e-DISHA (Electronic Delivery of Integrated Services of Haryana to All) Kendras – Citizen-Centric Service Delivery Centres of Haryana

Haryana Government has started a number of government e-services to the citizen under one roof called e-DISHA Kendra in each district. All these services are strictly for citizen of Haryana. These services are given across the counter and reduced the time gap for getting the service very significantly. Before establishment of **eDisha Kendras** citizens has to run from pillar to post to get the service which largely depend upon the availability of the dealing hand. Citizen even didn't know where to go and whom to contact for those services. He has to spend a lot of time & money on transportation etc. to avail these services. There was no defined timeline by which he could be able to receive these services or response to his grievance. Hence a large number of touts used to exploit the citizens. No computerized MIS was available for decision-making. Now citizen has direct access to these services and middlemen/touts have been removed from the system. The services include Various kinds of Certificates issuance, Driving License related services, Vehicle registration related services, Nakal of RoR, Arm Licenses related services, Social Welfare schemes applications acceptance services etc.

Objective of the Project :

- **To provide one-stop various citizen services in an efficient, reliable, and integrated manner through a chain of computerized Integrated Citizen Service Centers.**
- Elimination of Touts/exploitation & make governance transparent by maximizing citizen interaction with government.
- To reduce the costs of service delivery by reducing duplication of efforts by individuals and departments.
- Time bound delivery of Services.
- Citizen friendly environment.
- Quick redressal of citizen grievances.
- Strengthening the back office operations for timely availability of information.
- Creation of knowledge based jobs in the district.

Coverage –Geographical: It covers the whole of Haryana as on date one District level e-Disha Kendra is functional at each district. A Sub-Division / Tehsil level e-DISHA Kendra is functional at almost every SDM/Tehsil Office. All District Level e-DISHA Centres (DLeDCs) and SDM/Tehsil Level e-DISHA Centres (TLeDCs) are connected though State Wide Area Network (SWAN), so these services are available to them at the State intranet. Inline departments are also connected through SWAN to deliver the services.

User Convenience : All or some of these services are required by the users very often and they don't know how to get it, that is why it was planned to make a single point contact from government side where the user can get these government related services. By providing a wide spectrum of services at a single place has helped in saving citizens from the trouble of running around various departments. Helpdesk is available at each e-DISHA Kendra to guide the users. Information is also given through bromides at each kendras. SDM/Tehsildar, Doctor & other dealing officials, who are responsible for providing these services, are available at e-DISHA Kendras, so the applicant hasn't to move around for all these facilities. Now user has direct access to all these services as the photograph of the citizen is taken at the counter itself hence the middlemen/touts have been eliminated by this initiative.

Access Points & Accessibility: Initially the e-DISHA services were being delivered through state government owned District Level e-DISHA Centres (DLeDC) and later on it were extended to SDM / Tehsil Level e-DISHA Centres (TLeDC), which are being managed by DITS. These centres use the State Wide Area Network (SWAN) to deliver the services. After the implementation of CSCs, e-DISHA had been extended up to CSC level which uses the internet to access the e-DISHA portal.

Cost to user: For the self sustainability, nominal services charges levied in lieu of services provided and are being deposited in the District IT Societies. These funds are being used to meet all the recurring expenses and spreading of IT in the districts. In the first year itself DITS was able to not only recover the cost for successful running of the Kendras but also for the development of the IT infrastructure. It also reduces the indirect cost of photograph as the photo is taken at the counter itself.

Traveling Cost & Time: Since for any services being provided in e-DISHA, applicant had to go from pillar to post to get these services. He has to travel many times for a single service for one or other reasons. Now applicant saves his traveling cost and time by going to nearest e-DISHA Centre. It has also reduced the travel cost at the great extent as the number of trips has been reduced to one for these services.

Elimination of Middleman: Now applicants direct go to DLeDC/TleDC to get e-DISHA services and by this the exploitation of applicant by middleman has been removed and he saves the suvidha-shulk being given to middleman. e-DISHA is a self sustaining project, it takes minimal service charges from the applicants, which is used to take care of e-DISHA centre e.g. salary of contractual manpower, stationary cost, maintenance cost etc. By providing a wide spectrum of services at a single place has helped in saving citizens from the trouble of running around various departments.

It has been ensured that the citizen should get the services across the counter. For this, officers have been designated for signing of the deliverables at each e-

DISHA Kendra (DLeDC/TLeDC). For a single service citizen may have to make many rounds due to one or other reason. E.g. first he goes there and collects the form, then he comes back with filled form to submit, then he was told the shortcomings of the filled forms that may be any thing. Sometimes he doesn't get proper guidance, some times the dealing officials not available. SO there are so many reasons to make him many trips for a single service. After setting up of e-DISHA centres whether at District level, tehsil level, he was properly guided and being helped in filling up the forms. Service related every thing is available at DLeDC and TLeDCs like doctors, dealing officials and moreover signing authority is also there to get the documents sign same day. Now people gets the service in one (if supporting documents are available with him) or two trips only

Following are the outcome of the project;

- The time bound service delivery has resulted in improving the efficiency in delivery of the services
- Elimination of corruption and middlemen from the process.
- By providing a wide spectrum of services at a single place in multiple locations has helped in saving in terms of cost, time and botheration to citizens from the trouble of running around various departments.
- Helpdesk has been setup at each e-DISHA Kendra to guide the users.
- Now people gets the service in one (if supporting documents are available with him) or two trips only.
- e-DISHA is web based application and any service can be delivered from any counter/any location, so at the peak requirements of services, counters can be extended as per the crowd.
- Due to streamlining of the service delivery, there is no hassle-Bessel at the counters so it creates the speedy work and more services are delivered in the same time compared to earlier system.
- Helped in improving the financial health of District IT and Red Cross Societies
- Helping in integration of databases of Government departments and organizations. This integration has also forced the user departments to carry out process reengineering and standardization in delivery of services.
- Creating jobs in the districts for the local IT savvy youths.
- Spreading the utility of Information Technology among the masses