

# e-DISHA: Electronic Delivery of Integrated Services of Haryana to All

**Anurag Rastogi**

Spl. Secy., IT, Govt. of Haryana

**Ghan Shyam Bansal**

SIO, NIC Haryana

**Deepak Bansal**

Scientist "E", NIC HRSC and

**Alok Srivastva**

Scientist "C"

## ABSTRACT

The project *e-DISHA* is an IT-driven electronic interface between the government and the citizens that facilitates the general public to receive effective and timely services.

*e-DISHA* offers a wide spectrum of citizen-friendly services to save them the bother of running around various departments to avail different services. Around 39 G2C services of departments such as the Public Health & Engineering Department, RPO, city corporations/municipal offices, Road Transport, Registration & Stamps, Revenue, Social Justice & Empowerment, District Administration, and Health has been covered and one district level *e-DISHA* centre has been established in district mini secretariats of Haryana in the first phase.

Out of the 20 districts, DleDCs (district-level *e-DISHA* centres) are operating in 16 districts (see Annexure I). The remaining 4 DleDCs have been targeted to be functional by 1 November, 2006. The department of IT has created the infrastructure for *e-DISHA* centres at all district secretariats. The *e-DISHA* software product has been developed by NIC HRSC. The project is being implemented by the IT department through District IT Societies (DITS) with the technological and software support of NIC Haryana Centre and implementation by DIOs.

## Project Objectives

- To make governance transparent, thereby maximising citizen interaction with government
- To improve relationships with citizens by enabling online transactions, and feedback to administration and legislation
- To reduce the costs of service delivery through reduced duplication of efforts by individuals and departments
- To provide a one-stop venue for various citizen services in an effi-

cient, reliable and integrated manner through a chain of computerised integrated citizen service centres

## Service Orientation of the Project

The district e-DISHA centers provide services that are strictly in the government domain. These services include issue of various certificates, driving license, vehicle registration, birth and death certificates, passport, and services related to arms licenses, etc. The services being offered at these centres can be divided into the following categories, depending upon the nature of the services offered and the status of back end preparations:

- Driving license, registration of vehicles, passport applications and arms licenses relate to the SDM/DC office. These offices are in the mini secretariat only and application software and existing databases are being uploaded.
- Delivery of downloadable forms and procedures has been undertaken from the help desk counter.
- The district headquarter tehsils are in a position to issue copies of computerised *nakals of jamabandis* (record of right certificates).
- Regarding issuance of certificates such as domicile, income, SC, OBC, handicapped etc, the issue more important than back end preparation is process re-engineering and this has been taken up by the concerned department.
- Applications of social welfare schemes has been received, and receipts issued to the applicants.
- Except the Faridabad Municipal Corporation, all other district headquarter municipal councils have computerised their data base of house tax. The database is being updated regularly.
- Registration of death and birth and issuance of these certificates: The department has provided the necessary infrastructure to the municipal committees to complete the backlogged data entry.
- Change management and training: All government officials involved in the process are being personally briefed by the DCs to understand the basic purpose behind the entire exercise. .
- Service charges: A nominal service charge is taken for each transactional service. Services charges are being standardised for all places. These charges are deposited in the account of the District IT Society from DleDCs.

## Technology

- The NIC Haryana developed, customised and ported various applications to Microsoft Sql Server RDBMS at the back end and integrated

different applications in the standard e-DISHA software product using MS-VB, MS-ASP, MS Windows client and server OS and MS IIS web server. Some of the applications, which were on JAVA/JSP/Tomcat platform, were also integrated with e-DISHA product.

## Sustainability

- The first e-DISHA centre was started in the Kaithal district on a self-sustainable model with the District Red Cross Society as the business partner. All hardware, ICT infrastructure, system software and operational manpower and running expenses were borne by the District Red Cross Society.
- Encouraged with the results of the pilot implementation, the Haryana Government decided to establish and operationalise e-DISHA centres throughout the state in a phased manner.
- The department of IT has created the infrastructure for e-DISHA centres at all district secretariats. The e-DISHA software product has been developed by NIC HRSC. The project is being implemented by the IT department through the District IT Societies (DITS) with the technological and software support of NIC Haryana Centre and implemented by DIOs.
- The model was found to be one of the best self-sustainable models.

## Cost Effectiveness

- Site preparation: The money for site preparation as approved by the State IT task force was provided to all DCs to get the site prepared locally and economically.
- Procurement of hardware: Every district level centre has been provided one server, 8–10 PCs, laser printers, color laser printers, 5 KVA UPS and Microsoft software. All the purchases were made centrally in the most cost-effective way.
- Application software: The application software for all the services being offered at these centers have been prepared by NIC and the requisite loading of the software on the hardware has been done at district servers. The applications, which are already running at different locations, have been transferred to the district level centres. There was minimal cost since they were only application software products.
- Manpower: The requirement of computer professionals, for operation and maintenance of e-DISHA centres were worked out and contractual manpower was hired locally at district level.
- Minimal service charges were levied on each transaction. Within one year, the District Red Cross Society recovered all its expenditure.

## Benefits Accrued

- Time-bound service delivery has resulted in improving the efficiency of delivery of the services
- Elimination of corruption and middlemen from the process.
- Provision of a wide spectrum of services at a single place has helped in saving citizens the trouble of going to various departments
- Integration of data bases of government departments and organisations. This integration has also forced user departments to carry out process re-engineering and standardisation in delivery of services.
- Creation of jobs in the districts for the local IT-savvy youths.
- The utility of information technology has been spread among the masses.
- Improvement of the financial health of the District Red Cross / IT Societies.

## Project Replicable Aspects

- DleDCs (district-level e-DISHA centres) have been established in the first phase. The project has been found to be one of the best self-sustainable models. The e-DISHA CSC project will be replicated in big cities, towns and a cluster of villages in a phased manner.
- Around 100 e-DISHA citizen service centres will be established in towns. The replication of e-DISHA has also been planned in all medium and small cities. The state government has also sent its consent application to GOI for extending e-DISHA CSCs in rural areas of Haryana as per the guidelines of GOI scheme of one lakh rural CSCs across the country. Around 1127 such rural CSCs will be established.
- The replication has been planned on the PPP model. Service centre agencies will be selected through RFPs. The e-DISHA software product will be implemented by the selected SCA. In addition, the SCA will be allowed to provide other services. The e-DISHA software product can be replicated in other states to providing G2C services, through local customisation by the respective NIC state centre.

## Future Development Plan

- e-DISHA intends to cover various departments like electricity, BSNL, Public Health & Engineering, RPO, city corporations/municipal offices, Road Transport Corporation, Registration & Stamps, Commercial Taxes, Small Savings, Transport, Tourism, and Medical & Health of both state government and the central government.

- Around 100 e-DISHA common service centres (CSC) in big cities and other urban areas down the districts have been planned. Around 1127 village CSCs will be established as per GOI guidelines. The implementation and operations of front end activities of these projects have been proposed to be out-sourced using the PPP model.
- The project will be a trendsetter in the state and ensure delivery of services with efficiency, effectiveness and transparency. The management of such a project would definitely be a stupendous task and would involve coordination of all the stakeholders. The synergy and convergence of efforts of all the parties would be necessary for smooth working of the Citizen Centres.
- Once the e-DISHA e-governance action plan is implemented, citizens will enjoy a fast and convenient 'service', while government will not only become more integrated into the community itself, but will also be able to focus its resources where they are needed most. Moreover a culture of self-services will enable citizens to 'help themselves' wherever possible, saving time and money. In addition, more than 5000 jobs will also be generated for the unemployed youths/women of Haryana.

## Annexure-I: Status of Establishment of District Level e-DISHA Centres

(As on 31 July, 2006)																							
Sno.	Name	Status																					
1.	Ambala	Operational																					
2.	Bhiwani	Inaugurated on 17 May 2006																					
3.	Faridabad	Operational																					
4.	Fatehabad	Inaugurated on 19 June 2006 <table border="1"> <thead> <tr> <th>Name of application</th> <th>Total applications received</th> <th>Total service charge in Rs.</th> </tr> </thead> <tbody> <tr> <td>HARCIS</td> <td>873</td> <td>13085</td> </tr> <tr> <td>DL</td> <td>497</td> <td>24850</td> </tr> <tr> <td>RC</td> <td>485</td> <td>25350</td> </tr> <tr> <td>Passport</td> <td>57</td> <td>5700</td> </tr> <tr> <td><i>Jamabandi Nakal</i></td> <td>15</td> <td>NIL</td> </tr> <tr> <td>Forms and Procedure</td> <td>20</td> <td>NIL</td> </tr> </tbody> </table>	Name of application	Total applications received	Total service charge in Rs.	HARCIS	873	13085	DL	497	24850	RC	485	25350	Passport	57	5700	<i>Jamabandi Nakal</i>	15	NIL	Forms and Procedure	20	NIL
Name of application	Total applications received	Total service charge in Rs.																					
HARCIS	873	13085																					
DL	497	24850																					
RC	485	25350																					
Passport	57	5700																					
<i>Jamabandi Nakal</i>	15	NIL																					
Forms and Procedure	20	NIL																					
5.	<b>Gurgaon</b>	Inaugurated on 16 April 2006 <table border="1"> <tbody> <tr> <td>No objection certificate for urban property</td> <td>294</td> </tr> <tr> <td>Birth &amp; death certificate</td> <td>19</td> </tr> <tr> <td>House tax bill receipt &amp; issue</td> <td>105</td> </tr> <tr> <td>Social welfare schemes application acceptance</td> <td>25</td> </tr> <tr> <td>Caste &amp; residence certificate issuing</td> <td>571</td> </tr> <tr> <td>Passport application collection</td> <td>68</td> </tr> <tr> <td>Arms licence (backlog)</td> <td>100</td> </tr> <tr> <td>Licence: learner</td> <td>632</td> </tr> <tr> <td>Licence: permanent driving licence</td> <td>351</td> </tr> <tr> <td>Vehicle registration certificate</td> <td>1500</td> </tr> </tbody> </table>	No objection certificate for urban property	294	Birth & death certificate	19	House tax bill receipt & issue	105	Social welfare schemes application acceptance	25	Caste & residence certificate issuing	571	Passport application collection	68	Arms licence (backlog)	100	Licence: learner	632	Licence: permanent driving licence	351	Vehicle registration certificate	1500	
No objection certificate for urban property	294																						
Birth & death certificate	19																						
House tax bill receipt & issue	105																						
Social welfare schemes application acceptance	25																						
Caste & residence certificate issuing	571																						
Passport application collection	68																						
Arms licence (backlog)	100																						
Licence: learner	632																						
Licence: permanent driving licence	351																						
Vehicle registration certificate	1500																						
6.	Hisar	Inaugurated by CM on 7 March 2006																					
7.	Jhajjar	Inaugurated by CM on 10 June 2006																					

8.	Jind	Inaugurated on 3 April 2006		
		<b>Service's name</b>	<b>Total application received till 31-7-06</b>	<b>Total amount till 31-7-06</b>
		PASSPORT	267	26700
		TOTAL		26700
		CERTIFICATE		
		Residence certificate	2517	
		Scheduled class certificate	730	
		Backward certificate	1006	
		Other backward certificate	249	
		Income certificate	0	
		TOTAL	4502	67530
		VAHAN	596	89400
		SARTHI		
		Learning license	169	
		Driving license	566	
		Total	735	65050
		ARM LICENSE	13	130
		Social welfare	30	0
		Gross Total	6143	248810
9.	Kaithal	Already operational		
		1. Learning license	40851	40851
		2. Permanent driving license	13209	13209
		3. Renewal driving license	7043	7043
		4. Duplicate permanent driving license	1472	1472
		5. Additions of class	338	338
		6. Learning license renewal	39	39
		total	62952	62952
		1. Learning license	40851	40851
		2. Permanent driving license	13209	13209
		3. Renewal driving license	7043	7043
		4. Duplicate permanent driving license	1472	1472

		5. Addition of class	338	338
		6. Learning license renewal	39	39
		total	62952	62952
		1. Residence certificate	21628	21628
		2. Schedule caste certificates	5649	5649
		3. Backward class certificate	6827	6827
		4. Other backward classes certificate	1329	1329
		total	35433	35433
		Passport	14000	14000
10.	Karnal	Inaugurated by Divisional Commissioner Rohtak on 20/07/2006. No. of applications Total service charges recd. Passport 150 15000/- Caste certificates 208 3120/-		
11.	Kurukshetra	Site finalised by District Administration. Work is under progress		
12.	Narnaul	Inaugurated on 17 April 2006		
		<b>Name of service</b>	<b>Service charges</b>	<b>Total applications received</b>
		Learning license	50	635
		Driving license	100	735
		Registration	200	1067
		Passport	100	254
		Domacile/SC/OBC/BC certificates	25	5117
		Nakal		103
		An amount o Rs 235450/- collected towards service charges		
13.	Panipat	Inaugurated on 11 March 2006		
14.	Panchkula	Site preparation completed		
15.	Rewari	Inaugurated on 6 March 2006		
		<b>Service</b>	<b>Total applications</b>	<b>Service charges</b>
		Caste certificates	1043	20860
		Residence certificates	1147	22940
		LR Nakal	121	2420
		Passport	10	



		House tax	Nil	
		Birth certificate	Nil	
			2321	46220
16.	Rohtak	Site preparation has been completed		
17.	Sirsa	Services are being offered		
18.	Sonipat	Inaugurated on June 19, 2006		
19.	Yamuna Nagar	Services are being offered		
20.	Mewat	Newly created district. Site identified. Preparation started.		