

Pali: ICT enabled Initiatives Leading to Good Governance

With a glorious historical background, Pali traces its origin to Mahabharata when as a part of ancient Arbuda province, it was known as Balla-Desh. Memoirs of legendary Chinese traveler Huen-t-Sang, mentions it to be a part of Gurjar Desh in 667AD. Before the formation of Rajasthan, Pali was the part of erstwhile Marwar state. The Great Aravali hills link it with Ajmer, Rajsamand, Udaipur and Sirohi. Western Rajasthan's famous river Luni and its tributaries Jawai, Mithadi, Sukadi, Bandi and Guhiabala flows through Pali district.



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THE NeGP aims at spreading benefits of ICT revolution to the remotest and farthest villages of the country. Further, it aims at reducing redundancy and ensuring effectiveness and transparency in government functioning. Keeping the larger objective of this national programme in focus, some of the welcome initiatives of Pali district, with active involvement and technical support of NIC district center, have benefitted the people.

Edited by **Vivek Verma**

DISTRICT WEBSITE

Designed and hosted by NIC, the website of Pali District, <http://pali.nic.in>, is very informative and apart from providing the details related to land, climate, history, fairs and festivals, tourist places, contact



details, various forms, citizen charter etc., it also provides information regarding the various initiatives undertaken by the district administration for the benefit of citizens.

SUSASHAN - AN INITIATIVE

It aims at providing responsive, accountable, smart and public friendly governance by automating and simplifying the procedures through the use of ICT. "Sushasan Kendra"



Sushasan Kendra providing Single Window Service

has been established in all the SDM offices and one at headquarters. Citizens derive the benefit of Single Window services, where applications for domicile, caste, Income certificates, marriage, birth and death certificates and applications under RTI act, renewal of arms licenses etc are accepted and processed. Public Grievances Redressal System has also been implemented for acceptance and tracking of complaints received from public.

Benefits

In order to get multiple jobs done, one has to go to multiple offices and each requiring multiple visits which is very time consuming and costly affair for citizens. Sushasan Kendras have come as a boon for the citizens where for a job which earlier used to take 7-10 days, can now be done in 24 hrs. In the last 15 months, more than 33000 certificates have been issued at these Kendras.

PUBLIC GRIEVANCES REDRESSAL AND MNREGS HELPLINE

The system is in place for proper,

timely and qualitative disposal of complaints. MNREGS complaints are also handled by customized version of the same software which is run by the district e-Mitra society. Some of the features of the system are -

- Fully automated right from registration of complaints to its final disposal
- Every complainant is given a receipt and a PG number, which is used for all future interactions
- An automated forwarding letter is generated for designated field officer
- The reply from field office is processed and put up for perusal of the collector.
- Suitable instructions are passed for every case.
- Weekly monitoring system for which pendency reports are generated to keep a check on every officer's performance

OTHER ICT INITIATIVES

Apna Khata Implementation (Land Records Computerisation) -

Implemented in all the nine tehsils of the district, it delivers instant, accurate & updated ROR to common man.

Treasury Computerization System -

Implemented to provide financial information from treasuries to finance department. Data Depository System was developed to make a repository of all employees for various management purposes.

Election Management Software -

Designed and developed for General Elections -2009, it was implemented in all the districts of Rajasthan. This software has a feature of three stage randomization as PER ECI guidelines and modules for. Polling parties appointment, Counting parties appointments and Micro observer appointments. Round the clock technical support was given to the districts.

Electronic Voting Machine

Randomization software having two stages randomization of EVMs, was also developed and implemented.

Arms License Monitoring System - To keep up-to-date record of Arms Licenses registered at District Administration.

Personnel Information System -

Records complete details of the employees like previous postings leave record etc. and generates various reports like seniority lists, list of stay for two-three years etc.

IT awareness training -

From time to time various IT awareness trainings have been organized to facilitate the end-users.

MIS for National Rural Employment Guarantee Act -

NREGA software has been installed in all the ten Blocks of the district. All the Job cards have been computerized and issuance of E-muster roll has also been started.



I congratulate the entire District Unit of NIC Pali under the able leadership of Sh. Anil Purohit, DIO who is actively involved in new initiatives taken by District Administration.

Mr. Niraj K. Pawan
District Collector



A training session in progress

Web Conferencing facility at all SDO Headquarters-

Facilitates District Collector to immediately interact with SDO or groups of SDOs.

Video-Conferencing Services -

It is being provided on regular basis to organise Video Conferencing with respective department heads/Chief

For further information

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