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With Deep Reverence,

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ABSTRACT

The increasing reliance on digital platforms for essential public services has made efficient, transparent, and accountable certificate issuance a critical requirement for government departments. Despite the digitization of public service delivery, many states continue to face significant challenges in the online processing of caste, income, domicile, and other certificates. These challenges include delayed approvals, lack of workflow visibility, uneven workload distribution among officers, and difficulty in identifying process bottlenecks, which collectively hinder service efficiency and citizen satisfaction. To address these issues, this study proposes a Real-Time Monitoring System (RTMS) for certificate issuance. The system leverages the existing digital repository to continuously track applications by analyzing status updates, officer actions, and processing timelines. By providing real-time visualization of application progress, the system enables administrators to monitor each stage of the verification process effectively. Furthermore, it categorizes applications based on type and processing stage, facilitating structured oversight, prompt detection of delays, and better workload management. The RTMS also generates actionable insights that support informed administrative decisions, enhance transparency, and improve service delivery efficiency.

Experimental evaluation demonstrates that implementing this system can significantly reduce processing delays, ensure equitable workload distribution, and increase overall citizen satisfaction. The proposed solution provides a scalable framework for modernizing certificate issuance workflows, paving the way for more transparent, accountable, and citizen-centric governance.