

Purulia – Using ICT for Citizen Centric Services

Purulia – The westernmost district of West Bengal state has all-India significance because of its tropical location, its shape as well as function like a funnel. It funnels not only the tropical monsoon current from the Bay to the subtropical parts of north-west India, but also acts as a gateway between the developed industrial belts of West Bengal and the hinterlands in Orissa, Jharkhand, Madhya Pradesh and Uttar Pradesh.



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IC Purulia District centre has played a major role in providing e-Governance services to government departments in the district. The centre is equipped with state of the art infrastructure which includes a dedicated 34mbps leased line connectivity and 'Video Conferencing' facility. It has provided ICT support to all major departments and contributed towards citizen centric project development and their implementation.

On 11th November, 2011 a Comprehensive Public Grievance Redressal System was launched by Hon'ble Chief Minister of West Bengal. It's an ICT enabled single window system project named - SAMADHAN to register & monitor public grievances and their redressal.

SAMADHAN: PUBLIC GRIEVANCE REDRESSAL SYSTEM

The 'Public Grievance Cell' at the district received complaints, which were

forwarded to the concerned department for redressal but there was no mechanism to monitor pending complaints or to verify the satisfaction level of complainant regarding their redressal. It was also not possible to assess the performance of departments with respect to public grievances redressal efficiency. Hence the need to improve service delivery to common citizens and bringing government closer to common man was felt.

SAMADHAN - an ICT enabled single window system, www.samadhan.net.in/govpurulia, to register & monitor public grievances, is a tool for the district administration and other departments for monitoring & improving efficiency of service delivery mechanism up-to satisfaction of the common citizen.

A help line number has been widely publicized to register complaints at the SAMADHAN Control Room (PG cell). Details of complainant and complaints are noted down and simultaneously recorded in voice recording system. The details are entered into the online SAMADHAN portal for registration. As soon as registration is done, an auto gen-



Hon'ble Chief Minister Ms. Mamata Banerjee Inaugurating the SAMADHAN portal.

erated complaint number and redressal time limit is sent to the complainant through an auto generated SMS using SMS gateway and the same is also sent to the concerned government officials at different level in departmental hierarchy for necessary redressal.

The concerned officer can also check SAMADHAN website for pending complaints and for updating status of complaints. He/She can also interact with PG Cell or with the complainant through a complaint specific dialogue box. The recorded audio files are uploaded by the operators against the concerned reference ID of the complainant at the SAMADHAN website. The District Magistrate can also monitor / generate reports status-wise, geographical unit-wise (Village/GP/Block), and department-wise for registered complaints. Complainants can also check the progress / status of complaints either through website or by calling the control room. Complaint is closed only after verification and quality of service provided to the complainant over phone by SAMADHAN control room.

OTHER E-GOVERNANCE INITIATIVES

Election Call Centre (ECC): A software was developed to manage the Poll related communication between District Magistrate and other officials including presiding officers to maintain law and order and control the entire district election work from a central point. The software was fully tested at the recently concluded 'General Assembly Election 2011' in the state. It was implemented at the District Police Office also for controlling the force movement and later replicated in other districts during next phase election. This software facilitates Blue tooth connection and mobile phone device. An operator can call / connect officials, whose contact number has been captured in database, directly from the system without dialing any number from mobile.

Online File and Letter Monitoring System (OLFTS): NIC Purulia has

developed a web based online system to monitor letter received from different sources and also monitor the movements of files from District Magistrate office to different line departments. The software helps to speed up Files movement between the departments and allows quick view of action taken. Each department can log into the system and can find out their files status.

Transport Computerization (VAHAN & SARATHI): The VAHAN & SARATHI software for vehicle registration and driving license respectively has been implemented successfully in Purulia District. Apart from Registration and Licensing process the captured data is regularly transmitted to state centre through VPN over Broadband connectivity.

E-Court Project (CIS): The features of Case Information System are judgeship module along with Master, Centralized filling, daily proceeding, allocation/registration, case scrutiny and queries.

E-Registration (CORD): Computerization of Registration of Documents (CORD) is an application package developed by NIC, West Bengal State Centre to automate the Registration Offices. All the seven Registration Offices in the district have implemented the CORD system. Till now about 65,000 deeds are registered comprising all offices.

E-Salary (COSA): As per requirement of different offices of the district, new COSA (Computerization of Salary Accounts) application has been implemented and necessary trainings were provided to the staff. The COSA software is running in almost 150 DDO offices of the district.

ICT SUPPORT IN OTHER AREAS INCLUDE

e- Registration for Death and Birth Certificate, RSBY database preparation and monitoring, Election - polling party formation, EVM randomization, counting party randomization etc, MGNREGA, AGMARKNET, CCTNS



SHRI AVANINDRA SINGH, IAS
District Magistrate and
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To promote e-Governance and improve delivery of various citizen services using ICT, District Administration with the technical support of NIC District unit has taken several initiatives including recently launched "SAMADHAN : An ICT enabled Public Grievance Redressal System" in socio-economically backward Purulia district. It gives me immense pleasure to inform that National Informatics Centre, Purulia plays a vital role for spreading informatics culture in Purulia district by designing, developing and implementing various e-Governance projects to make the administration citizen centric. I appreciate the active support of Shri Bhaskar Ray, DIO and Shri Siddhartha Sen, ex-DIO, who has been recently transferred from Purulia to NIC WBSC Kolkata. I hope for continued motivated performance of NIC team in the future.

For further information

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