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Lokvani : An e-ffort to empower

Northern Regional Conference On Paradigm Shift Through E-Governance

March 4 – 5. 2006

at

Hotel Taj Residency, Lucknow

By

Sri Amod Kumar, IAS

District Magistrate, Sitapur

1 of 47



My DNA Amod Kumar IAS Sitapur E-Governance Initiative P2

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My DNA Amod Kumar IAS Sitapur E-Governance Initiative P2

1. Lokvani : An e-effort to empower Northern Regional Conference On Paradigm Shift Through E-Governance March 4 – 5. 2006 at Hotel Taj Residency, Lucknow By Sri Amod Kumar, IAS District Magistrate, Sitapur
2. Developed Country by 2020 Our President's vision
3. India can't be a Developed Country if It is not e-Governed
4. Why?
5. Large Population
6. Wide Spread Corruption
7. Slow & lethargic beurocracy
8. Long decision time
9. Can we be e-Governed nation?
10. Yes
11. Our Past Successes
 - Bhoomi Railway Reservation System Banks E-Seva
 - 12. Bhoomi
 - 13. Railways
 - 14. Banks
 - 15. Components of success?
 - 16. Key factors – Infrastructure
 - Electricity in all Indian villages Connectivity up to last mile E-literacy up to village level

17. Key factors – Change Management
 - Large scale training
 - Stirring of expectations
 - Motivation
 - Amendments in Laws/Acts to make them e-friendly
18. Key factors – Business Process reengineering
 - Viable business model for kiosks
 - Use of innovative technologies
 - New services to kiosks
 - Allow private services also from kiosks
19. How?
20. Lokvani : Taking IT to Masses IR;eso t;rs
21. What is Lokvani?
 - Lokvani, Sitapur is an internet kiosk based system for providing various information, services and public grievance redressal in a transparent, accountable and time-bound manner.
22. Public Grievance Redressal Senior Officers Departmental officers Field level officers/employees ?
EXISTING SYSTEM
23. Third Party, Lokvani Kiosk Lokvani Server DM Concerned Department Lokvani - Process
24. Lokvani Kiosk
25.
 - 3 key components :
 - Viability
 - Sustainability
 - ReplicabilityLokvani – Business Model
26. Available Services
 - Online land records (Khataunis)
 - Online registration, disposal and monitoring of public grievances .
 - Online registration, disposal and monitoring of RTI applications
 - Online cauelists of revenue courts
 - IVRS/ SMS facility for complaints status
 - Call Centre (Manual) for pensioners
 - On line status of arms license applications.
 - GPF Account details of basic Education Teachers.
 - Online tender publication/ monitoring.
 - Information of various government schemes / prescribed government forms
 - List of different development works / Schemes / Expenditure / Beneficiaries etc.
 - Details of work done under MPLAD / Vidhayak Nidhi.
 - Allotment of funds to Gram Sabhas under different development schemes.
 - Allotment of Food grains to Kotedars (fair price shops).
 - Other useful information of public interest.
 - Single Window System
 - Caste/ Income/ Domicile Certificates
 - Death/ Birth Certificates
 - Driving Licences (Learning)
27. Average Income of Kiosks (from single service)
28. Highest Earning Kiosk
29. Kiosk – Services Offered Vs Income
30. Kiosk – Reach of Kiosks Vs Income
31. Kiosk – Sustainable Income
32.
 - Online Electoral Rolls
 - Online payment of electricity, phone bills
 - Police station computerization / networking
 - Tourist Related information
 - Mandi rates of fruits/ vegetables/ foodgrains
 - Parivar register Database (Rural & Urban)
 - Govt employees Database
 - Information on educational institutions.
 - Health information. (All Hospitals/ Nursing Homes/ Laboratories)
 - Revenue Recovery Certificates (RCs)
 - Banking Services
 - Drinking Water facilities Database
 - Irrigation facilities
 - Development from MP/MLA funds
 - Khasra and Jamabandi recordsProposed Services on Lokvani
33. Strengths of Lokvani
 - Total Transparency, Accountability and Easy Accessibility

Monitoring of all complaints and grievances 24X7 access to services Performance monitoring of officers Self Sustainable PPP Model Manipulation of records not possible Job creation in rural areas Bridging the digital divide Easily replicable

34. Strengths of Lokvani Contd. Manipulation/fudging of records not possible Permanent, transferable and easily accessible records to everyone Any kind of analysis possible Job creation in rural areas Bridging the digital divide Easily replicable A new way of interacting with the government without having to go to any government office

35. Achievements Successful operation despite heavy power shortage (6 to 7 hours electricity availability) Success despite adverse conditions of illiteracy, attitude , lack of proper work culture etc. Being replicated across all the districts of UP by State G.O. dated 16 th June 2005 Accepted and extensively used by citizens An average of 150-200 grievances being received daily More than 50,000 grievances redressed in a year

36. Achievements contd... Best session of phase-2 of 2003 batch in LBSNAA, Mussoorie Appreciation by LOKAYUKTA, UP Independent case study by IIM Lucknow Grievances concerning central govt. departments also being resolved through Lokvani Kiosk opened by army for welfare of serving and ex-soldiers Accepted and extensively used by the common man. An average of 150-200 grievances being received daily More than 50,000 grievances redressed in a year

37. Awards Won Golden Icon Award for Outstanding Performance in Service Delivery at 9 th National e-Governance Conference at Kochi from Government of India. Lokvani Chairman won e-Champion award from Dataquest at e-Gov Summit 2006, Delhi.

38. Media Coverage

39. Constraints Mindset of government functionaries Lack of satisfaction of meeting personally with the officer Enclosures cannot be attached with application Possibility of fake complaints Sustainability Quality vs. Quantity

40. How we did it Registration, training and agreement with already running computer centers/ cyber cafes in the district on a fixed fee (Rs. 1000) Nov.2004 Establishment of a registered society "LOKVANI, SITAPUR" at district level. Oct.2004 Plugging the loopholes and designing a new system in consultation with all District level officers. Sept.-Oct. 2004 Studies of Similar initiatives in Dhar(M.P) and Jhalawar (Rajasthan). Sept. 2004

41. How we did it Contd. Online revenue court cases Jan.2006 Single window system introduced Dec.2005 Online RTI applications Nov.2005 IVRS Introduced Jun.2005 On Line Tenders Jun.2005 Status of Arm Licenses Jun.2005 Muster Rolls May.2005 dashboard added Apr.2005 Land Records on Lokvani Feb.2005 brought on internet Feb.2005 Weekly monitoring of performance Jan.2005

42. Lessons Learnt No subsidies and loans First increase the no.of services delivered through kiosks and then increase their reach in rural areas Kiosks must be self-sustainable and profit driven A combination of govt. and private services to be delivered through kiosks to ensure sustainability Better copy than reinvent the wheel Seeing is believing Team spirit (giving credit/appreciation/freedom) Best is the enemy of good Failure is the pillar of success Socializing helps No subsidies Strategy (calculated moves) Use of media and politicians No need to be a technocrat

- 43. Road Ahead Making kiosks a single window ATM for all citizen related government services of the state and central government.
- 44. Road Ahead contd... Using the model for the effective implementation of RTI Act, 2005.
- 45. Road Ahead contd... Going beyond the RTI Act in not only giving the information but also ensuring positive action on that information. “ An attempt to further strengthen the largest democracy of the world”
- 46. Who?
- 47. Thank You

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Power of one - A contribution by me and my family to the community social ser...

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Michigan enterprise architecture framework

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Project audit & review checklist

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Research Report Future CRM Technology 2010 to 2013

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Technological Hpothesis Research Plan In The CRM Future1

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Team Contest - A Team Building Activity

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