

Project Details: NAeG/14-15/00137

Project id -	NAeG/14-15/00137
Name of The Project	Samay Sudhini Seva
Category of Award Applying for	Outstanding performance in Citizen-Centric Service Delivery
Date of Launch	07-05-2013
Summary/Objective of the project	<p>UT Administrations of Daman & Diu and Dadra Nagar Haveli provide various services to the citizens in time bound manner. The Administration has prepared a citizen Charter defining the time limit for the selected 145 services from various departments such as Electricity, VAT, Transport, Excise, Revenue etc. All the services are required to be delivered as per the Citizen charter.. In order to track and monitor the progress of the services and remove inherent deficiencies and bottlenecks an ICT based approach has been used by the administrative officers in form of Samay Sudhini Seva (SSS). The major aim of the initiative was to equip the administrative officers and higher authorities with the web based tools to tracks the applications received for these time bound services and monitor the timely disposal of the applications.</p> <p>Mainly Beneficiary of this project are citizens. Samay Sudhini Seva means the dedicated service implemented by the Administration of Daman & Diu for the purpose of checking status of the application seeking time bound delivery of the services, tracking and monitoring of status of Such applications. Definition of the other words and expression used and not defined in these order shall have meanings respectively assigned to them by general usage.</p>
Beneficiary of the project	
Details of Project Head	
Name	Shri Gaurav Singh Rajawat, IAS
Designation	Director (IT)
Gender	Male
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Details of team members, if any, other than Project Head:-	
Name(1st team member)	Shri Utpal Mehta
Designation(1st team member)	SIO, NIC
Name(2nd team member)	Shri Nitin Bamania
Designation(2nd team member)	Scientist-B & Addl. DIO, NIC-Daman
Name(3rd team member)	Shri Kamlesh Patel
Designation(3rd team member)	Head SeMT, Daman
Name(4th team member)	Shri Jayendra Patel
Designation(4th team member)	Program Management, SemT
Name(5th team member)	Shri Rangrajan
Designation(5th team member)	Head SeMT, DNH
Name(6th team member)	Smt Priyanka Joshi Kapdi
Designation(6th team member)	Technology Management, SeMT
Supporting documents:-	<p>Award Specific Form</p> <p>Self Certification by the Project Head</p>