II. NAME OF CATEGORY-'OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY'

1. Coverage – Geographical and Demographic :-

(i) Comprehensiveness of reach of delivery centres

The project is implemented in the entire district Gonda and covers **4 tehsils** and **16 blocks** right up to the **village level.**

(ii) Number of delivery centres

At present, more than 264 service delivery centres are in district Gonda, in the form of CSC / Lokvani centres.

(iii) Geographical

(a)National level – Number of State covered: 1

(b) State/UT level- Number of District covered: 1

(c) District level- Number of Blocks covered: 16

Please give specific details:-

4 Tehsils and 16 blocks in district Gonda are covered by the project.

(iv)Demographic spread (percentage of population covered)

Potentially 100% farmers can use the services under this project, they need to register in KISAN database through CSC centre.

2. Situation Before the Initiative (Bottlenecks, Challenges, constraints etc with specific details as to what triggered the Organization to conceptualize this project):

	Old System	Innovations Introduced
	Assessment of demands / requirements for the different agricultural inputs, especially seed and fertilizer are based on inaccurate and broad zonal and climatic estimations. Distribution of these inputs relies on a top-	KISAN enables a bottom up generation of user database. Farmer specific data on land holdings and crop patterns is collected and aggregation at district and state levels provides a more scientific and accurate estimation of field demand. A

down approach.	collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.

Separate verticals for supply of fertilizer, seeds, soil testing etc	All inputs integrated at one service-provider platform.
Excess and arbitrary drawl of fertilizer available in the cooperative sector by landed and moneyed farmers, often leading to an artificial scarcity for small and marginal farmers.	Software computation of demand ensure scientific and fair assessment of every farmer's demand for each type of fertilizer based on crop season soil fertility and net sown area.
No systemic mechanism to provide information to the farmer regarding the arrival of agricultural inputs.	Under KISAN, at first the agriculture department allots the fertilizer/ seed against each individual cooperative society / retailer's demand and indicates the delivery date; then the software generates an voice SMS in regional language, which is delivered to the farmer's mobile phone informing him of the allotment and the date of physical arrival of fertilizer at the point of purchase. The CSC/Lokvani operator additionally informs the farmer over phone to further assist him.
Paper application for agricultural implement subsidy, had to be submitted to the office of the district Agriculture officer/Block level officer. No receipt issued. Processing of applications opaque and outcome could be discretionary and variable.	KISAN generates a service – specific receipt for all services (*implements*, *fertilizer*, *seeds*, *KCC* etc). Sanction of application for subsidy is done strictly on **FIFO** basis. Farmer can track the status of his application anytime online.
No systemic mechanism for testing soil fertility; only one	Every nyaya panchayat is serviced by at least one

	laboratory, with limited sample intake, is operational at district level. Soil test results are delayed indefinitely.	CSC/Lokvani centre. User friendly soil testing kits, available with each CSC/Lokvani operator, ensures the farmers' **soil testing** and generation of his **soil health card** through KISAN right before his eyes in the span of one hour.
	Sanction of Kisan credit Card/ agricultural credit is not transparent with incremental pendency at block/tehsil/service branch levels. Often, after repeatedly knocking at the bank's door, the farmer was told his application was not received/ rejected without assigning any reasons for the same.	KISAN mandates that any agriculture loan/KCC application is processed by the district branch manager in a time bound responsible manner and in strict adherence to RBI norms. Rejection has to be accompanied by reasons and accountability to the farmer is ensured through regular *review by the Lead Bank manager and the **district administration**.*
	In procurement season, farmers often have to wait before government purchase centres with laden trolleys of paddy/wheat, always there is uncertainty of time and quantity of purchase.	*E-procurement* module of KISAN offers the farmer **assured purchase facility** for the booked quantity at the preferred purchase centre on a date of his choice.
	Due to inefficiency of the cooperative sector, farmers were forced to turn to private retailers, with inherent risks of hoarding and over pricing.	KISAN provides the power of choice to the farmer to book any agriculture inputs like fertilizer either from a government/cooperative store or from a *private retailer* of his choice; sale price at private retailers kept under *tight monitoring by the district authorities.*
	CSC/Lokvani centres were not commercially viable. Since, those were providing services like issuance of various certification and records etc.	As a regular and committed **source of revenue,** services of KISAN added an extra degree of **financial buoyancy** that helped CSCs to take off in a major way.

3. Scope of Service/ Activities Covered (Extent of e-enablement in terms of number of services, extent to which steps in each service have been ICT-enabled #)

3.1 Extent of e-enablement in terms of number of services

1. **Booking of Fertilizers and Seeds & Monitoring System**
2. **Soil Testing & Soil Health Card**
3. **Agriculture Credit Facilitation to Farmers**
4. **Online Monitoring of Agriculture Equipment Purchase Subsidy**
5. **Online Booking For Sale of Crops**

3.2 extent to which steps in each service have been ICT-enabled

1. **Booking of fertilizers and seeds & monitoring system -** KISAN enables a bottom up generation of user database. Farmer specific data on land holdings and crop patterns is collected and aggregation at district and state levels provides a more scientific and accurate estimation of field demand. A collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.
2. **Soil Testing & Soil Health Card -** Any former wanting test his farm soil has to approach the nearest CSC with the soil sample. The CSC operator will then test the sample with the help of soil testing kit. After testing, the operator has to enter the test results values at the portal & select the crops for which fertilizer recommendation is required. After submitting the data the system will generate the Soil Health Card for the selected crop area.
3. **Agriculture Credit -** Agriculture loan/KCC applications received under KISAN are processed by the district branch manager in a time bound responsible manner and in a time bound responsible manner and in strict adherence to RBI norms. Rejection has to be accompanied by reasons and accountability to the farmer is ensured. District administration monitors the application status online..
4. **Online Monitoring of Agriculture Equipment Purchase Subsidy -** KISAN generates a service – specific receipt for all services (implements, fertilizer, seeds KCC etc). Sanction of application for subsidy is done strictly on FIFO basis. Farmer can track the status of his application anytime online.

5. **Online Booking For Sale of Crops -** E-procurement module of KISAN offers the farmer assured purchase facility for the booked quantity at the preferred purchase centre on a date of his choice. KISAN provides the power of choice to the farmer to book any agriculture inputs like fertilizer either from a government/cooperative store or from a private retailer of his choice; sale price at private retailers kept under tight monitoring by the district authorities.

4. Stakeholder Consultation (Give details about type of stakeholders consulted, number of stakeholders consulted, stages at which stakeholder input was sought, any user satisfaction study done etc. #)

4.1 Type of stakeholders consulted

- Farmers
- CSCs/Lokvani Centers
- Agriculture Department
- Co-Operative Societies
- Banks
- NIC
- Fertilizers Companies
- District Administration

4.2 Number of stakeholders consulted

Before developing the application, rigorous consultation among concerned officers of district administration e.g. **District agriculture officer** & **NIC** was done by the nominee, being the then district magistrate of Gonda and project head.

After a summarizing the basic requirements, consultation with other stakeholders was started e.g. **co-operative societies**, **Bank officers** & **Fertilizer retailers** etc..

Then, **CSC** owners were also consulted and educated to encash the chance.

4.3 Stages at which stakeholder input was sought

Efforts to engage the stakeholders: The various stakeholders in this project, for example the CSC operators who come from the below average socio economic strata, have to be rigorously trained not just on the use of computer, but also on the processes which govern the projects. Besides the initial training of CSC operators and officials of Fertilizers companies, continuous skill up gradation programs are being taken up to keep them live and updated on various aspects related to the application. The entire project also depends upon the back office computerization of the related government departments. Government employees at various levels therefore also needed

sensitization and exposure to the Information Technology needs of their departments and to the project concepts.

Interaction between administration and stakeholders: The project is an initiative taken by the district administration and has a flexible management structure. *The project is being directly monitored and headed at the level of* ***nominee*** *with active support from* **NIC**. The ***agriculture department, Co-Operative Societies and Fertilizers companies*** are co-partners in this management team. The NIC provided the training and consultancy support to the project and also undertakes the responsibility of assessing the competencies of various stakeholders. *The NIC has been provided responsibility of improving the project design and also helps in evolving new features and services in the portal.*

4.4 Details of user satisfaction study done

In KISAN, the response for the registration are extremely encouraging and indicative of sustainability. In the Rabi season 2012-13 (completed), a total of 7625 farmers availed of the services for fertilizers. In Kharif season 2013, a total of 16242 farmers have so far availed of the services for fertilizers. In total 404443 farmers have registered for various services provided under KISAN.

User satisfaction study was done by Krishi Vigyan Kendra, Deen Dayal Shodh Sansthan, Gonda and suggestions / findings of the study were incorporated in the system.

5. Strategy Adopted

(i) The details of base line study done,

Detailed Component of the strategy is as follows: The basic strategy that was adopted was to use CSCs to provide a convenient, single point registration-based facility to avail one of the facilities provided (fertilizer/seed booking / loans application for agricultural equipments etc.); therefore using ICT, the status of delivery/ supply would be provided to the customer. The very act of paying a nominal amount for registering created an entitlement right for the customer. From a **beneficiary**, a farmer now becomes a **Consumer**.

Detailed component of the strategy is as follows:

1. **Displacing the delivery of a service with provision of the service by mean of creation of entitlement rights.** In other word, rather than ensuring that a particular service is available at an outlet, the strategy adopted was to get the customer pay a nominal amount and get an entitlement to getting that service. This strategy was essential since normally merely paying the cost of the product/service being provided did not create an entitlement right; it merely recovered the cost (and profit) for the producer/ service provider.

2. **Provision of computational value-addition and to the service provided-** KISAN is an ICT tools which are able to provide computational value addition to the already existing agriculture inputs.In KISAN, the application is able to allocate precise amount of fertilizer to a particular farmer depending on his size of land holding, nature of crop and other relevant decision making parameters. In the case of fertilizer, it is noteworthy that at present there is no reliable method of calculating fertilizer demand at field level. All demand for fertilizer is calculated at an aggregate level at the state level, after which allocations of fertilizer are made to each district. The KISAN ICT tool reverse this top down approach by generating data at the unit farmer level, and then aggregating the various parameters all the way to the top. This bottom-up approach enables more precise calculation of fertilizer requirement, eliminates wastage and generates information that can used for many other purposes like verification of Kisan Credit data or disbursement of calamity relief.

3. **Harnessing the entrepreneurial energy of the CSC/Lokvani owners :** Uttar Pradesh has been experimenting with its own form of Common Service centres called the Lokvani centres. Unlike the CSCs which are run by agencies (SCA) contracted by state governments, Lokvani centres are CSCs which are run by agencies/operators contacted by the District Lokvani Society, of which the DM is the chairperson. In the case of KISAN, Lokvani operators became very enthusiastic in participation after the initial demonstration of the capability of the system to provide information about the allotment of the right kind and quantity of fertilizer as well the actual date of physical delivery of fertilizer. As the capability of KISAN expands to provide soil testing, agricultural implements, seeds and other inputs, the Lokvani operator, who is usually one of the more educated and younger tech-savvy member of the community providing essential sevices like various forms of certificates and revenue record documents, also becomes a one-stop solution for the more elderly farmer population of the community, giving him a greater standing in his community. Adding

agriculture inputs to the service bouquet of the CSC/Lokvani has added to the profitability of the enterprise.

4. **Limiting the role of the government and replacing the stick of the government with order carrots /drivers of the initiative, to make it more sustainable:** Unlike most initiatives which are predicated either on regular monitoring by the government or demand-supply forces, this initiative is based on other collateral drivers to keep it running.

5. **Opting for a pocket initiative, rather a larger systemic change to provide solution to problems:** KISAN was initially pocket initiatives in using ICT tools to facilitate open government and service delivery goes a long way in enhancing citizen engagement and government responsiveness. Such initiatives have the further advantage that they reflect the felt needs of the people, and are often very cost-effective. District administration officials remain the first and often the only point of engagement for the common man for their daily livelihood issues.

6. **Direct participation of the stakeholder (farmer) in the creation of the database on the basis of which entitlements would be allotted:** In the case of KISAN, by adopting a registration-by-self-declaration model, KISAN uses a bottom-up approach to calculation of fertilizer requirement. In this way the stake holder is directly participating in the creation of the database on the basis of which he will get his fertilizer.

7. **Consumer acceptance:** To the average rural citizen, the CSC or Lokvani operator is the face of government accessible, friendly and humane. Transactions with this local next door agent give him that familiarity and assurance that is missing in an SMS or IVRS based system even though they bring convenience of use.

(ii) Problems identified,

Implementation of any project is dependent on its stake holders. In this case, apart from district administration, the roll out process was dependent on Agriculture department, Banks, CSCs/Lokvani Centers, Co-Operative Societies, Fertilizers Companies

Being a part of district administration, there was no difficulty in getting support of agriculture. As, CSC operators see it as a good chance to increase their revenue, so there was no problem from their side. After creating their credentials and providing them appropriate trainings, they were happily ready to play their role.

As a human tendency, nobody is going to easily accept the new thing may be software. So in this case, Banks, Co-Operative Societies, Fertilizers Companies were not keen to accept this change, as they were looking this as an increased burden on them. But, having several meetings and by arranging appropriate training sessions for them they were motivated.

(iii) Roll out/implementation model,

Rather than ensuring that a particular service is available at an outlet, the strategy adopted was to get the customer pay a nominal amount and get an entitlement to getting that service. This strategy was essential since, normally, mere paying the cost of the product/services being provided did not create an entitlement right; it only recovers the cost (and profit) for the producer/ service provider. For example, in the case of services provided under **KISAN**, the entitlement right is created for the consumer when the consumer pays the registration fee at the CSC. Paying the full (*or more than full in certain cases*) price of the fertilizer did not give him the entitlement to delivery of the fertilizer; it merely ensured that he had paid the price of the product, Further paying bribes/grease money to middleman also did not create any entitlement for him; it tired to ensure a speedy delivery of the product, or more importantly delivery of the fertilizer (*or any product*) to an undeserving costumer. The role of the empowered (*empowered because it is linked up to the fertilizer companies by means of commitment to supply, which is ensured by the district administration*) CSC is to charge a fee and provide a receipt for the booking , and the running receipt becomes an entitlement for a farmer.

(iii) Communication and dissemination strategy and approach used.):

- Besides the initial training, continuous skill up gradation programmes are being taken up to keep all relevant stakeholders updated on various aspects related to the application.

- Government employees at various levels also needed sensitization and exposure to the Information Technology needs of their departments and to the project concepts. The capacity building of the CSC's/ officers/employees and other stakeholders were followed by a campaign and to create mass awareness about the project by means of:

    1. Help centre at district level.
    2. Regular press releases.
    3. Weekly review meetings and field tours.
    4. Flex / hoarding display at CSC / Lokvani centres , Co-Operative Socities, Banks and at other major public spots.
    5. By showcasing the project on public functions e.g. Independence day etc.

- The project won the **" Manthan Award-2013"**

6. Technology Platform used-

(i) Description,

Web based application using ASP.Net as frontend and MSSQL Server as backend database.

(ii) Interoperability

The applications data is stored in a central server and all software components or modules are accessing each other's services cohesively. Replications of data or software components have been avoided.

(iii) Security concerns

User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format and a **security audit is being done,** to be completed soon.

(iv) Any issue with the technology used

Currently no issue is being faced. All identified issues have been resolved.

(v) Service level Agreements(SLAs) (Give details about presence of SLA, whether documented, whether referred etc. #)

7. Citizen centricity and relevance (Give details about impact on effort and time invested by user, Feedback Mechanism, Audit trails, Interactive Platform for service delivery, need gap fulfillment etc. #)

7.1 Details about impact on effort and time invested by user

- The basic objective is to provide various hassle free services to CSCs at the farmers door step, for which they otherwise have to go to block , tehsil, bank, district level officer several times.
- Single point of interaction for all services to help farmers from sowing to sell of crops.
- The application is web based & services are delivered through CSC and Lokvani centers.

- The application has been able to provide access to various government services to the citizens through the CSCs on commercially viable lines thereby making the CSCs a valuable businesses opportunity for unemployed youth.
- Farmers can trace status of application anytime making it a through and through transparent process.
- Department need not to purchase extra hardware/software as application is web based.
- The website and forms are bilingual and database is Unicode compliant, making it possible for use by untrained and uneducated people.

7.2 Feedback Mechanism

Any problem related to operation of software, is handled by district NIC centre. These are addressed by then on urgent basis. As farmers access the system through CSC / lokvani centres, so directly no grievances are received from farmers.

7.3 Audit trails

Audit Trails are being maintained at database level.

7.4 Interactive Platform for service delivery

A status tracking feature is available. Farmers can track the fertilizer delivery point & date by unique booking no received at the time of booking.

User friendly soil testing kits available with each CSC/Lokvani operator ensures the farmer soil testing and generation of his soil health card through KISAN right before his eyes in the span of one hour.

E-procurement module of KISAN offers the farmer **assured purchase facility** for the booked quantity at the preferred purchase centre on a date of his choice.

7.5 Need gap fulfillment

8. User convenience (Give specific details about the followings #)

(i) Service delivery channels (Web, email, SMS etc.)

This is a web based application, whose operation is facilitated by CSC/Lokvani. Thus citizens need to go to nearest CSC/Lokvani centers.

SMS based services have also been incorporated.

(ii) Completeness of information provided to the users,

(iii) Accessibility (Time Window),

The application is web based and accessible to users on 24X7 basis.

(iv) Distance required to travel to Access Points

District Gonda is covered with more than 264 CSC/Lokvani centres. On an average there are one CSC /Lokvani centers in radius of one kilometer.

(v) Facility for online/offline download and online submission of forms,

Online form submission facility is available under different modules of **KISAN,** through CSC / Lokvani centres. Online downloads of receipts for services booked under KISAN are also available.

Follwing online services are available under KISAN

1. **Online booking of fertilizers and seeds**
2. **Online Soil Testing & Soil Health Card generation**
3. **Online submission of application for Agriculture Credit**
4. **Online Monitoring of Agriculture Equipment Purchase Subsidy**
5. **Online Booking For Sale of Crops**

All the details of farmers are in database. So very few details are to be filled at the time fertilizers booking.

Reports for monitoring purpose are also available online.

(vi) status tracking

A status tracking feature is available. Farmers can track the Fertilizers availability status by unique farmer code.

9. Efficiency Enhancement (Give specific details about the following #)

(i) Volume of transactions processed

In the Rabi season 2012-13 a total of 7645 farmers availed of the service for fertilizer . In Kharif season 2013, a total of 16242 farmers availed of the service for fertilizer. In total, 40,443 farmers registered for various services.

Analysis revealed that with the onset of the Kharif season, farmer registration picks up from 89 new registration per weeks from 16 to 22 May' 2013, to 1878 new registration in the next, and maintaining a steady quantum of new registrations above 2000 new registrations

per week (2722, 2686, 3485 and 2751 in the four weeks of June' 2013 and 3133, 1945, 2303 and 6843 in four weeks of July 2013 respectively)

In present situation;

Nos. of Farmers registered till date is - 1,20,747

Demand received under current crop season - 9,454

Allotment done under current crop season – 9,449

(ii) Coping with transaction volume growth

Since Backend database is MSSQL Server, which is capable of handling large volume of Data. So transactions under this application are easily accommodated. No issues observed.

(iii) Time taken to process transactions,

No complex transactions are involved, so time taken to process a transaction is negligible at application level. Although, it is dependent upon manual approval/forwarding processes, by participant stakeholders.

(iv) Accuracy of output,

No discrepancy is observed

(v) Number of delays in service delivery

Delays may occur due to invalid information filled by user or unavailability of product being requested, due to any reason.

10. Cost to User (Give details about impact on Service charge paid, travel cost, indirect cost incurred by the user etc. #)

The application has been developed and maintained by NIC and implemented through CSC. There is no additional burden on the government through this project. Since the application is entirely web based, service providers or the CSCs are able to use their existing hardware and connectivity to provide the service; hence they also do not incur any significant cost. The cost to the end-user is a nominal **Rs.10**/- for Registration of a farmer and presently for CSC user the access to the service is free. In addition to this, a very genuine and fixed usage charge is recovered by CSC owners from farmers for the service requested.

11. Citizen Charter (Give details about present of citizen charter describing standard/ information on services and its adherence for service delivery etc.)

- KISAN software mandates that applications for agriculture loan (KCC) are processed by the districts coordinator of the concerned bank and the service branch manager in a time bound responsible manner and in strict adherence to **RBI norms**
- Using the KISAN software, the agriculture department allots the fertilizer, subject to availability of stocks, to each point of purchase (cooperative society and private retailer) within seven days of receipt of booking.
- KISAN generate a service-specific receipt for all services (implements subsidy, fertilizer, seeds, KCC etc). Physical allotment of the services is done **FIFO**. Farmer can check the status of his booking anytime online.

12. Problem Resolution and Query Handling (Give details about availability of help desk, query resolution mechanism, single window resolution, interactive interface etc. #)

Any problem related to operation of software, is handled by district NIC centre. These are addressed by then on urgent basis. As farmers access the system through CSC / lokvani centres, so directly no grievances are received from farmers.

13. Privacy & Security Policy (Give details about security technique deployed, use of digital signatures, encryption etc. #)

User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format and a security audit is currently being done. After the audit is completed, the application would be shifted to more secured NIC state server.

14. Innovation (Give details on extent to which the service is unique compared to other similar services, impact on number of steps required, identification and removal of bottlenecks/irrelevant steps etc.#)

Old System	Innovations Introduced
Assessment of demand / requirement for the different agricultural inputs especially seed and fertilizer are based on inaccurate and broad zonal and climatic estimations. Distribution of these inputs relies on a top-down approach.	KISAN enables a bottom up generation of user database. Farmer specific data on land holdings and crop patterns is collected and aggregation at district and state levels provides a more scientific and accurate estimation of field demand. A collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.
Separate verticals for supply of fertilizer, seeds, soil testing etc	All inputs integrated at one service-provider platform.
Excess and arbitrary drawl of fertilizer available in the cooperative sector by landed and moneyed farmers often leading to artificial scarcity for small and marginal farmers.	Software computation of demand ensure scientific and fair assessment of every farmer's demand for each type of fertilizer based on crop season soil fertility and net sown area.
No systemic mechanism to provide information to the farmer regarding the arrival of agricultural inputs.	Under KISAN, at first the agriculture department allots the fertilizer/ seed against each individual cooperative society/retailer's demand and indicates the delivery date; then the software generates an voice SMS in regional language delivered to the farmer's mobile phone informing him of the allotment and the date of physical arrival of fertilizer at the point of purchase. The

	CSC/Lokvani operator additionally informs the farmer over phone to further assist him.
(paper) application for agricultural implement subsidy had to be submitted to the office of the district Agriculture officer/Block level officer. No receipt issued. Processing of applications opaque and outcome could be discretionary and variable.	KISAN generates a service – specific receipt for all services (implements, fertilizer, seeds, KCC etc). Sanction of application for subsidy is done strictly on FIFO basis. Farmer can track the status of his application anytime online.
No systemic mechanism for testing soil fertility; only one laboratory, with limited sample intake, is operational at district level. Soil test results are delayed indefinitely.	Every nyay panchayat is serviced by at least one CSC/Lokvani centre. User friendly soil testing kits available with each CSC/Lokvani operator ensures the farmer soil testing and generation of his soil health card through KISAN right before his eyes in the span of one hour.
Sanction of Kisan credit Card/ agricultural credit is not transparent with incremental pendency at block/tehsil/service branch levels. Often, after repeatedly knocking at the bank's door, the farmer was told his application was not received/ rejected without assignment any reasons for the same.	KISAN mandates that any agriculture loan/KCC application are processed by the district branch manager in a time bound responsible manner and in a time bound responsible manner and in strict adherence to RBI norms. Rejection has to be accompanied by reasons and accountability to the farmer is ensured through regular review by the Lead Bank manager and the district administration.
In procurement season, farmers often have to wait before government purchase centres with laden trolleys of paddy/wheat, uncertain of time and quantity of purchase.	E-procurement module of KISAN offers the farmer **assured purchase facility** for the booked quantity at the preferred purchase centre on a date of his choice.
Due to inefficiency of the cooperative sector, farmers were forced to turn to private	KISAN provides the power of choice to the farmer to book any agriculture inputs like fertilizer

	retailers, with inherent risks of hoarding and over pricing.	either from a government/cooperative store or from a private retailer of his choice; sale price at private retailers kept under tight monitoring by the district authorities.
	CSC/Lokvani centre not commercially viable since provided were issual of various certification and records etc.	As a regular and committed source of revenue services of KISAN added an extra degree of financial buoyancy that helped CSCs take off in a major way.

15. e-Inclusion (Give details about impact on number of trips required, availability of local language interface, online submission of forms, accessibility for disabled people, length and breadth of services made available online etc.)

This facility is online, and all the details of farmers are in database. So very few details are to be filled at the time fertilizers booking. Single point of interaction for all services is to help farmers from sowing to sell of crops. The website and forms are bilingual and database is Unicode compliant, making it possible for use by untrained and uneducated people.

Following online services are available under KISAN application.

1. **Booking of fertilizers and seeds & monitoring system**
2. **Soil Testing & Soil Health Card**
3. **Agriculture Credit**
4. **Online Monitoring of Agriculture Equipment Purchase Subsidy**
5. **Online Booking For Sale of Crops**

16. Sustainability (Give details about sustainability w.r.t. technology (technology use, user privacy, security of information shared-Digital Signature/Encryption etc. #), Organization (hiring trained staff, training etc. #), financial (Scope for revenue generation etc. #)

The simple, common and sustainable web based technology has been used, which is tested for a long time. No vendor specific tools have been used in this application. So, from point of view of technology, there no question arises about sustainability.

User's data is loaded on central server and all required security measures have been deployed. For security purpose, sensitive data is stored in encrypted format and a security audit is to be done before deploying it at state level.

After the initial deployment of the services and induction training of all stakeholders, the application has gained momentum and earned mass appreciation. By providing this additional services, the CSCs are doing good business and are becoming self sustainable. They are earning anything between Rs. 6000 to Rs. 15000 per month and are providing tremendous ease to the citizens to access government services.

The application have proved their sustainability has a recognition of which the concerned administrative department are currently making necessary policy changes for a state wise roll out.

17. Number of users and services (Give details about frequency of services used in last 6 months, number of visitors, number of unique visitors, number of users etc. #)

No. of farmers registered under KISAN is 1,20,747 till date, who are end user of this application. Besides, more than 264 CSC centre owners are user of this initiative.

Under current crop seasons

Demand received for fertilizers - 9,454

Allotment done against above – 9,449

18. Result Achieved/ Value Delivered to the beneficiary of the project-(share the results, matrices, key learning's, feedback and stakeholders statements that show a positive difference is being made etc):

(i) To organization

- Networking of all Co-operative Society, fertilizer dealers, Departments and farmer, for bringing under a single roof for introducing supply chain model and delivering farm related services to the needy farmers
- Bottom-up approach to calculation of fertilizer / seed requirement
- Optimum utilization of resources by fool proofing the supply chain
- In case of natural calamities like foods, droughts etc, relief can be directly transferred into the farmer's bank a/c as cropped area and other vital information is already available.

(ii) To citizen

- Empowering the farmer- from beneficiary to consumer
- KISAN software mandates that applications for agriculture loan (KCC) are processed by the districts coordinator of the concerned bank and the service branch manager in a time bound responsible manner and in strict adherence to RBI norms
- KISAN generate a service-specific receipt for all services (implements subsidy, fertilizer, seeds, KCC etc). Physical allotment of the services is done FIFO. Farmer can check the status of his booking anytime online.
- Popular measure that helps the farmer to choose fertilizers according to the need of the land.
- It can provide information on whether / training programs etc to farmer through Voice SMS/SMS.
- Provides transparent management information system for wheat/paddy procurement. This service offers the farmer assured purchase facility for the booked quantity at the preferred purchase centre on a date of his choice.
- On-line system for booking/ allotment of seeds to the intended Farmer with land holding.
- Farmers may enquire status of allotment of fertilizer, delivery date schedule through CSC and through SMS also.

(iii) Other stakeholders

- Generates a master database/agriculture directory of the districts
- Bank and insurance companies can use this database, enabling more rapid loan payments(KCC) to farmer and developing and more personalized insurance packages respectively in transparent way.

- Potential for future extension into diverse beneficiary schemes of the agriculture department viz ATMA/DASP/Horticulture Mission etc.

19. Extent to which the Objective of the Project is fulfilled-(benefit to the target audience i.e.G2G, G2C, G2B, G2E or any other, size and category of population/stakeholder benefited etc):

Performance data of KISAN: In district Gonda, KISAN was rolled out in August 2012. Despite an intervening change in district authorities and few adverse interests, KISAN services continued to be offered by Lokvani operators. Till date **1,20,747 farmers** registered under these Service.

The stakeholders are:

- Farmers
- CSCs/Lokvani Centers
- Agriculture Department
- Co-Operative Societies
- Banks
- NIC
- Fertilizers Companies
- District Administration

Efforts to engage the stakeholders: The various stakeholders in this project, for example the CSC operators who come from the below average socio economic strata, have to be rigorously trained not just on the use of computer, but also on the processes which govern the projects. Besides the initial training of CSC operators and officials of Fertilizers companies, continuous skill up gradation programs are being taken up to keep them live and updated on various aspects related to the application. The entire project also depends upon the back office computerization of the related government departments. Government employees at various levels therefore also needed sensitization and exposure to the Information Technology needs of their departments and to the project concepts.

Impact On CSCs : The project has had a tremendous impact in providing electronic delivery services through CSC in this district. On the one hand, it has been able to buttress the CSCs while on the other hand it has been able to provide the civic services to the citizens in a user friendly and hassle free manner. Ever since the project has started it has generated tremendous goodwill both for the administration and for the CSCs. They are able to earn

anything between Rs 6000 to 15000 per centre per month and are providing tremendous ease to the citizens to access government services.

20. Adaptability Analysis

(i) Measures to ensure adaptability and scalability

No adaptability issue has been faced till now.

- From software perspective, it is scalable up to state level so as to cover all districts of a state like Uttar Pradesh. Although, hardware restrictions apply and with increasing number of districts using the same installation, more robust database and application servers are needed with just minor modification in location specific technology and vernacular language.
- Administrative scalability: System can easily share a single distributed system among increasing number of organization.
- Local scalability: system or component can be easily modified, added, or removed to accommodate changing load.

(ii) Measures to ensure replicability

(iii) Restrictions, if any, in replication and or scalability

There is no issue in replicating the system for individual district. In fact, from software perspective, the single installation is scalable up to state level so as to cover all districts of a state like Uttar Pradesh. Although, hardware restrictions apply and with increasing number of districts using the same installation, more robust database and application servers would be needed.

(iv) Risk Analysis

No financial transactions are done electronically and database is stored on central and safe server. Moreover, the system does not replace the older system, which is running in parallel. Therefore, no risk analysis is needed.

21. Comparative Analysis of earlier Vs new system with respect to the BPR, Change Management, Outcome/benefit, change in legal system, rules and regulations

Old System	Innovations Introduced
Assessment of demand / requirement for the different agricultural inputs especially seed and fertilizer are based on inaccurate and broad zonal and climatic estimations. Distribution of these inputs relies on a top-down approach.	KISAN enables a bottom up generation of user database. Farmer specific data on land holdings and crop patterns is collected and aggregation at district and state levels provides a more scientific and accurate estimation of field demand. A collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.
Separate verticals for supply of fertilizer, seeds, soil testing etc	All inputs integrated at one service-provider platform.
Excess and arbitrary drawl of fertilizer available in the cooperative sector by landed and moneyed farmers often leading to artificial scarcity for small and marginal farmers.	Software computation of demand ensure scientific and fair assessment of every farmer's demand for each type of fertilizer based on crop season soil fertility and net sown area.
No systemic mechanism to provide information to the farmer regarding the arrival of agricultural inputs.	Under KISAN, at first the agriculture department allots the fertilizer/ seed against each individual cooperative society/retailer's demand and indicates the delivery date; then the software generates an voice SMS in regional language delivered to the farmer's mobile phone informing him of the allotment and the date of physical arrival of fertilizer at the point of purchase. The CSC/Lokvani operator

		additionally informs the farmer over phone to further assist him.
	(paper) application for agricultural implement subsidy had to be submitted to the office of the district Agriculture officer/Block level officer. No receipt issued. Processing of applications opaque and outcome could be discretionary and variable.	KISAN generates a service – specific receipt for all services (implements, fertilizer, seeds, KCC etc). Sanction of application for subsidy is done strictly on FIFO basis. Farmer can track the status of his application anytime online.
	No systemic mechanism for testing soil fertility; only one laboratory, with limited sample intake, is operational at district level. Soil test results are delayed indefinitely.	Every nyaya panchayat is serviced by at least one CSC/Lokvani centre. User friendly soil testing kits available with each CSC/Lokvani operator ensures the farmer soil testing and generation of his soil health card through KISAN right before his eyes in the span of one hour.
	Sanction of Kisan credit Card/ agricultural credit is not transparent with incremental pendency at block/tehsil/service branch levels. Often, after repeatedly knocking at the bank's door, the farmer was told his application was not received/ rejected without assignment any reasons for the same.	KISAN mandates that any agriculture loan/KCC application is processed by the district branch manager in a time bound responsible manner and in a time bound responsible manner and in strict adherence to RBI norms. Rejection has to be accompanied by reasons and accountability to the farmer is ensured through regular review by the Lead Bank manager and the district administration.
	In procurement season, farmers often have to wait before government purchase centres with laden trolleys of paddy/wheat, uncertain of time and quantity of purchase.	E-procurement module of KISAN offers the farmer **assured purchase facility** for the booked quantity at the preferred purchase centre on a date of his choice.
	Due to inefficiency of the cooperative sector, farmers were forced to turn to private retailers, with inherent risks of	KISAN provides the power of choice to the farmer to book any agriculture inputs like fertilizer either from a

	hoarding and over pricing.	government/cooperative store or from a private retailer of his choice; sale price at private retailers kept under tight monitoring by the district authorities.
	CSC/Lokvani centres were not commercially viable, since, they were providing services related to issuance of various certification and records etc.	As a regular and committed source of revenue services of KISAN added an extra degree of financial buoyancy that helped CSCs take off in a major way.

22. Other distinctive features/ accomplishments of the project:

1. KISAN enables a bottom up generation of user database. Farmer specific data on land holdings and crop patterns is collected and aggregation at district and state levels provides a more scientific and accurate estimation of field demand. A collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.

2. All inputs integrated at one service-provider platform.

3. Software computation of demand ensure scientific and fair assessment of every farmer's demand for each type of fertilizer based on crop season soil fertility and net sown area.

4. Under KISAN, at first the agriculture department allots the fertilizer/ seed against each individual cooperative society/retailer's demand and indicates the delivery date; then the software generates an voice SMS in regional language delivered to the farmer's mobile phone informing him of the allotment and the date of physical arrival of fertilizer at the point of purchase. The CSC/Lokvani operator additionally informs the farmer over phone to further assist him.

5. KISAN generates a service –specific receipt for all services (implements, fertilizer, seeds, KCC etc). Sanction of application for subsidy is done strictly on FIFO basis. Farmer can track the status of his application anytime online.

6. Every nyaya panchayat is serviced by at least one CSC/Lokvani centre. User friendly soil testing kits available with each CSC/Lokvani operator ensures the farmer soil testing and generation of his soil health card through KISAN right before his eyes in the span of one hour.

7. KISAN mandates that any agriculture loan/KCC application are processed by the district branch manager in a time bound responsible manner and in a time bound responsible manner and in strict adherence to RBI norms.

Rejection has to be accompanied by reasons and accountability to the farmer is ensured through regular review by the Lead Bank manager and the district administration.

8. E-procurement module of KISAN offers the farmer **assured purchase facility** for the booked quantity at the preferred purchase centre on a date of his choice.

9. KISAN provides the power of choice to the farmer to book any agriculture inputs like fertilizer either from a government/cooperative store or from a private retailer of his choice; sale price at private retailers kept under tight monitoring by the district authorities.

10. As a regular and committed source of revenue services of KISAN added an extra degree of financial buoyancy that helped CSCs take off in a major way.

This is just an indicative list of indicators. Applicant can add on more information based on suitability of the project nominated.

Annexure describing the software in detail

KISAN (Krishak **I**nformation **S**ystem **A**nd **N**etwork**) :-**

Registration - With KISAN, for getting any service the farmer approaches the CSC/ Lokvani kiosk and registers him in the KISAN database to get unique kisan code. At the time of registration, the KISAN database records his personal information (name, mobile number etc), land record details, mode of irrigation and agricultural implements used. In addition to these, the database also records financial information about the individual farmer (Kisan Credit Card detail, Savings bank account detail). All such information is recorded on the database on a self declaration basis. The personal details, land record details and the cropping pattern details can be verified by the Land revenue department. Registration cost to the farmer is Rs. 10 and other value added services are individually user fee based.

Fertilizer Booking & Monitoring- Farmer willing to book fertilizer in advance has to provide cropping pattern (net area being cropped, type of crop, preference of type of fertilizer for such crop) and choice of point-of-purchase (cooperative society or private retailer) to CSC operator. After submission, KISAN software automatically calculates the necessary amount of each type of fertilizer against each individual, based on departmental specifications and then aggregates it for the necessary amount of each type of fertilizer, against each point of purchase in the district. Thereafter, using the KISAN software, the agriculture department allots the fertilizer, subject to availability of stocks, to each point of purchase (cooperative society and private retailer) within seven days of receipt of booking. Once allotment is done, the software informs the former (by means of voice SMS or SMS text) of the allotment of stock to his respective society/ retailer and the amount of each type of fertilizer allotted to him. The CSC operator additionally informs the former over phone about the completion of allotment and the arrival of fertilizer physically at the point-of-purchase on a particular date. The system can generate reports on demand and allotment of fertilizer at farmer, kiosk, point-of-purchase and district levels, thus enabling fool-proof monitoring by the district administration.

KISAN is able to address the basic flaws in the existing system by generating user-demand driven database of fertilizer requirement, which is first generated on a self-declaration basis, but is subsequently validated by the verifications of the revenue and agriculture departments. This, in turn, leads to an accurate estimate of the demand for the various types of fertilizers by means of a computational algorithm. The software also creates a single interface for the former, through which he is able to get precise information about the quantity of fertilizer allotted, date of allotment and expected date of arrival at the point-of-purchase. This power of information will enable him to choose his point-of- purchase and avoid the problems of a sellers' market (over-pricing, hording and black-marketing).

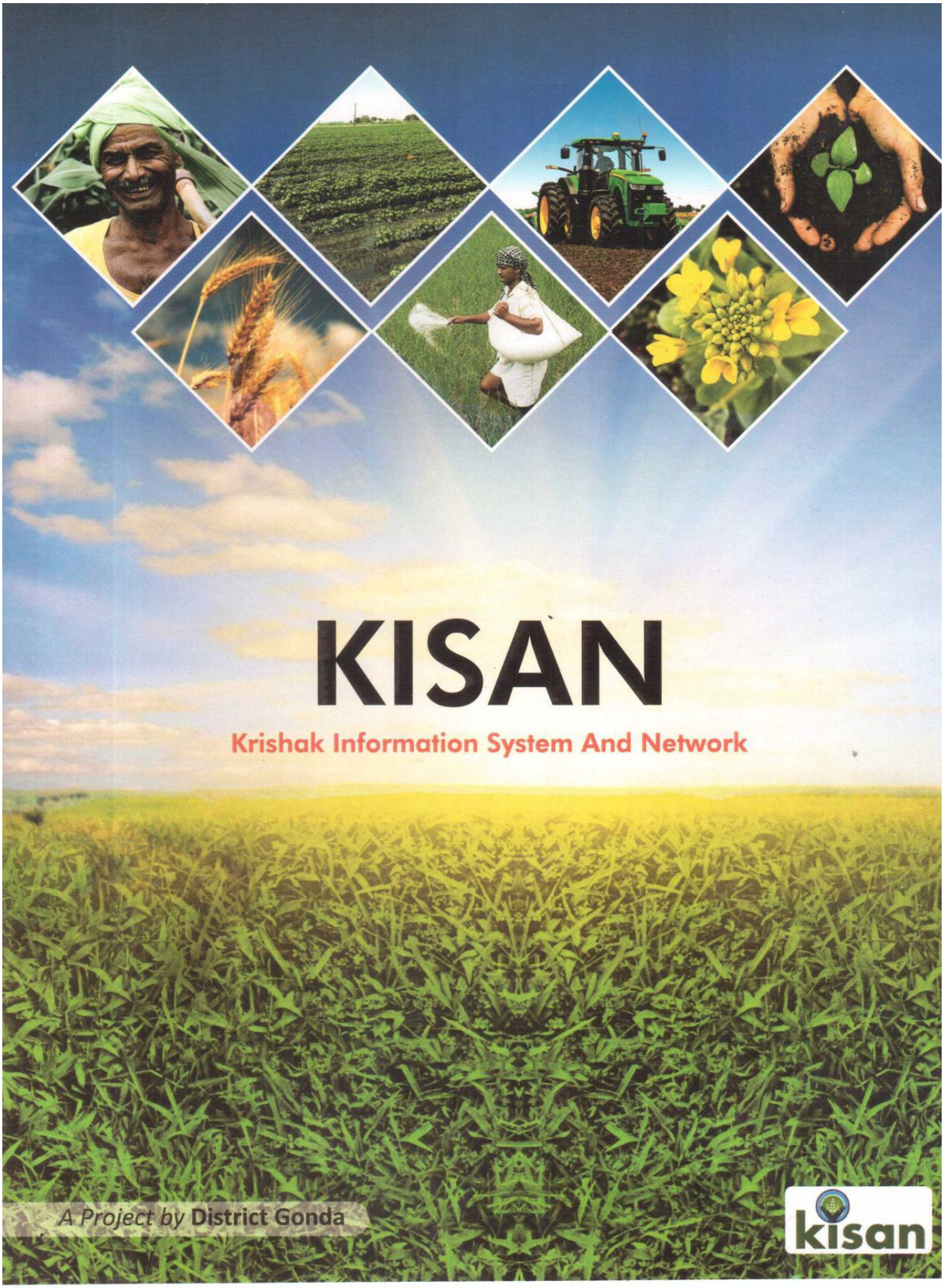
Soil Testing & Soil Health Card- Soil health and its fertility play a key role in crop production. Soil test based recommendation for fertilizer use, will not only increases the crop production with judicious investment on fertilizer user, but, will also help to keep the soil productivity sustainable. Any former wanting test his farm soil has to approach the nearest CSC with the soil sample. The CSC operator will then test the sample with the help of soil testing kit. After testing, the operator has to enter the test results values at the portal & select the crops for which fertilizer recommendation is required. After submitting the data the system will generate the Soil Health Card for the selected crop area.

Agriculture Loan (Kisan Credit Card) applications disposal monitoring system- For any type of agriculture loan the farmer can apply on line through any CSC. The CSC operator enters all the information in prescribed format. The district coordinator of the concerned bank will check his account at portal and after a preliminary scrutiny; forward all the applications of his bank to the concern branch for verification/ further action. Thereafter, he will update application status at portal as having been sanctioned or rejected, and in case of rejection, give reason for the same. The applicant as well as any stakeholder can check/monitor the status of any application online. The application will be marked as default after 30 days as per RBI guidlines.

Agriculture equipment subsidy disbursal monitoring system- This seeks to ensure transparency and fair play in the government run subsidy disbursal system, for the purchase of farm implements by farmers. Any Farmer wanting to get agriculture equipment subsidy can apply online through CSC without having to make repeated visits to the agriculture department or persuasion/ gratification of middle level functionaries there. Subsequent to allotment from Government, subsidy is sanctioned to received application and the district administrator /Department can check the demands & monitor the disbursal system through the portal.

E procurement-Crop Procurement Management system is meant **to** bring transparency and ease in crop procurement system. Through this system any farmer, who wants to sell his crop at any Government Purchase centre can book the date of his choice through any CSC/Lokvani Centre before 48 hours. For this service farmer has to provide the quantity, date of sale & purchase centre name to CSC operator . The operator will check the availability for booking on desired centre & as he submits the system will send SMS to all stakeholders regarding booking details. The same will be also reflected in the purchase agencies/centers panel. Now the purchase center is bound to purchase the booked quantity on the booked date. After purchase of the booked crop from farmer, the Center operator has to update the purchase detail at portal on line as well as through SMS. The District administrator is able to effectively monitor wheat procurement through various report generated by the system.

Broacher Published for awareness among farmers:

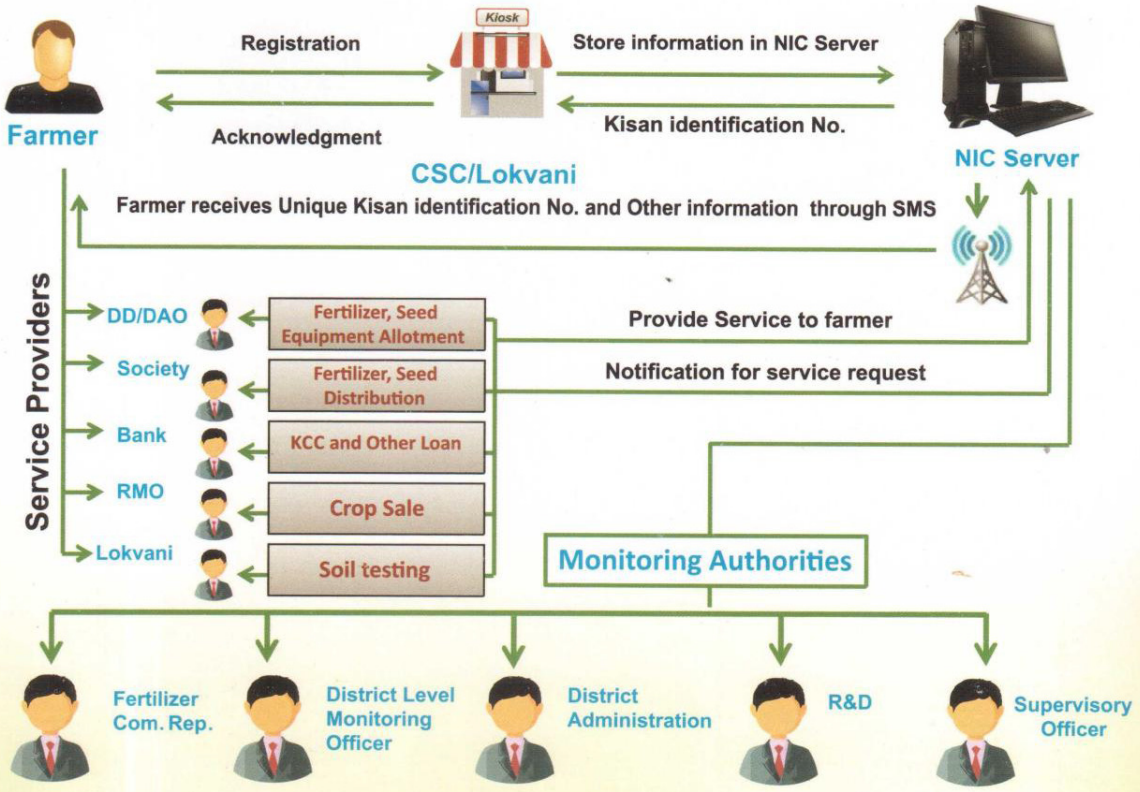


Introduction

KISAN (Krishak Information System And Network)

Integrated e-Governance solution to assist the Farmers from sowing to sale of crops through *Common Service Centre /Lokvani Kendras* located at *Nyaya Panchayat level*. There is a need to build the database of farmers at district/state/national level so we can formulate different schemes with the help of actual data for the upliftment of farmers and to provide different agricultural inputs directly to the farmers timely and in transparent way.

Proposed System Brief Familiarization



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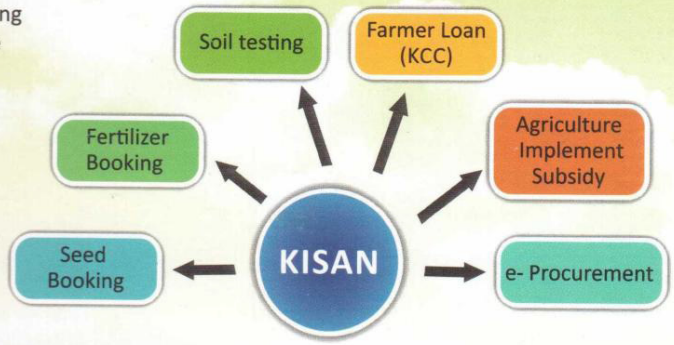
Services Offered



- **Fertilizer Booking & monitoring**- Farmer willing to book the fertilizer in advance has to provide cropping pattern (net area being cropped, type of crop, preference of type of fertilizer for each crop) and choice of point-of-purchase (cooperative society or private retailer) to CSC operator. After submission, KISAN software automatically calculates the necessary amount of each type of fertilizer against each individual based on department specifications, and then aggregates it for the necessary amount of each type of fertilizer against each point of purchase in the district. Thereafter, using the KISAN software, the agriculture department allots the fertilizer, subject to availability of stocks, to each point of purchase (cooperative society or private retailer) within seven days of receipt of booking. Once allotment is done, the software informs the farmer (by means of Voice SMS or SMS text) of the allotment of stock to his respective society/retailer and the amount of each type of fertilizer allotted to him. The CSC operator additionally informs the farmer over phone about the completion of allotment and the arrival of fertilizer physically at the point-of-purchase on a particular date. The system can generate reports on demand and allotment of fertilizer at farmer, kiosk, point-of-purchase and district levels, thus enabling fool-proof monitoring by the district administration.

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district administration/Departments can check the demand & monitor the disbursal system through the portal.

E-procurement - Crop Procurement Management system is meant to bring transparency and ease in crop procurement system. Through this system any farmer who wants to sell his crop at any Government Purchase centre can book the date of his choice through any CSC/Lokvani Centre before 48 hours. For this service farmer has to provide the quantity, date of sale & purchase centre name to CSC operator. The operator will check the availability for booking on desired centre & as he submits the system will send SMS to all stakeholders regarding booking details. The same will be also reflected in the purchase agencies/centers panel. Now the purchase center is bound to purchase the booked quantity on the booked date. After purchase of the booked crop from farmer, the Center operator has to update the purchase detail at portal on line as well as through SMS. The District administration is able to effectively monitor wheat procurement through various report generated by this system.

Advantages of Proposed System

1. Empowering the farmer- from beneficiary to consumer
2. Bottom-up approach to calculation of fertilizer/seed requirement. Farmer specific data on land holdings and crop patterns is collected and aggregation at district/ state levels provides a more scientific and accurate estimation of field demand and facilitates need based planning for the different schemes. A collateral benefit arising from this mapping of farmers is the generation of an agricultural directory of the district.
3. Fool proofing the supply chain-Networking of all Co-operative Societies, fertilizer dealers, Departments and farmers thereby bringing under a single roof all major farmer related services.
4. KISAN mandates that applications for agriculture loan(KCC) are processed by the district coordinator of the concerned bank in a time bound responsible manner and in strict adherence to RBI norms.
5. Generates a service-specific receipt for all services. Physical allotment of the services is done FIFO. Farmer can check the status of his booking anytime online.
6. It can provide information on whether/training programs etc to farmers through Voice SMS/SMS.
7. Provides transparent MIS for wheat/paddy procurement. This service offers the farmer assured purchase facility for the booked quantity at the preferred purchase centre on a date of his choice.
8. Banks and insurance companies can use this database, enabling more rapid loan/personalized insurance packages.
9. In case of natural calamities like floods, droughts etc., relief can be directly transferred into the farmer's Bank a/c as cropped area and other vital information is already available.
10. Generation of various reports enables more effective monitoring by the administration/stake holders.
11. Till date more than 1,10,000 farmers have been registered for getting various services.

Impact on CSCs

While providing civic services to citizens in a user friendly and hassle free manner the system has also had tremendous impact in making CSC financially viable. For the CSC owner, the system needs minimal investment. Income from this additional service has given them a much needed boost and now they are earning more than Rs 10000 per month.

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Project Developed & Designed by **NIC Gonda**

News Paper Clippings

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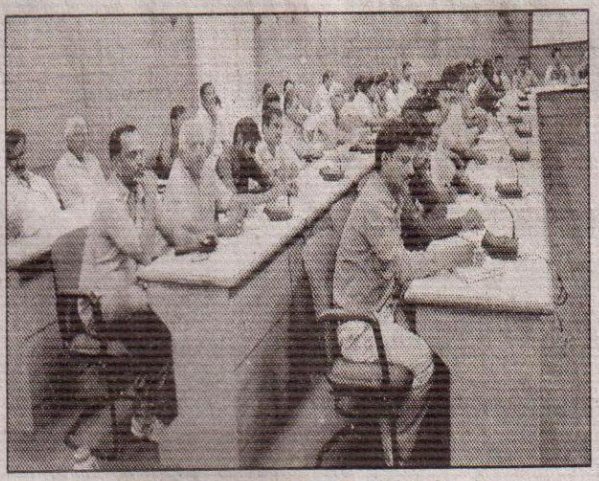
किसानों का पंजीकरण कराएं : डीएम

गोंडा। ग्राम पंचायतों से जुड़े विकास पूल के अधिकारी और कर्मचारी मिलकर जिले के शत प्रतिशत किसानों का 'किसान' बेवसाइट पर पंजीकरण कराएं। जिन किसानों का किसान क्रेडिट कार्ड न बना हो, उनका लोकवाणी के माध्यम से आवेदन करवाया जाए। यह

कार्यशाला

अच्छा कार्य करने वाले तीन कर्मचारी होंगे सम्मानित



कार्यशाला में उपस्थित विभिन्न विभागों के अधिकारी

निर्देश जिलाधिकारी डा.रोशन जैकब ने जिला पंचायत सभागार में आयोजित आइसोपाम (दलहन, तिलहन व मक्का के उत्पादन को बढ़ाने के लिए संचालित योजना) की कार्यशाला में दिए। आइसोपाम के तहत विभागीय व संबंधित विभागों के कर्मियों को दो दिवसीय प्रशिक्षण दिए जाने के लिए कार्यशाला का आयोजन किया गया। कार्यशाला के समापन पर डीएम ने कहा कि सरकार द्वारा संचालित सभी योजनाओं का लाभ सभी किसानों को शतप्रतिशत मिले यह सुनिश्चित कराया जाए। प्रत्येक कर्मियों को दो-दो ग्राम पंचायतें दी गई हैं जहां के किसानों का पंजीकरण कराया जाएगा। षि यंत्रों पर मिलने वाले अनुदान, केसीसी, खाद-बीज सहित अन्य योजनाओं के लाभ लेने के लिए किसानों का आवेदन लोकवाणी पर दर्ज किया जाए। डीएम ने कहा कि अव्वल कार्य करने वाले तीन कर्मियों को पुरस्त किया जाएगा। अगस्त माह के अंतिम सप्ताह में इसकी समीक्षा जिला अधिकारी द्वारा की जाएगी।

मुख्य विकास अधिकारी मुन्नी लाल पांडेय ने भी योजनाओं पर प्रकाश डाला और इसका लाभ किसानों तक पहुंचाने का निर्देश दिया। उप षि निदेशक श्रवण कुमार ने दलहन, तिलहन, मक्का के उत्पादन बढ़ाए जाने पर जोर दिया। उत्पादकता बढ़ाए जाने की विधियों पर प्रकाश डाला। उन्होंने ने विभाग द्वारा किसानों को दी जाने वाली सुविधाओं पर बिंदुवार प्रकाश डाला। कर्मियों से कहा कि किसानों तक इन योजनाओं का लाभ पहुंचाने के निर्देश दिए। कार्यशाला में मुख्य पशु चिकित्सा अधिकारी, जिला उद्यान अधिकारी आदि मौजूद रहे।

उत्तर प्रदेश जागरण

खाद-बीज व रसोई गैस जनसेवा केंद्रों से

- राजकाज में ई-गवर्नेंस के अभिनव प्रयोग कर रहे हाकिम
- स्वास्थ्य विभाग की एक तरकीब से बढ़ी अस्पतालों में देखे जाने वाले मरीजों की संख्या

ई उत्तर प्रदेश कार्यक्रम को संबोधित करते प्रमुख सचिव विज्ञान एवं प्रौद्योगिकी हरिशरण दास जागरण

जागरण ब्यूरो, लखनऊ : गोंडा के किसानों को अब खाद, बीज या खेती के उपकरणों पर सरकार की ओर से मिलने वाली सब्सिडी के लिए कृषि विभाग के बाबुओं की गणेश परिक्रमा करने की जरूरत नहीं रही। न ही उन्हें अपने खेत की मिट्टी की उर्वरता की जांच कराने और अपनी उपज बेचने के लिए मारे-मारे फिरने की जरूरत है और न किसान क्रेडिट कार्ड के लिए बैंकों के चक्कर लगाने की। यह सुविधाएं उन्हें अपने नजदीक के जनसेवा केंद्रों या लोकवाणी केंद्र के जरिये सुलभ है।

यह संभव हुआ है गोंडा के जिला प्रशासन की ओर से विकसित कराए गए सॉफ्टवेयर 'किसान' (कृषक इंफॉर्मेशन सिस्टम एंड नेटवर्क) के जरिये जो किसानों को बोआई और खेती के लिए खाद-बीज के बंदोबस्त से लेकर फसल बेचने में मददगार साबित हुआ है। गोंडा की जिलाधिकारी डॉ.रोशन जैकब ने शनिवार को ई उत्तर प्रदेश कार्यक्रम में बताया कि 2012 के रबी सीजन से शुरू किए गए इस प्रयोग के तहत अब तक जिले के सवा लाख किसान अपना पंजीकरण करा चुके है। जनसेवा केंद्रों के जरिये रसोई गैस सिलिंडरों की बुकिंग और पारदर्शी तरीके से उनकी समयबद्ध डिलीवरी के लिए जिले में शुरू की गई 'इंजी गैस' स्कीम भी खासी लोकप्रिय साबित हुई है। राज्य सरकार इन दोनों योजनाओं को पूरे प्रदेश में लागू करने पर विचार कर रही है।

राजकाज को चलाने में सूबे के हाकिम ई-गवर्नेंस के अभिनव प्रयोग कर रहे हैं। प्रमुख सचिव स्वास्थ्य प्रवीर कुमार ने बताया कि ड्यूटी से नदारद रहने वाले डॉक्टरों को लाइन पर लाने के लिए उन्होंने सिर्फ एक शासनादेश जारी किया। शासनादेश में कहा गया कि अब हर डॉक्टर को उसके द्वारा ओपीडी में देखे गए मरीजों, किये गए ऑपरेशन की तिथिवार जानकारी हर महीने के आखिर में वेबसाइट पर लोड करनी होगी। प्रांतीय चिकित्सा सेवा संवर्ग ने इसका भरपूर विरोध किया, लेकिन इसका सुखद परिणाम यह हुआ कि सरकारी अस्पतालों व स्वास्थ्य केंद्रों में इस साल देखे जाने वाले मरीजों की संख्या पिछले वर्ष की तुलना में एक करोड़ बढ़ गई। उन्होंने कहा कि 75 जिलों वाले प्रदेश में जहां स्वास्थ्य विभाग के पास सिर्फ 27 रेडियोलॉजिस्ट है, ऐसे में टेलीमेडिसिन के जरिये सुदूरवर्ती इलाकों में मरीजों को विशेषज्ञों की चिकित्सीय सेवाएं मुहैया करायी जा सकती है।

वहीं सचिव माध्यमिक शिक्षा जितेंद्र कुमार ने कहा कि शिक्षा में आईटी के इस्तेमाल का जोर सिर्फ छात्रों ही नहीं, शिक्षकों पर भी होना चाहिए। इससे शिक्षा की गुणवत्ता बढ़ने के साथ समय की बचत होगी। शिक्षकों की कमी को देखते हुए उन्होंने वर्चुअल क्लासरूम के जरिये शिक्षा की वकालत की। कहा कि सॉफ्टवेयर क्षेत्रीय भाषाओं में बने तो ज्यादा उपयोगी साबित होंगे।

मनकापुर व झंझरी के पूरे उर्दई समेत पांच केन्द्रों पर आनलाइन खाद बुकिंग का शुभारम्भ

अब बस एक दस्तक पर मिलेगी खाद

गोण्डा | हिन्दुस्तान संवाद 2

किसानों की खुशहाली के लिए डीएम की पहल रंग ला रही है। शनिवार को किसानों की आनलाइन खाद बुकिंग योजना का शुभारम्भ डीएम डा रोशन जैकब ने किया। इसके साथ ही लोकवाणी केन्द्रों पर किसान इनफार्मेशन एण्ड नेटवर्किंग सिस्टम की शुरुआत हो गई। अब खाद के लिए न तो किसानों को बिक्री केन्द्रों पर घण्टों लाइन लगाना पडेगा और नही विक्रताओं की चिरौरी करनी होगी। डीएम ने कहाकि किसानों को खाद, बीज व पानी की उपलब्धता आसानी से होगी। बुकिंग कराने वाले किसानों को बगैर इंतजार के क्रम से खाद, बीज मिलेगी। इसकी मानीटरिंग भी आन लाइन होगी। लापरवाही करने वाली एजेन्सियों के विरुद्व कार्रवाई होगी। नजर रखने के लिए अफसरों को जिम्मेदारी दी गई है।

शनिवार को लोकवाणी केन्द्रों के जरिए गैस बुकिंग के बाद अब खाद व बीज की बुकिंग भी शुरु हो गई है। डीएम डा रोशन जैकब ने मनकापुर, वीरिपुर, झंझरी ब्लाक के तिवारी बाजार, फोरबिशगंज, पिपरापदुम के केन्द्रों पर योजना का शुभारम्भ किया। किसानों की बुकिंग कराकर पर्ची दी और उनकी समस्यायें भी सुनी। बोलीं की किसान बही या खतौनी लाकर बोये गये क्षेत्रफल के हिसाब से बुकिंग करायें, कितनी खाद की जरुरत है यह कम्प्यूटर तय करके बुकिंग कर देगा। साथ हफ्ते भर में खाद लेकर संचालक को फोन से बतायें कि खाद मिली की नही। बुकिंग सिर्फ 10 रूपए में होगा। पिपरा पदुम में संचालक देवेश कुमार सिंह ने पूरे सिस्टम को चालू करके बुकिंग किया। इस दौरान सीडीओ मुन्नी लाल पाण्डे, एसडीएम शंभू कुमार, मनकापुर के एसडीएम, एनआईसी प्रभारी हेमन्त अरोरा आदि मौजूद रहे। डीएम ने बताया कि योजना के संचालन के लिए सभी बिक्री केन्द्रों पर अधिकारियों की ड्यूटी लगाई गई है। वे उचित मूल्य पर खाद किसानों को दिलाने का काम करेंगे।

लोकवाणी केन्द्र पर खाद बुकिंग सिस्टम का उद्घाटन करतीं डीएम • हिन्दुस्तान

नई पहल

- लोकवाणी केन्द्रों को किसान इन्फार्मेशन एण्ड नेटवर्किंग सिस्टम से किया गया लैस
- डीएम बोलीं- किसानों को मिलेगीं सुविधाएं, होंगे खुशहाल

खाद बिक्री केन्द्रों पर तैनात किये गए पर्यवेक्षक

किसानों को बुकिंग के बाद खाद व बीज दिलाने के लिए गांव-गांव में डीएम ने पर्यवेक्षक तैनात किये हैं।

पंचायत स्तर पर लेखपाल/ रोजगार सेवक/ ग्राम पंचायत विकास अधिकारी में से किसी एक को जिम्मेदारी दी गई है। इसके अलावा झंझरी में 21, पण्डरी में 9, इंटियाथोक में 12, रुपईडीह में 20, तरबगंज में 12, बेलसर में 20, मुजेहना में 14, वजीरगंज में 18, नवाबगंज में 12, कर्नलगंज में 10, परसपुर में 17, हलधरमऊ में 16, कटरा बाजार में 18, मनकापुर में 17, छपिया में 12 एंव बभनजोत में 14 कर्मचारियों को पर्यवेक्षण के लिए लगाए गये हैं। साथ जिला स्तर से 17 अधिकारियों को ब्लाक स्तर पर नोडल अधिकारी बनाया है। जो खाद, बीज के साथ ही उपज की बिक्री आदि सभी किसानों की योजनाओं पर नजर रखेंगे और समस्याओं को भी निपटाएगें। इसकी निगरानी के लिए जहां खुद डीएम लगेंगी वहीं सभी जिम्मेदार अधिकारियों को भी जुटाया गया है।

गैस नहीं तो सीधे भेज दूंगी जेल : डीएम

मनकापुर। रसोई गैस की शिकायत पर डीएम डॉ. रोशन जैकब आग बबूला हो गई। उन्होंने कहा कि अगर किसी उपभोक्ता से गैस न मिलने की शिकायत मिली तो एजेंसी संचालक को सीधे एफआईआर दर्ज करा कर जेल भेज दूंगी। उन्होंने मनकापुर में संचालित तीनों गैस एजेंसी के संचालक को आनन फानन में तलब भी किया है।

मनकापुर में खाद की आनलाइन बुकिंग का उद्घाटन करने जब पहुंची थी तो ग्रामीणों ने शिकायत किया कि लोकवाणी पर जब उपभोक्ता अपने कार्ड लेकर रसोई गैस बुक कराने पहुंचा तो देखा कि इसके कार्ड की बुकिंग भी पहले हो चुकी थी और रसोई गैस भी तीस तारीख में डिलीवर्ड हो चुकी थी। जबकि उपभोक्ता का कहना था कि न उसने इसके पहले रसोई गैस बुक ही कराई थी और नहीं उसे गैस की डिलीवरी ही मिली थी। इस प्रकरण को सुनकर जिला सूचना केन्द्र के प्रभारी हेमन्त अरोरा से भी पूछा यह कैसे हो सकता है।

लोकवाणी संचालकों को दिया प्रशिक्षण

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जिला पंचायत सभागार में गुरुवार को मनकापुर व तरबगंज तहसील के लोकवाणी संचालकों को प्रशिक्षण दिया गया। प्रशिक्षण में सहकारी समितियों के सचिवों तथा लोकवाणी केन्द्र संचालकों के तालमेल पर जोर डाला गया। संचालकों से कहा कि वे बेहतर तालमेल बनाकर किसान व जनमानस के हित में कार्य करें। एनआईसी प्रभारी हेमन्त अरोरा व अन्य अफसरों ने स्टेट पोर्टल आदि के संबंध में जानकारी दी।

लोकवाणी केन्द्रों से किसानों के पंजीयन करने के तौर तरीके बताए गए। किसानों के फोन नम्बर भी किसान सिस्टम में लोड किए जाने के तरीके बताए गए। इस दौरान प्रोजेक्टर के माध्यम से एक बड़े स्क्रीन पर जानकारी दी। इसके अलावा किसानों को बैंक ऋण, मृदा स्वास्थ्य परीक्षण, कृषि यंत्रों पर अनुदान आदि की सुविधा दिए जाने की बात बताई गई। किसानों का लोकवाणी केन्द्र में पंजीयन होने के बाद पंजीकृत किसान की आईडी दी जाएगी।

जिला पंचायत सभागार में लोकवाणी संचालकों को प्रशिक्षण देते अधिकारी • हिन्दुस्तान

इस दौरान कृषि विभाग, तहसील कर्मचारी आदि की मौजूदगी रही। प्रशिक्षण के दौरान विषय विशेषज्ञों ने जानकारी दी। तो पूछे गए सवालों के जवाब दिए गए। लोकवाणी केन्द्र संचालकों से एक-एक करके सवाल पूछे गए। वहीं लोकवाणी के साफ्टवेयर लोड कराने को कहा गया। ताकि लोक लोकवाणी का काम शुरू कर सके। नए चयन किए गए लोकवाणी केन्द्र संचालकों का यह दूसरा प्रशिक्षण कार्यक्रम था।

लोकवाणी केंद्रों से केसीसी का आवेदन

जिलाधिकारी की चेतावनी लापरवाही पर फंसेंगे बैंक अफसर

अमर उजाला ब्यूरो

- जिला कृषि अधिकारी करेंगें निगरानी
- किया जाएगा ऑनलाइन आवेदन
- हर सप्ताह प्रगति रिपोर्ट देने के निर्देश

गोंडा। किसान केसीसी (किसान क्रेडिट कार्ड) के लिए आवेदन अब लोकवाणी केंद्रों के माध्यम से कर सकेंगे। ऑनलाइन होने वाले इन आवेदनों का निस्तारण बैंक के अफसरों को एक माह के भीतर करना होगा। इसके लिए डीएम ने निगरानी की जिम्मेदारी जिला कृषि अधिकारी को सौंपते हुए हर सप्ताह प्रगति रिपोर्ट देने का निर्देश दिया है।

किसानों को केसीसी के लिए बैंकों के कई माह तक चक्कर लगाने पड़ते हैं। इसे देखते हुए डीएम डॉ. रोशन जैकब ने लोकवाणी केंद्रों के माध्यम से केसीसी के लिए आवेदन करने की व्यवस्था शुरू की है।

किसान नजदीकी लोकवाणी केंद्र पर जाकर केसीसी के लिए ऑनलाइन आवेदन कर सकते हैं। किसानों को इसके लिए 10 रुपये का शुल्क देना होगा। लोकवाणी संचालक आवेदन की रसीद किसानों को उपलब्ध कराएंगे। आवेदन की तिथि से बैंकों को आवेदन पत्र का निस्तारण 30 दिन के भीतर करना होगा। यदि बैंक आवेदन पत्र निरस्त करते हैं तो उन्हें कारण लिखित रूप से देना होगा। डीएम ने बुधवार को लोकवाणी केंद्रों से केसीसी के लिए होने वाले आवेदनों की निगरानी जिला कृषि अधिकारी को सौंपते हुए प्रगति रिपोर्ट हर सप्ताह उपलब्ध कराने के निर्देश दिए हैं। डीएम ने बताया कि निर्धारित अवधि में आवेदन पत्रों का निस्तारण न करने वाले बैंक के शाखा प्रबंधकों की जिम्मेदारी तय करते हुए कार्रवाई की जाएगी। जिला सूचना विज्ञान अधिकारी हेमंत अरोरा ने बताया कि ऑनलाइन होने वाले आवेदनों का ब्योरा तैयार किया जाएगा।

जिला पंचायत सभागार में लोकवाणी संचालकों की बैठक करतीं डीएम • हिन्दुस्तान

आवेदनों को दें प्राथमिकता : डीएम

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लोकवाणी केन्द्रों के आवेदनों को प्राथमिकता मिले, निस्तारण तय समय सीमा में किया जाए। किसी आवेदन को बिना कारण बताए खारिज न किया जाए। यह बातें लोकवाणी संचालकों व अधिकारियों की एक दिवसीय कार्यशाला में डीएम डा. रोशन जैकब ने कही। उन्होने इस मौके पर बेहतर कार्य करने वालों को डीएम ने सम्मानित भी किया। कहाकि लोकवाणी के माध्यम से आम जनता को दी जाने वाली सुविधाएं प्राथमितका पर दी जाएं। ।

कार्यशाला में लोगों के सुझाव भी सुने, साथ ही भरोसा दिया कि सभी के सहयोग से इसे और प्रभावी बनाया जाएगा। केन्द्रों के माध्यम से आम नागरिकों को आय, जाति, निवास के साथ ही साथ किसान सेवा, ईजी गैस सेवा की सुविधा के बारें में बताया। डीएम ने कहाकि इसे दुरुस्त कराने का प्रयास किया जाएगा। कार्यशाला में सहकारिता, कृषि, कोको गैस, ज्योति गैस व तीन लोकवाणी संचालकों को सम्मानित भी किया। कार्यशाला में एडीएम अंजनी सिंह, एडीएम जेपी सिंह, गजेन्द्र कुमार, एलडीएम एके द्विवेदी, एनआईसी के अधिकारी हेमन्त सिंह, कमलेश सिंह आदि अधिकारी रहे।

बैठक में मौजूद जिलेभर के लोकवाणी संचालक व अधिकारी • हिन्दुस्तान