

# JHARSEWA: Bringing revolutionary changes & reforms in the Service Delivery Process in Jharkhand

JharSewa, powered by ServicePlus empowers the users by allowing them to define and configure services on their own. No technical interventions are required. The new approach is based on the standards and principles that apply to all major lifecycle events of a digital service namely, Defining, Realizing, Measuring and Governing Digital Services.



**SHAHID AHMAD**  
Dy. Director General & SIO  
s.ahmad@nic.in



**MIHIR RANJAN MOHANTY**  
Technical Director  
mr.mohanty@nic.in



**ASHUTOSH KUMAR SHERPA**  
Scientist-B  
a.sherpa@nic.in

Edited by  
**Dr. DIBAKAR RAY**



A progressive Government aims at serving its citizens in a user-friendly, transparent and interactive manner. These demands have led to a paradigm shift from traditional to digital methodology. Transition of Governments to the new digital world calls for significant and conscious effort. Jharkhand took a huge stride in harnessing the benefits of e-Governance towards digitally enabled service delivery in the state. The new model is a paradigm shift in conceptualizing a 'new breed of services' which are very close to the current expectations of the people providing them choice and control and participative access to the domain of Governance. JharSewa in Jharkhand has been a major initiative in this direction. Having its structure built on ServicePlus Framework, JharSewa provides future-proof enterprise architectures, state-of-the art infrastructure, new capabilities, and above all, a Business Process Innovation.

e-District is one of the focused key Mission Mode Project (MMP) under

National e-Governance Plan (NeGP) to promote the delivery of citizen centric government services electronically. JharSewa – the e-District project was launched on a state-wide scale by the Hon'ble Chief Minister, Jharkhand on 16th June, 2015 with 6 certificate services.

More than 80 lakhs Digital Certificates have been delivered in a span of 2.9 years. This is the highest number of applications processed by any state using ServicePlus. JharSewa provides the largest coverage of services up to the Grass root level. Highest number of Government Workflow players – approx 7,200 are involved in the system.

## THE LEGACY SYSTEM

The new initiative reformed the earlier system - 'e-Nagrik Sewa' that was operational state-wide in hybrid mode. Applications were submitted at a Panchayat level CSC (Pragya Kendras) and are used to get forwarded to the concerned Circle/Block Development Officers for processing. In addition, lots of physical touch points existed in the service delivery process. In the legacy system documents used to move physically and ink signed certificates were physically delivered and



State-wide roll-out of JharSewa by Shri Raghubar Das , Hon'ble Chief Minister, Jharkhand (centre), (L-R) - Shri Deepak Chand Mishra, DDG, NIC, Shri R. S. Poddar, Development Commissioner, Hon'ble CM, Shri Sunil Kumar Barnawal, Secretary to CM and Shri Sanjay Kumar, Principal Secretary to CM

physical touch points used to be the weakest of the system. Moreover the hard link between processing offices and the CSCs used to create more hardships for the applicants

## JHARSEWA – A NEW APPROACH

The new approach powered by ServicePlus brought about revolutionary changes and reforms in the service delivery process. It empowered users to define and configure services on their own. No technical interventions are required. Dynamic application routing has been applied by creating linkages among work-flow players and coverage locations. Local Government Directory provided a uniform location management tool for the system. e-Payment is made available through CSC wallet wherever applicable and digital signing of output certificates removed the limitations of major physical touch points. A unique feature of the system is no hard linkages between office and location. Anybody could apply from anywhere for any processing office. With features like First-in-first Out (FIFO) and Tatkal stack, Multiple Application channel, Application Tracking and Electronic Service Delivery model, JharSewa has become a robust digital service platform for the government.

## PROCESS AT A GLANCE

Services are enabled for submitting applications through a variety of channels viz. online, CSC, Panchayat Swayam Sewaks etc. The application gets automatically routed to the processing office based on the location attribute. Processing then proceeds as per the FIFO or Tatkal stack in the defined work flow. It is recalled by a work flow player or return to citizen facilitating correction before the final approval. Digitally signed Service delivery finally gets available online for the applicant or CSC. Payment gets processed through CSC Wallet – Digital Sewa or CSC Online Portal, wherever applicable. In addition, user profile and user document repository is maintained for online users.

## ADMINISTRATIVE STEPS UNDERTAKEN BY GOVT.

### Widest Geographical Coverage

Services are configured by the concerned department up to Grass-root level. Link-

ages were established for Village – Panchayat – Halka , Ward – ULB – Halka etc. using Local Government Directory of Panchayati Raj System. Approx 7,200 Govt. Officials are mapped as ‘work-flow player’ in the system.

### Notifications issued

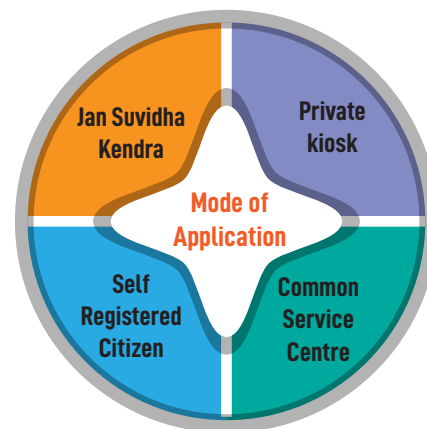
Necessary Notifications are issued by the Jharkhand Government for honouring only the JharSewa issued certificates in the state.

## STATE-WIDE ROLLOUT AND CAPACITY BUILDING

After initial test run, Jharkhand Government opted for the state-wide launch of the project. e-District Manager along with an additional technical manpower was posted in all the 24 districts for supporting, implementing and managing the project in coordination with the District Informatics Officers of NIC. Series of state and district level workshops/ awareness programmes were organised for the stake holders - Revenue Karmachari, Panchayat Sewak, Circle Inspector, Circle Officer, Block Development Officers, Block Supervisors, Sub divisional Officers, District level Officers, Panchayat Swayam Sewaks as well as the concerned State level functionaries. Village level Entrepreneurs (VLEs) running CSCs, State Coordinating Agencies for CSCs (SCAs) and Master Trainers located at Blocks and Districts were also trained exhaustively.

## MULTI CHANNEL APPLICATIONS

In addition, Government took necessary



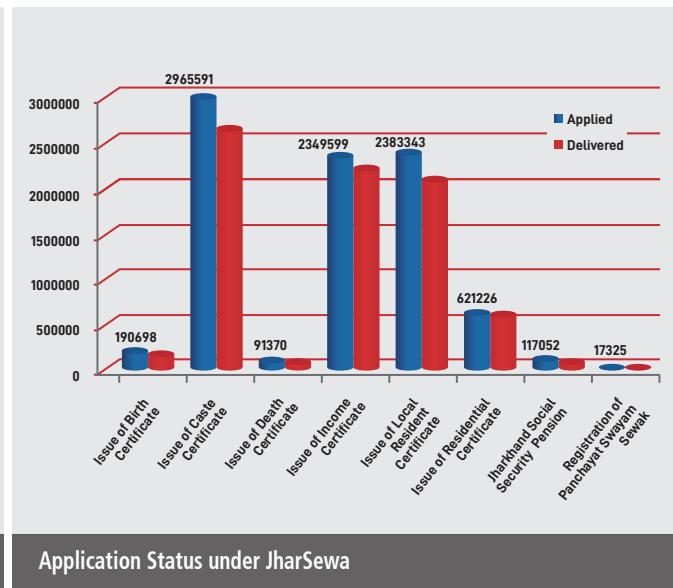
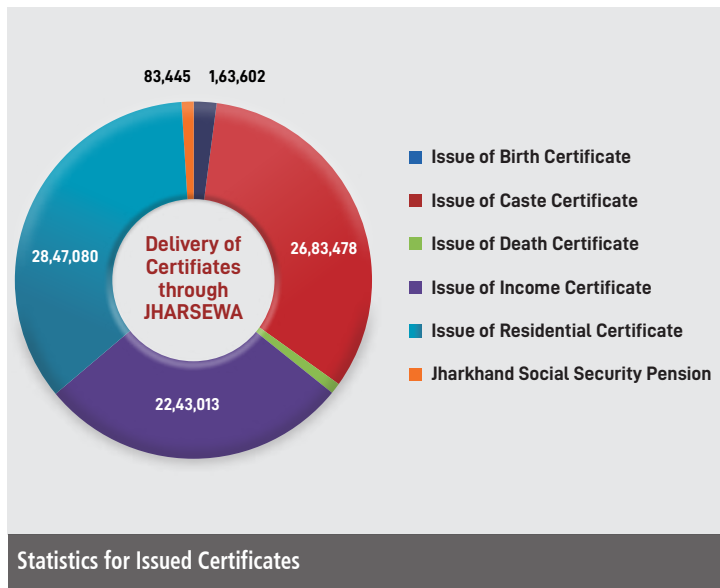
### Mode of Application

steps for enhancing the reach to its citizens. Multiple channels of application submission modes were enabled like online submission from panchayat level CSCs and district level Jan Suvidha Kendras were put in place. Jan Suvidha Kendras provide services without any charge, while Panchayat level CSCs charge nominally as per the CSC model. CSC Wallet has been enabled in JharSewa for e-Payments.

## GOVERNMENT AT DOOR STEP (SARKAAR AAPKE DWAAR)

Services of Panchayat Swayam Sewaks were made available under the scheme- ‘Sarkaar Aapke Dwaar’ for doorstep service delivery. More than 15,000 Panchayat Swayam Sewaks are presently providing door to door services in villages of 4,398 panchayats.





## REACH THROUGH PRIVATE CSCs

Further, Jharkhand Government invited potential private players to set up their CSCs under 'Momentum Jharkhand' Programme. More than 850 CSCs have so far been set up under this programme, extending coverage of Service Delivery points extensively.

## SPECIAL CAMPAIGNS

Special camps were organised at clusters of 2-3 panchayats for spot application and service delivery. Operators as well as concerned government functionaries participated in the camp with the mission of providing services on the spot.

## HIGHLIGHTS

- Minimal need of physical movement
- Online Application & Online Delivery
- Kiosk based Application and kiosk based Delivery
- Apply from anywhere
- Door step application and Door step delivery (Sarkaar Apake Dwaar)
- Services to Physically challenged citizens at doorstep
- Mobile interface for tracking, submitting feedback and service delivery
- Enforcement of FIFO (First-In-First Out)
- Tatkal Sewa
- Online Tracking
- Multiple channels for application

submission

- Delivery of digitally signed certificates
- Largest coverage upto grass root level
- Unicode enabled - Local language interface
- QR code on output certificates for authentication
- Integration with Payment Gateways, CSC-Wallet, SMS gateways, email Gateways
- Online Verification facility of the given service / certificates
- Ready reusable document repository
- Integration with DIGITAL LOCKER, RAPID ASSESMENT SYSTEM and E-TAAL
- SMS Alerts/ email Alerts to applicant
- Continuous improvement as per the citizen feedback

## CONCLUSION

Jharsewa can be proud for its widest coverage and for the record of being the highest number of certificate delivery model, Backed by powerful wings of ServicePlus with regular innovative additions, Jharsewa is poised to achieve new glories.

## STATISTICS

- Average Daily Application Submission 9,500+ (Approx.),
- Average Daily Actions by WFPs- 40,000+ (Approx),
- Highest number of Government Work

flow players - 7200 approx,

- Total CSCs (Pragya kendras on JHARSEWA) - 4,700,
- Total Panchayats - 4398,
- Jan Suvidha Kendras - 23,
- Total private Kiosks after Momentum Jharkhand- 853

## WIDE COVERAGE

- Panchayat Sewaks - 4398,
- Revenue Karmachari - 1886,
- Blocks Development Officers - 263,
- Circle Officers - 263,
- Circle Inspectors - 45,
- Sub Divisional Officers - 24,
- District Magistrates- 24,
- CSCs - 4700,
- Private Kiosks - 853,
- Revenue villages - 32811,
- Municipal Corporations - 07,
- Municipalities - 19,
- Town Panchayats - 15,
- Notified Area Councils - 02

For further information, please contact:

**STATE INFORMATICS OFFICER**  
 NIC, Jharkhand State Centre  
 2nd Floor, Engineer's Hostel No.-2  
 HEC, Dhurwa, Ranchi - 834004  
 JHARKHAND

Email: sio-jhr@nic.in  
 Phone: 0651-2400746