

Public Services from Blocks & Panchayat Sarkar Bhavans through e-Governance



Presented by Smt. (Dr.) Shailaza Sharma, I.A.S District Magistrate, Saharsa



Challenges of Saharsa District

Geographical

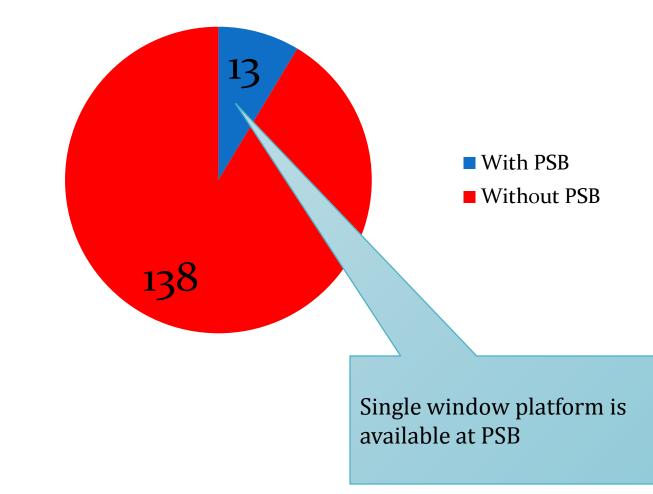
- Difficult Riverine Terrain (Koshi)
- Lack of Communication
- No all weather road
- Boat only mode of transport in many a Panchayats

Demographical

- Low literacy rate (54%),Census,2011
 - Digital Literacy even lower
 - Large population dependant on agriculture
- Frequent floods force them to migrate to other places for livelihood.
- Most of the Schemes Available online only



Infrastructural Challenge- Availability of Panchayat Sarkar Bhavan (PSB)





Reaching People : Through Frontline Workers

INTERNET Enabled Villages: Reach -Collect & Upload application





INTERNET Inaccessible Villages: Reach -Collect - Come back to <u>Block</u> - Upload Application



m-Review

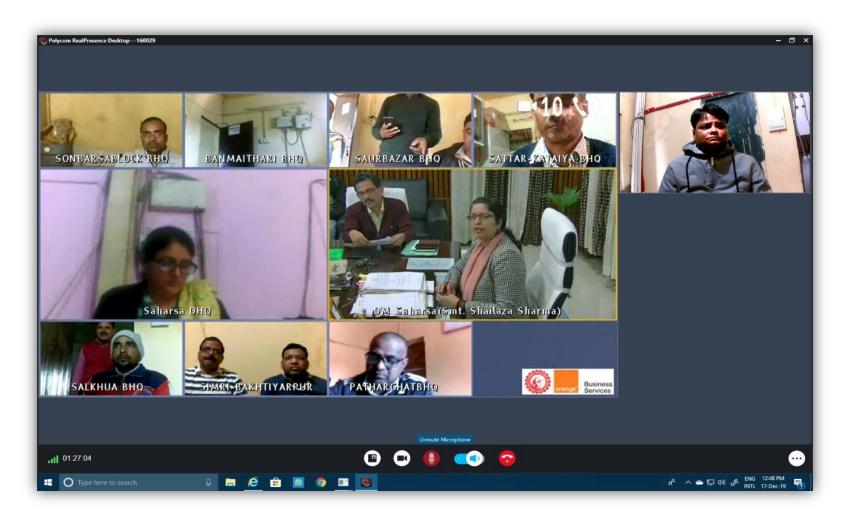


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Kishanganj	217430	1174122	126460	129717	3257		
Saharsa Purbi Champaran	235843	1273552 2824627	79226	81270 132242	2044		
Aurangabad	199090	1075086	141721	142906	1509		
Madhepura	244634	1321024	61736	62662	926		
Darbhanga	597420 295440	3226068 1595376	111563 94670	112472 95395	909 725		
Bhagalpur Vaishali	417088	2252275	214593	215271	678		
Purnia	402805	2175147	90818	91494	676		
Muzaffarput	520094	2808508	158125	158798	673		
Supaul Kaimur (Bhabua)	262940 121361	1419876 655349	84122 45076	84707 45644	585	- Caller	
Rohtas	235302	1270631	252143	252630	487	1	
Saran	250843	1354522	104239	104665	426		
Begusarai	378699	2044975 1305175	207730	208148	418		
8 Bhojpur Nalanda	268125	1447875	138819	129119	300		
Patna	\$55225	2998215	150505	150792	287		
Gaya	372409	2011009 2647615	101993	102277	284		
Madhubani Banka	490299 217516	2647615 1174586	122918 67018	123190 67289	272		
Gopalganj	148428	801511	74667	74934	267		
Jehanabad	91136	492134	42617	42864	247		
Lakhisarai Pashchim Chamru	80881 Haran 411831	436757 2223887	18913 119389	19157 119618	244		
Pashchim Champe Siwan	197531	1066667	49048	49275	227		
Katihar	412405	2226987	89580	#9793	213		
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E-Review





"Hope" : District Level Monitoring App





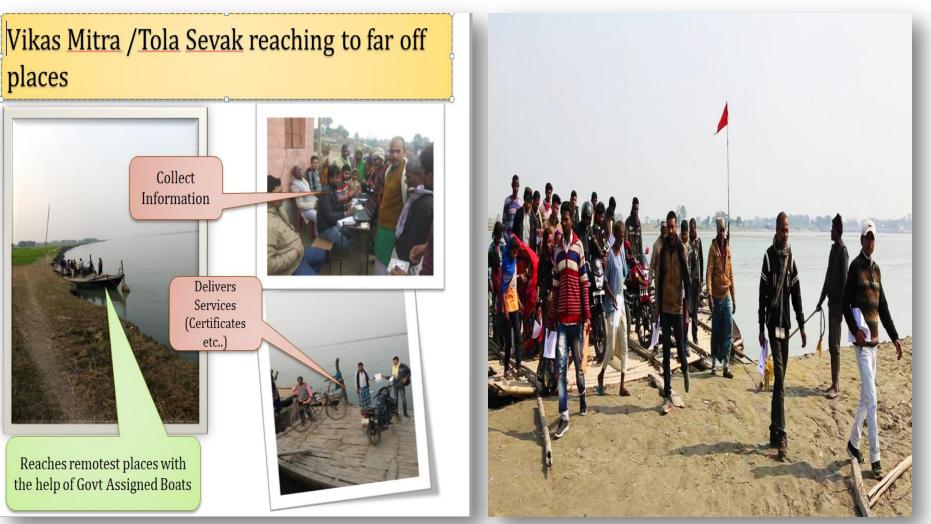
Special Camps in Panchayats







Provision of Govt. boats to frontline workers during flood.





Awareness about different public services through Skits/plays by Kala Jathha & Mobile video van in local dialect



Weekly grading of the frontline workers and award to achievers.

Panchayat name	Name of the frontline worker	% Achievment	
Ghordhah	Niraj Kumar	97	
Kopariya	Subhash Kumar	94	
Chanan	Rahul Kumar	91	
Golma East	Ashok Kumar Ashik	87	
Kishanpur	Chandan Kumar Mishra	86	
Pastpaar	Nisha Kumari	84	
Chainpur	Raj Kumar Ranjan	79	
Amarpur	Abhinav Kumar	54	
Sulindabaad	Ajeet Kumar	52	
Mohanpur	Subhash Kumar	51	



Helpline/SMS/Online tracking

Helpline No. : **\$**06478-223333

SMS : RTPS < Application ID> to 56060

Online tracking system http://210.212.23.51/rtps/ApplicationStatus.aspx

MNREGS : Mahatma Gandhi National Rural Employment Guarantee Scheme

101% Man-days achieved,95% Timely Payment Highest achievement at state level.



Pradhan Mantri Awas Yojana(Gramin)



100% Sanction against Target.

Only 3 districts in state have achieved this : Saharsa is one of them.

This is achieved through constant monitoring through "HOPE" App. and camp at panchayat to district level.



ICDS-Common Application Software(CAS)

- Pilot project in Saharsa.
- Actual Project got
 Launched in Saharsa in
 Nov-2019

Target	2075
Achievment	1411
% Ach	68%

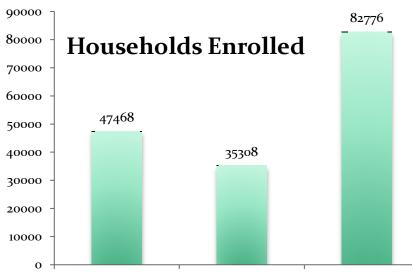




Pradhan Mantri Jan Aarogya Yojana (PMJAY)

(Ayushman Bharat yojna)

Sahrasa Ranking: Amongts <u>**Top-3**</u> in Bihar state.



Sep-2018 -Oct -2019 Nov-2019 - Jan -2020 Overall Achievement

Source: <u>bis.pmjay.gov.in</u>





Pradhan Mantri Matru Vandan Yojana (PMMVY)

<u>100% Enrolment of</u> <u>pregnant women for</u> <u>first child.</u>

Source: pmmvy-cas.nic.in





Pradhan Mantri Kisan Maandhan Yojana (PMKMY)



Enrolments :<u>13373)</u>

(Source: Maandhan.in)

Quick distribution of flood relief

60,000 households were given flood relief through DBT with the help of our frontline worker within short span of time during previous flood.



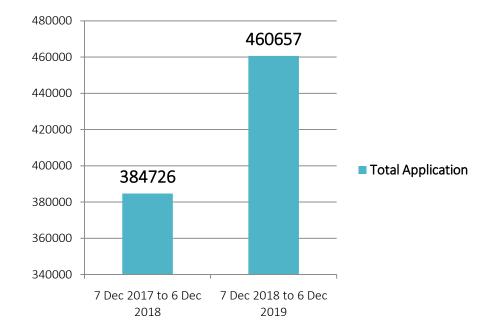


Service delivery through RTPS (Caste/Residence/Income, etc.)

20% enhancement in service delivery.

Reduction in service delivery time

Weeding out of Middle men.





Benefits to Citizens

• Applicants not required to move to Blocks or District office.

• Services are delivered within stipulated time.

• Transparency has gone up strengthening belief of people in the e-Governance system.

O They can track the status of their applications.



Way forward

- OImproving digital literacy under Pradhan Mantri Digital Saksharta Abhiyan
 - Revenue Village Dhakjari Village, Diwari Panchayat will be 100% digitally literate by end of January-2020.

•46 literacy centre

- Construction of Panchayat Sarkar Bhavan in every panchayat
 - 20 more PSB will be functional by April'2020
- Making frontline workers Computer Savy through Proper training .



Thanks !

