

Empowering Citizens

Process-centricity to Citizen-centricity

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Process Centric Government

Process
Centricity



In order to create a framework for rendering Govt. Services there is too much emphasis on processes.

Services are being delivered based on automation of the existing processes.

Less or No interaction with the Citizens while overhauling Government processes.

Unavailability of common strategy by all Departments.

Cost of delivery of services for Govt is high (Per transaction cost is high).

Process Re-engineering for Citizen-centric Government

“A transparent smart e-Governance with seamless access, secure and authentic flow of information crossing the inter-departmental barrier and providing a fair and un-biased service to the citizen.”

Dr. A. P. J. Abdul Kalam

Online Delivery of services

Making the Government's dealings and activities more citizen friendly

Improving the turn-around time for faster delivery of services.

Empowerment of all stake-holders involved in the processes.

Increasing the satisfaction level of all stake-holders

Periodic review and enablement of Citizen Engagement Framework

Citizen charter

Citizen-centricity

To reap the maximum benefits of e-Governance, Citizen-centric approach for Service Delivery is essential.

Globalization is driving the citizen's expectations. In most cases citizens are comparing the services delivered by Government with private sectors.

Citizen-centric approaches to Government transformation have been at the leading edge of public service reform.

Key Factors to Consider while Designing Citizen-centric System

Focus on Information and Services with maximum benefit to Citizens and visibility

Cost effective delivery of Services to the citizens in efficient manner.

Creating demand through

- ✓ Making day-to-day required information (by Citizens) available at e-Kiosks, Portal, IVRS etc.
- ✓ Providing reliable delivery of Services to win Citizens Trust.

Awareness and Trust building programmes

Adding services gradually based on the success

Initiatives undertaken by Govt. of UP to empower Citizens

Project	Details
Common Service Centres	<ul style="list-style-type: none">• As front-end delivery points, Approx.13875 Active/Transacting Common Services Centres established in rural area of the State.
Lokvani Centres	<ul style="list-style-type: none">• More than 2652 Active/Transacting Lokvani Centres established in Urban area of the State.
State Portal	<ul style="list-style-type: none">• Gone Live on 1st Aug 2012 with 26 Citizen-Centric Services like issuance of Income, Caste, Domicile Certificates etc.• Approx 1.20 Crore e-Transactions happened through this Portal
e-District	<ul style="list-style-type: none">• Implemented in 06 districts of the State in the Year 2008 with 22 Services.• Fully automated system – right from application submission to final delivery of service/certificate.• Approx. 92.84 Lakhs e-Transactions happened through this Application.

Initiatives undertaken by Govt. of UP to empower Citizens

Project	Details
IVRS Based Monitoring of MDM Scheme	<ul style="list-style-type: none">• IVRS Based Daily Monitoring System of Mid Day Meal Scheme for State and District Level Officers.• Mobile numbers of about 4.5 Teachers collected, System generates IVR calls to 1.52 lakhs schools daily.• Teachers have to reply to the IVR calls for informing number of students availing MDM on that day.
e-Scholarship	<ul style="list-style-type: none">• Facilitate Students with direct transfer of Scholarship to their bank accounts within time and without leakages, Prevent frauds, minimize misappropriation of funds.• More than 3.96 crore student beneficiaries.• Approx. 2021 crores disbursed electronically through the system
Tehsil Divas	<ul style="list-style-type: none">• Largest online Public Grievance Redressal and Monitoring system.• Approx. 8.18 Lakh applications received under Tehsil Divas, 7.87 Lakh applications/cases disposed.

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Project

Details

Sugarcane
Information System
(SIS)

- 29 lakhs Farmers and their family's livelihood activities thrive on sugarcane production, 125 sugar mills operating in the State.
- Largest rural IT Platform in the country providing comprehensive solution to all the needs of sugarcane farmers.
- System curtailed the involvement of sugarcane mafia in procurement process.

Online application
for Recruitments
(TET/Police/BTC)

- Facilitated in reduction in Time being taken in hiring process as well as reduced cost incurred in hiring process, wider reachability of the posts advertized

Initiatives undertaken by Govt. of UP to empower Citizens

Project

Details

e-Municipality

- Centralized Portal developed & being used in the Local Bodies through which services like payment of House Tax etc being provided to the Citizens.
- Currently implemented in 13 Municipal Corporations, proposed to be implemented in 630 Local Bodies soon

Bar Coding System

- Bar-coding system being implemented in the Chief Minister's Office for online monitoring of Complaints received from Citizens.
- Being Implemented for files across the Govt.

Issues

Technology and Change Management

Technology ↔ Manual ↔ Technology

=> How to reduce manual



Identify Players who push for change.

THANKS