



NAGRIK SUVIDHA KENDRA

Single User-friendly Window Disposal Helpline for Applicants

Nagrik Suvidha Information

About Nagrik Suvidha Kendra
Where to get Services
Nagrik Suvidha Kendra
Implementation
Nagrik Suvidha Kendra
Architecture
Nagrik Suvidha Kendra Impact

*Nagrik Suvidha Kendra
Status Online*

NAGRIK SUVIDHA KENDRA- A Perspective

Governments world over have been criticized for not delivering the services for which they were created. The giant machinery remains at work with virtually no output. In the past, several attempts have been made to improve its efficiency by introducing Information Technology (IT), however, the dividends have been minimal and the plight of the citizen remains the same. The citizen wonders at the very sight of the digital gadgets used in government officers. The computers are planted with great expectations of creating miracles, but the whole effort turns out to be mere hype and internal data processing. It may be worthwhile examining the Citizen dilemma.

- Has to visit different branches for varied services of district administration.
- Is not familiar with government culture.
- Does not know the procedures
- Is unaware of the schemes being implemented for his benefit.
- Learns about the completeness of his application many days after he had submitted the same.
- Has to frequently visit the branch to ensure movement of the case and to enquire the status.
- Services take a long time.
- Services are not delivered as scheduled.
- Has to visit many offices for a single service.

Initiating IT activities with government dilatory procedure cannot yield the desired results. At best it can slightly increase the efficiency of the staff. The citizen friendly system can only be built after e-engineering government processes while keeping citizen convenience as the prime goal of the whole exercise. The government has to redefine and redesign itself at all levels. Today, for example, for every petty service charge, one has to go to the bank and treasury for making payment before the application form is accepted in some other government office. The government needs to answer many questions such as:-

- a. Why can't the petty fee be accepted at the counter itself and deposited in the treasury by the government office as a composite challan?
- b. What is the need to visit many branches for a single service?
- c. Why can't a citizen charter be defined with service delivery time frame depending upon the type of service desired?
- d. Why can't a control loop be included in each activity so that the delivery mechanism can be checked for quality?
- e. What is the need for verification again and again? Can't the services be provided on the spot?
- f. When there is a single government, why to have a number of faces to talk to the citizen?

NAGRIK SUVIDHA Kendra has been conceived to facilities citizen by capturing the input at a single point, defining a specified delivery date depending upon the type of service and accepting fee charges at the counter itself/online payment.

Following are the objectives of NAGRIK SUVIDHA KENDR Project:-

- To provide service level convenience to the citizens
- Re-engineering of Government Processes to provide quality & timely services to citizens
- To integrate NAGRIK SUVIDHA KENDRA Back-end Services (SUBS) with front-end to reduce the time of delivery.
- Linkage with Web based Citizens IT Interface (WebCITI) or Dialup base Citizens IT Interface (DialCITI) to know the latest information about their service.

BACKGROUND

The project has been initiated in the Month of May, 2014. The project is funded and run by Delhi Development Authority, MOUD and Government of India. As of now, the project is being executed only to facilitate the receipt of application forms for conversion of Residential/Commercial Properties allotted by DDA from Lease Hold to Free Hold. In future, the project shall be extended to provide the other facilities like receipt of all types of application forms viz mutation, change of address, subletting permission, mortgage permission etc.

How NAGRIK SUVIDHA KENDRA Works?

- The citizen approaches NAGRIK SUVIDHA KENDRA Queue Counter and gets the Queue Token number.
- He waits for some time till his token number is displayed on the screen. On his turn at NAGRIK SUVIDHA KENDRA Service Counter, he files his application.
- She/he is issued a receipt cum token number, which specifies the date of delivery of services. Each type of service has a pre-defined delivery time and system automatically calculates the service delivery date.
- All kind of payments for the fees etc can be made at the NAGRIK SUVIDHA KENDRA counter as well as online payment mode. This further saves the inconvenience of the citizen caused to visit either bank or treasury office to deposit such payments.
- The application/case is then sent to the branch for action.
- In between the citizen can track the case with the help of Email ID, Mobile No. furnished by the applicant in the application form as well as the Web site of DDA.
- In order to ensure the timely delivery, the office of Principle Commissioner (LD/Housing) who is also the Nodal Agency monitors the progress regularly so that citizen does not have to visit the office un-necessarily.
- The delivery of documents/processed case is made on the specified date. The delivery of the documents is also from NAGRK SUVIDHA KENDRA Delivery Counter and not from the branch. This way the branches are able to concentrate on the backend work rather than attending to the citizens and this further helps in improving government services and the citizen are freed from inconvenience/harassment.

With this process, all applications received are recorded and monitored against the delivery due date, branch-wise. Computerized print, placement of processes has improved the quality of service. NAGRIK SUVIDHA KENDRA Software provided the facility of online application also. The operators are available on the counters for the prescribed timings on all working days from 10.30 A.M. to 4.30 P.M. so as to easily accessible to the citizens.

NAGRIK SUVIDHA KENDRA SERVICES

Conversion of properties allotted by DDA of Residential Flats/Plots, Commercial Plots/Shops, Housing Flats and Group Housing Flats. These Kendras are working from following addresses.

1. Dwarka- Sector-5, Central Nursery, Dwarka, DDA Office Complex
2. Deepali Chowk Rohini, DDA Office Complex
3. Seedbed, DDA Office Complex, Laxmi Nagar
4. DDA Head Vikas Sadan, INA

NAGRIK SUVIDHA KENDRA IMPACT

The project has reduces the overall operational cost of services to the citizens & Government. People do not visit branches of DDA Offices located at INA Vikas Sadan for services whereas NAGRIK SUVIDHA KENDRA Counters are on-point of contract for acceptance of application and delivery of service.

Government has taken care that no facilitation charges are taken from any public to avail this service. Government has invested in capital infrastructure especially at the back-end.

In case of any grievances this office may be contacted on following Nos.:-

- | | | |
|----|----------------------------------|--------------|
| 1. | Commissioner (LD) | 24698350 |
| 2. | Commissioner(Housing) | 24698958 |
| 3. | Director (RL) | 24649717 |
| 4. | Director (CL) | 24615810 |
| 5. | Director (Land) | 24698783 |
| 6. | Director (Housing)I | 24617396 |
| 7. | Director (Housing)II | 24690723 |
| 8. | Director (Coordn)Housing/LD | |
| 6. | Dy. Director (EWS)/Nodal Officer | 24690431-435 |

In case any staff ask for undue favuor please contacted

- | | | |
|----|-------------------------|----------|
| 1. | Chief Vigilance Officer | 24621489 |
| 2. | Director (Vigilance) | 24622398 |