e-District
for
Bihar State Electronics Development Corporation Ltd. (Beltron), India

Vayam is helped the Bihar government in reaching the un-reached and bridging the digital gap. e-District is a State Mission Mode Project under the National e-Governance Plan .It envisages integrated and seamless delivery of citizen services by district administration through automation of workflow, backend computerization, data digitization across participating departments. It further aims to integrate multiple applications, faster processing of public cases/appeals/grievances, integration and process re-design across participating departments such as Revenue, Civil Supply, Social Welfare, Election, Land Records, and Registration etc., dissemination of information as per public requirement .

CLIENT: Bihar State Electronics Development Corporation LTD. (Beltron)

LOCATION: Bihar, India

CLIENT DESCRIPTION

Bihar State Electronics Development Corporation LTD. (Beltron), Patna is a Govt. of Bihar Undertaking engaged in business related to Electronics and Computer goods and services. e-District can be defined as a district where more than 75% of the services from the collectorate are ICT enabled.

ABOUT e-DISTRICT

Districts are the de facto front-end of governments where most G2C interaction and bulk of citizen centric services are delivered. As such, it was felt to improve this experience and enhance efficiencies of the various departments at the district level to enable seamless service delivery to citizens. The objectives of e-District include backend computerization to enable efficient delivery of government services, besides proactively provide a system of spreading information on government schemes, planned developmental activities, and status of current activities. The front-ends under the scheme are only to be built at district, tehsil, sub-division, and block level, in the form of citizen facilitation counters. Village level linkage would be established through CSCs for delivery of services.

SERVICES OFFERED

Citizen Centric Services

- Public Grievance Redressal/Right to information
- Computerization of Ration cards
- Issuance of Birth/Death Certificates
- Issuance of Domicile certificate/Caste Certification
- Computerization of the Rural EGS
- Computerization of Arms license
- Issuance process
- Recovery Certificates
- Computerization Old age pension

District Administration

- Government Entitlements
- e-Filing
- Infrastructure Management
- Employees Database
- Revenue Court Cases

Integration with Departments

- Registration Department

- Land Records
- Department
- Health Department
- Police
- Transport
- Agriculture

BENEFITS

To Citizens:

- The service delivery is faster to the Citizens
  - Payment of Bills online
  - Issue of Birth/Death Certificate over the Counter
  - Issue of domicile certificate over the counter etc.
- Citizen Grievance within a stipulated time frame
- Access to information easy with service delivery counters within reach
- High Level of Convenience
  - Facility of payment at convenient points and extended hours
  - Negligible Queuing
  - Facility of payment in-house

To the District Officials

- Generation of an Efficient MIS for better decision making
- Faster retrieving of the records due to computerized records
- e-District model based on sustainable operations
- Improvement in efficiency of the employees and reduction in workload