



Regional Conference on Good Governance & Replication of Best Practices

Citizen Services Monitoring & other e-Governance initiatives in Telangana

**Venue: Assam Administrative Staff College, Guwahati
22 -23 December 2017**

Dr. T.K.Sreedevi IAS

Director Municipal Administration

Government of Telangana

Telangana- Urban Profile

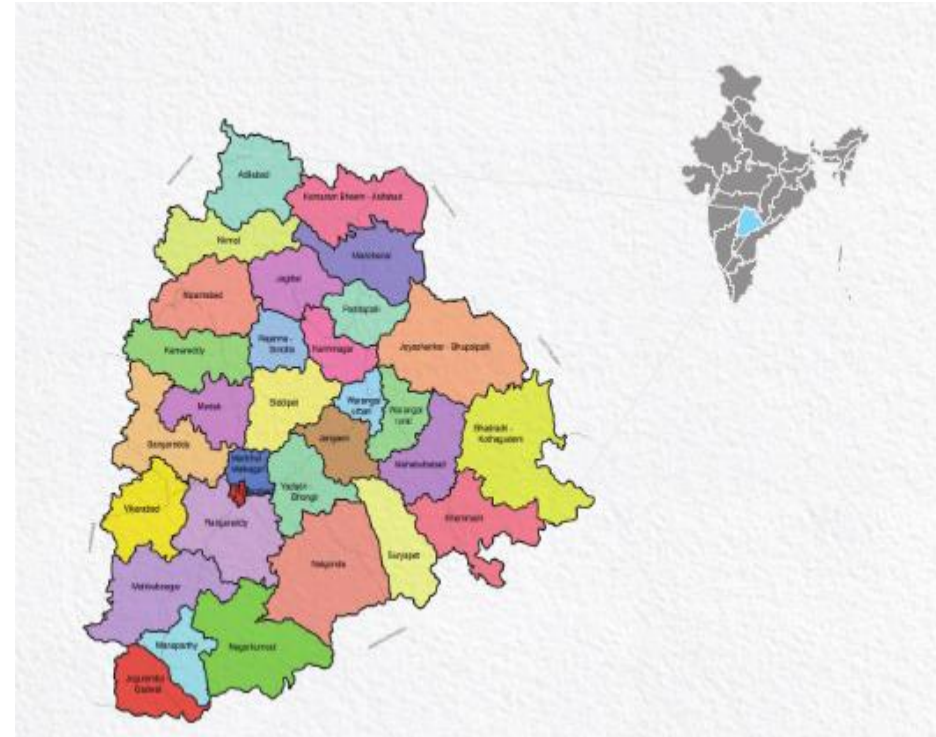
Total Population (2011) : 35.28 Million

No of Districts : 31

Urban Population : 13.72 Million

% of Urban Population : 38.89

No. of ULBs : 73



ULB	No's	Urban Population (millions)
Municipal Corporations	6	8.37
Municipalities (Spl/Grade I/II/III)	44	3.05
Nagarpanchayats	23	0.76
Total	73	12.86

❖ **GSDP – ₹5.11 Lakh Crores Constant Prices (2011-12) for the Year 2016-17**

❖ **Total share of the GSDP of Urban Areas is about 75%**

❖ **Census Towns – 79**

Our Vision

To transform all cities in Telangana into liveable, sustainable, inclusive, citizen friendly, environmentally acceptable and e-centric urban governance

Objectives

- ❖ **To improve delivery of services to citizens**
- ❖ **To Provide 23 Municipal services through a single window**
- ❖ **To enhance “ virtual” interface between urban local bodies and citizens**
- ❖ **To bring transparency and accountability in the governance of urban local bodies**
- ❖ **Improve quality of internal local government operations to support and stimulate good governance**

e- Urban Services

- ❖ **Citizen Services Monitoring System**
- ❖ **Mobile Application- Citizen Buddy**
- ❖ **Property Mapping in the Urban Local Bodies – Land registry**
- ❖ **Online Automated Title Transfer**
- ❖ **Online Payment of Taxes and Non- Taxes in Urban Local Bodies**
- ❖ **Development Permission Management System (DPMS)**
- ❖ **E- office**
- ❖ **Urban Genie-Linking service providers and citizens**
- ❖ **Urban Dost-Connecting urban homeless to shelters**

Citizen Services Monitoring (CSM) System



Citizen



Mobile App

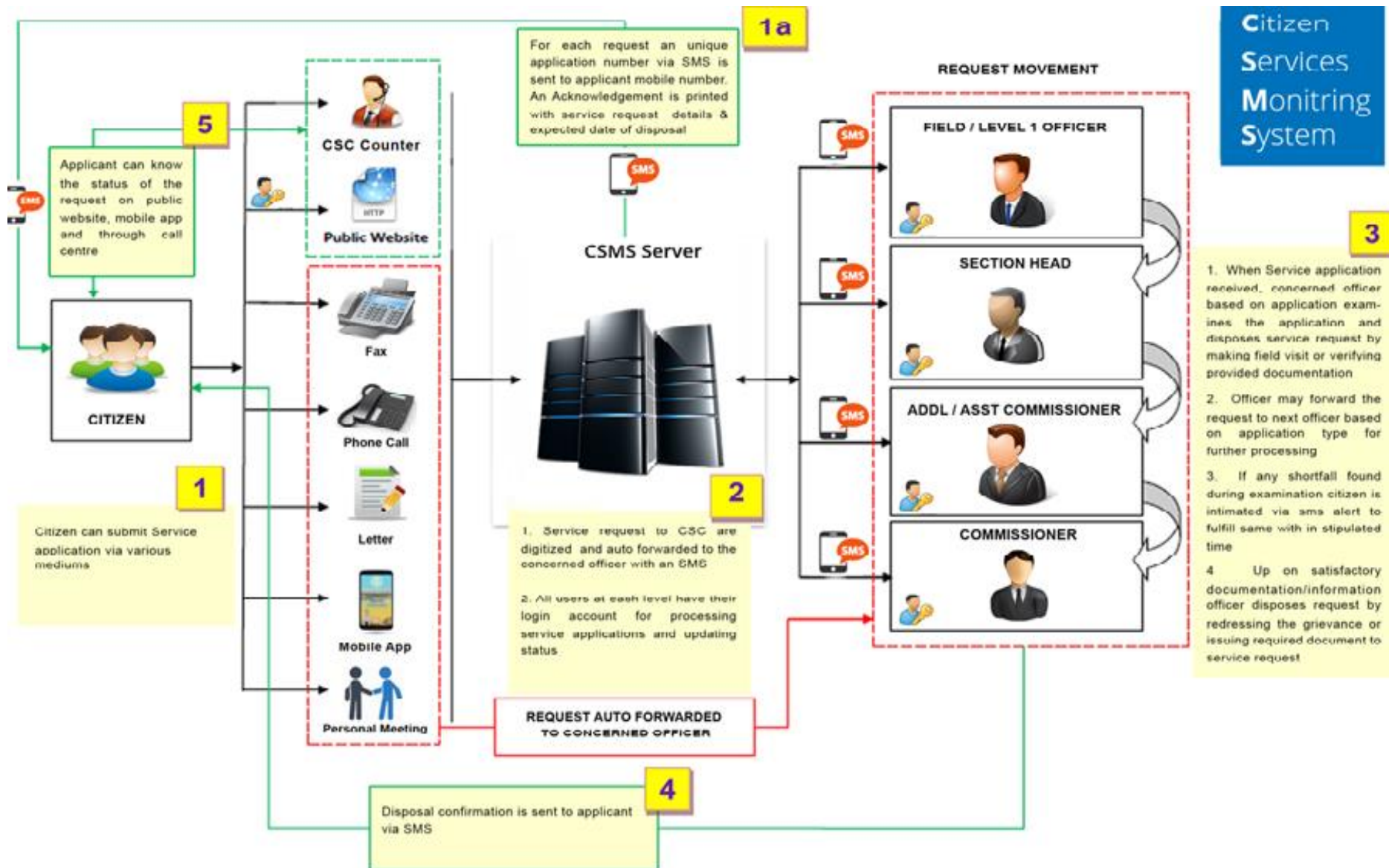


SMS alert



Acknowledgement

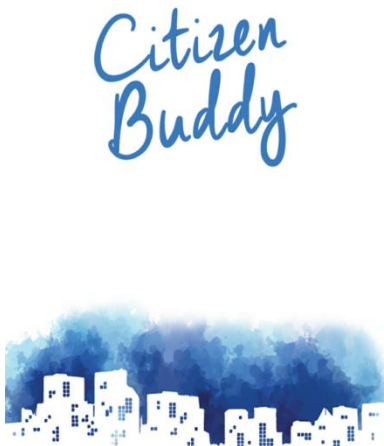
**Citizen
Services
Monitoring
System**



Citizen Buddy Mobile App

- ❖ Register & View Grievances
- ❖ Know Service Request Status
- ❖ Know your Service Person
- ❖ View & Pay Tax Dues
- ❖ Access to Public Representatives and Staff
- ❖ Download Applications
- ❖ Timely Notifications from ULB
- ❖ Media Coverage information
- ❖ E-News
- ❖ Imp contacts
- ❖ Contact- office, social, web address





Siddipet Municipality

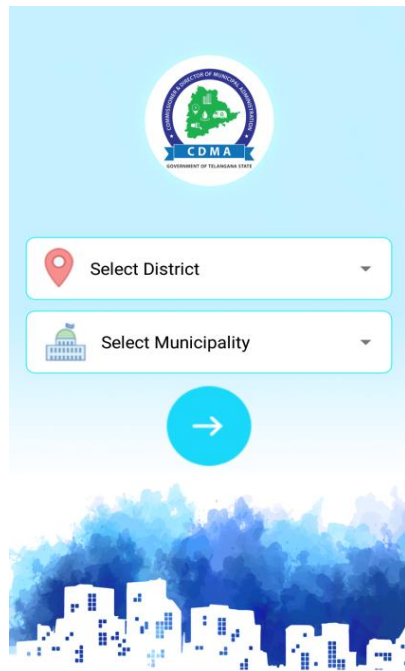
Complaints
ఫిర్యాదులు



Register Complaint
ఫిర్యాదులు నమోదు చేయటం



Check Status
ఫిర్యాదుల స్థితి



Siddipet Municipality

Know your Service person



Know by your Ward/
Division/ Street

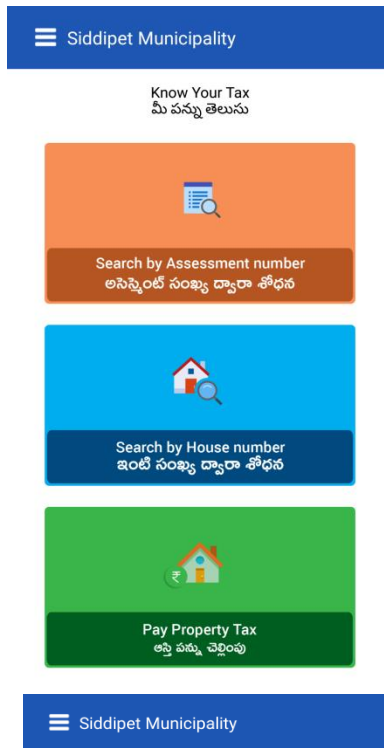


Know by Service



Staff Directory

Select Department : Accounts	
	Name : R.Santhoshi Rani
	Designation : Junior Accountant
	Mobile : 7729986465
	Name : Md.Niaz
	Designation : Junior Accounts Officer
	Mobile : 7729986462



Know Your Tax
మీ పన్ను తెలుసు



Search by Assessment number
అసెస్మెంట్ సంఖ్య ద్వారా శోధన



Search by House number
ఇంటి సంఖ్య ద్వారా శోధన



Pay Property Tax
అర్బి పన్ను చెల్లింపు

Siddipet Municipality

Contact Us
సంప్రదించండి



Commissioner Contact



Office Contact



Social Connect

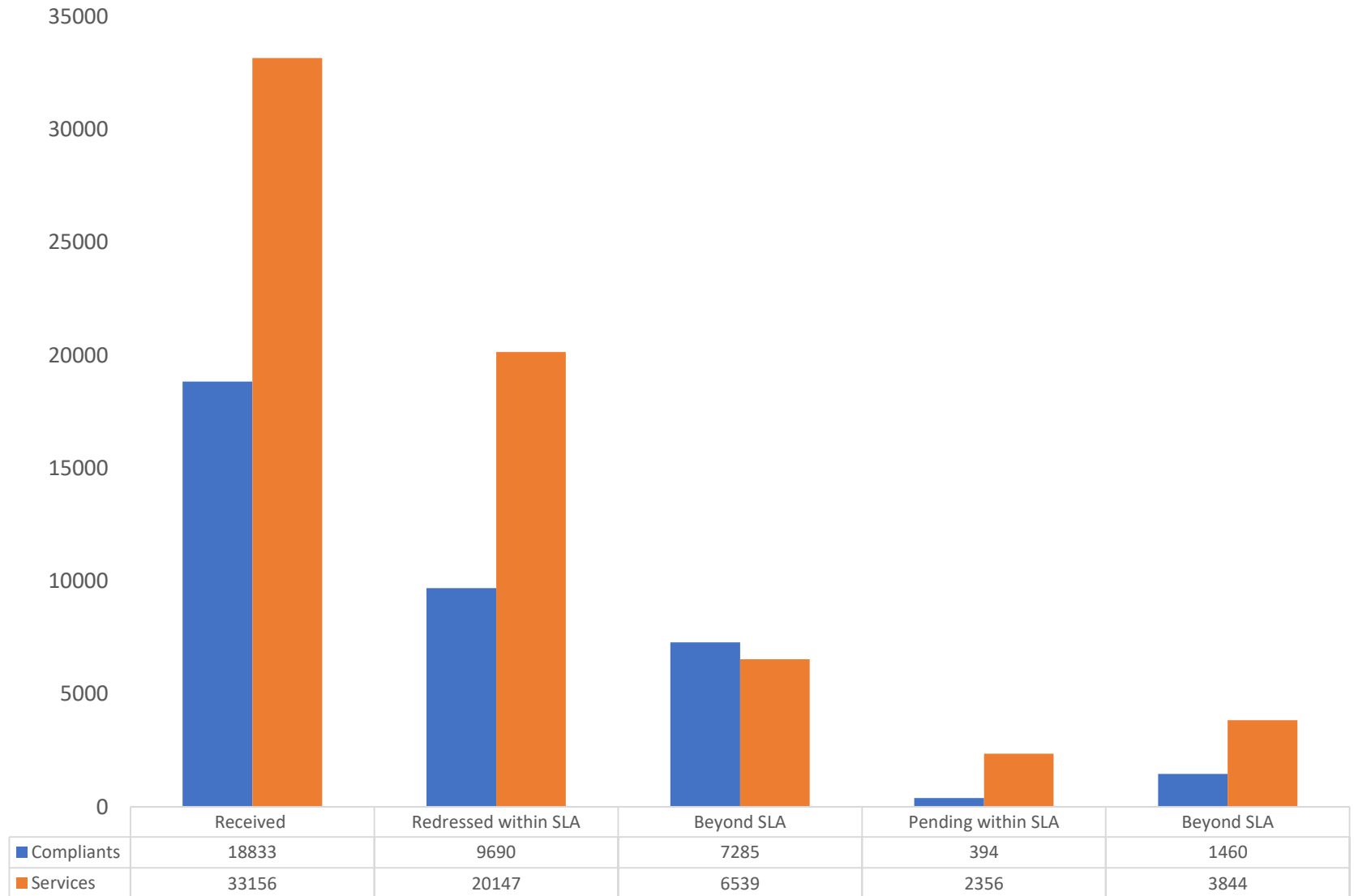
Features

- ❖ **E- application and generation of unique reference number**
- ❖ **e- acknowledgement for service request with time and date**
- ❖ **Auto escalation to the next level officer in case of default**
- ❖ **SMS alerts to citizens with details of officer addressing the service request and time to time updates at each stage**
- ❖ **SMS alerts to the officer concerned for action on mobile app**
- ❖ **Staff login for service request processing and status updation**
- ❖ **Integrated with state level dash board for monitoring the performance and service delivery**
- ❖ **Information on ULB services and other information**
- ❖ **Payment of Taxes**
- ❖ **New schemes / program updates**
- ❖ **Monitoring through a web based Dashboard**

Citizen Services Centres



Citizen Services Monitoring (CSM)



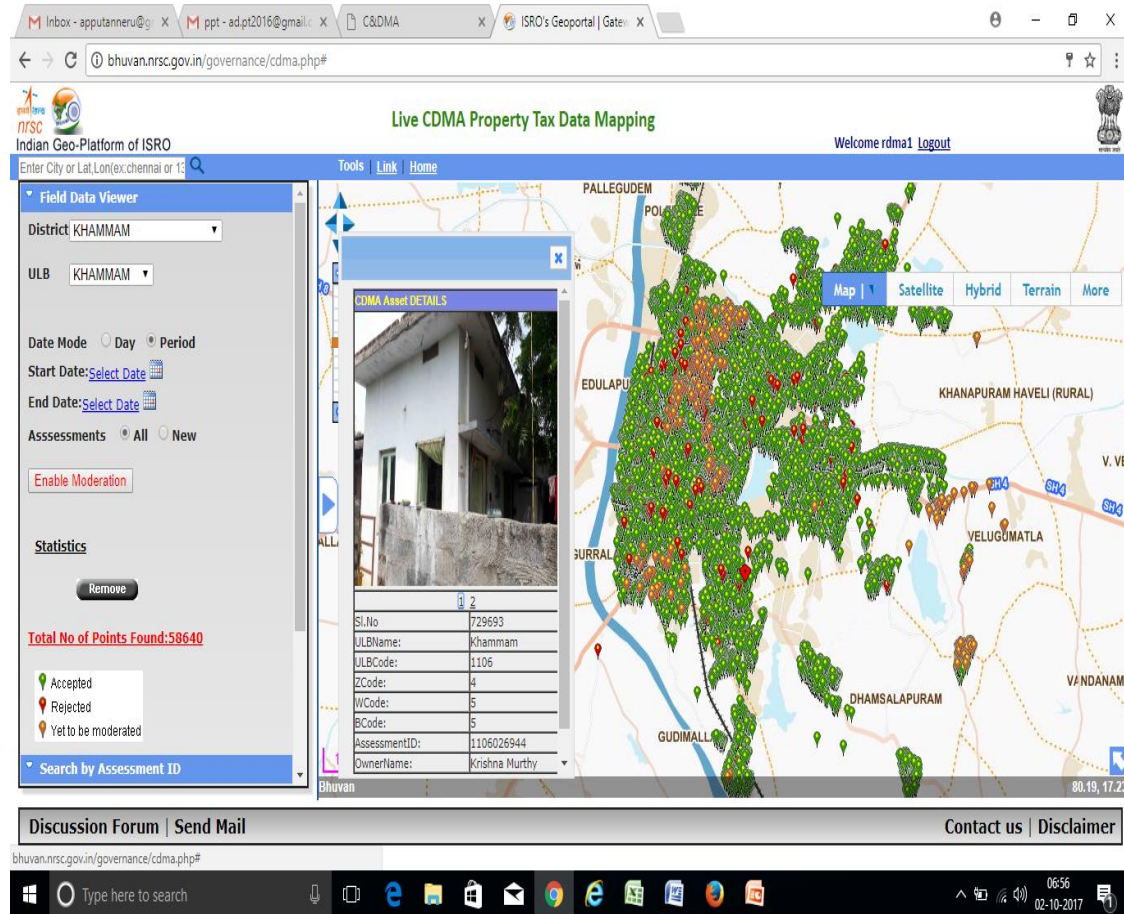
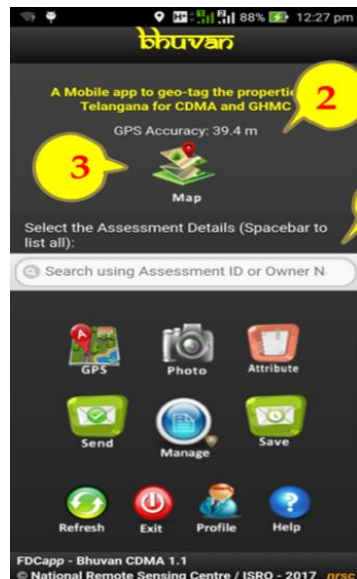
Outcomes

- ❖ **Accountability of the staff in disposing the applications**
- ❖ **Ensuring Timely Delivery of services**
- ❖ **Transparency in the process**
- ❖ **Regular communication to the applicants**
- ❖ **Curtails the middlemen and direct C2G (Citizen to Government) interaction**
- ❖ **Department Performance analysis**
- ❖ **Employee performance analysis**
- ❖ ***Also integrated with “Swachhata” App of Gol***

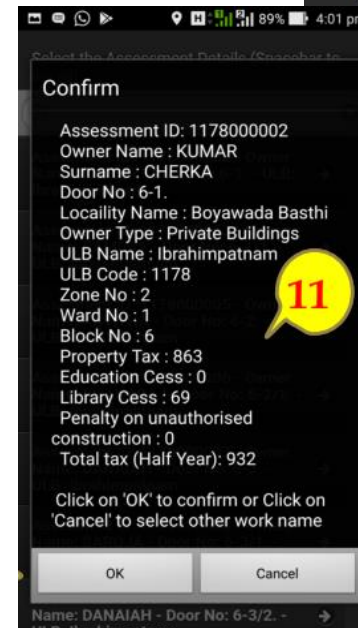
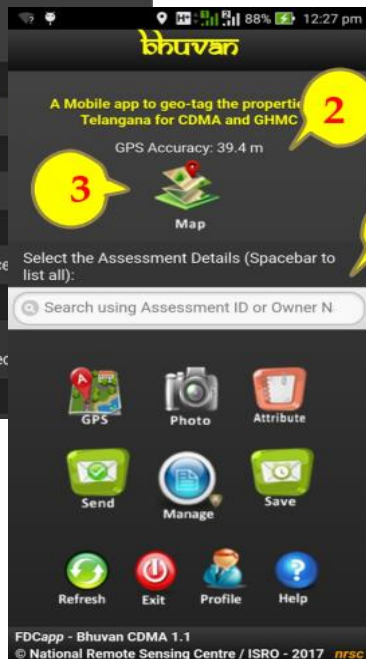
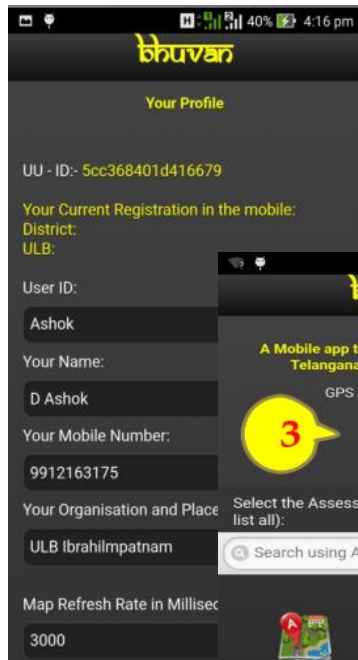
Property Mapping

Features

- Development of Mobile app- NRSC
- Integration with Bhuvan
- Geo-tagging of properties with photographs
- Integration with property data
 - Ownership
 - Property tax
 - Encumbrance
 - Disputes



Geo-tagging



Inbox (1,266) - ad.pr2011 X ISRO's Geoportal | Gate- X

bhuvan.nrsc.gov.in/governance/cdma.php

nrsc Indian Geo-Platform of ISRO

Live CDMA Property Tax Data Mapping

Welcome rdma1 Logout

Enter City or Lat, Lon (ex: chennai or 12.9716, 77.5936)

Tools Link Home

Field Data Viewer

District: PEDDAPALLI

ULB: RAMAGUNDAM

Date Mode: ☐ Day ☒ Period

Start Date: End Date:

Assessments: ☒ All ☐ New

[Enable Moderation](#)

Statistics

[Remove](#)

Total No of Points Found: 45965


- Accepted
- Rejected
- Yet to be moderated

Search by Assessment ID

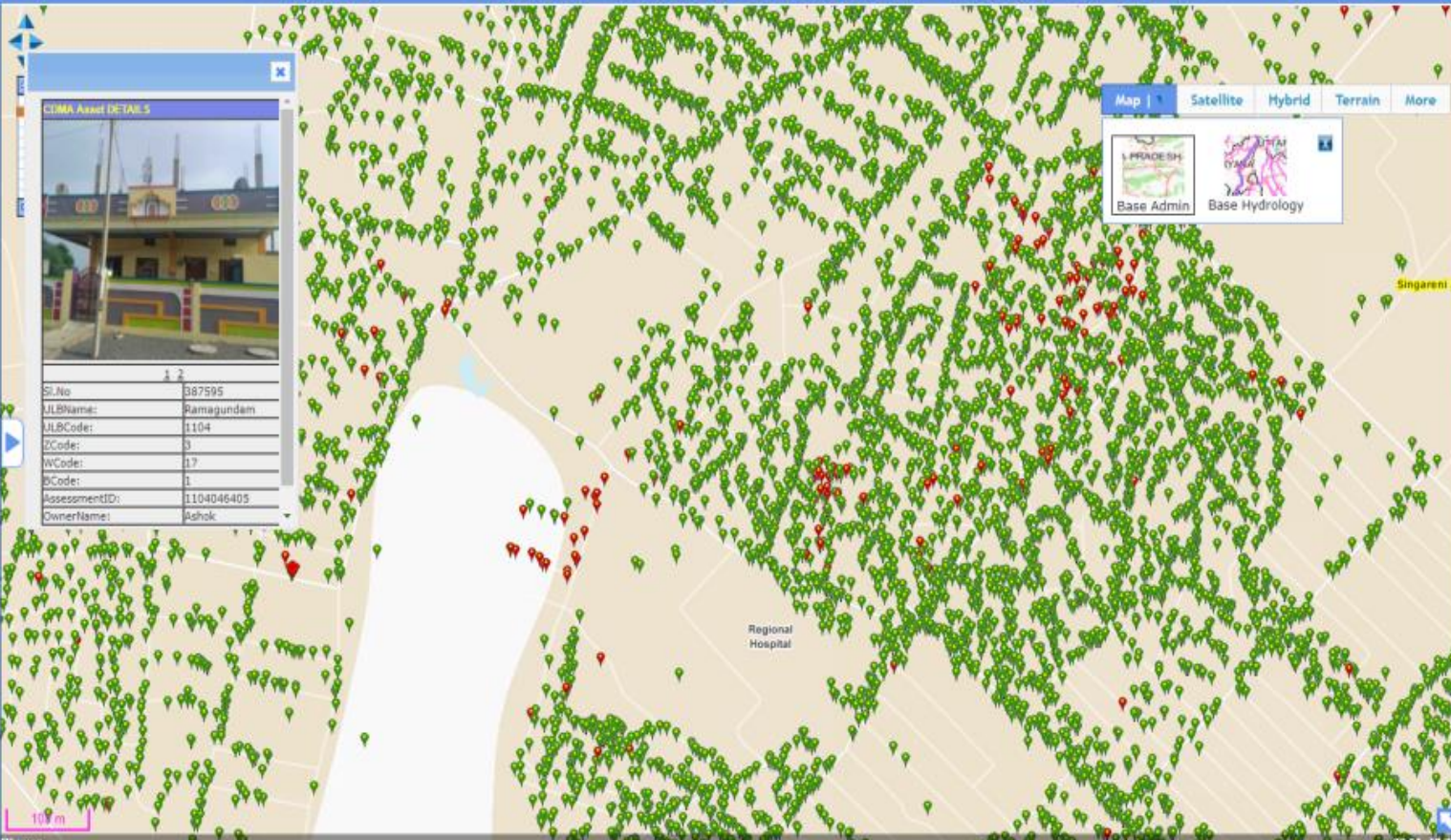
[Download Field Data Collection App for Android](#)

[Mobile App Help Document](#)

CDMA Asset DETAILS



Sl.No	1	2
ULBName	Ramagundam	
ULBCode	1104	
Code	3	
WCode	17	
BCode	1	
AssessmentID	1104046405	
OwnerName	Rishok	



Map Satellite Hybrid Terrain More

Base Admin Base Hydrology

100 m

bhuvan

Discussion Forum | Send Mail

Contact us | Disclaimer

Integration of properties with GIS enabled photographs with details of owner, property tax, address and encumbrances, dispute and prohibited with the registration department database.

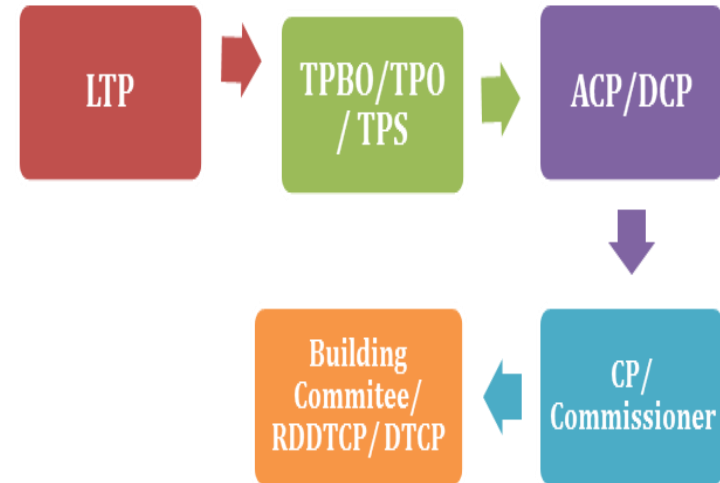
Outcomes

- ❖ **12.5 lakh properties in the 72 Urban Local Bodies (ULBs) have been mapped using this process.**
- ❖ **17700 new / un assessed properties are mapped in all the 72 ULBs and brought into tax net.**
- ❖ **Geo-spatial data properties made available on the public domain and the citizens could view every detail information of the property online without visiting the ULB office.**
- ❖ **Access to information online and ensure transparency, time bound and hassle-free services w.r.t property information**

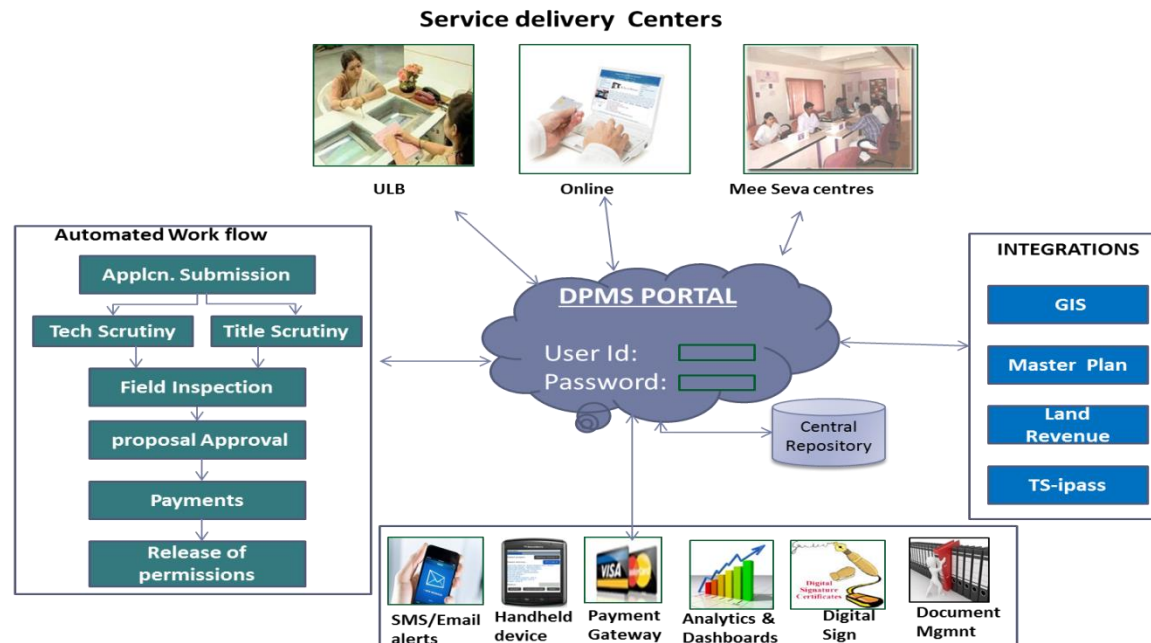
Development Permission Management System

- **Services in DPMS**

- Building permissions
- Change of land use
- Layout permissions
- No objection certificates
- Occupancy certificate

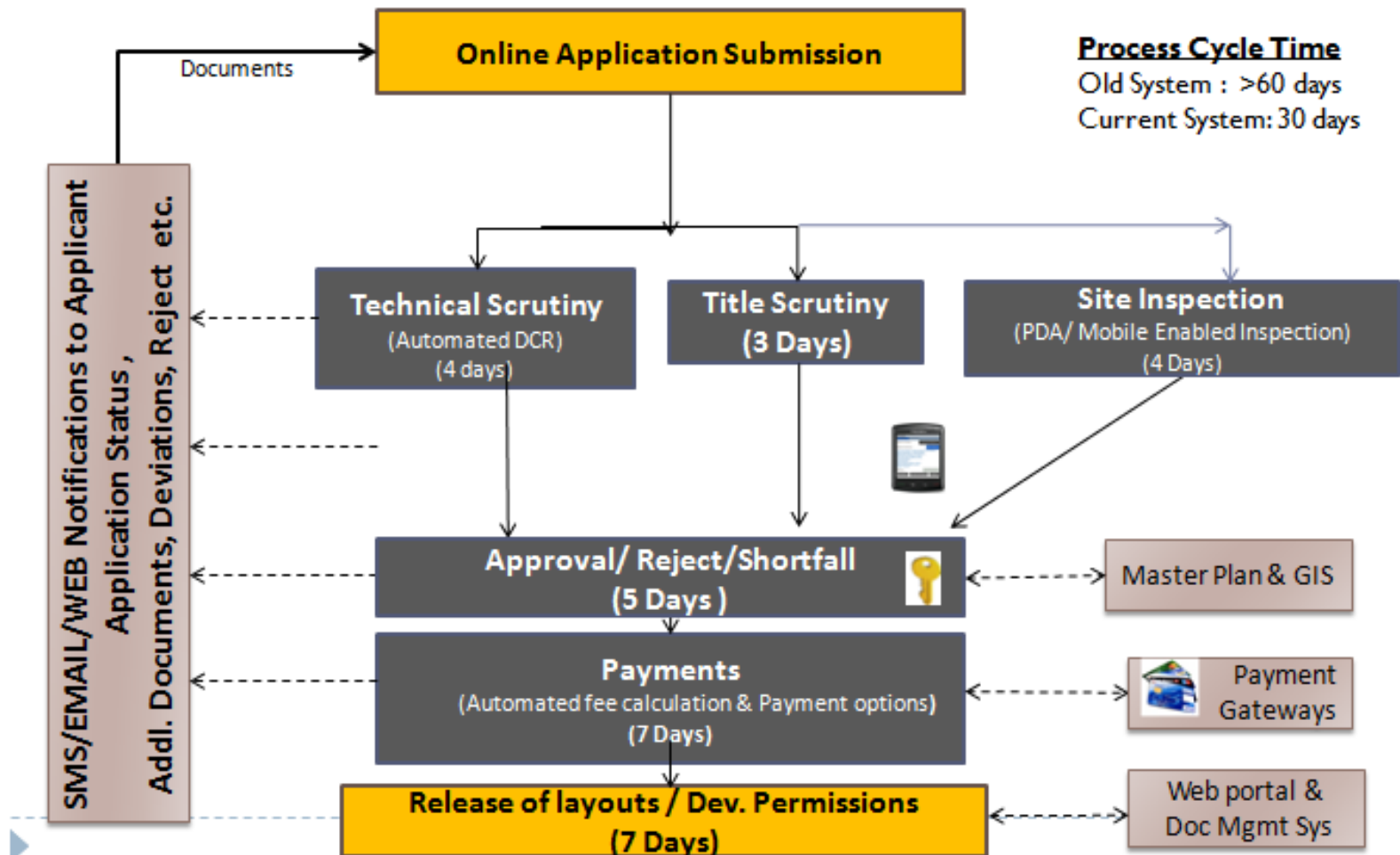


DPMS Architecture



Integrates
TS-ipass, Payment
gateways, Master plan,
Revenue records and
SMS/Email

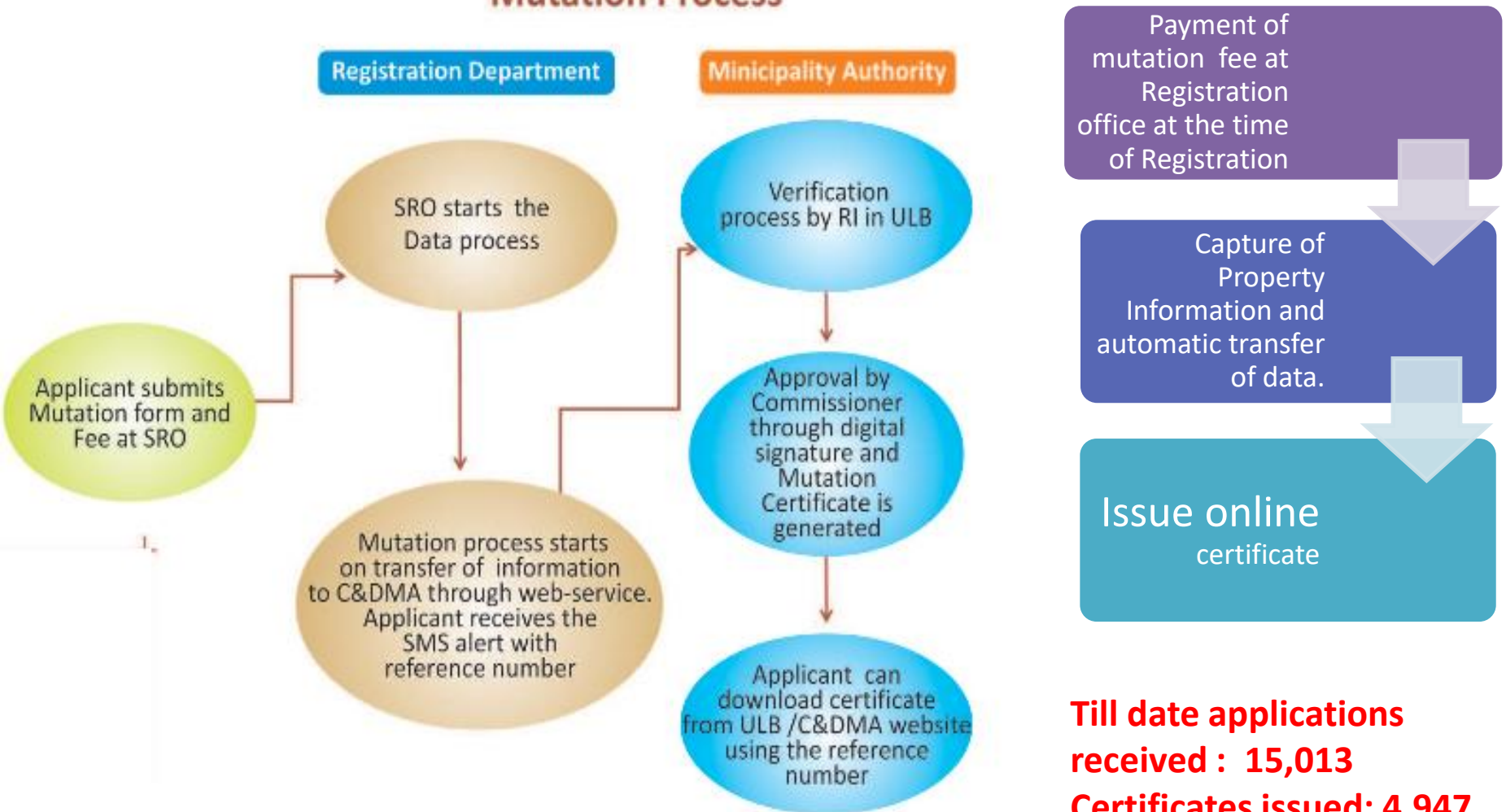
DPMS- Process flow



- 39899 applications received
- 26171 approved
- 1824 rejected.

Online Title Transfer

Mutation Process



Till date applications received : 15,013
Certificates issued: 4,947
Under process: 7,731



Features of E-office

- ❑ Order of file receipt
- ❑ Priority
- ❑ Status of total number of pending files
- ❑ Status of total number of cleared files date wise
- ❑ 24X7 movement
- ❑ Status of actual number of pending

11,715 no. of files have been generated through e-office till now.

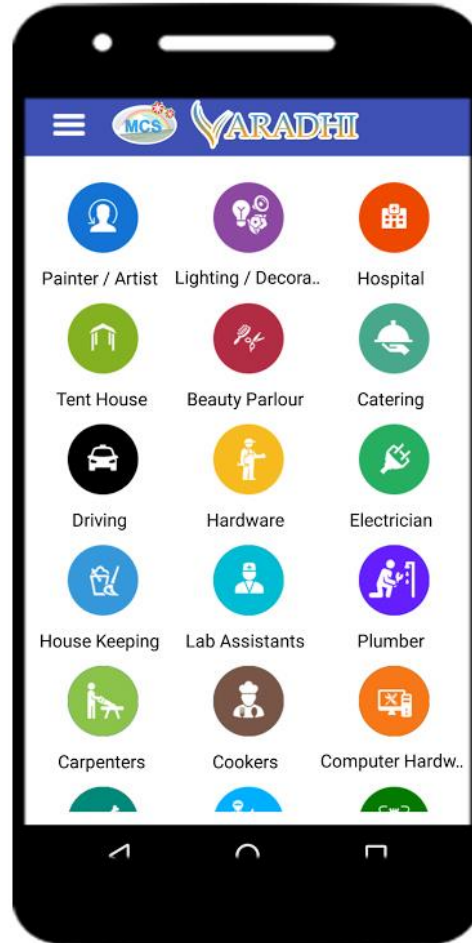
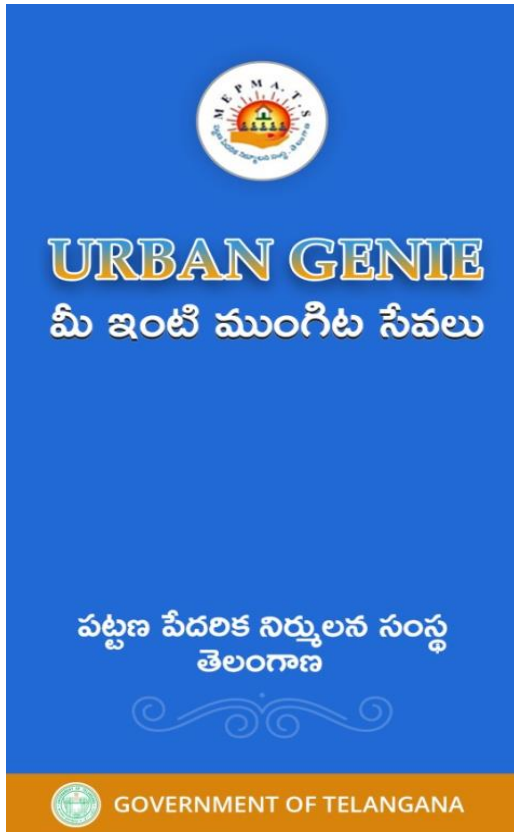
Introduced in all 72 ULBs and at Directorate

Outcomes

- ❑ Accountability & Transparency
- ❑ Save huge quantity of paper
- ❑ Time bound processing
- ❑ Quicker disposal of files
- ❑ Performance analysis
- ❑ Empowered staff with new edge technology
- ❑ Easy Tracking



Urban Genie



- ❖ Enables Citizens to find Service providers for daily needed services
- ❖ Linked to City Livelihood centre
- ❖ Enhances service opportunities for skilled labour
- ❖ Feedback system



Urban Dost

Helping Hand for Urban Homeless



An Initiative of
Mission for Elimination of Poverty in Urban Areas (MEPMA), Telangana.



When Citizen Spots a Homeless / Destitute can Capture the image, fill details & submit



Ease of Doing Business Reforms

ONLINE SERVICES:

Online Services	Online payment services
Property Tax Assessment	Property Tax payments
Vacant land tax assessment	Vacant land tax payments
Trade License	Water Charges and other Non taxes
Renewal of Trade License	
Advertisement permission	
Water tap Connection	
Road Cutting permission	
Mutation	
Online building permissions (DPMS)	

URL: www.cdma.telangana.gov.in
-- dashboard

PARTNERS

- NIC
- NRSC
- E-Suvidha
- MEPMA

Thank You

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