BPR on to create the on-line continuously updating database of the govt. departments to provide citizen centric service electronically in the E-district Project .

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Introduction of E-District MMP

E-district is a State Mission Mode Project under the National e-Governance Plan. The project aimed to target certain high volume services currently not covered by any MMP under the NeGP and undertake backend computerization to enable the delivery of citizen centric services through Front-ends under the scheme, in the form of citizen facilitation centers, are envisioned to be built at District-, Tehsil-, Sub-division- and Block- levels. Village-level front-ends would be established through Common Services Centers (CSCs) for delivery of services. ***The main objective of the e-district MMP is to make a BPR on to create the on line continuously updating database of the govt. departments. So that the citizen centric service of the department provided electronically.***

Indicative services planned to be delivered through this MMP include:

- Certificates: Creation and distribution of certificates for income, domicile, caste, Birth, Death etc.
- Licenses: Arms Licenses etc.
- Public Distribution System (PDS): Issue of Ration Card, etc.
- Social Welfare Schemes: Disbursement of old-age pensions, family pensions, widow Pensions, etc.
- Complaints: Related to unfair prices, absentee teachers, non-availability of doctor, etc.
- RTI: Online filing and receipt of information relating to the Right to Information Act
- Linking with other e government projects: Registration, Land Records, and Driving Licenses, etc.
- Information Dissemination: About government schemes, entitlements, etc.
- Assessment of taxes: Property tax, and other government taxes.
- Utility Payment: Payments relating to electricity, water bills property taxes etc.

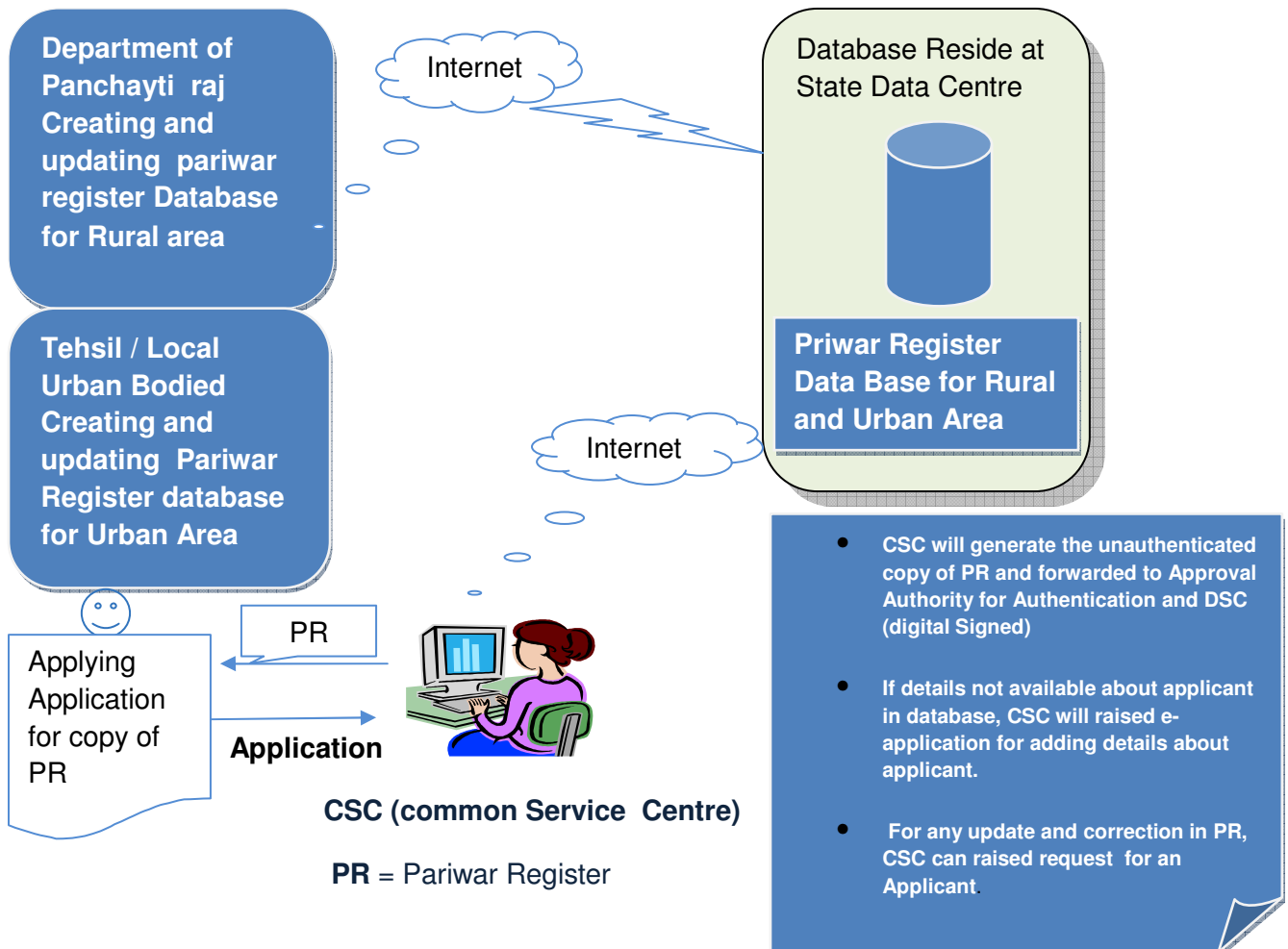### Implementation of E-district Project in UP

The E-district project is implemented   in 6 districts as a pilot project in UP. In this Project, the BPR has not been done for creation and continues updating of standardized central database to provide the citizen centric services using this database. In pilot project, BPR has been done and GO issued by UP govt. for taking application thru CSC on-line and tracking the application. Application raised by CSC automatically forwarded to approval authority and approval authority forwarded to verifying authority. After verifying, the approval authority signed certificate/document by DSC and send to CSC to deliver the services to citizen. In whole process, there is not using the database to verify the applicant details and providing the online services to minimized the manual process. In the Present BPR, the service delivery wholly depend on the response of the verifying authority. The verifying authorities are lekhpal and village panchyat officer. These verifying authority some time very BG in some most important work of Govt. Therefore , the SLA could not meet many time and hence cause the corruption due to delay in service delivery. Only one service Land record (certify copy of Land record) is delivered by using verification with centralized database **bhulekh**.

The Govt. of UP has taken the decision to roll-out the E-district project in all 72 District of UP. Our suggestion that during the roll-out phase of implementation of e-district project, a pilot BPR must be done to create and continuously updating centralized standard database to use for citizens centric services for creating e-application form, verifying applicant details and delivered the services thru CSC.

Bullet points for BPR for creation and continueslly updating online database:-

- An administrative and technical committee must be formed to look after the policy to create and continueslly updating of the standardized database. The committee will also work on usability and interoperability with other database of the govt. departments.

- Pariwar register may be considered for creating the centralized and continueslly updating database.

- In present time, pariwar register maintained by panchayati raj department in rural area but in urban area there is no any department to maintain the detail of family reside in urban area / town. Local bodies in Urban area or tehsil to take the responsibility to maintain the detail of family reside in Urban area. Presently, they issued the copy of record to citizen manually.

- System domain analysis should be done for creating the centralized Database and the citizen services rendered using this database, also considered the interoperability with other database of the govt. department. This task can be done by the technical committee of the Govt..

-After BPR, Govt. will issued the G.O. for creating and continuously updating of centralized database and make compulsory to issue the copy of pariwar register computerized only.

- The member of family in pariwar register uniquely identified by computer generated no and **Aadhar card no.**

- A provision of web portal for citizen to retrieved the pariwar register details as unauthenticated copy. For certified copy citizen can apply on line e-application thru CSC to get certified copy of pariwar register.

- Copy of Pariwar Register should be compulsory attachment for raising e-application for other services.

System Diagram for Creating and updating the Centerlised Pariwar register Databases

PR = Pariwar Register

Entities and Attributes of Pariwar register Database

Master Tables

- **State:** This table contains the State code, State Name which is standardized at nation level e-governance standards.

- **District:** this table contains the state code, district code and district name. The district code also standardized at national level.

- **Tehsil:** this table contains district code, tehsil code and tehsil name

- **Block:** this table contains district code, block code and block name

- **Panchayat:** this table contains district code, block code, gp code and gp name

- **Village:** this table contains district code, block code,gp code, village code and village name.

- Town: this table contains district code, tehsil code, town code and town name.

- **Ward:** this table contains district code, tehsil code, town code, ward code and ward name.

- **User table** : this table contains the user id details of users like, varying user, approval authority, CSC user, admin user at district level and state level and administrator user etc. The verifying user id must linked/mapped with the revenue village (with halka no) so that the forwarding of e-application so easy to approval authority..

- **Control table**: this table contains the information about the activity of different user on real time.

- **Pariwar Register Tables**

    Pariwar Register tables for rural Area.

    PR _R Table: This table contains District code, Block code, GP code, Village Code, family no , name of family head, F/H name of Family head

    MPR_R : This table contains the details of members of the Family (district code, block code, gp code, village code, family no, member id, adhar card no, name of member, F/H name, relation with family head, date of birth, age, sex, marital Status,   last education, occupation, widow (in case of female member),religion, caste, category (SC/ST/GN/MT),status (live/Death/leave the circle),date of death, Remark(order and date for correction in PR)

Pariwar Register tables for Town Area.

PR _T Table: This table contains District code, Tehsil code, Town code, Ward Code, family no , name of family head, F/H name of Family head

MPR_T :   This table contains the details of members of the Family (district code, Tehsil code, Town code,   Ward code, Address, Reside(mool/prayojit), reside(duration), family no, member id, adhar card no, name of member, F/H name, relation with family head, date of birth, age, sex, marital Status,   last education, occupation, widow (in case of female member),religion, caste, category (SC/ST/OBC/GN/MT), status(live/Death), date of death.

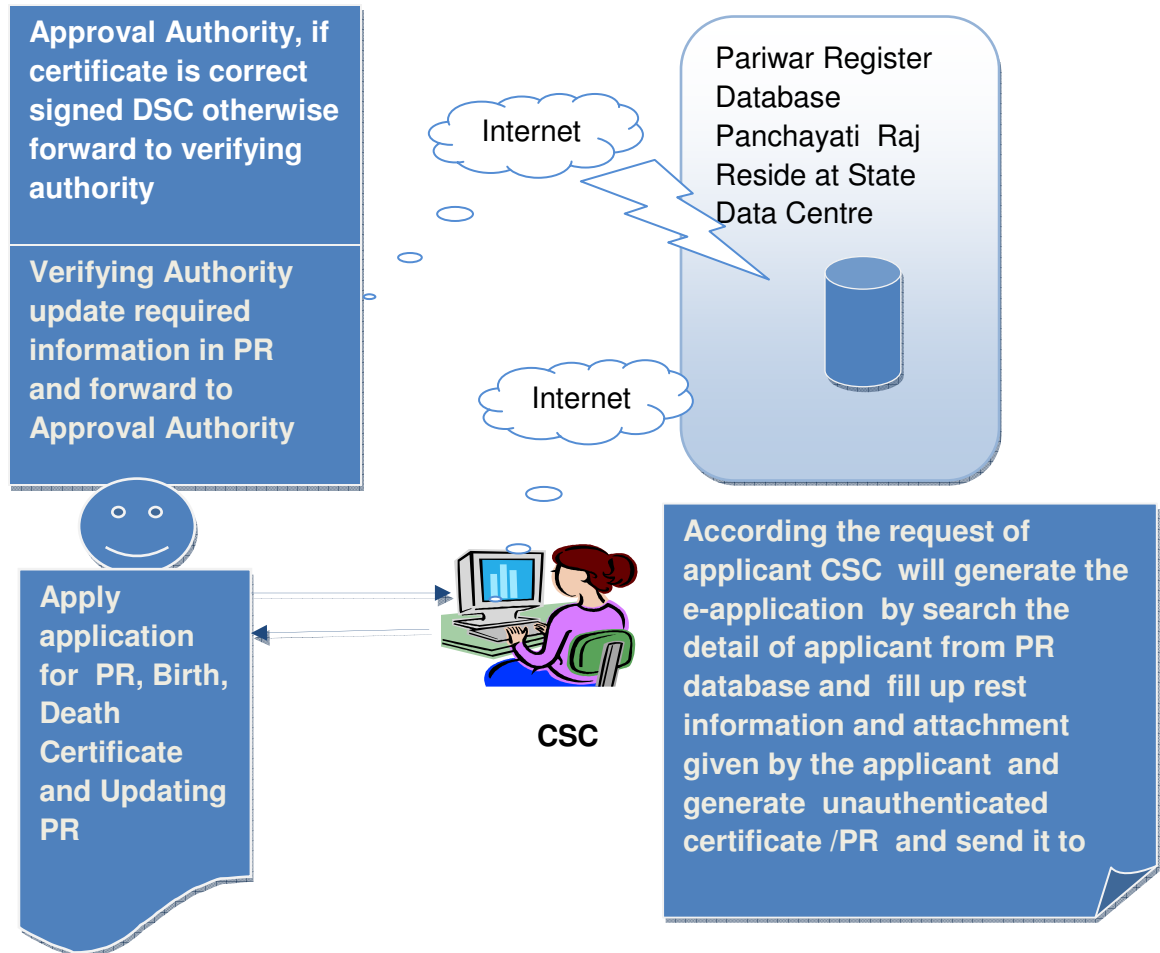## Modules for updating Pariwar Register

➢ Adding a member in a particular family id

➢ Deleting a particular member from a particular family id(with mark of deletion with region

➢ Modules for auto updating the age of a member annually as per GO of government .

➢ Adding of a Family id and members

➢ Deleting of family id with all members

➢ Making correction in pariwar register   (error correction)

(Note: the Age of the member of a family added /updated as per GO/notification of Govt.)

Services rendered by the panchayati Raj Department

i. Copy of Pariwar Ragister

ii. Birth Certificate for rural area (Birth proof document must be attached with e-application)

iii. Death Certificate for rural area (death proof document must attached with e-application)

iv. Updation/correction in PR

v. Duplicate copy of Birth and Death Certificate

Flow diagram for service delivery of Panchayati Raj Department

Approval Authority, if certificate is correct signed DSC otherwise forward to verifying authority

Verifying Authority update required information in PR and forward to Approval Authority

Internet

Pariwar Register Database Panchayati Raj Reside at State Data Centre

Internet

Apply application for PR, Birth, Death Certificate and Updating PR

CSC

According the request of applicant CSC will generate the e-application by search the detail of applicant from PR database and fill up rest information and attachment given by the applicant and generate unauthenticated certificate /PR and send it to

Services rendered by the Urban Local Bodied

     i.   Copy of Pariwar Ragister

    ii.   Birth Certificate for rural area (Birth proof document must be attached with e-application)

   iii.   Death Certificate for rural area (death proof document must attached with e-application)

   iv.   Updation/correction in PR

    v.   Duplicate copy of Birth and Death Certificate

Flow Diagram for services rendered by Tehsil / Urban local bodies is same as the flow diagram of Panchayati Raj

Linking of Other services of e-District with PR database

The details in PR register will use as a   master data for an e-application raised by CSC for the other services like Caste , domicile, income certificates and old age pension widow pension , handicapped pension , handicapped certificate, Ration Card and other services in E-District project.

According to application of the applicant, CSC will search (***search tool provided in application software such as in bhulekh)*** the member from PR table or tables for other services. if he found the correct member in the PR then he will select them to get all required information in e-application with computer generated unique member id and adhar no of the member, the rest information and attachment feeded by CSC to complete the e-application. If all information available in e-application with respect to the service then CSC will generate the unauthenticated certificate /document and send it to approval authority . Approval authority authenticate the certificate with signed by DSC and send the authenticated certificate/document to CSC for delivery of services. If the information is not complete in e-application with all respect, in that case the e-application raised by CSC to send it to approval authority. The approval authority ensure to update the information in Data base fist and then generate the authenticated certificate .with DSC and send it to CSC for delivery of the services.

Using PR database in other project :

This data base may be use in Mnrena, Voter list revision , and other beneficiary selection related schemes of departments of the government.