

# Rethinking Governance



## Citizenship in the Information Society

## Service Delivery @ Local Government

18<sup>th</sup> January 2007



**Empowering citizens through Information Technology**

Backdrop

What is needed

How it can be done

How it should be

Services

Economics

Training

 Education

Key for success

Backdrop

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Key for success

# Backdrop

- ❑ Need to realign the citizen–government relationship
- ❑ Information and knowledge gaps in a developing society
- ❑ Delivery of services tardy and translucent
- ❑ Internal processes inefficient and ineffective

*“Peace will not come out of a clash of arms but out of justice lived and done...”*

# How can it be done?

- ❑ Computerized centres in villages/towns on a local network linked through a portal
- ❑ Web/mobile based protocols for those who have the access
- ❑ Centres to run as profit centres by entrepreneurs/ self help groups
- ❑ Delivery of various G2C and C2C services to citizens
- ❑ Internal Process Reengineering

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# How should it be?

- ❑ Build on the strength of the self help groups and local entrepreneurs
- ❑ Minimal burden on Government
- ❑ Scalable and Replicable
- ❑ Cost effective
- ❑ Networking of citizens on mutually beneficial transactions
- ❑ Bridging of rural–urban and rich–poor divide

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Grievances

Online File Monitoring System

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Gramadarshini

Tele Education

e-temples

How it should be

Land Records

**Tourism**

Employment

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Matrimonial

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SHG accounts

Mandi rates

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Civil supplies

Education

Classifieds

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Tele Agriculture

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Forums

Downloads

**More Services**

Key for success

**Building Plan Approvals, Licenses, Opinion Polls, Traffic Feeds**

# UNIT COST

## ➤ 45 Bigger Centres

## ➤ 105 Smaller Centres

S.No.	Name of the Product supplied	Amount ( Rs. )
1	Multimedia Computer 4 Nos.	90,000.00
2	U.P.S. 4Nos.	13,000.00
3	Modem	1,850.00
4	Printer – Dot Matrix	8,200.00
5	Printer – DeskJet	9,500.00
6	HP LaserJet 1010	10,400.00
7	Xerox Machine	48,000.00
8	Handheld Device (SBM)	10,000.00
9	Lan Setup	5,100.00
10	Scanner	3,600.00
11	CD-Writer	3,500.00
12	Digital Camera & Web Cam	15,000.00
13	Lamination Machine	8,000.00
14	Fiber Chairs	225.00
15	Internet Connection & Telephone	3,500.00
16	Cabin Structure with Table Elec. Fittings, Glow Sign Board etc.	18,000.00
17	Computer Stationary	1,000.00
18	Working Capital	1,125.00
	<b>TOTAL :</b>	<b>2,50,000.00</b>

Name of the Product supplied	Amount ( Rs. )
1. Multimedia Computer PIV 40 GB intel 845 GV chipset with Original motherboard with CD writer( Wipro Make)	37,000.00
2. U.P.S.	5,500.00
3. Printer – InkJet	3,200.00
4. HP Scanner	3,600.00
5. Internet Dhaba Connection from BSNL for 1500 Hours	0.00
6. Computer Stationary	700.00
<b>TOTAL :</b>	<b>50,000.00</b>

Income

Expenditure

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# Training campaigns

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- ❑ Project development in-house confessing the belief
- ❑ **“Think globally – Act locally”**
- ❑ Continuous training on weekends for all eseva Nirwahakas
- ❑ and all officers concerned
- ❑ Round the clock help desk
- ❑ Onsite Monitoring every week for all centers

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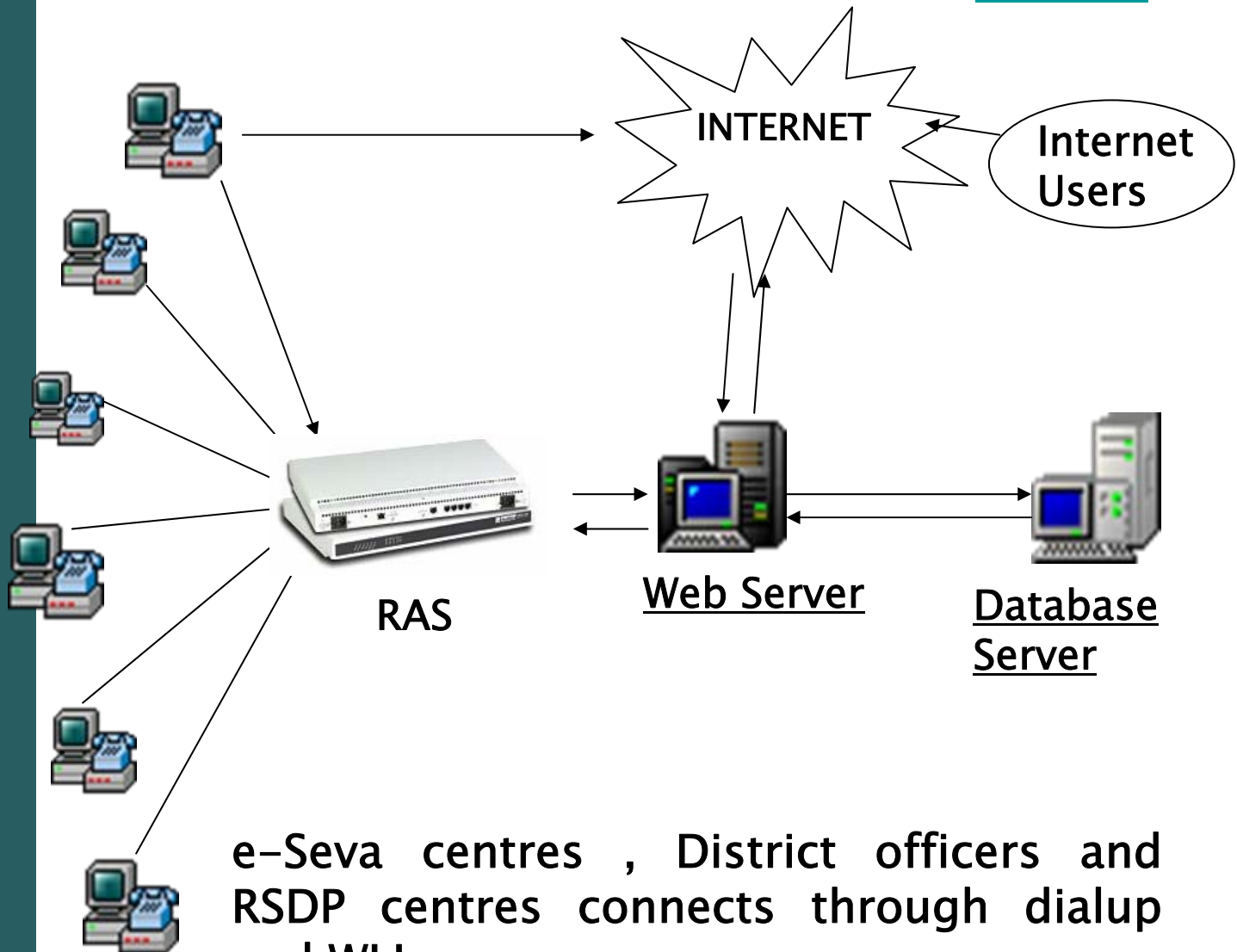
Services

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[Logout](#)

[New \(78\)](#)

[NonRecipient \(4\)](#)

[ReferredBack \(11\)](#)

[Reject](#)

### Complaint List

RegNumber	Subject	StatusOn
<input type="checkbox"/> <a href="#">33013304-00009</a>	We bring to your kind notice that MINI SAWMILL functioning o .....	08-Mar-04 05:25:21PM
<input type="checkbox"/> <a href="#">17011704-00006</a>	Respected Sir, Nidadavole mandalam ravimetla gra .....	06-Mar-04 07:09:02AM
<input type="checkbox"/> <a href="#">29022904-00024</a>	Request for provision of a Bus shelter.	08-Mar-04 09:57:22PM
<input type="checkbox"/> <a href="#">29022904-00028</a>	SIR, TO PREVENT HOUSEFLYES IN OUR VILLAGE .....	08-Mar-04 10:21:01PM
<input type="checkbox"/> <a href="#">14011404-00002</a>	From To Dhumanthunigudem Subbarao The Collector .....	09-Mar-04 01:07:44PM
<input type="checkbox"/> <a href="#">40034004-00064</a>	SUB:-- NAKU JARICHESINA RATION CARD NAKU ANDAJEUTA GURINCHI. ....	09-Mar-04 10:11:18PM
<input type="checkbox"/> <a href="#">29022904-00037</a>	Maintenance of Metal road (R&B).	09-Mar-04 09:36:42PM
<input type="checkbox"/> <a href="#">42024204-00036</a>	AYYA, MA DWACRA GROUP 11-11-02 Dt.LO PICLES BUISENES CHESTUN .....	05-Mar-04 04:57:29PM
<input type="checkbox"/> <a href="#">42024204-00038</a>	AYYA NAKU 70 YEARS UNNAVI NAKU OLD AGE PPENTION IPPINCHAVALI .....	05-Mar-04 05:14:13PM
<input type="checkbox"/> <a href="#">42024204-00047</a>	ayya naku old age pention ippinchalsidiga korutunnanu .....	05-Mar-04 07:05:43PM
<input type="checkbox"/> <a href="#">42024204-00046</a>	ayya, naku 65 savatsaramulu kalavu naku evaru leru nenu kul .....	05-Mar-04 07:03:56PM
<input type="checkbox"/> <a href="#">42024204-00045</a>	AYYA, NENU CHALA PEDARALININENU KULI PANI CHESUKUNI BRATUKUT .....	05-Mar-04 06:59:09PM
<input type="checkbox"/> <a href="#">42024204-00044</a>	ayya nenu pedavadini naku idivarlo polamu undedi.kani naku i .....	05-Mar-04 06:52:17PM

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### e-Seva wise Electricity Bills Synchronised Report

From To 

Order By

Total Bills = 14,73,082

Total Amount = Rs. 42,70,95,777

e-Seva Name	Tot Bills	Amount
[1] A. VEMAVARAM [4102]	0	0
[2] ACHANTA [4101]	25,627	67,92,002
[3] ADIVIKOLANU [2503]	0	0
[4] AKIVEEDU [3401]	70,389	2,71,83,572
[5] ALLAMPURAM [2702]	1,573	3,97,634
[6] ANANTHAPALLI [1302]	6,700	14,78,090
[7] ANNADEVARA PETA [0400]	1,991	4,99,921
[8] APPANNAVEEDU [2202]	10,01	10,01,093
[9] ARUGOLANU [1807]		2,62,380
[10] ATTILI [3201]	35,547	1,03,36,598
[11] BHIMADOLE [2001]	14,903	35,70,242
[12] BHIMAVARAM [3601]	16,083	55,25,314
[13] BHUVANAPALLI [2502]	4,701	15,23,865
[14] BONDADA [3502]	1,695	4,45,348
[15] BUTTAYAGUEM [0201]	11,133	22,19,397
[16] CHAGALLU [1501]	33,059	81,57,686
[17] CHEBROLE [1902]	2,175	6,01,116
[18] CHINNAYAGUEM [1402]	2,417	5,36,243
[19] CHINTALAPUDI [0901]	14,525	42,08,521
[20] DARMAJI GUEM [1002]	4,253	9,14,588
[21] DENDULURU [2401]	28,352	58,14,266
[22] DEVARAPALLE [1401]	18,335	44,00,440
[23] DIPPAKAYALAPADU [0602]	1,207	2,63,834
[24] DODDIPATLA [4402]	626	1,37,525
[25] ...	...	...

**Over 42 Crores**

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### Integrated Certificate Registration

(Community, Nativity and Date of Birth)

#### Applicant Details

SSID	<input type="text"/>
Applicant Name	<input type="text"/>
Father Name	<input type="text"/>
Father's Caste	Select Cast <input type="text"/>
Father's Sub Caste	<input type="text"/>
Mother Name	<input type="text"/>
Mother's Caste	Select Cast <input type="text"/>
Mother's Sub Caste	<input type="text"/>
Age of applicant	<input type="text"/>
DOB of applicant	Day <input type="text"/> Mon <input type="text"/> Year <input type="text"/>
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
House No	<input type="text"/>
Residential Address	<input type="text"/>
Mandal	Select Mandal <input type="text"/>
Village	Select Village <input type="text"/>
Ration Card No	<input type="text"/>
Ration Card Colour	<input checked="" type="radio"/> Pink <input type="radio"/> White
Birth Details	<input checked="" type="radio"/> Natural Born <input type="radio"/> Adopted

#### List of Enclosures

- 1) Transfer Certificate [T.C.].
- 2) Ration Card copy.
- 3) Identity Card.
- 4) Proof of present residence.
- 5) Old Residence Certificate, if any.
- 6) Old Community Certificate, if any.

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Old Age Pension Beneficiary Information System

[Back to Main](#) [Change Village/ Type](#)

List of Regular Beneficiaries of AYODHYA LANKA Village.  
Mandal Name : Achanta

Photograph	OAP Number			Father's Name	Age	Gender	Caste	PHC
	1014	05410001003500	Sarilla Musalamma	Gangamma	76	F	SC	N
	1020	05410001000933	KOPPADI LAKSHMAMMA	LAKSHMANASWAMY	68	F	BC	N
	1021	05414000100151	Yellamilli Narasamma	Veerayya	68	F	SC	N
	1028	05410001000933				F	OC	N
	1029	05410001001241	Madimala Ganga Bhavan	Rama Murthy	76	F	SC	N

**Unique Citizen Identification**

**Over 7000 wrong cases weeded out**

## Welcome to Citizen Forum

[Home](#)

**Topic Category** Education

**Current Topic**

**Is government providing good quality of education through govt schools and colleges?**

**Participants Opinion** Total Participated : 5

5) **Participant Name** S.RAMBABU (sugandhamrambabu@yahoo.co.in)  
**Opinion Posted on** 6/19/2003 3:54:42 PM

Yes the government providing very good quality of education through government schools and colleges.

4) **Participant Name** kiran ()  
**Opinion Posted on** 4/7/2003 12:04:42 PM

no asdfsafsffffffffffffffffffffsfdssssssssssssssssssssssssss

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## Grama Darshini

[MANDALS](#)[HABITATIONS](#)[TOP WORKS](#)[SETTINGS](#)

### Brought transparency in Drought Mitigation efforts

[Work Description](#)**Work Scheme** DROUGHT**Mandal Name** NALLAJERLA**Village Name** NALLAJERLA**Work Name** TANK DESILTATION**Est.Cost(Lakhs)** 3**Rice in Tonnes** 37.5**Avg.Persons/day** 120[Comments](#)

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Land Certification

Owner Name

SSID

Gender  Male  Female

Pattdhar Pass Book No.

Father or Husband Name

Address

Mandal

No of Lands

Survey Number

Extent

Village

Save Details

Clear Data

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## Web Based Allotments

### WELCOME

Login for DSOs and MROs..

Username :

Password :

GO

#### Features:

- MRO login at month end to enter fp shop wise transactions.
- DSO login to add new,edit and allocate at each level.
- Automatic allotment of kerosene.
- Report generated for Whole Sale Dealer & FP Shop at District and Mandal level.

Present Month [Whole Sale Dealer Allotment](#) [Automated FP Shop Allotment](#) [MRO Fpshop distribution details entry](#)

Green:-Completed Red:-Not Completed

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### AUCTIONS REGISTRATION

District  Mandal

Applicant Name  Village

House No  Habitation

Phone  Email

Product Category  Product

Description

Quantity for Sale  <--unit--> Expected Rate  Rs.Per <--Unit-->

Valid Up to Day  Mon  Year

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Sri Venkateshwara Swamy Temple

Dwaraka Tirumala



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Temple Timings

Timings	Activities at the Temple
Daily 4.00 AM TO 5.00 AM	Suprabatham
5.00 AM TO 6.00 AM	Bindhey tirtam Nityarchana SevaKalam Balabogam TirtaPrasada Viniyogam
6.00 AM TO 1.00 PM	Special and Sheegra Darshanam
7.30 AM TO 11.00 AM	Arjita Pujalu(Ashtottara,Shata,Sahasranama)
12.00 AM TO 12.15PM	MahaNiveythyam,TirtaPrasada Viniyogam
3.00 PM TO 5.00 PM	Darma Darshanam,Shigra Darshanam
5.00 PM TO 6.00 PM	Special and Sheegra Darshanam
6.00 PM TO 7.00 PM	Evening Archana
7.00 PM TO 8.30 PM	Special Darshanam and Shigra Darshanam
8.30 PM TO 9.00 PM	Seva Kalam,TirtaPrasada Viniyogam and Pavalimpu seva

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## Employment Renewal System

Employment Registration No

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The screenshot shows a web browser window with the title "MARRIAGE BUREAU". The page has a decorative background with floral patterns. At the top, there is a blue banner with the text "MARRIAGE BUREAU" in a stylized font. Below this, there are several sections with red headers:

- Already registered members ...**: A section for existing members. It includes a "Home" link, a "Forgot Password (U/c)" link, and a "Click here" link to get the password. Below this is a form with "Regd. ID" and "Password" input fields and a "Modify" button.
- To register as a new member ...**: A section for new members, with a "Register" link.
- Search for desired match ...**: A section for searching for matches, with a "Search" link.
- Search for Exact Match ...**: A section for searching for exact matches, with a "Go" link.
- Know your Matching Points with others ...**: A section for knowing matching points, with a "Go" link.
- Sun Sign Compatibility**: A section for sun sign compatibility, with a "Go" link.

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[Home](#)Market Prices for  on  (MM/DD/YY) 

ITEM	AMC, Jangareddy Gudem Rs.	A.M.C. T.P.GUDEM Rs.	AMC, ELURU Rs.	BHIMAVARAM RBZ Rs.	PALACOLE RBZ Rs.
Paddy	63/quintal	-	-	-	580/quintal
Maize	550/quintal	-	-	-	-
Tobacco Old	-	3500/quintal	-	8000/quintal	-
Sugar Cane	-	-	-	-	-
Jaggery	1450/quintal	1300/quintal	-	1600/quintal	1400/quintal
Rice 1001 old	-	-	-	1000/quintal	950/quintal
Rice 1010 Old	-	-	-	1000/quintal	-
Rice PI Old	-	-	-	1250/quintal	1150/quintal
Rice swarna Old	-	-	-	1000/quintal	1000/quintal
Rice Sona Masuri Old	-	-	-	1400/quintal	1400/quintal
Red gram dal	2700/quintal	2650/quintal	-	3000/quintal	2500/quintal
Black gram dal	1900/quintal	1775/quintal	-	2200/quintal	2000/quintal
Bengal gram dal	2100/quintal	1850/quintal	-	2400/quintal	2000/quintal
Gr. Nut Oil	5400/quintal	5733/quintal	-	53/Kilograms	5313/quintal

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## Yellow Pages Details Form

## List of COMPUTER(PERIPHERALS)

Organization Name	Owner Name	Address	Phone Number	Major Works	Reference Number
A TO Z COMPUTER PARTS	AJAYKUMAR REDDY KARRI	C/O E-SEVA KENDRAM TADEPALLIGUDEM	08818-229500	FOR RELIABLE AND BETTER COMPUTER SPARES AND STATIONERY CONTACT US IMMEDIATELY IN ANY TIME	180103-00002
mm	ssss	sdsdsds		m,	28703-00001
tejaswi communications,	b.ganesh	near post office ,main road,sanivarapu pet	224808	all types of coin boxes,std computers,local call monitors and spare parts available at lowest prices.please contact us immediately	230503-00003
sree	sree	sree infosys,beside over bridge, n.r.pet , eluru	233616	all types of computers & peripherals	230304-00028
COMPUTER (PERIPHERALS) SHOP	VASU	ELURU	224144	ALL COMPANY COMPUTER (PERIPHERALS) IS AVAILBLE HERE ,NEW/ OLD SYSTEM READY FOR SALES CONTACT HERE	250204-00082
				Desining Work, Adob Page Maker65;Photo Shop,freehand;Coral Drawa;Inter net;e-mail	

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# INCOME

S. N	Name of the service	Charge Rs	Minimum Monthly services	Total Income
1	Online Auction and bidding	5/-	20	100.00
2	Issuance of all types certificates	10/-	200	2000.00
3	On line application Registration.	5/-	20	100.00
4	Online filing of Complaints and Grievances	5/-	50	250.00
6	Payment of Dues (Electricity Bills etc.)	1.5	6000	9000.00
7	Online Civil Supplies allotment	15/-	20	300.00
8	Matrimonial Services	5/-	15	75.00
9	Tele medicine	2/-	15	30.00
10	Tele Agriculture	2/-	10	20.00
11	Forms down load	2/- per page	100	200.00
12	Maintenance of accounts of S.H.G.s	10/-	200	2000.00
13	Consumables Ordering	10/-	10	100.00
14	NOAP acquaintance printing			300.00
15	ISL , IAY & OAP Photos etc	20/-	50	1000.00
16	Lamination	10/-	30	300.00
17	Internet browsing	25/- per Hour	50 Hrs	1225.00
18	DTP & Job work	25	50	1225.00
19	Tourism	30	40	1200.00
20	Sale of SHG products	2	500	1000.00
21	Courier	2	25	50.00
22	HLL products	11% on sale of Products		2200.00
23	Xerox	1	1500	1500.00
24	e-enabled education	2/-	200	400.00
25	Computer education	400/-	10	4000.00
26	Sale of ICICI		100	1000.00
27	Employment renewal	5	50	250.00
	T O T A L :			29895.00

Income

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## EXPENDITURE

1. Internet connection charges	900.00
2. Telephone charges	1,000.00
3. Electricity charges	1,500.00
4. Stationary	3,500.00
5. Miscellaneous etc	1,000.00
6. Building rent	500.00
7. Addl. Employees salaries	3,200.00
8. Traveling expenditure	800.00
	-----
	12,400.00
9. Monthly Loan Installment	4,000.00
	-----
<b>EXPENDITURE :</b>	<b>Rs. 16,400.00</b>

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## NET INCOME

**INCOME per month** **29,895.00**

1. Internet connection charges 900.00

2. Telephone charges 1,000.00

3. Electricity charges 1,500.00

4. Stationary 3,500.00

5. Miscellaneous etc 1,000.00

6. Building rent 500.00

7. Addl. Employees salaries 3,200.00

8. Traveling expenditure 800.00

9. Monthly Loan Installment 4,000.00

-----  
**Expenditure per Month** **16,400.00**  
-----

**Net Income per Month** **13,495.00**  
-----

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## Overall Investment

**Rs 1.65 Crores** (Rs 2.50 lakh for the bigger 45 centres and Rs 0.50 lakhs for the 105 smaller centres )

**Rs 1.15 Crores** (Rs 2.50 lakhs being the building cost rented out to the centre)

**Rs 1.00 Crores** (Internal Computerisation, Networking, Hardware, Software etc)

**Total – Rs 3.80** Crores (All out of the internal resources of the district, self employment grants and bank finance)

## Benefit to Self Help Groups in the first year

**Rs 100 Lakhs** (Rs 1.50 lakhs per bigger centres, Rs 0.40 lakhs per smaller centres)

## Notional Savings to Citizens in the first year itself

**Rs 10 Crores** Around 10 Lakh transactions @ 1 day daily wage turns out to (100 X 10,00,000)

## Benefits to Government

Leading to achieve **SMART** (Simple, Moral, Accountable, Responsive, Transparent) Governance

Income

Expenditure

Net Income

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WESTGODAVARI

rural e-seva

An IT Project for the Masses

Group/Individual Members Details

Mandal Name

Village Name

Dept Name

Scheme Name

Type

Group Name (\*\*\*)

Activity Name

SSid Number (\*\*\*)

GroupLeader Name /Beneficiary Name

GroupMembers (\*\*\*)

Projectcost

Bankname

Application number

Applied Date

Submit

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SHG



00200309290501

Manikyam

Dammennu

Bokka Manikyam

Bokka Venkatalakshmi

Bokka Lakshmi



**Self Help Groups**

Tasks

- Savings
- Borrowings
- Grants
- Income
- Expenses
- Lendings



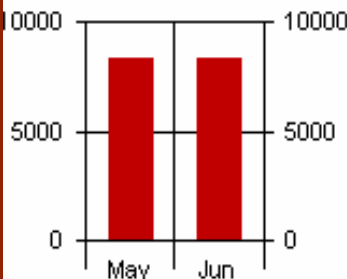
Income



Expenditure



Reports



Account Details



Accounts



Grants



Savings



Borrowings

25/06/2003

Dammennu



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## Making Illiterates Literates... and

## The literates.....e-literates

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**TELE - AGRICULTURE IN e-SEVA**

Name of the Farmer

Mandal  Village

Name of the Crop  Variety

Extent  Type of the Soil

Irrigation Sources  Authority

Age or Stage of the Crop

a) No. of days after sowing / Nursery  No of Days

b) No of days after transplanting

Fertilizer Applied

	Nitrogen (N)	Phosphorous (P)	Potassium (K)	Others
1. Basal Dose	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Top Dressing I	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Top Dressing II	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Type of Fertilizer App.

1. Complex	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Straight	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Foliar Spray	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Micro Nutrients Applied

	I	II	III	IV
1. Soil Application	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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WESTGODAVARI  
**rural e-seva**

An IT Project for the Masses

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[S.C.Corporation Subsidy Application](#)  
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[Velugu Application Form\(Jr.Livelihood Persons\)](#)

S.C.Corporation

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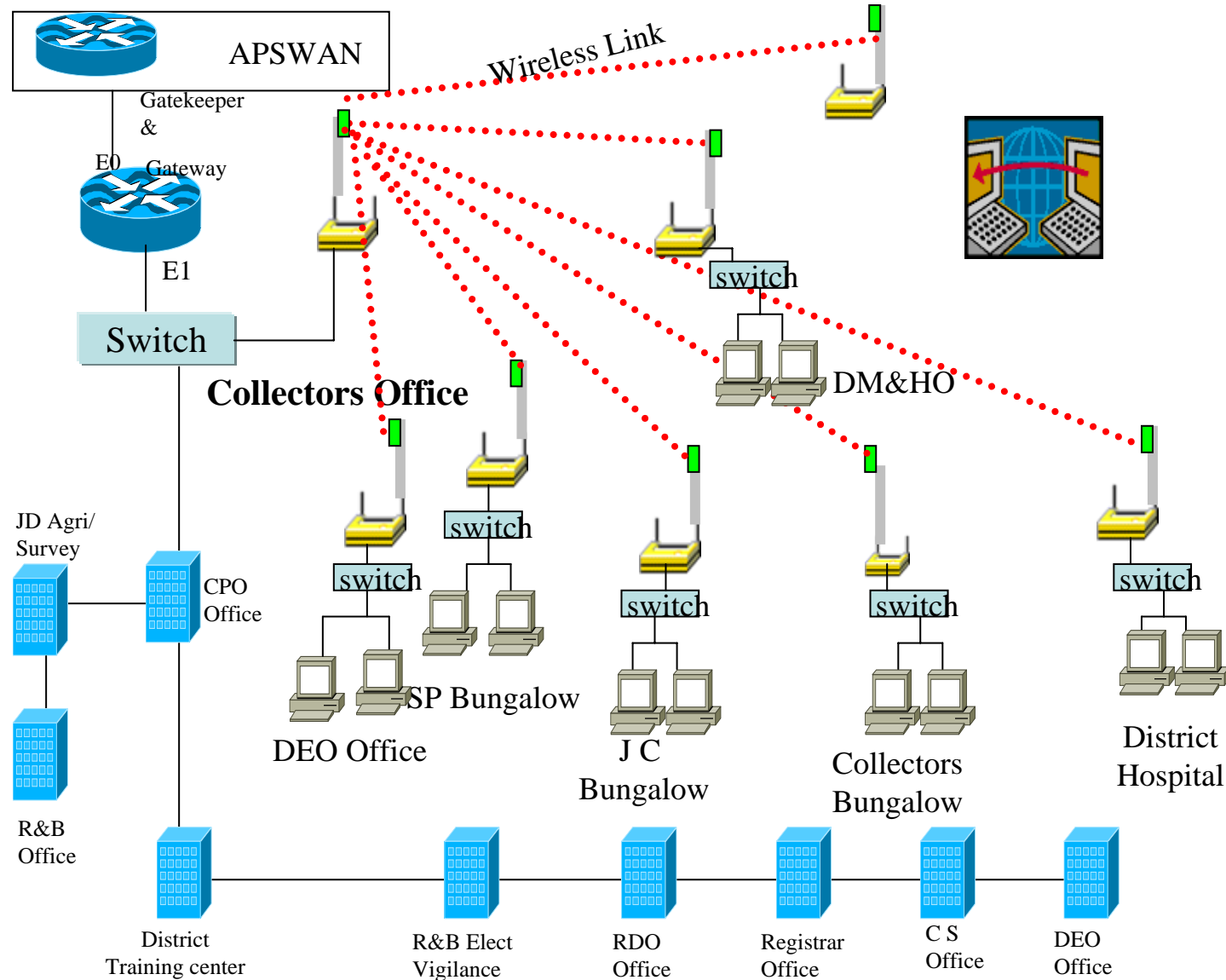
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Key for success



DialUp

Wireless 802.11b

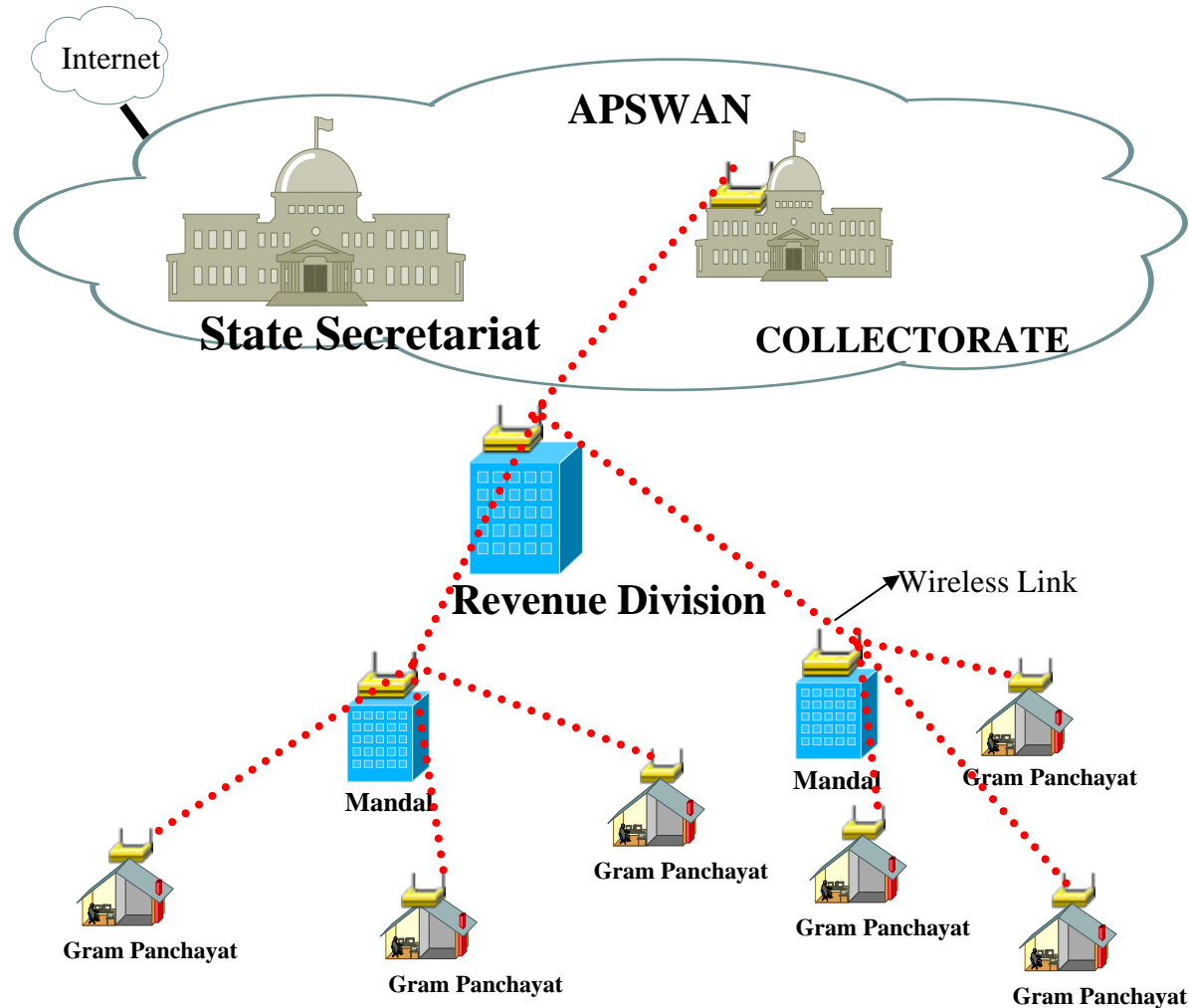
CorDECT WLL

The Vision





# Village Secretariat to State Secretariat...



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Welcome to a land watered by the mighty Godavari river.

Where you can take a peek at a historical past through the veils of time. Where magnificent temples still reveal the intricate craftsmanship of skilled workers. Where mother nature can still be witnessed in all her splendid glory. This is the land that now beckons you to a memorable visit that you are not likely to forget for a long, long time. Give in to your spirit of adventure and thirst to know more about our culture & rich heritage. Come over.



test



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## Rural e-seva WESTGODAVARI

An IT Project for the masses



Welcome to  
**Online File Approval System**

LOGIN HERE	
Department	<input type="text" value="Horticulture (2)"/>
User Id	<input type="text" value="701"/>
Password	<input type="text" value="test"/>
<input type="button" value="LOGIN"/>	
<b>Ex</b> Remaining User Id's : Password remain same for all	



Right 'e' Office  
in Digital District

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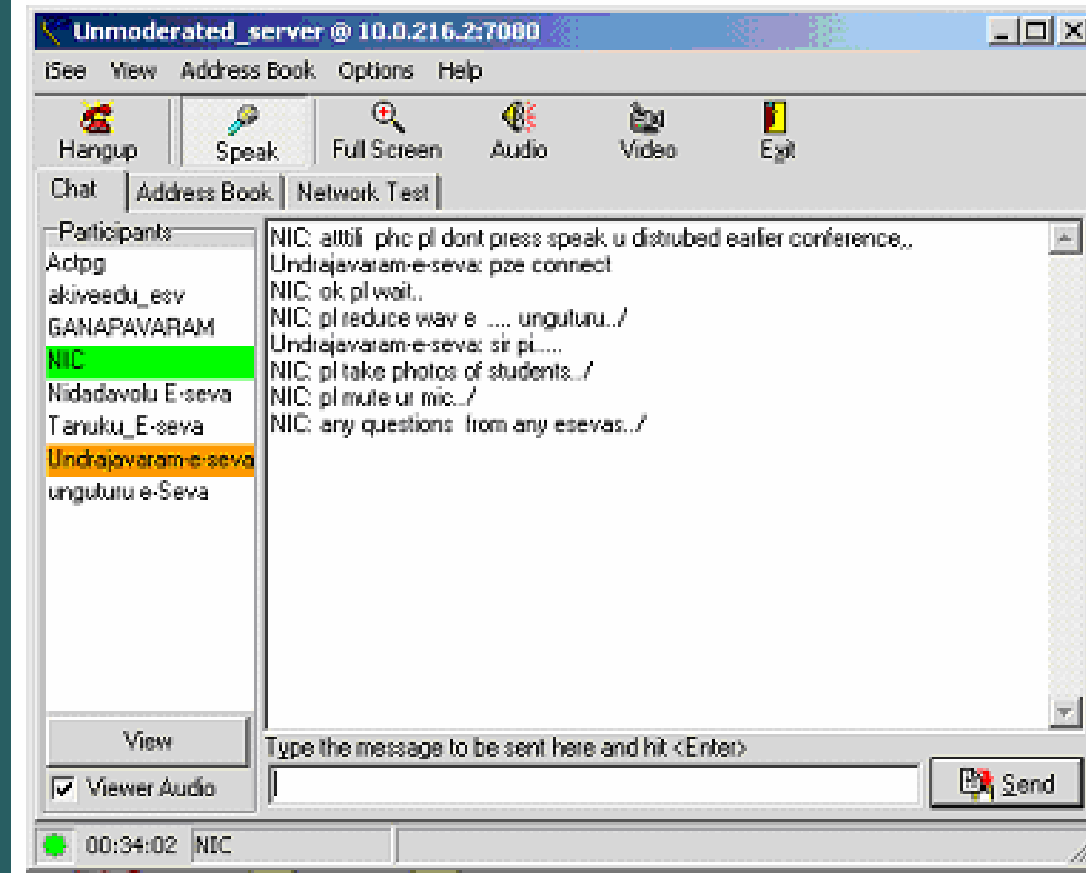
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# What is needed ?

- ❑ Political and Administrative Will
- ❑ Commitment to innovation and capacity to absorb failures
- ❑ Global thinking, local action
- ❑ **Information Technology** as a tool to further reform

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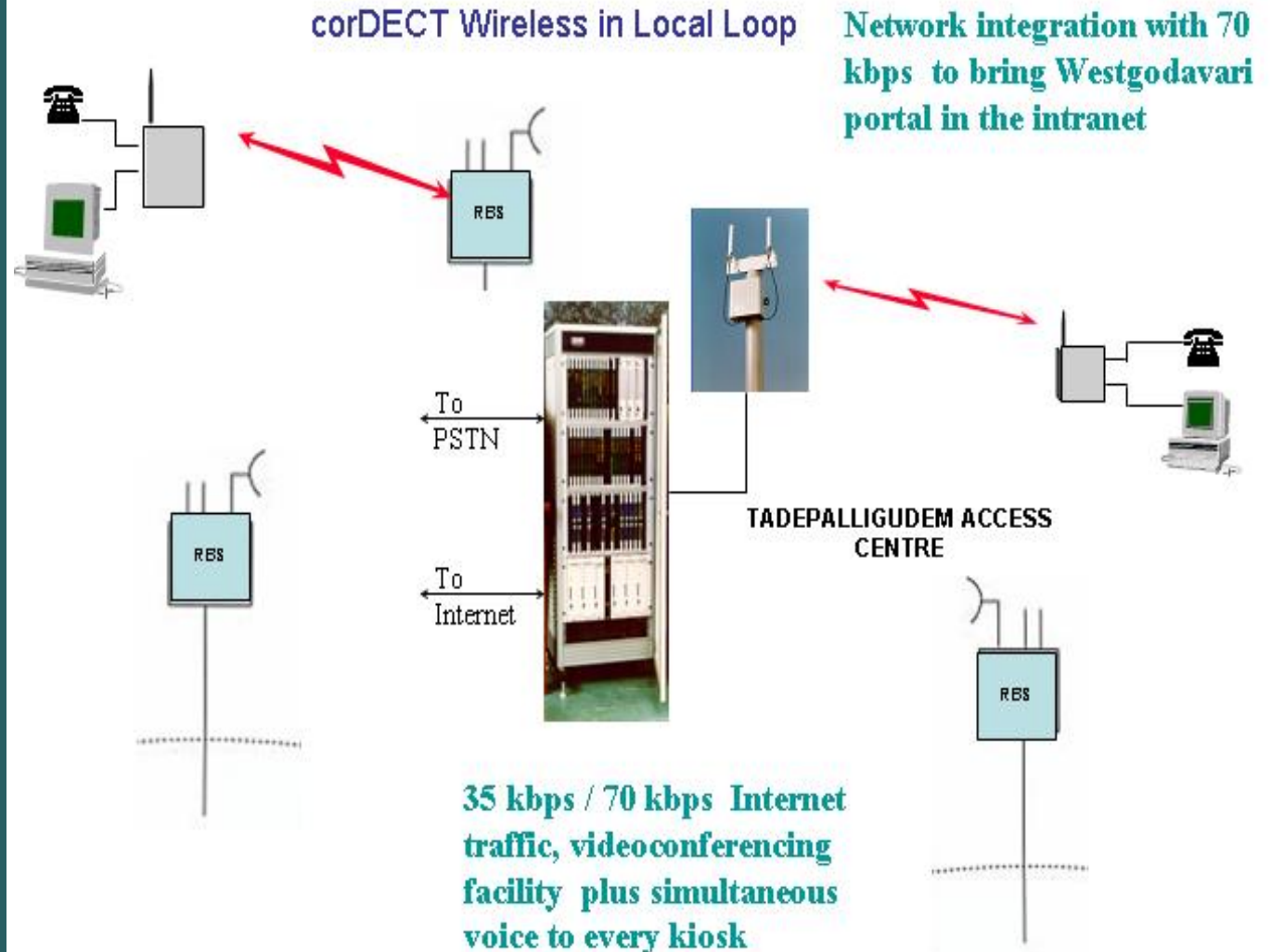
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Key for success

## n-Logue Deployment in West Godavari District



DialUp

Wireless 802.11b

CorDECT WLL

The Vision



- Opening the frontiers of Knowledge to the deprived
- Partnership with Azim Premji foundation
- Computer assisted learning with curriculum based CDs to children in the age group of 6 – 14 years.
- Program now reaching 60,000 elementary school students
- Rural students proving that they are next to none

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Key for success

# KEY FOR SUCCESS

- ❑ Big task simplified by breaking into small doable tasks
- ❑ Multiple stake holders
- ❑ In house development ensured fast conversion into digital framework
- ❑ Education & Sensitization of citizens
- ❑ Problem Solution from “demand” side instead of “supply side” by keeping citizens as focus

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Key for success



# “Good government is no substitute for self-government”

*Thank you*



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