MANGALORE INSTITUTE OF TECHNOLOGY & ENGINEERING

(An ISO 9001:2015 Certified Institution)



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING

(NBA Accredited)

CITIZEN CENTRIC PANCHAYATH SYSTEM WITH DIGITAL MANAGEMENT AND AUTOMATION

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INTRODUCTION

- The main purpose of this project to digitalize and automate the internal workflow processes of Panchayath.
- The Panchayats are expected to play an important role in rural development in India.
- Various states governments have also taken various innovative steps to promote e-governance.
- But still most of the work in grampanchayat is done on paper.
- This system could be helpful for the individual to save their valuable time.

PROBLEM STATEMENT

Implementing a Full-stack E-Management system that establish a transparent, user-friendly ecosystem to tackle various problems and provides effective service to the development of the rural areas.

OBJECTIVE AND SCOPE

- To provide contactless, transparent, and faster delivery of service
- To provide awareness about the new schemes which are provided by government.
- To view the development rate at the ward in comparison to other wards.
- To know about the availability of the officials in the grama panchayath office.
- To provide easier way to request an application, and keep track of it's status.
- Automation can reduce hummon error and standardize the process.
- To make users free to raise complaints, feedback and suggestions.

LITERATURE SURVEY

[1] Ch. Leela Poornima, Ch. Pavani, G. Parameswari, K. Subhash Reddy, "Automation of Gram Panchayat", International Journal of Emerging Trends in Engineering Research, 2016. They developed a system in which user can request for the certificates online and user will be able to do the activities like raising complaints and suggestions. There are four roles Admin, Secretary, President and User. Admin will create the user id for the officials, and user will register himself and If he want any application he will select the application and apply it.

[2] Prof. S. D. Dhage, Prof. G. A. Ghone, Akash R. Bhojane, Prathamesh B. Thorat, Naim Y. Shaikh, "E-Gram Panchayat Management System", International Journal for Scientific Research & Development, 2018.

This system is used for monitoring grama panchayath activities like maintaining all the details about the payments, and providing all the certificates in the site which are manually entered by the panchayath officials.

• Admin

Create login credentials for the officials.

Officials

- **PDO**: accept/reject the application, manage payments, manage complaints/feedback.
- Secretary: update service details, manage applications, maintain user details.
- **President**: approval of certificates, manage payment.

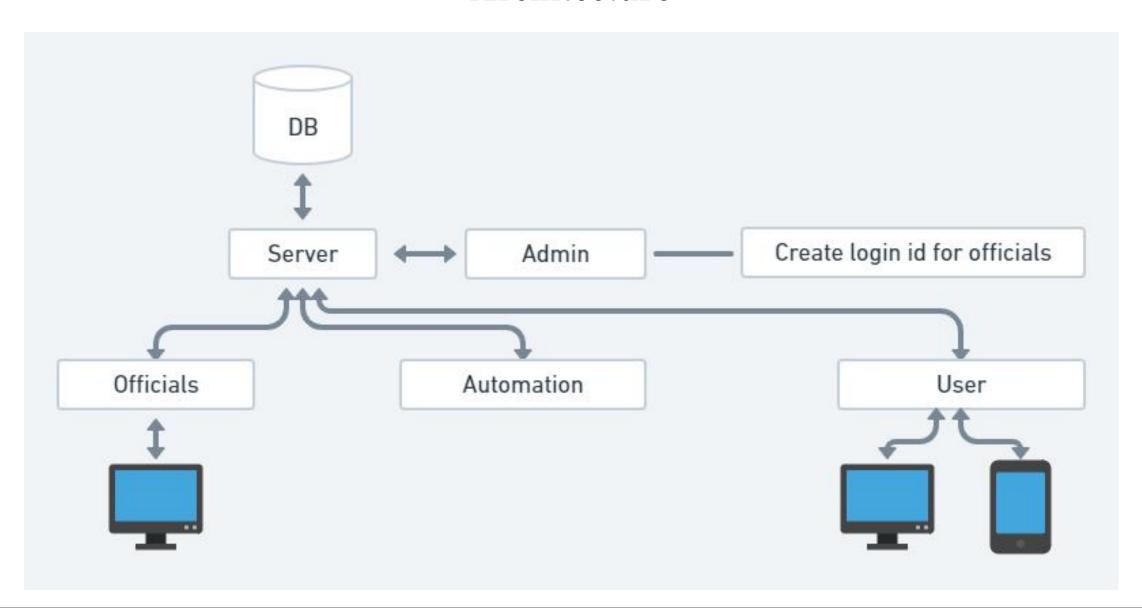
• User

- View information about new schemes.
- Pay tax bills online.
- Get certificates and licences.
- Write feedbacks or complaints.
- Watch events that are done in Panchayath office.

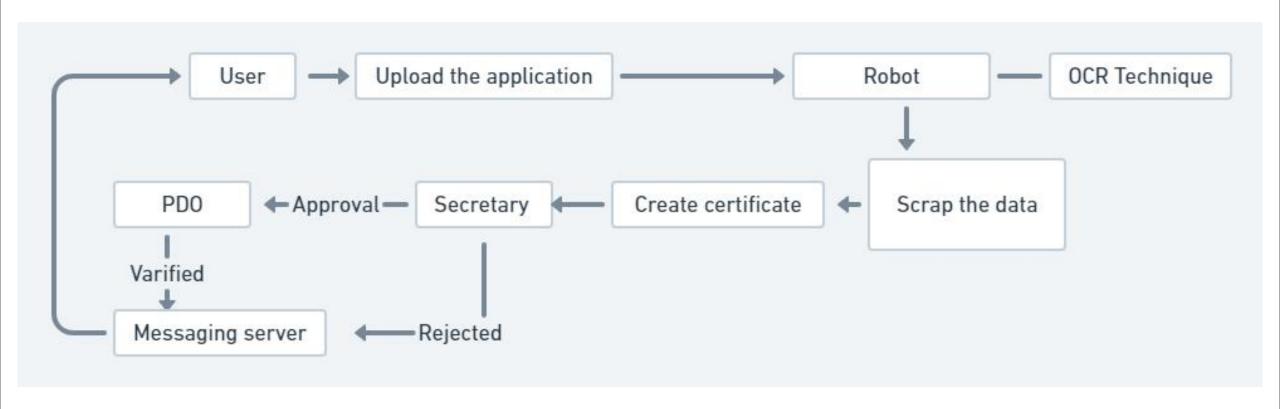
Automation

- Payment invoice.
- Scraping the data from user applications.
- Adding scrapped data into certificate.
- Sending messages about the events, schemes, and announcements.
- Finding the Low-Cost Tender Quotation.
- Generating the Overall Development Chart of Grama Panchayath.

Architecture



User application processing flow



POSSIBLE OUTCOMES

- Improving delivery of services to citizens.
- Tax payment procedure will be optimized.
- Automation will reduce the work load of the officials.
- Transparency, Accountability, Efficiency and RTI compliance of Panchayath.

CONCLUSION

- This system provides online services to the people living in that panchayat.
- Everything is made online people can request their applications from anywhere at any time.
- No need for the people to go to panchayat office every time for the completion of work.
- The people can easily view the all the events that are happening in their village.
- Optimization in the workload of the Panchayath officials.
- People will be aware of all the schemes which are provided by the government.

REFERENCES

- [1] Ch. Leela Poornima, Ch. Pavani, G. Parameswari, K. Subhash Reddy, "<u>Automation of Gram Panchayat</u>", International Journal of Emerging Trends in Engineering Research, 2016.
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