Jan-Suvidha (Public Facilitation Center)

Back Ground

The Public Facilitation Center is an integral part of the District Administration in the Districts. The branch deals with issuing of various certificates and permission to the public. These certificates include Income Certificate, ST Certificate, ID cards others. The certificate branch and respective certificate issuing branches process it manually.

Manual System of Issuing Certificate

The Certificate Branch receives the Application from public and send to the respective branch for processing. On receipt of application the branch issue a receipt to the applicant-giving brief about the application and expected date of issue of the certificate. The approximate date of issue of certificate in the manual system is as given below.

1.	Income Certificate	7 days
2.	ST Certificate	7 days
3.	ID Card	7 days
4.	Inner Line Permit	2 days
5.	Inner Line Permit (Provisional)	7 days
6.	Inner Line Permit (Group)	7 days
7.	Succession Certificate	7 days
8.	Character Certificate	2 days
9.	Permanent Residential Certificate	10 days
10.	Temporary Residential Certificate	10 days
11.	NOC for Birth Certificate	7 days
12.	NOC for Death Certificate	7 days
13	Land Sale Permission	15 days

After receiving the application the Branch put up the application in file and send to the Branch Officer and after getting clearance from the Branch Officer the branch assistant prepare a hand written certificate and send to the Branch Officer for signature. The branch Officer signs the certificate and sends the certificate to the Certificate Branch for issuing. The Certificate Branch maintains a register of receipt and issue.

The data flow diagram of application in the manual system is as shown below in Figure 'A'
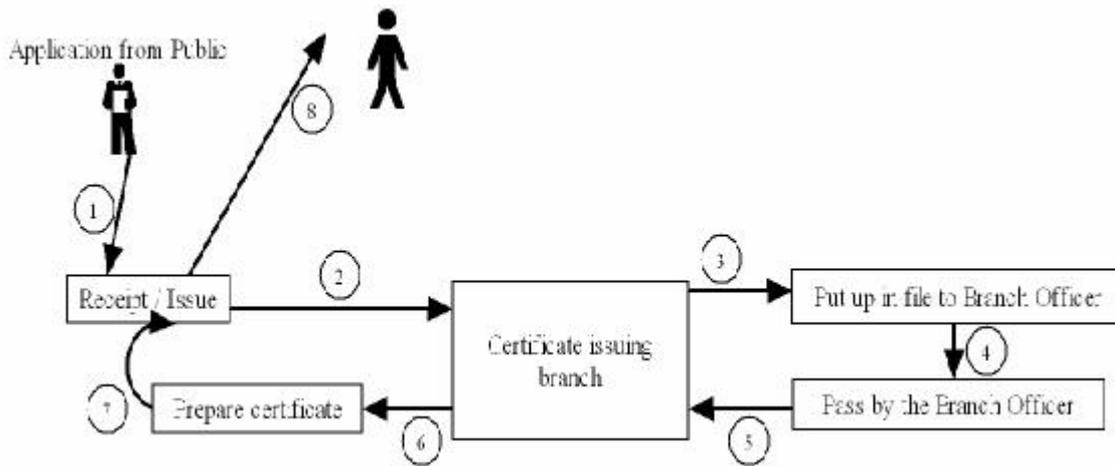
Figure 'A'

Disadvantage in Manual System

The process of issuing the certificate has to pass through many different processes at different stages that consume a lot of time and the general public suffers a lot due to this. Moreover, there is no proper information system so the general public has to visit the counter many a time and to the Certificate Issuing Branch to enquire about the status of their application.

Need for Computerization

Since the manual system have lots of disadvantage it is felt that the process of issuing certificate required modification and with help of computerization the process can be made more transparent and efficient and serve a lot to the General Public. The modification that required is

1. Preparation of a standard application form for different service
2. Reduce the no of days to issue a Certificate
3. Minimize the steps involved for processing a application
4. Single window system for receipt and Issue of Certificate
5. Development of a monitoring and reporting service
6. Involvement of a single Branch in Issuing a Certificate
7. Validation of Application at the receipt counter

The Data flow in the newly designed Certificate issuing system in shown in Figure 'B'
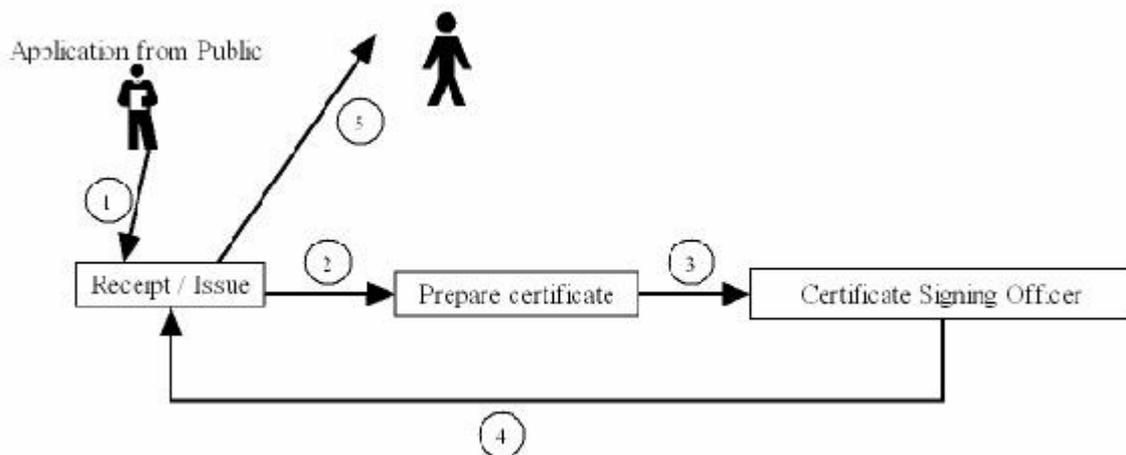

Figure 'B'

Infrastructure of Jan-Suvidha Center

a) Hardware requirement to set up a Jan-Suvidha center is as given below

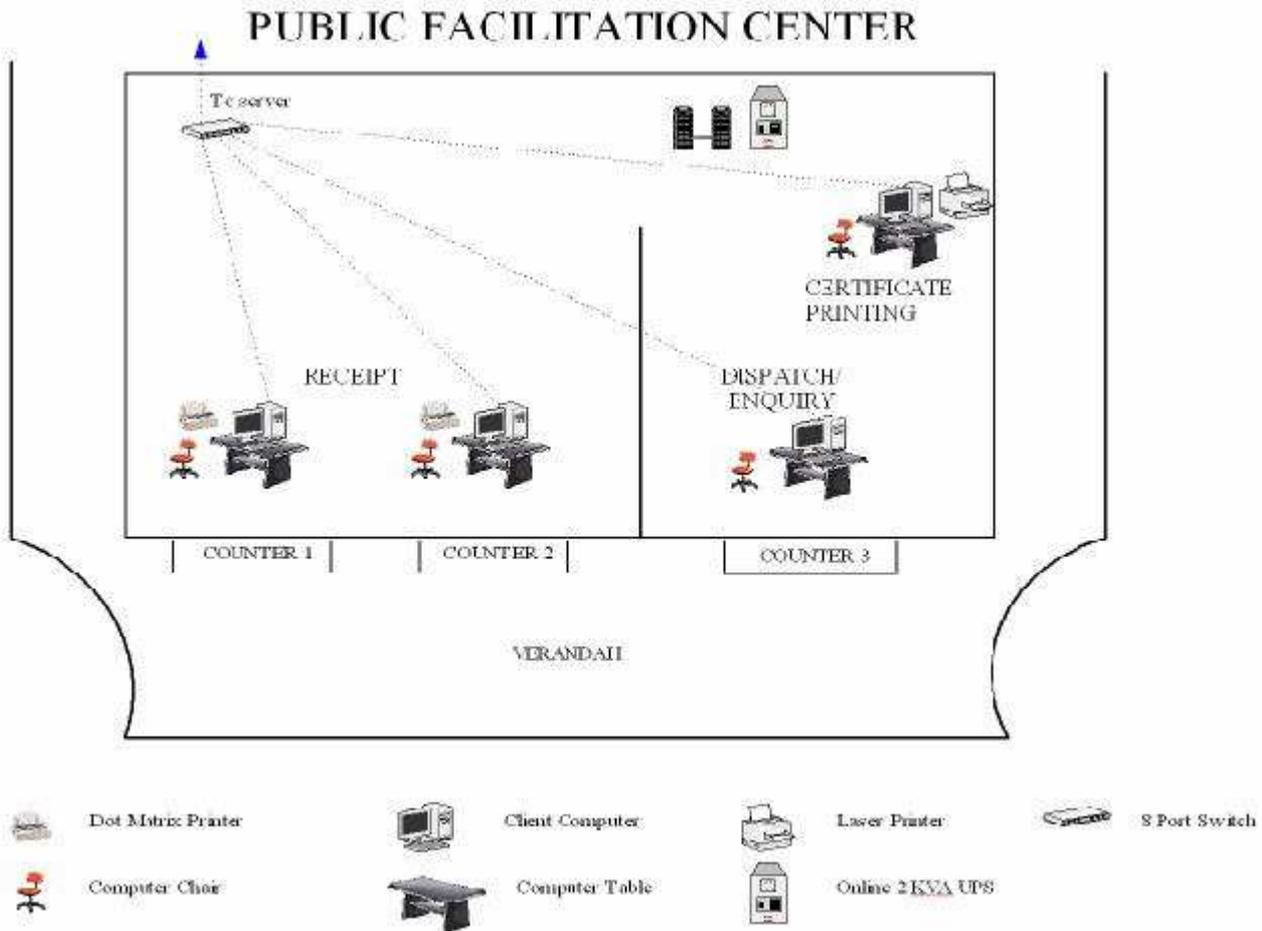| 1.	Window based client	- 4 nos.
2.	80 Column dot matrix printers	- 2 nos.
3.	Laser printer	- 1 no.
4.	8 port Switch	- 1 no.
5.	2 KVA online UPS 60 min backup	- 1 no.

The hardware setup is shown below in figure 'C'

Figure 'C'

b) Exiting NIC infrastructure used in Jan-Suvidha Center

1. Windows 2003 Intel Xeon server as database and web Server
2. 16 port switch

Software Development

After studying the complete manual process Software has been developed using Visual Basic in the front end and SQL server in the back end. The Visual Basic front end has been developed for receipt, Issue and enquiry of application and certificate status in the Jan-Suvidha Counter. The software includes various monitoring and reporting system also.

It is also felt necessary to develop a monitoring and reporting system so that higher authority of the district administration can monitor the system and take proper action if there is any delay in issue of certificate etc. So it is developed in asp and installed in the NIC web server and the machine connected to the NIC LAN can view the monitor the system.

How the System works in Jan-Suvidha

In the Computerized system steps involved in the processing of Certificate has been reduced and the concept of Branch system and put up of applications in files has been completely abolished.

The applicant will apply in a prescribed format, which is given to the public by the Public Facilitation center (PFC) free of cost. The application is so well designed that all the documents required for a particular Certificate is mentioned in the application and Police report/Circle Report format is also included in the application so that the applicant can get the reports in the application itself. On the basic of the application the data is fed into the computer and the certificate is generated. The Computer generated certificate is then sent to the Certificate Signing Officer along with the documents enclosed by the applicant. The Officer will go through the application and enclosed documents and sign the certificate and send to the issue counter. The Issue counter will issue the certificate and hand over the Office copy of the certificate and the documents enclosed by the applicant to the certificate branch.

As compared to manual system, in the computerized system the no of days of issue of any certificate has been reduced to 4 (four) days.

Monitoring and Reporting in Jan-Suvidha Software

In the manual system there was no system to check the status of the Jan-Suvidha. But after computerization the system keep the record of date of application, date of printing of certificate, Date of receipt of certificate by the Issue counter, date of Issue of Certificate, which enable the district administration to monitor the system. This always reflects the present status of an application, which is not only beneficial to the Public but also to the District Administration. With the help of the monitoring and reporting system the Officer in charge of the PFC can view the status and take immediate and necessary action. The List of pending application, Application to be issued today helps the PFC operator and District Administration for quick action.

The District Administration has to prepare a Monthly and Yearly PFC report and send it to the Government. By introducing the computerized system preparing these report become very easy because it can generate automatically from the system. A view of the Monthly report is as shown below; the data shown is the Jan-Suvidha Counter of Tinsukia District, Assam.

How the General Public is benefited from the System

1. Public is getting the Certificate in shorter time period.
2. With the monitoring facilities one can find out the present status of his/her application.
3. With the well-designed application form, Document required for applying for a certificate is clear to the Applicant.
4. People do not have to roam around the Branch to Branch to know about for Certificate.

How the District Administration is benefited from the System

1. Quick disposal of Certificate.
2. Transparency in the certificate issue system.
3. Less manpower requirement.

How Jan-Suvidha is sustainable

It has been decided to run the Jan-Suvidha counter by engaging unemployed educated youth and the District Administration has fixed to charge a very nominal amount against issuing certificate from the counter. The half of the amount collected from the counter in each month is paid to the operators against working in the counter and half of the amount is kept in a separate account for recurring expenditure of the Jan-Suvidha counter. The procedure adopted helps the survival of the Jan-Suvidha Counter without the help of the Government financial support since most of this type of service cannot survive due to the financial crises.

Future Prospects of Jan-Suvidha Counter

The system of Jan-Suvidha can be extended by setting up kiosks in different major point of the district and the applicant can submit the application in those kiosks and collect the Certificate from the kiosks.

The Monitoring and report can be made online so that status of any application can be viewed from any of the kiosks.

The entire district database can be made in a central database and online submission of form along with the scanned copy of the documents can be made online.

The scanned copy of the certificate can be stored in a database and made online for future reference or query.

Facilitation Center Tinsukia,

Report for the year of 2004

Application Category	Application received	Certificate Printed	Certificate Disposed	Application Rejected	
Birth Certificate	899	899	800	99	
Death Certificate	90	90	71	19	
Bakijai Clearance Certificate	0	0	0	0	
Jamabandi Certificate	2126		1793	334	
Permanent Resident Certificate	196	196	178	18	
Land Sale Permission	561	561	538	23	
Legal Heir Certificate	66	66	61	5	
Non Creamy	12	12	12	0	

Layer Certificate							
Circular Copy	478	478	465	13			
PRC							

The Monitoring and report can be made online so that status of any application can be viewed from any of the kiosks.