Public Services from Blocks & Panchayat Sarkar Bhavans through e-Governance

Presented by
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District Magistrate, Saharsa
Challenges of Saharsa District

Geographical
- Difficult Riverine Terrain (Koshi)
- Lack of Communication
- No all weather road
- Boat - only mode of transport in many a Panchayats

Demographical
- Low literacy rate (54%), Census, 2011
- Digital Literacy even lower
- Large population dependant on agriculture
- Frequent floods force them to migrate to other places for livelihood.
- Most of the Schemes – Available online only
Infrastructural Challenge- Availability of Panchayat Sarkar Bhavan (PSB)

- With PSB: 13
- Without PSB: 138

Single window platform is available at PSB
Initiative - 1

Reaching People: Through Frontline Workers

INTERNET Enabled Villages:
Reach - Collect & Upload application

INTERNET Inaccessible Villages:
Reach - Collect - Come back to Block - Upload Application
Initiative -2

m-Review
Initiative -3

E-Review

DISTRICT ADMINISTRATION, SAHARSA
Initiative - 4
“Hope” : District Level Monitoring App
Initiative - 5

Special Camps in Panchayats
Initiative - 6

Provision of Govt. boats to frontline workers during flood.

Vikas Mitra / Tola Sevak reaching to far-off places

- Collect Information
- Delivers Services (Certificates etc.)
- Reaches remotest places with the help of Govt Assigned Boats
Awareness about different public services through Skits/plays by Kala Jathha & Mobile video van in local dialect
### Initiative -8

Weekly grading of the frontline workers and award to achievers.

<table>
<thead>
<tr>
<th>Panchayat name</th>
<th>Name of the frontline worker</th>
<th>% Achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ghordhah</td>
<td>Niraj Kumar</td>
<td>97</td>
</tr>
<tr>
<td>Kopariya</td>
<td>Subhash Kumar</td>
<td>94</td>
</tr>
<tr>
<td>Chanad</td>
<td>Rahul Kumar</td>
<td>91</td>
</tr>
<tr>
<td>Golma East</td>
<td>Ashok Kumar Ashik</td>
<td>87</td>
</tr>
<tr>
<td>Kishanpur</td>
<td>Chandan Kumar Mishra</td>
<td>86</td>
</tr>
<tr>
<td>Pastpaar</td>
<td>Nisha Kumari</td>
<td>84</td>
</tr>
<tr>
<td>Chainpur</td>
<td>Raj Kumar Ranjan</td>
<td>79</td>
</tr>
<tr>
<td>Amarpur</td>
<td>Abhinav Kumar</td>
<td>54</td>
</tr>
<tr>
<td>Sulindabaad</td>
<td>Ajeet Kumar</td>
<td>52</td>
</tr>
<tr>
<td>Mohanpur</td>
<td>Subhash Kumar</td>
<td>51</td>
</tr>
</tbody>
</table>
Helpline/SMS/Online tracking

Helpline No. : 06478-223333

SMS : RTPS <Application ID> to 56060

Online tracking system
http://210.212.23.51/rtps/ApplicationStatus.aspx
MNREGS : Mahatma Gandhi National Rural Employment Guarantee Scheme

101% Man-days achieved, 95% Timely Payment
Highest achievement at state level.

DISTRICT ADMINISTRATION, SAHARSA
100% Sanction against Target.

Only 3 districts in state have achieved this: Saharsa is one of them.

This is achieved through constant monitoring through “HOPE” App. and camp at panchayat to district level.

DISTRICT ADMINISTRATION, SAHARSAA
Impact - 3

ICDS-Common Application Software (CAS)

- Pilot project in Saharsa.
- Actual Project got launched in Saharsa in Nov-2019

<table>
<thead>
<tr>
<th>Target</th>
<th>2075</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achievment</td>
<td>1411</td>
</tr>
<tr>
<td>% Ach</td>
<td>68%</td>
</tr>
</tbody>
</table>
Pradhan Mantri Jan Aarogya Yojana (PMJAY)
(Ayushman Bharat yojna)

Sahrasa Ranking: Amongts Top-3 in Bihar state.

Source: bis.pmjay.gov.in
Pradhan Mantri Matru Vandan Yojana (PMMVY)

**Impact -5**

100% Enrolment of pregnant women for first child.

Source: pmmvy-cas.nic.in
Pradhan Mantri Kisan Maandhan Yojana (PMKMY)

Enrolments: **13373**
(Source: Maandhan.in)

Impact - 6
Impact -7

Quick distribution of flood relief

60,000 households were given flood relief through DBT with the help of our frontline worker within short span of time during previous flood.
Service delivery through RTPS (Caste/Residence/Income, etc.)

Impact - 8

20% enhancement in service delivery.

Reduction in service delivery time

Weeding out of Middle men.

<table>
<thead>
<tr>
<th>Total Application</th>
<th>7 Dec 2017 to 6 Dec 2018</th>
<th>7 Dec 2018 to 6 Dec 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>384726</td>
<td>460657</td>
</tr>
</tbody>
</table>
Benefits to Citizens

- Applicants not required to move to Blocks or District office.
- Services are delivered within stipulated time.
- Transparency has gone up strengthening belief of people in the e-Governance system.
- They can track the status of their applications.
Way forward

- Improving digital literacy under Pradhan Mantri Digital Saksharta Abhiyan
  - Revenue Village - Dhakjari Village, Diwari Panchayat will be 100% digitally literate by end of January-2020.
    - 46 literacy centre

- Construction of Panchayat Sarkar Bhavan in every panchayat
  - 20 more PSB will be functional by April’2020

- Making frontline workers – Computer Savy through Proper training.
Thanks!