

**An Instantaneous Over the
Counter Caste, Income &
Residence Certificate
Issuance System**

**Revenue Department
Government of Karnataka**

**Case Study
on e-
Kshana**

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1. Overview

The residence/domicile, caste and income certificates are issued by the Revenue Department of State Government/Union Territory. A person with residence certificate is a certified domicile/resident of State/Union Territory. Similarly, a caste certificate certifies an individual to access reserved posts and services in a State/Union Territory. An income certificate certifies the expected annual income of a citizen for all legal and official purpose.

Every year more than 1 crore caste, income & residence certificates were issued by the Revenue Department. The process involved field enquiry by field officials from the Revenue Department every time a request for the certificate is filed by a citizen and, based on the field report, the Tehsildar or Deputy Tehsildar issues the certificate.

In many cases, people seeking certificates were the ones who already had issued one Certificate in the past and yet the field enquiry process was repeated every time. This brought delayed results for the citizen and redundancy and undue workload on the Revenue Department. In fact, a study showed that about 35% of the total workload of the field officials from the Revenue Department involved enquiries for the certificates.

A simple solution to this problem was to bring together the entire population of Karnataka, in a systematic house-to-house campaign mode enquiry by Village Accountants (Field Officials of the Revenue Department), which resulted in the creation of **Caste, Income & Residence Certificate Repository of the whole population.**

Hence, the **e-Kshana Project.**

Now, with the repository of caste, income & residence certificates created for about 5 crore citizens of Karnataka, the citizen gets these certificates instantaneously OVER THE COUNTER or ONLINE the moment he/she applies. This has considerably resolved the delays for the citizens and reduced the workload on the Revenue Department.

e-Kshana Details

The necessity to have a repository of Caste, Income & Residence Certificates was felt few years ago when more than a crore of these certificates were issued every year and many of which were reiterations of already issued certificates.

e-Kshana has been enabled for Caste, Income and Residential Certificates under the below classifications-

- Caste and Income Certificate
- Caste Certificate (Cat A)
- Caste Certificate (SC/ST)

- Income Certificate
- Income Certificate for Employment
- Residence Certificate

However, as a rule, a citizen can request for new certificate, which triggers the cycle of fresh field enquiries by Village Accountants leading to fresh approval and digital signatures of the certificate. On an average, it takes about a month to issue a new certificate.

2. Context and Background

The masses seeking certificates are mainly those who already had the certificates with them in the past and yet the process of the field enquiry was reiterated every time which cost a lot of time, effort and money to get through it.

Often the citizens approached the centers requesting for certificates on urgent basis. The demand to provide the documents to a person was usually within a day or two, and it used to become very difficult for a revenue official to dispose of the certificates within that timeline. Due to this delay, many citizens missed their scholarships or other benefits which could have been claimed with those certificates.

Therefore, the Revenue Department arrived at a solution to cover the entire 6.5 crore population of the Karnataka in a systematic house-to-house enquiry by Village Accountants (field verification of the Revenue Department) and to create a repository of Caste, Income, and Residential Certificates.

3. Problems and Challenges

Scenario

Every year about 1 crore of citizen's Caste, Income and Residence Certificates were issued by Revenue Department's Citizen Service Centres (about 900 in number).

A villager named Mr. Ram Singh wanted to avail the benefit from one of the schemes launched by the State Government. The scheme intended to benefit the villagers whose crops get affected by natural calamities. To avail the benefit, Mr. Singh needed to provide the Residential Certificate to the concerned authorities. Issuing of a certificate involves multiple level of verification wherein the process of field verification by Village Accountant & Revenue Inspector begins after the application is submitted by the citizen. The process takes about a month on an average and involves chances of corruption and bribery. Mr. Singh was suggested to connect with a middleman who would help him to get the Certificate within a week's time. Once connected with middleman, the latter

asked for his commission to get the work done. Mr. Singh, being a poor villager, couldn't afford to pay the commission and hence got frustrated over the whole process and his inability to avail the benefits.

4. Solution

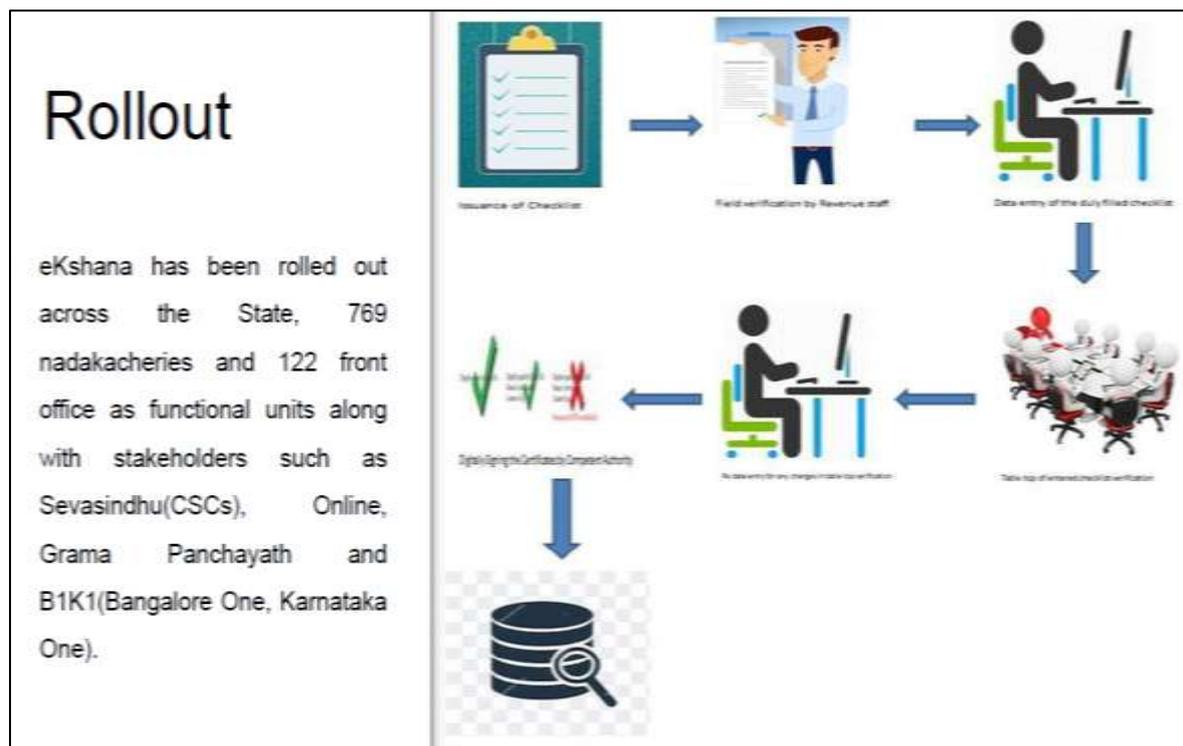
Mr. Singh visited the Sarpanch of the village to discuss the matter. The Sarpanch suggested Mr. Singh to visit the Common Service Centre (CSC) located within the village and seek support. He visited the CSC, requested for the certificate and submitted the required documents. The OVER THE COUNTER (OTC) Residence Certificate was immediately generated and handed over to Mr. Singh.

The facility not only saved time of Mr. Singh but also several visits to the Government Service Delivery Centers. For each certificate, a citizen had to make at least two visits to Atal Jana Snehi Kendras (Citizen Service Delivery Counters) – once to apply and again to collect the certificate.

Therefore, by OVER THE COUNTER delivery of about one crore certificates through e-Kshana, at least one crore visits of citizens have also been saved. This translates into at least Rs.100 Crore financial savings of citizens alone, assuming, very conservatively, that each visit costs Rs.100 to a citizen.

4.1. Roll out/implementation model:

- a. Full data of population obtained from Ration Card database.
- b. Village wise (rural areas) and fair shop wise (urban areas) booklets printed and given to Village Accountants for door to door enquiry.
- c. Village Accountants submitted enquiry report for everyone in the said booklet.
- d. Data entry done from the report submitted by Village Accountants.
- e. The report of Village Accountant examined and approved by Deputy Tehsildar through Digital Signatures and then finally certificates created and approved using Digital Signatures of Tehsildars.
- f. Repository of about 25 Crores digitally signed Caste, Income and Residence Certificates created.



4.2. Solution from Department's perspective

- Before e-Kshana, each certificate application had to be enquired in the field. It constituted about 35% of the work of field Revenue Officers and Tehsils. After e-Kshana the whole work is reduced to nil as the pre-created certificates are instantaneously issued from the repository.
- Every year, about one crore certificates were to be created which needed one crore field enquiries by Revenue Department. All this is now eliminated.
- Earlier, it was possible for one person to obtain multiple Caste or Income or Residence certificates. This is now prevented.
- Repetitive enquiries, year after year, for the same Certificate, are now stopped.

4.3. Solution from Citizen's perspective

The result in case of citizen is win-win for all –

- The delivery time to generate a Certificate has been reduced from one month to few minutes.
- Each citizen had to make at least two visits to a service centre/department – first to apply for a Certificate and then to collect the certificate. Now, with e-Kshana, the number of visits has been considerably reduced. In issuing one crore Certificates under e-Kshana, one crore citizen visits are saved.

This facility saves approximately Rs.300 to 500 of a citizen visiting the service centre/department.

- (c) The corruption has come down as the citizen can print pre-created certificate from anywhere and anytime without visiting the Government Offices or Centres.

4.4. Solution from other stakeholders' perspective

- (a) CSCs, B1K1 and Gram Panchayats have now become actual citizen service centres.
- (b) About 27,000 private local entrepreneurs have started delivering the services to thousands of citizens every day by registering with the department for free of cost readymade certificates that are available for issuance.

5. Way forward

As the e-Kshana project is now almost completed in the rural areas, the project has been taken up in urban areas on incremental basis. However, the e-Kshana is currently being implemented for most frequently asked certificates, i.e. Caste, Income and Residence Certificates for the citizens. The project may be extended to other/all the AJSK services in the coming years for complete departmental service for the benefit of the citizen. This will enable the citizens to obtain all the services online without even a single visit to the revenue office and as a result there will be reduction in the expenses incurred due to travel, paper work and middle men bribe etc.

6. Conclusion

1. Around 1.6 Crore of certificates have been issued under e-Kshana.
2. Number of visits to the Nadakacheri by a citizen has been reduced by 90%.
3. Around 60% implementation of the rural e-Kshana has been done successfully.
4. Urban e-Kshana has started since October 2019; 100% checklists issuance has been done and field verification is being carried out.
5. Corruption is reduced as the middle-man activities have been removed.
6. e-Kshana services can be obtained online through e-wallet payment and printouts of authentic certificates can be taken.
7. A lot of time, money and efforts of a citizen have been saved as services have been made instantaneous.
8. Efficiency of the project can be understood from the following factors:
 - i) In e-Kshana, 1,58,13,843 transactions have been processed since January 2019. Daily about 50,000 transactions are done.

- ii) e-Kshana is capable to cope up with increasing growth in the volume of transactions, due to its decentralised model of anywhere & anytime print option either from home or cybercafé.
- iii) Time taken to process transactions is nil as the Certificates are issued instantaneously and over the counter.
- iv) e-Kshana has eliminated the traditional delay of the field verification by Village Accountants and Revenue Inspectors by about 1 month.
- v) The citizen interface accepts the certificate request based on the following search parameters - (i) ration card number (ii) Aadhaar (iii) name. Hence, the output is always accurate and to the satisfaction of the citizen.
- vi) There is no delay in e-Kshana as it is an immediate service-based system. If the search results from e-Kshana application are available in the system, the request is immediately processed, else applicant can opt for corrections which may take around 2 to 3 working days to complete.

7. Teaching Notes

Learning Objectives:

- To analyse and identify the issues being faced by the citizen in obtaining the certificates prior to-e-Kshana project.
- The innovative technology of the project which has made the citizen service delivery hassle-free, transparent and reduction in cost and time.

Suggested Questions & Analysis

- 1) What are the key points to be kept in mind while replicating the e-Kshana model in other States?
- 2) Considering the number of certificates issued through Nadakacherries, online, other stakeholders, what are the top three key features/ application solutions that have benefitted the citizens?

Group Discussion and Role Play Activity

Divide the participants in groups of 2-3 and discuss the case on following aspects.

- 1) Discuss the impact of not having e-Kshana in the current situation
- 2) What should be the next step taken by the project to expand in terms of reach and accessibility?

- 3) Organise open brainstorming session regarding how this project can be enhanced and what additional features may be added?
- 4) Each group should present their findings in a quick 5-10 minutes presentation.

The objective of this exercise is to highlight the features of the project and look for improvements in stakeholder's effective participation, expectations and readiness of Government in meeting them. It is a role play exercise which offers plenty of flexibility in the way services can be further augmented.

Summary- Key lessons learnt (15 minutes): Each participant shall write down a summary in not more than 500 words highlighting key learnings from the case

8. Abbreviations

Abbreviations	Full form
AJSK	Atal Jana Snehi Kendras
B1	Bangalore One
CSCs	Common Service Centres
K1	Karnataka One
OTC	Over the Counter
RIs	Revenue Inspector
SC	Scheduled Castes
ST	Scheduled Tribes
VA	Village Accountant