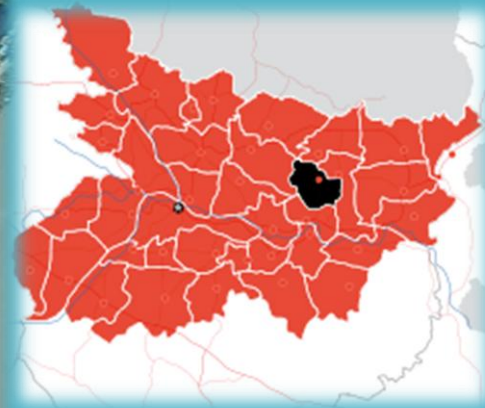


Public Services from Blocks & Panchayat Sarkar Bhavans through e-Governance



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

Challenges of Saharsa District

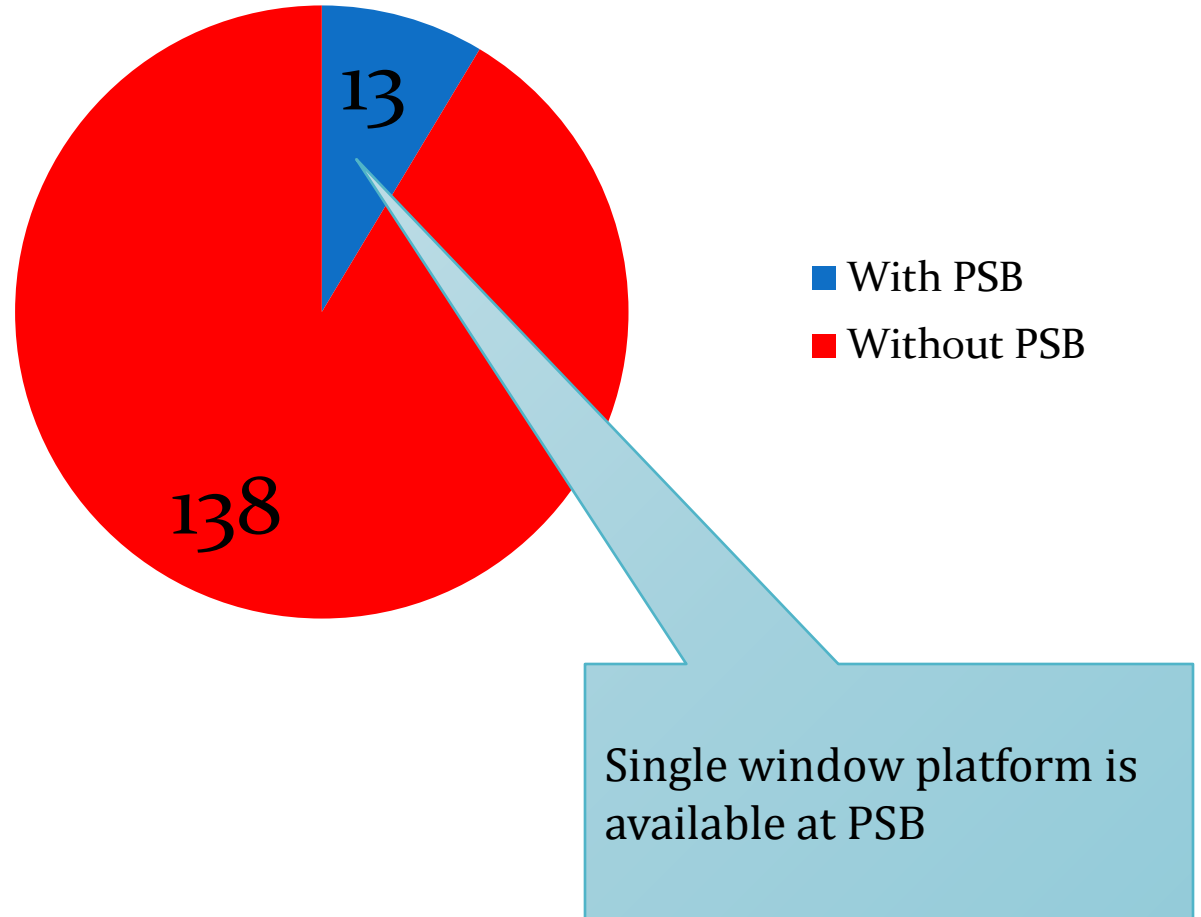
Geographical

- 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)



Initiative -1

Reaching People : Through Frontline Workers

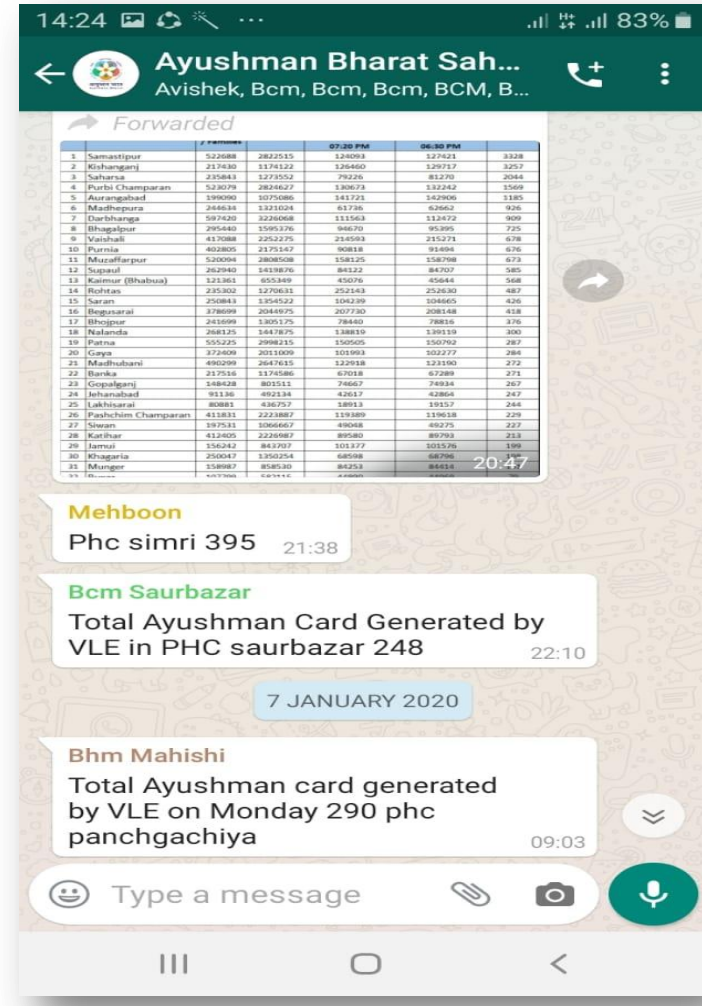
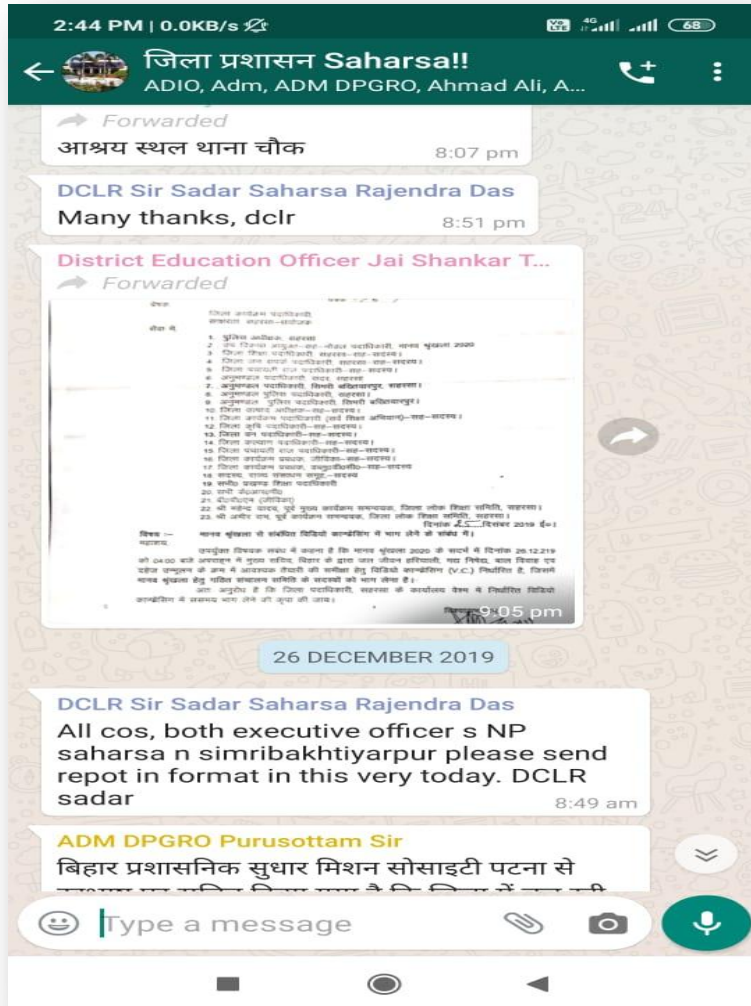
INTERNET Enabled Villages:
Reach -Collect & Upload application



INTERNET Inaccessible Villages:
Reach -Collect - Come back to **Block** - Upload Application

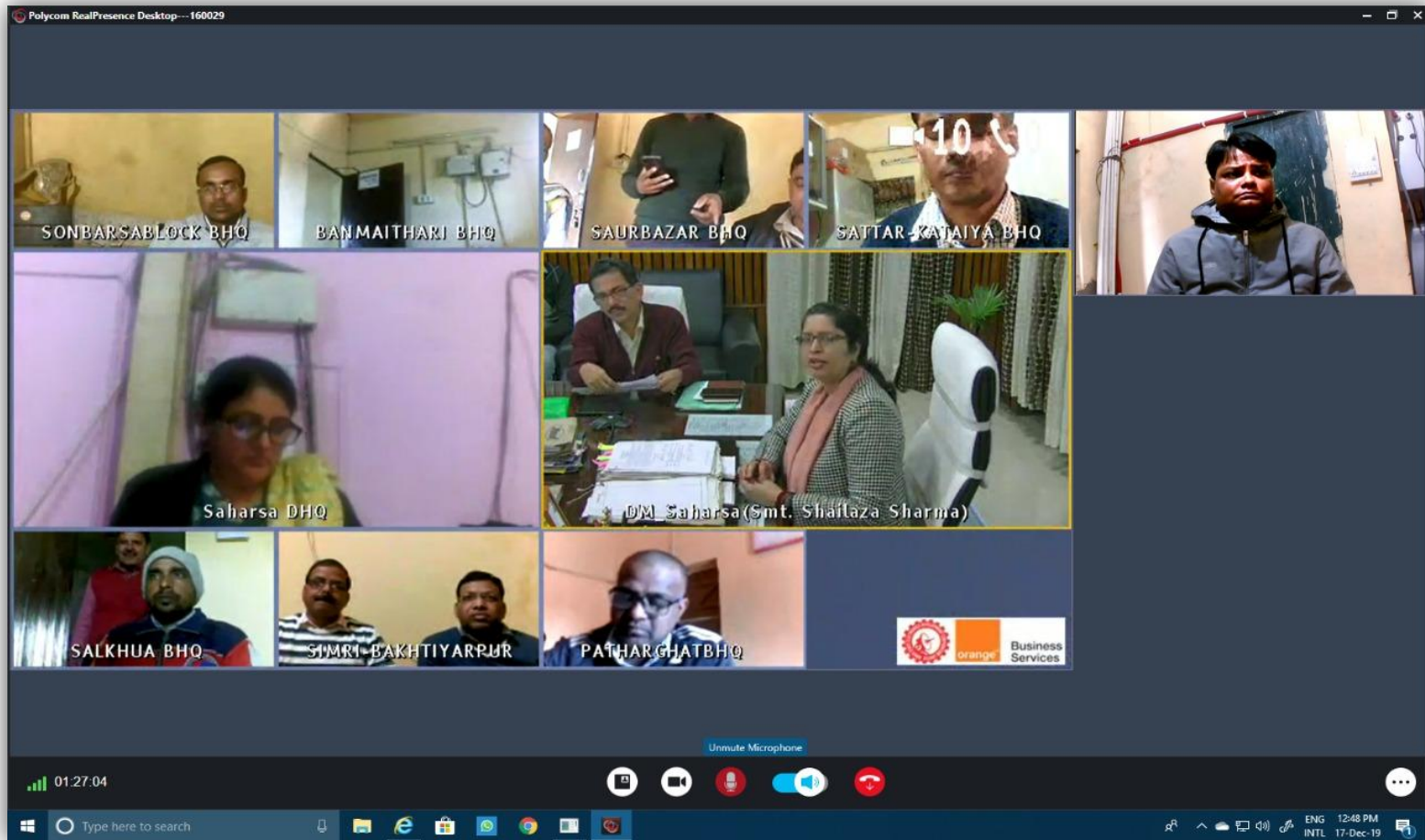
Initiative -2

m-Review



Initiative -3

E-Review



Initiative -4

“Hope” : District Level Monitoring App



Initiative -5

Special Camps in Panchayats



Initiative -6

Provision of Govt. boats to frontline workers during flood.

Vikas Mitra /Tola Sevak reaching to far off places

Collect Information



Delivers Services (Certificates etc..)



Reaches remotest places with the help of Govt Assigned Boats



Initiative -7

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



Initiative -8

Weekly grading of the frontline workers and award to achievers.

Panchayat name	Name of the frontline worker	% Achievement
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

Initiative -9

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>

Impact -1

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.

DISTRICT ADMINISTRATION, SAHARSA



ICDS-Common Application Software(CAS)

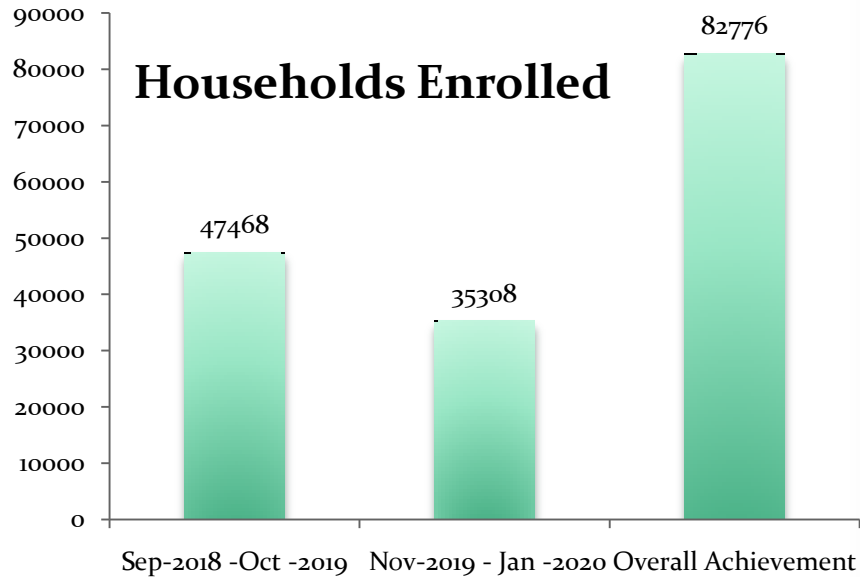
- Pilot project in Saharsa.
- Actual Project got Launched in Saharsa in Nov-2019

Target	2075
Achievment	1411
% Ach	68%



Pradhan Mantri Jan Aarogya Yojana (PMJAY) (Ayushman Bharat yojna)

Sahrasa Ranking: Amongsts **Top-3** in Bihar state.



Source: bis.pmjay.gov.in



Pradhan Mantri Matru Vandana Yojana (PMMVY)

100% Enrolment of pregnant women for first child.

Source: pmmvy-cas.nic.in



Pradhan Mantri Kisan Maandhan Yojana (PMKMY)

Enrolments : 13373

(Source: Maandhan.in)



Impact -7

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.



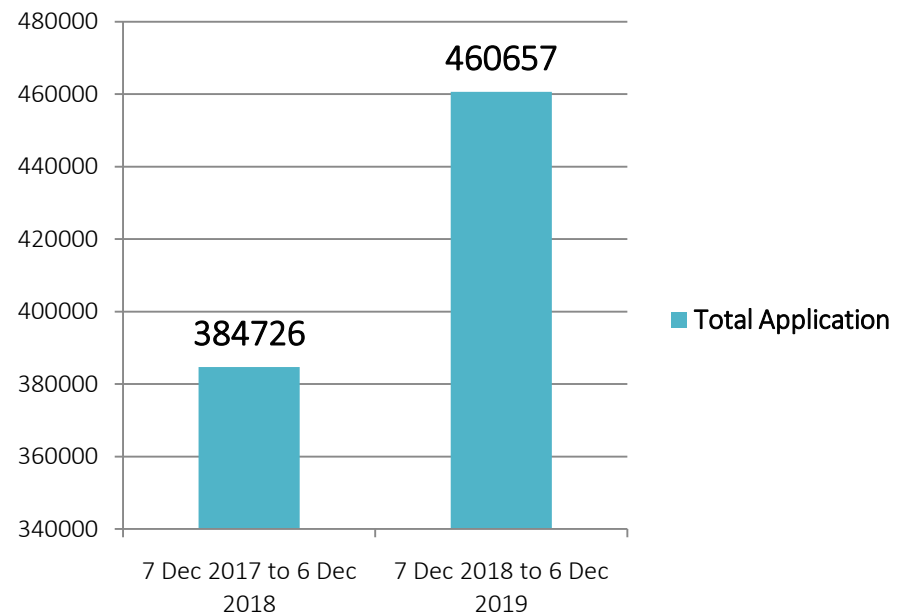
Impact -8

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.
- They can track the status of their applications.

Way forward

- Improving 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 !

