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# Jan Seva Kendra

District Collectorate, Gandhinagar



## Introduction

Jan Seva Kendra, District Collectorate, Gandhinagar is the outcome of the strategic union of technology and positive governance. The initiative is aimed towards bringing effective e-Governance at the district level, while introducing the transition from traditional governance to paperless, place-independent governance services in planned phases. It is a leap towards the achievement of e-governance by the Government of Gujarat.

The Jan Seva Kendra currently offers 90 different types of civic services, 44 types of affidavits, and several other value-added services in a prompt, simple and convenient manner. These services encompass land related issues, supplies related matters, revenue collection, grant of licenses, issue of certificates, Right-to-information cases and affidavits. The services are delivered from Gandhinagar, Mansa, Kalol as well as Dehgam centers.

### Courtesy By

**Ms. Sonal Mishra**  
**(Dir. Municipalities,**  
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Jan Seva Kendra, District Collectorate, Gandhinagar is the implementation of ICT Driven Government-to-Citizen service delivery in transparent, fair, speedy and economical manner thereby minimizing corruption and enhancing efficient and effective governance.

The Jan Seva Kendra (Gandhinagar) combines the application of creativity and technology for the benefit of people. Some of the unique, innovative and effective practices at the Kendra are:

<ul style="list-style-type: none"> <li>• Application submission to delivery at one spot.</li> <li>• Process re-engineering for simplified forms and procedures</li> <li>• Standardized forms with clear-cut indication of required documents, concerned office and time-limits</li> <li>• Honorary services from Senior Citizens and Retired Officers</li> <li>• Home Delivery of processed papers</li> <li>• Special Assistance to Physically Challenged, Illiterate people, and Senior Citizens</li> <li>• Public-private partnership for sustainability</li> <li>• Document archives to reduce paperwork</li> </ul>	<ul style="list-style-type: none"> <li>• SMS based auto-email as well as online reports to senior officers. Analyzed information available instantly, accurately and without manual intervention</li> <li>• SMS based Status Check by citizens</li> <li>• Online Status Check &amp; Form Download</li> <li>• 24x7 Automated Phone Response</li> <li>• Token System for minimum wait</li> <li>• Barcode-based tracking of papers</li> <li>• Biometrics-based Identity</li> <li>• Smart electronic devices for registry</li> <li>• "Citizen ID" based citizen data archives</li> <li>• Pre-filled forms using "Citizen-ID"</li> <li>• Information kiosk</li> <li>• Internet based service delivery by Village Camps to reach out to citizens in remote areas</li> </ul>
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## **Background of the innovation**

The communication gap between the administration and people was conceived to be a major factor to address for effective and efficient governance.

The citizens lack due knowledge about **which office to approach and which documents and information to provide** when they approach the government administration for services. There is no clarity to the citizens about **the time limit and process-flow** related to their applications. Citizens have to **submit the same information repeatedly**, to the same or related department. Citizens spend a lot of time and money for **aggressive follow-ups** with the department with the hope to expedite the work.

The Administrative staff often receives **incomplete applications**. This creates a need to communicate with the applicants about the deficiencies. The administration also has to spend a lot of energy in handling such follow-ups instead of focusing on the actual work.

As a result, there are **delays, lapses, costs and inconveniences to the citizens and loss of efficiency and undue work pressures for the administrative staff**. The senior officers also lack accurate and updated information on the status of work-in-process and have to count on information provided by the junior staff.

The gaps between administration and citizens at times is unhealthily filled-up by the agents and touts leading to **inadequate practices and loss of people's confidence in the administration**.

Information and Communication Technology (ICT) has contributed significantly to the efficiency and effectiveness of the industries and organizations. ICT has also empowered the customer and service recipient by ensuring better services and good control over the process of receipt of services.

The Gandhinagar Collectorate under the leadership of Ms. Sonal Mishra, I.A.S. stressed the need to implement ICT-driven governance to improve service delivery at the front-end (for the citizens) and to increase the efficiency and accountability at the back-end (for the administration).The implementation was duly supported by process re-engineering and innovative administrative reforms.

Gandhinagar collectorate decided to set up Jan Seva Kendras at the district and taluka levels for service delivery to citizens utilizing ICT-driven innovative practices to address the communication gaps and to implement effective and efficient governance.

## **VISION**

To offer Government-to-Citizen (G2C), Businesses-to-Citizen(B2C) and Citizen-to-Citizen (C2C) services to people in a transparent, quick, fair and economical manner by way of effective application of Information and Communication Technology(ICT).To achieve this with the Public-Private Partnership and with the involvement of all the stakeholders.

## **OBJECTIVES**

Following are the major objectives of project:

- To offer government-to-citizen(G2C) services for the issues covered under the Citizen Charter
- To extend these services to cover other issues concerning health, education, agriculture, animal husbandry etc.
- To offer services in remote places from all the Taluka headquarters
- To make services -faster,efficient,transparent and economical
- To maintain a central data record for the citizens
- To positively engage all stakeholders including citizens, government officers, as well as the technology providers for continuous upgrade of the facilities, process and quality of services

## **Strategy Adopted**

### ➤ Phase wise Plan:

**Phase I:** It covers G2C services encompassing 97 issues including all the issues stated under Citizen Charter.

**Phase II:** It focuses on

- (a) The expansion of the citizen-oriented activities to B2C and C2C areas
- (b) The introduction of G2G facilities (incl. tracking of work in process) for efficient administration.

**Phase III:** To address citizen services in the areas of health, education, agriculture etc.

➤ **Public- Private Partnership**

The concept of Public-Private Partnership is instilled in the foundation of the Jan Seva Kendra. The Software & ICT Hardware was provided by Ms. Peach computers on B.O.O.T basis. The daily operations are managed jointly with vendor. Several departments and industries provided financial assistance to the conduction of the Jan Seva Kendra.

➤ **Extension of Services to cover B2C & C2C Services**

As JSK develops as the central location for the citizens to receive a number of services, the Collectorate has planned to incorporate various Citizen related services from private agencies including Travel Reservation, Employment Application, and Bill Payment Collection etc.

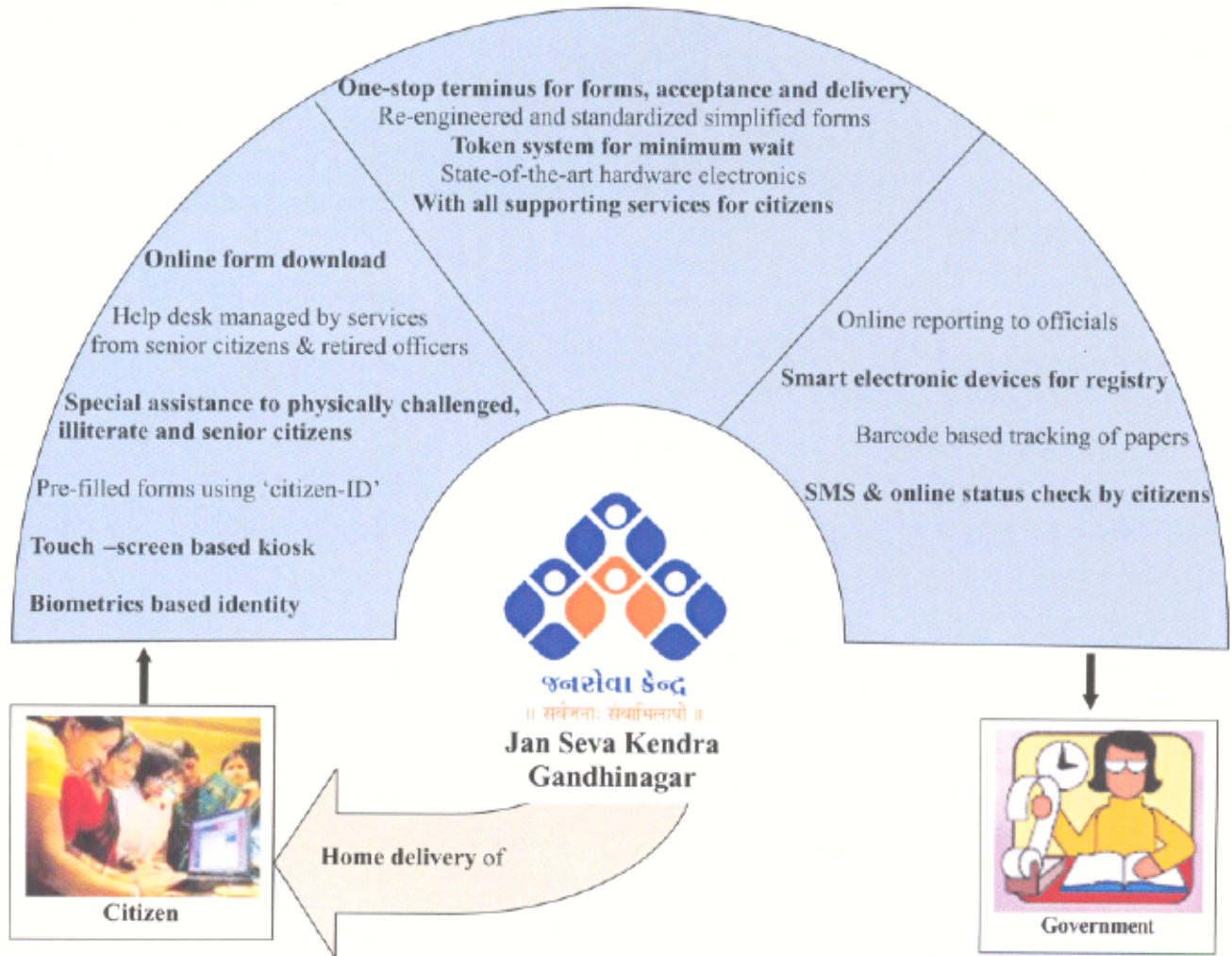


The Jan Seva Kendra was conferred to people by Hon. Chief Minister Shri Narendrabhai Modi on 16<sup>th</sup> October, 2006.



**PROCESS**

**Diagram showing the process at JSK**



## Types of Services

### Tatkal Services

Affidavits, Ration Card alterations, and Land Revenue collections are handled on “While-U-Wait” or “Tatkal” basis with in 20 minutes to three hours. Citizens do not need to make a second visit to collect the processed materials. Approximately 20% cases fall under this category.

### One Day Governance Services

Issues related to issuance of certificates as well as addition, deletion of names in the ration card, etc. are handled as One day Governance services. The applicant submits the form along with necessary document from local Talati. Approximately 40% cases fall under this category. Applications accepted by 1 PM are delivered before 6 PM on the same day. Applications received after 1 PM are delivered before 6 PM on the next day. If the applicant has given the cell phone number, an SMS is automatically sent to the applicant to intimate the applicant about the completion of the case.

### Non One Day Governance Services

All other issues including those related to land usage, land revenue, new ration card, etc. are handled with in the stipulated time limit and are considered as Non One day services. Jan Seva Kendra directs and follows up the work related to other departments like N.O.C.s from O.N.G.C., R&B department, etc. So, the applicant does not have to visit different offices. Approximately 40% of the cases fall under this category.



## **INFRASTRUCTURE**

The Jan Seva Kendra, Gandhinagar has approx. 3500 sq. ft. of office space with the following facilities:

- Offices for the Dy. Mamlatdar and Service Supervisor
- Server Room
- Notice boards
- Cupboards and cabinets for storage
- Toilet as well as drinking water facilities
- Seating capacity for 35 persons with 20 additional chairs for use as needed
- Record room
- Help station managed by Senior Citizens

### **Hardware Specification:**

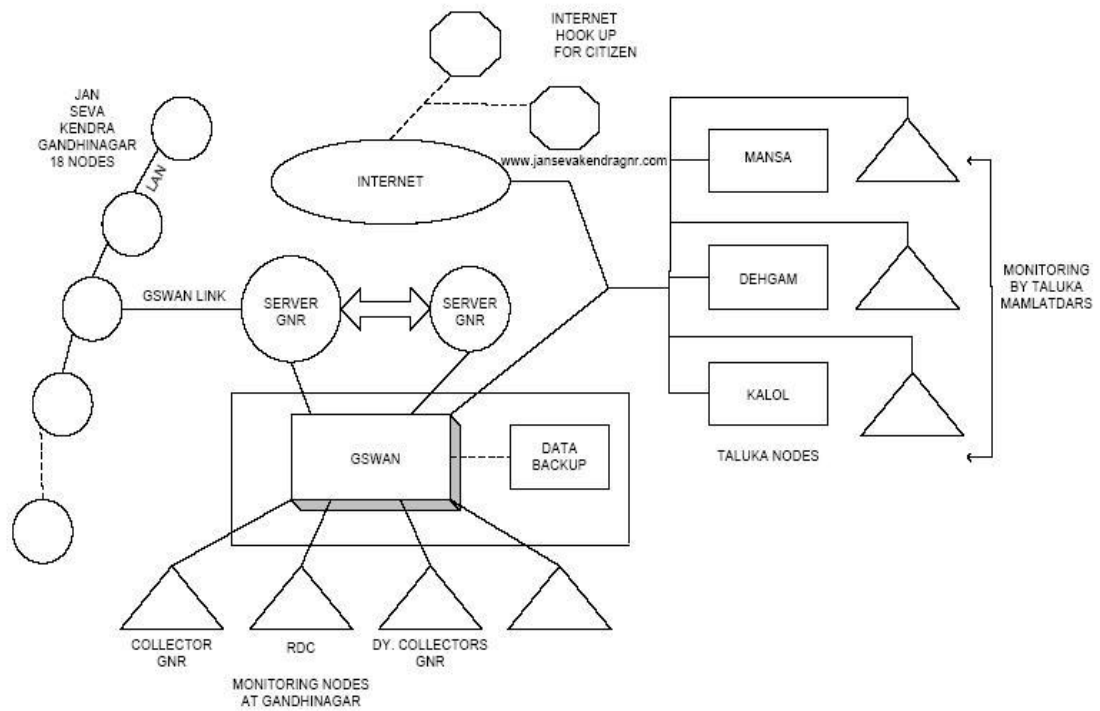
- 18 Computer Terminals (15 Operator nodes, Delivery Counter, Enquiry Desk, Cash receipt counter, Back Office node), six printers at Gandhinagar Jan Seva Kendra
- Three Computer terminals with printers - one each at three Taluka headquarters
- Two High Performance Intel Xeon servers connected to GSWAN, Local LAN, as well as the Internet gateway
- Electronic displays to announce Token numbers
- Barcode scanners for every desk including the Dy. Mamlatdar
- Biometric finger print scanners at two locations to register citizens and auto-fill forms for registered citizens
- GSM modem connected to the local server for automatic SMS
- Electronic Trackers for registry
- Photocopy machine
- Lamination machine
- Coin Telephone
- Stamp Franking Machine

### **Connectivity:**

- 18 computer terminals as well as 2 servers at Jan Seva Kendra, Gandhinagar are connected in a 10/100 Mbps Ethernet LAN environment.



- One of the two servers functions in the mirrored mode and provides redundancy.
- Data is backed up at the servers, in a portable storage medium as well as the data storage space at the server farms.
- Servers are connected to GSWAN.
- Servers are connected to the Internet through GSWAN gateway.
- Taluka nodes are connected to the network through GSWAN.
- Monitoring station at Collector office, departments as well as Taluka heads connected to the network using GSWAN.
- Citizens can access the status of their pending matters; download the forms and information through the website (<http://jansevakendragnr.gujarat.gov.in>).



**CONNECTIVITY DIAGRAM**

## Software Specification:

Jan Setu (a bridge connecting citizen and government), the software for the Gandhinagar Collectorate office was developed by M/s Peach Computers, Gandhinagar. The software was developed using ASP.NET and VB.NET technology on the Windows networking platform with database in SQL Server.

### The software supports:

- handling of all the issues,
- flexibility to add new issues and services,
- Creation and management of unique "CITIZEN ID"
- The Jan Seva Kendra website
- Online status monitoring and feedbacks
- Online issue of forms
- 24-hour connectivity with Talukas.
- Features of
  - Auto-SMS,
  - Auto-email,
  - SMS query,
  - IVRS,
  - Barcode support,
  - Biometric fingerprint identification,
  - Token-based priority management,
  - Smart Electronic devices based document tracking
  - Estimated date of disposal (EDD)
- Inward and Outward Registry
- Numerous MIS reports reflecting the quality of services

Later after the successful launch and working of the software, the technology provider also upgraded the software-hardware which was under trial. The upgraded version had the following additional features:

- Distributed service provider outlets (Franchises) at remote locations, connected by the Internet to the central server
- Online Submission of applications permitting applications by self
- Re-use of Image or paper copies of documents through central archives

- Direct e-Transmission of Certificates to agencies at the request of the applicants
- Parallel Processing of a case by different officers
- Expanded activities to track the service delivery aspects for health, education, agriculture, etc. related issues
- Flexible and user-definable G2C, B2C and C2C issues
- Use of biometrics for attendance of officers and field workers

### **Jan Seva Kendra: Salient Features**

At the Jan Seva Kendra, People can avail (i) services covered under the citizen's charter, (ii) affidavits, (iii) certificates, (iv) right to information services, (v) land revenue and other payments to the Government. There is a provision to offer learners' driving permits, electricity/telephone bill collections, opinion polls, and more.

➤ **One-Spot Services:**

Applicants can obtain forms from the Jan Seva Kendra, and can also prepare the necessary enclosures using facilities like stamp franking, with the presence of the Dy. Mamlatdar of the Kendra. They can then submit the applications at the Kendra, and also later collect the outcome in the form of orders, approvals, licenses, or certificates. Citizens do not need to visit the officers; this creates a conducive atmosphere for the officers to focus on their work and complete it efficiently.

➤ **Promptness:**

The well-detailed instructions and checklist on each form help applicants ensure the completeness. The software-based checklist for operators is the second level of verification of the comprehensiveness. Photographs can also be taken using webcam at the center itself. Franking Machine at the Kendra and pre-formatted affidavits save a lot of time and money of applicants for preparing necessary enclosures. Such complete forms save the time of officers from sending and handling queries on incomplete applications.

➤ **Transparency:**

The software at the Jan Seva Kendra uses SMS and email to inform applicants of any queries, or the completion of paperwork. Applicants may also check the status of their applications using the Interactive Voice Response System (IVRS) or the website of the Kendra. They can check the exact status of the application, including the timings attached with different processes of the paperwork.

Mamlatdars, Senior officers and the Collector are informed about the statistics of operations and timely completion of paperwork every day using SMS and email.

➤ **Barcode-based tracking eliminates the need for manual entry, thereby bringing in accuracy**

and helps track applications in process or after completion. One copy of the barcoded acknowledgement is attached with the application and progresses with it till delivery, while another will be given to the customer, who can use it to check the status at any time.

➤ **Convenience and Economy:**

The Jan Seva Kendra archives all sorts of physical records and basic information about citizens as they avail its services. This information is useful to citizens as well as the Government:

- Citizens do not need to resubmit a previously-submitted document in any future application, so long as it remains valid.
- Citizens only need to give their **fingerprint** or photo id to get a **pre-filled form** with all basic data printed. This reduces their time in filling up applications, and eliminates issues like legibility and minor deviations in each application.
- Citizens can acquire forms from the Jan Seva Kendra, as well as from Taluka Centers, relevant departments, cyber cafes, and even **download** forms from the website.

➤ **Data Resource:**

The database accumulated and maintained at the Jan Seva Kendra includes basic information of the person, including name, family details, land ownership details, marital status, caste, education, fingerprint, photograph, economic status, and more. This database is available and can be very useful to the government in building statistics.

➤ **Fairness:**

The computer system at Jan Seva Kendra ensures in-order processing of papers. Queue numbers are assigned to applicants to ensure minimum wait for applicants. Counters are dynamically assigned on basis of the demand of specific services at a given time. Each counter will have a token display indicating the token number of the applicant being called next. Therefore applicants may conveniently remain seated until their token number is called. Reports are generated for any out-of-order processing or discrepancies in these set practices.

➤ **Connectivity:**

The Jan Seva Kendra website (<http://www.jansevakendragnr.Gujarat.gov.in/>) is linked with the website of the Collectorate as well as with several Government Departments. The database of the Kendra is placed on GSWAN so as to allow other departments to access it and get relevant data.

➤ **Technology: Serving People**

The computer-based hardware and software at Jan Seva Kendra (Gandhinagar), offered by Peach Computers, integrates the marvels of modern technology: barcode scanners for prompt and accurate tracking, fingerprint biometrics for identity, SMS for anywhere- alerts, IVRS for always-attended telephone response, webcam for instant photographs, and website for online information. This is the true and exhaustive application of Information Technology for e-Governance.

## **BENEFITS**

### **+ Benefits to the citizens:**

#### **➤ All services at one location (Convenience & Economy):**

The Citizens have to approach Jan Seva Kendra for all the services including submission of the form to the delivery of papers. All the supporting services such as: Attestation, Xerox copies, Instant photos, Affidavits, Franking, Lamination are available at the Jan Seva Kendra. Jan Seva Kendra also obtains required N.O.C.s from related departments beyond the collectorate. The applicants don't have to move from office to office for their needs. The applicants also have option of home delivery of processed papers.

#### **➤ Service to the door-steps of citizens - (Convenience & Economy)**

Jan Seva Kendra offers mobile van based services and village level camps to reach out to citizens in remote areas. Internet based services are catered on spot. The citizens don't have to travel to the government offices for their paperwork needs

#### **➤ Special counter for senior citizens and physically challenged people - (Convenience)**

Jan Seva Kendra has a special counter for senior citizens and physically challenged applicants. All the services are available with priority and at one counter to under-privileged citizens.

#### **➤ Queue free operations: - (Convenience & Speed)**

All the applicants are served turn-by-turn with computer driven token system. There are no queues and applicants are assured of minimum wait time.

#### **➤ Time-bound completion of paperwork - (Convenience)**

Each of the services is completed in the time committed in the printed acknowledgement given to the applicants. Also, the system automatically informs the applicant about the completion of the work by sending an SMS. This way, the citizens don't have to experience uncertainty or undue follow-ups for their needs.

#### **➤ No need for agents or touts - (Economy & Convenience)**

All the requirements are clearly stated on the application form in the form of check-list. Experienced retired officers help the applicants complete the form or verify the same before submission. Applications are accepted in-turn by way of computer assisted token system.



A government officer of Dy. Mamlatdar level is always available at the Jan Seva Kendra. There is no need and scope for any touts or agents to expedite the work.

➤ **Tracking of work-in-process - (Transparency & Convenience):**


The applicant can check the status of the application by using IVRS, SMS query, status check on website or by calling Jan Seva Kendra help line. Accurate and instant status is available without any human intervention. The applicants are relieved from need for aggressive follow-ups.

➤ **No queries & delays - (Speed)**

Jan Seva Kendra computers allow acceptance of applications which are complete in all manners. Once the application is accepted, there are no queries and delays.

➤ **Extended hours of operation - (Convenience)**

Jan Seva Kendra remains open beyond normal office hours on week days as well as during weekends and holidays. The citizens can conveniently handle their paperwork during non-office hours.

 **Benefits to the administration:**

➤ **Increase in efficiency and convenience:**

The officers get the applications which are complete in all respects. As a result they don't have to spend time in queries and correspondence with the applicants. The administrative staff can work free of any pressures to accept incomplete applications. The applicants don't visit the officers for follow-ups for their work-in-process. This helps the officers focus on the actual work.

➤ **Traceability, answerability, better control over the operations:**

Senior officers get automatically-generated, analyzed reports by way of SMS, email or online connectivity. They don't have to depend on reports from junior level officers. This offers them a better control over the administration and helps improve answerability on part of the staff. Senior officers can also reorient human resources on basis of the MIS reports.

## **Impact of the Project**

The “Jan Seva Kendra” project has brought in a new outlook among the people towards government institutions. Some examples of the impacts on the public as well as on government employees are stated below:

- Drastic change in the perception of the common man about a government office. This fact is reflected in over 95% of several hundred feedbacks received from people during the past 6 months.
- Significant time-saving for the public for availing different services offered by the different participating departments. For example, the processing time for several one-day governance issues has been reduced to less than two hours.
- Significant saving in time by the government offices as they do not have to meet people directly and as they receive all the applications in a completed manner.
- Involvement of retired people and senior citizens to help illiterate and other needy people to complete their paperwork.
- Notable change in the attitude of government employees due to transparent systems including tracking the work in process.

## **Sustainability**

The Jan Seva Kendra initiative has matured over a year and has disposed over more than 1, 20,000 cases. Several hundred positive feedbacks from people and positive remarks by visiting dignitaries have strengthened the confidence in the system as a sustainable model. The work processes, the documentation, the technology is well in place. e-Seva society has been formed as per the norms set by the State Government. The revenue sharing agreement has been in place between the software developer (25%) & service provider (45%) and the collectorate (30%) to maintain the Jan Seva Kendra. To ensure good financial viability, several add-on facilities and citizen-to-Citizen services are being added to the Jan Seva Kendra. The Jan Seva Kendra has become an extension to the District Collectorate.

Truly, the Jan Seva Kendra Gandhinagar initiative is not only guaranteed to sustain, but is on a growth-bound path.

## The Road Ahead

- To incorporate the following services at the Jan Seva Kendra, Gandhinagar
  - Buy-sell platform, Auctions, Matrimonial
  - Rail/Bus/Air, Cinema, Tourism help-reservation
  - ATM, Bank related
  - Postal, Courier services
  - Bill payment, collections
  - Employment applications
  - Food Court
  - E-stamp services
- To build a massive citizen database with several parameters about every citizen and use the same across several departments including health, agriculture, education, etc.
- To extend the Jana Seva Kendra operations across other departments including O.N.G.C., Police Department, etc.
- Expanded activities to track the service delivery aspects for health, education, agriculture, etc. related issues
- Distributed service provider outlets (Franchises) at remote locations, connected by the Internet to the central server
- Re-use of Image or paper copies of documents through central archives
- Work flow Management for back office operations with in the Collectorate
- Use of biometrics for attendance of officers and field workers

## List of Services

<b>Issues Covered at Jan Seva Kendra Gandhinagar</b>			
<b>Sr.No</b>	<b>Issue No.</b>	<b>Description</b>	<b>Days</b>
1	1	Demarkation and Assignment of Village Land	75
2	2	Demand of Land by Government Department/Office	40
3	3	Demand of Government Land for Nonagricultural purposes for Registered Institutes / CO-op Society / Trust	120
4	4	Demand of Government Land for Agriculture purposes for Co-op Society	90
5	5	Demand of Land for Social Forestry	65
6	6	Demand of Land for Fishery purposes	90
7	7	Demand of Land by the Individual from Government for Agriculture purposes	120
8	8	Demand of Land by the Individual from Government for N.A. purposes	120
9	9	Demand of Land by the Individual from Government for N.A. purposes (For Handicapped applicants only)	120
10	10	Demand of Land by the Individual from Government for N.A. purposes (For Government employees only)	120
11	11	Demand of Land by the Individual from Government for N.A. purposes (For ex-Army personnel only)	120
12	12	Property for Sale\ Rent\Lease of Survey No\Road for Panchayat	120
13	13	Allotment of Land for Cremation	90
14	14	Procurement of Land on lease / Rent for Salt Business	120
15	15	Boundary identification for Village Land\Village Boundaries	120
16	16	Permission for cutting of trees under Panchayat administration	25
17	17	Permission for cutting of green trees in Private Agriculture Land	15
18	18	Permission for Land to be used for Non Agriculture Purpose As per Land Revenue clause No. 65	90
19	19	Removal of Restrictions on Agriculture Land as per Ganotdhara	60
20	20	Removal of New Condition Restrictions on Agriculture Land	60
21	21	Permission against Ganotdhara clause no 63	90
22	22	Permission against Ganotdhara clause no 63 AA	90
23	23	Permission for Transfer of Land as per Ganotdhara clause 43	90
24	24	Permission for removal of restriction on Non Agriculture Land As per Ganotdhara clause No. 43	90
25	25	Permission for Block distribution under unification scheme	45
26	26	Permission for registered Industrial Land as per clause 65-Kh	90
27	27	Unification of Agriculture Land	15
28	28	Certificate for Farm-account holder	15
29	29	Certificate for Small Agriculturists	15
30	30	Stamp Vendor License	60

Sr.No	Issue No.	Description	Days
31	31	Stamp Vendor License Renewal	7
32	32	Financial Relief in case of Death in Natural Calamity	15
33	33	Agency for Small Savings\NSC\KVP\Monthly Income	15
34	34	Agency for Ladies in regional Savings Scheme	10
<b>35</b>	<b>35</b>	<b>Solvency Certificate</b>	<b>1</b>
<b>36</b>	<b>36</b>	<b>Income Certificate</b>	<b>1</b>
<b>37</b>	<b>37</b>	<b>O.B.C\Non-Creami-layer Certificate</b>	<b>1</b>
<b>38</b>	<b>38</b>	<b>Certificate for Minority on basis of Religion and Language</b>	<b>1</b>
<b>39</b>	<b>39</b>	<b>Certificate for Socially &amp; Educationally Backward Class</b>	<b>1</b>
<b>40</b>	<b>40</b>	<b>Certificate for O.B.C &amp; E.B.C.</b>	<b>1</b>
<b>41</b>	<b>41</b>	<b>Certificate for Residential Proof ( Only for Employment Exchange)</b>	<b>1</b>
<b>42</b>	<b>42</b>	<b>Domicile Certificate</b>	<b>1</b>
43	43	Application for getting copies of the documents	15
44	44	Financial relief and Pension for help-less old and handicapped	60
45	45	Relief under National Family benefit Scheme	45
46	46	Relief under Solarium-Fund in case of Hit & Run Cases	60
47	47	Certificate of Succession	20
48	48	Certificate for Widow status & Income	7
49	49	License renewal for self protection	15
50	50	License for Booking of Public entertainment Prog.\Public Performance	30
51	51	No Objection Certificate for Storage of Petroleum Products	90
52	52	License for Gun for Self protection	75
53	53	Duplicate License for Gun for Self protection	15
54	54	License for production of explosives	60
55	55	License for Sale of explosives and fire crackers (Permanent)	60
56	56	License for Sale of explosives and fire crackers (Temporary)	21
57	57	Renewal of License for Sale of explosives	15
58	58	Storage License as per Petroleum act 1934	75
59	59	License for Storage of Poisonous items	120
60	60	Registration Certificate for Restaurant	45
61	61	Renewal of Registration Certificate for Restaurant	15
62	62	License for Video	90
63	63	License for dish antenna	14
64	64	Application for New Ration card	30
65	65	Application for Separate Ration Card	30
<b>66</b>	<b>66</b>	<b>Duplicate Ration Card</b>	<b>1</b>
<b>67</b>	<b>67.1</b>	<b>Correction in Ration card – General</b>	<b>1</b>
<b>68</b>	<b>67.3</b>	<b>Correction in Ration Card Addison of Name(s)</b>	<b>1</b>
<b>69</b>	<b>67.4</b>	<b>Correction in Ration Card Deletion of Name(s)</b>	<b>1</b>
<b>70</b>	<b>67.5</b>	<b>Correction in Ration Card Change of Address</b>	<b>1</b>



Sr.No	Issue No.	Description	Days
<b>71</b>	<b>67.6</b>	<b>Correction in Ration Card Cancellation of present location</b>	<b>1</b>
72	68	Issue of Card to an agency or institution	30
73	69	License for Small\Large scale manufacturing of Petroleum product	45
74	70	License for Small\Large scale manufacturing of Petroleum product Change of location	30
75	71	License for Small\Large scale manufacturing of Petroleum product Change of partnership	30
76	72	Approval for Government Fair Price Shop	50
77	73	Permit for Kerosene for Institution / Agency	30
78	74	Solvent Permit	45
79	75	Registration for free-sale of Kerosene	30
<b>80</b>	<b>76</b>	<b>Permission for extension of date of construction on plots offered at subsidized rates</b>	<b>1</b>
<b>81</b>	<b>77</b>	<b>No Objection Certificate for Loan from Bank, LIC, other financial institutions for plots offered at subsidized rates</b>	<b>1</b>
<b>82</b>	<b>78</b>	<b>Regularization of the delay in construction on plots offered at subsidized rates</b>	<b>1</b>
83	80	Right-to-Information	30
<b>84</b>	<b>81</b>	<b>Collection of Land Revenue, Educational Cess, etc. payments to Government</b>	<b>1</b>
85	82	Affidavits	1
86	83	Plot Transfer Gandhinagar City	60
87	84	Change in name in plot ownership through Succession	60
88	85	Help for adversely affected people of Gandhinagar Capital Area	60
89	86	Financial relief to the Widow	60
90	87	License for weapon for Self Protection Taken over	75
91	88	License for permission to carry the Weapon for self protection During the journey	15
92	89	License to Purchase or Increase the number of Weapons for self protection	45
93	90	NOC for Purchase of weapon for Self protection	15
94	91	Cancellation of License for Weapon for self protection	15
95	92	License for change of Name of Retainer	75
96	93	License for Sale of Weapons for self protection	30
97	94	Renewal of License of Weapon issued for Farm protection	15

## 4<sup>th</sup> Dataquest e-Gov Summit

The 4<sup>th</sup> Dataquest e-Gov summit 2008 was organized for the western region in Mumbai on 11<sup>th</sup> March, 2008. The Theme of the summit was "Strategic for inclusive Growth". This summit focused on e-Governance initiatives in the state for inclusive growth strategic for the common citizens.

"Jan Seva Kendra" project of District Collectorate, Gandhinagar had won the Dataquest e-Gov Champion Award 2008.



Ms. Sonal Mishra, Director Municipalities receiving the Dataquest e-Gov Champion Award 2008 for the "Jan Seva Kendra" project of District Collectorate, Gandhinagar from Shri Wajahat Habibullah, Chief Information Commissioner, Govt. of India.

## Stockholm Challenge Award - 2008

The winners of the Stockholm Challenge Awards 2008 were announced on May 22, 2008 in the Blue Hall of the City of Stockholm before a multinational gathering of dignitaries, community leaders and finalists from 158 projects representing 52 countries.

“ICT driven e-Governance Public Service Delivery Mechanism - Jan Seva Kendra” project of District Collectorate, Gandhinagar had won the Stockholm Challenge Award- 2008 in “Public Administration Category” .

This is an exemplary case that enhances the transparency of application processing and the accountability



Ms.Sonal Mishra, Director Municipalities receiving the Stockholm Challenge Awards 2008 for the “Jan Seva Kendra” project of District Collectorate, Gandhinagar

# eGovernance News

## Gujarat College to Career Program Project Exhibition

“વંદે ગુજરાત”

### Platform for Students to showcase their Technical Skills

Gandhinagar, May 17, 2008:

As a part of the C2C program students from batches 3 and 4 were given the opportunity to showcase their talents in Software Development. Around 54 teams of students from across the State of Gujarat responded by sending in their projects. The projects varied from e-Governance projects, projects on Robotics and Automation, GPS Navigation on Mobile Phones to projects on Network Security and Optical Character recognition for the Devnagari Script and many more.

These projects were then reviewed by Microsoft Corporation India Private Limited, not just on technical parameters, but also focusing on innovation and relevance to present day social concerns.





## eGovernance News

15 Projects were then selected to be showcased at BISAG where another panel of judges constituting of Dr. Neeta Shah, *Director (e-Governance), Gujarat Informatics Limited*, Dr. Ketan Kotecha, *Principal, GCET Engineering College*, A.R. Das Gupta, *ex-Deputy Director SATCOM and IT Applications, SAC ISRO & Distinguished Professor, BISAG*, Sanjay Shah, *Technical Officer (Department of Science & Technology), Government of Gujarat* and Tejas Shah, *Program Manager - Education Alliances, Microsoft Corporation India Pvt. Ltd.*

The event was attended by over 200 students from various engineering colleges from across the state of Gujarat, who had the opportunity to visit the project displays by the 15 teams and interact with the teams on their projects. A special session was also organized for the student attendees focusing on **Career Selection and Current Industry Employment Trends**.

A special session was also organized for the student attendees focusing on **Career Selection and Current Industry Employment Trends**.

The prizes were given by Ms. Anita Karwal, *Secretary, Science and Technology, Government of Gujarat*.

The prizes announced were as under by Microsoft:

**First Prize:** Student team receives prize money of Rs 10,000. College given a mobile, embedded and robotics lab kit more than Rs 50,000/-

**Second Prize:** Student team receives Rs. 6,000 as prize money. College receives 15 Microsoft Press books on latest Microsoft Technology for the Library.

**Third Prize:** Student team receives Rs 4000/-

The Mentors or (faculty coordinator) for all the winning three team will receive invitation to Microsoft Professional developer event.



# eGovernance News



## Winning Team:

Results	Project Name	College
Winner	Mobile Information Services (Mobis)	Babaria Institute of Technology
2 <sup>nd</sup> Runner Up(a):	Control of Surveillance robot over Internet	BVM, V V Nagar.
2 <sup>nd</sup> Runner Up(b):	Bug Tracker	Babaria Institute of Technology
3 <sup>rd</sup> Runner Up:	Vehicle Identification System	Gujarat Vidhyapith.

## Web Corner

Website for Jan Seva Kendra, Gandhinagar  
([www.jansevakendragr.Gujarat.gov.in](http://www.jansevakendragr.Gujarat.gov.in))

Website for Ganghinagar  
<http://www.gandhinagar.gujarat.gov.in/>

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