

# eROR:

## Register of Ordinary Residents for the Management of Citizen Database

Ordinary Resident Register (ORR) is a physical register maintained in the state of Tripura, at the lowest tier of local self-government (urban as well as rural), to record the details of the citizens. Citizens are not entitled to civic services and benefits, unless their names are recorded in the register. eROR is a workflow based cross-sector solution developed for real-time management of citizen database in Tripura so as to ensure better and hassle-free delivery of citizen-centric services.



**ACHINTYA KR. DE**  
Technical Director  
ak.de@nic.in



**PRADIP ROY**  
Senior Systems  
Analyst & DIO  
pradip.roy@nic.in

Edited by  
**RUBAIYAT ALI**

**T**he physical ORR in Tripura are maintained according to Gram-Panchayats in rural areas and wards in urban areas. They record demographic information of each family such as name (Head of the Family and all the members including relationship with Head of the family), sex, age/DOB, qualification, occupation, house type, land holdings, irrigation details, sanitation details, water supply and electric supply connection details. In addition, the State Government has also decided to collect the Aadhar No. or the Enrolment ID (for subsequent translation to Aadhar No.)/EPIC No./Bank details (Branch & Account No. when available), PDS details (FPS Name & Ration Card No.) & MGNREGA Job Card details.

### OBJECTIVES OF THE PROJECT

The State Government of Tripura is in pursuit of empowering its 3-tier Panchayati Raj system through the Panchayat Department, and requested NIC Tripura to develop application software to maintain a database and achieve the following objectives:

1. Real time management of citizen database in Tripura
2. Better delivery of residency-related services such as:
  - Inclusion of name in ROR (by



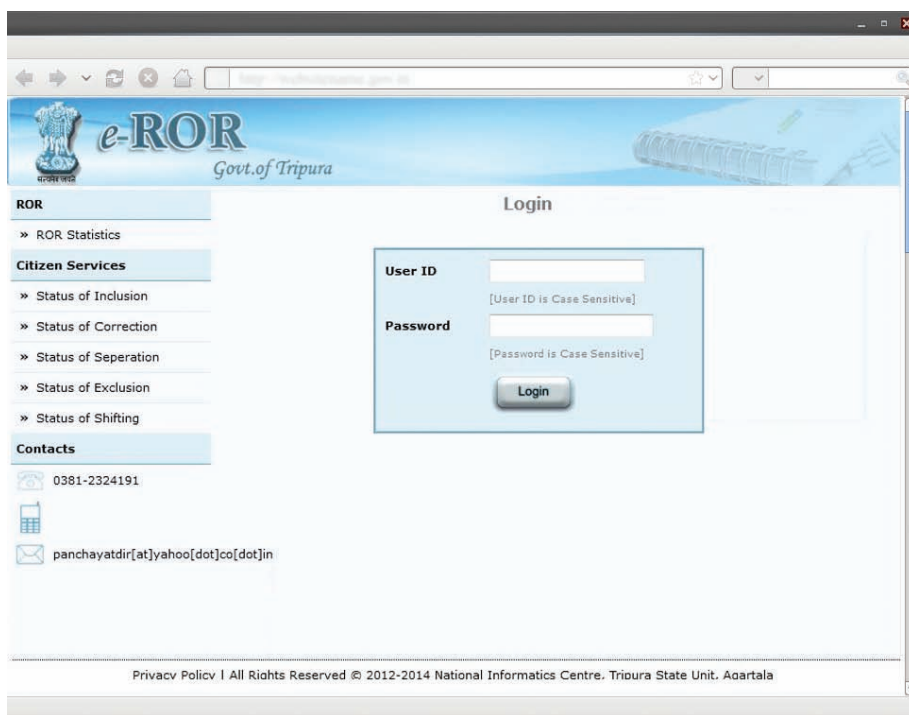
**KIRAN GITTE, IAS**

District Magistrate & Collector, West Tripura

The District Administration draws its strength from responsive public institutions, established procedures and robust infrastructure. Information Technology has given a new flip for making the administration more effective and efficient. The RoR (Records of Ordinary Residents) is the basic document for the rural families and is referred for giving ration cards, Birth and Death certificates, selection of beneficiaries for housing, land allotment, etc. The eRoR is updated to include latest parameters of financial inclusion, electronic tracking and host of other public service indicators. The launch of eRoR in West Tripura district under technical supervision of NIC has helped the District Administration in interlinking other databases of marriage registration, health, ICDS, banking facilities, MGNREGA etc for effective and timely delivery of public services.

birth/adoption/marriage)

- Deletion of name from ROR (by birth/adoption/marriage)



- Shifting of homestead in ROR (Inter/Intra Gram Panchayat (GP) or Municipal ward/inter-state)
  - Separation of family in ROR
  - Correction/Updation of records in ROR
3. Aadhar-based mapping of residents with different available Sectoral databases
  4. Developing a framework for error-free need assessment and targeted, relevant & timely assistances
  5. Profiling for identification of defaulters and enforcement
  6. Paradigm shift in decentralized planning

Accordingly, the project was taken up across the state during 2012-2013 with particular emphasis on West Tripura district, with its Mandwai rural development block as a pilot.

### EVOLUTION OF eROR

The development of eROR can be traced back as following:

#### 1. ROR Number:

The State Government issued guidelines for structuring and adoption of ROR Number and Family Number in the physical registers.

#### 2. Digitization:

Physical ROR registers were digitized with names in English as well as in Bengali.

#### 3. Solution:

eROR at <http://eror.tripura.nic.in> was deployed as a web-based application with functionalities for data entry, draft publication, data quality reports, data quality improvement forms, final publication and different citizen-centric transactions such as inclusion/deletion of name, shifting of homestead, separation of family and correction of records.

#### 4. Data Quality:

Post digitization, Data Quality Reports were generated for each GP, and distributed to the respective Panchayat authorities for field verification.

#### 5. Draft Publication:

Draft publication of ROR was completed followed by hearing and disposal of claims and objections received from the citizenry. Special thrust was given to correctly capture every member's Aadhar No., EPIC No., MGNREGA Family Job Card No. and bank details.

#### 6. Adoption:

The Government issued instructions to do away with manual ROR and adopt

Service Component	In Manual System	Through eROR
Pre-Application	Personal visit to GP office – at least half a day	Online Entry from home or nearest CSC/Internet Kiosk
Application	Takes 10 minutes on availability of panchayat functionary	Takes 3 minutes, not dependent on availability of panchayat functionary.
Verification	The applicants' papers are submitted at the Block Offices followed by action from the designated Panchayat Officer- approximately 7 days	Online verification - 3 minutes
Approval	Approval and signature of the Executive Officer of the Panchayat Samiti - approximately 3 days	Online Approval - 5 minutes
Service Delivery	The certificate physically travels to the GP Office.	Digitally signed certificate delivered online

eROR as the finally published record of ROR in the state.

**7. Authenticity & Non-Repudiation:**

ROR Certificates were authenticated by Digital Signature of the issuing authority, and delivered online to the citizens from GP offices as well as CSCs.

**RESULTS ACHIEVED**

**a) Tangible and In-Tangible benefits achieved:**

- Reduction in service delivery time and clearing of pendency



Inauguration of eROR

- Online verification of Residency for

law enforcement and eligibility of services

- Synchronization of Sectoral databases along with change in eROR
- Sectoral databases such PDS are reverse engineered based on eROR

**b) Quality of Governance:**

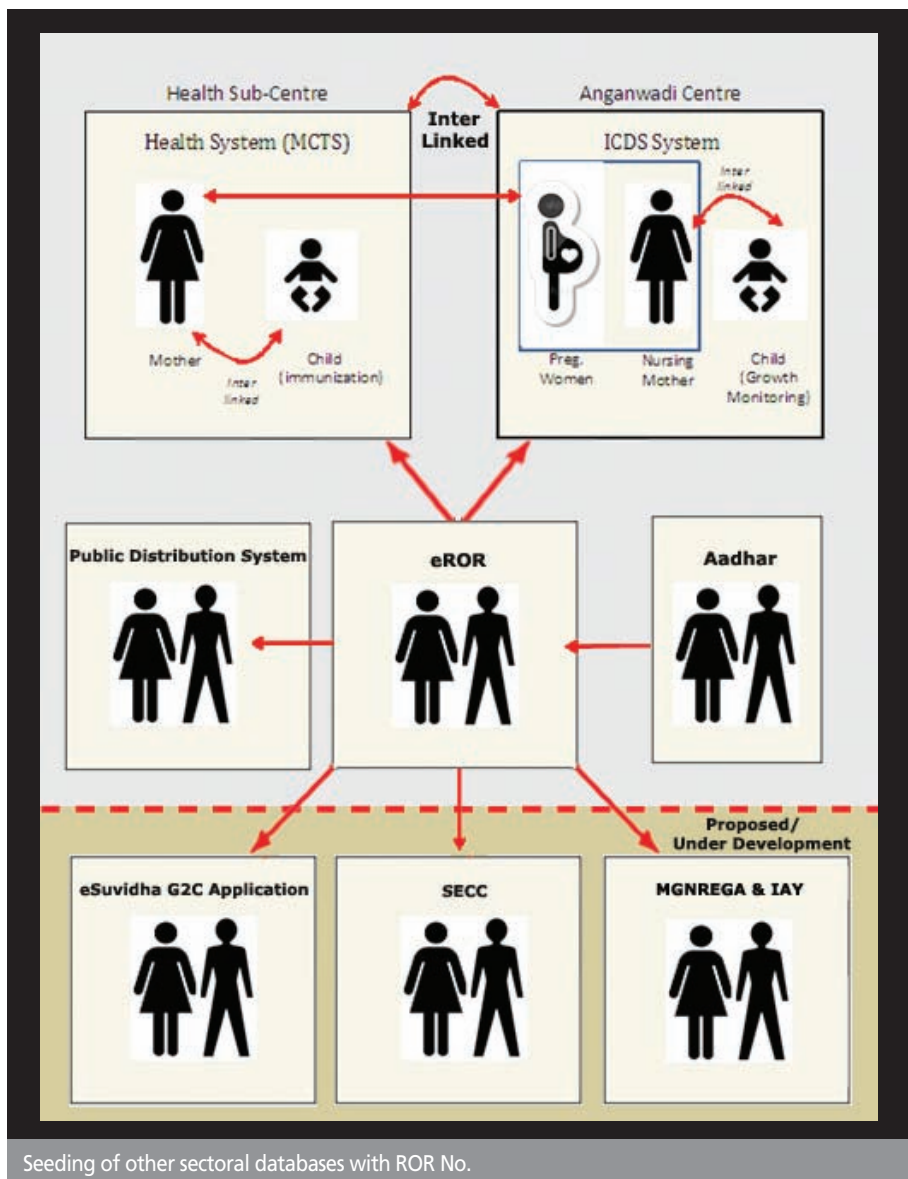
- Digitally signed eROR services
- The eROR database is error free, de-duplicated and mapped on different sectoral databases

**c) Simplification of procedures:**

- Citizens can apply online 365x7 for eROR services, in addition to counter-based facilitation
- Applicants can track status and download certificates

**d) Operability:**

- eROR data exposed as web services is used by other authorized eGov applications such as PDS, MCTS, ICDS
- eROR based web services are used to validate the residency of the applicant in other eGov applications such as eSuvidha, Land records registration etc.



Seeding of other sectoral databases with ROR No.

**FOR FURTHER INFORMATION:**  
 Achintya Kumar De  
 Technical Director,  
 NIC Tripura State Centre  
 E-mail: ak.de@nic.in