

Old Age Pension Payment & Monitoring System

Total View

Total Beneficiaries	Total Bank Accounts	Total P/O Accounts	Total Cash Accounts	Total A/R	Total A/P	Total A/B	Total A/C
968,802	710,186	258,354	2,187	589,164	379,810	269,080	289,080

Net Through Bill: 0

Figures as on 20 Aug 2014 22:00:38

District	Scheme	Total Beneficiaries	Total Bank Accounts	Total P/O Accounts	Total Cash Accounts	Total A/R	Total A/P	Total A/B	Total A/C
BONDLA	AE	14,849	11,978	0	39,502	7,682	35,820	34,849	0
BOHARA	AE	38,540	23,006	16,912	0	18,438	5,568	4,362	4,362
BOHARAHAT	AE	14,832	15,391	15,816	0	22,853	6,668	5,916	5,916
BOHARA	AE	38,590	26,625	20,374	0	32,265	16,704	12,215	12,215
BOHARWA	AE	44,141	13,839	21,381	0	26,539	6,272	3,882	3,882
BORAHAT	AE	26,720	47,653	9,295	0	28,599	20,004	15,726	14,726
BORSA	AE	48,252	26,893	16,444	0	33,112	26,264	8,494	8,494
BORSA	AE	21,171	20,818	9,525	0	12,078	7,278	4,422	4,422
Buxar	AE	48,148	42,768	384	0	28,524	32,094	32,562	32,562

National Award for e-Governance 2013-14

CATEGORY OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY

Directorate of Social Security,
Department of Labour, Employment & Training
Government of Jharkhand



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AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

PERFORMA OF MAIN APPLICATION FORM

1. **Name of the Organization:** Directorate of Social Security,
Government of Jharkhand
2. **Name of the Department:** Labour, Employment & Training Department
3. **Name of State/UT/Central Government/Others:** Jharkhand
4. **Name of the Project :** Swawlamban
5. **Nature of the project :**
Direct Benefit Transfer (DBT) Pension scheme named “**Swawlamban**”; an e-Governance initiative of the State Government for the welfare of needy and poorest of the poor beneficiaries who are elderly (above 60), widows, lepers, physically disabled from Below Poverty Line (BPL) families and also belonging to very low-income group from non-BPL families under National Social Assistance Program (NSAP) and State Social Security Old Age Pension Scheme.
6. **Category of Award Applying for:**
‘OUTSTANDING PERFORMANCE IN CITIZEN CENTRIC SERVICE DELIVERY’
7. **Objective of the Project :**
National Social Assistance Program (NSAP) is the largest centrally sponsored social security scheme meant for the welfare of needy and poorest of the poor beneficiaries who are Old Aged (above 60), Widows, Lepers, physically disabled selected from BPL families and also belonging to very low-income group from non-BPL families. It was observed during review meetings at the

state & district level, inspection of blocks and panchayats that time lag in disbursement of pension was a critical bottleneck. Due to manual preparation of data base of the beneficiary, examples of double payment to single pensioner and other related issues often used to crop up. Some of these examples are as follows:

Case Study of bank accounts where pension is being deposited twice or more times in an account.

Case 1

Account No. 472210110002127 which is in the name of RADHA DEVI belonging to Mahuda branch of Bank of India in Baghmara Block of Dhanbad District was associated with three pension IDs.

First Pension ID 250810024711/62 was of Sandhya Devi, father/husband name -Nepal Dhiwar for scheme IGNOAPS.

. The second Pension ID 250810024825/63 was of Radha Devi , father/husband name- Mohan Dhiwar for scheme IGNOAPS

The third Pension ID 270511034637/8 was of Radha Devi , father/husband name Mohan Dhiwar for scheme IGNOAPS.

In the last one year a total of Rs 10800 was found to be deposited in the said account. It was observed that pension amount for single scheme was being credited regularly in the name of three beneficiaries.

Case 2

Account No. 487010110000284 which is in the name of SAHDEO YADAV belonging to Bank Of India MOTIYA DUMARIA Branch in GODDA Block of GODDA District was associated with three pension IDs.

First Pension ID JH-S-05601931 was of Sahdeo Yadav, father/husband name -Charan Yadav for scheme IGNOAPS.

The second Pension ID JH-S-05603173 was of Sahdev Yadav, father/husband name-Charan Yadav for scheme IGNOAPS.

The third Pension ID JH-S-05603181 was of Sahdeo Yadav, father/husband name- Charan Yadav for scheme IGNOAPS.

It was observed that in the last one year a total of Rs 16800 was deposited for all the three pension IDs which belonged to the same person.

Case 3

Account No. 487010110000220 which was in the name of Girdhari Mandal belonging to Bank Of India MOTIYA DUMARIA Branch in GODDA Block of GODDA District was associated with three pension IDs.

First Pension ID JH-S-05602964 was of beneficiary Sumitra Devi , father/husband name Rajendra Mandal for scheme IGNOAPS.

The second Pension ID JH-S-05602974 was of beneficiary Girdhari Mandal , father/husband name Gurucharan Mandal for scheme IGNOAPS.

The third Pension ID JH-S-05614976 was of beneficiary Girdhari Mandal , father/husband name Gurucharan Mandal for scheme IGNDPS.

It was observed that during last one year both disability and old age pensions of two persons were being deposited. in the same account.

Case 4

Account No. 446310510000033 which was in the name of Sushila Devi belonging to BIRKITTI Branch of BANK OF INDIA in MAHESHPUR Block of PAKUR District was linked with two pension IDs.

First Pension ID 23177 was of beneficiary Sushila Devi , father/husband name- Late Sadhin maal for scheme IGNWPS.

The second Pension ID 24452 was of beneficiary Aklima Bewa , father/husband name- Late Sikandar Seikh for scheme IGNWPS.

In the last one year a total of Rs. 11200 was been deposited in the Account. It was observed that single Account was availing the benefits of two beneficiaries.

Case 5

Account No. 487010100000312 which was in the name of Dip Narayan Mandal belonging to Bank Of India MOTIYA DUMARIA Branch in GODDA Block of GODDA District was associated with two pension IDs.

First Pension ID JH-S-05580597 was of beneficiary Dip Narayan Mandal, father/husband name -Maha Deo Mandal for scheme SSSOAPS.

The second Pension ID JH-S-05603448 was of beneficiary Dip Narayan Mandal with father/husband - Mada Deo Mandal for scheme IGNOAPS.

It was observed that same beneficiary was availing benefits of both central and state schemes.

Such was the magnitude of the problem that often directions had to be issued from Chief Secretary level. The scheme had to be monitored at the apex level of administrative hierarchy. During one such coordination meetings the then **Chief Secretary, Govt. of Jharkhand, Sri Ram Sewak Sharma, IAS** conceived and conceptualized the idea of a separate dedicated portal that would provide single window solution to the ailing system. Feedback was sought from various stake holders to stream line the system. During the course of study it was found that a large chunk of target group households are without access to banking facilities. Most of the households have no access to formal credit, with Scheduled Castes (SCs) and Scheduled Tribes (STs) being the worst hit. It was observed that even with reduced Know Your Customer (KYC) norms, banks corroborate the identity and address of a resident, before opening a bank account.

Lack of access to banking services for the poor also makes the safety of their savings, which the middleclass takes for granted. Due to the limited safety of savings stored at home, the poor resort to other means to ensure the security of their money, including converting it into investments in gold or livestock, or lending it to friends and family. The lack of access to institutional services for savings means that the poor pay a premium to private agents such as moneylenders to store their cash securely and ensure the safety of their money.

It was felt that financial inclusion programme will be successful only when subscription to financial services is made mandatory for the target group. Financial Inclusion will be more successful when social marginalisation in the rural areas is eliminated. With the implementation of **Pradhan Mantri Jan- Dhan Yojana** this endeavor of financial inclusion has gained prominence at the national level and now the state shall be in better position to address this issue.

Report on indebtedness among Rural Labour Households by Labour Bureau, Ministry of Labour and Employment reveals that most of the rural labour households prefer to raise loan from the non-institutional sources. About 71 per cent of the total debt requirement of these households was met

by the non-institutional sources. Money lenders alone provided debt to the tune of about 44 per cent of the total debt. Relatives and friends and shopkeepers have been two other sources which together accounted for about 19 per cent of the total debt. This increases the vulnerability of our target group.

To address all the above mentioned issues the then Chief Secretary Government of Jharkhand initiated this project in year 2013 with a vision to do away with the discrepancies in delivery system of pension and complete financial inclusion of the targeted beneficiaries.

The main objective of the project is as follows –

- Bring transparency in delivery of pension through direct transfer of pension in the account of the beneficiaries
- Transfer of pension in least time by use of information and communication technology (ICT).
- Use of UID for authentication and de-duplication of beneficiaries.
- Financial inclusion of the target group

This project has been initiated under National Social Assistance Program (NSAP) and State Social Security Old Age Pension Scheme which is the largest centrally sponsored social security scheme meant for the welfare of needy and poorest of the poor beneficiaries who are old aged (above 60), widows, lepers, physical disabled selected from BPL families and also belong to very low-income group from non-BPL families. Under this program, monthly pension of Rs. 600 is paid to the pensioner. In Jharkhand every year over Rs. 500 Crores is disbursed to more than 10 lakhs beneficiaries. As cash payment is not permissible and all payment is directly linked to Bank Accounts and Post Office Accounts, more than 9.66 lakh Accounts have been opened and linked to this software to facilitate direct transfer of pension to a particular account. More than 5.89 lakh accounts have been linked with Aadhaar so far.

Salient features of the project are: –

- Single Source of Truth for Pension Payment System.
- Cash disbursement at doorstep using biometric card or biometric

- authentication in hard to reach areas
- Timely payment
 - Selection of eligible beneficiaries in time.
 - Total financial inclusion achieved and saving tendency increased
 - SMS alerts in certain cases
 - Leakages into the system checked, cleanup of data created nearly 15%-20% new vacancies.
 - Total transparency
 - Burden from government officials lessened
 - No bill at block level
 - No manual advice
 - Verification with every advice not required
 - No manual reporting or off-line database updation
 - Burden from bankers lessened
 - Paperless, uploading digital data directly to their server, Cash management became easy
 - Paperless transactions
 - Low cost of delivery
 - Ideal of Least Governance achieved
 - Integrated with Aadhaar Enabled Payment System.

8. Date of Launch of Project: 11.05.2013

9. Beneficiary of the Project:

Currently 6,10, 733 pensioners are availing pension under Indira Gandhi National Old Age Pension Scheme, 2,49, 927 under Indira Gandhi National Widow Pension Scheme, 16, 267 under Indira Gandhi National Disability Pension Scheme and 1,39, 075 under State Social Security Pension Scheme. Thus more than 9.68 lakh beneficiaries are availing benefits through this software.

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

Details of Head of the nominated project

Name of the Project: Swawlamban

Head of the project: Rahul Sharma (I.A.S)

Designation : Secretary, Labour, Employment & Training Department,
Govt. of Jharkhand.

Contact Address : Labour, Employment & Training Department, Nepal House,
Doranda, Ranchi.

E-mail Address : erahulsharma@gmail.com

Fax: 0651-2490956

Telephone: 0651-2490514

Mobile Number: 9431118199

Details of team for the nominated project

Key Team Members with their Role Designation [Please mention key officers/
staffs (**not more than 7 including project head**) whose contributions were most
significant for the success of the Initiative]

SL NO	Name(s) :	Designation:
1	Sri Rahul Sharma (I.A.S)	Secretary, Labour, Employment & Training Department, Govt. of Jharkhand.
2.	Dr. Manish Ranjan (I.A.S)	Labour Commissioner-cum-Director Social Security
3.	Sri Prabhat Kumar	Dy. Labour Commissioner (HQ)
4.	Sri Mahendra Narayan Singh	Scientist C , NIC
5.	Sri Ambarish Kumar	MIS Specialist, Urban Development Deptt.
6.		
7.		

AWARDS SCHEME FOR EXEMPLARY IMPLEMENTATION OF e-GOVERNANCE INITIATIVES

FORMAT-I

Format of Self Certification by the Project Head of the project nominated for the
National Award for Governance for the projects of organization belonging to
Central/ State Government

This is to certify on behalf of the Organization and all team members involved in the Project that:

- (a) The particulars furnished above are correct and true to the best of my/ our knowledge.
- (b) I/We have read and understood the information on the Award Scheme Published on the Website of the Department of Administrative Reforms and Public Grievances (<http://darpg.gov.in>) and agree to the terms and conditions given therein. I/ We shall abide by the decision of the Jury for declaration of the award.
- (c) I/We agree with the terms and condition stipulated in the Award Scheme and shall abide by the decision of the DARPG.
- (d) there is no vigilance or disciplinary proceedings contemplated or pending against me or any team member(s).
- (e) the organization is not blacklisted/ debarred by any government body.
- (f) In the event of any information given by me/us are found false or misrepresented at a later stage, I/We shall return the award and all consequential benefit to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

Place: Ranay

Date: 31/8/14

Note:

1. Nominations of all organization belonging to Central Government/ State Government must accompany the above Self Certification
2. The original Self Certification may be kept safely by the designated authority of the organization and should be produced to authorized representative of DARPG on demand for verification. In case of non-



[Handwritten Signature]
Signature of Project Head)

Seal of Organisation

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

1. Coverage – Geographical and Demographic:-

Comprehensiveness of reach of delivery centers:

The state of Jharkhand is one of the newer states, which was carved out of the southern part of the erstwhile undivided state of Bihar in 2000. Known for its mineral wealth and forest products, it has 24 districts, covering the area of 79,714 Sq km and has a population of 3.29 crore as per the census of 2011. The State of Jharkhand is a predominantly rural state with approximately 76% of population residing in rural areas. The State is mapped with hilly terrain and has a number of far flung areas with small pockets of habitation. Forest occupies more than 29 percent of the geographical area in the state, amongst one of the highest in the country. Ethnic and linguistic diversity, sparse and dispersed population poses challenges to delivery of social security services. 22 of the 24 districts are affected by Left Wing Extremism making effective service delivery a major challenge.

Services through this website is available across the territorial jurisdiction of the state of Jharkhand. On line services of this website may be obtained through out 24 District Head Quarters, 257 Block Head Quarters, 5474 Panchayat Head Quarters and 2842 CSCs known as Pragma Kendras. Currently 6,10, 733 pensioners are availing pension under Indira Gandhi National Old Age Pension Scheme, 2,49, 927 under Indira Gandhi National Widow Pension Scheme, 16, 267 under Indira Gandhi National Disability Pension Scheme and 1,39, 075 under State Social Security Pension Scheme. This Website is catering to their needs.

2. Situation Before the Initiative:

National Social Assistance Program (NSAP) is the largest centrally sponsored social security scheme meant for the welfare of needy and poorest of the poor beneficiaries who are old aged (above 60), widows, lepers, physical disabled selected from BPL families and also belonging to very low-

income group from non-BPL families.

There are several individual based NSAP programmes run by the Central and State Government having large number of beneficiaries. These are: -

- Indira Gandhi National Old Age Pension Scheme.
- State Old Age Pension Scheme.
- Indira Gandhi National Widow Pension Scheme.
- Indira Gandhi National Disability Pension Scheme.

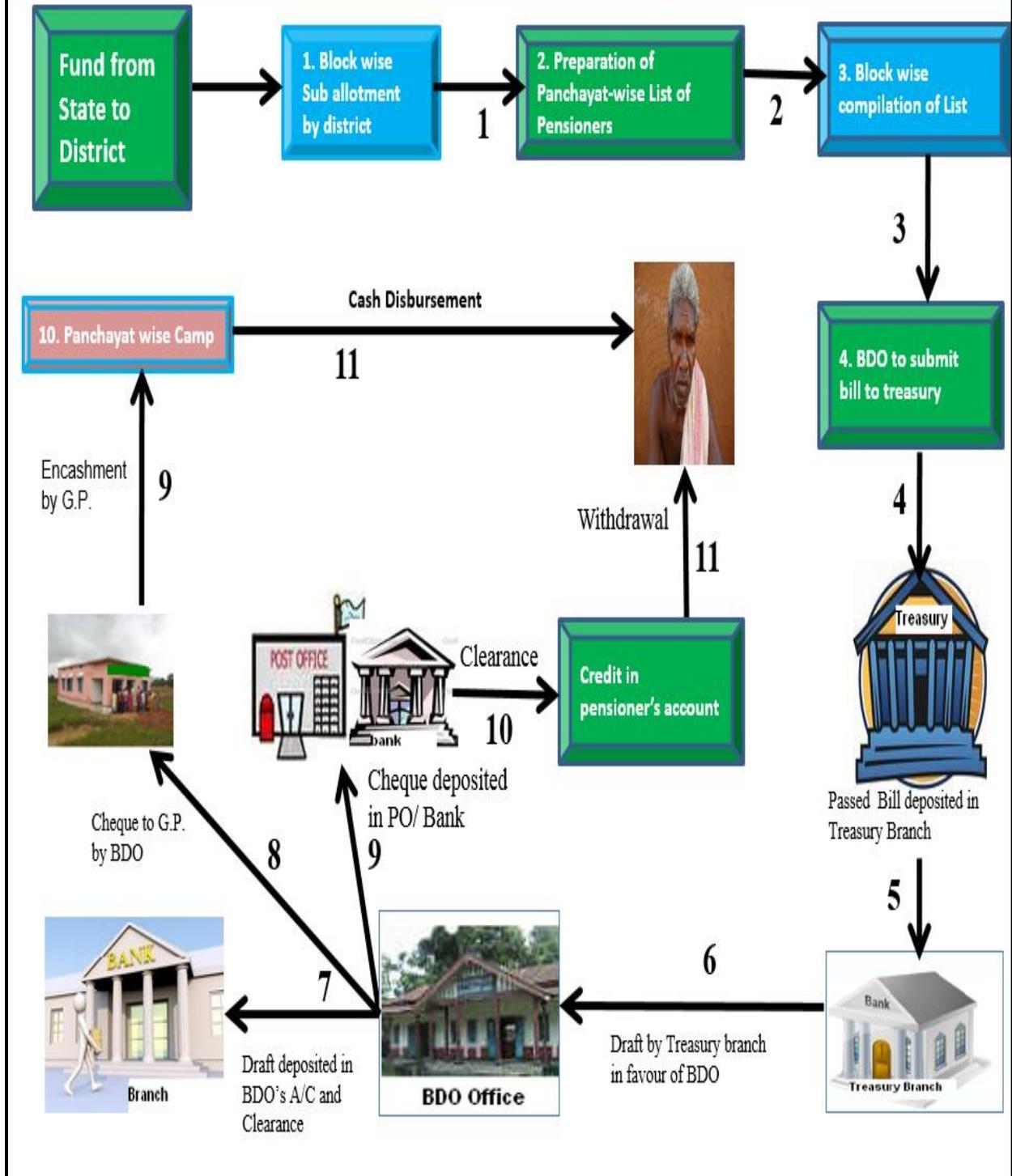
Under these programmes, monthly pension of minimum Rs. 600/- is paid to the pensioner. In India, there are more than 15 million beneficiaries to whom over Rs. 7,500 Crores is disbursed every year. State of Jharkhand disburses approximately Rs. 500 Crores every year to approximately 10 lakh beneficiaries.

Challenges & Constraints

The process of disbursement of monthly pension was very cumbersome, tedious, inefficient, non-transparent and unaccountable. It involved a lot of paper work and had to undergo 11 different layers of processes before final disbursement.

The process of disbursement before the e-initiative was to allocate fund to the districts from state and further sub-allocation to the Block Development Officers (BDO), who used to prepare bill, draw amount from treasury. BDOs further used to direct Panchayat Secretary in the respective Gram Panchayats to prepare pensioners' acquaintance role/payment advice for cash/ payment through Bank/Post Office as the case may be as all beneficiaries did not have savings account opened in bank or post office. Based on acquaintance role/payment advice BDOs used to issue cheques to the Panchayat Secretary, who in turn used to hold camps to disburse cash amount or send cheques to the respective Bank/ Post Office to beneficiaries. Work Flow of manual system is described as follows:

Work Flow : Manual System



Under manual system, pension amount was disbursed at block headquarters in a camp mode and pensioners had to visit the same. Most of them being too old were unable to travel alone and somebody had to accompany them. This meant double travel costing in addition to loss of wages for the day for the person who used to accompany the old pensioner. In hilly and forest areas, often vehicles are not easily available and old people had to walk on foot or to be carried on bed by their relatives. It added to the misery of the poor people of the state.

Due to multiple steps and intricacies involved in the process, it took about 3 months to complete one payment cycle. **Disbursement of pension was not being done on monthly basis violating the order passed by the Hon'ble Supreme Court of India.** Disbursement happened approximately in every six months which translated into pathetic condition of the beneficiaries that needs no further explanation. They had to run from pillar to post to know the date of camp, disbursement of amount etc. Sometimes they had to pay bribes to get entitlements. Apart from these, disbursement of money to such a large number of beneficiaries was another daunting task. Further, since Panchayat Secretary is the sole representative from the Government at that level, every issue used to boil down to his/her availability and priority.

Also the process of sanctioning of new pension to the eligible beneficiary was not possible due to lack of proper and authentic database about the vacancies. Moreover, the process was also cumbersome, inefficient, non-transparent and unaccountable. In view of the complexities involved in the process new sanction was hardly done without the personal intervention of the District Head.

3. Scope of Service/ Activities :

The above scenario substantiated the need of an Information and communication technology (ICT) application in National Social Assistance Programme (NSAP). It was observed during review meetings at the state & district level & inspection of blocks and panchayats that time lag in disbursement of pension was a critical bottleneck. Further process of sanctioning of new pension to the eligible beneficiary was not possible due to

lack of proper and authentic database about the vacancies. Monitoring of this important Flagship Scheme was very difficult and resources at all levels was being inefficiently used in issuing operational guidelines for day to day functioning of the scheme. Need was felt to have an online solution that catered to the needs of the target group. Transfer of pension amount directly to the pensioners' account became need of the hour and a user friendly ICT solution had to be worked out.

This initiative was made in the first quarter of financial year 2013-14 at the behest of the then **Chief Secretary, Govt. of Jharkhand, Sri Ram Sewak Sharma IAS. Shri Sharma** constituted an inter-departmental task force in which experts from all fields were incorporated. Each team member was assigned specific task. Under his enlightened and graceful guidance, this task force deliberated on the project design, strategy, implementation steps and the timeline of the project implementation. Separate modules were prepared and he was personally instrumental in foreseeing and executing the design, architecture and process flow.

Under his guidance the entire project was broken into number of tasks. Each task was assigned to the particular institution responsible for it. As part of the strategy, it was decided to go with direct cash transfer (DCT) model under which pension amount was to be directly transferred to the pensioner's savings account. Therefore opening of bank/post-office account was a pre-condition for the success of the initiative.

To accomplish this objective a web based software for the STATE DBT PENSION PORTAL named "**Swawlamban**" was conceived and designed through multiple deliberations and discussions with all stakeholders and expert solution architects. Such was the level of commitment and desire to deliver within the stipulated timeline that the software was made ready within two months. It was persistent guidance, close supervision, acumen and immaculate planning that brought about the best dedicated team effort. The software has provisions for online entry of pensioner's details, query modules, online advice generation, etc.

After the software was ready, the mapping of pensioner's details and their account numbers were entered manually. On completion of mapping, information was digitized with the help of the ready software.

After completion of above mentioned tasks, the government processes were

re-engineered with respect to fund sub-allocation, DCT to pensioners account, advice generation etc. System of sub-allotment of fund to the Block authorities was done away with and a new system of DCT to the pensioners Account from the district level was introduced for the first time in the history of the NSAP scheme. Necessary training was imparted and instructions were issued to adhere to the new processes.

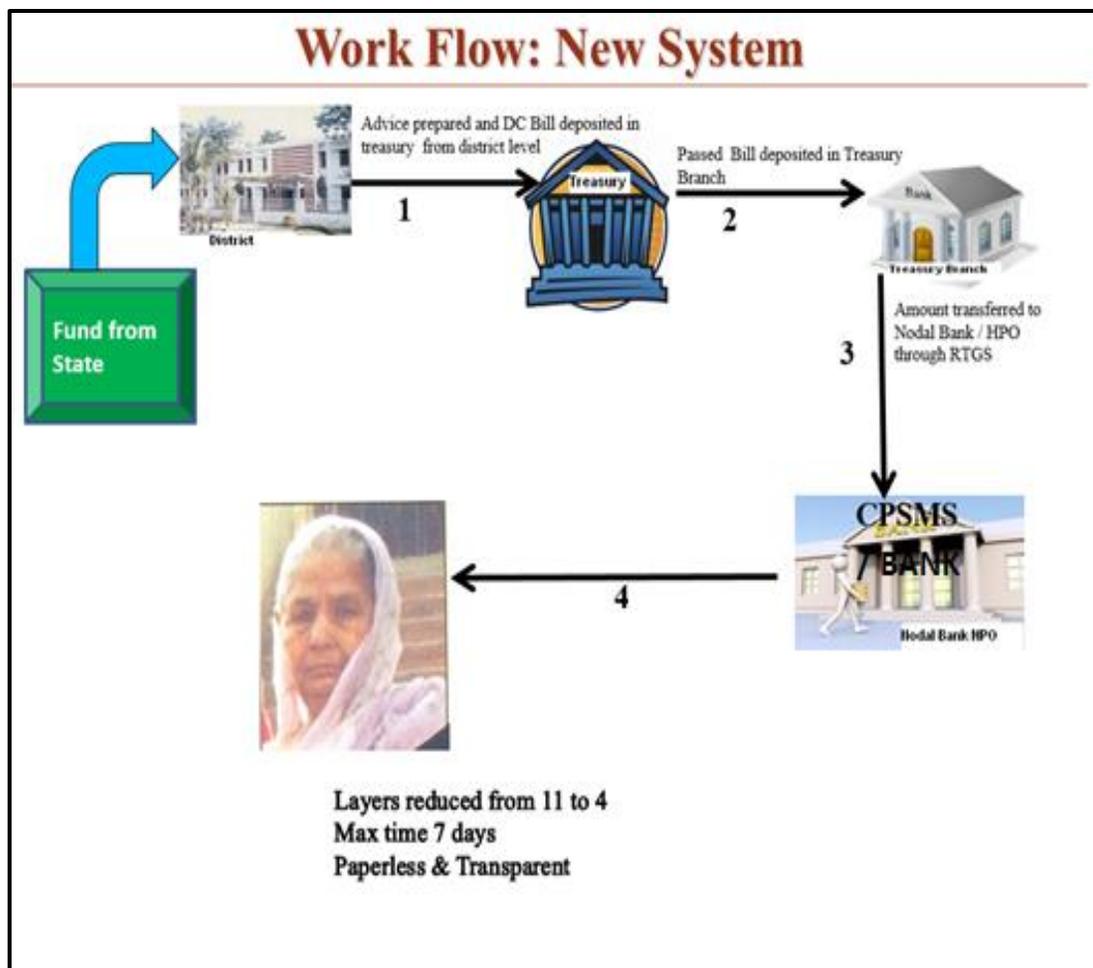
In the new process, Bank/ Post Office wise advice is automatically generated online, based on the latest pensioners data. Based on this advice, one consolidated Bill is prepared by the Assistant Director of Social Security at the district level for all the pensioners of the district. The bill is then presented to the treasury, which is sent to the treasury bank branch through electronic means. Thereafter the treasury branch transfers the fund to the parking accounts of the nodal Branch/ Head Post Office through RTGS. The Banks/ Branches, which are on core banking system (CBS) transfer pension amount directly to the pensioners' account. In other case nodal Bank Branch/Head Post Office sends credit note with softcopy of advice note to the respective Branch/ Post Office. In new system, the amount is transferred to the pensioners' account in one single day in case of CBS branch and in 2-7 days in case of non- CBS banks/post office. Then an automatic SMS is sent to the pensioners' registered mobile number.

This is the best example of how implementation of the project is important and how ICT and banking solutions can be leveraged to ease out the implementation problem. This is being implemented in the entire state of Jharkhand by the government. It may be further scaled to all India level.

Moreover use of Unique Identification (UID) will add a new dimension in the identification and de-duplication of data. UID coupled with ICT will revolutionize the delivery process and expedite the pace of development. Firstly, transaction through the banking sector will be totally revolutionized when customer starts operating his bank accounts using own UID number. Secondly, All Government-to-Citizen (G2C) transactions may be simplified to the extent that money may get transferred directly to the beneficiary account from State/ Central headquarters, which government of India has recently introduced in the form of 'Direct Cash Transfer (DCT)'. Thirdly duplicity, leakages, pilferage etc. can be totally checked. Fourthly, the doorstep delivery

of all services may be done through some business correspondent (BC) model or through community service centre (CSC)/ Internet or mobile service will result in mainstreaming of the marginalized with noble goal of financial inclusion.

Certain additional features were added later on. The first was to make payment with the use of biometric card in certain cases by Business Correspondent of the bank. Secondly, mobile phone nos. of beneficiary or his kith and kin was collected and transaction based SMS is sent to the registered mobile number.



4. Stakeholder Consultation :

State Administration Officials from district to panchayat level, Members from Panchayati Raj Institutions, State Level Bankers Committee

(SLBC), Banks & Post Office Officials, and Treasury Officials were involved in the dialogue. Citizen and pensioner meetings, seminars & workshops were organized at state, district & panchayat levels. In addition to above rural training camps, Rashtriya Swasthya Bima Yojna (RSBY) health camps, RSBY enrolment stations were used in the consultation process. All government functionaries monitoring and implementing the scheme, elected representatives, existing beneficiaries & prominent citizens were part of the consultation process. Their view point was taken at different stages.

Stages at which stakeholder input was sought:

- Conceptualization level
- Processes re-engineering level
- Project design Level
- Pilot Testing
- Implementation level
- Post Implementation Feedback

5. Strategy Adopted :

Entire project was broken into number of tasks. Each task was assigned to the particular institution responsible for:

- As a part of the strategy it was decided to directly transfer the cash amount to the pensioner's account therefore opening of bank/post-office account was a pre-condition for the success of the initiative. It was taken on a priority basis and completed simultaneously with the development of Web based software.
- Development of Web based software namely STATE DBT PENSION PORTAL named “**Swawlamban**” was mandatory for the initiative. The software has provisions to online entry of pensioner's details, query modules, online advice generation, etc.
- After the development of software the mapping of pensioner's details

and their account numbers were done manually. After mapping complete information was digitized with the help of the ready software.

- After completion of above mentioned tasks the government processes were re-engineered with respect to fund sub-allocation, direct cash transfer in pensioners account, advice generation etc. The sub-allotment of fund to the block was done away with and new system of direct cash transfer to the pensioners account from the district level was introduced for the first time in the history of the scheme. Necessary training was imparted and instructions were issued to adhere to the new processes.
- In the new process, Bank/ Post Office wise advice is automatically generated online, based on the latest pensioners data. Based on this advice, one consolidated Bill is prepared by the Assistant Director of Social Security at the district level for all the pensioners of the district. The bill is then presented to the treasury, which is sent to the treasury bank branch through electronic means. Thereafter the treasury branch transfers the fund to the parking accounts of the nodal Branch/ Head Post Office through RTGS. The Banks/ Branches, which are on core banking system (CBS) transfer pension amount directly to the pensioners' account. In other case nodal Bank Branch/Head Post Office sends credit note with softcopy of advice note to the respective Branch/ Post Office. In new system, the amount is transferred to the pensioners' account in one single day in case of CBS branch and in 2-7 days in case of non- CBS banks/post office. Then an automatic SMS is sent to the pensioners' registered mobile number.
- Workshop and training programme were organized for Social Security Staff, Block development officers, Panchayat Sewaks and all other stakeholders for direct cash transfer of monthly pension. It took about one month.



DBT Workshop Chaired by Hon'ble Chief Minister Shri Hemant Soren



DBT Workshop attended by Ex-Chief Secretary Shri R.S.Shrama and Senior Officials

- The project was implemented from 11.05.13
- Certain additional features were added later on. The first was to make payment with the use of biometric card in certain cases by Business Correspondent of the bank. Secondly, mobile phone nos. of beneficiary or his kith and kin was collected and transaction based SMS is sent to the registered mobile number.

(i) Problems identified:

- The main problem was existing process of disbursement. Also process of sanction of new beneficiary was very cumbersome, tedious, involved lot of paper work, inefficient, non-transparent and above all reliability of the information was questionable.
- A pensioner had to wait days, weeks or months and sometimes had to pay bribes to get entitlements was major issue before administration. Sanction of pension to the eligible beneficiary could not be done due to lack of consolidated authentic information regarding vacancies.
- It used to take about 3 months to complete one cycle therefore, disbursement of monthly pension was not done on monthly basis violating the order passed by the Hon'ble Supreme Court of India. For this the beneficiaries had to run from pillar to post to know the date of camp, disbursal of amount etc. Not only the payment was irregular and uncertain but it also violated the government norms of monthly disbursement of pension.
- Underutilization of the ear marked fund. Due to time lag in disbursement of pension to target group, time taking procedure for identification of beneficiary and sanction of the scheme very often allotted money remained unspent. For a state like Jharkhand having majority of population living below poverty line and belonging to SC, ST & OBC segment of the society it was a huge drawback and it required urgent redressal mechanism to be developed.

- In the backdrop of above, need for systemic change of Direct Benefit Transfer (DBT) of monthly pension in the account of the pensioners was called for to ameliorate the hardship of senior citizens. With this view project of “State DBT Pension Portal” named “**Swawlamban**” was conceived, developed and implemented. This is the first project in India pertaining to Direct Benefit Transfer of amount in the account of beneficiary in a most efficient, transparent and accountable manner.
- Enormous routine paperwork compromised the pension disbursement cycle.

(ii) Communication and dissemination strategy and approach used:

Government of Jharkhand, Directorate of Social Security constantly tries to improve quality and effectiveness of deliverables, information about common, relevant issues and technologies to serve the needs of pensioners, Bankers, Government Officials and other end users. We feel that findings from periodical review meetings, interaction with all stakeholders during information dissemination camps need to be communicated and disseminated effectively to influence optimal and timely practice. It is understood that Clear communication and active dissemination of evidence to all relevant audiences in easy-to-understand formats are critical to increasing awareness, consideration, adoption, and use of evidence, and to accomplishing Pension to all mission.

Our goal is to focus on promoting informed decisions about pension related rules, norms and relevant issues among various stake holders. Our strategy addresses the comparative effectiveness of communicating evidence in various contents and formats that increase the likelihood that target audiences will both understand and use the information. It examines the comparative effectiveness of a variety of approaches for disseminating evidence from those who develop it to those who are expected to use it.

For this we have used multipronged strategy. Apart from focusing on analysis of Management Information System (MIS) Data and design suitable

interventions accordingly we use convergence approach to disseminate information. The department organizes Rural Training Camps, Health Camps and uses RSBY enrolment centres to disseminate information. During the last one year more than 200 rural training camps, 785 health camps and approximately 4500 enrolment camps have been organised for the benefit of the target group. To sensitize the target group “Jan Sampark yatra” was organised in fifteen districts under the leadership of Hon’ble Minister Labour, Employment & Training. Special “Adhikar Camps” were organised at panchayat level where apart from identifying new eligible pensioners information dissemination was the focus area.

झारखण्ड सरकार

माननीय मंत्री श्री के० एन० त्रिपाठी की जनसम्पर्क यात्रा
दिनांक: 25 जून से 10 जुलाई 2014 तक

श्री के० एन० त्रिपाठी
माननीय मंत्री, श्रम, नियोजन एवं प्रशिक्षण विभाग, झारखण्ड।

श्री हेमन्त सोरेन
माननीय मुख्यामंत्री, झारखण्ड

सामाजिक सुरक्षा

- बंधुवा मजदूर पुनर्वास योजना
- राष्ट्रीय परिवार हित लाभ योजना
- इन्दिरा गाँधी राष्ट्रीय वृद्धा पेंशन योजना
- इन्दिरा गाँधी विकलांग पेंशन योजना
- राज्य सामाजिक सुरक्षा पेंशन योजना

भवन निर्माण एवं अन्य सन्निर्माण कर्मकार कल्याण बोर्ड

- साईकिल सहायता योजना
- श्रमिक औजार सहायता योजना
- मातृत्व प्रसुविधा योजना
- रोजगार प्रशिक्षण योजना

अधिक जानकारी के लिए सम्पर्क करें :
श्रम, नियोजन एवं प्रशिक्षण विभाग/सामाजिक सुरक्षा निदेशालय/प्रखण्ड विकास पदाधिकारी

सौजन्य :- श्रम नियोजन एवं प्रशिक्षण विभाग, झारखण्ड

Sensitization of Stakeholders through Hoardings



Dissemination of Information through Nukkad-Nataks

Government agencies and institutions, Non-Government Organizations (NGOs), media groups, and other interested stakeholders have been involved to carry out communication activities. They used various strategies to communicate evidence so that target audiences can better understand it; the strategies are meant to increase the probability that recipients pay attention to the messages conveyed. Area specific awareness generation activities are being carried out in coordination with Civil Society. Leaflets, pamphlets, wall writing, Hoardings and messages have been designed in area specific local languages to have greater impact. Nukkad Nataks are being used as an important awareness generation tool. **Even Jharkhand Legal Services Authority (JHALSA), is working in close association of the department and it is involved through its legal volunteers.**

Core constructs of this activity includes:

- **Tailoring the message**
- **Targeting the message to audience segments**
- **Using narratives**—Communication delivered in the form of a story, testimonial, or entertainment education
- **Framing the message**—Communication that conveys the same messages in alternative ways

It has been characterized as a necessary but not sufficient antecedent of adoption and implementation. Our activities are a formal planned process with the intent of spreading knowledge and associated evidence-based interventions to stimulate adoption and enhance the integration of the evidence, information, intervention, or combinations of these into routine practice.

In fact our dissemination model and approach identifies several broad goals or outcomes for the dissemination of evidence and information:

- **Increase reach to a variety of audiences**—Distributing evidence widely to many audiences and across many settings to increase the reach of information
- **Increase motivation to use and apply such information**—Increasing interest in the evidence through leaders, or social networks

- **Increase ability actually to use and apply evidence—** Providing additional resources about the evidence, such as how it can be incorporated into current practice or specific suggestions for change, to enhance a traditional dissemination



6. Technology Platform used :

- (i) **Description:** The application has been developed in ASP. NET with VB.NET & C# 4.0 as front end and SQL Server 2008 R2 as back end.
- (ii) **Interoperability:** This application has significant functionality dedicated to interoperating with Microsoft / non-Microsoft products. While our application focused on the design of our software, we are also involved in work that contributes to interoperability across the system. We have collaborated and share different services with this application.

7. Citizen centricity and relevance :

The Government of Jharkhand is receptive to the potentials of information communication technologies (ICT) to achieve good governance in its implementation. This application of ICTs is expected to maximize citizen satisfaction by not just improving responsiveness of public service delivery mechanisms but also by augmenting citizens' participation in governance mechanism. Our understanding has been that any e-governance initiative to be totally acceptable, citizens' needs and aspirations need to be its starting point and the core nuclei.

Existing Scenario in Jharkhand

Jharkhand has a diverse social and cultural profile where each region has different ecology, language and traditions. In Jharkhand close to 40% population is illiterate, and majority of them are small farmers, artisans or labourers.

Poverty affects majority of the population. To ameliorate this reality being confronted by the residents of Jharkhand several rural ICT interventions with varied functional objectives such as providing ICT infrastructure such as radio, video and TV or other hardware facilities, rural connectivity, computer based training / employment, establishing tele-centre setup, ensuring e-governance implementation or other ICT based application or content, have been incubated and established. Our experience has shown that some of these failed to meet the need and expectations of citizens in the longer run because these were heavily technology-centric, adopted from the environment of other developed states and thus fail to assure rural development in a developing state such as Jharkhand.

After all in a state as diverse and rich as Jharkhand, reality tends to be beset with many complex events and typical indigenous knowledge systems. These cultural and aspects would vary from region to region, community to community and tribe to tribe and has unique influence on the needs and expectations of its inhabitants, thereby

exerting dissimilar influences on its regional e-Governance implementation too.

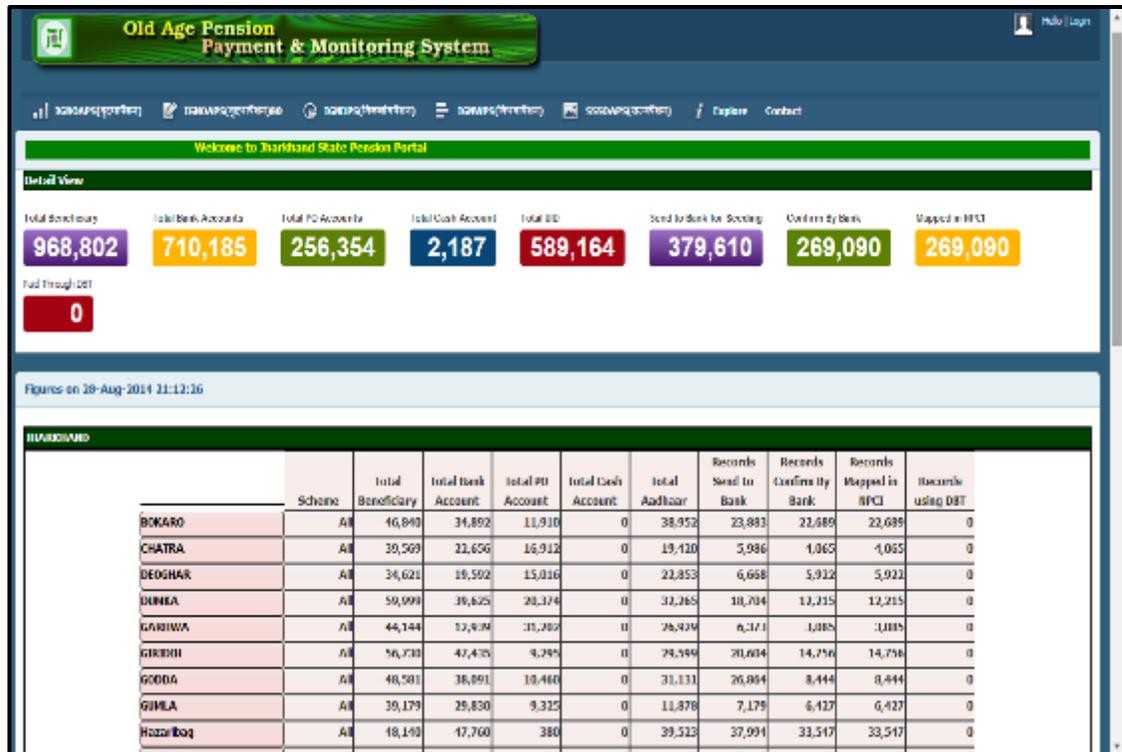
We understand that that the salient influents on usage intention of citizens for e-governance initiative may differ contextually and are dependent on demographics, cultural norms and so on. Therefore before designing this e-governance initiative diverse needs of the citizens has been given proper consideration from the perspective of the people's potentialities, needs and aspirations defined by their respective rural reality. After in design of a lot of consultation a customised e-governance initiative that would be more responsive to the contextual reality of its respective area of delivery and hence better utilised by the locales and therefore prove to be more sustainable was conceptualized and delivered.

Services provided by our website are citizen-driven and ethnographically sensitive, rather than a mere understanding of technology and its acceptance by users. Its design focuses on the citizens needs from the point-of-view of citizens themselves, and therefore citizen-participation and their representatives have been the core-essence. For us citizen is the core-nucleus of all governance activities. It has been designed in consultation with pensioners and elected Panchayati Raj representatives. It is user friendly and very easy to use. Our feedback suggests that people from rural areas have used it the most. The have availed these services mostly through Pragya Kendras and Panchayat Headquarters.

In spite of our commitment and hard work we still need to move forward. Given the ethnic and linguistic diversity, and literacy level of the state we are supposed to extend more facilities through a multilingual and a more interactive interface. Our dedicated team members are working on the issue and very soon we may be able to add more features like online application, and sanction facility with application tracking facility. A separate Grievance Redressal Module is being developed through which the user may be able to lodge and track the status of his grievance. SMS based system shall keep him posted on every step of the grievance resolution system. A separate payment Gateway interface is being added for faster delivery of services.

8 User convenience :

- (i) **Service delivery channels:** This is a user friendly Web based application with facility of SMS alert on advice generation. One can access information about any beneficiary anytime by simply logging on the website.



- (ii) **Completeness of information provided to the users:** This website has been designed with a view so that different stakeholders can access instant & free of cost information immediately. It can be used by different stakeholders like pensioners, treasury, bankers, and administrative officials etc. to fulfil their respective objects. Some of these are as follows

A) Pensioners: Pensioners can view their record & payment status by clicking on relevant radio buttons PID, PPO No., Bank A/C No., Name & UID in the dropdown menu of the concerned district. For the convenience of the beneficiaries, this service is being offered at all Panchayats and Pragya Kendras.

Old Age Pension Payment & Monitoring System

Swachhamban (Beta)

Select District:

Search By PID
 Search By PPO No.
 Search By Bank A/C No.
 Search By Name
 Search By UID No.

Date: PID:

Pensioner ID	Scheme	Pensioner Name	Father/Husband	Age	Gender	Category	Address	Bank Name	Account No.	Aadhaar
01-301213113519-55	JANSHYAM	सुनील शर्मा	श्री संजय शर्मा	60	Female	SC	शिवपुर, उत्तर, उत्तर	संजय शर्मा पी. शिवपुर	40010110001214	527141804065

Select Financial Year:

Fin. year	month from	month to	noofmonth	amount
2014-2015	April	May	2	1200
2014-2015	June	July	2	1200

If a pensioner doesn't get her/ his pension in time or some discrepancy is brought to her/ his knowledge he may contact concerned officials on displayed mobile number or email id and her/ his grievance is addressed immediately. This feature has proved to be immense benefit to them.

District	Name	Mobile	Email
RANCHI	Manna Tripathy	9431480105	man.sasobalac.ranchi01@gmail.com
LOHARDAGA	Assistant Director Social Security	9431190326	socialsardaga@gmail.com
GUMLA	Director Social Security		socialsecuritygumla@gmail.com
SIMDEGA	Smita Toppe	9431170005	skilbacim23@gmail.com,kamigrahat@gmail.com
PALAMU	Assistant Director	7540387051	manozkanti@rediffmail.com
LATEHAR	Archana Tripathy	9431103791	lateharstonyk123@gmail.com
GARWA	SRIBH KUMAR GUPTA	9431144667	srishrikumar721@gmail.com
WEST EDICHHUM	UMA NAHID	9431190275	socialcell@rediffmail.com
SARABELA KHARSAWAM	Assistant Director	9431190283	socialkhar@gmail.com,manojkhar@gmail.com
PURBI EDICHHUM	Premite Kumar	9304954012	socialcell@rediffmail.com
GUMLA	Manoj Tudu	9358111345	manojtudu@gmail.com
JAMTARA	Javed Anwar	9431130883	javedanwar@gmail.com,sallawf@rediffmail.com
DAHRODHU	Prakash Kumar	9431147016	socialsdp@gmail.com
PAKUR	Sourav Bhattacharya	9358157666	socialsouravbhattacharya@gmail.com
GOUDA	rajiv kumar	8836109602	adk.godda@gmail.com
Hazaribag	Ashu Kumar	9430883229	ashuhasan@rediffmail.com
CHITRA	SOHAN SECURITY	9431233990	sohansecurity@gmail.com
KODUMA	sanjay kumar		sohansecurity@gmail.com,sanjaykumar@gmail.com
GHUMBI	Assistant Director	9431196564	socialsecurityghumbi@gmail.com
BOKARO	Ravish Dubey	9431100603	socialravishdubey@gmail.com,socialravishdubey@gmail.com
BIHAR	Banshu Farnencle		socialbanshu@gmail.com
DEOGHAR	Dilip S. Dhal	9431194096	socialdilip@gmail.com
DEOGHAR	Devi Prasad	9431194096	socialdeviprasad@gmail.com

(B) **Bankers:** - Linkage with Aadhaar and Bank A/c of the beneficiaries is of key importance for proper identification, de-duplication and transfer of pension amount to the account of pensioner. Concerned bank can log in by using user ID and encrypted Password. Screen shot of this facility is displayed as follows:

The screenshot displays the 'Old Age Pension Payment & Monitoring System' interface. At the top, there is a header with the system name and a user profile icon. Below the header, there are navigation links for 'Change Password' and 'Logout'. A welcome message 'WELCOME LDM GEMLA' is shown. The main content area features a 'Select Bank Type' section with radio buttons for 'BANK', 'CO OPERATIVE BANK (INCLUDING PACS/LAMPS)', 'MARGINAL GRAMIN BANK', and 'VARIABLE GRAMIN BANK'. Below this is a 'State DIT Pension Portal Mapping Status Report' table. The table has columns for District, Total Records, Records With Valid Error, Records With Invalid Error, Total Records With Aadhaar, Records Mapped, Invalid Records With Aadhaar, and Records Pending For Mapping. The table lists various banks and their corresponding record counts. At the bottom of the table, there are two download links: 'Download All Records Not Mapped (CSV)' and 'Download Records With Error (CSV)'. Below the table, there is a 'Select Scheme' dropdown menu set to 'GNAPS' and a 'Download Bank CSV' button.

District	Total Records	Records With Valid Error	Records With Invalid Error	Total Records With Aadhaar	Records Mapped	Invalid Records With Aadhaar	Records Pending For Mapping
ALLAHABAD BANK	1027	1027	0	282	210	12	65
BANK OF BANGLA	187	0	0	117	117	0	0
BANK OF INDIA	8538	0	1455	1930	2901	233	713
CENTRAL BANK OF INDIA	0	0	0	1	1	0	0
CORPORATION BANK	0	0	0	1	1	0	0
INDIAN OVERSEAS BANK	520	418	14	395	375	0	11
PUNJAB NATIONAL BANK	63	0	0	33	32	0	1
STATE BANK OF INDIA	14	0	0	0	0	0	0
UCO BANK	188	171	17	28	0	0	2
UNION BANK OF INDIA	70	44	26	29	16	0	2
UNITED BANK OF INDIA	1720	1747	154	319	215	75	69
TOTAL	12256	8194	2253	4930	3544	210	644

Download All Records Not Mapped (CSV)
Download Records With Error (CSV)

Select Scheme | GNAPS |
Download Bank CSV

(C) District level Administrative officials: Pensioner record may be added, edited, deleted or updated by used log in ID and encrypted password.

Old Age Pension Payment & Monitoring System			
Home Logout			
Update Pensioner Page			
Enter The Pensioner ID :		Indira Gandhi(Central)	JH-101213076708-24
<input type="button" value="Submit"/>			
Pensioner Details :-			
PIID	JH-101213076708-24		
Pensioner Name	MUNNI DEVI	Father/Husband Name	KALINDRA NAYAK
Disbursement Details :-			
Bank A/C No	440443087	Bank Name	POA-PS00080450
Pensioner Details (Additional) :-			
Pensioner Name First	MUNNI	Pensioner Name Middle	
Pensioner Name Last	DEVI	Mobile No	
RESIDENCE Details :-			
House No		Street	
Locality	NAYAK TOLI	Pin Code	826003
Panchayat	NAGR	Village	NAGR
Habitation	NAGR		
SPL Details :-			
SPL Survey Year	0	SPL Location	
SPL No		SPL Member ID	
Personal Details :-			
Age	88	Gender	Female
Category	SC	Date of Birth (dd/mm/yyyy)	
Annual Income	0	Widow Status	NO
Disability Status	NO	Disability Type 1	NO
Disability Type 2	NO	Disability Type 3	NO
Disability %	0	EPIC No	
Ration Card Type		Ration Card No	
Remarks			
Sanction Details :-			
PPD No (Sanctionary No)	JH-S-08128722	Sanction Date	
Sanction Authority	SDO BADAR RANCHI	Sanction Order No	JH-S-08128722
Verification Details :-			
Verified By		Designation	
Office			
Certificate Details:-		Date (dd/mm/yyyy)	
Issuing Authority	803896489329		
UID:-			
Age:-			
Income:-			
Residence:-			
Disability:-			
Death:-	NO		
Reason for Deletion			
Once Deleted Can't be Rollback		<input type="button" value="UPDATE"/> <input type="button" value="Delete"/> <input type="button" value="Cancel"/>	

Through this software advice can be generated for direct transfer of pension to the beneficiaries account.

Home

Please Select Any One Sub-Scheme at a time For Advice Generation of IBWDAPS

Select Sub Scheme for Advice Generation : TSP SOSP

Total Numbers of Record 26611

Previous Advice Generated for the Month February Financial Year 2013-2014.

PENSIONER PAYMENT TRANSACTION

Amount Per Month	<input type="text" value="600"/>	Financial Year	<input type="text" value="2014-2015"/>
Month From	<input type="text" value="April"/>	Month To	<input type="text" value="April"/>
Total No. of Months	<input type="text" value="1"/>	Payment Amount	<input type="text" value="600"/>
Total No. of Pensioners	<input type="text" value="26611"/>	Total Amount	<input type="text" value="15966600"/>

Financial Year:- 2014-2015. From:- April To:- April
Amount:- 600 Per Pensioner
Total No. of Pensioners:- 26611
Total Amount:- 15966600

Are you sure to proceed ?

This software has been designed for Automated Aadhaar seeding. It has following algorithm based in built facilities that makes the task easier for the user:

A) Soundex: Soundex is a phonetic algorithm used for indexing names by sound, as pronounced in English. The goal is to match despite minor differences in spelling.

B) Double Metaphone: Double Metaphone is used for indexing words by their English pronunciation, using information about variations and inconsistencies in English spelling and pronunciation. The goal is to better job of matching words and names which sound similar.

C) Hindi Sound Ex: Hindi Sound Ex is a phonetic algorithm used for indexing names by sound, as pronounced in Hindi. The goal is to match despite minor differences in Hindi spelling. Screen Shot is as follows:

The screenshot displays the 'Old Age Pension Payment & Monitoring System' interface. At the top, there is a header with the system name and a 'Help Logout' link. Below the header, the page title is 'Swazalamban (Beta) : SRDH Aadhaar Seeding'. The main content area is divided into two sections: 'State DHH Pension Portal Data' and 'SHDH Data'. The 'State DHH Pension Portal Data' section contains a table with columns for Pensioner ID, Name, Father/Husband, Age, Gender, Address, Mobile, Scheme, and Sub Scheme. The 'SHDH Data' section contains a table with columns for Aadhaar No, Name, Father/Husband, Age, Gender, Address, Mobile, Picture, and a 'Seed' button. The 'Seed' button is present for each row in the SHDH Data table.

State DHH Pension Portal Data								
Pensioner ID	Name	Father/Husband	Age	Gender	Address	Mobile	Scheme	Sub Scheme
JH-S-0080600	SUKRO ORAIN	LATE BIPU ORAIN	68 Years	F	BISHUNPUR, NARMA, BALATI, GUMLA,		IGNOAPS	TSP

SHDH Data								
Aadhaar No	Name	Father/Husband	Age	Gender	Address	Mobile	Picture	Seed
53186803457	Sukro Orain	S/O Late Bipu Orain	1/1/1950 (64 Years)	M	,VILL-BONDO CHAPA TOLL,PS-SENA, Bondo, Gumla			Seed
27133959917	Sukro Orain	S/O Bipu Orain	1/1/1951 (63 Years)	M	,VILL-BONDO ANHA TOLL,PS-SENA, Gumla			Seed
37917725438	Sukro Orain	S/O Late Bipu Orain	1/1/1953 (65 Years)	M	,VILL-DEWANE POST-DEWANKI,PS-GHAGRA, Chaghra, Gumla			Seed

For proper verification of the beneficiary and deduplication of the data Aadhaar verification has been enabled through State Resident Data Hub (SRDH). Screen Shot of this system is as follows:

The screenshot displays the 'Old Age Pension Payment & Monitoring System' interface. At the top, there is a header with the system name and a 'Home Logout' link. Below the header, there is a 'Go To Home Cases' button. The main content area is divided into two columns, each representing a beneficiary's details.

Beneficiary 1 (Left):

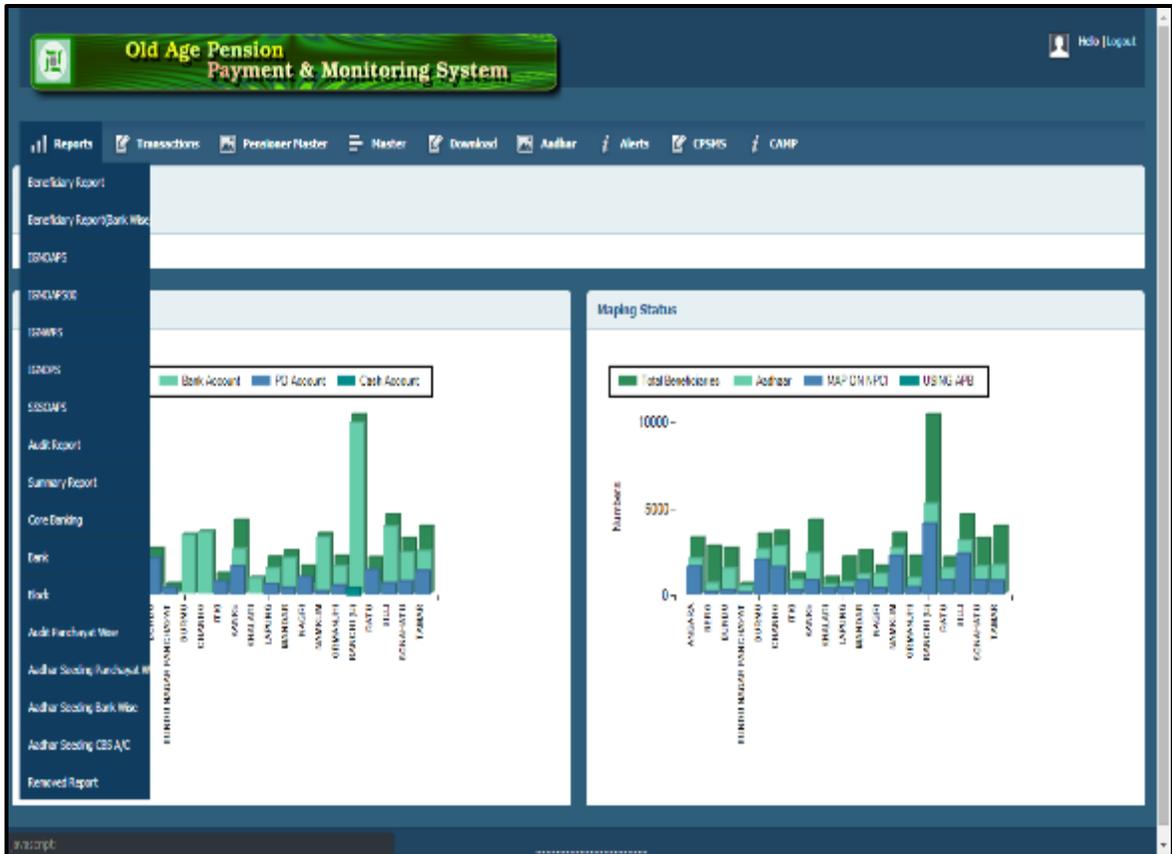
- Pensioner ID (State Old Pension Para): JH-01021412500-2 (661095)
- Name: FARUJAM KHATO
- Father/Husband: LATE AJIWWAN KHATO
- Age: 63
- Gender: Male
- Category: OBC
- Address: Village/Mahalan: BANGSI, Panchayat/Ward: BANGSI, Sub District/Block: BISHAMPUR

Beneficiary 2 (Right):

- Aadhaar No(SRDH): 387227677449
- Name: FARUJAM KHATO
- Father/Husband: SHRI JESWAN KHATO
- Age: 111/068 (21 Years)
- Gender: M
- Mobile No:
- Address: , VILL- BANGSI GORBATOLI, PS-BISHAMPUR, Block: GATE

Below the details, there are three buttons: 'Verify', 'Reject', and 'Keep Old'. To the right of the second beneficiary's details, there is a small portrait photo of a man.

Generation of various MIS reports is required for proper information management, monitoring and implementation of pension scheme. It is key to success of the system. This software provides easy solution and readymade analysis through automated MIS system. Screen shot of this system is as follows:



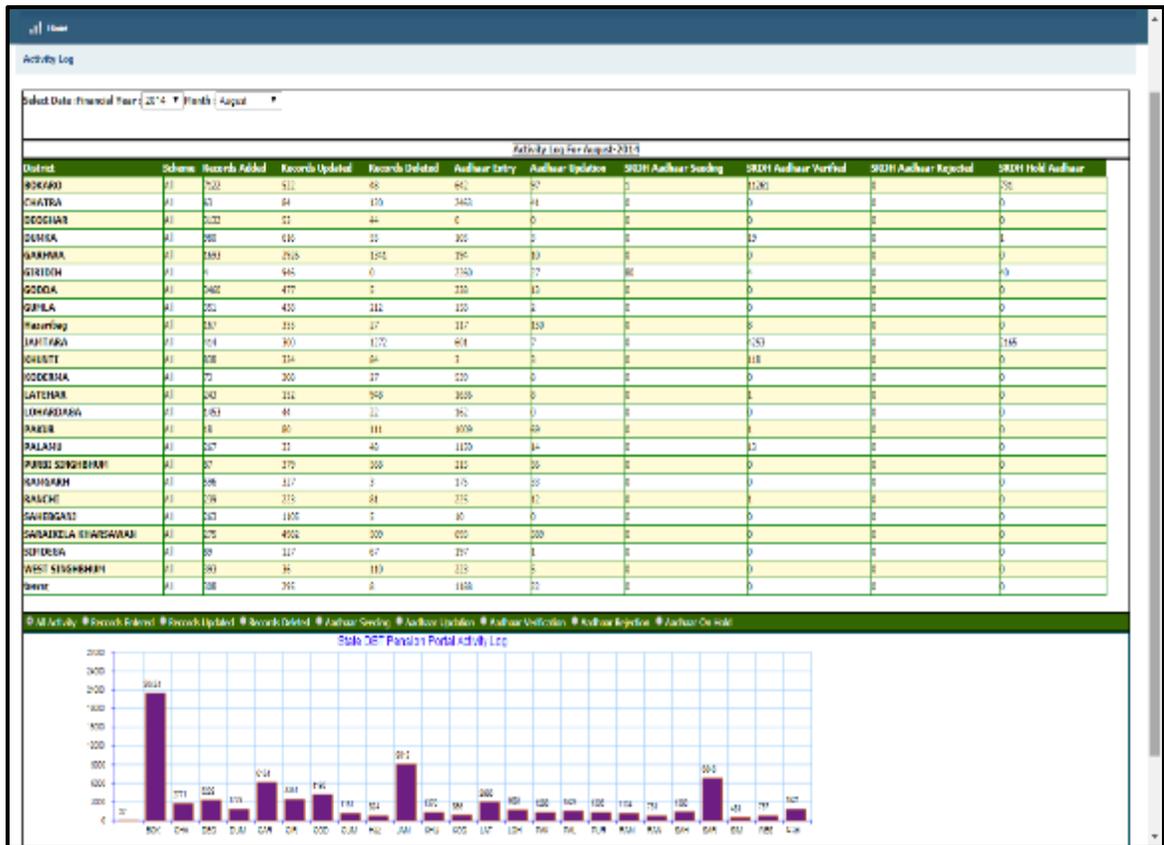
(D) State level monitoring system: This software has provision for month wise, year wise financial report and is quite handy for state level monitoring tools. Screen shot is as follows:

Select Financial Year TB = Total Beneficiary, TA = Total Amount(In Lacs)

MONTH ->	APRIL		MAY		JUNE		JULY		AUGUST		SEPTEMBER		OCTOBER		NOVEMBER		DECEMBER		JANUARY		FEBRUARY		MARCH	
DISTRICT	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA	TB	TA
BOKARO	--	--	--	--	38739	700.896	--	--	46855	540.029	--	--	--	--	--	--	--	--	--	--	--	--	--	--
CHATRA	46105	254.281	39543	240.837	34778	211.97	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
DEOGHAR	--	--	31366	376.894	31354	188.381	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
DUMKA	--	--	--	--	59131	1064.689	59761	358.735	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
GARHWA	--	--	--	--	39205	717.303	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
GIRDIH	--	--	56930	686.658	56770	342.366	56726	342.105	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
GODDA	40200	242.17	4826	28.956	46371	502.664	--	--	48458	670.74	--	--	--	--	--	--	--	--	--	--	--	--	--	--
GUMLA	--	--	--	--	38495	691.696	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Hazaribag	--	--	32768	393.216	47885	290.311	47970	290.882	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
JAMTARA	--	--	27193	323.662	27372	165.08	27736	179.598	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
KHUNTI	19010	114.65	19010	114.65	19225	118.537	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
KODERMA	--	--	--	--	26933	489.738	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
LATEHAR	--	--	51709	621.958	34528	212.997	32029	199.879	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
LOHARDAGA	10876	65.588	10876	65.588	10917	66.087	11031	66.519	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
PAKUR	--	--	--	--	28893	521.286	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
PALAMU	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
PURBI	--	--	--	--	45576	827.166	44954	271.892	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
SINGHBHUM	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
RAMGARH	18921	114.671	18921	114.671	19847	120.266	20878	126.254	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
RAICHI	56581	342.051	53490	323.529	--	--	--	--	29788	565.661	--	--	--	--	--	--	--	--	--	--	--	--	--	--
SAHEBGANJ	--	--	57726	695.12	--	--	41505	505.413	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
SARAIKELA	--	--	--	--	32657	592.767	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
KHARSAWAN	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
SIMDEGA	25452	152.825	25511	153.167	25515	153.25	25543	153.585	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
WEST	--	--	--	--	36541	661.221	36461	220.575	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
SINGHBHUM	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
धनबाद	--	--	48068	577.746	--	--	48316	584.376	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

[Click on District to view Detail Report](#)

This software contains the facility of activity log which simplifies monitoring of scheme by studying records added, updated, deleted, Aadhaar entry, updating, seeding, verification, rejections, delicacy of Aadhaar and Bank a/c. at the district level. Screen shot is as follows:



Thus this software has been designed to suit every stakeholder and end user. Its broad parameters are as follows:

Citizen / Old Pensioner (Beneficiary):

Services:

- Payment directly through Bank /PO account nearest to his /her Panchayat.
- Can check his /her pension payment status as well as advice generation status.
- Receives system generated SMS when advice is generated.

Benefits:

- Timely and regular payment of pension
- Cost and Time saving for beneficiary
- No need to wait for any announcement of camps for the payment on a date fixed by the block administration.
- Elimination of Middlemen.
- Inculcation of saving tendency amongst beneficiaries.

Panchayat Sewak :

Services :

- Online Tracking of pensioner's detail as well as payment detail
- Online availability of monthly advice report.
- Panchayat /village wise, Bank wise & category wise listing of pensioners & report generation

Benefits :

- No manual Record keeping. Hard Copy generated from S/W serves the purpose.

- Manual advice preparation not required.
- Verification of payment status becomes easy.
- Time saving
- Updation of records in case of death simplified

Block Development Officer :

Services :

- Bank /Post office wise availability of advice detail
- Monthly report generation.
- Category wise report / listing.

Benefits :

- Duplicity checked in sanction of new beneficiary under pension schemes.
- No need of getting status of vacancy from panchayat monthly.
- Number of queries at Block offices reduced drastically
- Bank /PO's have become centre of orientation instead of block.
- No burden of distributing money by organizing camps thus reducing time & cost for disbursal of money.
- Tracking of pension payment requires no time.
- Better fund utilization
- Greater transparency and accountability.
- Elimination impersonation at panchayat level
- No need to maintain accounts of a bundle of financials instruments.

Assistant Director (social security) :

Services :

- Online facility for advice generation
- Secure user role based updation of pensioner's date.
- Preparation of treasury bill made simple & effortless.
- Tracking of pensioner's record simpler.

- Better Monitoring of fund allocation and Block wise fund utilization report made simpler.

Benefits :

- Advice preparation time reduce to few hours. Earlier used to take at least a week.
- Timely pension disbursement through nodal banks /PO's
- Better fund management.
- Timely compliance of Govt. orders.
- Transparency in record keeping and fund management.

Govt. Treasury:

Services :

- Online availability of Nodal Bank /PO wise advice list
- Online availability of Panchayat / village wise pension list

Benefits :

- No Advance Contingency (AC) Bill drawn at Treasury.
- Monthly A/C preparation of treasury made simple.
- Bill passing process simplified.
- Bank wise Advice generation became possible.

Bank /Post Office :

Services :

- Nodal bank / PO wise Advice Available in soft copies.

Benefits :

- No financial instruments
- Disbursement through RTGS.
- Reduction in cost, time and power.
- Online verification of Advice

(iii) **Accessibility (Time Window):** This website offers 24 X7 round the clock service. Its service is being maintained by state NIC unit.

(iv) **Distance required to travel to Access Points:** Services through this website are available through all computers, laptops, smart phones, tablets and smart gadgets capable of using internet facility. So it is easily accessible to everybody.

9 Cost to User :

No additional cost has been incurred by the Government as this website has been developed by a dedicated committee of government officials and consultants and this website is hosted by NIC. Only a token amount was spent on procurement of necessary accessories i.e. Printer Cartridges, Pen drives etc.

For pensioner and citizen this website service is available through all internet using visual device including smart phones, tablets etc. Previously pension amount was disbursed at block headquarters in a camp mode and pensioner had to visit the same. Most of them being too old were unable to travel alone and somebody had to accompany them. This meant double travel costing in addition to loss of wages for the day for the person who used to accompany the old pensioner. In hilly and forest areas, often vehicle are not available and old people had to walk on foot or to be carried on bed by their relatives. It added to the misery of the poor people of the state. Delivery mechanism developed through this website has solved all these problems.

10 Citizen Charter :

Department of Labour, Employment & Training has issued directions to dispose of all applications for pension within 21 days of its receipt. A monitoring system has been evolved and detailed formats have been designed for Block to Divisional level so that all issues are disposed of within the stipulated framework of time.

11 Privacy & Security Policy:

This application is hosted on the NIC data center so we follow the standard Privacy & Security policy of NIC.

Security Technology Used:

- The MD5 message-digest algorithm is used for password encryption.
- Role based user for different type of users.
- Use of digital signature in the case of signing of xml files (under testing phase).
- SFTP used for Server to server integration (under testing phase).
- One time password (OTP) at the time of Advice generation (under testing phase).

12 Innovation:

This website has been developed with a view to ensure fast, timely and transparent delivery of the benefits. Proper identification of the beneficiary for this State Resident Data Hub (SRDH) database is used which ensures proper identification, deduplication, verification and transfer of pension in the Account of Pensioner. Automated Aadhaar seeding facility, less response time, greater accuracy and upto date dashboard designed to monitor timely interventions are the key features of this website.

13 Sustainability :

We understand that that the salient influents on usage intention of citizens for e-governance initiative may differ contextually and are dependent on demographics, cultural norms and so on. Therefore before designing this e-governance initiative diverse needs of the citizens has been given proper consideration from the perspective of the people's potentialities, needs and aspirations defined by their respective rural reality. After in design of a lot of consultation a customised e-governance initiative that would be more responsive to the contextual reality of its respective area of delivery and hence better utilised by the locales and therefore prove to be more sustainable was conceptualized and delivered.

Services provided by our website are citizen-driven and ethnographically sensitive, rather than a mere understanding of technology and its acceptance by users. Its design focuses on the citizens needs from the point-of-view of citizens themselves, and therefore citizen-participation and their representatives have been the core-essence.

Given the ethnic and linguistic diversity, and literacy level of the state we are supposed to extend more facilities through a multilingual and a more interactive interface. Our dedicated team members are working on the issue and very soon we may be able to add more features like online application, and sanction facility with application tracking facility. A separate Grievance Redressal Module is being developed through which the user may be able to lodge and track the status of his grievance. SMS based system shall keep him posted on every step of the grievance resolution system. A separate payment Gateway interface is being added for faster delivery of services. All these features designed in consultation with Stake holders & end users shall provide a sustainable model.

14 **Number of users and services:**

Role based user module is integrated with application for proper user & role management. No any limitation is fixed for the number of user in State level, District Level or even in block level.

15 **Result Achieved/ Value Delivered to the beneficiary of the Project:**

This portal has changed the whole dynamics of services being offered. This new system of pension delivery mechanism with convergence of the concept of financial inclusion, economic empowerment and social security has been instrumental in bringing change to existing social relationships. The poor old man, widow and destitute who were hitherto compelled to live in seclusion are gaining social attention. Old people are no longer dependent on their kin and they get their due respect in the family and society. Apart from this angle from purely administrative and end user perspective also it has proved to be a game changer.

Citizen / Old Pensioner (Beneficiary):

Benefits:

- Timely and regular payment of pension
- Cost and Time saving for beneficiary
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Benefits:

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camps thus reducing time & cost for disbursal of money.

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- Greater transparency and accountability.
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Assistant Director (Social Security):

Benefits:

- Advice preparation time reduced to few hours, earlier used to take at least a week.
- Timely pension disbursal through nodal banks /PO's
- Better fund management.
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- Transparency in record keeping and fund management.

Govt. Treasury :

Benefits:

- No Advance Contingency (AC) Bill drawn at Treasury.
- Monthly A/C preparation of treasury made simple.
- Bill passing process simplified.
- Bank wise Advice generation became possible.

Bank /Post Office :

Benefits:

- No financial instruments
- Disbursement through RTGS.
- Reduction in cost, time and power.
- Online verification of Advice

16 Extent to which the Objective of the Project is fulfilled:

This portal has been successful in delivering all the desired services.

This portal is Single solution center for all Pension Payment related issues. It has facilitated Cash disbursement at doorstep using biometric card or biometric authentication in hard to reach areas through business correspondent model. It has ensured timely payment. It helps in identification of vacancies and due to this portal more than two lacks vacancies were identified and eligible beneficiaries were able to get pension benefits in time. All the beneficiaries have their own accounts. This resulted in total financial inclusion and increased saving tendency. Leakages into the system have been checked, Cleanup of data created nearly 15%-20% new vacancies. This has brought total transparency in the system, lightened the burden of government officials, and removed practice of manual advice generation and processing of bill. Verification with every advice is not required, manual reporting or off-line database updation is not required. Further it has lightened the burden of Bankers. Now Paperless, digital data is directly Uploaded to their server and cash management becomes easy. It is functioning at its optimal level and no complaints have been received so far.

17 Adaptability Analysis :

The application has been developed in ASP. NET with VB.NET & C# 4.0 as front end and SQL Server 2008 R2 as back end. This

application has significant functionality dedicated to interoperating with Microsoft / non-Microsoft products. While our application focused on the design of our software, we are also involved in work that contributes to interoperability across the system. We have collaborated and share different services with this application. Therefore this system may be easily edited & upgraded. As this application is hosted by secured NIC server securities related issues are addressed by NIC state unit. This application was developed by dedicated team of Government Officials hence we do not have any issues related to replication or scalability.

18 Comparative Analysis of earlier Vs new system :

This application is first one of its class to be implemented. Prior to this state government didn't have any application in this field. So comparative analysis is not possible.

Overall the positive impact of the e-Governance model vis a vis the manual system which was being implemented earlier has been elaborated earlier in the document

Annexure I

संयिका-06/NSAP-(कार्यान्वयन)-510/2013- 200

झारखण्ड सरकार

श्रम, नियोजन एवं प्रशिक्षण विभाग,
(सामाजिक सुरक्षा निदेशालय)

प्रेषक,

राम सेवक शर्मा,
मुख्य सचिव,
झारखण्ड, राँची।

सेवा में,

सभी उपायुक्त,
झारखण्ड।

राँची, दिनांक- 11/5/2013

विषय :- सामाजिक सुरक्षा से संबंधित योजनाओं के क्रियान्वयन के संबंध में।

महाशय,

आप सभी अवगत हैं कि सामाजिक सुरक्षा से संबंधित योजनाये समाज के अत्यन्त गरीब, असहाय, कमजोर, कुष्ठ रोगी, बंधुआ मजदूर एवं गरीबी रेखा से नीचे जीवन बसर करने वाले वृद्ध, वृद्धा, विधवा, विकलांग व्यक्तियों के जीवन यापन में सहायता हेतु भारत सरकार एवं राज्य सरकार द्वारा लागू की गयी है। ऐसे लोगों को इन योजनाओं का सही-सही एवं ससमय लाभ पहुंचाना हम सभी का दायित्व बनता है।

सामाजिक सुरक्षा योजनाओं के क्रियान्वयन हेतु निम्नलिखित निर्देश दिये जाते हैं जिनका अक्षरशः अनुपालन सुनिश्चित करें।

1. इंदिरा गांधी राष्ट्रीय वृद्धावस्था पेंशन योजना (IGNOAPS), 2. इंदिरा गांधी राष्ट्रीय विधवा पेंशन योजना (IGNWPS) एवं 3. इंदिरा गांधी राष्ट्रीय विकलांग पेंशन योजना (IGNDPS) योजना के अन्तर्गत BPL सूची 2002 में शामिल परिवारों के ग्रामीण विकास मंत्रालय, (एन०एस०ए०पी० डिवीजन) भारत सरकार द्वारा निर्धारित मापदण्ड/अहर्ता को पूर्ण करने वाले सभी सुयोग्य व्यक्तियों का नियमानुसार चयन करके शामिल करें। राज्य वृद्धावस्था पेंशन योजना में राज्य सरकार द्वारा दिये गये निर्देशों के अनुसार लाभान्वितों का चयन करें।
2. लाभुकों के चयन में इस बात का ध्यान रखें कि इन योजनाओं का उद्देश्य सुयोग्य श्रेणी के व्यक्तियों को आर्थिक सहायता पहुंचाना है न कि राज्य सरकार पर वित्तीय भार बढ़ाना। अतः सभी योजनाओं के लाभुकों का चयन निर्धारित मापदण्डों के अनुसार अत्यन्त सावधानी से करें तथा यह सुनिश्चित करें कि किसी भी दशा में अयोग्य व्यक्ति का चयन नहीं हो।
3. सभी योजनाओं में पूर्व से चयनित लाभुकों का शत-प्रतिशत मौखिक सत्यापन करायें तथा नरेगा के साथ उनका सामाजिक अंकेक्षण करवाना भी सुनिश्चित करें।
4. सभी योजनाओं के सभी लाभुकों का Digitization का कार्य 30 दिन के भीतर करके प्रतिवेदित करें।

:-2:-

5. जिन लाभुकों का बैंक/पोस्ट ऑफिस एकाउन्ट नहीं है, 30 दिन के भीतर उनका बैंक एकाउन्ट खोलवाना सुनिश्चित करें तथा प्रतिवेदन दें।
6. रौंघी, रामगढ़, हजारीबाग, सरायकेला-खरसावाँ, बोकारो, खूंटी तथा लोहरदगा जिलों में विशेष अभियान चलाकर सामाजिक सुरक्षा की सभी योजनाओं के पेंशनधारियों का Aadhar Card 31 मई, 2013 तक बनवाना सुनिश्चित किया जाय तथा उनके Database और Bank Account से Aadhar Card की सीडिंग/लिकिंग का कार्य 30.06.2013 तक पूर्ण कर लिया जाय जिससे 01 जुलाई से आधार Linked पेंशन का भुगतान भारत सरकार के आदेशानुसार सुनिश्चित किया जा सके।
7. जमशेदपुर, कोडरमा, गिरिडीह, गुमला, धनबाद, दुमका, देवघर, गोड्डा, चाईबासा तथा हजारीबाग जिलों में Computerized Database तैयार है। यह जिले भी 31 जुलाई, 2013 तक सभी पेंशनधारियों का Aadhar Card अभियान चलाकर बनवाना सुनिश्चित करेंगे तथा Database एवं A/c Number के साथ Aadhar Card की सीडिंग/लिकिंग सुनिश्चित करेंगे जिससे 01 अगस्त, 2013 से इन जिलों में आधार Linked भुगतान सुनिश्चित किया जा सके।
8. शेष सभी जिलों द्वारा Time Bound Programme बनाकर 30 सितम्बर, 2013 तक अभियान चलाकर सामाजिक सुरक्षा, निदेशालय की सभी योजनाओं के सभी पेंशनधारियों का Computerized Database तैयार करके उन्हें Aadhar Card उपलब्ध कराना सुनिश्चित किया जायेगा तथा Aadhar Number को पेंशनधारियों के Database और उनके खाते से सीड/लिक किया जायेगा जिससे 01 अक्टूबर से इन जिलों में सभी पेंशनधारियों का आधार Linked भुगतान सुनिश्चित किया जा सके। 30 सितम्बर के बाद यथा सम्भव Aadhar Card के बिना पेंशन का भुगतान नहीं किया जाएगा।
9. लाभुकों को ससमय पेंशन भुगतान नहीं होने की प्रायः शिकायतें प्राप्त होती रहती हैं। इसका एक प्रमुख कारण यह है कि राज्य से जिलों को प्राप्त आवंटन अंचलों को उपावटित होता है उसके बाद अंचल जिला कोषागार से विपत्र पारित कराके बैंकों को एडवाइस भेजते हैं। किसी अंचल में आवंटन अधिक हो जाता है तो किसी में कम हो जाता है। अंचलों से व्यय विवरणी प्राप्त होने में भी विलम्ब होता है जिसके कारण उपयोगिता प्रमाण-पत्र भेजने में विलम्ब होता है। माननीय सर्वोच्च न्यायालय ने भी प्रत्येक माह की 7वीं तारीख तक पेंशन का भुगतान संबंधी आदेश दिया है।
अतः जिला स्तरीय सामाजिक सुरक्षा कोषांग को सुदृढ़ करें तथा जिला स्तर से पेंशन के ऑनलाईन भुगतान की व्यवस्था करें जैसा कि जमशेदपुर, बोकारो, कोडरमा, धनबाद दुमका आदि जिलों में हो रहा है। प्रखण्ड विकास पदाधिकारी/अंचल अधिकारी से लाभुकों की अद्यतन सत्यापित सूची प्राप्त करके 30 दिन के अंदर जिला स्तर पर उसे Digitization कराके पेंशन का भुगतान प्रारम्भ करें।

-:3:-

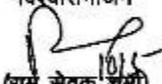
अंचल अधिकारी/प्रखण्ड विकास पदाधिकारी से भौतिक सत्यापन एवं सामाजिक अंकेक्षण का कार्य नियमानुसार करायें।

उपयोगिता प्रमाण-पत्र एवं व्यय विवरणी जिलों से ससमय प्राप्त नहीं होने के कारण भारत सरकार को उपयोगिता प्रमाण-पत्र भेजने में विलम्ब होता है। फलतः भारत सरकार अगली किश्त रिलीज नहीं करती है। अतः वित्तीय वर्ष-2012-13 की व्यय विवरणी एवं उपयोगिता प्रमाण-पत्र श्रम, नियोजन एवं प्रशिक्षण विभाग द्वारा निर्धारित विहित प्रपत्र में 15 दिन के भीतर उपलब्ध कराना सुनिश्चित करें।

10. सामाजिक सुरक्षा निदेशालय की योजनाओं के क्रियान्वयन हेतु जिला स्तर पर अपर समाहर्ता स्तर के पदाधिकारी को नोडल पदाधिकारी नामित करें तथा उनको नयी व्यवस्था के अनुसार पेंशन का ऑनलाईन भुगतान कराने की जिम्मेदारी सौंपें। ये राज्य स्तरीय प्रत्येक बैठक में भाग ले तथा दिये गये निर्देशों का अनुपालन करायें। आधार लिंकड भुगतान संबंधी के कार्य के लिए ये नोडल पदाधिकारी होंगे। एतदर्थ सम्यक आदेश की प्रति एक सप्ताह में उपलब्ध करायें। जिला स्तर पर इस पत्र में वर्णित कार्य को पूर्ण करने के लिए आप अपनी अध्यक्षता में एक समिति गठित करें जिसमें निम्नलिखित पदाधिकारी सम्मिलित होंगे (i) उप विकास आयुक्त, (ii) अपर समाहर्ता-सह-नोडल पदाधिकारी (iii) सहायक निदेशक, सा0सु0, (iv) जिला सूचना विज्ञान पदाधिकारी एवं (v) जिला अग्रणी बैंक पदाधिकारी (vi) जिला स्तर पर UID के समन्वयक। जिन सात जिलों में दिनांक- 01.07.2013 से आधार कार्ड पर आधारित पेंशन का भुगतान प्रारम्भ किया जाना है। उनमें इस समिति की बैठक प्रत्येक सप्ताह होगी तथा बैठक की कार्यवाही प्रधान सचिव, विज्ञान एवं प्रौद्योगिकी विभाग तथा प्रधान सचिव, श्रम, नियोजन एवं प्रशिक्षण विभाग को भेजी जायेगी। अन्य सभी जिलों में इस समिति की बैठक प्रत्येक पक्ष में कम से कम एक बार की जाए तथा बैठक की कार्यवाही प्रधान सचिव, सूचना एवं प्रौद्योगिकी विभाग तथा प्रधान सचिव, श्रम, नियोजन एवं प्रशिक्षण विभाग को भेजी जाय।

11. इन योजनाओं के क्रियान्वयन में ढिलाई बरतने वाले असंवेदनशील कर्मियों/पदाधिकारियों के विरुद्ध सख्त कार्रवाई करें तथा जहाँ आवश्यक हो, कार्रवाई हेतु प्रतिवेदन सरकार को प्रेषित करें।

विश्वासभाजन


(राम सेवक शर्मा)
मुख्य सचिव,
झरखण्ड, राँची।

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झापांक-०६/NSAP-(कार्यान्वयन)-510/2013- 200 रॉची, दिनांक- 11.5.13.

प्रतिलिपि:-समी प्रमण्डलीय आयुक्त, झारखण्ड/प्रधान सचिव, सूचना एवं प्रौद्योगिकी विभाग, झारखण्ड, रॉची/निदेशक, N.L.C, झारखण्ड, रॉची/सचिव, सांस्थिक वित्त एवं कार्यक्रम कार्यान्वयन विभाग, झारखण्ड, रॉची तथा सहायक निदेशक/प्रभारी सहायक निदेशक, सामाजिक सुरक्षा कोषांग, झारखण्ड/सहायक महानिदेशक, यू0आई0डी0, रॉची/महाप्रबंधक, रिजर्व बैंक ऑफ इंडिया, झारखण्ड, रॉची/महाप्रबंधक, बैंक ऑफ इंडिया-सह-समन्वयक S.L.B.C., झारखण्ड, रॉची सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।


(राम सेवक शर्मा)
मुख्य सचिव,
झारखण्ड, रॉची।

Annexure II

संख्या-06/सांसु(विदिघ)-1002/2011- 340

झारखण्ड सरकार
श्रम, नियोजन एवं प्रशिक्षण विभाग
(सामाजिक सुरक्षा)

प्रेषक,

विष्णु कुमार,
प्रधान सचिव।

सेवा में,

सभी प्रमण्डलीय आयुक्त,
सभी उपायुक्त,
झारखण्ड।

विषय :-

सेवा देने की गारंटी अधिनियम, 2011 के अन्तर्गत प्राप्त आवेदनों पर कार्रवाई की अद्यतन स्थिति के संबंध में।

महाराय,

उपर्युक्त विषयक निदेशालय सामाजिक सुरक्षा के पत्रांक-387 दि०-06.08.2012, पत्रांक-403 दि०-14.08.2012 एवं 419 दि०-24.08.2012 एवं पत्रांक-456 दिनांक-08.09.2012 का कृपया स्मरण करें जिसके द्वारा आपसे सेवा देने की गारंटी अधिनियम, 2011 से संबंधित प्रतिवेदन की माँग की गई थी। वित्तीय वर्ष-2012-13 में केवल 9 जिलों दुमका, रामगढ़, खूँटी, हजारीबाग, बोकारो, धनबाद, पाकुड़, सरायकेला-खरसौवा एवं राँची से प्रतिवेदन प्राप्त हुए हैं किन्तु वे विहित प्रपत्र में नहीं हैं।

अतः आपसे अनुरोध है कि सामाजिक सुरक्षा निदेशालय द्वारा संचालित सभी पेंशन संबंधी योजनाओं में सेवा देने की गारंटी अधिनियम 2011 के अन्तर्गत कितने आवेदन-पत्र प्राप्त हुए हैं, प्राप्त आवेदन-पत्रों के आलोक में क्या कार्रवाई की गई है, कितनी अपीलें दाखल हुई हैं तथा कितनी अपीलों का निष्पादन हुआ है, इससे संबंधित प्रतिवेदन इस पत्र के साथ अनुलग्नक-1 एवं 2 के रूप में संलग्न प्रपत्र में एक सप्ताह में उपलब्ध करायें। आपसे यह भी अनुरोध है कि इसके साथ संलग्न प्रपत्र में अपने जिले का प्रतिवेदन प्रत्येक माह की 10वीं तारीख तक विभाग को नियमित रूप से उपलब्ध करायें। अनुलग्नक-2 के "घ" अंश से संबंधित प्रतिवेदन प्रमण्डलीय आयुक्त प्रत्येक माह की 10वीं तारीख तक विभाग को नियमित रूप से उपलब्ध करायेंगे।

अनु०- यथोक्त।

विश्वासभाजन

(विष्णु कुमार)
प्रधान सचिव।

आपांक-06/सांसु(विदिघ)-1002/2011- 340

संची दिनांक-11.8.2013

प्रतिलिपि:-विकास आयुक्त, झारखण्ड, राँची/मुख्य सचिव, झारखण्ड, राँची को सूचनार्थ प्रेषित।

(विष्णु कुमार)
प्रधान सचिव।

अनुलग्नक-1

झारखण्ड राज्य सेवा देने की गारंटी अधिनियम, 2011 के अन्तर्गत प्राप्त पेंशन संबंधी आवेदन पत्रों की मासिक प्रगति के प्रतिवेदन का प्रपत्र :-

जिला का नाम :-

(क) प्रखण्ड कार्यालय

प्रखण्ड का नाम	माह में प्राप्त आवेदन पत्रों की संख्या	पूर्व से लंबित आवेदन पत्रों की संख्या	कुल आवेदन पत्रों की संख्या (2+3)	कॉलम 2 में से 21 दिन के अंदर निष्पादित पत्रों की संख्या	कॉलम 3 में से 21 दिन के अन्दर निष्पादित आवेदन पत्रों की संख्या	कॉलम 2 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कॉलम 3 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कुल निष्पादित आवेदन पत्रों की संख्या (5+6+7+8)	माह के अन्दर में कुल लंबित आवेदन पत्रों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल आवेदन पत्रों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित आवेदन पत्रों की संख्या सहित)	अनुमोदित
1	2	3	4	5	6	7	8	9	10	11	12

(ख) अनुमंडल कार्यालय

अनुमंडल का नाम	माह में प्राप्त आवेदन पत्रों की संख्या	पूर्व से लंबित आवेदन पत्रों की संख्या	कुल आवेदन पत्रों की संख्या (2+3)	कॉलम 2 में से 21 दिन के अंदर निष्पादित पत्रों की संख्या	कॉलम 3 में से 21 दिन के अन्दर निष्पादित आवेदन पत्रों की संख्या	कॉलम 2 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कॉलम 3 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कुल निष्पादित आवेदन पत्रों की संख्या (5+6+7+8)	माह के अन्दर में कुल लंबित आवेदन पत्रों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल आवेदन पत्रों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित आवेदन पत्रों की संख्या सहित)	अनुमोदित
1	2	3	4	5	6	7	8	9	10	11	12

(ग) कुल योग- (क+ख)

जिला का नाम	माह में प्राप्त आवेदन पत्रों की संख्या	पूर्व से लंबित आवेदन पत्रों की संख्या	कुल आवेदन पत्रों की संख्या (2+3)	कॉलम 2 में से 21 दिन के अंदर निष्पादित पत्रों की संख्या	कॉलम 3 में से 21 दिन के अन्दर निष्पादित आवेदन पत्रों की संख्या	कॉलम 2 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कॉलम 3 में से अधिक अवधि में निष्पादित आवेदन पत्रों की संख्या	कुल निष्पादित आवेदन पत्रों की संख्या (5+6+7+8)	माह के अन्दर में कुल लंबित आवेदन पत्रों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल आवेदन पत्रों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित आवेदन पत्रों की संख्या सहित)	अनुमोदित
1	2	3	4	5	6	7	8	9	10	11	12

नोट :- "ग" में क एवं ख में अंकित प्रखण्ड एवं अनुमंडल कार्यालयों में प्राप्त पेंशन संबंधी आवेदन पत्रों का योग अंकित किया जायेगा।

अनुलग्नक-2

अनुमंडल पदाधिकारी, उपायुक्त तथा प्रमण्डलीय आयुक्त अपीलों के निष्पादन हेतु निम्न प्रपत्र में एक प्रतिवेदन तैयार करके जिला कार्यालय/आयुक्त कार्यालय/सामाजिक सुरक्षा निदेशालय को प्रत्येक माह की 10वीं तारीख तक उपलब्ध करायेंगे।

(क) अनुमंडल कार्यालय :-

अनुमंडल का नाम	माह में दायर अपीलों की संख्या	पूर्व माह से लंबित अपीलों की संख्या	लंबित अपीलों की कुल संख्या (2+3)	क्रमांक 2 में से 15 दिन के अंदर निष्पादित अपीलों की संख्या	क्रमांक 3 में से 15 दिन में निष्पादित अपीलों की संख्या	कॉलम 2 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	कॉलम 3 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	माह में कुल निष्पादित अपीलों की संख्या (5+6+7+8)	माह के अंत में कुल लंबित अपीलों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल अपीलों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित अपीलों की संख्या सहित)	अभ्युक्ति
1	2	3	4	5	6	7	8	9	10	11	12

(ख) उपायुक्त कार्यालय :-

जिलों का नाम	माह में दायर अपीलों की संख्या	पूर्व माह से लंबित अपीलों की संख्या	लंबित अपीलों की कुल संख्या (2+3)	क्रमांक 2 में से 15 दिन के अंदर निष्पादित अपीलों की संख्या	क्रमांक 3 में से 15 दिन में निष्पादित अपीलों की संख्या	कॉलम 2 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	कॉलम 3 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	माह में कुल निष्पादित अपीलों की संख्या (5+6+7+8)	माह के अंत में कुल लंबित अपीलों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल अपीलों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित अपीलों की संख्या सहित)	अभ्युक्ति
1	2	3	4	5	6	7	8	9	10	11	12

(ग) कुल योग (क+ख) :-

जिलों का नाम	माह में दायर अपीलों की संख्या	पूर्व माह से लंबित अपीलों की संख्या	लंबित अपीलों की कुल संख्या (2+3)	क्रमांक 2 में से 15 दिन के अंदर निष्पादित अपीलों की संख्या	क्रमांक 3 में से 15 दिन में निष्पादित अपीलों की संख्या	कॉलम 2 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	कॉलम 3 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	माह में कुल निष्पादित अपीलों की संख्या (5+6+7+8)	माह के अंत में कुल लंबित अपीलों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल अपीलों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित अपीलों की संख्या सहित)	अभ्युक्ति
1	2	3	4	5	6	7	8	9	10	11	12

(घ) प्रमण्डलीय आयुक्त का कार्यालय :-

अनुमंडल का नाम	माह में दायर अपीलों की संख्या	पूर्व माह से लंबित अपीलों की संख्या	लंबित अपीलों की कुल संख्या (2+3)	क्रमांक 2 में से 15 दिन के अंदर निष्पादित अपीलों की संख्या	क्रमांक 3 में से 15 दिन में निष्पादित अपीलों की संख्या	कॉलम 2 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	कॉलम 3 में से 15 दिन से अधिक अवधि में निष्पादित अपीलों की संख्या	माह में कुल निष्पादित अपीलों की संख्या (5+6+7+8)	माह के अंत में कुल लंबित अपीलों की संख्या (4-9)	वित्तीय वर्ष 2012-13 में निष्पादित कुल अपीलों की संख्या (कॉलम 9 तथा पूर्व माह तक निष्पादित अपीलों की संख्या सहित)	अभ्युक्ति
1	2	3	4	5	6	7	8	9	10	11	12

नोट :-

1. ग में क एवं ख में अंकित अनुमंडल एवं उपायुक्त कार्यालय में लंबित एवं निष्पादित अपीलों का योग अंकित किया जायेगा।
2. "घ" अंश से संबंधित प्रतिवेदन प्रमण्डलीय आयुक्त द्वारा प्रत्येक माह की 10वीं तारीख तक श्रम, नियोजन एवं प्रशिक्षण विभाग, झारखण्ड, राँची को उपलब्ध कराया जायेगा।

Annexure III

संख्या-06/सा0सु0पे0यो0(DCT)-513/2012- 117

झारखण्ड सरकार
श्रम, नियोजन एवं प्रशिक्षण विभाग
(सामाजिक सुरक्षा)

प्रेषक,

विष्णु कुमार,
सरकार के प्रधान सचिव।

सेवा में,

उपायुक्त,
राँची, हजारीबाग, रामगढ़ एवं सरायकेला-खरसावाँ।

विषय :- कैम्प के माध्यम से राष्ट्रीय सामाजिक सहायता कार्यक्रम के तहत संचालित सभी पेंशन योजनाओं को आधार कार्ड (UID) से लिंक करने तथा 1 जून, 2013 से Electronic funds management system को कार्यान्वयन करने के संबंध में।

महाशय,

उपर्युक्त विषयक भारत सरकार के संयुक्त सचिव, ग्रामीण विकास मंत्रालय, ग्रामीण विकास विभाग, नई दिल्ली के अर्द्ध सरकारी पत्र संख्या-J-11011/5/2012-NSAP दिनांक-01.03.2013 की छायाप्रति संलग्न करते हुए कहना है कि अपने-अपने जिले में कैम्प लगाकर NSAP के अन्तर्गत संचालित सभी पेंशन योजनाओं के लाभुकों का आधार कार्ड (UID) मई, 2013 तक बनावा लें। सभी पेंशनधारियों का बैंक/पोस्ट ऑफिस में खाता खोलवा दें तथा आधार नम्बर की seeding करा लें जिससे 1 जून, 2013 से लाभुकों को पेंशन राशि सीधे उनके खाते में स्थानान्तरित की जा सके। साथ ही अपने जिले में सभी पेंशनधारियों का लीगेसी डाटा भी जिला सूचना विज्ञान पदाधिकारी के माध्यम से तैयार करवा लें।

आपको आदेश दिया जाता है कि भारत सरकार के पत्र में उल्लिखित बिन्दुओं का अनुपालन ससमय सुनिश्चित करें जिससे आपके जिले में 1 जून, 2013 से आधार कार्ड UID Based Direct Cash Transfer योजना का कार्यान्वयन किया जा सके। कृत कार्रवाई की सूचना अद्योहस्ताक्षरी को एक पक्ष में शीघ्र उपलब्ध करायें।

अनुलग्नक :- यथोक्त।

विश्वासभाजन

(विष्णु कुमार)

सरकार के प्रधान सचिव।

ज्ञापांक-06/सा0सु0पे0यो0(DCT)-513/2012- 117

राँची, दिनांक- 16.3.2013.

प्रतिलिपि :- सहायक निदेशक/प्रभारी सहायक निदेशक, सामाजिक सुरक्षा, जिला सामाजिक सुरक्षा, कोषांग, राँची, हजारीबाग, रामगढ़ एवं सरायकेला-खरसावाँ को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

(विष्णु कुमार)

सरकार के प्रधान सचिव।

ज्ञापांक-06/सा0सु0पे0यो0(DCT)-513/2012- 117

राँची, दिनांक- 16.3.13.

प्रतिलिपि :- सभी प्रमण्डलीय आयुक्त को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

(विष्णु कुमार)

सरकार के प्रधान सचिव।

Annexure IV

पत्रांक-02/NSAP (कार्यान्वयन)-510/2012- 239

झारखण्ड सरकार
श्रम, नियोजन एवं प्रशिक्षण विभाग
(सामाजिक सुरक्षा)

प्रेषक,

राहुल शर्मा, *माओसे*
सचिव,
श्रम नियोजन एवं प्रशिक्षण विभाग-सह-
मनरेगा, आयुक्ता,
झारखण्ड, राँची।

सेवा में,

सभी उपायुक्त,
झारखण्ड।

राँची, दिनांक 9.5.2014

विषय- दिनांक 19.05.2014 से 24.05.2014 तक प्रखण्डवार अधिकार शिविर का आयोजन के संबंध में।

महाशय,

उपर्युक्त विषय के संबंध में निदेशानुसार कहना है कि सरकार द्वारा आम जन के कल्याणार्थ कई सामाजिक सुरक्षा योजनायें संचालित की जाती हैं। सरकार द्वारा संचालित विभिन्न सामाजिक सुरक्षा योजनाओं का प्रचार-प्रसार कर अर्हताधारक लाभुकों से नियमानुसार स्थल पर आवेदन प्राप्त कर स्थल स्वीकृति प्रदान कर इन योजनाओं से लाभान्वित करने के उद्देश्य से माह फरवरी, 2014 में अधिकार शिविर आयोजित किये गये थे। इन शिविरों को आशातीत सफलता मिली थी। इनकी सफलता तथा जन आकांक्षा के मद्देनजर राज्य के प्रत्येक प्रखण्ड में दिनांक 19 से 24 मई, 2014 तक अधिकार शिविर आयोजित करने का निर्णय लिया गया है। इन अधिकार शिविरों का थीम रोलोगन "मेरा अधिकार मेरे साथ" होगा।

2. प्रस्तावित अधिकार शिविर को सफलता के साथ कार्यान्वित करने के उद्देश्य से प्रत्येक प्रखण्ड के प्रखण्ड विकास पदाधिकारी/अंचल अधिकारी तथा जिला स्तर पर उप विकास आयुक्त नोडल पदाधिकारी के रूप में कार्य करेंगे। इन शिविरों के आयोजन हेतु जिला स्तर पर कई विभागों की सहभागिता को देखते हुए जिला स्तर के संबंधित विभागों से समन्वय स्थापित कर शिविर के सफल कार्यान्वयन हेतु आपके स्तर पर सम्पूर्ण कार्यक्रम का पर्यवेक्षण एवं मार्गदर्शन का कार्य अपेक्षित है।
3. आप अवगत हैं कि झारखण्ड सरकार के द्वारा लाभुकों के कल्याणार्थ निम्नलिखित सामाजिक सुरक्षा पेंशन योजनायें संचालित की जाती हैं :-

- (i) इंदिरा गाँधी राष्ट्रीय वृद्धावस्था पेंशन योजना (60 वर्ष या उससे अधिक आयु वर्ग)।
- (ii) इंदिरा गाँधी राष्ट्रीय विधवा पेंशन योजना (40-79 वर्ष आयु वर्ग)।
- (iii) इंदिरा गाँधी राष्ट्रीय विकलांग पेंशन योजना (18-79 वर्ष आयु वर्ग)।
- (iv) राज्य सामाजिक सुरक्षा पेंशन योजना (60 वर्ष या उससे अधिक आयु वर्ग)।

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भारत सरकार के निर्देशों व विभागीय संकल्प ज्ञापक-07 दिनांक 09.01.2014 द्वारा राष्ट्रीय सामाजिक सहायता कार्यक्रम के अन्तर्गत संचालित निम्नलिखित पेंशन योजनाओं में दिनांक 01.02.2014 से राज्यांश की राशि में वृद्धि तथा राज्य सामाजिक सुरक्षा पेंशन योजना के लिए निर्धारित अर्हता में संशोधन और राज्यांश की राशि में वृद्धि करने का निर्णय लेते हुए सभी जिलों के लिए भौतिक लक्ष्य संसूचित किया गया था। (सुलभ प्रसंग हेतु भारत सरकार के द्वारा इस संबंध में निर्गत अद्यतन निर्देशों की प्रति संलग्न है।)

क्रमांक	योजना का नाम
1	इंदिरा गाँधी राष्ट्रीय वृद्धावस्था पेंशन योजना (60-79 वर्ष आयु वर्ग)।
2	इंदिरा गाँधी राष्ट्रीय विधवा पेंशन योजना (40-79 वर्ष आयु वर्ग)।
3	इंदिरा गाँधी राष्ट्रीय विकलांग पेंशन योजना (18-79 वर्ष आयु वर्ग)।
4	राज्य सामाजिक सुरक्षा पेंशन योजना (60 वर्ष या उससे अधिक आयु वर्ग)।

अधिकार शिविर के कार्यक्रम का स्थानीय स्तर पर सभी माध्यमों यथा-डुगडुगी बजाना/लाउडस्पीकर का प्रयोग, लीफलेट का वितरण इत्यादि से प्रचार-प्रसार कराकर अर्हता प्राप्त लाभुकों से शिविर में आवेदन प्राप्त किये जायेंगे। इन शिविरों में लाभुकों को योजना की जानकारी उपलब्ध कराने के साथ-साथ सभी प्रकार के आवश्यक आवेदन विहित प्रपत्र में भरने हेतु सहायताउपलब्ध कराने की व्यवस्था सुनिश्चित की जानी चाहिए ताकि किसी भी लाभुक को अपना आवेदन मर योजना से लाभ लेने में कोई कठिनाई नहीं हो।

अधिकार शिविर में प्रमुखतया निम्नलिखित कार्य निष्पादित किये जायेंगे :-

- सरकार की उपर्युक्त पेंशन योजनाओं का आवेदन प्राप्त कर उसकी जाँच करना तथा अनुमण्डल पदाधिकारी से नियमानुसार स्वीकृति प्राप्त कर शिविर में दैनन्दिन आधार पर स्वीकृत लाभुकों की सूची का प्रकाशन करना। इस कार्य हेतु अनुमण्डल पदाधिकारी प्रत्येक कार्यदिवस को शिविर स्थल पर उपस्थित रहकर आवेदन की स्वीकृति की कार्रवाई सुनिश्चित करायेंगे।
- झारखण्ड भवन एवं अन्य सन्निर्माण कर्मकार कल्याण बोर्ड (Jharkhand Building And Other Construction Workers Welfare Board) के अन्तर्गत अर्हता प्राप्त निर्माण श्रमिकों से शिविर में आवेदन प्राप्त कर निबंधन की कार्रवाई करना तथा नियमानुसार बोर्ड की योजनाओं से लाभान्वित करना। निर्माण श्रमिक के रूप में निबंधन कराने तथा बोर्ड द्वारा संचालित निम्नलिखित योजनाओं से लाभ लेने हेतु अर्हता निम्नानुसार है :-

<p>बोर्ड द्वारा संचालित योजनाएँ :- (अनुलग्नक-“ख” संलग्न जिसमें लाभकों के लिए अर्हता का उल्लेख है)</p> <ol style="list-style-type: none"> 1. श्रमिक औजार सहायता योजना 2. साईकिल सहायता योजना 3. सिलाई मशीन सहायता योजना 4. मेधावी पुत्र/पुत्री छात्रवृत्ति योजना 5. बाल श्रम शिक्षा प्रोत्साहन योजना 6. जनश्री बीमा/आम आदमी बीमा योजना 7. राष्ट्रीय स्वास्थ्य बीमा योजना 8. चिकित्सा प्रतिपूर्ति योजना 9. चिकित्सा सहायता योजना 10. अंत्येष्टि सहायता योजना 11. रोजगार प्रशिक्षण योजना 12. मातृत्व प्रसुविधा योजना 13. राष्ट्रीय पेंशन योजना 14. पेंशन योजना 15. पारिवारिक पेंशन योजना 16. अनाथ पेंशन 17. निःशक्तता पेंशन योजना 18. विवाह सहायता योजना 	<p>बोर्ड का सदस्य होने की अर्हता एवं प्रक्रिया</p> <ol style="list-style-type: none"> 1. भवन एवं अन्य सन्निर्माण कार्य में 90 दिन कार्य किया हो। 2. 18 वर्ष से अधिक या 60 वर्ष से कम उम्र का है। 3. 10/- ₹0 निबंधन शुल्क तथा 100/- ₹0 वार्षिक अंशदान। 4. आवेदक के द्वारा परिचय पत्र हेतु पासपोर्ट साईज फोटो तथा आयु प्रमाण-पत्र। <p>योजना का लाभ लेने हेतु आवेदन की प्रक्रिया :-</p> <ol style="list-style-type: none"> 1. आवेदक के द्वारा हस्ताक्षरयुक्त आवेदन संबंधित क्षेत्राधिकारिता के श्रम प्रवर्तन पदाधिकारी/श्रम अधीक्षक के कार्यालय में आवेदन जमा किया जायेगा। 2. आवेदन में निबंधन क्रमांक अंकित किया जाना आवश्यक है। <p>स्वीकृति का अधिकार :-</p> <ol style="list-style-type: none"> 1. पात्रता जाँच के उपरान्त स्थानीय श्रम प्रवर्तन पदाधिकारी/श्रम अधीक्षक के द्वारा निबंधन पदाधिकारी के माध्यम से आवेदन उप श्रमायुक्त को 15 दिनों में अधिसारित किया जाएगा। 2. उप श्रमायुक्त एक सप्ताह के अन्दर स्वीकृति की प्रक्रिया पूर्ण कर योजना का लाभ लाभकों को दिलायेंगे। <p>अन्यान्य :-</p> <ol style="list-style-type: none"> 1. योजना के संबंध में कोई विसंगति होने पर बोर्ड का निर्णय अंतिम होगा।
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बोर्ड द्वारा संचालित उपर्युक्त योजनाओं का लाभ लेने हेतु वांछित आवेदन प्रक्रिया एवं अर्हता की विस्तृत विवरणी सुलभ प्रसंग हेतु संलग्न है। (अनुलग्नक-“ख”)

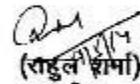
- (iii) मनरेगा योजना के अन्तर्गत मजदूरों का जॉब कार्ड हेतु आवेदन प्राप्त कर नियमानुसार जॉब कार्ड उपलब्ध कराना।
- (iv) मनरेगा योजना के अन्तर्गत शिविर में कार्य हेतु माँग पत्र प्राप्त करना तथा नियमानुसार योजना की स्वीकृति व कार्य उपलब्ध कराना।
- (v) राष्ट्रीय स्वास्थ्य बीमा योजना के अन्तर्गत वैसे लाभक जो निम्नलिखित कोटि के हों तथा उनका नाम डाटा बेस में उपलब्ध हो तथा जिन्होंने पंचम चक्र हेतु स्मार्ट कार्ड प्राप्त नहीं किया हो का Enrolment की कार्रवाई करना तथा स्थल पर ही स्मार्ट कार्ड उपलब्ध कराना।

- (vi) सरकार के द्वारा संचालित सामाजिक सुरक्षा योजनाओं के आवेदन हेतु जहाँ नियमानुसार आय प्रमाण-पत्र, बी0पी0एल0 नम्बर, आधार क्रमांक इत्यादि की आवश्यकता होगी उन्हें यदि अबतक ये प्रमाण-पत्र निर्गत नहीं किये गये हैं तो इन्हें नियमानुसार आवेदन प्राप्त कर निर्गत करने की कार्रवाई भी अपेक्षित होगी ताकि ज्यादा से ज्यादा लाभुक अधिकार शिविर का लाभ ले सकें।
- (vii) शिविर स्थल पर उपस्थित लोगों की सुविधा के लिए सरकार की विभिन्न पेंशन योजनाओं के आवेदन, मनरेगा में जॉब कार्ड हेतु आवेदन, मनरेगा में कार्य आर्बटन हेतु आवेदन सहित सभी प्रकार के आवेदन पत्र विहित प्रपत्र में समुचित मात्रा में उपलब्ध रखा जाना अपेक्षित है। कार्यक्रम स्थल की Visibility एवं आम जनता की सुविधा के लिए अलग अलग काउन्टर बनाकर आवश्यकतानुसार बैनर इत्यादि का उपयोग किया जाना चाहिए।

प्रत्येक जिला में आयोजित शिविरों में हुई प्रगति के अनुश्रवण हेतु जिला स्तर पर उप विकास आयुक्त के नियंत्रण में जिला नियंत्रण कक्ष की स्थापना की जायेगी। जिला नियंत्रण कक्ष प्रत्येक प्रखण्ड से दिनभर प्रगति की सूचना संकलित कर संलग्न प्रपत्र में संध्या 5:00 बजे तक दैनन्दिन आधार पर राज्य स्तर पर स्थापित नियंत्रण कक्ष में उपलब्ध कराना सुनिश्चित करेगा। राज्यस्तरीय नियंत्रण कक्ष के प्रमारी पदाधिकारी श्री सुधांशु कुमार ओझा, सहायक निदेशक, सामाजिक सुरक्षा, मुख्यालय को दूरभाष संख्या-0651-2491341, 0651-2490956 तथा मोबाईल संख्या-8603857130 एवं मनरेगा आयुक्त, झारखंड, रांची के दूरभाष संख्या-0651-2446776 पर प्रत्येक कार्यदिवस को एतद् संबंधी प्रतिवेदन उपलब्ध कराना सुनिश्चित किया जायेगा।

आपसे अनुरोध है कि अधिकार शिविरों के आयोजन हेतु सभी विभागों के साथ से समन्वय स्थापित करते हुए आवश्यक दिशा-निर्देश देने की कृपा की जाय तथा जन कल्याण के मद्देनजर इसकी सफलता सुनिश्चित करायी जाय।

विश्वारामाजन


(राहुल शर्मा)

सचिव,

श्रम, नियोजन एवं प्रशिक्षण विभाग

-सह-

मनरेगा आयुक्त

झारखण्ड, रांची।

ज्ञापांक-02/NSAP (कार्यान्वयन)-510/2012-239 रॉची, दिनांक 9.5.2014.
प्रतिलिपि-सभी उप विकास आयुक्त/सभी अनुमण्डल पदाधिकारी/सभी सहायक निदेशक, सामाजिक सुरक्षा को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

(राहुल शर्मा)
सचिव,

श्रम, नियोजन एवं प्रशिक्षण विभाग
-सह-
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ज्ञापांक-02/NSAP (कार्यान्वयन)-510/2012-239 रॉची, दिनांक 9.5.2014.
प्रतिलिपि-सभी उप श्रमायुक्त, कृषि श्रमिक सहित/सभी सहायक श्रमायुक्त, कृषि श्रमिक सहित/सभी श्रम अधीक्षक, कृषि श्रमिक सहित को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।
2. उनको निदेशित किया जाता है कि वे उपायुक्त तथा उपविकास आयुक्त से सतत सम्पर्क में रहकर शिविर का सफल आयोजन सुनिश्चित करायेंगे।

(राहुल शर्मा)
सचिव,

श्रम, नियोजन एवं प्रशिक्षण विभाग
-सह-
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ज्ञापांक-02/NSAP (कार्यान्वयन)-510/2012-239 रॉची, दिनांक 9.5.2014.
प्रतिलिपि-श्री सुधांशु कुमार ओझा, सहायक निदेशक, सामाजिक सुरक्षा, मुख्यालय को सूचनार्थ एवं आवश्यक कार्यार्थ प्रेषित।

वे प्रत्येक दिन राज्य स्तर पर संकलित प्रतिवेदन माननीय मंत्री, श्रम, नियोजन एवं प्रशिक्षण विभाग-सह-ग्रामीण विकास विभाग-सह-पंचायती राज विभाग के आप्त सचिव को उनके मोबाईल संख्या-09868090541 पर सम्पर्क कर उपलब्ध कराना सुनिश्चित करेंगे।

(राहुल शर्मा)
सचिव,

श्रम, नियोजन एवं प्रशिक्षण विभाग
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ज्ञापांक-02/NSAP (कार्यान्वयन)-510/2012-239 रॉची, दिनांक 9.5.2014.
प्रतिलिपि-माननीय मंत्री, श्रम, नियोजन एवं प्रशिक्षण विभाग, झारखण्ड सरकार के आप्त सचिव/मुख्य सचिव, झारखण्ड के विशेष कार्य पदाधिकारी/सचिव, श्रम, नियोजन एवं प्रशिक्षण विभाग, झारखण्ड सरकार के विशेष कार्य पदाधिकारी को सूचनार्थ प्रेषित।

(राहुल शर्मा)
सचिव,

श्रम, नियोजन एवं प्रशिक्षण विभाग
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