Chapter 43

Pali District, Rajasthan

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I) OVERVIEW

Pali district is situated in western Rajasthan. District Pali of Rajasthan is a land of opportunities embedded in its vast mineral resources; close proximity to the northern and western markets of India; educated and skilled labour force; and investor-friendly attitude of the State Government. Pali district is blessed with varied climatic conditions ranging from arid western region to humid region, such that it is able to produce a wide variety of products. It is a leading producer of mustard, bajra, barley, maize and cotton. It has a large livestock population. It, being a pre-dominantly agrarian district with about 70 per cent of the total population depending on it, offers numerous opportunities for development of agro-based industries.

These industries include solvent extraction, floriculture, tomato processing as well as other processing industries based on fruits and vegetables. Industries based on herbal and medicinal plants, poultry products and non-edible oil have bright export prospects. Pali district is famous for its exotic beauty, rich cultural heritage, wild life and safaris, forests and bio-diversity. It is endowed with ancient forts, carved temples, museums, archaeological sites, etc. Some of the important places of tourist interest in the district are Ranakpur, Nadol, Jojawar etc. Besides, fairs and festivals of Rajasthan have assumed international prominence. All these make the district Pali a favourite destination for tourists the world over. Given this, the Government has taken several steps for promoting investment in the tourism sector. Accordingly, a tourism policy has been designed to make tourism truly a people's industry. This policy aims at ensuring optimum utilisation of rich resources of the district; generate employment; develop a ready market for the traditional handicrafts; and thus accelerate the contribution of tourism industry in socio-economic development of the district.

The district has shown significant spurt in industrial activity, based on the exploitation of its agriculture and rich mineral deposits. It is manufacturing a wide range of products, which include synthetic and cotton yarn, cement, marble and granite slabs, edible oils, chemicals, rubber and plastic based items, electrical and electronics goods, ceramic and glass, etc. In addition, its diverse and beautiful landscape has made tourism in the district, a preferred

sector for investment. The District Administration is making all efforts to leverage the benefits of IT for improving the quality of life of the people. It has undertaken several steps for promoting Pali as an attractive location for investment in the IT industry.

II) RESULT INDICATORS

1. *Key Performance*

a. *What services (G2C, G2B, G2G and G2E) are delivered using ICT ; provide impact in terms of time and cost of delivery of services*

- **NREGA-** This act is aimed to provide for the enhancement of livelihood security of the poor households in rural areas of the country by providing at least one hundred days of guaranteed wage employement in every financial year to every household whose adult members volunteer to do unskilled manual work.
- **Common Service Centre(s)-**The CSC is a strategic cornerstone of the National e-Governance Plan (NeGP), to introduce e-governance on a massive scale.
- **The CSCs would provide high quality and cost-effective video, voice and data content and services, in the areas of e-governance, education, health, telemedicine, entertainment as well as other private services**. A highlight of the CSCs is that it will offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills.
- The Scheme creates a conducive environment for the private sector and NGOs to play an active role in implementation of the CSC Scheme, thereby becoming a partner of the government in the development of rural India. The **PPP model** of the CSC scheme envisages a 3-tier structure consisting of the CSC operator (called **Village Level Entrepreneur or VLE**); the **Service Centre Agency (SCA)** and a **State Designated Agency (SDA)** identified by the State Government responsible for managing the implementation over the entire State
- **e-Mitra** Project is aimed at providing various citizen-centric services of various government departments in integrated form through service & information delivery centres.
- Payment of electricity bills, Payment of water bills, Payment of Land Line & CellOne bills (BSNL), ICICI Prudential Life Insurance premium Installments. In all 21 kiosks located in urban & rural areas of district Pali are in operation.

- **Sushasan** is intended for providing timely disposal of Public Grievances through effective monitoring of district administration.
- **Single Window** is one step ahead in providing certificates etc. in very less time.
- **Apna Khata** is intended to deliver instant, accurate & updated Land Holdings ROR (Record of Rights) to citizens.

Initiatives under G2C, G2B, G2G and G2E

- Through **NREGA** rural people has been getting guaranteed employment for one hundred days as per their requirement/needs. Mainly unskilled people/labour benefited through this scheme in rural areas.
- **CSCs** offer web-enabled e-governance services in rural areas, including application forms, certificates, and utility payments such as electricity, telephone and water bills in rural areas of the district.
- To provide better individuals and businesses with government services and information e-Mitra District Data Centre was inaugurated on April,2006. Starting with 41 transactions in the month of April, 2006 total of 107095 transactions were made in the month of January,2009. This e-Mitra initiative aims to make the interaction between government and citizens, government and business enterprises, and inter-agency relationships G2G more friendly, convenient, transparent and inexpensive**.**
- Through **Sushasan** daily data entry for Public Grievances received at District Collector Office is done and monitored by district collector in meeting with frontline officers on regular basis.
- **Single Window** is primarily providing relief for issue of desired Bonafide/OBC/SC/ST certificates in stipulated time period of 24 hours.
- **Apna Khata** provide relief to common man by delivering accurate & updated Land ROR (Record of Rights) instantly.

Stakeholder wise services and benefits of ICT/eGov interventions

- The resulting benefits of implementations of **NREGA, CSC, e-Mitra**, **Sushasan, Single Window** & **Apna Khata** are less corruption, increased transparency, greater convenience, revenue growth and cost reductions. Also this is aimed at making government services available to the common man in his locality.

b. *Implementation coverage (geographical areas covered under pilot, roll-out, next steps)*

- o **NREGA** scheme has been implemented in district Pali in all the ten blocks.
- o **CSC** is focused for rural areas of the district to benefit rural population by use of IT.
- o For **e-Mitra** two Local Service providers namely R2R Seva & Veermati runs kiosks in Urban & Rural areas. 7 kiosks are working at Pali district headquarter. 6 kiosks at tehsil level and 8 kiosks at Panchayat Samiti level are in operation.
- o **Sushasan** and **Single Window** are going to be implemented in phased manner in all tehsil/sub-division level of the district.
- o **Apna Khata** is implemented in all the nine tehsils of the district. The entire record of land holders is available in Hindi and it can be viewed either at tehsil office or over Internet anywhere.

c. *Financial model for the initiatives (funding pattern, business model, PPP, etc)*
- o Financial resources for the purpose have been provided by government for proper implementation of **NREGA, CSC, e-Mitra**, **Sushasan**, **Single Window** & **Apna Khata**.

2. ***Government Efficiency improvement initiatives***
a. *Time and cost efficiency improvements in the working & delivery of services*
This initiative has following objectives:
- • To provide hassle free one-stop solution to the citizen
- • To enhance services basket through more departmental and private sector services
- • Uniform information interchange architecture
- • Public-Private Partnership model for Front Offices
- • Back office to be owned by Government but operated by a technology partner
- • To provide employment to educated youths of district
- • Unified e-services platform- Minimize multiple interaction points for the citizen and hence reduce the wastage of time
- • Use real time, Internet & batch processing modes

b. *Time and cost efficiency improvements in the working & delivery of services*

- One of the main objectives behind this initiative was time and cost efficiency improvement.

c. *Specific innovative ideas implemented in eGov area; best practices implemented*

- This **CSC** & **e-Mitra** initiative implemented using Public-Private Partnership model under the supervision of District e-Mitra Society headed by the District Collector, Pali.
- **NREGA, Sushasan**, **Single Window** & **Apna Khata** are implemented at District Collector Office/Tehsil/Block/Gram Panchayat office level.

d. *Initiatives integrated with other departments/offices*

For smooth operation and speed-up of routine official work related to **CSC & e-Mitra** business between government agencies/offices, MOU were signed from time to time with following:

- Jodhpur Vidyut Vitaran Nigam Limited (JVVNL)- April, 2006
- Public Health Engineering Department (PHED)- April, 2006
- Bharat Sanchar Nigam Limited (BSNL)- April, 2006
- ICICI Prudential Life Insurance- Sept., 2007

III) ENABLER INDICATORS

1. District Policy & Strategy

a. *eGov/ICT vision roadmap for District and its current status*

Information and Communication Technology (ICT) is the driving force for the fundamental economic and social revolution. It accelerates globalization, makes access to knowledge and information much easier for the people in respect of: creation of technologies, diffusion of old innovation and diffusion of human skills for rural prosperity. To achieve ICT based e-Governance services using society in district through **e-Mitra & CSC**, the following to happen

- A District Data Centre connected with each access point (kiosk) of the district
- Interactive exchange of information for planning and day-to-day operations by access points (kiosks)
- Availability of all the extension and advisory services on demand

- NREGA helps poor households in rural areas by providing at least one hundred days of guaranteed wage emploment.
- Sushasan makes access to government officers for quick redressal of Public Grievances.
- Single Window provides relief by issuing desired certificates to citizens in time bound manner.
- Apna Khata provide relief to common man by issuing land holding ROR either at tehsil office or over Internet. This package updates land records data from time to time as per government directions and to accomodate mutations.

- o *eGov roadmap Implementation plan*
  - To manage CSC & e-Mitra in the district, the district e-Governance Society (under the chairmanship of district collector) was constituted.
  - The e-Mitra in the district is managed by a Local Service Provider (L.S.P.) (on behalf of the district collector). The CSC managed by Service Centre Agency M/s Zoom in district Pali.
  - Sushasan is managed by Vigilance Section of District Collector Office.
  - Single Window at tehsil level is administerd by concerned tehsil office.
  - Apna Khata at tehsil level is managed by trained Resource Person Group (Revenue personnel) under the suervision of concerned Tehsildar.

b. *To what extent the common infrastructure (national, state, other District; delivery channels) is being shared*

- The District e-Governance Society manages the CSC & e-Mitra common infrastructure in a systematic way.
- The District e-Governance Society owns the Financial & Physical resources made available by the state government and earned by society as commission for rendering ICT base e-governance services through e-Mitra & CSC.
- NREGA at respective levels is smoothly managed by concerned Project Officer/BDO etc.
- Sushasan is taken care by District Collector Office.
- Single Window & Apna Khata at tehsil level are managed by concerned tehsil office.

c. *Technology standardization policy and its implementation*

- This is an ICT based e-governance citizen-centric initiative, so latest ICT state-of-the-art technology is used for smooth operation in NREGA, CSC, e-Mitra, Sushasan & Single Window.
- Latest Web Server, Database Server, routers/switches were integrated to extend services to access points (kiosks) related to e-Mitra & CSC.

2. *Process reengineering & Legal Reforms*

a. *Major front end process changes*

- Front end layer of **CSC** & **e-Mitra** services is e-enabled service delivery channels. Citizens have an interface with the District data centre through access points (kiosks).
- **NREGA** MIS part is web enabled where as data entry part is online/offline using ASP.
- **Sushasan** is enabled with Visual Basic on Windows platform.
- **Single Window** is implemented using Visual Basic on Windows platform.
- **Apna Khata** is developed using Visual Basic on Windows platform.

b. *Major back end process changes*

- Back end process for e-Mitra & CSC mainly uses Oracle RDBMS through xeon based Server. All the Rural & Urban access points (kiosks) are connected through this server for exchange of transaction as per need.
- NREGA uses   as Back end.
- Sushasan & Single Window are implemented with MS Access on Windows platform.
- Apna Khata is implemented with MS SQL Server 2000 on Windows platform.

3. *Capacity Building*
a. *Leadership support & visibility*
- Includes participation of government departments and private companies using Public-Private Partnership model as an I.T. enabled hub working in form of mini data center at district level for CSC & e-Mitra.
- The district level data center (e-Mitra data center) is the platform on which customized software runs to ensure service access for citizen.

- The e-Mitra data center is managed by a Local Service Provider (L.S.P.) on behalf of the district e-Governance Society (under the chairmanship of district collector).
- All the participating departments and service counters hook on to e-Mitra data center to make the system work.

b. *Change management strategy*
- Main emphasis is to use ICT based e-governance services in place of manual.
- This facilitates management of handling financial issues in efficient manner
- Various desired information is readily available for decision-making.

c. *Capacity building plan*
- The counters are set up in rural areas and in the urban areas for delivery of e-   Mitra services.
- Citizens are able to avail of services related to multiple departments/   organizations at the same counter for CSC/e-Mitra/Sushasan/Single Window.
- From submission of application to financial transaction to final deliverable collection, every activity will take place at these counters. Only for the cases where there is some statutory requirement of personal verification, will the citizen be required to go to the concerned government functionary.
- As many activities as possible out of complete cycle are I.T. enabled but where ever there are legal limitations, the activities are carried out manually. The main objective is to prevent common man from harassment of running to multiple points in the government offices for getting his work done.
- To make this contact point efficient, the interface is through web or counters, which are managed by private partners (Local Service Providers) for e-Mitra related services. For Sushasan & Single Window contact point is at suitable place at district collector office/tehsil office level.
- The service delivery is on charge basis for e-Mitra services so as to make the system self-sustaining. For services that any government department/ organization wants to avail of, like bill collection and awareness generation, the payment of service charges are made by the concerned department.
- For Sushasan no fee is taken at any level.

- While in case of services which are rendered by Single Window, e.g. Caste Certificate, Death/ Birth Certificate etc. no payment is made by the citizen himself.
- In case of Apna Khata charges are on per page basis.

d. *Program Management Teams (full time department officials/ consultants)*
- The **CSC** & **e-Mitra** project runs on behalf of the district e-Governance Society (under the chairmanship of the District Collector).
- NREGA managed by concerned Block Level Officer at block level. It is regularly monitored by the District Collector & CEO, Zila Parishad.
- Sushasan is being managed by the Vigilance Section of the district collector office.
- Single Window & Apna Khata are taken care by concerned tehsil office at tehsil level.
- Periodically meetings are held under the chairmanship of the District Collector to review the progress, chalk out strategies for better implementation, to minimize delay (if any) related with routine services etc related to e-Mitra.
- For Sushasan and Single Window meetings at district collector office/concerned tehsil level are held periodically for effective monitoring and solutions of problems (if any).

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