

**AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE
INITIATIVES**

**Proforma of Main Application form
For
National Awards for e-Governance**

1. Name of the organisation :

Government of Karnataka	Government of India
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2. Name of the Department :

Atalji Jana Snehi Directorate, Revenue Department	National Informatics Centre – DeitY
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3. Name of the State : Karnataka

4. Name of the project : Atalji Jana Snehi Kendra

5. Nature of the project : G2C

6. Category of Award applying for :

OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY

7. Objective of the Project

In India, a Country where majority of the people live in villages, commuting to Government offices to avail a service necessitates spending a couple of days or ending up paying the middle men. As a social responsibility, the Government of Karnataka embarked on a project christened "Atalji Jana Snehi Kendra" with an objective to provide a single window for all G2C services of the Revenue Department of the Government at the door step of the rural citizens and to provide better experience to the citizens in their interactions with the Government. Bridging the digital divide, efficient monitoring and management of the delivery of citizen services by the use of ICT are other objectives thus enabling good Governance. The services provided through these centres include issue of certificates like caste, income, residence etc and pension sanction orders for the old-aged, widow, physically challenged etc.

The traditional system of delivery of citizen services was replaced by an electronic system in 2006 – the “Nemmadi “. It was a first of its kind system that established tele-centres at Hobli (sub-Tehsil) level. It was a project implemented using the PPP model and monitored by the e-Governance dept of the Government of Karnataka. Although the project had a very good start and did meet its objectives in the initial years, subsequently, due to various reasons, the efficiency dropped. This necessitated the revamping of the system. The Government decided to own the complete project. This led to the birth of – Atalji Jana Snehi Kendra project. The project was transferred to the Revenue Department and the software is developed by National Informatics Centre, Government of India.

The salient features include

- Setting up of Government run citizen centres , called the Atalji Jana Snehi Kendra and back offices at all the Hoblis
- Delegating the powers of the Tahsildars to Dy . Tahsildars (head of the Nadakacheri) for some G2C services
- Providing solar power to the Nadakacheris (Revenue office at Hobli)
- Providing financial and administrative powers to the Deputy Commissioners w.r.t the day-to-day functioning of the centres.
- Providing monitoring tools for better management
- Providing computer systems and LAN in the nadakacheri
- Establishing good and secure computer network connectivity between the Nadakacheris using VPNoBB
- Enabling a user-friendly software
- Minimal paper work & records
- Nominal service fee to make the project self – sustainable for maintenance

The software is a web based solution with the following features

- The software provides bi-lingual interface and facility to provide certificate in Kannada or English.
- Provides role-based access to functionalities of the software and data.
- It is a workflow based system commencing the flow with the operator, moving on to the Revenue Inspector, case-worker at the Nadakacheri / Tehsil & the Dy. Tahsildar / Tahsildar.(The revenue Inspector and Village accountant are field executives and are not presently part of electronic work flow)
- Authentication to use the s/w is provided using password or bio-metrics
- Approval of the requests for service is necessarily using bio-metrics
- Produces digitally signed certificates
- Certificate is printed on secured stationery with hologram. The digital signature is transcribed on the paper as a 2D bar code (QR Code)
- Has a provision to issue certificates Over-The-Counter (OTC) to citizens who have availed a service and the certificate is within the validity period.

- Facility to verify the digitally signed certificate
- Pro-active information dissemination to citizens through SMS when the request is accepted and certificate is ready
- SMS facility to check the status
- Facility to apply “on-line” by uploading scanned supporting documents and e-payment
- Any-time, any-where service with option to take the certificate at any NK or get it delivered by post.
- Integration with sakala software that implements the Guarantee of services to citizens act

The entire project was operationalised in a span of 5 months. The software had to be developed within a short time of 3 months to facilitate testing & training before going live. Subsequently lot of enhancements are being implemented to provide more services to citizens.

The result of the exercise has been very encouraging as most of the requests from citizens have been processed within the stipulated time. The system was able to handle 1.1 Crore transactions in 2013 with average request of 1 lakh / day during the peak season.

8. Date of Launch of the Project : 25th December 2012

9. Beneficiary of the project : Citizens of Karnataka

Details of Head of the nominated project

Name of the head of the project	Dr. B. Basavaraaju	A.Venkatesan
Designation	Principal Secretary , Revenue Department , Government of Karnataka	Dy. Director General & State Informatics Officer
Contact Address	Revenue Department, Room No.505, 5th Floor, 5th Floor, M.S. Building, III Gate Bangalore-560 001	National Informatics Centre, Karnataka State Unit 7 th Floor, Mini Towers Dr. Ambedkar Rd Bangalore- 560001
e-mail	prs.revenue@gmail.com	sio-kar@nic.in
Fax	080-22256384	080-22863382
Telephone	080-22252731	080-22863790
Mobile Number	9449014866	9986731299

Details of team for the nominated project

Sl	Name	Designation	Organisation
1.	Dr. B. Basavaraju, I.A.S	Pr. Secretary to Government, Revenue Department	Government of Karnataka
2.	A.Venkatesan	Dy. Director General & State Informatics officer	National Informatics Centre
3.	Ritvik Pandey, I.A.S	Director, Atalji Jana Snehi Directorate	Government of Karnataka
4.	V.Ponnuraj, I.A.S	Ex. Director, Atalji Jana Snehi Directorate	Government of Karnataka
5.	Jayanthi. S	Sr. Technical Director	National Informatics Centre
6.	Dr.Arundhathi Chandrasekhar	Additional Director, Atalji Jana Snehi Directorate	Government of Karnataka
7.	Latha. M	System Analyst, NIC	National Informatics Centre

Format-I

Format of Self Certification by the Project Head of the project nominated for the National Award for Governance for the projects of organization belonging to Central/State Government

This is to certify on behalf of the Organization and all team members involved in the Project that :

(a) the particulars furnished above are correct and true to the best of my/ our knowledge.

(b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.

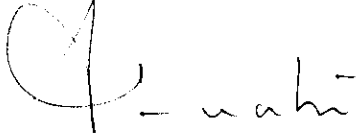
(c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.

(d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).

(e) the organization is not blacklisted/ debarred by any government body.

[Type text]

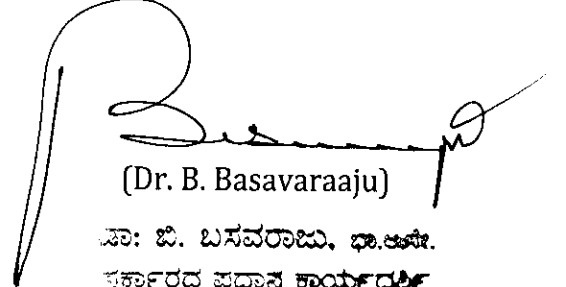
(f) In the event of any information given by me/.us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.



✓ (A.Venkatesan)

Seal of the organisation
A. VENKATESAN
State Informatics Officer
National Informatics Centre
VII Floor Mini Tower
Dr. Ambedkar Road
Bangalore-560006

Place : Bangalore
Date : 27-08-2014



(Dr. B. Basavarajju)

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ಕಂದಾಯ ಇಲಾಖೆ

Dr B. BASAVARAJJU, I.A.S.
Principal Secretary to Government
Revenue Department