

Revenue Department, Govt of Karnataka



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ಇ-ತಕ್ಷಣ
e-taxhana

Instantaneous Certificate Issuance System

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Norm of Citizen Service Delivery

- Aim is Smooth & Hassle Free Delivery of Service to Citizen **AFTER She Applies**
 - She Applies for Service ONLINE/At KIOSK/Govt Counter
 - Her Eligibility is Checked In Transparent & Time Bound Manner
 - She Receives Her Service ONLINE or at KIOSK
- This is the Norm the World Over!!

Holy Grail of Citizen Service Delivery

Deliver Service a Citizen is Entitled to Even BEFORE the Citizen Asks for it!

- Government Uses its Information & Resources to Suo Moto Identify the Eligible & Create Repository of Services for Citizen
- Deliver Service Even Before the Citizen Asks

eKshana - a Suo Moto Service & an Ecosystem for Suo Moto Service Delivery

- eKshana

- Sup Moto Creation of **Caste, Income & Residence Certificates** for **Whole 6 Crore Population** of Karnataka By House to House Field Enquiry
- Even Before the Citizen Applied!!
- All Suo Moto Created Certificates Available ONLINE & At KIOSKs

- Any Citizen Can **INSTANTANEOUSLY** Print His Caste, Income & Residence Certificate ANYWHERE & ANYTIME – ONLINE, Cyber Café,
- The Repository of About 4.5 Crore Caste, Income & Residence Certificates an **Eco System for Suo Moto Service Delivery**

Why eKshana?

- Each Year About 1 Crore Caste, Income & Residence Certificates Issued
- Every Time Fresh Enquiry
- Over Last 10 Years About 20 Crore Certificates Issued While Population of Karnataka about 6.1 Crore
- Constituted About 35% of Total Work of Field Revenue Officials
- Impacted Other Works
- New Enquiry led to Delays, Corruption & Misuse

Step by Step eKshana Execution

- Ration Card Database taken
- Village Wise Booklet Printed (now placed on Mobile App)
- Village Accountants Enquired Door to Door (4.5 Crore Persons Completed)
- Data Entry Done of Enquiry
- Tehsildars & Deputy Tehsildars Digitally Signed Digital Certificates
- Digitally Signed Caste, Income & Residence Certificates of Whole Population Repository Created & Placed ONLINE and at KIOSK/Govt Counters

Rollout

eKshana has been rolled out across the State, 769 nadakacheries and 122 front office as functional units along with stakeholders such as Sevasindhu(CSCs), Online, Grama Panchayath and B1K1(Bangalore One, Karnataka One).

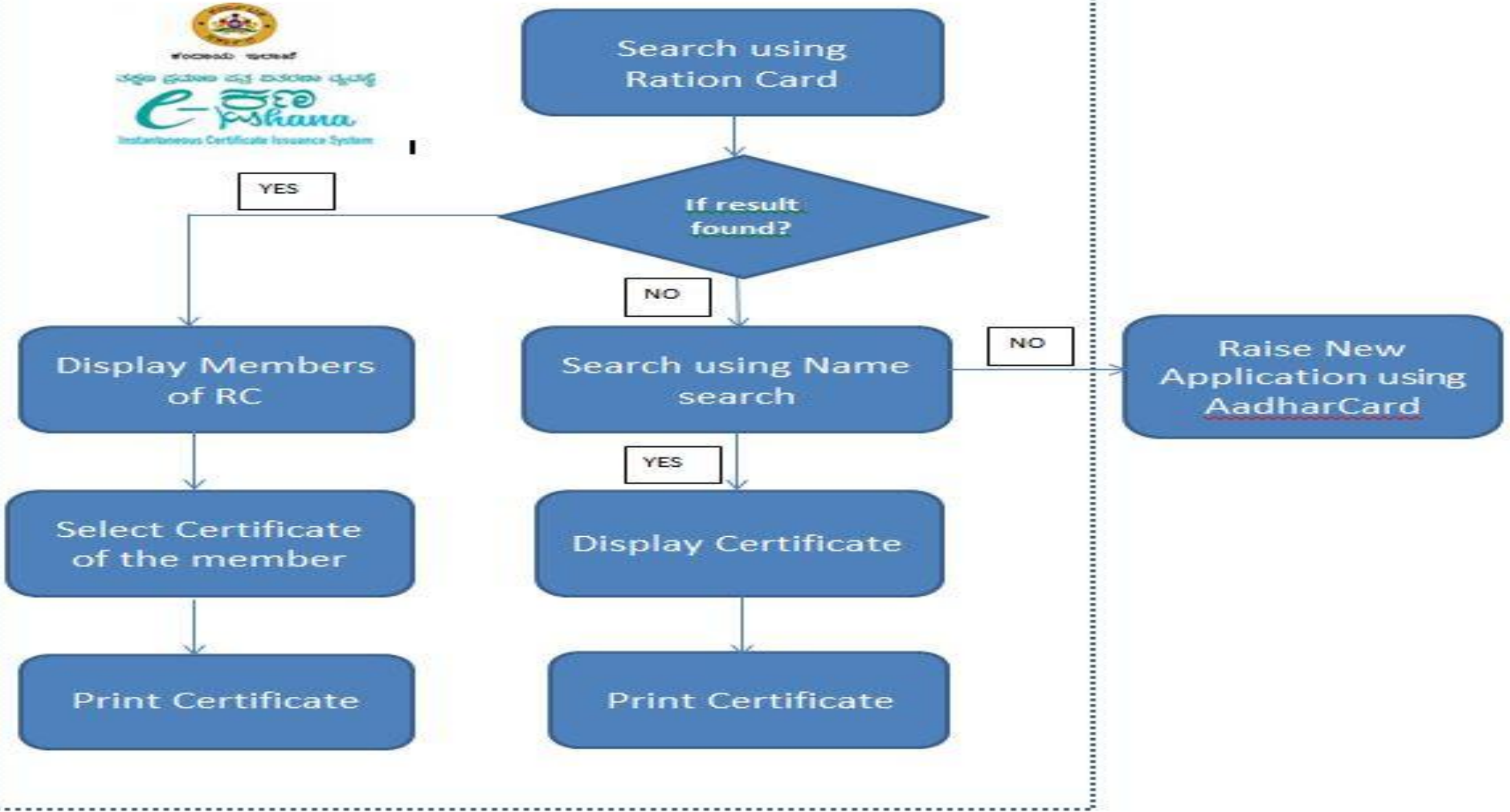


eKshana Statistics

1	Total No of Families covered through e-Kshana	99,63,702
2	Caste, Income and Residence Certificates issued through e-Kshana	96,10,213

Technology & IT Eco-Systems Used in eKshana

- Ration Card Database & Real Time Integration
- Name Match Algorithm
- Aadhaar
- Ration Card Based Family ID Based Certificate Issuance



eKshana : *Suo Moto* Citizen Service Delivery System

- Steps to Deliver Service
 - Individual Identity Establishment
 - Family Identity Establishment
 - Eligibility Establishment
 - Delivery of Service
- Pensions, Scholarships, PM KISAN, Ujjawala, All Welfare Schemes
- [eKshana Database + Ration Card] a Readymade System to *Suo Moto* Deliver All Welfare & Other Citizen Services

THANK YOU