



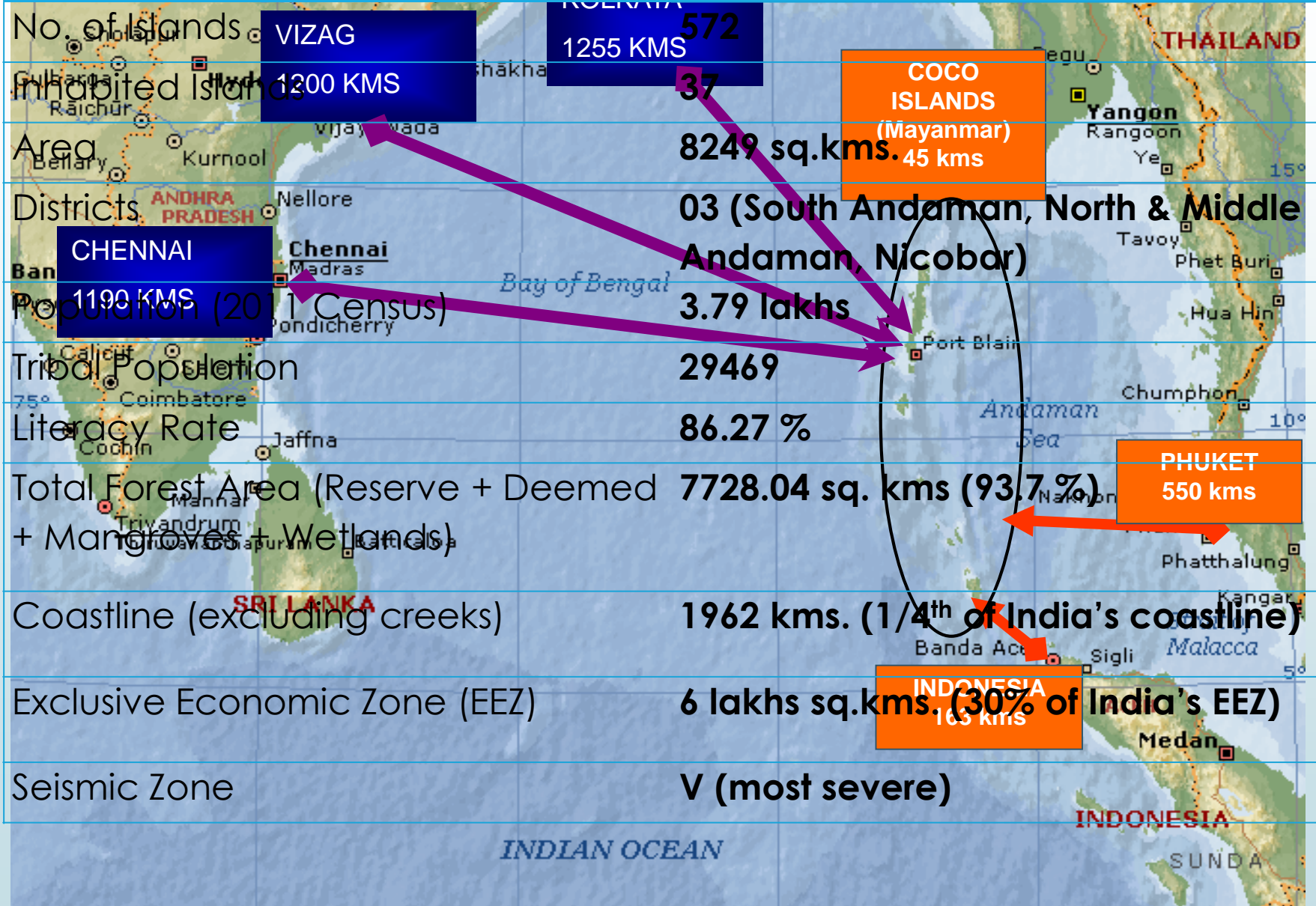
Andaman & Nicobar Administration

Responsive Public Service Delivery

22 Dec 2017

**Presented By : A. James, OSD
Department of Information Technology**

About Andaman & Nicobar Islands



Challenges – Geographical Isolation



Distance to Capital City Port Blair & Travel Time

(Mode by road/sea)

1. Diglipur: 330 KM, 12-14 Hrs
2. Mayabunder: 240 KM, 8-10 Hrs.
3. Rangat: 120 KM, 6-8 Hrs.
4. Long Island: 100 KM, 8-10 Hrs.
5. Baratang: 90 KM, 4-6 Hrs.

(Mode by Sea Only)

1. Neil /Havelock Island: 38 KM, 2-3 Hrs
2. Little Andaman: 121 KM, 6-8 Hrs.

(Mode by Sea Only)

1. Car Nicobar: 274 KM, 18-20 Hrs.
2. Nancowrie: 429 KM, 65-70 Hrs
3. Campbell Bay- 537 KM, 75-80 Hrs

Challenges of using ICT in service delivery



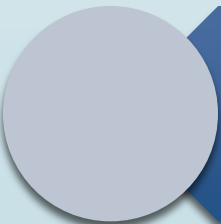
Telecom connectivity is the backbone for e-services.



About 40% of the villages (210 out of 510) do not have any telecom facility



Inadequate internet connectivity in remaining 60% villages/Urban Area (Less than 1% of the required bandwidth is made available).



Satellite is the only medium and very high cost of satellite transponder hence BSNL is the only operator having better presence.

Approach Followed



Strengthening ICT Infra

- State Data Centre
- Modular SWAN
- CSC



Process

- Priority service identification and Work flow Mapping.
- Govt. Process Re-Engineering, e-Form integration and authentication



Capacity Building

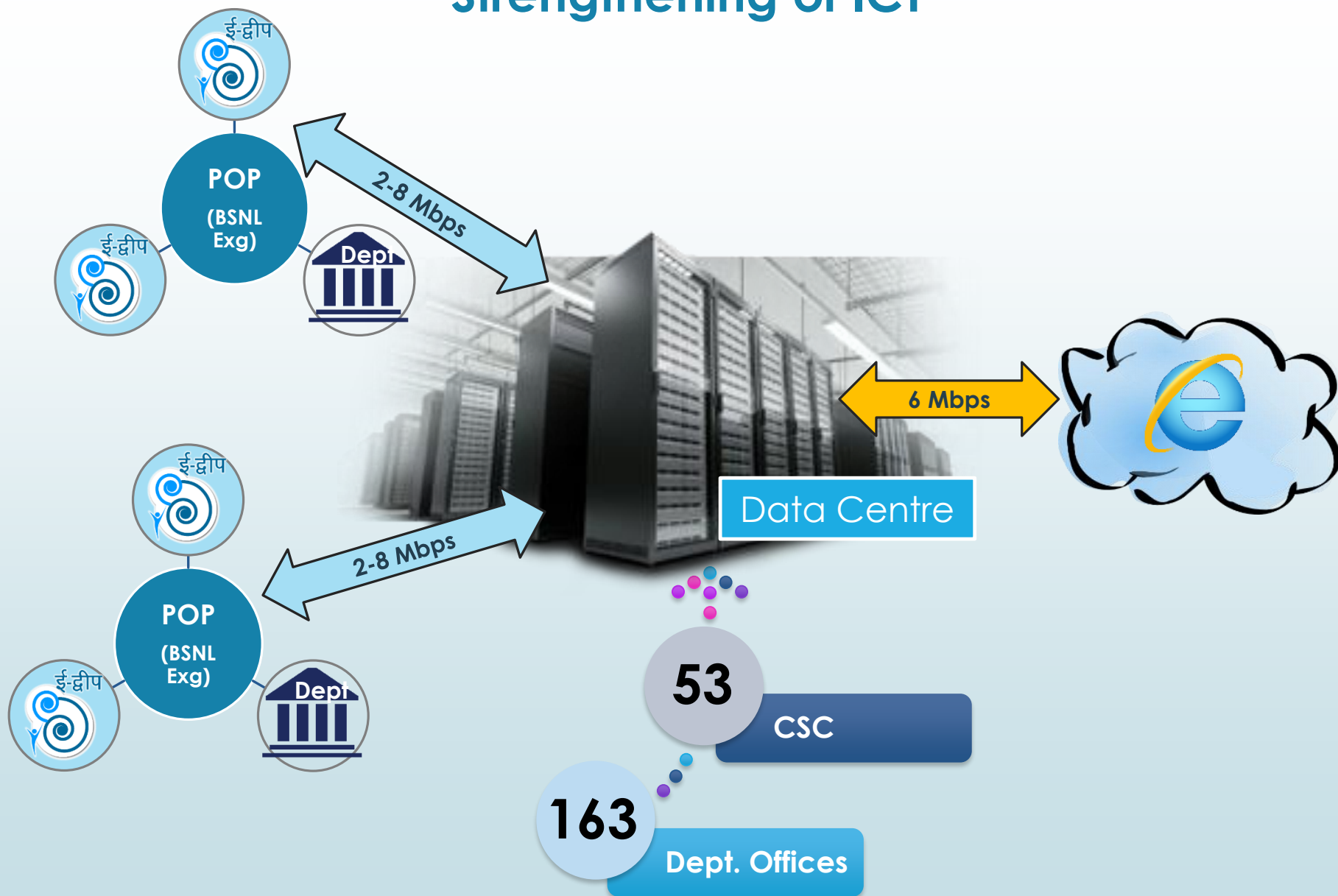
- Sensitization & Training at different level
- Core team for fault diagnosis and prevention.



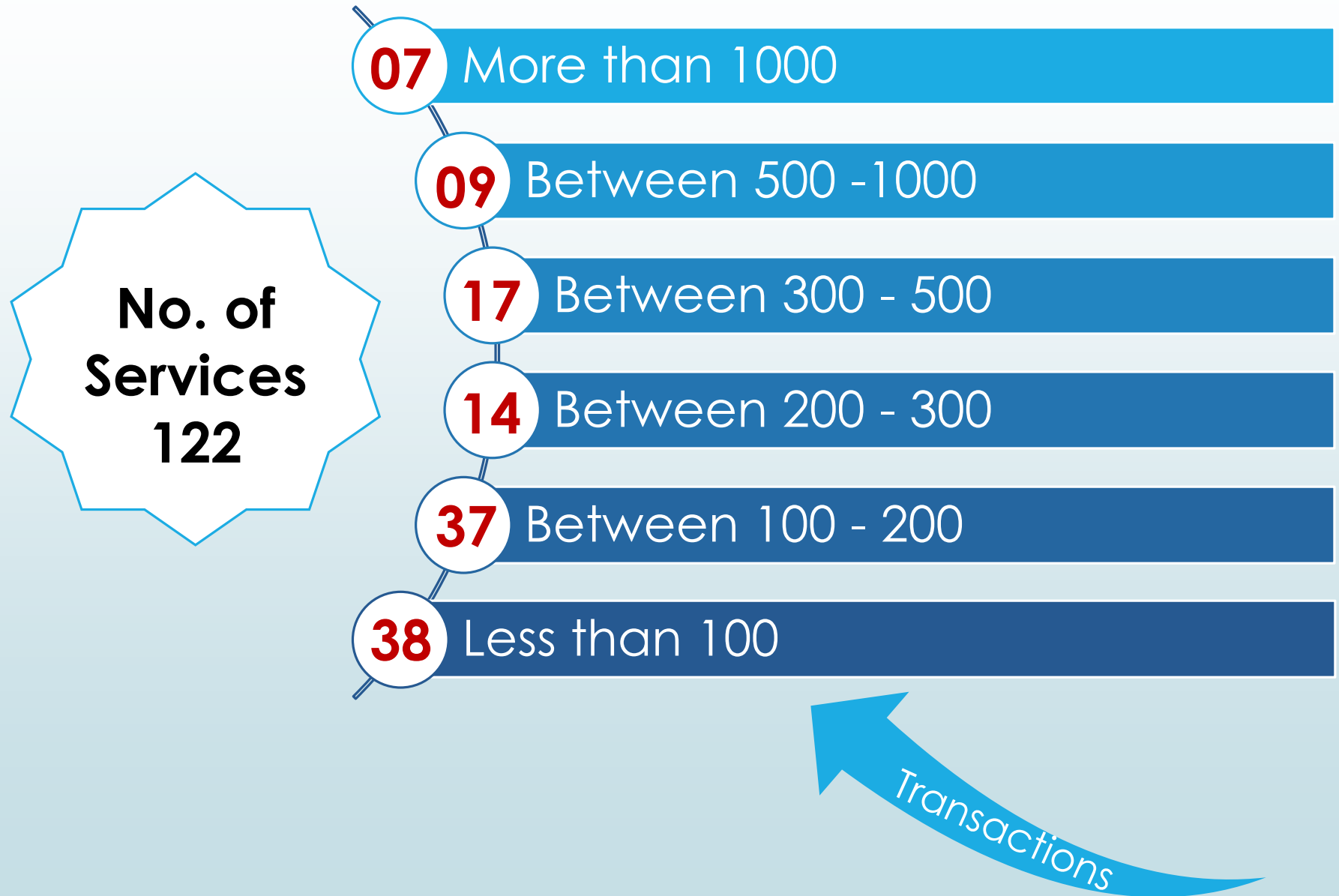
Monitoring

- Administrator Tracking and Online Monitoring (ATOM)

Strengthening of ICT



Service Identification & Process Mapping



GPR and e-Forms Integration – Domicile Certificate

CERTIFICATE

R.C.No.269/2015

No 272619



Tehsildar

This is to certify that Smt. Smti /Kumari

JOSPHIN MARY

rrargunj, South Andaman

S/o W/o D/o AGNEL PAKYAM

Resident of DHANNI KHARI belongs to the cat-1(a)(ii)

following category as referred to in the Government of India, Ministry of Home Affairs, New Delhi, letter No. U-4011/10/(S-41)/79-ANL dated 14th February, 1984.

CATEGORY

- ✓ 1. A person who is permanently residing in the Andaman & Nicobar Islands and is
- ✓ (a) (i) ~~an old inhabitant, i.e. one who has been living in the island since prior to 1942, or~~
 - (ii) ~~a person either of whose parents were born in the Islands, or~~
 - ✓ (iii) spouse/children of persons mentioned in (i) & (ii) above, or
 - (b) (i) a person settled in the Islands under any scheme of rehabilitation/colonisation; or
 - (ii) spouse/child or children's spouse of such a person; or

2. A person who does not belong to any of the categories at (1) above, but who has had a minimum of 10 years continuous education in the Islands leading to acquiring of the minimum educational qualifications laid down for the post under the Andaman and Nicobar Administration to which appointment is sought;

Provided that a person either of whose parents has been residing in the Union Territory for a continuous period of not less than 10 years shall be deemed to be a local in respect of appointment to the post of Mazdoor for which the educational qualification is less than Class X.

3. "Permanent resident" for this purpose will mean a period of continuous residence in the Andaman & Nicobar Islands for 10 years.

Place F/Gunj
Date 18/05/2015



Signature & Designation of
Revenue Authority,
Tehsildar

कारगुंज दक्षिण अण्डमान
rrargunj, South Andaman

Roles & Responsibility	Timelines (in days)
VLE	T
VLE	
VLE	T+2
SPOC (SA)	
SPOC (SA)	T+ 32
DC Office	
VLE	T+ 33
VLE	T+ 34

Citizen Submits the online application through CSC/ Internet



e-Certificate

OTP based e-Approval

Days



PB/01/2017/104/07745
OFFICE OF THE TEHSILDAR
SOUTH ANDAMAN DISTRICT
PORT BLAIR



LOCAL CERTIFICATE



Ref. No. 35109207102875

This is to certify that Shri/Smti/Kumari R ROHIT KUMAR W/o / S/o / D/o D RAVI CHANDRAN Resident of SCHOOL LINE PART (RV) belongs to the 2(i) following category as referred to in the Government of India, Ministry of Home Affairs, New Delhi, letter No. U-14011/10/S-41/79-ANL dated 14th February 1984.

CATEGORY

1. A person who is permanently residing in the Andaman & Nicobar Islands and is
- (a) (i) an old inhabitant, i.e. one who has been living in the Island since prior to 1942, or
 - (ii) a person either of whose parents were born in the Islands, or
 - (iii) spouse/children of persons mentioned in (i)& (ii) above, or
 - (b) (i) a person settled in the Islands under any scheme of rehabilitation/colonisation; or
 - (ii) spouse/child or children's spouse of such a person; or
2. A person who does not belong to any of the categories 1) Above but who has had a minimum of 10 years continuous education in the Islands leading to acquiring of the minimum educational qualifications laid down for the post under the Andaman and Nicobar Administration to which appointment is sought:
- Provided that a person either of whose parents has been residing in the Union Territory for a continuous period of not less than 10 years shall be deemed to be a local in respect of appointment to the post of Mazdoor for which the educational qualification is less than Class X.
3. "Permanent Resident" for this purpose will mean a period of continuous residence in the Andaman & Nicobar Islands for 10 years.

Place: Port Blair
Date: 09/10/2017

GOVIND LALL
Tehsildar, PORT BLAIR

Note: This Certificate is computer generated and does not require any seal/signature in original. The authenticity of this certificate can be verified at <http://verify.andaman.gov.in>

Trained
about

anised
tizens

Monitoring effective Online service delivery - ATOM

ATOM

Administrator Tracking & Online Monitoring System



PM Schemes



Citizen Charter

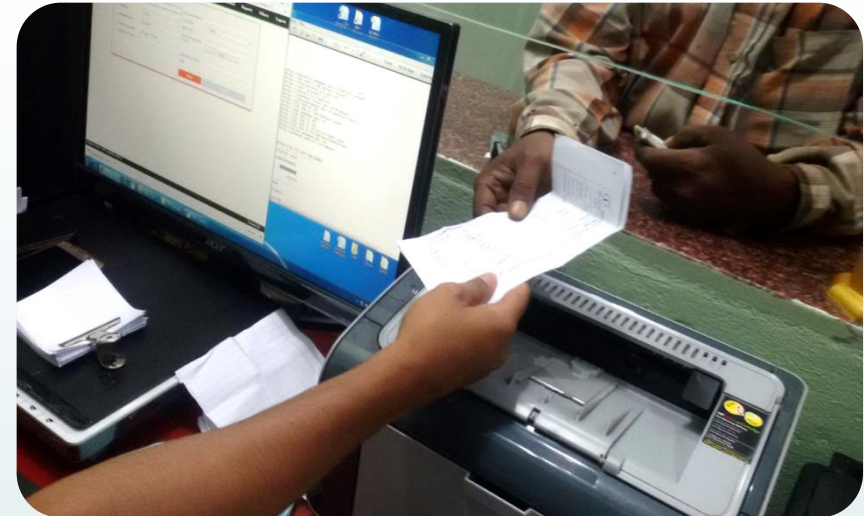


Monthly Expenditure



Power

e-Dweep Kendra (CSC)



Way Forward



Development of Mobile App



Alerts through PUSH and PULL SMS service / e-Mail.



AADHAAR based authentication and verification of online application.



Integration with DigiLocker, e- Signature and Payment Gateway/ Other mode of Digital payment (BHIM/AEPS/USSD)





Every challenge gives an opportunity