



National Good Governance Webinar Series

WEBINAR

on

"PM's Award Winning Initiatives"

on the theme

"Public Service Delivery"

■ September 30th 2022

■ 12:00 Noon - 01:30 PM

---ORGANIZED BY---

National Centre for Good Governance (NCGG)
Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India

BACKGROUND

To realize the vision of the **Hon'ble Prime Minister of India Shri Narendra Modi** of a self-reliant India, the NCGG under the aegis of the Department of Administrative Reforms and Public Grievances, Government of India is organizing the National Good Governance webinar series for the year 2022-2023. These webinars covering Award Winning Initiatives, which will help different stakeholders to broaden their skills, as well as to attain new knowledge that can supplement or complement their work areas.

The thirteen webinars would be on different themes and sectors under the good governance initiative that have been felicitated with the Prime Minister's Award for Excellence in Public Administration. Award winning nominations under the PM Awards since the inception of the scheme, which have proved replicable and sustainable, will present their experiences.

The purpose of conducting the webinars is to highlight the best practices and award-winning achievements to create a precedence for other states to follow. Doing so would also infuse a new spirit and enthusiasm among administrators and other stakeholders involved in the implementation of different government governance schemes.

As a part of the National Good Governance Webinar Series (NGGWS), NCGG has convened the Webinar on "Public Service Delivery" **"Seamless, End-To-End Delivery of Services Without Human Intervention"- "NDMC APP 311" Government of Delhi** and **"Seamless, End-To-End Delivery of Services Without Human Intervention"- "SEVA SINDHU PORTAL" Government of Karnataka** on September 30th 2022.

THEME – “PUBLIC SERVICE DELIVERY”

“Public Service Delivery” aims to bring about significant improvements in service delivery and further empowerment of the citizens by ensuring that timely services are delivered in a transparent and fast manner, which is beneficial to the citizens. It has been the objective of the Government of India to bring to citizens, a multi-channel single window delivery structure for channelizing all types of government services at the local level in the most efficient manner possible using modern IT technology so that the citizens can access the services easily and conveniently at their doorstep. An effective, efficient and prompt service delivery system derives its moral and ethical basis.

INITIATIVE – “Seamless, End-To-End Delivery of Services Without Human Intervention”- “NDMC APP 311”

Government of Delhi

“NDMC APP 311” Delhi Municipal Corporation Citizen Relationship & Grievance Management System” is the program Launched at NDMC to ensure that notified services shall be delivered within the prescribed stipulated time in default of which the applicant shall be share their complaints and once it resolved they will also share their feedback on it by different feedback channels. It has been an example of success in improving public services delivery with multiple channels to the citizens. Administered by the, N D M C A P P 3 1 1 the I n i t i a t i o n is started with a basic system that kept on evolving taking into consideration the different challenges faced and incorporating solutions over the grievances across from the district. The objectives of the NDMC-311 app: NDMC: citizens will get detail information about the NDMC (New Delhi Municipal Corporation). They can get information like its history, vision, departments and upcoming events, what is in the news today, directory, etc. of the city. Helpline24x7: Through Helpline24x7, citizens can get in touch with emergency departments like NDMC control room, fire, ambulance, disaster management, women helpline, LHMC Hospital, CPH Hospital NDMC, Ambulance Service CAT, etc.

INITIATIVE – “Seamless, End-To-End Delivery of Services Without Human Intervention”- “SEVA SINDHU PORTAL”

Government of Karnataka

Government services have always been perceived as slow, bound by red tape and inefficient. Seva Sindhu is the initiative by the Government of Karnataka to usher in an era of seamless delivery of Government services to its citizens. By reducing turn-around time for formalities, allowing contactless, cashless services without the need of physical visits to departments, the effort is to make ease of living a way of life.

Seva Sindhu is a single digitally accessible platform for over 800 services, across 74 departments as well as Boards and Corporations of Karnataka, and is largely beneficial in helping people spend less time and money on Government specific formalities.

PROCEEDINGS – Webinar on “Improving Public Service Delivery”

WELCOME ADDRESS BY SRI V SRINIVAS, IAS, Secretary, Department of Administrative Reforms & Public Grievances (DARPG) & Director General, NCGG

SRI V SRINIVAS, IAS, Secretary, Department of Administrative Reforms & Public Grievances (DARPG) & Director General, NCGG commenced the welcome session by extending his warm and hearty welcome to the distinguished delegate’s from Singapore and Sri Bharat Lal Newly Appointed Director General of NCGG and lead speakers, Directors of State ATIs, State AR Secretaries, State IT Secretaries, District Collectors, IAS Probationers from LBSNAA, Officer Trainees from State ATIs etc.

He mentioned that the Hon’ble Prime Minister of India Shri Narendra Modi on the auspicious occasion of Civil Services Day held on April 21st 2022 mandated DARPG to conduct virtual conferences with State Governments and District Collectors over the next twelve months, to disseminate award-winning initiatives which have been conferred the Prime Minister’s Award for Excellence in Public Administration in the past years since its inception in 2006. Hence The Central Government through

DARPG we are making lot of efforts and comprehensively revamping the whole system of public grievance disposal. Various states also taking various initiatives and some of the states have done outstanding job in this regard. Now today we have to outstanding Civil servants who had done excellent work in their own districts and this gives an opportunity for us to listen to them how they went about, what are the challenges they faced and what are the issues, which other districts can tackle. Through this platform they can get in touch with officers directly also and they can devise how experience from these two districts and from these two officers can be replicated in other states and districts.

WELCOME AND INAUGURAL ADDRESS BY Mr. LOH KHUM YEAN (Permanent Secretary Public Service Division Government of Singapore)

ABOUT Mr. LOH KHUM YEAN

Mr. Loh Khum Yean graduated from Hitotsubashi University, Japan with a Bachelor of Economics. He also holds a Master's in Public Administration from Harvard University, USA. He started his career in the Singapore Civil Service with the Ministry of Communications, where he handled portfolios in the areas of Air & Land Transportation and Telecommunications. He later took up appointments as Director of Personnel Policy in the Public Service Division of the Prime Minister's Office, and Director of Research and Planning at the Ministry of Trade & Industry.

Subsequently, he was appointed Deputy Secretary in the Ministry of Finance, where he was responsible for building a financial environment conducive to business and enterprise, and for enhancing organizational excellence in the public sector. From October 2003 to April 2008, he was Chief Executive of SPRING Singapore, where he led the Statutory Board's efforts to enhance the competitiveness and enable the growth of local enterprises.

He was appointed Deputy Secretary (Industry) of the Ministry of Trade & Industry in mid-2008, where he was responsible for the development of Singapore's industry sectors and enterprises. He was appointed Permanent Secretary, Ministry of Manpower from October 2009 to April 2016; and as Permanent Secretary to the Ministry of Trade & Industry from May 2016 to March 2019. From April 2019, he has been appointed as Permanent Secretary of the Public Service Division; Prime Minister's Office and served concurrently as Permanent Secretary, Ministry of Law

from December 2019 to April 2021. He was re-appointed as Permanent Secretary, Ministry of Law on 1 April 2022.

Inaugural Address

Honorable secretary Department of Administrative Reforms and Public Grievances (DARPG) Government of India Sri V. SRINIVAS, IAS and Distinguish Guests and Participants from Indian civil service a very good afternoon to all its my great pleasure to able to address you here at the national good governance webinar series VIth jointly organized by Department of Public Administration and grievances (DARPG) and National Center for Good Governance (NCGG)

The Public Service Delivery Division Comes under Department of the Prime Minister of the Singapore They Supports the Development of The 150 thousand workforces of public service and as a single Singapore central agency of public service. The Public Service Division plays several concurrent roles. We are driver to the future vary leadership and human resources policies we also concurrently act as an initiator for public sector reforms. Our aim is” A first class Public Service for a successful and vibrant Singapore. And Our Vision Our Core Values “People Our Pride, Service Our Pledge, Integrity Our Core”

The theme of the today webinar is including public service delivery is most important timely as one resonance with my colleagues and mine. Whether in India or in Singapore we now in operating in an increasing complexity volatility world, for example by the covid-19 pandemic in the various social political tensions globally.

As the public servant we can't predict every change pre end for every problem but at the end must be mobilize more opportunities and abilities than in in the pas too sees new growth and opportunities and overcome the challenges that emerge. In the past we use to primarily engage with the citizens and onsite and assistance their needs in concern then now all changed because covid-19 hit us.

During pandemic times, governments all over the world and so other services disrupted by new ways, a social distance and quarantine requirement get in many of physical services closed in an effective curb to spread of the virus. However, members of the public service expected to deliver the services in an effective and timely manner and now with standing our differences of size and scope I believe this is similar pre-requirement experience similar to both experiences Singapore and India.

Following challenges predict so rapidly we had no choice but connect across the public services to mountain effective response agencies could not work in their say lope so working across the public services an organising around the missions rather than agencies on restricting the norm rather than exceptions. The impact on physical

service delivery during the pandemic also meant to wrap up to digitalisation assets to provide public services anytime, anywhere and to everyone. All critical services were previously met physically such as registration of marriages were made available in a contactless manner.

Many governments in Singapore historically designed and delivered services using an agency centric approach rather than a citizen centric approach its result citizens experience with government services who often prevented which let them sometimes confusion and also frustrated. Transactions who often conducted independently even if one or more services needed by citizens in the same movement.

Citizens often needed to navigate many digital and non-digital touch points collect information and completes the transaction's which often require than by a personal information repeatedly for different government services and autonomous organisations. Therefore, you could say that the covid-19 pandemic provided us a positive impact and an opportunity to reflect to reimagine and to redesign in a more effective way to deliver government services. In addition, we tried look into the gain Singapore at public service division we established a new team called as "service Singapore" or "Service SG" in short.

It is the theme that serve the citizens with heart empathy by delivering government services in a most seamless in personalise way by putting the citizens at the core heart. What we do this also helps by putting different government services together and whole government services to the citizens at one stop. One good example we organise citizen centric integrated public services centres. Piloted a couple of years ago this are the physical centres where citizens can come to the single location and all the government services brought together over twenty governments agencies.it brings a curated package over four hundred public services closer to the citizen's door step and do not to travel different locations and agencies of the government related transactions.

These centres have acquired very encouraging citizen's satisfactions outcomes of it 95% of the citizens satisfied and finding it is easier to resolve the needs of the public services delivery. A riding on this brief success we already launched another four centres in this year and expected to increasing seven across the island of Singapore a citizen to ourselves reach benefits to all with an expansion of these integrated public service centres. We also making conventional sectors with an investing in technology as India its leads as key leader for how the better public services deliver with an increasing technology savvy. Digitalisation of public services to the common citizens and they can access the government services end to end an online with a designed mobile app called as "LIVE SG" as a one stop digital connected platform,

so the citizens now can access the key government services from their mobile phones.

In doing so, we are sought to the partners of the citizens according to their needs at different stages of life such as a marriage, having children, preparing kids for school; prepare adults to work active aging and even death. Life has so rounded is also related information and services at each stage of the life to create personalise experience events when citizens interact with the government of the Singapore. Earlier May of this year also launched the new birth and death registration process net applicant can download the digital death certificate It's called as my legacy 98% of death certificate downloaded by My Legacy in the second quarter of this year as per birth the parents can download digital certificate almost immediately on successful registration over 900 births successfully register of this year of August.

Improvement public services delivery as not confined to our citizens but extents to business at works we introduced one stop online portal to the business groups and persons to easily apply and access the different licences by simply describing their activities and they no longer interact separately different government agencies and in the process of cost we are next to construct steps to read design all services in a business or companies centric way.

We deliver public services would not to be possible or sustainable without effectives skilled workforce these new way of service to the citizens would need to be underpin by new work forces and mind sets and capabilities such as having strong implementation skills and being able to partner of the citizens by involving in the services to the citizens as a stake holder.

This kills trusts and relationships can only be built or a time by scaling up partnership with the people and by their other private sectors to facilitate this growth and development mind-set among the public servants we have introduce various initiatives and changes in the administration such as structure job rotation and the officers regularly can have attached to the government agencies are extending other agencies and private companies to learn new skills.

Something understand the Indian civil servants also doing same I think this exposes the civil services to new jobs, to new positions, and outside of the organisations, it also helps them to learn new skills and also develop new Networks.

Lastly just like how the Government of India gives the “Prime Minister Excellence Award In Public Administration” even Singapore also have a similar in initiative we call these “Public Sector Transformation Awards” it is the whole of government platform to recognise public office and public agencies for an extensive and

innovation in the work and organisational practices we also that have reflected underline systematic changes rather one of effective.

The public service transformative awards reflect at three levels

- Whole of government level
- At the agency level
- At the individual and contributor level

Agency level is called as the “Service Delivery Excellence Award” which especially recognise the agency by an initiative that demonstrates citizen centricity and service innovation and whole organisation approach to the service delivery leading to significantly improve service outcomes.

Before closing delivering Public service said that what many do not, do most governments not do.

I observed many similarities and priorities excellent works are being done by Indian and Singapore civil services I think this is the great opportunity for us to learn from each one another in the important areas of good governance and service delivery. I believe platforms like this today Webinar facilitates cross sharing the best practices and innovative ideas of both the countries. Once again thank you very much for inviting me today to deliver this talk

“NDMC APP 311” – GOVERNMENT OF DELHI

MR. DHARMENDRA, IAS, CHIEF SECRETARY, GOVERNMENT OF ARUNACHAL PRADESH

Mr. Dharmendra is an IAS Officer of 1989 batch, AGMUT cadre. He has worked in various senior positions in the cadre as well as in the Central Government. He has worked as Deputy Commissioner of East Delhi, North West Delhi; Commissioner (Land Management), DDA; Development Commissioner, Daman Diu/Dadra Nagar Haveli; Secretary & Commissioner, Industries, Govt. of Delhi; Secretary in various Departments of Govt. of Delhi; Joint Secretary in Ministry of Housing & Urban Affairs; Additional Secretary in Ministry of Consumer Affairs, Food & Public Distribution; Chairman, New Delhi Municipal Council. At present, he is working as Chief Secretary of the Government of Arunachal Pradesh. He was awarded the Prime Minister’s Award for Excellence in Public Administration, 2021 for the

initiative ‘NDMC 311 App’ of NDMC under the category ‘End to End Delivery of Services without Human intervention’

1. Brief Profile of New Delhi Municipal Corporation

The Imperial Delhi Committee constituted on 25th March, 1913 and converted as Raisina Municipal Committee formed in 1916 in the modern times New Delhi Municipal Committee formed as a 1st Class Municipality in 1932 After commencement of the NDMC Act 1994, the Committee renamed as New Delhi Municipal Council now its composed of Area: 42.7 sq.km with 0.25 million the Resident Population with the following features:

- Floating Population: 1.6-2.0 million/
- Population Density: 5850 pers. / sq. km
- 48% green cover against Delhi’s 21 %
- Cleanest & greenest part of the capital

2. What is 311?

- Open Protocol for non-emergency service response used world wide

3. Why NDMC 311 was required?

- Redressal of civic grievances
- Information dissemination
- Permanent solution to recurring problem
- Smart Vision for Smart Governance

4. Origin – “NDMC 311 APP”

Digital India program, an initiative by Hon’ble Prime Minister emerged with the idea to provide government services to citizens electronically, create digitally literate

citizens, and eventually transform India into a digitally empowered economy. NEW DELHI MUNICIPAL COUNCIL is working with the aim of transforming itself into Digital Municipal Organization. New Delhi Municipal Council (NDMC) has taken several IT based initiatives through technology intervention for strengthening of e-Governance and m-Governance to improve efficiency and effectiveness in providing civic services in an equitable, non-discretionary and transparent manner. The objectives of it as follows:

- Developing Citizen Centric web applications and Mobile applications to minimize the physical contact with the citizen.
- Developing Employees, friendly applications for improving work efficiency.
- To make web applications and Database more secure and robust to avoid cyber-attack.

NDMC has taken several IT-based initiatives through technology intervention for strengthening of e-Governance and m-Governance during to improve efficiency and effectiveness in providing civic services to citizens in an equitable, non-discretionary and transparent manner.

5. “NDMC 311 APP”-Structure and Process:

To ensure quality services “just by tapping on the phone”, NDMC SCL has launched a mobile-based app called NDMC-311 downloadable on Android and iOS platforms. As of January 9, 2019, 51491 users had downloaded this app, which allows the citizens can make payments, do online applications, search emergency numbers, schedule appointments, receive notifications and report civil issues related to its jurisdiction. This app provides open channels of communication, which is noticeable in addressing public grievances. The officials for real-time monitoring use this platform.

The NDMC-311 app comes with an exclusive range of features, allowing citizens to access enormous civic services like availing detailed information about the NDMC; avail 24*7 emergency helpline from NDMC control room, fire, ambulance, disaster management, women helpline, etc.; pay water bill, electricity bill, property tax, and estate bill; look for nearby places of your current location. No matter whether you are looking for public toilets, police stations, metro stations, petrol pumps, taxi stands, hospitals, bus stands, veterinary clinics, NDMC library, gyms, markets, tourist locations, etc.; register complaints about any issue related to toilet department, NDMC Building Maintenance Department, electricity department and more with photos and remarks; receive a comprehensive range of citizen services like electricity, water, property tax, estate, Baratghar, yellow fever vaccination, birth and death certificate, online building approval, etc.; real-time information about the traffic and parking in different areas of the city; and connect with the NDMC in case of any queries.

6. “NDMC 311 APP”-Objectives:

The major objectives of this initiative is digitisation and the reduction of physical interaction between people amid Covid-19 threat. Earlier, people had to register multiple times to access various online services of the civic body. Now, they have to register just once and using the same login ID, can avail all 49 civic services. “During the lockdown period, NDMC strived to increase the number of online services to facilitate the citizens, as well as its employees, thereby eliminating the need for them to physically be present at the NDMC offices,”

7. “NDMC 311 APP”-Various E-Services Offered by NDMC

1. G2C-Government to Citizen

- Online Birth / Death Certificate
- Online Payment of Utility Bills

- Online Name Inclusion for New Born
- Online Barat Ghar / Venue Booking
- LoveMyTree: QR Code on Tree
- UMANG
- Online Medical Store – Stock Monitoring
- E-Hospital
- Online Inoculation Slot Booking (Yellow Fever Vaccination)
- Property Tax
- E-Waste

2. G2B-Government to Businesses

- Building Plan Approval
- Online Mutation of Property
- Online Health Trade License
- Bill Tracking System (Vendor Payment Tracking)
- Online Road cutting permission

3. G2E-Government to Employee

- Pensioner Portal
- Pay-slip / Form 16 / GPF / Pay-slip etc.
- Online Vigilance NOC
- GIS Mapping

4. Short-Term Applications as per requirements

- Yoga Day Registration
- Swachh Survekshan Pledge
- Swacha Survekshan Survey
- School Admission Registration
- Online JR/SR Doctor Vacancy

8. A brief of NDMC Citizen Interface (NDMC - 311):

1. **Citizen Corner:** Raise Complaints related to the municipality function Book Citizen Facilities Pay for all services including Utilities
2. **Officers Corner:** Unified dashboard of all complaints raised Efficient tracking of complaint resolutions Governance of officers around 40+ services integrated on NDMC 311, with Single Sign On for seamless User Experience

9. NDMC Citizen App – Unique Value Proposition

NDMC's Citizen Centric App acts as a one-stop solution to all Citizen Centric Grievances

While a lot of Smart Cities and Municipalities extend Citizen Centric Applications with all services integrated, NDMC has taken a step further by doing the following: Integration of Officer Portal, for effective complaint redressal and governance of officers. Seamless integration of interfaces of Swachh Bharat, UMANG etc. for effective timely redressal in the officer portal of the Citizen App.

10. NDMC Citizen App -Benefits of various IT based initiatives

▪ Empowerment

Without the use of technology, the municipality used to suffer from a slew of issues including lack of transparency, ineffective governance and poor accountability of resident grievances. After implementing IT based solutions, resident is now

empowered to demand his public services in a transparent and efficient manner.

- **Improvement**

Service improvement is one of the cornerstones of digital transformation. Citizens enjoy a better service and their needs are met faster and more completely.

- **Convenience**

Paperless processes provide constituents with on-demand access to applications, information and other services that traditionally require a trip to govt. offices. By digitizing operations, governments can more efficiently process claims, applications and license requests, resulting in higher public satisfaction.

- **Remote Work & Business Continuity**

Even on days when government offices are closed, e-services continue to be delivered. One can submit applications also. Enable employees to access crucial data, from any location, through any device, at any time.

- **Cut Cost**

Digital document management eliminates the cost of printing and mailing documents to citizens. Online payment options also reduce transactions processing costs. Increased productivity resulting from digitization defers cost over the workforce.

1. Some other benefits

- All the services of NDMC are now at Doorstep of citizens and can be access through mobile on single click.
- Citizen need not to come to any offices of NDMC for their work. The services can be access from anywhere anytime.
- Faster delivery of services

- Number of Citizen Facilitation centre has been reduced to 5 number to 2 number.
- Payment collection centres, which were located at different location across NDMC area, has been permanently closed.
- Footfall at existing citizen facilitation centre has also been reduced more than 50%.
- Transparency has been increased which subsequently has increased accountability

11. NDMC Citizen App-Evolution of Applications:

Common Municipalities Smart Service Portal (CMSSP):

CMSSP is a web portal developed and hosted by the NDMC as a common knowledge sharing portal to serve as a one-stop information portal that would not only highlight the best practices of various smart city projects in NDMC as well as other Urban Local Bodies (ULBs) of the country and abroad but also document their success and challenges in implementing smart city project. The portal candidly underscores the project experiences and highlights the steps taken by NDMC to overcome the challenges. The areas that require urgent attention are also pointed out. The portal is created to be interactive by enabling the ULBs to exchange their ideas on a common platform. The overarching objective is to promote mutual learning for local bodies in the delivery of municipal services and utilities for the overall well-being of the population.

Steps to achieve target of seamless end-to-end delivery of services

- Identify your goals.
- Build-up Networking Infrastructure.
- Digitization of records.

- Develop applications as per the need of various departments.
- Continuous up-gradation of application on feedback of citizens.
- Develop mobile application for wider reach of application.
- Implement latest Technology innovations.

12. NDMC Citizen App -Key Initiatives and Impact. . .

1. **Birth and Death:** This service with in-built QR Code has been implemented free of cost, Further, inclusion of name in birth certificate after authentication of details using Aadhar details has also been started online to facilitate citizens. Till date, 5 Lac plus birth & death certificates have been issued through online system. So far, the turnaround time for getting the certificates was reduced by 99%, from 7-10 days before online service was implemented to less than 5 minutes now.
2. **Electricity and Water connections:** The process of applying for electricity and water connections in NDMC has been digitized with definite timelines within which the departments concerned to grant sanctions to citizens applying for these services. This project has been designed to ease the application process and to prevent the citizen from having to run from pillar to post. As a today Physical interaction with site, Engineers have been eliminated.
3. **Online Payment Facilities:** As a part of Digital India Initiative of Government of India, NDMC has implemented various modes of online payment system like UPI, BHIM enabled Bharat QR, BBPS, NEFT/RTGS and Debit/Credit Cards Hassle free online payment. Enhancement of transparency.
4. **Online Booking of NDMC Venues:** The booking of NDMC Barat Ghars, water tankers, Community Centres, and different NDMC venues for Public Events has been made online. Hassle free online registration without coming to

NDMC facility centre physically. Till date 2061 consumers have been availed this facility.

5. **E-Hospital:** NDMC has implemented E-Hospital application in collaboration which covers all the NDMCs Hospitals, Dispensaries, Poly-clinics, AYUSH Centers and Central Medical Store, and have modules such as Patient Registration (OPD & Emergency), Billing, ORS (Online Registration System), Lab, IPD (Admission/ Transfer/ Discharge), Pharmacy & Central Medical Store, etc. Long queue in registration for OPD have been reduced. Citizen can view the stock position of medicine in real time. In last six months, total 2,99,114 patients have been registered through E-Hospital.
6. **GIS:** A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage and present spatial or geographic data. For visualization and better planning of services, NDMC launched GIS portal with 256 layers of different services. One can easily locate a Public Toilet, Clinics/ Dispensaries, Litterbins, Metro Stations, Police Stations, Pharmacies, ATMs etc. its helping in Smart Planning to build citizen centric infrastructure like public toilet units. By using GIS Map & complaint received on App311, heat maps are being generated to find out the vulnerable area for vector borne disease like dengue & chikungunya. With this analysis, preemptive steps are taken to increase insecticide spraying to avoid hotspots resulting in fewer cases of chikungunya & dengue in the succeeding years.
7. **Public Toilet Unit;** successfully implemented a feedback mechanism in all PTU's (350+) maintained by NDMC for effective governance. A Complaint is raised on 3 successive bad reviews' through PTU's. Turnaround Time is defined for resolution of the complaints. Complaints can be raised using both touch interface and QR Code at PTU's Total No. of Complaints raised in FY 2021-22: ~11K+90% complaints resolved as per defined SLA Consistent improvement in

the complaint resolution time and compliance, as accountability improves
Significant improvements in the PTU cleanliness index

8. **Single Sign On:** SSO will enable both the citizens and NDMC Employees who to use single user ID password to access various citizen centric applications. Improve Security level. Hassle free access of multiple services. Centralized monitoring.
9. **E-Waste Collection:** NDMC is a pioneer in implementing e-Waste Collections from Residents/ Government & Private offices in the NDMC Area. Improper disposal of e-Waste is harmful to the environment because of the radiations emitted and the hazardous chemicals used. This proper disposal saves residents from said hazards
Transparent & Efficient Transaction: Customers can avail the facility by selling e-Waste, including computers, mobile phones, Air conditioners, Fridge, and Cables etc., on NDMC approved rates using m-application. Real Time electronic transfer of funds to the customer on collection of e-Waste

No lower limit on the number of E-Waste items to be disposed
Customer Dashboard to gives update to the resident (Collection Date, Reimbursement

10. E-Administration Initiatives

1. E-Office

- Enhance transparency Increase accountability
- Assure data security and data integrity.
- Provide a platform for re-inventing and re-engineering the Government.
- Promote greater collaboration in the workplace and effective knowledge management

2. E-Sparrow

The APARs would be generated and transmitted online to the concerned officers for filling up of the self-appraisal. The officer can then submit the self-appraisal online through Digitally Signed Signature (DSC) or through E-sign

3. E-HRMS

The e-HRMS application was to facilitate the proper monitoring, manpower planning, recruitments, Postings, Promotion, Transfer based on employee skill set, service history which was earlier being done manually consuming lot of time and manpower in Government system.

4. Online Attendance

- Online Monitoring of daily attendance of employee
- Timely disbursement of salary
- Enhanced Transparency

5. Integrated Command and Control Centre (ICCC)

It is nodal point of availability of all online data and information related to online Services. It is established at Head Quarter Building, Palika Kendra. This state of the art and first of its kind ICCC, at present integrates twenty municipal services. This has brought in a paradigm change in delivery of citizen services. Better management of all services. The ICCC w.e.f. 1st April 2019 to 31st December 2021 has received 69K complaints and the disposed rate for the same is equal to 98%+.

13. Challenges faced by NDMC during transformation process

- **No Change Management** - Having a strong change management culture is vital for any organization success. Inertia to change is a major roadblock in implementation of any project. Selection of Software & Technology – Selection of suitable application and technology as per end user requirement.

- **Driving Adoption of New Tools & Processes** – New process and technologies often present challenges in the form of resistance to change from tenured employees who feel there is nothing wrong with the way they are currently doing things.
- **Continuous Evolution of citizen needs** – Organizations are always evolving and Covid-19 pandemic accelerated this. Therefore, digital transformation is not an easy process and intensive transformation efforts can take year to accomplish.
- **Lack of Proper Computer Skills** – For successful usage of IT based applications, department required employee having proper computer skills. To train end users intensive training programs for employees are required

14. Awards:

The New Delhi Municipal Council (NDMC) has emerged as the best municipality among cities and union territories with a population of less than a million in the country, receiving a national award from the Ministry of Housing and Urban Affairs (MoHUA) and Prime Minister's Awards for Excellence in Public Administration 2021

15. Way forward:

No matter what type of question citizens have in their mind related to any department, they will get answers to all their questions related to any department like Birth and Death Registration, Electricity Department, Water Supply, health Licenses, Civil Roads, Veterinary Hospital, etc. The application will eventually make the service delivery better and smart through transparency, collaboration, and cooperation.

“SEVA SINDHU PORTAL” – GOVERNMENT OF KARNATAKA

MS. DIPTI ADITYA KANADE, DIRECTOR (BUDGET), DEPARTMENT OF SPACE, GOV. OF INDIA

Ms. Dipti Aditya Kanade is an IAS Officer of 2008 batch, Karnataka cadre. She has worked in various capacities in the Government of Karnataka. She has worked Deputy Secretary in the Department of Finance, Govt. of Karnataka’ as Deputy Commissioner of Chickballapur District, Karnataka; Project Director, Human Resource Management System, Govt. of Karnataka’ Director, Electronic Delivery of Citizen Services, Govt. of Karnataka. At present, she is working as Director (Budget) in the Department of Space, Government of India. She was awarded the Prime Minister’s Award for Excellence in Public Administration, 2021 for the initiative ‘Seva Sindhu’ of Government of Karnataka under the category ‘End to End Delivery of Services without Human intervention’

Lead Speaker –Ms. **DIPTI ADITYA KANADE Director**, Department of space. Government of India. The speaker started by briefing about the Seva Sindhu is the common citizen service portal/facility of Government of Karnataka to provide government related services and other information in one place. Seva Sindhu is implemented under the e-District Mission Mode Project (MMP) of Department of Electronics and Information Technology (DeitY), Ministry of Communications & IT, Government of India. Can be accessed online by public using Internet from anywhere or through identified service delivery centres at District/Taluk/Sub-division/Village level.

SEVA SINDHU- “ONE PLATFORM, MANY SERVICES”

Government services have always been perceived as slow, bound by red tape and inefficient. Seva Sindhu is the initiative by the Government of Karnataka to usher in an era of seamless delivery of Government services to its citizens. By reducing turn-around time for formalities, allowing contactless, cashless services without the need of physical visits to departments, the effort is to make ease of living a way of life.

What is Seva Sindhu?

Seva Sindhu is the common citizen service portal/facility of Government of Karnataka to provide government related services and other information in one place. Seva Sindhu is implemented under the E-District Mission Mode Project (MMP) of Department of Electronics and Information Technology (DeitY), Ministry of Communications & IT, Government of India.

Brief Background:

In the past, the people of Karnataka faced a number of issues while dealing with Government offices. The smallest of requirements like procuring a bus pass for students, getting soil samples analysed on time by farmers, etc. required physical visits to Government offices, a longer than expected turn-around-time. This made things difficult and often unworthy of the time and efforts invested. ‘Seva Sindhu’ is a software that integrates various services offered under Sakala for delivering the services and acceptance of the user fees at government offices all over state through single window system. He said the public to pay the bills for the public utilities can use the software and they can receive income, caste and other certificates offered by the government. The new innovative step will help the common person in getting rid of the intermediaries, as the entire data will be merged in Seva Sindhu.

Seva Sindhu structure and process:

Easing up the lives of the people seeking Government services, Seva Sindhu has helped individuals and businesses navigate all their requirements. The platform being integrated with various Government agencies and departments offers ease of access and other time critical services like healthcare, etc. to the farmers, traders, and the common public of Karnataka.

Seva Sindhu passed the litmus test when it proved instrumental in offering financial aid to the public during the pandemic, when almost the entire population of Karnataka was affected directly or indirectly due to the economic consequences of lockdowns and other disruptions.

Seva Sindhu – Salient Features:

Seva Sindhu is Single window agency delivering government services in a cashless, paperless, contactless manner with 850+ services from 80 departments available and till now 2.6 crore+ applications have been delivered through Seva Sindhu.

- Citizen friendly portal

- Single platform for availing services as well as applying for beneficiary schemes
 - Integrated with centralized grievance redressal system
 - Feedback mechanism on the services availed by citizens in the portal
 - Integrated with ‘Mahiti Kanaja’ portal (<https://mahitikanaja.karnataka.gov.in/>) for proactive information dissemination.
 - SMS and Email notification to the applicant on real time basis regarding application status changes (Submission, Approved/Rejected, Make Payment, etc)
 - Seva Sindhu has integrated ChatBot for 24/7 support for citizen queries
- Government Service Reengineering: Simplification of procedures right from simplified application forms, reduction in processing levels etc.
 - Comprehensive MIS with Dashboards for the decision makers

Seva Sindhu Covers entire spectrum of citizen services from application to delivery of service it helps Citizens to avail all the Government Services of any department in one place thereby saving a lot of time and money. It also provides other useful information like local events, employment opportunities etc.

1. Aadhaar based authentication: E-KYC - OTP and Biometric, Aadhar as financial address
2. e-Sign for authentication by citizen & officials
3. Integration with DigiLocker for storing output certificates
4. Detailed information disclosure of each service
5. Chatbot for 24/7 support for citizen queries
6. Digitally signed QR code on output certificate for enhanced security
7. Integration with SAKALA to ensure timely service delivery.
8. Provides online option of Appeal in case of delayed service delivery
9. Real time SMS and Email notification on application status changes
10. 100% Digital payments - application fees as well as financial assistance
11. End-to-end development

12. Integrations with existing IT systems

13. Automatic Geo-Location detection of user using KGIS data

The E-Governance initiative help to procure the services offered through one stop to the public without the intervention of the intermediaries directly to the public. The time-bound delivery of services and the compulsion on the part of the officers will result in uninterrupted services to the public. If the service is delayed, the fine that needs to be paid for the public will stretch from Rs 20 to Rs 500.

Seva Sindhu-Sectoral Coverage of Seamless Services

The broad list of services to be delivered through Seva Sindhu are Certificates: Creation and distribution of certificates for income, domicile, caste, Birth, Death etc. Licences: Arms Licenses etc. Public Distribution System (PDS): Issue of Ration Card, etc. Social Welfare Schemes: Disbursement of old age pensions, family pensions, widow pensions, etc. Complaints: Related to unfair prices, absentee teachers, non-availability of doctor, etc. RTI: Online filing and receipt of information relating to the Right to Information Act Linking with other e government projects: Registration, Land Records, and Driving Licences, etc. Information Dissemination: About government schemes, entitlements, etc. Assessment of taxes: Property tax, and other government taxes. Utility Payment: Payments relating to electricity, water bills property taxes etc. Local News: About events, employment opportunities etc.

Through Seva Sindhu citizens can access following sectoral services

- Senior Citizen Welfare Services
- Labour Centric Services
- Women Centric Services
- Health Centric Services
- Youth Centric Services
- Industry Centric Services
- Farmer Centric Services

Modes of Service Delivery:

1. Online/ Self Mode

Services are available online at

<https://sevasindhu.karnataka.gov.in/Sevasindhu/English>

2. Grama One

Single point assistance centre for all citizen centric activities at village level, which includes delivery of G2C services, banking services, Skill Upgradation etc. 7112 Centers (being extended to 9000 centers by October 2022)

3. Janasevaka (Door Delivery)

Involves receiving of applications and delivery of services at the door-step of citizens in 198 wards of BBMP 80 services from 9 departments

4. Bangalore One and Karnataka One

Integrated citizen services delivery centers in Bangalore (146) & other cities of Karnataka (62) Being extended to all Urban Local Bodies in the State by October, 2022

Best Practices to Replicate in Other Places:

- ✓ Stakeholder consultation & Planning
- ✓ Stakeholders are actively involved in the overall service development life cycle providing valuable inputs improving service design and outcomes
- ✓ Government Process Re-engineering
- ✓ Involvement of departments have resulted in minimized process complexity, cost, service delivery time etc.
- ✓ Universal Access to Services
- ✓ Services are easily accessible in the Seva Sindhu portal. Janasevaka , Grama One, KarnatakaOne are the other successful delivery channels
- ✓ Seva Sindhu promotes Digital payments for a cashless system
- ✓ Integration
- ✓ Integrating with systems like KUTUMBA, FRUITS, SATS etc. has resulted in faster data transfer and reduction in documents upload

Way forward

- 100 % saturation in digital delivery of services and beneficiary schemes
- Use of emerging technologies to further service delivery mandate
- Entitlement based delivery of services – e.g. auto disbursement of scholarships to students based on their eligibility

- Single Sign-on for seamless movement across various Government platforms
- Expansion of Assisted modes of Service delivery to all parts of the State of Karnataka
 - Janasevaka to 10 City Corporations
 - GramaOne centers in all Grama Panchayats
 - Expand KarnatakaOne to all Urban Local Bodies

Awards and Recognitions

Seva Sindhu has won prestigious Prime Minister’s Award for Excellence in Public Administration for “Seamless End to End Delivery of Citizen Services without Human Intervention” During the Year 2021-22

VOTE OF THANKS

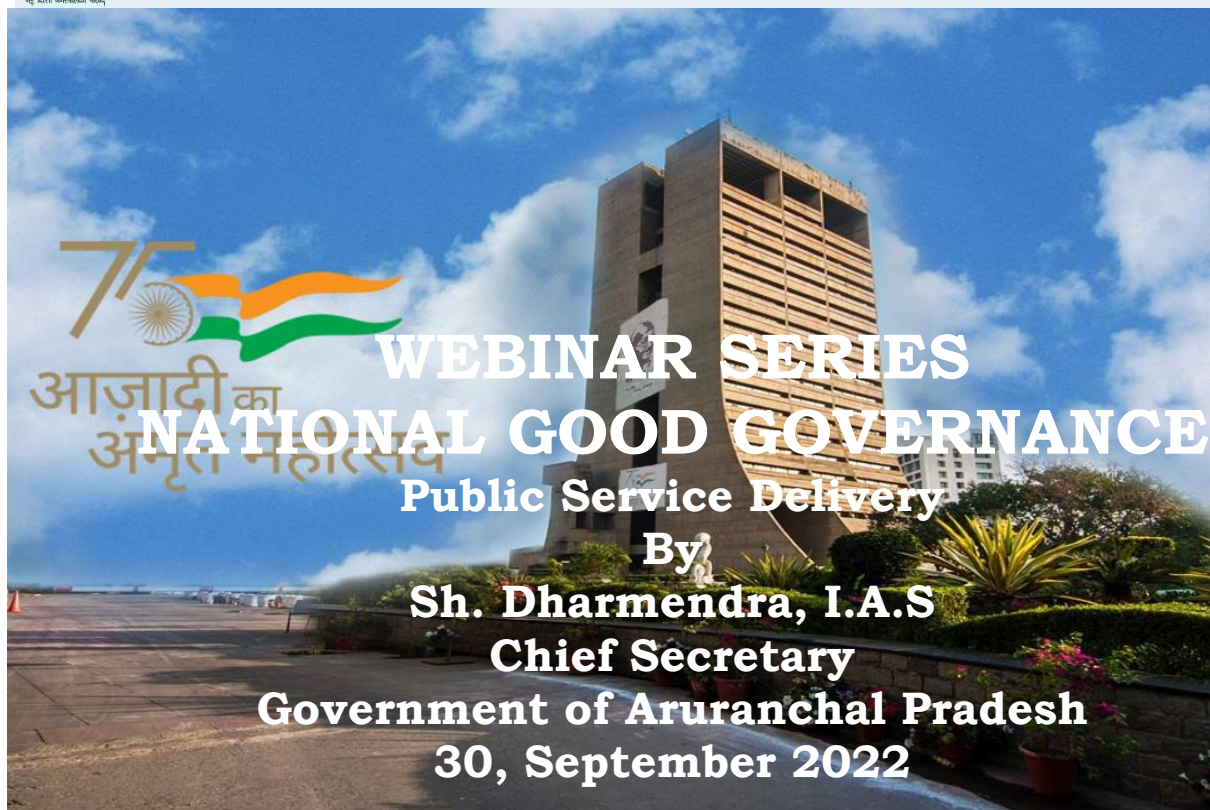
Prof. Poonam Singh from the National Centre for Good Governance (NCGG) proposed Vote of Thanks at the Webinar. She threw light on how these innovative initiatives led to become an example and serve as an opportunity for the officers to connect with and serve the people with seamless ways.

Before concluding, she expressed her heartfelt gratitude to Sri V Srinivas, IAS, Secretary, Department of Administrative Reforms & Public Grievances (DARPG) Singapore Administrative Delegates and Sri Bharat Lal Newly Appointed Director General of NCGG and the eminent speakers who presented their views on “**NDMC APP 311**” Government of Delhi & “**SEVASINDHU**” Government of Karnataka

” at the webinar. On behalf of NCGG, she thanked all the participants of the webinar comprising of Chief Secretaries/Administrators of All States and UTs of India, District Collectors, IT Secretaries, AR Secretaries, Heads of Administrative Training Institute of All States and UTs of India, LBSNAA, Capacity Building Commission (CBC), Sr. Administrators, Eminent Academicians, Sr. Officials from DARPG and NCGG Team.



Azadi Ka Amrit Mahotsav



BRIEF PROFILE



- The Imperial Delhi Committee constituted on 25th March, 1913
- Raisina Municipal Committee formed in 1916
- New Delhi Municipal Committee formed as a 1st Class Municipality in 1932
- After commencement of the NDMC Act 1994, the Committee renamed as New Delhi Municipal Council
- Area: 42.7 sq.km
- Resident Population: 0.25 million
- Floating Population: 1.6-2.0 million/ day
- Population Density: 5850 pers. / sq. km
- 48% green cover against Delhi's 21 %
- Cleanest & greenest part of the capital



NDMC BEING DIGITAL MUNICIPAL ORGANIZATION



Digital India program, an initiative by Hon'ble Prime Minister emerged with the idea to provide government services to citizens electronically, create digitally literate citizens, and eventually transform India into a digitally empowered economy.

NEW DELHI MUNICIPAL COUNCIL is working with the aim of transforming itself into Digital Municipal Organization.

New Delhi Municipal Council (NDMC) has taken several IT based initiatives through technology intervention for strengthening of e-Governance and m-Governance to improve efficiency and effectiveness in providing civic services in an equitable, non-discretionary and transparent manner.



OBJECTIVES...



- ❑ Developing Citizen Centric web applications and Mobile applications to minimize the physical contact with the citizen.
- ❑ Developing Employees friendly applications for improving work efficiency.
- ❑ To make web applications and Database more secure and robust to avoid cyber attack.



Various e-Services offered by NDMC



| G2C Government to Citizen | G2B Government to Businesses | G2E Government to Employee | Short-Term Applications as per requirements |
|--|--|---|---|
| <ul style="list-style-type: none"> • Online Birth / Death Certificate • Online Payment of Utility Bills • Online Name Inclusion for New Born • Online Barat Ghar / Venue Booking • LoveMyTree: QR Code on Tree • UMANG • Online Medical Store – Stock Monitoring • E-Hospital • Online Inoculation Slot Booking (Yellow Fever Vaccination) • Property Tax • E-Waste | <ul style="list-style-type: none"> • Building Plan Approval • Online Mutation of Property • Online Health Trade License • Bill Tracking System (Vendor Payment Tracking) • Online Road cutting permission | <ul style="list-style-type: none"> • Pensioner Portal • Pay-slip / Form 16 / GPF / Pay-slip etc. • Online Vigilance NOC • GIS Mapping | <ul style="list-style-type: none"> • Yoga Day Registration • Swachh Survekshan Pledge • Swacha Survekshan Survey • School Admission Registration • Online JR/SR Doctor Vacancy |

Key Initiatives and Impact...



Birth and Death

This service with in-built QR Code has been implemented free of cost. Further, inclusion of name in birth certificate after authentication of details using Aadhar details has also been started online to facilitate citizens. Till date 5 Lac plus birth & death certificates have been issued through online system.

The turnaround time for getting the certificates got reduced by 99%, from 7-10 days before online service was implemented to less than 5 minutes now.

Electricity and Water connections

The process of applying for electricity and water connections in NDMC has been digitized with definite timelines within which the departments concerned to grant sanctions to citizens applying for these services. This project has been designed to ease the application process and to prevent the citizen from having to run from pillar to post.

Physical interactions with site Engineers have been eliminated.

Key Initiatives and Impact...



Online Payment Facilities

As a part of Digital India Initiative of Government of India, NDMC has implemented various modes of online payment system like UPI, BHIM enabled Bharat QR, BBPS, NEFT/RTGS and Debit/Credit Cards.

Hassle free online payment. Enhancement of transparency.

Online Booking of NDMC Venues

The booking of NDMC Barat Ghars, water tankers, Community Centres, and different NDMC venues for Public Events has been made online.

Hassle free online registration without coming to NDMC facility centre physically. Till date 2061 consumers have been availed this facility.

Key Initiatives and Impact...



e-Hospital

NDMC has implemented e-Hospital application in collaboration which covers all the NDMCs Hospitals, Dispensaries, Poly-clinics, AYUSH Centres and Central Medical Store, and have modules such as Patient Registration (OPD & Emergency), Billing, ORS (Online Registration System), Lab, IPD (Admission/ Transfer/ Discharge), Pharmacy & Central Medical Store, etc.

Long queue in registration for OPD have been reduced. Citizen can view the stock position of medicine in real time. In last six months, total 2,99,114 patients have been registered through e-Hospital.

GIS

A geographic information system (GIS) is a system designed to capture, store, manipulate, analyze, manage and present spatial or geographic data. For visualization and better planning of services, NDMC launched GIS portal with 256 layers of different services. One can easily locate a Public Toilet, Clinics/ Dispensaries, Litterbins, Metro Stations, Police Stations, Pharmacies, ATMs etc.

Helping in Smart Planning to built citizen centric infrastructure like public toilet units. By using GIS Map & complaint received on App311, heat maps are being generated to find out the vulnerable area for vector borne disease like dengue & chikungunya. With this analysis, preemptive steps are taken to increase insecticide spraying to avoid hotspots resulting in fewer cases of chikungunya & dengue in the succeeding years.

Key Initiatives and Impact...



Public Toilet Unit

- Successfully implemented a feedback mechanism in all PTU's (350+) maintained by NDMC for effective governance.
- A Complaint is raised on 3 successive bad review's through PTU's.
- Turnaround Time is defined for resolution of the complaints.
- Complaints can be raised using both touch interface and QR Code at PTU's

- Total No. of Complaints raised in FY 2021-22 : ~11K+
- 90% complaints resolved as per defined SLA
- Consistent improvement in the complaint resolution time and compliance, as accountability improves
- Significant improvements in the PTU cleanliness index

Single Sign On

SSO will enable both the citizens and NDMC Employees who to use single user ID password to access various citizen centric applications.

- Improve Security level.
- Hassle free access of Multiple services.
- Centralized monitoring.

Key Initiatives and Impact...



E-Waste Collection

- NDMC is a pioneer in implementing e-Waste Collections from Residents/ Government & Private offices in the NDMC Area.
- Improper disposal of e-Waste is harmful to the environment because of the radiations emitted and the hazardous chemicals used.
- This proper disposal saves residents from said hazards.

- **Transparent & Efficient Transaction:** Customers can avail the facility by selling e-Waste, including computers, mobile phones, Air conditioners, Fridge, and Cables etc., on NDMC approved rates using m-application.
- **Real Time electronic transfer of funds** to the customer on collection of e-Waste
- **No lower limit on the number of eWaste items to be disposed**
- **Customer Dashboard** to gives update to the resident (Collection Date, Reimbursement)

e-Administration Initiatives



e-Office

- Enhance transparency Increase accountability
- Assure data security and data integrity.
- Provide a platform for re-inventing and re-engineering the Government.
- Promote greater collaboration in the workplace and effective knowledge management.

e-Sparrow

The APARs would be generated and transmitted online to the concerned officers for filling up of the self appraisal. The officer can then submit the self appraisal online through Digitally Signed Signature (DSC) or through E-sign.

e-HRMS

The e-HRMS application was to facilitate the proper monitoring, manpower planning, recruitments, Postings, Promotion, Transfer based on employee skill set, service history which was earlier being done manually consuming lot of time and manpower in Government system.

Online Attendance

- Online Monitoring of daily attendance of employee
- Timely disbursement of salary
- Enhanced Transparency

Integrated Command and Control Centre (ICCC)



ICCC


It is nodal point of availability of all online data and information related to online Services. It is established at Head Quarter Building, Palika Kendra. This state of the art and first of its kind ICCC, at present integrates twenty municipal services. This has brought in a paradigm change in delivery of citizen services.

Better management of all services. The ICCC w.e.f. 1st April 2019 to 31st December 2021 has received 69K complaints and the disposed rate for the same is equal to 98%+.

Mobile App for Citizen Centric Services



NDMC 311 App



What is 311?

Why NDMC 311 was required?

What is 311?


Open Protocol for non-emergency service response used world wide



Why NDMC 311 was required?

- Redressal of civic grievances
- Information dissemination
- Permanent solution to recurring problem

Smart Vision for Smart Governance

A brief of NDMC Citizen Interface (NDMC - 311)



Citizen Corner

- Raise Complaints related to the municipality function
- Book Citizen Facilities
- Pay for all services including Utilities

- BaratGhar, Swimming Pool, Inoculation Slot Booking, Birth and Death Certificate
- Nearest Parking Space, Navigation to locations in NDMC (mapped with RFID)
- Pay for all Utilities, Taxes, services etc.

Officers Corner

- Unified dashboard of all complaints raised
- Efficient tracking of complaint resolutions
- Governance of officers

- Assigning responsibilities
- Attendance System (integrated with GPS)
- Feature to generate m-Challan
- Integration of Complaints with CRM

| | | | | | |
|--|------------------------------------|----------------------------|------------|---|--|
| Birth and Death Certificate (with QR Code) Integrated with Blockchain Technology | Electricity and Water Bill Payment | Waste & e-Waste Management | e-Hospital | Online Venue Booking of Community Hall / Barat Ghar | Viewing available parking spots in NDMC area |
|--|------------------------------------|----------------------------|------------|---|--|

40+ services integrated on NDMC 311, with Single Sign On for seamless User Experience

NDMC Citizen App – Unique Value Proposition



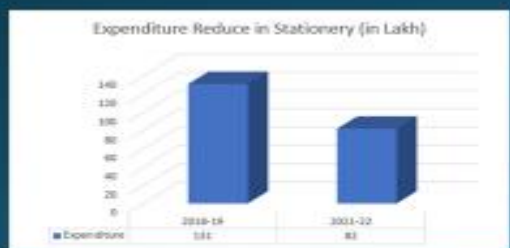
- NDMC's Citizen Centric App acts as a one stop solution to all Citizen Centric Grievances
- While a lot of Smart Cities and Municipalities extend Citizen Centric Applications with all services integrated, NDMC has taken a step further by doing the following:
 - ✓ Integration of Officer Portal, for effective complaint redressal and governance of officers.
 - ✓ Seamless integration of interfaces of Swatch Bharat, UMANG etc. for effective timely redressal in the officer portal of the Citizen App.



30,000+ complaints received in FY 2021-22

6000+ inspection reports in FY 2021-22

Impact of 311 App



Benefits of various IT based initiatives



Empowerment

Without the use of technology, the municipality used to suffer from a slew of issues including lack of transparency, ineffective governance and poor accountability of resident grievances. After implementing IT based solutions, resident is now empowered to demand his public services in a transparent and efficient manner.

Improvement

Service improvement is one of the cornerstones of digital transformation. Citizens enjoy a better service and their needs are met faster and more completely.

Convenience

Paperless processes provide constituents with on-demand access to applications, information and other services that traditionally require a trip to govt. offices. By digitizing operations, governments can more efficiently process claims, applications and license requests, resulting in higher public satisfaction.

Remote Work & Business Continuity

Even on days when government offices are closed, e-services continue to be delivered. One can submit applications also. Enable employees to access crucial data, from any location, through any device, at any time.

Cut Cost

Digital document management eliminates the cost of printing and mailing documents to citizens. Online payment options also reduce transactions processing costs. Increased productivity resulting from digitization defers cost over the workforce.

Some other benefits



- All the services of NDMC are now at Doorstep of citizens and can also be access through mobile on single click.
- Citizen need not to come to any offices of NDMC for their work. The services can be access from anywhere anytime.
- Faster delivery of services
- Number of Citizen facilitation centre has been reduced to 5 number to 2 number.
- Payment collection centres which were located at different location across NDMC area has been permanently closed.
- Footfall at existing citizen facilitation centre has also been reduced more than 50%.
- Transparency has been increased which subsequently has increased accountability.

Citizen Feedback



23.

Name: kumar bablu
Email: bablupandit1985@gmail.com
Department: Horticulture Department
Created at: Sep 16, 2022 08:20:22 PM
Feedback: Good job I am satisfied

25.

Name: Vipin Sharma
Email: romysharma.rs@gmail.com
Department: Horticulture Department
Created at: Sep 16, 2022 10:41:36 AM
Feedback: Few days back i had given a complaint regarding destroying of park by doing activities which are prohibited in these park..i am taking about Ayappa Park Hari Enclave..the condition of park was like hell & not in the good condition after. Lodge complaint & action taken by the authorit . Now it is ok

64.



Name: Javed Sehgal
Email: javedsehgal003@gmail.com
Department: Public Health Department
Created at: Sep 01, 2022 08:53:20 PM
Feedback: Public health department NDMC me No 1 hai very very good job sweeping 7 cleaning best ?

Citizen Feedback



29.



Name: Bunty Kumar
Email: bunty3071@gmail.com
Department: Air Pollution
Created at: Sep 15, 2022 08:18:44 AM
Feedback: Good

6.



Name: Civilian Amit
Email: amitamit30914@gmail.com
Department: CIVIL ENGINEERING DEPARTMENT-II
Created at: Sep 22, 2022 01:06:26 PM
Feedback: Humari comments thik ho chuki hai thankyou NDMC

8.



Name: Akhil Akhouri
Email: akhouri.akhil@gmail.com
Department: Public Health Department
Created at: Sep 21, 2022 10:08:51 AM
Feedback: Fumigation is urgently required

Emerging Technology to be Implemented



Implementation of Block Chain Technology

In first phase, NDMC has implemented Block Chain technology in birth & death application including Hospital interface successfully and same shall be implemented in Property Tax and Estate applications.

- ✓ Security in terms of integrity and authenticity of vital data.
- ✓ Malware Resistant.
- ✓ A trust across the parties

Artificial intelligent base CHATBOT

ChatBot facility on NDMC website will enable citizen to get faster response to their quires in a personalized manner with 24X7 availability.

Implementation of Cyber Security Measures in NDMC Data Center



IT Security

Cyber security has proven to be a necessary investment for government organizations because it protects all categories of data from theft and damage. This includes sensitive data, personally identifiable information (PII), protected health information (PHI), intellectual property data and governmental information systems and helps prevent cybercriminals from gaining access to devices or the networks. NDMC is going to implement this for 360 degree cyber security

ISO 27001 Certification

NDMC is taking various steps as per its own cyber security policy to get ISO 27001 Certification

On Boarding Cyber Swachhta Kendra

Cyber Swachhta Kendra Government of India's Digital India initiative under the Ministry of Electronics and Information Technology (MeitY) to create a secure cyber Space by detecting botnet infections in India and to notify, enable cleaning and securing systems of end users so as to prevent further infections.

Common Municipalities Smart Service Portal (CMSSP)



CMSSP is a web portal developed and hosted by the NDMC. It is a common knowledge sharing portal to serve as a one-stop information portal that would not only highlight the best practices of various smart city projects in NDMC as well as other Urban Local Bodies (ULBs) of the country and abroad but also document their success and challenges in implementing smart city project.

The portal candidly underscores the project experiences and highlights the steps taken by NDMC to overcome the challenges. The areas that require urgent attention are also pointed out. The portal is created to be interactive by enabling the ULBs to exchange their ideas on a common platform.

The overarching objective is to promote mutual learning for local bodies in the delivery of municipal services and utilities for the overall well-being of the population.

Steps to achieve target of seamless end-to-end delivery of services



- *Identify your goals.*
- *Build-up Networking Infrastructure.*
- *Digitization of records.*
- *Develop applications as per the need of various departments.*
- *Continuous up-gradation of application on feedback of citizens.*
- *Develop mobile application for wider reach of application.*
- *Implement latest Technology innovations.*

Challenges faced by NDMC during transformation process



- **No Change Management** - Having a strong change management culture is vital for any organization success. Inertia to change is a major road block in implementation of any project.
- **Selection of Software & Technology** – Selection of suitable application and technology as per end user requirement.
- **Driving Adoption of New Tools & Processes** – New process and technologies often present challenges in the form of resistance to change from tenured employees who feel there is nothing wrong with the way they are currently doing things.
- **Continuous Evolution of citizen needs** – Organizations are always evolving and Covid-19 pandemic accelerated this. Therefore digital transformation is not an easy process and intensive transformation efforts can take year to accomplish.
- **Lack of Proper computer Skills** – For successful usage of IT based applications, department required employee having proper computer skills. To train end users intensive training programs for employees are required.

THANK YOU!



ANNEXURE – II –PRESENTATION – “SEVA SINDHU PORTAL”



Seva Sindhu
“One platform, many services”

1



Seva Sindhu – Salient Features

- Single window agency delivering government services in a cashless, paperless, contactless manner
- 850+ services from 80 departments available
- Till now 2.6 crore+ applications have been delivered through Seva Sindhu
- Covers entire spectrum of citizen services from application to delivery of service

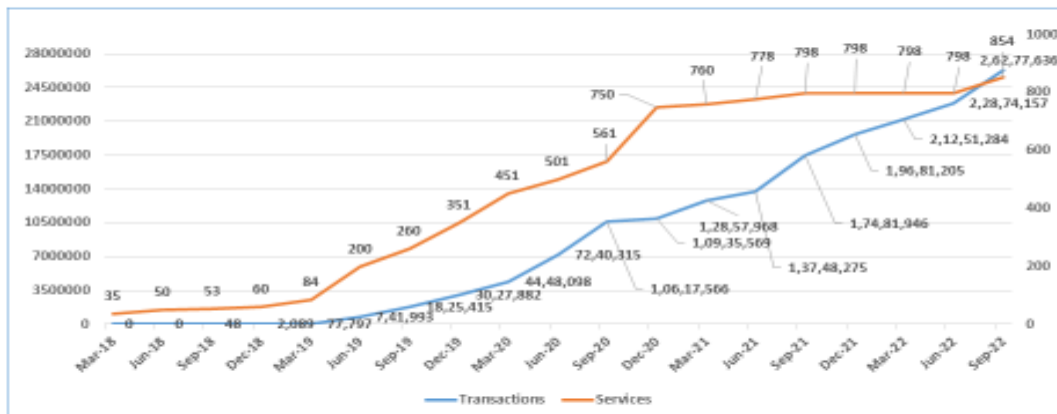
| | | | |
|--|---|--|---|
| | ✓ Aadhaar based authentication: e-KYC - OTP and Biometric, Aadhar as financial address | | ✓ Integration with SAKALA to ensure timely service delivery. Provides online option of Appeal in case of delayed service delivery |
| | ✓ e-Sign for authentication by citizen & officials | | ✓ Real time SMS and Email notification on application status changes |
| | ✓ Integration with DigiLocker for storing output certificates | | ✓ 100% Digital payments - application fees as well as financial assistance |
| | ✓ Detailed information disclosure of each service ✓ Chatbot for 24/7 support for citizen queries | | ✓ End-to-end development ✓ Integrations with existing IT systems |
| | ✓ Digitally signed QR code on output certificate for enhanced security | | ✓ Automatic Geo-Location detection of user using KGIS data |



Bird's eye view of sectoral coverage

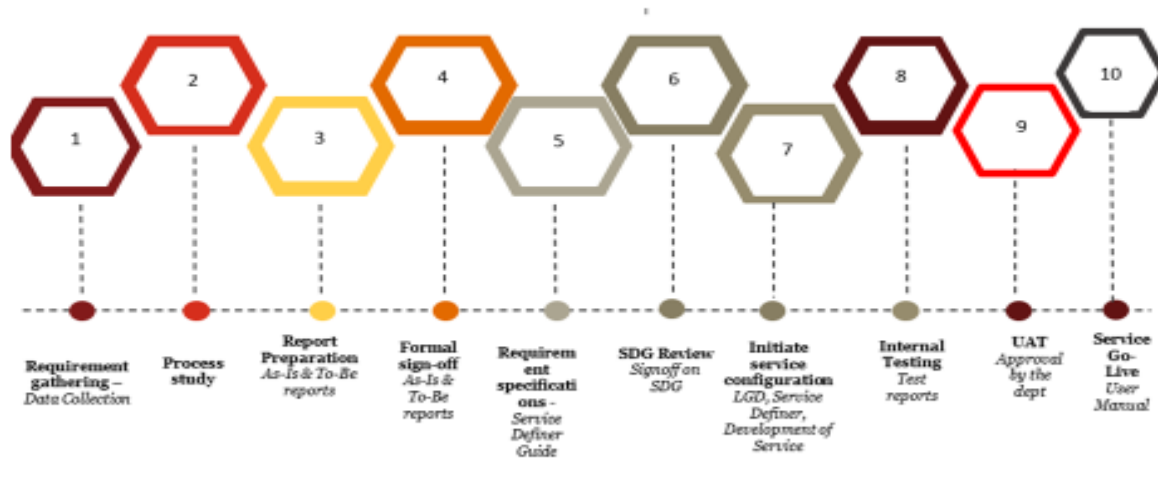


Seva Sindhu service Onboarding and Transactions Trend - Quarter wise



Services : 850 Departments: 80
No of Applications Received till 23rd Sept 2022: 2.62+ Crores

On-boarding Procedure



Modes of Service On-boarding

| End-to-End | Integration |
|--|--|
| <ul style="list-style-type: none"> ➤ Applicable to Department services which are manually delivered as on today. ➤ Application submission by the citizen & subsequent processing by Department officers are done on Seva Sindhu system ➤ Database is maintained by Seva Sindhu <p>Advantages</p> <ul style="list-style-type: none"> ➤ Departments which have been unable to deliver services online can now use a completely online system ➤ There is no financial burden to Department ➤ Changes in the software are smoother due to complete ownership by the Government. | <ul style="list-style-type: none"> ➤ Applicable to services which are already delivered online by the Department. ➤ Application submission by the citizens can be done on Seva Sindhu or on Department's portal, while the processing happens on department's application ➤ Database is maintained by the respective departments ➤ Web services are used for integration with the department application <p>Advantages</p> <ul style="list-style-type: none"> ➤ Presence of all services on a single platform helps the citizens more modes to avail department's services. ➤ Department can implement back-end changes in processes without affecting citizen facing application. ➤ Citizens can now avail services through assisted mode and department need not invest on the same. |

Modes of Service Delivery

✓ Online/ Self Mode

- Services are available online at <https://sevasindhu.karnataka.gov.in/Sevasindhu/English>



✓ Grama One

- Single point assistance centre for all citizen centric activities at village level which includes delivery of G2C services, Banking services, Skill Upgradation etc.
- 7112 Centers (being extended to 9000 centers by October 2022)



✓ Janasevaka (Door Delivery)

- Involves receiving of applications and delivery of services at the door-step of citizens in 198 wards of BBMP
- 80 services from 9 departments



✓ Bangalore One and Karnataka One

- Integrated citizen services delivery centers in Bangalore (146) & other cities of Karnataka (62)
- Being extended to all Urban Local Bodies in the State by October, 2022



Grama One

- Single point assistance centre for all citizen centric activities at village level which includes delivery of G2C services, Banking services, Skill Upgradation etc.
- PPP Model wherein the Government is providing branding and technology
- Operational Partner is responsible for setting of these centres at village level through franchisee mode.

Grama One Timeline:

Pilot Launch Date: November 19, 2020

Districts: Davangere, Chikkamagaluru, Vijayapura & Bidar

Number of Centres in Pilot: 300+ Centres

Project Launch Date: January 26, 2022

No of Districts: 31 Districts

Number of Centres: 7112 Centres

No. of Services: 850 services

No of Applications: 82,00,000+

Envisaged Benefits of Grama One:

- **Saving on Opportunity Cost:** Since Grama One will act as one-stop shop for all government services, citizens do not need to travel to district or taluk to avail government services. This will help in saving time & money of the citizens.
- **Employment:** Employment opportunities for the local youth
- **SMART Governance:** Accountability and Transparency in the service delivery to the rural citizens. This also means no dependency on middlemen to avail government services
- **Convenience:** Convenient for the citizens are the Grama One centres are operations from 8AM-8PM even on government holidays which is not the case for other government run service centres
- **Financial Inclusion:** By providing micro-banking services through Grama One centres, government will also achieve the mandate of financial inclusion

GramaOne centres



GramaOne centres





Door to Door Survey done by Grama One Operators



About Janasevaka

Janasevaka – This is a path-breaking citizen centric initiative introduced by the Government of Karnataka involving both receiving of applications and delivery of services at the door-step of citizens. This major reform changes the way citizen service delivery systems work.

Janasevaka Timelining:

Pilot Launch Date: March 2, 2019

Constituency: T. Dasarahalli

Pilot Expansion Date: February 4, 2020

Constituencies Added: Rajajinagar, Bommanahalli and Mahadevapura

Next Pilot Expansion: January 18, 2021

Constituency Added: Yeshwanthpur

No. of Services: 80 services

Expansion in Bengaluru Urban: November 1, 2021

No of Applications: 2,40,000+

Benefits:

- **Time saving** as citizens do not need to wait in queue to avail services
- **Cost saving** as citizens do not need to travel to government offices or citizen service centres to avail these services
- No more dependency on middlemen
- Janasevaka visit can be booked anytime between 8AM to 8PM at the **convenience** of the citizens
- Convenience to senior citizens and physically challenged citizens





Bangalore One and Karnataka One

- Bangalore One project is an Integrated citizen services project set up in different parts of Bangalore city. There are 146 centres at present.
- Karnataka One is a replication of Bangalore One which is set up in other cities of Karnataka. 62 centres are operational
- Services available from 8 AM to 7 PM on all days except holidays as per National Holidays and Festival Act
- Multiple services of Government and Business available at all the counters of all the centres (ONE STOP)
- Jurisdiction free service
- Choice of Pay modes: Cash/Cheque/DD/ Credit cards/Debit Cards/UPI /Paytm
- Citizen Friendly ambience
- No service charges
- Services through internet(Karnataka One Portal)- <https://www.karnatakaone.gov.in/>



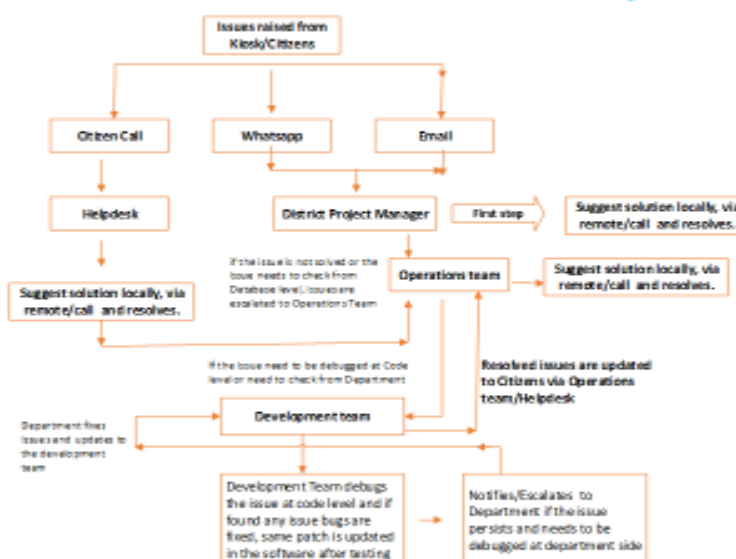
Karnataka One and Bangalore One Centres



Operations Management & Training



- Operations Team at Directorate will be trained, and Knowledge shared upon the new releases.
- District Project Managers and Master Trainers of Stakeholders are trained as Master Trainers.
- Master Trainers will train all Kiosk Operators at District level.
- Monthly refresh training to all Masters trainers will be conducted.
- Training documents, Videos, User manuals, SOP will be provided to the trainers.
- Regular feed back is collected from the field and refresh training on the feed back will be provided.



Features of Seva Sindhu



- Versatile & agile platform, thus enabling onboarding of emergency services during crisis.
E.g.: Issue of e-pass for inter State and international arrival of passengers, Disbursal of COVID related Financial packages (Construction labour, Street Vendors etc.)
- Integration with other Government data sources (FRUITS, SATS, SSLC, PUC, AJSK etc.)
 - Auto population of most of the form fields, thus, reducing number of document uploads and data entry.
 - Integrated with Kutumba - an Entitlement Management and Integrated Social Information System which consists of a social registry, integrated beneficiary management systems, beneficiary registry. More than 5.5 crore citizens enrolled.
 - Integrated with Sakala
 - Sakala Mission sets service delivery timeline
 - Performance monitoring of disposals within prescribed time limit
 - Integration with DBT platform for payments using Aadhar as financial address
 - Efficient processing by departments
- W3C, GIGW, NeSDA Compliant



Features of Seva Sindhu

- Citizen friendly portal
 - Single platform for availing services as well as applying for beneficiary schemes
 - Integrated with centralized grievance redressal system
 - Feedback mechanism on the services availed by citizens in the portal
 - Integrated with ‘Mahiti Kanaja’ portal (<https://mahitikanaja.karnataka.gov.in/>) for proactive information dissemination.
 - SMS and Email notification to the applicant on real time basis regarding application status changes (Submission, Approved/Rejected, Make Payment, etc)
 - Seva Sindhu has integrated ChatBot for 24/7 support for citizen queries
- Government Service Reengineering : Simplification of procedures right from simplified application forms, reduction in processing levels etc.
- Comprehensive MIS with Dashboards for the decision makers



Best Practices

1. Stakeholder consultation & Planning:
Stakeholders are actively involved in the overall service development life cycle providing valuable inputs improving service design and outcomes
2. Government Process Re-engineering:
Involvement of departments have resulted in minimized process complexity, cost, service delivery time etc.
3. Universal Access to Services:
Services are easily accessible in the Seva Sindhu portal. Janasevaka , Grama One, KarnatakaOne are the other successful delivery channels
4. Seva Sindhu promotes Digital payments for a cashless system
5. Integration:
Integrating with systems like KUTUMBA, FRUTTS, SATS etc. has resulted in faster data transfer and reduction in documents upload

Way forward



- 100 % saturation in digital delivery of services and beneficiary schemes
- Use of emerging technologies to further service delivery mandate
- Entitlement based delivery of services – e.g. auto disbursement of scholarships to students based on their eligibility
- Single Sign-on for seamless movement across various Government platforms
- Expansion of Assisted modes of Service delivery to all parts of the State of Karnataka
 - Janasevaka to 10 City Corporations
 - GramaOne centers in all Grama Panchayats
 - Expand KarnatakaOne to all Urban Local Bodies

Awards and Recognitions



Seva Sindhu has won prestigious Prime Minister's Award for Excellence in Public Administration for "Seamless End to End Delivery of Citizen Services without Human Intervention" During the Year 2021-22

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