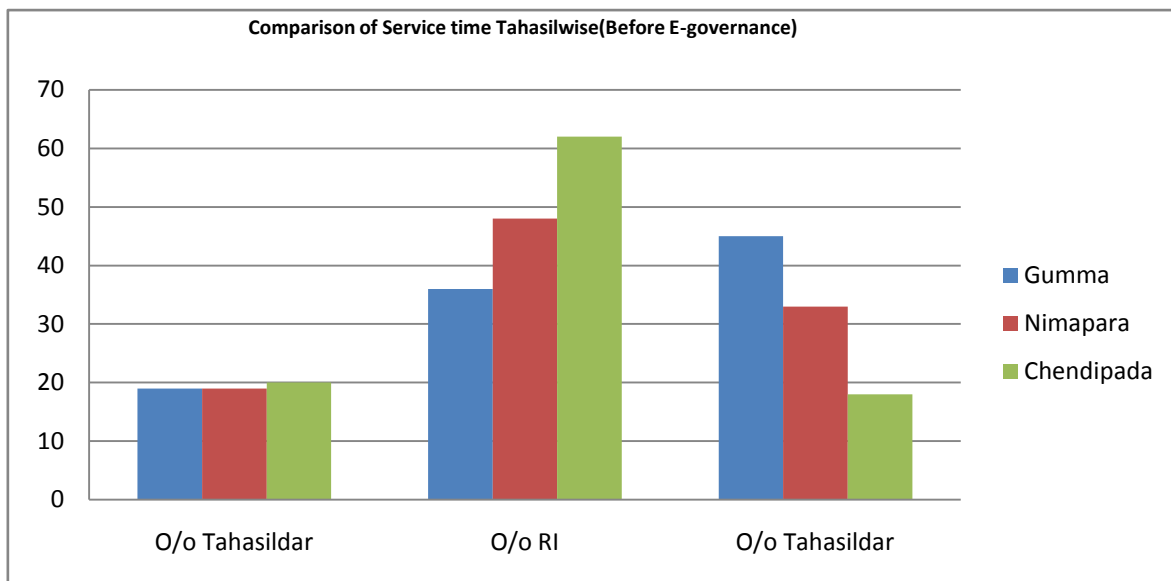
8.4   RESIDENT CERTIFICATE:

Nativity/Residence Certificate is a document that proves that the person bearing the Certificate is a Resident of Village/district/ State.

8.4.1 Document required for obtaining Income Certificate:

- o Application Form
- o Copy of Ration Card / Copy of Voter Card / Name in the Voter List (one of them)
- o Land Passbook
- o Any of the documents in support of claim.

8.4.2 Procedure for obtaining Resident Certificate:-

- o The beneficiary applies for caste certificate to the Tahsildar with above documents.
- o After initial verification of the documents an acknowledgement receipt is given to the beneficiary.

o The documents are sent to the concerned RI Circle.

o The RI and Amin go to the field/ respective village for ascertaining the authenticity of the documents and claims by the applicants.

o The RI and Amin also verify the credential from the public representative i.e. Sarpanch.

o After verification the documents are sent back to the Tahasil Office with due signature and acceptance.

o The Tahsildar issue the Certificate to the beneficiary through the dispatch section after due investigation.

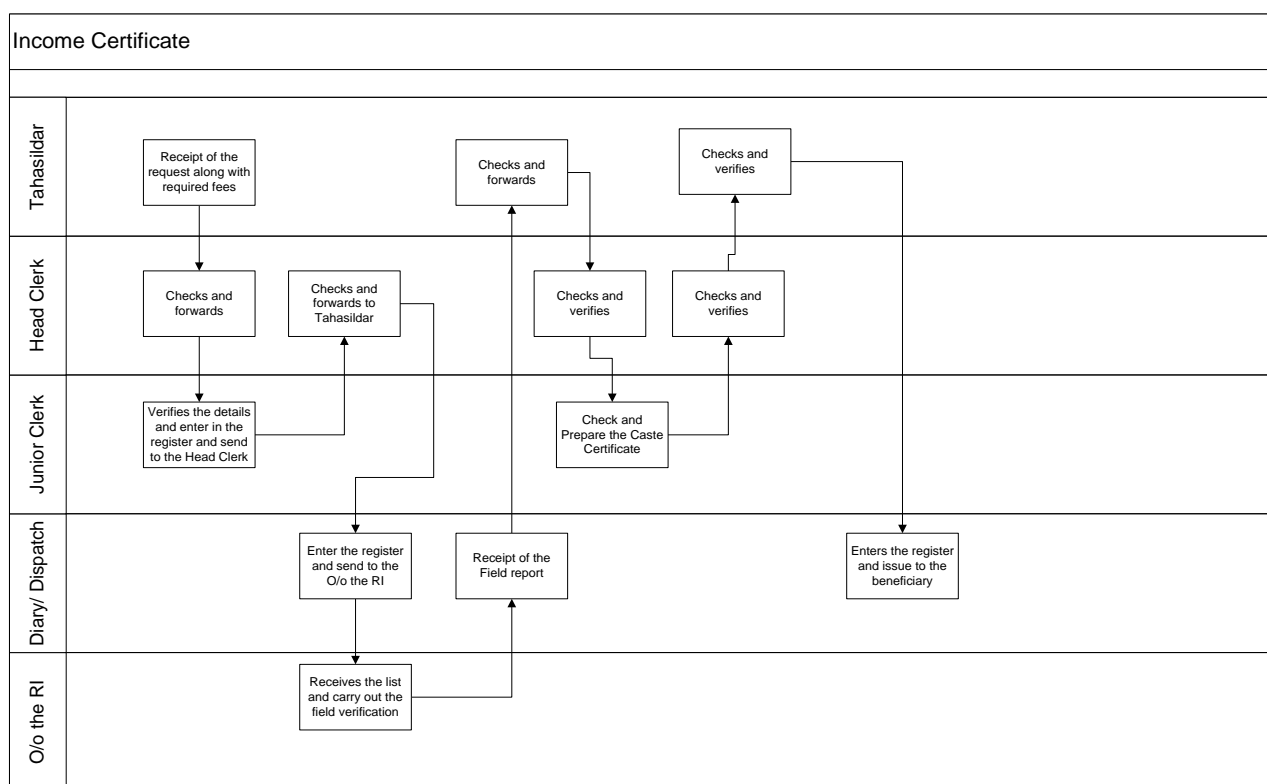**Figure 5 : Existing Process (Residence Certificate)**
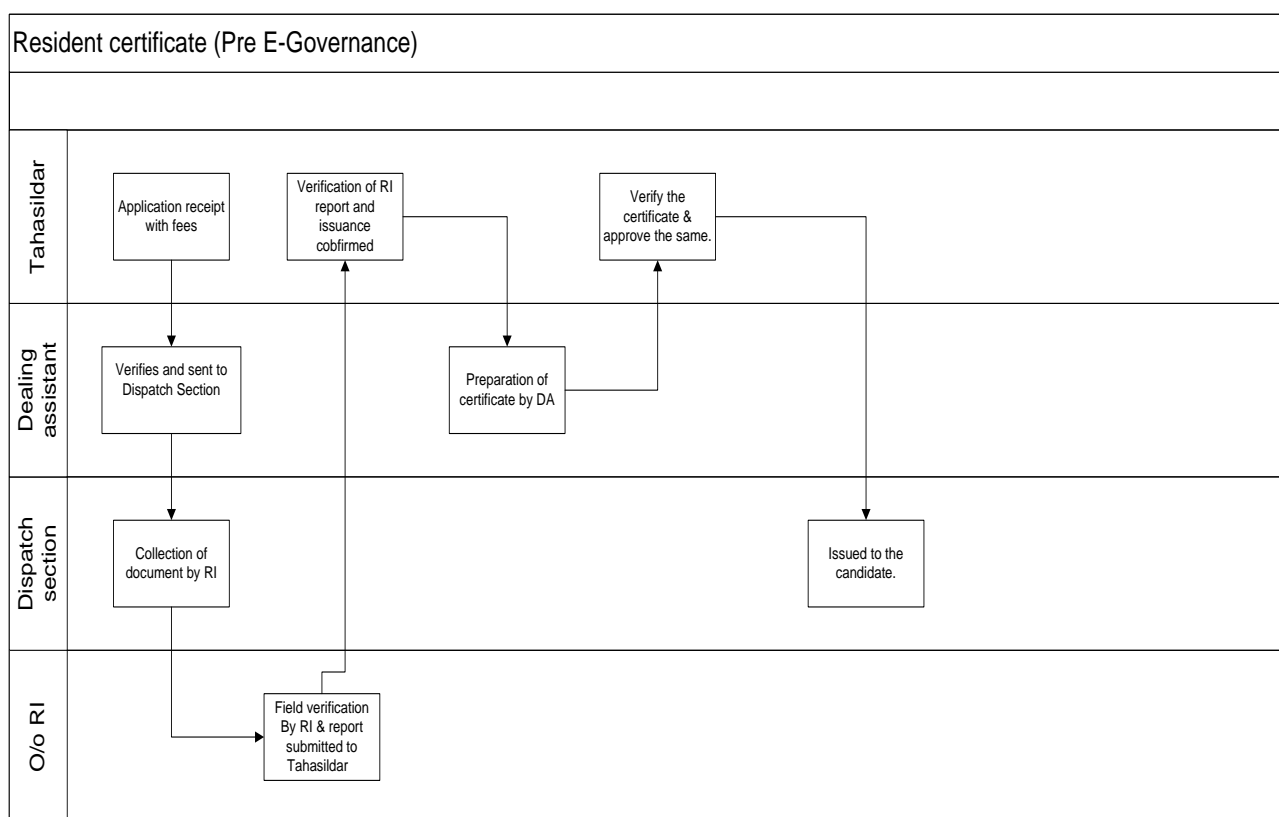
Table 7: Service Time for Issuing Resident Certificate:

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	2	1	1	1	1	1	1	1	1	1
O/o RI	2	1	2	2	4	3	3	2	2	2	3
O/o Tahsildar	1	1	2	2	1	2	1	2	2	3	2
Total Days	4	4	5	5	6	6	5	5	5	6	6

8.4.3 Service Time for Issuing Resident Certificate (Nimapara):-

- From the study of samples it is observed that the process of issuing caste certificate takes an average time of 5-7 days.
- However major process time is at the RI level with the range of 2-3 days.
- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 1-2 days. But, the transit time of the document is 1-2days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

Table 8: Service Time For Issuing Resident Certificate (Chendipada):-

| Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Average
O/o the Tahsildar	2	2	2	2	1	3	2	1	1	2
O/o the RI	8	2	4	7	6	5	6	6	6	6
O/o the Tahsildar	1	2	2	2	2	1	2	1	1	2
Total days	11	6	8	11	9	9	10	8	8	10

8.4.4 Service Time for Issuing of Income Certificate (Chendipada):-

- From the study of samples it is observed that the process of issuing caste certificate takes an average time of 8-9 days.
- However major process time is at the RI level with the range of 5-6 days.
- It's understood that the activity at RI involves field verification of the credential of the beneficiary which completes in 3-4 days. But, the transit time of the document is 1-2days; as the application is to be received from the O/o the Tahsildar and the same is returned after due compliance.

8.4.5 Comparison of Service delivery time of Resident Certificate:

Figure 6: Comparison of service time (Tahasil wise)
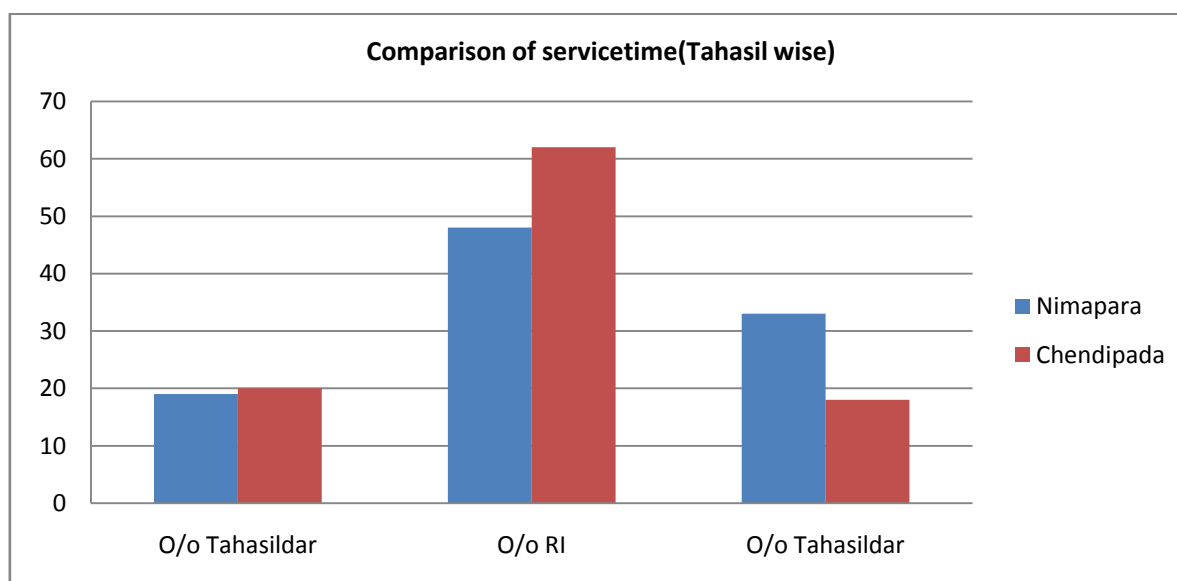
9.0   POST IMPLEMETATION OF E-GOVERNANCE:

- After implementation of E-Governance major work carried out online and the process of issuing certificates were less time consuming.

- The E-Governance initiative also had reduced paper works at various levels and also eliminated the redundancy in the process.

- The e-kiosk (Sahaja Kendra) opened at various panchayat and village level has also reduced the visit of the beneficiary to Tahasil and/or RI office.

9.1   Implementation Process of E-Governance:

- A receipt of requisite fees is made and a reference no. is issued on behalf of Tahsildar or Head Clerk to the beneficiary within a few minute by the e-Kiosk or Sahaja Kendra. The application and other documents are then scanned and forwarded to the O/o the Tahsildar for necessary action.

- The application received by the Tahsildar is scrutinize and then forwarded to the concerned RI circle for field verification. The document particular are entered into the Record Register

- Document verification and also verification of the credential of the applicant is done by RI by visiting the village/ locality of the applicant.

- On completion of the field verification the RI thus uploads the verification report along with the remark and forwards to the O/o the Tahsildar for necessary action.
- Documents received by Jr. Clerk/ concerned e-gov official at Tahasil Office and verification is done.
- Document finally verified by Head Clerk and forwards to the Tahsildar for kind action. Tahsildar finally checks the documents and issues the Certificate with due signature (digitally signed).
- On approval & digitally signed by the Tahsildar, the certificate is finally generated at the e-Kiosk/ Sahaj Kendra for onward issue to the applicant.
- The Certificate is finally received by the beneficiary from the e-Kiosk/ Sahaj Kendra, the total process complete in 9-10 days.

Figure 7 : Existing Process Of E-Governance

certificate (e-governance)

Sahaj kendra	Application received at Sahaj kendra & scanned & sent to DA(Tahasil)		Printout of certificate & issued to the candidate
Tahasil		Tahasildar verifies RI report and sign it digitally for approval	
Dealing assistant	DA verifies the documents & sent to RI(soft copy)		
O/o RI	Field verification by RI with softcopies and Reported To Tahasildar		

9.2 Caste Certificate:

9.2.1 Comparison of Service Time in Pre & Post e-Governance in Gumma Tahasil

Table 9 : Service Delivery Time For Issuing Caste Certificate (Gumma)

Activity	Case 1	case 2	case 3	case 4	case 5	case 6	case 7	case 8	case 9	case 10	Average
O/o Tahsildar	4	2	3	3	4	2	3	3	3	3	3
O/o RI	4	6	2	4	2	6	4	2	4	2	4
O/o Tahsildar	2	4	4	2	3	3	3	4	2	3	3
Total Days	4	4	5	5	6	6	5	5	5	6	10

Table 10 : Comparison Of Service Time (Gumma)

Activity At Various Service Delivery Levels	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	2	3
O/o the Revenue Inspector	10	4
O/o the Tahsildar	6	3
Total days	18	10

9.2.2 Comparison of Service Time in Pre & Post e-Governance in Nimapada Tahasil

Table 11 : Service Delivery Time For Issuing Caste Certificate (Nimapada)

Activity	Case 1	case 2	case 3	case 4	case 5	case 6	case 7	case 8	case 9	case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	1
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	9

Table 12 : Comparison Of Service Time (Nimapara)

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	1	1
O/o the RI	2	1
O/o the Tahsildar	2	7
Total days	5	9

9.2.3 Comparison of Service Time in Pre & Post e-Governance in Chendipada Tahasil

Table 13 : Service Delivery Time For Issuing Caste Certificate (Chendipada)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	1
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	9

Table 14 : Comparison of Service Time (Chendipada)

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	2	1
O/o the RI	6	1
O/o the Tahsildar	2	7
Total days	10	9

Figure 8 : Caste Certificate

CASTE CERTIFICATE

	ACTIVITY	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14	Day15	Day16	Day17	Day18
GUMMA																			
Before E_GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		
After E-GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		
CHHENDIPADA																			
Before E_GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		
After E-GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		
NIMAPARA																			
Before E_GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		
After E-GOV	Receipt at O/o the Tahsildar (Gumma)																		
	Verification O/o the RI																		
	Issuance at the O/o the Tahsildar																		

Figure 9 : Comparison of Service Time In Caste Certificate
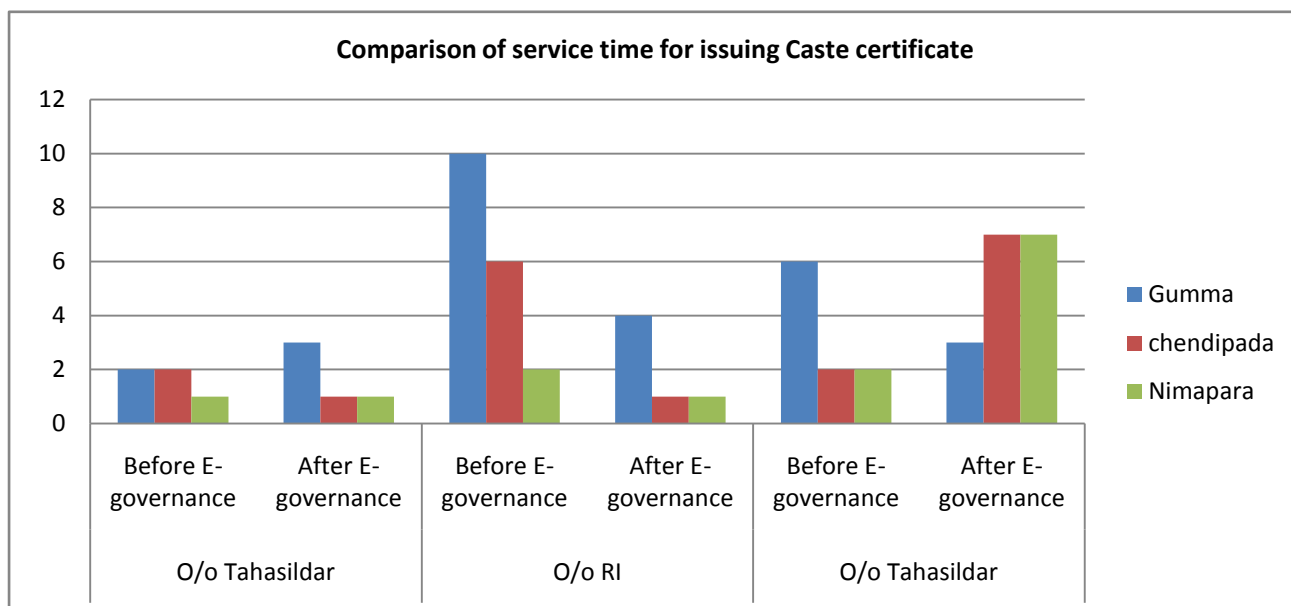
9.3 Income Certificate:

9.3.1 Comparison of Service Time in Pre & Post e-Governance in Gumma Tahasil

Table 15 : Service Time for Income Certificate after E-Gov Implementation (Gumma)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	4	2	3	3	4	2	3	3	3	3	3
O/o RI	4	6	2	4	2	6	4	2	4	2	4
O/o Tahsildar	2	4	4	2	3	3	3	4	2	3	3
Total Days	4	4	5	5	6	6	5	5	5	6	10

Table 16 : Comparison Of Service Time Before & After E-Governance

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	3	2-3
O/o the Revenue Inspector	6	4-5
O/o the Tahsildar	7	3-4
TOTAL DAYS	16	9-11

9.3.2 Comparison of Service Time in Pre & Post e-Governance in Nimapada Tahasil

Table 17 : Service Time for Income Certificate after E-Gov Implementation (Nimapada):

Activity	Case 1	case 2	case 3	case 4	case 5	case 6	case 7	case 8	case 9	case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	2
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	10

Table 18 : Comparison of Service Time Before & After E-Governance

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	1	1
O/o the RI	3	2
O/o the Tahsildar	2	7
Total days	6	10

9.3.3 Comparison of Service Time in Pre & Post e-Governance in Chendipada Tahasil

Table 19 : Service Time for Income Certificate after E-Gov Implementation (Chendipada)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	1
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	9

Table 20 : Comparison of Service Time before& after E-Governance

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	2	1
O/o the RI	6	1
O/o the Tahsildar	2	7
Total days	10	9

Figure 10: Comparison of Service Time in Income Certificate:

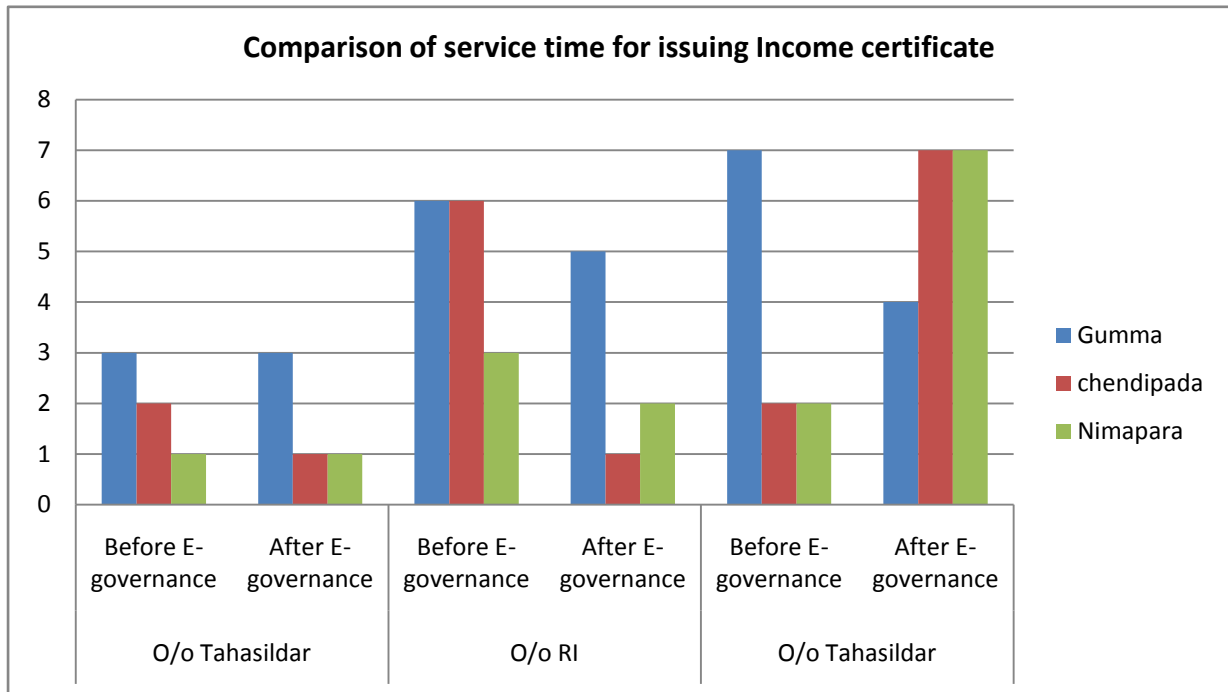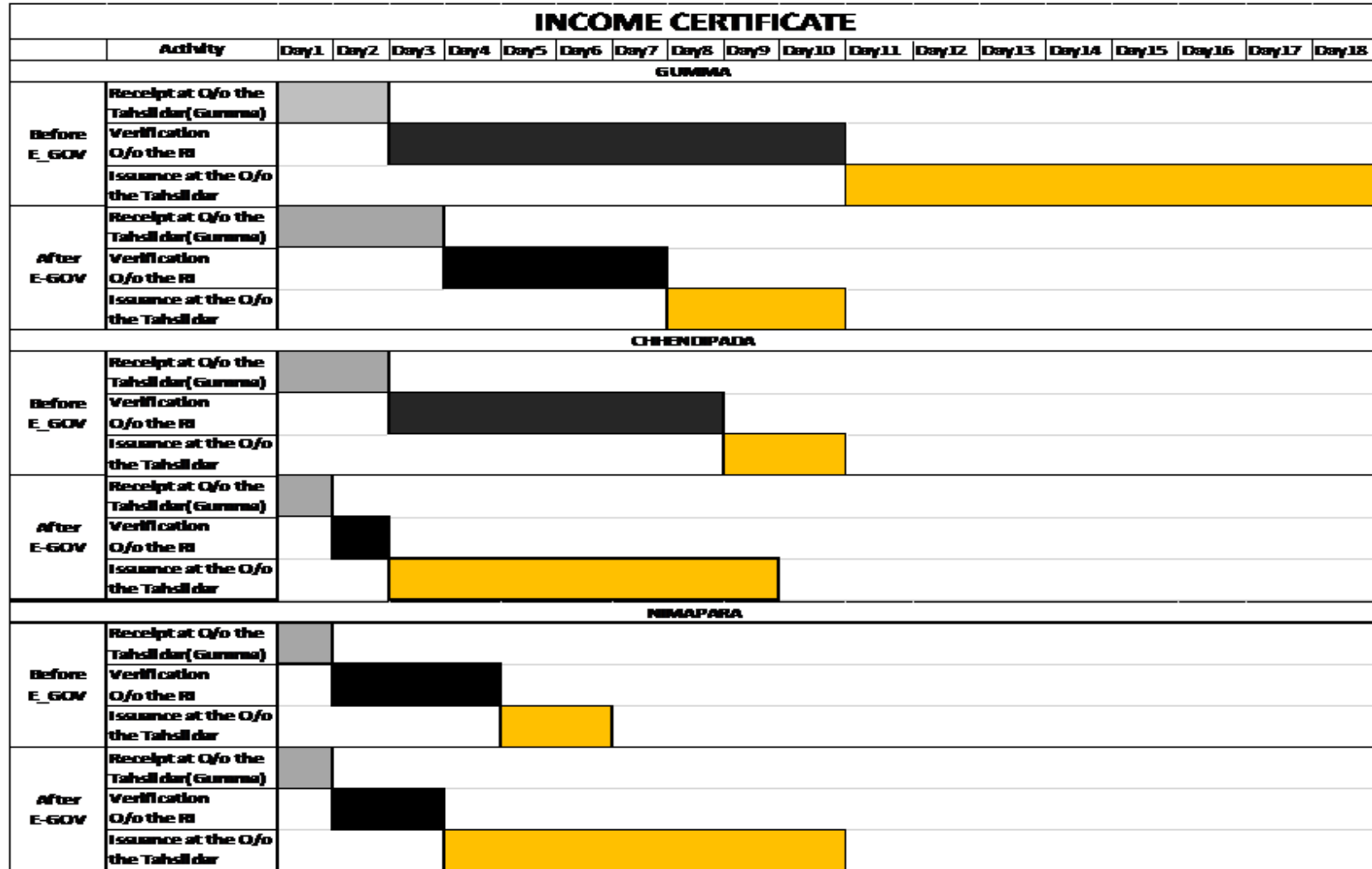Comparison of service time for issuing Income certificate

Figure 11: Income Certificate

9.4   Residence Certificate:

9.4.1   Service Delivery Time for Issuing Resident Certificate (Nimapada)

Table 21 : Service Delivery Time for Issuing Resident Certificate (Nimapada)

Activity	Case 1	case 2	case 3	case 4	case 5	case 6	case 7	case 8	case 9	case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	1
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	9

Table 22 : Comparison of Service Time (Nimapada)

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	1	1
O/o the RI	2	1
O/o the Tahsildar	2	7
Total days	5	9

9.4.2   Service Delivery Time for Issuing Resident Certificate (Chendipada):-

Table 23 : Service Delivery Time for Issuing Resident Certificate (Chendipada)

Activity	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8	Case 9	Case 10	Average
O/o Tahsildar	1	1	1	1	1	1	1	1	1	1	1
O/o RI	1	1	1	1	1	1	1	1	1	1	1
O/o Tahsildar	6	8	5	8	6	5	8	6	8	6	7
Total Days	8	10	7	10	8	7	10	8	10	8	9

Table 24 : Comparison of Service Time (Chendipada)

ACTIVITY	Before Implementation (in No. of days)	After Implementation (in No. of days)
O/o the Tahsildar	2	1
O/o the RI	6	1
O/o the Tahsildar	2	7
Total days	10	9

Figure 12: Comparison of Service Time for Issuing of Resident Certificate

Comparison of service time for issuing Resident certificate

Figure 13: Resident Certificate

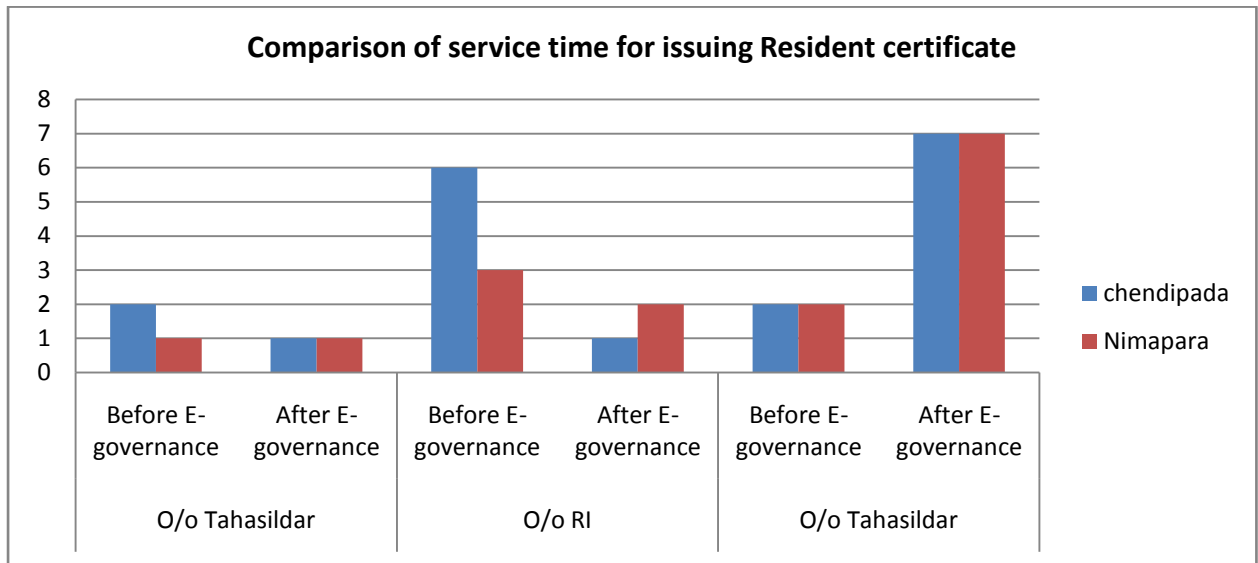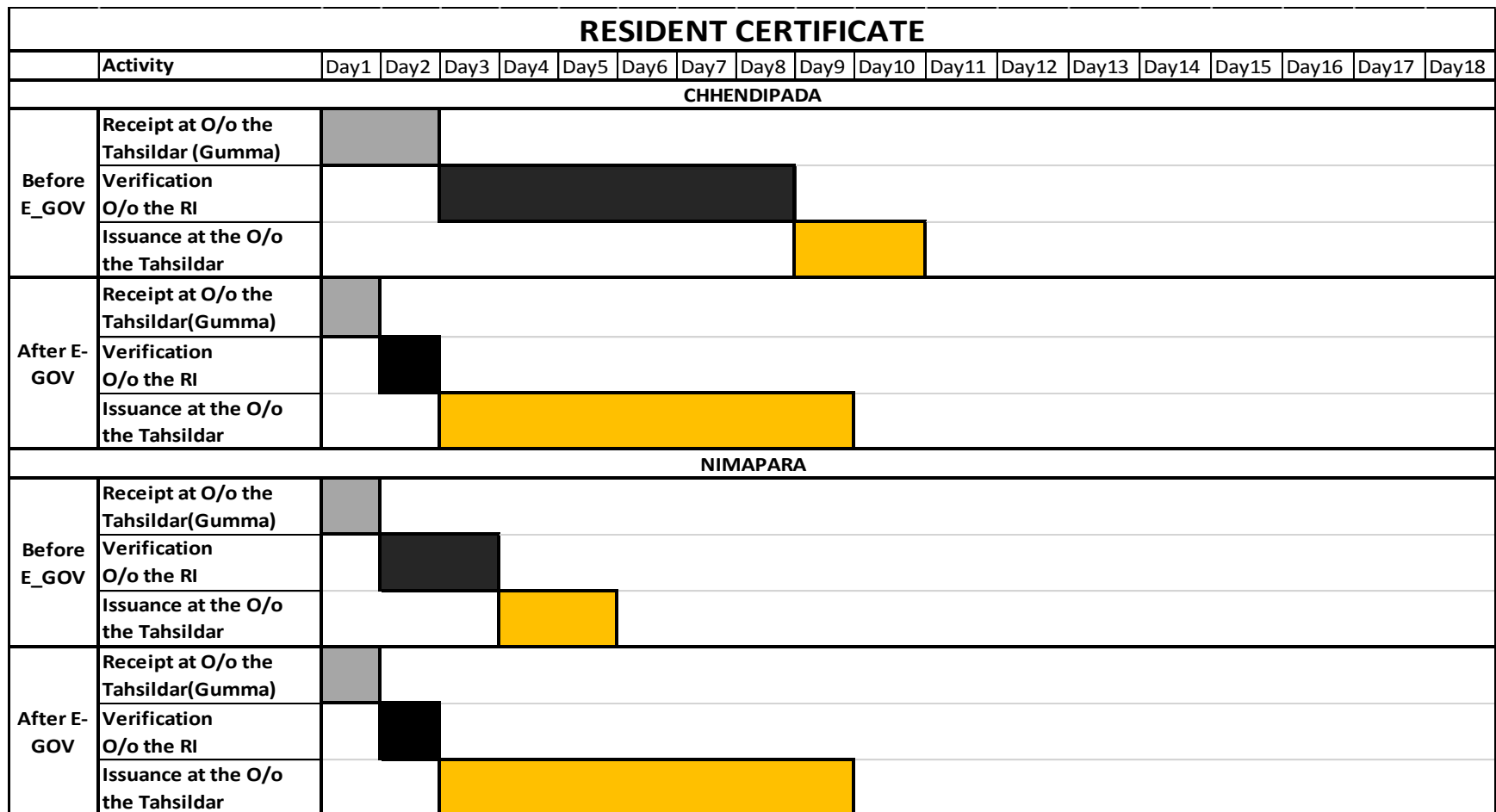|		Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14	Day15	Day16	Day17	Day18
RESIDENT CERTIFICATE																			
	Activity	Day1	Day2	Day3	Day4	Day5	Day6	Day7	Day8	Day9	Day10	Day11	Day12	Day13	Day14	Day15	Day16	Day17	Day18
CHHENDIPADA																			
Before E_GOV	Receipt at O/o the Tahsildar (Gumma)	▓	▓																
	Verification O/o the RI		■	■	■	■	■	■	■										
	Issuance at the O/o the Tahsildar									�	▓								
After E-GOV	Receipt at O/o the Tahsildar(Gumma)	▓																	
	Verification O/o the RI		■																
	Issuance at the O/o the Tahsildar			▓	▓	▓	▓	▓	▓	▓									
NIMAPARA																			
Before E_GOV	Receipt at O/o the Tahsildar(Gumma)	▓																	
	Verification O/o the RI		■	■															
	Issuance at the O/o the Tahsildar				▓	▓													
After E-GOV	Receipt at O/o the Tahsildar(Gumma)	▓																	
	Verification O/o the RI		■																
	Issuance at the O/o the Tahsildar			▓	▓	▓	▓	▓	▓	▓									

10.0   OBSERVATIONS:-

10.1   GUMMA TAHASIL:-

- It is observed that in Gumma Tahasil the service time for the issue of different certificates reduced after implementation of E-Governance.
- It was taking around 17-18 days for issue of a certificate which is reduced to 5-6 days.However it can be reduced further if skilled manpower and infrastructure provided to the Tahasil.

10.2   NIMAPARA TAHASIL:-

- It is observed that in Nimapara Tahasilafter e-governance the service time for the issuance of certificates increased due to the unavailability of internet connection and equipment i.e.Scanner and digital signing board.
- Approval by the Tahsildar is done after digitally signed by him on the soft copy which is delayed due to non-availability of internet connection and other equipment.
- There are 5 nos. of Sahaja Kendra opened so far in 5 nos. of GPs, out of 34 GPs. There is a resistance and less interest amongst the entrepreneurs because of high registration fees and low business potential.
- Many of the times, the candidate completes the RI verification and submits the application along with the RI report with the Kiosk/ Sahaja Kendra.
- The RI report and the application gets downloaded at the Tahasil level, and forwarded to the RI.
- RI just checks and forwards to the Tahasil, and many a time due to non-availability of internet connectivity, the same also gets delayed.
- This practice is solely due to the non-availability of internet connectivity for downloading the application and uploading the RI report. The other reasons being the skill and capability of the RI, as many of the RI also lacks the IT skill sets required to carry out the e-governance.

10.3 Chendipada Tahasil:-

- It is observed that in chendipada Tahasil the service time for issue of certificates is reduced after implementation of e-Governance.

- It was taking around 8-9 days for issue of a certificate which is reduced to 3-4 days.

- Similar practice of submission of RI report along with the application form at Sahaja Kendra/ E-kiosk is as like Niamapada Tahasil is also found in the Chendipada tahasil.

- Due to less business potential, there is delay at the e-Kiosk level, the Kiosk forwards the application to the Tahasil, only after sufficient no. of cases are received at its end. This delay being not accounted/ documented, thus quite difficult to track as the same is not retrievable.

11.0   POLICY IMPLICATIONS:

- **Poor Infrastructure** :

    o A detailed review should be made for understanding the IT infrastructure requirement at RI level and provision should be made for fast track availability of infrastructure.

- **Offices and Buildings:**

    o Many of the RI offices are running on rented building and does not have either electricity or internet connectivity, thus a real time assessment of the IT and other infrastructure at RI level may be made for making them ready for implementation of e-governance.

    o Provision should be made for creation of suitable infrastructure for implementation of e-governance.

    o Govt. should take measures for electricity connectivity in all RI offices for implementation of e-Governance.

- **Skill gap of staffs engaged in e-governance:**

    o During the study, it's also understood that many of the RI does not have the necessary skill set to perform in line with the requirements under e-governance.

- o A detailed training need assessment should be made for understanding the skill gap and necessary capacity building may be made for implementation of e-Governance.

- **Insufficient no. of Jana Seva Kendra/ Sahaja Kendra:**

  - o Govt. should provide support and make conducive business environment for opening of new Sahaja Kendra at each GP level for maximum reach of the e-Governance.

  - o Initiative should also be made to open Sahaja Kendra/ E-kiosk at each GP level which is the initial point of service delivery in the e-governance.

  - o Presently, the registration for new Sahaja Kendra has become expansive and cumbersome as understood from the stakeholders. Thus there has become less interest amongst the entrepreneurs towards this. Necessary provision may be made towards empanelment and/or registration and opening of Sahaja Kendra which is the first service delivery point in e-governance.

- **Improper implementation of e-Governance:**

  - o Systematic monitoring should be made for non compliances under the implementation of e-governance as per the mandate stated by Govt. of Odisha.

12.0   ADVANTAGES OF E-GOVERNANCE:

Following are the advantages of E-Governance

- SPEED – Technology makes communication speedier. Internet, Phones, Cell Phones have reduced the time taken in normal communication.

- COST REDUCTION – Most of the Government expenditure is appropriated towards the cost of stationary. Paper-based communication needs lots of stationary, printers, computers, etc. which calls for continuous heavy expenditure. Internet and Phones makes communication cheaper saving valuable money for the Government.

- TRANSPARENCY – Use of information and communication technology (ICT) makes governing profess transparent. All the information of the Government would be made

available on the internet. The citizens can see the information whenever they want to see. But this is only possible when every piece of information of the Government is uploaded on the internet and is available for the public to peruse. Current governing process leaves many ways to conceal the information from all the people. ICT helps make the information available online eliminating all the possibilities of concealing of information.

- **ACCOUNTABILITY** – Once the governing process is made transparent the Government is automatically made accountable. Accountability is answerability of the Government to the people. It is the answerability for the deeds of the Government. An accountable Government is a responsible Government.

13.0   CONCLUSION:

- The e-Governance reduces the time period of issue of various certificates for official uses.
- The transit time decrease makes the process faster and it reduces the document pending time.
- A step-by-step approach to maximum outcomes and benefits implementing of e-Governance.
- Due to the computerization of total system it also reduces the manpower and paper work results essay access of data during the time of necessity.
- E-Governance reforms with the technological tools utilized to bring about fundamental changes in the governmental processes.
- This Process include a clear understanding and appreciation of the objectives to be achieved through e-Governance
- Transparency and responsiveness in government functioning and ensuring that government works better at lesser costs.