

# e-Awas - Government Accommodation Management System

EBT scheme has been implemented for last one year for strengthening of disbursement of benefits reaped under nine major social security schemes into right hands and centralization of database administration aspects. The Project is implemented across state in all 21 districts for more than 20 lacs beneficiaries. Pension disbursement under EBT scheme through Bank/ BCs has been implemented in 20 districts. Enrolment and opening of accounts is in progress in Gurgaon district.



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Residential accommodation is a basic necessity. Everyone aspires to have an accommodation befitting his / her requirement and status. Central government employees are transferred or deputed on regular intervals. Possessing an accommodation away from home is a difficult job.

Directorate of Estates (DoE) under Ministry of Urban Development, Government of India, is responsible for administration and management of office buildings for various organisations of the Government of India as well as residential accommodation for the Central Government employees in Delhi, Mumbai, Kolkata, Chennai and other cities of the country.

With about 89,768 units of General Pool Residential Accommodation (GPRA), of different



types, across India allotting them and then keeping record of their acceptances / rejections, rent bills, license fee, vacations, etc. is a strenuous job. The whole job was earlier done manually – Refer Fig 1 for Manual Workflow.

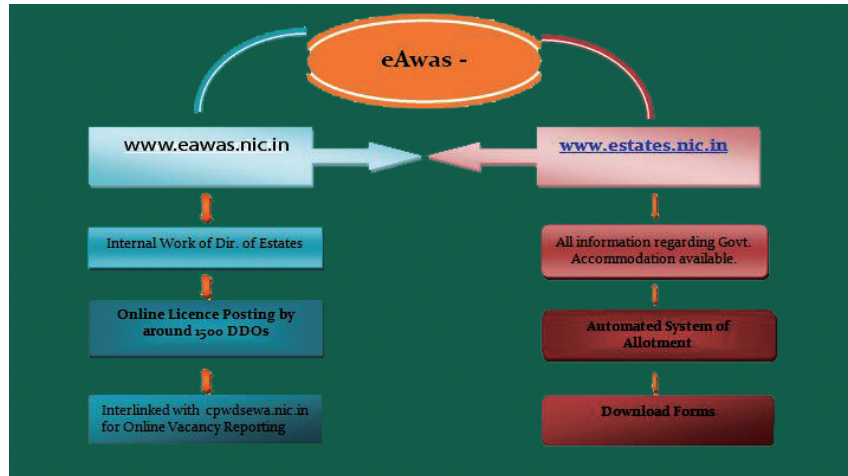
The Block Allotment Year was of two years, after which the entire unutilised forms were weeded out.

e-Awas, developed by NIC, provided an automated solution to it.

#### OBJECTIVE OF e-Awas

- Process Re-engineering for better services.
- Automating all business activities / processes involved in the allotment of houses.
- Facilitating easy maintenance and

- prompt updating of housing records.
- Making housing records / transactions tamper proof and genuine.
- Allowing applicants easy access to all relevant information through internet.
- Reducing the number of forms and re-designing them.
- Better tracking of data relating allottees, license fee recovery, subletting, litigation etc.
- Applicants can enter preferences for house(s) of their choice(s).
- Each allottee can see his / her license fee recovery details online.



Major Modules of e-Awas

### ISSUES RESOLVED

e-Awas reduced the cost, time and mitigated the wastage of resources. Issues resolved in Automated System of Allotment are –

- Participation of stakeholders and transparency in the procedure.
- Online submission of applications by the applicants any time.
- Online submission of preference of houses by the applicant every month.
- Communication of information through website and by SMS / Email.
- Automatic generation of waiting lists by the system.
- Automatic preparation of Vacancy Register based on the online reporting of vacancies by CPWD.
- Automatic Allotment on specified dates of the month.
- Applicant can download the Allotment Letter themselves.
- Automation of Rent Section initiated.

### FEATURES OF E-AWAS

- Preparation of waiting lists for initial, change and ad-hoc allotments.
- Preparation of proposal for allotment according to various waiting lists. Allotment as per rules.
- Acceptance of allotment by an allottee.
- Printing of Authority Slip for the possession of house.

- Reconsideration for re-allotment to the employee.
- Preparation of First Rent Bill and Revised Rent Bill.
- Allotment of Allottee Account Number (AAN) to all allottees.
- Cancellation of allotment.
- Retention / extension of house after cancellation.
- Regularisation of house allotted to an employee upon death, retirement and transfer as per rules.
- Accounting of License Fee Recovery from allottees.

Subletting and litigation cases. Information dissemination to all applicants through Internet / E-mail / SMS.

### BENEFITS

DoE has replaced Block Allotment Year with Rolling Allotment Year in which the applicant can now apply at any time of the year, instead of waiting for the call of applications.

Waiting lists are generated in time, hence faster allotment process.

Applicants can now view waiting lists and allotments through Internet, thus making the allotment process transparent and corruption free.

Vacant houses are quickly and optimally allotted than before resulting in better revenue collection for the Government.

Quality of service in Directorate of

Estates has improved considerably. Saving due to reduction of Manpower. Implementation of online Automatic Allotment System resulted in savings of time and manpower.

The allottees can monitor their license fee recovery position, which facilitates payment of outstanding license fee dues, if any, as well as quick issuance of No Demand Certificate.

### ACCOLADES

e-Awas is running successfully in Delhi, Mumbai, Kolkata, Chennai, Faridabad, Ghaziabad, Chandigarh, Shimla and Nagpur. It was awarded National e-Governance award 2011-12 for 'Excellence in Government Process Re-Engineering' on 10th February 2012, during 15th National Conference on e-Governance held at Bhubaneswar, Odisha.

### For further information

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