

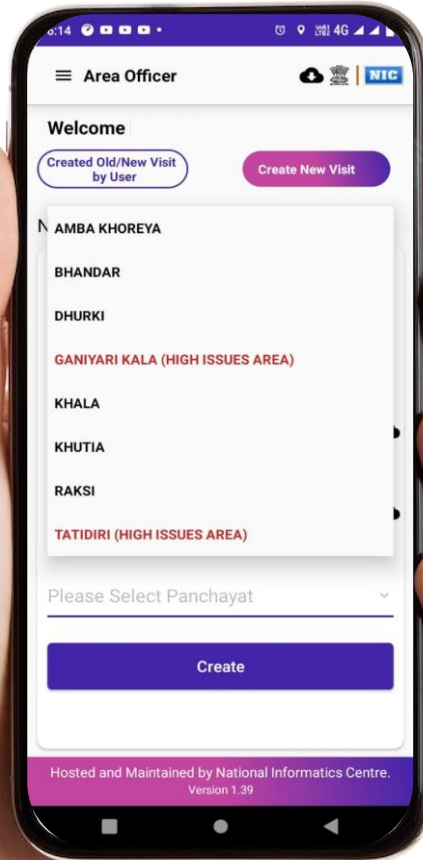


ग्रामीण विकास मंत्रालय

भारत सरकार

**MINISTRY OF RURAL DEVELOPMENT**

**GOVERNMENT OF INDIA**



# Area Officer

**Worksite Inspection and Evaluation System**

03<sup>rd</sup> Sep 2024

# Area Officer System

The Digital platform aims to empower officers with the necessary digital services and data to perform their roles effectively and contribute to **effective inspection and evaluation** of Government Schemes implementation at grassroots.



## Objectives

Quantifiable, Transparency & Accountability

Citizen Centric

Bridging Digital Divide

Whole of the Government Approach

Faceless Governance

Data Driven Decision Making

# Area Officer System - Features

## Main Features

Single-window platform inspection and assessment of multiple welfare schemes implementation

AI-enabled platform to assist all officials (Centre/State/Local) to plan and manage their visits, select location, worksite and assets for inspection

Macro (State Review) and Micro level (Grassroot level) Inspection

Captures Citizen's feedback and recommendations for Inspection

All programs of Department of Rural Development onboarded

Flagship scheme of Ministry of Panchayati Raj and multiple state funded schemes onboarded.

# Digital Transformation in Area Officer

*Significant improvements and re-engineering across various processes*



Manual evaluation and inspection system



✓ **Workflow based Digital Platform, Android/IOS App**



Manual and adhoc selection of Inspection sites



✓ **Data Analysis-Based Recommendation Systems**  
✓ **Scheme wise Progress Dashboard for officers**



Manual Report entry



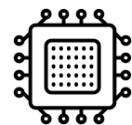
✓ **Real-Time Data Capture using mobile app**  
✓ **Analytical Dashboard for Reporting**



Lack of Rigorous Evidence, Citizen feedback vacuum



✓ **Citizen feedback**  
✓ **Real-Time data sharing with stakeholders**



Monolithic Technology



✓ **Microservices Architecture**  
✓ **OCR, Text to Voice, AI/ML,**

# Coverage

## Overall Beneficiaries Coverage snapshot

✓ **37,009 Officers onboarded**

✓ **23,74,170 Official Visit**

✓ **69,530,56 Worksites Inspected**

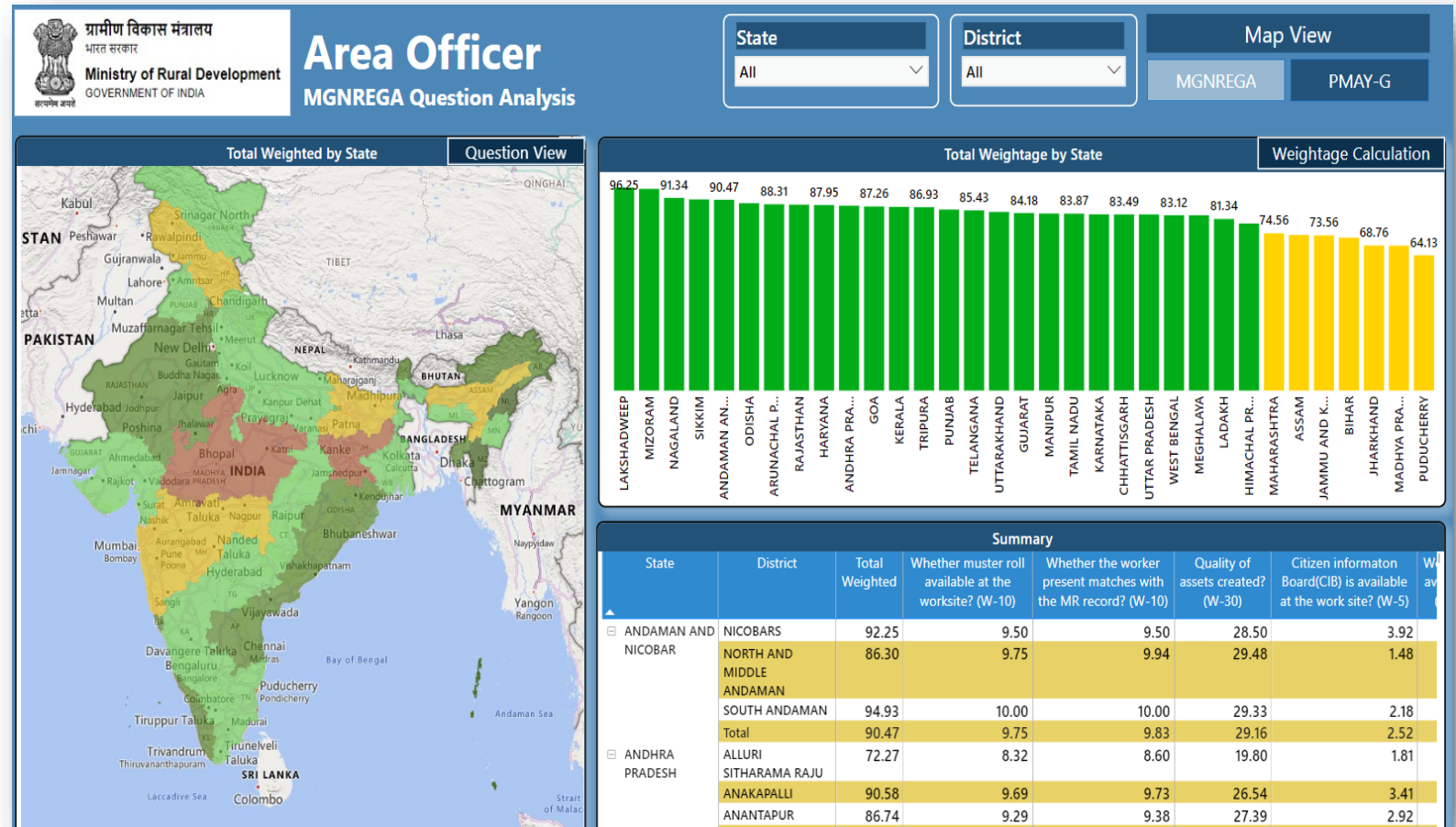
### Geographical Coverage of Area Officer System

Total States/ UT: 34/36

Total Districts: 739/763

Total Blocks: 7,205

Total Gram Panchayats: 2,68,218



Performance of State/District/Block - based on response

Image Source: Area Officer Analytical Dashboard

# Mobile App and Web Portal

**Android and iOS Mobile App** for the assessment of schemes implementation across India and **Web Portal** for Officers registration, Schemes Onboarding, Monitoring, Analysis, Ranking, Performance and reports

## Features of Area Officer



### What to Inspect ?

AI/ML based and citizen's feedback-based **recommendation for inspection**



### When to Inspect ?

**Event/ tour calendar**: Officers can manage their visit dates and locations .



### Where to Inspect ?

A GIS-enabled interface **displays physical assets on a map** and **directions to reach**



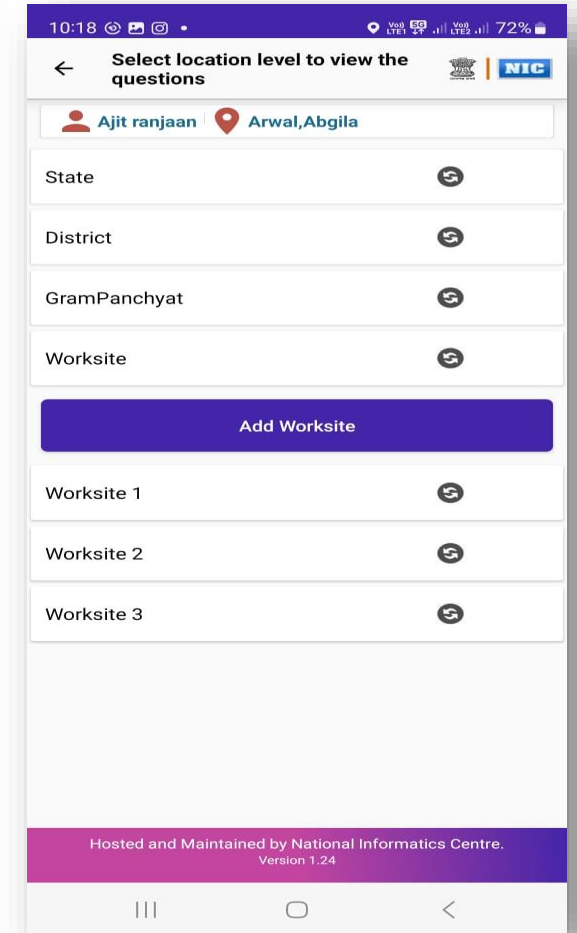
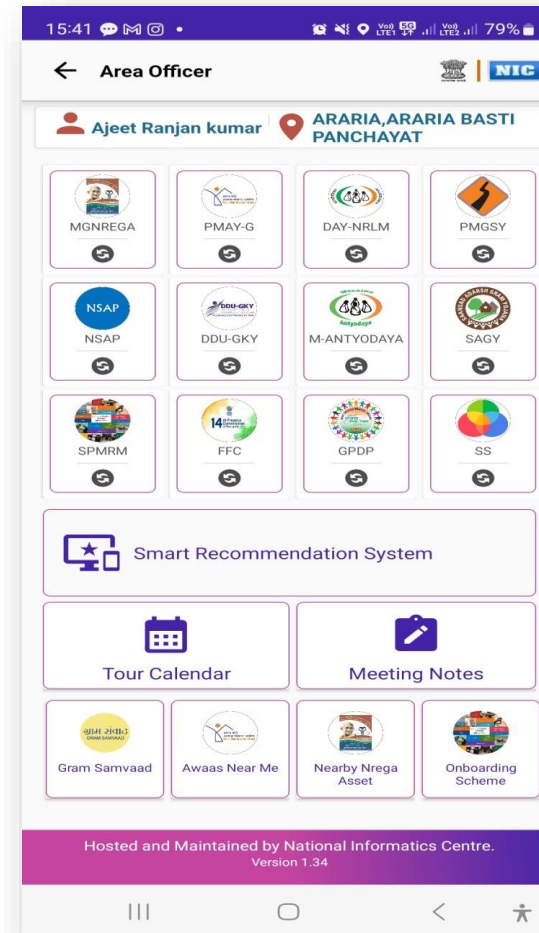
### How to Inspect?

Capture **real-time evidences**, in both **online and offline mode**

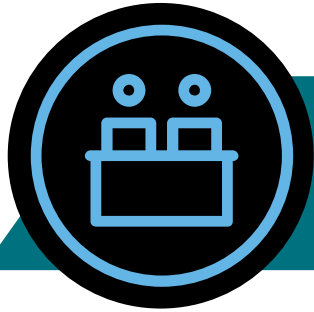


### How can citizens contribute ?

**Citizens can offer feedback** and rate public Assets /scheme implementation



# Impact



## Optimization of Work Allocation

Using MIS data, GIS and AI/ML to identify risky locations and provide recommendations for effective work allocation



## Citizen Engagement

Citizens Participation in Social Audit and Trust in Public Service Delivery



## Time Efficiency

Efficiency by automation of routine tasks allow officers to focus on inspection and reporting



## Cost Effectiveness

Cost savings and improved resource allocation, contributing to the overall efficiency of the governance process



## Holistic Data Driven Decision Making

Highlights potential quality gaps and funding delays in implementation of welfare scheme



## Ease of Doing Inspection

enhances the accuracy of data collection and evidence-based recording

**THANK YOU**