

भारत सरकार
GOVERNMENT OF INDIA
संचार और सूचना प्रौद्योगिकी मंत्रालय
MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
इलेक्ट्रॉनिकी और सूचना प्रौद्योगिकी विभाग
DEPARTMENT OF ELECTRONICS AND INFORMATION TECHNOLOGY
Website: www.deity.gov.in

संख्या
No.....

N-14/5/2013eGov2

दिनांक
Date.....

25.02.2014


Subject: Minutes of the 2nd Meeting of Working Group to recommend and oversee BPR of 10 High Demand Services in eDistrict MMP held on 11th February 2014.

Sir,

The 2nd Meeting of the Working Group to recommend and oversee BPR of 10 High Demand Services in eDistrict MMP was held under the Chairmanship of Dr. Rajendra Kumar, Joint Secretary (eGov), DeitY on 11th February, 2014 at 2.30 PM in the Conference Room 4009, 4th Floor, Electronics Niketan, New Delhi.

2. The copy of the Minutes of the Meeting held on 11.02.2014 is enclosed herewith for your information.
3. The minutes are issued with the approval of Joint Secretary, eGov(DeitY).

Yours sincerely,


Gaurav Dwivedi
Director(DeitY)

To

All members of Working Group & participants from States

N-14/5/2013-eGov2
Department of Electronics & Information Technology
Ministry of Communication & IT

Dated: 26.02.2014

Subject: Minutes of the 2nd Meeting of Working Group to recommend and oversee BPR of 10 HighDemand Services in eDistrict MMP held on 11th February 2014.

1. The 2nd Meeting of the Working Group to recommend and oversee Business Process Reengineering (BPR) of 10 High Demand Services in eDistrict MMP was held under the chairmanship of Dr. Rajendra Kumar, Joint Secretary (eGov), DeitY on 11th February, 2014 at DeitY. The list of officials who participated in the meeting is placed at 'Annexure A'.
2. Joint Secretary (eGov), DeitY informed participants about the initiative taken up by DeitY under the directions of the Empowered Committee. It was highlighted that the BPR exercise should result in reducing the workload at Tehsil level and this could be achieved by making available relevant certificates / documents readily available in electronic form which are digitally signed.
3. According to the Terms of Reference set for this Working Group, 10 high demand services were to be identified. During the meeting, 10 high demand services – (i) Birth Certificate, (ii) Death Certificate, (iii) Income Certificate, (iv) Residence Certificate, (v) Old Age Pension, (vi) Widow Pension, (vii) Ration Card, (viii) Record of Rights, (ix) RTI and (x) Grievance were proposed to be finalized. The Working Group agreed to the above mentioned 10 services.
4. Sh. Alok Kumar, Secretary & Commissioner, Board of Revenue, Uttar Pradesh informed that Caste Certificate is one of the high demand services in the State and requested that this may be included in the list of services. The Working Group agreed to include this as an additional 11th service to above mentioned 10 services.
5. The Working Group was informed that the BPR should be undertaken in a phased manner – implement some key interventions immediately (incremental phase) and have a roadmap to implement interventions involving legal changes, availability of backend integrated databases in the next phase (aspirational phase). The key areas for BPR intervention identified were Applying for Services, Payment of Fees, Workflow & approval, and Delivery of Services.
6. Sh. Guarav Dwivedi, Director (eGov), DeitY, informed that the DeitY's eDistrict team had prepared a draft report on BPR of the above mentioned 10 services wherein the key interventions in incremental phase and aspirational phase have been elaborated.

7. Dr. Rajendra Kumar, Joint Secretary (eGov), DeitY, highlighted that the following should be emphasised in the 2 phases of the BPR:

a. Incremental Phase

- i. Include completely online delivery of services under "Delivery of Services" parameter – certificates should be available online for download by citizens themselves.
- ii. Integration with Aadhaar and ePayment Gateway can also be considered in this phase.
- iii. Integration with mobile platform for delivery of services.

b. Aspirational Phase

- i. Providing integrated services,
- ii. Eliminate requirement to submit multiple copies of supporting documents to avail a service,
- iii. Providing services in a self-service mode to the citizens, and
- iv. Eliminating the need for citizens to apply for a service; benefits should be automatically given to the eligible beneficiaries.

8. During the discussions, the importance of service level compliance was highlighted and it was suggested to have a system driven monitoring of the service levels for all stakeholders in the process flow including CSC operators.

9. Each of the identified services were discussed and following was suggested:

S. No.	Service Name	Incremental Phase	Aspirational Phase
1	Birth Certificate		Logical integration with backend databases of NRHM, Mother and Child Tracking System.
2	Death Certificate		
3	Income Certificate		The validity of the certificate can be increased from 6 months to 12 months with a condition that the applicant will intimate the concerned authorities if there is a change in income.
4	Residence Certificate		The validity of the certificate can be increased to 36

			months with a condition that the applicant will intimate the concerned authorities if there is a change in residence.
5	Old Age Pension	Link with Aadhaar	Beneficiaries should be automatically given the benefits without applying for the service. It was informed that this has already been incorporated in the draft report.
6	Widow Pension	Link with Aadhaar	Beneficiaries should be automatically given the benefits without applying for the service. It was informed that this has already been incorporated in the draft report.
7	Ration Card		Beneficiaries should be automatically given the benefits without applying for the service. It was informed that this has already been incorporated in the draft report.
8	Record of Rights (RoR)		<p>Mention in the report - Fees for availing services would be decided by the respective State and payment of these fees can be through ePayment / Mobile Payment modes.</p> <p>This phase instead of Tahsildar updating the records - Registrar Office System application should be integrated so that the system can automatically update and reflect in RoR.</p>
9	RTI	Emphasize that the	“No Workflow and Approval”

		departments to disclose more information about their processes, schemes, etc. on their portal in public domain. If more info is available, there are chances of reduction on RTI queries	may not be achievable. So, it is suggested that the workflow should be simplified and approvals as per Act would be required.
10	Grievance		“No Workflow and Approval” may not be achievable. So, it is suggested that the workflow should be simplified and approvals would be required.

10. Sh. Gaurav Dwivedi informed the Working Group that the suggestions discussed during the meeting will be incorporated in the Draft Report. The Draft Report will be shared with all the members by 14th Feb 2014 for their review. The members were requested to provide their feedback by 21st Feb 2014. Subsequently, DeitY would finalize the Report.
11. The meeting ended with a vote of thanks to and from the Chair.

ANNEXUREA

List of Attendees:

1. Dr. Rajendra Kumar Joint Secretary (eGov), DeitY
2. Sh. Gaurav Dwivedi Director (eGov), DeitY
3. Sh. Pravin Chandekar Additional Director, DeitY
4. Smt. Mala Mittal Senior Technical Director, NIC
5. Ms. P. A. Mini Dy. Registrar General (CRS), O/o Registrar General of India, MHA
6. Sh. Vishwadeep Sr. Consultant, NeGD
7. Sh. Raghunath Krishnagiri eDistrict NPMU
8. Sh. Murad Butt eDistrict NPMU
9. Sh. Pravin Gupta eDistrict NPMU

Representatives from States

10. Assam

Sh. Arup Kr Barman Additional Manager - AMTRON (SDA), Govt. of Assam

11. Uttar Pradesh

- a. Sh. Alok Kumar Secretary & Commissioner, Board of Revenue, Uttar Pradesh
- b. Sh. G.S. Naveen Kumar Special Secretary IT, Govt. of Uttar Pradesh
- c. Sh. Nagendra Singhal Head – SeMT, Uttar Pradesh