e-Disha shows the way

Technology changes way of life as citizen-centric services come under one roof, making residents' lives easier and comfortable

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"Disha" means direction and showing the way. Through e-Disha, the Kurukshetra district administration wants to do both: show the way and direction for managing a citizen-centric facility that makes people's lives easier.

Realising the potential of technology, the e-Disha centre -- citizen-centric servicesunder -- one roof in the single-window system is emerging as the new, efficient service delivery model. It provides driving licence, ration card, water connection and other services all under one roof.

SOLVING PEOPLE'S PROBLEMS

These e-Disha Kendras are aimed at meeting the felt needs of the people, solving their common problems and redressing grievances at their doorsteps. e-Disha Ekal Seva Kendra (ESK): Common Service Centres (CSCs), an initiative of the Haryana Government, is an effort towards creating a citizen services network. It is a way to take governance to the citizens and make it available at the grassroot level.

The project is aimed at providing citizens access to information about government services and processes, knowledge about the local best practices and contents, and delivery of government services at their doorsteps. Through the e-Disha system, citizens now have direct access to services like issuance of various certificates, driving and arms licences, services related to vehicle registration, social welfare schemes and filing of applications for various purposes.

The technology track system — getting information on queries and enquiries through SMS — is changing the life of the common citizen. He no more has to spend valuable time running around to get the required work done. The system has also put an end to corruption.

When 18-year-old Vikram bought a Royal Enfield motorcycle, he thought getting a registration number would be the real challenge. He went to the e-Disha centre and was pleasantly surprised to see how simple and effective the procedure was.

The SMS on his mobile was another surprise. Vikram shared his experience with his father, who is an administrative officer. He encouraged Vikram to use the e-Disha centre facility to enquire about his Aadhar card and even the voter card he had not applied for earlier.

THE GAME CHANGER

The phase-wise setting up of e-Disha centres is being seen as a game-changer. Recently, the project of issuing the unique identity Aadhar card has also been started in the e-Disha centre. The Deputy Commissioner, Kurukshetra, Mr Mandip Singh Brar, told *Haryana Review* that the Aadhar card services would help the poor and downtrodden, especially in banking and government sectors. All the towns and the 419 villages of Kurukshetra would be covered under the Aadhar card project, he added.

Kurukshetra is also one of the leading districts in the state where land records have been completely computerised. With the click of a mouse, anyone can find out the details of the land concerned. The district administration's official website www.kurukshetra.nic.in is also very useful in knowing about the citizen-centric services.

E-DISHA CENTRES

The District Informatics Centre is maintaining the official website and looking after the e-Disha centres. There is also a toll-free helpline number for the public. A full-fledged team of 60 employees with 100 computers has technical control on e-Disha services to provide fast-track citizen services without delay.

The National Informatics Centre (NIC) has dedicated the redundant leased line connectivity with NIC's Haryana unit, for uninterrupted network services. Two e-Disha centres and six Haryana Land Record Information System (HALRIS) centres with comprehensive computing and communication facilities and a comprehensive LAN of 300 nodes are also functional.

An inside view of e-Disha centre, Kurukshetra

The NIC setup also covers one training laboratory with a roof-mounted projector, a well-equipped video conferencing room and touch screen kiosks for the convenience of residents.

In order to promote e-governance and improve delivery of various citizen services using Information and communications technology(ICT), the district administration with the technical support of NIC District Centre has taken several initiatives.

Moreover, all government offices have been asked to carry out necessary processes in order to simplify office procedures to make them suitable for an efficient and transparent delivery of public services through the use of available ICT tools.

Various citizen-centric services are provided hassle free through a single window in a transparent way. A few of them are: registration of vehicles, issuance of permanent and learning driving licences, affidavit attestation using biometric device and photograph, issuance of certificates, on-the-spot medical examination facility for driving and conductor licence, issuance of senior citizen I-cards and delivery of all types of 'nakals' related to revenue court cases.

A retired senior officer, Mr Sudarshan Ranga, feels that e-governance has proved a boon for society, freeing it from delay tactics and the manipulation, ensuring that corruption does not stand a chance.

Fine Arts student Divya says that e-governance was the need of the hour. Its time had come, and Haryana adapted well to the changing times, she adds.

Pehowa, Shahbad and Thanesar are also connected with the e-Disha centre for citizen services in Kurukshetra district. A complete integrated workflow automation system of land record components has been implemented at all six tehsils and sub-tehsils. It provides a single-window interface for deed writing, registration, mutation, jamabandi and copy of records-of-rights, which is also available on website www.jamabandi.nic.in.

Mr Subhash Gupta, who retired as Secretary, Kurukshetra Development Board, says that science and technology has brought services at the doorstep of the citizens, which is a really amazing development.

RECOGNITION

The Department of Land Resources, Government of India, has identified HALRIS Centre, Kurukshetra, for its nationwide best practice and has been deputing officers and teams from other states to undertake a study. Various teams from different states

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(UP, Punjab, Himachal Pradesh, Tripura, Assam, Karnataka) and World Bank have visited Kurukshetra to study the initiative.

Three touch-screen kiosks have also been installed at the Kurukshetra Mini Secretariat. These are being used for e-services like queries related to land records, vehicle registration and driving licence status, voter list enquiry, senior citizen I-cards, and even Haryana School Board results.

SOFTWARE DEVELOPMENT

The software for duty assignment and randomisation of polling booths, polling parties, EVMs, micro-observers and result compilation was developed in Kurukshetra, implemented in all constituencies in districts and replicated in the entire state of Haryana. Four types of helplines were also established and operated successfully.

The District Informatics Officer, Mr Vinod Kumar, says that the National Informatics Centre (NIC) is always ready for suggestions made by the users. "We have sufficient staff and technocrats on the panel to help us rectify or justify the services in an excellent way," he adds.

Talking about the queries and suggestion box, District Informatics Associate, NIC, Mr Kamal Tyagi says that each suggestion is taken as a challenge.

For the Thanesar SDO (Civil), Mr Ashok Bansal, the aim is to facilitate the citizen in accordance with the guidelines and directions of the government, and deliver services in a time-bound and transparent manner. ∎